Export of lost book credits to accounts receivable

This document provides library circulation and billing staff with new information regarding the export of cash transactions from Aleph to the University Accounts Receivable system. The changes describe a new process to export lost book credit memos to Accounts Receivable.

Aleph-generated credits for lost books

Beginning in May of 2005, when a lost book is returned in Aleph, a credit transaction is automatically created and left open in the patron’s Active Cash, as shown below:
The following screenshot shows the original debit transaction for a lost book after it has been sent to A/R. Note the “export number" GUT1000001262:

The export number in Aleph is the Invoice Number as found in the A/R Oracle financials:
Here is the credit transaction after the export to Accounts Receivable. The credit transaction is assigned a new export number for sending to A/R. It is not the same as the original debit number. When it is sent to A/R, it will reference the original invoice#.

Use the preliminary or final report to identify the original debit number (GUT100001262).

**Preliminary report:**

Smith, John (00226755) -- 01 Faculty

801 XXXX 02 -65.00 06/03/2005 16:05 32044060717006  Lost material - Replacement GUT100001262

Debit Total  0.00
Credit Total -65.00

**Final report:**

Smith, John (00226755) -- 01 Faculty

801 1194 02 -65.00 06/03/2005 16:05 32044060717006  Lost material - Replacement GUT100001426 GUT100001262

Debit Total  0.00
Credit Total -65.00

Revised: September 27, 2005
More Information About The Reports

1. The reports include separate totals for Debits and Credits:

   Preliminary report:
   Smith, John (ID525525) -- 05 Staff (05)
   504 XXXX 51 28.00 06/10/2005 10:40 32044044865483 Late
   return <0107 0000 D .50
   504 XXXX 51 -70.00 06/10/2005 10:45 32044044865483 Lost
   material - Replacement CAB100001677

   Debit Total 28.00
   Credit Total -70.00

   Final report:
   Smith, John (ID525525) -- 05 Staff (05)
   504 8223 51 28.00 06/10/2005 10:40 32044044865483 Late
   return <0107 0000 D .50 CAB100002193
   504 8223 51 -70.00 06/10/2005 10:45 32044044865483 Lost
   material - Replacement CAB100002194 CAB100001677

   Debit Total 28.00
   Credit Total -70.00

2. All credits for debits that are already closed and sent to A/R have the original export (invoice) number on the report. The final report also includes a new number for each transaction to be sent. In the case of debits, the number will become a new invoice number. In the case of credits, the number is used internally for sending the new credit transaction.

   Preliminary report:
   Smith, John (ID525525) -- 05 Staff (05)
   504 XXXX 51 28.00 06/10/2005 10:40 32044044865483 Late
   return <0107 0000 D .50
   504 XXXX 51 -70.00 06/10/2005 10:45 32044044865483 Lost
   material - Replacement CAB100001677

   Debit Total 28.00
   Credit Total -70.00

   Final report:
   Smith, John (ID525525) -- 05 Staff (05)
   504 XXXX 51 28.00 06/10/2005 10:40 32044044865483 Late
   return <0107 0000 D .50 CAB100002193
   504 XXXX 51 -70.00 06/10/2005 10:45 32044044865483 Lost
   material - Replacement CAB100002194 CAB100001677

   Debit Total 28.00
   Credit Total -70.00

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3. Debit/Credit pairs in the same cycle contain a temporary export number (e.g. WID100008196 in the example below). You may disregard this number. On the final report, final transaction numbers are assigned. In the final report example below, WID100010759 replaces the temporary number; this new invoice is immediately credited on the next transaction.

**Preliminary report:**
Adams, Joy (ID571447) -- 01 Faculty  
106 XXXX 30 75.00 05/04/2005 04:43 32044072761869 Lost material - Replacement  
106 XXXX 30 -75.00 05/15/2005 13:39 32044072761869 Lost material - Replacement WID100008196

Debit Total 75.00  
Credit Total -75.00

**Final report:**
Adams, Joy (ID571447) -- 01 Faculty  
106 XXXX 30 75.00 05/04/2005 04:43 32044072761869 Lost material - Replacement WID100010759  
106 XXXX 30 -75.00 05/15/2005 13:39 32044072761869 Lost material - Replacement WID100010760 WID100010759

Debit Total 75.00  
Credit Total -75.00

4. Customer file notations have not changed.

Prefix descriptions:

*** = Harvard id not found in the AR customer file  
~~~ = Harvard id found, but AR customer status is (I) inactive  
$$$ = Harvard id found, but AR customer address status is (I) inactive

Customer file notations are used to identify patrons with conditions that will prevent the transactions from being sent to A/R. They are found in the preliminary reports but not in the final reports. Data about new customers is sent by OIS to the A/R office for entry into their customer database to be picked up in a future run. Contact the Accounts Receivable department ([http://vpf-web.harvard.edu/ofsf/ar/index.shtml](http://vpf-web.harvard.edu/ofsf/ar/index.shtml)) if you have questions about the customer data.

5. **Only credits that are created automatically by Aleph** upon the return of a lost book are sent to A/R by the OIS A/R export. Manual credits against bills that have already gone out to A/R are not handled and libraries should not be creating them for data that is eligible for A/R billing. An error message on the preliminary report will alert you to this condition in order to prompt you to issue the credit directly in Oracle financials:

HANSON, DANIEL (ID574862) -- 52 Library special borrower (52)  
020 XXXX 90 -26.00 /09/2005 12:10 32044052916467 ERROR - no associated debit. Not eligible for sending to AR.

Debit Total 0.00  
Credit Total 0.00

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If the debit transaction is still in active cash, use the Waive or Partial Waive function.

If the transaction has already been sent to A/R, you must use the Oracle financials to credit the patron. Use the original debit transaction’s export number to identify the A/R Invoice number:
Open issues

1. **Change in patron status.** If the original debit was sent to A/R while the patron was a student, and the patron’s status has changed to one that is eligible for sending to A/R, the preliminary report will show original export numbers from the Term Bill process. It is our intent to fix the A/R preliminary program to issue an error message to alert you. These transactions will **not** be picked up by the term bill process as long as the patron status is non-student.

   
   905 XXXX 00  -70.00  06/07/2005 12:06  32044051167732  Lost material - Replacement  

   Review preliminary reports for term bill export numbers and contact Student receivables to issue a credit. Following the A/R final report, these transactions remain in the patron’s active cash. You may want to “pay” the credits to move them off the patron’s active cash list.

   
   2. **Unknown invoice numbers.** Sometimes the invoice reported on the preliminary and final reports cannot be found in the A/R system. This is because the original export to A/R was ultimately rejected by the A/R system and the invoice was not created. This is often due to changes in the customer file in the time between the preliminary and final runs. These rejected transactions are reported by Accounts Receivable and sent to the same email addresses as preliminary and final reports.

   3. **No bib information.** We have seen examples where the item record appears to have been deleted sometime after the item was declared lost and subsequently returned.

   
   904 XXXX 52  -75.00  06/17/2005 09:05  No bib info  Lost material - Replacement  

   In this case, the system is able to locate the prior debit but the bib info is not available to the program that writes the report because the item has been deleted:

   
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Export of lost book credits to accounts receivable

<table>
<thead>
<tr>
<th>Bibliographic Info</th>
<th>Description</th>
<th>Credit</th>
<th>Detail</th>
<th>Date</th>
<th>Status</th>
<th>Cash Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Europa world year book</td>
<td>Lost material - Replacement</td>
<td>75.00</td>
<td>01/23/08</td>
<td>Paid</td>
<td>Kennedy Sl</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lost material - Replacement</td>
<td>75.00</td>
<td>06/17/05</td>
<td>Paid</td>
<td>Kennedy Sl</td>
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</tr>
</tbody>
</table>

- Balance: 0.00
- Amount Transferred To AR: 0.00
- Subtotal: 0.00

Cash Transaction:

  - Barcode: 3204103948426
  - Item Sub Library: Kennedy Sl
  - Collection: 017
  - Call Number: 0186
  - Material Type: Issue (bound)
  - Item Status: Regular
  - Item Description: 006.8.1
  - Cash Open Date: 06/17/05
  - Status: Paid
  - Sequence: 200369170005643

Remote Service Error (c0461) by-barcode 21

Unable to find item.

System Number 1692213 - The Europa world year book.

- Date: 06/21/05
- H. Hour: 11:00 AM
- Cataloger: KGSCIRIC1
- Cause: All Fields
- Seq.: 410
- Barcode: 3204103948426

- Date: 06/21/05
- H. Hour: 11:00 AM
- Cataloger: KGSCIRIC1
- Cause: All Fields
- Seq.: 420
- Barcode: 3204103624734

- Date: 06/21/05
- H. Hour: 06:41 PM
- Cataloger: KGSPRANAGO
- Cause: Deleted
- Seq.: 410
- Barcode: 3204103948426

- Date: 06/21/05
- H. Hour: 06:42 PM
- Cataloger: KGSPRANAGO
- Cause: Deleted
- Seq.: 420
- Barcode: 3204103624734

- Date: 07/07/05
- H. Hour: 10:23 AM
- Cataloger: KGSCIRIC1
- Cause: All Fields
- Seq.: 1240
- Barcode: 1294738

- Date: 07/07/05
- H. Hour: 10:27 AM
- Cataloger: KGSCIRIC1
- Cause: All Fields
- Seq.: 1190
- Barcode: 1692213-1190

- Date: 07/07/05
- H. Hour: 10:27 AM
- Cataloger: KGSCIRIC1
- Cause: Deleted
- Seq.: 1250
- Barcode: 1692213-1250

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4. **Rejected invoices, including bad debt.** We have received many questions about bad debt. If a credit transaction is sent from OIS to A/R and the invoice has gone to bad debt, it will be rejected by the A/R system. To date, we have been unable to identify a way to flag these for our own reporting directly to you. Therefore, check the return file that you receive via email from Accounts Receivable after the data is sent to A/R (usually by noon on the day of the Final Report). The email has an odd subject header and sender, as it comes directly from the A/R system itself. It may look like spam to you or your mail program. Be sure to keep the email and to look at it. Sample:

Date: Fri, 15 Jul 2005 11:14:14 -0400 (EDT)
From: Application Manager Account <applmgr@apollo6.cadm.harvard.edu>
To: arwid@rockhop.harvard.edu, fdc_glfeed@calists.harvard.edu
Subject: 07/15/05 11:14:14 : AR Invoice Interface
PRODUCTION<ARDHCL0519.20050715003437.07152005.111213> - PROCESSSED

The attachment is an .rtf file (tmpar_email_file.rtf) that you can open in Microsoft Word. Scroll through the file to identify rejected transactions. The messages are somewhat obscure; we are trying to get more details from the A/R office to help you determine why the transaction was rejected.