

60.1 Enter and Maintain Receivables

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Revision History

Version	Date	Revision Notes
1.0	07/30/2019	Accepted Version
2.0	01/06/2020	Updates related to interim, extension, or chart of account changes.
2.1	01/24/2022	Updates per Financials Wave Module Workgroup Sessions

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General Information

This document describes and depicts the process steps and supporting information for the identified State of Florida financial management business process. This information should be read in conjunction with the Business Process Flow Diagrams.

The Dependencies and Constraints section describes any conditions or criteria that impact how or when the business process should be executed. These could be set within Florida PALM or from external sources (i.e., Law or Rule).

The Business Process Overview section summarizes the business process and provides context for understanding the objectives and desired outcomes of the described business process.

Within the Business Process Flow Details section, included for each process step are:

- **Process Step ID** – A unique number assigned to each process step, which corresponds to the Business Process Flow Diagram
- **Process Step Title** – A short description assigned to each process step, which corresponds to the Business Process Flow Diagram
- **Description of Process** – A detailed narrative description of the process step, which provides additional information and context for understanding the process step

Florida PALM screenshots are included within the sections following the Business Process Flow Diagrams to allow connections to be made from specific business subprocess steps to screens within Florida PALM

Also described below are the Ledger Impacts, Interfaces and Key Reports, which are displayed as icons on the Business Process Flow Diagrams. Ledger impacts describe where there is an update to one of the ledgers used to track activity for accounting, budget management, or financial reporting purposes. Reports describe where a report is identified to be produced at a particular process step or is used to support the completion of a process step. Interface IDs are provided for each interface identified on the Business Process Flow Diagrams.

Tables are included to identify the Conversions, Forms, Workflows, and Stakeholder Configurations related to this Business Process. These items may not be included within the Business Flow Diagrams, however, these items are important elements of each Business Process as a whole.

Finally, included in the Terminology section are definitions of terms which will help the reader to better understand the document. These are terms that are used within this document that may be new or that require a description for common understanding.

Dependencies and Constraints

- Establishing accounts receivable at a customer account level is dependent upon agency use of Florida PALM.
- Florida PALM provides the ability to interface AR data with agency business systems.
- Transactions are reconciled, and errors corrected prior to closure of the accounting period.

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Business Process Overview

The Enter and Maintain Receivables business process is within the Accounts Receivable (AR) business process grouping. AR includes a collection of business processes that:

- Manage accounting, reporting, and collection of outstanding State revenues;
- Support the intake and accounting for cash receipts; and
- Ensures that the write-off of outstanding debt is appropriately approved.

This business process addresses how the State records receivable transactions to customers and perform period closings. The business subprocesses included are:

- 60.1.1 – Record Accounts Receivable
- 60.1.2 – Period Close

In Florida PALM receivables are established by creating a bill in the system, manually entering the receivable, uploading a spreadsheet, or interfacing from an agency business system. Receivables can be updated as needed. Florida PALM provides agencies the ability to approve receivable transactions through workflow. The customer account is automatically updated to reflect outstanding receivables and payments received.

Florida PALM also offers various reporting and inquiring capabilities for researching and reviewing transactions. This allows agencies to efficiently manage open receivables. It also allows agencies to reconcile and correct transaction errors prior to closing the AR accounting period.

Business Process Flow Details

The tables below describe steps in each business subprocess as reflected on the Business Process Flow Diagrams. The tables also reflect information associated with each step describing the intent of the specific process.

The Business Process Flow Diagrams use horizontal swim lanes to depict where activities are performed by different parties or systems. Each swim lane is titled with a role, either agency-based or within Department of Financial Services (DFS), and in some cases, are representative of an external entity or system. The swim lanes may change from page to page within a single business subprocess as more or fewer roles are required to execute sections of the business subprocess. Optionally, the process flow diagram may reflect vertical swim lanes to further designate information such as systems or time intervals.

60.1.1 – Record Accounts Receivable

Table 1: Record Accounts Receivable

60.1.1 – Record Accounts Receivable	
Module	Accounts Receivable
Related Module(s)	N/A
Swim Lanes – Definition	Agency AR Item Approver: agency role responsible for reviewing and approving receivables Agency AR Item Processor: agency role responsible for entering and maintaining receivables

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Process Step ID	Process Step Title	Description of Process
1	Need to Create/Update AR	The Agency AR Item Processor needs to create/update AR in Florida PALM. ChartField values are used to link and report receivables associated with projects or grants. If receivables are not recorded to a customer, the Agency AR Item Processor uses the Create and Approve Journals business subprocess to record AR and allowance for doubtful accounts balances in Florida PALM.
2	Online Enter Pending AR	The Agency AR Item Processor can create a manual pending AR to the customer record.
3	Inbound AR Data Spreadsheet Upload	The Agency AR Item Processor can create receivables using a spreadsheet upload method. This method is generally used when recording multiple receivables.
4	Import AR Data	An automated process loads the AR data via spreadsheet in Florida PALM.
5	Inbound AR Data	AR data is interfaced into the AR module.
6	Import AR Data	This process imports the interface file to load data in Florida PALM.
7	Create/Update Receivable	The Agency AR Item Processor creates/updates AR balances related to a customer through the Receivables module. An AR is created in the Group Entry page. A Maintenance Worksheet is used to adjust receivables. Once completed, it is sent for review and approval through the workflow.
8	Set Pending AR to Post	If approved by an Agency AR Item Approver, the accounting entries post. If denied, the workflow is routed to the Agency AR Item Processor for correction. Billing module transactions are automated to create open receivables in the AR module (e.g., customer and credit invoices) and post to customer accounts.
9	Run AR Update	This process selects pending transactions ready for posting and creates receivables to customer accounts. This process also tracks the recognized revenue balance and compares it against the revenue estimate.
10	Export AR/BI Data	This process generates and exports a data file for agencies.
11	Outbound AR/BI Data	The AR/BI data file includes customer activity data.

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FloridaPALM

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Group Unit 37000 Group ID NEXT

*Accounting Date 09/01/2021

*Group Type A Manual AR

*Origin ID MA_AR ManualAR

Control Totals			
Control	25,000.000	*Count	1
Entered	25,000.000	Count	1
Difference	0.000	Count	0
Posted	0.000	Count	0

Control Data			
*Received	09/25/2021	*Entered	09/25/2021
Posted			
Assign	KENNEDY,D	User	KENNEDY.DLIMA

Group Status			
Edit Status	Edited	Accounting Entries	Not Balanced
Balanced	No	Posting Action	Do Not Post
Posting Status	Not Posted		

Save Notify Add Update/Display

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Figure 1: Receivable Entry Page, Group Control Tab

FloridaPALM

Group Control
Pending Item 1
Pending Item 2
Pending Item 3
Accounting Entries
Group Action

Group Unit 37000 Group ID NEXT

Pending Item Entry
Find | View All First 1 of 1 Last

*Acctg Date <input type="text" value="09/01/2021"/>	*As Of Date <input type="text" value="09/01/2021"/>	Sequence <input type="text" value="1"/>	<input type="button" value="Copy Line"/>
*Item ID <input type="text" value="FEES"/>	Line <input type="text"/>		
*Business Unit <input type="text" value="37000"/>	*Customer <input type="text" value="DEP000000000001"/>	Cape Leisu	
SubCust1 <input type="text"/>	SubCust2 <input type="text"/>		
Amount <input type="text" value="25,000.000"/>	*Currency <input type="text" value="USD"/>		
*Entry Type <input type="text" value="IN"/>	Reason <input type="text" value="GEN10"/>	*AR Dist <input type="text" value="AR-FED"/>	
Rate Type <input type="text"/>	<input checked="" type="checkbox"/> Revalue Flg		
Exchange Rate <input type="text" value="1.00000000"/>	Attachments (0)		

Payment Terms

Terms <input type="text" value="IMMED"/>	Due Date <input type="text"/>	Due Days <input type="text"/>	
Disc Amt <input type="text"/>	Disc Date <input type="text"/>	Disc Days <input type="text"/>	
Disc Amt 1 <input type="text"/>	Disc Date 1 <input type="text"/>	<input type="checkbox"/> Always Allow Discount	

Reference Information

PO Ref <input type="text"/>	PO Line <input type="text"/>	BOL <input type="text"/>
Order No <input type="text"/>	Document <input type="text"/>	Line Item <input type="text"/>
Contract <input type="text"/>	L/C ID <input type="text"/>	Case No <input type="text"/>
SP ID <input type="text"/>		

Item Creation/Update Details

Created On 09/25/2021 4:35PM	Last Modified On 09/25/2021 4:38PM
Created By KENNEDY.DLIMA	Modified By KENNEDY.DLIMA

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Figure 2: Receivable Entry Page, Pending Item 1 Tab

The screenshot displays the 'Pending Item Entry' form in the FloridaPALM system. At the top, there are navigation tabs: 'Group Control', 'Pending Item 1', 'Pending Item 2' (selected), 'Pending Item 3', 'Accounting Entries', and 'Group Action'. Below the tabs, the 'Group Unit' is 37000 and 'Group ID' is NEXT. The main form area is titled 'Pending Item Entry' and includes a search bar with 'Find | View All' and 'First 1 of 1 Last'. The form contains several sections:

- Item Information:** Item ID FEES, Business Unit 37000, Amount 25,000.000, Customer DEP000000000001, Currency USD, Line SubCust1, SubCust2.
- Collection Status:** Includes checkboxes for 'Dispute' and 'Collection', with fields for Reason, Code, Date, and Amount. There are also dropdowns for 'Last OC' and 'Latest Dunning', and a search icon.
- Additional Detail:** Includes fields for Sales (ANTHONY), Analyst, Collector, Location (1), Pay Method, and Draft Type.
- Cash Forecasting:** Includes fields for Bank Code and Account, both with search icons.
- Draft Options:** Includes checkboxes for 'Preapproved?', 'Create Document?', and 'One Item per Draft?'.

 At the bottom of the form, there are buttons for 'Save', 'Notify', 'Add', and 'Update/Display'. A breadcrumb trail at the very bottom reads: 'Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action'.

Figure 3: Receivable Entry Page, Pending Item 2 Tab

60.1.2 – Period Close

Table 2: Period Close

60.1.2 – Period Close		
Module	Accounts Receivable	
Related Module(s)	N/A	
Swim Lanes – Definition	Agency BI/AR Reconciler: agency role responsible for month end period close.	
Process Step ID	Process Step Title	Description of Process
1	Need to Close BI/AR	The Agency BI/AR Reconciler needs to perform month end period close that aligns with the GL month end close process for Billing and Accounts Receivable modules.
2	Monitor and Review WorkCenter	The Agency BI/AR Reconciler reviews any pending transactions (e.g., bills, AR, and deposits) that have not been finalized and posted. The reconciler also reviews alerts to update errors accordingly.

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Process Step ID	Process Step Title	Description of Process
3	Resolve Exceptions	The Agency BI/AR Reconciler reviews the exceptions and determines if the errors should be adjusted or a value must be added or changed to resolve the exceptions.
4	Initiate Unbilled Revenue Accrual	The Agency BI/AR Reconciler verifies that all reconciliation steps have been performed prior to initiating the Unbilled Revenue Accrual step.
5	Process Unbilled Revenue Accrual	This is an automated process to create accounting entries for unbilled revenue accrual within the current accounting period. This process keeps track of when a customer has been invoiced and prevents double booking of revenue in the same accounting period. In the Perform Month-End Close business subprocess, the source modules are closed for the month based on the predetermined schedule.

Ledger Impacts

Table 3: Ledger Impacts Included on Business Process Flow Diagrams

Ledger Impact ID	Ledger - Ledger Impact Title	Ledger Impact Description
LI1	Actuals Ledger – Create/Update AR Or, Actuals Ledger – Create Expenditure Refund AR	Increases Open AR Increases Revenue/Unearned Revenue Or, Increases Open AR Increases Expenditure Refund Clearing
LI2	Actuals Ledger – Record Unbilled Revenue Accrual	Increases Unbilled AR Increases Revenue/Unearned Revenue
LI3	Actuals Ledger – Record Allowance for Doubtful Account Accruals	Increases Allowance for Doubtful Accounts Increases Bad Debt Expense

Key Reports

Table 4: Reports Included on Business Process Flow Diagrams

Report Number	Report Description	Report Frequency	Audience
R1	ARR026 Pending AR Report – A report that provides receivable information that has been entered in Florida PALM but not yet approved for posting to the ledger.	Periodic	Agencies
R2	ARR025 Billing and AR Data Report – A report that provides raw Billing and AR data to agencies for analysis purposes.	Periodic	Agencies
R3	ARR027 Outstanding AR Item Receivable Report – A report that provides a listing of items and customer account balances.	Periodic	Agencies

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Report Number	Report Description	Report Frequency	Audience
R4	ARR010 AR Aging Report – A report that provides aging of open AR balances.	Periodic	Agencies
R5	ARR028 Accrual Unbilled Revenue Report – A report that provides bills and bill lines that have been accrued within a date range.	Periodic	Agencies

Note: A complete list of reports may be found in the [Reports Catalog](#)¹.

Conversions

Table 5: Data Converted from External System to Florida PALM

Conversion Number	Conversion Description	Conversion Frequency	Source
ARC002	Open Receivables – Conversion of detailed open receivables from Departmental FLAIR.	One time	Agency Business Systems

Note: A complete list of conversions may be found in the [Catalog of Conversion Offerings](#)². This is a protected publication that requires login. If your business or technical teams do not currently have access to the Smartsheet Florida PALM Dashboard, contact your Readiness Coordinator to request their access.

Interfaces

Table 6: Interfaces Included on Business Process Flow Diagrams

Interface Number	Interface Description	Interface Frequency	Source	Target
ARI008	Inbound AR Data Spreadsheet Upload – Inbound interface that provides Accounts Receivable data via spreadsheet (Excel) upload.	Daily	Agency Business Systems	Florida PALM
ARI011	Inbound AR Data – Inbound interface that provides Accounts Receivable data from agency business systems.	Daily	Agency Business Systems	Florida PALM
ARI034	Outbound AR/BI Data – Outbound interface file that provides Invoice (BI)/Item (AR) data to business systems.	Daily	Florida PALM	Agency Business Systems

¹ <https://app.smartsheet.com/b/publish?EQBCT=a8d51896f0144ef6a87314b3c7824ba5>

² <https://app.smartsheet.com/dashboards/xW9gQgMRP6w5pfRGMQGjh4wvP676gf2h4mf57hP1>

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Note: A complete list of interfaces may be found in the [Catalog of Interface Offerings](#)³. This is a protected publication that requires login. If your business or technical teams do not currently have access to the Smartsheet Florida PALM Dashboard, contact your Readiness Coordinator to request their access.

Forms

Table 7: Forms Included on Business Process Flow Diagrams

Form Number	Form Description	End User Role
N/A		

Workflows

Table 8: Workflows Included on Business Process Flow Diagrams

Workflow Number	Workflow Description	End User Role
ARW003	Account Receivable Workflow - Workflow that routes Accounts Receivable items for approval.	Agency AR Item Processor, Agency AR Item Approver
ARW007	Maintenance Worksheet Workflow - Workflow that routes AR maintenance items (e.g., AR adjustments) for approval.	Agency AR Item Processor, Agency AR Item Approver

Agency Configurations

Table 9: Configurations Defined and/or Maintained by Agencies.

Configuration Number	Configuration Description	Frequency
C-AR002	Entry Type – Comprise the subset of system functions that involve the entry of invoices, credit memos, and debit memos	As Needed
C-AR031	Distribution Code – Used to simplify the process of generating accounting entries by defining a valid combination of ChartField values.	As Needed
C-AR036	Auto Entry Type – Is a subset of system functions that includes transfers, drafts, direct debits, finance charges, and worksheet functions.	As Needed
C-AR037	Item Entry Type – Is a subset of system functions that involve the entry of invoices, credit memos, and debit memos.	As Needed
C-BI008	Collector – User who works with a customer to manage collections.	As Needed
C-BI009	Credit Analyst – User who works with a customer to establish credit limits and payment terms.	As Needed

³ <https://app.smartsheet.com/dashboards/xW9gQgMRP6w5pfRGMQGjh4wvP676gf2h4mf57hP1>

Configuration Number	Configuration Description	Frequency
C-BI014	Payment Terms – Specifies how the payment due date and discount due date are calculated.	As Needed

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Terminology

Maintenance Worksheet – a workspace for adjusting posted receivables or recording refunds for a credit balance.

Pending AR – unposted receivables that have been manually entered in AR or automatically created through billing in Florida PALM.

Recognized Revenue – revenue is earned when goods are received, or services rendered; no matter when cash is received.

Source Module – one of the supporting modules within Florida PALM that captures business transaction information and provides accounting or other information to other modules (e.g., to the general ledger for posting).

Workflow – orchestrated and repeatable patterns of business activity enabled by the systematic organization of resources into processes with specific approvals that transform materials, provide services, or process transactional information.

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