Quick Start Guide for Salesforce Case Management - Treasurers

How to submit a check request – (A check request is submitted by the caseworker.)

- A check request is submitted when the caseworker enters a $ value in the *amount provided* field.
- **Important:** Once a value is entered in this field, an email notification is immediately sent to the treasurer. *Do not enter a value in this field until you are sure that you need a check request.*
- Once the treasurer approves the check request, the caseworker will receive an email notification that the check has been approved. (status = approved)

How to approve a check request

- From the Home screen, click on the grey Assistance box.
- From the listview, click the “unapproved check requests” for your conference.
- Click the assistance details for the check that you want to approve.
- Enter the amount of the check in the *amount provided* field.
- In the Treasurer Approval section, enter the following details for the check: check number, Approval Status = approved, check delivery method, payee if available.
- Be sure the use your conference’s 4 character check prefix when entering the check number.
- When the SAVE button is pressed this information is automatically transferred to the conference check register, and an email notification is sent to the caseworker notifying that the check has been paid.

How to deny a check request

- From the Home screen, click on the grey Assistance box.
- From the listview, click the “unapproved check requests” for your conference.
- Click the assistance details for the check that you want to deny.
- In the Treasurer Approval section select Approval Status = deny.
- An email notification is sent to the caseworker notifying that the check has been denied.

How clear a check from the SF check register after it has cleared the bank

- To access the check register for your conference, click on the Debits/Credits Tab.
- There is a listview to clear all debits at the same time, and all credits at the same time.
- Select the Clear Debts listview (or Clear Credits listview) for your conference.
- Change the Check Status field to “Cleared”.

How void a check from the SF check register before it has cleared the bank

- To access the check register for your conference, click on the Debits/Credits Tab.
- Click on the check register listview for your conference.
- Click on the transaction line item for the check that you want to void.
- Change the Check Status field to “Voided”.
- Enter the reason for the void.