60.2 Deposit and Apply Receipts

Department of Financial Services

Date: 01/24/2022

Revision: 2.1

Florida **PALM**

Planning, Accounting, and Ledger Management

Revision History

Version	Date	Revision Notes
1.0	07/30/2019	Accepted Version
2.0	01/06/2020	Updates related to interim, extension, or chart of account changes.
2.1	01/24/2022	Updates per Financials Wave Module Workgroup Sessions

Table of Contents

General Information

This document describes and depicts the process steps and supporting information for the identified State of Florida financial management business process. This information should be read in conjunction with the Business Process Flow Diagrams.

The Dependencies and Constraints section describes any conditions or criteria that impact how or when the business process should be executed. These could be set within Florida PALM or from external sources (i.e., Law or Rule).

The Business Process Overview section summarizes the business process and provides context for understanding the objectives and desired outcomes of the described business process.

Within the Business Process Flow Details section, included for each process step are:

- **Process Step ID** – A unique number assigned to each process step, which corresponds to the Business Process Flow Diagram
- **Process Step Title** – A short description assigned to each process step, which corresponds to the Business Process Flow Diagram
- **Description of Process** – A detailed narrative description of the process step, which provides additional information and context for understanding the process step

Florida PALM screenshots are included within the sections following the Business Process Flow Diagrams to allow connections to be made from specific business subprocess steps to screens within Florida PALM.

Also described below are the Ledger Impacts, Interfaces and Key Reports, which are displayed as icons on the Business Process Flow Diagrams. Ledger impacts describe where there is an update to one of the ledgers used to track activity for accounting, budget management, or financial reporting purposes. Reports describe where a report is identified to be produced at a particular process step or is used to support the completion of a process step. Interface IDs are provided for each interface identified on the Business Process Flow Diagrams.

Tables are included to identify the Conversions, Forms, Workflows, and Stakeholder Configurations related to this Business Process. These items may not be included within the Business Flow Diagrams, however, these items are important elements of each Business Process as a whole.

Finally, included in the Terminology section are definitions of terms which will help the reader to better understand the document. These are terms that are used within this document that may be new or that require a description for common understanding.

Dependencies and Constraints

- Cash is not available for use until verified and recorded in Florida PALM.
- The deposit verification process is dependent on the Florida PALM receiving a bank file and the Department of Financial Services (DFS), Division of Treasury (Treasury) performing the Manage and Reconcile Bank Statements business process.
- Recording returned items are contingent upon the bank providing the interface files.

Business Process Overview

The Deposit and Apply Receipts business process is within the Accounts Receivable (AR) business process grouping. AR includes a collection of business processes that:

- Manage accounting, reporting, and collection of outstanding State revenues;
- Support the intake and accounting for cash receipts; and
- Ensures that the write-off of outstanding debt is appropriately approved.

This business process addresses how the State records deposits in Florida PALM and monitors that deposits are reconciled to bank data.

The business subprocesses included are:

- 60.2.1 – Direct Journal Deposits
- 60.2.2 – AR Deposits
- 60.2.3 – Returned Items
- 60.2.5 – Manage Electronic Receipts Data

Section 116.01, Florida Statutes (F.S.), requires funds collected and due to the State to be deposited in the Treasury no later than seven working days from the close of the week in which funds were received. Section 215.31, F.S., provides revenue collected or received shall be promptly deposited in the Treasury, immediately credited to the appropriate fund, and properly accounted for by DFS as to source.

Direct Journals are used to record deposits that are not normally associated with a customer or outstanding receivable, whereas AR Deposits are associated with a customer and outstanding receivable. Direct Journals are also used to correct deposit accounting entries or reclassify revenues within their agency. Agencies use business systems and/or 3rd party providers to process customer transactions, receive customer payments, and process deposits. Once the deposit is recorded in Florida PALM, the deposit is reconciled to the bank deposit received by Treasury and the fund cash balance is updated in Florida PALM making the deposit available for agency use.

If checks, credit card payments, and Automated Clearing House payments deposited are returned by the bank (e.g., insufficient funds, credit card disputes, or closed accounts), a debit memo is systematically generated. Returned items are recorded in Florida PALM to reduce the cash balance in an agency default fund. A Direct Journal Deposit is used to update the default fund to the appropriate fund. Agencies notify customers through their normal process to collect outstanding balances.

Manage Electronic Receipts Data is a process to import ePayment and ACH Notification of Change (NOC) data from financial institutions and make available to the agencies for use in customer transaction processing.

Business Process Flow Details

The tables below describe steps in each business subprocess as reflected on the Business Process Flow Diagrams. The tables also reflect information associated with each step describing the intent of the specific process.

The Business Process Flow Diagrams use horizontal swim lanes to depict where activities are performed by different parties or systems. Each swim lane is titled with a role, either agency-based or within Department of Financial Services (DFS), and in some cases, are representative of an external entity or system. The swim lanes may change from page to page within a single business subprocess as more or fewer roles are required to execute sections of the business subprocess. Optionally, the process flow diagram may reflect vertical swim lanes to further designate information such as systems or time intervals.

60.2.1 – Direct Journal Deposits

Table 1: Direct Journal Deposits

60.2.1 - Direct Journal Deposits	
Module	**Accounts Receivable**
Related Module(s)	**N/A**
Swim Lanes – Definition	**Agency AR Deposit Approver:** agency role responsible for reviewing and approving deposits **Agency AR Deposit Processor:** agency role responsible for creating the deposit header and line detail information **DFS AR Audit Approver:** DFS role responsible for auditing expenditure refunds **DFS CM Bank Reconciliation Processor:** DFS role responsible for reconciling bank accounts

Process Step ID	Process Step Title	Description of Process
1	Determines Need to Record Deposit	The Agency AR Deposit Processor receives a payment that is not tied to an open receivable item. Such payments are referred to as Direct Journal Payments. The agency may also need to reclassify revenues.
2	Manual Direct Journal	If the Agency AR Deposit Processor receives a request to create a small volume of deposits, a Direct Journal Deposit can be manually entered.
3	Inbound Direct Journal Deposit Spreadsheet Upload	If the Agency AR Deposit Processor receives a request to create a large volume of deposits, the spreadsheet upload process can be used to upload the deposit information.
4	Import Deposit Data	A process loads the deposit data from the spreadsheet.
5	Inbound Deposit Data	Some agencies provide deposit information via a file, which can be uploaded to create the deposit.
6	Import Deposit Data	An automated process loads the deposit data from an interface.
7	Run Interface for AP Data	An automated process loads interunit payment data. This process stages deposit information based on approved AP transactions.
8	Create Deposit	The Agency AR Deposit Processor enters the required information related to payments on the deposit page. ChartField values are used to link and report deposits associated with projects or grants. If the deposit is related to a clearing fund bank, a specific deposit type is

Process Step ID	Process Step Title	Description of Process
		used for financial reporting purposes. If the deposit is for a revenue reclassification that does not require budget authority, a $0 deposit entry is created with payment lines representing the revenue reclassifications. For the spreadsheet and file import, the deposit record is automatically created. The payment is marked for Direct Journal. Supporting documentation can be attached for each payment. The DFS A&A Expenditure Refund Form is attached at this step and may require an Accounts Payable (AP) payment query to obtain data for completion. Once deposits are created by the agencies, the system transactions are automatically available for reconciliation to the bank statement transactions. Interunit transactions are not subject to bank reconciliation as they represent internal transfers of cash. The agencies can monitor the reconciliation process to confirm the deposit is verified.
9	Submit Treasury Correspondence Form	In cases where deposit verification approval is needed prior to receiving the bank deposit file, the agency submits a Treasury Correspondence Form.
10	Manual Deposit Verification	Treasury reviews and approves the same day deposit entry. This is used for large ACH or wire deposits on a case by case basis.
11	Review Unreconciled Deposits	After bank reconciliation runs, if the deposit is not reconciled, the Agency AR Deposit Processor must review and determine why the deposit is not reconciled. If a deposit correction is needed, the Agency AR Deposit Processor must correct the deposit entry to match the bank deposit information. If a bank correction is needed, the Agency AR Deposit Processor must contact Treasury.
12	Submit Treasury Correspondence Form	The Agency AR Deposit Processor submits a Treasury Correspondence Form to provide the specific correction needed at the bank. The Agency AR Deposit Processor can also submit this form to claim a deposit not correctly identified.
13	Review Assistance Needed	If a bank correction is needed, the DFS CM Bank Reconciliation Processor contacts the bank. If the DFS CM Bank Reconciliation Processor needs further information, the Treasury Correspondence Form is routed back to the Agency AR Deposit Processor.
14	Create Direct Journal Accounting Entries	The Agency AR Deposit Processor uses a Direct Journal Deposit to create accounting entries, including accounting entries for returned items and revenue reclassifications. The Direct Journal business subprocess routes to the Agency AR Deposit Approver for approval. If the deposit is for an Expenditure Refund, it routes to the DFS AR Audit Approver.

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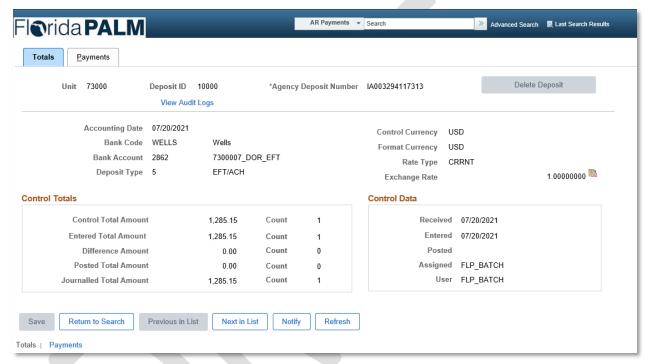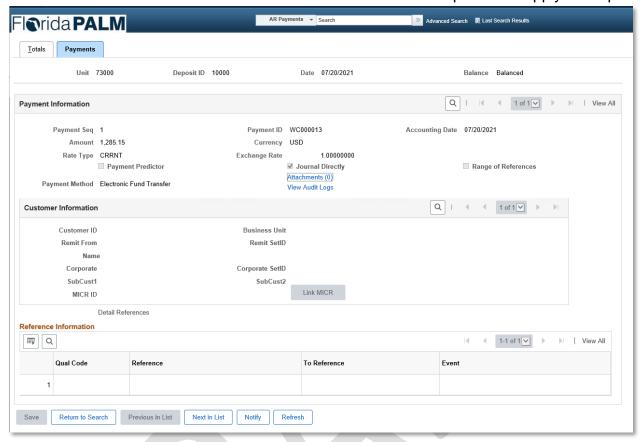| Process Step ID	Process Step Title	Description of Process
15	Run AR Update	This is an automated system process that posts accounting entries, including recording verified cash. This process tracks the recognized and collected revenue and compares it against the revenue estimate. This process also restores spending authority for Expenditure Refunds.
16	Outbound Deposit Data	Outbound Direct Journal Payments are sent to agency business systems.

Figure 1: Deposit Control Page, Totals Tab
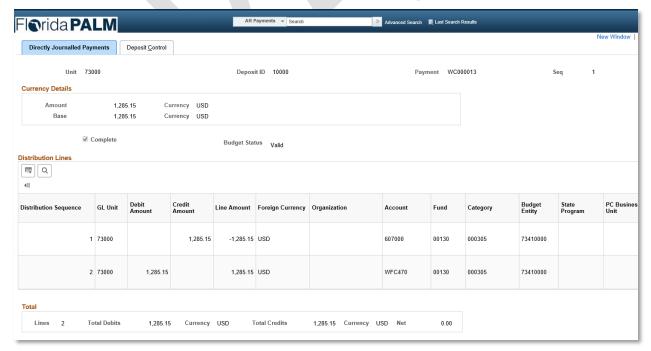
Figure 2: Deposit Control Page, Payments Tab

Figure 3: AR Accounting Entries Page

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Short Name	Entry Status	Status	Stat	Journal ID	Journal Date	Line Descr	Short Name	Budget Date	Ref	Created On	Created By	Last Modified On
User	Entry for Post DJ	Complete		AR00017735	07/31/2021		Bypass	07/20/2021		07/21/2021 11:01AM	FLP_BATCH	07/21/2021 11:01AM
Cash	Entry for Post DJ	Complete		AR00017735	07/31/2021					07/21/2021 11:01AM	FLP_BATCH	07/21/2021 11:01AM

Figure 4: Journal Entries

60.2.2 – AR Deposits

Table 2: AR Deposits

60.2.2 - AR Deposits	
Module	**Accounts Receivable**
Related Module(s)	**N/A**
Swim Lanes – Definition	**Agency AR Item Processor:** agency role responsible for confirming deposit lines post to the correct AR items **Agency AR Deposit Approver:** agency role responsible for reviewing and approving deposits **Agency AR Deposit Processor:** agency role responsible for creating the deposit header and line detail information **DFS AR Audit Approver:** DFS role responsible for auditing expenditure refunds **DFS CM Bank Reconciliation Processor:** DFS role responsible for reconciling bank accounts

Process Step ID	Process Step Title	Description of Process
1	Receives Payment from Customers	The Agency AR Deposit Processor receives a payment from a customer. If the Agency AR Deposit Processor receives a request to create a small volume of deposits, the Agency AR Deposit Processor creates a deposit in Florida PALM.
2	Inbound AR Deposit Data Spreadsheet Upload	If the Agency AR Deposit Processor receives a request to create a large volume of deposits, the spreadsheet may be used to upload the deposit information.
3	Import Deposit Data	A process loads the deposit data from the spreadsheet.
4	Inbound Deposit Data	Some agencies provide deposit information via a file, which can be uploaded to create the deposit.
5	Import Deposit Data	An automated process loads the deposit data from an interface.
6	Run Interface Process to Pull in AP Data	An automated process loads interunit payment data. This process updates receivables information based on approved AP transactions.
7	Create Deposit	The Agency AR Deposit Processor enters the required information related to payments on the deposit page. For the spreadsheet and file import, this is automatically created. ChartField values are used to link and report deposits associated with projects or grants. If the deposit is related to a clearing bank, a specific deposit type is used to identify the activity for financial reporting

Process Step ID	Process Step Title	Description of Process
		purposes. The DFS A&A Expenditure Refund Form is attached at this step and may require an AP payment query to obtain data for completion. Once deposits are created by the agencies, the system transactions are automatically available for reconciliation to the bank statement transactions. Interunit transactions are not subject to bank reconciliation as they represent internal transfers of cash. The agencies can monitor the reconciliation process to confirm the deposit is verified.
8	Submit Treasury Correspondence Form	In cases where deposit verification approval is needed prior to receiving the bank deposit file, the agency submits a Treasury Correspondence Form.
9	Manual Deposit Verification	Treasury reviews and approves the same day deposit entry. This is used for large ACH or wire deposits on a case by case basis.
10	Review Unreconciled Deposit	If the deposit is not reconciled, the Agency AR Deposit Processor must review and determine why the deposit is not reconciled. If a deposit correction is needed, the Agency AR Deposit Processor must correct the deposit entry to match the bank deposit information. If a bank correction is needed, the Agency AR Deposit Processor must contact Treasury.
11	Submit Treasury Correspondence Form	The Agency AR Deposit Processor submits a Treasury Correspondence Form to provide the specific correction needed at the bank. The Agency AR Deposit Processor can also submit this form to claim a deposit not correctly identified.
12	Review Assistance Needed	If a bank correction is needed, the DFS CM Bank Reconciliation Processor contacts the bank. If the DFS CM Bank Reconciliation Processor needs further information, the Treasury Request Assistance Request Form is routed back to the Agency AR Deposit Processor.
13	Payment Predictor	If the deposit is recorded to an open AR, then the Agency AR Item Processor uses the automatic Payment Predictor to apply payment to the open AR. Payment Predictor uses criteria to systematically match deposits to open AR. If Payment Predictor is incomplete, not selected, or expenditure refund related, the Agency AR Item Processor builds a Payment Worksheet and applies the payment manually.
14	Build Worksheet and Apply Payment	The Agency AR Item Processor builds a Payment Worksheet and selects open AR to apply payment. For Returned Items, the Agency AR Item Processor updates the Maintenance Worksheet to tie the original customer payment to the returned item.
15	Set Worksheet to Post	After the deposit is approved by Agency AR Deposit Approver, the system sets the Worksheet to post, except for Expenditure Refunds which also require approval by

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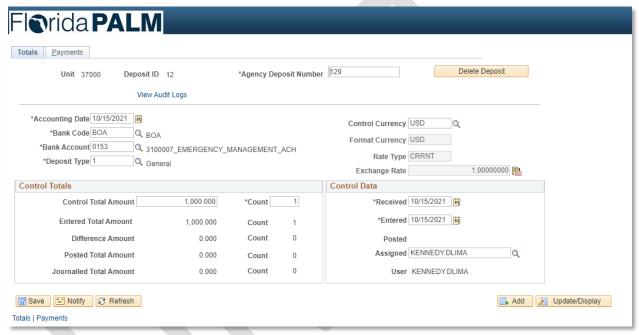| Process Step ID	Process Step Title	Description of Process
		the DFS AR Audit Approver. Once completed, this allows the Run AR Update to post payments. If not approved, the workflow routes back to the Agency AR Item Processor to update and correct the Worksheet.
16	Run AR Update	This is an automated system process that posts accounting entries, including recording verified cash, and closes out the AR. This process also tracks the collected revenue and compares it against the revenue estimate.
17	Outbound Deposit Data	Outbound Item Payments are sent to agency business systems.

Figure 5: Payment Totals Page, Totals Tab

Figure 6: Payments tab

Figure 7: Payment Worksheet Selection

Figure 8: Payment Worksheet Application

60.2.3 – Returned Items

Table 3: Returned Items

60.2.3 - Returned Items	
Module	**Accounts Receivables**
Related Module(s)	**N/A**
Swim Lanes – Definition	**Agency AR Item Processor:** agency role responsible for confirming deposit lines post to the correct AR items **DFS AR Deposit Processor:** agency role responsible for creating the deposit header and line detail information **DFS CM Bank Reconciliation Processor:** DFS role responsible for reconciling bank accounts

Process Step ID	Process Step Title	Description of Process
1	Returned Items Data	The Bank provides a returned items interface file to Florida PALM. Returned items include returned checks, credit card chargebacks, and credit card chargeback reversals.
2	Import Returned Items Data	An automated process runs to import the interface file and load into Florida PALM.
3	Create Deposit and Direct Journal Entries	The interface creates the returned item deposit to the agency default ChartField values and includes an image for returned checks. These returned item deposits go through a reconciliation process to match the bank deposit record.
4	Run AR Update	This is an automated system process that posts accounting entries, including reducing verified cash in the default ChartField values. This process reduces the recognized

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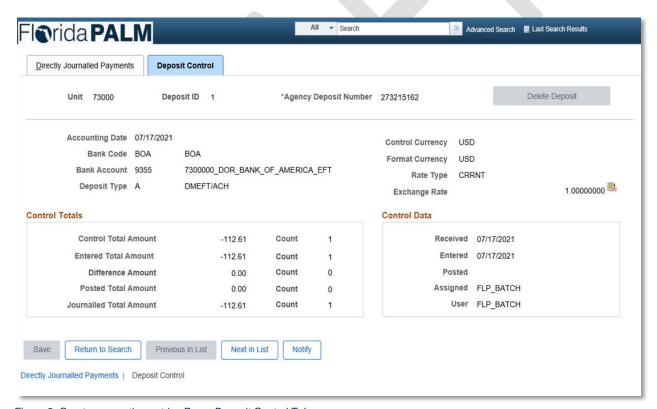| Process Step ID	Process Step Title	Description of Process
		and collected revenue. If the Agency AR Item Processor determines the returned item is not related to a customer and the default accounting needs reclassifying, a $0 Direct Journal Deposit is created.
5	Outbound Returned Items Data	An interface containing returned item detail is sent to agency business systems from Florida PALM.
6	Research and Find Original Payment	If a returned item is related to a customer, the Agency AR Item Processor researches and identifies the original payment associated with the returned item to confirm accuracy for unposting.
7	Unpost Original Payment	The Agency AR Item Processor requests Treasury to unreconcile the original bank transaction, creates a Maintenance Worksheet to unpost the payment, and applies additional fees (e.g., bad check service charge, or late fees). An AR Deposit is created to reverse the default accounting and remove the original customer payment.

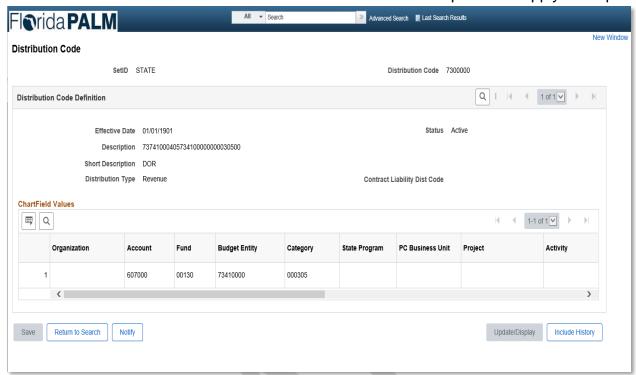*Figure 9: Create accounting entries Page, Deposit Control Tab*

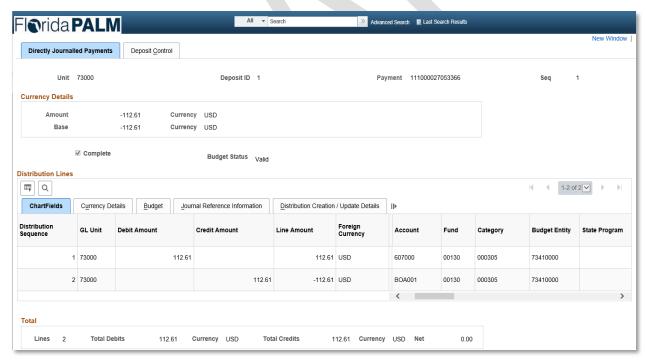*Figure 10: Distribution Code Page*

Figure 11: Modify Accounting Entries Page

60.2.4 – Offsets

This subprocess has been removed. The Offsets business process will be included in the Florida PALM Expansion Wave.

60.2.5 – Manage Electronic Receipts Data

Table 4: Manage Electronic Receipts Data

60.2.5 – Manage Electronic Receipts Data		
Swim Lanes – Definition	**Agency AR Deposit Reporter:** Agency role responsible for reviewing electronic receipts data **DFS AR Electronic Receipts Maintainer:** DFS role responsible for managing electronic receipts data	
Process Step ID	**Process Step Title**	**Description of Process**
1	OIT Receives ePayment Data	DFS OIT receives ePayment data (e.g., credit cards) from the bank.
2	OIT Distributes ePayment Data	DFS OIT distributes ePayment Data received from the bank to agencies through a DFS server.
3	Agency Receives ePayment Data	The agency receives ePayment data to support processing in agency business systems. This information informs decisions related to deposits.
4	Inbound ACH NOC and Return Deposit Data	The ACH NOC interface contains details about customer drafts that require changes to the banking information (e.g., insufficient funds, changes to bank routing/bank account numbers).
5	Import & Parse ACH NOC Data	Upon receipt, Florida PALM imports the ACH NOC data and parses the data by agency.
6	Export ACH NOC Data	Florida PALM exports agency specific ACH NOC data.
7	Outbound ACH NOC Deposit Data	The Agency AR Deposit Reporter receives the agency specific ACH NOC data which provides support in processing customer drafts.
8	Review ACH NOC Data	The Agency AR Deposit Reporter reviews the ACH NOC data online, or through the ACH NOC Report to identify updates to customer banking data.

Figure 12: ACH Notice of Change Page

Ledger Impacts

Table 5: Ledger Impacts Included on Business Process Flow Diagrams

Ledger Impact ID	Ledger - Ledger Impact Title	Ledger Impact Description
LI1	Actuals Ledger – Direct Journal Or, Actuals Ledger – Direct Journal Expenditure Refund	Increases Subaccount Cash Increases Revenue Or, Increases Subaccount Cash Decreases Expenditure
LI2	Cash Ledger – Deposit	Increases Verified Cash
LI3	Budget Ledger – Direct Journal Or, Budget Ledger – Direct Journal Expenditure Refund	Increases Recognized Revenue Increases Collected Revenue Or, Decreases Expenditures Increases Spending Authority
LI4	Budget Ledger – Payment Application Or, Budget Ledger – Payment Application Expenditure Refund	Increases Collected Revenue Or, Decreases Expenditures Increases Spending Authority
LI5	Actuals Ledger – Payment Application Or, Actuals Ledger – Payment Application Expenditure Refund	Increases Subaccount Cash Decreases Open Accounts Receivable Or, Increases Subaccount Cash Decreases Open Accounts Receivable Decreases Expenditure Refund Clearing Decreases Expenditure
LI6	Actuals Ledger – Returned Item Deposit	Decreases Revenue in Default ChartField string Decreases Subaccount Cash in Default ChartField string
LI7	Cash Ledger – Returned Item Deposit	Decreases Verified Cash in Default ChartField string
LI8	Budget Ledger – Returned Item Deposit	Decreases Recognized Revenue in Default ChartField string Decreases Collected Revenue in Default ChartField string
LI9	Actuals Ledger – Reclassification $0 Deposit	Increases Revenue in Default ChartField string Increases Subaccount Cash in Default ChartField string Decreases Revenue in Original Payment ChartField string Decreases Subaccount Cash in Original Payment ChartField string
LI10	Cash Ledger – Reclassification $0 Deposit	Increases Verified Cash in Default ChartField string Decreases Verified Cash in Original Payment ChartField string

Ledger Impact ID	Ledger - Ledger Impact Title	Ledger Impact Description
LI11	Budget Ledger – Reclassification $0 Deposit	Increases Recognized Revenue in Default ChartField string Increases Collected Revenue in Default ChartField string Decreases Recognized Revenue in Original Payment ChartField string Decreases Collected Revenue in Original Payment ChartField string
LI12	Actuals Ledger – Unpost AR Item	Increase Open AR in Original ChartField string Decrease Subaccount Cash in Original ChartField string
LI13	Actuals Ledger – Reclassification $0 AR Deposit	Increases Revenue in Default ChartField string Increases Subaccount Cash in Default ChartField string
LI14	Cash Ledger – Reclassification $0 AR Deposit	Increases Verified Cash in Default ChartField string Decreases Verified Cash in Original ChartField string
LI15	Budget Ledger – Reclassification $0 AR Deposit	Increases Collected Revenue in Default ChartField string Decreases Collected Revenue in Original ChartField string

Key Reports

Table 6: Reports Included on Business Process Flow Diagrams

Report Number	Report Description	Report Frequency	Audience
R1	**ARR007 - Deposit Report** – a report that provides detailed information for deposits.	Periodic	Agencies
R2	**ARR024 - Debit Memo** – provides returned item information	Periodic	Agencies
R3	**ARR021 - Unreconciled Deposits Report** – a report that provides a list of unreconciled deposits.	Periodic	Agencies
R4	**ARR020 - Reconciled Deposits Report** – a report that provides a list of reconciled deposits.	Periodic	Agencies
R5	**ARR030 - Payment Predictor Detail Report** – provides a list of Payment Predictor activities based on set parameters.	Periodic	Agencies
R6	**APR103 - 1099 Updates Report** – Report that lists all journal vouchers and expenditure refund deposits with 1099 applicable account values.	Periodic	A&A, Bureau of Vendor Relations

Report Number	Report Description	Report Frequency	Audience
R7	**CMR001 - Agency Bank Deposit Extract Report** – provides a query to prepopulate the deposit spreadsheet from the bank statement file to assist agencies in recording deposits	Periodic	Agencies
R8	**ARR035 - ACH Notifications of Change Report** – provides a query and drilldown capability to the NOC detail	Periodic	Agencies, Treasury

Note: A complete list of reports may be found in the Reports Catalog[1].

Conversions

Table 7: Data Converted from External System to Florida PALM

Conversion Number	Conversion Description	Conversion Frequency	Source
N/A			

Note: A complete list of conversions may be found in the Catalog of Conversion Offerings[2]. This is a protected publication that requires login. If your business or technical teams do not currently have access to the Smartsheet Florida PALM Dashboard, contact your Readiness Coordinator to request their access.

Interfaces

Table 8: Interfaces Included on Business Process Flow Diagrams

Interface Number	Interface Description	Interface Frequency	Source	Target
ARI007	**Inbound Deposit Data -** Inbound interface that provides direct journal and customer deposit information from agency business systems	Daily	Agency Business Systems	Florida PALM
ARI010	**Inbound Direct Journal Deposit Spreadsheet Upload -** Inbound interface that provides direct journal deposit information via a spreadsheet (Excel) upload.	As Needed	Agency Business Systems	Florida PALM
ARI012	**Outbound ACH NOC Deposit Data -** Outbound interface file that provides detailed ACH Notification of Change	Daily	Florida PALM	Agency Business Systems

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[1] https://app.smartsheet.com/b/publish?EQBCT=a8d51896f0144ef6a87314b3c7824ba5
[2] https://app.smartsheet.com/dashboards/xW9gQgMRP6w5pfRGMQGjh4wvP676gf2h4mf57hP1

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Interface Number	Interface Description	Interface Frequency	Source	Target
	information transmitted to agencies.			
ARI013	**Inbound AR Deposit Data Spreadsheet Upload -** Inbound interface that provides AR deposit information via spreadsheet (Excel) upload.	As Needed	Agency Business Systems	Florida PALM
ARI020	**Outbound Returned Items Data -** Outbound interface file that provides returned item data including images to agencies.	Daily	Florida PALM	Agency Business Systems
ARI022	**Inbound Returned Item Check Data -** Inbound interface file that provides returned item check data including images.	Daily	Third Party	Florida PALM
ARI024	**Outbound Deposit Data -** Outbound interface file that provides Item payment and Direct journal payment data to business systems.	Daily	Florida PALM	Agency Business Systems
ARI033	**Inbound ACH NOC and Return Deposit Data -** Inbound interface that provides ACH returned and ACH details related to customer drafts that require changes to the banking information.	Daily	Third Party	Florida PALM

Note: A complete list of interfaces may be found in the Catalog of Interface Offerings[3]. This is a protected publication that requires login. If your business or technical teams do not currently have access to the Smartsheet Florida PALM Dashboard, contact your Readiness Coordinator to request their access.

Forms

Table 9: Forms Included on Business Process Flow Diagrams

Form Number	Form Description	End User Role
CMF002	**Treasury Correspondence Request Form -** Request form used by agencies to request assistance from DFS.	Agency AR Deposit Processor

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[3] https://app.smartsheet.com/dashboards/xW9gQgMRP6w5pfRGMQGjh4wvP676gf2h4mf57hP1
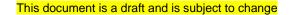
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Workflows
Table 10: Workflows Included on Business Process Flow Diagrams

Workflow Number	Workflow Description	End User Role
ARW002	**Direct Journal Workflow -** Workflow that routes Direct Journal Deposit entries for approval.	Agency AR Deposit Processor
ARW008	**Payment Worksheet Workflow -** Workflow that routes AR payment worksheets for approval.	Agency AR Item Processor

Agency Configurations
Table 11: Configurations Defined and/or Maintained by Agencies

Configuration Number	Configuration Description	Frequency
C-AR036	**Auto Entry Type -** Is a subset of system functions that includes transfers, drafts, direct debits, finance charges, and worksheet functions.	As Needed

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Terminology

Automated Clearing House (ACH) – electronic funds transfer system.

ACH Notification of Change (NOC) – a notice of banking data that has become outdated.

Cash – includes all forms of receipt (e.g., checks, ACH, credit cards, and cash).

Credit Card Chargeback – credit card transactions disputed by the cardholder and subsequently deducted from the State Concentration Account.

Customer – individual, entity, or agency that conducts business and/or financial transactions with the State of Florida or otherwise is obligated to pay funds or incurs debt to the State.

Direct Journal Deposit – a journal entry to record deposits in AR.

Fund(s) – used by governmental units to control, monitor, and report on specific resources allocated/budgeted for a specific purpose; or used to denote cash or money.

General Ledger – master set of accounts in which an entity's financial transactions are recorded in detail or in summary form. Serves as a central repository for accounting data transferred from all sub-ledgers or Process Areas.

Payment – exchange of funds to compensate or discharge an obligation.

Payment Predictor – the automated process which compares and applies deposited payments to outstanding receivables in Florida PALM.

Returned items – check, credit card, and ACH payment types not paid by the financial institution (e.g., insufficient funds, credit card chargebacks, and closed accounts).

Verified – event of matching the cash deposited into the Concentration Account to the agency record in the accounting system to validate the amount and record the cash balance in the appropriate agency and fund.