

Correcting ARF Errors

- Scenario 1: Deleting a Billing - No Payment Made
- Scenario 2: Deleting Billing - Payments Made
- Scenario 3: Correcting an Incorrect Customer

This section covers various correcting procedures used in ARF Billings, Payments/Receipts and related USAS transactions.

Scenario 1: Deleting a Billing - No Payment Made

I created an unnecessary billing. Although no payments have been made to this invoice, I would still like to delete it.


There are two ways to delete an unpaid billing:

Option 1 will leave no audit trail.

1. To delete an entire invoice, use the BILLING option, and enter the invoice number you want to delete.
2. Press the [Return] key. You will receive a message that the invoice is already on file.
3. Press the [PF4] key to bring up the ARF Menu. Select the option "Delete_Invoice". A message will appear displaying the invoice number you wish to delete. Press "Y" to delete the invoice. The invoice will be permanently removed and you will be allowed to re-use the invoice number.

Option 2 will leave an audit trail by canceling all of the items on the invoice separately.

1. Enter the invoice number as described in steps 1-2 in Option 1.
2. Press the [PF2] key to go to the BILLING detail screen.
3. Position cursor on a line item you would like to delete. Press the [F18] key which will automatically add another line with the negative amount for the entire amount of the original line item. The word **CANCEL** will be entered in the description.
4. Repeat this for each line item to be deleted.
5. Post the changes.

 Option 2 will back out line items, but will not actually "delete" the invoice itself.

Sample Exercise for Scenario 1

- Enter ARF and choose the following Menu Bar options for the sample exercise (use 07/01/XXXX for the date):

Processing Option	BILLING
After Posting Menu	Erase_After_Posting
Print Options Menu	No Billing_Output_Written

- Enter Invoice #: TICK2 and press [PF2] to go to the BILLING detail screen.
- Position your cursor on line item 1 and press the [F18] key. Another line item will be added with the negative amount for the entire amount of the original line item. The word "CANCEL" will be entered in the description.
- Press [PF1] to post the changes.

ARF with eiei/o Revision 6.1

Invoice #:	TICK00002	Rcpt/Chk #:	0000000	Acct:
Cust #:	C000000323	Jack B. Quick		Appr:
<Tran	<Total	<Grand		Cash:

PF1-Post	PF2-Heading	PF3-\$	PF4-Menu	No BOW	Erase_After_Post
----------	-------------	--------	----------	--------	------------------

Billing

Line	Service Dt	CustRef	Description	Total
1	07/01/1998		2 Fball Season Passes	50.00
		03300162500090000000000000000000		50.00
2	07/01/1998		2 Fball Season *Cancel*	-50.00
		03300162500090000000000000000000		
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				

Check the Results in BARQ

- Enter ARF and choose the following Menu Bar options:

Processing Option	BILLING
After Posting Menu	Erase_After_Posting
Print Options Menu	No Billing_Output_Written

- Bring up BARQ in EIEIO.
- Enter Invoice #: TICK2 and press [PF1] key.

Note the results. The Billed Amount should now be \$0.00, and the Net Due = 0.00.


Scenario 2: Deleting Billing - Payments Made

I want to delete a billing but I have made payments to it. Can I still delete the invoice?

If any payments have been made on an invoice, you cannot delete the entire invoice. Instead, you will have to CANCEL each line item one by one. **However, you cannot cancel a line item on a billing until you back out the payment first.**

There are two ways to back out payments in ARF:

Option 1 deletes the entire payment without leaving an audit trail.

 Backing out an entire payment in ARF will not back out the USAS receipt transaction. You must use RCPROC to back out the USAS receipt.

1. To back out the payment, use the PAYMENT option (regardless of which option you used originally).
2. Enter the original invoice and receipt/check number of the payment you would like to delete.
3. A message will appear that reads: "Receipt/check already on file." Press the [F18] key.
4. Another message will appear that reads: "Do you wish to delete payment/receipt (or check number) XXX?" Answering "Y" will cause that payment to be deleted entirely from the ARF system (but will not delete any USAS receipts or reduction of expenditures).

Option 2 will leave an audit trail by backing out the individual items.

1. To back out the payment, use the PAYMENT or PAYMENT_RECEIPT option (depending on what you originally used).
2. Enter the original invoice number, a date, and a new receipt/check number (if you originally used PAYMENT_RECEIPT or BILLING_PAYMENT_RECEIPT, you will need to enter a new USAS transaction number as well).
3. Press [PF2] to go to the detail screen. You will see one line with the invoice number and a blank (zero) amount in the amount field if the invoice is completely paid, or the outstanding balance if the invoice was partially paid. A comment may be displayed if you entered one in the original invoice.
4. At this point, enter ANY negative amount in the amount field and press [PF1] to post. You will receive a message, "This is too complex for ARF to distribute automatically," and you will be automatically switched to the "atom" in order to see the detail from your invoice. The "total" field will be blank if no outstanding amount is due.
5. For each line item you wish to back out, enter a negative amount for the entire amount of the original line item. If there are amounts showing which are not to be backed out, then blank out these amounts with your space bar. When the entries are complete, press PF1 to post the negative payments.

After backing out the payment(s) associated with the invoice, you may proceed with canceling the line item(s) on the invoice. Please note that by backing out the payments, the invoice line item is reopened and will list the item amount as outstanding (to be paid).

1. If you wish to cancel the unpaid portion, you will need to add a new line item with the amount to be cancelled entered as a negative amount. Enter a description for this and the account to be adjusted.
2. When all of the changes have been made, post the invoice.

The effect will be to end up with an invoice with both positive and negative charges and a grand total of zero for the balance due.

Sample Exercise for Scenario 2

- Choose the following Menu Bar options for the sample exercise (use 07/01/XXXX for the date):

Processing Option	PAYMENT_RECEIPT
Print Options Menu	No Payment_Output_Written
Print Options Menu	No Receipt_Output_Written

- Enter Invoice #: STUD4, and a new receipt number of JJS6 and the next available USAS transaction number.
- Press [PF2] to go to the PAYMENT_RECEIPT detail screen.
- Enter any negative amount in the amount field and press [PF1] to post. It won't be posted but instead switches you to the "atom" mode in order to see the detail of your invoice. Now, enter a -\$25.00 in the "amount" field and press [PF1] to post.

ARF with eiei/o Revision 6.1

Invoice #:	STUD00004	Rcpt/Chk #:	JJS0000006	Acct:	
Cust #:	C000000322	Lilly Valley		Appr:	
<Tran	<Total	<Grand		Cash:	

PF1-Post	PF2-Heading	PF3-\$	PF4-Menu	No POW	No ROW
----------	-------------	--------	----------	--------	--------

Payment_Receipt

PF1-Post	PF2-Heading	PF3-\$	PF4-Menu	No POW	No ROW
----------	-------------	--------	----------	--------	--------

Payment_Receipt

Line	Service Dt	CustRef	Description	Total
TIFNDFURCOBJSPPCCSUBJCTOPUILJOB Invoice & Line				
1	07/01/1998		Adult Basic Ed Fees	-25.00
03012121500090000000000000000000		STUD0004	1	
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				

- After backing out the payment, you may now proceed to cancel the line item on the invoice. Press [PF4] to access the ARF Menu and select ARF_Menu. Choose BILLING.
- Enter STUD4. (Press Enter twice.)
- Press [PF2] to go to the BILLING detail window.
- Add a new line item with the amount to be cancelled entered as a negative amount. For our sample exercise, type in "Canceling Line Item 1" in the description and enter a -\$25.00 in the amount field. Press [PF1] to post.

Check the Results in BARQ

- Enter ARF and choose the following Menu Bar options:

Processing Option	BILLING
After Posting Menu	Erase_After_Posting
Print Options Menu	No Billing_Output_Written

- Bring up BARQ in EIEIO.
- Enter Invoice #: STUD4 and press [PF1] key.

Note the results. The Billed, Paid, and Net amounts should all be \$0.00.

Scenario 3: Correcting an Incorrect Customer

I used the wrong customer number on a billing (currently, it's C323, it should have been C322). What can I do if I have made payments to this billing?

Occasionally, someone enters the wrong customer number when creating an invoice in ARF, and the invoice is posted before this is discovered. Unfortunately, there is no way in ARF to directly change the customer number.

If payments have been made to the invoice:

1. Use the FARROW option to create a new invoice from the original (incorrect) one and change the customer in the process.
2. Use the procedure in Scenario 2, Option 2 to back out the payments made to the original invoice.
3. Next, call up the original billing and cancel each item on the invoice by placing the cursor on the line item and pressing the [F18] key to cancel the item. Please do this for each item on the billing. When all of the original items have been cancelled, then the incorrect customer is charged nothing.

If no payments were made to the invoice:

1. Use the FARROW option to create a new invoice from the original (incorrect) one and change the customer in the process.
2. Cancel the original invoice by calling it up and using the "Delete_Invoice" option from the [PF4] ARF Menu.

Sample Exercise for Scenario 3

- Choose the following Menu Bar options for the sample exercise (use 07/01/XXXX for the date):

Processing Option	BILLING
After Posting Menu	Erase_After_Post
Print Options Menu	No Billing_Output_Written

- Enter TICK6 for the new invoice number and C322 for the correct customer number.
- Press [PF2] to go to the BILLING detail screen.
- Press [F6] to invoke the FARROW option. Enter TICK5 for the "Invoice # for FARROW." The detail from TICK5 will be loaded into TICK6. Press [PF1] to post.
- Press [PF4] to access ARF Menu and select ARF MENU.

Processing Option	PAYMENT_RECEIPT
-------------------	-----------------

- Enter the original invoice number TICK5, HS3 for the Payment/Receipt #, and next available USAS transaction number.
- Press [PF2] to go to the detail window.
- Type in ANY negative amount in the Amount field and press [PF1] to post. The "This is too complex for ARF to distribute automatically" message will appear and you will automatically be switched to "atom" mode in order to see the detail of your invoice.
- Enter a -\$45.00 in the Amount field on Line 1.
- Enter a -\$40.00 in the Amount field on Line 2.
- Enter a -\$40.00 in the Amount field on Line 3 and press [PF1] to post the changes.

ARF with eiei/o Revision 6.1

Invoice #: TICK00005	Rcpt/Chk #: 000000	Acct:
Cust #: C000000323	Jack B. Quick	Appr:
<Tran	<Total	<Grand
		Cash:

PF1-Post	PF2-Heading	PF3-\$	PF4-Menu	No BOW	Erase_After_Post
Billing					

Line	Service Dt	CustRef	Description	Total
			TIFNDFURCOBJSPPCCSUBJCTOPUILJOB Remaining \$ Amt	
1			2 Girls B-ball Passes	45.00
03300162500090000000000000000000				45.00
2			2 Track Season Passes	40.00
03300162500090000000000000000000				40.00
3			2 Soccer Season Passes	40.00
03300162500090000000000000000000				40.00
4			Cancel Line Items 1-3	-125.00
03300162500090000000000000000000				
5				
6				
7				
8				
9				
10				
11				

- To exit ARF, *press [Menu] and then select Exit_ARF or press the [F10]* to exit ARF.

Check the Results in BARQ

- Enter ARF and choose the following Menu Bar options:

Processing Option	BILLING
After Posting Menu	Erase_After_Posting
Print Options Menu	No Billing_Output_Written

- Bring up BARQ in EIEIO.
- Enter Invoice #: TICK5 and press [PF1] key.

Note the results. The Billed, Paid, and Net amounts should all be \$0.00.