jBilling Frequently Asked Questions (FAQs)

This FAQ was created to help agencies troubleshoot common jBilling questions.

*Please note that the General Accounting Office (GAO) currently has a few Web Portal resources that are located on the GAO website under AZ360, Web Portal (https://gao.az.gov/AZ360/webportal). Agencies should review these guides and refer to them as most issues and scenarios are explained within these resources. However, if you still have questions, feel free to reach out to the GAO at FINOperations@azdoa.gov.

Statements vs. CRWPs -

The bank statement information originates from Client Line and the CRWP information originates from jBilling. If there is a bank difference, such as a chargeback reversal, the best place to start your research is in Client Line, but sometimes a combination of the two websites will provide the answer.

If there is a CRWP discrepancy, the best place to start your research is jBilling to see what makes up the CRWP, for example, there might be refunds that would help us to understand the bank statement.

One of the most common CRWP discrepancies is a chargeback reversal. This will appear as a credit on the bank statement. The agency needs to create a CR document to account for the additional credit. For this and information on other discrepancies, please see the ***Payment Collection Reconciliation Guide*** on the GAO Website for further information.

The most commonly used reports in jBilling are the ACH Returns, Batch Orders and Order Detail.

The ACH Returns report is helpful if your agency accepts ACH payments and there is a return due to a variety of reasons such as wrong account information, closed account, etc.

The Batch Orders report is helpful to see what product codes make up the CRWP.

The Order Detail report is helpful to find the Ftrans ID, which is used in Client Line as the Invoice number. This report will show the Ftrans ID, invoice number, and order number in addition to the product break down for the transaction.

Reports in jBilling

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

Adjustments -

***Do not submit negative CRWPs or CRWPs that do not equal the bank statement as those will not be approved by the Treasurer's Office. If they do not match, please refer to the *Payment Collection Reconciliation Guide* on the GAO website to assist in finding the discrepancy.**

If an agency needs a CRWP adjusted due to any reason including processor unavailable, rejected transaction, etc., the agency should email FINOperations@azdoa.gov. Please ensure the CRWP is in **Draft** status in order for GAO to make the adjustment. If the transaction was submitted in error, and is in **Pending** status, the agency should work with agencydeposit@aztreasury.gov and have them reject the transaction back to **Draft** status.

Emails to FINOperations@azdoa.gov -

When an agency sees a discrepancy between the bank statements and the associated CRWPs, it is necessary to try to identify what caused the discrepancy.

If an agency is able to identify what caused the discrepancy, the agency should send an email to the FINOperations@azdoa.gov that includes the following:

1. Copies of the bank statements in question
2. The corresponding CRWP transaction numbers
3. The reason for the discrepancy if known (i.e. processor unavailable)
4. The corresponding information to the discrepancy (i.e. the order number/Ftrans ID)
5. The CRWP transaction number, accounting line and dollar amount that needs to be adjusted.

If an agency is not able to identify the exact cause of the discrepancy, the agency should send an email to FINOperations@azdoa.gov that includes the following:

1. Copies of the bank statements in question
2. The corresponding CRWP transaction numbers

3. Any known information that could have led to a discrepancy
4. Information about the days surrounding the bank statement in question. That is, if the days preceding and following the bank statement in question were reconciled.

***If you are an agency that contracts with CSB, CSB should be your first point of contact on jbilling/CRWP issues.**

STADJ's -

The Treasurer's Office books STADJs for deposits that have not been submitted timely. If your agency has questions about a CRWP that has been deleted, jBilling will contain all of the chart of account (COA) and order information.

****Exceptions to submit late CRWPs are rare and should be coordinated with Treasurer's Office and GAO.**

The Treasurer's Office also books STADJs for fees, or any amount under the debits section on the bank statement. These adjustments must be made by the Treasurer's Office since they pertain to the money coming out of the agency's account. Therefore, these adjustments cannot be recorded on a CRWP.

If an agency has questions about the STADJ or the backup information, the agency should reach out to the Treasurer's Office (banking@aztreasury.gov).

Negative CRWPs -

A negative CRWP cannot be submitted to the Treasurer's Office because you cannot book negative revenue. If the agency has questions regarding negative CRWPs, the agency should send an email to FINOperations@azdoa.gov

Accounting Profiles -

Accounting Profiles are only applicable to agencies that split their revenue between the agency fund and general fund and have chosen to use this functionality. One main benefit of the Accounting Profile is that the split is done in the back end of AZ360 therefore, cutting down the amount of product codes the agency has to manage and lines on the customer's receipts. If your agency would like to utilize this functionality, please email FINOperations@azdoa.gov.

$0 accounting lines - (Only applicable to those utilizing the Accounting Profile functionality)

Occasionally, agencies will get CRWPs with $0 vendor lines. The agency will send an email to FINOperations@azdoa.gov asking to delete a specific vendor line that is $0. Once the $0 accounting line is deleted, the agency can submit their CRWP document to the Treasurer's Office.

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Vendor Line	Vendor	Legal Name	Line Amount	Billing Profile	AR Dept	AR Unit	Attachments
7	-	-	$8,000.00	-	DXA	ALL	
8	-	-	$220.00	-	DXA	ALL	
9	-	-	$30.00	-	DXA	ALL	
10	-	-	$0.00	-	DXA	ALL	
11	-	-	$330.00	-	DXA	ALL	
12	-	-	$25.00	-	DXA	ALL	

How to get jBilling and/or ClientLine access-

If an employee needs access to jBilling, the employee's supervisor and/or manager should email the request to the servicedesk@azdoa.gov.

If an employee needs access to ClientLine, the employee's supervisor and/or manager should email the request to banking@aztreasury.gov.

Timing Issues -

Occasionally, the agency bank statements and CRWPs will not match due to timing issues. That is, the bank statement would have been cut off for the day's transactions and there would have been purchases made that day through jBilling after the bank cut off time. In those instances, you may need to combine a couple of days worth of bank statements and CRWPs to have the totals equal and enable you to make a deposit with the Treasurer's Office. If the bank statements do not match the CRWPs after three days, please contact FINOperations@azdoa.gov for assistance.

The below table shows the timing of the payment deposits from Bank of America. The left-most column indicates the date the transaction was ordered in jBilling (i.e. Monday refers to transactions made between Monday at 08:00:00 PM and Tuesday at 07:59:59 PM Eastern Standard Time (EST). The Visa/MC/Discover, AmEx, and ACH columns indicate the date the deposit is made into the State's bank account. The bank statement should be sent to the agency the following morning and the CRWP transaction should generate after 4:00 PM Arizona Time that same day.

Between 8:00:00PM-07:59:59PM EST next day	**Visa/MC/Discover**	**AmEx**	**ACH**
Monday	Wed	Thur	Wed
Tuesday	Thur	Fri	Thur
Wednesday	Fri	Mon	Fri

Between 8:00:00PM-07:59:59PM EST next day	Visa/MC/Discover	AmEx	ACH
Thursday	Mon	Mon	Mon
Friday	Mon	Mon	Mon
Saturday	Mon	Tue	Mon
Sunday	Tue	Wed	Tue