AES
Adaptive Enterprise Solutions

...unlocking the dawn of better results for your organization

BILLING & BATCHING
USER GUIDE

Adsystech Inc.

8401 Colesville Road Suite 450
Silver Spring, MD 20910
800.237.9785 Toll Free
301.589.3434 Voice
301.589.9254 Fax
www.adsystech.com

Modified by MACA staff with permission (6/5/09).
573.634.2969 www.communityaction.org

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Overview of LIHEAP Billing Section

The Billing section takes the User through the entire billing process, from approving the payment, to combining it with other payments in a "batch", to making and recording the payment.

Glossary

Batch is a set of data to be processed in a single program run

Transaction is one Client Vendor Payment record

Application is the designation given to the collection of pages in the system used for a specific type of program, i.e. HEAP, HMIS, Head Start, CSBG, or Weatherization; only one Application can be used at a time

Organization is an Agency set up to use the system

Program is a program within the Organization; each Program will have one or more Program Components

Program Component is a sub level of a Program designated to a narrowly focused process provided by Agency staff members to their Clients; it includes unique Activities and Milestones

Activities are Staff performed services to assist Clients

Milestones are Interim Client results, those steps along the way to achieving the target outcome

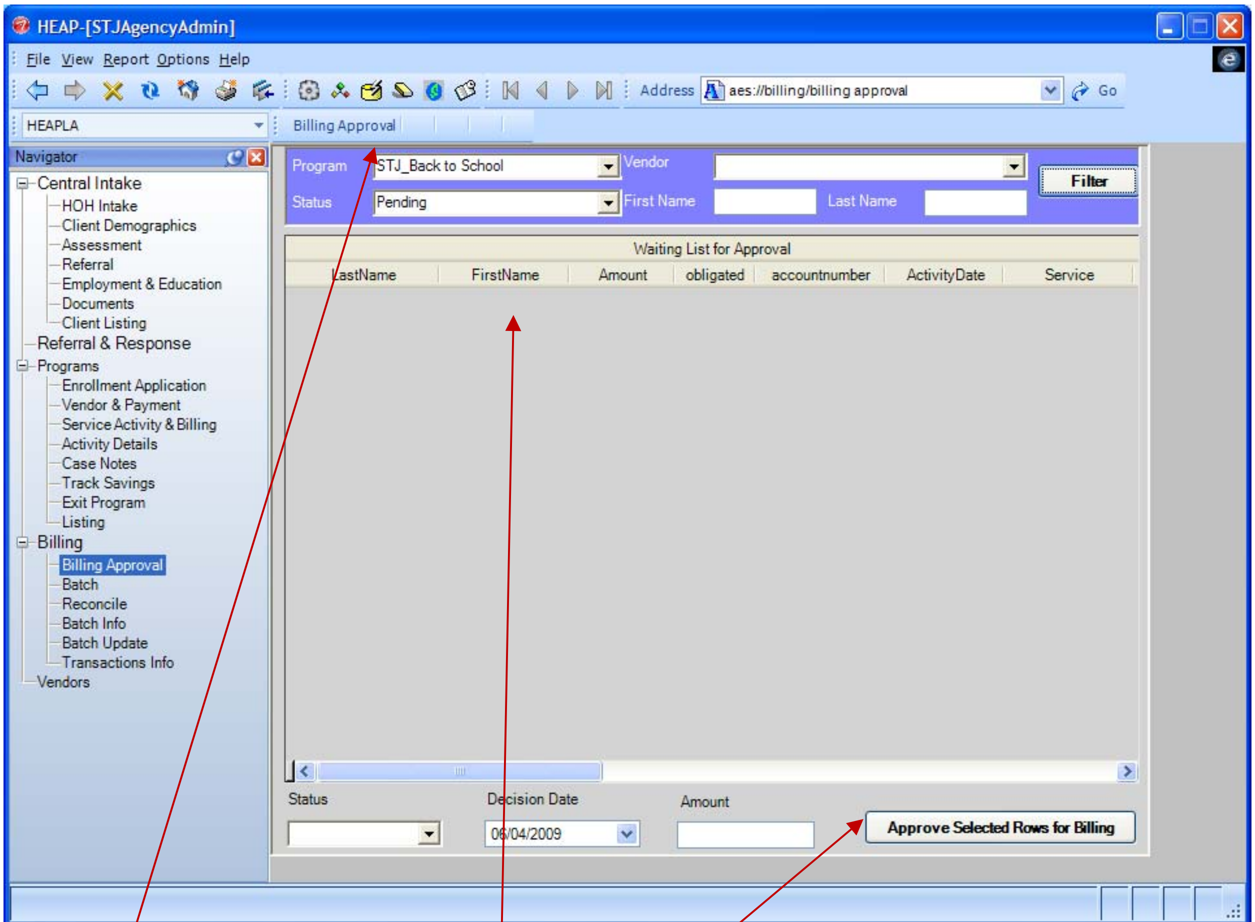
The Basic Process for Batch Creation and Payment

1 Approve one or more payments on Billing Approval page
2 Combine one or more Client vendor payment records into a batch
3 Pay and record batch payment

- Batches can be searched, viewed and deleted on the Batch Info page
- Payment information can be updated on the Batch Update page
- Individual Client information can be viewed on the Transaction Info page

Billing Approval Page

Once a Client Vendor Payment record is created on the Vendor page, it can appear on the Billing Approval page. To be approved, the Status on the Energy page must be PENDING and the amount of the payment must be entered into the Approved Payment field.



Navigating the Billing Approval Page

- Search for records in the top section
- Matching records will be displayed in the WAITING LIST FOR APPROVAL GRID
- Mark records Approved in the bottom section

Search for Client Vendor Payment records

1 Select the Program
2 Select Vendor
3 Select Status
    i) Pending or Denied
4 First and/or Last Name
    a Leave blank to view all Client records
5 Click the FILTER button

All matching records will appear in WAITING LIST FOR APPROVAL GRID.

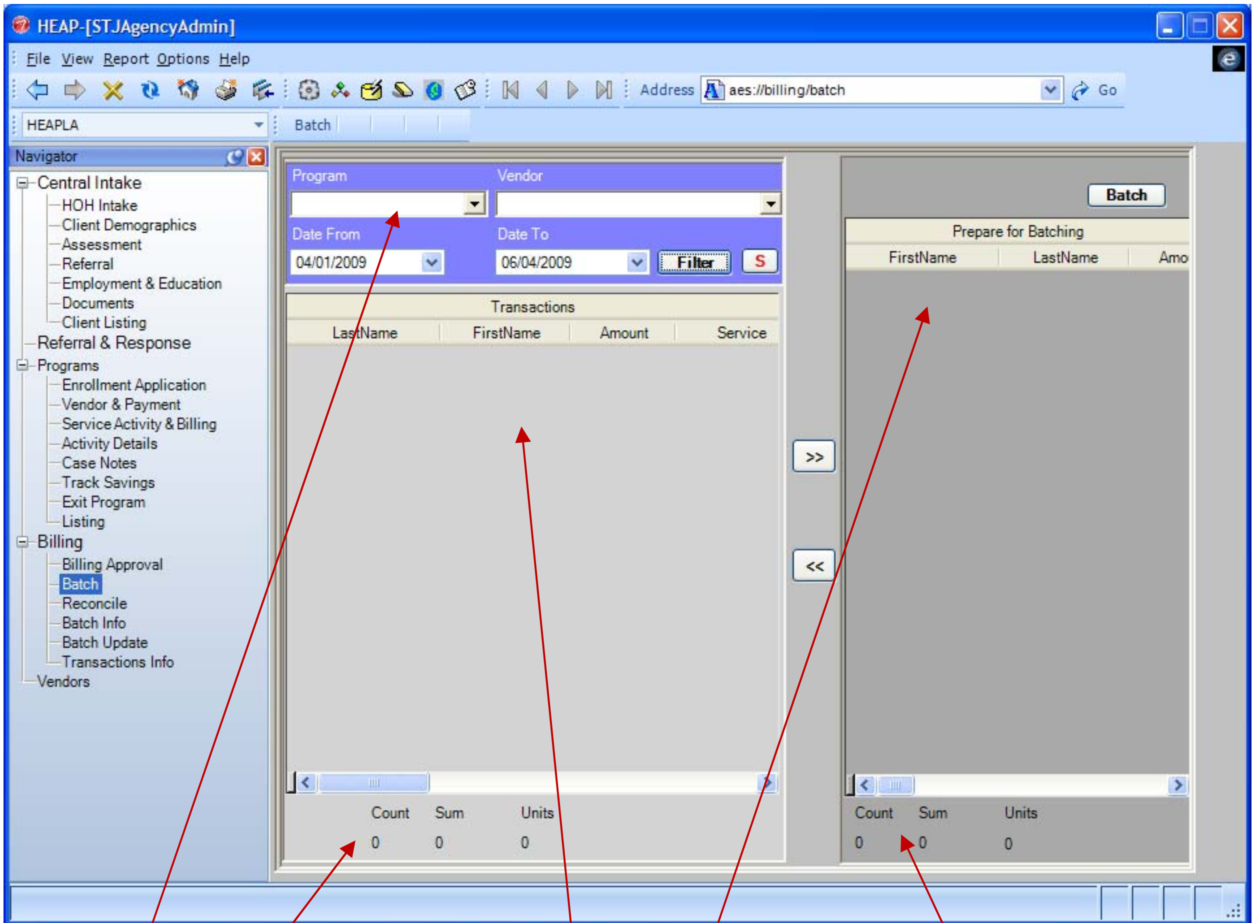
> ➤ *The Energy page must show PENDING in the status field and the Approved amount must be entered in order for a client record to appear on this page to be approved*

Approve Client Vendor payments

1 Select client record to approve in Grid
    a To select multiple records, press and hold CTRL key while clicking to select each client row
    b To select the entire list of records, click first record and either drag down to select all or press and hold SHIFT key while clicking on last record in list
2 Select APPROVED in Status dropdown
3 Select Date of approval
4 Click APPROVE SELECTED RECORDS button

Batch Page

This page is used to select vendor payment records to group together for one batch payment job. After approval on the Billing Approval page or Energy page, payment records will be available to batch.



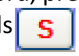
Navigating the Batch Page

- Search for Client Vendor Payment records in the top left search section
- Matching records will be displayed in the TRANSACTIONS GRID
- Total number of records and the sum of payment dollars will appear at bottom of page
- Records will appear on right side in PREPARE FOR BATCHING GRID after >> arrow is used
- Total number of records in the batch appear at the bottom along with sum of payment dollars

Select Client Vendor Payment records (Transactions) to batch

1 Select Program
2 Select Vendor
3 Select Date range
4 Click FILTER

All matching records will be displayed in the Transactions Grid and the total number of records and sum of payment dollars will be displayed beneath the grid.

5 Select record(s) to batch
   a To select more than one record, press and hold CTRL key while clicking on each record
   b S button will select all records 

6 Click >> button 

   a User << to remove records from batch 

Selected records will move to Prepare for Batching Grid on right side of page and the total number of records and sum of payments will be displayed beneath the grid.

> ➤ *Client Vendor Payment records will be created on the Vendor page, then approved on the Billing Approval page; after approval, they will be available here to add to a batch job*

Create Batch

All records that have been selected will be displayed on the right side of the page in the Prepare for Batching Grid.

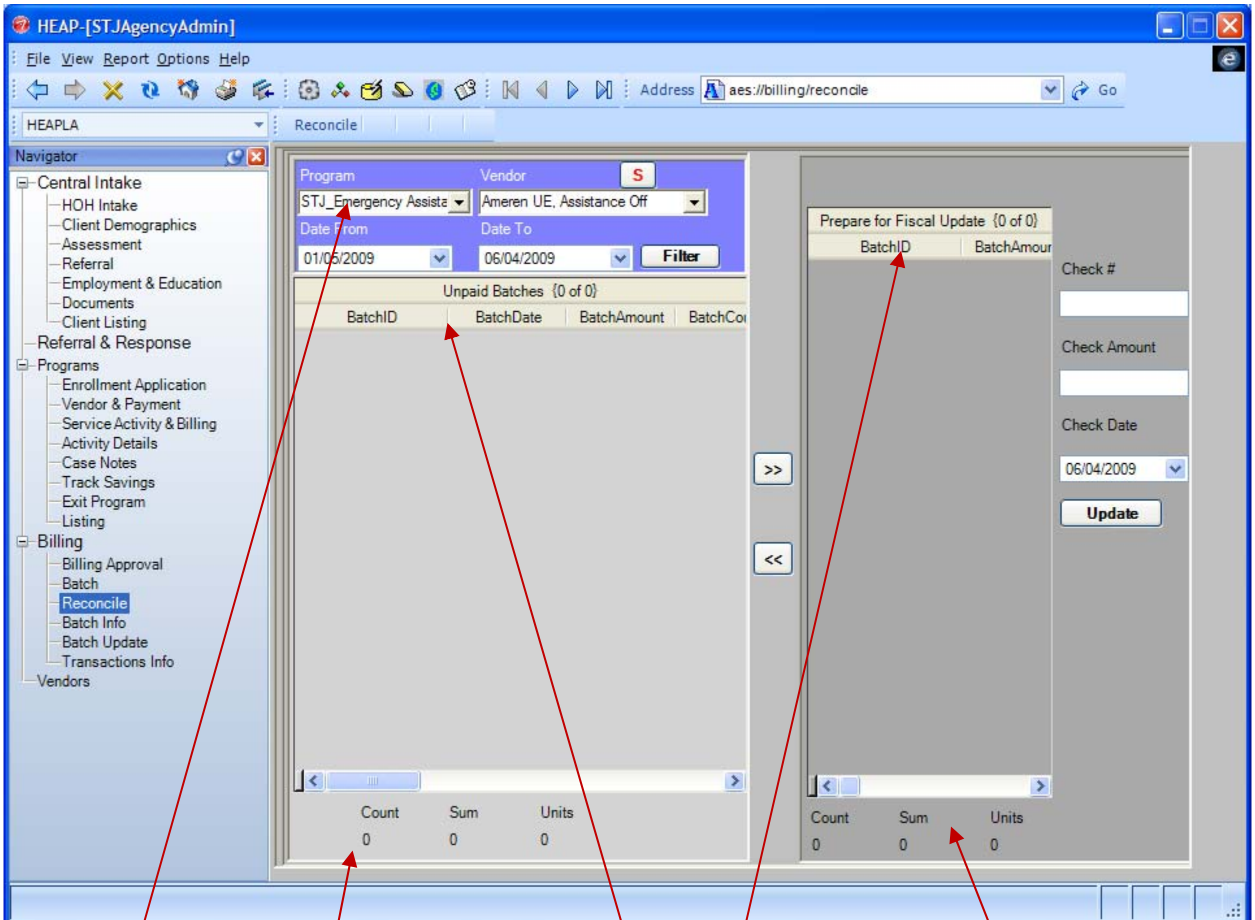
1 Select records in Prepare for Batching Grid on right side of page to batch
2 Click BATCH button

Records will disappear from Prepare for Batching Grid and the totals will revert to zero.

> ➤ *Transaction records can be removed from a Batch with the << arrow; once the BATCH button is clicked, however, the Batch cannot be changed – it can be deleted only on the Batch Info page*
>
> ➤ *If a Batch is deleted on the Batch Info page, the original Transactions will reappear here on the Batch page*

Reconcile Page

After Batches are created, they will appear on the Reconcile page. Use this page to record payments made to vendors for one or more batch jobs.



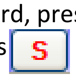
Navigating the Reconcile Page

- Search for Batch records in the top left search section
- Matching records will be displayed in the <u>Unpaid Batches Grid</u>
- Total number of records and the sum of payment dollars will appear at bottom of page
- Records will appear on right side in <u>Prepare for Fiscal Update Grid</u> after >> arrow is used
- Total number of batch records for payment appear at the bottom along with sum of payment dollars

Select Batch records for payment

1 Select Program
2 Select Vendor
3 Select Date range
4 Click FILTER

All matching records will be displayed in the Unpaid Batches Grid
and the total number of records and sum of payment dollars will be displayed beneath the grid.

5 Select record(s) to record payment
   a To select more than one record, press and hold CTRL key while clicking on each record
   b S button will select all records 

6 Click >> button 

   a User << to remove records from payment job 

Selected records will move to Prepare for Fiscal Update Grid on right side of page and the total number of records and sum of payments will be displayed beneath the grid.

> *Batch payment records will appear on this page after being created on the Batch page*

Record Payment

All records that have been selected will be displayed on the right side of the page in the Prepare for Fiscal Update Grid.

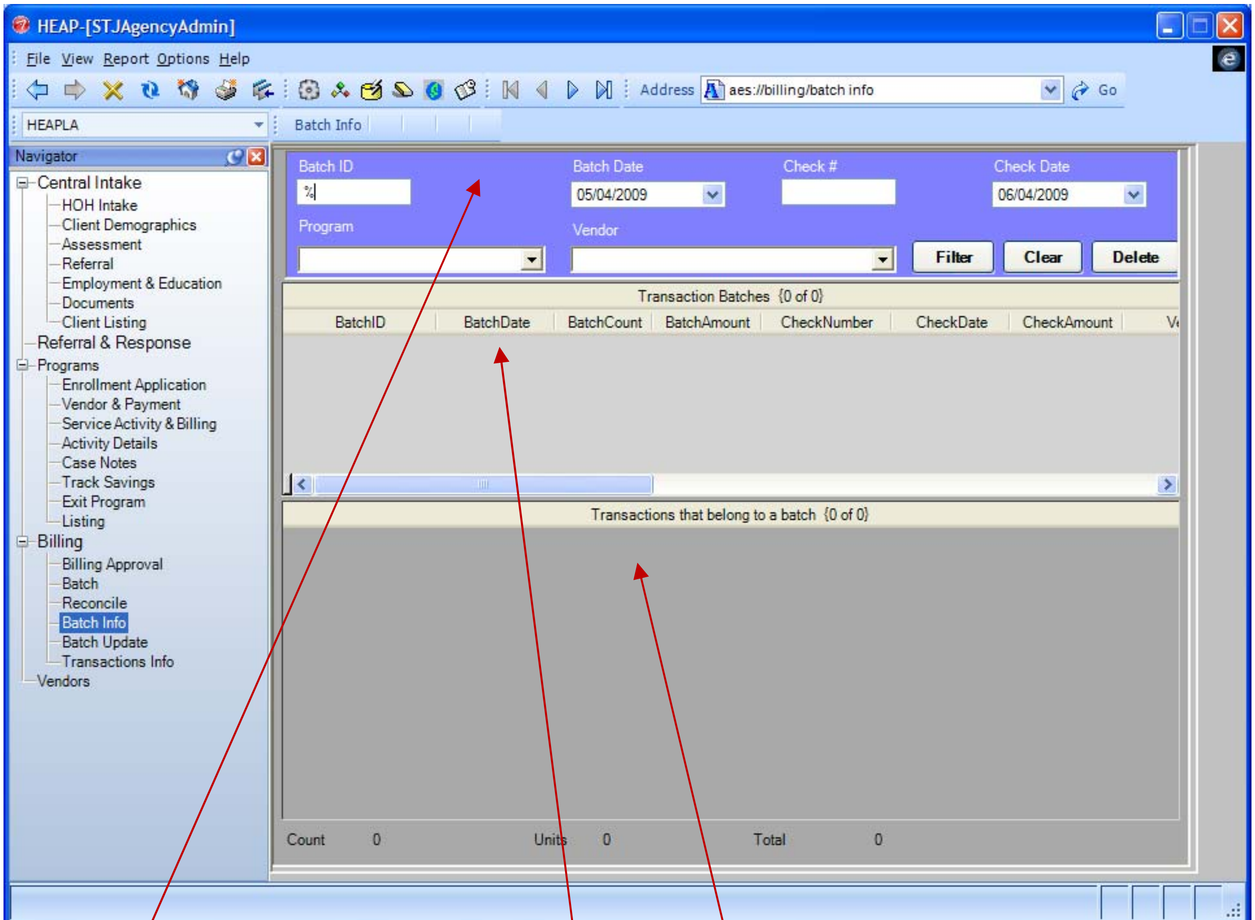
1 Select records in Prepare for Fiscal Update Grid on right side of page to record payment
2 Enter Check #
3 Enter Check Amount
4 Select Check Date
5 Click UPDATE button
   a If the check amount does not match the sum of the batch amount, a warning will appear asking if you want to continue

Records will disappear from Prepare for Batching Grid and the totals will revert to zero.

> *After the payment has been recorded and UPDATE has been clicked, the payment will be displayed on the bottom of the Client's energy page*
>
> *Payments cannot be changed here once UPDATE is clicked; payment information may be edited on the Batch Update page*

Batch Info Page

Use this page to review the transactions that were part of a Batch. Bathes can also be deleted on this page; the transactions making up the batch will then reappear on the Batch page after a search.



Navigating the Batch Info Page

- Search for Batches in top search section
- Matching Batches will be displayed in TRANSACTIONS BATCHES GRID
- Transactions of the selected Batch will be displayed in TRANSACTIONS THAT BELONG TO A BATCH GRID

Search for Batch record

1 Enter or select an of:
   a Batch ID number
   b Batch Date
   c Check number
   d Check Date
   e Program
   f Vendor
2 Click FILTER button

All matching Batches will be displayed in the TRANSACTION BATCHES GRID and all transactions belonging to the selected Batch will be displayed in the TRANSACTIONS THAT BELONG TO A BATCH GRID

> ➤ *To search for a Batch record that has NOT been completed and paid, make sure the Check Date is not filled in*

Remove unwanted Batch

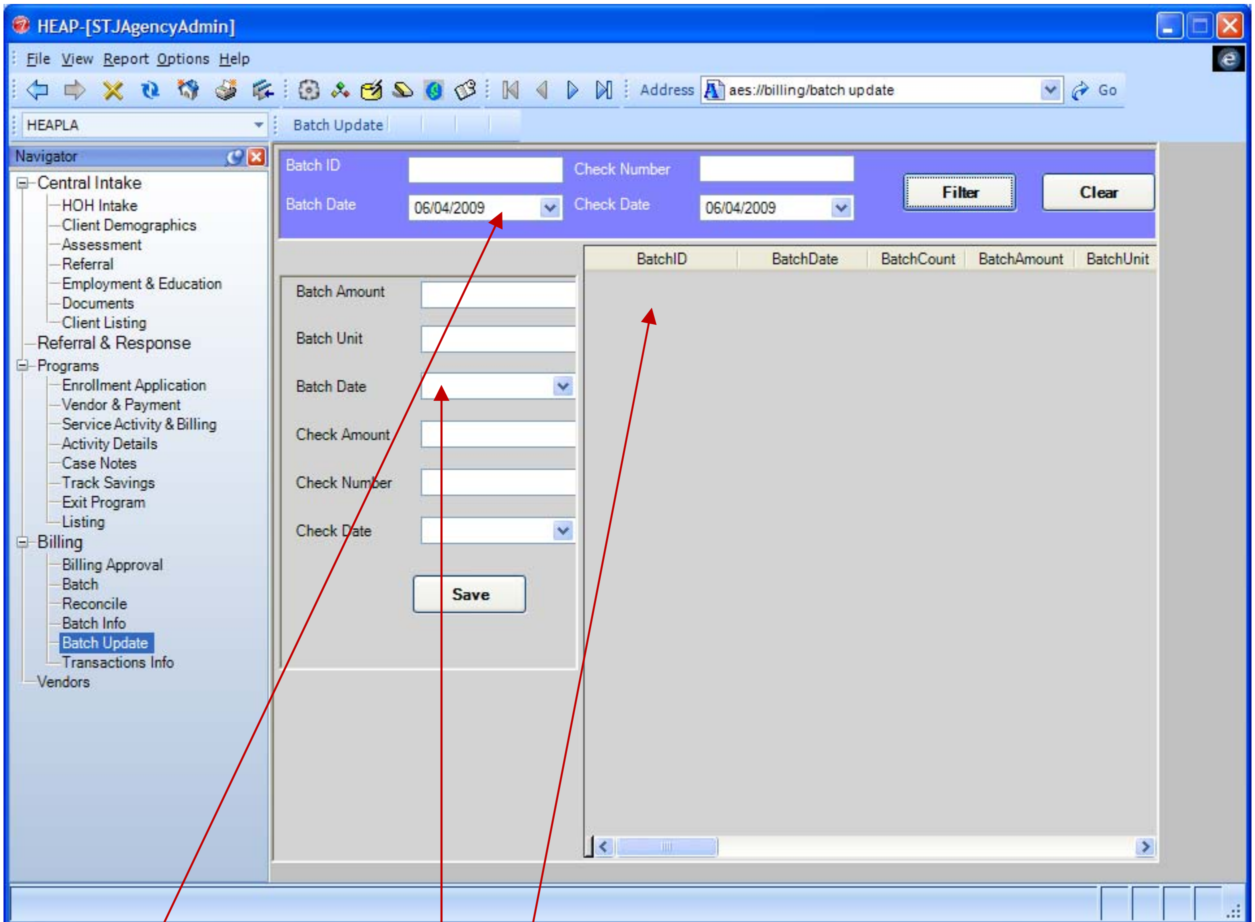
If a Batch was created but needs to be not processed, it may be removed on this page. The Vendor Payment records that were part of the Batch will now reappear on the Batch page.

1 Select the Batch in the TRANSACTION BATCHES GRID
2 Click DELETE button

The Batch and associated Transactions will disappear from the page.

Batch Update Page

Use this page to update and/or correct information about a Batch transaction.



Navigating the Batch Update Page

- Search for Batches in top search section
- Matching Batches will be displayed in Grid on right side of page
- Information about the selected Batch will be displayed on left side of page

Search for Batch record

1 Enter or select an of:
   a Batch ID number
   b Check number
   c Batch Date
   d Check Date
2 Click FILTER button
   a Use CLEAR to clear selected information

All matching Batches will be displayed in the grid on the right and information about the selected Batch will appear in the section on the left.

> ➤ *To search for a Batch record that has NOT been completed and paid, make sure the Check Date is not filled in*

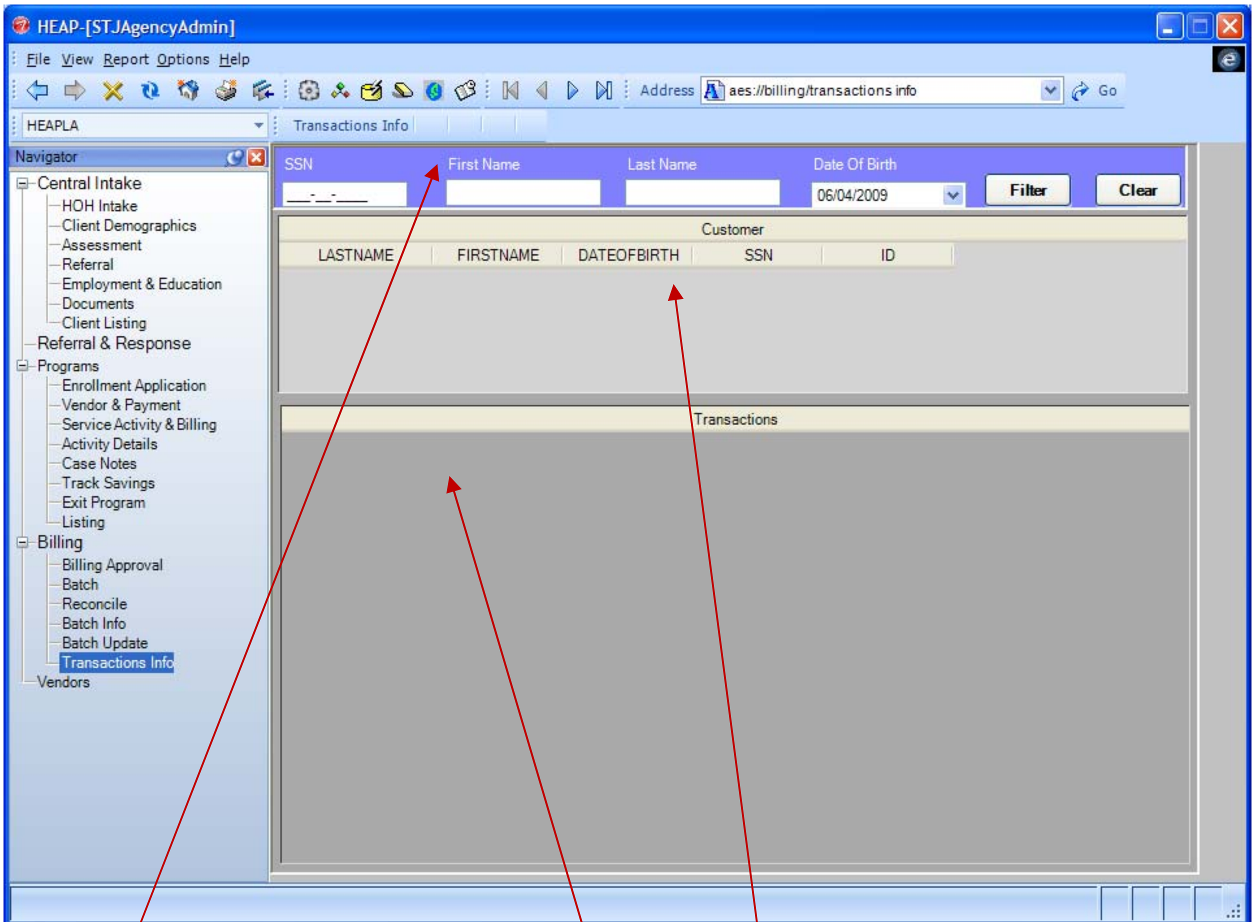
Update a Batch Record

1 Select Batch record in grid on right side of page
2 Make corrections to information appearing on left side of page
3 Click SAVE button

The record will be updated on the Batch Info page and on the Client's Energy page.

Transactions Info Page

Search for and view individual Client Vendor Payment information on this page.



Navigating the Transactions Info Page

- Search for Client by any combination of parameters in top section
- All Clients matching search criteria will be displayed in the <u>Customer Grid</u>
- All Transactions of selected Client will be displayed in <u>Transactions Grid</u>

Search for a Client

1 Select any combination of:
   - a Social Security Number
   - b First and/or last Name
   - c Date of Birth

2 Click FILTER button
   - a Use CLEAR to clear all information and begin new search

All matching records will be displayed in the Customer Grid and all Transactions of selected Client will be displayed in Transactions Grid.