



Now Available!

UAT Materials

Collecting Funds &
Recording Revenues

Process steps are the step-by-step guide to completing transactions within Florida PALM. Pre-materials are demonstration videos or other information shared to support end user understanding of how to perform functions within Florida PALM.

Process Steps Published to Date

Located under UAT Materials > Process Steps

Revenue Accounting (RA)

- Manually Managing Customer Information

Accounts Receivable (AR)

- Manually Creating and Updating Accounts Receivables
- Creating a Write-Off Request
- Creating and Issuing a Refund
- Reviewing and Reconciling Direct Journal Deposits
- Submitting a Research Request Reconciliation Assistance Form

Banking (BK)

- Processing a Banking Services Request Form
- Processing a CRA Stop Payment Cancellation Request Form
- Processing a Research Request Reconciliation Assistance Form
- Processing an E-Payment Form
- Processing Order Supplies Form

Pre-Materials

Located under UAT Materials > Pre-Materials and Pre-Work

Manually Creating a Customer Record

Managing Customer Information via Spreadsheet Upload

Creating and Updating Account Receivable via Spreadsheet Upload

Manually Creating Deposit and Accounting Entries

Direct Journal Deposit via Spreadsheet Upload

Manually Create a Customer Payment

Creating a Customer Payment via Spreadsheet Upload

Reclassifying Accounting on a Returned Item

Process Steps Publishing Soon...

Managing Customer Information via Spreadsheet Upload
Creating and Updating Accounts Receivables via Spreadsheet Upload
Processing AR Items through Workflow
Processing a Write-off Request through Workflow
Manually Creating Deposit and Accounting Entries
Creating Deposit and Accounting Entries via Spreadsheet Upload
Processing Deposits through Workflow
Manually Creating a Customer Payment
Creating a Customer Payment by Spreadsheet Upload
Building a Payment Worksheet
Processing a Customer Overpayment
Reviewing and Reconciling AR Deposits
Processing a Returned Item related to a Customer and AR Item
Reclassifying Accounting on a Returned Item
Managing Exceptions
Managing Edit Errors
Managing Cash Exceptions

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