

60.1 – Enter and Maintain Receivables

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Business Process Name

General Information

This document describes and depicts the process steps and supporting information for the identified State business process. Within the *Process Flow Details* section, included for each process step are:

- **Process Step ID** – A unique number assigned to each process step
- **Process Step Title** – A short description assigned to each process step
- **Description of Process** – A detailed narrative description of the process step
- **Ledger Impacts ID** – The number assigned to the documented accounting entry associated with the step

Also described below are the Ledger Impacts and *Reports*, which are displayed as icons on the *Business Process Flow Diagrams*. Finally, included in the *Terminology* section are definitions of terms which will help the reader to better understand the document.

Dependencies and Constraints

- Establishing accounts receivable (AR) at a customer account level is dependent upon agency use of Florida PALM.
- Florida PALM provides the ability to interface AR data with agency business systems.

Business Process Overview

The Florida PALM receivable process enables agencies to record receivable transactions to customers. Receivables are established by creating a bill in the system, manually entering the receivable, uploading a spreadsheet, or interfacing from an agency business system. Receivables can be updated as needed. The Solution provides agencies the ability to approve receivable transactions through workflow. The customer account is automatically updated to reflect the outstanding receivables. The Solution also offers various reporting and inquiring capabilities for researching and reviewing transactions. This allows agencies to efficiently manage open receivables.

Subprocess Flow Details

The table below describes steps in the business subprocess as reflected on the Process Flow diagrams. The table also reflects 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 enterprise-based, and in some cases, are representative of an external party 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.

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Swim Lanes – Definition	<p>Agency AR Approver: agency role responsible for reviewing and approving receivables</p> <p>Agency AR Processor: agency role responsible for entering and maintaining receivables</p>

Process Step ID	Process Step Title	Description of Process
1	Need to Create/Update AR	The Agency AR Processor needs to create/update AR in Florida PALM. If receivables are not recorded to a customer, the Agency AR Processor uses the Create and Approve Journals Business Process to record AR balances in Florida PALM.
2	Online Enter Pending AR	The Agency AR Processor can create a manual pending AR to the customer record. A pending AR is also created through billing in Florida PALM (e.g., customer and credit invoices).
3	Spreadsheet Upload	The Agency AR Processor can create receivables using a spreadsheet upload method. This method is generally used when recording multiple receivables.
4	Import AR Spreadsheet File	An automated process loads the AR data via spreadsheet in Florida PALM.
5	AR Balance from Agency Business System	Agency business systems can send AR data that is interfaced into the AR module.
6	Import AR Interface File	This process imports the interface file to load data in Florida PALM.
7	Create/Update Receivable	The Agency AR Processor creates/updates AR balances related to a customer through a Maintenance Worksheet. A Maintenance Worksheet is a workspace for creating and adjusting receivables. Once the worksheet is completed, it is sent for review and approval through the workflow.
8	Set Pending AR to Post	If approved by an Agency AR Approver, the workflow for the Maintenance Worksheet posts. If denied, the workflow for the Maintenance Worksheet is routed to the Agency AR Processor for correction and edits.
9	Run ARUPDATE	This process selects pending transactions ready for posting and creates receivables to customer accounts. This process also tracks the recognized revenue balance and compares it against the revenue estimate.
10	Export AR Interface File	This process generates an export data file for agency business systems.
11	AR Data from Florida PALM	The AR data file includes billing, receivable, collection, and write-off data.

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Ledger Impacts

Ledger Impact ID	Ledger - Ledger Impact Title	Ledger Impact Description
LI1	Actuals Ledger – Create/Update AR	Increases Open AR Increases Revenue/Unearned Revenue or Increases Open AR Increases Expenditure Refund Clearing

Reports

Report Number	Report Description	Report Frequency	Audience
R1	Pending AR – provides receivable information that has been entered in Florida PALM but not yet approved for posting to the ledger	On Demand, Periodic	Agencies
R2	AR Balance Report – provides a customer account balance of AR billed in one fiscal year and paid in the next fiscal year	On Demand, Periodic	Agencies
R3	Outstanding Receivable Report – provides a customer account balance of all AR	On Demand, Periodic	Agencies
R4	Interface Exception Report – provides interface validation and exception errors	On Demand, Periodic	Agencies

Terminology

Budget Check – tracks the recognized and collected revenue balances and compares it against the revenue estimate.

Collected Revenue – cash that has been received as payment.

Maintenance Worksheet – a worksheet that allows a receivable to be written-off, adjusted or offset. Worksheets can also be used to refund a receivable with a credit balance or create a new refund receivable for a credit remaining from maintenance tasks.

Pending AR – unposted receivables that have been manually entered in AR or automatically created through billing in Florida PALM.

Posted AR – receivable transactions that have been posted to the customer account.

Recognized Revenue – revenue is earned when goods are received, or services rendered; no matter when cash is received.

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Workflow – orchestrated and repeatable patterns of business activity enabled by the systematic organization of resources into processes with specific approvals that transform materials, provide services, or process transactional information.

Business Process Flow Diagrams

Please see 60.1 AR Enter and Maintain Receivables located in the [D54 Standardized Business Processes > Working > Workstream C folder](#).

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