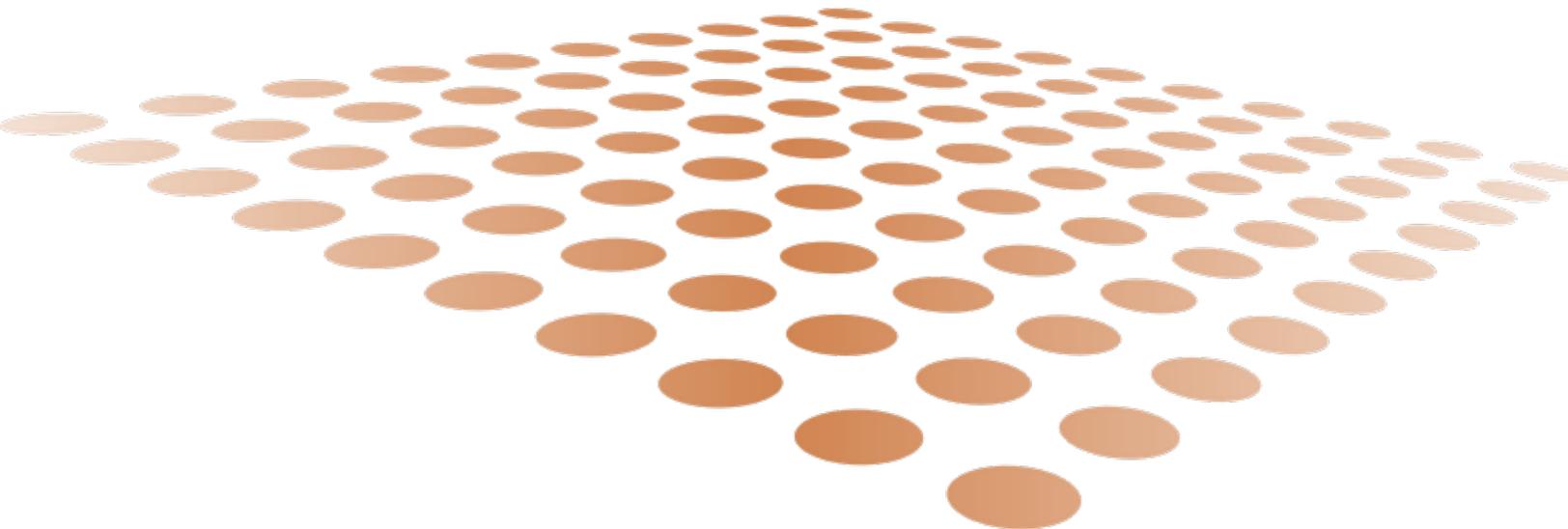


ADOA – General Accounting Office

QUICK REFERENCE GUIDE: COLLECTION REFERRAL AND WRITE-OFF PROCESSING



COLLECTION REFERRAL AND WRITE-OFF PROCESSING

Overview

The AR module in AFIS allows an agency to record receivables through an RE document and tracks these receivables throughout the AR lifecycle. If an RE becomes past due, the RE can be copied forward to a collection referral (CL) document to denote that this debt is in collection and is being pursued by a collection unit within the agency, or by the Office of the Attorney General (OAG). If the collection efforts are not successful, then the CL document should later be copied forward to the CL Adjustment (CLADJ) document to remove the receivable and reduce agency revenue in AFIS. If it is known that an RE is uncollectible, this document can alternatively be copied forward right to a CLADJ document.

This QRG provides instructions for processing a CL document and a CLADJ document. However, please note that if the write-off request involves an NSF receivable, the instructions in **‘Handling an NSF – Department Process’** QRG should be followed instead.

Receivable Collection Referral

When an agency has made initial efforts to collect a receivable by, among other steps, sending past due invoices or statements to the customer to no avail, the receivable should be escalated to a collection unit within the agency, or to the OAG for further collection efforts. Typically, this escalation should occur when the receivable becomes around 90 days past due, since waiting longer than this could make it more difficult to collect as it continues to age.

The CL document allows the agency to track that a receivable was referred for collection. The instructions in this section provide guidance for creating the CL document. However, as the instructions indicate, in order to actually refer the receivable to the OAG for collection efforts, the Universal Client Agency Coversheet must be completed and remitted to them.

Note: Creating a CL document requires the use of the AR module in AFIS. If your agency is not currently using the AR module for all of its billing and collection, but would like to track the collection referral through AFIS, the receivable must first be entered in AFIS using the AR module. Revenue Source code 4829 (Prior Year Revenue Adjustments) can be used to record a receivable that relates to a prior year.

Log into **AFIS**, Locate the **Final RE** document for copy forward to a collection referral

1. **Navigate** to the Document Catalog
2. In the **Code** field, enter **RE**
3. Click **Browse**
4. In the Dept. field, enter *your department code*
5. In the **ID** field, enter your **Document ID**
6. Click **Browse**. The RE document will appear in the grid
7. Click on the **ID link** to open the RE document

Copy Forward the RE document to a CL to create the Collection Referral



1. Select the Target Document Type of CL
2. In the **Doc Department Code** field, enter *your department code*
3. Click **Auto Number** checkbox to generate a unique ID
4. Click **Okay**. A new document is generated

Review the details of the **CL** document and ensure all pertinent information is provided

1. **Validate** CL document
2. **Submit** CL document

Note: The document will be handled through workflow and will be pending the approval of the Department Approver

If the receivable is being referred to the OAG, then complete the Universal Client Agency Cover Sheet. This form and the instructions for submitting the form can be found on the OAG website at:

<https://www.azag.gov/bce/client-agency>.

Receivable or Collection Referral Write-off

If the agency has been unsuccessful in its attempts to collect on a debt and has ultimately deemed the debt as uncollectible, then the debt should be forwarded to the OAG for the approval of a write-off. If the write-off request involves an NSF receivable, the instructions in “Handling an NSF – Department Process” should be followed instead.

Requesting a write-off involves processing a CL Adjustment (CLADJ) document in AFIS. Either an original RE document or the CL document can be copied forward to create the CLADJ document. In addition to creating the CLADJ document, your agency will need to prepare and submit the Uncollectible Debt Detail spreadsheet and Uncollectible Debt Referral Certification & Recommendation coversheet to the OAG to request permission for the write-off.

Note: Creating a CLADJ document requires the use of the AR module in AFIS. If your agency is not currently using the AR module for all of its billing and collection, but would like to track the write-off through AFIS, the receivable must first be entered in AFIS using the AR module. Revenue Source code 4829 (Prior Year Revenue Adjustments) can be used to record a receivable that relates to a prior year.

In order to write-off any receivable, whether it is recorded in AFIS or another system, an agency must seek the proper approval from the OAG and GAO. Therefore, the Uncollectible Debt Detail spreadsheet and Uncollectible Debt Referral Certification & Recommendation coversheet will still need to be completed in order to obtain permission to write-off any receivable.

Refer to the **Processing Receivable Adjustment - CLADJ Document QRG** for instructions.