State of Oklahoma
COR404

Accounts Receivable – Receivable Maintenance Manual

Office of Management & Enterprise Services

OKLAHOMA

Table of Contents

Document History

Document Revision	Date	Description
1.0	04/15/2010	Initial Document
2.0	10/01/2014	Upgrade 9.2
3.0	06/20/2025	Upgrade Update

Receivables Maintenance

When customer receivables are created in Accounts Receivable, they must be managed to reflect necessary changes in a customer account. Receivables can be offset, refunded or adjusted. Receivables are maintained in a **Worksheet** where required action can be taken on the receivables item.

Receivables maintenance can be done automatically by matching customer debits and credits together using automatic maintenance rules.

Key Terms

Account Receivable Business Unit - Each agency has one, and only one, Accounts Receivable Business Unit. The Business Unit is the 3 digit agency code, plus 00. For example, Office of Management and Enterprise Services is 09000.

Billing Business Unit - Each agency has one, and only one, Billing Business Unit. The Business Unit is the 3 digit agency code, plus 00. For example, Office of Management and Enterprise Services is 09000.

Customer - A customer is an external entity that is defined in a Contract to receive invoices and from which revenue is recognized. Customers can be individuals, businesses or federal grantors.

Customer ID - Customer ID is a unique identifier for Customers within the system. Customer ID's can be assigned by the system or keyed manually by a user. Each agency will have a unique list of Customer ID's with which they do business (generate revenue).

Bill (Invoice) - The transaction containing invoice information for a Customer (bill header, bill lines, amounts, due dates, etc.). Bills are created then 'Finalized' in the Billing Module to become a completed Invoice to which customer cash can be applied. The term Bill and Invoice can be used interchangeably.

Distribution Code - Distribution codes simplify the process of generating accounting entries by defining a valid combination of Chartfield values that are used as defaults on other pages. Distribution Codes can be defined for Revenue or Accounts Receivable.

Pending Item - Pending Items are Customer Receivables that have been created in the system but are not yet Posted to the Customer Account. Pending Items can come from outside of Accounts Receivable, like invoices from Billing, or they can be created in Accounts Receivable.

Maintenance Worksheet - A worksheet that allows receivables items to be adjusted or offset. In a worksheet, Items are retrieved and desired action taken to reflect item activity.

Process Flows

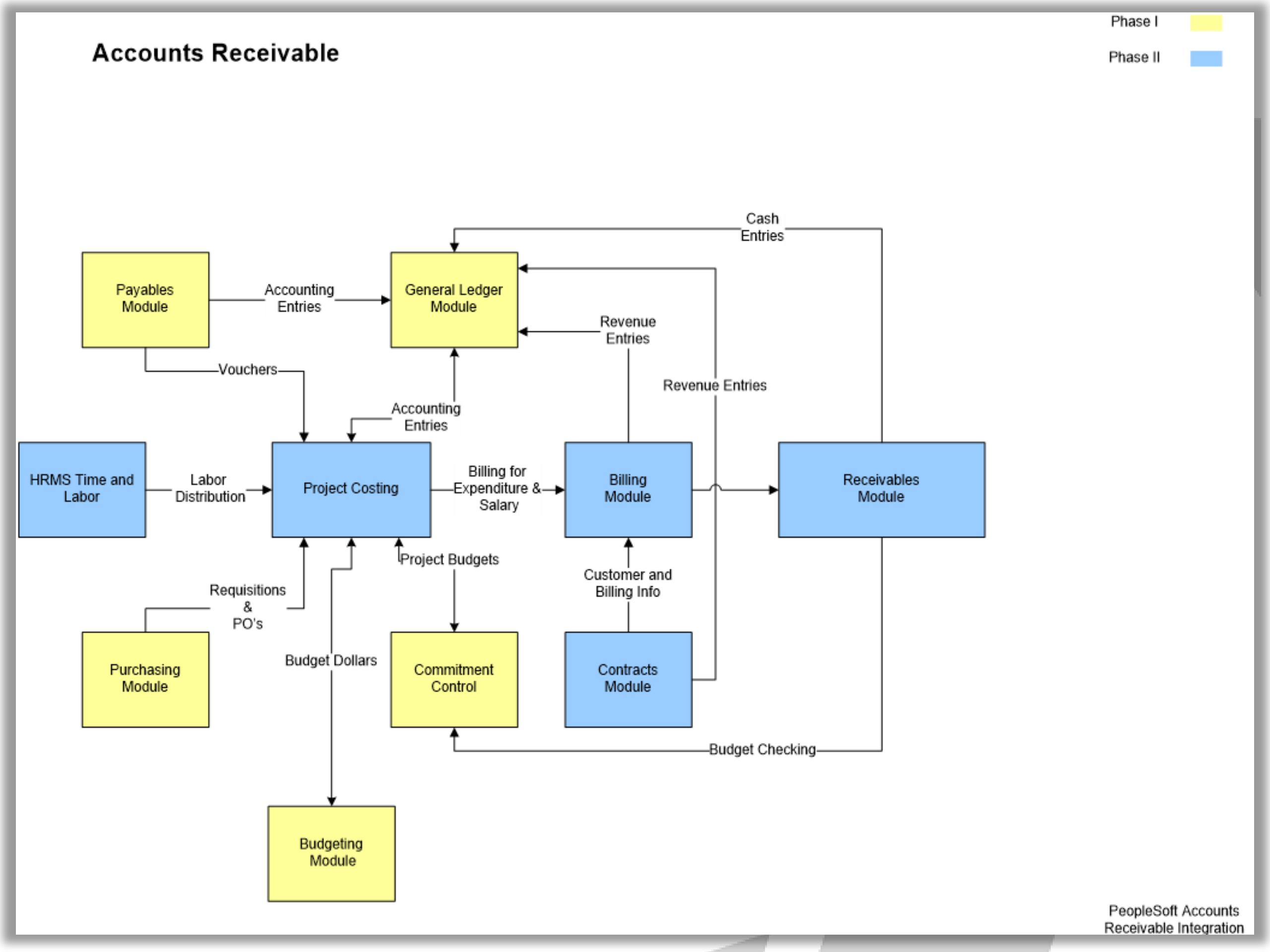


Diagram 1: Accounts Receivable Module Integration

Guidelines, Concepts, Alternatives

PeopleSoft Billing uses extensive defaults to automatically populate bill information. Since Accounts Receivable uses finalized bills extensively in processing, this hierarchy also impacts the Receivables module.

During online Bill entry, as certain fields are populated, the system automatically populates other fields on the Bill Header based on the defaults that are configured by the agency. Automatic field population also occurs during the Billing Interface process (BIIF0001) when a field that has possible default information is left blank.

For example, an agency may extend different 'Payment Terms' to customers based on the 'Type' of invoice that is being generated. If Payment Terms are defined by **Bill Type**, then each time a Bill Type is selected onto an invoice the corresponding Payment Terms are defaulted to the Bill Header.

Since Accounts Receivable uses Customers extensively, the Billing default hierarchy impacts processing in Receivables as well. Within the default hierarchy, values defined at the Lower level of the diagram below "**Override**" values at a Higher-level in the hierarchy. For example, Payment Terms defined for the Customer would override Payment Terms defined for the Bill Type. When creating invoice online the system will search for the lowest level value in the hierarchy to populate a particular default field.

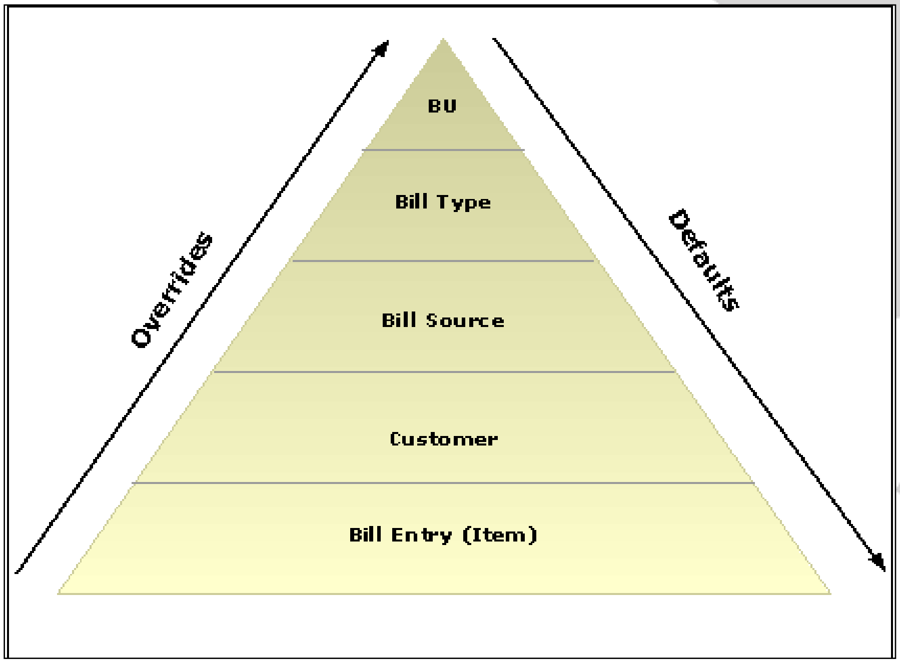
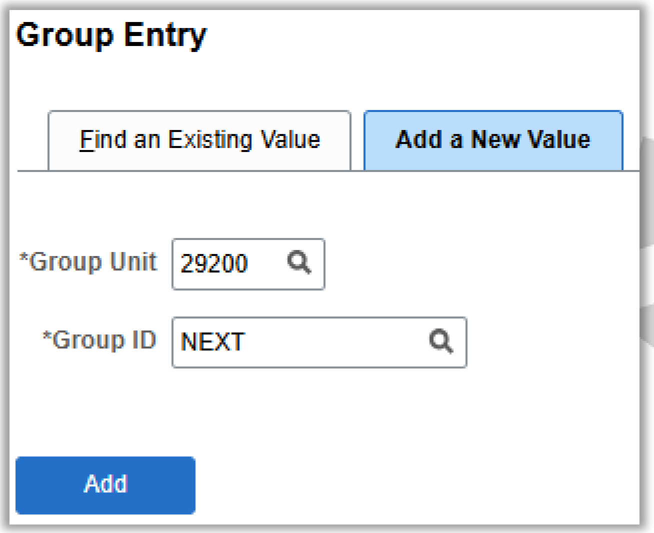


Diagram 2: Billing Default Hierarchy

Debit/Credit Memos

Debit and Credit Memos can be added to the system to reflect changes in an Item or Customer Account. Debit and Credit Memos can originate from Accounts Receivables or be interfaced from the Billing Module.

The Online Pending Item component is used to create a Debit/Credit Memo. The Debit/Credit Pending Item will be entered in a Group and have a different **Entry Type** and **Entry Reason** reflecting the action being taken.
Navigation: Accounts Receivable > Pending Items > Online Items > Online Item Group Entry > Add a New Value

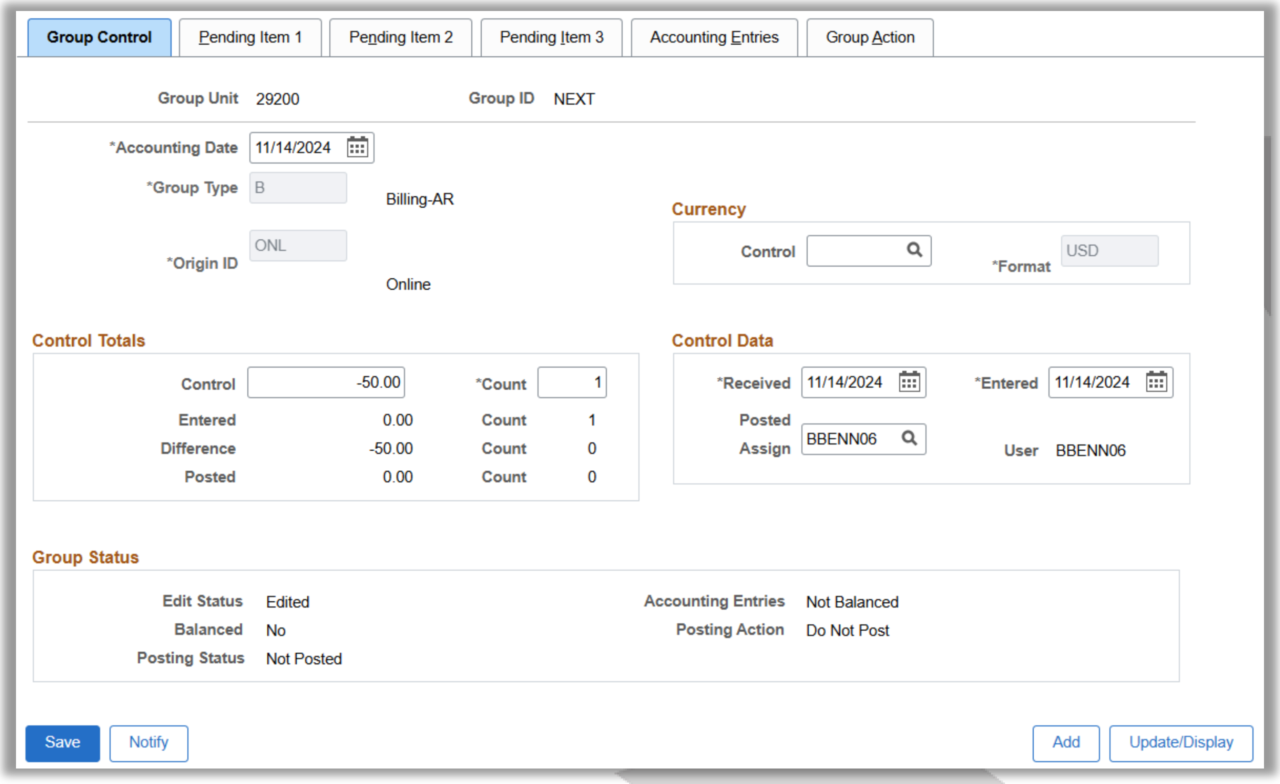


Group Unit – enter the business unit value.

Group ID – leave this value as 'NEXT' to have the system assign the next available Group ID number.

Click the **Add** button to enter the Debit/Credit Memo.

Group Control Page


Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Group Unit 29200 Group ID NEXT

*Accounting Date 11/14/2024

*Group Type B Billing-AR

*Origin ID ONL Online

Currency

Control *Format USD

Control Totals

Control -50.00 *Count 1

Entered 0.00 Count 1

Difference -50.00 Count 0

Posted 0.00 Count 0

Control Data

*Received 11/14/2024 *Entered 11/14/2024

Posted

Assign BBENN06 User BBENN06

Group Status

Edit Status Edited

Balanced No

Posting Status Not Posted

Accounting Entries Not Balanced

Posting Action Do Not Post

Save Notify Add Update/Display

Use the **Group Control** page to enter the Group Information for the Debit/Credit Memo.

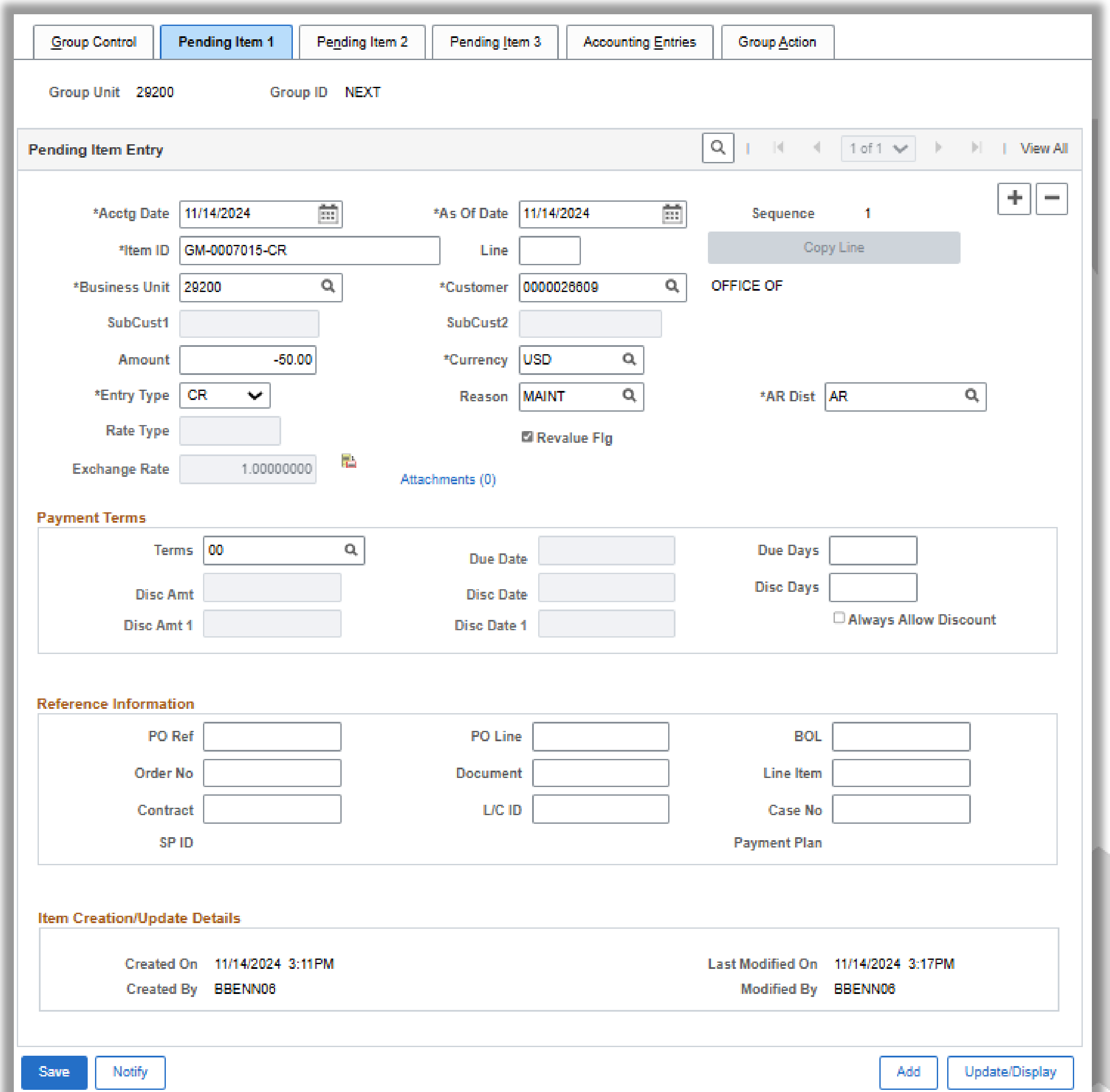
- **Accounting Date** – this value is the date that the accounting entries for the Debit/Credit Memo Group will be posted to the General Ledger.
- **Group Type** – this value represents the source of the Group.
- **Origin ID** – this is where the object originated.
- **Control** – this amount represents the total amount of all Debit/Credit Items in the Group.
- **Count** – represents the total count of Items in the Group.

The **Group Status** section of the page displays various status values for the Group:

- **Balanced** – indicates whether or not the Group is balanced. The Online Group will initially be created as ‘No’.
- **Posting Status** – indicates whether or not the Group has been posted to customer accounts through the Receivables Update process. Once processed by Receivable Update the status will be ‘Complete’ or ‘Errors’.
- **Accounting Entries** – indicates whether the Group Accounting Entries are in balance.
- **Posting Action** – indicates what Posting Action the group is currently set to. Agency can set the Group either to ‘Do Not Post’ or ‘Batch Standard’.

Click the **<u>Pending Item 1</u>** Tab.

Pending Item 1 Page



The **Pending Item 1** page allows for Debit/Credit Items to be entered into the Group individually. Each Item will house its own separate properties within the Group.

NOTE: Use the **plus (+)** button to add additional rows in the Group to accommodate multiple Debit/Credit Items.

Item ID – enter an Item number for the Debit/Credit memo.

Customer – enter the Customer ID for the memo.

Amount – this field holds the individual Item amount.

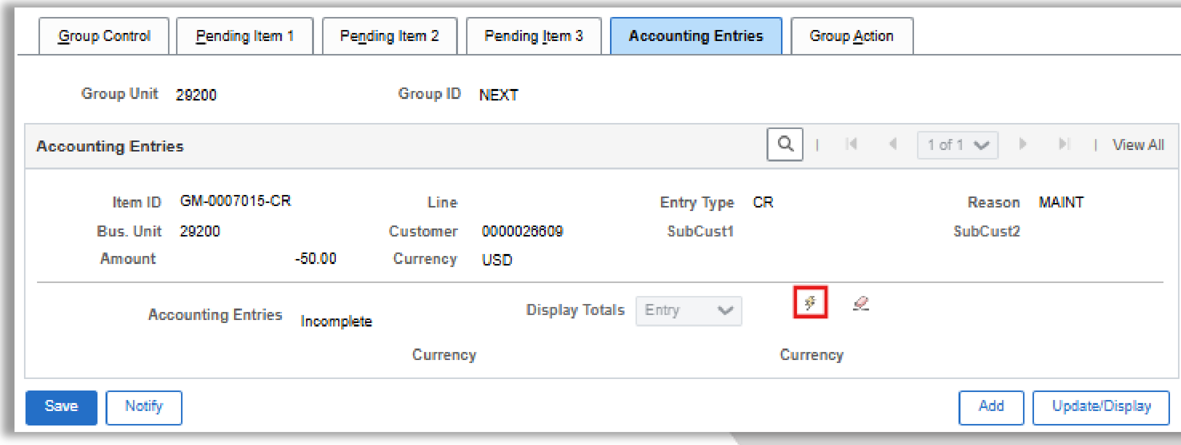
Entry Type – for Debit memos enter the Entry Type of 'DR', for Credit memos enter the Entry Type of 'CR'.

Entry Reason – further define the accounting entries for the Debit/Credit memo by selecting the appropriate Entry Reason for the action being taken.

AR Dist – enter the distribution code that governs the Chartfields that are used when the system generates accounting entries.

Click the **Accounting Entries** Tab.

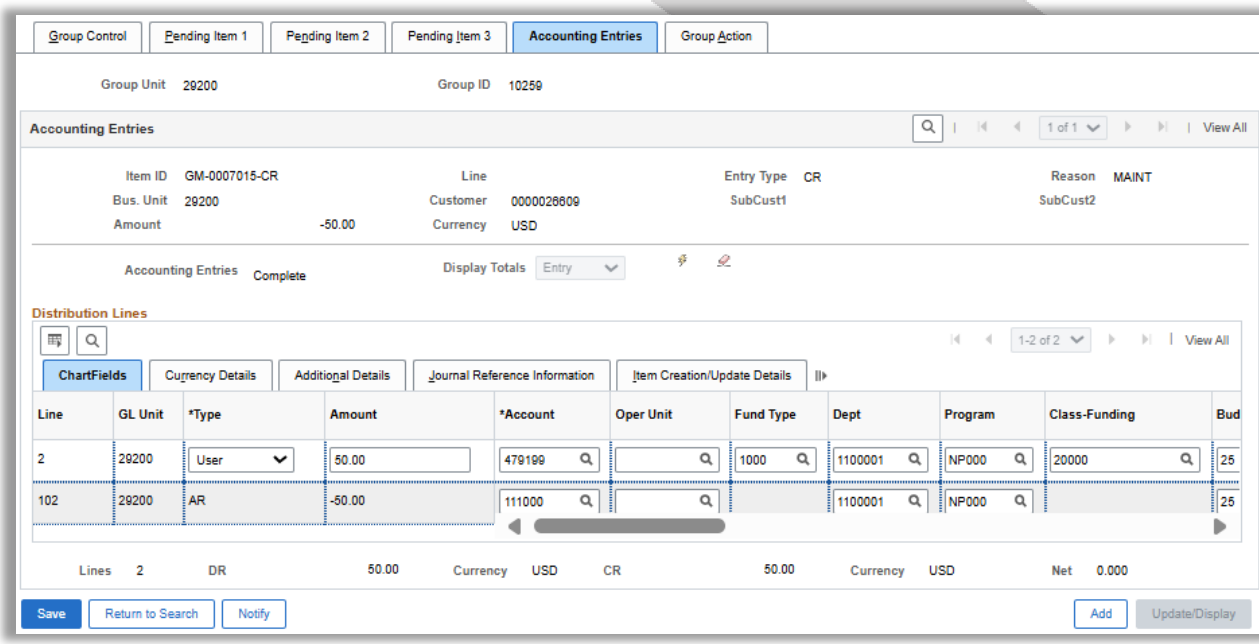
Accounting Entries Page



Use the **Accounting Entries** page to create accounting entries for the Debit/Credit Items. The page initially is displayed without entry lines.

The accounting entry status will display **Incomplete** initially.

Click the **create** icon, outlined above, to have the system create accounting entries for each Item in the Group.



Once the **Create** accounting entries icon has been selected, both sides of the entry should be visible, and the agency can change the chart field values if needed.

Amount – the amount values for the entry should default from the Item amount defined by the user.

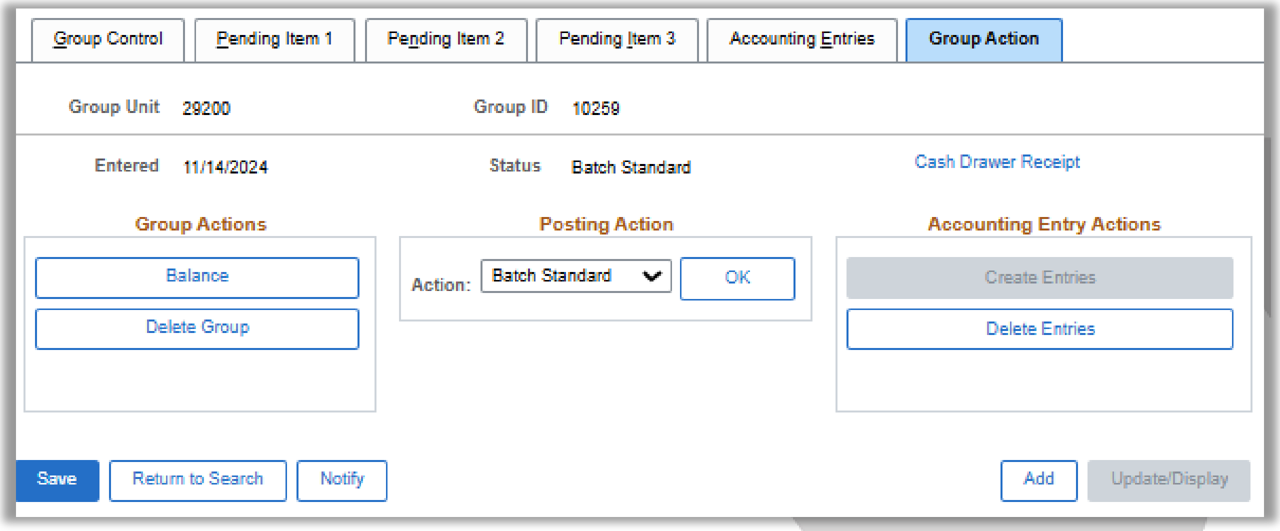
Chartfields – populate both sides of the entry with the desired chartfield values.

NOTE: When creating Debit and Credit memos, the accounting entries will be different than invoice Items. For example, a Credit memo will credit the Accounts Receivable account and debit the Revenue account.

NOTE: Use the erase icon to delete accounting entry and start over.

NOTE: The accounting entry status should be set to 'Complete'.

Group Action Page



The **Group Action** page displays different actions that can be taken on the Group.

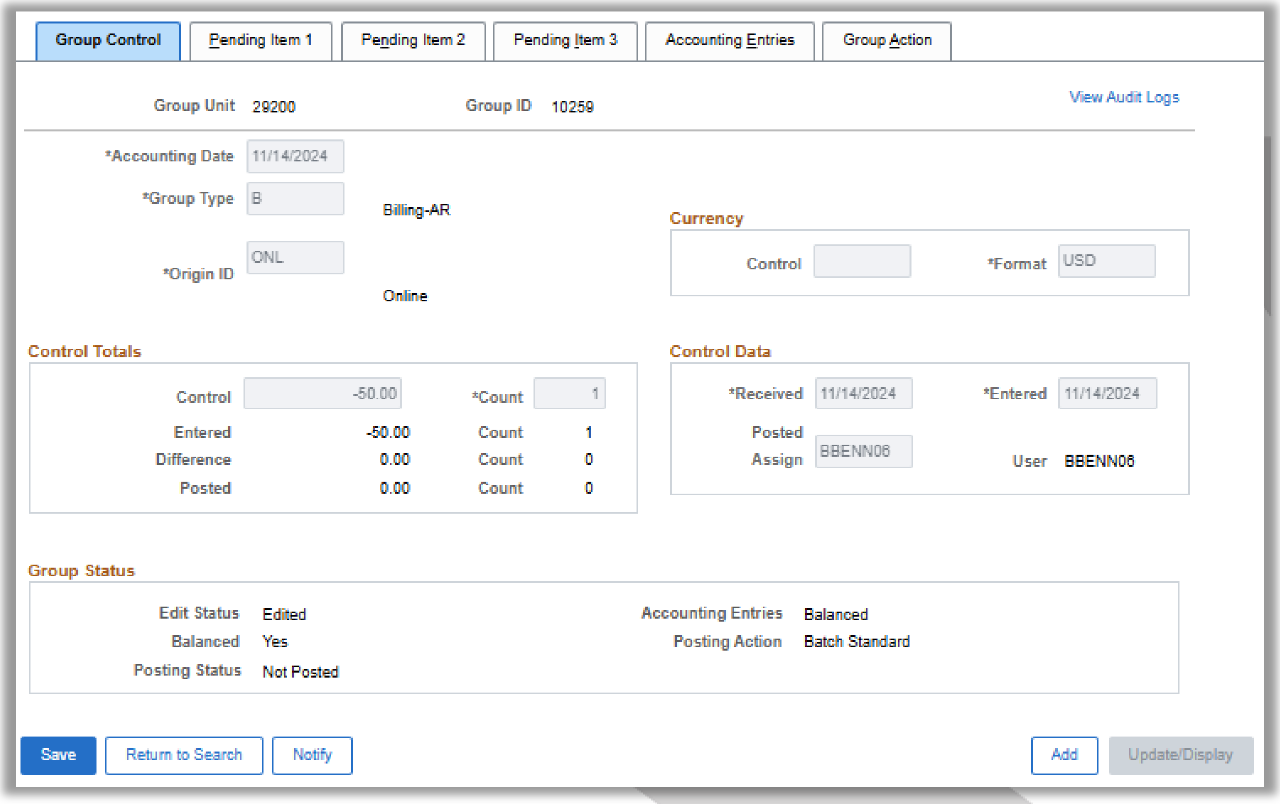
The **Posting Actions** allow the user to set the Group to Post:

- Use the **Do Not Post** option to save the Group but set it in a Non-Postable status.
- Select the **Batch Standard** option to make the Group eligible to be picked up the next time Receivables Update is executed.

Once the desired action is selected (Batch Standard for Posting the Debit/Credit Memo), **click** the **OK** button to set the Group to post.

Click the **Group Control** Tab.

Group Control Page



The Group should be **Edited, Balanced, Not Posted** (until Receivables Update has been run), Accounting Entries **Balanced** and set to **Post** (Batch Standard)

NOTE: Once the Online Pending Item Group has been balanced, accounting entries complete and set to Post, the Group will be ready to be selected by the Receivables Update process and posted to the customer's accounts(s).

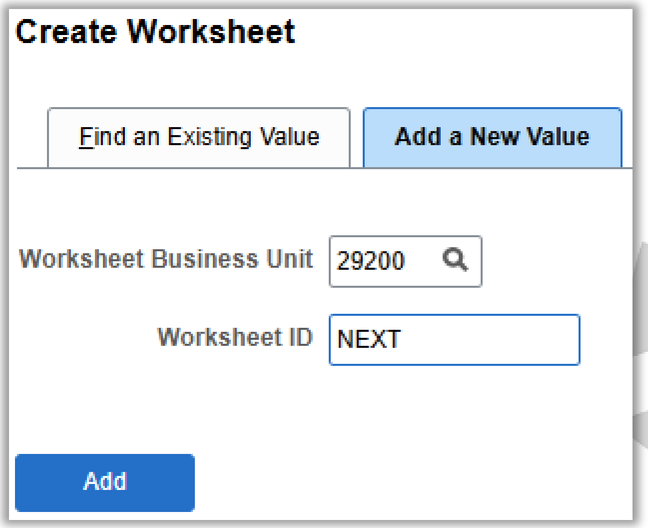
Click the **<u>Save</u>** button to save the Group.

Maintenance Worksheet

Maintenance Worksheets are used to Adjust or Offset Items.

Create a Maintenance Worksheet

Navigation: Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Maintenance Worksheet > Add a New Value



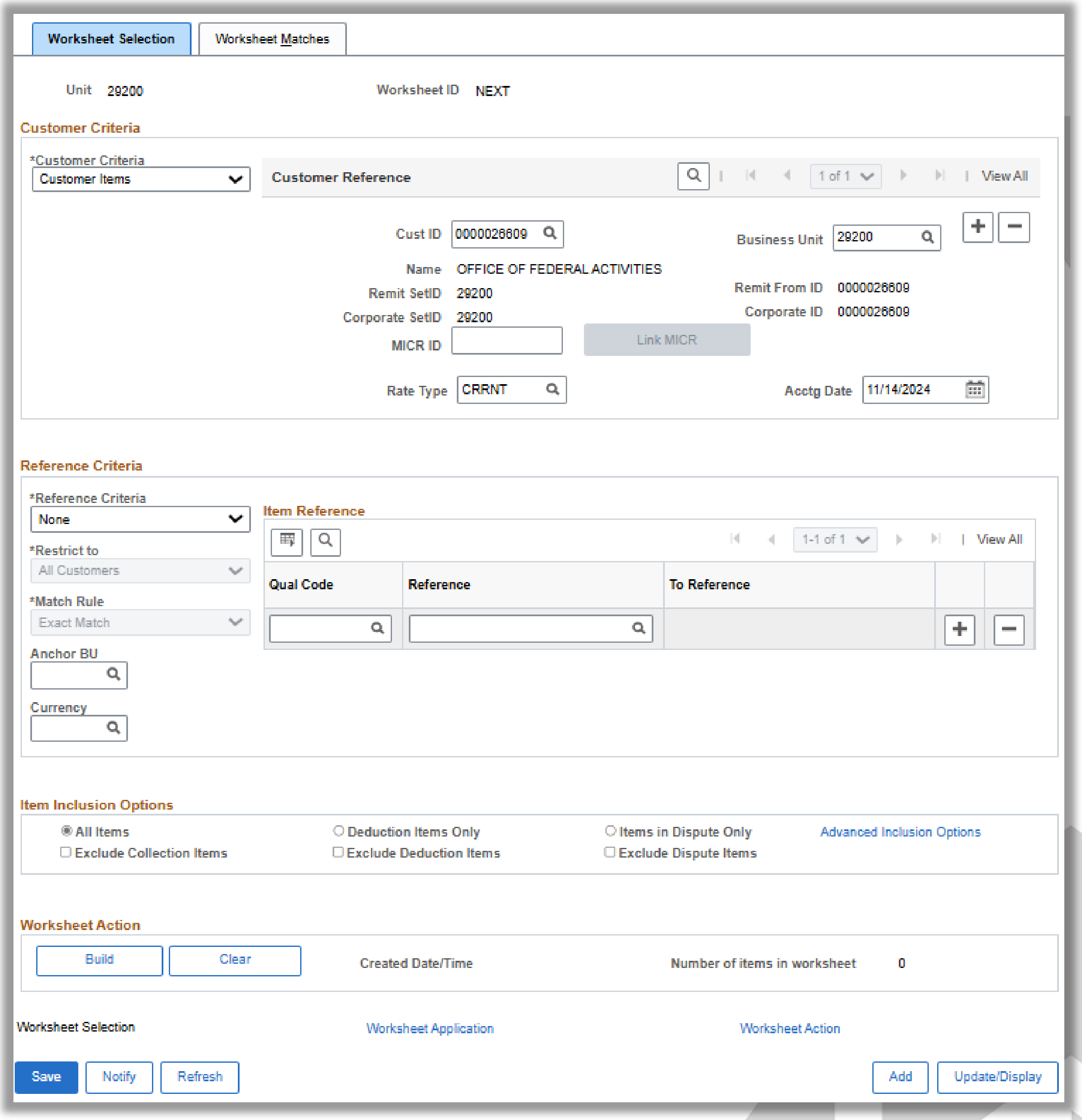
Worksheet Business Unit – enter the agency business unit value.

Worksheet ID – leave this value as 'NEXT' for the system to assign the next available Worksheet ID.

Click the **Add** button to enter the Maintenance Worksheet pages.

NOTE: Not all fields in the Receivables Maintenance pages are illustrated in this manual. Only those fields that are required or generally used will be explained.

Worksheet Selection Page



Use the **Worksheet Selection** page to determine which Items will be pulled into the worksheet.

Customer Criteria – select the type of customer that you want to include in the worksheet. Generally, this value will be ‘Customer Items’.

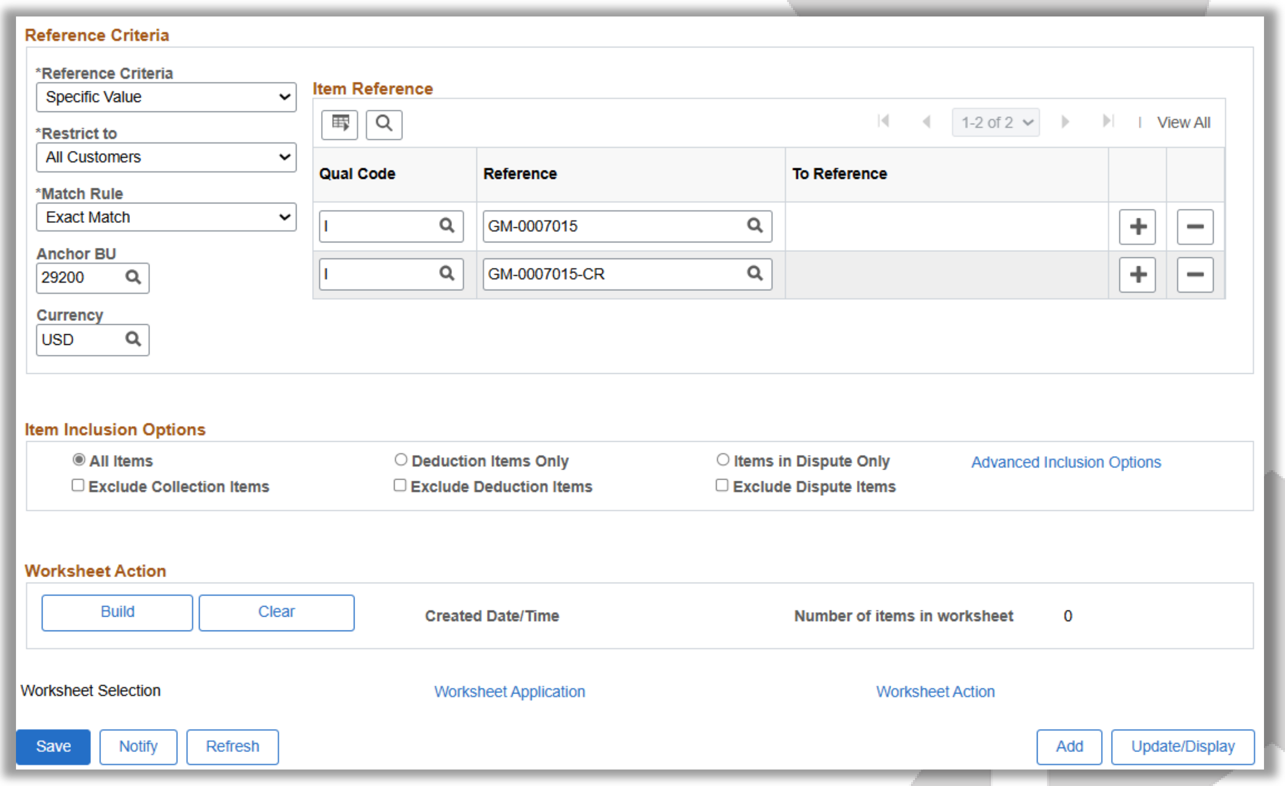
Customer ID – select the Customer ID that will be used to search for Items.

Business Unit – enter the agency business unit value. This is the business unit in which the Items exist.

Accounting Date – default to current date.

Use the **Reference Criteria** section of the page to provide additional information used to identify Items for the worksheet.

NOTE: The Reference Criteria section of the page is optional and allows the user to provide additional data elements associated with desired Items that allows the system to search for and find Items more specifically.



Reference Criteria – select from the pre-defined values that indicate how Items will be searched for and added to the worksheet:

- **Specific Values** – identify a specific value for the worksheet.
- **Restrict To** – select a value to restrict the selection by customer.

Match Rule – select whether the system will use an 'Exact Match' or 'Like Match' when selecting Items. 'Like Match' allows the user to use a wildcard (%) to search by partial information.

Reference Qualifier Code (Qual Code) – select from the pre-defined list of documents.

Reference – enter the specific Item reference value.

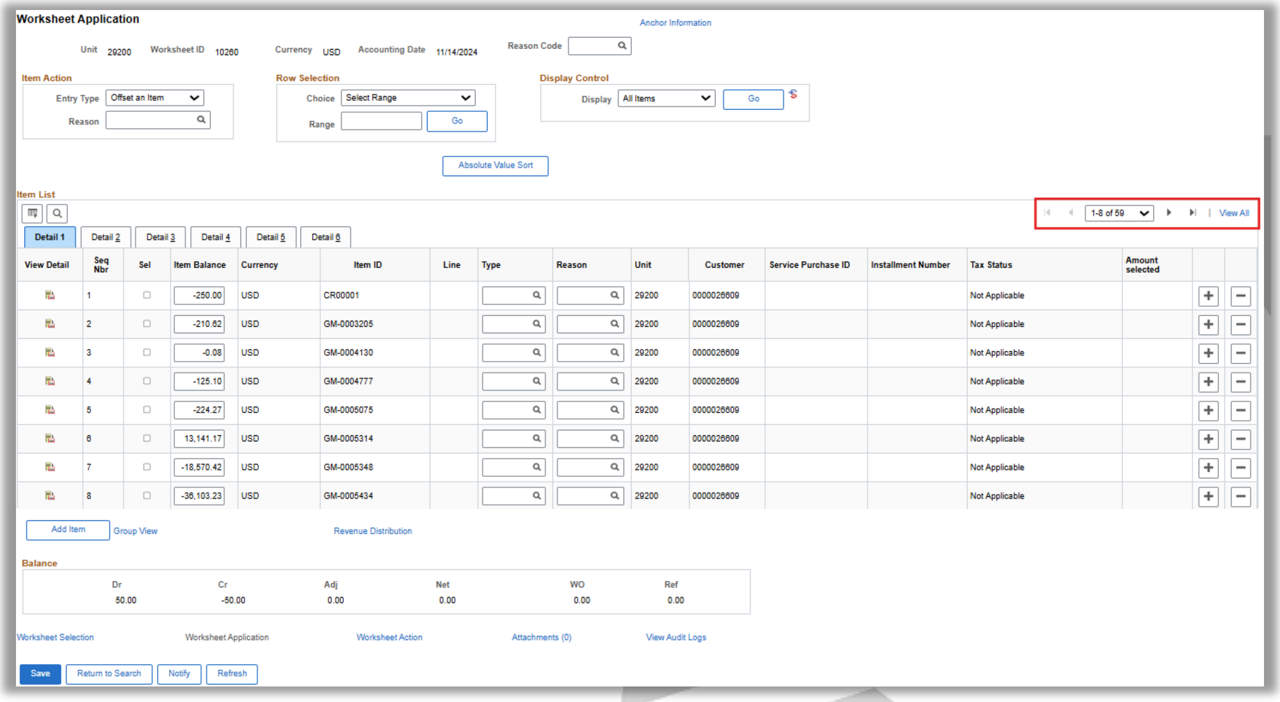
NOTE: Use the **plus (+)** button to add additional reference values if necessary.

Use the **Item Inclusion Options** section to determine which types of Items will be included in the worksheet.

Click the **Advanced Inclusion Options** hyperlink on the page to provide additional criteria for Item selection.

Click the **Build** button to create the worksheet based on the criteria provided.

Worksheet Application Page



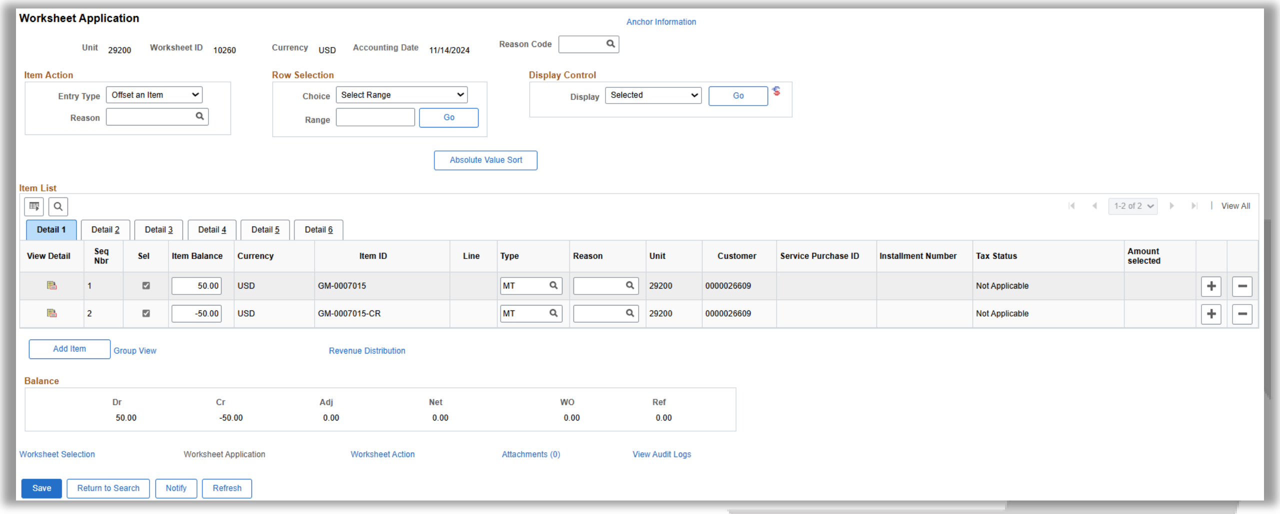
The **Worksheet Application** page displays all Items that match the Worksheet selection criteria provided by the user.

Use the Navigation buttons, outlined above, to find the Items selected or click the **View All** link.

NOTE: If the user inputted the items in the Item Reference section on the previous page, they will automatically be selected on this page. If not, the items will need to be manually selected.

Use the **Row Selection** feature to select Items in the worksheet.

Use the **Display Control** feature to filter the Items in the worksheet.



Click the **Go** button to execute the **Selection** or **Display** feature if needed.

Click the **Detail** tab to view Item Details.

Select – use this checkbox to individually select the Item that will have action taken on it. This checkbox will default as selected for items matching the **Reference Criteria** if used.

Item Balance – displays the amount of the item on which action is being taken.

Item ID – for existing Items, this field displays the Item ID.

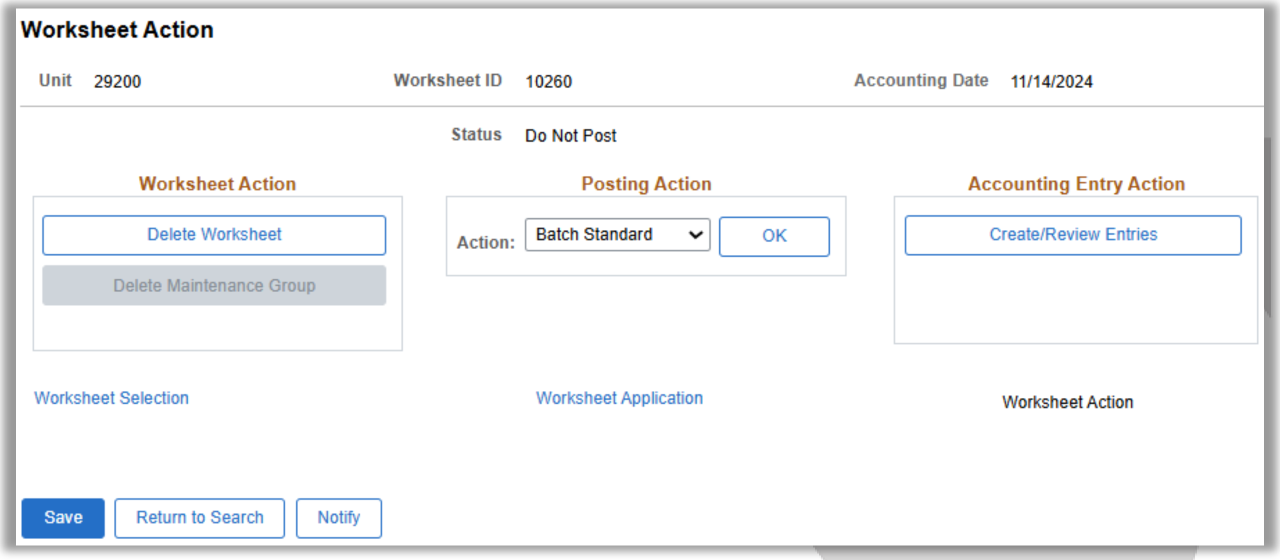
Type – defaults to MT (offset an item).

Reason – it is optional.

Click the **Save** button to save the Maintenance Worksheet.

Click the **Worksheet Action** hyperlink.

Worksheet Action Page



Use the **Worksheet Action** page to set the worksheet to Post or Delete the worksheet.

NOTE: The Receivables Update process will create Accounting Entries associated with the maintenance worksheet action.

Action – select '**Batch Standard**' to set the maintenance worksheet to post the next time Receivables Update is executed.

Click the **OK** button to save the Posting action.

NOTE: The maintenance worksheet action will be posted to the customer account next time Receivables Update process is executed.

NOTE: To correct Posting Errors navigate to ***Accounts Receivable > Receivables Update > Correct Posting Errors > Worksheet.***

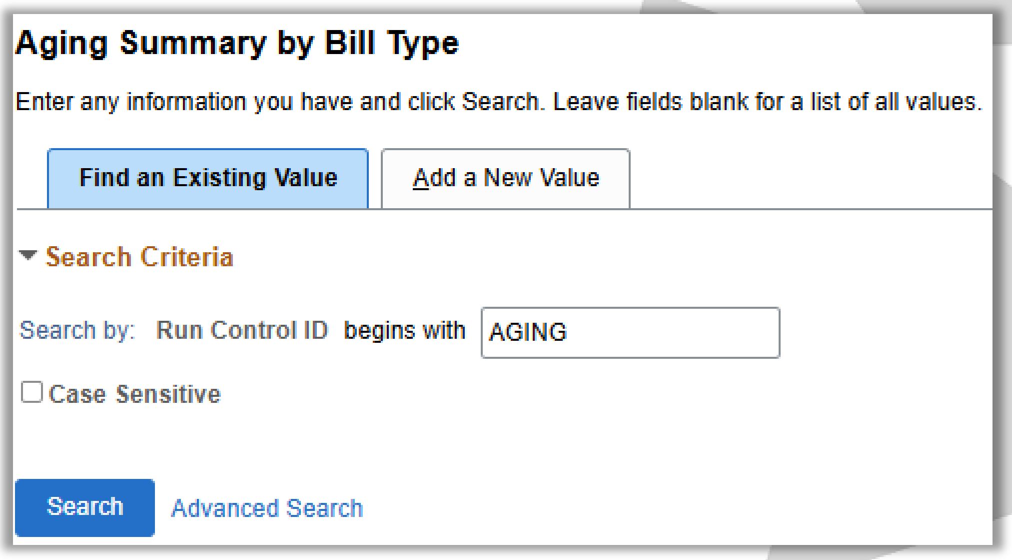
Aging

Aging is a Receivables Item analysis tool that displays outstanding (unpaid) Items by day's late category. Generally, the aging categories are 1-30 days, 31-60 days, 61-90 days, 91-120 days and 121+ days. Aging categories in the system are represented by Aging ID's that are configured for each business unit (agency).

Customer **Aging** analysis within the system is done in a two-step process. First a batch process is executed to populate aging tables. Second, aging analysis can be done through delivered pages. The Aging batch process automatically processes all customers in all business units specified on the aging request.

Aging Summary by Bill Type Report

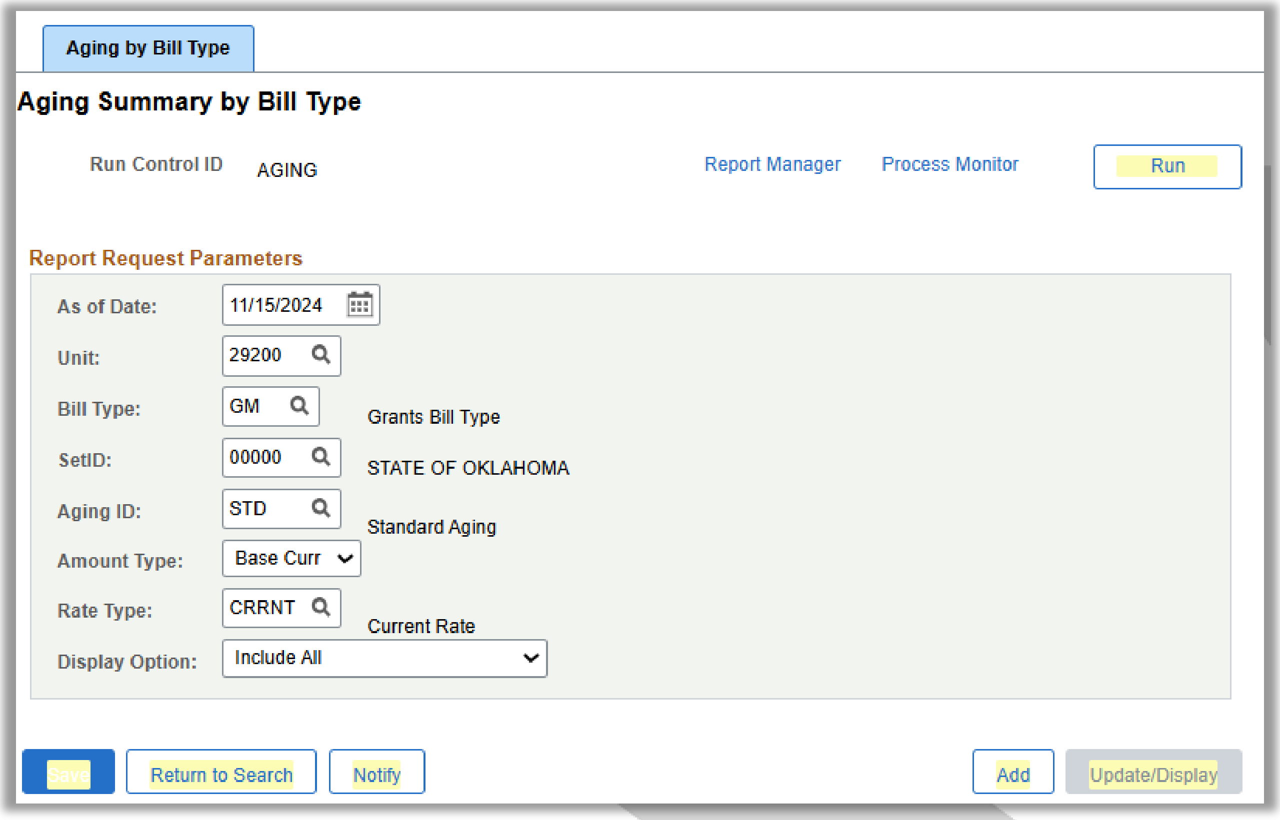
Navigation: Accounts Receivable > Receivables Analysis > Aging > Aging Summary by Bill Type > Find an Existing Value



Use an Existing **Run Control** value or create a New Value.

Click the **<u>Search</u>** button to use an existing Run Control value.

Aging Summary by Bill Type Page



As of Date – define a date at which the aging will be calculated and displayed.

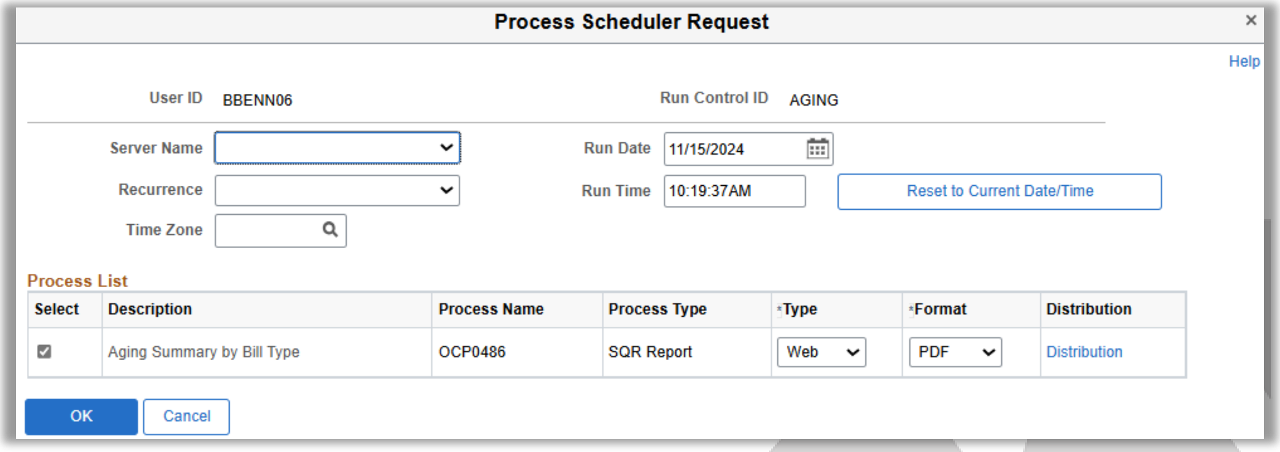
Unit – populate with the agency business unit.

Bill Type – choose a Bill Type value for the report. Items with this Bill Type will be shown on the report.

Aging ID – choose a pre-defined Aging ID to categorize Items.

Display Option – choose which Items will be included in the aging report.

Click the **Run** button to execute the Aging by Bill Type report.

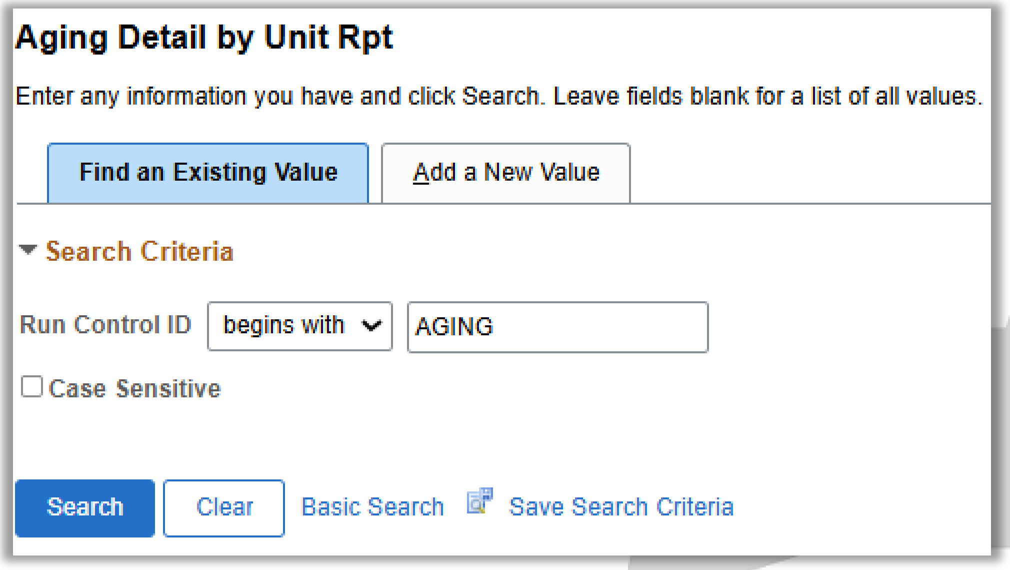


Select the checkbox next to the desired process (OCP0486).

Click the **OK** button to execute the process. Navigate to the **Process Monitor** to view the Process Instance.

Aging Detail by Unit Report

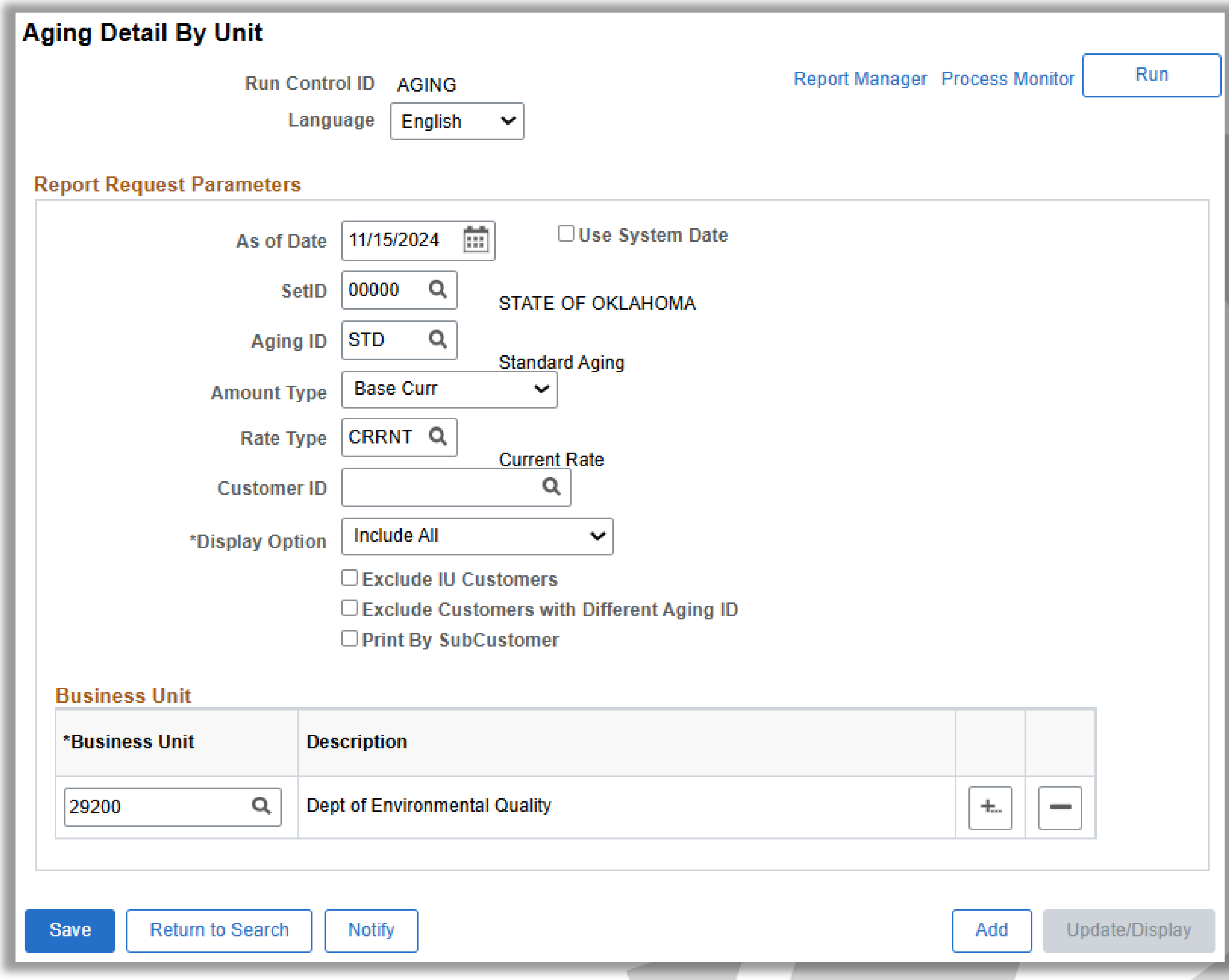
Navigation: Accounts Receivable > Receivables Analysis > Aging > Aging Detail by Unit Rpt > Find an Existing Value



Use an Existing **Run Control** value or create a New Value.

Click the **Search** button to use an existing Run Control value.

Aging Detail By Unit Page



As of Date – define a date at which the aging will be calculated and displayed.

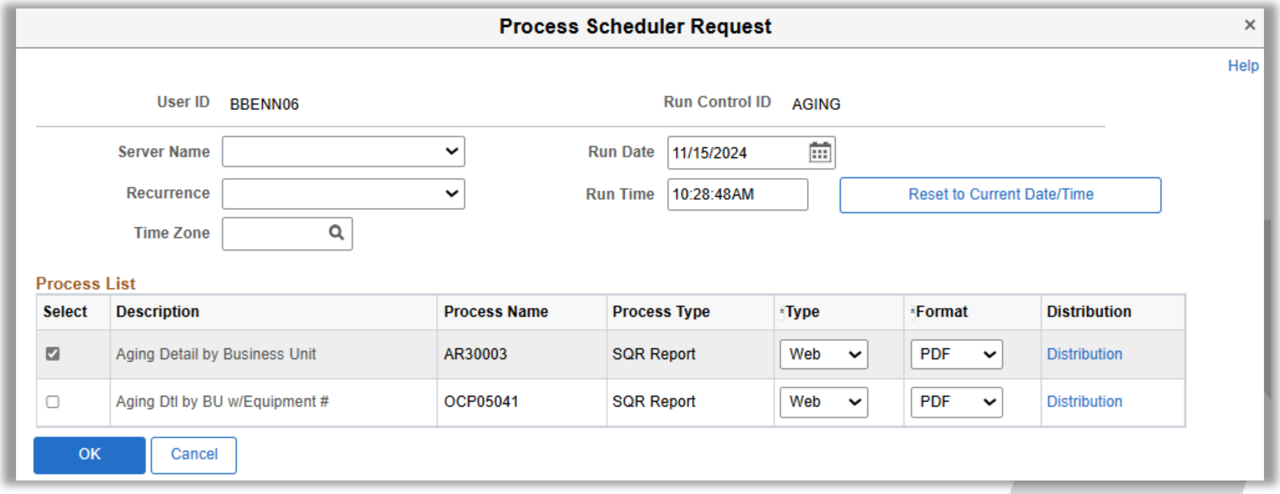
Aging ID – choose a pre-defined Aging ID to categorize Items.

Customer ID – choose a Customer ID to narrow the aging results by Customer.

Display Option – choose which Items will be included in the aging report.

Business Unit – populate with the agency business unit.

Click the **Run** button to execute the Aging by Unit report.

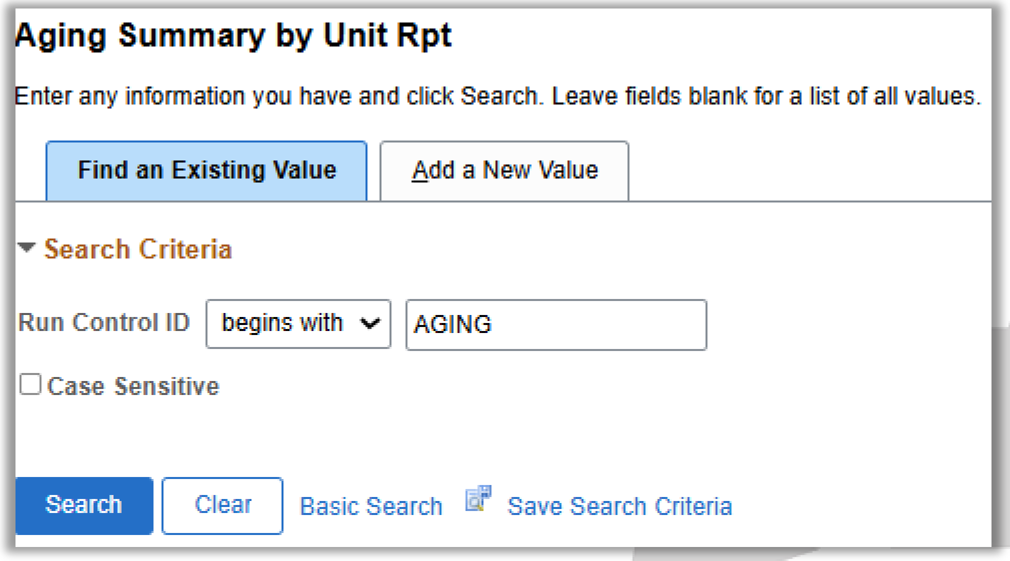


Select the checkbox next to the desired process (AR30003).

Click the **OK** button to execute the process. Navigate to the **Process Monitor** to view the Process instance.

Aging Summary by Unit Report

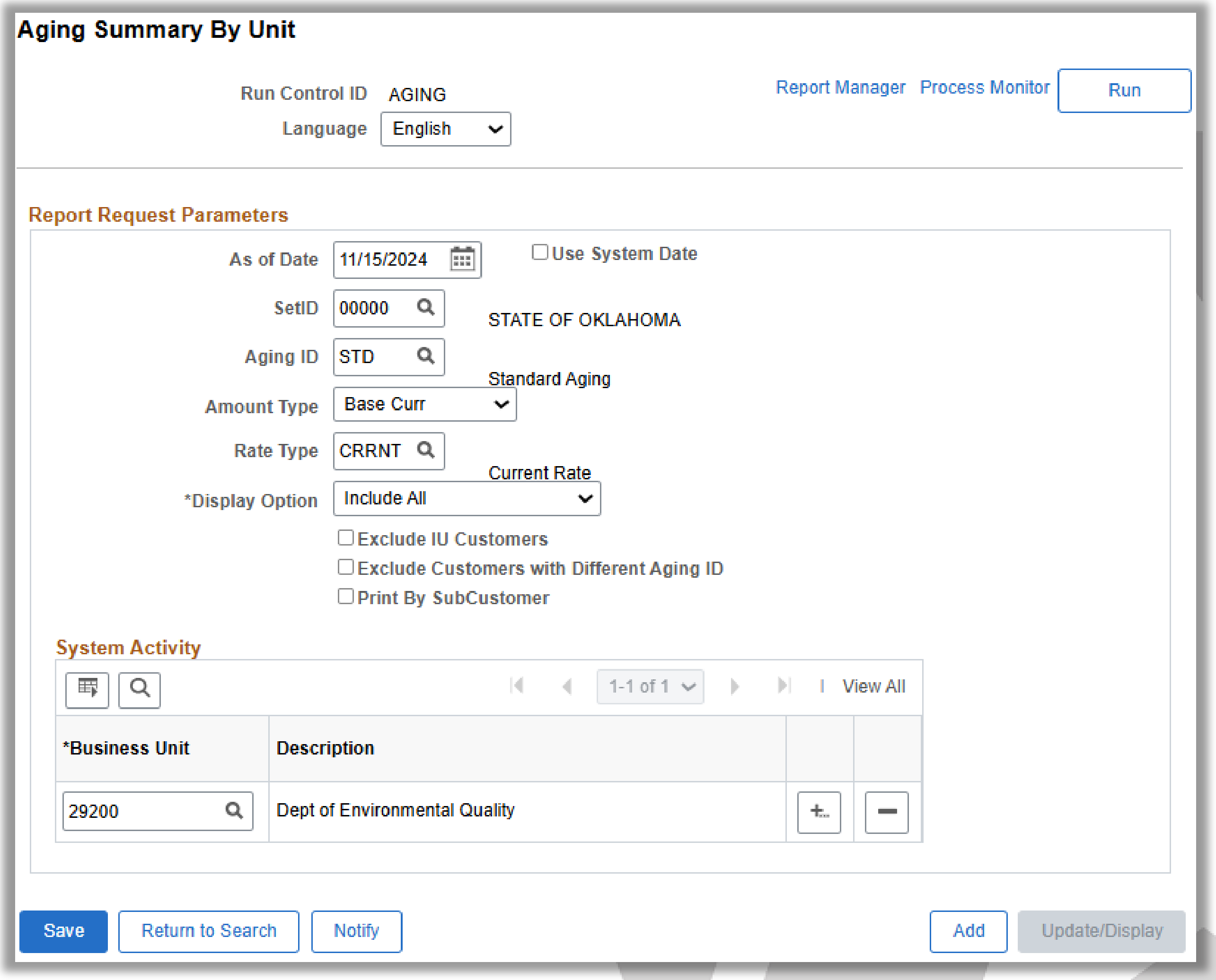
Navigation: Accounts Receivable > Receivables Analysis > Aging > Aging Summary by Unit Rpt > Find an Existing Value



Use an Existing **Run Control** value or create a New Value.

Click the **Search** button to use an existing Run Control value.

Aging Summary By Unit Page



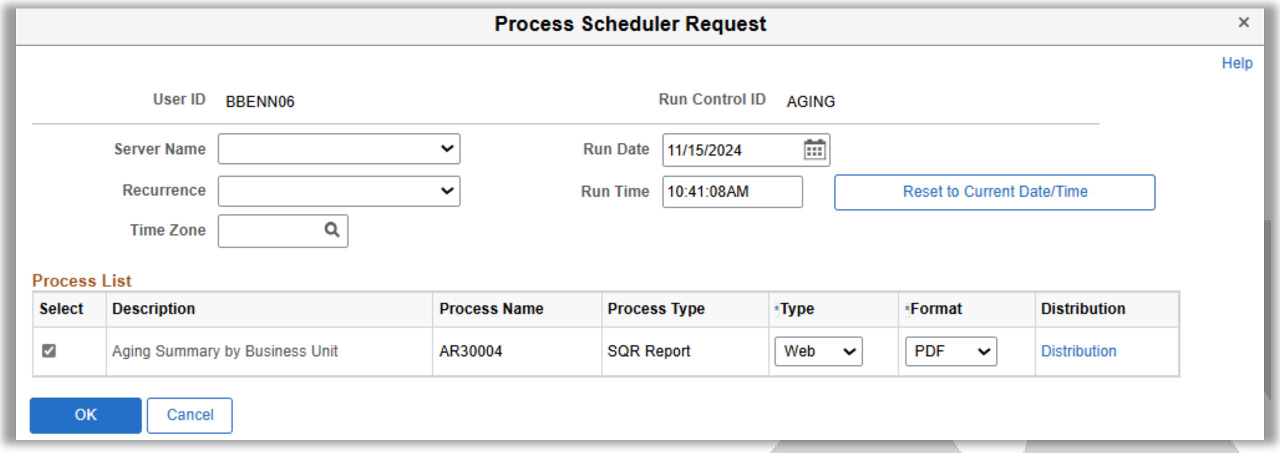
As of Date – define a date at which the aging will be calculated and displayed.

Unit – populate with the agency business unit.

Aging ID – choose a pre-defined Aging ID to categorize Items.

Display Option – choose which Items will be included in the aging report.

Click the **Run** button to execute the Aging by Unit report.

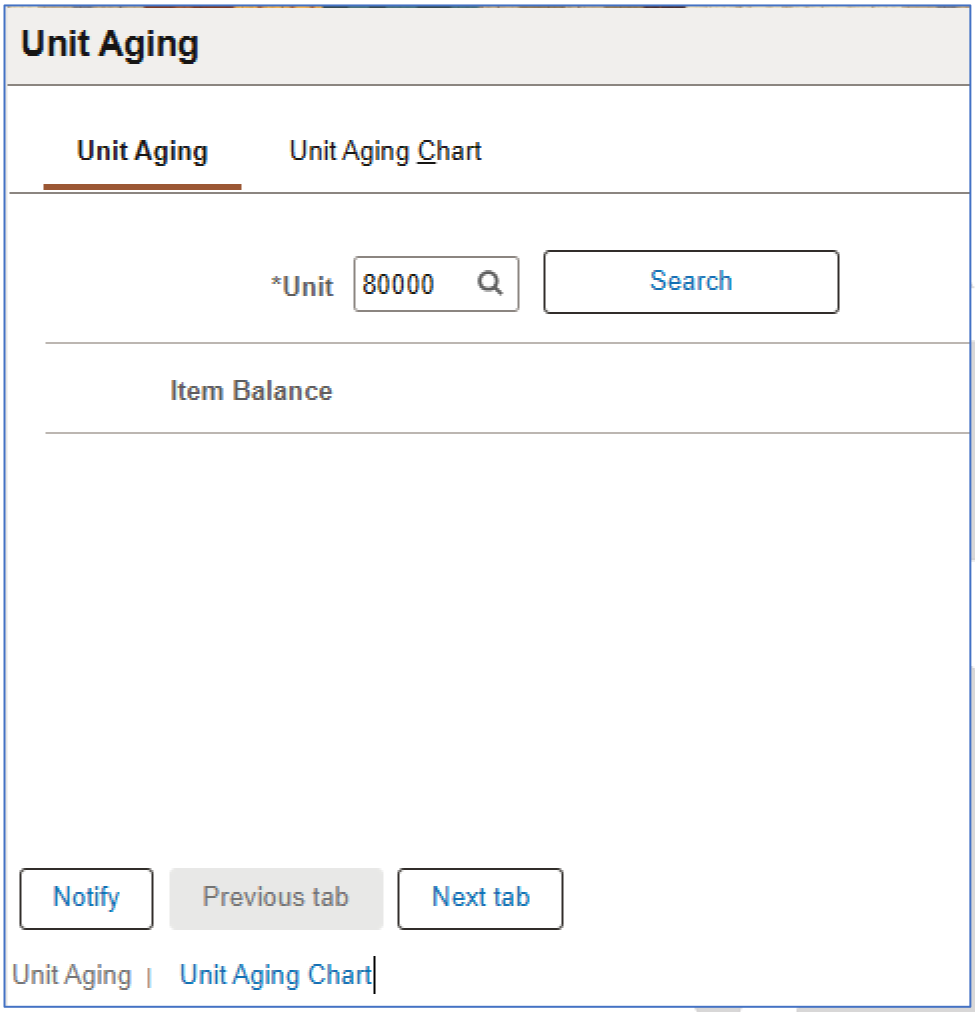


Select the checkbox next to the desired process (AR30004).

Click the **OK** button to execute the process. Navigate to the **Process Monitor** to view the Process Instance.

Unit Aging

Navigation: Accounts Receivable > Receivables Analysis > Review Receivables Information > Unit Aging

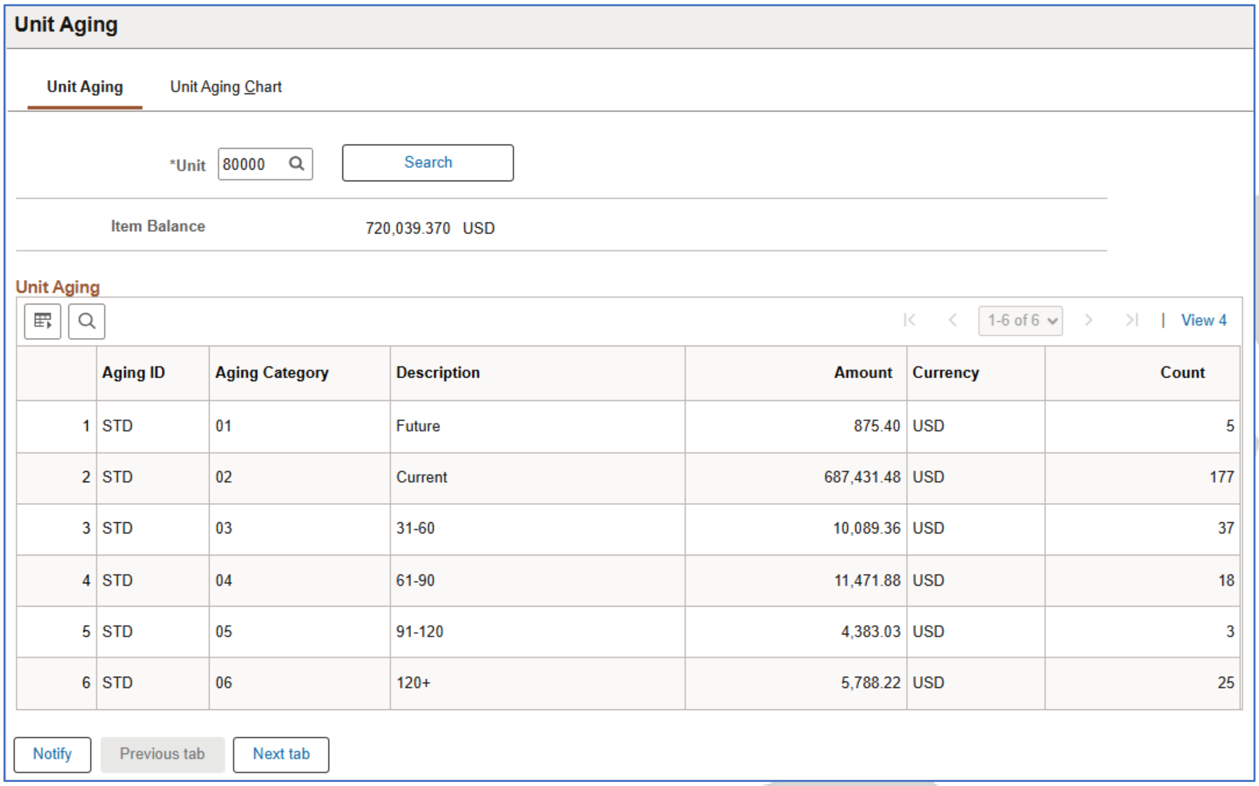


The **Unit Aging** page displays aging information by business unit.

Item Balance – displays the total amount of aging Items for the business unit.

Click the **Search** button to retrieve Aging Items by aging category.

Unit Aging page continued



	Aging ID	Aging Category	Description	Amount	Currency	Count
1	STD	01	Future	875.40	USD	5
2	STD	02	Current	687,431.48	USD	177
3	STD	03	31-60	10,089.36	USD	37
4	STD	04	61-90	11,471.88	USD	18
5	STD	05	91-120	4,383.03	USD	3
6	STD	06	120+	5,788.22	USD	25

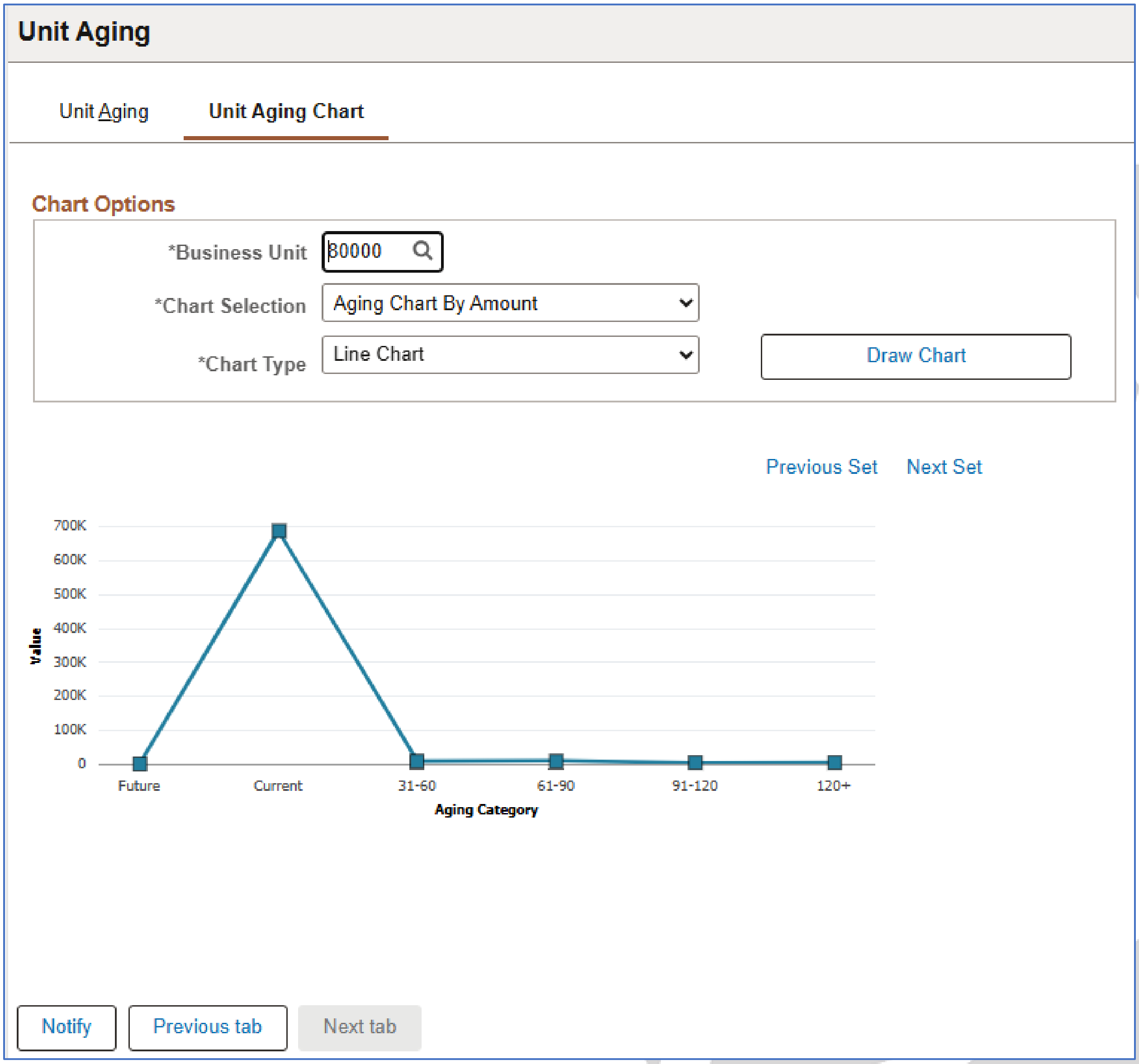
Aging Category – displays the category and description for each aging category.

Amount – displays the total amount of Items at each aging category level.

Count – displays the total number of Items in each aging category.

Click the **Unit Aging Chart** Tab.

Unit Aging Chart Page



The **Unit Aging Chart Page** displays the aging information for the business unit by amount or count and category in a graph/chart format.

Chart Selection – choose whether the chart will be built by aging amount or count of Items.

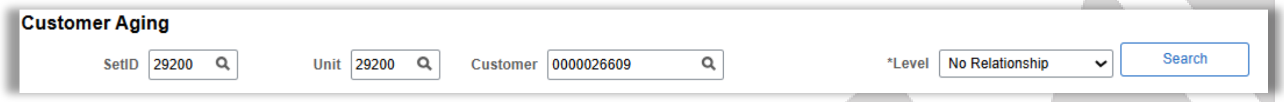
Chart Type – select the type of graph or chart that will be displayed.

Click the **Draw Chart** button to display the desired **Chart Type**.

Customer Information

Customer Aging

Navigation: Accounts Receivable > Customer Accounts > Customer Information > Customer Aging



Use the **Customer Aging** page to define search parameters for the aging information.

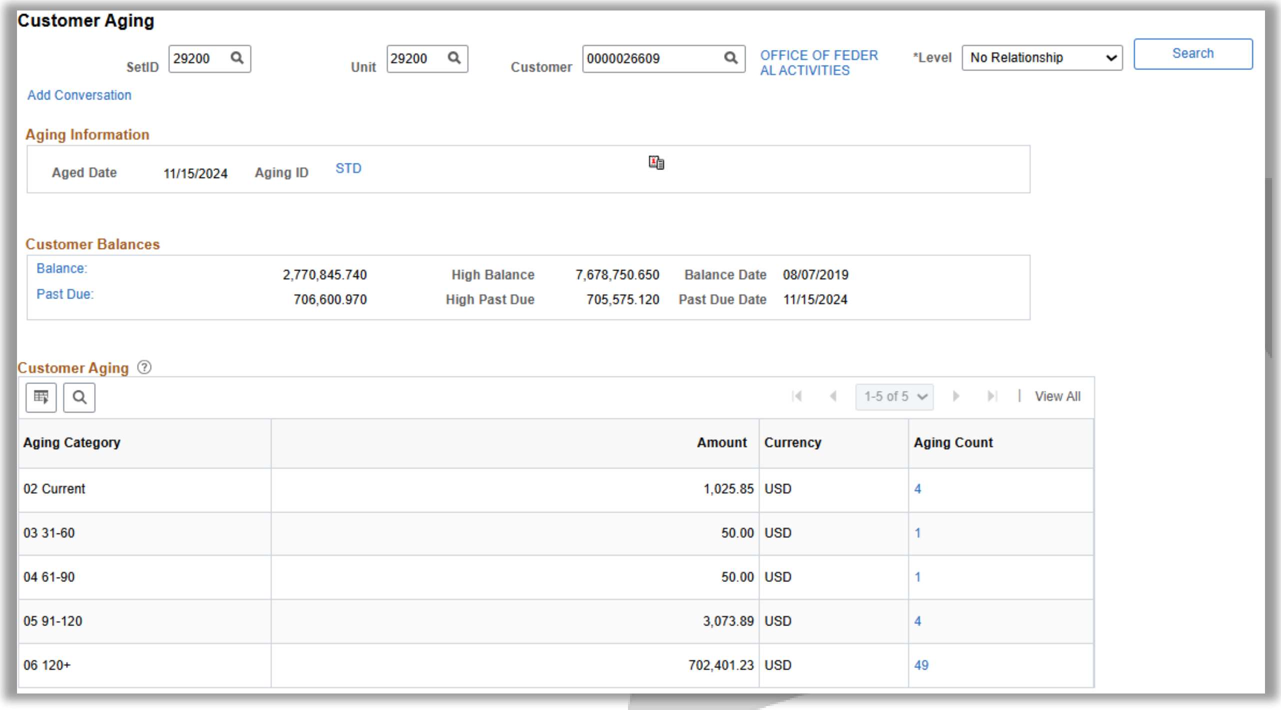
SetID – populate with the agency business unit value.

Unit - populate with the agency business unit value.

Customer – select the customer for which the aging will be displayed.

Click the **<u>Search</u>** button to retrieve the aging.

<u>Customer Aging</u> page continued



Balance – displays the customer balance by amount and count of Items. Use the **Balance** hyperlink to drill-down to the Items that make up the customer balance.

Past Due – displays the customer past due balance by amount and count of Items. Use the **Past Due** hyperlink to drill-down to the Items that make up the customer balance.

Use the **Customer Aging** section of the page to view aging by category.

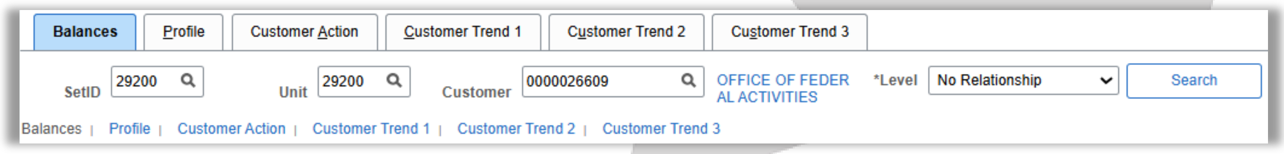
Account Overview

The **Account Overview** component provides a central location to research information for each customer. The component enables the user to analyze a customer's account at a high level. The component allows drill-down functionality to allow the user to research what makes up a customer balance.

The Account Overview pages allow the user to view various customer balances, the most recent item and payment activity, and summarized aging information.

Navigation: Accounts Receivable > Customer Accounts > Customer Information > Account Overview

Balance Page



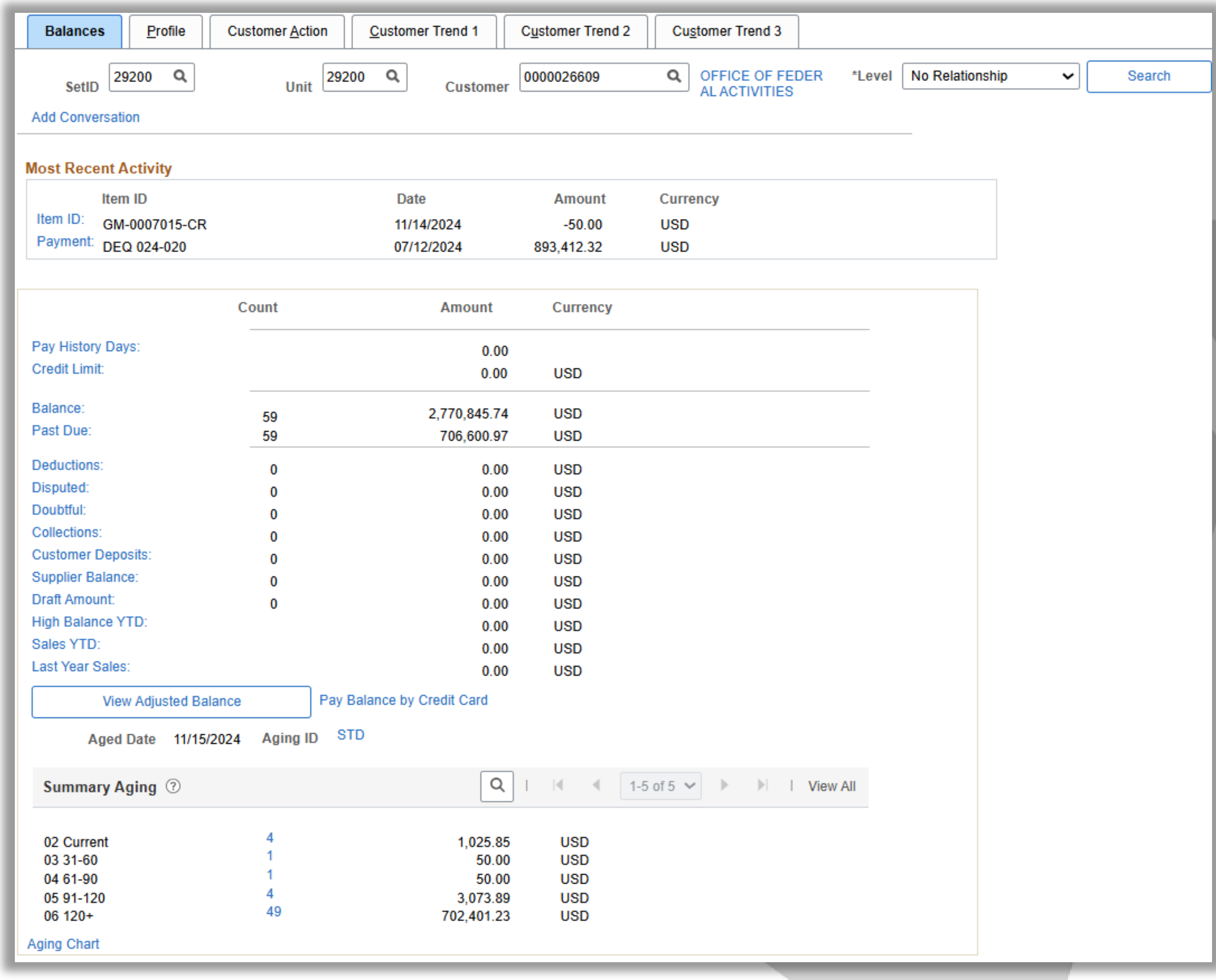
Use the **Balances** page to define search parameters for the Account Overview information.

SetID – populate with the agency business unit value.

Unit – populate with the agency business unit value.

Customer – select the customer for which the account overview will be displayed.

Click the **<u>Search</u>** button to retrieve the customer information.



Balances | Profile | Customer Action | Customer Trend 1 | Customer Trend 2 | Customer Trend 3

SetID 29200 Unit 29200 Customer 0000026609 OFFICE OF FEDERAL ACTIVITIES *Level No Relationship Search

Add Conversation

Most Recent Activity

	Item ID	Date	Amount	Currency
Item ID:	GM-0007015-CR	11/14/2024	-50.00	USD
Payment:	DEQ 024-020	07/12/2024	893,412.32	USD

	Count	Amount	Currency
Pay History Days:		0.00	
Credit Limit:		0.00	USD
Balance:	59	2,770,845.74	USD
Past Due:	59	706,600.97	USD
Deductions:	0	0.00	USD
Disputed:	0	0.00	USD
Doubtful:	0	0.00	USD
Collections:	0	0.00	USD
Customer Deposits:	0	0.00	USD
Supplier Balance:	0	0.00	USD
Draft Amount:	0	0.00	USD
High Balance YTD:		0.00	USD
Sales YTD:		0.00	USD
Last Year Sales:		0.00	USD

View Adjusted Balance Pay Balance by Credit Card

Aged Date 11/15/2024 Aging ID STD

Summary Aging 1-5 of 5 View All

02 Current	4	1,025.85	USD
03 31-60	1	50.00	USD
04 61-90	1	50.00	USD
05 91-120	4	3,073.89	USD
06 120+	49	702,401.23	USD

Aging Chart

The **Balance** page displays Customer information for recent activity, balance, past due amounts, etc.

The **Most Recent Activity** section of the page displays the most recent Item and Payment activity to be posted to the customer account.

Balance – displays the customer balance by amount and count of Items. Use the **Balance** hyperlink to drill-down to the Items that make up the customer balance.

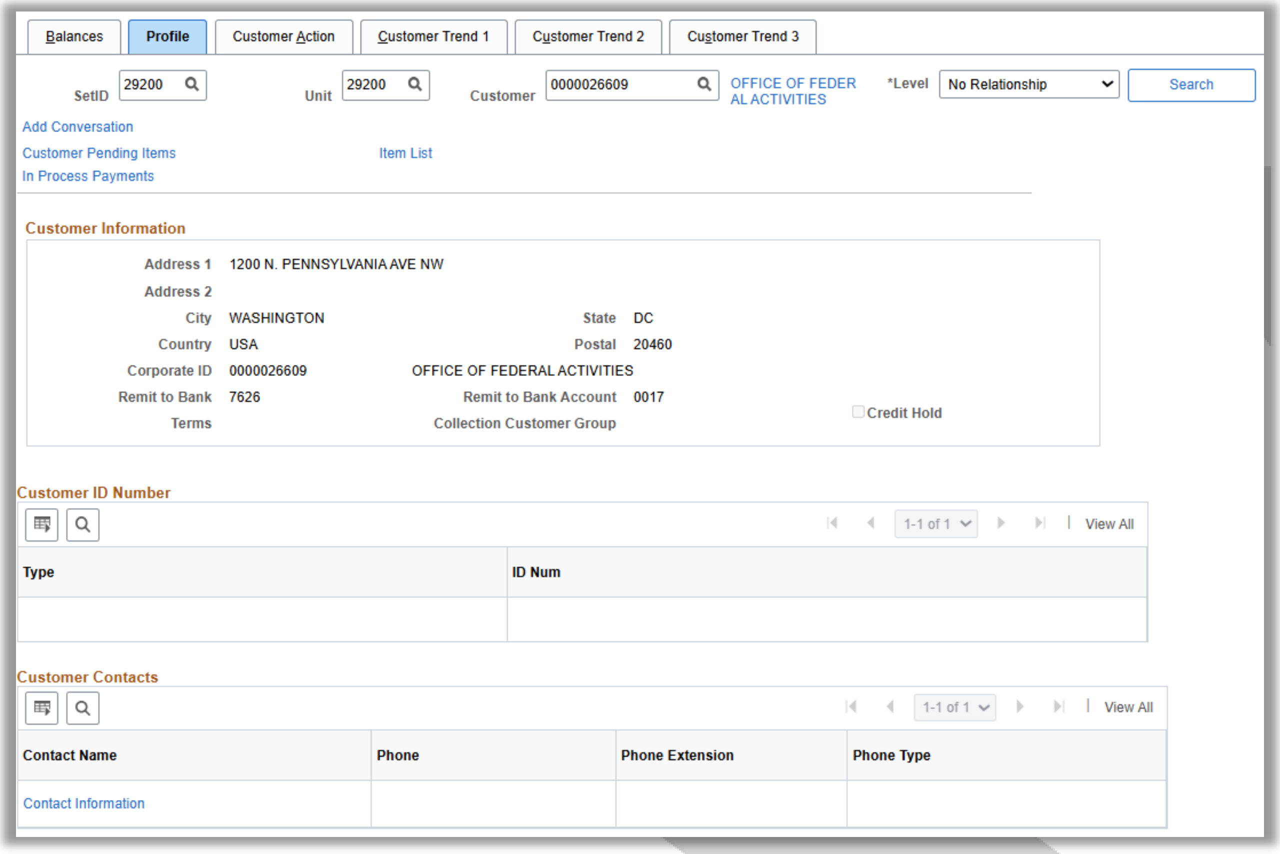
Past Due – displays the customer past due balance by amount and count of Items. Use the **Past Due** hyperlink to drill-down to the Items that make up the customer balance.

The **Summary Aging** section of the page displays the customer balance by aging category. **Click** the aging count (**4** for 02 Current) to view the Items that make up that aging category.

Click the **Aging Chart** hyperlink to view the aging information in a chart format.

Click the **Profile** Tab.

Profile Page



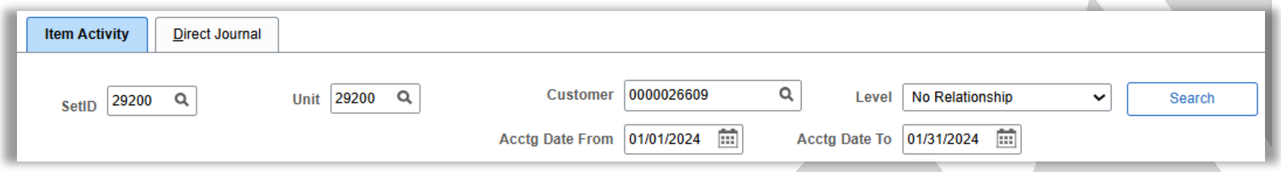
Use the **Profile** page to view Customer properties including address, bank, payment terms, etc.

Click the **Contact Information** hyperlink to navigate the customer contact information.

Customer Activity

Navigation: Accounts Receivable > Customer Accounts > Customer Information > Customer Activity

Item Activity Page



Use the **Item Activity** page to define search parameters for Customer Activity information.

SetID – populate with the agency business unit value.

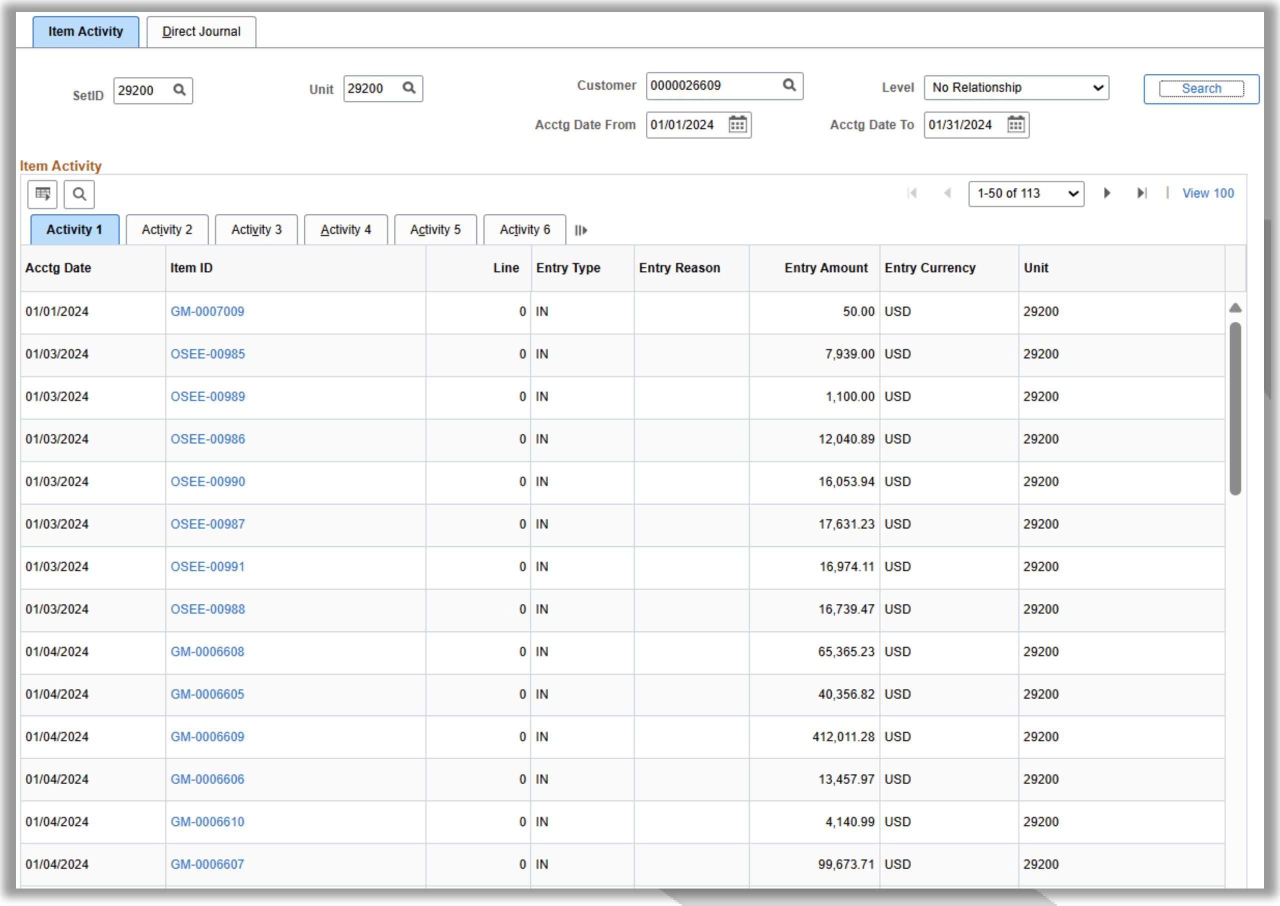
Unit - populate with the agency business unit value.

Customer – select the customer for which the activity will be displayed.

Accounting Date From/To – define a period of time from which customer activity will be retrieved.

NOTE: These fields can be left blank to retrieve all customer activity regardless of date.

Click the **Search** button to retrieve the customer information.



Acctg Date	Item ID	Line	Entry Type	Entry Reason	Entry Amount	Entry Currency	Unit
01/01/2024	GM-0007009	0	IN		50.00	USD	29200
01/03/2024	OSEE-00985	0	IN		7,939.00	USD	29200
01/03/2024	OSEE-00989	0	IN		1,100.00	USD	29200
01/03/2024	OSEE-00986	0	IN		12,040.89	USD	29200
01/03/2024	OSEE-00990	0	IN		16,053.94	USD	29200
01/03/2024	OSEE-00987	0	IN		17,631.23	USD	29200
01/03/2024	OSEE-00991	0	IN		16,974.11	USD	29200
01/03/2024	OSEE-00988	0	IN		16,739.47	USD	29200
01/04/2024	GM-0006608	0	IN		65,365.23	USD	29200
01/04/2024	GM-0006605	0	IN		40,356.82	USD	29200
01/04/2024	GM-0006609	0	IN		412,011.28	USD	29200
01/04/2024	GM-0006606	0	IN		13,457.97	USD	29200
01/04/2024	GM-0006610	0	IN		4,140.99	USD	29200
01/04/2024	GM-0006607	0	IN		99,673.71	USD	29200

The **Item Activity** section of the page shows all customer activity matching the search criteria provided.

Accounting Date – displays the Accounting Date for each item.

Item ID – use the item hyperlinks to drill-down to the Item for more details.

Entry Type – determines the type of activity (Invoice, Payment, etc.)

Entry Amount – displays the amount of the Item.

Click the **Activity 4** Tab to view Contract information for the Item if applicable.

Item Information

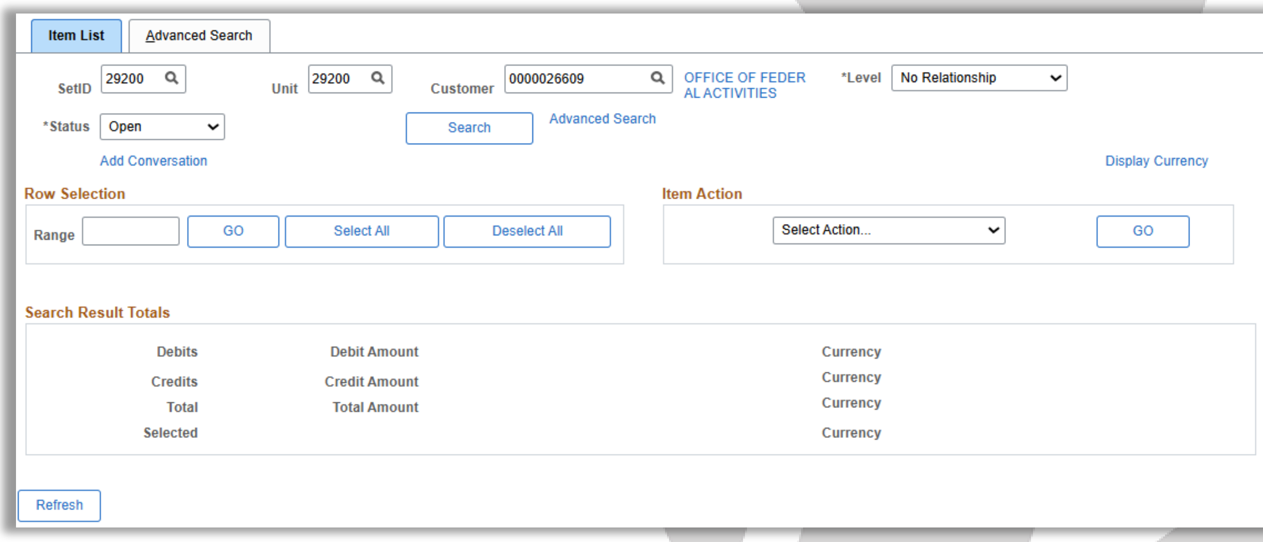
Item Activity pages allow the user to view Item Activity related to Billing data, by Group and in Summary format. Items can be retrieved and accessed using the drill-down features available in the Item Review pages.

The Item Activity pages display Item information by Customer ID. This provides a mechanism to research all Items related to a particular customer and take desired action on the Item.

Item List

Navigation: Accounts Receivable > Customer Accounts > Item Information > Item List

Item List Page



Use the **Item List** page to define search parameters for the Customer Activity information.

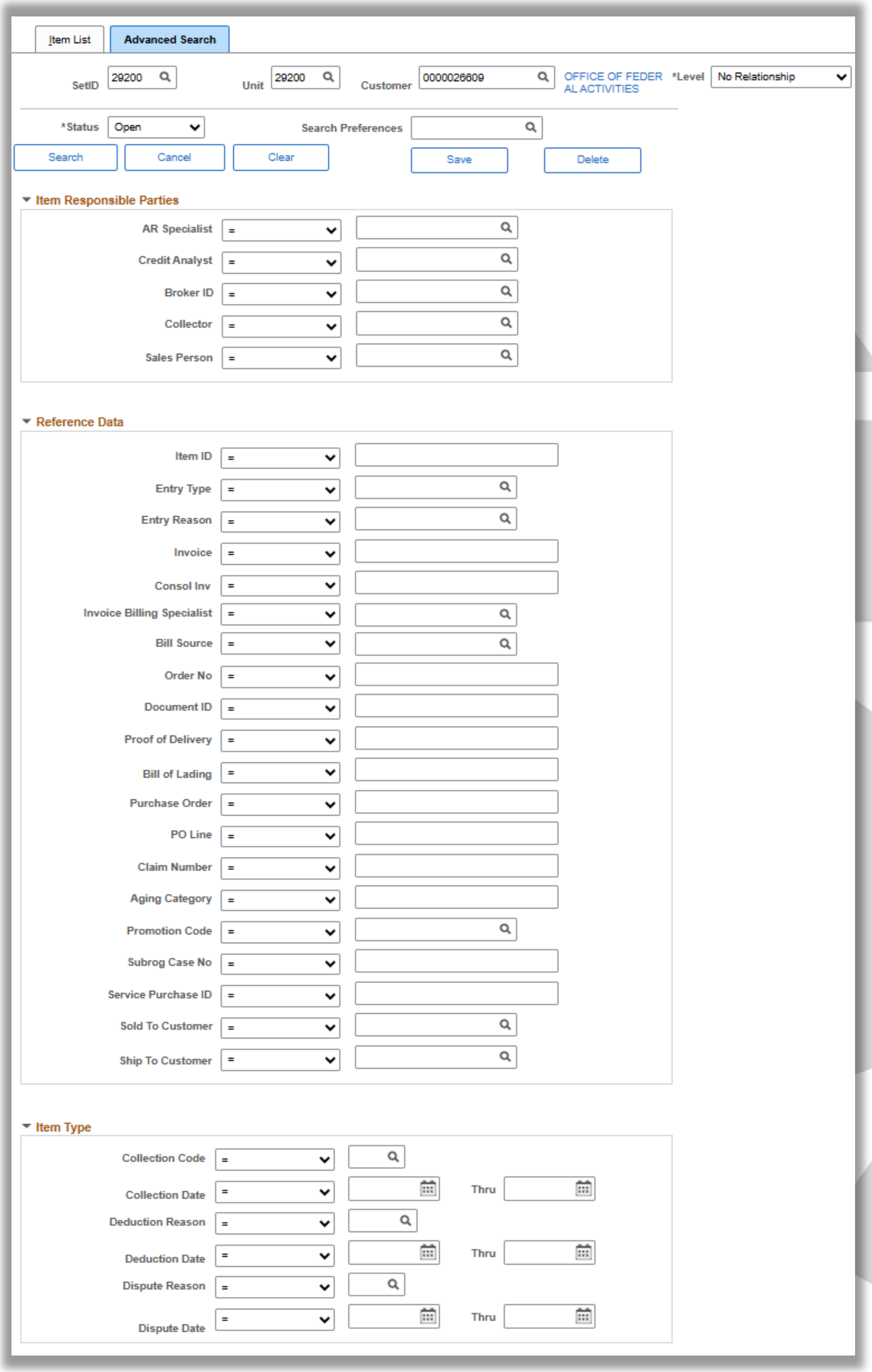
SetID – populate with the agency business unit value.

Unit - populate with the agency business unit value.

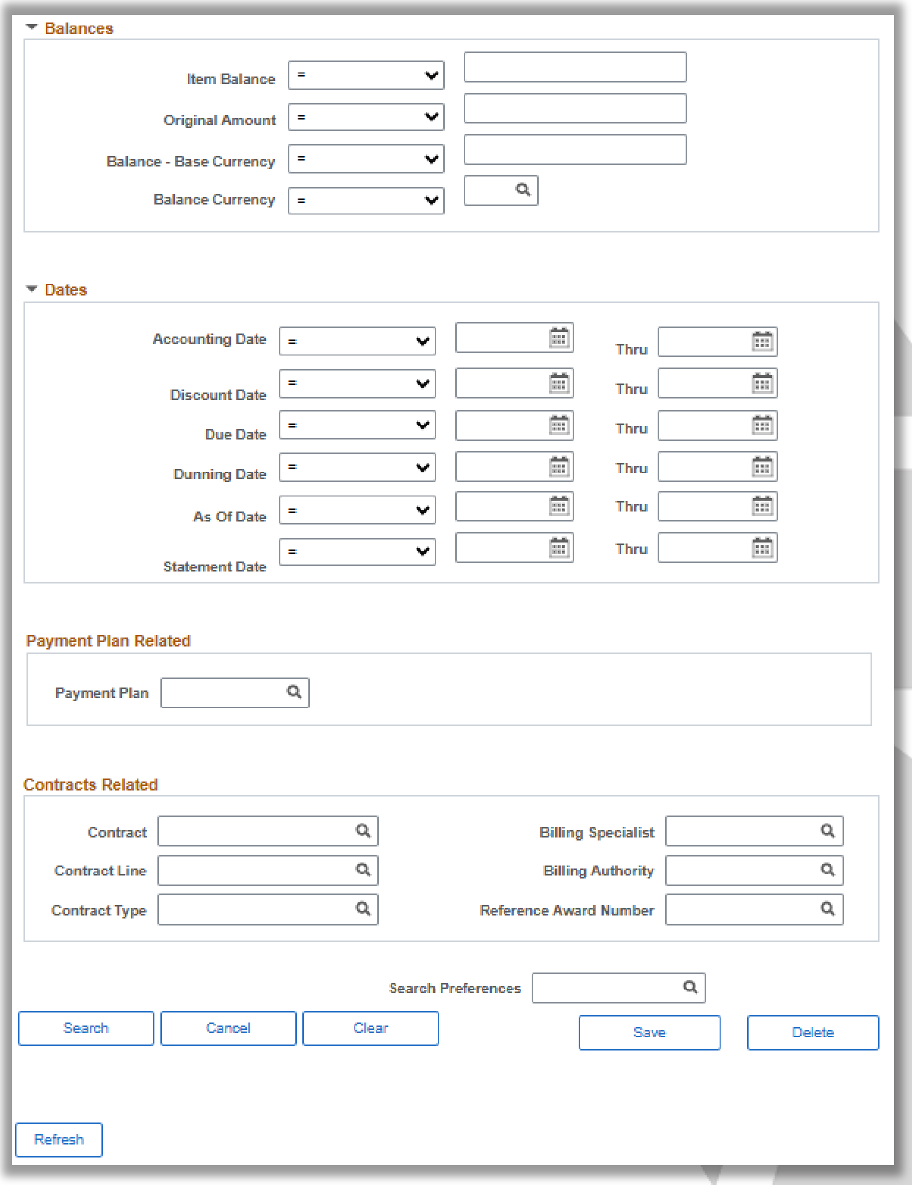
Customer – select the customer for which the activity will be displayed.

Click the **Advanced Search** hyperlink.

Advanced Search Page



Advanced Search page continued



Status – define the Item list by Item Status.

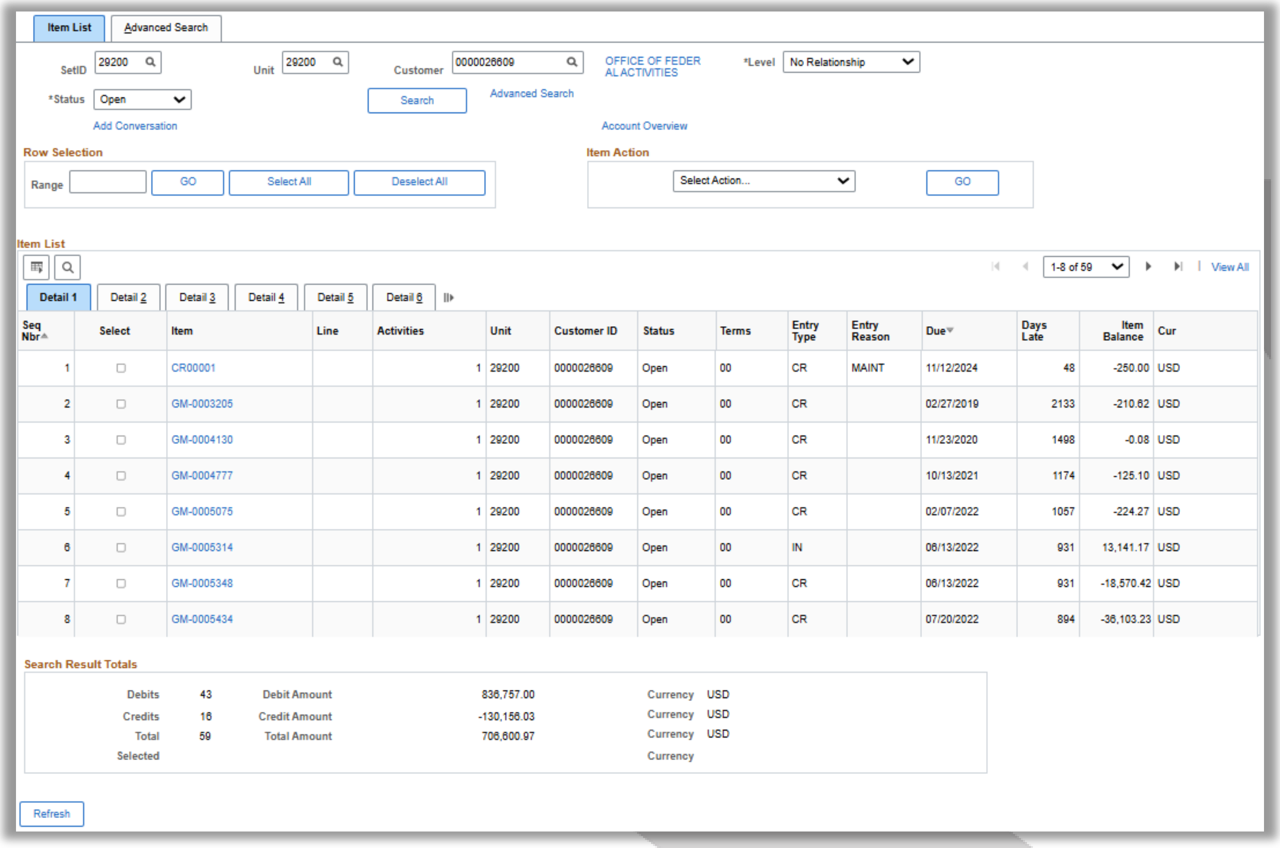
Use the **Item Responsible Parties** section of the page to filter the Item list by AR Specialist, Credit Analyst, etc. that is assigned to the Item.

Use the **Reference Data** section of the page to define Item properties like Entry Type, Entry Reason, etc. to filter the Item list.

Use the **Item Type, Balances and Dates** sections of the page to define more search criteria for the Item List.

Click the **Search** button to search for Items by the defined criteria.

<u>Item List</u> page continued



Item List | Advanced Search

SetID 29200 | Unit 29200 | Customer 0000026609 | OFFICE OF FEDER AL ACTIVITIES | *Level No Relationship

*Status Open | Search | Advanced Search

Add Conversation | Account Overview

Row Selection: Range | GO | Select All | Deselect All

Item Action: Select Action... | GO

Item List — 1-8 of 59 | View All

Detail 1 | Detail 2 | Detail 3 | Detail 4 | Detail 5 | Detail 6

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
1	☐	CR00001		1	29200	0000026609	Open	00	CR	MAINT	11/12/2024	48	-250.00	USD
2	☐	GM-0003205		1	29200	0000026609	Open	00	CR		02/27/2019	2133	-210.62	USD
3	☐	GM-0004130		1	29200	0000026609	Open	00	CR		11/23/2020	1498	-0.08	USD
4	☐	GM-0004777		1	29200	0000026609	Open	00	CR		10/13/2021	1174	-125.10	USD
5	☐	GM-0005075		1	29200	0000026609	Open	00	CR		02/07/2022	1057	-224.27	USD
6	☐	GM-0005314		1	29200	0000026609	Open	00	IN		06/13/2022	931	13,141.17	USD
7	☐	GM-0005348		1	29200	0000026609	Open	00	CR		06/13/2022	931	-18,570.42	USD
8	☐	GM-0005434		1	29200	0000026609	Open	00	CR		07/20/2022	894	-36,103.23	USD

Search Result Totals

Debits	43	Debit Amount	836,757.00	Currency	USD
Credits	16	Credit Amount	-130,156.03	Currency	USD
Total	59	Total Amount	706,600.97	Currency	USD
Selected				Currency	

Refresh

Item – use any Item hyperlink to drill-down to Item properties.

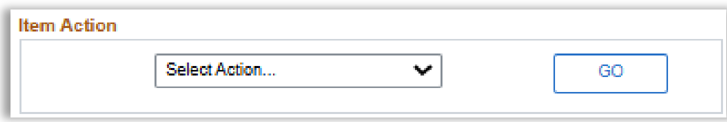
Due – displays each Items Due Date.

Days Late – displays Days Late for each Item.

NOTE: Negative Days Late indicates the Item is not late or will be due in the number of days displayed.

Item Balance – displays the current Item balance for Open Items.

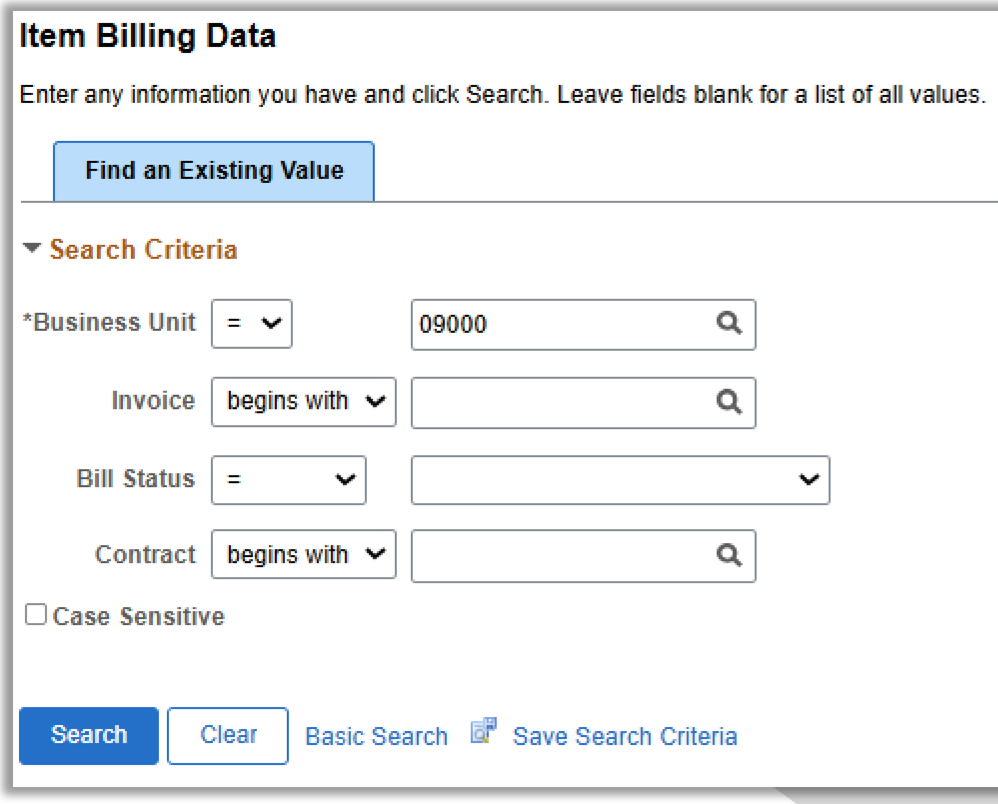
Use the **Checkbox** next to each Item in combination with the Item **Action** drop-down to take action on a particular Item.



Click the **<u>Go</u>** button to execute the **Action** selected.

Item Billing Data

Navigation: Accounts Receivable > Customer Accounts > Item Information > Item Billing Data



Use the **Search** criteria to find the desired Bill/Invoice.

Business Unit – populate this field with the agency business unit number.

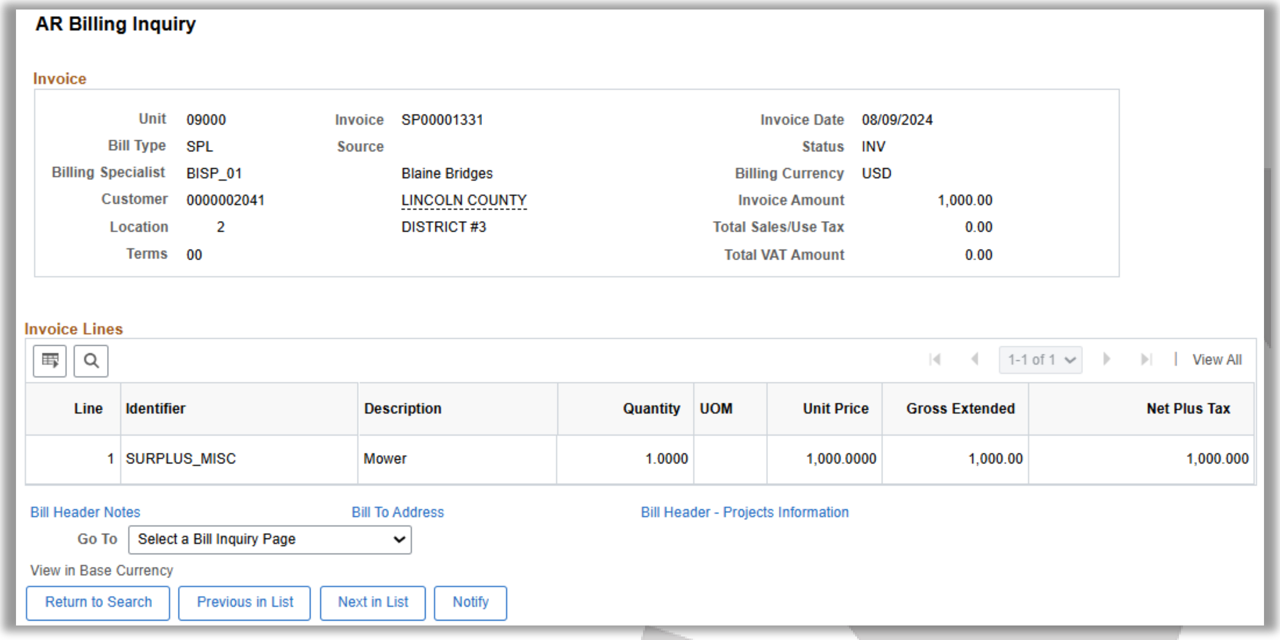
Invoice – search by Invoice ID.

Bill Status – retrieve all bills in a particular Bill Status.

Contract – search by Contract ID.

Click the **<u>Search</u>** button to enter the Item Billing Data pages.

Item List Page



Use the **AR Billing Inquiry** page to view billing properties for the Item.

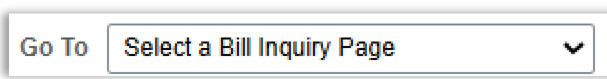
Bill Type – displays the Bill Type for the Item (invoice).

Invoice Amount – the total amount of the Item.

Use the **Invoice Lines** section of the page to view all Item Lines.

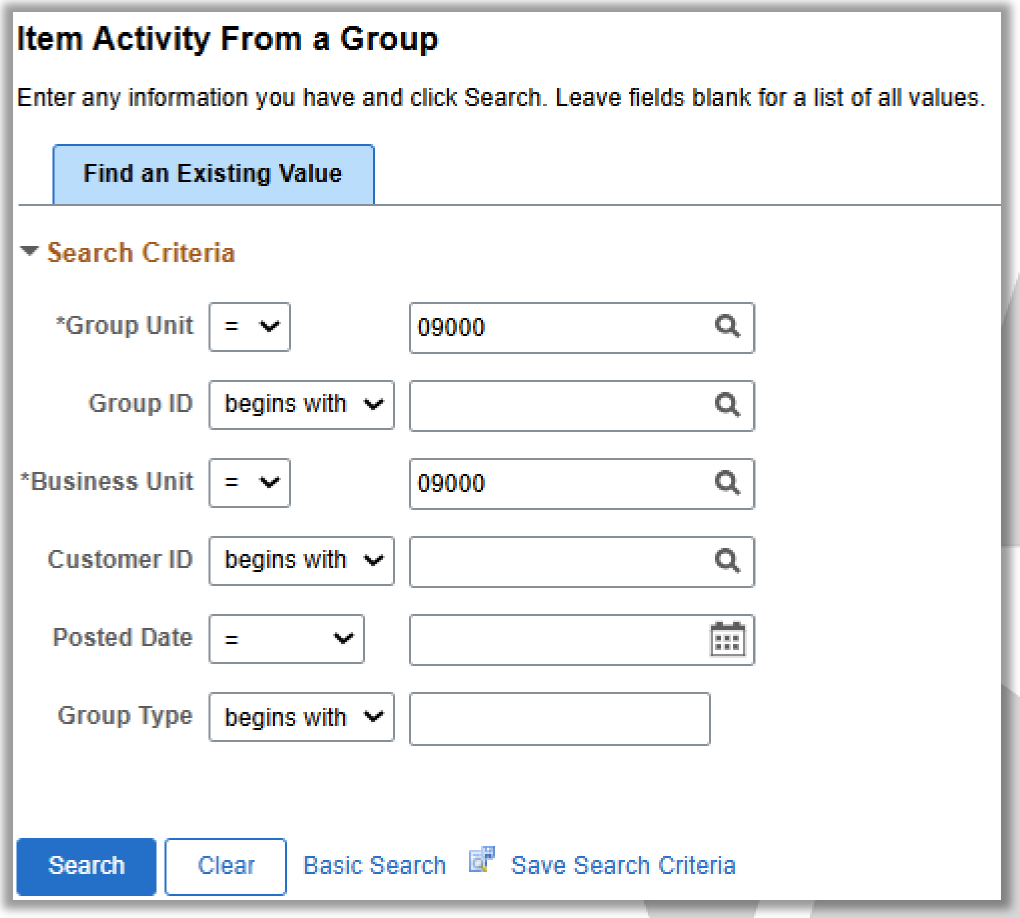
Use the **hyperlinks** at the bottom of the page to drill-down to other Item Billing pages.

Use the **Go To** drop-down menu to navigate to a related billing page.



Item Activity From a Group

Navigation: Accounts Receivable > Customer Accounts > Item Information > Item Activity From a Group



Use the **Search** criteria to find Items by Group.

Group Unit – populate this field with the agency business unit number.

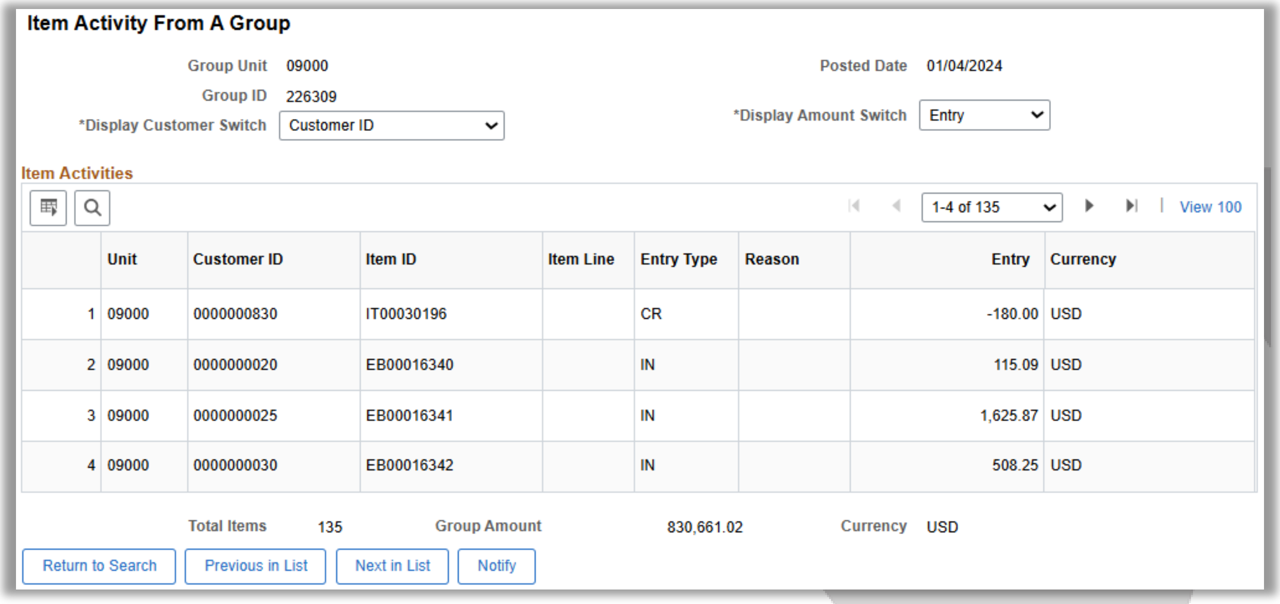
Group ID – search by a particular Group ID.

Business Unit – populate this field with the agency business unit number.

Customer ID – search for Items in a Group by Customer ID.

Click the **Search** button to retrieve Items matching the search criteria.

Item Activity From A Group Page



Item Activity From A Group

Group Unit 09000
Group ID 226309
*Display Customer Switch Customer ID
Posted Date 01/04/2024
*Display Amount Switch Entry

Item Activities

1-4 of 135 | View 100

	Unit	Customer ID	Item ID	Item Line	Entry Type	Reason	Entry	Currency
1	09000	0000000830	IT00030196		CR		-180.00	USD
2	09000	0000000020	EB00016340		IN		115.09	USD
3	09000	0000000025	EB00016341		IN		1,625.87	USD
4	09000	0000000030	EB00016342		IN		508.25	USD

Total Items 135 Group Amount 830,661.02 Currency USD

Return to Search | Previous in List | Next in List | Notify

The **Item Activity From a Group** page shows all Items within a particular Item Group.

Display Customer Switch – select to view the Items in the Group by ‘Customer ID’ or ‘Customer Name’.

Total Items – displays a count of Items in the Group.

Group Amount – displays the total of all Items in the Group.

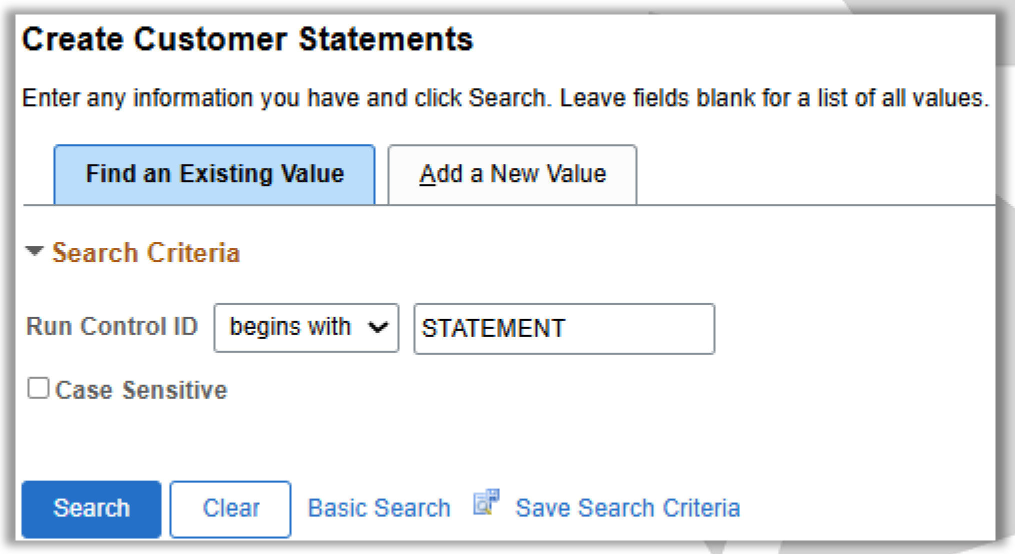
Customer Statements

Customer Statements are generated to provide customer correspondence on Item balances and activity. The Customer Statement process is a two-step approach. First, the Statements process (AR_STMTS) extracts data from customer and item records and populates statement records. Second, the Statements Print process (ARSTPRT) merges data from the statement records with predefined layouts and prints delivered statement reports.

Customer statements are based on current customer balances and open item information, which are updated by the Receivable Update Application Engine process (ARUPDATE).

Step 1: Create Customer Statements

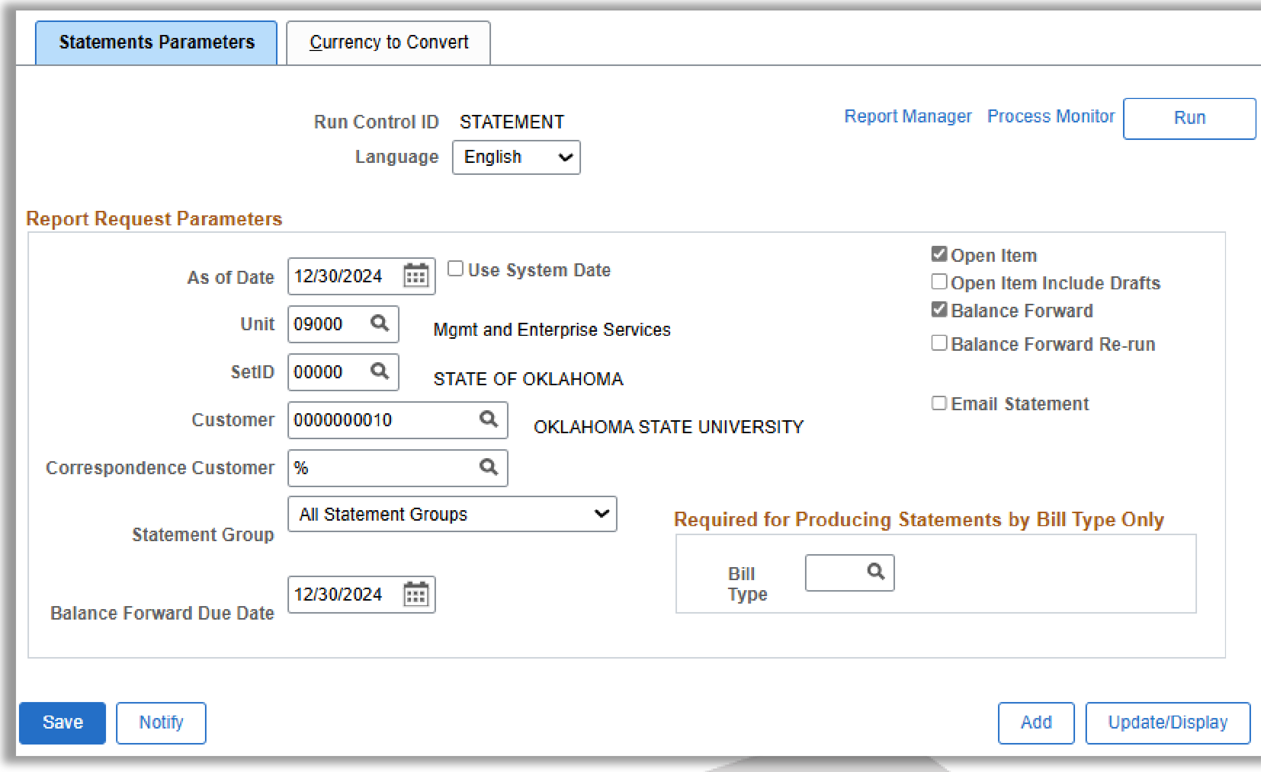
Navigation: Accounts Receivable > Customer Interactions > Statements > Create Customer Statements



Use an Existing **Run Control** value or create a New Value.

Click the **<u>Search</u>** button to use an existing Run Control value.

Statement Parameters Page



Use the **Statements Parameters** page to define how the process will populate the customer statement reports.

As of Date – define the date at which the statement data will be calculated. This value defaults to today's date.

Unit – populate with the agency business unit value. This value will create statements for all customers in the business unit.

Customer – select the customer on which the statement process will be executed. If this field is left blank, a statement will be created for all customers in the business unit.

Open Item or Balance Forward – select the desired checkbox to run both or one statement type in the same statement run.

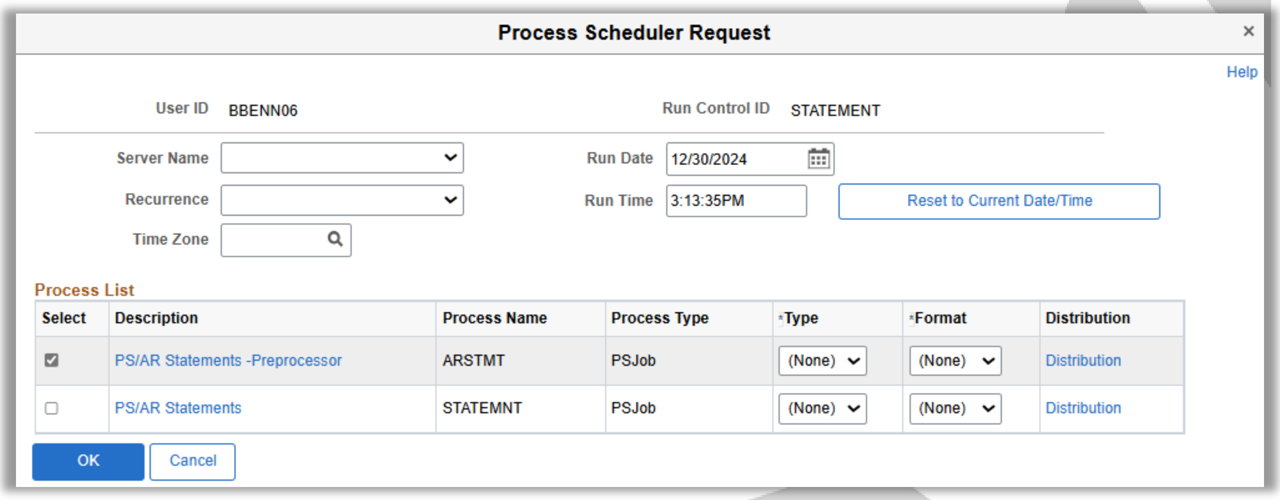
NOTE: Customers are defined as 'Open Item' or 'Balance Forward' customers. It may be necessary to determine how the customer is set up before running the statement process.

Statement Group – enter a statement group to create statements for all groups or only for customers who belong to a selected statement group. Groups are a customer property.

Balance Forward Due Date - enter the due date to print on the statements, when running balance forward statements.

NOTE: Use the wildcard field (%) in the Customer Fields to run the statement process for all values that begin with a particular string of characters.

Click the **<u>Run</u>** button to execute the Statement process.

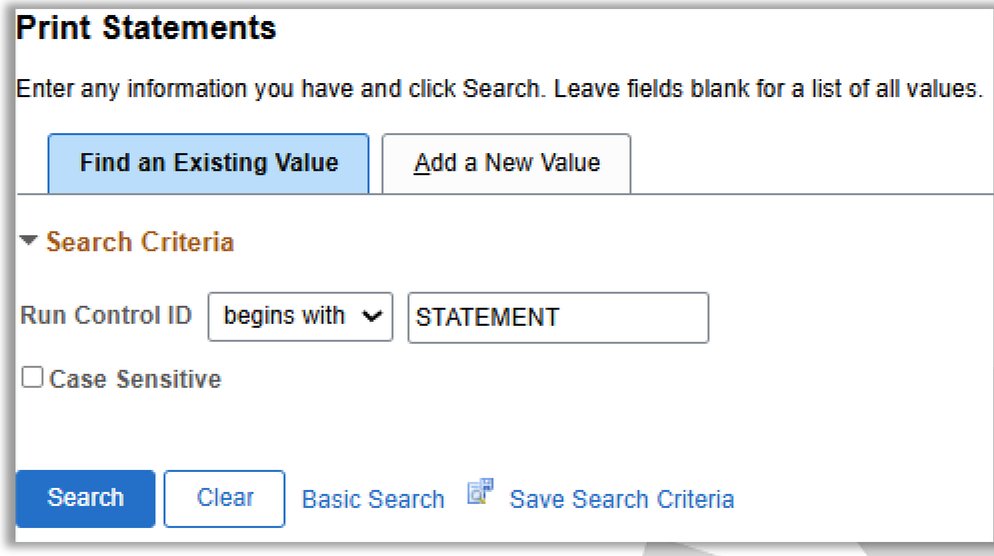


Select the checkbox next to the desired process (ARSTMT).

Click the **<u>OK</u>** button to execute the process. Navigate to the **Process Monitor** to view the Process instance.

Step 2: Print Statements

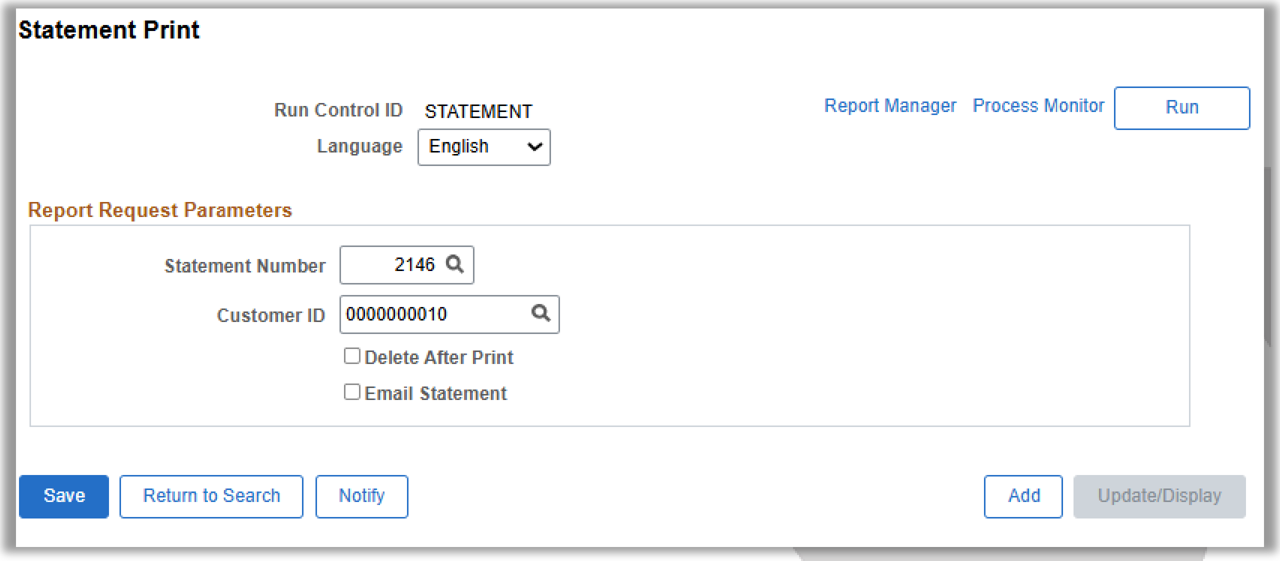
Navigation: Accounts Receivable > Customer Interactions > Statements > Print Statements



Use an Existing **Run Control** value or create a New Value.

Click the **<u>Search</u>** button to use an existing Run Control value.

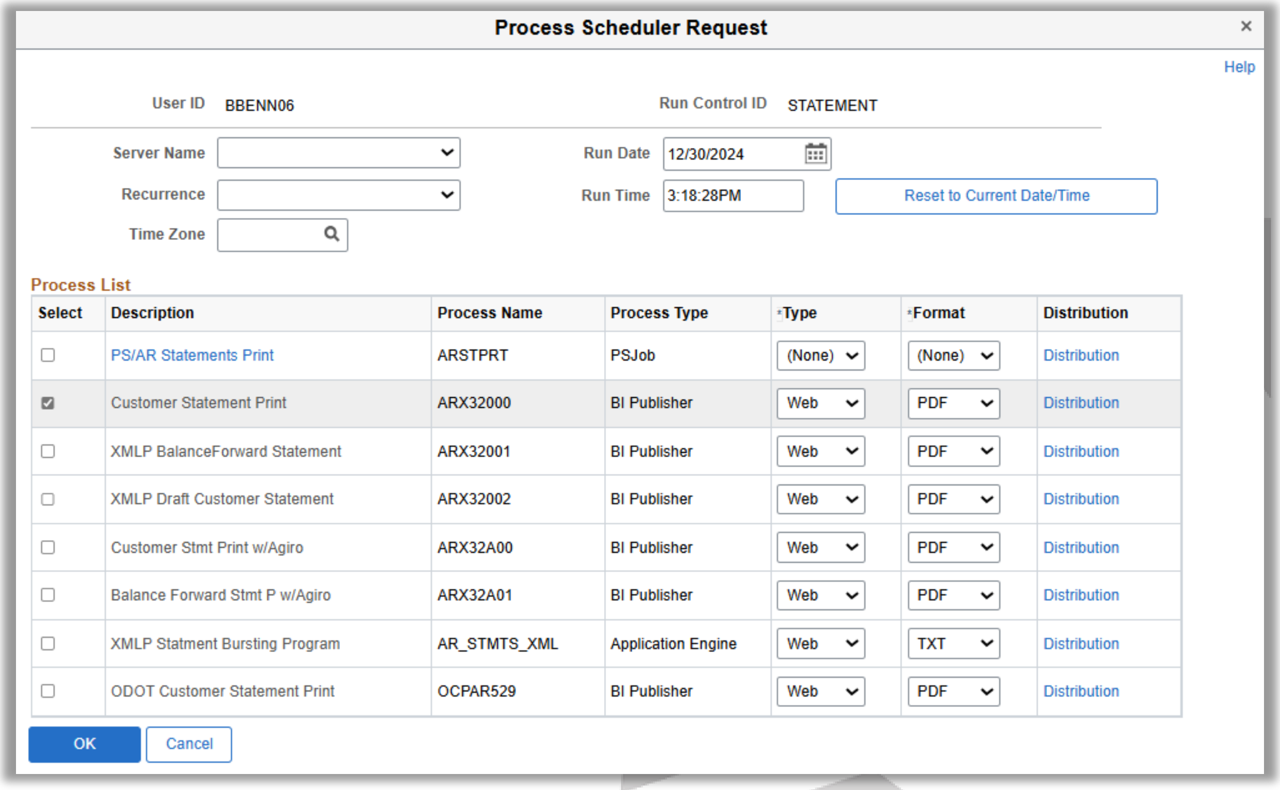
Statement Print Page



Statement Number – select from the available Statement Numbers. This field displays the most recent number for the Run Control ID that is not printed.

NOTE: Each time the **Create Customer Statements** process is executed, it creates a Statement Number. The most recent Statement Number will be available on this page and initially populated if the user uses the same Run Control value for the Statement **Report** as was used on the Statement **Process**.

Click the **<u>Run</u>** button to execute the Statement Print process.


Process Scheduler Request

Help

User ID BBENN06 Run Control ID STATEMENT

Server Name | Run Date 12/30/2024

Recurrence | Run Time 3:18:28PM | Reset to Current Date/Time

Time Zone

Process List

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
☐	PS/AR Statements Print	ARSTPRT	PSJob	(None)	(None)	Distribution
☑	Customer Statement Print	ARX32000	BI Publisher	Web	PDF	Distribution
☐	XMLP BalanceForward Statement	ARX32001	BI Publisher	Web	PDF	Distribution
☐	XMLP Draft Customer Statement	ARX32002	BI Publisher	Web	PDF	Distribution
☐	Customer Stmt Print w/Agiro	ARX32A00	BI Publisher	Web	PDF	Distribution
☐	Balance Forward Stmt P w/Agiro	ARX32A01	BI Publisher	Web	PDF	Distribution
☐	XMLP Statment Bursting Program	AR_STMTS_XML	Application Engine	Web	TXT	Distribution
☐	ODOT Customer Statement Print	OCPAR529	BI Publisher	Web	PDF	Distribution

OK Cancel

Select the checkbox next to the desired report.

Click the **<u>OK</u>** button to execute the process. Navigate to the **Process Monitor** to view the Process instance and Report.

Review Receivables Information

The Receivables Analysis features allow the user to view receivables activity by Unit, Customer, Item, etc.

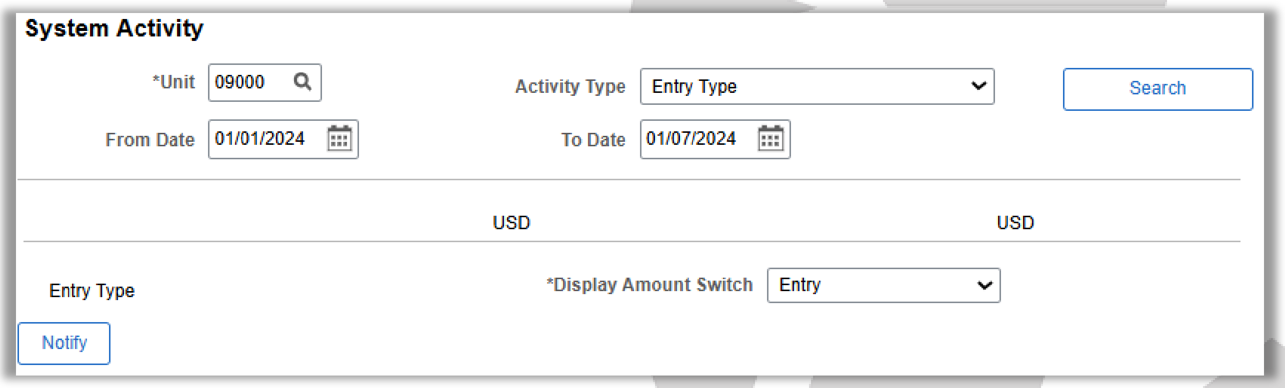
Business **Unit Activity** inquiry includes activity posted to a business unit. The system includes only payments that are completely posted in total.

Business **Unit Cash** inquiry includes an overview of cash applied and cash received by business unit.

Unit Activities

Navigation: Accounts Receivable > Receivables Analysis > Review Receivables Information > Unit Activities

Unit Activity Page



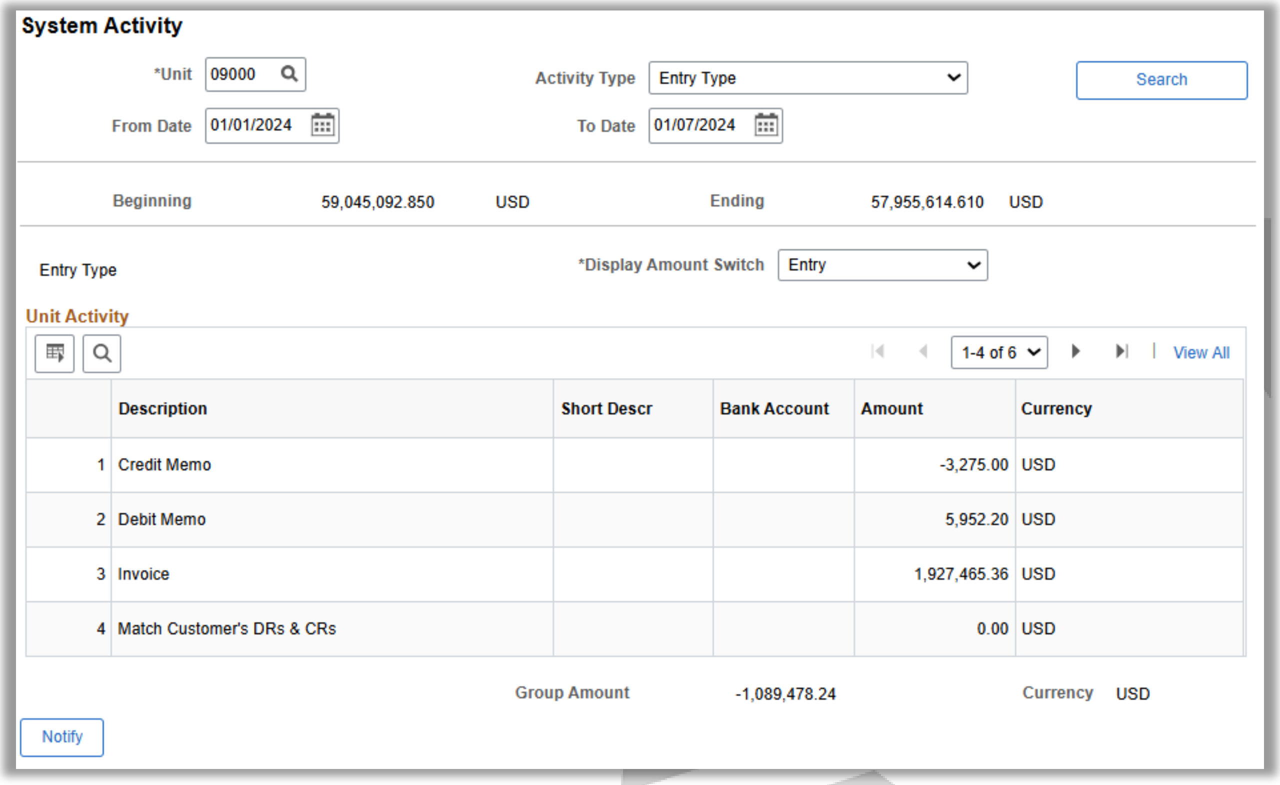
Use the Unit Activity page to search for Items posted to a business unit.

Unit – enter the agency business unit value.

Activity Type – select the type of business unit activity to display.

From/To Date – enter a period of time from which business unit activity will be selected.

Click the **Search** button to retrieve Unit Activity.



Beginning – displays the total of unit activity at the start of the period defined.

Ending – displays the total of unit activity at the ending of the period defined.

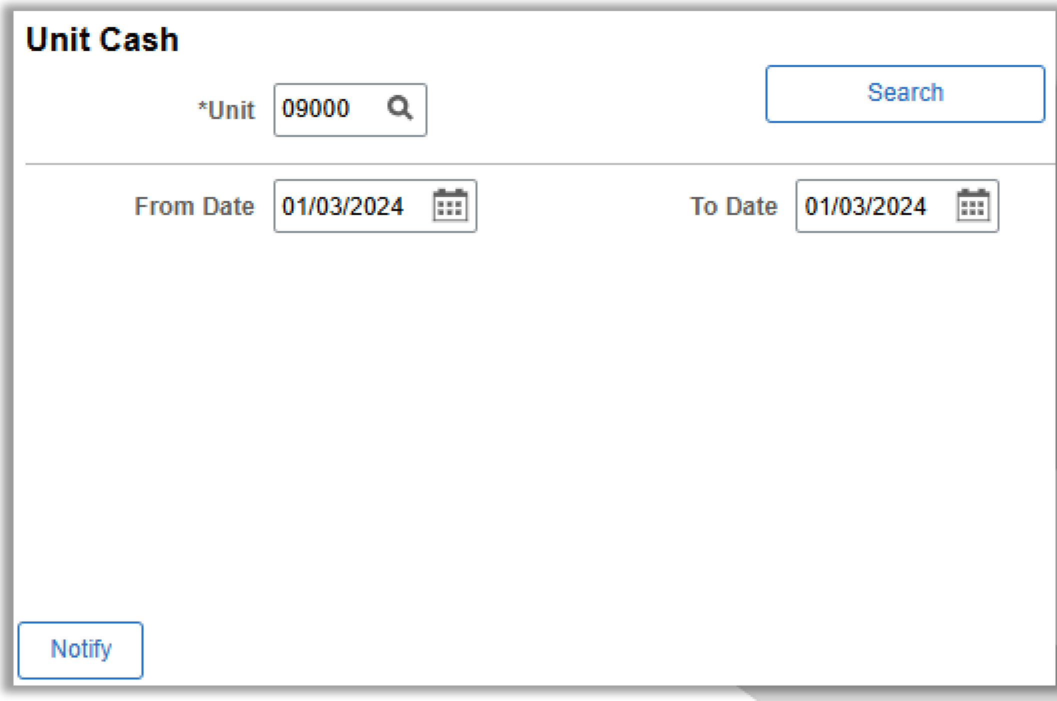
The **Unit Activity** section of the page displays all activity posted to the business unit by type (Invoice, Payment, etc.).

Group Amount – displays the amount for the time period defined.

Unit Cash

Navigation: Accounts Receivable > Receivables Analysis > Review Receivables Information > Unit Cash

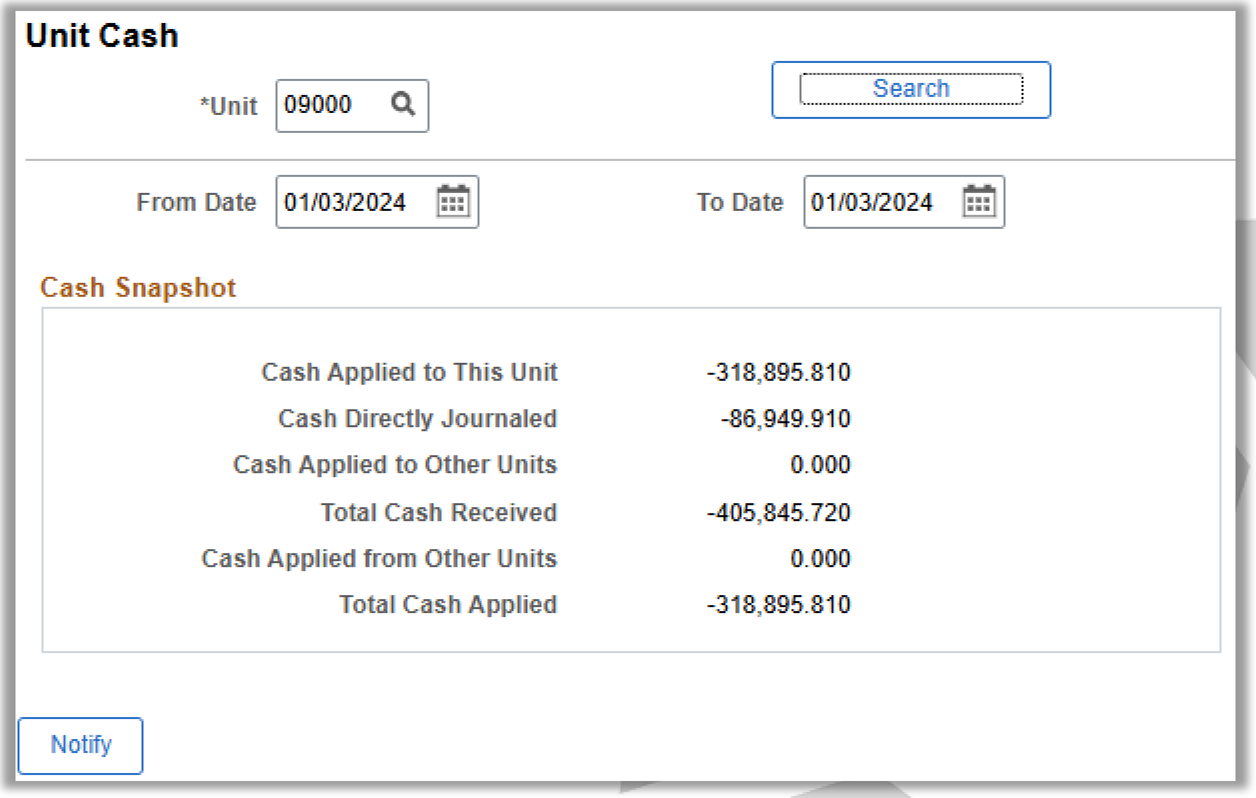
Unit Cash Page



Unit – populate with the agency business unit value.

From/To Date – enter a period of time from which the unit activity will be selected.

Click the **Search** button to retrieve Unit Activity.



The **Cash Snapshot** section of the page displays different types of cash/deposits that have been received by the business unit for the date range defined.

Cash Applied to This Unit – displays a total of cash applied to Items.

Cash Directly Journaled – shows a total of all cash directly journaled (not applied to Items).

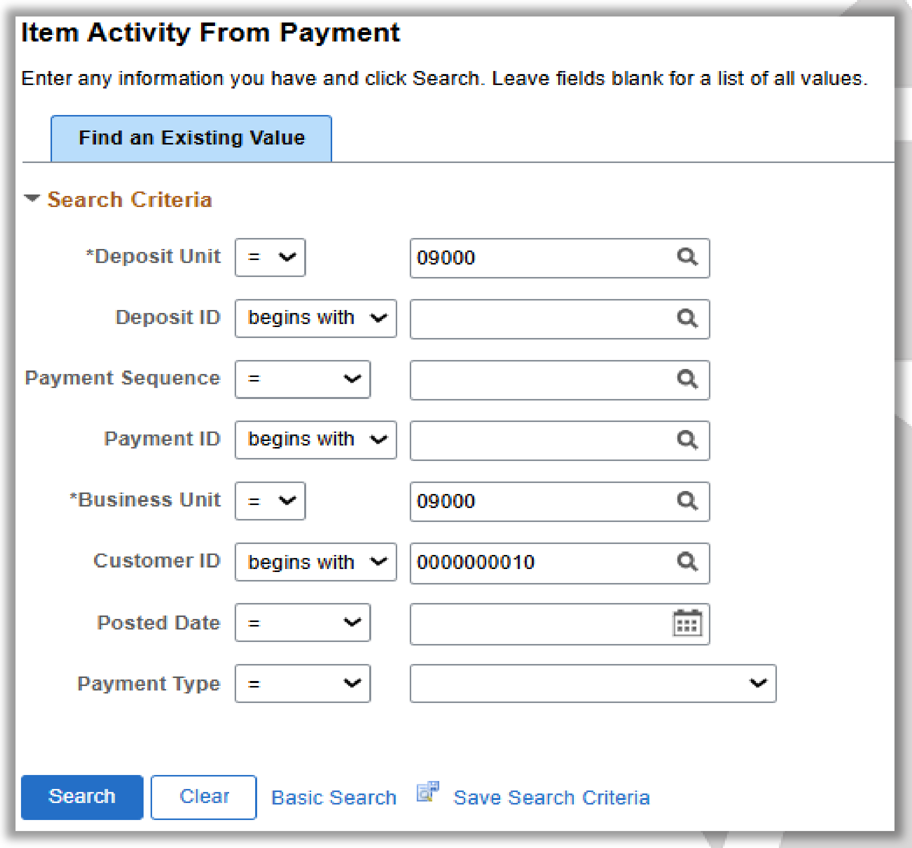
Total Cash Received – the sum of Applied Cash and Directly Journaled Cash.

Posting Results-Payments

Payment Inquiry pages display all activity associated with a Deposit and/or Payment(s). This includes payment ID, payment amount and Item information.

Item Activity From Payment

Navigation: Accounts Receivable > Receivables Update > Posting Results-Payments > Item Activity From Payment



Use the Search criteria to find the desired payment.

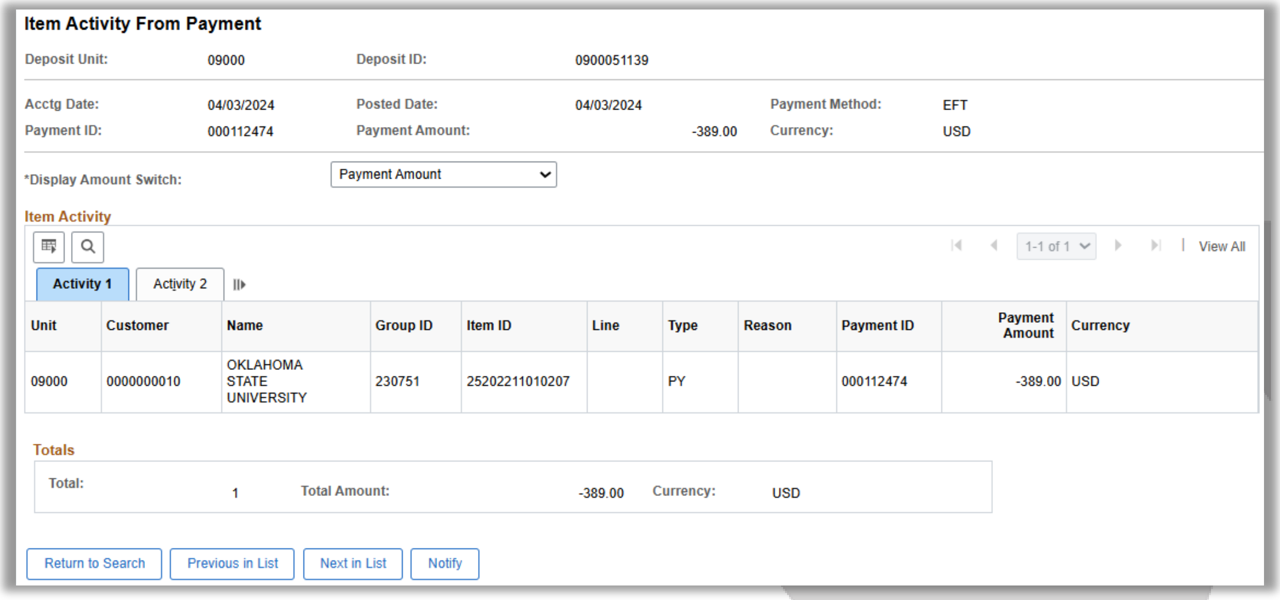
Deposit Unit – enter the agency business unit value.

Deposit ID – to search by Deposit ID, enter that value.

Payment ID – enter the payment ID.

Business Unit – enter the agency business unit value.

Click the **Search** button to enter the Item Activity from Payment pages.



Item Activity From Payment

Deposit Unit: 09000 Deposit ID: 0900051139

Acctg Date: 04/03/2024 Posted Date: 04/03/2024 Payment Method: EFT

Payment ID: 000112474 Payment Amount: -389.00 Currency: USD

*Display Amount Switch: Payment Amount

Item Activity

1-1 of 1 View All

Activity 1 | Activity 2

Unit	Customer	Name	Group ID	Item ID	Line	Type	Reason	Payment ID	Payment Amount	Currency
09000	0000000010	OKLAHOMA STATE UNIVERSITY	230751	25202211010207		PY		000112474	-389.00	USD

Totals

Total: 1 Total Amount: -389.00 Currency: USD

Return to Search | Previous in List | Next in List | Notify

The **Item Activity From Payment** page displays Deposit information related to the payments and Items that the payment was applied to.

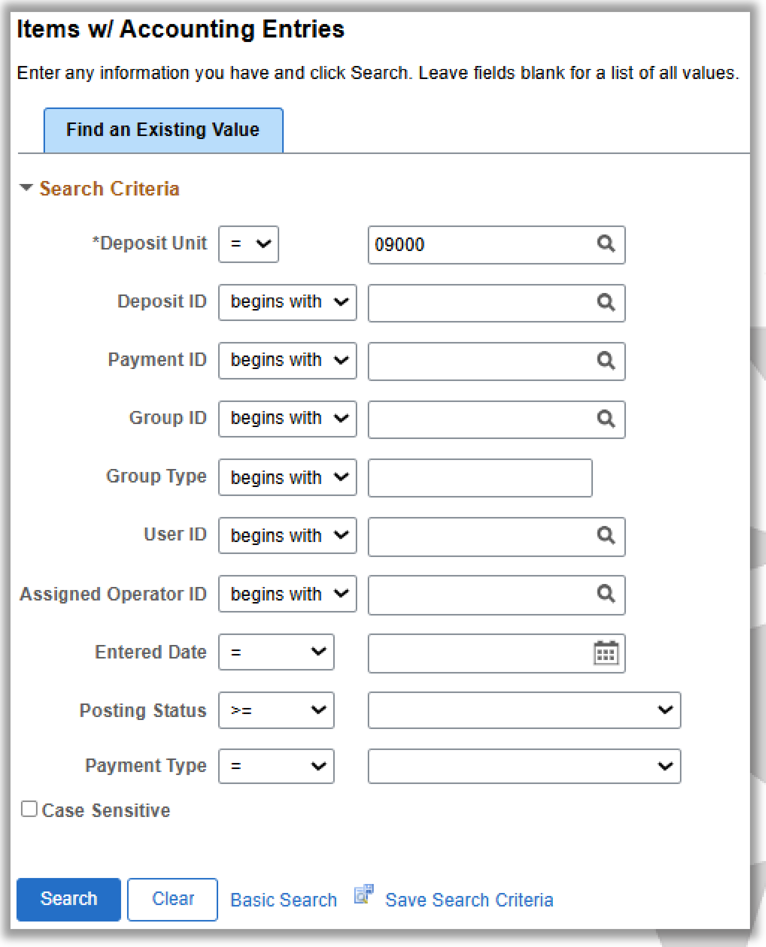
Payment ID – displays the payment number.

Item ID – shows the Item that the payment was applied to.

Total – displays the count and total amount of Items in the Deposit.

Review Pending Item with Entry

Navigation: Accounts Receivable > Receivables Update > Posting Results-Payments > Review Pending Item with Entry



Use the **Search** criteria to find the desired payment.

Deposit Unit – enter the agency business unit value.

Deposit ID – to search by Deposit ID, enter that value.

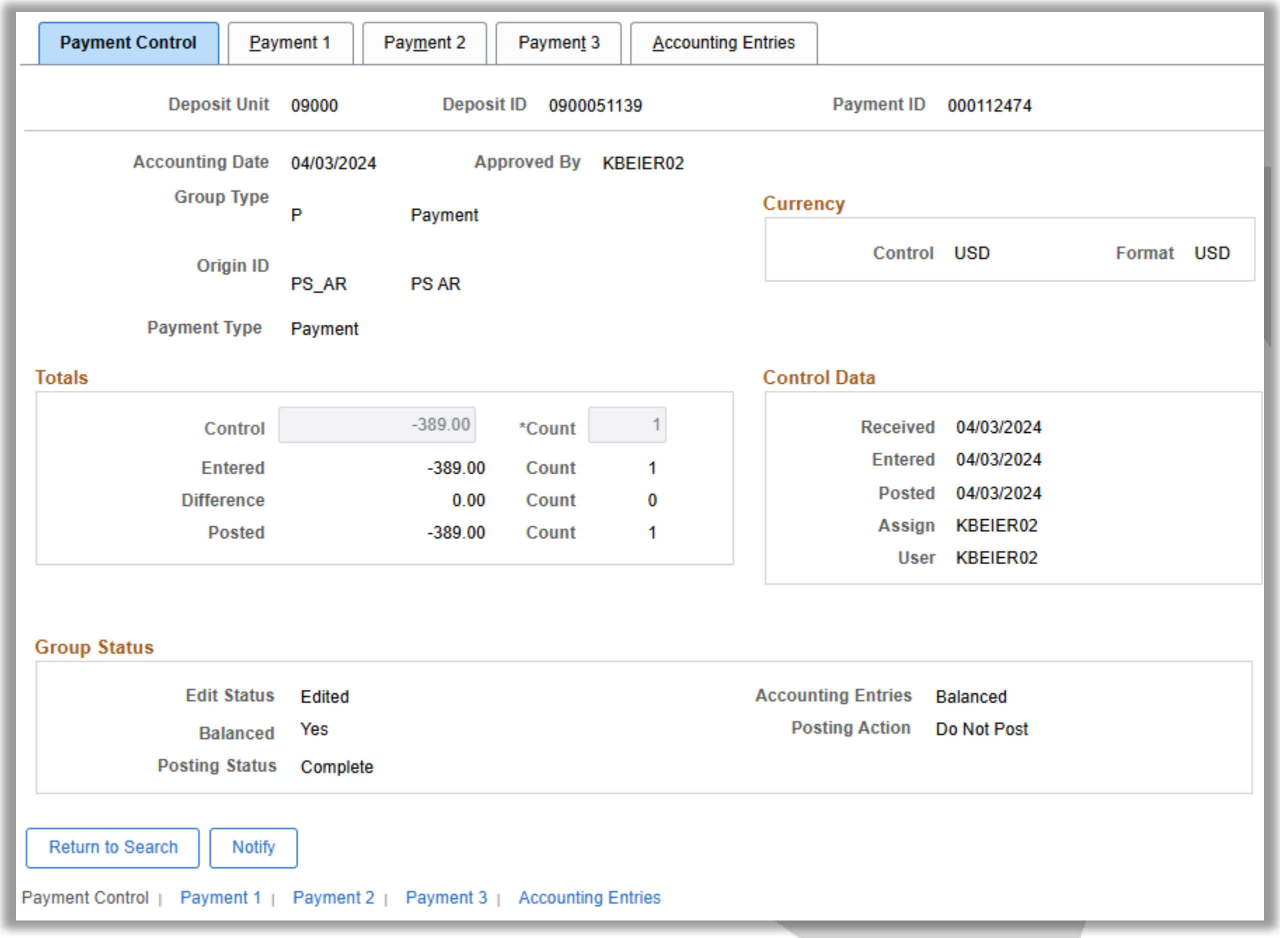
Payment ID – enter the payment ID if known.

Group ID – enter the Pending Item Group if known.

Posting Status – search for payments by Posting Status.

Click the **<u>Search</u>** button to enter the Items with Accounting Entries pages.

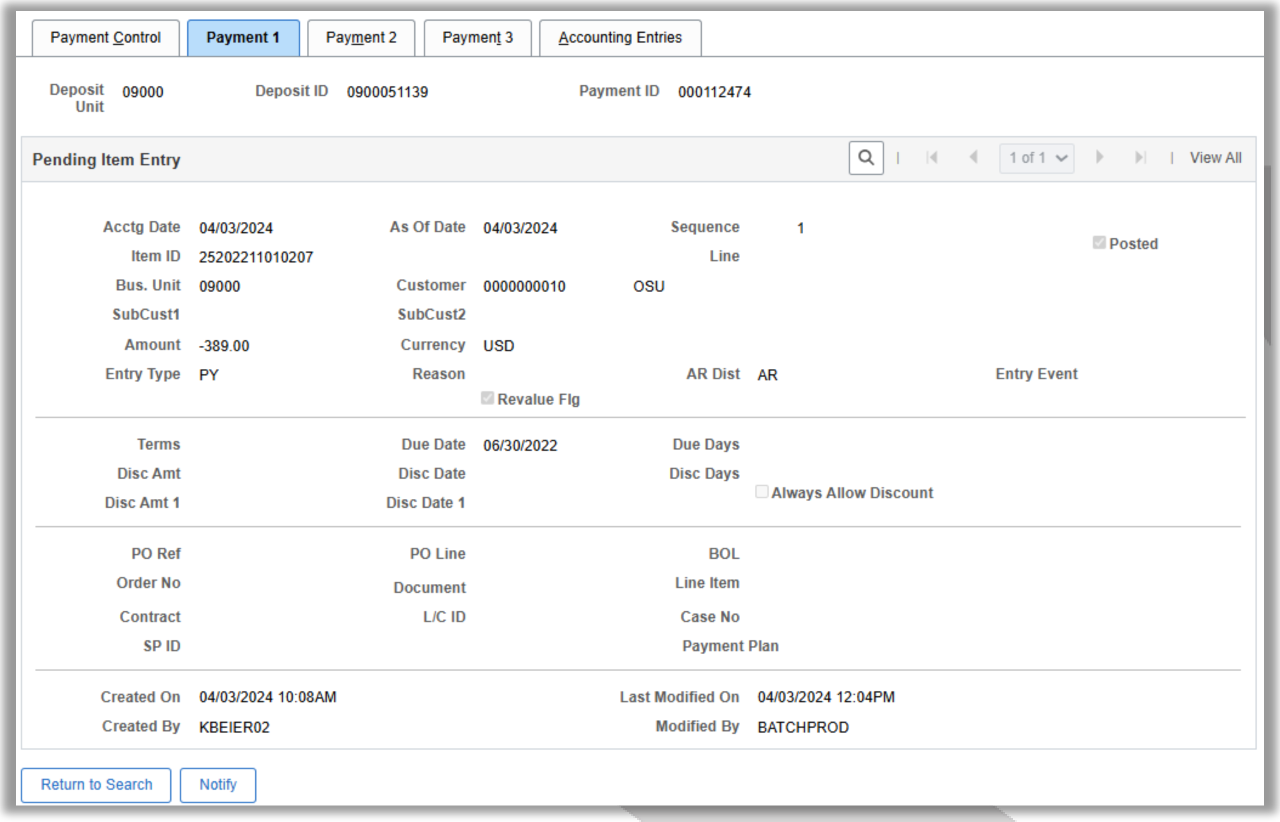
Payment Control Page



The **Payment Control** page displays much of the same information as appears on a Deposit or Pending Item Group.

Click the **Payment 1** Tab.

Payment 1 Page



The **Payment 1** page displays the Item that was paid by the Deposit.

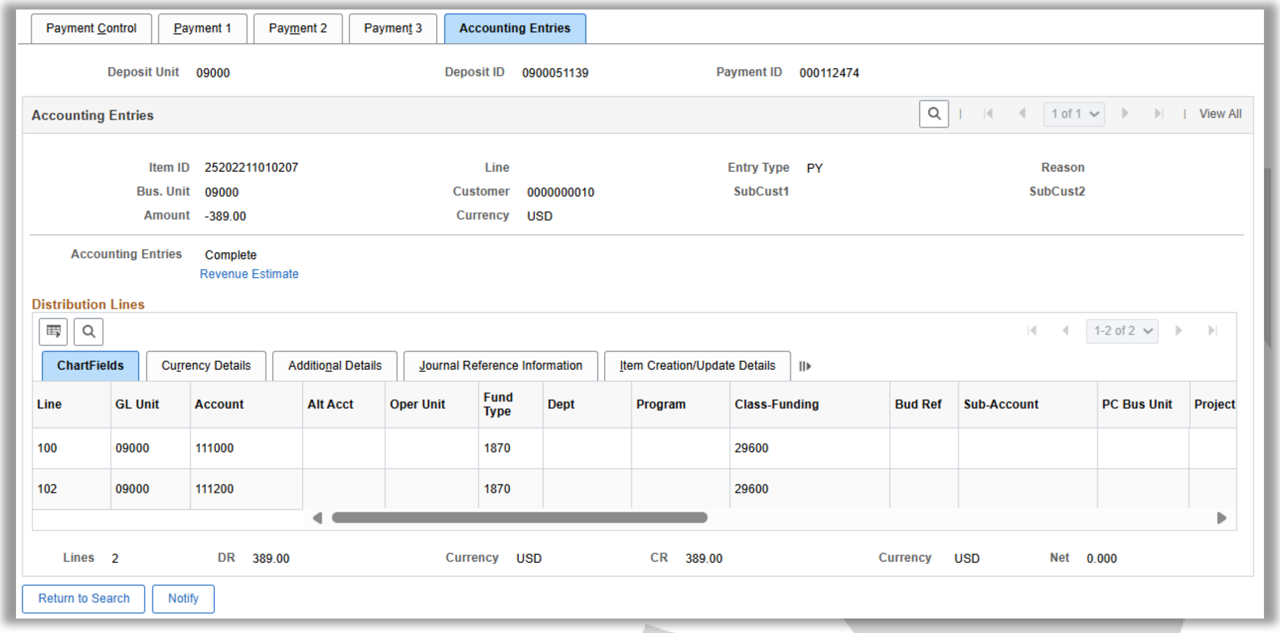
Accounting Date – displays the accounting date of the payment.

Item ID – displays the Item that the payment was applied to.

Posted – when checked, indicates that the payment has been posted to the customer's account.

Click the **Accounting Entries** Tab.

Accounting Entries Page

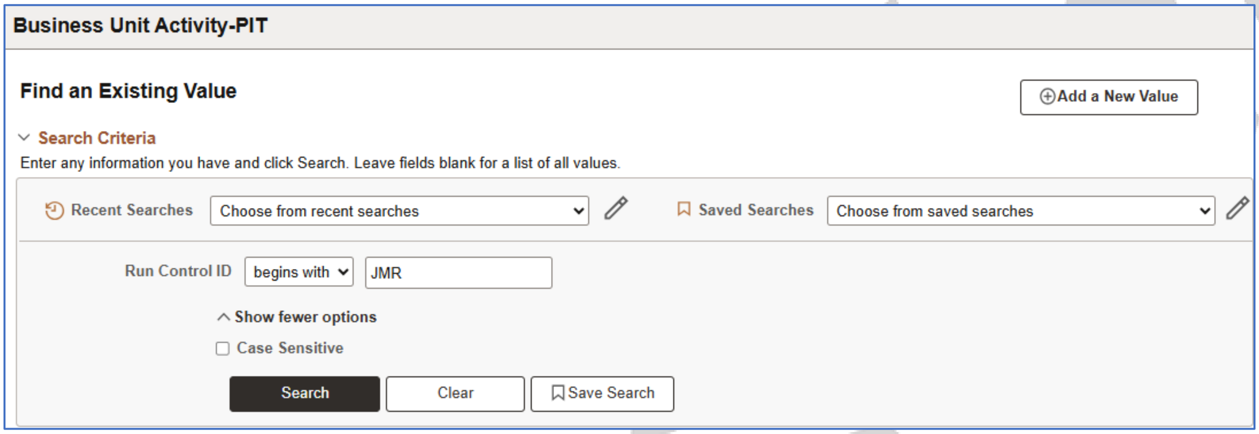


The **Accounting Entries** page displays the cash accounting entries that affect Accounts Receivable and Cash.

Receivables Reports

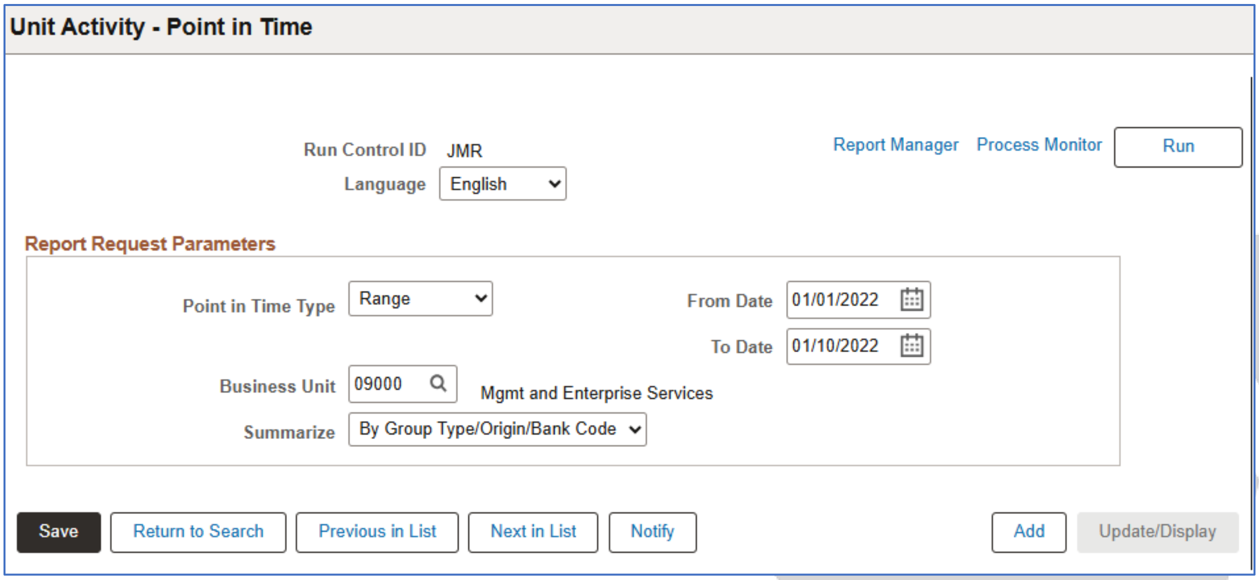
Business Unit Activity Report

Business Unit Activity reports show totals by agency business unit for Items, Payments and Balance.
Navigation: Accounts Receivable > Receivables Analysis > Receivables Reports > Business Unit Activity -PIT



Use an Existing **Run Control** value or create a New Value.

Click the **Search** button to use an existing Run Control value.

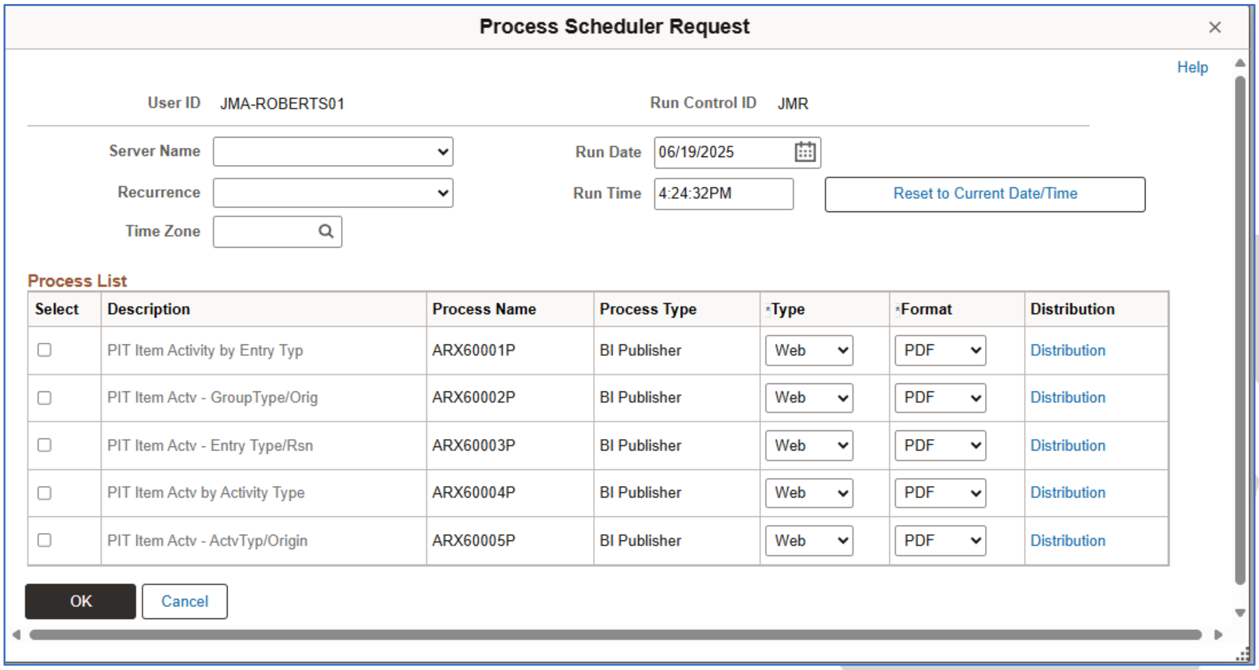


From/To Date – define a date range that will be used to select business unit activity onto the report.

Business Unit – populate with the agency business unit value.

Summarize – select a pre-defined summary option from the list that will be used to display results on the report.

Click the **<u>Run</u>** button to execute the Statement Print process.



Select the checkbox next to the desired report.

Click the **OK** button to execute the process. Navigate to the **Process Monitor** to view the Process Instance and Report.