



# Accounts Receivable Customer Records



## Accounts Receivable Customer File (RC)

The Accounts Receivable Customer File (RC) stores customer records that can be used for any cash receipt or accounts receivable transaction in FLAIR. These records cannot be used in encumbrance, payable, or disbursement transactions. The customer record identifies the individual or entity from which monies were collected.

The RC Files are unique to each Agency and all additions and updates are made by the Agency. Records do not have a standard inactivation cycle, unless the Agency has marked a record for deletion.

To properly maintain the records on the RC File, Agencies must establish policies and procedures. This includes monitoring the RC File and removing records that are no longer needed.

## TOOLS

FLAIR Reports  
DVCR01  
DVCR02

## Things to Consider

- Records should not be marked for deletion if recorded on an accounts receivable transaction in the 9S File. This will prevent further FLAIR corrective actions.
- Customer records marked with a status code of D for longer than 12 months will be purged during the normal purge cycle, each January and June.
- We recommend that you start evaluating records that have not been used in a transaction for over two years.

## Monitoring Records on the Accounts Receivable Customer File (RC)

1. Using a report listed in the Tools box, identify existing accounts receivable customer records.
2. Use the following questions to determine if action is needed:



## Accounts Receivable Customer Records



### Is the record valid?

- Has the customer record been used in a transaction in the last two years?
- Is the customer record still needed?

### Is the record complete?

- Are all the fields on the record complete, such as the address?

### Is the record accurate?

- Is all information on the record correct, including the customer number, name, and address?

3. If you answered no to any of the previous questions, action needs to be taken. You may need to:
  - a. **Delete a record** – A record status code may be changed to D to mark the record for deletion. Once the record has been marked for deletion for longer than 12 months, it will be purged during the normal purge process. For guidance on how to delete RC records please see Section 111.3.6 of the FLAIR Procedures Manual.
  - b. **Update information** – Please see Section 111.3.6 of the FLAIR Procedures Manual for instructions to update RC File records.

For more information on how to manage Agency data, please see the Data Management Project website at <https://myfloridacfo.com/division/aa/state-agencies/data-management-project>