

Session Question ID	Webinar Question	Florida PALM Response
1	Can you explain the return reason on the report in the demonstration?	This can be found in Column BO
2	Please send the PowerPoint to those attending this meeting.	The PowerPoint presentation will be posted following the session on the Florida PALM website, User Support page.
3	Can last date and time reconciliation batch ran be added to report as a field?	Please send that question to the Florida PALM Solution Center so it can be considered through the change request process.
4	Will there be an unreconciled deposit report, created by the enterprise, excluding the Bank Administration Institute (BAI) codes for Treasury Bank Accounts, since agencies should ignore them?	We are not anticipating additional reports being created to exclude BAI codes. However, an Agency Query Writer can create a query to exclude the BAI codes that the agency does not need, or the report can be exported into Excel so BAI codes can be filtered out.
5	We have some outstanding credit card chargebacks on the unreconciled deposit report (ARR021). The Florida PALM Solution Center told us that Treasury is having to semi-manually verify the CC chargebacks from NIC and BOA. What is the time frame on the verification process?	The Florida PALM Solution Center is aware there are some discrepancies between what is seen in FLAIR and what is seen in the Florida PALM ARR021 report. They are actively working with Treasury to resolve these issues.
6	FLAIR entry deposit numbers once used are finite. What are we to do for TR30N when the 6 digits are declined for previous use? These numbers are electronically assigned by the bank, right?	The deposit number for the Debit Memos are assigned by the bank. FLAIR will not allow duplicate numbers to be active on the CP screen at the same time. However, once a deposit is verified and drops off of the CP screen, then a number can be reused. For credit card returns, the bank does assign duplicates. When that happens, the agency can modify one of the first 3 digits, so that the number can be processed in FLAIR without creating a duplicate.
7	Why does your example of the TR 96 not include the State-Doc value to match to Central?	The training team has a challenge in that the Florida PALM training environment uses real agency Business Unit and codes. The Departmental FLAIR

		training environment uses "fake" agency Operating Level Organization's. For demonstration purposes, we have tried to make the examples as "real" as we can but are not able to tie them all together perfectly.
8	What do you do when the agency deposit number is the same on multiple debit memos?	The agency can change one of the first 3 digits of the deposit number. FLAIR will still verify your deposit based on the amount and last 3 digits of the deposit number.
9	You will not match to Central if you do not use the SWDN or the same deposit number. Will this be a problem for agencies to reconcile to Central?	This issue is commonly seen on credit card chargebacks from Bank of America, but once your agency migrates to the new NIC provider, this should no longer be an issue. An additional resource on this topic can be found on the recording of the December Solution Center Round Table presentation.
10	Is the deposit number on the debit memo the original deposit number?	It will depend on the deposit type. This is not the original deposit number. This will be a bank created number. But it is helpful to determine the original deposit so that you can determine if reclassification is needed.
11	Concerning TR 30, do you use the original date for the debit memo or the transaction date?	This will be determined by your agency.
12	If we have a question about running query, who do we need to contact?	There is a job aid on the Florida PALM User Support page. For additional assistance contact your agency Tier 0 support or the Florida PALM Solution Center.