Lesson 3   Managing Disbursements

3.1   Prerequisites

For this exercise:

- In a supported browser go to the BillingCenter URL
  - Username: studentXX
  - Password: gw

3.2   Exercise: Create disbursements

Activity

In this exercise, you work with the various methods for creating disbursements in BillingCenter.

1. **WAIT: the instructor will run the following command in the QuickJump field to generate payments for the accounts used in this exercise:** *Run Account setupDisbursementLab*

2. **Open the Meghan Risley XX account.**

    a) How much was the last payment to this account?

    b) How much money remains in an unapplied fund?

3. **Create a manual disbursement for the unapplied funds. Specify the "current" date as the disbursement payment date.**

    a) What is the status of the disbursement?

    b) **WAIT**: The instructor will run the batch process to send the disbursement.

    a) Refresh the screen by clicking to another screen and then returning to the **Disbursements** screen.

    b) What is the status of the disbursement?

4. **The disbursement was mailed but came back from the post office as undeliverable. You contact Meghan and learn that her address has changed to *3399 Charter Street, Lenexa, KS, 66214*.**

    a) Take the steps necessary to create a replacement disbursement for the new address.

5. **WAIT: The instructor will run the batch process to send the disbursement.**

6. **Open the Disbursements screen on your Desktop.**

    a) How many new disbursements are listed?

    b) Which ones are approved?

    c) Which ones are awaiting approval?

7. **Take the steps necessary to both reject the disbursement for account # LAB00304XX (Escalante LLC XX) and prevent the account from creating new disbursements.**

   a) Filter the list of disbursements to show "Rejected only".

   b) What is the status of the disbursement for LAB00304**XX**?

8. **Open the Escalante LLC XX account.**

   a) On the **Account Summary**, what change do you see?

   b) Click the link to view the trouble ticket.

   c) What does the **Detailed Description** say?

   d) Click the **Holds** tab to view the hold.

9. **Take the following steps to test the disbursement hold on Escalante LLC XX:**

   a) Enter a new direct bill payment for $100.

   b) **WAIT**: the instructor will run the **Automatic Disbursement** batch process.

   c) Has a disbursement been created?

   d) Close the trouble ticket.

   e) **WAIT**: the instructor will run the **Automatic Disbursement** batch process.

   f) Has a disbursement been created?

   g) Why is the disbursement amount more than the $100 payment?

10. **Take the following steps to approve and send the new disbursement:**

    a) Approve the disbursement for account # LAB00303**XX**.

    b) **WAIT**: the instructor will run the **Disbursement** batch process.

    c) Refresh the screen. Has the disbursement been sent? If not, why not?

    d) What steps required to send the disbursement?

    e) Indicate to the Instructor that you are ready to continue. (**3.1.10**)

    f) **WAIT:** The instructor will take the steps required to send the disbursement

3.3   Solution

Solution

1. **WAIT: the instructor will run the following command in the QuickJump field to generate payments for the accounts used in this exercise:** *Run Account setupDisbursementLab*

2. **Open the Meghan Risley XX account.**

   a) How much was the last payment to this account? *$56.89. This information is displayed on the* ***Account Summary*** *screen.*

   b) How much money remains in an unapplied fund? *$56.89. This information is also displayed on the* ***Account Summary*** *screen.*

3. **Create a manual disbursement for the unapplied funds. Specify the current BillingCenter date as the disbursement payment date.**

*To create a manual disbursement, click **Actions→New Transaction→Disbursement**. Enter **56.89** into the amount field, enter the current billing system date as the payment date, and enter **Overpayment** as the reason for the disbursement. Click **Next**. Then click **Finish**.*

   a) What is the status of the disbursement? *Approved*

   b) **WAIT**: The instructor will run the batch process to send the disbursement. ***See Appendix***

   c) Refresh the screen by clicking to another screen and then returning to the **Disbursements** screen.

   d) What is the status of the disbursement? *Sent*

4. **The disbursement was mailed but came back from the post office as undeliverable. You contact Meghan and learn that her address has changed to *3399 Charter Street, Lenexa, KS 66214*.**

   a) Take the steps necessary to send a disbursement to the new address. *First, void the current disbursement by clicking **Edit** and then **Void**. Select "**Address error**" as the void reason. Next, create a new manual disbursement as you did in step #3; however, enter the new address.*

5. **WAIT: The instructor will run the batch process to create automatic disbursements.**

6. **Open the Disbursements screen on your Desktop.**

   a) How many new disbursements are listed? *Three*

   b) Which ones are approved? *The disbursement to account # LAB00302XX for $466.19*

   c) Which ones are awaiting approval? *The disbursements to LAB00303XX and LAB00304*

7. **Take the steps necessary to both reject the disbursement for account # LAB00304XX (Escalante LLC XX) and prevent the account from creating new disbursements.**
   On the Disbursement screen, click the Reason link for the disbursement. Click Reject And Hold Future Automatic Disbursements. Then click OK to confirm the operation.

   a) Filter the list of disbursements to show "Rejected only".

   b) What is the status of the disbursement for LAB00304**XX**?

8. **Open the Escalante LLC XX account.**

   a) On the **Account Summary**, what change do you see? *There is an alert bar to indicate that a trouble ticket is associated with this account. This trouble ticket has a hold on automatic disbursements.*

   b) Click the link to view the trouble ticket.

   c) What does the **Detailed Description** say*? Hold on automatic disbursements on account LAB00304XX*

   d) Click the **Holds** tab to view the hold.

9. **Take the following steps to test the disbursement hold on Escalante LLC XX:**

   a) Enter a new direct bill payment for $100.
   *From the **Actions** menu, select **New Payment → Direct Bill Payment**. Enter **$100** as the amount and click **Execute Without Distribution**.*

   b) **WAIT**: the instructor will run the **Automatic Disbursement** batch process.

   c) Has a disbursement been created? *No*

d) Close the trouble ticket.
*Click **Trouble Tickets** in the SideBar. Click the ticket number link. Click **Close**. Click **OK** to acknowledge the alert.*

e) **WAIT**: the instructor will run the **Automatic Disbursement** batch process.

f) Has a disbursement been created? *Yes*

Why is the disbursement amount more than the $100 payment? Default Unapplied contained $1,086.10, which is the sum of the $100 payment and the $986.10 from the rejected disbursement.

10. **Take the following steps to approve and send the new disbursement:**

a) Approve the disbursement for account # LAB00303**XX**.
*On the Disbursements screen, with the new disbursement selected, click **Edit**. Then click **Approve**.*

b) **WAIT**: the instructor will run the **Disbursement** batch process.

c) Refresh the screen. Has the disbursement been sent? If not, why not? ***No**. The disbursement has an Approved status and has not been sent. The due date for the disbursement is two days in the future. This delay is because the Days Until Payment Created field on the billing plan specifies 2 days.*

d) What steps required to send the disbursement.
*You would advance the clock by two days to reach the due date of the disbursement. Then run the **Disbursement** batch process.*

e) Indicate to the Instructor that you are ready to continue. (**3.1.10**)

f) **WAIT:** The instructor will take the steps required to send the disbursement. ***See Appendix***