Accounts Receivable Approvals Overview

Completed Deposits are batched together under a Deposit Certificate before the entries are sent to the General Ledger. The Deposit Certificate is created on the **Approve Deposits** page. This page allows the batching of one or more Deposits within a Deposit Certificate for transmission to the General Ledger and to the Department of Treasury.

The Deposit Certificate Ticket Number is entered directly into Cardinal, and the associated Deposit IDs are selected. The associated Deposit IDs that are selected contain Direct Journal Payments, Item Payments, or a combination of both. For interfaced transactions, the Deposit Certificate is approved automatically unless manual intervention is required and the Deposit Certificate is modified online.

Once an Invoice has been finalized and the Bill status changes from “RDY” to “INV” (Invoiced), no changes can be made to the billing data on the Invoice. The Adjust Entire Bill function allows adjustments (changes) to billing data by either crediting the entire Bill, which acts to reverse the original Invoice, or by crediting the entire Bill and rebilling, which reverses the original Invoice and creates a new Bill with the adjusted (corrected) information.

When a processor makes an Item adjustment and saves it, the Item status is automatically set to “Do Not Post”. Cardinal does not notify users when Item adjustments are ready for approval, and they do not appear on the Worklist. Identify Item adjustments (debit/credit memos, write-offs, discharges, and refunds) awaiting review and approval by running the **Item Adjustments Pending Approval** query.

The Processor must follow Agency guidelines regarding how to notify the Approver that items are awaiting review and approval. For more information pertaining to managing AR transactions, refer to the Job Aid titled **AR326 Managing Accounts Receivable Transactions (VDOT Only)**. This Job Aid is located on the Cardinal website in **Job Aids** under **Learning**.

Navigation Note: Please note that that there may be a **Notify** button at the bottom of various pages utilized while completing the process within this Job Aid. This “Notify” functionality is not currently turned on to send email notifications to specific users within Cardinal.

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Revision History

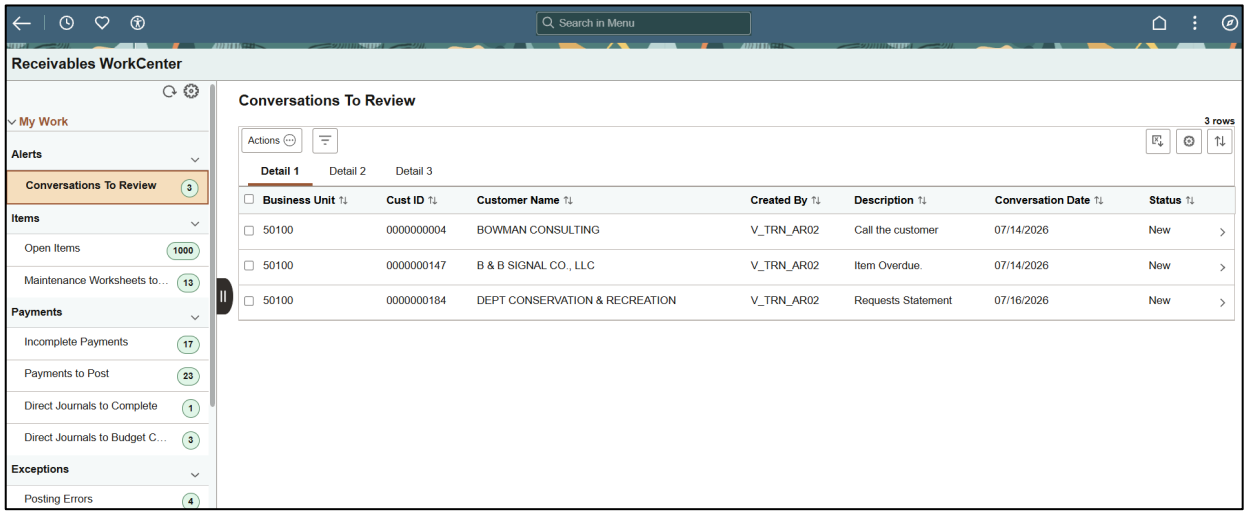
Revision Date	Summary of Changes
9/1/2026	Updated to reflect the Cardinal system upgrades.
11/10/2025	Baseline.

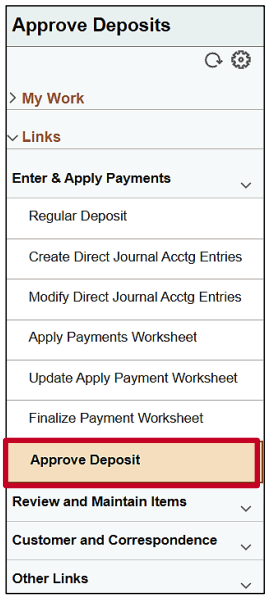
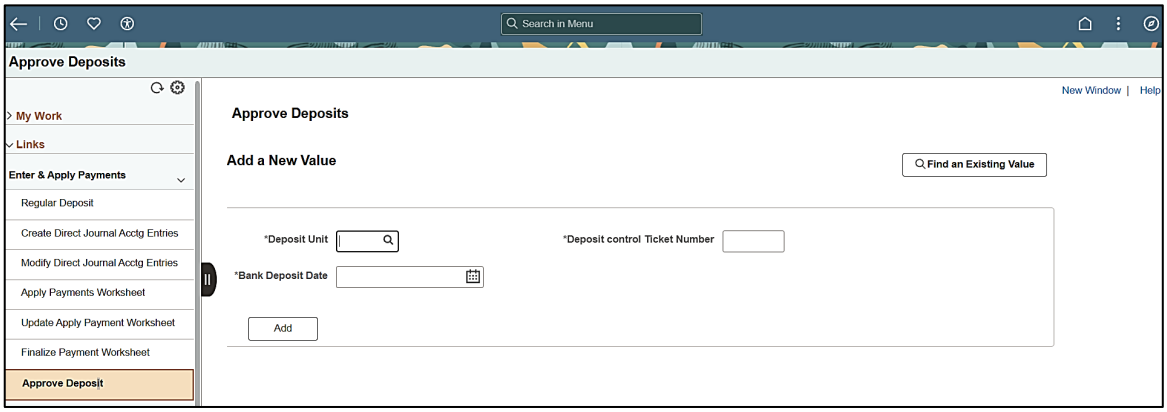
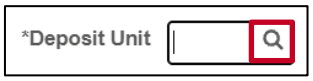
Approving and Finalizing Deposits

The Approver must add the Deposits on the **Approve Deposit** page and create the Deposit Control Ticket prior to approval. The Processor must follow Agency guidelines regarding how to notify the Approver that items are awaiting review and approval. Only users with the appropriate security roles can approve a Deposit.

Step	Action
1.	Navigate to the **Approve Deposits** page by clicking the **AR WorkCenter** tile.
	For more information pertaining to WorkCenters, see the Job Aid titled **Overview of the Cardinal HCM WorkCenters** located on the Cardinal website in **Job Aids** under **Learning**.

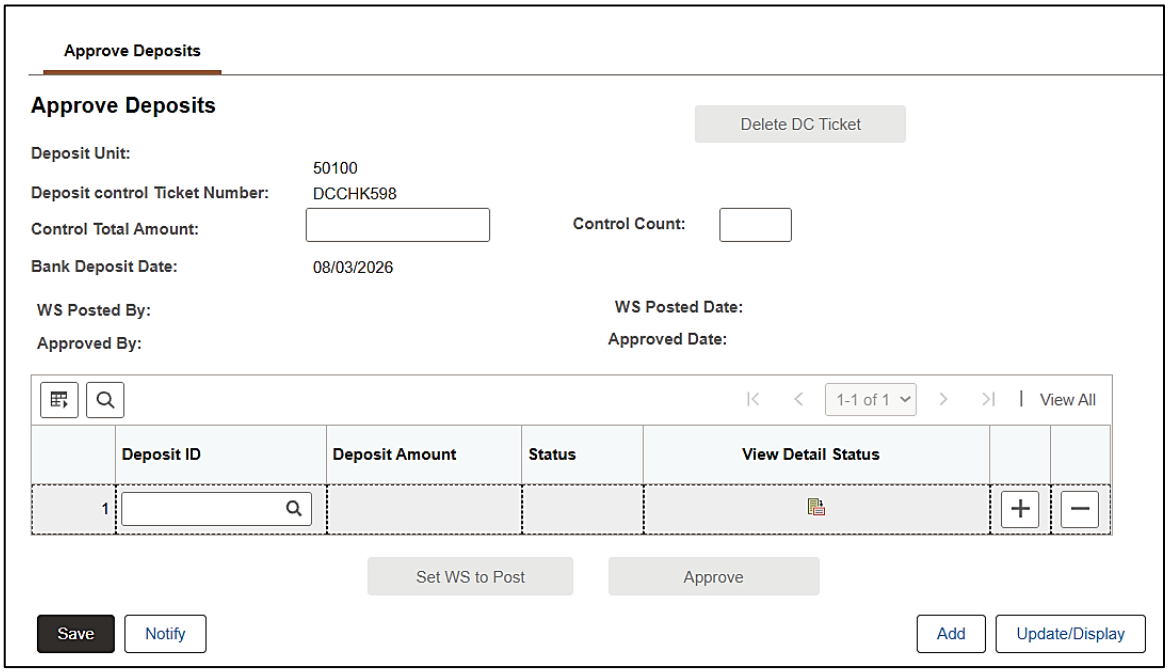
The **Receivables WorkCenter** displays.



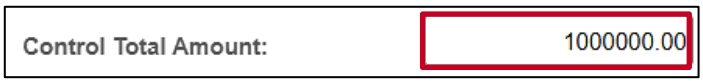
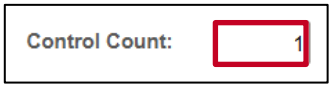
Step	Action
2.	Use the following navigation path in the WorkCenter: **Links > Enter & Apply Payments > Approve Deposit** **Note**: WorkCenter sections, folders, and pages may vary based on the user's Security roles. 
	Users may also navigate to the **Approve Deposits** page using the following NavBar path: **Menu > Accounts Receivable > Payments > Apply Payments > Approve Deposit**
The **Approve Deposits Add a New Value** page displays.  	
3.	Click the **Deposit Unit Look up** icon if it does not default and select the Deposit Unit (Agency Business Unit). 

Step	Action
4.	Enter a Deposit Control Ticket Number in the **Deposit control Ticket Number** field. *Deposit control Ticket Number
5.	Click the **Bank Deposit Date Calendar** icon and select the applicable Bank deposit date. *Bank Deposit Date
	A Deposit Control Ticket Number can be used more than once. However, the Bank deposit date must be different for the Deposit Control Ticket Number to be processed. If the same Deposit Control Ticket Number and Bank deposit date are used, Cardinal displays an error message.
6.	Click the **Add** button. Add

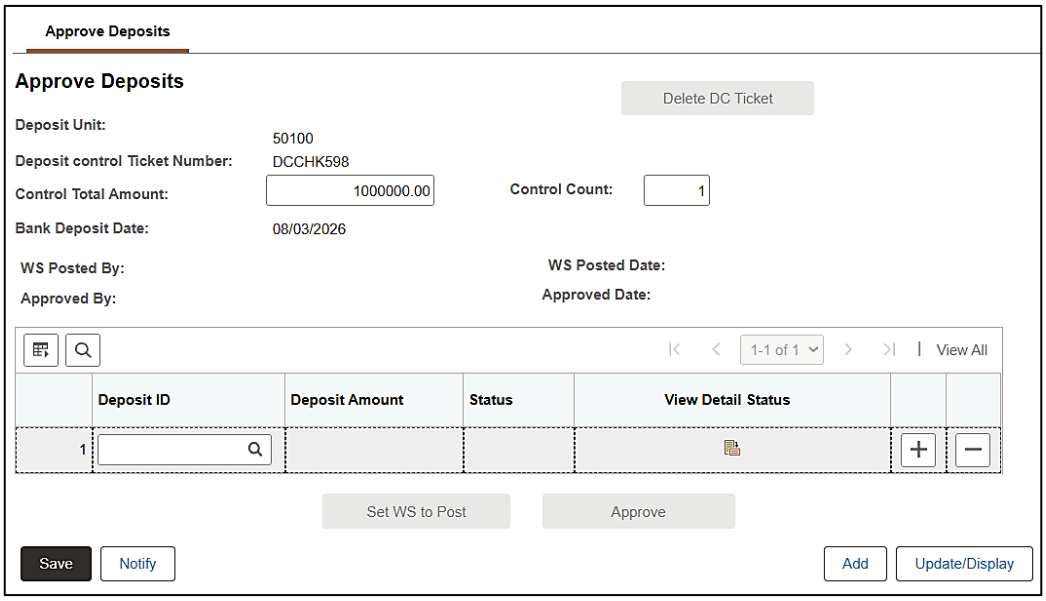
The **Approve Deposits** page displays.

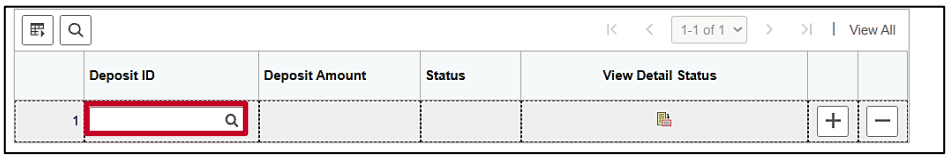
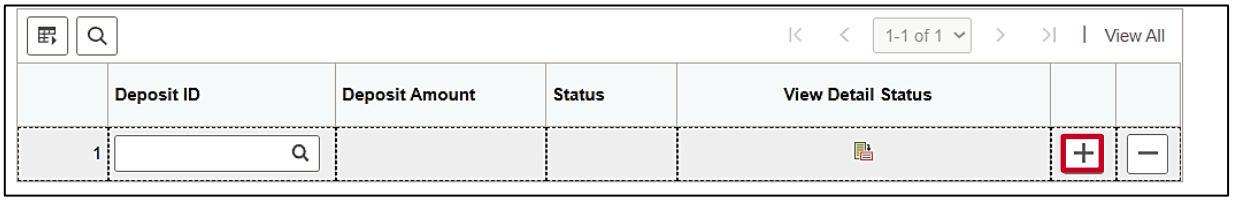


	The **Deposit Unit**, **Deposit control Ticket Number**, and **Bank Deposit Date** fields default from the values previously entered on the **Add a New Value** tab.

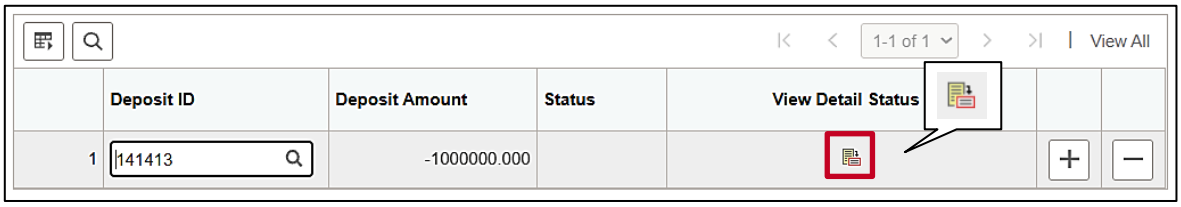
Step	Action
7.	Enter the total sum amount of all the Deposits being included in the **Control Total Amount** field. 
8.	Enter the total number of Deposits (Deposit IDs) being included in the **Control Count** field. 

Sample of the **Approve Deposits** page with the **Header** section completed:

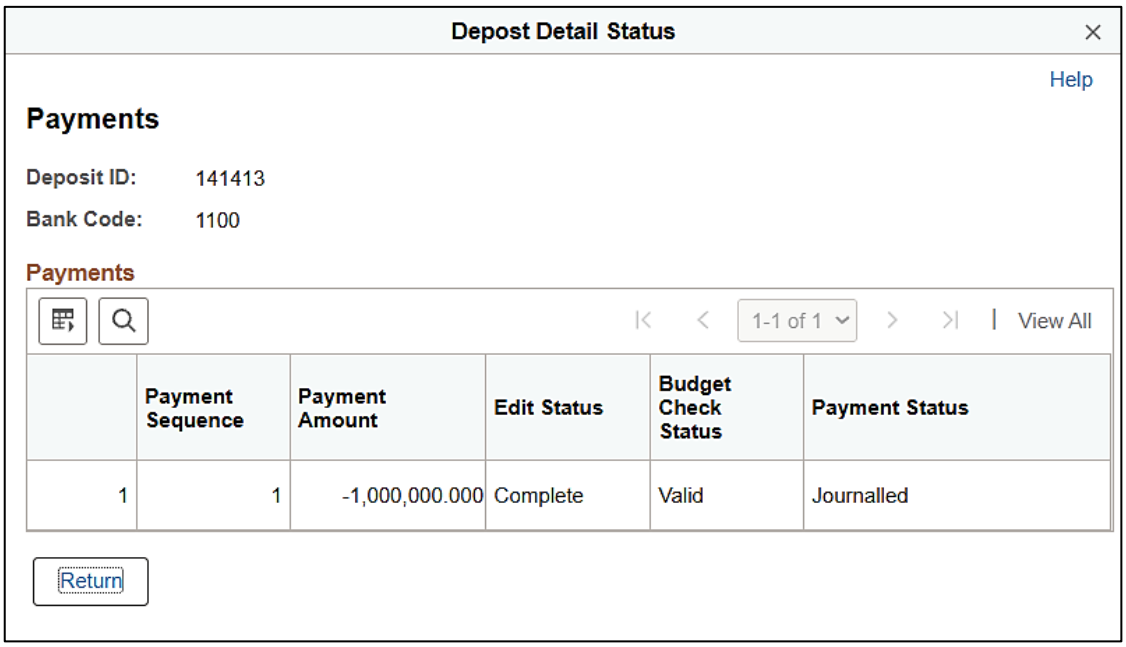


9.	Click the **Deposit ID Look up** icon for Row 1 and select the applicable Deposit ID. The **Deposit Amount** field will default based on the Deposit ID selected. 
	Use the **Add a New Row** icon to create additional rows and select additional Deposit IDs for the Deposit if applicable. 

Step	Action
10.	Click the **View Detail Status** icon for the applicable Deposit ID to view the Payments associated with the Deposit ID and their status information.



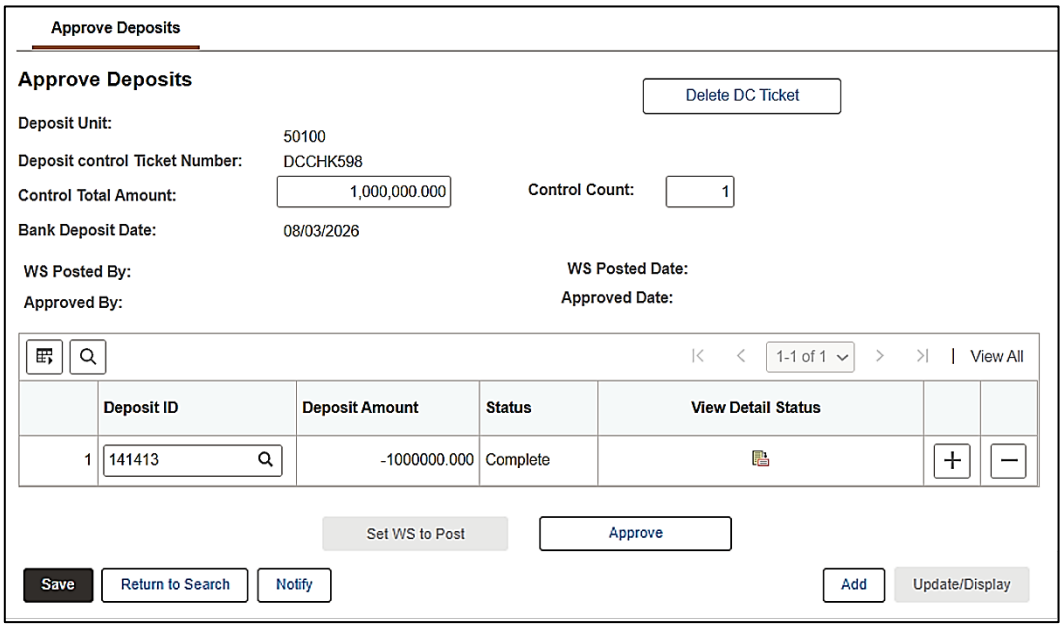
The **Deposit Detail Status** page displays in a pop-up window.

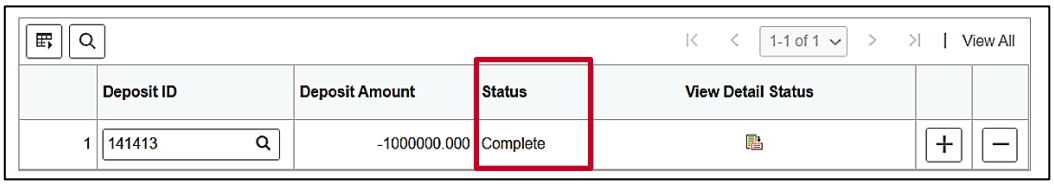


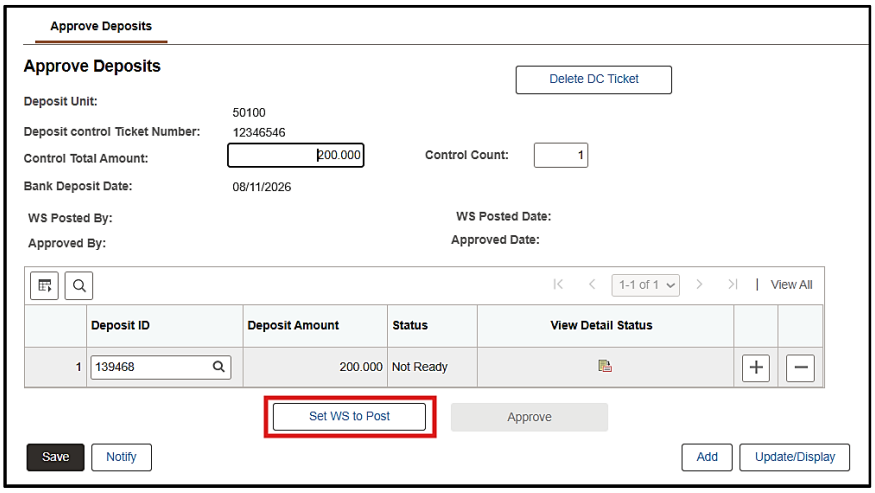
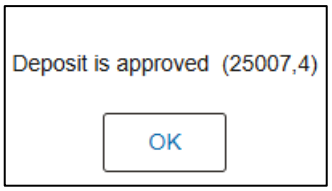
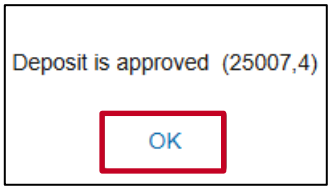
11.	Review the status information to ensure that: a. The **Edit Status** field for each Payment displays “Complete”. All Payments must be complete in order to approve the Deposit. b. The **Budget Check Status** field for each Payment displays “Valid”. All Payments must be valid in order to approve the Deposit. c. The **Payment Status** field for each Payment displays “Journalled”. All Payments must be journalled in order to approve the Deposit.
12.	Click the **Return** button once the review is complete.

Step	Action
	Repeat Steps 9 – 11 as applicable to review the Deposit Detail Status information for each Deposit ID.
13.	Click the **Save** button to create the Deposit Control Ticket.

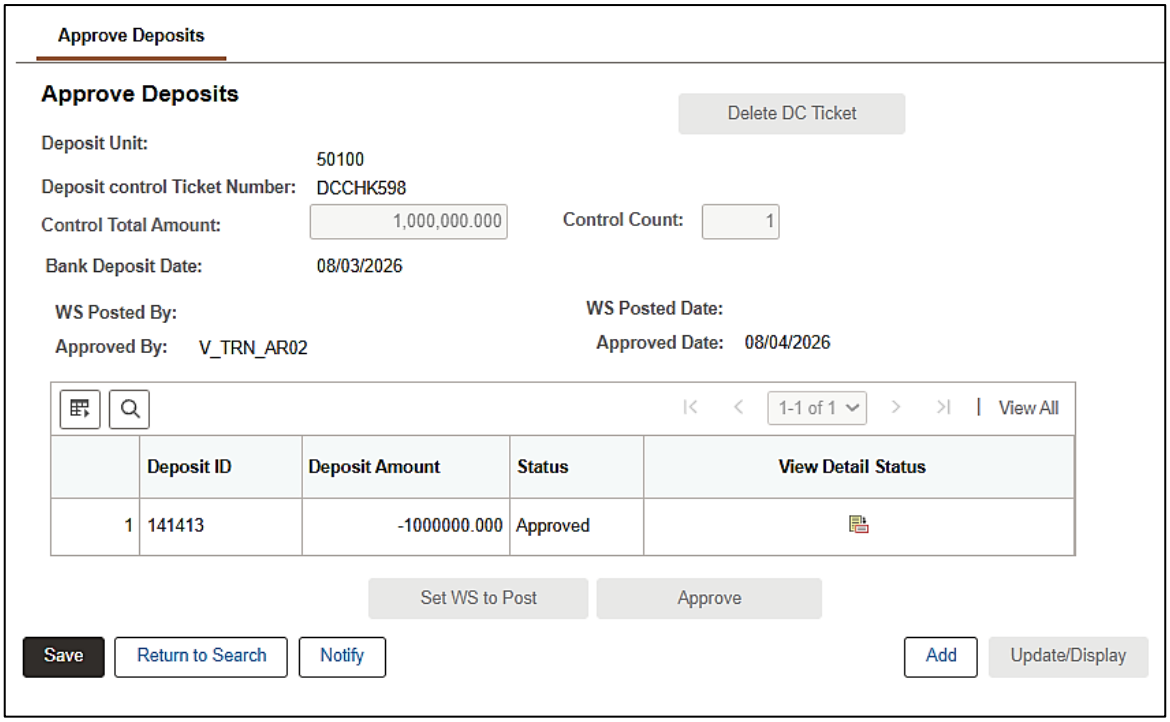
The **Approve Deposits** page refreshes.



	The Processor must follow Agency guidelines regarding how to notify the Approver that items are awaiting review and approval. Only users with the appropriate security roles can approve a Deposit. Agency policy determines whether the Processor or the Approver will mark the entries complete and perform the manual Budget Check. Users can delete a Deposit Control Ticket before it is approved. Deposits with a "Not Ready" or "Complete" status can be deleted if the user identifies incorrect information within the DC. For more information pertaining to deleting a DC Ticket, refer to the Job Aid titled **AR326 Deleting a Deposit Control Ticket**. This Job Aid is located on the Cardinal Website in **Job Aids** under **Learning**.
14.	Verify that the **Status** field for each Deposit ID displays “Complete”. 

Step	Action
	If the deposit contains payments that are applied to items using a Payment Worksheet, the Set WS to Post button will be available. Clicking this will set all payment worksheets associated to this deposit to a batch action of 'Batch Standard'. Accounting entries for these payments will be created the next time AR Update runs in batch. Once AR Update is completed the approver will be able to Approve the Deposit in Step 15. 
15.	Click the **Approve** button.
A **Message** displays in a pop-up window confirming that the Deposit is approved.  	
16.	Click the **OK** button to close the **Message**. 

Step	Action
The **Approve Deposits** page redisplays.	



The **Approved By** and **Approved Date** fields are automatically populated with the approval information and the **Status** field for each Deposit ID is updated to “Approved”.

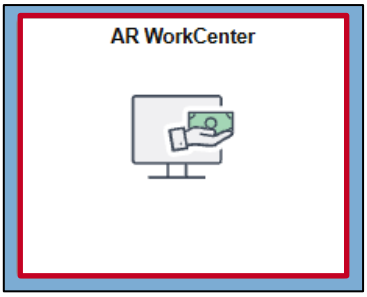
Once the Deposit is approved, it will be processed further during nightly batch processing. The nightly batch processing includes:

- The Deposit Post Processor batch process prepares the batched and approved Direct Journal Deposits for posting to the General Ledger
- The subsequent Journal Generator batch process then creates Journal Entries from the Accounts Receivable module and posts them to the General Ledger

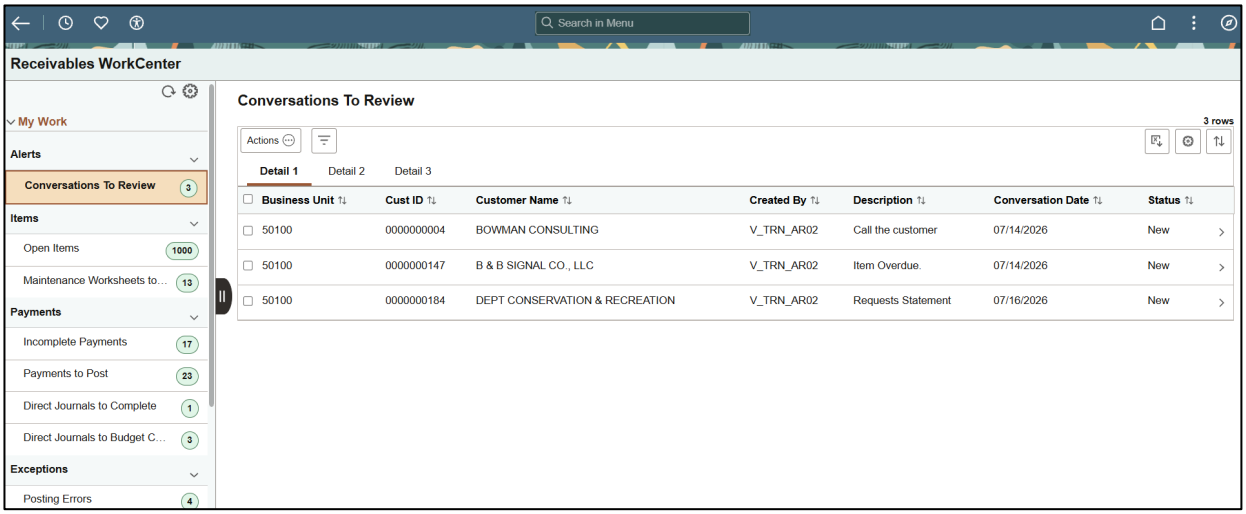
Billing Adjustment Review Process

Use the following process to determine if there are billing adjustments pending review or approval.

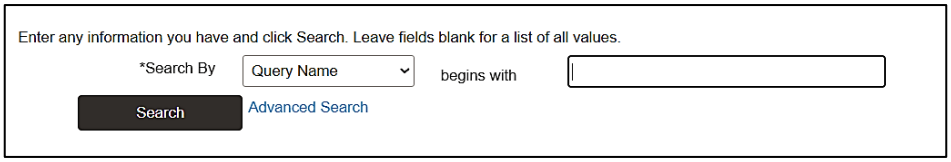
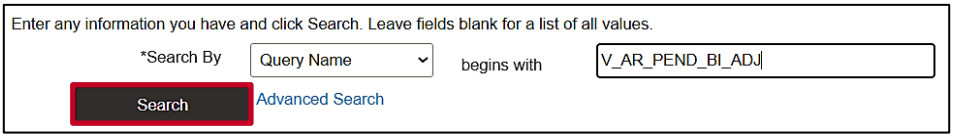
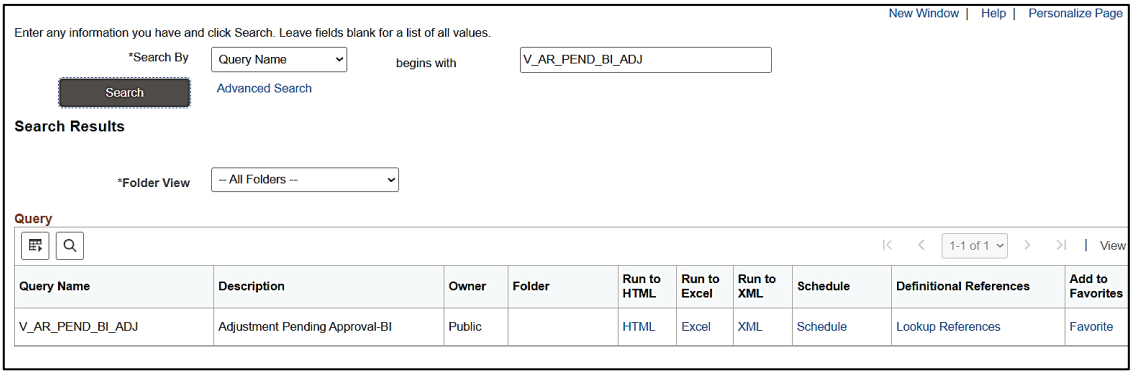
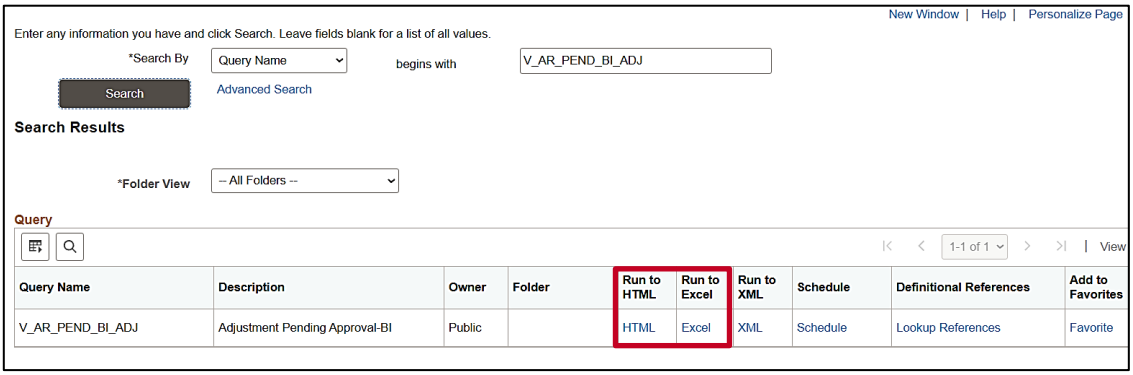
For more information pertaining to adjusting a Bill or Bill Line, refer to the Job Aid titled **AR323 Adjusting a Bill and Bill Line (VDOT Only)**. This Job Aid is located on the Cardinal Website in **Job Aids** under **Learning**.

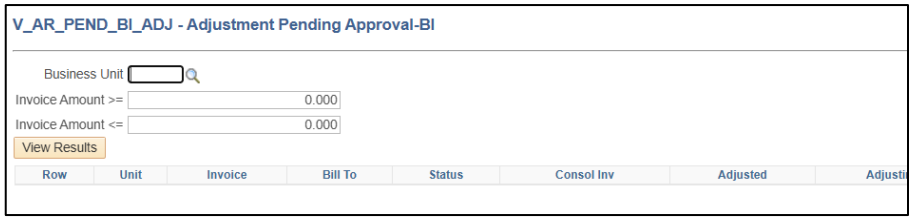
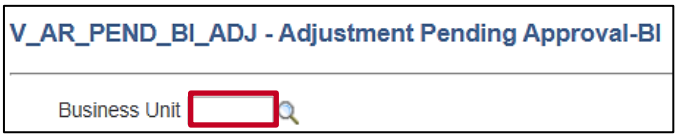
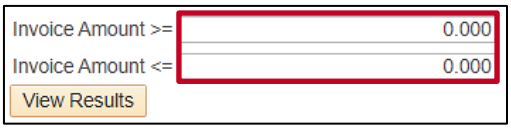
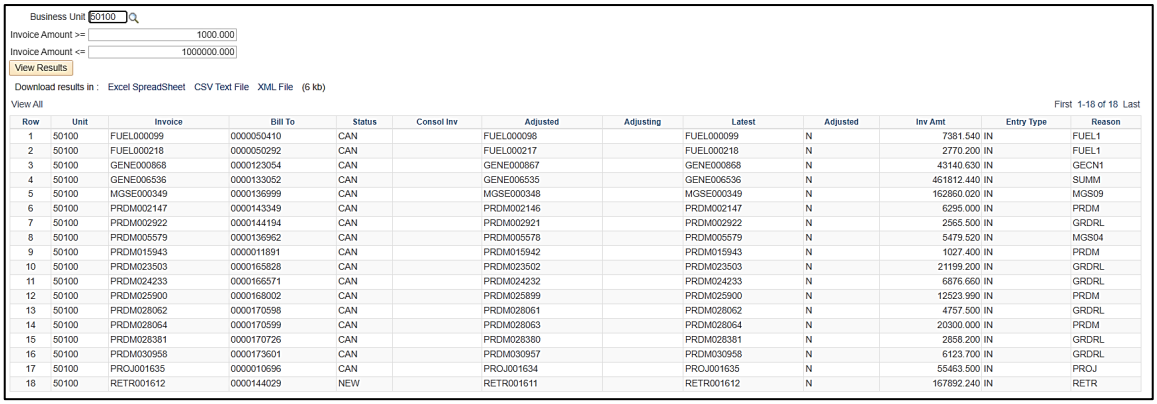
Step	Action
1.	Navigate to the **Query Viewer** page by clicking on the **AR WorkCenter** tile. 
	For more information pertaining to WorkCenters, see the Job Aid titled **Overview of the Cardinal HCM WorkCenters** located on the Cardinal website in **Job Aids** under **Learning**.

The **Receivables WorkCenter** displays.



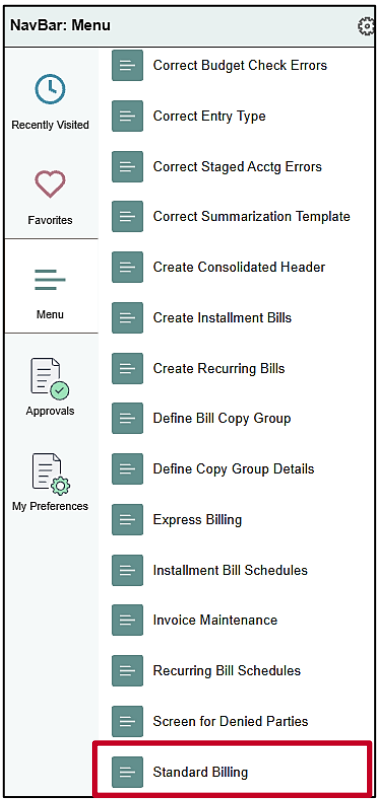
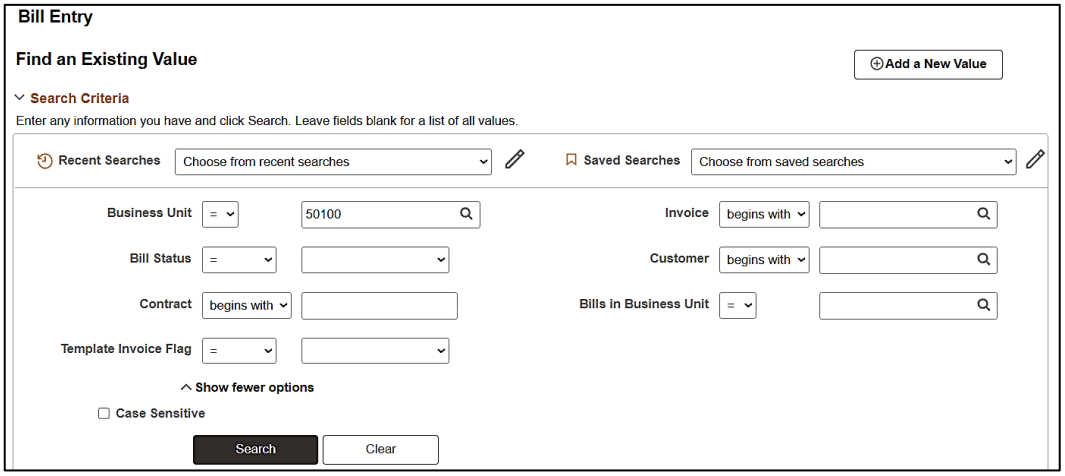
2.	Navigate to the **Billing Adjustments Pending Approval** query using the WorkCenter: **Links > Other Links > Query Viewer**

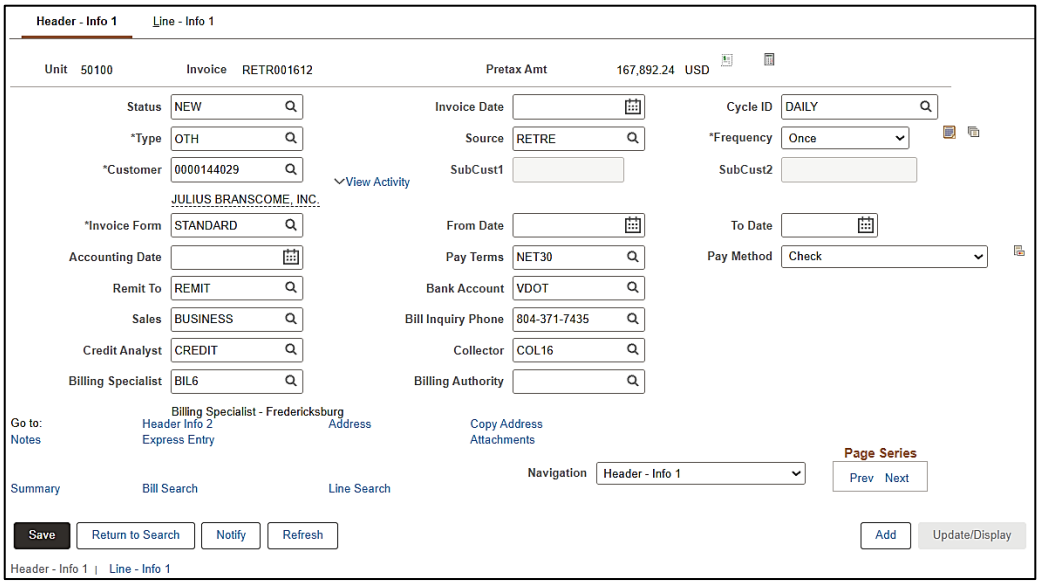
Step	Action
The **Query Viewer** page displays. 	
3.	Enter the query name, **V_AR_PEND_BI_ADJ** in the **begins with** field. Click the **Search** button. 
4.	The Query search results display. 
5.	Click the **HTML** within the **Run to HTML** field or click the **Excel** link within the **Run to Excel** field to view the query. 

Step	Action
The **V_AR_PEND_BI_ADJ** search fields display in a new browser window. 	
6.	Click the **Business Unit Look up** icon if it does not default and select the Agency Business Unit. 
7.	Enter the applicable Invoice amount in both of the **Invoice Amount** fields. 
8.	Click the **View Results** button to download the query results.
The **V_AR_PEND_BI_ADJ – Adjustment Pending Approval-BI** results display. 	
	Take note of the Invoice Number(s) for any billing adjustments awaiting review and approval. It is recommended to run this query daily to ensure the timely processing of adjustments. The following steps are used to review and approve billing adjustments.

Business Unit 50100
Invoice Amount >= 1000.000
Invoice Amount <= 1000000.000
View Results
Download results in : Excel SpreadSheet CSV Text File XML File (6 kb)
View All
First 1-18 of 18 Last

Row	Unit	Invoice	Bill To	Status	Consol Inv	Adjusted	Adjusting	Latest	Adjusted	Inv Amt	Entry Type	Reason
1	50100	FUEL000099	0000050410	CAN		FUEL000098		FUEL000099	N	7381.540	IN	FUEL1
2	50100	FUEL000218	0000050292	CAN		FUEL000217		FUEL000218	N	2770.200	IN	FUEL1
3	50100	GENE000868	0000123054	CAN		GENE000867		GENE000868	N	43140.630	IN	GECN1
4	50100	GENE006536	0000133052	CAN		GENE006535		GENE006536	N	461812.440	IN	SUMM
5	50100	MGSE000349	0000136999	CAN		MGSE000348		MGSE000349	N	162860.020	IN	MGS09
6	50100	PRDM002147	0000143349	CAN		PRDM002146		PRDM002147	N	6295.000	IN	PRDM
7	50100	PRDM002922	0000144194	CAN		PRDM002921		PRDM002922	N	2565.500	IN	GRDRL
8	50100	PRDM005579	0000136962	CAN		PRDM005578		PRDM005579	N	5479.520	IN	MGS04
9	50100	PRDM015943	0000011891	CAN		PRDM015942		PRDM015943	N	1027.400	IN	PRDM
10	50100	PRDM023503	0000165828	CAN		PRDM023502		PRDM023503	N	21199.200	IN	GRDRL
11	50100	PRDM024233	0000166571	CAN		PRDM024232		PRDM024233	N	6876.660	IN	GRDRL
12	50100	PRDM025900	0000168002	CAN		PRDM025899		PRDM025900	N	12523.990	IN	PRDM
13	50100	PRDM028062	0000170598	CAN		PRDM028061		PRDM028062	N	4757.500	IN	GRDRL
14	50100	PRDM028064	0000170599	CAN		PRDM028063		PRDM028064	N	20300.000	IN	PRDM
15	50100	PRDM028381	0000170726	CAN		PRDM028380		PRDM028381	N	2858.200	IN	GRDRL
16	50100	PRDM030958	0000173601	CAN		PRDM030957		PRDM030958	N	6123.700	IN	GRDRL
17	50100	PROJ001635	0000010696	CAN		PROJ001634		PROJ001635	N	55463.500	IN	PROJ
18	50100	RETR001612	0000144029	NEW		RETR001611		RETR001612	N	167892.240	IN	RETR

Step	Action
9.	Navigate to the **Standard Billing** page using the **NavBar**: **Menu > Billing > Maintain Bills > Standard Billing** 
The **Bill Entry Find an Existing Value Search** page displays.  	
	For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled **Overview of the Cardinal FIN Search Pages**. This Job Aid is located on the Cardinal website in **Job Aids** under **Learning**.

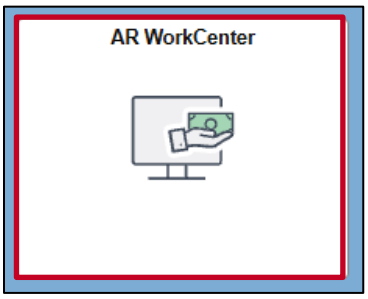
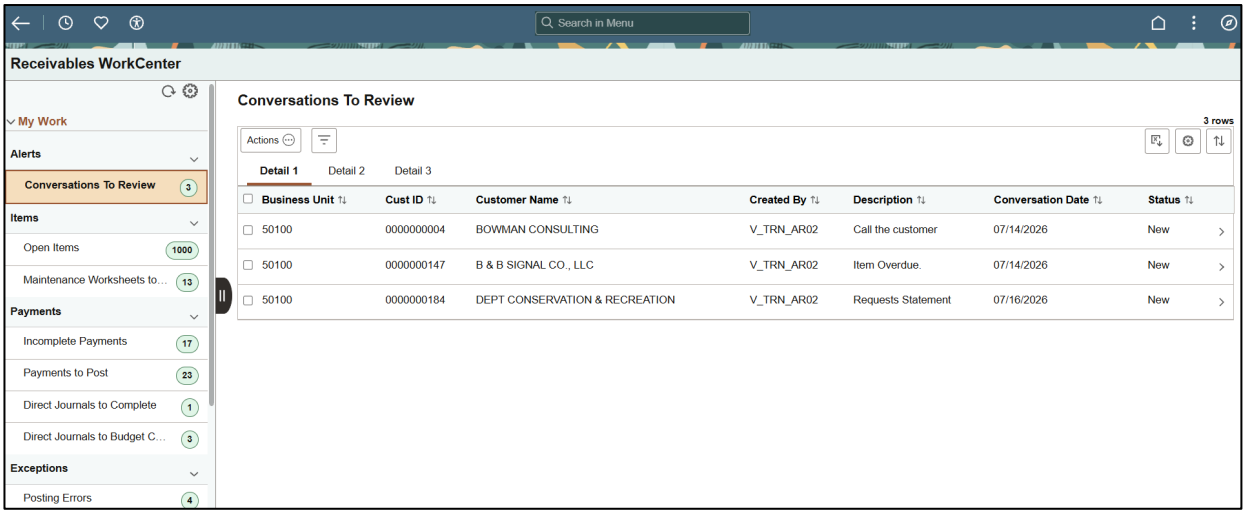
Step	Action
10.	Click the **Business Unit Look up** icon if it does not default and select the Agency Business Unit.
11.	Enter the applicable Invoice Number in the **Invoice** field.
12.	Click the **Search** button.
The **Standard Billing** page displays for the applicable Invoice with the **Header – Info 1** tab displayed by default. 	
13.	Review the billing adjustment and make any required changes.
	To approve the adjustment, change the status from “NEW” to “RDY” (Ready to Invoice).
14.	Click the **Status Look up** icon and select the “RDY” (Ready to Invoice) list item.

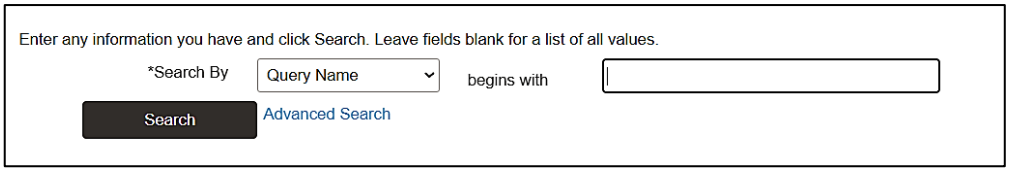
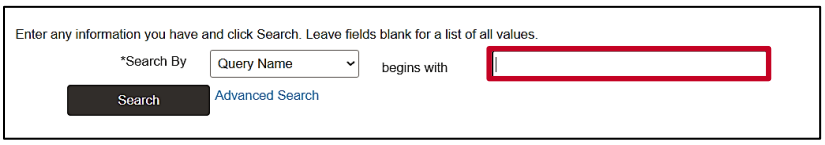
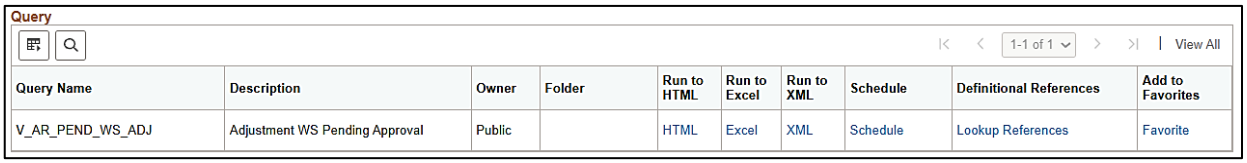
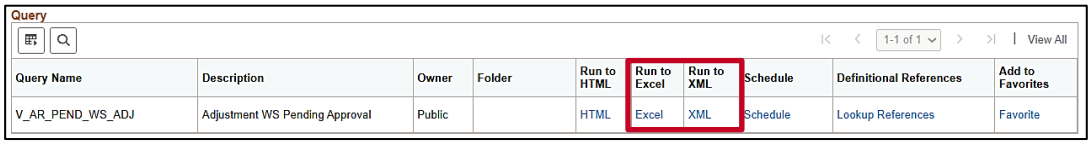
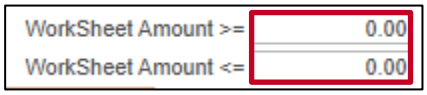
Step	Action
15.	Click the **Save** button.
	If the adjustment is not approved, the reason for denial must be communicated directly to the processor. The processor can then edit the adjustment accordingly. Once the Invoice is in a “RDY” status, it will be processed by the next scheduled batch run. During batch, the Bill status changes from “RDY” (Ready to Invoice) to “INV” (Invoiced) and no further changes can be made to the billing data.

Item Adjustment Approval Process

The Bill Lines (Items) on an Invoice with a status of “RDY” or “NEW” can be adjusted. Item adjustments require one level of approval. Identify Item adjustments (debit/credit memos, write-offs, discharges, and refunds) awaiting review and approval by running the **Item Adjustments Pending Approval** query.

For more information pertaining to adjusting a Bill or Bill Line, refer to the Job Aid titled **AR323 Adjusting a Bill and Bill Line (VDOT Only)**. This Job Aid is located on the Cardinal website in **Job Aids** under **Learning**.

Step	Action
1.	Navigate to the **Query Viewer** from the **AR WorkCenter** tile: 
	For more information pertaining to WorkCenters, see the Job Aid titled **Overview of the Cardinal HCM WorkCenters** located on the Cardinal website in **Job Aids** under **Learning**.
The **Receivables WorkCenter** displays. 	
2.	Navigate to the **Item Adjustments Pending Approval** query using the WorkCenter: **Links > Other Links > Query Viewer**

Step	Action
The **Query Viewer Search** page displays. 	
3.	Enter the query using the following path in the **begins with** field: **V_AR_PEND_WS_ADJ**. Click the **Search** button. 
The Query results display. 	
4.	Click the **HTML** link within the **Run to HTML** field or the **Excel** link within the **Run to Excel** field to view the query. 
5.	Click the **Business Unit Look up** icon if it does not default and select the Agency Business Unit.
6.	Enter the applicable WorkSheet amount in both of the **WorkSheet Amount** fields. 
7.	Click the **View Results** button to view the query results.

Step	Action

The **V_AR_PEND_WS_ADJ - Item Adjustments Pending Approval** query results display.

Business Unit (% For All) 50100

WorkSheet Amount >= 0.00

WorkSheet Amount <= 30000.00

View Results

Download results in : Excel SpreadSheet CSV Text File XML File (6 kb)

View All

First 1-18 of 18 Last

Row	Business Unit	Worksheet	User	Unit	Posting Status	Control Amount	Entered Amount	Entry Type	Entry Reason	Item Balance	Action	Count	Count	Cust_id	Entry Type	Reason
1	50100	69370		50100	N	0.000	0.000			-292594.710	A	0	0	Y	MATCH	
2	50100	69370		50100	N	0.000	0.000			-75985.250	A	0	0	Y	MATCH	
3	50100	69370		50100	N	0.000	0.000			292594.710	A	0	0	Y	MATCH	
4	50100	69370		50100	N	0.000	0.000			368579.960	A	0	0	Y	MATCH	
5	50100	69932		50100	N	0.000	0.000	MATCH		-596.280	A	2	2	Y	MATCH	
6	50100	69932		50100	N	0.000	0.000	MATCH		596.280	A	2	2	Y	MATCH	
7	50100	69932		50100	N	0.000	0.000			31868.800	A	2	2	Y	MATCH	
8	50100	69933		50100	N	186.460	186.460			-820.500	A	1	1	Y	RC	OVRPY
9	50100	69933		50100	N	186.460	186.460	RC	OVRPY	-186.460	A	1	1	Y	RC	OVRPY
10	50100	70025		50100	N	0.000	0.000	MATCH		-185.540	A	3	3	Y	MATCH	
11	50100	70025		50100	N	0.000	0.000	MATCH		-78.760	A	3	3	Y	MATCH	
12	50100	70025		50100	N	0.000	0.000			-13.860	A	3	3	Y	MATCH	
13	50100	70025		50100	N	0.000	0.000			13.860	A	3	3	Y	MATCH	
14	50100	70025		50100	N	0.000	0.000	MATCH		264.300	A	3	3	Y	MATCH	
15	50100	70037		50100	N	13.860	13.860			-185.540	A	1	1	N	RC	OVRPY
16	50100	70037		50100	N	13.860	13.860			-78.760	A	1	1	N	RC	OVRPY
17	50100	70037		50100	N	13.860	13.860	RC	OVRPY	-13.860	A	1	1	N	RC	OVRPY
18	50100	70043		50100	N	-100.000	-100.000	WOFFD	BADDT	100.000	A	1	1	Y	WOFFD	BADDT

Take note of the Worksheet ID(s) for the Item(s) to be approved from the query list.

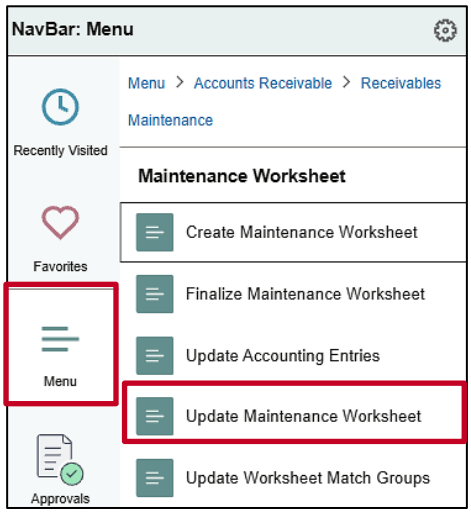
Run this query daily to ensure the timely processing of adjustments.

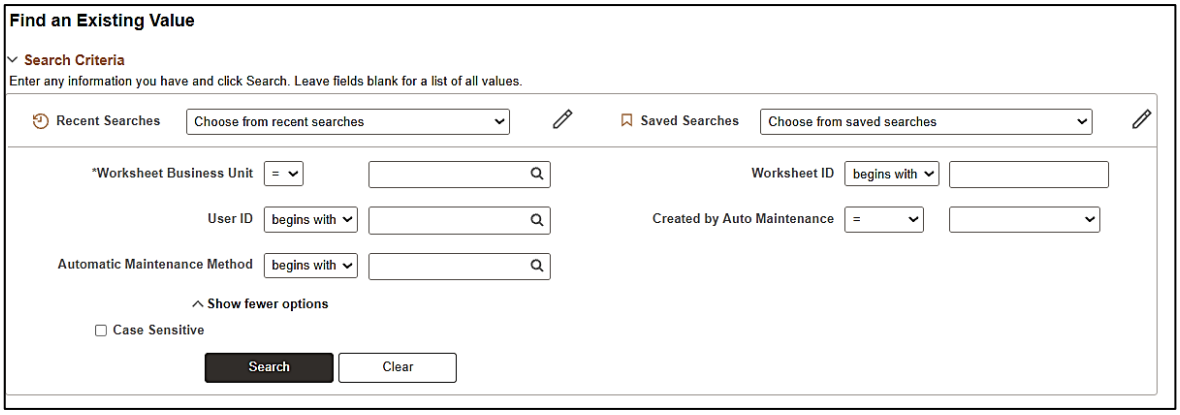
When an Item for adjustment is identified, approve it by changing the Item status from “Do Not Post” to “Batch Standard” on the Worksheet.

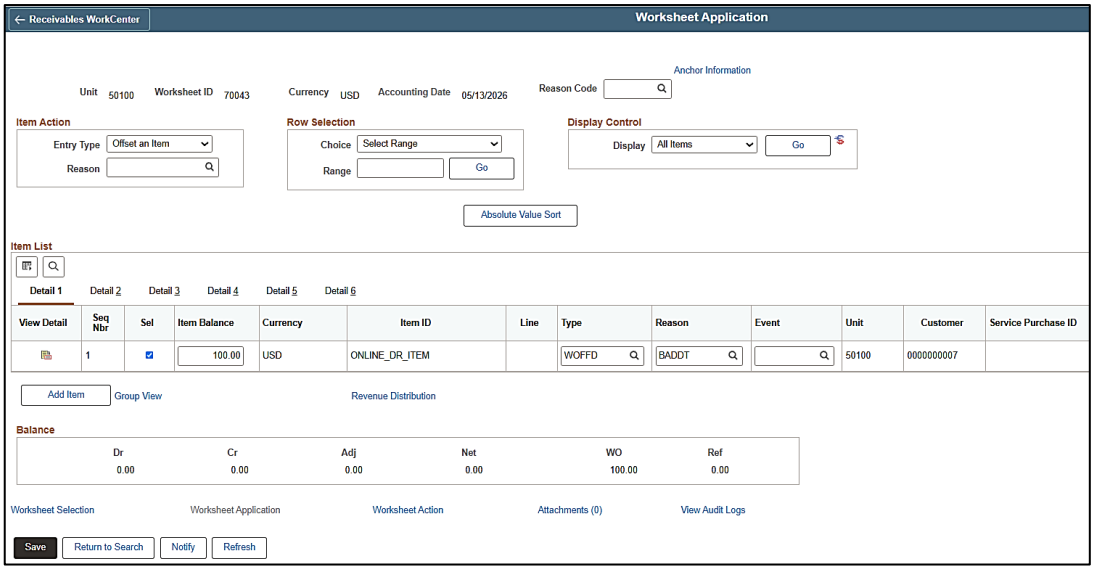
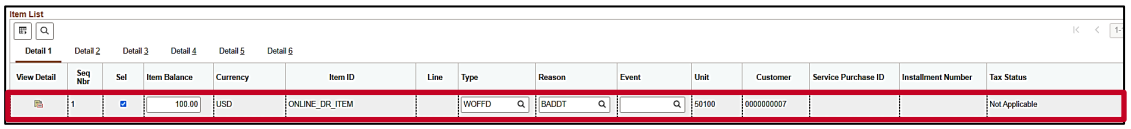
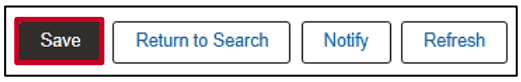
The following steps are used to review and approve Item adjustments.

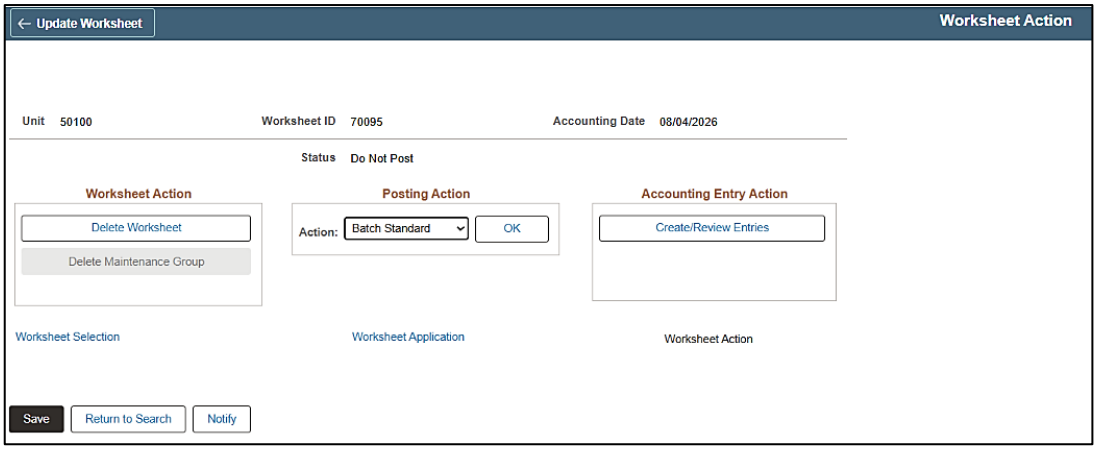
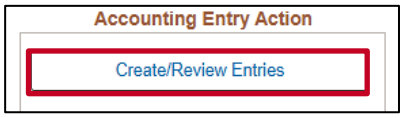
8. Navigate to the **Update Maintenance Worksheet** page using the following path from the NavBar:

Menu > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Update Maintenance Worksheet



Step	Action
The **Update Worksheet Find an Existing Value Search** page displays. 	
	For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled **Overview of the Cardinal FIN Search Pages**. This Job Aid is located on the Cardinal Website in **Job Aids** under **Learning**.
9.	Click the **Worksheet Business Unit Look up** icon if it does not default and select the Agency Business Unit.
10.	Enter the applicable Worksheet ID in the **Worksheet ID** field.
11.	Click the **Search** button.

Step	Action
The **Worksheet Application** page displays for the applicable Worksheet ID. 	
	The **Worksheet Application** page is used to offset Items, create write-offs, or adjust posted Items.
12.	Update the Item that needs to be adjusted within the **Item List** section. 
13.	Click the **Save** button. 
14.	Once the page refreshes, click the **Worksheet Action** link.

Step	Action
The **Worksheet Action** page displays. 	
15.	Click the **Create/Review Entries** button in the **Accounting Entry Action** section to create, view, or edit accounting entries as needed. 
16.	Click the **Action** dropdown button in the **Posting Action** section and select “Batch Standard”.
17.	Click the **OK** button to save the action.
18.	Click the **Save** button.
	Click the **Next in List** button as needed and repeat these steps to set any remaining Payments to “Batch Standard”.

Step	Action
	If the adjustment is not approved, the reason for denial must be communicated directly to the processor. The processor can then edit the adjustment, if applicable. Once the Item adjustment has been approved, it processes during the nightly batch processing. Once the transactions are set to “Batch Standard”, the nightly AR Batch Stream will process these transactions. During batch, the Bill status changes from “RDY” (Ready to Invoice) to “INV” (Invoiced) and no further changes can be made to the billing data.