

Payment Collection Overview

Applications

The three system applications used to reconcile the online web portal transactions are:

1. **jBilling** – Captures the credit card information and generates files for AZ360 CRWP transactions when credit card transactions are settled
2. **AZ360** – CRWP deposit transactions are created and formatted based on the agency’s initial setup
3. **Bank of America (B of A) ClientLine** – Credit card transaction details for reconciling to the point of sale

Below is an overview of each application and tools that can be used for reconciliation.

jBilling

jBilling is the State of Arizona’s current payment processing application used to process credit card and ACH transactions for the sale of products, goods, and/or services. AZ360 transactions (CRWPs) are created in jBilling and interfaced daily to AZ360 to record the deposit of funds with the State. This guide is used to provide an overview of the jBilling application and the reconciliation process with AZ360.

Please refer to the ADOA ASET website at <https://aset.az.gov/service/online-services/online-payment-processing> for more information on the jBilling application. For additional information and training, please email digital.gov@azdoa.gov.

jBilling Home Screen


Invoices, Payments, and Orders Tabs

In the jBilling application, there are several tabs available to use when researching transactions. The “Filter By” section can be used to search for certain transactions. When the transaction appears, click on the result to see the details.

Invoices Tab

FILTER BY		INVOICE ID	CUSTOMER	COMPANY NAME	DUE DATE	STATUS	AMOUNT	BALANCE
USER ID	<input type="text"/>	227147 Id: 5028885	Rio Quinn	BNA-Board of Nursing-POS	09/20/2023	Paid	(US\$50.00)	US\$0.00
DUE DATE	From: <input type="text"/> To: <input type="text"/>	25822 Id: 5028884	Eva Schiavenato	DXA - DENTAL EXAM - LICENSING	09/20/2023	Paid	(US\$1,000.00)	US\$0.00
ID	<input type="text"/>	123221 Id: 5028877	Anissa Brown	EVA - ENV QUALITY - PAYMENT	09/20/2023	Paid	(US\$9.50)	US\$0.00
INVOICE STATUS	Status: <input type="text"/>	123219 Id: 5028871	Byron Endo	EVA - ENV QUALITY - PAYMENT	09/20/2023	Paid	(US\$9.50)	US\$0.00
COMPANY	Name: <input type="text"/>	123218 Id: 5028866	Charles Obasi	EVA - ENV QUALITY - PAYMENT	09/20/2023	Paid	(US\$9.50)	US\$0.00
		55277 Id: 5028952	Michele Flores	TEA-Board of Technical Registration- Payments	09/20/2023	Paid	(US\$225.00)	US\$0.00

Payments Tab



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Customer List » Reports » 6 » 25 Report » Customer List » Invoice List » Payments and Refunds

FILTER BY		ID	CUSTOMER	COMPANY NAME	DATE	P/R	AMOUNT	METHOD	RESULT
AMOUNT ✖	Between <input type="text"/>	5536675	Aaron Renteria	PMA - PHARMACY - LICENSING	09/20/2023	P	US\$72.25	Visa	Successful
And <input type="text"/>		5536755	Tiffany Diffey	DEA - ECONOMIC SECURITY - PAYMENT	09/20/2023	P	US\$30.00	Visa	Successful
ID ✖	ID <input type="text"/>	5536674	Jennifer Henze	PSA-Dept of Public Safety- Payments	09/20/2023	P	US\$68.34	Visa	Successful
COMPANY ✖	Name <input type="text"/>	5536754	JARED BARGER	PSA-Dept of Public Safety- Payments	09/20/2023	P	US\$68.34	Visa	Successful
USER ID ✖	ID <input type="text"/>	5536673	Catherine Holt	CBA - Barbering and Cosmetology	09/20/2023	P	US\$63.00	Visa	Successful
LOGIN NAME ✖	Name <input type="text"/>								

Orders Tab


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Reports » 6 » 25 Report » Customer List » Invoice List » Payments and Refunds » Order List »

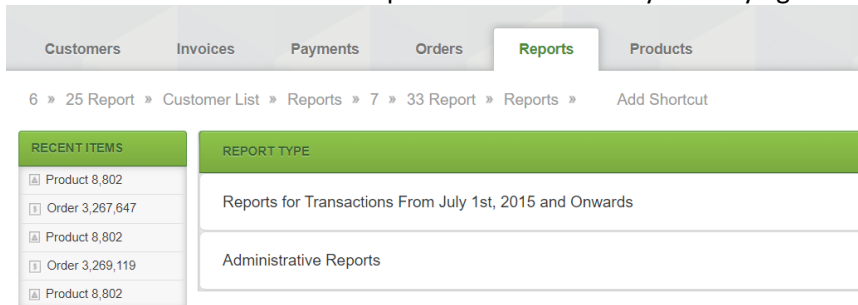
FILTER BY		ORDER ID	CUSTOMER	COMPANY NAME	CREATED	AMOUNT
CREATED DATE ✖	From <input type="text"/>	5013017	Peter Deluca	REA - REAL ESTATE DEV - LICENSING	09/20/2023	US\$60.00
	To <input type="text"/>	5013016	Kiera Lane	ANA- ACUPUNCTURE BOARD - Elicensing	09/20/2023	US\$279.00
ID ✖	ID <input type="text"/>	5013015	Aaron Renteria	PMA - PHARMACY - LICENSING	09/20/2023	US\$72.25
ORDER PERIOD ✖	Period <input type="text"/>	5013014	Jennifer Henze	PSA-Dept of Public Safety- Payments	09/20/2023	US\$68.34
COMPANY ✖	Name <input type="text"/>	5013013	Catherine Holt	CBA -Barbering and Cosmetology	09/20/2023	US\$63.00
USER ID ✖	ID <input type="text"/>	5013012	Carmen L Lopez	PSA-Dept of Public Safety- Payments	09/20/2023	US\$68.34

Reports Tab

Reports are available in jBilling for agencies to utilize. You may need to use multiple reports to find exactly what you are looking for. Below lists all the reports and a quick summary of what each entails.

Once on the Reports tab, select 'Reports for Transactions from July 1st, 2015 and Onwards

Note: Administrative Reports are not currently used by agencies



For Reports for Transactions from July 1st, 2015 and Onwards, these are the available reports:

REPORT NAME
ACH Returns ach_returns.jasper
ACH Status Report ach_status_report.jasper
Batch Detail batch_detail.jasper
Batch Orders batch_orders.jasper
Batch Summary batch_summary.jasper
Order Detail order_detail.jasper
Refunds Report refunds.jasper

ACH Returns Report – Shows all of the ACH Returns for the agency during a specific period

ACH Status Report – Shows the account holder, payment ID, and amount

Batch Detail Report – Shows the Invoice ID, Ftrans ID, transaction date and amount

Batch Order Report – Shows the Doc Number, which is the CRWP transaction ID assigned to that group of transactions. The transactions are grouped by the payment type and order date. There may be more than one group of transactions that make up a single CRWP transaction.

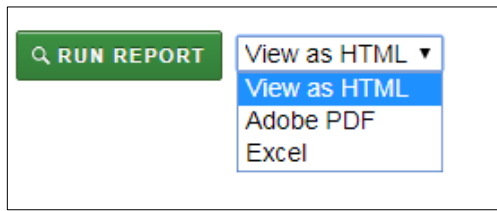
Batch Summary Report – Is an overview of payment type, transaction/batch date, and amount

Order Detail Report – Shows the Invoice ID, jBilling Order ID and/or Ftrans ID which can be used to find the Product ID and amount breakdown by transaction

Refunds Report – Shows the agency the detailed information about who the refund was for, why the refund was made, and the invoice number that is being refunded

Select a report and enter the search criteria in the fields that appear on the bottom right of the screen. The agency can also select the format in which the report is produced. The default format is HTML.

Then click the **Run Report** Button to generate the report.



jBilling Login Assistance

If you need assistance logging into or obtaining jBilling access, please contact the ADOA Service Desk at Servicedesk@azdoa.gov, in the subject line enter **Attn: User Provisioning** or call **602-364-4444, Option 3**.

AZ360

GAO W-100 – Product Parameters Form

The GAO W-100 Product Parameters Form specifies the accounting information that should be linked to the agency’s product/service. This form is completed during the initial setup and can be updated by the agency as needed. The most current GAO W-100 form can be found on the GAO website under **Publications, Forms**. If your agency has any questions regarding the GAO W-100, please contact FINOperations@azdoa.gov.

Cash Receipt Web Portal (CRWP) Transaction

A file containing CRWP transactions is generated from jBilling for credit card and ACH transactions that are successfully settled and interfaced to AZ360 daily. The CRWP transaction is the deposit posted in AZ360 and is populated with AZ360 chart of accounts (COA) from the initial setup on the product parameter form. The CRWP transactions are grouped and totaled by product code in AZ360 for the business day.

There are four transaction ID prefixes used for CRWP documents. The different document prefixes were created to accommodate the different transaction types and settlement dates.

<u>Document ID Prefix</u>	<u>Transaction Types</u>
DA*	American Express
DV*	Visa and MasterCard
DD*	Discover
DB*	ACH/E-Check

<input type="checkbox"/>	Code	Dept	Unit	ID	Version	Function	Phase	Status	Created On	Created By	Actual Amount
<input checked="" type="checkbox"/>	CRWP	EVA	-	DA0000014722	1	New	Final	Submitted	04/18/2023	afisbat	\$7,031.72
<input type="checkbox"/>	CRWP	EVA	-	DB0000012759	1	New	Final	Submitted	04/18/2023	afisbat	\$19.00
<input type="checkbox"/>	CRWP	EVA	-	DD0000012091	1	New	Final	Submitted	04/18/2023	afisbat	\$19.00
<input type="checkbox"/>	CRWP	EVA	-	DV0000062174	1	New	Final	Submitted	04/18/2023	afisbat	\$11,749.45

Note: The Visa, MasterCard, and Discover deposits will appear as one line amount on the Treasurer’s Office bank statement. American Express and ACH deposits will appear as separate lines. The CRWP transactions are generated around 4 p.m. each business day. The Treasurer’s Office sends the bank statements related to the CRWP transactions earlier that morning around 8 a.m. To verify the deposit, the **Date Transmitted for Audit** on the CRWP should be the same date as the **Generated Date** on the bank statement. The agency will submit and print all CRWP transactions that reconcile with the bank statement and send/email the documentation to the Treasurer's Office for deposit.

Treasurer’s Office Bank Statement

The agency should be set up to receive their daily bank statements in an automatic email generated by the Treasurer’s Office. Bank statements are generated based on business days. The bank statement is a summary of the banking debit and credit transactions that consist of deposits, chargebacks, fees, etc. The bank statement will include the last four digits of the bank account, as well as the deposit date the statement was generated for. If agencies are having issues receiving their statements or have any questions, please contact the Treasurer’s Office at banking@aztreasury.gov.

Example of Treasurer’s Office Bank Statement

Office of the Arizona State Treasurer
Statement Report for Account xxxxxxxx as of 28 November 2017
 Bank of America, N.A.
 Generated 29 November 2017

Account xxxxxxxx	
CLOSING LEDGER	0.00
OPENING AVAILAEBLE BALANCE	0.00
COLLECTED BALANCE	0.00
1 DAY FLOAT	0.00
2 OR MORE DAYS FLOAT	0.00
TOTAL CREDITS	ITEMS: 1 6,685.00
TOTAL DEBITS	ITEMS: 1 6,685.00
--- CREDITS ---	
<u>Amount</u>	<u>Description</u>
6,685.00	ACH PREAUTHORIZED CREDIT BOFA MERCH SVCS DES:DEPOSIT ID: INDN: REF1: REF2: 000000000000
<u>6,685.00</u>	1 CREDIT PRINTED
--- DEBITS ---	
<u>Amount</u>	<u>Description</u>
6,685.00	ZBA DEBIT ZBA TRANSFER TO xxxxxxxx0985 REF1: REF2: 000001000985
<u>6,685.00</u>	1 DEBIT PRINTED

Each of the line items on the bank statement is made up of different accepted payment types or transactions that occurred within a 24-hour period. **This is a bank statement that includes transactions from over a weekend.**

Office of the Arizona State Treasurer
Statement Report for Account xxxxxxxx as of 27 November 2017
 Bank of America, N.A.
 Generated 28 November 2017

Account xxxxxxxx		
CLOSING LEDGER		0.00
OPENING AVAILABLE BALANCE		0.00
COLLECTED BALANCE		0.00
1 DAY FLOAT		0.00
2 OR MORE DAYS FLOAT		0.00
TOTAL CREDITS	ITEMS: 3	10,392.00
TOTAL DEBITS	ITEMS: 1	10,392.00
--- CREDITS ---		
Amount	Description	
3,723.00	ACH PREAUTHORIZED CREDIT BOFA MERCH SVCS DES:DEPOSIT INDN: REF1: REF2:	
3,599.00	ACH PREAUTHORIZED CREDIT BOFA MERCH SVCS DES:DEPOSIT INDN: REF1: REF2:	
3,070.00	ACH PREAUTHORIZED CREDIT BOFA MERCH SVCS DES:DEPOSIT INDN: REF1: REF2:	
10,392.00	3 CREDITS PRINTED	
--- DEBITS ---		
Amount	Description	
10,392.00	ZBA DEBIT ZBA TRANSFER TO xxxxxxxx0985 REF1: REF2: 000001000985	
10,392.00	1 DEBIT PRINTED	

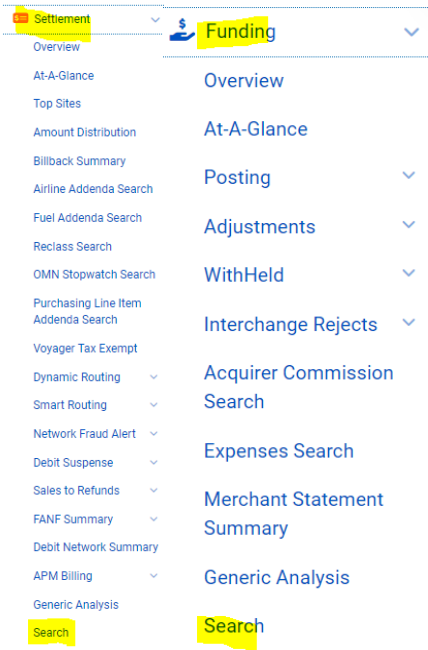
Bank of America ClientLine

ClientLine provides the detailed transaction information that make up the debit and credit totals on the bank statement.

ClientLine – Go to Applications → ClientLine Reporting

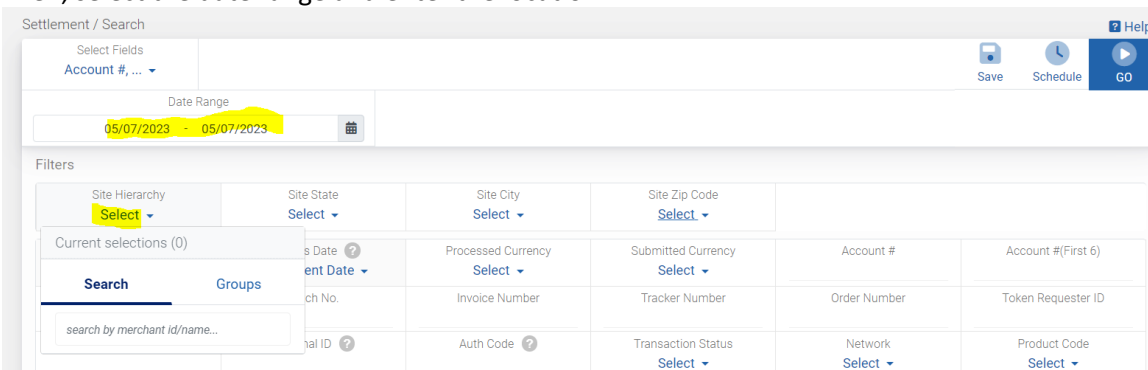
After logged in, select **Settlement** -> **Search** to give the detailed information (including the invoice number)

Or **Funding** -> **Search** for the overview (total amount of the bank statement)

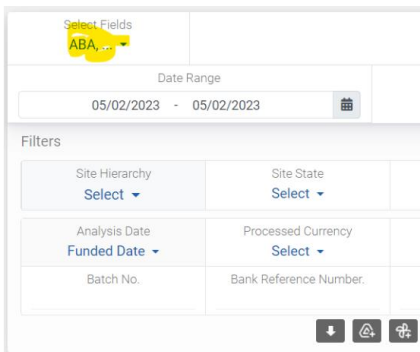


This example used the Settlement option:

Then, select the date range and enter the location.



Clicked this drop down to select the fields you would like to show/hide. **If you are not sure, you can select all by default, view the data and make your selection again.**



Then, click **“Go”** on the right-side corner.

Select Fields
ABA, ...

Date Range
04/15/2023 - 04/20/2023

Filters

Site Hierarchy Location: GMA-DEPT, G...	Site State Select	Site City Select	Site Zip Code Select
Analysis Date Funded Date	Processed Currency Select	Processor Select	DDA # (Last4)
Batch No.	Bank Reference Number	Reference Number	Product Code Select
		ABA	Minor Category Select

Save Schedule **GO**

Next, download the report

Settlement / Search

Select Fields
Account #, ...

Date Range
05/07/2023 - 05/07/2023

Hierarchy Level
Location: GMA-DEPT, GAMIN...

Network Status
All Transactions

Analysis Date
Settlement Date

2 rows fetched

Edit Save Schedule **GO**

Site ID (BE)	External ID	Site Name	Txn Date	Batch Date	Record Date	Funded Date	Batch No.	Batch Sequence ID	Invoice Number	Order Number	Tracker Number
+ 345850105882		GMA-DEPT, GAMING CPP	05/06/2023	05/07/2023	05/07/2023		594050070490	0001784246	567690822		
+ 345850105882		GMA-DEPT, GAMING CPP	05/06/2023	05/07/2023	05/07/2023		594050070490	0001784246	567686712		

Click the plus sign to see additional information

Date Range
05/07/2023 - 05/07/2023

Hierarchy Level
Location: GMA-DEPT, GAMIN...

Network Status
All Transactions

Analysis Date
Settlement Date

2 rows fetched

Edit Save Schedule

Site ID (BE)	External ID	Site Name	Txn Date	Batch Date	Record Date	Funded Date	Batch No.	Batch Sequence ID	Invoice Number	Order Number	Track
- 345850105882		GMA-DEPT, GAMING CPP	05/06/2023	05/07/2023	05/07/2023		594050070490	0001784246	567690822		
Site ID (BE):		345850105882	External ID:				Site Name:		GMA-DEPT, GAMING CPP		
Txn Date:		05/06/2023	Batch Date:		05/07/2023		Record Date:		05/07/2023		
Funded Date:			Batch No.:		594050070490		Batch Sequence ID:		0001784246		
Invoice Number:		567690822	Order Number:								
Product Code:		MASTERCARD	Network:		Mastercard		Account #:		518941XXXXXX5835		
Account # (First 6):		518941	Account # (Last 4):		5835		Processed Currency:		USD		
Processed Sales Amount:		407.60	Submitted Currency:		USD		Submitted Sales Amount:		407.60		
Transaction Type:		Purchase	Transaction Status:		Processed		Reject Reason:		00		
Payment Method:		Mobile & ECommerce	Payment Method Code:		Unknown		Auth Code:		00184Z		
Mobile Wallet:		Non Mobile Wallet	Acquirer Reference Number:		553102031274006...		Transaction ID:				
Merchant Category:		Government Services Not FI	EC Indicator:		Channel Encrypted E-Comm		Processor:		North		

****The invoice number in Client Line is the Ftrans ID in jBilling**

Completed Transaction for Product Settled on

Note: This report includes all transaction data that matches selected criteria that is included in batch settlement.

Batch Date : 05/06/2023
 Ordered : 05/06/2023
 Dept App ID : GMA PAYMENTS
 Settled : 05/06/2023
 Dept : GMA
 Deposited in Bank :
 PMT Type : MasterCard
 Reported to AFIS :

Order #	FTrans ID	Invoice #	Invoice Date	Product Code	Description	Qty	Function	Acct Temp	Rev Source	Dept Rev Source	Doc Number	Dept App ID	Amount
4736752	567690822	4749688	05/06/2023	GMCCFEE	Credit Card Convenience Fee	1	A1112350CC		4849	484902		GMA PAYMENTS	7.60
				GMMALIC	MMA/Boxing License	1	B111255645		4417	441750		GMA PAYMENTS	400.00
Sub Total												\$ 407.60	

Agency Bank statement: See below on how to find these amounts in Client Line that match the statement

Office of the Arizona State Treasurer
Statement Report for Account xxxxxxxx2446 as of 17 April 2023
 Bank of America, N.A.
 Generated 18 April 2023

Account xxxxxxxx2446 - GMA - GAMING PORTAL

CLOSING LEDGER	0.00
OPENING AVAILABLE BALANCE	0.00
COLLECTED BALANCE	0.00
1 DAY FLOAT	0.00
2 OR MORE DAYS FLOAT	0.00
TOTAL CREDITS	ITEMS: 4 89,276.65
TOTAL DEBITS	ITEMS: 2 89,276.65

--- CREDITS ---

Amount	Description
1,545.00	ACH PREAUTHORIZED CREDIT BANK OF AMERICA DES:DEPOSIT ID: 345850105882 INDN:GMA-DEPT. GAMING CPP CO ID:941687665B CCD REF1: 902507010636203 REF2: 345850105882
227.00	ACH PREAUTHORIZED CREDIT BANK OF AMERICA DES:DEPOSIT ID:345850105882 INDN:GMA-DEPT. GAMING CPP CO ID:941687665B CCD REF1: 902507010217909 REF2: 345850105882
87,004.65	ACH SETTLEMENT CREDIT GMA DEPT GAMING DES:GWEB PMNT FL# 23104003799 INDN:SETT-BATCH 6600479111 CO ID:6600479111 CCD REF1: 902507010554021 REF2: GWEB PMNT
500.00	ACH SETTLEMENT CREDIT GMA DEPT GAMING DES:GWEB PMNT FL# 23107000187 INDN:SETT-BATCH 6600479111 CO ID:6600479111 CCD REF1: 902507010554159 REF2: GWEB PMNT
89,276.65	4 CREDITS PRINTED

Finally, create a pivot table to see the total deposit per fund date.

You will need to run the report under **Funding -> Search..use this if needed**

Site ID (BE)	Batch Date	Funded Date	Posted Date	Batch No.	Major Category	Minor Category	Product Code	Credit Amount	Debit Amount	Processed Currency	Processor	Acc
345850105882	04/14/2023	04/15/2023		594050140468	Deposits	Deposits	VISA	0.0000	5,565.0000	USD	North	0.0
345850105882	04/14/2023	04/15/2023		594050140468	Deposits	Deposits	MASTERCARD	0.0000	-4000.0000	USD	North	0.0
345850105882	04/15/2023	04/16/2023		594050150469	Deposits	Deposits	VISA	55.0000	0.0000	USD	North	0.0
345850105882	04/15/2023	04/16/2023		594050150469	Deposits	Deposits	MASTERCARD	172.0000	0.0000	USD	North	0.0
345850105882	04/16/2023	04/17/2023		594050160470	Deposits	Deposits	VISA	526.0000	0.0000	USD	North	0.0
345850105882	04/16/2023	04/17/2023		594050160470	Deposits	Deposits	MASTERCARD	1019.0000	0.0000	USD	North	0.0
345850105882	04/17/2023	04/18/2023		594050170471	Deposits	Deposits	MASTERCARD	1510.0000	0.0000	USD	North	0.0
345850105882	04/17/2023	04/18/2023		594050170471	Deposits	Deposits	VISA	874.0000	0.0000	USD	North	0.0
345850105882	04/18/2023	04/19/2023		594050180472	Deposits	Deposits	VISA	2458.0000	0.0000	USD	North	0.0
345850105882	04/18/2023	04/19/2023		594050180472	Deposits	Deposits	MASTERCARD	37.0000	0.0000	USD	North	0.0
345850105882	04/19/2023	04/20/2023		594050190473	Deposits	Deposits	VISA	1932.0000	0.0000	USD	North	0.0

Row Labels	Sum of Local amount
4/15/2023	(5,565.00)
4/16/2023	227.00
4/17/2023	1,545.00
4/18/2023	2,384.00
4/19/2023	2,495.00
4/20/2023	1,957.00
(blank)	3,043.00
Grand Total	6,086.00

ClientLine Information

If your agency needs information on obtaining or coordinating ClientLine information, please contact the Treasurer's Office at banking@aztreasury.gov.