

OTC – Making FAR Corrections

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INTRODUCTION:

Occasionally there may be instances when the Funds Allocation Report does not accurately reflect the deposit amount. It is important to recognize and correct these errors before running the Single Action Invoice process which will finalize your bills. The following list outlines possible scenarios where corrections would be required in OTC – Billing to adjust FAR amounts:

- 1. Wrong Method of Payment (MOP) used on a transaction that impacts the FAR.
 - Wrong MOP = Escrow, Check and Cash (=Revenue FAR), Credit, Electronic Check=ECK, Central Collections Unit=CCU, Probation & Parole=PNP, Appeals Cases=APL, Judgement Liens=LNJ, or Electronic Fund Transfer=EFT for STARS.
- 2. FAR Report is Greater than the actual Deposit amount.
 - o Ex. Cashier missed a Void or amount rung incorrectly.
- 3. FAR Report is Less than the actual Deposit amount.
 - Ex. Cashier rang a revenue item as Escrow.
- 4. Wrong Charge Code from register, Accounting Allocation needs correction (Business License Scenario).

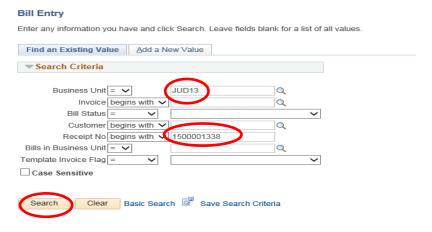
FIX 1: Change MOP on All Related Bills

Possible Scenario: Wrong Method of Payment used on a receipt.

Solution: Locate the affected bill to correct the Pay Method on the Header and DeptID on the Accounting line. Re-run the FAR to see the corrections made.

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

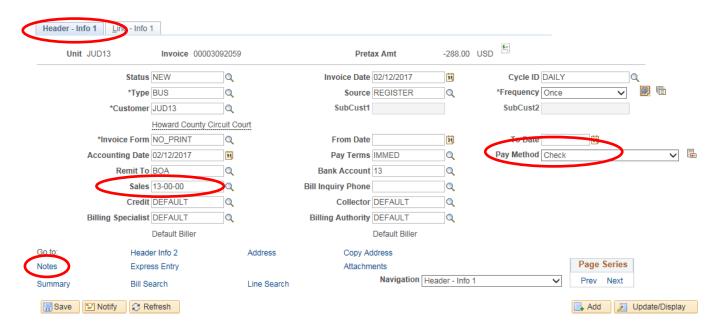
- 1. The Bill Entry page will display. Find all related Bills.
 - a. Enter your Business Unit: (JUD##), where ## is your 2-digit county code.
 - b. Enter the **Receipt No** for the transactions that need to be adjusted. **NOTE:** There may be multiple Bills per receipt that need to be adjusted. Do not assume it is a 1:1 relationship.
 - c. Click the Search button.
 - i. Select the Bill that needs to be adjusted from the Search Results list. If not listed modify the search criteria to find the transaction.







- 2. The default tab, *Header Info 1*, of the Bill detail page will display.
 - a. Change the Pay Method on the Bill as required.
 - i. CASH = Cash
 - ii. CHECK = Check
 - iii. CREDIT = Credit
 - iv. ECK = Electronic Check
 - v. CCU = Central Collection Unit
 - vi. PNP = Parole and Probation
 - vii. APL = Appeal Cases
 - viii. LNJ = Judgement Liens
 - ix. STARS = Electronic Fund Transfer
 - b. Click the <u>Notes</u> link at the bottom of the screen and add an audit note as to the reason for the change.

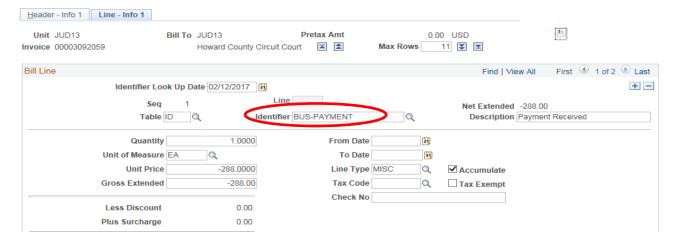


c. Click the *Line – Info 1* tab at the top.

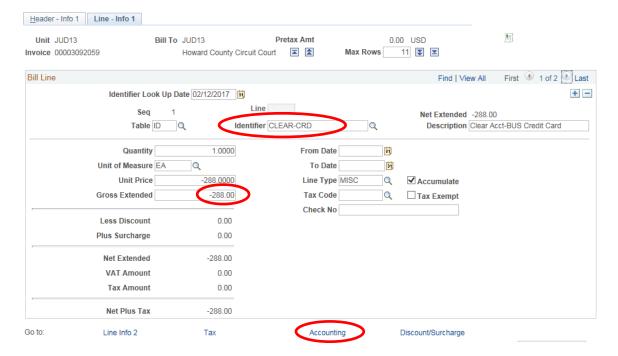




- 3. The Line Info 1 tab, of the Bill detail page will display.
 - a. If you are changing the Pay Method from Cash or Check to Credit, ECK, CCU, PNP, APL, LNJ or STARS, then you will need to change the line with identifier of BUS-PAYMENT.



- b. Change the row from Bus-Payment to the appropriate CLEAR-XXX. (xxx = the Pay Method from the Header- Info 1 page). You will be prompted with several questions, answer 'OK'.
- c. Re-enter the Amount in the Gross Extended as a negative amount.
- d. If Pay Method is check, enter check number in the Check No field (recommended, but NOT required).
- e. Click the Accounting link.

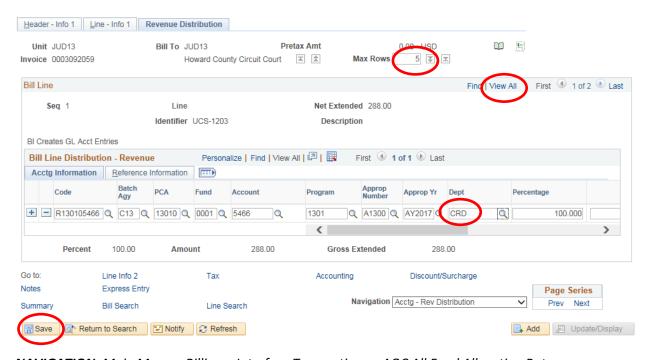


The Acctg – Rev Distribution page will display.



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- a. Increase the Max Rows to see all Bill Lines if needed; click "View All" to see all bill lines.
- Enter the corresponding Dept ID (see Header Info 1 tab to confirm Pay Method) in the "Dept" field for <u>all</u> bill lines with Line Type = "REV".
 - CSH = Cash
 - CHK = Check
 - CRD = Credit
 - ECK = Electronic Check
 - CCU = Central Collection Unit
 - PNP = Parole and Probation
 - APL = Appeal Cases
 - LNJ = Judgement Liens
 - EFT = STARS
- c. Click the Save Button.
- d. Repeat the process for each Bill header related to the receipt being changed.



NAVIGATION: Main Menu > Billing > Interface Transactions > AOC All Fund Allocation Rpts

- 5. The AOC Run FAR Run Control page will display.
 - a. Choose your Run Control and re-run the FAR to see the changes reflected on the Reports.

 NOTE: Ex. If changing from REVENUE to Credit you will need to re-run both the REVENUE and
 Credit Card and Electronic Check FAR reports, or whichever two payment methods were affected
 by the change.

End of Method of Payment Correction Process



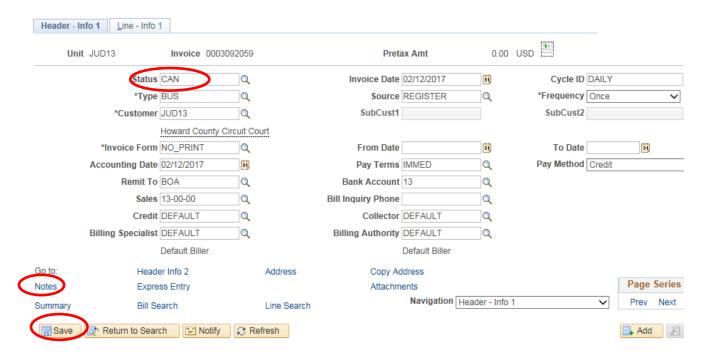
FIX 2: FAR Report is Greater Than Deposit Amount - Bill is not Valid:

Possible Scenarios: Cashier rang payment in as Revenue instead of the Escrow, or Cashier missed a void and there is an overage on the FAR.

Solution: The bill needs to be canceled to remove the amount from the FAR totals.

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

- 1. The *Bill Entry* page will display. Find all related Bills.
 - a. **Business Unit**: Enter (JUD##), where ## is your 2-digit county code.
 - b. Receipt No: Enter original Receipt number.
 - c. Click the Search button.
 - i. Select the Bill that needs to be adjusted from the Search Results list.
- 2. The default tab, *Header Info 1*, of the Bill detail page will display.
 - a. Change the Status of the Bill to Canceled = CAN to remove it from the FAR balance.
 - b. Click the <u>Notes</u> link at the bottom of the page to add an audit note with the reason for the change.
 - c. Click the Save button.



NAVIGATION: Main Menu > Billing > Interface Transactions > AOC All Fund Allocation Rpts

- 3. The AOC Run FAR Run Control page will display.
 - a. Choose your Run Control and re-run the FAR to see the changes reflected on the Reports.

End of Bill Cancellation Process



FIX 3: FAR Report is Less Than Deposit Amount - Bill is not in GEARS:

Possible Scenario: Cashier rang payment in as Escrow instead of Revenue, or cashier used an invalid register key which is not setup in GEARS, or the cashier ran an incorrect amount. **Note:** Be sure you have run all your FAR reports to ensure the amount is not over for another payment method.

Solution: A Bill needs to be added to the batch of work to add the missing amount to the FAR.

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: "JUD##", where ## is your 2-digit county code.
 - ii. **Invoice:** Defaults to "NEXT", meaning the next available bill number will be automatically assigned.
 - iii. Bill Type Identifier: "BUS"
 - iv. Bill Source: "REGISTER"
 - v. Customer: "JUD##"
 - vi. Invoice Date: Same as other transactions.
 - vii. Accounting Date: Same as Z-date
 - c. Click the Add button.

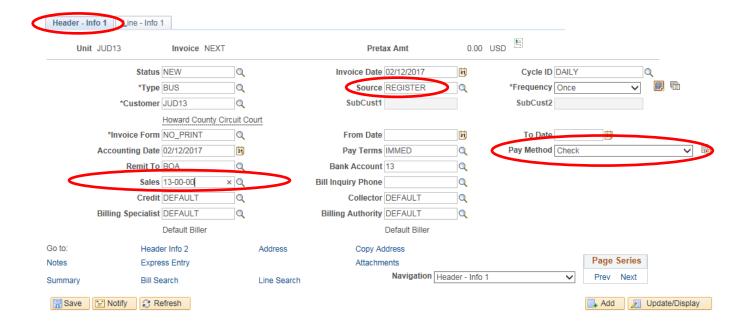
Bill Entry

Find an Existing Value Add a New Value
Business Unit JUD13
Invoice NEXT
Bill Type Identifier BUS Q
Bill Source REGISTER
Customer jud13
Invoice Date 02/12/2017
Accounting Date 02/12/2017
Add





- 2. The default tab, *Header Info 1*, of the Bill detail page will display.
 - a. Sales: change value from "DEFAULT" to your county location number (e.g.: "13-00-00").
 - b. Source: confirm field is set to "REGISTER".
 - c. Pay Method: select Check, Cash, Credit, Electronic Check=ECK, Central Collections Unit=CCU, Probation & Parole=PNP, Appeals Cases=APL, Judgement Liens=LNJ, or Electronic Fund Transfer=EFT for STARS.
 - d. Confirm the other fields you populated on the previous Add a New Value page are correct.
 - e. Click the Line Info 1 tab.

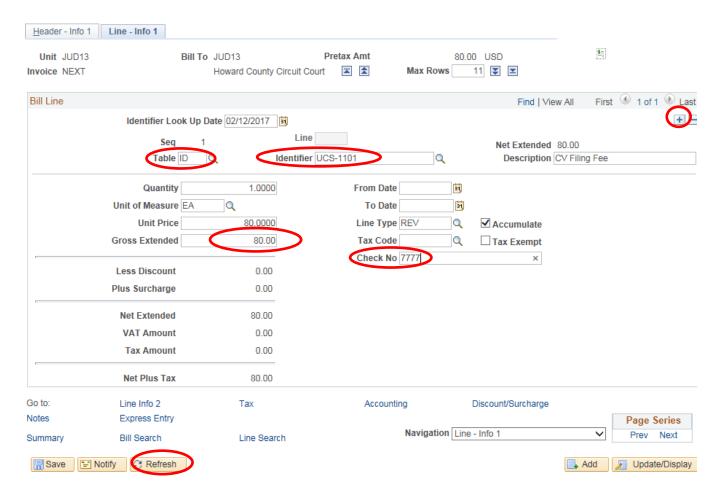


3. The *Line –Info 1* page will display.





- a. Complete the following fields:
 - i. Table: Enter "ID".
 - ii. Identifier: Enter charge code of the item from the receipt that needs to be added.
 - iii. Gross Extended: Enter amount of the item/charge code.
 - iv. **Check No:** If Pay Method is Check, enter check number in the Check No field (recommended, but NOT required).
 - v. Click the Refresh button at the bottom of the screen to auto-fill the other data.
 - vi. If the original receipt has more than one Charge Code, add another bill line.
 - 1. Select the plus sign 🛨 to the right to add.
 - vii. Repeat steps (3.a. i-vi.) for all items on the original receipt, except BUS-Payment or CLEAR-XXX.

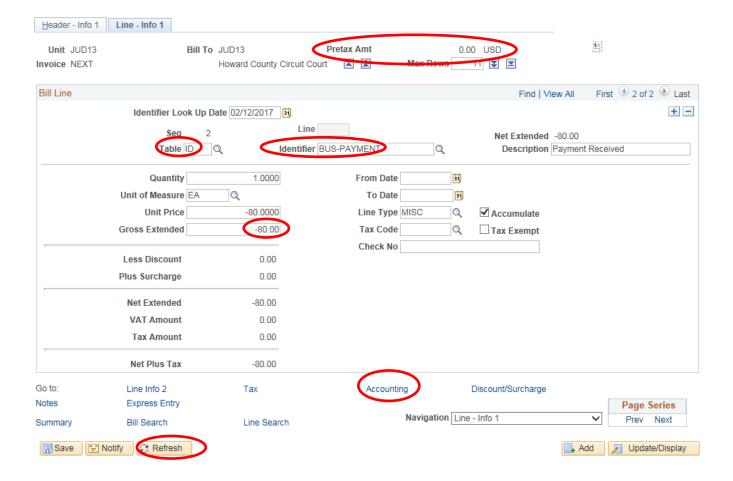


- b. After all lines are added for the Charge Codes, click the plus sign to add another bill line to represent the BUS-Payment or CLEAR-XXX amount. (This line will be the total of all the Bill lines entered as a credit to balance your transaction.)
- c. Complete the following fields:
 - i. Table: Enter "ID".



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- ii. Identifier: Enter BUS-PAYMENT if Pay Method = Cash or Check
 - 1. Enter CLEAR-XXX if Pay Method = CRD, ECK, EFT, CCU, APL, LNJ or PNP
- iii. Gross Extended: Enter the NEGATIVE amount of the item/charge code. (e.g. -80.00)
 - 1. Be sure the Pretax Amt at the top is \$0.00
- iv. Click the Refresh button at the bottom of the screen to auto-fill the other data.
- v. Click the Accounting link at the bottom of the page.





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- 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. If you do not know the allocation strategy for the Charge Code, use the Charge Code Look up section in the Appendix or run the AOC CHARGE ID LISTING query.
 - b. Enter the corresponding **Dept ID** in the "Dept" field for <u>all</u> bill lines with Line Type = "REV".

 NOTE: Below are the valid DeptID for bills with Type = "BUS" on the Header Info 1 tab.

CSH = Cash
 CCU = Central Collection Unit

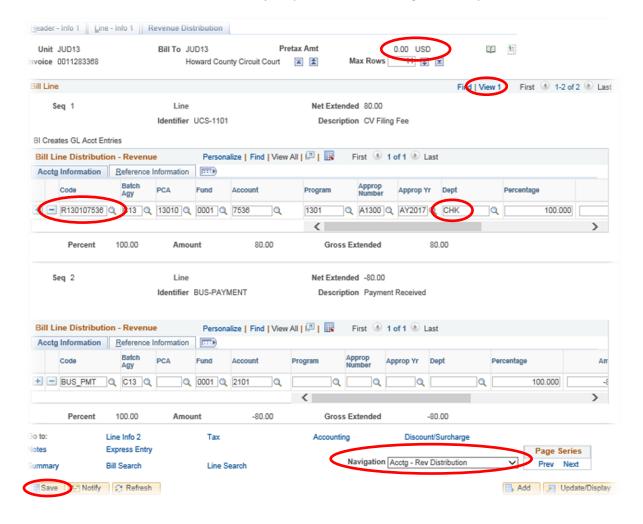
• CHK = Check PNP = Parole and Probation

CRD = Credit APL = Appeal Cases

• ECK = Electronic Check

EFT = STARS LNJ = Judgement Liens

- i. The BUS_PMT and CLEAR- XXX GL information automatically fills requiring no change.
- c. Confirm the **Pretax Amt:** is 0.00 USD. This means your bill is in balance.
- d. Click the **Save** button to save your bill and generate a new Invoice number.
- e. Select 'Header Order Info' option from the Navigation: drop-down at the bottom of the page.

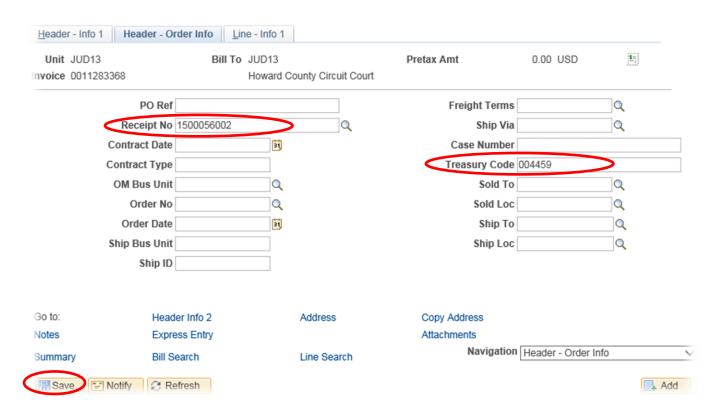


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- 5. The *Header Order Info* screen will display.
 - a. **Treasury Code:** Enter the Treasury Code# (this is the same as your Deposit Slip number.) **NOTE: THE TREASURY CODE MUST BE ENTERED -** If the Treasury Code is not entered, when the FAR is reprinted, the new bill will print on a separate FAR without a Control Number.
 - b. Verify or Add the following transaction information:
 - i. Case Number: if relevant.
 - ii. Receipt No: this is the Original Receipt #.
 - iii. **PO Ref:** this is the Original Cash Register #, if relevant.
 - c. Click the SAVE button.



NAVIGATION: Main Menu > Billing > Interface Transactions > AOC All Fund Allocation Rpts

- 6. The AOC Run FAR Run Control page will display.
 - a. Choose your Run Control and re-run the appropriate FAR report to see the changes reflected on the Reports. (Should the report not include the new bill, review the previous steps or enter a Helpdesk ticket for assistance.)

End of Adding a New Bill Process



FIX 4: Wrong Charge Code from the Register:

Possible Scenario: Wrong Charge code from the register was selected but the amount is correct, or the GEARS Charge Code setup was found to be incorrect. (Ex. Wrong Business License Municipality key was selected.)

Solution: Add a new line and notes to the bill to maintain the integrity of the original data and then remove the incorrect line.

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

- 1. The Bill Entry page will display. Find all related Bills.
 - a. Business Unit: Enter (JUD##), where ## is your 2-digit county code.
 - b. Receipt No: Enter original Receipt number.
 - c. Click the **Search** button.
 - i. Select the Bill that needs to be adjusted from the Search Results list. If not listed modify the search criteria to find the transaction.

Bill Entry

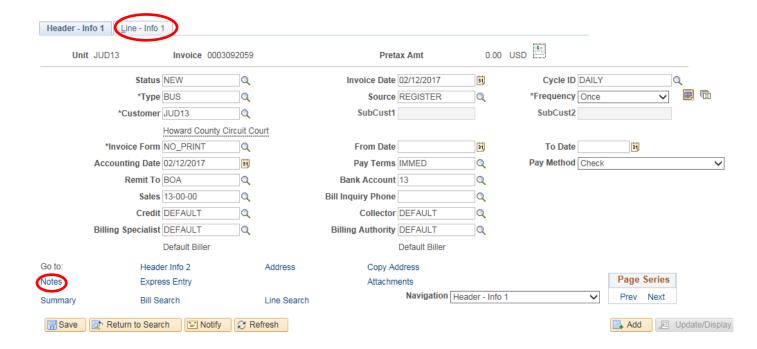
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value Add a New Value	
▼ Search Criteria	
- Source Street	
Business Unit = ✓ JUD13	Q
Invoice begins with 🗸	Q
Bill Status =	~
Customer begins with 🗸	Q
Receipt No begins with 🗸 15000013	338
Receipt No begins with 15000013 Bills in Business Unit	Q Q
Bills in Business Unit = 🗸	
Bills in Business Unit = V Template Invoice Flag = V	



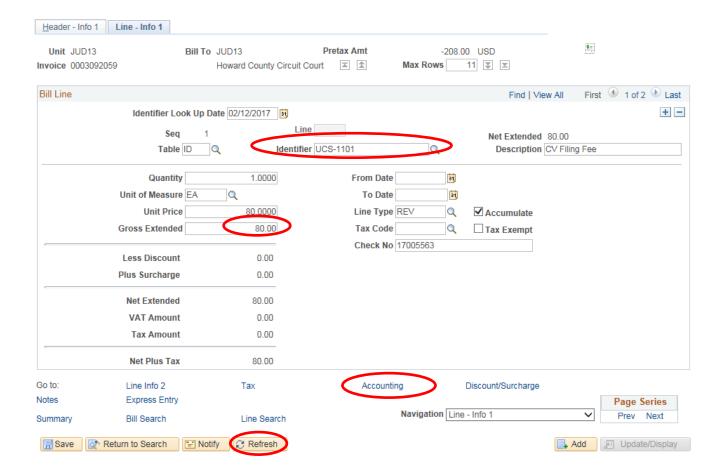


- 2. The default tab, *Header Info 1*, of the Bill detail page will display.
 - a. Click the <u>Notes</u> link at the bottom of the screen and add an audit note as to the reason for the change.
 - b. Click the Line Info 1 tab.





- 3. The *Line Info 1* page will display.
 - a. Find the Bill line where the Identifier is incorrect.
 - b. In the Identifier field, enter the correct Charge Code or use the look-up glass to the right of the line to find the correct Charge Code:
 - i. Identifier: Enter the correct charge code that should have been added.
 Note: A warning message will appear telling you the amount will need to be re-entered.
 - ii. **Gross Extended**: Enter amount of the item/charge code.
 - iii. Click the **Refresh** button at the bottom of the screen to auto-fill the other data.
 - iv. Click the Accounting link at the bottom of the Line Info 1 page.







- 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. If you do not know the allocation strategy for the Charge Code, use the Charge Code Look up section in the Appendix or run the AOC_CHARGE_ID_LISTING query.
 - i. Each new Charge Code entered on the Line-Info 1 page will need a Revenue Code.
 - b. Enter the corresponding **Dept ID** in the "Dept" field for <u>all</u> bill lines with Line Type = "REV". **NOTE:** Below are the valid DeptID for bills with Type = "BUS" on the Header Info 1 tab.

CSH = Cash
 CCU = Central Collection Unit

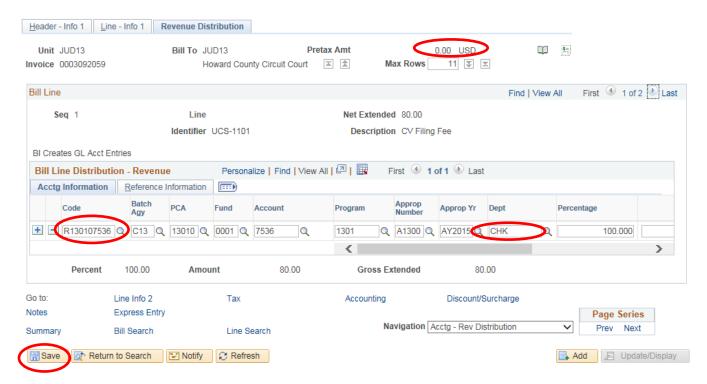
• CHK = Check PNP = Parole and Probation

• CRD = Credit APL = Appeal Cases

• ECK = Electronic Check

EFT = STARS LNJ = Judgement Liens

- i. The BUS_PMT and CLEAR- XXX GL information automatically fills requiring no change.
- c. Confirm the **Pretax Amt:** is 0.00 USD. This means your bill is in balance.
- d. Click the **Save** button to save your bill and generate a new Invoice number.



NOTE: If this charge code has multiple revenue distribution lines, you will need to use the '+' to include a row for each. Make sure the amounts and percentages are correct. All of the

PCA/Account combinations relevant for your court location will be listed on the look-up list. If the correct combination and percentages are not entered correctly the bill will not save.





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

5. Run the **AOC_CHARGE_ID_ALLOCATIONS** query to verify the movement of the revenue to the correct charge code.

NAVIGATION: Main Menu > Billing > Interface Transactions > AOC All Fund Allocation Rpts

- 6. The AOC Run FAR Run Control page will display.
 - a. Choose your Run Control and re-run the appropriate FAR report to see the changes reflected on the Reports.

End of the Add New Bill Line/Delete Incorrect Bill Line Process.

End of Document