

FAMIS Billing Rollbacks

Rolling back after major billing

Finkbiner, Michael

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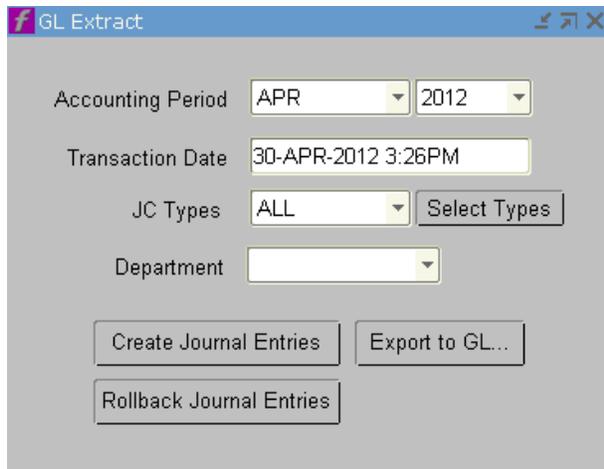
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Individual work orders can be reversed when the billing type or accounting information is incorrect. If an entire billing extract has a problem, that can be reversed as well, but it's significantly more work.

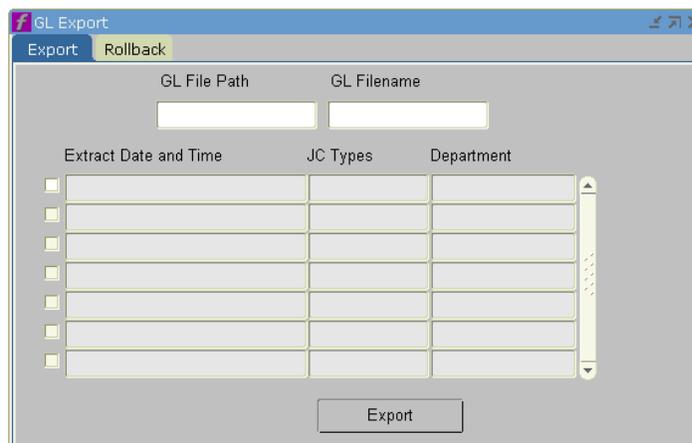
Normal Billing Process

Our billing process uses the FAMIS General Ledger form.



Generally we extract when few people will be using FAMIS. It shouldn't have a problem when there are other users, but if someone is trying to enter data at the same time the extract is being run, there is a potential for conflict.

Select the Create Journal Entries button, wait for the Extract Done popup, then click the Export to GL button. That will open the Export form where there should be one or more lines with data that has been extracted.



Select the one you want to export, check the box and select Export, which will send the data to Banner. Every week night Banner processes the billing data and sends it to the correct areas.

Create Journal Entries

The button calls the CREATE_JOURNAL_ENTRIES procedure. There are a large number of parameters and configurations which can affect the result. The resulting data ends up in the famis_jc_extract table with an extract date matching the date the extract was run and an extract_id

Export

The second step is to Export the extracted records by selecting the Export button which reveals the list of extracts which have not yet been exported.

We have customized the BANNER_GL_EXPORT procedure to deal with management fees, create a history table and send email. The procedure goes through the extracted data in the famis_jc_extract table, using the extract id to pick the records, and based on the data, creates debit and credit records in the famis_jc_export_banner table, with a doc_code that will be used by Banner.

From there they are exported to gurfeed table in Banner, and all exported records in the jc_extract table are given an export id and marked with the export date.

Once the record has been exported, it is cleared from the export list on the GL Ledger form. See the famis_jc_extract_process and famis_jc_export_process tables for extract and export ID and date information.

Rolling Back Billings

Because we generally extract data and then immediately export it to Banner, we don't have the ability to roll a billing back without working with Banner. FAMIS has a procedure which attempts to delete a billing document from the gurfeed table, but FAMIS users don't have Delete access to that table, and the data is moved into the Banner accounting tables every night. Unless you discovered the problem immediately, the data is no longer there.

Rolling back billings becomes a three step process:

1. On the Banner side, reverse the records associated with the FAMIS document number. This is separate from the FAMIS side and doesn't have to be done first, but you really need to make sure you can do it before rolling back in FAMIS and re-billing.

- In FAMIS you need to roll back Exports before they will appear on the Rollback Journal Entries form. To do this, on the GL Export form, select the Rollback tab which will show the date, time and user for each export which has been done. This record comes from the famis_jc_export_process table. Select the check box for the export batch you will want to roll back.

The screenshot shows the 'GL Export' form with the 'Rollback' tab selected. It displays a table of export records with checkboxes for selection. The table has two columns: 'Export Date and Time' and 'Export User'. Below the table are 'View' and 'Rollback' buttons.

Export Date and Time	Export User
<input type="checkbox"/> 17-APR-2012 16:59:43	STEVEO
<input type="checkbox"/> 16-APR-2012 16:51:39	STEVEO
<input type="checkbox"/> 16-APR-2012 15:09:55	MIKEF
<input type="checkbox"/> 16-APR-2012 15:09:53	MIKEF
<input type="checkbox"/> 16-APR-2012 15:09:50	MIKEF
<input type="checkbox"/> 13-APR-2012 17:00:56	STEVEO
<input type="checkbox"/> 12-APR-2012 16:53:48	STEVEO
<input type="checkbox"/> 11-APR-2012 16:56:39	STEVEO
<input type="checkbox"/> 10-APR-2012 17:02:20	STEVEO

Looking at the FAMIS Parameter form you should find a reference to the rollback procedure, like this:

Banner Rollback Procedure - BANNER_ROLLBACK_EXPORT

The stock procedure attempts to delete the record from the gurfeed table, which we don't have access to, but it will remove the export date from the jc_extract table records associated with the export so the extract can be rolled back.

- Once that has been done, selecting the Rollback Journal Entries button on the GL Ledger form will show the extracts which are available for rollback.

Check the extract to be rolled back, and select the Rollback Journal Entries button. That will delete the extract date from the base tables, labor, issues, invoices, misc costs, etc. Then the related records will be deleted from the extract table and copied to famis_jc_extract_del so you have an audit record.

At that point you can re-run the billing, using any parameters you need.

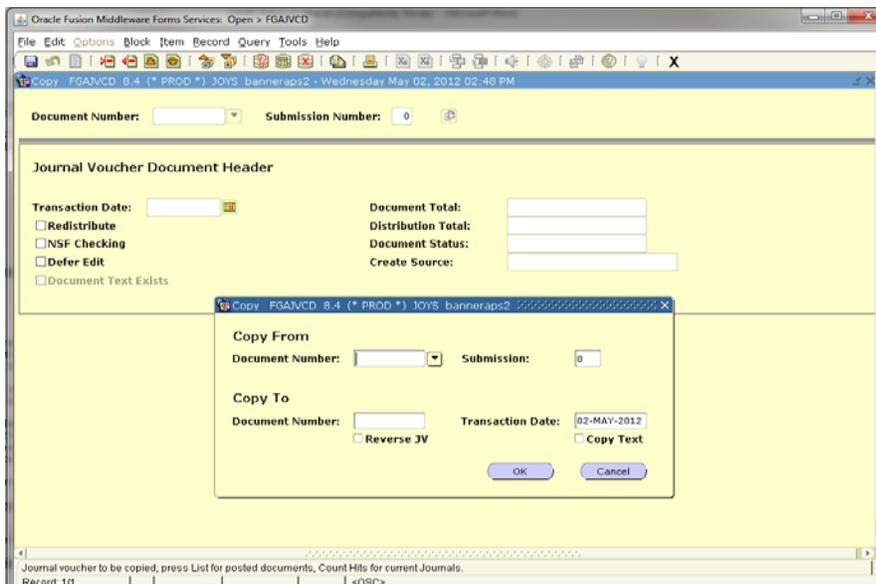
Removing the billing information from Banner

In order for a person to do this step, they need to have access to enter Journal Documents in Banner.

To remove/reverse a FM document from Banner,

1. Go to FGAJVCD,
2. Go to Options,
3. Choose Copy,
4. Enter the FM document number you want to reverse (remove) the billing,
5. Give it a new document number or let it default to next document number,
6. Check the box that says "Reverse JV",
7. Then click on OK. It will then bring up all the transactions of the original FM document with the debits being credits & credits being debits. That will zero out the dollars.

Also, be sure to enter text into the document to say why you are doing this, with reference to the original document. Go through and spot check the document against the original document to make sure it did reverse the charges. Once you are sure it is correct, complete the document.



Dealing with the Banner History table

One of the customizations in our export procedure is writing exported data to an audit table, famis_banner_history_ui. This table allows us to easily see the data sent to Banner, by the doc code and transaction description. In the case of a major rollback,

the table will contain records from doc codes which were deleted from Banner. If this were happening regularly I might want to add a rollback date field and take that into account when we run reports, but – as this is so rare I think it's simpler to just delete the records by the document code that was reversed in Banner, like this.

```
delete from famis_banner_history_ui h
where
  h.doc_code in
  ( 'FM014771',
    'FM014773',
    'FM014775',
    'FM014777',
    'FM014779'
  )
;
```

Audit Table

Details from the rollback are stored in famis_jc_extract_del. The extract and export id numbers are not stored, but you can query by the extract or delete dates as well as wo_number, jc_type, trans source id, etc.

Change History

Date	Description	Changed By
1 May 12	Initial Layout	Mike F
2 May 12	Added Banner section	Joy S
2 May 12	Minor Formatting Changes	Tim H