



ADOA – General Accounting Office  
**QUICK REFERENCE GUIDE:**  
ENTER A CASH RECEIPT –  
VENDOR REFUND





# ENTER A CASH RECEIPT – VENDOR REFUND

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# ENTER A CASH RECEIPT – VENDOR REFUND

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## Overview

Cash Receipt (CR) based transactions record money collected by the state generally from customers and, on occasion, for other purposes such as a reimbursement from a vendor. The predominately-used transaction code for recording deposits is the CR transaction. The event type used for vendor refunds is AR32 (Collect Vendor Refund). This event type is used for vendor refunds and expenditure reimbursements.

As is the case with CR-based transactions in general that do not reference a receivable, a vendor customer number is optional even when using the AR32 event type. However, in order to properly report 1099 information to vendors, the vendor refunds will need to be considered. By recording the vendor customer information on the Vendor tab of the CR-based transaction, the refund can be captured as part of the 1099 reporting.

In order to add a vendor on the Vendor tab of the CR-based transaction, the vendor must be activated as a customer on the Vendor Customer (VCUST) table and active with a customer account on the Customer Account Options (CACT) table. The steps in this quick reference guide will guide the user through the whole process of activating a vendor as a customer, setting up the customer account, and processing the CR-based transaction with the event type of AR32. If the vendor is already active as a customer and has an available customer account, the user needs only go right to processing the CR-based transaction (i.e., skip to Step Create the CR transaction below).

For additional Arizona State Treasurer’s Office requirements to process the CR transaction, see the Deposit/Cash Receipt documentation requirements in New AZ360 memo published on the GAO website for more information: <https://gao.az.gov/publications/all-agency-memoranda>.

## Enter a Cash Receipt

### Review Vendor’s Customer Status on VCUST

Identify if the vendor is activated as a customer.

Log in to the AZ360 **Home Page**. Navigate to the VCUST 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 *VCUST*.
4. In the drop-down menu that generates, select **VCUST Vendor/Customer**. The VCUST table will generate. Locate the customer account record.
5. In the **Legal Name** field, enter the legal name for the customer.
  - a. Wildcard asterisk (\*) may be used if the full legal name is unknown. It best to use an asterisk before and after key words in the name.



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6. In the **Taxpayer ID Number** field, enter the TIN for the customer.
7. Click **Search**.
8. The VCUST table displays the record.
9. Click **the 3-dot** menu of the Vendor/Customer record and select **View** to open the record.
10. Click on the **Certification** tab. Observe the values on the blue Certification line.

If the **Customer Active Status** field is **Active** and the **Customer Approval Status** field is **Complete**, then the vendor is activated as a customer. Proceed to Customer Account Options table section below.

If the **Customer Active Status** field is not active and the **Customer Approval Status** field is not complete, then the vendor will need to be activated as a customer and a customer account will need to be set up. To do this a VCMD1 will need to be processed.

For information on processing a VCMD1, refer to the **Modify a Vendor** quick reference guide (QRG).

### Review Vendor Customer Account on CACT

If the vendor is active as a customer already, but the user is not sure if the vendor customer has an active customer account, the user will want to navigate to the Customer Account Options (CACT) table.

**Note: This step is not necessary if the VCDM1 transaction was completed to Final as described in the preceding steps prior to the Customer Account Options table step.**

1. Click the **Expand** caret next to the **Global Search** field.
2. Select the **Page Code** option.
3. In the **Global Search** field, enter *CACT*.
4. In the drop-down menu that generates, select **CACT Customer Account Options**. The CACT table will generate.
5. Click **Search**.
6. For **Department** field enter the department then a comma and the value ALL (e.g., GMA, ALL).
7. Then enter the vendor/customer number in the **Customer** field or use the pick list to search by legal name, last name, etc., for the vendor customer that sent the refund.
8. Click **Search**.

If the customer has an active customer account that can be used either by the specific department or for all departments, the user will receive results from this search. In this case, the CR-based transaction is ready to be processed. Proceed to the Create the CR Transaction section below.



If the search does not yield results, then the user will need to complete the additional steps of setting the vendor customer up with a customer account.

Add a new customer account record on the CACT table.

1. Click **Create**.
2. In the **Customer** field, enter the Vendor/Customer number or use the pick list to select the number.
3. Select the appropriate address ID using the pick list.
4. Select the billing profile of VDRFD, which is the default statewide vendor-refund billing profile, or select a specific billing profile for the department from the pick list.
5. If using the VDRFD billing profile, in the **Department** field, enter *ALL*. If using a department-specific billing profile, enter the department (e.g., GMA).
6. If the user is using the VDRFD billing profile, in the **Unit** field, enter *ALL*. If using a department-specific billing profile, enter either *ALL* or a specific unit for the agency.
7. Click **Save**.

## Create the Vendor Refund CR Transaction

Now that the vendor is active as a customer and has a customer account, the user can create the CR transaction for a vendor refund.

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**.
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**.



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**.

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.
  - b. In the **Transaction Total** field, enter the amount of the payment.
  - 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.
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.
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.
5. Click the **Expand** caret on the blue Vendor line.
6. Click the **Check/EFT** section.
  - a. For payments made via check, in the **Check/EFT Number** field enter the check number.
  - b. In the **Check/EFT Date** field, enter the date of the check.
7. 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.



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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.

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**. The department approver will need to approve the document for it to be in the final status.
3. Click **Close**.
4. Click **Home** icon to return to the home page.



## Research Cash Receipts on CBALDQ

The cash receipt transactions update several inquiry tables. One that will be most commonly used is the Cash Balance Detail. The steps to find the status of the cash receipt are shown below.

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.
6. Click **Apply**.
7. View the cash balances. To view additional fields, click the **Expand** caret on the blue grid line.

For tracking the workflow status of a deposit made with the State of Arizona Treasurer's Office, reference the **Locate a Transaction** quick reference guide.