

## IN-PROCESS GUIDE FOR COMMON PROBLEMS

ISSUE	DESCRIPTION	WHAT TO CHECK	WHAT TO DO
I. Timing	There are normal lags between when the agency side posts and OST side posts for some types of transactions: <ul style="list-style-type: none"> <li>• IFT – 1 day</li> <li>• AFRS EFT – 2 days</li> <li>• Payroll – OST side posts on the evening of payday</li> </ul>	While you're waiting for OST side to post, check AFRS IN.3 screen for transactions that are in error. Fix and release them.	Wait for the OST side to post after the normal lag. Then, if document does not clear, check for other issues.
II. Missing Entries	A. Agency transactions show on In-Process, but no OST (Agency 7900) transactions	<ol style="list-style-type: none"> <li>1. Is it a timing issue?</li> <li>2. Are the TC's IFT codes (021, 022, 025, 026, 669, 670)?</li> <li>3. Search in TM\$ to see if OST posted document to wrong agency</li> <li>4. Does document need to be sent to OST?</li> </ol>	<ol style="list-style-type: none"> <li>1. See Timing (I)</li> <li>2. If they are, do not send doc to OST. AFRS sends IFT transactions to OST automatically (1-day lag).</li> <li>3. See Data Entry Errors (III)</li> <li>4. Send it.</li> </ol>
	B. OST (Agency 7900) transactions show on In-Process, but no agency transactions	<ol style="list-style-type: none"> <li>1. Check AFRS IN.3 to see if batch was entered but not released or is in error status.</li> <li>2. Was the document generated by your agency but not entered in AFRS?</li> <li>3. Is this a duplicate OST posting? Check in TM\$ to see if OST posted twice.</li> <li>4. Is this an IAP? (Doc # will end in /)</li> <li>5. Was document generated by OST (for example, doc # starting with SOL or ADJ)?</li> <li>6. If not generated by your agency or OST, check in TM\$ to see which agency originated doc.</li> </ol>	<ol style="list-style-type: none"> <li>1. Correct errors, if needed, and release batch.</li> <li>2. Enter your transactions.</li> <li>3. It is likely your agency's fault. For example, sending OST a hard copy of an IFT JV. Send OST JV to back out duplicate entries using same doc #.</li> <li>4. Enter your side to receive the payment (using GL 7140).</li> <li>5. For SOL docs, check AFRS IN.3 screen for transaction type H, origin code WS. Verify and release. For ADJ docs, contact OST for copy of doc. Enter agency side.</li> <li>6. Contact originating agency, confirm that it is intended for your agency, request copy of document, and enter your side.</li> </ol>
III. Data Entry Errors	Both the agency side and the OST side have posted, but the transactions do not marry up because doc #, agency #, fund or amount was entered incorrectly.	Determine who made the data entry error by looking at the actual document. <ol style="list-style-type: none"> <li>1. If it was your agency ...</li> <li>2. If it was OST ...</li> </ol>	<ol style="list-style-type: none"> <li>1. Reverse out erroneous entries using R (reverse code), same document # and exact coding as was originally entered. Re-enter correctly, still using same document #.</li> <li>2. Contact OST in-process message line at <a href="http://www.tre.wa.gov/accounting/acctForm/acctForm.shtml">http://www.tre.wa.gov/accounting/acctForm/acctForm.shtml</a> <ul style="list-style-type: none"> <li>• Complete all required information.</li> </ul> </li> </ol>
IV. Transaction is posted to the wrong GL	OST side of entry posted to one In-Process GL, but the agency side posted to a different In-Process GL	<ol style="list-style-type: none"> <li>1. Check the type of document sent to OST. If you send a CJ, OST will post to 7110. If you send a non-cancellation JV, OST will post to 7140.</li> <li>2. Check your transaction codes to see what GLs they post to.</li> </ol>	<ol style="list-style-type: none"> <li>1. Match your agency transactions to the In-Process account used by OST. In general, do not send OST a correction on a CJ form. Corrections are done using a JV and go through 7140.</li> <li>2. Back out your agency transactions using the 'R' reverse code and <u>same doc #</u>. Re-enter with a TC that posts to the correct in-process GL.</li> </ol>

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V. Document Errors	Transactions were entered as shown on document, but some information on document was incorrect.	Who has entered the document with the incorrect information? 1. Only the agency; doc has not been sent to OST. 2. Only OST; agency side has not been entered yet. 3. Both agency and OST entries have posted.	The general rule is that, since your agency made the mistake, you fix the errors. 1. Back out the incorrect entries and enter them with the correct information; update the document with correct information before sending it to OST. <u>Use same document #.</u> 2. Send document to OST to reverse out incorrect transactions and post correct transactions. <u>Use same document #.</u> (See examples below for more details) 3. Do both steps 12 and 13 above.
	a. DR/CR indicators were wrong on document sent to OST, but agency side is correct because the correct TCs were used.		a. Prepare a fund summary JV for OST entry only <u>using same document #.</u> Correct the DR/CR indicators and double the amounts. For example, if the original doc showed \$10 DR but it should have been \$10 CR, the correcting doc should show \$20 CR.
	b. Receiving agency number was wrong on JV transfer document sent to OST.		b. Prepare a 2 line JV for OST entry only to back out the wrong agency number and post entry to correct agency number. <u>Use the same doc #.</u> If the receiving agency was credited on the original document, DR incorrect agency and CR correct agency.
	c. On a manual transfer or an IAP, the wrong fund was credited to the receiving agency.	Communicate with the receiving agency to determine who is going to do the correction. Since your agency made the error, it is your responsibility to correct it <u>UNLESS</u> the receiving agency agrees to accept the money in the wrong fund. Then, they would transfer it to the correct fund themselves.	c. If you are making the correction, prepare a 2 line JV for OST entry only to back out the wrong fund and post the entry to correct fund. <u>Use the same doc #.</u> Note that both lines will show receiving agency number. Since the receiving fund was credited on the original document, DR transaction with incorrect fund and CR correct fund.