CW.60.4 Manage Accounts Receivable Transactions

Department of Financial Services

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Revision: DRAFT

Florida PALM

Planning, Accounting, and Ledger Management

Revision History

Version	Date	Revision Notes

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Business Process Overview

The Manage Accounts Receivable Transactions business process highlights the activities to resolve Account Receivable transaction errors. The Agency AR Exception Processor oversees the completion of the following tasks: reconciling deposits in Florida PALM to deposits entered in Departmental FLAIR, reviewing and taking appropriate action for deposits not reconciled in Florida PALM, and determining appropriate action needed to resolve cash and accounting exceptions to keep Departmental FLAIR and Florida PALM in balance.

Dependencies and Constraints

- Unreconciled Deposits are updated or deleted in Florida PALM.
- Agencies use inquiry access in Florida PALM to monitor reports for transaction errors.
- Agencies review Florida PALM reports to manage AR transaction errors (i.e., data entry errors). Applicable activities are then completed in Florida PALM, such as updating or deleting deposits, for completion of in-flight AR transactions.
- Agencies may update deposits in Florida PALM to resolve erorrs. These updates may require a manual update in Departmental FLAIR.

Business Process Flow Details

Table 1: Process Steps Included on CW Business Process Model Flow

CW.60.4 Manage Accounts Receivable Transactions		
Swim Lanes – Definition	**Agency AR Exception Processor:** agency role responsible for managing AR exception transactions	
Process Step ID	**Process Step Title**	**Description of Process**
1	Determine the Issue With Processing	The Agency AR Exception Processor needs to determine why there is an issue with processing.
2	Monitor and Review Reports	The Agency AR Exception Processor monitors and reviews applicable reports in Florida PALM to determine the resolution needed.
3	Update Deposit	If an unreconciled deposit needs updating in Florida PALM (e.g., data entry errors), the deposit is manually updated to resolve the issue. Florida PALM systematically reconciles the agency's deposit entry to the corresponding bank deposit data to confirm the deposit details match. Florida PALM provides bank deposit data from the CW.70.2 Manage and Reconcile Bank Statements business process. After bank reconciliation, the transaction follows the CW.60.2 Deposit and Apply Receipts business process. The Agency AR Exception Processor determines if a correcting transaction is needed in Departmental FLAIR to keep the systems in balance.

Process Step ID	Process Step Title	Description of Process
4	Enter Correcting Transaction	The Agency AR Exception Processor enters a correcting transaction in Departmental FLAIR to match Florida PALM balances.
5	Delete Deposit	If an unreconciled deposit needs deleting in Florida PALM (e.g., duplicate deposit entry), the deposit is manually deleted to resolve the issue. If the transaction originated in Departmental FLAIR, a correcting transaction is needed to keep the systems in balance. The Agency AR Exception Processor determines if a correcting transaction is needed in Departmental FLAIR to keep the systems in balance.
6	Enter Correcting Transaction	The Agency AR Exception Processor enters a correcting transaction in Departmental FLAIR to match Florida PALM balances.
7	Determine Assistance Needed	If ChartField assistance is needed (e.g., combo edit errors), the agency follows the CW.10.1 Set Up and Maintain Chart of Accounts business process. If Treasury assistance is needed, the Agency AR Exception Processor submits a Treasury Correspondence Form (e.g., FLAIR or Bank Corrections) and follows the CW.60.2 Deposit and Apply Receipts business process.

Ledger Impacts

Table 2: Ledger Impacts Included on CW Business Process Model Flow

Ledger Impact ID	Ledger - Ledger Impact Title	Ledger Impact Description
N/A	N/A	N/A

Reports

Table 3: Reports Included on CW Business Process Model Flow

Report Number	Report Description	Report Frequency	Audience
R1	Unreconciled Deposits Report – provides a report of unreconciled deposits	Periodic	Agencies
R2	Bank Statement – provides the bank statement for sub-accounts and CRA bank accounts	Periodic	Agencies
R3	Direct Journal Accounting Entry Errors (WorkCenter) – provides accounting entry errors for direct journals to assist with exception handling	Periodic	Agencies