AZ360 Common Troubleshooting Error Questions & Answers

Introduction

This document was published to assist agencies in becoming more self-sufficient while operating within the Arizona Financial Information System (AZ360). It includes some of the most commonly asked questions the AZ360 liaisons have received from agencies. This document is subject to be updated as new common questions and answers are captured by the AZ360 liaisons. The GAO will send notifications when new common questions and answers are added.

If you are looking for a question regarding a specific topic, you may use the Ctrl + F keys on your keyboard and then type in a keyword, such as "STADJ" to search to see if there may be a question on the topic included in this document or if the keyword is contained in an answer to a question.

When you run into errors or issues in AZ360, there are a few steps to take before you reach out to your AZ360 liaison.

1. **Before submitting any financial type of transaction (except ITI transactions) in AZ360, check the posting lines, and not just the accounting lines, to ensure appropriate COA's are being debited and credited.**
2. **When you first receive an error, click on the hyper-link in the error description. This will take you to the line(s) where the errors are actually occurring.**
3. **Start by asking your coworkers, your supervisor, your manager, and/or your agency coordinator because it is more likely that they have experienced the same issues and have the answers.**
4. **Check for available resources on the GAO website at www.gao.az.gov. This includes training materials under Training > AZ360 Training Resources, CBT training materials in TRACORP, State of Arizona Accounting Manual (SAAM) and applicable web stories.**
5. **If after these steps are taken, you still need assistance, have your agency coordinator/agency main point of contact person reach out to your AZ360 liaison. An updated GAO Agency Liaison Contact List is available on the GAO website under Operations > Operations Resources.**
6. **Include screenshot(s) of the error(s), transaction code and ID, and any other pertinent information when you email your AZ360 liaison. Please give your liaison 24 hours to reply.**

List of Questions and Answers Included in This Document

Question 1: How long does it take for transactions to be approved by GAO?

- o Most transactions are approved within 24-48 hours
- o Some transactions, such as DADJ transactions, may take longer due to additional review and approvals

Question 2: How do I get my AZ360 Production password reset?

- o Call the ADOA Help Desk at 602-364-4444, option 5, or
- o Open a ticket with the ADOA Help Desk at servicedesk@azdoa.gov
- o **AZ360 liaisons cannot reset AZ360 passwords**

Question 3: I need my transaction rejected. Who do I contact?

- o   Agency's need to check to see what worklist the transaction is in and reach out to the correct group
- o   Click the **3-dot menu**, under Research > **Track Work in Progress** to ensure where the transaction is in the process
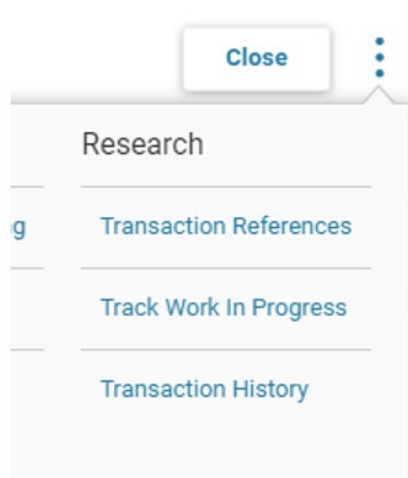
Question 4: My transaction is not in final and requires other approval (GAO, OSPB, other agency, etc.). How can I find out what the status is?

- o   Search the transaction catalog for rejected transactions for your agency. For the transaction in question, look to see if there is a comment in the transaction comments area. Most agencies add comments if the transaction was rejected.

  - ▪   In the transaction, click the **9-dot menu** at the top of the screen, click the Add Comment field to view comments

- o   If the transaction was not rejected, click the **3-dot menu**, under Research > **Track Work in Progress** to ensure where the transaction is in the process
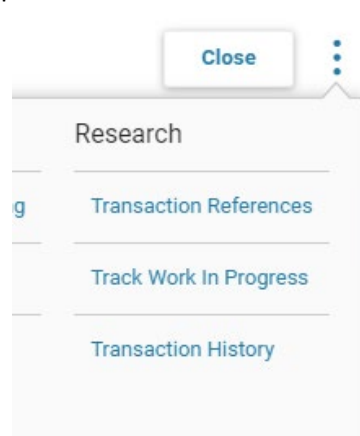
- o Most transactions can take 24-48 hours for the approval process. If it has been longer, reach out to the appropriate team to get an update.
  - ▪ DADJ transactions **(specifically BSA 0582)** - may take longer due to additional review(s) required by GAO Internal Audit

Question 5: My payment has not paid out, why not?
- o Check the scheduled payment date on the GAX transaction. This will be found on the Vendor tab > Disbursement Options > Schedule Payment Date
  - ▪ If the date is a future date, you can modify the date on the GAX to pay out sooner

General Information	Disbursement Options	Discount Terms
Schedule Payment Date 07/07/2021		**Single Check** No

  - ▪ If the date has passed, go to number 2 and 3 below
- o 2. Check the DISRQ table – under Disbursement Control, system hold reason

System Hold	System Hold Reason
No	Blank

- o 3. Check INFOADV > Statewide Reports > Automated Disbursements and locate the most recent AD/EF DocExcepRep (AD/EF Transaction Exception Report) then search for the transaction you are looking for
  - ▪ This report will show transactions on error for various reasons
  - ▪ Common issues – not enough cash, budget, etc.
- o If there is an error, the agency will need to correct the issue in order for the GAX type transaction to pay

Question 6: How do I add a function?

  Example error you might receive in AZ360: **The associated Function (FUNC) entry cannot be found. (C1014).**
- o Add the function to the Function (FUNC) table. (Must do this step first)
- o Add function and chart of account information to Function Inference (FUNCINF) table

Question 7: Why am I seeing an error regarding Accounting period/year closed?

  Example error you might receive in AZ360: **Accounting Period closed - transaction not allowed. (A1598)**
- o Go to Accounting Period (APD) table to see if the period is open
- o If it's the beginning of the new period, wait until 9:00 am before emailing

		Fiscal Year ⇕	Period ⇕		Name ⇕
☐	▶	2023	0		Opening Period
☐	▶	2023	1		July
☐	▶	2023	2		August
☐	▶	2023	3		September
☐	▶	2023	4		October
☐	▶	2023	5		November
☐	▶	2023	6		December
☐	▶	2023	7		January
☐	▶	2023	8		February
☐	▶	2023	9		March
☐	▶	2023	10		April

Question 8: What type of encumbrance transaction do I use for my payment and/or transfer?

- o Create a GAE for payment transactions (GAX, GAXR1)
- o Create an IPO for an transfer transactions (IET, IETBS)

Question 9: I can't liquidate my GAE and/or cancel my warrant since the vendor is inactive. What should I do?

- o Email the Vendor Group at vendors@azdoa.gov to temporarily activate the vendor

Question 10: How do I liquidate my encumbrance?

- o **Scenario One:** Liquidating a GAE that is fully open (not yet used)

  General Information

Transaction Name	Record Date	Budget FY
-	07/05/2023	2023

Fiscal Year	Period	Transaction Description	Actual Amount
2023	12	-	$40.00

  Accounting Profile
  -

  ▶ Show More

  Open/Closed Details

Closed Amount	Billing Location	Closed Date	Shipping Location	Open Amount
$0.00	-	-	-	$40.00

- o Click Cancel on the 3-dot menu GAE to create the cancellation version to reverse the original posting lines
- o Validate and Submit
- o **Scenario Two:** Liquidating a GAE that is partially open

Summary	Header	Vendor (1)	Accounting (4)	Posting (1)	
		Legal Name US DEPT OF AGRICULTURE	**Line Amount** $594,000.00		⌃

  ∨ Header

Record Date	Transaction Name	Transaction Description
07/15/2022	USDA, AMS, FVP, FRESH PRODUCTS BRANCH FEDERAL ST	FY2023 FED STATE COOPERATIVE

Actual Amount	Open Amount	Closed Amount
$631,800.00	$456,335.16	$175,464.84

Closed Date		
-		

- o Click Modify on the 3-dot menu of the GAE to create a modification transaction
- o Go to the lines with an open amount

	▼	4	$7,800.00	AHA	41555	AH2113		2023	AH30120	6200	6299	🖉	⋮

  General Information   Open/Closed Details   Reference   COA

Line Closed Amount	Line Closed Date	Line Open Amount
$7,343.24	-	$456.76

  Referenced Line Amount
  $7,343.24

- o On the Accounting Section > Open/Closed Detail Tab, change the 'Line Amount' to the dollar amount on the 'Line Closed Amount':

General Information **Open/Closed Details** Reference COA

Line Closed Amount
$7,343.24

Line Closed Date
07/05/2023

Line Open Amount
$0.00

Referenced Line Amount
$7,343.24

- o This will leave you with the Line Open Amount- $0
- o Validate and Submit

Question 11: Why is my chart of accounts (COA) being overridden?

- o Check to see if there is a function inference (FUNCINF) set up and view the COA elements
- o The function inference overrides accounting templates and manually keying

Question 12: When is soft/hard close?

- o Look on the GAO website main page, at the bottom of the page under, FY20YY AZ360 Financial Month End Close Schedule. GAO updates this page when a fiscal month is soft or hard closed.

FY 2024 AZ360 Financial Month End Close Schedule

MONTH	SOFT CLOSE		HARD CLOSE	
	Date	Day	Date	Day
13th Month FY 2023	07/15/2023	Saturday	09/02/2023	Saturday
July	09/06/2023	Wednesday	09/06/2023	Wednesday
August	09/01/2023	Friday	09/22/2023	Friday
September	10/02/2023	Monday		
October	11/03/2023	Friday		
November	12/04/2023	Monday		
December	01/03/2024	Wednesday		
January	02/02/2024	Friday		
February	03/01/2024	Friday		
March	04/01/2024	Monday		
April	05/03/2024	Friday		

Question 13: What do I do if something **isn't** working, such as printing, a new period not open, AZ360 is down, etc.?

- o Wait until at least 9:00 am
- o The liaisons most likely have been notified
- o The issue is actively being worked on

Question 14: What is the difference between CTX vs CCD?

- o CTX and CCD are the available ACH payment formats that are sent to the bank for electronic payments
- o The CCD file format includes one addenda record of remittance payment detail. ****This is used for US Bank payments**
- o The CTX file format includes multiple addenda records of remittance payment detail. This is the most common type.

Question 15: A vendor has a question about payment details regarding a payment they recently received. What should I tell them?

- o If the payment was issued within the current or prior calendar year, have the vendor go to the Vendor Payment Website at https://venpay.az.gov/paymtsearch
- o The vendor can search for their payments and find the invoice number, invoice description, etc.
- o If the payment was prior to the previous calendar year, and they know which agency paid them, they should just work with that agency directly
- o If the payment was prior to the previous calendar year and the vendor isn't sure what agency paid them, they may contact GAO or an AZ360 liaison for assistance

**Question 16:** What does it mean when I get a staging error?

	Profile ID ⇕	Profile Name
☑	2A	Type 2A Appropriations - Optional
☐	2B	Type 2B Appropriations - Optional
☐	2C	Type 2C Appropriations - Optional
☐	AP	Appropriation Type 1 Profile - Expense
☐	CA	Type 2 Appropriations - Optional
☐	CO	Type 2CA Appropriations - Optional
☐	GC	GCA Fund
☐	MY	Multi Year Budgets
☐	NA	Approp Type 2 and 3 Profile - Expense/All Revenues/All BSA
☐	PC	Payroll Clearing Fund - Special Accounts 1316, 1320 and 1321
☐	PF	Payroll Clearing Fund

Go to the Budget Fiscal Year Staging Profile Select table (BYSTPFSL)

- o You can find the most common AP Staging Profiles errors below, for example:
  - ▪ Stage 3- BFY-2019 FY-2019- type 1 or 2 appropriation needs an encumbrance because the amount is over $5,000 and transactions exceeding this amount need a reference transaction.
    - ▪ Needs an encumbrance (GAE/IPO)
  - ▪ Stage 4- BFY-2018 FY-2019 STAGE FOUR-(13th month) - type 1 or 2 appropriation
    - ▪ Needs an encumbrance (GAE/IPO)
  - ▪ Stage 5- BFY-2018 FY-2019- Administrative Adjustment - type 1 or 2 appropriation
    - ▪ Needs an encumbrance due to the admin adjustment period (GAE/IPO)
  - ▪ Stage 6- Appropriation has lapsed – cannot use the appropriation entered
    - ▪ There are certain circumstances where a lapsed appropriation can be used, such as cancelling a warrant or liquidating an encumbrance, as an example.
    - ▪ This exception should be discussed with GAO if AZ360 is rejecting the transaction

Question 17: How do I print a Cash Receipt (CR) type transaction?

- o Click **3-dot** menu on the top right
- o Click **Print** under Other Actions
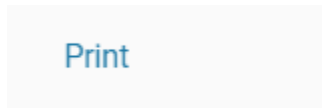
Print

- o The Print Screen will appear, click the Print button on the top right
- o Click Cancel to go back to the CR transaction
- o Click **3-dot** menu on the top right
- o Click **Forms** under Research
- o Once the Status is **Completed**, click the **3-dot** menu, click View PDF

Status	Description	Transaction Code	Transaction Dept	Transaction ID	File Name	
Pending	-	CR	AAA	17FIX0097729	183134_646228_CR_AAA_17FIX0097729_1	⋮
Completed	-	CR	AAA	17FIX0097729	183134_646200_CR_AAA_17FIX0097729_1	⋮

Grid Actions ⌄ | 1 - 3 of 3 Records | View per Page - 20 50 100 | Page 1 of 1

Question 18: My PDF won't print, why?

- o There could be others trying to print, so there is a delay
- o Try to wait 20 minutes to see if the form is still loading
- o Ask your coworkers to see if it is an agency wide issue
  - ▪ If all your coworkers are having issues, it could be a statewide issue
  - ▪ **One person** from your agency should contact your AZ360 liaison

Question 19: Is the Cash Sweep (SWEEP) table an instantaneous update?

- o No, it needs an overnight cycle to update

Question 20: I am getting this error in AZ360 - **VIR table Vendor Invoice on Vendor Invoice Registry has been paid for $XX.XX. (A1807),** what should I do?

- o Go to the VIR table to see what has already been paid using that invoice number
- o An agency cannot have a duplicate invoice number for the same vendor

Question 21: My warrant/check needs to be pulled, who do I contact?

- o The agency CFO must send an email to the GAO Admin Team at gaoadmin@azdoa.gov
- o Include check number, check amount, business justification for pull request, and any additional information

Question 22: How do I clear my STADJ?

- o If the STADJ is due to non-sufficient funds (NSF), please refer to the 'Handling an NSF' QRG on the GAO website under Training > AZ360 Training Resources
- o If the STADJ is not due to an NSF, copy forward to a DADJ to 'clear' the STADJ
- o Click the 3-dot, under Primary Actions, and Copy Forward
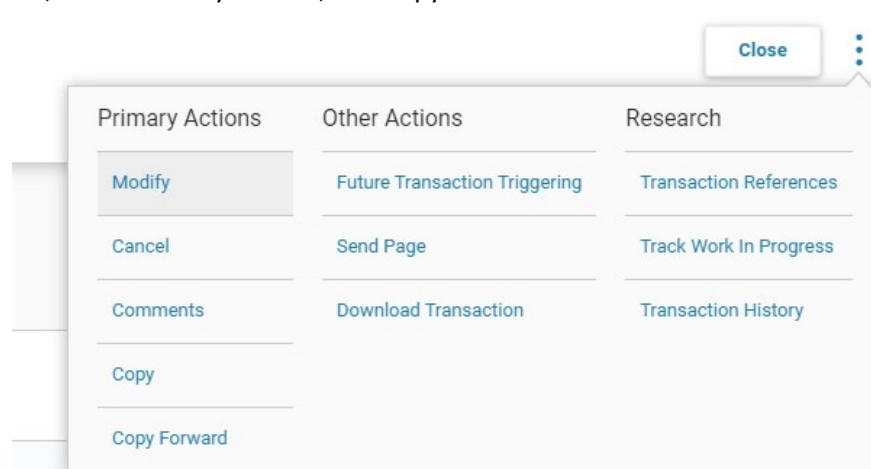
- o When clearing STADJ's refer to the BBALD screen to view the current balance to ensure you are clearing the balance correctly. Not all STADJ transactions need to be cleared, if the associated Balance Sheet Account balance has already been cleared by another method, such as a CR redeposit to clear an NSF balance.
- o When clearing STADJ's see the associated DADJ event type below:

The Event Types used with a DADJ are:

- ARD1 – Unfavorable Deposit Adjustment – Revenue Source (use in conjunction with STADJ event type ARS1)
- ARDA – Unfavorable Deposit Adjustment – Object (use in conjunction with STADJ event type ARS1)
- ARD2 – Favorable Deposit Adjustment – Revenue Source (use in conjunction with STADJ event type ARS2)
- ARDB – Favorable Deposit Adjustment – Object (use in conjunction with STADJ event type ARS2)
- ARD3 – Write Off NSF Receivable – Revenue Source (use in conjunction with ARS3)*
- ARD4 – Write Off NSF Receivable – Object (use in conjunction with ARS3)
- ARD6 – Credit Card Unfavorable Adjustment – Revenue Source (use in conjunction with ARS4)
- ARD7 – Credit Card Unfavorable Adjustment – Object (use in conjunction with ARS4)
- ARD8 – Credit Card Favorable Adjustment (use in conjunction with ARS5)

*Note: There are several Quick Reference Guides, such as *Favorable & Unfavorable Deposit Adjustments, Non-Web Portal Credit Card Revenue & Fee Processing, Handling an NSF*, and other training material regarding this topic under Training on the GAO website (www.gao.az.gov)

Question 23: How do I know the status of a warrant and if it has been cashed or not?

- Go to the Paid Checks (PDCHK) and/or Check Reconciliation (CHREC) table in AZ360
- PDCHK table shows warrants that have been paid, cancelled and/or stale dated
- CHREC table shows warrants that are in warranted status and EFTs that have been recently been disbursed but not yet cleared by the receiving bank

Question 24: Can I add my own Chart of Accounts (COA) elements in AZ360?

- See the below crosswalk regarding who has authority to create the COA

Chart of Accounts Crosswalk

Chart of Account Rollups

*Rollups are primarily used to support reporting needs and requirements.
*Rollups are always inferred for posting to journals and other tables in the system from the base element on the accounting/ posting line.
*Rollups are optional and generally do not have a predefined hierarchy.

Decentralized means that the COA is controlled at the agency level and that someone at the agency is able to establish the COA
Centralized means that the COA is controlled at the Statewide level and that someone at GAO needs to approve/establish the COA

Element	Sub Element	Central/Decentral	Section	District	Group	Bureau	Division	Flex 1-5	Cabinet	Branch
Organizational Elements										
Department	N/A	N/A							Central	Central
Unit	Sub Unit	Decentral	Decentral	Decentral	Decentral	Decentral	Decentral	Central		
Element	**Sub Element**	**Central/Decentral**	**Class**	**Category**	**Type**	**Group**	**CAFR Major**	**CAFR Minor**	**CAFR Activity Unit**	**County**
Fund Accounting Elements										
Fund Accounting Elements	Sub Fund	Central	Central	Central	Central	Central	Central	Central		
Object	Sub Object	Central	Central	Central	Central	Central	Central	Central		
Revenue Source	Sub Revenue Source	Central	Central	Central	Central	Central	Central	Central		
Balance Sheet	Sub Balance Sheet	Central	Central	Central	Central	Central	Central	Central		
Other Elements										
Appropriation	N/A	Central	Central	Central	Central	Central				
Function	Sub Function	Decentral	Decentral	Decentral	Central	Central				
Activity	Sub Activity	Decentral	Decentral	Decentral	Central	Central	Central	Central	Central	
Location	Sub Location	Decentral	Decentral	Decentral		Central				Central
Reporting Code	Sub Reporting	Central	Central	Central	Central	Central				
Department Object	N/A	Decentral	Decentral	Decentral	Decentral	Decentral				
Department Revenue	N/A	Decentral	Decentral	Decentral	Decentral	Decentral				
Task	N/A	Decentral								
Program Structure										
Major Program	N/A	Decentral	Central	Central	Decentral	Decentral				
Program	N/A	Decentral	Central	Central	Decentral	Decentral				
Program Period	N/A	Decentral/ Major Program								
Phase	N/A	Decentral								
Task Order	N/A	Decentral								

Question 25: How do I know if the Department Object/or other COA are required in AZ360?

- o Go to the Fund Department Requirements (FDREQ) table. This table is managed at the agency level
- o Search for the Fiscal Year, Department, and/or Fund

˅ Search

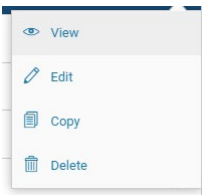| Fiscal Year	Department	Fund
2023	ADA	AD*

Search   Reset

Results -

Fund Department Requirements ☆

← Back   ⟁ Create

Grid Actions ˅

1 - 20 of 61 Records   View per Page - **20**   50   100   «   ‹   Page 1 of 4   ›   »

	Fiscal Year ⇅	Department ⇅	Fund ⇅	Accounting Classification	
☑	2023	ADA	AD1107	Spending	⋮
☐	2023	ADA	AD1107	Revenue	⋮
☐	2023	ADA	AD2000	Spending	⋮
☐	2023	ADA	AD2000	Revenue	⋮

Click the **3-dot** menu on right hand side, click View

- 👁 View
- ✎ Edit
- 🗐 Copy
- 🗑 Delete

Fund Department Requirements ♡

Edit   Cancel

* Required field

Fiscal Year	Department	Fund
2023	ADA	AD1107
	DEPT OF ADMINISTRATION	PERSONNEL DIVISION FUND
Accounting Classification	**Sub Fund**	**Unit**
Spending	Optional	Optional
Sub Unit	**Appropriation Unit**	**Department Object**
Optional	Optional	Required
Department Revenue	**Location**	**Sub Location**
Optional	Optional	Optional
Activity	**Sub Activity**	**Function**
Optional	Optional	Required
Sub Function	**Reporting**	**Sub Reporting**
Optional	Optional	Optional
Task	**Sub Task**	**Task Order**
Optional	Optional	Optional
Program	**Phase**	**Debt ID**
Optional	Optional	Optional
Program Period		
Optional		

- o If it says 'Required' next to the COA, that COA is required
- o If the agency does not want it to be required, have **management at your agency** change the drop down to 'Optional' if applicable by clicking the Edit button and making the change

> **Note:**   A few agencies, such as AAA and GHA, are not set up on the FDREQ table

Question 26: Why is my vendor inactive?

- o Go to the Vendor/Customer (VCUST) table
- o Go to Change Management at the bottom of the screen
  - Look at the comment section to see the reason for the inactivation of the vendor such as returned warrants, returned 1099, etc.

Some common address abbreviations are shown below

- NDAA = Not Deliverable As Addressed
- RTS = Return To Sender
- UTF = Unable To Forward
- NMR = No Mail Receptacle
- ANK = Address Not Known
- Verify the addresses with the vendor to ensure they are correct
  - The remit address is where the payment should be sent
  - The main address is where the 1099 should be sent
- Then contact Vendors@azdoa.gov to get the vendor activated
- If the address is incorrect and the Vendor/Customer starts with an IV, the vendor must update their address in APP. If the Vendor/Customer starts with something other than IV, you may need to process a VCMD1 transaction in AZ360 to update the address after obtaining an updated GAO-W-9 from the vendor

Question 27: The vendor said they updated their address in Arizona Procure Portal (APP), why didn't the address update in AZ360?

- o Ensure the vendor updated the correct address in APP, see the two situations below
  - The remit address in APP updates the vendor to make it active in AZ360
  - The main address in APP only updates the 1099i table in AZ360

Question 28: I am doing a stop payment in AZ360, what do I select for the cancellation type?

- o Select either **Close or Reschedule** – all other selections will cause GAO to reject the transaction
- o If Reschedule is chosen, a notarized Warrant Replacement Request Form (GAO-6) must be attached
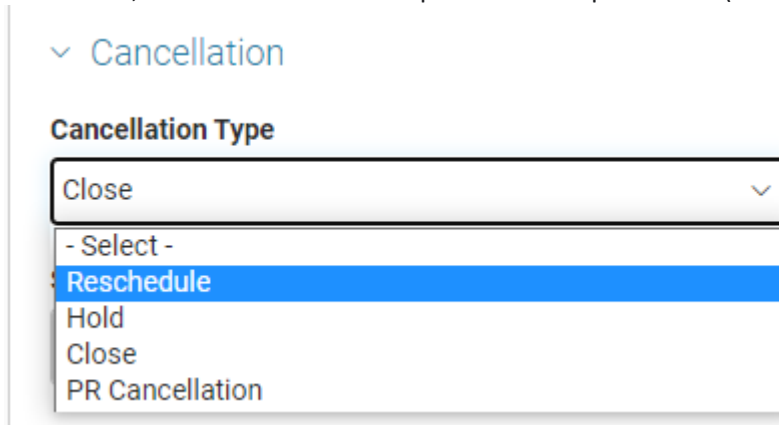
Question 29: Do I have to attach a voided warrant to the cancellation transaction in AZ360?

- o No, you do not have to attach a voided warrant to the cancellation transaction. There are three different situations to choose
- o Additional information in regards to stop payments can be found in the *How to Close or Reissue a Warrant QRG*

Cancellation with a Stop Payment	Warrant not in hand
	Cancel Type: Close
	BofA overnight process
	No attachment
Cancellation with a Voided Warrant Attached	Warrant in hand
	Cancel Type: Close
	Effective on approval
	Attach voided warrant
Reschedule (Reissue) a Warrant	Warrant not in hand
	Cancel Type: Reschedule
	Effective on approval
	Attach notarized GAO-6

Question 30: I submitted a stop payment. When will it be approved?

- o Any stops in the GAO AP Approver worklist before 3pm will be added to the stops list in the banking system the same business day
  - ▪ The next business day the stop transactions should be approved in AZ360 by 11am
  - ▪ Any stops transactions that arrive in the GAO AP Approver worklist after 3pm will be added the next business day

Question 31: What expenditure object/revenue source do I use?

- o On the GAO website > Publications > SAAM (toward the bottom, under *Topic 95 Lists*)
  - ▪ There is a list of all revenue sources and expenditure objects and their descriptions
  - ▪ The agency should normally decide what to use since GAO is not involved in day to day operations at the specific agencies

Question 32: The vendor requested a warrant copy, what do I do?

- o A user with an AP role at the agency must fill out the Warrant Copy Request (GAO-5) Form located on the GAO website and send the completed form to FINOperations@azdoa.gov
- o Fin Operations will provide the copy for the agency to send to the vendor

Question 33: What is a 3-way match?

- o A three-way match is the process of comparing the purchase order; the goods receipt note and the supplier's invoice before approving a supplier's invoice for payment. A 3-way match helps in determining whether the invoice should be partially paid or in its entirety.
- o If you still need assistance regarding a 3-way match, please contact ADOA SPO at APP@azdoa.gov

Question 34: Are agencies allowed to adjust allotments?

- The agency would need to complete a BGA60 transaction in AZ360 with a letter attached stating the justification for the requested allotment adjustment. It will be reviewed by GAO and OSPB. The time varies that it will be with OSPB waiting for review and approval/decline. The time from request to response can vary from a couple of days to a couple weeks (or longer).

Question 35: Can specific lines on a PEDF1 transaction be deleted?

- No, this is not allowed. See the **HRIS Payroll Transaction Corrections QRG** on the GAO website under Training > AZ360 Training Resources for more information on correcting PEDF1 transactions on error

Question 36: Why did a GAX produce a warrant instead of an EFT payment?

- Check to see that the vendor and payee *(if applicable)* are BOTH set up for EFT payments on the VCUST table

Vendor/Customer ♡

Vendor/Customer: IV0000007592 | **Legal Name:** VCORE TECHNOLOGY PARTNERS LLC | **Alias/DBA:** -

⌄ Prenote/EFT

| Generate EFT Payment | ABA Number | Bank Name |
| No | - | - |

Account Type	Account Number	Routing ID Number

EFT Format	EFT Format Description	EFT Status

Last Status Change	EFT Status Notes	Prenote Requested Date

- If the vendor is setup for ACH/EFT, the agency should let the system default the disbursement options, **do not select warrant**

Question 37: What is a JVEXP transaction?

- o JVEXPs are Journal Vouchers for Expired Warrants created under department AAA, which means that the agencies cannot view the transactions in AZ360. They are system generated as part of the expired warrant job that is completed weekly by an AZ360 manager. The JVEXP is to record the stale dating of the warrant (a warrant that is older than 180 days without being cashed). It either cancels the expenditure and returns the funds to the originating fund or it sends the funds to unclaimed property. The originating fund's fund group determines whether the funds are returned to the agency or sent to the Arizona Department of Revenue Unclaimed Property.
- o Your liaison can provide the warrant number that was stale dated.
- o Use the Fund table > Unclaimed Property Classification field to determine where the money will be sent when the Expired Warrants job runs

Fund ☆

˅ Search

Fiscal Year	Fund	Name
2023	CH2000	

Grid Actions ˅

1 - 1 of 1 Records   View per Page - 20   50   100

		Fiscal Year ⇕	Fund ⇕	Name ⇕	Fund Group	Unclaimed Property Classification
☐	▸	2023	CH2000	FEDERAL GRANTS	2000	Return to Fund

Question 38: A warrant stale dated. What happens now?

- o Look at the fund on the posting line of the transaction associated with the warrant
  - Go to the FUND screen under the Unclaimed Property Classification field
- o Money either goes back to the fund for the agency to reissue the payment or to Unclaimed Property for the payee to claim the funds
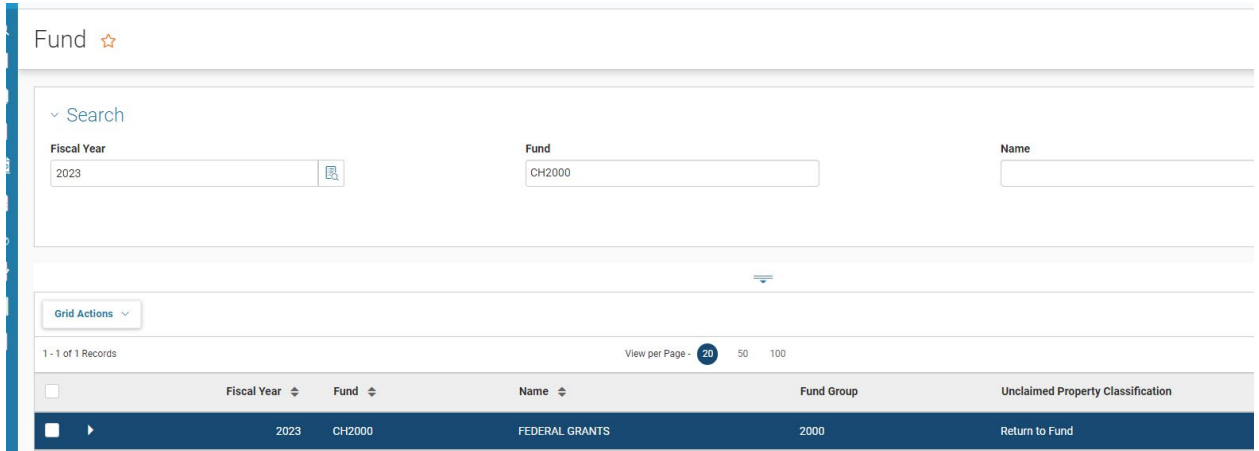

Question 39: How do I add attachments to an AZ360 transaction?

- o Attachments allow users to attach one or more files to the currently selected component of an open transaction. When selected, users are presented with a page presenting options to add, delete, or view transaction attachments. If the transaction is not open for update, only viewing of a transaction's attachments is allowed.

- o Click on the Attachments button

Drop the file or click Browse to upload the file
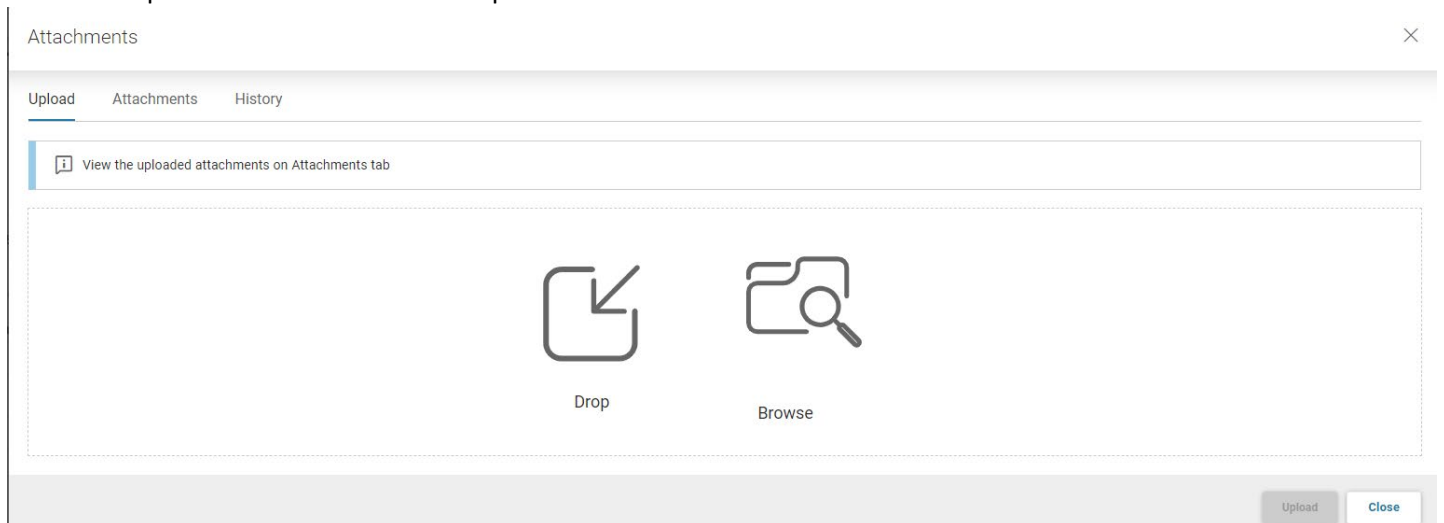
Then click Upload
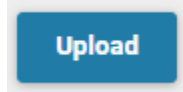
To view the attachment, click the Attachments (1) tab.
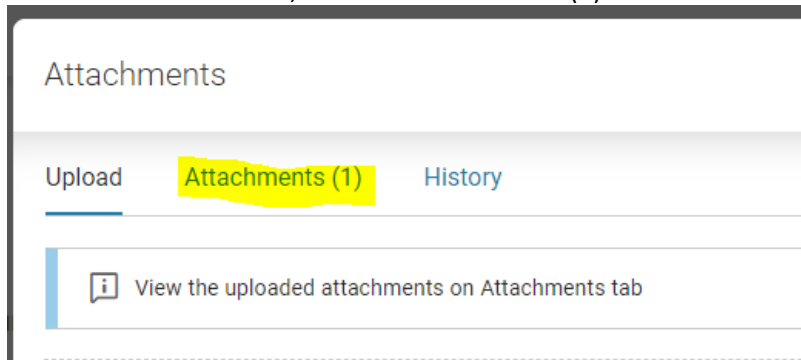
Once a transaction is in final, you cannot add an attachment; however, you can add a comment, which will allow you to add an attachment.

Click on the 9-dot menu

Click Add Comment
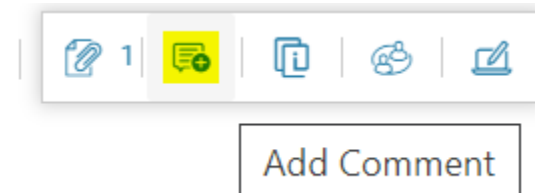
Click the '+' to add a line

Fill in the required Subject and Comment fields

Click Save at the top right

Then click the paper clip and add an attachment

This information may also be found by searching for "attachments" in the Getting Started with AZ360 Training Guide on the GAO website.

Question 40: What is an ABDL transaction?

o An ABDL, Accounting Based Transaction Lapse, is the transaction generated by the Fiscal Year-End Statutory Encumbrance Lapse job as part of GAO Fiscal Year-End closing process. An ABDL is created to close out remaining open encumbrance balance. The reference transaction included in the Reference Tab of the Accounting section of an ABDL is the open encumbrance transaction that is being closed out/liquidated by the ADBL transaction. An ABDL transaction can also be used to liquidate an open encumbrance transaction that is drawn from a type 3 appropriation (non-appropriated appropriation).

**Question 41:** What is a JVES transaction?

o A JVES, Journal Voucher Encumbrance Sweep, is the transaction generated by the Fiscal Year-End Open Encumbrance Balance Roll Forward job as part of GAO Fiscal Year-End closing process. A JVES is created to roll open encumbrance balance (established in both AZ360 and APP) from the fiscal year that is being closed to the new accounting fiscal year, using the same chart of account elements on the initial encumbrance transaction. The Open Encumbrance Balance Roll Forward job liquidates the original encumbrance transactions and creates a new encumbrance transactions in the new accounting fiscal year.

Question 42: What is a JVAC transaction?

o A JVAC, Journal Voucher Annual Close, is the transaction generated by the Fiscal Year-End General Ledger Close job as part of GAO Fiscal Year-End closing process. A JVAC is generated to close nominal account balances (cash expenditures, accrued expenditures, collected revenue and billed revenue) to fund balances and to roll forward real account balances (assets and liabilities) from an accounting fiscal year that is being closed to the new accounting fiscal year.

Question 43: Why can't I see a page code in AZ360?

o Ensure that Page Code is selected. If 'All' is selected, the other three options are checked and you can type in the page name rather than the page code.
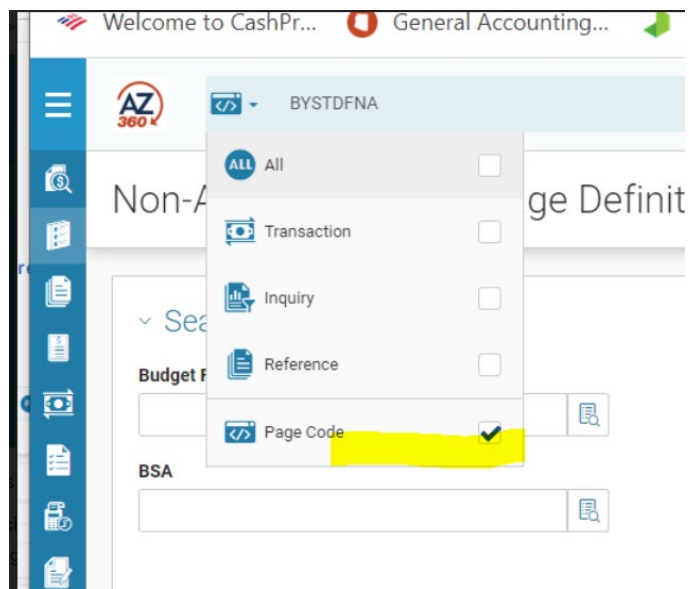

Question 44: How do I change my Business Role in AZ360?

o Click your Profile (first and last name) in the top right hand corner of AZ360
o Click the Account Settings button
o Click Business Roles Preferences. Then select 'Yes' on the Primary column drop down for the business role you would like to select. All other roles should say 'No'. Click the 'Save' button. The next time the user logs into AZ360, the new role will default

**Question 45:** How do I open two AZ360 sessions at once?

- o Right click on the home screen, click open in new tab or new window
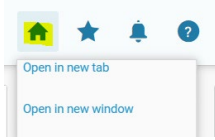
- o When two sessions are open, if one sessions is loading information the other session will not work

Question 46: Why are the lines $0 on the initiator reference line on an ITA?

- o This is a new feature in AZ360, which should be added to agency procedures
- o The ITA agency needs to click validate for the amounts to populate
- o There is no need to manually key in the amounts or reject the transaction

- o Before validating –
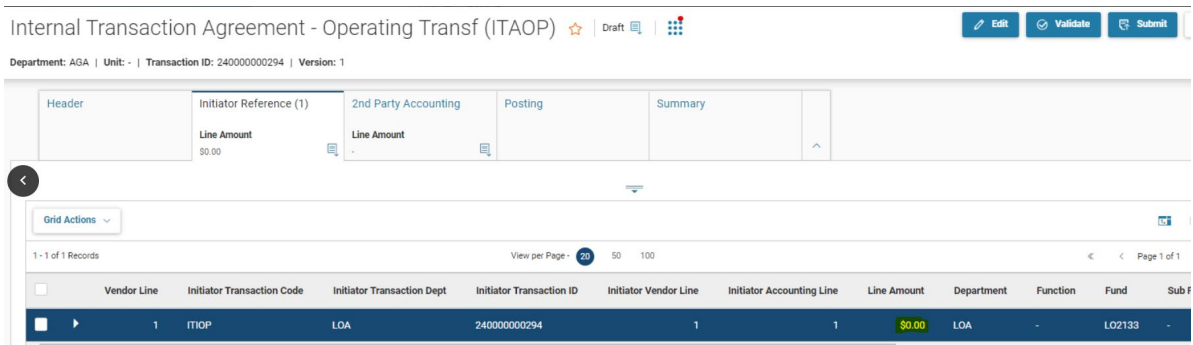
- o After validating –
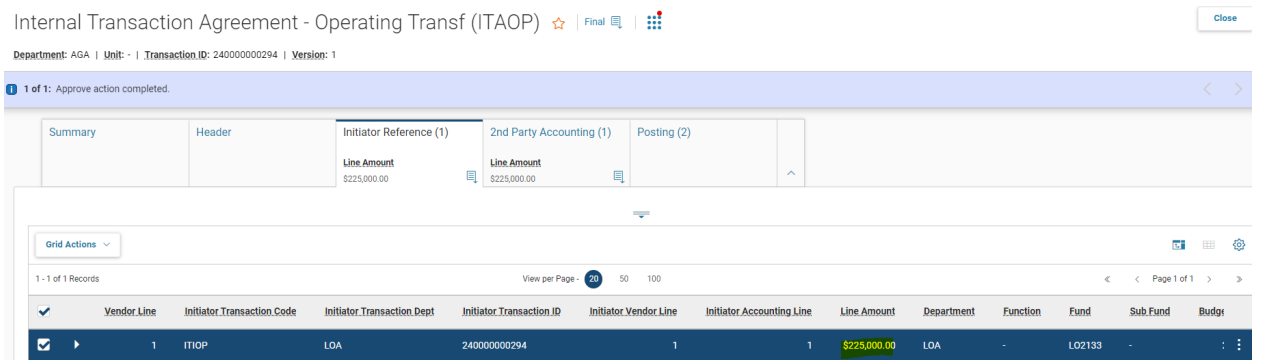
Question 47: What revenue and object source can I use on an operating transfer?
- o An operating transfer are transfers that can only have certain objects and/or revenue sources
- o Expenditure objects sources can be (9101, 9102, 9111, or 9115)
- o Revenue sources can be (4901, 4902, 4911, or 4915)
- o Examples of operating transfer transactions are ITIOP/ITAOP and IETOP

Question 48: Where to enter the vendor invoice number on a GAX for an ACH payment (CTX)

- o On the accounting line go to the payment instructions tab and enter the vendor invoice number and vendor invoice date
- o These are the only two fields sent to the vendor to see where to apply the payment
- o This only applies to CTX ACH payments since multiple addendum records are sent