Lesson 1: Understanding Receivables
Maintenance

Introduction

Welcome
Welcome to Cardinal Training!

This training provides employees with the skills and information necessary to use Cardinal. It is not intended to replace existing Commonwealth and/or agency policies.

By now, you have completed all pre-requisite courses for this course and discovered the different functional areas and modules included in Cardinal. In this course, we will walk you through how to maintain and update receivables in Cardinal.
Lesson 1: Understanding Receivables

**Introduction**

In the Cardinal Overview, you learned that the Accounts Receivable functional area of Cardinal contains three modules:

**Customers**
The Customers module stores customer and contact information for use in Billing, Accounts Receivable, and other modules.

**Billing**
The Billing module involves creating invoices, reviewing and validating invoices, and managing billing and distribution cycles.

**Accounts Receivable**
The Accounts Receivable module manages the processing of payments that are due to the agency in an organized and timely manner.
Lesson 1: Understanding Receivables Maintenance

Introduction

Course Objectives
After completing this course, you will be able to:

• Define basic receivables terms.
• Maintain and update receivables in Cardinal.
• Explain how receivables maintenance fits into the end-to-end process for Cardinal.
• Explain how receivables maintenance integrates with the Accounts Receivable functional area.
• List the roles involved in the receivables creation and maintenance process, and describe tasks that each role performs.
• Describe key reports, queries, and online inquiries.

Assessment questions at the end of each topic and/or lesson will check for your understanding.
Lesson 1: Understanding Receivables Maintenance

Introduction

Agenda
Today, we will cover the following lessons:

- Lesson 1: Understanding Receivables Maintenance
- Lesson 2: Maintaining and Updating Receivables
- Lesson 3: Aging and Collections
- Lesson 4: Receivables Reports, Queries, and Online Inquiries
- Lesson 5: Receivables Hands-On Practice
Lesson 1: Understanding Receivables
Maintenance

Introduction

Lesson Topics
In this lesson, you will learn about the following topics.

- Key Terms
- Key Concepts
- Process and Roles
- Integration and Interfaces
Lesson 1: Understanding Receivables Maintenance

Introduction

Understanding Receivables Maintenance
The Receivables Maintenance business process helps end users to accurately maintain receivables.

Receivables Maintenance includes functions such as receivable adjustments including refunds, write-offs, debit/credit memos, non-sufficient funds and transferring receivable amounts.

Account inquiries, analytical review of aging reports, and reconciliations between system receivables and receivables at collection agencies are all activities that may identify receivables that require maintenance.

Billing adjustments are handled by the Generate Bills process. The Creating and Processing Bills course discusses billing adjustments in further detail.
Lesson 1: Understanding Receivables Maintenance

**Topic 1: Key Terms**

**Key Terms**

- **Item Entry**: Item entry consists of entering invoices, debit memos, and credit memos.
- **Customer**: In Cardinal, there are four general customer types: Government (Federal/City, County, or Town), Business, Individual, or State Agency.
- **Aging**: This process allows Accounts Receivable end users to view the length of time that a receivable has remained open.
- **Entry Type**: Includes invoices, payments, debit memos, credit memos, overdue charges and write offs.
- **Batch Processing**: Running a series of programs or “jobs” in Cardinal, without the need for user action. This will also include identifying when the batch receivable update is complete.
Lesson 1: Understanding Receivables
Maintenance

Topic 1: Key Terms

Key Terms (Continued)

- **Pending Items**: Receivable items that have not yet been posted to an account in Cardinal are pending. Pending items can be entered in two ways, manually as online items, or receiving them as external items from a billing program, such as Billing.
  - **Online Pending Items**: For online pending items, you enter control information for the group and detailed information about each item. Control information is the sum dollar amount of the individual pending items that are grouped together.
  - **External Items**: Most pending items are loaded in Cardinal from the billing module. Cardinal has edits that identify errors during the posting process. Edits are identified after the Accounts Receivable Update process is run. They are then updated via the Correct Posting Errors menu in Cardinal.

- **Reason Code**: Entry Reason Codes categorize different uses for a single entry type. Use of Entry Reasons and Entry Types allow you to select different accounting strings for the same action. Multiple entry reasons can be assigned. Entry reason codes identify invoice or debit memos, credit memos, pre-payments, on-account payments, deductions, write-offs (debits and credits, remaining debit and credits, underpayments and overpayments), adjustments for underpayments and overpayments, credit refunds, creating new debits and credits, and offsetting items.
Lesson 1: Understanding Receivables Maintenance

Topic 2: Key Concepts

Key Concepts
Some key concepts in Accounts Receivables Maintenance include:

- If a customer submits a payment in excess of the billed amount, the credit posts to the customer’s account. Users can identify credits by individual customer.
- Users can track processed refunds by customer. Users can also view and track refunds by a dedicated Entry Type (ex. debit memos, credit memos, overdue charges and write offs).
- Action codes will be used to indicate where and when an item was sent to collections (TAX, OAG, or outside collection agencies).
- Users enter a collection status code, follow up action, or action code to describe the disposition of the item.
- Cardinal issues standardized dunning letters daily instead of monthly.
- An interface with Taxation allows Cardinal to send and receive information, about past due receivables. Items are not submitted to Taxation manually.
Lesson 1: Understanding Receivables Maintenance

**Topic 3: Process and Roles**

**Receivables Process**

The Receivables business process involves creating a receivable, maintaining and updating receivables, account aging, collection, and exception management. Receivables can be entered manually online, but most receivables are created during the bill entry process.
Lesson 1: Understanding Receivables

Maintenance

Topic 3: Process and Roles

Start

Open Posted Receivables

Adjustments Required?

Yes

Complete Worksheets (Example: transfer, write-off or refund)

Set Items in Worksheet to Batch Priority

No

End

Refund?

No

Accounts Payable

Build Voucher

Yes

Process Receivable Update

General Ledger
## Lesson 1: Understanding Receivables Maintenance

### Topic 3: Process and Roles

#### Key Roles

<table>
<thead>
<tr>
<th>Module</th>
<th>Role Name</th>
<th>Functional Description</th>
</tr>
</thead>
</table>
| Accounts Receivable | Accounts Receivable Fiscal Manager | This role has access to perform all Accounts Receivable and Billing functions. In addition, this role has access to:  
- Makes adjustments and corrections                                                                                                                   |
| Accounts Receivable | Accounts Receivable Specialist | This is the basic Accounts Receivable role. This role has access to:  
- Review item information  
- Perform item maintenance (adjust and transfer)  
- Update customer information                                                                                                                                                                                  |
| Accounts Receivable | Accounts Receivable Supervisor | This role has access to everything the Accounts Receivable Specialist role has. In addition, this role has access to:  
- Approve adjustments                                                                                                                                                                                                                     |
| Accounts Receivable | Collections Specialist        | This role has access to:  
- Aging and dunning functionality and interfaces with Taxation  
- Pages with secure information  
- Update customer information                                                                                                                                                                                                  |
Lesson 1: Understanding Receivables Maintenance

**Topic 4: Integration and Interfaces**

**Integration and Interfaces with Billing and Accounts Receivable**

The Accounts Receivable module interacts with the other Cardinal modules.
Lesson 1: Understanding Receivables

Maintenance

Topic 4: Integration and Interfaces
Lesson 1: Understanding Receivables Management

Topic 4: Integration and Interfaces

Interface with Taxation
An interface with Taxation allows Cardinal to send and receive information on past due receivables. Past due items can be triggered manually in Cardinal. This means that when an item becomes past due, a past due notice is automatically sent to the customer.
Lesson 1: Understanding Receivables

Maintenance

Lesson Checkpoint

Now is your opportunity to check your understanding of the course material.

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Lesson 1: Understanding Receivables Maintenance

Lesson Summary

In this lesson, you learned how to:

• Recognize key terms in the receivables process and explain their meaning
• Discuss key concepts in the receivables process
• Discuss the ways that the receivables process integrates with other modules in Cardinal and interfaces with external systems
Lesson 2: Maintaining and Updating Receivable

Introduction

Lesson Objectives
After completing this lesson, you will be able to:

• Explain the process for receiving an item inquiry.
• Explain the process and steps involved with maintaining and updating a receivable.
• Describe the different types of common maintenance actions.
• Maintain and update a receivable in Cardinal.
Lesson 2: Maintaining and Updating Receivable

Introduction

Lesson Topics
In this lesson, you will learn about the following topics:

- Receiving Item Inquiry
- Complete Worksheets
- Receivable Updates
**Lesson 2: Maintaining and Updating Receivables**

**Topic 1: Receiving Item Inquiry**

**Receiving Item Inquiry**
Item Inquiries come in many forms (email, phone, etc.) and from various sources. Inquiries are received from customers, staff, collection agencies or the Attorney General’s Office.

In some cases, users may identify inquiry items when reviewing reports or performing reconciliations. When reviewing reports, users should look for inaccurate accounting information, unresolved credit items, old receivables, uncollectible receivables, etc.

Note that item maintenance is not always the result of an inquiry and can be triggered internally by the agency.
Lesson 2: Maintaining and Updating Receivables

Topic 2: Adjusting Receivables

Adjusting Receivables
A maintenance worksheet is a workspace for offsetting items, write-offs, or adjustments to clean up posted items.

You can use maintenance worksheets to refund an item with a credit balance or to create a new refund item for a credit remaining from maintenance tasks.

In Cardinal, receivables maintenance items can be credit or debit memos, invoices, adjustments, on-account payments, or prepayments. Maintenance worksheets enable you to offset debits and credits.

This can be done using the Worksheet Application page to select items to match, create write-off and adjustment items, or create refund items.

When selecting a worksheet, you can specify a Customer Criteria, Reference Criteria, or a combination of customer and reference criteria. You can select a range of item IDs and a single customer ID as your search criteria. You can also select all items for a customer without narrowing your search to the selected item IDs.

You can use this worksheet for both Write-offs and refunds.
Lesson 2: Maintaining and Updating Receivables

Topic 2: Adjusting Receivables

Worksheet Selection > Worksheet Matches

Unit: 50100
Worksheet ID: 131

Customer Criteria

Customer Reference

Cust ID: 000000007
Name: A State Customer
Remit SetID: 50100
Corporate SetID: 50100
Rate Type: CRRNT
Acctg Date: 02/02/2011

Business Unit: 50100

Reference Criteria

Reference Criteria:

Restrict to:
All Customers

Match Rule:
Exact Match
Anchor BU:

Item Reference

Qual Code
Reference
To Reference

Item Inclusion Options

All Items
Deduction Items Only
Items in Dispute Only
Exclude Deduction Items
Exclude Collection Items
Exclude Dispute Items
Lesson 2: Maintaining and Updating Receivables

Topic 2: Adjusting Receivables

Adjusting Receivables (Continued)
A transfer selection worksheet is used to transfer an expected bad debt or an open item from one customer to another. You can access any open items that have been posted.

Cardinal enables you to create a new transfer worksheet to transfer expected bad debt or open items. You can also modify an existing item by adding or changing items. For example, you would modify an existing worksheet if information was entered incorrectly during its creation, such as selecting the incorrect open item for transfer.

You can enter general or specific customer and item criteria depending on the information you need.
Lesson 2: Maintaining and Updating Receivables

Topic 2: Adjusting Receivables

Transfer Selection

Customer Options

Customer Criteria:

Customer Items

Customer Reference

Cust ID: ARCUSTOMER
Name: John Rolfe
Remit SetID: 50100
Corporate SetID: 50100

Business Unit: 50100
Remit From: ARCUSTOMER
Corporate: ARCUSTOMER

Reference Options

Reference Criteria:

None
Restrict to:
All Customers
Match Rule:
Exact Match

Reference Information

Qual Code
Reference

Range for Reference Value

Item Inclusion Options

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

Worksheet Action

Build
Clear
Created Date/Time: 01/12/11 2:37PM
Items: 1
Adjusting Receivables (Continued)

Cardinal also enables you to create online accounting entries for maintenance worksheet transactions.

You can review entries on the Accounting Entries panel before they are processed. The only accounting entries you can edit on a worksheet are those that are user-defined for write-offs (the items for which the worksheet was created).

Receivable managers select an Action for the worksheet. The manager must approve the entries before they can be processed.
Lesson 2: Maintaining and Updating Receivables

Topic 2: Adjusting Receivables

Worksheet1 Worksheet2

Unit: 50100 Transfer ID: 29

Business Unit: Customer: Name:
Control Distribution ID

City: State:

Row Selection
Range Select: Go

Display Control
Display: All Items

Item List

Remit Sel Unit Customer Item ID Line Item Balance Currency To Unit To Cust ID Base Currency Rate Type Exch Rt Exch Rt Dtl

<table>
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<th>Seq</th>
<th>Unit</th>
<th>Customer</th>
<th>Item ID</th>
<th>Line</th>
<th>Item Balance</th>
<th>Currency</th>
<th>To Unit</th>
<th>To Cust ID</th>
<th>Base</th>
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<td>USD</td>
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Add Item

Balance

Beg Amount: 12.00 Count 1 Rem Amount: 12.00 Count 1 Sel Amount: 0.00 Count 0

Worksheet Selection Worksheet Application Worksheet Action Attachments (0) View Audit Locs

Save Return to Search Previous in List Next in List Notify Refresh

Worksheet1 Worksheet2
Lesson Simulation

Simulation
You are now about to view a simulation on adjusting receivables (credit memos) in Cardinal.
Lesson 2: Maintaining and Updating Receivables

Lesson Summary

In this lesson, you learned how to:

• Explain the process for receiving an item inquiry.
• Explain the process and steps involved with maintaining and updating a receivable.
• Describe the different types of common maintenance actions.
• Maintain and update a receivable in Cardinal.
Lesson 3: Aging and Collections Process

Introduction

Lesson Objectives
Upon completion of this lesson, you will be able to:

• Explain the process and steps involved with the collection and aging process in Cardinal
• Run customer statements and past due notices
• Analyze customer accounts and view outstanding items and payments in Cardinal
Lesson 3: Aging and Collections Process

Introduction

In this lesson, you will learn about the aging and collections process in Cardinal. The Process Collections enables Cardinal to age receivables and move them through required follow-up steps.

Aging is the first step of processing collections. Aging involves grouping receivables into past due categories. These categories include current receivables and various past due categories such as one to thirty days past due and thirty-one to sixty days past due.
Lesson 3: Aging and Collections Process

Introduction

Start

1. Age Receivables
2. Analyze Past Due Receivables
3. OAG Case?
   - Yes: Maintain Receivables
   - No:
     1. Receivable Bankrupt?
        - Yes: Maintain Receivables
        - No:
          1. Other Collection Exemption?
             - Yes: Maintain Receivables
             - No: B
Lesson 3: Aging and Collections Process

Introduction

B

- Receivable Project Related?
  - Yes: Project Accounting
  - No: Non-Project Receivable

  C

  - Non-Project Receivable 1 to 30 Days Past Due?
    - Yes: Process 1st Past Due Notice
    - No: Non-Project Receivable

  D

  - Non-Project Receivable between 31 and 59 Days Past Due?
    - Yes: Report to Debt Setoff
    - No: Process Next Past Due Notices

End
Lesson 3: Aging and Collections Process

Introduction

1. Analyze Non-Project Receivables 60+Days Past Due
   - Yes: Write-off?
   - No: Refer to OAG Case?
     - Yes: Maintain Receivables
     - No: Maintain in Agency?
       - Yes: Perform In-Agency Collection Activities
       - No: Refer to Private Collection Agency
         - No: Perform In-Agency Collection Activities
         - Yes: End
Lesson 3: Aging and Collections Process

Introduction

Lesson Topics
In this lesson, you will learn about the following topics:

- Aging Summary Report
- Processing Customer Statements
- Past Due Notices
Lesson 3: Aging and Collections Process

**Topic 1: Aging Summary Report**

**Aging Summary Report**

The Aging process runs nightly, processes items, and automatically reports them across business units specified on the aging request process.

The Aging Summary Report provides aging information that appears on various inquiry pages. Management and collection departments can use this report to identify delinquent accounts.

Use the **Aging Summary by Unit** report page to see aged open balances for every customer in a business unit.

You can navigate to this page through the following path:

**Main Menu > Accounts Receivable > Receivable Analysis > Aging > Aging Summary by Unit Rpt**
Lesson 3: Aging and Collections Process

Topic 1: Aging Summary Report

Aging Summary By Unit
- Run Control ID: 01AR0503
- Language: English
- As of Date: 07/12/2011
- SetID: 50100 VA Dept of Transportation
- Aging ID:
- Amount Type: Base Curr
- Rate Type:
- Display Option: Include All

System Activity
- Business Unit: 50100 VA Dept of Transportation
Lesson 3: Aging and Collections Process

*Topic 1: Aging Summary Report*

**Analyze Past Due Receivables**
Age Receivables describes open receivable items by category: current, 1 to 30 days past due, and 31 to 60 days past due.

You can analyze past due receivables to determine the appropriate collection action based on policies derived from the Code of Virginia, the Appropriations Act, the Department of Accounts, and the Office of the Attorney General.

Some customers may be exempt from collection activities for various reasons, such as disputes and military service. Disputed items can be put on hold until the dispute is resolved. Collection activities can be put on hold for customers placed on active military duty.
Lesson 3: Aging and Collections Process

Topic 2: Processing Customer Statements

Processing Customer Statements
The Process Customer Statements batch can be run when customer statements are needed.

You can navigate to the Create Customer Statements Page through the following path:

Main Menu > Accounts Receivable > Customer Interactions > Statements > Create Customer Statements
Lesson 3: Aging and Collections Process

Topic 2: Processing Customer Statements
Lesson 3: Aging and Collections Process

**Topic 3: Past Due Notices**

**Past Due/ Dunning Notices**
Past Due/ Dunning Notices generate correspondence to customers at three different intervals:

- 30 or less past due
- 31 to 59 days past due
- 60+ days past due.

The dunning process runs for non-project receivables that are 1-30 days past due. As receivables age, dunning letters generated by Cardinal become increasingly severe.
Lesson 3: Aging and Collections Process

**Topic 3: Past Due Notices**

**Past Due/ Dunning Notices (Continued)**
If a non-project receivable is 60+ days past due and is not written off or sent to the Office of Attorney General, collection activities are initiated in tandem with the distribution of dunning notices.

- When collection activities are in-house, activities include sending statements of account, follow-up letters, telephone calls, and placing a customer account on hold.
- When collection activities are not performed in-house, the past due receivables are sent to a private collection agency. This is recorded on the receivable as an action on the Action page.
Lesson 3: Aging and Collections Process

Topic 3: Past Due Notices

Debt Setoff
The Debt Setoff process creates a custom extract of non-project customer and past due receivable data and submits to Taxation for Debt Setoff.

Taxation compares the non-project customer Social Security or Employer Identification Number to those of payees receiving payments for any state agency. If a match is found, the payment is intercepted and used to offset the past due debt.

Non-project receivables between 31-59 days are included in the Debt Setoff process.
Lesson 3: Aging and Collections Process

Topic 3: Past Due Notices

Office of Attorney General (OAG) and Other Collection Agencies
If a non-project receivable is 60+ days past due and is manually sent to OAG (or another collection agency), an additional row is manually entered into the Action Table in Cardinal.

This row documents the details and records the history of the collection.
Lesson 3: Aging and Collections Process

Lesson Simulation

Simulation
You are now about to view a simulation on processing and printing customer statements in Cardinal.
Lesson 3: Aging and Collections Process

Lesson Checkpoint
Now is your opportunity to check your understanding of the course material.

Fill in the blanks for the following statements.

1) Collection notices for non-project receivables begin after ____ days past due.
2) The ________________ batch process gathers customer and item data for the production of customer statements.
3) Aging involves grouping receivables into categories; these categories include _______ and _______.
4) Collections activities can be performed ______, ______, ______, or ______.
5) The ____________ allows you to see aged open balances for every customer in a business unit.
Lesson 3: Aging and Collections Process

Lesson Summary

In this lesson, you learned:

• The Cardinal Collections process ages receivables and moves them through required follow-up actions (i.e. distribution of past due notices).
• The Aging process updates summary aging information that appears on various inquiry pages, such as Collections Workbench (overall view of customers’ balances) and Customer Aging (aging summary of a receivable).
• The Customer Statement report provides details customer account information that supports bills.
• If a non-project receivable is 60+ days past due and is not written off or sent to the OAG’s office, collection activities are initiated.
Lesson 4: Receivable Reports, Queries, and Online Inquiries

Introduction

Lesson Objectives
Upon completion of this lesson, you will be able to:

• Describe the key Receivables reports, queries, and online inquiries.
Lesson 4: Receivable Reports, Queries, and Online Inquiries

Introduction

Lesson Topics
In this lesson, you will learn about the following topics:

- Receivables Reports
- Receivables Queries
- Receivables Online Inquiries
Lesson 4: Receivable Reports, Queries, and Online Inquiries

**Topic 1: Reports**

Reports
There are numerous Receivables reports available. Key receivables reports include:

- Item Detail
- Aging Summary By Business Unit
- Open Item Statement
- All Levels Dunning Letter
- Items Eligible for Collections
Lesson 4: Receivable Reports, Queries, and Online Inquiries

**Topic 1: Reports**

**Item Detail Report**

This report shows item detail by line item: i.e., accounting date, entry type, description, terms, due date, and amount.

You can navigate to this report through the following path:

**Main Menu > Accounts Receivable > Pending Items > Reports > Item Detail**

![ORACLE Receipt Image]

**Report ID:** AR11003

**PeopleSoft Receivables**

**Item Detail**

1700 SW Castle Blvd.
Fairytale, CA 12345

Attention:

**Item ID:** EMS-000003

<table>
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<th>Line Item</th>
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</table>
Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 1: Reports

Aging Summary By Business Unit

This report lists aged open balances for every customer. If no rate type is provided, the base item amounts are included in the customer balances.

You can navigate to this report through the following path:

Main Menu > Accounts Receivable > Receivables Analysis > Aging > Aging Summary by Unit Rpt > Aging Summary by Unit
Lesson 4: Receivable Reports, Queries, and Online Inquiries

**Topic 1: Reports**

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<th>Cust ID</th>
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<td>Martha Javid</td>
<td>USD</td>
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<td>-10,000.00</td>
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<td>0000000030</td>
<td>John Doe 11</td>
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<td>0000000031</td>
<td>John Doe 12</td>
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</tr>
<tr>
<td>0000000032</td>
<td>John Doe 13</td>
<td>USD</td>
<td></td>
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<tr>
<td>0000000033</td>
<td>John Doe 14</td>
<td>USD</td>
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<td>John Doe 15</td>
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<td>John Doe 16</td>
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<td>0000000036</td>
<td>John Doe 17</td>
<td>USD</td>
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</tr>
</tbody>
</table>
Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 1: Reports

Open Item Statement

This report is a customer statement model that you can modify as necessary. It lists all open items for the customer, the total amount open, and an aging of open items.

You can navigate to this report through the following path:

Main Menu > Accounts Receivable > Customer Interactions > Statements > Print Statements
Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 1: Reports

---

**ORACLE**

**STATEMENT**

John Rolfe
John Rolfe Test Lane
Richmond
VA
23220

Send payment to:
919 East Main Street
Richmond, VA 23219

United States

---

<table>
<thead>
<tr>
<th>Date</th>
<th>Item ID and Line</th>
<th>Entry Type</th>
<th>Amount Due</th>
<th>Item Activity</th>
<th>PO</th>
<th>Document</th>
<th>Payment</th>
<th>Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>01-Jan-2011</td>
<td>50100</td>
<td>BALANCEFORWARD</td>
<td>175.23</td>
<td>Invoice</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total for John R**

175.23

**Total for 50100**

175.23

**Statement Total USD**

175.23

---

<table>
<thead>
<tr>
<th>Future</th>
<th>0 - 30</th>
<th>31 - 60</th>
<th>61 - 90</th>
<th>Over 90</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of Items</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Amount</td>
<td>175.23</td>
<td></td>
<td></td>
<td></td>
<td>175.23 USD</td>
</tr>
</tbody>
</table>

We appreciate your business. If you have questions about your account, please call Richard Hairston 804-766-2408
Lesson 4: Receivable Reports, Queries, and Online Inquiries

**Topic 1: Reports**

**All Levels Dunning Letter**

This report is a dunning letter model that contains all past due items regardless of their age. The text that prints before the open items depends on your specification on the Dunning Letter – Parameters page.

You can navigate to this report through the following path:

**Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > Print Letter**
Lesson 4: Receivable Reports, Queries, and Online Inquiries

**Topic 1: Reports**

---

5/12/2011
Martha Javid
532 Popkins
Richmond, Virginia 23230

Dear Valued Customer

This is to inform you that the items listed below are past due. Please remit payment within the next ten days to avoid penalty.

<table>
<thead>
<tr>
<th>Business Unit</th>
<th>50100</th>
<th>Customer</th>
<th>0000000001</th>
<th>Martha Javid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sequence</td>
<td>Item</td>
<td>Line</td>
<td>Entry Type/Reason</td>
<td>Balance</td>
</tr>
<tr>
<td>1</td>
<td>CREDIT ITEM</td>
<td>0 CR</td>
<td>CAL01</td>
<td>-50.00 USD</td>
</tr>
<tr>
<td>1</td>
<td>ITEM</td>
<td>0 IN</td>
<td>CAL01</td>
<td>100.00 USD</td>
</tr>
</tbody>
</table>

Please remit payment to me immediately

919 East Main Street
Richmond, VA 23219

Please feel free to call if you have any questions regarding your account.

Sincerely,

Wanda Jackson
Lesson 4: Receivable Reports, Queries, and Online Inquiries

**Topic 1: Reports**

**Items Eligible for Collections**

This report shows all AR items that are eligible for but not yet in collection status. Any open item that is past due and is not in collection status will be listed on this report.

You can navigate to this report through the following path:

**Main Menu > Accounts Receivable > Receivables Analysis > Receivables Reports > Items Eligible for Collections**

![Report Image]

*Commonwealth of Virginia
ITEMS ELIGIBLE FOR COLLECTIONS
Run Date: 07/26/2011
Run Time: 10:49 00

Report ID: RAR007

<table>
<thead>
<tr>
<th>Business Unit:</th>
<th>SD100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aging Category:</td>
<td>05</td>
</tr>
<tr>
<td>Dunning Letter Number:</td>
<td>All</td>
</tr>
<tr>
<td>Bill Type:</td>
<td>STA</td>
</tr>
<tr>
<td>With Tax:</td>
<td>Y</td>
</tr>
</tbody>
</table>

Customer ID  | Item  | Name | Rent  | Contract | Project ID | Balance Amount | Days | Acta |
--- | --- | --- | --- | --- | --- | --- | --- | ---

**SUMMARY**

<table>
<thead>
<tr>
<th>Department</th>
<th>Number of Items</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL AMOUNT:</td>
<td>0.00</td>
<td>TOTAL COUNT: 0</td>
</tr>
</tbody>
</table>
Lesson 4: Receivable Reports, Queries, and Online Inquiries

**Topic 1: Reports**

**Other Reports**

- **AR01002 Entry Type/Entry Reason:** Provides a list of valid entry information as of a specified effective date.
- **AR20005 Receivable Activity Report:** Lists each receivable with an associated write-off.
- **AR20006 1099-C Form for Cancelled Debt:** Summarizes how much debt has been cancelled, i.e. written-off, and all collection attempts completed without success.
- **AR30003 Aging Detail by Business Unit:** Lists aged open balances for every item listed.
- **AR32001 Balance Forward Statement:** Provides a customer statement model that can be modified as necessary. It lists new items and payments in the current period, balance forward amount or ending amount from the previous statement, and the ending balance for the current statement period.
Lesson 4: Receivable Reports, Queries, and Online Inquiries

**Topic 1: Reports**

**Other Reports (Continued)**

- **AR33001 Level 1 Dunning Letter**: A dunning letter model that includes the attachment which can be modified. This letter includes only items in the age range for dunning level one.

- **AR33002 Level 2 Dunning Letter**: A dunning letter model that can be modified as necessary. This letter includes only items in age range for dunning level two.

- **AR33003 Level 3 Dunning Letter**: A dunning letter model that can be modified as necessary. This letter includes only items in the age range for dunning level three.

- **AR33005 Dunning Letter Control Report**: This report lists the dunning letters that were printed from all dunning runs.

- **AR33006 Dunning Letter Preview Report**: This report provides a preview of dunning letters that will print.
Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 1: Reports

Other Reports (Continued)

• AR60001 Unit Activity: Shows a summarized picture of system activity and presents the information in different ways depending on the sort options you select.

• AR60003P Item Activities by Entry Type/Reason: Provides a picture of business unit activity for a selected date range summarized by entry type and reason.

• AR50001 Accounting Entries Report: Lists detailed accounting entry information by accounting date. It also lists accounting line information at either a detail or summary level.

• RAR08 DOA Quarterly Report: Provides the Department of Accounts with a snapshot of all outstanding receivables by type for the quarter.

• RAR14 ARGLRECN (Accounts Receivable): Indicates Accounts Receivable item entries that are posted in AR but not sent to GL and AR item entries posted in AR and sent to GL but not posted in GL.
Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 2: Queries

Receivables Queries
• RAR02 Collection Activity Tracking: This query shows a listing of customers with receivable items assigned to a collection activity.

![Screenshot of V_AR_COLLECTN_TRK - Collection Activity Tracking]

<table>
<thead>
<tr>
<th>Customer</th>
<th>Item Number</th>
<th>Amount Past Due</th>
<th>Action Code</th>
<th>Action Date</th>
<th>Due Date</th>
<th>Past Due Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>0000000003</td>
<td>FUEL000018</td>
<td>51575.00</td>
<td>TAX</td>
<td>07/08/2011</td>
<td>04/23/2011</td>
<td>94</td>
</tr>
<tr>
<td>0000000003</td>
<td>FUEL000019</td>
<td>51575.00</td>
<td>TAX</td>
<td>07/08/2011</td>
<td>04/24/2011</td>
<td>93</td>
</tr>
<tr>
<td>0000000003</td>
<td>FUEL000021</td>
<td>90006.00</td>
<td>TAX</td>
<td>07/08/2011</td>
<td>04/28/2011</td>
<td>89</td>
</tr>
<tr>
<td>0000000003</td>
<td>FUEL000022</td>
<td>50006.00</td>
<td>TAX</td>
<td>07/08/2011</td>
<td>06/04/2011</td>
<td>52</td>
</tr>
<tr>
<td>0000000003</td>
<td>STAGED DATA001</td>
<td>67006.00</td>
<td>TAX</td>
<td>07/08/2011</td>
<td>03/31/2011</td>
<td>117</td>
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<tr>
<td>0000000003</td>
<td>TESTSIR1707A</td>
<td>50006.00</td>
<td>TAX</td>
<td>07/08/2011</td>
<td>06/07/2011</td>
<td>49</td>
</tr>
</tbody>
</table>
Topic 2: Queries

Receivables Queries (Continued)

• **RAR13 Adjustment Pending Approval**: This query alerts approvers of receivable adjustments (debit/credit memos, write-offs, discharges, and refunds) that have been submitted for processing.
Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 3: Online Inquiries

Receivables Online Inquiries
• AR34003 AR Customer Item Inquiry: This online inquiry lists detailed item information by customer, including entry type, balance, reference, dispute, terms, and discount date.
Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 3: Online Inquiries

![Image of an online inquiries screen with a table showing item details and a search result totals box. The table includes columns for Seq Nbr, Select, Item, Line, Activities, Unit, Customer ID, Status, Terms, Entry Type, Entry Reason, Due, Days Late, Item Balance, and Currency. The search result totals show 16 Debits, 3,062,287.74 Currency: USD, 16 Credits, 3,062,287.74 Currency: USD, and 16 Total, 3,062,287.74 Currency: USD.]
Lesson 4: Receivable Reports, Queries, and Online Inquiries

Lesson Summary

In this lesson, you learned how to:

• Describe the key Receivables reports, queries, and online inquiries.
Lesson Simulation

Simulation
You can now run this last UPK simulation on your computer. This simulation will go back to every topic you have explored during this course. You have 20 minutes to run the simulation.

Following this simulation, please refer to your Activity Guide to complete all the required exercises for Receivables Maintenance. You are encouraged to note all your questions and ask them to the instructor after completing all the exercises.
Course Summary

In this course, you learned how to:

- Define basic receivables terms.
- Maintain and update receivables in Cardinal.
- Explain how receivables maintenance fits into the end-to-end process for Cardinal.
- Explain how receivables maintenance integrates with the Accounts Receivable functional area.
- List the roles involved in the receivables creation and maintenance process, and describe tasks that each role performs.
- Describe key reports, queries, and online inquiries.
Course Evaluation

Course Completed
Congratulations! You successfully completed the AR324: Maintaining and Updating Receivables course. Please use the evaluation link to assess this course.