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## **PROCESSING BAD CHECKS**

The purpose for this process is to reverse the revenue which was posted for the charges. This can only be done by looking up the original receipt posted and indicated on the back of the returned check.

### Before getting started, make sure to gather a copy of the bad checks.

STEP 1: Identify the Original Bill – From the back of the returned check you will be able to find the Batch County (court) who originally deposited the check and the Receipt Number and/or Case Number (Ticket Number). You will then need to run one of the below gueries based on Batch County and Receipt Number or Batch County and Case Number, in order to determine which Charge Code(s) and Account Allocation should be credited.

### **NAVIGATION:** Main Menu > Reporting Tools > Query > Query Viewer

- 1. The *Query Viewer* page will display.
  - a. In the Begins With box enter:
    - i. AOC RECEIPT NO LOOKUP or
    - ii. AOC\_CASE\_NUMBER\_LOOKUP
  - b. Click Search.

#### **Query Viewer**

Enter any information you have and click Search. Leave fields blank for a list of all values

	ery Name 🗸	begins with	AOC_RECEIPT							
Adv	anced Search									
Search Results										
*Folder View - A	II Folders	$\checkmark$								
Query					Persona	alize   Fi	nd   View All	20   🔜 🛛 F	First 🕚 1 o	f 1 🕑 Last
Query Name	Description	Owner	Folder	Run to HTML	Run to Excel	Run to XML	Schedule	Definitional Re	eferences	Add to Favorites
AOC_RECEIPT_NO_LOOKUP	Invoice Lookup by Red	ceipt No Public	OTC	HTML	Excel	XML	Schedule	Lookup Refer	ences	Favorite

#### **Query Viewer**

Enter any information you have and click Search. Leave fields blank for a list of all values.



#### Search Results

*Folder View - All F	Folders V								
Query								쾬   🔜 🛛 First 🕚 1 여	of 1 🕑 Last
Query Name	Description	Owner	Folder	Run to HTML	Run to Excel	Run to XML	Schedule	Definitional References	Add to Favorites
AOC_CASE_NUMBER_LOOKUP	Lookup by Case Number	Public	OTC	HTML	Excel	XML	Schedule	Lookup References	Favorite



- c. The Query Name and details for running it will appear.
  - i. You should click the 'FAVORITE' link so when you come into Query Viewer in the future your Favorite queries will auto appear and you will not need to look them up each time.
- d. Click the HTML link under the Run to HTML header. This will open a new page to run your query to, or you may choose Excel, and the query will run directly to Excel.

Query Viewer									
Enter any information you have a	nd click Search. Leave fields blank	for a list o	of all values.						
	ery Name  V begins with anced Search	h	AOC_RECEIPT	_NO_LOC	OKUP				
Search Results *Folder View -A	Il Folders 🗸								
Query					Persona	alize   Fi	nd   View All	🔊   🔣 💿 First 🕚 1	of 1 🕑 Last
Query Name	Description	Owner	Folder	Run to HTML	Run to Excel	Run to XML	Schedule	Definitional References	Add to Favorites
AOC_RECEIPT_NO_LOOKUP	Invoice Lookup by Receipt No	Public	отс 🤇	HTML	Excel	XML	Schedule	Lookup References	Favorite

- e. **Unit**: Enter 'JUD' and then the Batch County number from the back of the check. The example below is for JUD66 (Prince George County).
- f. Receipt Number: Enter the Receipt number from the back of check.
- g. Click View Results.

## AOC\_RECEIPT\_NO\_LOOKUP - Invoice Lookup by Receipt No

	Unit J	JD66 🔍						
R	eceipt Number 66	603973	×	c				
$\boldsymbol{\zeta}$	View Results							
AOC	_RECEIPT_NO_LOOKUP - Invo	pice Lookup by Receipt No	þ					
	Unit UD66 🔍							
Rece	pt Number 6603973							
View	v Results							
Dow	nload results in Excel SpreadSheet	SV Text File XML File (1 kb)						
View	All							
	Invoice	Receipt #	Pay Method	Unit	Acctg Date	Case No	Charge Code	Gross
1	0007481542	6603973	СНК	JUD66	07/26/2016	JM12056	RCS-317	42.000
2	0007481542	6603973	СНК	JUD66	07/26/2016	JM12056	RCS-423	22.500
3	0007481542	6603973	СНК	JUD66	07/26/2016	JM12056	RCS-426	3.000
4	0007481542	6603973	СНК	JUD66	07/26/2016	JM12056	RCS-731	7.500

- h. From here you can either print out this information to be entered in the Bad Check excel spreadsheet or download it to excel to be printed or copied into the Bad Check excel.
  - i. To download to excel click the Excel Spreadsheet link.

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ii. Once Excel opens with this data you will need to click the 'Enable Editing' button at the top to save or print or make any changes.



## **STEP 2: Update the Bad Check Excel Spreadsheet**

This is required to obtain weekly totals to be entered in GEARS with the proper Charges and Revenue codes.

- 1. From the above information, you will need to add one line in the Bad Check Excel Spreadsheet for each Bad Check. Notice there are 4 lines in the query above, so each line will need to have a value or amount entered in the correct Charge Code field.
- 2. Column F 'Received From' Enter the person or company who wrote the check.
- 3. Column G 'Check No' Enter the check number from the front of the check.
- 4. Column H 'Check Amt' Enter the amount from the front of the check.
- 5. The remaining columns are the ODY or RCS codes from the original check and the R7503, R7506, etc number below that is the Revenue CODE you will need in Step 3. #4 below.
- 6. Make sure all the columns going across add up to the Total column (BH).

	Unit	Case No.	Invoice	Acctg Date	Receipt No				 	 		RCS-426 R7506	 RCS-731 R7543
- [	JUD66	JM12N56	0007481542	07/26/2016	6603973	Dalin J Gray	1006	75.00		42.00	22.50	3.00	7.50

- 7. You will need to repeat Step 1.e. through 1.h. for each check/receipt for the week. Filling in the appropriate Charge Codes and Check information.
- 8. Once the Excel spreadsheet contains all checks for the previous week, Total or Sum all the amount columns.
  - iii. Again check to ensure all the Charge Code columns equal the amount in the Check Amt column.

Unit	Case No.	Invoice	Accta Date	Receipt No		Check No							RCS-426 R7506		RCS-731 R7543
		0007481542			Dalin J Gray	1006	75.00		10000		42.00		3.00		7.50
JUD53	13W0DJS	0007497532	07/27/2016	6610599	Permits on Demand LLC	1072	83.00	50.00	22.50	3.00				7.50	
Total							158.00	50.00	22.50	3.00	42.00	22.50	3.00	7.50	7.50

#### Excel Template below:



Bad\_check\_traffic\_tem plate.xls

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### Step 3: Reverse Revenue Process – Create a new \$0.00 Bad Check Adjustment Bill.

**NAVIGATION:** Main Menu > Billing > Maintain Bills > Standard Billing

- 1. The *Bill Entry* page will display.
  - a. Click the Add a New Value tab to create a new Bill.
  - b. Complete all fields with the following:
    - i. Business Unit: "JUD77".
    - ii. **Invoice:** Defaults to "NEXT". The next available bill number will be automatically assigned.
    - iii. **Bill Type Identifier:** "JBC" = (Adjustment type = Bad Check).
    - iv. Bill Source: "ONLINE".
    - v. Customer: "JUD77".
    - vi. Invoice Date: Current date (see note below).
    - vii. Accounting Date: Current date (see note below).

### Note: Bad checks should always be processed in a timely fashion as they are received.

c. Click the **Add** button.

### Bill Entry

Add

Eind an Existing Value Add a New Value
Business Unit JUD77
Invoice NEXT
Bill Type Identifier JBC
Bill Source ONLINE
Customer JUD77
Invoice Date 04/10/2017
Accounting Date 04/10/2017



- 2. The *Header Info 1*, of the Bill detail page will display.
  - a. Confirm the Type: field is set to "JBC".
  - b. Confirm the **Source:** field is set to "ONLINE".
  - c. Click the <u>Notes</u> link at the bottom of the page to add an audit note explaining the reason for the adjustment.

Header - Info 1 Line - Info	1							
Unit JUD77	Invoice NEXT		Pretax Amt	0.00 USD				
Status	NEW	Q	Invoice Date 04/10/2017	31	Cycle ID DAILY	Q		
*Туре	JBC	0	Sour e ONLINE		*Frequency Once	~	<b>e</b>	
*Customer	JUD77	0	SubCust1		SubCust2			
	Traffic Processing C	enter						
*Invoice Form	NO_PRINT	Q	From Date	81	To Date	31		
Accounting Date	04/10/2017	31	Pay Terms IMMED	0	Pay Method Check		~	]
Remit To	BOA	Q	Bank Account 77	0				
Sales	DEFAULT	Q	Bill Inquiry Phone	0				
Credit	DEFAULT	0	Collector DEFAULT	0				
Billing Specialist	DEFAULT	Q	Billing Authority DEFAULT	0				
	Default Biller		Default Biller	r				
Go to: Head	er Info 2	Address	Copy Address					
Notes Expre	ess Entry		Attachments			Page Series		
Summary Bill S	earch	Line Search	Navigatio	n Header - Info 1	~	Prev Next		
Save 🔛 Notify 🧷 R	efresh					📑 Add 🕖 U	pdate/Displa	ay

- i. Add a note to the bill header with returned check information to include:
  - 1. List check #'s, and excel spreadsheet name/date.
  - 2. Click the *Line Info 1* tab.



1	Header - Info 1	Header - Note			
In	Unit JUD77 voice NEXT	Bill To JUD77 Traffic Processing Center	Pretax Amt	0.00 USD	<b>*</b> =
			C	ustomer Notes	
I	Bill Header Notes		Find   View All	First 🕚 1 of 1 🔮	Last
	Standard Note Flag	Std Note	Q		+ -
	Internal Only Flag	Note Type	Q		
	Note Text:				
1	Bad Checks traffic - ck #'s 100	6,10072, etc from excel sheet 01/17/2017			Z
	183 characters remaining				

- 3. The *Line –Info 1* page will display.
  - a. Refer to the Excel spreadsheet you created previously as part of your Bad Check Processing preparation.

#### **NOTE:** A new Bill line will need to be added for each unique Charge Code. (Identifier)

- b. Complete the following fields:
  - i. Table: Enter "ID".
  - ii. Identifier: Enter the charge code of the item from the receipt that needs to be added.
  - iii. **Gross Extended**: Enter amount of the item/charge code. All amounts should be entered in as a *negative* (\$-) amount to reverse the revenue. (e.g.: -40.00)
  - iv. Click the **Refresh** button at the bottom of the screen to auto-fill the other data.
  - v. Click the plus sign \pm to the right of the line to add additional bill lines, one for each Charge Code from the total line in your spreadsheet.
- c. Repeat steps (3.b. i-v) for all charge items.
- d. Pretax Amount: should now equal the Check Amount total from your excel sheet.



Unit JUD77 Ivoice NEXT	Bill	To JUD77 Traffic Processing Cen	Pretax Amt ter 🖾 Max I		0 USD 5 😨 🗷	
Bill Line					Find   View All	First 🕙 2 of 2 🕑 La
	Identifier Look U	Date 04/10/2017				
	Seq Table ID	2	ine RCS-115	Q	Net Extended 0.00 Description DC C	ICF VCF Minor Traffic
	Quantity	1.0000	From Date	<b>B1</b>		
	Unit of Measure EA	Q	To Date	31		
	Unit Price	0.0000	Line Type REV	Q	Accumulate	
	Gross Extended	30.00	Tax Code	Q	Tax Exempt	
			Exempt Cert		Q	
	Less Discount	0.00				
	Plus Surcharge	0.00				
	Net Extended	0.00				
	VAT Amount	0.00				
	Tax Amount	0.00				
	Net Plus Tax	0.00				
o to:	Line Info 2	Tax	Accounting		Discount/Surcharge	
otes	Express Entry					Page Series
ummary	Bill Search	Line Search	Navig	ation Line	- Info 1	✓ Prev Next
📲 Save 🛛 🔛 N	lotify 🔐 Refresh					📑 Add 🛛 🔊 Update/Dis

- e. After all lines are added for the charge codes, click the plus sign <sup>™</sup> to add another bill line for the CLEAR- JBC amount.
  - i. This amount will be a debit. (This should be the total of all the credited Bill lines).
- f. Complete the following fields:
  - i. Table: Enter "ID".
  - ii. Identifier: Enter "CLEAR-JBC".
  - iii. Gross Extended: Enter the amount as *positive* (e.g.: 15.00).

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- iv. Click the **Refresh** button at the bottom of the screen to auto-fill the other data.
- v. Pretax Amount: Must be 0.00
- vi. Click the <u>Accounting</u> link at the bottom of the page.



Unit JUD77 nvoice NEXT	Bill T	o JUD77 Traffic Processing Cer	Pretax Amt ter 🛋 Max	0.0 Rows	0 USD 기 두 도	
Bill Line					Find   View All	First 🕚 3 of 3 🛞 Las
	Identifier Look Up	Date 04/10/2017 🛐				+ -
	Seq 3	)	ine	٩	Net Extended 50.00 Description Clear A	Acct-ADJ Bad Check
	Quantity	1.0000	From Date	31		
	Unit of Measure EA	Q	To Date	31		
	Unit Price	50.0000	Line Type MISC	Q	Accumulate	
	Gross Extended	50.00	Tax Code	Q	Tax Exempt	
			Exempt Cert		Q	
	Less Discount	0.00				
	Plus Surcharge	0.00				
,	Net Extended	50.00				
	VAT Amount	0.00				
	Tax Amount	0.00				
-	Net Plus Tax	50.00				
io to:	Line Info 2	Тах	Accounting		Discount/Surcharge	
lotes	Express Entry					Page Series
ummary	Bill Search	Line Search	Navig	Jation Line	- Info 1	✓ Prev Next
🖷 Save 🔛	Notify 🤶 Refresh				10	🖡 Add 🛛 🖉 Update/Disp

#### 4. The *Acctg – Rev Distribution* page will display.

- a. Click the "View All" link to complete the Charge Code allocation information for each bill line.
- b. **Code:** Type an 'R' in the box and then select the line that ends with the code from the Excel sheet. The correct code is required to save the bill. You MUST enter a 'Code' for each row.
- c. **Dept:** Enter "JBC" in this field, corresponds to the **Bill Type** found on *Header Info 1* tab.
- d. The **CLEAR-JBC** accounting information is auto-filled and should not be changed.
- e. Confirm that the **Pretax Amt:** is 0.00 USD.
- f. Click the **Refresh** button.
- g. Click the **Save** button.
- h. Click the *Header Info 1* tab.



Unit JUD77 voice 0009182301		Bill To JU Tr		essing Cente	Pretax r 🔺		Max	Rows	0.00 US					
Bill Line										F	id   Vie	ew 1	First 🕙 1	I-3 of 3 🕑
Seq 1		Line Identifier	RCS-113			Net Exte			affic Fine	PrePay				
BI Creates GL Acct Entri	es													
Bill Line Distribution	- Revenue	е	Person	alize   Find	View All	2 🔜	Firs	st 🕙 1	of 1 🕑	Last				
Acctg Information	Reference I	nformation												
Code	Batch Agy	PCA	Fund	Account		Program	A	pprop lumber	Approp	Yr Dept		Perc	entage	
+ R770107503	C77 Q	77010 🔍	0001 Q	7503	Q	7701	QA	7700 Q	AY2017	JBC	$\supset$	۹ 🗌	100	.000
						<								
Percent	100.00	Amou	int	-20.0	00	Gros	ss Exte	ended		-20.00				
		ldentifier	RCS-115			Descr	iption	DC CIC	FVCF Mi	nor Traffic				
Bill Line Distribution	- Revenue	e	Person	alize   Find	View All	0 🔣	Firs	st 🕙 1	of 1 🕑	Last				
Bill Line Distribution Acctg Information	- Revenue		Person	alize   Find	View All	💷   🔜	Firs	st 🕚 1	of 1 🕑	Last				
			1	Account		gram	Firs Appro Numb	op a	of 1 🕑   pprop Yr	Last Dept		Percenta	age	
Acctg Information Code	Reference I Batch Agy	nformation		Account		ogram	Appro	op A			Q	Percenta	age 100.000	
Acctg Information Code	Reference I Batch Agy	nformation PCA	Fund	Account	Pro	ogram	Appro	op A	pprop Yr	Dept	Q	Percenta		
Acctg Information Code + - R773407506 Q	Reference I Batch Agy	nformation PCA	Fund 3034 Q	Account	Pro	ogram 34 Q	Appro	op ber Al 34 Q A	pprop Yr	Dept	Q	Percenta		
Acctg Information Code + - R773407506 Q	Reference I Batch Agy C77 Q	PCA 77340 Q	Fund 3034 Q	Account 7506 -30.0	Pro	ogram 34 C Gross Net Exte	Appro Numb	op ber Al 34 Q A ended 50.00	pprop Yr	Dept JBC -30.00	Q	Percenta		
Acctg Information Code T = R773407506 Q Percent Seq 3 ill Line Distribution -	Revenue	Amou Information PCA 77340 Q Amou Line Identifier	Fund 3034 Q int CLEAR-JI Personaliz	Account 7506 -30.0	Pro Q 77 00	ogram 34 Q Gros Net Exte Descr	Appro Numb A503 ss Exte	op ber Al Q A anded 50.00 Clear Ac	Pprop Yr	Dept JBC -30.00	Q	Percenta		
Acctg Information Code	Revenue	Amou Line Identifier	Fund 3034 Q int CLEAR-JI Personaliz TTD	Account 7506 -30.0 BC re   Find   Via	Pro 77 00 00 ew All   2	ogram 34 Q Gros Net Exte Descr	Appro Numb A 503 ss Exte ended iption First	op ber Al Q A anded 50.00 Clear Ac	pprop Yr Y2017 Q ct-ADJ Ba () Last	JBC -30.00				
Acctg Information Code Code Percent Seq 3 ill Line Distribution - I Acctg Information	Revenue	Amou Line Identifier	Fund 3034 Q int CLEAR-JI Personaliz TTD	Account 7506 -30.0	Pro Q 77 00	ogram 34 Q 4 Gross Net Exter Descr 1 R 1 App	Appro Numb A503 ss Exte	op ber Al Q A A A A A A A A A A A A A A A A A	pprop Yr Y2017 Q ct-ADJ Ba	JBC -30.00		Percenta		
Acctg Information Code Code Percent Seq 3 Code Code Code	Reference I Agy 100.00	Amou Line Identifier	Fund Solar Q Solar	Account 7506 -30.0 BC re   Find   Via	Program	agram 34 Q Gross Net External Descr m App Mu Q Ar	Appro Numb ( A503 ss Exte ended iption First prop imber	op ber Al Al Anded So.00 Clear Ac D 1 of 1 Approp	pprop Yr Y2017 Q ct-ADJ Ba () Last	Dept JBC -30.00 d Check	Perce	entage		Arr E
Acctg Information Code Code Percent Seq 3 Code Code Code Code Code	Revenue Batch Agy 100.00 Revenue eference Info Batch Agy PC 77 Q 7	Amou	Fund Solar Q Solar	Account 7506 -30.0 BC count 652 Q	Program	ogram 34 Q Gros Net Exte Descr 1 I R A M A A A A A	Approv Numb	opper Al 34 Q A anded 50.00 Clear Ac 1 of 1 Approp Q Ay201	Pprop Yr Y2017 Q ct-ADJ Ba D Last D Yr Dep 17 Q JB0	Dept JBC -30.00 d Check	Perce	entage	100.000	Arr
Acctg Information Code Terminal Code Percent Seq 3 Ill Line Distribution - I Acctg Information Code Code Percent Information Ref Code Percent Information Ref Percent Information Ref Percent Information Ref Percent Information Ref Percent Information Ref Percent Information Ref Percent Information Ref Percent Information Ref Percent Information Percent Information Per	Reference I Agy 100.00	Amou Line Identifier	Fund Solar Q Solar	Account 7506 -30.0 BC te   Find   Vie ccount	Pro           Q         777           DO         Program           Program         7799	agram 34 Q Gross Net External Descr m App Mu Q Ar	Approv Numb	All	Pprop Yr Y2017 Q ct-ADJ Ba (e) Last	Dept JBC -30.00 d Check	Perce	entage	100.000	Arr E
Acctg Information Code Percent Seq 3 ill Line Distribution - Acctg Information Code Percent December 10 December	Reference I Agy 100.00 Revenue eference Info Batch Agy PC C77 Q 7 0.00	Amou	Fund Sund Sund CLEAR-JI Personaliz TTD Ind A 199 Q 9	Account 7506 -30.0 BC count 652 Q 50.00	Pro           Q         777           DO         Program           Program         7799	ogram 34 Q Gross Net Exte Descr I I R Accounting	Approv	opper Al 34 Q A anded 50.00 Clear Ac 1 of 1 Approp Q Ay201 d	pprop Yr Y2017 Q ct-ADJ Ba (*) Last p Yr Dep 17 Q JB4 50.4	Dept JBC -30.00 d Check t c c c c c c c c c c c c c c c c c c	Perce	entage 1	100.000	Arr E S

The *Header - Info 1* page will display

- i. **Status:** Change from "NEW" to "RDY" (Ready to Invoice).
- j. Click the **Save** button.



Header - Info 1 Line - Info	1											
Unit JUD77	Invoice	0009182301		Preta	ax Amt	0.00 USD						
Status	RDY	Q		Invoice Date	04/10/2017	31	Cycle ID	DAILY	C	2		
*Type	JBC	Q		Source	ONLINE	Q	*Frequency	Once	~			
*Customer	JUD77	Q		SubCust1			SubCust2					
	Traffic Proce	essing Center										
*Invoice Form	NO_PRINT	Q		From Date		31	To Date		31			
Accounting Date	04/10/2017	31		Pay Terms	IMMED	Q	Pay Method	Check			$\checkmark$	
Remit To	BOA	Q		Bank Account	77	Q						
Sales	DEFAULT	Q		Bill Inquiry Phone		Q						
Credit	DEFAULT	Q		Collector	DEFAULT	Q						
Billing Specialist	DEFAULT	Q		Billing Authority	DEFAULT	Q						
	Default Bille	r			Default Biller							
Go to: Head	er Info 2		Address	Copy Ac	Idress							
Notes Expre	ess Entry			Attachm	ents				Page Series			
Summary Bill S	earch		Line Search		Navigation	Header - Info 1		~	Prev Next			
Save Notify 2 R	efresh								🛃 Add 🖉	Update/[	Display	

## **Step 4:** Finalize the Bills – Run Single Action Invoice

This process will complete the bills and move the data to the area for inclusion in the General Ledger.

### **NAVIGATION:** Main Menu > Billing > Generate Invoices > Non-Consolidated > Single Action Invoice

- 1. The *Single Action Invoice* page will display.
  - a. Search for the Run Control used for Bad Check Processing "Find an Existing Value" tab or create a new one by selecting the "Add a New Value" tab and enter a Run Control ID (e.g.: "BADCHK" for Bad Checks).

### Single Action Invoice

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value Add a New Value
Search Criteria
Run Control ID begins witt Bad_check
Search Clear Basic Search 🖾 Save Search Criteria



- 2. The *Single Action Invoice* Run Control page will display.
  - a. Complete the following run control settings:
    - i. Invoice Date Option: Select "Processing Date".
    - ii. Posting Action: Select "Batch Standard".
    - iii. Range Selection: Select "Bill Type".
    - iv. Business Unit: Enter "JUD77".
    - v. Bill Type: Select "JBC".
  - b. Click the **Save** button.
  - c. Click the small "Bills to be Processed" icon in the upper right of the page to confirm the number of Bills that are ready to be finalized. If there are no bills listed or the number of bills does not match what is expected, please call the helpdesk to enter a GEARS Service Now ticket.
    - i. Confirm the number of bill equals those you just entered.
    - ii. Click the **Return** button to return to the *Single Action Invoice* run control page.
  - d. Click the **Run** button.

Single Action Invoice Print Options	
Run Control ID Bad_check Language English Specified Lang	Report Manager Process Monitor Run III
Selection Parameters	Find   View All First 🕚 1 of 1 🕑 Last
Seq Nbr 1 Invoice Date Option Processing Date User Defined Posting Action Do Not Post Batch Standard	
Range Selection         All       Invoice ID         Bill Cycle       Guest ID         Date Bill Added       Bill Type         Range ID       Bill Source         Public Voucher Number	Business Unit JUD77 Q Bill Type JBC Q
Return to Search 🔛 Notify	Add Display

- 3. The *Process Scheduler Request* page will display.
  - a. Select the checkbox for the AOC\_MAIN (AOC Circuit & District Courts) Process Name in the *Process List* section.
  - b. Click the **OK** button.

Last Revised: 05/01/2017

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Note: If additional assistance is needed, please contact the respective AOC Department staff or the JIS Service Desk.



Process Scheduler Request				×
				Help
User ID debbie.seipp	R	tun Control ID Bad_check		
Server Name Recurrence Time Zone Q	Run Date 04.     Run Time 1:5	Denet	to Current Date/Time	]
Process List				
Select Description	Process Name Proc	cess Type *Type	*Format Distribution	n
AOC Circuit & District Courts	AOC_MAIN	PSJob	(None) V (Non	e) V Distribution
Pre-process & Finalization	BIIVC000	Application Engine	Web 🗸 TXT	➤ Distribution
Pre-process & Finalization	BII∨C000	Application Engine	Web 🗸 TXT	Distribution

- 4. The *Single Action Invoice* Run Control page will display.
  - a. A Process Instance number will display below the Run button to show processing has begun.
  - b. Click the **Process Monitor** link.
- 5. The *Process List* page will display.
  - a. Click the AOC\_MAIN process name link to review the status of all its sub-processes.
  - b. Click the Refresh button periodically until Run Status = Success and Distribution Status = Posted.
    - If the Run Status = NO SUCCESS STOP! Call the helpdesk to submit a ticket DO NOT DELETE THE PROCESS. This will be needed by the support staff to troubleshoot the issue.
    - **ii.** Click the **AOC\_Main** process name link.

Proce	ss List	<u>S</u> erv	ver List									
View	Process I	Requ	iest For									
5	User ID debbie.seipp       Type       Last       1       Hours       Refresh         Server       Name       Instance From       Instance To       Instance To         Run Status       Distribution Status       Image: Save On Refresh       Save On Refresh											
Proc	Process List Personalize   Find   View All   🔄   🔢 First 🕚 1 of 1 🕑 Last											
Select	Instance	Seq.	Process Type	•		Process Name	User	Run Date/Time	Rur	n Status	Distribution Status	Details
	1195862		PSJob			AOC_MAIN	debbie.seipp	04/18/2017 1:57:54PM EDT	Qu	eued	N/A	Details

Click the **BIIVCOOO** sub-process.

- iii. Click the Message Log link to review the number of bills processed.
- iv. Click the Return button, and then OK to return to the *Process Detail* page.
- c. Click the *BILDAR01* sub-process.
  - i. Click the <u>View Log/Trace</u> link to select a downloadable PDF of the "Load AR Pending Items" report.

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ii. Confirm that the report shows all bills = \$0.00.

Process Detail	×
	Help
Process Name AOC_MAIN	Refresh
Main Job Instance 1195862	
Left Right	
1195862 - AOC_MAIN Success	
195863 - BIIVC000 Success	
1195864 - BI_IVCEXT Success	
1195865 - BICURCNV Success	
1195866 - BIPRELD Success	
1195867 - BILDGL01 Success	
1195868 - BILDAR01 Success	
Return	

End of Reverse Revenue Process

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