

Create Customer Call Action

Scope

This procedure covers creating customer call actions. Call Actions reflect what was learned or resolved from speaking with the customer directly and any recommended follow-up activity.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser

Distribution

N/A

Ownership

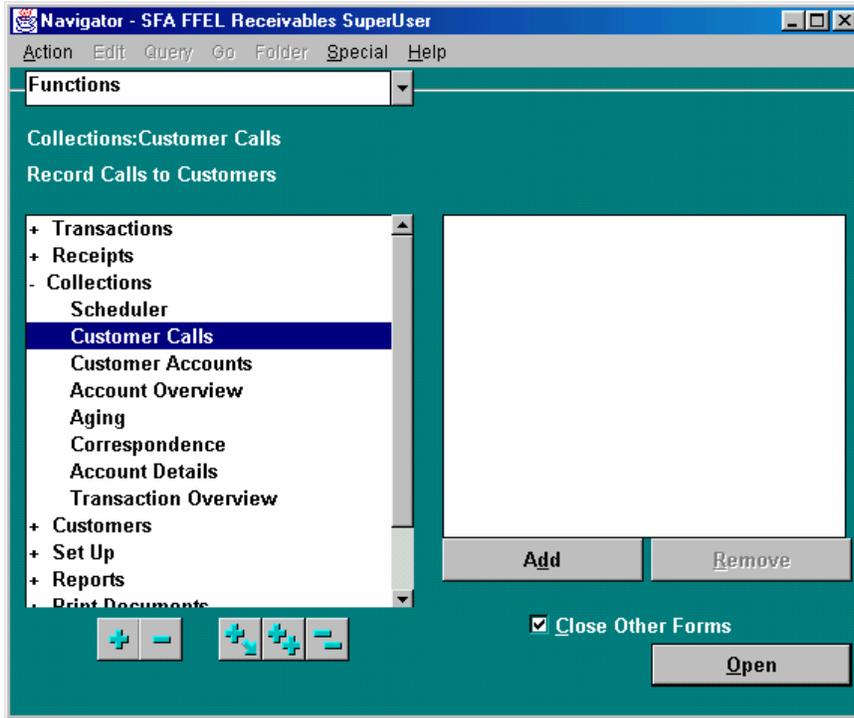
N/A

Activity Preface

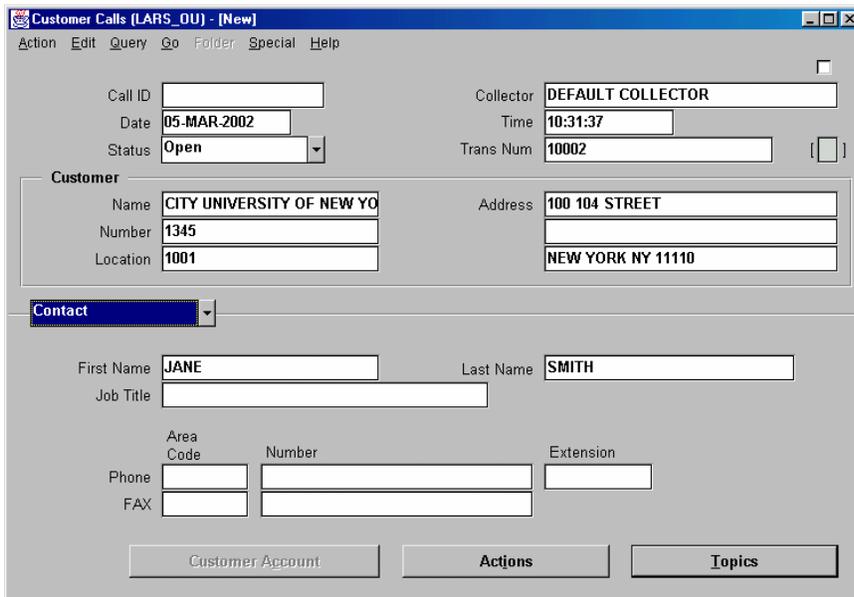
This activity is performed whenever a customer has been called about a past due transaction and additional future actions must be recorded or updates to the customer's account must be made.

Create New Customer Call Actions [PRO#####]

Create New Customer Call Action-FSA Lenders Receivables SuperUser



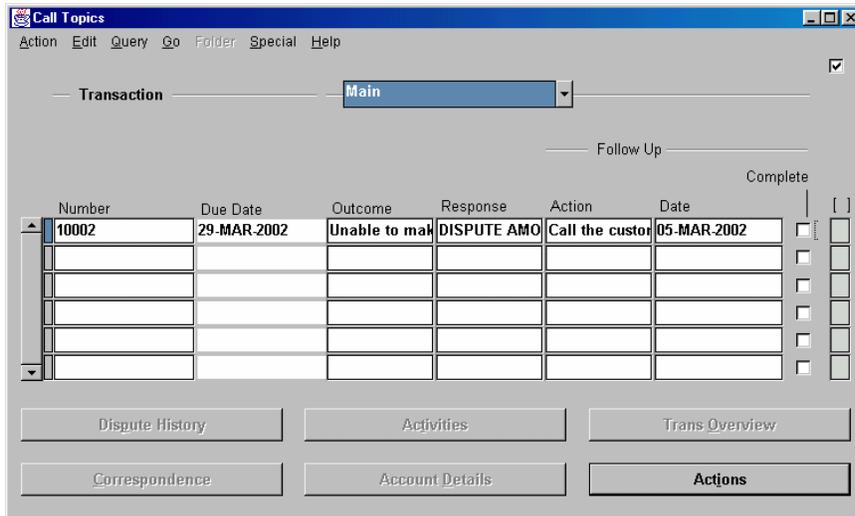
1. From the “Navigator” window, Double-Click **Collections, Customer Calls** and the “Customer Calls ” window appears.



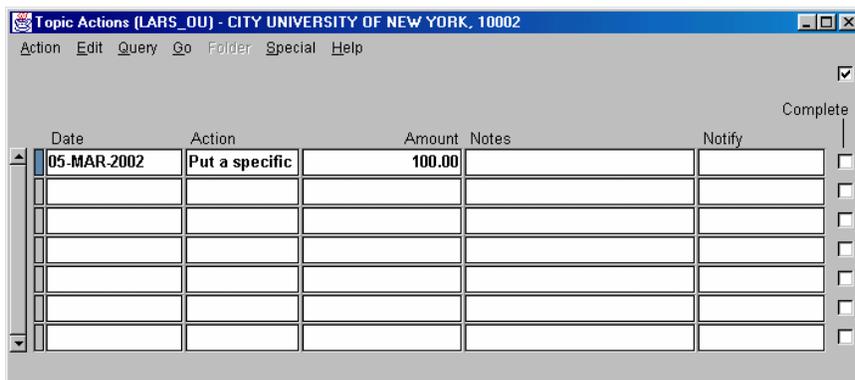
2. Use the List of Values or enter the Collector for this customer.

- Use the **List of Values** or enter the correct Transaction Number in the Transaction Number field. The Customer information is automatically populated into the form.
- In the “Contact” alternative region, use the **List of Values** or enter the Contact information in the corresponding fields.
- Select “Response” from the drop-down menu in the middle of the field. The “Response” region appears.

- Use the **List of Values** or enter the customer Response in the Response field.
 - Use the **List of Values** or enter the Outcome in the Outcome field.
- FYI:** You can also enter any additional Notes or Follow-up Action for this call.
- Click on the **Topics** button. The “Call Topics” window appears.



9. Use the **List of Values** or enter the Outcome in the Outcome field.
10. Use the **List of Values** or enter the Response in the Response field
11. Use the **List of Values** or enter the follow-up Action in the Actions field.
12. Enter a Follow-up Date in the Date field.
13. Click on the **Actions** button. The “Topic Actions” window appears.



14. Use the **List of Values** to choose the correct Action and enter the outstanding Amount. To place an item in dispute, for example, choose “Put a specific amount of the invoice in dispute” from the list and enter the Amount in dispute in the Amount field.

FYI: Other actions include marking an item for further action, excluding the item from dunning or alerting management of the issue.

15. Click the **Save** button (yellow diskette) on the Oracle Toolbar.
16. Close out all windows to return to “Navigator” window.

End of activity.

Generate Dunning Letters

Scope

This procedure covers generating dunning letters that are sent to inform the customer of any past due items.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser

Distribution

N/A

Ownership

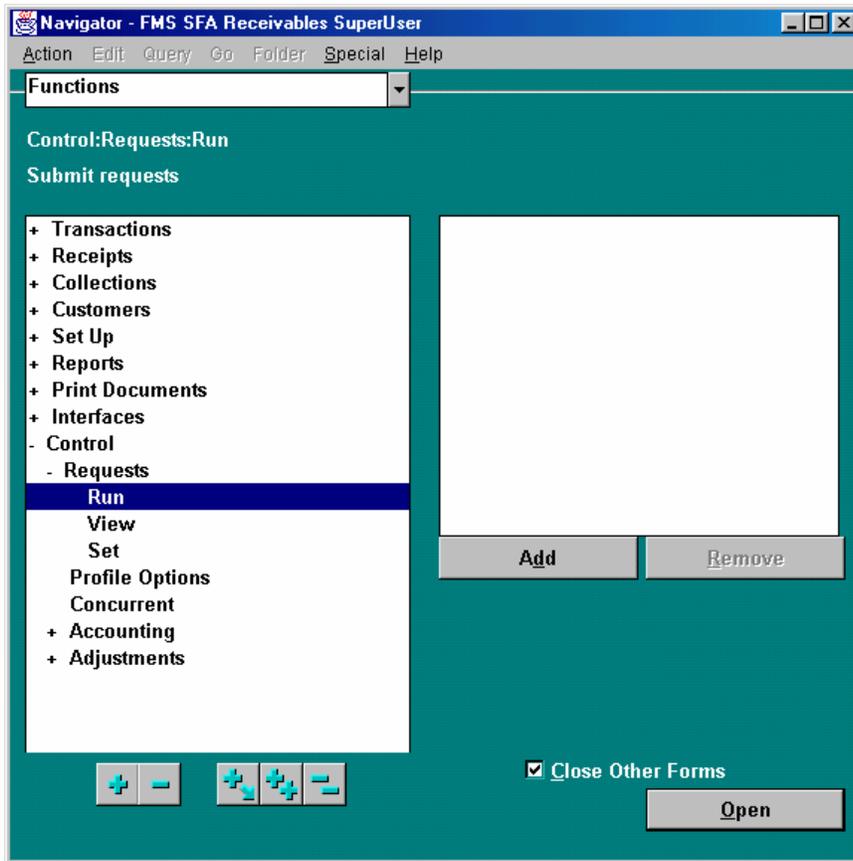
N/A

Activity Preface

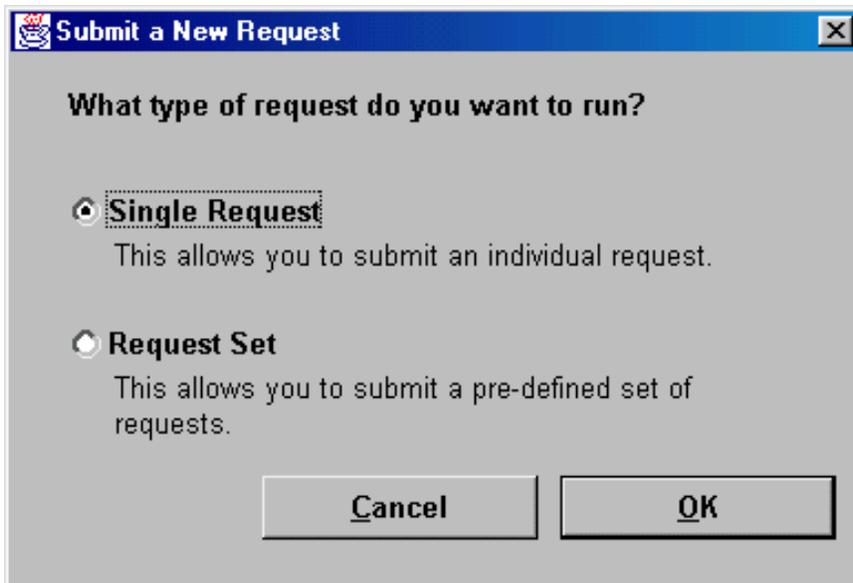
This activity is performed whenever the FSA Accounting Department determines that customer correspondence is necessary in the form of a dunning letter.

Generate Dunning Letters [PRO#####]

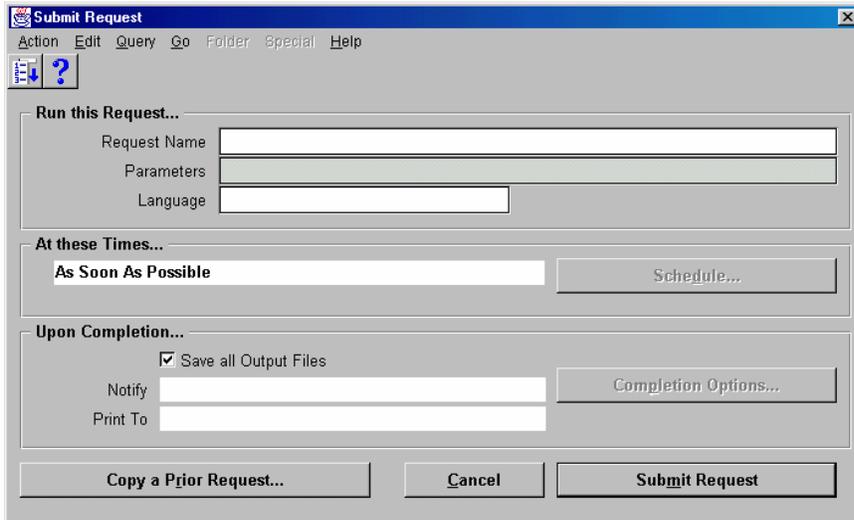
Generate Dunning Letters-FSA Lenders Receivables SuperUser



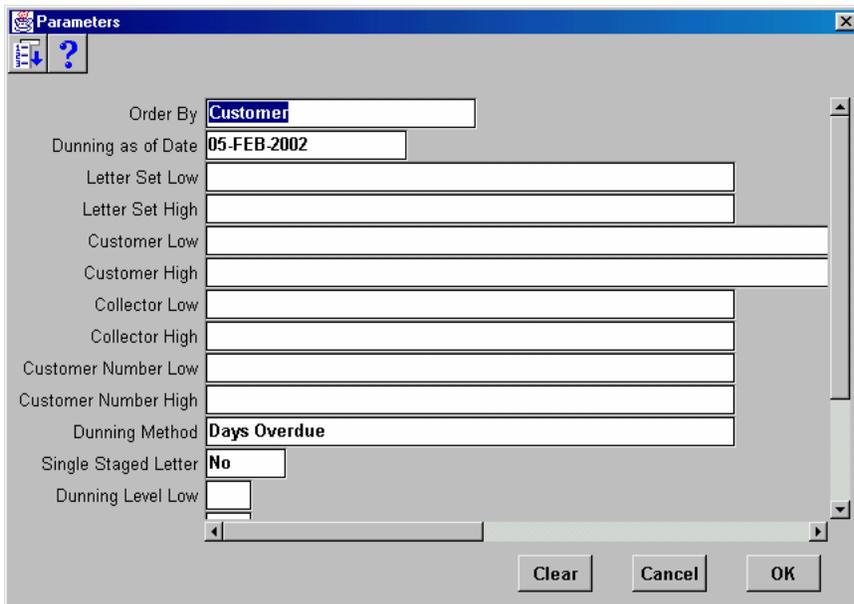
1. From the “Navigator” window, Double-Click **Control,Requests,Run**. The “Submit a New Request” window appears.



2. Select “Single Request” and Click on the **OK** button. The “Submit Request” window appears.



3. Use the **List of Values** button to select “Dunning Letter Generate” for the Request Name. The Parameters window appears.



4. Enter “Customer” in the Order By field.
5. Enter “No” in the Preliminary field.

FYI: This will generate Dunning Letters for all customers. Additional parameters can be set to generate letters for a particular customer or group of customers.

- Click on the **OK** button. The “Submit Request” window reappears with data entered into the fields.

Submit Request

Action Edit Query Go Folder Special Help

Find ?

Run this Request...

Request Name

Parameters

Language

At these Times...

Upon Completion...

Save all Output Files

Notify

Print To

- Click on the **Submit Request** button.

FYI: You can proceed to View My Requests to verify that the submission ran correctly and to review the Consolidated Billing Invoice. On the Menu Bar, select **Help** → **View My Requests**. Click on the **Find** Button to see all recent requests, including the Dunning Letter just produced. Click the **View Output** button to see an example of the Dunning Letter to be sent.

- Close out all windows to return to the “Navigator” window.

End of activity.

Manually Apply Receipts

Scope

This procedure covers applying single or multiple receipts to invoices, debit memos, deposits, guarantees, on-account credits and chargebacks.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser

Distribution

N/A

Ownership

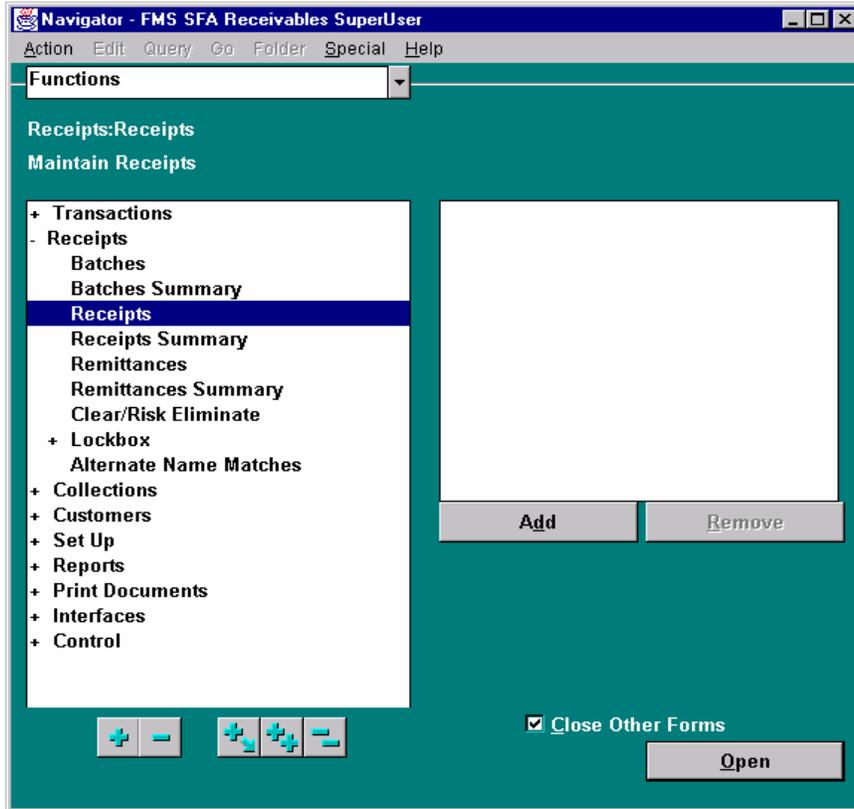
N/A

Activity Preface

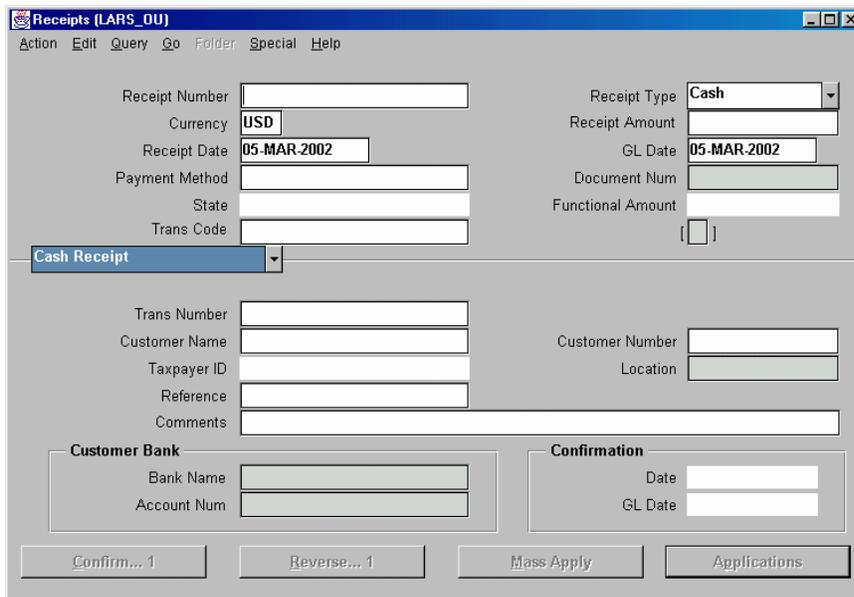
This activity is performed whenever the FSA Accounting Department receives receipt information via phone or email, for example, to apply an FMS receipt.

Manually Apply Receipts [PRO#####]

Manually Apply Receipts-FSA Lenders Receivables SuperUser



1. From the “Navigator” window, Double-Click **Receipts, Receipts** and the “Receipts” window appears.



2. Query the receipt you are applying. From the Menu Bar, select **Query → Find**. The “Find Receipts” window appears.

The screenshot shows the 'Find Receipts (SFA FMS)' application window. The menu bar includes 'Action', 'Edit', 'Query', 'Go', 'Folder', 'Special', and 'Help'. A 'Main' dropdown menu is visible. The 'Customer' section contains input fields for Name, Number, Location, and Taxpayer ID. Below this, there are fields for Receipt Numbers (containing '1010'), Document Numbers, Receipt Dates, GL Dates, Maturity Dates, Receipt Type (a dropdown menu), and Batch Name. At the bottom of the window are three buttons: 'Clear', 'New', and 'Find'.

3. Enter Selection criteria to find the receipt you want to apply (Customer Information or Receipt Number). Click on the **Find** button. The “Receipts” window reappears with the data for the selected receipt populated in the fields.

FYI: If the receipt you are applying has not yet been created, refer to the User Procedure “Creating a New Receipt.” Complete the steps listed and return to this process to apply the receipt.

Receipts (LARS_OU)

Action Edit Query Go Folder Special Help

Receipt Number **1010** Receipt Type **Cash**
 Currency **USD** Receipt Amount **100.00**
 Receipt Date **05-MAR-2002** GL Date **05-MAR-2002**
 Payment Method **MANUAL - CHECK** Document Num
 State **Cleared** Functional Amount **100.00**
 Trans Code []

Cash Receipt

Trans Number
 Customer Name **A University** Customer Number **11**
 Taxpayer ID Location **1003**
 Reference
 Comments

Customer Bank Bank Name
 Account Num

Confirmation Date
 GL Date

Confirm... 1 Reverse... 1 Mass Apply Applications

If you are applying this receipt to a single transaction, go to task #4. Otherwise, to apply this receipt to multiple transactions at once, go to task #7.

4. Click on the **Applications** button. The “Applications” window appears.

Applications (SFA FMS) - 1010

Action Edit Query Go Folder Special Help

Customer Name **A University** Receipt Amount **USD** **100.00**
 Customer Number **11** Unapplied **0.00**
 Location **1003** On Account **100.00**
 Exchange Gain/Loss **0.00**

Applications

Apply	Saved	Transaction Number	Installment	Amount Applied	Discount	Balance
<input checked="" type="checkbox"/>	<input type="checkbox"/>	On Account		100.00		
<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>					

5. Use the **List of Values** and select the transaction to which the receipt is being applied.

FYI: Receivables enters the Amount Applied for the receipt and updates the Unapplied Amount of the receipt and Balance Due for the transaction. If this does not happen automatically, click cursor inside the Amount Applied field.

6. Change the default Amount Applied if necessary.

Go to task #12.

7. Click on the **Mass Apply** button. The “Mass Apply” window appears.

Mass Apply (SFA FMS) - 1010

Action Edit Query Go Folder Special Help

Customer

Name Number

Location

Transaction

Types -

Numbers -

Due Dates -

Dates -

Balances -

Primary Sort Criteria

▾

Ascending Descending

Secondary Sort Criteria

▾

Ascending Descending

Include

Invoices Deposits Debit Memos

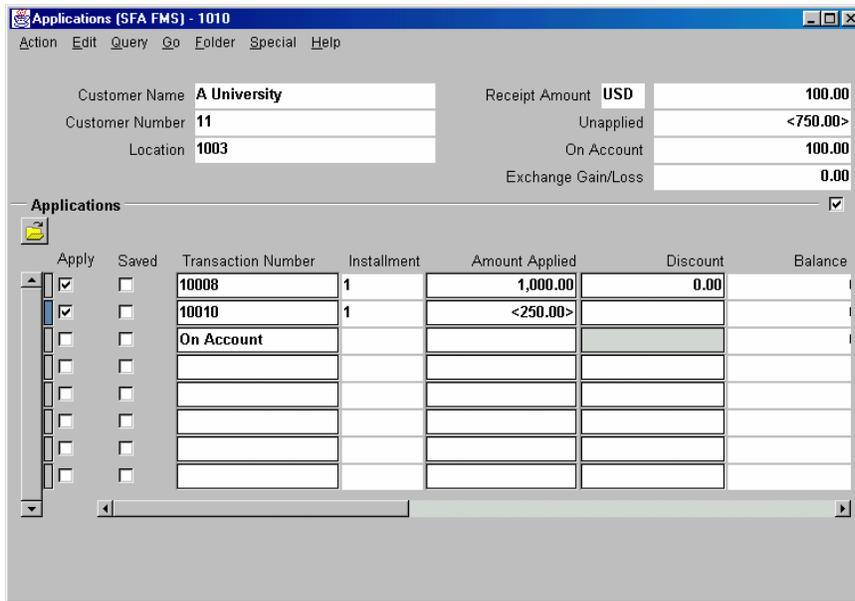
Chargebacks Credit Memos Disputed Transactions

Apply Date

8. Use the **List of Values** or enter the Customer Location in the Location field.

9. Choose to include all Transactions by not entering any search criteria.

10. Click on the **Preview** button. The “Applications” window appears.



11. Select the transactions to which you are applying this receipt by clicking the Apply check box.
12. Click the **Save** button (yellow diskette) on the Oracle Toolbar. Receivables now updates the Account balances.
13. Close out all windows to return to the “Navigator” window.

End of activity.

Manually Create Receipts

Scope

This procedure covers manually creating payment receipts for FMS customers.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser

Distribution

N/A

Ownership

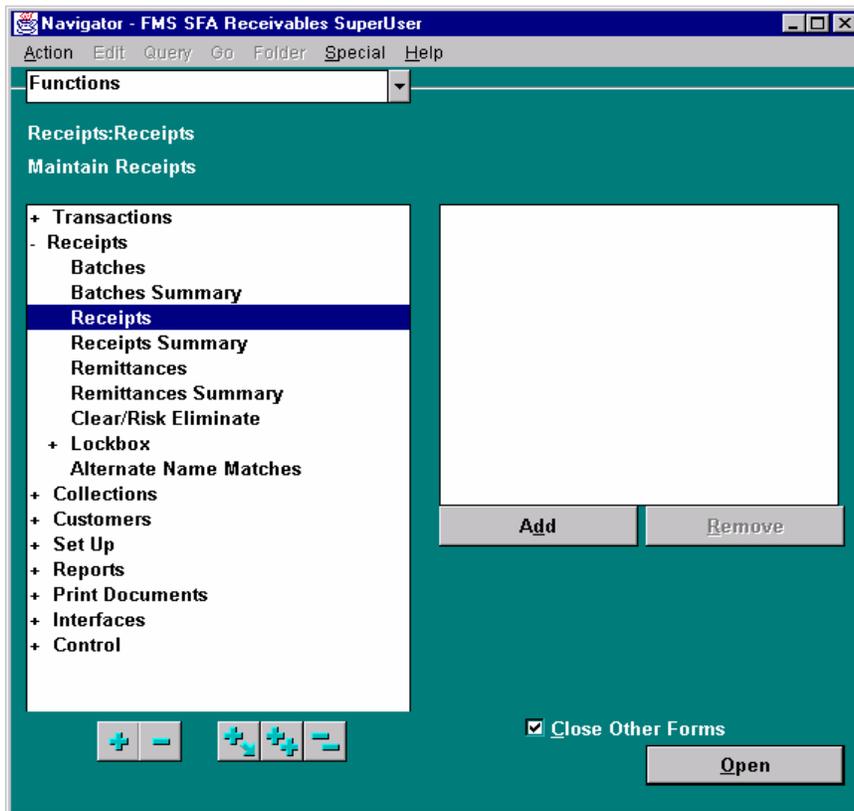
N/A

Activity Preface

This activity is performed whenever the FSA Accounting Department receives receipt information or a check, via phone or e-mail, for example, to create a new receipt.

Manually Create Receipts [PRO#####]

Manually Create Receipts-FSA Lenders Receivables SuperUser



1. From the “Navigator” window, Double-Click **Receipts, Batches** and the “Receipts Batches” window appears.

FYI: Receipts are entered as a batch to group related receipts that share many of the same attributes and decrease the time of data entry.

2. Select the Batch Type from the drop-down list.
3. Select Batch Source from the List of Values.
4. Enter a Batch Name by applying Batch naming standards.
5. Enter a Control Count in the Count field.
6. Enter a Control Amount in the Amount field.

FYI: Entering a Control Count and Control Amount allows you to see the difference between the expected and actual totals of receipts you process. This can alert you to any errors in data entry that may have occurred.

Click the **Receipts** button. The “Receipt Summary” window appears.

Click the **New** button. The “Receipts” window appears.

The screenshot shows a software window titled "Receipts (LARS_OU)" with a menu bar (Action, Edit, Query, Go, Folder, Special, Help). The form contains the following fields and values:

- Receipt Number: 1010
- Currency: USD
- Receipt Date: 05-MAR-2002
- Payment Method: MANUAL - CHECK
- State: Cleared
- Trans Code: []
- Receipt Type: Cash
- Receipt Amount: 100.00
- GL Date: 05-MAR-2002
- Document Num: []
- Functional Amount: 100.00

A dropdown menu is set to "Cash Receipt". Below this are sections for:

- Trans Number: []
- Customer Name: A University
- Customer Number: 11
- Taxpayer ID: []
- Location: []
- Reference: []
- Comments: []

There are two sub-sections:

- Customer Bank:** Bank Name [], Account Num []
- Confirmation:** Date [], GL Date []

At the bottom are buttons: Confirm... 1, Reverse... 1, Mass Apply, and Applications.

7. Enter the Receipt Number in the Receipt Number field by applying Receipt numbering standards.
8. Select “Cash” from the Receipt Type drop-down menu.
9. Enter the Receipt Amount in the Receipt Amount field.
10. Change the default GL Date if necessary.
11. Enter the Payment Method in the Payment Method field.
12. Select the Transaction Code from the List of Values.
13. Use the List of Values or enter Customer Name or Number into the corresponding field.
14. Click the **Save** button (yellow diskette) on the Oracle Toolbar.

15. Close out all windows to return to the “Navigator” window.

End of activity.

Manual New Customer Creation

Scope

This procedure covers creating a new customer in the FMS system. A new customer is one that does not have a header or site and therefore does not already “exist” in the system.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser ?

Distribution

N/A

Ownership

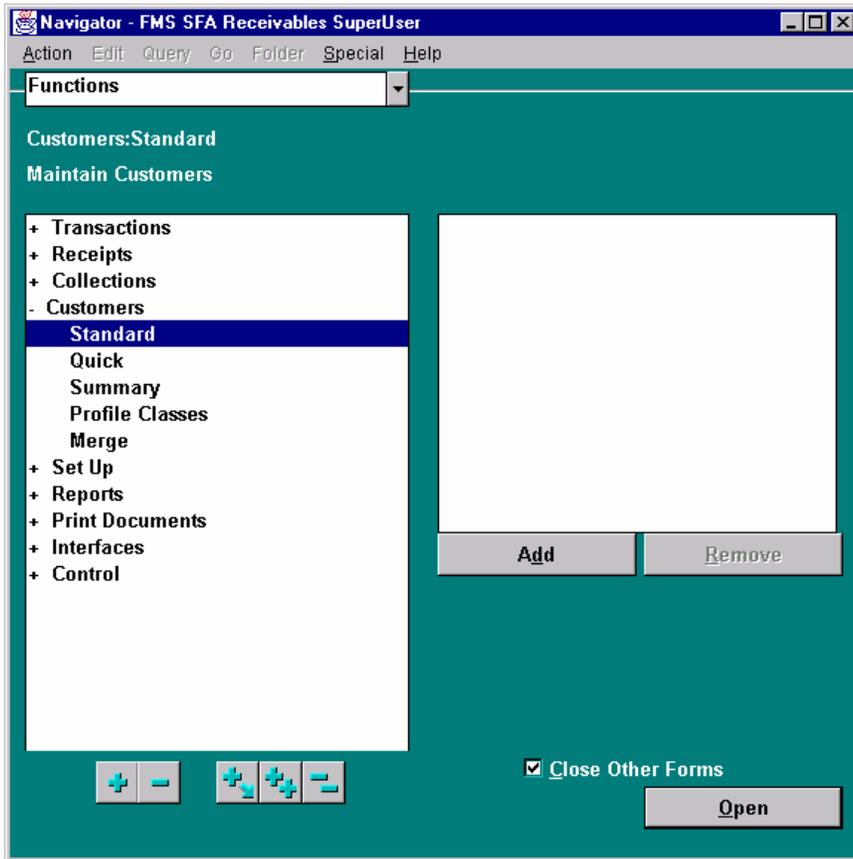
N/A

Activity Preface

This activity is performed whenever new customer information is received by the FSA Accounting Department to be entered into the FMS system.

Manual New Customer Procedure [PRO#####]

Manual New Customer Creation-FSA Lenders Receivables SuperUser



1. From the “Navigator” window, Double-Click **Customers,Standard** and the “Customers - Standard” window appears.

2. Before entering a new Customer Name, query existing customer names to avoid creating a duplicate customer. From the Menu Bar, select **Query** → **Find**. The “Find Customers” window appears.

3. Enter the desired Customer Name in the Customer Name field. Click on the **Find** button. If a customer has not already been created with this name, no new windows will appear and an error message will be displayed on the Toolbar. You can use this name to create the new customer.

FYI: If this customer had already been created the “Customers – Standard” window will be displayed with data for the queried customer populated in the fields. If this happens, repeat the above process and select a new name to query. Repeat until a unique customer name is found.

4. Close out the “Find Customers” window and return to the “Customers – Standard” window.

5. Enter the Customer Name in the Customer Name field.
6. Enter a unique Customer Number in the Number field.
7. Assign a customer Profile Class in the Profile Class field.
8. Use the **List of Values** to enter the Lender Class in the Class field.
9. Select “Addresses” from the drop-down menu in the middle of the form. The “Addresses” region appears.

Customers - Standard

Action Edit Query Go Folder Special Help

Customer Name Number

Alternate Name Taxpayer ID

Tax Registration Num Active

Addresses

Address

10. Click on the **New** button. The “Customer Addresses” window appears.

Customer Addresses - A University, 11

Action Edit Query Go Folder Special Help

Country EDI Location

Address

Alternate Name City State

Postal Code Province County

Reference Language Active

Category

Business Purposes

Usage	Location	Bill To Location	Primary	Active
Bill To			<input type="checkbox"/>	<input checked="" type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>

11. Enter the Country in the Country field.
12. Enter the Street Address in the Address field.
13. Enter the City in the City field.
14. Enter the State in the State field.
15. Enter the Postal Code in the Postal Code field.
16. Enter the County in the County field.
17. Enter the Site Use in the Usage field.
18. Select “Telephones” from the drop-down menu in the middle of the form. The “Telephones” alternative region appears.

Customer Addresses - A University, 11

Action Edit Query Go Folder Special Help

Country EDI Location

Address

Alternate Name

Postal Code City State

Reference Province County

Category Active

Telephones

Area Code	Telephone Number	Extension	Type	Primary	Active
212	555-7878		General	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
212	555-8787		Fax	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>

19. Enter the Area Code in the Area Code region.
20. Enter the Telephone Number in the Telephone Number region.
21. Enter the correct Type (General, Fax) in the Type field.
22. Select a Primary telephone number by clicking the Primary checkbox.

23. Select “Contact: Telephones” from the drop-down menu in the middle of the form. The “Contacts: Telephones” alternative region appears.

The screenshot shows a software window titled "Customer Addresses - A University. 11". The form contains several input fields and sections:

- Country:** United States
- Address:** 100 Main St
- City:** New York
- State:** NY
- Postal Code:** 10308
- County:** Nassau
- Reference:** 1044
- Category:** Contacts : Telephones (selected in a dropdown menu)

Below these fields are two tables:

Contact Name							Active
Last	First	Title	Job	Mail Stop	Reference	Email	
Smith	Mary	Mrs.					<input checked="" type="checkbox"/>
							<input type="checkbox"/>
							<input type="checkbox"/>

Contact Telephones						
Area Code	Telephone Number	Extension	Type	Primary	Active	
212	555-7788		General	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. Enter the correct Contact Name (Last, First, Title) in the Contact Name field.
25. Select a Primary telephone number by clicking the Primary checkbox.
26. Enter the correct Contact Telephones (Area Code, Telephone Number, Type) in the Contacts Telephones field.
27. Select “Payment Methods” from the drop-down menu in the middle of the form. The “Payment Methods” alternative region appears.

Customer Addresses - A University, 11

Action Edit Query Go Folder Special Help

Country EDI Location

Address

Alternate Name

City State

Postal Code Province

Reference County

Category Active

Payment Methods

Effective Dates				
Payment Method Name	Primary	From	To	
Manual	<input type="checkbox"/>	30-JAN-2002		
	<input type="checkbox"/>			

28. Use the **List of Value** or enter “Manual” in the Payment Method Name field.
29. Click the **Save** button (yellow diskette) on the Oracle Toolbar.
30. Close all windows to return to the “Navigator” window.

End of activity.

Manually Create Receivable Transactions

Scope

This procedure covers manually creating receivable transactions in the FMS AR system.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser

Distribution

N/A

Ownership

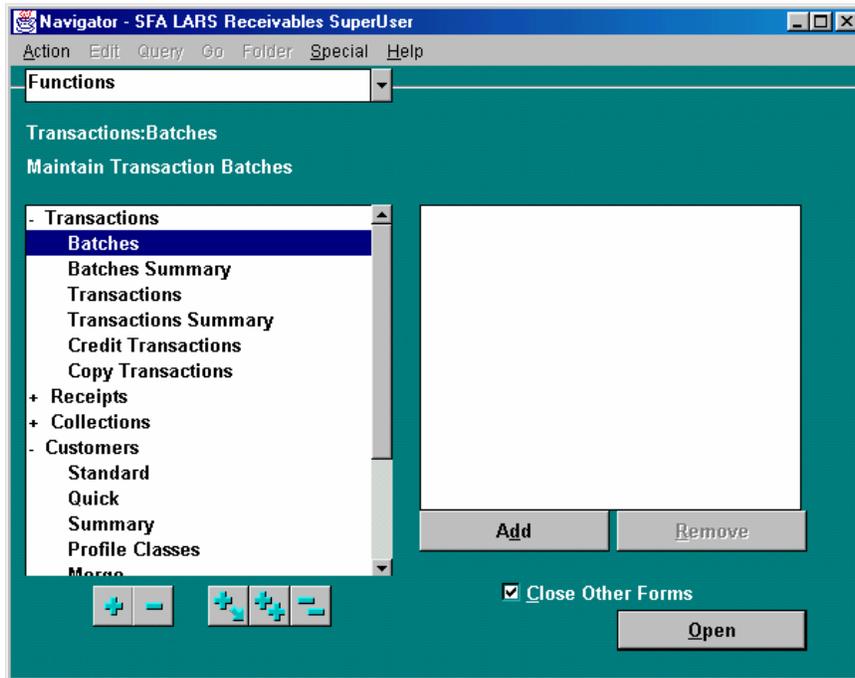
N/A

Activity Preface

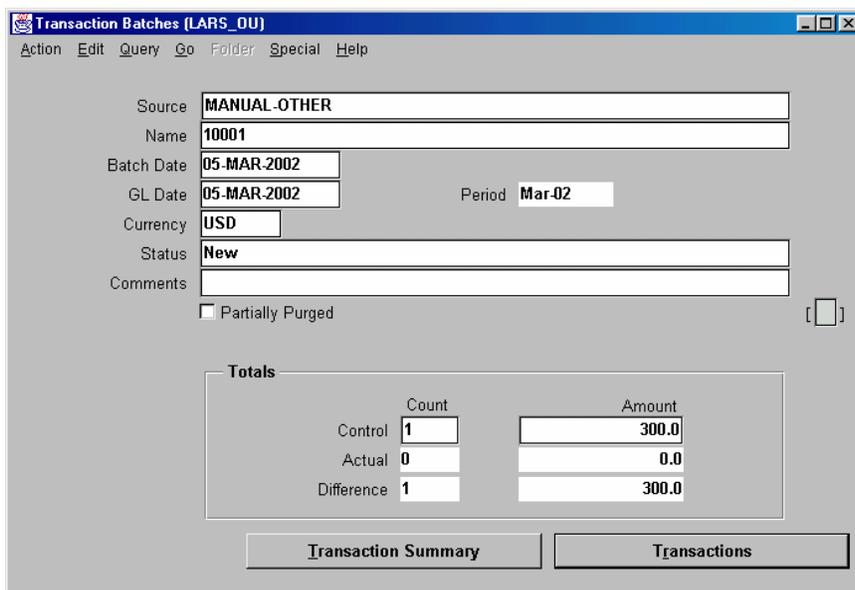
This activity is performed whenever the SFA Accounting Department receives transaction information in a hard copy letter to create a new transaction.

Manually Create Receivable Transactions [PRO#####]

Manually Create Receivable Transactions-FSA Lenders Receivables SuperUser



1. From the “Navigator” window, Double-Click **Transactions,Batches** and the “Transaction Batches” window appears.



2. Use the List of Values to enter the transaction batch Source in the Source field.

FYI: Since using Automatic Numbering, Receivables will assign the batch Name.

3. Change the Batch Date if the default is not correct.
4. Change the GL Date if the default is not correct.

FYI: The GL Date must be in an Open or Future period.

5. Enter the total number of transactions in this batch in the Control Count field.
6. Enter the total dollar amount of transactions in this batch in the Control Amount field.
7. To add transactions to this batch, Click on the **Transactions** button. The “Transactions” window appears.

8. Select the correct Class from the Class drop-down menu. (Choose Credit Memo or Invoice)
9. Use the **List of Values** to enter the Source.
10. Use the **List of Values** to enter the Type. (Select the same value as Class.)
11. Use the **List of Values** to select the correct Customer Bill To Name, Address and Contact.

FYI: Bill To Number and Location are automatically entered when Bill To Name is selected. You can change what is defaulted if there is more than one Location for the Address entered.

12. Click on the **Line Items** button. The “Lines” window appears.

Lines (LARS_OU) - A University, 10007

Action Edit Query Go Folder Special Help

Transaction Lines Tax Freight

Total

Main

Num	Item	Description	UOM	Quantity	Unit Price	Amount	Tax Code
1		COLLECT PENALTY		1	300	300.00	

Accounting Sales Credits Freight Tax

13. Place the cursor in the Description field and use the **List of Values** to enter a Line Item. Line Items define the type of line and what the charge is for.
14. Enter the Quantity of items in the Quantity field.
15. Enter the Unit Price per item in the Unit Price field. The Amount will be updated automatically by Receivables.
16. In the Transactions window, Click on the **Accounting** button. The Accounting window appears.
17. Use the List of Values to select the Transaction Code.
18. Click the **Save** button (yellow diskette) on the Oracle Toolbar.
19. Close the Accounting window
20. Close the Lines window.
21. In the “Transactions” window, Click on the **Complete** button. The transaction is marked as complete.

Transactions (LARS_OU) - A University, 10010

Action Edit Query Go Folder Special Help

Number 10010 Date 05-MAR-2002 Complete

Reference Reference Currency USD Transaction

Source MANUAL-OTHER Class Credit Memo

Type LENDER CREDIT GL Date 05-MAR-2002

Main

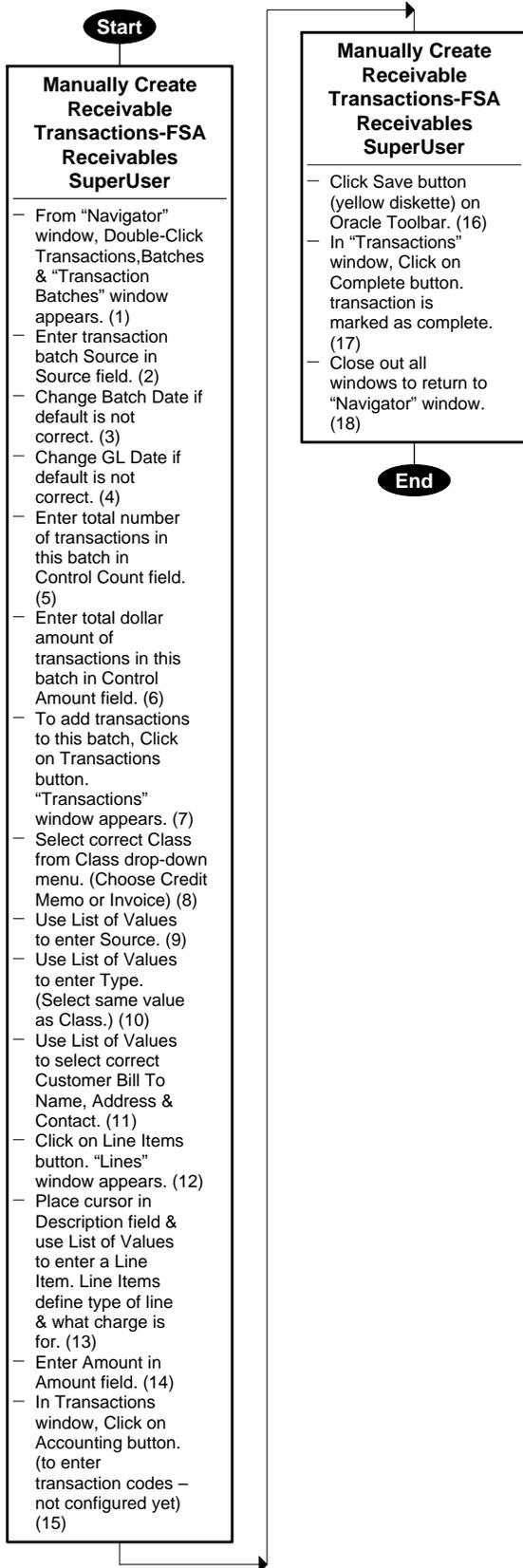
Ship To	Bill To
Name	A University
Number	11
Location	1003
Address	100 Main St
	New York, NY 10308 United States
Contact	Smith, Mary
Terms	Commitment
Due Date	Agent

Tax Accounting Sales Credits Balances

Incomplete Freight Credit Installments Line Items

22. Close out all windows to return to the “Navigator” window.

End of activity.



Open/Close Accounting Periods

Scope

This procedure covers opening and closing of Receivables Accounting periods. Opening the period enables Journal Entry and posting while closing the period suspends any further transactions or journal entry and posting.

System References

N/A

Policy

NA

Responsibility

FSA Lenders Receivables SuperUser

Distribution

N/A

Ownership

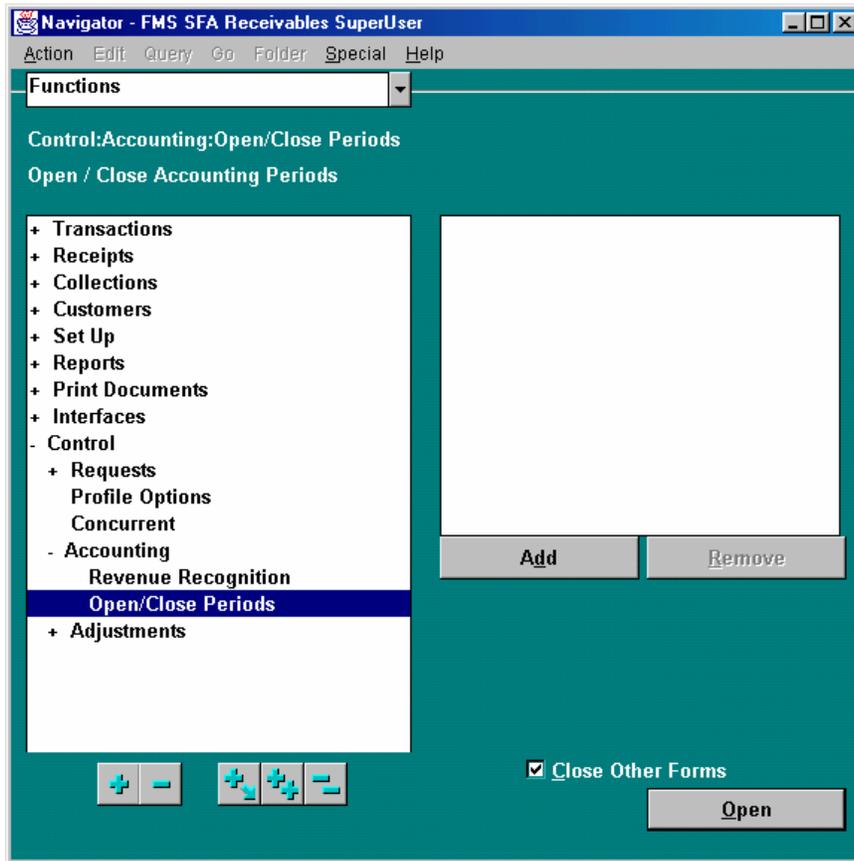
N/A

Activity Preface

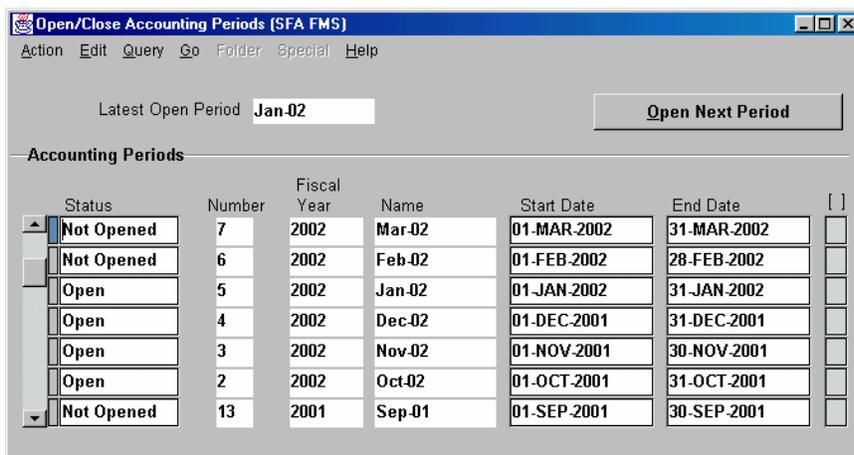
This activity is performed at the end of each month. The Accounting period is closed after Journal batches have been successfully posted. Once closed, the next accounting period is opened.

Open/Close Accounting Periods [PRO#####]

Open/Close Accounting Periods-FSA Lenders Receivables SuperUser

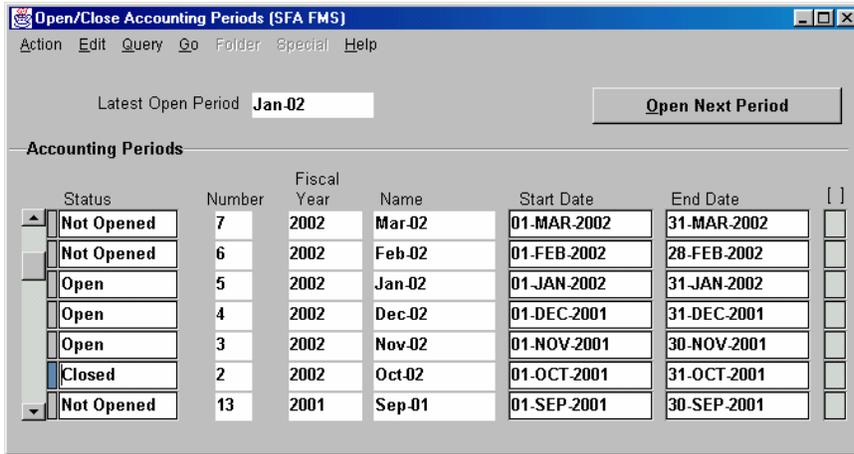


1. From the “Navigator” window, Double-Click **Control,Accounting,Open/Close Accounting Periods** and the “Open/Close Accounting Periods” window appears.

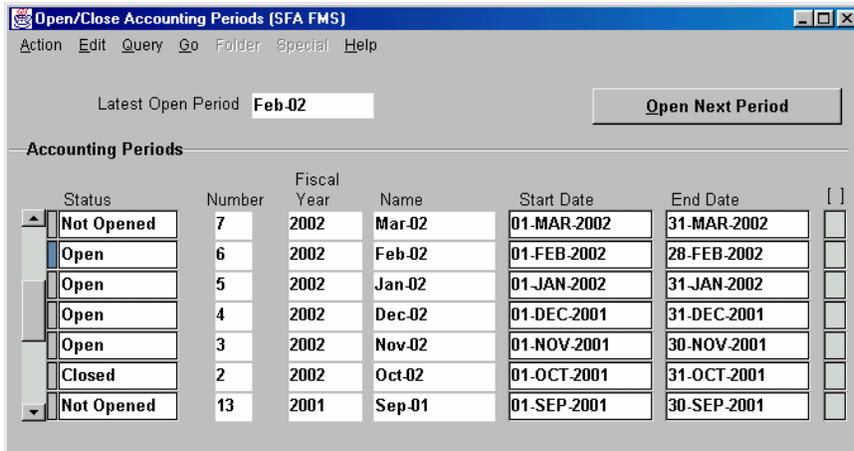


2. To close an Accounting Period, place the cursor in the status field and change the status to “Closed.”

FYI: Oracle will not close the Accounting Period if unposted items remain.



3. To open the next Accounting Period, after the latest Accounting Period, Click on the **Open Next Period** button. The status of the first “Not Opened” Period is changed to “Open.”



4. Click the **Save** button (yellow diskette) on the Oracle Toolbar.
5. Close out all windows to return to the “Navigator” window.

End of activity.

General Ledger Posting

Scope

This procedure covers initiating the transfer of FMA receivable transactions to the Oracle FMS General Ledger. This process is required to accurately reflect the agency's account activities.

System References

N/A

Policy

N/A

Responsibility

?

Distribution

N/A

Ownership

N/A

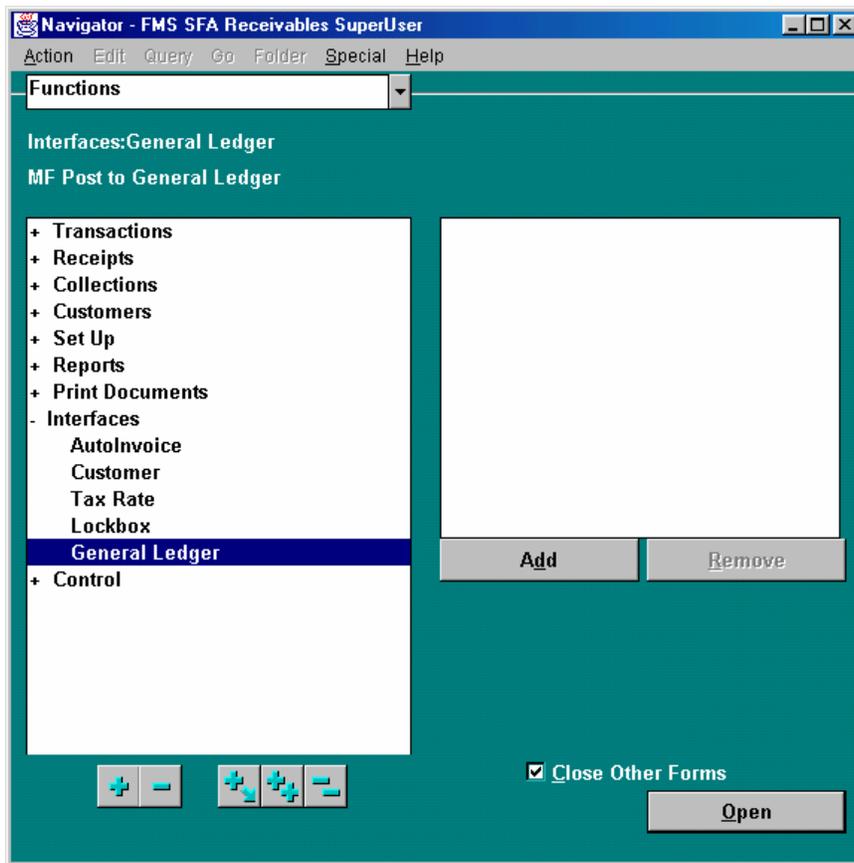
Activity Preface

This activity is performed whenever AR entry is complete (end of every month).

General Ledger Posting [PRO#####]

****This procedure is still being worked on****

General Ledger Posting-FSA Receivables SuperUser



1. From the “Navigator” window, Double-Click **Interfaces,General Ledger** and the “Run General Ledger Interface” window appears.
2. Enter Posting Detail
3. Confirm GL Posted Date defaults to Today’s Date
4. Choose to Run Journal Import
5. Click the **Save** button (yellow diskette) on the Oracle Toolbar.
6. Submit
7. Close out all windows to return to the “Navigator” window.

End of activity.

Receivables Management

Scope

This procedure covers defining, assigning, waiving and accruing finance charges for FMS customer accounts against any past due items.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Federal Administrator

Distribution

N/A

Ownership

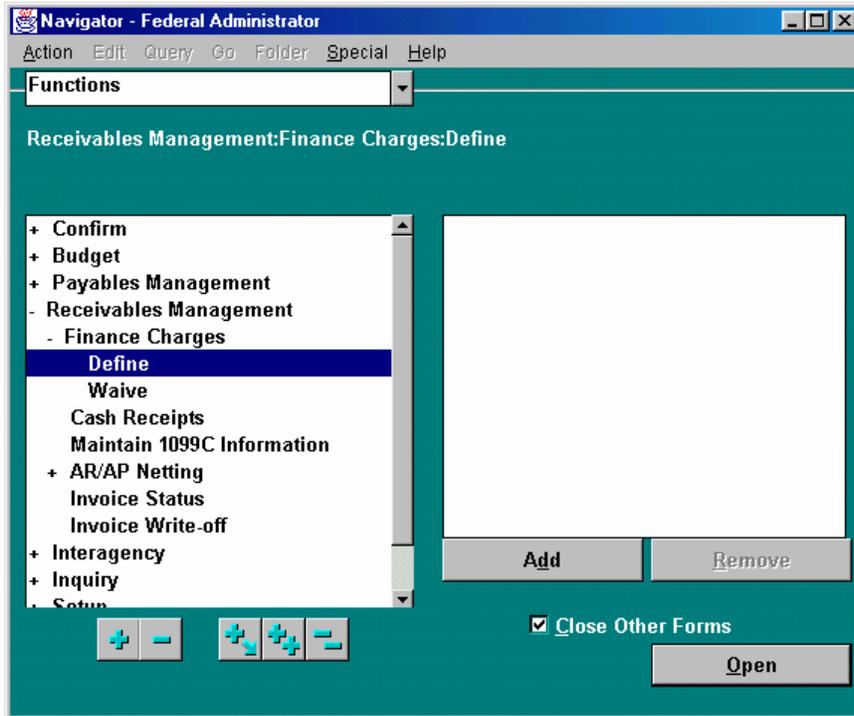
N/A

Activity Preface

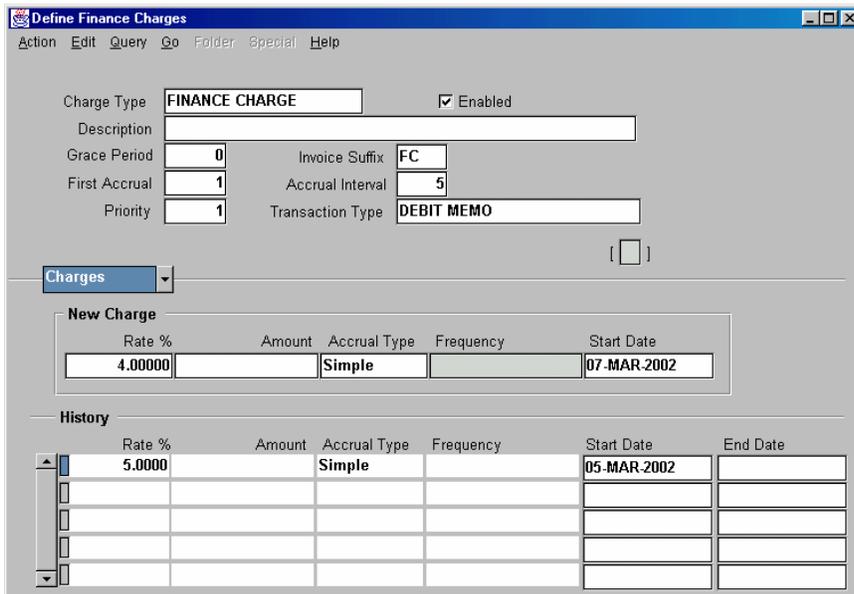
This activity is performed whenever defining and updating FMS customer accounts that are eligible for finance charges.

Receivables Management [PRO#####]

Define Finance Charges-FSA Lenders Federal Administrator



1. From the “Navigator” window, Double-Click **Receivables Management, Finance Charges, Define** and the “Define Finance Charges” window appears.



2. Enter a name for the Charge Type in the Charge Type field.

3. Enter a value in the in the Grace Period field. This value represents additional days before the first accrual.
4. Enter an Invoice Suffix in the Invoice Suffix field. This value will appear as the last digits of the invoice number.
5. Enter a value in the First Accrual field. This value represents days beyond the due date.
6. Enter a value in the Priority field. This value represents the order of payment – the lowest priority types are paid first.
7. Enter a Transaction Type of type Debit Memo.
8. In the “Charges” region, under New Charge, enter a value in the Rate % field.
9. Choose an Accrual Type form the List of Values.
10. Choose a Start Date to define when the finance charge will take effect.
11. Select “Customers” from the drop-down menu in the middle of the field. The “Customers” Region appears.

The screenshot shows the 'Define Finance Charges' window with the following configuration:

- Charge Type: FINANCE CHARGE (checked Enabled)
- Description: (empty)
- Grace Period: 0
- Invoice Suffix: FC
- First Accrual: 1
- Accrual Interval: 5
- Priority: 1
- Transaction Type: DEBIT MEMO

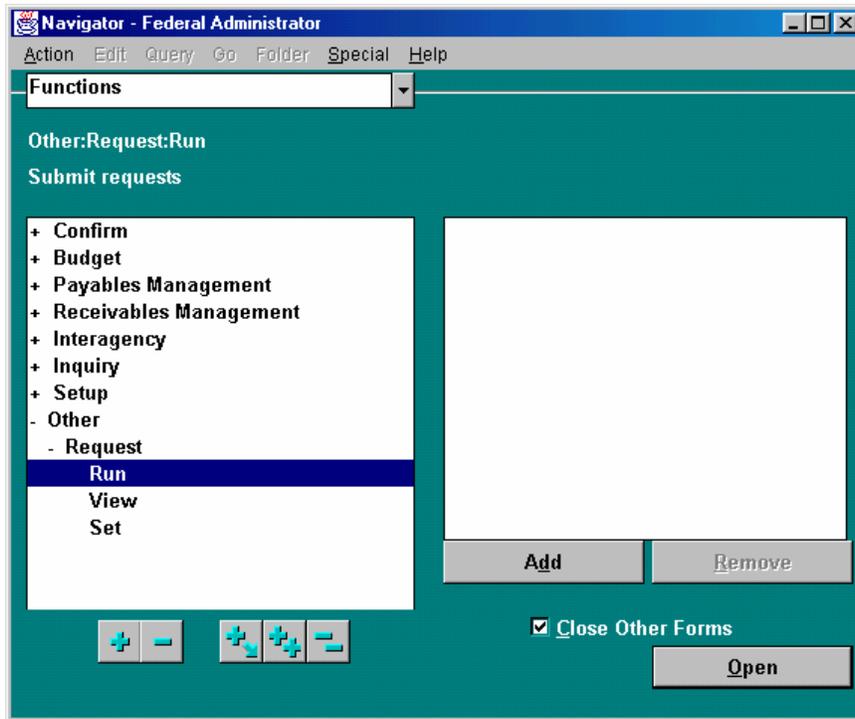
Below the configuration fields is a drop-down menu set to 'Customers'. Underneath is a table of Customer Classes:

Customer Class	Enabled
LENDER	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

12. Select a Customer Class that has already been defined by Receivables.
13. Click the **Save** button (yellow diskette) on the Oracle Toolbar.

14. Close out all windows to return to the “Navigator” window.

Assign Finance Charges-FSA Lenders Federal Administrator



15. From the “Navigator” window, Double-Click **Other,Request,Run** and the “Submit a New Request” window appears.



16. Select to run a Single Request and Click on the **OK** button. The Submit “Request” window appears.

Submit Request

Action Edit Query Go Folder Special Help

Print ?

Run this Request...

Request Name

Parameters

Language

At these Times...

As Soon As Possible

Upon Completion...

Save all Output Files

Notify

Print To

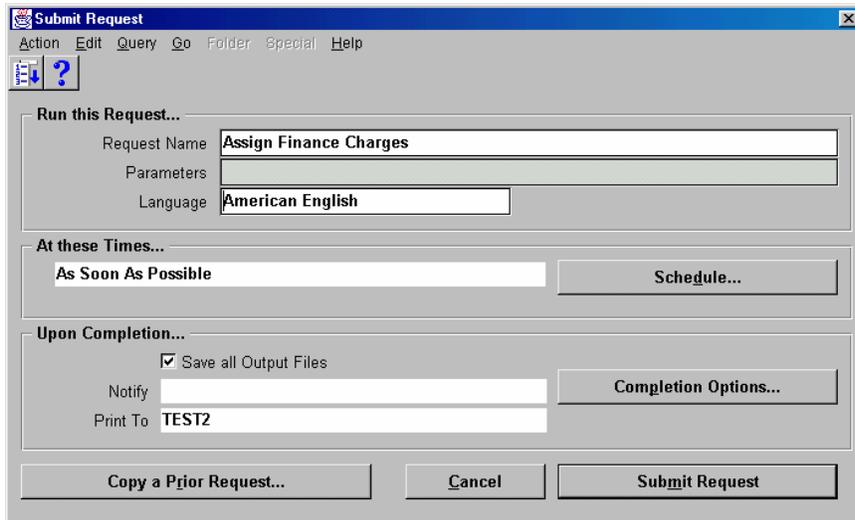
17. Place the Cursor in the Request Name field and Click on the **List of Values** button. The “Reports” window appears with a list of possible reports to run.

Reports

Find %

Name	Application
1096 - Annual Summary and Transmittal of U.S. Information Returns	Federal F
1099-C Electronic Filing	Federal F
1099-C Preprinted Form Report	Federal F
1099-C Setup Process	Federal F
2108 Table Set-up Procedure	Federal F
Accrue Finance Charges	Federal F
Apply Cash Receipt Execution Report	Federal F
Assign Finance Charges	Federal F
Disbursements in Transit Voided Checks	Federal F
FACTS Interface	Federal F
FMS Form 224 Detail Transaction Listing	Federal F
Generate Budgetary Summary Templates	Federal F
Identify Federal Employees	Federal F

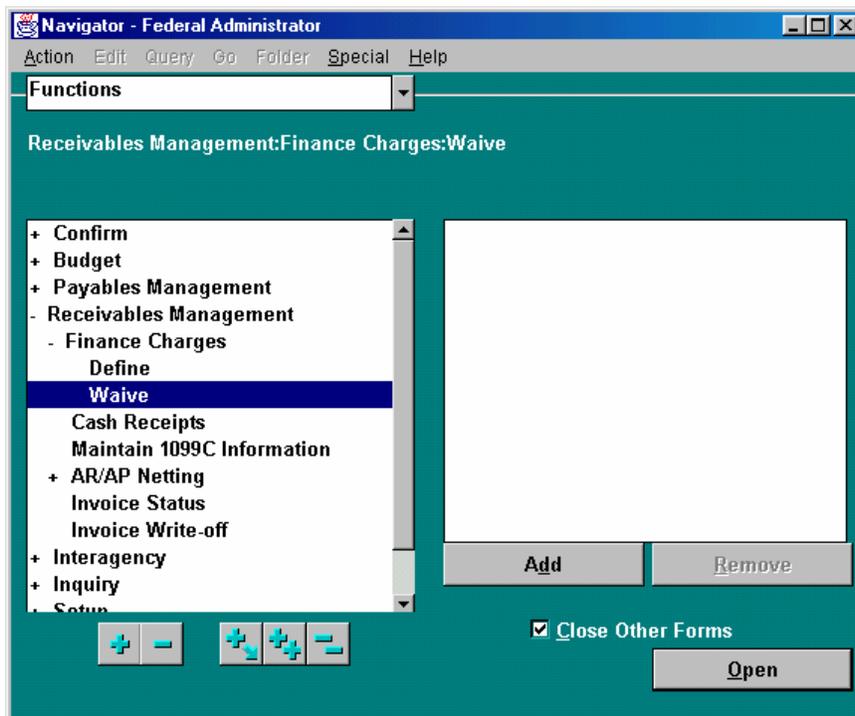
18. Choose the “Assign Finance Charges” report and Click on the **OK** button. The “Submit Request” window reappears.



19. Click on the **Submit Request** button.

20. Close out all windows to return to the “Navigator” window.

Waive Finance Charges-FSA Lenders Federal Administrator



21. From the “Navigator” window, Double-Click **Receivables Management,Finance Charges,Waive** and the “Waive Finance Charges” window appears.

Waive Finance Charges

Action Edit Query Go Folder Special Help

Customers

Customer Name

Customer Number

Charges

Charge Type	Waive	Cascade To Invoices
	<input type="checkbox"/>	<input type="checkbox"/>

22. In the Customers region, enter the Customer Name, Customer Number and Charge Type in the corresponding fields.

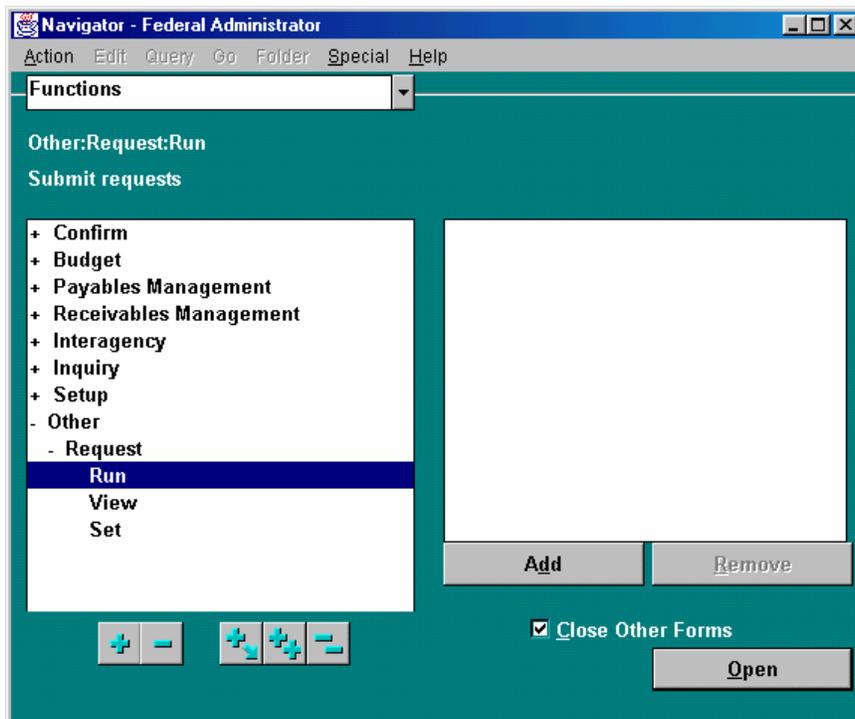
FYI: For an alternate method, use the drop-down menu to access the “Invoices” region and enter the Invoice Number, Invoice Date, Customer Name and Charge Type in the corresponding fields.

23. Click inside the Waive checkbox.

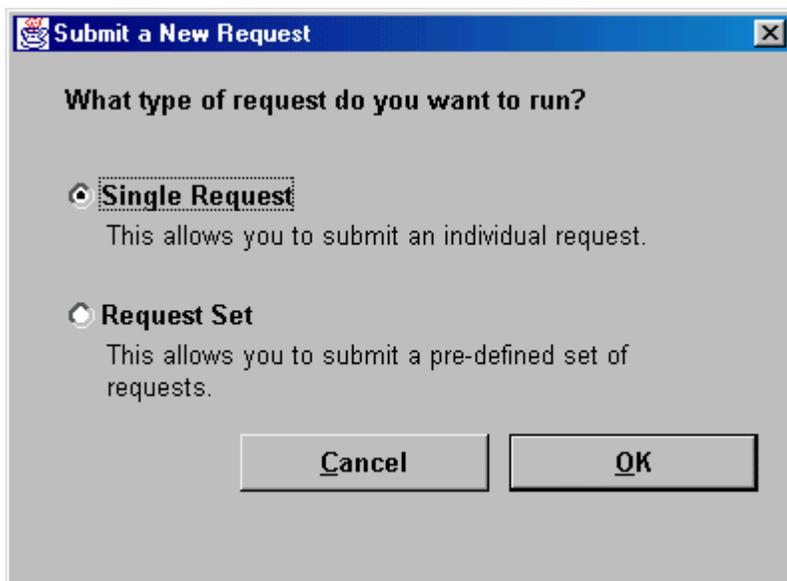
24. Click the **Save** button (yellow Diskette) on the Oracle Toolbar.

25. Close out all windows to return the to the “Navigator” window.

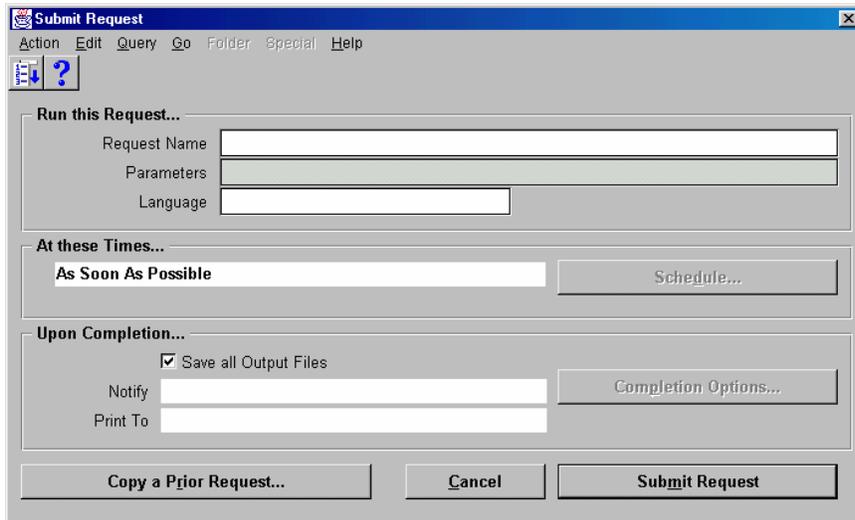
Accrue Finance Charges-FSA Lenders Federal Administrator



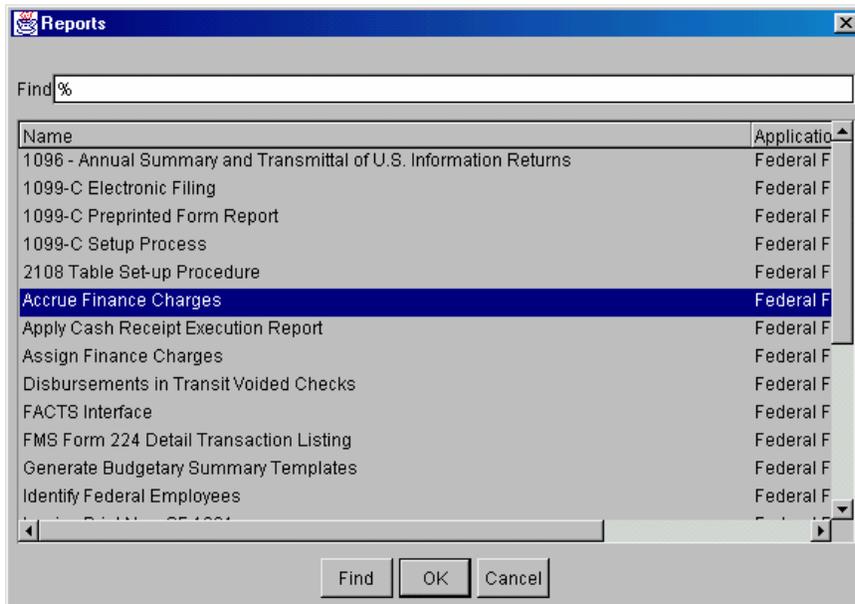
26. From the “Navigator” window, Double-Click **Other,Request,Run** and the “Submit a New Request” window appears.



27. Select to run a Single Request and Click on the **OK** button. The “Submit Request” window appears.



28. Place the Cursor in the Request Name field and Click on the **List of Values** button. The Reports window appears with a list of possible reports to run.



29. Choose the “Accrue Finance Charges” report and Click on the **OK** button. The “Submit Request” window reappears.

Submit Request

Action Edit Query Go Folder Special Help

Run this Request...

Request Name

Parameters

Language

At these Times...

Upon Completion...

Save all Output Files

Notify

Print To

30. Click on the **Submit Request** button.

31. Close out all windows to return to the “Navigator” window.

End of activity.

Reverse a Receipt

Scope

This procedure covers reversing an existing FMS receipt. A receipt may be reversed when a customer stops payment on a receipt, if a receipt comes from an account with insufficient funds or for data entry errors that occurred when the account was entered.

System References

N/A

Policy

N/A

Responsibility

?

Distribution

N/A

Ownership

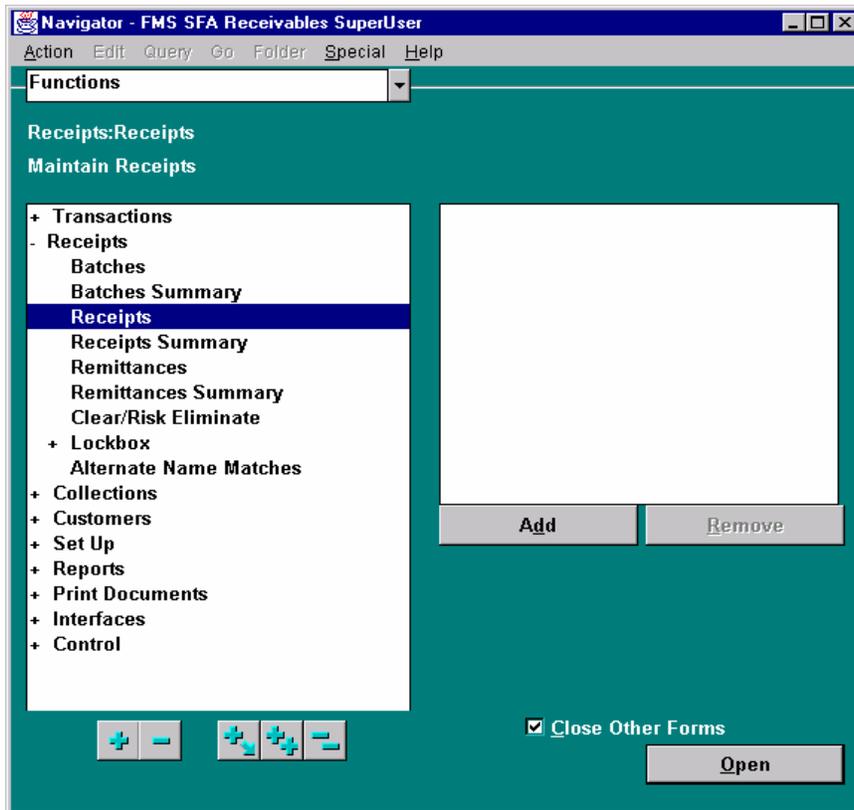
N/A

Activity Preface

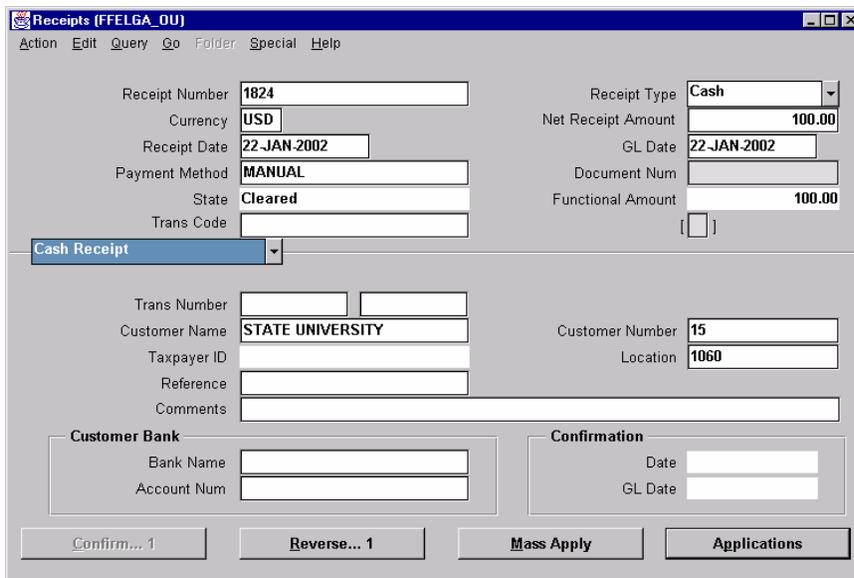
This activity is performed whenever the FSA Accounting Department receives receipt details to reverse an existing receipt.

Manually Reverse Receipts [PRO#####]

Manually Reverse Receipts-FSA Receivables SuperUser



1. From the “Navigator” window, Double-Click **Receipts, Receipts** and the “Receipts” window appears.



- Query the Receipt to reverse. From the Menu Bar, select **Query** → **Find**. The “Find Receipts” window appears.

- Enter search criteria into the form (Customer Information or Receipt Number) and Click on the **Find** button. If you searched by Customer, a list of possible customers appears. Select the correct one and Click on the **OK** button. The “Receipts Summary” window appears.

Receipt Number	Type	Receipt Date	GL Date	Effective Date	Current
100	Cash	28-FEB-2002	28-FEB-2002		USD
40	Cash	28-FEB-2002	28-FEB-2002		USD

4. Select the correct receipt to reverse and click on the **OK** button. The “Receipts” window appears with the data for the requested receipt populated in the fields.

5. Click on the **Reverse** button. The “Reverse” window appears.

6. Use the **List of Values** or enter the Category in the Category field.
7. Use the **List of Values** or enter the Reason in the Reason field.
8. Click on the **Reverse** Button. The receipt is reversed.

FYI: This method is for reversing receipts that have not been posted to the General Ledger. If the receipt has already been posted you must create a Debit Memo Reversal. In the Debit Memo region of the Reverse window, check the Debit Memo Reversal checkbox. Use the List of Values or enter a type of Debit Memo in the Type field and the correct Account in the Account

field. When you click the Reverse button, Receivables creates a line on the debit memo that displays the original receipt number.

9. Click the **Save** button (yellow diskette) on the Oracle Toolbar.

10. Close out all windows to return to the “Navigator” window.

End of activity.

Update Customer Call Actions

Scope

This procedure covers updating customer call actions. Call Actions reflect what was learned or resolved from speaking with the customer directly and any recommended follow-up activity.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser

Distribution

N/A

Ownership

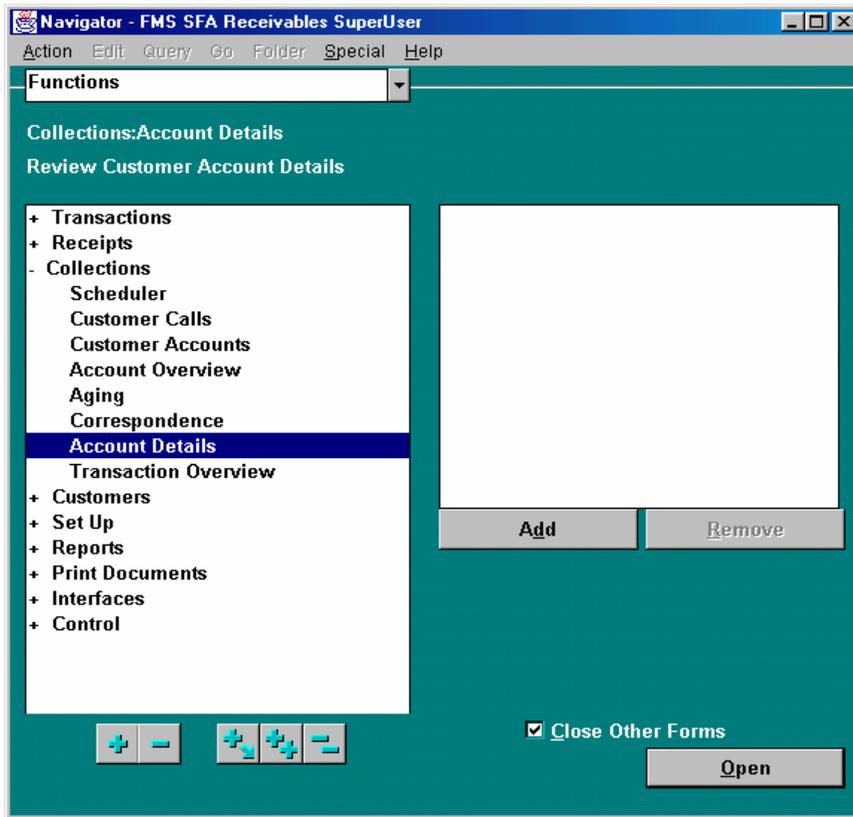
N/A

Activity Preface

This activity is performed whenever a call to a customer about a past due transaction results in new future actions or a change to the call status or details.

Update Customer Call Actions [PRO#####]

Update Customer Call Actions-FSA Lenders Receivable SuperUser



1. From the “Navigator” window, Double-Click **Collections,Account Details** and the “Find Account Details” window appears.

2. Enter selection criteria (for example, Transaction Number) and Click on the **Find** Button. The “Account Details” window appears for the selected account.

Original	Balance Due	Status	Dispute Amount	Dispute Date	[]	Trans
2,000.00	2,000.00	Open	0	05-MAR-2002		

	Entered	Functional
Cumulative Balance		
Total Balance	2,000.00	2,000.00

3. To update the call, reenter the correct information in the appropriate field(s).

FYI: For example, the Due Date, Balance Due, Status, etc. can all be changed. Also, to take an item off dispute, change the Dispute Amount to zero and change the Dispute Date to Today’s Date.

FYI: Changing the dispute amount to zero does not update the old dispute amount, but rather creates a new dispute of amount zero to replace the old dispute amount.

4. Click the **Save** button (yellow diskette) on the Oracle Toolbar.
5. If no future action is required for this issue, the call should be updated to “Complete.”
6. Click on the **Call** button. The “Customer Calls” window appears.

7. Click on the **Topics** button. The “Call Topics” window appears.

Number	Due Date	Outcome	Response	Action	Date	Complete
10002	29-MAR-2002	Unable to make	DISPUTE AMO	Call the custo	05-MAR-2002	<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>

8. Click on the **Actions** button. The “Call Actions” window appears.

Topic Actions (LARS_OU) - CITY UNIVERSITY OF NEW YORK, 10002					
Action Edit Query Go Folder Special Help					
Date	Action	Amount	Notes	Notify	Complete
05-MAR-2002	Put a specific	100.00			<input checked="" type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>

9. Check the “Complete” check box to indicate this call has been completed.
10. Click the **Save** button (yellow diskette) on the Oracle Toolbar.
11. Close all windows to return to “Navigator” window.

End of activity.

Manual Update to Existing Customer

Scope

This procedure covers updating existing customer information. An existing customer is one that already has a header and therefore 'exists' in the FMS system.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser ?

Distribution

N/A

Ownership

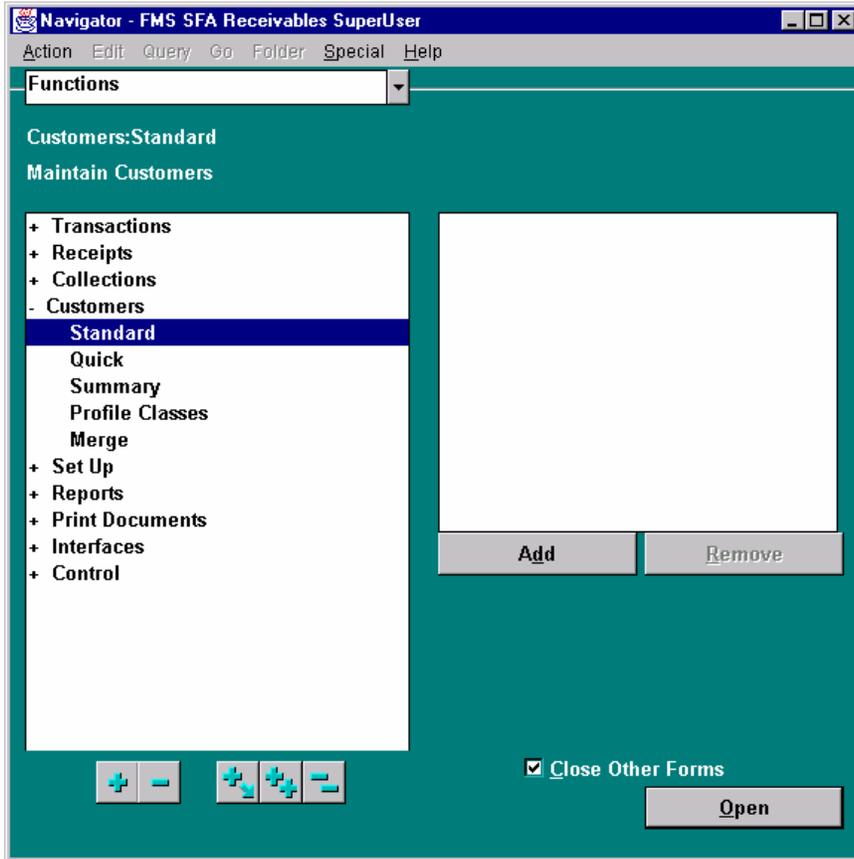
N/A

Activity Preface

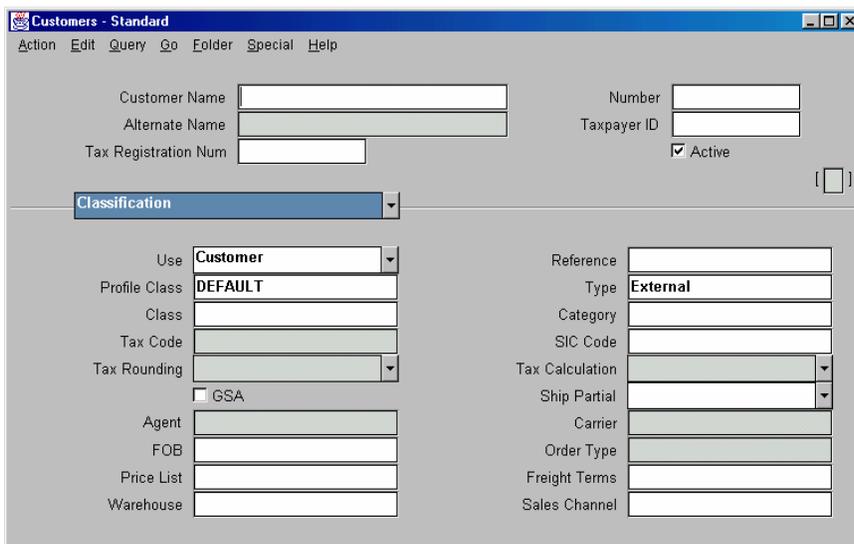
This activity is performed whenever customer information to be updated or added to the customer record is received by the FSA Accounting Department.

Manual Update to Existing Customer [PRO#####]

Manual Update to Existing Customer-FSA Lenders Receivables SuperUser



1. From the “Navigator” window, Double-Click **Customers,Standard** and the “Customers - Standard” window appears.



2. Query the Customer to modify. From the Menu Bar, select **Query** → **Enter**. The “Find Customers” window appears.

Find Customers

Action Edit Query Go Folder Special Help

Customer Name Number

Taxpayer ID Tax Registration Number

Reference Status

Use Class

Type SIC Code

Category Search By

Value

Clear New Find

3. Enter selection criteria into the form (usually Customer Name or Number) and Click on the **Find** button. The “Customers- Standard” window appears with the selected customer’s information entered in the form.

Customers - Standard

Action Edit Query Go Folder Special Help

Customer Name Number

Alternate Name Taxpayer ID

Tax Registration Num Active

Classification

Use Reference

Profile Class Type

Class Category

Tax Code SIC Code

Tax Rounding Tax Calculation

GSA Ship Partial

Agent Carrier

FOB Order Type

Price List Freight Terms

Warehouse Sales Channel

5. Use the drop-down menu, in the middle of the form, to access the region that contains the field where information needs to be changed or added.
6. Select the field(s) to be updated, and fill in the new information.
7. Click the **Save** button (yellow diskette) on the Oracle Toolbar.
8. Close all windows to return to “Navigator” window.

End of activity.

Manually Update Receivable Transactions

Scope

This procedure covers updating an existing receivable transaction. Updates include changes to transaction information or status.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser ?

Distribution

N/A

Ownership

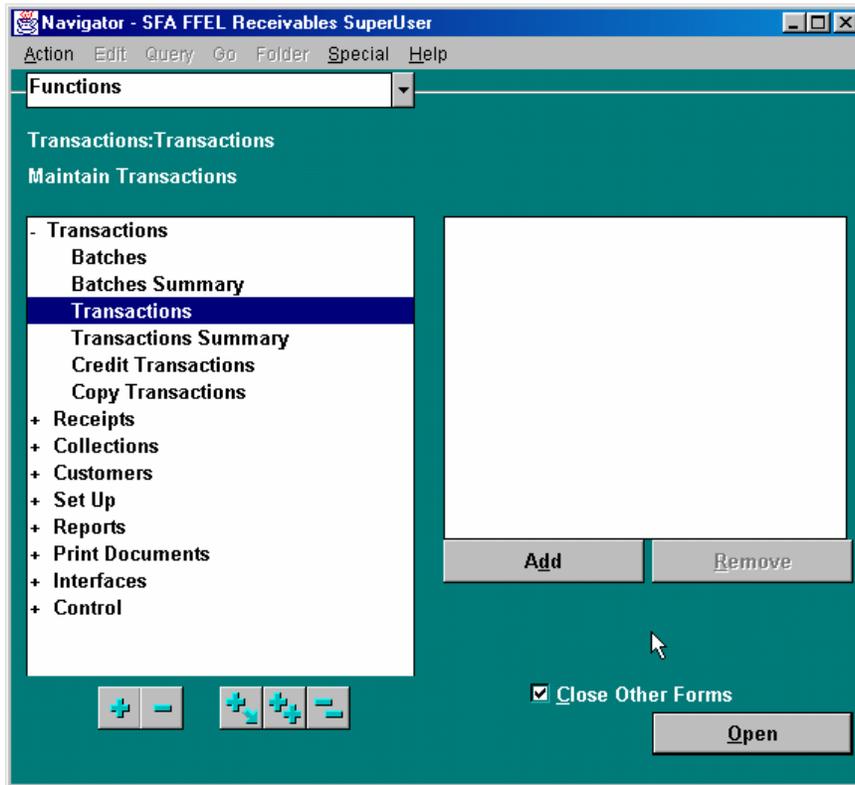
N/A

Activity Preface

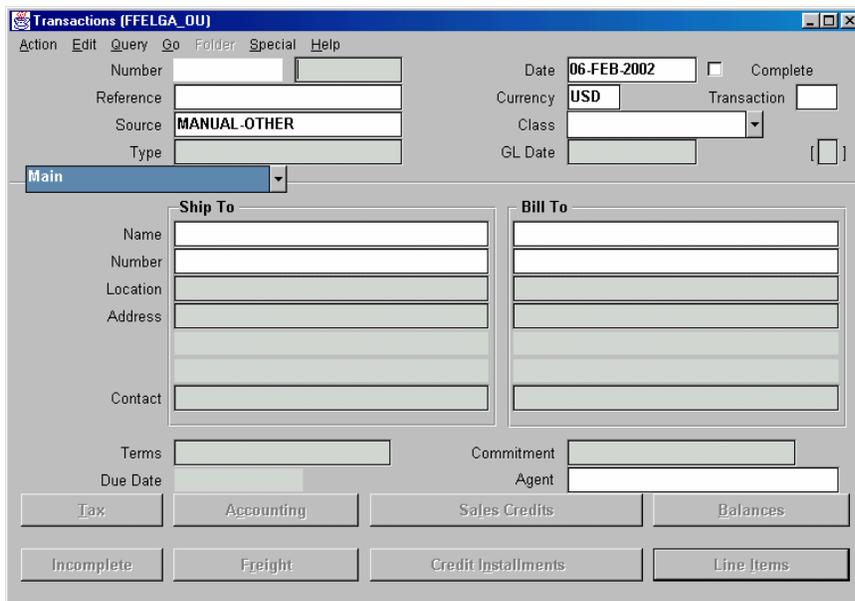
This activity is performed whenever the FSA Accounting Department receives transaction information, in a hard copy letter, to update an existing transaction.

Manually Update Receivable Transactions [PRO#####]

Manually Update Receivable Transactions-FSA Lenders Receivables SuperUser



1. From the “Navigator” window, Double-Click **Transactions,Transactions** and the “Transactions” window appears.



- Query the transaction to modify. From the Menu Bar, select **Query** → **Find**. The “Find Transactions” window appears.

- Enter a Transaction Number, or range, in the Transaction Numbers field. Click on the **Find** button. All transactions fitting within the criteria will appear in the “Transaction Summary” window.

Source	Number	Bill To Customer	Class
MANUAL-OTHER	10000	CITY UNIVERSITY OF NEW Y	Invoice
MANUAL-OTHER	10001	CITY UNIVERSITY OF NEW Y	Invoice
MANUAL-OTHER	10002	CITY UNIVERSITY OF NEW Y	Invoice
MANUAL-OTHER	10003	CITY UNIVERSITY OF NEW Y	Invoice
MANUAL-OTHER	10004	CITY UNIVERSITY OF NEW Y	Credit Memo
MANUAL-OTHER	10005	CITY UNIVERSITY OF NEW Y	Invoice

- Select the correct transaction to modify and click on the **Open** button. The “Transactions” window appears with the data for that transaction populated in the fields.

FYI: If this transaction has already been completed, Click the Incomplete button. The transaction is no longer marked Complete.

6. Select the field(s) that needs to be updated and fill in the new information.

FYI: You are able to update the transaction Type, GL Date and Bill To Information. However, the invoice Number and Source can not be changed.

FYI: To void this transaction, change the Type to “VOID.”

7. Click the **Save** button (yellow diskette) on the Oracle Toolbar. A message box appears asking whether to Re-run AutoAccounting.
8. Click the No button.

FYI: To complete the transaction (necessary if you voided it above), Click on the **Complete** button. Transaction is marked complete, but can still be updated.

9. Close out all windows to return to the “Navigator” window.

End of activity.

Create Customer Call Action

Scope

This procedure covers creating customer call actions. Call Actions reflect what was learned or resolved from speaking with the customer directly and any recommended follow-up activity.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser

Distribution

N/A

Ownership

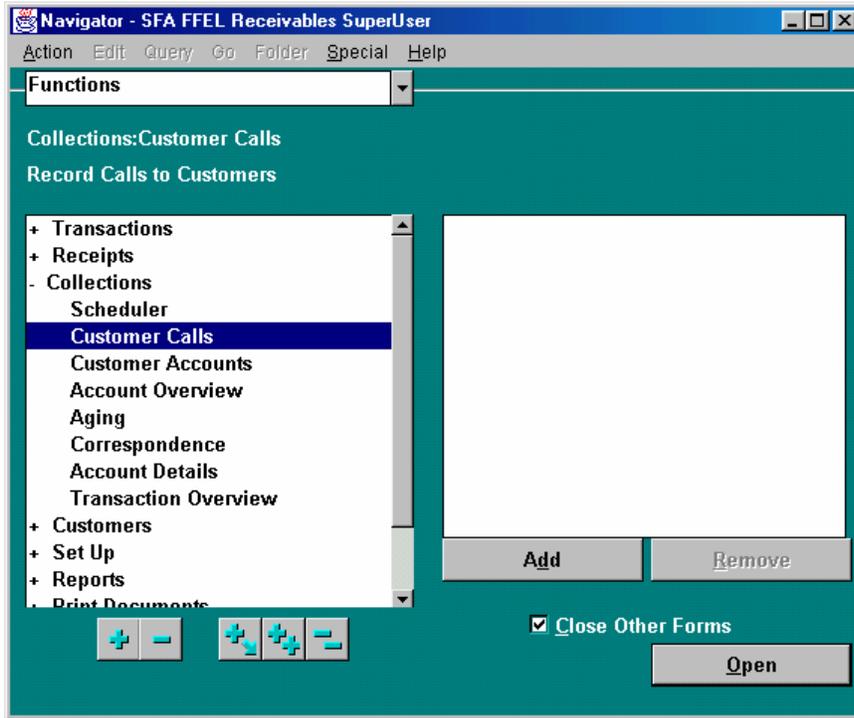
N/A

Activity Preface

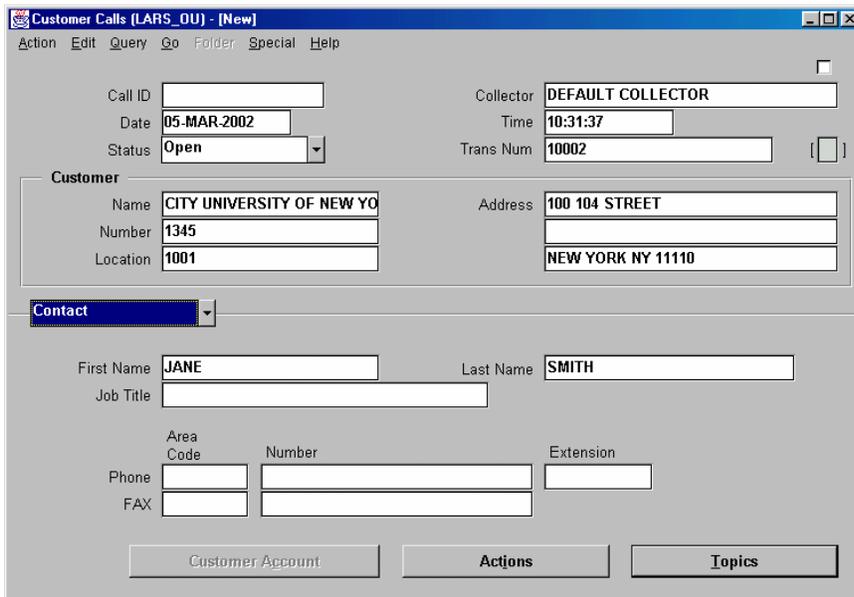
This activity is performed whenever a customer has been called about a past due transaction and additional future actions must be recorded or updates to the customer's account must be made.

Create New Customer Call Actions [PRO#####]

Create New Customer Call Action-FSA Lenders Receivables SuperUser



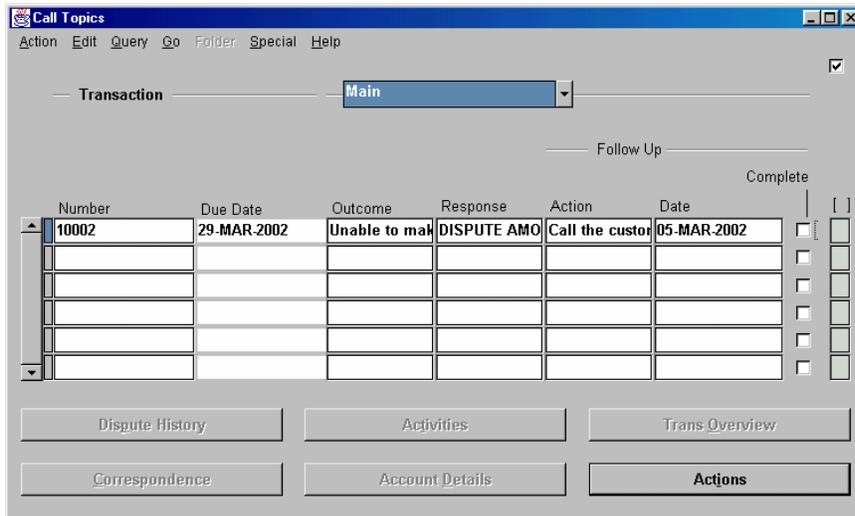
1. From the “Navigator” window, Double-Click **Collections, Customer Calls** and the “Customer Calls ” window appears.



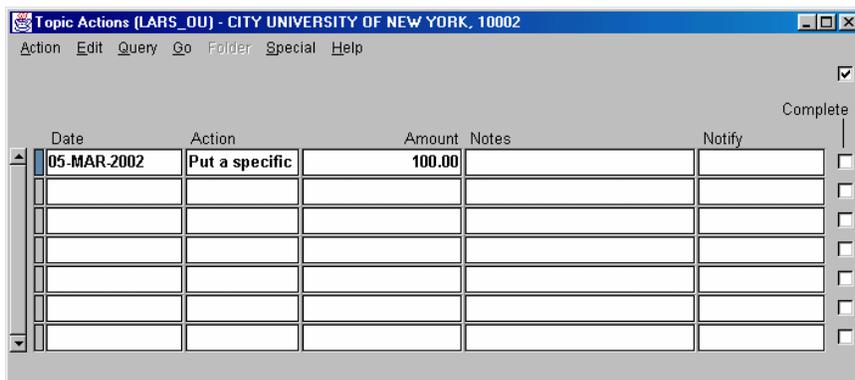
2. Use the List of Values or enter the Collector for this customer.

3. Use the **List of Values** or enter the correct Transaction Number in the Transaction Number field. The Customer information is automatically populated into the form.
4. In the “Contact” alternative region, use the **List of Values** or enter the Contact information in the corresponding fields.
5. Select “Response” from the drop-down menu in the middle of the field. The “Response” region appears.

6. Use the **List of Values** or enter the customer Response in the Response field.
 7. Use the **List of Values** or enter the Outcome in the Outcome field.
- FYI:** You can also enter any additional Notes or Follow-up Action for this call.
8. Click on the **Topics** button. The “Call Topics” window appears.



9. Use the **List of Values** or enter the Outcome in the Outcome field.
10. Use the **List of Values** or enter the Response in the Response field
11. Use the **List of Values** or enter the follow-up Action in the Actions field.
12. Enter a Follow-up Date in the Date field.
13. Click on the **Actions** button. The “Topic Actions” window appears.



14. Use the **List of Values** to choose the correct Action and enter the outstanding Amount. To place an item in dispute, for example, choose “Put a specific amount of the invoice in dispute” from the list and enter the Amount in dispute in the Amount field.

FYI: Other actions include marking an item for further action, excluding the item from dunning or alerting management of the issue.

15. Click the **Save** button (yellow diskette) on the Oracle Toolbar.
16. Close out all windows to return to “Navigator” window.

End of activity.

Generate Dunning Letters

Scope

This procedure covers generating dunning letters that are sent to inform the customer of any past due items.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser

Distribution

N/A

Ownership

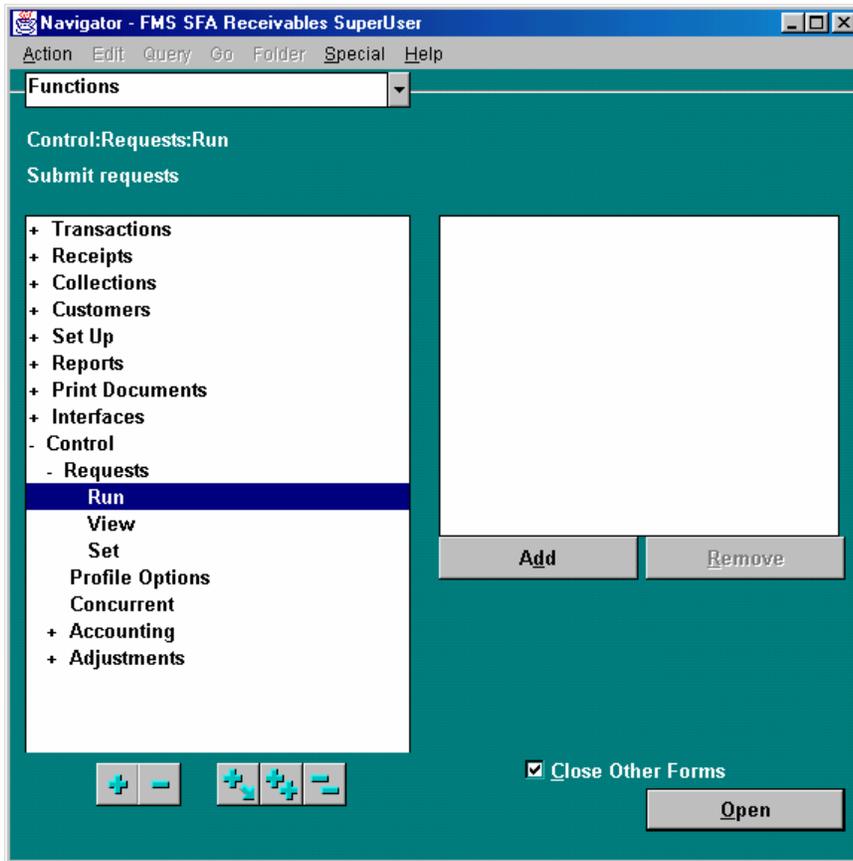
N/A

Activity Preface

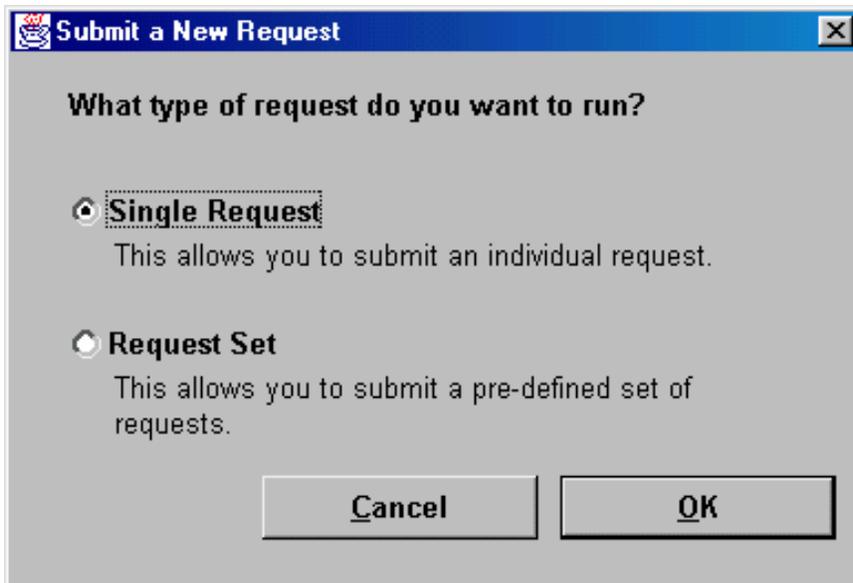
This activity is performed whenever the FSA Accounting Department determines that customer correspondence is necessary in the form of a dunning letter.

Generate Dunning Letters [PRO#####]

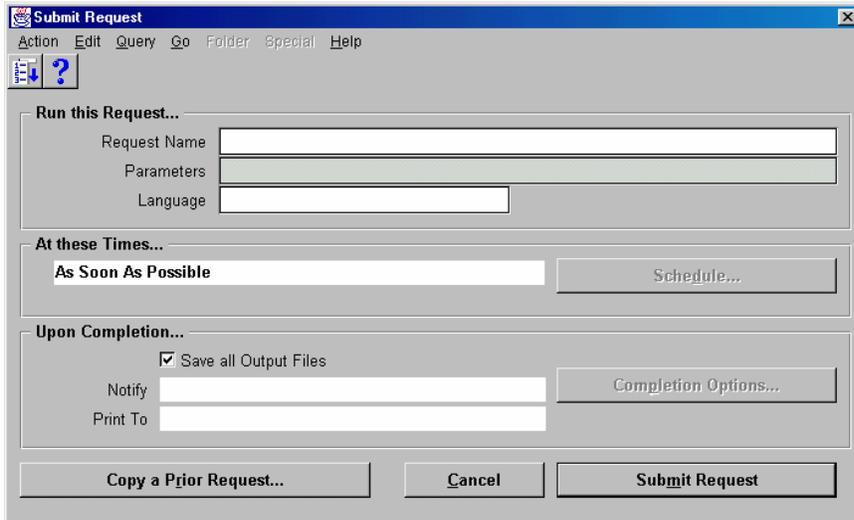
Generate Dunning Letters-FSA Lenders Receivables SuperUser



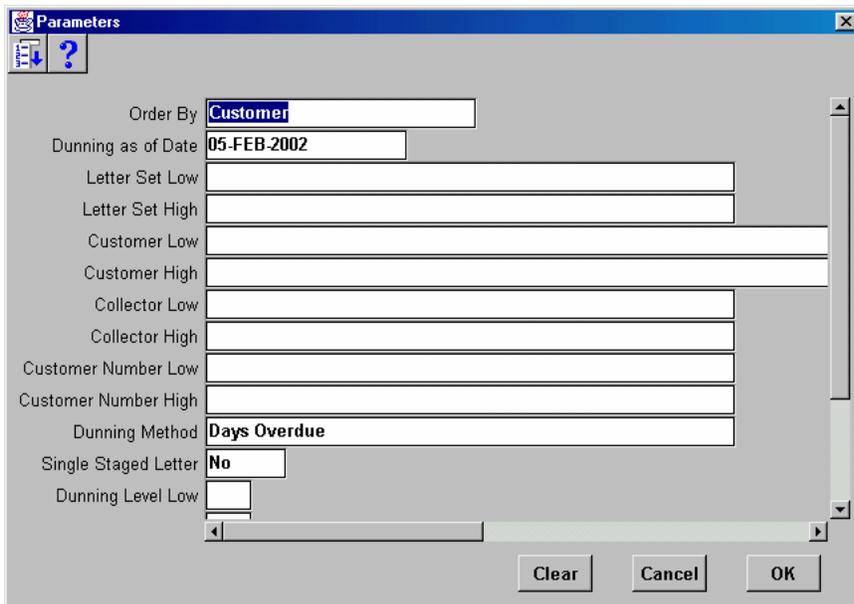
1. From the “Navigator” window, Double-Click **Control,Requests,Run**. The “Submit a New Request” window appears.



2. Select “Single Request” and Click on the **OK** button. The “Submit Request” window appears.



3. Use the **List of Values** button to select “Dunning Letter Generate” for the Request Name. The Parameters window appears.



4. Enter “Customer” in the Order By field.
5. Enter “No” in the Preliminary field.

FYI: This will generate Dunning Letters for all customers. Additional parameters can be set to generate letters for a particular customer or group of customers.

- Click on the **OK** button. The “Submit Request” window reappears with data entered into the fields.

Submit Request

Action Edit Query Go Folder Special Help

Print ?

Run this Request...

Request Name

Parameters

Language

At these Times...

Upon Completion...

Save all Output Files

Notify

Print To

- Click on the **Submit Request** button.

FYI: You can proceed to View My Requests to verify that the submission ran correctly and to review the Consolidated Billing Invoice. On the Menu Bar, select **Help** → **View My Requests**. Click on the **Find** Button to see all recent requests, including the Dunning Letter just produced. Click the **View Output** button to see an example of the Dunning Letter to be sent.

- Close out all windows to return to the “Navigator” window.

End of activity.

Manually Apply Receipts

Scope

This procedure covers applying single or multiple receipts to invoices, debit memos, deposits, guarantees, on-account credits and chargebacks.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser

Distribution

N/A

Ownership

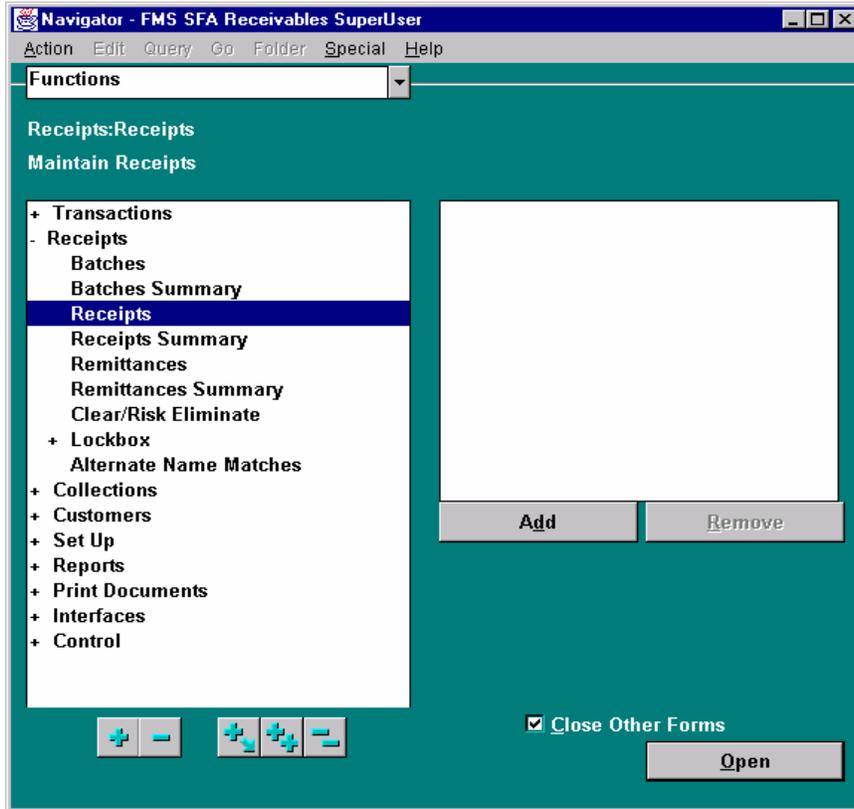
N/A

Activity Preface

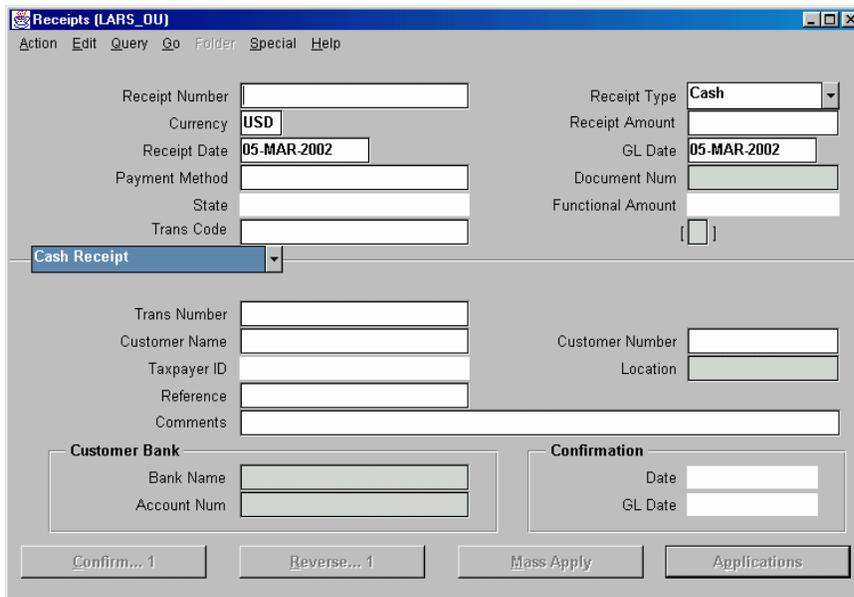
This activity is performed whenever the FSA Accounting Department receives receipt information via phone or email, for example, to apply an FMS receipt.

Manually Apply Receipts [PRO#####]

Manually Apply Receipts-FSA Lenders Receivables SuperUser



1. From the "Navigator" window, Double-Click **Receipts, Receipts** and the "Receipts" window appears.



2. Query the receipt you are applying. From the Menu Bar, select **Query → Find**. The “Find Receipts” window appears.

The screenshot shows the 'Find Receipts (SFA FMS)' application window. The menu bar includes 'Action', 'Edit', 'Query', 'Go', 'Folder', 'Special', and 'Help'. A 'Main' dropdown menu is visible. The 'Customer' section contains input fields for Name, Number, Location, and Taxpayer ID. Below this, there are fields for Receipt Numbers (containing '1010'), Document Numbers, Receipt Dates, GL Dates, Maturity Dates, Receipt Type (a dropdown menu), and Batch Name. At the bottom of the window are three buttons: 'Clear', 'New', and 'Find'.

3. Enter Selection criteria to find the receipt you want to apply (Customer Information or Receipt Number). Click on the **Find** button. The “Receipts” window reappears with the data for the selected receipt populated in the fields.

FYI: If the receipt you are applying has not yet been created, refer to the User Procedure “Creating a New Receipt.” Complete the steps listed and return to this process to apply the receipt.

Receipts (LARS_OU)

Action Edit Query Go Folder Special Help

Receipt Number: 1010
 Currency: USD
 Receipt Date: 05-MAR-2002
 Payment Method: MANUAL - CHECK
 State: Cleared
 Trans Code: []

Receipt Type: Cash
 Receipt Amount: 100.00
 GL Date: 05-MAR-2002
 Document Num: []
 Functional Amount: 100.00

Cash Receipt

Trans Number: []
 Customer Name: A University
 Taxpayer ID: []
 Reference: []
 Comments: []

Customer Number: 11
 Location: 1003

Customer Bank
 Bank Name: []
 Account Num: []

Confirmation
 Date: []
 GL Date: []

Confirm... 1 Reverse... 1 Mass Apply Applications

If you are applying this receipt to a single transaction, go to task #4. Otherwise, to apply this receipt to multiple transactions at once, go to task #7.

4. Click on the **Applications** button. The “Applications” window appears.

Applications (SFA FMS) - 1010

Action Edit Query Go Folder Special Help

Customer Name: A University
 Customer Number: 11
 Location: 1003

Receipt Amount: USD 100.00
 Unapplied: 0.00
 On Account: 100.00
 Exchange Gain/Loss: 0.00

Applications

Apply	Saved	Transaction Number	Installment	Amount Applied	Discount	Balance
<input checked="" type="checkbox"/>	<input type="checkbox"/>	On Account		100.00		
<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>					

5. Use the **List of Values** and select the transaction to which the receipt is being applied.

FYI: Receivables enters the Amount Applied for the receipt and updates the Unapplied Amount of the receipt and Balance Due for the transaction. If this does not happen automatically, click cursor inside the Amount Applied field.

6. Change the default Amount Applied if necessary.

Go to task #12.

7. Click on the **Mass Apply** button. The “Mass Apply” window appears.

Mass Apply (SFA FMS) - 1010

Action Edit Query Go Folder Special Help

Customer

Name Number

Location

Transaction

Types -

Numbers -

Due Dates -

Dates -

Balances -

Primary Sort Criteria

▾

Ascending Descending

Secondary Sort Criteria

▾

Ascending Descending

Include

Invoices Deposits Debit Memos

Chargebacks Credit Memos Disputed Transactions

Apply Date

8. Use the **List of Values** or enter the Customer Location in the Location field.

9. Choose to include all Transactions by not entering any search criteria.

10. Click on the **Preview** button. The “Applications” window appears.

Applications (SFA FMS) - 1010

Action Edit Query Go Folder Special Help

Customer Name **A University** Receipt Amount **USD** **100.00**

Customer Number **11** Unapplied **<750.00>**

Location **1003** On Account **100.00**

Exchange Gain/Loss **0.00**

Applications

Apply	Saved	Transaction Number	Installment	Amount Applied	Discount	Balance
<input checked="" type="checkbox"/>	<input type="checkbox"/>	10008	1	1,000.00	0.00	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	10010	1	<250.00>		
<input type="checkbox"/>	<input type="checkbox"/>	On Account				
<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>					
<input type="checkbox"/>	<input type="checkbox"/>					

11. Select the transactions to which you are applying this receipt by clicking the Apply check box.
12. Click the **Save** button (yellow diskette) on the Oracle Toolbar. Receivables now updates the Account balances.
13. Close out all windows to return to the “Navigator” window.

End of activity.

Manually Create Receipts

Scope

This procedure covers manually creating payment receipts for FMS customers.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser

Distribution

N/A

Ownership

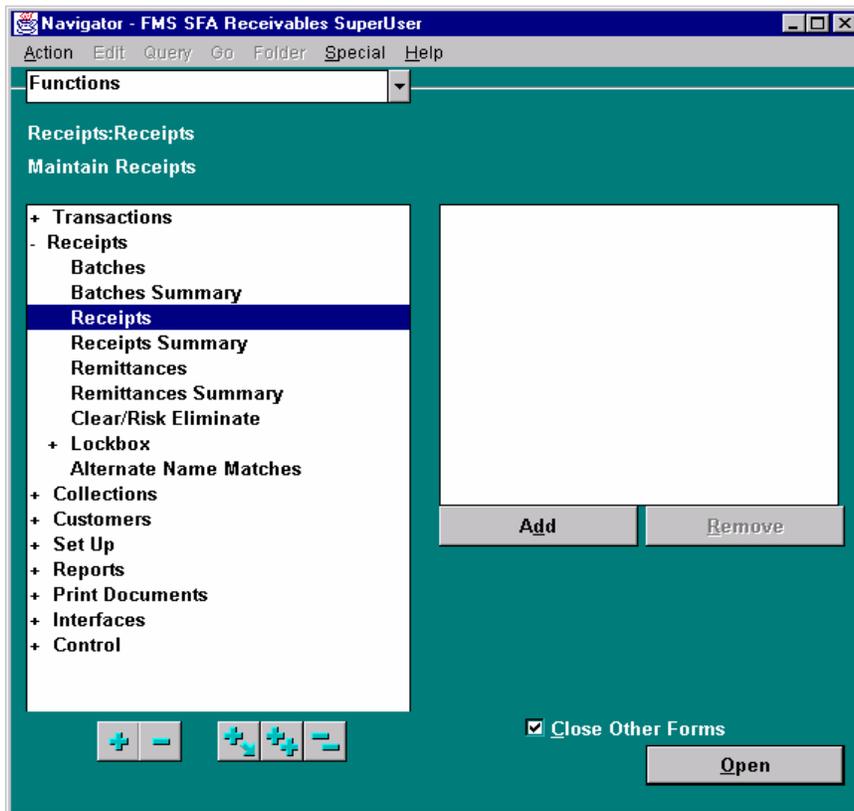
N/A

Activity Preface

This activity is performed whenever the FSA Accounting Department receives receipt information or a check, via phone or e-mail, for example, to create a new receipt.

Manually Create Receipts [PRO#####]

Manually Create Receipts-FSA Lenders Receivables SuperUser



1. From the “Navigator” window, Double-Click **Receipts, Batches** and the “Receipts Batches” window appears.

FYI: Receipts are entered as a batch to group related receipts that share many of the same attributes and decrease the time of data entry.

2. Select the Batch Type from the drop-down list.
3. Select Batch Source from the List of Values.
4. Enter a Batch Name by applying Batch naming standards.
5. Enter a Control Count in the Count field.
6. Enter a Control Amount in the Amount field.

FYI: Entering a Control Count and Control Amount allows you to see the difference between the expected and actual totals of receipts you process. This can alert you to any errors in data entry that may have occurred.

Click the **Receipts** button. The “Receipt Summary” window appears.

Click the **New** button. The “Receipts” window appears.

The screenshot shows a software window titled "Receipts (LARS_OU)" with a menu bar (Action, Edit, Query, Go, Folder, Special, Help). The form contains the following fields and values:

- Receipt Number: 1010
- Currency: USD
- Receipt Date: 05-MAR-2002
- Payment Method: MANUAL - CHECK
- State: Cleared
- Trans Code: []
- Receipt Type: Cash
- Receipt Amount: 100.00
- GL Date: 05-MAR-2002
- Document Num: []
- Functional Amount: 100.00

A dropdown menu labeled "Cash Receipt" is open. Below this, there are sections for:

- Customer Bank:** Bank Name, Account Num
- Confirmation:** Date, GL Date
- Trans Number, Customer Name (A University), Customer Number (11), Taxpayer ID, Reference, Comments, Location

Buttons at the bottom include Confirm... 1, Reverse... 1, Mass Apply, and Applications.

7. Enter the Receipt Number in the Receipt Number field by applying Receipt numbering standards.
8. Select “Cash” from the Receipt Type drop-down menu.
9. Enter the Receipt Amount in the Receipt Amount field.
10. Change the default GL Date if necessary.
11. Enter the Payment Method in the Payment Method field.
12. Select the Transaction Code from the List of Values.
13. Use the List of Values or enter Customer Name or Number into the corresponding field.
14. Click the **Save** button (yellow diskette) on the Oracle Toolbar.

15. Close out all windows to return to the “Navigator” window.

End of activity.

Manual New Customer Creation

Scope

This procedure covers creating a new customer in the FMS system. A new customer is one that does not have a header or site and therefore does not already “exist” in the system.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser ?

Distribution

N/A

Ownership

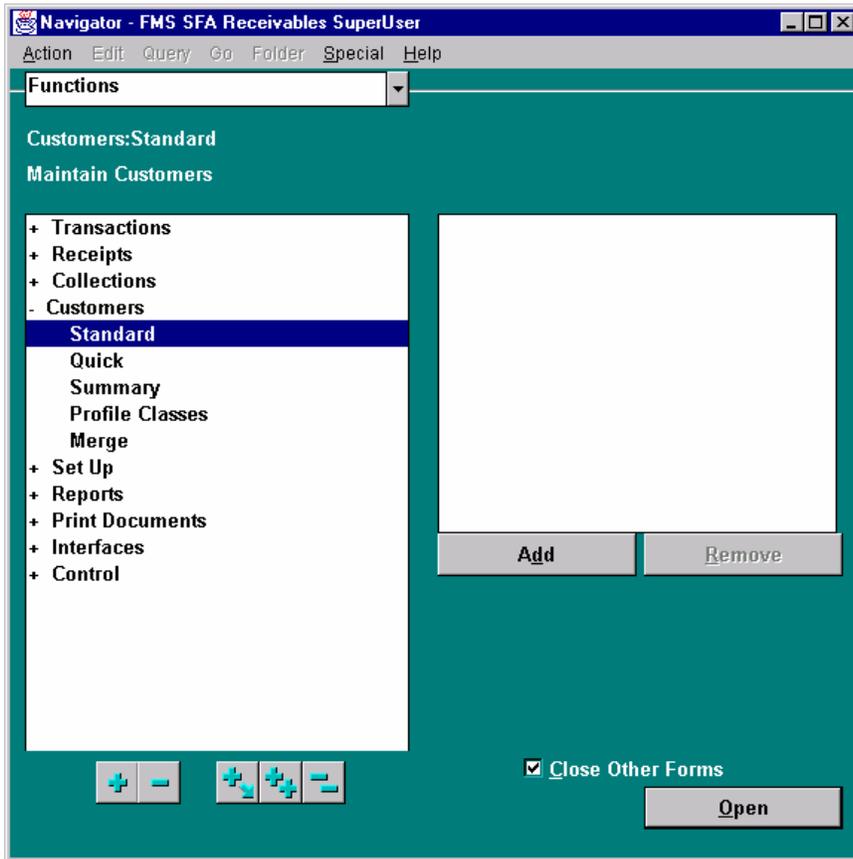
N/A

Activity Preface

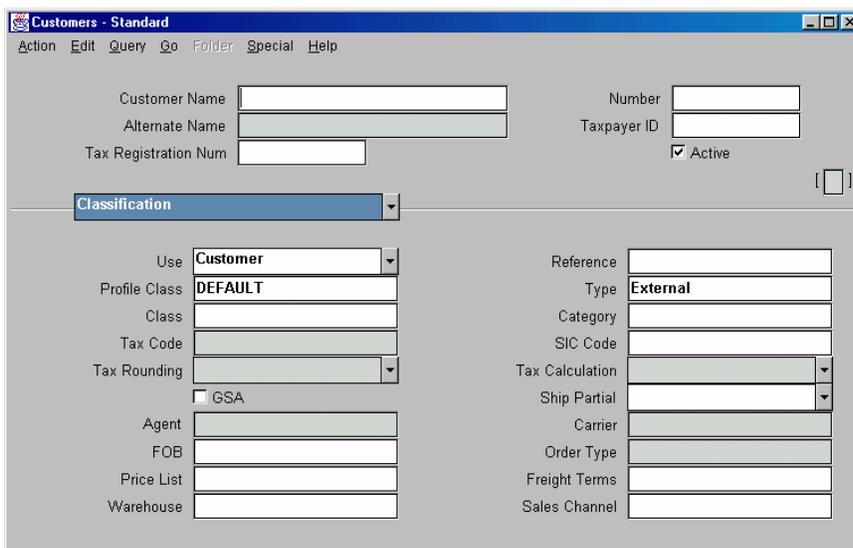
This activity is performed whenever new customer information is received by the FSA Accounting Department to be entered into the FMS system.

Manual New Customer Procedure [PRO#####]

Manual New Customer Creation-FSA Lenders Receivables SuperUser



1. From the “Navigator” window, Double-Click **Customers,Standard** and the “Customers - Standard” window appears.



- Before entering a new Customer Name, query existing customer names to avoid creating a duplicate customer. From the Menu Bar, select **Query** → **Find**. The “Find Customers” window appears.

- Enter the desired Customer Name in the Customer Name field. Click on the **Find** button. If a customer has not already been created with this name, no new windows will appear and an error message will be displayed on the Toolbar. You can use this name to create the new customer.

FYI: If this customer had already been created the “Customers – Standard” window will be displayed with data for the queried customer populated in the fields. If this happens, repeat the above process and select a new name to query. Repeat until a unique customer name is found.

- Close out the “Find Customers” window and return to the “Customers – Standard” window.

5. Enter the Customer Name in the Customer Name field.
6. Enter a unique Customer Number in the Number field.
7. Assign a customer Profile Class in the Profile Class field.
8. Use the **List of Values** to enter the Lender Class in the Class field.
9. Select “Addresses” from the drop-down menu in the middle of the form. The “Addresses” region appears.

Customers - Standard

Action Edit Query Go Folder Special Help

Customer Name Number

Alternate Name Taxpayer ID

Tax Registration Num Active

Addresses

Address

10. Click on the **New** button. The “Customer Addresses” window appears.

Customer Addresses - A University, 11

Action Edit Query Go Folder Special Help

Country EDI Location

Address

Alternate Name City State

Postal Code Province County

Reference Language Active

Category

Business Purposes

Usage	Location	Bill To Location	Primary	Active
Bill To			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>

11. Enter the Country in the Country field.
12. Enter the Street Address in the Address field.
13. Enter the City in the City field.
14. Enter the State in the State field.
15. Enter the Postal Code in the Postal Code field.
16. Enter the County in the County field.
17. Enter the Site Use in the Usage field.
18. Select “Telephones” from the drop-down menu in the middle of the form. The “Telephones” alternative region appears.

Customer Addresses - A University, 11

Action Edit Query Go Folder Special Help

Country EDI Location

Address

Alternate Name

Postal Code City State

Reference Province County

Category Active

Telephones

Area Code	Telephone Number	Extension	Type	Primary	Active
212	555-7878		General	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
212	555-8787		Fax	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>

19. Enter the Area Code in the Area Code region.
20. Enter the Telephone Number in the Telephone Number region.
21. Enter the correct Type (General, Fax) in the Type field.
22. Select a Primary telephone number by clicking the Primary checkbox.

23. Select “Contact: Telephones” from the drop-down menu in the middle of the form. The “Contacts: Telephones” alternative region appears.

The screenshot shows a software window titled "Customer Addresses - A University. 11". The form contains several input fields and sections:

- Country:** United States
- Address:** 100 Main St
- City:** New York
- State:** NY
- Postal Code:** 10308
- County:** Nassau
- Reference:** 1044
- Category:** Contacts : Telephones (selected in a dropdown menu)

Below these fields are two tables:

Contact Name							Active
Last	First	Title	Job	Mail Stop	Reference	Email	
Smith	Mary	Mrs.					<input checked="" type="checkbox"/>
							<input type="checkbox"/>
							<input type="checkbox"/>

Contact Telephones						
Area Code	Telephone Number	Extension	Type	Primary	Active	
212	555-7788		General	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. Enter the correct Contact Name (Last, First, Title) in the Contact Name field.
25. Select a Primary telephone number by clicking the Primary checkbox.
26. Enter the correct Contact Telephones (Area Code, Telephone Number, Type) in the Contacts Telephones field.
27. Select “Payment Methods” from the drop-down menu in the middle of the form. The “Payment Methods” alternative region appears.

Customer Addresses - A University, 11

Action Edit Query Go Folder Special Help

Country EDI Location

Address

Alternate Name

City State

Postal Code Province

Reference County

Category Active

Payment Methods

Payment Method Name	Primary	Effective Dates		
		From	To	
Manual	<input type="checkbox"/>	30-JAN-2002		
	<input type="checkbox"/>			

28. Use the **List of Value** or enter “Manual” in the Payment Method Name field.
29. Click the **Save** button (yellow diskette) on the Oracle Toolbar.
30. Close all windows to return to the “Navigator” window.

End of activity.

Manually Create Receivable Transactions

Scope

This procedure covers manually creating receivable transactions in the FMS AR system.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser

Distribution

N/A

Ownership

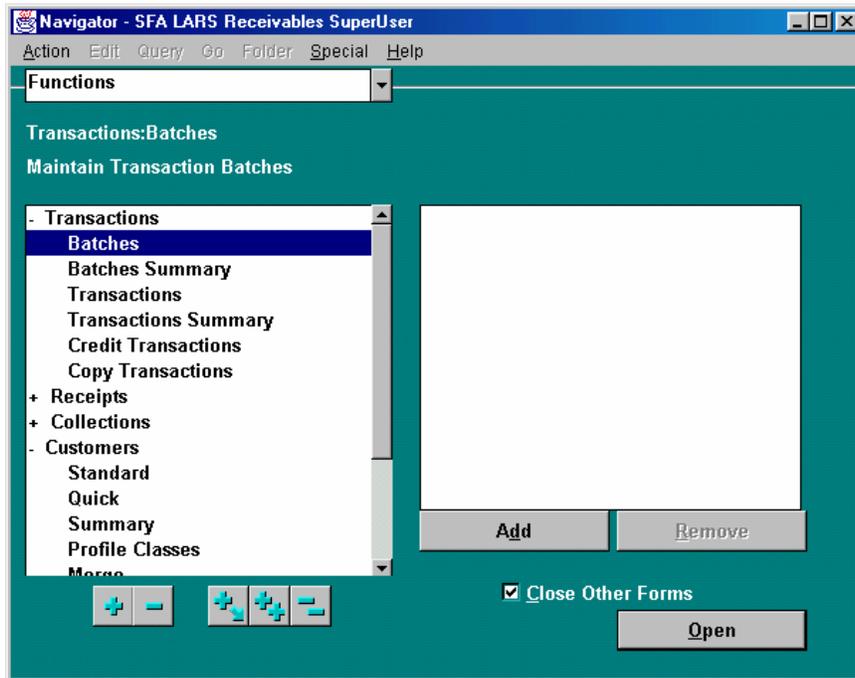
N/A

Activity Preface

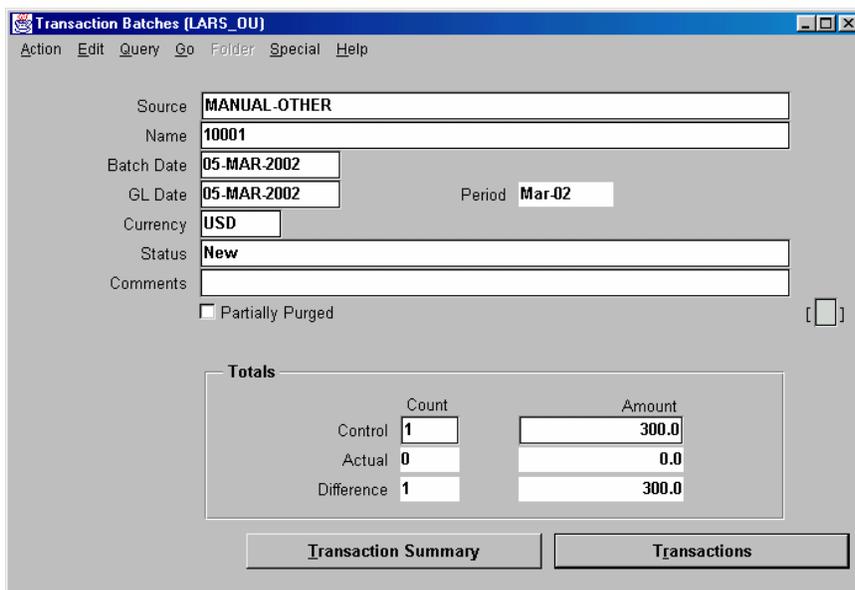
This activity is performed whenever the SFA Accounting Department receives transaction information in a hard copy letter to create a new transaction.

Manually Create Receivable Transactions [PRO#####]

Manually Create Receivable Transactions-FSA Lenders Receivables SuperUser



1. From the “Navigator” window, Double-Click **Transactions,Batches** and the “Transaction Batches” window appears.



2. Use the List of Values to enter the transaction batch Source in the Source field.

FYI: Since using Automatic Numbering, Receivables will assign the batch Name.

3. Change the Batch Date if the default is not correct.
4. Change the GL Date if the default is not correct.

FYI: The GL Date must be in an Open or Future period.

5. Enter the total number of transactions in this batch in the Control Count field.
6. Enter the total dollar amount of transactions in this batch in the Control Amount field.
7. To add transactions to this batch, Click on the **Transactions** button. The “Transactions” window appears.

8. Select the correct Class from the Class drop-down menu. (Choose Credit Memo or Invoice)
9. Use the **List of Values** to enter the Source.
10. Use the **List of Values** to enter the Type. (Select the same value as Class.)
11. Use the **List of Values** to select the correct Customer Bill To Name, Address and Contact.

FYI: Bill To Number and Location are automatically entered when Bill To Name is selected. You can change what is defaulted if there is more than one Location for the Address entered.

12. Click on the **Line Items** button. The “Lines” window appears.

Lines (LARS_OU) - A University, 10007

Action Edit Query Go Folder Special Help

Transaction Lines Tax Freight

Total 300.00

Main

Num	Item	Description	UOM	Quantity	Unit Price	Amount	Tax Code
1		COLLECT PENALTY		1	300	300.00	

Accounting Sales Credits Freight Tax

13. Place the cursor in the Description field and use the **List of Values** to enter a Line Item. Line Items define the type of line and what the charge is for.
14. Enter the Quantity of items in the Quantity field.
15. Enter the Unit Price per item in the Unit Price field. The Amount will be updated automatically by Receivables.
16. In the Transactions window, Click on the **Accounting** button. The Accounting window appears.
17. Use the List of Values to select the Transaction Code.
18. Click the **Save** button (yellow diskette) on the Oracle Toolbar.
19. Close the Accounting window
20. Close the Lines window.
21. In the “Transactions” window, Click on the **Complete** button. The transaction is marked as complete.

Transactions (LARS_OU) - A University, 10010

Action Edit Query Go Folder Special Help

Number 10010 Date 05-MAR-2002 Complete

Reference Reference Currency USD Transaction

Source MANUAL-OTHER Class Credit Memo

Type LENDER CREDIT GL Date 05-MAR-2002

Main

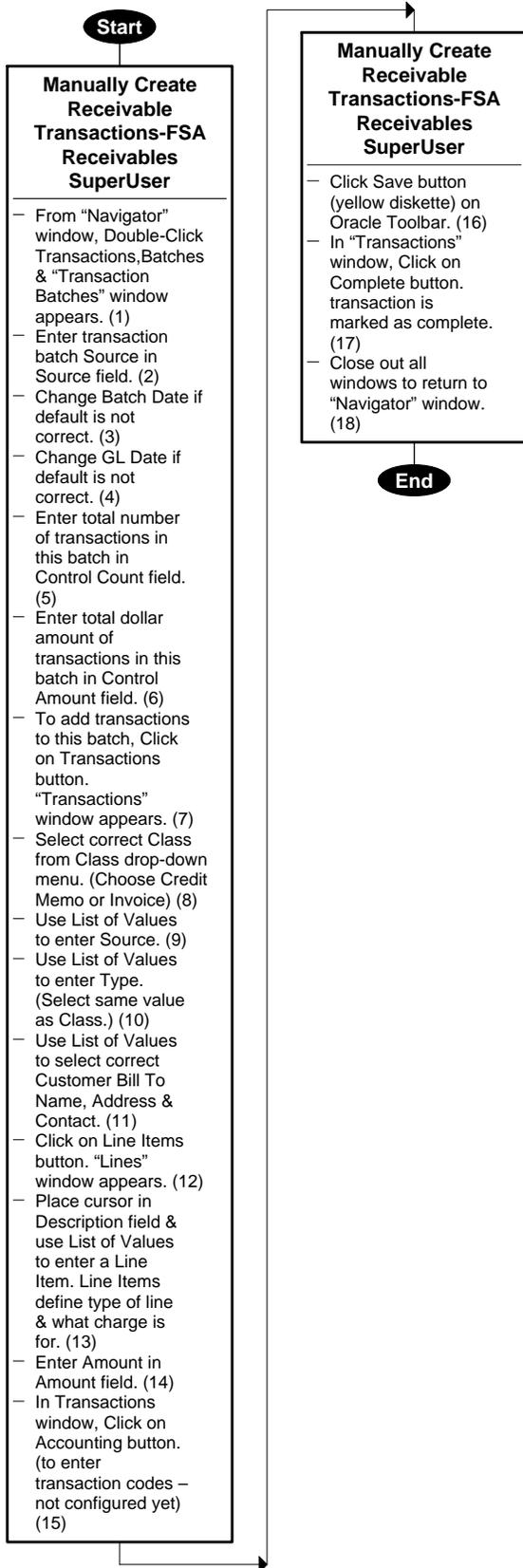
Ship To	Bill To
Name	A University
Number	11
Location	1003
Address	100 Main St
	New York, NY 10308 United States
Contact	Smith, Mary
Terms	Commitment
Due Date	Agent

Tax Accounting Sales Credits Balances

Incomplete Freight Credit Installments Line Items

22. Close out all windows to return to the “Navigator” window.

End of activity.



Open/Close Accounting Periods

Scope

This procedure covers opening and closing of Receivables Accounting periods. Opening the period enables Journal Entry and posting while closing the period suspends any further transactions or journal entry and posting.

System References

N/A

Policy

NA

Responsibility

FSA Lenders Receivables SuperUser

Distribution

N/A

Ownership

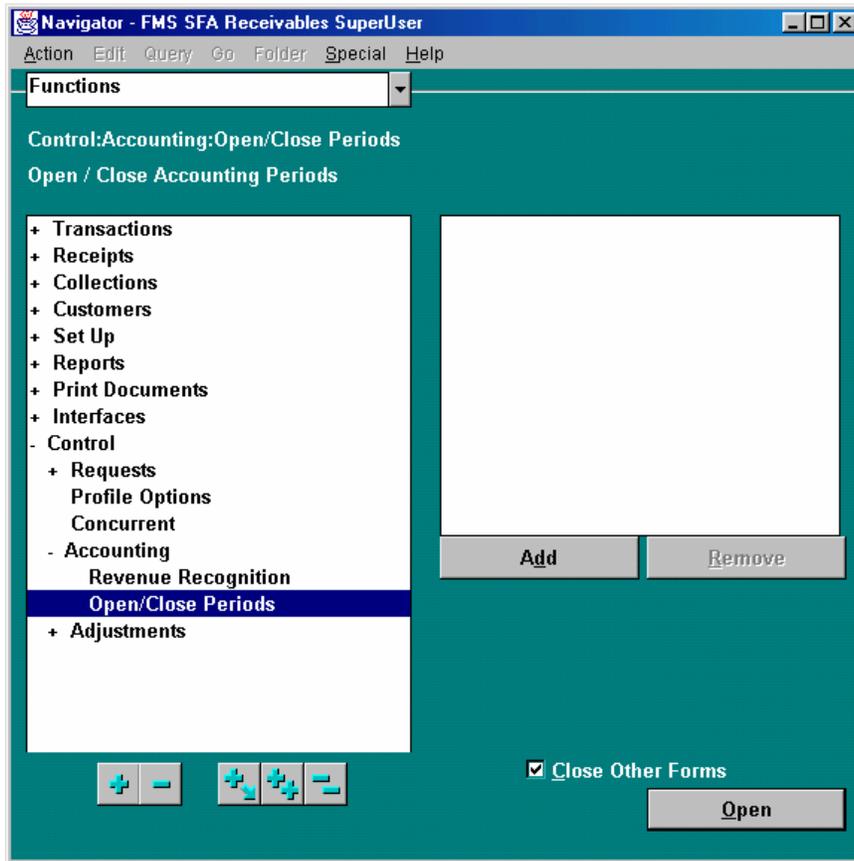
N/A

Activity Preface

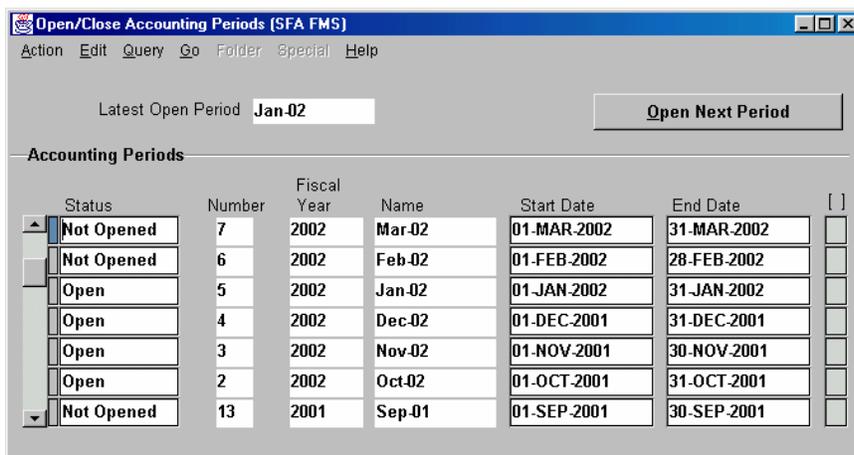
This activity is performed at the end of each month. The Accounting period is closed after Journal batches have been successfully posted. Once closed, the next accounting period is opened.

Open/Close Accounting Periods [PRO#####]

Open/Close Accounting Periods-FSA Lenders Receivables SuperUser

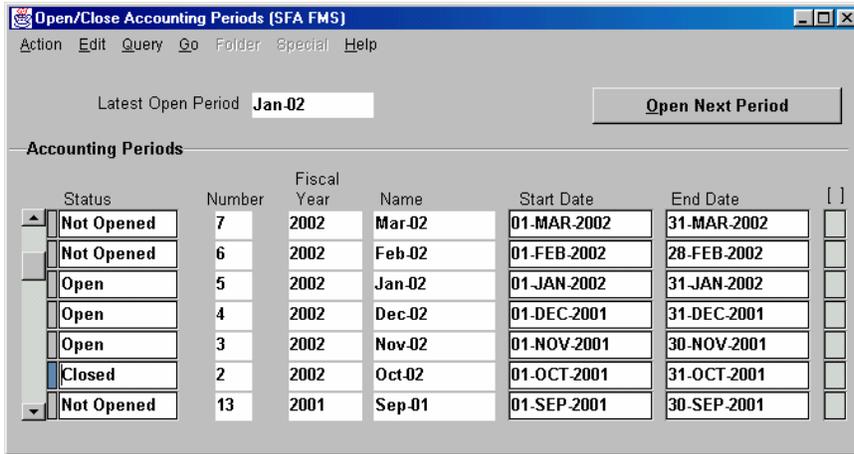


1. From the “Navigator” window, Double-Click **Control,Accounting,Open/Close Accounting Periods** and the “Open/Close Accounting Periods” window appears.

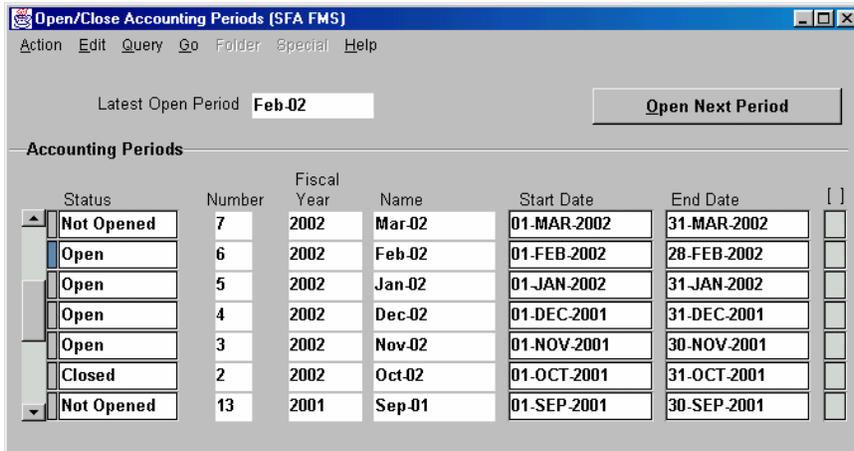


2. To close an Accounting Period, place the cursor in the status field and change the status to “Closed.”

FYI: Oracle will not close the Accounting Period if unposted items remain.



3. To open the next Accounting Period, after the latest Accounting Period, Click on the **Open Next Period** button. The status of the first “Not Opened” Period is changed to “Open.”



4. Click the **Save** button (yellow diskette) on the Oracle Toolbar.
5. Close out all windows to return to the “Navigator” window.

End of activity.

General Ledger Posting

Scope

This procedure covers initiating the transfer of FMA receivable transactions to the Oracle FMS General Ledger. This process is required to accurately reflect the agency's account activities.

System References

N/A

Policy

N/A

Responsibility

?

Distribution

N/A

Ownership

N/A

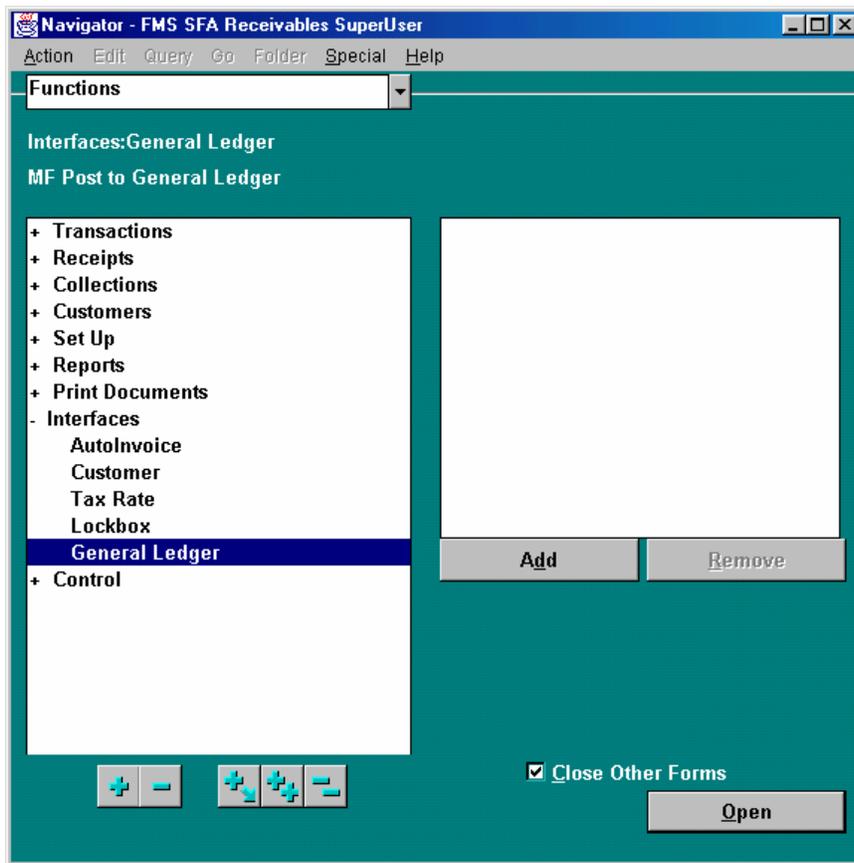
Activity Preface

This activity is performed whenever AR entry is complete (end of every month).

General Ledger Posting [PRO#####]

****This procedure is still being worked on****

General Ledger Posting-FSA Receivables SuperUser



1. From the "Navigator" window, Double-Click **Interfaces,General Ledger** and the "Run General Ledger Interface" window appears.
2. Enter Posting Detail
3. Confirm GL Posted Date defaults to Today's Date
4. Choose to Run Journal Import
5. Click the **Save** button (yellow diskette) on the Oracle Toolbar.
6. Submit
7. Close out all windows to return to the "Navigator" window.

End of activity.

Receivables Management

Scope

This procedure covers defining, assigning, waiving and accruing finance charges for FMS customer accounts against any past due items.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Federal Administrator

Distribution

N/A

Ownership

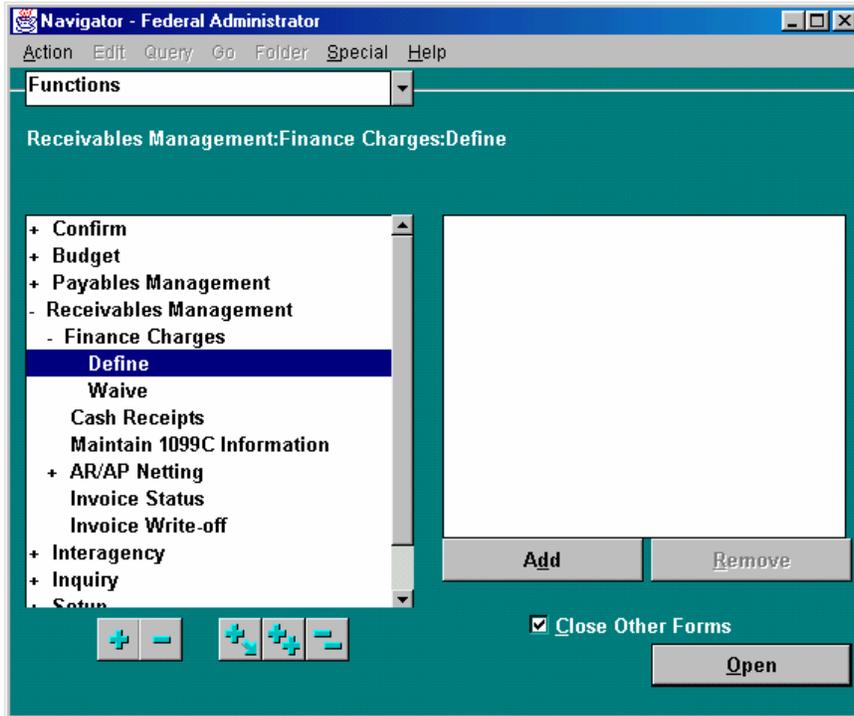
N/A

Activity Preface

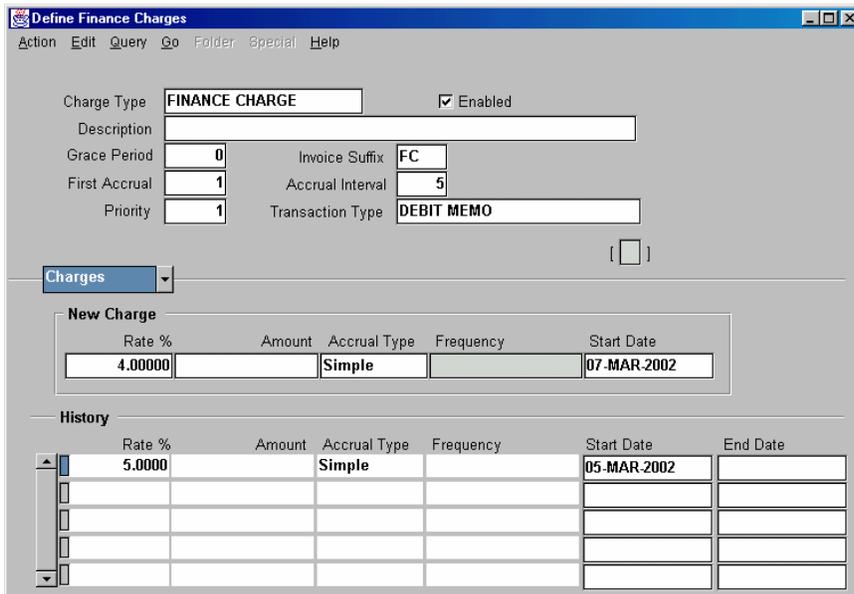
This activity is performed whenever defining and updating FMS customer accounts that are eligible for finance charges.

Receivables Management [PRO#####]

Define Finance Charges-FSA Lenders Federal Administrator



1. From the “Navigator” window, Double-Click **Receivables Management, Finance Charges, Define** and the “Define Finance Charges” window appears.



2. Enter a name for the Charge Type in the Charge Type field.

3. Enter a value in the in the Grace Period field. This value represents additional days before the first accrual.
4. Enter an Invoice Suffix in the Invoice Suffix field. This value will appear as the last digits of the invoice number.
5. Enter a value in the First Accrual field. This value represents days beyond the due date.
6. Enter a value in the Priority field. This value represents the order of payment – the lowest priority types are paid first.
7. Enter a Transaction Type of type Debit Memo.
8. In the “Charges” region, under New Charge, enter a value in the Rate % field.
9. Choose an Accrual Type form the List of Values.
10. Choose a Start Date to define when the finance charge will take effect.
11. Select “Customers” from the drop-down menu in the middle of the field. The “Customers” Region appears.

The screenshot shows the 'Define Finance Charges' window with the following configuration:

- Charge Type: FINANCE CHARGE (checked Enabled)
- Description: (empty)
- Grace Period: 0
- Invoice Suffix: FC
- First Accrual: 1
- Accrual Interval: 5
- Priority: 1
- Transaction Type: DEBIT MEMO

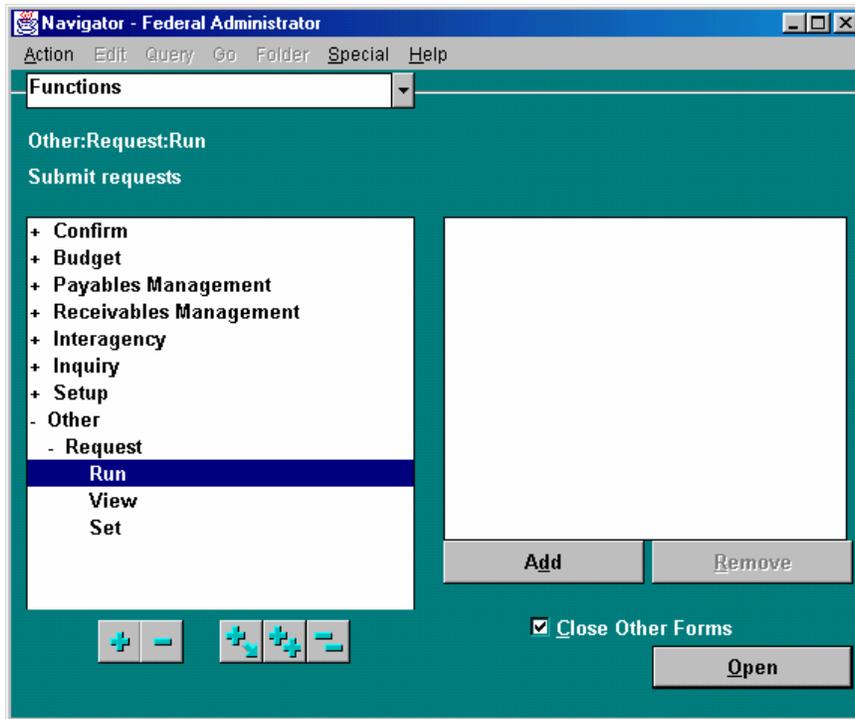
Below these fields is a drop-down menu set to 'Customers'. Underneath is a table of Customer Classes:

Customer Class	Enabled
LENDER	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

12. Select a Customer Class that has already been defined by Receivables.
13. Click the **Save** button (yellow diskette) on the Oracle Toolbar.

14. Close out all windows to return to the “Navigator” window.

Assign Finance Charges-FSA Lenders Federal Administrator



15. From the “Navigator” window, Double-Click **Other,Request,Run** and the “Submit a New Request” window appears.



16. Select to run a Single Request and Click on the **OK** button. The Submit “Request” window appears.

Submit Request

Action Edit Query Go Folder Special Help

Print ?

Run this Request...

Request Name

Parameters

Language

At these Times...

As Soon As Possible

Upon Completion...

Save all Output Files

Notify

Print To

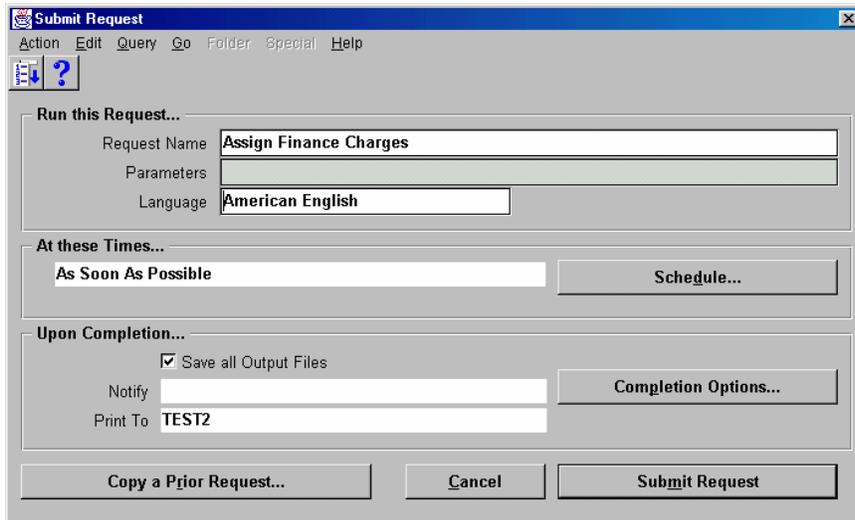
17. Place the Cursor in the Request Name field and Click on the **List of Values** button. The “Reports” window appears with a list of possible reports to run.

Reports

Find %

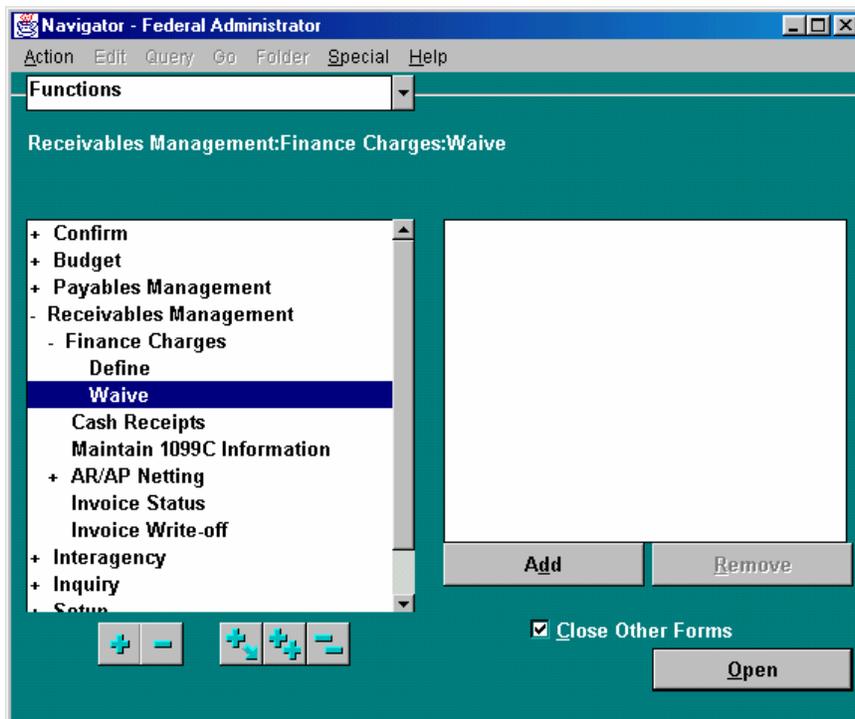
Name	Application
1096 - Annual Summary and Transmittal of U.S. Information Returns	Federal F
1099-C Electronic Filing	Federal F
1099-C Preprinted Form Report	Federal F
1099-C Setup Process	Federal F
2108 Table Set-up Procedure	Federal F
Accrue Finance Charges	Federal F
Apply Cash Receipt Execution Report	Federal F
Assign Finance Charges	Federal F
Disbursements in Transit Voided Checks	Federal F
FACTS Interface	Federal F
FMS Form 224 Detail Transaction Listing	Federal F
Generate Budgetary Summary Templates	Federal F
Identify Federal Employees	Federal F

18. Choose the “Assign Finance Charges” report and Click on the **OK** button. The “Submit Request” window reappears.



19. Click on the **Submit Request** button.
20. Close out all windows to return to the “Navigator” window.

Waive Finance Charges-FSA Lenders Federal Administrator



21. From the “Navigator” window, Double-Click **Receivables Management,Finance Charges,Waive** and the “Waive Finance Charges” window appears.

The screenshot shows a software window titled "Waive Finance Charges". At the top is a menu bar with options: Action, Edit, Query, Go, Folder, Special, Help. Below the menu is a dropdown menu currently set to "Customers". Underneath are two text input fields: "Customer Name" and "Customer Number". Below these is a section titled "Charges" which contains a table with three columns: "Charge Type", "Waive", and "Cascade To Invoices". The "Waive" and "Cascade To Invoices" columns contain checkboxes for each row in the table.

22. In the Customers region, enter the Customer Name, Customer Number and Charge Type in the corresponding fields.

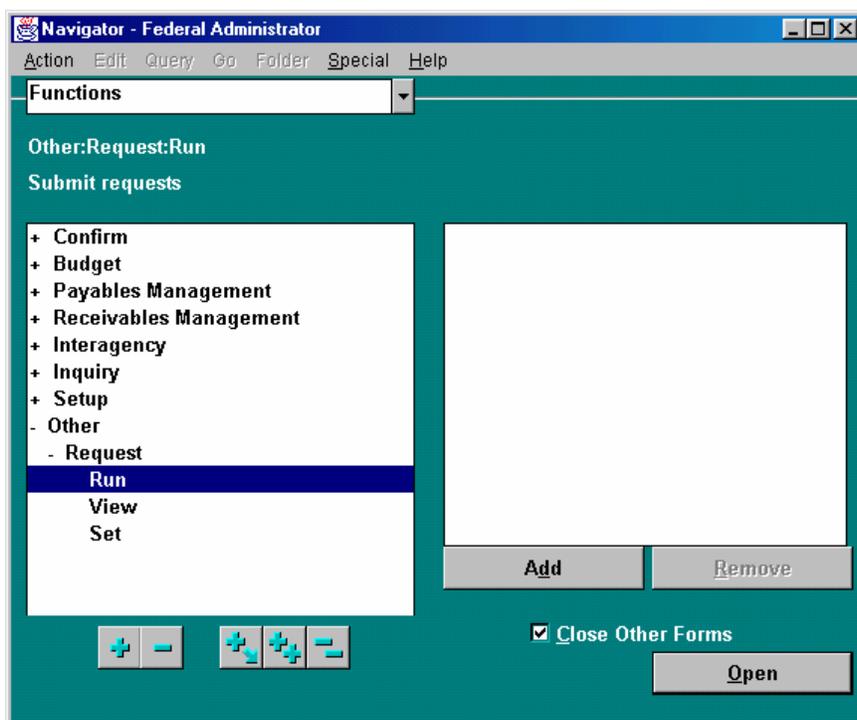
FYI: For an alternate method, use the drop-down menu to access the “Invoices” region and enter the Invoice Number, Invoice Date, Customer Name and Charge Type in the corresponding fields.

23. Click inside the Waive checkbox.

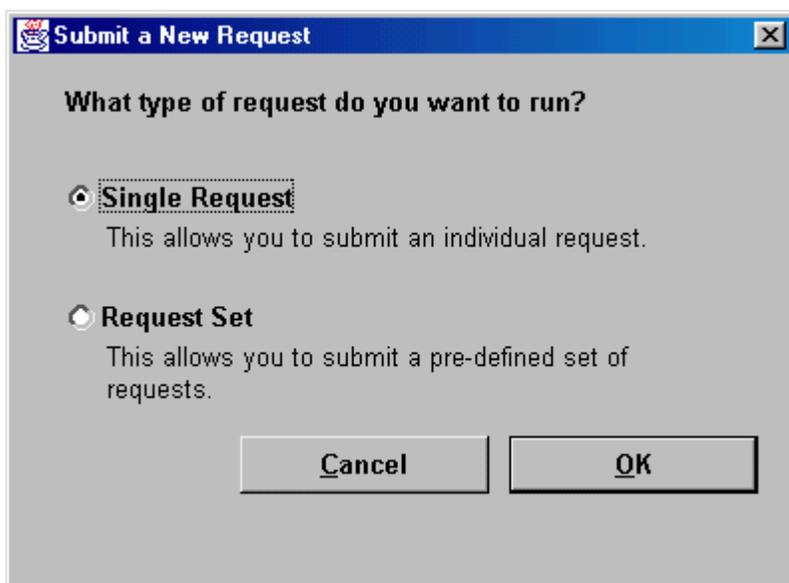
24. Click the **Save** button (yellow Diskette) on the Oracle Toolbar.

25. Close out all windows to return the to the “Navigator” window.

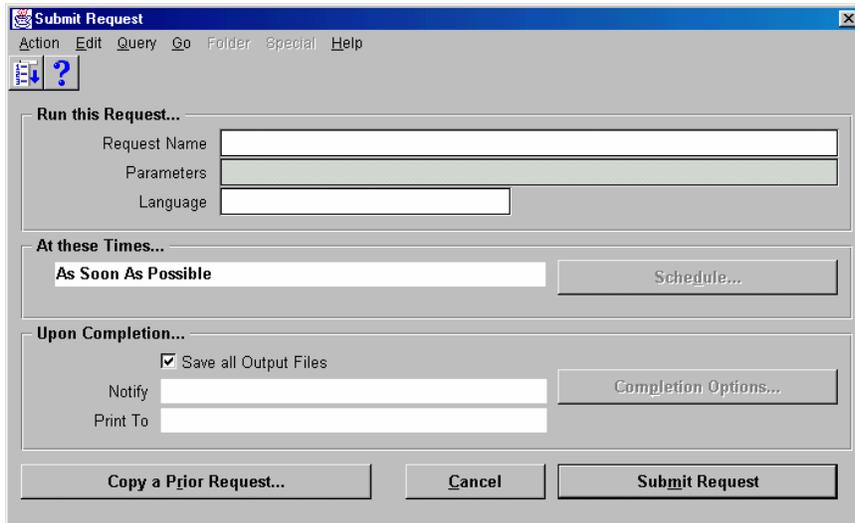
Accrue Finance Charges-FSA Lenders Federal Administrator



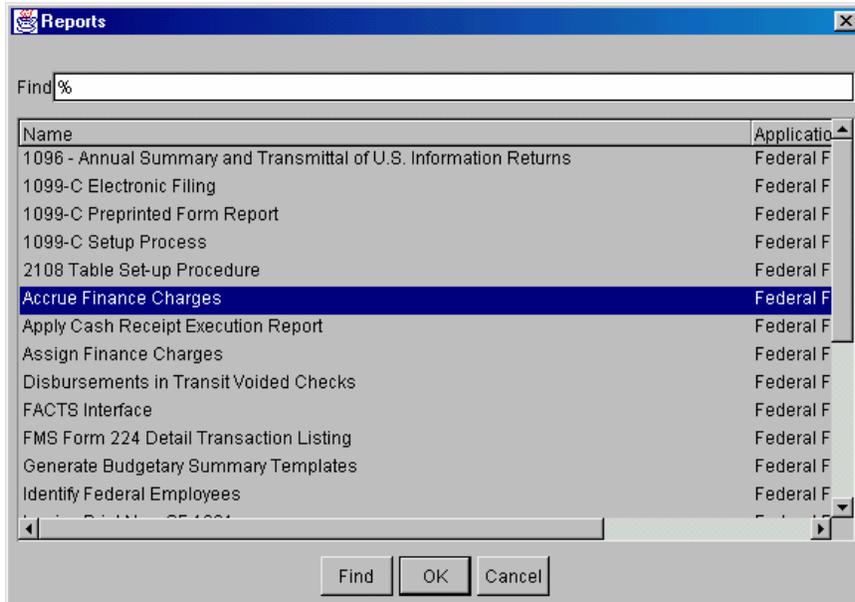
26. From the “Navigator” window, Double-Click **Other,Request,Run** and the “Submit a New Request” window appears.



27. Select to run a Single Request and Click on the **OK** button. The “Submit Request” window appears.



28. Place the Cursor in the Request Name field and Click on the **List of Values** button. The Reports window appears with a list of possible reports to run.



29. Choose the “Accrue Finance Charges” report and Click on the **OK** button. The “Submit Request” window reappears.

Submit Request

Action Edit Query Go Folder Special Help

Run this Request...

Request Name:

Parameters:

Language:

At these Times...

Upon Completion...

Save all Output Files

Notify:

Print To:

30. Click on the **Submit Request** button.

31. Close out all windows to return to the “Navigator” window.

End of activity.

Reverse a Receipt

Scope

This procedure covers reversing an existing FMS receipt. A receipt may be reversed when a customer stops payment on a receipt, if a receipt comes from an account with insufficient funds or for data entry errors that occurred when the account was entered.

System References

N/A

Policy

N/A

Responsibility

?

Distribution

N/A

Ownership

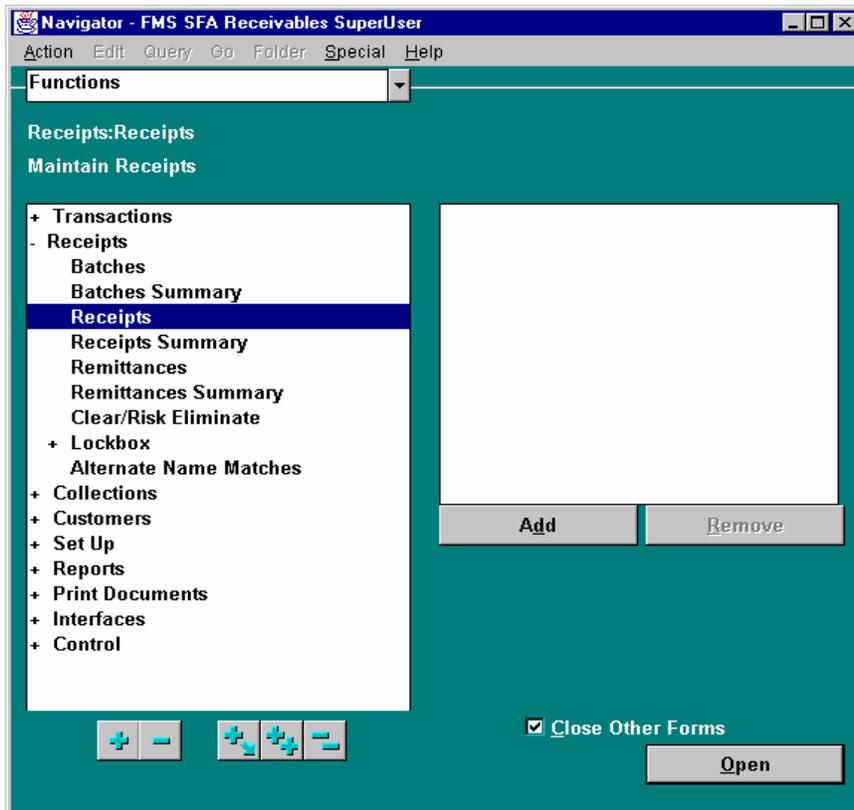
N/A

Activity Preface

This activity is performed whenever the FSA Accounting Department receives receipt details to reverse an existing receipt.

Manually Reverse Receipts [PRO#####]

Manually Reverse Receipts-FSA Receivables SuperUser



1. From the “Navigator” window, Double-Click **Receipts, Receipts** and the “Receipts” window appears.

Receipts (FFELGA_OU)

Action Edit Query Go Folder Special Help

Receipt Number 1824

Currency USD

Receipt Date 22-JAN-2002

Payment Method MANUAL

State Cleared

Trans Code

Receipt Type Cash

Net Receipt Amount 100.00

GL Date 22-JAN-2002

Document Num

Functional Amount 100.00

Cash Receipt

Trans Number

Customer Name STATE UNIVERSITY

Taxpayer ID

Reference

Comments

Customer Bank

Bank Name

Account Num

Confirmation

Date

GL Date

Confirm... 1

Reverse... 1

Mass Apply

Applications

- Query the Receipt to reverse. From the Menu Bar, select **Query** → **Find**. The “Find Receipts” window appears.

- Enter search criteria into the form (Customer Information or Receipt Number) and Click on the **Find** button. If you searched by Customer, a list of possible customers appears. Select the correct one and Click on the **OK** button. The “Receipts Summary” window appears.

Receipt Number	Type	Receipt Date	GL Date	Effective Date	Current
100	Cash	28-FEB-2002	28-FEB-2002		USD
40	Cash	28-FEB-2002	28-FEB-2002		USD

4. Select the correct receipt to reverse and click on the **OK** button. The “Receipts” window appears with the data for the requested receipt populated in the fields.

5. Click on the **Reverse** button. The “Reverse” window appears.

6. Use the **List of Values** or enter the Category in the Category field.
7. Use the **List of Values** or enter the Reason in the Reason field.
8. Click on the **Reverse** Button. The receipt is reversed.

FYI: This method is for reversing receipts that have not been posted to the General Ledger. If the receipt has already been posted you must create a Debit Memo Reversal. In the Debit Memo region of the Reverse window, check the Debit Memo Reversal checkbox. Use the List of Values or enter a type of Debit Memo in the Type field and the correct Account in the Account

field. When you click the Reverse button, Receivables creates a line on the debit memo that displays the original receipt number.

9. Click the **Save** button (yellow diskette) on the Oracle Toolbar.

10. Close out all windows to return to the “Navigator” window.

End of activity.

Update Customer Call Actions

Scope

This procedure covers updating customer call actions. Call Actions reflect what was learned or resolved from speaking with the customer directly and any recommended follow-up activity.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser

Distribution

N/A

Ownership

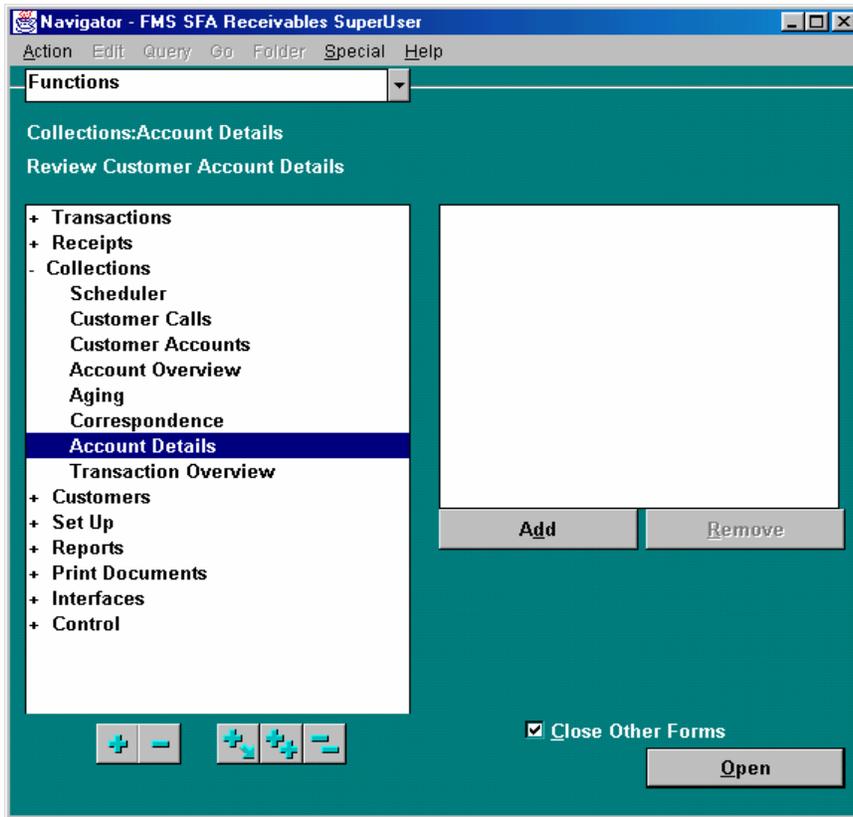
N/A

Activity Preface

This activity is performed whenever a call to a customer about a past due transaction results in new future actions or a change to the call status or details.

Update Customer Call Actions [PRO#####]

Update Customer Call Actions-FSA Lenders Receivable SuperUser



1. From the “Navigator” window, Double-Click **Collections,Account Details** and the “Find Account Details” window appears.

2. Enter selection criteria (for example, Transaction Number) and Click on the **Find** Button. The “Account Details” window appears for the selected account.

Original	Balance Due	Status	Dispute Amount	Dispute Date	[]	Trans
2,000.00	2,000.00	Open	0	05-MAR-2002		

	Entered	Functional
Cumulative Balance		
Total Balance	2,000.00	2,000.00

3. To update the call, reenter the correct information in the appropriate field(s).

FYI: For example, the Due Date, Balance Due, Status, etc. can all be changed. Also, to take an item off dispute, change the Dispute Amount to zero and change the Dispute Date to Today’s Date.

FYI: Changing the dispute amount to zero does not update the old dispute amount, but rather creates a new dispute of amount zero to replace the old dispute amount.

4. Click the **Save** button (yellow diskette) on the Oracle Toolbar.
5. If no future action is required for this issue, the call should be updated to “Complete.”
6. Click on the **Call** button. The “Customer Calls” window appears.

7. Click on the **Topics** button. The “Call Topics” window appears.

Number	Due Date	Outcome	Response	Action	Date	Complete
10002	29-MAR-2002	Unable to make	DISPUTE AMO	Call the custo	05-MAR-2002	<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>
						<input type="checkbox"/>

8. Click on the **Actions** button. The “Call Actions” window appears.

Topic Actions (LARS_OU) - CITY UNIVERSITY OF NEW YORK, 10002					
Action Edit Query Go Folder Special Help					
Date	Action	Amount	Notes	Notify	Complete
05-MAR-2002	Put a specific	100.00			<input checked="" type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>
					<input type="checkbox"/>

9. Check the “Complete” check box to indicate this call has been completed.
10. Click the **Save** button (yellow diskette) on the Oracle Toolbar.
11. Close all windows to return to “Navigator” window.

End of activity.

Manual Update to Existing Customer

Scope

This procedure covers updating existing customer information. An existing customer is one that already has a header and therefore 'exists' in the FMS system.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser ?

Distribution

N/A

Ownership

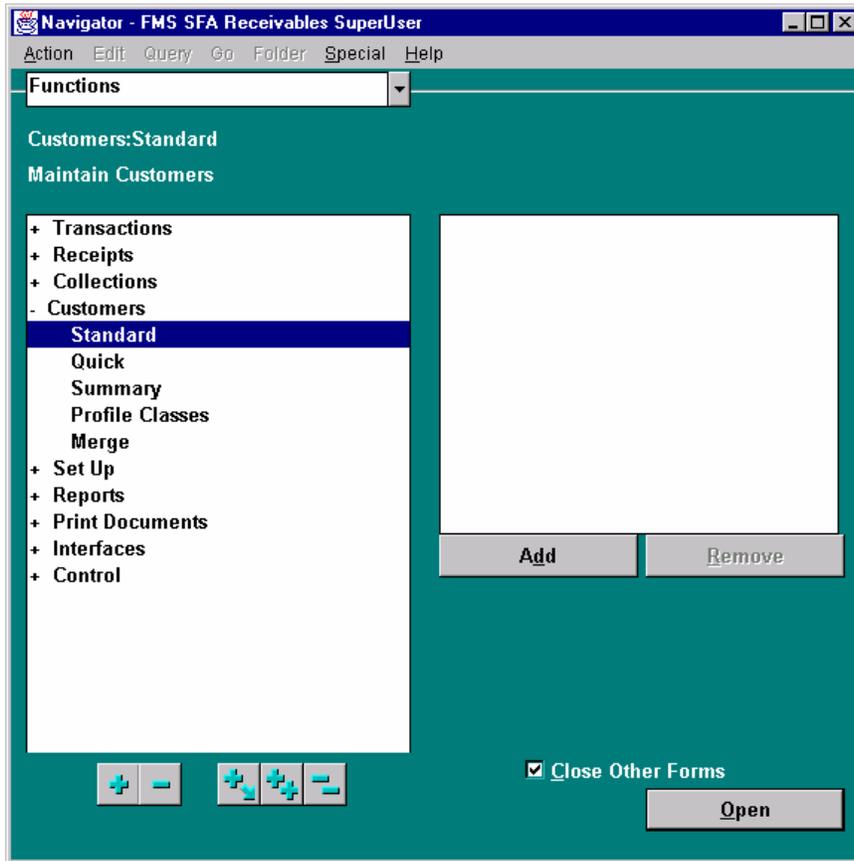
N/A

Activity Preface

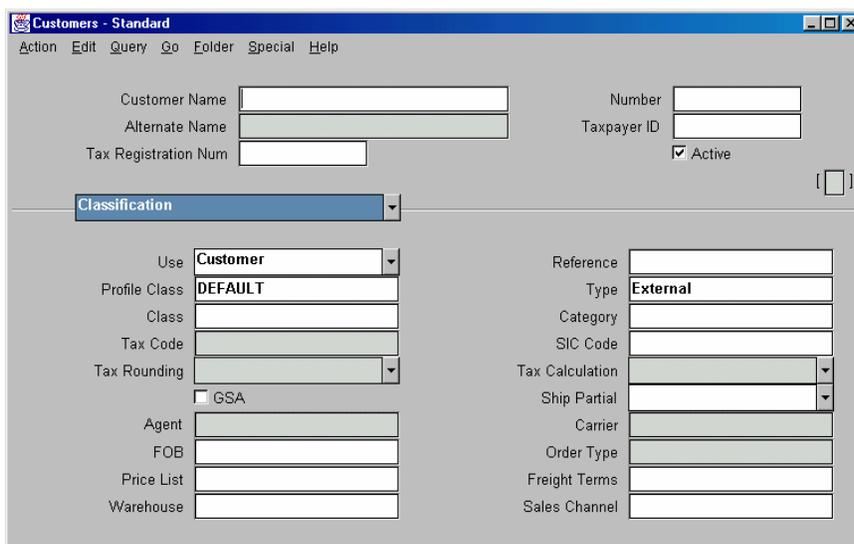
This activity is performed whenever customer information to be updated or added to the customer record is received by the FSA Accounting Department.

Manual Update to Existing Customer [PRO#####]

Manual Update to Existing Customer-FSA Lenders Receivables SuperUser



1. From the “Navigator” window, Double-Click **Customers,Standard** and the “Customers - Standard” window appears.



- Query the Customer to modify. From the Menu Bar, select **Query** → **Enter**. The “Find Customers” window appears.

- Enter selection criteria into the form (usually Customer Name or Number) and Click on the **Find** button. The “Customers- Standard” window appears with the selected customer’s information entered in the form.

- Use the drop-down menu, in the middle of the form, to access the region that contains the field where information needs to be changed or added.
- Select the field(s) to be updated, and fill in the new information.
- Click the **Save** button (yellow diskette) on the Oracle Toolbar.
- Close all windows to return to “Navigator” window.

End of activity.

Manually Update Receivable Transactions

Scope

This procedure covers updating an existing receivable transaction. Updates include changes to transaction information or status.

System References

N/A

Policy

N/A

Responsibility

FSA Lenders Receivables SuperUser ?

Distribution

N/A

Ownership

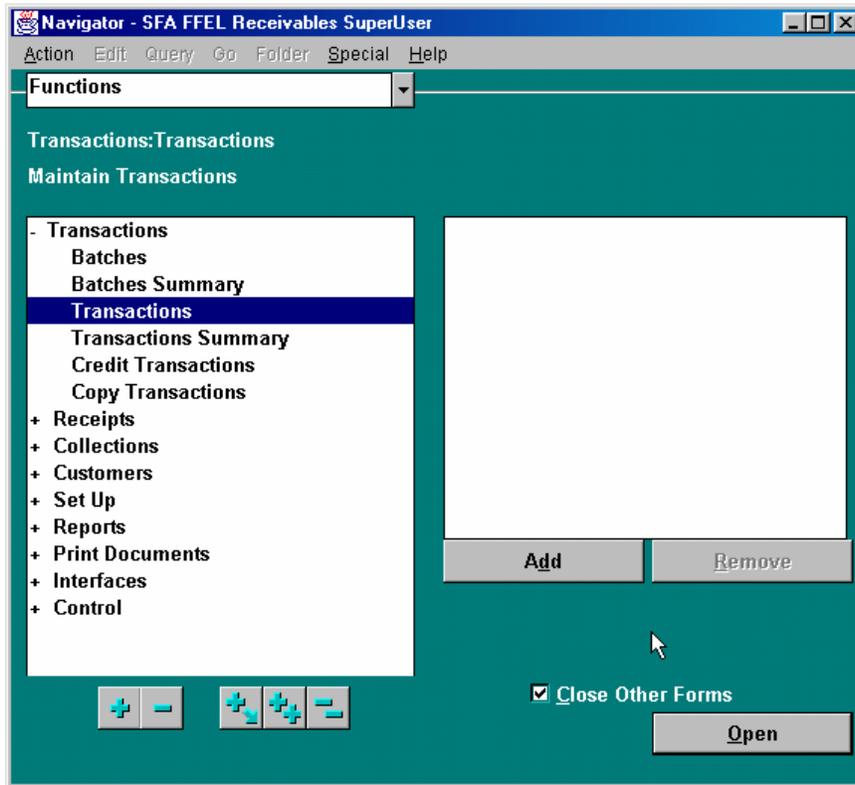
N/A

Activity Preface

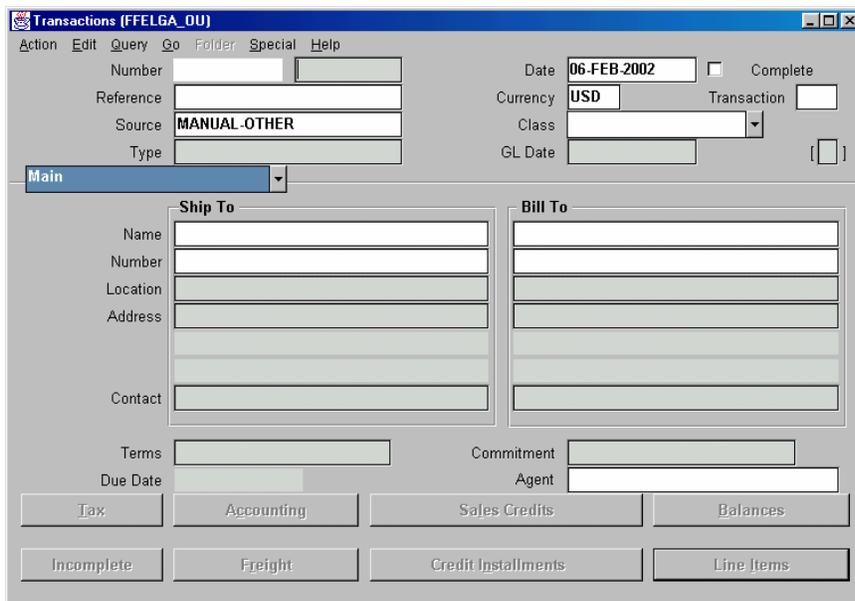
This activity is performed whenever the FSA Accounting Department receives transaction information, in a hard copy letter, to update an existing transaction.

Manually Update Receivable Transactions [PRO#####]

Manually Update Receivable Transactions-FSA Lenders Receivables SuperUser



1. From the “Navigator” window, Double-Click **Transactions,Transactions** and the “Transactions” window appears.



- Query the transaction to modify. From the Menu Bar, select **Query** → **Find**. The “Find Transactions” window appears.

- Enter a Transaction Number, or range, in the Transaction Numbers field. Click on the **Find** button. All transactions fitting within the criteria will appear in the “Transaction Summary” window.

Source	Number	Bill To Customer	Class
MANUAL-OTHER	10000	CITY UNIVERSITY OF NEW Y	Invoice
MANUAL-OTHER	10001	CITY UNIVERSITY OF NEW Y	Invoice
MANUAL-OTHER	10002	CITY UNIVERSITY OF NEW Y	Invoice
MANUAL-OTHER	10003	CITY UNIVERSITY OF NEW Y	Invoice
MANUAL-OTHER	10004	CITY UNIVERSITY OF NEW Y	Credit Memo
MANUAL-OTHER	10005	CITY UNIVERSITY OF NEW Y	Invoice

- Select the correct transaction to modify and click on the **Open** button. The “Transactions” window appears with the data for that transaction populated in the fields.

FYI: If this transaction has already been completed, Click the Incomplete button. The transaction is no longer marked Complete.

6. Select the field(s) that needs to be updated and fill in the new information.

FYI: You are able to update the transaction Type, GL Date and Bill To Information. However, the invoice Number and Source can not be changed.

FYI: To void this transaction, change the Type to “VOID.”

7. Click the **Save** button (yellow diskette) on the Oracle Toolbar. A message box appears asking whether to Re-run AutoAccounting.
8. Click the No button.

FYI: To complete the transaction (necessary if you voided it above), Click on the **Complete** button. Transaction is marked complete, but can still be updated.

9. Close out all windows to return to the “Navigator” window.

End of activity.