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## PROCESSING BAD CHECKS

Before getting started, make sure to gather a copy of the bad check. The receipt number is usually found on the back of the returned bad check.

### STEP 1: Locate Original Bill

#### Step 1.1 Locate Original Bill by Bill Inquiry

– If you know the Receipt number and/or the Case number, follow the below instructions to locate the bill and print the Acctg – Rev Distribution page of all of the original transaction bill lines.

**NAVIGATION:** Main Menu > Billing > Review Billing Information > Details

1. The **Bill Inquiry** page will display.
  - a. Click the **Find an Existing Value** tab.
    - i. **Business Unit:** Enter “JUD##”, where ## is your 2-digit county code.
    - ii. **Receipt No:** Enter the original Receipt number.
    - iii. **Case Number:** Enter the case number, if case related, or when receipt# is not known.
    - iv. Click the **Search** button.

#### Bill Inquiry

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

**Find an Existing Value**

**Search Criteria**

Business Unit	=	▼	JUD17	🔍
Invoice	begins with	▼		🔍
Bill Status	=	▼		
Customer	begins with	▼		🔍
Receipt No	begins with	▼	76748510	
Case Number	begins with	▼		

Case Sensitive

Search
Clear
Basic Search
Save Search Criteria

b. Click the Navigation dropdown list – **Acctg – Rev Distribution**.

Header - Info 1 | Line - Info 1

Unit JUD12      Invoice 0009149580      Invoice Amt 0.00 USD

---

Status INV      Invoice Date 02/07/2017      Cycle ID DAILY  
 Type BUS      Source REGISTER      Frequency Once  
 Customer JUD12      SubCust1      SubCust2  
 Harford County Circuit Court      To Unit  
 Invoice Form NO\_PRINT      From Date      To Date  
 Accounting Date 02/07/2017      Pay Terms IMMED      Pay Method Check  
 Remit To BOA      Bank Account 12  
 Sales 12-00-00      Bill Inquiry Phone  
 Credit DEFAULT      Collect DEFAULT  
 Billing Specialist DEFAULT      Billing Authority DEFAULT  
 Default Biller      Default Biller

Go to:      Header Info 2      Address      Copy Address      Notes

Summary      Commit Cntrl

Bill Search      Line Search

Page Series: Header - Info 1 | Pre | Next

- c. Print this page, as it will assist you with completing the next step. To be sure you are printing all the lines, if in the Max Rows box the number is 11, change the number to 21, then click the double arrow down icon. Review the number in the blue bar to be sure you are displaying all the lines. Then click the View All for printing the page.
  - i. You will be using the Identifier, Accounting codes and Amounts for the next step.

Header - Info 1 | Line - Info 1 | **Revenue Distribution**

Unit JUD12      Bill To JUD12      Invoice Amt 0.00 USD  
 Invoice 0009149580      Harford County Circuit Court      Max Rows 11

Bill Line: Seq 1      Line 1      Net Extended 10.00  
 Identifier RCS-70      Description

BI Creates GL Acct Entries

Bill Line Distribution - Revenue      Personalize | Find | View All | First | 1 of 1 | Last

Code	Batch Agy	PCA	Fund	Account	Program	Approp Number	Approp Yr	Dept	Percentage	Amount
R120105466	C12	12010	0001	5466	1201	A1200	AY2017	CHK	100.000	10.00
									Percent	100.00
									Amount	10.00
									Gross Extended	10.00

Seq 2      Line 2      Net Extended 40.00  
 Identifier RCS-71      Description

Bill Line Distribution - Revenue      Personalize | Find | View All | First | 1 of 1 | Last

Code	Batch Agy	PCA	Fund	Account	Program	Approp Number	Approp Yr	Dept	Percentage	Amount
R120306234	C12	12030	3003	6234	1203	A0027	AY2017	CHK	100.000	40.00
									Percent	100.00
									Amount	40.00
									Gross Extended	40.00

**Note:** If you do not have the original receipt number, but you have a copy of the returned check with a check number, you may find the two queries listed below helpful to locate the original bill. Please note that the effective date of the queries is July 1<sup>st</sup>, 2018. Therefore, the queries cannot be used to locate bills with an Accounting and Invoice date before July 1<sup>st</sup>, 2018.

### Step 1.2 Locate Original Bill by Queries:

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

1. The *Query Viewer* page will display.
  - a. **Query Name begins with:** Enter AOC\_CHECK\_NUMBER\_LOOKUP
  - b. Click the Search button to display the query.
  - c. **Business Unit:** Enter Business Unit: "JUD##", where ## is your 2-digit county code.
  - d. **Enter %Check No%:** Enter the exact check number
  - e. **or**
  - f. **Enter %Check No%:** Enter % followed by a portion of the check number and %
  - g. Enter or select **From Accounting Date:** MM/DD/YYYY
  - h. Enter or select **To Accounting Date:** MM/DD/YYYY
  - i. Click the View Results button and the query result will appear when run to HTML.

**AOC\_CHECK\_NUMBER\_LOOKUP** is a summary report and allows to search for a portion of the check number.

AOC\_CHECK\_NUMBER\_LOOKUP - Lookup exact or partial Check#

Business Unit

Enter %Check No%

From Accounting Date

To Accounting Date

Download results in : [Excel Spreadsheet](#) [CSV Text File](#) [XML File \(1 kb\)](#)

View All First 1-1 of 1 Last

	Unit	Bill Type	Invoice	Acctg Date	Receipt No	Check No	Case No.	Sum Gross
1	JUD15	BUS	0012911539	03/09/2018	9966010	8716		922.750

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

2. The *Query Viewer* page will display.
  - a. **Query Name begins with:** Enter AOC\_CHECK\_NUMBER\_LOOKUP\_DETAIL
  - b. Click the Search button to display the query.
  - c. **Business Unit:** Enter Business Unit: “JUD##”, where ## is your 2-digit county code.
  - d. **Enter Check No:** Enter the exact check number
  - e. Enter or select **From Accounting Date:** MM/DD/YYYY
  - f. Enter or select **To Accounting Date:** MM/DD/YYYY
  - g. Click the View Results button and the query result will appear when run to HTML.

**AOC\_CHECK\_NUMBER\_LOOKUP\_DETAIL** is a detailed report that lists the charge and revenue codes for the exact check number given. Print out this report and utilize the information to enter the JBC adjustment bill to reverse the revenue.

AOC\_CHECK\_NUMBER\_LOOKUP\_DETAIL - Lookup Detail exact 'Check No'

Business Unit  Q

Enter exact Check No

From Accounting Date  [D]

To Accounting Date  [D]

Download results in: [Excel Spreadsheet](#) [CSV Text File](#) [XML File](#) (1 kb)

View All First 1-4 of 4 Last

	Unit	Bill Type	Invoice	Acctg Date	Receipt No	Charge Code	Code	Check No	Case No.	Amount
1	JUD15	BUS	0012911539	03/09/2018	9966010	RCS-4066	R150105469	8716		60.00
2	JUD15	BUS	0012911539	03/09/2018	9966010	RCS-61	R150105466	8716		20.00
3	JUD15	BUS	0012911539	03/09/2018	9966010	RCS-62	R150306234	8716		40.00
4	JUD15	BUS	0012911539	03/09/2018	9966010	RCS-63	R153603012	8716		802.75

## STEP 2: Reverse Revenue Process *(For Non-Case and Case Related Bills)* – Create a new \$0.00 Adjustment Bill.

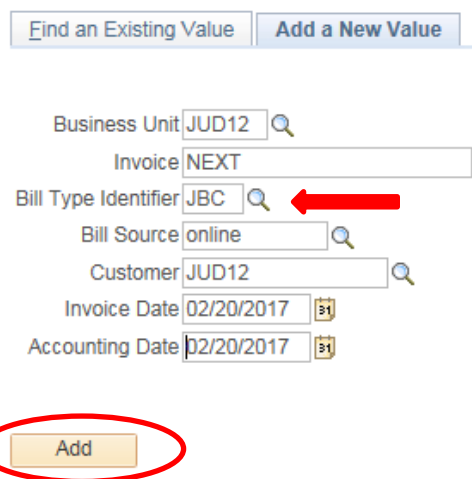
**NAVIGATION:** Main Menu > Billing > Maintain Bills > Standard Billing

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”, next available bill number will be automatically assigned.
    - iii. **Bill Type Identifier:** “JBC” = (Adjustment type = Bad Check).
    - iv. **Bill Source:** “ONLINE”
    - v. **Customer:** “JUD##”
    - vi. **Invoice Date:** Current date (see note below).
    - vii. **Accounting Date:** Current date (see note below).

**Note:** Bad checks should always be processed in a timely fashion as they are received. Back dating of this process can only happen if you have not processed your end-of-month (EOM) local revenue and would only be applicable to the immediate prior month. For example, if you are processing a bad check on September 6<sup>th</sup> and you would like it to be reflected in August end-of-month (EOM) work, you may do this only if you have not completed your EOM local revenue for August. Also, please note, even if you have not completed your EOM local revenue for other earlier months, you may only back date to the immediate past month, in this example that would be August (not July or earlier).

- 
- 
- c. Click the **Add** button.

### Bill Entry



The screenshot shows the 'Bill Entry' form with the following fields and values:

- Find an Existing Value | **Add a New Value** (highlighted)
- Business Unit: JUD12
- Invoice: NEXT
- Bill Type Identifier: JBC (highlighted with a red arrow)
- Bill Source: online
- Customer: JUD12
- Invoice Date: 02/20/2017
- Accounting Date: 02/20/2017
- Add** button (circled in red)

2. The **Header – Info 1**, of the Bill detail page will display.
  - a. Confirm the **Type:** field is set to “JBC”.
  - b. Confirm the **Source:** field is set to “ONLINE”.
  - c. Click the [Notes](#) link at the bottom of the page to add an audit note explaining the reason for the adjustment.

Header - Info 1 | Line - Info 1

Unit JUD12 Invoice NEXT Pretax Amt 0.00 USD

Status NEW Invoice Date 02/20/2017 Cycle ID DAILY  
**Type JBC** **Source ONLINE** \*Frequency Once  
 \*Customer JUD12 SubCust1 SubCust2

Harford County Circuit Court

\*Invoice Form NO\_PRINT From Date To Date  
 Accounting Date 02/20/2017 Pay Terms IMMED Pay Method Check  
 Remit To BOA Bank Account 12  
 Sales DEFAULT Bill Inquiry Phone Collector DEFAULT  
 Credit DEFAULT Billing Authority DEFAULT  
 Billing Specialist DEFAULT

Default Biller Default Biller

Go to: Header Info 2 Address Copy Address  
**Notes** Express Entry Attachments  
 Summary Bill Search Line Search Navigation Header - Info 1

Page Series  
 Prev Next

Save Notify Refresh Add Update/Display

- d. Add a note to the bill header with returned check information to include:
  - DBA#, Check#, Check Date, Check Amount, Original Receipt #, Case #, Reason
- e. Select Header-Order Info option from the Navigation Drop-Down at the bottom of the page.

Header - Info 1 | Line - Info 1 | **Header - Note**

Unit JUD12 Bill To JUD12 Pretax Amt 0.00 USD  
 Invoice NEXT Harford County Circuit Court

Customer Notes

Bill Header Notes Find | View All First 1 of 1 Last

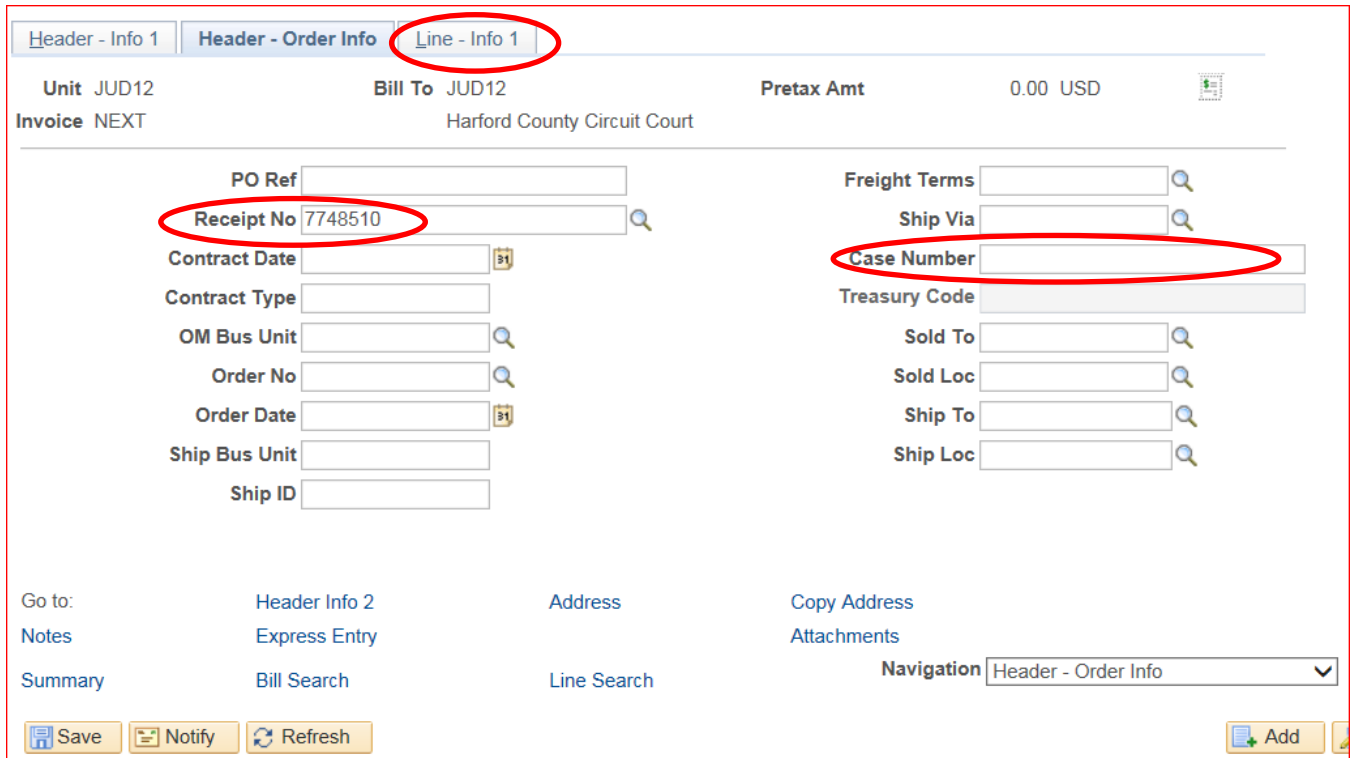
Standard Note Flag Std Note  
 Internal Only Flag Note Type

Note Text:  
 DBA # 18073072, check # 548915 for \$ 50 returned for NSF for receipt# 7748510, original receipt dated 02/07/2017  
 142 characters remaining

Go to: Header Info 2 Address Copy Address  
 Notes Express Entry Attachments  
 Summary Bill Search Line Search Navigation **Header - Note**

Save Notify Refresh Add

3. The **Header – Order Info** screen will display.
  - a. **Receipt No:** Enter the Original Receipt number (enter the number exactly as it appears - including all leading zeros). *Note: No Matching Values message will appear, ignore this.*
  - b. **Case Number:** Enter case number if known.
  - c. Click the **Line – Info 1** tab.



Header - Info 1 | **Header - Order Info** | Line - Info 1

Unit JUD12      Bill To JUD12      Pretax Amt 0.00 USD  
 Invoice NEXT      Harford County Circuit Court

PO Ref       Freight Terms

**Receipt No**

Contract Date

Contract Type

OM Bus Unit

Order No

Order Date

Ship Bus Unit

Ship ID

Ship Via

**Case Number**

Treasury Code

Sold To

Sold Loc

Ship To

Ship Loc

Go to:      Header Info 2      Address      Copy Address  
 Notes      Express Entry      Attachments  
 Summary      Bill Search      Line Search      Navigation Header - Order Info



4. The **Line –Info 1** page will display.
  - a. Refer to the *Acctg – Rev Distribution Page(s)* previously printed out as part of your Bad Check Processing preparation.
 

**NOTE:** A new Bill line will need to be added for each unique Charge Code (Identifier – e.g.: RCS-70) used on the original receipt.
  - b. Complete the following fields:
    - i. **Table:** Enter “ID”.
    - ii. **Identifier:** Enter the charge code of the item from the receipt that needs to be added.
    - iii. **Gross Extended:** Enter amount of the item/charge code. All reverse amounts should be entered in as a **negative** (\$-) amount to reverse the revenue. (e.g.: -10.00).
    - iv. **Check No:** Enter the check number.
    - v. Click the **Refresh** button at the bottom of the screen to auto-fill the other data.
    - vi. Click the plus sign **+** to the right of the line to add additional bill lines.

Header - Info 1
Line - Info 1

Unit JUD12  
Invoice NEXT
Bill To JUD12  
Harford County Circuit Court
Pretax Amt -10.00 USD  
Max Rows 11

Identifier Look Up Date 06/15/2018
Find | View All First 1 of 1 Last

Seq 1	Line	Net Extended -10.00	
Table ID	Identifier RCS-70	Description LR Release Recording Fee	
Quantity 1.0000	From Date	Unit of Measure EA	To Date
Unit Price -10.0000	Line Type REV	Gross Extended -10.00	<input checked="" type="checkbox"/> Accumulate
	Tax Code		<input type="checkbox"/> Tax Exempt
	Check No 548915		
Less Discount 0.00			
Plus Surcharge 0.00			
Net Extended -10.00			
VAT Amount 0.00			
Tax Amount 0.00			
Net Plus Tax -10.00			


Go to: Line Info 2 Tax Accounting Discount/Surcharge

Notes Express Entry
Navigation Line - Info 1
Page Series Prev Next

Summary Bill Search Line Search

Save Notify Refresh
Add Update/Display

- c. Repeat steps (4.b. i-vi) for all charge items on the original receipt.

- d. After all lines are added for the charge codes, click the plus sign  to add another bill line for the CLEAR-JBC amount.
  - i. This amount will be a debit. (This should be the total of all the credited Bill lines).
- e. Complete the following fields:
  - i. **Table:** Enter "ID".
  - ii. **Identifier:** Enter "CLEAR-JBC".
  - iii. **Gross Extended:** Enter the amount as *positive* (e.g.: 50.00).
  - 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.

Header - Info 1
Line - Info 1

Unit JUD12  
Invoice NEXT

Bill To JUD12  
Harford County Circuit Court

Pretax Amt  
0.00 USD

Max Rows 11

**Bill Line** Find | View All First 3 of 3 Last

Identifier Look Up Date 02/20/2017

Seq 3  
**Table ID**

Line  
**Identifier CLEAR-JBC**

Net Extended 50.00  
Description Clear Acct-ADJ Bad Check

---

Quantity 1.0000  
Unit of Measure EA  
Unit Price 50.0000  
**Gross Extended 50.00**

From Date  
To Date  
Line Type MISC  Accumulate  
Tax Code  Tax Exempt  
Check No

---

Less Discount	0.00
Plus Surcharge	0.00
<b>Net Extended</b>	<b>50.00</b>
VAT Amount	0.00
Tax Amount	0.00
<b>Net Plus Tax</b>	<b>50.00</b>




Go to: Line Info 2 Tax **Accounting** Discount/Surcharge



Notes: Express Entry

Summary: Bill Search Line Search

Navigation: Line - Info 1

Page Series: Prev Next

 Save  Notify ** Refresh**

 Add  Update/Display

5. The **Acctg – Rev Distribution** page will display.
  - a. Click the “View All” link to complete the Charge Code allocation information for each bill line.
  - b. **Code:** Enter ‘R’ then select the number from your print out. Must enter all lines if more than 1.
  - c. **Dept:** Enter “JBC” in this field, which corresponds to the **Bill Type** found on *Header – Info 1* tab.  
**NOTE:** The “Dept” field is **required** for all bill lines with Line Type = “REV”.
  - d. The CLEAR-JBC accounting information is auto-filled and should not be changed.
  - e. Confirm that the **Pretax Amt:** is 0.00 USD.
  - f. Click the **Refresh** button.
  - g. Click the **Save** button.
  - h. Click the *Header – Info 1* tab.

Header - Info 1 | Line - Info 1 | **Revenue Distribution**

Unit JUD12      Bill To JUD12      Pretax Amt 0.00 USD  
 Invoice NEXT      Harford County Circuit Court      Max Rows 5

Bill Line      Find | View 1      First 1-3 of 3      Last

Seq 1      Line      Net Extended -10.00  
 Identifier RCS-70      Description LR Release Recording Fee

BI Creates GL Acct Entries

**Bill Line Distribution - Revenue**      Personalize | Find | View All | 1 of 1      First 1 of 1      Last

Code	Batch Agy	PCA	Fund	Account	Program	Approp Number	Approp Yr	Dept	Percentage
R120105466	C12	12010	0001	5466	1201	A1200	AY2017	JBC	100.000
Percent	100.00	Amount	-10.00	Gross Extended	-10.00				

Seq 2      Line      Net Extended -40.00  
 Identifier RCS-71      Description LR Release Surcharge

**Bill Line Distribution - Revenue**      Personalize | Find | View All | 1 of 1      First 1 of 1      Last

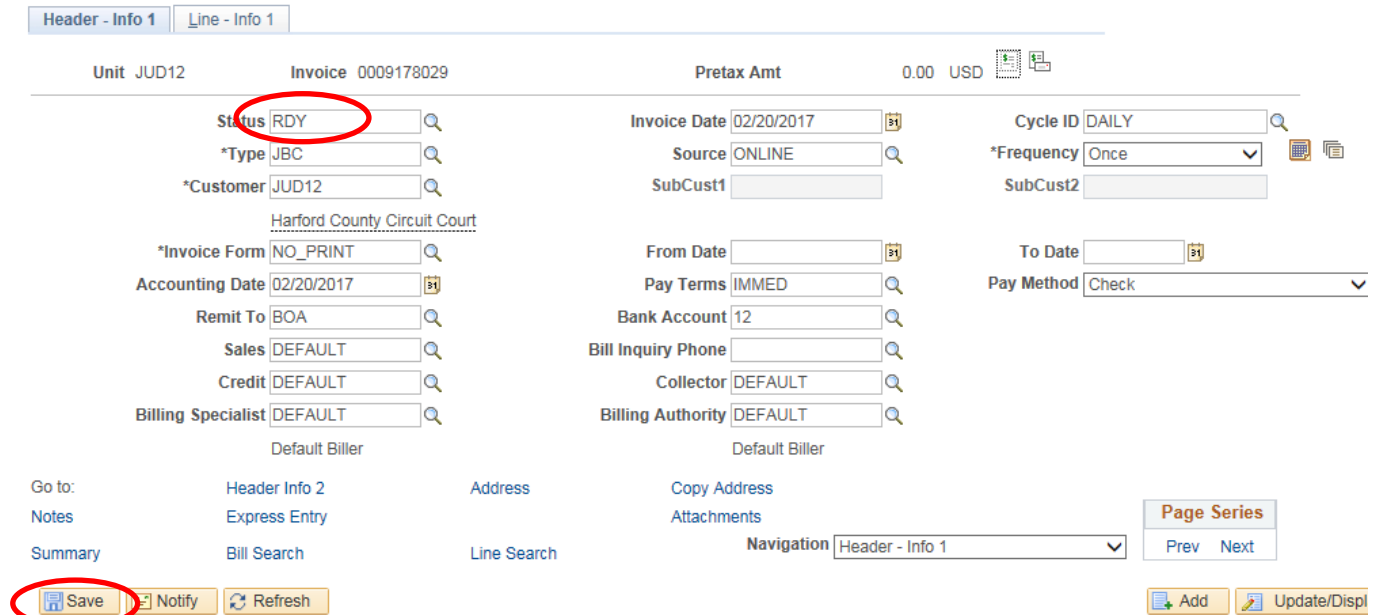
Code	Batch Agy	PCA	Fund	Account	Program	Approp Number	Approp Yr	Dept	Percentage
R120306234	C12	12030	3003	6234	1203	A0027	AY2017	JBC	100.000
Percent	100.00	Amount	-40.00	Gross Extended	-40.00				

Seq 3      Line      Net Extended 50.00  
 Identifier CLEAR-JBC      Description Clear Acct-ADJ Bad Check

**Bill Line Distribution - Revenue**      Personalize | Find | View All | 1 of 1      First 1 of 1      Last

Code	Batch Agy	PCA	Fund	Account	Program	Approp Number	Approp Yr	Dept	Percentage
ICI FAR-JBC	C12	12990	7099	9652	1299	A1299	AY2017	JBC	100.000
Percent	100.00	Amount	50.00	Gross Extended	50.00				

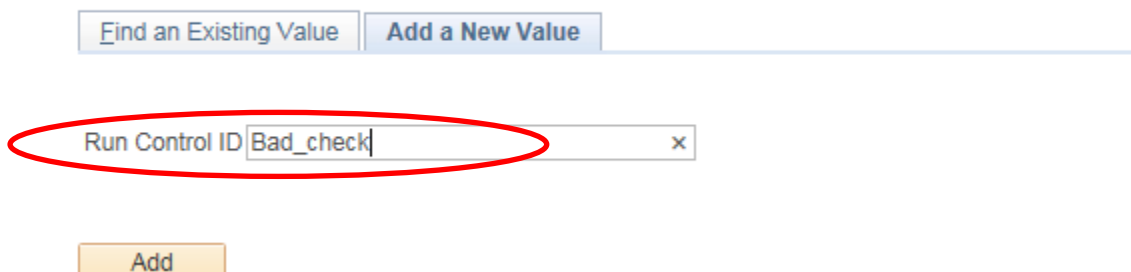
6. The **Header - Info 1** page will display
  - a. **Status:** Change from “NEW” to “RDY” (Ready to Invoice).
  - b. Click the **Save** button.




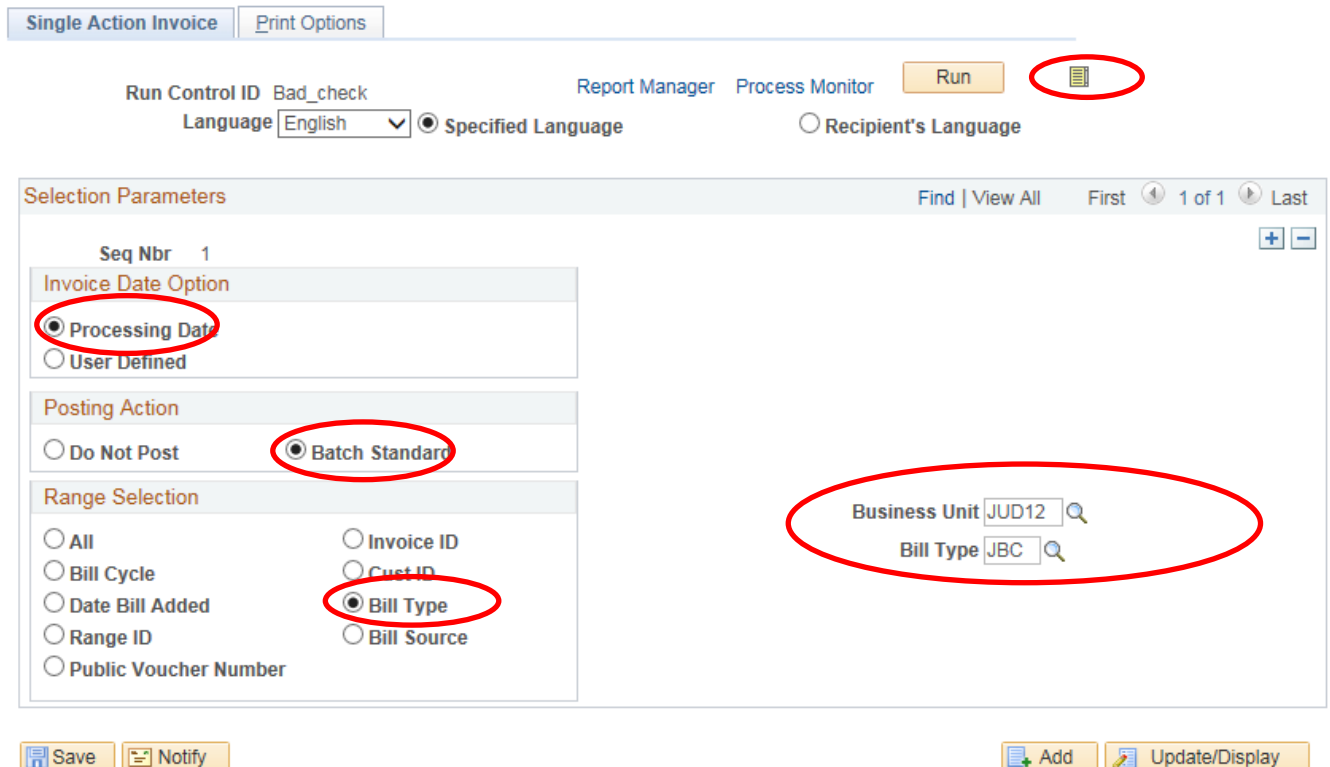
**NAVIGATION:** Main Menu > Billing > Generate Invoices > Non-Consolidated > Single Action Invoice

7. The **Single Action Invoice** page will display.
  - a. Search for the Run Control used for Bad Check Processing – “Find an Existing Value” tab or create a new one by selecting the “Add a New Value” tab and enter a Run Control ID (e.g.: “BADCHK” for Bad Checks).


### Single Action Invoice



8. The *Single Action Invoice* Run Control page will display.
  - a. Complete the following run control settings:
    - i. **Invoice Date Option:** Select “Processing Date”.
    - ii. **Posting Action:** Select “Batch Standard”.
    - iii. **Range Selection:** Select “Bill Type”.
    - iv. **Business Unit:** Enter “JUD##”, where ## is your 2-digit county code.
    - v. **Bill Type:** Select “JBC”.
  - b. Click the **Save** button.
  - c. Click the small “Bills to be Processed” icon  in the upper right of the page to confirm the number of Bills that are ready to be finalized. If there are no bills listed or the number of bills does not match what is expected, there is a problem.
    - i. Confirm the number of bill equals those you just entered.
    - ii. Click the **Return** button to return to the *Single Action Invoice* run control page.
  - d. Click the **Run** button.



Single Action Invoice | Print Options

Run Control ID: Bad\_check | Report Manager | Process Monitor | Run | 

Language: English |  Specified Language |  Recipient's Language

Selection Parameters | Find | View All | First | 1 of 1 | Last

Seq Nbr: 1

**Invoice Date Option**

- Processing Date
- User Defined

**Posting Action**

- Do Not Post
- Batch Standard

**Range Selection**

- All
- Bill Cycle
- Date Bill Added
- Range ID
- Public Voucher Number
- Invoice ID
- Cust ID
- Bill Type
- Bill Source

Business Unit: JUD12 | Bill Type: JBC

Save | Notify | Add | Update/Display

9. The *Process Scheduler Request* page will display.
  - a. Select the checkbox for the AOC\_MAIN ([AOC Circuit & District Courts](#)) Process Name in the *Process List* section.
  - b. Click the **OK** button

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input type="checkbox"/>	AOC Invoicing - GRANTS ONLY	AOC_GMBI	PSJob	(None) ▾	(None) ▾	Distribution
<input checked="" type="checkbox"/>	AOC Circuit & District Courts	AOC_MAIN	PSJob	(None) ▾	(None) ▾	Distribution
<input type="checkbox"/>	Pre-process & Finalization	BIIVC000	Application Engine	Web ▾	TXT ▾	Distribution

10. The *Single Action Invoice* Run Control page will display.
  - a. A Process Instance number will display below the Run button to show processing has begun.
  - b. Click the [Process Monitor](#) link.
11. The *Process List* page will display.
  - a. Click the [AOC\\_MAIN](#) process name link to review the status of all its sub-processes.
  - b. Click the **Refresh** button until **Run Status = Success** and **Distribution Status = Posted**.
    - i. If the Run Status = NO SUCCESS – **STOP! Call the helpdesk to submit a ticket – DO NOT DELETE THE PROCESS. This will be needed by the support staff to troubleshoot the issue.**

---

**View Process Request For**

User ID:   
 Type:  ▾ Last ▾  Hours ▾

Server:  ▾
 Name:  
 Instance From:  Instance To:

Run Status:  ▾
 Distribution Status:  ▾
 Save On Refresh

Process List		Personalize   Find   View All   <input type="button" value="Print"/>   <input type="button" value="Refresh"/>				First	1 of 1	Last	
Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	1193252		PSJob	<a href="#">AOC_MAIN</a>	debbie.seipp	02/28/2017 7:39:52AM EST	Processing	N/A	<a href="#">Details</a>

- c. Click the *BIIVC000* sub-process.
  - i. Click the [Message Log](#) link to review the number of bills processed.
  - ii. Click the Return button, and then OK to return to the *Process Detail* page.
- d. Click the *BILDAR01* sub-process.
  - i. Click the [View Log/Trace](#) link and select the PDF of the “Load AR Pending Items” report.
  - ii. Confirm that the report shows all bills = \$0.00.

**End of Reverse Revenue Process**

**STEP 3: Track and Send Out Notices-Circuit Court Only** *(For Non-Case Related ONLY)* – The purpose for this section is to track and send out a notice to the local customer of the Bad Check.

**STEP 3.1 – Confirm if Customer Exists - Confirm whether or not the customer already exists – if not, create a new Customer before creating the bill.**

**NAVIGATION:** Main Menu > Customers > Customer Information > General Information

1. The **General Information** page will display.
  - a. Click the *Find an Existing Value* tab.
    - i. **SetID:** Leave the default value set to “SHARE”.
    - ii. **Name 1:** Change criteria to “contains”, then enter the last name of the customer.
  - b. Click the **Search** button.
  - c. Review the names provided in the list to determine if customer already exists.
    - i. If the name is correct, click on that customer, review the address to be certain this is the correct customer.
      1. If YES, write down the Customer ID, and skip to Step 3.3.
    - ii. If the name or address is not correct, then proceed to Step 3.2 below.

### General Information

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**

SetID = SHARE x 🔍

Customer ID begins with  🔍

Name 1 contains Albright

Name 2 begins with

Telephone begins with

City begins with

State begins with

Postal Code begins with

Include History    Correct History    Case Sensitive

Search
Clear
Basic Search 🔍
Save Search Criteria

### Search Results

View All	First	1-3 of 3	Last				
SetID	Customer ID	Name 1	Name 2	Telephone	City	State	Postal Code
SHARE	1000027953	ADAMSON-ALBRIGHT, CLINTON 2ND	(blank)	(blank)	GLEN BURNIE	MD	21060
SHARE	1000013914	ALBRIGHT, CRAIG	0T00070651	(blank)	ELKRIDGE	MD	21075

**STEP 3.2 – Customer Creation**

To create a new customer, follow the below steps.

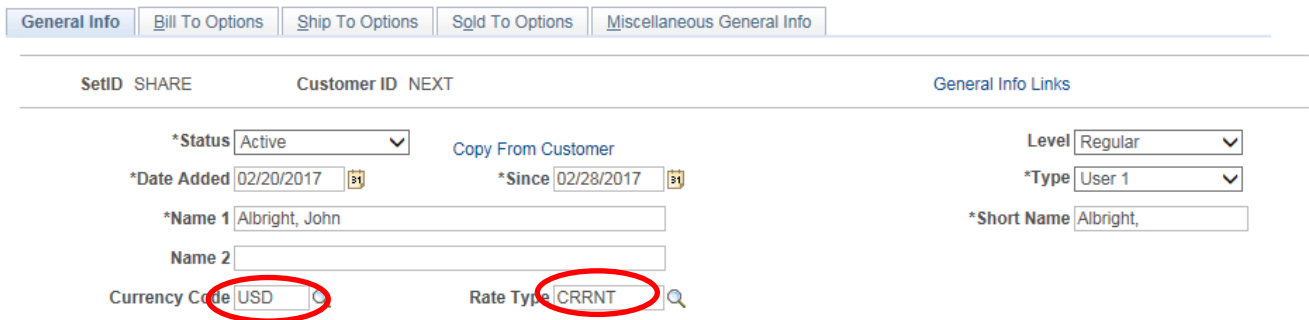
**NAVIGATION:** Main Menu > Customers > Customer Information > General Information

1. The **General Information** page will display.
  - a. Click the **Add a New Value** tab.
    - i. Leave the default settings as displayed. **SetID:** = “SHARE” and **Customer ID:** = “NEXT”.
  - b. Click the **Add** button.

**General Information**

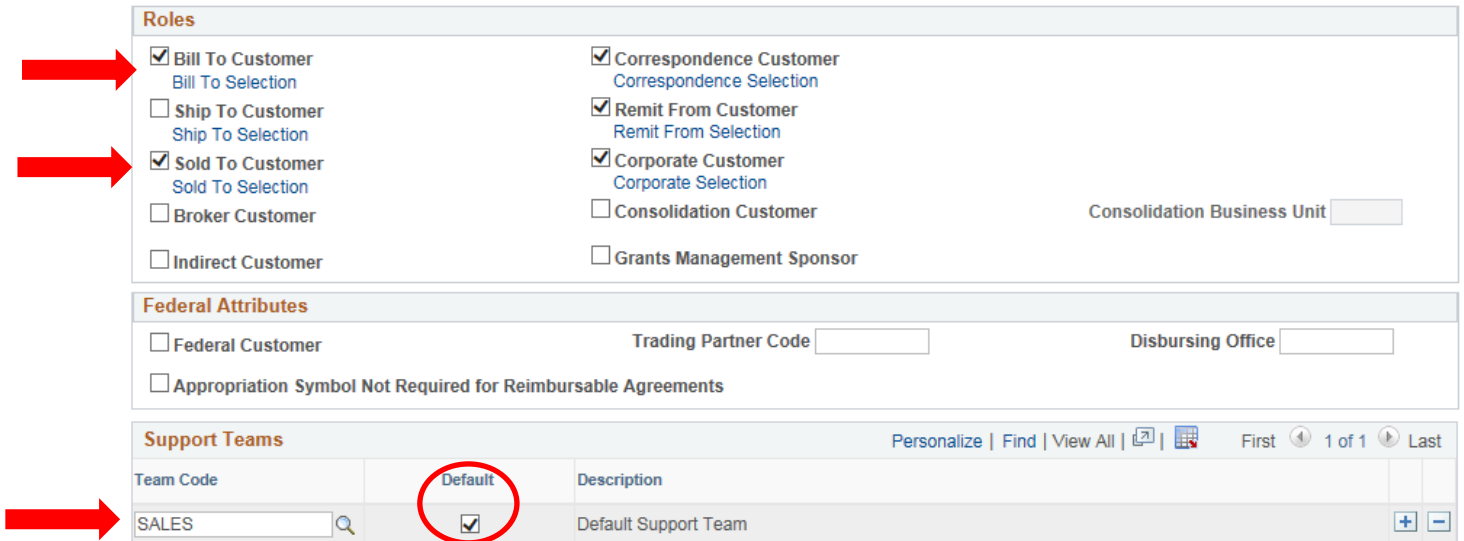


2. The **General Info** tab of the Customer record will display.
  - a. **Name 1:** Enter Last Name, First Name of the customer.
  - b. **Short Name:** Will auto-fill with first 10 characters of the Name 1.
  - c. Select **Currency Code:** = “USD” and **Rate Type:** = “CRRNT”.





- d. **Roles** section, select the check boxes for the **Bill To Customer** and **Sold To Customer** options.
- e. **Support Teams** section, enter **Team Code** = “SALES” and check the **Default** check box.



**Roles**

Bill To Customer  
Bill To Selection

Ship To Customer  
Ship To Selection

Sold To Customer  
Sold To Selection

Broker Customer

Indirect Customer

Correspondence Customer  
Correspondence Selection

Remit From Customer  
Remit From Selection

Corporate Customer  
Corporate Selection

Consolidation Customer

Grants Management Sponsor

Consolidation Business Unit

---

**Federal Attributes**

Federal Customer

Trading Partner Code

Disbursing Office

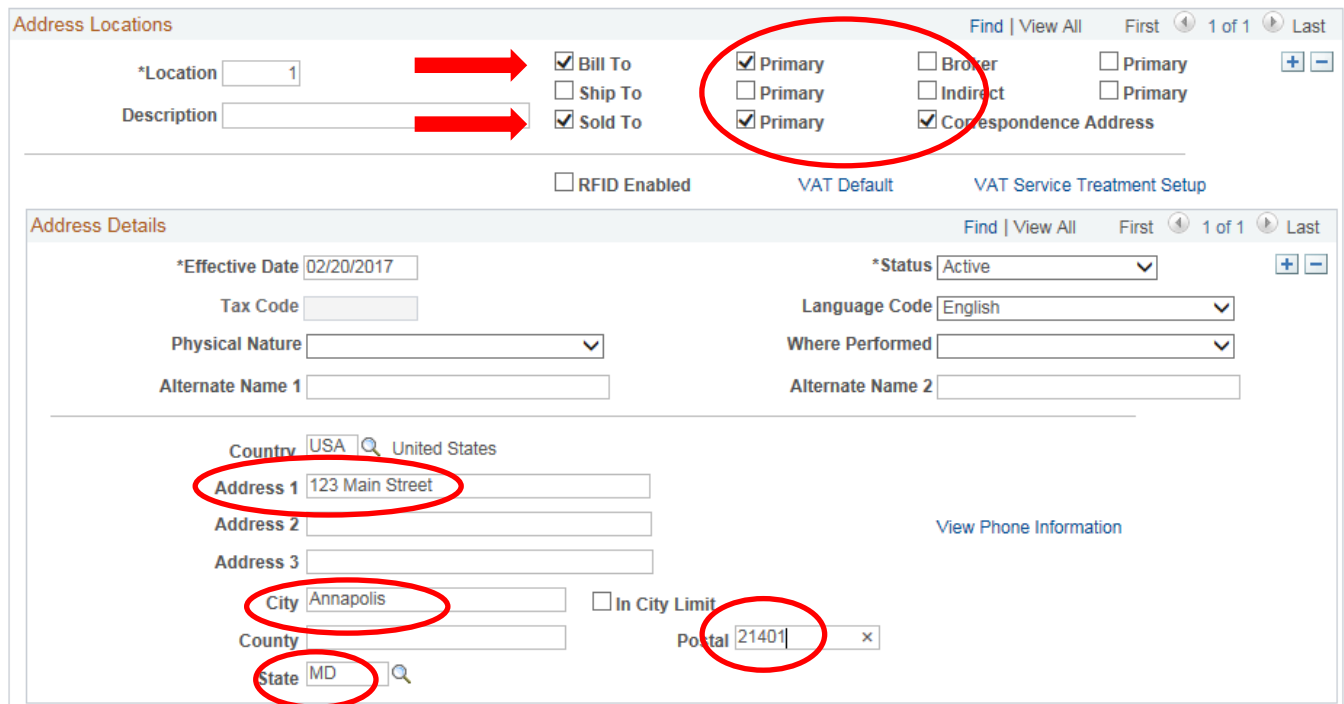
Appropriation Symbol Not Required for Reimbursable Agreements

---

**Support Teams** Personalize | Find | View All | First 1 of 1 Last

Team Code	Default	Description
SALES	<input checked="" type="checkbox"/>	Default Support Team

- f. **Address Locations:** Check the **Bill To / Primary, Sold To / Primary, Correspondence Address** checkboxes.
- g. **Address Details** section, enter the address of the Customer.  
**NOTE:** The Address 1 line, City, State and Postal code are required.



**Address Locations** Find | View All | First 1 of 1 Last

\*Location   Bill To  Primary  Broker  Primary

Description   Ship To  Primary  Indirect  Primary

Sold To  Primary  Correspondence Address

RFID Enabled VAT Default VAT Service Treatment Setup

---

**Address Details** Find | View All | First 1 of 1 Last

\*Effective Date  \*Status

Tax Code  Language Code

Physical Nature  Where Performed

Alternate Name 1  Alternate Name 2

---

Country  United States

Address 1  View Phone Information

Address 2

Address 3

City   In City Limit

County

State  Postal

- h. Click the **Bill To Options** tab next to the *General Info* tab at the top of the page.
- 3. The **Bill To Options** page will display.
  - a. **Credit Analyst:** Enter or select “DEFAULT”.
  - b. **Collector:** Enter or select “DEFAULT”.
  - c. Click the **Save** button at the bottom of the page.

General Info | **Bill To Options** | Ship To Options | Sold To Options | Miscellaneous General Info

SetID: SHARE      Customer ID: 1000030728      Albright, John

---

Customer Bill To Options Find | View All    First 1 of 1 Last

\*Effective Date: 02/20/2017 \*Status: Active

Currency Code: USD Rate Type: CRRNT

Responsibilities	
Credit Analyst: DEFAULT	Collector: DEFAULT
AR Specialist: [ ]	Bill Inquiry Phone: [ ]
Billing Specialist: [ ]	Billing Authority: [ ]

### STEP 3.3 – Bill Creation

This step is providing a new way for entering a Bill, by using the Copy Single Bill function. This function copies over everything from the original bill EXCEPT, the Invoice Date and Accounting Date

**NAVIGATION:** Billing> Maintain Bills> Copy Single Bill

Use the **Copy Single Bill** process to copy the (Reverse Revenue) Bill just created.

1. The **Copy Single Bill** page will display.
  - a. **Receipt No:** Enter the Receipt number to find the Bill to copy.
  - b. Click the **Search** button to display search results.
    - i. Search results should include **Bill Type** = “JBC”, **Bill Source** = “ONLINE”, **Receipt No** = Receipt number.
  - c. Select the bill from the list.

#### Copy Single Bill

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

Find an Existing Value

**Search Criteria**

Business Unit = JUD12 🔍

Invoice begins with   🔍

Bill Status =   ▼

Customer begins with   🔍

Receipt No contains 7748510

Case Sensitive

Search
Clear
Basic Search 🔍
Save Search Criteria

#### Search Results

View All First ⏪ 1-2 of 2 ⏩ Last

Business Unit	Invoice	Invoice Type	Bill Status	Bill Type Identifier	Bill Source	Customer	Contract
JUD12	0009178029	Regular	Invoiced	JBC	ONLINE	JUD12	7748510
JUD12	0009149580	Regular	Invoiced	BUS	REGISTER	JUD12	7748510

2. The **Copy Single Bill** page will display.

- a. **Select Bill Action** section, select the “Copy Bill” radio button.
- b. **Copy Results** section, notice **Copy Bill** is set to “NEXT” (this will automatically assign a new bill).
- c. Click the **Save** button at the bottom of the page to copy the bill.


### Copy Single Bill

Unit JUD12	Bill To JUD12	Harford County Circuit Court
Invoice 0009178029	Invoice Amt 0.00	USD

<p><b>Select Bill Action</b></p> <p><input type="radio"/> No Bill Action</p> <p><input checked="" type="radio"/> <b>Copy Bill</b></p>	<p><b>Copy Results</b></p> <p>*Copy Bill <input type="text" value="NEXT"/></p>
---	--

 Save	 Return to Search	 Previous in List	 Next in List	 Notify
--	--	--	--	--

- d. The new Bill number and navigation link are displayed after the page saves.
- e. Click the [Go To Bill Header – Gen. Info](#) link. This will take you to the *Header – Info 1* tab within the bill.

### Copy Single Bill

Unit JUD12	Bill To JUD12	Harford County Circuit Court
Invoice 0009178029	Invoice Amt 0.00	USD

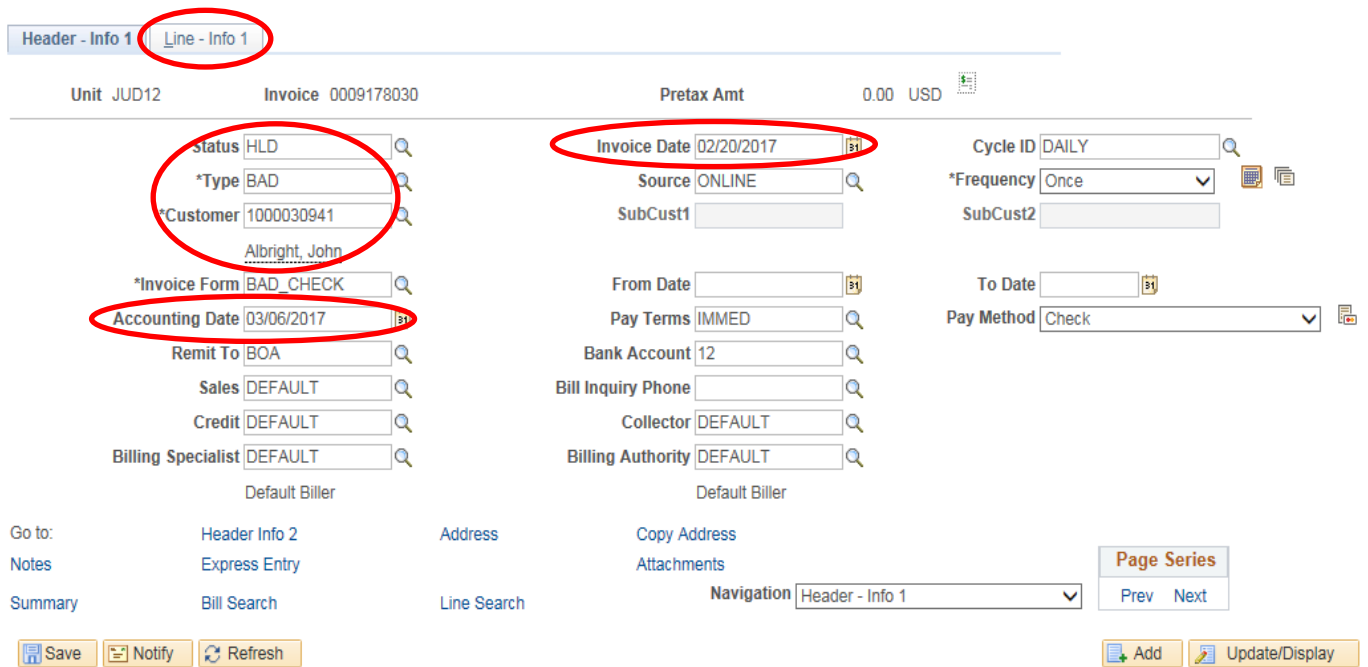
<p><b>Select Bill Action</b></p> <p><input checked="" type="radio"/> <b>No Bill Action</b></p> <p><input type="radio"/> Copy Bill</p>	<p><b>Copy Results</b></p> <p>*Copy Bill <input type="text" value="0009178030"/> <a href="#">Go To Bill Header - Gen. Info</a></p>
---	--

 Save	 Return to Search	 Previous in List	 Next in List	 Notify
--	--	--	--	--

**Note: There are two Bill Types you should select from, “Bad Check” or “Payment Replacement Required”. The Payment Replacement Required Invoice format is to be used when there was a bank error and at no fault of the customer.**

3. The default tab, *Header – Info 1*, of the Bill detail page will display.
  - a. **Status:** Change from “NEW” to “HLD” to put the bill “On-Hold”.
  - b. **Bill Type:** Change from “JBC” to “BAD” (Bad Check) or ‘PRR’ (Payment Replacement).
  - c. **Customer:** Enter the Customer ID just created or found as an already existing customer.
  - d. **Invoice Form:** Defaulted to: “BAD\_CHECK” or “PAYREP\_REQ”.
  - e. **Accounting Date:** This is the due date.
  - f. **Invoice Date:** Enter today’s date (current date).
  - g. Click the *Line – Info 1* tab.



4. The *Line – Info 1* page will display.
  - a. Click “View All” to display all bill lines.
  - b. Modify the **Gross Extended** amounts.
    - i. Change all negative line amounts to positive amounts.

Bill Line Find **View 1** First 1-2 of 2 Last

---

Identifier Look Up Date: 02/20/2017

Seq: 1      Line:       Net Extended: 10.00  
 Table: ID       Identifier: RCS-70       Description: LR Release Recording Fee

---

Quantity: 1.0000	From Date: <input type="text"/>
Unit of Measure: EA	To Date: <input type="text"/>
Unit Price: 10.0000	Line Type: REV <input checked="" type="checkbox"/> Accumulate
<b>Gross Extended: 10.00</b>	Tax Code: <input type="text"/> <input type="checkbox"/> Tax Exempt
	Check No: 548915

---

Less Discount: 0.00	
Plus Surcharge: 0.00	
<b>Net Extended: 10.00</b>	
VAT Amount: 0.00	
Tax Amount: 0.00	
<b>Net Plus Tax: 10.00</b>	

---

Identifier Look Up Date: 02/20/2017

Seq: 2      Line:       Net Extended: 40.00  
 Table: ID       Identifier: RCS-71       Description: LR Release Surcharge

---

Quantity: 1.0000	From Date: <input type="text"/>
Unit of Measure: EA	To Date: <input type="text"/>
Unit Price: 40.0000	Line Type: REV <input checked="" type="checkbox"/> Accumulate
<b>Gross Extended: 40.00</b>	Tax Code: <input type="text"/> <input type="checkbox"/> Tax Exempt
	Check No: 548915

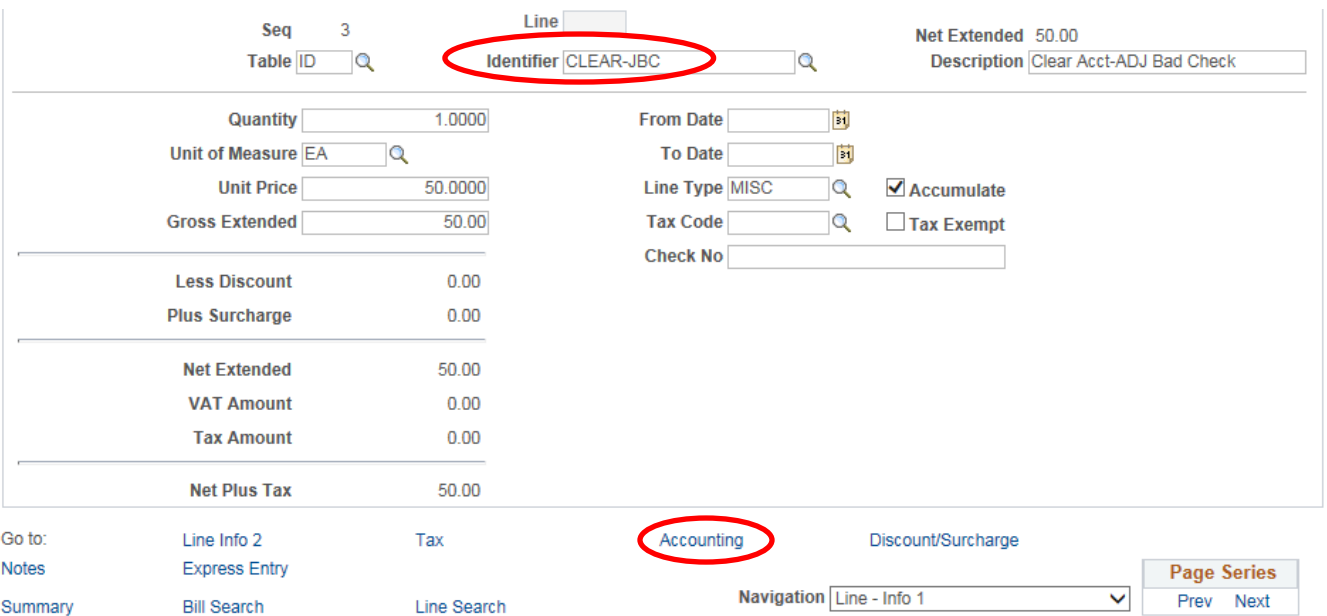
---

Less Discount: 0.00	
Plus Surcharge: 0.00	
<b>Net Extended: 40.00</b>	
VAT Amount: 0.00	
Tax Amount: 0.00	
<b>Net Plus Tax: 40.00</b>	

**c. Change** the existing CLEAR-JBC line identifier to:

- i. **Identifier:** Enter “BAD-CHECK”.
- ii. Click the **Refresh** button at the bottom of the page to auto-fill remaining values.
- iii. **Gross Extended:** Enter “10.00” or the current fee charged for bad checks.
- iv. Click the **Save** button.

**NOTE:** If you have copied this bill from a previous fiscal year bill, you will need to go to the Accounting link and remove the Revenue codes before saving. (Revenue codes are not required for Bill Types ‘BAD’ or ‘PRR’). (See below image.) Click the *Header – Info 1* tab to add notes to be displayed on the bill.



Seq 3  
Table ID [ ] Identifier CLEAR-JBC  
Net Extended 50.00  
Description Clear Acct-ADJ Bad Check

Quantity 1.0000  
Unit of Measure EA  
Unit Price 50.0000  
Gross Extended 50.00

From Date [ ]  
To Date [ ]  
Line Type MISC  
Tax Code [ ]  
Check No [ ]

Accumulate  
 Tax Exempt

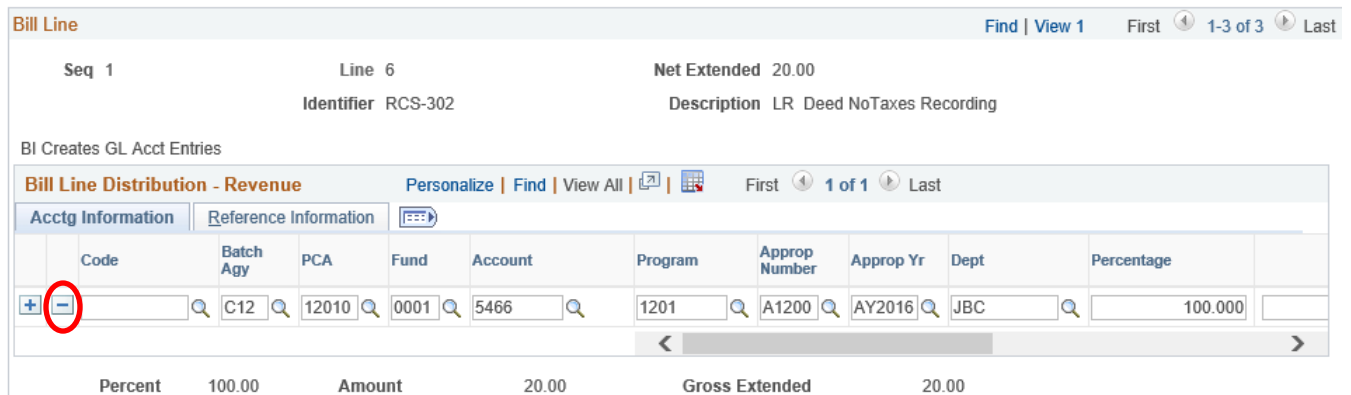
Less Discount 0.00  
Plus Surcharge 0.00

Net Extended 50.00  
VAT Amount 0.00  
Tax Amount 0.00

Net Plus Tax 50.00

Go to: Line Info 2 Tax Accounting Discount/Surcharge  
Notes Express Entry  
Summary Bill Search Line Search  
Navigation Line - Info 1  
Page Series  
Prev Next

Note Above: Remove each Revenue line by clicking the ‘-’ button for all Identifiers.



Bill Line Find | View 1 First 1-3 of 3 Last

Seq 1 Line 6 Net Extended 20.00  
Identifier RCS-302 Description LR Deed NoTaxes Recording

BI Creates GL Acct Entries

Bill Line Distribution - Revenue Personalize | Find | View All | 1 of 1 Last

Code	Batch Agy	PCA	Fund	Account	Program	Approp Number	Approp Yr	Dept	Percentage
[ ]	C12	12010	0001	5466	1201	A1200	AY2016	JBC	100.000
Percent	100.00	Amount	20.00	Gross Extended	20.00				

Seq 3 Line   
 Table  Identifier **BAD-CHECK** Net Extended 10.00  
 Description Bad Check Charge

---

Quantity  1.0000 From Date   
 Unit of Measure  EA To Date   
 Unit Price  10.0000 Line Type  REV  Accumulate  
**Gross Extended**  10.00 Tax Code   Tax Exempt  
 Check No

---

Less Discount	0.00
Plus Surcharge	0.00
<hr/>	
Net Extended	10.00
VAT Amount	0.00
Tax Amount	0.00
<hr/>	
Net Plus Tax	10.00

Go to: Line Info 2 Tax Accounting Discount/Surcharge  
 Notes Express Entry  
 Summary Bill Search Line Search Navigation Line - Info 1

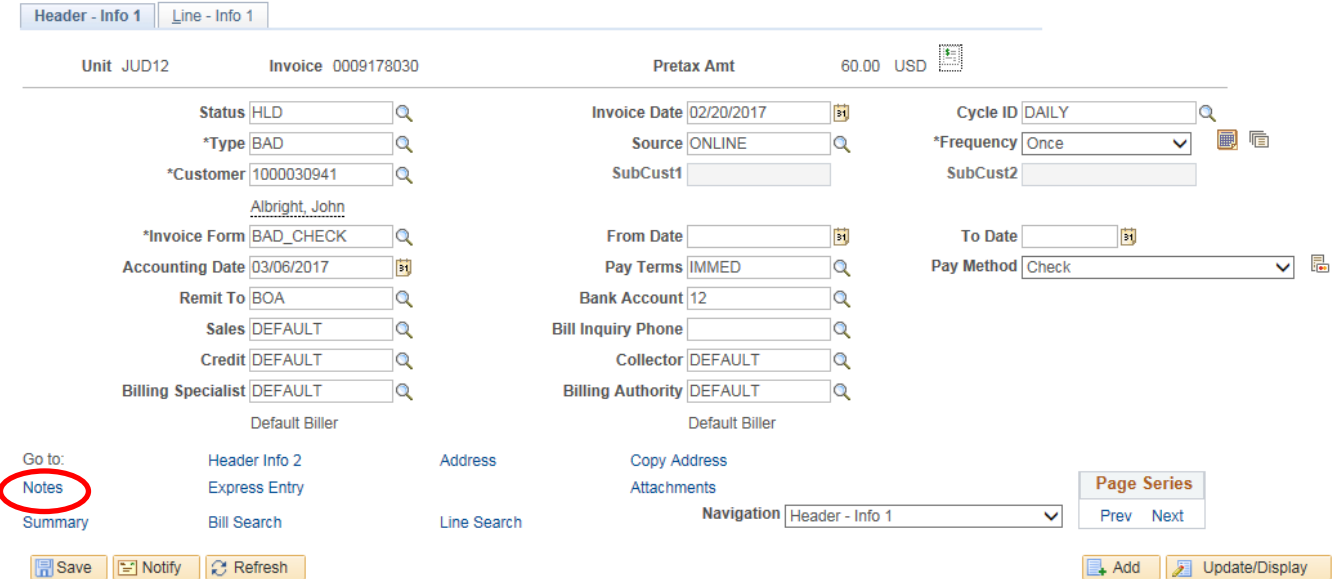
**Page Series**  
Prev Next

**Save** **Notify** **Refresh** **Add** **Update/Display**



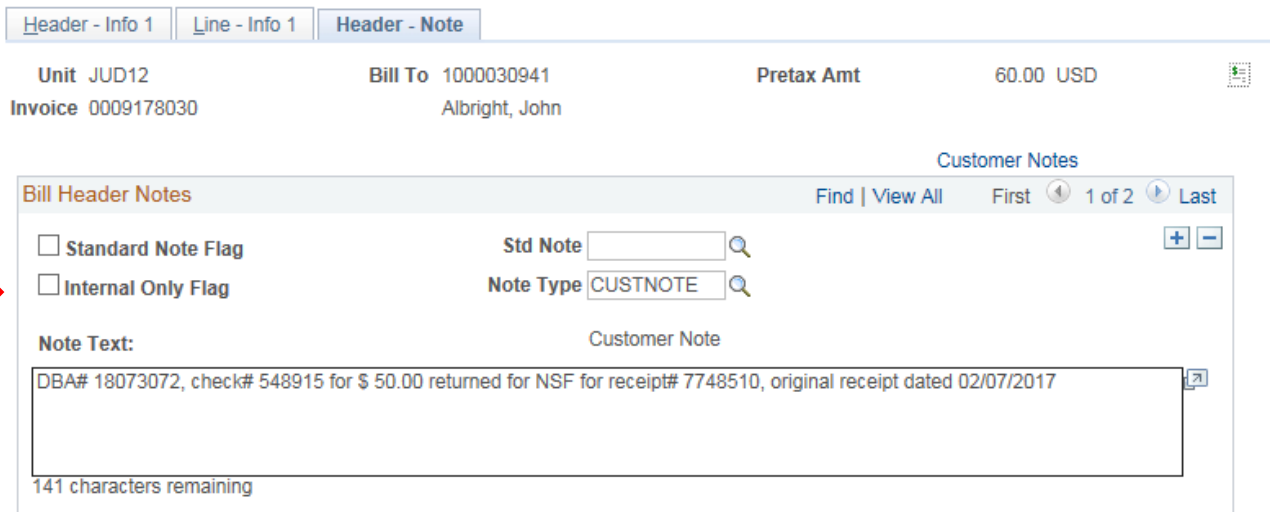
The *Header – Info 1* page will display.


- d. Click the [Notes](#) link at the bottom of the page.

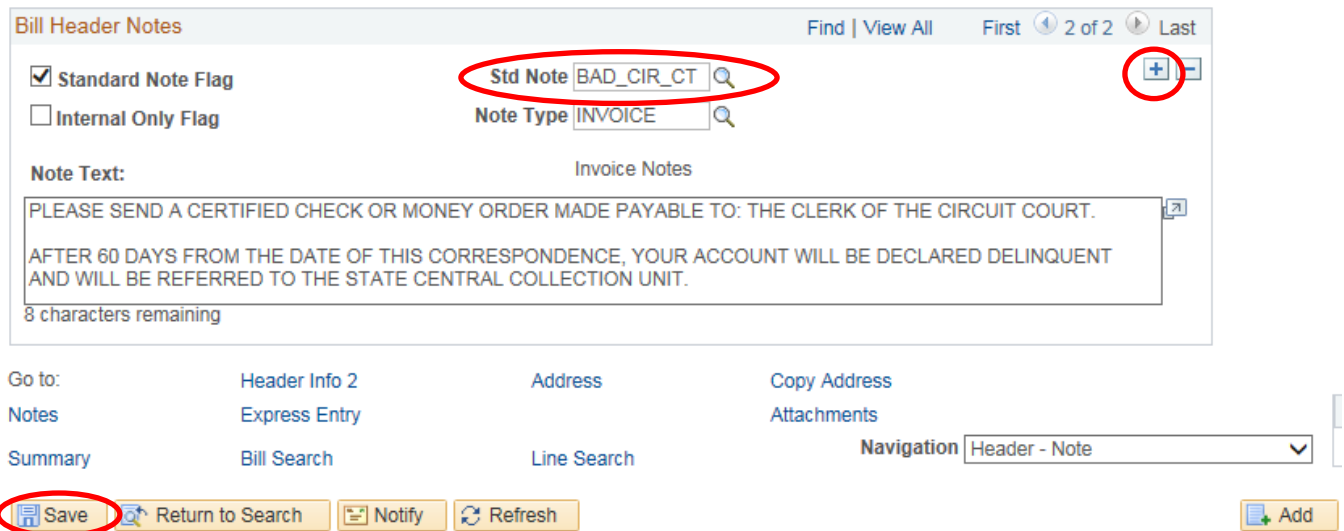



- i. Update the note as needed to reference payments, court language or “PD in FULL”.

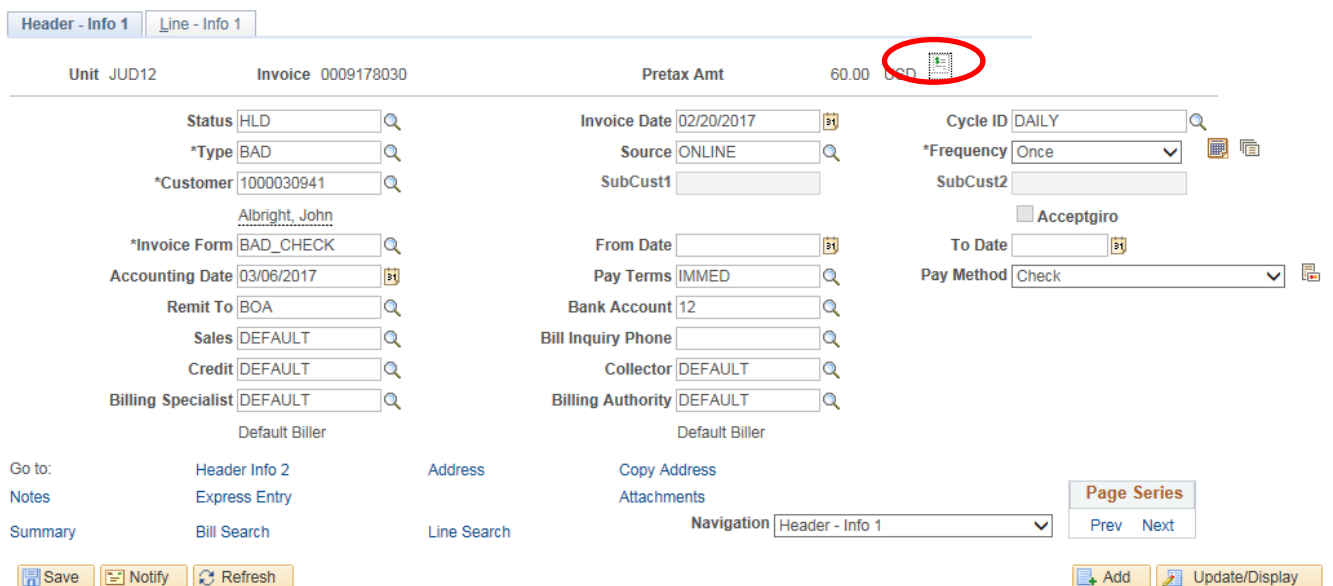
**NOTE:** Comments in the Bill Header Notes are displayed on the customer invoice, unless the “Internal Only Flag” checkbox is selected. (See below image.)





- e. To add the Standard Circuit Court note to the Bill:
  - i. Click the plus sign  to the right of the line to add an additional line.
  - ii. Select 'Bad\_Cir\_CT'.  
This will provide the standard message used in most Circuit Court Bad Check Letters.  
Note: You now have two notes that will print on the bottom of the Pro-Forma invoice.
- f. **Click the Save button.** The Click **Header – Info 1** tab.



- g. Click the Pro Forma Invoice icon  in the upper right corner of the page to print a PDF Invoice/Payment Due Statement to the customer.



- h. Print the Pro Forma by using the printer button that appears when you move your mouse over the bottom of the document.

	<b>Invoice No:</b>	Bad Checks <b>0009178030</b>
	<b>Notice Date:</b>	<b>06/27/2018</b>
	<b>Page:</b>	1 of 1

**Remit To:**  
Harford County Circuit Court  
20 WEST COURTLAND STREET  
BEL AIR MD 21014

**Customer No:** 1000030941  
**Case No:**  
**Payment Terms:** Immediate  
**Due Date:** 03/06/2017

**Bill To:**  
Albright, John  
123 Main Street  
Annapolis MD 21401

**AMOUNT DUE: 60.00**

Line	Description	Quantity	Unit Amt	Original Net Amount
1	LR Release Recording Fee	1.00	10.00	10.00
2	LR Release Surcharge	1.00	40.00	40.00
3	Bad Check Charge	1.00	10.00	10.00
Subtotal:				60.00
<b>AMOUNT DUE:</b>				<b>60.00</b>

DBA# 18073072, check# 548915 for \$ 50.00 returned for NSF for receipt# 7748510, original receipt dated 02/07/2017  
PLEASE SEND A CERTIFIED CHECK OR MONEY ORDER MADE PAYABLE TO:  
THE CLERK OF THE CIRCUIT COURT.

AFTER 60 DAYS FROM THE DATE OF THIS CORRESPONDENCE, YOUR ACCOUNT WILL BE DECLARED DELINQUENT AND WILL BE REFERRED TO THE STATE CENTRAL COLLECTION UNIT.

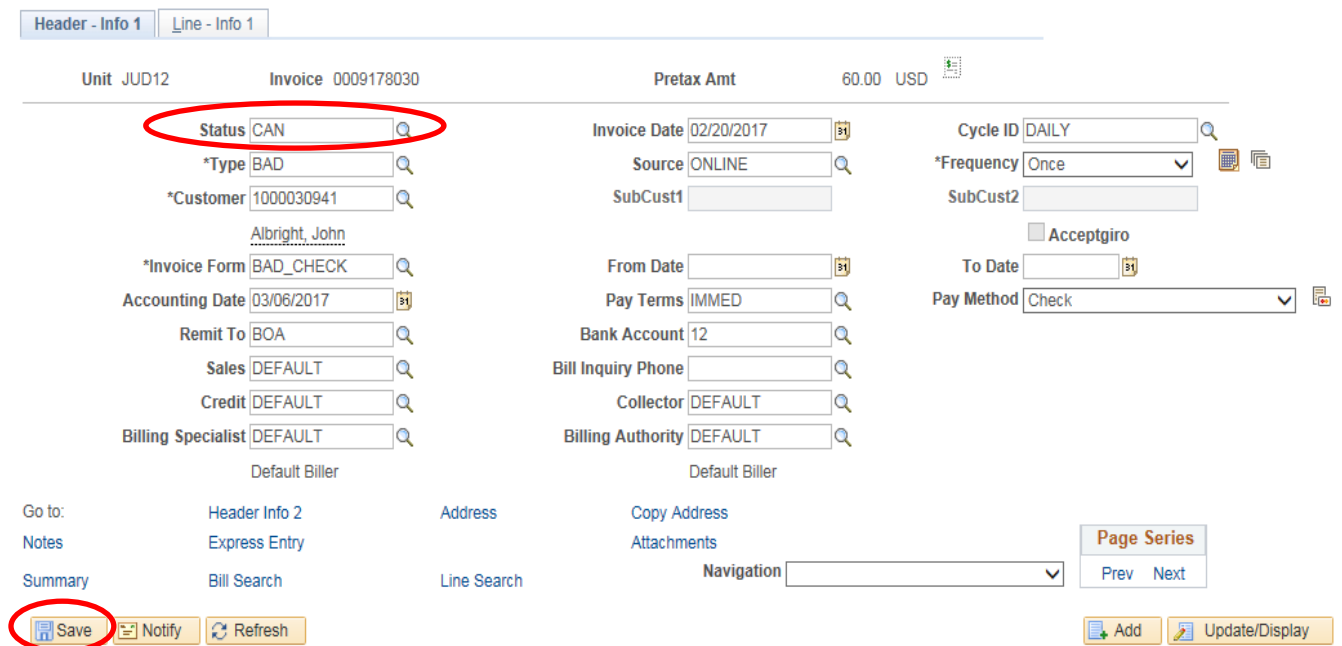


**STEP 4: Process Payment Received** *(For Non-Case Only Related Bills)*

Accounting is notified of the replacement payment and must cancel the bill.

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

1. The **Bill Entry** page will display.
  - a. **Status:** Enter “HLD” to display all bills on hold.
  - b. Select the bill you want to cancel.
2. The default **Header – Info 1** page will display.
  - a. **Status:** Change from “HLD” to “CAN”.
    - i. The Rebill Invoice is canceled and the Bad Check tracking is closed.
3. Click the **Save** button.



Header - Info 1 | Line - Info 1

Unit JUD12    Invoice 0009178030    Pretax Amt 60.00 USD

**Status** CAN

\*Type BAD

\*Customer 1000030941

Albright, John

\*Invoice Form BAD\_CHECK

Accounting Date 03/06/2017

Remit To BOA

Sales DEFAULT

Credit DEFAULT

Billing Specialist DEFAULT

Default Biller

Invoice Date 02/20/2017

Source ONLINE

SubCust1

From Date

Pay Terms IMMED

Bank Account 12

Bill Inquiry Phone

Collector DEFAULT

Billing Authority DEFAULT

Default Biller

Cycle ID DAILY

\*Frequency Once

SubCust2

Acceptgiro

To Date

Pay Method Check

Go to: Header Info 2    Address    Copy Address

Notes    Express Entry    Attachments

Summary    Bill Search    Line Search    Navigation

**Save**    Notify    Refresh

Page Series    Prev    Next

Add    Update/Display

**End of the Bad Check Process**