

CGI Advantage[®] 4

Accounts Receivable User Guide



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Business Area Overview

Accounts Receivable is responsible for billing and collecting money owed to an entity. Accounts Receivable has the following functions:

- Tracks who owes the entity money and how much
- Records accounting events for receivables and collections
- Processes billing
- Records money received
- Tracks customer financial and credit history
- Provides reports and inquiries into Accounts Receivable status

Accounts Receivable is fully integrated with other areas of Advantage Financial, for example:

- Cost Accounting - Accounts Receivable supports billing-related transactions for grant and capital projects.
- Accounts Payable - Accounts Receivable supports the interception of payments to offset overdue receivables and the refund of customer credit balances.

Many Accounts Receivable processes are automated, with the ability to forecast receivables and identify those that are overdue. Customized billing profiles for each customer ensure that proper billing is generated on schedule.

Business Process Life Cycle

The Accounts Receivable life cycle includes the following seven components:

| | |
|----------------------------------|---|
| <p>Accounts Receivable Setup</p> | <p>Setting up Accounts Receivable includes setting options on system-wide tables as well as on tables specific to Accounts Receivable. The setup process allows you wide flexibility in configuring your system to meet your needs.</p> |
| <p>Receivable process</p> | <p>A receivable is an accounting event that triggers the billing for goods or services provided or the anticipation of a receipt of money (for example, billing for reimbursement activities, billing a vendor to recover an overpayment to that vendor, or billing an employee or contractor to recoup the unused balance of a monetary advance). Receivables can be modified, reduced, sent to a collection agency, or even completely written off.</p> |
| <p>Billing process</p> | <p>Billing consists of activities undertaken to collect the money owed for the sale of goods or services, or for money owed related to other types of</p> |

| | |
|-------------------------------|--|
| | <p>receivables. Accounts Receivable generates invoices, statements, or both, to bill customers.</p> |
| <p>Cash Receipt process</p> | <p>You use the Advantage Financial Cash Receipt (CR) transaction to record money received and to liquidate a receivable or receivables, where appropriate. The CR transaction can also handle the recording and application of credit balances related to prepayments or overpayments.</p> <p>Once payments have been recorded in Advantage Financial and deposited in the bank, the system provides an automated reconciliation process that compares records received from the bank with the deposit activities recorded in Advantage Financial.</p> |
| <p>Finance Charge process</p> | <p>If customers are late or delinquent with their payments, finance charges can be automatically applied to their accounts. You can define various finance charges in the form of a flat fee or interest. Multiple fees can be applied to an outstanding receivable.</p> |
| <p>Intercept process</p> | <p>Payment Intercepts is the process of establishing intercept requests, determining the eligibility of payments for intercept, determining the amount of intercept for individual payments, charging fees on intercepted debt, tracking intercept activity, and transferring funds to the entity requesting the disbursement intercept. You can also alert debtors that they may be subject to the intercept process if their payments are not promptly received by issuing Notice of Intent to Intercept Letters.</p> |
| <p>Collections process</p> | <p>If customers do not pay for the goods and services delivered to them by the due date, Advantage Financial supports numerous approaches for performing collections activities, including:</p> <ul style="list-style-type: none"> • Dunning messages and collection letters (past-due billing) • Payment plans • Payment intercepts • Collection agency referrals • Write-offs |

Common Terminology

This topic contains an alphabetical list of terms that are common in Accounts Receivable, and a definition for each one.

A | B | **C** | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z |

> **Cash**

Cash handled by the Cash Receipt transaction includes:

- Checks
- currency
- electronic funds transfer
- any type of electronic payment
- credit card payments
- debit card payments
- cashier's check
- payroll deduction
- money order

> **Collection Agency Referral**

A process used to refer a significantly past due receivable to an external collections agency. Future billing is automatically suppressed.

> **Collection Letter**

A strong notice to a customer for a delinquent account. The letter informs the customer that further collection actions will be taken.

> **Customer Statement**

Sent at a user-defined interval against a customer's account. It lists a beginning balance, end balance, and all transactions processed for a customer account since the last statement period. Statements can be used for billing, or as information summaries of an account.

> **Dunning Message**

A reminder that a payment is past due.

> **Intercept**

A payment to a vendor is offset and a portion of that payment is retained by the disbursing entity or remitted to a third party. Payments to a vendor may be intercepted on the basis of a Lien, a Tax Levy, a Garnishment, or a Receivable.

> Payment Plans

Payment schedules set up for customers who cannot meet their obligations before the due date and have agreed to an extended payment plan to repay their debts.

> Receivable

Represents an obligation of payment from a customer for goods or services provided to them or the anticipation of a receipt of money. Receivables are entered into the Accounts Receivable subsystem using the receivable transaction.

> Revenue

Revenue is inflows of resources that will be used by a site to perform functions. Some examples of revenues are:

- taxes
- user fees
- sales of goods & services
- donations
- federal grants

For governmental funds, these resources must also be "available," which means the monies are received within a designated number of days after the fiscal year end.

> Revenue Budget Line

A budget line that defines a set of chart of accounts that can be used to bill and collect money. When money is billed, collected, or estimated it is totaled for the line.

> Revenue source

The chart of accounts element that reflects the source of money for an activity or an objective.

> Type of Receivables

There are two types of receivables:

- Regular receivable – This is the default receivable type and typically results in the generation of an invoice or statement to bill customers. A regular receivable is eligible for the accrual of finance charges and other collection actions.
- Summary receivable – This type of receivable is most often used to record Accounts Receivable information maintained in systems external to Advantage Financial. No bill is generated and a summary receivable is not eligible for finance charge accrual or automatic netting or collections. (For more information about netting, see Handling Automatic Netting and Credit Balances.)

> Write-off

An increase to bad debt expense to liquidate a past due receivable when payment for a receivable cannot be collected.

Transaction Information

The Accounts Receivable area consists of the following transaction types:

- [Accrued Receivable \(ARE\)](#)
- [Receivable \(RE\)](#)
- [Cash Receipt \(CR\)](#)
- [Refer to Collection Agency \(CL\)](#)
- [Write-off \(WO\)](#)
- [Charge \(CH\)](#)
- [User Maintenance \(USER\)](#)

Transaction Code Glossary

All Transactions Codes that can be utilized by the Accounts Receivable area are listed below alphabetically by Transaction Name.

| Transaction Name | Transaction Code | Transaction Type | Transaction Sub Type |
|-----------------------------------|------------------|------------------|----------------------|
| Accrued Receivable | ARE | ARE | -- |
| Advantage Permitting Cash Receipt | PECR | RE | -- |
| Advantage Permitting Write Off | PEWO | WO | -- |
| Bank Transfer | -- | CH | TRF |
| Cash Receipt | CR | CR | -- |
| Cash Receipt Advance | CRA | CR | ADV |
| Cost Accounting Cash Receipt | CACR | CR | -- |
| Cost Accounting Receivable | CARE | ARE | -- |

| Transaction Name | Transaction Code | Transaction Type | Transaction Sub Type |
|-------------------------------|------------------|------------------|----------------------|
| User Maintenance | CDOC | USER | -- |
| Receivable | RE | RE | -- |
| Receivable for Inventory | REI | RE | REI |
| Referral to Collection Agency | CL | CL | -- |
| Surplus Award Receivable | RES | RE | -- |
| Unbilled Receivable | UB | RE | UB |
| Write-Off | WO | WO | -- |

Accrued Receivable Transaction Type

The Accrued Receivable (ARE) Transaction Type allows you to record revenue that is not billable. Use this transaction when you do not intend to bill the customer, but rather to record the revenue on a timely basis. This transaction provides a subset of the functionality available with the [Receivable \(RE\) Transaction Type](#).

> Interaction between the Accrued Receivable and Receivable Transaction

The only interaction this transaction has with other Accounts Receivable transactions is with the Receivables (RE) transaction. When revenue that was originally entered with the Accrued Receivable (ARE) transaction becomes billable, enter a regular Receivable transaction and reference the existing Accrued Receivable transaction. The revenue amount will be changed from Unbilled Earned Revenue to Billed Earned Revenue on the Revenue Budget table.

> Special Consideration about the Accrued Receivable Transaction

The Accrued Receivable (ARE) transaction:

- Does not have any functionality related to billing and collection (for example, there is no billing profile, no due date, and no finance charges on this transaction).
- Is not referenced by a Cash Receipt (CR), Referral to Collection Agency (CL), or Write-off (WO) transaction.
- Is not subject to intercept.

- Does not cause the system to generate an invoice or a statement when this transaction is finalized.
 - Supports the regular receivable type only; it does not support the summary receivable type.
- › Entering Customer Information
- You must enter a valid customer code in the Vendor Customer Code field on the Accrued Receivable (ARE) transaction so that if later you need to enter a Receivable (RE) transaction for this revenue the customer code will match. (You can however enter a miscellaneous customer code.) Since the purpose of this transaction is to record revenue without billing the customer, the customer name and address information is optional.
- › Negative Accounting Lines
- The Accrued Receivable (ARE) transaction supports negative accounting lines to meet requirements for Federal Reimbursement.

For detailed information on each of the tabs that exist on the ARE, refer to the following topics:

- [Header](#)
- [Vendor](#)
- [Accounting](#)

Accrued Receivable Delivered Transaction Code

The ARE Transaction Type has the following Transaction Code.

| Transaction Name | Transaction Code | Intended Use |
|--------------------------------|------------------|--|
| Accrued Receivable transaction | ARE | The purpose of the Accrued Receivable (ARE) transaction is to record revenue that is not billable. Use this transaction when you do not intend to bill the customer, but rather to record the revenue on a timely basis. |

Related Topic(s):

- For a description of the delivered event types allowed for the ARE transaction type, please refer to "Accounts Receivable Accounting Model" under the Accounting Model Delivered Configuration topic in the *CGI Advantage - Financial Administration User Guide*.

Accrued Receivable Header

The Header tab contains information common to all lines, such as date-of-record, budget fiscal year, accounting period, and transaction total. Refer to the *Transactions User Guide* for more information.

Accrued Receivable Vendor

The Vendor tab contains information about the vendor customer, such as name, address, and contact information. Only one vendor customer can be entered on an ARE transaction.

› Required/Conditionally Required Fields

The following fields are required, and if left blank are automatically populated by Advantage:

- AR Dept
- AR Unit

The following fields are conditionally required based on site specific setup on the Transaction Control table:

- Vendor Customer
- Legal Name

Accrued Receivable Accounting

The Accounting tab of the ARE Transaction Type is a required part of transaction data entry where one or more lines will record the chart of accounts. The majority of fields on the ARE Accounting tab are common to accounting transactions and can be reviewed in the *Transactions User Guide*. A small number of fields are unique to those transaction types that perform the unbillable receivable function.

› Required/Conditionally Required Fields

The following fields are conditionally required:

- **Reason** is required when modifying an accounting line recorded on a prior version.
- **Billing Rate** and **Quantity** must be entered together.

› Field Information

Debt ID – An Accrued Receivable can indicate the Bond or Loan proceeds on which accrued revenue has been earned but cannot be billed. A Debt ID can also be entered to accrue revenue for a lease. Use of the transaction for this second purpose will only be done if the Lease is not setup for automatic accounting, as there is a batch process to do this accounting automatically. Please see the *Debt Management User Guide* for more information on the rules for Debt ID usage and requirements.

When a transaction is rolled from one budget fiscal year to the next (A/R transactions do not roll fiscal years) the **Roll Indication 1** signifies an accounting line was rolled in the current version. The **Roll Indication 2** signifies an accounting line was rolled in the current or previous version.

Receivable Transaction Type

The Receivable (RE) transaction is used to bill or record money owed as the result of:

- Goods or services already provided
- Goods or services anticipated to be provided (for example, rent)
- Overpayments to a vendor
- Anticipated or earned revenue from external funding sources (for example, federal grants, taxes)

The RE results in the generation of an Invoice or Statement to bill customers. Accounting entries made by this transaction vary, depending upon the event type coded. Use the Receivable (RE) transaction to:

- Bill for earned revenue (REI and RES transaction)
- Bill for unearned revenue
- Bill for a deposit
- Bill for a vendor for a refund

In addition to supporting the Receivable transaction itself, Advantage Financial allows you to:

- Make inquiries on the status of existing receivables already in the system
- View or print reports related to receivables processing

For detailed information on each of the tabs that exist on RE, refer to the following topics:

- [Header](#)
- [Vendor](#)
- [Accounting](#)

Receivable Delivered Transaction Codes

The RE Transaction Type has the following Transaction Codes (listed alphabetically by Transaction Name).

| Transaction Name | Transaction Code | Intended Use |
|---------------------------------|------------------|--|
| Advantage Permitting Receivable | PERE | The PERE transaction cannot be created online. The PERE transaction is created automatically in Advantage Financial when the Advantage Permitting application has sent data to Advantage Financial that requires a Receivable to be created. |

| Transaction Name | Transaction Code | Intended Use |
|----------------------------|------------------|---|
| Cost Accounting Receivable | CARE | This transaction allows you to record cost accounting related receivables. The CARE transaction allows you to capture funding source information because this type of receivable is typically posted against a particular funding source. It results in the generation of an Invoice or Statement to bill customers. |
| Receivable | RE | This transaction is for entering a transaction to record money owed as a result of goods or services provided, overpayment to a vendor, or anticipated receipt of unearned revenue. It results in the generation of an Invoice or Statement to bill customers. Accounting entries made by this page vary, depending upon the event type coded. |
| Receivable for Inventory | REI | <p>This transaction allows you to record money owed as a result of goods issued from inventory. It results in the generation of an Invoice or Statement to bill customers. The Inventory Receivable Generation chain creates Receivable for Inventory (REI) transactions. Each REI transaction references the Stock Issue Confirmation for External Customers (CIE) transaction that issued the inventory. REI transactions only update the External Stock Return Issue Cross Reference table on cancellation of the transaction. On cancellations of REI transactions modified by the submission of a Stock Return for External Customers (SNE) transaction, the Invoice ID on the External Stock Return Issue Cross Reference table is cleared.</p> <p>The REI transaction supports the Billed Earned Revenue event type.</p> |
| Surplus Award Receivable | RES | This transaction allows users to record money owed as a result of surplus auction award of goods or services. It results in the generation of an Invoice or Statement to bill customers. The RES transaction can reference an Auction Requisition (RQA) but is otherwise similar to the RE. The RES transaction supports the Billed Earned Revenue event type. |
| Unbilled Receivable | UB | The purpose of the Unbilled (UB) Transaction Code is to create a way to book a receivable in the event a cash advance was received prior to the creation of the Receivable. In this case, the UB transaction may be used to reference the Advance (created on a CRA transaction). In |

| Transaction Name | Transaction Code | Intended Use |
|------------------|------------------|---|
| | | <p>addition, the UB transaction may be used to allow a Receivable transaction to reference another Receivable.</p> <p>This type of reference is limited to instances where the Cash Receipt does not already contain a transaction reference with a Reference Type of Partial or Final (memo references are allowed). When the reference transaction field is entered on the Receivable, the reference type is automatically set to Memo (no accounting action), unless the referenced transaction is an ARE, RQ, CIE, or a RE with a Transaction Sub-Type of UB (Transaction Sub-Type for Unbilled Receivable), or CR with a Transaction Sub-Type of ADV (Transaction Sub-Type for Advance). If an ARE, RQ, CIE, RE with a Transaction Sub-Type of UB (Unbilled) is referenced on the RE then the reference type is automatically defaulted to Partial or Final depending on the reference information on the accounting line and the System Tolerance, Transaction Tolerance and Fund Tolerance table setup. If a CR with a Transaction Sub-Type of ADV (Advance) is referenced on the Receivable then the reference type automatically defaults to Partial or Final depending on the reference information on the accounting line (tolerance will not be used in this scenario).</p> |

Tasks

For instructions on how to create a RE, refer to the "[Create a Receivable](#)" topic.

Related Topic(s):

- For a description of the delivered event types allowed for the RE transaction type, please refer to "Accounts Receivable Accounting Model" under the Accounting Model Delivered Configuration topic in the *CGI Advantage - Financial Administration User Guide*.

Receivable Header

The Header tab contains information common to all lines, such as date-of-record, budget fiscal year, and period, and other fields that are completed by Advantage Financial once the receivable details have been entered.

Not all fields are initially visible unless configurations have been made locally:

- Two generic date fields exist in the General Information section for any need, such as details from a third-party system or other pieces of information for reporting or writing to generated invoices necessary for customer communications. The fields are to be given proper labels and displayed before use. There are no delivered edits for these fields, but Configurable Validations can be used to make them required, conditionally required, or to define a set of valid values. A

Configurable Formula can be used to push them as defaults to dates on accounting lines so that they can be passed along, if needed, to invoices generated.

- Service From Date and Service To Date exist to capture this information for reporting reasons, as the entry here is pushed to the accounting line fields. When necessary, the dates can be adjusted at the accounting line. The fields are conditionally required as when one is entered, both must be.

Receivable Vendor

The Vendor tab contains information about the customer you are billing. Depending on the type of customer, Advantage Financial can automatically fill in some of the customer fields, based set-up options previously configured, thereby reducing your data entry. See [Enter Customer Information](#) onto a Receivable for more information. Only one vendor customer can be entered on a RE transaction.

> Required/Conditionally Required Fields

The following fields are required, and if left blank are automatically populated by Advantage:

- Address Line 1
- City
- State
- Zip
- Receivable Type
- AR Dept
- AR Unit

The following fields are conditionally required based on site specific setup on the Transaction Control table:

- Vendor Customer
- Legal Name
- Address Code

The following fields are available but are initially hidden as the functionality they provide by allowing a different pair of values when intercepting internal debt instead of the default pair on the Intercept Options page is not a common need. Should it be, the Configure Page should be used to make them displayed and adjust the location, if needed.

- Entity
- Debt Type

The following fields are conditionally required if a record is inserted on the tab:

- **Billing Profile** is required if the Receivable Type is Regular.

- **Invoice Print Date** and **Invoice Instruction Code** are required when the Billing Type of the profile billing type is *Invoice*.
- The **Vendor Contact Email** field is required if the customer selected in the Vendor Customer field is marked as a miscellaneous account on Vendor/Customer, and any of the electronic billing flags (Enable Electronic Billing, Enable Past Due Electronic Billing, Enable Electronic Collection Letters, and/or Enable Payment Plan) are selected on Customer Account Options (CACT).

The RE Vendor tab contains the following actions/links:

› Page-Level Actions

Refer to the "Page-Level Actions" topic in the *Transactions User Guide* for information on the actions that apply to the entire transaction.

› Tab-Level Actions

- **Accounts Receivable Correspondence** - This link transitions you to the [Receivable Correspondence History](#) page, which allows you to view all correspondence information for a customer. This page is updated by the Invoice process, Statement process, Payment Plan process, and manual updates via the Accounts Receivable Correspondence Update page.

Receivable Accounting

The Accounting line is the main data entry point in which you will enter accounting line and detail information associated with a receivable. Fields in this tab include event type, amount owed, description of obligation, and various additional chart of accounts information. Negative accounting lines are used to record customer credits.

The REI and RES transactions are unique with accounting lines. They are not entered manually but generated by choosing an accounting profile and specifying an expected amount. Validate and submit actions then create one or more accounting lines based on the accounting template record(s) of the accounting profile. The expected amount field is then split across accounting lines based on the percentage defined for each accounting template within the profile. No lines are generated if any already exist.

The majority of fields on the accounting line are common to accounting transactions and can be reviewed in the *Transactions User Guide*. A small number of fields are unique to receivable transactions.

› Required/Conditionally Required Fields

The following fields are conditionally required:

- **Reason** is required when modifying an accounting line recorded on a prior version.
- **Billing Rate** and **Quantity** must be entered together.

› Field Information

The **Central Statement Billing Profile** field, when populated, indicates that the transaction is associated with a central statement. On a new line, the value comes from the referenced line's Central Statement Billing Profile field; if that field does not exist or

there is no reference, and the transaction is a statement transaction that updates the Statement Detail table, the value comes from the vendor customer's Central Statement Billing Profile on the Vendor/Customer table. On an existing line on a modification or cancellation transaction, the value is carried over from the final version.

With the **Debt ID** field, a receivable can indicate a receivable for repayment of a loan given or lease to a customer. For a manual or automatic billing, **Schedule Number** and **Schedule Line** also have to be entered for a debt receivable to ensure the Receivable updates the **Transaction 1** field on the Schedule Detail record being billed. Please see the *Debt Management User Guide* for more information on the rules for Debt ID usage and requirements.

With the **Employee ID** field, a receivable can indicate an amount owed from an Advantage HRM employee. Although the customer code is likely a miscellaneous one for an employee billing with name and address information, this accounting line indication is to directly tie Financial data to Human Resource Management data for reporting purposes by ensuring a valid employee ID is entered. Such events are outside of the typical payroll accounting.

When a transaction is rolled from one budget fiscal year to the next (A/R transactions do not roll fiscal years) the **Roll Indication 1** signifies an accounting line was rolled in the current version. The **Roll Indication 2** signifies an accounting line was rolled in the current or previous version.

For the CARE transaction, if the **Funding Profile/Priority/Line Allowed** flag is selected on the Transaction Control record, then the **Funding Profile**, **Funding Priority** and **Funding Line** fields are visible on this tab. If one of these fields is populated, then all three fields must be populated. The Department and Major Program must be populated if these fields are populated. Note: You cannot enter a Funding Priority that is flagged as Overflow.

Service From Date and Service To Date exist allowing the communication of these details to customers on invoices generated and for reporting. If the Service To Date is entered then Service From Date is required. The Service Date Severity setting on Transaction Control can make both required.

A section of fields called **Accounts Receivable Tracking** exists to track details at the accounting line that are not represented by an existing field. Typically, these are details from a third-party system or other pieces of information for reporting or writing to generated invoices necessary for customer communications. The fields are to be given proper labels and displayed in this section or moved to another section. There are no delivered edits for these fields but Configurable Validations (BORULE) can be used to make them required, conditionally required, or to define a set of valid values.

Although not common to the receivable, references to other transaction types can be done. As with all referencing, what is allowed is defined on the Transaction Allowable References page, with a subset of those further defined on the Transaction Copy Forward Control page. By design, the Receivable can reference and liquidate the Accrued Receivable, the Cash Receipt Advance, and the Issue Confirmation for External Customer. It can also memo reference the Reverse Auction Requisition or a Journal Voucher. Many of these references do not require the use of all three of the referenced line fields.

Cash Receipt Transaction Type

The Cash Receipt (CR) Transaction Type allows you to enter accounting events that record all monies collected, including collections against outstanding receivables, customer accounts, and cash basis collections with no transaction or customer account reference. It supports cash collection for all customer types (invoice, statement, and both), miscellaneous customer, third party, and summary receivable.

› Functions of a Cash Receipt

- Reference a receivable line
- Reference a receivable without a line reference
- Reference a customer account
- Reference a disbursement transaction for vendor refunds (that is, automated disbursement check, manual warrant)
- Reference a receivable sent to collection (with or without line reference)
- Record a prepayment against a customer account
- Record a security deposit against a customer account
- Record a Non-Sufficient Funds check
- Record a straight cash collection to increase revenue
- Record a straight cash collection to reduce expenditure (vendor refund)
- The Cash Receipt transaction supports multiple types of payments on a single CR transaction. This is done by creating a vendor line for each type of payment and populating the Payment Type on the Vendor Line. Note: The CR will not allow a mix of Electronic Payments (EFT, Credit Card, Debit Card, Wire Transfer, and Payroll Deduction) and Non-Electronic Payments (Cash, Check, Cashier's Check, Adjustment, and Money Order) on a single CR.
- Print a customer receipt.
- Print a Deposit Ticket. The Deposit Ticket can be configured to print customized text using the Application Parameter (APPCTRL) record for AR_DEPO_DSCR.

For detailed information on each of the tabs that exist on the CR, refer to the following topics:

- [Header](#)
- [Vendor](#)
- [Accounting](#)

Cash Receipt Delivered Transaction Codes

The CR Transaction Type has the following Transaction Codes (listed alphabetically by Transaction Name).

| Transaction Name | Transaction Code | Intended Use |
|-----------------------------------|------------------|---|
| Advantage Permitting Cash Receipt | PECR | This transaction is a clone of the CR transaction. The PECR transaction cannot be created online. The PECR transaction is created automatically in Advantage Financial when the Advantage Permitting application has sent data to Advantage Financial that requires a Cash Receipt to be created. |
| Cash Receipt | CR | This transaction allows you to enter accounting events that record all monies collected, including collections against outstanding receivables, customer accounts, and cash basis collections with no transaction or customer account reference. |
| Cash Receipt Advance | CRA | This transaction is used to book an advance. The CRA Transaction may then be referenced on a Receivable Transaction when a UB Transaction is used to bill against the advance. |
| Cost Accounting Cash Receipt | CACR | This transaction allows you to record cost accounting related cash receipts. The CACR transaction allows you to capture the funding source information because this type of cash received is typically posted against a particular funding source. |

Tasks

For instructions on how to create a Cash Receipt, refer to the "[Create a Cash Receipt](#)" topic.

Related Topic(s):

- For a description of the delivered event types allowed for the CR transaction type, please refer to "Accounts Receivable Accounting Model" under the Accounting Model Delivered Configuration topic in the *CGI Advantage - Financial Administration User Guide*.

Cash Receipt Header

The Header tab contains information common to all lines, such as date-of-record, budget fiscal year, accounting period, and transaction total.

› Required/Conditionally Required Fields

The following fields are conditionally required based on site specific setup on the System Options table:

- **Deposit Ticket** - required if the **Use Deposit Reconciliation** flag on the System Options table is selected and the **Print Deposit Ticket** flag on System Options is not selected or if the Print Deposit Ticket flag is selected and the Suppress Pend

Print field is selected on the CR Vendor Line. If the Use Deposit Reconciliation flag is selected and the Print Deposit Ticket flag is not selected on the System Options table for the current Fiscal Year, or if the Suppress Pend Print flag is selected on the Vendor Line(s) of the Cash Receipt, and the Infer Deposit Ticket Number flag on Transaction Control is selected for the selected Transaction Code, then the value in the Deposit Ticket field is inferred from the Next Available Deposit Ticket Number field on the Bank table if blank on Validate/Submit.

- **Deposit Date** - required if the **Use Deposit Reconciliation** flag on the System Options table is selected and the **Print Deposit Ticket** flag on System Options table is not selected. This field is also required if the **Require Deposit Date Only** flag on System Options is selected. If the Use Deposit Reconciliation flag is selected and the Print Deposit Ticket flag is not selected, or if the Require Deposit Date Only flag is selected on the System Options table for the current Fiscal Year, or if the Suppress Pend Print flag is selected on the Vendor Line(s) of the Cash Receipt, and the Infer Deposit Date flag on Transaction Control is selected for the selected Transaction Code, then the value in the Deposit Date field is inferred from the Application System Date parameter on the Application Parameters table if blank on Validate/Submit.

If the **Transaction Total Required** field on the Transaction Control table is selected, the **Transaction Total** field on the Header of the CR transaction is required and must equal the system calculated **Actual Amount** field on the transaction. If the **Transaction Total Required** field is not selected, the **Transaction Total** field on the CR is optional, but if populated, will still be verified against the **Transaction Actual Amount**.

The **Transaction Total** field along with the **Central Statement Customer** and **Central Statement Billing Profile** fields are used when recording a payment against a central statement using the Auto Apply action.

The **Payment Type** field is defaulted from System Option. If this field is populated and the **Payment Type** field on the Vendor Line is blank, the value is inferred to the Vendor Line upon the validation / submission of the CR transaction.

The **Alternate Bank Account** field on the header of the CR transaction type allows the user to select a bank without viewing the sensitive banking information. This picklist is populated using the Valid Transaction Code Department Bank Combination (VHDRBNK) page, limiting to only allowed banks and not every bank, as with the standard Bank Account field. When a value is entered or selected for this field, the value is pushed to the standard Bank Account field. As the Valid Transaction Code Department Bank Combination page is being used, a user may not even have to choose a bank as the Deposit Default setting can provide a default to the standard Bank Account field. When using the alternate field, it is wise to protect the standard bank field to remove the pick that shows sensitive information. Leaving it visible will allow users to see a default or see a value uploaded or interfaced.

The Header tab contains the following actions/links:

› Page-Level Actions

Refer to the "Page-Level Actions" topic in the *Transactions User Guide* for information on the actions that apply to the entire transaction.

› Tab-Level Actions

The following action exists on the Header of the CR:

Auto Apply - This action exists on the Header tab of all Cash Receipt transactions, except the Cash Receipt Advance (CRA). If you want to apply a payment against a receivable or collection transaction or line, or a customer account, you need to specify it along with the amount to apply in the vendor tab and select the **Auto Apply** check box. You can optionally prioritize the payment order. If you want to apply a payment against a central statement that may cover one or more customer accounts, you need to specify the Transaction Total, Central Statement Customer, and Central Statement Billing Profile in the Header tab. In this case, the payment order is determined by the applicable posting order defined in the System Options table. After specifying the information, click the **Auto Apply** button for the system to automatically populate the accounting line(s) as follows:

- On a new CR transaction:
 - An edit will prevent the Auto Apply action if you try to apply a payment against a central statement specified on the header and a reference transaction or line, or a customer account on the vendor line simultaneously. You can specify Auto Apply information at the header level or the vendor line level, but not both.
 - A receivable or collection transaction or line, or a customer account must be specified along with the amount to apply. Users can optionally prioritize the payment order.
 - The system searches for open non-memo collection lines or open receivable lines matching the specified criteria. Disputed – No Auto Cash Application lines are not eligible and are not applied. Negative lines are applied first, and the system uses the vendor line amount plus the total of applied negative line amounts to liquidate positive lines. The positive lines are applied based on the payment order; within the same payment order lines with the oldest due date are applied first.
 - If a Receivable (RE) or Collection (CL) line is referenced on the vendor/customer line, one accounting line is generated referencing that line. Overpayment is not allowed.
 - If a Receivable or Collection transaction only (with no line number) is referenced on the vendor/customer line, accounting lines are populated based on the order discussed above. If there is an overpayment within tolerance, the overpayment will be included in the last applied line. If there is an overpayment outside of tolerance, a separate line will record the overpayment against the customer account.
 - If a customer account is referenced on the vendor/customer line, accounting lines are populated based on the order discussed above. Any overpayment will be recorded on a separate line against the customer account.
 - If a central statement is referenced on the header, vendor lines are created along with accounting lines based on the order discussed above. Any overpayment will be recorded on a separate line under the last vendor line.
- On a modification CR transaction:

- Revert the accounting lines to the final version. If the vendor line amount has decreased, the decrease is deducted from any unreserved credit balance lines, followed by the accounting lines starting with the last accounting line until the entire deduction has been taken. If the vendor line amount has increased, the system will look for lines to apply payments to as in the new transaction case. Note that Auto Apply cannot be used against a central statement on a modification CR transaction.

These automatically generated accounting lines on the Cash Receipt transaction determine how the payment received is applied. For more information about payment application or tolerance in Advantage Financial, see [Applying Payments](#).

There is a hidden Contact Information section on the header, that when made visible, allows the tracking of a person that is not the Created By or Last Modified By users, should there be questions about the content later. Unlike other similar contact fields found on transactions, this is not from the Contact (CNTAC) page but from the User Information (SCUSER) page. This information is also not controlled by the Transaction Control option – Transaction Header Contact Required. If required, a Configurable Validation (BORULE) is necessary.

Cash Receipt Vendor

The Vendor tab is the main data entry point in which you will enter information associated with a payment. Fields in this tab include vendor/customer code, billing profile, reference transaction number, transaction line number, check number, payment date, and other payment information (for example, credit card information, non-sufficient funds check information). There is also an Auto Apply check box that you designate whether you want the system to automatically populate accounting lines associated with that vendor/customer line.

The CR Transaction Type has the ability to generate accounting lines based on the Line Amount and a valid and active Accounting Profile on the vendor line. With a validate or submit action the transaction will create one or more accounting lines based on the accounting template record(s) of the accounting profile. The Expected Amount field is then split across accounting lines based on the percentage defined for each accounting template within the profile. No lines will be generated if one already exists.

Since this transaction type supports multiple vendor lines, the line generation feature works on a modification version of the transaction as long as you insert a new vendor line. Also, with the transaction's ability to have multiple vendor lines with the same or different Accounting Profiles, validating or submitting this transaction can generate multiple sets of accounting lines.

› Required/Conditionally Required Fields

The following fields are required, and if left blank are automatically populated by Advantage:

- Address Line 1
- City
- State
- Zip
- AR Dept

- AR Unit
- Payment Type
- Payment Date

The following fields are conditionally required based on site specific setup on the Transaction Control table:

- Vendor Customer
- Legal Name
- Address Code
- Reserve Cr Balance

The following fields are conditionally required if a record is inserted on the tab:

- Line Amount
- Billing Profile is required in order to use Auto Apply against a customer account.
- Reason is required on transaction modification. Reason can be set to *NSF for Check and EFT (NSFCHECK)* if Payment Type is *Check* or *EFT*.
- NSF Fee Amount and NSF Check Date are entered only when Reason is *NSF for Check and EFT (NSFCHECK)*.

The **Payment Type** field allows a user to record multiple payment types on the CR simply by creating a vendor line for each type of payment. The available payment types are *Cash, Check, EFT, Credit Card, Debit Card, Wire Transfer, Money Order, Cashier's Check* and *Payroll Deduction*, and *Adjustment*. Although not an actual payment type, *Adjustment* is used to make updates for payments previously recorded or record any type of update to bring information on a bank account within Advantage into sync with the actual account.

Note: If this field is not populated, the value is inferred from the **Payment Type** field in the Header tab of the transaction.

The **Suppress Pend Print** field, when checked indicates that the payment on the Vendor Line should not be included in any updates to the Print Deposit Ticket table. The CR transaction updates the Deposit Reconciliation or Deposit Detail tables upon the selection of this field.

Note: If the Payment Type on the Vendor Line is set to an electronic payment type such as Credit Card, Debit Card, EFT, Wire Transfer or Payroll Deduction and the Print Deposit Ticket flag is selected on the Revenue section of the System options table for the Fiscal Year represented by the Transaction Date of Record, the **Suppress Pend Print** field is automatically checked upon validate/submit.

The Auto Apply check box does not exist on the CRA transaction, since the Auto Apply action does not exist on the Header of the CRA.

The following fields are conditionally required when the **Payment Type** is set to *Check, EFT, Money Order* or *Cashier's Check* on the Header/Vendor tab of the CR transaction.

- Check/EFT Number
- Check/EFT Date

The following fields are conditionally required when the **Payment Type** is *Credit Card* or *Debit Card*:

- Credit/Debit Card
- Credit/Debit Card Type
- Credit/Debit Card Number
- Credit/Debit Card Expiration Month
- Credit/Debit Card Expiration Year
- Credit/Debit Card Trans Number
- Credit/Debit Card Holder Name

The **Ref Transaction Code**, **Ref Transaction Dept**, and **Ref Transaction ID** fields are required in order to use Auto Apply against a transaction.

The **Priority Posting Type** fields are required, and if left blank are automatically populated by Advantage.

The **Wire Transfer** fields are optional. Values can only be entered in these fields if the **Payment Type** field in the Header/Vendor tab is set to *Wire Transfer*.

Cash Receipt Accounting

Accounting line contains event type and account distribution information for the payment entered. NOTE: The Cash Receipt transaction supports negative accounting lines to meet requirements for Federal Reimbursement.

> Required/Conditionally Required Fields

The following fields are conditionally required if a record is inserted on the tab:

- **Reason** is required when modifying an accounting line recorded on a prior version.
- If **Foreign Currency Code**, **Foreign Currency Amount** or **Exchange Rate** is populated, the other two fields are also required.

> Field Information

The **Central Statement Billing Profile** field, when populated, indicates that the transaction is associated with a central statement. On a new line, the value comes from the referenced line's Central Statement Billing Profile field; if that field does not exist or there is no reference, and the transaction is a statement transaction that updates the Statement Detail table, the value comes from the vendor customer's Central Statement Billing Profile on the Vendor/Customer table. On an existing line on a modification or cancellation transaction, the value is carried over from the final version.

Debt ID – A Cash Receipt can indicate the Bond or Loan proceeds on which revenue earned is being collected. The transaction can also be used to record the collection of a customer's repayment of a loan given or lease. For a manual or automatic billing, **Schedule Number** and **Schedule Line** also have to be entered to ensure the Cash Receipt updates the **Transaction 2** field on the Schedule Detail record being collected. Please see the *Debt Management User Guide* for information on the rules for Debt ID usage and requirements.

With the Employee ID field, a receipt can indicate a collection/payment from an Advantage HRM employee. Although the customer code is optional for such an event, if one is used it is likely a miscellaneous one for employees along with name and address information. This accounting line indication is to directly tie Financial data to Human Resource Management data for reporting purposes by ensuring a valid employee ID is entered. Such events are outside of the typical payroll accounting.

For the Cost Accounting Cash Receipt transaction, if the **Funding Profile/Priority/Line Allowed** flag is selected on Transaction Control, then the **Funding Profile**, **Funding Priority** and **Funding Line** fields are visible on this section. If one of these fields is populated, then all three fields must be populated. The Department and Major Program must be populated if these fields are populated. Note: You cannot enter a Funding Priority that has the Overflow flag checked on the Funding Priority table.

Referral to Collection Agency Transaction Type

The Referral to Collection Agency (CL) Transaction Type allows you to refer receivables that are significantly past due to collection agencies. This transaction can reference receivables containing accounting lines with the event types of Billed Earned Revenue or Billed Vendor Refund. Receivables containing accounting lines with outstanding balances and any other event types cannot be referenced on the Referral to Collection Agency transaction. Summary receivables, regardless of event type, and regular receivables with a billing profile code that specifies a Billing Type of No Billing Required cannot be sent for collection.

Both online and batch approaches to creating CL transactions use the receivable accounting line outstanding amount to ensure the correct balances are sent for collection. CL transactions require minimal data entry since most of the information is inferred onto the transaction from the Receivable (RE) transaction. Once a CL transaction is processed, it cannot be modified; it can only be cancelled.

Before referring a Receivable to a collection agency, you must establish a Collection Agency Agreement Number on the [Collection Agency Agreement](#) table.

For detailed information on each of the tabs that exist on the CL, refer to the following topics:

- [Header](#)
- [Vendor](#)
- [Accounting](#)

Referral to Collection Agency Delivered Transaction Code

The CL Transaction Type has the following Transaction Code.

| Transaction Name | Transaction Code | Intended Use |
|-------------------------------|------------------|--|
| Referral to Collection Agency | CL | This transaction allows you to refer receivables that are significantly past due to collection agencies. |

Tasks

For instructions on how to create a Referral to Collection Agency (CL) transaction, refer to the ["Create a Referral to Collection Agency"](#) topic.

Related Topic(s):

- For a description of the delivered event types allowed for the CL transaction type, please refer to "Accounts Receivable Accounting Model" under the Accounting Model Delivered Configuration topic in the *CGI Advantage - Financial Administration User Guide*.

Referral to Collection Agency Header

The Header tab contains information common to all lines, such as date-of-record, budget fiscal year, and period, and other fields that are completed by the Advantage Financial once the receivable details have been entered.

The Header tab contains the following actions/links:

› Page-Level Actions

Refer to the "Page-Level Actions" topic in the *Transactions User Guide* for information on the actions that apply to the entire transaction.

› Tab-Level Actions

The following action exists on the Header of the CL:

- **Auto Apply** - The Auto Apply action automatically creates accounting lines to reference each of the non-zero open accounting lines on the referenced RE transaction. You must provide reference RE transaction information on the Vendor tab and select the Auto Apply check box, prior to selecting the Auto Apply action.

Referral to Collection Agency Vendor

The Vendor tab contains information about the customer you are billing.

› Required/Conditionally Required Fields

The following fields are required, and if left blank are automatically populated by Advantage:

- Billing Profile

- Address Line 1
- City
- State
- Zip
- AR Dept
- AR Unit
- Coll Agreement

The following fields are conditionally required based on site specific setup on the Transaction Control table:

- Vendor Customer
- Legal Name
- Address Code

Referral to Collection Agency Accounting

Accounting lines on the CL transaction are protected from user entry and are generated by the Auto Apply Action, with the exception that the reference type can be set by the user. Fields in this tab include event type, amount owed, description of obligation, referenced transaction information, and various additional chart of accounts information. These fields are either populated by Auto Apply or inferred from the referenced transaction line. The majority of fields on the CL Accounting line are common to accounting transactions and can be reviewed in the *Transactions User Guide*. A small number of fields are unique to receivable transactions.

› Field Information

The **Central Statement Billing Profile** field, when populated, indicates that the transaction is associated with a central statement. On a new line, the value comes from the referenced line's Central Statement Billing Profile field. On a cancellation transaction, the value is carried over from the final version.

Debt ID – A Referral to Collection Agency transaction can indicate the Bond or Loan proceeds on which revenue has been billed but not collected. The transaction can also be used to record an overdue bill for repayment of a loan given or lease to a customer. For the second scenario, **Schedule Number** and **Schedule Line** are also recorded for informational purposes. Please see the *Debt Management User Guide* for more information on the rules for Debt ID usage and requirements.

Bank Transfer Transaction

Accounts Receivable contains an optional feature whereby deposit reconciliation tracking pages can be updated without accounting impact to aid in making deposit tracking pages more closely match bank activity for reconciliation purposes. Uses include a transaction to request treasury staff to make a wire transfer between bank accounts upon approval, which will also be followed by a journal voucher for accounting updates. Another use is to record such a transfer and journal

voucher after-the-fact. Each of these uses contain a minimum of two accounting lines. One for the bank account reduced as a negative and another for the account increased as a positive. Another use is to make a single bank account adjustment up or down.

While there is no delivered transaction code for this feature, there is a transaction sub type of TRF delivered with logic to make the deposit tracking updates. A separate HTML page exists to be used – fBNKTRF. Finally, a security resource group of TRF exists. Whether a single transaction code is set up to address each use or separate ones, this transaction sub type must be associated on Transaction Control and the HTML file put as the Destination on Application Page Registration. Key to any bank transfer transaction is the display of Deposit Ticket Number, Deposit Date, Bank, and Line Amount. Most, if not all, other fields can be hidden.

This transaction sub type is designed to not make any accounting updates, so it needs an event type established that has no posting codes or one that is non-accounting. Refer to the “Setting Up a New Transaction Code” topic in the *CGI Advantage Financial Administration User Guide* for additional details on setting up a new transaction code and event type.

Write-Off Transaction Type

The Write-Off (WO) Transaction Type allows you to process a transaction to write-off receivable or collection transactions in Advantage Financial that are deemed uncollectible. You can manually enter a write-off transaction into the system or use the Generate Write Off chain to automatically generate write-off transactions based on information you entered on the [Pending Write Off](#) page. Each write-off transaction references a receivable or collection transaction that should be written off.

For detailed information on each of the tabs that exist on the WO, refer to the following topics:

- [Header](#)
- [Vendor](#)
- [Accounting](#)

Write-Off Delivered Transaction Codes

The WO Transaction Type has the following Transaction Codes (listed alphabetically by Transaction Name).

| Transaction Name | Transaction Code | Intended Use |
|--------------------------------|------------------|--|
| Advantage Permitting Write Off | PEWO | This transaction is a clone of the WO transaction. The PEWO transaction cannot be created online. The PEWO transaction is created automatically in Advantage Financial when the Advantage Permitting application has sent data to Advantage Financial that requires a write-off to be created. |

| | | |
|-----------|----|--|
| Write-Off | WO | This page allows you to process a transaction to write-off receivable or collection transactions in Advantage Financial that are deemed uncollectible. |
|-----------|----|--|

Tasks

For instructions on how to create a Write-Off transaction, refer to the "[Create a Write Off](#)" topic.

Related Topic(s):

- For a description of the delivered event types allowed for the WO Transaction Type, please refer to "Accounts Receivable Accounting Model" under the Accounting Model Delivered Configuration topic in the *CGI Advantage - Financial Administration User Guide*.

Write-Off Header

The Header tab contains information common to all lines, such as date-of-record, budget fiscal year, accounting period, and transaction total.

The Header tab contains the following actions/links:

› Page-Level Actions

Refer to the "Page-Level Actions" topic in the *Transactions User Guide* for information on the actions that apply to the entire transaction.

› Tab-Level Actions

The following action exists on the Header of the WO:

Auto Apply - The Auto Apply action automatically creates accounting lines. Reference information must be entered on the Vendor tab and the Auto Apply check box must be selected, prior to selecting the Auto Apply action.

- On a new WO transaction:
 - A receivable or collection transaction or line must be specified along with the write off percent.
 - The system searches for open non-memo collection lines or open receivable lines matching the specified criteria. For each CL or RE line found, one WO accounting line is generated. The system multiplies the outstanding amount on the RE or CL line by the write off percent to arrive at the amount to write off.

Write-Off Vendor

The Vendor tab is the main data entry point in which you will specify what to write off before Auto Apply. Fields in this tab include vendor/customer code, billing profile, write off percentage, reference transaction number, and transaction line number. There is also an Auto Apply check box that you designate whether

you want the system to automatically populate accounting lines associated with that vendor/customer line.

› Required/Conditionally Required Fields

The following fields are required, and if left blank are automatically populated by Advantage:

- Billing Profile
- Address Line 1
- City
- State
- Zip
- AR Dept
- AR Unit

The following fields are conditionally required based on site specific setup on the Transaction Control table:

- Vendor Customer
- Address Code

The following field is conditionally required if a record is inserted on the tab:

- WO Percent is required in order to use Auto Apply.

The **Ref Transaction Code**, **Ref Transaction Dept**, and **Ref Transaction ID** are required. All five Reference fields are required in order to use Auto Apply against a line.

Write-Off Accounting

Accounting line contains event type and account distribution information. The majority of fields on the WO Accounting line are common to accounting transactions and can be reviewed in the *Transactions User Guide*. A small number of fields are unique to receivable transactions.

› Required/Conditionally Required Fields

The following field is conditionally required if a record is inserted on the tab:

- **Reason** is required when modifying an accounting line recorded on a prior version.

› Field Information

The **Central Statement Billing Profile** field, when populated, indicates that the transaction is associated with a central statement. On a new line, the value comes from the referenced line's Central Statement Billing Profile field. On an existing line on a modification or cancellation transaction, the value is carried over from the final version.

Debt ID – A Write Off transaction can indicate the Bond or Loan proceeds on which revenue has been billed but will not be collected. The transaction can also be used to record a write off on a bill for repayment of a loan given or lease to a customer. Please see the *Debt Management User Guide* for information on the rules for Debt ID usage and requirements.

User Maintenance Transaction Type

The User Maintenance (USER) Transaction Type allows you to establish Advantage Users, Employees, and Customer Self Service Users.

For detailed information on each of the tabs that exist on the USER Transaction Type, please refer to the "User Maintenance Layout" topic of the *Security Administration Guide*. This version that is associated with Financial Management is no different from the one in Administration.

User Maintenance Delivered Transaction Code

The USER Transaction Type has the following Transaction Code for the Customer Self Service function of Accounts Receivable.

| Transaction Name | Transaction Code | Intended Use |
|---------------------------|------------------|--|
| Customer User Maintenance | CDOC | The purpose of this transaction is to create an Advantage User ID for a customer that is registering to use Customer Self Service. Each registration copies the transaction template defined on Customer Self Service Type to associate the needed security and business role to that User ID. |

Common Business Tasks

Select from the list of the common business tasks for detailed information:

- [Enter Customer Information](#)
- [Create a Receivable](#)
- [Bill a Vendor for a Refund](#)
- [Modify a Receivable](#)
- [Create a Cash Receipt](#)
- [Create a Cash Receipt using Auto Apply](#)
- [Modify a Cash Receipt](#)
- [Modify a Cash Receipt for a NSF Check/EFT](#)
- [Copy Forward a Cash Receipt to Reclassify](#)
- [Create a Referral to Collection Agency](#)
- [Create a Manual Referral to Collection Agency](#)
- [Create a Write Off](#)
- [Create a Manual Write Off](#)
- [Modify a Write Off](#)
- [Create a Customer Refund](#)
- [Issue Customer Refunds for Unreserved Credit Balances](#)

Enter Customer Information

Customer information is stored with vendor information on the Vendor/Customer table. Customer codes entered in the vendor tab on an Accounts Receivable (ARE, RE, CR, CL, or WO) transaction must be valid on the Vendor/Customer table. Only a customer with a Customer Active Status of Active on the Vendor/Customer table is accepted.

There are two types of customers within Advantage Financial: regular and miscellaneous. When a code for a regular customer is entered on an Accounts Receivable transaction, name and address information associated with the code is inferred from the Vendor/Customer table.

Miscellaneous customer accounts are generally used for one-time customers only and for summary receivables. When a code for a miscellaneous customer is entered on an Accounts Receivable transaction, the name and address associated with the customer is not inferred. If the name and address information are required and cannot be inferred from the referenced transaction, you must enter the customer name and address information on the transaction manually.

The customer code cannot be changed after the Accounts Receivable transaction is accepted.

Related Topic(s):

- For general information about editing or creating transactions, refer to the *Transactions User Guide*.

Create a Receivable

The following scenario illustrates the creation of a receivable transaction and the updates the transaction makes to the budgets, journals, and AR specific inquiry tables. The receivable is setup to bill the customer in the form of an invoice and it is also included on a statement.

In order to record a receivable that will be billed to a customer, you must manually process a RE (Receivable) Transaction. The following steps need to be performed:

1. Create a RE transaction from the Transaction Catalog.
2. Complete the Header tab. The Header stores information that applies to all components of the RE transaction. You can optionally complete any of the fields on the transaction Header before navigating to the Vendor section.
3. Complete the Vendor tab.
 - Enter a Customer code.
 - Enter a Billing Profile.
 - Enter an Address Code (Conditional - required if no default Billing Address has been established for the Customer Code).
 - Select *Regular* (default) or *Summary* for the Receivable Type field. In most cases, the default AR Department and AR Unit do not need to be changed. If you need to change either value, keep in mind that the customer code, the Billing Profile code, the AR Department and the AR Unit must be available on the Customer Account Options table. The AR Department and AR Unit accept wildcard value of ALL.
 - Enter a Due Date (Conditional - optional entry only when for an Invoice Billing Type).
 - Enter Invoice Instructions (Optional). When billing with invoices, the billing instructions from the Billing Profile will default on the RE transaction. You can override the default from Billing Profile. When billing with statements, the billing instructions can only be specified on Billing Profile and not on the RE transaction.
 - Legal Action (Optional) - If you need to mark an RE Transaction as Legal Action, select the Legal Action check box. Automatic finance charges will not be applied to RE transactions that have a Legal Action set to Yes.
 - Suppress Bill Generation (Optional) - You can suppress the printing of an invoice by selecting the Suppress Invoice Billing check box on the RE transaction.
 - When an invoice is suppressed, it will update the Invoice (INVQ) table, but will not be included when the invoices are printed.

- Suppressing finance charges (Optional) - To avoid finance charges from being applied to the RE transaction by the automatic finance charge process, select the Suppress Auto Fin Charge check box.
4. Complete the Accounting tab.
 - Insert an Accounting line.
 - Enter an Event Type (Conditional - required only if you want to override the default event type inferred from the Allowable Event Type for Transaction Code table.)
 - Enter the Line Type. The default is A - Principal. You change the line type when you want the billing amount to be posted as something other than principal. For example: interest, late fee, admin fee, NSF fee.
 - Enter Line Amount.
 - Enter Accounting Template or populate the COA fields.
 5. Perform the **Validate** action to validate for errors.
 6. If errors exist, fix the errors and repeat Step 5. If no errors exist, then continue with Step 7.
 7. Perform the **Submit** action to submit the transaction.

Related Topic(s):

- For general information about editing or creating transactions, refer to the *Transactions User Guide*.

Billing a Vendor for a Refund

At certain times, you may need to bill a vendor for a refund due to a mistaken overpayment to the vendor, or when an incorrect amount of goods are received after payment has been made. There are two ways for choosing the event type to be used on the Receivable (RE) transaction in this situation, depending on your entity's business practices.

The two event types available for billing a vendor for a refund are:

- Billed Vendor Refund - Budgetary Event Type AR30

Use this event type when you want to reduce expenditures immediately at the time the receivable is processed.
- Billed Vendor Refund - Non-budgetary Event Type AR31

Use this event type to credit the expected refund to a holding account. Expenditures will continue to reflect the actual amount paid to the vendor, and budget authority will not be freed up until the refund is actually received.

You need to follow the general steps discussed in the "[Create a Receivable](#)" topic but you need to set the Event Type and Reference fields on the Accounting tab as detailed below:

1. Enter **Event Type** of AR30 or AR31
2. Enter **Reference information** if this vendor refund is in reference to an overpaid disbursement, or **Accounting Template**. Alternatively, complete the COA fields.

Related Topic(s):

- For general information about editing or creating transactions, refer to the *Transactions User Guide*.

Modify a Receivable

The table below summarizes some examples for modifying a regular receivable. All modifications to a Receivable (RE) transaction require an adjustment reason code. This code is posted to the ledger so that it can be used for management reporting purposes.

| Purpose for modification | Method details |
|---|--|
| Reclassify unearned revenue as earned revenue | <ul style="list-style-type: none"> • Automatic - To have the system automatically generate a Receivable modification transaction that reclassifies revenue, you must fill in the Reclassification Date field on the original Receivable transaction before you submit the transaction to final. This will trigger a record to be added to the Future Transaction Triggering table where it will be selected by the Future Transaction Triggering batch process on the reclassification date and the transaction modification will be generated. You can also specify that the automatically-generated transaction be put on hold to allow for further review or changes by checking the Hold Transaction indicator on the original Receivable transaction. (Refer to the "Future Transaction Triggering" topic in the <i>Transactions User Guide</i> for more information.) • Manual - You can manually reclassify all or part of a receivable amount by decreasing, or reducing to zero, the amount on the unearned revenue line on the Receivable transaction, while adding a new accounting line to reclassify the amount reduced |
| Increase receivable amount | Follow common transaction rules for modifying a Receivable transaction. Increase the accounting line amount. |
| Decrease receivable amount | Decrease the accounting line amount. You cannot reduce the accounting line amount to be less than the closed amount. |

| Purpose for modification | Method details |
|--|---|
| Change accounting distribution | Change one or more Chart of Accounts fields on the Receivable transaction. The accounting distribution cannot be changed if the Receivable line is closed (be it partial or fully). |
| Enter interest and fees | <p>Interest and fees can be recorded automatically by the system or manually. The default types of fees that can be posted manually included interest, late fees, administrative fees, non-sufficient fund fees, and "other."</p> <p>Add fees at the accounting line level, using normal transaction entry practices.</p> |
| Indicate suppression of finance charges or billing, or a change in the status of a collection action | You can suppress billing or finance charges, and change the status of collection actions by making appropriate check box entries on the Receivable transaction. Some of these indicators are also updated automatically by system batch processes. |

To modify a RE, perform these steps:

1. Open the transaction that requires modification in the Transaction Catalog. The transaction must be in a final status in order to create a modification draft version.
2. Perform the **Edit** action to create a draft modification transaction.
3. Make necessary modifications. In particular, Adjustment Reason Code on the Accounting tab is required.
4. Perform the **Validate** action to validate for errors.
5. If errors exist, fix the errors and repeat Step 4. If no errors exist, then continue with Step 6.
6. Perform the **Submit** action to submit the transaction.

Related Topic(s):

- For general information about editing or creating transactions, refer to the *Transactions User Guide*.

Create a Cash Receipt

The following scenario illustrates the creation of a cash receipt to record a full payment against a specific receivable.

To create a Cash Receipt, perform these steps:

1. Find the RE transaction that needs to be liquidated in the Transaction Catalog. Then use the Copy Forward functionality to create a new CR transaction.

2. Complete the Header tab.

The following fields in the Header tab have not been copied from the RE transaction, and need to be completed:

- **Bank Account:** Select the bank that represents the entity that processed the receipt of cash.
- **Payment Type**
- **Deposit Ticket & Deposit Date:** Enter the Deposit Ticket and Deposit Date if the Print Deposit is set to False on the System Options table or if the Suppress Pend Print field is true on the Vendor Line.

3. Complete the Vendor tab.

- Enter a **Payment Date** - The default is the Application System Date, but can be changed to reflect the date when the payment was received.
- Enter a **Check / EFT Number** if the payment being processed is a Check or EFT. If the Payment Type is *Credit Card*, enter **Credit Card** information. If the Payment Type is *Debit Card*, enter the **Debit Card** information.

4. Perform the **Validate** action to validate for errors.

5. If errors exist, fix the errors and repeat Step 4. If no errors exist, then continue with Step 6.

6. Perform the **Submit** action to submit the transaction.

Related Topic(s):

- For general information about editing or creating transactions, refer to the *Transactions User Guide*.

Create a Cash Receipt using Auto Apply

This scenario illustrates how to use Auto Apply to partially liquidate a receivable according to the order determined based on the receivable line type.

1. Create the CR transaction in the Transaction Catalog. You need to enter the applicable information discussed in the "[Create a Cash Receipt](#)" topic and perform the following additional data entry or step:
2. Complete the Header tab. If you want to apply a payment against a central statement that may cover one or more customer accounts, also specify the following: Transaction Total, Central Statement Customer, and Central Statement Billing Profile.
3. Complete the Vendor tab. If you want to apply a payment against a customer account, or a transaction or line, also specify the following:
 1. Select the **Auto Apply** check box.
 2. Enter the (vendor) **Line Amount**.

3. Enter the **Customer Code**, **Billing Profile**, **AR Dept** and **AR Unit** if the cash receipt is to apply against a customer account.
 4. Enter the **Ref Transaction Code**, **Ref Transaction Dept**, **Ref Transaction ID**, and optionally **Ref Vendor Line** and **Ref Accounting Line** if the cash receipt is to apply against a transaction or line.
 5. Specify the **Priority of the Posting Type** or leave them blank to infer from the Priority Posting Type established on the System Options or the Billing Profile table.
4. Execute the Auto Apply action at the Header level.
 5. Review the Accounting tab if needed.
 6. After Auto Apply has been executed, you can review the order in which the payment has been applied.
 7. Perform the **Validate** action, resolve any errors, then perform the Submit action to submit the transaction.

Related Topic(s):

- For general information about editing or creating transactions, refer to the *Transactions User Guide*.

Modify a Cash Receipt

This table summarizes the purposes and related details for modifying a Cash Receipt (CR).

| Purpose for modification | Method details |
|---|--|
| Reclassify unearned revenue as earned revenue | <p>Automatic - To have the system automatically generate a modification transaction that reclassifies revenue, you must fill in the Reclassification field on the original Cash Receipt transaction. You can also specify that the automatically generated transaction be put on hold to allow for further review or changes by checking the Hold Transaction indicator on the original receivable transaction.</p> <p>Manual – You can manually modify a cash receipt to reclassify collected revenue by reducing the amount of the affected accounting line and adding a new line with the new event type.</p> |
| Netting credit balance | Automatic - If the automatic netting option is in use, the system can automatically apply overpayments tracked by the Unreserved Credit Balance to a customer account. The system subtracts the amount of money being applied to the new obligation from the accounting line on the cash receipt that created the overpayment and creates a new vendor/customer line to record an equal positive payment to a |

| Purpose for modification | Method details |
|--------------------------------|--|
| | <p>customer account. The system uses Auto Apply to reference the receivable lines in order.</p> <p>Manual - you can manually apply netting to either the Unreserved Credit Balance or to the Reserved Credit Balance. Do this by making the above entries manually to a Cash Receipt transaction.</p> |
| Increase collection amount | Follow common transaction rules for modifying a transaction. Select the appropriate adjustment reason. |
| Decrease collection amount | Follow common transaction rules for modifying a transaction. Select the appropriate adjustment reason. |
| Change accounting distribution | Follow common transaction rules for modifying a transaction. Select the appropriate adjustment reason. For accounting lines specifying a line type of Principal, the system will warn you to make potential modifications on the existing interest and late fee lines to match what you changed on the principal line. |

The following scenario illustrates correcting a clerical error that results in liquidating the incorrect receivable. The scenario will illustrate the creation of a cash receipt modification that represents correction to the original entries reference to a receivable (reduce original receivable reference and reapply to a different receivable reference).

You determined that the CR transaction that applied the \$150.00 payment to RE 10A EXTERNAL_RE_2 was incorrectly applied. There is another RE transaction (RE 10A EXTERNAL_RE_3) for \$150.00 that needs to be liquidated first.

To modify a RE, perform these steps:

1. Open the CR transaction that requires modification in the Transaction Catalog.
2. Perform the **Edit** action.
3. Reduce the incorrect reference/payment.
 - a. Go to the Vendor line that applied payment against the wrong RE transaction.
 - b. Select the Auto Apply check box.
 - c. Enter 0.00 in the Line Amount field.
 - d. Enter a Reason.
4. Apply the payment towards the correct reference.

- a. Insert a new Vendor Line.
 - b. Select the Auto Apply check box.
 - c. Enter *150.00* in the Line Amount field.
 - d. Enter the correct RE transaction Code, RE transaction department code and RE transaction ID.
5. Perform the Auto Apply action at the **Header** level.
 6. Navigate to the accounting line(s) of Vendor Line 1 to ensure that the payment has been reduced. The Line Amount should be \$0.00 and the reason code should be inferred from the vendor line. If the Ref Type field is equal to *Final*, change it to *Partial*.
 7. Navigate to the accounting line(s) of Vendor Line 2 to ensure that the payment has been applied to the correct RE.
 8. Perform the **Validate** action.
 9. If errors exist, fix the errors and repeat Step 8. If no errors exist, then continue with Step 10.
 10. Perform the **Submit** action to submit the transaction.

Related Topic(s):

- For general information about editing or creating transactions, refer to the *Transactions User Guide*.

Modify a Cash Receipt for a NSF Check/EFT

This scenario illustrates how a user handles a bounced check/EFT that is already recorded on a cash receipt. The scenario will show how to modify the cash receipt and record a Non-Sufficient Funds fee that is defined at the system wide or billing profile level.

Assume that the bank has notified staff that the check/EFT has bounced. You need to perform the following steps:

1. Open the CR transaction that requires modification in the Transaction Catalog.
2. Perform the **Edit** action to create a new version of the CR transaction.
3. Go to the Vendor Line that recorded the check/EFT payment.
4. Change the line amount to *\$0.00*.
5. Select the **Auto Apply** check box.
6. Enter the following information related to the bounced check.
 - Enter *NSFCHECK* in the Reason field.
 - Enter a date in the NSF Check Date field, which should be on or after the Payment Date.

Notes:

- You can specify the NSF Fee Amount or leave it blank to let the system infer it from the System Options and/or Billing Profile tables.
 - If you need to waive the fee, select the Waive NSF Fee box.
7. Now you are ready to update the accounting lines in order to re-open the referenced RE transaction.
 8. Perform the Auto Apply action at the header level.
 9. Navigate to the Accounting Line(s) under the Vendor Line. The Line Amount should be \$0.00 and the Reason code should be inferred from the vendor line. If the Ref Type field is equal to *Final*, change it to *Partial*.
 10. Perform the **Validate** action to validate for errors.
 11. If errors exist, fix the errors and repeat Step 10. If no errors exist, then continue with Step 12
 12. Perform the **Submit** action to submit the transaction.

Notice that an informational message is generated informing the user that NSF charges will be automatically applied.

13. Review the impact of processing the NSF check/EFT by assessing the RE transaction that it referenced.
 - If the NSF fee is not waived, a modification version of the RE transaction would have been created to apply the NSF fee and placed in the Transaction Catalog with a Phase of Draft and a Status of Held. You will have the option of submitting the transaction manually or letting the cycle submit it during offline processing.
 - However, if the referenced RE transaction has other changes in-flight that are not yet finalized, the system cannot apply the NSF fee automatically. You will need to apply the fee manually.

Related Topic(s):

- For general information about editing or creating transactions, refer to the *Transactions User Guide*.

Copy Forward a Cash Receipt to Reclassify

The Cash Receipt transaction type has unique copy forward capabilities to correct an initial transaction with a subsequent transaction in lieu of modifying the initial transaction. This feature is not applicable for every implementation, so testing it with the deposit reconciliation processes and procedures in place along with collection reporting should be done before implementing.

When a Cash Receipt transaction is copied forward to another, it performs a liquidating reference of the original receipt and uses the COA Precedence settings on Transaction Control just as the receipt does when referencing a receivable. For this reason, the second transaction is often a different transaction code from the first so that configurations can be different for referencing rules and available accounting

events. At a minimum the second transaction code should always require a reference, which is something that the main Cash Receipt transaction code does not typically require.

- If appending COA not originally entered, the COA Precedence of the second transaction code needs to be *Additional Codes Allowed*.
- If removing COA originally used that should not have been, the COA Precedence needs to be *None* so that the unwanted COA can be cleared. This also implies the Infer Codes field on Transaction Control is set to *False*. If not, the cleared field will only re-infer.
- If the original collection was to a holding account, the final accounting event will not need the balance sheet account. Here, the scenario has a choice of using a non-accounting event type on the referencing accounting line to only liquidate the holding account and recording the final accounting on a new line. Alternatively, the final even type and COA can be entered on the referencing accounting line. This would entail many COA differences and a COA Precedence of *None* and Infer Codes of *False*.

A further step in this scenario would be the need to reference a receivable that should have initially been referenced. This scenario necessitate the new accounting line to reference the receivable and the non-accounting event type on the accounting line referencing the initial cash receipt.

The following should be noted about the copy forward:

- Users creating the second receipt must at least have view-only security access to the Transaction Department used on the first receipt.
- This cloned receipt does not have to be setup on Event Type Defaults (EFDFLT) because that page is not read in a receipt to receipt reference.
- Only the Open Amount from an accounting line is copied forward.
- The Reference Type against the 1st cash receipt will be *Partial* with the system changing that to *Final* if the entire open amount is being reclassified. When the scenario involves reclassifying the initial amount with multiple COA combinations, the Reference Type will be partial until the final reclassification. A System Tolerance (STOL) of CR to CR transaction types with zero overage and underrate limits is strongly suggested to control what happens to the initial cash.
- Deposit data is not copied nor is the Print Deposit Ticket information updated because the target receipt is not a deposit but just a reclassification so total cash between the bank and Advantage is constant.
- Copy forward action 1027 copies all COA and the accounting template forward, which is used in most cases.
- Copy forward action 1030 copies just as 1027 but the Accounting Template, BSA, and Sub BSA fields are not copied forward.

This action assists end users so that they do not have to clear those three fields on the second transaction. The failure to clear the Accounting Template may result in cleared COA field re-infering. The failure to clear the BSA and Sub BSA fields will result in updates to the Balance Sheet Balance pages. Such updates are not desired when trying to liquidate the same updates made from the original transaction and when using a non-accounting event type. It is strongly recommended that the non-accounting even type prohibit the BSA field with Event Type Requirements.

- Updates to Transaction Copy Forward Control from the initial records of these two actions will be necessary after one or more cloned transaction codes are setup for different reclassification needs.

Create a Referral to Collection Agency

The following scenario illustrates the creation of a Referral to a Collection Agency (CL) transaction due to a receivable being significantly past due and need to be referred to Collection Agency for recovery. The scenario utilizes the aging setup on the System Options table to determine eligibility to a referral to Collection Agency.

1. The Select for Collection batch job is executed in order to select eligible RE transactions that can potentially be referred to collection agency. Refer to the *CGI Advantage - Accounts Receivable Run Sheets Guide* for information about the Select for Collection batch job.
 - This job does not refer any accounts to Collection agency but simply loads to the Pending Collection Agency Referral table.
 - This job can be executed as needed.
2. Verify that the RE transaction got loaded by accessing the Pending Collection Agency Referral table.
 - On the table, the record got loaded with the Collection Status of "N/A Blank" as specified by System Options.
 - This status ensures that while the RE is identified as eligible for referral to collection agency, it will not be selected for automatic generation of a CL transaction until an AR User reviews / confirms that the record should be eligible and then changes the Collection status. The RE Vendor Line is also updated with the Collection Status set to Requested.
3. Once the respective entities have approved the CL transaction to be processed, access the Pending Collection Agency Referral table, change the **Collection Status** to *Approved for Collection*, and save the record.
4. The Generate Collection chain is executed in order to create and submit CL transactions that have been approved.
 - CL transaction would be created and loaded on the Transaction Catalog. The Transaction Status parameter can be used to control whether the generated transaction can be submitted immediately.

Related Topic(s):

- For general information about editing or creating transactions, refer to the *Transactions User Guide*.

Create a Manual Referral to Collection Agency

This scenario illustrates creating a referral to collection agency transaction manually (online).

Assume that a RE transaction exists and has aged to beyond the Past Due Days for Collection Referral field on System Options. Perform these steps:

1. Create a CL transaction.
 - a. Find the RE transaction to be referred to collection. Then use the Copy Forward functionality to create a new CL transaction.
 - b. The CL transaction is created with Reference information and Auto Apply populated on the vendor line.
 - c. Perform the Auto Apply action on the header level. The Auto Apply function creates the accounting lines that will reference the receivable lines.
 - d. Navigate to the Accounting lines. If you leave the Ref Type blank, the system defaults the Ref Type to final, which closes the Receivable and stops additional finance charges from accruing. You can set the Ref Type to Memo to allow finance charges to continue to accrue.
2. Perform the **Validate** action to validate for errors.
3. If errors exist, fix the errors and repeat Step 2. If no errors exist, then continue with Step 4.
4. Perform the **Submit** action to submit the transaction.

Once the CL transaction has been finalized, the RE transaction indicates that it was referred for collection.

You can also create a CL transaction from the Transaction Catalog without using Copy Forward. The steps are similar to above except on the Vendor tab, you will need to enter reference information using the **RE transaction code**, **RE transaction Department Code**, and **RE Transaction ID**, and select the **Auto Apply** check box before performing the Auto Apply Action.

Related Topic(s):

- For general information about editing or creating transactions, refer to the *Transactions User Guide*.

Create a Write Off

The following scenario illustrates the creation of a Write Off transaction due to a receivable being considered as uncollectible.

This example shows how to use the Allowance for Bad Debt accounting model (write off to a balance sheet account) and utilizes the aging setup on SOPT to determine write off eligibility. Perform these steps:

1. The Select for Write Off job is executed in order to select eligible RE transactions that can potentially be written off. Refer to the *CGI Advantage - Accounts Receivable Run Sheets Guide* for information about the Select for Write Off job.

- This job does not write off any accounts but simply loads to the Pending Write Off table.
 - This job can be executed as needed and certainly on a yearly basis.
2. Access the Pending Write off table to verify that the RE transaction got loaded.
 - On the table, the record got loaded with the Write off Status of “N/A Blank” as specified by System Options.
 - This status ensures that while the RE is identified as eligible for Write Off, it will not be selected for automatic generation of a Write off transaction until an AR user reviews / confirms that the record should be eligible and then changes the Write off status.
 - The RE Vendor Line is also updated with the Write Off Status set to Requested.
 3. Once the respective entities have approved the WO transaction to be processed, access the Pending Write Off table, change the **Write Off Status** to *Approved for Write-Off*, and save the record.
 4. The Generate Write off chain is executed in order to create and submit WO transactions that have been approved.
 5. The WO transaction would be created and loaded on the Transaction Catalog. The Transaction Status parameter can be used to control whether the generated transaction can be submitted immediately.

Related Topic(s):

- For general information about editing or creating transactions, refer to the *Transactions User Guide*.

Create a Manual Write Off

This scenario illustrates creating a write off transaction manually (online).

Assume that a RE transaction exists and has aged to beyond the Past Due Days for Write Off field on System Options. Perform these steps:

1. Create a WO transaction.

There are a couple of ways to create a WO transaction.

- If the entire RE transaction is going to be written off, the easiest way to create the WO is by using the **Copy Forward** function.
- Another way is to create the WO and use the **Auto Apply** function to create the accounting lines.

The example below shows how to use the Copy Forward function to create a WO transaction.

- Find the RE transaction to be written off. Then use the Copy Forward functionality to create a new WO transaction.
 - The WO transaction is created. Because the Copy Forward functions copies all required elements from the RE transaction and it has been determined that the entire RE transaction will be written off, the transaction is ready for validation and submission.
2. Perform the **Validate** action to validate for errors.
 3. If errors exist, fix the errors and repeat Step 2. If no errors exist, then continue with Step 4.
 4. Perform the **Submit** action to submit the transaction.

Once the WO transaction has been finalized, the RE transaction is closed with the indication that it was written off.

You can also create a WO transaction from the Transaction Catalog. The steps are detailed below:

1. Create a WO Transaction from the Transaction Catalog.
2. Complete the Vendor tab.
 - a. Insert a new line.
 - b. Enter the reference information using the RE transaction code, RE transaction Department Code, and RE Transaction ID. You can also specify the RE Transaction Vendor Line Number and RE Transaction Accounting Line Number.
 - c. Enter the WO Percent if you want to write off a portion of the outstanding amount of the Receivable rather than the entire amount.
 - d. Select the Auto Apply check box.
3. Perform the **Auto Apply** action on the Header level. The Accounting Line would be generated.
4. Perform the **Validate** action to validate for errors.
5. If errors exist, fix the errors and repeat Step 4. If no errors exist, then continue with Step 6.
6. Perform the **Submit** action to submit the transaction.

Related Topic(s):

- For general information about editing or creating transactions, refer to the *Transactions User Guide*.

Modify a Write Off

In this example, the Receivable associated with the Write Off transaction modification is for \$500, and is closed for \$500 by this Write off transaction prior to the beginning of this scenario.

It is determined that the WO transaction needs to be modified. Rather than writing off the entire amount (\$500.00), you have been approved to write off 50% (\$250.00).

Perform these steps:

1. Open the WO transaction.
2. Perform the **Edit** action. A modification version of the WO transaction is created.
3. Find the accounting line to be modified.
4. Change the Line Amount to \$250.00. If the Ref Type field is equal to *Final*, change it to *Partial*.
5. Enter a Reason code.
6. Perform the **Validate** action to validate for errors.
7. If errors exist, fix the errors and repeat Step 6. If no errors exist, then continue with Step 8.
8. Perform the **Submit** action to submit the transaction.

Related Topic(s):

- For general information about editing or creating transactions, refer to the *Transactions User Guide*.

Create a Customer Refund

The following scenario illustrates creating a refund to a customer. To make a refund to a customer manually, you need a General Accounting Expenditure (GAX) transaction referencing a Cash Receipt (CR) transaction that recorded the original receipt of payment. Additionally, the customer will have to have a payment address defined to make the refund. Otherwise, a receivable credit on a Receivable (RE) transaction is the appropriate way to address the customer credit.

The following steps point out fields specific to customer refund only. For more information on the GAX Transaction, refer to the "Accounting Based Spending (ABS) Transaction Type" topic in the *CGI Advantage— General Accounting User Guide*.

To make a refund to a customer, perform these steps:

1. Find the CR transaction that recorded the original receipt of payment. Then use the Copy Forward functionality to create a new GAX transaction.
2. Complete the Header with any required fields and any optional fields to record the refund.
3. On the Vendor line created by the copy forward, you will have to choose a payment address, if there is not a default one established for the vendor/customer. If there are any payment criteria that need to differ than the defaults, those should be set.
4. On the Accounting line(s) created by the copy forward, the Line Amount and COA will be those of the CR with a memo reference back to the CR as well. If the amount or COA should be adjusted, make those changes.
 - Complete the Check Description field, if required, or if optional, it will provide information to the customer as to the origin of the payment.

- There are different types of refunds available on the GAX, of which you should choose the Event Type that matches the postings of the CR.
- 5. Perform the **Validate** action to validate for errors.
- 6. If errors exist, fix the errors and repeat Step 5. If no errors exist, then continue with next step.
- 7. Perform the **Submit** action to submit the transaction.

Related Topic(s):

- For general information about editing or creating transactions, refer to the *Transactions User Guide*.

Issue Customer Refunds for Unreserved Credit Balances (UCB)

Depending on the options set on the System Options or Billing Profile table, unreserved credit balances can be refunded to customers automatically after a certain waiting period. When that period is up, the system automatically updates the Pending Credit Refund table with the customer's information and their unreserved credit balance, and automatically creates General Accounting Expenditure (GAX) transactions that will generate payments for these customers.

NOTE: This process generates transactions for refunds of unreserved credit balances only. Any other refund must be handled manually using this transaction.

Perform these steps to issue customer refunds for Unreserved Credit Balances:

1. The Issue Payments for Unreserved Credit Balance chain job is executed in order to create and submit payment requests transactions to refund Unreserved Credit Balance. Refer to the *CGI Advantage - Accounts Receivable Run Sheets Guide* for information about this job. The chain is composed of the following jobs:
 - Credit Refund
 - Select/ Generate Refund
 - Submit GAX

On successful completion of the chain job, the following would take place:

- GAX transaction for refund of the unreserved credit balance should be automatically created and submitted.
- The Pending Credit Refund table is updated with the customer's information and associated unreserved credit balance.
- The Unreserved Credit Balance field on the Customer Account information table should be reduced by the amount of the refund.

Related Topic(s):

- For general information about editing or creating transactions, refer to the *Transactions User Guide*.

Billing

CGI Advantage Financial billing allows you to:

- Define numerous billing characteristics
- Generate invoices or statements, or a combination, for billing
- Print bills on-demand or through a batch process
- Reprint bills
- Suppress bill print – by status or by receivable
- View and inquire on generated invoices and statements

This chapter of the user guide includes the following areas:

- [Defining Billing Characteristics](#)
- [Receivable Process](#)
- [Understanding the Statement Generation Process](#)
- [Understanding the Invoice Generation Process](#)
- [Cash Receipt](#)

Define Billing Characteristics

Advantage Financial allows you to define many aspects of billing through configuring tables associated with the billing process. Software coding changes are not needed.

The Billing Profile table defines the basic characteristics of a customer bill. A single Billing Profile, or bill definition, can be assigned to one or many customers. A Billing Profile combined with a customer code constitutes a customer account.

Important billing characteristics that a Billing Profile allows you to specify include:

- **Bill Type** - Determines whether a customer receives an invoice, a statement, both an invoice and a statement, or no billing at all. Customers for whom the setting of both statement and invoice has been selected are billed using invoices, but will also receive a periodic statement detailing activity against their account. Statement customers are billed through statements only and do not receive invoices.
- **"Remit to" information** - Specifies the name and address that will be printed on the bill identifying where and to whom payments should be made.
- **Central Remit** - On the Billing Profile table, the Central Remit flag determines whether the central remittance address should be used on the accounts receivable transactions assigned to this

billing profile. This flag also determines whether the respective customer notice generation programs need to generate a Coupon ID and write a record to the Coupon Return table for Invoices, Statements and Payment Plan related notifications. In addition, selection of this flag also causes the Auto Apply flag on the Coupon Return table to be set to True when the table is updated.

- Refer to the [Billing Setup Tables](#) topic for more information on the Coupon Return table. Refer to the [Generating Cash Receipts for Centralized Billing](#) topic for information on how the Coupon Return table is used to create zero-dollar Cash Receipt transactions.
- Output Distribution - Selection of this field specifies where each form will be routed after it has been printed.
- Organization/Contact Information - Contains name, address, and other related information to inform customers whom they should phone or email if they have questions about their bill.
- Minimum Billing Amount - Lets you override the system-wide minimum billing amount level set on System Options when the Allow Override of Minimum Billing Amount is *true*.
- Use Default Intercept Remittance - Selection of this flag indicates that the Default Billing Profile specified on the Intercept Options table (plus the AR Department and Unit from the referenced Receivable) should be used to infer the remittance contact information when an internal debt record is saved to the Intercept Request table.
- Finance Charge Cycle - A charge cycle is an alternative to use the five finance charge fields on Billing Profile, that will allow 1 to an unlimited number of finance charges to be applied in a structured fashion. This field must first be made visible with Configure Page and then populated with the appropriate cycle. Defining cycles is done on the Finance Charge Cycle (FNCHC) page and can only use finance charges with the Rate Type set to *Fixed Percentage* on FNCHG. This field is initially hidden without a default and can be made visible to complete configuration.
- Enable Electronic Billing - Determines if electronic billing is allowed for the billing profile record. The Enable Electronic Billing flag must be selected for the current fiscal year on System Options (Revenue) SOPT before updating a billing profile to *true*.
- Enable Past Due Electronic Billing - Determines if past due electronic billing is allowed for the billing profile record. The Enable Past Due Electronic Billing flag must be selected for the current fiscal year on SOPT before the Enable Past Due Electronic Billing flag can be selected on BRPO.
- Enable Electronic Collection Letters - Determines if electronic collection letters are allowed for the billing profile record. The Electronic Collection Letters flag must be selected for the current fiscal year on SOPT before updating a billing profile to *true*.
- Enable Payment Plan - Determines if electronic Agreement, Reminder, Cancellation, and Completion are allowed for the billing profile record. The Enable Payment Plan flag must be selected for the current fiscal year on SOPT before updating a billing profile to *true*.
- Sender's Email Address - When a billing profile needs a specific sender's email instead of the address provided in a given system process, this address supplies that override.
- Email Subject - When the subject line should be specific to a billing profile instead of the subject provided in a given system process, this field provides that override. All email subject lines must be set up as Billing Instructions.

For statement customers, the Billing Profile lets you define:

- Statement Frequency - Determines when statements are sent; for example, weekly, monthly, quarterly, and yearly.
- Statement Day - Determines which day statements will be generated for a particular frequency
- Weekend/Holiday Exceptions - Specifies the day on which statements will be generated for a particular frequency when the billing day falls on a holiday, a weekend, or when the regular defined statement day is not part of the month.
- Special instructions - Identifies the special text to be included on the statement.
- Expanded statement - determines whether detailed transaction activity should be printed on the statement.
- Central Statement - Indicates that the billing profile record can be used for central statements. When this flag is selected, these billing profiles can be used to specify Statement billing options used to generate a consolidated statement or past due statement when there are transaction activities from multiple customer accounts for a customer.

For invoice customers, the Billing Profile table lets you define:

- Special instructions - Identifies the special text to be included in the invoice.

Receivable Process

Please refer to the "[RE Transaction Type](#)" topic in this user guide to understand the Receivable Process.

Understanding the Receivable Transaction

Here is a list of important concepts that help you understand the receivable transaction:

> Types of Receivable transactions

There are two types of receivables:

- Regular receivable - This is the default receivable type and typically results in the generation of an invoice or statement to bill customers. A regular receivable is eligible for the accrual of finance charges and other collection actions.
- Summary receivable - This type of receivable is most often used to record Accounts Receivable information maintained in systems external to Advantage Financial. No bill is generated and a summary receivable is not eligible for finance charge accrual or automatic netting or collections. (For more information about netting, see [Handling Automatic Netting and Credit Balances](#).)

Both types of receivables are entered into Advantage Financial using the same Receivable (RE) transaction; summary receivables are indicated by a flag on the Receivable transaction.

> Using a Summary Receivable

Use a summary receivable to record accounts receivable information maintained in separate systems outside Advantage Financial. Summary receivables are used to facilitate budget control and for reporting. They help you link processes occurring outside the Advantage Financial system to the overall revenue management numbers tracked within Advantage.

When you are entering a summary receivable, the suppress indicator on the Receivable (RE) transaction is automatically set to Yes for both finance charges and billing so that finance charges are not applied, and billing does not occur. Summary receivables are also not normally subject to the automatic netting process.

You can create summary receivables for all of the various customer/vendor types. However, if you enter a regular customer code and a billing profile code within the summary receivable, the receivable will be subject to the automatic netting process.

> **Billing for Earned and Unearned Revenue and to Record a Deposit**

You would create a regular receivable without a reference to record earned or unearned revenue, or to bill for a deposit.

| This activity ... | Results from ... | Additional comments ... |
|---------------------------------------|--|---|
| Recording earned revenue | An entity substantially accomplishing the requirements needed to be entitled to the benefits of revenue that will eventually be received | Most common use of the Receivable (RE) transaction. |
| Recording unearned (advanced) revenue | An entity that has not yet substantially met the requirements necessary to be entitled to the benefits of revenue that will be received. | Although commonly treated as a liability, the system can update revenue budgets to reflect unearned revenue based on the user-defined setup. |
| Recording a deposit | Billing for a deposit payment, such as a security deposit on rental property. | Deposits are similar to unearned revenue in that they are a liability. However, billed deposits will not update revenue budgets because it is not anticipated that they will be retained. |

> **Bill for a vendor for a refund**

At certain times, you may need to bill a vendor for a refund due to a mistaken overpayment to the vendor, or when an incorrect amount of goods are received after payment has been made. There are two ways for choosing the event type to be used on the Receivable (RE) transaction in this situation, depending on your entity's business practices.

The two event types available for billing a vendor for a refund are:

- Billed Vendor Refund - Budgetary

Use this event type when you want to reduce expenditures immediately at the time the receivable is processed.

- Billed Vendor Refund - Non-budgetary

Use this event type to credit the expected refund to a holding account. Expenditures will continue to reflect the actual amount paid to the vendor, and budget authority will not be freed up until the refund is actually received.

Enter the Due Dates

The Due Date in the vendor tab of a Receivable transaction signifies the date by which payment must be made. It is a required field, depending on the setting of the Billing Type field on the Billing Profile table:

- If Billing Type specifies Invoice or Both, the Due Date field on the Receivable transaction will be inferred.
- The default value for the Due Date field is calculated by adding the number of days specified in the Receivable Due Date Lag field on the System Options or Billing Profile table to either the user-entered date of record, or the current system date, whichever is greater. For example, if the Receivable Due Date Lag is 15 days, and the entered date of record is 01/05/2000, then the Receivable transaction Due Date field would be calculated as 01/20/2000.
- If Billing Type specifies Statement, the Due Date field on the Receivable transaction must be left blank and will be calculated by the billing process.

Understand the Statement Generation Process

Advantage Financial automatically generates statements for customers when statement processing is specified on the Billing Profile table and balances or activity exists within the statement period for that customer and billing profile.

The system uses the Statement Detail table to capture transaction activity that will appear on the customer statement. The following accounting transaction activities are tracked on the Statement Detail table when they affect customer account balances and are available for statement generation:

- Original Receivables
- Cash Receipts
- Write Offs
- Payment Vouchers (for customer refunds)
- Intercept Transfers

Note that if a Receivable (RE) transaction is modified one or more times within a single statement print period, the statement generation process summarizes the changes into one net amount.

This topic includes the following areas:

- [How statement activity is organized](#)
- [Results of the statement generation process](#)
- [Viewing and inquiring on statement activity](#)
- [Sending statement to third parties or "parent" locations](#)
- [Establishing minimum statement amounts](#)
- [Suppressing printing of statements](#)
- [Changing the billing type](#)
- [Consolidated Statements for Customers](#)

How Statement Activity is Organized

Transaction activity captured on the Statement Detail table is grouped according to the parameters defined on the Statement Line Type table. The Statement Line Type table determines the sections that will appear on the statement to be sent to customers.

Associated with the Statement Line Type table is the Statement Line Type Definition table that maps each accounting event captured on the Statement Detail table to the tab of the statement in which it should appear.

Results of the Statement Generation Process

Once the statement activity has been printed, Advantage Financial updates the Statement Print History table with information from all printed statements. Stored information includes customer number, billing profile, bill number, print date, print time, type of transaction printed, billing location, billing name, billing address, central statement flag, and user ID.

The system also updates the Statement table with a summary of the statements printed and the updates the Statement Detail table with the date the statement was generated.

View and Inquire on Statement Activity

You can view summary or detail statement information, including viewing the history of all printed statements, using the Statement inquiry page. Note that statement activity is shown by date if it has already been printed on a bill. If transaction activity has not yet been printed on a bill, the information is displayed without a statement date.

Additionally, you can also use the Statement inquiry page to request reprints of previously issued statements and view generated statements prior to emailing Customers. The following links allow you to view generated statements prior to emailing customers. The links are only active if a generated statement (eligible for electronic billing) is available for viewing. As per the Email Lag days on the generate statement job the Schedule Email/Print Date would be populated, and the Print Status will be updated to *Email Pending*. On running the Email Generation job, the system will send an email to the customer and update the Print Status to *Printed/Emailed*.

- **Customer Billing Preview** – This link displays the generated PDF form for the selected customer.
- **Parent/Third Party Billing Preview** – This link is only activated for customers that have an associated Parent/Third Party record selected on Customer Account Options (CACT). This link transitions you to the Parent and Third-Party Print Preview page. Preview links are only active for each Parent/Third Party record associated with the customer.

On Statement History, there is only the Customer Billing Preview available for those customers eligible for email.

For obtaining reprints of statements, the following steps need to be followed:

1. Change the **Print Status** from *Printed* to *Replacement Pending*.
2. **Save** the changes. Please note that Print Status can only change from Printed or Replacement.
3. When the Generate Statement job is run subsequently, the statement details would be printed.

For resending statements over email, the following steps need to be followed:

1. Change the **Print Status** from *Printed/Emailed* to *Resend Email*.
2. **Save** the changes. Please note that Print Status can only change from Printed/Emailed to Resend Email for customers whose Customer Account Option record is eligible for electronic billing.
3. When the Email Generation job is run, the statement is emailed to the customer and the Print Status is updated to Printed/Emailed.

Sending Statements to Third Parties or "Parent" Locations

Advantage Financial supports sending statements to:

- Customers
- Third parties
- Parent customer (central billing location)
- Third party with a customer copy
- Parent customer with a customer copy

As part of originally setting up a customer in Advantage Financial, you must first establish the customer and any associated parent customer on the table. You can also use the Vendor/Customer table to establish valid third parties to whom bills associated with other customers can be sent. After establishing the customer, parent customer, and valid third parties on the Vendor/Customer table, you then use the Customer Account Options table to specify the valid billing location(s) to which statements should be sent for this customer. A statement cannot be sent to both a third party and a parent location. If the customer has a Central Statement Billing Profile specified on the Vendor/Customer table, then the Central Statement Billing Location on the Vendor/Customer table is used to specify if the customer or parent customer should be billed. Third party billing is not supported for central statements.

During the statement generation process, the system determines how many versions of a statement must be printed, and the mailing address for each generated transaction. Customer copies of statements sent to third parties or parent locations include a message indicating they are copies. Advantage Financial records all copies in the Print History table with selected destination and mailing addresses.

Establish Minimum Statement Amounts

You can suppress the printing of statements based on a minimum dollar threshold entered in the system. You can enter that minimum dollar amount for billing transactions on the System Options table; or override that setting on a case-by-case basis on the Billing Profile table.

In order to determine if a statement should be printed, the system will first consider the current balance for the Customer Account. Current Balance is calculated as:

Current Account Balance = Prior Account Balance + Total Charges - Total Write Offs - Total Payments+ Total Refund

On an individual statement, if the current balance is greater than the minimum dollar threshold, or the prior balance is greater than \$0, a statement will be generated. On a central statement, if the current balance for any customer account covered by the central statement meets the minimum threshold, then a statement will be generated.

Statements that have not been printed will still update the Statement Detail table to allow for inquiry if needed.

Suppress Printing of Statements

You can suppress the printing of statements altogether by selecting the Suppress Billing indicator on the Customer Account Options table for individual statements or the Suppress Central Statement Billing indicator on the Vendor/Customer table for central statements. When a statement is suppressed, it will still be generated and update the Statement Print Inquiry table, but will not be included in the print process. Generating but not printing the statement allows you to view the statement if needed. The aforementioned Suppress Billing flag and Suppress Central Statement Billing flag are automatically selected if the Bankruptcy flag is selected. You can manually change the setting of the flags after the initial save. If the Bankruptcy flag is cleared, the value of the Suppress Billing flag and the Suppress Central Statement Billing flag are not automatically cleared. You must manually clear the flags, if needed.

For more information about collection actions that can result in suppressed billing, see [Past-due Billing](#).

Changing the Billing Type

If the Billing Type field for a particular Billing Profile is changed from *Statement or Both* to *Invoice*, the Final Statement indication is set to *Yes* so a final statement is generated during the next statement print process and includes all activity up to that point. All subsequent accounting activity will be included in the invoice generation process.

Also, please note that when the Billing Type field is changed for a profile that is associated with a large number of Customer Account Options (CACT) records, on save, the system will automatically initiate an offline process called BPRO To CACT Updates in order to update the Billing Type field on the second page. If the number of records is equal to or more than the number defined in the Customer Account Options Count for Offline Upload (CACT_COUNT_FOR_OFFLN_UPD) on the Application Parameter

(APPCTRL) page, the offline process is automatically submitted to make the updates. For more details please refer to the run sheet for this job under Utilities.

Consolidated Statements for Customers

In order to facilitate decentralized control of the billing and collection processes, the system supports the ability to set up multiple customer accounts for an individual customer record. While this allows the control of billing and collection functions at the department and even the unit level, it can also result in individual customers receiving multiple statements if that customer is associated with more than one customer account. To prevent customers from receiving multiple statements, the system provides the option of generating consolidated statements and consolidated past due statements that includes all transactions for the accounts for a customer.

You can distinguish whether a statement activity is associated with a central statement or an individual statement as follows:

- A **Central Statement Billing Profile** field is displayed on the accounting lines of Receivable (RE), Cash Receipt (CR), Referral to Collection Agency (CL), Write-Off (WO), General Accounting Expenditure (GAX), Internal Exchange Transaction (IET, IT), and Internal Transaction Agreement (ITA) transactions. If this is a new transaction that involves statement activities, and central statements are enabled for the customer, or if this modifies, cancels, or references a central statement transaction, then the Central Statement Billing Profile field is populated to indicate the Billing Profile record that controls the statement billing options.
- A **Central Statement Billing Profile** field is displayed on the Statement Detail table. This field is populated by the system from the transactions.
- A **Central Statement** flag is displayed on the Statement, Statement History, and Accounts Receivable Correspondence History tables. If a record on these tables is associated with a central statement or central past due statement, the Central Statement flag is checked, and the Billing Profile, Department, and Unit field values correspond to the associated Central Statement Billing Profile record.

The Statement and Past Due Statement batch jobs process activities associated with a central statement based on statement billing options (for example, statement dates, remittance information, due date lag, collection cycle, minimum billing thresholds, and so forth) defined on the Central Statement Billing Profile record rather than the Billing Profile record corresponding to the Billing Profile code. The jobs also look to the Vendor/Customer table rather than the Customer Account Options table to determine if Statement or Past Due Statement is suppressed for activities associated with a central statement.

Understand the Invoice Generation Process

The invoice generation process automatically creates invoices for a customer when invoice processing is selected on the Billing Profile table and one of the following occurs:

- An original receivable is accepted by the system
- A modification, other than the application of penalties or interest charges, has been made to a receivable
- An invoice has been selected for on-demand print or reprinting.

This topic includes the following areas:

- [How invoice activity is organized](#)
- [Results of the invoice generation process](#)
- [Printing revised Invoices](#)
- [Printing invoices on-demand](#)
- [Viewing and Inquiring on invoice activity](#)
- [Sending invoices to third parties or "parent" locations](#)
- [Suppressing printing of invoices](#)
- [Changing the billing method from invoice to statement](#)

How Invoice Activity is Organized

When processing original receivables associated with invoice customers, the system adds the qualifying receivable information to the Invoice table with a Pending status. Summary receivables do not update the Invoice Inquiry table.

Records marked with the Pending status are selected by the system for printing during the next scheduled invoice generation process. Invoices for customers from whom invoice printing is suppressed, will not be selected for printing.

Results of the Invoice Generation Process

After the invoice has been printed, Advantage Financial changes the status on the Invoice table changes to Printed. The system also adds a record to the Invoice Print History table that includes invoice details, such as type of invoice printed (original or revised), print time and date, receivable number, and customer name and address.

Print Revised Invoices

Modifications to accepted receivables result in the printing of a revised invoice when all of the following conditions are true:

- The original invoice or a modified version of the invoice has already been printed
- The outstanding amount for the original receivable has been increased or decreased
- The changed amount is not due to an interest charge or late fee (handled through the past due billing process); AND
- The Suppress Billing Invoice option on the Receivable (RE) transaction is not selected (see Suppressing Printing of Invoices).

Once the revised invoice is printed, the system updates the print status on the Invoice table to Printed and adds a record to the Invoice Print History table summarizing the contents of the modified invoice.

Modifications to receivables occurring prior to printing the original invoice will be reflected on the original invoice transaction.

Print Invoices On-Demand

Advantage Financial allows you to print invoices prior to the scheduled invoice generation process by using the Invoice table. Only original invoices can be printed on-demand. If an invoice has already been printed once, the replacement printing method must be used for future reprints. On-demand printing allows you to print invoices for which billing has been suppressed in the automatic print process.

To print an invoice on-demand, use the Invoice table to view and select the desired receivable for printing. Select the Print action on the Receivable (RE) transaction to initiate printing and follow the system prompts.

The on-demand print process changes the print status on the Invoice table to Printed, and records information about the receivable, including the User ID of the person who requested the on-demand print, on the Print History table.

View and Inquire on Invoice Activity

You can view summary invoice information, including viewing the history of all printed invoices, using the Invoice table. Additionally, you can also use the Invoice table to:

- Generate on-demand invoices
- Request reprints of previously issued invoices
- Schedule a record to be emailed again
- Prevent a record from being emailed
- View generated Invoices prior to emailing Customers

The following links allow you to view generated invoices prior to emailing customers. The links are only active if a generated invoice (eligible for electronic billing) is available for viewing. As per the Email Lag days on the generate Invoice job, the Schedule Email/Print Date is populated and the Print Status is updated to Email Pending. On running the Email Generation job, the system sends an email to the customer and updates the Print Status to Printed/Emailed.

- **Customer Billing Preview** – Selection of this link displays the generated PDF form for the selected customer.
- **Parent/Third Party Billing Preview** – This link is only activated for customers that have an associated Parent/Third Party record selected on Customer Account Options (CACT). This link transitions you to the Parent and Third-Party Print Preview page. Preview links are only active for each Parent/Third Party record associated with the customer.

For resending the Invoice over email, the following steps need to be followed:

1. Change the **Print Status** from *Printed/Emailed* to *Resend Email*.
2. **Save** the changes. Please note that Print Status can only change from *Printed/Emailed* to *Resend Email* for customers whose Customer Account records are eligible for electronic billing.

3. When the Email Generation job is run, the Invoice is emailed to the customer and the Print Status is updated to *Printed/Emailed*.

For sending a physical Invoice rather than email, the following steps need to be followed:

1. Change the **Print Status** from *Printed/Emailed* or *Email Pending* to *Print Paper/No Email*.
2. **Save** the changes. Please note that Print Status can only be *Print Paper/No Email* for customers whose Customer Account Option record is eligible for electronic billing.
3. When the Generate Invoice job is run, the physical Invoice is generated and the Print Status is updated to *Printed/Emailed*.

For Invoice History, the Customer Billing Preview is only available for those customers eligible for email.

Send Invoices to Third Parties or "Parent" Locations

Advantage Financial supports sending invoices to:

- Customers
- Third parties
- Parent customer (central billing location)
- Third party with a customer copy
- Parent customer with a customer copy

As part of originally setting up a customer in Advantage Financial, you must first establish the customer and any associated parent customer on the Vendor/Customer table. You can also use the Vendor/Customer table to establish valid third parties to whom bills associated with other customers can be sent. After establishing the customer, parent customers, and valid third parties on the Vendor/Customer table, you then use the Customer Account Options table to specify the valid billing location(s) to which invoices for a customer should be sent by default.

For invoice customers, you can also specify on the Receivable (RE) transaction itself that the invoice associated with a particular receivable should be sent to a destination different from what has been set up as the default destination. However, the specified destination must already have been set up as a valid entry in the Vendor/Customer table. Note that an invoice cannot be sent to both a third party and a parent location.

During the invoice-generation process, the system determines how many versions of an invoice must be printed, and the mailing address for each generated transaction. Customer copies of invoices sent to third parties or parent locations include a message indicating they are copies. Advantage Financial records all copies in the Invoice Print History table with selected destination and mailing addresses.

Suppress Printing of Invoices

You can suppress the printing of all invoices for a particular customer by selecting the Suppress Billing indicator on the Customer Account Options table or for a particular receivable by selecting the Suppress Billing flag on the Receivable (RE) transaction itself. When an invoice is suppressed, it will still be generated and update the Invoice table, but will not be included in the print process. Generating but not printing the invoice allows you to view the invoice, and to request on-demand prints, if needed.

For more information about collection actions that can result in suppressed billing, see [Past-due Billing](#).

Change the Billing Method from Invoice to Statement

If the Billing Type field for a particular Billing Profile is changed from Invoice to Statement or Both, the system adds all open balances to the Statement Detail table so that they will appear as a net prior balance on the first statement generated during the next statement period.

Cash Receipts

The Cash Receipt (CR) transaction can be used to record and process:

- Money collected as earned revenue (this is the most common use)
- Money collected as unearned revenue
- Prepayments
- Overpayments
- Refunds from vendors

In addition to supporting the Cash Receipt transaction itself, the Cash Receipt helps you streamline your payment management needs by:

- Generating deposit slips
- Supporting deposit reconciliation
- Handling processing for payments returned for non-sufficient funds (NSF)
- Allowing Reference Type to be set manually

This topic includes information on the following areas:

- [Understanding the Cash Receipt transaction](#)
- [Generating Cash Receipts for Centralized Billing](#)
- [Understanding the deposit reconciliation process](#)
- [Handling checks returned for non-sufficient funds](#)

Understand the Cash Receipt Transaction

To use the Cash Receipt (CR) transaction, you should understand the following:

- [Parts of a Cash Receipt transaction](#)
- [Accounting event types](#) supported by the Cash Receipt transaction and general characteristics of cash receipts accounting entries for each event type
- [Handling payments against receivables in collection](#)

- [Handling automatic netting and credit balances](#)
- [Effect of tolerances on processing a cash receipt](#)
- [Entering a cash receipt referencing a receivable sent to collection](#)
- [How to modify cash receipts](#)

Cash Receipt Event Types

Accounting entries made by a cash receipt can vary depending on the event type entered or referenced in the Cash Receipt (CR) transaction. The Cash Receipt transaction supports six event types:

› **Collection for Earned Revenue**

The most common use of a Cash Receipt (CR) transaction is to record the collection of earned or unearned revenue.

| This activity ... | Results from ... | Additional comments ... |
|---------------------------|---|---|
| Collecting earned revenue | Your entity has substantially accomplished the requirements needed to be entitled to this collected revenue | Most common use of the Cash Receipt transaction |

› **Collection for Unearned Revenue**

| This activity ... | Results from ... | Additional comments ... |
|--|---|---|
| Collecting unearned (advanced) revenue | Your entity that has not yet substantially met the requirements necessary to be entitled to the benefits of this collected revenue. | From an accounting perspective, the collected revenue is available and measurable similar to collected earned revenue. Although commonly treated as a liability, the system will update revenue budgets to reflect unearned revenue based on setup values. |

› **Collection for Deposit**

You can use the Cash Receipt (CR) transaction to track security deposits. The money received for a deposit is not revenue, but must be tracked as a liability that may be returned to the customer in the future. To record the collection of a security deposit, the Cash Receipt transaction either references a Receivable (RE) transaction if the customer was billed for the deposit, or the accounting event is considered as a collection for unbilled

deposit. In the latter case, you must select the Collection for Deposit event type and enter the account distribution on the accounting line.

To refund a customer's deposit, create a General Accounting Expenditure (GAX) transaction, select the Deposit Refund event type, and memo reference the cash receipt accounting line(s) that originally established the deposit. Partial refunds are also allowed.

If all or part of a customer's deposit will not be returned, you must modify the original Cash Receipt transaction to reclassify the kept deposit as Earned Revenue, selecting the Keep Deposit adjustment code.

> Collection for Vendor Refund

Collection for Vendor Refunds – Expenditure Reduction and Expenditure Holding

A vendor refund is an event that records refunds received from a vendor due to an overpayment to that vendor. The money is credited back to the account from which the funds were expended.

If a refund is collected for an existing bill, payment is recorded the same way as earned revenue. The event type and accounting line information are defaulted from the referenced transaction. You can use a memo reference on a Cash Receipt (CR) transaction to reference the original disbursement transaction that initiated the overpayment (for example, an automated disbursement or a manual disbursement).

If you use a memo reference to reference a disbursement transaction, you must manually enter the account distribution from the original disbursement transaction onto the Cash Receipt transaction. A referenced vendor must be the same as the vendor on the original disbursement transaction; miscellaneous vendors are not allowed. If no transaction is referenced on the Cash Receipt transaction for a vendor refund, you must enter the event type and accounting distribution on the accounting line.

During system setup, your entity chooses between vendor refund event types that determine how expense/expenditure is reduced by vendor refunds. The reduction can occur at the time when a Receivable transaction is processed (using the event type of collection for Billed Vendor Refund – Budgetary), or at the time when the Cash Receipt transaction is processed (using the event type of collection for Billed Vendor Refund – Non-Budgetary). When a vendor refund references a Receivable transaction, the receivable postings are reversed regardless of which time is chosen to recognize the expenditure reduction.

> Collection for Prepayment

A customer can elect to make a prepayment to his account that can be applied to future obligations related to that customer. The system maintains the prepayment until it is applied to a future receivable.

To create a Cash Receipt (CR) transaction for a prepayment, select the Collection for Prepayment event type on the accounting line and enter appropriate chart of accounts information. When prepayment is selected, the system automatically checks the Reserve Credit Balance flag on the vendor/customer line. All accounting lines will update Reserved Credit Balance. Miscellaneous vendors/customers are not allowed.

You can apply a prepayment after a Receivable (RE) transaction related to the payment has been processed. Do this by modifying your original entries on the Cash Receipt

transaction. To apply prepayment to a receivable, you would reduce the amount on the original vendor line on your Cash Receipt transaction that created the prepayment and create a new vendor line referencing the processed receivable line.

> **Collection for Overpayment**

During the application of cash receipts monies to a particular obligation, the system may calculate the customer has overpaid for services. The Collection for Overpayment event type results from the system calculating an overpayment from a cash receipt that references a customer account or a receivable. The system does not accept overpayments when the Cash Receipt (CR) transaction in question references a particular receivable line. All overpayments that are accepted by the system are tracked at a customer account level as a credit balance.

Once the system recognizes overpayment that references a receivable or a customer account, further handling of the overpayment amount is controlled by the setting of:

- System tolerances
- System Options and possibly Billing Profile options for reserved or unreserved overpayments and what chart of accounts are used on that accounting line
- Automatic netting features

When an overpayment to a receivable is calculated by the system, first the system checks tolerances to determine if the total amount of cash collected against the referenced obligations is "close enough" to the billed amount to consider the obligation closed. If the amount is not within the tolerance, or if the client has not set up overpayment tolerances, the system automatically generates an overpayment accounting line on the cash receipt with an event type of Collection for Overpayment. The line type is Reserved Overpayment if automatic netting is not used and Unreserved Overpayment if automatic netting is used.

When an overpayment to a customer account is manually entered, tolerances do not apply. All such overpayments are tracked at the customer account level as a credit balance. See [Applying Payments](#) and [Effect of Tolerances in Processing Cash Receipts](#) for more information.

If a Receivable (RE) or Referral to Collection Agency (CL) transaction is not referenced in the Cash Receipt transaction, the event type defaults to Collection for Earned Revenue. If a Receivable or Referral to Collection Agency transaction is referenced, the event type of the cash receipt accounting line is defaulted based on the event type of the referenced receivable/collection line. A crosswalk between the receivable/collection event type and cash receipt event type is provided below.

| Receivable Event Type | Cash Receipt Event Type |
|---|---------------------------------|
| Billed Earned Revenue | Collection for Earned Revenue |
| Billed Unearned Revenue | Collection for Unearned Revenue |
| Billed Vendor Refund (both budgetary and non-budgetary) | Collection for Vendor Refund |

| | |
|----------------|------------------------|
| Billed Deposit | Collection for Deposit |
|----------------|------------------------|

| Collection Event Type | Cash Receipt Event Type |
|--|-------------------------------|
| Billed Earned Revenue Sent to Collection | Collection for Earned Revenue |
| Billed Vendor Refund Sent to Collection | Collection for Vendor Refund |

Applying Payments

Advantage Financial allows you to apply payments at any one of four different levels:

- To a central statement covering one or more customer accounts
- To an entire customer account
- To a specific transaction (Collection, CL, or Receivable, RE)
- Or to a particular line on a transaction

Payment is applied by the system in the order you have specified on the System Options or Billing Profile tables (for example, interest, late fee, tax, principal). With the exception of payment application at the central statement level, you can override this payment application order for a specific cash receipt by specifying your desired posting order on the vendor/customer line of the Cash Receipt (CR) transaction.

Handle Automatic Netting and Credit Balances

When setting up Accounts Receivable options from the System Options table, you can choose to have the system automatically net a credit balance against open collections or receivables within the same customer account (customer code + billing profile). Advantage Financial maintains credit balance at the customer account level.

There are two types of credit balances:

- Unreserved Credit Balance (normally from overpayment), and,
- Reserved Credit Balance (normally from prepayment).

Only the unreserved credit balance can be automatically netted by the system. If the automatic netting option is turned on, unreserved credit balances will be automatically netted against outstanding receivables and collections when the automatic netting process is run. If the automatic netting option is not turned on, all credit balances are treated as reserved credit balances and no automatic netting occurs.

Since reserved credit balance, by definition, is a result of a payment that must be applied against a specific obligation, it should be maintained manually. You can also enter a Cash Receipt (CR) modification manually to reduce credit balance and reapply overpayment or prepayment.

If you want to reduce or eliminate a credit balance to a customer, you can also use a General Accounting Expenditure (GAX) transaction to issue a refund. Refunds can be done automatically or manually.

Issuing Customer Refunds for Unreserved Credit Balances

Depending on the options set on the System Options table, unreserved credit balances are refunded to customers automatically after a certain waiting period. When that period is up, the system automatically updates the Pending Credit Refund table with the customer's information and their unreserved credit balance, and automatically creates General Accounting Expenditure (GAX) transactions that will generate payments for these customers. NOTE: This process generates transactions for refunds of unreserved credit balances only. Any other refund must be handled manually using this transaction.

Effect of Tolerances in Processing Cash Receipts

Short payment and overpayment tolerances can be defined system-wide, at the transaction code level, or for a particular fund element. When tolerances are applicable, if a Cash Receipt (CR) transaction references either a Receivable (RE) transaction or a Referral to Collection Agency (CL) transaction (a Referral to Collection Agency transaction represents a receivable that has been sent to a collection agency), and the dollar amount in the referenced line minus the amount recorded in the cash receipt line is within the defined tolerance range, the system closes the referenced line. (Note: If you do not intend to use the concept of "within tolerance," the most restrictive setup value should be used, which is 0.01. For more information about understanding and setting tolerances, refer to the "Tolerances" topic in the *CGI Advantage - Financial Administration User Guide*.

A Cash Receipt (CR) transaction can close out a referenced accounting line on a referenced transaction in one of two ways:

- Advantage automatically sets the Reference Type on the Accounting Line of the Cash Receipt to Final, based on tolerances and amounts.
- Authorized users can manually change the Reference Type to Final if the Allow Final Short Reference on CR parameter on the Application Parameters table is set to Manual.

When the Allow Final Short Reference on CR parameter on the Application Parameters table is set to Auto, the user will have the ability to set the Reference Type on the accounting line of the CR to Memo, Partial or Final. However, Advantage will evaluate the tolerance logic, and will overwrite any user selected value on the Reference Type field or issue a tolerance error message if necessary. For Cash Receipt transactions that reference a customer account, short and overpayment tolerances do not apply. At the customer account level, short payments are considered partial payments. In the case of overpayments, an overpayment line to the customer account will be needed to record the overpayment on a separate line. Short and overpayment tolerances also do not apply at the referenced line level. If there is a short payment on a Cash Receipt transaction that references a transaction line, the system considers that to be a partial payment. If the Cash Receipt references a line on a Receivable or a Referral to Collection Agency transaction and results in overpayment, you must manually create an additional accounting line entry indicating how you want the overpayment to be processed.

If the Allow Final Short Reference on CR parameter on the Application Parameters table is set to Manual, authorized users can manually set the Reference Type to Memo, Partial or Final. The Reference Type can be set to Memo when the referenced Transaction Code is not of Transaction Category AR. Partial is only allowed when the collected amount on the CR is less than the outstanding amount on the referenced transaction. Final is not allowed when the collected amount on the CR is less than the outstanding amount on the referenced transaction and does not fall into the underage range as set by the tolerance tables. Final is required (and will default) when the collected amount on the CR is greater than or equal to the outstanding amount on the referenced transaction. When greater, the amount in excess of the

outstanding amount will be evaluated against overage tolerances. In these cases, the CR will validate or submit successfully and no errors will be issued for the Reference Type selected, with the tolerance exception.

The following tables explain what happens to the Reference Type depending on the Line Amount and the Allow Final Short Reference on CR parameter value.

| Option | CR < Outstanding | Outcome |
|--------|------------------|--|
| Manual | Ref Type Partial | No underage tolerance checking. The accounting line is partially closed with the Reference Type left as Partial. |
| Manual | Ref Type Final | Underage tolerance checking. If allowed, then the accounting line is closed short and the Payment within Tolerance Amount is updated. If not allowed, then a tolerance error is issued and the user must change the Reference Type to Partial. |
| Auto | Ref Type Partial | Underage tolerance checking: If within the specified range, then the accounting line is closed short and the Payment within Tolerance Amount is updated. If not within the allowed range, then leave the Reference Type as Partial and close partially with no message. |
| Auto | Ref Type Final | Underage tolerance checking: If within the allowed range, then the accounting line is closed short and the Payment within Tolerance Amount is updated. If not within the allowed range, the Reference Type is changed to Partial a new message is issued, and the transaction is partially closed. |

| Option | CR=Outstanding | Outcome |
|--------|------------------|--|
| Manual | Ref Type Partial | The Reference Type is automatically set to Final and no message is issued. |
| Manual | Ref Type Final | The Reference Type is left as Final. |
| Auto | Ref Type Partial | The Reference Type is automatically set to Final and no message is issued. |

| | | |
|------|----------------|--------------------------------------|
| Auto | Ref Type Final | The Reference Type is left as Final. |
|------|----------------|--------------------------------------|

| Option | CR>Outstanding | Outcome |
|--------|------------------|---|
| Manual | Ref Type Partial | The Reference Type is automatically set to Final and no message is issued. Overage tolerance checking is performed. If allowed, Advantage will update the Payment within Tolerance Amount with the overage amount and will close. |
| Manual | Ref Type Final | Overage tolerances checked. If allowed, update Payment within Tolerance Amount with overage amount and close. Would recommend setting tolerance control here to reject severity so users would have to enter excess as a liability on another accounting line. |
| Auto | Ref Type Partial | The Reference Type is automatically set to Final and no message is issued. Overage tolerance checking: If within range, Advantage closes and updates the Payment within Tolerance Amount. If not, Advantage issues a tolerance error. The User will have to enter excess as a liability on another accounting line. |
| Auto | Ref Type Final | Overage tolerance checking: If within, Advantage closes and updates the Payment within Tolerance Amount. If not, Advantage issues a tolerance error. The User will have to enter excess as a liability on another accounting line. |

Enter a Cash Receipt Referencing a Receivable Sent to Collection

A receivable is closed once it is sent to collection. Therefore, in order for a cash receipt to reference a receivable or a receivable line that has been sent to a collection agency, the Cash Receipt (CR) transaction needs to reference the Referral to Collection Agency (CL) transaction or collection line, not the original Receivable (RE) transaction.

Enter the Referral to Collection Agency transaction or collection line and the amount on the vendor/customer line of the Cash Receipt transaction; then select Auto Apply. The system generates accounting lines based on the applicable posting order defined in the System Options and Billing Profile tables.

Generate Cash Receipts for Centralized Billing

The Cash Receipt Generation Process allows you to create zero-dollar Cash Receipt (CR) transactions for received payments of outstanding receivables and over the counter payments, such as license renewals for which there may be no outstanding receivable. The underlying accounting event increases cash/collected revenue in a departmental account and decreases cash/collected earned revenue in a specified account.

Refer to the *CGI Advantage - Accounts Receivable Run Sheets Guide* for more information on this job.

› **Renewal Notice Generation**

The generation of License Renewals functionality is a two-step process:

- **Department File** - Participating Departments send a file with the information needed to create License Renewals. This information is loaded to the License Renewal Data Storage table using a SysManUtil table load process. Valid records are loaded to the License Renewal Data Storage table with the Selected flag set to False.
- **Renewal Notice Generation** - This batch process reads records on the License Renewal Data Storage table that have a Selected flag value of False, and creates a XML file in the correct format to generate the Renewal notices. The XML file is then sent to the BIRT server for the actual printing of the renewals. Refer to the *CGI Advantage - Accounts Receivable Run Sheets Guide* for more information on this job.

› **Printing Deposit Tickets**

The Print Deposit Ticket process groups cash receipts and prints deposit tickets.

If the Print Deposit flag is “true” on the System Options table, when a Cash Receipt transaction is processed, a row is inserted in the Deposit Ticket table. In order to print a deposit ticket, select the Cash Receipts that should be included in an individual deposit and select Save. The next available Deposit Ticket Number and Deposit Date will automatically be inferred onto the table. Then, use the Print button on the Deposit Ticket table to print a deposit ticket. When the **Suppress Pend Print** field is selected in the Vendor Line of the CR transaction, the CR updates the Deposit Reconciliation and Deposit Detail tables directly.

After a deposit ticket is printed, the deposit ticket number and deposit date are updated to the Cash Receipt transaction. In addition, if **Use Deposit Reconciliation** is selected on the System Options table, the Print Deposit Ticket process inserts a new record in the Deposit Reconciliation and Deposit Detail tables with the Bank Account Number, Deposit Ticket Number, Deposit Date, Amount, Number of Checks (DPREC/ DPRECD), Check/EFT No (DPRF), Check/EFT Date (DPRF) and transaction information. Records of the printed cash receipts are removed from the Deposit Ticket table.

The process also generates the Deposit Ticket Form. Refer to the *CGI Advantage - Accounts Receivable Run Sheets Guide* for more information on this job.

Understand the Deposit Reconciliation Process

An automated deposit reconciliation process is available and is controlled by settings on the System Options table. The deposit reconciliation process allows you to reconcile deposit records with the information returned to you from your bank. The process also allows you to view a list of deposits, sort the information by field name, and drill down to varying levels of detail.

If the deposit reconciliation process is available at your site, when a deposit ticket is printed, or a cash receipt that bypasses the print deposit ticket process is processed, the Deposit Reconciliation table is updated with the deposit ticket number, the deposit ticket date, and the deposit ticket amount. Additional detailed cash receipt information is also updated to the Deposit Detail table. Before the deposit reconciliation process is run, records on the Deposit Reconciliation table have a status of Outstanding.

The automated reconciliation process compares deposit records received from your bank with records on the Deposit Reconciliation table. When the deposit ticket number, the deposit date, and the amount on the Deposit Reconciliation table match the bank record, Advantage Financial changes the status of the deposit ticket on the Deposit Reconciliation table from Outstanding to Confirmed and moves the record to the Confirmed Deposits table. The system moves any unmatched items from the Deposit Reconciliation table to the Deposit Exception table from where you can research and correct such records according to your internal procedures.

This topic includes the following areas:

- › Viewing confirmed deposit data

From the Confirmed Deposits table, you can select the reference data for a particular record to view the transaction details for the selected record from the Deposit Detail table. There are also links available from this table to view the associated Cash Receipt (CR) transaction itself.

- › Viewing exception deposit data

All deposit records that cannot be matched in the automated deposit reconciliation process will be viewable on the Deposit Exception table. Each record on this table includes information about the deposit, a corresponding exception code indicating why this record failed during the reconciliation process, and a Delete check box. After you have adequately researched and resolved the situation that caused the record to be written to the Deposit Exception table, you can indicate that the record should be deleted by selecting the Delete check box.

- › Reconciliation of electronic funds transfer deposits

Deposit reconciliation for money that has been deposited electronically works much the same way as the automated deposit reconciliation process. However, there are some differences.

When your entity receives money by way of electronic payment (electronic funds transfer – EFT), the money has been deposited at the bank without a corresponding Cash Receipt (CR) transaction in Advantage Financial. Because there is no Cash Receipt and no deposit slip printing transactions, there is no corresponding record on the Deposit Reconciliation table.

When the automated deposit reconciliation process compares the bank's data to the Deposit Reconciliation table, it will find no corresponding deposit numbers on the Deposit

Reconciliation table for deposits that were received by the bank electronically. All of the records that were received as electronic deposits will, therefore, be written to the Deposit Exception table.

You must then complete a Cash Receipt transaction to account for funds that were deposited electronically. Once the Cash Receipt is accepted, it will update the Deposit Reconciliation table with deposit date, deposit number, and deposit amount. During the next automated reconciliation process, these records will have their status changed to Confirmed and the records will be deleted from the Deposit Exception table and moved to the Confirmed Deposits table.

› Manually reconciling deposits

If necessary, you can use the Deposit Reconciliation table to perform manual deposit reconciliation. You can change only the Status and Comments fields on this table. Records cannot be added or deleted. If you do change the Status field from Outstanding to Confirmed on this table, the system will update the Last Action Date field. However, note that changing the status will not initiate any other action, including the posting of accounting entries. If you need accounting entries to be posted, you must process the appropriate accounting transaction(s) to record them. The system will move any records on this table which have had their status changed to Confirmed to the Confirmed Deposits table during the next automated deposit reconciliation process.

Handle Checks Returned for Non-Sufficient Funds

If the check received for payment of an account from a customer is returned by the bank for non-sufficient funds (NSF), you must modify the original Cash Receipt (CR) transaction to correct the payment amount. You can find the cash receipt number from the Reference Data view of the Deposit Reconciliation table by searching with the deposit ticket number, bank account code, and check number.

Refer to the “[Modify a Cash Receipt for a NSF Check/EFT](#)” task for details on how to record the NSF check. Once you accept the modified Cash Receipt transaction, the system processes the reopened Receivable transaction.

Unless otherwise specified on the vendor/customer line of the modified Cash Receipt transaction, the NSF charge accounting line added to the referenced Receivable transaction uses the accounting distribution from the first referenced receivable line, with the exception of the revenue source. The revenue source is determined on the Special Accounts table or from other parameters defined during set up. The event type for the NSF fee accounting line on the receivable is Billed Earned Revenue regardless of the event type on the original Cash Receipt or Receivable.

If the original Cash Receipt did not reference a Receivable transaction, you must manually create a Receivable transaction to handle the NSF fee. If a Referral to Collection Agency (CL) transaction was referenced on the original cash receipt, the system automatically reopens all the referenced collection lines and the user will need to create a RE transaction to impose any NSF fee if needed.

Finance Charges

Finance charges can be assessed automatically on delinquent receivables based on setup options specified on the Finance Charge Setup, Finance Charge Cycle, System Options, Billing Profile, and Revenue Source pages. The finance charge processes generate two types of fees:

- Flat fee - A one-time or periodic penalty fee
- Interest - A variable fee which is calculated as a percentage of the outstanding amount and is charged periodically or at user defined intervals.

You can also suppress finance charges for a particular receivable. For summary receivables, the system automatically suppresses finance charges. On Customer Account Options, when the Suppress Auto Fin Charge is *true*, the Finance Charge job will suppress the automatic application of finance charges for the selected Customer Account. This indication is set to *true* automatically when the Bankruptcy indication is set to *true*, although the indication can be set back to *false* if desired.

The finance charge process consists of:

- Setting-up of the characteristics of the fees that can be used in the finance charge process
- Setting up the fees that apply on a system-wide level and on a billing profile level
- Running the offline process that determines the amount of penalties and interest to be assessed to overdue receivables

This topic includes the following areas:

- [Finance Charge Setup](#)
- [Finance Charge Offline Process](#)
- [Finance Charge Auto - Flat Fee / One Time](#)
- [Finance Charge Auto - Interest - Simple](#)
- [Finance Charge Manual - Interest Fee](#)

Set up Finance Charges - Additional Related Tables

Revenue Source (RSRC)

This page allows you to add, delete and maintenance the revenue source codes used in your system. The System Options table allows for the override of certain fields that appear on the System Options table, the Billing Profile table, and the Revenue Source table. If the ability to override a value is given on both the System Options table and the Billing Profile table, then settings specified on the Revenue Source table take precedence.

Finance Charge Offline Process

The Finance Charge process is an automatic offline process that checks for overdue receivables and imposes applicable penalties. The offline process identifies the overdue receivables subject to the application of finance charges, calculates fees, calculates grace periods, and modifies the Receivable (RE) transactions to add one or more fee accounting lines. This process skips any receivables that have a negative accounting line. Such receivables are listed on this process's exception report so you can manually apply finance charges to those receivables if needed.

Finance Charge Auto – Flat Fee / One Time

The following scenario illustrates the one-time addition of a late fee that is a flat amount to a past due receivable.

1. A Receivable (RE) transaction becomes overdue. The details on the receivable can affect whether it is eligible for automatic finance charge.

Vendor Line

- The Billing Profile used on the Vendor Line has Finance Charge setup that imposes a late fee.
- The Due Date on the Vendor Line relative to the system date places this receivable as "past due" or overdue" which makes it eligible for finance charges
- Automatic Finance Charge is not suppressed for this receivable.

Accounting Line

- The Event Type used on the RE accounting line is established as "eligible" for finance charges on the Finance Charge Eligibility table.
- The RE transaction contains one accounting line with an outstanding amount.
- The Line Amount is equal or greater than the Minimum Past Due Amount for Finance Charge established in System Options. is established and submitted.

2. System Administrator - The Finance Charge chain is executed.

3. After the chain has successfully completed, the user can verify the following:

- A new version of the eligible RE transaction has been created.
- On the RE Header, the amount owed has been increased by the amount of the late fee.
- On the RE Header, the Last Automatic Late Fee Date has been updated with the date when the chain was executed.
- On the RE Accounting Line, the chart of accounts from the "principal" line have been copied into the new accounting line except for the Revenue Source. The Revenue Source code was populated from the Revenue field specified on the Finance Charge table.
- On the RE Accounting Line, a new line has been added with the following information:

- The Event Type was populated from the Event Type field specified on the Finance Charge table.
- The Line Type was populated from the Line Type field specified on the Finance Charge table. The Line Type Name field infers from the Event Type table.
- The Line Description was populated from the Description field specified on the Finance Charge table.
- The Line Amount was populated from the Rate field specified on Finance Charge table.
- The Reason code was populated from the chain.

Finance Charge Auto - Interest - Simple

This scenario illustrates the addition of an interest fee to a past due receivable. The interest is setup to be calculated as simple interest on a monthly basis and will be derived on the 18th day of each month. The scenario is similar to the previous Finance Charge Auto – Flat Fee / One Time scenario with the following changes to the past due Receivable (RE) transaction:

1. The Billing Profile used on the Vendor Line has Finance Charge setup that imposes simple interest.
2. After the chain has successfully completed, the user can verify the following:
 - A new version of the eligible RE transaction has been created.
 - On the RE Header, the amount owed has been increased by the amount of the interest charge.
 - On the RE Header, the Last Automatic Interest Fee Date has been updated with the date when the chain was executed.
 - On the RE Accounting Line, the chart of accounts from the "principal" line have been copied into the new accounting line except for the Revenue Source. The Revenue Source code was populated from the Revenue field specified on the Finance Charge table.
 - On the RE Accounting line, a new line has been added with the following information:
 - The Event Type was populated from the Event Type field specified on the Finance Charge table.
 - The Line Type was populated from the Line Type field specified on the Finance Charge table. The Line Type Name field infers from the Event Type table.
 - The Line Description was populated from the Description field specified on the Finance Charge table.
 - The Line Amount was populated with the interest amount. The interest is calculated using a specific formula.
 - The Reason code was populated by the chain.

Finance Charge Manual – Interest Fee

This scenario illustrates the manual creation of an interest fee assessed on a receivable by the end user (instead of automated by the finance charge chain).

1. In order to modify a RE transaction that is considered "late" (i.e. past due), the Receivable transaction must be in a final status without any outstanding draft or pending version.
2. Once the Receivable transaction has been located and opened, perform the Edit action to create a draft modification version.
3. Navigate to the Accounting Line tab to add new lines.
4. You can either create a new line (blank line) or to copy from an existing line. Suppose an existing is copied. You can then make changes to the copied line in order to create lines for different purposes.

In the example, let's add an interest line for \$6.75.

- Line Type: Selects a value of "B" (Interest) by using the pick list.
- Line Description: Changes the description to signify that this is an interest charge. The Line Description appears on Invoices and statements.
- Line Amount: Changes the amount to 6.75.
- Reason: Selects the reason of **finance charge** from the pick list.
- Revenue: Enter the revenue source code that will be booked with the interest charge.

Intercept

Payment Intercepts is the process of establishing intercept requests, determining the eligibility of payments for intercept, determining the amount of intercept for individual payments, charging fees on intercepted debt, tracking intercept activity, and transferring funds to the entity requesting the disbursement intercept. The Intercept Functionality in Advantage also allows you to record the Debts that were intercepted in an External Payment System. These Debts could either be an Internal Debt (Debts that originated within the Advantage Application) or an External Debt (Debts that originated outside of the Advantage Application). You can also alert debtors that they may be subject to the intercept process if their payments are not promptly received by issuing Notice of Intent to Intercept Letters.

For more information on the Intercept functionality in Advantage Financial, refer to the *CGI Advantage – Intercept User Guide*.

Collections

Advantage Financial supplies a wide range of functionality to address the area of collections. Remedies range in order of degree of severity from automatically issuing dunning messages and collections letters, to imposing intercepts on payments to a customer to cover any accounts from that client that are in arrears. The collections area also supports the ability to refer past due receivables to collection agencies, and to write off amounts that are potentially uncollectible.

After you have set up the collections functionality, most collections activity and record keeping is handled automatically by Advantage Financial. The collections process area consists of the following functionality:

- [Past-due billing - Generating dunning messages and collection letters](#)
- [Supporting payment plans](#)
- [Handling intercepts of payments to a customer whose own payments are in arrears](#)
- [Referring receivables to a collection agency](#)
- [Understanding the Referral to Collection Agency transaction](#)
- [Enabling write-offs of uncollectible funds](#)

Past-due Billing - Using Dunning Messages and Collection Letters

Advantage Financial supports the automatic and manual generation of dunning notices and collection letters to notify customers of overdue account balances. The text included on the notice, the amount of time between notices, and the number of notices that are generated, are specified in the billing- and collection-related setup tables.

There are two past-due billing processes - one for invoice collections and one for statement collections. The invoice collection process normally runs on a nightly basis and generates a dunning notice or collection letter for each invoice that meets a late criterion as defined on the collection tables. The Suppress Past Due Billing flag on the Customer Account Options table determines whether past due billing should be suppressed for the selected customer account. This flag is inferred to the Receivable (RE) transaction. You can change the inferred value on the transaction; however, it will not update the corresponding record on Customer Account Options. This flag is automatically checked on Customer Account Options when the Bankruptcy flag is selected. You can clear (uncheck) this flag, after the initial save, if needed. If the Bankruptcy flag is cleared (unchecked), this flag is not updated.

The statement collection process runs as part of the periodic statement generation process and either includes dunning messages on generated statements or generates collection letters based on the oldest receivable included on the statement.

You can manually print a dunning notice or collection letter for invoice customers by clicking on the Print button on the Generate Dunning Notice/Collection Letter window. When you do so, the system updates the next dunning note or collection letter code and the next collection action date on the Invoice table. Printed dunning notices and collection letter are recorded on the Invoice Print History table. NOTE: Notices schedule for future generation (that is, the next collection action date is greater than the current date) cannot be printed on-demand.

This page contains the following links, which allow you to view the generated PDF form prior to printing. The links are only active if Enable Past Due Electronic Billing or Enable Electronic Collection Letters is enabled for the Customer Account Options record. As per the Email Lag days on the Past Due job, the Schedule Email/Print Date is populated and the Print Status is updated to *Email Pending*. On running the Email Generation job, the system will send an email to the customer and update the Print Status to *Printed/Emailed*.

- **Customer Preview** – Selection of this link displays the generated PDF form for the selected customer.
- **Parent/Third Party Preview** – This link is only activated for customers that have an associated Parent/Third Party record selected on Customer Account Options (CACT). This link transitions you to the Parent and Third-Party Print Preview page. Preview links are only active for each Parent/Third Party record associated with the customer.

Resending Dunning/Collection Letter over email, the following steps need to be followed:

1. Change the **Print Status** from *Printed/Emailed* to *Resend Email*.
2. **Save** the changes. Please note that Print Status can only change from *Printed/Emailed* to *Resend Email* for customers whose Customer Account Options record is eligible for electronic billing.
3. When the Email Generation job is run, the Dunning/Collection Letter is emailed to the customer and the Print Status is updated to *Printed/Emailed*.

Use Payment Plans

Advantage Financial supports the establishment of payment plans for any outstanding receivables, regardless of whether or not that receivable is past due. A payment plan allows the client to establish an agreed-upon periodic payment amount and a corresponding due date in order to satisfy the outstanding balance on the receivable.

Once a payment schedule is established for a receivable, automatic finance charges are suppressed, but can be applied manually. Other collection proceedings are also suppressed unless manually applied.

Summary receivable cannot have a payment schedule established. A receivable must already be processed and accepted for a payment schedule to be set up.

The following tables support Payment Plans in Advantage Financial:

- [Systems Options table](#)
- [Billing Profile table](#)
- [Payment Plan table](#)

The following inquiries are available for querying Payment Plan records.

- [Payment Plan Print table](#)
- [Payment Plan Print History table](#)

The following batch jobs also support Payment Plans in Advantage Financial:

› Payment Plan Maintenance Process

The Payment Plan Maintenance batch process is an automatic offline process containing two steps. The first step tracks Payment Plan information on the Payment Plan table, schedules Reminder Notifications to be printed on the Payment Plan Print table, closes Payment Plans that have exceeded the allowable lag period, and purges records marked for deletion. The second step cancels payment plans with missed payments that exceed the number of missed payments allowed. Please refer to the *CGI Advantage - Accounts Receivable Run Sheets Guide* for more information.

› Generate Payment Plan Process

The Generate Payment Plan Process provides information about the payment plan and the print status of the notices for the payment plans. The process utilizes the Department Code, Unit Code, Billing Profile and Form Type entered by the user and selects records from the Payment Plan Print Table, based on the form type, to generate any of the following Notices listed below:

- a payment plan is activated in the system (Agreement Notice)
- a payment plan is cancelled or completed in the system (Cancellation or Completion Notices)
- a reminder notice scheduled for the payment plan is accepted in the system (Reminder Notice)
- a payment plan notice has been selected for on-demand print or reprinting.

The Payment Plan Print will have a new Customer Billing Preview link that allows you to view the forms prior to emailing customers. The links are only active if Enable Payment Plan is checked on the Customer Account Options record. As per the Email Lag days on the Payment Plan job, the Schedule Email/Print Date is populated and the Print Status is updated to *Email Pending*. On running the Email Generation job, the system will send an email to the customer and update the Print Status to *Printed/Emailed*.

- **Customer Billing Preview** – Selection of this link displays the generated PDF form for the selected customer.

For resending statements over email, the following steps need to be followed:

1. Change the **Print Status** from *Printed/Emailed* to *Resend Email*.
2. **Save** the changes. Please note that Print Status can only change from *Printed/Emailed* to *Resend Email* for customers whose Customer Account Options record has Enable Payment Plan checked.
3. When the Email Generation job is run, the statement is emailed to the customer and the Print Status is updated to *Printed/Emailed*.

On the Payment Plan History table, the Customer Billing Preview will be available for those customers eligible for email.

Use Intercepts

One way to collect past due receivables is to intercept payments to the customer/vendor. Overdue receivables can be automatically selected for intercept, or an intercept request can also be entered

manually. The batch program first reads through all receivables and selects the ones that meet these criteria:

- The number of days past due date must be greater than or equal to the Number of Days Past Due parameter defined on Billing Profile or Systems Options table.
- The Customer Code is also a non-miscellaneous and has a TIN and TIN Type.

From those selected receivables, the process then selects the accounting lines that meet the following criteria:

- Accounting line Outstanding Amount is greater than zero. Any receivables that have a negative accounting line are skipped. Such receivables are listed on this process's exception report so you can manually apply finance charges to those receivables if needed.
- The Intercept Request flag, which is a hidden field on the accounting line of the RE transaction, is not selected.
- The Receivable is not Disputed - If the Receivable is Disputed (Dispute status on the RE Header is either Disputed or Disputed No Auto Cash application, then the whole Receivable will be bypassed. If any one of the Accounting Lines is disputed, the Intercept selection process will bypass only that particular Accounting Line and selects other eligible Accounting Lines on the same Receivable.
- The Payment plan has not been established for the Receivable.
- Accounting line revenue source is eligible (that is, the Eligible for Intercept Process flag is checked on the Revenue Source table), OR object code is present (that is, the Reimbursement Eligibility flag is selected on the Object table).
- Eligible for Intercept Process flag is selected on the Event Type table.

When Advantage Financial processes an intercept, the total amount payable to the vendor/customer is reduced by the amount of the outstanding receivable, and a remittance advice line is added to the payment to identify the intercept. In addition, Advantage Financial automatically applies the intercepted payment to the outstanding receivable(s) and updates the customer account.

Refer to the *CGI Advantage– Intercept User Guide* for more information.

Refer Receivables to a Collection Agency

Receivables that are significantly past due can be referred to collections agencies. You can create Referral to Collection Agency transactions online, or receivables can be automatically selected and Referral to Collection Agency transactions generated as a result of batch processing.

Before referring a receivable to a collection agency, your entity must establish a collection agency agreement number and provide other collection agency information. An online Collection Agency Agreement table allows for this and helps your entity track collection agency performance.

Related Topic(s):

- [Referral to Collection Agency \(CL\) Transaction Type](#)

- [Receivable \(RE\) Transaction Type](#)

Understand the Collections Transaction

The Referral to Collection Agency (CL) transaction is able to reference receivables containing accounting lines with the event types of Billed Earned Revenue or Billed Vendor Refund. Receivables containing accounting lines with outstanding balances and belonging to other event types cannot be referenced on the collection transaction. Summary receivables, regardless of event type, and regular receivables with a billing profile code that specifies a Billing Type of No Billing Required cannot be sent for collection.

Both online and batch approaches to creating Referral to Collection Agency transactions use the receivable accounting line outstanding amount to ensure the correct balances are sent for collection. Referral to Collection Agency transactions require minimal data entry since most of the information is inferred onto the transaction from the Receivable (RE) transaction. Once a Referral to Collection Agency transaction is processed, it cannot be modified; it can only be cancelled.

This topic includes the following areas:

- [Collection event types and posting codes](#)
- [Referencing a Receivable on a Referral to Collection Agency transaction](#)
- [Inferred and defaulted data on a Referral to Collection Agency transaction](#)
- [Generating a Collection transaction through Batch Processing](#)
- [System setup for supporting automatic generation of Referral to Collection Agency transactions](#)
- [Cancelling a Referral to Collection Agency transaction](#)
- [Negative accounting lines](#)

For details of the CL transaction, refer to the "[CL Transaction Type](#)" topic.

Collection Event Types and Posting Codes

Collection transactions have the following event types:

- Billed Earned Revenue Sent to Collections
- Billed Vendor Refund Sent to Collection

This table shows a crosswalk between the receivable and collection event types.

| Receivable event type | Corresponding collection event type |
|-------------------------|--|
| Billed Earned Revenue | Billed Earned Revenue Sent to Collection |
| Billed Unearned Revenue | Not Allowed |

| | |
|----------------------|---|
| Billed Deposit | Not Allowed |
| Billed Vendor Refund | Billed Vendor Refund Sent to Collection |

Reference a Receivable on a Collection Transaction

A Referral to Collection Agency (CL) transaction requires a reference to a Receivable (RE) transaction so that appropriate data can be inferred. The reference to the receivable must be at the transaction level so that all accounting lines that meet the criteria of having an outstanding balance greater than zero and the appropriate event type can be inferred. References to individual accounting lines on a particular Receivable transaction are not allowed. Instead, only the transaction ID will be accepted.

Only one vendor/customer line entry will be allowed on a Referral to Collection Agency transaction. This enforces a one-to-one correspondence between a Receivable and a Referral to Collection Agency transaction.

The system then processes the completed Referral to Collection Agency transaction and updates the applicable tables.

Inferred and Defaulted Data on a Collection Transaction

Data for the Referral to Collection Agency transaction can be inferred and/or defaulted at both the vendor/customer line and the accounting line levels. For example, on the vendor/customer line such information as Due Date, Receivable Type, and Intercept Status are inferred. Chart of accounts information will be inferred onto the accounting lines that have a precedence control setting of Require Reference Precedence – Additional Codes Allowed specified on the Transaction Control table. For more information about the Transaction Control table, see the Advantage Financial System Overview.

The amount of the collection accounting line will be read from the receivable accounting line outstanding amount, and inferred. The inferred amount may not be modified. Any accounting line with an outstanding amount of zero will not be inferred.

- Posting line - Is a system-generated tab of the transaction. Based on the entries made in the accounting line tab, Advantage Financial generates posting lines showing how the ledger is updated.
- Posting line liquidations - Liquidation posting lines are generated if the Ref Type is Partial or Final. Liquidation posting lines are not generated if the CL has a Memo reference to the RE.

Generate a Collection Transaction through Batch Processing

Referral to Collection Agency (CL) transactions can be created automatically based upon the information given in the Pending Collection Agency Referral table, which is loaded by an automatic process. Selection criteria stipulating the following information will be used to load the table.

Read accepted Receivable (RE) transactions and select if all of the following conditions are true:

- The receivable type is "regular"
- The Billing Profile specifies a billing type of Invoice, Statement, or Both (not No Billing Required)
- The difference between the receivable due date and the current system date is greater than or equal to the value in Past Due Days for Collection Referral from the System Options table or Billing Profile
- The Transaction Outstanding Amount is greater than zero
- Accounting lines with an Outstanding Amount greater than zero have only the event types of Billed Earned Revenue or Billed Vendor Refund.

After the Pending Collection Agency Referral table had been loaded, a second batch process can be run that will automatically generate Referral to Collection Agency transactions. This process reads the Pending Collection Agency Referral table and selects records if the Processing Status on the Pending Collection Agency Referral table is Approved for Collection. The process then generates one Referral to Collection Agency transaction (without accounting lines) for each selected Receivable transaction. Lastly, the Auto Apply action on the CL transaction is used to generate the corresponding accounting lines.

Cancel a Collection Transaction

A Referral to Collection Agency (CL) transaction can be cancelled using the appropriate transaction action. When initiated, postings generated from the original entry will be reversed, along with the appropriate amounts. As a result, amounts transferred to the "Billed receivable sent to collection" or "Billed vendor refunds sent to collection" balance sheet accounts will be moved back to either "Billed earned receivable" or "Billed vendor refund" balance sheet accounts, respectively.

As part of the original entry however, other updates occurred as stipulated by the transaction processor. Fields on the referenced Receivable transaction such as Collection Agency Agreement Number, Transaction Collection Status, and two suppress indicators are updated as a result of processing a Referral to Collection Agency transaction. When this transaction is cancelled, the transaction processor resets these fields to spaces.

Negative Accounting Lines

The Referral to Collection Agency (CL) transaction supports negative accounting lines to meet requirements for Federal Reimbursement. This transaction will take negative accounting lines into consideration when comparing the collection accounting line amount to the receivable outstanding accounting lines amount.

Write off Uncollectible Funds

Receivable (RE) or Referral to Collection Agency (CL) transactions that are deemed uncollectible can be written off in a variety of ways. The Write-off transaction is able to reference Receivable or Referral to Collection Agency transactions containing any of the various receivable and collections event types.

You can create Write-off transactions online, or they can be created as a result of batch processing. Both approaches use the receivable/collection accounting line outstanding amount to ensure the correct balances are written off. Write-offs require minimal data entry since most of the information is inferred onto the Write-off transaction.

This topic includes the following areas:

- [Write-off event types and posting codes](#)
- [Referencing a Receivable or Referral to Collection Agency transaction on a Write-Off](#)
- [Inferred and defaulted data on a Write-off](#)
- [Additional Considerations for Referencing Receivables in Write-Offs](#)
- [Generating a Write-off through Batch Processing](#)
- [System setup for supporting automatic generation of Write-Offs](#)
- [Modifying a Write-off transaction](#)
- [Negative accounting lines](#)

Write-off Event Types and Posting Codes

Write-off transactions have the following event types:

- Direct Write-off
- Allowance Write-off
- Unearned Write-off
- Deposit Write-off
- Billed Vendor Refund Write-off

The choice between direct and allowance write-offs is defined on the Event Type Defaults table by associating each event type used to track various receivables with a default event type for the Write Off (WO) transaction type.

Reference a Receivable or Collection Transaction on a Write-Off

When creating a Write-off (WO) transaction manually, you must include a reference to a Receivable (RE) or Referral to Collection Agency (CL) transaction on the Write-off transaction to ensure the appropriate data inference. The reference should be entered in the vendor/customer line of the transaction. The reference can be to the reference transaction ID, and/or - if desired - to the specific reference transaction accounting line number or numbers. There can be a many-to-one relationship between a Receivable or Referral to Collection Agency transaction and the Write-off.

After you have entered the appropriate data on the Write-off transaction and entered any additional header information that is desired, the system edits the entered information and infers/defaulted the appropriate data. You can then review the inferred or defaulted data and reduce the inferred amount on the write-off accounting line, if desired.

The system then processes the completed Write-off transaction and updates the applicable tables.

Inferred and Defaulted Data on a Write-off

Data for the Write-off (WO) transaction can be inferred and/or defaulted at both the vendor/customer line and the accounting line levels. For example, on the vendor/customer line such information as the Customer, Billing Profile, Due Date, Collections Status, and Intercept Status are inferred. Chart of accounts information will be inferred when the precedence control setting on the Transaction Control table is set to Require Reference Precedence, additional codes allowed onto the accounting lines.

Event types on the Write-off transaction are automatically defaulted by the system based on the event type for the accounting lines referenced on the Receivable or Referral to Collection Agency transaction.

This table below shows the write-off event type defaulted from each type of Receivable (RE) or Referral to Collection Agency (CL) transaction.

| Receivable Event | Collection Event | Defaulted Write-off Event |
|-------------------------|--|--------------------------------|
| Billed Earned Revenue | Billed Earned Revenue Sent to Collection | Direct OR Allowance Write-off |
| Billed Unearned Revenue | Not Allowed | Unearned Write-off |
| Billed Deposit | Not Allowed | Deposit Write-off |
| Billed Vendor Refund | Billed Vendor Refund Sent to Collection | Billed Vendor Refund Write-off |

An error is returned by the system if the defaulted event type is modified on the Write-off transaction. Additionally, an error is returned if the line type of the write-off accounting line is modified. This data element will be inferred directly from the referenced Receivable or Referral to Collection Agency transaction.

The amount of the write-off accounting line is calculated by first reading the Receivable/Collection Accounting Line Outstanding Amount from the accounting line of the Receivable or Referral to Collection Agency transactions, and then multiplying it by the value in the Percent for Write-off field on the Write-off transaction. This field is defaulted to be 100%, however, you can select an alternative whole number value down to 1%, which allows for partial write-offs. Any accounting line with an outstanding amount of zero will not be inferred. In addition, the inferred amount for any write-off event type may be modified to an amount less than or equal to the outstanding amount from the referenced transaction.

If you replace the amount originally calculated by the system with a zero dollar amount, then nothing will be written-off; however, updates to the number of write-offs processed on the Customer Account Information table will still occur.

- Posting line – Is a system-generated tab of the transaction. Based on the entries made in the accounting line tab, Advantage Financial generates posting lines showing how the ledger is updated.
- Posting line liquidations

Additional Considerations for Referencing Receivables in Write-offs

Write-offs for event types other than Billed Earned Revenue result only in memo accounting entries. These other event types include Billed Unearned Revenue, Billed Deposit, and Billed Vendor Refund. Using a Receivable (RE) modification transaction to reduce these lines to zero before referencing the Receivable on a Write-off (WO) transaction prevents such transactions from updating the credit history fields on the Customer Account Information table.

Generate a Write-off through Batch Processing

Write-off (WO) transactions can be created automatically based upon the information given in the Pending Write Off table, which is loaded by an automatic process. Selection criteria stipulating the following information will be used.

Read accepted Receivable and Collection records and select if the following conditions are true:

- The Write-off Status is NA-Blank
- the difference between the Due Date and the current system date is greater than or equal to the value in Number of Days Past Due for Write-off on the System Options or Billing Profile tables
- The Transaction Outstanding Amount is greater than zero

The batch process uses this information to select the appropriate records and insert them onto the Pending Write Off table. It then updates the Write-off Status on the Receivable (RE) /Referral to Collection Agency (CL) transaction to Requested.

After the Pending Write Off table has been loaded, a second batch process can be run that will automatically generate Write-off transactions. This process reads the Pending Write Off table and select records if the Processing Status is *Approved for Write-off*.

For each record selected, group by Billing Profile and create one Write-off transaction for each group sorted then by Customer and Transaction ID (multiple vendor/customer lines). The number of vendor/customer lines created may not exceed the value given in the Line Limit for Write-off field on the System Options and Billing Profile tables.

The process generates the Write-off transaction, and inserts the Transaction ID, and Percentage Value from the table into the appropriate fields in the vendor/customer Line. The Auto Apply action on the WO transaction is then used to generate the corresponding accounting lines.

Modify a Write-off Transaction

You can perform manual modifications to Write-off (WO) transaction, if necessary. Modifications follow the common modification logic within the Advantage system. The underlying principle related to Write-off transactions is that the system will not allow any adjustment to the write-off accounting line amount for an amount greater than the outstanding amount on the referenced receivable/collection accounting line.

For detailed steps on how to modify a Write-off transaction, go to [Modify a Write Off](#) in the Common Business Tasks.

Negative Accounting Lines in Write-off

The Write-off (WO) transaction supports negative accounting lines to meet requirements for Federal Reimbursement. This transaction will take negative accounting lines into consideration when comparing the write-off amount to the receivable outstanding accounting lines amount.

Customer Self Service

The optional Accounts Receivable function of Customer Self Service exists to push out information to customers as well as take back information such as payments. Unlike Vendor Self Service where general information is pushed and entities register themselves, Customer Self Service only pushes information to an individual customer that has to either be registered on their behalf by your site, or they have to request registration. It should also be noted that registrations for each self-service is separate so that registering for one does not give an entity access to the other.

The registration process has several triggered events to complete the process within and outside of CGI Advantage Financial. The first step is that the customer must be created as an Advantage user with a User Transaction, delivered as the [Customer User Maintenance \(CDOC\)](#). The transaction creates not only security but also a tie to a business role that controls the home page presentation. After the transaction is processed, there are three other items queued up for the customer: the standard new user email, a welcome email with registration details, and an alert to further introduce them to Customer Self Service. The final item triggered in the registration process is when the customer has successfully logged in and completed any necessary tasks (for example, changing the temporary password and choosing security questions), where the system changes the CSS Status on Vendor/Customer from *Registration Sent* to *Registered*. This update is then pushed downward through customer configurations.

Customer Self Service Type

The Customer Self Service Type (CSST) page is the primary configuration point that must be completed before any customer can be registered. At least one type is required, but there can be others defined to control what is presented on the home page. For example, in the event there is a customer that is a 'regular' customer in the sense they are being billed for goods and services, but that customer is also a lessee that is being billed for lease payments; there is the possibility the customer belongs to a single type where regular and lessee information is presented on a single home page. There is also the possibility that the customer belongs to the 'regular' customer type and associated business role by default but also has been given access to the business role for leases. This customer can then switch business roles like other internal users.

This reference page provides the following functions:

- The definition of a CSS Type and descriptive fields for reporting purposes.
- The connection to a business role for system presentation to the customer.
- The specification of a User Transaction template established with all the necessary details to which information from Vendor/Customer will be added to create a new user.
- A record from External Email and Letter Configuration (ELGT) that is sent to each customer in the type with registration instructions and other details.
- The text of the alert sent to each customer in the type with any registration, terms of use, and other welcome information desired.
- The specification of defaults used in the creation of cash receipts.

The primary fields are as follows with the self-evident ones omitted. A field listed that is not visible has been hidden through the Configure Page feature.

| Field Name | Field Description |
|--|--|
| Business Role ID | <p>A required business role ID that will serve to connect all customers in a type to a home page designed with all information and functions needed. The business roles for a Customer Self Service Type should have the Role Type Information field set to <i>Customer</i>. This ensures that when they log in their access is limited to just what is presented on the home page tied to the business role. That is not to say that the business process, activity, and resource target navigation is not also possible.</p> <p>Do not put a business role in the User Transaction Template.</p> |
| User Transaction Template Code, Department, and ID | <p>These three required fields identify the User Transaction template established with all information necessary to create a new User ID with information brought forward from the registration fields on Vendor Customer. Please ensure that templates are established with all required fields and keep up with changes in security configuration.</p> |
| User Transaction Template Unit and Prefix | <p>These two optional fields are used with User Transaction Template Code and Department to generate subsequent transactions to create User IDs for customers.</p> |
| Email/Letter Type | <p>A required specification of a record on External Email and Letter Configuration (ELGT) that is sent to each customer in the type with registration instructions and other details. The only information not in this pre-defined email will be the User ID and Temporary Password written into the email as part of the registration process.</p> <p>A new Email/Letter Type CSS1 is added specifically for the CSS on the ELGT table.</p> |
| Welcome Message/Alert | <p>Each registrant will receive a welcoming alert with the type and amount of information felt necessary to welcome, instruct, and set expectations. Rich text options are available to format as necessary, including links to welcome videos, or other information. When the user logs in for the first time in the application and if the Alert is configured, the user receives it.</p> |
| Alert Expiration Days | <p>Alerts are not a permanent system record and must be removed at a future date. Set this number of days to what is felt necessary for the customer to have the alert to reference if needed.</p> |
| CSS Payment Details | <p>The CSS Payment section needs to be configured to generate cash receipts from customer payments. A unique transaction code is strongly suggested for easier reporting and inquiry, different workflow rules, and different security access.</p> |

Accounts Receivable Manager Configurations

Accounts Receivable Managers plays a very vital role in the initial configuration and are responsible for updating and maintaining the data for new customers. The following configuration points are the majority of steps required to put the feature into place.

Initial Configurations

- Create a Business Role with the Role Type Information setting of *Customer* to limit access from the Advantage landing page. One has been delivered (ID 400003), which can be used, or another can be created. A home page with the same ID has been delivered.
- Configure an External Email and Letter Configuration (ELGT) record an introductory email with details about participation, expectations, terms of use, and other details not addressed in the new user email sent by Advantage. One such record, CSS1, has been delivered. It can be updated and used. Another can also be created.
- Complete a transaction template for the Customer User Maintenance (CDOC) transaction with all information required to establish the user and connect them to the appropriate security and business role. The only information not present would be the personal or company information of the user.
- Create a Customer Self Service Type record with the details above along with a welcome message issued as an alert upon first login. Also, complete the payment section so cash receipts can be created for payments.

Setup on the Customer

- Prior to the setup on Vendor/Customer (VCUST), if a customer does not have an email address on the Billing address record, an address needs to be obtained to register them. If the address has one and it is the one that should be used, then it can be entered as the official Customer Self Service email.
- If not already sending emails from Advantage, the email server needs to be up and running.
- Update the CSS Status to *Requested*, update the CSS User ID and select the CSS Type configured above. The same setup is available on the Vendor Customer Modification (VCM) and Vendor Customer Creation (VCC) transactions.
- If on Vendor/Customer, select the tab menu and select the Create User Record. The system automatically creates the user by copying the transaction template and writing in details captured in the Vendor/Customer update, as per the CSS Type. On the VCM/VCC transaction, the user creation triggers when the transaction is submitted to Final.
- If there is a failure and the customer cannot complete registration, but was successfully created as a user, set the CSS Status to *Registration Email Failure* or *Resend Registration Email*.
- If there was an issue creating the User ID or sending the User ID and password email, a follow up with the System Administrator is required.

Administrator Configurations

Administrators play a very vital role in the initial configuration for security and online payment. The following configuration points are the primary ones to enable online payment.

A new Security Role ID CSS_READ is delivered for the CSS Role, which can be used or another can be created. That role is connected to the following Resource Groups: ACCTSUM, AMTDUE, BATCH, INT_JOB, INV DUE, and INVPAID. These are the groups for the delivered widgets along with INT_JOB to create a cash receipt for payment. Please note that the details of each Access Control records needs to be reviewed. Also, ensure that the Resource ID Financial_Jobs is part of Resource Group ID INT_JOB. If defined to another group, then that group needs to be associated to CSS_READ.

For the ALERTWIDGET (500364) widget to be used, add the Resource Group ID of ALRT to the Security Role ID of CSS_READ.

The steps to configure payment through Stripe are as follows:

1. Create/Sign Up a Stripe account from <https://stripe.com/>.
2. Activate the account and link bank details.
3. Get **publishableKey** and **secretKey** once the account is activated. Refer to this URL for reference: [Locate API keys in the Dashboard : Stripe: Help & Support](#) and refer to the Stripe setup reference URLs: <https://support.stripe.com/topics/getting-started> and <https://stripe.com/docs/payments/account>.
4. Update stripe.conf file in Custom/Configuration/AppConfig/VLSEnv/fin/VLS/bin/adv__conf using the **publishableKey** and **secretKey**.

Example:

```
# stripe configuration
stripe {
    # enabled or not
    enabled=true
    params {
        # publishable key provided by stripe for the user account.
        publishableKey="your publishable key"
        # secret key provided by stripe for the user account.
        secretKey="your secret key"
    }
}
```

5. Certification setup: Download the certificates mentioned in <https://stripe.com/docs/tls-certificates>.
6. Import all the downloaded certificates into ADV3.keystore present in the RTFiles folder.
7. Restart/Bounce the application to make the changes effective.

Widgets for Customers

There are several delivered widgets on the delivered home page to provide information to customers.

- ALERTWIDGET (500364) – A widget created primarily for Customer Self Service but may be used on other home pages.
 - The widget displays the last 10 alerts that the user has received. Users may navigate to the Alerts page by selecting the View All option. Optional row-level actions allow users to mark an Alert as read or unread, or alerts may also be deleted.
- Text Image Widget (500370) – A widget created primarily for Customer Self Service but may be used on other home pages.
 - The widget can be used to display both text and image or text only.
- Invoice Due (500368) – A widget displaying five different pieces of information.
 - Total number of invoices that are due till the current date.
 - Current amount that is invoices due on the current date.
 - Overdue amount is the total due prior to the current date.
 - Total Due that is the sum of the previous 2 amounts.
 - The remainder of this widget displays the invoices with an outstanding amount of more than \$0.00, with an option to select one to pay.

The Pay Now option allows the customer to pay one or more receivables in full. Once the payment is done successfully, the customer needs to refresh the page and the Invoice paid widget is updated with the newly paid Invoice, assuming real-time processing and no errors in the payment.

- Amount Due (500367) – A widget displaying four different totals for all accounts associated with the primary account.
 - Not Yet Due is the total amount of invoices that are due after the current date.
 - Due in 7 Days is the total amount that is due within the next 7 days from the current date and including the current date.
 - Overdue 1 to 30 days is the total amount past due less than 30 days.
 - Overdue 30+ days – Total amount past due more than 30 days.
- Account Summary (500366) – A widget displaying limited information such as Account (Customer ID, Legal Name and Email) of a Primary Account.
 - Any variations in this information by other customer accounts that share the same User ID of the primary account are not displayed.
 - Also shown is a summary of several amounts for all customer accounts associated with the User ID.
- Invoice Paid (500369) – A widget showing the Invoices that were paid in the past.

Inquiries

The following are the Inquiries for Accounts Receivable in Advantage:

| Name | Page Code | Description |
|---|-----------|--|
| Accounts Receivable Correspondence History Table Accounts Receivable Correspondence Update | RCHT | This page allows you to view all correspondence information for a customer. Accounts Receivable Correspondence Update is not an inquiry and does not have direct navigation, but the page is accessed from Accounts Receivable Correspondence History to manually maintain correspondence information. |
| BAI Deposit Configuration | BAIC | This page allows for the establishment of BAI Type Codes used to identify the types of data reported in the bank file. Data established can be used to provide reconciliation details for pages such as Deposit Exception and Deposit Reconciliation. |
| Bank Deposit Balance | BDB | This inquiry provides a snapshot of the daily bank deposit balances, which includes Open Deposits, Return Items, Adjustments, Total Bank Balance, Book Balance, and Variances. Refer to the <i>Accounts Payable User Guide</i> for further information. |
| Check/Deposit Manual Update Tracking | CHDPTRKG | This inquiry serves as an audit log that allows you to track the manual online changes to the Check Reconciliation, Paid Checks, Check Exception, Deposit Reconciliation, and Deposit Exception records. |
| Confirmed Deposits | DPCNF | This inquiry allows you to view and query all deposits that have been reconciled by the system thus, have a status of Confirmed and all the remaining attribute values are the same as the Deposit Reconciliation table. The Automated Deposit Reconciliation process updates this page when the deposit record matches a bank's record. |
| Confirmed Deposits Detail | DPCNFD | This inquiry allows you to view and query all detailed information for deposits that have been reconciled by the system that have a status of Confirmed and all the remaining attribute values are the same as the Deposit Reconciliation Detail table. An alternative Automated Deposit Reconciliation process can be run |

| Name | Page Code | Description |
|--|-----------|---|
| | | to update this page when the deposit record matches a bank's record. |
| Customer Account Information | CUSTA | This inquiry allows you to view and query customer balance and credit history information. |
| Customer Account Summary | CUSTS | This inquiry allows you to view a customer's financial and credit history across all his/her billing profiles. |
| Department BAI | DBAI | This reference page allows you to define valid combinations of Bank Account, Deposit Type Code, and Bank Deposit. Records on this table can be utilized when executing Deposit Reconciliation. |
| Deposit Detail | DPRF | This inquiry allows you to view more detailed information for a deposit. |
| Deposit Exception | DPEXC | This inquiry allows you to view deposits for which there were no match to deposit data from the bank so that the reason for the exception can be researched. |
| Deposit Matching Criteria | MACR | This is an optional inquiry page that can be utilized during deposit reconciliation. Users can configure per Transaction Code how they would like to systematically match a bank file with a cash receipt. |
| Deposit Reconciliation Deposit Status Update | DPREC | <p>This inquiry allows you to view information for deposits. It is updated by the Deposit Ticket Printing process and Cash Receipt transactions. Any Cash Receipt modification transaction will update Deposit Reconciliation with the corrected data for the next reconciliation process.</p> <p>Deposit Status Update is not an inquiry and does not have direct navigation, but the page is accessed from Deposit Reconciliation to manually intervene in the reconciliation process</p> |
| Deposit Reconciliation Detail Deposit Status Update | DPRECD | This inquiry allows you to view detailed information for deposits. It is updated by the Deposit Ticket Printing process and Cash Receipt transactions. Any Cash Receipt modification transaction will update Deposit Reconciliation with the corrected data for the next reconciliation process. |

| Name | Page Code | Description |
|------------------------------------|-----------|---|
| | | Deposit Status Update is not an inquiry and does not have direct navigation, but the page is accessed from Deposit Reconciliation Detail to manually intervene in the reconciliation process. |
| Deposit Reconciliation Management | DPRCM | This inquiry provides a consolidated view of Book Deposit, DPCNF, DPRF, and DPEXC within the same page. |
| Deposit Search | DEPSRCH | This inquiry allows you to view and query all deposit transactions in all transaction phases. |
| Invoice | INVQ | This inquiry allows you to view and query invoice statuses. It is updated by Receivables from invoice customers. |
| Invoice Print History | INVHS | This inquiry allows you to view invoice generation history. |
| Notice of Intent Print History | NOITP | This inquiry allows you to view intercept notification history. Refer to the "Notice of Intent Print History" topic in the <i>Intercept User Guide</i> for more information. |
| Payment Plan Print | PPPT | This inquiry allows you to view and query Payment Plan notices. It is updated when the Status on the Payment Plan is changed to Active, Cancelled, or Completed. |
| Payment Plan Print History | PPPHS | This inquiry allows you to view the print history of each Payment Plan notification. |
| Pending Collection Agency Referral | COLLR | This inquiry allows you to view and manage receivables that are significantly past due and eligible for referral to collection agency. |
| Pending Credit Refunds | PENDC | This inquiry allows you to view and query information on customers with a credit refund in progress. |
| Pending Write Off | PUNR | This inquiry allows you to view and manage receivables or referrals to collection agency that are significantly past due and eligible to be written off. |

| Name | Page Code | Description |
|----------------------------------|-----------|--|
| Print Deposit Ticket | DPSTK | This inquiry allows users to view and select cash receipts for deposit ticket printing. |
| Receivable History and Reference | RDET | This inquiry allows you to query and view detailed information about receivable transactions. |
| Receivable Search | RESTA | This inquiry allows you to view and query receivables throughout their entire life cycle. |
| Reserved Credit Balance | RCBD | This inquiry allows you to view overpayments recorded as reserved. By definition, a reserved credit balance is a result of a payment that must be applied against a specific obligation. |
| Statement | STMTQ | This inquiry allows to view and query customer statements. |
| Statement Detail | STATD | This inquiry displays the transaction activity for statement generation. |
| Statement Print History | STMTHS | This inquiry allows you to view statement history. |
| Unreserved Credit Balance | UCBD | This inquiry allows you to view overpayments recorded as unreserved. By definition, an unreserved credit balance is a result of an overpayment for a customer account that does not have to be applied to a specific obligation. Such overpayments are processed through the Auto Netting process. |

Accounts Receivable Correspondence History

The Accounts Receivable Correspondence History page allows you to view all correspondence information for a customer. This page is updated by the Generate Invoice process, Generate Statement process, Past Due Invoice process, Past Due Statement process, Generate Payment Plan process, and the Accounts Receivable Correspondence Update page. In addition, a record may manually be added to track customer level correspondence that is not generated by the system.

You have the ability to track correspondence that is related to the Customer Account as whole, not just a specific billing record on this page. Insert a record and select a valid Customer record. Once the new record is saved you can add correspondence records for this Customer Account. Records that are manually entered have a value of Customer Account in the Source field. Only records with a Source of Customer Account can be deleted on the Accounts Receivable Correspondence History page. If a manually entered record is deleted, all associated correspondence records are also deleted.

The Accounts Receivable Correspondence History page contains the following actions/links:

› Row-level actions/links

Related Action(s):

- [Add Related Correspondence Record](#) - This action transitions you to the Accounts Receivable Correspondence Update page, which allows you to add records related to an invoice, statement payment plan, or customer account.
- [Modify Correspondence Record](#) - This action transitions you to the Accounts Receivable Correspondence Update page, which allows you to modify manually-entered record selected on the page.

Related Page(s):

- [Receivable History and Reference Query](#)
- [Customer Account Information](#)
- [Receivable Search](#)
- [Customer Account Options](#)

Accounts Receivable Correspondence Update

The Accounts Receivable Correspondence Update page allows the addition or modification of correspondence records to the Accounts Receivable Correspondence History page. These records detail the manual correspondence(s) of a user to a customer regarding receivables or other Accounts Receivables activities. The Accounts Receivable Correspondence Update page can only be accessed by selecting the **Add Related Correspondence Record** or the **Modify Correspondence Record** action on the Accounts Receivable Correspondence History page via the row-level menu.

Note: You can only modify records with a Correspondence Type of *Mail/Email, Phone, Fax, In Person, or Other*.

Related Topic(s):

- [Accounts Receivable Correspondence History](#)

BAI Deposit Configuration

The BAI Deposit Configuration (BAIC) page allows for the establishment of BAI Type Codes used to identify the types of data reported in the bank file. Data established can be used to provide reconciliation details for pages such as Deposit Exception and Deposit Reconciliation. The data is used by system processing that interprets what is on a file for later system updates.

Bank Deposit Balance

The Bank Deposit Balance (BDB) page provides the user a snapshot for a Bank account on a given day. Updates can be from either a flat file or a BAI bank file, but the updates are different. Refer to the *Accounts Payable User Guide* for more information on this page.

Check/Deposit Manual Update Tracking

The Check/Deposit Manual Update Tracking (CHDPTRKG) page serves as an audit log table, which allows you to track the manual online changes to the Check Reconciliation, Paid Checks, Check Exception, Deposit Reconciliation, and Deposit Exception records. This page records the source page of change, User ID, date and time of change, the reason for the change, and additional information to identify the record. The CHDPTRKG page record also captures the old and new value of the fields that have been changed.

- If the Check Reconciliation Manual Update Tracking parameter on the Application Parameters table is set to Yes, then an audit record is automatically added to the Check/Deposit Manual Updating Tracking table if a manual update is made to the Check Reconciliation, Check Exception, or Paid Checks tables. A record is also added if a record is added back to Check Reconciliation via the **Move to Check Reconciliation** action on the Paid Check Restore page.
- If the Deposit Reconciliation Manual Update Tracking parameter on the Application Parameters table is set to Yes, then an audit record is automatically added to the Check/Deposit Manual Update Tracking table if a manual update is made to the Deposit Reconciliation or Deposit Exception tables.

Confirmed Deposits

This page allows you to view and query all deposits that have been reconciled by the system that have a status of Confirmed and all the remaining attribute values same as Deposit Reconciliation table. The Automated Deposit Reconciliation Process updates this page when the deposit record matches a bank's record. Once a Deposit has been reconciled by the system, the record will be moved to the Confirmed Deposits table. Users are not allowed to manually add, modify, or delete information on this page.

Confirmed Deposits Detail

This inquiry allows you to view and query all detailed information for deposits that have been reconciled by the system that have a status of Confirmed and all remaining attribute values are the same as the Deposit Reconciliation Detail table. An alternative Automated Deposit Reconciliation process can be run to update this page when the deposit record matches a bank's record. Once a Deposit has been reconciled by the system, the record will be moved to the Confirmed Deposits table. Users are not allowed to manually add, modify, or delete information on this page.

Customer Account Information

This table is updated by Receivable (RE), Cash Receipt (CR), Collection Agency Referral (CL), Write Off (WO), General Accounting Expense (GAX), and Internal Exchange Transaction transactions. It allows you to view and query customer balance and credit history information.

- Current balances are displayed for Unliquidated amount, Liquidated Amount, Collected Amount, Outstanding Balance, Unreserved Credit Balance etc.
- The drill-down feature is available for standalone amount fields and provides the ability to view the finalized transactions that have a non-zero impact against the amount field on the Detailed Transaction Listing page. Cancelled transactions, zero-dollar transactions, and transactions modified to zero will not be displayed as they do not have an impact on the total amount.

- The number of occurrence and last occurrence date for Dunning message, collection letter, write offs, intercepts etc. are displayed.

This page also provides other information.

- If the Billing Profile is changed from Invoice to Statement or Both, the system will add deposit, reserve credit, and account open balance records to the Statement Detail table using the Customer Account Information table.
- The Central Statement flag, when selected, indicates that the customer has central statement turned on at this point in time.

The CUSTA page contains the following actions/links:

- › Row-level actions/links
 - [Unreserved Credit Balance](#)
 - [Reserved Credit Balance](#)

Detailed Transaction Listing

This page lists all of the transactions that have updated the selected amount field on the Customer Account Information page. The amount displayed is comprised of amounts from all versions of the transaction.

The **Download** action creates an Excel file of all transactions for the amount being investigated. That file can then be saved locally. There is a limit to the number of lines that any Excel workbook can hold, which may limit the download ability of a very heavily used customer account. Just as transactions are not listed online that have had a net impact of zero on a customer account amount, the download will not display those either. This is a result of the download being only the set of records returned in the online query. For example, the entry of an earned receivable on a receivable transaction that is then cancelled will not be listed as an update to an earned unliquidated receivable from the first version that was reversed on the cancellation.

Related Topic(s):

- [Customer Account Information](#)

Customer Account Summary

This page allows you to view a customer's financial and credit history across all of his/her billing profiles. It shows fields that are similar to the Customer Account Information page. However, there is no drill-down feature.

- Current balances are displayed for Unliquidated amount, Liquidated Amount, Collected Amount, Outstanding Balance, Unreserved Credit Balance etc.
- The number of occurrence and last occurrence date for Dunning message, collection letter, write-offs, intercepts, and so forth are displayed.

Department BAI

This reference page allows you to define valid combinations of Bank Account, Deposit Type Code, and Bank Deposit. Records on this table can be utilized when executing Deposit Reconciliation.

Deposit Detail

The Deposit Detail inquiry allows you to view more detailed information for a particular deposit listed on the Deposit Reconciliation page. It provides check information at the Cash Receipt vendor line level.

If Deposit Reconciliation is in use, Advantage Financial updates this page during the Deposit Ticket Printing process or Cash Receipt transaction processing depending on whether the Print Deposit Ticket is used. You are not allowed to add, modify, or delete information on this page.

Deposit Exception

This page allows you to view deposits that cannot be reconciled. The Advantage Financial system populates this page during the Automated Reconciliation process with deposits that failed to match with bank records. Each record on the Exception table will have corresponding Exception Code and Exception Reason, indicating what caused the record to fail during the reconciliation process.

Users are not allowed to manually add or modify information on this page. Users may mark a record for deletion via the Deposit Exception Update page, which is accessed via the **Deposit Exception Update** action at the row-level menu.

The Deposit Exception page contains the following actions/links:

- › Page-level actions/links
 - [Check/Deposit Manual Update Tracking](#)
- › Row-level actions/links
 - Deposit Exception Update - This action transitions you to a page that allows you to mark a record for deletion.
 - [Deposit Reconciliation](#)

Deposit Matching Criteria

The Deposit Matching Criteria (MACR) page is an optional inquiry page that can be utilized during deposit reconciliation. Users can configure per Transaction Code how they would like to systematically match a bank file with a cash receipt. These options include Transaction Date, Transaction ID, Department, and a range of days.

Deposit Reconciliation

This page allows you to view information for deposits. If Deposit Reconciliation is in use, the Deposit Reconciliation page is updated by the Deposit Ticket Printing process and the Cash Receipt transaction. Any Cash Receipt modification transaction will update the Deposit Reconciliation Table original record after the deposit ticket is printed. If the Print Deposit Ticket is not used, the original Receipt will update this table directly.

If the Deposit Reconciliation Manual Update Tracking parameter on the Application Parameters page is set to **Yes**, then an audit record is automatically added to the Check/Deposit Manual Update Tracking table if the deposit reconciliation record is changed via the Deposit Reconciliation or Deposit Status Update pages.

The Deposit Reconciliation page contains the following actions/links:

- › Page-level actions/links
 - [Check/Deposit Manual Update Tracking](#)
- › Row-level actions/links
 - [Deposit Exception](#)
 - [Deposit Status Update](#) - This action transitions you to a page that allows you to update the Status of the Deposit and provide a reason for the change.
 - [Deposit Detail](#)

Deposit Status Update

This page allows users to manually change the Status of a deposit and record the reason for the Deposit Reconciliation record that is being manually changed. This page is accessed by selecting **Deposit Status Update** from the row-level menu on the Deposit Reconciliation page. The four valid Status options are: *Confirmed*, *Exception*, *NSF*, and *Outstanding*. If the Deposit Reconciliation Manual Update Tracking parameter on the Application Parameters page is set to **Yes**, then an audit record is automatically added to the Check/Deposit Manual Update Tracking table if the Status is changed for a Deposit Reconciliation record.

Related Topic(s):

- [Deposit Reconciliation](#)
- [Check/Deposit Manual Update Tracking table](#)

Deposit Reconciliation Detail

The Deposit Reconciliation Detail (DPRECD) inquiry allows you to view detailed information for deposits. It is updated by the Deposit Ticket Printing process and Cash Receipt transactions. Any Cash Receipt modification transaction updates Deposit Reconciliation with the corrected data for the next reconciliation process.

Deposit Status Update for DPRECD

Deposit Status Update is not an inquiry and does not have direct navigation, but the page is accessed from Deposit Reconciliation Detail to manually intervene in the reconciliation process.

Deposit Reconciliation Management

The Deposit Reconciliation Management (DPRCM) page allows you to view the consolidated view of the Book Deposit Details, DPRF, DFCNF, and DPEXC in appropriate grid section on the same page. This

page allows a user to view accounts receivable transactions that involve a particular bank account. Users also have the ability to manually reconcile records, if they failed to match during the Deposit Reconciliation process, or unmatched records that were reconciled incorrectly.

Deposit Search

The Deposit Search page allows the user to view and query all deposits. This includes transactions in all Transaction Phases. As such, it has what is on Deposit Reconciliation, Confirmed Deposits and Deposit Exceptions. The most useful function of the page is to allow a specialized inquiry into draft and pending transactions that is not available on the Transaction Catalog.

Invoice

This page allows you to view and query invoice statuses. It is updated by Receivables from invoice customers.

The Invoice page contains the following actions/links:

- › Row-level actions/links
 - [Print](#)
 - [Dunning/Collection Letter](#) - This action transitions you to the Generate Dunning Notice/Collection Letter page, which allows you to generate custom dunning notices or collection letters for invoice customers.
 - [Print History](#)
 - Forms - This link transitions you to the View Forms page, which allows you to access previously generated transaction forms associated with the transaction.
 - Parent and Third-Party Print- This link transitions to the Parent and Third Party Print page, which allows a preview of Forms generated for a Parent or Third Party. This link is only visible if Electronic Billing is enabled for the Customer on the Customer Account Options record.
 - Customer Billing Preview - This link transitions to View Form. This link is only visible if Electronic Billing is enabled for the Customer on the Customer Account Options record.

Parent and Third-Party Print

This page allows a preview of forms generated for a Parent or Third Party. This page can be accessed from the [Invoice](#) page, if Electronic Billing is enabled for the Customer on Customer Account Options. This page is only visible on Customer Account Options when the Billing Location is set to *Parent Address Only* or *Parent Address with Customer Copy*. The page displays the Headquarters Account Code for Parent and other Third-Party fields, if blank. If the Billing Location is set to *Third Party Only* or *Third Party with Customer Copy*, the page displays all Third Party records associated with the customer account record where Headquarters Account Code is blank.

Parameters for Print

This page allows you to print a selected transaction on demand. If the transaction's print status is pending, it is printed real time. If the transaction has already been printed, a replacement print of the transaction is generated.

Related Topic(s):

- [Invoice](#)

Invoice Print History

This page allows you to view history information of the invoices generated by Advantage Financial. For example, Address, Print Date/Time, and Correspondence Type. It is updated by the offline Invoice Generation process.

The Invoice Print History page contains the following actions/links:

- › Row-level actions/links
 - [Invoice](#)

Payment Plan Print

This page allows you to view and query Payment Plan notices. It is updated when the Status on the Payment Plan is changed to Active, Cancelled, or Completed.

The Payment Plan Print page contains the following actions/links:

- › Row-level actions/links
 - [Print](#)
 - [Print History](#)
 - Forms - This link transitions you to the View Forms page, which allows you to access previously generated transaction forms associated with the transaction.
 - Customer Billing Preview- This link transitions to the View Forms page. The link is only be visible if Electronic Billing is set to enabled for the Customer on the Customer Account Options record.

Payment Plan Print History

This page allows you to view the print history of each Payment Plan notification.

The Payment Plan Print History page contains the following actions/links:

- › Row-level actions/links
 - [Payment Plan Print](#)

Pending Collection Agency Referral

The Pending Collection Agency Referral (COLLR) page allows for both methods of referring delinquent receivables:

8. Closing the Receivable with a Referral to Collection Agency transaction along with a notification to the agency created outside of Advantage.
9. Leaving the Receivable open with a flat file created to notify the collection agency with supporting system processing to update for subsequent A/R activity.

Both processes start with the page after records are loaded with the Select for Collection batch process. That process loads records with a Collection Status of *Not Applicable* or *Approved for Collection*. The latter being the conservative choice where all eligible receivables are loaded but none will go further with either method above without a user changing the status to *Approved for Collection*. The latter is chosen either when there are a small number of receivables that have to be manually updated or there is no desire to pick and choose what is referred from what is eligible.

That Collection Status is just one of a hand full of fields that can be updated: Collection Agreement, Date Returned from Collection, Return Reason, and Uncollectable Reason. Collection Status is one that is both manually updated and updated by the system. With method 1 above, only *Not Applicable*, *Approved for Collection*, *Collection Generated*, and *Not Approved for Collection* apply. With method 2 above, *Not Applicable*, *Approved for Collection*, *Referred to Collection**, *Closed**, *Not Approved for Collection*, and *Uncollectable* apply. Those marked with the (*) are values that cannot be manually set.

- *Not Applicable* – Loaded by the Select for Collection job and may or may not have been reviewed. Records of this status can be deleted after being reviewed and deemed not ready for collection, if choosing the *Not Approved for Collection* status is not desired for tracking the receivable was reviewed but not approved.
- *Approved for Collection* – Set by a user so that collection agency method 1 or 2 will select the record. Records with this status can be deleted before being processed in the next step when the receivable previously approved is now found to be ineligible and the *Not Approved for Collection* status is not desired for tracking the receivable reviewed but not approved.
- *Collection Generated* – Set by the Generate Collection chain (method 1) when the receivable is closed and a Referral to Collection Agency transaction is created. A record in this status can be deleted as using method 1 does not lead to the Pending Collection Agency Referral page being used for tracking the receivable in collection. Instead the Referral to Collection Agency transaction is used.
- *Referred to Collection* – Set by the Collection Agency Referral job (method 2) when the receivable is set for collection.
- *Not Approved for Collection* – Set by the Collection Status Update job (method 2) when the receivable was *Closed* but is not found to have an open amount greater than \$0 because of an NSF event. This status can also be used by method 1 to indicate a receivable was reviewed but a user has determined it should not go for collection and instead of choosing to delete the record, they used this status so the initial set loaded can be retained.
- *Returned from Collection* – Manually set with method 2 for various reasons and requires a Returned Reason and Date.
- *Uncollectable* – Manually set with method 2 for various reasons and requires entry of an Uncollectable Reason.
- *Closed* – Set by the Collection Status Update job (method 2) when the receivable is found to have an open amount of \$0. This can be because it has been collected or was cancelled.

Please see all the items in the “[Advanced - Batch Processing](#)” topic with ‘Collection’ in the job name and the associated run sheets in the *Accounts Receivable Run Sheets Guide* to get a complete picture before testing out either of the two methods.

Pending Credit Refunds

This page allows you to view and query information on customers with a credit refund in progress. A customer achieves a credit balance in the system when the customer overpays in response to a payment request. Customers listed on this page are waiting for refunds for their overpayment. This page lists payment request information and overpayment amount for each customer.

The system updates this page when a Payment Request is processed with an overpayment from the customer. The Pending Credit Refund page is an inquiry view and you cannot modify its information.

Pending Write Off

This page allows you to view receivables or referrals to collection agency that are significantly past due and eligible to be written off. Advantage Financial uses information on this page to automatically create Write Off transactions.

Advantage Financial populates this page from information entered on the Receivable or Collection page for receivables or collections that are significantly past due. Receivables are determined to be significantly past due based on parameters entered on the System Options table.

You cannot add information to this page manually. You can approve a receivable or collection for write off or modify the write off percentage on this page at any time. You can delete information on this page for records with a processing status of NA-Blank, Approved for Write Off, or Write Off Generated.

Print Deposit Ticket

This page allows users to view and select cash receipts for deposit ticket printing for a specific bank account code. Advantage Financial assigns the deposit ticket number after the selection is saved.

If Deposit Ticket is in use, Advantage Financial automatically adds information to this page from a Cash Receipt transaction at the time the transaction is processed, if the Print Deposit Ticket option is selected on the System Options page. Once a record is printed on this page, the system updates the Bank and Cash Receipt pages, and updates the Deposit Reconciliation if it is in use. In addition, the record is removed from the page.

The Print Deposit Ticket page contains the following actions/links:

- › Row/Grid-level actions/links
 - [Print](#)

Receivable History and Reference

This page is a list of receivables and transactions that reference a given receivable. It allows you to query and view detailed Receivable information such as Total Billed, Total Written Off, Acceptance Date, and Closed Date.

The Receivable History and Reference page contains the following actions/links:

- › Page-level actions/links
 - [Receivable Search](#)

Receivable Search

This page allows you to view and query receivables by entering various selection criteria such as Status, Department, and Number of Days Past Due. The Advantage Financial system updates this page from the Receivable transaction. You cannot add, change, or delete information on this page.

The Receivable Search page contains the following actions/links:

- › Row-level actions/links
 - [Receivable History and Reference](#)

Reserved Credit Balance

This page allows you to view cash receipt accounting lines that make up a Reserved Credit Balance, for a particular customer unit. By definition, Reserved Credit Balance is a result of a payment that must be applied against a specific obligation. All Cash Receipt transactions that record a prepayment for a customer account will update this page.

The Reserved Credit Balance page contains the following actions/links:

- › Page-level actions/links
 - [Customer Account Balance](#) - transitions you to the Customer Account Information page for the selected customer.

Statement

This page allows you to view and query statement statuses. It is updated when the statement is generated. When a Statement record displays a selected Central Statement flag, it means the corresponding statement is a central statement and the Department, Unit, and Billing Profile fields on the Statement record correspond to the Central Statement Billing Profile associated with the statement.

The Statement page contains the following actions/links:

- › Row-level actions/links
 - [Generate Collection Letter](#) - Transitions you to the Generate Collection Letter page.
 - [Print History](#)
 - [Statement Detail](#)
 - Parent and Third-Party Print- This link transitions to the Parent and Third Party Print page, which allows a preview of forms generated for the Parent or Third Party, this link is only visible if Electronic Billing is enabled for the Customer on Customer Account Options.

- Customer Billing Preview- This link transitions to the View Form page. The link is only visible if Electronic Billing is enabled for the Customer on Customer Account Options.

Statement Detail

This page captures transaction activity that will appear on customer statements. Transaction activity captured on the Statement Detail page is grouped according to the parameters defined on the Statement Line Type page.

The Statement Generation Process updates the Statement Detail page with the date the statement was generated. The system will not print statements below the specified minimum balance amount. However, statements that have not been printed will still update the Statement Detail table to allow for inquiry if needed.

The Central Statement Billing Profile field, when populated, indicates that the corresponding activities will appear on a central statement associated with this Central Statement Billing Profile.

The following accounting transactions update the Statement Detail table when they affect customer account balances and are available for statement generation:

- Receivables
- Cash Receipts
- Write Offs
- Collection Agency Referral
- General Accounting Expense
- Internal Exchange Transaction

These transactions update the Statement Detail table at the accounting level by Statement Line Type.

This page contains the following actions/links:

- › Row-level actions/links
 - [Statement](#)

Statement Print History

This page allows you to view history information of the statements generated by Advantage Financial such as Statement Date, Print Date, and Correspondence Type. It is updated by the off line Statement Generation process.

When a Statement Print History record displays the Central Statement flag as selected, it means the corresponding statement produced is a central statement and the Department, Unit, and Billing Profile fields on the Statement Print History record correspond to the Central Statement Billing Profile associated with the Statement.

The Statement Print History page contains the following actions/links:

- › Row-level actions/links

- [Statement](#)

Unreserved Credit Balance

This page allows you to view cash receipt accounting lines that make up an Unreserved Credit Balance, for a particular customer unit. By definition, Unreserved Credit Balance is a result of an overpayment for a customer account. All Cash Receipt transactions that record an overpayment for a customer account will update this page.

The Unreserved Credit Balance page contains the following actions/links:

- › Page-level actions/links
 - [Customer Account Balance](#) - transitions you to the Customer Account Information page for the selected customer.

Advanced - Setup

Certain set-up and configuration activities must be completed before the full functionality of Accounts Receivable is available. Some setup is done using system-wide parameters; other setup activities take place within Accounts Receivable itself. The result of the setup activities is to configure data that sets up controls and inferences, as well as to define how certain processes within Accounts Receivable, such as Finance Charges and Billing, will function.

The following tasks are part of setting up Accounts Receivable:

- **Outside of Accounts Receivable** - There are a number of configurations that have to be done outside of what is thought of as the Accounts Receivable area that directly impact the transactions and system processing of the area. While this section may not list every setup location that could possibly be used, it does focus on several with significant impact.

Advantage Financial allows you to establish Accounts Receivables options and controls from either a centralized or decentralized level:

- **Centralized controls** - Controls set at this level apply entity-wide.
- **Decentralized controls** - Controls set at this level apply to a particular defined level of the agency; for example, department and below.
- **Billing and Collections** - Billing and collections setup is comprised of populating tables and setting parameters that control the information necessary to generate and process customer invoices, statements, dunning messages, and collection letters.

The Billing Profile table is the primary table within this group. It contains basic information about the billing cycle and billing characteristics that can be used for a customer or group of customers. A billing profile must be defined for a customer before receivables for that customer are generated so that the customer can be billed appropriately.

In addition to setting up billing profiles, billing and collections setup also involves configuring and maintaining several different tables that contain other reference information. This information includes the actual text of dunning messages and collections letters. Additionally, it includes billing rates, customer instructions that are printed on bills, and other options used for statement billing.

- **Customer Information** - Customer information is set up in a shared table that contains information used both by Accounts Receivable and Accounts Payable. Third parties can also be established for a particular customer. Support for third parties allows a bill to be generated for a third party which can be tracked to the third party for reporting purposes, but can also be associated with the responsible customer for reduction of outstanding receivables.
- **Finance Charges** - Setup tables for the Finance Charges area are listed in this topic.
- **Cash Receipts** - Setup tables for the Cash Receipts area are listed in this topic.
- **Intercept Setup** - Refer to the "Advanced - Setup" topic in the CGI Advantage - Intercept User Guide for detailed information on the tables that must be set up prior to using the intercept functionality in Advantage.

Outside of Accounts Receivable

Application Parameters

Although officially listed as an Infrastructure table, the Application Parameters table is one that is part of general system configuration. Options on this table are set once and do not vary by year, fund, department, transaction, or other factors. The table is very generic in its design so that it can host many different types of options with the Parameter Name and Parameter Value fields. Of the controls on this table, those listed below directly relate to the Accounts Receivable area. For information about the controls specific to General Accounting, please refer to the "Application Parameters" topic in the *CGI Advantage - Financial Administration User Guide*.

Note: Any changes to records on this table should be followed by a bounce of all servers used for Advantage Financial.

Accounts Receivable Controls

| Parameter | Description |
|--|--|
| <p>A/R Reference Option (AR_REF_OPT)</p> | <p>This parameter has three valid values: 1, 2, or 3. (if value is blank or not 1, 2, or 3, system will presume a value of 1). Only transaction types of Cash Receipt (CR), Write Off (WO), Referral to Collection Agency (CL), Receivable (RE), Internal Transaction Initiator (ITI), Internal Transaction Agreement (ITA), and Internal Transaction Exchange (IET) read the option. Additionally, these transaction types only read the option when there is a reference to a Accrued Receivable (ARE), RE, or CL transaction that is not a memo reference type.</p> <p>With all options, the Fiscal Year (FY) for all posting lines will always be that of the referencing accounting line. The Budget Fiscal Year (BFY) can vary as described with each option below.</p> <ul style="list-style-type: none"> • If the Parameter Value is 1, the BFY from the referenced accounting line is carried forward to the referencing accounting line. Both the liquidation and standard posting lines will occur in the same BFY as originally recorded in the referenced accounting line. • If the Parameter Value is 2, the system will not infer the BFY value from the referenced accounting line upon validate/submit actions. The BFY on the referencing accounting line will either be the BFY from the header of the referencing transaction or set to equal the FY of the referencing accounting line. Users may, however, choose to enter a BFY if the defaulting value is not desired. |

| Parameter | Description |
|--|---|
| | <p>The BFY of the liquidation posting line will be the same as recorded initially on the referenced accounting line. The standard posting lines will occur in the BFY assigned to the accounting line of the referencing transaction.</p> <ul style="list-style-type: none"> If the Parameter Value is 3, the system will not infer the BFY value from the referenced accounting line upon validate/submit actions. The BFY on the referencing accounting line will either be the BFY from the header of the referencing transaction or set to equal the FY of the referencing accounting line. Users may, however, choose to enter a BFY if the defaulting value is not desired. <p>Both the liquidation and standard posting lines will occur in the BFY assigned to the accounting line of the referencing transaction.</p> <p>Note: If the Parameter Value is 3, then it is assumed that the site using this option will not run the Open Activity Roll job for receivables as part of their annual processes because it will no longer be necessary to keep FY and BFY in sync.</p> |
| <p>Cash Receipt Decrease Event Type (CR_DECR_ETYP)</p> | <p>The Cash Receipt Decrease Event Type is used on the CR Transaction Accounting Line when the Line Amount is less than \$0.00, Reference Fields (Ref Transaction Code, Ref Transaction Dept, Ref Transaction ID, Ref Transaction VL and Ref Transaction AL) are Blank, and the Event Type is Blank on the Accounting Line.</p> <p>Note: When the Line Amount is Negative and the Referenced Transaction fields are blank on the CR transaction Accounting Lines then the entered Event Type must belong to the Sweep Fund Transfer (SFTR) Event Category.</p> |
| <p>Allow Final Short Reference on CR (ALW_FINAL_SH_REF_CR)</p> | <p>This parameter either allows or prevents the ability to close out a referenced transaction (RE or CL) by manually setting the Reference Type on the Cash Receipt transaction (CR) to Final when the total amount on the CR may not equal the total open amount on the referenced transaction. This parameter can be set to "Manual" for manually setting the Reference Type on the CR or "Auto" for automatically setting the Reference Type on the CR. The default parameter value is "Auto" so that only the Accounts Receivable tolerance logic applies.</p> |

| Parameter | Description |
|---|--|
| | <p>If the parameter is set to Manual, the user can manually set the Reference Type on the CR accounting line, and the CR transaction will be evaluated by the generic event type processor tolerance logic to determine whether the referenced line can be closed. If the parameter is set to Auto, the user is still able to set the Reference Type on the CR accounting line. However, the system automatically overrides the Reference Type and the CR transaction will be evaluated utilizing only the Accounts Receivable event type processor tolerance logic.</p> <p>Please refer to Effect of Tolerances in Processing Cash Receipts for more information on changing the Reference Type on the accounting line of a CR transaction.</p> |
| <p>Check Reconciliation Manual Update Tracking (CHK_RECON_MNL_UPD_TRKG)</p> | <p>Valid values are Yes and No. If set to Yes, and the Check Reconciliation, Paid Checks, or Check Exception table records are updated manually, the Reason for Change field is required and an audit record is written to the Check/Deposit Manual Update Tracking table. If set to No or left blank, then the Reason for Change field is not required and updates are not made on the Check/Deposit Manual Update Tracking table.</p> |
| <p>Deposit Reconciliation Manual Update Tracking (DPS_RECON_MNL_UPD_TRKG)</p> | <p>Valid values are Yes and No. If set to Yes, and the Deposit Reconciliation and Deposit Exception table records are updated manually, the Reason for Change field is required and an audit record is written to the Check/Deposit Manual Update Tracking table. If set to No or left blank, then the Reason for Change field is not required and updates are not made on Check/Deposit Manual Update Tracking table.</p> |
| <p>CACT Count for Offline Update (CACT_COUNT_FOR_OFLN_UPD)</p> | <p>As updates to the Billing Type of a widely-used billing profile can trigger many cascading Customer Account Options (CACT) updates, such a change can result in the application timing out before all the updates are complete. This parameter defines the number of records at which or greater triggers the system to submit an instance of the BPRO To CACT Update process.</p> |
| <p>Separator CACT (SEPERATOR_CACT)</p> | <p>This parameter allows you to enter the Special Character that should be used as a separator while inferring the External Account Number on the Customer Account Options (CACT) table from the System Crosswalk (SYSX) record. The system only infers the characters that appear after the Special Character.</p> |

| Parameter | Description |
|--|---|
| | For example: If the Outside value is '1@Test001' and the SEPERATOR_CACT parameter has the value set as @ then the system will only infer Test001 in the External Account Number of the corresponding CACT record. |
| Verify Create System Crosswalk (VERIFY_SYSX) | Valid values are <i>Yes</i> or <i>No</i> . If set to <i>Yes</i> , upon creating the Customer Account Options (CACT) record, the system will infer the External Account Number from the corresponding System Crosswalk (CACT) record. If set to <i>No</i> , upon creating the Customer Account Options (CACT) record, the system will not infer the External Account Number from the System Crosswalk (CACT) record. |
| Details to be Printed on Cash Receipt Deposit Form (AR_DEPO_DSCR) | Allows the addition of a customized description that is printed on the Cash Receipt Deposit Form when a print is initiated through the Cash Receipt. |

System Options

The following fields on System Options (SOPT) are important to defining Account Receivable processing. To enable decentralized control, indicate whether certain of these fields can be overridden, specify the settings for the same fields on Billing Profile (BPRO), and specify the inference setting on the AR Department Inference field.

For more detailed information about the valid values and fields in this table, and for using System Options in general, refer to the "System Options" topic in the *CGI Advantage - Financial Administration User Guide*.

Fields related to the Receivable process include:

| Option/Control | Description |
|---------------------------|---|
| Receivable Due Date Lag | A number of days defined that are used to set the Receivable Due Date when a date has not been supplied. The Due Date is critical to the application of finance charges and statement generation. |
| Default Payment Type | The defaulting value for Cash Receipt headers, which is typically <i>Cash</i> . As it is just the default, an interface or a user can select another valid Payment Type. |
| Enable Electronic Billing | When enabled, the Invoice and Statement PDFs created by the Generate Invoice and Generate Statement processes |

| | |
|--------------------------------------|--|
| | <p>are emailed to customers using the email address on Customer Account Options.</p> <p>This is the first of three locations where this feature is enabled. When set to <i>true</i>, that enables setting the same indication on Billing Profile and Customer Account.</p> |
| Enable Past Due Electronic Billing | <p>When enabled, the Past Due Notice PDFs created by the Past Due Invoice process are emailed to customers using the email address on Customer Account Options.</p> <p>This is the first of three locations where this feature is enabled. When set to <i>true</i>, that enables setting the same indication on Billing Profile and Customer Account.</p> |
| Enable Electronic Collection Letters | <p>When enabled, the Collection Letter PDFs created by the Past Due Invoice and Past Due Statement processes are emailed to customers using the email address on Customer Account Options.</p> <p>This is the first of three locations where this feature is enabled. When set to <i>true</i>, that enables setting the same indication on Billing Profile and Customer Account.</p> |
| Enable Payment Plan | <p>When enabled, the Agreement, Reminder, Cancellation, and Completion of Payment Plan PDFs created by the Generate Payment Plan process are emailed to customers using the email address on Customer Account Options.</p> <p>This is the first of three locations where this feature is enabled. When set to <i>true</i>, that enables setting the same indication on Billing Profile and Customer Account.</p> |

Fields related to Cash Receipt processing include:

| Option/Control | Description |
|------------------------------|---|
| Priority 1-6 Posting Type | Specifies the sequence in which payments should be applied using Auto Apply. |
| Automatic Net Credit Balance | Indicates whether the system should automatically net an unreserved credit balance from overpayment against outstanding receivables or referral to collection within the same customer account. |

| Option/Control | Description |
|--|---|
| Use Deposit Reconciliation | Indicates whether the deposit reconciliation process is in use for your implementation of Advantage Financial. |
| Print Deposit Ticket | Indicates whether your entity uses the print deposit process to deposit money into the bank. If checked, accepted cash receipts will not be recorded as deposited until the deposit ticket is printed. If not checked, an accepted cash receipt will be available for deposit directly after being processed. |
| Require Deposit Date Only | <p>When selected, this flag indicates that the Deposit Date is required on revenue transactions. This flag requires the deposit date to be entered on the CR transactions even when users do not want to use the Deposit Reconciliation process.</p> <p>If this flag is selected, the Use Deposit Reconciliation option may not be selected. Therefore, cash receipt transactions will not update the Deposit Reconciliation tables.</p> <p>The Print Deposit Ticket flag cannot be selected if the Require Deposit Date Only flag is selected.</p> |
| Collection Cycle | Sets the default value of the system-wide collection cycle. |
| Unreserved Credit Balance Event Type Allow Override of Unreserved Credit Balance Event Type | <p>When the auto apply action is taken on a cash receipt against a customer account or a receivable and there is more money applied than owed, if the Reserve Credit Balance option is <i>false</i>, this event type is used to book the overpayment. Unreserved overpayments are available to the Auto Netting process, unlike reserved payments.</p> <p>If selected, the 'allow override' option provides a billing profile to specify a different event type.</p> |
| Reserved Credit Balance Event Type Allow Override of Reserved Credit Balance Event Type | <p>When the auto apply action is taken on a cash receipt against a customer account or a receivable and there is more money applied than owed, if the Reserve Credit Balance option is <i>true</i>, this event type is used to book the overpayment. Reserved overpayments are not available to the Auto Netting process, like reserved payments. These must be applied manually or refunded through accounts payable.</p> <p>If selected, the 'allow override' option provides a billing profile to specify a different event type.</p> |

| Option/Control | Description |
|------------------|--|
| Overpayment Type | <p>When recording an overpayment line, reserved or unreserved, this setting controls what chart of accounts are placed on that accounting line.</p> <ul style="list-style-type: none"> • <i>Copy Last Accounting Line</i> – Use this option when there is often no issue with the fund and any sub fund used on the last accounting line for recording the overpayment liability. One can always adjust the chart of accounts after the line is generated. • <i>No Chart of Accounts</i> – Use this option when you want the creator of the cash receipt to enter chart of accounts on the overpayment line. Please be aware this option will not work with interfaced receipts. |

Fields related to Payment Plans include:

| Option/Control | Description |
|---|---|
| Payment Plan Agreement Notification | Indicates if a Payment Plan Agreement Notification will be sent to customers. |
| Payment Plan Completion Notification | Indicates whether Payment Plan Completion Notification should be sent to customers. |
| Payment Plan Reminder Notification | Indicates whether Payment Plan Reminder Notifications will be sent to customers. |
| Payment Plan Cancellation Notification | Indicates whether Payment Plan Cancellation Notifications will be sent to customers. |
| Automatic NSF Check Cancellation | Indicates whether Payment Plans will be canceled when NSF checks are received. |
| Automatic Cancellation After Number of Missed Payments | Indicates the number of times payments can be missed before the Payment Plan is automatically canceled. |
| Minimum Days Between Payment Plan Start Date & First Due Date | Indicates the minimum number of days that are required between the Start Date and First Due Date on the Payment Plan. |

| Option/Control | Description |
|-----------------------------|--|
| Payment Plan Print Date Lag | Indicates when Payment Plan Reminder Notifications should be sent to customers. |
| Final Payment Plan Lag | Specifies the number of days after the specified End Date after which a payment plan record may be closed. |

Fields related to the Collections process include:

| Option/Control | Description |
|---|--|
| Past Due Days for Collection Referral | Indicates the number of days past the Receivable Due Date that automatically makes past due receivables eligible to be sent to a collection agency. |
| Collection Referral Load Status | Indicates the status with which selected records are loaded to the Pending Collection Agency Referral table. |
| Past Due Days for Intercept | The number of days past the Receivable Due Date that must be reached before a receivable can be loaded for payment intercept. The value entered is inferred to the Past Due Days for Intercept field on Billing Profile. Refer to the <i>CGI Advantage – Intercept User Guide</i> for more information about the intercept functionality in Advantage Financial. |
| Allow Override of Past Due Days for Intercept | When selected, the billing profile may supply a different number of overdue days required before a receivable can be loaded for payment intercept than is indicated in the Past Due Days for Intercept field on System Options. Refer to the <i>CGI Advantage – Intercept User Guide</i> for more information about the intercept functionality in Advantage Financial. |
| Intercept Request Load Status | This field indicates the Status that is populated for records that are loaded to the Intercept Request table by the Intercept Selection and Load External Debts into INTR jobs. Valid values are <i>Active</i> and <i>Inactive</i> . If records are loaded to the table with a Status of <i>Inactive</i> , you need to “approve” them by changing the Status to <i>Active</i> on Intercept Request. Active receivable records on the Intercept Request table are automatically selected by the Automated Disbursement program to intercept payments. Refer to the <i>CGI Advantage</i> |

| Option/Control | Description |
|---|--|
| | – <i>Intercept User Guide</i> for more information about the intercept functionality in Advantage Financial. |
| Allow Override of Intercept Request Load Status | When selected, the billing profile may supply a different load status for records added to the Intercept Request table than is indicated in the Intercept Request Table Load Status field on System Options. Refer to the <i>CGI Advantage – Intercept User Guide</i> for more information about the intercept functionality in Advantage Financial. |

Fields related to the Write-Off process include:

| Option/Control | Description |
|-------------------------------------|---|
| Write-off Method | Indicates the event type to be used for Write-offs system-wide. Valid options are Direct and Allowance. |
| Past Due Days for Write-off | Indicates the number of days past due a receivable record must be before it is automatically selected for write-off. |
| Pending Write Off Load Status | Indicates with which status the records selected for write-off will be loaded into the Pending Write Off table. |
| Line Limit for Generated Write-offs | Indicates the maximum number of vendor/customer lines a Write-off (WO) transaction can have when generated automatically by the system. |

Fields related to the Billing process include:

| Option/Control | Description |
|------------------------|---|
| Minimum Billing Amount | <p>Indicates the minimum amount that a customer account must total to be selected for the automatic billing process. To avoid generating zero-dollar invoices and statements, set the minimum to \$0.01.</p> <p>The functionality of this field depends upon the Billing Type of the Billing Profile:</p> |

| | |
|--|---|
| | <ul style="list-style-type: none"> • Invoice - The amount represents the minimum amount that the individual Receivable must total (Actual Amount as seen on the header) in order to generate an invoice. • Statement – The amount represents the minimum amount that a customer account must total in order to be selected for the automatic billing process. In order to determine if a statement should be printed, the system will first consider the current balance for the Customer Account. (Current Balance is calculated as Current Account Balance = Prior Account Balance + Total Charges - Total Write Offs - Total Payments+ Total Refunds). If the current balance is greater than the minimum or the prior balance is greater than the minimum, then a statement will be generated. <p>For central statements, at least one customer account covered by the statement must meet the minimum. No statement will be printed if the outstanding amount is less than this amount and there is no new activity in the billing period.</p> |
| <p>Minimum Negative Billing Amount</p> | <p>The negative minimum amount that a customer account must total in order to be selected for the automatic billing process. For a central statement, at least one customer account covered by the statement must meet this minimum. This control applies to Customers with a Billing Type of <i>Statement</i> and does not affect the printing of invoices.</p> |

Fields related to applying and defining finance charges include:

| Option/Control | Description |
|---|--|
| <p>Minimum Past Due Amount for Finance Charge</p> | <p>Indicates the minimum amount a past-due amount must be before applying finance charges.</p> |
| <p>Finance Charge Fee 1-5</p> | <p>Five separate fields that allow you to choose up to five finance charge codes from the Finance Charge table.</p> |
| <p>Allow Grace Period on Finance Charges</p> | <p>Indicates that the calculation of finance charges on overdue receivables is allowed to be deferred.</p> |
| <p>Grace Period Days</p> | <p>When calculating finance charges, indicates the number of days by which the application of interest and fees on the</p> |

| | |
|-------------------------------------|---|
| | overdue receivables can be deferred or postponed. During this period no late fees are charged. |
| Allow Override of Grace Period Days | Indicates that the number of grace period days may be controlled at the Billing Profile level. Selection of this check box indicates that the number of grace period days may be taken from the Billing Profile table to be used in the grace period calculation. |

Fields related to the generation of customer refunds include:

| Option/Control | Description |
|-------------------------------------|---|
| Automatic Refund of Credit Balance | Specifies whether the system should automatically generate a payment for a customer's credit balance. |
| Number of Days for a Credit Balance | Specifies the number of days for a credit balance to stay in a customer's account before a payment for a refund is automatically generated. |

Fields related to the handling of Non-Sufficient Funds include:

| Option/Control | Description |
|------------------|---|
| NSF Check Charge | Amount charged to a customer for a check returned for non-sufficient funds (NSF). |

Special Accounts

In Advantage Financial, you need to code only one side of most accounting transactions. Advantage Financial automatically generates the offsetting balance sheet account entries. Special Accounts (SPEC) is used to set up the default accounts and some special-purpose accounts to be used throughout the entire system. Special Accounts allows you to specify the balance sheet accounts used to record the following receivable-related options. These values can be overridden based on the setting of options on Posting Code (PSCD), Billing Profile (BPRO), and Revenue Source (RSRC).

For more detailed information about the valid values and fields in this table, and for using the Special Accounts table in general, refer to the "Special Accounts & Special Fund Accounts" topic in the *CGI Advantage - Financial Administration User Guide*.

Options for setting receivable-related options balance sheet accounts and sub accounts on the Special Accounts table include:

| Option/Control | Description |
|----------------------------|---|
| Billed Unearned Receivable | The balance sheet account code used to record the receivable when billing for revenue that has not met the criteria for being earned according to accounting principles. The account code must be a valid Asset Type balance sheet account and cannot be a cash account or a memo account. |
| Billed Earned Receivable | The balance sheet account code used to record the receivable when billing for revenue that has met the criteria for being earned according to accounting principles. The account code must be a valid Asset Type balance sheet account and cannot be a cash account or a memo account. |
| Billed Unearned Revenue | The balance sheet account code used to record the amount, that when collected will be a liability, as an offset to the receivable asset when billing for revenue that has not met the criteria of being earned according to accounting principles. (This is also known as deferred revenue or advanced revenue). The account code must be a valid Liability Type balance sheet account and cannot be a memo account. |
| Collected Unearned Revenue | The balance sheet account code used to record the amount of revenue collected that has not met the criteria of being earned according to accounting principles. The account code must be a valid Liability type balance sheet account and cannot be a memo account. |
| Allowance for Bad Debt | The balance sheet account code used in the allowance method of accounting for uncollectible accounts. Must be a valid Contra Asset type BSA and cannot be a Memo account. A value for this account is required. The choice of whether the write off method used is the Allowance or Direct method depends on how Event Type Defaults is established with a Transaction Event Type value for the Write Off (WO) transaction. |
| Bad Debt Expense Object | The object code used in both the allowance and direct method of accounting for uncollectible accounts. The field is optional, but should be completed if the Direct method is used for writing off revenue. The choice of the write off method depends on how Event Type Defaults is established with a Transaction Event Type value for the Write Off (WO) transaction. |

| Option/Control | Description |
|---------------------------------|---|
| Billed Deposits Receivable | The balance sheet account code used to record the receivable when billing for deposits. The account code must be a valid Asset Type balance sheet account and cannot be a cash account or a memo account. |
| Billed Deposits | This balance sheet account code used to record the amount of a deposit billed. Must be a valid Liability type BSA and cannot be a Memo account. |
| Collected Deposits | The balance sheet account code used to record the amount of a collected deposit. The account code must be a valid liability type balance sheet account and cannot be a memo account. |
| NSF Check Charge Revenue Source | The revenue source used to record revenue (billed or collected) for a non-sufficient funds charge on a payment from a customer that did not clear the bank. |
| Credit Card Fee Object | The object used when a charge is absorbed when a customer makes a payment with a credit card. |
| Billed Vendor Refund | The balance sheet account code used to record the asset when billing a vendor for a refund of a portion of a previous payment that was in excess. The account code must be a valid Asset Type balance sheet account and cannot be a cash account or a memo account. |
| Vendor Refund Holding Account | The balance sheet account code used when billing a vendor for a refund of a portion of a previous payment that was in excess or when goods were returned. The use of this account does not give back budgetary authority immediately upon billing. The authority will not be restored until actual collection. Must be a valid Contra asset BSA and cannot be a Memo account. |
| Unearned Receivable Write-off | The balance sheet account code used in the recording of unearned receivables being written off. It must be a valid Asset type and Memo BSA that is not indicated as a cash account. |
| Unearned Revenue Write-off | The balance sheet account code used in the recording of unearned revenue being written off. It must be a valid Contra Asset type and Memo BSA. |

| Option/Control | Description |
|---|---|
| Deposit Receivable Write-off | The balance sheet account used when a receivable for a deposit is written off. Must be a valid asset account and must be a memo account. |
| Billed Deposit Write-off | The balance sheet account used when a receivable for a deposit is written off. Must be a valid contra asset account and must be memo account. |
| Vendor Refund Receivable Write-off | The balance sheet account code used to record a vendor refund receivable being written off. Must be a valid Asset type and Memo BSA that is not also indicated as a cash account. |
| Vendor Refund Write-off | The balance sheet account code used in the recording of the accrued expenditure or expenditure holding account being written off for a vendor refund. It must be a valid Contra Asset type and Memo BSA. |
| Earned Receivable Sent to Collection | A balance sheet account that replaces the billed earned receivables account, when a receivable is sent to a collection agency because of nonpayment. Must be an asset account and cannot be a memo account. |
| Vendor Refund Receivable Sent to Collection | The balance sheet account used to record previous receivables for vendor refunds that are now sent to a collection agency. The balance sheet account must be of an asset type, not cash, and not a memo account. |
| Reserved Overpayments | The balance sheet account used in the recording of monies received into a customer account that were in excess of what was owed, and the use of that overpayment should be restricted. Must be a valid Liability type account and not a memo account. |
| Unreserved Overpayments | Balance sheet account used to accumulate unreserved overpayments into a customer account that were in excess of what was owed; and the use of that overpayment should not be restricted. Must be a valid Liability type account and cannot be a memo account. |

Revenue Source

In addition to setting up the revenue sources used with Accounts Receivable, the Revenue Source (RSRC) page is another location to override what has been setup for System Options (SOPT) and Billing Profile (BPRO). What each of these fields can do is covered in other sections.

Department

There are a small number of options set at the individual department level, whether using the centralized or decentralized model of Accounts Receivable.

| Option/Control | Description |
|-------------------|---|
| AR Unit Inference | <p>This required field is the counterpart to the AR Department Inference indication on the System Options (SOPT) reference page, where a rule is established as to how the AR Department is inferred or has to be manually entered on transactions recording accounts receivable activity. The AR Unit Inference controls how the AR Unit is inferred on transactions recording accounts receivable activity for a department. Valid choices are:</p> <ul style="list-style-type: none"> • <i>Set to ALL</i> means that there are no specific AR rules by Unit and AR Unit will default to <i>ALL</i>. • <i>No Inference</i> means the user will have to manually enter a value for AR Unit. • <i>Infer from Transaction ID</i> will trigger the system to set the AR Unit to the Transaction Unit value. • <i>Infer from User ID</i> will trigger the system to set the AR Unit to the user's security unit. |
| Logo File | <p>When using Accounts Receivable in a decentralized fashion where AR Department is an actual department and not the centralized wildcard of <i>ALL</i>, this optional field provides the capability for a department to use a separate logo at the top of A/R correspondence instead of the central logo that would normally be brought in through the forms tool. If this feature is desired, then the field and the Attachment action need to be made available with Configure Page (DESIGNER).</p> |

Billing and Collections

Billing and collections setup comprise several pages that are interrelated. The majority of setting up billing and collections is done when the system is implemented, but the information on these pages can also be changed as you move forward using the system.

Billing Profile

Billing Profile (BPRO) establishes the information necessary for billing and collections into what can be seen as types of customers. Information such as billing types, billing instructions, collection parameters, and account receivable options and special accounts options is entered on this page.

Billing Profile contains the primary information used during the billing cycle. A billing profile can apply to a customer group or to a single customer. Setup includes information such as the remittance address, the billing frequency, central statement capability, and an option that defines whether the customer should receive an invoice, a statement, both, or none. A statement billing profile can also be set up to serve as a Central Statement Billing Profile that defines statement and past due statement billing properties that can apply to multiple customer accounts under a customer. Payment Plan options can also be set up. The Central Remit flag can be selected on a Billing Profile record to print a Coupon ID when Invoices, Statements, Payment Plans Notices, and so forth, are generated for transactions from external systems that are part of a lockbox process. The Central Statement flag can be checked to indicate that the billing profile record can be used for central statements.

The Central Statement flag indicates that the billing profile record can be used for central statements. When this flag is selected, these billing profiles can be used to specify Statement billing options used to generate a consolidated statement or past due statement when there are transaction activities from multiple customer accounts for a customer.

Financial Charges (interest and late fees) are applicable on receivables as soon as the due date has passed; beginning on the day after the Receivable is due. The highest level of finance charge fee application is done at the System Options table on the Revenue section. If the Override flag is selected there, then the Billing Profile table is the next source for a fee based on the AR Dept, AR Unit, and Billing Profile on the Vendor Line of the Receivable.

To defer the calculation of financial charges on late receivables, a Grace Period can be applied. The Grace Period is the number of days by which the application of interest and fees on the receivables can be postponed. During this period, no late fees are charged.

Grace Period Days allows to control the number of grace period days at the Billing Profile level when Allow Override of Grace Period Days is selected on System Options.

The same four fields (Enable Electronic Billing, Enable Electronic Past Due Billing, Enable Electronic Collection Letters, and Enable Payment) that are defined on the Revenue section of System Options, exist on Billing Profile to allow these features as individual profile settings when choosing to send one or more emails, if system-wide is not desired. This is the second of three locations where this feature is enabled. When set to *True*, that enables setting the same indication on Customer Account.

Furthermore, optional fields for a Senders Email and Email Subject can be used to convey information to customers with each email. Available subjects are defined on the Billing Instructions page. If left blank, there are input parameters in each job that must be completed to supply this information.

The CSS Billing Profile Name, CSS Enabled, CSS Contact User ID, and CSS Contact Email fields are associated with Customer Self Service. Refer to the "[Customer Self Service](#)" topic for more information on these fields.

Department Billing Profile

The Department Billing Profile (DBPRO) page is an optional and alternate view into the Billing Profile page whereby certain options can be protected from change by those with access to this page but not to the Billing Profile (BPRO) page.

Billing Instruction

Billing Instruction (BINST) establishes the instructions that can be printed on an invoice or statement. The Invoice Instruction field on the Billing Profile page and on various transactions includes a pick that transitions you to a page that allows you to select one or more valid Billing Instruction records.

Billing Rate

Billing Rate (BILLR) is an optional setup point when there is the desire to standardize billing for certain services or goods by defining a Billing Rate ID, Unit Price, and Unit of Measure. You can also define the start and stop dates for the billing rate to be in effect. As billing rates are optional, the Configurable Rule feature could be used to require a Billing Rate ID based on COA such as Revenue Source.

Coupon Return

The Coupon Return table is a system-maintained table used by the Cash Receipt Generation Process to generate Cash Receipt (CR) transactions for License Renewals, Lockbox and ePay payments when a Coupon ID is present on the External Cash Receipt Data Storage table. During the Cash Receipt Generation batch process, if the Coupon ID is populated on the External Cash Receipt Data Storage table, the program will locate the corresponding record on the Coupon Return table and build a Cash Receipt transaction. When creating the Cash Receipt, the AR Dept and AR Unit from the Coupon Return table are used as the Transaction Department and Transaction Unit on the generated CR transactions.

External Cash Receipt

External Cash Receipt (ECRT) allows the association of an External Cash Receipt Code with Chart of Accounts elements by Department and Unit combinations. The data is used by the Cash Receipt Generation Process to generate Cash Receipt (CR) transactions for License Renewals, Lockbox and ePay payments when a Coupon ID is present on the External Cash Receipt Data Storage table. During the Cash Receipt Generation process, if the if the Coupon ID is not populated on the External Cash Receipt Data Storage table, the program will look up the associated record on the External Cash Receipt table based on the Department, Unit and External Cash Receipt Code on the External Cash Receipt Data Storage record and build a Cash Receipt transaction. When creating the Cash Receipt, the Department and Unit from the External Cash Receipt record are used as the Transaction Department and Transaction Unit on the generated CR transactions.

Merchant

Merchant (MERCH) page allows a user to establish merchant numbers associated with a specific department that are used frequently. The header of the Cash Receipt allows users to associate a transaction with a merchant.

Statement Line Type

Statement Line Type (STMCH) page allows users to identify the level at which charges will be reported on the statement. Each Statement Line Type is assigned a Statement Line Group, which represents a section of the customer statement. Therefore, when statements are printed, items concerning the customer account (for example, principal, charges, fees, and credit balance), will appear in the correct section.

Statement Line Type Definition

Statement Line Type Definition (STM CX) page allows the mapping of combinations of Department, Unit, Event Type and Posting Pair to a Statement Line Type. This allows detailed line types to be summarized for statement reporting.

Collection Agency Agreement

Collection Agency Agreement (COLLA) page establishes the various agreements with external collection agencies. It also allows tracking of collection agency information and performance.

Collection Cycle

Collection Cycle (COLLC) defines collection parameters used in the collection process such as the number of days past the invoice or statement due date that customers are notified of overdue bills. You can also stipulate whether a dunning message or collection letter is sent, depending upon the number of days past due.

Collection Letter

Collection Letter (COLLR) defines contents to be generated for Collection Letters, which are used to inform customers of impending collection proceedings when a receivable is significantly past due.

Dunning Message

The Dunning Message page allows you to add, maintain, and delete Dunning Messages used throughout the system. A Dunning Message serves as a reminder to customers that the receivable is past due.

Generate Collection Letter

The Generate Collection Letter page allows you to generate custom collection letters for statement customers. These letters can be generated online or during the nightly process. When you access this page, the information from the last generated collection letter is displayed. By selecting the desired collection letter code from the Requested Collection Letter field and selecting Save, the selected collection letter code and customer account are written to the collection letter pending file.

This page is accessed by clicking the Collection Letter link from the row-level actions/links on the [Statement](#) page.

Related Topic(s):

- [Collection Letter](#)

Payment Plan

Payment Plan (PSCHD) page allows users to view and establish payment plan information for a receivable. Users establish a payment plan to provide more flexible payment plans for customers to pay for their receivables. Users allow customers to pay for receivables in smaller amounts at several due dates instead of a lump sum by one due date.

Users can only establish a payment plan for receivables that are processed and open. A payment plan may not be established for closed or summary receivables. Once payment plan information for a receivable has been established, the system does not charge additional interest, late fees, and other finance charges to the receivable. These charges may be applied manually to a receivable, if desired.

Information on this page can be added, modified, and deleted. When a user cancels a Receivable transaction with a corresponding record on this page, the record on this page is deleted.

The schedule records associated to the Payment Plan, allows you to track the progress of payment plans. If the Create Schedule option is selected, the Status field is set to Pending, and no Schedule record exists, then Advantage will generate schedule records for the Payment Plan.

Transaction Control

The Receivable transaction used for billing has an option to show the funding COA on the accounting line with the Transaction Control (DCTRL) field of Funding Profile/Priority/Line Allowed.

Refer to the “Transaction Code (Transaction Control)” topic in the *CGI Advantage - Financial Administration User Guide* for more information about the Transaction Control page.

Generate Dunning Notice/Collection Letter

This page allows you to generate custom dunning notices or collection letters for invoice customers. These letters can be generated online or during the nightly process. Customized dunning notices or collection letters can be requested for overnight print by clicking the Dunning Notice/Collection Letter push button on the Invoice tab of the Billing and Collection Correspondence page. This page appears with the information from the last generated dunning notice or collection letter code, the next scheduled dunning notice or collection letter code and the next scheduled collection action date displayed. By selecting the desired dunning notice or collection letter code from the list of available codes and clicking the Request Notice push button, the selected code and the current date are updated in the next dunning notice or collection letter code and the next collection action date fields on the Invoice Print and Inquiry page. The dunning notice or collection letter can then be printed on demand by clicking the print button. A link to the dunning notice and collection letter text pages allows you to create a new dunning notice or collection letter text in the appropriate table and then select the new text from the Generate Dunning Notice/Collection Letter page.

Related Topic(s):

- [Invoice](#)
- [Dunning Message](#)

Customer Information

The pages included in this section are the primary ones for establishing a customer account, but do not include all pages necessary to supply information in that process as the Billing and Collections section contains reference data necessary to define a customer account.

Vendor / Customer

Vendor / Customer (VCUST) is a grouping of pages that define vendors and customers in one location either directly on the page or by the Vendor Customer Creation (VCC) or Vendor Customer Modification (VCM) transactions. Just defining the entity here is just the first step in the definition of a customer. The Vendor Customer Code defined must then be associated with a Billing Profile Code to create a Customer Account on the Customer Account Options (CACT) page.

The two-level hierarchy often used by vendors is also available for customers. There are various impacts of this functionality from an Accounts Receivable standpoint; for example, it allows you to link the billing of multiple, related customer accounts under a single "headquarter" customer, and send billings to the headquarters and not the individual accounts.

It also provides the ability to customers to establish third parties to whom bills can be sent for a particular customer. This functionality allows you to bill a third-party customer for particular obligations, but also to track those obligations against the original customer.

The CSS Status, CSS User ID, CSS User ID Updated, CSS Type, CSS Email Address, Primary CSS Account, CSS Account Comment, and CSS Status Last Action Date fields under the Accounts Receivable section on Vendor/Customer (VCUST), Vendor Customer Creation (VCC), and Vendor Customer Modification (VCM) are associated with Customer Self Service. Refer to the "[Customer Self Service](#)" topic for more information on these fields.

A Customer Self Service User ID is created using the Create User Record link under the Related Actions on Vendor Customer when the CSS Status is set to *Requested*. The Customer User Maintenance (CDOC) transaction is automatically generated to create a new Advantage User with the CSS User ID entered and the User Transaction Template set up for the respective CSS Type. Once the User ID is created, the customer receives two emails: one with the User ID and temporary password and a welcome email (as per the configuration for the selected CSS Type). The Primary CSS account is updated and the CSS Status is updated to *Registration Sent*. Once the welcome email is sent, the CSS Status is changed to *Registered*.

Customer Account Options

The Customer Account Options (CACT) page is used to define a valid combination of a Vendor Customer record and Billing Profile into a Customer Account. The same Vendor Customer record can be associated with as many different Billing Profiles as necessary to ensure proper billing based on 'how' or 'what group' the Vendor Customer is doing business.

The CSS Status, CSS User ID, and CSS Enabled fields are on this options page. Refer to the "[Customer Self Service](#)" topic for more information on these fields.

The primary fields are as follows with several common ones omitted. A field listed that is not visible has been hidden through the Configure Page feature.

| Field Name | Field Description |
|------------------|--|
| Billing Location | <p>A required indication of the location(s) where invoices and statements will be sent. The choices for billing location are dependent on the Billing Type:</p> <ul style="list-style-type: none"> No Billing Required: <i>Not Applicable</i> |

| Field Name | Field Description |
|-------------------|---|
| | <ul style="list-style-type: none"> • Invoice, Statement, or Both: <i>Customer Only, Third Party Only, Third Party with Customer Copy, Parent Address Only, or Parent Address with Customer Copy.</i> • Cost Accounting Billing: All values are allowed depending on how the cost accounting customer is billed: manually (<i>Not Applicable</i>), FHWA through FMIS (<i>Not Applicable</i>), or automatic (one of the other five). <p>Note: A parent address is the default address for the Headquarters record setup for the Vendor Customer of a customer account.</p> |
| Billing Type | <p>A required indication to control whether billing is done and in what form(s):</p> <ul style="list-style-type: none"> • <i>Not Applicable</i> – No invoices or statements are to be generated as billing will be done manually or through a different system. • <i>Invoice</i> – Each receivable will be sent as a separate invoice. • <i>Statement</i> – All customer account activity will be summarized into a single statement. • <i>Both</i> – The customer account will receive separate invoices per receivable as well as a consolidated statement. • <i>Cost Accounting Billing</i> – A billing type much like Not Applicable but is tied to edits requiring this billing type when establishing a funding line. |
| Central Statement | <p>To prevent customers from receiving multiple statements when a customer is used on multiple Customer Account records, there is an option of generating consolidated statements and consolidated past due statements that includes all transactions for the accounts for a customer. Please see “Consolidated Statements for Customers” for more information. When setting up a Vendor Customer record, a Central Statement Billing Profile, Central Statement Billing Location, and Central Statement Address ID are recorded to get central statements. When these fields are completed, this Customer Account Central Statement indication is set by the system for later system processing.</p> <p>Note that if you enable central statement for a customer who had past statement activities, those past activities as well as any modification, cancellation, or referencing activities yet to occur, will continue to appear on the same statements as before (not consolidated).</p> <p>When a customer uses central statement, you can suppress statement and past due statement using the Suppress Central Statement and Suppress Central Past Due Statement fields on Vendor/Customer (VCUST) instead of Customer Account.</p> |

| Field Name | Field Description |
|------------------------|--|
| Final Statement | <p>This indication is used by the application when billing type is switched from <i>Both</i> or <i>Statement</i> to <i>Invoice</i> in order to control system processing of a final statement sent to the customer account.</p> |
| Minimum Billing Amount | <p>A minimum amount that must be achieved for a customer account used in Cost Accounting before considering activity for reimbursement billing. The Negative Draw Prevention process reads this amount only when the Prevention Control is set to <i>Department, Program and Customer Account</i> on Negative Draw Prevention (NEGPREV). Even then the process only considers this amount when the Final Bill is not <i>true</i> for the program on Program Setup (PROG).</p> <p>A value of \$0.00 which means there is no minimum.</p> |
| Collection Cycle | <p>A collection cycle defines parameters used in the collection process such as the number of days past the invoice or statement due date for notification of overdue bills, whether a dunning messages or collection letters are sent, and the number of days past due for each.</p> <p>This required billing parameter defaults to any established for the Billing Profile or else from the current fiscal year on the Revenue section of the System Options (SOPT). If a customer account needs a different cycle, it can be selected. Ultimately, one could be specified at the individual receivable.</p> |
| Electronic File Type | <p>A unique code that is associated with a specific type of electronic file, used to execute electronic funds transfers (EFTs). Valid values include <i>N/A</i> and <i>FHWA</i>.</p> |
| File Prefix | <p>A conditionally required field when the Electronic File Type is <i>FHWA</i> for the prefix required by the FHWA File Generation process.</p> |
| Bankruptcy | <p>Bankruptcy is an indication the customer account has been placed on an automatic stay during bankruptcy proceedings and creditors are barred from taking further billing and collection actions with the debtor. This indication can be selected for a Customer on Vendor/Customer (VCUST) or through the Vendor Customer Modification (VCM) transaction. It can also be set at the individual Customer Account record or on individual receivables. When set on VCUST, the setting is pushed to all corresponding Customer Account Option records.</p> <p>If set on Customer Account Options and that customer account is setup to receive centralized statements, the system will suppress central statements and central past due statements by marking the Suppress Central Statement and Suppress Central Past Due Statement fields <i>true</i> on the Vendor Customer record.</p> |

| Field Name | Field Description |
|------------------------------|--|
| | Whether manually set at the Customer Account or pushed down from Vendor Customer, the Suppress Auto Finance Charge, Suppress Billing and Suppress Past Due Billing are all marked <i>true</i> . If later changed to <i>false</i> in either location, all three indications must also be changed to <i>false</i> , if applicable at that time. If the Vendor Customer record is setup to receive centralized statements, you will need to manually remove the suppression, if needed, by updating the Suppress Central Statement and the Suppress Central Past Due Statement fields to <i>false</i> . |
| Suppress Billing | An indication to suppress regular billing that is set manually or set automatically when Bankruptcy is <i>true</i> . When <i>true</i> , the Suppress Auto Finance Charge, Suppress Billing and Suppress Past Due Billing fields are set to <i>true</i> as well. Any of the invoice or statement creation system process will skip this customer account while marked <i>true</i> . |
| Suppress Past Due Billing | An indication that a customer account should not be processed by the Past Due Invoice process to create dunning notices or collection letters. |
| Suppress Auto Finance Charge | An indication that a customer account should not have the finance charges applied to outstanding receivables that are established for the Billing Profile. There is also a corresponding indication on Vendor Customer for those customer accounts that use the central statement functionality. |
| Dispute | An indication that the customer account is in dispute for one or more receivables. When set to <i>true</i> , any new receivables entered against the customer account will get a message to this fact. The severity of that message and the appropriate action is defined locally. |
| Dispute Reason | A required reason when the Dispute indication is <i>true</i> . This field is for informational purposes only. |
| Bill Parent | An indication set by the system based on the Billing Locations of <i>Parent Address with Customer Copy</i> and <i>Parent Address Only</i> to control system processing so that bills are sent to the billing address of the Headquarter account for the customer. |
| Customer Relations Activity | An indication set by the system to indicate a customer account has had a record manually added to the Accounts Receivable Correspondence History (RCHT) page. The indication can be used for reporting purposes. |
| External Account | As a customer account within Advantage may also correspond to a customer account in a third-party application where the customer is more familiar with their account number from the separate system than from Advantage, that other account number can be recorded in this field. If the External Account is populated, it will automatically be added to the output XML of Generate |

| Field Name | Field Description |
|--------------------------------------|--|
| | Invoice, Generate Statement, Past Due Invoice, Past Due Statement, and Payment Plan for placement into those forms. |
| Enable Electronic Billing | <p>When enabled, the Invoice and Statement PDFs created by the Generate Invoice and Generate Statement processes are emailed to the customer using the Email Address field.</p> <p>This is the final of three locations where this feature is enabled.</p> |
| Enable Past Due Electronic Billing | <p>When enabled, the Past Due Notice PDFs created by the Past Due Invoice process are emailed to the customer using the Email Address field.</p> <p>This is the final of three locations where this feature is enabled.</p> |
| Enable Electronic Collection Letters | <p>When enabled, the Collection Letter PDFs created by the Past Due Invoice and Past Due Statement processes are emailed to the customer using the Email Address field.</p> <p>This is the final of three locations where this feature is enabled.</p> |
| Enable Payment Plan | <p>When enabled, the Agreement, Reminder, Cancellation, and Completion of Payment Plan PDFs created by the Generate Payment Plan process are emailed to the customer using the Email Address field.</p> <p>This is the final of three locations where this feature is enabled.</p> |
| Email Address | The email address used by any of the AR processes that are enabled to send PDF emails. The email address is inferred from the Contact Information associated with the selected Address ID for the customer account when the customer account Correspondence Type is <i>Email</i> . If no email address is available, the PDF must be delivered to the customer by another means. |
| Transmission Mode | Indicates the format of customer correspondences sent through email to customers. The only valid choice currently is PDF. |
| Parent Address ID | A conditionally required indication of a parent customer address for sending a second copy of customer correspondence emails. |
| Parent Email Address | The email address of the parent customer used by any of the AR processes that are enabled to send PDF emails. The email address is inferred from the Contact Information associated with the selected Address ID for the customer account when the Correspondence Type for the address contact is <i>Email</i> . |

| Field Name | Field Description |
|----------------------------|--|
| Third Party Options 1 – 10 | This group of fields is used to associate 1 to 10 third party customers to a customer to send additional bills. |
| Third Party Email 1 – 10 | Indicates the Email Address of the Third-Party Customer to whom an email is sent. The email address is inferred from the Contact Information with a Correspondence Type of Email associated with the Address ID. |
| CSS Status | This is the inferred status from the parent Vendor Customer record. |
| CSS Enabled | The inferred indication from the parent Billing Profile record as to whether or not information for the customer account appears for a customer when logged in. |
| CSS User ID | The inferred user ID from the parent Vendor Customer record. |

Finance Charges

The Finance Charge area has the following setup pages:

| Page | Description |
|--|---|
| Finance Charge | This page defines the characteristics of fees used in the finance charge process. Accounts Receivable Department and Unit are included to allow Finance Charges to be defined departmentally by specific departments and units. If Finance Charges are to be defined centrally, then a value of ALL should be used in both the Department and the Unit field. |
| Finance Charge Cycle | This page is optional and used to define finance charged into a structure of staged intervals by Department and Unit. This supports the use of multiple finance charges (1 to as many as are needed) to be applied to receivables by the Finance Charge Chain. |
| Adjustment Reason | Used to specify an adjustment reason for the Finance Charge that can be used on modified receivables automatically generated by the finance charge process. |
| Finance Charge Eligibility | Used to set up finance charge eligibility for Accounts Receivable event types. The system automatically applies finance charges to the event types specified. Changes to this table take effect immediately, but do not apply retroactively to past finance charges. |

| | |
|------------------------|---|
| <p>System Options</p> | <p>Options and controls are required to be set at the System Options table level. If override is permitted, some of these options and controls can be overridden on the Billing Profile table. In addition, if the Billing Profile table allows for override, controls and options related to finance charges can be overridden on the Revenue Source table. Refer to the "Accounts Receivable Options Setup on System Options" topic for more information about the fields on System Options that apply to Finance Charge setup.</p> |
| <p>Billing Profile</p> | <p>Used to set up options and controls used in finance charge processing – many of the same controls as found on System Options, but, if override is set of System Options, settings on Billing Profile are applied at the customer account level.</p> <p>Note: Finance charges are applied right from the first day once the grace period is over. For purposes of calculating finance charges, the first day after the grace period has expired will be 'Day 1' for the calculation of charges. Charges will not be applied retroactively to the first day the Receivable was late.</p> |
| <p>Revenue Source</p> | <p>Used to set up to five codes to be used for finance charges and to specify interest type. The override flag on applicable fields in the Billing Profile table determine whether the setup values on the Revenue Source table can be used. Refer to the "Revenue Source" topic in the <i>Chart of Accounts User Guide</i> for more information.</p> |

Finance Charge

Finance Charge (FNCHG) is used to define the characteristics of fees used in the finance charge process. Accounts Receivable Department and Unit are included to allow Finance Charges to be defined departmentally by specific departments and units. If Finance Charges are to be defined centrally, then a value of ALL should be used in both the Department and the Unit field.

You can set the following characteristics on a Finance Charge:

- Finance fee charge type – flat fee or interest
- Flat fee amount - one-time or recurring
- Interest percentage - simple or compound (simple interest is accrued on the outstanding principal only (Line Type of principal) and compound interest is accrued on the outstanding principal and account distributions with a posting type (Interest, Late Fee, Administrative Fee, NSF Fee, or Other Fee) that has been setup for compound interest on the System Options page.)
- Administrative fee
- Frequency for automatically applying flat fee or interest charges
- Rate Type - These fields provide an option to apply interest charges in one of two manners by the Finance Charge process:

- *Variable Percentage* - The calculation uses a number of days in the calculation. This is the default and only works with just Finance Charges.
- *Fixed Percentage* - The calculation is Principal * Interest. This choice only works when using Finance Charge Cycles.

Rate Type is not initially visible and must be made so with Configure Page before testing Finance Charge Cycles.

- Posting type of finance charge - for example, interest, late fee, administrative fee
- Chart of accounts information – specifies chart of accounts fields to which a finance charge is distributed

Once the finance charge settings are defined, you can specify them to be used system wide on System Wide Options and Control or for particular Accounts Receivable Departments and Units on the Billing Profile table.

Finance Charge Cycle

This page is optional and used to define finance charged into a structure of staged intervals by Department and Unit. This supports the use of multiple finance charges (1 to as many as are needed) to be applied to receivables by the Finance Charge Chain.

Adjustment Reason

This page allows users to define specific reasons why an accounts receivable transaction was modified, that is, Apply Credit Balance or NSF Check.

Finance Charge Eligibility

This page allows you to define whether Advantage Financial is to assess finance charges for a particular event type. An event type is a classification the system assigns to particular transactions to determine screen updates and data entry rules. Changes to Finance Charge Eligibility records take effect immediately and do not apply retroactively to past finance charges.

Cash Receipts

Setup of the Cash Receipts transactions to record receipts, collections, and deposits is comprised of a few special pages in addition to the common ones that control transaction processing.

Transaction Control

A few fields on Transaction Control (DCTRL) specifically apply to the Cash Receipt:

- **Funding Profile/Priority/Line Allowed** - Indicates whether the Funding Profile, Funding Priority, and Funding Line fields are visible on RE/CR transaction codes that use the fRE/fCR HTML. The Cost Accounting Receivable (CARE) and Cost Accounting Cash Receipt (CACR) transaction codes are delivered with this flag checked. All other transaction codes are delivered with this flag cleared (not checked). By selecting this flag for RE/CR transaction codes that use the fRE/fCR

HTML you can capture the funding source information for receivables or cash receipts, respectively.

- **Infer Deposit Ticket Number** - Indicates whether the Deposit Ticket field on the Cash Receipt (if blank on Validate/Submit) should be inferred from the Next Available Deposit Ticket Number field on the Bank table. This flag can only be selected if the Transaction Type is CR for the selected record. Note: This flag only applies if the Use Deposit Reconciliation flag is selected and the Print Deposit Ticket flag is not selected on the System Options table for the current Fiscal Year.
- **Infer Deposit Date** - Indicates whether the Deposit Date field on the Cash Receipt (if blank on Validate/Submit) should be inferred from the Application System Date parameter on the Application Parameters table. This flag can only be selected if the Transaction Type is CR for the selected record. Note: This flag only applies if the Use Deposit Reconciliation flag is selected and the Print Deposit Ticket flag is not selected, or if the Require Deposit Date Only flag is selected on the System Options table for the current Fiscal Year.

Refer to the “Transaction Code (Transaction Control)” topic in the *CGI Advantage - Financial Administration User Guide* for more information about the Transaction Control page.

Deposit and Bank Category

Deposit and Bank Category (DBCT) page defines deposit categories for reporting and workflow purposes. Setup is optional unless made required with a Configurable Rule.

Credit Card Type

Credit Card Type (CCTYP) establishes credit card types and associated information. For each credit card type, one record exists on this page which provides the credit card fee amount or credit card fee percentage. This percentage is used by a manual Journal Voucher transaction to record credit card fees in a lump sum by credit card type.

Advanced - Batch Processing

Batch Processing for Accounts Receivable include the following categories:

- [Batch Jobs](#)
- [Chain Jobs](#)

Batch Jobs Summary

The jobs are listed alphabetically in the below table. For detailed information on the jobs (such as when to run, input, output, and process parameters) refer to the associated run sheet in the *CGI Advantage - Accounts Receivable Run Sheets Guide*.

| Job Name | Description | Batch Catalog Section |
|---|---|-----------------------|
| Auto Deposit Reconciliation Detail | The Auto Deposit Reconciliation Detail batch job moves records from Deposit Reconciliation Detail to Confirmed Deposit Detail. This is a supplemental job for Deposit Reconciliation and can be utilized when POPULATE_DPS_TKT_NO _ALT on APPCTRL is set to TRUE. | Accounts Receivable |
| BAI to XML | The BAI to XML batch job processes the BAI file sent by the bank and creates an XML file that can be loaded into the Deposit Exception table using the Deposit Reconciliation load process. This is a supplemental job for Deposit Reconciliation. This batch job also updates a staging table that is later utilized by the Bank Deposit Balance batch job. | Accounts Receivable |
| CRT Purge | The CRT Purge job deletes the records from the Coupon Return table. | Accounts Receivable |
| Export INTR records to Intercept Externally | The process creates a debt file (XML), which is to be sent to external entities to be intercepted. This debt file (XML) will be created from the records maintained in the Intercept Request table. | Accounts Receivable |

| Job Name | Description | Batch Catalog Section |
|-------------------------------|--|-----------------------|
| Generate Invoice | The Invoice Generation process runs on a nightly basis as well as on-request and can generate an Invoice for original or modified receivables. You can also invoke the Invoice Generation process by requesting an original, modified or replacement copy of an Invoice via the Print action on the Invoice table. | Accounts Receivable |
| Generate Payment Plan | The Generate Payment Plan Process produces Agreement, Cancellation, Completion, and Reminder notifications on payment plans. | Accounts Receivable |
| Generate Statement | The Generate Statement batch process generates statement forms with detailed transactions of all the eligible customers and their corresponding billing profile codes. Applicable dunning messages are included on the statement forms based on the schedule defined on the Collection Cycle table. | Accounts Receivable |
| Manual Deposit Reconciliation | The Manual Deposit Reconciliation batch job moves records from Deposit Reconciliation (DPREC) to Confirmed Deposit (DPCNF) that have been manually matched to a record on Deposit Exception (DPEXC). This form of matching can only be accomplished through Deposit Reconciliation Management (DPRCM). | Accounts Receivable |
| Past Due Invoice | The Past Due Invoice process runs on a nightly basis, as well as on request, and generates a dunning notice or collection letter for each invoice that meets late criteria based on the schedule defined on the Collection Cycle table. | Accounts Receivable |
| Past Due Statement | The collection letter processing for statement customers is similar to that for invoice customers. The collection letters are generated based on the schedule defined on the Collection Cycle table. | Accounts Receivable |

| Job Name | Description | Batch Catalog Section |
|----------------------------|--|-----------------------|
| Print Deposit Ticket | The Print Deposit Ticket process reads the grouped cash receipts on the Print Deposit Ticket table and prints deposit tickets. | Accounts Receivable |
| Renewal Notice Generation | The Renewal Notice Generation Batch process generates the License Renewal Notification forms. | Accounts Receivable |
| Select for Collection | The Select for Collection process selects the Receivables transactions that are significantly past due as per the setting on the System Option table and need to be sent for collections. These transactions are identified on the Pending Collection Agency Referral table. | Accounts Receivable |
| Select for Write Off | The Select for Write Off process selects Receivable and Collection transactions which are significantly past due as of the process date and are eligible for write off. These transactions are identified on the Pending Write Off table. | Accounts Receivable |
| Collection Agency Referral | Receivables Referred to Collection on the Pending Collection Agency Referral page will be selected and the receivables details will be sent to the respective Collection Agency through a file or files. | Accounts Receivable |
| Collection Status Update | The Collection Status Update job updates the Pending Collection Agency Referral (COLLR) page to reflect the closing or the re-opening of a receivable. | Accounts Receivable |
| Collection Payment | The Collection Payment job creates a flat file to update collection agencies for any collections that have occurred in Advantage Financial and update the Pending Collection Agency Referral | Accounts Receivable |

| Job Name | Description | Batch Catalog Section |
|---|--|-----------------------|
| | (COLLR) page with information from cash receipts. | |
| Generate Invoice Multithread | The Generate Invoice Multithread job initiates multiple instances of Generate Invoice as per the values set in the Thread Count parameter. The job is more efficient when there is volume in terms of different billing profiles or data with a profile. Nothing besides the multithreading is different than Generate Invoice. | Accounts Receivable |
| Generate Statement Multithread | The Generate Statement Multithread job initiates multiple instances Generate Statement as per the values set in the Thread Count parameter. The job is more efficient when there is volume in terms of different billing profiles or data with a profile. Nothing besides the multithreading is different than Generate Statement. | Accounts Receivable |
| Generate Past Due Invoice Multithread | The Generate Past Due Invoice Multithread job initiates multiple instances of Generate Past Due Invoice as per the values set in the Thread Count parameter. The job is more efficient when there is volume in terms of different billing profiles or data with a profile. Nothing besides the multithreading is different than Generate Past Due Invoice. | Accounts Receivable |
| Generate Past Due Statement Multithread | The Generate Past Due Statement Multithread job initiates multiple instances Past Due Generate Statement as per the values set in the Thread Count parameter. The job is more efficient when there is there is volume in terms of different billing profiles or data with a profile. Nothing besides the multithreading is different than Generate Past Due Statement. | Accounts Receivable |

| Job Name | Description | Batch Catalog Section |
|-----------------------------|---|-----------------------|
| BPRO To CACT Updates | The BPRO To CACT Updates is a process that is automatically submitted when the change of Billing Type exceeds the number defined for the CACT_COUNT_FOR_OFNL_UPD parameter on Application Parameter (APPCTRL). | Utilities |
| Update Bank Deposit Balance | The Update Bank Deposit Balance process loads data in Bank Deposit Balance and compares the information from the bank with the information on Deposit Reconciliation (DPREC) and Deposit Exception (DPEXC) before populating the Bank Deposit Balance (BDB) page. | Accounts Receivable |

Chain Jobs Summary

The jobs are listed alphabetically in the below table. For detailed information on the jobs (such as when to run, input, output, and process parameters) refer to the associated run sheet in the *CGI Advantage - Accounts Receivable Run Sheets Guide*.

| Job Name | Description | Batch Catalog Section |
|---------------------------|--|-----------------------|
| Automatic Netting Process | The Automatic Netting process applies unreserved credit balance against outstanding Receivables or Collection transactions belonging to the same customer account. | Accounts Receivable |
| Cash Receipt Generation | The Cash Receipt (CR) Generation Chain is used to record the payments received from a customer through Lockbox and over the counter transactions. | Accounts Receivable |
| Deposit Reconciliation | The Deposit Reconciliation process compares the data from the bank file against the deposits recorded on the system to maintain consistency between | Accounts Receivable |

| Job Name | Description | Batch Catalog Section |
|---|---|-----------------------|
| | the bank's records and a client's deposit records. | |
| Finance Charge | The Finance Charge process assesses fees on delinquent receivables. | Accounts Receivable |
| Generate Write Off | Receivable or Collection transactions approved for write-off on the Pending Write Off table will have Write-off transactions generated and processed to complete the write-off. | Accounts Receivable |
| Generate Collection | Receivables approved for Collection on the Pending Collection Agency Referral table will have Collection transactions generated and processed to complete collection agency referral. | Accounts Receivable |
| Issue Payment For UCB (Unreserved Credit Balance) | The process issues payments to refund customers for cash receipt transactions tracked as unreserved credit balance in the system that remained unused after a user-defined waiting period. | Accounts Receivable |
| Payment Plan Maintenance | The Payment Plan Maintenance Chain tracks the dates, amounts, and payments on the Payment Plan table, and cancels payment plans with missed payments that exceed the number of missed payments allowed. | Accounts Receivable |

Advanced - Reports

Reports can be created from CGI Advantage Financial or they can be created from CGI infoAdvantage, if installed at your site. Refer to one of the following topics for more information.

- [CGI Advantage Financial Reports](#)
- [CGI infoAdvantage](#)
- [CGI Advantage Insight](#)

CGI Advantage Financial Reports

The Accounts Receivable area includes reports that are listed alphabetically in the below table. For detailed information on the reports, refer to the associated run sheet in the *CGI Advantage - Accounts Receivable Run Sheets Guide*.

| Report Name | Description | Batch Catalog Section |
|--|--|-----------------------|
| Aging of Overdue Receivables | This report lists overdue receivables by past due period. | Accounts Receivable |
| Aging of Overdue Receivables by Customer Account | This report summarizes overdue receivables by past due period and customer account (AR Department, AR Unit, Vendor Customer, and Billing Profile). | Accounts Receivable |
| Aging of Overdue Receivables by Department | This report summarizes overdue receivables by department. | Accounts Receivable |
| Collection Notice Register | This report lists the collection notices generated as a part of the past-due collection process. | Accounts Receivable |
| Collection Referral Selection Exception Report | This report summarizes overdue receivables by past due period and department. | Accounts Receivable |
| CR Generation Detail Report | This report lists the generated CR transactions by department, billing profile, and external cash receipt. | Accounts Receivable |

| Report Name | Description | Batch Catalog Section |
|---|--|-----------------------|
| CR Generation Summary Report | This report summarizes the generated CR transactions information by department, billing profile, and external cash receipt. | Accounts Receivable |
| Deposit Exception Report | This report lists the records in the bank file that have no matching bank account number or do not match the amount on the Deposit Reconciliation table. | Accounts Receivable |
| Detail Transaction Listing Report | The report includes a detailed listing of specified transactions as they appear in the Journals. | Accounts Receivable |
| Due RE Detail Report | This report lists past due receivables by customer. | Accounts Receivable |
| Dunning Notice Register | This report lists the dunning notices generated as a part of the past-due collection process. | Accounts Receivable |
| External Debt Failed Report | This report lists external debt that failed to be uploaded to the system. | Accounts Receivable |
| External Debt Report | This report lists external debt to be uploaded to the system. | Accounts Receivable |
| Finance Charge Exception Report | This report lists all receivables for which finance charges could not be calculated and the exception reason | Accounts Receivable |
| Finance Charge Report | This report lists all the finance charges generated by the Finance Charge process on a given date. | Accounts Receivable |
| Invoice Register | This report lists the invoices generated as a part of the regular billing process. | Accounts Receivable |
| Notice of Collection (Invoice Collection Process) | This report shows the invoice details for past-due invoices, the amount due, and the collection message. | Accounts Receivable |

| Report Name | Description | Batch Catalog Section |
|---|--|-----------------------|
| Notice of Collection (Statement Collection Process) | This report shows the statement details for past-due statements, the amount due, and the collection message. | Accounts Receivable |
| Notice of Intent Print Exception Report | This report lists the notices that could not be generated due to missing Notice of Intent Text. | Accounts Receivable |
| Revenue Source Summary Report | This report tracks all accounts receivable revenue transactions for a user-defined date range. It is organized into the following sections: Uncollected revenue, Written-off Revenue, and Collected Revenue. | Accounts Receivable |
| Statement Register | This report lists the statements generated as a part of the regular billing process. | Accounts Receivable |
| Write-off Selection Exception Report | This report indicates missing data or other errors in the Write-off Selection Exception process. | Accounts Receivable |

CGI infoAdvantage

For sites that have implemented infoAdvantage, please refer to the below for the universe and report information specific to this functional area.

- Universes - Please refer to the *CGI_infoAdvantage_4_Financial_Universes_Guide* for more information on the universe that exists for this functional area.
- Reports - The sample reports and templates can be found under the CGI Resource Library link: <https://sdc.cgi.com/aal/>

CGI Advantage Insight

For sites that have implemented Insight, please refer to the below for the semantic model information specific to this functional area.

- Semantic Model - Please refer to the *CGI_Advantage_Insight_4_Semantic_Model_Guide* for more information on the model that exists for this functional area.

Frequently Asked Questions

This topic contains a list of frequently asked questions and answers for the Accounts Receivable area.

- › How do I create a Receivable?

Please refer to the "[Create a Receivable](#)" task in the Common Business Tasks topic in this user guide for instructions.

- › How do I bill a vendor for refund?

Please refer to the "[Billing a Vendor for a Refund](#)" task in the Common Business Tasks topic in this user guide for instructions.

- › How do I enter a Cash Receipt?

Please refer to the "[Create a Cash Receipt](#)" task in the Common Business Tasks topic in this user guide for instructions.

- › How do I record a customer refund?

Please refer to the "[Create a Customer Refund](#)" task in the Common Business Tasks topic in this user guide for instructions.

- › How do I issue customer refunds for unreserved credit balances?

Please refer to the "[Issue Customer Refunds for Unreserved Credit Balances](#)" task in the Common Business Tasks topic in this user guide for instructions.