

AR - Maintaining Receivables

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Table of Contents

Steps for Maintaining Receivables	3
References	3
Process	3
Entering Pending Items - Manual Entry	5
Unposting a Pending Item Group.....	18
Reviewing and Correcting Posting Errors	21
Deleting Groups	31
Creating Debit and Credit Memos.....	34
Creating Payment Worksheets	42
Creating Transfer Worksheets	51
Updating Worksheets	57
Creating Maintenance Worksheets.....	63
Placing Items in Dispute	72
Resolving Disputed Items	78

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Steps for Maintaining Receivables

References

- [ORC Section 126](#): OFFICE OF BUDGET AND MANAGEMENT

Process

Receivables must be maintained to ensure that pending Items are created and updated correctly and that any errors or discrepancies are resolved. The following sections below explain the topics in this module.

Entering and Reviewing Pending Items

Pending items are records entered into OAKS FIN to record invoices sent to customers, credit memos, and/or debit memos, and Intrastate Transfer Vouchers (ISTVs). Agencies enter pending items manually or load them through the **Pending Item** Interface. Once the pending item has been created, a process called ARUPDATE runs, the pending item posts and becomes a receivable. In order to unpost a pending item, the entire group must be unposted.

Agencies must review the status of their items to make sure the entries posted successfully. When pending items do not successfully post to the customer's account in OAKS FIN AR the Pending Item Originator (receivable) or Revenue Processor (deposits) who originated the pending item/deposit reviews the entries in OAKS FIN via the online error correction pages and sets them to post.

Pending Item groups can also be deleted. Groups cannot be deleted after they have posted. If a group has been posted, the employee must either unpost the group prior to deleting it, or make the correction using a credit/debit memo. Credit and debit memos are used to correct items that have already posted. After posting, the items themselves may not be used to make corrections.

Creating Worksheets

The OAKS FIN Payment Predictor function can automatically identify the item for which a payment has been received. If the Payment Predictor cannot match a deposit, OAKS FIN creates a **Payment Worksheet**, which agencies must use to manually match the deposit. Agencies may also use this process to create a worksheet manually without attempting to use the Payment Predictor.

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In cases where money was applied to the wrong customer's account, a **Transfer Worksheet** can be created to transfer the funds to the correct customer.

If a worksheet was created but not completed or needs updating, the **Payment Status Worksheet** is used to get a list of all payments that have not yet been applied.

Maintenance Worksheets contain **Entry Type** codes that can be used to offset or adjust posted items, such as refunding an item or creating a debit or credit balance from maintenance tasks. It is also used to write-off posted items.

Disputing Items

Items are placed in dispute when a customer reports that they have been billed incorrectly. Placing an item in dispute allows those items to be separated when reviewing the customer balance information. The resolution of the disputed item is then documented in OAKS FIN.

What would you like to do?

- [Enter a Pending Item](#)
- [Review and Correct a Posting Error](#)
- [Delete a Group](#)
- [Create a Debit and Credit Memo](#)
- [Create a Payment Worksheet](#)
- [Create a Transfer Worksheet](#)
- [Update a Worksheet](#)
- [Create a Maintenance Worksheet](#)
- [Place an Item in Dispute](#)
- [Resolve a Disputed Item](#)

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Entering Pending Items - Manual Entry

Overview

Pending items are records entered into OAKS FIN to record invoices sent to customers, credit memos, debit memos, and Intrastate Transfer Vouchers (ISTVs). Customers may be another state agency or an external organization or individual. Customers are specific to an agency.

ISTVs can be created in either the Billing or Accounts Receivable module.

Agencies enter pending items manually or load them through the Pending Item Interface. When entering pending items manually online, agencies enter them as a group. OAKS FIN uses control groups for item entry, combining individual pending items into a group (batch) which provides error checking by verifying the group totals and counts. Groups are assigned types that indicate why the group was created. For this purpose, the state only creates billing groups (identified by the letter 'B') when items are entered online.

When reviewing the post data for the group – towards the end of this process - the GL Unit field is populated with the code STATE because in the OAKS FIN General Ledger Module there is only one business unit, i.e. STATE. In the other OAKS FIN modules, there is a business unit for each agency.

The account type is determined by the account number. For example, Revenue accounts start with "4." Asset accounts start with "1." A more detailed example:

- 430047 is the Revenue, Various Other Sales account
- 102900 is the Accounts Receivable account

- Reference the [Expense Account Code Table](#) for a complete list of account codes and their descriptions.
- [Run a ChartField Report](#) to view a listing of Revenue Account Codes.

Steps

- **OAKS FIN > Accounts Receivable > Pending Items > Online Items > Group Entry**

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Pending Items ▾ > Online Items ▾ > Group Entry

Home | Add to Favorites | Sign out

New Window | 

Group Entry

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#) | [Add a New Value](#)

▼ Search Criteria

Group Unit: = ▾ 

Group ID: begins with ▾ 

User ID: begins with ▾ 

Assigned Operator ID: begins with ▾ 

Origin ID: begins with ▾

Entered Date: = ▾ 

Posting Status: = ▾ ▾

Case Sensitive

[Search](#) [Clear](#) [Basic Search](#)  [Save Search Criteria](#)

[Find an Existing Value](#) | [Add a New Value](#)

1. Click the **Add New Value** tab.
 - The **Add New Value** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Navigation: Favorites ▾ | Main Menu ▾ > Accounts Receivable ▾ > Pending Items ▾ > Online Items ▾ > Group Entry

Home | Add to Favorites | Sign out

New Window | 

Group Entry

Group Unit: 

Group ID: 

[Find an Existing Value](#) | [Add a New Value](#)

2. Enter the ID of the agency owning this group in the **Group Unit** field.
 - This field defaults to the user's agency and therefore should not need updating.
3. Click **Add** to create a new value.
 - The **Group Control** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Pending Items](#) > [Online Items](#) > [Group Entry](#)

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[New Window](#) | [Personalize Page](#)

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

Group Unit MCD01 Group ID NEXT

*Accounting Date 08/18/2015

*Group Type

*Origin ID

Control Totals

Control	<input type="text" value="0.00"/>	*Count	<input type="text" value="0"/>
Entered	0.00	Count	1
Difference	0.00	Count	-1
Posted	0.00	Count	0

Currency

Control *Format USD

Control Data

*Received 08/18/2015 *Entered 08/18/2015

Posted

Assign OH_AR_AD User OH_AR_ADMINISTRATOR

Group Status

Edit Status	Edited	Accounting Entries	Not Balanced
Balanced	No	Posting Action	Do Not Post
Posting Status	Not Posted		

[Save](#) [Notify](#)

[Add](#) [Update/Display](#)

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

4. Enter the **Accounting Date** in the **Accounting Date** field according to the agency's procedure.
 - The **Accounting Date** determines the fiscal year and accounting period to which the pending item will be posted. OAKS FIN automatically sets the **Accounting Date** to the current date as the basis for calculating due dates and aging. The **Accounting Date** may also be used to enter the date when pending items were actually received.
5. Enter "B" in the **Group Type** field.
6. Enter "OBILL" (Online Billing) in the **Origin ID** field.
 - Records created by the Billing Module Process have a value of XBILL.
7. Enter "USD" (US Dollars) in the **Control** field in the **Currency** section.
6.
 - a. If USD is not listed here at the group header level, enter the **Control Currency** for each line item.
7. Enter the total dollar amount of all bills that will be entered as part of this group in the **Control** field in the **Control Totals** section.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

7.
 - OAKS FIN uses the **Control Totals** section to verify that all items have been entered correctly and that the group is in balance.
8. Enter the total number of bills that will be entered as part of this group in the **Count** field.
 - OAKS FIN counts each separately-entered line item. For example, if there is an invoice with two line items that are being entered separately, plus another invoice, the count should be 3.
9. Verify or edit the **Received** and **Entered** date fields.
 - These dates default to the current date. Received is the date the items were received for processing; Entered is the date of actual data entry.
10. Verify or edit the **Assign** field.
 - This is the **User ID** of the person assigned to complete the group. The default is the person creating the group.
11. Click the **Pending Item 1** tab, or the **Pending Item 1** link at the bottom of the page.
 - The **Pending Item 1** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Pending Items](#) > [Online Items](#) > [Group Entry](#)

[Home](#) | [Add to Favorites](#) | [Sign out](#)

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

[New Window](#) | [Personalize Page](#)

Group Unit MCD01 Group ID NEXT

Pending Item Entry Find | View All First 1 of 1 Last

*Acctg Date *As Of Date Sequence 1
 *Item ID Line
 *Business Unit MCD01 *Customer
 Amount *Currency
 *Entry Type Reason *AR Dist AR
 Rate Type Revalue Flg Entry Event
 Exchange Rate Attachments (0)

Payment Terms

Terms Due Date Due Days
 Disc Amt Disc Date Disc Days
 Disc Amt 1 Disc Date 1 Always Allow Discount

Reference Information

PO Ref PO Line BOL
 Order No Document Line Item
 Contract LIC ID Case No
 SP ID

Item Creation/Update Details

Created On 06/18/2015 10:28AM Last Modified On 06/18/2015 10:28AM
 Created By OH_AR_ADMINISTRATOR Modified By OH_AR_ADMINISTRATOR

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

13. Enter the invoice or document number of the item in the **Item ID** field.

14. Enter the invoice **Line Number** in the **Line** field.

- Not all invoices have multiple lines. If an invoice has a single line item, leave the field blank, unless it is an ISTV. This field is required for all ISTVs, or for any invoice with more than one line.

15. Enter the **Customer ID** in the **Customer** field.

- For ISTV, click the **Pending Item 2** tab and enter the **Location** in the **Location** field.

16. Enter the line item or full invoice amount in the **Amount** field.

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17. Click the **Entry Type** drop-down list and select the type of pending item being entered.

- The valid **Entry Type** codes are:
 - **CR** - Third-party credit memo (non-ISTV).
 - **DR** - Third-party debit memo (non-ISTV).
 - **INV** - Third-party invoice (non-ISTV).
 - **ISTCR** - Intrastate credit memo (ISTV only).
 - **ISTDR** - Intrastate debit memo (ISTV only).
 - **ISTV** - Intrastate transfer voucher (ISTV only).

18. Use the **Look Up Reason** icon next to the **Reason** field to select a reason for the line item.

- Reason codes are associated with various **Entry Types** and are “shortcuts” for ChartFields distribution strings. Certain agencies select a Reason code, and then make changes to the ChartFields string manually. If these changes are not made correctly, or if the Reason code has become invalid, an error will appear from the ChartFields combo edit validation when saved. The ChartFields should be corrected and saved again if this occurs.

19. If needed, click the **Look Up Terms** icon next to the **Terms** field to select payment **Terms**.

- OAKS FIN uses payment terms pre-defined by the specified business unit (agency), typically "Net 30" days. These terms can be overridden as needed.

20. Click the **Add a new row** icon to add a second line item or pending item.

21. Repeat the steps above for entering either another line item from the same invoice (use the Line field) or the next invoice. Create pending items of the total number and dollar amount listed on the **Group Control** tab.

22. Click **Save**.

23. Click the **Group Action** tab.

- The **Group Action** tab displays.
 - This tab is used to create the accounting entries and to set the group posting action.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

Navigation: Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Pending Items ▾ > Online Items ▾ > Group Entry

Home | Add to Favorites | Sign out

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | **Group Action**

Group Unit MCD01 Group ID NEXT

Entered 06/18/2015 Status Do Not Post

Group Actions	Posting Action	Accounting Entry Actions
<input type="button" value="Balance"/> <input type="button" value="Delete Group"/>	Action: <input type="text" value="Do Not Post"/> <input type="button" value="OK"/>	<input type="button" value="Create Entries"/> <input type="button" value="Delete Entries"/>

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

24. Click **Create Entries**.

- OAKS FIN displays the ChartField string on the **Accounting Entries** tab when the accounting entries are created.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Pending Items](#) > [Online Items](#) > [Group Entry](#)

[Home](#) | [Add to Favorites](#) | [Sign out](#)

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[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | **Accounting Entries** | [Group Action](#)

Group Unit MCD01 Group ID 16324

Accounting Entries Find | View All First 1 of 1 Last

Item ID	JAYDEN	Line		Entry Type	INV	Reason	AGDP
Bus. Unit	MCD01	Customer	0000003				
Amount	651.00	Currency	USD				

Accounting Entries Complete Display Totals Entry

Distribution Lines Personalize | Find | View All | First 1-2 of 2 Last

Line	GL Unit	*Type	Amount	*Account	ISTV Xref	Fund	Dept	Program	Serv Loc
2	STATE	User	-651.00	424020		4190	AGO478000		
102	STATE	AR	651.00	102900		4190	AGO478000		

Lines 2 DR 651.00 Currency USD CR 651.00 Currency USD Net 0.000

[Save](#) [Return to Search](#) [Notify](#) [Add](#) [Update/Display](#)

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | **Accounting Entries** | [Group Action](#)

- The **Reason** code selected on the **Pending Item 1** tab helps OAKS FIN fill in the ChartFields string. If the user's agency uses generic reason codes, fields with variable information must be completed by the user. **Reason** codes may also change and, occasionally, may contain errors that have not yet been corrected. OAKS FIN creates both revenue and cash accounting entry lines. When OAKS FIN processes this information, the second line inherits (copies) information from the top line to complete the ChartField entries.

25. Review the ChartFields for accuracy, focusing on the **Fund**, **Account**, and **Dept** fields.

- The **GL Unit** is always "STATE" for a Receivable. For more information on ChartField strings, please refer to [ChartField Characteristics](#) and [ChartFields Process](#)
- There are two lines for each entry, debiting one fund and crediting another. The lower bar reflects these two entries; the bar above it displays the number of entries.

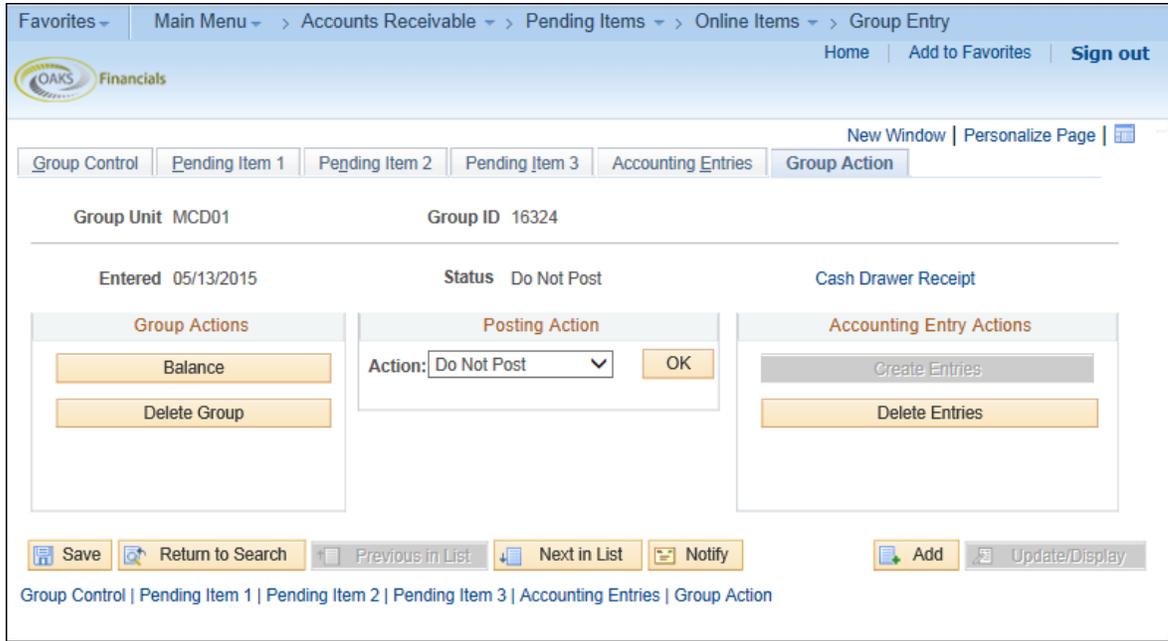
See "The FIN SOURCE" for Ohio for the most recent version of this process.

26. Correct the ChartFields by either manually correcting the codes on the **Accounting Entries** tab, or returning to the **Pending Item 1** tab and selecting a different **Reason code**.

a. If the second method is used, click the **Group Action** tab.

25.

• The **Group Action** tab displays.



The screenshot shows the OAKS Financials interface. The breadcrumb trail is: Favorites > Main Menu > Accounts Receivable > Pending Items > Online Items > Group Entry. The page title is "Group Entry" and the user is signed out. The navigation tabs are: Group Control, Pending Item 1, Pending Item 2, Pending Item 3, Accounting Entries, and Group Action (selected). The main content area shows: Group Unit MCD01, Group ID 16324, Entered 05/13/2015, Status Do Not Post, and Cash Drawer Receipt. There are three action panels: Group Actions (Balance, Delete Group), Posting Action (Action: Do Not Post, OK), and Accounting Entry Actions (Create Entries, Delete Entries). At the bottom, there are buttons for Save, Return to Search, Previous in List, Next in List, Notify, Add, and Update/Display. A breadcrumb trail is also visible at the bottom: Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action.

b. Click **Delete Entries**.

c. Click **Create Entries** to create the entries again.

27. Click the **Group Action** tab.

• The **Group Action** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

Navigation: Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Pending Items ▾ > Online Items ▾ > Group Entry

Home | Add to Favorites | Sign out

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | **Group Action**

Group Unit MCD01 Group ID NEXT

Entered 06/18/2015 Status Do Not Post

Group Actions	Posting Action	Accounting Entry Actions
<input type="button" value="Balance"/> <input type="button" value="Delete Group"/>	Action: <input type="text" value="Do Not Post"/> <input type="button" value="OK"/>	<input type="button" value="Create Entries"/> <input type="button" value="Delete Entries"/>

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

28. Click **Balance** in the group actions section to balance the group.
29. Click the **Group Control** tab.

- The **Group Control** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Pending Items](#) > [Online Items](#) > [Group Entry](#)

[Home](#) | [Add to Favorites](#) | [Sign out](#)

[New Window](#) | [Personalize Page](#)

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

Group Unit MCD01 Group ID NEXT

*Accounting Date 08/18/2015
 *Group Type
 *Origin ID

Currency
 Control *Format USD

Control Totals		Control Data	
Control	0.00	*Count	0
Entered	0.00	Count	1
Difference	0.00	Count	-1
Posted	0.00	Count	0

Control Data
 *Received 08/18/2015 *Entered 08/18/2015
 Posted
 Assign OH_AR_AD User OH_AR_ADMINISTRATOR

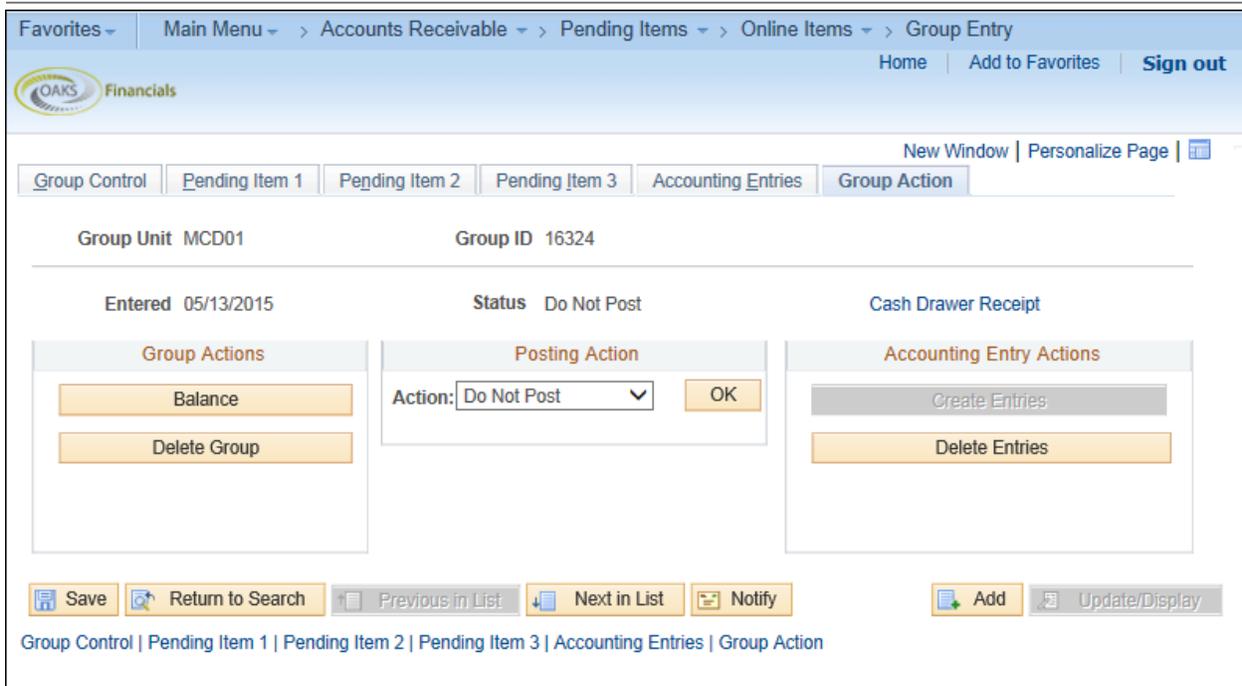
Group Status
 Edit Status Edited Accounting Entries Not Balanced
 Balanced No Posting Action Do Not Post
 Posting Status Not Posted

[Save](#) [Notify](#) [Add](#) [Update/Display](#)

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

30. Verify that the **Balanced** field in the **Group Status** section displays "Yes."
31. Verify that the **Accounting Entries** field in the **Group Status** section displays **Balanced**.
32. If the **Accounting Entries** and **Balanced** fields indicate that the entries are not balanced, review your pending items and make corrections as necessary.
33. Click the **Group Action** tab.
34. The **Group Action** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



35. Click the **Action** drop-down arrow and select **Batch Standard**.

- Once saved, the group will be available for posting when the ARUPDATE batch process runs. OAKS FIN automatically runs the ARUPDATE process, also known as Accounts Receivable Posting, during the day at 8:00 AM, 9:00 AM, 10:00 AM, 11:00 AM, 1:00 PM, 3:00 PM and nightly Monday through Friday.

36. Click **OK**.

- The posting action is set.

37. Click **Save**.

- The group and its posting information are saved in OAKS FIN.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



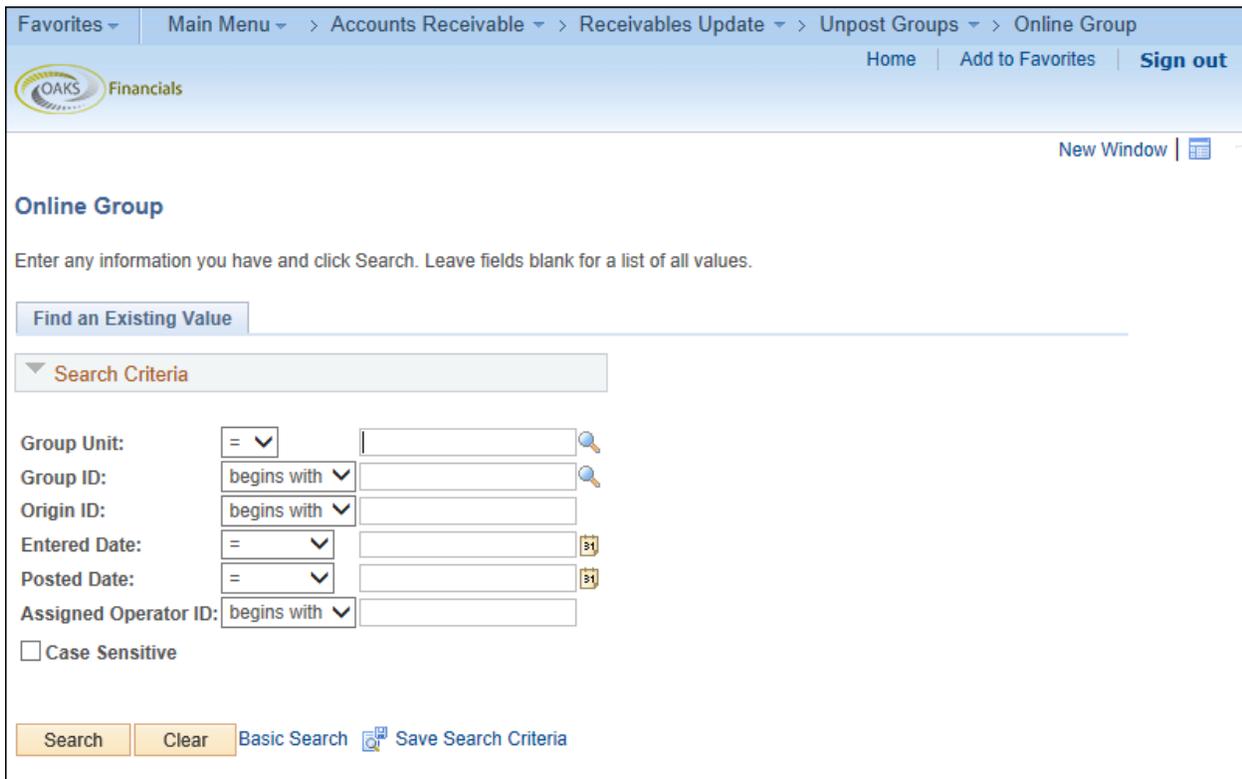
Unposting a Pending Item Group

Overview

An item cannot be unposted if a payment has been applied to that item or if the payment was received in a prior year. The payment must be unposted before the item can be unposted.

Steps

- OAKS FIN > Accounts Receivable > Receivables Update > Unpost Groups > Online Group



Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Receivables Update ▾ > Unpost Groups ▾ > Online Group

Home | Add to Favorites | Sign out

OAKS Financials

New Window | 

Online Group

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Group Unit: = ▾ 

Group ID: begins with ▾ 

Origin ID: begins with ▾

Entered Date: = ▾ 

Posted Date: = ▾ 

Assigned Operator ID: begins with ▾

Case Sensitive

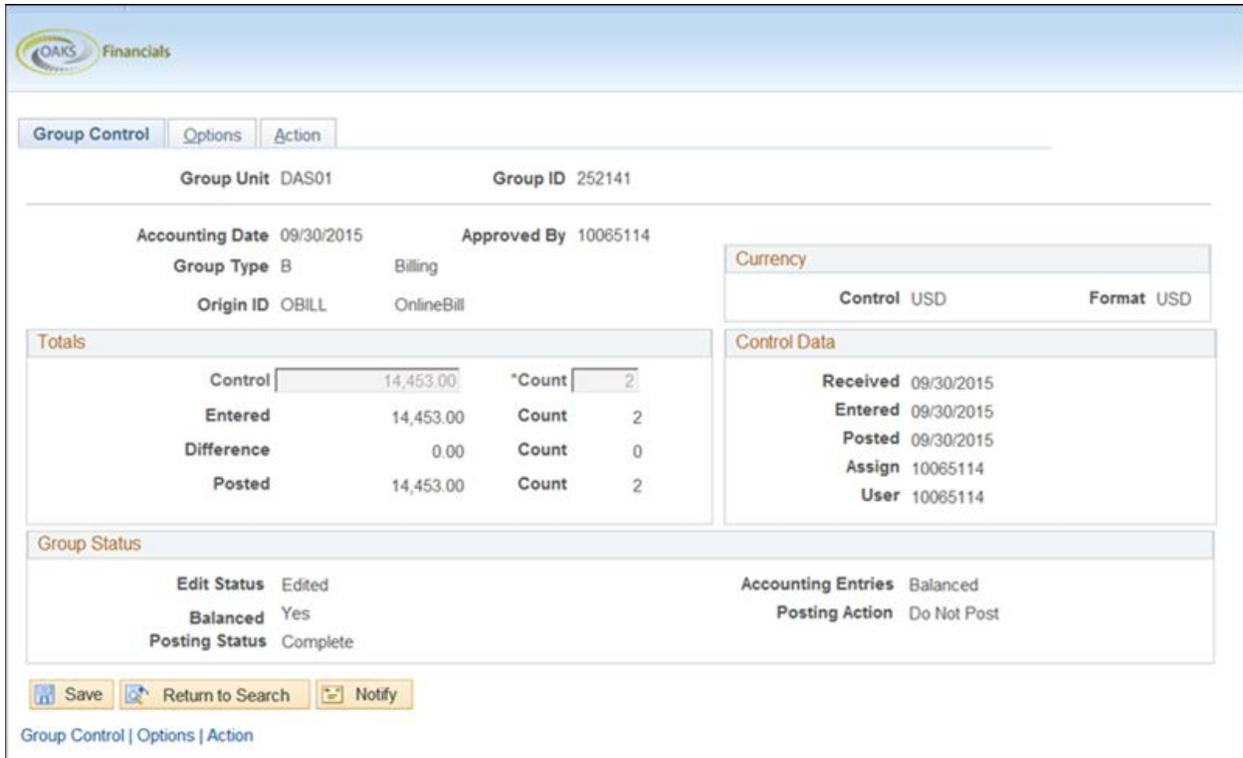
Search Clear Basic Search  Save Search Criteria

1. Enter the agency **Business Unit** in the **Group Unit** field.
 2. Enter the **Group ID** to be unposted into the **Group ID** field.
- If the group does not appear, it is not an online group that can be unposted.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

3. Click **Search**.

- After conducting a search, click the **Recent Search Results** icon at the end of the breadcrumb navigation anytime to display the **Recent Search Results** in a pop-up window.
- The **Group Control** tab displays.

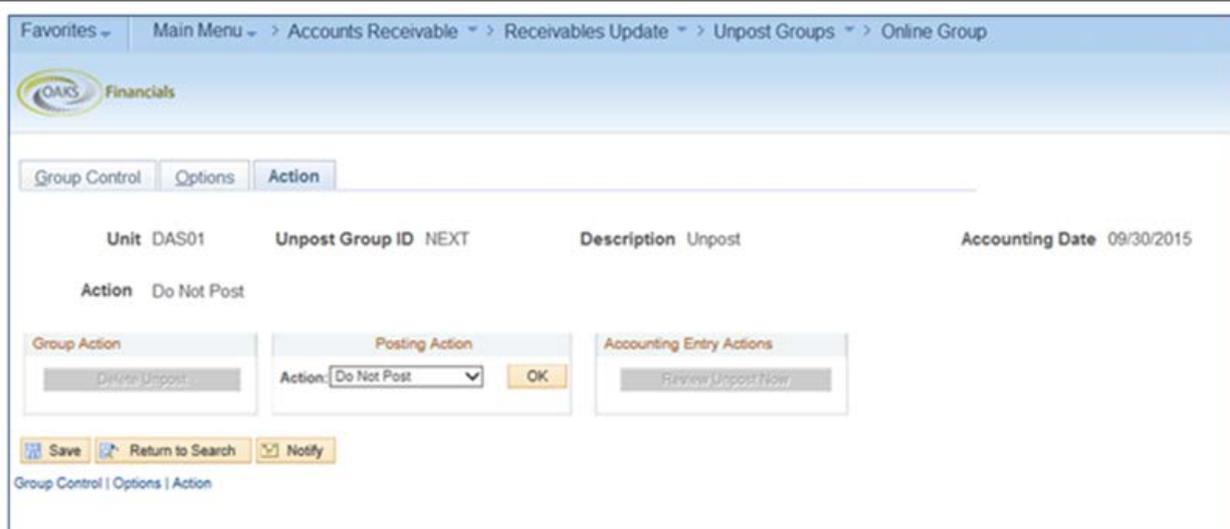


The screenshot shows the 'Group Control' tab in the OAKS Financials system. The interface includes a header with the OAKS Financials logo and navigation tabs for 'Group Control', 'Options', and 'Action'. Below the header, the 'Group Unit' is set to 'DAS01' and the 'Group ID' is '252141'. The 'Accounting Date' is '09/30/2015' and the 'Approved By' is '10065114'. The 'Group Type' is 'B' (Billing) and the 'Origin ID' is 'OBILL' (OnlineBill). The 'Currency' is set to 'USD' with a 'Format' of 'USD'. The 'Totals' section shows a 'Control' amount of 14,453.00 with a count of 2, an 'Entered' amount of 14,453.00 with a count of 2, a 'Difference' of 0.00 with a count of 0, and a 'Posted' amount of 14,453.00 with a count of 2. The 'Control Data' section shows 'Received' on 09/30/2015, 'Entered' on 09/30/2015, 'Posted' on 09/30/2015, 'Assign' by user 10065114, and 'User' 10065114. The 'Group Status' section shows 'Edit Status' as 'Edited', 'Balanced' as 'Yes', and 'Posting Status' as 'Complete'. 'Accounting Entries' are 'Balanced' and the 'Posting Action' is 'Do Not Post'. At the bottom, there are buttons for 'Save', 'Return to Search', and 'Notify', and a breadcrumb trail for 'Group Control | Options | Action'.

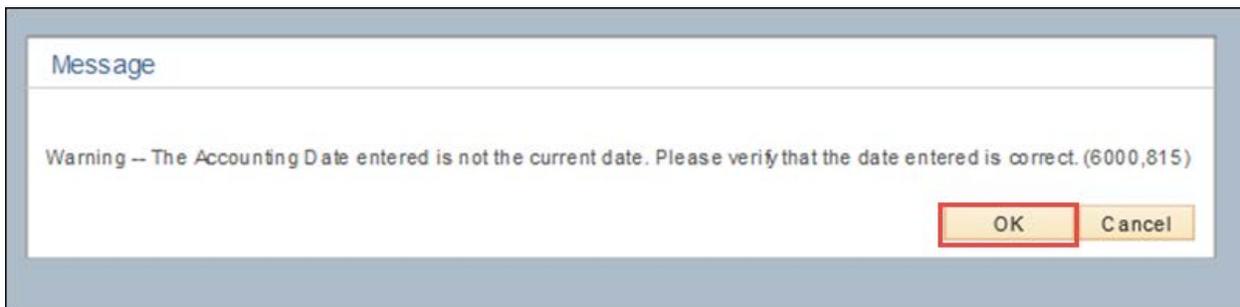
4. Click the **Action** tab.

- The **Action** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



5. Click the **Action** dropdown arrow and select **Batch Standard**.
6. Click **OK**.
 - This warning message will appear.



7. Click **OK**.
 - The customer's account will be updated with the unposted item when the ARUPDATE process runs. This process runs at 8:00 AM, 9:00 AM, 10:00 AM, 11:00 AM, 1:00 PM, 3:00 PM and nightly Monday through Friday.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

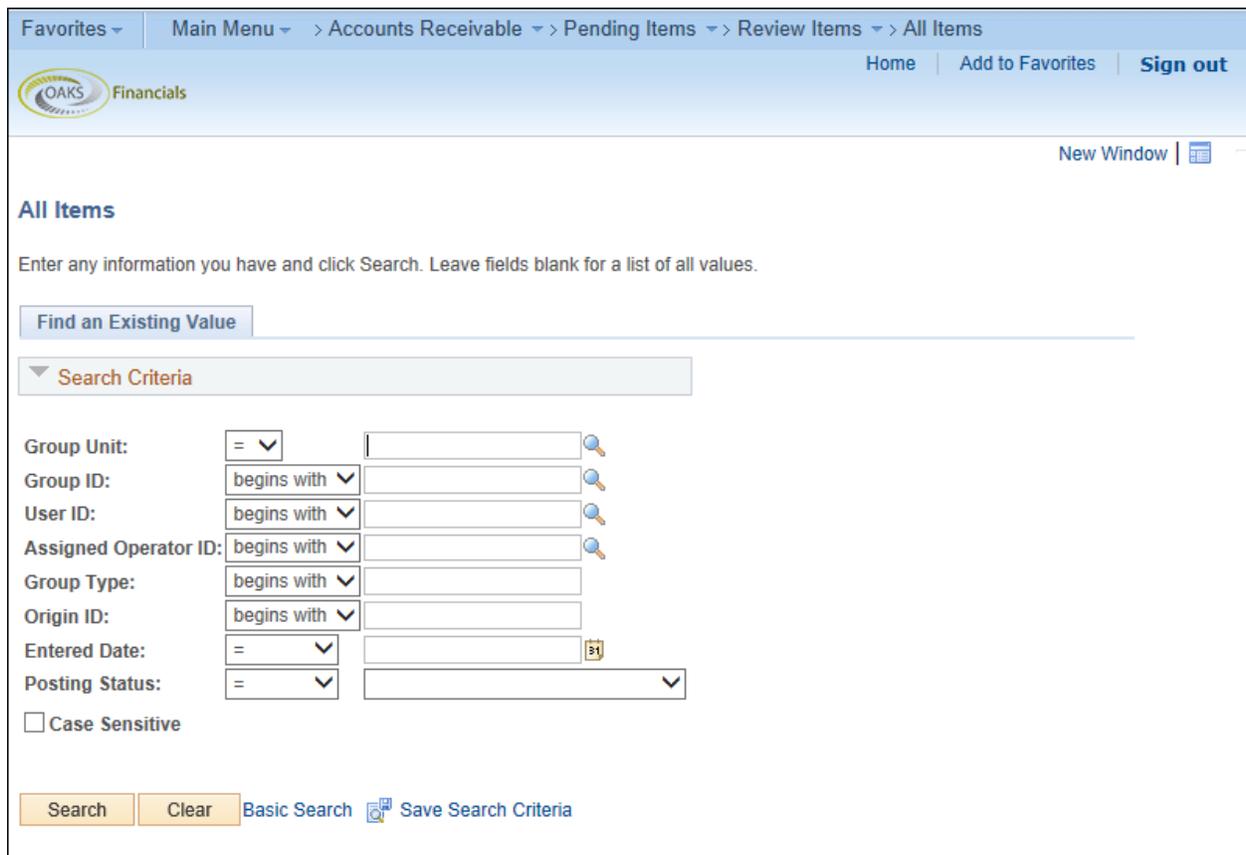
Reviewing and Correcting Posting Errors

OAKS FIN posts the pending item entries in a scheduled batch process (ARUPDATE). After the batch process runs, agencies must review the status of their items to make sure the entries posted successfully.

This process is performed when pending items do not successfully post to the customer's account in OAKS FIN AR. The Pending Item Originator (receivable) or Revenue Processor (deposits) who originated the pending item/deposit reviews the entries in OAKS FIN via the online error correction pages and sets them to post. The AR Update process runs and the corrected items post.

Reviewing Posting Errors

- **OAKS FIN > Accounts Receivable > Pending Items > Review Items > All Items**



[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Pending Items](#) > [Review Items](#) > [All Items](#)

[Home](#) | [Add to Favorites](#) | [Sign out](#)

OAKS Financials

New Window | 

All Items

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#)

▼ Search Criteria

Group Unit: = ▼ 
 Group ID: begins with ▼ 
 User ID: begins with ▼ 
 Assigned Operator ID: begins with ▼ 
 Group Type: begins with ▼
 Origin ID: begins with ▼
 Entered Date: = ▼ 
 Posting Status: = ▼ ▼
 Case Sensitive

[Search](#) [Clear](#) [Basic Search](#)  [Save Search Criteria](#)

See "The FIN SOURCE" for Ohio for the most recent version of this process.

1. Enter the agency specific ID in the **Group Unit** field.
 2. Click the **Posting Status** dropdown list and select **Errors**.
 3. Enter whatever combination of fields is best to find the item(s) that are set to post at least a day before the current date.
- Groups are collections of pending items that are ready to post. **Group Types** indicate why a group was created ((B for Billing, M for Maintenance, T for Transfer or P for Payment). Items that failed to post correctly can be searched for in several ways:
 - Search for groups with a specific **Posting Status** – Good for checking specifically for errors.
 - Search for groups entered since a **particular date, or date range** – Good for checking the status of all groups, which may reveal some that were not set to post.
 - Search for a **pending item group** – Good for looking at a specific item.
 - Search for a particular **Group Type** that was entered recently (B for Billing, M for Maintenance, T for Transfer or P for Payment) – Good for narrowing down another search, or for seeing all items of a specific type.
 - Search for a combination of the above.
 - The **Posting Status** search condition specifies the relation of the search results to the search criteria specified. The condition operators are:
 - = Equal to the search value (automatic).
 - **not** = Not equal to the search value.
 - > Greater than the search value.
 - < Less than the search value.
 - >= Greater than or equal to the search value.
 - <= Less than or equal to the search value.
4. Click **Search**.
 - The **Search Results** table displays. The search results can be sorted by clicking on any column header (User ID, Posted Date, etc.) in the table. Items accessed in this way are read only. Only 300 results can be displayed. If the search criteria are too broad, the item(s) being searched for may not be displayed.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



- After conducting a search, click the **Recent Search Results** icon at the end of the breadcrumb navigation anytime to display the **Recent Search Results** in a pop-up window.

Home | Add to Favorites | Sign out

New Window | 

All Items

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Group Unit: = 

Group ID: begins with 

User ID: begins with 

Assigned Operator ID: begins with 

Group Type: begins with

Origin ID: begins with

Entered Date: = 

Posting Status: =

Case Sensitive

Search
Clear
Basic Search 
Save Search Criteria 

Search Results

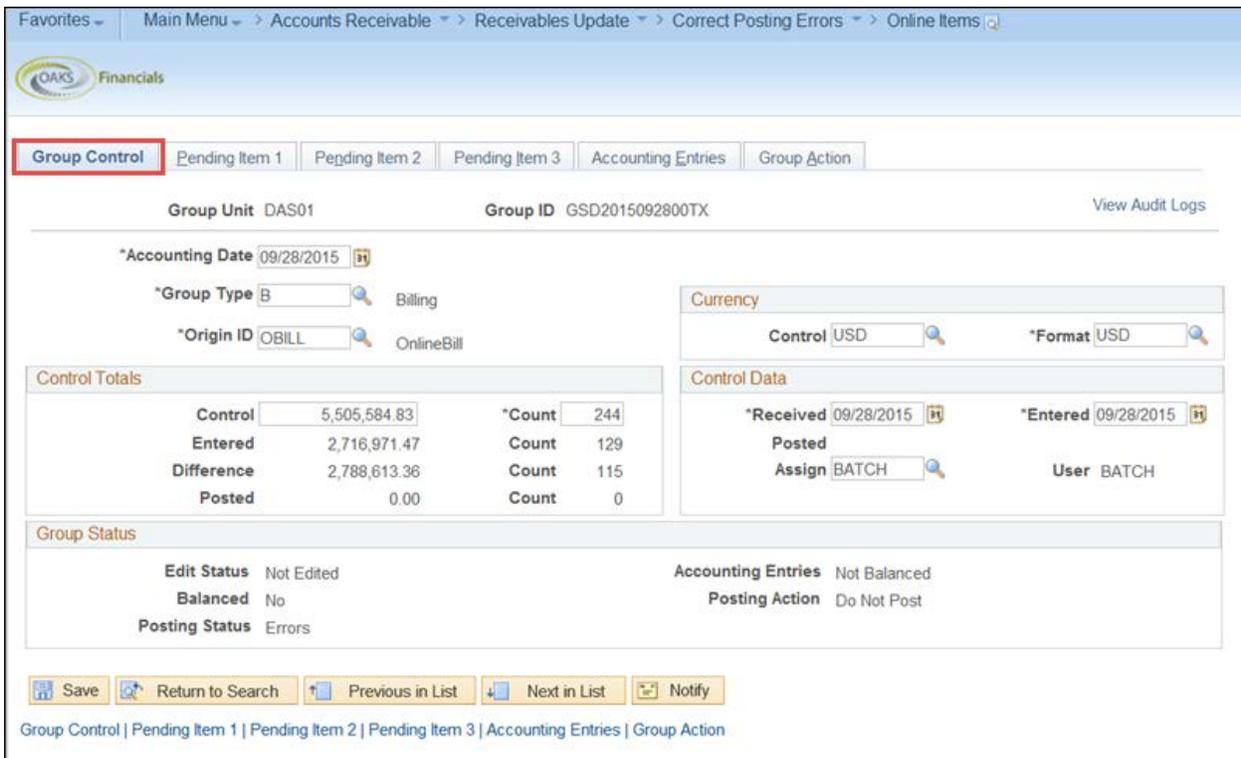
View All First  1-3 of 3  Last

Group Unit	Group ID	User ID	Assigned Operator ID	Group Type	Origin ID	Entered Date	Posting Status	Posted Date
DAS01	DAS201501211579	BATCH	10116144	B	OBILL	01/21/2015	Errors	01/21/2015
DAS01	GSD2014071800TL	BATCH	10116144	B	OBILL	07/18/2014	Errors	07/23/2014
DAS01	GSD2015010900SB	BATCH	BATCH	B	OBILL	01/09/2015	Errors	(blank)

- Possible posting statuses are:
 - **All** – Include all statuses
 - **Complete** – OAKS FIN has processed and posted this group.
 - **Errors** – OAKS FIN encountered errors in at least one pending item in the group and did not post the group.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

- **Not Posted** – The group has not been set to post.
 - Refer to [Entering Pending Items - Manual Entry](#) to set items that have a **Status** of "Not Posted."
5. Click any link on each row from the **Search Results** table to open and review a group with pending item errors.
- The **Group Control** tab displays.



Group Unit DAS01 Group ID GSD2015092800TX View Audit Logs

*Accounting Date 09/28/2015

*Group Type B Billing

*Origin ID OBILL OnlineBill

Control Totals			
Control	5,505,584.83	*Count	244
Entered	2,716,971.47	Count	129
Difference	2,788,613.36	Count	115
Posted	0.00	Count	0

Control Data			
*Received	09/28/2015	*Entered	09/28/2015
Posted		User	BATCH
Assign	BATCH		

Group Status

Edit Status	Not Edited	Accounting Entries	Not Balanced
Balanced	No	Posting Action	Do Not Post
Posting Status	Errors		

Save Return to Search Previous in List Next in List Notify

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

6. Review the **Group Control** tab and any of the **Pending Item** tabs to find the error.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Receivables Update](#) > [Correct Posting Errors](#) > [Online Items](#)


Find | View All | First 1 of 1 | Last

Pending Item Entry

*Acctg Date: 09/28/2015
 *As Of Date: 09/28/2015
 Sequence: 216

*Item ID: 6TX087 Line: 1

*Business Unit: DAS01
 *Customer: zzz06042

Amount: 599.01
 *Currency: USD

*Entry Type: (Invalid Val)
 Reason: RMPRM
 *AR Dist:

Rate Type:
 Revalue Fig
 Entry Event:

Exchange Rate: 1.00000000
 Posted

 Error Code: OOBG

Payment Terms

Terms: NET30
 Due Date:
 Due Days:

Disc Amt:
 Disc Date:
 Disc Days:

Disc Amt 1:
 Disc Date 1:
 Always Allow Discount

Reference Information

PO Ref:
 PO Line:
 BOL:

Order No:
 Document:
 Line Item:

Contract:
 L/C ID:
 Case No:

SP ID:

Item Creation/Update Details

Created On: 09/29/2015 6:04PM
 Last Modified On: 09/29/2015 6:20PM

Created By: OHBATCH
 Modified By: OHBATCH

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

7. [Click the Error flag push button to display the error message.](#)

- Once the error(s) have been found proceed to the next section and follow the steps to correct the posting error(s).

[Correct Posting Errors from the Online Items Page](#)

Error Codes

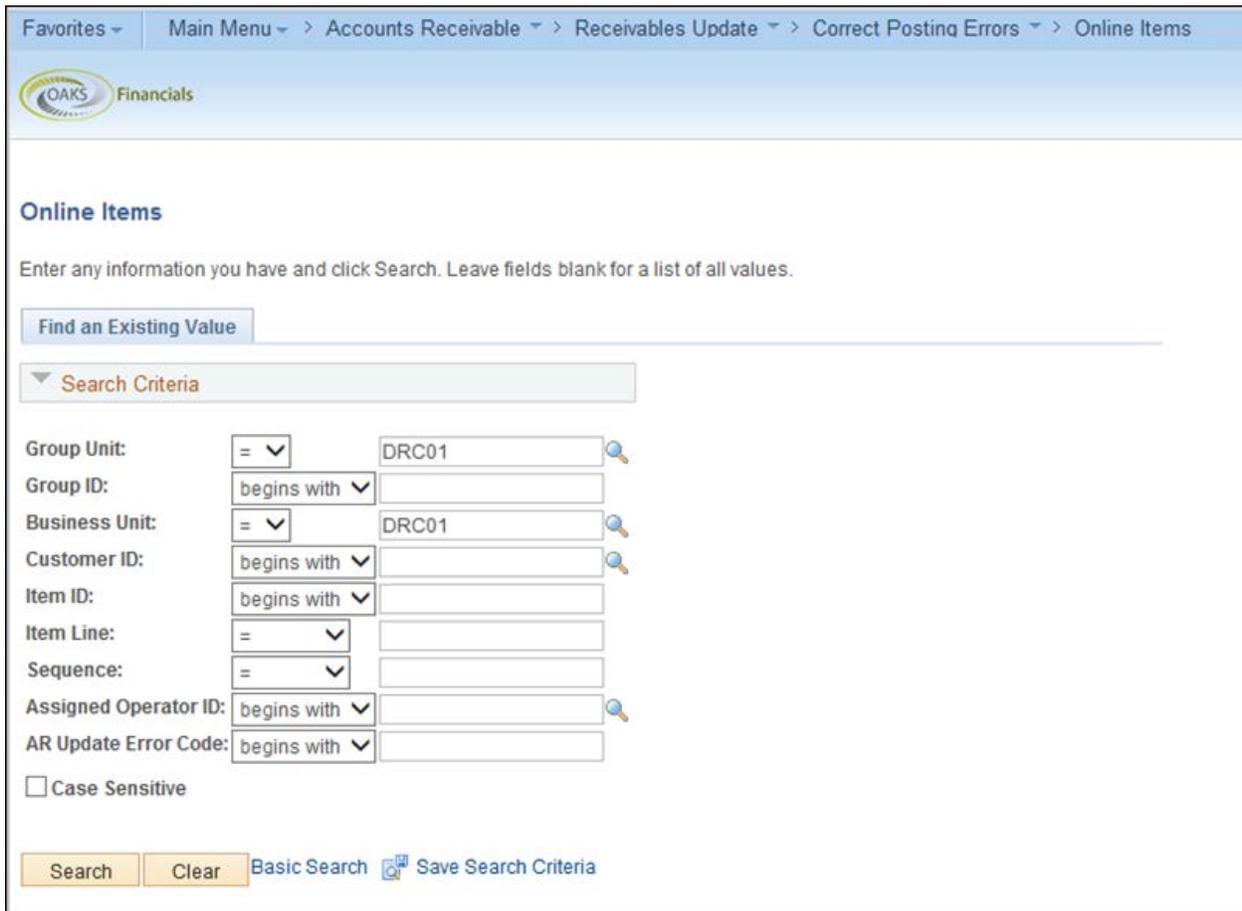
The error code is displayed in the **Error Code** field of the group's **Pending Item 1** tab. Errors are shown on the specific pending item entry, so multiple pending items may need to be viewed

See "The FIN SOURCE" for Ohio for the most recent version of this process.



to find the one that caused the error. Listed below are the possible error codes that may be encountered

- Duplicate Item (ITDUP)
 - Accounting Period Not Open (ACTPD)
 - Accounting Entries Out of Balance (ACTOB)
 - Group Out of Balance (OOBG)
 - Customer Options Missing (CUSOM)
 - Customer Does Not Exist (1CUST)
-
- **OAKS FIN > Accounts Receivable > Receivables Update > Correct Posting Errors > Online Items**



Favorites > Main Menu > Accounts Receivable > Receivables Update > Correct Posting Errors > Online Items

OAKS Financials

Online Items

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Group Unit: = DRC01

Group ID: begins with

Business Unit: = DRC01

Customer ID: begins with

Item ID: begins with

Item Line: =

Sequence: =

Assigned Operator ID: begins with

AR Update Error Code: begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

See "The FIN SOURCE" for Ohio for the most recent version of this process.

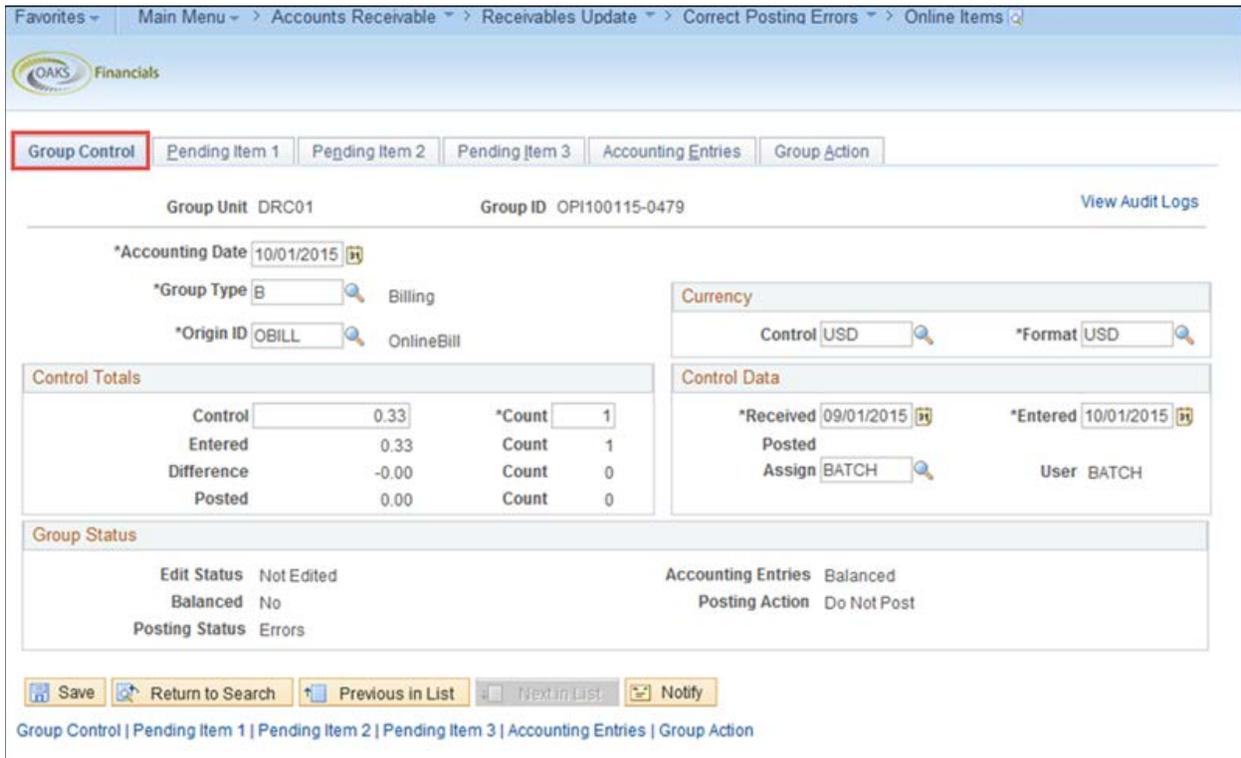
1. Enter additional information to narrow the search (e.g., **AR Update Error Code**).
 - The steps shown here are for the most common error, Group Out of Balance (OOBG).
2. Click **Search**.
 - Results will be listed.

Search Results

View All First 1-2 of 2 Last

Group Unit	Group ID	Business Unit	Customer ID	Item ID	Item Line	Sequence	Assigned Operator ID	AR Update Error Code	Accounting Entries	Origin ID
DRC01	OPI091415-0120	DRC01	DPS01	OPI793695	1	1	BATCH	OOBG	Complete	OBILL
DRC01	OPI100115-0479	DRC01	DPS01	OPI793695	1	1	BATCH	OOBG	Complete	OBILL

3. Click on a [link](#) to view the **Group ID**.
 - The **Group Control** tab displays.



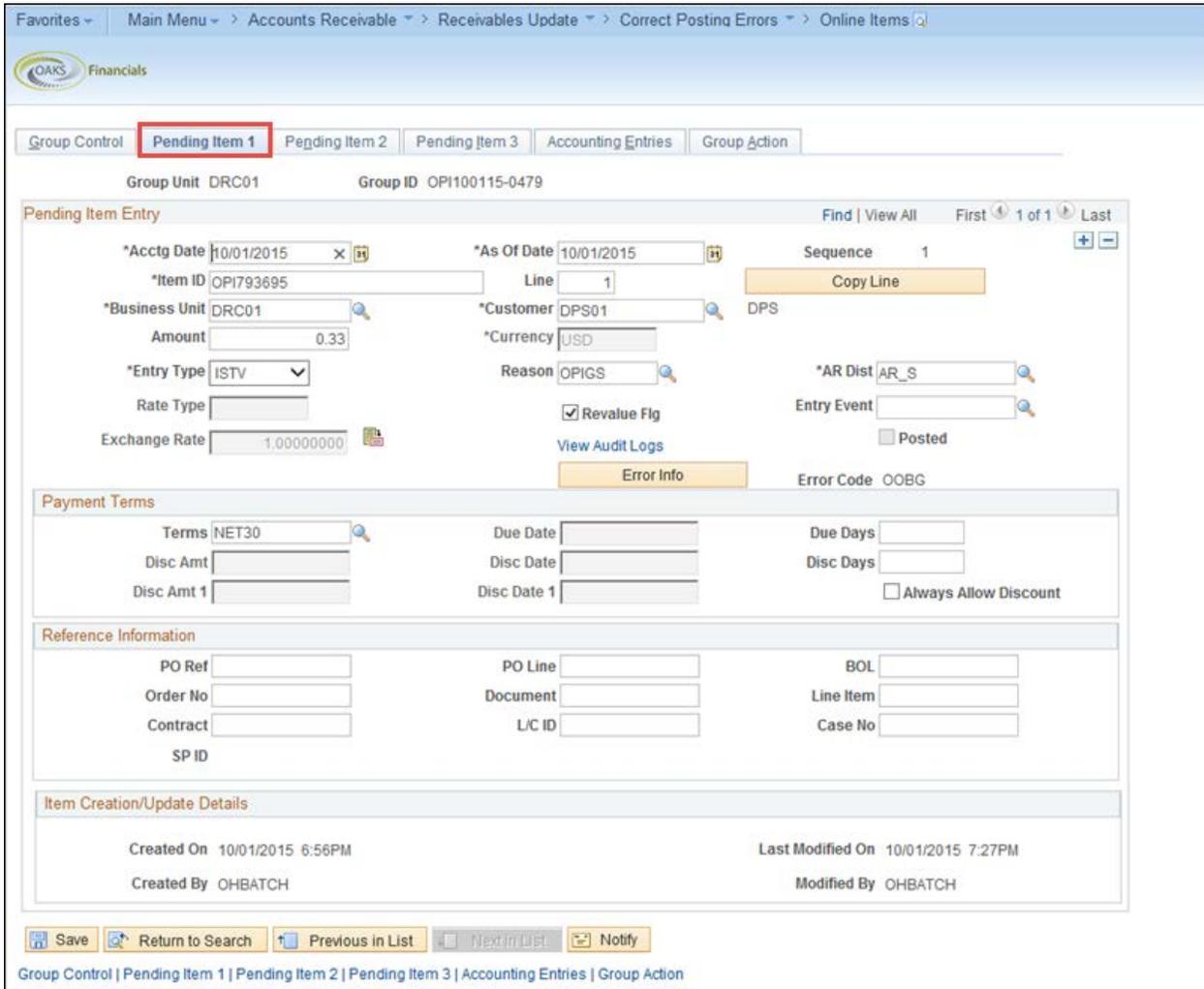
The screenshot shows the 'Group Control' tab in the OAKS Financials system. The breadcrumb trail is: Favorites > Main Menu > Accounts Receivable > Receivables Update > Correct Posting Errors > Online Items. The 'Group Control' tab is highlighted with a red box. Below the breadcrumb, there are tabs for 'Pending Item 1', 'Pending Item 2', 'Pending Item 3', 'Accounting Entries', and 'Group Action'. The main content area displays details for Group Unit DRC01 and Group ID OPI100115-0479. Fields include:

- *Accounting Date: 10/01/2015
- *Group Type: B (Billing)
- *Origin ID: OBILL (OnlineBill)
- Currency: Control USD, *Format USD
- Control Totals: Control 0.33, Entered 0.33, Difference -0.00, Posted 0.00. *Count 1, Count 1, Count 0, Count 0.
- Control Data: *Received 09/01/2015, *Entered 10/01/2015, Posted, Assign BATCH, User BATCH.
- Group Status: Edit Status Not Edited, Accounting Entries Balanced, Balanced No, Posting Action Do Not Post, Posting Status Errors.

 At the bottom, there are buttons for Save, Return to Search, Previous in List, Next in List, and Notify. A navigation bar at the very bottom shows: Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

4. Click on **Pending Item 1** tab to open that page.



Group Unit DRC01 Group ID OPI100115-0479

Pending Item Entry Find | View All First 1 of 1 Last

*Acctg Date 10/01/2015 *As Of Date 10/01/2015 Sequence 1

*Item ID OPI793695 Line 1 Copy Line

*Business Unit DRC01 *Customer DPS01 DPS

Amount 0.33 *Currency USD

*Entry Type ISTV Reason OPIGS *AR Dist AR_S

Rate Type Revalue Flg Entry Event

Exchange Rate 1.00000000 View Audit Logs Posted

Error Info Error Code OOBG

Payment Terms

Terms NET30 Due Date Due Days

Disc Amt Disc Date Disc Days

Disc Amt 1 Disc Date 1 Always Allow Discount

Reference Information

PO Ref PO Line BOL

Order No Document Line Item

Contract L/C ID Case No

SP ID

Item Creation/Update Details

Created On 10/01/2015 6:56PM Last Modified On 10/01/2015 7:27PM

Created By OHBATCH Modified By OHBATCH

Save Return to Search Previous in List Next in List Notify

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

5. Click the **Error flag push button** to display the **error message**.

6. Fix this error by putting the group back in balance by changing the **Control** amount (in this instance) to the **Entered** amount.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Receivables Update](#) > [Correct Posting Errors](#) > [Online Items](#)

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

Group Unit: DRC01 Group ID: OPI091415-0120 [View Audit Logs](#)

*Accounting Date: 09/14/2015
 *Group Type: B (Billing)
 *Origin ID: OBILL (OnlineBill)

Control Totals		Control Data	
Control	0.33	*Count	1
Entered	0.33	Count	1
Difference	-0.00	Count	0
Posted	0.00	Count	0

Currency: Control USD *Format USD

*Received: 09/09/2015 *Entered: 09/14/2015
 Posted
 Assign: BATCH User: BATCH

Group Status
 Edit Status: Not Edited Accounting Entries: Balanced
 Balanced: No Posting Action: Do Not Post
 Posting Status: Errors

[Save](#) | [Return to Search](#) | [Previous in List](#) | [Next in List](#) | [Notify](#)

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

7. Click **Save**.
8. Set the group back to **Batch Standard** on the **Group Action** tab.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Receivables Update ▾ > Correct Posting Errors ▾ > Online Items 🔍

 Financials

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | **Group Action**

Group Unit DRC01 Group ID OPI091415-0120

Posting Status Do Not Post

Group Actions	Posting Action	Accounting Entry Actions
<input type="text" value="Balance"/>	<input type="button" value="Do Not Post"/>	<input type="button" value="Create Entries"/>
<input type="button" value="Delete Group"/>	<input type="button" value="Batch Priority"/>	<input type="button" value="Delete Entries"/>
<input type="button" value="Delete Pending Item"/>	<input type="button" value="Batch Standard"/>	

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

- When ARUPDATE is run again, it will pick the group up and post it.
- The customer's account will be updated with the unposted item when the ARUPDATE process runs. This process runs at 8:00 AM, 9:00 AM, 10:00 AM, 11:00 AM, 1:00 PM, 3:00 PM and nightly Monday through Friday.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Deleting Groups

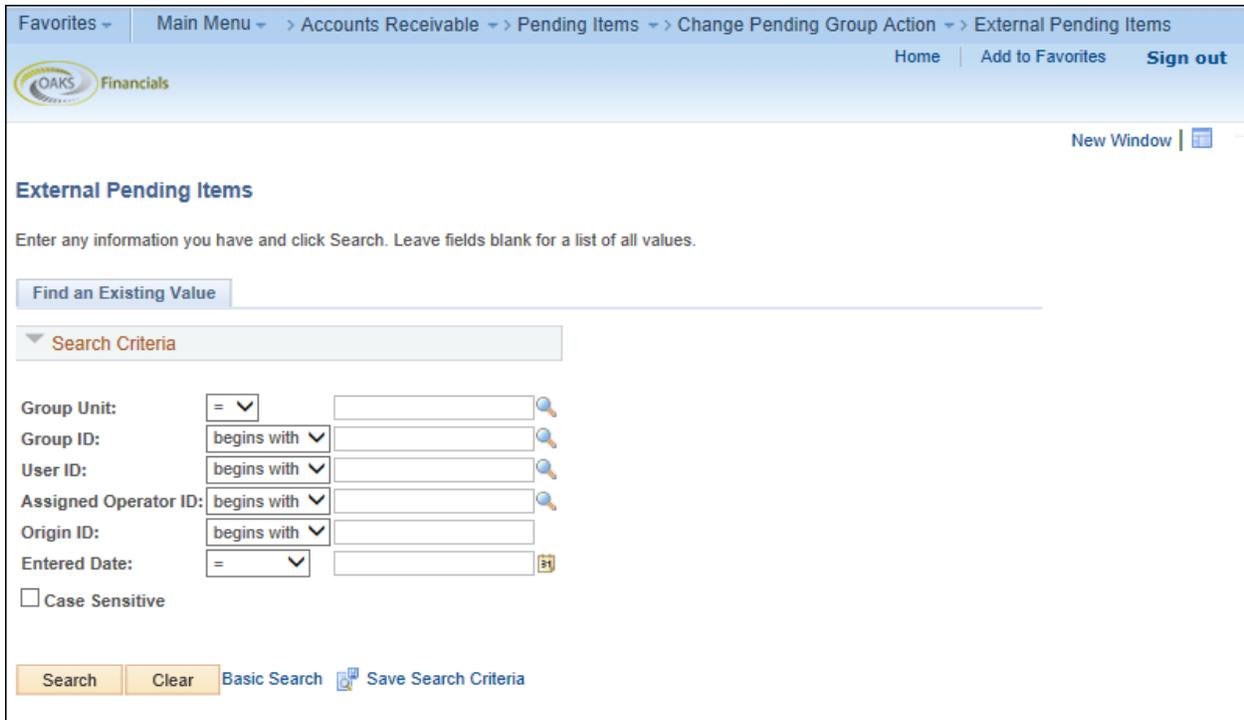
Overview

This process is used to delete pending item groups. Groups cannot be deleted after they have posted; if a group has been posted, the employee must either unpost the group prior to deleting it, or make the correction using a credit/debit memo.

These instructions assume deleting groups before the AR Batch Process has run. In the case of deleting a group tossed out as an error (say, a duplicate) by the AR Batch Process, this process would begin from the Online Error Correction page. Only use this process if the entire group is a duplicate, or if every item in the group has errors and starting over is preferred. After determining the group is a duplicate, navigate to the External Pending Items page and start with step 5 of this process.

Steps

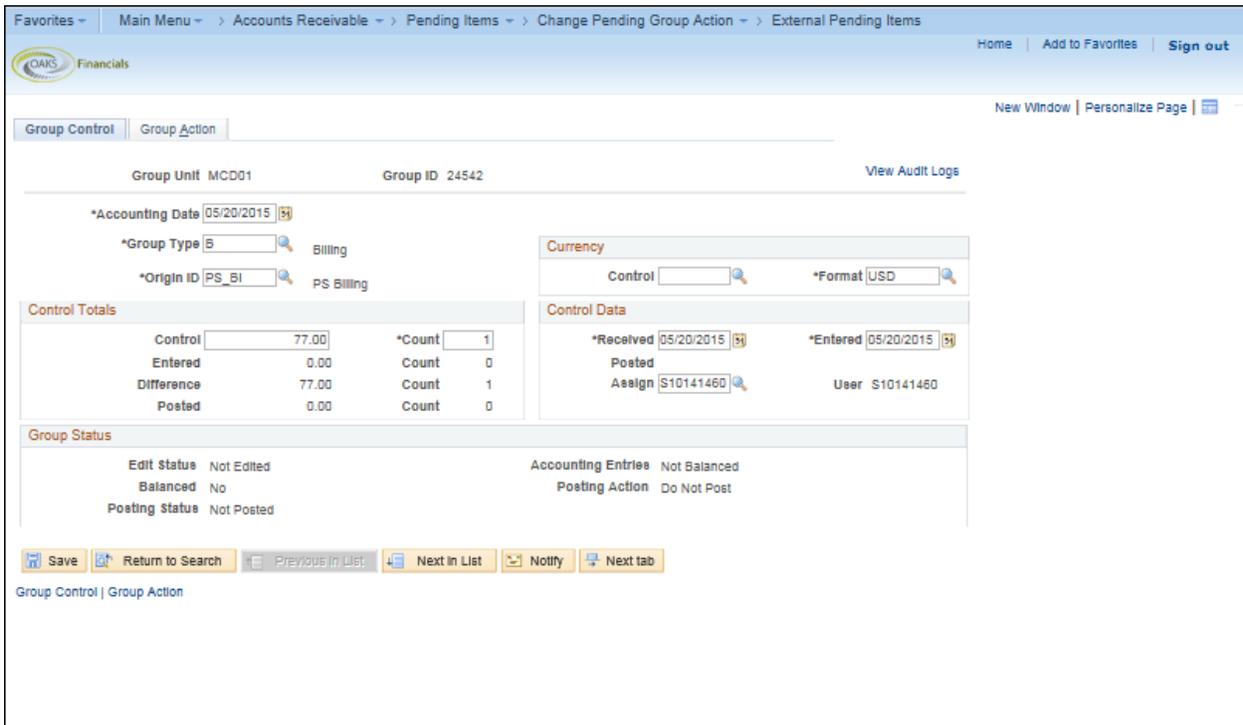
- **OAKS FIN > Accounts Receivable > Pending Items > Change Pending Group Action > External Pending Items**



See "The FIN SOURCE" for Ohio for the most recent version of this process.



1. Enter search criteria that will help find the desired **Group**.
 - The **Group Unit** field is mandatory.
2. Click **Search**.
 - After conducting a search, click the **Recent Search Results** icon at the end of the breadcrumb navigation anytime to display the **Recent Search Results** in a pop-up window.
3. Click the desired **Group** in the **Search Results** to open it.
 - The **Group Control** tab displays.



The screenshot shows the 'Group Control' tab in the OAKS Financials system. The breadcrumb navigation at the top reads: 'Main Menu > Accounts Receivable > Pending Items > Change Pending Group Action > External Pending Items'. The page title is 'OAKS Financials' and there are links for 'Home', 'Add to Favorites', and 'Sign out'. Below the title bar, there are tabs for 'Group Control' (selected) and 'Group Action'. The main content area displays the following information:

- Group Unit: MCD01, Group ID: 24542, View Audit Logs
- *Accounting Date: 05/20/2015
- *Group Type: Billing
- *Origin ID: PS_BI, PS Billing
- Currency: Control, *Format: USD
- Control Totals** table:

		*Count	Count
Control	77.00	1	0
Entered	0.00	0	0
Difference	77.00	1	0
Posted	0.00	0	0
- Control Data** table:

*Received	05/20/2015	*Entered	05/20/2015
Posted		Assign	S10141460
Assign	S10141460	User	S10141460
- Group Status** table:

Edit Status	Not Edited	Accounting Entries	Not Balanced
Balanced	No	Posting Action	Do Not Post
Posting Status	Not Posted		

At the bottom of the form, there are buttons for 'Save', 'Return to Search', 'Previous in List', 'Next in List', 'Notify', and 'Next tab'. The footer of the page reads 'Group Control | Group Action'.

4. Review the **Group Control** tab to verify the correct entry has been selected.
5. Click the **Group Action** tab.
 - The **Group Action** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

Navigation: Favorites - Main Menu - Accounts Receivable - Pending Items - Change Pending Group Action - External Pending Items

Home | Add to Favorites | Sign out

Group Control | Group Action

Group Unit: MCD01 Group ID: 24542

Posting Status: Do Not Post

Group Actions	Posting Action
<input type="button" value="Balance"/>	<input type="button" value="Do Not Post"/>
<input type="button" value="Delete Group"/>	<input type="button" value="Batch Priority"/>
	<input type="button" value="Batch Standard"/>

Save | Return to Search | Previous in List | Next in List | Notify | Next tab

Group Control | Group Action

6. Click **Delete Group**.

- A warning message displays.

Message

Delete this group? (6030,15)

This is a warning message to make sure that you want to delete this group. Press YES to delete the group. Press NO to cancel the delete.

7. Click **Yes**.

8. Click **Save**.

9. Click **Return to Search**.

10. Perform a search following steps 1- 9 to verify that the group can no longer be found.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



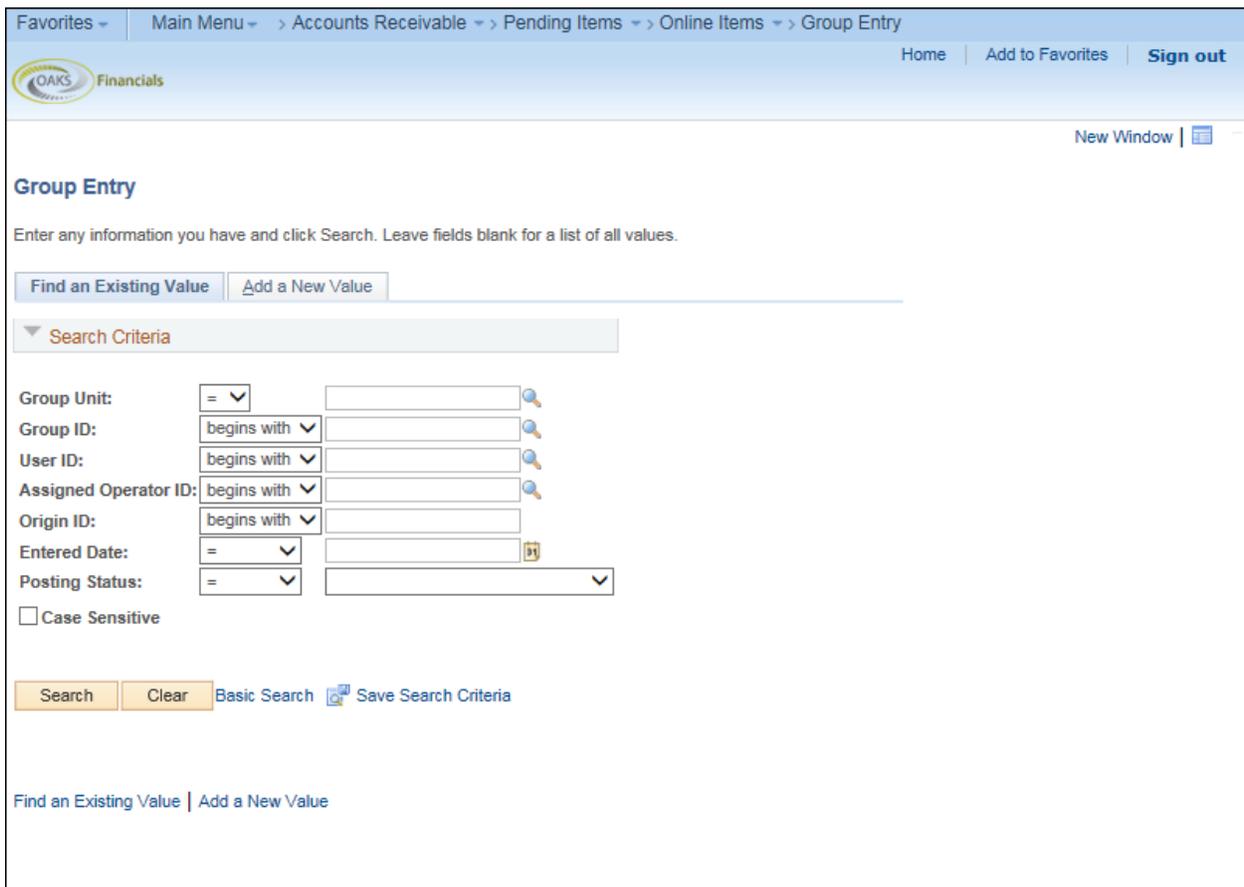
Creating Debit and Credit Memos

Overview

Credit and debit memos are used to correct items that have already posted. After posting, the items themselves may not be used to make corrections.

Steps

- **OAKS FIN > Accounts Receivable > Pending Items > Online Items > Group Entry**



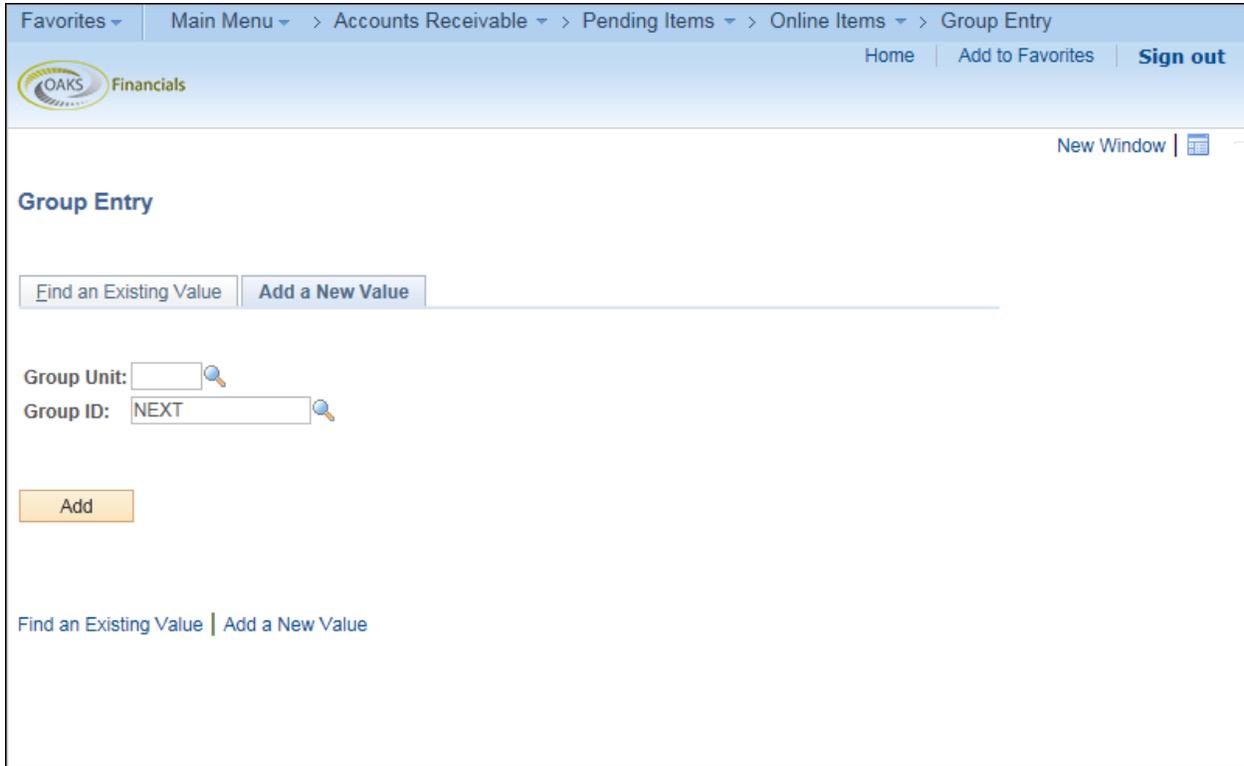
The screenshot shows the OAKS Financials web application interface. The breadcrumb trail at the top reads: Favorites > Main Menu > Accounts Receivable > Pending Items > Online Items > Group Entry. The page title is "Group Entry". Below the title, there is a search instruction: "Enter any information you have and click Search. Leave fields blank for a list of all values." There are two tabs: "Find an Existing Value" and "Add a New Value". A "Search Criteria" section contains several search fields: "Group Unit" (dropdown menu), "Group ID" (dropdown menu "begins with"), "User ID" (dropdown menu "begins with"), "Assigned Operator ID" (dropdown menu "begins with"), "Origin ID" (dropdown menu "begins with"), "Entered Date" (dropdown menu "="), and "Posting Status" (dropdown menu "="). There is also a "Case Sensitive" checkbox. At the bottom of the search criteria section, there are buttons for "Search", "Clear", "Basic Search", and "Save Search Criteria". At the very bottom of the page, there are links for "Find an Existing Value" and "Add a New Value".

1. Click the **Add New Value** tab.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



- The **Add New Value** tab displays.



Favorites > Main Menu > Accounts Receivable > Pending Items > Online Items > Group Entry

Home | Add to Favorites | Sign out

OAKS Financials

New Window | 

Group Entry

Find an Existing Value | Add a New Value

Group Unit: 

Group ID: NEXT 

Add

Find an Existing Value | Add a New Value

2. Verify that the **Group Unit** listed is the one that will "own" the credit or debit.
 3. Keep the default ID of **NEXT** unless the agency has a special numbering scheme.
 4. Click **Add**.
- The **Group Control** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Pending Items](#) > [Online Items](#) > [Group Entry](#)

[Home](#) | [Add to Favorites](#) | [Sign out](#)

[New Window](#) | [Personalize Page](#)

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

Group Unit MCD01 Group ID NEXT

*Accounting Date 08/18/2015
 *Group Type
 *Origin ID

Currency
 Control *Format USD

Control Totals		Control Data	
Control	0.00	*Count	0
Entered	0.00	Count	1
Difference	0.00	Count	-1
Posted	0.00	Count	0

*Received 08/18/2015 *Entered 08/18/2015
 Posted
 Assign OH_AR_AD User OH_AR_ADMINISTRATOR

Group Status
 Edit Status Edited Accounting Entries Not Balanced
 Balanced No Posting Action Do Not Post
 Posting Status Not Posted

[Save](#) [Notify](#) [Add](#) [Update/Display](#)

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

5. Enter "B" (Billing) in the **Group Type** field.
6. Enter "OBILL" (Online Billing) in the **Origin ID** field.
 - Records created by the Billing module process have a value of XBILL.
7. Enter "USD" (US Dollars) in the **Control** field in the **Currency** section.
 - a. If USD is not listed at the group header level, enter the **Control Currency** for each line item.
8. Enter the **batch total** from the **batch tape** in the **Control** field in the **Control Totals** sections.
9. Enter the number of items in the batch in the **Count** field.
10. Click the **Pending Item 1** tab, or the **Pending Item 1** link at the bottom of the page.
 - The **Pending Item 1** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Pending Items](#) > [Online Items](#) > [Group Entry](#)

[Home](#) | [Add to Favorites](#) | [Sign out](#)



[New Window](#) | [Personalize Page](#)

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

Group Unit MCD01 Group ID NEXT

Pending Item Entry

[Find](#) | [View All](#) First 1 of 1 Last

*Acctg Date *As Of Date Sequence 1
 *Item ID Line

*Business Unit MCD01 *Customer

Amount *Currency

*Entry Type Reason *AR Dist AR

Rate Type Revalue Fig Entry Event

Exchange Rate Attachments (0)

Payment Terms

Terms Due Date Due Days

Disc Amt Disc Date Disc Days

Disc Amt 1 Disc Date 1 Always Allow Discount

Reference Information

PO Ref PO Line BOL

Order No Document Line Item

Contract L/C ID Case No

SP ID

Item Creation/Update Details

Created On 06/18/2015 10:28AM Last Modified On 06/18/2015 10:28AM

Created By OH_AR_ADMINISTRATOR Modified By OH_AR_ADMINISTRATOR

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

11. Enter the original **Item ID** followed by a "DR" (Debit) or "CR" (Credit) in the **Item ID** field
12. Enter the **Customer ID** in the **Customer** field.
13. Enter the amount of the debit or credit in the **Amount** field.
14. Click the **Entry Type** dropdown list and select the appropriate **Entry Type**. These **Entry Types** are:
 - CR - Third-party credit memo
 - DR - Third-party debit memo
 - ISTCR - Interagency credit memo
 - ISTDR - Interagency debit memo
15. Use the **Look Up Reason** icon next to the **Reason** field to select a reason for the line item.
 - **Reason Codes** vary by **Entry Type** and are "shortcuts" for ChartFields distribution strings.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

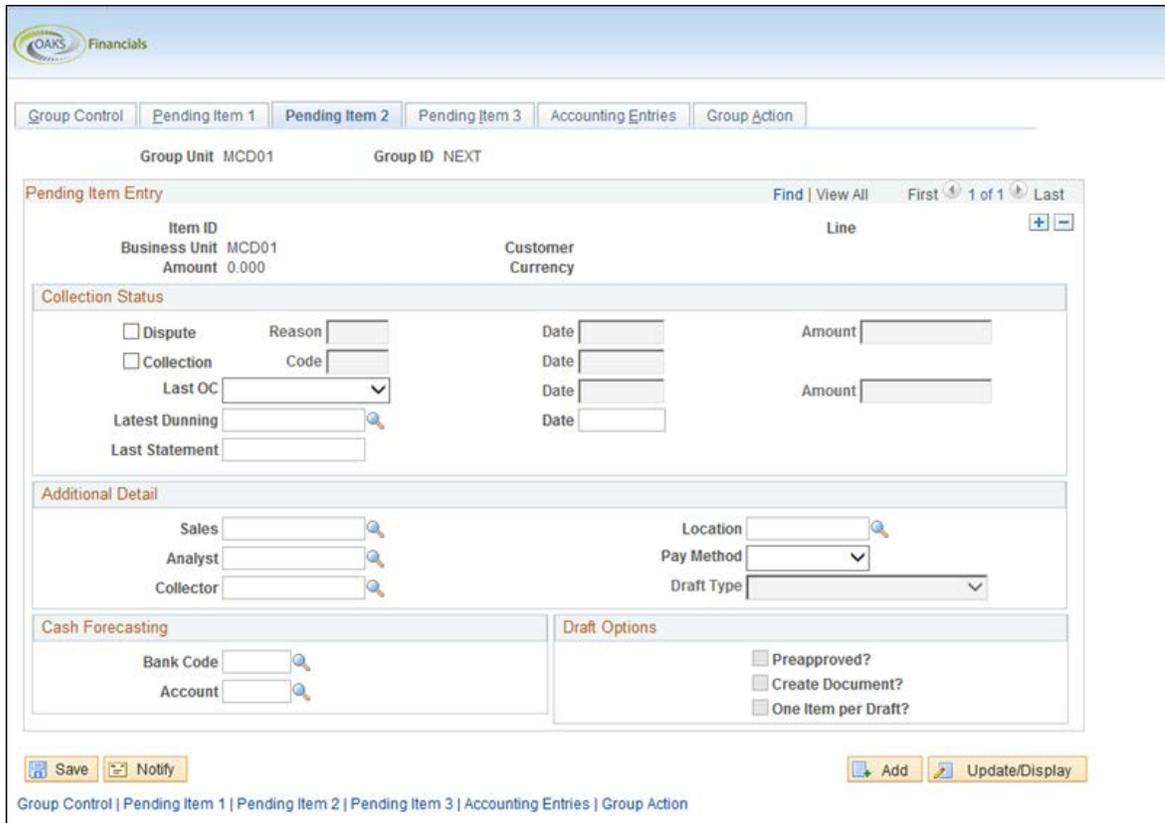


16. Click the **Add a New Row** icon to add a second item.
17. Repeat the instructions above to enter another credit or debit. Create items of the total number and dollar amount listed on the **Group Control** tab.

- When creating ISTVs, it's important to enter the correct location on the **Pending Item 2** tab.

18. If entering an ISTV, click the **Pending Item 2** tab.

- The **Pending Item 2** tab displays.

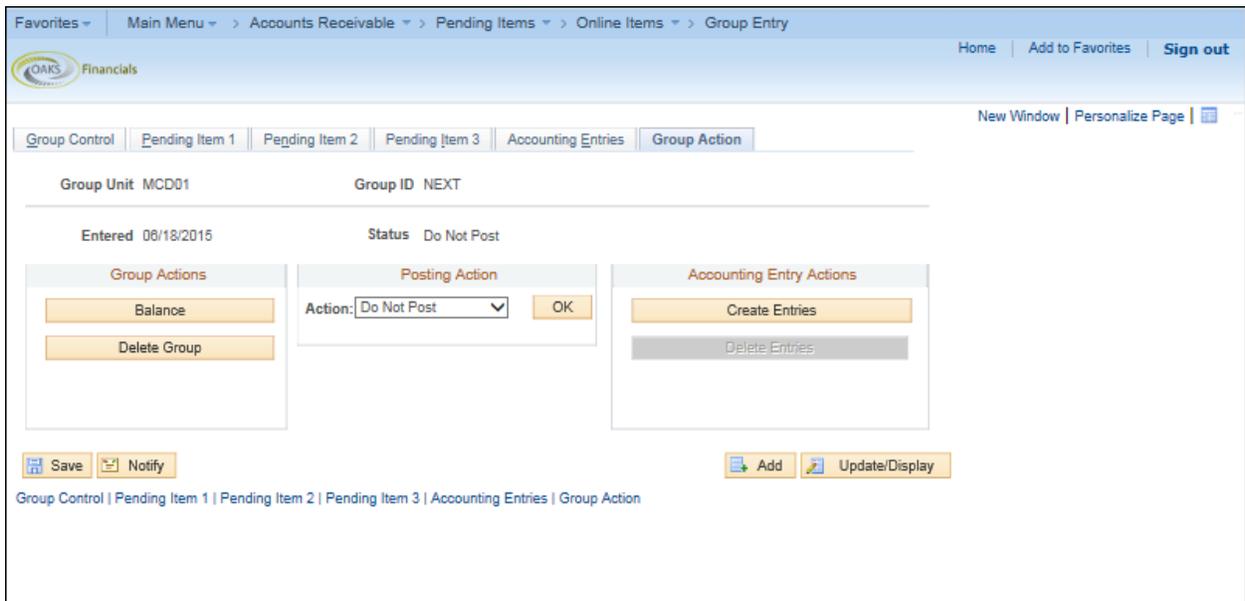


- a. Enter the location in the **location** field.

19. Click the **Group Action** tab. This tab is used to create the accounting entries and to set the group posting action.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

- The **Group Action** tab displays.

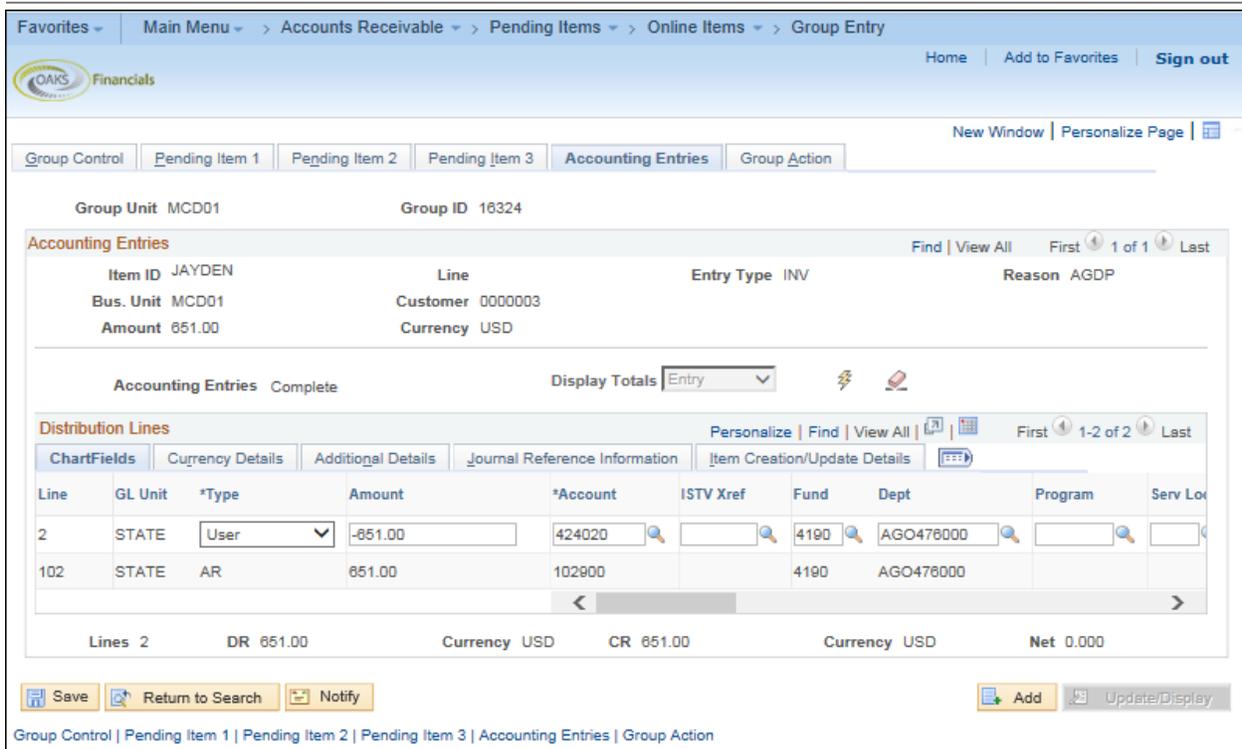


The screenshot shows the OAKS Financials web interface. The breadcrumb trail at the top reads: Favorites > Main Menu > Accounts Receivable > Pending Items > Online Items > Group Entry. The page title is "OAKS Financials". The navigation bar includes "Home", "Add to Favorites", and "Sign out". The main content area has a tabbed interface with "Group Action" selected. The "Group Unit" is "MCD01" and the "Group ID" is "NEXT". The "Entered" date is "06/18/2015" and the "Status" is "Do Not Post". There are three main action panels: "Group Actions" with "Balance" and "Delete Group" buttons; "Posting Action" with a dropdown menu set to "Do Not Post" and an "OK" button; and "Accounting Entry Actions" with "Create Entries" and "Delete Entries" buttons. At the bottom, there are "Save", "Notify", "Add", and "Update/Display" buttons. A breadcrumb trail at the very bottom reads: Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action.

20. Click **Create Entries**.

- OAKS FIN displays the ChartField string on the **Accounting Entries** page when the accounting entries are created.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



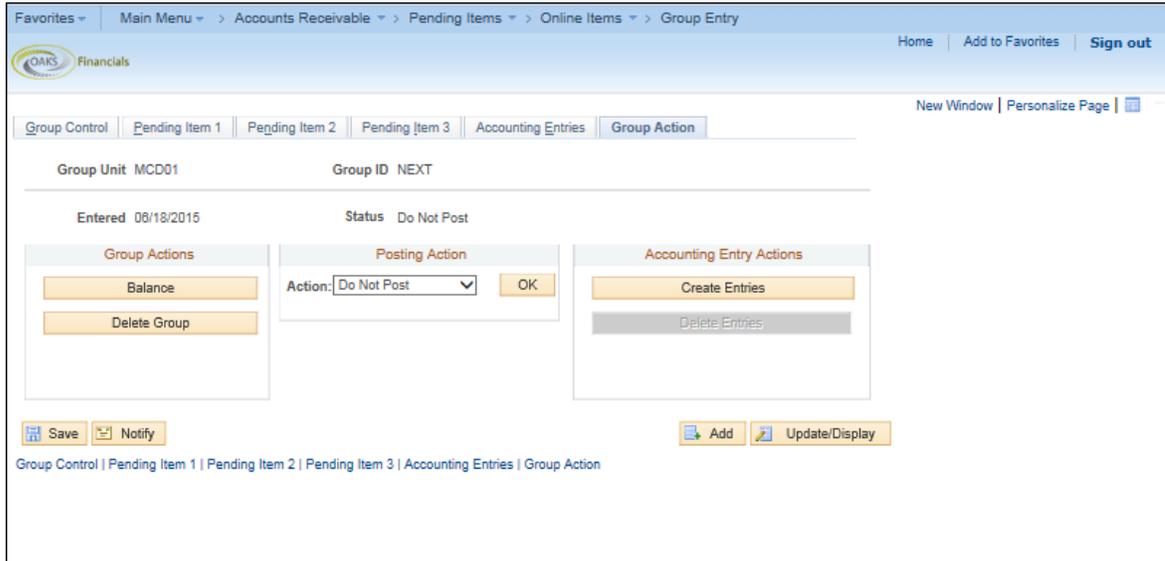
The screenshot shows the OAKS Financials interface. At the top, there is a navigation breadcrumb: Favorites > Main Menu > Accounts Receivable > Pending Items > Online Items > Group Entry. Below this is a header with the OAKS Financials logo and links for Home, Add to Favorites, and Sign out. A secondary navigation bar includes New Window and Personalize Page. The main content area is divided into tabs: Group Control, Pending Item 1, Pending Item 2, Pending Item 3, Accounting Entries (selected), and Group Action. The Accounting Entries section shows details for Group Unit MCD01 and Group ID 16324. It includes fields for Item ID (JAYDEN), Line, Entry Type (INV), Reason (AGDP), Bus. Unit (MCD01), Customer (0000003), Amount (651.00), and Currency (USD). Below this is a section for Distribution Lines with a table:

Line	GL Unit	*Type	Amount	*Account	ISTV Xref	Fund	Dept	Program	Serv Loc
2	STATE	User	-651.00	424020		4190	AGO476000		
102	STATE	AR	651.00	102900		4190	AGO476000		

Summary information at the bottom of the table shows: Lines 2, DR 651.00, Currency USD, CR 651.00, Currency USD, Net 0.000. At the bottom of the screen, there are buttons for Save, Return to Search, Notify, Add, and Update/Display. A secondary navigation bar at the very bottom repeats the breadcrumb path.

- The **Reason Code** selected on the **Pending Item 1** tab helps OAKS FIN fill in the ChartFields string. Agencies that use generic **Reason Codes** must complete fields with variable information. Reason codes may also change and, occasionally, may contain errors that have not yet been corrected. Update Reason Codes when necessary.
 - Refer to [ChartField Characteristics](#) to review available ChartFields strings.
 - OAKS FIN creates both revenue and receivable accounting entry lines. When OAKS FIN processes this information, the second line inherits (copies) information from the top line to complete the ChartField entries.
21. Review the ChartFields for accuracy, focusing on the **Fund**, **Account**, and **Dept** fields.
- At the change of the federal fiscal year, pay attention to the Grant/Prj field, since items may be processed for both new and old grants. Update Reason Codes when necessary.
 - There are two lines for each entry, debiting one fund and crediting another. The lower bar reflects these two entries; the bar above it displays the number of entries.
22. Correct the ChartFields by either manually correcting the codes, or returning to the **Pending Item 1** tab and selecting a different **Reason code**.
- a. If the second method is chosen, click the **Group Action** tab.
- 21.
- The **Group Action** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



- a. Click **Delete Entries**.
 - b. Click **Create Entries** to create the entries again.
23. Click the **Action** dropdown arrow and select **Batch Standard**.
- Once saved, this will make the group available for posting when the ARUPDATE batch process runs.
24. Click **OK**.
- The posting action is set.
25. Click **Save**.
- The group and its posting information are saved to OAKS FIN.
 - Once ARUPDATE runs, OAKS FIN will post the credit and debit memos to the customer account.
 - Refer to Reviewing Customer Item Activity to review the customer's item activity and the effect of credit and debit memos.
 - Refer to [Creating Maintenance Items Worksheets](#) in order to offset the items.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

Creating Payment Worksheets

Overview

Often, OAKS FIN Payment Predictor function can automatically identify the item for which a payment has been received. If the Payment Predictor cannot match a deposit, OAKS FIN creates a payment worksheet, which agencies must use to manually match the deposit. Agencies may also use this process to create a worksheet manually without attempting to use the Payment Predictor.

The worksheet identifies the item(s) to which a payment should be applied. Note that a worksheet cannot be created manually while the Payment Predictor check box is selected.

Steps

- **OAKS FIN > Accounts Receivable > Payments > Apply Payments > Create Worksheet**

See "The FIN SOURCE" for Ohio for the most recent version of this process.



[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Apply Payments](#) > [Create Worksheet](#)

[Home](#) | [Add to Favorites](#) | [Sign out](#)

OAKS Financials

New Window | 

Create Payment Worksheet

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an existing payment](#)

▼ Search Criteria

Deposit Unit: = ▼ 
 Deposit ID: begins with ▼ 
 Payment Sequence: = ▼
 Payment ID: begins with ▼ 
 Payment Status: = ▼ ▼
 User ID: begins with ▼
 Assigned Operator ID: begins with ▼ 
 Payment Predictor Method: begins with ▼ 
 Accounting Date: = ▼ 

Case Sensitive

[Search](#) [Clear](#) [Basic Search](#)  [Save Search Criteria](#)

1. Enter the Deposit Unit in the **Deposit Unit** field.
2. Enter search criteria to locate the deposit. One way to do so is to enter the **Deposit ID**.
3. Click **Search**.
 - If more than one payment matches the search criteria (i.e., more than one item was in the batch), a **Search Results** list displays.
 - After conducting a search, click the **Recent Search Results** icon at the end of the breadcrumb navigation anytime to display the **Recent Search Results** in a pop-up window.
3.
 - a. Click the desired item.
 - The selected payment displays on the **Payment Worksheet Selection** page.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

[Favorites](#) | [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Apply Payments](#) > [Create Worksheet](#)

[Home](#) | [Add to Favorites](#) | [Sign out](#)

[New Window](#) | [Personalize Page](#)

Payment Worksheet Selection

Deposit Unit DAS01 Payment ID H0172072 Payment Predictor
 Deposit ID 15270 Payment Amount 222.00 USD
 Deposit Status None Applied Payment Status Identified

Customer Criteria

Customer Criteria:

Customer Reference Find | View All First 1 of 1 Last

Customer ID Business Unit

SubCustomer 1 SubCustomer 2

Name
 Remit SetID Remit From ID
 Corporate SetID Corporate ID
 MICR ID Link MICR

Reference Criteria

Reference Criteria:

Restrict to:

Match Rule:

[Detail Reference](#)
[Item Status](#)

Item Reference Personalize | Find | View All | First 1 of 1 Last

Qual Code	Reference	To Reference	Event
<input type="text"/>	<input type="text" value="H0172072"/>	<input type="text"/>	<input type="text"/>

Item Inclusion Options

All Items Deduction Items Only Items in Dispute Only
 Exclude Deduction Items Exclude Collection Items Exclude Dispute Items

Worksheet Action

 Created at: Items: 0

Worksheet Selection Worksheet Application Worksheet Action

- The **Payment Worksheet Selection** page is used to refine selections for pending items. OAKS FIN enters items matching the entered criteria on the worksheet. The categories of criteria are:
 - **Customer Reference** –Specific customer
 - **Item Reference** –Specific item numbers
 - **Item Inclusion Options** –Selection of items to include or exclude

See "The FIN SOURCE" for Ohio for the most recent version of this process.

4. Use the **Customer Reference** section to identify customers whose items are to appear on the worksheets.
5. Leave the default values to pull the pending items for the first customer (Customer One, ID CUSTONE). Otherwise, enter a **Customer ID**.
6. Enter the agency-specific code in the **Business Unit** field to ensure that only the agency's customers are selected.
7. Use the **Item Reference** section to identify specific items or ranges of items to include on the worksheet.
8. Enter the **Reference Number** in the **Reference** field.
9. Select an **Item Inclusion Option** from the **Item Inclusion Options** section to limit the records pulled into the worksheet.

- The **Item Inclusion Options** include:
 - All items
 - Deductions Items Only
 - Items in Dispute Only

10. Click **Build**.

- The **Worksheet Application** page displays all open items matching the criteria set on the **Worksheet Selection** page.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Apply Payments](#) > [Create Worksheet](#) > [Update Worksheet](#)

OAKS Financials

Payment Worksheet Application

Deposit Unit: DAS01 Deposit ID: 15270 Payment ID: H0172072 Payment Sequence: 1
 Payment Accounting Date: 03/26/2015 Payment Currency: USD

Item Action
 Entry Type: Reason:

Item Display Control
 Display:

Row Selection
 Choice: Range:

Row Sorting
 Sort All By:

Item List

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Event	Disc	Disc Amt	Service Pur
	1	<input checked="" type="checkbox"/>	<input type="text"/>		<input type="text"/>	<input type="checkbox"/>	<input type="text"/>							

 Revenue Distribution Letter of C

Balance						
Amount	222.00	Remaining	222.00	Unearned	0.00	
Selected	0.00	Discount	0.00	Earned	0.00	
Adjusted	0.00	Write Off	0.00			

[Worksheet Selection](#) [Worksheet Application](#) [Worksheet Action](#) [Attachments \(0\)](#) [View Audit Logs](#)

11. Use the **Worksheet Application** page to apply the payment to items selected on the worksheet.

- The top line of the worksheet contains the identifying information for the **Payment ID** being applied.
- The **Item Action** section defines the actions and accounting codes to apply to each of the selected items.

12. Verify the **Entry Type** is "Pay An Item."

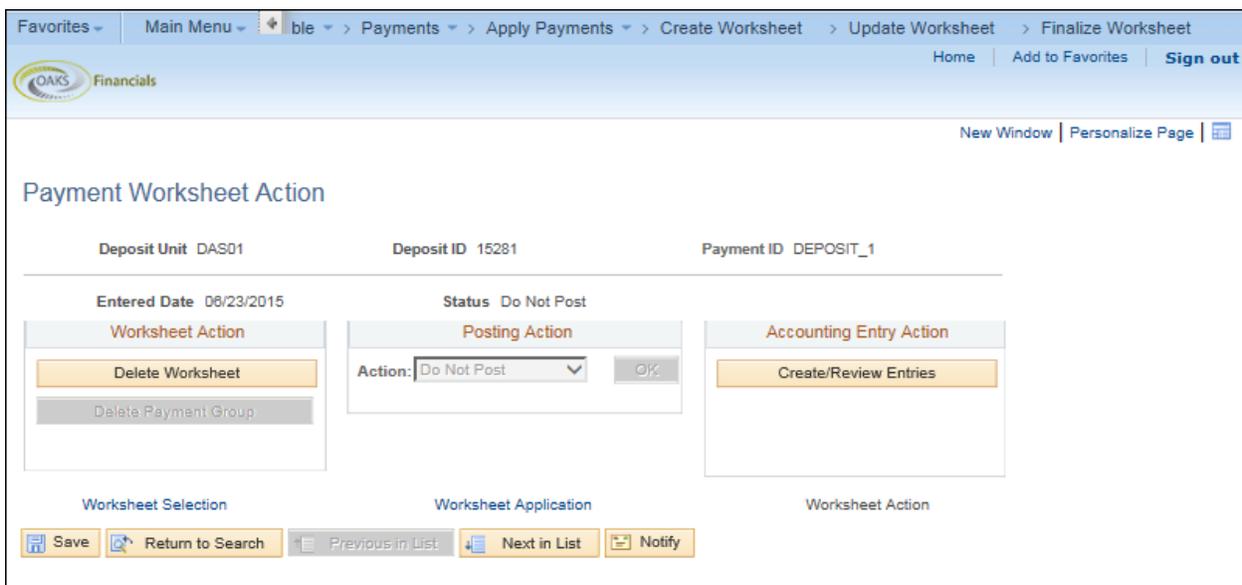
- If a **Qual Code** and **Reference ID** were entered for a specific item on the **Worksheet Selection** page, the results can be filtered to only see the results for that item by selecting "Selected" from the **Display** drop-down list.

13. Click **Go**.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



14. Click the **Sel** field next to the item (or items) to which the payment is to be applied.
 - The **Balance** section displays the payment **Amount**, the total amount of items that have been selected in the list, and the **Remaining** amount of the payment that can be applied towards further open items.
15. If part of an item is being paid, edit the **Pay Amt** field to specify the amount currently being paid.
 - The default amount of **Pay Amt** field is the full amount of the open item.
16. Click **Save** to apply payment to the selected item(s).
 - The full payment must be applied before OAKS FIN will allow the payment to save.
17. Click the **Worksheet Action** link.
 - The **Payment Worksheet Action** page displays.



Payment Worksheet Action

Deposit Unit DAS01 Deposit ID 15281 Payment ID DEPOSIT_1

Entered Date 06/23/2015 Status Do Not Post

Worksheet Action **Posting Action** **Accounting Entry Action**

Delete Worksheet Action: Do Not Post Create/Review Entries

Delete Payment Group Ok

Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Previous in List Next in List Notify

18. Click **Create/Review Entries**.
 - OAKS FIN displays the ChartField strings on the **Accounting Entries** tab.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Apply Payments](#) > [Update Worksheet](#) > [Finalize Worksheet](#) > [Deposit A](#)

[Home](#) | [Add to Favorites](#) | [Sign out](#)

[New Window](#) | [Personalize Page](#)

[Payment Control](#) | [Accounting Entries](#)

Deposit Unit DAS01 **Deposit ID** 15281 **Payment ID** DEPOSIT_1

Accounting Entries Find | View All | First 1 of 1 Last

Item ID PAYMENT_611	Line	Entry Type PY	Reason
Bus. Unit DAS01	Customer 000000000000008	SubCust1	SubCust2
Amount -100.00	Currency USD		

Accounting Entries Complete [Return To Previous Panel](#)

Distribution Lines Personalize | Find | View All | First 1-2 of 2 Last

Line	GL Unit	*Type	Amount	Account	ISTV Xref	Fund	Dept	Program	Serv Loc	Bud Re
100	STATE	AR	-100.00	102900		1330	DAS505350	3752J		
5001	STATE	Cash	100.00	101000		1330	DAS505350	3752J		

Lines 2 **DR** 100.00 **Currency** USD **CR** 100.00 **Currency** USD **Net** 0.000

[Save](#) | [Return to Search](#) | [Notify](#)

[Payment Control](#) | [Accounting Entries](#)

19. Review at least the **Fund**, **Account**, and **Dept** fields for accuracy.

20. Click **Return to Previous Panel**.

- The **Payment Worksheet Action** page displays.

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Apply Payments](#) > [Update Worksheet](#) > [Finalize Worksheet](#)

[Home](#) | [Add to Favorites](#) | [Sign out](#)

[New Window](#) | [Personalize Page](#)

Payment Worksheet Action

Deposit Unit DAS01 **Deposit ID** 15281 **Payment ID** DEPOSIT_1

Entered Date 06/11/2015 **Status** Do Not Post

Worksheet Action

[Delete Worksheet](#)

[Delete Payment Group](#)

Worksheet Selection

Posting Action

Action: [OK](#)

Worksheet Application

Accounting Entry Action

[Create/Review Entries](#)

Worksheet Action

[Save](#) | [Return to Search](#) | [Notify](#)

See "The FIN SOURCE" for Ohio for the most recent version of this process.

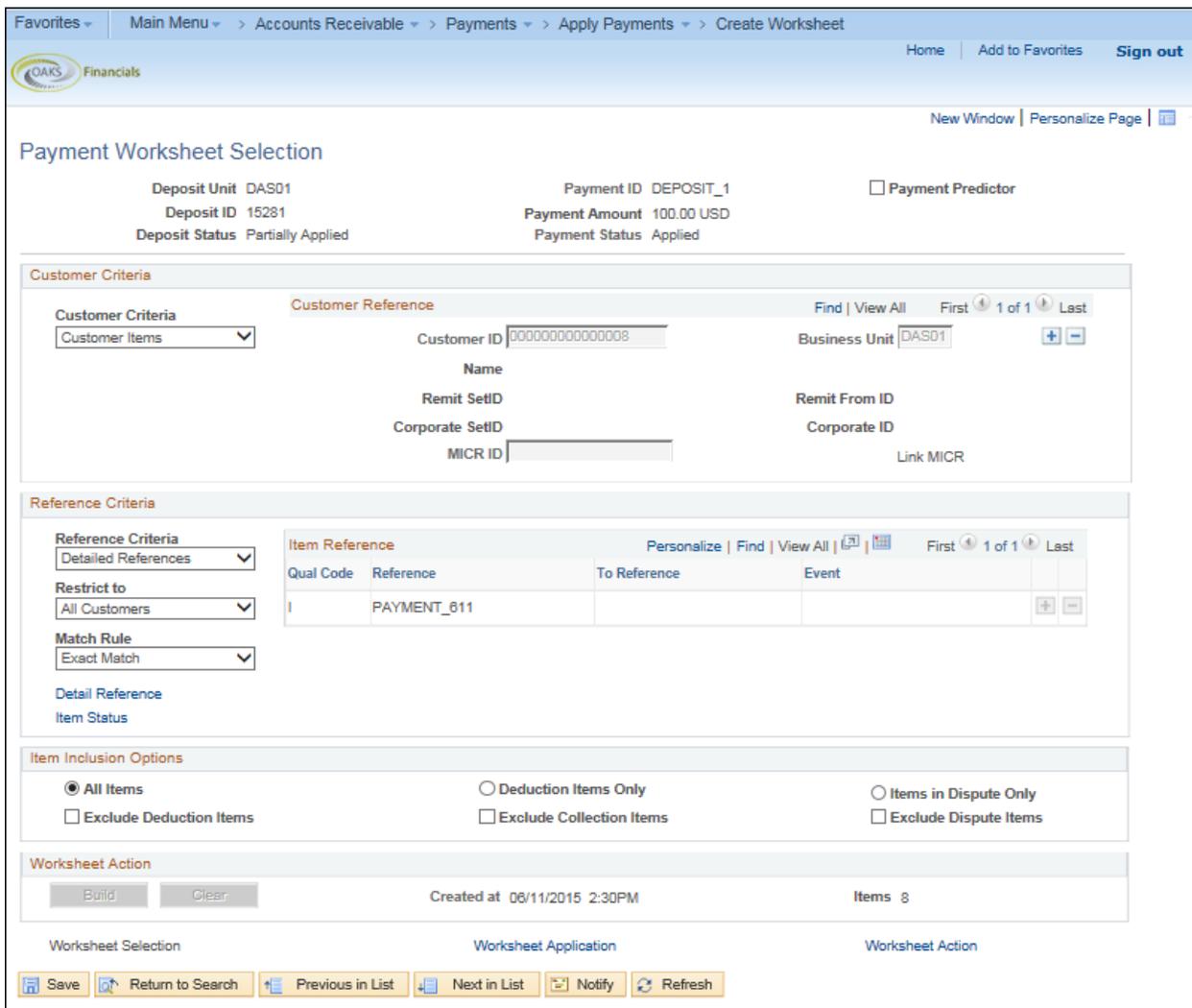
21. Select **Batch Standard** from the **Action** dropdown list.

22. Click **OK**.

23. Click **Save**.

24. Click the **Worksheet Selection** link.

- The **Payment Worksheet Selection** page displays.



The screenshot shows the 'Payment Worksheet Selection' page. At the top, there is a breadcrumb trail: 'Main Menu > Accounts Receivable > Payments > Apply Payments > Create Worksheet'. The page title is 'Payment Worksheet Selection'. Below the title, there are several fields: 'Deposit Unit' (DAS01), 'Deposit ID' (15281), 'Deposit Status' (Partially Applied), 'Payment ID' (DEPOSIT_1), 'Payment Amount' (100.00 USD), and 'Payment Status' (Applied). There is also a 'Payment Predictor' checkbox which is unchecked.

The 'Customer Criteria' section includes a dropdown menu for 'Customer Criteria' (set to 'Customer Items') and a 'Customer Reference' table. The table has columns for 'Customer ID', 'Business Unit', 'Name', 'Remit SetID', 'Corporate SetID', 'MICR ID', 'Remit From ID', 'Corporate ID', and 'Link MICR'. The 'Customer ID' field contains '0000000000000008' and the 'Business Unit' is 'DAS01'. There are 'Find', 'View All', 'First', '1 of 1', and 'Last' navigation options.

The 'Reference Criteria' section includes a dropdown for 'Reference Criteria' (set to 'Detailed References'), a 'Restrict to' dropdown (set to 'All Customers'), and a 'Match Rule' dropdown (set to 'Exact Match'). Below these are links for 'Detail Reference' and 'Item Status'. The 'Item Reference' table has columns for 'Qual Code', 'Reference', 'To Reference', and 'Event'. The 'Reference' column contains 'PAYMENT_011'. There are 'Personalize', 'Find', 'View All', 'First', '1 of 1', and 'Last' navigation options.

The 'Item Inclusion Options' section has several radio and checkbox options: 'All Items' (selected), 'Exclude Deduction Items', 'Deduction Items Only', 'Exclude Collection Items', 'Items in Dispute Only', and 'Exclude Dispute Items'.

The 'Worksheet Action' section has 'Build' and 'Clear' buttons, 'Created at' (06/11/2015 2:30PM), and 'Items' (8).

At the bottom, there are three tabs: 'Worksheet Selection', 'Worksheet Application', and 'Worksheet Action'. Below the tabs are several buttons: 'Save', 'Return to Search', 'Previous in List', 'Next in List', 'Notify', and 'Refresh'.

25. Click the **Next in List** button to apply the next payment in the batch.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

- This process is useful if most or all of the payments in the batch are being applied.

26. Instead of clicking **Next in List**, click **Return to Search** to access more of the payments in the batch.

- This process is useful if the batch contains many payments that are not being applied.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Creating Transfer Worksheets

Overview

This process is used in cases where money was applied to the wrong customer's account. This could happen if a company has a subsidiary that handles their own accounts and the funds were applied to the wrong entity, or if human error caused the money to be applied to entirely the wrong entity.

The transfer is from customer to customer, not from one billing entity to another. Agencies can only transfer items within their agency; they cannot transfer items to other agencies. After performing a transfer, always verify that both sides of the transaction have posted successfully.

Steps

- **OAKS FIN > Accounts Receivable > Receivables Maintenance > Transfer Worksheet > Create Worksheet**

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Favorites ▾ | Main Menu ▾ > Accounts Receivable ▾ > Receivables Maintenance ▾ > Transfer Worksheet ▾ > Create Worksheet

Home | Add to Favorites | Sign out

New Window | 

Create Worksheet

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#) | [Add a New Value](#)

▼ Search Criteria

Transfer Business Unit: = ▾ 

Transfer Worksheet ID: begins with ▾

User ID: begins with ▾ 

Case Sensitive

[Search](#) [Clear](#) [Basic Search](#)  [Save Search Criteria](#)

[Find an Existing Value](#) | [Add a New Value](#)

1. Click the **Add a New Value** tab.
 - The **Add a New Value** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Receivables Maintenance ▾ > Transfer Worksheet ▾ > Create Worksheet

Home | Add to Favorites | Sign out

New Window | 

Create Worksheet

[Find an Existing Value](#) [Add a New Value](#)

Transfer Business Unit: 

Transfer Worksheet ID:

[Add](#)

[Find an Existing Value](#) | [Add a New Value](#)

2. Enter the agency specified **Business Unit** in the **Business Unit** field.
 3. Click **Add**.
- The **Transfer Selection** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Receivables Maintenance ▾ > Transfer Worksheet ▾ > Create Worksheet

Home | Add to Favorites | Sign out

New Window | Personalize Page |

Transfer Selection

Unit DAS01 Transfer ID NEXT

Customer Options

*Customer Criteria:

Customer Reference: First 1 of 1 Last

Customer Name: _____ Remit From: Corporate

Remit SetID: _____ Corporate SetID: _____

Reference Options

*Reference Criteria:

*Restrict to:

*Match Rule:

Reference Information: First 1 of 1 Last

Item Inclusion Options

All Items Deduction Items Only Items in Dispute Only

Exclude Deduction Items Exclude Collection Items Exclude Dispute Items

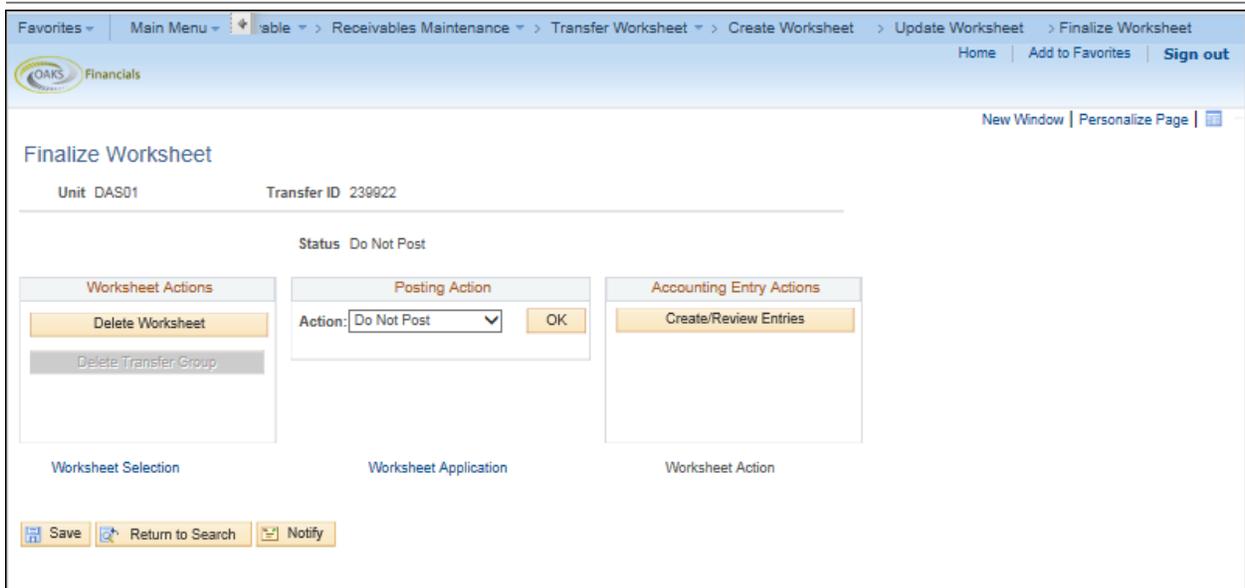
Worksheet Action

 Created Date/Time Items 0

Worksheet Selection Worksheet Application Worksheet Action

4. Enter the ID of the customer currently associated with the pending item in the **Cust ID** field.
 5. Enter the agency specified **Business Unit** code in the **Business Unit** field.
 6. Click **Save**.
 7. Click **Build** to build the transfer workshop.
- The **Worksheet 1** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



13. Select **Batch Standard** from the **Posting Action** dropdown list.

14. Click **OK**.

- The posting action is set.

15. Click **Save**.

- The worksheet is saved to OAKS FIN.
- Refer to [Reviewing and Correcting Posting Errors](#) for instructions on verifying that transactions have posted correctly.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



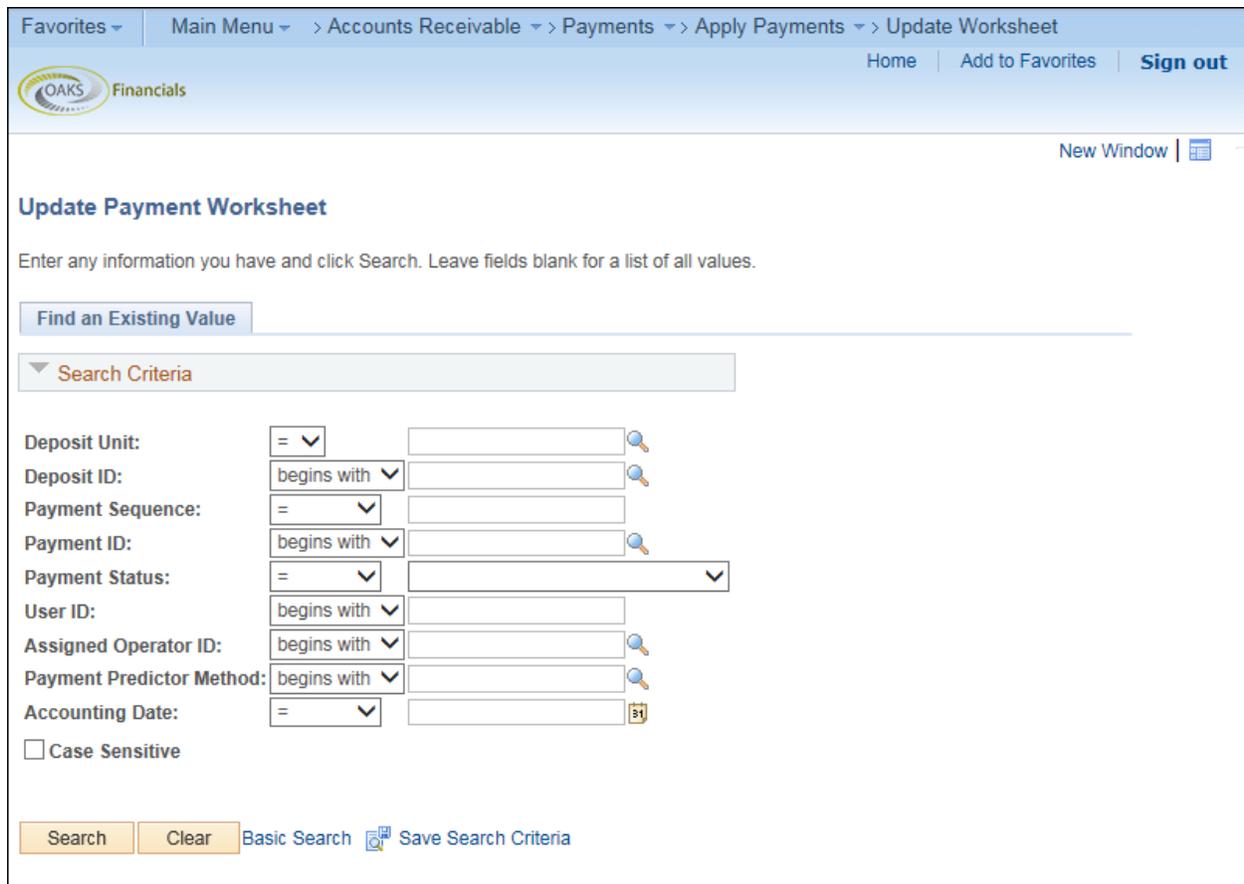
Updating Worksheets

Overview

This process may be used if a worksheet was created but not completed. If more than one worksheet needs updating, use the **Payment Status Worksheet** to get a list of all payments that have not yet been applied.

Steps

- **OAKS FIN > Accounts Receivable > Payments > Apply Payments > Update Worksheet**



The screenshot shows the 'Update Payment Worksheet' search interface in the OAKS Financials system. The breadcrumb trail at the top reads: Favorites > Main Menu > Accounts Receivable > Payments > Apply Payments > Update Worksheet. The page title is 'Update Payment Worksheet'. Below the title, there is a search instruction: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' A 'Find an Existing Value' button is present. The search criteria section includes the following fields:

Field	Operator	Value
Deposit Unit:	=	
Deposit ID:	begins with	
Payment Sequence:	=	
Payment ID:	begins with	
Payment Status:	=	
User ID:	begins with	
Assigned Operator ID:	begins with	
Payment Predictor Method:	begins with	
Accounting Date:	=	

There is also a checkbox for 'Case Sensitive'. At the bottom, there are buttons for 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria'.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

1. Enter the **Deposit Unit** and any other search criteria to help find the desired worksheet.
 - A worksheet can be searched by **Payment Status**. The possible statuses are:
 - Applied - Payment matches pending items and will post in the next batch run of the ARUPDATE process.
 - Complete - ARUPDATE successfully posted matched payment.
 - Directly Journalled - Not applicable to worksheets.
 - Identified - Payment references a pending item or worksheet with an identified customer.
 - Identified - Express - Not used by the State of Ohio.
 - Unidentified - Payment has no pending item or customer reference.
 - Worksheet - Worksheet has been built for payment but not set to post.
 - Worksheets may also be updated with a payment status of **Applied** until ARUPDATE runs. At that point, OAKS FIN changes the status to **Complete**.
2. Click **Search**.
 - After conducting a search, click the **Recent Search Results** icon at the end of the breadcrumb navigation anytime to display the **Recent Search Results** in a pop-up window.
3. If more than one worksheet matches the search criteria, a list of search results displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Apply Payments](#) > [Update Worksheet](#)

[Home](#) | [Add to Favorites](#) | [Sign out](#)

New Window | 

Update Payment Worksheet

Enter any information you have and click Search. Leave fields blank for a list of all values.

Search Criteria

Deposit Unit: = 
 Deposit ID: begins with 
 Payment Sequence: =
 Payment ID: begins with 
 Payment Status: = 
 User ID: begins with
 Assigned Operator ID: begins with 
 Payment Predictor Method: begins with 
 Accounting Date: = 
 Case Sensitive

[Basic Search](#)  [Save Search Criteria](#)

Search Results

View All First  1-9 of 9  Last

Deposit Unit	Deposit ID	Payment Sequence	Payment ID	Payment Amount	Payment Currency	Payment Status	User ID	Assigned Operator ID	Payment Predictor Method	Algorithm Group ID	Algorithm Identifier	Entered Date	Accounting Date	Bill To Customer
DAS01	15270	1	H0172072	222	USD	Worksheet	OHBATCH	OHBATCH	(blank)	(blank)	(blank)	03/26/2015	03/26/2015	(blank)
DAS01	15271	1	H0172075	53804.75	USD	Ident	OHBATCH	OHBATCH	(blank)	(blank)	(blank)	03/26/2015	03/26/2015	(blank)
DAS01	15272	1	H0172218	116.08	USD	Ident	OHBATCH	OHBATCH	(blank)	(blank)	(blank)	03/26/2015	03/26/2015	(blank)
DAS01	15273	1	H0172220	8713.81	USD	Ident	OHBATCH	OHBATCH	(blank)	(blank)	(blank)	03/26/2015	03/26/2015	(blank)
DAS01	15274	1	95429	100	USD	Unident	OHBATCH	OHBATCH	(blank)	(blank)	(blank)	03/26/2015	03/26/2015	(blank)
DAS01	15274	2	8644	100	USD	Unident	OHBATCH	OHBATCH	(blank)	(blank)	(blank)	03/26/2015	03/26/2015	(blank)
DAS01	15274	3	81078	100	USD	Unident	OHBATCH	OHBATCH	(blank)	(blank)	(blank)	03/26/2015	03/26/2015	(blank)
DAS01	15275	1	CKAR0502A	143	USD	Worksheet	10045558	10045558	(blank)	(blank)	(blank)	06/02/2015	06/02/2015	(blank)
DAS01	15275	2	CKAR0502B	158	USD	Ident	10045558	10045558	(blank)	(blank)	(blank)	06/02/2015	06/02/2015	(blank)

4. Click a link on the row of the correct search result.
 - The **Payment Worksheet Application** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



[Favorites](#) - [Main Menu](#) - [Accounts Receivable](#) - [Payments](#) - [Apply Payments](#) - [Update Worksheet](#)

[Home](#) | [Add to Favorites](#) | [Sign out](#)



[New Window](#) | [Personalize Page](#)

Payment Worksheet Application

Deposit Unit: DAS01 Deposit ID: 15270 Payment ID: HD172072 Payment Sequence: 1
 Payment Accounting Date: 03/26/2015 Payment Currency: USD

Item Action
 Entry Type: Reason:

Row Selection
 Choice: Range:

Item Display Control
 Display:

Row Sorting
 Sort All By:

Item List [Personalize](#) | [Find](#) | [View All](#)

View Detail	Remit Seq	Bel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Event	Disc	Disc Amt	Service Purchase ID	Tax Status
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	<input type="text"/>		<input type="text"/>	<input type="checkbox"/>	<input type="text"/>		Not Applicable						

 Revenue Distribution Letter of Credit ID

Balance					
Amount	222.00	Remaining	222.00	Unearned	0.00
Selected	0.00	Discount	0.00	Earned	0.00
Adjusted	0.00	Write Off	0.00		

Worksheet Selection Worksheet Application Worksheet Action Attachments (0) [View Audit Logs](#)

5. Determine the **Amount** to enter in the **Pay Amt** field based on the fields in the **Balance** section.

- Amount – Shows the payment amount
 - Selected – Shows the total amount due in the selected rows
 - Remaining – Shows how much of the payment remains to be applied
6. Click the **Look Up Item ID** icon to select an **Item ID** for the customer to which to apply payment. Make a note of the dollar amount of the item.

7. Click **Refresh**.

- The Balance section's **Adjusted** and **Remaining** fields are updated.

8. Click **Save** to store the changes.

9. Click the **Worksheet Action** link.

- The **Payment Worksheet Action** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Payments ▾ > Apply Payments ▾ > Update Worksheet > Finalize Worksheet

Home | Add to Favorites | Sign out

New Window | Personalize Page | 

Payment Worksheet Action

Deposit Unit DAS01 Deposit ID 15270 Payment ID H0172072

Entered Date 03/26/2015 Status Do Not Post

Worksheet Action	Posting Action	Accounting Entry Action
<input type="button" value="Delete Worksheet"/> <input type="button" value="Delete Payment Group"/>	Action: <input type="text" value="Do Not Post"/> <input type="button" value="OK"/>	<input type="button" value="Create/Review Entries"/>

Worksheet Selection Worksheet Application Worksheet Action

10. Click **Create/Review Entries**.

- The **ChartFields** display

See "The FIN SOURCE" for Ohio for the most recent version of this process.



[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Apply Payments](#) > [Update Worksheet](#) > [Finalize Worksheet](#) > [Deposit Accounting Entries](#)

[Home](#) | [Add to Favorites](#) | [Sign out](#)

[New Window](#) | [Personalize Page](#)

[Payment Control](#) | [Accounting Entries](#)

Deposit Unit: DAS01 Deposit ID: 15270 Payment ID: H0172072

Accounting Entries Find | View All First 1 of 1 Last

Item ID: -11202317CR Line 1 Entry Type: PY Reason
 Bus. Unit: DOH01 Customer: DOH01 SubCust1 SubCust2
 Amount: -222.00 Currency: USD

Accounting Entries Complete [Return To Previous Panel](#)

Distribution Lines Personalize | Find | View All First 1-2 of 2 Last

Line	GL Unit	Type	Amount	Account	ISTV Xref	Fund	Dept	Program	Serv Loc	Bud Re
100	STATE	AR	-222.00	102700	DOH	2110	DOH501370	4875B		
5001	STATE	Cash	222.00	101000	DOH	2110	DOH501370	4875B		

Lines 2 DR 222.00 Currency USD CR 222.00 Currency USD Net 0.000

[Save](#) [Return to Search](#) [Notify](#)

[Payment Control](#) | [Accounting Entries](#)

11. Review the ChartFields and then click **Return to Previous Panel**.

12. Click the **Action** drop-down arrow and select **Batch Standard**.

- Once saved, this will make the worksheet available for posting when the ARUPDATE batch process runs.

13. Click **OK**.

- The posting action is set.

14. Click **Save**.

- The worksheet is saved to OAKS FIN.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

Creating Maintenance Worksheets

Overview

A Maintenance Worksheet is used to offset an Original Item with a Credit Item, or a Credit Item with a Debit Item. Once a Maintenance Worksheet is successfully processed, the offsetting items will net to zero dollars and the status will be closed.

Non-posted items can also be adjusted on a **Payment Worksheet**.

- Pending items can only be adjusted if authorization has been received from the Attorney General's Office (for third-party customers) or the Office of Budget and Management (OBM) for fellow state agencies.

Always check the ChartField strings for each group prior to posting. Reason codes provide “shortcuts” for coding ChartField strings, but they are not necessarily complete. Generic codes fill in many of the fields but may leave various fields empty that need to be completed by the agency. Reason codes may also change and, occasionally, may contain errors that have not yet been corrected.

Steps

Create Maintenance Worksheet

- **OAKS FIN > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet**

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Receivables Maintenance ▾ > Maintenance Worksheet ▾ > Create Worksheet

Home | Add to Favorites | Sign out

New Window | 

Create Worksheet

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#) [Add a New Value](#)

▼ Search Criteria

Worksheet Business Unit: = ▾ 

Worksheet ID: begins with ▾

User ID: begins with ▾ 

Case Sensitive

[Search](#) [Clear](#) [Basic Search](#)  [Save Search Criteria](#)

[Find an Existing Value](#) | [Add a New Value](#)

1. Click the **Add a New Value** tab.

 - The **Create Worksheet** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Receivables Maintenance ▾ > Maintenance Worksheet ▾ > Create Worksheet

Home | Add to Favorites | Sign out

OAKS Financials

New Window | 

Create Worksheet

Find an Existing Value | Add a New Value

Worksheet Business Unit: 

Worksheet ID:

Add

Find an Existing Value | Add a New Value

2. Enter the **Business Unit** in the **Worksheet Business Unit** field.
3. Accept "NEXT" as the **Worksheet ID** so that OAKS FIN assigns the next available ID.
4. Click **Add**.
 - The **Worksheet Selection** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Receivables Maintenance](#) > [Maintenance Worksheet](#) > [Create Worksheet](#)

[Home](#) | [Add to Favorites](#) | [Sign out](#)



[New Window](#) | [Personalize Page](#)

Worksheet Selection
Worksheet Matches

Unit: DAS01 Worksheet ID: NEXT

Customer Criteria

*Customer Criteria: None Customer Reference: Find | View All First 1 of 1 Last

Cust ID: Business Unit:

Name: _____ Remit From ID: _____

Remit SetID: _____ Corporate ID: _____

Corporate SetID: _____ Acctg Date: 08/18/2015

Rate Type: CRRNT MICR ID: [Link MICR](#)

Reference Criteria

*Reference Criteria: None Item Reference: Personalize | Find | View All | First 1 of 1 Last

*Restrict to: All Customers Qual Code: Reference: To Reference:

*Match Rule: Exact Match Anchor BU:

Item Inclusion Options

All Items Deduction Items Only Items in Dispute Only
 Exclude Deduction Items Exclude Collection Items Exclude Dispute Items

Item Selection Filter

Acctg Date From: Acctg Date To: Deduction Reason: AR Specialist:
 Due Date From: Due Date To: Broker ID:

Worksheet Action

Build Clear Created Date/Time: _____ Number of items in worksheet: 0

Worksheet Selection
Worksheet Application Worksheet Action

[Save](#) [Notify](#) [Refresh](#)

[Add](#) [Update/Display](#)

Worksheet Selection | Worksheet Matches

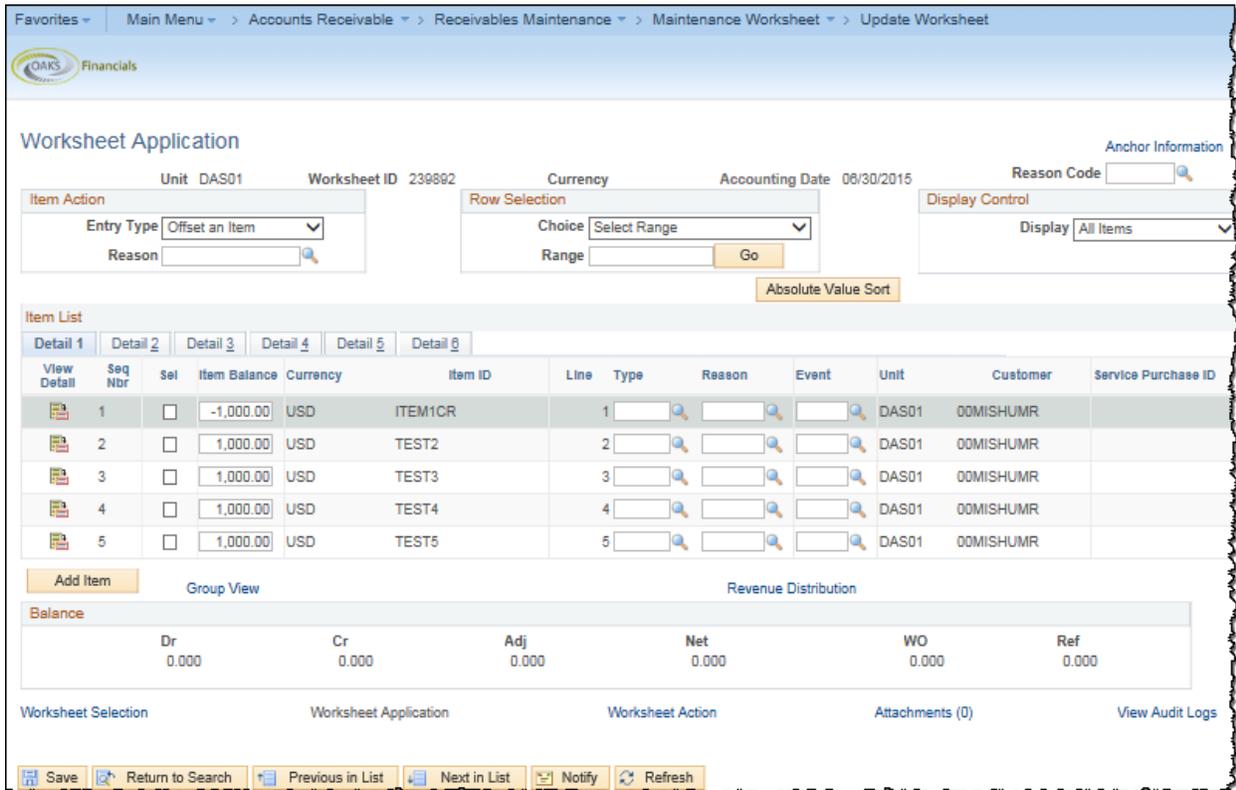
5. Enter the customer ID in the **Cust ID** field.
 - Customers are unique to agencies. The customer must be a valid customer.

6. Enter the agency code in the **Business Unit** field.
7. Click **Save** to display the customer's name.
 - An error message will appear if the customer is invalid.

8. Click **Build** to create a worksheet for the identified customer.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

- The **Worksheet Application** page displays.



9. Select **Offset an Item** from the **Entry Type** drop-down list.
 10. Search for the items to offset.
 11. Click the **Sel** checkbox beside each item that needs to be edited.
- OAKS FIN will automatically create an **Entry Type** of "OI" (Offset an Item). In the **Balance** section, the debit amount (**Dr**) will be offset with the credit amount (**Cr**) and will net to zero.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Receivables Maintenance](#) > [Maintenance Worksheet](#) > [Create Worksheet](#) > [Update Worksheet](#)

OAKS Financials

Worksheet Application

Unit: DAS01 Worksheet ID: 239892 Currency: USD Accounting Date: 08/08/2015 Reason Code:

Item Action
 Entry Type: Reason:

Row Selection
 Choice: Range:

Display Control
 Display:

Item List

View Detail	Seq Nbr	Set	Item Balance	Currency	Item ID	Line	Type	Reason	Event	Unit	Customer	Service Purchase ID
	1	<input checked="" type="checkbox"/>	-1,000.00	USD	ITEM1CR	1	OI	<input type="text"/>	<input type="text"/>	DAS01	00MISHUMR	
	2	<input checked="" type="checkbox"/>	1,000.00	USD	TEST2	2	OI	<input type="text"/>	<input type="text"/>	DAS01	00MISHUMR	
	3	<input type="checkbox"/>	1,000.00	USD	TEST3	3		<input type="text"/>	<input type="text"/>	DAS01	00MISHUMR	
	4	<input type="checkbox"/>	1,000.00	USD	TEST4	4		<input type="text"/>	<input type="text"/>	DAS01	00MISHUMR	
	5	<input type="checkbox"/>	1,000.00	USD	TEST5	5		<input type="text"/>	<input type="text"/>	DAS01	00MISHUMR	

 [Group View](#) [Revenue Distribution](#)

Balance	Dr	Cr	Adj	Net	WO	Ref
	1,000.00	-1,000.00	0.00	0.00	0.00	0.00

[Worksheet Selection](#) [Worksheet Application](#) [Worksheet Action](#) [Attachments \(0\)](#) [View Audit Logs](#)

12. Click **Save**.

13. Click the **Worksheet Action** link to set the posting action.

- The **Worksheet Action** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



[Favorites](#) > [Main Menu](#) > [Receivables Maintenance](#) > [Maintenance Worksheet](#) > [Create Worksheet](#) > [Update Worksheet](#) > [Finalize Worksheet](#)

[Home](#) | [Worklist](#) | [Add to Favorites](#) | [Sign out](#)

[New Window](#) | [Personalize Page](#)

Worksheet Action

Unit DAS01 Worksheet ID 239892 Accounting Date 06/30/2015

Status Do Not Post

Worksheet Action

[Delete Worksheet](#)

[Delete Maintenance Group](#)

Posting Action

Accounting Entry Action

[Create/Review Entries](#)

[Worksheet Selection](#) [Worksheet Application](#) [Worksheet Action](#)

[Save](#) | [Return to Search](#) | [Previous in List](#) | [Next in List](#) | [Notify](#)

14. Click **Create/Review Entries**.

- OAKS FIN displays the ChartField strings on the **Accounting Entries** tab.

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Receivables Maintenance](#) > [Maintenance Worksheet](#) > [Finalize Worksheet](#) > [Update Accounting Entries](#)

[Worksheet Control](#) | [Accounting Entries](#)

Group Unit DAS01 Group ID 239892

Accounting Entries [Find](#) | [View All](#) | First 1 of 2 Last

Item ID	ITEM1CR	Line 1	Entry Type	OI	Reason
Bus. Unit	DAS01	Customer	SubCust1		SubCust2
Amount	1,000.00	Currency	USD		

Accounting Entries Incomplete [Return To Previous Panel](#)

Distribution Lines [Personalize](#) | [Find](#) | [View All](#) | First 1-2 of 3 Last

Line	GL Unit	*Type	Amount	Account	ISTV Xref	Fund	Dept	Program	Serv Loc	Bud Re
2	STATE	Offset	-1,000.00	102900		1330	DAS505350	3752J		
100	STATE	AR	1,000.00	102900		1330	DAS505350	3752J		

Lines 3 DR 1,000.00 Currency USD CR 2,000.00 Currency USD Net -1,000.00

[Save](#) | [Return to Search](#) | [Notify](#)

Worksheet Control | Accounting Entries

15. Review the ChartFields - at a minimum, the **Fund**, **Account**, and **Dept** fields - and make updates if necessary.

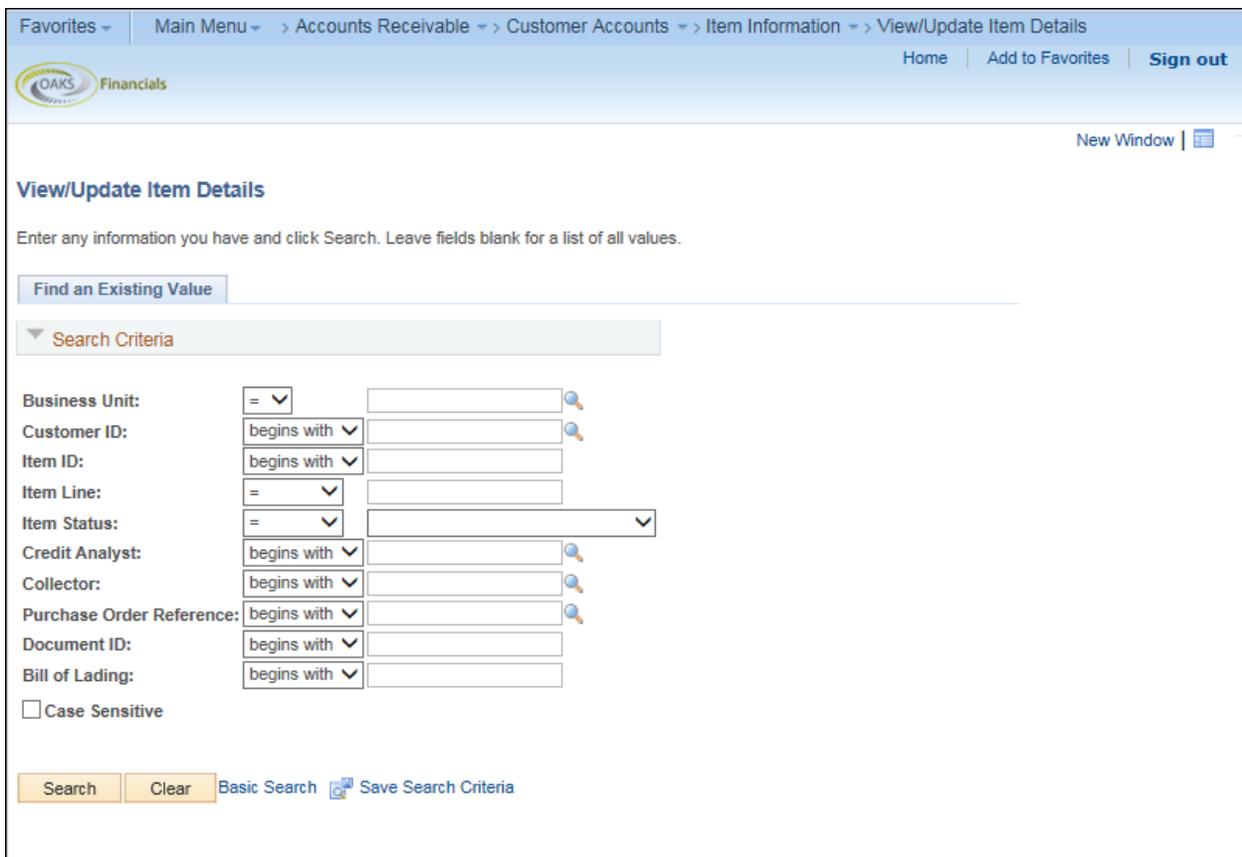
- Because some **Reason codes** are fairly generic, add detailed information to the resulting ChartFields.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

16. Click **Return to Previous Panel**.
17. Select **Batch Standard** from the **Action** dropdown list.
18. Click **OK**.
19. Click **Save**.
 - The worksheet is saved to OAKS FIN.

Validate that the maintenance worksheet has successfully posted.

- **OAKS FIN > Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details**



1. Enter the agency specified **Business Unit Code** in the **Business Unit** field.
2. Enter the **Customer ID** in the **Customer ID** field.
3. Enter the **Item ID** in the **Item ID** field.
4. Click **Search**.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

- The **Detail 1** tab displays.

[Favorites](#) | [Main Menu](#) > [Accounts Receivable](#) > [Customer Accounts](#) > [Item Information](#) > [View/Update Item Details](#)

[Home](#) | [Add to Favorites](#) | [Sign out](#)

[New Window](#) | [Personalize Page](#)

[Detail 1](#) | [Detail 2](#) | [Detail 3](#) | [Item Accounting Entries](#) | [Item Audit History](#)

Unit	DAS01	Customer	00MISHUMR Misc HRD	
Item ID	TEST1	Line	1	Days Late -30
Accounting Date		Balance	0.00 USD	Billing Unit
Entry Type		Original Amount	1,000.00 USD	
Entry Reason		AR Dist Info		
AR Dist Info		AR		

Discount Options

Due Date: 07/08/2015

Terms: NET30

Discount Amount: 0.00

Discount Amount 1:

Always Allow Discount

As Of Date: 06/08/2015

Posted: 06/08/2015

Customer Relations

Dispute Reason: Date:

Dispute Amount:

Deduction Reason: Date:

Doubtful

Collection Code: Date:

Analyst: 001 Credit Analyst

Collector: AGO Attorney Generals Office

Sales Person: STATE Default Sales Person

AR Specialist:

Payment/Draft Options

Payment Method: Check

Draft Type: Preapproved?

Direct Debit Profile ID: Create Document?

One Item per Draft?

Other Options

Revaluation Flag Available for Netting

Item Creation/Update Details

Created On: 06/08/2015 10:27AM Last Modified On: 06/08/2015 10:27AM

Created By: OH_BATCH_ADMINISTRATOR Modified By: OH_BATCH_ADMINISTRATOR

[Split](#) | [Add Conversation](#) | [View Audit Logs](#)

[Save](#) | [Return to Search](#) | [Previous in List](#) | [Next in List](#) | [Notify](#) | [Refresh](#)

[Detail 1](#) | [Detail 2](#) | [Detail 3](#) | [Item Accounting Entries](#) | [Item Audit History](#)

5. Verify that the **Status** is "Closed" and the **Balance** of the **Item Activities** nets to zero.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

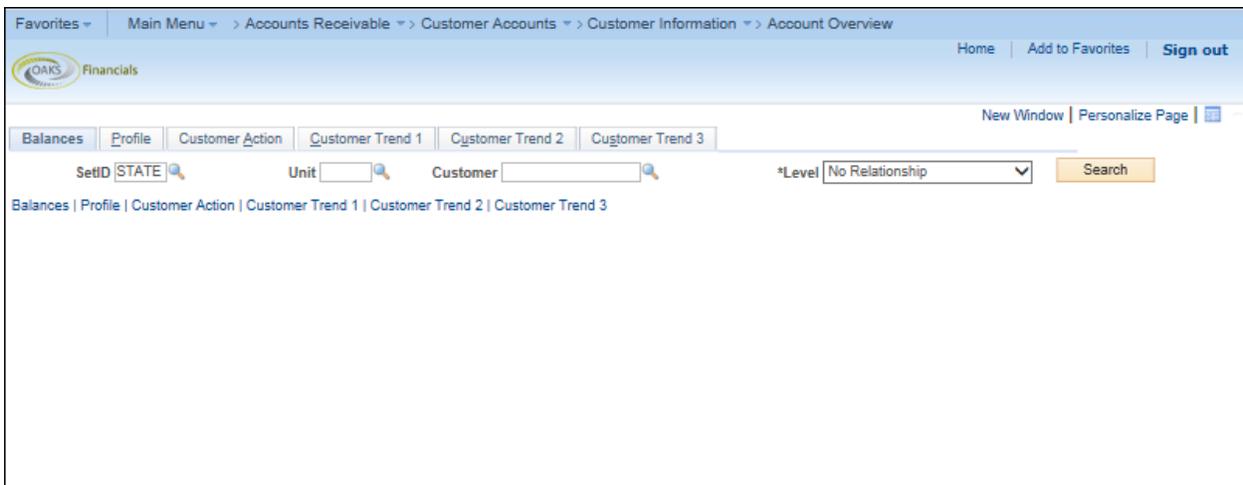
Placing Items in Dispute

Overview

Items are placed in dispute when a customer reports that they have been billed incorrectly. Placing an item in dispute allows those items to be separated when reviewing the customer balance information.

Steps

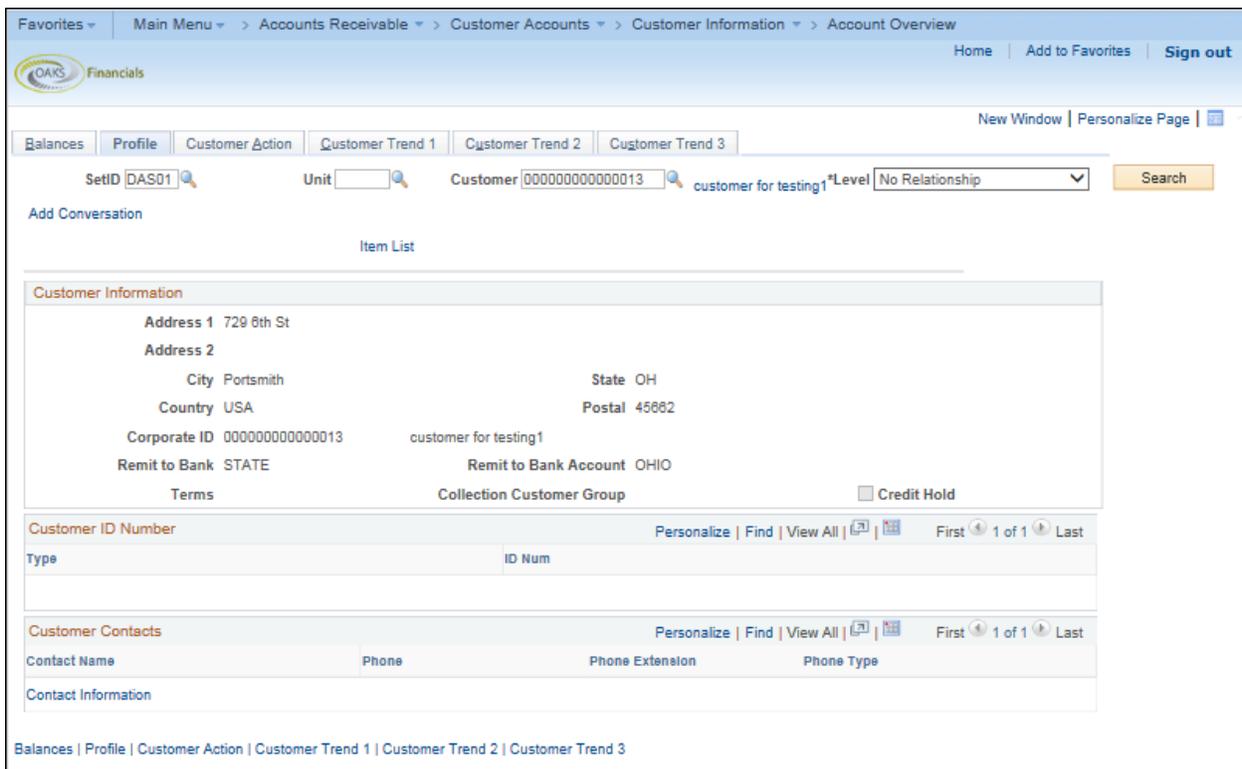
- **OAKS FIN > Accounts Receivable > Customer Accounts > Customer Information > Account Overview**



1. Click the **Profile** tab.
2. Verify or enter the agency specified **BU** into the **SetID** field.
 - **Set IDs** are the keys to the control tables. They dictate the type of transaction a business unit can complete. It also determines the data accessible to a business unit.
3. Enter the agency specified **BU** into the **Unit** field.
4. Enter the **ID** of the customer disputing an item in the **Customer** field.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

5. Enter or select the **Level** of the customer relationship from the **Level** dropdown. The choices are:
 - Corporate
 - Correspondence
 - No Relationship
 - Remit From
6. Click **Search**.
 - After conducting a search, click the **Recent Search Results** icon at the end of the breadcrumb navigation anytime to display the **Recent Search Results** in a pop-up window.
 - The profile matching the search criteria displays.



7. Click the **Item List** link.
 - The **Customer Item Inquiry** pop-up window displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

Customer Item Inquiry

Item List | Advanced Search

SetID DAS01 Unit Customer 000000000000013 customer for testing1 Level No Relationship

Status Open Search

Add Conversation Advanced Search

Account Overview

Row Selection

Range GO Select All Deselect All

Item Action

Select Action...

Item List Personalize | Find | View A

Detail 1 | Detail 2 | Detail 3 | Detail 4 | Detail 5 | Detail 6 | [Filter]

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late
1	<input type="checkbox"/>	CAVS_2	1		1 DAS01	000000000000013	Open	NET30	INV	AGPRT	07/22/2015	
2	<input type="checkbox"/>	CRCAVS_2	1		1 DAS01	000000000000013	Open	NET30	CR	AGPRT	07/23/2015	

Search Result Totals

Debits	1	Debit Amount	3.00	Currency	USD
Credits	1	Credit Amount	-3.00	Currency	USD
Total	2	Total Amount		Currency	USD
Selected				Currency	

Cancel

Item List | Advanced Search

8. Review the **Due** and **Days Late** columns to see when the bill was due.
 9. Click an **Item** link to view the details for that item.
- The **Detail 1 tab** information displays, including balance, discount, payment and maintenance information for the item.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Item Maintenance

Detail 1 | Detail 2 | Detail 3 | Item Accounting Entries | Item Audit History

Unit DAS01 Customer 00000000000013customer for testing1
 Item ID CAVS_2 Line 1 Days Late -22 Status Open

Accounting Date 06/22/2015 Balance 3.00 USD Billing Unit DAS01 Detail
 Entry Type INV Original Amount 3.00 USD
 Entry Reason AGPRT
 AR Dist Info AR_S

Discount Options

Due Date 07/22/2015 Due Days
 Terms NET30 Discount Days
 Discount Amount 0.00 Date
 Discount Amount 1 Date 1
 Always Allow Discount
 As Of Date 06/22/2015 Posted 06/23/2015

Customer Relations

Dispute Reason
 Dispute Amount
 Deduction Reason
 Doubtful
 Collection Code
 Analyst 001
 Collector AGO
 Sales Person STATE
 AR Specialist

Payment/Draft Options

Payment Method Check
 Draft Type Preapproved?
 Direct Debit Profile ID Create Document?
 One Item per Draft?

Item Creation/Update Details

Created On 06/23/2015 11:47AM Last Modified On 06/23/2015 11:47AM
 Created By OH_BATCH_ADMINISTRATOR Modified By OH_BATCH_ADMINISTRATOR

Split Item Action Add Conversation Invoice Attach(1)

OK Cancel Apply

Detail 1 | Detail 2 | Detail 3 | Item Accounting Entries | Item Audit History

10. Select the **Dispute** check box.

- The state does not use the **Deduction** and **Doubtful** check boxes.

11. Use the **Look Up Reason** icon next to the **Reason** field to select the **Reason** for the dispute.

12. Verify or edit the date the dispute was identified in the **Date** field.

13. Verify or edit the **Dispute Amount** field; the dispute may be for the full or a partial amount of the item.

- This field is automatically populated with the full amount of the item when the **Reason Code** is selected. Editing this field does not alter the **Balance** or original **Amount** fields.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

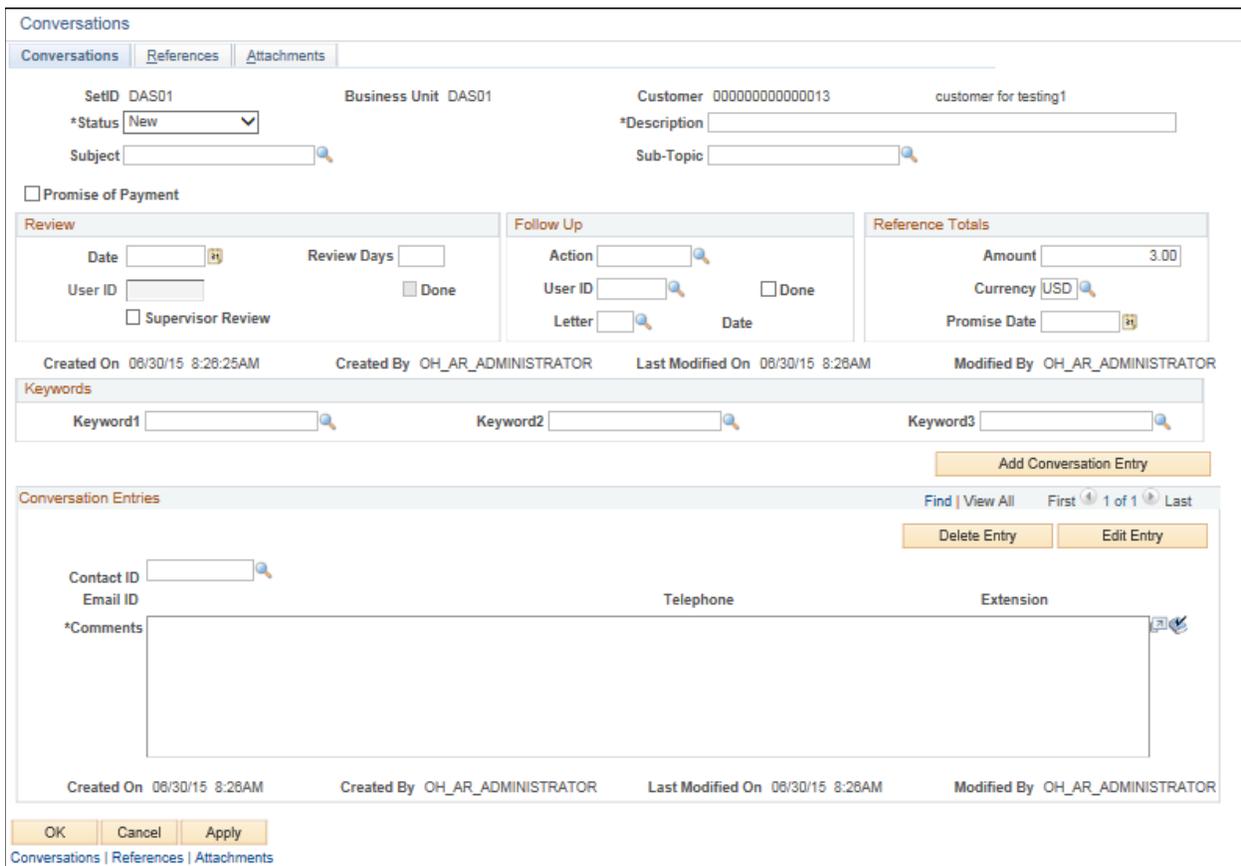
14. Click **Apply**.

15. If necessary, make a record of the conversation with the customer. It is a good idea, at minimum, to add conversations when a dispute is added and when it is resolved.

14.

a. Click the **Add A Conversation** link.

- The **Conversations** tab displays.



The screenshot shows a web-based form titled "Conversations". At the top, there are tabs for "Conversations", "References", and "Attachments". The form contains several input fields and sections:

- Header Fields:** SetID (DAS01), Business Unit (DAS01), Customer (00000000000013), customer for testing1.
- Status and Subject:** *Status (New), Subject (empty), Sub-Topic (empty).
- Review Section:** Date, Review Days, User ID, Supervisor Review checkbox, Done checkbox.
- Follow Up Section:** Action, User ID, Letter, Date, Done checkbox.
- Reference Totals Section:** Amount (3.00), Currency (USD), Promise Date.
- Metadata:** Created On (08/30/15 8:28:25AM), Created By (OH_AR_ADMINISTRATOR), Last Modified On (08/30/15 8:26AM), Modified By (OH_AR_ADMINISTRATOR).
- Keywords Section:** Keyword1, Keyword2, Keyword3.
- Conversation Entries Section:** Contact ID, Email ID, Telephone, Extension, *Comments (large text area). Includes buttons for "Add Conversation Entry", "Delete Entry", and "Edit Entry".
- Footer:** Created On (08/30/15 8:26AM), Created By (OH_AR_ADMINISTRATOR), Last Modified On (08/30/15 8:26AM), Modified By (OH_AR_ADMINISTRATOR). Buttons for "OK", "Cancel", and "Apply".

b. Enter the topic of the conversation in the **Description** field.

c. Check what the allowable values are for the agency specified unit, and enter data in the **Subject** field.

- The **Look Up Subject** icon is disabled for this field.

d. Confirm the amount under dispute in the **Amount** field.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

- By default, the outstanding item balance displays.
 - e. Enter or select the OAKS FIN **Contact ID**.
 - f. Enter notes on what was said in the conversation in the **Comments** field.
 - Example: “Informed Paula Smith that item is being disputed.”
 - g. Click **Apply**.
 - h. Click **OK**.
16. Click **OK** to save and close the item detail.
17. Click **Cancel** to close the **Detail 1 tab** without saving changes.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



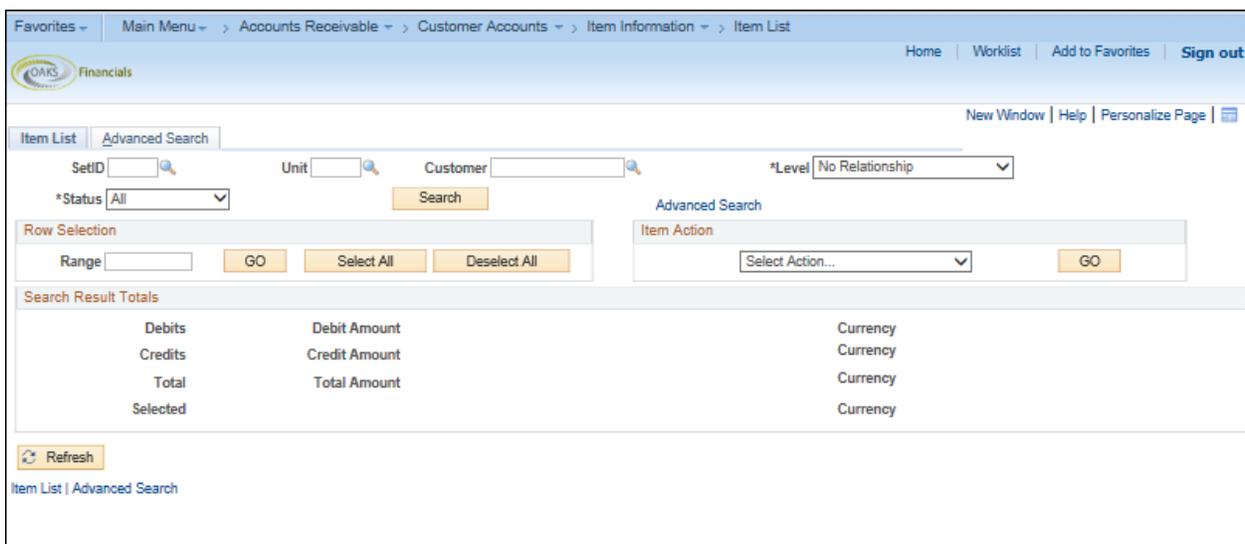
Resolving Disputed Items

Overview

This process is used to document the resolution of disputed items.

Steps

- **OAKS FIN > Accounts Receivable > Customer Accounts > Item Information > Item List**



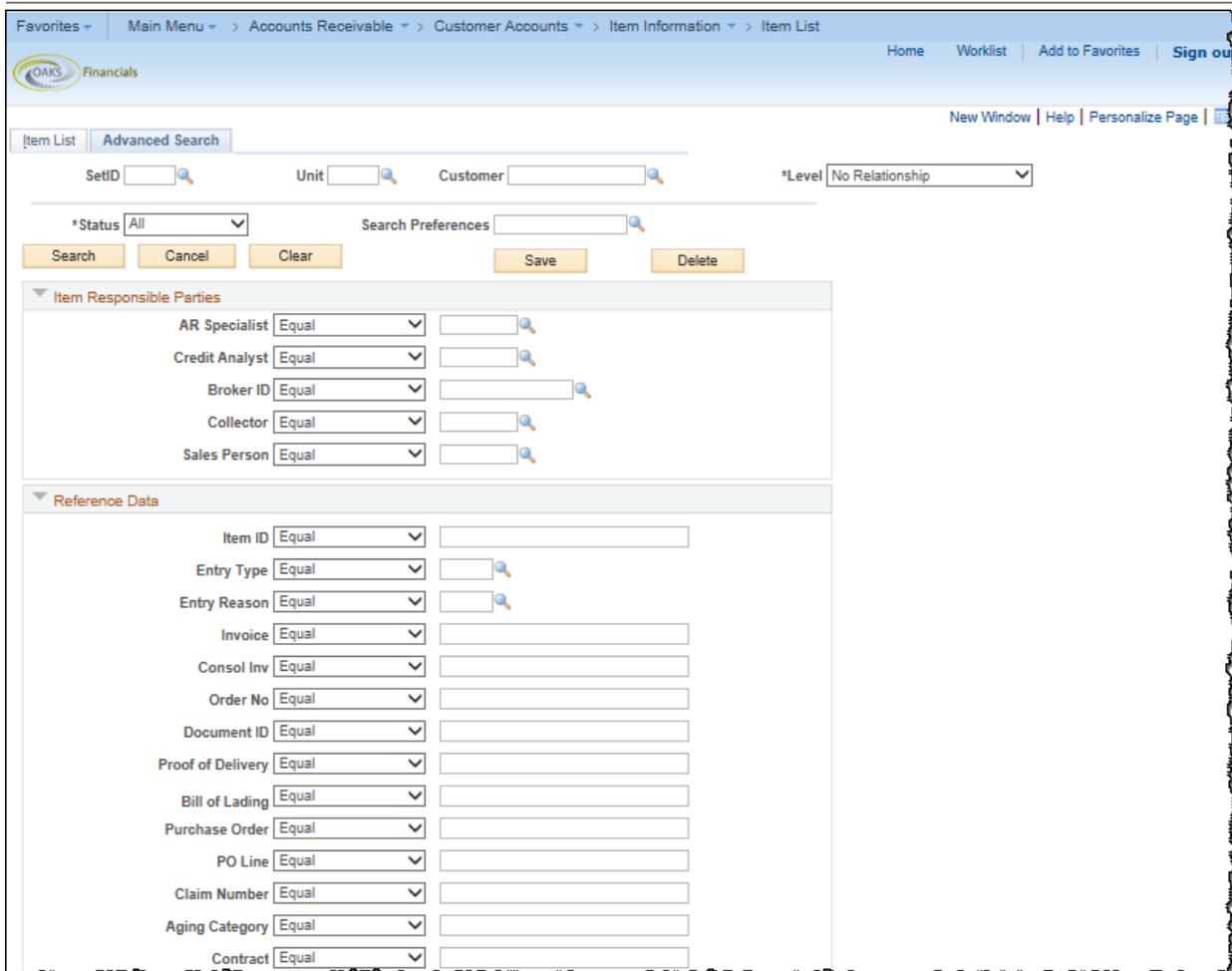
The screenshot displays the OAKS Financials web application interface. The breadcrumb trail at the top reads: Favorites > Main Menu > Accounts Receivable > Customer Accounts > Item Information > Item List. The page title is "OAKS Financials". The navigation bar includes "Home", "Worklist", "Add to Favorites", and "Sign out". The "Item List" tab is active, and the "Advanced Search" sub-tab is selected. The search criteria section includes fields for "SetID", "Unit", "Customer", and "*Level" (set to "No Relationship"), along with a "*Status" dropdown menu and a "Search" button. Below the search criteria are two control panels: "Row Selection" with a "Range" input, "GO", "Select All", and "Deselect All" buttons; and "Item Action" with a "Select Action..." dropdown and a "GO" button. A "Search Result Totals" section is visible, containing a table with the following data:

Search Result Totals		
Debits	Debit Amount	Currency
Credits	Credit Amount	Currency
Total	Total Amount	Currency
Selected		Currency

At the bottom of the interface, there is a "Refresh" button and the text "Item List | Advanced Search".

1. Click the **Advanced Search** tab.
- The **Advanced Search** tab displays.

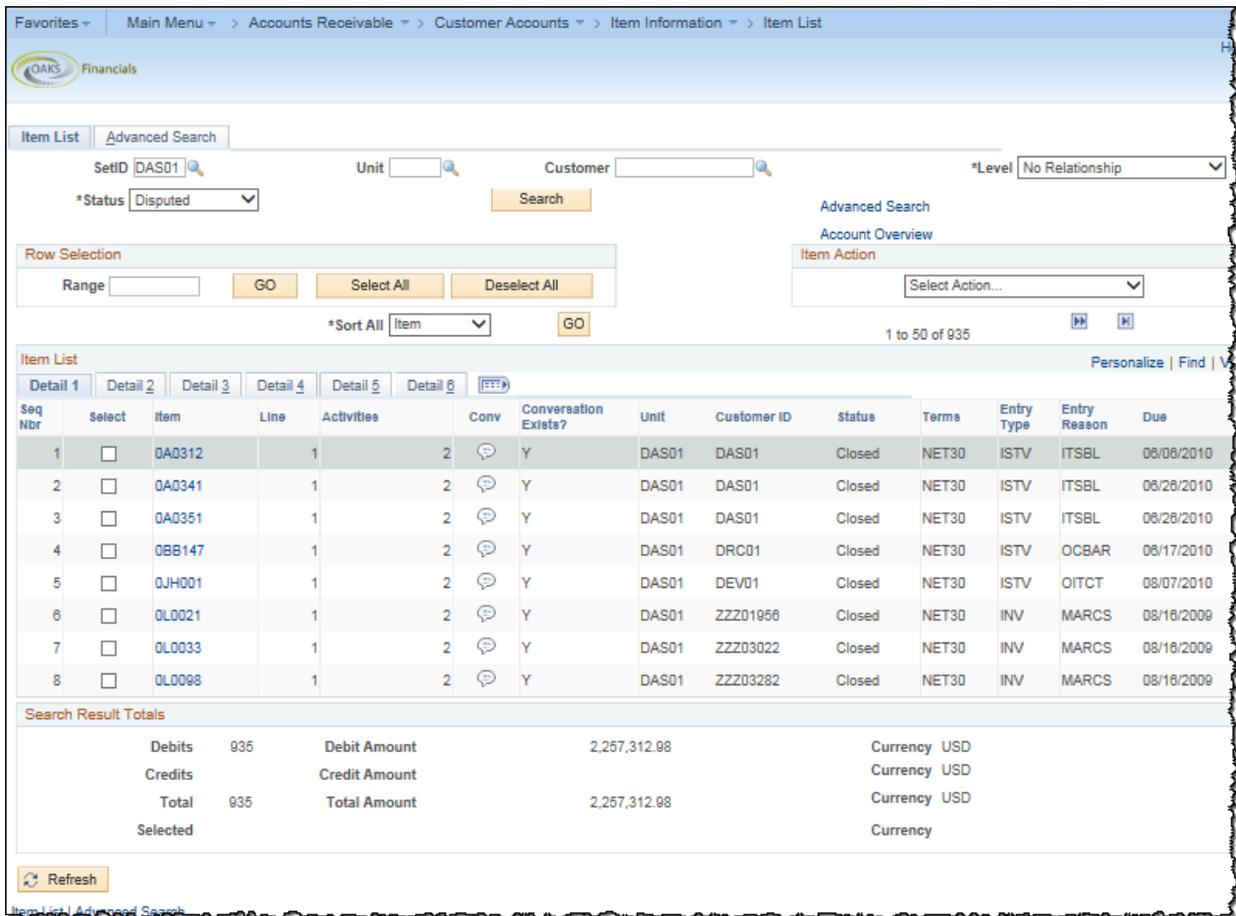
See "The FIN SOURCE" for Ohio for the most recent version of this process.



2. Enter the **Set ID** in the **SetID** field.
3. Enter the **Customer ID** in the **Customer** field.
4. Click the **Status** dropdown field and select **Disputed**.
 - Popular search criteria are **credit analyst, purchase order ID, dispute** and/or **collection reason**.
5. Click **Search**.
 - After conducting a search, click the **Recent Search Results** icon at the end of the breadcrumb navigation anytime to display the **Recent Search Results** in a pop-up window.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

- The search results display on the **Detail 1** tab.



The screenshot shows the OAKS Financials 'Item List' interface. At the top, there is a breadcrumb trail: Favorites > Main Menu > Accounts Receivable > Customer Accounts > Item Information > Item List. Below this, there are search filters: SetID (DAS01), Unit, Customer, *Level (No Relationship), and *Status (Disputed). A 'Search' button is present. Below the filters are 'Row Selection' options (Range, GO, Select All, Deselect All) and 'Item Action' options (Select Action...). The main area is a table with columns: Seq Nbr, Select, Item, Line, Activities, Conv, Conversation Exists?, Unit, Customer ID, Status, Terms, Entry Type, Entry Reason, and Due. The table contains 8 rows of data. Below the table is a 'Search Result Totals' section with a table showing Debits (935, Debit Amount 2,257,312.98), Credits, Total (935, Total Amount 2,257,312.98), and Selected. A 'Refresh' button is at the bottom left.

Seq Nbr	Select	Item	Line	Activities	Conv	Conversation Exists?	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due
1	<input type="checkbox"/>	0A0312	1		2	Y	DAS01	DAS01	Closed	NET30	ISTV	ITSBL	08/08/2010
2	<input type="checkbox"/>	0A0341	1		2	Y	DAS01	DAS01	Closed	NET30	ISTV	ITSBL	08/28/2010
3	<input type="checkbox"/>	0A0351	1		2	Y	DAS01	DAS01	Closed	NET30	ISTV	ITSBL	08/28/2010
4	<input type="checkbox"/>	0BB147	1		2	Y	DAS01	DRC01	Closed	NET30	ISTV	OCBAR	08/17/2010
5	<input type="checkbox"/>	0JH001	1		2	Y	DAS01	DEV01	Closed	NET30	ISTV	OITCT	08/07/2010
6	<input type="checkbox"/>	0L0021	1		2	Y	DAS01	ZZZ01958	Closed	NET30	INV	MARCS	08/18/2009
7	<input type="checkbox"/>	0L0033	1		2	Y	DAS01	ZZZ03022	Closed	NET30	INV	MARCS	08/18/2009
8	<input type="checkbox"/>	0L0098	1		2	Y	DAS01	ZZZ03282	Closed	NET30	INV	MARCS	08/18/2009

Search Result Totals			
Debits	935	Debit Amount	2,257,312.98
Credits		Credit Amount	
Total	935	Total Amount	2,257,312.98
Selected			

6. Review the search results and click on the **Item** link of the appropriate record.

- The **Detail 1** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

Item Maintenance

Detail 1 | Detail 2 | Detail 3 | Item Activity | Item Accounting Entries | Item Audit History

Unit DAS01 Customer ZZZ01958 Parma Fire Department
 Item ID 0L0021 Line 1 Days Late 906 Status Closed

Accounting Date 07/17/2009 Balance 0.00 USD Billing Unit
 Entry Type INV Original Amount 360.00 USD
 Entry Reason MARCS
 AR Dist Info AR

Discount Options

Due Date 08/16/2009 Due Days
 Terms NET30 Discount Days
 Discount Amount 0.00 Date
 Discount Amount 1 Date 1
 Always Allow Discount
 As Of Date 07/17/2009 Posted 02/08/2012

Customer Relations

Dispute Reason AMT Date 10/18/2011
 Dispute Amount 360.00
 Deduction Reason Date
 Doubtful
 Collection Code Date
 Analyst 001 Credit Analyst
 Collector AGO Attorney Generals Office
 Sales Person STATE Default Sales Person
 AR Specialist STATE

Payment/Draft Options

Payment Method Check
 Draft Type 1 Preapproved?
 Direct Debit Profile ID Create Document?
 One Item per Draft?

Other Options

Revaluation Flag Available for Netting

Item Creation/Update Details

Created On 05/04/2015 5:12AM Last Modified On 05/04/2015 5:12AM
 Created By PPLSFT Modified By PPLSFT

Split Add Conversation View/Update Conversations View Audit Logs

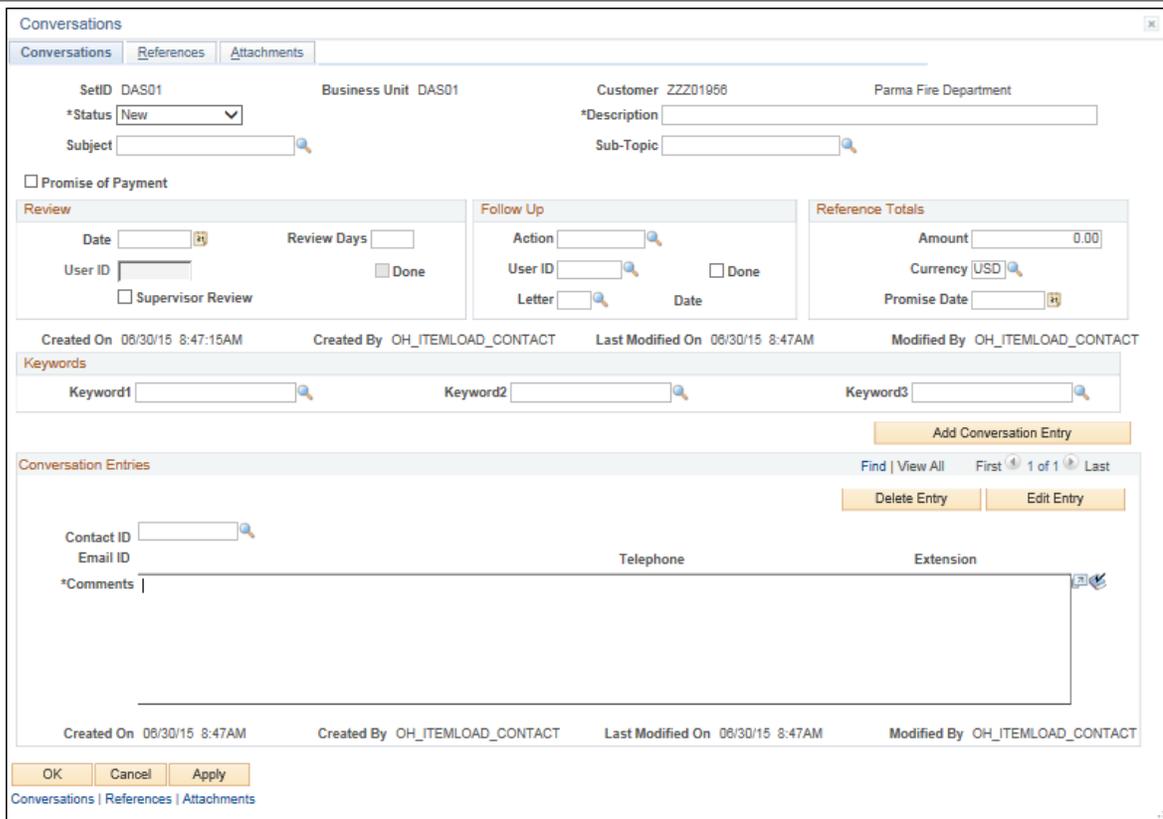
OK Cancel Apply

Detail 1 | Detail 2 | Detail 3 | Item Activity | Item Accounting Entries | Item Audit History

7. Deselect the **Dispute** check box.
 8. Edit the **Dispute Amount** as necessary.
 - Typically, the entire amount will be disputed.
 9. Click **Apply**.
 10. If necessary, make a record of the conversation with the customer. It is a good idea, at minimum, to add conversations when a dispute is added and when it is resolved.
9.
 - a. Click the **Add Conversation** link.
 9.
 - The **Conversations** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.





- b. Enter the topic of the conversation in the **Description** field.
 - Example: Dispute Resolution.
 - c. Check what the allowable values are for the agency-specific unit, and enter data in the **Subject** field.
 - The **look up** icon is disabled for this field.
 - d. Change the **Amount** in the **Amount** field, if needed, to reflect the dispute resolution.
 - e. Enter or select the **OAKS FIN Contact ID** in the **Contact ID** field.
 - f. Enter notes from the conversation in the **Comments** field.
 - Example: "Customer providing 90-day warranty as ordered."
 - g. Click **OK**.
- The **Detail 1** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

Item Maintenance

Detail 1 | Detail 2 | Detail 3 | **Item Activity** | Item Accounting Entries | Item Audit History

Unit DAS01 Customer ZZ201958 Parma Fire Department
 Item ID 0L0021 Line 1 Days Late Status Closed

Accounting Date 07/17/2009 Balance 0.00 USD Billing Unit
 Entry Type INV Original Amount 380.00 USD
 Entry Reason MARCS
 AR Dist Info AR

Discount Options		Customer Relations	
Due Date	08/16/2009	Due Days	
Terms	NET30	Discount Days	
Discount Amount	0.00	Date	
Discount Amount 1		Date 1	
<input type="checkbox"/> Always Allow Discount		<input checked="" type="checkbox"/> Dispute	Reason AMT Date 10/18/2011
As Of Date	07/17/2009	Posted	02/08/2012
Payment Method: Check Draft Type: 1 <input type="checkbox"/> Preapproved? Direct Debit Profile ID: <input type="checkbox"/> Create Document? <input type="checkbox"/> One Item per Draft?		<input type="checkbox"/> Deduction	Reason Date
		<input type="checkbox"/> Doubtful	
		<input type="checkbox"/> Collection	Code Date
		Analyst	001 Credit Analyst
		Collector	AGO Attorney Generals Office
		Sales Person	STATE Default Sales Person
		AR Specialist	STATE
		Other Options	
		<input checked="" type="checkbox"/> Revaluation Flag	<input checked="" type="checkbox"/> Available for Netting

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OK Cancel Apply

Detail 1 | Detail 2 | Detail 3 | **Item Activity** | Item Accounting Entries | Item Audit History

11. Click **OK**.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

