

Payment Collection Overview

Applications

The three system applications used to reconcile the online web portal transactions are:

1. **jBilling** – Captures the credit card transaction information and generates files for AFIS CRWP documents when credit card transactions are settled
2. **AFIS** – CRWP deposit documents are created and formatted based on the agency’s initial setup
3. **Bank of America (B of A) ClientLine** – Credit card transaction details for reconciling to the point of sale

Below is an overview of each application and tools that can be used for reconciliation.

jBilling

jBilling is the State of Arizona’s current payment processing application used to process credit card and ACH transactions for the sale of products, goods, and/or services. AFIS documents (CRWP) are created in jBilling and interfaced daily to AFIS to record the deposit of funds with the State. This guide is used to provide an overview of the jBilling application and the reconciliation process with AFIS.

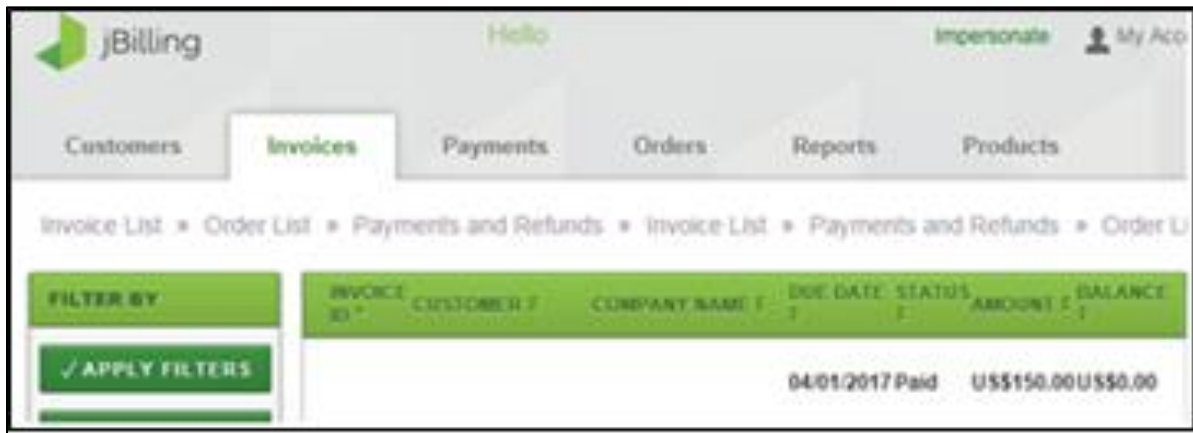
Please refer to the ADOA ASET website at <https://aset.az.gov/service/online-services/online-payment-processing> for more information on the jBilling application. For additional information and training, please email digital.gov@azdoa.gov.

jBilling Home Screen

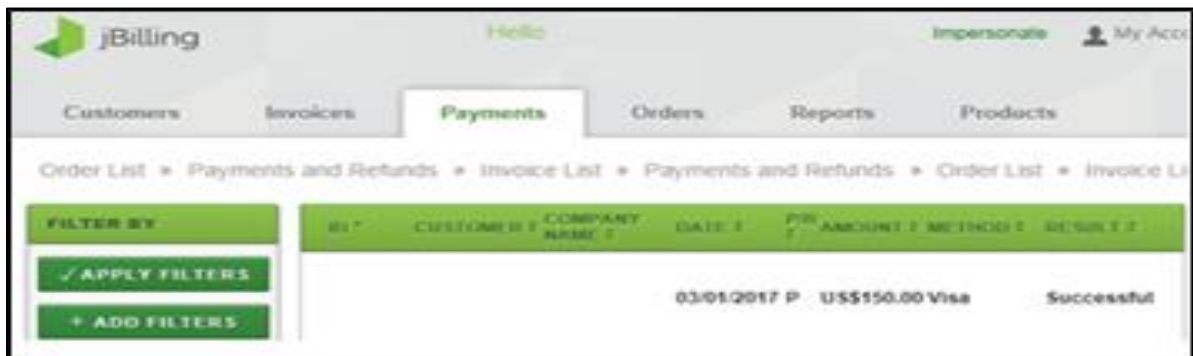
Invoices, Payments, and Orders Tabs

In the jBilling application, there are several tabs available to use when researching transactions. The “Filter By” section can be used to search for certain transactions. When the transaction appears, click on the result to see the details.

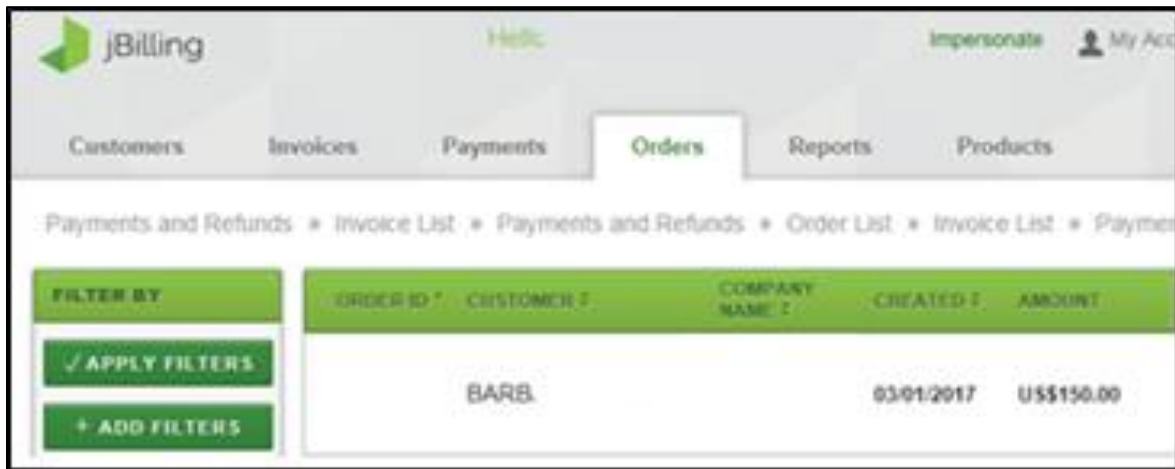
- Invoices Tab



- Payments Tab



- Orders Tab

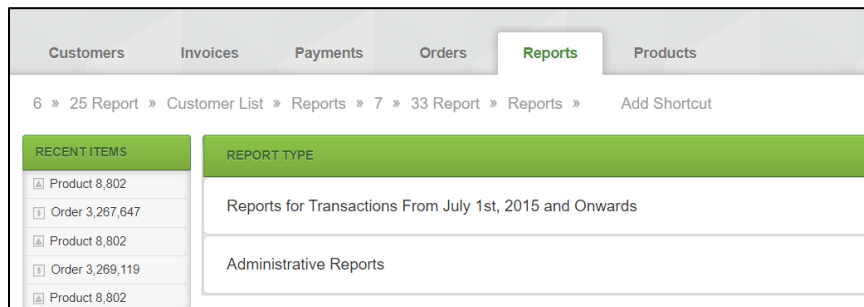


Reports Tab

Reports are available in jBilling for agencies to utilize. You may need to use multiple reports to find exactly what you are looking for. Below lists all the reports and a quick summary of what each entails.

Once on the Reports tab, select 'Reports for Transactions from July 1st, 2015 and Onwards'

- Administrative Reports – not currently used by agencies

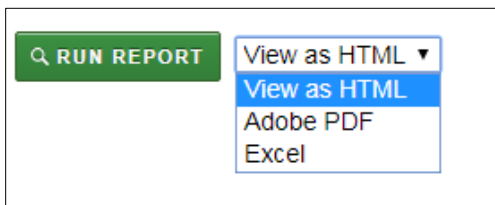


For Reports for Transactions from July 1st, 2015 and Onwards, these are the available reports:

- **ACH Returns Report** – Shows all of the ACH Returns for the agency in a specific period
- **ACH Status Report** – Shows the account holder, payment ID, and amount
- **Batch Detail Report** – Shows the Invoice ID, Ftrans ID, transaction date and amount
- **Batch Order Report** – Shows the Doc Number, which is the CRWP document ID assigned to that group of transactions. The transactions are grouped by the payment type and order date. There may be more than one group of transactions that make up a single CRWP document.
- **Batch Summary Report** – Is an overview of payment type, transaction/batch date, and amount
- **Order Detail Report** – Shows the Invoice ID, jBilling Order ID and/or Ftrans ID which can be used to find the Product ID and amount breakdown by transaction
- **Refunds Report** – Shows the agency the detailed information about who the refund was for, why the refund was made, and the invoice number that is being refunded

REPORT NAME
ACH Returns ach_returns.jasper
ACH Status Report ach_status_report.jasper
Batch Detail batch_detail.jasper
Batch Orders batch_orders.jasper
Batch Summary batch_summary.jasper
Order Detail order_detail.jasper
Refunds Report refunds.jasper

Select a report and enter the search criteria in the fields that appear on the bottom right of the screen. The agency can also select the format in which the report is produced. The default format is HTML.



jBilling Login Assistance

If you need assistance logging into or obtaining jBilling access, please contact the ADOA Service Desk at ServiceDesk@azdoa.gov, in the subject line enter **Attn: User Provisioning** or call **602-364-4444, Option 3**.

AFIS

GAO W-100 – Product Parameters Form

The GAO W-100 Product Parameters Form specifies the accounting information that should be linked to the agency's product/service. This form is completed during the initial setup and can be updated by the agency as needed. The most current GAO W-100 form can be found on the GAO website under **Publications, Forms**. If your agency has any questions regarding the GAO W-100, please contact the GAO AFIS Operations at AFIS.Operations@azdoa.gov.

Cash Receipt Web Portal (CRWP) Document

A file containing CRWP documents is generated from jBilling for credit card and ACH transactions that are successfully settled and interfaced to AFIS daily. The CRWP document is the deposit document posted in AFIS and is populated with AFIS chart of accounts (COA) from the initial setup on the product parameter form. The CRWP documents group and total the transactions by product code in AFIS for the business day.

There are four Document ID prefixes used for CRWP documents. The different document prefixes were created to accommodate the different transaction types and settlement dates.

<u>Document ID Prefix</u>	<u>Transaction Types</u>
DA*	American Express
DV*	Visa and MasterCard
DD*	Discover
DB*	ACH/E-Check

	Code	Dept.	Unit	ID	Comments	Version	Function	Phase	Status	Date	User ID	Amount	Active
<input type="checkbox"/>	CRWP			DA0000002849	No	1	New	Draft	Held	12/1/17	afisbat	\$50.00	Yes
<input type="checkbox"/>	CRWP			DB0000000455	No	1	New	Draft	Held	12/1/17	afisbat	\$196.00	Yes
<input type="checkbox"/>	CRWP			DD0000001671	No	1	New	Draft	Held	12/1/17	afisbat	\$10.00	Yes
<input type="checkbox"/>	CRWP			DV0000011970	No	1	New	Draft	Held	12/1/17	afisbat	\$966.00	Yes

Note: The Visa, MasterCard, and Discover deposits will appear as one line amount on the Treasurer's Office bank statement. American Express and ACH deposits will appear as separate lines. The CRWP documents are generated around 4 p.m. each business day. The Treasurer's Office sends the bank statements related to the CRWP documents earlier that morning around 8 a.m. To verify the deposit, the **Date Transmitted for Audit** on the CRWP should be the same date as the **Generated Date** on the bank statement. The agency will submit and print all CRWP documents that reconcile with the bank statement and send/email the documentation to the Treasurer's Office for deposit.

Treasurer's Office Bank Statement

The agency should be set up to receive their daily bank statements in an automatic email generated by the Treasurer's Office. Bank statements are generated based on business days. The bank statement is a summary of the banking debit and credit transactions that consist of deposits, chargebacks, fees, etc. The bank statement will include the last four digits of the bank account, as well as the deposit date the statement was generated for. If agencies are having issues receiving their statements or have any questions, please contact the Treasurer's Office at AgencyDeposit@aztreasury.gov.

Example of Treasurer's Office Bank Statement

Office of the Arizona State Treasurer		
Statement Report for Account xxxxxxxx as of 28 November 2017		
Bank of America, N.A.		
Generated 29 November 2017		
Account xxxxxxxx		
CLOSING LEDGER		0.00
OPENING AVAILABLE BALANCE		0.00
COLLECTED BALANCE		0.00
1 DAY FLOAT		0.00
2 OR MORE DAYS FLOAT		0.00
TOTAL CREDITS	ITEMS: 1	6,685.00
TOTAL DEBITS	ITEMS: 1	6,685.00
--- CREDITS ---		
Amount	Description	
6,685.00	ACH PREAUTHORIZED CREDIT BOFA MERCH SVCS DES:DEPOSIT ID: INDN: REF1: REF2: 000000000000	
6,685.00	1 CREDIT PRINTED	
--- DEBITS ---		
Amount	Description	
6,685.00	ZBA DEBIT ZBA TRANSFER TO xxxxxxxx0985 REF1: REF2: 000001000985	
6,685.00	1 DEBIT PRINTED	

Each of the line items on the bank statement is made up of different accepted payment types or transactions that occurred within a 24-hour period. **This is a bank statement that includes transactions from over a weekend.**

Office of the Arizona State Treasurer		
Statement Report for Account xxxxxxxx as of 27 November 2017		
Bank of America, N.A.		
Generated 28 November 2017		
Account xxxxxxxx		
CLOSING LEDGER		0.00
OPENING AVAILABLE BALANCE		0.00
COLLECTED BALANCE		0.00
1 DAY FLOAT		0.00
2 OR MORE DAYS FLOAT		0.00
TOTAL CREDITS	ITEMS: 3	10,392.00
TOTAL DEBITS	ITEMS: 1	10,392.00
--- CREDITS ---		
Amount	Description	
3,723.00	ACH PREAUTHORIZED CREDIT BOFA MERCH SVCS DES:DEPOSIT INDN: REF1: REF2:	
3,599.00	ACH PREAUTHORIZED CREDIT BOFA MERCH SVCS DES:DEPOSIT INDN: REF1: REF2:	
3,070.00	ACH PREAUTHORIZED CREDIT BOFA MERCH SVCS DES:DEPOSIT INDN: REF1: REF2:	
10,392.00	3 CREDITS PRINTED	
--- DEBITS ---		
Amount	Description	
10,392.00	ZBA DEBIT ZBA TRANSFER TO xxxxxxxx0985 REF1: REF2: 000001000985	
10,392.00	1 DEBIT PRINTED	

Bank of America ClientLine

ClientLine provides the detailed transaction information that make up the debit and credit totals on the bank statement.

- Enter the Hierarchy ID. This should be given to the agency by the Treasurer's Office and can also be located on the agency bank statement.
- Change the Hierarchy Level to Location. Click **OK**.
- Select the calendar next to the End Date and it will pull in the transactions within the 7-day range. Click **Submit**.

Submitted Transactions		Card Usage		Batch Summary	
Currency	Date	Count	Amount	Average Ticket	
USD	05/30	78	51,490.00	660.13	
USD	05/31	78	50,410.00	646.28	
USD	06/01	53	34,030.00	642.08	
USD	06/02	35	23,050.00	658.57	
USD	06/03	10	5,870.00	587.00	
USD	06/04	7	4,220.00	602.86	
USD	06/05	0	0.00	0.00	
Grand Total		261	169,070.00	647.78	

Bank Deposits Summary		Funded Batches	
Currency	Funded Date	Count	Amount
USD	05/30/2017	78	51,490.00
USD	05/31/2017	78	50,410.00
USD	06/01/2017	53	34,030.00
USD	06/02/2017	35	23,050.00
USD	06/03/2017	10	5,870.00
USD	06/04/2017	7	4,220.00
USD	06/05/2017	0	0.00
Grand Total		261	169,070.00

Bank Deposits Summary		Funded Batches							
Currency	Funded Date	Net Sales	Paid by Others	Adjustments	I/C Charges	Service Charges	Fees	Chargebacks / Reversals	Deposit
USD	05/30/2017	8,570.00	(650.00)	0.00	0.00	0.00	0.00	0.00	7,920.00
USD	05/31/2017	51,490.00	(9,490.00)	0.00	0.00	0.00	0.00	0.00	42,000.00
USD	06/01/2017	50,410.00	(5,860.00)	0.00	0.00	0.00	0.00	0.00	44,550.00
USD	06/02/2017	34,030.00	(4,690.00)	0.00	0.00	0.00	(12,156.25)	0.00	17,223.75
USD	06/03/2017	23,050.00	(3,180.00)	0.00	0.00	0.00	0.00	0.00	19,870.00
USD	06/04/2017	5,870.00	0.00	0.00	0.00	0.00	0.00	0.00	5,870.00
USD	06/05/2017	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Grand Total		173,420.00	(23,890.00)	0.00	0.00	0.00	(12,156.25)	0.00	137,433.75

The **Batch Summary** and **Bank Deposits Summary** sections can be used to find the breakdown of the bank statement deposit amount.

ClientLine Information

If your agency needs information on obtaining or coordinating ClientLine information, please contact the Treasurer's Office at banking@aztreasury.gov.