



ADOA – General Accounting Office

# AZ360 MANUAL: AR - CASH RECEIPTS



# AR - Cash Receipts

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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 - Cash Receipts

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The Cash Receipts (CR) manual is designed for users who process cash receipts in AZ360, the statewide financial management system. The manual will focus on activities required to understand how to process cash receipts within AZ360.

## Manual Objectives

The user will be able to create cash receipts in AZ360 based on the following scenarios after completing this manual.

- Create a Cash Receipt without a Receivable reference.
- Research the Cash Receipt impact on customer accounts.
- Process a Partial Payment Cash Receipt using Copy Forward to reference a Receivable.
- Create a Cash Receipt for a vendor refund.
- Create an ACH Credit Cash Receipt using Auto Apply.
- Modify a Cash Receipt.
- Discard a draft Cash Receipt transaction.
- Cancel a Cash Receipt.
- Look up Cash Receipt information in AZ360.
- View Cash Receipt reports in infoAdvantage.

## Cash Receipts (CR) Basics

The Cash Receipt (CR) process begins when the agency receives payment from an external customer. An external customer can send a payment without an invoice and in other instances a payment is in response to a bill or invoice, which is generated by creating a Receivable (RE) transaction in AZ360. A payment can be recorded either as a “stand alone” payment or as payment for the invoice. For more information on RE transactions, see the “Create a Receivable (RE) Transaction” section of the **AZ360 Manual - Billing and Collections** available at <https://gao.az.gov/resources/training/gao-training-resources>.

The agency records the payment receipt using a Cash Receipt (CR) transaction. There are several types of CR transactions and these transactions generally behave in the same way. Techniques for one transaction can be applied to others. Throughout this manual, the term “CR-based transaction” is used to indicate any one of the CR transactions.

Payment types include:

- Cash
- Check
- EFT
- Credit Card



- Wire Transfer
- Debit Card
- Money Order
- Cashier’s Check
- Direct Deposit

### CR Event Types

Event types are used to tell AZ360 what function it should process. For example, event type AR02, tells AZ360 to collect earned revenue.

The table below lists the permitted event types for the different types of CR transaction codes.

Table 1: CR Event Type Codes

Transaction Code	Transaction Name	Event Type	Function
CR	Cash Receipt	AR02*	Collect Earned Revenue
		AR11	Collect Unearned Revenue
		AR13	Collect Pre Payment
		AR32	Collect Vendor Refund
		AR40	Collect Unreserved Overpayment
		AR41	Collect Reserved Overpayment
		AR51	Collect to Asset Account
		AR53	Collect to Liability Account
		AR54	Bill to Equity Account
		AR55	Collect to Equity
		AR56	Collect Return of Grant Advance
		ARC1	NSF Re-deposit (revenue source not allowed)
		ARC2	NSF Re-deposit (revenue source required)
		ARC5	Collect to Agency Fund Deposits
ARC6	Collect to Due to Others		
ARZ1	Collect to Escrow Account		
CACR	Cost Accounting CR	AR02	Collected Earned Revenue
		AR11	Collected Unearned Revenue
		AR32	Collect Vendor Refund
		ARC1	NSF Deposit (RSRC not allowed)
		ARC2	NSF Deposit (RSRC required)
		ARC4*	Collect Earned Revenue – Cost Reimbursement
CRWP	CR Web Portal	AR02*	Collect Earned Revenue

\*Denotes default event type for CR transactions.

### Chart of Accounts (COA) Elements

Chart of Accounts (COA) elements are a group of codes that are entered on all financial transactions. The COA elements essentially tell AZ360 from and to which account (i.e., bucket of money) the funds are coming and going. The COA elements used in a CR transaction are listed below. Not every account has every element. Agencies will decide which elements to use and how to code them. Users should work with their agencies to determine what COA should be used.

**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>.**

Table 2: CR COA Codes

COA Element	Notes
Fund	Required
Sub Fund	Optional
BSA	Conditionally Required with Event Type posting to an asset or liability account
Object	Conditionally Required depending on Event Type
Department Object*	Optional field which may be required by Departments
Revenue Source*	Conditionally Required depending on Event Type
Department Revenue Source	Optional field which may be required by Departments
Department	Required
Unit	Required
Appropriation Unit	Required

\*Either the Revenue or Dept Object can be required fields dependent on the type of payment/deposit being made and how the agency has set up their FDREQ table. If the deposit is to record the payment for goods/services provided by the state, the Revenue field may be required. If the payment/deposit is to record a refund of an overpayment to a vendor, the payment/deposit is recorded as a reduction of expenditure. In this case the Department Object field might be required based on the agency’s FDREQ setup.

**Note: If the overage is processed as a refund, the agency must use the same expenditure object(s) that were used on the initial GAX(s) to process the refund to accurately report the overall vendor payment in AZ360.**

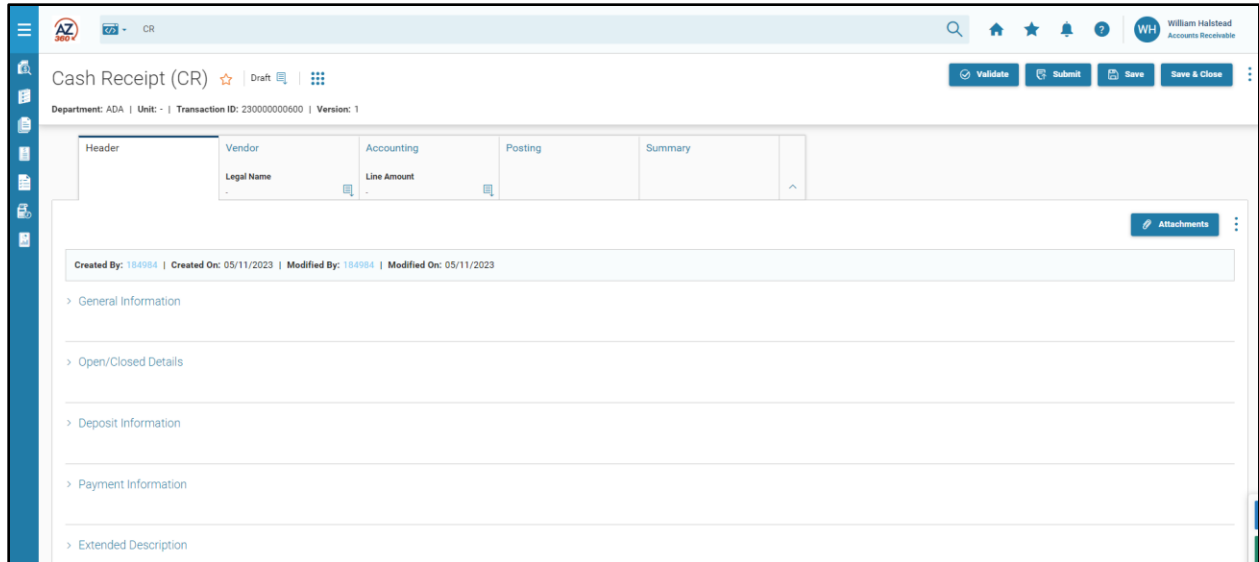
## Cash Receipt (CR) Transaction Tabs

Transactions in AZ360 are made up of various tabs. CR-based transactions contain four tabs:

- Header – Stores values that apply to the entire transaction.
- Vendor – Stores customer account information (e.g., vendor customer code, billing address, billing profile, etc.) and payment type.
- Accounting – Used to record COA elements that indicate where the incoming CR should be applied to.
- Posting – Represents the postings (credit and debits) for each accounting line.

### CR Header Tab

The Header tab stores values that apply to all components of the CR-based transaction.



### Header – General Information Section

The General Information section contains descriptive fields and date information common to most transaction headers. It also contains fields that capture bank and payment information.

▼ General Information

<b>Transaction Name</b> <input type="text"/>		<b>Record Date</b> <input type="text" value="MM/DD/YYYY"/>	<b>Budget.FY.</b> <input type="text"/>
<b>Fiscal Year</b> <input type="text"/>	<b>Period</b> <input type="text"/>	<b>Transaction Description</b> <input type="text"/>	<b>Actual Amount</b> \$0.00
<b>Bank Account</b> <input type="text"/>		<b>Transaction Total</b> \$0.00	<b>Cash Account</b> <input type="text"/>

▶ Show More

### Header – Payment Information Section

The Payment Information section shows the total amount by payment type on the transaction.

▼ Payment Information

<b>Payment Type</b> <input type="text" value="- Select -"/>	<b>Number of Checks</b> 0	<b>Total Currency</b> \$0.00
<b>Total Coin</b> \$0.00	<b>Total Cash</b> \$0.00	<b>Total Check</b> \$0.00
<b>Total Credit/Debit</b> \$0.00	<b>Total EFT</b> \$0.00	<b>Total Wire Transfer</b> \$0.00
<b>Total Payroll Reduction</b> \$0.00		

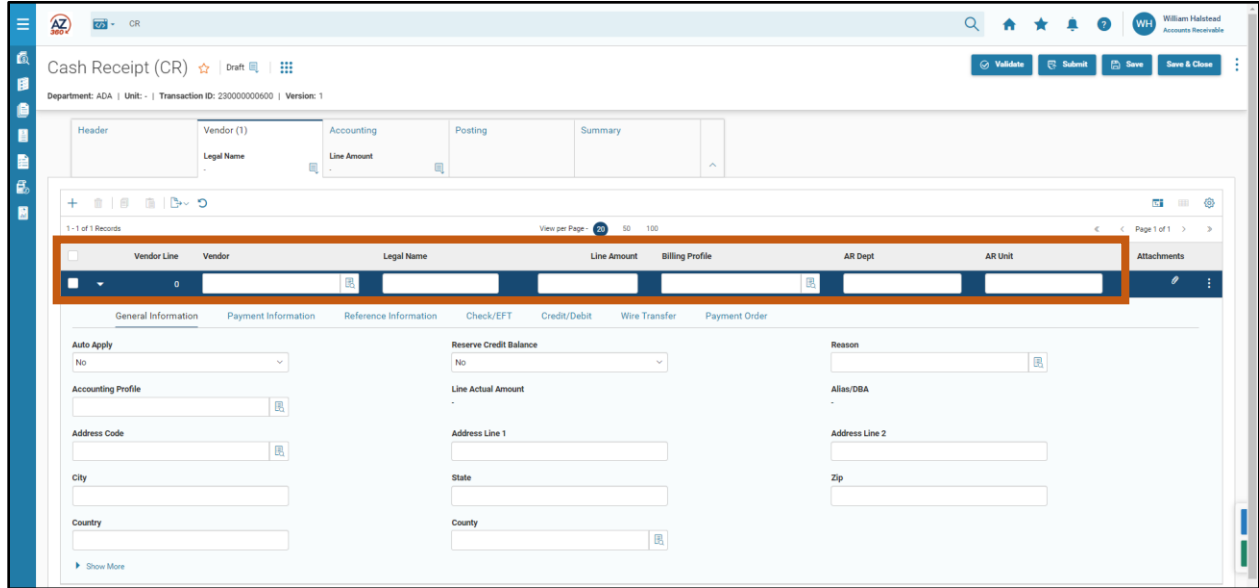
▲ Show Less

### CR Vendor Tab

The Vendor tab is used to record the source of the payment, typically from an external customer. Each CR-based transaction requires one Vendor line, although more than one Vendor line is permitted. This is the preferred place to select the Payment Type (e.g., Cash, Check, Wire transfer, etc.). Although the Payment Type can be entered here and on the Header tab, **the value entered on the Vendor line will**

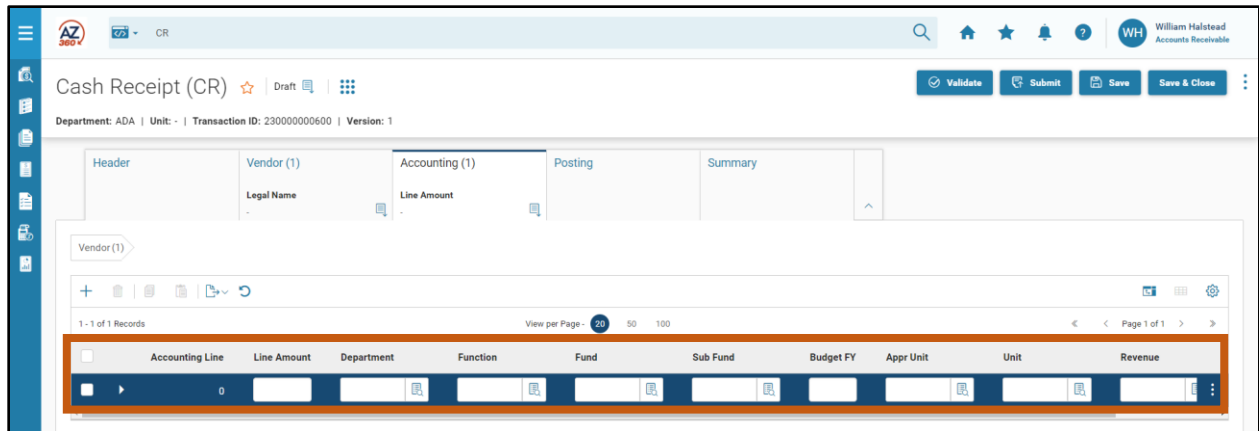
**override the value entered on the Header.** If more than one Payment Type is required, multiple Vendor lines must be inserted.

**Note: The Arizona State Treasurer’s Office requires that at least one Vendor line be entered for each payment type.**



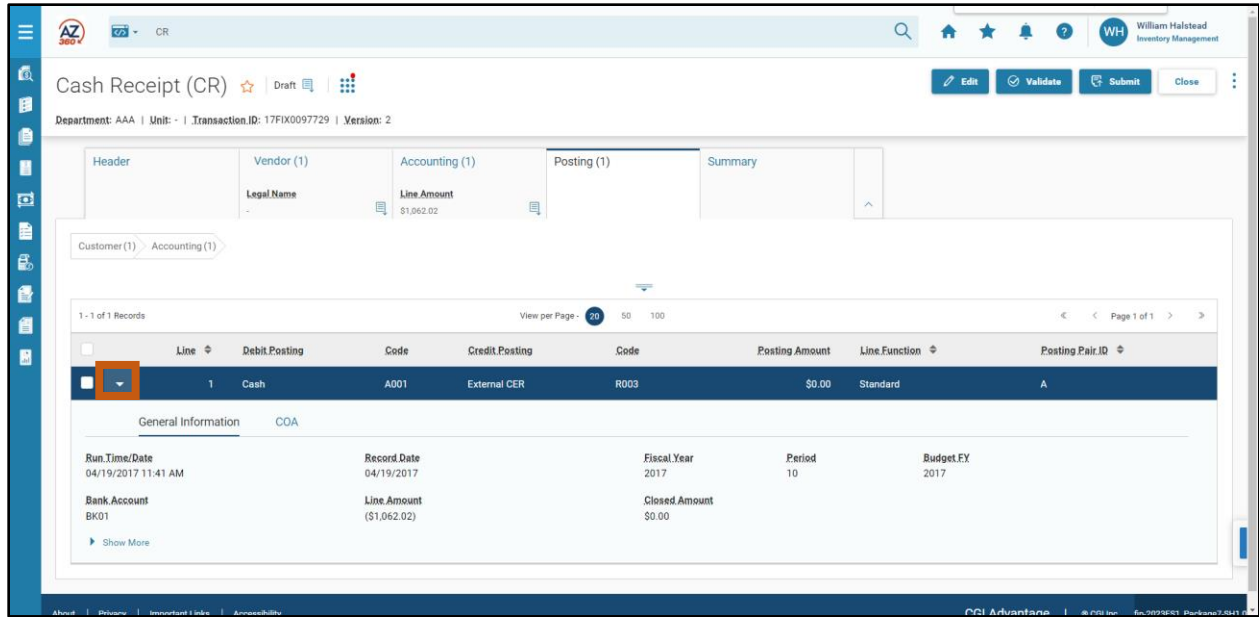
### CR Accounting Tab

The Accounting tab records the COA information that tells AZ360 where to deposit the payment. This information is used when posting the CR-based transaction to the Accounting Journal (JACTG) and performing updates to the budgets. Accounting information is associated with whichever customer is selected on the Vendor tab. For CR-based transactions with multiple Vendor lines, enter the accounting information for each customer individually by first selecting the Vendor line on the Vendor tab. Then navigate to the Accounting tab to enter the accounting information.



### CR Posting Tab

The Posting tab displays the accounting impact of the CR based transaction. No data can be entered into the Posting tab; posting lines are generated from the rest of the transaction data. Users can click the Expand caret on the blue Posting line to expand the posting details.



Each Accounting line entered into the Accounting tab has its own set of Posting lines (Debit and Credit). The Posting tab will only display the Posting lines for one Accounting line at a time.


Line	Debit Posting	Code	Credit Posting	Code	Posting Amount	Line Function	Posting Pair ID
1	Cash	A001	External CER	R003	(\$450.00)	Standard	A
2	External BER	R002	Billed E Rec	R001	\$450.00	Liquidation	A



## Cash Receipt (CR) Without a Receivable (RE) Reference Transaction

A stand-alone CR-based transaction does not need to reference any transaction. It may be used to record the receipt of over-the-counter payment for goods and services that were not invoiced. This means there is no RE transaction to reference for the payment.

**Note:** CR 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.

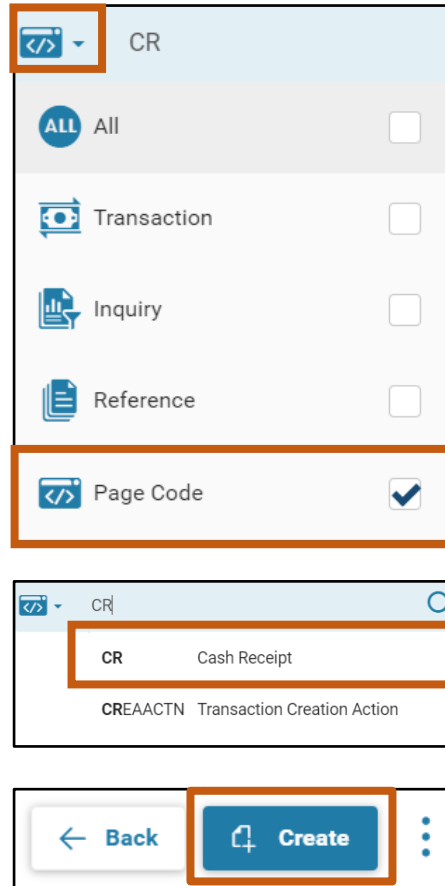
Create a CR without an RE Reference


*Scenario 1.*

An agency has received cash over-the-counter for \$175 from customer Kathryn Maxwell for goods provided. Kathryn was not billed and is paying “over the counter”. She gives \$174 in bills and \$1 in change. Since the customer was not billed, record the payment as a CR without reference to an RE transaction in AZ360.

Log in to the AZ360 **Home Page**. Create a CR transaction.

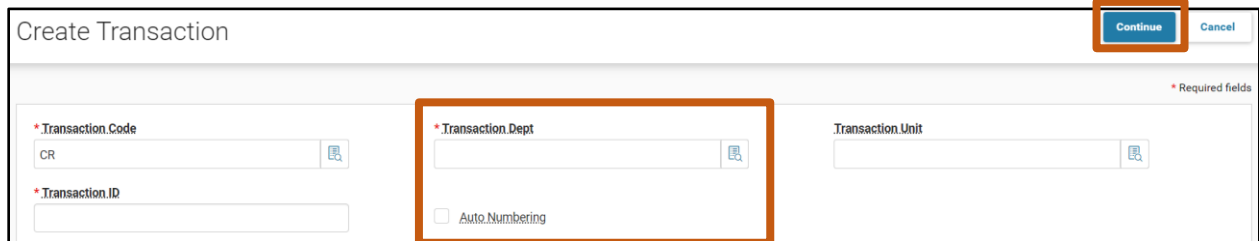
1. Click the **Expand** caret next to the **Global Search** field.
2. Select the **Page Code** option.
3. In the **Global Search** field, enter *CR*.
4. In the drop down menu that generates, select **CR Cash Receipt**. The CR Financial Transaction page will generate.
5. Click **Create**.



The screenshot shows the AZ360 interface with several elements highlighted by orange boxes:

- Step 1:** The expand caret (two arrows) next to the 'CR' label in the top navigation bar.
- Step 2:** A list of options: 'ALL All', 'Transaction', 'Inquiry', 'Reference', and 'Page Code'. The 'Page Code' option is selected with a checkmark.
- Step 3:** The search input field containing the text 'CR'.
- Step 4:** A dropdown menu showing 'CR Cash Receipt' as the selected option, with 'CREAACTN Transaction Creation Action' listed below it.
- Step 5:** The 'Create' button in the bottom navigation bar.

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



Create Transaction **Continue** Cancel

\* Required fields

\* Transaction Code: CR

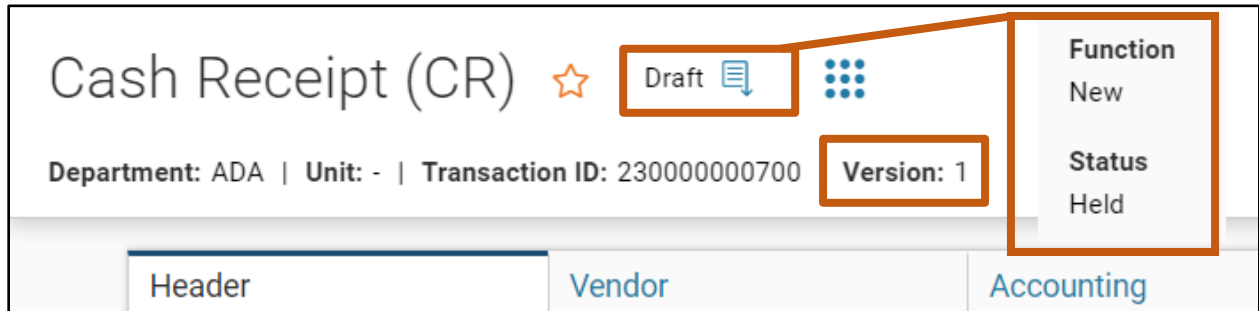
\* Transaction Dept: [Pick List]

.Transaction Unit: [Pick List]

\* Transaction ID: [Text Field]

Auto Numbering

9. A new CR 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**.



Cash Receipt (CR) ☆ Draft [Icon] [Icon]

Department: ADA | Unit: - | Transaction ID: 230000000700 Version: 1

Function: New

Status: Held

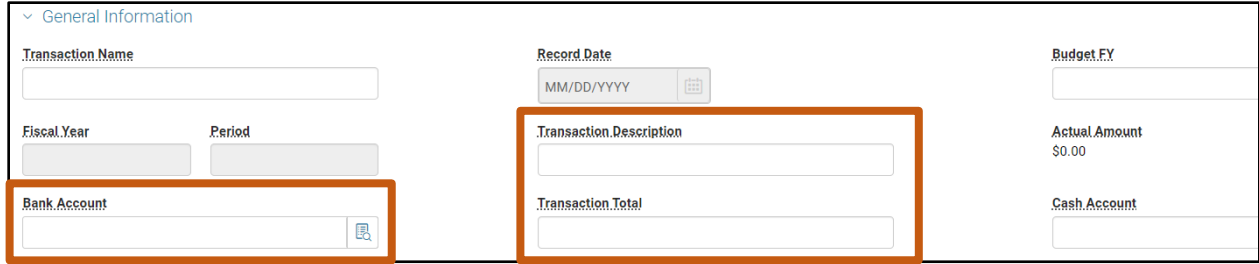
Header Vendor Accounting

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

1. In the **General Information** section:
  - a. In the **Transaction Description** field, enter the reason for the CR transaction. In this scenario, enter *Over the counter payment*.

**Note: It is recommended to include as much detail as possible in the Transaction Description field in order to ease future transaction research and lookup.**

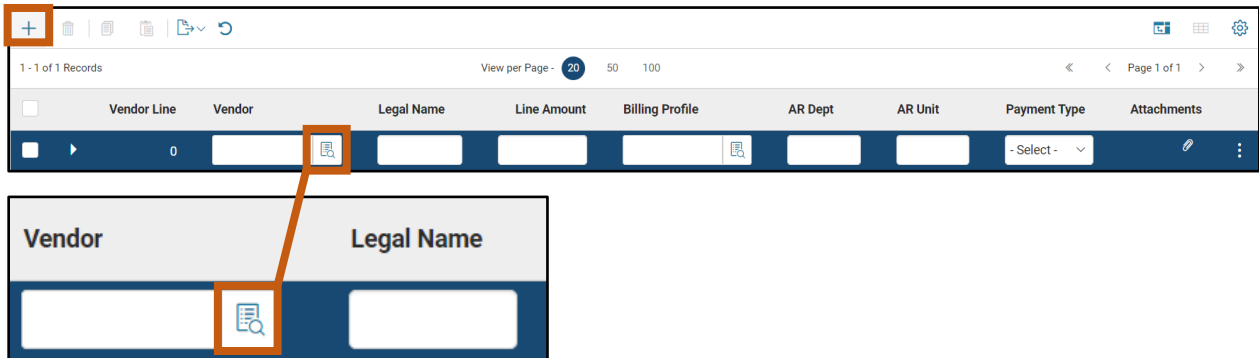
- b. In the **Transaction Total** field, enter the total amount of the payment. In this scenario, enter *175*.
  - c. In the **Bank Account** field, select **BK01** from the pick list.



2. Click the **Vendor** tab.

Complete the **Vendor** tab of the transaction

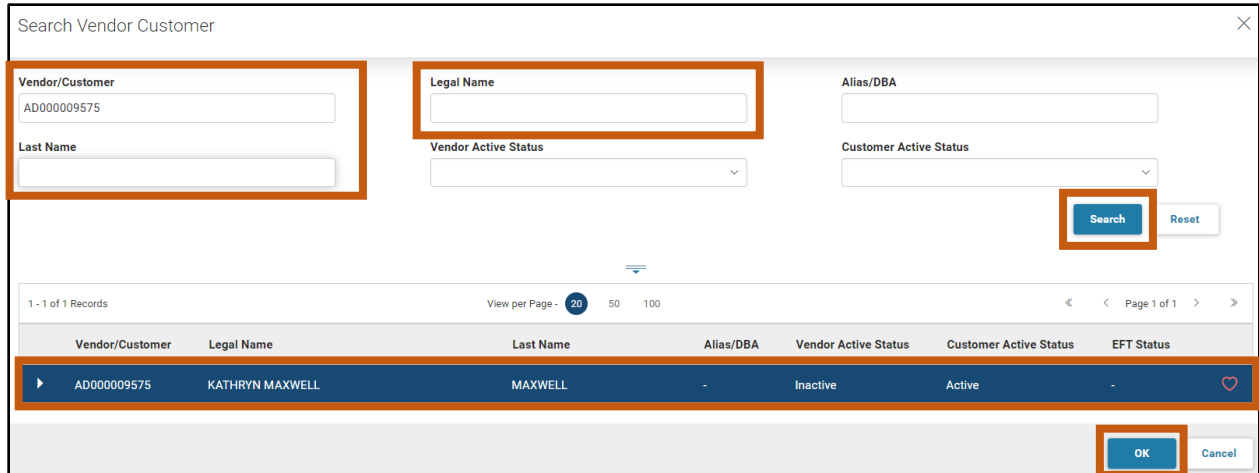
1. In the **Tab Level Actions** section, click the “+” icon to add a Vendor line.
2. On the **Vendor** line, in the **Vendor** field, click the pick list.



3. On the Search Vendor Customer screen that generates, locate the person who provided payment to the user’s agency using either the Vendor/Customer, Legal Name, or Last Name fields.
4. Click **Search**.

*Note: If not already in the system, the individual will need to be entered. For more information on this process see the “New Vendor/Customer (VCC) Transactions” section of the AZ360 Manual – Vendor Customer and Maintenance available at <https://gao.az.gov/resources/training/gao-training-resources>.*

5. Click on the correct individual. In this scenario, click on Vendor/Customer **AD000009575 Kathryn Maxwell**.
6. Click **Ok**.



Search Vendor Customer

Vendor/Customer: AD000009575

Last Name:

Legal Name:

Vendor Active Status:

Alias/DBA:

Customer Active Status:

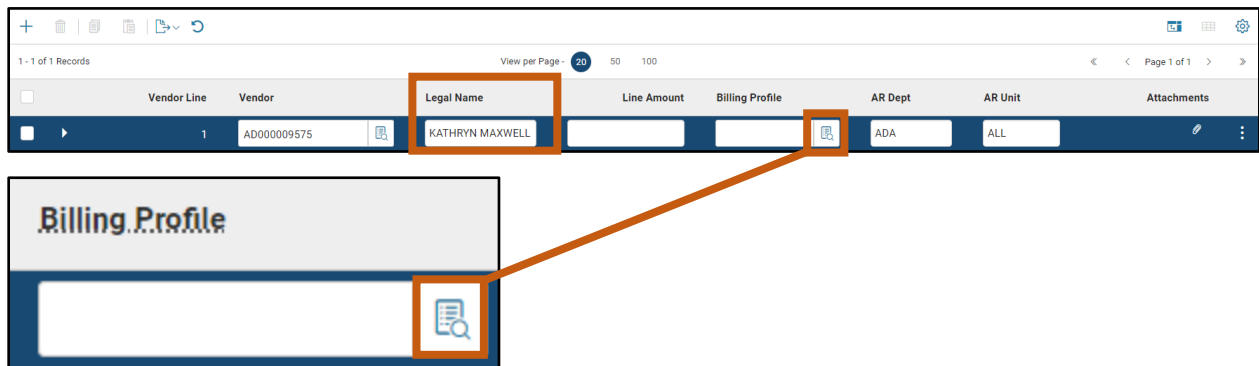
Search Reset

1 - 1 of 1 Records View per Page - 20 50 100 Page 1 of 1

Vendor/Customer	Legal Name	Last Name	Alias/DBA	Vendor Active Status	Customer Active Status	EFT Status
AD000009575	KATHRYN MAXWELL	MAXWELL	-	Inactive	Active	-

OK Cancel


7. Click **Save**. Notice that the value in the Legal Name field has inferred based on the Vendor/Customer code selected.
8. In the **Billing Profile** field, select the pick list.



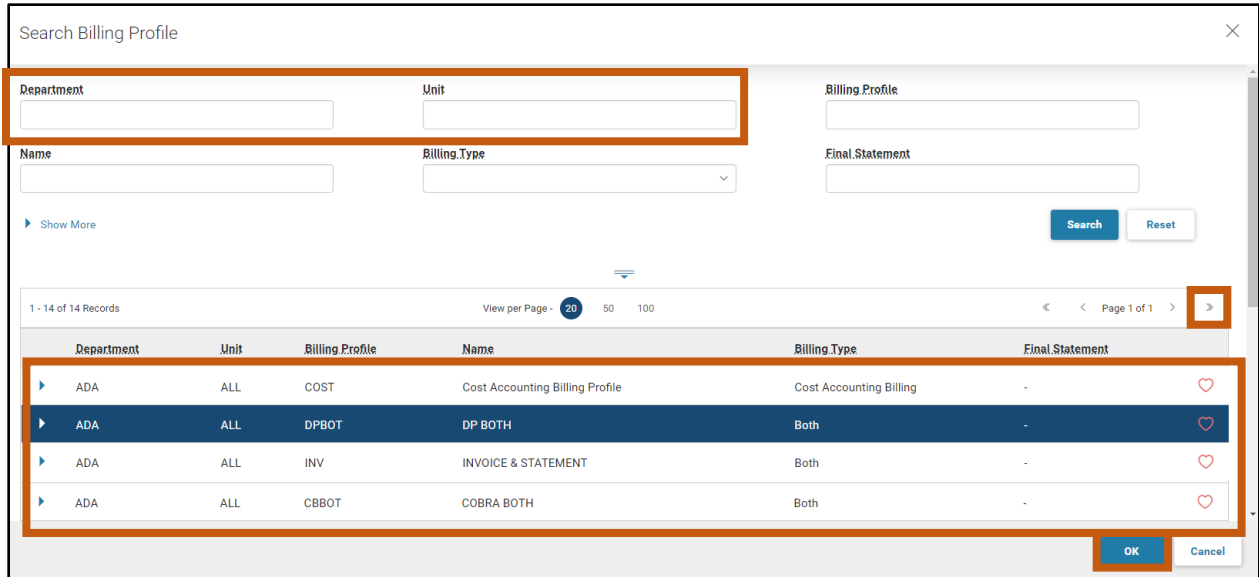
1 - 1 of 1 Records View per Page - 20 50 100 Page 1 of 1

Vendor Line	Vendor	Legal Name	Line Amount	Billing Profile	AR Dept	AR Unit	Attachments
1	AD000009575	KATHRYN MAXWELL			ADA	ALL	

Billing Profile



9. On the Search Billing Profile screen that generates, locate the correct billing profile for the person who provided payment by either choosing it from the grid, clicking the Next arrows to show more options or entering a Department or Unit value to narrow the results.
10. Click on the correct Billing Profile. In this scenario, select Billing Profile **DPBOT**.
11. Click **Ok**.



Search Billing Profile

Department:  Unit:  Billing Profile:

Name:  Billing Type:

▶ Show More Search Reset

1 - 14 of 14 Records View per Page: 20 50 100 Page 1 of 1

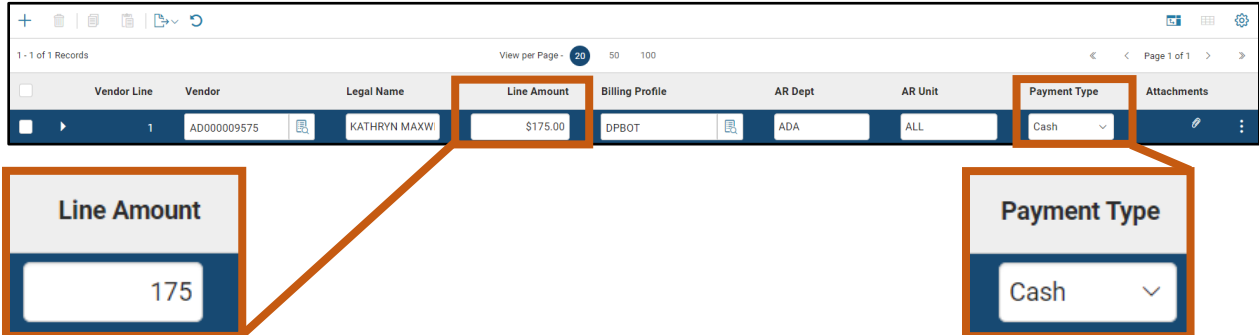
Department	Unit	Billing Profile	Name	Billing Type	Final Statement
▶ ADA	ALL	COST	Cost Accounting Billing Profile	Cost Accounting Billing	-
▶ ADA	ALL	DPBOT	DP BOTH	Both	-
▶ ADA	ALL	INV	INVOICE & STATEMENT	Both	-
▶ ADA	ALL	CBBOT	COBRA BOTH	Both	-

OK Cancel

12. In the **Line Amount** field, enter the total amount of the payment. In this scenario, enter 175.

13. In the **Payment Type** field, select the method in which the payment was made. In this scenario, select **Cash** from the drop down menu.

14. Click **Save**.



1 - 1 of 1 Records View per Page: 20 50 100 Page 1 of 1

Vendor Line	Vendor	Legal Name	Line Amount	Billing Profile	AR Dept	AR Unit	Payment Type	Attachments
1	AD000009575	KATHRYN MAXWI	\$175.00	DPBOT	ADA	ALL	Cash	

**Line Amount**

175

**Payment Type**

Cash

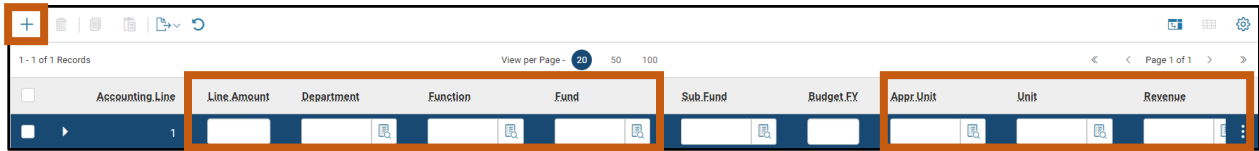
15. Click the **Accounting** tab.

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

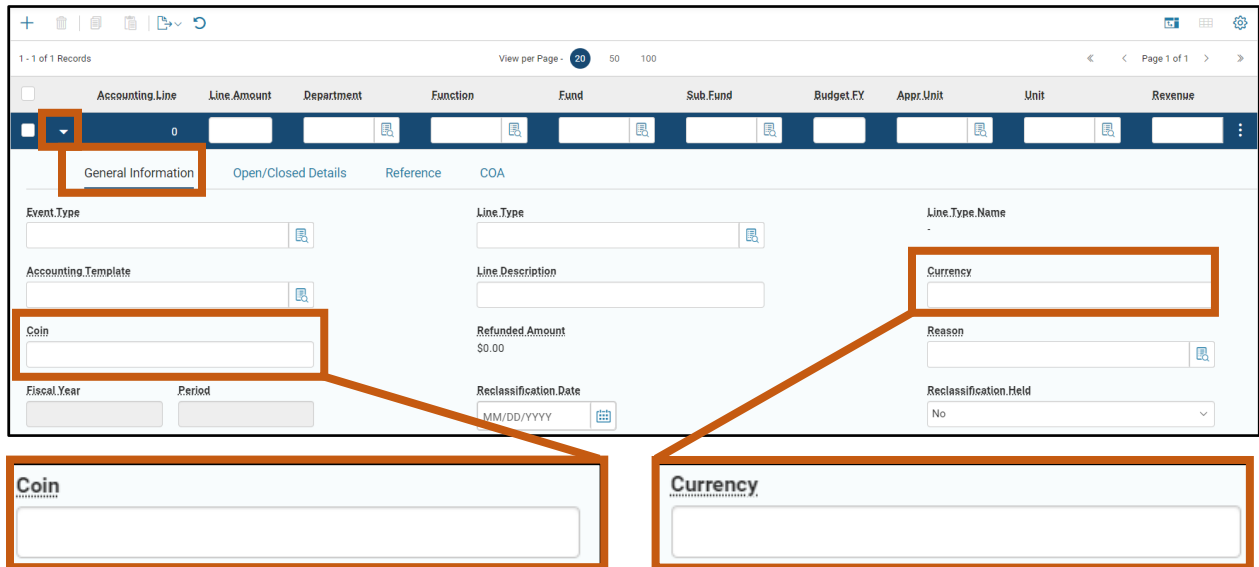
1. In the **Tab Level Actions** section, click the “+” icon to add an Accounting line.
2. In the **Line Amount** field, enter the total amount of the payment. In this scenario, enter 175.
3. In the **Department** field, enter the user’s department 3-digit code.
4. In the **Function** field, enter the user’s department function number.

*Note: Typically, the Function infers the Fund, Unit, and other elements so that these elements would not need to be separately entered.*

5. In the **Fund** field, enter the user’s department fund number.
6. In the **Appr Unit** field, enter the user’s department appropriation unit number.
7. In the **Unit** field, enter the user’s department unit number.
8. In the **Revenue** field, enter the user’s department revenue number.



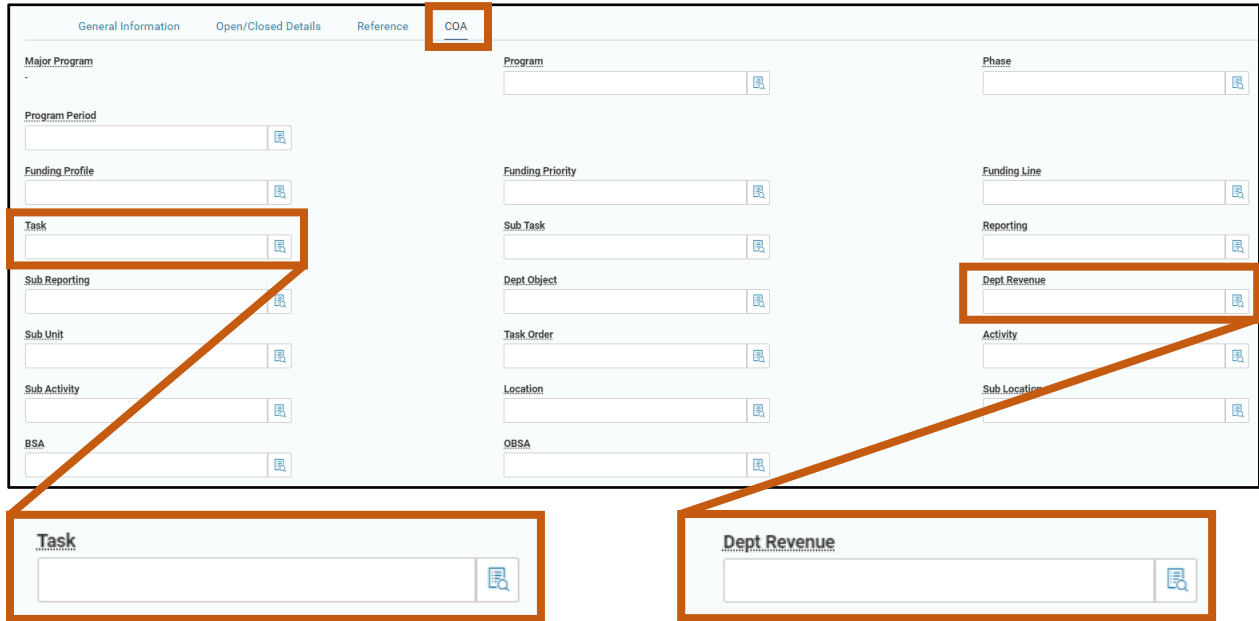
9. Click the **Expand** caret on the blue Accounting line.
10. In the **General Information** section:
  - a. In the **Currency** field, enter the total amount paid in dollar bills. In this scenario, enter *174*.
  - b. In the **Coin** field, enter the total the total amount paid in coins. In this scenario, enter *1*.



11. In the **COA** section:
  - a. In the **Task** field, enter the user’s department task number.

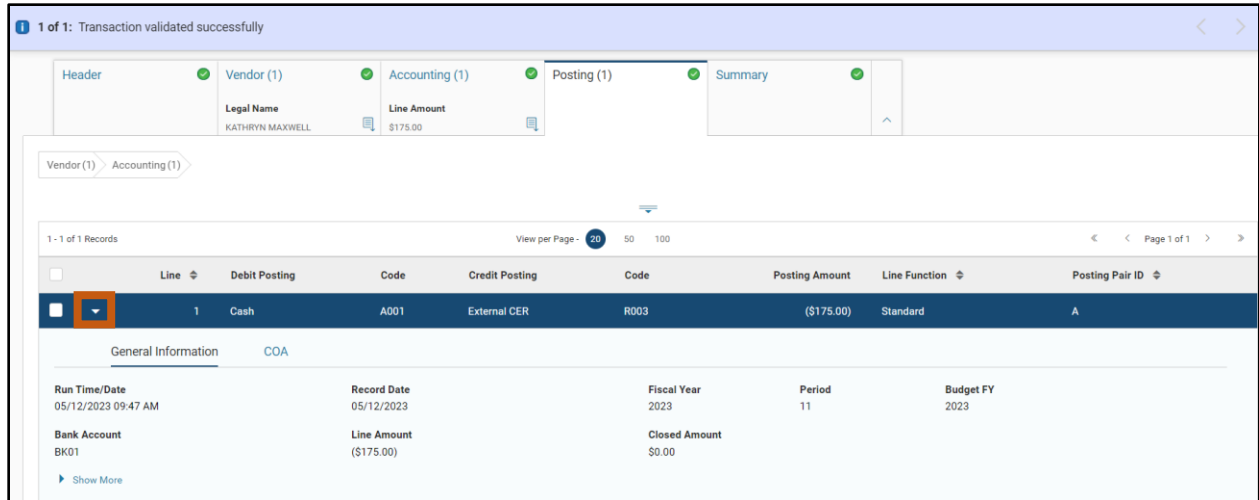
- b. In the **Dept Revenue** field, enter the department revenue number for the user’s department.

*Note: The Dept Revenue and Tasks fields are controlled by the FDREQ table and are optional dependent on how the agency has configured their settings. See the required COA disclaimer in the “Chart of Accounts Elements” section of this manual for more details.*



Check the CR transaction for errors and submit it.

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 the **Posting** tab.
3. Click the **Expand** caret on the blue Posting line to see the details of the credit and debit postings for the receipt.



1 of 1: Transaction validated successfully

Header: Vendor (1) Accounting (1) Posting (1) Summary

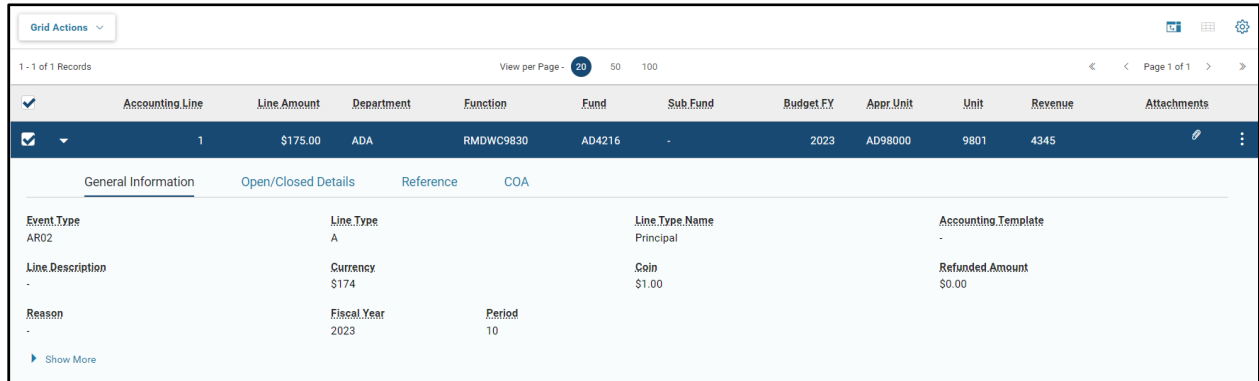
Vendor (1) Accounting (1)

Line	Debit Posting	Code	Credit Posting	Code	Posting Amount	Line Function	Posting Pair ID
1	Cash	A001	External CER	R003	(\$175.00)	Standard	A

General Information COA

Run Time/Date	Record Date	Fiscal Year	Period	Budget FY
05/12/2023 09:47 AM	05/12/2023	2023	11	2023
Bank Account	Line Amount	Closed Amount		
BK01	(\$175.00)	\$0.00		

4. Review and verify the postings correspond to the values entered on the Accounting line.



Grid Actions

1 - 1 of 1 Records

Accounting Line	Line Amount	Department	Function	Fund	Sub Fund	Budget FY	Appr. Unit	Unit	Revenue	Attachments
1	\$175.00	ADA	RMDWC9830	AD4216	-	2023	AD98000	9801	4345	

General Information Open/Closed Details Reference COA

Event Type	Line Type	Line Type Name	Accounting Template
AR02	A	Principal	-
Line Description	Currency	Coin	Refunded Amount
-	\$174	\$1.00	\$0.00
Reason	Fiscal Year	Period	
-	2023	10	

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

6. Click **Close**.

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

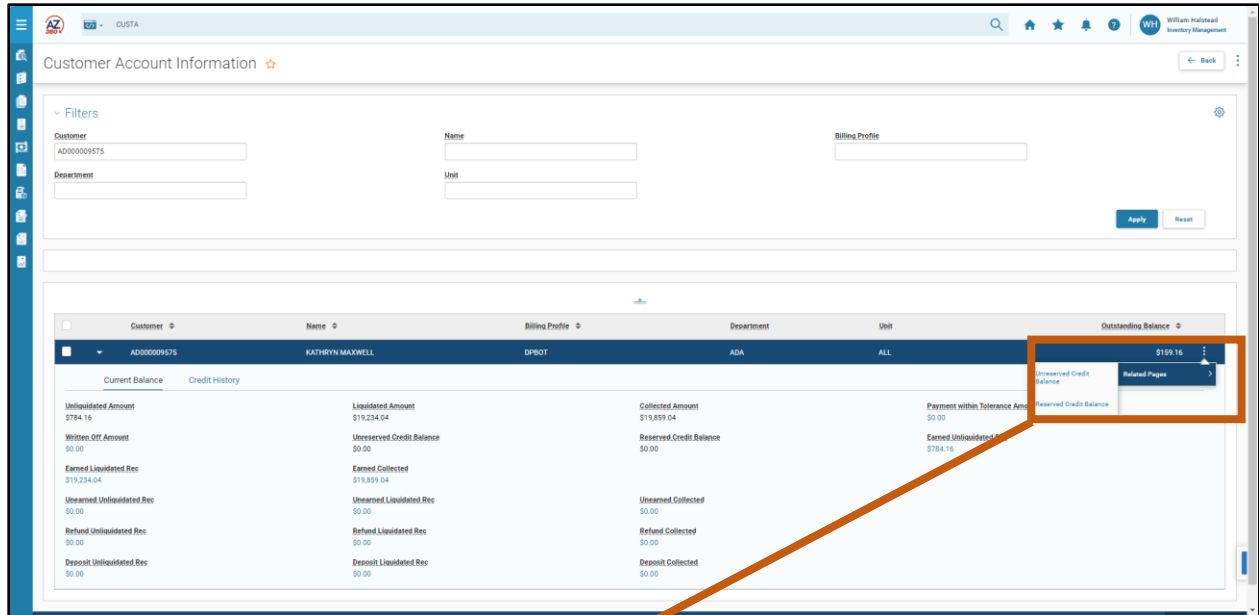
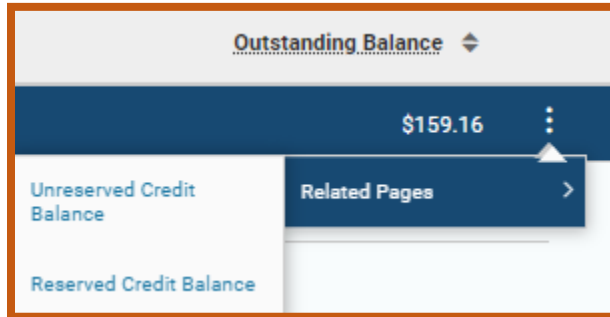
## Researching CRs

The CR transaction updates several inquiry tables when a payment is entered.

### Customer Account Information (CUSTA) Table

The information that updates in tables can be looked up by performing a query and certain tables are designed for this purpose. For example, customer account information and balances can be researched using the Customer Account Information (CUSTA) query page. One way to quickly access the CUSTA query page is to type CUSTA into the Global Search field.



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 has been paid.
- Collected Amount – The total amount that has been 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 (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.

### Research CR Impact on Customer Accounts

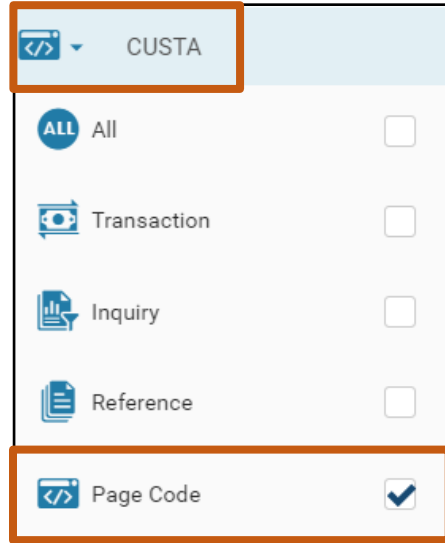
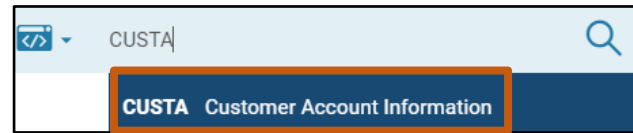


#### Scenario 2.

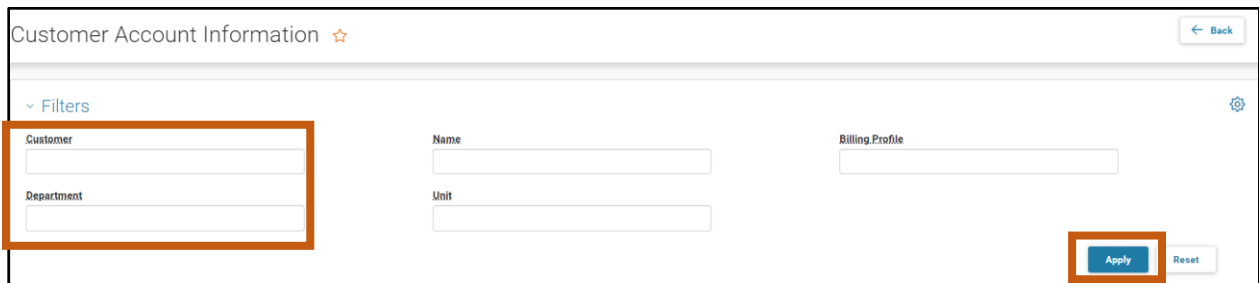
An agency needs to check the outstanding balance for a customer. Use the CUSTA table to view the outstanding balance.

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

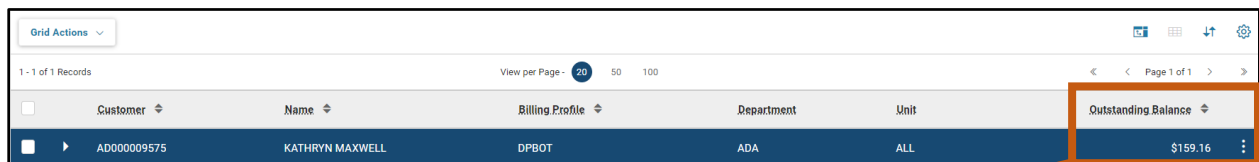
1. Click the **Expand** caret next to the **Global Search** field.
2. Select the **Page Code** option.
3. In the **Global Search** field, enter *CUSTA*.
4. In the drop down menu that generates, select **CUSTA Customer Account Information**. The CUSTA page opens.

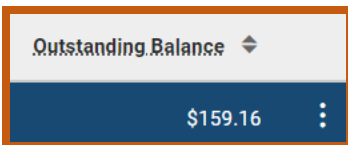
5. In the **Customer** field, enter the customer’s assigned customer number.
6. In the **Department** field, enter the user’s department 3-digit code.
7. Click **Apply**. The CUSTA record for the customer and billing profile opens.



8. Review the record and observe the amount displayed in the Outstanding Balance column.




Customer	Name	Billing Profile	Department	Unit	Outstanding Balance
AD000009575	KATHRYN MAXWELL	DPBOT	ADA	ALL	\$159.16



### Cash Balance Detail Query (CBALDQ)

When researching a fund, the available cash balance can be viewed on the Cash Balance Detail (CBALDQ) table. The CBALDQ table displays the available cash balance and pending increases or decreases for the desired fund.

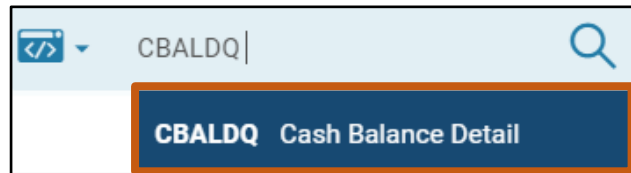
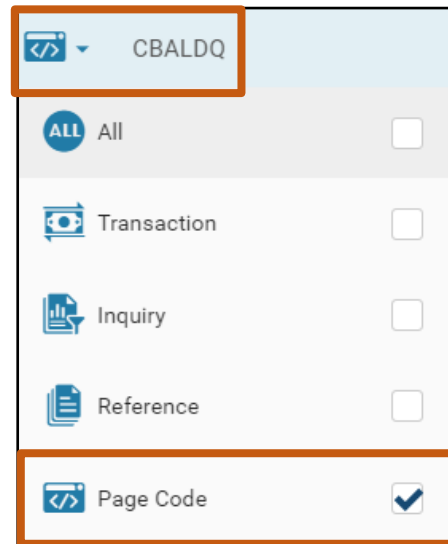
**Research Cash Balance on the CBALDQ table** 

*Scenario 3.*

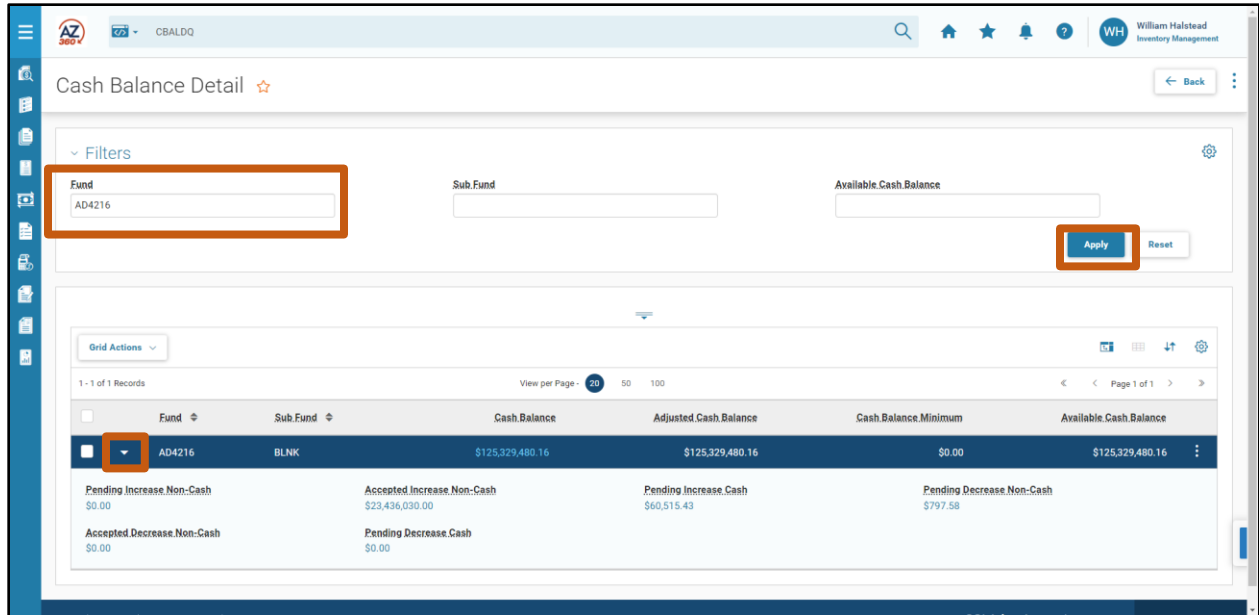
Review the CBALDQ table and observe the available cash balance and pending increases or decreases for a particular fund.

Log in to the AZ360 **Home Page**. Navigate to the CBALDQ 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 *CBALDQ*.
4. In the drop down menu that generates, select **CBALDQ Cash Balance Detail**. The CBALDQ page opens.



5. In the **Fund** field, enter the fund number being researched. In this scenario, enter *AD4216*.
6. Click **Apply**.
7. View the cash balances. To view additional fields, click the **Expand** caret on the blue grid line.



Cash Balance Detail

Filters

Fund: AD4216

Sub.Fund:

Available Cash Balance:

Apply Reset

Fund	Sub.Fund	Cash Balance	Adjusted Cash Balance	Cash Balance Minimum	Available Cash Balance
AD4216	BLNK	\$125,329,480.16	\$125,329,480.16	\$0.00	\$125,329,480.16

Pending Increase Non-Cash: \$0.00

Accepted Increase Non-Cash: \$23,436,030.00

Pending Increase Cash: \$60,515.43

Pending Decrease Non-Cash: \$797.58

Accepted Decrease Non-Cash: \$0.00

Pending Decrease Cash: \$0.00

### Receivable History and Reference Query (RDET)

The Receivable History and Reference Query (RDET) displays all transaction activity related to an RE. When a CR-based transaction references an RE transaction, it updates the RDET.

#### Review RDET History table



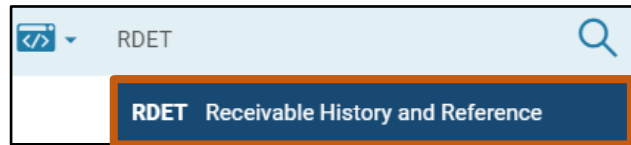
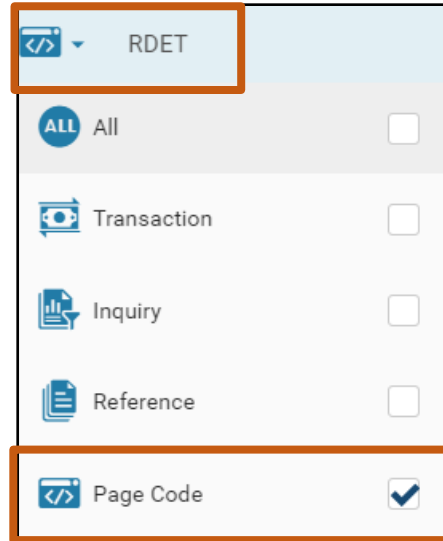
#### Scenario 4.

Review the RDET table to see activity related to an RE.

Log in to the AZ360 **Home Page**. Navigate to the RDET 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 *RDET*.
4. In the drop down menu that generates, select **RDET Receivable History and Reference**. The RDET page opens.



5. In the **Transaction ID** field, enter the transaction number of the RE transaction.
6. In the **Department** field, enter the user's department 3-digit code. *Note: To access this field, click the Show More caret.*
7. Click **Apply**.
8. View the RE history.

Receivable History and Reference Query

Filters

Transaction Code:

Transaction Dept:

Transaction ID:

Customer:

Name:

Department:

Unit:

Taxpayer ID Number:

Show Less

Apply Clear

Grid Actions

1 - 1 of 1 Records View per Page: 20 50 100 Page 1 of 1

Transaction Code	Transaction Dept	Transaction ID	Customer	Name	Total Outstanding	Department	Unit	Taxpayer ID Number
RE	ADA	23000000064	AD000010188	JOAN BRETT	\$250.00	ADA	ALL	-

## Cash Receipt (CR) with Reference Transactions

A CR can reference several types of RE transactions. For example, when a customer has submitted payment in response to a bill, a CR-based transaction must be entered. The CR-based transaction must reference the RE transaction to reduce the amount of the receivable (i.e., show that the bill or part of the bill has been paid).

### Entering a CR with a RE Reference

#### Invoice Payment

When a customer makes a payment that exactly matches an invoice, the CR can be created by using the Copy Forward function which references the existing RE transaction. The customer and accounting information will carry forward from the RE-based transaction and populate the CR-based transaction. There are only a few fields that need information to be manually entered in this scenario.

#### Partial Payment

If the payment does not fully cover the amount of the referenced transaction(s), it is considered a partial payment and it will leave an outstanding balance on the customer's account (visible on the CUSTA table). The steps involved in processing a partial payment are similar to the steps involved in processing a full invoice payment with the exception that the Header tab's Transaction Total field, Customer tab's Line Amount field, and Accounting tab's Line Amount field must be changed to match the payment received.

#### Process a Partial Payment CR Using Copy Forward to Reference RE



##### *Scenario 1.*

Several weeks ago, an agency created an RE for \$1,000, split evenly between goods (\$500) and services (\$500). An invoice was sent to the customer. The customer has now sent a check with a partial payment of \$750. Of this payment, \$300 will be applied to the goods accounting line and the remaining \$450 will be applied to the services line. Create a CR referencing the RE.

Log in to the AZ360 **Home Page**. Search for the existing RE transaction.

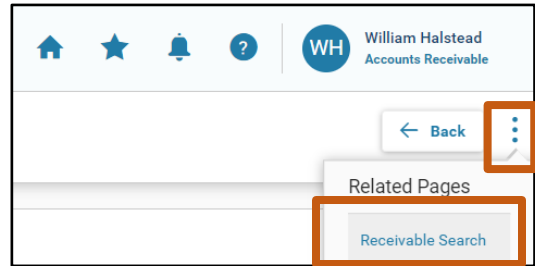
1. Complete the steps from the "Review RDET History table" scenario to generate the RDET table.
2. In the **Department** field, enter the user's department 3-digit code.
3. Click **Apply**.

Receiveable History and Reference Query ← Back

Filters

Transaction Code	Transaction Dept	Transaction ID
<input type="text"/>	<input type="text"/>	<input type="text"/>
Customer	Name	Department
<input type="text"/>	<input type="text"/>	ADA
Unit	Taxpayer ID Number	
<input type="text"/>	<input type="text"/>	

4. Click the **Page 3-dot** menu and under Related Pages, select **Receiveable Search**.
5. The Receiveable Search (RESTA) table will open.
6. In the **Department** field, enter the user's department 3-digit code.
7. Click **Apply**. All RE transactions for the department are displayed in the grid with corresponding **Transaction ID** links.



**Note: While there are no required fields on the RDET table, it is strongly recommended to search by as many fields as possible in order to minimize search results.**

8. Select the appropriate RE transaction by clicking on the **Transaction ID** link. The RE transaction will open.

Receiveable Search ← Back

Filters

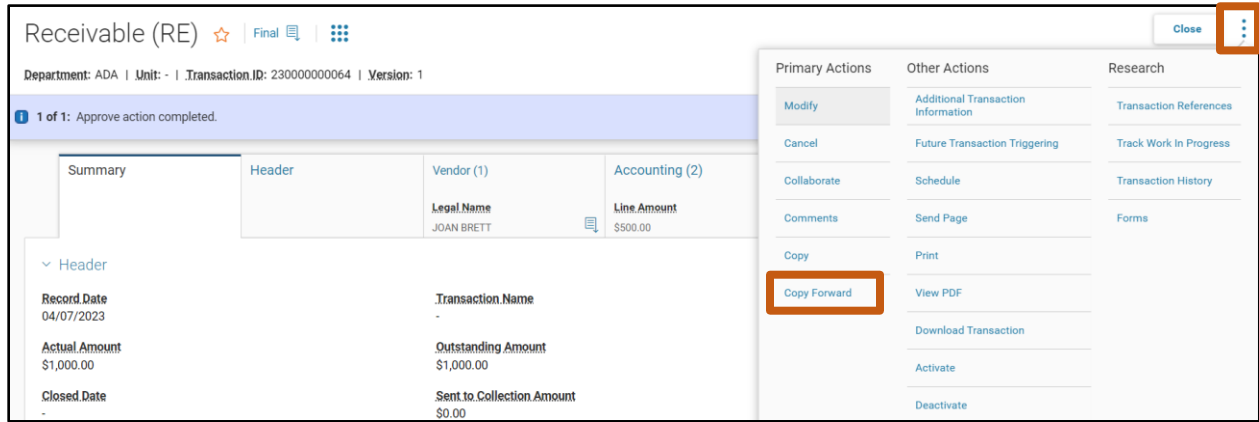
Customer	Name	Transaction ID
<input type="text"/>	<input type="text"/>	<input type="text"/>
Transaction Dept	Outstanding	Taxpayer ID
<input type="text"/>	<input type="text"/>	<input type="text"/>
Billing Profile	Department	Unit
<input type="text"/>	ADA	<input type="text"/>
Transaction Code	DOB	Collection Status
<input type="text"/>	MM/DD/YYYY <input type="button" value="📅"/>	<input type="text"/>
Interest Status	Write-off Status	Dispute Status
<input type="text"/>	<input type="text"/>	<input type="text"/>
Payment Plan		
<input type="text"/>		

Transaction Dept	Transaction ID	Due	Outstanding	Customer	Name	Billing Profile
ADA	23000000064	06/07/2023	\$1,000.00	AD000010188	JOAN BRETT	DPBOT
ADA	23000000061	03/17/2023	\$0.00	AD000010188	JOAN BRETT	DPBOT
ADA	1018880722	08/28/2022	\$35.94	AD000010188	JOAN BRETT	DPBOT
ADA	1021780722	08/28/2022	\$717.05	AD000010217	GREG WATSON	DPBOT
ADA	1021780722	08/28/2022	\$744.45	AD000010217	GREG WATSON	DPBOT



Copy forward the RE transaction to a CR transaction.

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



Receivable (RE) ☆ Final [grid icon] [Close] [3-dot menu]

Department: ADA | Unit: - | Transaction ID: 23000000064 | Version: 1

1 of 1: Approve action completed.

Summary	Header	Vendor (1)	Accounting (2)
		Legal Name JOAN BRETT	Line Amount \$500.00

▼ Header

Record Date 04/07/2023	Transaction Name -
Actual Amount \$1,000.00	Outstanding Amount \$1,000.00
Closed Date -	Sent to Collection Amount \$0.00

Primary Actions

- Modify
- Cancel
- Collaborate
- Comments
- Copy
- Copy Forward**

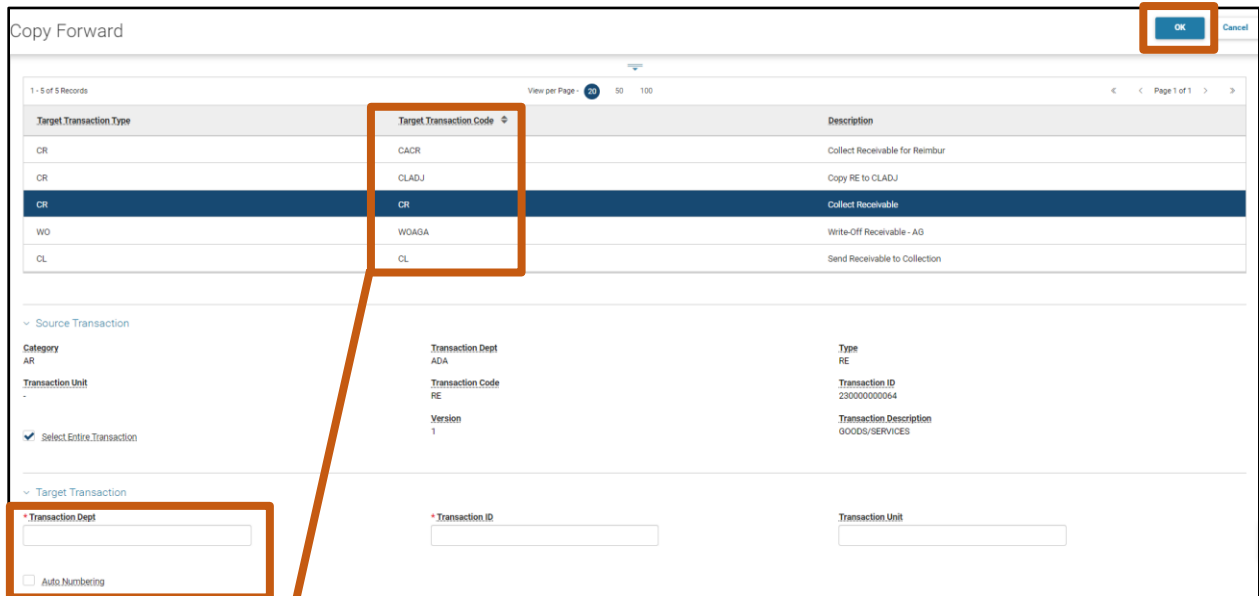
Other Actions

- Additional Transaction Information
- Future Transaction Triggering
- Schedule
- Send Page
- Print
- View PDF
- Download Transaction
- Activate
- Deactivate

Research

- Transaction References
- Track Work In Progress
- Transaction History
- Forms

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 **CR**.
5. Click **Ok**.



Copy Forward [OK] [Cancel]

1 - 5 of 5 Records View per Page: 20 50 100 Page 1 of 1

Target Transaction Type	Target Transaction Code	Description
CR	CACR	Collect Receivable for Reimbur
CR	CLADJ	Copy RE to CLADJ
CR	CR	Collect Receivable
WO	WOAGA	Write-Off Receivable - AG
CL	CL	Send Receivable to Collection

▼ Source Transaction

Category AR	Transaction Dept ADA	Type RE
Transaction Unit -	Transaction Code RE	Transaction ID 23000000064
<input checked="" type="checkbox"/> Select Entire Transaction	Version 1	Transaction Description GOODS/SERVICES

▼ Target Transaction

*Transaction Dept <input type="text"/>	*Transaction ID <input type="text"/>	Transaction Unit <input type="text"/>
<input type="checkbox"/> Auto Numbering		

Target Transaction Code

CR

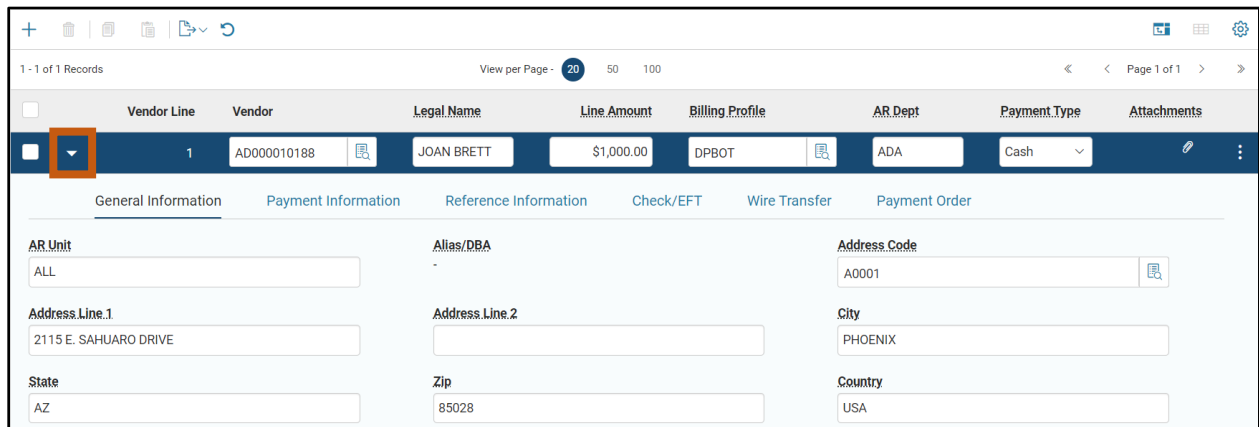
- A new CR transaction will generate and opens to the Header tab. Note that the transaction is in **Draft**, the **Version** number is **1**, the **Function** is **New** and the **Status** is **Held**.

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

- In the **General Information** section:
  - In the **Transaction Total** field, enter the total payment amount. In this scenario, enter *750*.
  - In the **Bank Account** field, select **BK01** from the pick list.
- Click the **Vendor** tab.

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

- Click the **Expand** caret on the blue Vendor line. Observe that most of the fields are populated based on values from the RE, including Vendor, Billing Profile, Line Amount, AR Dept, and AR Unit.

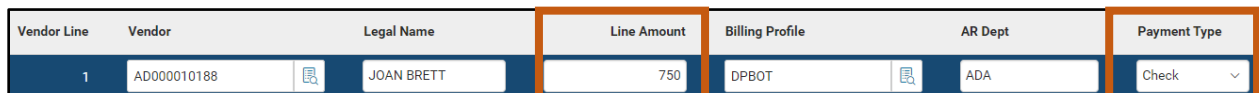


Vendor Line	Vendor	Legal Name	Line Amount	Billing Profile	AR Dept	Payment Type	Attachments
1	AD000010188	JOAN BRETT	\$1,000.00	DPBOT	ADA	Cash	

AR Unit	Alias/DBA	Address Code
ALL	-	A0001
Address Line 1	Address Line 2	City
2115 E. SAHUARO DRIVE		PHOENIX
State	Zip	Country
AZ	85028	USA

- In the **Line Amount** field, change the amount to equal the current payment amount. In this scenario, enter *750*.
- From the **Payment Type** drop down menu, select the method of the payment. In this scenario, select **Check**.



Vendor Line	Vendor	Legal Name	Line Amount	Billing Profile	AR Dept	Payment Type
1	AD000010188	JOAN BRETT	750	DPBOT	ADA	Check

- Click the **Check/EFT** section.
- In the **Check/EFT Number** field, enter the check number.
- In the **Check/EFT Date** field, enter the date of the check.

1 - 1 of 1 Records View per Page: 20 50 100

Vendor Line	Vendor	Legal Name	Line Amount	Billing Profile	AR Dept	Payment Type
1	AD000010188	JOAN BRETT	750	DPBOT	ADA	Check

General Information Payment Information Reference Information **Check/EFT** Credit/Debit Wire Transfer Payment Order

Check/EFT Number:  Check/EFT Date: MM/DD/YYYY

Show More

- Click the **Reference Information** section. Observe that the Referenced Transaction Code, Referenced Transaction Dept, and Referenced Transaction ID fields show the originating RE transaction information.

1 - 1 of 1 Records View per Page: 20 50 100

Vendor Line	Vendor	Legal Name	Line Amount	Billing Profile	AR Dept	Payment Type
1	AD000010188	JOAN BRETT	\$750.00	DPBOT	ADA	Check

General Information Payment Information **Reference Information** Check/EFT Credit/Debit Wire Transfer Payment Order

Referenced Transaction Code: RE Referenced Transaction Dept: ADA Referenced Transaction ID: 230000000064

Referenced Vendor Line: 1 Referenced Accounting Line: 2

- Click the **Accounting** tab.

Enter the partial payment amounts in the **Accounting** tab of the CR transaction.

- Observe how current accounting lines appear. In this scenario, there are two accounting lines and the Line Amount, Event Type, and Line Type fields are populated for both lines with values of \$500.00, AR02, and A respectively.

1 - 2 of 2 Records View per Page: 20 50 100 Page 1 of 1

Accounting Line	Line Amount	Department	Function	Fund	Event Type	Line Type	Budget EY	Appr Unit
1	\$500.00	ADA	BSD0019200	AD3015	AR02	A	2023	AD19000
2	\$500.00	ADA	BSD0019200	AD3015	AR02	A	2023	AD19000

- In the **Line Amount** field for Accounting Line 1, change the amount to the total being applied to the goods accounting line. In this scenario, enter 300.
- Click the **Expand** caret on the blue Accounting Line 1.
- Click the **Reference Information** section. Observe that the RE transaction is identified.
- Click the **COA** tab. Observe that the accounting elements are populated.



- In the **Line Amount** field for Accounting Line 2, change the amount to the total being applied to the goods accounting line. In this scenario, enter *450*. When completed, Accounting Lines 1 and 2 should look as follows:

Accounting Line	Line Amount	Department	Function	Fund	Event Type	Line Type	Budget FY	Appr. Unit
1	\$300.00	ADA	BSD0019200	AD3015	AR02	A	2023	AD19000
2	\$450.00	ADA	BSD0019200	AD3015	AR02	A	2023	AD19000

Check the CR transaction for errors and submit it.

- 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**.
- Click the **Posting** tab.
- Click the **Expand** caret on the blue Posting lines to see the details of the credit and debit postings for the receipt.

Line	Debit Posting	Code	Credit Posting	Code	Posting Amount	Line Function	Posting Pair ID
1	Cash	A001	External CER	R003	\$0.00	Standard	A
2	External BER	R002	Billed E Rec	R001	\$0.00	Liquidation	A

- Click the **Submit** button to submit the transaction for approval when all errors are resolved. If the submission is successful, the following message is displayed in the upper left corner: **Transaction submitted successfully**.
- After the CR transaction has been final approved, review the originating RE transaction using the Global Search menu.

Review the updates to the RE after the CR has been final approved.

- Using the Global Search, call up the original RE transaction.

2. Click the **Header** tab.
3. Scroll down to the **Open/Closed Details** section. Review the **Closed Amount** field, which reflects the total CR amount. In this scenario, the closed amount is \$750.00.

Summary	Header	Vendor (1)	Accounting (2)	Posting (1)
		Legal Name JOAN BRETT	Line Amount \$500.00	
Created By: 184984   Created On: 04/07/2023   Modified By: 105085   Modified On: 04/07/2023				
> General Information				
v Open/Closed Details				
Closed Amount \$750.00		Closed Date -		Outstanding Amount \$250.00

4. Click the **Accounting** tab.
5. Click the **Expand** caret on the blue Accounting Line 1.
6. Click the **Open/Closed Details** section. The line amount has not changed, but the value in the Line Closed Amount field shows the amount paid via the CR while the Outstanding Amount field shows the total line amount minus the amount of the CR. In this scenario, the Accounting Line amount is \$500.00, the Line Closed Amount is \$300.00, and the Outstanding Amount is \$200.00.

Accounting Line	Line Amount	Department	Function	Fund	Sub.Fund	Budget.FY	Appr.Unit	Unit	Revenue	Object	Attachments												
1	\$500.00	ADA	BSD0019200	AD3015	-	2023	AD19000	4801	4351	-													
<table border="1"> <thead> <tr> <th>General Information</th> <th>Open/Closed Details</th> <th>Reference</th> <th>COA</th> <th>Additional Information</th> <th>Extended Description</th> </tr> </thead> <tbody> <tr> <td>Line Closed Amount \$300.00</td> <td>Line Closed Date -</td> <td colspan="2">Outstanding Amount \$200.00</td> <td colspan="2"></td> </tr> </tbody> </table>												General Information	Open/Closed Details	Reference	COA	Additional Information	Extended Description	Line Closed Amount \$300.00	Line Closed Date -	Outstanding Amount \$200.00			
General Information	Open/Closed Details	Reference	COA	Additional Information	Extended Description																		
Line Closed Amount \$300.00	Line Closed Date -	Outstanding Amount \$200.00																					
2	\$500.00	ADA	BSD0019200	AD3015	-	2023	AD19000	4801	4351	-													

Line Closed Amount	Line Closed Date	Outstanding Amount
\$300.00	-	\$200.00

7. Click the **Additional Information** section. The amounts have been updated because of the CR. The Liquidated Amount and Collected Amount values are the amount of the CR. In this scenario, both values are \$300.00.

Accounting Line	Line Amount	Department	Function	Fund	Sub.Fund	Budget.EY	Appr.Unit	Unit	Revenue	Object	Attachments																		
1	\$500.00	ADA	BSD0019200	AD3015	-	2023	AD19000	4801	4351	-																			
<table border="1"> <thead> <tr> <th>General Information</th> <th>Open/Closed Details</th> <th>Reference</th> <th>COA</th> <th>Additional Information</th> <th>Extended Description</th> </tr> </thead> <tbody> <tr> <td>Sent to Collection Amount \$0.00</td> <td>Written-off Amount \$0.00</td> <td></td> <td></td> <td>Liquidated Amount \$300.00</td> <td>Collected Amount \$300.00</td> </tr> <tr> <td>Payment within Tolerance Amount \$0.00</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>												General Information	Open/Closed Details	Reference	COA	Additional Information	Extended Description	Sent to Collection Amount \$0.00	Written-off Amount \$0.00			Liquidated Amount \$300.00	Collected Amount \$300.00	Payment within Tolerance Amount \$0.00					
General Information	Open/Closed Details	Reference	COA	Additional Information	Extended Description																								
Sent to Collection Amount \$0.00	Written-off Amount \$0.00			Liquidated Amount \$300.00	Collected Amount \$300.00																								
Payment within Tolerance Amount \$0.00																													
2	\$500.00	ADA	BSD0019200	AD3015	-	2023	AD19000	4801	4351	-																			

<b>Liquidated Amount</b> \$300.00	<b>Collected Amount</b> \$300.00
--------------------------------------	-------------------------------------

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

## CR for a Vendor Refund

When a vendor has been overpaid by the State of Arizona, the state will receive a refund for the overpayment. This creates the need for a CR to process the refund. This section will focus on the process involved in creating a CR to record a vendor refund.

It is important to note that when processing a refund from the vendor for the overpayment, an agency must use the same revenue sources (if the overpayment was processed as a GAXR1 transaction) or the same expenditure objects that were used on the initial overpayment. ***This is vital to accurately report the refund from the vendor in AZ360.*** For more information on GAXR1 transactions see the Customer Refund section of Appendix B in this manual.

### Create a CR for a Vendor Refund

#### Scenario 2.

A user's agency has received a check for \$25 from a vendor Kathryn Maxwell who is refunding money overpaid by the State of Arizona. In this case, no bill was sent to the vendor. Record the check as a CR in AZ360.

Log in to the AZ360 **Home Page**. Create a CR transaction.

1. Complete the steps from the "Create a CR without an RE Reference" scenario to create a CR transaction. The transaction will open to the Header tab.

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

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



- a. In the **Transaction Description** field, enter the reason for the CR transaction along with any other information that may help identify the refund. In this scenario, enter *Refund*.
- b. In the **Transaction Total** field, enter the amount of the payment. In this scenario, enter *25*.
- c. In the **Bank Account** field, select **BK01** from the pick list.

2. In the **Payment Information** section:

- a. From the **Payment Type** drop down menu, select the method of the payment. In this scenario, select **Check**.

3. Click the **Vendor** tab.

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

- 1. In the **Tab Level Actions** section, click the “+” icon to add a Vendor line.
- 2. On the **Vendor Line**, in the **Vendor** field, enter the Vendor Customer code for the vendor who is refunding the payment. In this scenario, enter *AD000009575*.
- 3. In the **Billing Profile** field, enter the Billing Profile number for the customer.
- 4. In the **Line Amount** field, enter the amount of the payment. In this scenario, enter *25*.

Vendor	Legal Name	Line Amount	Billing Profile
AD000009575	KATHRYN MAXWELL	25	

5. Click the **Expand** caret on the blue Vendor line.
6. Click the **Check/EFT** section.
7. For payments made via check, in the **Check/EFT Number** field enter the check number.
8. In the **Check/EFT Date** field, enter the date of the check.
9. Click 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 payment. In this scenario, enter 25.
3. In the **Department** field, enter the user’s department 3-digit code.
4. In the **Event Type** field, enter AR32 (Collect Vendor Refund) to indicate that a vendor refund is being collected.
5. In the **Function** field, enter the user’s function number.
6. In the **Object** field, enter the user’s object number.
7. In the **Dept Object** field, enter the department object number for the user’s department.
8. In the **Appr Unit** field, enter the user’s department appropriation unit number.

Accounting Line	Line Amount	Department	Event Type	Function	Object	Dept Object	Appr Unit
1	\$25.00	ADA	AR32				

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.

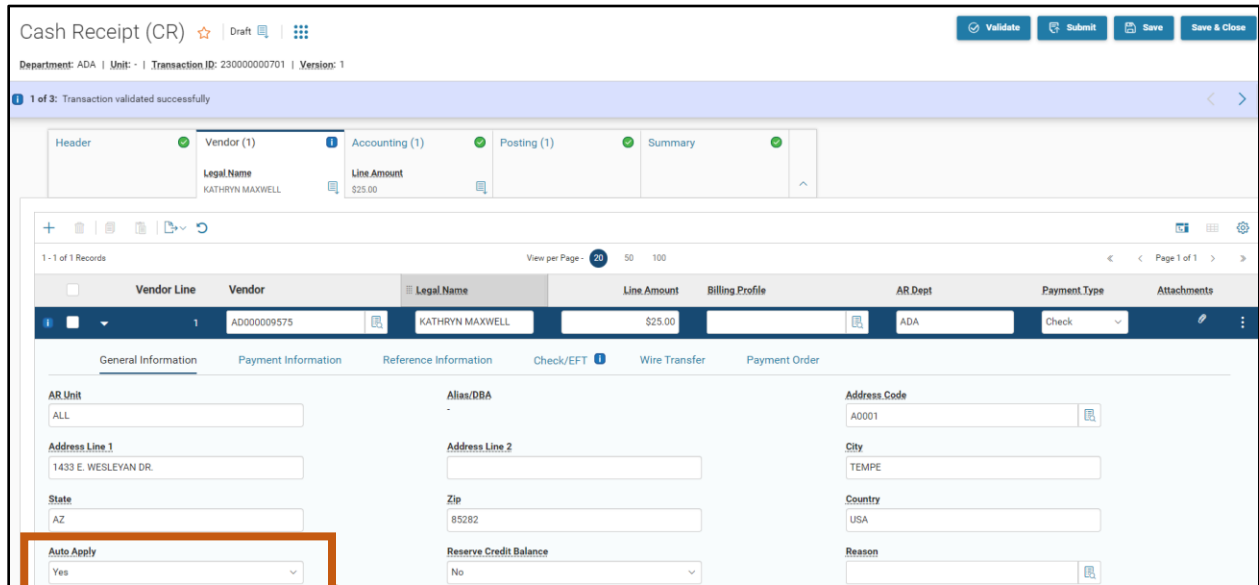
## Record an ACH Credit CR using Auto Apply

The State of Arizona can receive many types of payments; one type is an Automated Clearing House (ACH) Credit or Wire Transfer transaction. An ACH Credit or Wire Transfer transaction requires the creation of a CR transaction to record the receipt of funds.

### Auto Apply Feature

The Auto Apply feature allows AZ360 to automatically apply the funds from the customer’s payment to outstanding customer RE transactions. The system will apply the funds from oldest to the newest outstanding RE.

The Auto Apply field on the CR Vendor tab, General Information section must be set to Yes.

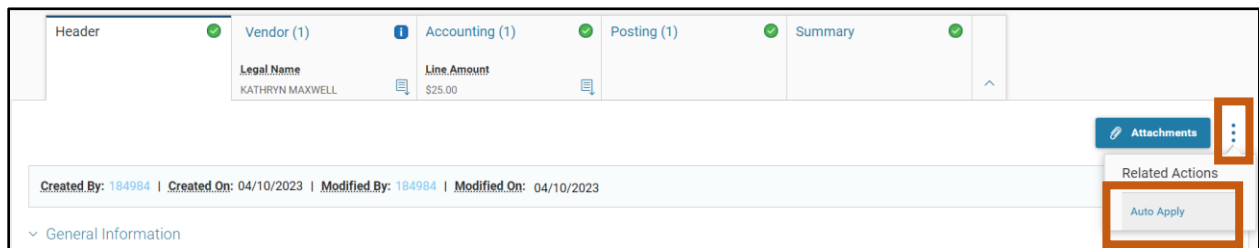


The screenshot shows the 'Cash Receipt (CR)' form. At the top, there are buttons for 'Validate', 'Submit', 'Save', and 'Save & Close'. Below the header, there is a table with columns: Vendor (1), Accounting (1), Posting (1), and Summary. The Vendor (1) row shows 'Legal Name: KATHRYN MAXWELL' and 'Line Amount: \$25.00'. Below this is a table with columns: Vendor Line, Vendor, Legal Name, Line Amount, Billing Profile, AR Dept, Payment Type, and Attachments. The first row shows Vendor Line 1, Vendor AD000009575, Legal Name KATHRYN MAXWELL, Line Amount \$25.00, AR Dept ADA, and Payment Type Check. Below the table is the 'General Information' section with fields for AR Unit, Address Line 1, State, Auto Apply (set to Yes), Alias/DBA, Address Line 2, Zip, Reserve Credit Balance, Address Code, City, Country, and Reason.



The close-up shows the 'Auto Apply' dropdown menu with 'Yes' selected.

Then the Auto Apply button located on the Header tab via the Row 3-dot menu can be selected.



The screenshot shows the 'Cash Receipt (CR)' form. At the top, there are buttons for 'Validate', 'Submit', 'Save', and 'Save & Close'. Below the header, there is a table with columns: Vendor (1), Accounting (1), Posting (1), and Summary. The Vendor (1) row shows 'Legal Name: KATHRYN MAXWELL' and 'Line Amount: \$25.00'. Below this is a table with columns: Vendor Line, Vendor, Legal Name, Line Amount, Billing Profile, AR Dept, Payment Type, and Attachments. The first row shows Vendor Line 1, Vendor AD000009575, Legal Name KATHRYN MAXWELL, Line Amount \$25.00, AR Dept ADA, and Payment Type Check. Below the table is the 'General Information' section with fields for AR Unit, Address Line 1, State, Auto Apply (set to Yes), Alias/DBA, Address Line 2, Zip, Reserve Credit Balance, Address Code, City, Country, and Reason. The 'Auto Apply' button is highlighted in the Row 3-dot menu.

The system will automatically apply the payments. In the event of partial payments, a user will enter the dollar amount on the Vendor line before selecting Auto Apply.



## Record an ACH Credit CR Using Auto Apply



### Scenario 3.

A user's agency has been notified that an ACH payment for \$5,000 is being sent to them from customer Joan Brett. Create an ACH credit CR transaction and submit it for approval. Use the Auto Apply feature to apply the ACH payment to outstanding RE transactions for this customer.

Log in to the AZ360 **Home Page**. Create a CR transaction.

1. Complete the steps from the "Create a CR without an RE Reference" scenario to create a CR transaction. The CR will open to the Header tab.

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

1. In the **General Information** section:
  - a. In the **Transaction Description** field, enter a description of the payment. In this scenario, enter *Customer Payment*.
  - b. In the **Transaction Total** field, enter the total amount of the payment. In this scenario, enter *5000*.
  - c. In the **Bank Account** field, select **BK01** from the pick list.
2. In the **Payment Information** section:
  - a. From the **Payment Type** drop down menu, select the method of the payment. In this scenario, select **Wire Transfer**.



3. Click the **Vendor** tab.

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

1. In the **Tab Level Actions** section, click the “+” icon to add a Vendor line.
2. On the **Vendor line**, in the **Vendor** field, enter the Vendor Customer code for the vendor who is refunding the payment. In this scenario, enter *AD000010188*.
3. In the **Line Amount** field, enter the ACH payment amount. In this scenario, enter *5000*.
4. In the **Billing Profile** field, enter the Billing Profile number for the customer.
5. In the **Payment Type** drop down menu, select the payment method. In this scenario, select **Wire Transfer**.

**Note: The State of Arizona considers an incoming ACH to be a Wire Transfer.**

6. Click the **Expand** caret on the blue Vendor line.
7. Under the **General Information** section, click the **Show More** caret.
8. In the **Auto Apply** field, select **Yes** from the drop down menu. Checking this option tells the system to apply the funds across outstanding RE’s.

The screenshot shows the 'General Information' tab of a Vendor Line form. The 'Auto Apply' dropdown menu is highlighted with an orange box. Other fields visible include AR.Unit, Address.Code, Address.Line.1, Address.Line.2, City, State, Zip, Country, Reserve.Credit.Balance, Reason, Accounting.Profile, Line.Actual.Amount, and Customer.Contact.ID.

9. Click the **Wire Transfer** section.

10. In the **Wire Transfer Number** field, enter the number received from the incoming ACH/Wire Transfer.

11. In the **Wire Transfer Date** field, enter the date the wire comes in to the State’s bank account.

The screenshot shows the 'Wire Transfer' tab of the Vendor Line form. The 'Wire Transfer Number' and 'Wire Transfer Date' fields are highlighted with orange boxes. Other fields visible include ABA Number, Bank Name, and Account Number.

This is a close-up view of the 'Wire Transfer Number' and 'Wire Transfer Date' fields, both highlighted with orange boxes. The date field includes a calendar icon.

Auto Apply the Accounting lines.

1. Click the **Header** tab.
2. Click the **Row 3-dot** menu, and under Related Actions click **Auto Apply**.

Header	Vendor (1)	Accounting	Posting	Summary
	Legal Name JOAN BRETT	Line Amount -		

Created By: 184984 | Created On: 04/10/2023 | Modified By: 184984 | Modified On: 04/10/2023

▼ General Information

Transaction Name Record Date Budget FY

Attachments

Related Actions

Auto Apply

Review the generated accounting lines.

1. Click the **Accounting** tab. Observe that the accounting lines have been built.
2. In the grid, click the last **Accounting line**. This line reflects the overpayment that is being applied to outstanding RE transaction(s) for this customer. This overpayment utilizes Event Type AR40 (Collect Unreserved Overpayment).

Accounting Line	Line Amount	Department	Event Type	Function	Object	Dept.Object	Appr.Unit	Task	Sub.Tax
1	\$35.94	ADA	AR02	BSD0019200	-	-	AD19000	400000	420000
2	\$200.00	ADA	AR02	BSD0019200	-	-	AD19000	400000	420000
3	\$50.00	ADA	AR02	BSD0019200	-	-	AD19000	400000	420000
4	\$4,714.06	ADA	AR40	BSD0019200	-	-	AD19000	400000	420000

Accounting Line	Line Amount	Department	Event Type
1	\$35.94	ADA	AR02
2	\$200.00	ADA	AR02
3	\$50.00	ADA	AR02
4	\$4,714.06	ADA	AR40

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.


## Cash Receipt (CR) Maintenance

CR maintenance includes modifying and cancelling CRs, reversing the liquidation of a receivable and processing a customer refund.

### CR Modification

CRs that are in the Final phase may need to be changed for many reasons, such as to correct the transaction reference, accounting elements, or net a credit balance. These changes can be processed through a modification. Some values on a final CR-based transaction cannot be modified, such as the event type, and COA elements related to a referenced transaction, since these elements are inferred from the original RE. In cases where there are errors in fields that cannot be modified, the transaction may be corrected by using an AZ360 transfer transaction.

In addition, when modifying Final phase CR-based transactions, the Transaction Total field on the Header tab cannot be different from the original transaction. If the amount does differ, the transaction will route to the Arizona State Treasurer’s Office and will be rejected.

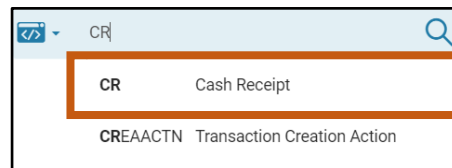
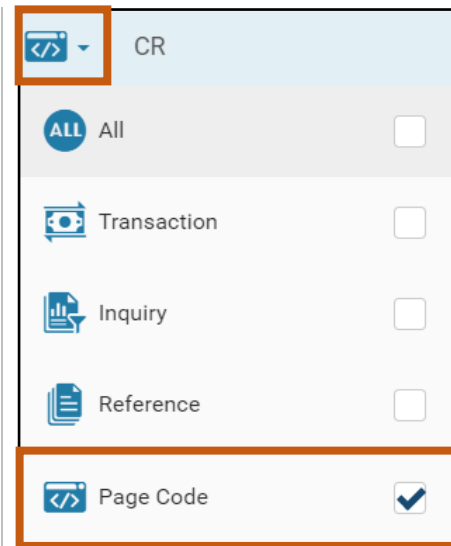
**Modify a CR** 

*Scenario 1.*

A State of Arizona employee has recorded the date of a check incorrectly for a \$750 payment. Modify the CR to fix this error.

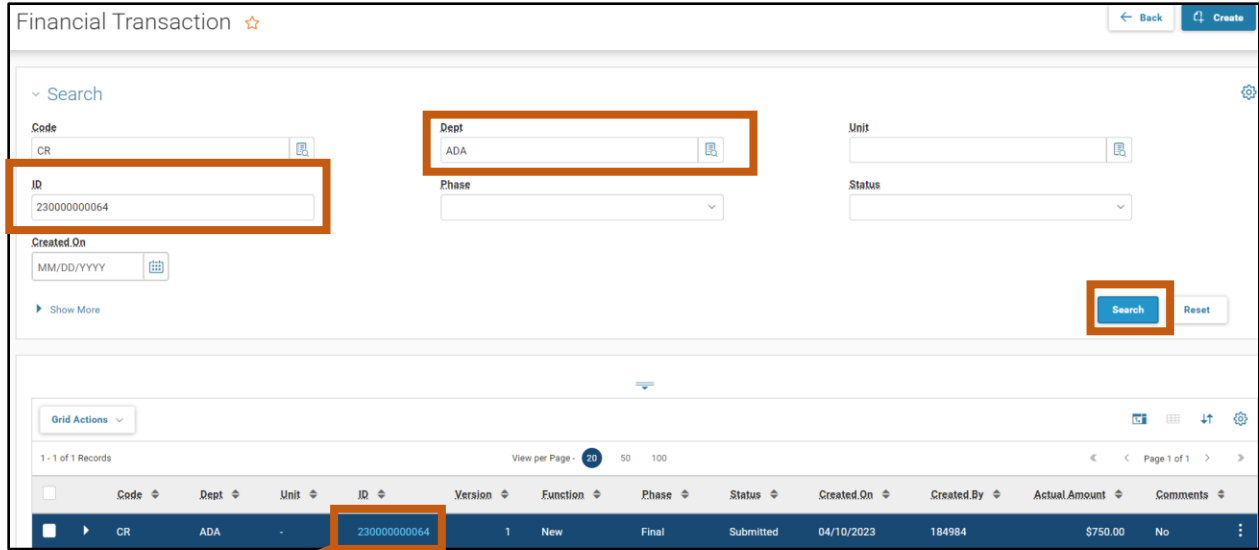
Log in to the AZ360 **Home Page**. Locate the CR to be modified from the Financial Transaction Catalog.

1. Click the **Expand** caret next to the **Global Search** field.
2. Select the **Page Code** option.
3. In the **Global Search** field, enter *CR*.
4. In the drop down menu that generates, select **CR Cash Receipt**. The CR Financial Transaction page will generate.



5. In the **Dept** field, enter the user’s department 3-digit code.

6. In the **ID** field, enter the transaction identification number for the CR transaction being modified.
7. Click **Search**.
8. The CR transaction will generate in the grid at the bottom of the screen.
9. Click the CR transaction **ID** link. The CR transaction opens.



Financial Transaction ☆

Search

Code: CR

Dept: ADA

Unit: [ ]

ID: 230000000064

Phase: [ ]

Status: [ ]

Created On: MM/DD/YYYY

Show More

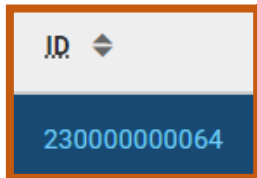
Search Reset

Grid Actions

1 - 1 of 1 Records

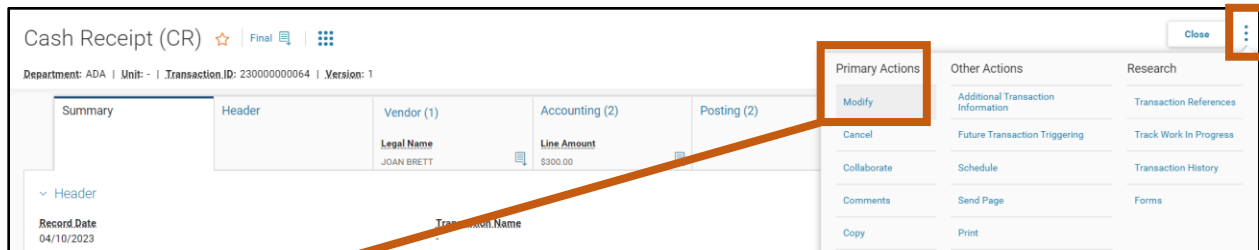
View per Page: 20 50 100

Code	Dept	Unit	ID	Version	Function	Phase	Status	Created On	Created By	Actual Amount	Comments
CR	ADA	-	230000000064	1	New	Final	Submitted	04/10/2023	184984	\$750.00	No



Create a Modification version of the CR transaction.

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



Cash Receipt (CR) ☆ Final [ ] [ ]

Department: ADA | Unit: - | Transaction ID: 230000000064 | Version: 1

Summary Header Vendor (1) Accounting (2) Posting (2)

Legal Name: JOAN BRETT

Line Amount: \$300.00

Record Date: 04/10/2023

Primary Actions

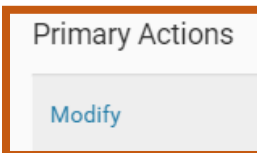
- Modify
- Cancel
- Collaborate
- Comments
- Copy

Other Actions

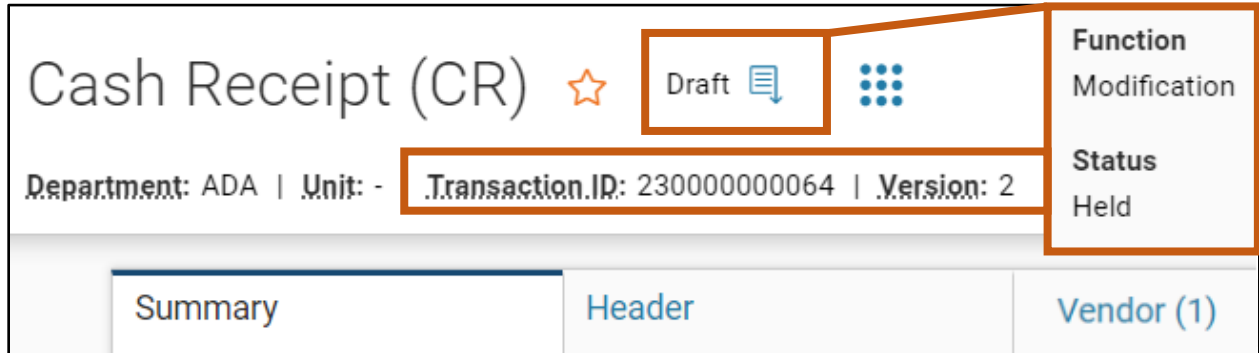
- Additional Transaction Information
- Future Transaction Triggering
- Schedule
- Send Page
- Print

Research

- Transaction References
- Track Work In Progress
- Transaction History
- Forms



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** and a **Phase of Draft**.



Cash Receipt (CR) ☆ Draft [icon] [grid icon]

Department: ADA | Unit: - **Transaction ID: 230000000064 | Version: 2**

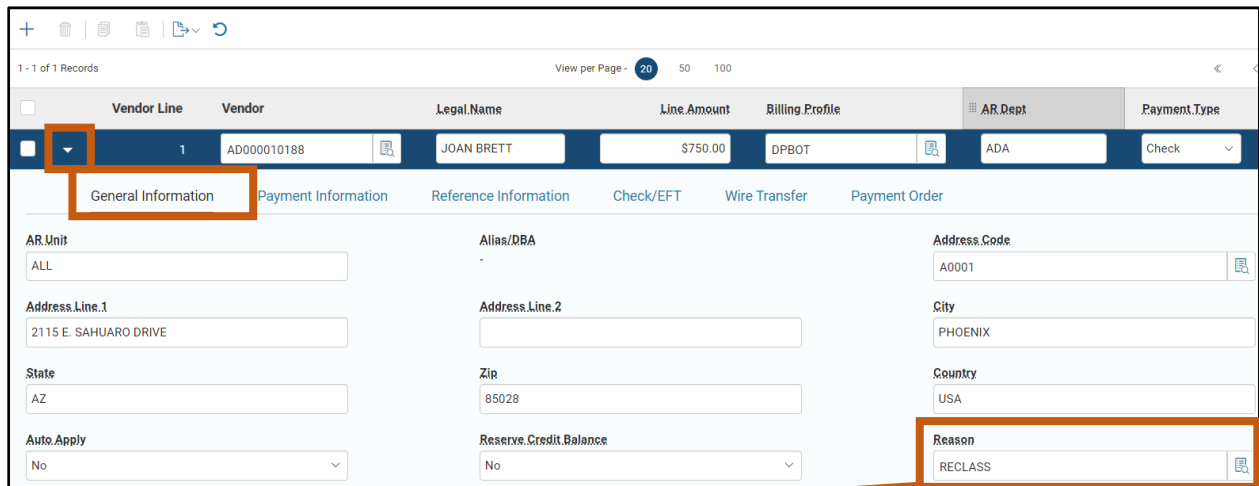
**Function Modification**

**Status Held**

Summary | Header | Vendor (1)

Update the **Vendor** tab to indicate the correct check date.

1. Click the **Vendor** tab.
2. Click the **Expand** caret on the blue Vendor line.
3. Click the **General Information** section.
4. In the **Reason** field, select **RECLASS** (Reclassification) from the pick list.



1 - 1 of 1 Records View per Page - 20 50 100

Vendor Line	Vendor	Legal Name	Line Amount	Billing Profile	AR Dept	Payment Type
1	AD000010188	JOAN BRETT	\$750.00	DPBOT	ADA	Check

General Information | Payment Information | Reference Information | Check/EFT | Wire Transfer | Payment Order

AR Unit: ALL | Alias/DBA: - | Address Code: A0001

Address Line 1: 2115 E. SAHUARO DRIVE | Address Line 2: | City: PHOENIX

State: AZ | Zip: 85028 | Country: USA

Auto Apply: No | Reserve Credit Balance: No | **Reason: RECLASS**



Reason

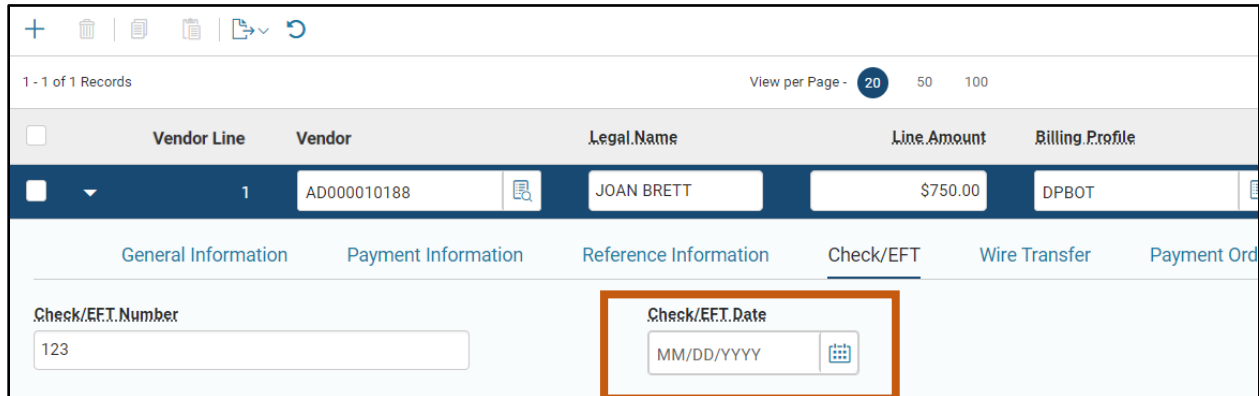
RECLASS [icon]

**Note:** Whenever there is a modification to the payment information a user must choose a reason. In this scenario, if the modification is for a date change the correct reason is **Reclassification**.

5. Click the **Check/EFT** section.



6. In the **Check/EFT Date** field, enter the correct check date.



The screenshot shows a web-based interface for managing transactions. At the top, there are navigation icons and a status bar indicating '1 - 1 of 1 Records' and 'View per Page - 20 50 100'. Below this is a table with columns: Vendor Line, Vendor, Legal Name, Line Amount, and Billing Profile. The first row contains the values: 1, AD000010188, JOAN BRETT, \$750.00, and DPBOT. Below the table are several tabs: General Information, Payment Information, Reference Information, Check/EFT, Wire Transfer, and Payment Ord. The 'Check/EFT' tab is active. Under this tab, there are two input fields: 'Check/EFT.Number' with the value '123' and 'Check/EFT.Date' with the format 'MM/DD/YYYY' and a calendar icon. The 'Check/EFT.Date' field is highlighted with an orange border.

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.

### Effects of CR Modification

Since the previous activity made a change to the Check/EFT Date, the CR modification will contain the details of the change.

### CR Cancellation

There are times when CR-based transactions must be discarded or cancelled, such as when errors in data entry have been made. The process varies depending on the transaction status. Transactions that are in Draft phase can be discarded, which removes them from the system. A transaction in Final phase can be cancelled but will remain in the system. Cancellation of a CR is infrequent and is handled only by the Arizona State Treasurer’s Office when it is necessary.

### Discard a Draft CR Transaction

The Discard feature is used to close and remove draft transactions completely from the system.

#### Discard a Draft CR Transaction



#### Scenario 2.

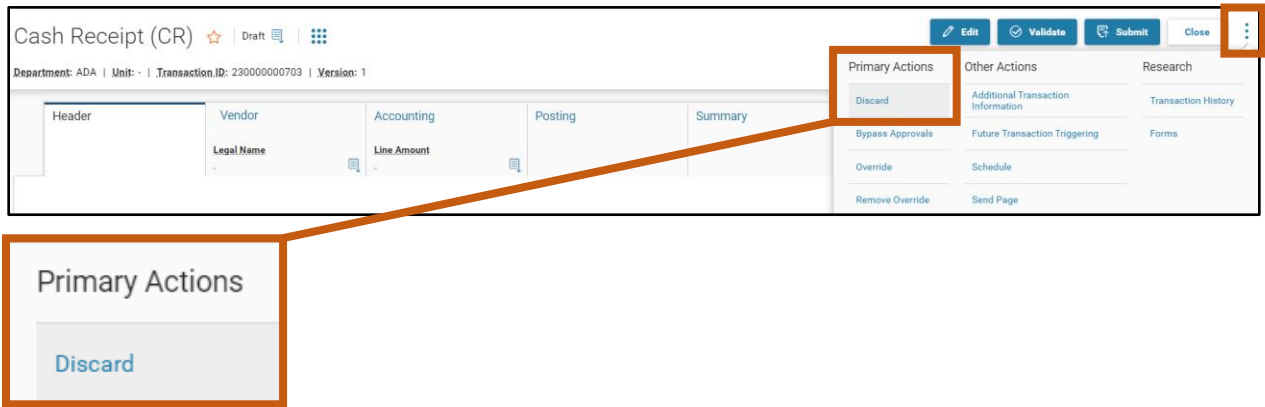
A user started a transaction and would like to start over. The CR transaction is not submitted. Using the Discard option, remove the CR draft transaction from the system.

Log in to the AZ360 **Home Page**. Locate the CR transaction to be discarded.

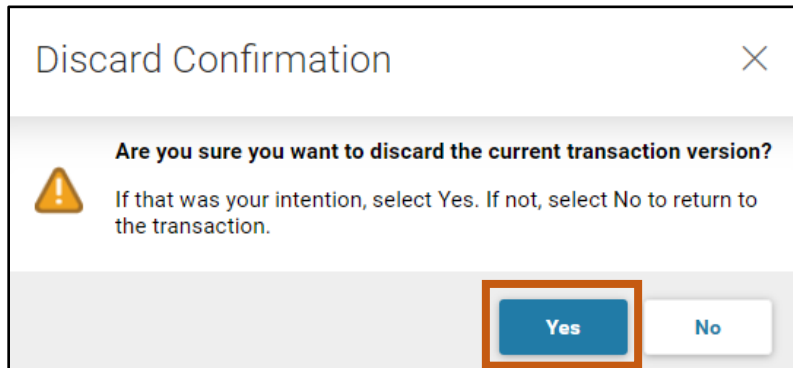
1. Complete the steps from the “Modify a CR” scenario to generate and open the required CR transaction.

Discard the CR transaction.

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



2. On the **Discard Confirmation** page, click **Yes** to permanently delete the record.



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

## Cancel a Finalized CR Transaction

It is possible to cancel a finalized transaction. For example, the Arizona State Treasurer’s Office might cancel a CR-based transaction if a duplicate CR has been processed.

The Cancel feature is used to cancel a finalized transaction. Unlike discarding a transaction in Draft phase, in which the transaction disappears from the system, cancelling a transaction in Final phase will reverse the impact on accounting and customer account and keep the original transaction in the system. Using the Cancel feature on a CR-based transaction in a Final status will create a Cancellation Function, Draft Phase version of the transaction. Cancellation of a finalized CR is infrequent and is handled only by the Arizona State Treasurer’s Office when it is necessary.

## Cancel a Finalized CR



### Scenario 3.

As a Arizona State Treasurer’s Office user, cancel a CR transaction that is in Final status.

Log in to the AZ360 **Home Page**. Locate the existing CR transaction to be cancelled.

1. Complete the steps from the “Modify a CR” scenario to generate and open the required CR transaction.

Cancel the CR transaction.

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

Cash Receipt (CR) ☆ Final

Department: ADA | Unit: - | Transaction ID: 23000000702 | Version: 1

Summary	Header	Vendor (1)	Accounting (4)	Posting (2)
		Legal Name JOAN BRETT	Line Amount \$35.94	

Primary Actions: Modify, Cancel, Collaborate, Comments, Copy

Other Actions: Additional Transaction Information, Future Transaction Triggering, Schedule, Send Page, Print

Research: Transaction References, Track Work In Progress, Transaction History, Forms

Primary Actions

Modify

Cancel

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

Cancel Confirmation

Are you sure you want to cancel the current transaction version?

If that was your intention, select Yes. If not, select No to return to the transaction.

Yes No

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** and a **Phase of Draft**.



Submit the Draft 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. Click **Close.**
4. Click **Home** icon to return to the home page.

## Cash Receipt (CR) Adjustments

This section is intended to serve as a broad overview of the cash reconciliation adjustment process so that users are familiar with the transactions involved in the correction of reconciled CRs.

### State Treasurer - Treasury Adjustment (STADJ) Transactions

The State Arizona State Treasurer's Office can adjust CR deposits. For example, when an agency records a CR transaction and the total amount recorded on the CR is not equal to the total amount later verified at the bank, the Arizona State Treasurer's Office will process a State Treasurer – Treasury Adjustment (STADJ) transaction. That transaction will either increase (favorable) or reduce (unfavorable) the agency's cash to match the bank total. The event types used with an STADJ 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

*\*For more information on STADJs, contact the user's agency GAO (General Accounting Office) Agency Liaison.*

### Department - Treasury Adjustment Clearing (DADJ) Transactions

Agencies can also make adjustments in certain circumstances. Agencies will use the Department – Treasury Adjustment Clearing (DADJ) transaction to adjust revenue or expenditures related to the following types of transactions: Unfavorable Deposit Adjustment, Favorable Deposit Adjustment, NSF Write Off, Credit Card Favorable Adjustment or Credit Card Unfavorable Adjustment. Depending on the business scenario, the agency will select the appropriate event type, from the list below:

The event types used with a DADJ are:

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

\*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>.



***Note: If a redeposit to clear a NSF is processed, with Event Type ARC1 or ARC2, then a DADJ will not need to be processed to clear a STADJ transaction.***

## Cash Receipt (CR) Reporting

### Section Objectives

In this section, the following process is introduced:

- Review reports for CR tracking.

### Section Overview

infoAdvantage includes several reports for monitoring CR 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 – Creating a Cash Receipt (CR) Transaction Template

When a transaction is a common occurrence, it can be more efficient to create a template that has most of the information already entered. Once a template has been created and saved in the system, it can be used to generate new CR-based transactions that require minimal changes to the data (e.g., only amount and description need to be updated).

Use the **Financial Transaction Catalog** to search for the template.

1. In the **Global Search** field, enter *CR*.
2. The CR Financial Transaction page will generate.
3. In the **Dept** field, enter the user's department 3-digit code.
4. In the **Phase** field, select **Template** from the drop down menu.
5. Enter any other information to narrow down the search and click **Browse**.
6. Select the desired template by clicking on the **ID** link displayed in the grid. The template will be used as a basis for the new transaction. If necessary, open the template to verify it is correct.
7. Click the **Page 3-dot** menu, select **Copy** from Primary Actions.
8. On the **Copy Transaction** screen that generates enter the following information:
  - a. In the **Transaction Dept** field, enter the user's department 3-digit code.
  - b. Check the **Auto Numbering** check box.
  - c. Click **Copy Transaction**.

### Appendix B – Additional Cash Receipt (CR) Transactions

#### CR That References a Referral to a Collection Agency (CL) Transaction

Once an RE has been sent to Collections, it is closed and any CR transactions (payments received) must reference the Referral to Collection Agency (CL) transaction. This is done by using the Copy Forward feature within the CL transaction.

1. In the **Global Search** field, enter *CL*.
2. The CR Financial Transaction page will generate.
3. In the **ID** field, enter the transaction ID for the CL transaction.
4. Click **Search**.





5. Click the **ID** link in the grid to open the CL transition.
6. Click the **Page 3-dot** menu, select **Copy Forward** from Primary Actions.
7. On the **Copy Forward** screen, in the **Transaction Dept** field, enter the user's department 3-digit code.
8. Check the **Auto Numbering** check box.
9. Verify that the **Target Transaction Code** selected is **CR**.
10. Click **Ok**.
11. The new CR transaction opens for data entry and submission.

### Unreserved Overpayment

An Unreserved Overpayment is when the customer pays more than the amount billed and there is not another bill to apply the overpayment to.

1. In the **Global Search** field, enter *CR*.
2. The CR Financial Transaction page will generate.
3. In the **Dept** field, enter the user's department 3-digit code.
4. Select the **Auto Numbering** check box.
5. Click **Continue**.
6. Enter the relevant **Header** tab information.
7. Enter the relevant **Vendor** tab information, to include the referencing RE transaction information in the Reference Information section.
8. Enter the relevant **Accounting** tab information, with the payment applied to the RE on one line.
9. In the **Tab Level Action** section, click the "+" icon to add an Accounting line.
10. In the **Even Type** field, enter *AR40* (Collect Unreserved Overpayment) to record the Unreserved Overpayment.
11. Validate and submit the CR transaction.



### Reserved Overpayment

A Reserved Overpayment is when the customer pays more than the amount billed and has another bill that the additional amount can be applied to.

1. In the **Global Search** field, enter *CR*.
2. The CR Financial Transaction page will generate.
3. In the **Dept** field, enter the user's department 3-digit code.
4. Select the **Auto Numbering** check box.
5. Click **Continue**.
6. Enter the relevant **Header** tab information.
7. Enter the relevant **Vendor** tab information and the following additional information:
  - a. **General Information** section:
    - i. Click the **Show More** caret.
    - ii. In the **Auto Apply** field, select **Yes** from the drop down menu.
  - b. **Reference Information** section:
    - i. Enter the reference transaction information.
8. Click the **Header** tab.
9. Click the **Row 3-dot** menu, and under Related Actions click **Auto Apply**.
10. The **Accounting Line** information will be auto fill based on the referenced RE transaction.
11. In the **Tab Level Action** section, click the "+" icon to add an Accounting line.
12. In the **Even Type** field, enter *AR41* (Collect Reserved Overpayment) to record the Reserved Overpayment.
13. Validate and submit the CR transaction.

### Revenue Reclassification

Revenue can be reclassified from an unearned revenue – money received by a customer for a service that has yet to be filled – to an earned revenue – money received for a service that has been filled – by modifying the Final phase, CR-based transaction. This can only be performed if a RE-based transaction is not referenced on the CR-based transaction.



**Note: When reclassifying revenue, the Vendor or Accounting lines cannot contain an RE-based reference transaction. The RE is created with an event type that has a corresponding event type that must be used on the CR transaction.**

1. In the **Global Search** field, enter *CR*.
2. The CR Financial Transaction page will generate.
3. In the **ID** field, enter the transaction ID for the CR transaction.
4. Click **Search**.
5. Click the **ID** link in the grid to open the CR transaction.
6. Click the **Page 3-dot** menu, select **Modify** from Primary Actions. A new version of the CR is created.
7. Navigate to the **Accounting** tab, in the **Line Amount** field enter *0*. Enter the following additional information:
  - a. **General Information** section:
    - i. In the **Reason** field, select **RECLASS** (Reclassification) from the pick list.
8. In the **Tab Level Actions** section, click the “+” icon to add an Accounting line.
9. In the **Event Type** field, enter *AR02* (Collect Earned Revenue) to reclassify from unearned to earned revenue.
10. Enter the COA elements for the new Accounting line.
11. Validate and Submit the CR transaction.

### Customer Refund

When a customer has a credit balance, the customer may be eligible for a refund. Credit balances can be reviewed on the CUSTA, the Unreserved Credit Balance (UCBD) and the Reserved Credit Balance (RCBD) tables.

- If the Event Type used on a CR-based transaction to collect the payment was event type AR02 or AR11, the refund is processed using the Payment Request – Revenue Refund (GAXR1) transaction with the event type AP10 - Authorize Collected Revenue Refund.
- The GAXR1 Accounting line should reference the CR transaction that posted the credit balance as a memo. The reference to the CR should never be in the Reference Information section, but instead referred to in the Transaction Description.
- The GAXR1 may be created manually, or a batch process can create the GAXR1 transactions when the Automatic Refund to Customer of Credit Balance checkbox is checked on the Billing Profile (BPRO) table.



- If the Event Type used on a CR-based transaction to collect the payment was event type AR40 or AR41, the refund is processed using the Payment Request – Balance Sheet (GAXB1) transaction with the event type AP08 - Authorize Unreserved Credit Balance Refund or event type AP09 -Authorize Reserved Credit Balance Refund.
- The GAXB1 accounting line should reference the CR transaction that posted the credit balance as a memo. The reference to the CR should never be in the Reference Information section, but instead referred to in the Transaction Description.