ADOA – General Accounting Office

AZ360 MANUAL: AR-BILLING AND COLLECTIONS

AR – Billing and Collections

Table of Contents

All activity demonstrations will be displayed with an icon. Demonstrations will detail which elements to input, but agency data should always be used when processing in AZ360.

AR – Billing and Collections

The Accounts Receivable (AR) processes in AZ360, the statewide financial management system, covers:

- Billing customers for goods or services rendered.
- Processing collection activities.
- Recording the receipt of money owed.

The focus of the manual is the management of receivables owed to the State of Arizona. Revenue is recognized at the time goods and services are provided by creating a receivable. AZ360 records revenue and receivable information using a Receivable (RE) transaction. Alternatively, there are options to bill for unearned revenue. The manual will provide an overview of the AR business area including a review of the AR lifecycle, the setup of customers and customer accounts, and the event types and inquiry pages that are available to AR users.

Manual Objectives

- Examine the AR area of AZ360.
- Review the configuration of AR tables.
- Create an RE transaction for various business scenarios.
- Perform RE transaction maintenance.
- Review the Billing process.
- Review the Collections process.
- Create a Referral to Collection Agency (CL) transaction.

Accounts Receivable (AR) Basics

Section Objectives

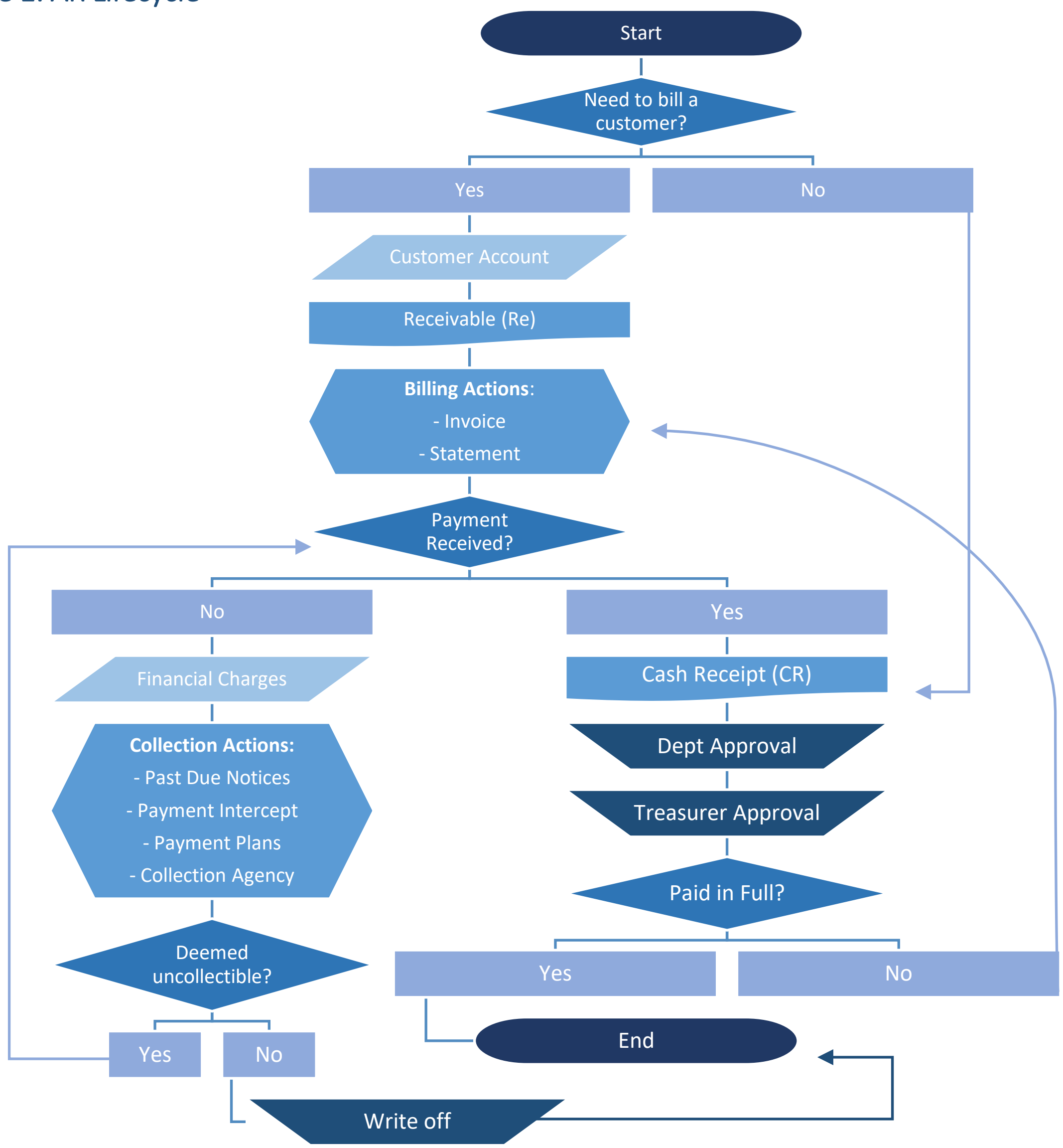
This section introduces the following processes:

- Review the AR lifecycle.
- Examine the Customer Setup process.
- Identify AR Event Types.
- Identify AR Inquiry Pages.

AR Lifecycle

The AR lifecycle, as shown in the flowchart below, generally begins with billing a customer of the State of Arizona. An RE transaction is an accounting event created in AZ360 to trigger the billing for goods or services provided or in anticipation of the receipt of money. AR generates invoices, statements, or both, to bill customers. When a payment is received, a Cash Receipt (CR) transaction records the collection of money. If no payment is received, finance charges may apply. RE transactions can be modified, reduced, referred to collections, or written off.

Figure 1: AR Lifecycle

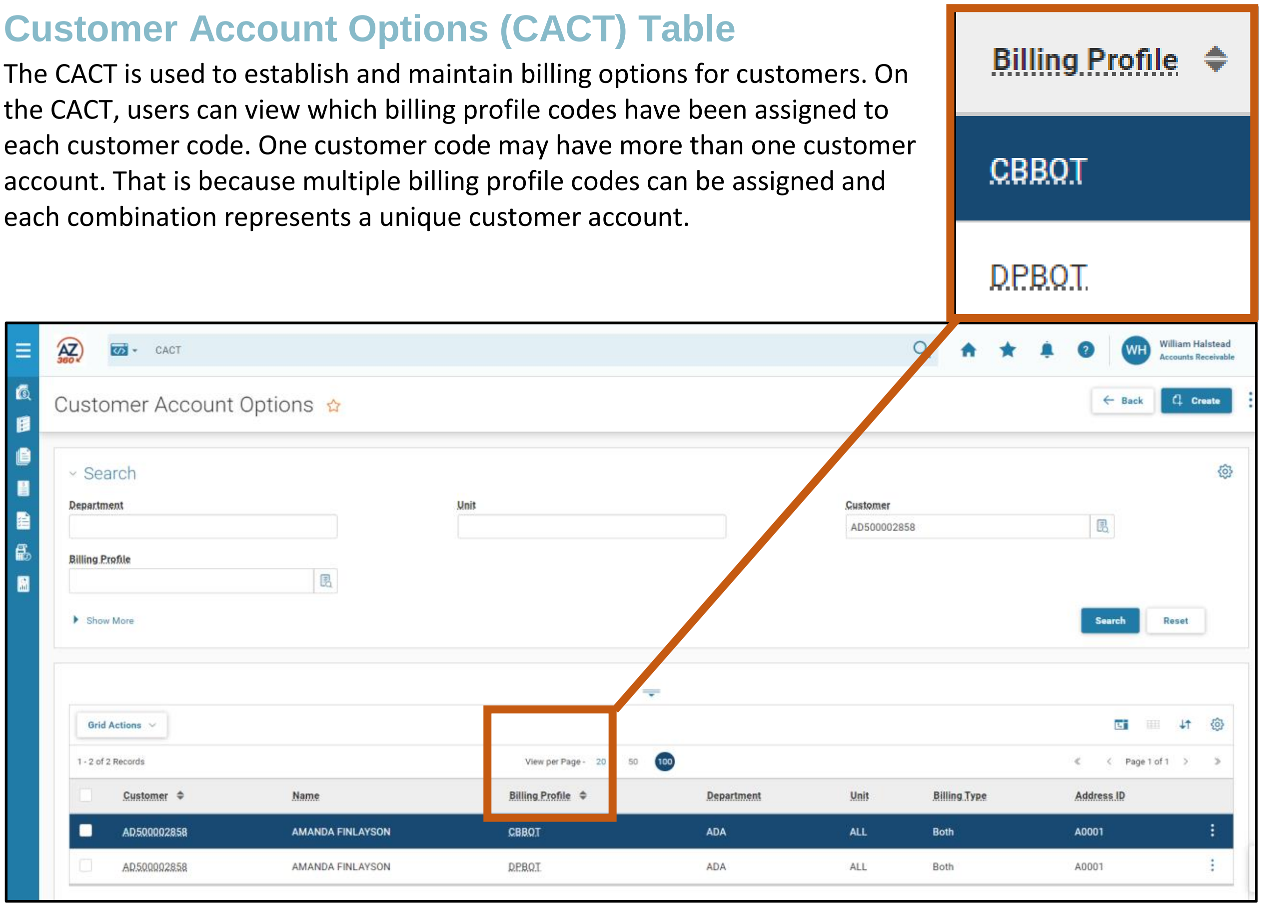


Customer Setup

Customers are individuals or business entities that purchase goods or services from the State of Arizona. Customer accounts are determined by the combination of a Vendor Customer code and a Billing Profile code. Customer records are created and added to the Vendor/Customer (VCUST) table by using Vendor Customer Creation (VCC) based transactions. Once a Customer record is created, a Customer account is created by using the Customer Account Options (CACT) table.

Customer Account Options (CACT) Table

The CACT is used to establish and maintain billing options for customers. On the CACT, users can view which billing profile codes have been assigned to each customer code. One customer code may have more than one customer account. That is because multiple billing profile codes can be assigned and each combination represents a unique customer account.



Customer accounts can also be assigned to multiple departments in AZ360 by creating a customer account record for each department that needs to use it. Records on the CACT are created through a direct table update in the CACT table.

Below is an example of how to look up a vendor account record on the CACT.

Review the CACT Table

Scenario

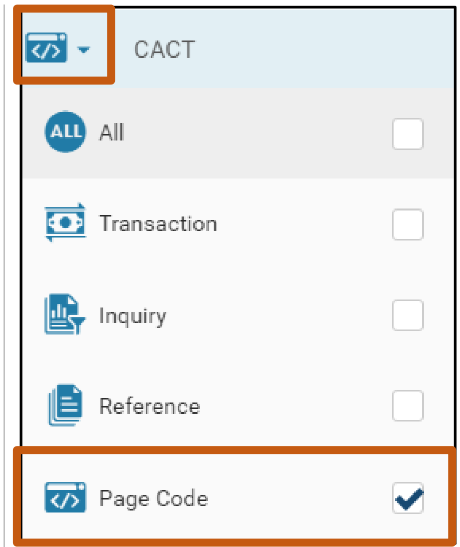
Look up customer accounts by department and billing profile by using the CACT table.

Log in to the AZ360 **Home Page**. Navigate to the CACT table.

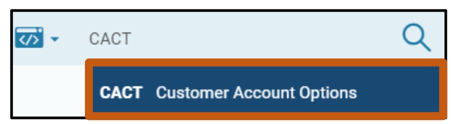
1. Click the **Expand** caret next to the **Global Search** field.

2. Select the **Page Code** option.

3. In the **Global Search** field, enter *CACT.*



4. In the drop down menu that generates, select **CACT Customer Account Options**. The Customer Account Options table will generate.

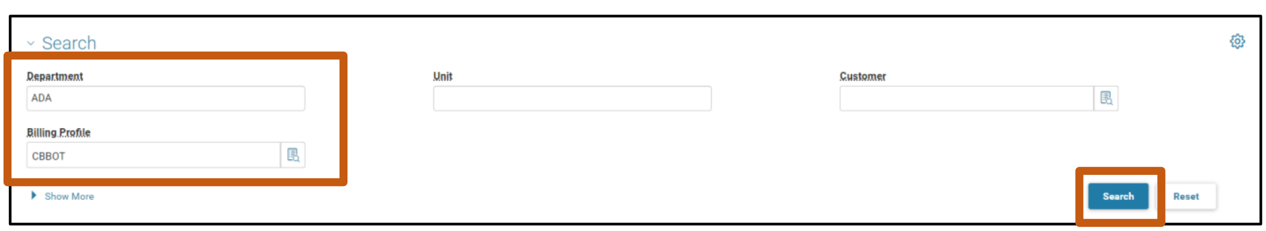


Explore the CACT table.

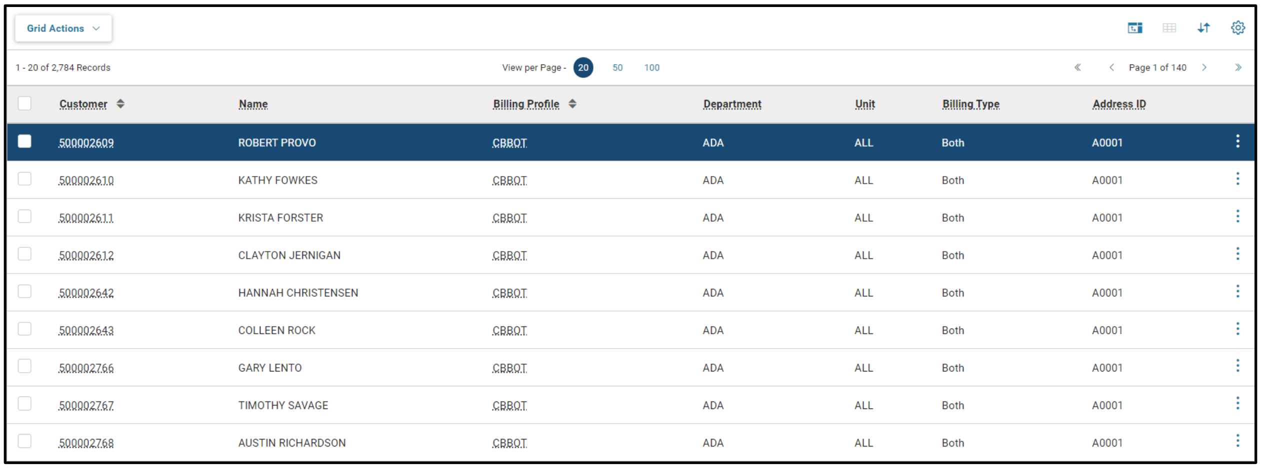
1. In the **Department** field, enter the user's department 3-digit code.

2. In the **Billing Profile** field, select the billing profile from the pick list for the billing profile(s) being researched.

3. Click **Search**.

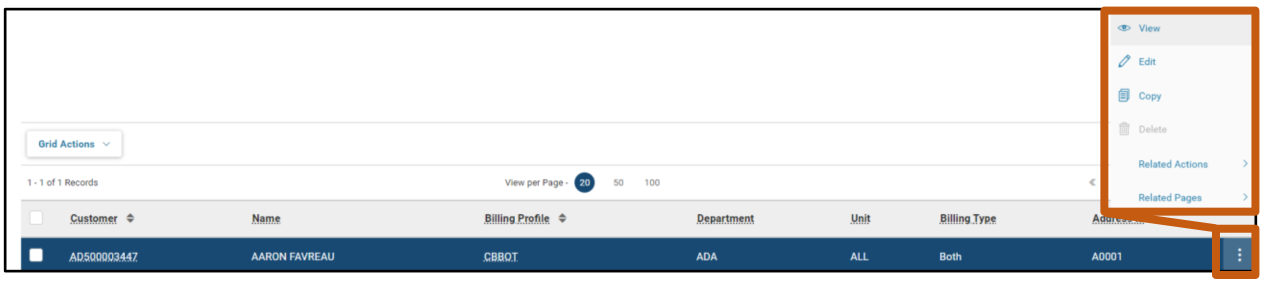


4. The grid on the CACT lists all of the customer accounts that have been created for the billing profile and department combination.

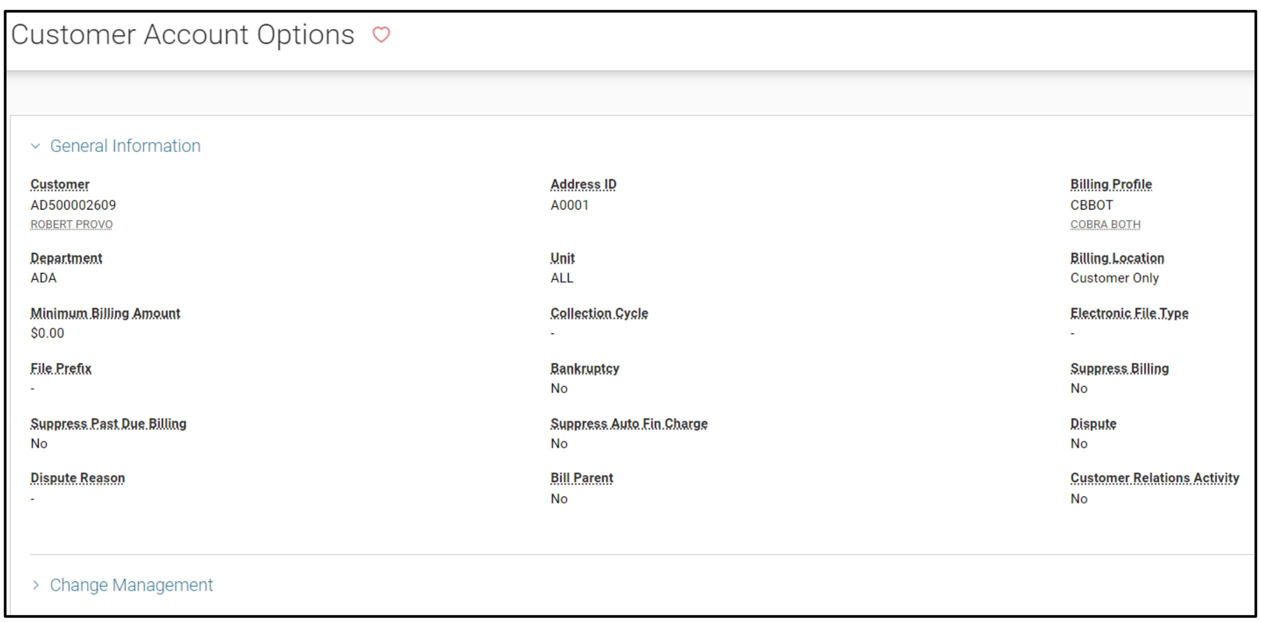


5. On the blue Vendor line, click the **3-dot** menu.

6. Select **View**.



7. Observe the information in the General Information section for the record.



8. Click **Home** icon to return to the home page.

AR Event Types

Event types are codes used by the system that represent a business process. Event types define data elements that must be entered on the accounting line, drive updates to vendor/customer account information tables, and drive the creation of posting lines. This topic identifies the event types used in AR.

Table 1 lists the permitted event types used on AR transactions. The possible event types vary by transaction code, and most transaction codes have a default event type that is used unless otherwise specified.

Table 1: AR Transaction Event Types

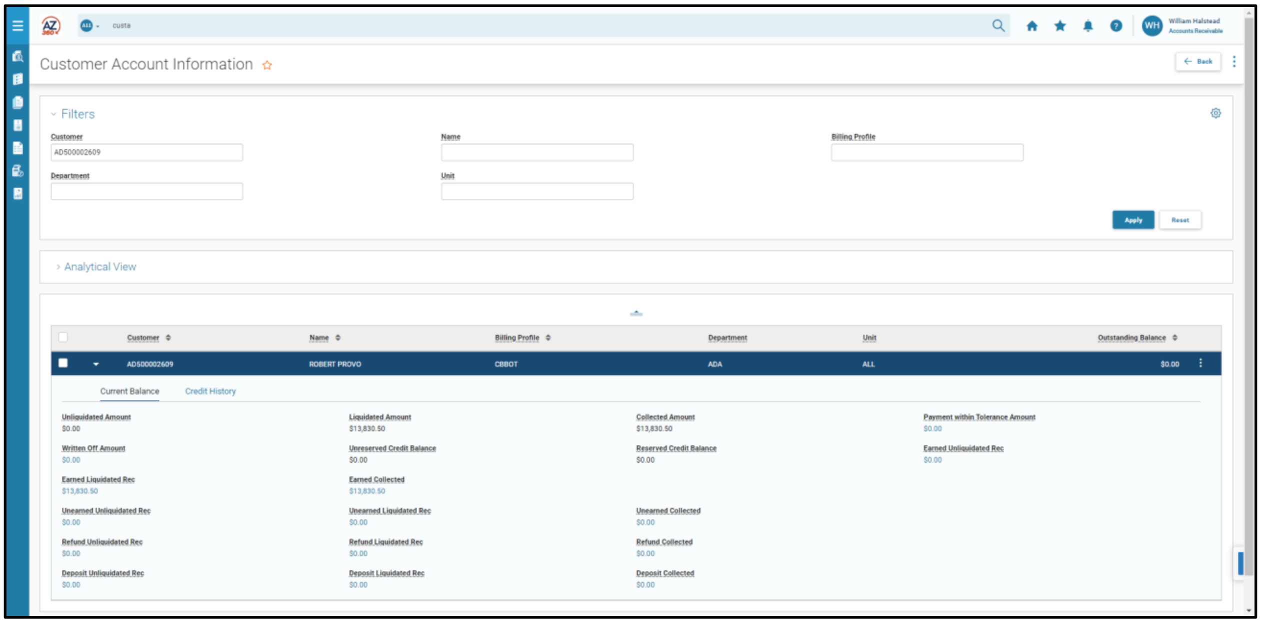
Transaction Code	Transaction Name	Event Type	Function
RE	Receivable	AR01 (default)	Bill Earned Revenue
		AR10	Bill Unearned Revenue
		AR31	Bill Vendor Refund- Non Budgetary
		AR50	Bill to Asset
		AR52	Bill to Liability
		LN34	Bill Loan Principal Repayment
		LS15	Bill Capital Lease Principal Payment
		LS16	Bill Capital Lease Interest Payment
		TR20	Bill for Return of Unused Travel Advance
CARE	Cost Accounting Receivable	ARC3 (default)	Bill Earned Revenue – Cost Reimbursement
		AR10	Bill Unearned Revenue
		AR31	Bill Vendor Refund – Non Budgetary

AR Inquiry Page

AR transactions update a number of inquiry tables. This topic reviews the tables and query pages that are used to research receivables and track customer status.

Customer Account Information (CUSTA) Table

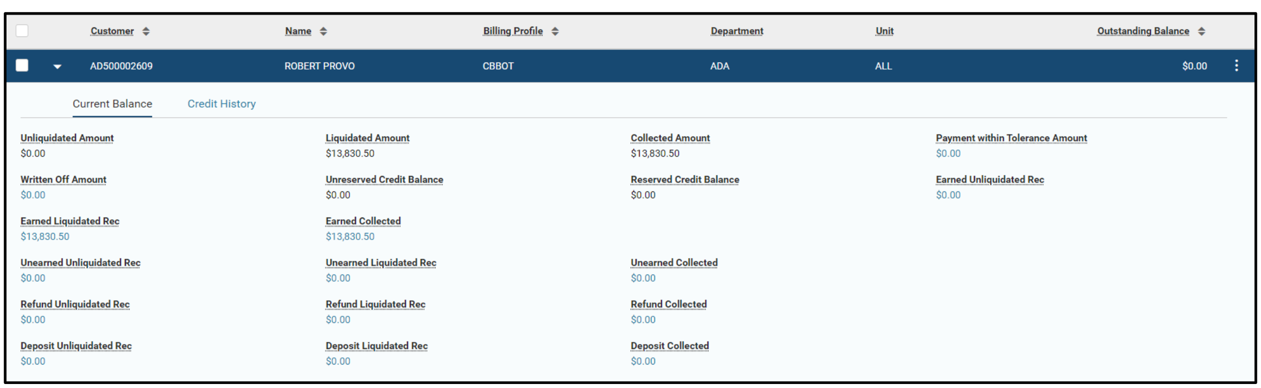
Each customer account (with the exception of a miscellaneous customer account) tracks receivables, payments, and other financial information. The Customer Account Information (CUSTA) table is updated by RE, CR, Referral to Collection Agency (CL), CL Adjustment (CLADJ), and Internal Exchange Transaction (IET) based transactions. Records are distinguished on CUSTA using the specific field values on the transaction.



CUSTA tracks the outstanding balance owed by the customer in the Current Balance section of the table. Several fields are calculated to provide an overall perspective of the account.

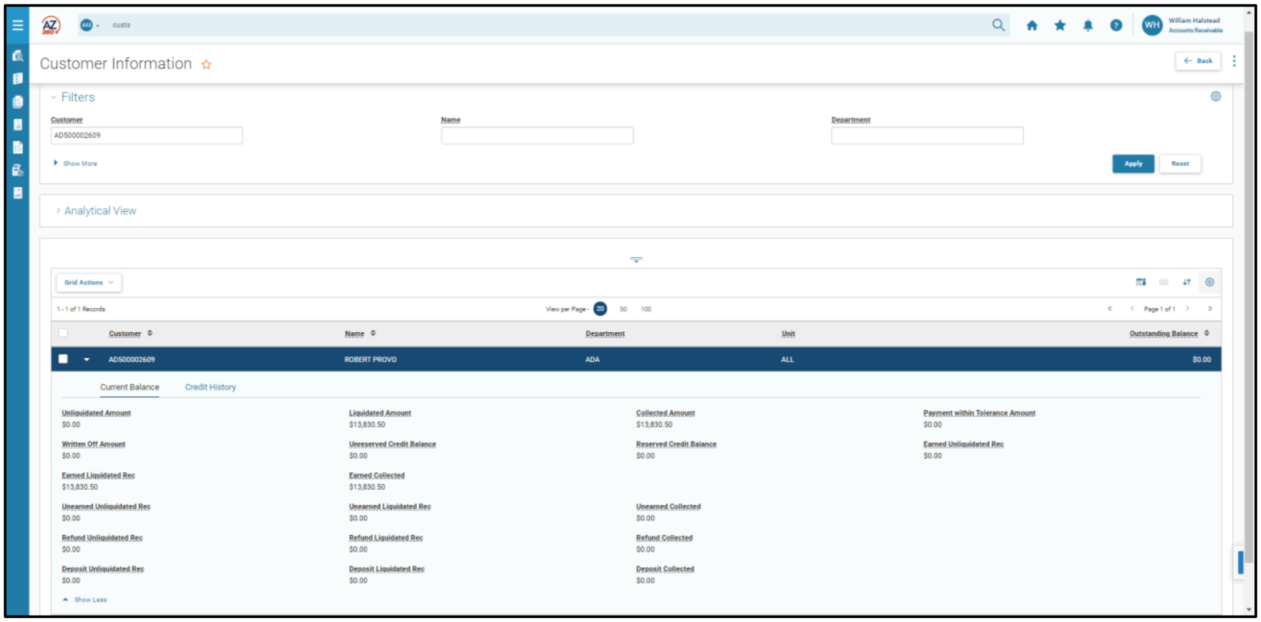
The following fields on CUSTA are calculated to present the overall status of the customer account:

- Unliquidated Amount – The total amount of unpaid bills.
- Liquidated Amount – The total billed amount that is paid.
- Collected Amount – The total amount that is paid whether billed or not (not including advances and pre-payments).
- Outstanding Balance – The total amount owed for the customer account. Calculated as the total amount billed less all amounts collected that were billed (including advances and pre-payments).
- Unreserved Credit Balance – The total unreserved credit balance on the customer account caused by overpayments.
- Reserved Credit Balance – The total credit balance on the customer account that is designated for a special purpose.



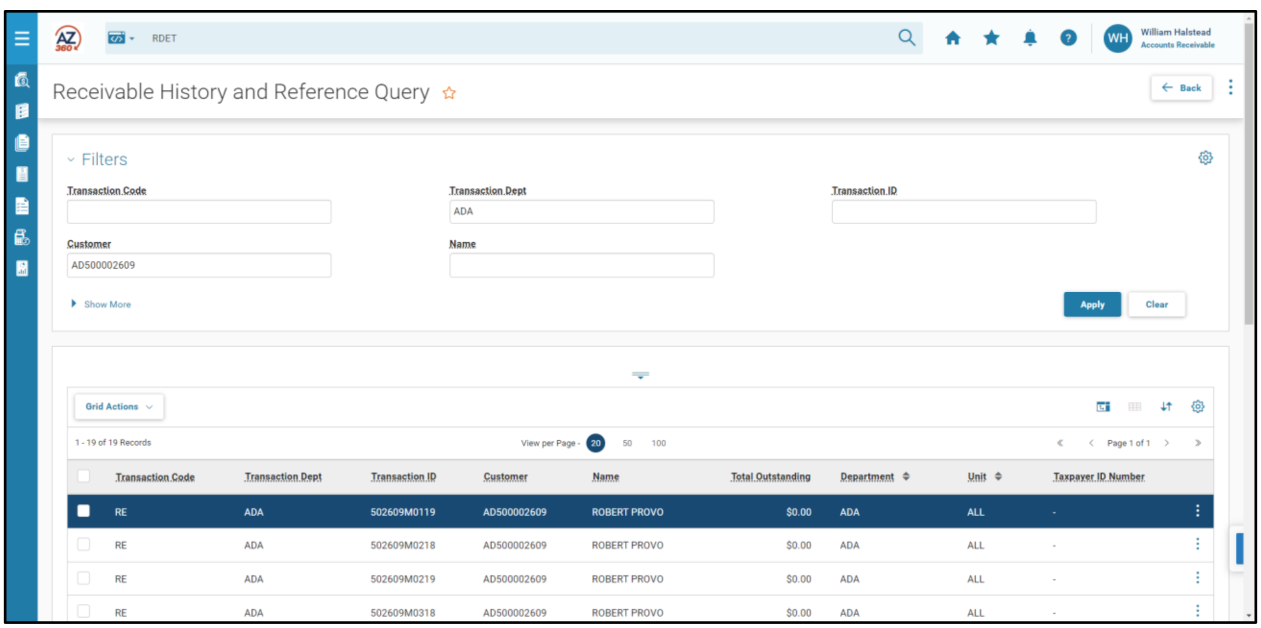
Customer Information (CUSTS) Table

The Customer Information (CUSTS) table is updated by the same AR transactions that update the CUSTA table. The difference is that the CUSTS table shows a customer's activity summarized across all billing profiles. The fields on CUSTS are the same as those in CUSTA.

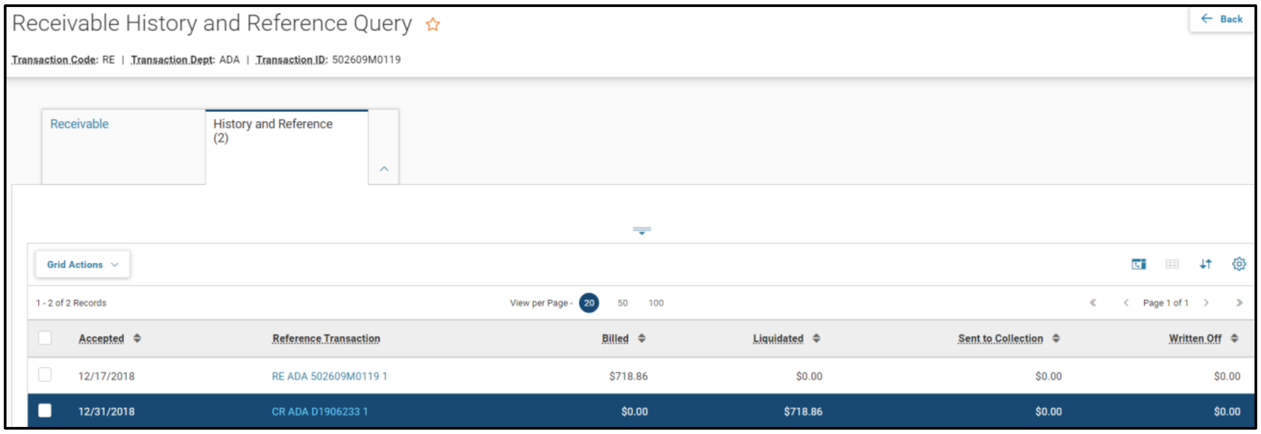


Receivable History and Reference (RDET) Query

The Receivable History and Reference Query (RDET) displays all transaction activity related to an RE based transaction.



When a CR references an RE, it updates the RDET.


Receivable History and Reference Query
Back
Transaction Code: RE | Transaction Dept: ADA | Transaction ID: 502609M0119
Receivable
History and Reference (2)
Grid Actions
1 - 2 of 2 Records
View per Page - 20 50 100
Page 1 of 1
Accepted
Reference Transaction
Billed
Liquidated
Sent to Collection
Written Off
12/17/2018
RE ADA 502609M0119 1
$718.86
$0.00
$0.00
$0.00
12/31/2018
CR ADA D1906233 1
$0.00
$718.86
$0.00
$0.00

Create a Receivable (RE) Transaction

Section Objectives

The following processes are introduced in this section:

- Examine RE transaction tabs and data entry.
- Create an RE transaction.
- Examine the requirements to bill a vendor for a refund.
- Create an RE transaction from a template.
- Create an RE transaction for a one-time customer.
- Examine the Summary RE transaction process.
- Create a Recurring RE transaction using the Future Transaction Triggering feature.
- Research RE transactions on inquiry tables.

Section Overview

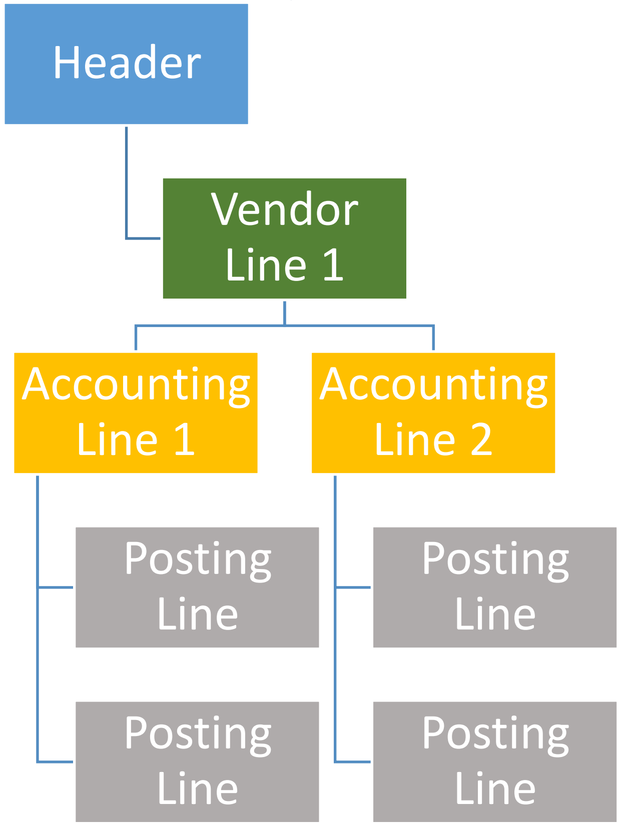
An RE based transaction is used to bill external customers for goods or services. The RE is an accounting transaction that triggers the billing process and tracks receivable events in order to recognize that money earned now will be received in the future. This topic examines some of the uses for the RE based transaction and the process of creating an RE to meet certain needs. Additionally, cost accounting functionality and the reimbursement process in AZ360 can be used to automatically generate Cost Accounting Receivable (CARE) transactions. For more information on CARE transactions, see the "Establish a Funding Profile Hierarchy (FPRFLST)" section of the **AZ360 Manual – Cost Accounting** available at https://gao.az.gov/resources/training/gao-training-resources.

RE Transaction Tabs

Transactions in AZ360 are made of various tabs. An RE transaction contains four tabs:

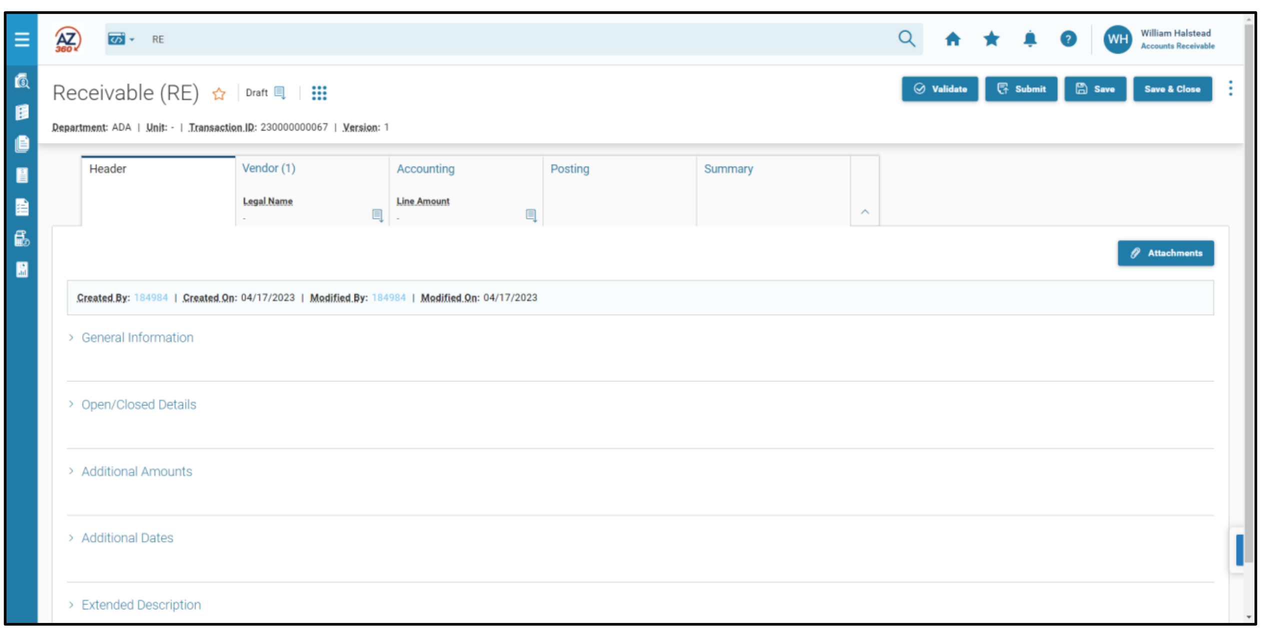
- Header – Stores values that apply to the entire transaction.
- Vendor – Stores vendor and customer account information, AR Dept, AR Unit, and billing and collection details. RE based transactions support one vendor line.
- Accounting – Used to record Chart of Accounts (COA) elements. Multiple accounting lines are allowed and each line contains an event type.
- Posting – Represents the postings (credits and debits) for each accounting line.

Figure 2: RE Transaction Tab Hierarchy



RE Header Tab

The Header tab stores values that apply to the entire RE based transaction. None of the fields on the Header section are required.



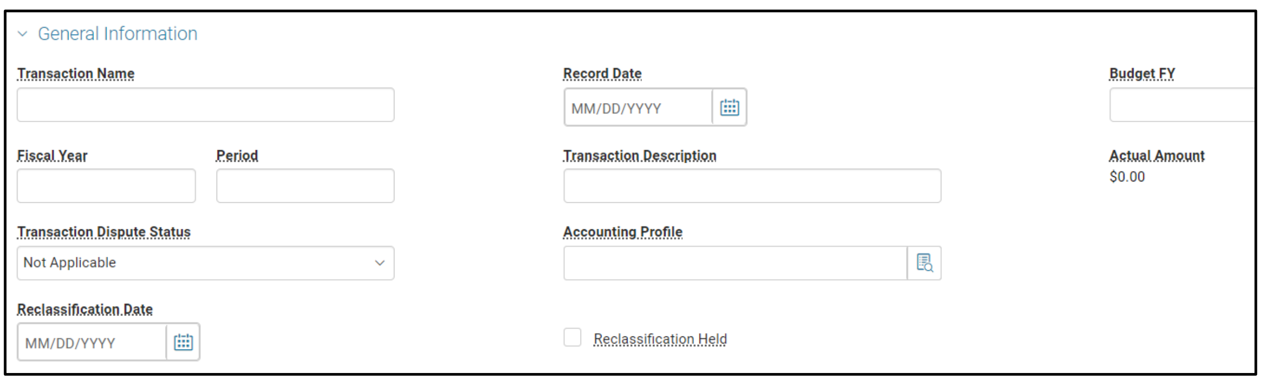
Header – General Information Section

The General Information section contains descriptive fields along with date information common to most transaction headers. It also shows the total amount of the transaction and dispute information.

The following fields are included on the General Information tab:

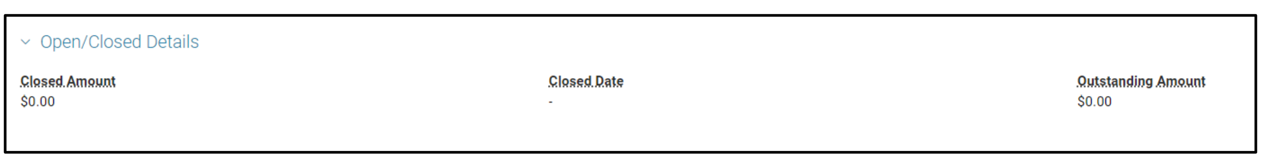
- Record Date – The date the receivable event occurred. Defaults to the current system date. This date is the invoice date; it is used to calculate the due date for billing and collection activities.
- Budget FY, Fiscal Year, Period – Indicates the accounting period of the event. Defaults to the budget fiscal year, fiscal year, and period of the Record Date field. These fields are normally left blank except for cross-fiscal-year processing.
- Transaction Description – Free-form text field used to identify the purpose of the transaction. The text entered does not print on invoices or statements.
- Reclassification Date – On this date, the Future Transaction Triggering (FDT) feature will create a modification of the transaction to adjust the original accounting and load it to the Financial Transaction Catalog for processing. Reclassification will change billed unearned revenue to billed earned revenue.
- Reclassification Held Checkbox – Checking this box will generate the transaction in Held status when reclassifying unearned revenue to earned revenue.
- Transaction Dispute Status – Used to indicate that the customer has disputed the bill. The default value is Not Applicable.

The Actual Amount field on the General Information tab does not allow data entry. This field displays the total dollar amount of the RE based transaction.



Header – Open/Closed Details Section

The Open/Closed Details section contains the Closed Amount, Closed Date, and Outstanding Amount fields. The Closed Amount field is the dollar amount that has been received (which is recorded on a CR based transaction that references the RE). The difference between the Closed Amount field and the Actual Amount field in the General Information section, is the Outstanding Amount of the RE based transaction.



Header – Additional Amounts Section

The Additional Amounts section displays a summary of activity that has been processed against the RE based transaction. CR, CL, CLADJ, and IET based transactions are reflected here. Amounts on this page also break out fees included in the RE.

Additional Amounts

Sent to Collection Amount $0.00	Liquidated Amount $0.00	Written-off Amount $0.00
Collected Amount $0.00	Payment within Tolerance Amount $0.00	Interest Amount $0.00
Late Fee Amount $0.00	Admin Fee Amount $0.00	Other Fee Amount $0.00

Header – Additional Dates Section

The Additional Dates section displays the dates the RE based transaction is modified by the Finance Charge Offline Process (automatic offline process). These dates will not be updated when the user manually applies finance charges through an RE modification.

Additional Dates

Last Automatic Interest Fee Date -	Last Automatic Late Fee Date -	Last Automatic Admin Fee Date -
Last Automatic Other Fee Date -		

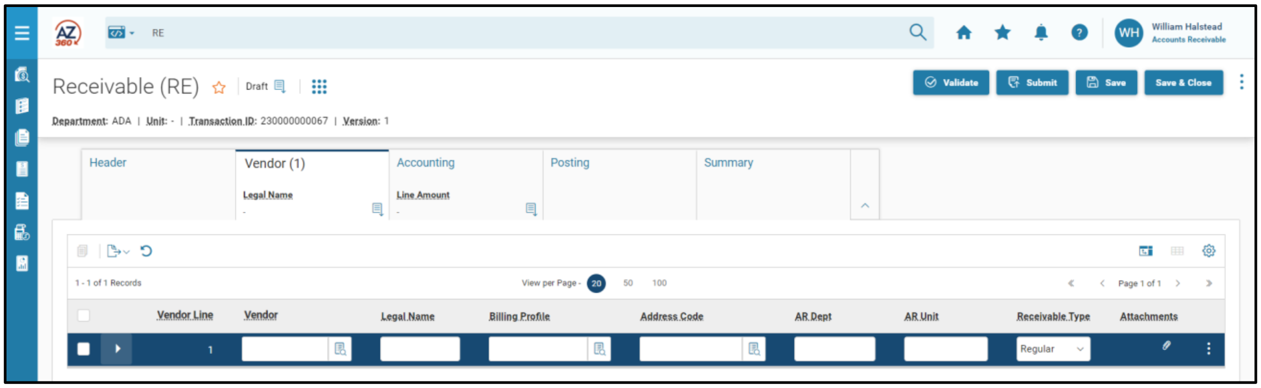
Header – Extended Description Section

The Extended Description section contains the Extended Description field. This field is similar to the Transaction Description field in the General Information section except that it has a larger character limit. Entries made in this field do not appear on the invoice.

RE Vendor Tab

The following fields are required on the blue Vendor Line:

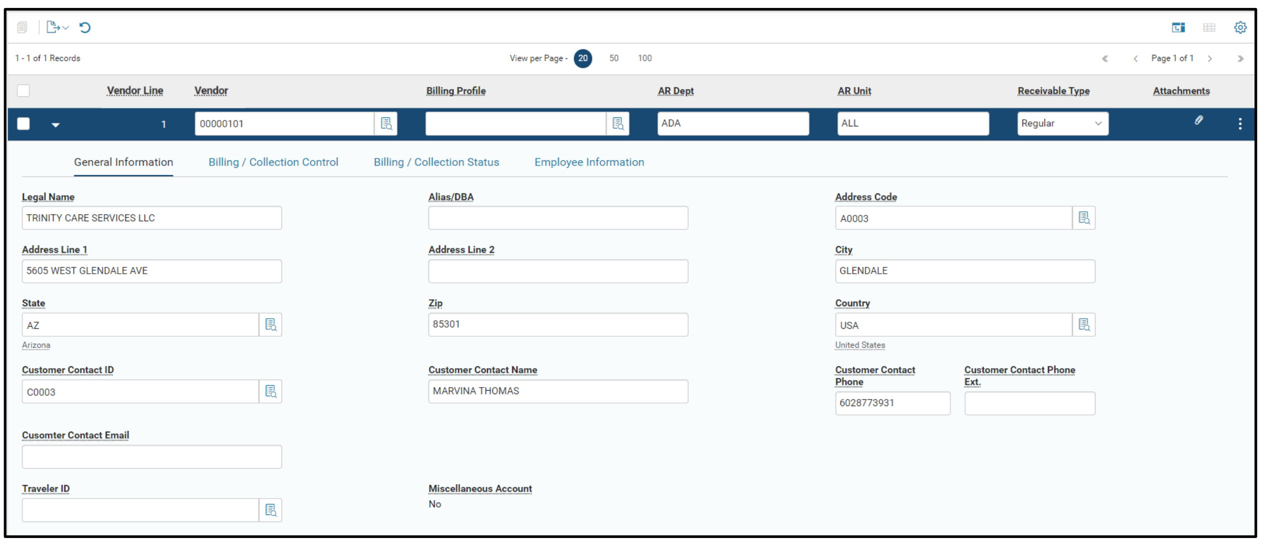
- Customer – The customer being billed. Enter a valid vendor/customer code or select a code from the pick list. ***Note: Creating an RE based transaction requires a valid and active Vendor/Customer code from the VCUST.***
- Billing Profile – The billing profile code associated with the customer account. Enter a value or select a value from the pick list.
- AR Dept – The department used for validating the billing profile and customer account. This field is auto populated based on the Transaction Dept field's value.
- AR Unit – The unit used for validating the billing profile and customer account. This should match the AR Unit on the billing profile. This field is auto populated based on the option set for the AR Dept's field value on the Department (DEPT) table, but may need to be changed. For instance, the default value is for AR Unit is ALL, but the Billing Profile only allows for a specific unit within the department.
- Receivable Type – Select Regular (default) or Summary.



Vendor – General Information Section

The General Information section contains the following fields that are inferred from the blue Vendor line:

- The Legal Name, Address Code, Address Line, City, State, Zip, Country fields in this section auto populate based on the Customer code selected on the blue Vendor line, unless the vendor/customer type is Miscellaneous.
- Customer Contact ID – This field is auto populated based on the vendor/customer code, unless the Vendor/Customer code is Miscellaneous.



Vendor – Billing / Collection Control Section

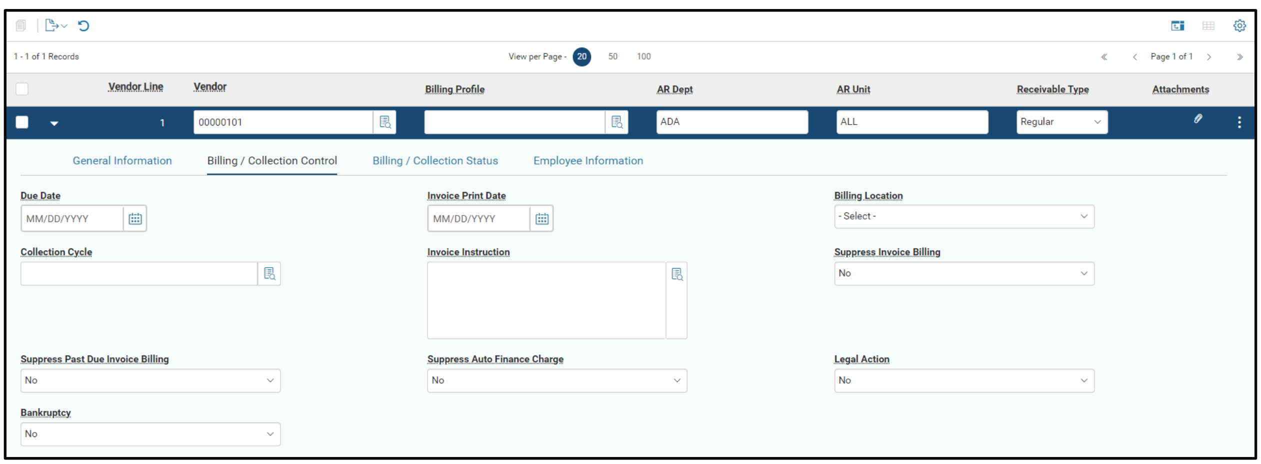
The Billing / Collection Control section contains the dates and information used for billing and collections. Some values established for invoice billing and collection processing on the Billing Profile (BPRO) and CACT tables can be overridden on this tab.

The following fields are available on the Billing / Collection Status section:

- Due Date – The date that payment is due for the receivable. When billing with invoices, the due date will be calculated by using the Receivable Due Date Lag and Payment Plan Print Date Lag values on the BPRO or System Options (SOPT) tables. Alternatively, a date may be manually entered. When billing with statements, the due date cannot be entered on the RE based transaction; the Due Date field will be populated by the Statement process when the respective statement is generated.

- Invoice Print Date – The date the invoice will be printed.
- Billing Location – The location where the receivable is to be sent. Required if the billing type is Invoices, Statements, or Both. Valid values are: Customer Only (Default), Third Party Only, Third Party with Customer Copy, Parent Address Only, or Parent Address with Customer Copy.
- Collection Cycle – This value overwrites the collection cycle entered on the CACT/BPRO tables.
- Invoice Instructions – When billing with invoices, the billing instructions from the billing profile code will default on the RE based transaction. To add, change, or remove the invoice instructions that are inferred from the billing profile, users can click the pick list on the Invoice Instructions field to select the appropriate billing instruction code. This field is not applicable when statement billing is used.
- Legal Action – Indicates the receivable has been referred for legal action. Automatic finance charges will not be applied to RE transactions that have this option selected.
- Bankruptcy – Used to suppress further billing and collections against a customer. This field is inferred from the CACT table. If the user updates this option manually on the RE based transaction, the system will not override the selection.
- Suppress Invoice Billing – Used to suppress the printing of an invoice.
- Suppress Past Due Invoice Billing – Used to suppress the printing of past due notifications.
- Suppress Auto Finance Charge – Stops finance charges from being applied to the RE based transaction by the automatic finance charge process.

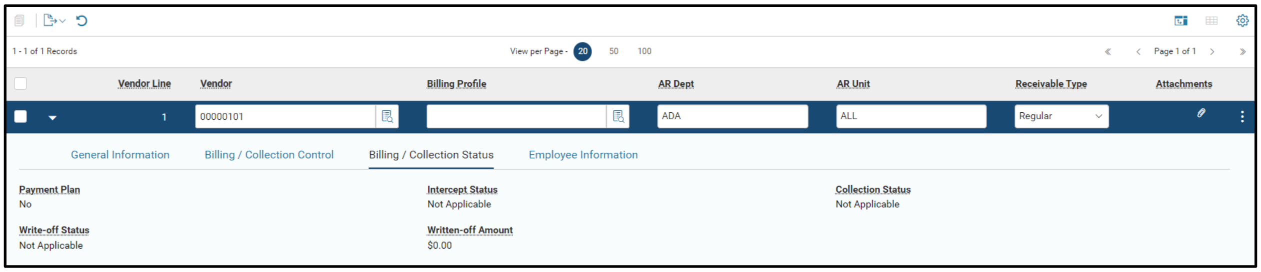
The Due Date and Invoice Print Date fields will default to the current system date by default but can be manually updated if needed.



Vendor – Billing / Collection Status Section

The Billing / Collection Status section contains the following types of fields:

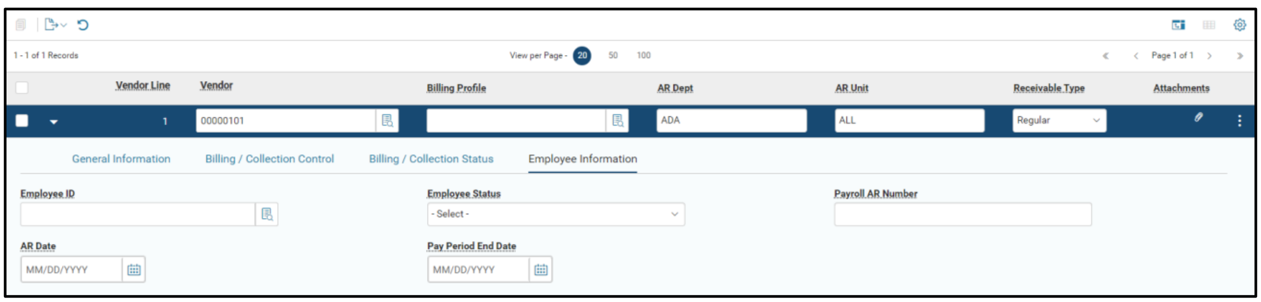
- Status fields – Indicates if the receivable has been referred for write-off or a collection agency.
- Payment Plan – Indicates that the receivable is associated with a payment plan on the Payment Plan (PSCHD) table.



Vendor – Employee Information Section

The Employee Information section is used for recording the payroll information for an employee and contains the following fields:

- Employee ID – Utilize the pick list to pull a valid value from the Vendor/Customer field on the VCUST table.
- Employee Status – Status of the employee, value is inferred from VCUST if left blank.
- Payroll AR Number – Optional field to record additional information related to the employee or receivable.
- AR Date – Optional field to record additional information related to the employee or receivable.
- Pay Period End Date – Optional field to record the pay period end date associated with the employee or receivable.



RE Accounting Tab

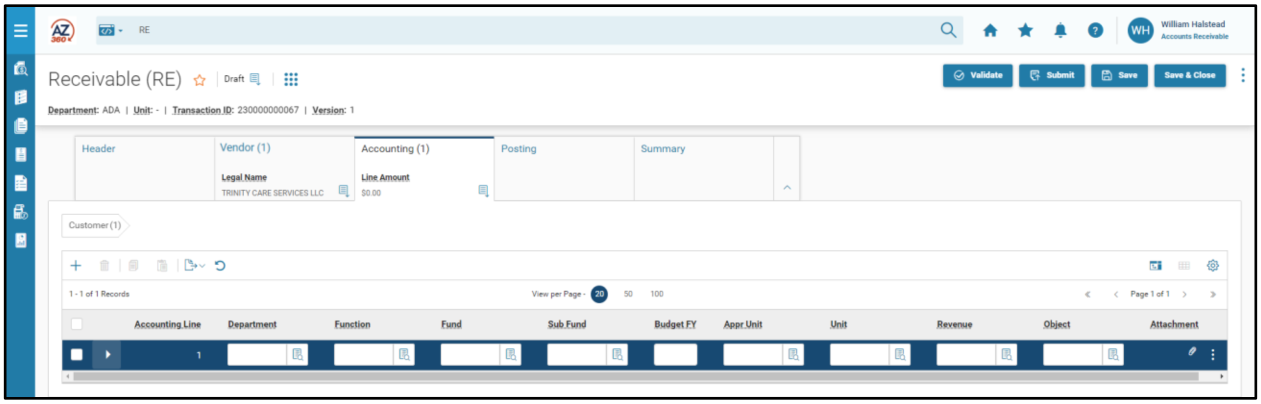
The Accounting tab records the COA information used when posting the transaction to the ledgers and performs updates to the applicable budgets. One RE based transaction can contain one or more Accounting Lines. A user must insert a new Accounting Line before entering information into the Accounting tab. To insert a new Accounting Line, select the “+” icon in the tab level actions section. A blue Accounting line then generates.

The blue Accounting Line contains COA elements that define the budget structure or account that will be updated by the receivable line. The COA data entry requirements are defined by the event type entered on the accounting line. Users must enter the required COA elements if an accounting template or function is not used.

- Department – Required
- Function – Conditionally required depending on department configuration.
- Fund – Required
- Sub Fund – Conditionally required depending on department configuration.
- Object – Conditionally required for event types posting to expenditure (e.g., vendor refund).
- Revenue – Conditionally required for event types posting to revenue.

- Appropriation Unit – Conditionally required for event types posting to revenue or expenditure.
- Unit – Required

Note: Required COA are dependent on which values the agency has listed as required on the Fund Department Requirements (FDREQ) table. For more instruction on the FDREQ table see the "Decentralized" section of the AZ360 Manual - General Accounting available at https://gao.az.gov/resources/training/gao-training-resources.

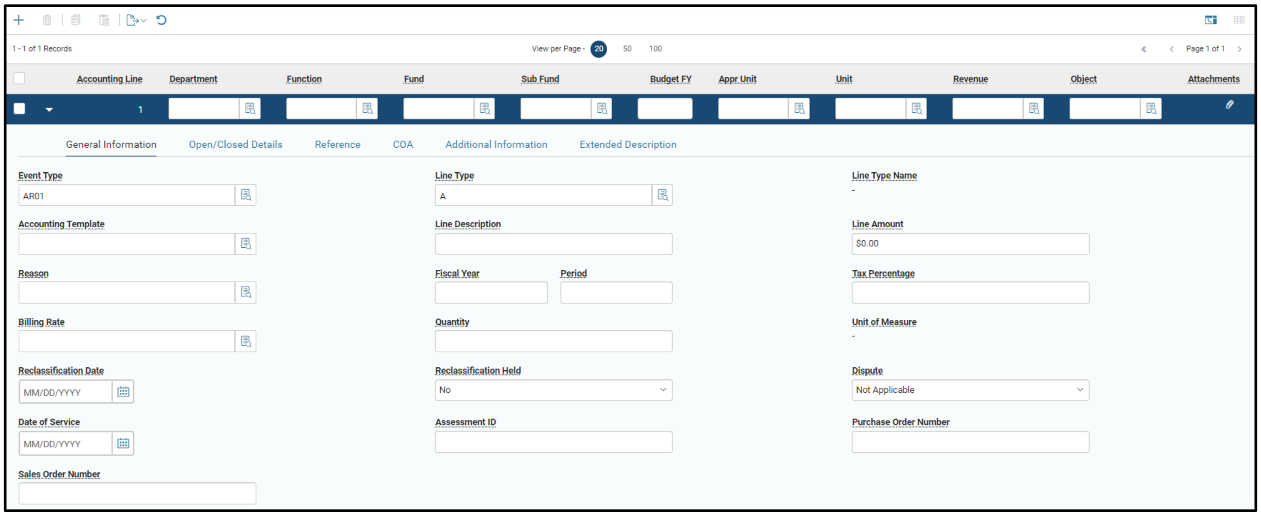


Accounting – General Information Section

The General Information section contains descriptive fields and date information. The following fields are available on the General Information tab:

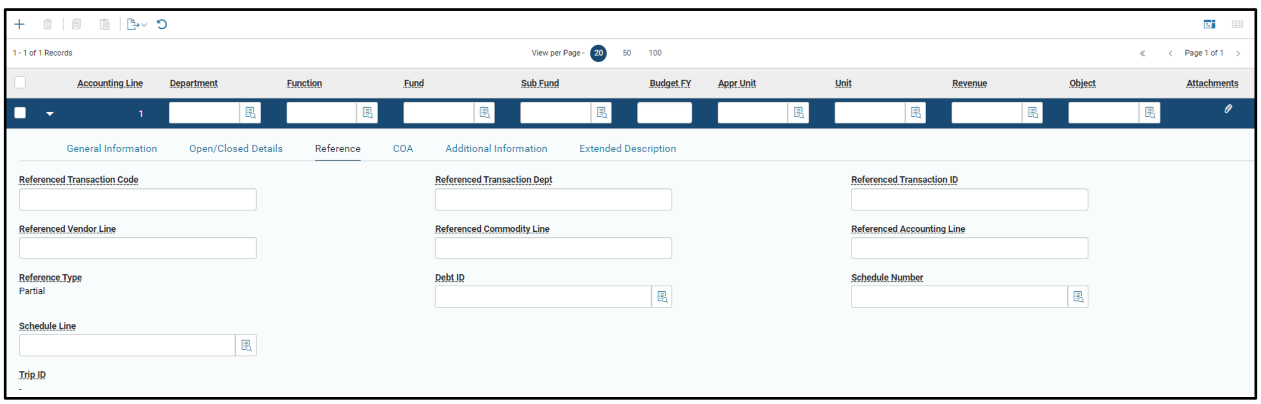
- Event Type – Used to determine which posting codes will be inferred and bring in data entry rules for transaction referencing, customer codes, vendor codes, and all defined COA elements. The default value for an RE based transaction is AR01 (Billed Earned Revenue). Other event type codes are used to accommodate different business functions. Event types can be manually entered or selected from the pick list if the default value is not correct. This is a required field.
- Line Type – Defines the purpose of the current line (e.g., principal, interest, or fees). The default Line Type's value is A – Principal. To track manually calculated sales tax amounts, use the H – Tax line type. The line type can be manually entered or selected from the pick list if the default value is not correct. This is a required field.
- Accounting Template – Used to infer accounting elements if necessary.
- Line Description – Allows the user to record a description for the accounting line. This field may appear on the invoice as a description for the transaction line. If a billing rate is used, but no line description is provided, the billing rate will provide the description on the invoice. If no billing rate is used and no line description is provided, then the line type name will appear as the transaction line description on the invoice.
- Line Amount or Billing Rate and Quantity – Enter the dollar amount of the current line or use a billing rate and quantity to calculate this amount. If a billing rate is used and no line description is used, then the billing rate name will appear on the invoice for the transaction line. The Line Amount field is required.

Additional accounting lines may be entered into this section using the tab level actions "+" icon or created from existing lines using the Copy and Paste features.



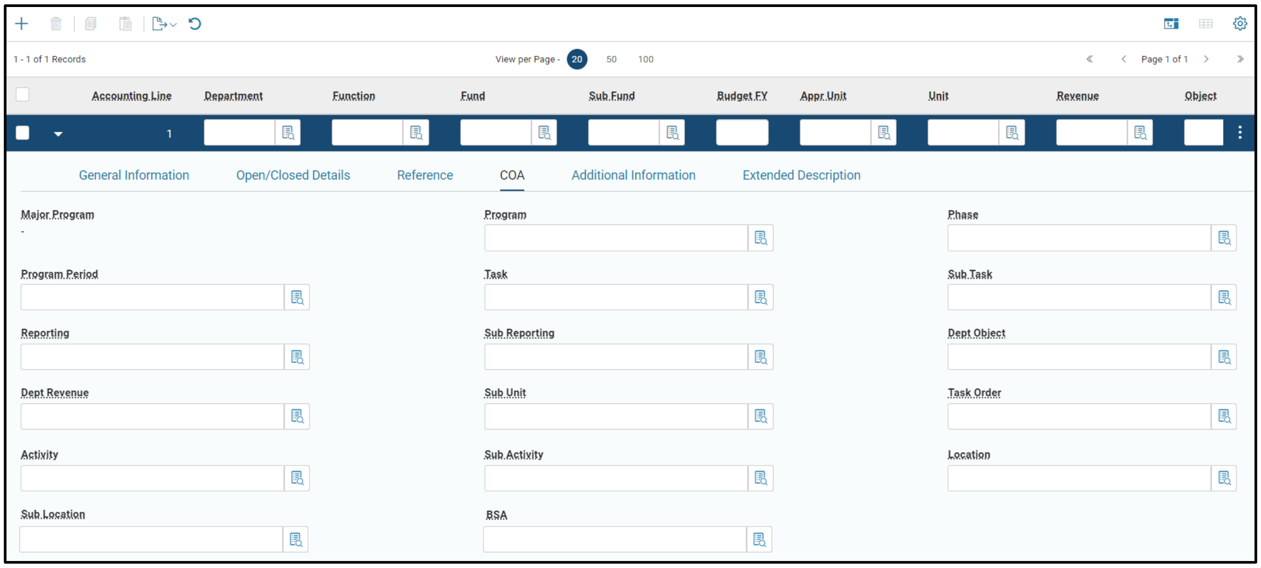
Accounting – Reference Section

The Reference section is used to specify a reference to a transaction (that is in Final phase) using the Referenced Transaction Code, Referenced Transaction Dept, and Referenced Transaction ID fields. The reference section must also specify the line being referenced and shows the reference type.



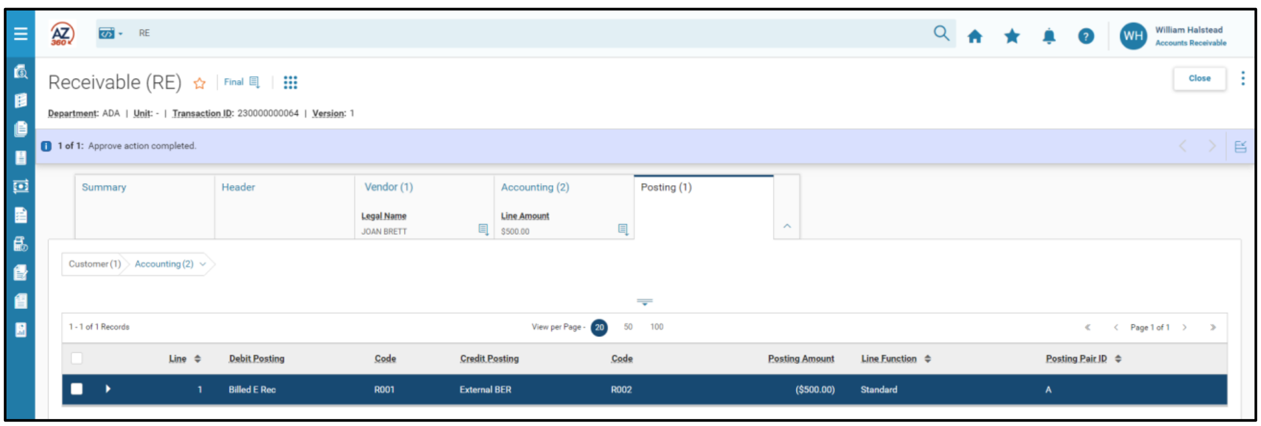
Accounting – COA Section

The COA section contains decentralized COA elements that help to further identify the receivable and apply it to particular a field (e.g., Location, Activity, BSA, Reporting, Task, and Program).

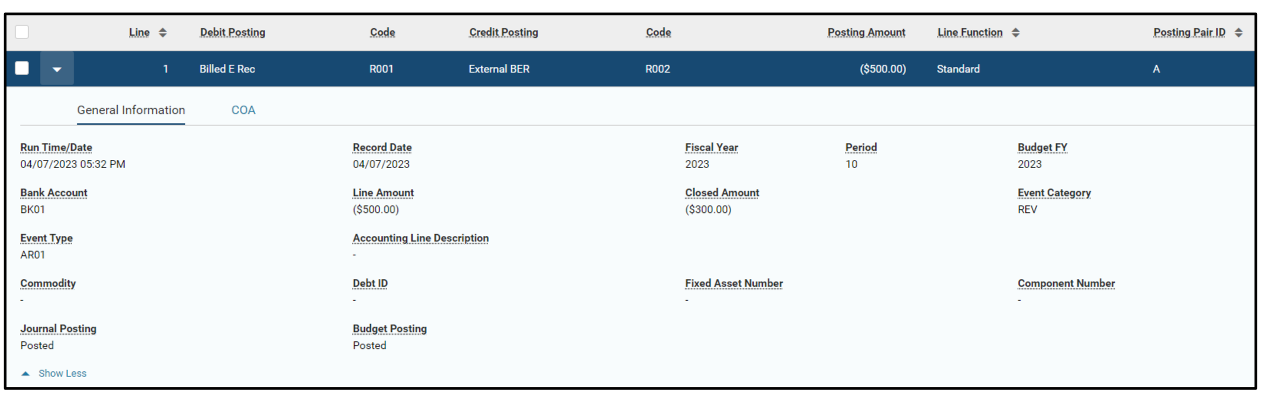


RE Posting Tab

The Posting tab displays the accounting impact of the RE based transaction. No data can be entered into the Posting tab; Posting lines are generated from the rest of the transaction data. Each Accounting Line entered into the Accounting tab has its own Posting Line(s). The Posting tab will only display the posting lines for one accounting line at a time.



After the transaction is validated, users can click the Posting tab to review the posting information. To view all posting details, click the Expand caret on the blue Posting line and then the Show More caret.



Create an RE Transaction

RE transactions can be created using the Financial Transaction Catalog, from a Quicklink on the user's homepage or from the Global Search field. Scenarios detailed in this manual utilize the Global Search field method.

Below is an example of how to create a RE.

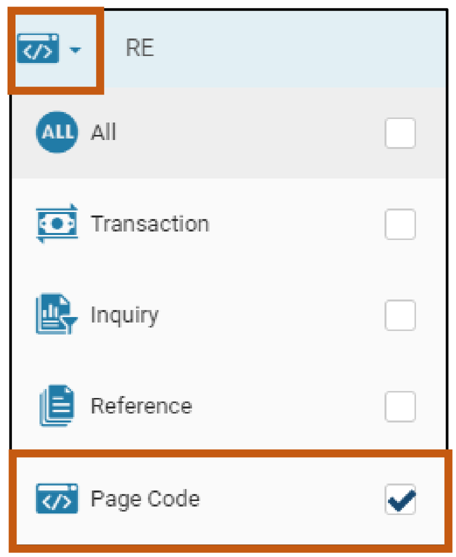
Create an RE Transaction

Scenario

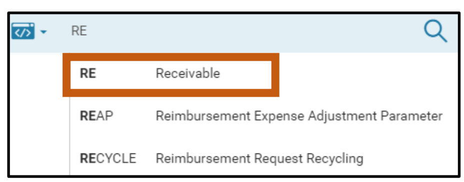
An agency receives a request to create an RE transaction to record $500 worth of services that the department provided to customer Joan Brett. The RE will record the amount as Bill Earned Revenue in order to collect the $500 from the customer.

Log in to the AZ360 **Home Page**. Create an RE transaction.

1. Click the **Expand** caret next to the **Global Search** field.
2. Select the **Page Code** option.
3. In the **Global Search** field, enter *RE*.

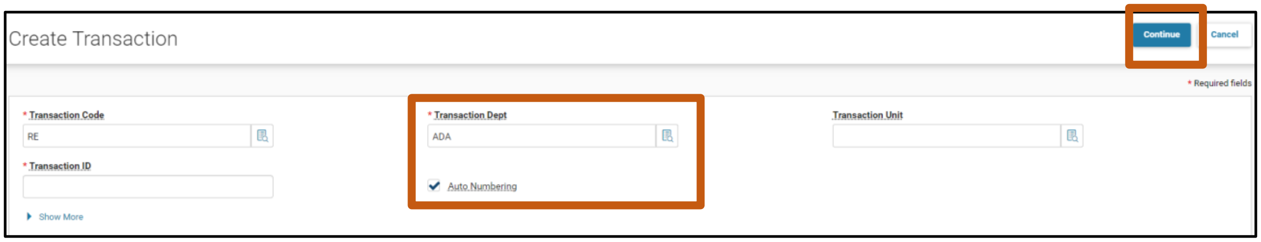


4. In the drop down menu that generates, select **RE Receivable**. The RE Financial Transaction page will generate.

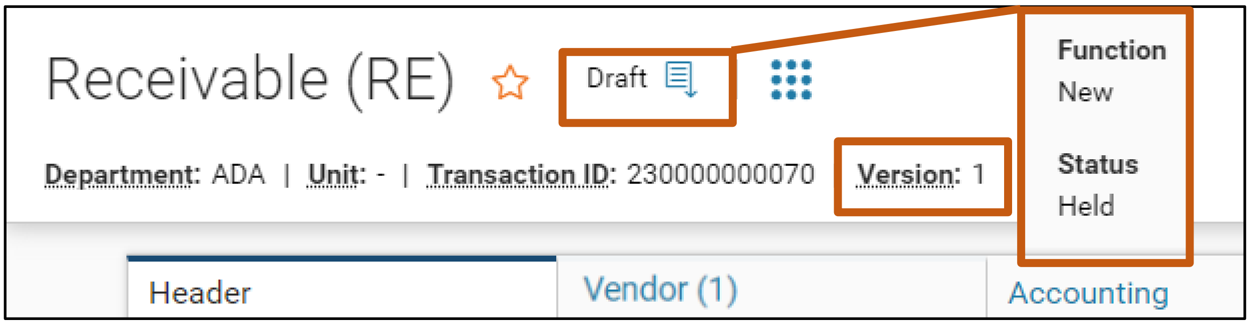


5. Click **Create**.

6. In the **Transaction Dept** field, select the user's department 3-digit code from the pick list.
7. Select **Auto Numbering** check box.
8. Click **Continue**.

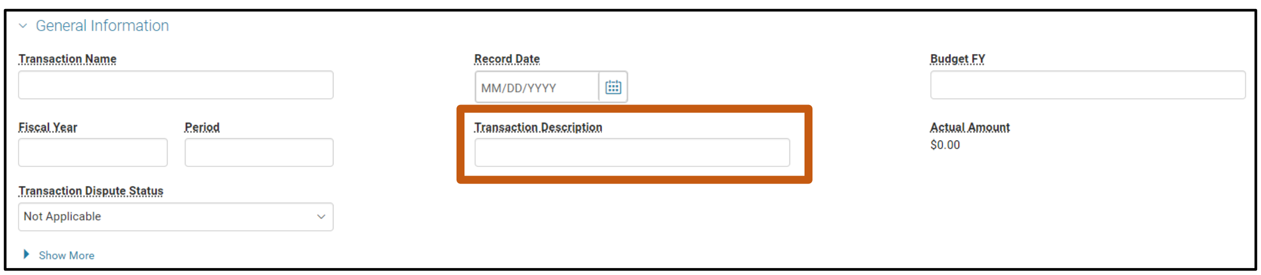


9. A new RE transaction will generate and opens to the Header tab. Note that the transaction is in **Draft**, the **Version** number is **1**, the **Function** is **New** and the **Status** is **Held**.



Complete the **Header** tab of the transaction.

1. In the **General Information** section, in the **Transaction Description** field, enter the purpose of the transaction. In this scenario enter, *Bill Earned Revenue*.

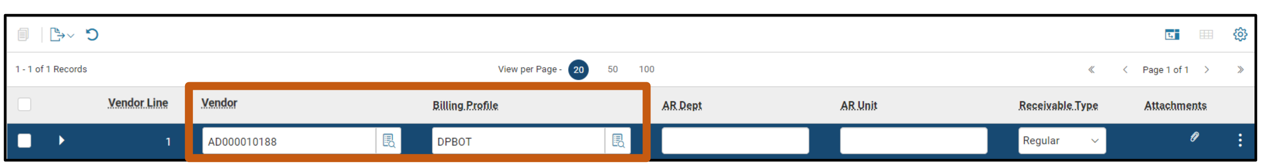


2. Click the **Vendor** tab.

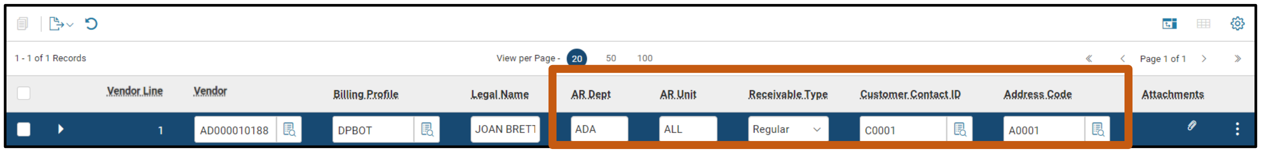
Complete the **Vendor** tab of the transaction.

1. In the **Vendor** field, enter the code for the customer. In this scenario, enter the customer code *AD000010188* for customer Joan Brett.

2. In the **Billing Profile** field, enter the Billing Profile number for the customer. In this scenario, enter *DPBOT*.



3. Click **Save**. The AR Dept, AR Unit, Customer Contact ID, and Address Code fields will auto populate.



4. Click on the **Accounting** tab.

Complete the **Accounting** tab of the transaction.

1. In the **Tab Level Actions** section, click the "**+**" icon to add an Accounting line.

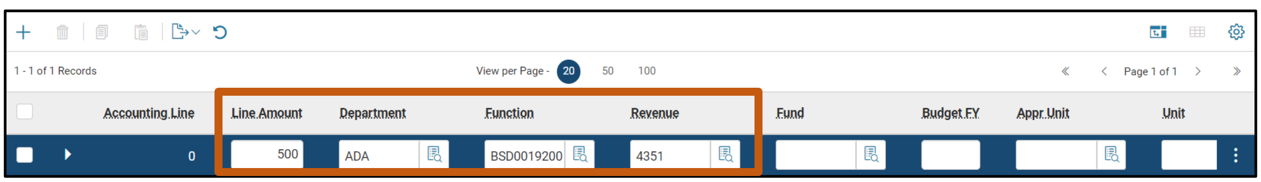
2. In the **Line Amount** field, enter the amount of the receivable. In this scenario, enter *500*.

3. In the **Department** field, enter the user's department 3-digit code.

4. In the **Function** field, enter the user's department function number.

5. In the **Revenue** field, enter the user's department revenue number.

6. Click **Save**.



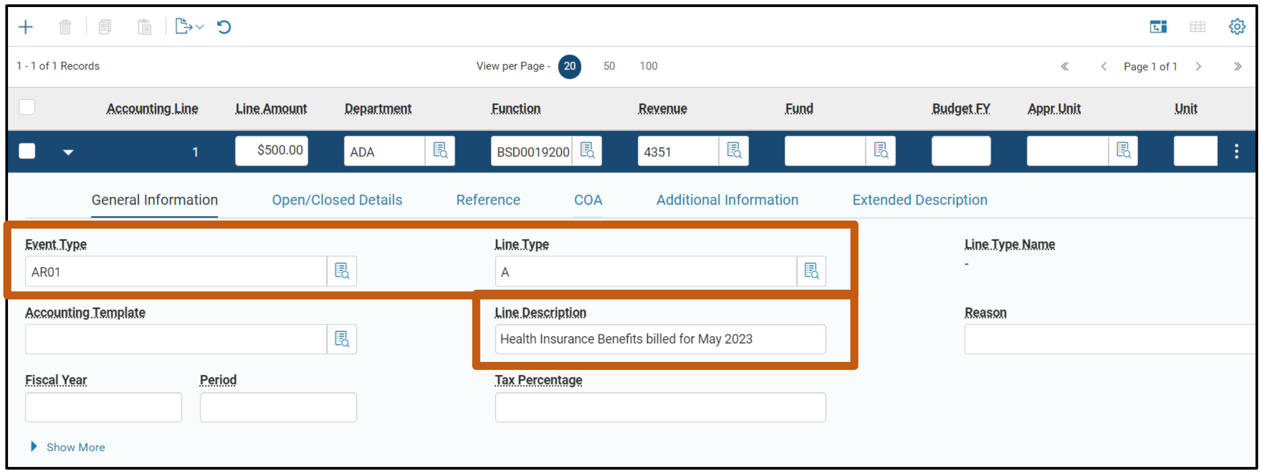
7. Click the **Expand** caret on the blue Accounting line.

8. In the **General Information** section:

   a. Notice that the Event Type and Line Type fields have defaulted to AR01 (Bill Earned Revenue) and A (Principal) respectively.

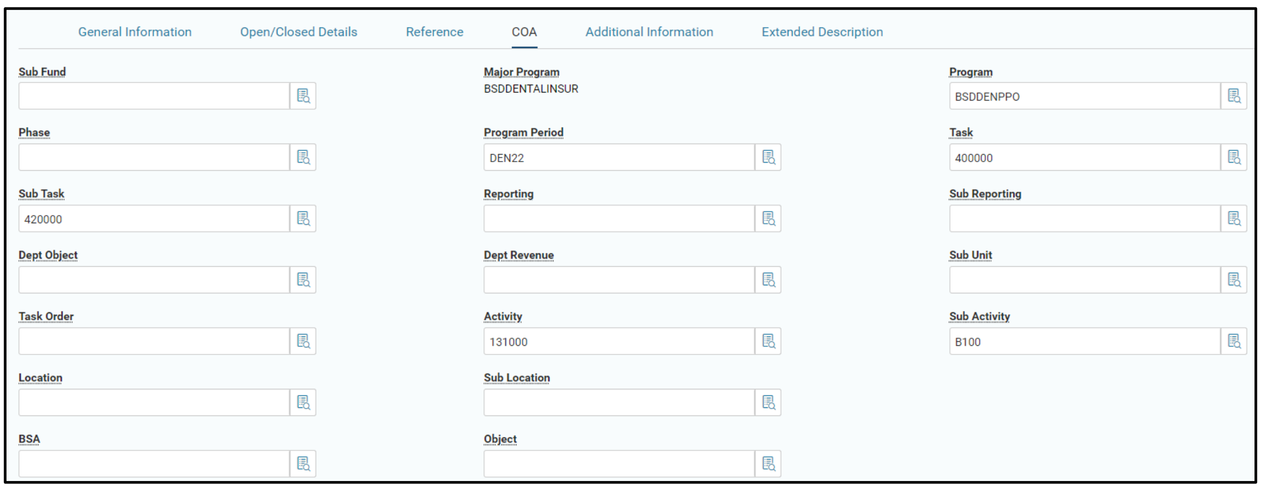
   b. In the **Line Description** field, enter the reason for the Accounting line. In this scenario, enter *Health Insurance Benefits billed for May 2023*.

Note: Text entered in the Line Description field will appear on the invoice.



9. Click **Validate** to check for errors. If any errors exist, fix the errors and click **Validate** again. If the validation is successful, the following message is displayed: **Transaction validated successfully**.

10. Click on the **COA** section. Notice the fields that have populated from the function tables after the transaction was validated.

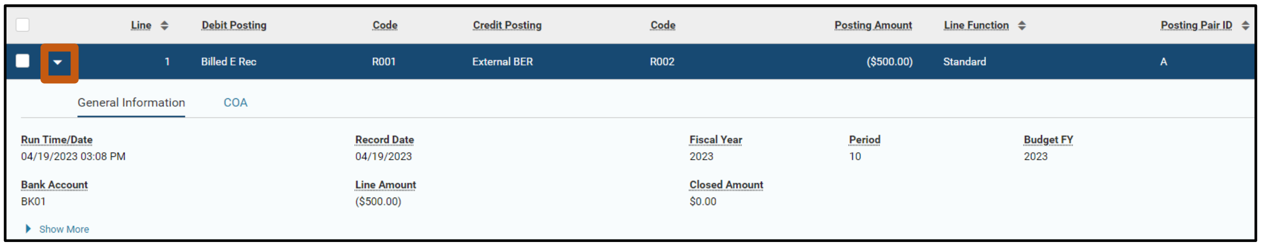


11. Click the **Posting** tab.

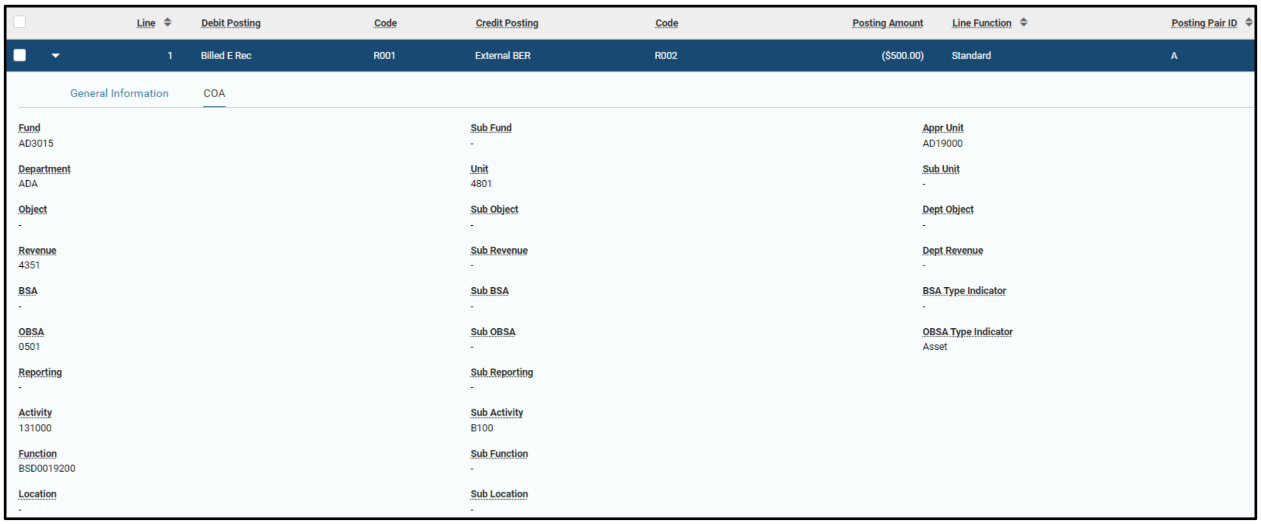
Review the **Posting** tab of the transaction.

1. Click the **Expand** caret on the blue Posting line.

2. Click on the **General Information** section and verify the posting line generated correctly and reflects the values entered on the corresponding Accounting tab.



3. Click on the **COA** section and verify the COA elements displayed generated correctly and reflect the values entered on the corresponding Accounting tab.



4. Click **Submit** to submit the transaction for approval. If submission is successful, the following message is displayed: **Transaction submitted successfully - Pending Approval**.

5. Click **Close.**

6. Click **Home** icon to return to the home page.

Bill a Vendor for Refund

When a vendor is overpaid or a return is processed, an RE based transaction can be created to bill the vendor for a refund of the amount owed. The vendor must be set up as a customer on the VCUST table in order to create an RE for an amount owed by a vendor. For a vendor refund RE, the data entry requirements are mostly the same, except that the event type and COA elements required are different from a standard RE.

In the Accounting tab, the following event type should be used:

- AR31 – Bill Vendor Refund – Non Budgetary, posts to a balance sheet account, credits the expected refund to a holding account; requires that a Fund and BSA be entered.

All other transaction data entry requirements are identical. Following completion of data entry, the transaction is validated and submitted to workflow for approval.

Create an RE from a Template

It is possible to create an RE based on a template that was previously created and saved in AZ360. The template stores all commonly used information and only that information that is unique to the transaction needs to be entered in order to complete the transaction. Below is an example of how an RE is created from a template.

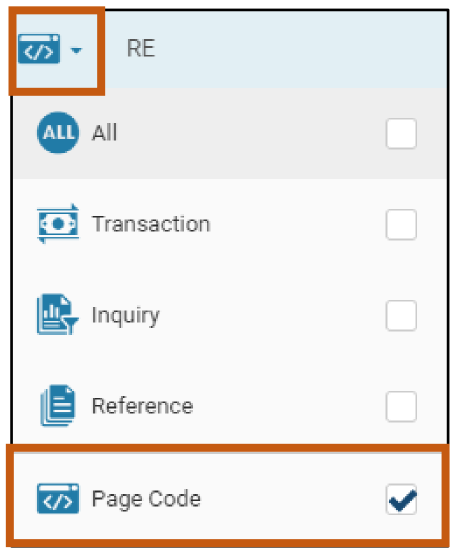
Create an RE from a Template

Scenario 1.

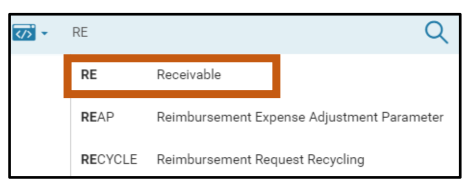
An agency receives a request to create a receivable for 09/2023 that is nearly identical to a receivable that is created every month for the same customer. Use an existing template as the basis and create the new RE.

Log in to the AZ360 **Home** page. Navigate to the Financial Transaction Catalog and locate the RE template.

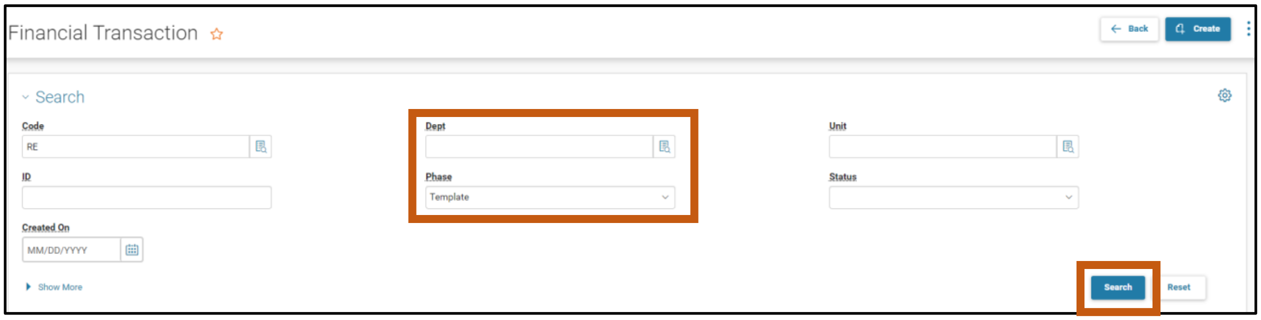
1. Click the **Expand** caret next to the **Global Search** field.
2. Select the **Page Code** option.
3. In the **Global Search** field, enter *RE*.



4. In the drop down menu that generates, select **RE Receivable**. The RE Financial Transaction page will generate.

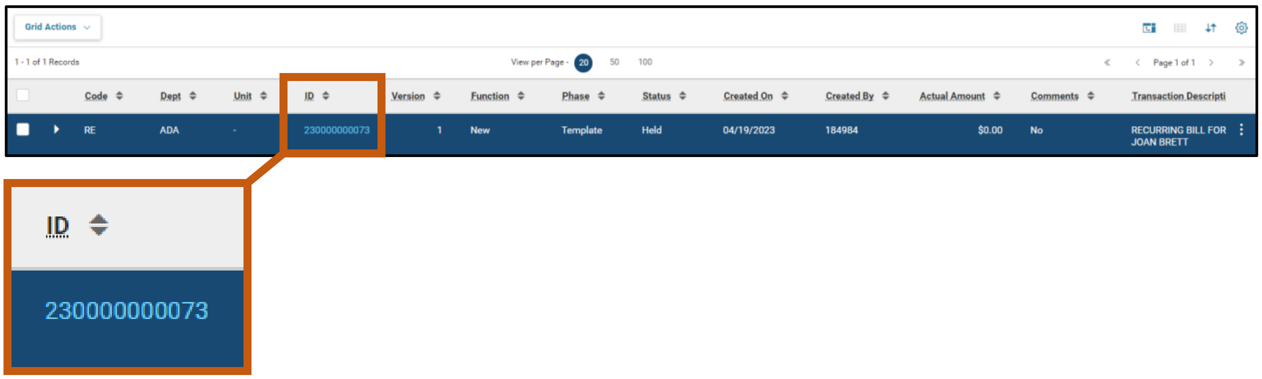


5. In the **Dept** field, enter the user's department 3-digit code.
6. In the **Phase** field, select **Template** from the drop down menu.
7. Click **Search**.



8. All RE templates for the department will generate in the grid at the bottom of the screen.

9. Click the RE template **ID** link. The RE template opens.



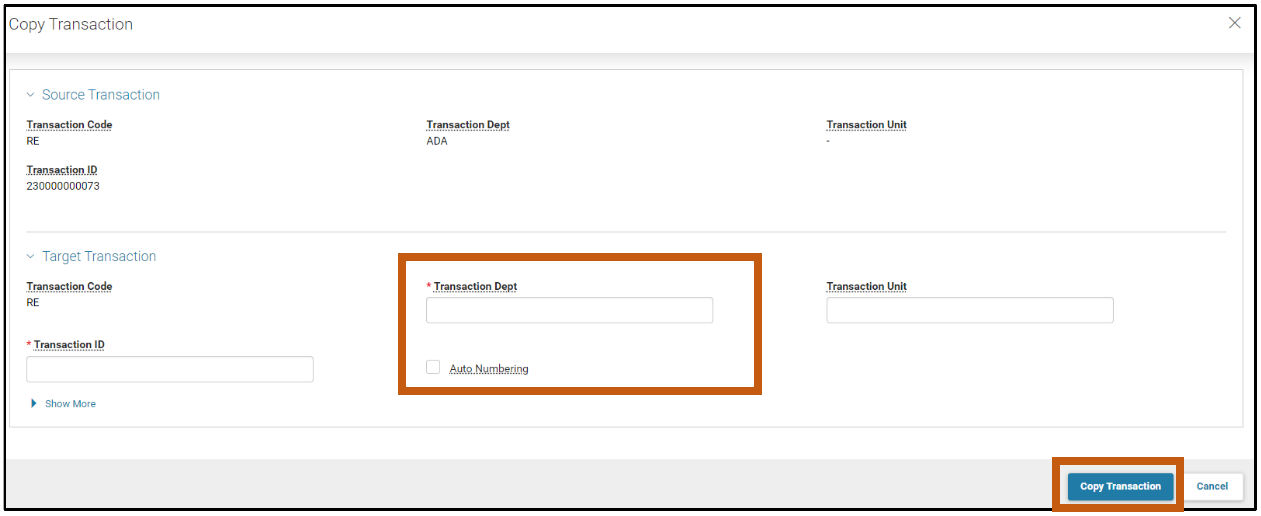
Create a new RE transaction based on the RE template.

1. Click the **Page 3-dot** menu, select **Copy** from Primary Actions.

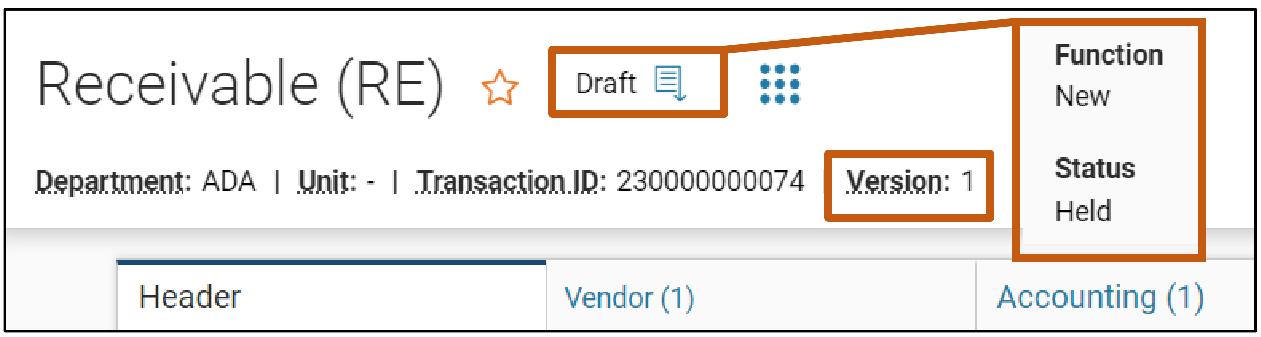
2. On the **Copy Transaction** screen, in the **Transaction Dept** field, enter the user's department 3-digit code.

3. Check the **Auto Numbering** check box.

4. Click **Copy Transaction**.

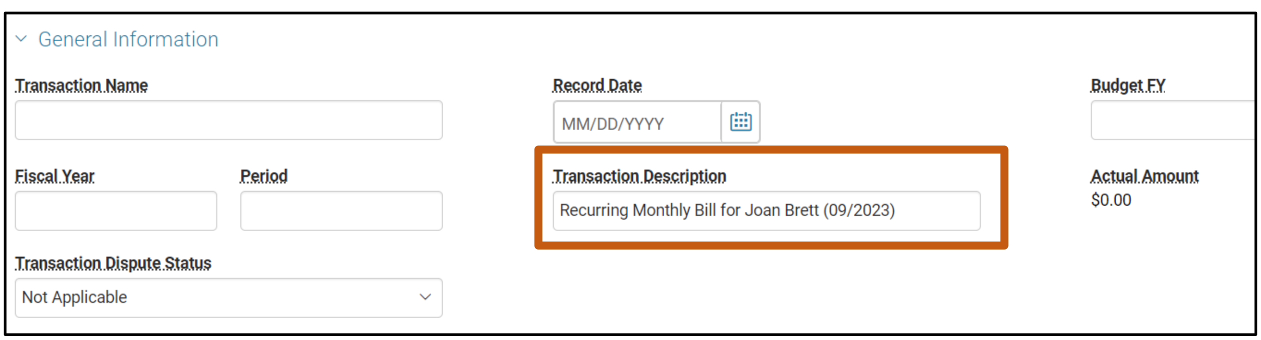


5. A new RE transaction will generate and opens to the Header tab. Note that the transaction is in **Draft**, the **Version** number is **1**, the **Function** is **New** and the **Status** is **Held**.



Complete the **Header** tab of the transaction.

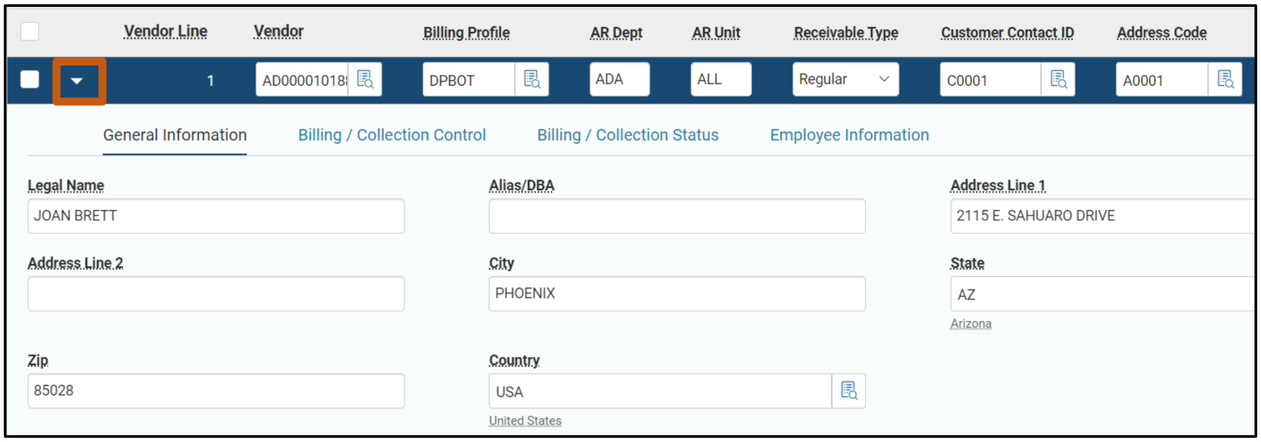
1. In the **General Information** section, in the **Transaction Description** field, update the description to account for the current receivable. In this scenario, update Recurring Monthly Bill for Joan Brett to read *Recurring Monthly Bill for Joan Brett (09/2023)*.



2. Click the **Vendor** tab.

Verify the information on the Vendor tab has copied over from the template.

1. Click the **Expand** caret on the blue Vendor line. Observe that most of the fields are populated based on values from the template, including Customer, Billing Profile, AR Dept, AR Unit, and the customer's address information.

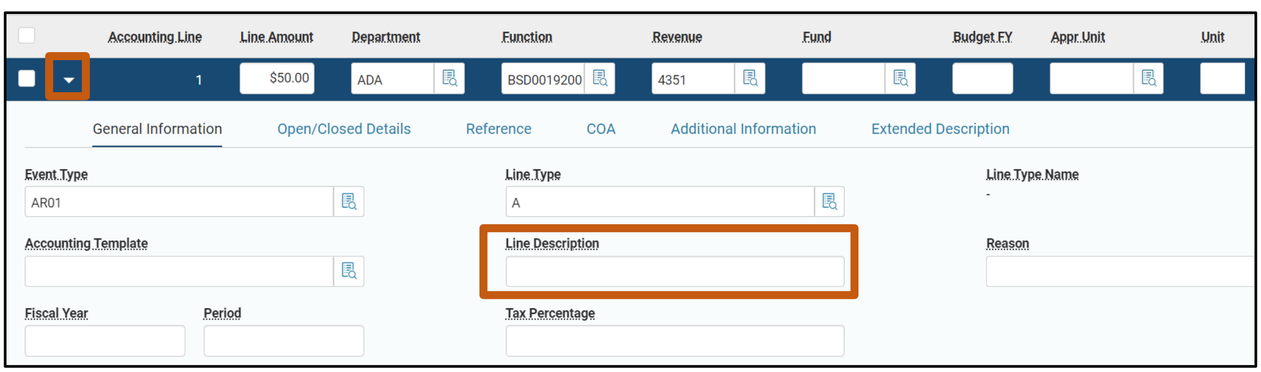


2. Click the **Accounting** tab.

Verify the information on the Accounting tab has copied over from the template.

1. Click the **Expand** caret on the blue Accounting line. Observe that most of the fields are populated based on values from the template, including Line Amount, Department, Function, Revenue, Event Type and Line Type. Additional accounting information can be observed by clicking the COA section.

2. In the **Line Description** field, enter a reason for the current Receivable. In this scenario, enter *Recurring Monthly Bill for Joan Brett (09/2023)*.



3. Click **Save**.

Validate and submit the transaction for approval.

1. Click **Validate** to check for errors. If any errors exist, fix the errors and click **Validate** again. If the validation is successful, the following message is displayed: **Transaction validated successfully**.

2. Click **Submit** to submit the transaction for approval. If submission is successful, the following message is displayed: **Transaction submitted successfully - Pending Approval**.

3. Click **Close.**

4. Click **Home** icon to return to the home page.

One-Time / Miscellaneous Customer RE Transaction

When creating an RE based transaction for a one-time or miscellaneous customer, the miscellaneous customer code is entered on the Vendor tab. This requires that the user enters the necessary billing and contact information for the customer since none of that information will be inferred from the customer code. RE transactions that use miscellaneous customers do not update the CUSTA and CUSTS billing tables.

A statewide miscellaneous customer code of MISCCUSTOM is available in AZ360. The department can link this customer code with a department billing profile in the CACT table to create a customer account.

For more information on miscellaneous vendors, see the "Miscellaneous Vendor/Customer Record" section of the **AZ360 Manual – Vendor Customer and Maintenance** available at https://gao.az.gov/resources/training/gao-training-resources.

Note: Agencies must have approval from the General Accounting Office (GAO) to use this code prior to setting vendor up in the system.

Below is an example of how to create an RE for a one-time customer.

Create an RE Transaction for a One-Time Customer

Scenario 2.

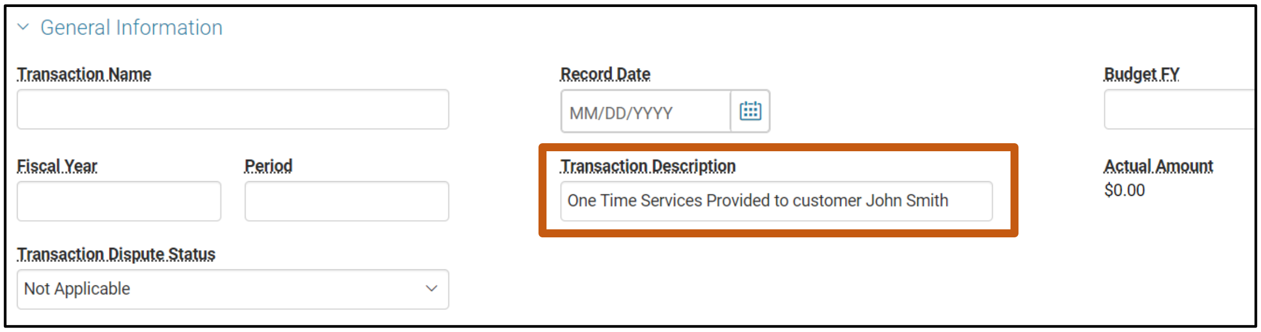
An agency receives a request to create a receivable to record $500 worth of services the department provided to customer John Smith. The customer does not exist in AZ360. As a result, create an RE using the miscellaneous customer code. The code will allow the user to enter the name and address for the customer.

Log in to the AZ360 **Home Page**. Create an RE transaction.

1. Complete the steps from the "Create an RE Transaction" scenario to create an RE transaction. The transaction will open to the Header tab.

Complete the **Header** tab of the transaction.

1. In the **General Information** section, in the **Transaction Description** field, enter the purpose of the transaction. In this scenario enter, *One Time Services Provided to customer John Smith*.

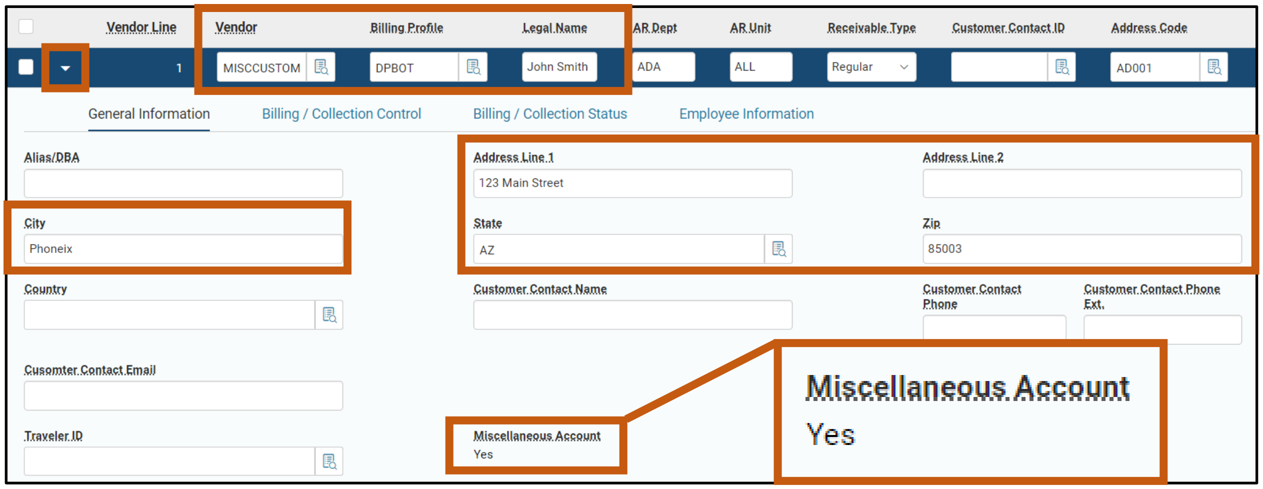


2. Click on the **Vendor tab**.

Complete the **Vendor tab** of the transaction.

1. In the **Vendor** field, enter *MISCCUSTOM*.
2. In the **Billing Profile** field, enter the Billing Profile number for the customer. In this scenario, enter *DPBOT*.
3. In the **Legal Name** field, enter the name of the customer. In this scenario, enter *John Smith*.
4. Click the **Expand** caret on the blue Vendor line.
5. In the **General Information** section:
    a. In the **Address Line 1** field, enter the customer's billing street address.
    b. In the **City** field, enter the customer's billing city.
    c. In the **State** drop down menu, select the customer's billing state.
    d. In the **Zip** field, enter the customer's billing zip code.
    e. Click **Save**.
    f. Observe that the Miscellaneous Account field has updated to Yes.

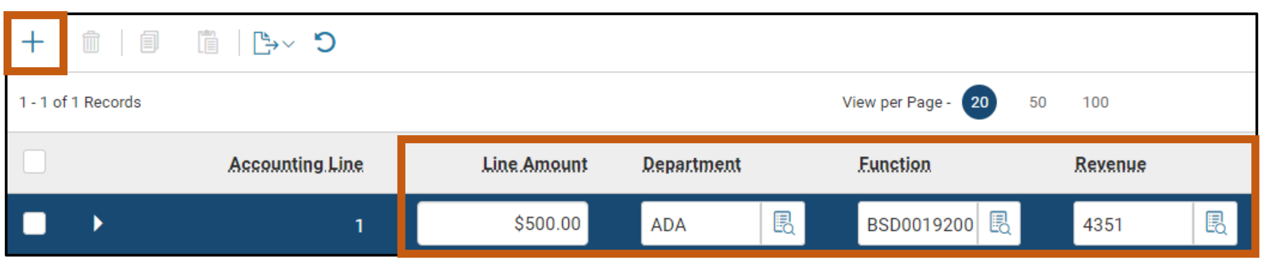
Note: the Miscellaneous Account field value does not allow for data entry and updates based on the value inputted in the Vendor field.



6. Click on the **Accounting** tab.

Complete the **Accounting** tab of the transaction.

1. In the **Tab Level Actions** section, click the "**+**" icon to add an Accounting line.
2. In the **Line Amount** field, enter the amount of the receivable. In this scenario, enter *500*.
3. In the **Department** field, enter the user's department 3-digit code.
4. In the **Function** field, enter the user's department function number.
5. In the **Revenue** field, enter the user's department revenue number.
6. Click **Save**.



Validate and submit the transaction for approval.

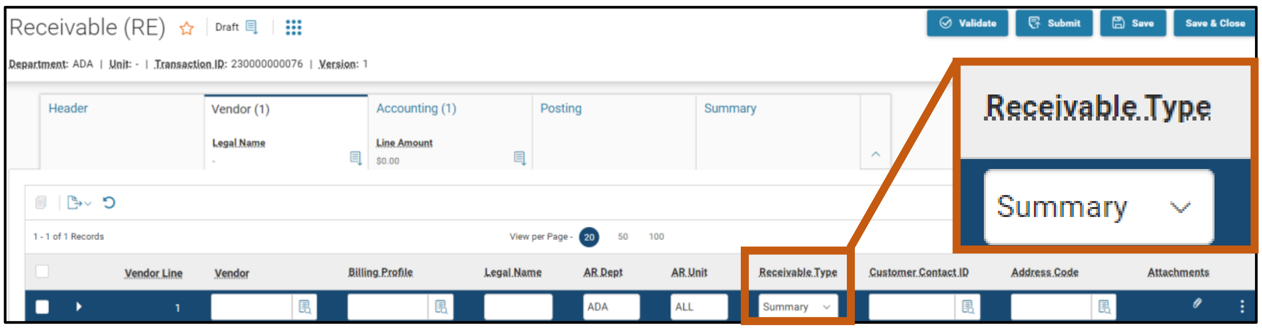
1. Click **Validate** to check for errors. If any errors exist, fix the errors and click **Validate** again. If the validation is successful, the following message is displayed: **Transaction validated successfully**.
2. Click **Submit** to submit the transaction for approval. If submission is successful, the following message is displayed: **Transaction submitted successfully - Pending Approval**.
3. Click **Close.**

4. Click **Home** icon to return to the home page.

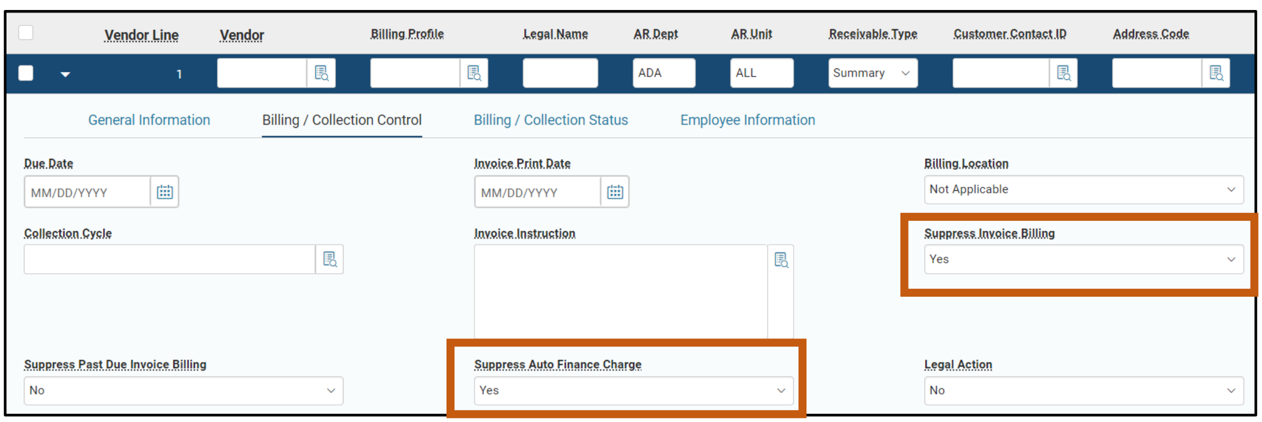
Summary RE Transaction

A summary receivable is an RE transaction with the Receivable Type of Summary, which does not require a billing profile. Summary receivables are used to facilitate budget control and for reporting. In order to create a summary receivable, a miscellaneous customer must be configured in AZ360. Summary receivables do not generate a bill, are not eligible for finance charge accrual, and are not picked up in the past-due collection process. They also do not appear on the CUSTS and CUSTA tables.

The Receivable Type field is located on the Vendor tab of the RE transaction.



When the Receivable Type is set to Summary and the user clicks Save, the Suppress Invoice Billing and Suppress Auto Fin Charge fields on the Billing / Collection Control section are automatically updated to Yes.

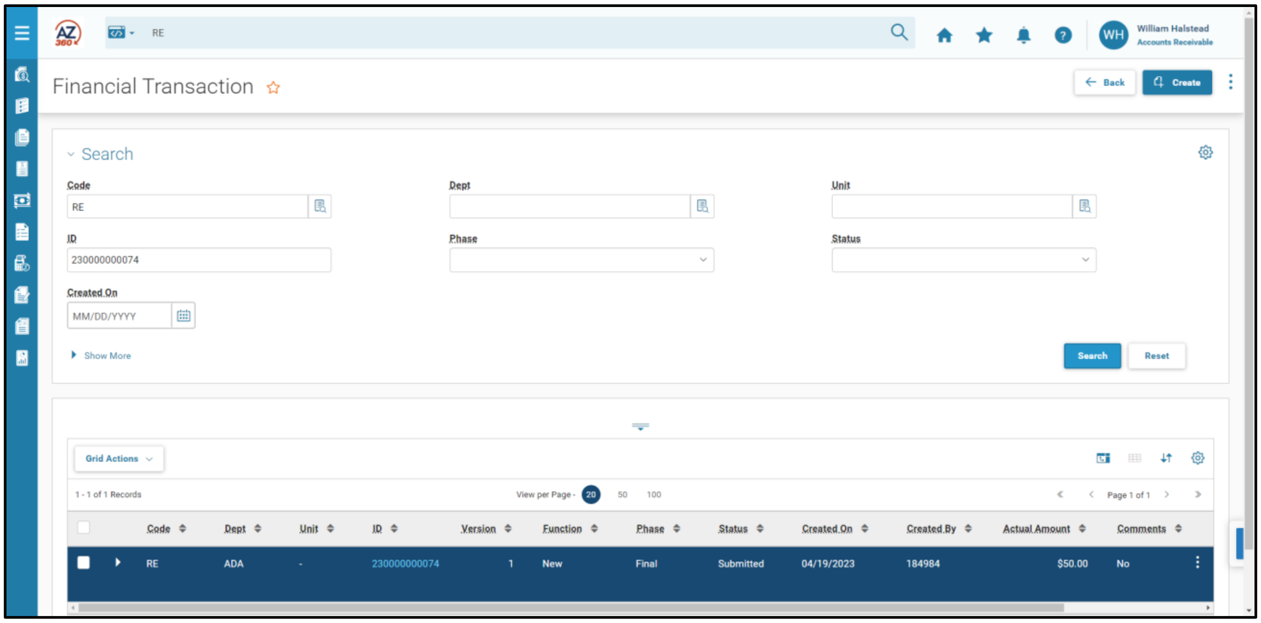


Create a Recurring RE Transaction

Departments may need to create an RE based transaction for the same customer(s) on a recurring basis (e.g., weekly, monthly, yearly). For these types of receivables, a recurring RE may be created which eliminates the need to re-enter information on RE based transactions on a regular basis. This process uses the Future Transaction Triggering (FDT) table.

Future Transaction Triggering (FDT) Table

Once an RE based transaction is completed, validated, and submitted, it is routed to workflow for approval. When all approvals are applied, the transaction moves to a Final phase. Transactions in a Final phase can be used to set up a recurring RE on the FDT table.



Users with proper security authorization may access and update the FDT table using the transaction menu for RE based transactions. From that option, the user is directed to the FDT page. Transaction information is inferred to a new record.

The FDT table has the ability to create transactions in Draft/Held status by selecting the Hold Transaction checkbox. This gives the user the opportunity to review the RE based transaction before submitting it for approval. Otherwise, the recurring RE based transaction(s) is submitted and routed for approval during the nightly cycle. A subset of users with access to the FDT table also have access to select the Bypass Approvals checkbox. If the Bypass Approvals checkbox is selected, the recurring RE based transaction is submitted to Final during the nightly cycle.

The following fields determine the frequency of recurrence:

- Frequency Type 1 – Choose: One-time future, Weekly, Monthly by Day, or Monthly by Date.
- Frequency Type 2 – Indicate the weekly or monthly recurrence pattern.
- Frequency Type 3 – Specify the day of the week, day of the month, or date in the month.

The following fields specify additional information for the record:

- Recurring – This radio button is automatically populated on a new record.
- Start Date – The date the recurring RE based transaction should start.
- End Date – The date the recurring RE based transaction should end; will not allow an end date beyond the current fiscal year.
- Expire Date – The date the trigger record will be removed from online view; if left blank, this will calculate 6 months from the start date.
- Carry Forward Amount – Select if the Line Amount field on the original transaction should be copied forward to recurring transactions.

Once the nightly Future Transaction Triggering job is complete, users will be able to check for the recurring transactions on the FDT table by searching for the original RE. All related recurring RE transactions will be listed in the grid on the FDT table.

Below is an example of how to set up a recurring RE transaction.

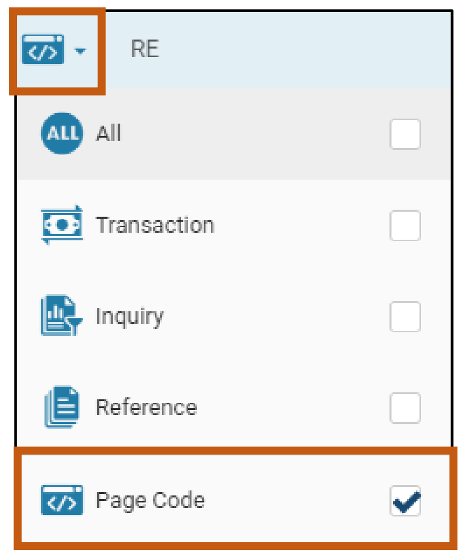
Setup a Recurring RE Transaction

Scenario 1.

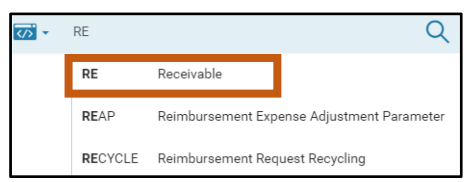
An agency receives a request to set up a recurring RE for a customer that needs to be billed on the first day of every month for the next year.

Log in to the AZ360 **Home** page. Locate and open the RE transaction in Final status.

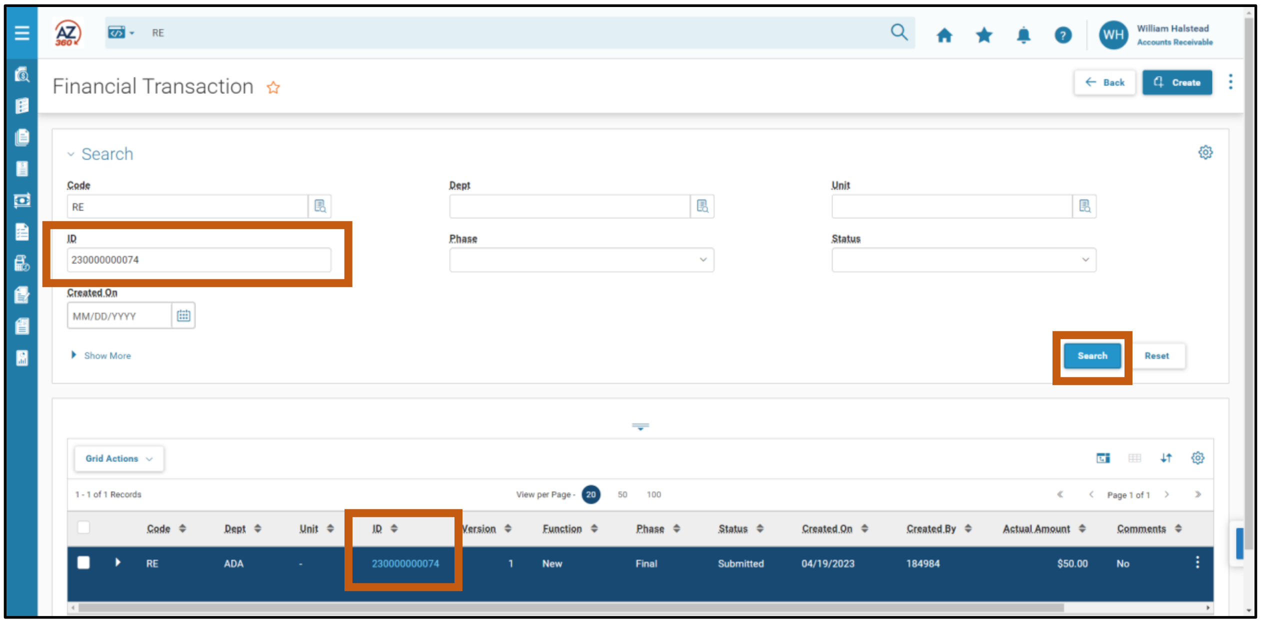
1. Click the **Expand** caret next to the **Global Search** field.
2. Select the **Page Code** option.
3. In the **Global Search** field, enter *RE*.



4. In the drop down menu that generates, select **RE Receivable**. The RE Financial Transaction page will generate.

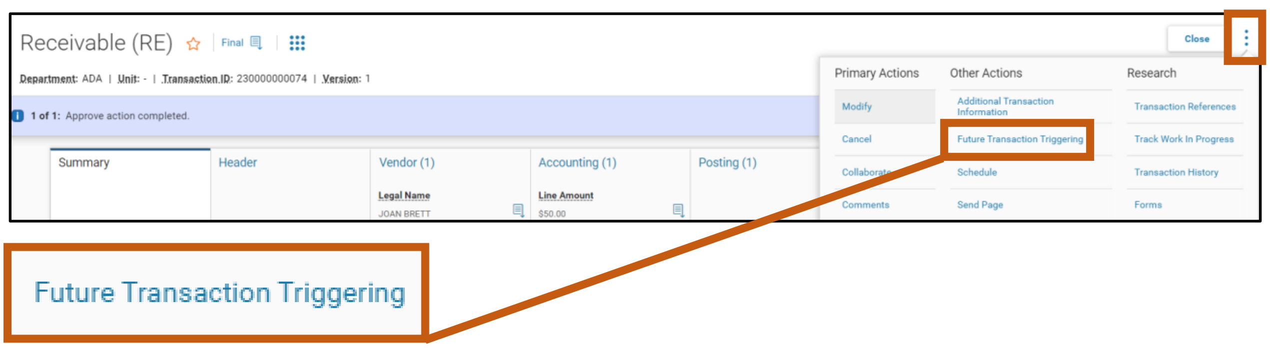


5. In the ID field, enter the transaction ID number for the RE transaction. In this scenario, enter *230000000074*.
6. Click **Search**.
7. In the grid that generates at the bottom of the screen, click the RE transaction **ID** link. The RE transaction opens.



Navigate to the FDT table.

1. Click the **Page 3-dot** menu, select **Future Transaction Triggering** from Other Actions. The Future Transaction Triggering page opens.



Create a record on the FDT table.

Note: Only users with proper security authorization may access and update the FDT table using the transaction menu for RE based transaction.

1. Click **Create**.

2. The Code, Department, ID, and Version fields are auto populated with the RE information. The Recurring radio button is automatically checked.

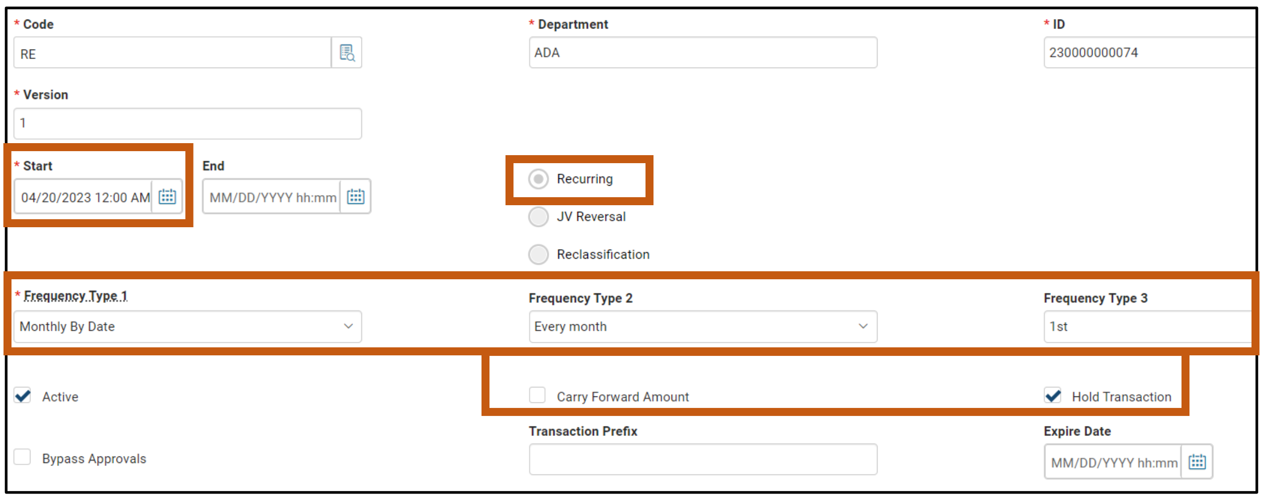
3. In the **Start Date** field, enter today's date.

4. In the **Frequency Type 1** field drop down menu, select the desired recurrence timing. In this scenario, select **Monthly by Date.**

5. In the **Frequency Type 2** field drop down menu, select the monthly cadence for the recurrence. In this scenario, select **Every Month.**

6. In the **Frequency Type 3** field drop down menu, select the day of the month for the recurrence. In this scenario, select **1st**.

7. Select the **Hold Transaction** checkbox to enable a review of the transaction before it is submitted. Notice that the Active checkbox is checked. The Carry Forward Amount checkbox is not checked.



8. Click **Save & Close**.

9. Click **Home** icon to return to the home page.

Research RE Transactions

RE transactions are tracked on the CUSTA, CUSTS, and Receivable Search (RESTA) tables. The CUSTA table has drill down features that can be used to research the specific transactions that have affected certain field amounts. Clicking the Expand caret on the blue Vendor line reveals current customer balance information. Clicking any hyperlinked dollar amount takes the user to the Detailed Transaction Listing for that field.

Below is an example of how to research RE transactions.

Research RE Transactions and Customer Accounts

Scenario 2.

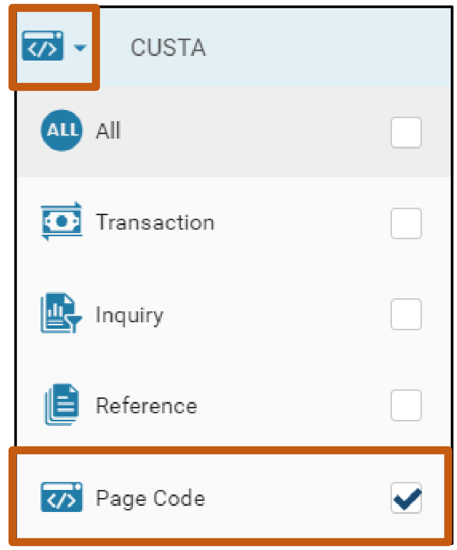
Check the accounting impact of RE transactions on customer Joan Brett's accounts on the CUSTA, CUSTS, and RESTA tables.

Log in to the AZ360 **Home Page**. Navigate to the CUSTA and review the updates.

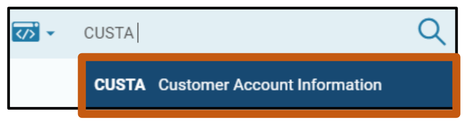
1. Click the **Expand** caret next to the **Global Search** field.

2. Select the **Page Code** option.

3. In the **Global Search** field, enter *CUSTA*.



4. In the drop down menu that generates, select **CUSTA Customer Account Information**. The Customer Account Information table will generate.



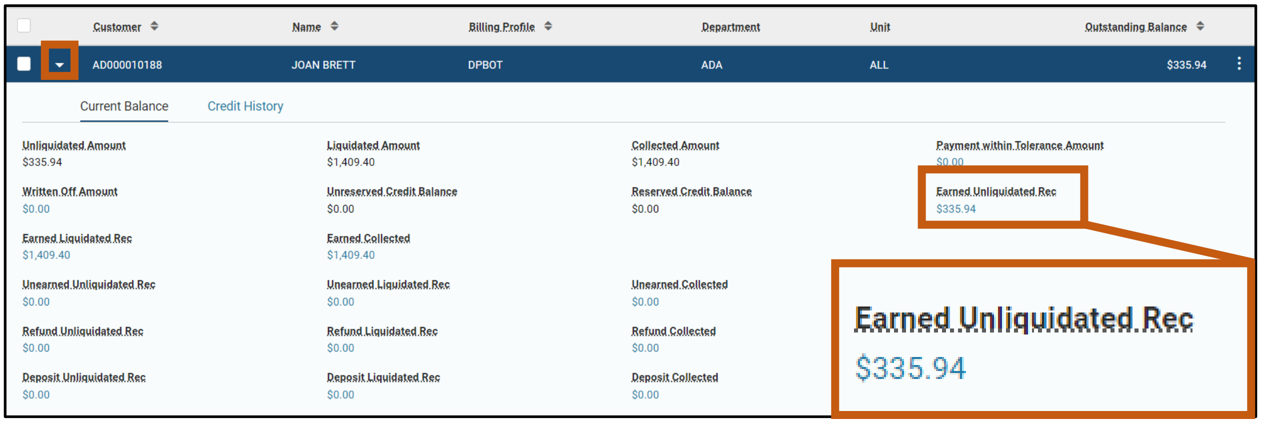
5. In the **Customer** field, enter the code for the customer. In this scenario, enter the customer code *AD000010188* for customer Joan Brett.

6. In the **Billing Profile** field, enter the Billing Profile number for the customer. In this scenario, enter *DPBOT*.

7. Click **Apply**.

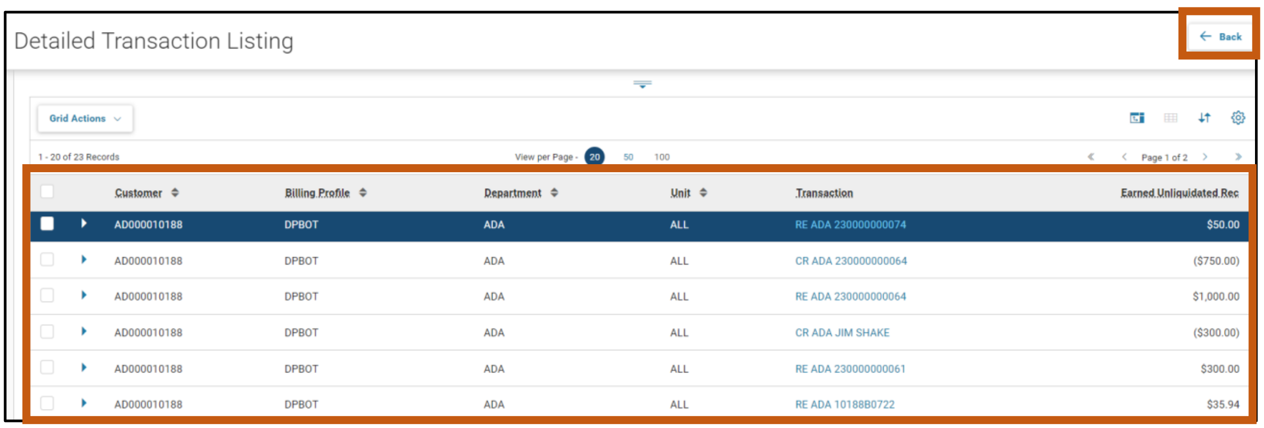
8. Click the **Expand** caret on the blue Vendor line to review current customer balance information.

9. In the **Earned Unliquidated Rec** field, click the hyperlinked dollar amount to view the Detailed Transaction Listing for the field.



10. Observe the various transactions that generate for the customer code and billing profile.

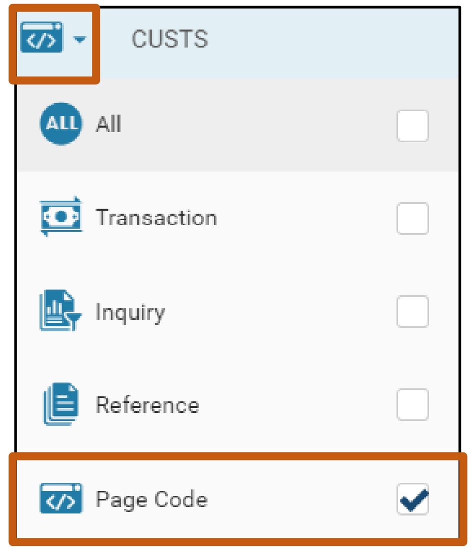
11. Click **Back** to return to the CUSTA table.



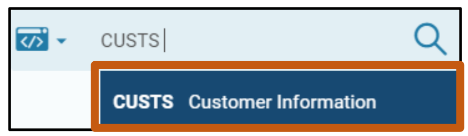
12. Click **Home** icon to return to the home page.

Navigate to the CUSTS and review the accounting impact.

1. Click the **Expand** caret next to the **Global Search** field.
2. Select the **Page Code** option.
3. In the **Global Search** field, enter *CUSTS*.



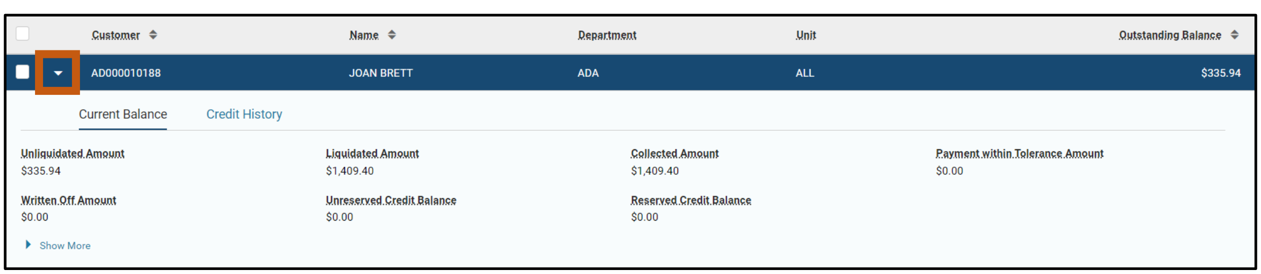
4. In the drop down menu that generates, select **CUSTS Customer Information**. The Customer Information table will generate.



5. In the **Customer** field, enter the code for the customer. In this scenario, enter the customer code *AD000010188* for customer Joan Brett.
6. Click **Apply**.

7. Click the **Expand** caret on the blue Vendor line to review current customer balance information.

Note: The various balance fields on the CUSTS are static and do not contain hyperlinks.



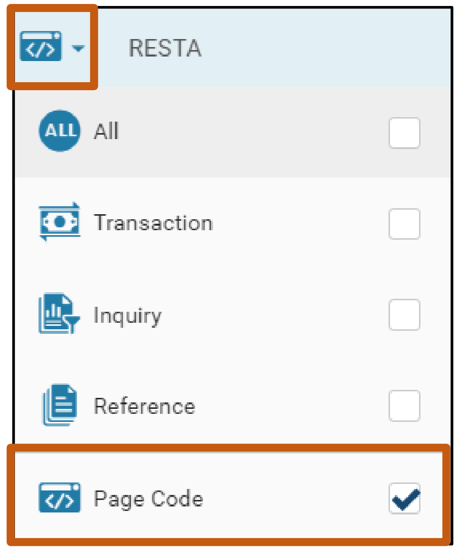
8. Click **Home** icon to return to the home page.

Navigate to the RESTA and review the accounting impact.

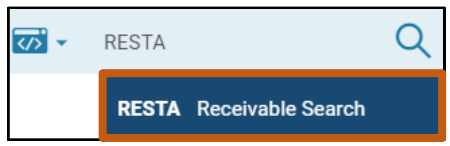
1. Click the **Expand** caret next to the **Global Search** field.

2. Select the **Page Code** option.

3. In the **Global Search** field, enter *RESTA*.

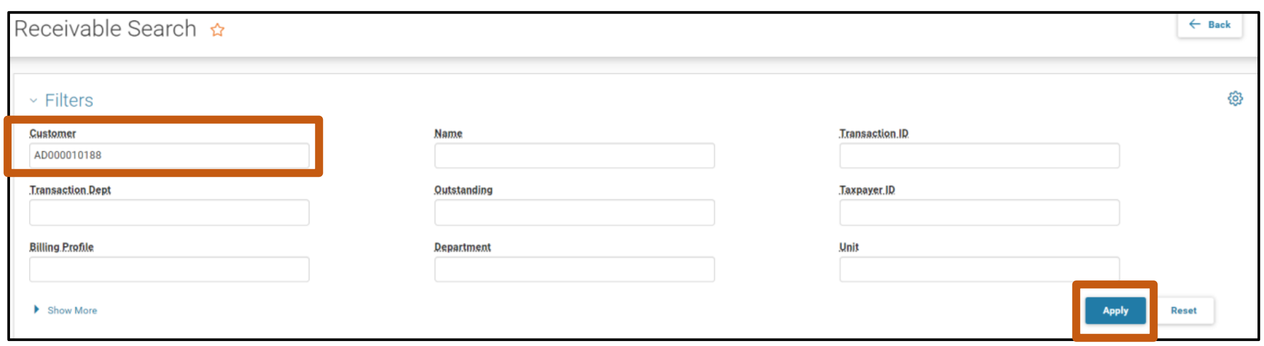


4. In the drop down menu that generates, select **RESTA Receivable Search**. The Receivable Search table will generate.



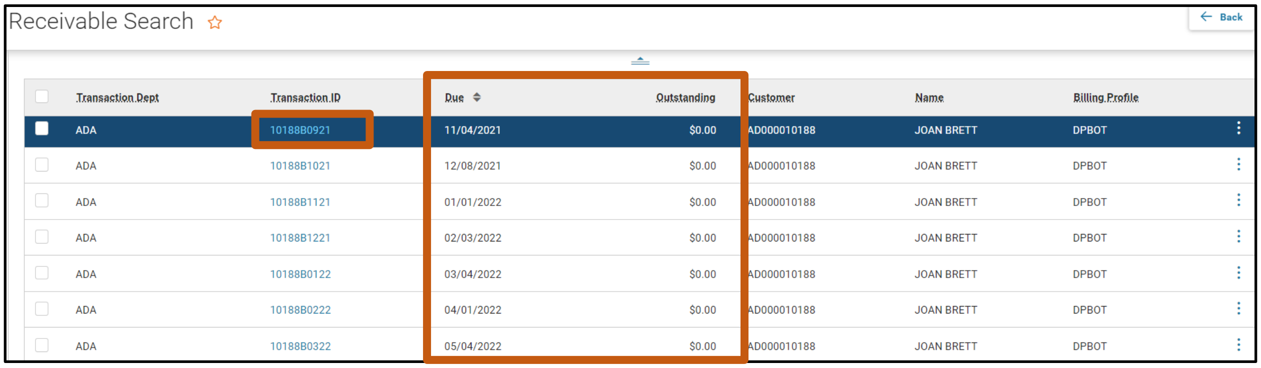
5. In the **Customer** field, enter the code for the customer. In this scenario, enter the customer code *AD000010188* for customer Joan Brett.

6. Click **Apply**.



7. All RE transactions for the customer are then displayed in the grid at the bottom of the screen. Observe the information displayed in the Due and Outstanding columns in the grid.

8. In the Transaction ID column, click the **ID** link to open an RE transaction.



9. Review the RE transaction details.

10. Click **Home** icon to return to the home page.

Receivable (RE) Modification

Section Objectives

In this section, the following processes are introduced:

- Create a modified RE transaction.
- Modify an RE transaction for customer dispute.
- Cancel an RE transaction.

Section Overview

RE based transactions must be corrected when they contain incorrect data. This is often accomplished through a modification of the transaction. Modifications can change the dispute status, dollar amounts, and accounting details. For a receivable in Final phase, some values cannot be modified, such as the customer and billing profile. In such cases, the transaction must be canceled and recreated.

RE Transaction Modification

An agency may need to modify an RE based transaction to correct accounting errors, add customer dispute information, or to modify amounts. Users modify an existing transaction by clicking the Page 3-dot menu and selecting Modify from Primary Actions from within the Final phase transaction. This creates a new version of the transaction in Draft phase. Version numbers are assigned automatically in sequential order.

Line Amounts

The RE Line Amount field can be changed by entering the correct value on the affected accounting line. The line amount can be reduced by an amount equal to or less than the Outstanding Amount field's value shown in the Open/Closed Details section. For example, if $25 has already been collected against a $100 RE accounting line, the line can be reduced by up to $75. The line amount can be increased at any time by any amount.

Event Types and COA Elements

To change the Event Type and COA elements, the current accounting line must be closed and a new line created with the correct values. The line is closed by reducing the line amount by the current outstanding amount. If the line has been partially closed, there is no change to the posting lines of the closed amount.

Accounting Lines

New lines may also be added to the RE through a modification. On the Accounting tab, in the Tab Level Actions section, click the "+" to add a new blue Accounting line. Alternatively, the copy and paste features can be used to create a new line from an existing line. Lines can be closed on the transaction by changing the Line Amount field's value to zero.

Adjustment Reason

When completing an RE modification, each accounting line that is changed requires a valid entry in the Reason field in order to validate and submit the transaction. The Reason selection specifies the reason for the modification and helps in the transaction review process. The Reason field is located on the Accounting tab in the General Information section.

Below is an example of how to modify an RE transaction.

Modify an RE Transaction to Correct an Invoice

Scenario 1.

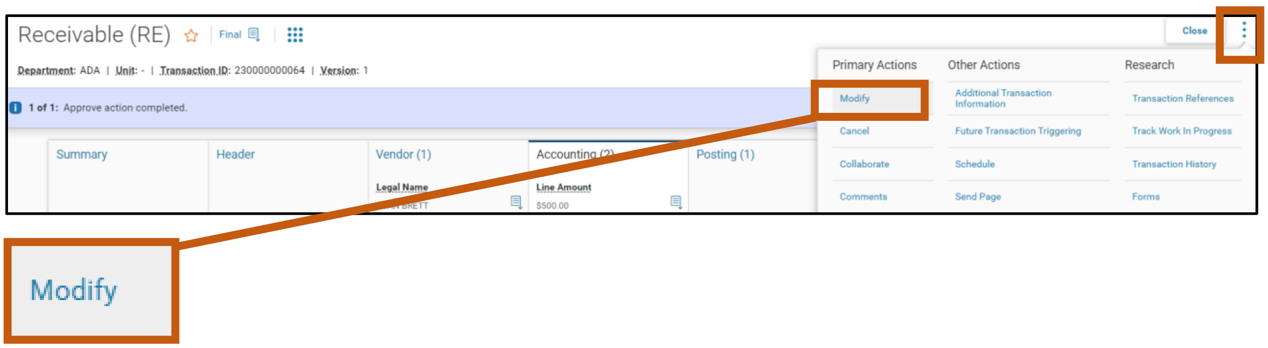
Errors are discovered in an RE transaction in Final Phase. Create and submit a modification RE transaction to correct the errors.

Log in to the AZ360 **Home Page**. Locate the RE transaction in need of a modification.

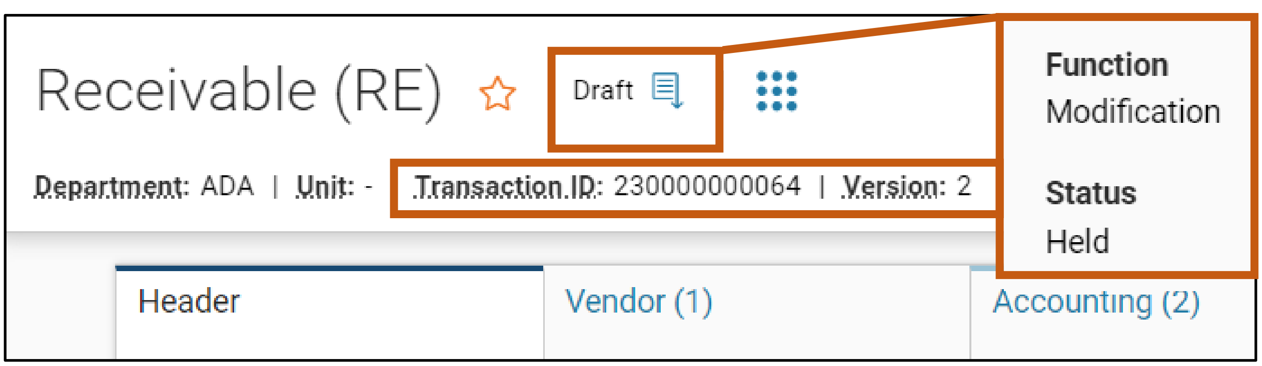
1. Complete the steps from the “Setup a Recurring RE Transaction” scenario to locate the Final Phase RE transaction in need of modification. The transaction will open to the Header tab.

Create a Modification version of the RE transaction.

1. Click the **Page 3-dot** menu, select **Modify** from Primary Actions.



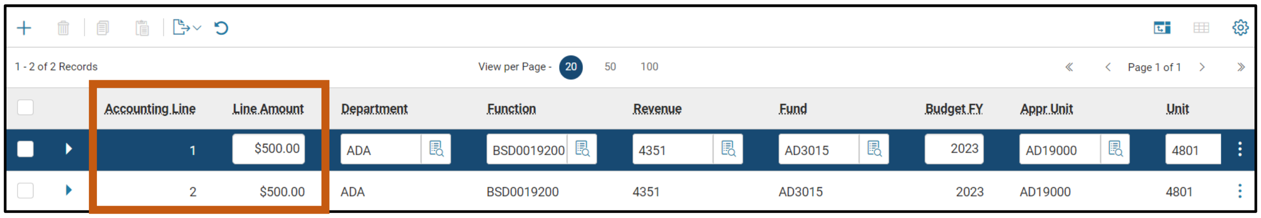
2. A new version of the transaction is displayed. It has the same ID number but an incremented version number. Notice that the new transaction has a **Function** of **Modification**, a **Phase** of **Draft** and a **Version** of **2**.



3. Click the **Accounting** tab.

Complete the **Accounting** tab of the transaction.

1. Observe the existing Accounting lines and the amounts in the Line Amount fields. In this scenario, there are 2 Accounting lines and both Line Amount values are $500.00.

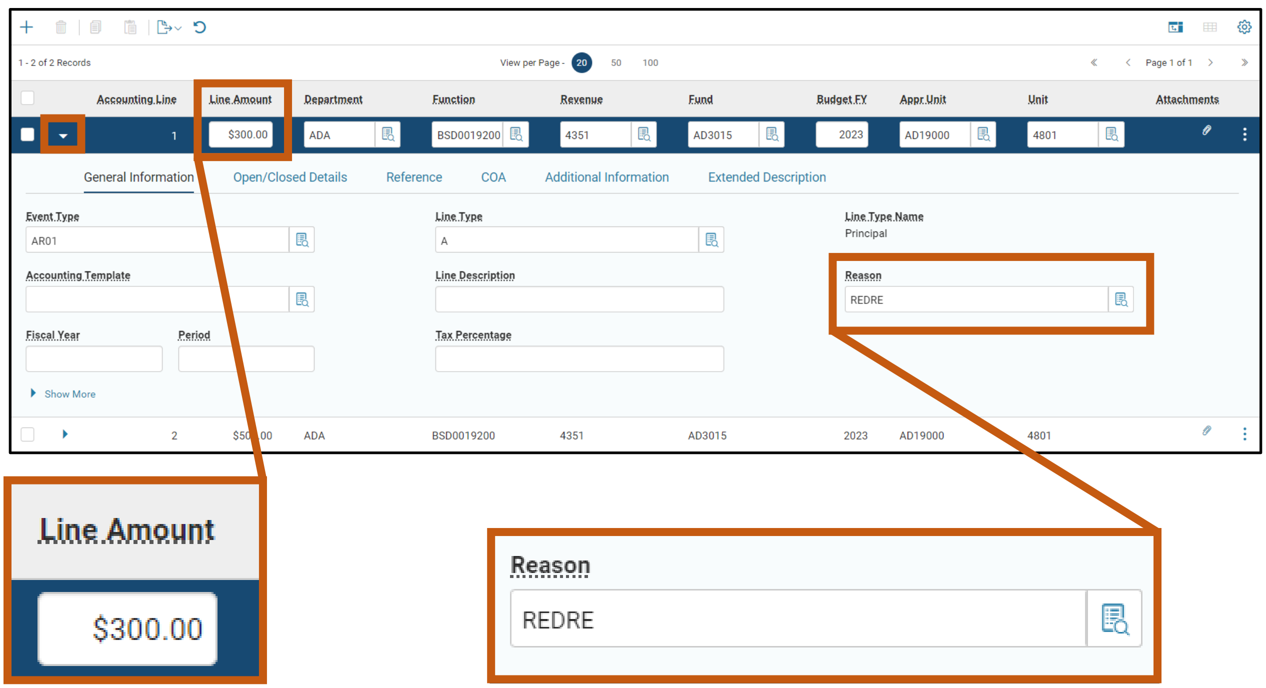


2. Complete updates on Accounting Line 1:

   a. In the **Line Amount** field, change the amount listed amount to the correct value. In this scenario, enter *300*.

   b. Click the **Expand** caret on the blue Accounting line.

   c. On the **General Information** section, in the **Reason** field, select **REDRE** (Reduce Receivable Amount) from the pick list.



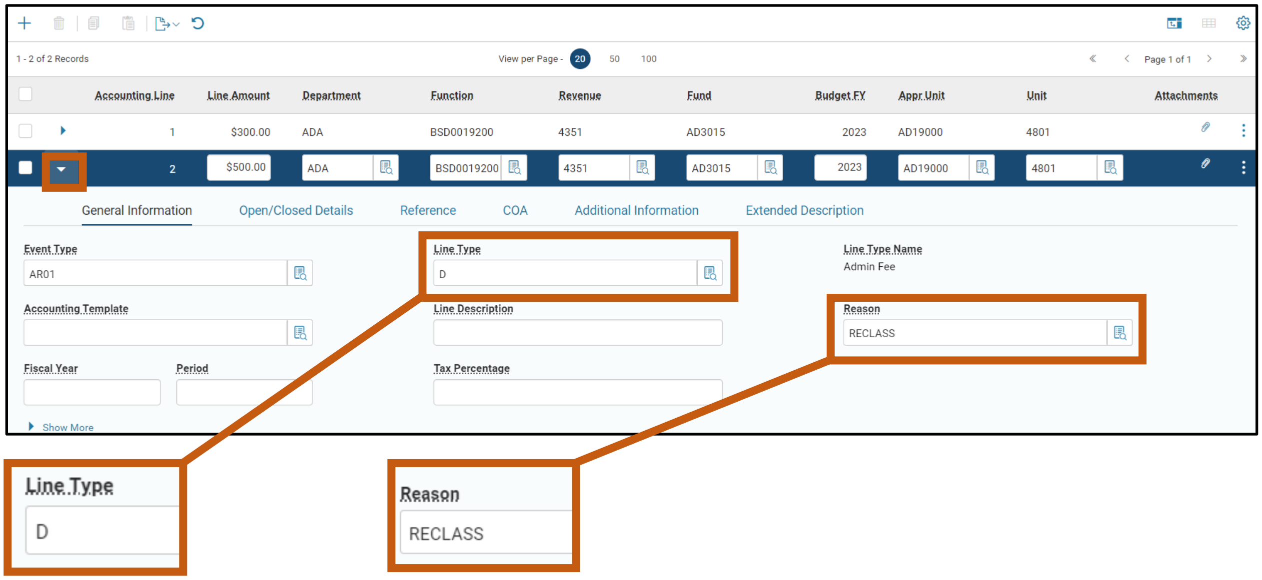
3. Complete updates on Accounting Line 2:

   a. Click the **Expand** caret on the blue Accounting line.

   b. On the General Information section:

      i. In the **Line Type** field, change the code to the correct value. In this scenario, select **D** (Admin Fee) from the pick list.

      ii. In the **Reason** field, select **RECLASS** (Reclassification) from the pick list.



Validate and submit the transaction for approval.

1. Click **Validate** to check for errors. If any errors exist, fix the errors and click **Validate** again. If the validation is successful, the following message is displayed: **Transaction validated successfully**.

2. Click **Submit** to submit the transaction for approval. If submission is successful, the following message is displayed: **Transaction submitted successfully - Pending Approval**.

3. Click **Close.**

4. Click **Home** icon to return to the home page.

After the RE transaction has been approved, navigate to and review the RESTA updates.

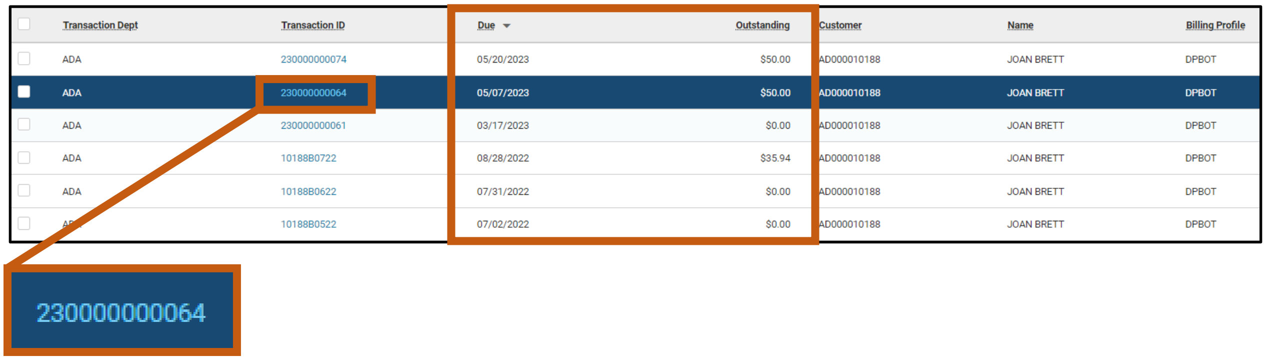
1. Complete the steps from the “Research RE Transactions and Customer Accounts” scenario to populate the RESTA table.

2. In the **Customer** field, enter the code for the customer on the RE transaction modified in the previous steps. In this scenario, enter *AD000010188*.

3. Click **Apply**.

4. All RE transactions for the customer are then displayed in the grid at the bottom of the screen. Observe the information displayed in the Due and Outstanding columns in the grid.

5. In the Transaction ID column, click the **ID** link to open an RE transaction.



6. Review the RE transaction details.

7. Click **Home** icon to return to the home page.

Modify RE Transaction for Dispute

A department may need to record a customer that is in dispute by updating the RE transaction's Transaction Dispute Status field on the Header tab to Disputed. On the Vendor tab, in the Billing / Collection Control section, the Suppress Auto Finance Charge field must be updated to Yes and the Reason field must be updated on each Accounting line. If the automatic finance charge should still apply, the Suppress Auto Fin Charge field must be updated to No, and an override may need to be applied to the transaction to override the error that may generate.

Below is an example of how to modify an RE transaction for dispute.

Modify an RE Transaction to Record Dispute

Scenario 2.

A customer received a bill and disputed it. Update the RE transaction in AZ360 to reflect the dispute.

Log in to the AZ360 **Home Page**. Locate the RE transaction.

1. Complete the steps from the "Setup a Recurring RE Transaction" scenario to locate the Final Phase RE transaction that is being disputed. The transaction will open to the Header tab.

Create a Modification version of the RE transaction.

1. Click the **Page 3-dot** menu, select **Modify** from Primary Actions.

2. A new version of the transaction is displayed. It has the same ID number but an incremented version number. Notice that the new transaction has a **Function** of **Modification**, a **Phase** of **Draft** and a **Version** of **2**.

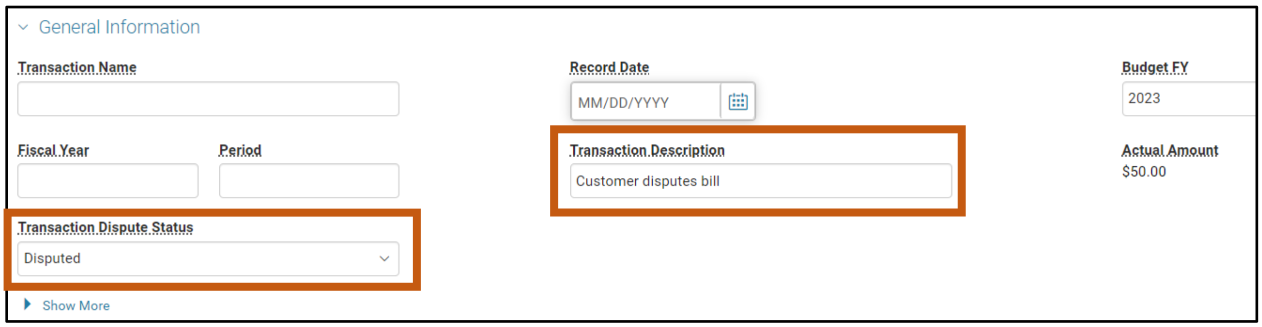
3. Click on the **Header** tab.

Complete the **Header** tab of the transaction.

1. In the **General Information** section:

    a. In the **Transaction Description** field, enter *Customer disputes bill*.

    b. In the **Transaction Dispute Status** field, select **Disputed** from the drop-down menu.



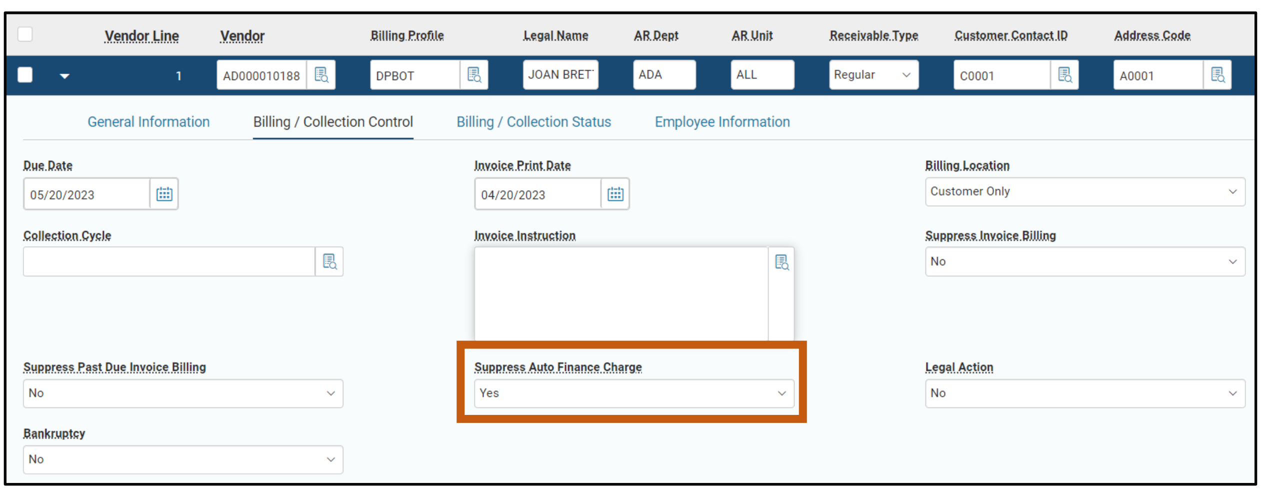
2. Click on the **Vendor tab**.

Complete the **Vendor tab** of the transaction.

1. Click the **Expand** caret on the blue Vendor line.

2. Click the Billing / Collection Control section.

3. In the **Suppress Auto Finance Charge** field, select **Yes** from the drop down menu.

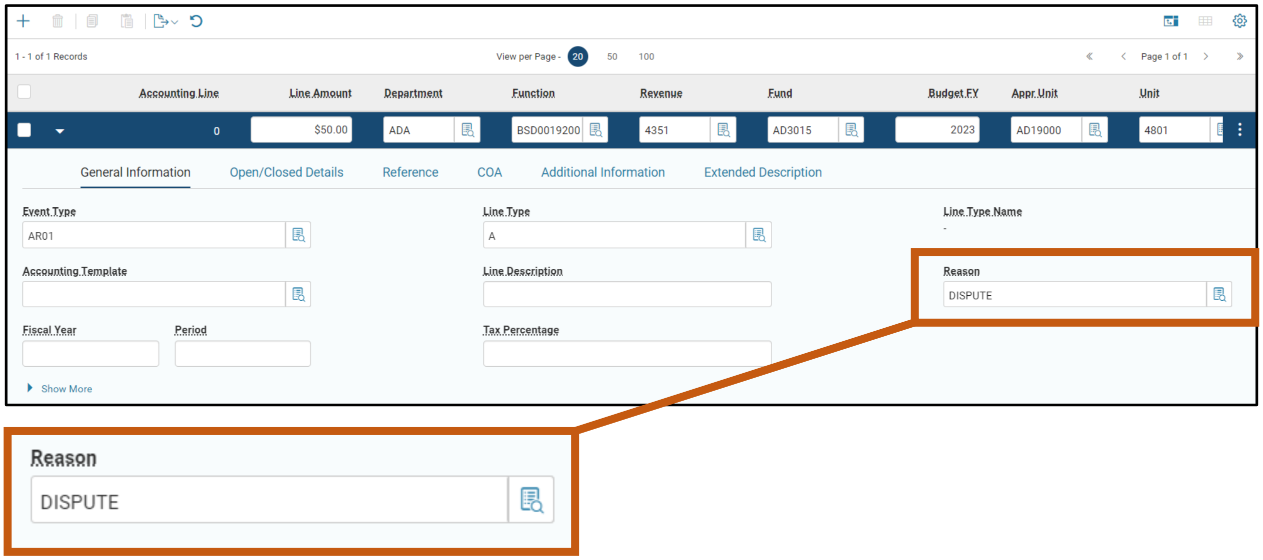


4. Click on the **Accounting** tab.

Complete the **Accounting** tab of the transaction.

1. Click the **Expand** caret on the blue Accounting line.

2. On the **General Information** section, in the **Reason** field, select **DISPUTE** (Dispute of Customer/Receivable) from the pick list.



Validate and submit the transaction for approval.

1. Click **Validate** to check for errors. If any errors exist, fix the errors and click **Validate** again. If the validation is successful, the following message is displayed: **Transaction validated successfully**.

2. Click **Submit** to submit the transaction for approval. If submission is successful, the following message is displayed: **Transaction submitted successfully - Pending Approval**.

3. Click **Close.**

4. Click **Home** icon to return to the home page.

Cancel an RE Transaction

In AZ360, the Cancel and Discard options are used to either cancel a transaction in Final phase or remove a transaction in Draft phase completely from the system respectively.

There are times when an RE transaction must be cancelled. For example, if the wrong customer or billing profile is entered on the RE based transaction, it must be cancelled and recreated using the correct information.

Note: Receivables referenced by another transaction cannot be cancelled.

An RE transaction in Final status can be cancelled if necessary by accessing the Page 3-dot menu, and selecting Cancel from Primary Actions. Cancelling a Final phase transaction will reverse the accounting impact and customer tracking updates. However, the transaction will remain in the system. Cancellations are not used for write-off purposes; see the CL Adjustment (CLADJ) Transactions section of this manual for procedures to write-off uncollectible amounts. When the Cancel feature is used on a transaction in Final state, it will create a Draft Cancellation version of the transaction. Only a few fields are available for data entry on a Draft Cancellation version of a transaction and no data entry is required. Submitting a Draft Cancellation version routes the transaction to workflow for approval.

An RE transaction in Draft status can be discarded if necessary from within the transaction by accessing the Page 3-dot menu, and selecting Discard from Primary Actions. A prompt appears to confirm the action. Clicking Ok will close and remove the draft from AZ360.

Below is an example of how to discard a Final RE transaction.

Cancel an RE Transaction

Scenario 3.

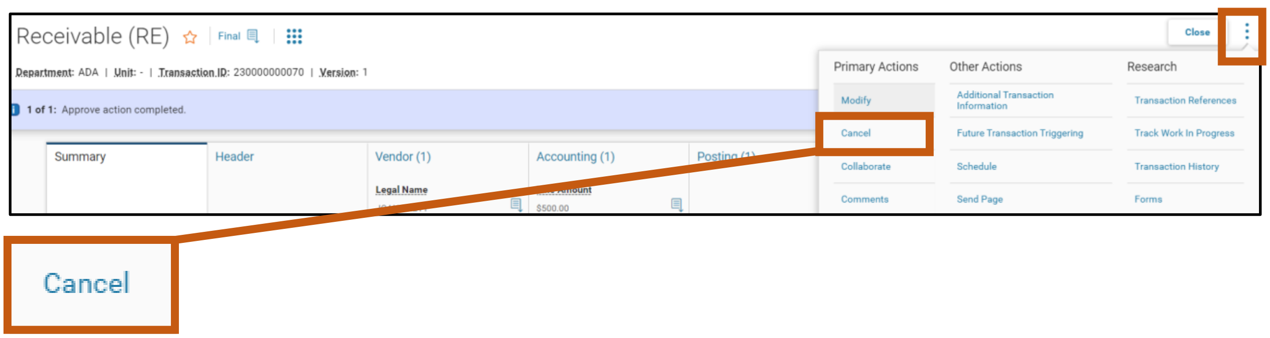
A previously submitted and approved RE needs to be cancelled and its accounting impact reversed.

Log in to the AZ360 **Home Page**. Locate the RE transaction that needs to be cancelled.

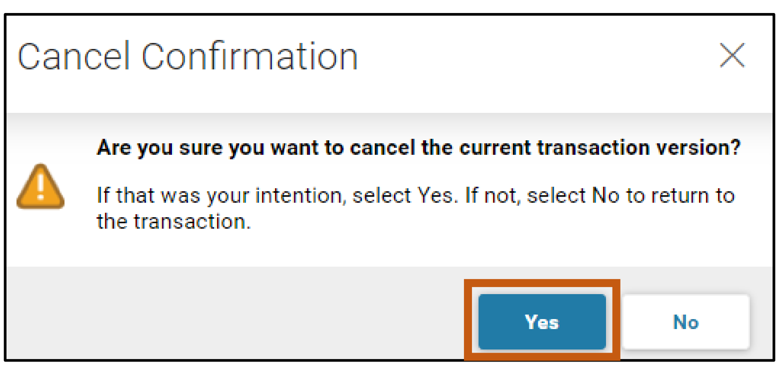
1. Complete the steps from the "Setup a Recurring RE Transaction" scenario to locate the Final Phase RE transaction in need of cancellation. The transaction will open to the Header tab.

Create a Cancellation version of the RE transaction.

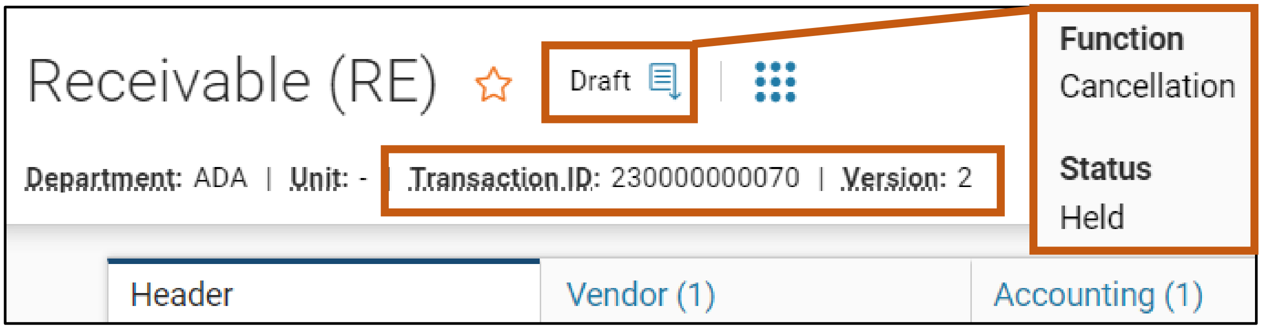
1. Click the **Page 3-dot** menu, select **Cancel** from Primary Actions.



2. On the **Cancel Confirmation** page, click **Yes** to discard the current transaction version.



3. A new version of the transaction is displayed. It has the same ID number but an incremented version number. Notice that the new transaction has a **Function** of **Cancellation**, a **Phase** of **Draft** and a **Version** of **2**.



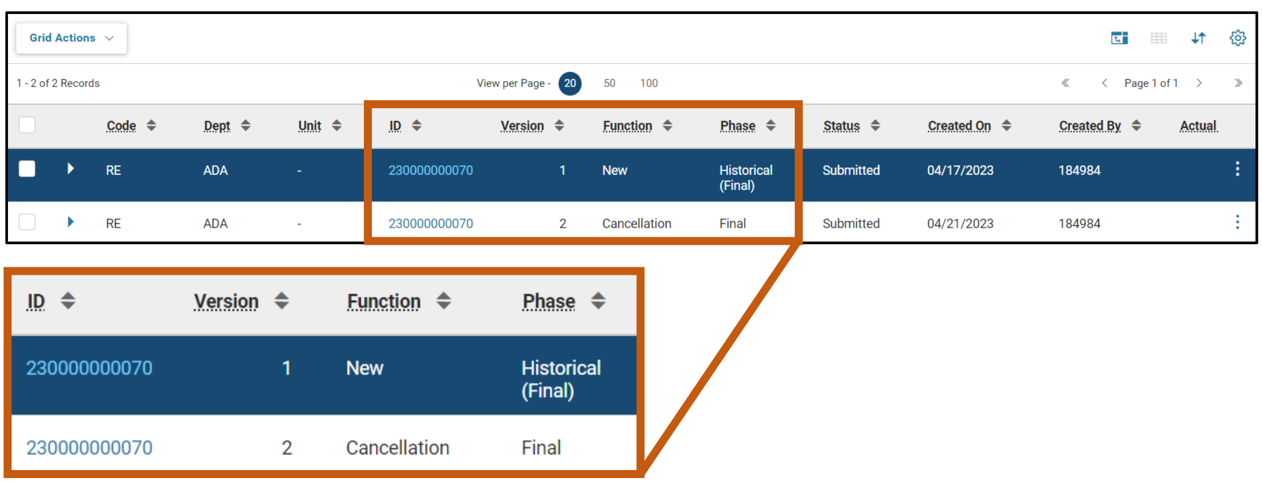
Submit the RE cancellation transaction.

1. Click **Validate** to check for errors. If any errors exist, fix the errors and click **Validate** again. If the validation is successful, the following message is displayed: **Transaction validated successfully**.

2. Click **Submit** to submit the transaction for approval. If submission is successful, the following message is displayed: **Transaction submitted successfully - Pending Approval**.

3. After the RE transaction has been approved, look up the RE on the Financial Transaction page.

4. Observe in the grid at the bottom of the page that two versions of the RE now exist; **Version 1**, **Function** is **New**, and **Phase** is **Historical (Final)**, while **Version 2**, **Function** is **Cancellation** and **Phase** is **Final**.



5. Click **Home** icon to return to the home page.

Cash Adjustments

Section Objectives

In this section, the following processes are introduced:

- Review the State Treasurer Reconciling Adjustment process.
- Review the Department Treasurer Reconciling Adjustment Modification process.

Section Overview

This topic is intended to serve as a broad overview of the cash reconciliation adjustment process in order to familiarize users with the transactions involved in the correction of reconciled cash receipts that are part of the AR security role.

State Treasury Cash Adjustment

Reconciling adjustments can be created by the Arizona State Treasurer's Office. They are used for State Treasurer – Treasury Adjustment (STADJ) transactions.

The event types used during this process are:

- ARS1 – Unfavorable Deposit Adjustment
- ARS2 – Favorable Deposit Adjustment
- ARS3 – NSF Receivable
- ARS4 – Credit Card Unfavorable Adjustment (Fees and Chargebacks)
- ARS5 – Credit Card Favorable Adjustment

Department Treasury Cash Adjustment

The other type of adjustment conducted is at the department level. Generally, once a STADJ is used to process a reconciling adjustment, the department determines a course of action and processes a Department – Treasury Adjustment Clearing (DADJ) transaction. The DADJ clears the STADJ and also updates the Accounting Journal (JACTG) table.

The Copy Forward feature should be used from the STADJ to create the DADJ. The DADJ is then submitted for department approval. To verify that the reconciling adjustment is created successfully, users can look it up using the JACTG.

The event types used during this process are:

- ARD1 – Unfavorable Deposit Adjustment – Revenue Source (use with STADJ ARS1)
- ARDA – Unfavorable Deposit Adjustment – Object (use with STADJ ARS1)
- ARD2 – Favorable Deposit Adjustment – Revenue Source (use with STADJ ARS2)
- ARDB – Favorable Deposit Adjustment – Object (use with STADJ ARS2)
- ARD3 – Write-Off NSF Receivable – Revenue Source (use with STADJ ARS3)*
- ARD4 – Write-Off NSF Receivable – Object (use with STADJ ARS3)*
- ARD6 - Credit Card Unfavorable Adjustment – Revenue Source (use with STADJ ARS4)
- ARD7 - Credit Card Unfavorable Adjustment – Object (use with STADJ ARS4)
- ARD8 – Credit Card Favorable Adjustment (use with STADJ ARS5)

* Additional state policy considerations. Review the State of Arizona Accounting Manual (SAAM) Topic 40 Revenues and Receipts for additional AR Policy.

For more instructions on creating a DADJ transaction by copying forward an STADJ transaction to a DADJ transaction to clear an NSF, to clear a Favorable or Unfavorable Deposit Adjustment or to clear Web Portal Revenue or Fees, see the respective quick reference guides (QRGs): **Handling an NSF**, **Favorable & Unfavorable Deposit Adjustments**, and **Non-Web Portal Credit Card Revenue & Fee Processing** available at: https://gao.az.gov/resources/training/gao-training-resources.

Generate Bills

Section Objectives

In this section, the following processes are introduced:

- Review statements and invoices.
- Examine the billing configuration and setup.
- Review how to control billing output.
- Examine the process of generating statements.
- Examine the process of generating invoices.
- Review how to reprint statements or invoices.
- Examine the on-demand printing features.

Section Overview

The AZ360 AR features provide the ability to generate statements and invoices in order to request payment from customers based on receivables entered into the system. This process is enabled through the setup of reference tables and submission of batch processes. The table setup defines billing controls such as frequency, receivable selection, and invoice and statement presentation. The batch processes produce the statements and invoices while recording the activity in AZ360.

Statements and Invoices

A statement is a presentation of a customer account at a certain point in time that includes the total outstanding amount owed. The statement typically includes the customer's previous balance, recent transactions, and payments received during the last billing period. Various fields that are manually inputted will display on the statement, professional verbiage and proper grammar/spelling should always be used.

Use an invoice to request a payment from a customer. An invoice includes the details of a specific receivable such as cost per unit, total cost, and applicable tax. An invoice also provides a payment due date.

Use statements and invoices to communicate an outstanding balance to customers. Customers may be notified by statements, invoices, or both statements and invoices. Both statements and invoices require reference tables to be set up to define processing parameters. AZ360 batch processing produces the statements and/or invoices, which then can be printed and mailed or issued electronically.

Statements and invoices differ in the presentation format and the production schedule. Invoices are produced for each final RE based transaction during the next nightly Invoice Generation process. Statements reflect all accounts receivable processing and follow the schedule determined on the Billing Profile (monthly, quarterly, etc.).

A department specific logo can be printed on both current and past due invoices and statements. Department logos are attached to the Department (DEPT) table. The DEPT table is a centralized table maintained by GAO.

Billing Configuration

Billing processes are managed through online table configuration. The SOPT, BPRO, and CACT tables store values that impact billing. Several configurable billing features must be enabled, system-wide, on the SOPT table. These features can be customized on the billing profile and CACT to support various billing requirements.

Billing profiles define the characteristics of a bill. Billing profiles are assigned to a department and unit. However, a value of ALL may be used to permit statewide use. Customization options available on the BPRO table are:

- Designate use of invoices, statements, or both.
- Establish a minimum billing amount.
- Define the frequency of statement generation.
- Select instructions to be written on invoices, statements, and other notifications.
- Establish collection and write-off rules.
- Specify finance charges to be applied to past due receivables.

Customer accounts are a combination of a customer code and a billing profile. Customer accounts are defined on the CACT. Customers may have multiple accounts that support a different billing condition.

System Options (SOPT) Table

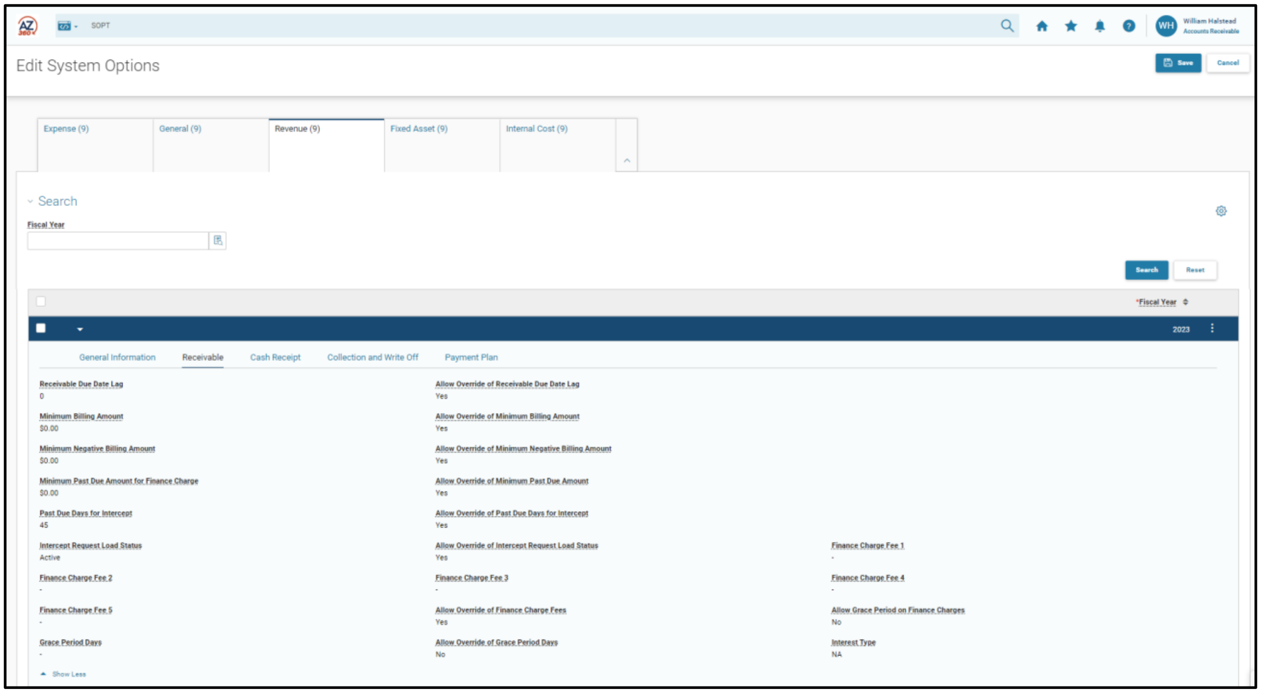
The SOPT table, Revenue tab, Receivable section, contains default parameters for the billing process when not defined on the BPRO table. The SOPT table is a centralized table maintained by GAO.

The recommended approach is to define these parameters on BPRO instead of SOPT. Some of the key fields on the SOPT include:

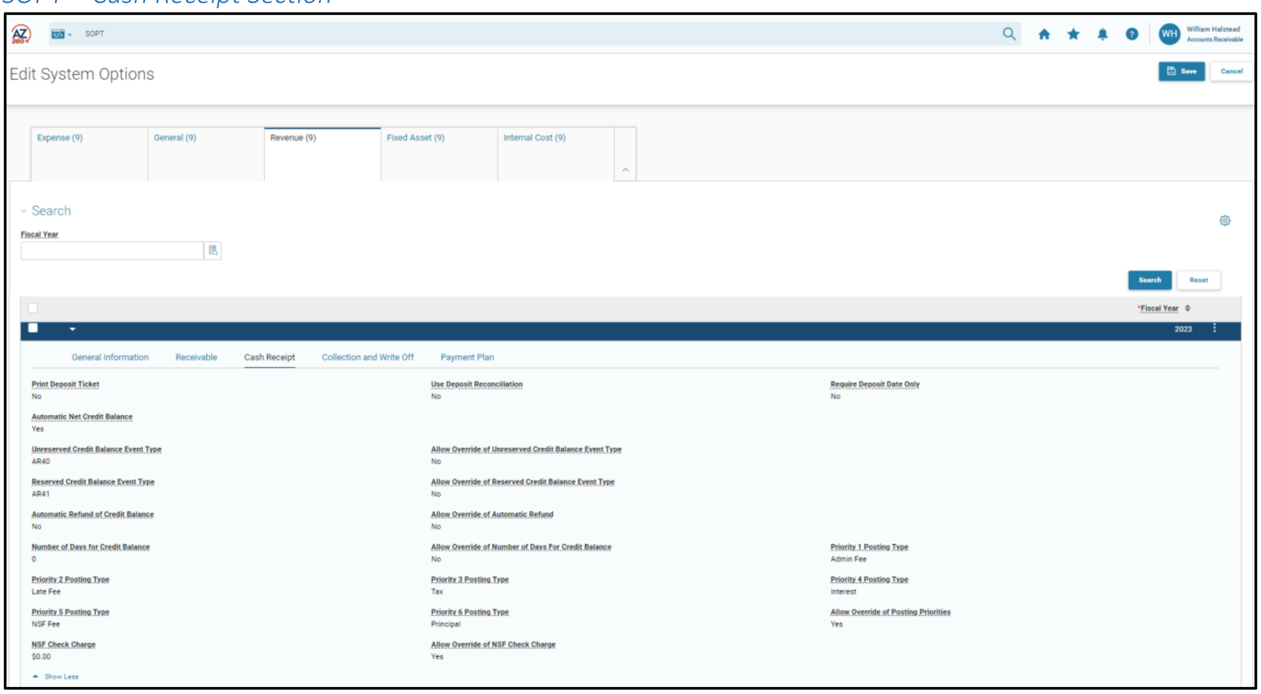
- Receivable Due Date Lag – The number of days after the receivable date that the receivable is due. This is when late fees and interest will be applied.
- Minimum Billing Amount – The minimum amount necessary to issue an invoice or statement.
- Minimum Negative Billing Amount – The negative minimum amount that a customer account must total in order to be selected for the automatic billing process. This only applies to customers who receive statements and does not affect the printing or emailing of invoices.
- Default Collection Cycle fields – Collection parameters used in the collection process that record the number of days past the due date that customers are notified of overdue bills through past due notices and collection letters.
- Allow Override fields – These options on the SOPT permit the entry of a different value for the corresponding field on the BPRO table.
- Priority Posting Type fields – These fields impact the sequence in which a payment should be applied to an outstanding receivable. The SOPT record provides the standard sequence as approved by the AG's Office. They can be overridden in the Billing Profile.

The SOPT table Revenue tab sections are displayed below:

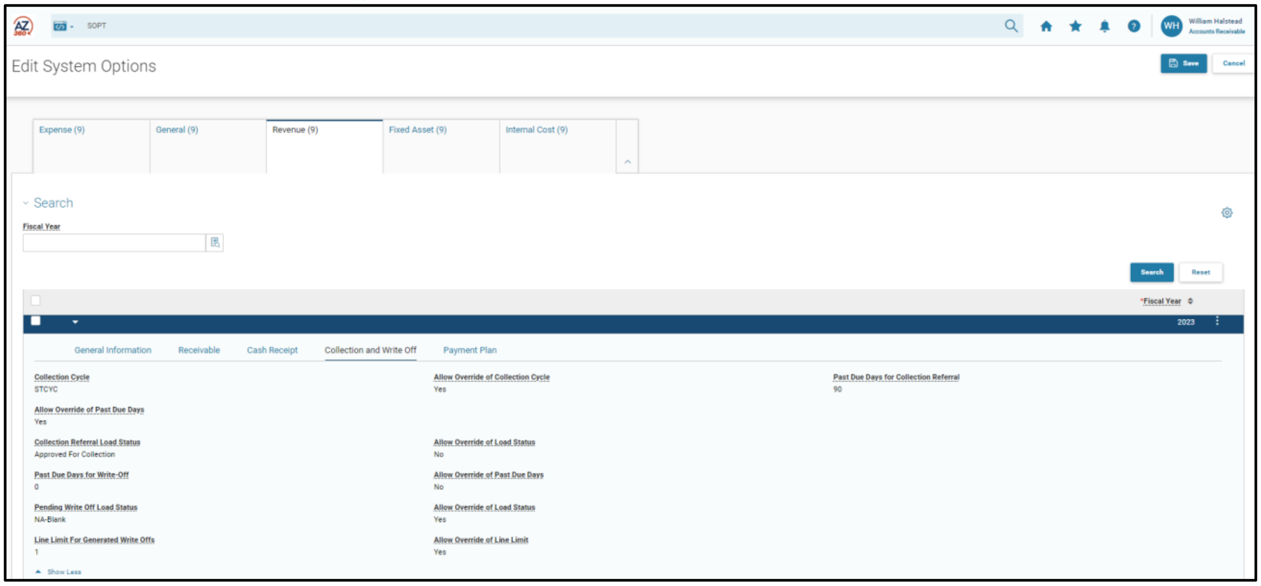
SOPT – Receivable Section



SOPT – Cash Receipt Section



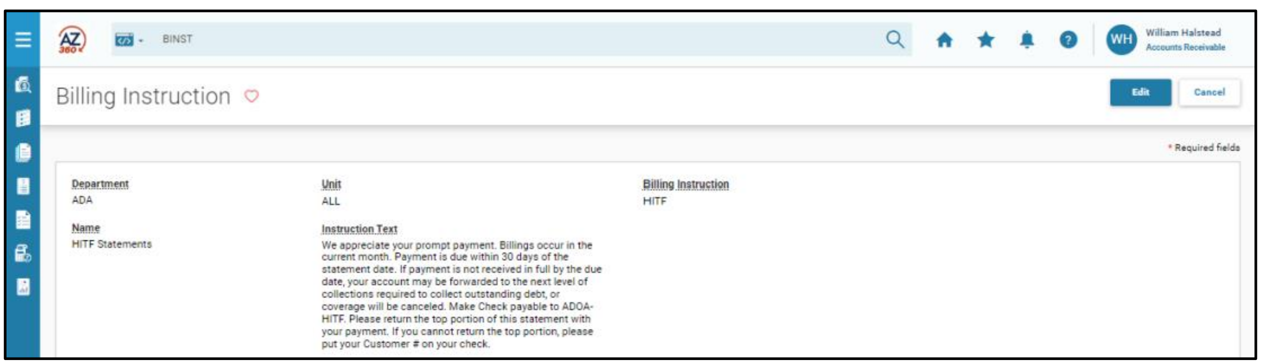
SOPT – Collection and Write Off Section



Billing Instructions (BINST) Table

The Billing Instructions (BINST) table defines the text that will print on statements, invoices, and other correspondence sent to customers. Each record on the BINST defines a department and unit that may use the instruction. The billing instruction code is the table identifier for the record. The Name and Billing Instruction text fields allow the user to define and write the text that will be printed when the instruction is referenced.

The BINST table is displayed below:



Billing Profile (BPRO) Table

The BPRO table defines the rules for a bill.

BPRO – General Information Section

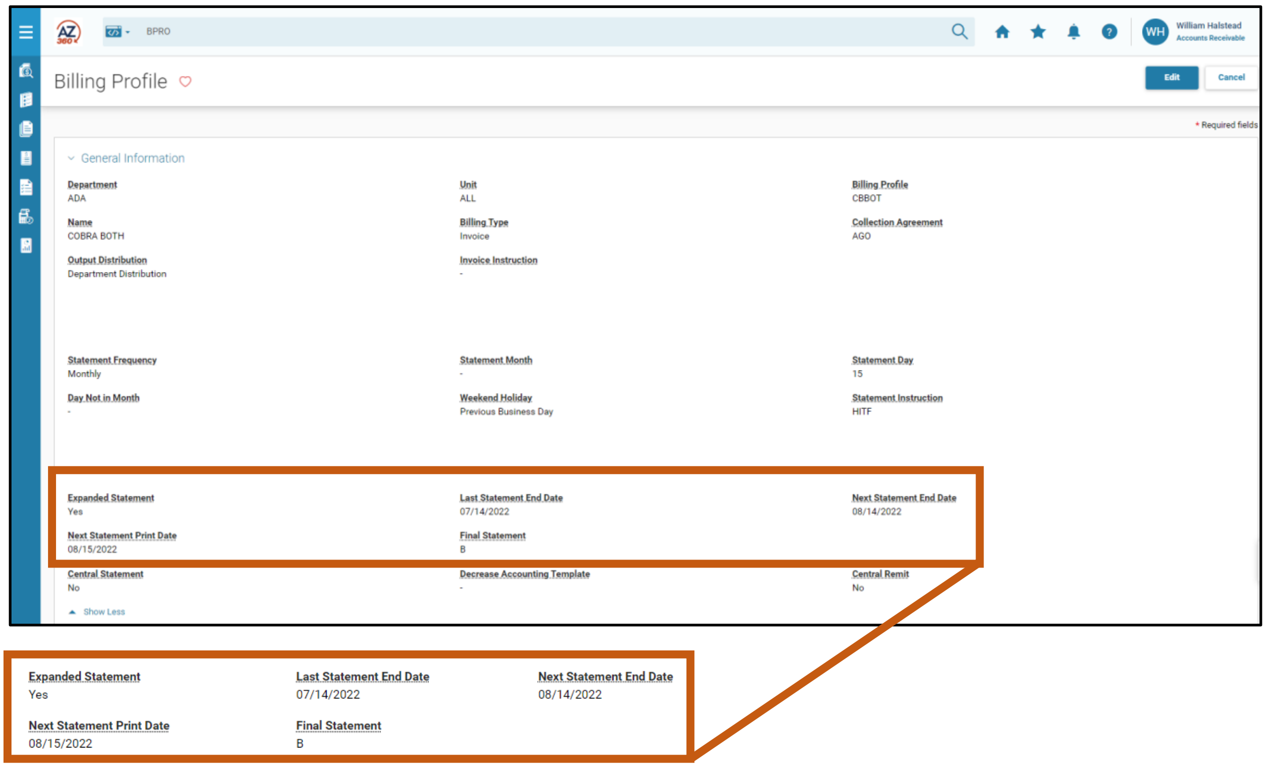
The General Information section controls the production of statements and invoices. Some of the key fields in this section are:

- Department – Controls the department that may use the billing profile. Enter ALL in the Department field to provide the default billing record if a specific billing profile record is not available.
- Unit – Controls the unit that may be used by the billing profile. An ALL unit provides the default billing record if a specific billing profile record is not available.

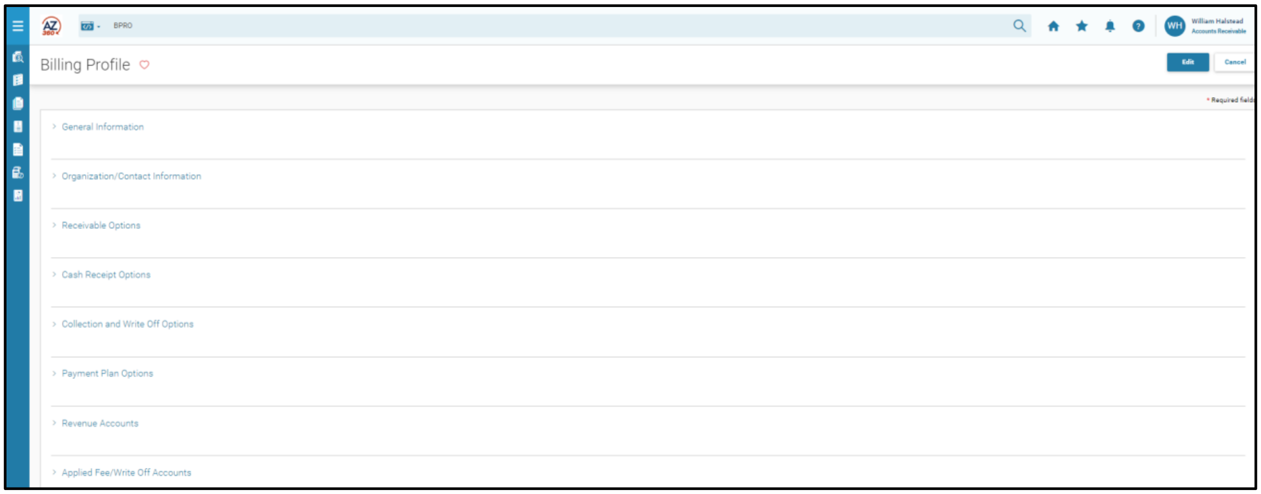
- Name – A brief identifier for the billing profile.
- Billing Type – Defines the method of billing; options are Both, Invoice, Statement, Cost Accounting Billing, and No Billing Required.
- Invoice Instruction – Optional. Used when billing type is Invoice; values are chosen from the BINST table.

The BPRO table provides information regarding the status of statement generation. The following fields in the General Information section are system maintained by the Statement Generation batch process:

- Last Statement End Date – The closing date of the last statement issued.
- Next Statement End Date – The end date of the current statement cycle.
- Next Statement Print Date – The date the statements in the current cycle will be issued.
- Final Statement – If the Billing Type field changes from either Statement or Both to Invoice, this field is updated to "B".



The additional sections of the BPRO contains fields that are defined on the SOPT table, but can be overridden on the BPRO table if that option is granted by the SOPT table.

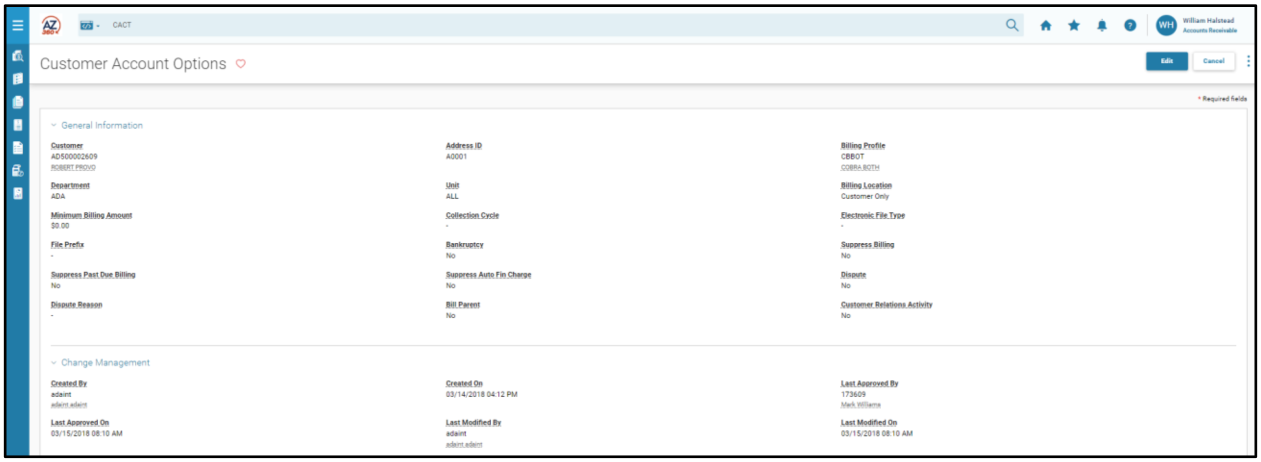


Customer Account Options (CACT) Table

The CACT table associates customers with billing profiles. Users can change the electronic billing options, define who will receive the bill, and prohibit the issuance of bills on the CACT table.

The following fields on the CACT table are related to billing and collection processing and are not inferred from other tables:

- Customer – The unique identifier assigned to the customer on the VCUST table.
- Address ID – The code that represents the billing address for the customer from the VCUST table.
- Billing Profile – The code that defines the billing rules for the customer account from the BPRO table.
- Department – The department that may use the customer account; can be set to ALL.
- Unit – The unit that may use the customer account; can be set to ALL.
- Billing Location – The location where the receivable is to be sent.
- Bankruptcy – Indicates that the customer is in bankruptcy proceedings; automatically suppresses billing, past due billing, and automatic finance charges.
- Suppress Billing – Prevents bills from printing.
- Suppress Past Due Billing – Prevents collection letters from printing.
- Suppress Auto Fin Charge – Prevents the automatic application of finance charges on the customer account.
- Collection Cycle – Specifies the details regarding when dunning and/or collection letters will be sent; value overrides the corresponding field on the BPRO table.



Below is an example of how to review a customer billing profile.

Research Statement Generation

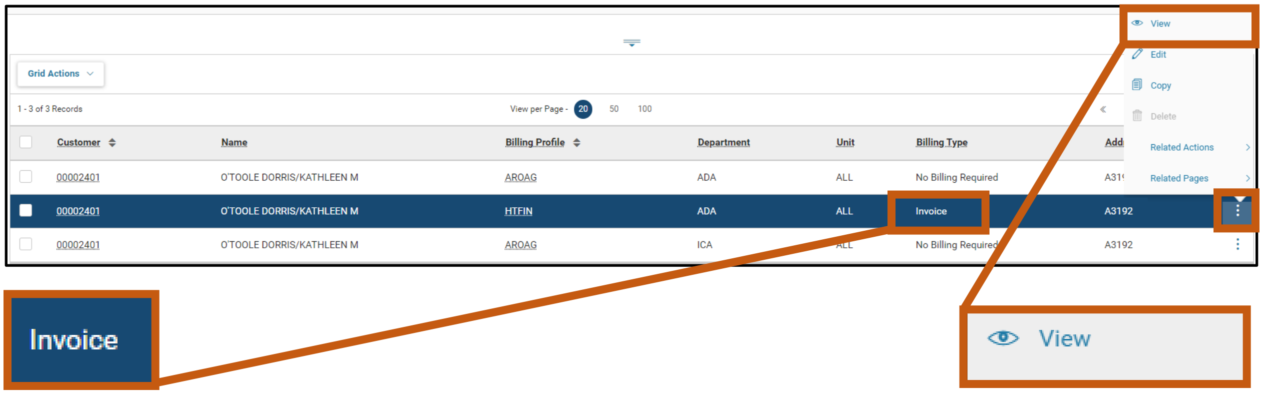
Scenario

View the billing profile details associated with customer Kathleen O-Toole Dorris, Customer number 00002401.

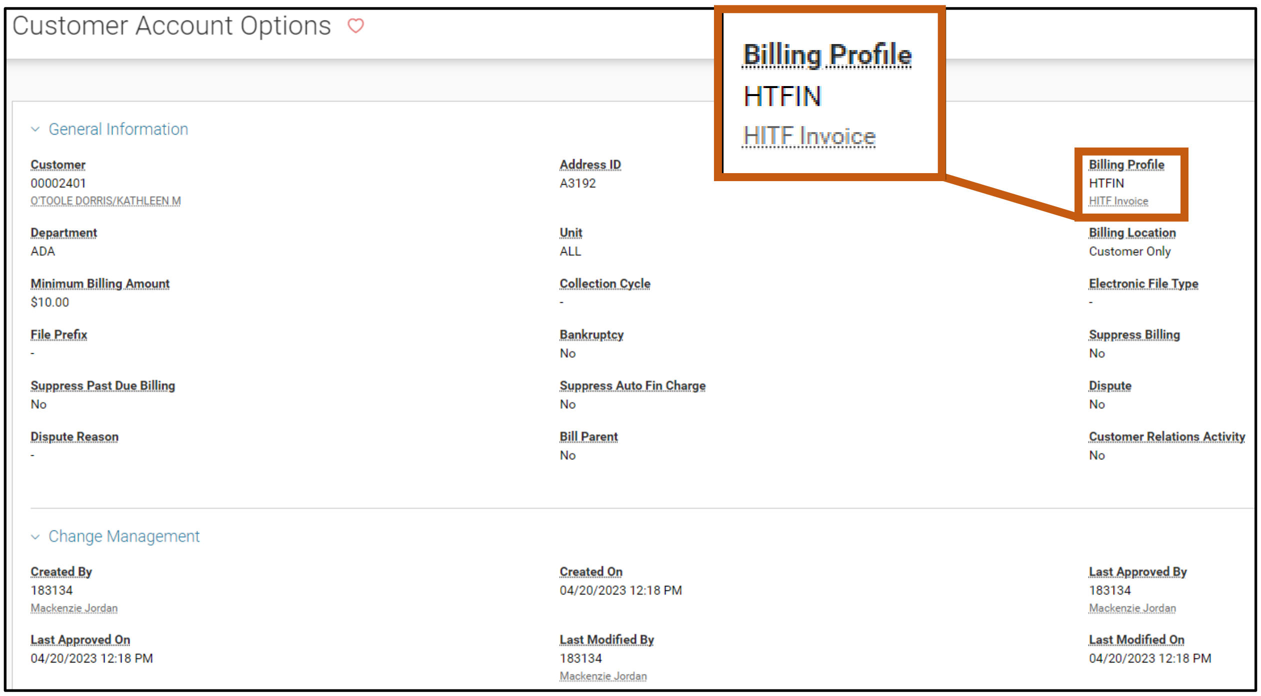
Log in to the AZ360 **Home Page**. Review the billing profile and customer information on the CACT table.

1. Complete the steps from the "Review the CACT Table" scenario to generate the CACT table.
2. In the **Customer** field, enter the code for the customer. In this scenario, enter *00002401*.
3. Click **Search**.

4. The Billing Profiles available for the customer will generate in the grid at the bottom of the screen.
5. Select the blue Vendor line with a **Billing Type** of **Invoice**, click the **3-dot** menu and select **View**.



6. Observe the fields associated with the billing profile. Make a note of the Billing Profile number.

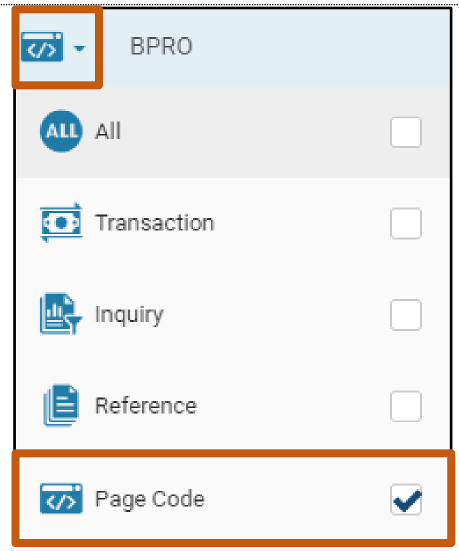


Review the billing profile and customer information on the BPRO table.

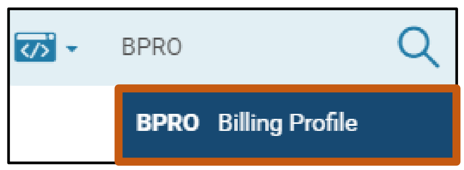
1. Click the **Expand** caret next to the **Global Search** field.

2. Select the **Page Code** option.

3. In the **Global Search** field, enter *BPRO*.



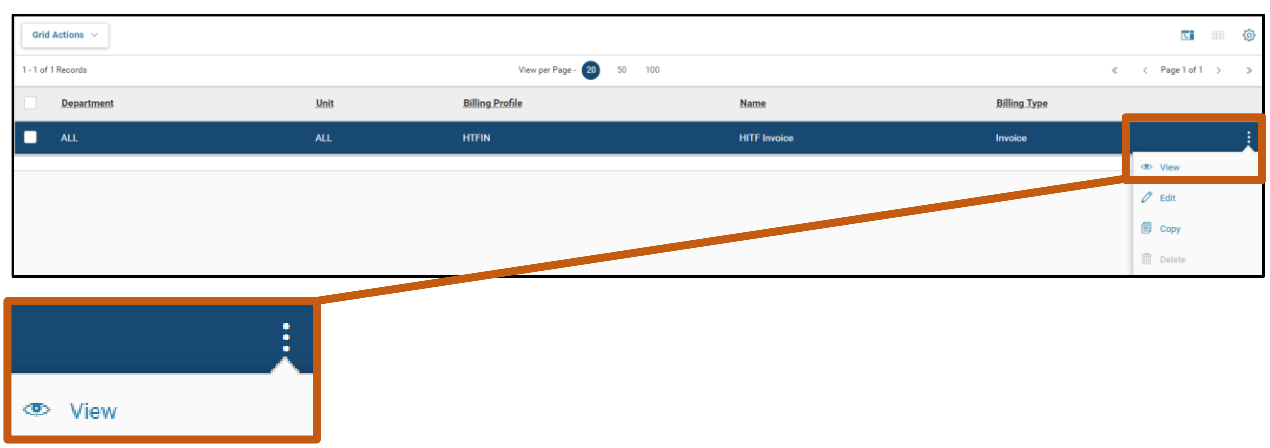
4. In the drop down menu that generates, select **BPRO Billing Profile**. The Billing Profile table will generate.



5. In the **Billing Profile** field, enter the code for the desired billing profile. In this scenario, enter *HTFIN*.

6. Click **Search**.

7. The Billing Profile line will generate in the grid at the bottom of the screen. Click the **3-dot** menu and select **View**.



8. Observe the fields listed in the General Information section.

General Information

Department ALL	**Unit** ALL	**Billing Profile** HTFIN
Name HITF Invoice	**Billing Type** Invoice	**Collection Agreement** AGO
Output Distribution Department Distribution	**Invoice Instruction** -	
Statement Frequency -	**Statement Month** -	**Statement Day** -
Day Not in Month -	**Weekend Holiday** -	**Statement Instruction** -
Expanded Statement No	**Last Statement End Date** -	**Next Statement End Date** -
Next Statement Print Date -	**Final Statement** -	
Central Statement No	**Decrease Accounting Template** -	**Central Remit** No

9. Click **Home** icon to return to the home page.

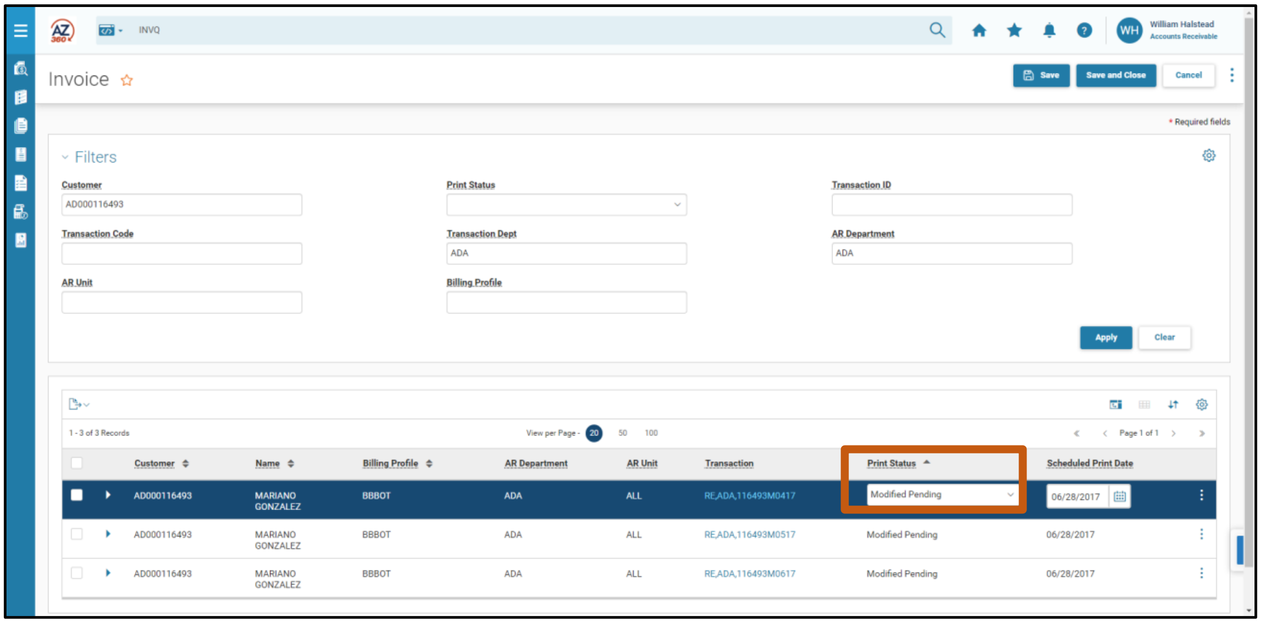
Control Billing Output

Billing requires the flexibility to perform special processing, including:

- Correcting billing details.
- Printing a replacement bill.
- Suppressing the printing of bills.
- Suppressing the printing of bills for small amounts.
- Accounting for liquidated amounts on bills.
- Changing the billing type.

Billing Correction

Erroneously billed amounts are corrected by modifying the RE based transaction. For invoice billing, the invoice record for the RE transaction on the Invoice (INVQ) table will be updated with print status of Modified Pending.



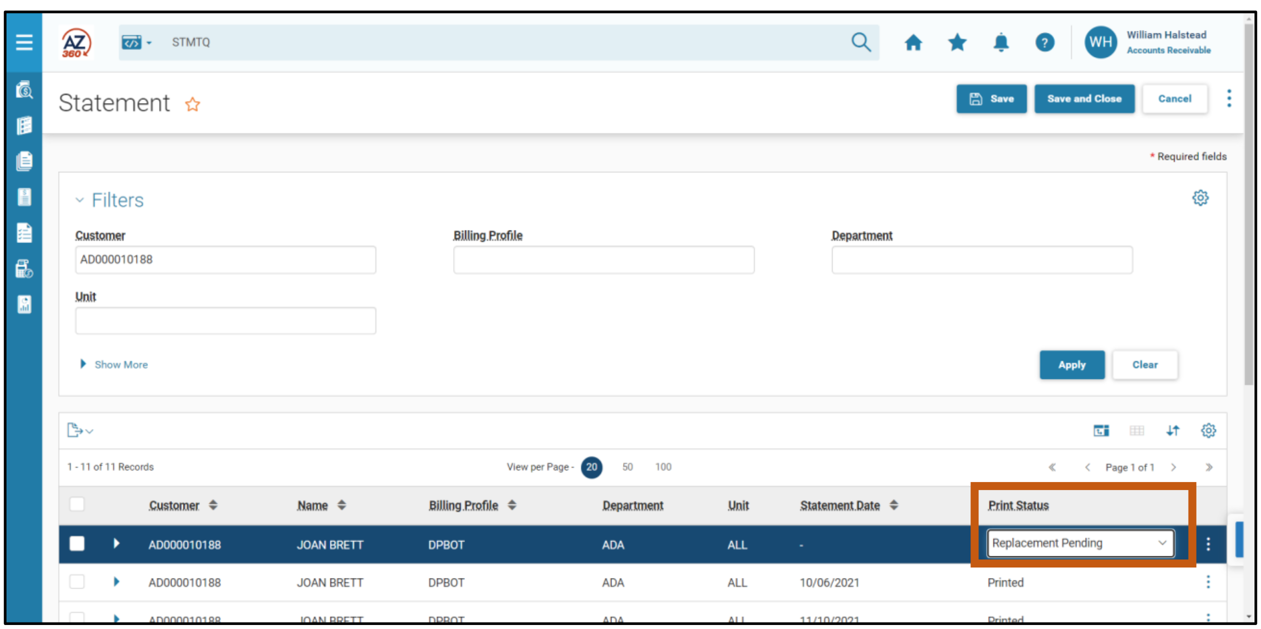
For statement billing, the Statement Detail (STATD) table will be updated with a new record for the receivable, which reflects the difference in the billing amount. In both cases, the record will be included in the next Billing Generation batch process.

If the receivable is modified before the original bill is generated, the adjusted amount of the receivable will appear on the bill.

Note: The original and modification will not be distinguishable.

Replacement Bills

Bills can be reproduced by changing the print status on the Statement (STMTQ) or INVQ tables to Replacement Pending. The replacement invoice or statement will be reprinted during the subsequent billing process.



Billing Minimum

A billing minimum prevents generation of a bill when the balance due is low. The billing minimum is set on the SOPT table. SOPT also has an option to allow the system-wide minimum to be overridden on the BPRO table.

Suppress Billing

Suppressing billing prevents the printing of invoices and statements. The suppress billing option can be applied to a specific receivable, customer account, or billing profile.

The RE based transaction has a Suppress Invoice Billing drop down menu on the Billing / Collection Control section of the Vendor tab. When this option set to Yes, the RE will be posted to INVQ with the print status of Suppress. The RE will be included by the Invoice Generation batch process; however, an invoice will not be printed. The RE will produce an invoice if it is modified and the Suppress Invoice Billing option is set to No.

When the Suppress Billing checkbox on the CACT table is checked, printing of all invoices and statements for a customer and billing profile combination is prevented, effective immediately. Transactions will continue to update the INVQ, STMTQ, and STATD tables.

Billing can be suppressed on BPRO by changing the Billing Type field drop down menu to No Billing Required. This will prevent any new records from updating the INVQ, STMTQ, and STATD tables. If the Billing Type field is later enabled on the billing profile, billing will begin for new transactions.

Liquidation and Fees

Fees, such as administrative, interest, or late fees, are distinguished on receivable transactions by specifying the line type. On an invoice, fees are presented individually and separate from non-fee charges. On statements, all amounts are summarized by receivable.

Receivables may be liquidated prior to printing the invoice or statement. If an RE based transaction is fully liquidated before the invoice is generated, no invoice will be generated. If a receivable is partially liquidated, the invoice will show the full amount of the charges and include a summary of the liquidations. The total due is the difference. For statements, the receivable and liquidated amount, whether full or partial, is shown.

Changing Billing Type

When the Billing Type field for a billing profile is changed from Statement or Both to Invoice, the Final Statement flag is automatically enabled. The final statement is generated during the Next Statement print process. It includes all activity up to that point in time. All future accounting activity will be included by the invoice generation process.

If the Billing Type field for a billing profile is changed from Invoice to Statement or Both, the system adds all open balances to the STATD table, creating the prior balance for the first statement generated during the next statement period.

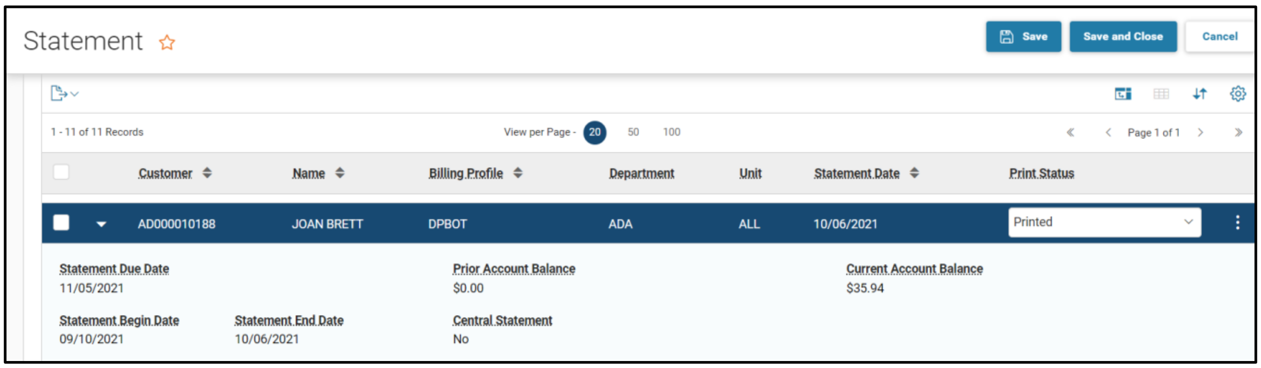
Generate Statements

Statements are created by the centralized Generate Statements batch process, which is run during the nightly cycle. The Generate Statements batch process determines the records to include, produces the statements and register, and provides online indication of records included on the statements.

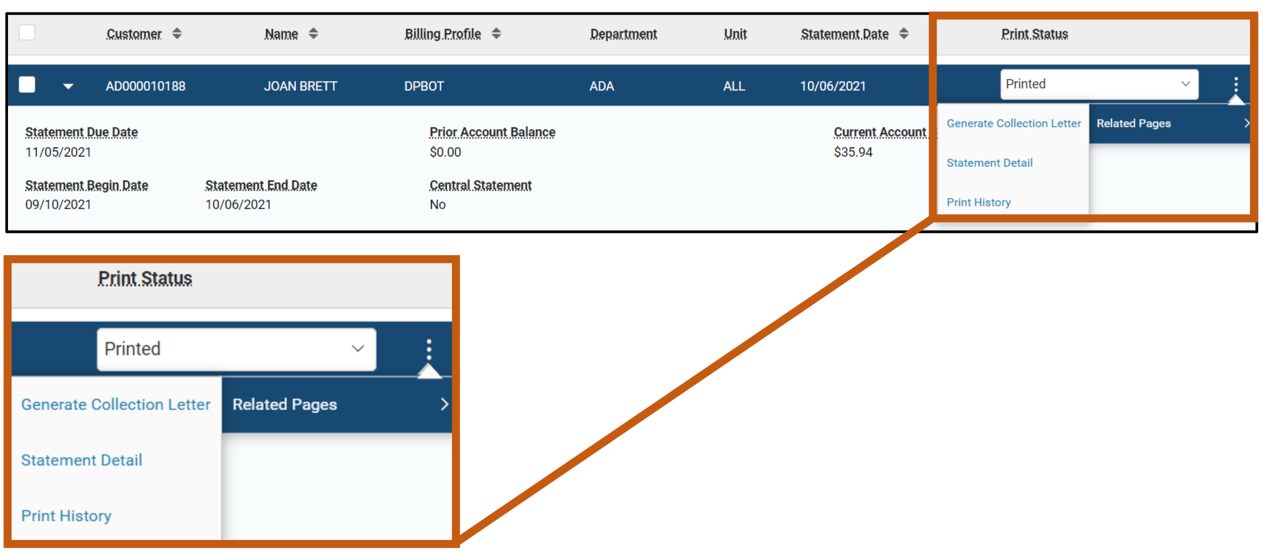
Records chosen by the batch process are based on dates from the BPRO and STATD tables. On the BPRO, records are chosen if the Billing Type field is Statement or Both and the Next Statement End Date field value is less than or equal to the current date. On the STATD, records are chosen if the billing profile was selected, there is no date in the Statement field, and the post date is less than or equal to the billing profile's Next Statement End Date.

Statement Data

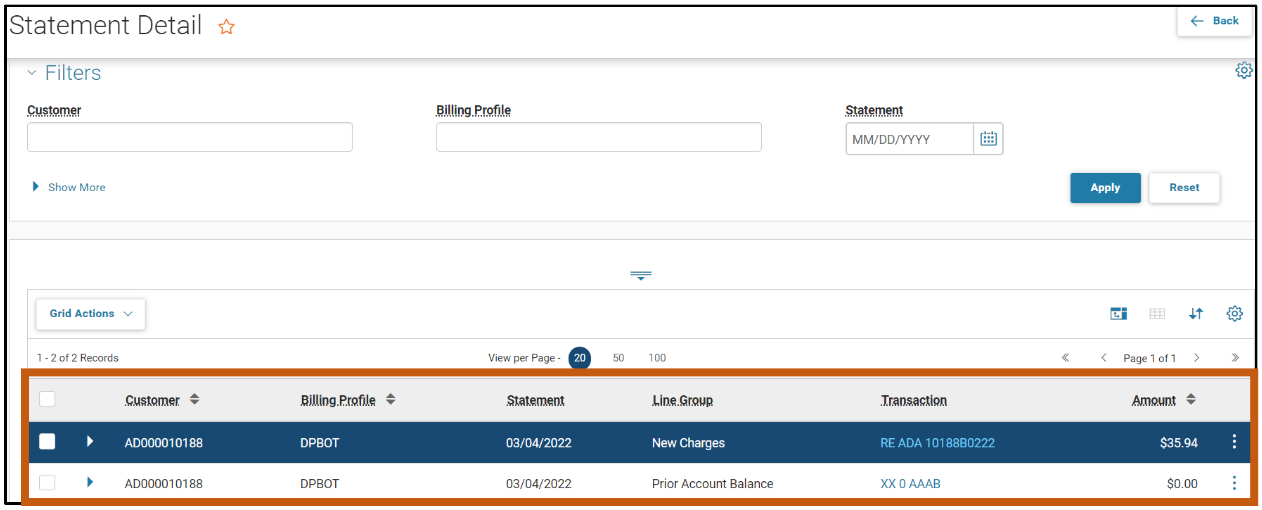
Statements reflect RE, CR, write-off, and Payment Voucher (customer refunds) transaction activity. The transaction activity is reflected on the STMTQ and STATD tables when the BPRO Billing Type field is Statement or Both. STMTQ presents data summarized by customer account and statement date. A distinct record is stored for each statement issued. A record with no statement date relates to data not yet presented on a statement.



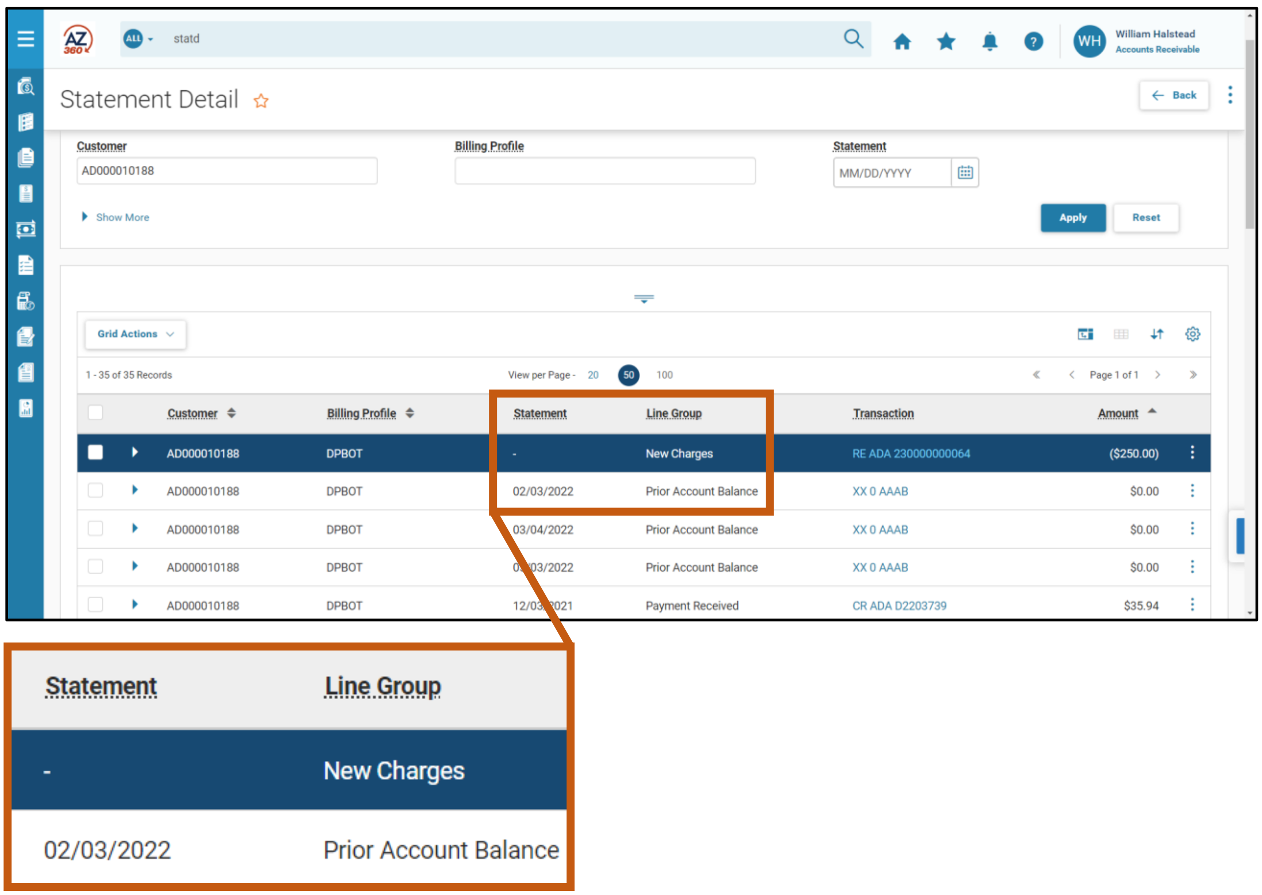
The STATD table stores the transactions that have been (or will be) on a statement. All records with the save value in the Customer, BPRO, Department, Unit, and Statement fields are included in one statement. The statement is blank for items that have not yet been selected by the Statement Generation batch process. To view the statement details, navigate to the STMTQ page, click the 3-dot menu on the blue Vendor line, select Related pages and click Statement Detail.



The transactions included on the statement then generate.



The Statement Generation batch process creates records on the STATD table with the value Prior Account Balance in the Line Group column. These records preserve account balances as of the end of the statement cycle. The Statement field value will be blank (-) for the newest record.



Online Updates

The Statement Generation batch process updates the STATD, STMTQ, BPRO, and Statement Print History (STMTHS) tables.

- STATD – Statement is updated for all selected records and a new prior account balance record is added.
- STMTQ – A new record is inserted for the customer account and statement date with a print status of Printed.
- BPRO – The Last Statement End Date, Next Statement End Date, and Next Statement Print Date fields are updated.
- STMTHS – A new record is inserted that records the statement printing.

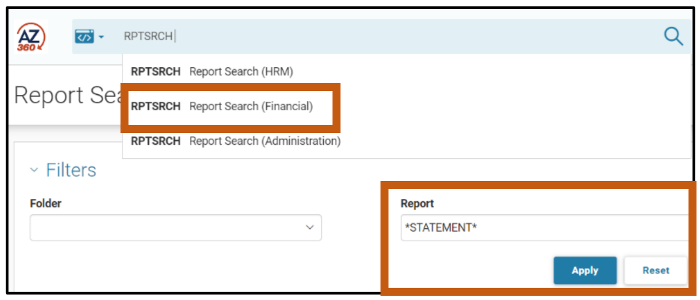
Statements and Reports

The Statement Generation batch process produces a statement register report, statements, and a PDF file of the statements. The statement register lists all statements issued, including original and replacement statements. The register also identifies statements that would normally be generated however, were not because either the generation was suppressed or the balance was below the agency specific minimum.

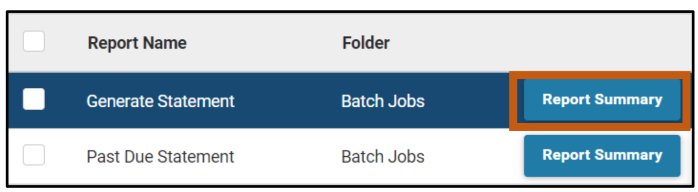
The statements produced can be accessed by the following steps:

1. Navigate to the **RPTSRCH: Report Search (Financial)** page using the Global Search menu.

2. In the **Report** field, enter **Statement** and click **Apply**.



3. In the grid that generates, on the **Generate Statement** blue line, click **Report Summary**.

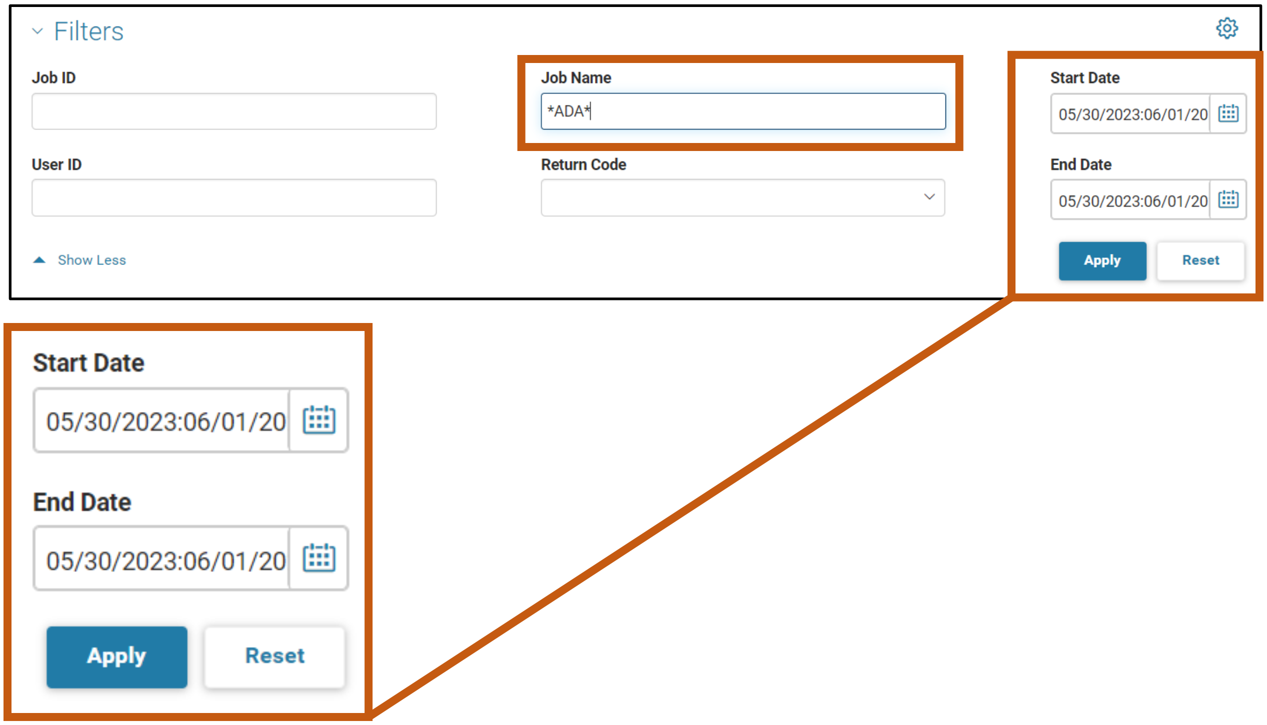


4. Limit search results on the Filters screen by entering values in the various fields.

   a. Users can enter their agency 3-digit code preceded and followed by wildcard "*" to help limit search results.

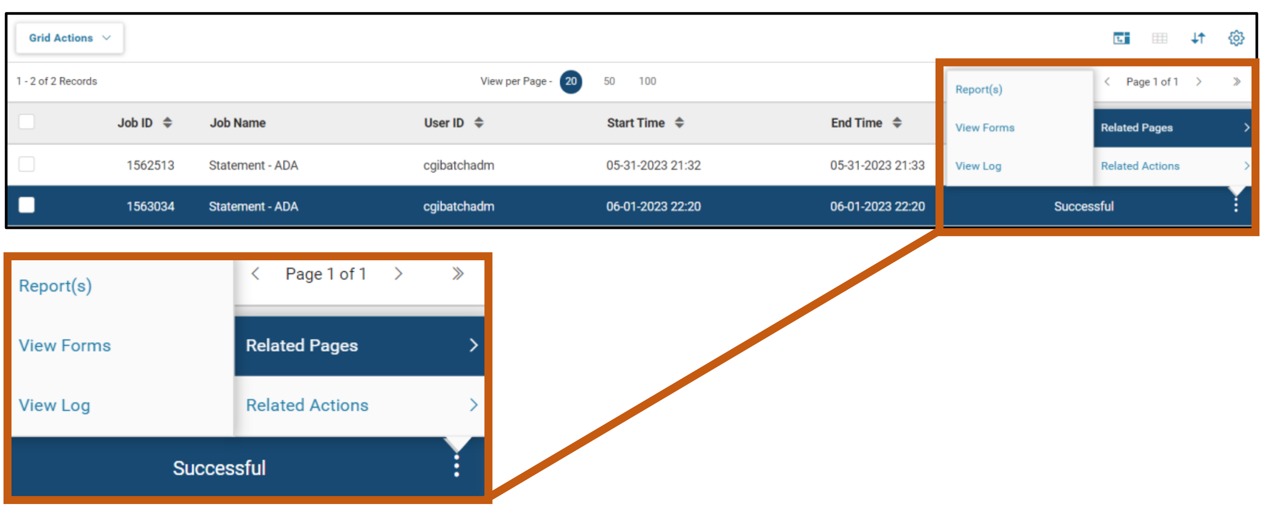
   b. Users can specify a date range in the Start Date and End Date fields by using the ":" wildcard feature.

5. Click **Apply**.

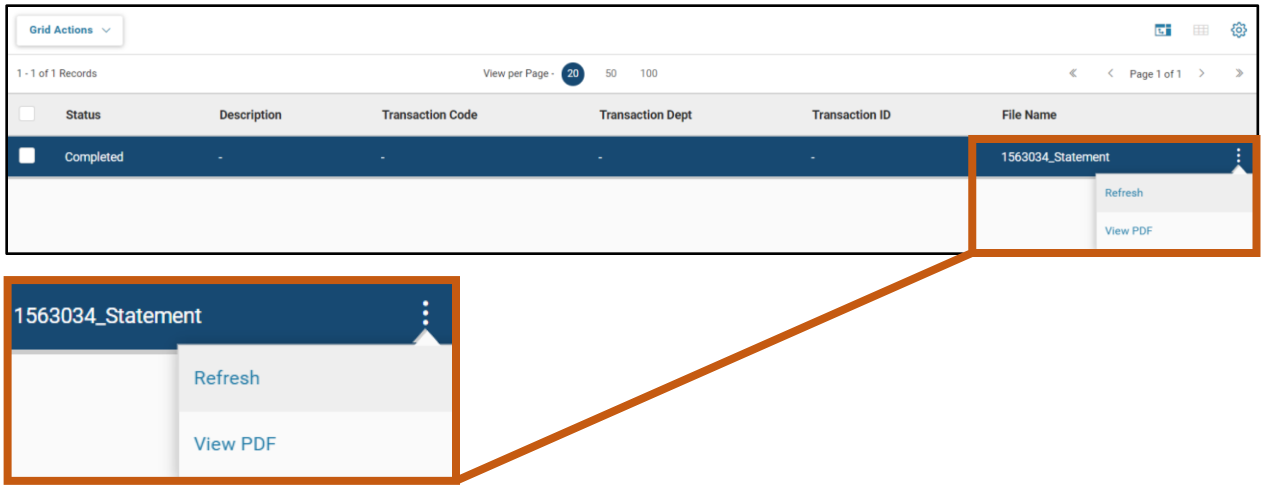


6. The available statements will generate in the grid at the bottom of the screen.

7. Click on the blue Statement **row 3-dot** menu, select **Related Pages**, and click **View Forms**.

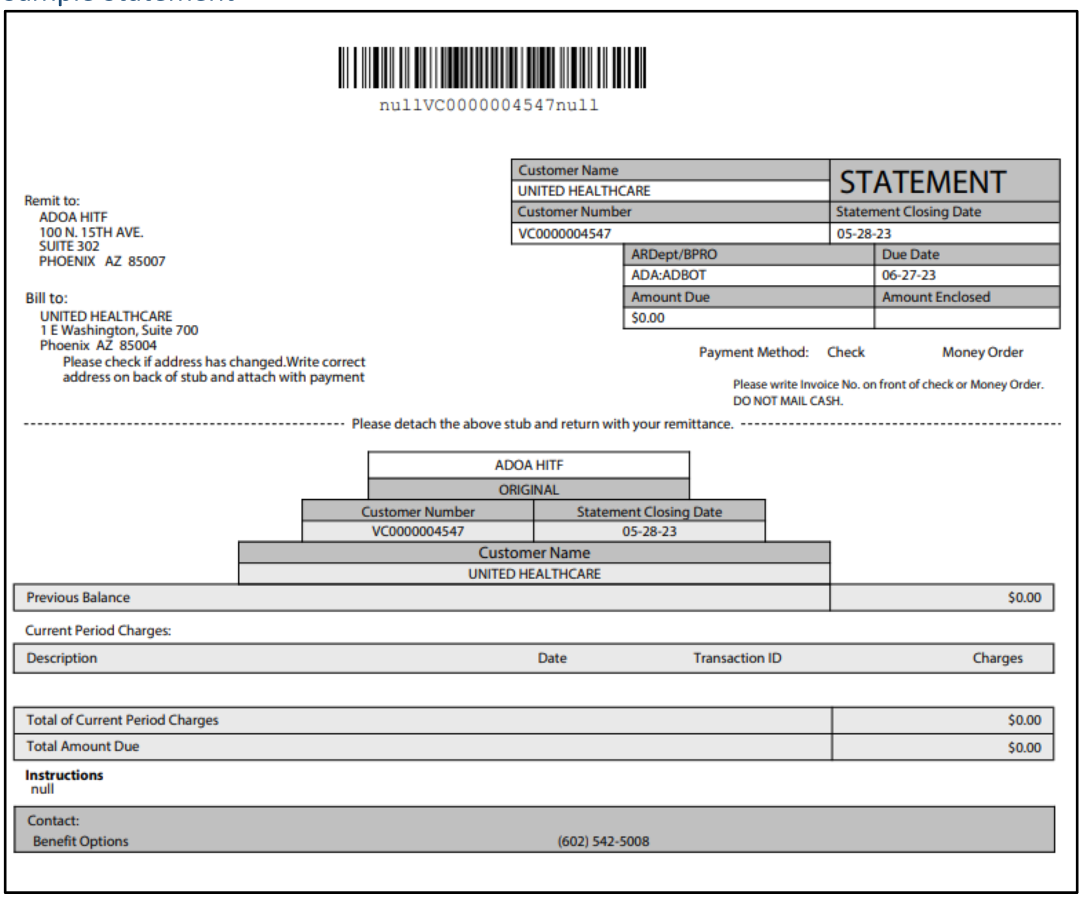


8. On the **View Forms** page, click the **row 3-dot** menu, click **View PDF**.



9. A PDF version of the statement will generate at the bottom of the screen.

Sample Statement



nullVC0000004547null

Customer Name	STATEMENT
UNITED HEALTHCARE	
Customer Number	Statement Closing Date
VC0000004547	05-28-23
ARDept/BPRO	Due Date
ADA:ADBOT	06-27-23
Amount Due	Amount Enclosed
$0.00	

Remit to:
ADOA HITF
100 N. 15TH AVE.
SUITE 302
PHOENIX AZ 85007

Bill to:
UNITED HEALTHCARE
1 E Washington, Suite 700
Phoenix AZ 85004
Please check if address has changed.Write correct address on back of stub and attach with payment

Payment Method: Check Money Order

Please write Invoice No. on front of check or Money Order.
DO NOT MAIL CASH.

Please detach the above stub and return with your remittance.

ADOA HITF
ORIGINAL

Customer Number	Statement Closing Date
VC0000004547	05-28-23

Customer Name
UNITED HEALTHCARE

Previous Balance	$0.00

Current Period Charges:

Description	Date	Transaction ID	Charges

Total of Current Period Charges	$0.00
Total Amount Due	$0.00

Instructions
null

Contact:
Benefit Options (602) 542-5008

Generate Invoices

Invoices are created by the centralized Generate Invoices batch process which is run during the nightly cycle. The Generate Invoices batch process determines the records to include, produces the invoices and register, and provides an online indication of the invoices produced.

Records chosen by the batch process are based on values from the BPRO and INVQ table. On BPRO, records are chosen when the billing type is either Invoice or Both. On the INVQ, records are chosen when the billing profile was selected, the print status is Original Pending, Modified Pending, or Replacement Pending, and the outstanding amount of the RE is greater than zero.

Invoice Data

Invoices reflect RE based transaction activity. The transaction activity is reflected on the INVQ table when the BPRO billing type is Invoice or Both. Each RE becomes an Invoice and the RE based transaction number is the invoice number. When the RE is posted to the INVQ table, the print status is Original Pending. This status indicates that the invoice has not yet been produced for the RE.

Online Updates

The Invoice Generation batch process updates both the INVQ and the Invoice Print History (INVHS) tables.

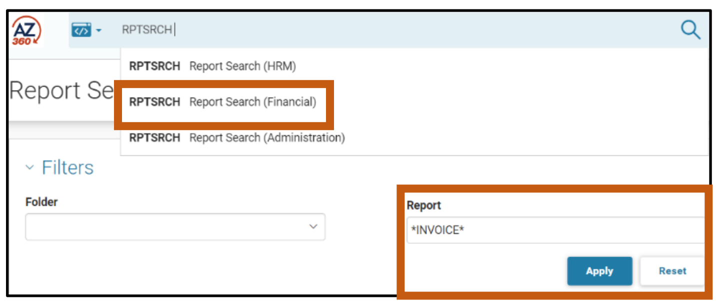
- INVQ – Updated to show the new print status.
- INVHS – A new record is added for each invoice printed that shows the form, printed date, and the customer's address.

Invoices and Reports

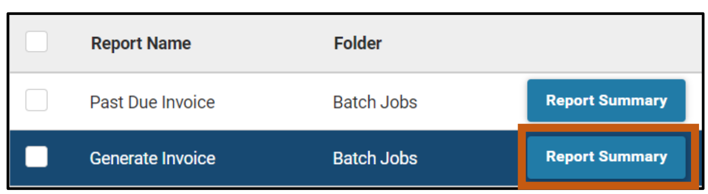
The Invoice Generation batch process produces an invoice register report, invoices, and a PDF file of the invoices. The invoice register lists all invoices issued, including original and replacement invoices. The register also identifies invoices that would normally be generated however, were not because either the generation was suppressed or the balance was below the minimum.

The invoices produced can be accessed by the following steps:

1. Navigate to the **RPTSRCH: Report Search (Financial)** page using the Global Search menu.
2. In the **Report** field, enter *Statement* and click **Apply**.



3. In the grid that generates, on the **Generate Invoice** blue line, click **Report Summary**.

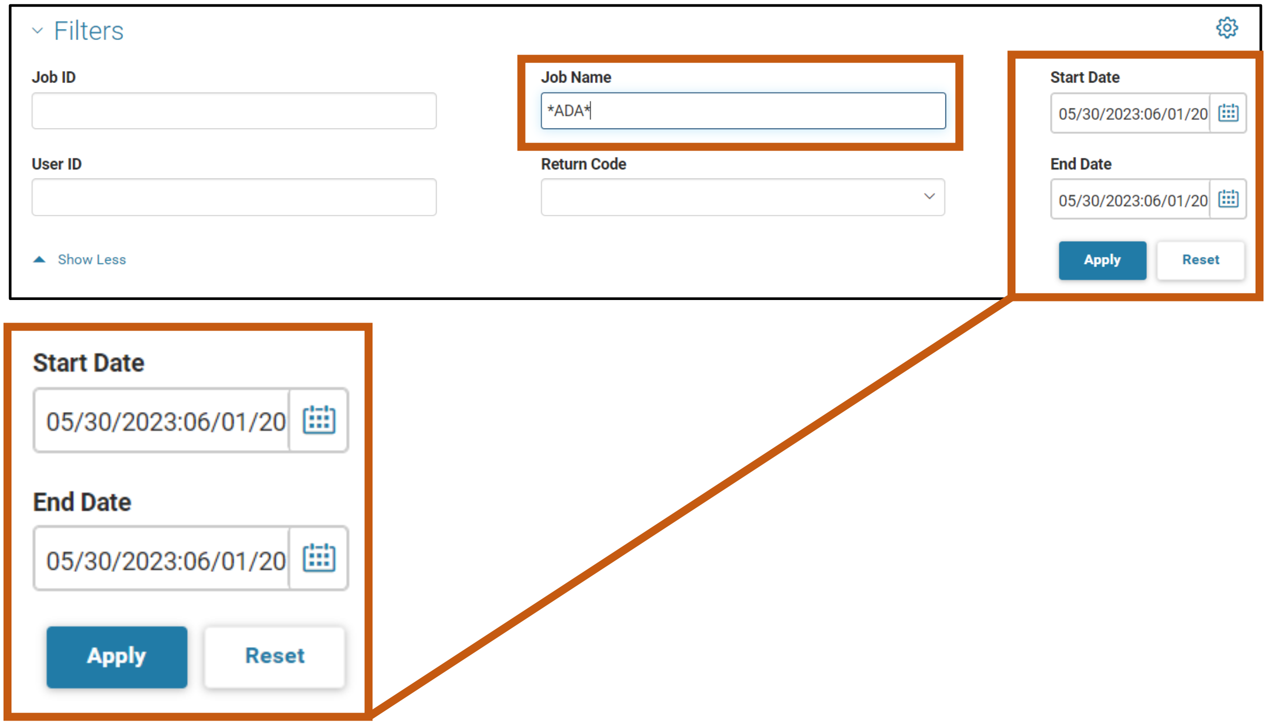


4. Limit search results on the Filters screen by entering values in the various fields.

    a. Users can enter their agency 3-digit code preceded and followed by wildcard "*" to help limit search results.

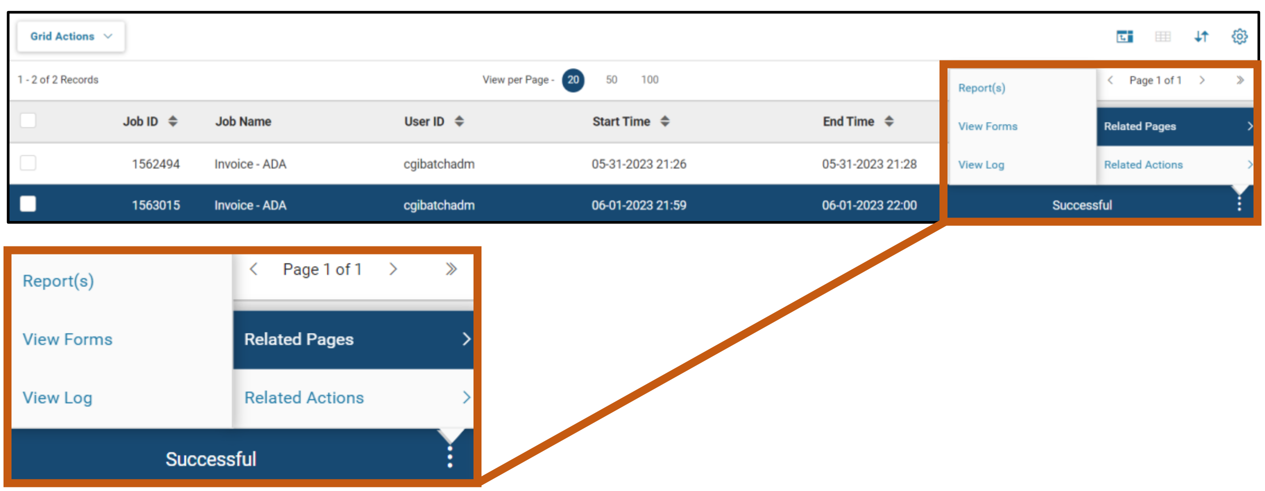
    b. Users can specify a date range in the Start Date and End Date fields by using the ":" wildcard feature.

5. Click **Apply**.

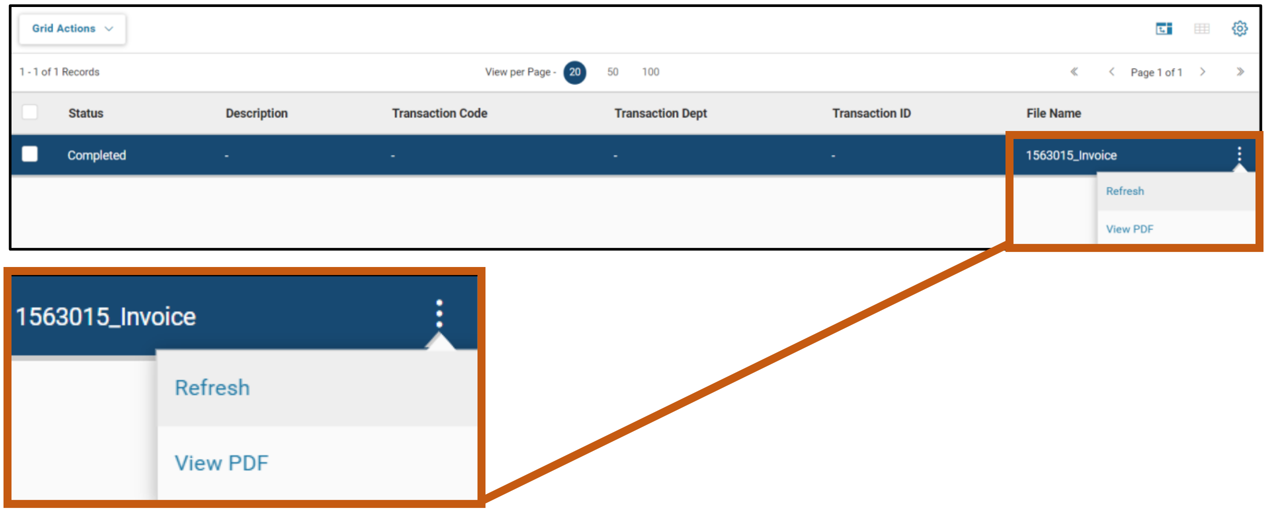


6. The available invoices will generate in the grid at the bottom of the screen.

7. Click on the blue Invoice **row 3-dot** menu, select **Related Pages**, and click **View Forms**.



8. On the **View Forms** page, click the **row 3-dot** menu, click **View PDF**.



9. A PDF version of the invoice will generate at the bottom of the screen.

Sample Invoice

nu1110000B0123AD000010000

INVOICE

Customer Name		
DENNIS W CORRAL		
Customer Number	Invoice Number	Invoice Date
AD000010000	10000B0123	06-01-23
	ARDept/BPRO	Due Date
	ADA:DPBOT	02-18-23
	Amount Due	Amount Enclosed
	$0.00	

Remit to:
ADOA HITF
100 N. 15TH AVE.
SUITE 302
SUITE 302
PHOENIX AZ 85007

Bill to:
DENNIS W CORRAL
5509 S IRVING DR
TUCSON AZ 85706

Please check if address has changed.Write correct address on back of stub and attach with payment

Payment Method: Check Money Order

Please write Invoice No on front of check or Money Order.
DO NOT MAIL CASH

---------- Please detach the above stub and return with your remittance. ----------

ADOA HITF
ORIGINAL

Customer Name	Customer Number	Original Invoice Date	Original Due Date
	AD000010000	06-01-23	02-18-23
		Invoice Number	Invoice Date
DENNIS W CORRAL		10000B0123	06-01-23

Invoice Charges

Ref Line No.	Description	Billing Date	No. Of Units	Unit of Measure	Unit Price	Charges/Credits
1	DLDR2 DELTA DENTAL RETIREE & ADULT JAN 2023	01-19-23				$75.63
2	ASRS SUBSIDY JAN 2023	01-19-23				($75.63)
					Total Invoice Charges	$0.00

Other Charges

Description	Date	Charges
	Total Other Charges	
Credit Payments Applied		$0.00
Total Amount Due		$0.00

Additional Notes:

Instructions

Contact:
Benefit Options (602) 542-5008 benefitissues@azdoa.gov

Reprint Statements or Invoices

In order to reprint previously printed statements or invoices, the Print Status field for the record must be modified. For invoices, the record can be located on the INVQ table. For statements, the record can be located on the STMTQ table. Once the record is located, the Print Status field can be changed to Replacement Pending. This causes the record to be selected by the Generate Invoices and Statements batch jobs.

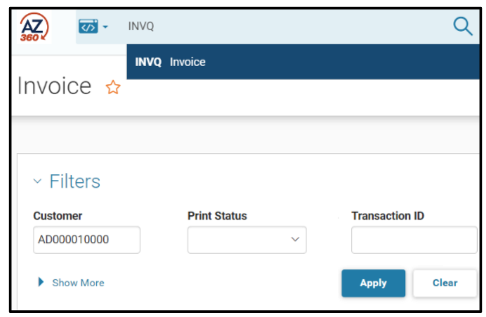
Generate or Reprint Invoices – Online

The on-demand print process allows users to print from a receivable transaction. The on-demand print process changes the print status on the INVQ table to Printed and records information about the receivable, including the user ID of the user who requested the on-demand print, on the INVHS table. Suppressed invoices can also be printed online.

The on-demand invoice print process can be completed by the following steps:

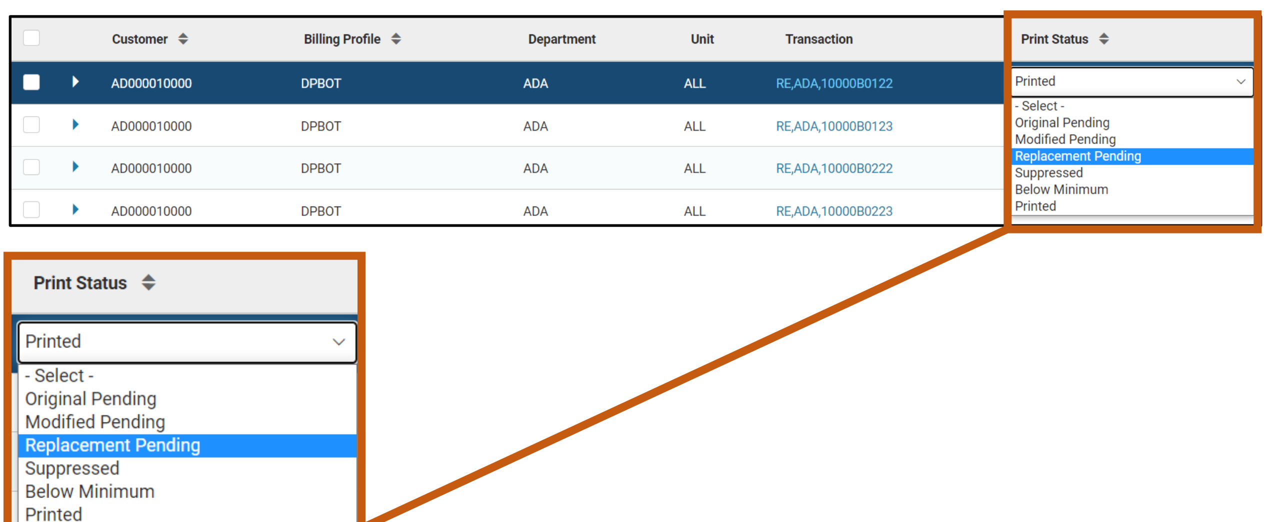
1. Navigate to the **INVQ: Invoice** page using the Global Search menu.

2. In the **Customer** field, enter the customer number for the customer whose invoice is being researched and click **Apply**.

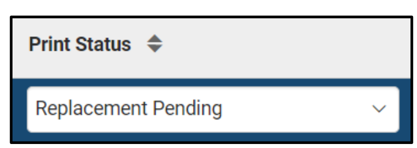


3. In the grid that generates, locate the RE transaction in question that has Print Status: Printed.

4. In the **Print Status** field, update **Printed** to **Replacement Pending** using the drop down menu.

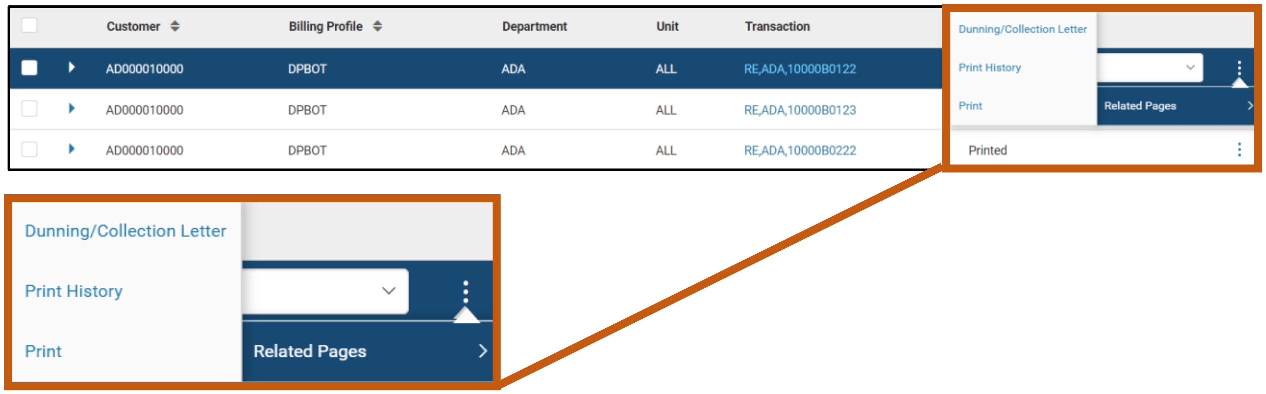


5. Click **Save**. The Print Status has now updated to Replacement Pending.

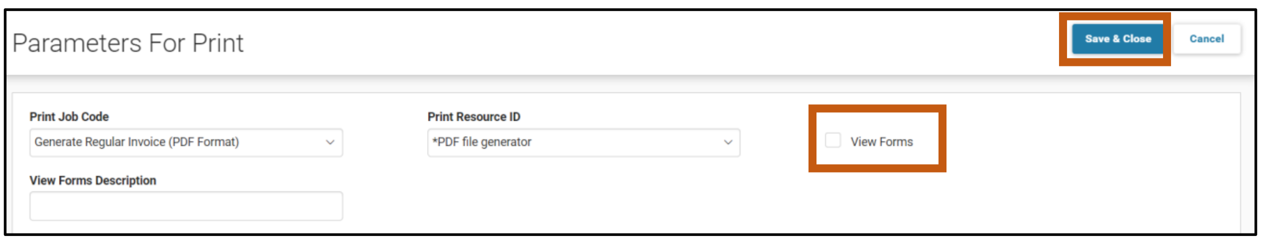


Note: Invoices can only printed that are in Replacement Pending status.

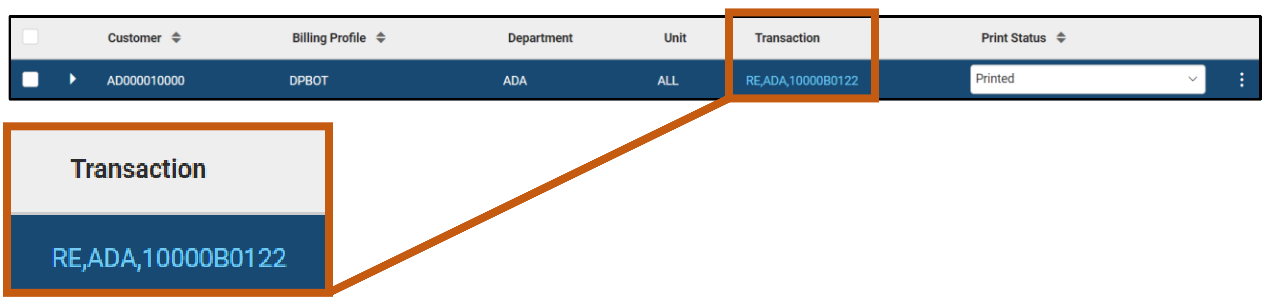
6. Click on the blue Invoice **row 3-dot** menu, select **Related Pages**, and click **Print**.



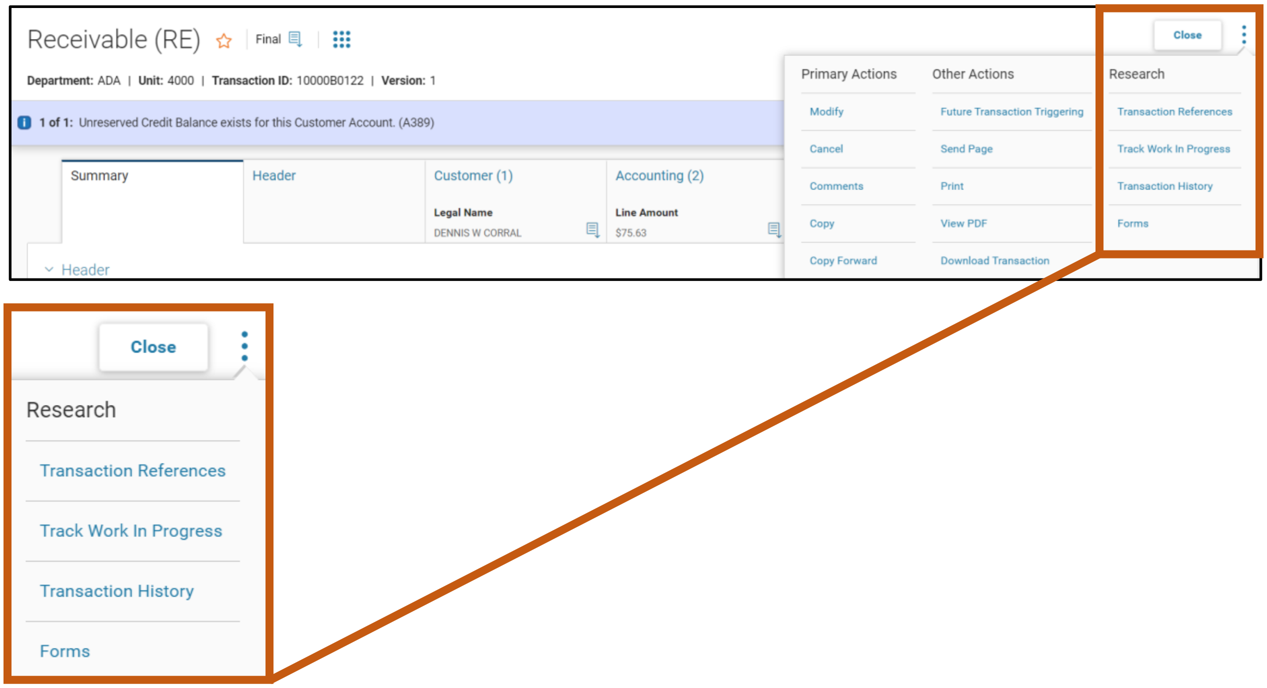
7. On the **Parameters For Print** screen that generates, select the **View Forms** checkbox and click **Save & Close**.



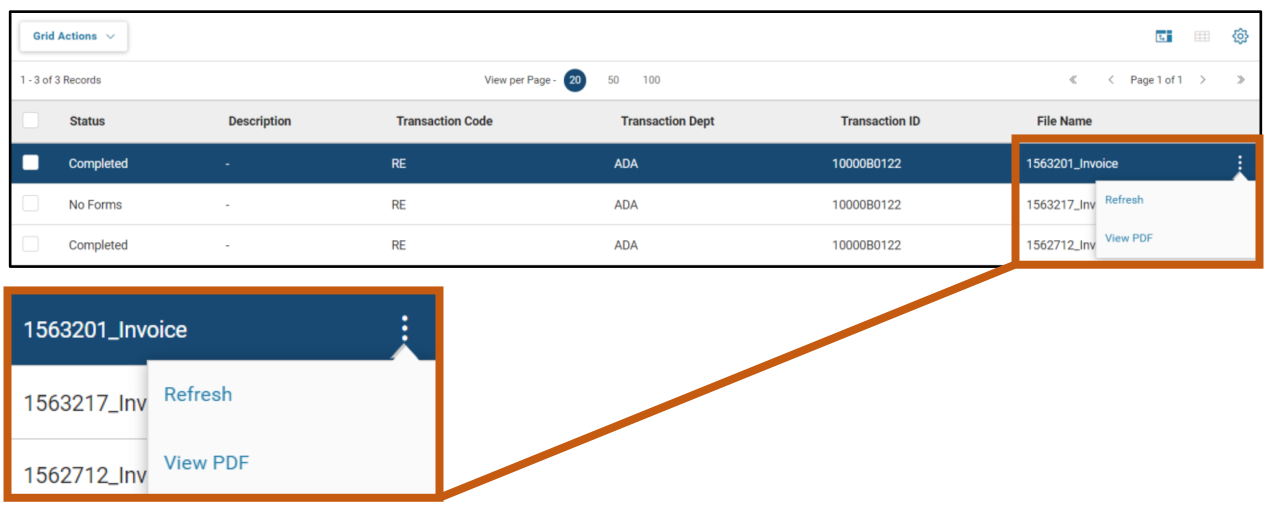
8. Click on the RE hyperlink in the Transaction column.



9. On the RE transaction that generates, click the Page 3-dot menu and under Research click Forms.



10. Select the desired invoice, and on the **Row 3-dot** menu, click **View PDF**.



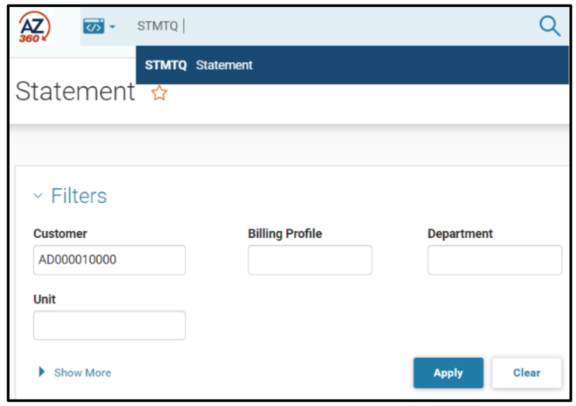
Generate or Reprint Statements – Online

Statements can only be printed or reprinted through the Generate Statements batch process and not though an on-demand print process. Users can select a statement to be added to the Statement Generation batch process by using the STMTQ table. Once the overnight batch process has completed, the user can then access a PDF copy of their reprinted statement by following the RPTSRCH steps detailed previously in this section.

The statement re-printing process can be completed by the following steps:

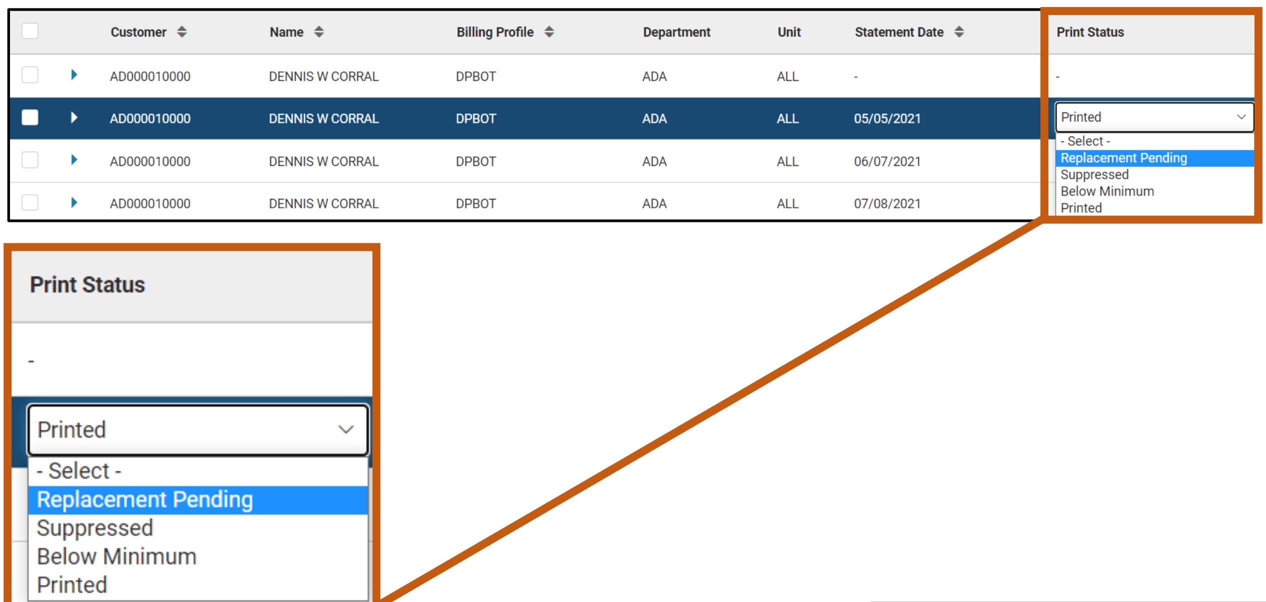
1. Navigate to the **STMTQ: Statement** page using the Global Search menu.

2. In the **Customer** field, enter the number for the customer whose statement is being researched and click **Apply**.

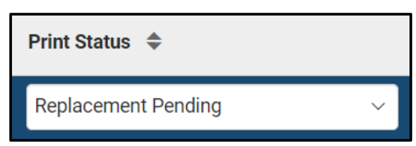


3. In the grid that generates, locate the record in question that has Print Status: Printed.

4. In the **Print Status** field, update **Printed** to **Replacement Pending** using the drop down menu.



5. Click **Save**. The Print Status has now updated to Replacement Pending.



Note: Statements can only printed that are in Replacement Pending status.

6. Once the overnight Statement Generation process has completed, the statement can be printed from the RPTSRCH page following the steps highlighted earlier in this section.

Collections Processing

Section Objectives

In this section, the following processes are introduced:

- Identify the collection processing control setup.
- Review the tracking of collection activities.
- Review the tracking of delinquent accounts.
- Manage past due statements and invoices.
- Examine the finance charge setup and application process.
- Examine the payment plan setup and generation process.

Section Overview

Collection processing in AZ360 refers to the capability of the system to issue past due statements and invoices, apply finance charges, refer an account to a collection agency, and institute payment plans. These features can be applied individually or in combination with each other.

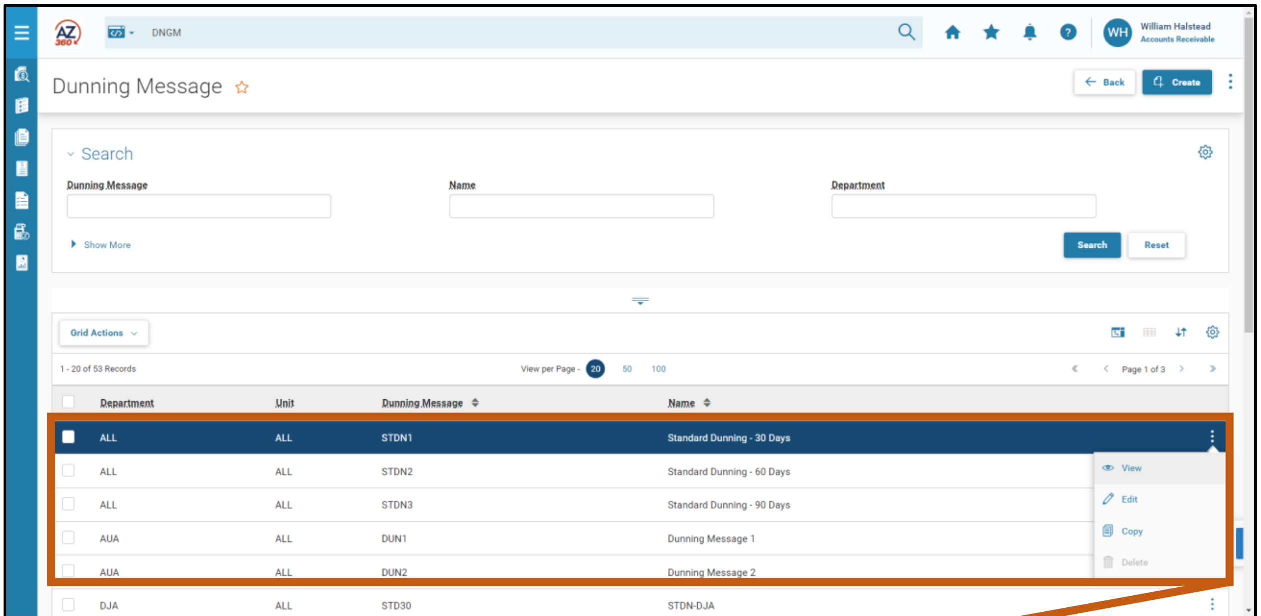
Setup Collection Processing Controls

Collection controls that define the collection process for past due receivables are set up on several individual tables: The Dunning Message (DNGM), Collection Letter (COLL), Collection Control (COLLC), and Collection Agency Agreement (COLLA) tables. In addition, finance charges are setup on the Finance Charge Eligibility (FCEG) and Finance Charge Setup (FNCHG) tables.

Past Due Notices and Collection Letters

The DNGM table stores all of the possible messages that can be sent to customers with past due accounts. The COLL table is used to create and store collection letters that can be sent to customers with past due accounts. Each record on the DNGM and COLL tables can be made available by department and unit, or to ***ALL*** departments and/or units within an agency.

On the DNGM table, clicking on the 3-dot menu of the desired Dunning Message blue line and selecting View, the text of the message is viewable.



Department	Unit	Dunning Message
ALL	ALL	STDN1

Name
Standard Dunning - 30 Days

Dunning Message Text
Your payment is 30 days past due. Please remit payment for the referenced invoice immediately.

The COLLC table is used to configure the combination of dates and messages or letters to be used. The COLLC defines a collection cycle schedule that establishes when collection activities should occur in terms of the number of days the payment is past due. The collection activity is indicated by selecting either a value from the DNGM or COLL table in the corresponding field.

The state has established a Standard Collection Cycle (STCYC) with the following dunning messages:

- STDN1 - 30 days
- STDN2 - 60 days
- STDN3 - 90 days

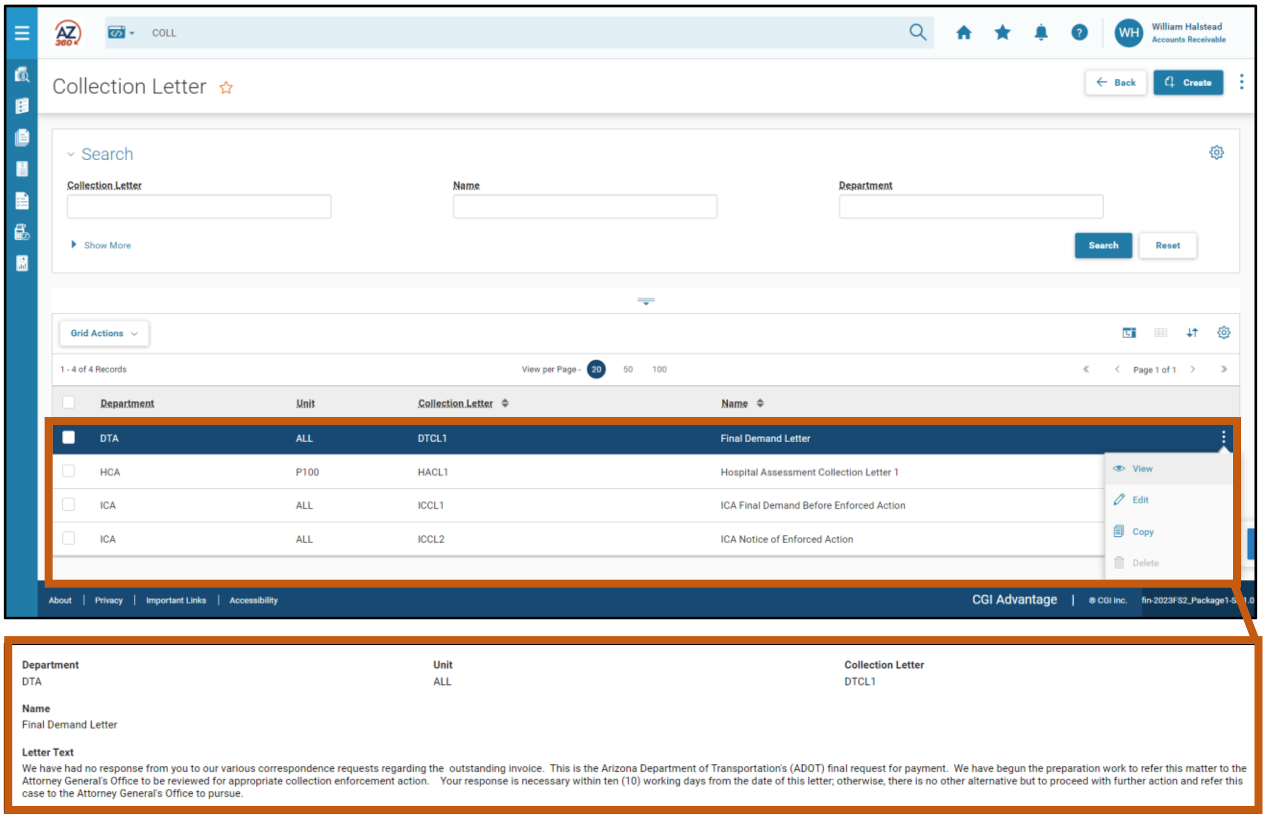
If the billing type is set to Both on the billing profile, both an invoice and statement are created. The statement will contain dunning messages if there are outstanding amounts that meet the COLLC time frames for adding these dunning messages. Also, if the department uses collection letters, these are generated based on the timing specified on the COLLC table.

If the billing type is set to Invoice, an invoice and a past due invoice are created. The past due invoices will generate based on the timeframe specified in the COLLC table. If the department uses collection letters, these will generate, based on the timing specified on the COLLC table. The past due statement is actually the collection letter.

The centralized Past Due Invoice batch job runs on a nightly basis, as well as on request, and generates a past due notice or collection letter for each invoice that meets the Collection Control criteria for a collection cycle. The INVQ and INVHS tables are updated after the batch job has run.

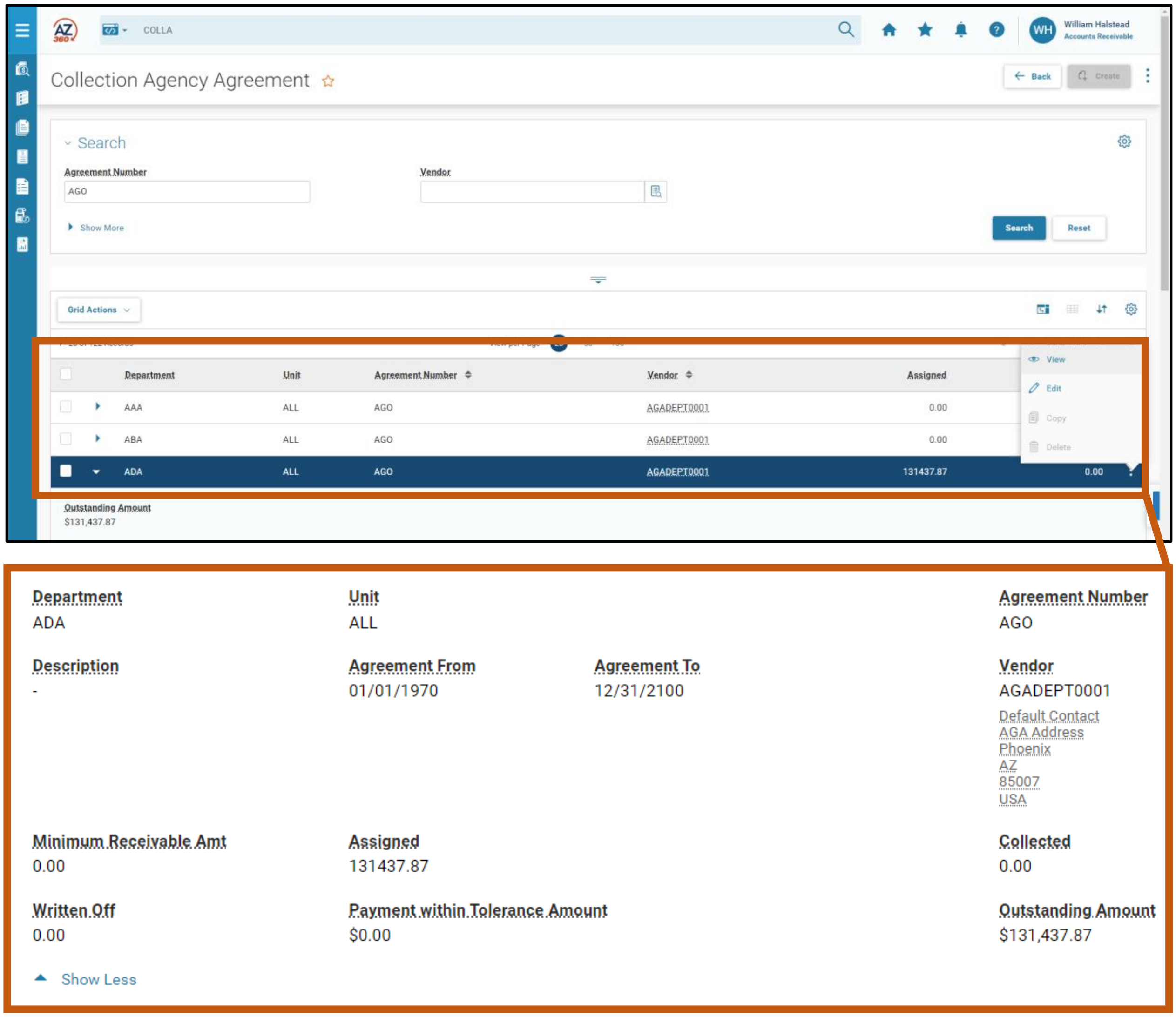
The past due notice/collection letter provides the overdue balances for a single invoice. Details on the notice include the customer name, customer number, invoice number, billing address, past due amount, late fee, interest charge, and other charges and the dunning message text. If the department determines the printed notice/letter is correct, the notification is sent to the customer.

The past due notice/collection letter can be viewed on the Collection Letter (COLL) table. By clicking on the 3-dot menu of the desired Collection Letter blue line and selecting View, the text of the collection letter is viewable.



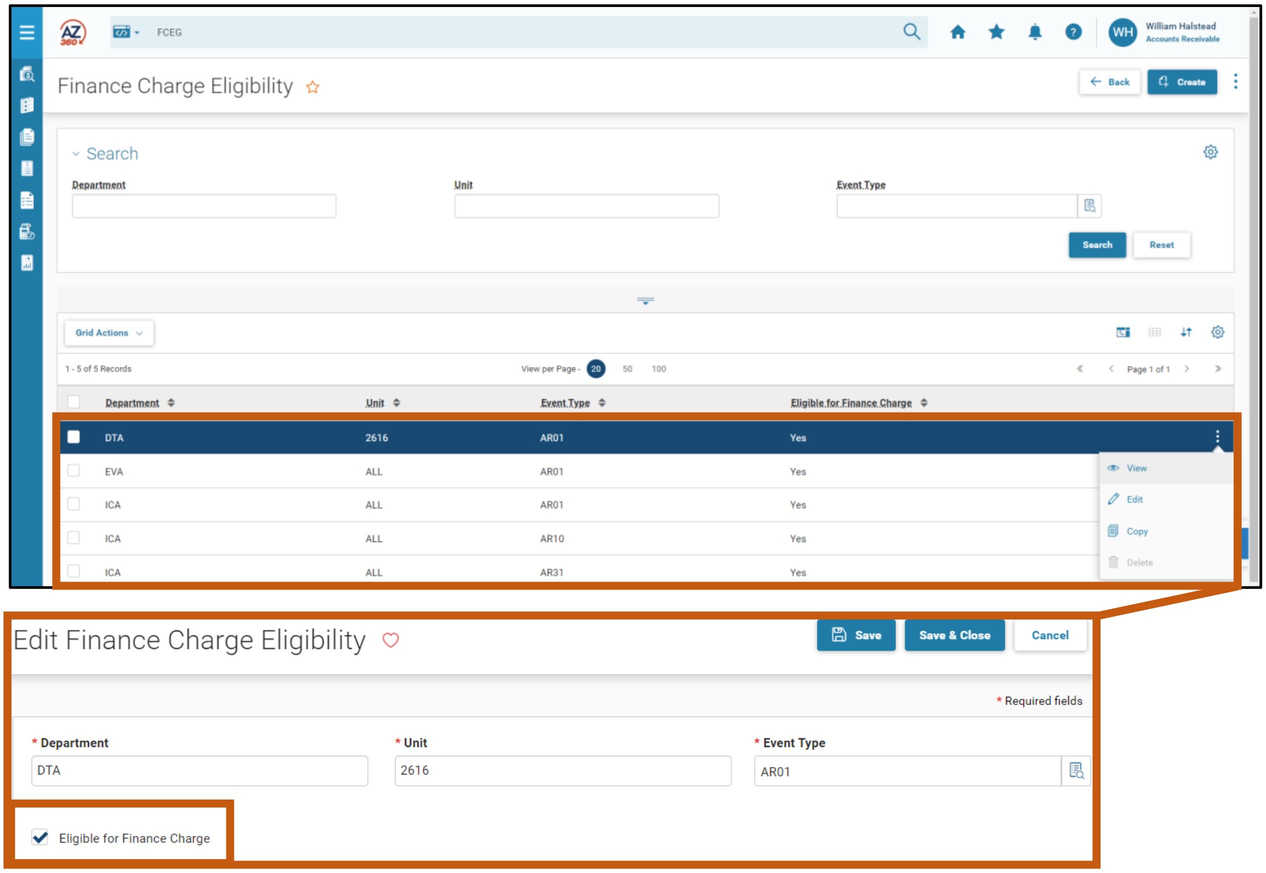
Collection Agency Agreements

Each record on the COLLA table is called a collection agreement. The COLLA defines the vendors that are contracted with the state to take over collections. The collection agreement may be available to a specific department or unit, or available for ***ALL*** agencies to use, like the Office of Attorney General's Collection Agreement (AGO). The duration of the collection agreement is enforced on the COLLA table. The COLLA table tracks the value of all receivables referred to the vendor and the amount collected. These amounts can be viewed by clicking on the 3-dot menu of the desired collection agreement number and selecting View.

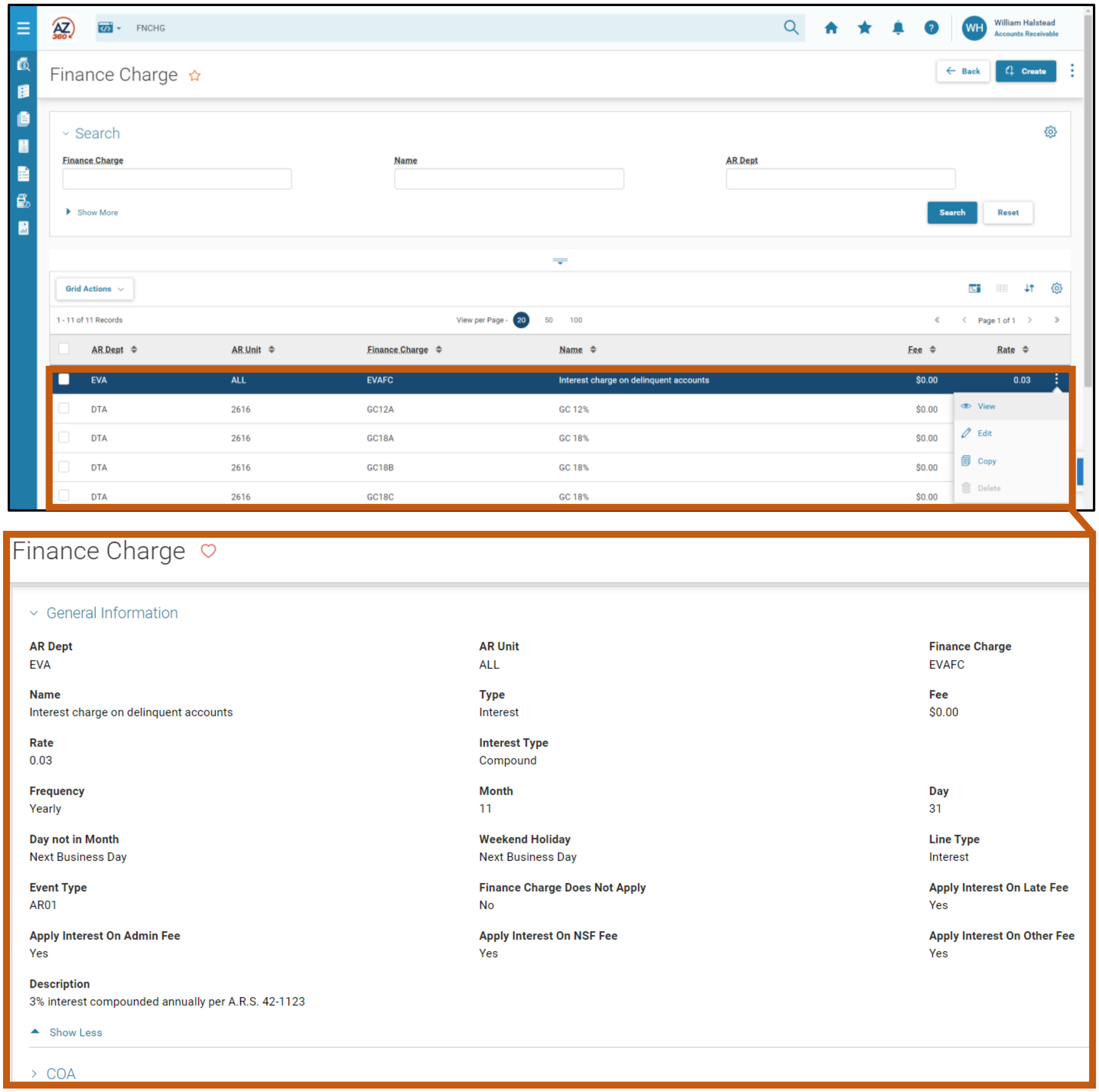


Finance Charges

The FCEG table makes event types eligible for the finance charge process. Event type eligibility is further controlled by department and unit. In order for a record to be eligible, the Eligible for Finance Charge checkbox must be checked. This checkbox can be accessed by clicking on the 3-dot menu of the desired finance charge eligibility blue line and selecting View.



The FNCHG table defines finance charge codes and interest type (simple or compound). The schedule must be defined using a frequency while other values that support the schedule are also required. The FNCHG also includes COA fields to define the account to which finance charges will be applied through the finance charge process. By clicking on the 3-dot menu of the desired finance charge blue line and selecting View, the full details are viewable.



Track Collection Activities

The CUSTS and CUSTA tables track the status of REs, CRs, and collection activities. The CUSTS table summarizes all activity for the customer across all billing profiles, while the CUSTA table summarizes the customer activity by billing profile, department, and unit. Both the CUSTS and CUSTA tables include the same result fields.

Both the CUSTS and CUSTA tables have a Credit History section. The fields in this section keep track of collection activities recorded in AZ360.

Track Delinquent Accounts

Use reports to track the status of customer payments. The reports display similar receivable information presented in a different manner. There is a list of available reports in the Accounting Receivable (AR) Reporting section of this manual.

Apply Finance Charges

AZ360 automatically applies finance charges through the Finance Charge chain job. Finance charges are applied to open, past due receivable lines when the event type is defined as eligible on the FCEG table ***and*** the finance charge fees are indicated on the SOPT, BPRO, or Revenue Source (RSRC) tables. Finance charges can also be applied manually to an RE transaction. The Finance Charge chain job will not automatically apply finance charges after a receivable has been referred to collections by referencing the RE based transaction on a CL transaction.

Finance Charge Chain Job

The Finance Charge chain job creates a new version of the RE transaction. The amount of the finance charge is calculated based on the fee or rate on the FNCHG table. The calculated finance charges are summarized by event type, line type, and accounting elements from the FNCHG and then added to the RE. The new version of the RE is automatically submitted. This modified RE updates the INVQ and/or Statement (STMTQ, STATD) tables. An invoice and/or statement will be generated as scheduled.

Finance Charge Manual Process

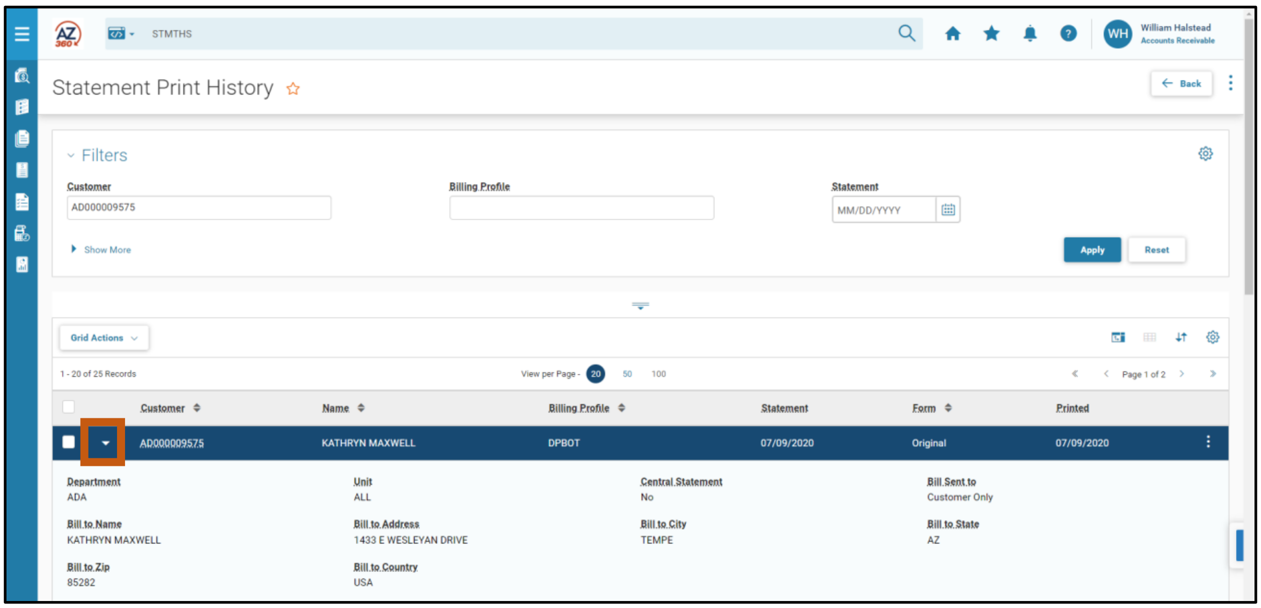
Finance charges can also be manually added to a receivable by modifying the RE based transaction and adding a new line for the finance charges. No manually entered finance charges on the RE are compared to the values in the FCEG and FNCHG tables. These tables are only used for the process whereby finance charges are automatically applied.

Manage Past Due Statements

AZ360 automatically generates past due notices and collection letters in order to notify customers of overdue account balances. A past due statement is generated when:

- A customer has an unpaid balance.
- The unpaid balance is overdue by the number of days indicated on the collection cycle.
- The billing type is Statement or Both.
- Suppress Past Due checkbox on the CACT is not checked.

The past due statement is actually the collection letter. The Past Due Statement batch process creates the past due statements. Each past due statement includes phrasing to distinguish it from the original statement. Overdue receivables are identified with the original due date and payment instructions. The STMTHS table is updated to record the printing of a collection letter or past due notice. To view the past due statement, click the Expand caret on the blue Vendor line.



Referral to Collection Agency (CL) Transactions

Section Objectives

In this section, the following processes are introduced:

- Create a CL transaction.
- Review the batch process for creating CL transactions.
- Review the modification and cancellation of CL transactions.
- Research collection transactions.

Section Overview

When an RE transaction is past due, the collection process can begin. An RE can be used as a reference for a CL.

Create a CL Transaction

CL transactions are created manually by using the Copy Forward feature from an RE. When copying forward to manually create a CL, all of the information from the referenced RE is copied into the CL. There is no data entry required on a CL. Information in the Header tab can be modified or added to, if necessary.

The AR module in AZ360 allows an agency to record receivables through an RE and tracks these receivables throughout the AR lifecycle. If an RE becomes past due, the RE can be copied forward to a CL to denote that this debt is in collection and is being pursued by a collection unit within the agency, or by the Office of Attorney General. If the collection efforts are not successful, the CL transaction can be written off by being copied forward to a CLADJ transaction to remove the receivable and reduce agency revenue in AZ360. If it is known that an RE is uncollectible, this transaction can alternatively be copied forward right to a CLADJ transaction.

This manual includes instructions for processing a CL transaction and a CLADJ transaction. However, if the write-off request involves a Non-Sufficient Funds (NSF) receivable, follow the instructions in QRG **Handling an NSF** or QRG **Processing Receivable Adjustment - CLADJ Transaction** available at: https://gao.az.gov/resources/training/gao-training-resources. When complete, the CL transaction, is validated and submitted to workflow for approval following the process outlined above.

Once a CL transaction is processed, AZ360 does not charge additional interest, late fees, and other finance charges to the receivable. These charges may be applied manually, if necessary.

Below is an example of how to copy forward a CL transaction.

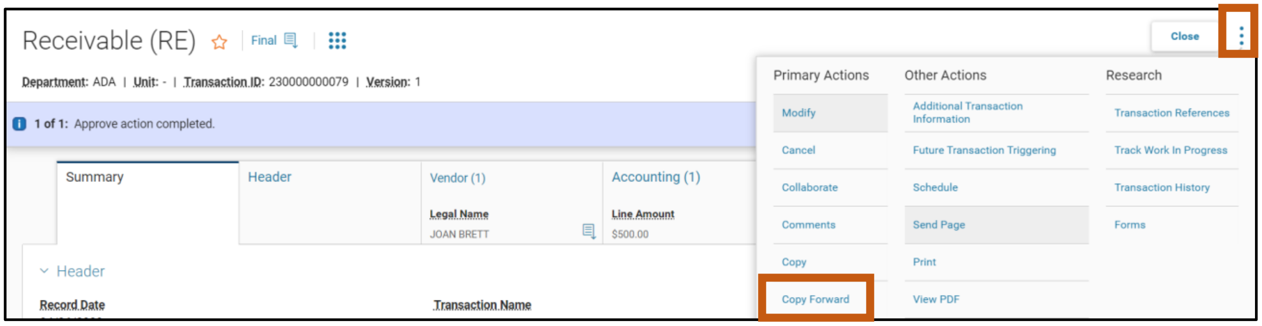
Create a CL Transaction Using Copy Forward
Scenario 1.
There is a bankruptcy on a receivable; refer it to the collection group for special handling.

Log in to the AZ360 **Home Page**. Search for an existing RE that is to be copied forward.

1. Complete the steps from the “Setup a Recurring RE Transaction” scenario to locate the Final Phase RE transaction that has been deemed uncollectable. The transaction will open to the Header tab.

Copy Forward the RE transaction to a CL transaction.

1. Click the **Page 3-dot** menu, select **Copy Forward** from Primary Actions.

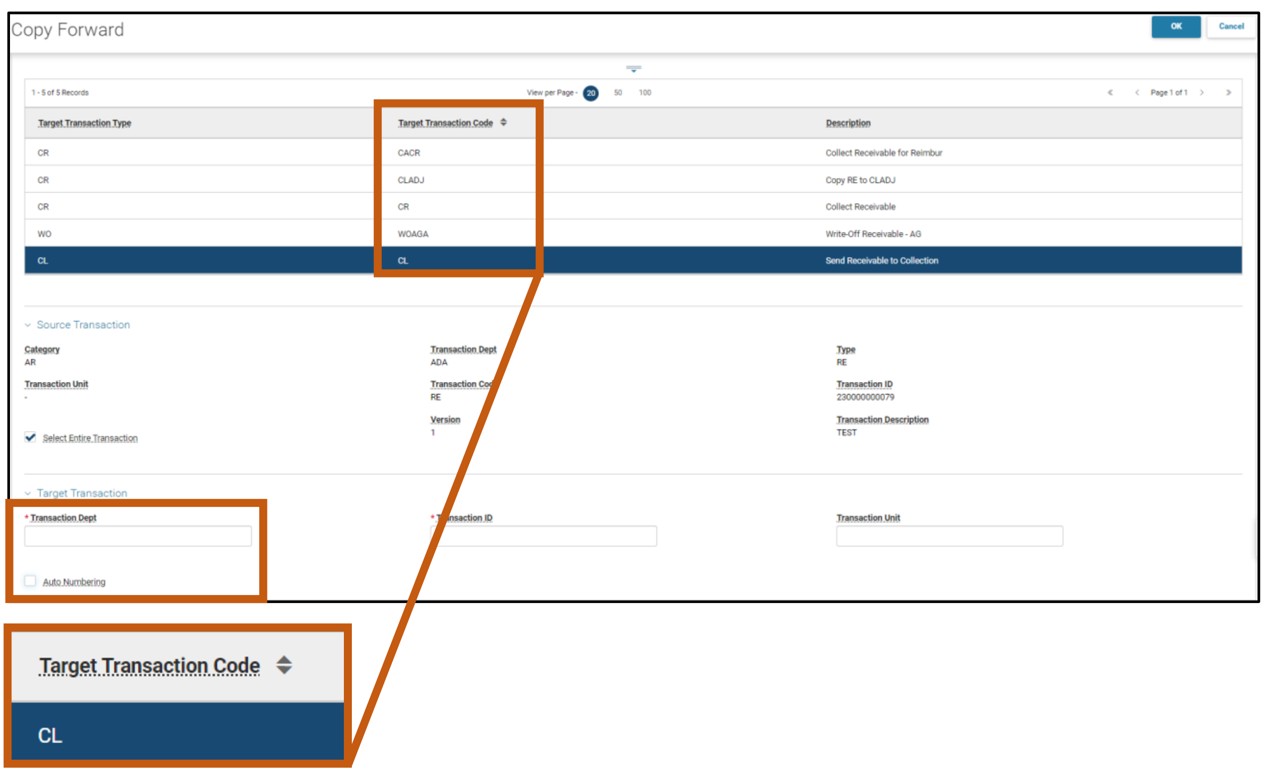


2. On the **Copy Forward** screen, in the **Transaction Dept** field, enter the user’s department 3-digit code.

3. Check the **Auto Numbering** check box.

4. Verify that the **Target Transaction Code** selected is **CL**.

5. Click **Ok**.



6. A new CL transaction will generate and opens to the Header tab. Note that the transaction is in **Draft**, the **Version** number is **1**, the **Function** is **New** and the **Status** is **Held**.

Validate and submit the transaction for approval.

1. Click **Validate** to check for errors. If any errors exist, fix the errors and click **Validate** again. If the validation is successful, the following message is displayed: **Transaction validated successfully**.

2. Click **Submit** to submit the transaction for approval. If submission is successful, the following message is displayed: **Transaction submitted successfully - Pending Approval**.

3. Click **Close.**

4. Click **Home** icon to return to the home page.

Modify a CL Transaction

Modifications are not permitted for CL transactions. If corrections are required, the transaction must be cancelled and recreated.

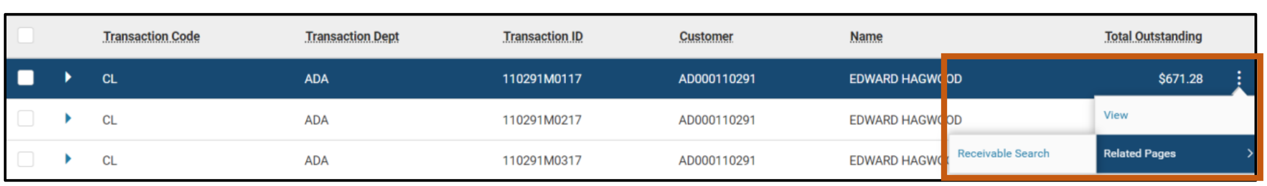
Cancel a CL Transaction

A CL transaction in Final status can be cancelled if necessary from within the transaction by accessing the Page 3-dot menu, and selecting Cancel from Primary Actions. Cancelling a Final version of a transaction will create a Cancellation Draft version of the transaction and change the original to Historical (Final) phase.

A CL transaction in Draft status can be discarded if necessary from within the transaction by accessing the Page 3-dot menu, and selecting Discard from Primary Actions. Discarding a Draft version of a transaction will remove the transaction from the system.

Research CL Transactions

All updates to a customer account can be researched using the CUSTA and RDET pages. The RDET has a link to the RESTA page. This link can be accessed by clicking the 3-dot menu of the desired receivable line, clicking Related Pages, and then clicking Receivable Search.



CL Adjustment (CLADJ) Transactions

Section Objectives

In this section, the following processes are introduced:

- Create a CLADJ transaction.
- Modify a CLADJ transaction.
- Cancel a CLADJ transaction.
- Review the process of researching CLADJ transactions.

Section Overview

When a department determines that a specific RE based transaction or CL transaction needs to be written off because it is uncollectible, a CLADJ transaction can be created that references the RE, CARE, or CL transaction. This topic will examine the CLADJ transaction creation process.

Create a CLADJ Transaction

The CLADJ is also used as the state's write-off transaction. CLADJ transactions are created manually by using the Copy Forward feature from a RE based transaction or CL transaction. When copying forward to create a CLADJ transaction, all of the information from the referenced RE or CL is copied into the CLADJ transaction. Additional customer and accounting line(s) will need to be added with a negative line amount to offset the original positive customer and accounting line associated with the RE or CL. The transaction total amount needs to equal $0. For more detailed instructions, see QRG **Processing Receivable Adjustment – CLADJ Transaction** available at https://gao.az.gov/resources/training/gao-training-resources.

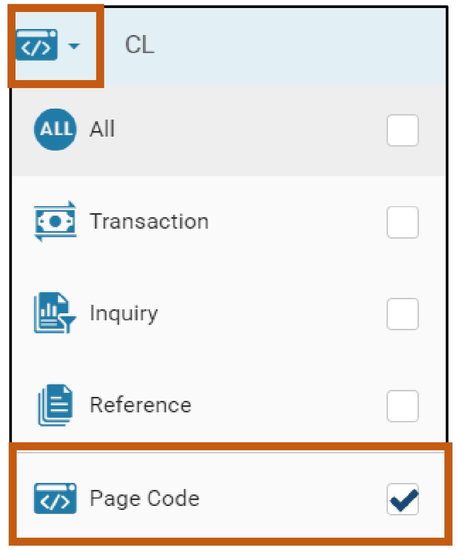
Create a CLADJ Transaction Using Copy Forward

Scenario 2.

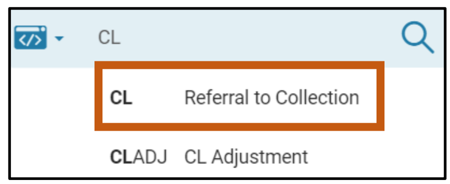
A receivable transaction was sent to collections, deemed uncollectible, and must be written off. Create the CLADJ transaction using the Copy Forward feature from a CL transaction.

Log in to the AZ360 **Home Page**. Locate the CL transaction that is being written off.

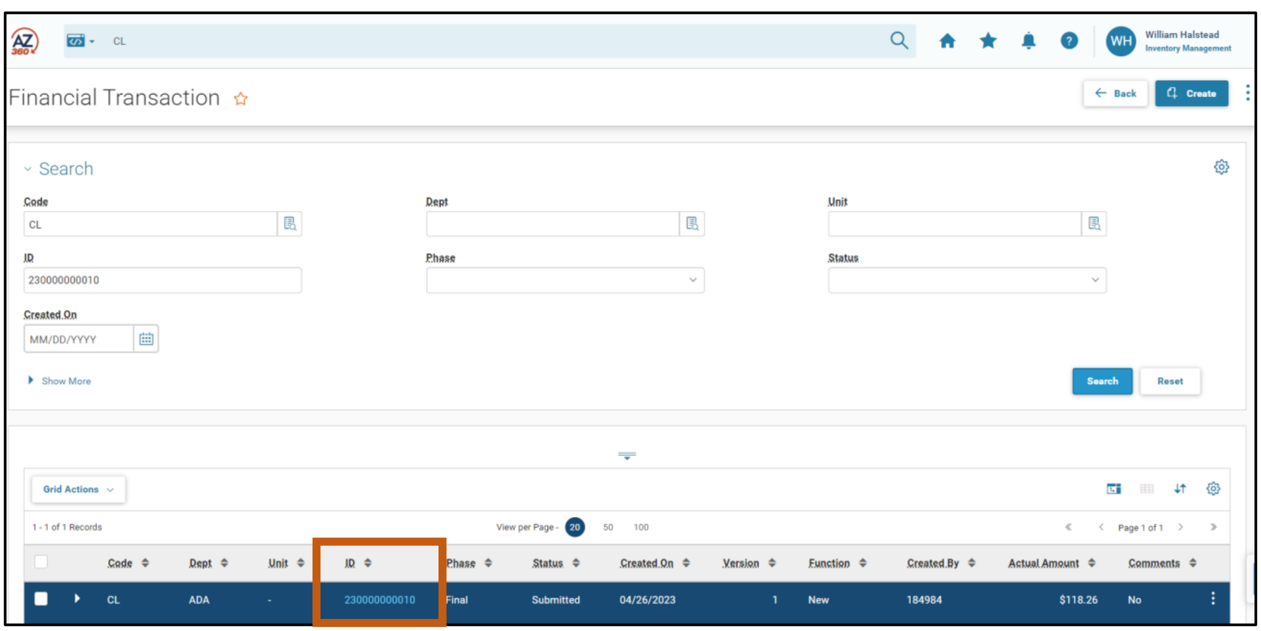
1. Click the **Expand** caret next to the **Global Search** field.
2. Select the **Page Code** option.
3. In the **Global Search** field, enter *CL*.



4. In the drop down menu that generates, select **CL Referral to Collection**. The CL Financial Transaction page will generate.



5. In the **ID** field, enter the transaction ID for the CL transation.
6. Click **Search**.
7. Click the **ID** link in the grid to open the CL transition.



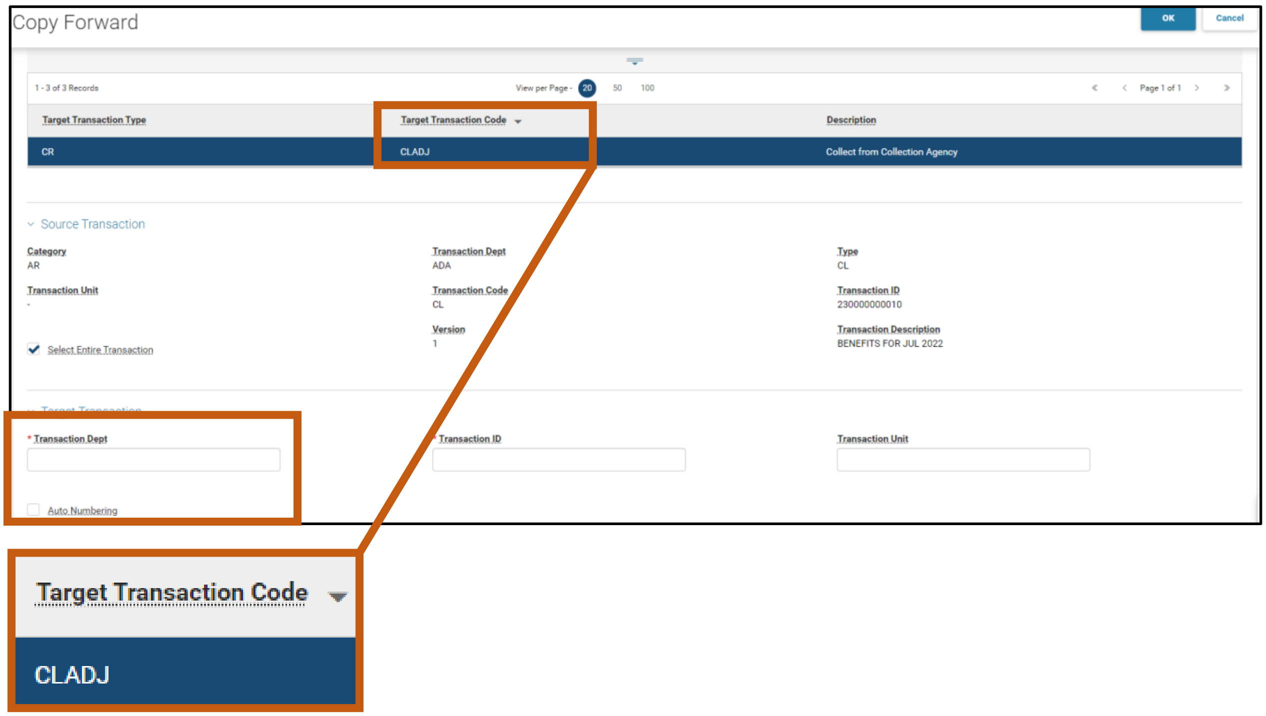
8. Click the **Page 3-dot** menu, select **Copy Forward** from Primary Actions.

9. On the **Copy Forward** screen, in the **Transaction Dept** field, enter the user's department 3-digit code.

10. Check the **Auto Numbering** check box.

11. Verify that the **Target Transaction Code** selected is **CLADJ**.

12. Click **Ok**.

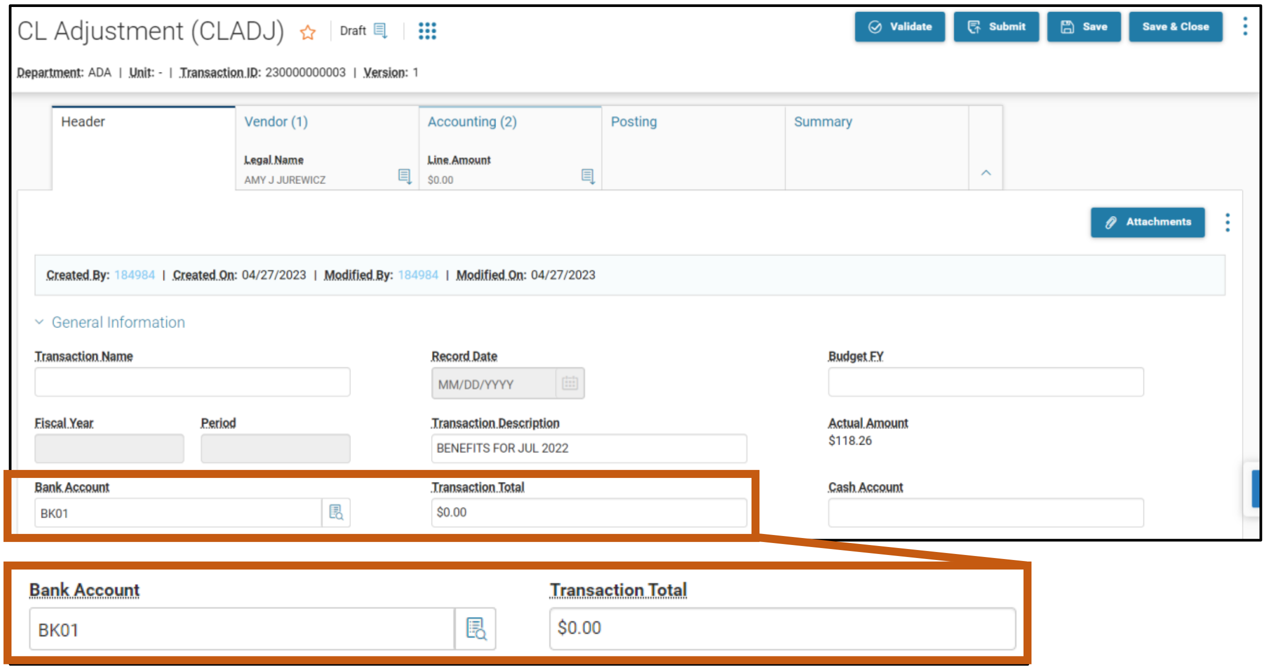


13. A new CLADJ transaction will generate and opens to the Header tab. Note that the transaction is in **Draft**, the **Version** number is **1**, the **Function** is **New** and the **Status** is **Held**.

Complete the **Header** tab of the transaction.

1. In the **Transaction Total** field, verify the amount is $0.00.

2. In the **Bank Account** field, select **BK01** from the pick list.



3. Click the **Vendor** tab.

Complete the **Vendor** tab of the transaction.

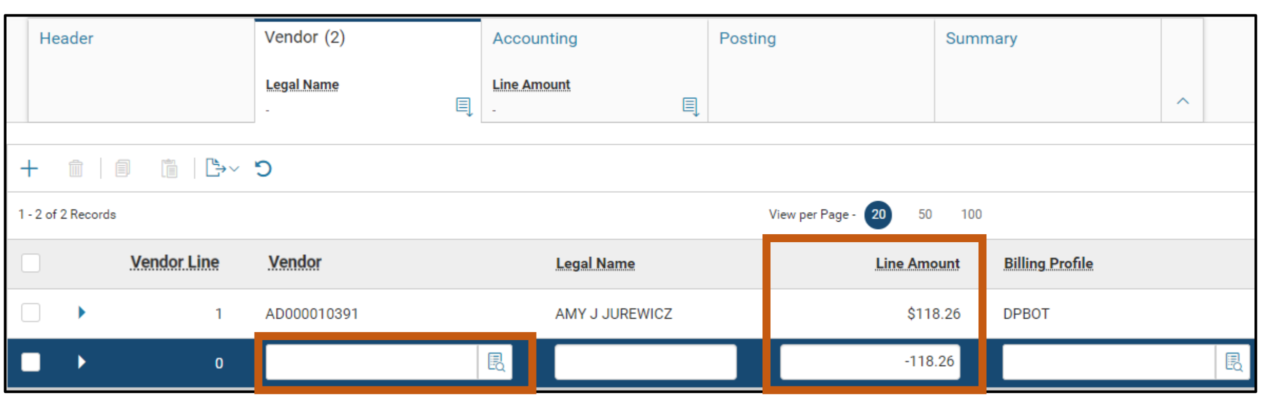
1. Click the **Expand** caret on the blue Vendor line.

2. Observe the field values that have inferred from the RE and CL transactions using the copy forward function.

3. In the **Tab Level Actions** section, click the "**+**" icon to add a Vendor line.

4. Leave the Vendor field blank.

5. In the **Line Amount** field, enter the same amount as Vendor Line 1 as a negative so it nets to zero.



6. Click on the **Accounting** tab.

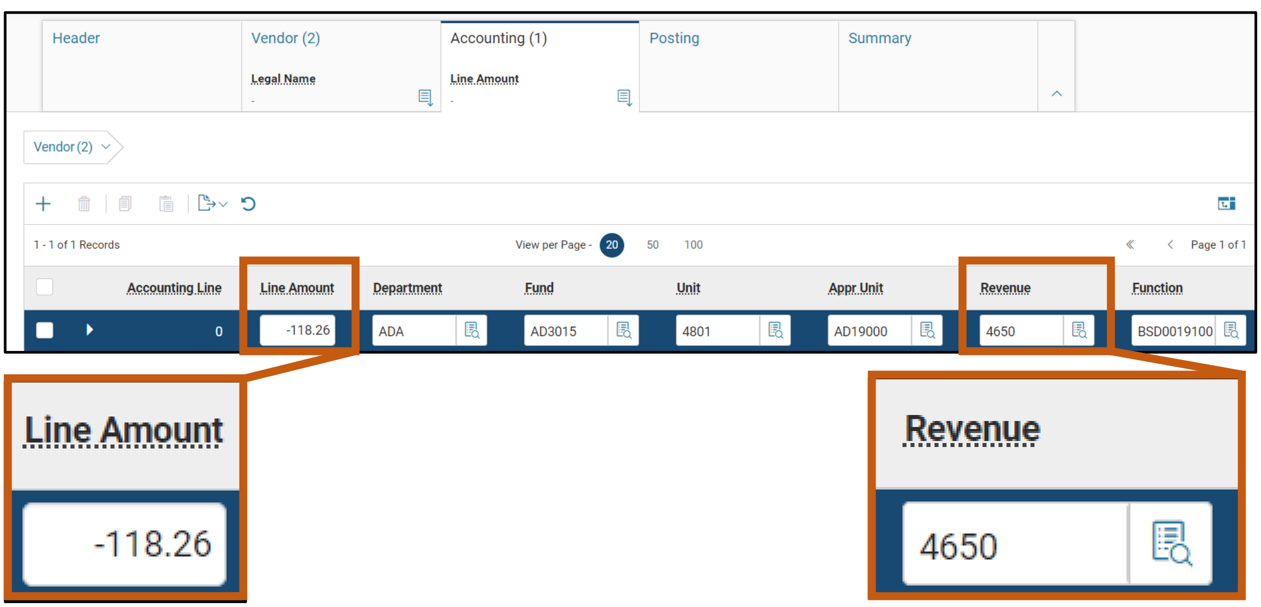
Complete the **Accounting** tab of the transaction.

1. In the **Tab Level Actions** section, click the "**+**" icon to add an Accounting line.
2. In the **Line Amount** field, enter the negative line amount entered previously on the Vendor tab, so it nets to zero with the positive Accounting Line.
3. In the **Department** field, enter the user's department 3-digit code.
4. In the **Fund** field, enter the user's department fund number.
5. In the **Unit** field, enter the user's department unit number.
6. In the **Appr Unit** field, enter the user's department appropriation unit number.
7. In the **Revenue** field, enter *4650* (Uncollectible Revenue Adjustment).

Note 1: 4650 is a Contra Revenue Source and is used if the transaction is approved on the JLBC NSF Write-off list. When 4650 is used, it will route to GAO for final approval. The GAO-21 Form will be required to be attached to the CLADJ for GAO review.

Note 2: If this is an accounting correction, revenue source 4650 does not need to be used on the negative accounting line. Enter the revenue source deemed appropriate.

8. In the **Function** field, enter the user's department function number.



Validate and submit the transaction for approval.

1. Click **Validate** to check for errors. If any errors exist, fix the errors and click **Validate** again. If the validation is successful, the following message is displayed: **Transaction validated successfully**.

2. Click **Submit** to submit the transaction for approval. If submission is successful, the following message is displayed: **Transaction submitted successfully - Pending Approval**.

3. Click **Close.**

4. Click **Home** icon to return to the home page.

Modify a CLADJ Transaction

Users can perform manual modifications to a CLADJ based transaction, if necessary. This may be necessary if a partial payment was received for the customer, since a write-off transaction cannot be referenced on a CR transaction.

AZ360 will not allow any adjustments to the CLADJ accounting line amount for an amount greater than the outstanding amount on the referenced RE or CL accounting line.

In the Header tab, the Transaction Description field can be modified. In the Accounting tab, the Line Amount, Line Description and Reason fields can be modified. Once the modifications are complete, validate and submit the transaction. Upon submission, the receivable status will reflect any modifications.

A CLADJ modification follows the same approval process as the original CLADJ transaction outlined above.

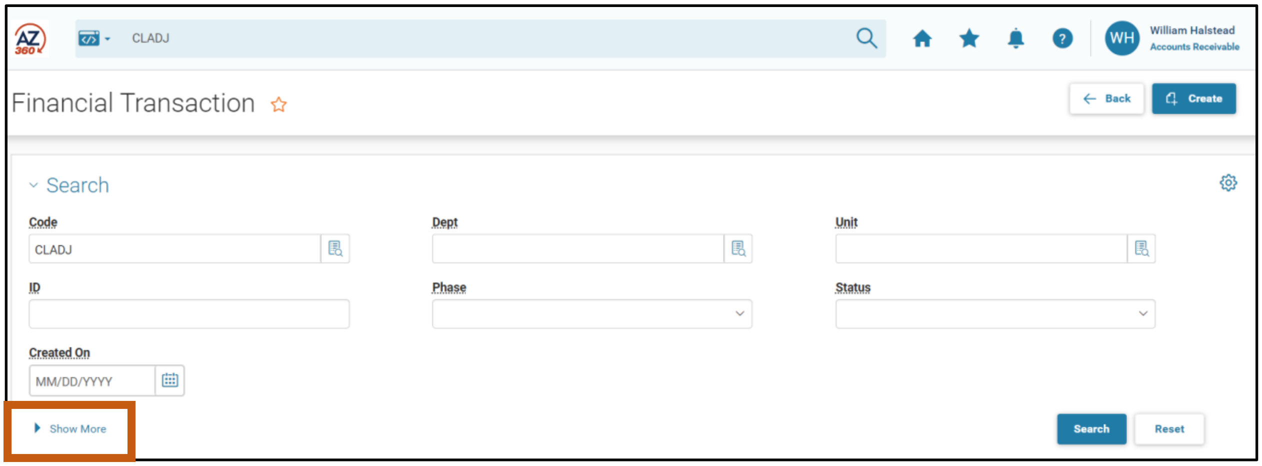
Cancel a CLADJ Transaction

A CLADJ based transaction in Final status can be cancelled if necessary from within the transaction by accessing the Page 3-dot menu, and selecting Cancel from Primary Actions. Cancelling a Final version of a transaction will create a Cancellation Draft version of the transaction, and change the original to Historical (Final) phase. The Cancellation version will then need to be submitted for Department and GAO approval. Discarding a Final version of the CLADJ based transaction may be necessary, if a full payment was received from the customer, since a CLADJ transaction cannot be referenced on a CR transaction.

A CLADJ based transaction in Draft status can be discarded if necessary from within the transaction by accessing the Page 3-dot menu, and selecting Discard from Primary Actions. Discarding a Draft version of a transaction will remove the transaction from the system.

Research CLADJ Transactions

CLADJ transactions can be researched by entering CLADJ in the Global Search menu. Users can then limit their search results by filling out the fields in the CLADJ Financial Transaction Search window. Additional fields are available by clicking the Show More caret.


CLADJ
William Halstead
Accounts Receivable
Financial Transaction
Back
Create
Search
Code
CLADJ
Dept
Unit
ID
Phase
Status
Created On
MM/DD/YYYY
Show More
Search
Reset

Accounting Receivable (AR) Reporting

Section Objectives

In this section, the following process is introduced:

- Review reports for AR tracking.

Section Overview

infoAdvantage includes several reports for monitoring AR activities.

AR Interactive infoAdvantage Reports

The key reports needed to support the AZ360 AR business processes are listed below and can be found in the infoAdvantage, 1-Statewide Reports folder. The reports listed are current as of the publication of this manual and may no longer be available.

- **FIN-AZ-AR-C035** – *Open Items – Accounts Receivable* – The report is a detailed listing of open AR transactions.
- **FIN-AZ-AR-N183** – *Accounts Receivable by Dept and FY* – The report lists the RE amount, any adjustment to the RE amount, collected amount, and the remaining balance amount.
- **FIN-AZ-AR-N185** – *Vendor Receivable Summary* – The report provides detailed customer history for REs and related activities.
- **FIN-AZ-AR-N337** – *Invoice Aging by Department and Fund* – The report lists Aged REs by fund and department.
- **FIN-AZ-AR-N396** – *Open Items – Accounts Receivable* – The report is a detailed listing of open AR transactions with a fiscal period cutoff. This report is cumulative. Balances do not include adjustments done to Write-Off transaction amounts. Along with a second report that shows the Balance Sheet Account (BSA) totals by fund.
- **FIN-AZ-AR-N461** – *Treasurer Deposit Report – Final Deposits by Dept (CR)* – The report displays treasurer deposits for all CRs approved for "Approval date".
- **FIN-AZ-CM-N363** – *Revenue Analysis* – The report provides a cash flow analysis tool that can be utilized to generate cash projections and "what if" analysis. This also includes allow an agency to combine multiple line items and apply projection parameters such as: change in billing/paying cycle from monthly to quarterly; change in tax rates; etc.

Resource Section

Appendix A –BPRO Required Fields for Setup

Table 2: BPRO Fields Requiring Prior Setup

Billing Profile Field	Table Used to Complete Supplementary Setup
General Information Section	
Department	
Unit	
Billing Profile	
Name	
Billing Type	
Invoice Instruction	BINST
Collection Agreement	COLLA
Decrease Accounting Template	
Central Remit	
Output Distribution	
Central Statement	
Day Not in Month	
Weekend Holiday	
Statement Frequency	
Statement Month	
Statement Day	
Expanded Statement	
Statement Instruction	BINST
Organization / Contact Information Section	
Pay To	
Remit To Name	
Remit to Division	
Street 1	
Street 2	
City	
State	
Zip	
County	
Country	
Contact	CNTAC
Options and Controls Section	
Receivable Due Date Lag	
Priority 1 Posting Type	
Priority 2 Posting Type	
Priority 3 Posting Type	

Billing Profile Field	Table Used to Complete Supplementary Setup
Priority 4 Posting Type	
Priority 5 Posting Type	
Priority 6 Posting Type	
Collection Cycle	COLLC, DNGM & COLL
Past Due Days for Collection Referral	
Collection Referral Table Load Status	
Past Due Days for Write-Off	
Potentially Uncollectible Load Status	
Write Off Transaction Line Limit	
Past Due Days for Intercept	
Intercept Table Load Status	
Minimum Billing Amount	
Minimum Negative Billing Amount	
Minimum Past Due Amount for Finance Charge	
Finance Charge Fee 1	FCEG & FNCHG
Finance Charge Fee 2	FCEG & FNCHG
Finance Charge Fee 3	FCEG & FNCHG
Finance Charge Fee 4	FCEG & FNCHG
Finance Charge Fee 5	FCEG & FNCHG
Finance Charge Fee Override	
Grace Period Days	
NSF Charge	
Automatic Refund to Customer of Credit Balance	
Unreserved Credit Balance Event Type	
Reserved Credit Balance Event Type	
Number of Days for a Credit Balance	
Enable Notification for Internal Debt	
SPEC Accounts Section	
Billed Unearned Receivable	
Billed Unearned Receivable Sub Account	
Billed Earned Receivable	
Billed Earned Receivable Sub Account	
Billed Unearned Revenue	
Billed Unearned Sub Revenue	
Collected Unearned Revenue	
Collected Unearned Sub Revenue	
Earned Receivable	
Earned Receivable Sub Account	
Allowance for Bad Debt	
Allowance for Bad Debt Sub Account	

Billing Profile Field	Table Used to Complete Supplementary Setup
Bad Debt Expense Object	
Bad Debt Expense Sub Object	
Billed Deposits Receivable	
Billed Deposits Receivable Sub Account	
Billed Deposits	
Billed Deposits Sub Account	
Collected Deposits	
Collected Deposits Sub Account	
NSF Check Charge Revenue Source	
NSF Check Charge Sub Revenue Source	
Credit Card Fee Object	
Credit Card Fee Sub Object	
Billed Vendor Refund	
Billed Vendor Refund Sub Account	
Vendor Refund Expenditure Holding Account	
Vendor Refund Expenditure Holding Sub Account	
Unearned Receivable Write Off	
Unearned Receivable Write Off Sub Account	
Unearned Revenue Write Off	
Unearned Revenue Write Off Sub Account	
Deposit Receivable Write Off	
Deposit Receivable Write Off Sub Account	
Billed Deposit Write Off	
Billed Deposit Write Off Sub Account	
Vendor Refund Receivable Write Off	
Vendor Refund Receivable Write Off Sub Account	
Vendor Refund Write Off	
Vendor Refund Write Off Sub Account	
Earned Receivable Sent to Collection	
Earned Receivable Sent to Collection Sub Account	
Vendor Refund Receivable Sent to Collection	
Vendor Refund Receivable Sent to Collection Sub Account	
Reserved Overpayment	
Reserved Overpayment Sub Account	
Unreserved Overpayment	
Unreserved Overpayment Sub Account	
Payment Plan Section	
Payment Plan Agreement Notification	BINST
Payment Plan Completion Notification	BINST

Billing Profile Field	Table Used to Complete Supplementary Setup
Payment Plan Reminder Notification	BINST
Payment Plan Cancellation Notification	BINST
Automatic NSF Check Cancellation	
Automatic Cancellation After Number of Missed Payments	
Minimum Days Between Payment Plan Start Date & First Due Date	
Payment Plan Print Date Lag	

Appendix B – Terminology

Table 4 lists some terms used throughout this manual.

Table 3: Terminology

Term	Description
Accounting Line	The fields in a transaction's Accounting tab where users, at a minimum, enter a set of Chart of Accounts codes comprising a funding distribution and an event type (may use default).
Accounting Template (ACTPL)	A predefined set of elements that can be inferred to a transaction accounting line as a soft inference, meaning accounting elements may still be entered on a transaction that are not overwritten by elements defined on the accounting template.
Accounts Receivable Correspondence History (RCHT) Table	The RCHT table allows a user to view all correspondence information for a customer. This page is updated by the Invoice Print History (INVHS) table, Statement Print History (STMTHS) table, Payment Plan Print History (PPPHS) table, and the Accounts Receivable Correspondence Update (RCUHT) page.
Accounts Receivable Correspondence Update (RCUHT) Table	The RCUHT table allows the addition or modification of records to the Accounts Receivable Correspondence History (RCHT) table. These records detail the manual correspondence(s) of a user to a customer regarding receivables.
Address ID, Address Code	The code that identifies addresses for a vendor or customer. These are established as part of vendor/customer setup.
Address Type	A pre-defined code that categorizes the purpose of each address associated with a vendor/customer on VCUST. For customers, the address type is Billing.
Agency	A state agency is a department in AZ360. The Department/Dept fields are used to capture agency information.
AZ360	Statewide financial management system.
Billing Location	Indicates where an invoice or statement for the receivable will be sent.
Billing Profile (BPRO) table	The table that stores the rules that define the creation and management of customer bills, such as billing type, billing instructions, collection parameters, and special accounts (SPEC) options are defined on the BPRO table.
Billing Rate (BILLR) table	Stores information used to automatically calculate receivable amounts, for example: Rate Code, Charge per Unit, Unit of Measure.

Billing Type	Indicates the type of billing and is an option on the BPRO page. Valid values are: Invoice, Statement, Both, No Billing Required, and Cost Accounting Billing.
Cash Receipt (CR, CACR, or CRWP) Transaction	AR transactions used to record all monies collected, including collections against outstanding receivables, customer accounts, pre-payments, non-sufficient funds (NSF), and cash-basis collections with no transaction or customer account reference. CACR, and CRWP transactions are an AR transactions with all of the fields of a CR transaction, but set apart specifically for Cost Accounting, or Web Portal credit card related cash receipt activity, respectively.
CL Adjustment (CLADJ) Transaction	The CLADJ transaction allows a user to process a transaction to write-off receivable or collection transactions in AZ360 that are deemed uncollectible, upon approval in AZ360 from the Office of Attorney General and the General Accounting Office. The transaction is also used to adjust an RE or CL transaction outstanding balance in which the receivable amount should have been reduced but was not referenced on the cash receipt transaction.
Collection Referral (CL) Transaction	The Referral to Collection Agency (CL) transaction allows a user to refer receivables that are significantly past due to a collection agency, like the Office of Attorney General.
Collections Processing	Actions taken to receive payment from customers with delinquent bills.
Copy Forward	Feature that enables a user to copy pertinent information from a finalized existing transaction into a new transaction type whose purpose is to reference or liquidate the source transaction.
Customer	A business or individual set up within the AR functionality that owes the state money.
Customer Account	The combination of customer, department, unit and billing profile, creating a unique entity for receivable activity processing.
Department – Treasury Adjustment Clearing (DADJ) Transaction	The Department – Treasury Adjustment Clearing (DADJ) transaction is used by the agency to clear the activity from the State Treasurer – Treasury Adjustment (STADJ) transaction, relating to Unfavorable/Favorable Deposit Adjustments, NSFs or Unfavorable/Favorable Credit Card Adjustments.
Dunning Message	A notice informing a customer of a past due balance.
Event Type (ETYP)	Identifies and records the type of financial activity for an accounting line of a transaction. For all accounting based transactions, and certain non-accounting transactions, every accounting line must have an event type. A user can either enter the event type or use the default provided by the system.
Financial Transaction Catalog	A central location where transactions can be generated and reviewed.
Function	A Chart of Accounts element that can be inferred to a transaction accounting line as a hard inference, meaning any accounting elements already entered will be overwritten by the function and changing fields inferred by function is not allowed.
Fund (FUND)	The Chart of Accounts element that represents a self-balancing set of accounts.

Fund Accounting	The Chart of Accounts view that measures funds and general ledger accounts. Fund accounting comprises elements such as fund, department, appropriation unit, revenue source, object of expenditure, and balance sheet account.
Future Transaction Triggering	Allows users to set up, maintain, and trigger the creation of transactions in the future on a user-defined frequency.
GAO	General Accounting Office.
Global Search	Used to navigate directly to a specific page within AZ360.
Grid	A list of records displayed in a table format. Up to 20 records are typically displayed at one time.
Inferred	Values that are automatically populated based on previous entries in the system.
Inquiries	Display summary and detailed information from successfully processed transactions, for viewing only.
Invoice	A form requesting payment for a specific receivable.
Invoice Generation	The offline process that produces invoice forms and the invoice register.
Page Search	Used to find and navigate to any page in AZ360.
Parent	Also referred to as the Headquarters account, the parent is set up on the VCUST table. The Headquarters or parent represents the legal entity or ownership entity of an organization. Multiple vendors or customers can be associated with one parent.
Past Due Invoice or Statement	A notice informing a customer of a past due balance.
Past Due Receivable	An amount that has not been liquidated by the due date.
Phase	A point in time within the transaction processing lifecycle. Common phases are Draft, Pending, and Final.
Posting Code (PSCD)	A code associated with instructions that tell AZ360 what debits and credits to create against a given budget. Debits and credits post to various accounting journals and ledgers (summaries of journals) for tracking purposes and reporting.
Posting Line	A transaction tab with the most detailed accounting information. It is a common source of information used to update most of the system.
Receivable (RE or CARE) Transaction	An RE is an AR transaction used to bill external customers for goods or services. It is an accounting transaction that triggers the billing process and tracks receivable events to recognize that money earned now will be received in the future. CARE transactions are AR transactions with all of the fields of an RE transaction, but set apart specifically for Cost Accounting related billing.
Reference Tables	Used to store information within AZ360.
State Treasurer – Treasury Adjustment (STADJ) Transaction	The STADJ transaction is used by the Arizona State Treasurer’s Office to record cash adjustments to the agency, relating to Unfavorable/Favorable Deposit Adjustments, NSFs or Unfavorable/Favorable Credit Card Adjustments.
Statement	A form reflecting the status of a customer account and requesting payment for due amounts.
Statement Generation	The offline process that produces statement forms and the statement register.

System Options (SOPT)	The SOPT table provides a set of characteristics that guide budget and accounting activities. Each control or option that is set on SOPT is associated with a business rule that drives events and actions throughout AZ360.
Transactions	Electronic forms used to enter and record financial transactions and activities.
Vendor Customer (Customer)	The unique identifier assigned to a customer. A customer can also be a vendor, allowing users to enter information only one time when an entity doing business with the state is both a vendor (payable) and a customer (receivable). Unique address types for payables and receivables are required in order to pay a vendor or bill a customer.
Vendor Customer (Vendor)	The unique identifier assigned to the vendor. A vendor can also be a customer, allowing users to enter information only one time when a contact is both a vendor (payable) and a customer (receivable). Unique address types for payable and receivables are required in order to pay the vendor or bill the customer.
Vendor/Customer (VCUST) table	The primary repository for vendor and customer information. Records may be defined for use as a vendor, a customer, or both. Records are added to this table through a Vendor Customer Creation (VCC) based transaction and modified through a Vendor Customer Modification (VCM) based transaction. Multiple VCC & VCM based transactions are available depending on the user establishing the vendor or customer.
Workflow	An online routing and approval process.

Appendix C – List of Acronyms

Table 5 lists the acronyms used in this manual.

Table 4: Acronyms

Acronym	Definition
ACTPL	Accounting Template
APYCRBAL	Apply Credit Balance
AGO	Office of Attorney General’s Collection Agreement
AZ360	Statewide Financial Management System
AR	Accounts Receivable
BILLR	Billing Rate Table
BINST	Billing Instructions Table
BPRO	Billing Profile Table
BSA	Balance Sheet Account
CACR	Cost Accounting Cash Receipt Transaction
CACT	Customer Account Options Table
CARE	Cost Accounting Receivable Transaction
CBALDQ	Cash Balance Detail Query
CL	Referral to Collection Agency Transaction
CLADJ	CL Adjustment Transaction
CNTAC	Contact
COA	Chart of Accounts Elements
COLL	Collection Letter Table

Acronym	Definition
COLLA	Collection Agency Agreement Table
COLLC	Collection Control Table
COLLR	Pending Referral to Collection Agency Table
CR	Cash Receipt Transaction
CRTRI	Cash Receipt – Real Estate Transaction
CRWP	Cash Receipt – Web Portal Transaction
CUSTA	Customer Account Information Table
CUSTS	Customer Information Table
DADJ	Department – Treasury Adjustment Clearing Transaction
DEPT	Department
DNGM	Dunning Message Table
EFT	Electronic Funds Transfer
ETYP	Event Type
FBALDQ	Fund Balance Detail Query
FCEG	Finance Charge Eligibility Table
FDT	Future Transaction Triggering
FNCHG	Finance Charge Setup Table
INVHS	Invoice Print History Table
INVQ	Invoice Table
JACTG	Accounting Journal
JLBC	Joint Legislative Budget Committee
NSF	Non-Sufficient Funds
PPPHS	Payment Plan Print History Table
PPPT	Payment Plan Print Table
PSCD	Posting Code
PSCHD	Payment Plan Table
RCBD	Reserved Credit Balance Table
RCHT	Accounts Receivable Correspondence History Table
RCUHT	Accounts Receivable Correspondence Update Table
RDET	Receivable History and Reference Page
RE	Receivable Transaction
RESTA	Receivable Search Page
RSRC	Revenue Source Table
SOPT	System Options Table
SPEC	Special Accounts
STADJ	State Treasurer – Treasury Adjustment Transaction
STATD	Statement Detail Table
STMTHS	Statement Print History Table
STMTQ	Statement Table
UCBD	Unreserved Credit Balance Table
VCUST	Vendor Customer Table

Appendix D – Accounts Receivable Configuration

Accounts Receivable Configuration

Proper configuration of AR tables is extremely important to maintaining an accurate and efficient billing system. There are many tables in AZ360 that work together to provide the structure that customer accounts depend on. This topic examines the key tables for customer account and billing configuration and their function in the AR business area.

Billing Profile (BPRO) Table

For example, the BPRO table allows users to specify:

- Billing Type – Determines whether a customer receives an invoice, a statement, both, or no billing at all.
- Remit to – Specifies the name and address that will be printed on the bill identifying where and to whom payments should be made.
- Output Distribution – Specifies where each form will be routed after it has been printed.
- Organization/Contact Information – Contains name, address and other related information to inform customer whom they should phone or email if they have questions about their bill.

For statement customers, the billing profile allows users to define the statement frequency, statement day, weekend/holiday exceptions, special instructions, and expanded statement options.

For invoice customers, users can define special instructions. For more information on the BPRO table, see the Billing Configuration, Billing Profile (BPRO) Table section of this manual.

Billing Instructions (BINST) Table

The BINST table allows users to specify instructions that can be printed on the bill. Users must input information into the BINST table before it can be referenced on the BPRO table for particular customers. For more information on the BINST table, see the Billing Configuration, Billing Instructions (BINST) Table section of this manual.

Finance Charge Eligibility (FCEG) Table

The FCEG table allows users to define whether AZ360 is to assess finance charges for a particular event type through the automated Finance Charge batch process. This setup is not necessary if finance charges will be manually applied. Changes to Finance Charge Eligibility records take effect immediately and do not apply retroactively to past finance charges. For more information on the FCEG table, see the Setup Collection Processing Controls, Finance Charge Eligibility (FCEG) Table section of this manual.

Finance Charge Setup

Finance charges can be assessed automatically on delinquent receivables based on setup options specified on the FNCHG, SOPT, BPRO, and Revenue Source (RSRC) tables. The Finance Charge process generates two types of fees:

- Flat Fee – A one-time or periodic penalty fee.
- Interest – A variable fee which is calculated as a percentage of the outstanding amount and is charged periodically.

The finance charge process consists of:

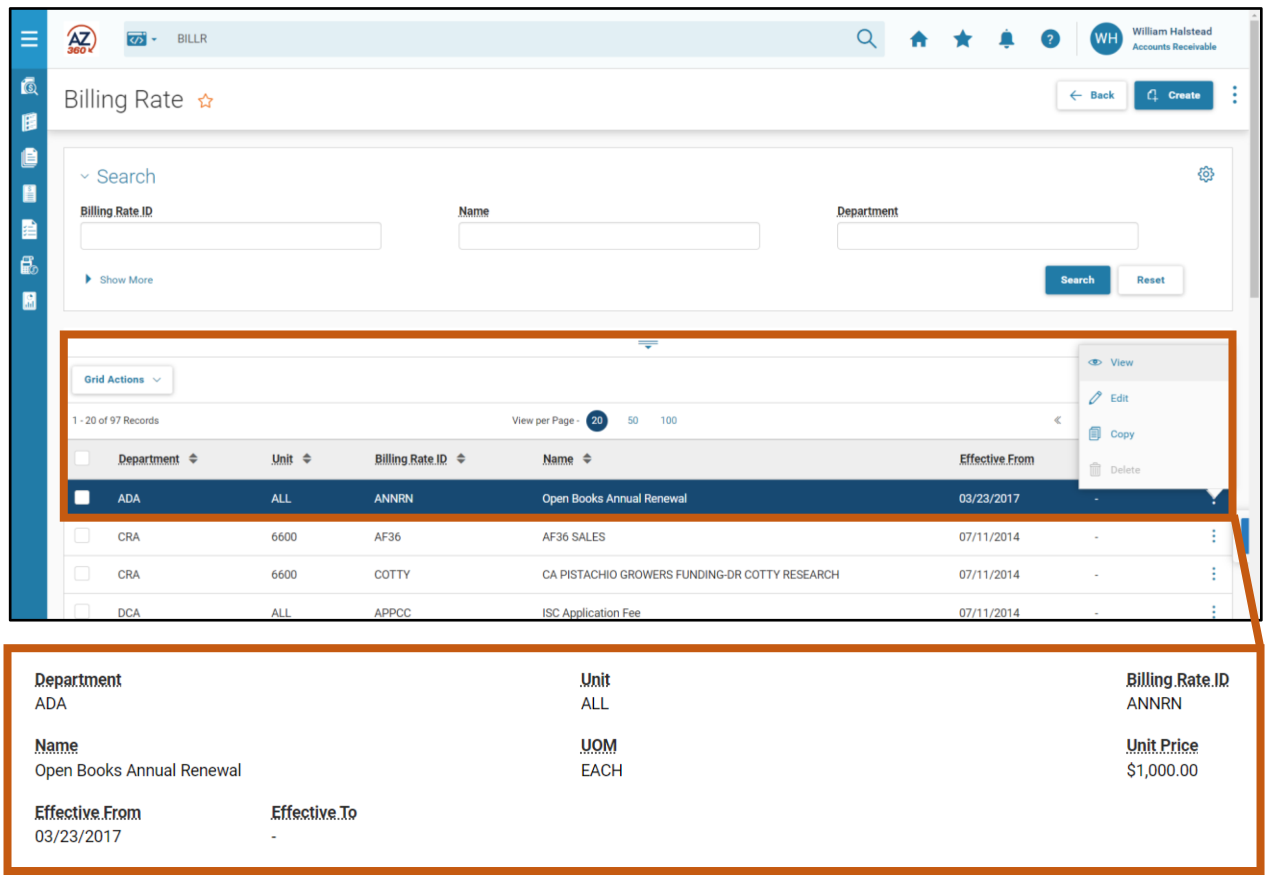
- Setting up the characteristics of the fees that can be used in the finance charge process.
- Setting up the fees that apply on a system-wide level or on a billing profile level.

- Running the offline process that determines the amount of penalties and interest to be assessed to overdue receivables and applies these penalties and interest to the receivable.

Up to five separate finance charge fees can be assigned to a specific billing profile and if applicable, a grace period can be defined here. Note that finance charges stop accruing after a receivable has been referred to collections by referencing the RE based transaction on a CL transaction.

Billing Rate (BILLR) Table

The Billing Rate (BILLR) table stores field information used to automatically calculate receivable amounts, for example: Rate Code, Charge per Unit, or Unit of Measure. Users can also define the start and stop dates for the billing rate to be in effect. To view these details, click the 3-dot menu on the billing rate line in the grid and then click View.



Other Tables

The DNGM table is used to store Dunning Messages for use in collections. Collection letter codes, names, and text are stored on the COLL table. Additional collection parameters are stored on the COLLC and COLLA tables.

The Billing process uses parameters defined on the COLLC table to define when and which dunning messages and collection letters should be used to notify a customer of overdue accounts. These dunning messages and collection letters are grouped together into collection cycles that can be applied to a particular billing profile, or selected on an individual receivable transaction. For more information on these tables, see the Collections Processing, Setup Collection Processing Controls section of this manual.

To view collection cycle details, navigate to the COLLC table and click the 3-dot menu on the collection cycle line in the grid and then click View.