

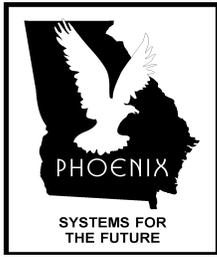
State of Georgia

Phoenix Program

Implementing Georgia's New Millennium Human Resource  
and Financial Solutions

**Accounts Receivable**





# Phoenix End-User Training

## ACCOUNTS RECEIVABLE

PARTICIPANT GUIDE

PEOPLESOFT RECEIVABLES  
MARCH 2003

## **Financials - Receivables**



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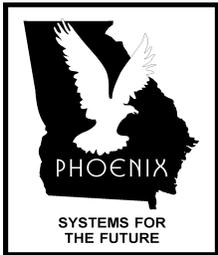
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# Phoenix End-User Training

## SECTION 1:

## INTRODUCTION TO ACCOUNTS RECEIVABLE

PARTICIPANT GUIDE

PEOPLESOFT RECEIVABLES  
MARCH 2003





## Section Contents



### INTRODUCTION TO ACCOUNTS RECEIVABLE

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## A. Introduction

# Accounts Receivable



Welcome to the Accounts Receivable Introduction section! This section contains the tools needed to learn the concepts and procedures involved in an overview of Accounts Receivable.

**Goal** To understand the theory and definitions involved in Accounts Receivable processing.

### Participant

**Objectives** At the end of this section you will be able to

1. Define an Accounts Receivable
2. Define Miscellaneous Revenue
3. Understand how data flows within the Accounts Receivable Module

## B. Business Processes

Activity	Materials	
 LECTURE	 GUIDE	 LIBRARY

### Relevant Business Processes:

There are no Business Processes relevant to this section.

## C. Exercises

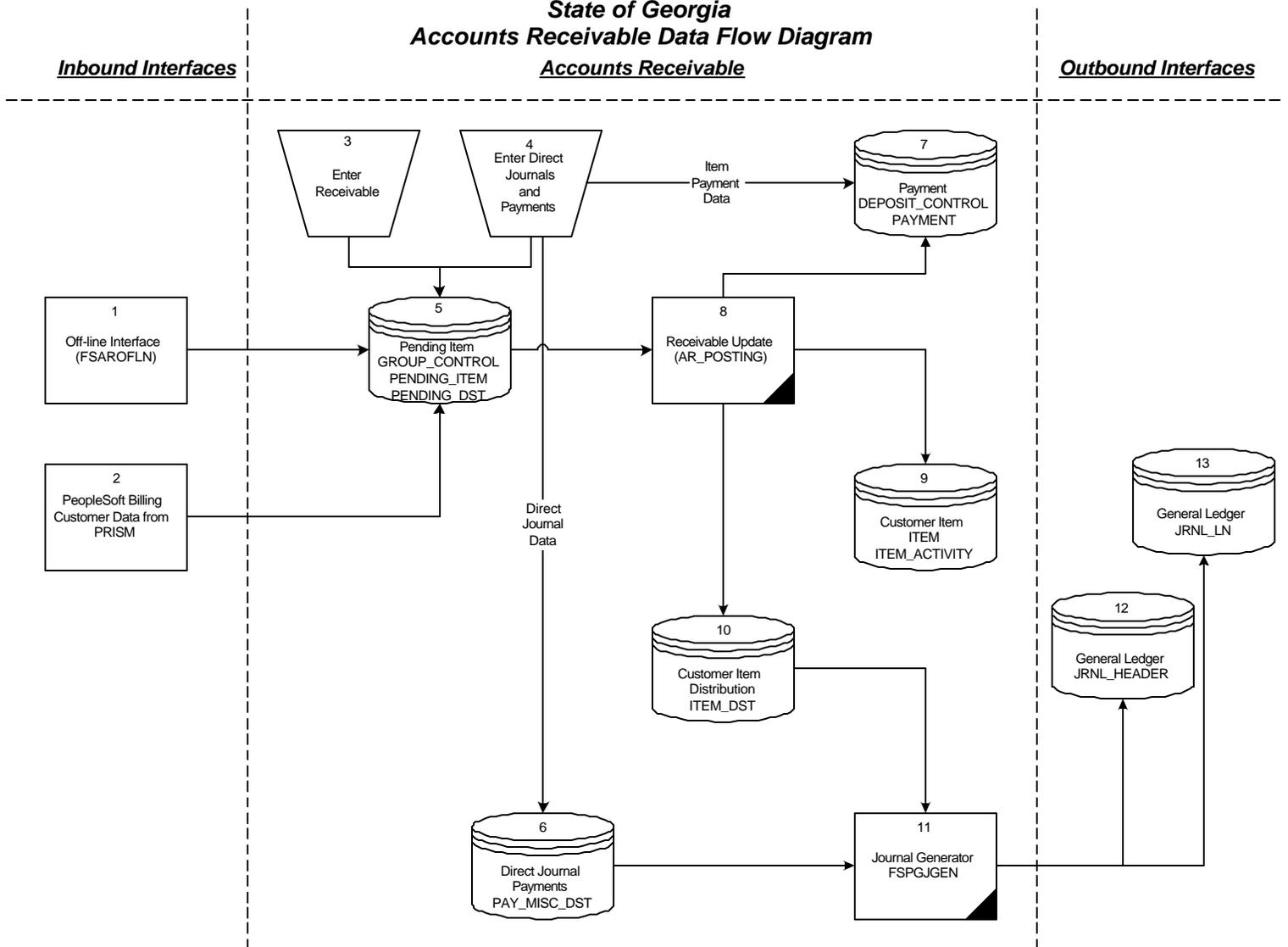
### Exercise 1 – Discuss A/R Concepts and Flowchart

**Scenario:** Discuss Accounts Receivable Concepts and Flowchart.

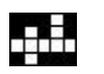
<b>Step 1</b>	<p>The main underlying concepts for Accounts Receivable Introduction are listed below:</p> <p>Accounts Receivable Definitions Accounts Receivable Data Flow</p>
<b>Expected Results:</b>	An understanding of the main concepts involved in Accounts Receivable.

<b>Step 2</b>	<p>Read and discuss the following brief introductions for the main underlying concepts and review the data flow diagram:</p> <p><b>Accounts Receivables</b> are liquid assets that are created every time your organization provides a service to its customers, or sells goods of any nature. A receivable represents an amount that a customer owes your organization. Receivables are usually short-term assets that are turned into cash within 30 to 90 days from the date of transaction.</p> <p>Your organization may provide services to its customers, or in certain instances, sell goods such as excess gravel or office supplies, with a promise from the customer to pay in the future. The promise to pay in the future creates an accounts receivable item. The PeopleSoft Receivables system tracks and maintains details of the expected incoming revenues that have been identified and recognized. It also tracks <b>direct cash</b> coming into your organization, including any grant, funding, or charitable donations.</p> <p>The diagram below shows how pending item groups, payments and direct cash receipts are processed within the Accounts Receivable system.</p>
<b>Expected Results:</b>	An understanding of the Accounts Receivable underlying concepts.

### State of Georgia Accounts Receivable Data Flow Diagram



## D. Summary and Review

Activity	Materials	
 LECTURE	 GUIDE	 REVIEW

### Objectives Review:

1. Define and discuss the need for Accounts Receivable
2. Define and discuss the need for miscellaneous Cash Revenue.
3. Define the data flow involved in Accounts Receivable processing.

### Discuss the following questions:

1. What is an invoice?
2. How is cash revenue booked?
3. What does the journal generator do?

## Introduction

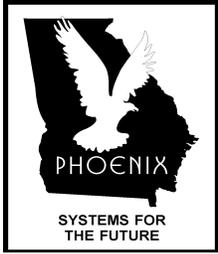


Congratulations! You have just completed the Introduction section. This section contained the tools needed to learn all the concepts and procedures involved in the Introduction to Accounts Receivable.

### Participant Objectives

You should be able to

1. Define an Accounts Receivable
2. Define Miscellaneous Revenue
3. Understand how data flows within the Accounts Receivable Module



# Phoenix End-User Training

## SECTION 2:

## MAINTAINING CUSTOMERS

PARTICIPANT GUIDE

PEOPLESOFT FINANCIALS FOR PUBLIC SECTOR 7  
PEOPLESOFT RECEIVABLES  
MARCH 2003



## Section Contents



### MAINTAINING CUSTOMERS

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## A. Introduction

# Maintaining Customers



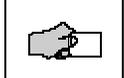
Welcome to the Maintaining Customers section! This section contains the tools needed to learn all the concepts and procedures involved in Maintaining Customers.

**Goal** The goal of this topic is for the participants to acquire the skills and knowledge necessary to perform processes associated with establishing and maintaining customers.

**Participant Objectives** At the end of this section you will be able to

4. Enter new customers
5. Change an existing customer's status
6. Add contact information
7. Set up customer roles
8. Change existing customer information
9. Access customer Inquiry information

## B. Business Processes

Activity	Materials	
 LECTURE	 GUIDE	 HANDOUT

Relevant Business Processes:

AR001 Maintaining Customers.

## C. Exercises

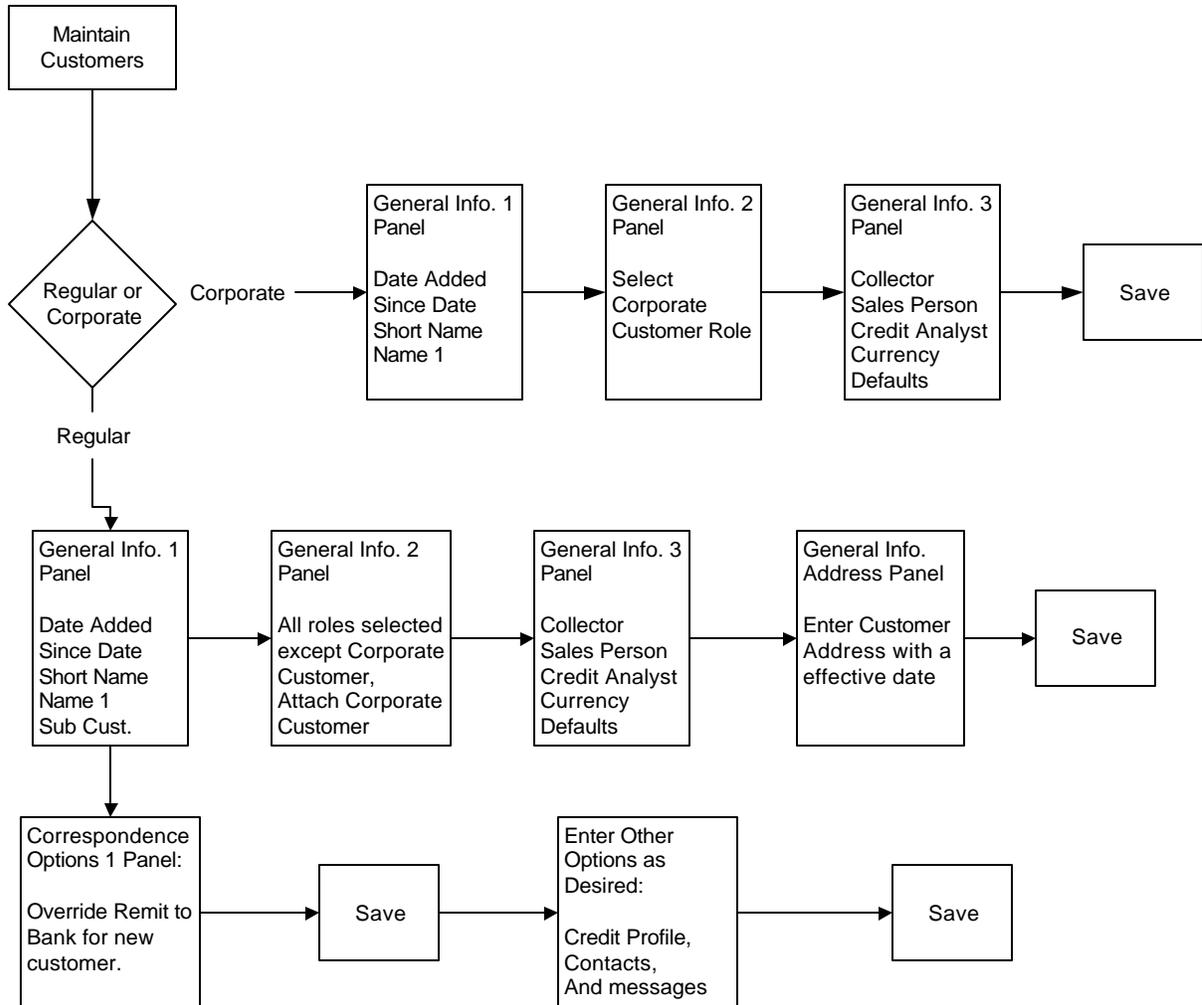
### Exercise 1 – Discuss Customer Concepts and Review Flowchart

**Scenario:** Discuss Customer Concepts and Review Flowchart

<p><b>Step 1</b></p>	<p>Discuss the following concepts:</p> <p>All customers defined in the PeopleSoft system have one or more roles assigned to them. These roles identify different system and business process options that are available for each customer. The roles that can be assigned in PeopleSoft are Bill To, Sold To, Ship To, Remit From, Correspondence Customer, and Corporate Customer. The State of Georgia will not be assigning the Ship To or Sold To roles.</p> <p>The roles are assigned when the customer is entered into the system. For example, if you want orders billed to a customer, identify that customer as a Bill To Customer. Similarly, if you receive payments from a particular customer, identify that customer as a Remit From Customer. However, if the customer is associated with a large corporate customer, you may send the bills to one address and correspondence to a different address. If a customer is a single entity, you will probably bill to, remit from, and correspond to the same address therefore the customer will be assigned the roles of Bill To, Remit From, and Correspondence.</p> <p>Study the following data flow chart for an understanding of the “big picture” in Maintaining Customers.</p>
<p><b>Expected Results:</b></p>	<p>General understanding of customer concepts</p>
<p><b>Step 2</b></p>	<p>Discuss the following Flowchart:</p>
<p><b>Expected Results:</b></p>	<p>General understanding of customer flowchart</p>

### Exercise 1 (continued)

Discuss the following flowchart:



Exercise completed.

## Exercise 2 - Enter a new customer

**Scenario:** This is the first time your agency has done business with Arrow, Inc. The Add Customer form has been filled out with information needed to enter Arrow as a new customer. Your goal is to enter the information into PeopleSoft.

<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Maintain Customers</b>
<b>Expected Results:</b>	The Maintain Customers window displays.

<b>Step 2</b>	Select: Use → General Information → <b>General 1</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	<p>Enter or select the following:</p> <p>SetID:           46200  Customer ID:    ARROWXX  <b>(Replace XX with the number assigned to you by your instructor)</b></p> <p><b>Click:            OK</b></p>
<b>Expected Results:</b>	. The General 1 panel displays.

## Exercise 2 (continued)

<p><b>Step 4</b></p>	<p>Enter or select the following:</p> <p>Date Added: Today's Date                  Since: Today's Date                  Short Name: ARROWXX  <b>(Replace XX with the number assigned to you by your instructor)</b>                  Name 1: ARROWXX  <b>(Replace XX with the number assigned to you by your instructor)</b>                  Type: User 1                  SubCustomer: ON                  SubCustomer 1: FULTON                  SubCustomer 2: ATLANTA</p>
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

<p><b>Step 5</b></p>	<p>Click:  to proceed to the <b>General 2</b> panel.</p> <p>Enter or select the following:</p> <p>Bill To Customer: ON                  Correspondence Customer: ON                  Corporate Customer: ON                  Remit From Customer: ON</p>
<p><b>Expected Results:</b></p>	<p>Correct data entry                  Note: When "Bill To" customer is activated, the Correspondence, Corporate and Remit From Customer fields are automatically clicked on.</p>

## Exercise 2 (continued)

<b>Step 6</b>	<p><b>Click:</b>  to proceed to the General 3 panel.</p> <p>Enter or select the following:</p> <p>Collector:                      DEFAULT Credit Analyst:              DEFAULT Sales Person:                 DEFAULT</p> <p>VAT Edit:                        Never</p>
<b>Expected Results:</b>	Correct data entry

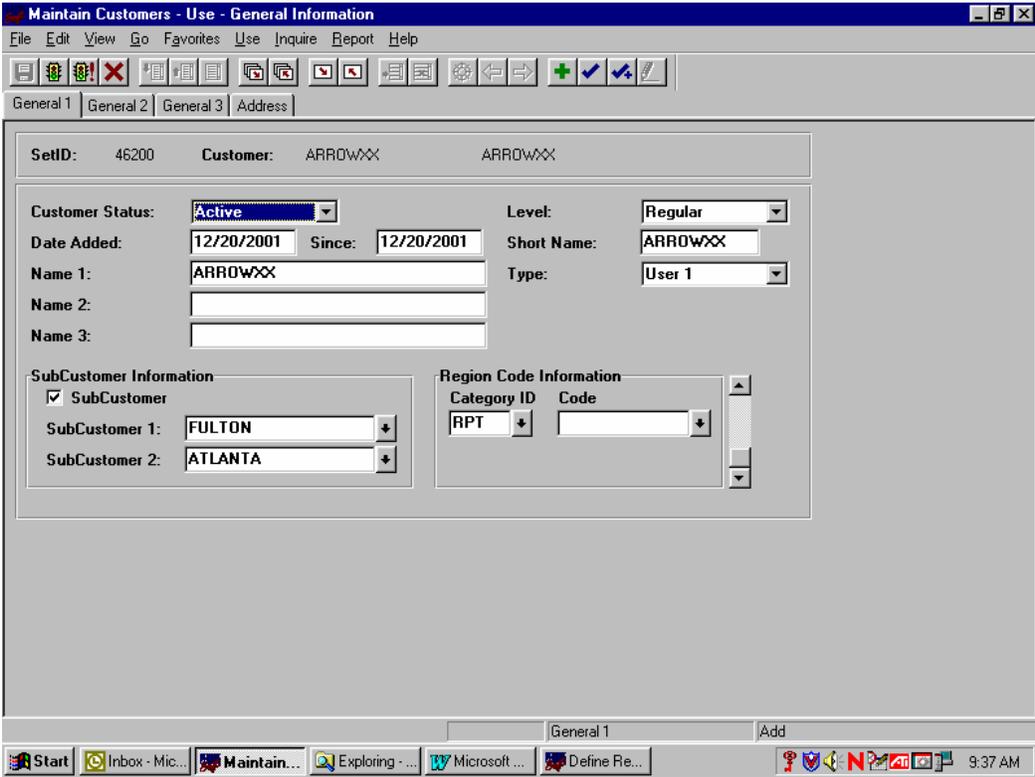
## Exercise 2 (continued)

<p><b>Step 7</b></p>	<p><b>Click:</b>  to proceed to the Address panel.</p> <p>Enter or select the following:</p> <p>Location: 1          Descr: Corporate          Correspondence Address: ON          Bill To Address: ON          Primary: ON</p> <p>Status: Active          Address 1: 200 Captain Lane          Address 2: Suite 1500          City/Twn1: Atlanta          St/Prov: GA          Postal: 30334          Country: USA          In City Limit: ON          Phone: 404-362-5510          Ext: 243          Fax: 404-362-5515</p>
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

<p><b>Step 8</b></p>	<p><b>Click:</b>  to save.</p>
<p><b>Expected Results:</b></p>	<p>The new information is saved.</p>

## Exercise 2 (continued)

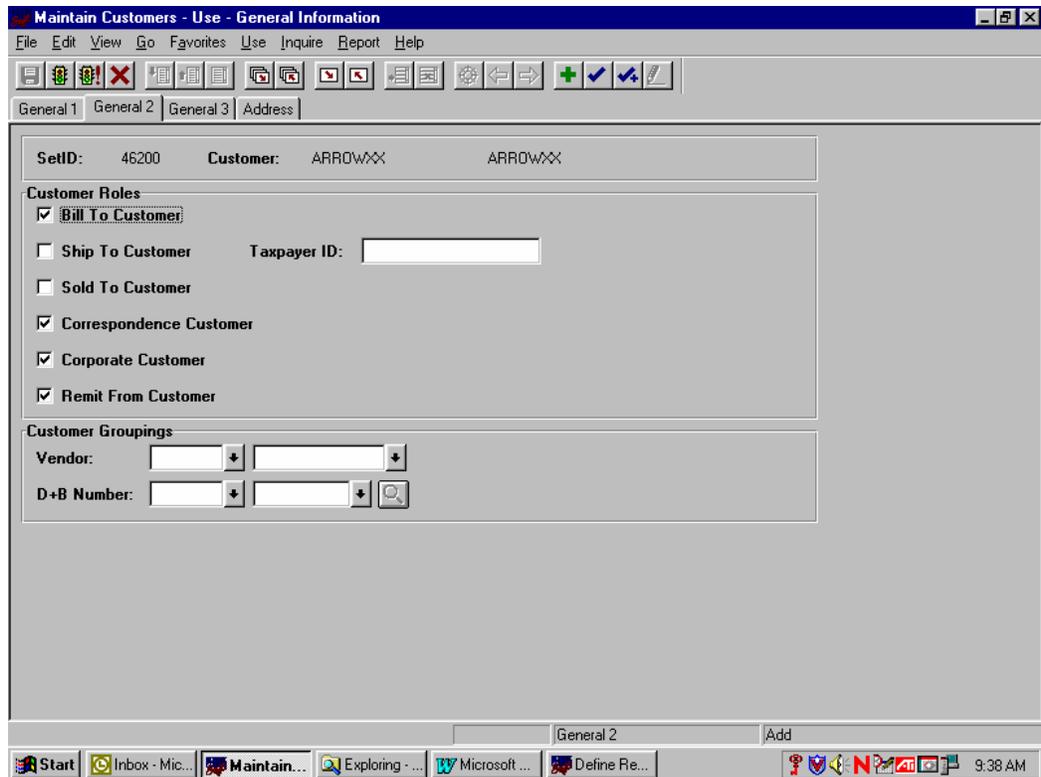
<b>Check Results</b>	
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<b>Step 9</b>	<p>Compare your <b>General 1</b> panel to the panel shown below.</p> 
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these items do not match, review the steps and consult your Instructor.

## Exercise 2 (continued)

### Step 10

Compare your **General 2** panel to the panel shown below.



### Expected Results:

If the panel matches, continue to the next panel. If these items do not match, review the steps and consult your Instructor.

## Exercise 2 (continued)

### Step 11

Compare your **General 3** panel to the panel shown below.

The screenshot shows a software window titled "Maintain Customers - Use - General Information". The window has a menu bar with "File", "Edit", "View", "Go", "Favorites", "Use", "Inquire", "Report", and "Help". Below the menu bar is a toolbar with various icons. The window is divided into several sections:

- General 1**: SetID: 46200, Customer: ARROWXX, ARROWXX
- Responsibilities**: Workflow User: [dropdown], Billing Specialist: [dropdown], Collector: DEFAULT, Sales Person: DEFAULT, Bill Inquiry Phone: [dropdown], Credit Analyst: DEFAULT
- Currency Defaults**: Currency: USD, Rate Type: CRRNT
- Industry Classifications**: SIC Code 1: [input], SIC Code 2: [input], SIC Code 3: [input]
- VAT Information**: VAT Edit: Never, Country: [dropdown], VAT ID: [input], 2-Char: [dropdown]

The window also shows a taskbar at the bottom with several open applications: Start, Inbox - Mic..., Maintain..., Exploring..., Microsoft..., and Define Re... The system clock shows 9:39 AM.

### Expected Results:

If the panel matches, continue to the next panel. If these items do not match, review the steps and consult your Instructor.

## Exercise 2 (continued)

### Step 12

Compare your **Address** panel to the panel shown below.

**Maintain Customers - Use - General Information**

File Edit View Go Favorites Use Inquire Report Help

General 1 General 2 General 3 **Address**

SetID: 46200 Customer: ARROWXX ARROWXX

Location:  Descr: CORPORATE  Ship To Address  
 Correspondence Address  Bill To Address  Primary  Sold To Address

Eff Date: 12/20/2001 Status: Active Language Code: English

Address 1: 200 CAPTAIN LANE Tax Code:  
 Address 2: SUITE 1500 Phone: 404-362-5510  
 Address 3: Phone: 243  
 Address 4: Fax: 404-362-5515

City/Twn1: ATLANTA  
 Cnty/Twn2:  
 St/Prov: GA Postal: 30334  
 Country: USA  In City Limit

Alternate Names

Address Add

Start Inbox - Mic... Maintain... Exploring - ... Microsoft ... Define Re... 9:39 AM

**Expected Results:**

The panel matches. Congratulations!  
 If these elements do not match, review the steps and consult your Instructor.

Exercise completed.

### Exercise 3 - Enter customer contacts

**Scenario:** You entered ARROWXX (**Replace XX with the number assigned to you by your instructor**) as a new customer in Exercise 2. Now your goal is to enter the customer contact information into PeopleSoft. The Accounts Payable department is the primary contact, and John Brown is an additional contact in the Accounts Payable department.

<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Maintain Customers</b>
<b>Expected Results:</b>	The Maintain Customers window displays.

<b>Step 2</b>	Select: Use → Contacts → <b>Contact Information 1</b> → Update/Display
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	Enter or select the following:  SetID:           46200 Customer ID:   ARROWXX <b>(Replace XX with the number assigned to you by your instructor)</b>  <b>Click:           OK</b>
<b>Expected Results:</b>	The Contact Information 1 panel displays.

### Exercise 3 (continued)

<b>Step 4</b>	<p>Enter or select the following:</p> <p>Primary Bill To:                    ON  Effective Date:                    Today's Date  Name:                                    Accounts Payable  Phone Type:                            Business  Telephone:                            404-956-4500</p>
<b>Expected Results:</b>	Correct data entry

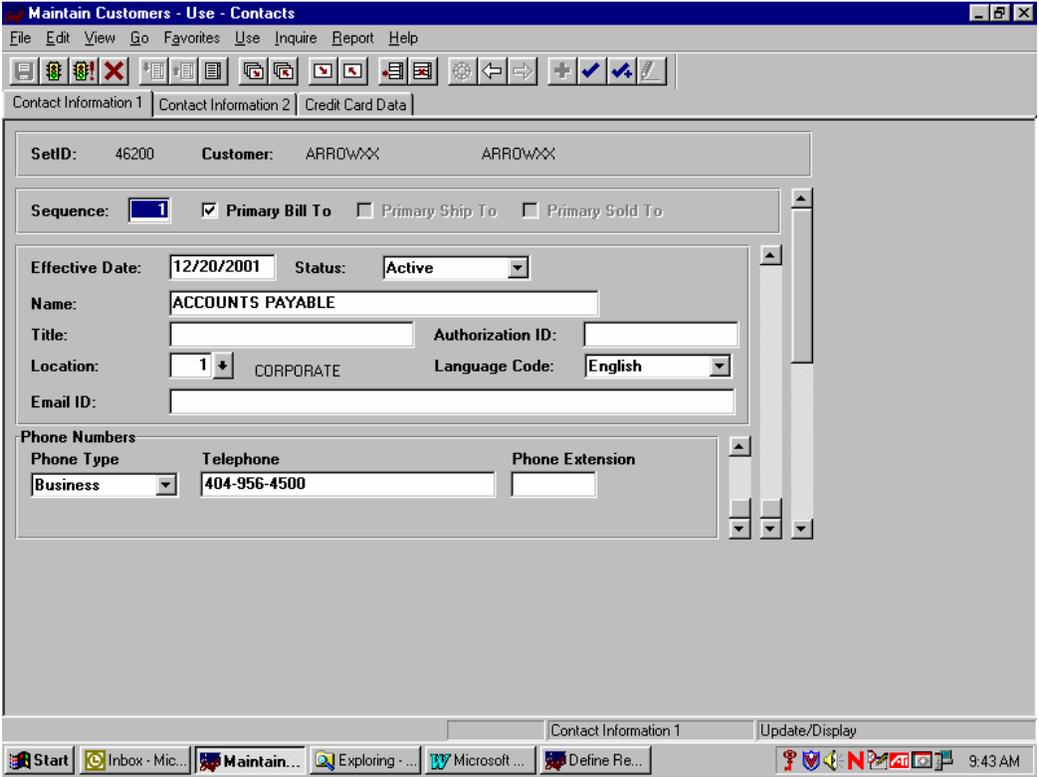
<b>Step 5</b>	<p>Click in the <b>Sequence</b> field and press <b>F7</b> to insert a row.</p> <p>Enter or select the following:</p> <p>Effective Date:                    Today's Date  Name:                                    John Brown  Title:                                    Account Manager  Email ID:                              jbrown@arrow.com  Phone Type:                            Business  Telephone:                            404-956-4576</p>
<b>Expected Results:</b>	Correct data entry

<b>Step 6</b>	<p>Click in the <b>Phone Type</b> field and press <b>F7</b> to insert a row.</p> <p>Enter or select the following:</p> <p>Phone Type:                            FAX  Telephone:                            404-956-4577</p>
<b>Expected Results:</b>	Correct data entry

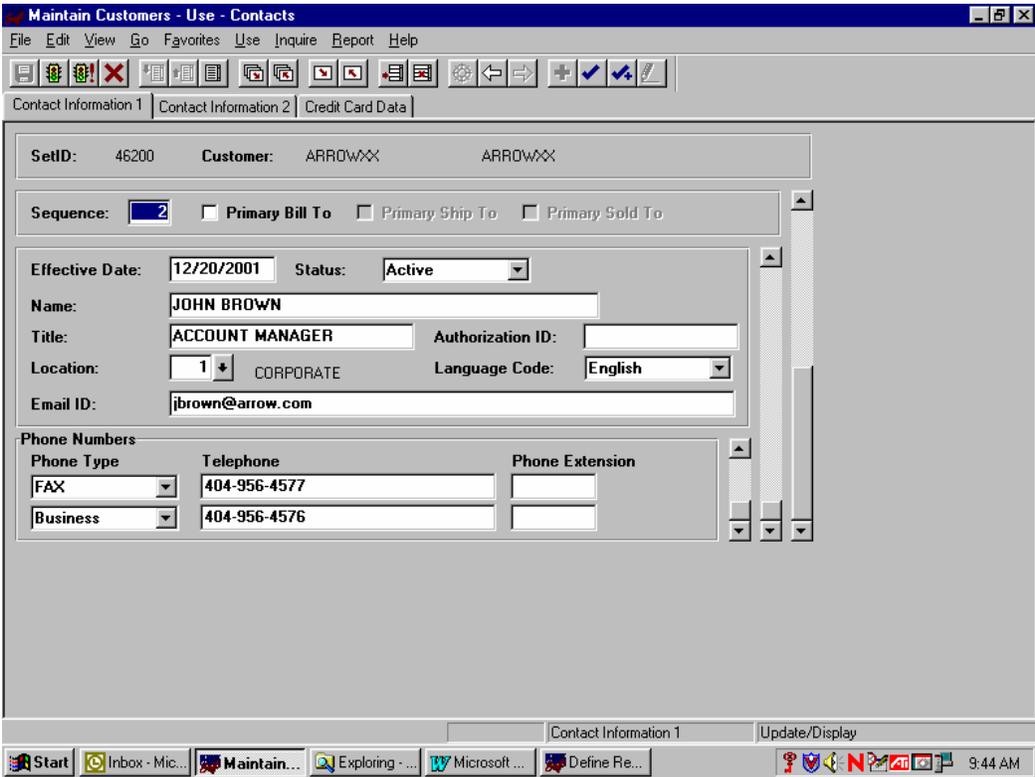
### Exercise 3 (continued)

<b>Step 7</b>	<b>Click:</b>  to save.
<b>Expected Results:</b>	The new information is saved.

<b>Check Results</b>	
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<b>Step 8</b>	<p>Compare your Contact Information 1 Sequence 1 panel to the panel shown below.</p> 
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

### Exercise 3 (continued)

<p><b>Step 9</b></p>	<p>Compare your Contact Information 1 Sequence 2 panel to the panel shown below.</p> 
<p><b>Expected Results:</b></p>	<p>The panel matches. Congratulations! If these elements do not match, review the steps and consult your Instructor.</p>

Exercise completed.

## Exercise 4 - Enter new customer with contact

**Scenario:** You have received an Add Customer form to add Ogeechee Tech as one of your customers. They have provided you with contact information. Use the information on the Add Customer form to enter the new customer information.

<b>Step 1</b>	Select: Go → Manage Sales Activities → Maintain Customers → Use → General Information → <b>General 1</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 2</b>	Enter or select the following:  SetID:           46200  Customer ID: <b>OGEECHEEXX (10 characters)</b> <b>(Replace XX with the number assigned to you by your instructor)</b>  <b>Click:</b> <b>OK</b>
<b>Expected Results:</b>	The General 1 panel displays.

### Exercise 4 (continued)

<p><b>Step 3</b></p>	<p>Enter or select the following:</p> <p>Date Added: Today's Date                  Since: Today's Date                  Short Name: OGTECHXX  <b>(Replace XX with the number assigned to you by your instructor)</b>                  Name 1: OGEECHEE TECH                  Type: User 1                  SubCustomer: ON                  SubCustomer 1: BULLOCH                  SubCustomer 2: STATESBORO</p>
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

<p><b>Step 4</b></p>	<p><b>Click:</b> <input type="button" value="General 2"/> to proceed to the General 2 panel.</p> <p>Enter or select the following:</p> <p>Bill To Customer: ON                  Correspondence Customer: ON                  Corporate Customer: ON                  Remit From Customer: ON</p>
<p><b>Expected Results:</b></p>	<p>Correct data entry  <b>Note: When "Bill To" customer is activated, the Correspondence, Corporate and Remit From Customer fields are automatically clicked on.</b></p>

<p><b>Step 5</b></p>	<p><b>Click:</b> <input type="button" value="General 3"/> to proceed to the General 3 panel.</p> <p>Enter or select the following:</p> <p>Collector: SLW                  Credit Analyst: JAR                  Sales Person: MKV</p>
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

### Exercise 4 (continued)

<p><b>Step 6</b></p>	<p><b>Click:</b>  to proceed to the Address panel.</p> <p>Enter or select the following:</p> <p>Location: 1          Descr: Statesboro          Correspondence Address: ON          Bill To Address: ON          Primary: ON</p> <p>Status: Active          Address 1: 211 Broad Street          City/Twn1: Statesboro          St/Prov: GA          Postal: 30001          Country: USA          In City Limit: ON          Phone: 912-585-2525          Ext: 123          Fax: 912-585-2511</p>
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

<p><b>Step 7</b></p>	<p><b>Click:</b>  to save.</p>
<p><b>Expected Results:</b></p>	<p>The new information is saved.</p>

### Exercise 4 (continued)

#### Step 8

Compare your General 1 panel to the panel shown below.

#### Expected Results:

If the panel matches, continue to the next panel. If these items do not match, review the steps and consult your Instructor.

## Exercise 4 (continued)

### Step 9

Compare your General 2 panel to the panel shown below.

SetID: 46200    Customer: OGEECHEETECHXX    OGEECHEE TECH

**Customer Roles**

Bill To Customer

Ship To Customer    Taxpayer ID:

Sold To Customer

Correspondence Customer

Corporate Customer

Remit From Customer

**Customer Groupings**

Vendor:  +  +

D+B Number:  +  +

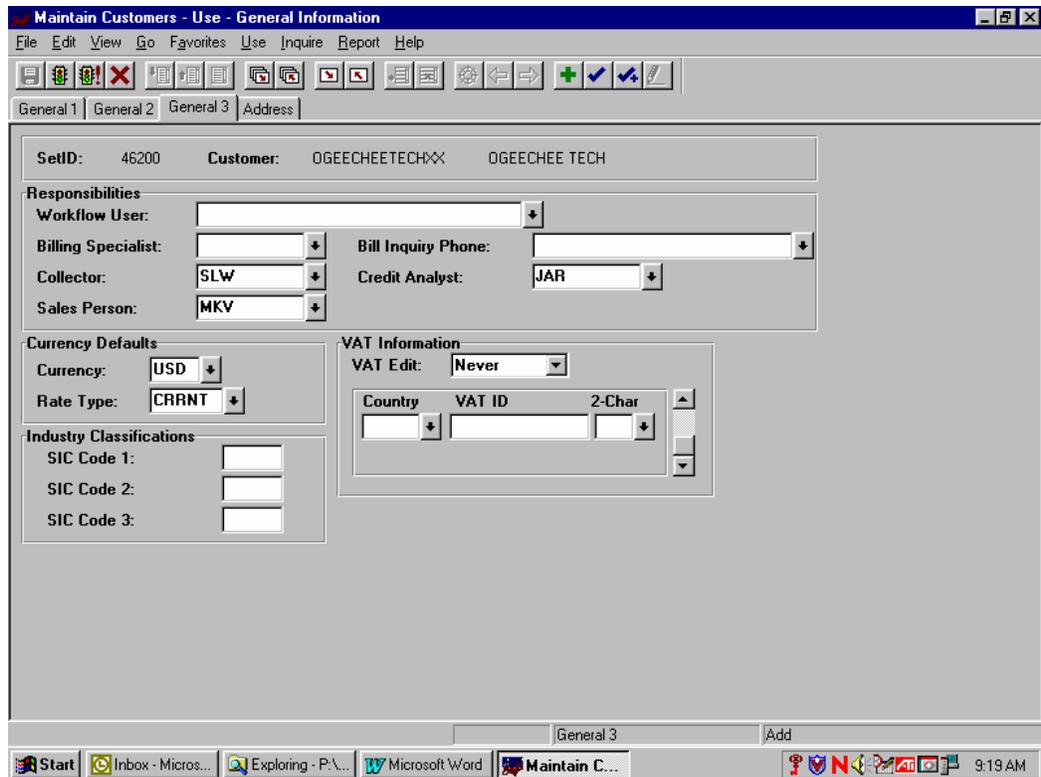
### Expected Results:

If the panel matches, continue to the next panel. If these items do not match, review the steps and consult your Instructor.

### Exercise 4 (continued)

#### Step 10

Compare your General 3 panel to the panel shown below.



#### Expected Results:

If the panel matches, continue to the next panel. If these items do not match, review the steps and consult your Instructor.

## Exercise 4 (continued)

### Step 11

Compare your Address panel to the panel shown below.

The screenshot shows a software window titled "Maintain Customers - Use - General Information". The window has a menu bar (File, Edit, View, Go, Favorites, Use, Inquire, Report, Help) and a toolbar with various icons. Below the toolbar are tabs for "General 1", "General 2", "General 3", and "Address". The "Address" tab is active, showing the following information:

- SetID: 46200 Customer: OGEECHEE TECH
- Location: [1] Descr: STATESBORO  Ship To Address
- Correspondence Address  Bill To Address  Primary  Sold To Address
- Eff Date: 01/04/2002 Status: Active Language Code: English
- Address 1: 211 BROAD STREET Tax Code: [dropdown]
- Address 2: [empty] Phone: 912-585-2525
- Address 3: [empty] Ext: 123
- Address 4: [empty] Fax: 912-585-2511
- City/Twn1: STATESBORO
- Cnty/Twn2: [empty]
- St/Prov: GA Postal: 30001
- Country: USA  In City Limit
- Alternate Names: [empty]

The taskbar at the bottom shows the Start button, several open applications (Inbox - Micros..., Exploring - P:\..., Microsoft Word, Maintain C...), and the system tray with the time 9:20 AM.

### Expected Results:

If the panel matches, continue to the next panel. If these items do not match, review the steps and consult your Instructor.

### Exercise 4 (continued)

<b>Step 12</b>	Select: Use → Contacts → <b>Contact Information 1</b> → Update/Display
<b>Expected Results:</b>	The Contact Information 1 panel displays.

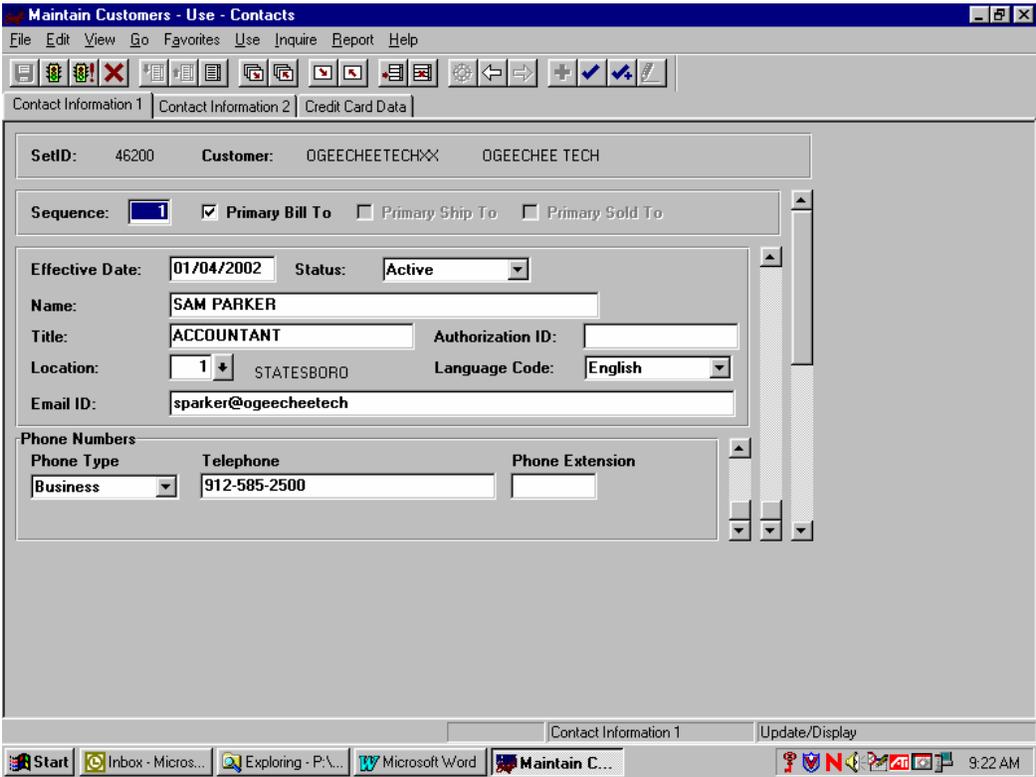
<b>Step 13</b>	<p>Enter or select the following:</p> <p>Primary Bill To: ON</p> <p>Effective Date: Today's Date</p> <p>Name: Sam Parker</p> <p>Title: Accountant</p> <p>Email ID: sparker@ogeecheetech</p> <p>Phone Type: Business</p> <p>Telephone: 912-585-2500</p>
<b>Expected Results:</b>	Correct data entry

<b>Step 14</b>	<p>Click in the <b>Sequence</b> field and press <b>F7</b> to insert a row.</p> <p>Enter or select the following:</p> <p>Name: Amy Miller</p> <p>Title: Accountant</p> <p>Email ID: amiller@ogeecheetech</p> <p>Phone Type: Business</p> <p>Telephone: 912-585-2522</p>
<b>Expected Results:</b>	Correct data entry

### Exercise 4 (continued)

<b>Step 15</b>	<b>Click:</b>  to save.
<b>Expected Results:</b>	The new information is saved.

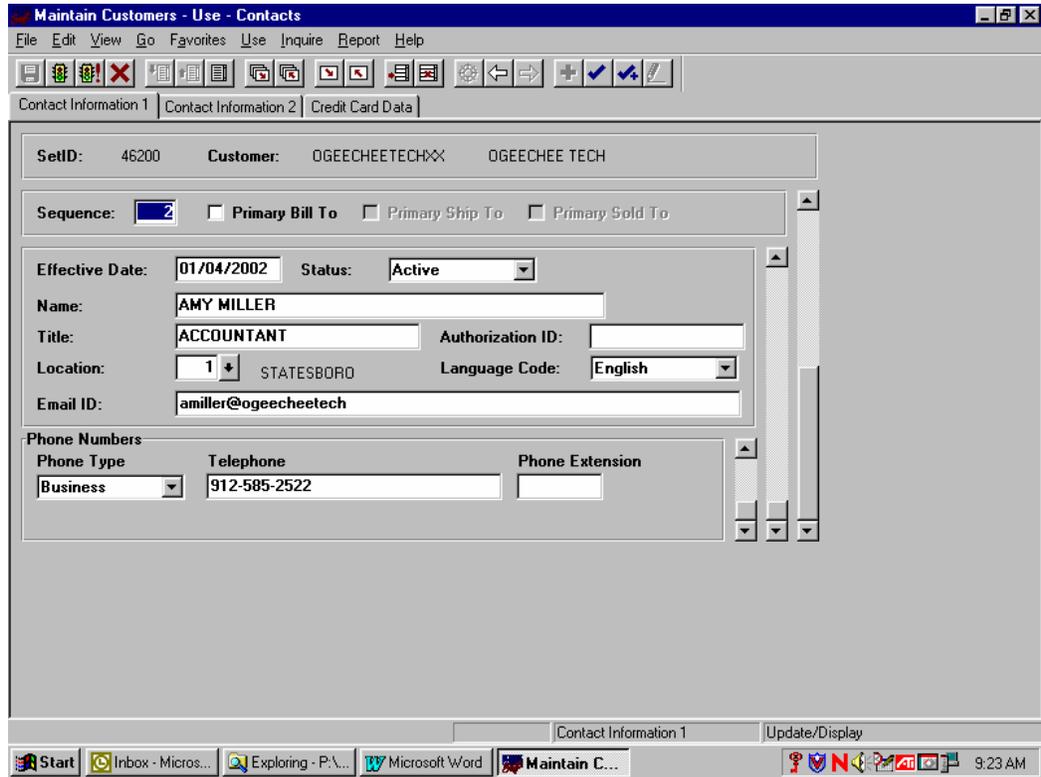
<b>Check Results</b>	
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<b>Step 16</b>	<p>Compare your Contact Information 1 Sequence 1 panel to the panel shown below.</p> 
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these items do not match, review the steps and consult your Instructor.

### Exercise 4 (continued)

**Step 17**

Compare your Contact Information 1 Sequence 2 panel to the panel shown below.



**Expected Results:**

If the panel matches, continue to the next panel. If these items do not match, review the steps and consult your Instructor.

Exercise completed

## Exercise 5 – Enter a Customer

**Scenario:** You have received an Add Customer form for William Scott. Enter this customer into Phoenix using the information listed below.

<b>Step 1</b>	<p>Use the following information to set up this Customer:</p> <p>SETID : 46200  Customer ID : WILLIAMS_SXX  <b>(Replace XX with the number assigned to you by your instructor)</b>  Date Added : Current Date  Short Name : SWILLXX  Name 1 : SCOTT WILLIAMSXX  Type : User 1  SubCustomer : On  SubCustomer 1 : GWINNETT  SubCustomer 2 : BUFORD  Customer Role : Bill to  Collector: Default  Credit Analyst: Default  Sales Person : Default  Description : Office  Correspondence, Bill to Address, and Primary : Click “On”  Address : 866 Moreland Avenue, Buford, Ga. 30031  Phone : 404-555-8585</p>
<b>Expected Results:</b>	Individual understanding of entering a Customer.

Exercise completed.

## Exercise 6 - Attach a message to an existing customer account

**Scenario:** You are updating existing customer information. William Scott’s check was returned for insufficient funds. Add the predefined message relating to returned checks to his account.

<b>Step 1</b>	Select: Go → Manage Sales Activities → Maintain Customers → Use → <b>Messages</b>
<b>Expected Results:</b>	A dialog box displays.

<b>Step 2</b>	Enter or select the following information:  SetID:               46200 Customer ID:       WILLIAMS_SXX (Replace XX with the number assigned to you by your instructor)  Click:.....
<b>Expected Results:</b>	The Messages panel displays.

<b>Step 3</b>	Enter or select the following information:  Message:            BNCDCK Start Date:         Today’s Date
<b>Expected Results:</b>	A message is attached to the customer file.



**Exercise 6 (continued)**

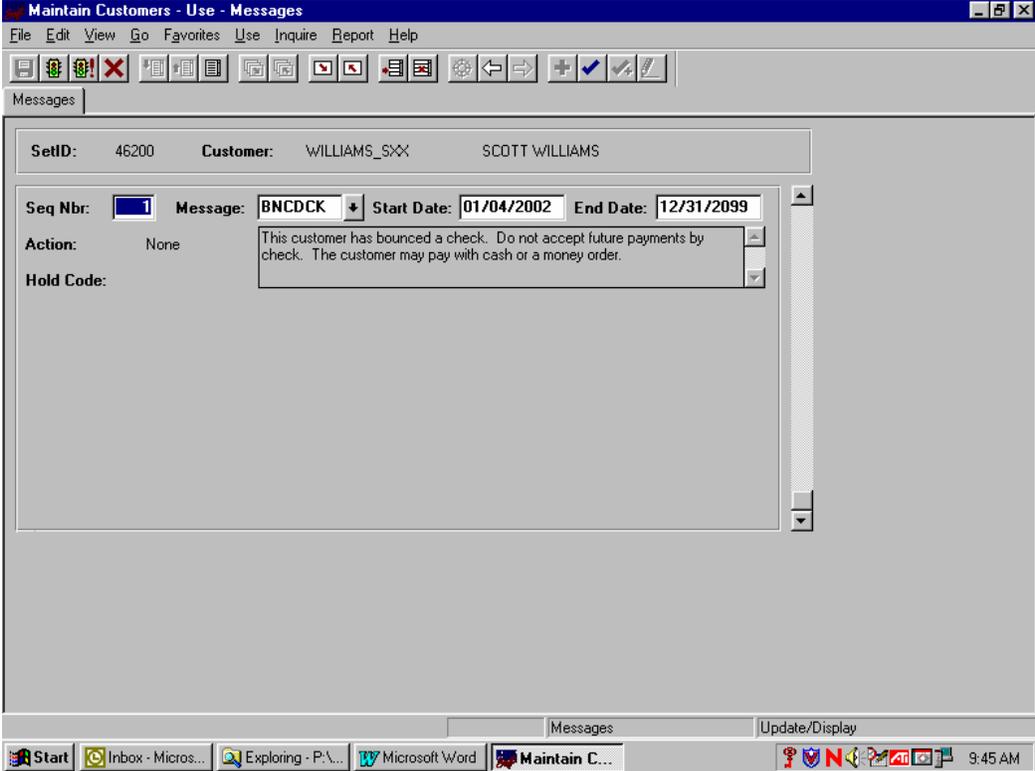
<b>Step 4</b>	<b>Click:</b>  to save.
<b>Expected Results:</b>	The new information is saved.

<b>Step 5</b>	<b>Select:</b> → Use → General Information → <b>General 1</b> → Update/Display
<b>Expected Results:</b>	The General 1 panel displays.

<b>Step 6</b>	<b>Click:</b>  To view messages related to this customer
<b>Expected Results:</b>	The Messages panel displays.

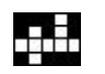
## Exercise 6 (continued)

<b>Check Results</b>	
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<b>Step 7</b>	<p>Compare your Messages panel to the panel shown below.</p> 
<b>Expected Results:</b>	<p>The panel matches. Congratulations! If these elements do not match, review the steps and consult the Instructor.</p>

Exercise completed.

## D. Summary and Review

Activity	Materials	
 LECTURE	 GUIDE	 REVIEW

### Objectives Review:

1. Enter new customers
2. Change an existing customer's status
3. Add contact information
4. Set up customer roles
5. Change existing customer information
6. Access customer Inquiry information

### Discuss the following questions :

1. Under what circumstances would a customer have different addresses for different roles?
2. How will the State of Georgia use the Corporate Customer role?
3. Will pending items post to only a "Remit From" Customer? How about a "Correspondence" only customer?
4. Is 'Collector', 'Credit Analyst' and 'Sales Person' required fields?
5. Is a 'Primary' address required?
6. Is 'SubCustomer' information required?
7. Once you entered a primary contact, what rule applies?

## Maintaining Customers



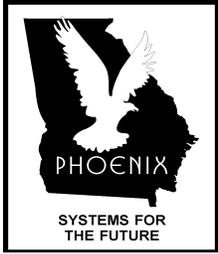
Congratulations! You have just completed the Maintaining Customers section. This section contained the tools needed to learn all the concepts and procedures involved in Maintaining Customers.

### **Participant Objectives**

You should be able to

1. Enter new customers
2. Change an existing customer's status
3. Add contact information
4. Set up customer roles
5. Change existing customer information
6. Access customer Inquiry information





# **Phoenix End-User Training**

## **SECTION 3:**

## **ENTERING RECEIVABLES**

PARTICIPANT GUIDE

PEOPLESOFT FINANCIALS FOR PUBLIC SECTOR 7  
PEOPLESOFT RECEIVABLES  
MARCH 2003



## Section Contents



## ENTERING RECEIVABLES

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## A. Introduction

# Entering Receivables



Welcome to the Entering Receivables section! This section contains the tools needed to learn all the concepts and procedures involved in Entering Receivables.

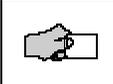
**Goal** The goal of this topic is for the participants to acquire the skills and knowledge necessary to perform processes associated with entering receivables.

### Participant

**Objectives** At the end of this section you will be able to

1. Enter pending items
2. Post, unpost and delete pending item groups
3. Understand the receivables update process
4. View receivables information

## B. Business Processes

Activity	Materials	
 LECTURE	 GUIDE	 HANDOUT

There are five business processes associated with entering receivables. They can be viewed online at <http://phoenix.gagta.com/>

- ◆ AR-002, Entering Receivables
- ◆ AR-003, Budget Checking
- ◆ AR-005, Receivable Update
- ◆ AR-016, Reason Codes
- ◆ AR-017, Grant Encumbrances

## C. Exercises

### Exercise 1 – Discuss A/R Concepts and Review Flowchart

**Scenario:** Discuss Accounts Receivable Concepts and Review Flowchart.

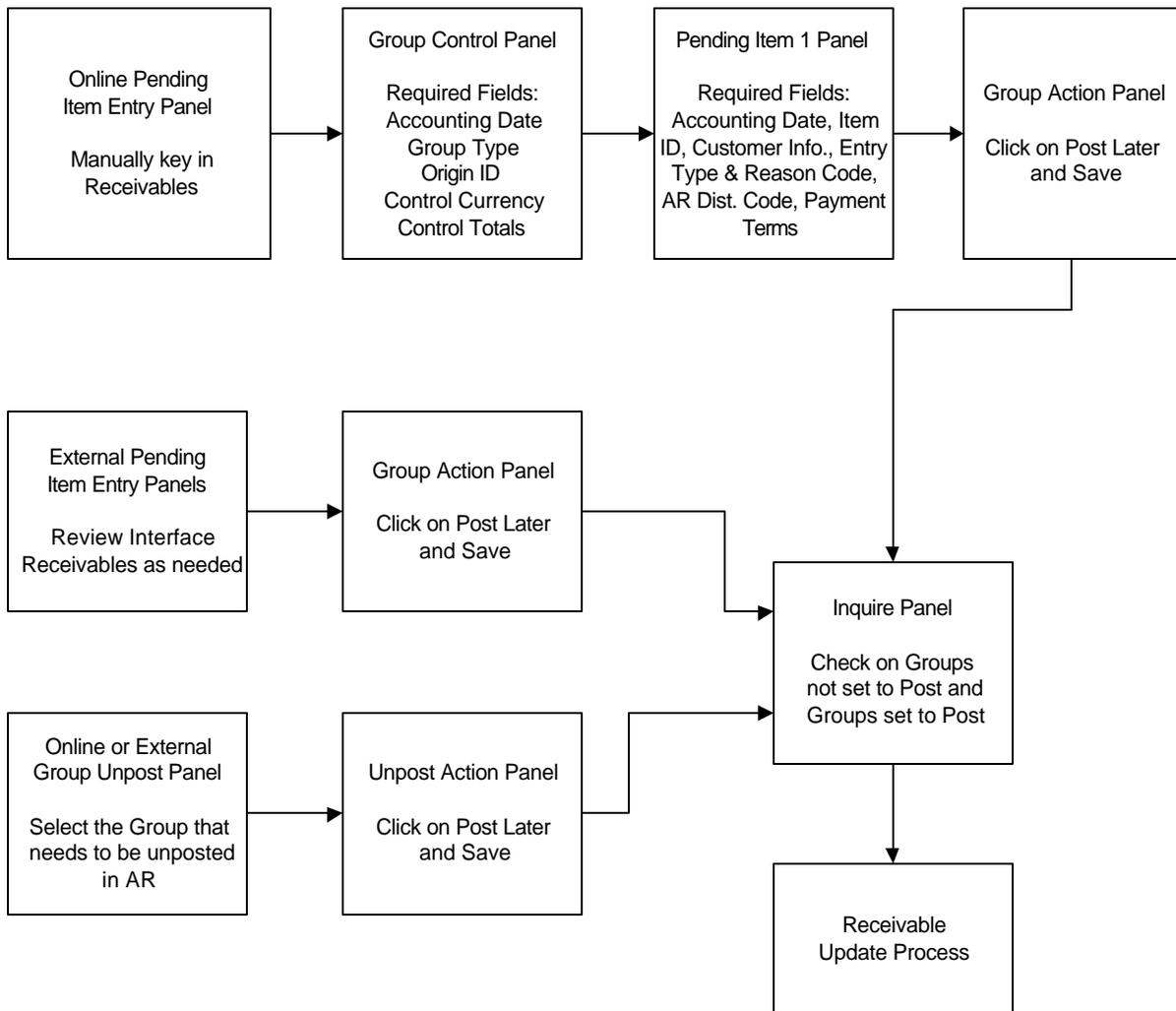
<p><b>Step 1</b></p>	<p>Discuss the following A/R Concepts</p> <p>Read the following information about pending items (receivables).</p> <p>Debit memos, credit memos, and finance charges are entered into PeopleSoft Receivables as pending items. These pending items are then available for updating customer information along with aging, billing and dunning information. The Receivables subsidiary ledger is updated after the Receivable Update process runs successfully; the General Ledger is updated after the transactions are processed by the Journal Generator.</p> <p>You enter pending items into PeopleSoft Receivables to record business transactions with your customers. Customers pay money for licenses, fees, goods, or services from your organization. All of this information is used to update both the Receivables subsidiary ledger and General Ledger to track income, increase recognized revenue, and update customer information.</p> <p>Pending items are posted in groups to the Receivables subsidiary ledger when the Receivable Update process runs. Once a pending item has been posted by the Receivable Update process, it is called an item. This process accomplishes several things: the items are edited, budget checked if necessary, and checked for errors; if valid, they are posted to the Open Item Table; customer balances are updated; and accounting entries are generated for posting into the General Ledger. The creation of an item usually increases an organization's recognized revenue.</p>
<p><b>Expected Results:</b></p>	<p>The Enter Receivables window displays.</p>

## Exercise 1 (continued)

<p><b>Step 1 (cont)</b></p>	<p>Continue Discussion of A/R Concepts</p> <p>PeopleSoft creates accounting entries by using templates associated with the entry types, reason codes and the distribution codes entered on the Pending Items 1 panel of the Online Pending Item Entry panel group. When these templates are set up, you do not have to manually enter the accounting entries or the balancing lines for each item. A thorough understanding of the codes used to call in the templates is critical for the accounts receivable operation. A good knowledge of the accounting entries common to accounts receivable transactions is required. These codes determine the debits and credits made to current and prior year revenue and receivable activity. It can be said that entry types and entry reasons control what type of accounting entries are created from the pending items, as well as how the pending items are identified.</p> <p>If a pending item is found to be in error by the Receivable Update process, it is not posted. You can use the Process Monitor or the message log to view any errors that occurred during the Receivable Update process. After correction, the pending item can be processed again by the Receivable Update process.</p>
<p><b>Expected Results:</b></p>	<p>Individual understanding of AR Concepts.</p>

<p><b>Step 2</b></p>	<p>Study the following data flow chart for an understanding of the “big picture” in Entering Receivables.</p>
<p><b>Expected Results:</b></p>	<p>Individual understanding of AR flow.</p>

### Exercise 1 (continued)



Exercise completed.

## Exercise 2 - Enter online pending items and set the group to post

**Scenario:** You are responsible for entering receivables for cabin rentals. Joe Smith has reserved a cabin for 5 days for \$500. James Shaw has reserved a cabin for 3 days for \$300. Jane Brown has reserved a cabin for the weekend for \$150. You will enter a pending item group consisting of three items.

<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Enter Receivables</b>
<b>Expected Results:</b>	The Enter Receivables window displays.

<b>Step 2</b>	Select: Use → Online Pending Item Entry → <b>Group Control</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	Enter or select the following:  Group Unit:           46200 Group ID:             NEXT  <b>Click:                 OK</b>
<b>Expected Results:</b>	The Group Control panel displays.

**Exercise 2 (continued)**

<b>Step 4</b>	<p>Enter or select the following:</p> <p>Acctg Date: Today's Date  Group Type: B (Billing) – <b>Default Value</b>  Origin ID: MAN (Manual) – <b>Default Value</b>  Control Currency: USD – <b>Default Value</b>  Control Amount: \$950  Control Count: 3  Received: Today's Date  Entered: Today's Date</p>
<b>Expected Results:</b>	Correct data entry

<b>Step 5</b>	<p><b>To enter the first receivable item:</b></p> <p>Click:  to proceed to the Pending Item 1 panel.</p> <p>Enter or select the following:</p> <p>Acctg Date: Today's Date  As of Date: Today's Date  Item ID: 1XX  <b>(Replace XX with the number assigned to you by your instructor)</b>  Line Number: 1  Customer: SMITH_JOE  Amount: \$500  Entry Type: IN  Reason: 41017  AR Dist: ARMISCXX (XX = Budget Year)</p>
<b>Expected Results:</b>	Correct data entry

### Exercise 2 (continued)

<p><b>Step 6</b></p>	<p><b>To enter the second receivable item (for a different customer):</b></p> <p><b>Click:</b>  on the tool bar to insert a row.</p> <p>Enter or select the following:</p> <p>Item ID:                    2XX  <b>(Replace XX with the number assigned to you by your instructor)</b></p> <p>Line Number:            1</p> <p>Customer:                SHAW_JAMES</p> <p>Amount:                 \$300</p> <p>Entry Type:             IN</p> <p>Reason:                 41017</p> <p>AR Dist:                 ARMISCXX (XX = Budget Year)</p>
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

<p><b>Step 7</b></p>	<p><b>To enter the third receivable item (for another customer):</b></p> <p><b>Click:</b>  on the tool bar to insert a row.</p> <p>Enter or select the following:</p> <p>Item ID:                    3XX  <b>(Replace XX with the number assigned to you by your instructor)</b></p> <p>Line Number:            1</p> <p>Customer:                BROWN_JANE</p> <p>Amount:                 \$150</p> <p>Entry Type:             IN</p> <p>Reason:                 41017</p> <p>AR Dist:                 ARMISCXX (XX = Budget Year)</p>
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

**Exercise 2 (continued)**

<b>Step 8</b>	<p><b>Click:</b>  to proceed to the Group Action panel.</p> <p><b>Click:</b> </p>
<b>Expected Results:</b>	<p>The pending items balance.</p> <p>If the items do not balance, make corrections and perform this step again before moving on to the next step. If you cannot balance the entries, ask the Instructor for assistance.</p>

<b>Step 9</b>	<p>The Group ID is assigned after the panel group has been saved. If a Group is in balance, the system will automatically save the panel group.</p> <p>Record the Group ID below. This information will be used in Exercise 5. Group ID: _____</p>
<b>Expected Results:</b>	<p>The group ID is recorded.</p>

<b>Step 10</b>	<p><b>Click:</b> </p>
<b>Expected Results:</b>	<p>The group of items is set to post later and all fields in the panel are grayed out.</p>

## Exercise 2 (continued)

<b>Check Results</b>	
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<b>Step 11</b>	<p>Compare your Group Control panel to the panel shown below.</p>
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

## Exercise 2 (continued)

### Step 12

Compare your Pending Item 1 Sequence 1 panel to the panel shown below.

### Expected Results:

If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

## Exercise 2 (continued)

### Step 13

Compare your Pending Item 1 Sequence 2 panel to the panel shown below.

### Expected Results:

If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

## Exercise 2 (continued)

### Step 14

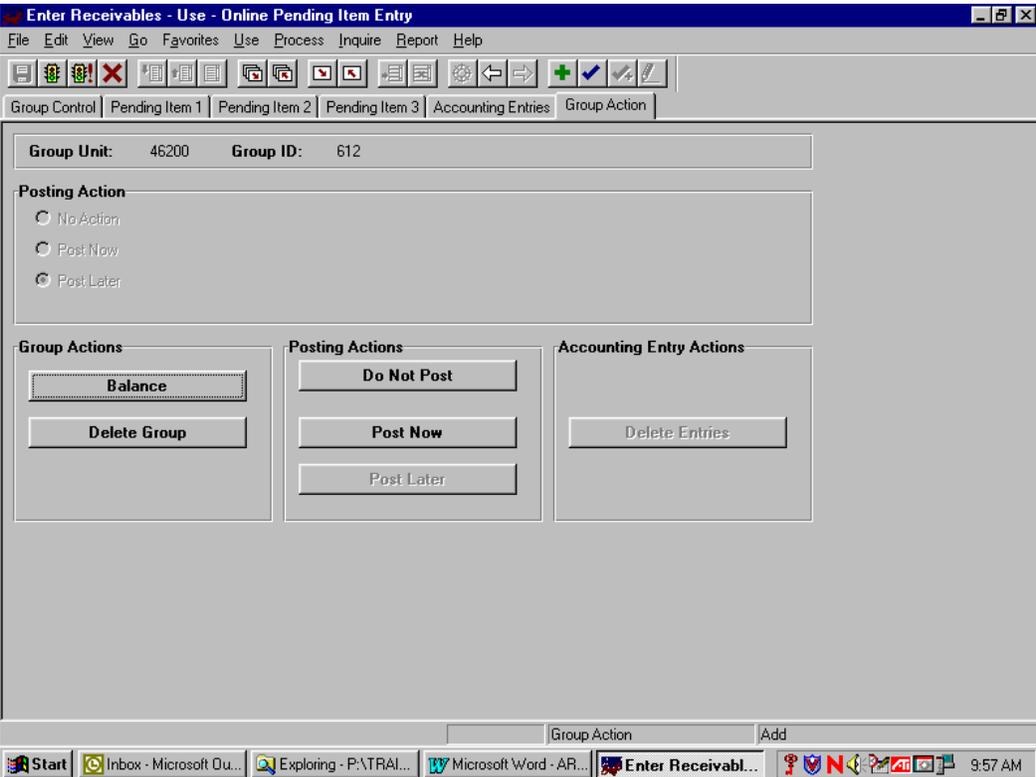
Compare your Pending Item 1 Sequence 3 panel to the panel shown below.

The screenshot shows the 'Enter Receivables - Use - Online Pending Item Entry' window. The window title is 'Enter Receivables - Use - Online Pending Item Entry'. The menu bar includes File, Edit, View, Go, Favorites, Use, Process, Inquire, Report, and Help. The toolbar contains various icons for file operations and data entry. The main window has tabs for 'Group Control', 'Pending Item 1', 'Pending Item 2', 'Pending Item 3', 'Accounting Entries', and 'Group Action'. The 'Pending Item 1' tab is active. The form displays the following data: Group Unit: 46200, Group ID: 612. Acctg Date: 01/04/2002, As Of Date: 01/04/2002, Sequence: 4. Item ID: 300, 1. Customer: 46200, BROWN\_JANE, GWINNETT, BUFORD, BROWN\_JANE. Amount: 150.00 USD, Entry Type: IN, Reason: 41017. AR Dist: ARMISCO. Exch Rate: 1.00000000. Terms: NET30. Due Date, Due Days, Disc Amt, Disc Date, Disc Days, Disc Amt 1, Disc Date 1, Always Allow Discount. PO Ref, BOL, Order No, Document, Contract.

### Expected Results:

If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

## Exercise 2 (continued)

<p><b>Step 15</b></p>	<p>Compare your Group Action panel to the panel shown below.</p> 
<p><b>Expected Results:</b></p>	<p>The panel matches. Congratulations! If these elements do not match, review the steps and consult your Instructor.</p>

Exercise completed.

### Exercise 3 - Enter online pending items and set the group to post

**Scenario:** You are responsible for entering the receivables for hazardous waste fines. Vulcan Materials will be billed \$38,000 for water pollution and \$72,000 for air pollution. American Aggregate will be fined \$74,000 for air pollution. You will enter a pending item group consisting of three items.

<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Enter Receivables</b>
<b>Expected Results:</b>	The Enter Receivables window displays.

<b>Step 2</b>	Select: Use → Online Pending Item Entry → <b>Group Control</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	Enter or select the following:  Group Unit:       46200 Group ID:         NEXT  <b>Click:</b> <b>OK</b>
<b>Expected Results:</b>	The Group Control panel displays.

### Exercise 3 (continued)

<b>Step 4</b>	<p>Enter or select the following:</p> <p>Acctg Date: Today's Date          Group Type: B (Billing) – <b>Default Value</b>          Origin ID: MAN (Manual) – <b>Default Value</b>          Control Currency: USD – <b>Default Value</b>          Control Amount: \$184,000          Control Count: 3          Received: Today's Date          Entered: Today's Date</p>
<b>Expected Results:</b>	Correct data entry

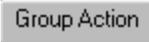
<b>Step 5</b>	<p><b>To enter the first pending receivable item for Vulcan Materials (Water Pollution):</b></p> <p><b>Click:</b>  to proceed to the Pending Item 1 panel.</p> <p>Enter or select the following:</p> <p>Item ID: 4XX  <b>(Replace XX with the number assigned to you by your instructor)</b>          Line Number: 1          Customer: VULCAN_MATERIAL          Amount: \$38,000          Entry Type: IN          Reason: 31001          AR Dist: AR79991XX (XX = <b>Budget Year</b>)</p>
<b>Expected Results:</b>	Correct data entry

**Exercise 3 (continued)**

<b>Step 6</b>	<p><b>To enter the second pending receivable item for Vulcan Materials (Air Pollution):</b></p> <p><b>Click:</b>  next to the Line number to insert a row for a second line item.</p> <p>Enter or select the following:</p> <p>Line Number:           2  Amount:                 \$72,000  Entry Type:            IN  Reason:                 31001  AR Dist:                AR79995XX (<b>XX = Budget Year</b>)</p>
<b>Expected Results:</b>	Correct data entry

<b>Step 7</b>	<p><b>To enter a pending receivable for the next customer – American Aggreerate (Air Pollution):</b></p> <p><b>Click:</b>  on the tool bar to insert a row for another customer.</p> <p>Enter or select the following:</p> <p>Item ID:                 5XX  <b>(Replace XX with the number assigned to you by your instructor)</b>  Line Number:            1  Customer:                AMERICAN_AGGRE  Amount:                 \$74,000  Entry Type:            IN  Reason:                 31001  AR Dist:                AR79995XX (<b>XX = Budget Year</b>)</p>
<b>Expected Results:</b>	Correct data entry

### Exercise 3 (continued)

<b>Step 8</b>	<p><b>Click:</b>  to proceed to the Group Action panel.</p> <p><b>Click:</b> </p>
<b>Expected Results:</b>	<p>The pending items balance.</p> <p>If the items do not balance, make corrections and perform this step again before moving on to the next step. If you cannot balance the entries, ask the Instructor for assistance.</p>

<b>Step 9</b>	<p>Record the Group ID below. The Group ID is assigned after the panel group has been saved. This information will be used in Exercise 6.</p> <p>Group ID: _____</p>
<b>Expected Results:</b>	<p>The group ID is recorded.</p>

<b>Step 10</b>	<p><b>Click:</b> </p>
<b>Expected Results:</b>	<p>The group of items is set to post later and all fields in the panel are grayed out.</p>

### Exercise 3 (continued)

<b>Check Results</b>	
----------------------	--

<b>Step 11</b>	<p>Compare your Group Control panel to the panel shown below.</p>
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

### Exercise 3 (continued)

#### Step 12

Compare your Pending Item 1 Sequence 1 panel to the panel shown below.

#### Expected Results:

If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

### Exercise 3 (continued)

#### Step 13

Compare your Pending Item 1 Sequence 2 panel to the panel shown below.

#### Expected Results:

If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

### Exercise 3 (continued)

#### Step 14

Compare your Pending Item 1 Sequence 3 panel to the panel shown below.

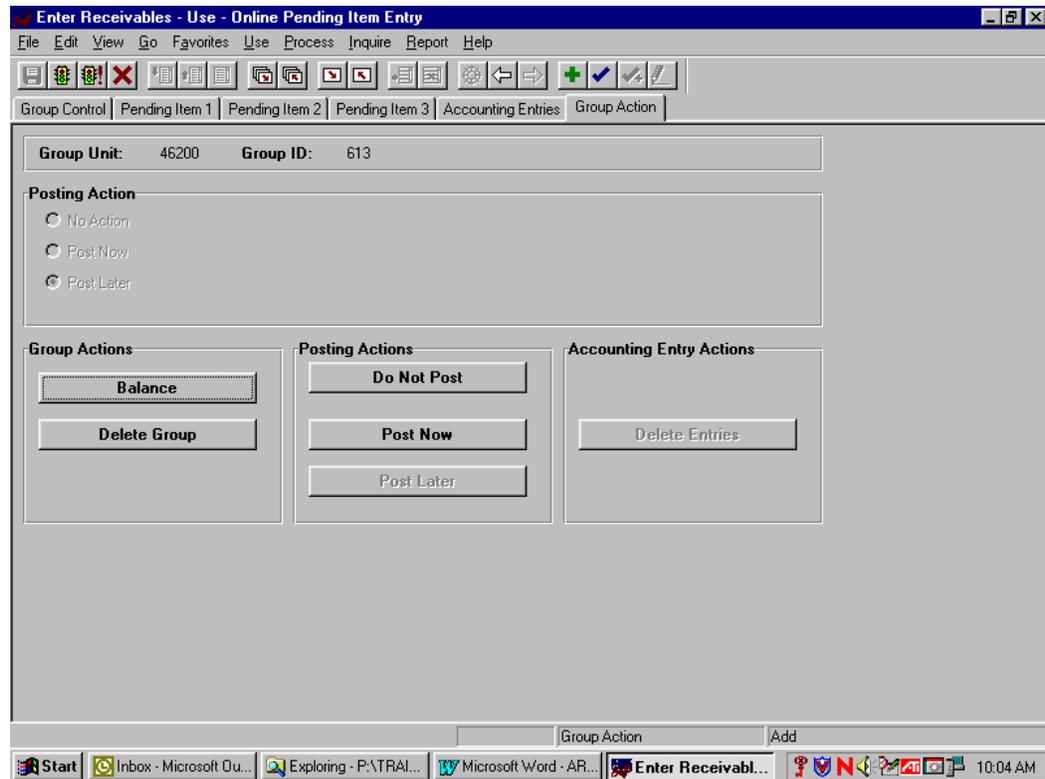
#### Expected Results:

If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

## Exercise 3 (continued)

### Step 15

Compare your Group Action panel to the panel shown below.



### Expected Results:

The panel matches. Congratulations!  
If these elements do not match, review the steps and consult the Instructor.

Exercise completed.

## Exercise 4 – Enter online pending items and set the group to post

**Scenario:** You are responsible for entering credits and debits for customers who cancelled/added days to their cabin rental. You will enter credits for customers who cancelled days and debits for customers who added days.

<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Enter Receivables</b>
<b>Expected Results:</b>	The Enter Receivables window displays.

<b>Step 2</b>	Select: Use → Online Pending Item Entry → <b>Group Control</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	Enter or select the following:  Group Unit:       46200 Group ID:         NEXT  <b>Click:</b> <b>OK</b>
<b>Expected Results:</b>	The Group Control panel displays.

**Exercise 4 (continued)**

<b>Step 4</b>	<p>Enter or select the following:</p> <p>Acctg Date: Today's Date  Group Type: B (Billing) – <b>Default Value</b>  Origin ID: MAN (Manual) – <b>Default Value</b>  Control Currency: USD – <b>Default Value</b>  Control Amount: \$400  Control Count: 3  Received: Today's Date  Entered: Today's Date</p>
<b>Expected Results:</b>	Correct data entry

<b>Step 5</b>	<p><b>To enter a credit memo where the customer cancelled days of their rental:</b></p> <p><b>Click:</b>  to proceed to the Pending Item 1 panel.</p> <p>Enter or select the following:</p> <p>Item ID: 2XX  <b>(Replace XX with the number assigned to you by your instructor)</b>  Line Number: 1  Customer: SHAW_JAMES  Amount: \$-100  Entry Type: CR  Reason: 41017  AR Dist: ARMISCXX <b>(XX = Budget Year)</b></p>
<b>Expected Results:</b>	Correct data entry

**Exercise 4 (continued)**

<p><b>Step 6</b></p>	<p><b>To enter a Debit memo where the customer added days to their rental:</b></p> <p><b>Click:</b>  on the tool bar to insert a row for a new customer.</p> <p>Enter or select the following:</p> <p>Item ID: 1XX  <b>(Replace XX with the number assigned to you by your instructor)</b></p> <p>Line Number: 1</p> <p>Customer: SMITH_JOE</p> <p>Amount: \$400</p> <p>Entry Type: DR</p> <p>Reason: 41017</p> <p>AR Dist: ARMISCXX (XX = Budget Year)</p>
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

<p><b>Step 7</b></p>	<p><b>To enter a Debit memo where the customer added days to their rental:</b></p> <p><b>Click:</b>  on the tool bar to insert a row for another customer.</p> <p>Enter or select the following:</p> <p>Item ID: 3XX  <b>(Replace XX with the number assigned to you by your instructor)</b></p> <p>Line Number: 1</p> <p>Customer: BROWN_JANE</p> <p>Amount: \$100</p> <p>Entry Type: DR</p> <p>Reason: 41017</p> <p>AR Dist: ARMISCXX (XX = Budget Year)</p>
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

**Exercise 4 (continued)**

<b>Step 8</b>	<p><b>Click:</b>  to proceed to the Group Action panel.</p> <p><b>Click:</b> </p>
<b>Expected Results:</b>	<p>The pending items balance.</p> <p>If the items do not balance, make corrections and perform this step again before moving on to the next step. If you cannot balance the entries, ask the Instructor for assistance.</p>

<b>Step 9</b>	<p>Record the Group ID below. The Group ID is assigned after the panel group has been saved.</p> <p>Group ID: _____</p>
<b>Expected Results:</b>	<p>The group ID is recorded.</p>

<b>Step 10</b>	<p><b>Click:</b> </p>
<b>Expected Results:</b>	<p>The group of items is set to post later and all fields in the panel are grayed out.</p>

### Exercise 4 (continued)

<b>Check Results</b>	
----------------------	--

<b>Step 11</b>	<p>Compare your Group Control panel to the panel shown below.</p>
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

### Exercise 4 (continued)

**Step 12**

Compare your Pending Item 1 Sequence 1 panel to the panel shown below.

**Expected Results:**

If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

### Exercise 4 (continued)

#### Step 13

Compare your Pending Item 1 Sequence 2 panel to the panel shown below.

#### Expected Results:

If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

## Exercise 4 (continued)

### Step 14

Compare your Pending Item 1 Sequence 3 panel to the panel shown below.

The screenshot displays the 'Enter Receivables - Use - Online Pending Item Entry' window. The interface includes a menu bar (File, Edit, View, Go, Favorites, Use, Process, Inquire, Report, Help) and a toolbar with various icons. The main data entry area contains the following fields:

- Group Unit: 46200, Group ID: 614
- Acctg Date: 01/04/2002, As Of Date: 01/04/2002, Sequence: 3
- Item ID: 300, Sequence: 1
- Customer: 46200, BROWN\_JANE, GWINNETT, BUFORD, BROWN\_JANE
- Amount: 100.00 USD, Entry Type: DR, Reason: 41017, AR Dist: ARMISCO
- Rate Type: [dropdown], Exch Rate: 1.00000000,  Posted
- Terms: NET30, Due Date: [field], Due Days: [field]
- Disc Amt: [field], Disc Date: [field], Disc Days: [field]
- Disc Amt 1: [field], Disc Date 1: [field],  Always Allow Discount
- PO Ref: [field], BOL: [field], Order No: [field]
- Document: [field], Contract: [field]

The bottom status bar shows 'Pending Item 1' and 'Add'.

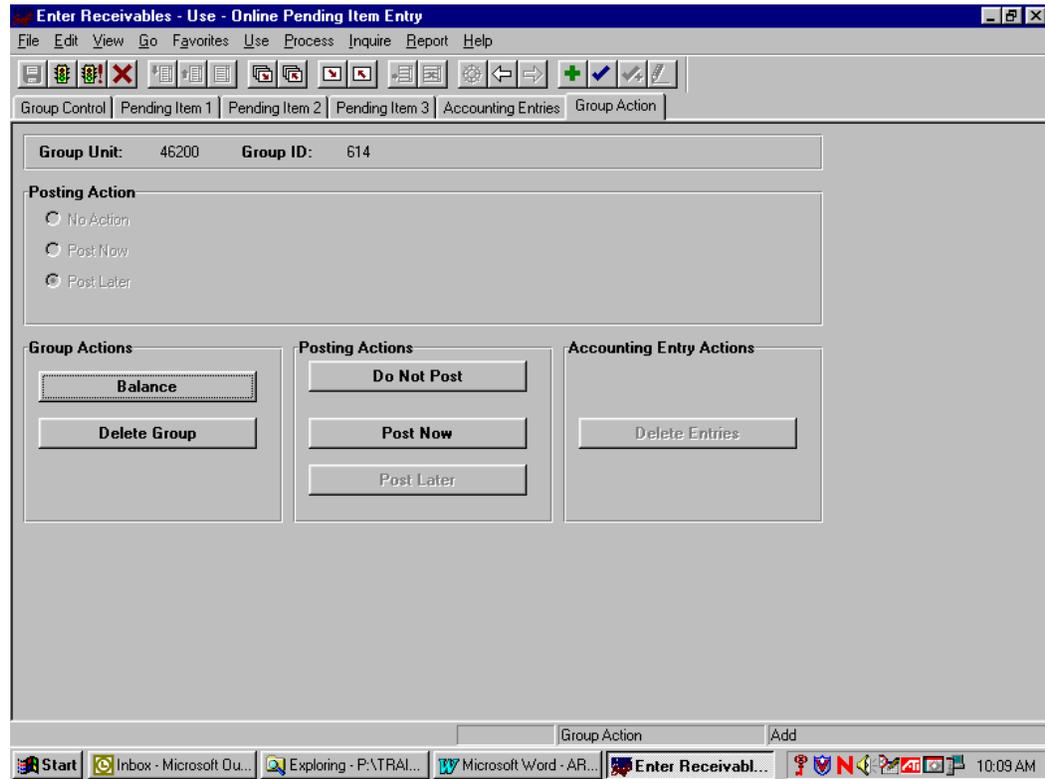
### Expected Results:

If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

### Exercise 4 (continued)

**Step 15**

Compare your Group Action panel to the panel shown below.



**Expected Results:**

The panel matches. Congratulations. If these elements do not match, review the steps and consult your Instructor.

Exercise completed.

## Exercise 5 - Enter online pending items and set the group to post

**Scenario:** You are responsible for entering receivables for the State Appropriation. Enter a pending item group consisting of one item.

**Note:** Original Invoice for this customer was entered previously.

<b>Step 1</b>	<p>Use the following information to set up this pending item for the State Appropriation:</p> <p>SETID = 46200  Group ID = NEXT  Control Amount = \$500,000 Control Count = 1  Item ID = STATEXX Line # 1  (Replace XX with the number assigned to you by your instructor)  Customer ID = 401 (State Treasury)  Entry Type = Dr (debit)  Reason code = 01001  Distribution Code = ARGOVEMXX (XX = Budget Year)</p>
<b>Expected Results:</b>	Individual understanding of entering a pending Accounts Receivable item.

Exercise completed.

## Exercise 6 - View previously entered item groups

**Scenario:** The receivables update process was run for items entered in Exercises 2, 3, 4 and 5. You will now view the items that were entered in Exercise 2.

<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Enter Receivables</b>
<b>Expected Results:</b>	The Enter Receivables window displays.

<b>Step 2</b>	Select: Inquire → All Items → <b>Group Control</b>
<b>Expected Results:</b>	The Group Control panel displays.

<b>Step 3</b>	<p>Enter or select the following:</p> <p>Group Unit:       46200</p> <p>Group ID:         [Group ID recorded in Exercise 2)</p> <p><b>Click:</b>.....</p>
<b>Expected Results:</b>	The Group Control panel displays.

### Exercise 6 (continued)

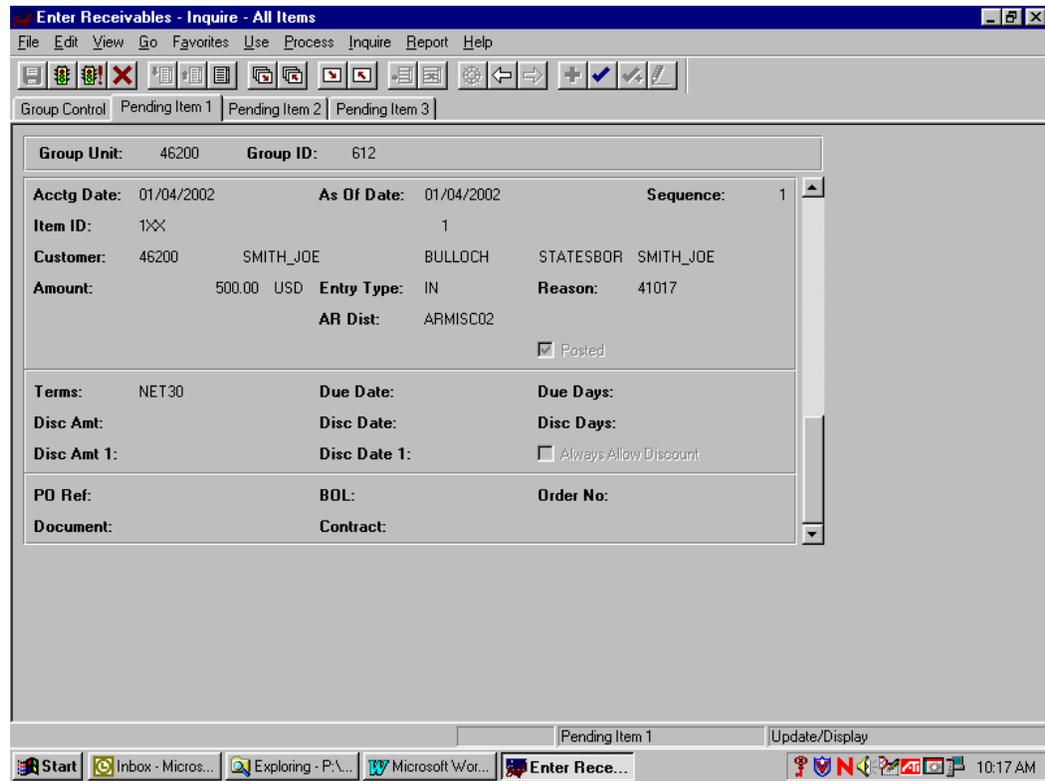
<p><b>Step 4</b></p>	<p>Compare your Group Control panel to the panel shown below.</p>
<p><b>Expected Results:</b></p>	<p>If the panel matches, continue to the next step. If these elements do not match, review the steps and consult your Instructor. <b>Note that the Posting Status is “Complete”.</b></p>

<p><b>Step 5</b></p>	<p><b>Click:</b> <span style="border: 1px solid black; padding: 2px;">Pending Item 1</span> to proceed to the Pending Item 1 panel.</p> <p>View and verify the information on the panel.</p>
<p><b>Expected Results:</b></p>	<p>The Pending Item 1 panel displays.</p>

## Exercise 6 (continued)

### Step 6

Compare your Pending Item 1 Sequence 1 panel to the panel shown below.



### Expected Results:

If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

## Exercise 6 (continued)

### Step 7

Compare your Pending Item 1 Sequence 2 panel to the panel shown below.

The screenshot shows a software window titled "Enter Receivables - Inquire - All Items". The window has a menu bar with "File", "Edit", "View", "Go", "Favorites", "Use", "Process", "Inquire", "Report", and "Help". Below the menu bar is a toolbar with various icons. The main area of the window displays the following information:

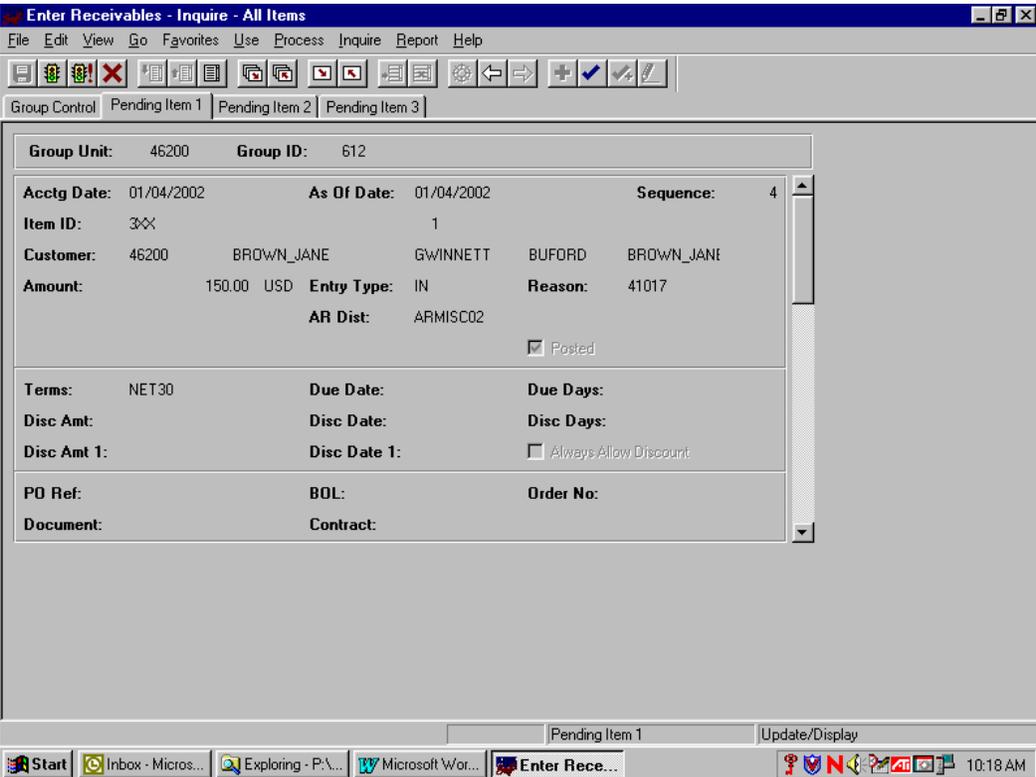
Group Unit:	46200	Group ID:	612
Acctg Date:	01/04/2002	As Of Date:	01/04/2002
Item ID:	ZXX	Sequence:	3
Customer:	46200 SHAW_JAMES	FULTON	ATLANTA SHAW_JAMES
Amount:	300.00 USD	Entry Type:	IN
		Reason:	41017
		AR Dist:	ARMISC02
			<input checked="" type="checkbox"/> Posted
Terms:	NET30	Due Date:	
Disc Amt:		Disc Date:	
Disc Amt 1:		Disc Date 1:	
			<input type="checkbox"/> Always Allow Discount
PO Ref:		BOL:	
Document:		Order No:	
		Contract:	

At the bottom of the window, there is a taskbar showing the Start button and several open applications: "Inbox - Micros...", "Exploring - P:\...", "Microsoft Wor...", and "Enter Rece...". The system tray on the right shows the time as 10:18 AM.

### Expected Results:

If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

## Exercise 6 (continued)

<p><b>Step 8</b></p>	<p>Compare your Pending Item 1 Sequence 3 panel to the panel shown below.</p> 
<p><b>Expected Results:</b></p>	<p>The panel matches. Congratulations! If these elements do not match, review the steps and consult your Instructor.</p>

Exercise completed.

## Exercise 7 - Unpost an item group

**Scenario:** You entered an item into the system twice. Your goal is to unpost the item. The unposting process will create journal entries exactly opposite of the original transaction for all items in the group. We will assume that the group entered in Exercise 2 contained the duplicate item.

<b>Step 1</b>	Select: Go → Manage Sales Activities → Enter Receivables → Use → Online Group Unpost → <b>Group Control</b>
<b>Expected Results:</b>	A dialog box displays.

<b>Step 2</b>	Enter or select the following:  Group Unit:                   46200 Group ID:                     [Group ID recorded in Exercise 2, see page 3-9, step 9]  <b>Click:</b> .....
<b>Expected Results:</b>	The Group Control panel displays.

<b>Step 3</b>	<b>Click:</b>  to proceed to the Unpost Action panel.  <b>Click:</b> 
<b>Expected Results:</b>	The group is set to unpost later.

### Exercise 7 (continued)

<b>Check Results</b>	
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<b>Step 4</b>	<p>Compare your Group Action panel to the panel shown below.</p> <p>Note: The instructor will run receivables update process to unpost these items.</p>
<b>Expected Results:</b>	<p>The panel matches. Congratulations!                  If these elements do not match, review the steps and consult your Instructor.</p>

Exercise completed.

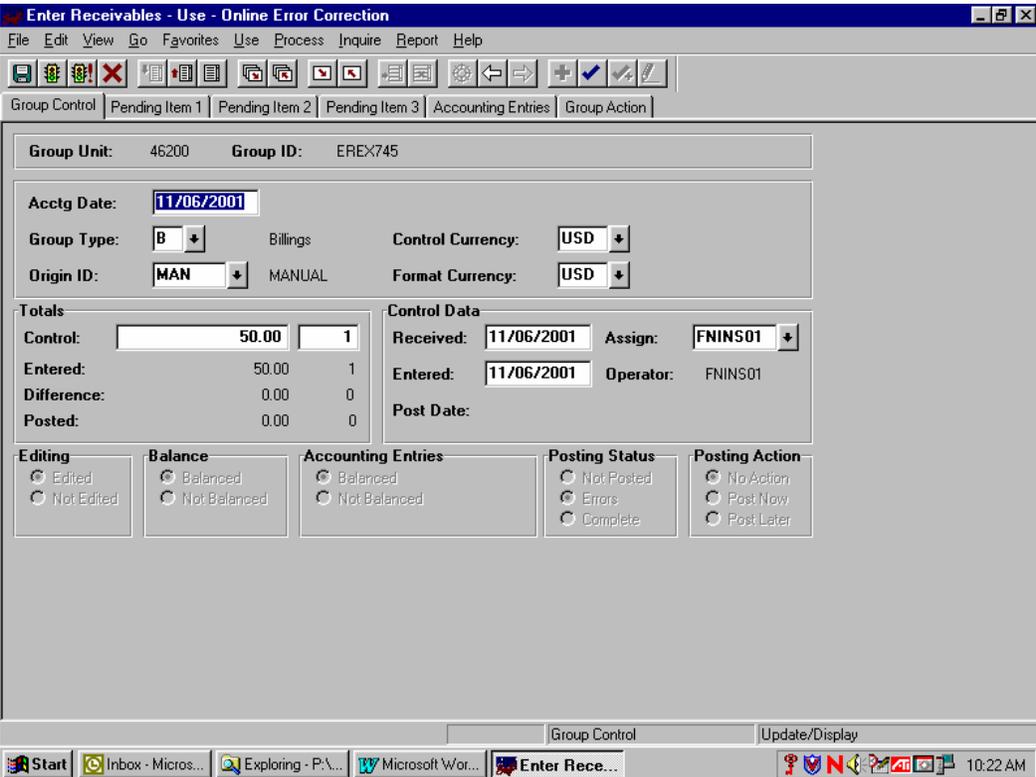
## Exercise 8 - Correct pending item group errors

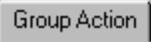
**Scenario:** Group EREX7XX (**Replace XX with the number assigned to you by your instructor**) did not post. You will need to determine the reason for the error and correct it. Once the error is corrected, set the group to *post later*.

<b>Step 1</b>	Select: Go → Manage Sales Activities → Enter Receivables → Use → Online Error Correction → <b>Group Control</b>
<b>Expected Results:</b>	A dialog box displays.

<b>Step 2</b>	<p>Enter or select the following:</p> <p>Group Unit:           46200  Group ID:               EREX7XX  <b>(Replace XX with the number assigned to you by your instructor)</b></p> <p><b>Click:                   OK</b></p>
<b>Expected Results:</b>	The Online Error Correction panel displays.

### Exercise 8 (continued)

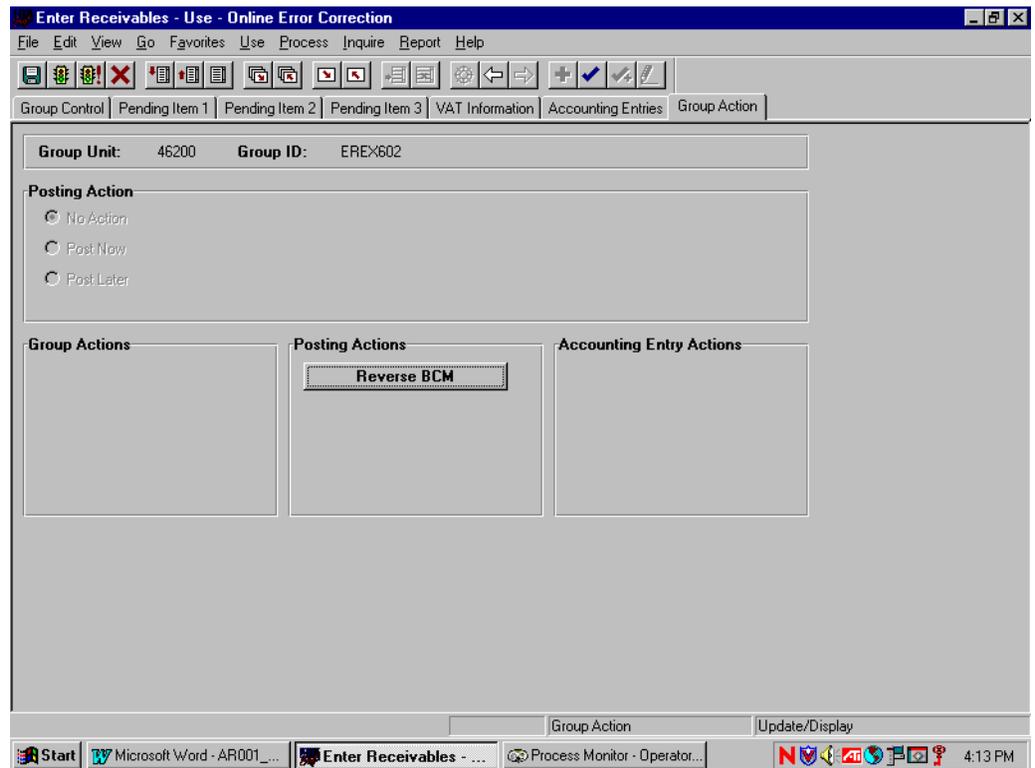
<p><b>Step 3</b></p>	<p>Note that the Errors radio button is on the Posting Status group box.</p> 
<p><b>Expected Results:</b></p>	<p>The Posting Status displays with the Error radio button selected.</p>

<p><b>Step 4</b></p>	<p><b>Click:</b>  to proceed to the Group Action panel.</p> <p><b>Click:</b> <b>Reverse BCM</b> button</p>
<p><b>Expected Results:</b></p>	<p>The Group Action panel displays.</p>

## Exercise 8 (continued)

### Step 5

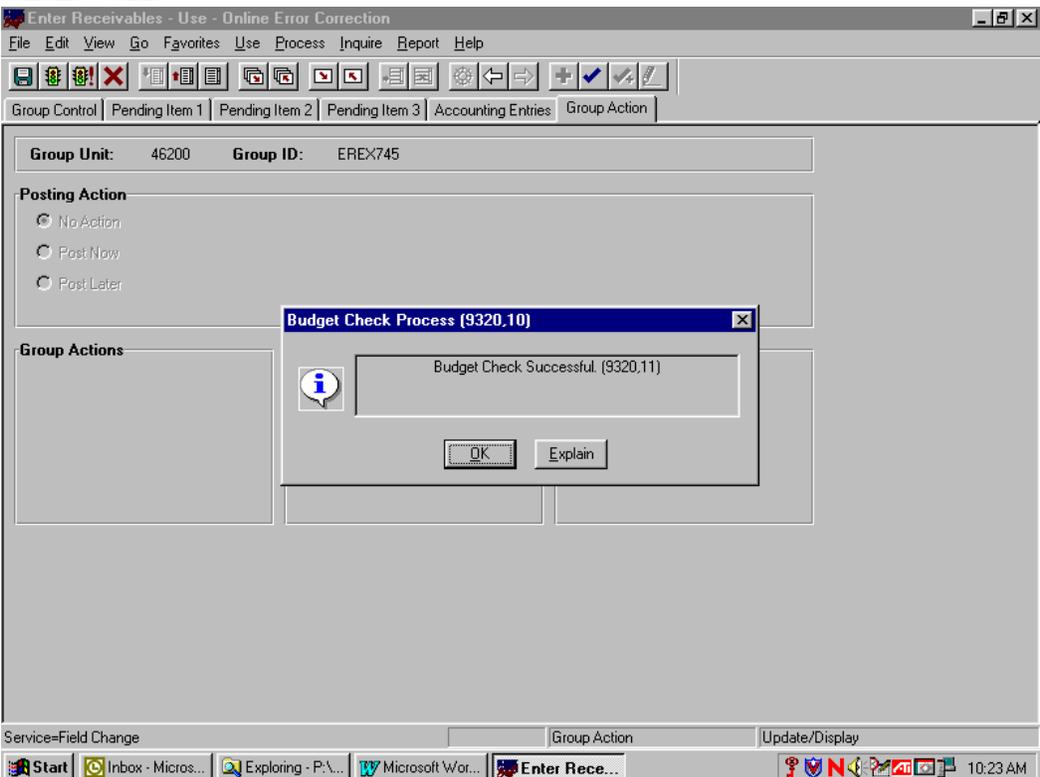
Compare your Group Action panel to the panel shown below.



### Expected Results:

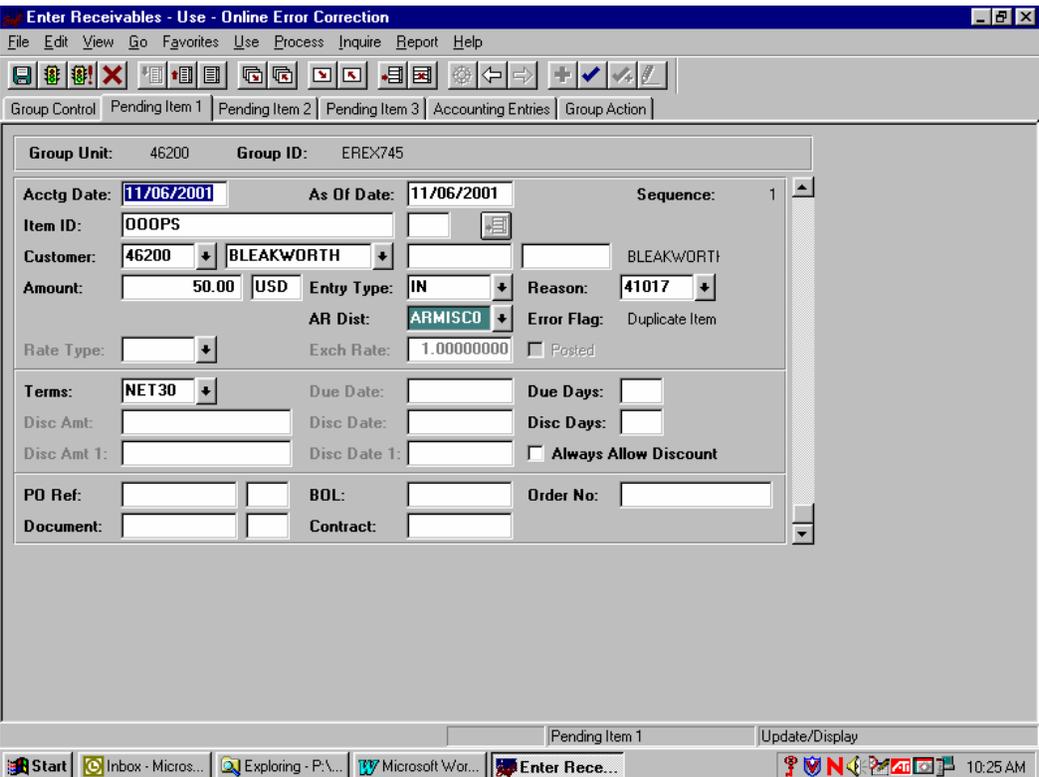
The group of items will be ready for correction.

## Exercise 8 (continued)

<p><b>Step 6</b></p>	<p>You will receive a message that says <b>Budget Check Successful</b>  <b>Click: "OK"</b></p> 
<p><b>Expected Results:</b></p>	<p>The Group Control panel displays.  <b>Note: This budget reversal action creates entries exactly opposite of the original entry that was made.</b></p>

### Exercise 8 (continued)

<b>Step 7</b>	<b>Click:</b>  to proceed to the Pending Item 1 panel.
<b>Expected Results:</b>	The Pending Item 1 panel displays.

<b>Step 8</b>	<p>Compare your Pending Item 1 panel to the panel shown below.</p> <p>Note the Error Flag and Message.</p> 
<b>Expected Results:</b>	The Error Flag displays an error related to a duplicate item.

## Exercise 8 (continued)

<b>Step 9</b>	Enter the following:  Item ID: OOOPSXX <b>(Replace XX with the number assigned to you by your instructor)</b>
<b>Expected Results:</b>	A unique Item ID is assigned.

<b>Step 10</b>	<b>Click:</b>  to proceed to the Group Action panel.  <b>Click:</b> 
<b>Expected Results:</b>	The group of items is set to post later and all fields in the panel are grayed out.

### Exercise 8 (continued)

<b>Check Results</b>	
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<b>Step 11</b>	<p>Compare your Pending Item 1 Sequence 1 panel to the panel shown below.</p>
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

## Exercise 8 (continued)

<p><b>Step 12</b></p>	<p>Compare your Group Action panel to the panel shown below.</p>
<p><b>Expected Results:</b></p>	<p>The panel matches. Congratulations! If these elements do not match, review the steps and consult the Instructor.</p>

Exercise completed.

## D. Summary and Review

Activity	Materials	
 LECTURE	 GUIDE	 REVIEW

### Objectives Review:

1. Enter pending items
2. Post, unpost and delete pending item groups
3. Understand the receivables update process
4. View receivables information

### Discuss the following questions:

1. What is the purpose of Group controls?
2. What is a pending item group?
3. When will the pending items actually change customer account balances?
4. What does the Unpost process actually do?
5. How do you “stop” a group of items from posting during overnight processing?
6. What is the difference between “Do Not Post” and “Unpost”?
7. What is a Reason code? Distribution code?
8. Which one is the Credit side of the AR accounting entry?
9. Can “Item ID” be used more than once?
10. What entry type may be used with a negative amount?
11. What menu option is used to correct errors in pending groups?
12. Do pending items process through the Budget Checking Module?
13. When can you use the “Unpost” process?
14. When is it appropriate to use the same “Item ID”?
15. What are the three entry types?
16. Which entry type is used with an original pending item entry?

## Entering Receivables



Congratulations! You have just completed the Entering Receivables section. This section contained the tools needed to learn all the concepts and procedures involved in Entering Receivables.

### **Participant Objectives**

You should be able to

1. Enter pending items
2. Post, unpost and delete pending item groups
3. Understand the receivables update process
4. View receivables information



# Phoenix End-User Training

## *SECTION 4:*

## *ENTERING AND APPLYING PAYMENTS*

PARTICIPANT GUIDE

PEOPLESOFT FINANCIALS FOR PUBLIC SECTOR 7  
PEOPLESOFT RECEIVABLES  
MARCH 2003



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## A. Introduction

# Entering and Applying Payments



Welcome to the Entering and Applying Payments section! This section contains the tools needed to learn all the concepts and procedures involved in Entering and Applying Payments.

### Goal

The goal of this topic is for the participants to acquire the skills and knowledge necessary to perform processes associated with entering and applying payments. Participants should also have the skills and knowledge to inquire into the payment files and view the current status of payments.

### Participant Objectives

At the end of this module you will be able to

1. Enter and apply regular deposit
2. Enter and apply a partial payment to an item
3. Enter and apply express deposits
4. Enter directly journaled payments
5. Enter and apply multiple payments to an item
6. Unpost a payment

## B. Business Processes

Activity	Materials
 LECTURE	 GUIDE

There are nine business processes associated with applying payments. They can be viewed online at [www3.state.ga.us/departments/doas/phoenix/](http://www3.state.ga.us/departments/doas/phoenix/).

- ◆ AR-003, Budget Checking
- ◆ AR-004, Applying Payments
- ◆ AR-005, Receivable Update
- ◆ AR-010, Journal Generation
- ◆ AR-011, Bank Reconciliation
- ◆ AR-013, Speed Types
- ◆ AR-015, NSF Checks
- ◆ AR-016, Reason Codes
- ◆ AR-017, Grant Encumbrances

## C. Exercises

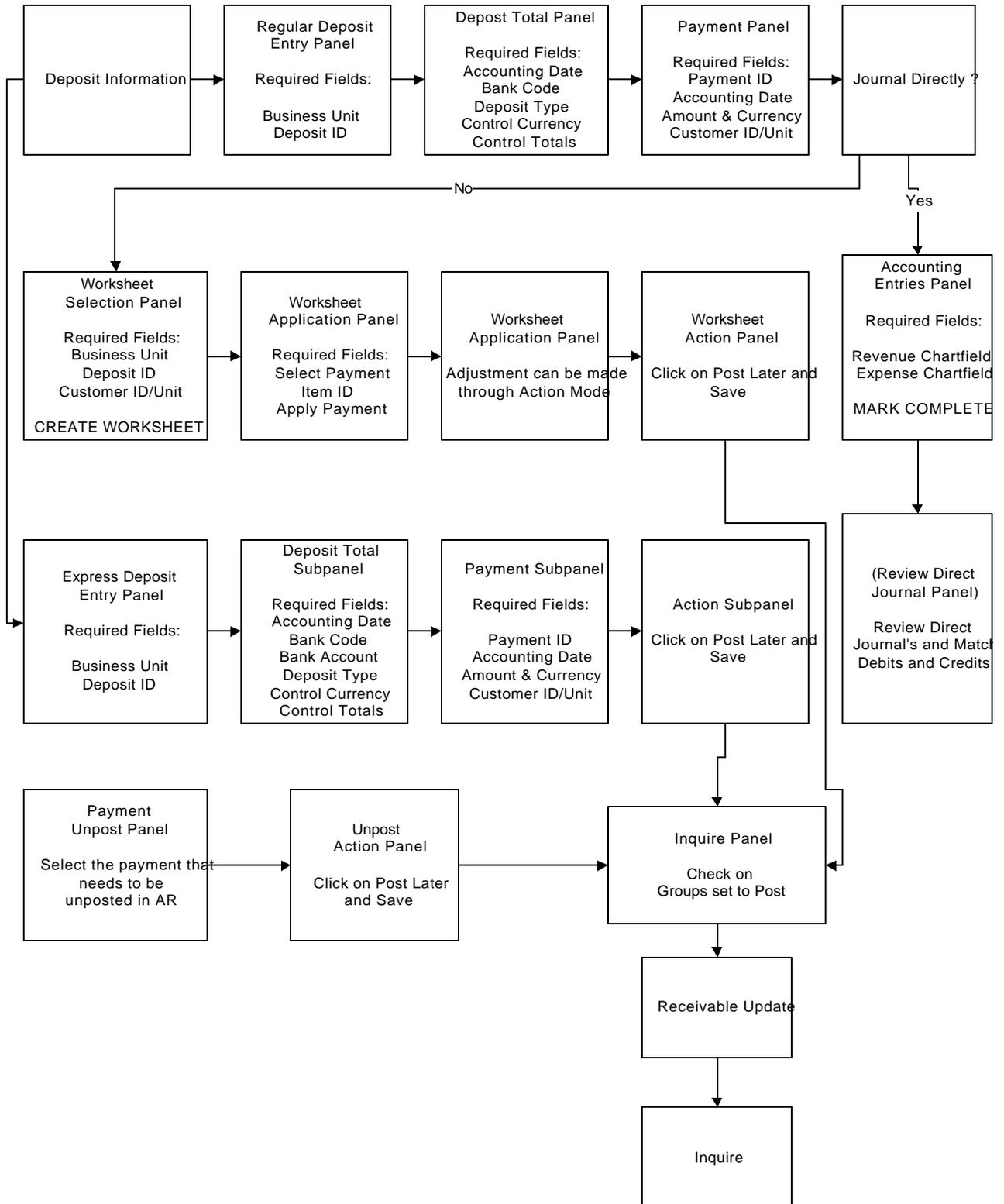
### *Exercise 1 - Discuss A/R Payment Concepts and Flowchart*

**Scenario:** Discuss Accounts Receivable Payment Concepts and Flowchart.

<p><b>Step 1</b></p>	<p>Read and discuss the following brief introductions for the main underlying concepts:</p> <p>Customers make payments to your agency as compensation for services or products they have received from your agency. Your agency may receive payments directly from a customer and then forward them to the bank, or a customer may send its payments directly to the bank on your behalf. A deposit is a collection of one or more payments. Deposits are entered into the system on a regular basis, usually daily. PeopleSoft Receivables deposits are recorded through three different methods: regular deposit, express deposit, or direct journals. Your organization may use one, all, or some combination of these methods.</p> <p>The Regular Deposit Entry method of payment entry lets you identify items to which the payment applies as they are entered. In order to apply the payment to the correct item, you must create a Payment Worksheet.</p> <p>Many organizations receive payments that reference or identify the items being paid. These organizations can choose to use PeopleSoft Express Deposit Entry to enter and apply payments all at once, rather than entering and applying them in separate steps through the Regular Deposit Entry process.</p>
<p><b>Expected Results:</b></p>	<p>An understanding of the Accounts Receivable underlying concepts.</p>

### Exercise 1 (continued)

<p><b>Step 1 (cont'd)</b></p>	<p>Your organization may occasionally receive miscellaneous cash payments that do not correspond to open items, and can therefore bypass the regular cash application process. PeopleSoft refers to these payments as Direct Journal Entry payments, and lets you create direct accounting entries without applying them to an item.</p> <p>The payment life cycle begins when the payment arrives. Generally, payments that arrive on one day are grouped together in a single deposit. The deposit may be entered into PeopleSoft using Express Deposit Entry or Regular Deposit Entry.</p> <p>Once you receive the deposit information, you must make a deposit entry, which provides identifying information for the payments associated with the deposit. The identifying information varies depending on the entry method used, and may include customer ID, MICR ID and item ID.</p> <p>You must make sure that the deposit balances before you proceed to the next step, applying payments. In the process of applying payments, pending items to be paid are linked with incoming payments. This process can be done manually through Express Deposit or on a Payment Worksheet. If you generate a Payment Worksheet for each payment, you can make adjustments for pre-payments, on-account payments, write-offs and deductions, as needed. You can save the Payment Worksheet for later review or mark it to post now or later.</p> <p>Note that occasionally payments are not associated with an item; these payments can be handled as miscellaneous cash receipts. You can skip the applying payments step and directly journal these payments using Direct Journal Entry.</p> <p>Study the following data flow chart for an understanding of the “big picture” in Applying Payments.</p>
<p><b>Expected Results:</b></p>	<p>An understanding of the main concepts involved in Applying payments.</p>



Exercise completed.

## ***Exercise 2 - Enter a Regular Deposit & Apply a Partial Payment (Receivable)***

**Scenario:** You received a \$50 payment from Joe Smith (**SMITH\_JOE**), a subscriber to *DOT Trails* magazine. Mr. Smith did not reference an invoice number. There are several items on file for Mr. Smith. Your goal is to build a payment worksheet that includes all items open for Joe Smith and apply a partial payment.

<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Apply Payments</b>
<b>Expected Results:</b>	The Apply Payments window displays.

<b>Step 2</b>	Select: Use → Regular Deposit Entry → <b>Totals</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	Enter or select the following:  Deposit Unit: 46200 Deposit ID: DEP1XX <b>(Replace XX with the number assigned to you by your instructor)</b>  <b>Click:       OK</b>
<b>Expected Results:</b>	The Totals panel displays.

**Exercise 2 (continued)**

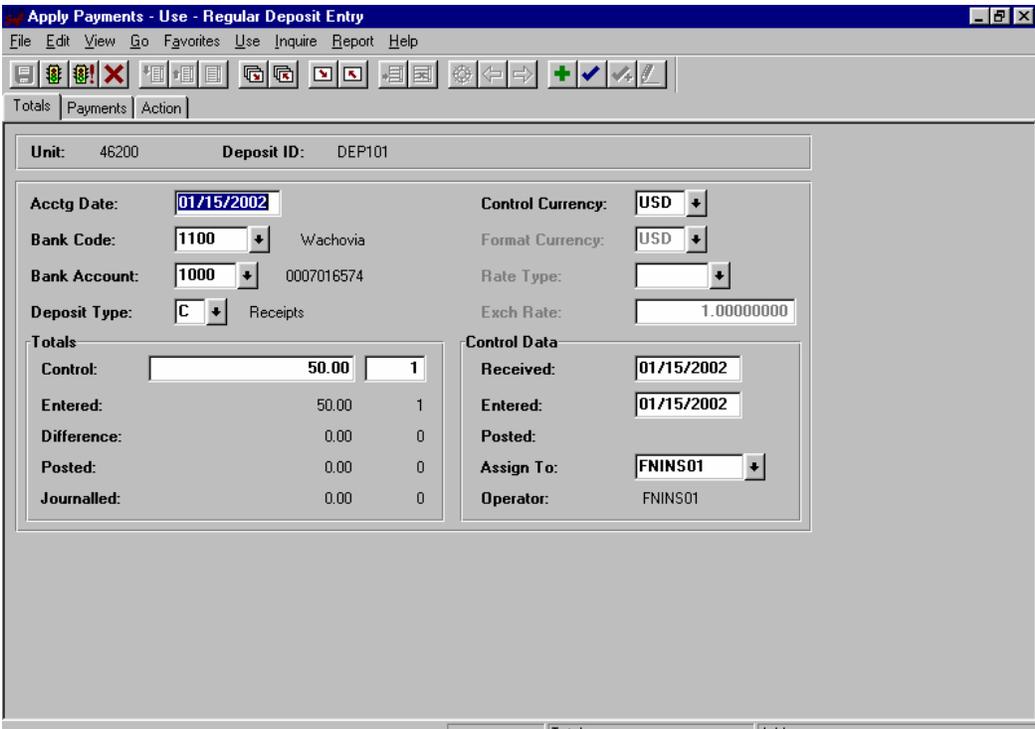
<b>Step 4</b>	<p>ACTION #1 IS TO SELECT THE BANKING DETAIL AND TOTAL AMOUNT OF CHECKS IN THE BATCH.</p> <p>Enter or select the following:</p> <p>Acctg Date:            Today's Date  Bank Code:            1100  Bank Account:        1000  Deposit Type:        C  Control Amount:      \$50  Control Count:       1  Received:            Today's Date  Entered:              Today's Date</p>
<b>Expected Results:</b>	Correct data entry

<b>Step 5</b>	<p><b>This panel contains entry of individual checks in the batch.</b></p> <p><b>Click:</b>  to proceed to the Payments panel.</p> <p>Enter or select the following:</p> <p>Payment ID:            PAYXX  <b>(Replace XX with the number assigned to you by your instructor)</b>  Amount:                \$50</p> <p>Customer ID:           SMITH_JOE  Business Unit:         46200</p>
<b>Expected Results:</b>	Correct data entry

<b>Step 6</b>	<p><b>Click:</b>  to save.</p>
<b>Expected Results:</b>	The new information is saved.

### Exercise 2 (continued)

<p><b>Step 7</b></p>	<p>This panel indicates that your control group and payment entries balance.</p> <p>Click:  to proceed to the Action panel.</p> <p>Verify the following:</p> <p>Status: <span style="margin-left: 150px;">Balanced</span></p>
<p><b>Expected Results:</b></p>	<p>The information is verified.</p>

<p><b>Step 8</b></p>	<p>Compare your Deposit Control panel to the panel shown below.</p> 
<p><b>Expected Results:</b></p>	<p>The Deposit Control panel displays.</p>

## Exercise 2 (continued)

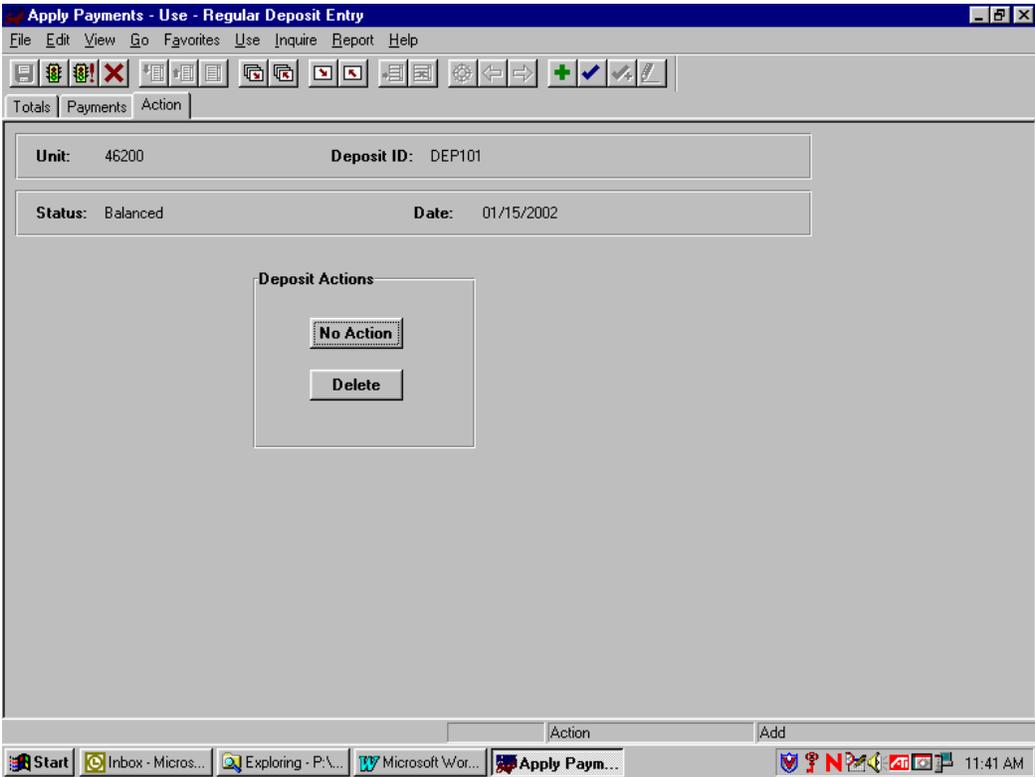
### Step 9

Compare your Payments panel to the panel shown below.

### Expected Results:

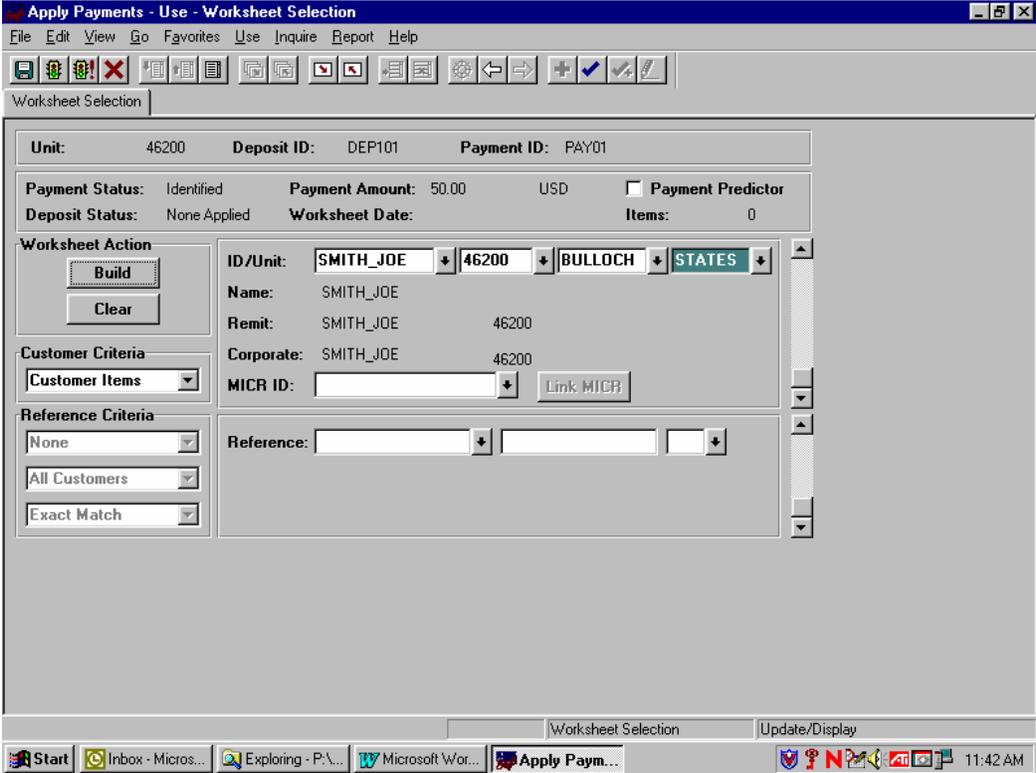
The Payments panel displays.

## Exercise 2 (continued)

<p><b>Step 10</b></p>	<p>Compare your Group Action panel to the panel shown below.</p> 
<p><b>Expected Results:</b></p>	<p>The Group Action panel displays.</p>

<p><b>Step 11</b></p>	<p><b>Action #2 -Build a worksheet to determine the receivable in which to apply payment:</b></p> <p>Select: Use → <b>Worksheet Selection</b></p>
<p><b>Expected Results:</b></p>	<p>A dialog box displays.</p>

## Exercise 2 (continued)

<p><b>Step 12</b></p>	<p>Enter or select the following:</p> <p>Deposit Unit: 46200                  Deposit ID: DEP1XX  <b>(Replace XX with the number assigned to you by your instructor)</b>                  Click: OK                  Select from List</p>  <p><b>Expected Results:</b> The Worksheet Selection panel displays.</p>
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<p><b>Step 13</b></p>	<p>Click:  to build the worksheet.</p>
<p><b>Expected Results:</b></p>	<p>The Worksheet Application panel displays showing the built worksheet.</p>

## Exercise 2 (continued)

### Step 14

Select the following:

Item **701XX**

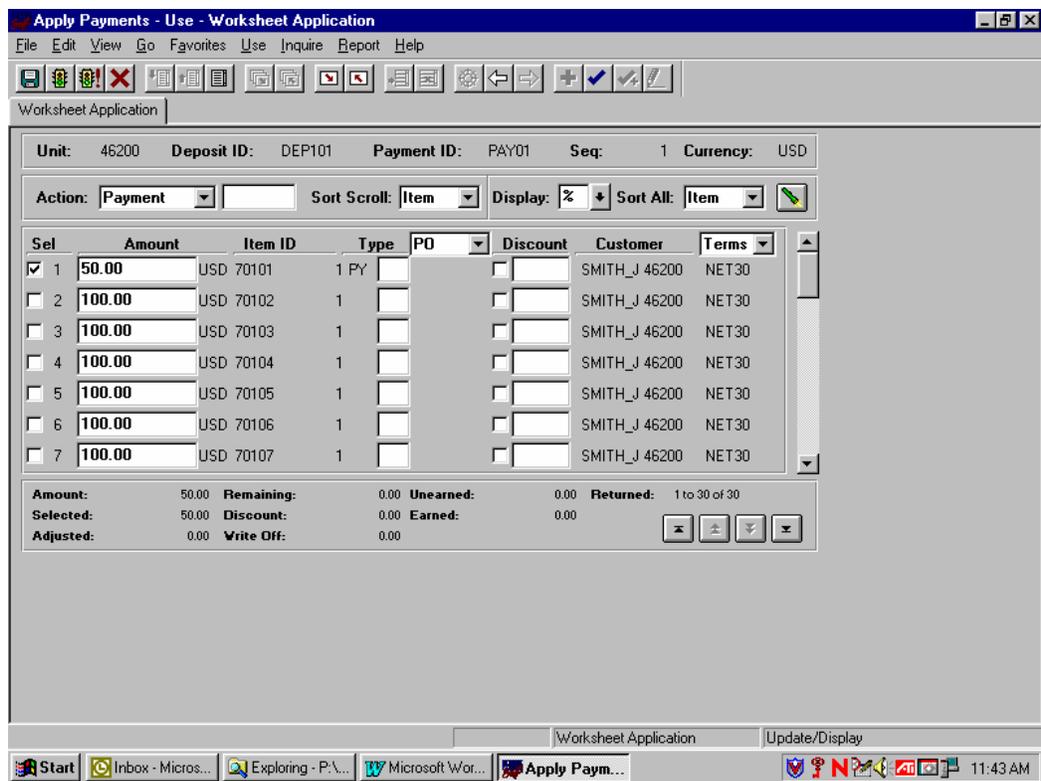
(Replace **XX** with the number assigned to you by your instructor)

Click the **Sel** checkbox *ON*

Highlight the Item Amount

Change from \$100 to \$50

Press: <Tab> to update the panel.



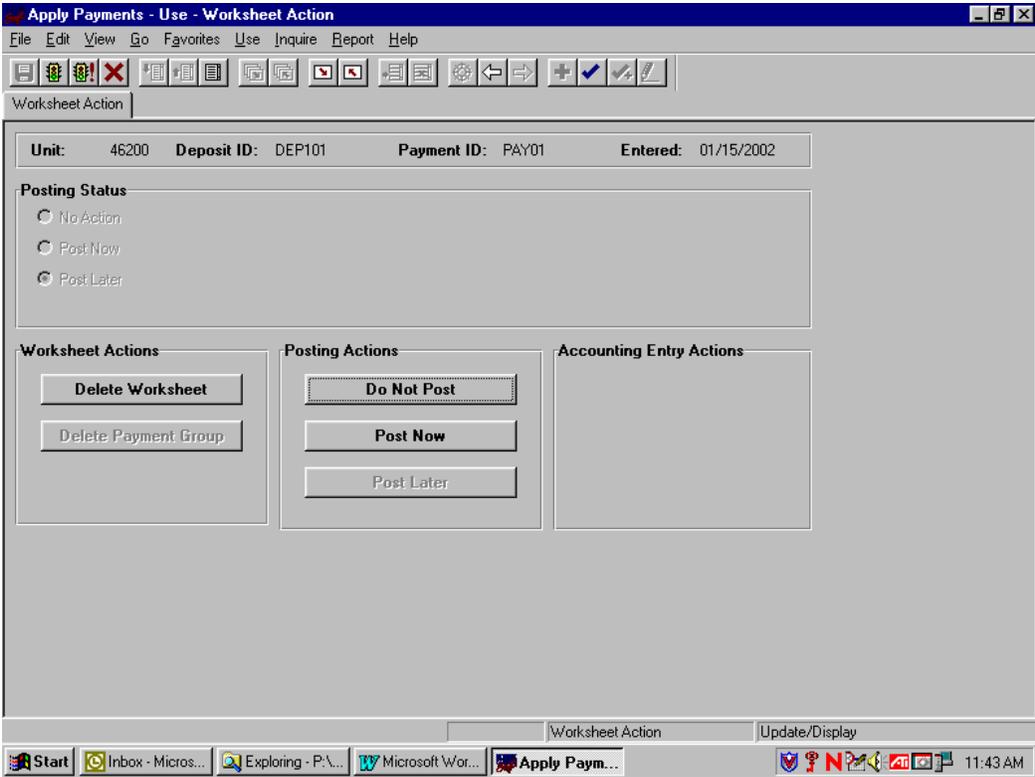
Click:  to save.

### Expected Results:

The new information is saved..

## Exercise 2 (continued)

<b>Step 15</b>	Select: Use → <b>Worksheet Action</b>
<b>Expected Results:</b>	The Worksheet Action panel displays.

<b>Step 16</b>	<p><b>Click:</b> <b>Post Later</b> to set the payment to post.</p> 
<b>Expected Results:</b>	The Worksheet Action panel displays.

Exercise completed.

### ***Exercise 3 - Enter a regular deposit with multiple payments (Receivable)***

**Scenario:** Jane Brown (**BROWN\_JANE**) has sent you two checks for an environmental protection fine.

<b>Step 1</b>	Select: Go → Manage Sales Activities → Apply Payments → Use → Regular Deposit Entry → Totals → Add
<b>Expected Results:</b>	The Apply Payments window displays.

<b>Step 2</b>	<p>Enter or select the following:</p> <p>Deposit Unit: 46200          Deposit ID: DEP4XX  <b>(Replace XX with the number assigned to you by your instructor.)</b></p> <p><b>Click:        OK</b></p>
<b>Expected Results:</b>	The Total panel displays.

**Exercise 3 (continued)**

<b>Step 3</b>	<p><b>To begin the Deposit entry:</b> Enter or select the following:</p> <p>Acctg Date:                    Today's Date Bank:                            1100 Account:                        1000 Deposit Type:                 C Control Amount:               \$15,000 Control Count:                2</p>
<b>Expected Results:</b>	Correct data entry

<b>Step 4</b>	<p><b>To enter the first check payment for Jane Brown:</b> <b>Click:</b>  to proceed to the Payments panel.</p> <p>Enter or select the following:</p> <p>Payment ID:                    PAY4XX <b>(Replace XX with the number assigned to you by your instructor)</b> Amount:                        \$10,000 Customer ID:                   BROWN_JANE Business Unit:                46200</p>
<b>Expected Results:</b>	Correct data entry

### Exercise 3 (continued)

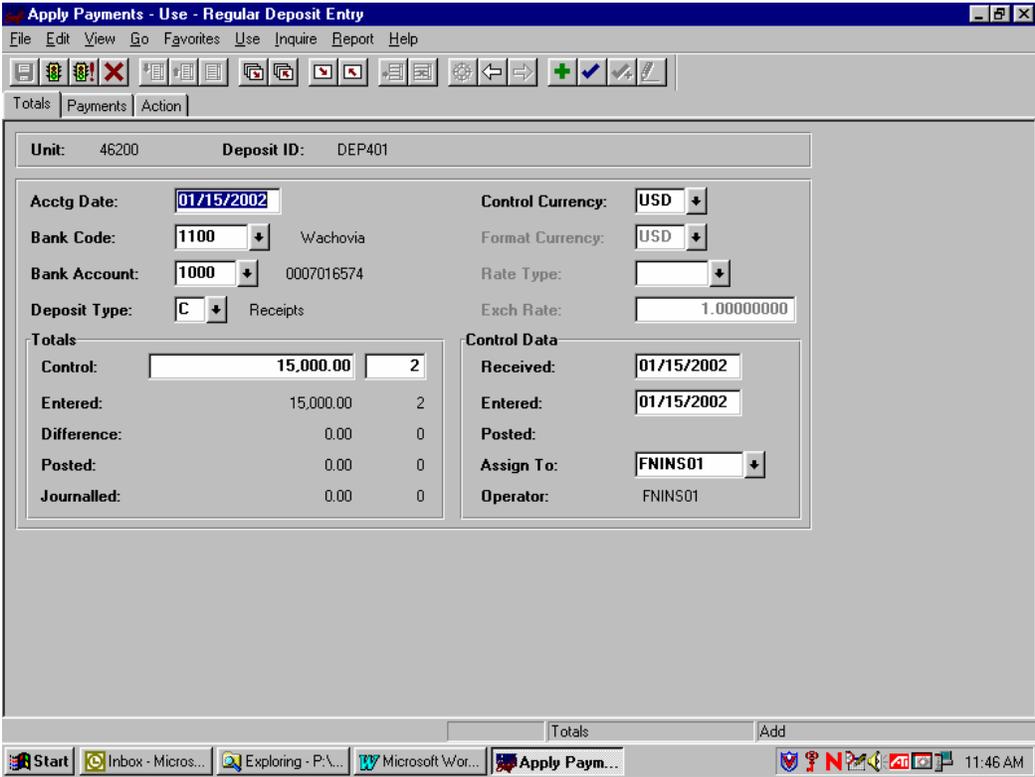
<p><b>Step 5</b></p>	<p><b>To enter the second check payment for Jane Brown:</b> Place the cursor in the <b>Payment ID</b> field</p> <p><b>Click:</b>  to insert a row.</p> <p>Enter or select the following:</p> <p>Payment ID:           PAY5XX Amount:               \$5,000 Customer ID:         BROWN_JANE Business Unit:       46200</p>
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

<p><b>Step 6</b></p>	<p><b>Click:</b>  to save.</p>
<p><b>Expected Results:</b></p>	<p>The new information is saved.</p>

### Exercise 3 (continued)

<b>Step 7</b>	<p><b>Click:</b>  to proceed to the Action panel.</p> <p>Verify the following:</p> <p>Status:      <b>Balanced</b></p>
<b>Expected Results:</b>	The information is verified.

<b>Check Results</b>	
----------------------	--

<b>Step 8</b>	<p>Compare your Deposit Total panel to the panel shown below.</p> 
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

**Step 8**

Compare your Deposit Total panel to the panel shown below.

**Apply Payments - Use - Regular Deposit Entry**

File Edit View Go Favorites Use Inquire Report Help

Totals Payments Action

Unit: 46200 Deposit ID: DEP401

Acctg Date: 01/15/2002 Control Currency: USD

Bank Code: 1100 Wachovia Format Currency: USD

Bank Account: 1000 0007016574 Rate Type:

Deposit Type: C Receipts Exch Rate: 1.00000000

Totals			Control Data		
Control:	15,000.00	2	Received:	01/15/2002	
Entered:	15,000.00	2	Entered:	01/15/2002	
Difference:	0.00	0	Posted:		
Posted:	0.00	0	Assign To:	FNINS01	
Journalled:	0.00	0	Operator:	FNINS01	

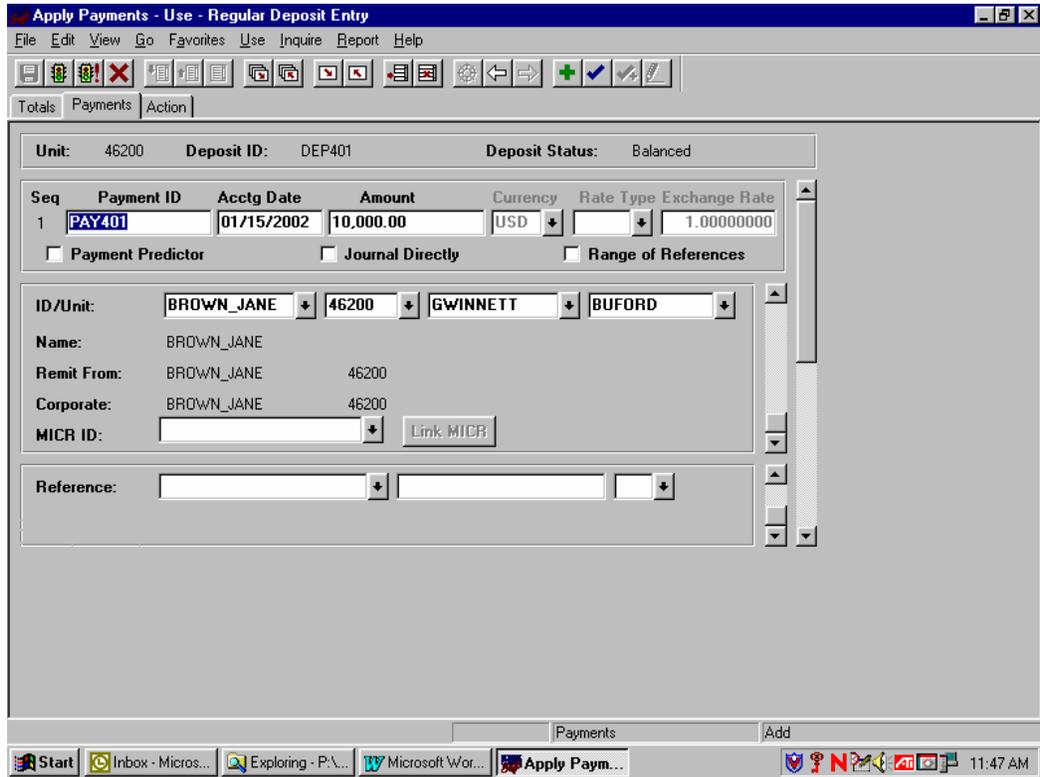
Totals Add

Start Inbox - Micros... Exploring - P... Microsoft Wor... Apply Paym... 11:46 AM

### Exercise 3 (continued)

#### Step 9

Compare your Payments Sequence 1 panel to the panel shown below.



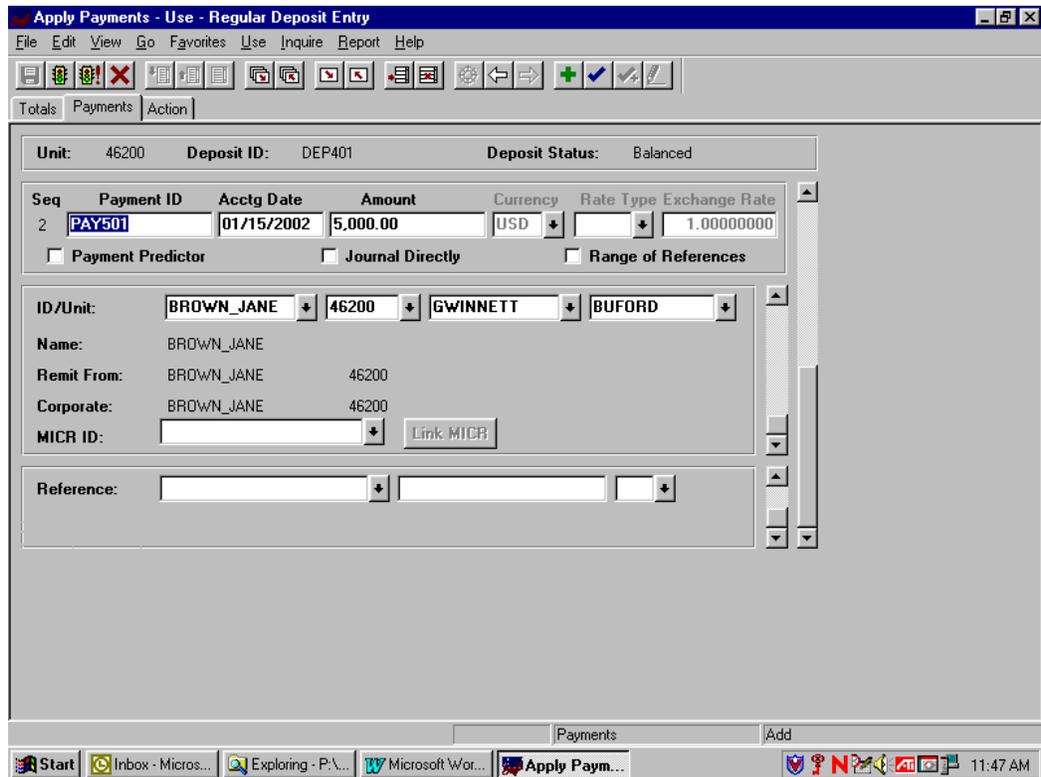
#### Expected Results:

If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

### Exercise 3 (continued)

#### Step 10

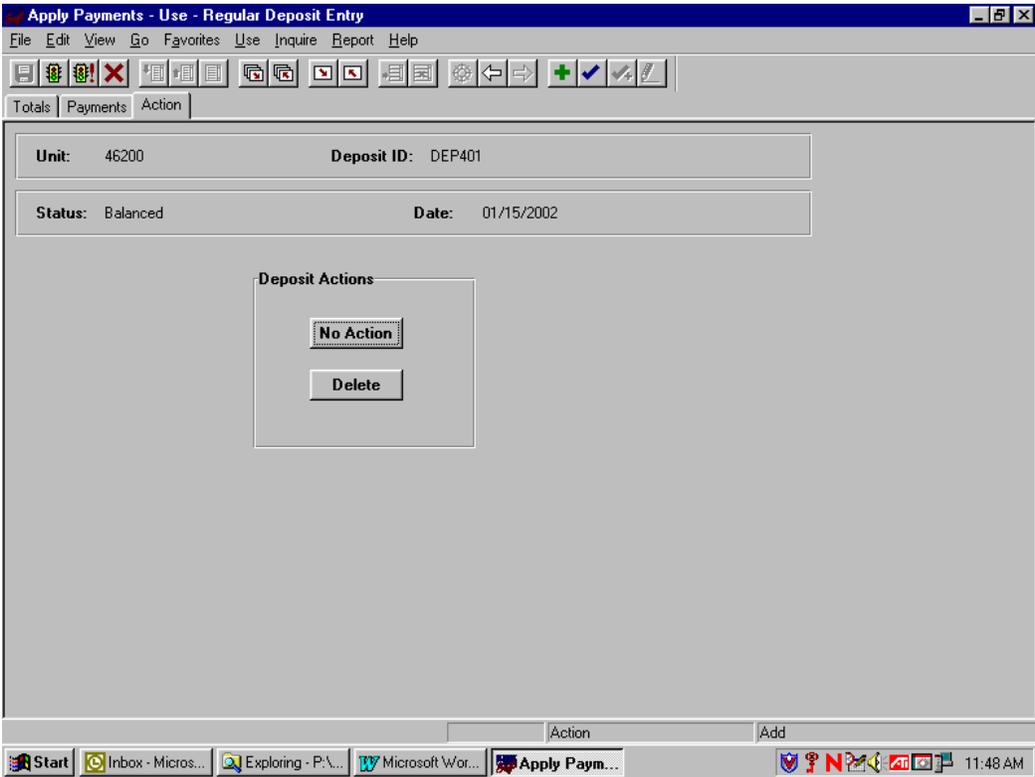
Compare your Payments Sequence 2 panel to the panel shown below.



#### Expected Results:

If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

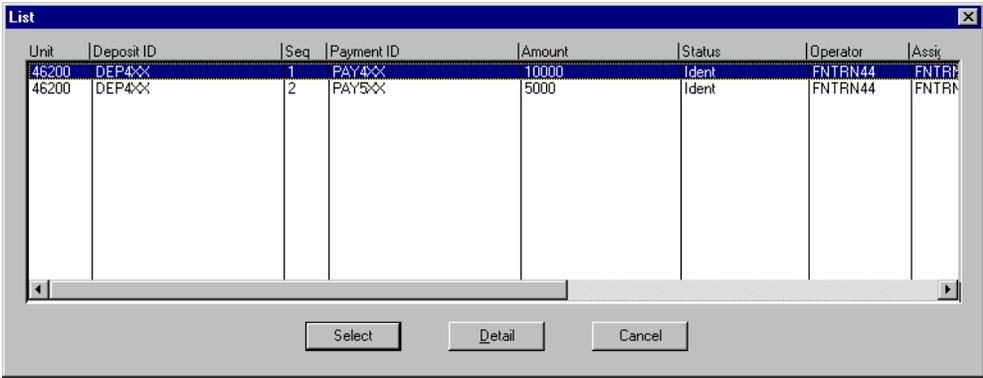
### Exercise 3 (continued)

<p><b>Step 11</b></p>	<p>Compare your Action panel to the panel shown below.</p> 
<p><b>Expected Results:</b></p>	<p>If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.</p>

<p><b>Step 12</b></p>	<p><b>To begin the Worksheet to select the open receivable item:</b></p> <p>Select: Use → <b>Worksheet Selection</b></p>
<p><b>Expected Results:</b></p>	<p>A dialog box displays.</p>

### Exercise 3 (continued)

<b>Step 13</b>	<p>Enter or select the following:</p> <p>Deposit Unit:               <b>46200</b></p> <p>Deposit ID:                 <b>DEP4XX</b></p> <p><b>(Replace XX with the number assigned to you by your instructor)</b></p> <p><b>Click:</b>.....</p>
<b>Expected Results:</b>	The Worksheet Application panel displays.

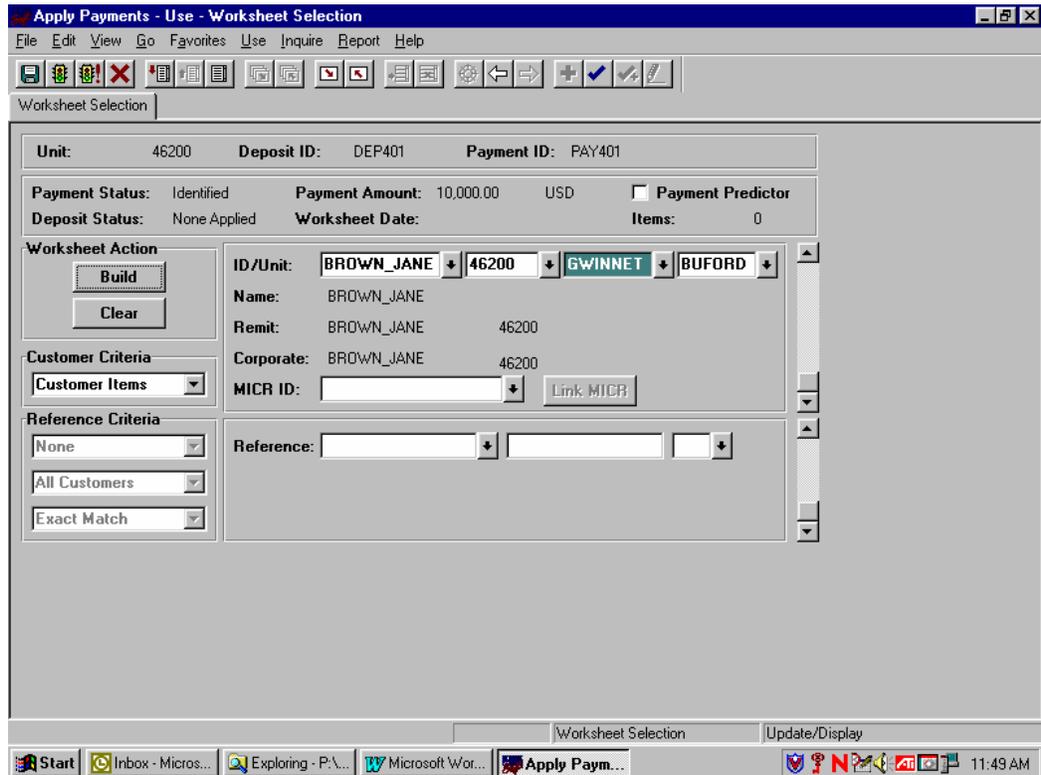
<b>Step 14</b>	<p><b>Highlight the first check in your deposit:</b></p>  <p><b>Click:</b>.....</p>
<b>Expected Results:</b>	Correct data entry

### Exercise 3 (continued)

**Step 15**

To build the worksheet for the first check in your deposit:

Click:  to build the worksheet.



**Expected Results:**

The Worksheet Application panel displays with the built worksheet.

### Exercise 3 (continued)

#### Step 16

Enter or select the following:

Item 504XX

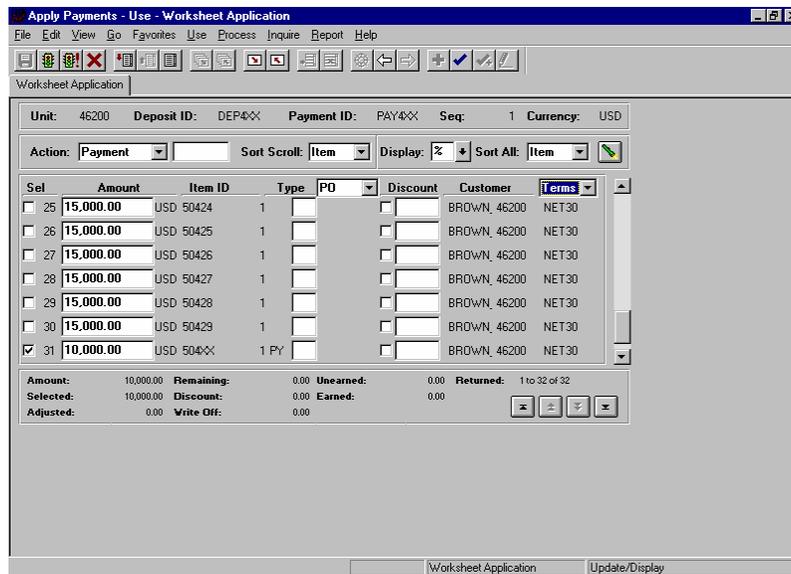
**(Replace XX with the number assigned to you by your instructor)**

Click the **Sel** checkbox *ON*

Highlight the Item Amount

Change from \$15,000 to \$10,000

Press: <Tab> to update the panel.



Click:  to save.

#### Expected Results:

The new information is saved.

**Note: If you scroll to the end of the item list, you will see the same item number along with a balance remaining in that item after this payment is made.**

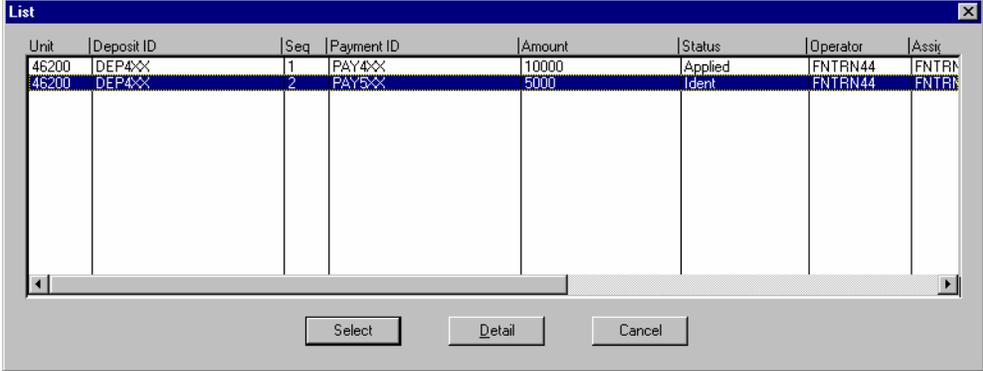
## Exercise 3 (continued)

<b>Step 17</b>	<p>Select: Use → <b>Worksheet Action</b></p> <p>Click:  to set the payment to post.</p> <p>Click the Red X.</p>
<b>Expected Results:</b>	The Worksheet Action panel displays.

<b>Step 18</b>	<p><b>To build worksheet for the second check payment for Jane Brown:</b></p> <p>Select: Use → <b>Worksheet Selection</b></p>
<b>Expected Results:</b>	A dialog box displays.

<b>Step 19</b>	<p>Enter or select the following:</p> <p>Deposit Unit:                   <b>46200</b></p> <p>Deposit ID:                   <b>DEP 4XX</b></p> <p><b>(Replace XX with the number assigned to you by your instructor)</b></p> <p>Click:.....</p>
<b>Expected Results:</b>	The Worksheet Application panel displays.

### Exercise 3 (continued)

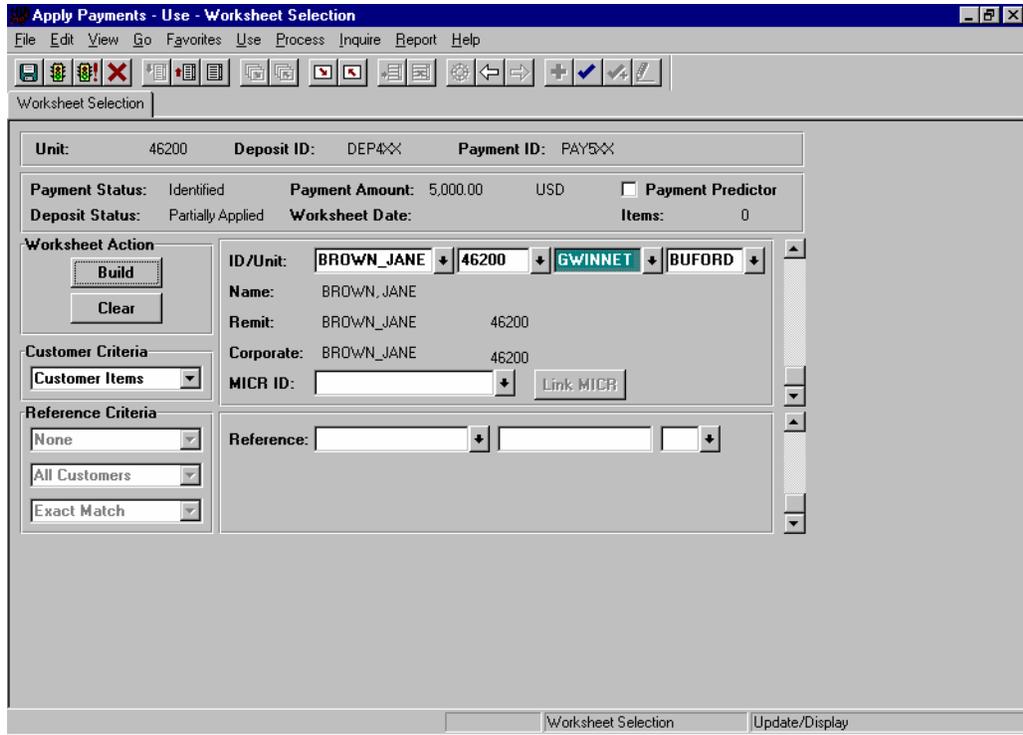
<b>Step 20</b>	<p><b>Highlight your second check in your deposit:</b></p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div> <p><b>Click:</b>.....</p>
<b>Expected Results:</b>	Correct data entry

### Exercise 3 (continued)

**Step 21**

To build the worksheet for the second check in your deposit:

Click:  to build the worksheet.



**Expected Results:**

The Worksheet Application panel displays with the built worksheet.

### Exercise 3 (continued)

#### Step 22

Enter or select the following:

Item 504XX

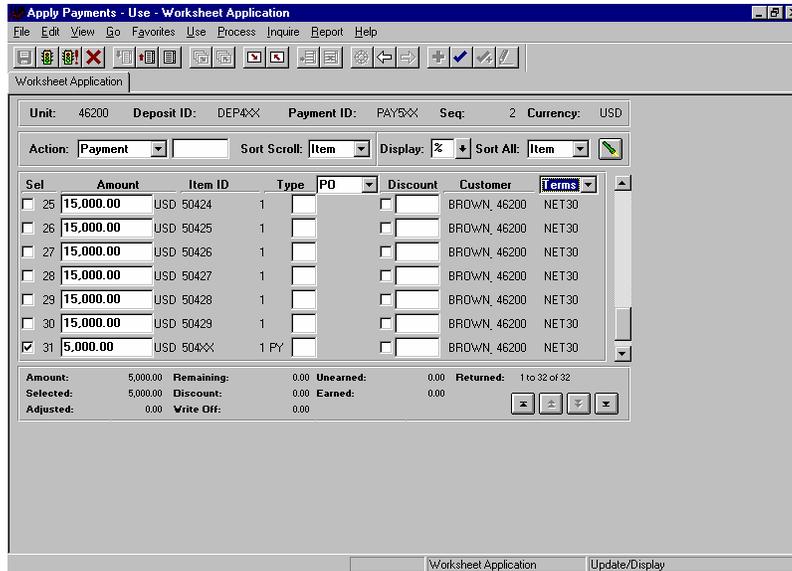
**(Replace XX with the number assigned to you by your instructor)**

Click the **Sel** checkbox *ON*

Highlight the Item Amount

Change from \$15,000 to \$5,000

**Press: <Tab>** to update the panel.



Click:  to save.

#### Expected Results:

The new information is saved.

**Note: If you scroll to the end of the item list, you will see the same item number along with a remaining balance for that item after this payment is made.**

### Exercise 3 (continued)

<b>Step 23</b>	Select: Use → <b>Worksheet Action</b>  Click:  to set the payment to post.
<b>Expected Results:</b>	The Worksheet Action panel displays.

Exercise completed.

### ***Exercise 4 - Enter an express deposit (Receivable)***

**Scenario:** You have received payment from the Neely Corporation (Customer ID – NAMEMC6) for services performed by your Agency. Since you are aware of the Item Id, enter these payments as an express deposit.

<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Apply Payments</b>
<b>Expected Results:</b>	The Apply Payments window displays.

<b>Step 2</b>	Select: Use → Express Deposit Entry → <b>Totals</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	Enter or select the following:  Deposit Unit:      46200 Deposit ID:      DEP2XX  <b>Click:</b> <b>OK</b>
<b>Expected Results:</b>	The Totals panel displays.

**Exercise 4 (continued)**

<b>Step 4</b>	<p>Enter or select the following:</p> <p>Acctg Date:                      Today's Date  Bank:                                1100  Account:                            1000  Deposit Type:                    C  Control Amount:                \$15,000  Control Count:                    2</p>
<b>Expected Results:</b>	Correct data entry

<b>Step 5</b>	<p><b>Click:</b>  to proceed to the Payments panel.</p> <p>Enter or select the following:</p> <p>Payment ID:                      561242  Amount:                            \$10,000  Item ID:                            302XX  <b>(Replace XX with the number assigned to you by your instructor)</b>  Line:                                 1</p>
<b>Expected Results:</b>	Correct data entry

### Exercise 4 (continued)

<p><b>Step 6</b></p>	<p>Place the cursor in the <b>Payment ID</b> field</p> <p><b>Click:</b>  to insert a row.</p> <p>Enter or select the following:</p> <p>Payment ID:           8524  Amount:                \$5,000  Item ID:                301XX  <b>(Replace XX with the number assigned to you by your instructor)</b>  Line:                    1</p>
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

<p><b>Step 7</b></p>	<p><b>Click:</b>  to proceed to the Action panel.</p> <p><b>Click:</b>  to set the payment to post.</p>
<p><b>Expected Results:</b></p>	<p>The Deposit will be Balanced.</p>

### Exercise 4 (continued)

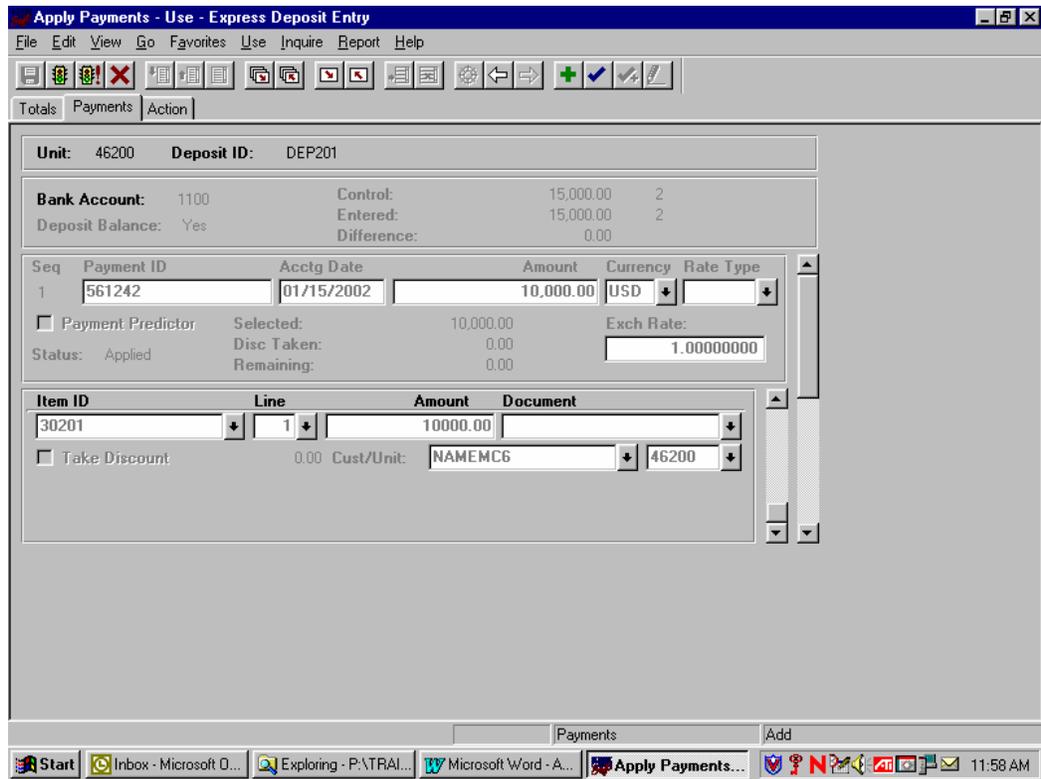
<b>Check Results</b>	
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<b>Step 8</b>	<p>Compare your Totals panel to the panel shown below.</p>
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

### Exercise 4 (continued)

**Step 9**

Compare your Payments Sequence 1 panel to the panel shown below.



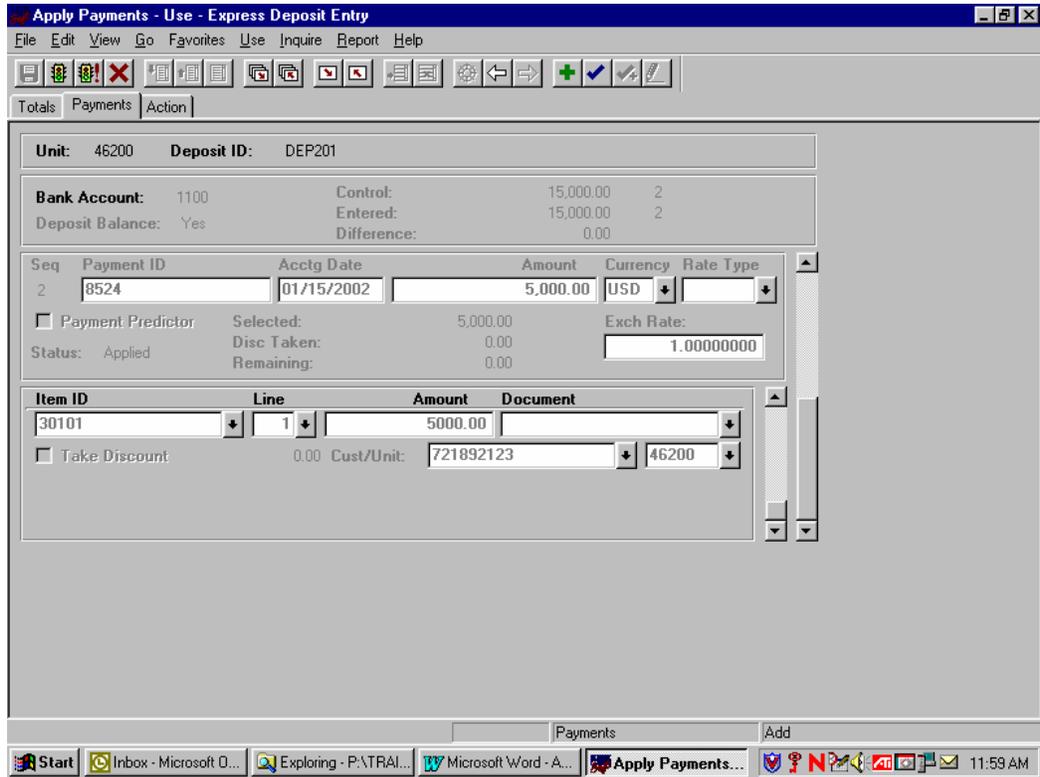
**Expected Results:**

If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

### Exercise 4 (continued)

**Step 10**

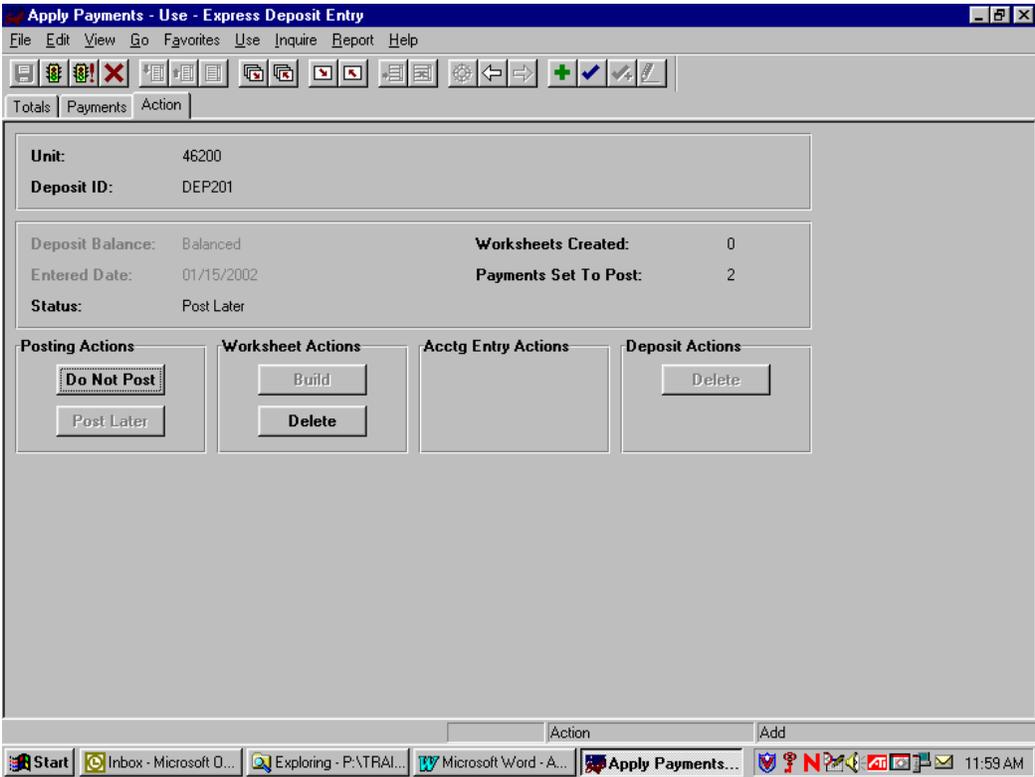
Compare your Payments Sequence 2 panel to the panel shown below.



**Expected Results:**

If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

### Exercise 4 (continued)

<p><b>Step 11</b></p>	<p>Compare your Action panel to the panel shown below.</p> 
<p><b>Expected Results:</b></p>	<p>The panel matches. Congratulations! If these elements do not match, review the steps and consult your Instructor.</p>

Exercise completed.

### *Exercise 5 - Enter a directly journaled payment*

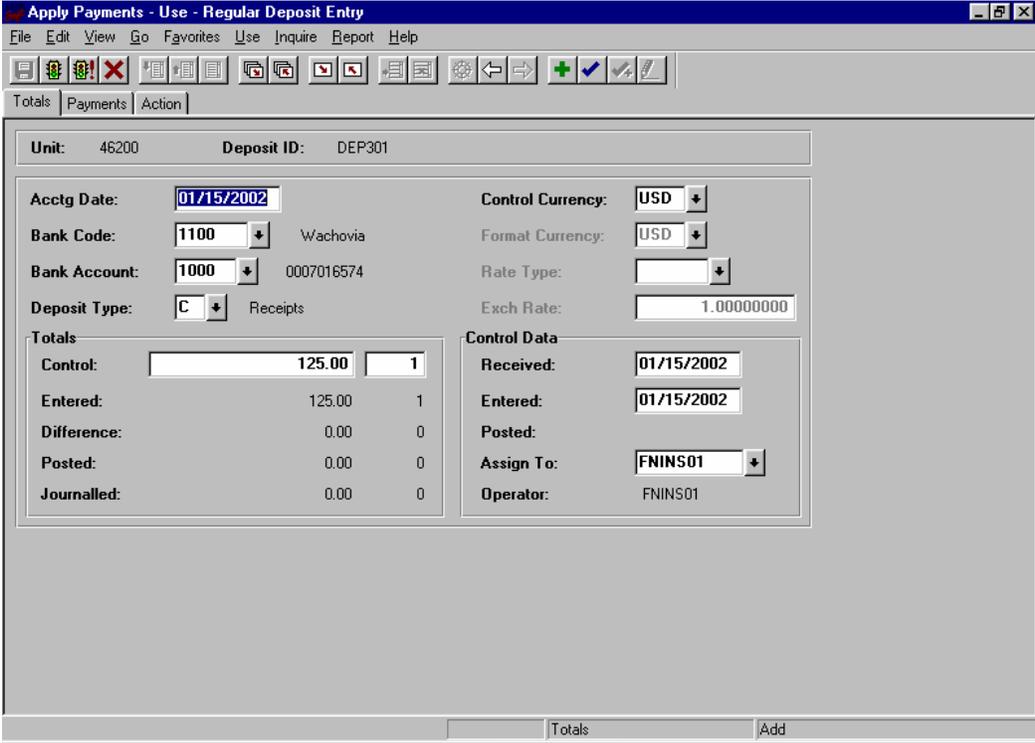
**Scenario:** You have a payment for professional license renewal fees. These payments do not correlate to a receivable. They are cash deposits. You will need to direct journal these payments.

<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Apply Payments</b>
<b>Expected Results:</b>	The Apply Payments window displays.

<b>Step 2</b>	Select: Use → Regular Deposit Entry → <b>Totals</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	Enter or select the following:  Deposit Unit: 46200 Deposit ID: DEP3XX <b>(Replace XX with the number assigned to you by your instructor)</b>  <b>Click: OK</b>
<b>Expected Results:</b>	The Totals panel displays.

### Exercise 5 (continued)

<p><b>Step 4</b></p>	<p>ACTION #1 IS TO SELECT THE BANKING DETAIL AND TOTAL AMOUNT OF CHECKS IN THE BATCH.</p> <p>Enter or select the following:</p> <p>Acctg Date: Today's Date              Bank Code: 1100              Bank Account: 1000              Deposit Type: C              Control Amount: \$125              Control Count: 1</p> 
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

### Exercise 5 (continued)

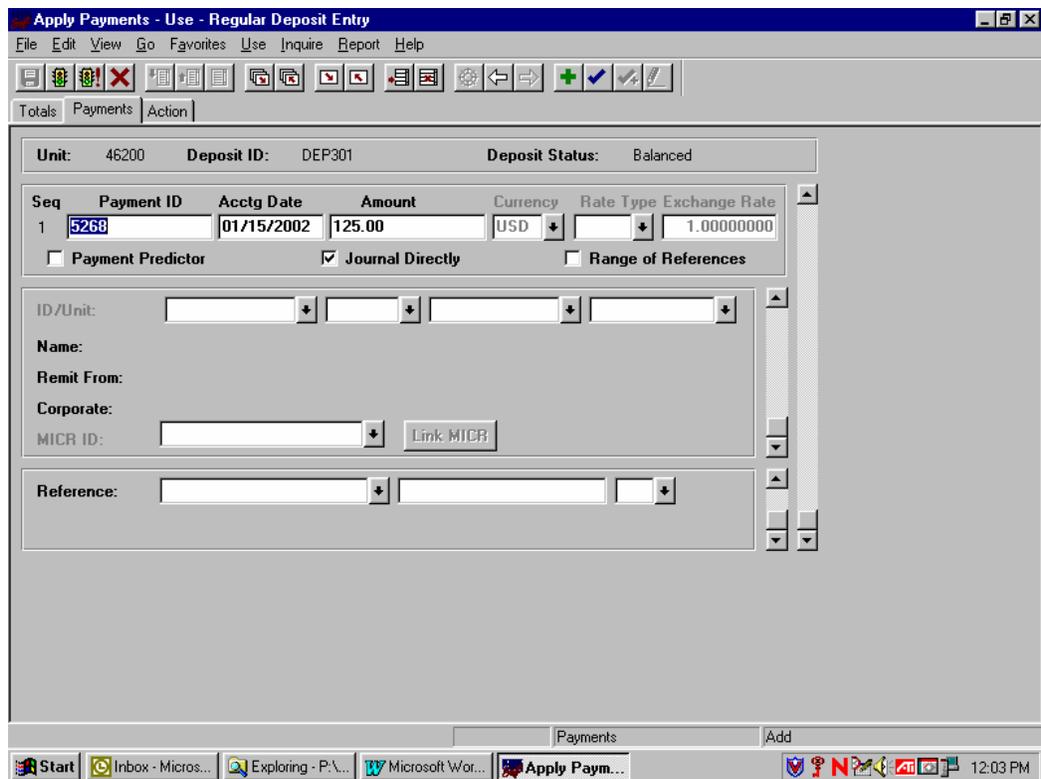
**Step 5**

This panel contains entry of individual checks in the batch.

Click:  to proceed to the Payments panel.

Enter or select the following:

Payment ID: 5268  
 Amount: \$125  
 Journal Directly: Click check box ON

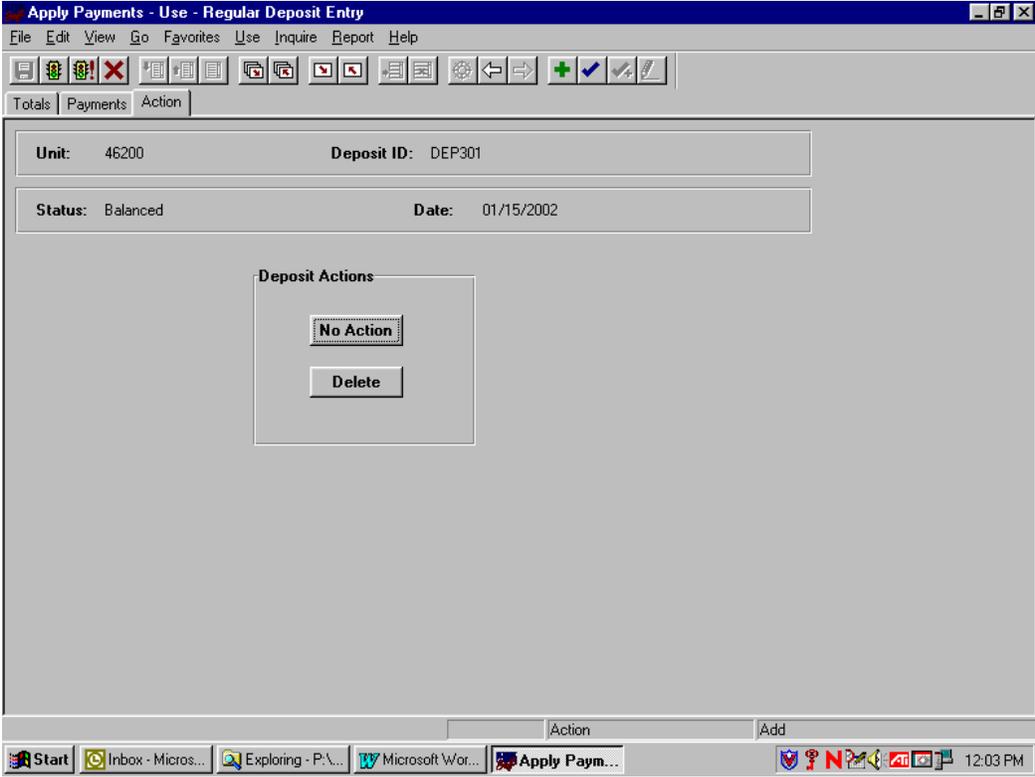


**Expected Results:**

Correct data entry

### Exercise 5 (continued)

<b>Step 6</b>	<b>Click:</b>  to save.
<b>Expected Results:</b>	The new information is saved.

<b>Step 7</b>	<p><b>This panel indicates that your control group and payment entries balance.</b></p> <p><b>Click:</b>  to proceed to the Action panel.</p> <p>View the following:</p> <p>Status:                      <b>Balanced</b></p> 
<b>Expected Results:</b>	Correct data entry

**Exercise 5 (continued)**

<b>Step 8</b>	ACTION #2 – DIRECTLY JOURNAL THE TRANSACTION.  Select: Use → Direct Journal Entry → <b>Accounting Entries</b>
<b>Expected Results:</b>	A dialog box displays.

<b>Step 9</b>	Enter and select the following:  Deposit Unit:           46200 Deposit ID:           DEP3XX <b>(Replace XX with the number assigned to you by your instructor)</b> Payment Sequence: 1  <b>Click:                    OK</b>
<b>Expected Results:</b>	The Accounting Entries panel displays.

<b>Step 10</b>	<b>To enter the credit side of the accounting entry:</b> Enter or select the following:  Account:           441260 Fund:                A1 Org:                 4620430329 Program:           07012 BY:                  2002 Prj/Grt:            07918005 Line Amount:      -125 Ref:                 JOHNBROWN (Customer Number) Line Descr:       Receipts 0000111-0000112
<b>Expected Results:</b>	Correct data entry

## Exercise 5 (continued)

<b>Step 11</b>	<b>The system will automatically create the debit side of the accounting entry:</b> <b>Click:</b>  to create the debit accounting entries.
<b>Expected Results:</b>	The debit account entries are populated.

<b>Step 12</b>	<b>Complete:</b> Click the check box ON
<b>Expected Results:</b>	Correct data entry <b>Note: If the “Complete” check box is not clicked on, the entry will not post.</b>

<b>Step 13</b>	<b>Click:</b>  to save.
<b>Expected Results:</b>	The new information is saved.

### Exercise 5 (continued)

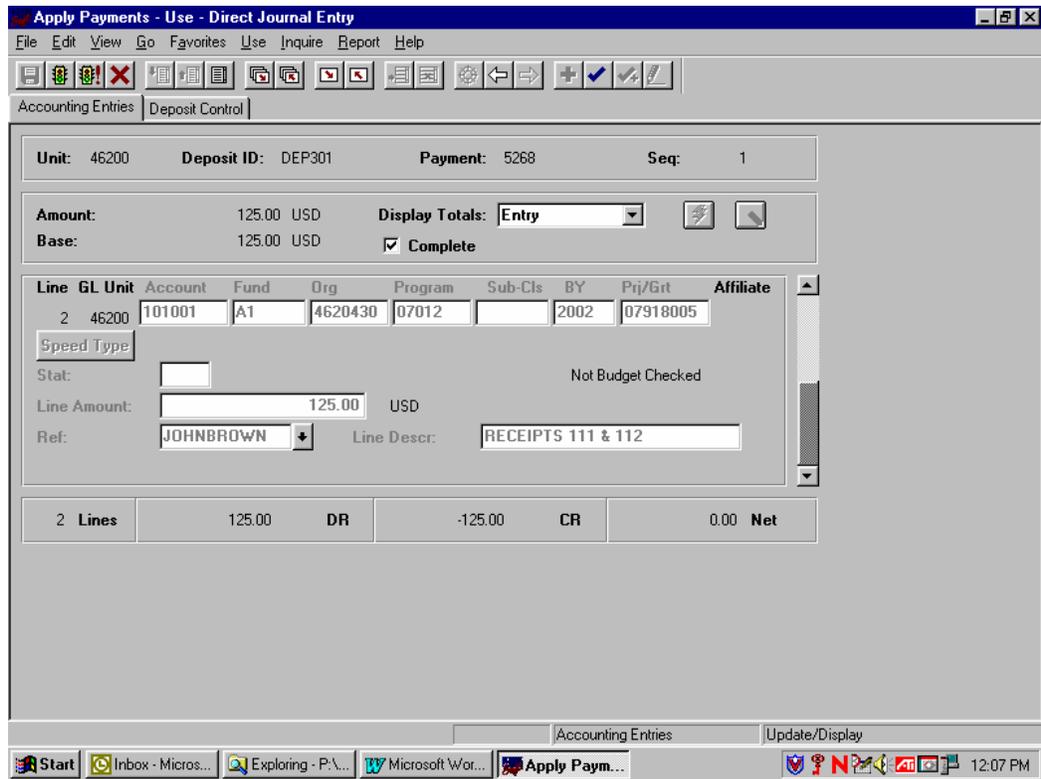
<b>Check Results</b>	
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<b>Step 14</b>	<p>Compare your Accounting Entries Line 1 panel to the panel shown below.</p>
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

### Exercise 5 (continued)

**Step 15**

Compare your Accounting Entries Line 2 panel to the panel shown below.



**Expected Results:**

The panel matches. Congratulations!  
If these elements do not match, review the steps and consult your Instructor.

Exercise completed.

## Exercise 6 - Use a Speedtype on a Direct Journal

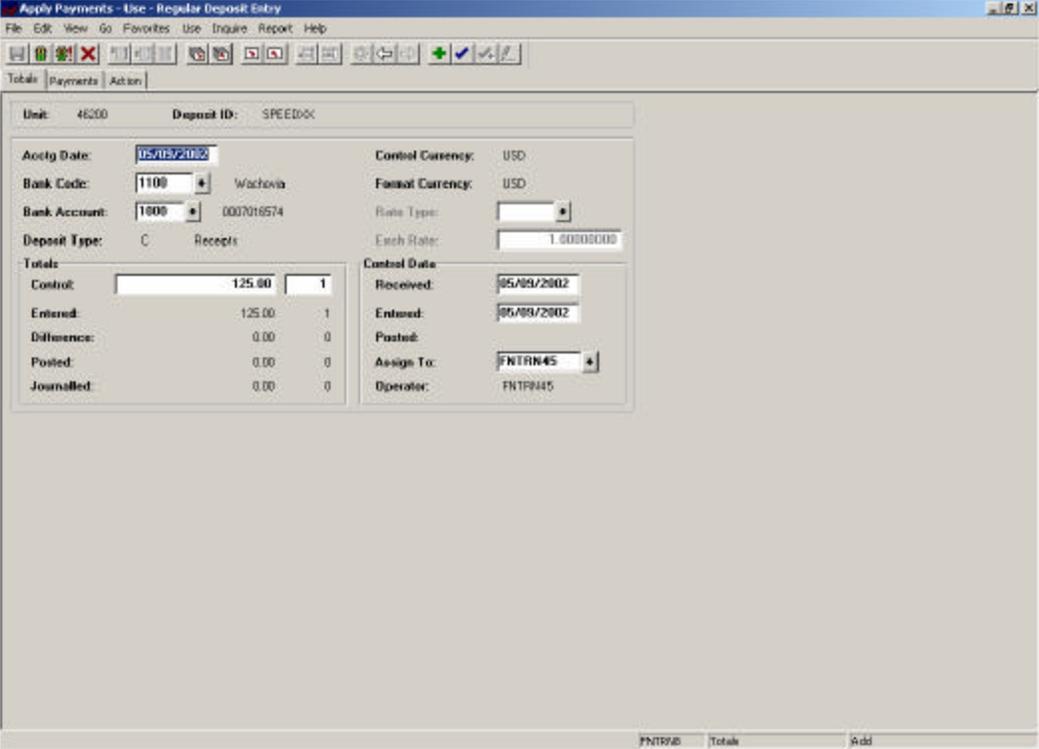
**Scenario:** You have received Miscellaneous Cash from the vending machine. Use a Speedtype to enter chartfields for this transaction.

<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Apply Payments</b>
<b>Expected Results:</b>	The Apply Payments window displays.

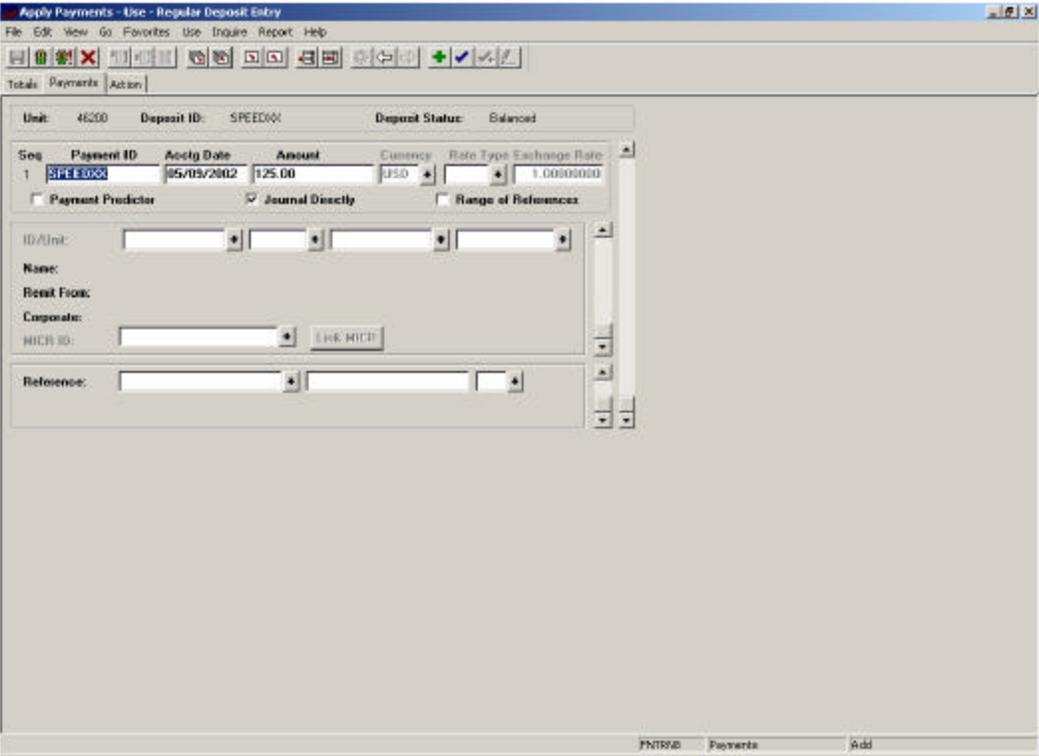
<b>Step 2</b>	Select: Use → Regular Deposit Entry → <b>Totals</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	<p>Enter or select the following:</p> <p>Deposit Unit: 46200          Deposit ID: <b>SPEEDTYPEXX</b>          (Replace XX with the number assigned to you by your instructor)</p> <p><b>Click: OK</b></p>
<b>Expected Results:</b>	The Totals panel displays.

### Exercise 6 (continued)

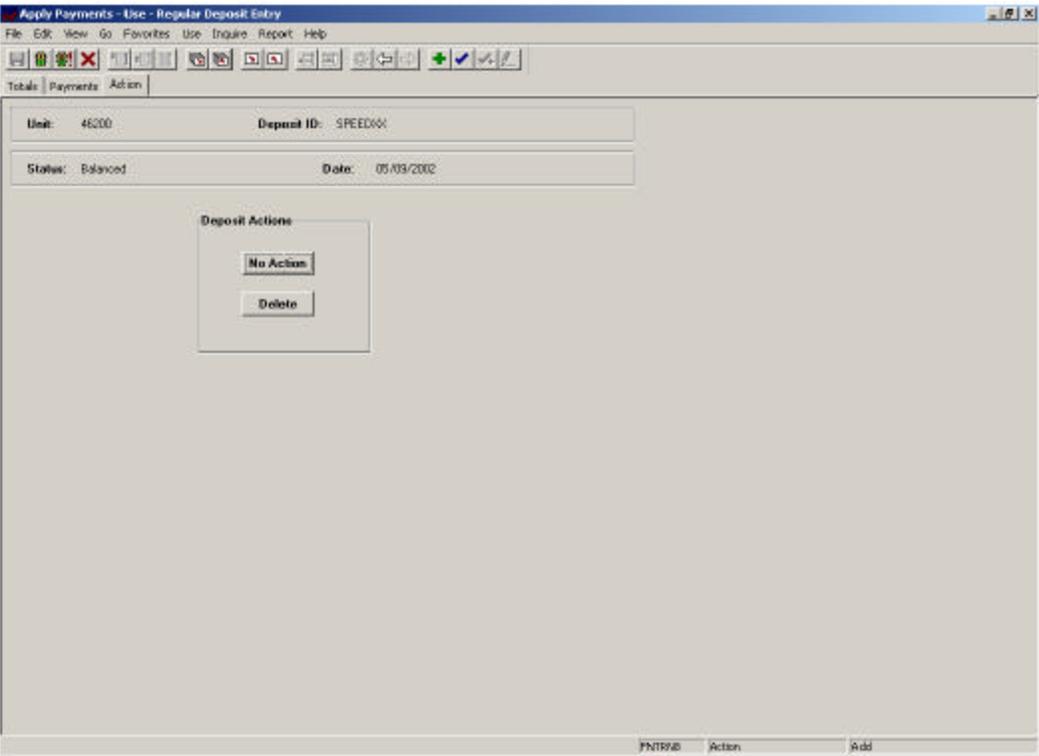
<p><b>Step 4</b></p>	<p><b>Action #1 is to select the banking detail and total amount of checks in the batch.</b></p> <p>Enter or select the following:</p> <p>Acctg Date: Today's Date          Bank Code: 1100          Bank Account: 1000          Deposit Type: C          Control Amount: \$125          Control Count: 1</p> 
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

### Exercise 6 (continued)

<p><b>Step 5</b></p>	<p><b>This panel contains entry of individual checks in the batch.</b></p> <p><b>Click:</b>  to proceed to the Payments panel.</p> <p>Enter or select the following:</p> <p>Payment ID:            <b>SPEEDXX</b>          Amount:               <b>\$125</b>          Journal Directly:    Click check box <b>ON</b></p> 
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

### Exercise 6 (continued)

<b>Step 6</b>	<b>Click:</b>  to save.
<b>Expected Results:</b>	The new information is saved.

<b>Step 7</b>	<p><b>This panel indicates that your control group and payment entries balance.</b></p> <p><b>Click:</b>  to proceed to the Action panel.</p> <p>View the following:</p> <p>Status:                      <b>Balanced</b></p> 
<b>Expected Results:</b>	Correct data entry

**Exercise 6 (continued)**

<b>Step 8</b>	<b>Action #2 – Directly Journal the transaction.</b>
	Select: Use → Direct Journal Entry → <b>Accounting Entries</b>
<b>Expected Results:</b>	A dialog box displays.

<b>Step 9</b>	Enter and select the following:  Deposit Unit:           46200 Deposit ID: <b>SPEEDXX</b> <b>(Replace XX with the number assigned to you by your instructor)</b> Payment Sequence:       1  <b>Click:                OK</b>
<b>Expected Results:</b>	The Accounting Entries panel displays.

<b>Step 10</b>	<b>To enter the credit side of the accounting entry:</b> Enter or select the following:  Click <b>Speed Type</b> Select Speed Type: <b>VENDING</b>  Tab from field:       Chartfield Accounting line will display  Line Amount:         -125 Ref:                MISCELLANEOUS REVENUE (Customer Number) Line Descr:         Receipts July 1 & July 2
<b>Expected Results:</b>	Correct data entry

**Exercise 6 (continued)**

<b>Step 11</b>	<b>The system will automatically create the debit side of the accounting entry:</b> <b>Click:</b>  to create the debit accounting entries.
<b>Expected Results:</b>	The debit account entries are populated.

<b>Step 12</b>	<b>Complete:</b> Click the check box ON
<b>Expected Results:</b>	Correct data entry <b>Note: If the “Complete” check box is not clicked on, the entry will not post.</b>

<b>Step 13</b>	<b>Click:</b>  to save.
<b>Expected Results:</b>	The new information is saved.

### Exercise 6 (continued)

<b>Check Results</b>	
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<b>Step 14</b>	<p>Compare your Accounting Entries Line 1 panel to the panel shown below.</p>
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

### Exercise 6 (continued)

**Step 15**

Compare your Accounting Entries Line 2 panel to the panel shown below.

**Expected Results:**

The panel matches. Congratulations!  
If these elements do not match, review the steps and consult your Instructor.

Exercise completed.

### ***Exercise 7 - Enter a Negative Deposit – Direct Journal***

**Scenario:** In January, you made a deposit in the system through a direct journal transaction. In February, the bank notifies you that that check has Non-Sufficient Funds. The check was in the amount of \$25.00 from Vulcan Materials. Your goal is to reverse the original deposit entry using a negative deposit.

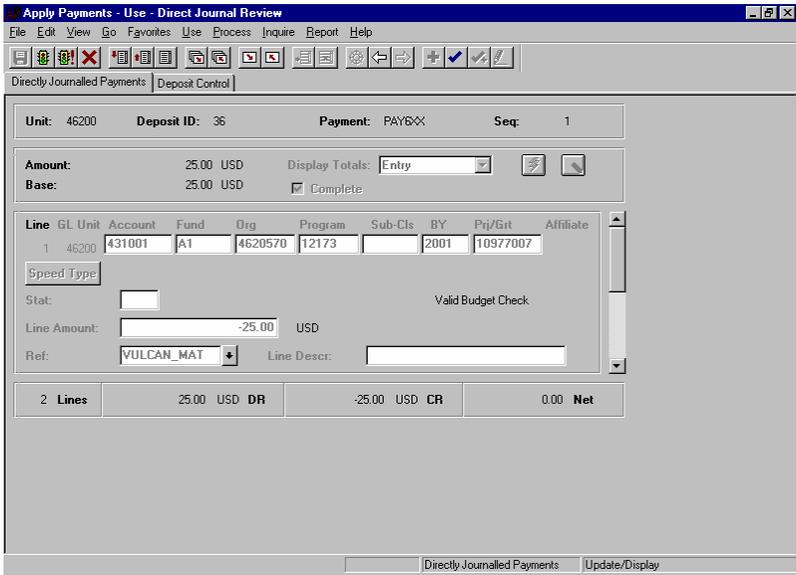
**Note:** A negative deposit may be used for the reversal of any deposit action placed in the system.

**Note:** This entry does not include banking charges for NSF.

<b>Step 1</b>	<p>To begin the negative deposit entry, research must be done on the original entry to determine the Chartfields that were used.</p> <p>Select: Go → Manage Sales Activities → <b>Apply Payments</b></p>
<b>Expected Results:</b>	The Apply Payments window displays.

<b>Step 2</b>	Select: Use → Direct Journal Review → Directly Journalled Payments
<b>Expected Results:</b>	The dialog box displays.

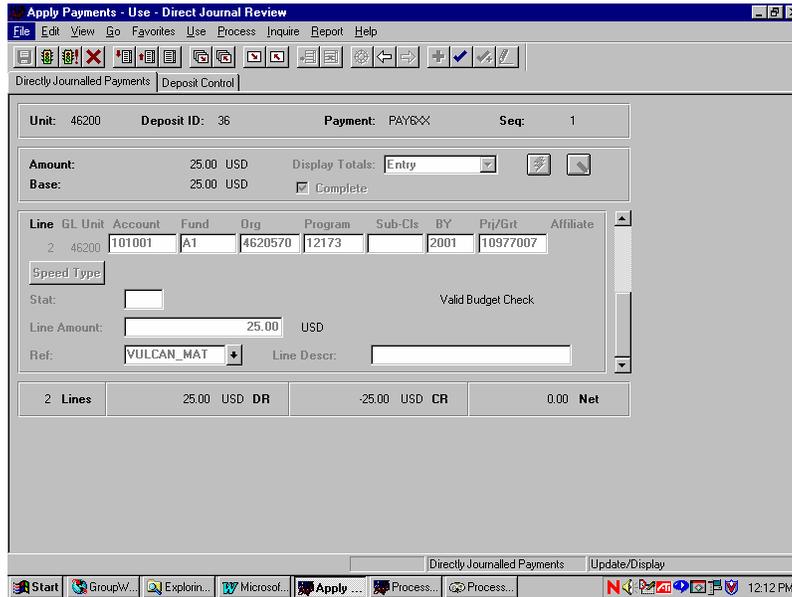
### Exercise 7 (continued)

<p><b>Step 3</b></p>	<p>Enter or select the following:</p> <p>Deposit Unit: 46200                  Payment ID: PAY6XX  <b>(Replace XX with the number assigned to you by your instructor)</b>                  Click: OK</p> <p>Click: </p> 
<p><b>Expected Results:</b></p>	<p>The Directly Journalled Payments panel displays.                  Displays Revenue side of entry</p>

### Exercise 7 (continued)

**Step 4**

Scroll down to see the cash side of the accounting entry.



**Expected Results:**

The Directly Journalled Payments panel displays.

## Exercise 7 (continued)

<b>Step 5</b>	<p>TO ENTER NEGATIVE DEPOSIT:            Select: Use → Regular Deposit Entry → Totals → Add</p> <p><b>Note: You must use Regular Deposit panels for a negative entry. Express Deposit cannot be used to enter a negative deposit.</b></p>
<b>Expected Results:</b>	A dialog box displays.

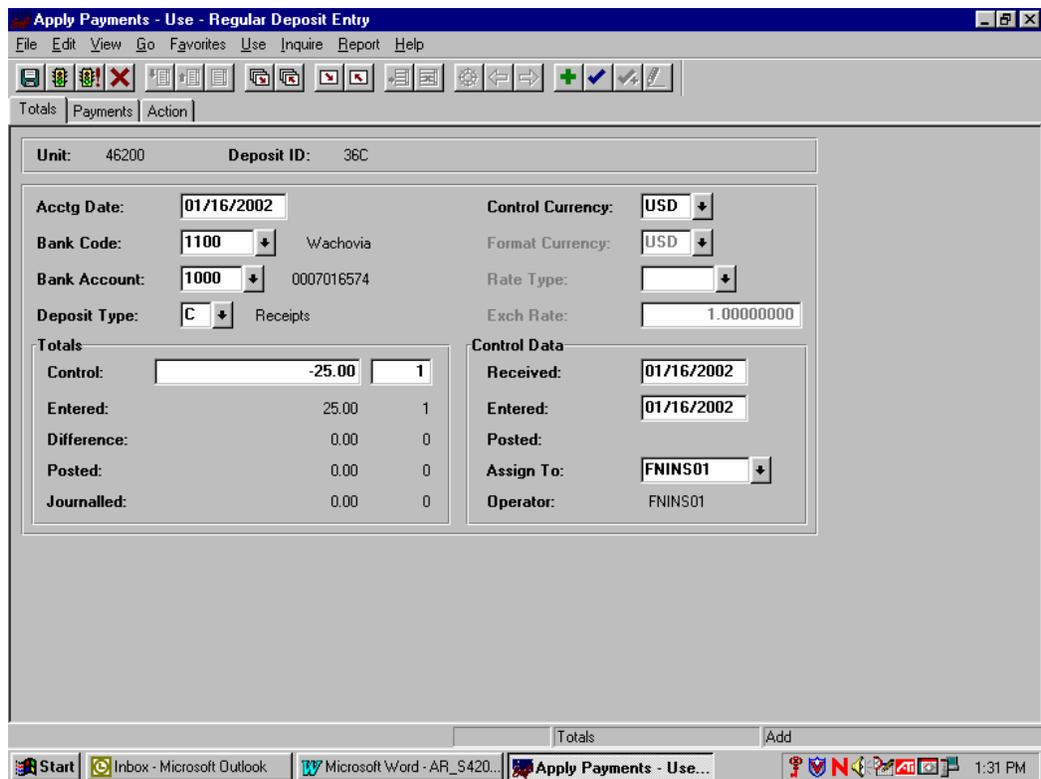
<b>Step 6</b>	<p>Enter or select the following:</p> <p>Deposit Unit: 46200            Deposit ID: <b>36CXX</b>  <b>(Replace XX with the number assigned to you by your instructor.)</b></p> <p><b>Click: OK</b></p>
<b>Expected Results:</b>	<p>The Totals panel displays.</p> <p><b>Note: Most agencies place a “C” (Correction) on the end of the Deposit ID since the Deposit ID can’t be used more than once.</b></p>

### Exercise 7 (continued)

**Step 7**

Enter or select the following:

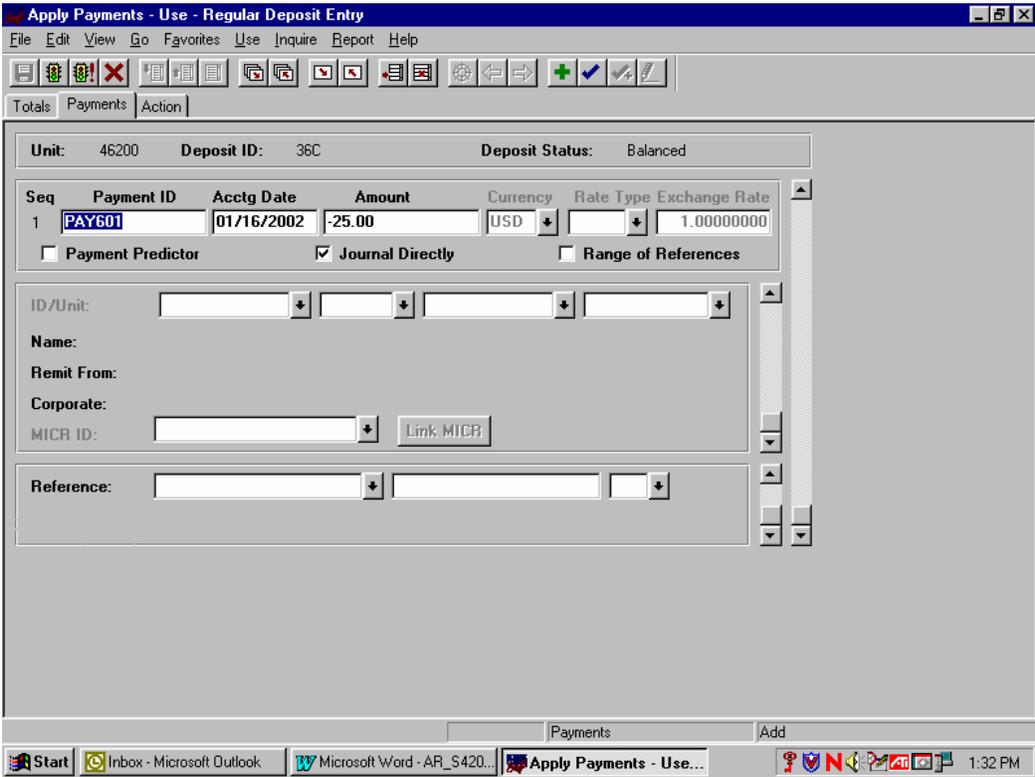
Acctg Date: Today's Date  
 Bank Code: 1100  
 Bank Account: 1000  
 Deposit Type: C  
 Control Amount: \$-25  
 Control Count: 1



**Expected Results:**

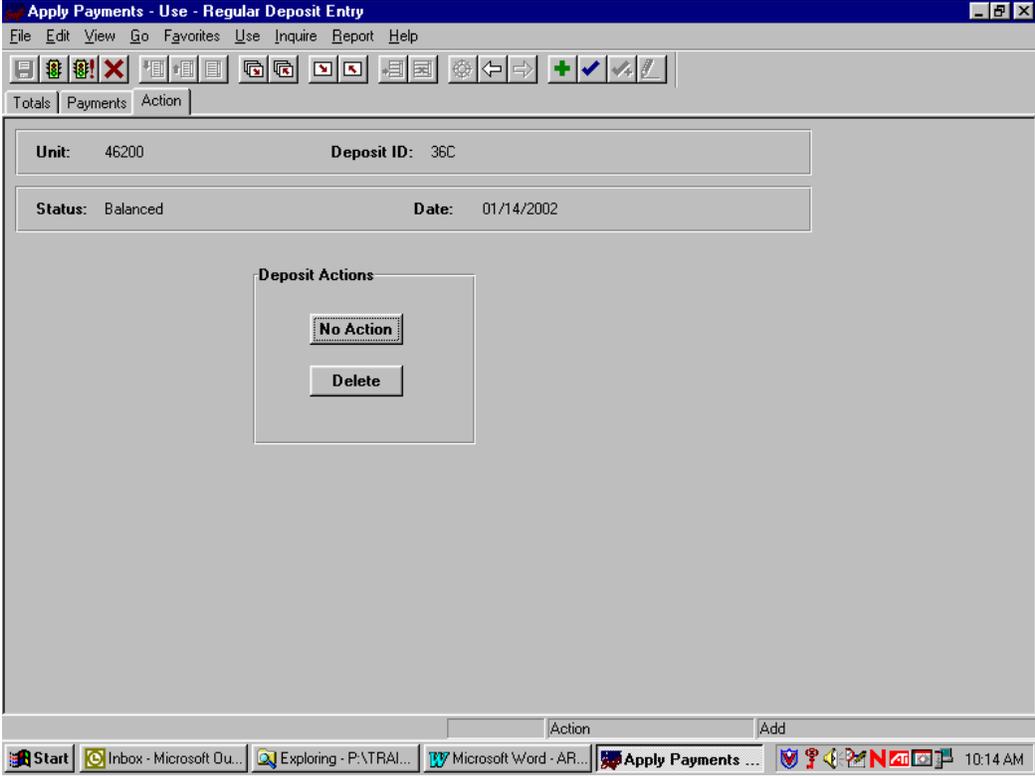
Correct data entry

### Exercise 7 (continued)

<p><b>Step 8</b></p>	<p><b>Click:</b>  to proceed to the Payments panel.</p> <p>Enter or select the following:</p> <p>Payment ID:           PAY6XX          Amount:                \$-25          Currency:              USD          Journal Directly:     Click check box ON</p>  <p><b>Expected Results:</b> Correct data entry</p>
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<p><b>Step 9</b></p>	<p><b>Click:</b>  to save.</p>
<p><b>Expected Results:</b></p>	<p>The new information is saved.          Note: After the Receivable Update has been run, the original entry is reversed.</p>

## Exercise 7 (continued)

<p><b>Step 10</b></p>	<p><b>Click:</b>  to proceed to the Action panel.</p> <p>View the following:</p> <p><b>Status:</b>                      <b>Balanced</b></p> 
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

**Exercise 7 (continued)**

<b>Step 11</b>	TO ENTER ACCOUNTING ENTRIES FOR NEGATIVE DEPOSIT:  Select: Use → Direct Journal Entry → <b>Accounting Entries</b>
<b>Expected Results:</b>	A dialog box displays.

<b>Step 12</b>	Enter and select the following:  Deposit Unit:           46200 Deposit ID:            36CXX <b>(Replace XX with the number assigned to you by your Instructor)</b> Payment Sequence: 1  <b>Click:                    OK</b>
<b>Expected Results:</b>	The Accounting Entries panel displays.

<b>Step 13</b>	Enter or select the following:  Account:               431001 Fund:                   A1 Org:                    4620570800 Program:               12173 BY:                     2002 Prj/Grt:                10977007 Line Amount:          \$25 Ref:                    VULCAN_MAT
<b>Expected Results:</b>	Correct data entry

**Exercise 7 (continued)**

<b>Step 14</b>	<b>Click:</b>  to create the debit accounting entries.
<b>Expected Results:</b>	The credit account entries are populated.

<b>Step 15</b>	<b>Complete:</b> Click the check box ON
<b>Expected Results:</b>	Correct data entry

<b>Step 16</b>	<b>Click:</b>  to save.
<b>Expected Results:</b>	The new information is saved.

### Exercise 7 (continued)

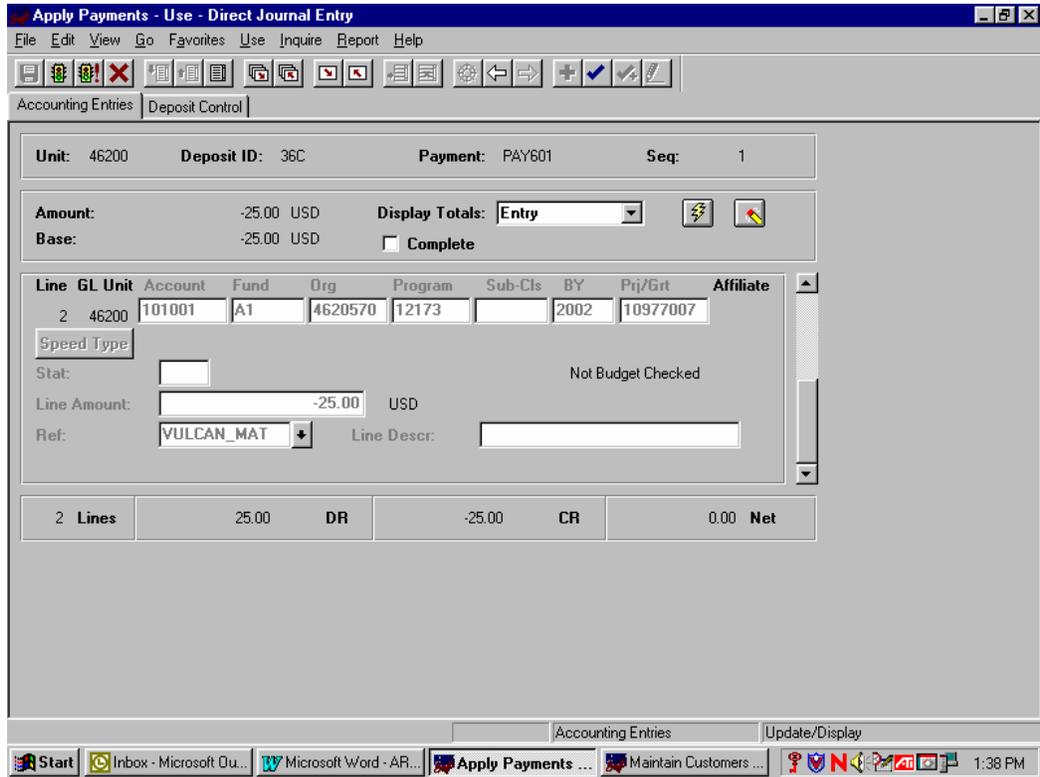
<b>Check Results</b>	
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<b>Step 17</b>	<p>Compare your Accounting Entries Line 1 panel to the panel shown below.</p>
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

### Exercise 7 (continued)

**Step 18**

Compare your Accounting Entries Line 2 panel to the panel shown below.



**Expected Results:**

The panel matches. Congratulations!  
If these elements do not match, review the steps and consult your Instructor.

Exercise completed.

### ***Exercise 8 - Enter a Negative Deposit – Worksheet***

**Scenario:** In January, you made a deposit in the system using a worksheet. In February, the bank notifies you that the check has Non-Sufficient Funds. The check was in the amount of \$600.00 from John Brown.

**Your goal is to reverse the original deposit entry using a negative deposit on a worksheet.**

**Note:** A negative deposit may be used for the reversal of any deposit action placed in the system.

**Note:** This entry does not include banking charges for NSF.

<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Apply Payments</b>
<b>Expected Results:</b>	The Apply Payments window displays.

<b>Step 2</b>	Select: Use → Regular Deposit Entry → <b>Totals</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	Enter or select the following:  Deposit Unit: 46200 Deposit ID: <b>WS01CXX</b> <b>(Replace XX with the number assigned to you by your instructor)</b>  <b>Click:       OK</b>
<b>Expected Results:</b>	The Totals panel displays.

**Exercise 8 (continued)**

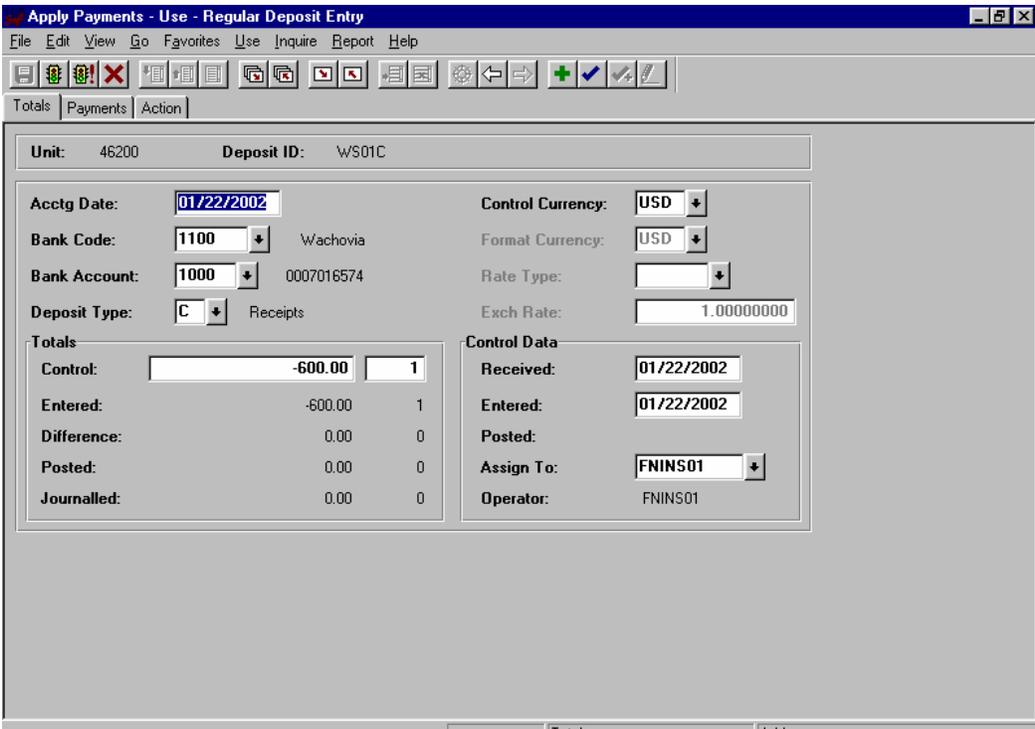
<b>Step 4</b>	<p>ACTION #1 IS TO SELECT THE BANKING DETAIL AND TOTAL AMOUNT OF CHECKS IN THE BATCH.</p> <p>Enter or select the following:</p> <p>Acctg Date:            Today's Date  Bank Code:            1100  Bank Account:        1000  Deposit Type:        C  Control Amount:      \$-600  Control Count:       1  Received:            Today's Date  Entered:              Today's Date</p>
<b>Expected Results:</b>	Correct data entry

<b>Step 5</b>	<p><b>This panel contains entry of individual checks in the batch.</b></p> <p><b>Click:</b>  to proceed to the Payments panel.</p> <p>Enter or select the following:</p> <p>Payment ID:            542XX  <b>(Replace XX with the number assigned to you by your instructor)</b>  Amount:                \$-600</p> <p>Customer ID:           John Brown  Business Unit:         46200</p>
<b>Expected Results:</b>	Correct data entry

<b>Step 6</b>	<p><b>Click:</b>  to save.</p>
<b>Expected Results:</b>	The new information is saved.

### Exercise 8 (continued)

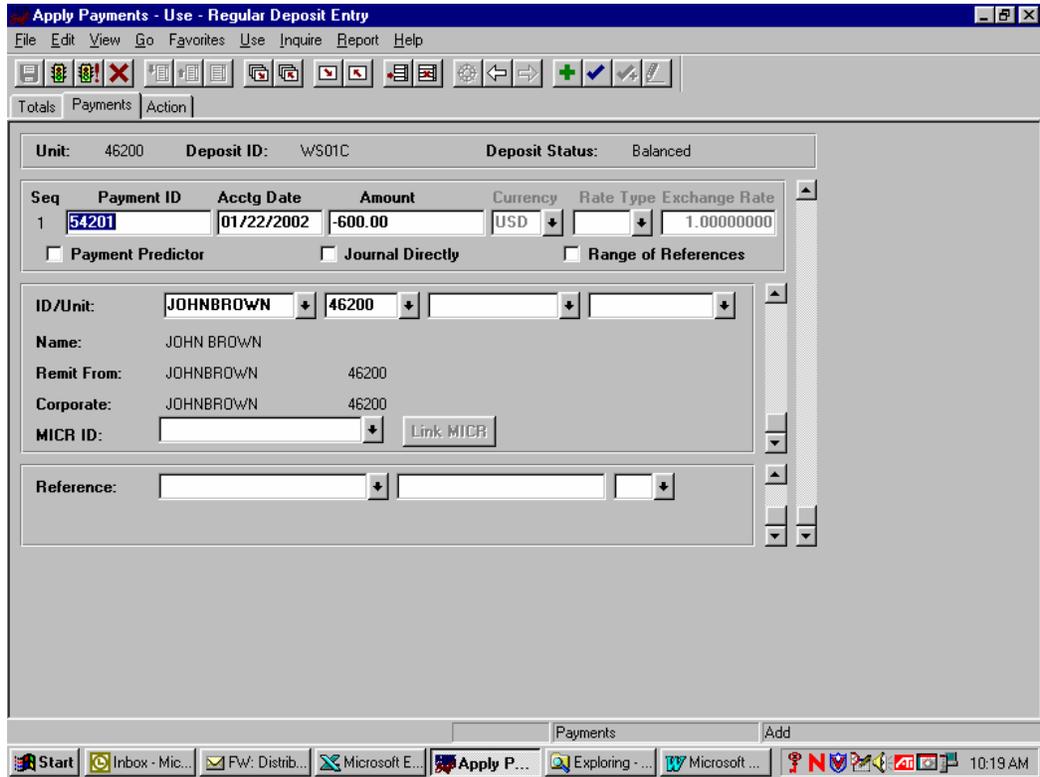
<p><b>Step 7</b></p>	<p>This panel indicates that your control group and payment entries balance.</p> <p>Click:  to proceed to the Action panel.</p> <p>Verify the following:</p> <p>Status: <span style="margin-left: 150px;">Balanced</span></p>
<p><b>Expected Results:</b></p>	<p>The information is verified.</p>

<p><b>Step 8</b></p>	<p>Compare your Deposit Control panel to the panel shown below.</p> 
<p><b>Expected Results:</b></p>	<p>The Deposit Control panel displays.</p>

### Exercise 8 (continued)

**Step 9**

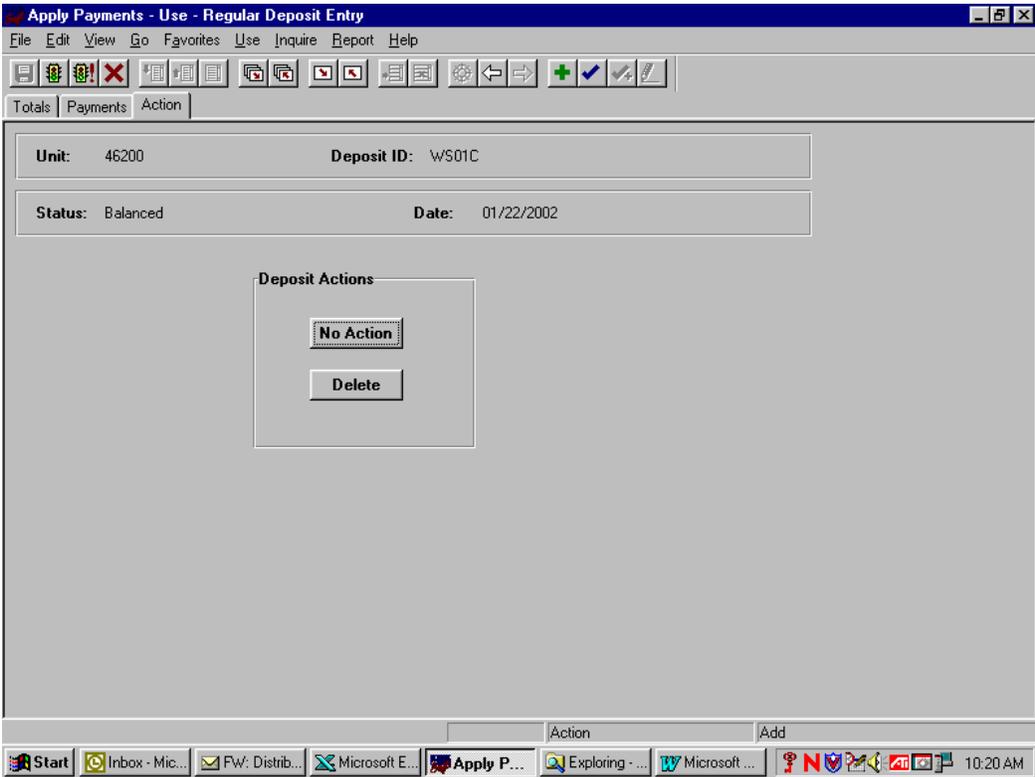
Compare your Payments panel to the panel shown below.



**Expected Results:**

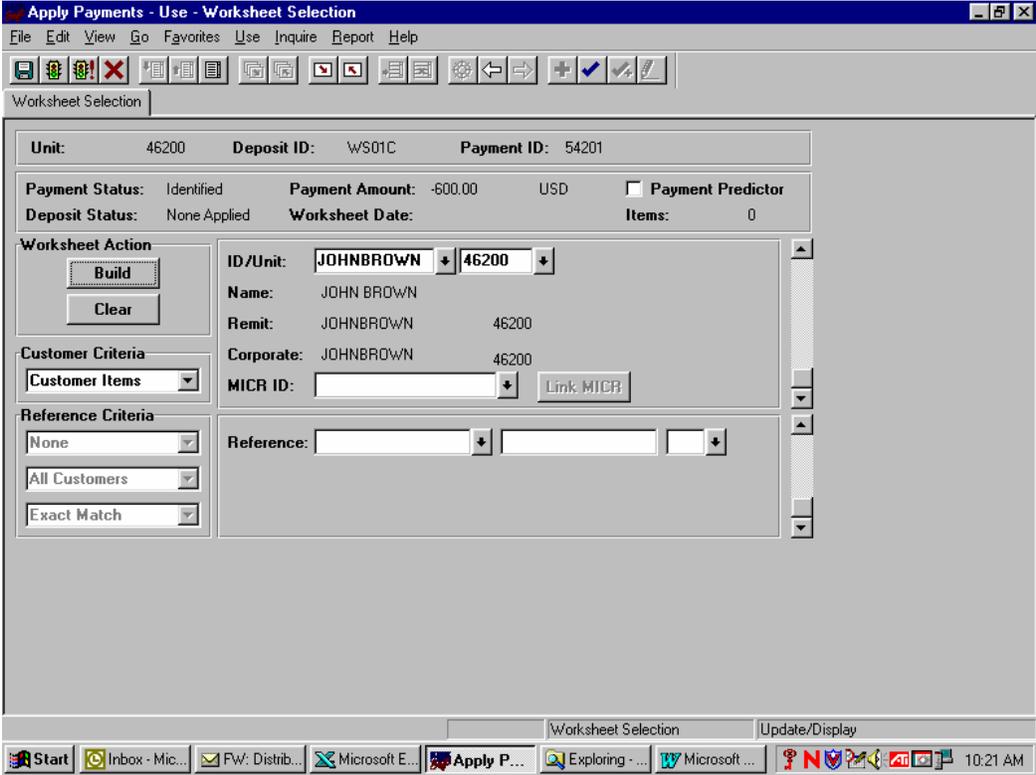
The Payments panel displays.

### Exercise 8 (continued)

<p><b>Step 10</b></p>	<p>Compare your Group Action panel to the panel shown below.</p> 
<p><b>Expected Results:</b></p>	<p>The Group Action panel displays.</p>

<p><b>Step 11</b></p>	<p><b>Action #2 -Build a worksheet to determine the receivable in which to reverse payment:</b></p> <p>Select: Use → <b>Worksheet Selection</b></p>
<p><b>Expected Results:</b></p>	<p>A dialog box displays.</p>

### Exercise 8 (continued)

<p><b>Step 12</b></p>	<p>Enter or select the following:</p> <p>Deposit Unit: 46200                  Deposit ID: WS01CXX                  (Replace XX with the number assigned to you by your instructor)</p> 
<p><b>Expected Results:</b></p>	<p>The Worksheet Selection panel displays.</p>

<p><b>Step 13</b></p>	<p><b>Click:</b>  to build the worksheet.</p>
<p><b>Expected Results:</b></p>	<p>The Worksheet Application panel displays showing the built worksheet.</p>

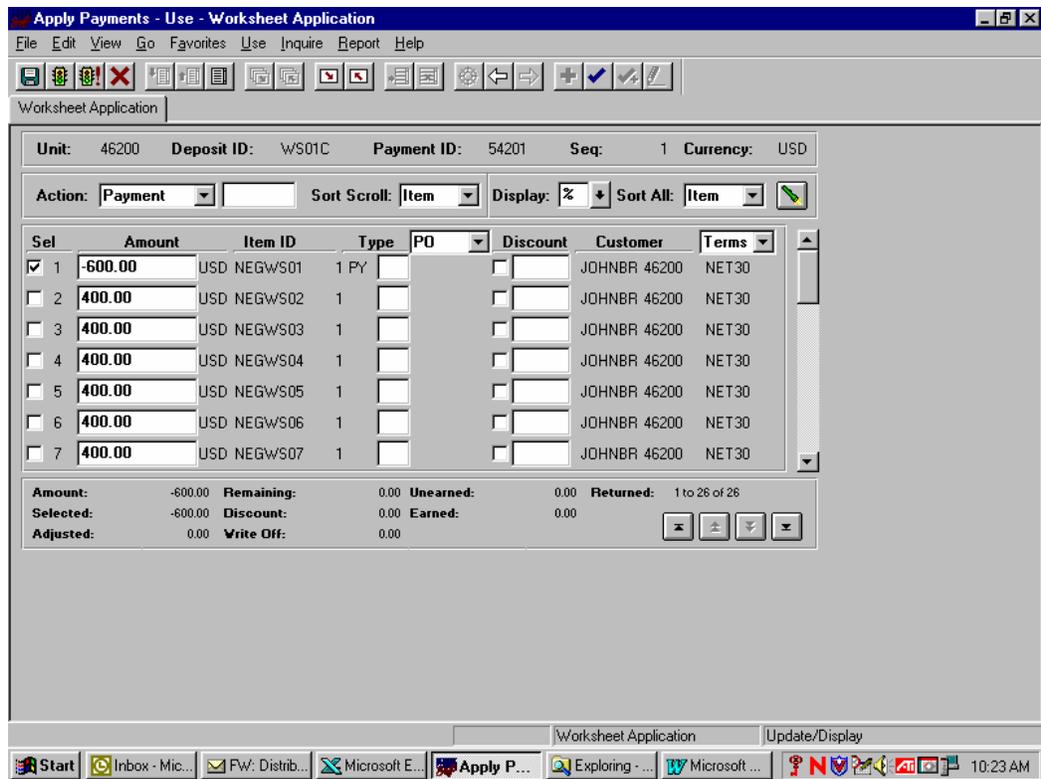
### Exercise 8 (continued)

**Step 14**

Select the following:  
 Item ID: **NEGWSXX**  
 (Replace **XX** with the number assigned to you by your instructor)  
 Click the **Sel** checkbox *ON*

Highlight the Item Amount  
 Change from \$400 to \$-600

Press: <Tab> to update the panel.



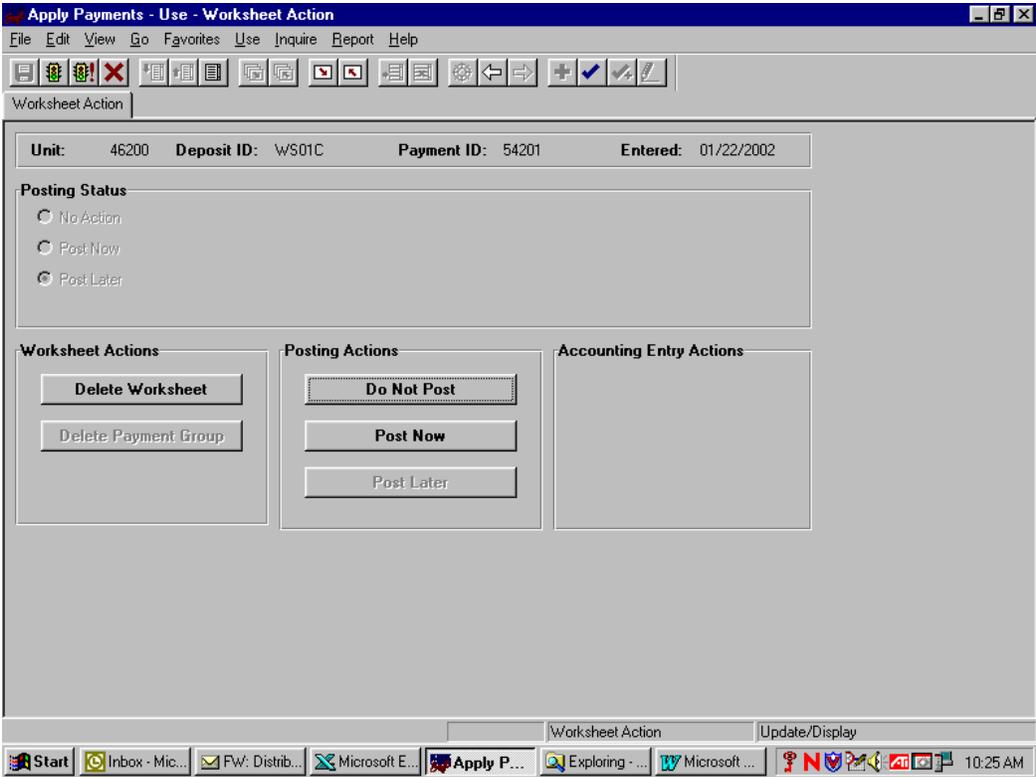
Click:  to save.

**Expected Results:**

The new information is saved..

### Exercise 8 (continued)

<b>Step 15</b>	Select: Use → <b>Worksheet Action</b>
<b>Expected Results:</b>	The Worksheet Action panel displays.

<b>Step 16</b>	<p><b>Click:</b> <b>Post Later</b> to set the payment to post.</p> 
<b>Expected Results:</b>	The Worksheet Action panel displays.

Exercise completed.

***Exercise 9 - Reverse (Unpost) an applied payment***

**Scenario:** Check **123XX**, received in deposit unit **46200**, was incorrectly applied. Your goal is to unpost the payment for Vanson Trucking Co. **(Replace XX with the number assigned to you by your instructor.)**

**Note:** **The instructor will run the Receivable Update process after you unpost the payment. After this process runs, the payment will be available to reapply, and the misapplied item will be open on the customer account.**

<b>Step 1</b>	TO UNPOST THE ORIGINAL PAYMENT: Select: Go → Manage Sales Activities → <b>Apply Payments</b>
<b>Expected Results:</b>	The Apply Payments window displays

<b>Step 2</b>	Select: Use → Payment Unpost → <b>Payment Control</b>
<b>Expected Results:</b>	The dialog box displays.

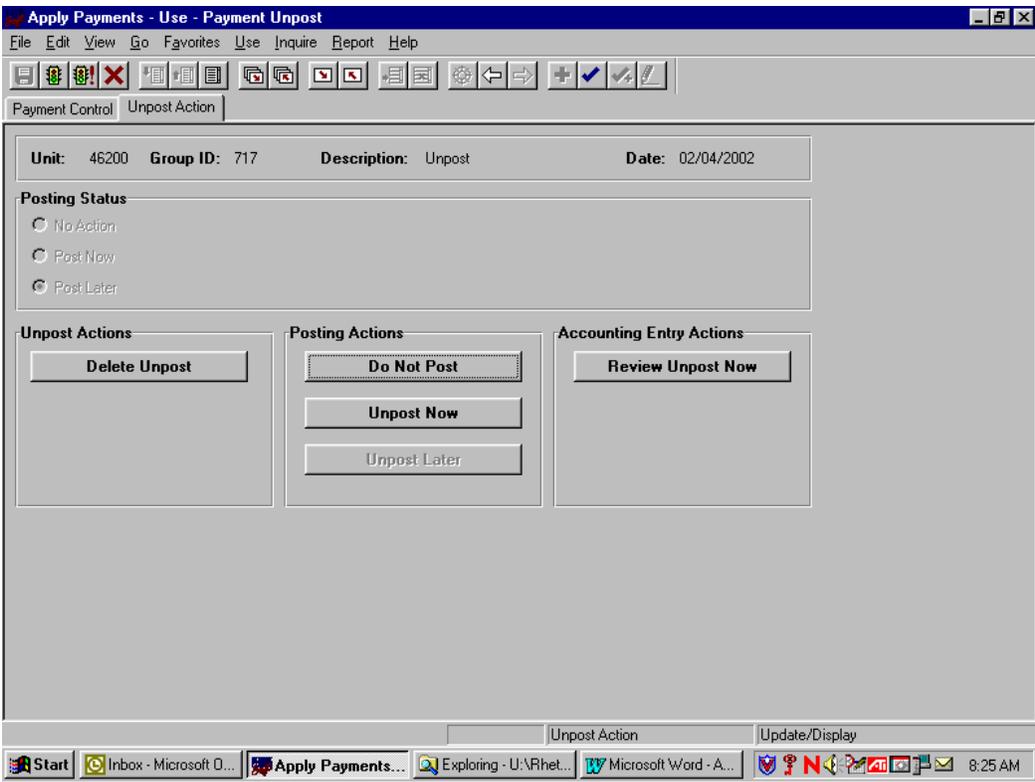
<b>Step 3</b>	Enter or select the following:  Deposit Unit: 46200 Deposit ID: VANSON Payment ID: 123XX <b>(Replace XX with the number assigned to you by your instructor.)</b>  <b>Click:           OK</b>
<b>Expected Results:</b>	The Payment Control panel displays. <b>Note: User may pull record using the Deposit ID also.</b>

### Exercise 9 (continued)

<b>Check Results</b>	
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<b>Step 4</b>	<p>Compare your Payment Control panel to the panel shown below.</p>
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

## Exercise 9 (continued)

<p><b>Step 5</b></p>	<p><b>Click: “Unpost Later”</b></p> 
<p><b>Expected Results:</b></p>	<p>If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.</p>

<p><b>Step 6</b></p>	<p><b>Click:</b>  to save.</p>
<p><b>Expected Results:</b></p>	<p>The reversal/unpost information is saved.</p>

<p><b>Step 7</b></p>	<p>THE INSTRUCTOR WILL RUN THE RECEIVABLE UPDATE PROCESS.</p>
<p><b>Expected Results:</b></p>	<p>The reversal/unpost entries are created.</p>

**Exercise 9 (continued)**

<b>Step 8</b>	<p><b>In order to see the reversal entry:</b></p> <p>Select: Go → Manage Sales Activities → <b>Collect Receivables</b></p>
<b>Expected Results:</b>	The reversal/unpost entries are posted.

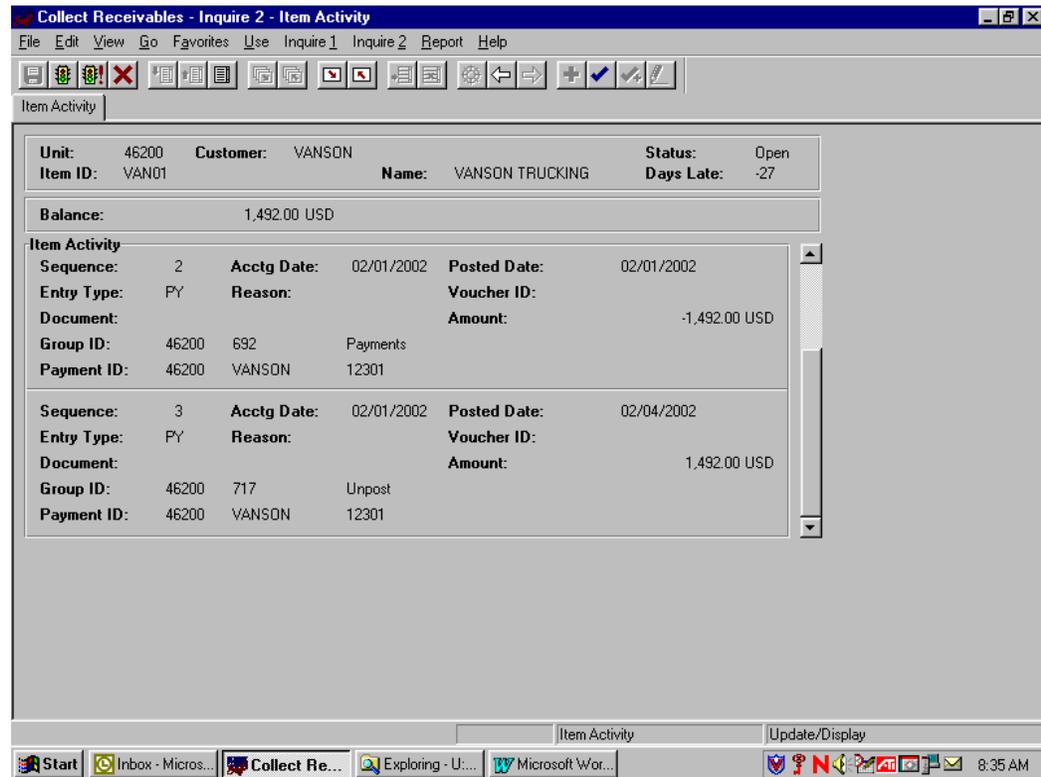
<b>Step 9</b>	Select: Inquire 2 → <b>Item Activity</b>
<b>Expected Results:</b>	The reversal/unpost entries are posted.

<b>Step 10</b>	<p>Enter or select the following:</p> <p>Business Unit: 46200  Item ID: VANXX  <b>(Replace XX with the number assigned to you by your instructor.)</b></p> <p><b>Click: OK</b></p>
<b>Expected Results:</b>	<p>The Payment Control panel displays.</p> <p><b>Note: User may pull record using the Deposit ID also.</b></p>

### Exercise 9 (continued)

**Step 11**

The Item Activity panel will display all entries for a record. Scroll down to see remainder of entries.



**Expected Results:**

If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

Exercise completed.

### ***Exercise 10 - Enter a Vendor Refund (Direct Journal)***

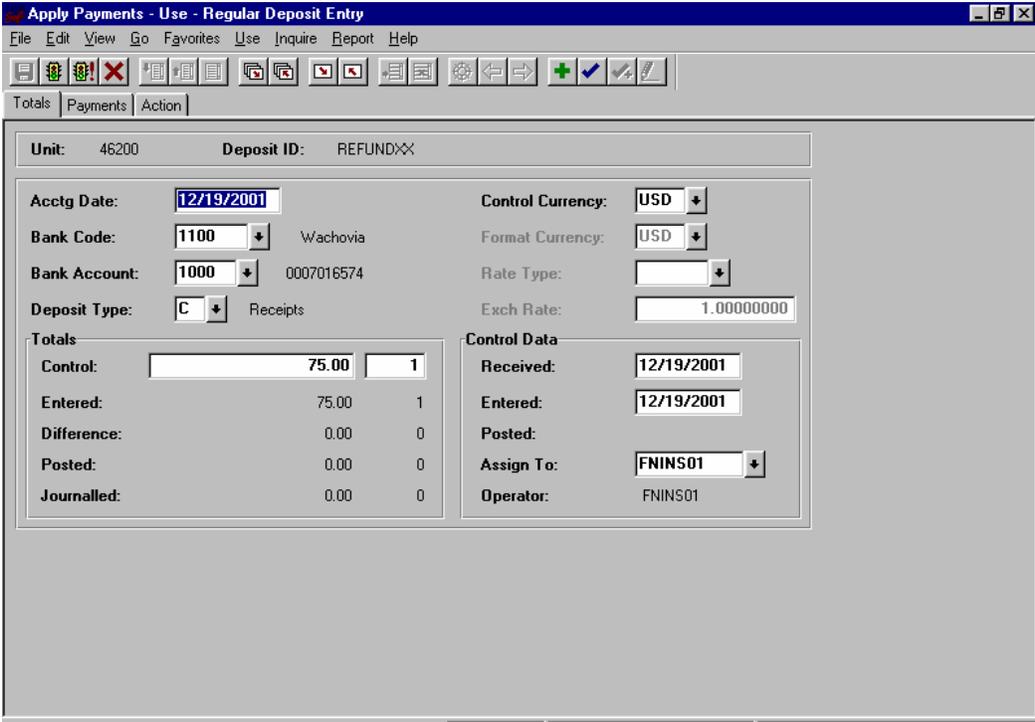
**Scenario:** An employee has written a check as payment for an excess travel advance processed earlier in the Accounts Payable module. You need to reduce the travel expense for this employee.

<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Apply Payments</b>
<b>Expected Results:</b>	The Apply Payments window displays.

<b>Step 2</b>	Select: Use → Regular Deposit Entry → <b>Totals</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	Enter or select the following:  Deposit Unit:       46200 Deposit ID: <b>REFUNDXX</b> <b>(Replace XX with the number assigned to you by your instructor)</b>  <b>Click:                OK</b>
<b>Expected Results:</b>	The Totals panel displays.

### Exercise 10 (continued)

<p><b>Step 4</b></p>	<p>Enter or select the following:</p> <p>Acctg Date: Today's Date                  Bank Code: 1100                  Bank Account: 1000                  Deposit Type: C                  Control Amount: \$75                  Control Count: 1</p> 
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

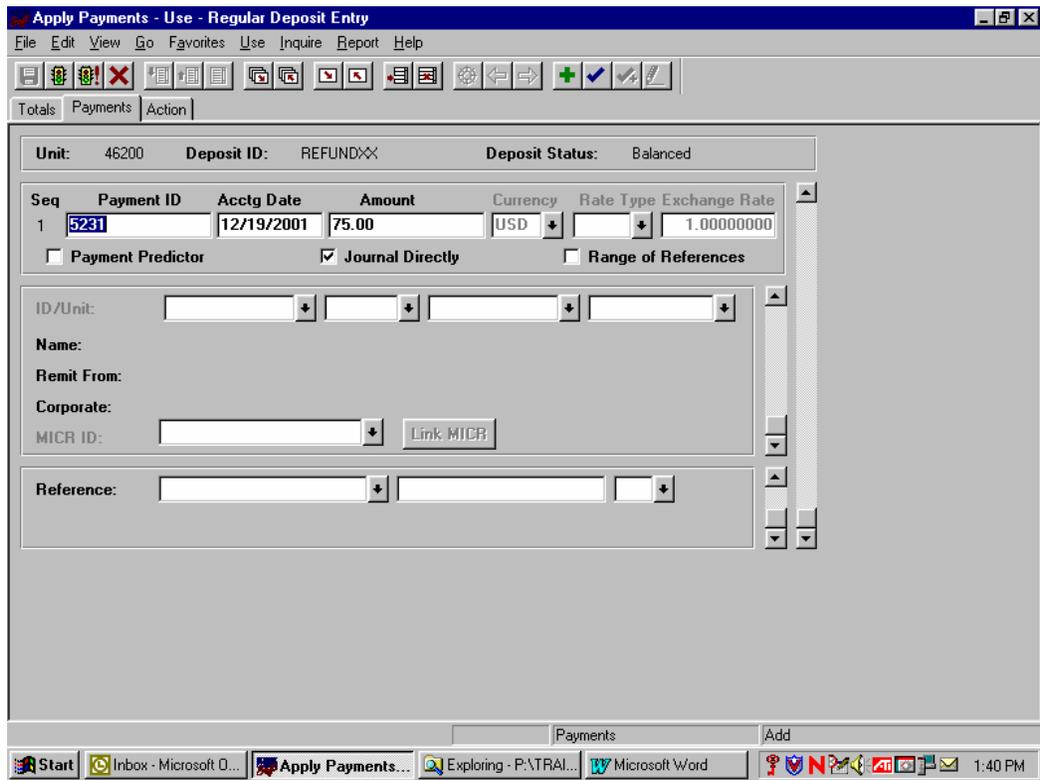
### Exercise 10 (continued)

**Step 5**

**Click:**  to proceed to the Payments panel.

Enter or select the following:

Payment ID:            5231  
 Amount:                \$75  
 Journal Directly:      Click check box ON

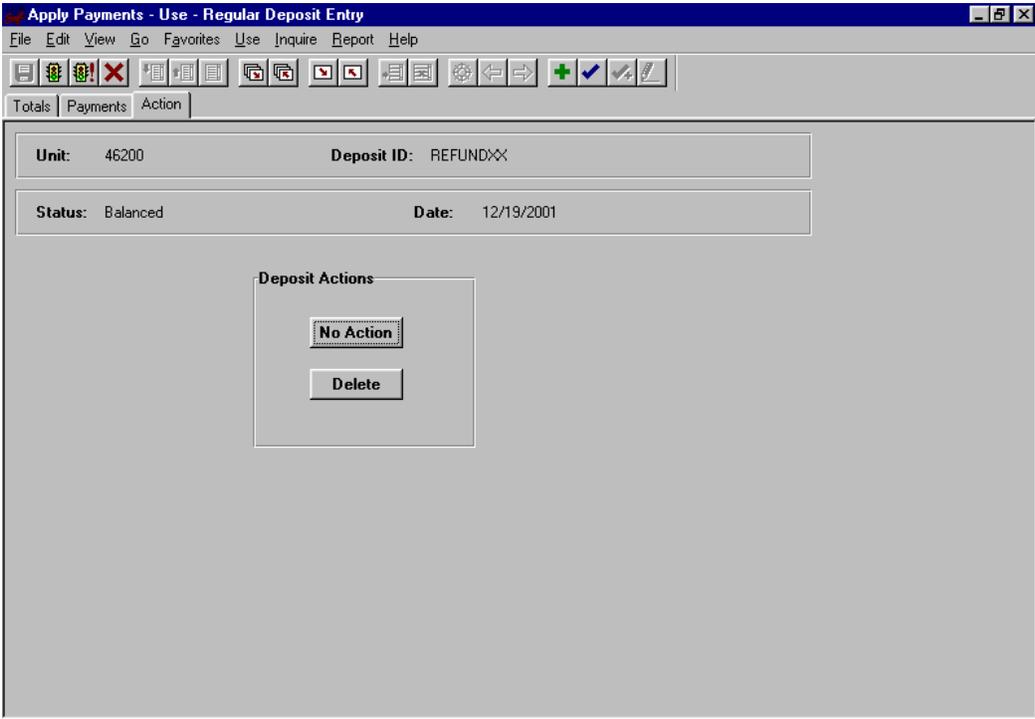


**Expected Results:**

Correct data entry

### Exercise 10 (continued)

<b>Step 6</b>	<b>Click:</b>  to save.
<b>Expected Results:</b>	The new information is saved.

<b>Step 7</b>	<p><b>Click:</b>  to proceed to the Action panel.</p> <p>View the following:</p> <p>Status:                      <b>Balanced</b></p> 
<b>Expected Results:</b>	Correct data entry

**Exercise 10 (continued)**

<b>Step 8</b>	Select: Use → Direct Journal Entry → Accounting Entries
<b>Expected Results:</b>	A dialog box displays.

<b>Step 9</b>	<p>Enter and select the following:</p> <p>Deposit Unit:           46200  Deposit ID:           REFUNDXX  <b>(Replace XX with the number assigned to you by your instructor)</b>  Payment Sequence: 1</p> <p><b>Click:                    OK</b></p>
<b>Expected Results:</b>	The Accounting Entries panel displays.

<b>Step 10</b>	<p><b>To enter the credit side of the accounting entry:</b>  Enter or select the following:</p> <p>Account:           640001  Fund:                A1  Org:                 4620680412  Program:           18640  Sub-Class:         301  BY:                 2002  Prj/Grt:            06557013  Line Amount:      -75  Ref:                 ELEANORJAC (Customer Number- Eleanor Jackson)  Line Descr:        Refund of Travel Advance  Vendor:             JACKSELEAN-001 (Vendor ID 0000000164)</p>
<b>Expected Results:</b>	<p>Correct data entry  <b>Note: Agency must have Budget entered for this combination of Charfields.</b></p>

**Exercise 10 (continued)**

<b>Step 11</b>	<b>The system will automatically create the debit side of the accounting entry:</b> <b>Click:</b>  to create the debit accounting entries.
<b>Expected Results:</b>	The debit account entries are populated.

<b>Step 12</b>	<b>Complete:</b> Click the check box ON
<b>Expected Results:</b>	Correct data entry <b>Note: If the “Complete” check box is not clicked on, the entry will not post.</b>

<b>Step 13</b>	<b>Click:</b>  to save.
<b>Expected Results:</b>	The new information is saved.

### Exercise 10 (continued)

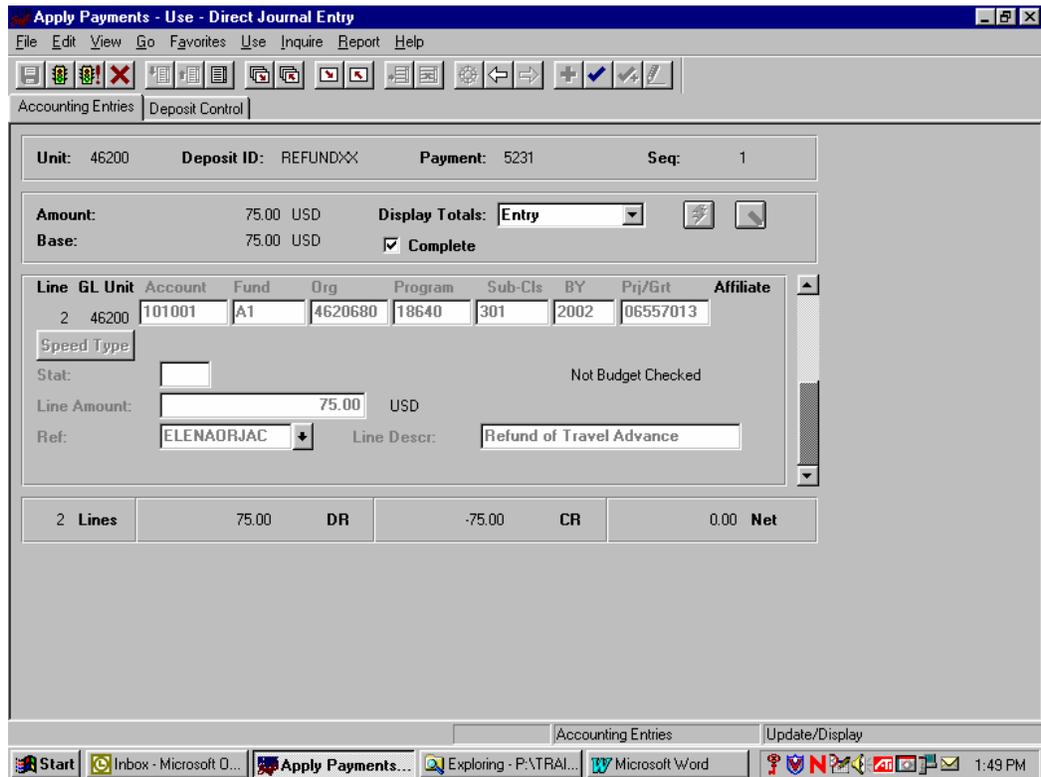
<b>Check Results</b>	
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<b>Step 14</b>	<p>Compare your Accounting Entries Line 1 panel to the panel shown below.</p>
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

### Exercise 10 (continued)

**Step 15**

Compare your Accounting Entries Line 2 (debit side of entry) panel to the panel shown below.



**Expected Results:**

The panel matches. Congratulations!  
If these elements do not match, review the steps and consult your Instructor.

Exercise completed.

### ***Exercise 11 - Enter a Deposit (Direct Journal)***

**Scenario:** You have received 1 check in the mail from Globe International. Enter this check as a direct journal in Phoenix.

<b>Step 1</b>	<p>Use the following information to set up this deposit:</p> <p>Deposit Unit : 46200          Deposit ID : <b>GlobeXX</b>  <b>(Replace XX with the number assigned to you by your instructor)</b>          Bank Code : 1100          Bank Account : 1000          Control Amount : \$55000          Control Count : 1          Payment ID : 5674          CHARTFIELDS:          Account: 441260          Fund: A1          Org: 4620430329          Program: 07012          BY: 2002          Prj/Grt: 07918005          Line Amount: -\$55000          Ref: Globe (Customer Number)          Line Descr: Receipts 0005111-0005112</p>
<b>Expected Results:</b>	Individual understanding of entering a payment as a direct journal.

Exercise completed.

**Exercise 12 – Enter a Deposit (Worksheet)**

**Scenario:** You have received a check in the mail from CRM Enterprise Systems. Determine the application of payment using a worksheet.

<b>Step 1</b>	<p>Use the following information to set up this deposit:</p> <p>DEPOSIT ENTRY:</p> <p>Deposit Unit : 46200</p> <p>Deposit ID : <b>CRMXX</b>  <b>(Replace XX with the number assigned to you by your instructor)</b></p> <p>Bank Code : 1100</p> <p>Bank Account : 1000</p> <p>Control Amount : \$15000</p> <p>Control Count : 1</p> <p>Payment ID : 1234</p> <p>Customer ID : CRMENTERPRISE</p> <p><b>Worksheet Entry:</b></p> <p>Item Id : 624XX          (REPLACE XX WITH THE NUMBER ASSIGNED TO YOU BY YOUR INSTRUCTOR)</p> <p>Amount : \$15,000</p> <p><i>Set transaction to post later</i></p>
<b>Expected Results:</b>	Individual understanding of entering a payment using a worksheet.

Exercise completed.

## D. Summary and Review

Activity	Materials	
 LECTURE	 GUIDE	 REVIEW

### Objectives Review:

1. Create payment worksheets
2. Apply a partial payment to an item
3. Apply an identified payment
4. Review an applied payment
5. Unpost a payment
6. Apply two payments to an item
7. Use a speedtype on a direct journal

### Discuss the following questions:

1. What is the difference between an Express Deposit and a Regular Deposit?
2. What is a Direct Journal?
3. What is a payment worksheet?
4. Which deposit entry type do you use a worksheet with?
5. Is a negative deposit the same as an Unpost?
6. When is it appropriate to use a negative deposit vs. an Unpost?
7. Can a payment ID be used more than once? How about a deposit ID?
8. Where does the cash account used in the AR accounting entry come from?
9. Can you do a Direct Journal on an Express deposit?
10. What does the payment ID usually consist of?
11. If your Direct Journal does not post, what did you forget to do?
12. If an existing worksheet is grayed out, nothing can be changed. Why?
13. How do you get a worksheet to ungray so that you may make changes?

## Entering and Applying Payments

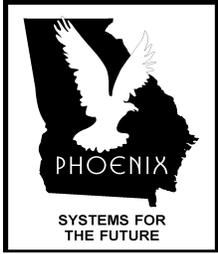


Congratulations! You have just completed the Entering and Applying Payments section. This section contained the tools needed to learn all concepts and procedures involved in Entering and Applying Payments.

### **Participant Objectives**

You should be able to

1. Create payment worksheets
2. Apply a partial payment to an item
3. Apply an identified payment
4. Apply a payment on account
5. Review an applied payment
6. Unpost a payment
7. Apply two payments to an item



# **Phoenix End-User Training**

## **SECTION 5:**

## **MAINTAINING RECEIVABLES**

PARTICIPANT GUIDE

PEOPLESOFT FINANCIALS FOR PUBLIC SECTOR 7  
PEOPLESOFT RECEIVABLES  
MARCH 2003



## Section Contents



### MAINTAINING RECEIVABLES

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## A. Introduction

# Maintaining Receivables



Welcome to the Maintaining Receivables section! This section contains the tools needed to learn all of the concepts and procedures involved in Maintaining Receivables.

**Goal** To acquire the skills and knowledge necessary to perform all processes associated with Maintaining Receivables.

**Participant Objectives** At the end of this section you will be able to

1. Change single item information
2. Use a maintenance worksheet to write-off an item
3. Process misapplication of cash

## B. Business Process

Activity	Materials	
 LECTURE	 GUIDE	 LIBRARY

There are four business processes associated with maintaining receivables. They can be viewed online at <http://phoenix.gagta.com>.

- ◆ AR-012, Enter Receivables
- ◆ AR-005, Receivable Update
- ◆ AR-006, Maintain Receivables
- ◆ AR-016, Reason Codes

### C. Exercises

#### Exercise 1 – Discuss Maintaining Receivable Concepts

**Scenario:** Discuss Maintaining Receivable Concepts.

<b>Step 1</b>	<p>The main underlying concepts for Maintaining Receivables are listed below:</p> <p style="text-align: center;">Understanding Maintaining Receivables</p>
<b>Expected Results:</b>	An understanding of the main concept involved in Maintaining Receivables

<b>Step 2</b>	<p>Read the following information about maintaining items:</p> <p>When a subsidiary ledger is not maintained properly, it can become cluttered with unreconcilable items and incorrect accounting data. In order to make the customer collection process as efficient as possible, the individual accounts, as well as the subsidiary ledger, must be kept free of errors and unreconcilable items. This process is known as maintaining receivables.</p> <p>Most organizations have a person or an entire department responsible for the maintenance of all receivables. Basically, this involves scanning each customer account for items that appear out of place, such as old items, unapplied debit or credit memos, or items with incorrect dates or incorrect accounting information. At times, incorrect information is found when a specific event occurs, such as when a customer account goes into collection. Regardless of how the incorrect information comes to your attention, it must be corrected. Maintenance of items can include information adjustments, accounting date adjustments, payment terms adjustments, write-offs or refunds. The result of this maintenance activity is a clean accounts receivable system.</p>
<b>Expected Results:</b>	

**Exercise 1 (continued)**

<b>Step 3</b>	<p>The result of keeping the Receivables subsidiary ledger clean is a strong organization and improved cash flow. The following list provides the benefits of maintaining receivables:</p> <p>You keep fewer receivables on the books, which means you are not financing the account balances, or interest expense.</p> <p>Your collection process is more efficient, resulting in lower overhead costs.</p> <p>Due to a cleaner database, write-offs of uncollectable items are less frequent.</p> <p>Your required allowance for bad debt will be lower because of a proper accounting of amounts owed and a better collections history.</p> <p>Cash flow is improved within your organization so you are no longer financing your customers.</p>
<b>Expected Results:</b>	An understanding of the main concepts involved in Maintaining Receivables.

Exercise completed.

## Exercise 2 - Place an item in dispute

**Scenario:** Georgia Medical Supplies (GA MEDICAL SUP) recently received a statement indicating that item GAMEDXX is past due (**Replace XX with the number assigned to you by your instructor**). The customer claims the invoice does not belong to them. Your goal is to place the item in an **ERR** *dispute* status.

<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Maintain Receivables</b>
<b>Expected Results:</b>	The Maintain Receivables window displays.

<b>Step 2</b>	Select: Use → <b>Item Maintenance</b>
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	Enter or select the following:  Business Unit: <b>46200</b> Customer ID: <b>GA MEDICAL SUP</b> Item ID: <b>GAMEDXX</b> ( <b>Replace XX with the number assigned to you by your instructor.</b> ) Click:.....
<b>Expected Results:</b>	A list box displays.

**Exercise 2 (continued)**

<b>Step 4</b>	<b>Click:</b> <b>Select (item from list box)</b>
<b>Expected Results:</b>	The Maintain Items panel displays.

<b>Step 5</b>	Enter or select the following:  Dispute:                      Click the check box ON Dispute Code: <b>ERR</b> Dispute Date:            Today Dispute Amount:        3500.00
<b>Expected Results:</b>	Correct data entry

<b>Step 6</b>	<b>Click:</b>  to save.
<b>Expected Results:</b>	The new information is saved.

## Exercise 2 (continued)

<b>Check Results</b>	
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<b>Step 7</b>	<p>Compare your Maintain Items panel to the panel shown below.</p>
<b>Expected Results:</b>	<p>The panel matches. Congratulations! If these elements do not match, review the steps and consult your Instructor.</p>

Exercise completed.

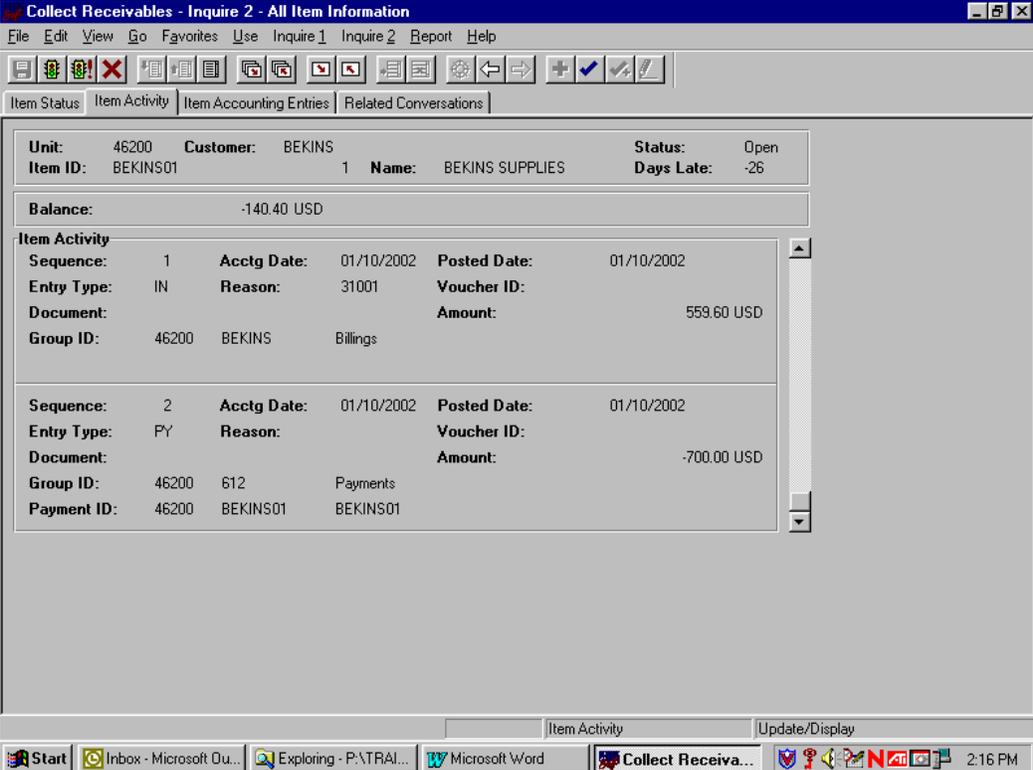
### Exercise 3 – Misapplication of Cash

**Scenario:** While reviewing outstanding items, it was discovered that cash was erroneously applied to a receivable: \$700 was applied to Item ID BEKINSXX (**Replace XX with the number assigned to you by your instructor**). The payment of \$700 should have been applied to Item ID REDFORESTXX (**Replace XX with the number assigned to you by your instructor**). Your goal is to correct the misapplication of cash.

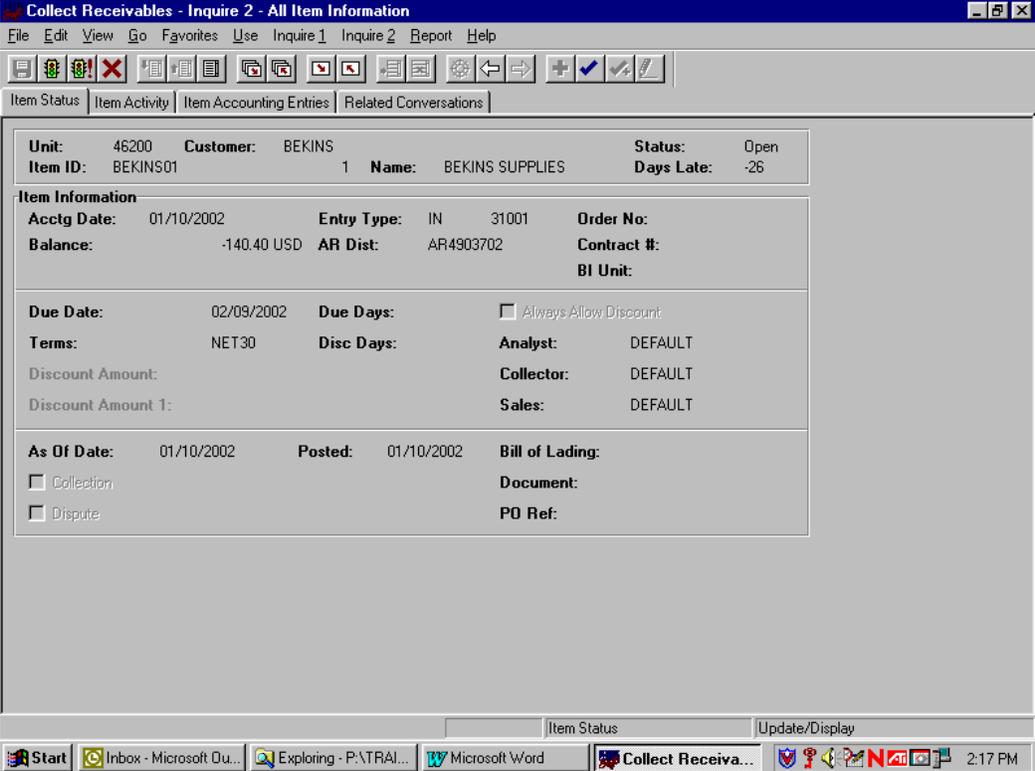
<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Collect Receivables</b>
<b>Expected Results:</b>	The Collect Receivables window displays.

<b>Step 2</b>	Select: Inquire 2 → All Item Information → <b>Item Activity</b>
<b>Expected Results:</b>	A dialog box displays.

### Exercise 3 (continued)

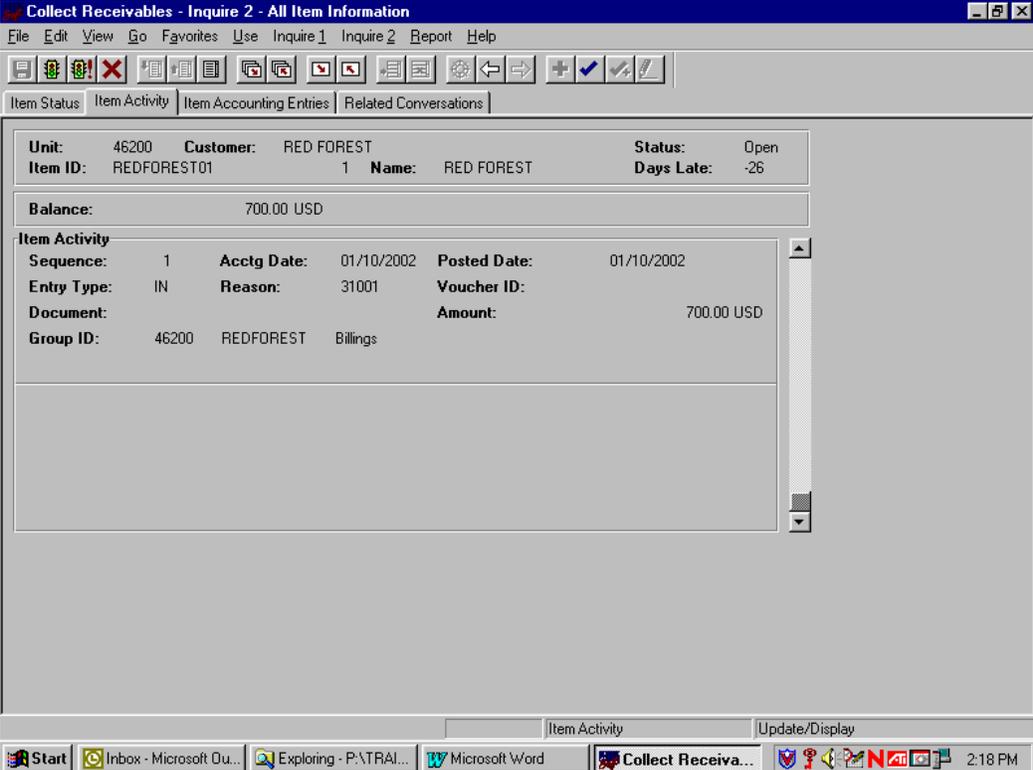
<p><b>Step 3</b></p>	<p>Enter or select the following: <b>(Note: This is the Incorrectly applied item)</b></p> <p>Business Unit: 46200                  Item ID: BEKINSXX  <b>(Replace XX with the number assigned to you by your instructor)</b></p> <p><b>Click: OK</b></p> <p><b>Note: View the item Balance and Reason Code.</b></p> 
<p><b>Expected Results:</b></p>	<p>The Item Activity panel displays. The payment has been applied to the Item.</p>

### Exercise 3 (continued)

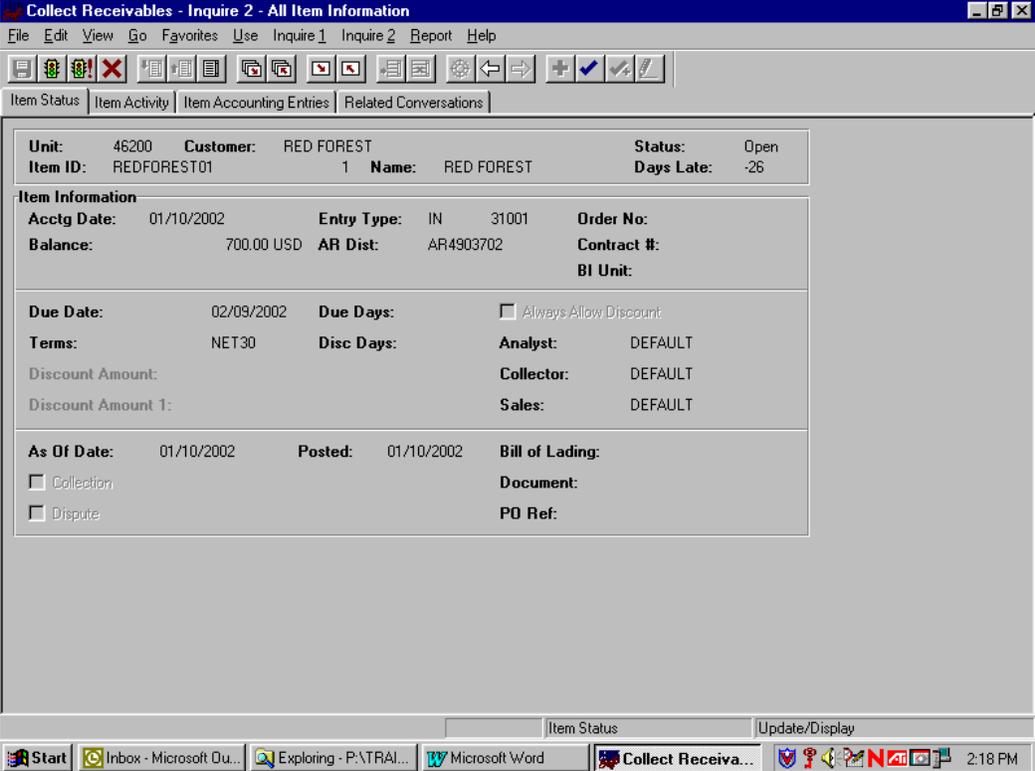
<p><b>Step 4</b></p>	<p>Click to “Item Status”</p> <p><b>Note: View the AR Dist (Distribution Code).</b></p>  <p>Exit out of the panel.</p>
<p><b>Expected Results:</b></p>	<p>The Item Status panel displays.</p>

<p><b>Step 5</b></p>	<p>Select: Inquire 2 → All Item Information → <b>Item Activity</b></p>
<p><b>Expected Results:</b></p>	<p>A dialog box displays.</p>

### Exercise 3 (continued)

<p><b>Step 6</b></p>	<p>Enter or select the following: <b>(Item which should have been paid)</b></p> <p>Business Unit: 46200                  Item ID: REDFORESTXX  <b>(Replace XX with the number assigned to you by your instructor)</b></p> <p><b>Click: OK</b></p> <p><b>Note: View the item Balance and Reason Code.</b></p> 
<p><b>Expected Results:</b></p>	<p>The Item Activity panel displays.</p>

### Exercise 3 (continued)

<p><b>Step 7</b></p>	<p>Click to “Item Status”</p> <p><b>Note: View the AR Dist (Distribution Code).</b></p> 
<p><b>Expected Results:</b></p>	<p>The Item Accounting Entries panel displays.</p>

<p><b>Step 8</b></p>	<p>Select: Go → Manage Sales Activities → <b>Enter Receivables</b></p>
<p><b>Expected Results:</b></p>	<p>The Enter Receivables window displays.</p>

### Exercise 3 (continued)

<b>Step 9</b>	Select: Use → Online Pending Item Entry → <b>Group Control</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 10</b>	Enter or select the following:  Group Unit:           46200 Group ID:             NEXT  <b>Click:                 OK</b>
<b>Expected Results:</b>	The Group Control panel displays.

<b>Step 11</b>	Enter or select the following:  Acctg Date:           Today's Date Group Type:           B (Billing) – <b>Default Value</b> Origin ID:             MAN (Manual) – <b>Default Value</b> Control Currency     USD – <b>Default Value</b> Control Amount:     \$0 Control Count:       2 Received:             Today's Date Entered:              Today's Date
<b>Expected Results:</b>	Correct data entry

**Exercise 3 (continued)**

<p><b>Step 12</b></p>	<p><b>Click:</b>  to proceed to the Pending Item 1 panel. (<b>Bekins – incorrectly applied item – to increase AR to original amount before misapplied payment</b>)</p> <p>Enter or select the following:</p> <p>Acctg Date: Today’s Date          As of Date: Today’s Date          Item ID: (BEKINSXX)  <b>(Replace XX with the number assigned to you by your instructor)</b>          Line Number: 0          Customer: BEKINS03          Amount: \$700          Entry Type: DR          Reason: 10101          Dist Code: AR4903702</p>
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

<p><b>Step 13</b></p>	<p><b>Click:</b>  on the tool bar to insert a row. (<b>Red Forest - Payment should have been applied to this item – To decrease AR which was the intent of the original entry</b>)</p> <p>Enter or select the following:</p> <p>Item ID: (REDFORESTXX)  <b>(Replace XX with the number assigned to you by your instructor)</b>          Line Number: 0          Customer: RED FOREST          Amount: \$-700          Entry Type: CR          Reason: 10101          Dist Code: AR4903702</p>
<p><b>Expected Results:</b></p>	<p>Correct data entry</p>

### Exercise 3 (continued)

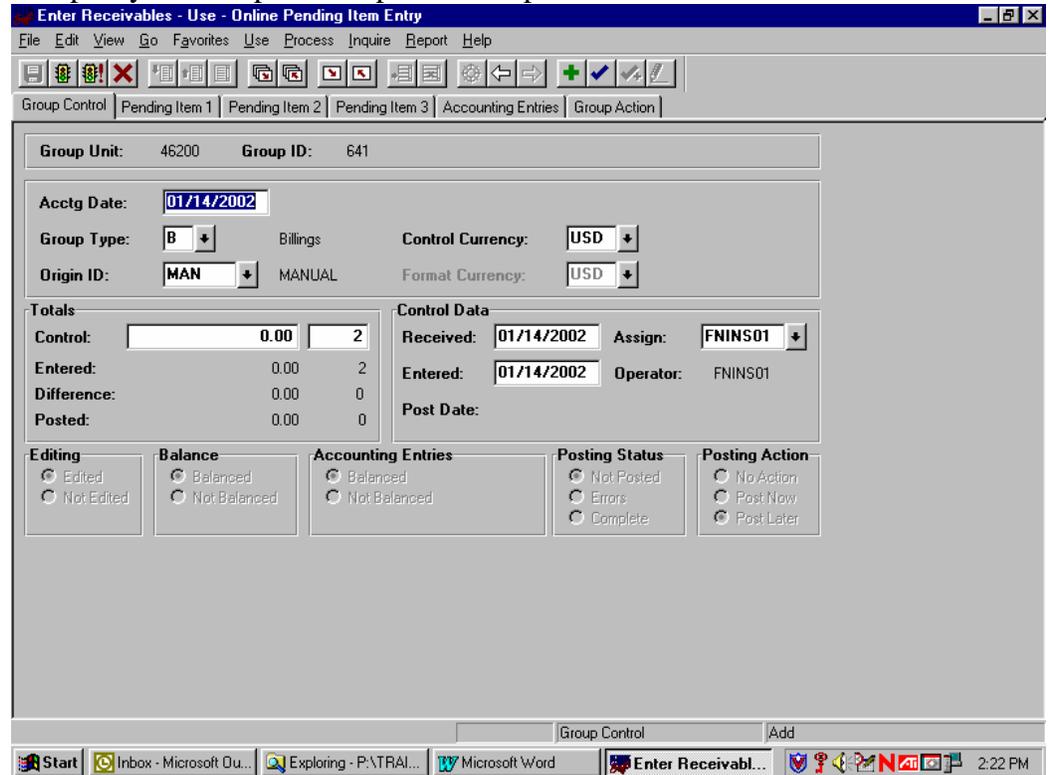
<p><b>Step 14</b></p>	<p><b>Click:</b>  to proceed to the Group Action panel.</p> <p><b>Click:</b> </p>
<p><b>Expected Results:</b></p>	<p>The pending items balance.</p> <p>If the items do not balance, make corrections and perform this step again before moving on to the next step. If you cannot balance the entries, ask the Instructor for assistance.</p>

<p><b>Step 15</b></p>	<p><b>Click:</b> </p> <p>Write down Group Id # _____</p>
<p><b>Expected Results:</b></p>	<p>The group of items is set to post later and all fields in the panel are grayed out.</p>

### Exercise 3 (continued)

#### Step 16

Compare your Group Control panel to the panel shown below.



#### Expected Results:

The panel matches, continue to the next panel. If these elements do not match, review the steps and consult your instructor.

### Exercise 3 (continued)

#### Step 17

Compare your Pending Item 1 Sequence 1 panel to the panel shown below.

#### Expected Results:

The panel matches, continue to the next panel. If these elements do not match, review the steps and consult your instructor.

### Exercise 3 (continued)

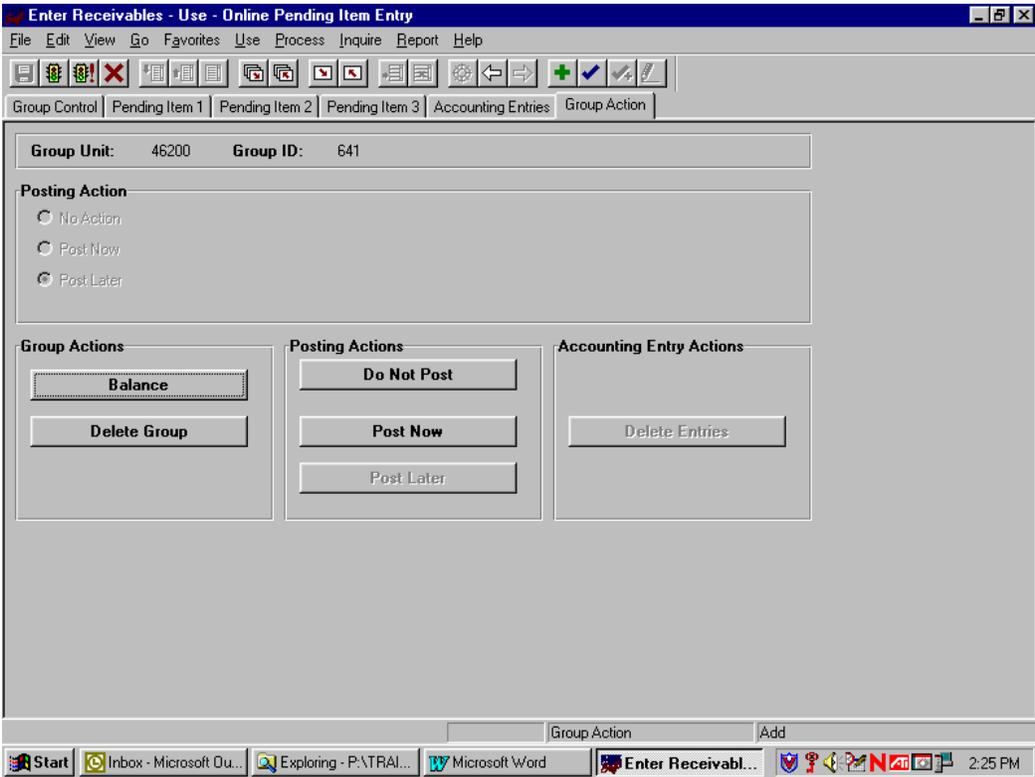
#### Step 18

Compare your Pending Item 1 Sequence 2 panel to the panel shown below.

#### Expected Results:

The panel matches, continue to the next panel. If these elements do not match, review the steps and consult your instructor.

### Exercise 3 (continued)

<p><b>Step 19</b></p>	<p>Compare your Group Action panel to the panel shown below.</p> 
<p><b>Expected Results:</b></p>	<p>The panel matches. Congratulations! If these elements do not match, review the steps and consult your instructor.</p>

Exercise completed.

## D. Summary and Review

Activity	Materials	
 LECTURE	 GUIDE	 REVIEW

### Objectives Review:

1. Change single item information
2. Use a maintenance worksheet to write-off an item
3. Process misapplication of cash

### Answer the following questions:

1. What is known as the process of Maintaining Receivables?
2. What is the first step in correcting a misapplication of cash?
3. What entry type will decrease a customer AR Balance?

## Maintaining Receivables



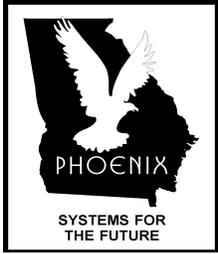
Congratulations! You have just completed the Maintaining Receivables section. This section contained the tools needed to learn all the concepts and procedures involved in Maintaining Receivables.

### **Participant Objectives**

You should be able to

1. Change single item information
2. Use a maintenance worksheet to write-off an item
3. Process misapplication of cash





# Phoenix End-User Training

## SECTION 6:

## CREDIT MANAGEMENT

PARTICIPANT GUIDE

PEOPLESOFT FINANCIALS FOR PUBLIC SECTOR 7  
PEOPLESOFT RECEIVABLES  
MARCH 2003



## Section Contents



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## A. Introduction

# Credit Management



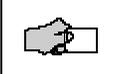
Welcome to the Credit Management section! This section contains the tools needed to learn all the concepts and procedures involved in Credit Management.

**Goal** The goal of this topic is for the participants to acquire the skills and knowledge necessary to perform processes associated with Credit Management and Monitoring Receivables.

**Participant Objectives** At the end of this section you will be able to...

1. Review customer profiles
2. Define item inquiries
3. View customer aging, balances and history
4. Analyze payments and payment history
5. Track payments and items

## B. Business Processes

Activity	Materials	
 LECTURE	 GUIDE	 HANDOUT

There are two business processes associated with monitoring receivables. They can be viewed online at <http://phoenix.gagta.com>

- ◆ AR-007, Collect Receivables Process
- ◆ AR-008, Monitoring Receivable Activity

## C. Exercises

### Exercise 1 – Discuss Credit Management Concepts

**Scenario:** Discuss Credit Management Concepts.

<b>Step 1</b>	<p>The main underlying concepts for Credit Management are listed below:</p> <ul style="list-style-type: none"> <li>Customer account analysis</li> <li>Customer conversations</li> <li>Researching items</li> </ul>
<b>Expected Results:</b>	An understanding of the main concepts involved in Credit Management.

<b>Step 2</b>	<p>Read the following information about credit management.</p> <p>When reviewing a customer's payments, you may not need to see all payments. The customer payments view allows you to select payments from as narrow or as broad a time range as you want.</p> <p>The Customer Payments panel displays the following information:</p> <ul style="list-style-type: none"> <li>Accounting Date</li> <li>Amount Applied to Customer</li> <li>Balance amount</li> <li>Business Unit</li> <li>Deposit ID Past Due amount</li> <li>Payment Count</li> <li>Payment ID</li> <li>Sequence number</li> <li>Total amount</li> </ul>
<b>Expected Results:</b>	An understanding of the concepts involved in Credit Management.

**Exercise 1 (continued)**

<p><b>Step 3</b></p>	<p>You can view detailed information on accounting entries for each activity against an item.</p> <p>The Item Accounting Entries panel displays the following information:</p> <ul style="list-style-type: none"> <li>Account</li> <li>Accounting Date</li> <li>Affiliate</li> <li>Amount</li> <li>Balance</li> <li>Budget Year</li> <li>Business Unit</li> <li>Customer</li> <li>Date</li> <li>Days Late</li> <li>Entry Type</li> <li>Fund</li> <li>GL Unit</li> <li>Item Amount    Item ID</li> <li>Journal</li> <li>Journal Line Description</li> <li>Line</li> <li>Name</li> <li>Organization</li> <li>Program</li> <li>Project/Grant</li> <li>Reference</li> <li>Sequence</li> <li>Statistic Amount</li> <li>Status</li> <li>Sub-Classification</li> </ul>
<p><b>Expected Results:</b></p>	<p>An overall understanding of the concepts of Credit Management.</p>



## Exercise 1 (continued)

<p><b>Step 4</b></p>	<p>You can view the activity for all items in a selected group using the item activity from a group view.</p> <p>You can view a list of items currently posted against a payment using the item activity from a payment view.</p> <p>You can view a one-line summary of each item-related activity.</p> <p>You can view information about conversations with a customer regarding a selected item, or you can add information about a current conversation.</p> <p>When you are reviewing payment information, you can determine which checks you have received, how they have been identified and how far they have progressed in the processing cycle.</p> <p>You can view the status of an unposted pending item for a selected customer.</p>
<p><b>Expected Results:</b></p>	<p>An understanding of the main concepts involved in Credit Management and Monitoring Receivables.</p>

Exercise completed.

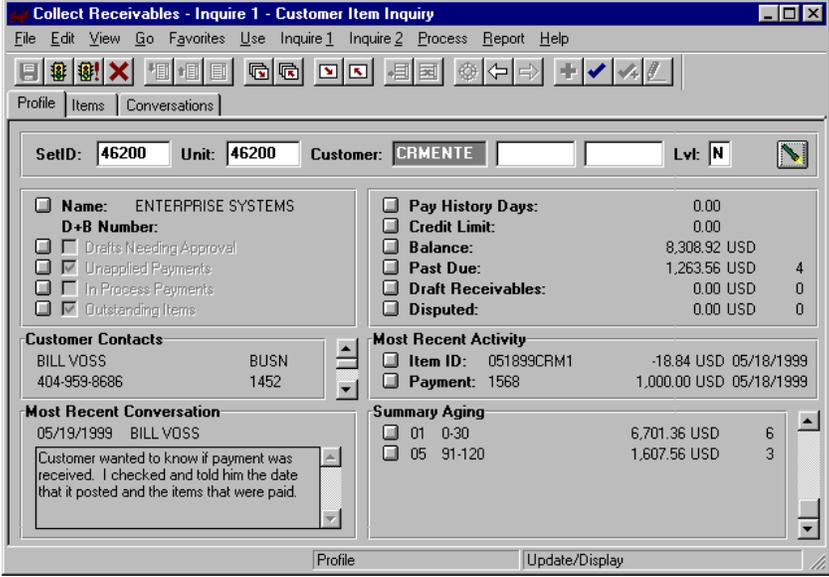
## Exercise 2 - View customer profile information

**Scenario:** Randy Orr at Enterprise Systems (**CRMENTERPRISE**) called to ask for detailed account information. He wants to know what items make up his balance and if any credits have been issued. The customer has also requested a duplicate invoice. Your goal is to view the information and document the customer conversation.

<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Collect Receivables</b>
<b>Expected Results:</b>	The Collect Receivables window displays.

<b>Step 2</b>	Select: Inquire 1 → Customer Item Inquiry → <b>Profile</b>
<b>Expected Results:</b>	The Profile panel displays.

### Exercise 2 (continued)

<p><b>Step 3</b></p>	<p>Enter or select the following:</p> <p>SetID: 46200          Unit: 46200          Customer: CRMENTERPRISE</p> <p>Click:  to view details. (You may have to click the flashlight a second time to view complete details.)</p> 
<p><b>Expected Results:</b></p>	<p>Correct data entry and the details display</p>

## Exercise 2 (continued)

### Step 4

Click:  to proceed to the Items panel.

Click:  to view details.



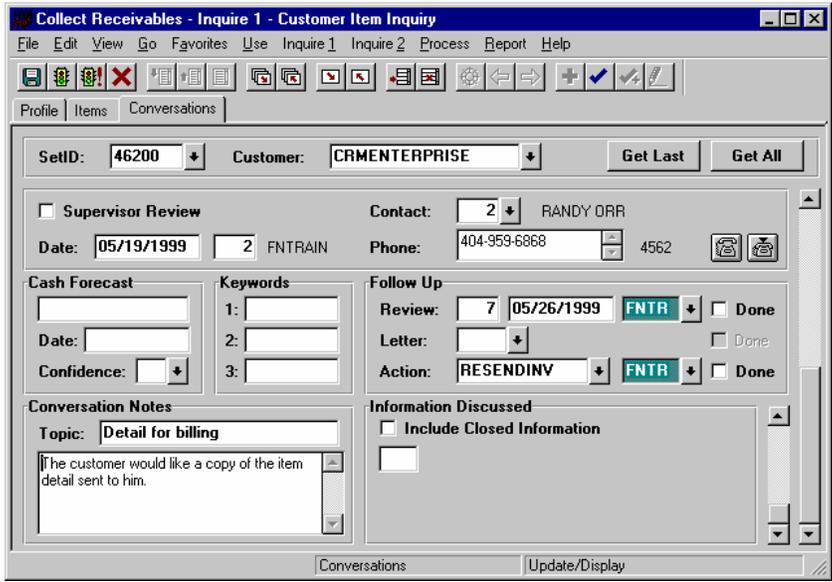
### Expected Results:

The details display.



## Exercise 2 (continued)

<b>Check Results</b>	
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<b>Step 8</b>	<p>Compare your Conversations panel to the panel shown below.</p> 
<b>Expected Results:</b>	<p>The panel matches. Congratulations!                  If these elements do not match, review the steps and consult your Instructor.</p>

Exercise completed.

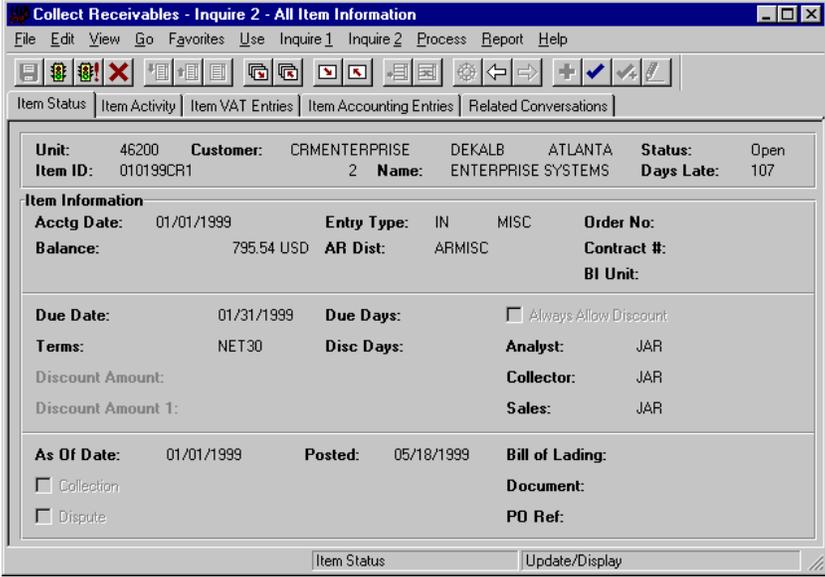
### Exercise 3 - Research a single item

**Scenario:** The Account Manager for Enterprise Systems (**CRMENTERPRISE**) called because the latest statement does not show a payment for item **010199CR1**. The customer says a \$2,000 payment was sent. Your goal is to check the status of the item.

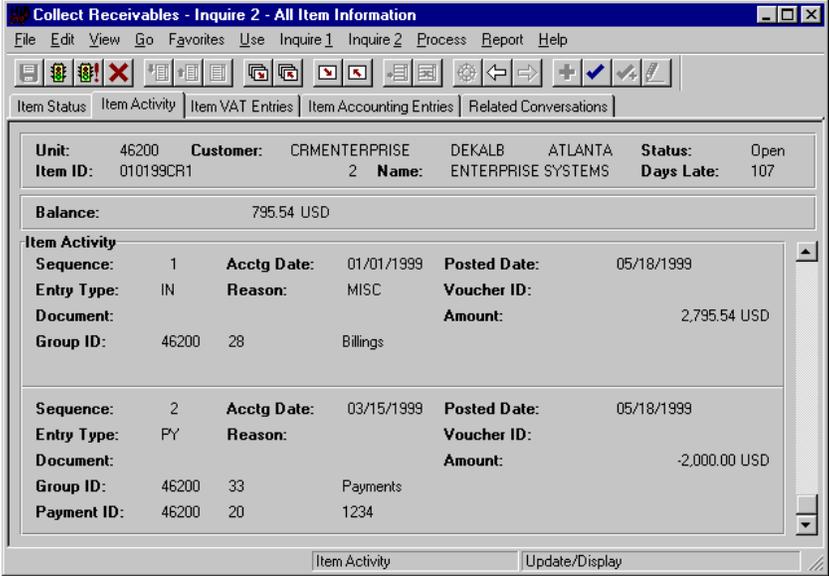
<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Collect Receivables</b>
<b>Expected Results:</b>	The Collect Receivables window displays.

<b>Step 2</b>	Select: Inquire 2 → All Item Information → <b>Item Status</b>
<b>Expected Results:</b>	A dialog box displays.

**Exercise 3 (continued)**

<b>Step 3</b>	<p>Enter or select the following:</p> <p>Business Unit: 46200  Customer ID: CRMENTERPRISE  Item ID: 010199CR1  Item Line: 2</p> <p><b>Click: OK</b></p> <p><b>Note: View the item Balance.</b></p> 
<b>Expected Results:</b>	The Item Status panel displays.

### Exercise 3 (continued)

<p><b>Step 4</b></p>	<p><b>Click:</b> <span style="border: 1px solid gray; padding: 2px;">Item Activity</span> to proceed to the Item Activity panel.</p> <p style="text-align: center;"><b>Note: View the Payment ID and the payment Posted Date.</b></p> <div style="border: 1px solid gray; padding: 5px; margin: 10px auto; width: 80%;">  <p>The screenshot shows a software window titled "Collect Receivables - Inquire 2 - All Item Information". It has a menu bar (File, Edit, View, Go, Favorites, Use, Inquire 1, Inquire 2, Process, Report, Help) and a toolbar with various icons. Below the toolbar are tabs: "Item Status", "Item Activity" (selected), "Item VAT Entries", "Item Accounting Entries", and "Related Conversations". The main area displays item information: Unit: 46200, Customer: CRMENTERPRISE, DEKALB ATLANTA, Status: Open, Item ID: 010199CR1, Name: ENTERPRISE SYSTEMS, Days Late: 107. A balance of 795.54 USD is shown. The "Item Activity" section contains two entries:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Sequence:</td><td>1</td><td>Acctg Date:</td><td>01/01/1999</td><td>Posted Date:</td><td>05/18/1999</td></tr> <tr> <td>Entry Type:</td><td>IN</td><td>Reason:</td><td>MISC</td><td>Voucher ID:</td><td></td></tr> <tr> <td>Document:</td><td></td><td></td><td></td><td>Amount:</td><td>2,795.54 USD</td></tr> <tr> <td>Group ID:</td><td>46200 28</td><td></td><td>Billings</td><td></td><td></td></tr> </table>   <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Sequence:</td><td>2</td><td>Acctg Date:</td><td>03/15/1999</td><td>Posted Date:</td><td>05/18/1999</td></tr> <tr> <td>Entry Type:</td><td>PY</td><td>Reason:</td><td></td><td>Voucher ID:</td><td></td></tr> <tr> <td>Document:</td><td></td><td></td><td></td><td>Amount:</td><td>-2,000.00 USD</td></tr> <tr> <td>Group ID:</td><td>46200 33</td><td></td><td>Payments</td><td></td><td></td></tr> <tr> <td>Payment ID:</td><td>46200 20</td><td></td><td>1234</td><td></td><td></td></tr> </table> <p style="text-align: right;">Item Activity      Update/Display</p> </div>	Sequence:	1	Acctg Date:	01/01/1999	Posted Date:	05/18/1999	Entry Type:	IN	Reason:	MISC	Voucher ID:		Document:				Amount:	2,795.54 USD	Group ID:	46200 28		Billings			Sequence:	2	Acctg Date:	03/15/1999	Posted Date:	05/18/1999	Entry Type:	PY	Reason:		Voucher ID:		Document:				Amount:	-2,000.00 USD	Group ID:	46200 33		Payments			Payment ID:	46200 20		1234		
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Payment ID:	46200 20		1234																																																				
<p><b>Expected Results:</b></p>	<p>The panel matches. Congratulations! If these elements do not match, review the steps and consult your Instructor.</p>																																																						

Exercise completed.

## Exercise 4 - Research a group of items

**Scenario:** You are planning to unpost an item group. Your goal is to verify the items in the group prior to unposting.

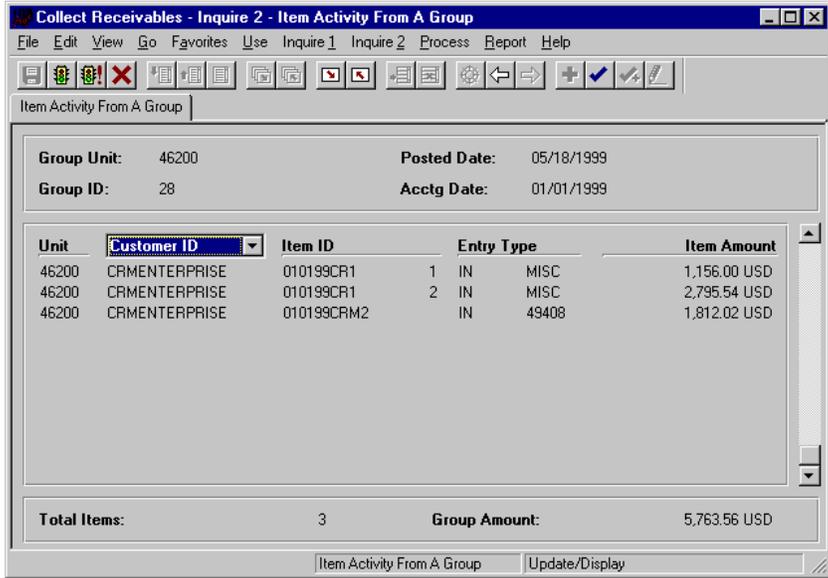
<b>Step 1</b>	Select: Go → Manage Sales Activities → <b>Collect Receivables</b>
<b>Expected Results:</b>	The Collect Receivables window displays.

<b>Step 2</b>	Select: Inquire 2 → <b>Item Activity From a Group</b>
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	Enter or select the following:  Group Unit:       46200 Group ID:         28  <b>Click:            OK</b>
<b>Expected Results:</b>	The Item Activity From A Group panel displays.

### Exercise 4 (continued)

<b>Check Results</b>	
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<b>Step 4</b>	<p>Compare your Item Activity From A Group panel to the panel shown below.</p>  <table border="1" data-bbox="506 827 1292 1087"> <thead> <tr> <th>Unit</th> <th>Customer ID</th> <th>Item ID</th> <th>Entry Type</th> <th>Item Amount</th> </tr> </thead> <tbody> <tr> <td>46200</td> <td>CRMENTERPRISE</td> <td>010199CR1</td> <td>1 IN MISC</td> <td>1,156.00 USD</td> </tr> <tr> <td>46200</td> <td>CRMENTERPRISE</td> <td>010199CR1</td> <td>2 IN MISC</td> <td>2,795.54 USD</td> </tr> <tr> <td>46200</td> <td>CRMENTERPRISE</td> <td>010199CRM2</td> <td>IN 49408</td> <td>1,812.02 USD</td> </tr> </tbody> </table> <p><b>Total Items:</b> 3      <b>Group Amount:</b> 5,763.56 USD</p>	Unit	Customer ID	Item ID	Entry Type	Item Amount	46200	CRMENTERPRISE	010199CR1	1 IN MISC	1,156.00 USD	46200	CRMENTERPRISE	010199CR1	2 IN MISC	2,795.54 USD	46200	CRMENTERPRISE	010199CRM2	IN 49408	1,812.02 USD
Unit	Customer ID	Item ID	Entry Type	Item Amount																	
46200	CRMENTERPRISE	010199CR1	1 IN MISC	1,156.00 USD																	
46200	CRMENTERPRISE	010199CR1	2 IN MISC	2,795.54 USD																	
46200	CRMENTERPRISE	010199CRM2	IN 49408	1,812.02 USD																	
<b>Expected Results:</b>	<p>The panel matches. Congratulations!                  If these elements do not match, review the steps and consult your Instructor.</p>																				

Exercise completed.

## D. Summary and Review

Activity	Materials	
 LECTURE	 GUIDE	 REVIEW

### Objectives Review:

1. Review customer profiles
2. Define item inquiries
3. Add and review customer conversations
4. View customer aging, balances and history
5. Analyze payments and payment history
6. Track payments and items
7. View unit activity, aging and cash

### Discuss the following questions:

1. Name at least three features available in the Conversations panel.
2. When can it be helpful to review Item Activity from a Payment?
3. What type of information can you find in the Customer Payment History panel?

# Credit Management



Congratulations! You have just completed the Credit Management section. This section contained the tools needed to learn all concepts and procedures involved in Credit Management in Accounts Receivable.

## **Participant Objectives**

You should be able to

1. Review customer profiles
2. Define item inquiries
3. View customer aging, balances and history
4. Analyze payments and payment history
5. Track payments and items



# **PeopleSoft End-User Training**

## **SECTION 7:**

## **MAINTAINING TABLES**

PARTICIPANT GUIDE

PEOPLESOFT FINANCIALS FOR PUBLIC SECTOR 7  
PEOPLESOFT RECEIVABLES  
MARCH 2003



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## A. Introduction

# Maintaining Tables



Welcome to the Maintaining Tables section! This section contains the tools needed to learn all the concepts and procedures involved in Maintaining Tables.

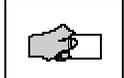
**Goal** To acquire the skills and knowledge necessary to perform procedures identified in the Maintaining Tables section of the online Library.

**Participant Objectives**

At the end of this module you will be able to

10. Enter speed types
11. Inquire distribution codes
12. Inquire entry types and entry reasons
13. Inquire automatic entry types
14. Inquire item entry types
15. Add collector and credit analyst records
16. Add a sales person
17. Enter new message codes
18. Add subcustomer information
19. Add dispute information

## B. Business Process

Activity	Materials	
 LECTURE	 GUIDE	 HANDOUT

There is one business process, AR016, associated with maintaining tables. It can be viewed online at <http://phoenix.gagta.com/>

- ◆ AR-016, Reason Codes

## C. Exercises

### Exercise 1 - Discuss Maintaining Tables Concepts

**Scenario:** Discuss Maintaining Tables Concepts.

<b>Step 1</b>	<p>The main underlying concept for Maintaining Tables is listed below:</p> <p style="text-align: center;">Define business rules</p>
<b>Expected Results:</b>	An understanding of the main concepts involved in Maintaining Customers.

<b>Step 2</b>	<p>Read the following information about Maintaining Tables.</p> <p>PeopleSoft is a table-driven system that uses two types of tables: control tables and transaction tables. Control tables dictate the valid values that a business unit can use for processing transactions. Transaction tables track the activity that transpires in a business unit. This section addresses the control tables that each agency will be responsible for populating and maintaining.</p>
<b>Expected Results:</b>	An understanding of the main concepts involved in Maintaining Customers.

## Exercise 2 (continued)

<p><b>Step 2(cont)</b></p>	<p>Define business rules is the process of setting up control tables. Control tables can be set up with common values and shared across business units or populated with customized values for a specific business unit. Since agencies within the State of Georgia have special business needs, each agency is allowed to establish certain customized control tables. The control tables populated with common values will not be available for update and maintenance at the agency level.</p> <p>Agencies will only be allowed to populate and maintain control tables for their own business units.</p> <p>Automatic entry types work behind the scenes to enable the system to process payments and existing items on a customer account. Automatic entry types are created when entry types are associated with all system functions except: IT-01 - Create an Invoice/Debit Memo, or IT-02 - Create a Credit Memo (which are item entry types).</p> <p>The entry types must be defined and the entry reasons must be associated with the entry types before automatic entry types can be created. The State of Georgia has established some standard automatic entry types that all agencies can use.</p>
<p><b>Expected Results:</b></p>	<p>An understanding of the major concepts involved in Maintaining Tables.</p>

Exercise completed.

## Exercise 2 - Enter a new speed type

**Scenario:** Your agency does many direct journal entries. Your goal is to set up a new speed type to expedite the process of entering these transactions.

<b>Step 1</b>	Select: Go → Define Business Rules → <b>Design Chart Fields</b>
<b>Expected Results:</b>	The Design Chart Fields window displays.

<b>Step 2</b>	Select: Use → <b>Speed Types</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	<p>Enter or select the following:</p> <p>SetID:           46200  Speed Type:     STEX1XX  <b>(Replace XX with the number assigned to you by your instructor)</b></p> <p><b>Click:           OK</b></p>
<b>Expected Results:</b>	The Speed Types panel displays.

## Exercise 2 (continued)

<b>Step 4</b>	<p>Enter or select the following:</p> <p>Speed Type Key: License Renewal                  Type of Speed Type: Universal (All Operators)                  Acct: 441260                  Fund: R1                  Org: 4620430329                  Prog: 07012                  BY: 1999                  Prj/Grt: 07918005                  Curr: USD</p>
<b>Expected Results:</b>	Correct data entry

<b>Step 5</b>	<p><b>Click:</b>  to save.</p>
<b>Expected Results:</b>	The new information is saved.

## Exercise 2 (continued)

<b>Check Results</b>	
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<b>Step 6</b>	<p>Compare your Speed Types panel to the panel shown below.</p>
<b>Expected Results:</b>	<p>The panel matches. Congratulations!                  If these elements do not match, review the steps and consult your Instructor.</p>

Exercise completed.

### Exercise 3 - Inquire distribution code

**Scenario:** Your goal is to inquire a distribution code.

<b>Step 1</b>	Select: Go → Define Business Rules → <b>Define Receivable Processing</b>
<b>Expected Results:</b>	The Define Receivable Processing window displays.

<b>Step 2</b>	Select: Use → Use A-M → <b>Distribution Code</b> → Update/Display
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	<p>Enter or select the following:</p> <p>SetID:                   46200          Distribution Code:    ARMISC  <b>(Replace XX with the number assigned to you by your instructor)</b></p> <p><b>Click:                    OK</b></p>
<b>Expected Results:</b>	The Distribution Code panel displays.

### Exercise 3 (continued)

<b>Check Results</b>	
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<b>Step 4</b>	<p>Compare your Distribution Code panel to the panel shown below.</p>
<b>Expected Results:</b>	<p>The panel matches. Congratulations!                  If these elements do not match, review the steps and consult your Instructor.</p>

Exercise completed.

### Exercise 4 - Enter subcustomer information

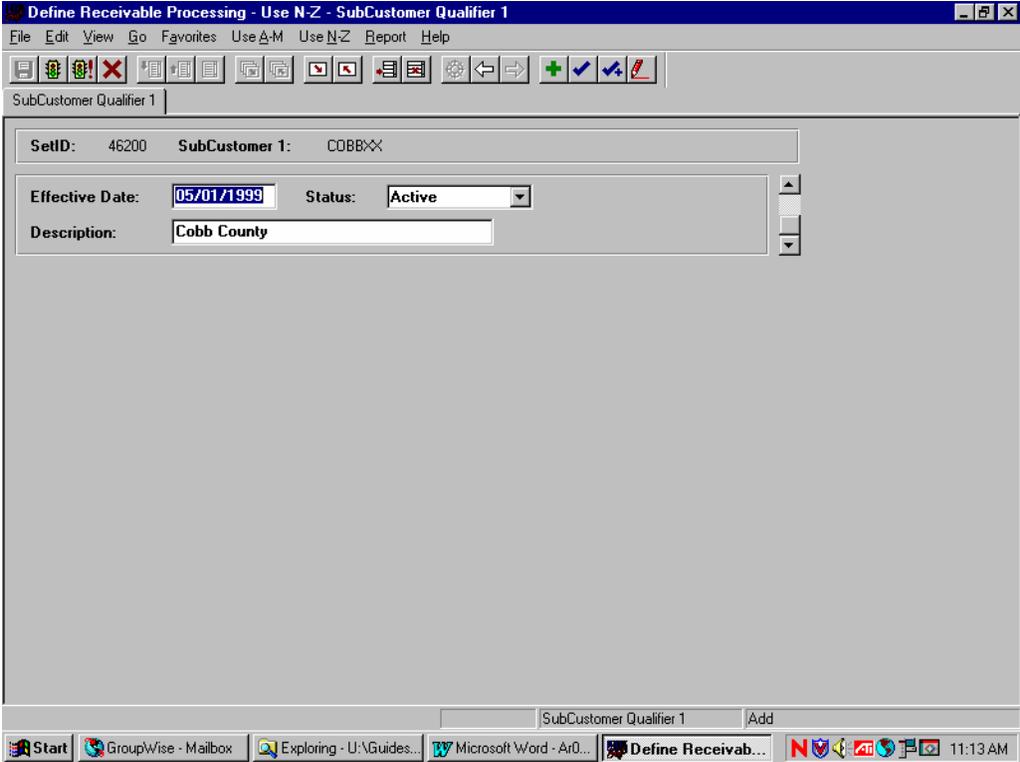
**Scenario:** Your agency has decided that it would be helpful to be able to report receivables by county and city. Your goal is to enter a county in the SubCustomer 1 table and a city in the SubCustomer 2 table.

<b>Step 1</b>	Select: Go → Define Business Rules → <b>Define Receivable Processing</b>
<b>Expected Results:</b>	The Define Receivable Processing window displays.

<b>Step 2</b>	Select: Use → Use N-Z → <b>SubCustomer Qualifier 1</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	<p>Enter or select the following:</p> <p>SetID:           46200                  SubCustomer 1: COBBXX  <b>(Replace XX with the number assigned to you by your instructor)</b></p> <p><b>Click:           OK</b></p>
<b>Expected Results:</b>	The SubCustomer 1 panel displays.

**Exercise 4 (continued)**

<b>Step 4</b>	<p>Enter or select the following:</p> <p>Effective Date: 05/01/99 Description: Cobb County</p> 
<b>Expected Results:</b>	Correct data entry

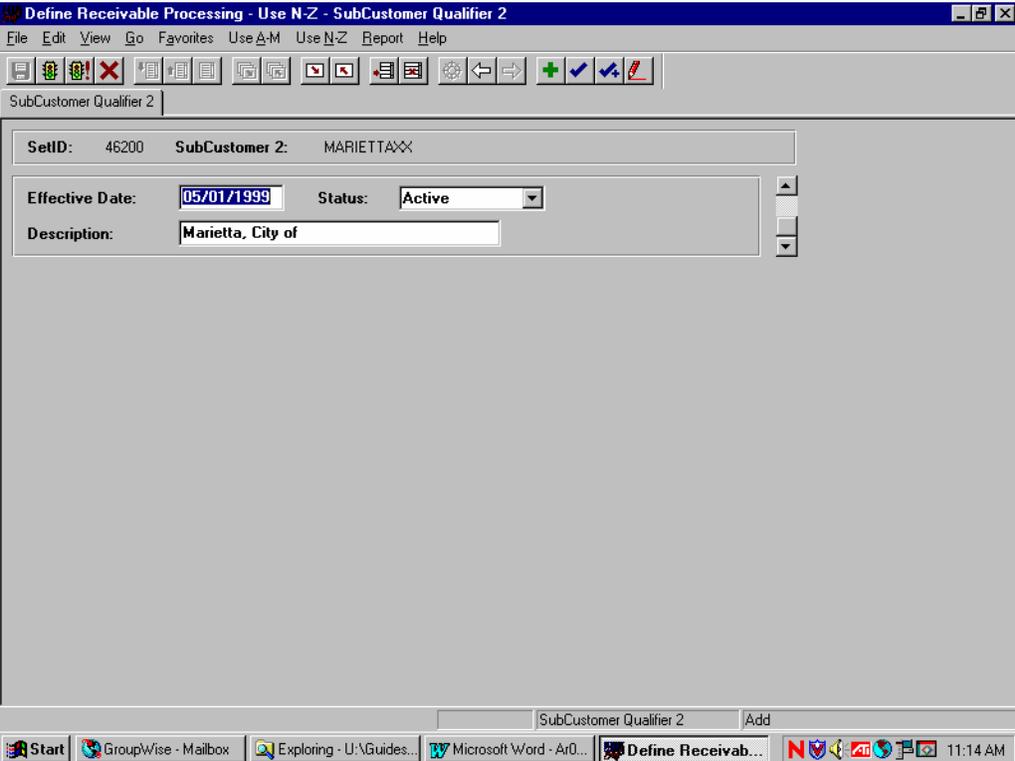
<b>Step 5</b>	<p>Click:  to save.</p>
<b>Expected Results:</b>	The new information is saved.

**Exercise 4 (continued)**

<b>Step 6</b>	Select: Use → Use N-Z → <b>SubCustomer Qualifier 2</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 7</b>	Enter or select the following:  SetID:                   46200 SubCustomer 2:        MARIETTAXX <b>(Replace XX with the number assigned to you by your instructor)</b>  <b>Click:                    OK</b>
<b>Expected Results:</b>	The SubCustomer 2 panel displays.

## Exercise 4 (continued)

<p><b>Step 8</b></p>	<p>Enter or select the following:</p> <p>Effective Date:                   05/01/99 Description:                       Marietta, City of</p> <p><b>Click:</b>  to save.</p> 
<p><b>Expected Results:</b></p>	<p>The panel matches. Congratulations! If these elements do not match, review the steps and consult your Instructor.</p>

Exercise completed.

## Exercise 5 - Enter a message code

**Scenario:** Your agency requires you to enter a standard message for all customers whose checks are returned for insufficient funds. Your goal is to enter this new message code.

<b>Step 1</b>	Select: Go → Define Business Rules → <b>Define Receivable Processing</b>
<b>Expected Results:</b>	The Define Receivable Processing window displays.

<b>Step 2</b>	Select: Use → Use A-M → <b>Messages</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	Enter or select the following:  SetID:                   46200 Message Code:        BNCKXX <b>(Replace XX with the number assigned to you by your instructor)</b>  <b>Click:                    OK</b>
<b>Expected Results:</b>	The Messages panel displays.

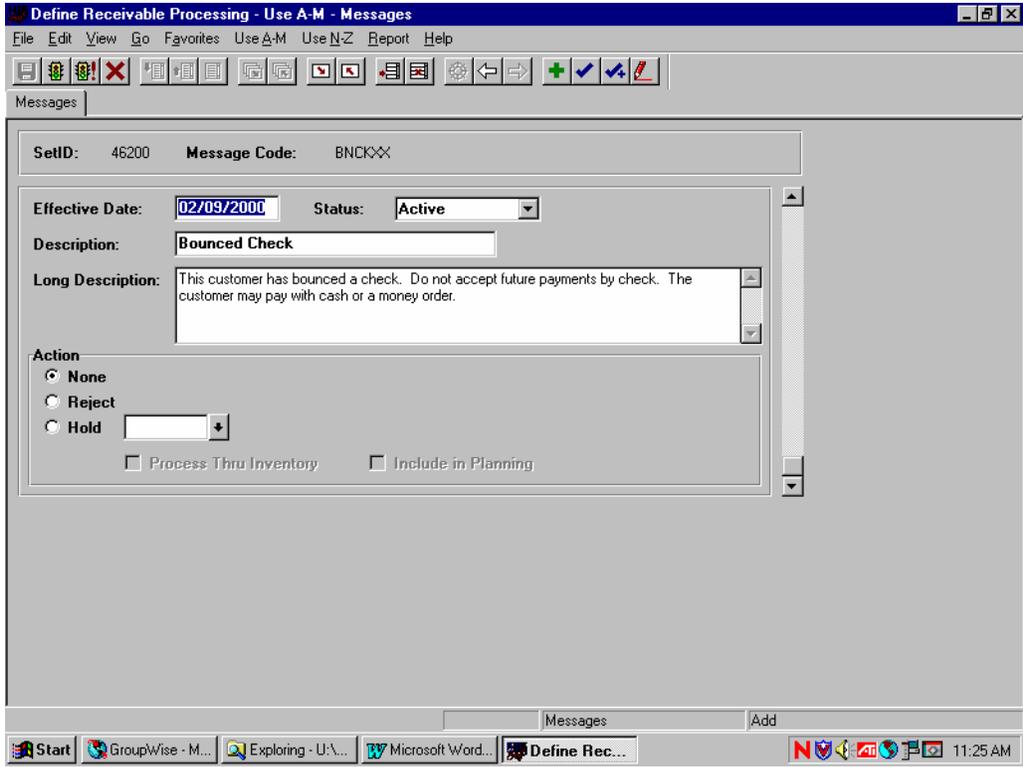
**Exercise 5 (continued)**

<b>Step 4</b>	<p>Enter or select the following:</p> <p>Effective Date:            Today's Date</p> <p>Description:                Bounced Check</p> <p>Long Description:         This customer has bounced a check. Do not accept future payments by check. The customer may pay with cash or a money order.</p>
<b>Expected Results:</b>	Correct data entry

<b>Step 5</b>	<p><b>Click:</b>  to save.</p>
<b>Expected Results:</b>	The new information is saved.

### Exercise 5 (continued)

<b>Check Results</b>	
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<b>Step 6</b>	<p>Compare your Message panel to the panel shown below.</p> 
<b>Expected Results:</b>	<p>The panel matches. Congratulations!                  If these elements do not match, review the steps and consult your Instructor.</p>

Exercise completed.

## Exercise 6- Enter a dispute status

**Scenario:** Your agency requires you to enter a dispute status for all customers who claim that an invoice does not belong to them. Your goal is to enter this new dispute status.

<b>Step 1</b>	Select: Go → Define Business Rules → <b>Define Receivable Processing</b>
<b>Expected Results:</b>	The Define Receivable Processing window displays.

<b>Step 2</b>	Select: Use → Use A-M → <b>Dispute Status</b> → Add
<b>Expected Results:</b>	A dialog box displays.

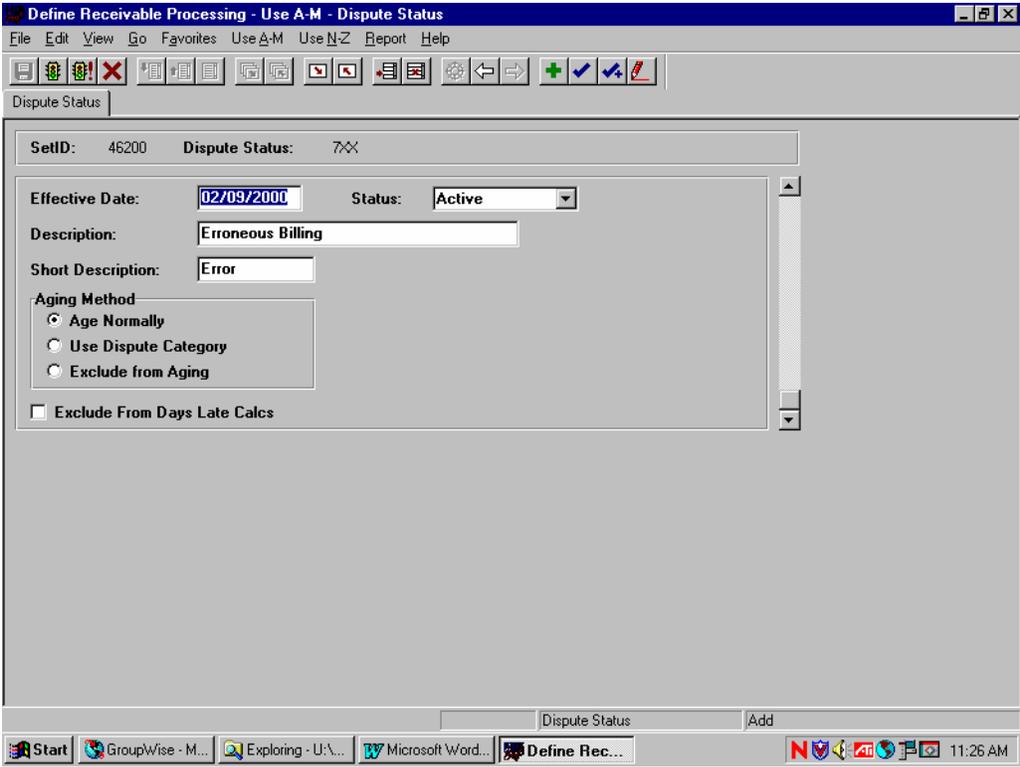
<b>Step 3</b>	Enter or select the following:  SetID:                   46200 Dispute Status:       7XX <b>(Replace XX with the number assigned to you by your instructor)</b>  <b>Click:                    OK</b>
<b>Expected Results:</b>	The Dispute Status panel displays.

**Exercise 6 (continued)**

<b>Step 4</b>	<p>Enter or select the following:</p> <table data-bbox="378 405 1063 598"> <tr> <td>Effective Date:</td> <td>Today's Date</td> </tr> <tr> <td>Status:</td> <td>Active</td> </tr> <tr> <td>Description:</td> <td>Erroneous Billing</td> </tr> <tr> <td>Short Description:</td> <td>Error</td> </tr> <tr> <td>Age Normally:</td> <td><i>ON</i></td> </tr> </table>	Effective Date:	Today's Date	Status:	Active	Description:	Erroneous Billing	Short Description:	Error	Age Normally:	<i>ON</i>
Effective Date:	Today's Date										
Status:	Active										
Description:	Erroneous Billing										
Short Description:	Error										
Age Normally:	<i>ON</i>										
<b>Expected Results:</b>	Correct data entry										

<b>Step 5</b>	<p><b>Click:</b>  to save.</p>
<b>Expected Results:</b>	The new information is saved.

## Exercise 6 (continued)

<p><b>Check Results</b></p>	
<p><b>Step 6</b></p>	<p>Compare your Dispute Status panel to the panel shown below.</p> 
<p><b>Expected Results:</b></p>	<p>The panel matches. Congratulations! If these elements do not match, review the steps and consult your Instructor.</p>

Exercise completed.

## Exercise 7 - Add a collector

**Scenario:** Your goal is to add the name of the new collector to the table in PeopleSoft.

<b>Step 1</b>	Select: Go → Define Business Rules → <b>Define Receivable Processing</b>
<b>Expected Results:</b>	The Define Receivable Processing window displays.

<b>Step 2</b>	Select: Use → Use A-M → <b>Collector</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	Enter or select the following:  SetID:           46200 Collector:       RAMXX <b>(Replace XX with the number assigned to you by your instructor)</b>  <b>Click:           OK</b>
<b>Expected Results:</b>	The Collector panel displays.

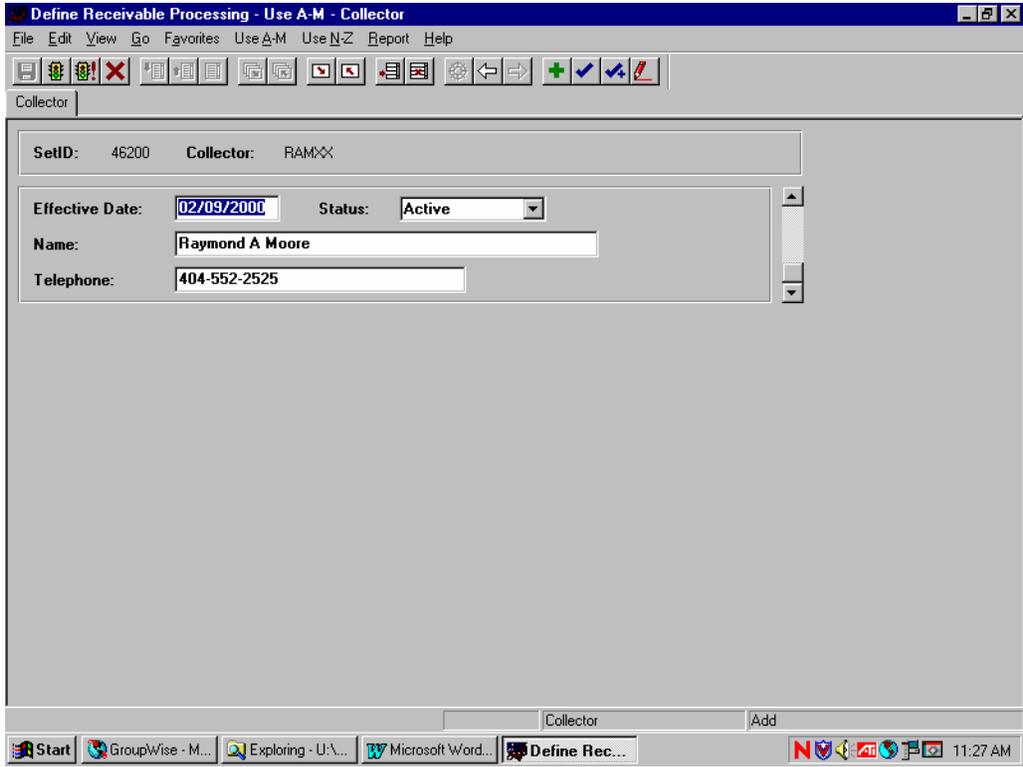
**Exercise 7 (continued)**

<b>Step 4</b>	Enter or select the following:  Effective Date:           Today's Date Name:                        Raymond A Moore Phone:                       404-552-2525
<b>Expected Results:</b>	Correct data entry

<b>Step 5</b>	<b>Click:</b>  to save.
<b>Expected Results:</b>	The new information is saved.

### Exercise 7 (continued)

<b>Check Results</b>	
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<b>Step 6</b>	<p>Compare your Collector panel to the panel shown below.</p> 
<b>Expected Results:</b>	<p>The panel matches. Congratulations!                  If these elements do not match, review the steps and consult your Instructor.</p>

Exercise completed.

## Exercise 8 - Add a sales person

**Scenario:** Your goal is to enter the name of the new sales person in PeopleSoft.

<b>Step 1</b>	Select: Go → Define Business Rules → <b>Define Receivable Processing</b>
<b>Expected Results:</b>	The Define Receivable Processing window displays.

<b>Step 2</b>	Select: Use → Use N-Z → Sales Person → <b>Sales Person</b> → Add
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	<p>Enter or select the following:</p> <p>SetID:           46200  Sales Person:    VLWXX  <b>(Replace XX with the number assigned to you by your instructor)</b></p> <p><b>Click:            OK</b></p>
<b>Expected Results:</b>	The Sales Person panel displays.

**Exercise 8 (continued)**

<b>Step 4</b>	Enter or select the following:  Effective Date: Today's Date Employee ID: 456987123 Name: Vera Lynn West Language Code: English
<b>Expected Results:</b>	Correct data entry

<b>Step 5</b>	<b>Click:</b> <input type="button" value="Sales Person 2"/> to proceed to the Sales Person 2 panel
<b>Expected Results:</b>	The Sales Person 2 panel displays.

<b>Step 6</b>	Enter or select the following:  Attention: Vera West Address 1: 1414 East Avenue City/Twn 1: Atlanta St/Prov: GA Postal: 30033 Type: business Phone: 404-998-1111
<b>Expected Results:</b>	Correct data entry

**Exercise 8 (continued)**

<b>Step 7</b>	Click:  to save.
<b>Expected Results:</b>	The new information is saved.

### Exercise 8 (continued)

<b>Check Results</b>	
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<b>Step 8</b>	<p>Compare your Sales Person panel to the panel shown below.</p>
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

## Exercise 8 (continued)

### Step 9

Compare your Sales Person 2 panel to the panel shown below.

The screenshot shows a software window titled "Define Receivable Processing - Use N-Z - Sales Person". The window has a menu bar with "File", "Edit", "View", "Go", "Favorites", "Use A-M", "Use N-Z", "Report", and "Help". Below the menu bar is a toolbar with various icons. The main area of the window displays the following information:

SetID: 46200    Sales Person: VLWXX    Vera Lynn West

Eff Date: 02/09/2000    Status: Active

Attention: Vera West

Address 1: 1414 East Avenue

Address 2: [Empty]

Address 3: [Empty]

Address 4: [Empty]

City/Twn1: Atlanta

Cnty/Twn2: [Empty]

St/Prov: GA    Postal: 30033

Country: USA     In City Limit

Type: Business

Country: [Empty]

Phone: 404-998-1111

Ext: [Empty]

PIN: [Empty]

Email Addr: [Empty]

At the bottom of the window, there is a taskbar showing the Start button and several open applications: GroupWise - Mailbox, Exploring - U:\Guides..., Microsoft Word - ArD..., and Define Receivab... The system clock shows 11:31 AM.

### Expected

The panel matches. Congratulations!

### Results:

If these elements do not match, review the steps and consult your Instructor.

Exercise completed.

### Exercise 9 - Inquire entry type and entry reason

**Scenario:** All system functions supported by PeopleSoft must be identified in the entry type table. Your agency needs to set up a Grant Receivable. Your goal is to see if a new reason code needs to be set up for this Receivable in the entry type and entry reason table in PeopleSoft.

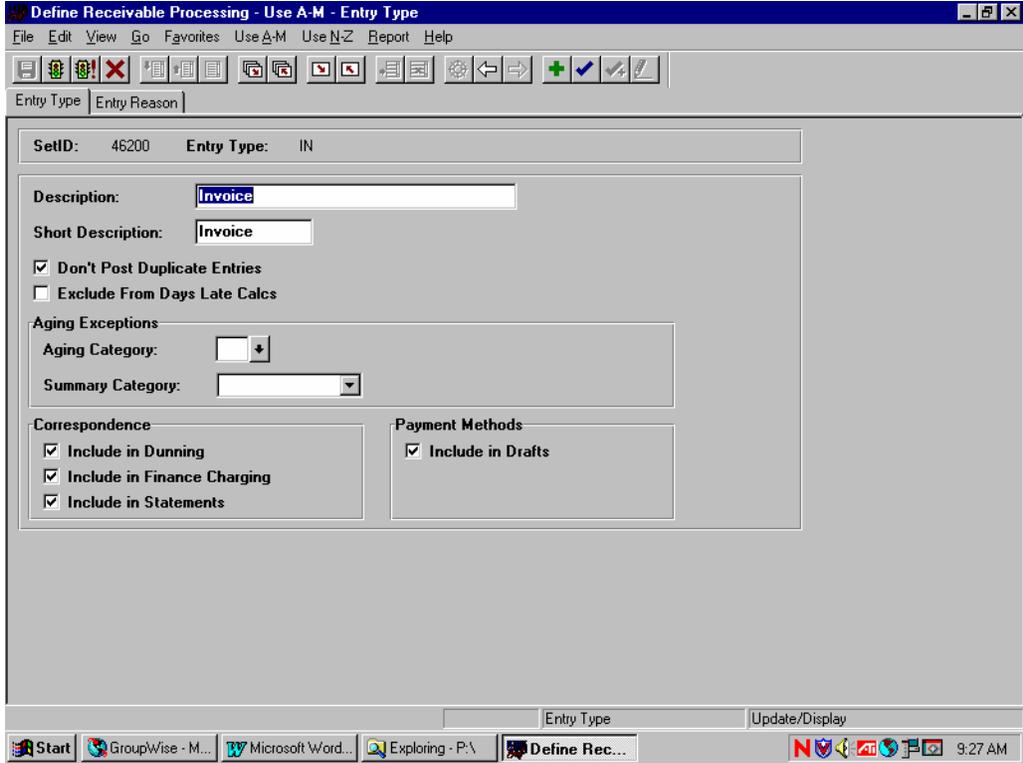
<b>Step 1</b>	Select: Go → Define Business Rules → <b>Define Receivable Processing</b>
<b>Expected Results:</b>	The Define Receivable Processing window displays.

<b>Step 2</b>	Select: Use → Use A-M → Entry Type → <b>Entry Type</b> → Update/Display
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	<p>Enter or select the following:</p> <p>SetID:           46200</p> <p>Entry Type:    IN</p> <p><b>Click:            OK</b></p>
<b>Expected Results:</b>	The Entry Type panel displays.

## Exercise 9 (continued)

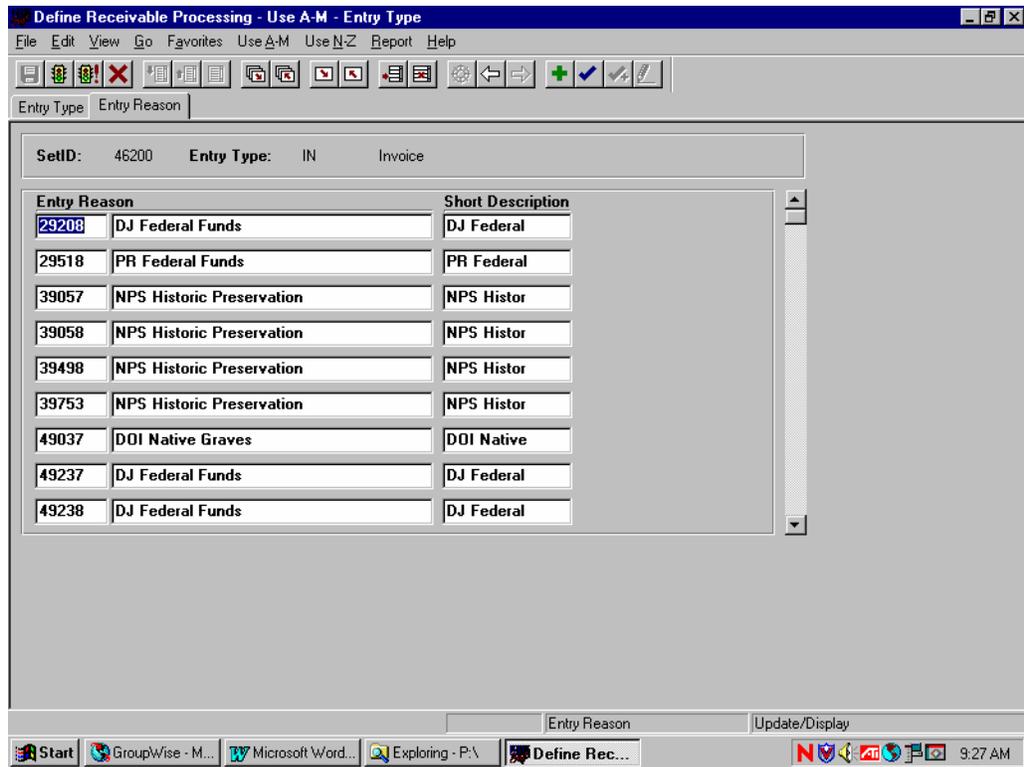
<b>Check Results</b>	
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<b>Step 4</b>	<p>Compare your Entry Type panel to the panel shown below.</p> 
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

## Exercise 9 (continued)

### Step 5

Compare your Entry Reason panel to the panel shown below.



**Expected Results:**

The panel matches. Congratulations!  
If these elements do not match, review the steps and consult your Instructor.

Exercise completed.

## Exercise 10 - Inquire item entry type

**Scenario:** All entry reasons must be associated with a delivered system function before they can be used. Use the item entry type panel to associate the Grant Receivable entry reason to a system function.

<b>Step 1</b>	Select: Go → Define Business Rules → <b>Define Receivable Processing</b>
<b>Expected Results:</b>	The Define Receivable Processing window displays.

<b>Step 2</b>	Select: Use → Use A-M → Item Entry Type → <b>Selection</b> → Update/Display
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	Enter or select the following:  SetID: 46200 System Function ID: IN  <b>Click: OK</b>
<b>Expected Results:</b>	The Selection panel displays.

### Exercise 10 (continued)

<b>Check Results</b>	
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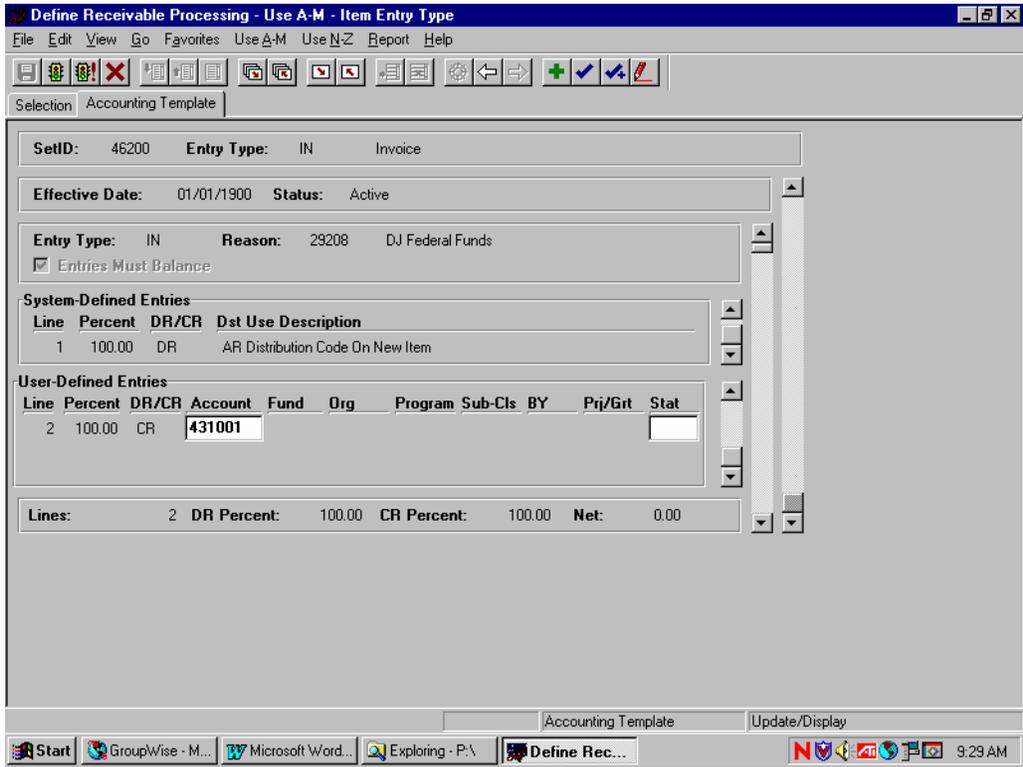
<b>Step 4</b>	<p>Compare your Selection panel to the panel shown below.</p> <thead> <tr> <th>Entry Type And Reason</th> <th>AR Distribution Code</th> </tr> </thead> <tbody> <tr> <td>IN 29208 DJ Federal Funds</td> <td>AR29208 Federal Fu</td> </tr> <tr> <td>IN 29518 PR Federal Funds</td> <td>AR29518 Federal Fu</td> </tr> <tr> <td>IN 39057 NPS Historic Preservation</td> <td>AR39057 Federal Fu</td> </tr> <tr> <td>IN 39058 NPS Historic Preservation</td> <td>AR39058 Federal Fu</td> </tr> <tr> <td>IN 39498 NPS Historic Preservation</td> <td>AR39498 Federal Fu</td> </tr> </tbody>	Entry Type And Reason	AR Distribution Code	IN 29208 DJ Federal Funds	AR29208 Federal Fu	IN 29518 PR Federal Funds	AR29518 Federal Fu	IN 39057 NPS Historic Preservation	AR39057 Federal Fu	IN 39058 NPS Historic Preservation	AR39058 Federal Fu	IN 39498 NPS Historic Preservation	AR39498 Federal Fu
Entry Type And Reason	AR Distribution Code												
IN 29208 DJ Federal Funds	AR29208 Federal Fu												
IN 29518 PR Federal Funds	AR29518 Federal Fu												
IN 39057 NPS Historic Preservation	AR39057 Federal Fu												
IN 39058 NPS Historic Preservation	AR39058 Federal Fu												
IN 39498 NPS Historic Preservation	AR39498 Federal Fu												

 The taskbar at the bottom shows the Start button and several open applications: GroupWise - M..., Microsoft Word..., Exploring - P:\, and Define Rec... The system tray shows the time as 9:28 AM.
 


| **Expected Results:** | If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor. |

<b>Step 5</b>	<p><b>Click:</b> Accounting Template to proceed to the Accounting Template panel.</p>
<b>Expected Results:</b>	The Accounting Template panel displays.

## Exercise 10 (continued)

<p><b>Step 6</b></p>	<p>Compare your Accounting Template panel to the panel shown below.</p> 
<p><b>Expected Results:</b></p>	<p>The panel matches, Congratulations! If these elements do not match, review the steps and consult your Instructor.</p>

Exercise completed.

### Exercise 11 - Inquire automatic entry type

**Scenario:** All entry types must be associated with a delivered system function before being used. You have a prior year receivable that needs to be written off to surplus. The Entry Type is “WO”. Use the automatic entry type panel to associate the write-off entry type to a system function.

<b>Step 1</b>	Select: Go → Define Business Rules → <b>Define Receivable Processing</b>
<b>Expected Results:</b>	The Define Receivable Processing window displays.

<b>Step 2</b>	Select: Use → Use A-M → Automatic Entry Type → <b>Selection</b> →Update/Display
<b>Expected Results:</b>	A dialog box displays.

<b>Step 3</b>	Enter or select the following:  SetID: 46200 System Function ID: WS-09  <b>Click: OK</b>
<b>Expected Results:</b>	The Selection panel displays.

### Exercise 11 (continued)

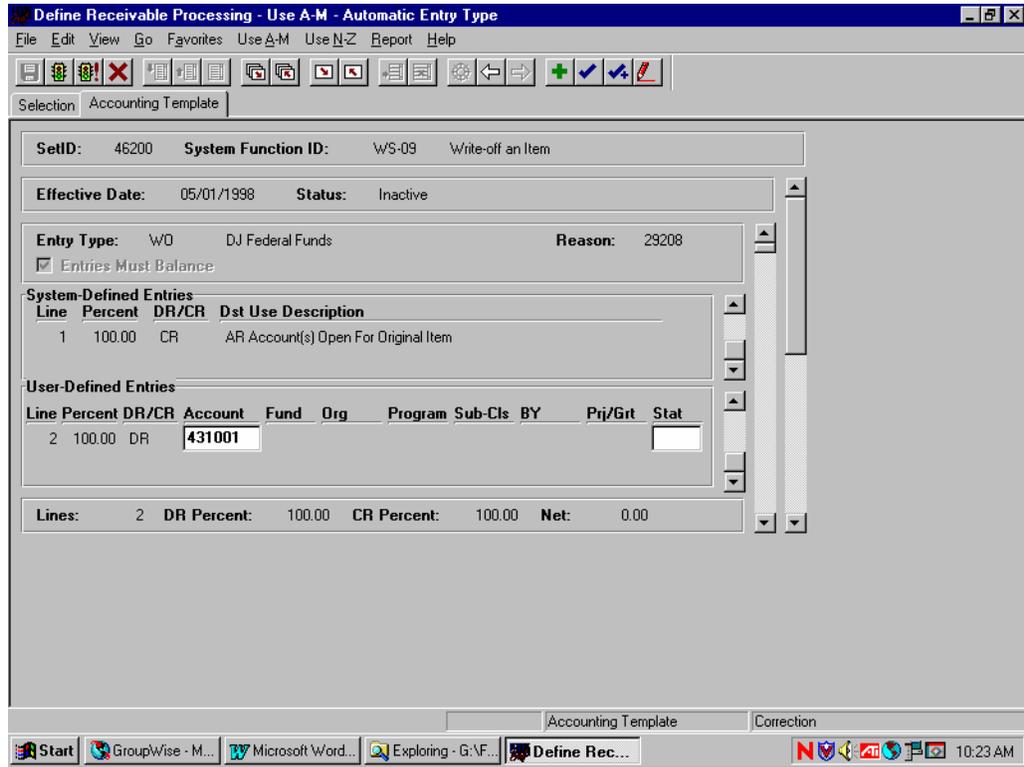
<b>Check Results</b>	
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<b>Step 4</b>	<p>Compare your Selection panel to the panel shown below.</p>
<b>Expected Results:</b>	If the panel matches, continue to the next panel. If these elements do not match, review the steps and consult your Instructor.

### Exercise 11 (continued)

**Step 5**

Compare your Accounting Template panel to the panel shown below.

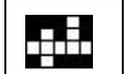


**Expected Results:**

The panel matches, Congratulations!  
If these elements do not match, review the steps and consult your Instructor.

Exercise completed.

## D. Summary and Review

Activity	Materials	
 LECTURE	 GUIDE	 REVIEW

### Objectives Review:

1. Enter speed types
2. Inquire distribution codes
3. Inquire entry types and entry reasons
4. Inquire automatic entry types
5. Inquire item entry types
6. Add collector and credit analyst records
7. Add a sales person
8. Enter new message codes
9. Add subcustomer information
10. Add dispute information

### Discuss the following questions:

1. What is the purpose for an entry reason?
2. How do you associate an entry type with an entry reason?
3. How do you update an existing distribution code?

## Maintaining Tables



Congratulations! You have just completed the Maintaining Tables section. This section contained the tools needed to learn all concepts and procedures involved in Maintaining Tables in Accounts Receivable.

### **Participant Objectives**

You should be able to

1. Enter speed types
2. Inquire distribution codes
3. Inquire entry types and entry reasons
4. Inquire automatic entry types
5. Inquire item entry types
6. Add collector and credit analyst records
7. Add a sales person
8. Enter new message codes
9. Add subcustomer information
10. Add dispute information