

# Lockbox Training Guide



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# Lockbox Training Guide

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# **Lockbox Training Guide**

## **Purpose**

This training guide shows how to use the Agent Cashier options released in Accounts Receivable patch PRCA\*4.5\*114. This patch supports the First Party Lockbox initiative.

Accounts Receivable software was modified to be able to automatically post funds received by the Lockbox Bank, to a patients account. Some new processes were introduced, such as the ability to deposit funds to the Suspense Account 36F3875 and to Link Payments. These new processes required changes to the Agent Cashier's Menu. Many options were removed and new options added. This training guide shows how to use these new Agent Cashier options.

It is important to know that the information entered by cashiers when processing payments has not changed, just the screens used to enter the information. The Lockbox patch, PRCA\*4.5\*114, introduces the use of List Manager screens to make payment processing and accessing account information easier and faster.

A new mail group called RCDP PAYMENTS was added with patch PRCA\*4.5\*114. The Accounts Receivable package uses this mail group to communicate with the agent cashiers and MCCR staff. Any problems with the automatic processing of payments, information regarding linking payments, receipt/deposit errors, and FMS Cash Receipt (CR) document reject messages will be delivered to the mail group. Make sure the appropriate users are added as members of this mail group when this patch is installed at your facility.

Please read the Overview section to learn more about the components and activities related to the Lockbox project.

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# Lockbox Training Guide

## Overview

The Lockbox project implements a centralized collection point for processing patient payments. As usual, patients will be treated at their local VA facility. If appropriate, billing and collection information will be created and stored in *VISTA*'s Accounts Receivable (AR) software package. Each month, patient-billing information will be transmitted to the Consolidated Copayment Processing Center (CCPC) system located at the Austin Automation Center (AAC). The CCPC prints and mails billing statements to patients. Revised billing statements will instruct patients to mail their payments to the national Lockbox Bank. The Lockbox Bank will record payment information for each patient account and relay that information back to the CCPC-Lockbox system. At the same time, the Lockbox Bank will make a single, combined deposit and report the deposit amount to the U.S. Treasury. The payment information received by the CCPC-Lockbox system will be processed, verified and grouped by VA station number. Payment information will be transmitted nightly to each VA facility and to the Financial Management System (FMS) also located at the Austin Automation Center (AAC). AR will process the payment information and automatically apply payments to each specified patient account.

The Lockbox project moves the mail-in payment processing from the local agent cashier to the Lockbox Bank and eliminates the associated manual data entry at the facility level. Of course, patients who wish to make payments in person can continue to do so.

## What is a Lockbox?

A Lockbox is a centralized collection point for processing and depositing large volumes of payments. The collection center generally is close to a major mail-processing center to expedite the delivery of the mail. The Lockbox processes the mail and records the payments on a daily basis and a single deposit is made to the customers' bank account. The deposits are made directly to a clearing bank and reported to Treasury at the same time. The funds are available in the customer's account sooner than is possible using the existing manual process of depositing payments.

The Lockbox receives mail deliveries from the post office 10 times a day and processes all mail on the day it is received (up to a specified cut-off time). By using specially coded envelopes to decrease the mail float and the expedited deposit process, the funds for a check can be in the VA's account within three days of mailing.

## How will the Lockbox work for VA?

On a daily basis the CCFC-Lockbox processes incoming payments and deposits the funds in the VA's account. This deposit is recorded on-line in U.S. Treasury GOALS (an accounting system) with a pre-determined 215 number. Since the CCFC-Lockbox is the responsible party for the daily deposits they are also notified of any returned checks or credit vouchers or debit vouchers generated as a result of that deposit. This *exception* information is sent to the CCPC-Lockbox either electronically or in paper format for processing by the CCPC-Lockbox Exception Processing Section.

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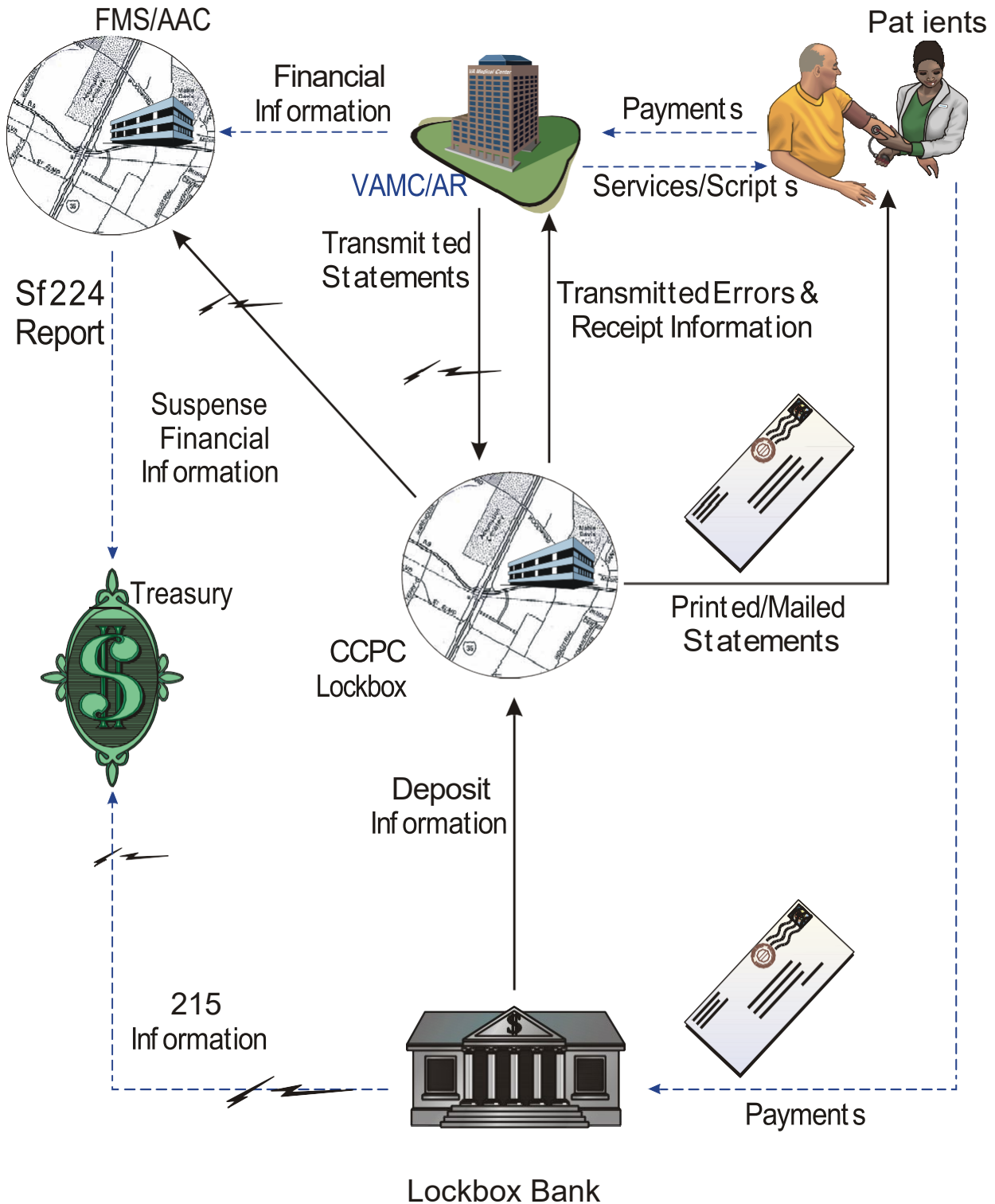
If any correspondence is included with a payment, the Lockbox facility will forward these items on a daily basis to the CCPC-Lockbox Exception Processing Section for sorting and distribution to the medical centers.

The remittance coupon on the outgoing patient statements has been designed to include the station and patient account number. During processing the Lockbox scans the account information for each payment and this enables the transmission records to include the account information. Once the payments are processed and deposited at the Lockbox site the data is summarized and transmitted to the CCPC-Lockbox. The data is verified, loaded in the database, and the receipts grouped by station number. Each night the payments are transmitted to their designated stations. AR systems at the hospitals receive the payment information via the MailMan system and automatically apply payments to the specified patient account based on an order of application.

As is likely with any payment received via the mail, issues will arise as to where a specific payment is to be applied due to missing or incorrect account information. The CCPC-Lockbox Exception Processing Section can handle the majority of payments with missing account information. This group is responsible for identifying items that did not contain account information or where the account information was incomplete. They use supporting paper documentation provided by the Lockbox and automated tools provided within CCPC-Lockbox to identify these payments. This staff also has the initial responsibility for handling the return items, debit vouchers, and credit vouchers. Although the CCPC-Lockbox Exception Processing Section can handle most identification issues, items will still arrive at the medical centers that local personnel will need to research and determine the correct application of the item.

# Overview

## Lockbox System



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# Lockbox Training Guide

## Getting Started

**STEP 1:** Select DP for opening up a deposit ticket.

Select Agent Cashier Menu Option:	
<b>DP</b>	<b>Deposit Processing</b>
RP	Receipt Processing
LP	Link Payment To Account

The Deposit Processing screen will display.

Deposit Processing		Jul 27, 1999 13:12:02		Page:		1 of 1	
Deposit #: 111111				Deposit Status:			
OPEN Deposit Date: JUL 27, 1999							
Opened By: VALOCKBOX,ONE		Date/Time		Opened: JUL 27,		99 13:12	
19							
Confirmed By:		Date/Time		Confirmed:			
Receipt		Payment Type		OpenDate		ProcDate By	
		By				Count-----	
*** No RECEIPTS for this deposit							
*** TOTAL DOLLARS FOR DEPOSIT							
Ban							
k: Bank Trace							
Number: Agency							
Location Code:							
Agency Title:							
FMS CR Documents							
ED Edit Deposit		AR Add Receipt		CU Customize			
CD Confirm Deposit		RP Receipt Profile		EA Exit			
Select Action: Quit//AR Add Receipt				Action			

**STEP 2:** Type AR to Add a new receipt.

<b>Receipt Profile</b>		<b>Jul 27, 1999 13:13:54</b>	<b>Page:</b>	<b>1 of 1</b>
Receipt #: 11111111		Type of Payment: CASH PAYMENT		
Deposit #: 111111		Receipt Status: OPEN		
FMS Document: NOTSENT		FMS Doc Status: NOT ENTERED		
<b>#</b>	<b>Account</b>	<b>Pay Date</b>	<b>By</b>	<b>Pay Amt</b>
				<b>Proc Amt</b>
				<b>-----</b>
	TOTAL DOLLARS FOR RECEIPT			0.00
				0.00
Receipt History				
Opened By: VALOCKBOX,ONE		Date/Time	Opened: JUL 27, 1999	13:13
Last Edit By:		Date/Time	Last Edit:	
Processed By:		Date/Time	Processed:	
FMS Cash Receipt Document: NOT SENT				
Status: NOT ENTERED				
<b>Enter ?? for more actions</b>				
NP New Payment		AP Account Profile		PR Process Receipt
EP Edit Payment		RR Reprint Receipt		21 (215 Report)
CP Cancel Payment		CU Customize		EA Exit Action
MP Move Payment		ER Edit Receipt		
Select Action: Quit//NP		<b>New Payment</b>		

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**STEP 3:** Type **NP** to record a payment. Complete the prompts needed to process a payment.

PATIENT NAME OR BILL NUMBER:  
 PAYMENT AMOUNT:  
 DATE OF PAYMENT:  
 CHECK #:  
 CHECK BANK/ROUTING #:  
 DATE OF CHECK:

### Account Profile screen

Account Profile		Aug 24, 1999 16:00:40		Page: 1 of 1		
Account: ONE, ARPATIENT (000000001)				DOB: JAN 01, 1700		
Addr: 1 STREET ADDRESS, CITY, ST 00011				Phone: 555 555 5555		
RX Copay Exempt: NO						
<b>ACCOUNT BALANCE: 36.21</b>		Pending Payments: 0.00				
BillNum	CareDate	Stat	Bill Type	Principal	Interest	Admin
1	K941719	04/05/99	OPEN C (MEANS TEST)	13.74	0.00	0.00
2	K936439	03/12/99	ACTI RX CO-PAYMENT/NSC VET	7.47	0.00	0.00
TOTAL BALANCE OWED FOR ALL BILLS DISPLAYED				21.21	0.00	0.00
<b>Enter ?? for more actions</b>						
BP Bill Profile		NA Select New Account		EA Exit Action		
BT Bill Transactions		SS Select Status				
Select Action: Quit//						

Use Select Status to change the list of bills that will display on the Account Profile. This example only shows bills in Open and Active status. That is why the Account Balance and the Total Balance Owed for All Bills displayed do not match.

### Bill Profile screen

Bill Profile		Aug 24, 1999 16:01:43		Page: 1 of 3	
***** ACCOUNTS RECEIVABLE BILL PROFILE FOR 111-K941719 *****					
Account: ONE, ARPATIENT (000000001)				DOB: JAN 01, 1700	
Addr: 1 STREET ADDRESS, CITY, ST 00011					
Phone: 555 555 5555					
<b>Bill Number: 111-K941719</b>		<b>Category: C (MEANS TEST)</b>			
Date Prepared: APR 05, 1999		<b>Status: OPEN</b>			
Date Activated: APR 05, 1999@15:34:07					
Date Status Up: APR 05, 1999		By:			
Resulting From:					
Type of Care: OUTPATIENT CARE (NSC)					
Remark:					
Interest Effective Rate Date: JAN 01, 1999		Annual Rate: .05			
Admin Effective Rate Date: JAN 01, 1999		Monthly Rate: .45			
Last Int/Admin Charge Date:					
<b>+ Enter ?? for more actions</b>					
BT Bill Transactions		NB Select New Bill		EA Exit Action	
Select Action: Next Screen//					

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There are three screens of information for this bill profile. Screen 2 shows the bill balance and collection follow up data. Screen 3 lists the transactions associated with this bill. Press Enter to see the additional screens.

### Automated payment and deposit processing

In order for a station to begin using the centralized collection process, a number of simple steps must first be accomplished. Stations will begin using the payment processing in a phased implementation and each station will be assigned an implementation date based on their current statement processing date for CCPC.

#### Prerequisites to implementation:

- ✓ Successful installation of the AR portion of the software and notification to the VACO staff and the Austin Automation Center.
- ✓ Provide Austin Automation Center personnel with a Federal Express address for mailing purposes. This address will be used for mailing any checks, correspondence, and other hard copy items received at the Lockbox collection site that are required at the medical centers. The address may be provided via e-mail (MS Exchange or **VISTA** MailMan) or fax. E-mails should be sent to the following names: Perry, Jenie; White, Karen M.; Floyd, Jenifer; Simpson, Jerry W; and Falcon, Sergio. Faxed information may be faxed to (512) 326-6738.
- ✓ Refer to the same names and fax numbers after implementation to change the Federal Express information.
- ✓ Provide the following with the Federal Express information:
  - Contact information, including routing indicator
  - Street address
  - City, state, zip code
  - Contact phone number

Sites must complete steps at least three days before the implementation date.

Upon completion of these steps, AAC will update the address information and change a flag in the Lockbox system to modify the remittance address on the outgoing patient statements for that station to the collection site. About 10 days after the station's statement date, the station will begin receiving automatic payment transmissions and AR updates.

#### Additional information related to implementation:

- ✓ The current "remit to" station address will continue to be maintained in the CCPC system. This address will be used to send information received by lockbox, that does not require Fed-X priority, to the stations. It is important that stations keep this address current.

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- ✓ Stations can add a comment to the Special Notice field in the AR system that will allow the notification of veterans of a new payment mailing address. This should be done six days prior to the implementation date. During testing of this patch some stations elected to add a comment and some did not. Neither adding a comment nor not adding a comment resulted in a large number of phone calls about the address change.

# Lockbox Training Guide

## New Menu and the List Manager

### New Agent Cashier menu

The Agent Cashier menu has changed, and, in fact, most of the options on this menu have changed. All of these changes were made to provide the agent cashiers with more information and to make payment processing an easier, more logical operation.

Select Clerk's AR Menu Option: Agent Cashier Menu	
DP	Deposit Processing
RP	Receipt Processing
LP	Link Payment To Account
AP	Account Profile
BP	Bill Profile
BT	Bill Transactions
TP	Transaction Profile
LR	List Of Receipts Report
EX	Extended Check/Credit Card Search
PD	Patient Payment/Refund Transaction History Inquiry
RH	Release Holds on AR
TPJI	Third Party Joint Inquiry

### AR Menu Option

### Action

Deposit Processing	Select to process deposits.
Receipt Processing	Select to process receipts.
Link Payment To Account	Select to link an unmatched payment to an account.
Account Profile	Profile a patient's account.
Bill Profile	Profile a bill.
Bill Transactions	List all the transactions for a bill.
Transaction Profile	Profile a transaction recorded against a bill.
List Of Receipts Report	Print a list of receipts opened between selected date ranges.
Extended Check/Credit Card Search	Search all payments for a check or credit card number.
Patient Payment/Refund Transaction History Inquiry	Lists a history of payment/refund transactions for a patient for a specified date range.
Release Holds on AR	Select to release holds on Means Test bills. When a payment is received from an insurance company, any holds on bills to be sent to the patient need to be removed and the patient should be billed. This option allows the user to forward the bills from MCCR to AR to start the collection process.
Third Party Joint Inquiry	Set of actions and screens for Third Party AR/IB Joint Inquiry. Provides detailed information on any third party claim.

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### List Manager

The Lockbox patch introduces a new way to view and edit information called the List Manager. The List Manager is a tool that enables a user to do the following:

- [ Display a list of related items
- [ Browse back and forth through the items one at a time or by screen
- [ Perform an action on a selected item from the list
- [ Move to a related menu function without having to exit and enter a new menu option.

This section of the Training Guide identifies the different sections of a List Manager screen, and show how to display and print information. A List Manager screen is divided into three sections; the header, the list and the action areas.

Account Profile			Aug 24, 1999 16:00:40		Page: 1 of 3		
Account: ONE,ARPATIENT(000000001)			DOB: JAN 01, 1700		} Header Area		
Addr: 1 STREET ADDRESS, CITY, ST 00011			Phone: 555 555 5555				
RX Copay Exempt: NO							
ACCOUNT BALANCE: 21.21			Pending Payments: 0.00				
BillNum	CareDate	Stat	Bill Type	Principal	Interest	Admin	} List Area
1	K941719	04/05/99	OPEN C (MEANS TEST)	13.74	0.00	0.00	
2	K936439	03/12/99	ACTI RX CO-PAYMENT/NSC VET	7.47	0.00	0.00	
3	K927498	02/02/99	COLL RX CO-PAYMENT/NSC VET	0.00	0.00	0.00	
4	K924944	01/19/99	COLL C (MEANS TEST)	0.00	0.00	0.00	
5	K920091	01/04/99	COLL RX CO-PAYMENT/NSC VET	0.00	0.00	0.00	
6	K917790	12/18/98	COLL RX CO-PAYMENT/NSC VET	0.00	0.00	0.00	
7	K917835	12/18/98	COLL C (MEANS TEST)	0.00	0.00	0.00	
8	K909807	11/15/98	COLL C (MEANS TEST)	0.00	0.00	0.00	
9	K906926	11/04/98	COLL RX CO-PAYMENT/NSC VET	0.00	0.00	0.00	
10	K906212	11/02/98	COLL C (MEANS TEST)	0.00	0.00	0.00	
11	K901135	10/06/98	COLL RX CO-PAYMENT/NSC VET	0.00	0.00	0.00	
12	K865354	09/09/98	COLL C (MEANS TEST)	0.00	0.00	0.00	
13	K850271	06/25/98	COLL RX CO-PAYMENT/NSC VET	0.00	0.00	0.00	
14	K838044	06/02/98	COLL C (MEANS TEST)	0.00	0.00	0.00	
+ Enter ?? for more actions							
BP Bill Profile		NA Select New Account		EA Exit Action			} Action Area
BT Bill Transactions		SS Select Status					
Select Action: Next Screen//							

The first line of the header area shows the screen title, the current date and time, and which page of information is being displayed in the list area. For the example above, the screen title is Account Profile and the first of three pages of information is being displayed. Below that is the demographic information that pertains to the entry selected.

The list area displays all of the information relating to the entry selected. In this example, it shows a list of bills for this account. The list area includes the heading for each column in this display. Be sure to look at the Page area of the header to see how many pages of information is part of the display.

Another place to look to see if there is more than one screen of information is on the line (or message window) that separates the list area from the action area.



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On the far left side of the message window is a plus sign (+). This indicates that there is more information available to display. There are times when there are left or right arrows (<<< or >>>) displayed on this line. This indicates the screen is wider than 80 characters and there is additional information to the left or right of the screen hidden from view.

It is important to pay attention to the text displayed in this message window. When viewing a Receipt Profile, this area of the screen will show when a receipt was processed.

```
+      Receipt processed on AUG 19, 1999@12:36
```

The action area displays just some of the actions that can be performed from the display screen. Most times there is a default action listed. In the example below, the default action is Next Screen. Press the Enter key to display the next screen of information. When there is no more information to display in the list area, the default usually changes to Quit.

Each List Manager screen has actions that can be performed upon the items listed. Or there may be actions that will allow the user to perform a related function without having to exit and enter a new option. Actions that appear in parentheses ( ) are not available for selection.

Account Profile			Aug 24, 1999 16:00:40			Page: 1 of 3		
Account: ONE,ARPATIENT(000000001)						DOB: JAN 01, 1700		
Addr: 1 STREET ADDRESS, CITY, ST 00011						Phone: 555 555 5555		
RX Copay Exempt: NO								
ACCOUNT BALANCE: 21.21						Pending Payments: 0.00		
BillNum	CareDate	Stat	Bill Type	Principal	Interest	Admin		
1	K941719	04/05/99	OPEN C (MEANS TEST)	13.74	0.00	0.00		
2	K936439	03/12/99	ACTI RX CO-PAYMENT/NSC VET	7.47	0.00	0.00		
3	K927498	02/02/99	COLL RX CO-PAYMENT/NSC VET	0.00	0.00	0.00		
4	K924944	01/19/99	COLL C (MEANS TEST)	0.00	0.00	0.00		
5	K920091	01/04/99	COLL RX CO-PAYMENT/NSC VET	0.00	0.00	0.00		
6	K917790	12/18/98	COLL RX CO-PAYMENT/NSC VET	0.00	0.00	0.00		
7	K917835	12/18/98	COLL C (MEANS TEST)	0.00	0.00	0.00		
8	K909807	11/15/98	COLL C (MEANS TEST)	0.00	0.00	0.00		
9	K906926	11/04/98	COLL RX CO-PAYMENT/NSC VET	0.00	0.00	0.00		
10	K906212	11/02/98	COLL C (MEANS TEST)	0.00	0.00	0.00		
11	K901135	10/06/98	COLL RX CO-PAYMENT/NSC VET	0.00	0.00	0.00		
12	K865354	09/09/98	COLL C (MEANS TEST)	0.00	0.00	0.00		
13	K850271	06/25/98	COLL RX CO-PAYMENT/NSC VET	0.00	0.00	0.00		
14	K838044	06/02/98	COLL C (MEANS TEST)	0.00	0.00	0.00		
Enter ?? for more actions								
BP Bill Profile			NA Select New Account			EA Exit Action		
BT Bill Transactions			SS Select Status					
Select Action: Next Screen//			BP Bill Profile					
Select Bill: (1-33):								

Actions are selected by typing the action name or abbreviation at the Select Action: prompt. In the example above, the abbreviation BP was typed. The system then prompts the user to enter the number of the bill from the list area.

Users can also use a shortcut to perform an action on a selected item by typing in the action abbreviation, an equals sign and the list number.

Enter ?? for more actions			
BP Bill Profile		NA Select New Account	EA Exit Action
BT Bill Transactions		SS Select Status	
Select Action: Next Screen//		BP=14	

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There are additional common actions that can be performed that are hidden from view. Type two question marks (??) at the `Select Action:` prompt, to see the list of the hidden actions that can be used.



```
Select Action: Next Screen// ??
```

The following actions are also available:

+	Next Screen	<	Shift View to Left	PS	Print Screen
-	Previous Screen	FS	First Screen	PL	Print List
UP	Up a Line	LS	Last Screen	SL	Search List
DN	Down a Line	GO	Go to Page	ADPL	Auto Display (On/Off)
>	Shift View to Right	RD	Re Display Screen	Q	Quit

Here is a list of the common List Manager actions with a brief description. There is also the abbreviation for each action. Typing the abbreviation is the quickest way to select an action.

<u>Action</u>	<u>Abbreviation</u>	<u>Description</u>
Next Screen	+	Move to the next screen
Previous Screen	-	Move to the previous screen
Up a Line	UP	Move up one line in the list
Down a Line	DN	Move down one line in the list
Shift View to Right	>	Move the screen to right if the screen width is more than 80 characters
Shift View to Left	<	Move the screen to left if the screen width is more than 80 characters
First Screen	FS	Move to the first screen
Last Screen	LS	Move to the last screen
Go to Page	GO	Go to a selected page in the list
Re-Display Screen	RD	Clear and re-display the current screen
Print Screen	PS	Print the header area and the portion of the list currently displayed
Print	PL	Print the header area and all the items on the list
Search List	SL	Search for text in list area
Auto-Display(On/Off)	ADPL	Turns on/off display of actions at bottom of screen
Quit	Q	Quit this screen

Some actions are used to print information; type PS to print what appears on the screen and type PL to print all of the screens of information for the entry. Other actions are used to navigate through the list area. For example, type LS to move to the Last Screen of information. The List Manager can also recognize the navigation keys located on the keyboard. This includes the Page Up and Page Down keys as well as the up  and down  arrow keys.



## Lockbox Training Guide

### Deposit/Receipt/Payment Processing

#### Deposit processing

Begin posting payments by creating a deposit ticket. At the Select Agent Cashier Menu Option: prompt, type **DP** for Deposit Processing and press the Return key. The Deposit Processing screen will appear.

<b>Deposit Processing</b>		<b>Aug 19, 1999 09:56:11</b>		<b>Page: 1 of 1</b>				
Deposit #: 111111		Deposit Status: OPEN						
Deposit Date: JUL 27, 1999								
Opened By: VALOCKBOXM,ONE		Date/Time Opened: JUL 27, 1 99 13:12						
Confirmed By:		Date/Time Confirmed:						
<b>Receipt</b>	<b>Payment Type</b>	<b>OpenDate</b>	<b>By</b>	<b>ProcDate</b>	<b>By</b>	<b>Count</b>	<b>Total</b>	<b>Paid</b>
1	11111111	CASH PAYMENT	07/27/99	LT		1		5.00
2	LOCKBOXTST	CHECK/MO PAYMENT	08/19/99	DS		4		86.50
						-----	-----	
TOTAL DOLLARS FOR DEPOSIT						5		91.50
Bank:								
Bank Trace Number:								
Agency Location Code:								
Agency Title:								
<b>Enter ?? for more actions</b>								
ED Edit Deposit			AR Add Receipt			CU Customize		
CD Confirm Deposit			RP Receipt Profile			EA Exit Action		
Select Action: Quit// <b>AR Add Receipt</b>								

There are a number of actions related to deposit processing that can be performed from this screen. These actions include edit deposit information, confirm the deposit, view a receipt profile, customize the data on the screen, or exit this screen.

At the Select Action: prompt, type **AR** to Add a Receipt and begin posting payments from this option. Another option would be to post payments using the RP - Receipt Processing menu.

## Lockbox Training Guide

### Receipt – payment processing

At the Select Agent Cashier Menu Option: prompt, type **RP** for Receipt Processing and press Enter. Enter a new receipt number or choose an existing receipt number to begin posting payments. If adding a new receipt number, the user must identify the type of payment.

Select	Receipt Profile	Aug 19, 1999 09:05:19		Page: 1 of 1	
Receipt #: LOCKBOXTST		Type of Payment: CHECK/MO PAYMENT			
Deposit #: 111111		Receipt Status: OPEN			
FMS Document: NOTSENT		FMS Doc Status: NOT ENTERED			
#	Account	Pay Date	By	Pay Amt	Proc Amt
TOTAL DOLLARS FOR RECEIPT				0.00	0.00
Receipt History					
Opened By:		Date/Time	Opened: AUG 19, 1999 09:04		
Last Edit By:		Date/Time	Last Edit:		
Processed By:		Date/Time	Processed:		
FMS Cash Receipt Document: NOT SENT				Status: NOT ENTERED	
Enter ?? for more actions					
NP New Payment	AP Account Profile	PR Process Receipt			
EP Edit Payment	RR Reprint Receipt	21 (215 Report)			
CP Cancel Payment	CU Customize	EA Exit Action			
MP Move Payment	ER Edit Receipt				
Select Action: Quit//					

**HINT:** Before posting payments for the first time, you may want to change how the Receipt-Processing screen looks. The Customize action allows you to decide what information you want shown on your screen, such as the check number, FMS details, comments, if you want a receipt printed after each transaction, and how to designate the 215 printer. The customize action is usually only performed once.

At the Select Action: prompt, type **CU** to customize the screen display and options used when processing receipts.

```
Do you want to show check and credit card information? YES//
Do you want to show acct lookup, batch and sequence information? NO//
Do you want to show comments? YES//
Do you want to show the FMS cash receipt documents? YES//
```

## Lockbox Training Guide

The next series of prompts allow the user to individually set up the way receipts print when entering payment transactions. The user can set up the software to automatically print a receipt to a device, never print the receipt, or ask each time to print the receipt. The user can also specify the printer to be used for printing receipts and eliminate the need to enter the device name each time.

```

Select one of the following:

      0      Never Print the Receipt
      1      Always Print the Receipt
      2      Maybe, Ask to Print the Receipt

Print Receipt: NEVER//

You now have the option of setting up the default printer for automatically
printing the 215 report when a receipt is processed.

Enter the Default Printer for Printing the 215 Report:<enter device or leave
blank>

```

The Receipt Profile screen shows the receipt number, type of payment, deposit number, receipt status and FMS document information.

At the Select Action: prompt, type **NP** for New Payment to begin entering payments.

Receipt Profile		Aug 19, 1999 09:09:31		Page: 1 of 2	
Receipt #: LOCKBOXTST		Type of Payment: CHECK/MO PAYMENT			
Deposit #: 111111		Receipt Status: OPEN			
FMS Document: NOTSENT		FMS Doc Status: NOT ENTERED			
#	Account	Pay Date	By	Pay Amt	Proc Amt
1	ONE,ARPATIENT A	08/19/99	DS	32.50	0.00
	Check #: PP-7	Date: 08/17/99	Bank #: 63/352		
2	ONE,ARPATIENT B	08/19/99	DS	25.00	0.00
	Check #: 1234	Date: 08/17/99	Bank #: 62/356		
TOTAL DOLLARS FOR RECEIPT				57.50	0.00
Receipt History					
Opened By:		Date/Time	Opened: AUG 19, 1999 09:04		
Last Edit By:		Date/Time	Last Edit: AUG 19, 1999 09:09		
Processed By:		Date/Time	Processed:		
+ Transaction # 2 has been ADDED.					
Enter ?? for more actions					
NP New Payment		AP Account Profile		PR Process Receipt	
EP Edit Payment		RR Reprint Receipt		21 (215 Report)	
CP Cancel Payment		CU Customize		EA Exit Action	
MP Move Payment		ER Edit Receipt			
Select Action: Next Screen// <b>NP New Payment</b>					

The prompts displayed when entering a payment have not changed. The (space-bar-Enter) option is still available to use when recording multiple transactions from one check.

```

PATIENT NAME OR BILL NUMBER:
PAYMENT AMOUNT:
DATE OF PAYMENT:
CHECK #:
CHECK BANK/ROUTING #:
DATE OF CHECK:

```

## Lockbox Training Guide

The display returns to the Receipt Profile screen as each payment is completed. The profile screen is helpful because it displays all of the payments attached to this receipt. This new screen also provides users with the ability to view the transactions previously entered on this receipt to prevent duplication of payments. As the list of payments grows, press the + (plus) or – (minus) keys to scroll up and down the transaction list.

Receipt Profile		Aug 19, 1999 09:11:13		Page: 1 of 2	
Receipt #: LOCKBOXTST		Type of Payment: CHECK/MO PAYMENT			
Deposit #: 111111		Receipt Status: OPEN			
FMS Document: NOTSENT		FMS Doc Status: NOT ENTERED			
#	Account	Pay Date	By	Pay Amt	Proc Amt
1	ONE,ARPATIENT A	08/19/99	DS	32.50	0.00
	Check #: PP-7	Date: 08/17/99	Bank #: 63/352		
2	ONE,ARPATIENT B	08/19/99	DS	25.00	0.00
	Check #:1234	Date: 08/17/99	Bank #: 62/356		
3	ONE,ARPATIENT C	08/19/99	DS	14.00	0.00
	Check #: 1234	Date: 08/17/99	Bank #: 62/356		
4	ONE,ARPATIENT D	08/19/99	DS	15.00	0.00
	Check #: 1234	Date: 08/17/99	Bank #: 62/356		
TOTAL DOLLARS FOR RECEIPT				86.50	0.00
+ Transaction # 4 has been ADDED.					
Enter ?? for more actions					
NP New Payment		AP Account Profile		PR Process Receipt	
EP Edit Payment		RR Reprint Receipt		21 (215 Report)	
CP Cancel Payment		CU Customize		EA Exit Action	
MP Move Payment		ER Edit Receipt			
Select Action: Next Screen//					

If a discrepancy occurs in the posting of payments a warning will be created to alert the clerk of a possible error being made.

Receipt Profile		Aug 19, 1999 10:46:13		Page: 1 of 1	
Receipt #: LOCKBOXTST		Type of Payment: CHECK/MO PAYMENT			
Deposit #: 123456		Receipt Status: OPEN			
FMS Document: NOTSENT		FMS Doc Status: NOT ENTERED			
#	Account	Pay Date	By	Pay Amt	Proc Amt
1	111-K942688	08/19/99	DS	183.20	0.00
WARNING: Amount paid greater than amount billed (\$ 45.80)					
Check #: 1234		Date: 08/17/99	Bank #: 62/356		
TOTAL DOLLARS FOR RECEIPT			Warning messages display on Receipt Profile screen.		0.00
Enter ?? for more actions					
NP New Payment		AP Account Profile		PR Process Receipt	
EP Edit Payment		RR Reprint Receipt		21 (215 Report)	
CP Cancel Payment		CU Customize		EA Exit Action	
MP Move Payment		ER Edit Receipt			
Select Action: Next Screen// EP Edit Payment					

Use the action, **EP** (Edit Payment) to edit the payment and post the correct amount. Note that a comment is added showing the edit was done.

## Lockbox Training Guide

Receipt Profile		Aug 19, 1999 11:26:07		Page: 1 of 2	
Receipt #: LOCKBOXTST		Type of Payment: CHECK/MO PAYMENT			
Deposit #: 123456		Receipt Status: OPEN			
FMS Document: NOTSENT		FMS Doc Status: NOT ENTERED			
#	Account	Pay Date	By	Pay Amt	Proc Amt
1	ONE,ARPATIENT A	08/19/99	DS	45.80	0.00
	Check #: 1234	Date: 08/17/99	Bank #: 62/356		
2	**ONE,ARPATIENT A	08/19/99	DS	0.00	0.00
	Check #: 1234	Date: 08/17/99	Bank #: 62/356		
Cancel Data: Amount \$183.20 decreased in original trans#1					
TOTAL DOLLARS FOR RECEIPT					
**indicates payment is CANCELLED				<i>Message indicates change was made to transaction.</i>	
Enter ?? for more actions					
NP New Payment		AP Account Profile		PR Process Receipt	
EP Edit Payment		RR Reprint Receipt		21 (215 Report)	
CP Cancel Payment		CU Customize		EA Exit Action	
MP Move Payment		ER Edit Receipt			
Select Action: Next Screen//					

Another new warning message may display when processing third-party payments for patients with Cat C bills on hold. If the patient has patient bills on hold, an alert will appear to notify the clerk of the situation. The clerk can make a determination if the payment should have gone to the Cat C charge.

Type of payment: CHECK/MO PAYMENT  
 Adding a NEW payment transaction: # 3  
 PATIENT NAME OR BILL NUMBER: K942688 BC/BS OF NJ ACTIVE \$45.80 ... **This bill appears to have other patient bills on 'hold'.**  
 Amount Owed: \$45.80  
 PAYMENT AMOUNT:

After entering all payments, the next step is to process the receipt. Some cashiers use the PL (Print List) action to print and review the entries on this receipt before processing.

Receipt Profile		Aug 19, 1999 09:11:13		Page: 1 of 2	
Receipt #: LOCKBOXTST		Type of Payment: CHECK/MO PAYMENT			
Deposit #: 111111		Receipt Status: OPEN			
FMS Document: NOTSENT		FMS Doc Status: NOT ENTERED			
#	Account	Pay Date	By	Pay Amt	Proc Amt
1	ONE,ARPATIENT A	08/19/99	DS	32.50	0.00
	Check #: PP-7	Date: 08/17/99	Bank #: 63/352		
2	ONE,ARPATIENT B	08/19/99	DS	25.00	0.00
	Check #: 1234	Date: 08/17/99	Bank #: 62/356		
3	ONE,ARPATIENT D	08/19/99	DS	14.00	0.00
	Check #: 1234	Date: 08/17/99	Bank #: 62/356		
4	ONE,ARPATIENT G	08/19/99	DS	15.00	0.00
	Check #: 1234	Date: 08/17/99	Bank #: 62/356		
TOTAL DOLLARS FOR RECEIPT				86.50	0.00
+ Transaction # 4 has been ADDED.					
Enter ?? for more actions					
NP New Payment		AP Account Profile		PR Process Receipt	
EP Edit Payment		RR Reprint Receipt		21 (215 Report)	
CP Cancel Payment		CU Customize		EA Exit Action	
MP Move Payment		ER Edit Receipt			
Select Action: Next Screen// <b>PR Process Receipt</b>					

## Lockbox Training Guide

At the `Select Action:` prompt, type **PR** for Process Receipt to post payments. The system automatically checks for posting errors.

```
Checking payment amounts versus billed amounts ... payments okay.  
BANK DEPOSIT DATE: AUG 19, 1999
```

```
Are you sure you want to PROCESS this receipt? NO// YES
```

At the `BANK DEPOSIT DATE:` prompt, enter in the date typed on the hardcopy SF215 Deposit Ticket. The bank deposit date in AR should match the date on the deposit ticket.

At the `Are you sure you want to PROCESS this receipt?:` prompt, type **Y** for yes if this receipt is complete and correct.

If a discrepancy occurs while trying to process a receipt, a warning will appear on the screen.

```
WARNING: Transaction 9 payment of $ 229.00 exceeds billed amount $ 209.00  
Adjust payments listed above before processing.
```

Use the EP (Edit Payment) action to correct the payment transaction.

Once all transactions are correct, continue to Process Receipt (PR).

```
Updating AR accounts... Done.  
Transmitting CR document to FMS... Done. FMS document number CR-111K9A0467  
Queuing 215 report... Use Customize Option to set up the default printer.
```

Again, the system reviews all transactions for any discrepancies, imbalances or inconsistencies. If no warnings appear the receipt is closed and payments are posted to accounts. An FMS document is generated, if appropriate. The document number is displayed. If a default 215 printer was defined (using the Customize action), the 215 will print at this time.

Please note that a deposit can have multiple receipts and multiple cash receipt (CR) documents sent to FMS.

## Lockbox Training Guide

<b>Receipt Profile</b>		<b>Aug 19, 1999 12:38:18</b>		<b>Page: 3 of 4</b>	
Receipt #: LOCKBOXTST		Type of Payment: CHECK/MO PAYMENT			
Deposit #: 123456		Receipt Status: CLOSED			
FMS Document: CR-111K9A0468		FMS Doc Status: QUEUED FOR TRANSMISSION			
<b>+#</b>	<b>Account</b>	<b>Pay Date</b>	<b>By</b>	<b>Pay Amt</b>	<b>Proc Amt</b>
1	ONE,ARPATIENT A	08/19/99	DS	32.50	0.00
	Check #: PP-7	Date: 08/17/99	Bank #: 63/352		
2	ONE,ARPATIENT B	08/19/99	DS	25.00	0.00
	Check #: 1234	Date: 08/17/99	Bank #: 62/356		
3	ONE,ARPATIENT D	08/19/99	DS	14.00	0.00
	Check #: 1234	Date: 08/17/99	Bank #: 62/356		
4	ONE,ARPATIENT G	08/19/99	DS	15.00	0.00
	Check #: 1234	Date: 08/17/99	Bank #: 62/356		
TOTAL DOLLARS FOR RECEIPT				86.50	0.00
Receipt History					
Opened By:		Date/Time	Opened: AUG 19, 1999 10:25		
Last Edit By:		Date/Time	Last Edit: AUG 19, 1999 11:38		
Processed By:		Date/Time	Processed: AUG 19, 1999 12:36		
<b>Receipt PROCESSED.</b>					
NP (New Payment)		AP Account Profile		PR Process Receipt	
EP (Edit Payment)		RR Reprint Receipt		21 215 Report	
CP (Cancel Payment)		CU Customize		EA Exit Action	
MP (Move Payment)		ER (Edit Receipt)			
Select Action: Quit//					

The transmission is queued to go to FMS. The agent cashier now manually performs the actions required to process the deposit ticket. No further action is required until the confirmed deposit ticket is returned.

The following is a sample of what is displayed when the Customize screen is set to display the FMS cash receipt.

FMS Cash Receipt Document: CR-111K9A0468		Status: QUEUED FOR TRANSMI
CTL^ARS^FMS^111^DOC^CR^10 ^ ^111K9A0468 ^19990819^123619^001^001^~		
DOC^~CR1^CR^111K9A0468 ^10 ^N^~		
CR2^99^08^19^^^^^E^^^123456^^86.50^^99^08^19^~		
LIN^~CRA^001^99^^5287^111^^^85CZ^^^^^^MCCFVALUE^^86.50^I^^23^~		
<b>+ Receipt processed on AUG 19, 1999@12:36</b>		
NP (New Payment)		PR Process Receipt
EP (Edit Payment)		21 215 Report
CP (Cancel Payment)		EA Exit Action
MP (Move Payment)		
Select Action: Quit//		

Receipts do not have to be pre-approved before processing. Patch PRCA\*4.5\*114 allows the receipt to be processed as soon as all payments have been entered. A deposit or receipt can no longer be voided. If a deposit is entered in error, confirm the deposit to close it. If a receipt is entered in error, process the receipt and it will be closed. If there are no payments on the receipt, no data will be processed in Accounts Receivable or sent to FMS.

## **Lockbox Training Guide**

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## Lockbox Training Guide

### Suspense Account

Accounts Receivable patch PRCA\*4.5\*114 introduces the functionality to deposit funds to Suspense account 36F3875. This account is used when there is a discrepancy in payments, normally due to an overpayment, an unidentifiable payment, or a duplicate payment. Funds that cannot be applied to a bill or account number should be recorded to Suspense. This action is accomplished when recording payments as shown below.

Enter ?? for more actions		
NP New Payment	AP Account Profile	PR Process Receipt
EP Edit Payment	RR Reprint Receipt	21 (215 Report)
CP Cancel Payment	CU Customize	EA Exit Action
MP Move Payment	ER Edit Receipt	
Select Action: Next Screen// <b>NP New Payment</b>		

At the Select Action: prompt, type **NP** for New Payment.

Type of payment: CHECK/MO PAYMENT
Adding a NEW payment transaction: # 5
PATIENT NAME OR BILL NUMBER: <RET>
<b>NOTE: This payment will be posted to the station's suspense fund.</b>
COMMENT: <b>CAN'T ID PT-ONE, ARPATIENT Z-DOS 061599</b>
PAYMENT AMOUNT: <b>10.00</b>

At the Patient Name or Bill Number: prompt, *press Enter* instead of entering a patient's name or bill number. This action creates a note on the screen stating the payment will be applied to the station's suspense fund.

At the Comment: prompt, enter the reason this payment is being placed in suspense. For this example, the reason is the cashier cannot identify the patient and needs to perform research related to the date of service of June 15, 1999 in order to apply the payment correctly.

## Lockbox Training Guide

Once the payment information has been entered a transaction will appear on the Receipt Profile screen. This transaction displays a system generated suspense number, which will be the unapplied deposit number in FMS, in place of the account name. The comments entered are displayed also.

Receipt Profile		Aug 19, 1999 09:11:13		Page: 1 of 2	
Receipt #: LOCKBOXTST		Type of Payment: CHECK/MO PAYMENT			
Deposit #: 111111		Receipt Status: OPEN			
FMS Document: NOTSENT		FMS Doc Status: NOT ENTERED			
#	Account	Pay Date	By	Pay Amt	Proc Amt
1	ONE,ARPATIENT A	08/19/99	DS	32.50	0.00
	Check #: PP-7	Date: 08/17/99	Bank #: 63/352		
2	ONE,ARPATIENT B	08/19/99	DS	25.00	0.00
	Check #: 1234	Date: 08/17/99	Bank #: 62/356		
3	ONE,ARPATIENT D	08/19/99	DS	14.00	0.00
	Check #: 1234	Date: 08/17/99	Bank #: 62/356		
4	ONE,ARPATIENT G	08/19/99	DS	15.00	0.00
	Check #: 1234	Date: 08/17/99	Bank #: 62/356		
5	[ suspense LOCKBOXTST0005 ]	08/20/99	DS	22.00	0.00
	Check #: 1234	Date: 08/17/99	Bank #: 62/356		
	Comment: CAN'T ID PT-ONE,ARPATIENT Z-DOS 061599				
-----					
+ Transaction # 5 has been ADDED.					
NP New Payment		AP Account Profile		PR Process Receipt	
EP Edit Payment		RR Reprint Receipt		21 (215 Report)	
CP Cancel Payment		CU Customize		EA Exit Action	
MP Move Payment		ER Edit Receipt			
Select Action: Next Screen//					

See the Link Payment to Account section for information about clearing suspense issues.

## Lockbox Training Guide

### Link Payment to Account

The Agent Cashier functionality provides the ability of stations to use Accounts Receivable to deposit funds to Suspense account 36F3875 (see section on Receipt Processing). These unapplied payments can be found under the option Link Payment To Account. When entering this option, the system will prompt the station for a beginning date to start the search. The screen will display a listing of all transactions that require action. Stations have the option of either linking these payments to an account (LP) or clearing these payments from the listing due to refunds to the original payee and/or transfers to other stations (CS).

NOTE: The Accounts Receivable package will not create the FMS document to either move the funds or make payment to an entity. If the CR document has rejected and the station links the payment before re-processing the receipt, then the funds will be applied to the proper appropriation/fund and not to suspense. Also available under this option is a Suspense Report that shows what action the station took to move these funds from Suspense.

Select Agent Cashier Menu Option:

DP	Deposit Processing
RP	Receipt Processing
<b>LP</b>	<b>Link Payment To Account</b>

#### Link Payment - scenario #1

This scenario shows how to process a suspense payment that has been identified as belonging to a veteran's account. Select the Link Payment to Account option located on the Agent Cashier menu. Next, enter the payment date. Press Enter to list all unapplied payments.

Select Agent Cashier Menu Option: **LP Link Payment To Account**

Start with Payment Date (press RETURN for FIRST): **0707** (JUL 07, 1999)

The Link Payments to Accounts screen will appear. At the Select Action: prompt, type **LP** for Link Payment.

Link Payments To Accounts			Jul 21, 1999 17:26:36				Page:	1 of	3
Transactions for Unapplied Payments After JUL 12, 1999									
	Receipt	Tran	Unapplied Dep	Stat	Pay Date	Type	Chk/Crd#	Amt	Paid
1	L99070700	22	L990707000022	CLOS	07/07/99	CHEC	1875		10.00
		AcctLU:	11111111XXXXX	CRdoc:	CR-111K9A0695	ACCEPT			
2	L99071300	20	L990713000020	CLOS	07/13/99	CHEC	8138		12.00
		AcctLU:	999999999999999	CRdoc:	CR-111K9A1034	ACCEPT			
3	L99071300	21	L990713000021	CLOS	07/13/99	CHEC	2521260		19.00
		AcctLU:	999999999999999	CRdoc:	CR-111K9A1034	ACCEPT			
4	L99071300	22	L990713000022	CLOS	07/13/99	CHEC	995011		2.00
		AcctLU:	999999999999999	CRdoc:	CR-111K9A1034	ACCEPT			
+ Enter ?? for more actions									
S1	Search Check		CS	Clear Suspense		AP	Account Profile		
S2	Search Credit Card		SR	Suspense Report		RP	Receipt Profile		
LP	Link Payment		SP	Show Payment		EA	Exit Action		
Select Action: Next Screen//LP Link Payment									

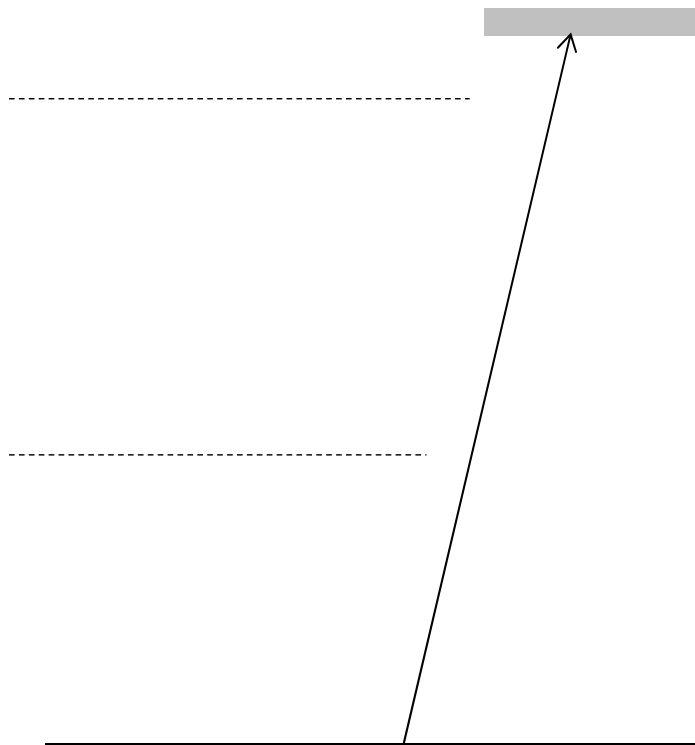
## Lockbox Training Guide

The system provides help screens to guide the user through the process. For this example, payment number 3 is selected.

This option will allow the account to be entered for an unapplied payment transaction selected from the above list. If the selected receipt has been previously processed, the selected account in the accounts receivable package will be updated with the payment.

Select Payment: (1-4): **3**

The system checks the document status. If the document status is Transmitted or Queued for Transmission, the Link Payment action cannot proceed. Instructions are displayed to the user. In this example, the document status is Accepted by FMS and the Link Payment action continues.



### Document Status

*Queued For Transmission:* Option is locked.

*Transmitted:* Option is locked.

*Rejected By FMS:* Option may be used to link the payment and then use the option PR Process Receipt to regenerate the CR document. Funds will not go to Suspense but to the appropriate accounts.

*Accepted By FMS:* Option may be used to link the payment (LP) or clear the suspense record (CS). Station will have to manually input FMS transaction to move the funds from Suspense to the appropriate accounts.

## Lockbox Training Guide

The system shows when the update is complete. It is critical that you read the notification message on the screen and follow the instructions provided.

Updating the Linked Account with the payment ... done.

Since the FMS cash receipt document is Accepted in FMS, you need to go online in FMS and transfer the amount paid out of the station's suspense account.

Sending mail message to RCDP PAYMENTS mail group. ....  
Payment linked and removed from list.  
press RETURN to continue:

*Very important step needs to be accomplished by the station if the CR document has already been accepted in FMS.*

Here is an example of the MailMan message received after initial load of the software. The mail message includes instructions on how to proceed. The hint portion of this message is scheduled to disappear 30 days after the software is installed.

Subj: Transfer Payment From Suspense Rec/# L99071300/21 [#7970030]  
21 Jul 99 17:29 19 Lines  
From: AR Package in 'IN' basket. Page 1 \*\*NEW\*\*

The following payment has been processed to an Account in AR and needs to be moved from the station's suspense account 3875 to the **appropriation/fund identified for this account online in FMS.**

Receipt Number: L99071300  
Payment Transaction Number: 21  
Unapplied Deposit Number: L99071300021  
FMS CR document ID: CR-111K9A1034  
Amount Paid: 19.00  
Process Date: JUL 14, 1999

*To identify the proper breakdown of this payment to an account, the user should use the option SP Show Payment. This option shows the amount applied to principal, interest, admin, etc.*

**HINT: (Make a note, this hint will soon disappear)**  
Once the payment has been moved from suspense in FMS, you can use the Clear Suspense option under the Link Payment ListManager screen to track the FMS document used to transfer the payment. Since the payment no longer appears on the Link Payment ListManager screen, at the Select Payment option, press return with out selecting a payment and you will have the option to enter the receipt and transaction number (listed above).

**+ Enter ?? for more actions**

S1	Search Check	CS	Clear Suspense	AP	Account Profile
S2	Search Credit Card	SR	Suspense Report	RP	Receipt Profile
LP	Link Payment	SP	Show Payment	EA	Exit Action

Select Action: Next Screen// **SPShow Payment**

Select RECEIPT: **199071300** by: POSTMASTER on: 07/13/99 LOCKBOX CLOSED  
Select Receipt TRANSACTION #: 21 ONE,ARPATIENT J \$ 19.00

Receipt: L99071300  
Transaction: 21  
Unapplied Deposit Number: L990713000021  
Total Paid Amount: 19.00  
  
Transaction: 3011768  
Principal Collected: 19.00  
Interest Collected: 0.00  
Admin Collected: 0.00  
Marshal Fee Collected: 0.00  
Court Cost Collected: 0.00

## Lockbox Training Guide

The following is an example of the same MailMan message after the hint disappears.

```
Subj: Transfer Payment From Suspense Rec/# L99071300/21  [#7970030]
21 Jul 99 17:29  10 Lines
From: AR Package  in 'IN' basket.    Page 1  **NEW**
```

-----

The following payment has been processed to an Account in AR and needs to be moved from the station's suspense account 3875 to the appropriation/fund identified for this account online in FMS.

Receipt Number: L99071300  
Payment Transaction Number: 21  
Unapplied Deposit Number: L990713000021  
FMS CR document ID: CR-111K9A1034  
Amount Paid: 19.00  
Process Date: JUL 14, 1999

To move the funds from Suspense to the appropriate fund(s) in FMS, the station needs to sign on to FMS and manually create a TR document. An example of this document follows:

### FMS Screen 1 - Header

```
COMMND:          DOCID: TR 10   111L990713      STATUS: ACCPT
                  BATID:                SUB STN:      07/21/99

                  CASH RECEIPT INPUT SCREEN

BATCH DATE:      NUM DOCS:                NET:

CR DATE:         ACCTG PRD:                ACTION:      SUB STN: 111
TRANS TYPE:      BFYS:                    FUND:
CASH ACCT:       DEP NUMBER: L990713        DOC TYPE:
BILL FUND:       DOC TOTAL: 0.00
DISB OFFICE: 220  ACCOMPLISHED DATE: 07 21 99
REF DOC:
```

### FMS Screen 2 - Line Information

```
COMMND:          DOCID: TR 10   111L990713      STATUS: ACCPT
001-002 OF 002   BATID:                SUB STN:      07/21/99
01-

  LINE: 001  REF TC:      REF DOC NO:      REF LINE:
TRANS TYPE: 24          BFYS: 99          FUND: 3875
STATION/SAT: 111        FCP/PRJ:          JOB NO:
COST CTR/SUB:          BOC/SUB:          REPT CATG:
REV SRCE/SUB:          CLSD BFYS:        CLSD FUND:
CHECK NO:              ACTION OUT:      GL ACCT:
ADV IND:  ADV:  ADV NO:  TRAV TYPE:      VND/PRV:
AMOUNT: 19.00          I/D: D  UNAPPLIED DEP NO: L990713000021
AGR NO:              DESCR:

02-

  LINE: 002  REF TC:      REF DOC NO:      REF LINE:
TRANS TYPE: 33          BFYS: 99          FUND: 5287
STATION/SAT: 111        FCP/PRJ:          JOB NO:
COST CTR/SUB:          BOC/SUB:          REPT CATG:
REV SRCE/SUB: 88ZZ      CLSD BFYS:
CHECK NO:              ACTI
ADV IND:  ADV:  ADV NO:  TR
UNAE
DES
```

Revenue source code shown on the bill profile : displays where payment applied in AR.

If interest and admin charges were also applied, then the station would have a line 003 referencing FUND 1435 and line 004 for 3220 with their respective dollar amounts.

# Lockbox Training Guide

## Link Payment - scenario #2

This scenario refers to an unapplied payment that belongs to another station. When a station transfers funds to another facility from their suspense, then an OF 1017-G, Journal Voucher, should be initiated by the transferring site.

Optional Form 1017-G (9-79) Title 7, GAO Manual 501017-810		<h1>JOURNAL VOUCHER</h1>	
		J.V. NO. 111-F-077	
		DATE 7/19/99	
	WITHDRAW FROM: <u>Station 111</u>  <u>36F3875</u>  2400  <div style="text-align: right;">1021</div> EB 03 "I" 111ET9077 Vendor Code 222VAH000 Unapplied Deposit #L990707000022	<div style="text-align: right;">10.00</div>	<div style="text-align: right;">10.00</div>
	PAY TO: <u>Station 222</u>  1021  <div style="text-align: right;">2400</div> EB 03 "D" 111ET9077 Vendor Code 222VAH000 Unapplied Deposit #L990707000022	<div style="text-align: right;">10.00</div>	<div style="text-align: right;">10.00</div>
	To transfer funds received at <i>VA name</i> due to lockbox processing for XXX-XX-XXXX ONE, ARPATIENT B on check number 1876.		
	<b>TOTAL</b>		
PREPARED BY (Signature)		APPROVED BY (Signature)	
TITLE OF PREPARING OFFICIAL		TITLE OF APPROVING OFFICIAL	

## Lockbox Training Guide

Once the station has a journal voucher number, an expenditure transfer (EB) document can be created in FMS. This transaction will remove the unapplied deposit transaction from the transferring station's Suspense and deposit to the receiving station's Suspense. To verify the transaction is there for moving, the station would go to the UDST table. After the EB is processed, the station could return to this table to verify the record has been removed from their account and deposited to the other station. Station should fax the Journal Voucher to the receiving station for their action.

### FMS screen

ACTION: R TABLEID: <b>UDST</b> USERID: S111 ZZZ					
OUTSTANDING UNAPPLIED DEPOSIT SUMMARY INQUIRY SCREEN					
KEY IS STATION, FUND, UNAPPLIED DEPOSIT NO					
STATION: 111		FUND: 3875		TRANSFERS IN:	43.00
				TRANSFERS OUT:	0.00
				BALANCE:	43.00
UNAPPLIED	DATE	LST ACT			
DEPOSIT NO	ESTBLH DATE	TRANSFERS IN	TRANSFERS OUT	BALANCE	
-----					
01- L990707000022	070799	070799	10.00	0.00	10.00
02- L990713000020	071399	071499	12.00	0.00	12.00
03- L990713000021	071399	071499	19.00	0.00	19.00

An example of the EB document for the highlighted record is as follows.

### FMS screen - header

COMMND:	DOCID: <b>EB 10</b>	<b>111ET9077</b>	STATUS: ACCPT
	BATID:	SUB STN:	07/19/99
STANDARD VOUCHER INPUT SCREEN			
SV DATE:	ACCT PRD:	SUB STN:	111
ACTION:	EXPENSE (E), REVENUE (R), GL (G), BUDGET (B):		
BFYS:	FUND:		
REVERSAL PERIOD:			
COMMENT:	BUDGET OVERRIDE IND:		
DOC TOTAL:	<b>0.00</b>		
<b>DESCRIPTION: TRF L990707000022 TO STA 222</b>			

### FMS screen 2 - line 001

COMMND:	DOCID: EB 10	111ET9077	STATUS: ACCPT
001-001 OF 002	BATID:	SUB STN:	07/19/99
01-			
LINE: <b>001</b>	TRANS TYPE: <b>03</b>	EXP/REV/GL/BG: <b>G</b>	A/O:
BFYS: <b>99</b>	FUND: <b>3875</b>	STATION/SAT: <b>111</b>	FCP/PRJ:
JOB NO:	COST CTR/SUB:	BOC/REV SOURCE/SUB:	
REPT CATG:	CLSD BFYS:	CLSD FUND:	
VENDOR: <b>222VAH000</b>	NAME: VETERANS ADMINISTRATION		
SCHD FY:	SCHD CAT:	SCHD TYP:	SCHD NO: <b>071999</b>
D.O.:	GUEST SYMBOL:	QTY:	
REF DOC ID:	DOC TYP:	AGR NO:	
AMOUNT: <b>10.00</b>	I/D:	OBL FY:	ACCP DATE: <b>07 19 99</b> ADV:
INVOICE NO:	INV LINE:	INV DATE:	
DESCRIPTION:		TREAS NO:	
UNAPPLIED DEP NO: <b>L990707000022</b>			



## Lockbox Training Guide

### FMS screen 2 - line 002

COMMND: 002-002 OF 002		DOCID: EB 10 111ET9077	STATUS: ACCPT	
01-		BATID:	SUB STN:	07/19/99
LINE: 002	TRANS TYPE: 03	EXP/REV/GL/BG: G	A/O:	
BFYS: 99	FUND: 3875	STATION/SAT: 222	FCP/PRJ:	
JOB NO:	COST CTR/SUB:	BOC/REV	SOURCE/SUB:	
REPT CATG:	CLSD BFYS:	CLSD FUND:		
VENDOR: 222VAH000	NAME: VETERANS ADMINISTRATION			
SCHD FY:	SCHD CAT:	SCHD TYP:	SCHD NO: 071999	
D.O.:	GUEST SYMBOL:	QTY:		
REF DOC ID:	DOC TYP:	AGR NO:		
AMOUNT: 10.00	I/D: D OBL FY:	ACCP DATE: 07 19 99	ADV:	
INVOICE NO:	INV LINE:	INV DATE:		
DESCRIPTION:	TREAS NO:			
UNAPPLIED DEP NO: L990707000022				

The receiving station will now have this transaction appear in their FMS suspense account, not in the AR suspense account. The receiving station must revert to manual procedure such as when you receive IRS or DMC payments.

In order for the station to clear the suspense record from Accounts Receivable, the option CS Clear Suspense must be used.

+ Enter ?? for more actions					
S1	Search Check	CS	Clear Suspense	AP	Account Profile
S2	Search Credit Card	SR	Suspense Report	RP	Receipt Profile
LP	Link Payment	SP	Show Payment	EA	Exit Action
Select Action: Quit// <b>CS Clear Suspense</b>					

This option will allow you to enter the FMS document number used to clear the payment from the suspense account in FMS. Once an FMS document number is entered, the payment will no longer appear on the list as Unlinked.

Select Payment: (1-4): 1	
Receipt: L99070700	Enter FMS transaction/DOC ID.
Transaction: 22	
Unapplied Deposit Number: L990707000022	
CLEAR SUSPENSE FMS DOC ID#: <b>ET 111ET9077</b>	
please wait, building list of unlinked payments...	

**NOTE:** If a payment has been linked to another account but the station had to do FMS input to move the funds from Suspense to the proper appropriation/fund, then this option would be used, also, to record that FMS action.

+ Enter ?? for more actions					
S1	Search Check	CS S2	Clear Suspense	AP	Account Profile
	Search Credit Card	SR LP	Suspense Report	RP	Receipt Profile
	Link Payment	SP Select	Show Payment	EA	Exit Action
Action: Next Screen// <b>CS Clear Suspense</b>					

## Lockbox Training Guide

This option will allow you to enter the FMS document number used to clear the payment from the suspense account in FMS. Once an FMS document number is entered, the payment will no longer appear on the list as Unlinked.

Select Payment: (1-10):	Press Enter.
Select RECEIPT: <b>L99071300</b> by: TEST,USER on: 04/05/99 LOCKBOX CLOSED	
Select Receipt TRANSACTION #: 21 ONE,ARPATIENT J \$ 19.00	
Receipt: L990071300	
Transaction: 2	
Unapplied Deposit Number: L990713000021	
CLEAR SUSPENSE FMS DOC ID#: <b>x</b> // TR 111L99017	

*Notice how the system has filled this with an "x" which indicates the payment was linked after the CR document was accepted by FMS.*

### Link Payment - scenario #3

This outlines a suspense payment that goes to more than one account and/or is a combination of part account and part refund. The current functionality will not let you do partial postings for a Suspense record in the AR package. An example of this type situation would be that the station decides that of a \$100 payment that was recorded in Suspense that \$45.80 should be applied to the veteran's account and the balance of \$54.20 should be refunded to the insurance company. The Link Payment (LP) option does not allow you to change the money amount from \$100 to \$45.80 – it would link the whole \$100 to the veteran's account. This situation raises the question: What should a station do to clear the item from the Suspense listing? The following steps are suggested as one way to accomplish this plus provide a tracking document that will answer future questions as to how the amount was applied.

1. Obtain a journal voucher number.
2. Create a dummy receipt using the journal voucher number (RP Receipt Processing) making sure not to reference a deposit ticket number.
3. Post the payment amount (NP New Payment) to the veteran's account.
4. Process the receipt (PR Process Receipt). Since this receipt is not linked to a deposit, a code sheet will not be generated to FMS. See step 6.
5. Prepare a public voucher to pay the insurance company, again using the journal voucher number.
6. Go online to FMS to create the appropriate FMS documents:
  - TR transaction to process the amount posted to the veteran's account
  - PS transaction to process the payment to the insurance company

## Lockbox Training Guide

7. Prepare the journal voucher annotating the different transactions accomplished to move/pay the Suspense funds.
8. Record in the AR package under the Clear Suspense (CS) option TR/PS XXXXXX where XXXXXX represent the journal voucher number.

### Suspense Report

The Suspense Report provides the station with a listing of those transactions that have been acted upon. The report can be useful for inquiries as to the action taken on unapplied amounts. The station will have a record as to the type of FMS transaction input, which indicates whether the amount was linked, transferred out, or paid to an entity. Unapplied amounts that were linked to an account will show on this report as "x" under CLEAR FMS DOC ID#. In order to record the FMS transaction, the station would use the Clear Suspense (CS) option.

+ Enter ?? for more actions					
S1	Search Check	CS	Clear Suspense	AP	Account Profile
S2	Search Credit Card	SR	Suspense Report	RP	Receipt Profile
LP	Link Payment	SP	Show Payment	EA	Exit Action
Select Action: Quit//SR <b>Suspense Report</b>					

This action will print a report showing all unlinked payments received between selected dates that were processed to the station's suspense account and later cleared by on-line FMS input.

```
Start with PAYMENT Date: JUL 01, 1999// (JUL 01, 1999)
End with PAYMENT Date: JUL 19, 1999// (JUL 19, 1999)
*** Selected date range from JUL 01, 1999 to JUL 19, 1999 ***
DEVICE: HOME//
```

```
AR CLEARED SUSPENSE REPORT                JUL 19, 1999@18:07:12  PAGE 1
FOR THE DATE RANGE: JUL 01, 1999 TO JUL 19, 1999
RECEIPT          TRAN#      UNAPPLIED DEPOSIT#  CLEAR FMS DOC ID#      AMOUNT
-----
L99070700      22      L990707000022      ET 111ET9077      10.00
L99071300      21      L990713000021      TR 111L990713      19.00

Press RETURN to continue:
```

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## Lockbox Training Guide

### Exception Processing Due to Lockbox at the Station Level

As to be expected, there will be payments received at the Lockbox that will not contain all the proper account information that will lead to same day transmission to the appropriate station. Although Exception Processing Section (EPS) staff at the Financial Services Center (FSC) will handle the majority of these payments, there will still be instances where the EPS will make a judgment call as to which station should receive these payments and forward all documentation to the station for action.

Below is a table that lists some of the most common exceptions that the station may encounter. If a station needs further information or copies of checks, then a call should be placed to the EPS for assistance. Stations are not to call the CCPC-Lockbox unless instructed by EPS.

Exception	EPS	Station
Check with unacceptable payee	EPS mails check to station.	Station should deposit the check.
Mangled checks/coupons	EPS mails documents to the station	Station sends mangled check to payee and requests new check.
One check/Two or more coupons for different accounts and/or stations  <i>If the payment is more or less than the total amount of the multiple coupons the Lockbox Bank will <u>not</u> deposit the payment. The undeposited check and coupons will be sent to EPS.</i>	EPS will send the unprocessed check and all coupons to the station.	Station deposits check and processes the payment. If the payment involves another VA, station will perform transfer of funds to other station.
One check/no coupon	EPS will review copy of check for any information recorded on the check and if station is determined, will update the file, transmit, and send correspondence to the station.	If EPS can only identify the station number, then the item will end up in the station's suspense account. From there, the station needs to follow the Link Payment instructions. If it is determined that the payment belongs to another VA, follow the Link Payment instructions for transferring payment from Suspense to the other station.

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## Lockbox Training Guide

### Unlinked Payments Created by Lockbox Processing

Stations will receive a daily MailMan message informing them of what was processed through Lockbox. This message will go to members of the RCDP PAYMENTS mail group. This message gives the deposit ticket number, the receipt number, the FMS document ID number created, the total amount of the deposit, and the number of unlinked payments. Unlinked payments will be deposited to Suspense with an unapplied deposit number of L+YYMMDD+Transaction number where L stands for Lockbox and YYMMDD is the date of the deposit.

Stations should review the unlinked payments under the LP Link Payments option on the Agent Cashier menu. The most common reason as to why a payment will not link is the account number (SSN) does not match an account in the station's file. Account numbers can be off due to Lockbox scanner not reading the coupon correctly, the station has updated an account number after generation of the letters/coupons, or the payment belongs to another station for which the station number was misread by the Lockbox scanner.

If the station cannot determine the account based on the account number and stub name given, then the EPS in Austin should be contacted for getting copies of the check(s).

The batch and sequence number assigned by the Lockbox Bank is helpful when identifying the item(s) in question. This information is available using the Receipt Processing option. The user needs to use the Customize action and answer yes to the prompt, Do you want to show acct lookup, batch and sequence information?.

Once the station has determined the proper account or station that the payment applies to, the station should refer back to the section, **Link Payment to Account** for clearing the items from Suspense.

#### *Example of Lockbox MailMan message*

```
Subj: Auto Payment Processing Completed  [#7940488] 14 Jul 99 19:05  5 Lines
From: AR Package  in 'lockbox' basket.    Page 1
-----

The following Automatic Payment(s) have been processed by the
Automatic Payment Processing Server.
  Deposit#      Receipt#    FMS Document#    Total Amount    Unlinked Accts
  -----      -
      003161      L99071300      CR-111K9A1034          604.92      3

Select MESSAGE Action: IGNORE (in lockbox basket)//
```

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## Lockbox Training Guide

### Profiles

#### Account Profile option

This option allows you to profile a patient's account using List Manager screens. Once you access the Account Profile screen, you can display account, bill, and transaction information through the following List Manager actions: Bill Profile, Bill Transactions, Select New Account, and Select Status. Refer to the following examples for information about these screens.

There are also several List Manager actions available that allow you to navigate through the screens, print information, etc. A double ?? entered at the `Select Action:` prompt displays these actions for selection.

#### Account Profile screen

Account Profile				Aug 24, 1999 16:00:40		Page: 1 of 1	
Account: ONE,ARPATIENT(000000001)				DOB: JAN 01, 1700			
Addr: 1 STREET ADDRESS, CITY, ST 00011				Phone: 555 555 5555			
RX Copay Exempt: NO							
ACCOUNT BALANCE: 36.21				Pending Payments: 0.00			
BillNum	CareDate	Stat	Bill Type	Principal	Interest	Admin	
1	K941719	04/05/99	OPEN C (MEANS TEST)	13.74	0.00	0.00	
TOTAL BALANCE OWED FOR ALL BILLS DISPLAYED				13.74	0.00	0.00	
Enter ?? for more actions							
BP Bill Profile			NA Select New Account		EA Exit Action		
BT Bill Transactions			SS Select Status				
Select Action: Quit//							

This screen displays account information such as patient demographic and billing information, and whether the patient is RX Copay Exempt.

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### Bill Profile screen

<b>Bill Profile</b>	<b>Aug 24, 1999 16:01:43</b>	<b>Page: 1 of 3</b>
***** ACCOUNTS RECEIVABLE BILL PROFILE FOR 111-K941719 *****		
Account: ONE,ARPATIENT(000000001) DOB: JAN 01, 1700		
Addr: 1 STREET ADDRESS, CITY, ST 00011		
Phone: 555 555 5555		
<b>Bill Number: 111-K941719</b> Category: C (MEANS TEST)		
Date Prepared: APR 05, 1999 Status: OPEN		
Date Activated: APR 05, 1999@15:34:07		
Date Status Up: APR 05, 1999 By:		
Resulting From:		
Type of Care: OUTPATIENT CARE(NSC)		
Remark:		
Interest Effective Rate Date: JAN 01, 1999 Annual Rate: .05		
Admin Effective Rate Date: JAN 01, 1999 Monthly Rate: .45		
Last Int/Admin Charge Date:		
<b>+ Enter ?? for more actions</b>		
BT Bill Transactions NB Select New Bill EA Exit Action		
Select Action: Next Screen//		

This screen provides bill information such as patient demographics, the dates the bill was prepared and activated, the category and status.

### Bill Transactions Display

<b>Bill Transactions Display</b>	<b>Aug 24, 1999 16:02:17</b>	<b>Page: 1 of 1</b>			
Bill #: 111-K941719 Account: ONE,ARPATIENT(000000001)					
Status: OPEN Addr: 1 STREET ADDRESS, CITY, ST 00011					
Bill Balance: 13.74 Phone: 555 555 5555					
<b>Trans #</b>	<b>TranDate</b>	<b>Trans Type</b>	<b>Principal</b>	<b>Interest</b>	<b>Admin</b>
	04/05/99	original amount	0.00	0.00	0.00
1	2186957	04/05/99 increase adjustment	45.80	0.00	0.00
2	2187513	04/06/99 payment (in part)	-32.06	0.00	0.00
TOTAL BALANCE FOR BILL			13.74	0.00	0.00
<b>Enter ?? for more actions</b>					
BP (Bill Profile) NB Select New Bill					
TP Transaction Profile EA Exit Action					
Select Action: Quit//					

This screen provides information such as bill and account numbers, patient demographics, and transaction information such as transaction #, date, type, and principle, interest and administrative charges.

## Lockbox Training Guide

### Select Status action

Account Profile			Aug 24, 1999 16:00:40			Page: 1 of 1			
Account: ONE,ARPATIENT(000000001)						DOB: JAN 01, 1700			
Addr: 1 STREET ADDRESS, CITY, ST 00011						Phone: 555 555 5555			
RX Copay Exempt: NO									
ACCOUNT BALANCE: 36.21			Pending Payments: 0.00						
BillNum	CareDate	Stat	Bill Type			Principal	Interest	Admin	
1	K941719	04/05/99	OPEN	C (MEANS TEST)			13.74	0.00	0.00
TOTAL BALANCE OWED FOR ALL BILLS DISPLAYED						13.74	0.00	0.00	
Enter ?? for more actions									
BP Bill Profile			NA Select New Account			EA Exit Action			
BT Bill Transactions			SS Select Status						
Select Action: Quit//			SS			Select Status			

The Select Status action allows you to display bills for a specific status or multiple statuses. At this time, the only bills displayed are those in an Open status.

At the Select Action: prompt, type SS to select status of bills to display.

This option will allow you to specify which bill statuses to display.

The following is a list of available statuses for bills:

```
-----
15 INCOMPLETE                ** 16 ACTIVE
20 PENDING APPROVAL          ** 22 COLLECTED/CLOSED
23 WRITE-OFF                  26 CANCELLED BILL
27 BILL INCOMPLETE           31 RETURNED FROM AR
** 39 CANCELLATION            40 SUSPENDED
41 REFUNDED                   ** 42 OPEN
44 REFUND REVIEW
** indicates account has bills under status **
```

Select STATUS of bills to display:

The Select Status action allows you to display bills for a specific status or multiple statuses. The list of available statuses for bills is displayed. A double asterisk [\*\*] next to the status indicates the account has bills with that status. You can also select all statuses by entering an asterisk [\*] or no statuses by entering a minus [-].

## Lockbox Training Guide

To de-select a status, enter the status number again.

```
Select STATUS of bills to display: 42  OPEN  selected

The following is a list of available statuses for bills:
-----
15 INCOMPLETE                ** 16 ACTIVE                selected
20 PENDING APPROVAL          ** 22 COLLECTED/CLOSED      selected
23 WRITE-OFF                  26 CANCELLED BILL
27 BILL INCOMPLETE           31 RETURNED FROM AR
** 39 CANCELLATION           selected 40 SUSPENDED
41 REFUNDED                  ** 42 OPEN                selected
44 REFUND REVIEW
** indicates account has bills under status **

Select STATUS of bills to display:  <RET>
```

As each status is selected, the word `selected` appears next to the status. Once you've entered all statuses you want displayed, press the Return key at the `Select STATUS of bills to display:` prompt.

Account Profile			Aug 24, 1999 16:00:40			Page: 1 of 1	
Account: ONE,ARPATIENT(000000001)						DOB: JAN 01, 1700	
Addr: 1 STREET ADDRESS, CITY, ST 00011						Phone: 555 555 5555	
RX Copay Exempt: NO							
ACCOUNT BALANCE: 36.21			Pending Payments: 0.00				
BillNum	CareDate	Stat	Bill Type	Principal	Interest	Admin	
1	K941719	04/05/99	OPEN C (MEANS TEST)	13.74	0.00	0.00	
2	K936439	03/12/99	ACTI RX CO-PAYMENT/NSC VET	12.00	0.00	0.00	
3	K927498	02/02/99	ACTI RX CO-PAYMENT/NSC VET	8.00	0.00	0.00	
4	K924944	01/19/99	COLL C (MEANS TEST)	0.00	0.00	0.00	
5	K920091	01/04/99	ACTI RX CO-PAYMENT/NSC VET	2.00	0.02	0.45	
6	K917790	12/18/98	COLL RX CO-PAYMENT/NSC VET	0.00	0.00	0.00	
7	K917835	12/18/98	COLL C (MEANS TEST)	0.00	0.00	0.00	
8	K909807	11/15/98	COLL C (MEANS TEST)	0.00	0.00	0.00	
9	K906926	11/04/98	COLL RX CO-PAYMENT/NSC VET	0.00	0.00	0.00	
10	K906212	11/02/98	COLL C (MEANS TEST)	0.00	0.00	0.00	
11	K901135	10/06/98	COLL RX CO-PAYMENT/NSC VET	0.00	0.00	0.00	
12	K865354	09/09/98	COLL C (MEANS TEST)	0.00	0.00	0.00	
13	K850271	06/25/98	COLL RX CO-PAYMENT/NSC VET	0.00	0.00	0.00	
14	K838044	06/02/98	COLL C (MEANS TEST)	0.00	0.00	0.00	
+ Enter ?? for more actions							
BP Bill Profile			NA Select New Account		EA Exit Action		
BT Bill Transactions			SS Select Status				
Select Action: Next Screen//							

The Account Profile screen now shows all of the bills with the statuses selected. This is a powerful tool. There is no default display.

*The system will always display only those statuses that you select.* If the display doesn't look right, be sure to use the Select Status action to make sure the correct statuses are selected. This action will not change any other user's display.

## Lockbox Training Guide

### Reports

#### List of Receipts Report

```
Select Agent Cashier Menu Option:  List Of Receipts Report

Start with RECEIPT Opened Date: AUG 01, 1999// <RET> (AUG 01, 1999)
End with RECEIPT Opened Date: AUG 20, 1999// <RET> (AUG 20, 1999)
*** Selected date range from AUG 01, 1999 to AUG 20, 1999 ***

DEVICE: HOME// <RET>  TELNET

<*> please wait <*>
```

This option prints a list of receipts opened during a selected date range.

LIST OF RECEIPTS REPORT					SEP 29, 1999@13:56:19			PAGE 2
FOR THE DATE RANGE: SEP 01, 1999 TO SEP 30, 1999								
DATE	RECEIPT	TYPE	US COUNT	AMOUNT	FMS CR DOC	STATUS		
09/29/99	SECPC9149	CASH	SC 1	10.00	NOT SENT	NOT ENTER		
09/29/99	JAJIRS0046	IRS	JJ 1	80.76	CR-111K9C7914	ACCEPTED		
09/29/99	12769448	CHECK/MO	FC 9	1217.46	CR-111K9C8329	ACCEPTED		
09/29/99	JAJCWT9080	CASH	JJ 1	91.43	NOT SENT	NOT ENTER		
09/29/99	L99092900	LOCKBOX	ar 42	915.33	CR-111K9C7970	ACCEPTED		
09/30/99	12769449	CASH	FC 25	400.74	CR-111K0A0003	TRANSMITT		
09/30/99	12769450	CHECK/MO	FC 13	397.31	CR-111K0A0004	TRANSMITT		
09/30/99	12769451	CHECK/MO	FC 63	19483.13	CR-111K9C8461	ACCEPTED		
09/30/99	12769452	CHECK/MO	JW 70	4616.25	CR-111K9C8483	ACCEPTED		
09/30/99	L99093000	LOCKBOX	ar 92	2177.46	CR-111K9C8437	ACCEPTED		
			8856	527377.02				
TOTALS BY TYPE OF PAYMENT								
CASH PAYMENT			675	32127.51				
CHECK/MO PAYMENT			5247	434443.06				
CREDIT CARD PAYMENT			1	539.94				
IRS PAYMENT			1	80.76				
LOCKBOX			2929	60051.50				
REGIONAL COUNSEL PAYMENT			3	134.25				

This report provides the date the receipt was opened, receipt number, type of payment, the user who processed the receipt, the count of payments on the receipt, the amount, the cash receipt transaction number, if applicable, and status. Counts and totals by type of payment (i.e., cash, check, money order, LBX (lockbox), TDA, DMC, IRS) are also provided. This report allows the user to compare the amount of manual transactions to those made by lockbox.

## Lockbox Training Guide

### Deposit Reconciliation Report

```
Select FMS Utilities Menu Option:  Deposit Reconciliation Report

This option will print the Deposit Reconciliation Report.  The report will
display the data on the code sheets sent to FMS on the CR document.  Only
deposits processed after patch PRCA*4.5*90 was installed can be displayed.
Select the starting and ending FMS Document Number without the station
number, example: K8A0346.

START WITH CR DOCUMENT: FIRST// K9A0072
END WITH CR DOCUMENT: K9A0072// <RET>

Type of report to print: summary// ??

Enter a code from the list.

    Select one of the following:

        D          detailed
        S          summary

Type of report to print: summary//
```

This report shows all cash receipt documents sent to FMS for a selected range. You can print a summary or detailed report.

### Deposit Reconciliation - Summary Report

```
DEPOSIT RECONCILIATION REPORT                      AUG 26, 1999@15:11:09  PAGE 1
START WITH DEPOSIT: K9A0072  END WITH DEPOSIT: K9A0072      TYPE: SUMMARY
-----

TOTAL DEPOSITS BY FUND:
FUND: 1435                      0.43
FUND: 3220                      1.80
FUND: 5287                     171.64

TOTAL DEPOSITS BY REVENUE SOURCE CODE FOR FUND 5287:
RSC: 88ZZ      C (Means Test)                      2.74
RSC: 8BZZ      Pharmacy Co-Pay (SC Vet)             38.00
RSC: 8CZZ      Pharmacy Co-Pay (NSC Vet)           126.90
RSC: ARR      Miscellaneous                         4.00
Press RETURN to continue, '^' to exit:
```

The summary report shows the total cash receipt dollars sent to FMS.

## Lockbox Training Guide

### Deposit Reconciliation - Detailed Report

DEPOSIT RECONCILIATION REPORT					AUG 26, 1999@15:13:17			PAGE 1
START WITH DEPOSIT: K9A0072					END WITH DEPOSIT: K9A0072			TYPE: DETAILED
-----								
FMS DOCUMENT: CR-111K9A0072				DEPOSIT TICKET: 659501		DATE: NOV 06, 1998		
LINE	BFY	FUND	RSC	PROVIDER	BILL	AMOUNT	TRAN	TYPE
001	99	1435	88ZZ	MISCVET		0.04		23
002	99	1435	8BZZ	MISCVET		0.39		23
003	99	3220	88ZZ	MISCVET		1.80		23
004	99	5287	88ZZ	MISCVET		2.74		23
005	99	5287	8BZZ	MISCVET		38.00		23
006	99	5287	8CZZ	MISCVET		126.90		23
007	99	5287	ARRV	MISCVET		4.00		23
LINE TOTAL/DOCUMENT TOTAL:						173.87		
DEPOSIT TOTAL:						173.87		
Press RETURN to continue, '^' to exit:								
DEPOSIT RECONCILIATION REPORT					AUG 26, 1999@15:13:17			PAGE 2
START WITH DEPOSIT: K9A0072					END WITH DEPOSIT: K9A0072			TYPE: DETAILED
-----								
TOTAL DEPOSITS BY FUND:								
FUND: 1435		0.43						
FUND: 3220		1.80						
FUND: 5287		171.64						
TOTAL DEPOSITS BY REVENUE SOURCE CODE FOR FUND 5287:								
RSC: 88ZZ		C (Means Test)						2.74
RSC: 8BZZ		Pharmacy Co-Pay (SC Vet)						38.00
RSC: 8CZZ		Pharmacy Co-Pay (NSC Vet)						126.90
RSC: ARRV		Miscellaneous						4.00
Press RETURN to continue:								

The detailed report shows the individual lines in the cash receipt document sent to FMS.

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### Extended Check/Credit Card Search

This option searches all payments within a specified date range for a check or credit card number. First, specify whether the search is for a check or credit card. Then enter the number the system should look for. Next, select the Type of Match that should be performed. Choose either Exact Match - the number entered is an exact match to the check or credit card number, or Contains - the numbers entered are contained in the check or credit card number but may not be the complete number. The Contains feature is helpful if the complete check/credit card number is not available or cannot be read.

This screen below shows how to search for a check number with a match type of contains.

```
Select Agent Cashier Menu Option:  Extended Check/Credit Card Search

Search for Check or Credit Card: Check// <RET>
Enter the Check Number to Search for: 0965
Type of Match: Contains// ?

Enter a code from the list.

      Select one of the following:

          1      Exact Match
          2      Contains

Type of Match: Contains// <RET>

Start with RECEIPT Opened Date: SEP 01, 1999//1/1  (JAN 01, 1999)
End with RECEIPT Opened Date: SEP 21, 1999//<RET> (SEP 21, 1999)
*** Selected date range from JAN 01, 1999 to SEP 21, 1999 ***

DEVICE: HOME//<RET>  TELNET

<*> please wait <*>
```

If the user prints this report to their screen, the date range of the search as well as the search criteria is displayed. The message PRESS ^ at anytime to STOP search will appear. This allows the user to stop the search.

```
EXTENDED CHECK/CREDIT CARD SEARCH                      SEP 21, 1999@14:13:11  PAGE 1
FOR THE DATE RANGE:  JAN 01, 1999  TO  SEP 21, 1999
SEARCHING FOR:  CHECK CONTAINS 0965
RECEIPT      OPENDATE      TRANS ACCOUNT      AMOUNT      CHECK#
-----
          ***** PRESS ^ at anytime to STOP search *****
12137256      04/08/99      55      111-K931815      80.00      09657923
12137256      04/08/99      56      111-K942404      91.60      09657923
12137419      04/06/99      2       111-K941901      45.80      09654926

Press RETURN to continue:
```

For this example, three matches are found.



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The second example shows how to search for a credit card number with a match type of equals.

```
Select Agent Cashier Menu Option:  Extended Check/Credit Card Search

Search for Check or Credit Card: Check// Credit Card
Enter the Credit Card Number to Search for: 4098000010237183
Type of Match: Contains// Exact Match

Start with RECEIPT Opened Date: SEP 01, 1999//3/1  (MAR 01, 1999)
End with RECEIPT Opened Date: SEP 22, 1999//3/30  (MAR 30, 1999)
*** Selected date range from MAR 01, 1999 to MAR 30, 1999 ***

DEVICE: HOME//<RET>  TELNET

<*> please wait <*>
```

Again, if the user prints this report to their screen, the date range of the search as well as the search criteria is displayed. The message PRESS ^ at anytime to STOP search will appear. This allows the user to stop the search.

```
EXTENDED CHECK/CREDIT CARD SEARCH                SEP 22, 1999@14:39:53  PAGE 1
FOR THE DATE RANGE: MAR 01, 1999 TO MAR 30, 1999
SEARCHING FOR: CREDIT CARD EQUALS 4098000010237183
RECEIPT      OPENDATE    TRANS ACCOUNT      AMOUNT      CREIDTCARD#
-----
***** PRESS ^ at anytime to STOP search *****

1717535      03/10/99    2      ONE,ARPATIENT E      12.00      4098000010237183
Press RETURN to continue:
```

For this example, one match is found.

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## Appendix

### Glossary

#### **AAC**

Austin Automation Center. VA's data center site where CCPC resides and CCPC-Lockbox design, development and implementation occur.

#### **AR**

Accounts Receivable. In this context, refers to VA's automated system designed to further process first party medical debt co-payments received electronically from CCPC-Lockbox; developed and maintained by the VHA Chief Information Office.

#### **Account**

Records established for an individual debtor in the AR Debtor file. One account can have any number of bills, just as a VISA or Master Card account can be used for multiple purchases.

#### **Accounting Classification Code (ACC)**

Nine-character codes used for budget purposes. The FMS ACC's replace CALM fund control points.

#### **Accounting Technician**

The person in Fiscal Service who is responsible for processing accounting transactions.

#### **Account Profile**

A screen display or printout showing a summary of activity on an entire Accounts Receivable (refer to Transaction Profile for a view of a single transaction on an account).

#### **Accounts Receivable**

In the broadest sense, these are debts owed to the Department of Veterans Affairs. Throughout the documentation, this term is used interchangeably with the term bills for ease of expression. The Accounts Receivable section of Fiscal Service is that person or group of people whose duty it is to establish and maintain debtor account records.

#### **Accounts Receivable Clerk**

The person in Fiscal Service who establishes, audits and maintains the station's debt collection files.

#### **Adjustment**

A transaction that makes an administrative change to the principal balance of a bill or an account.

#### **Admin Charge**

An administrative charge incurred during the debt collection process and added to an account's principal balance. Fees for locator searches, marshal fees, and court costs are administrative charges.

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### **Aged Unmatched Payments**

Payments that are unmatched because station number and/or patient account number are missing and meet an age criteria of 30 days. Aged unmatched payments are recorded in the FSC FMS suspense account during the next processing of the suspense transfer and are no longer available for online matching.

### **Agent Cashier**

The person in Fiscal Service (often physically located elsewhere) who makes or receives payments on debtor accounts and issues official receipts.

### **ADP Security Officer**

The person responsible for the security of the computer systems. This person is responsible for the computer's physical integrity and the integrity of the records stored in it. Includes overseeing who has access to which files.

### **AMIS**

Automated Management Information System.

### **Application Coordinator**

The individual responsible for the implementation, training and troubleshooting of the AR software package.

### **Batches, Batch Types**

Groupings of payments that are related because of the form of payment, amount of payment and/or the number of documents mailed with the form of payment.

### **Bill**

A receivable that has been generated by a billing service or section. See the bill types 1080, 1081, OTHER (1114), or UB-92.

### **Bill for Collection**

The actual bill produced by an 1114 type billing. Formerly the second (carbon copy) page of the preprinted Form 1114 now only accessible to the Accounts Receivable Section as an electronic bill.

### **Billing Clerk**

That person in a billing service or section that is responsible for generating bills.

### **Billing Cycle**

The life cycle of a Bill, from generation through approval, transmission to AR, mailing to the debtor, and being liquidated by posted payments until the debt has been paid.

### **Billing Document (BD)**

An FMS document created for detailed receivables by Accounts Receivable during the audit process.

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### **Bill Number**

Each bill has a unique number, tracked by service/section, which is used to identify it. It is usually assigned automatically by the system (see Common Bill Numbering Series).

### **Budget Object Code (BOC)**

Four-digit number used to identify purchases. The FMS BOCs are equivalent to CALM subaccounts.

### **Cash Receipt (CR)**

An Accounts Receivable document used to record deposit information from the SF-215 deposit ticket into FMS.

### **Category C (Hospital Care)**

Entitlement category for inpatient care in a VA medical center, non-service connected veterans whose income level exceeds certain minimums as determined by the MAS eligibility unit.

### **Category C (Nursing Home Care)**

Entitlement category for long-term care in a VA nursing home, non-service connected veterans whose income level exceeds certain minimums as determined by the MAS eligibility unit.

### **Category C (Outpatient Care)**

Entitlement category for outpatient care at a VA medical center, non-service connected veterans whose income level exceeds certain minimums as determined by the MAS eligibility unit.

### **CCPC**

Consolidated Copayment Processing Center System maintained at the Austin Automation Center; CCPC receives station input and generates monthly billing statements to collect first party medical debt copayments.

### **Common Numbering Series**

This is a preset series of procurement DOC ID used by accounting technicians to generate new accounting transactions for AR. Application coordinators establish the common numbering series used by a facility.

### **Correction**

A change made to a billing record before the initial bill is generated.

### **Coupon** *Synonyms: Remittance Coupon, Remittance Slip, Stub*

The lower portion of the CCPC billing statement that is perforated for return with the payment in cash, check or credit card.

### **COWC**

The Committee on Waivers and Compromises. An appellate body, located in The Department of Veterans Affairs Veterans Benefits Administration Regional Offices.

## **Lockbox Training Guide**

### **Credit**

A payment which, when posted to an account, reduces the principal balance (the debt). Scheduled payments under a repayment plan are credits.

### **Credit Card Items**

Payments processed through the Lockbox on credit cards. Due to the business rules requiring a printed remittance coupon with credit card payments, all credit card items should contain a patient account number and facility number.

### **Credit/Debit Memos**

Miscellaneous adjustments to the VA account for anything other than return check items. These items are not included in the electronic transmission and are processed manually. As they are a type of payment data, manual procedures for their processing will be defined as part of the scope of the Lockbox.

**CR** – *See Cash Receipt*

### **Crime of Personal Violence**

The result of a crime of personal violence; occurs in a state where the victim is entitled to receive health care and services at the expense of the state or a political subdivision. Billings are forwarded to the District Counsel for collection.

### **DC**

Department of Veterans Affairs' Office of the District Counsel. District Counsel areas of responsibility do not correspond to the Veterans Health Service and Research Administration regions.

### **Debit**

A charge or fee which when posted to an account increases the principal balance (the debt). Interest and administrative charges are debits.

**Debit Voucher** – *See SF 5515*

### **Debt Collection**

This is the official name given to the process of sending out bills and collecting payments.

### **Debtor**

A patient, person, vendor, insurance company or institution that owes the VA money.

### **Default**

A suggested response provided by the system.

### **Demand Letter**

The follow-up letters that are sent to a debtor, reminding him/her of the outstanding debt are called demand letters.

**Deposit Ticket** – *See SF 215*

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### **Disputed Credit Card Items**

Debit transactions processed by the Lockbox for credit card transactions that were disputed by the customer and the funds returned to that person. These items are not included in the electronic transmission and are processed manually. As they are a type of payment data, manual procedures for their processing will be defined as part of the scope of the Lockbox.

### **DOJ**

The United States Department of Justice.

### **Electronic Signature**

The electronic signature replaces the written signature on all AR documents used within your facility. Documents going off-station will require a written signature as well. The electronic signature code is used by all individuals who have the authority to approve actions (approve requests, purchase orders, obligations, etc.). The electronic signature is encrypted so that no one, not even a computer programmer, can tell what it is.

**EPS** – *See Exception Processing Section*

### **Exception Processing Section, EPS**

An organization within the VA Financial Services Center in Austin established to handle CCPC-Lockbox payment resolution through queries and updates, and mail from the Lockbox bank.

### **Federal Tax ID**

A unique number that identifies your station to the Internal Revenue Service.

### **Financial Services Center**

VA organization in Austin; site where EPS staff resides and online CCPC-Lockbox tools will be used to resolve CCPC-Lockbox payment issues.

### **FMS**

The Financial Management System that is responsible for centralized accounting.

### **FMS Document ID (DOC ID)**

The station number plus a unique document number. Formerly called the CALM PAT number.

### **FL 4-480**

The first demand letter for ineligible category debtors.

### **FL 4-481**

The first demand letter for humanitarian category debtors.

### **FL 4-482**

The second demand letter for ineligible, humanitarian and category C debtors.

### **FL 4-483**

The third demand letter for debts under \$200 for medical care.

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### **FL 4-484**

The third demand letter for debts between \$200 and \$1200 for medical care.

### **FL 4-485**

The third demand letter for debts over \$1200 for medical care.

### **FL 4-513**

The first demand for category C (Means Test) debts.

**FSC** – *See Financial Services Center*

### **GL**

The general ledger to which all accounting transactions are posted.

### **Hold**

A hold is a temporary restriction placed on mailing demand letters for a particular account. It is usually used when a debtor has made arrangements to pay the debt and letters would be redundant.

### **Humanitarian**

Humanitarian billings are for non-veterans treated at a VA facility for a medical emergency. Also includes veterans treated under presumed eligibility later found to be ineligible.

### **ICD**

Interest computation date. Usually the date of the first demand letter. (NOTE: Do not confuse this with the International Classification of Disease codes — usually referred to as the ICD-9 Codes.)

### **Identified Return Items**

Return items for which the EPS staff was able to associate account and station number. Once identified, hardcopies of these items are sent to the appropriate station.

### **Ineligible**

Ineligibles are veterans who have received medical care at a VA facility, but were later found not entitled to such service.

### **Integrated Billing**

Integrated Billing (IB) is a software package that acts as an interface between the service that establishes a debt and the billing process in AR.

### **Invoice Address**

The address printed on a purchase order to instruct the vendor where to mail his/her invoice.

### **Insurance Company File**

File Number 36 holds information about the insurance companies that your station does business with. Debtor's address may be drawn from this file but is maintained separately. If the desired company is not in the file, contact MAS to have it added.



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### **Interest**

Amount charged to an account being paid on a repayment plan for carrying the account or on delinquent accounts.

**Matched Payments** *Synonym: Original Receipts; Original Messages; Matched Receipts.*

Electronic payments for which the Lockbox bank information identifies the station to which a payment applies; typically also identifies to which patient account a payment applies; forms of payment may be cash, check or charge.

### **National Roll-Up**

The National Roll-Up software includes a central database to reside at the San Francisco CIO Field Office and interface software to reside at each field station. The interface software collects Accounts Receivable data from AR Version 4.5 and sends this data to the central database. The CIO field office will then process the AR data collected to centrally produce, for all sites, the VA Schedule 9 Report for the U.S. Treasury.

### **No-fault Auto Accident**

Used for medical care required as the result of a motor vehicle accident in a state that has no-fault automobile insurance.

### **Non-Cash CR**

A CR document automatically created by the AR system to reflect the electronic receipt of funds via the Lockbox. No cash is actually received at the sites for these credit amounts to their account but they must still record the electronic deposit of the money to FMS. Each station that receives money for each fund the money is applied to will create one document.

### **OFM**

Office of Financial Management.

### **Overpayment Document (OP)**

FMS document used to create manual refunds to veterans, insurance companies, etc. Formerly a 972.13 CALM code sheet.

### **PAT Number**

Formerly, a unique number used to identify a CALM document. FMS DOC ID replaces the CALM PAT.

### **Patient Statement of Account**

The monthly statement for patient type debtors, reflecting all activity (both charges and payments) recorded for that patient since his last statement was printed.

### **Premature Payments**

Lockbox payments for VA facilities that are not yet capable of accepting electronic payments from the CCPC-Lockbox application. Premature payment amounts are recorded in FSC suspense via the CR transaction. EPS is required to review premature payment records in Lockbox and to

## Lockbox Training Guide

take action outside Lockbox to transfer the funds to the VA facility. Following full-scale implementation of CCPC-Lockbox, occurrence of this condition should be rare.

### **RD**

Regional Director.

### **Referral Amount**

Threshold amounts that determine (often independently) which accounts are referred to the District Counsel or the Department of Justice.

### **Repayment Plan**

If a debt is so large that the debtor can't repay it in a lump sum a repayment plan may be established to pay it in regularly scheduled installments. Can be established by the fiscal officer or as the result of negotiations with the District Counsel or Department of Justice.

### **Return Items**

Checks that have been returned to the Lockbox for insufficient funds and have been debited from the VA bank account. These items are included in the daily Federal Express package. For the purposes of this document, Return Items will be treated as a distinct activity for payments made by check, which is different than other debit voucher adjustments.

### **Schedule 9**

A detailed report of receivables due to the VA. It categorizes receivables by age and status. With the release of the National Roll-up software, Schedule 9 will be centrally produced in San Francisco.

### **Site Parameters**

Information (such as station number, cashier's address, billing address, etc.) that is unique to your station. All of AR uses a single Site Parameter file.

### **SF 215, Standard Form 215, Deposit Ticket**

A standard government form used to record monetary deposits to VA, processed through the U.S. Treasury Department. Each deposit ticket is numbered and dated; together, the number and date make a document unique.

### **SF 5515, Standard Form 5515; Debit Voucher**

A standard government form used to record debits to VA, processed through the U.S. Treasury Department. Each debit voucher is numbered and dated; together, number and date make a document unique.

**Stub** *See Coupon.*

### **Sub-BOC**

Two-digit code used with payroll BOCs.

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### **Tasked Job**

A job, usually a printout, which has been scheduled to run at a predetermined time in the future. Tasked jobs are set up to run without having a person watching over them.

### **Tort Feasor**

Used for medical care provided as the result of a crime. A type of billing in which a firm receivable is not recorded until it is paid.

### **Transaction**

Any action that affects a bill or an account. All transactions are numbered sequentially and can be examined individually.

### **Transaction Number**

A number assigned by the computer for an activity against a debt (such as increase adjustment, decrease adjustment, payment, etc.)

### **Transaction Profile**

A screen display or printout that shows a summary of a single transaction.

### **UB-92**

Uniform Bill 92 is a statement of charges for medical care used for all patient billing. Its use is restricted to the IB portion of the medical administration automated system.

**Unmatched Payment** *Synonym: Secondary Receipts; Secondary Messages; Secondary Payments.*

Check and cash payments that are transmitted to AAC CCPC-Lockbox that lack enough information to identify to which station and/or which patient account they apply; require manual intervention of EPS staff to resolve using Lockbox-supplied queries and related pieces of mail; may require AR personnel to resolve once the station is identified. A payment could be considered unmatched for a number of reasons, including but not limited to the following items:

- payments received without a remittance slip and no or only a partial account number written on the check
- cash received with no remittance coupon
- remittance coupon unreadable

### **VA Form 1080**

A billing form used to transfer funds from one government agency to another when a check will be issued.

### **VA Form 1081**

A billing form used to bill other government agencies.

### **VA Form 1114**

This form has been discontinued and has been replaced by the electronic bill of collection.

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### **Vendor File**

An AR file of all the vendors the facility does business with. This file, File #440, contains ordering and billing address, contract information, and telephone numbers. The debtor's address may be drawn from this file, but is maintained separately. The vendor must be established by Austin to be added to FMS files.

### **Worker's Compensation**

Usually referred to as Worker's Comp. Medical care provided as a result of an incident/accident occurring during a veteran's employment and covered by the Office of Worker's Compensation Program (OWCP).

### **Write-off Document (WR)**

FMS document created to record an Accounts Receivable write-off.

# Lockbox Training Guide

## Sample Patient Statement and Mail Messages

1 HEALTHCARE PLAZA  
YOUR CITY, USA 99999

ARPATIENT ONE  
1 STREET ADDRESS  
CITY, ST 00011

**Department of Veterans Affairs**

VA MEDICAL CENTER  
STATEMENT OF MEDICAL CARE COST RECOVERY ACCOUNT ACTIVITY

For questions about your account  
please phone (999) 999-9999

For written inquiries concerning your account please send them to the MCCR Office at the facility address above. For information regarding your rights and obligations on charges owed the United States Government, please refer to paragraph(s) on reverse of this statement.

Payments received after 03/02/1998 will be reflected on your next statement.

Patient Name: ARPATIENT ONE      Account No. 000000000000      Statement Date: 03/07/1998

TRANSACTION POSTED	DESCRIPTION	AMOUNT	BILLING REFERENCE

Summary of Monthly Activity

PREVIOUS BALANCE	TOTAL CHARGES	TOTAL CREDIT PAYMENT	CURRENT BALANCE
2.00	.00	.00	2.00

ACCOUNT NUMBER    000000000-0000-00000

STATEMENT DATE    03/07/1998

AMOUNT DUE    2.00

DUE DATE    DUE UPON RECEIPT

AMOUNT ENCLOSED    \_\_\_\_\_

CREDIT CARD NO.    \_\_\_\_\_

EXP. DATE    \_\_\_\_\_ SIGNATURE    \_\_\_\_\_

☐ CHECK IF NEW ADDRESS - WRITE NEW ADDRESS ON THE BACK

ARPATIENT ONE  
1 STREET ADDRESS  
CITY, ST 00011

Please make check or money order payable to the "Department of Veterans Affairs" and send payment to "Remit To:" address below. Please include account number on check or money order.

Remit To:   

LOCKBOX ADDRESS

000\*\*0000000000000000\*\*000000000000000002007

VA FORM  
OCT 1998 0246

PLEASE DETACH THIS COUPON AND RETURN WITH PAYMENT

CCPG 1

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### Transfer payment from Suspense message

```
Subj: Transfer Payment From Suspense Rec/# L99071300/21  [#7970030]
21 Jul 99 17:29  19 Lines
From: AR Package  in 'IN' basket.    Page 1  **NEW**
```

-----

The following payment has been processed to an Account in AR and needs to be moved from the station's suspense account 3875 to the appropriation/fund identified for this account online in FMS.

Receipt Number: L99071300  
Payment Transaction Number: 21  
Unapplied Deposit Number: L99071300021  
FMS CR document ID: CR-111K9A1034  
Amount Paid: 19.00  
Process Date: JUL 14, 1999

Select MESSAGE Action: IGNORE (in lockbox basket)//

### Lockbox Auto Payment Processing Completed message

```
Subj: Auto Payment Processing Completed  [#7940488] 14 Jul 99 19:05  5 Lines
From: AR Package  in 'lockbox' basket.    Page 1
```

-----

The following Automatic Payment(s) have been processed by the Automatic Payment Processing Server.

Deposit#	Receipt#	FMS Document#	Total Amount	Unlinked Accts
003161	L99071300	CR-111K9A1034	604.92	3

Select MESSAGE Action: IGNORE (in lockbox basket)//

### FMS Cash Receipt Document Rejected message

```
Subj: FMS Cash Receipt Document Rejected  [#1234488] 11 Jul 99 17:55  9 Lines
From: AR Package  in 'lockbox' basket.    Page 1
```

-----

The following CR FMS document rejected and needs to be retransmitted.

Document: CR-111K9A0616

You may regenerate this cash receipt document by selecting the Option Process Receipt (PR) located under the Receipt Processing Listmanager screen.

This cash receipt document was generated by receipt 12768927.

Select MESSAGE Action: IGNORE (in lockbox basket)//

## **Lockbox Training Guide**

### **Frequently Asked Questions**

How will the stations record the amounts received at the Lockbox?

Receipt and deposit data will be transmitted to the medical centers on a daily basis. The transmission records will be automatically posted to a patient's account.

Can the agent cashier at the medical center still receive payments against a patient's account?

Yes, it will still be possible to receive payment information at the medical centers.

What about patients who send back prescription refills with their payment?

Prescription refills, letters, address changes and other correspondence received at the Lockbox site will be sent to the Austin Automation Center. These items will be sorted and sent to the appropriate station.

Why I am not receiving the MailMan messages?

Users should check to see if they are a member of the RCDP PAYMENTS mail group.

I need to get a copy of the check processed by Lockbox. Who do I call and what information will they need?

The user will call the EPS and provide the deposit number, deposit date, batch number, sequence number, and amount.

I called EPS for assistance and they are asking me for a batch and sequence number. Where can I find this information?

This information is available under Receipt Processing. The user needs to use the customize action and answer YES when prompted to display account lookup, batch and sequence information.

How do I deposit funds to the bank?

Before this software update, users would approve a receipt (step 1) and then deposit to the bank (step 2) in order to generate the FMS CR document. These steps are now accomplished with the Process Receipt (PR) option that posts the payments to the accounts plus generates the FMS document.

I have posted a payment on the wrong receipt. Can I correct this?

As long as the receipt has not been processed, the user can move the payment from one type receipt to another. In the past, the user could only move a cash payment to a check payment. With this new software, the user can move any type payment from one receipt to another.

I linked a payment to an account but the funds are still in my station's FMS suspense account. Why?

Stations are required to do on-line input for items that have posted to Suspense in FMS. The software will not generate an FMS document to clear these funds from Suspense.

I What portion of my workload will lockbox process?

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During testing, the lockbox processed an average of 45% of all the transactions for the stations. The List of Receipts Reports option provides information on all types of receipts. It summarizes volumes and dollar values for the date range selected.



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### **Troubleshooting Tips**

The Account Profile screen doesn't display all the bills for an account.

Use the Select Status action to change the list of bills that will display on the Account Profile. See the Profiles section of this guide to see how to use the Select Status action.

The Receipt Profile screen doesn't display the check and credit card information for a payment.

Use the Customize action to customize the screen display and options used when processing receipts.

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