Govern

Govern Delinquency Collection

Release 6.1 version 1.0
Last Revision Update: 4/3/17

Harris Govern

Delinquency Collection

March 2017 - Release 6.1

Version: 1.0

Disclaimer

Harris Govern has taken due care in preparing this manual. However, nothing contained herein modifies or alters in any way the standard terms and conditions of the purchase, lease, or license agreement by which the product was acquired, nor increases in any way the liability of Harris Govern to the customer.

Table of Contents

Introduction

Overview

The Govern OpenForms Product Suite provides two subsystems for managing delinquent accounts: *Delinquency Collection* and *Bankruptcy Management*.

These subsystems are similar in setup and functionality. Both use Govern Accounts Receivable (A/R) for the administrative setup and management. Accounts must be posted in Govern A/R before they can be transferred to delinquency or bankruptcy.

Both are linked to the account by Name ID (NA_ID). The Delinquency Collection module can also be linked by Parcel ID (P ID).

There is one user form and one batch process for each subsystem. These forms have the same functionality and most data entry fields are the same. The exception is that *Delinquency Collection* includes a Status field on the user data entry form. This field can be set up to indicate the stage that the delinquency record has reached, such as, Record Initialized, Letter Sent to the Client, or Record Sent to the Collection Agency.

The organization can determine which subsystem to use, based on the regulations and requirements of their cities, counties, states, or provinces. For example, a tax or services account may be in delinquency. A *Delinquency Collection* record could be created as a first step while a method of payment is negotiated. Later, if the client files a bankruptcy claim, a *Bankruptcy Management* record could be created. The two subsystems are independent of one another.

This guide describes the administrative setup, data entry, and batch process for the *Delinquency Collection* subsystem. *For details about the Bankruptcy Management subsystem, refer to the Bankruptcy Management guide*.

Chapter 1: Administration

Overview

The administrative process for the *Delinquency and Collection* subsystem includes setting General A/R parameters, defining Delinquency A/R Class Codes, and creating links to these codes from existing A/R Class Codes.

This section of the guide describes the following:

Prerequisites

- **Govern Accounts Receivable**: The *Delinquency and Collection* subsystem works with Govern Account Receivable. Records must be posted in A/R before they can be transferred to Delinquency.
- **GNA A/R General Parameters**: The A/R General Parameters form is required for setting up the A/R parameters for delinquency.
- **Name and Address**: The *Delinquency and Collection* subsystem is linked to the account by Name ID (NA_ID). The **Name** field on the *Delinquency Collection* user form is automatically populated with the name and address information in the NA_NAMES table in the Govern database. If changes are made to the name and address before the record is complete, the change is updated in this field. Before completing the record, you can run the *Name Merge* batch process to ensure that all information is up-to-date and that no duplicate records exist.
- **Parcel Information**: The *Delinquency and Collection* subsystem can also be linked to the account by Parcel ID (P_ID).

Administrative Setup

Overview

Overview of the Procedures

To complete the administrative setup, perform the following procedures:

In Govern New Administration (GNA):

- Set up system parameters for Delinquency
- Create A/R Class Codes for Delinquency Transfers.
- Create Links to the Delinquency A/R Class Codes from the original A/R Class Codes.
- Define the Accounts Receivable General Parameters for Delinquency.
- Set the Parameters for Deposit Management.
- Update the A/R Department used for Delinquency
- Set up the Delinquency Profile.
- Define the Delinquency Posting Batch Process.
- Define User Validation Tables for:
    - Delinquency Status
    - Name Categories or Types for the companies and individuals linked to delinquency accounts.

General Settings for Delinquency

Overview

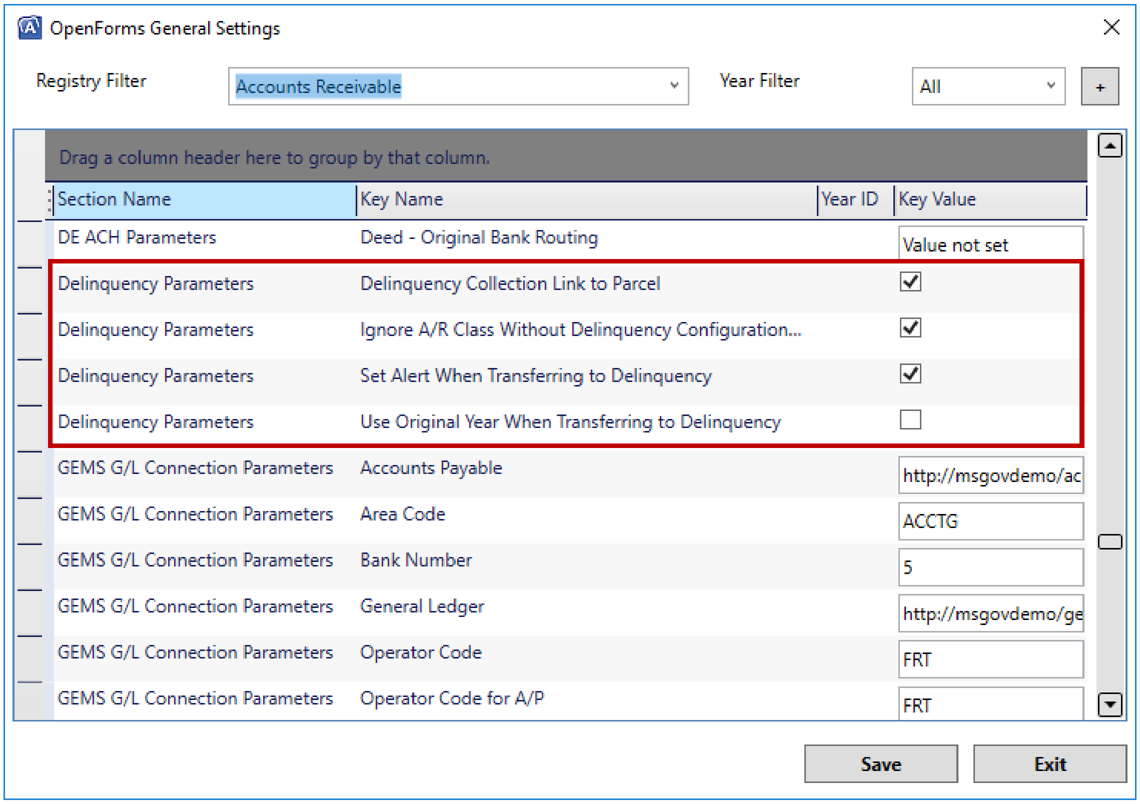
The first step is to configure the following general parameters for Delinquency:

- Delinquency Collection: Link A/R to Parcel
- Ignore A/R Class without Delinquency Configuration when Transferring to Delinquency
- Set Alert when Transferring to Delinquency
- Use Original Year When Transferring to Delinquency

Defining the OpenForms General Settings for Delinquency

To define the general settings for delinquency:

1. Launch GNA.
2. Select **Parameters** > **General Settings Editor**.
3. Select **Accounts Receivable** in the **Registry Filter** drop-down list.
4. Select **Section Name** to sort the list by section.
5. Scroll down to **Delinquency Parameters**.



6. Set the delinquency options as described in the following sections. Transferring A/R to Delinquency and Setting Alert When Transferring to Delinquency on page 4, as required.
7. Click **Save** on the OpenForms General Settings form if you have made any modifications.

Delinquency Collection: Link A/R to Parcel

Every Delinquency and Collection record is linked to a name. If you select the **Delinquency Collection: Link A/R to Parcel** option, users can add a parcel.

Transferring A/R to Delinquency

As described under the section Creating A/R Class Codes for Transactions Transferred to Delinquency Collection on page 10, any A/R Class can be linked to a Delinquency A/R Class.

Select the **Ignore A/R Class without Delinquency Configuration when Transferring to Delinquency** option if you want to transfer only bills with A/R Classes that are linked to Delinquency A/R Classes.

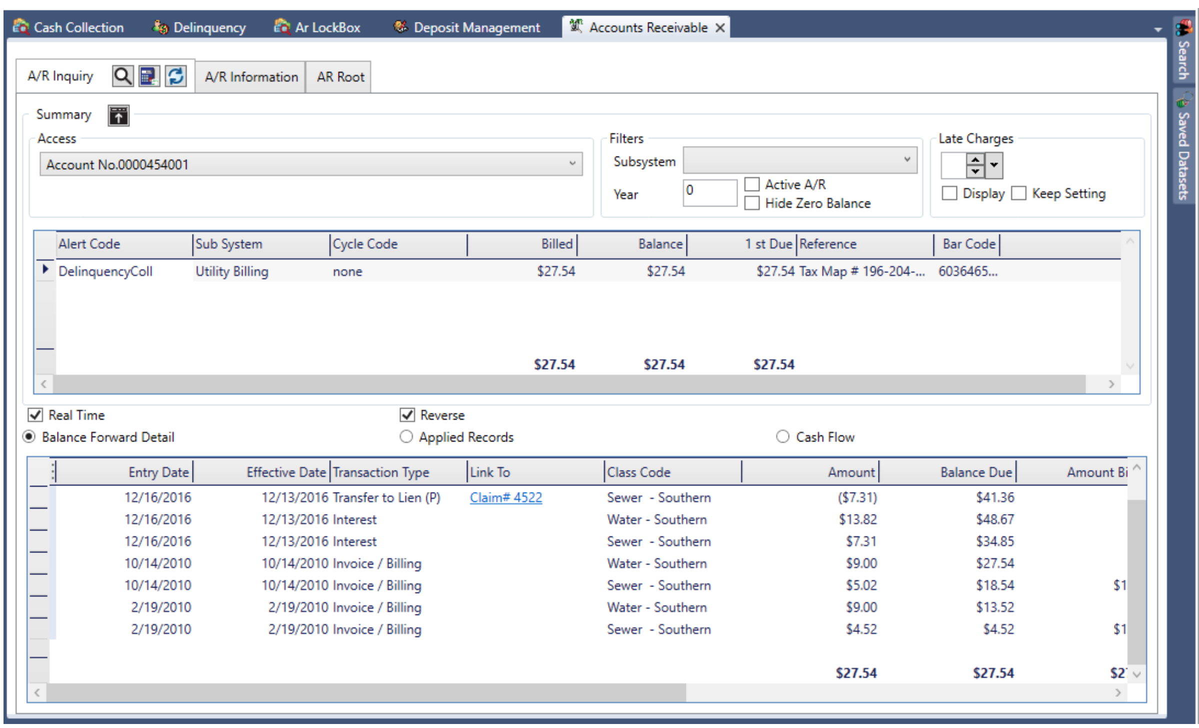
Setting Alert When Transferring to Delinquency

Select the **Set Alert when Transferring to Delinquency** option to add an alert when you transfer an amount to the Delinquency module. This is visible in the Summary section of the A/R Inquiry form.

DelinquencyColl is automatically displayed in the **Alert Code** column under **Summary**. on the A/R Inquiry form as shown in the following screen shot:

Use Original Year When Transferring to Delinquency

Select this option to use the original year of the record, as posted in A/R when you transfer the Delinquency.



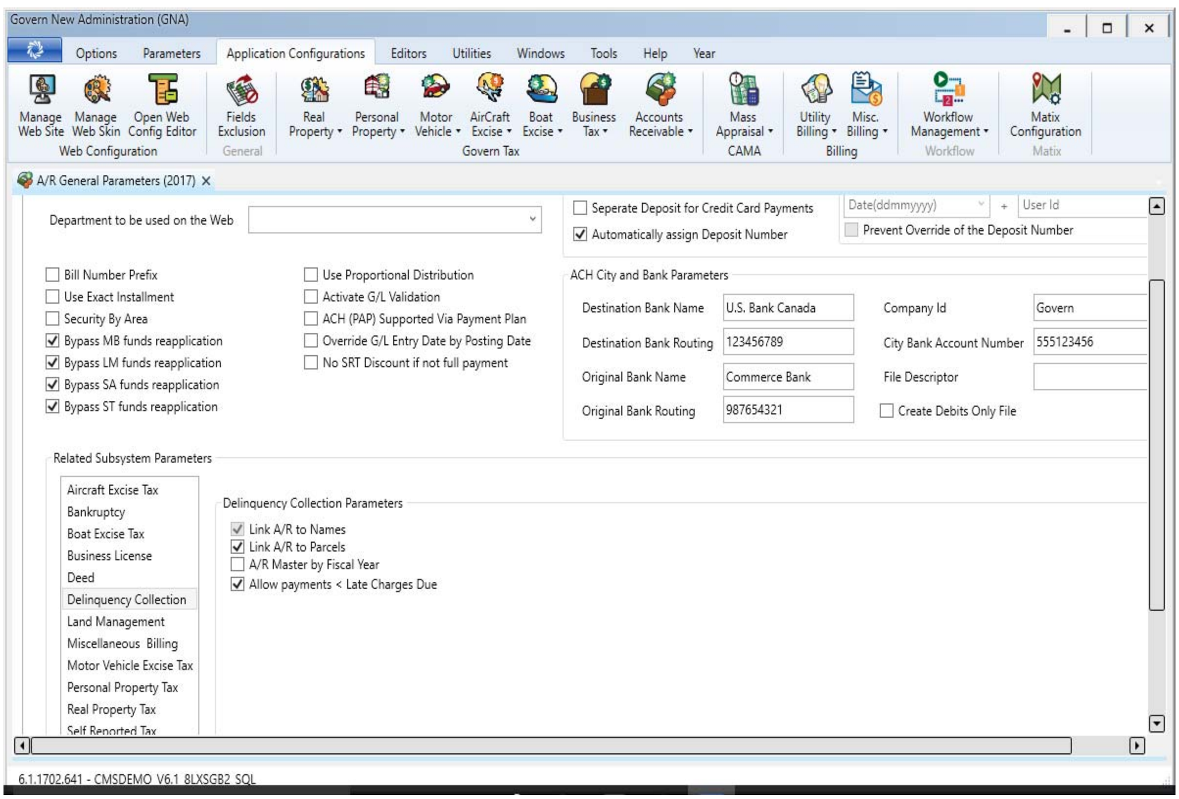
General A/R Settings for Delinquency

Overview

The next step is to define the following *Accounts Receivable General Parameters for Delinquency*:

To set the General Accounts Receivable Parameters for the Delinquency subsystem:

1. Launch GNA.
2. Select **Application Configurations** >**Accounts Receivable** > **A/R General Parameters**.



Link A/R to Names: This option is selected by default and cannot be modified. Delinquency Collection is set up by name.

Link A/R to Parcel: Select this option if you want to add the Link to Parcel combo box to the Delinquency and Collection form in Govern.

Note: Delinquency and Collection records are always defined by Name. The Parcel Link is additional.

A/R Master by Fiscal Year: The **Delinquency Collection by Year** option is deselected by default. Select this option if you want to save the delinquency records by fiscal year. Otherwise, deselect this option.

Allow Payments < Late Charges Due: Select this option to allow the collection of payments that are less than the late charges due.

For further information about this Accounts Receivable settings, refer to the Govern Accounts Receivable (A/R) documentation.

Defining and Linking Delinquency A/R Class Codes

Overview

To complete the A/R Class Code setup for the *Delinquency and Collection* subsystem:

- Define one or more Delinquency A/R Class Codes.
- Create links from the A/R Class Codes, used for the original transactions, to the Delinquency A/R Class Codes

The Delinquency A/R Class Codes are used to receive the transactions that are transferred from other billing subsystems.

Note: As described under General Settings Parameters for Delinquency on page 4, you can transfer all outstanding A/R amounts to Delinquency or only those with A/R Classes that are lined to a Delinquency A/R Class.

Scenarios: Setting up Delinquency Collection for Utility Billing

In the scenarios in this section, a citizen owes money on a utility billing account, but fails to make the minimum payment several months in a row. Use the following procedure to transfer the amount owed under the Utility Billing A/R Class to a Delinquency A/R Class.

For the first scenario, the Ignore A/R Class without Delinquency Configuration when Transferring to Delinquency is selected. In the second it is deselected.

To complete the steps for these scenarios:

1. Create an A/R Class Code for Delinquency and Collection.
2. Create a link to the Delinquency A/R Class Code from an existing Utility Billing A/R Class Code.
3. Open the *Delinquency Collection* form in Govern. Create a record and transfer the amount to Delinquency.

4. Run the *Delinquency Posting* batch process to complete the transfer and post the record.
5. View the record in the Govern A/R Inquiry form.

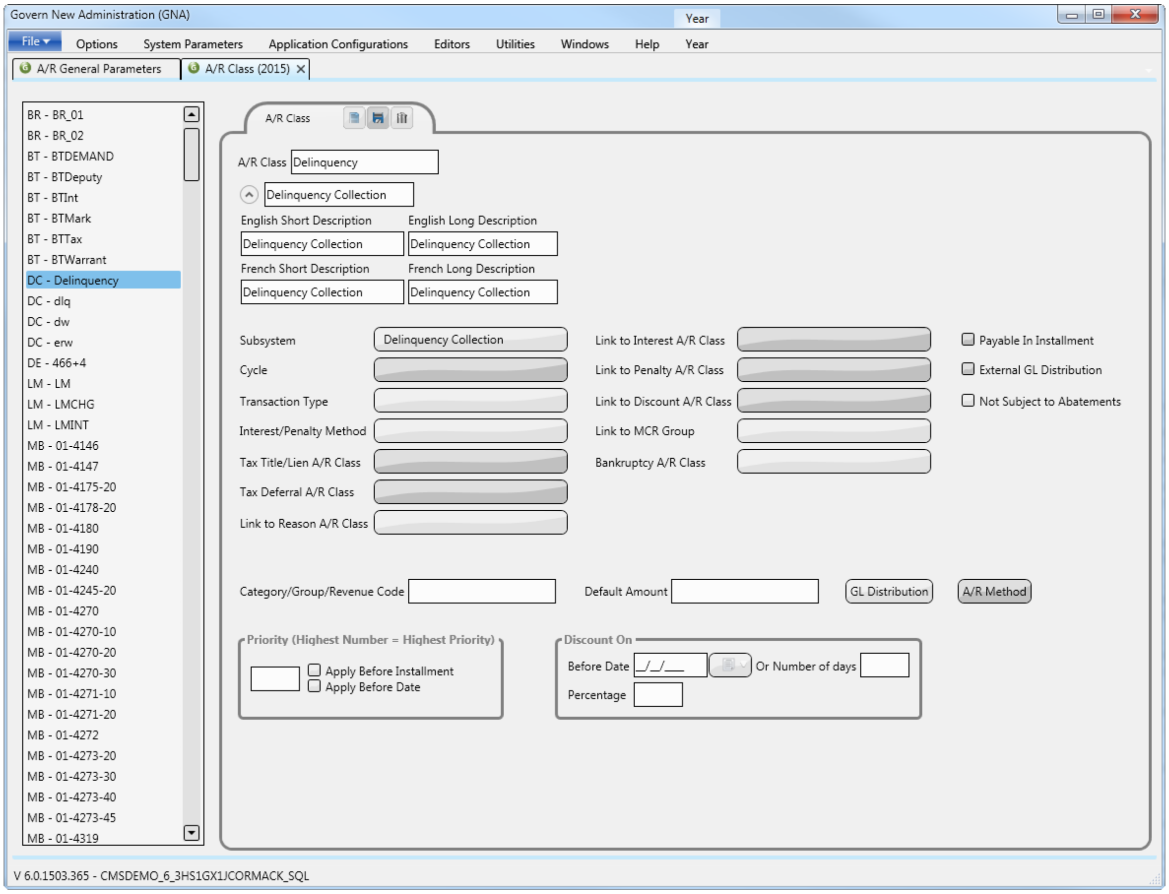
Creating A/R Class Codes for Transactions Transferred to Delinquency Collection

This section describes how to create the A/R Class Codes for the amounts transferred to the delinquency subsystem.

For these transactions, you can create as many A/R Class Codes as required. For example, you can create separate A/R Class Codes for the principal and interest, transferred to *Delinquency and Collection*, or use the same A/R Class Code for both. You can create separate A/R Class Codes for each subsystem or use the same A/R class for all transferred amounts. You can also set up one or multiple G/L accounts for delinquency collection transactions.

To create an A/R Class Code for the Delinquency and Collection subsystem:

1. Launch GNA.
2. Select **Application Configurations** > **Accounts Receivable** > **A/R Class**.



3. Click **New** to create a new A/R Class Code.
4. Ensure that the A/R Class Code, used for the original transaction, and the Delinquency Collection A/R Class Code are defined for the same fiscal year. These years must match.

   If the years are different, select the **Edit** menu on the *A/R Class Parameters* form: This opens the **Set Table Year** text box. Enter the year of the A/R Class Code, used for the original transaction, in the text box and click **OK**.
5. Enter a name in the **A/R Class** field.
6. Select **Delinquency & Collection** from the **Subsystem** drop-down list.
7. Enter descriptions in the **Short** and **Long Description** fields to describe the A/R Class.
8. Select one of the following from the **Transaction Type** drop-down list:
   - **Transferred Principal (TTO)** for the principal that is transferred.

- **Transferred Interest (TTI)** for the interest that is transferred.
- Leave the field **blank** if you want to use the A/R Class for other transactions.

Note: If you leave the Transaction Type field blank, delinquency transfers are saved as Transferred Principal (TTO) transactions. *Refer to the Accounts Receivable guide for details on transaction types and rules.*

9. Complete the other parameters on the A/R Class Parameters form, as required.
10. Click **Save**.
11. Repeat this procedure if you are creating multiple A/R Class Codes for Delinquency & Collection.

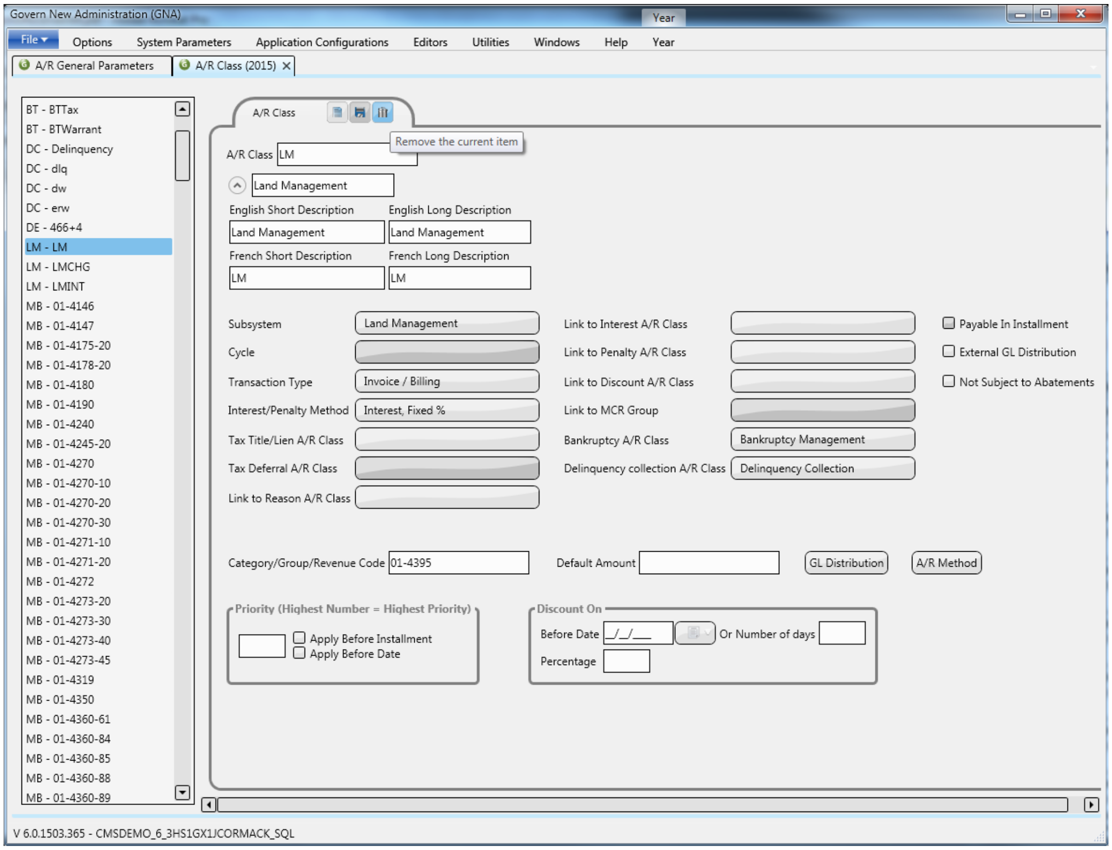
Refer to the Accounts Receivable guide for further details on creating A/R Class Codes.

Linking an A/R Class Code to a Delinquency A/R Class Codes

After creating A/R Class Codes for Delinquency Collection transactions, create links to these codes from the A/R Class Codes used for the original transactions.

To create a link to a Delinquency Collection A/R Class Code:

1. Launch GNA.
2. Select **Application Configurations** > **Accounts Receivable** > **A/R Class**.
3. Scroll to the original class code.


Govern New Administration (GNA)
Year
File
Options
System Parameters
Application Configurations
Editors
Utilities
Windows
Help
Year
A/R General Parameters
A/R Class (2015)
BT - BTTax
BT - BTWarrant
DC - Delinquency
DC - dlq
DC - dw
DC - erw
DE - 466+4
LM - LM
LM - LMCHG
LM - LMINT
MB - 01-4146
MB - 01-4147
MB - 01-4175-20
MB - 01-4178-20
MB - 01-4180
MB - 01-4190
MB - 01-4240
MB - 01-4245-20
MB - 01-4270
MB - 01-4270-10
MB - 01-4270-20
MB - 01-4270-30
MB - 01-4271-10
MB - 01-4271-20
MB - 01-4272
MB - 01-4273-20
MB - 01-4273-30
MB - 01-4273-40
MB - 01-4273-45
MB - 01-4319
MB - 01-4350
MB - 01-4360-61
MB - 01-4360-84
MB - 01-4360-85
MB - 01-4360-88
MB - 01-4360-89
A/R Class
Remove the current item
A/R Class LM
Land Management
English Short Description
English Long Description
Land Management
Land Management
French Short Description
French Long Description
LM
LM
Subsystem
Land Management
Cycle
Transaction Type
Invoice / Billing
Interest/Penalty Method
Interest, Fixed %
Tax Title/Lien A/R Class
Tax Deferral A/R Class
Link to Reason A/R Class
Link to Interest A/R Class
Link to Penalty A/R Class
Link to Discount A/R Class
Link to MCR Group
Bankruptcy A/R Class
Bankruptcy Management
Delinquency collection A/R Class
Delinquency Collection
Payable In Installment
External GL Distribution
Not Subject to Abatements
Category/Group/Revenue Code 01-4395
Default Amount
GL Distribution
A/R Method
Priority (Highest Number = Highest Priority)
Apply Before Installment
Apply Before Date
Discount On
Before Date
Or Number of days
Percentage
V 6.0.1503.365 - CMSDEMO_6_3HS1GX1JCORMACK_SQL

Deposit Management

Overview

Deposit numbers are used for all A/R transactions in Govern OpenForms. Therefore, for the Delinquency Collection subsystem, the **Activate Deposit Management** option must be selected on the OpenForms *General Settings* form.

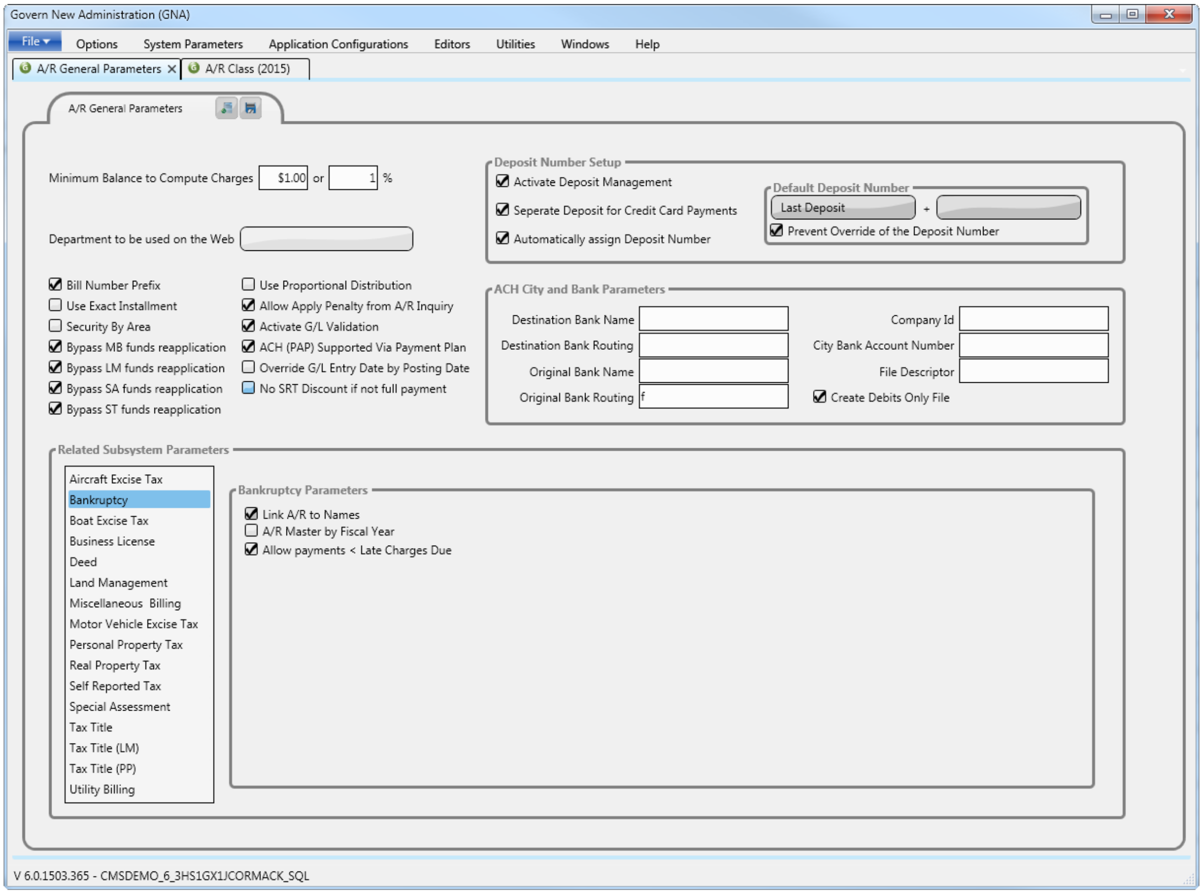
You can use automatically assigned deposit numbers or create them manually in the *Deposit Management* form.

If you are using automatically assigned numbers, ensure that the **Automatically Assign Deposit Number** option is selected.

If you prefer to define your own deposit numbers, ensure that this option is deselected.

To define these settings:

1. Launch GNA.
2. Select **Application Configurations > Accounts Receivable** > **A/R General Parameters**.



3. Ensure that **Activate Deposit Management** is selected.
4. Do one of the following:
   - Select **Auto Assign Deposit Number** to use system-generated deposit numbers.
   - Deselect this option if you prefer to create your own deposit numbers in the *Deposit Management* form.
5. Click **Save**.

Setting Up a Delinquency Collection Profile

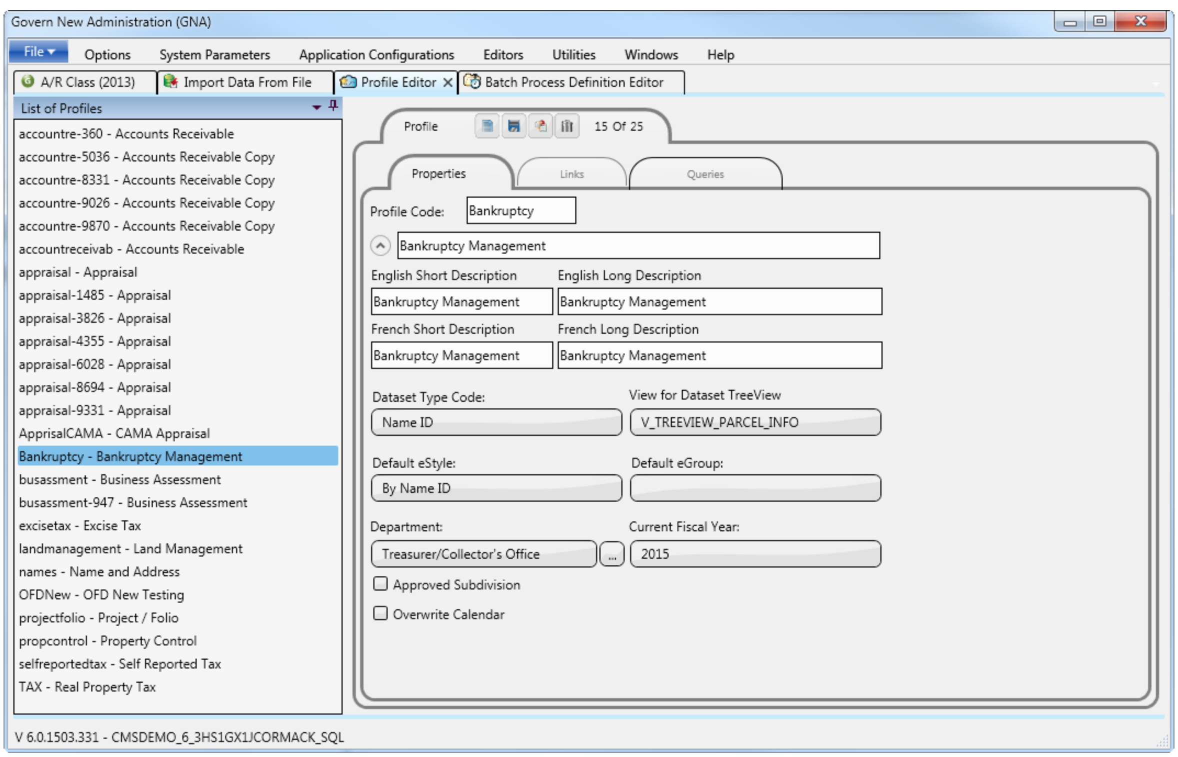
Overview

The Delinquency Collection user form must be added to a Profile that uses the Name ID (NA_ID) as the Dataset Type Code.

Note: It is recommended to the add the Name and Address form to the Profile in addition to the Delinquency and Collections form.

To view or configure a Profile that includes Delinquency Collection:

1. Launch Govern New Administration (GNA).
2. Select **Editors** > **Profile Editor**.



The Profile form has separate tabs for Properties, Links, and Queries.

The **Properties** tab is used for setting the general information, such as the default fiscal year, the department, and the Dataset Type Code.

The **Links** tab is used for linking the batch processes, user forms, and reports to the Profile.

The Queries tab is used for adding Profile Queries. These are used for displaying visual information about the selected property in the Govern Ribbon. Examples include a building drawing, a label, or the results of a query in the form of a pie chart of bar graph. The same queries can be added to the user form in the OFD. *For more information, refer to the GNA and OpenForms Designer documentation.*

Name Restrictions

Privacy and Restrictions for Names is defined on the *Department Maintenance* form. All Profiles are linked to a department. Ensure that the name and address restrictions are set up as required for Delinquency & Collection for the department that to which the Profile is linked. *Refer to the Govern New Administration (GNA) > Department Parameter documentation for further details about name restrictions:* http://product.govern.harrisgovern.com/103-SY-003

Configuring the Delinquency Collection Posting Batch Process

Overview

The Delinquency Collection Posting batch process is used for posting bankruptcy management data. Once data are posted, they cannot be modified, updated, or deleted.

As with all Govern OpenForms batch processes, the Delinquency Collection Posting batch process can be accessed and executed from Govern or scheduled to be run at a later time and viewed in the Govern Scheduler. The following setup is required for the Delinquency Collection Posting batch process, as with all batch processes in Govern OpenForms:

- Define the batch process in GNA.
- Add the batch process to all Profiles where it is required.
- Set the security for the batch process in the GSM.

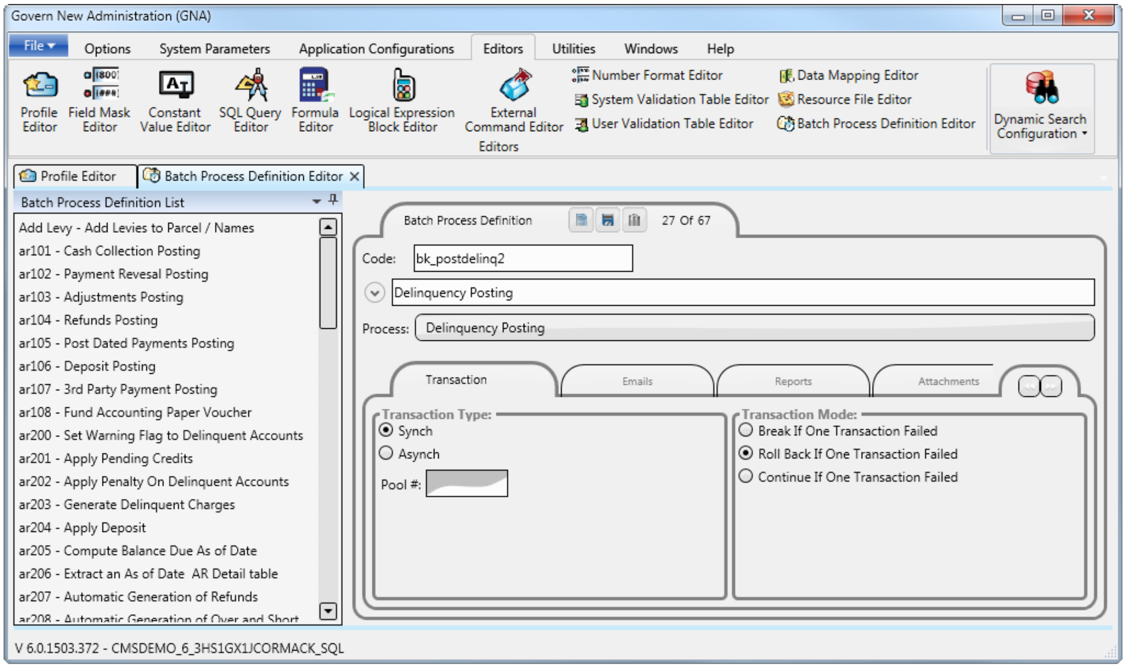
Defining the Batch Process in GNA

The first step is to define the batch process using the Batch Process Definition Editor. Defining the batch process includes the following mandatory and optional steps:

- Naming it.
- Giving it a code in order to save it in the database.
- Adding an automatic e-mail.
- Adding a report.
- Defining ftp and file path parameters for associated report or attachment
- Defining a schedule for running the batch process. You can also schedule a batch process in Govern. in GNA in order for it to appear on the Batch Processing menu in Govern. The *Delinquency Collection Posting* batch process is used for posting delinquency transaction data. Once data are posted, they cannot be modified, updated, or deleted.

To define the batch process:

1. Launch GNA.
2. Select **Editors** > **Batch Definition Editor**.



3. Click **New** to define the batch process.
4. Select **Delinquency Posting** from the **Process** drop-down list.
5. Enter a **Code**, **Name**, and a **Short** and **Long Description** to define the process.
6. Click **Save**.
7. Perform any of the following optional steps:
   - Add an automatic e-mail.
   - Add a report.
   - Define ftp and file path parameters for any associated report or attachment.
   - Define a schedule for running the batch process.

Refer to the Govern Scheduler guide for full details about creating, running, and monitoring batch processes.

Defining User Validation Tables for Delinquency

Overview

The following user validation tables are required for the *Delinquency & Collection* subsystem:

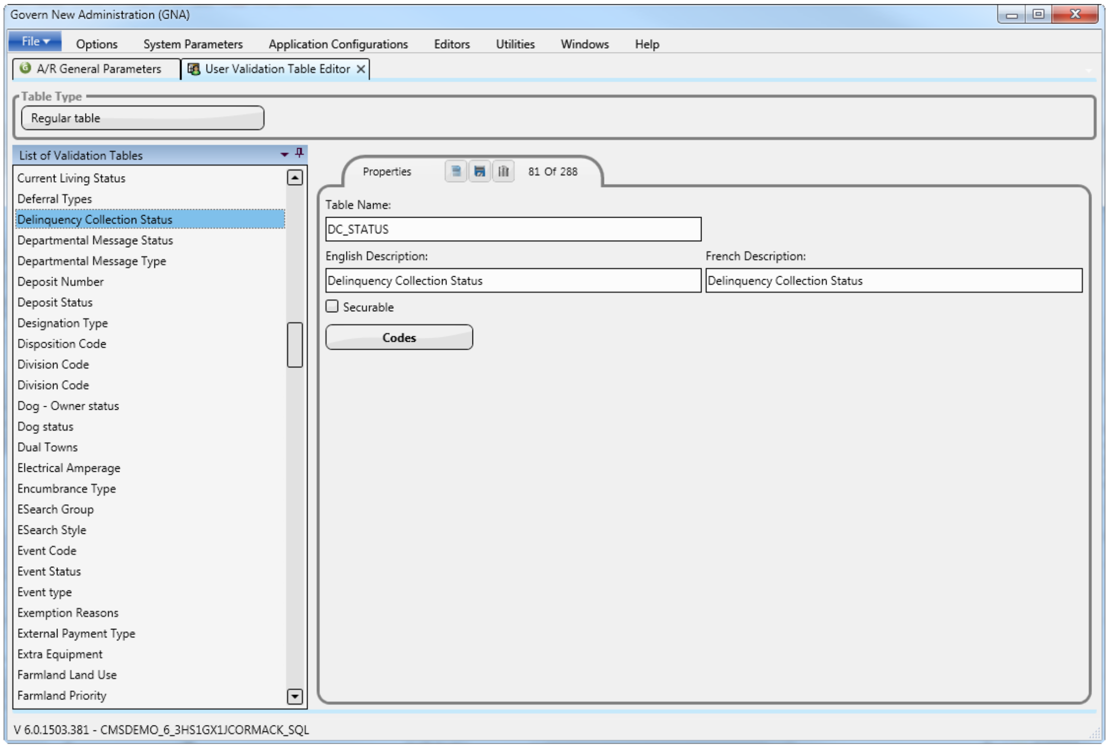
- **Delinquency Collection Status**: The **Status** parameter appears on the **General** tab of the *Delinquency Collection* form. It is used for informational purposes.
- **Link Type for Names**: Names can be linked to the Delinquency Collection record at any stage, even after the record is finalized. You can create Types for these names, such as, Creditor or Collection Agency.

Defining Delinquency Collection Status Codes

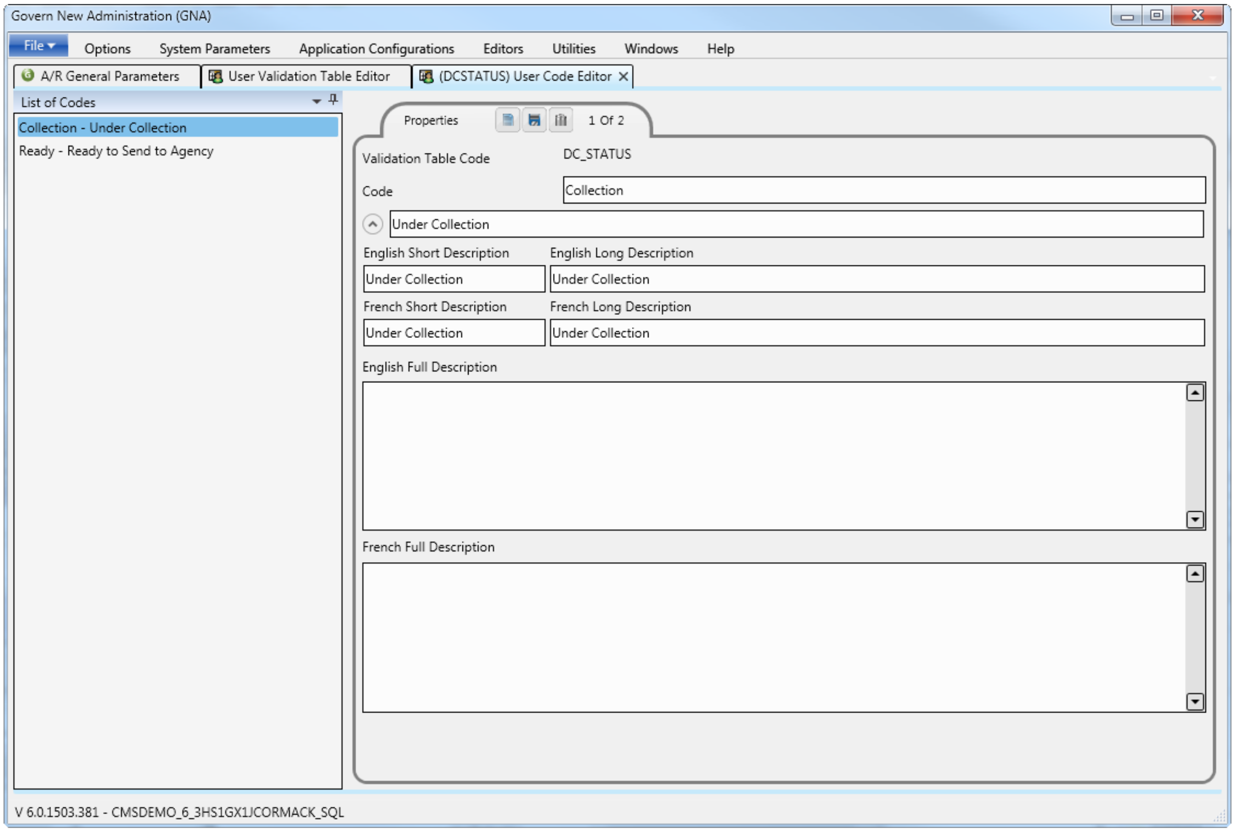
You can define as many delinquency collection status codes as required for the *Delinquency and Collection* subsystem. These are used for informational purposes; for example, you may want to indicate the stage that the *Delinquency and Collection* record has reached in the process, such as Initialized, Letter Sent to the Client, Account Sent to Collection Agency, etc.

To create a Name Type for the delinquency subsystem:

1. Launch GNA.
2. Select **Editors** > **User Validation Table Editor**.



3. Select **Regular Table** from the **Table Type** drop-down list.
4. Select the **Delinquency Collection Status** table.
5. Select the **Securable** option if you want to define security permissions so that only authorized users can create codes. Otherwise, leave this option blank so that any user with permission to use GNA can create view and create the validation user codes.
6. Click **Codes** to create the **Status** codes.



7. Click **New**.
8. Enter a code name for the name type.
9. Enter the short, long, and full descriptions as required.
10. Click **Save**.

Refer to the Govern New Administration (GNA) guide for further details.

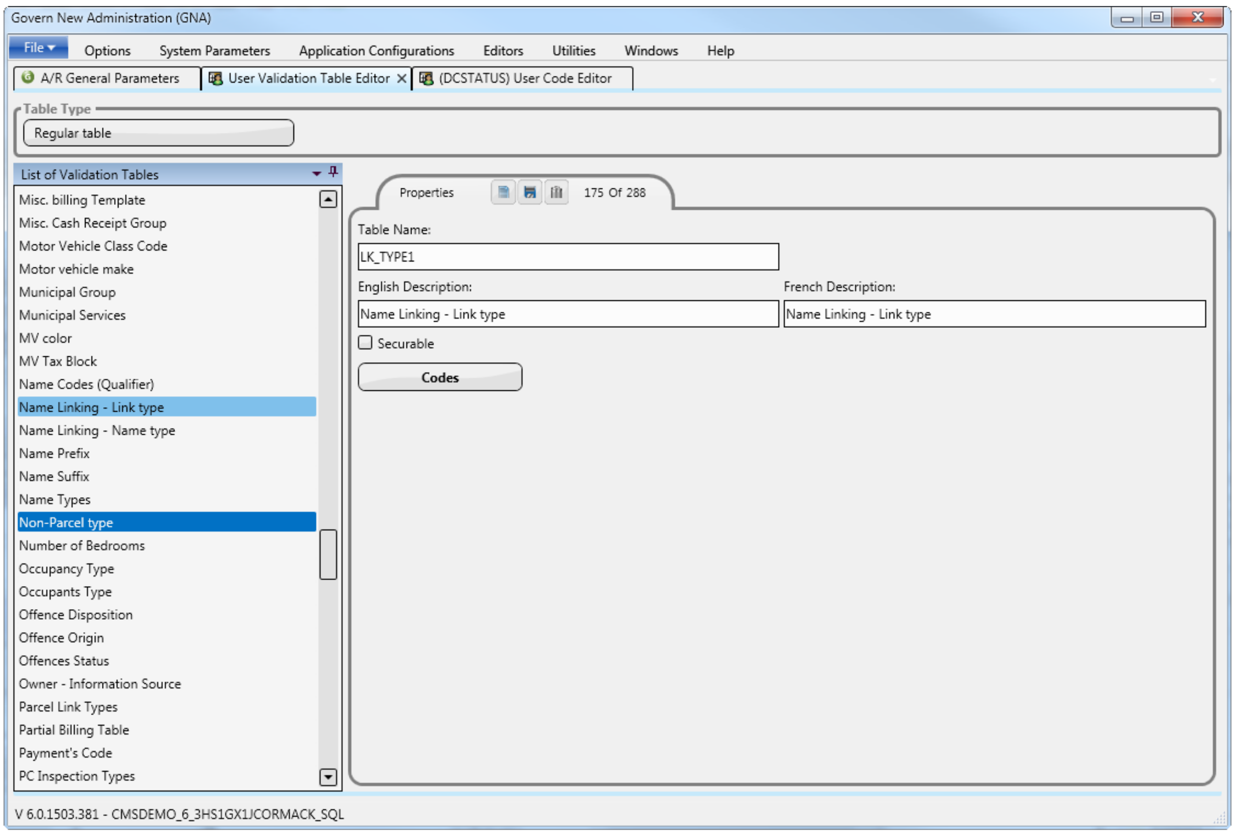
Defining Types for Linked Names

The **Linked Names** tab on the Govern *Delinquency Collection* form is used for informational purposes. You can add any of the individuals and companies are associated with the delinquency transaction for future reference. In order to facilitate the management and data entry, the names are associated with types.

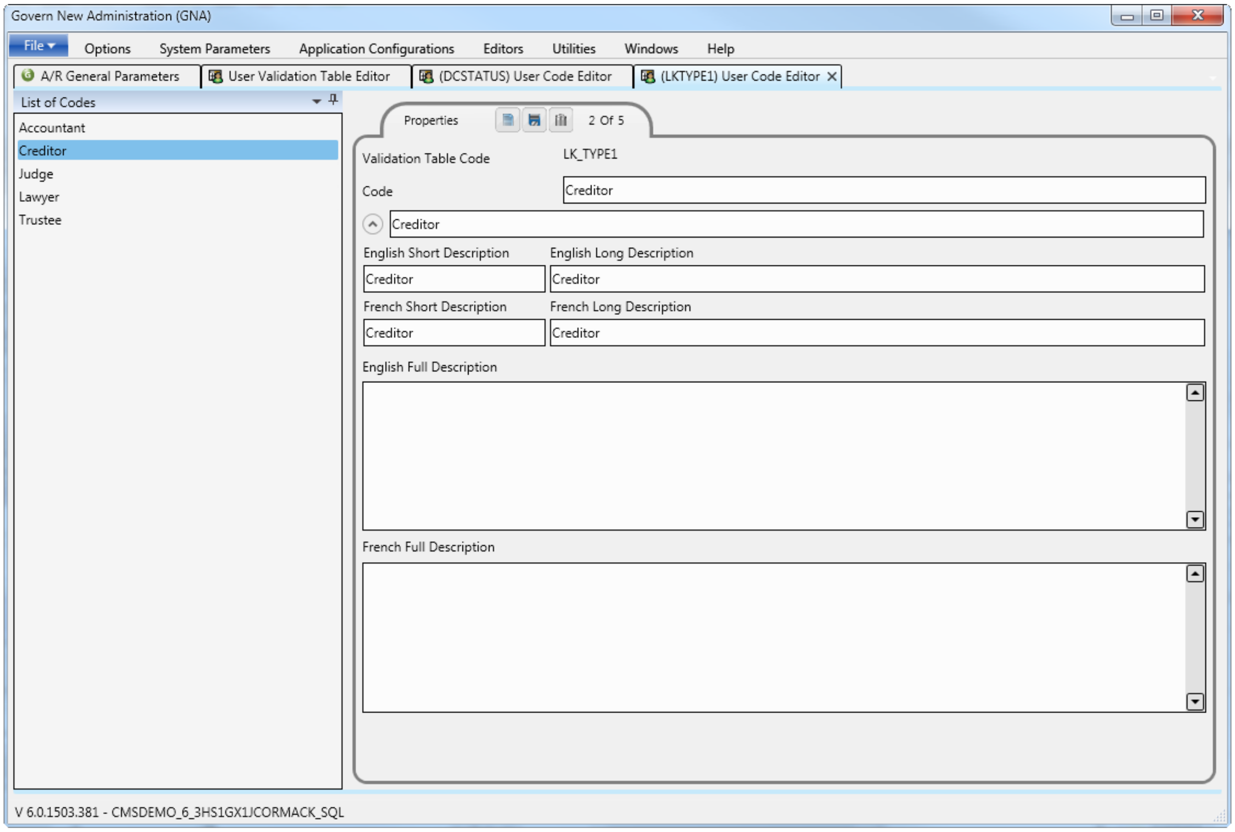
Types can include Trustee, Creditor, Accountant, Judge, Lawyer, and / or any other type that is required by your organization.

To create a Name Type for the delinquency subsystem:

1. Launch GNA.
2. Select **Editors** > **Editors** > **User Validation Table Editor**.



3. Select **Regular Table** from the **Table Type** drop-down list.
4. Select the **Name Linking Link Type** table.
5. Click **Codes** to create the **Name Types**.



6. Click **New**.
7. Enter a code name for the name type.
8. Enter the short, long, and full descriptions as required.
9. Click **Save**.

Refer to the Govern New Administration (GNA) > User Validation Tables documentation for further details: http://product.govern.harrisgovern.com/103-ED-010

Configuration

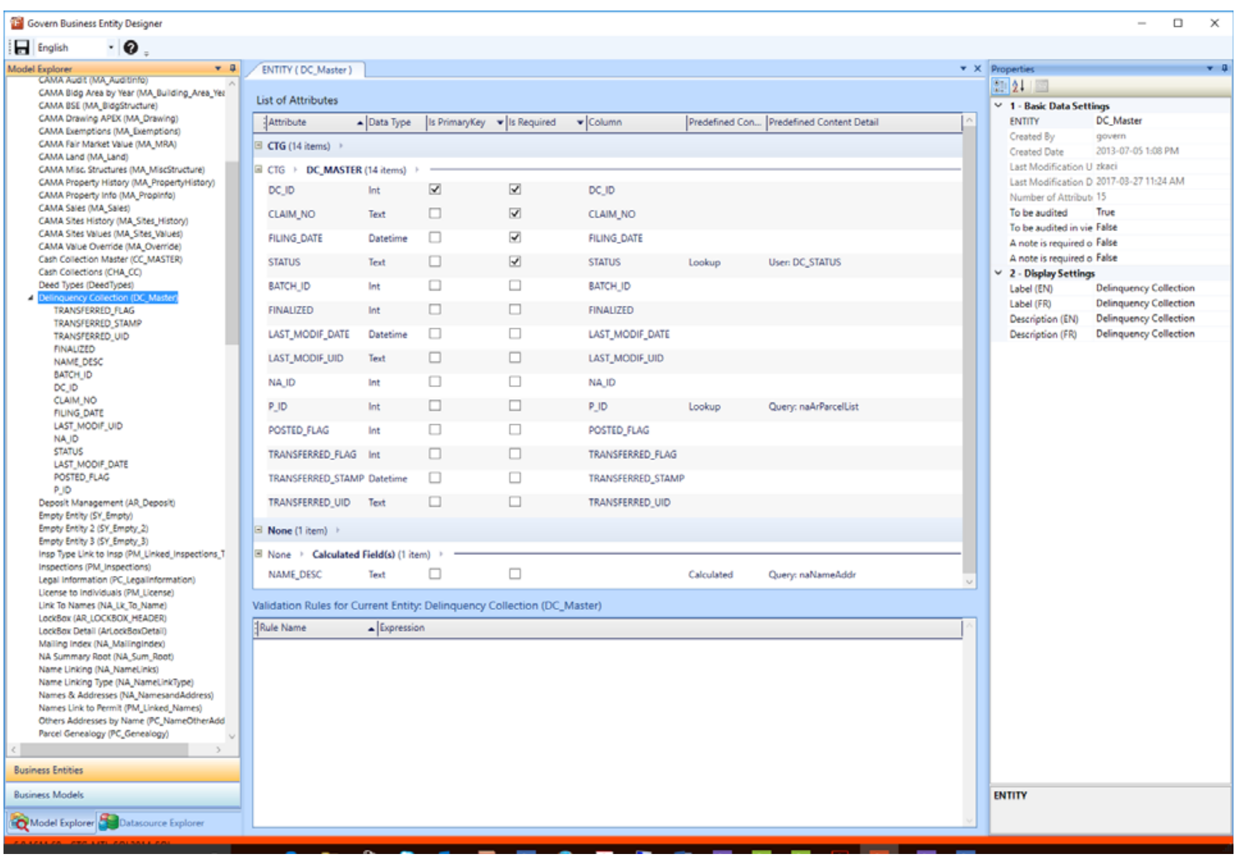
Overview

The configuration for the Delinquency Collection module comprises the following:

- Configuration in the Business Entity Designer (BED)
- Configuration in the OpenForms Designer (OFD).
- Required Queries

Configuration in the Business Entity Designer

The configuration in the Business Entity Designer comprises the following:



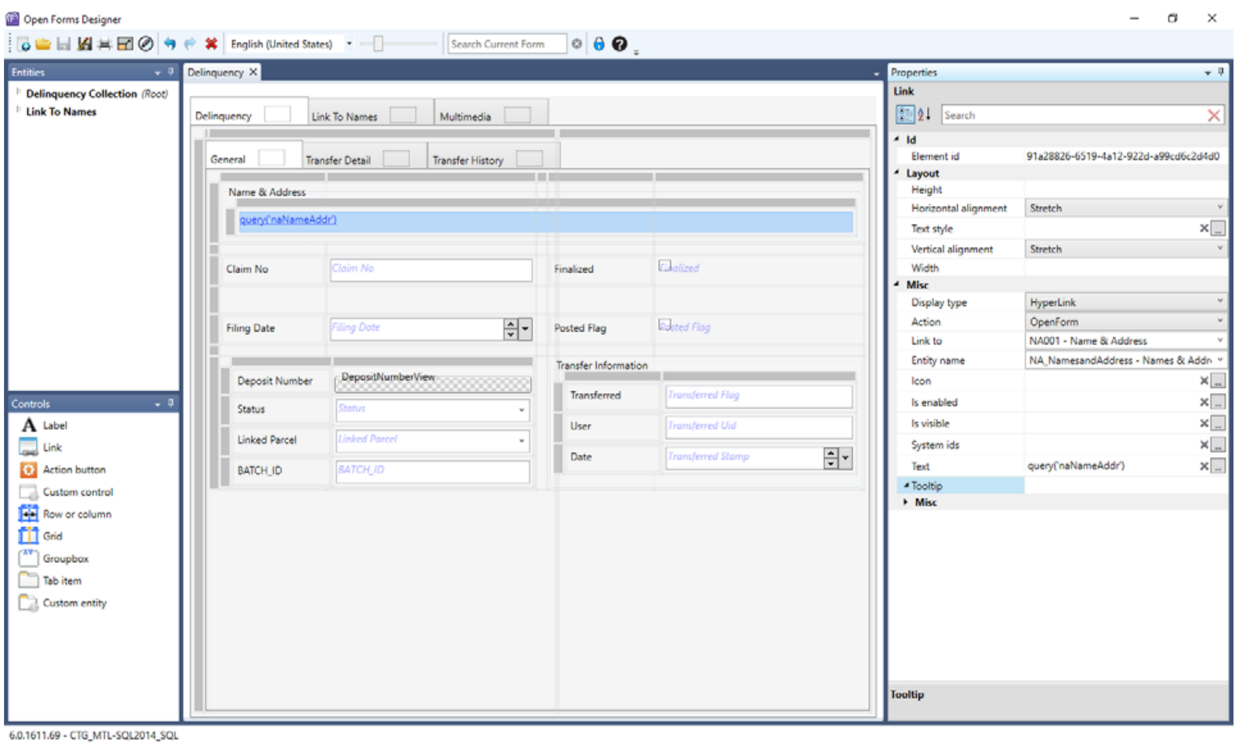
The Parcel ID is defined as a lookup and linked to the Note, there are three fields defined as Lookup and linked to the A/R Parcel List Query naArParcelList Query.

The calculated field, Name_Desc that uses the query naNameAdr.

These queries are described under Required Queries on page 4.

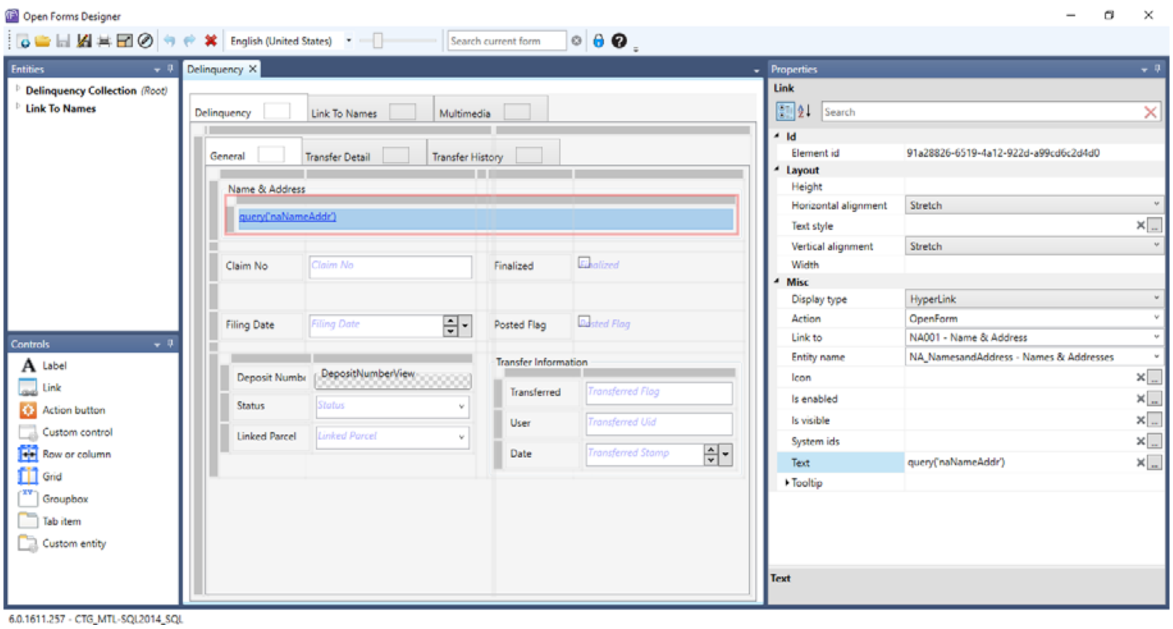
Configuration in the OpenForms Designer (OFD)

The configuration in the Business Entity Designer comprises the following:



Name Control: The Name and Address Control is used for adding the name and address information for the record selected in Govern.

The query used for this is naNamAddr



The query is added as a link.

The properties for the link are:

- **Action**: OpenForm
- **Form**: Name and Address (NA01)
- **Query**: naNameAddr

Deposit Number View Control

The database view control is used for displaying the Deposit Number associated with the A/R record on the form.

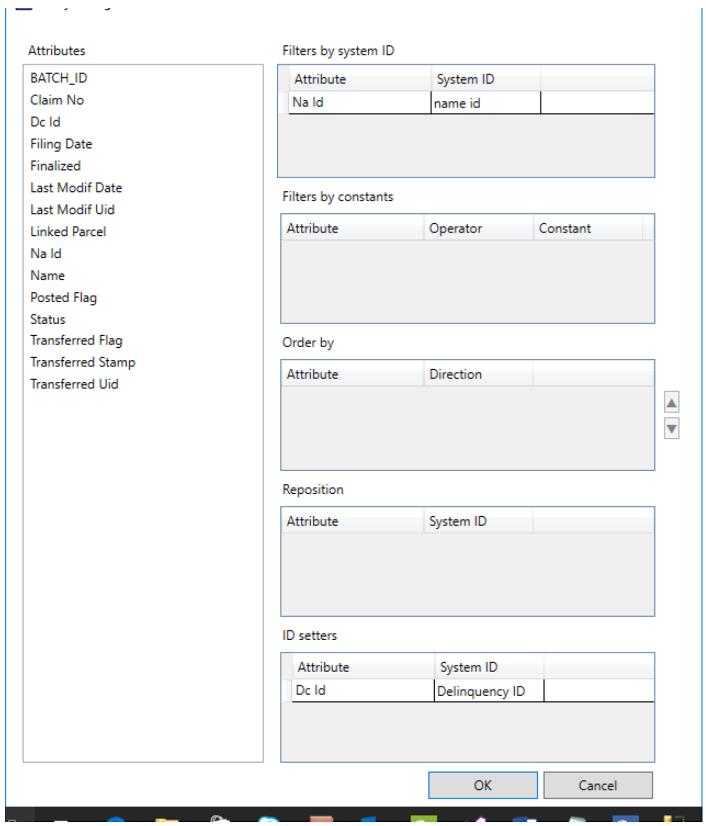
The properties for the database view are:

- **Action**: MsGovern.Openforms.CustomControls.dll DepositNumberView
- **Name**: Deposit Number by default. This can be modified.
- **Subsystem**: Delinquency Control

Configuration

To set the required IDs for Delinquency:

1. Launch the OFD.
2. Open the Delinquency and Collections form.
3. Select the Delinquency tab at the top of the entity.
4. Click the ellipsis button in the **Configuration** parameter.



5. Select **Name ID** under **System IDs**.
6. Select **DC ID** under **ID Setters**.
7. Click **OK** on the Configuration window.
8. Click **Save** on the OFD form.

Required Queries

The following queries are required for the Delinquency module:

Note: The queries vary according to the Govern OpenForms release.

Govern OpenForms 6.0

naArParcelList (A/R Parcels List by Name)

naArParcelList

```
SELECT DISTINCT AR_MASTER.P_ID CODE,

(CASE WHEN PC_PARCEL.TAX_MAP IS NOT NULL THEN 'Tax Map # ' ||
PC_PARCEL.TAX_MAP WHEN  PC_PARCEL.SUBD IS NOT NULL OR
PC_PARCEL.LOT IS NOT NULL THEN 'Subdivision & Lot: ' ||
ISNULL(PC_PARCEL.SUBD,'') || ' ' ||  ISNULL(PC_PARCEL.LOT,'') WHEN
PC_PARCEL.LEGAL IS NOT NULL THEN 'Alternate Id: ' || PC_PARCEL.LEGAL
WHEN  PC_PARCEL.LEGAL_INDEX IS NOT NULL THEN 'Legal Index: ' ||
PC_PARCEL.LEGAL_INDEX WHEN PC_PARCEL.NON_PARCEL_FLAG=-1 THEN
((SELECT ISNULL(VT_USER.SHORT_DESC_EN,'Non-Parcel') FROM VT_USER
WHERE VT_USER.TABLE_NAME='PARCEL' AND
VT_USER.CODE=PC_PARCEL.NON_PARCEL_TYPE) || ': '
||CAST(PC_PARCEL.NON_PARCEL_ID AS VARCHAR(15))) END)
SHORT_DESC_EN
FROM AR_MASTER
JOIN PC_PARCEL ON PC_PARCEL.P_ID = AR_MASTER.P_ID
WHERE AR_MASTER.NA_ID=name id
ORDER BY SHORT_DESC_EN
```

Govern OpenForms 6.1

naArParcelList

```
SELECT DISTINCT AR_MASTER.P_ID CODE,

(CASE WHEN PC_PARCEL.TAX_MAP IS NOT NULL THEN 'Tax Map # ' ||
PC_PARCEL.TAX_MAP WHEN  PC_PARCEL.SUBD IS NOT NULL OR
PC_PARCEL.LOT IS NOT NULL THEN 'Subdivision & Lot: ' ||
ISNULL(PC_PARCEL.SUBD,'') || ' ' ||  ISNULL(PC_PARCEL.LOT,'')
WHEN  PC_PARCEL.LEGAL IS NOT NULL THEN 'Alternate Id: ' ||
PC_PARCEL.LEGAL WHEN  PC_PARCEL.LEGAL_INDEX IS NOT NULL THEN
'Legal Index: ' || PC_PARCEL.LEGAL_INDEX WHEN
PC_PARCEL.NON_PARCEL_FLAG=-1 THEN ((SELECT
ISNULL(VT_USER.SHORT_DESC_EN,'Non-Parcel') FROM VT_USER WHERE
VT_USER.TABLE_NAME='PARCEL' AND
VT_USER.CODE=PC_PARCEL.NON_PARCEL_TYPE) || ': '
||CAST(PC_PARCEL.NON_PARCEL_ID AS VARCHAR(15))) END)
SHORT_DESC_EN

FROM AR_MASTER
```

JOIN PC_PARCEL ON PC_PARCEL.P_ID = AR_MASTER.P_ID

WHERE AR_MASTER.NA_ID=@idna_id

ORDER BY SHORT_DESC_EN

Chapter 2: User Data Entry

Overview

The *Delinquency and Collection* subsystem has a single user data entry form: *Delinquency Collection*. This form has five tabs for managing the details of the delinquency record and the information associated with it.

The **General** tab includes the name and address, information about the claim, and dates and time of filing. It also includes a **Finalized** flag. You can modify the record at any time before it is *Finalized*. At that point, you can run the *Delinquency Posting* batch process, which posts the delinquent record to A/R. It can then be viewed in the *A/R Inquiry* form.

You can add any Accounts Receivable record through the **Transfer Detail** tab. When you are ready to transfer the record to delinquency, you can click the **Transfer** icon. The records are removed from **Transfer Detail** and displayed in **Transfer History**. The **Linked Names** and **Multimedia** tabs are included for informational purposes and are used for adding name records and multimedia files to the *Delinquency Collection* record.

Delinquency Collection records are saved to the following tables:

- DC_MASTER
- NA_LK_TO_NAMES

Prerequisites

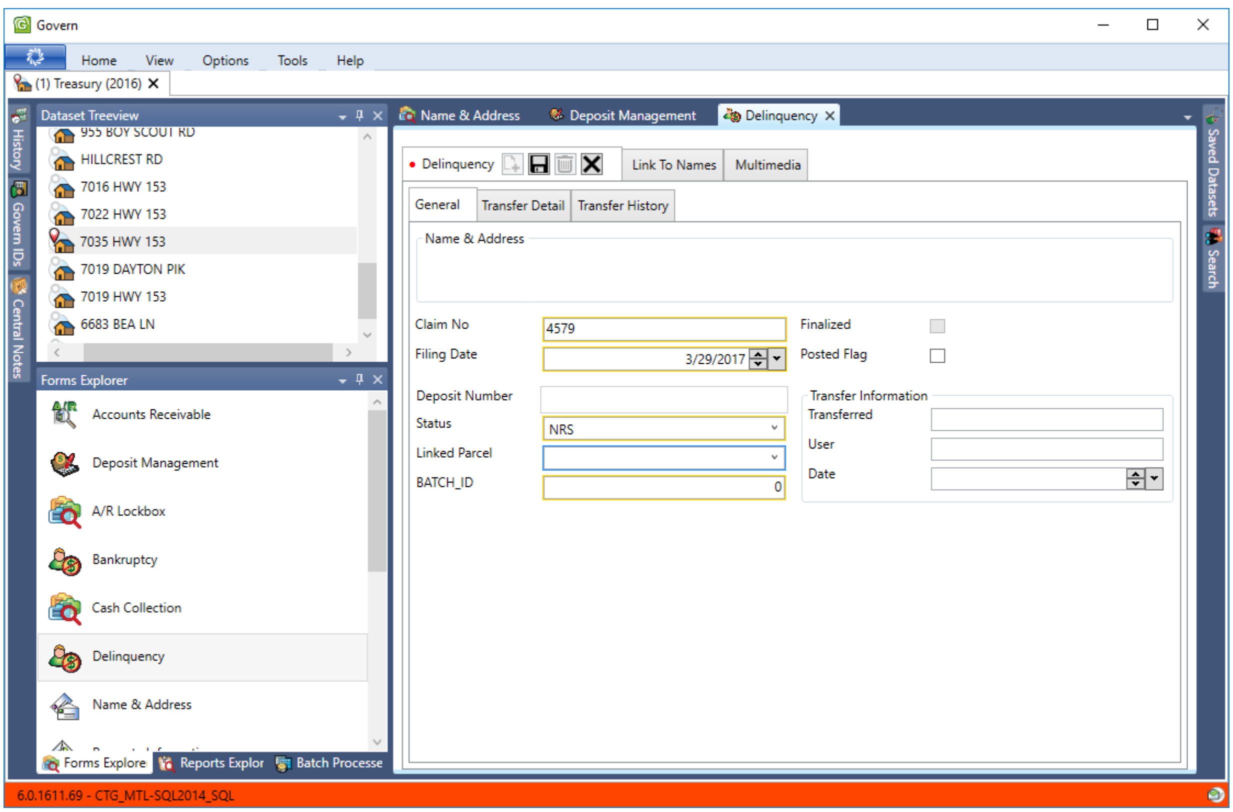
- **Govern Accounts Receivable**: Records must be posted in A/R before they can be transferred to Delinquency.
- **Name and Address**: The *Delinquency and Collection* subsystem is linked to the account by Name ID (NA_ID). Ensure that name and address records are up-to-date. Before completing the record, you can run the *Name Merge* batch process to ensure that no duplicate records exist.
- Parcel Information: The *Delinquency and Collection* subsystem can also be linked to the account by Parcel ID (P_ID).

Delinquency Collection

Overview

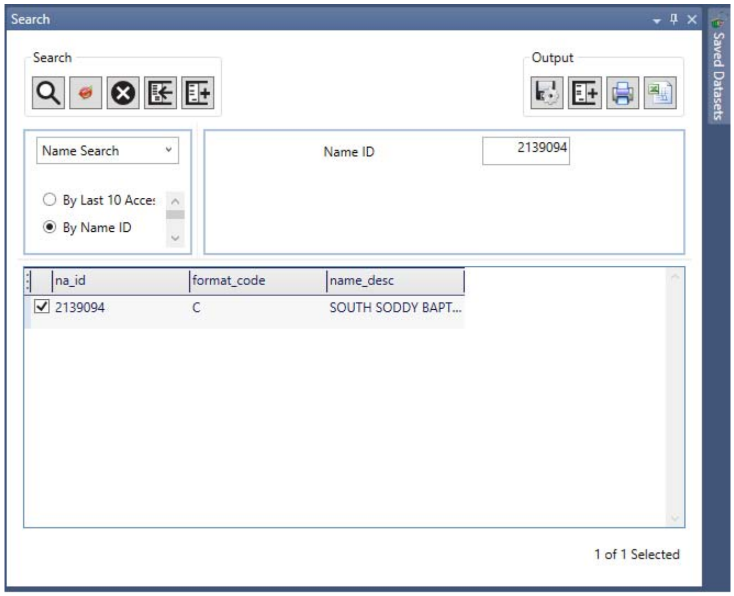
To access the *Delinquency Collection* form:

1. Launch Govern.
2. Open a Profile that includes Delinquency Collection.
3. Open the **Delinquency Collection** form.



4. Perform a search using the predefined search style or a saved dataset.

   By default, the Name and Search is used for Delinquency and Collections.



5. Load the results to the tree view.

When you select a record in the tree view, the name and address are automatically added to the form.

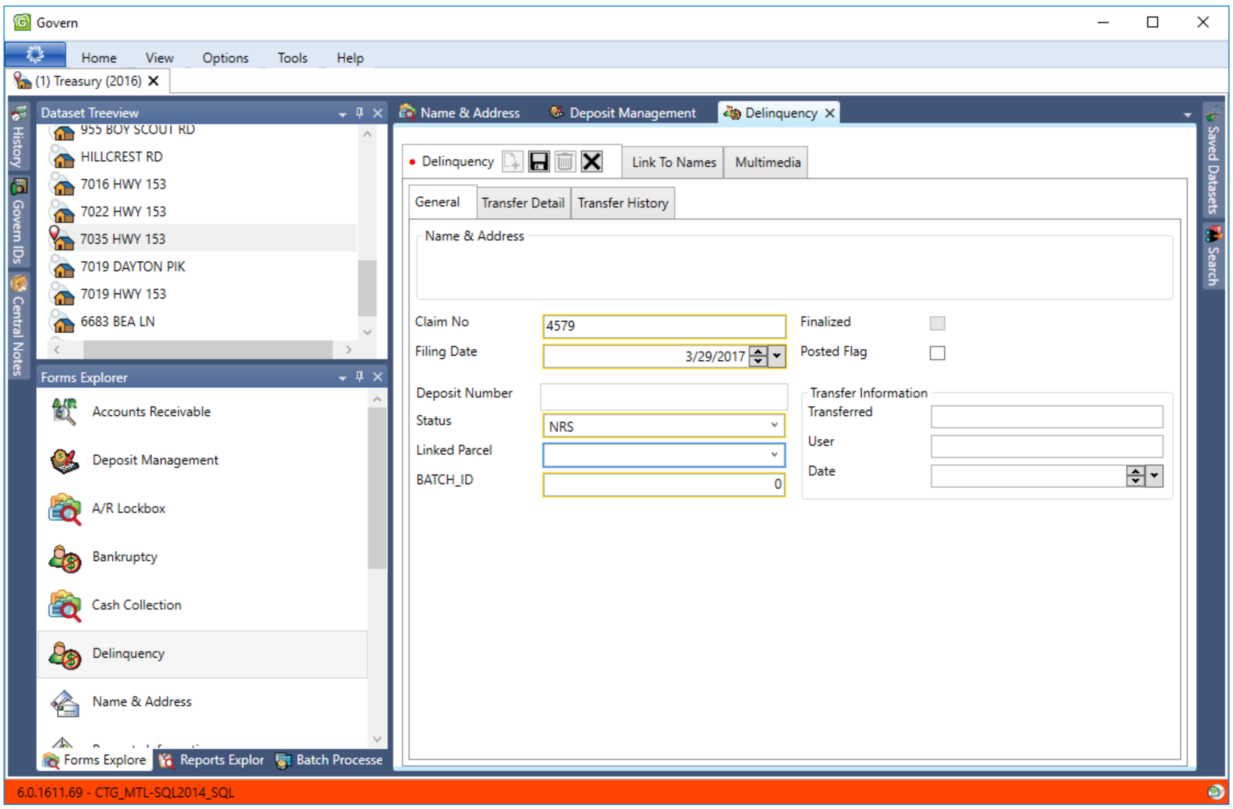
Note: The Name and Address information cannot be modified from this user form. However, if it is changed in the *Name and Address* subsystem, it is automatically updated on the *Delinquency Collection* form.

The *Delinquency Collection* form includes the following tabs:

- **General**: Provides the general information about the delinquency record, such as filing date and transfer information. *See General on page 25*.
- **Transfer Detail**: Lists information about the A/R records that are added to the *Delinquency and Collection* form. *See Transfer Detail on page 28*.
- **Transfer History**: Lists the records that are transferred from **Transfer Detail** in the Delinquency Collection form. *See Transfer History on page 33*.
- **Link To Names**: Lists the names and name types of the people and companies who are associated with the delinquency record. Name types are user-defined. They could include Creditor, Collection Agency, and Trustee. *See Linked Names on page 35*.
- **Multimedia**: The Multimedia tab is used in the *Delinquency and Collection* form, as the multimedia tab in other subsystems, for linking multimedia documents or files to the delinquency record. For example, you may want

to link letters sent to the client and reports received from the Collection Agency. *See Multimedia on page 36*.

General



Icons

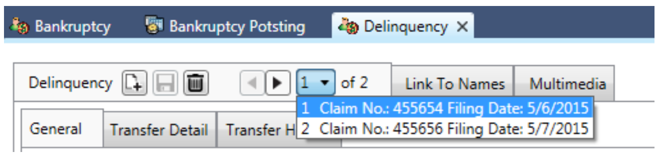
New: Click the **New** icon to create a new delinquency record.

Save: Click the **Save** icon to save a new record or modifications to an existing one.

Delete: Click the **Delete** icon to delete the current delinquency record. A confirmation dialog box is displayed; click **OK**, to confirm.

Browse: If a Browse screen is configured for the form, the **Browse** icon is enabled. Click this icon to view a listing of all records or to select a different one.

You can also use navigational arrows or Record Selector to move from record to record. An expression can be added to the Record Selector in order to display a description. *Refer to the OpenForms Designer documentation for* details.



Delinquency Text Fields

Name: When you click the **New** icon, the **Name** field is automatically populated with the name and address associated with the selected name record. This information cannot be modified from this form.

If, however, changes are made to the name and address record, before the record is complete, the change is updated in this field. Before completing the record, you can run the *Name Merge* batch process to ensure that all information is up-to-date and that no duplicate records exist.

Claim Number: Enter the number associated with the Delinquency claim. This could be supplied by the court or the organization.

This is a required field.

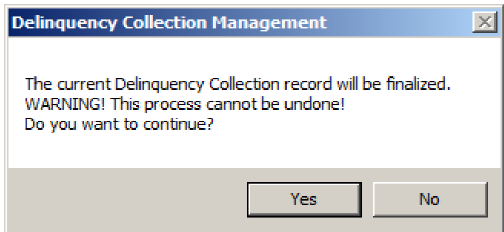
Filing Date: Click on the calendar icon beside this field to select the filing date for the record.

This is a required field.

Deposit Number: Deposit Numbers are required for all A/R transactions in Govern OpenForms. Depending on your setup, this field is automatically populated or a deposit number can be selected.

Finalized: When the Delinquency and Collection record is complete and you are ready to post it to A/R, select the **Finalized** option and click the **Save** icon.

A confirmation message is displayed.



Click **Yes** to continue.

> **Note:** Once the Delinquency Collection record is *Finalized*, you cannot delete the record or make any other modifications to it, with the exception of linking other name accounts and multimedia files.
>
> Furthermore, you cannot reverse or remove the **Finalized** status.

Once the record is finalized, you can run the *Delinquency Posting* batch process. This posts the record to the Govern Accounts Receivable subsystem.

Status: The **Status** codes are defined by the organization and used for informational purposes. You may have different status codes for the various stages of the Delinquency Collection process, such as **Process Started**, **Ready to Send to Agency**, and **Under Collection**.

Linked Parcel: This option is displayed if the Delinquency and Collections module is configured for Parcel Linking. The parcels associated with the A/R record are displayed in the drop-down list. Select the required parcel.

Transferred A/R

When the A/R record is transferred from the Delinquency Transfer Detail tab to the Transfer History tab, the **Transferred User ID**, **Transferred Stamp**, and **Transferred Flag** are updated. The status of these can be modified at any point before the record is *Finalized*.

Transferred User ID: This parameter displays the ID of the user who transferred the A/R record from Transfer Detail to Transfer History. You can modify the User ID at any point until the record is *Finalized*.

Transferred Stamp: This parameter displays the date and time that the A/R record was transferred. You can modify the Transferred Stamp at any point until the record is *Finalized*.

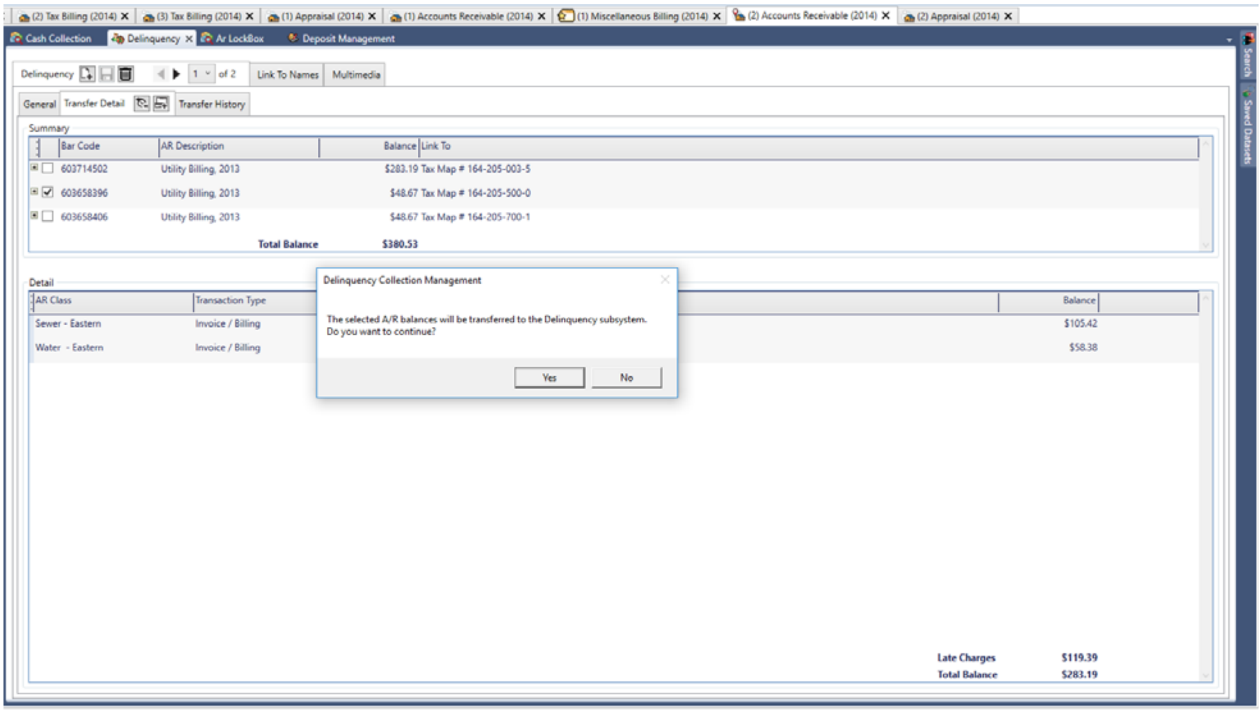
Transferred Flag: This flag is selected when the A/R record is transferred from **Transfer Detail** to **Transfer History**. You can modify the Transferred Flag at any point until the record is *Finalized*.

Posted Flag: This option is selected when the record is posted to A/R through the Delinquency Posting batch process.

Transfer Detail

You can add any Govern Accounts Receivable record to the *Delinquency and Collection* form through the **Transfer Detail** tab. This tab displays basic A/R information about the A/R records in two sections: Summary and Detail. When you are ready, you can move the records that you want to transfer to delinquency to the **Transfer History** tab.

The records that you move to Transfer History are removed from the Transfer Detail tab. However, you can remove them from the transfer detail and continue to make modifications until the Delinquency record is **Finalized**.



Icons

New: The New icon is used to create a new Transfer Detail record.

Save: The Save icon is used to save the current Transfer Detail record.

Delete: The **Delete** icon is used to remove the current Transfer Detail information.

Browse: The **Browse** icon is visible if there are multiple Transfer Detail records for the selected Delinquency and Collection record.

Transfer: The **Transfer** icon is used to transfer the selected A/R record from Transfer Detail to Transfer History.

Add Unrelated A/R: The **Add Unrelated A/R** icon is used to select and add Govern Accounts Receivable records to the *Delinquency and Collection* record.

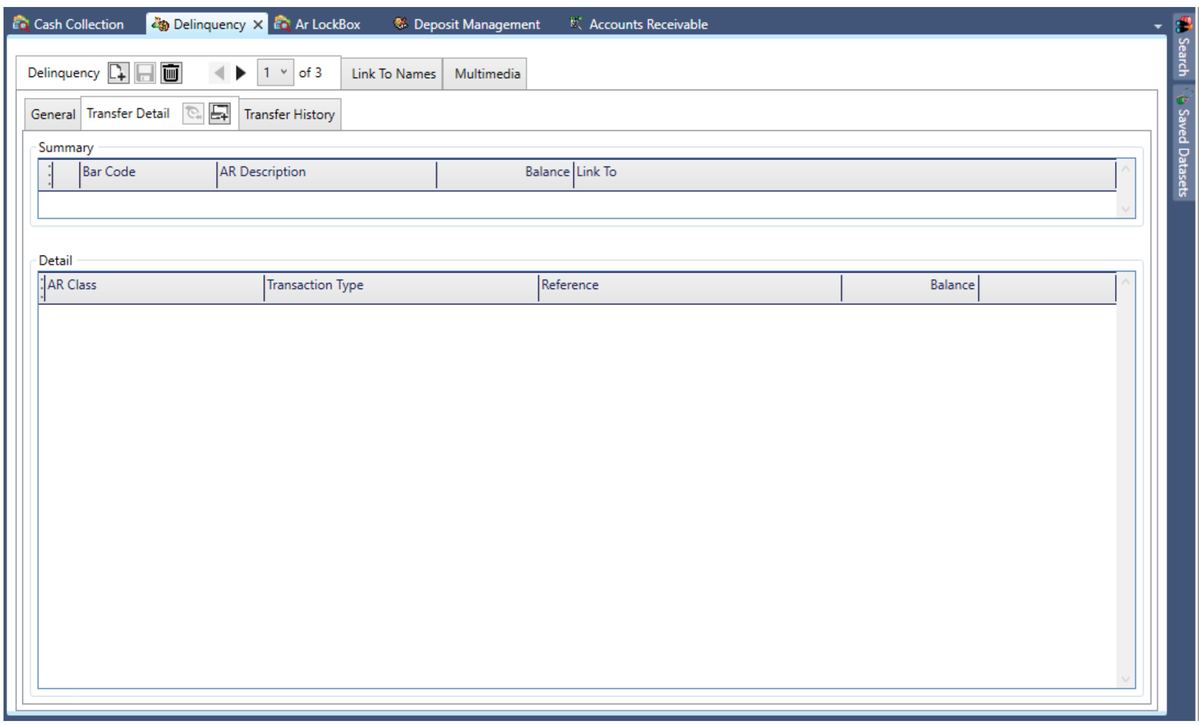
Navigational Arrows: The navigational arrows are enabled when there are multiple Transfer Detail records associated with the current *Delinquency and*

Collection record. They are used to scroll to the first and previous and next and last records.

Transferring an A/R Record From Transfer Detail to Transfer History

To transfer a record from Transfer Detail to Transfer History:

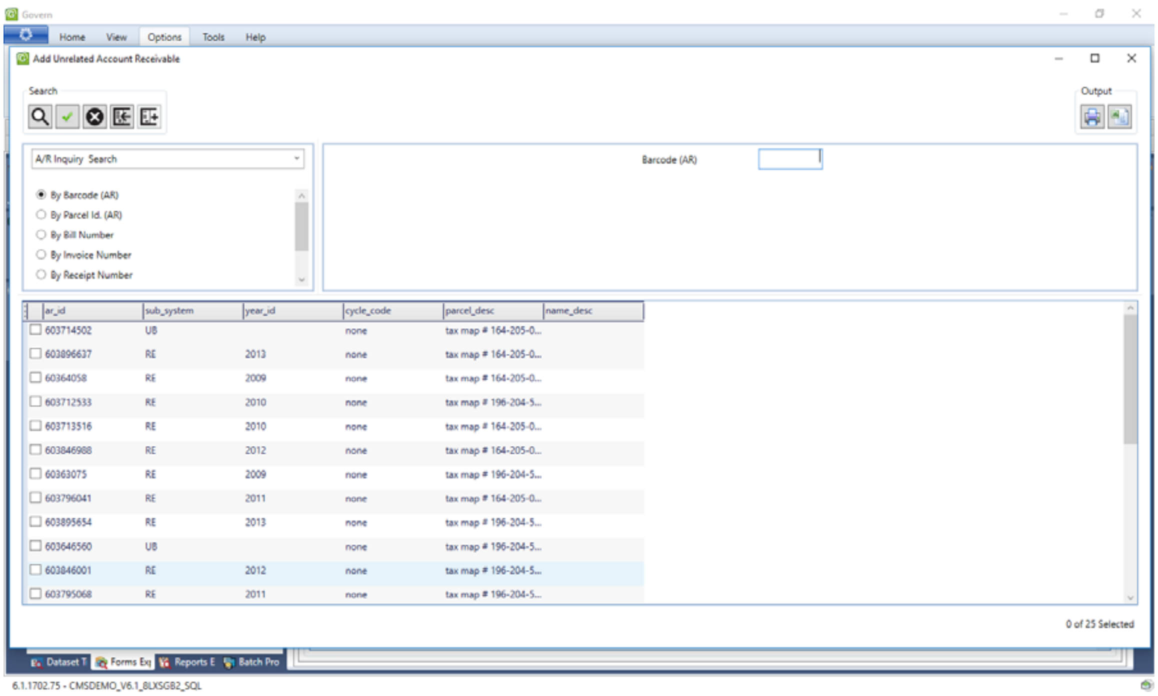
1. Select the **Transfer Detail** tab in the *Delinquency and Collection* form.



2. Click the **New** icon to create a new Transfer Detail record.

3. Click the **Add Unrelated A/R** icon to select and add Govern Accounts Receivable records to the *Delinquency and Collection* record.

   This opens the *A/R Inquiry Search* screen where you can perform a search for an A/R record, by **Barcode**, **Bill Number**, or **Invoice Number**.

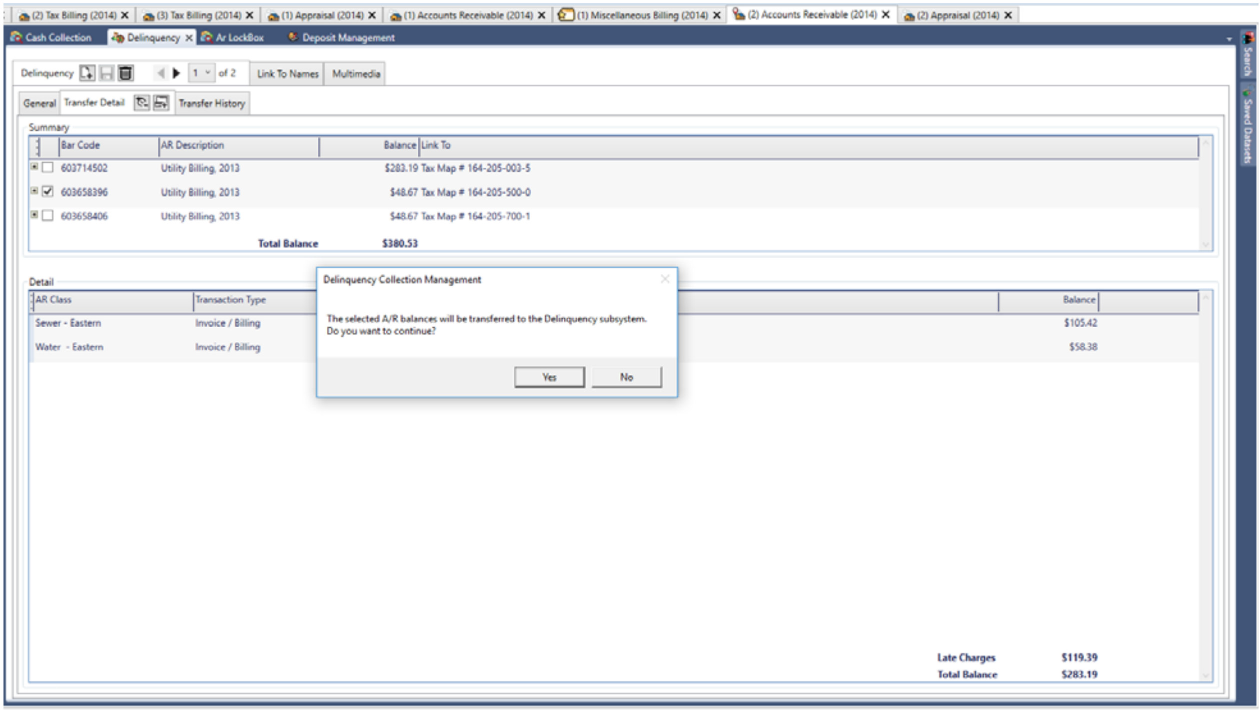


4. Perform the search. Then, select the A/R record or records that you want to transfer to delinquency. and load them to the form.

   The A/R records are displayed in the **Summary** section of the **Transfer Detail** tab.

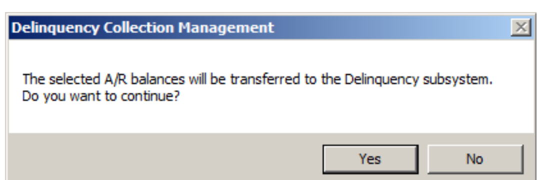
5. Select a record in the **Summary** section to view the details in the **Detail** section.

   The details include the **A/R Class**, **Transaction Type**, and **Balance**.



6. Select the checkbox beside the record or records you want to transfer to delinquency and click the **Transfer** icon .

   A confirmation message is displayed.



7. Click **Yes** to continue.

The record is transferred to the **Transfer History** tab and removed from **Transfer Detail** tab. The transfer can be modified up to the moment that the *Delinquency and Collection* record is finalized.

Conditions

Before you can transfer a record to Delinquency **Transfer History**, it must:

- Be posted in the Govern Accounts Receivable subsystem
- Have an A/R balance, as of the **Filing Date** entered on the **General** tab.

If these conditions are not met, a message is displayed and the record is not transferred.

Parameters

The **Transfer Detail** grids contain the following information:

Summary

- **AR_ID**: This is the Accounts Receivable ID, typically the barcode, for the A/R record.
- **A/R Description**: This is the description from the A/R module for the record, usually the subsystem and date.
- **Balance**. This is the balance due.
- **Link To**: This is the name and name ID associated with the account.
- **Total Balance**: This is sum of all records in the Transfer Detail grid.

Detail

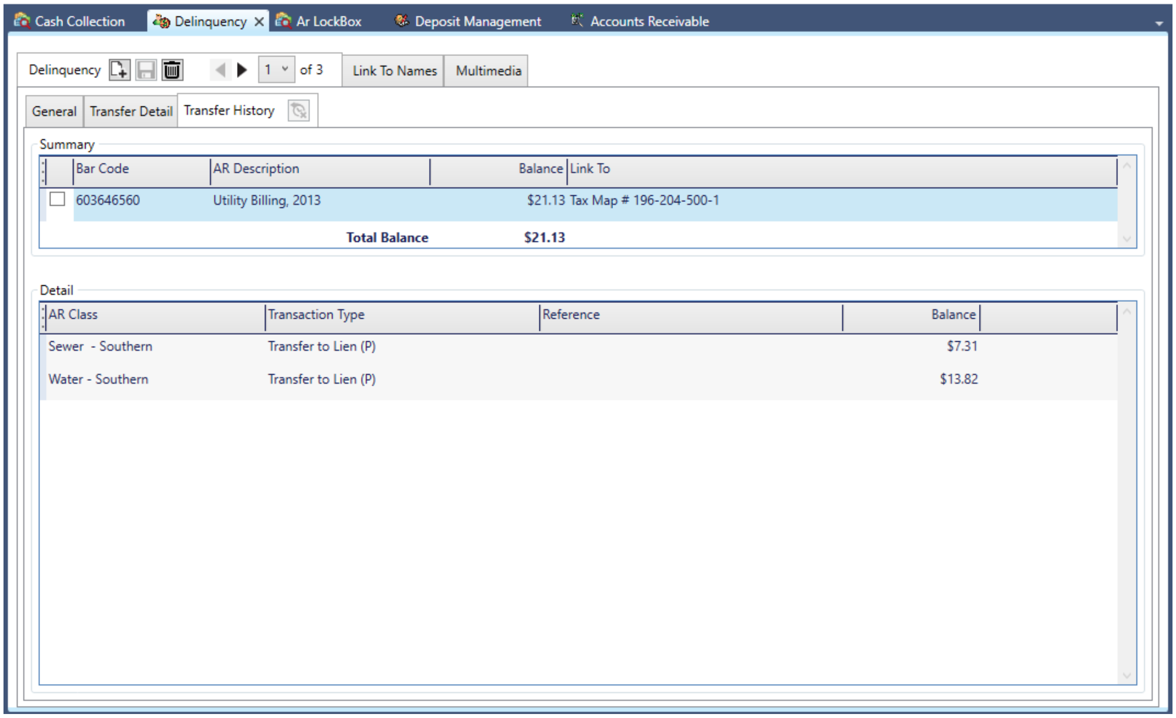
When you select a record in the Summary section, the following details are displayed:

- **A/R Class**: This is the A/R Class for the A/R record.
- **Transaction Type**: This is the transaction type for A/R record.
- **Balance**: This is the balance due for the individual record.
- **Late Charges**: These are the late charges for the select record.
- **Interest**: This is the interest for the record, up to the filing date.
- **Total Balance**: This is sum of all records in the Detail grid.

Transfer History

The **Transfer History** tab displays the records that are transferred from Transfer Detail to Transfer History. When the record is *Finalized*, those A/R records are transferred to the Delinquency susbystem (Table: DC_MASTER)

Once the delinquency record is finalized, the Transfer History cannot be modified. Before then, you can use the **Cancel Transfer of Selected A/R** records to remove one or more A/R records from the Transfer History grid.



Icons

Cancel Transfer of Selected A/R: Select the record that you want to cancel and click this icon to remove it from the Transfer History tab.

You can do this at any point up until the time that the record is *Finalized*. Once it is Finalized it is moved to the delinquency subsystem (Table: DC_MASTER). It is not posted until the *Delinquency Posting* batch process is run.

Parameters

Like the Transfer Detail tab, the Transfer History tab has a Summary and Detail section. The information is similar.

Summary

- **AR_ID**: This is the Accounts Receivable ID, typically the barcode, for the A/R record.
- **A/R Description**: This is the description from the A/R module for the record, usually the subsystem and date.
- **Balance**. This is the balance due.

- **Link To**: This is the name and name ID associated with the account.
- **Total Balance**: This is sum of all records in the Transfer Detail grid.

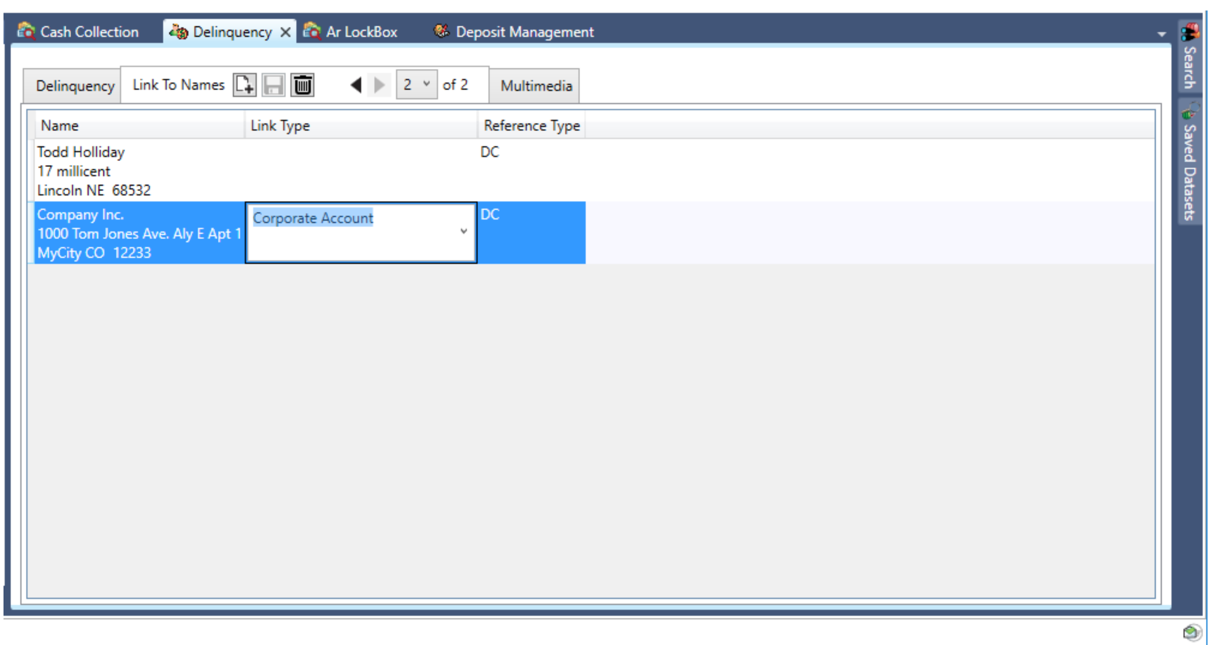
Detail

When you select a record in the Summary section, the following details are displayed:

- **A/R Class**: This is the A/R Class for the A/R record.
- **Balance**: This is the balance due for the individual record.
- **Late Charges**: These are the late charges for the select record.
- **Interest**: This is the interest for the record, up to the filing date.
- **Total Balance**: This is sum of all records in the Detail grid.

Linked Names

The **Linked Names** tab is used to add the names of any individuals or companies that are associated with the delinquency claim. It lists the and name and address and link type for each linked name in a grid.



Icons

New: Click the **New** icon to add a new name.

Save: Click the **Save** icon to save the existing linked name records,

Delete: click the **Delete** icon to remove the selected name record. A confirmation message displayed. Click **Yes** to continue.

Parameters

The following columns appear under the *Linked Names* tab.

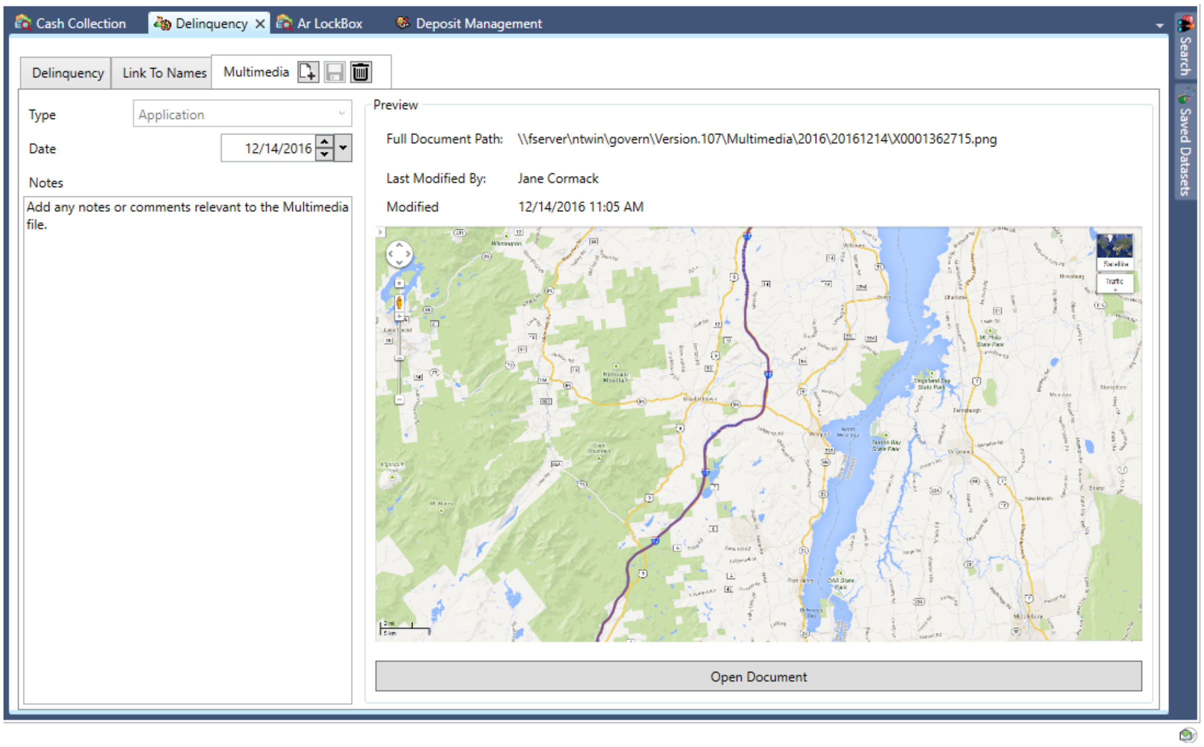
Name: The Name column displays the name and address of the linked name.

Link Type: Select a link type from the drop-down list. The link types are user-defined in the **Name Linking – Link Type** table.

Reference Type: The Reference Type field automatically displays DC for the Delinquency model (Table: NA_LK_TO_Name.REF_TYPE).

Multimedia

The **Multimedia** tab is used to link one or more multimedia files of a predefined type to the delinquency record, such as, letters, legal documents, photographs, maps, and reports. You can add multiple types. Each file is saved as a separate record.



Icons

New: Click **New** to add a new multimedia document and to display the parameters on the form.

Before the file is saved, you can click **Cancel** to delete modifications.

Save: Click **Save** to save the current multimedia record.

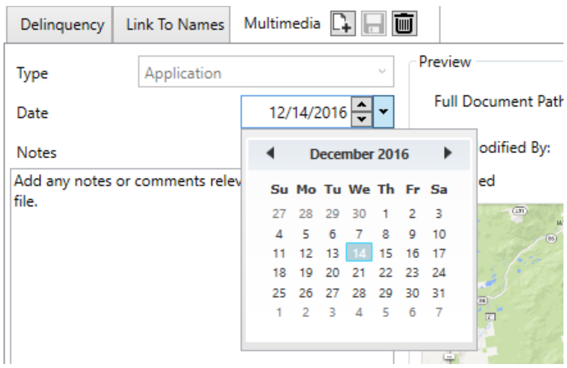
Delete: Click **Delete** to delete the current multimedia record.

Data Entry Fields

Type: Select the type of multimedia document that you want to add. Multimedia types are defined by the department in GNA on the Multimedia Codes tab of the Department Maintenance form. They are saved to the Property Control user validation table DEPINF. *For details, refer to the Department Maintenance documentation*.

Click the **Import** bar to import a saved or scanned multimedia image.

Date: Click the drop-down arrow to the right of the Date field to select a date to associate with the multimedia file, such as the date that it is added to the claim.



Notes: Add any notes or comments that are relevant to the multimedia document for the Delinquency claim.

Chapter 3: Batch Processing

Overview

The Delinquency & Collections modules includes the following batch processes.

- Transfer A/R to Delinquency
- Delinquency Posting

Prerequisites

Before running the batch processes for Delinquency & Cash Collection, verify the following:

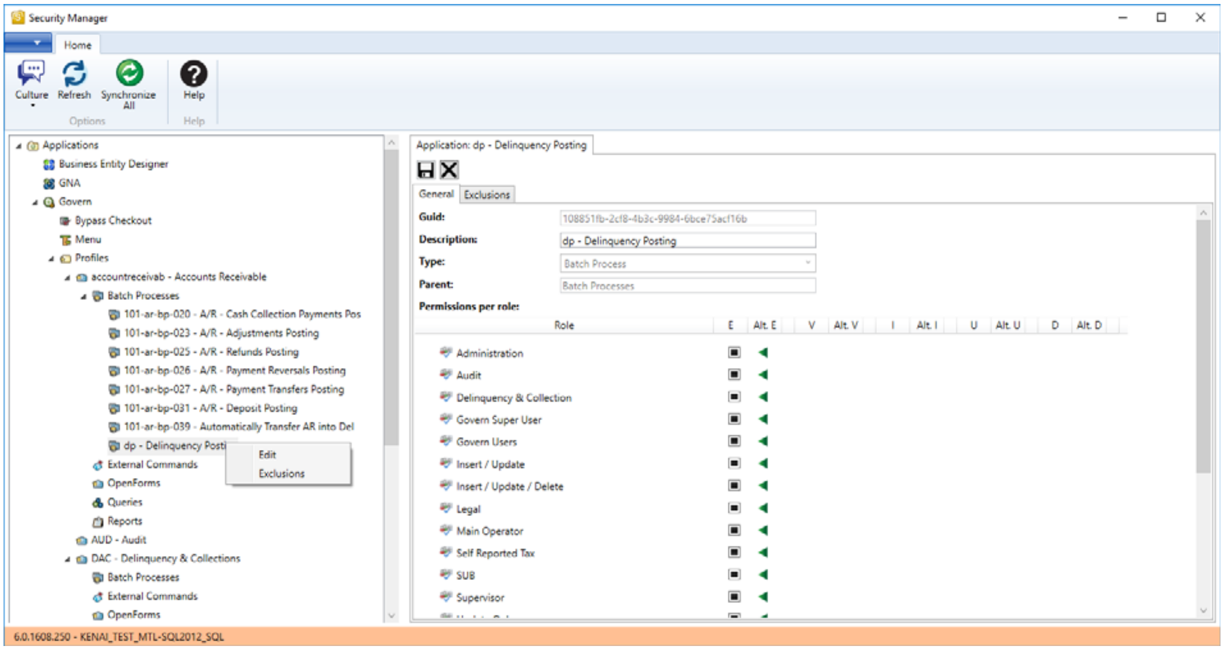
All A/R records to be transferred to Delinquency must be associated with an A/R Class Code that is linked to Delinquency A/R Class Code. This is described in the administrative section of this document. *See Defining and Linking Delinquency A/R Class Codes on page 6*.

Defining Security Permissions for the Delinquency & Collections Batch Processes

Security for all batch processes in Govern OpenForms are defined in the Govern Security Manager (GSM) as follows:

To define security permissions for a batch process:

1. Launch the Govern Security Manager (GSM).
2. Expand **Applications** > **Govern** > **Profiles** > <name of the Profile> **Batch Processes** <name of the batch process>.



3. Right-click on the batch process.
4. Select **Edit**.
5. Assign permissions by role.
6. Select **Exclusions**.
7. Define the exceptions.
8. Click **Save**.

Transfer A/R to Delinquency

The Transfer A/R to Delinquency batch process is run in order to automate the process of transferring delinquent A/R records to the Delinquency and Collections module. It performs the same tasks as transferring individual records one by one on the Delinquency form.

Only records that are associated with an A/R Class Code that is linked to a Delinquency Collection A/R Class Code can be included in the process.

There are two procedures contained on this batch process.

- **Process Delinquent A/R**: This is the first step. Run this procedure to transfer the delinquent A/R records to Delinquency and Collections.

- **Finalize Delinquent A/R**: This is the second step. Run this procedure to finalize the A/R records.

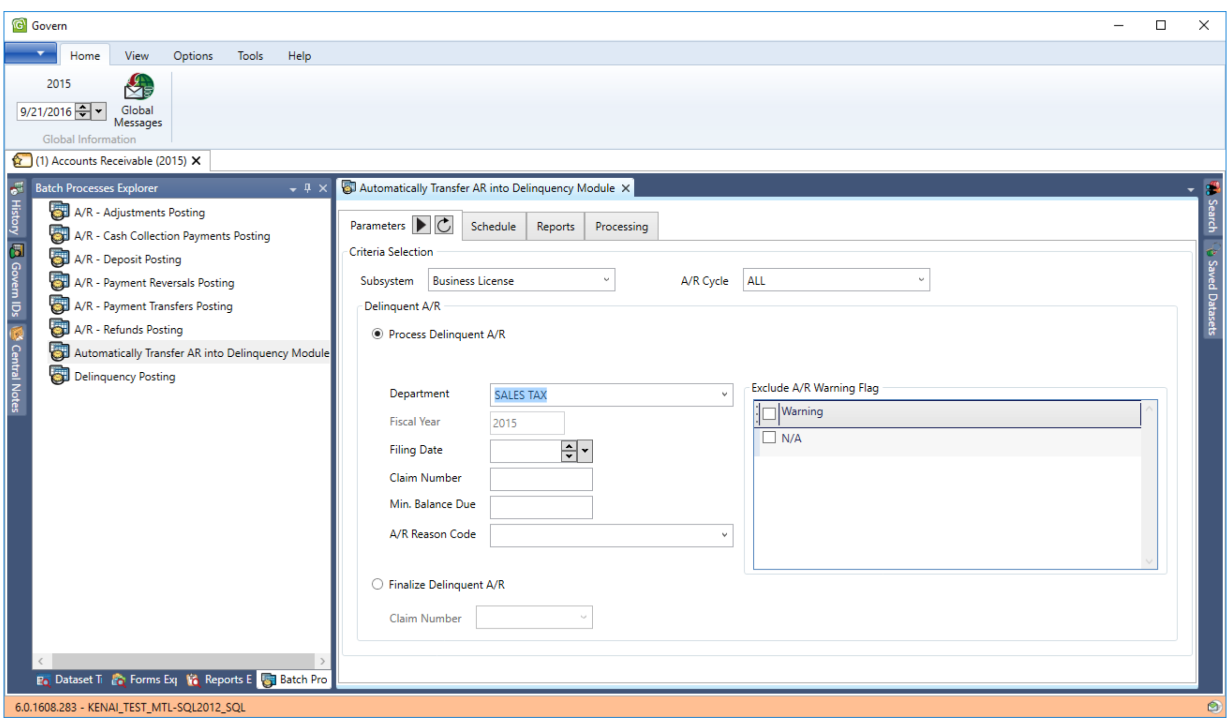
A separate batch process is required in order to post the delinquent records that were included in the two Transfer A/R to Delinquency batch process procedures.

- **Posting to A/R**: Once records are finalized, you can run the Posting to A/R batch process. This procedure is described in the following section.

Running the Process Delinquent A/R Batch Process

To run the Process Delinquent A/R batch process from Govern:

1. Launch Govern.
2. Open a Profile that contains the Transfer A/R to Delinquency and Collections process.
3. Select the Batch Processing Explorer.
4. Select the **Transfer A/R to Delinquency and Collections*** batch process.



*The name of the batch process can vary according to the administrative setup.

5. Select the subsystem under which the delinquent A/R records are saved from the **Subsystem** drop-down list.
6. Select Cycle Code from the **A/R Cycle** drop-down list.

   The A/R Cycle parameter appears only for subsystems
7. Select the **Process Delinquent A/R** option.
8. Enter a range of years in the **From Year** and **To Year** parameters.

   Only the records within the selected range are processed.

   Entering a range of years prevents any current bills from being processed.

   Note: The range of years appears for year-based subsystems only.
9. Select a department from the drop-down list.

   The fiscal year from this department is displayed in the **Fiscal Year** parameter.

   This year is used to create the Delinquency account in the table AR_MASTER. This year is used for all records in AR_DETAIL.
10. Select a date from the **Filing Date** drop-down list.

    This is the date of the transfer (Table: DC_MASTER.FILING_DATE)
11. Enter a Claim Number.

    The claim number is applied on all records included in the batch process. It is a required field on the Delinquency & Collections user form, as well as on the Transfer A/R to Delinquency & Collections batch process form.

    This Claim Number is selected when you run the process to finalize the records.
12. Select a warning flag in the **Exclude A/R Warning Flag** list box if you want to exclude certain records from the batch process.

    Records with the selected warning flag are excluded from the process. For example, you may want to exclude all records that are included in the Bankruptcy module from the process.
13. Enter the minimum balance due on the records that you are transferring to Delinquency in the **Minimum Balance Due** field.

    Only the records that are greater than or equal to the Minimum Balance Due are transferred.

14. Select an A/R Reason Code from the drop-down list (Table: VT_USER.TABLE_NAME = ‘ARREASON’)

    The A/R Reason Code is displayed by long description.

    This reason code is associated with the original record by AR_ID. For the delinquency record, it is used for informational purposes only.

15. Click **Execute**.

If you are running the batch process from Govern, the status of the process is displayed in the Processing tab. If errors or warnings occur, messages are displayed.

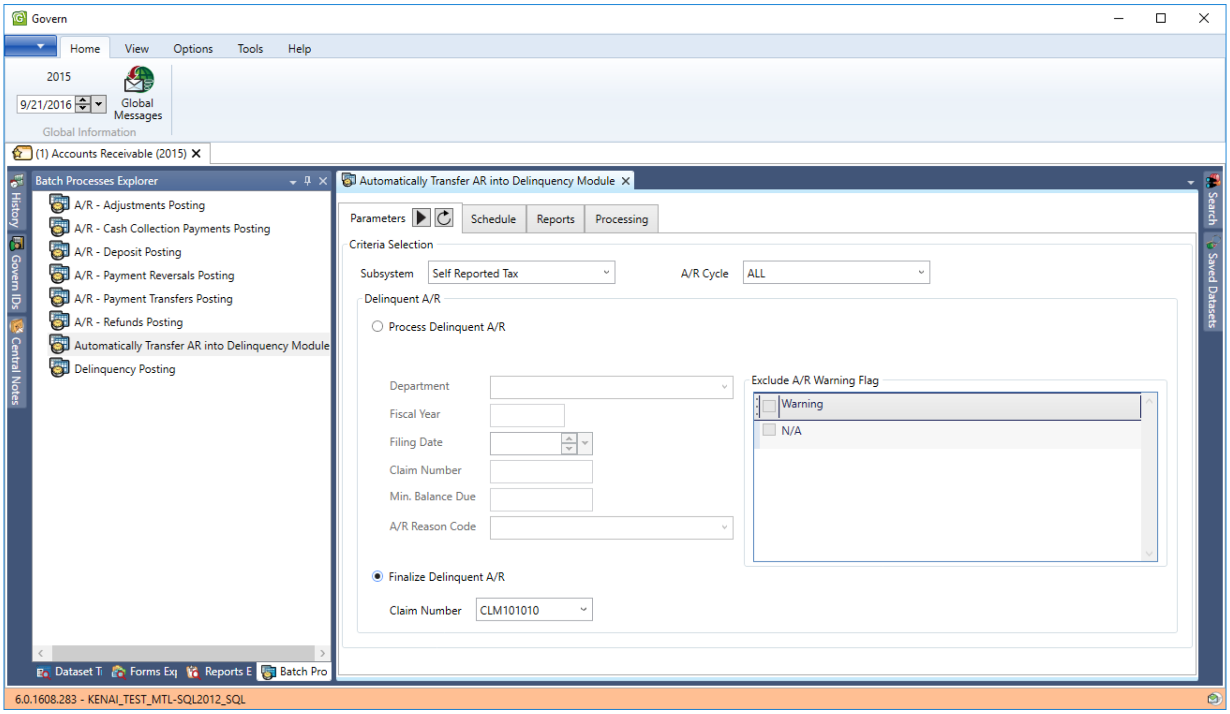
You can run the batch process again in order to include records not included in the first claim. For example, if records are not associated with an A/R Class Code that is linked to a Delinquency A/R Class Code, they are not transferred to Delinquency.

Running the Finalize Delinquent A/R Batch Process

The Finalize Delinquent A/R Batch Process sets all records with the selected Claim Number to Finalized. Once records are finalized, you can run the Posting to A/R batch process.

To run the Process Delinquent A/R batch process from Govern:

1. Launch Govern.
2. Open a Profile that contains the Transfer A/R to Delinquency and Collections process.
3. Select the Batch Processing Explorer.
4. Select the **Transfer A/R to Delinquency and Collections*** batch process.



*The name of the batch process can vary according to the administrative setup.

5. Select the subsystem under which the delinquent A/R records are saved from the **Subsystem** drop-down list.
6. Select Cycle Code from the **A/R Cycle** drop-down list.
7. Select the **Finalize Delinquent A/R** option.
8. Select a claim number for the **Claim Number** drop-down list.

   Only the claim numbers that contain records that are not finalized appear in the list.
9. Click **Execute**.

Transfer A/R to Delinquency Log Files

The log files for the Transfer A/R to Delinquency batch processes includes the following information:

- Start and End time of the process
- List AR_ID and balances being transferred
- Sum of each class code being transferred to DC

- Count of AR_ID being transferred to DC

Delinquency Posting

The *Delinquency Posting* batch process posts the delinquency records to the Govern Accounts/Receivable subsystem. You can run this process at any time from Govern or create a schedule and run it at a later time or on a regular basis. *For details about scheduling batch processes, refer to the Govern Scheduler guide*.

The *Delinquency Posting* form has two sections.

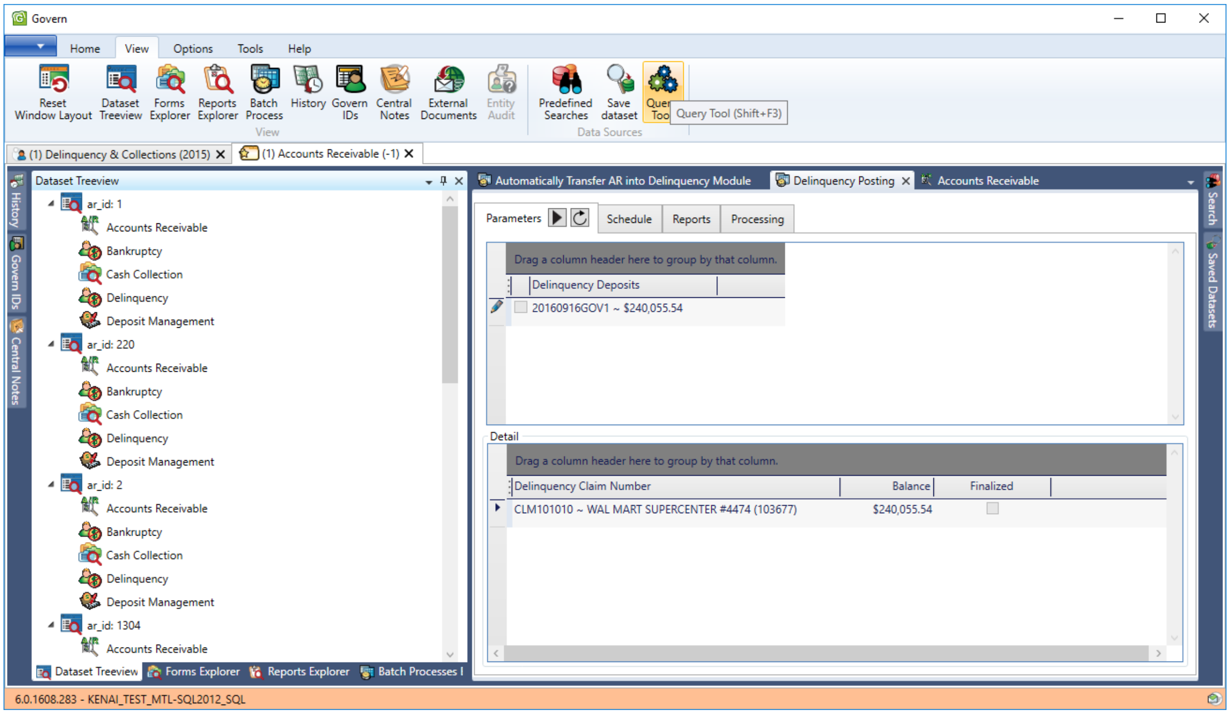
The top section lists all the delinquency records with deposit numbers, by deposit number and A/R balance. The lower section provides the following details about those records:

- **Delinquency Claim Number**
- **Balance**
- **Finalized status**: If the record is finalized, the check box is selected.

Note: Only the Delinquency and Collection records that are *Finalized* can be posted to A/R.

To run the batch process from Govern:

1. Launch Govern.
2. Open a Profile that contains the Delinquency Posting batch process.
3. Select the Batch Processing Explorer.
4. Select the **Delinquency Posting*** batch process.



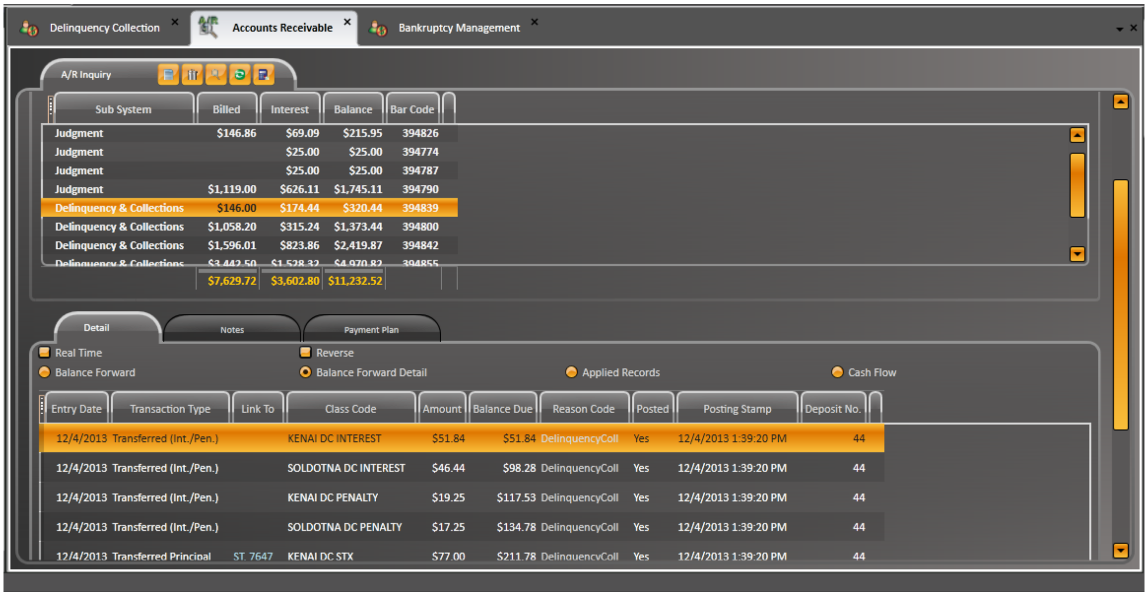
*The name of the batch process can vary according to the administrative setup.

5. Select the record or records that you want to post in the top section of the form.
6. Click **Execute**.

If you are running the batch process from Govern, the status of the process is displayed in the Processing tab. If errors or warnings occur, messages are displayed.

Viewing Posted Delinquency and Collection Records

The posted *Delinquency and Collection* records are displayed in the **Balance Forward Detail** grid on the *A/R Inquiry* form.

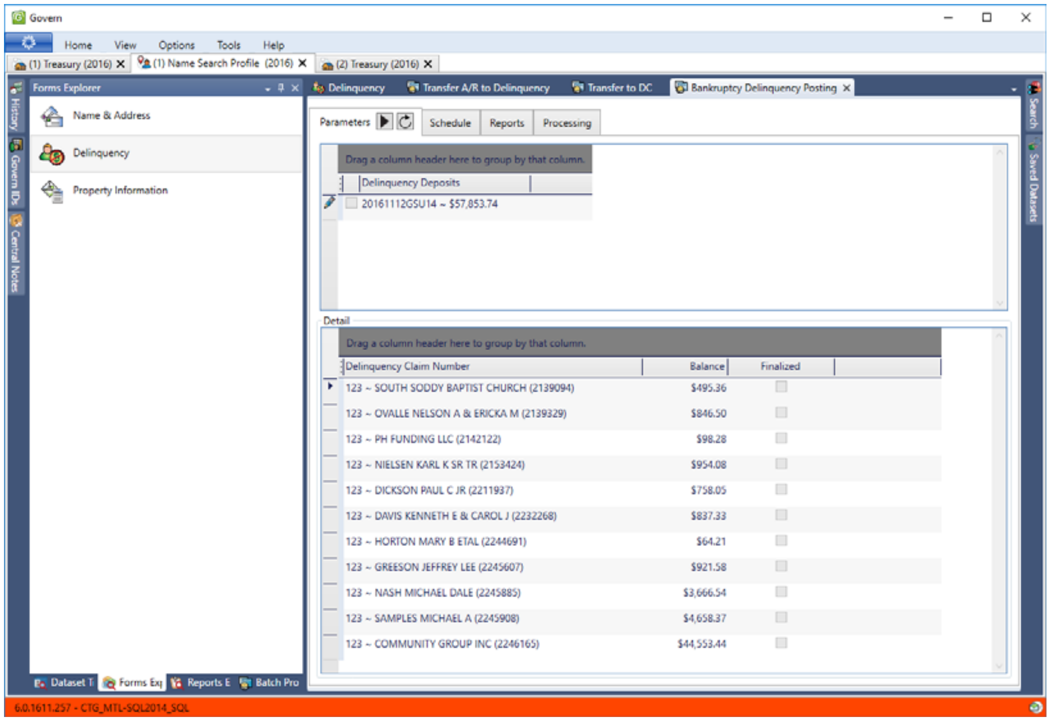


Refer to the Govern Accounts Receivable documentation for details about the A/R Inquiry form.

Troubleshooting

You can only run the Delinquency Posting process on records that are finalized.

In the following screen shot, some of the records under the selected deposit number are not finalized. Therefore, you cannot run the batch process on this deposit number until you finalize the records.


Govern
Home View Options Tools Help
(1) Treasury (2016)
(1) Name Search Profile (2016)
(2) Treasury (2016)
Forms Explorer
Name & Address
Delinquency
Property Information
Delinquency
Transfer A/R to Delinquency
Transfer to DC
Bankruptcy Delinquency Posting
Parameters
Schedule
Reports
Processing
Drag a column header here to group by that column.
Delinquency Deposits
20161112GSU14 ~ $57,853.74
Detail
Delinquency Claim Number
Balance
Finalized
123 ~ SOUTH SODDY BAPTIST CHURCH (2139094) $495.36
123 ~ OVALLE NELSON A & ERICKA M (2139329) $846.50
123 ~ PH FUNDING LLC (2142122) $98.28
123 ~ NIELSEN KARL K SR TR (2153424) $954.08
123 ~ DICKSON PAUL C JR (2211937) $758.05
123 ~ DAVIS KENNETH E & CAROL J (2232268) $837.33
123 ~ HORTON MARY B ETAL (2244691) $64.21
123 ~ GREESON JEFFREY LEE (2245607) $921.58
123 ~ NASH MICHAEL DALE (2245885) $3,666.54
123 ~ SAMPLES MICHAEL A (2245908) $4,658.37
123 ~ COMMUNITY GROUP INC (2246165) $44,553.44

Index