Agency Batch Payments

User Guide

Last Updated March 21, 2019

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1 Introduction

OnCare has introduced a new way of posting agency batch payments which is explained below.

Excel (csv) file upload:

Posting the agency payments for multiple families towards multiple charges makes it complex and time consuming when the transactions are more in a web-based application.

To overcome this, OnCare has come up with the csv file upload method with which the following can be done:

- Agency payments
- Transfers
- Adjustments
- Credits (New)
    - Parent Credit
    - Subsidy Credit

2 Subsidy/Parent Credit – Configuration

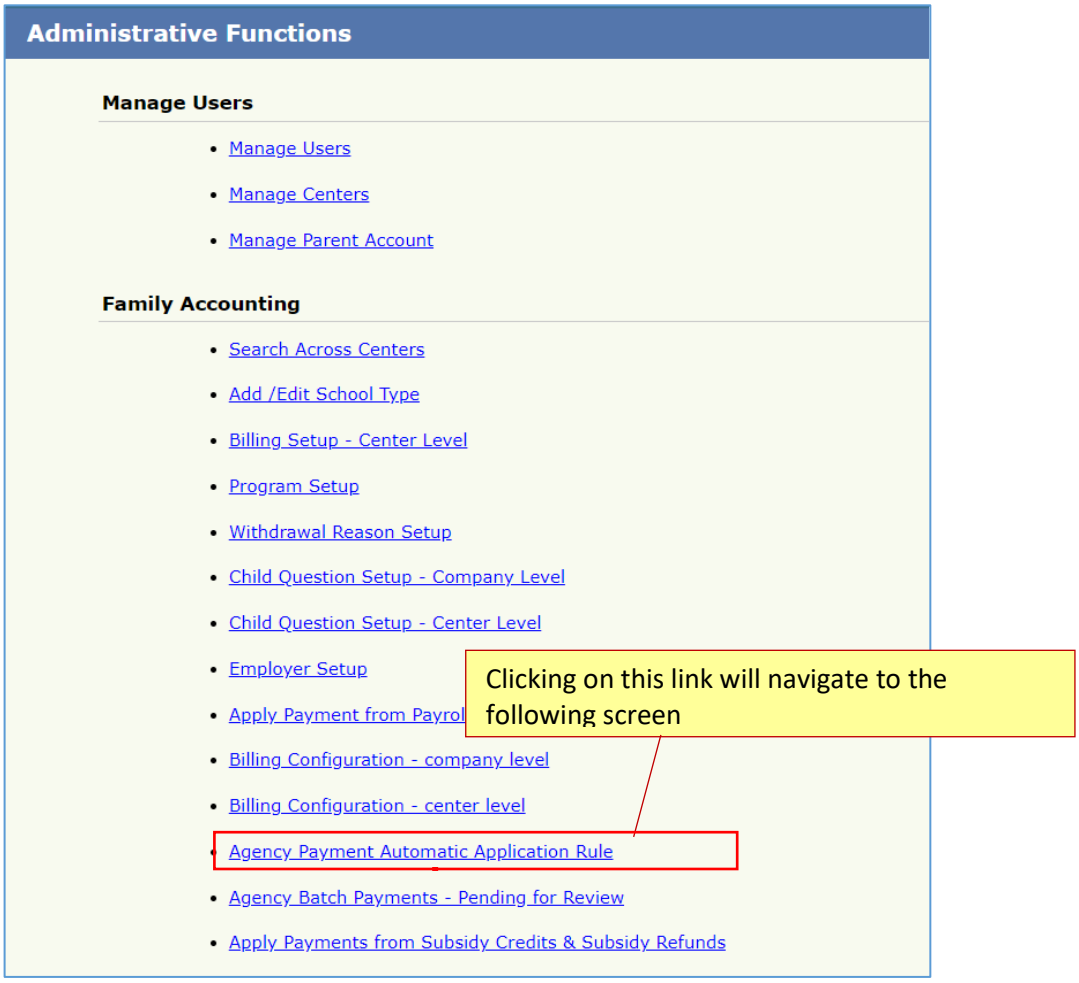
Excess payments from the agencies are treated as **credits** and it can be handled in the following two ways:

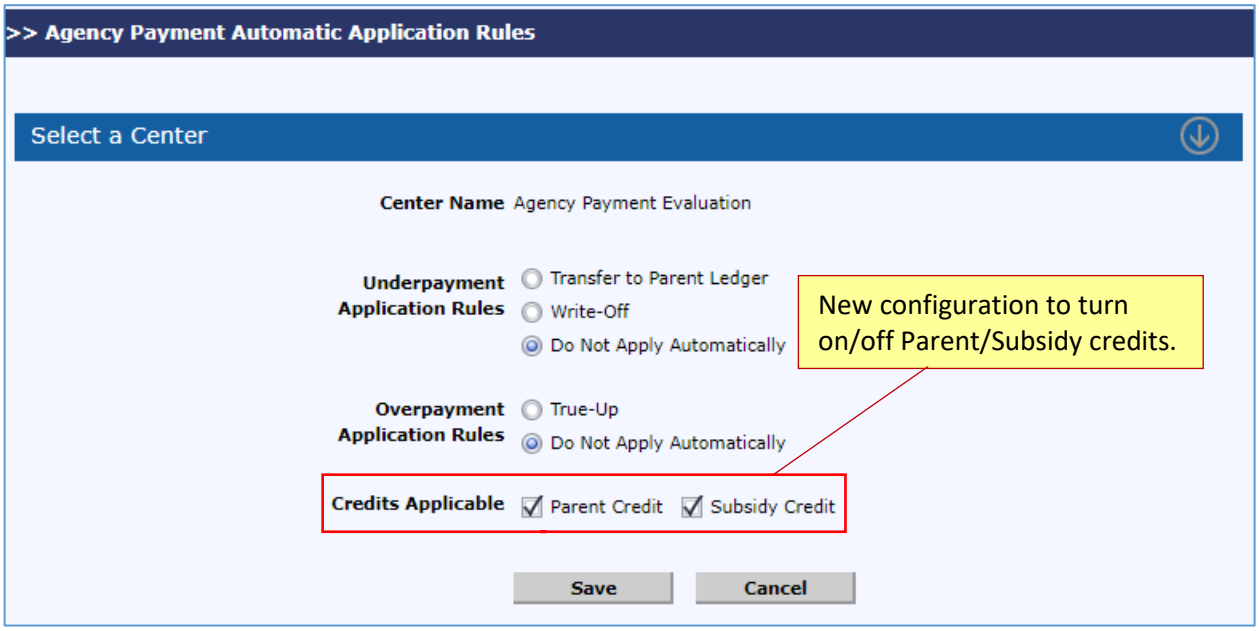
Subsidy Credit - Credit of the agency which is maintained against the family. This can be applied against future charges from the agency Or can be refunded back to agency.

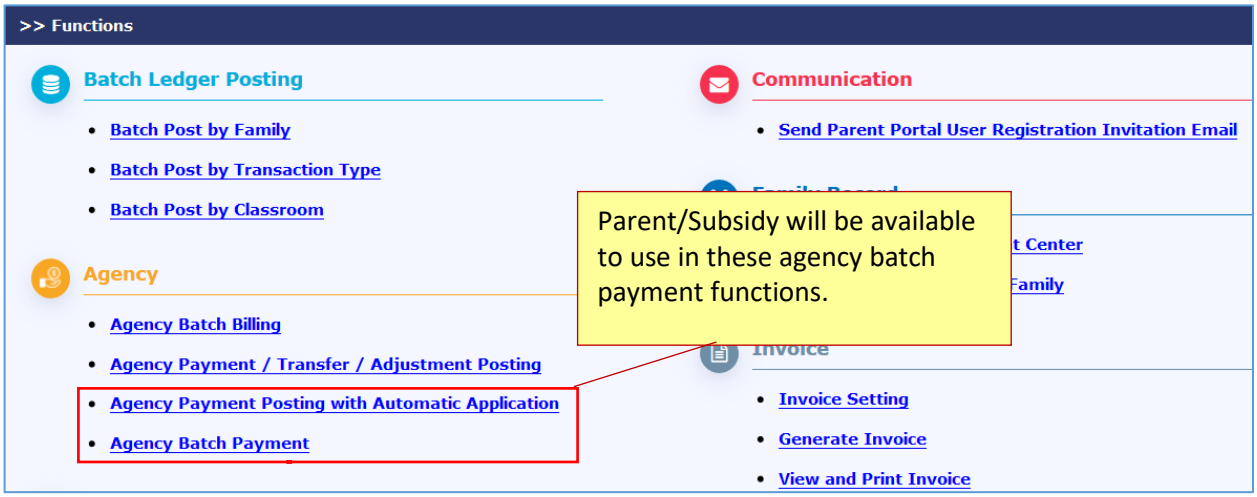
Parent Credit – Credit to the parent (sponsor) ledger with the billing description 'Subsidy Parent Credit'.

Subsidy credit and Parent credit can be enabled at Center level as follows:

Access Path: System Administration →Administrative Functions→Family Accounting→ Agency Payment Automatic Application Rule







3 Agency Batch Payment Submission – Role Access

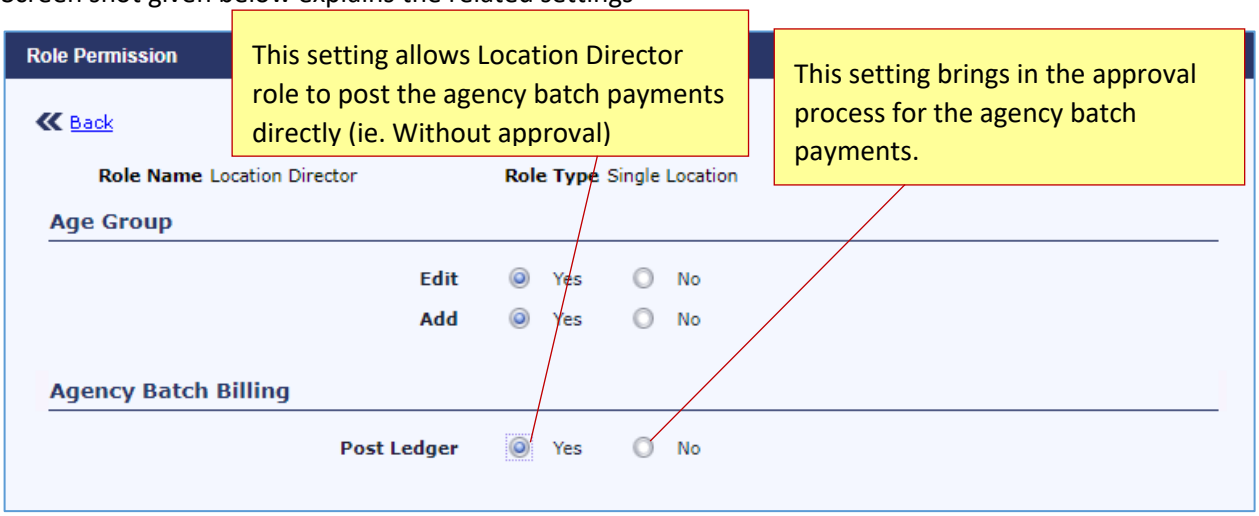
Access Path: System Administration→Role Management→Feature Permission (Edit)→ Role Permission

Earlier ways of agency postings allowed direct ledger postings by location director role.

Now, OnCare has provided a review and approval process which gives more control over agency payment postings.

Company Super Admin and Company Admin roles can post the agency batch payments without approval process.

Screen shot given below explains the related settings



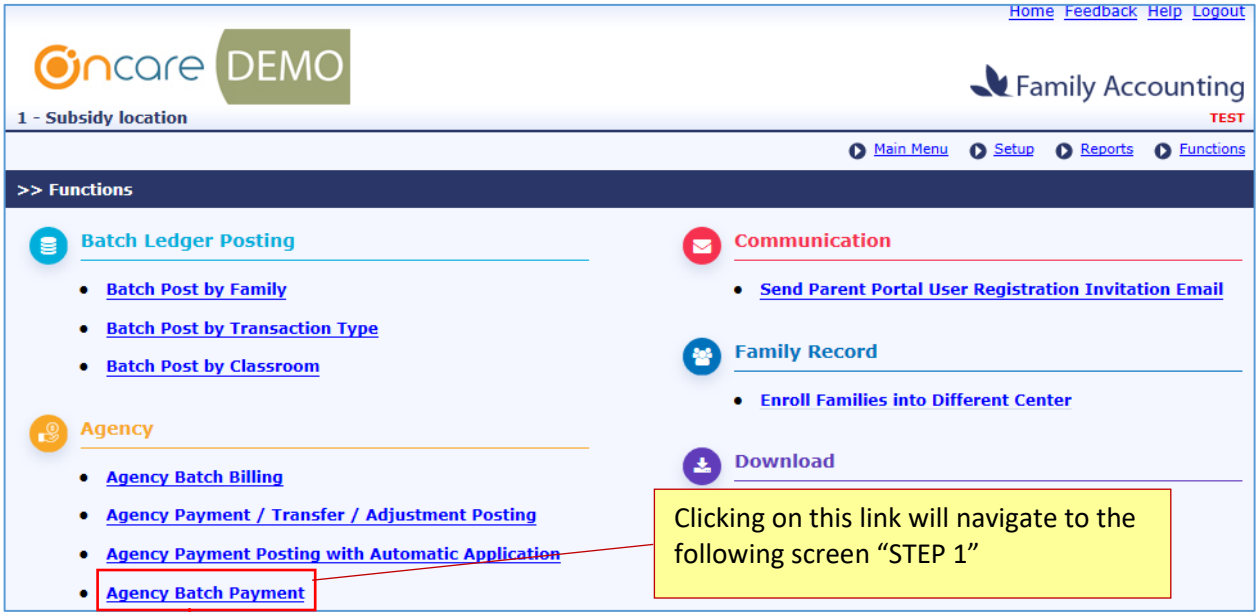
Admin Approval:

- Location Director uploads the agency payments via excel and submit it to the admins for the review
- Admin reviews and approves the agency payment postings.

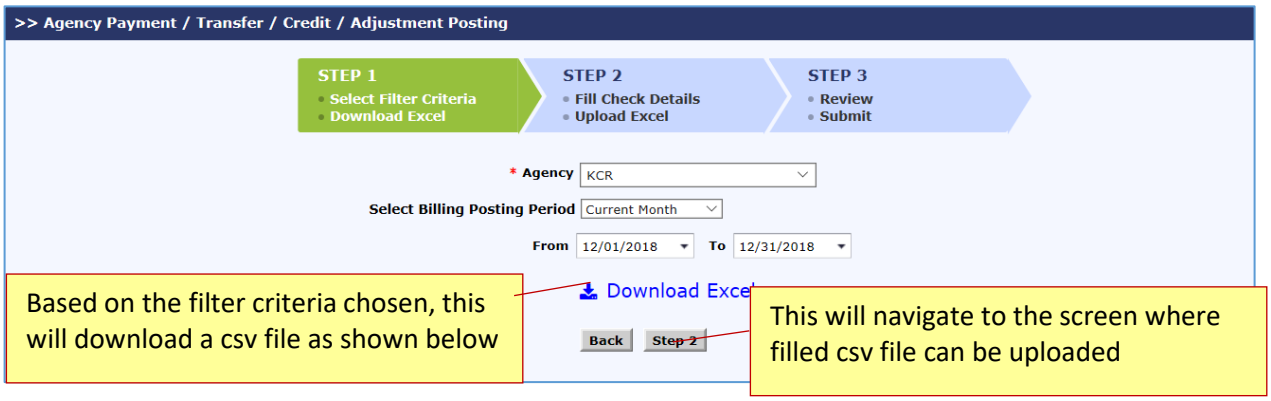
4 Agency Batch Payment - Submission

A new link namely “Agency Batch Payment” has been added as below:

Access Path: Family Accounting → Functions → Agency Batch Payment



STEP 1:



CSV sample file:

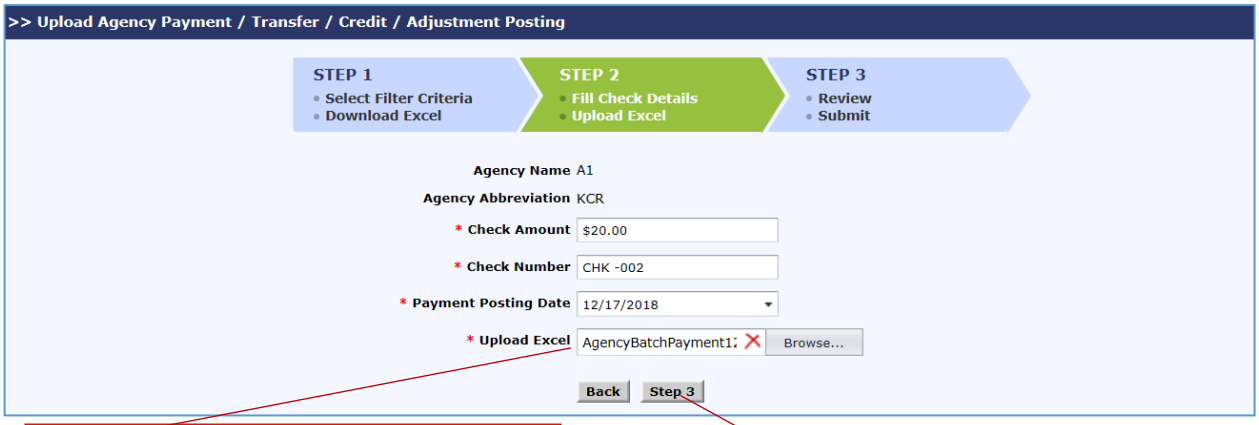
NO	ID	POSTINGDATI	FAMACCK	CHILDNAN	CHARGES	APPLIED	DUE	PAYMENT	TRANSFER	ADJUSTMI	SUBSIDYCREDIT	PARENTCRED	COMMENTS
1	168505-2C	12/10/2018	ALEXIS	Saiya Sahi	5	0	5	5	0	0	10	5	
2	168504-2C	12/17/2018	AJAH	Madalyn \	5	0	5	0	0	0	0	0	

On the downloaded CSV file, the values of PAYMENT, TRANSFER, ADJUSTMENT, CREDIT/SUBSIDY CREDIT/PARENTCREDIT AND COMMENTS can be inputted as appropriately.

Note: On the csv file, following should not be done:

- Column header values should not be altered.
- New columns should not be added, and existing columns should not be removed.
- Values of Columns “NO, ID, POSTINGDATE, FAMACCKEY, CHILDNAME, CHARGES, APPLIED, DUE” are for reference purposes only and should not be changed.

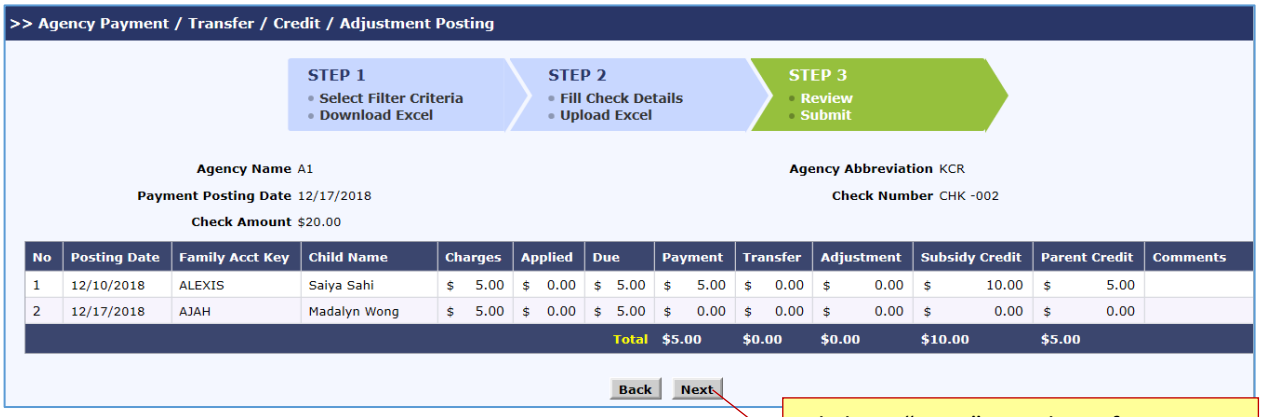
STEP 2:



Upload the filled csv file along with check amount, check number, posting date

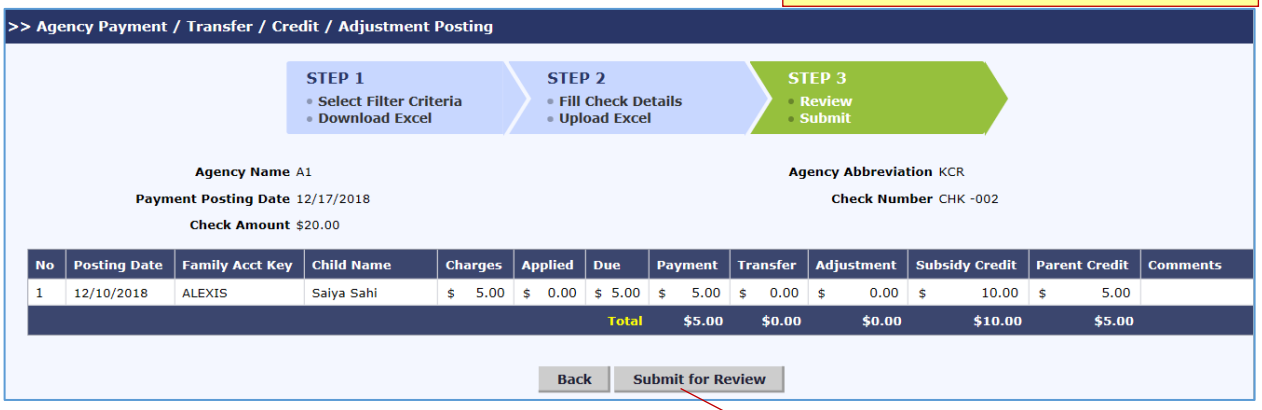
If no errors found on the uploaded csv, the confirmation screen will be shown as in STEP 3.

STEP 3:



No	Posting Date	Family Acct Key	Child Name	Charges	Applied	Due	Payment	Transfer	Adjustment	Subsidy Credit	Parent Credit	Comments
1	12/10/2018	ALEXIS	Saiya Sahi	$ 5.00	$ 0.00	$ 5.00	$ 5.00	$ 0.00	$ 0.00	$ 10.00	$ 5.00	
2	12/17/2018	AJAH	Madalyn Wong	$ 5.00	$ 0.00	$ 5.00	$ 0.00	$ 0.00	$ 0.00	$ 0.00	$ 0.00	
						Total	$5.00	$0.00	$0.00	$10.00	$5.00	

Click on “Next” to submit for admin’s review.



No	Posting Date	Family Acct Key	Child Name	Charges	Applied	Due	Payment	Transfer	Adjustment	Subsidy Credit	Parent Credit	Comments
1	12/10/2018	ALEXIS	Saiya Sahi	$ 5.00	$ 0.00	$ 5.00	$ 5.00	$ 0.00	$ 0.00	$ 10.00	$ 5.00	
						Total	$5.00	$0.00	$0.00	$10.00	$5.00	

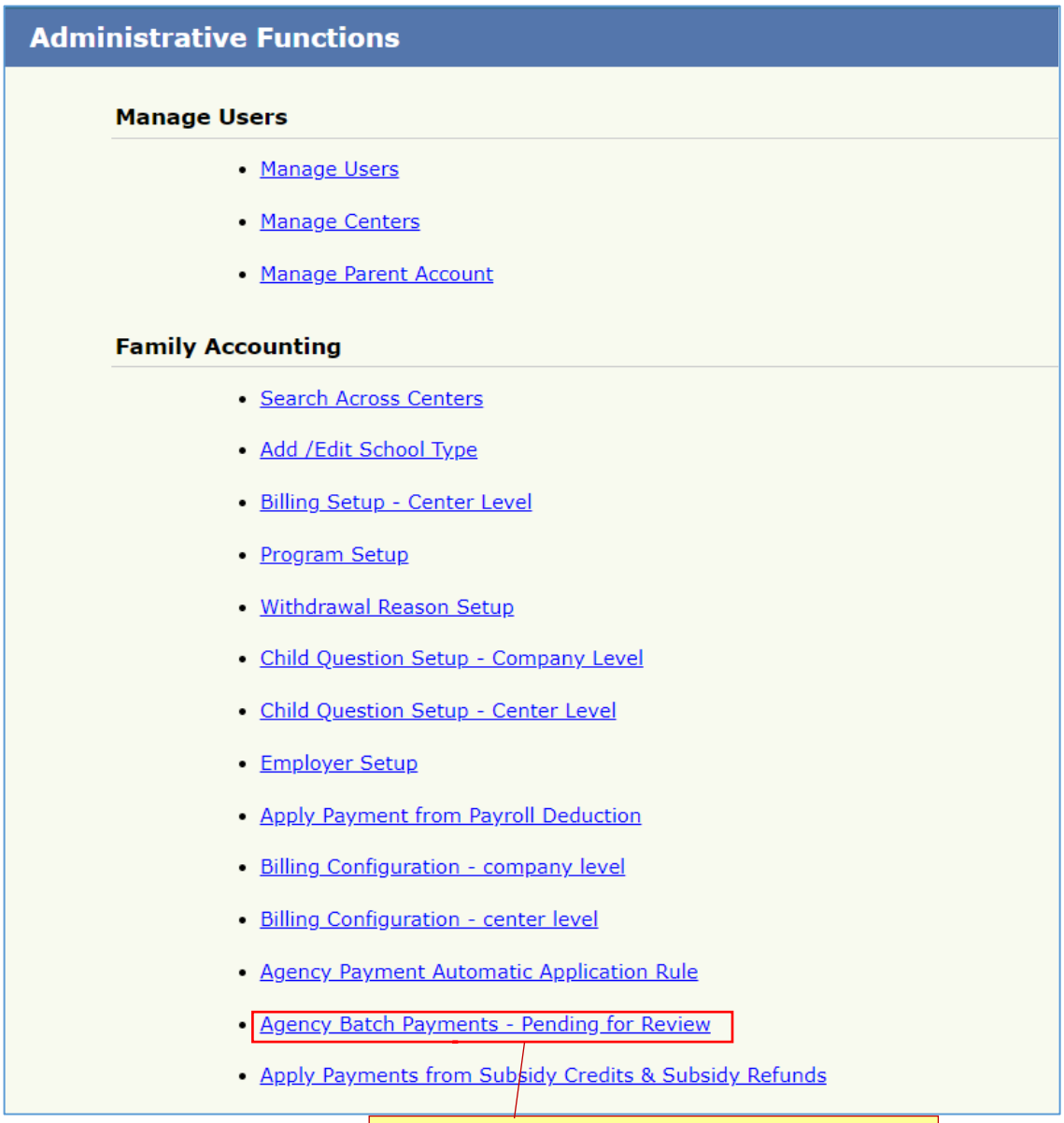
This will submit the agency payments to admins for their review and approval

5 Agency Batch Payments – Approval

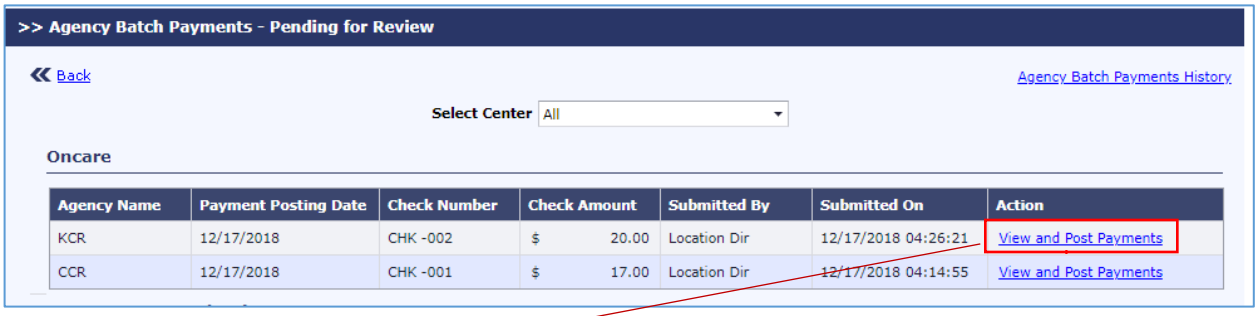
Company Super Admin and Company Admin roles can review and approve the agency payments.

A new link namely "Agency Batch Payments - Pending for Review" is added as shown below:

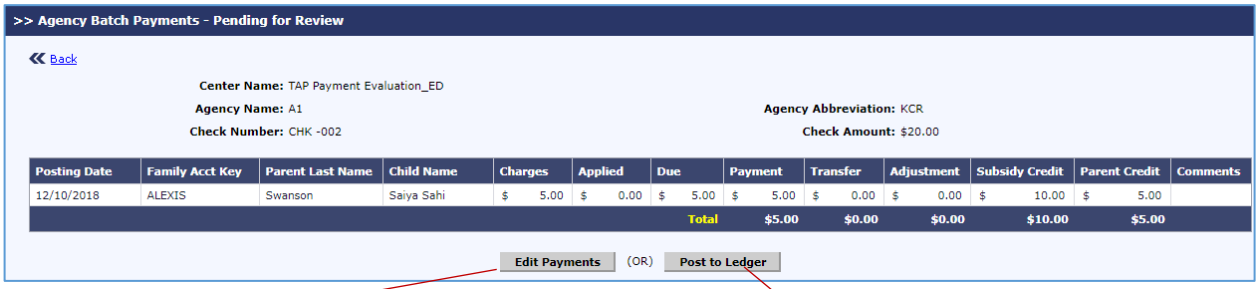
Access Path: Administrative → Agency Batch Payments - Pending for Review



This screen displays the agency payments by the agency. Agencies can be listed by a center or by all centers.

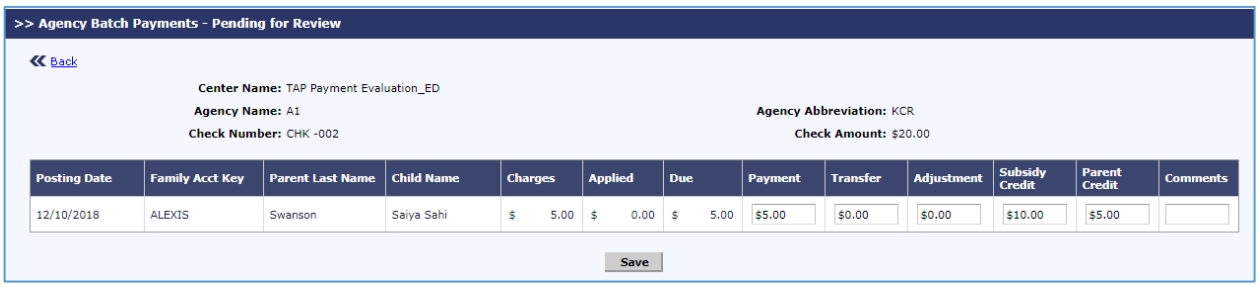


Clicking on this link will navigate to the following screen where admin can edit the payments or post to ledger

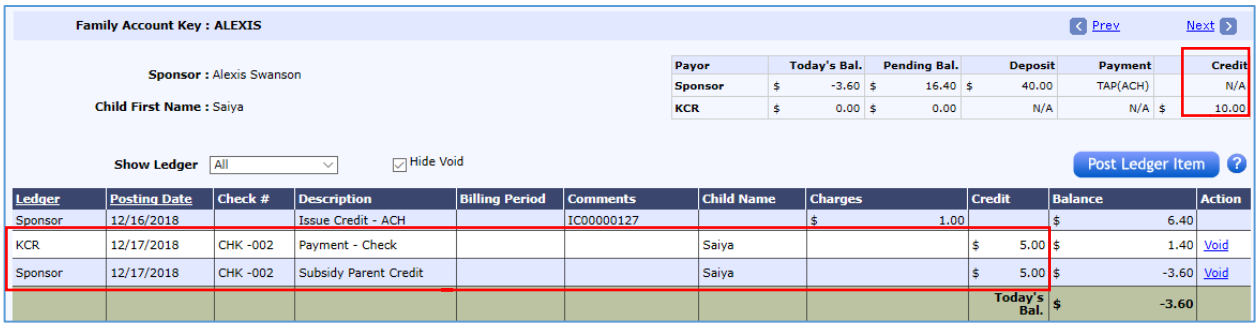


Clicking on **Edit Payments** will facilitate the admin to make changes to the payment / transfer / adjustment / credit entries as shown in the edit screen below:

Clicking on **Post to Ledger** will post the payment / transfer / adjustment / credit entries to the ledger as appropriately.



On the “Family Ledger Card Details”, a new column “Credit” has been introduced to show the agency credits of the family as shown in the screenshot below:



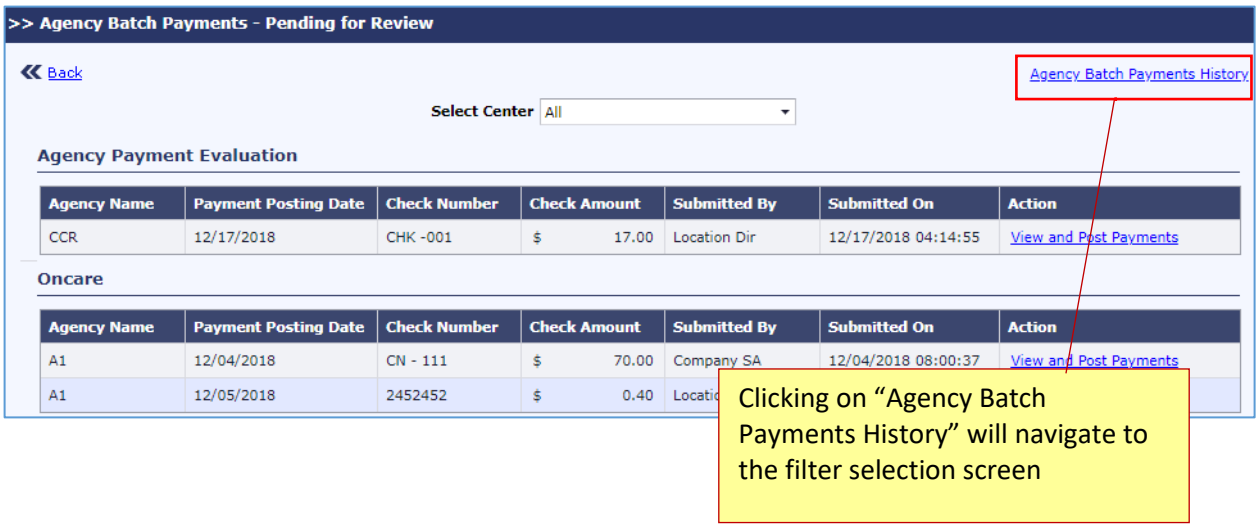
Payor	Today's Bal.	Pending Bal.	Deposit	Payment	Credit
Sponsor	$ -3.60	$ 16.40	$ 40.00	TAP(ACH)	N/A
KCR	$ 0.00	$ 0.00	N/A	N/A	$ 10.00

Ledger	Posting Date	Check #	Description	Billing Period	Comments	Child Name	Charges	Credit	Balance	Action
Sponsor	12/16/2018		Issue Credit - ACH		IC00000127		$ 1.00		$ 6.40	
KCR	12/17/2018	CHK -002	Payment - Check			Saiya		$ 5.00	$ 1.40	Void
Sponsor	12/17/2018	CHK -002	Subsidy Parent Credit			Saiya		$ 5.00	$ -3.60	Void
								Today's Bal.	$ -3.60	

6 Agency Batch Payments - History

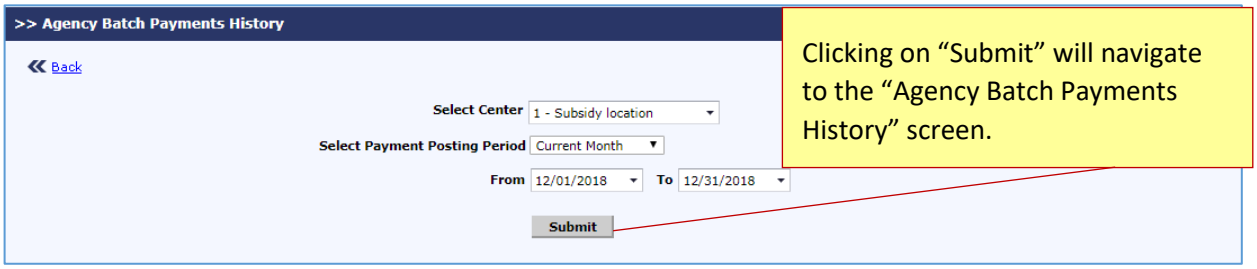
Company Admins can view the history of Agency Batch Payments made.

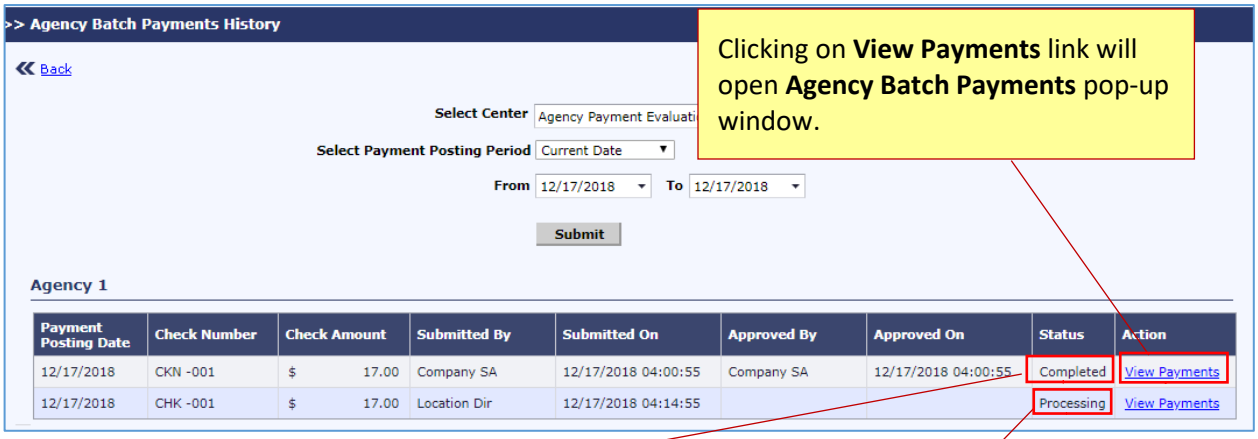
Access Path: Administrative → Agency Batch Payments - Pending for Review →Agency Batch Payments History



Agency Name	Payment Posting Date	Check Number	Check Amount	Submitted By	Submitted On	Action
CCR	12/17/2018	CHK -001	$ 17.00	Location Dir	12/17/2018 04:14:55	View and Post Payments

Agency Name	Payment Posting Date	Check Number	Check Amount	Submitted By	Submitted On	Action
A1	12/04/2018	CN - 111	$ 70.00	Company SA	12/04/2018 08:00:37	View and Post Payments
A1	12/05/2018	2452452	$ 0.40	Locatio		

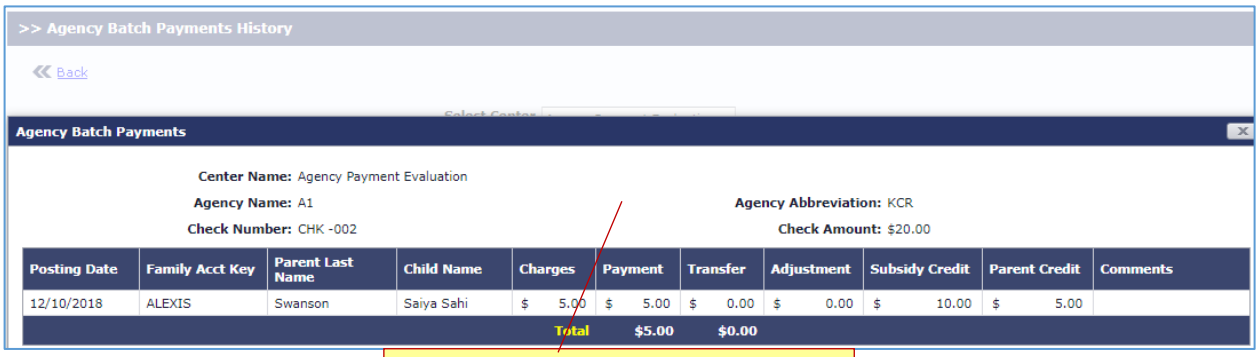




Clicking on **View Payments** link will open **Agency Batch Payments** pop-up window.

Completed status means that the agency batch payments are posted successfully to the respective ledgers.

Processing status means that the agency batch payments are yet to be approved by the Admins



'Agency Batch Payments' pop-up windows that displays the transaction details of the selected batch

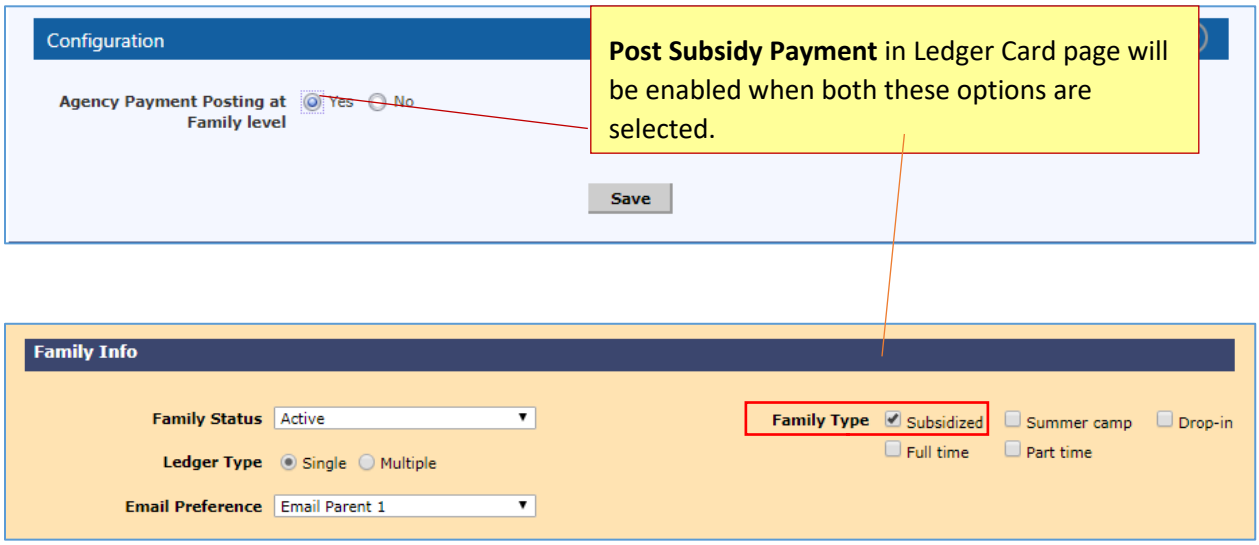
7 Post Agency Payments at Family Level

Now, Agency Payments can be posted at Family Level in addition to batch postings.

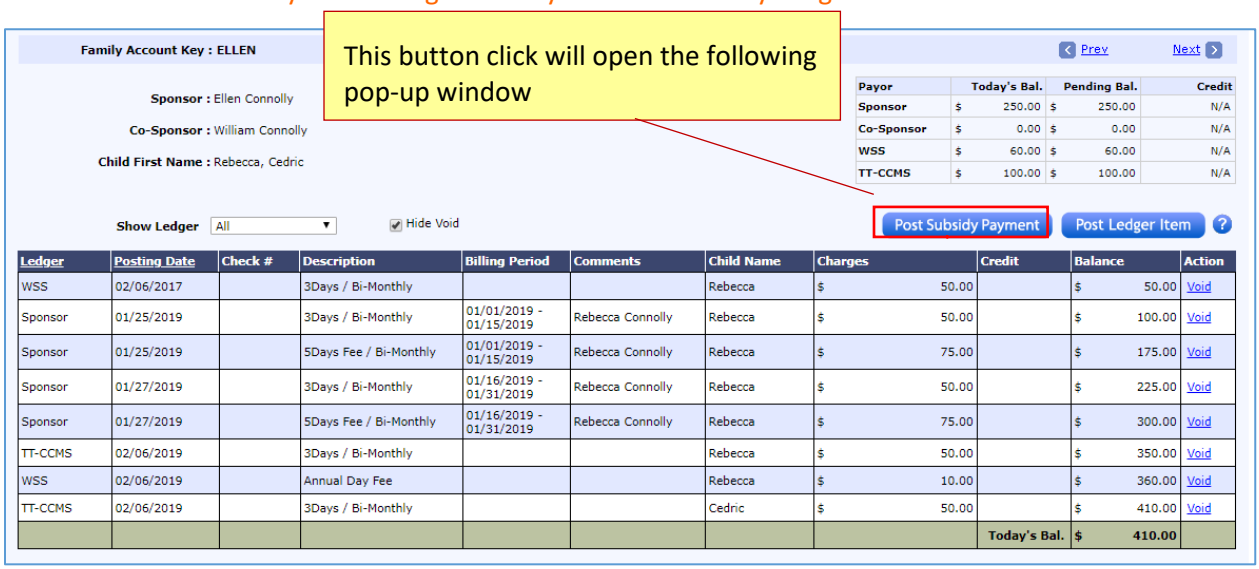
Configuration:

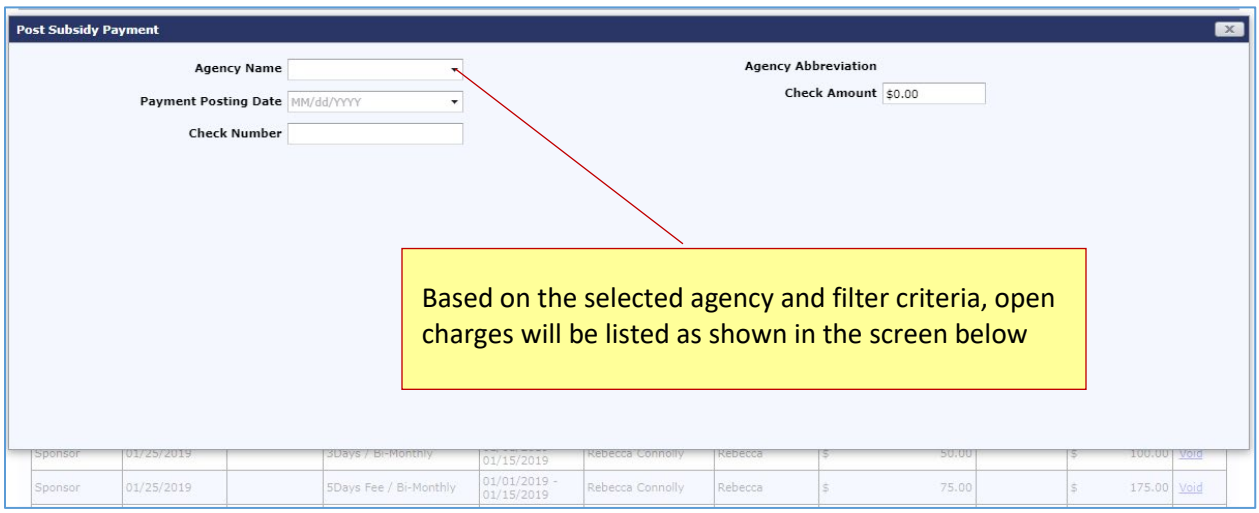
Company Super Admin and Company Admin roles have the provision to enable the agency payment posting at family level.

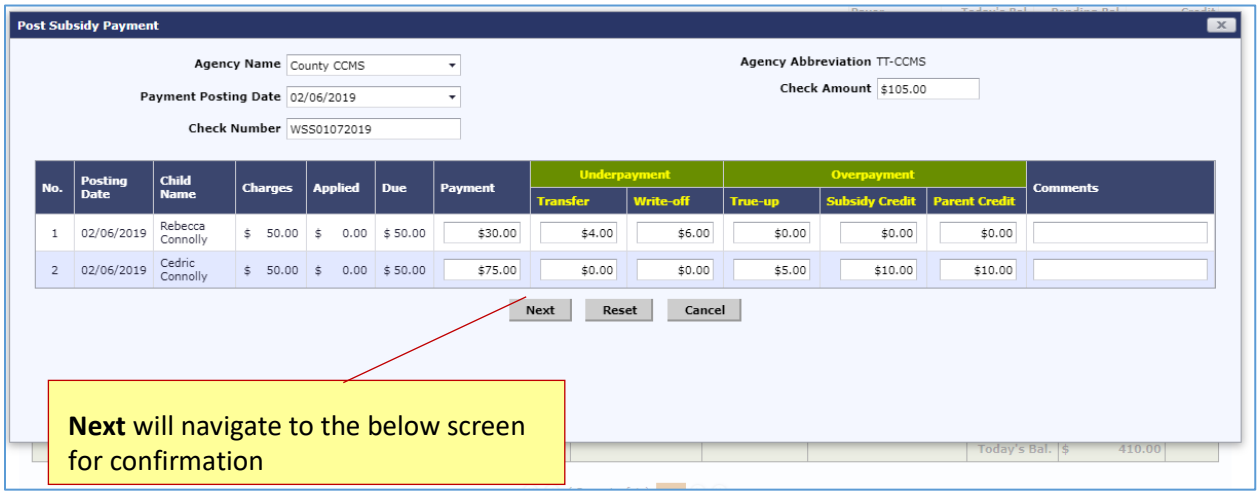
Access Path: Administrative Functions → Manage Centers → Center Setup →Configuration



Access Path: Family Accounting → Family Record → Family Ledger Card Details

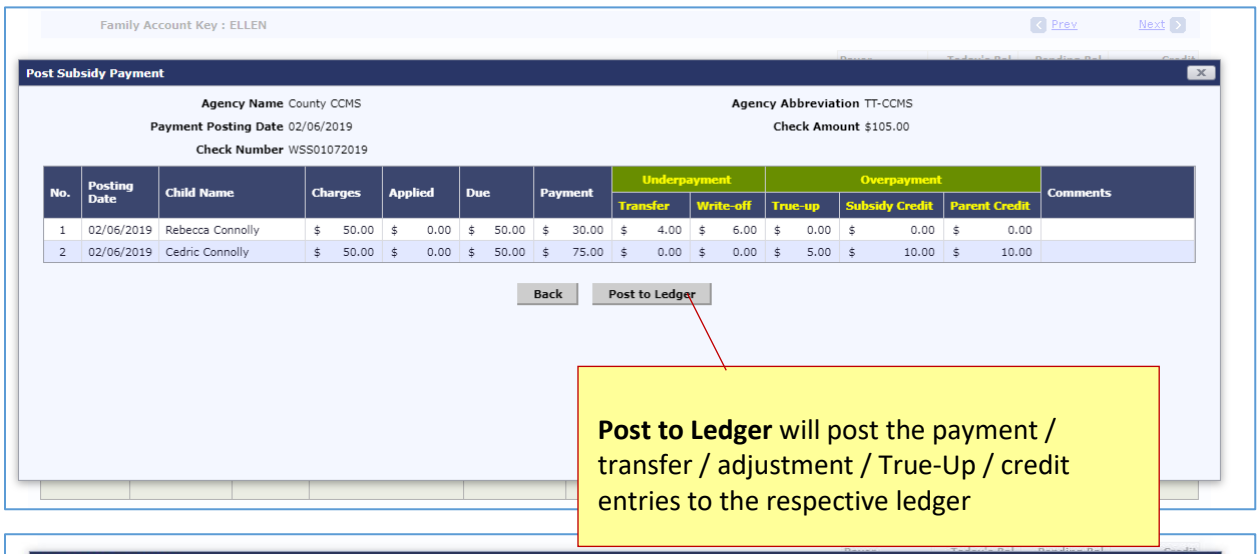




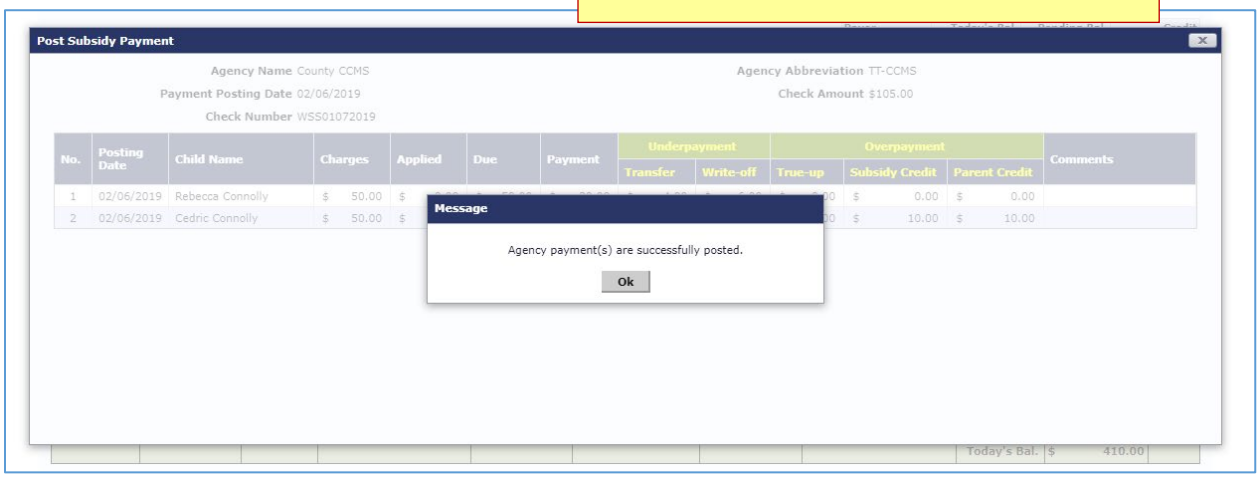


No.	Posting Date	Child Name	Charges	Applied	Due	Payment	Underpayment		Overpayment			Comments
							Transfer	Write-off	True-up	Subsidy Credit	Parent Credit	
1	02/06/2019	Rebecca Connolly	$ 50.00	$ 0.00	$ 50.00	$30.00	$4.00	$6.00	$0.00	$0.00	$0.00	
2	02/06/2019	Cedric Connolly	$ 50.00	$ 0.00	$ 50.00	$75.00	$0.00	$0.00	$5.00	$10.00	$10.00	

Note: Subsidy Credit and Parent Credit columns will be displayed only if it enabled for the center.



Post to Ledger will post the payment / transfer / adjustment / True-Up / credit entries to the respective ledger



Family Account Key : ELLEN

Prev Next

Sponsor : Ellen Connolly

Co-Sponsor : William Connolly

Child First Name : Rebecca, Cedric

Payor	Today's Bal.	Pending Bal.	Credit
Sponsor	$ 244.00	$ 244.00	N/A
Co-Sponsor	$ 0.00	$ 0.00	N/A
WSS	$ 60.00	$ 50.00	N/A
TT-CCMS	$ 10.00	$ 10.00	$ 10.00

Show Ledger All ☑ Hide Void

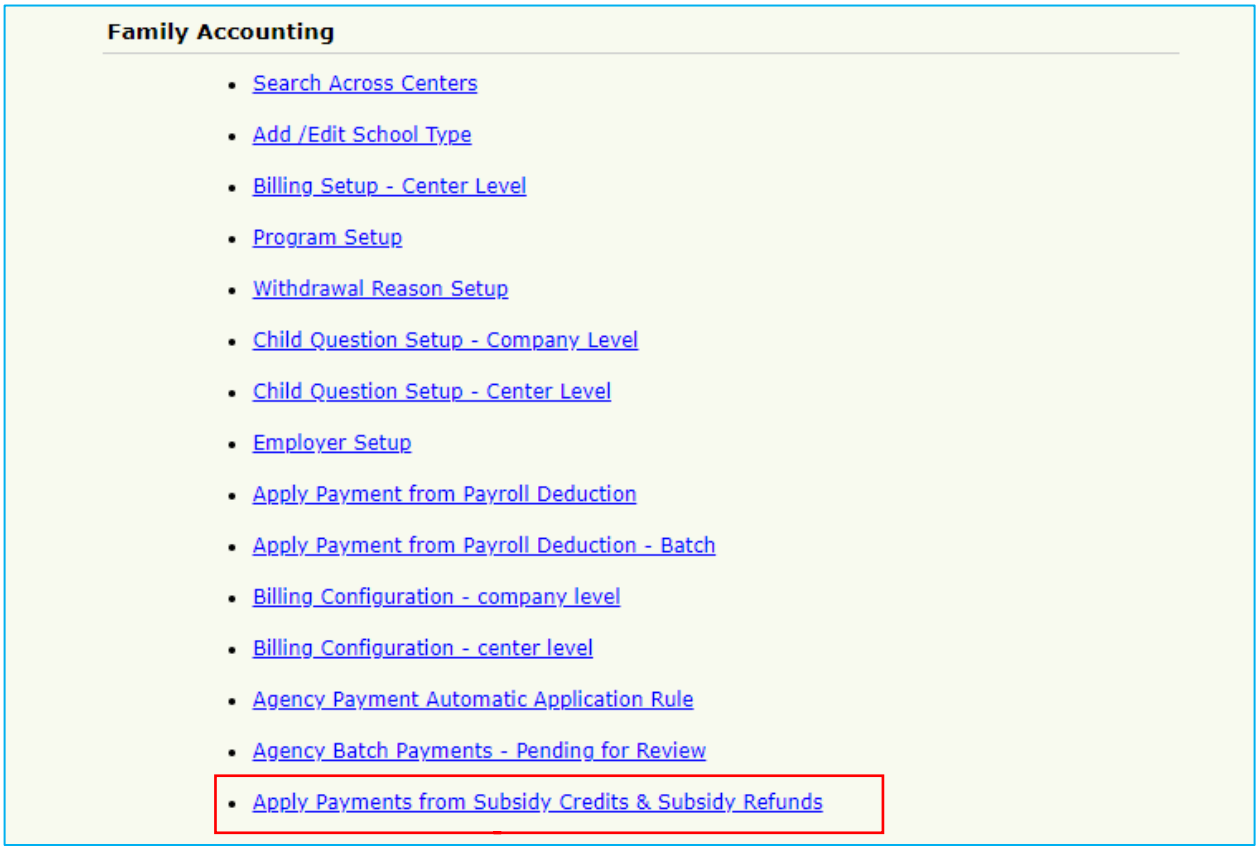
Post Subsidy Payment | Post Ledger Item

Ledger	Posting Date	Check #	Description	Billing Period	Comments	Child Name	Charges	Credit	Balance	Action
WSS	02/06/2017		3Days / Bi-Monthly			Rebecca	$ 50.00		$ 50.00	Void
Sponsor	01/25/2019		3Days / Bi-Monthly	01/01/2019 - 01/15/2019	Rebecca Connolly	Rebecca	$ 50.00		$ 100.00	Void
Sponsor	01/25/2019		5Days Fee / Bi-Monthly	01/01/2019 - 01/15/2019	Rebecca Connolly	Rebecca	$ 75.00		$ 175.00	Void
Sponsor	01/27/2019		3Days / Bi-Monthly	01/16/2019 - 01/31/2019	Rebecca Connolly	Rebecca	$ 50.00		$ 225.00	Void
Sponsor	01/27/2019		5Days Fee / Bi-Monthly	01/16/2019 - 01/31/2019	Rebecca Connolly	Rebecca	$ 75.00		$ 300.00	Void
TT-CCMS	02/06/2019		3Days / Bi-Monthly			Rebecca	$ 50.00		$ 350.00	Void
WSS	02/06/2019		Annual Day Fee			Rebecca	$ 10.00		$ 360.00	Void
TT-CCMS	02/06/2019		3Days / Bi-Monthly			Cedric	$ 50.00		$ 410.00	Void
TT-CCMS	02/06/2019	WSS01072019	Payment - Check			Rebecca		$ 30.00	$ 380.00	Void
TT-CCMS	02/06/2019	WSS01072019	Agency Transfer Credit			Rebecca		$ 4.00	$ 376.00	Void
Sponsor	02/06/2019	WSS01072019	Agency Transfer Charge			Rebecca	$ 4.00		$ 380.00	Void
TT-CCMS	02/06/2019	WSS01072019	Agency Adjustment Credit			Rebecca		$ 6.00	$ 374.00	Void
TT-CCMS	02/06/2019	WSS01072019	3Days / Bi-Monthly		Agency Trueup Charge	Cedric	$ 5.00		$ 379.00	Void
TT-CCMS	02/06/2019	WSS01072019	Payment - Check			Cedric		$ 55.00	$ 324.00	Void
Sponsor	02/06/2019	WSS01072019	Subsidy Parent Credit			Cedric		$ 10.00	$ 314.00	
								Today's Bal.	**$ 314.00**	

8 Apply Payments from Subsidy Credits & Subsidy Refunds

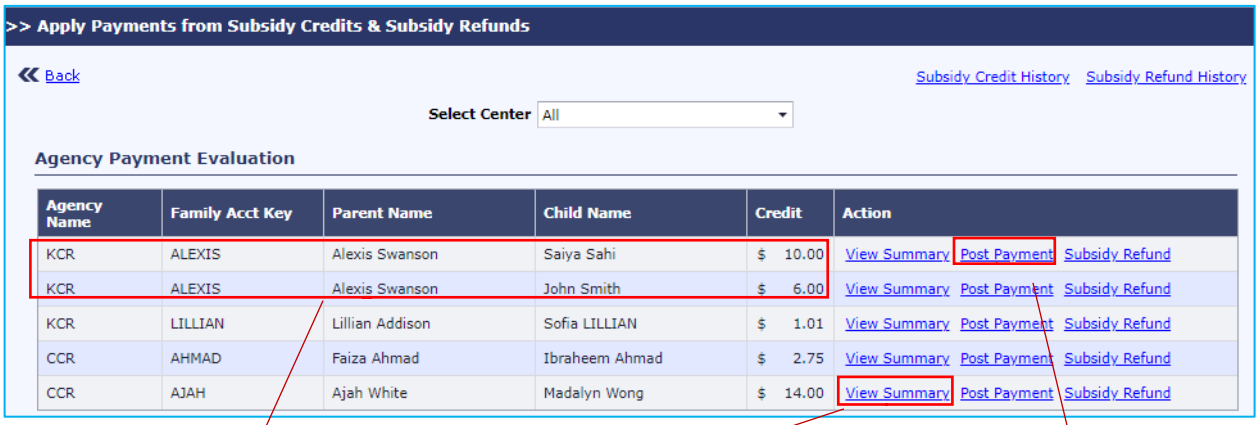
Company Super Admin and Company Admin roles can adjust the open agency charges from available agency credit **or** refund the money back to the agency itself.

Access Path: Administrative Functions →Apply Payments from Subsidy credits and subsidy Refunds



9 Subsidy Credit

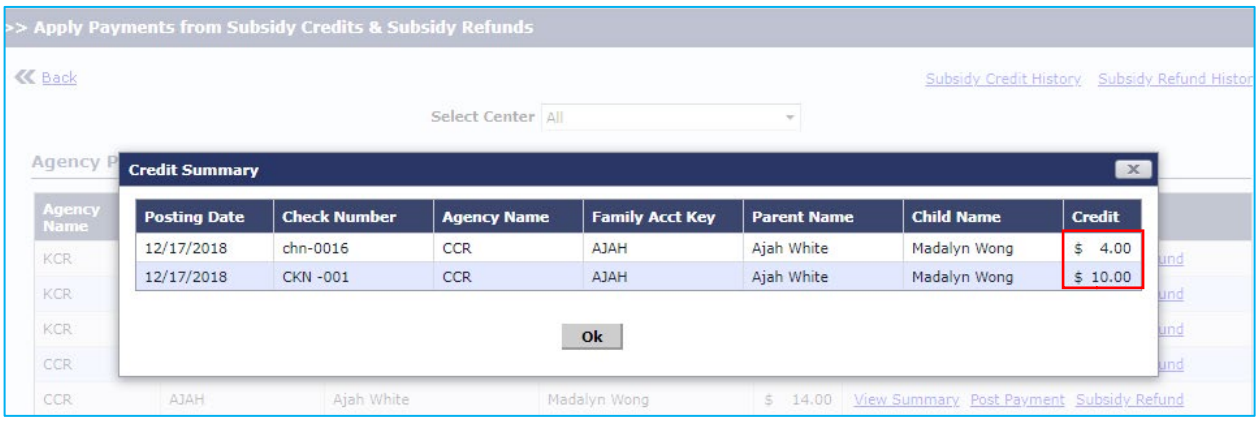
Agency charges can be adjusted using the Subsidy Credits.



All the open credits will be summed and shown by the child and agency.

Clicking on **View Summary** link will show the open credit details of the selected child in a pop-up window given below:

Clicking on Post Payment link will navigate **to Apply Payments from Subsidy Credits** screen.

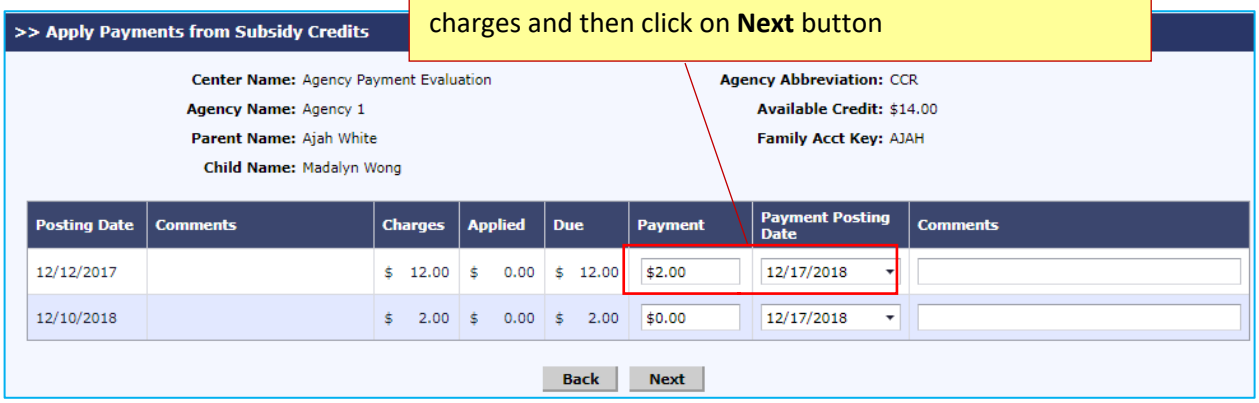


Post Payment:

This page will list the open agency charges against the child.

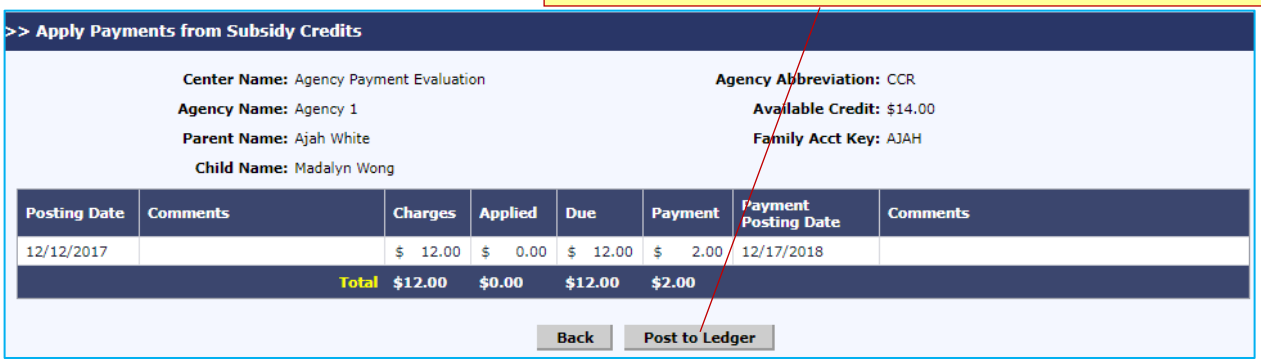
STEP 1:

Input the payment amount and posting date against the charges and then click on **Next** button



STEP 2:

Verify the details and then click on **Post to Ledger** to confirm the posting.



Payment entry posted to the family ledger

Family Account Key : AJAH

Sponsor : Ajah White

Child First Name : Madalyn

Payor	Today's Bal.	Pending Bal.	Deposit	Payment	Credit
Sponsor	$ 5.40	$ 5.40	$ 40.00	TAP(ACH)	N/A
CCR	$ 14.00	$ 14.00	N/A	N/A	$ 14.00
KCR	$ 2.00	$ 2.00	N/A	N/A	N/A

Show Ledger CCR ☑ Hide Void

Post Ledger Item

Ledger	Posting Date	Check #	Description	Billing Period	Comments	Child Name	Charges	Credit	Balance	Action
CCR	12/12/2017		Tuition Charge/ED / A1			Madalyn	$ 12.00		$ 12.00	Void
CCR	12/10/2018		Added from Support			Madalyn	$ 5.00		$ 17.00	
CCR	12/10/2018		Tuition Charge/ED / A1			Madalyn	$ 2.00		$ 19.00	Void
CCR	12/11/2018	DEC10 - 02	Payment - Check			Madalyn		$ 2.00	$ 17.00	Void
CCR	12/11/2018	DEC10 - 02	Agency Transfer Credit			Madalyn		$ 1.00	$ 16.00	Void
CCR	12/16/2018		Tuition Charge/ED / A1			Madalyn	$ 5.00		$ 21.00	Void
CCR	12/17/2018	chn-0016	Payment - Check			Madalyn		$ 5.00	$ 16.00	Void
CCR	12/17/2018	CKN -001	Payment - Check			Madalyn		$ 2.00	$ 14.00	Void
								Today's Bal.	$ 14.00	

After the successful ledger posting, subsidy credits will be updated accordingly from the oldest to newest.

> Apply Payments from Subsidy Credits & Subsidy Refunds

Back

Subsidy Credit History | Subsidy Refund History

Select Center All

Agency P

Credit Summary

Posting Date	Check Number	Agency Name	Family Acct Key	Parent Name	Child Name	Credit
12/17/2018	chn-0016	CCR	AJAH	Ajah White	Madalyn Wong	$ 2.00
12/17/2018	CKN -001	CCR	AJAH	Ajah White	Madalyn Wong	$ 10.00

Ok

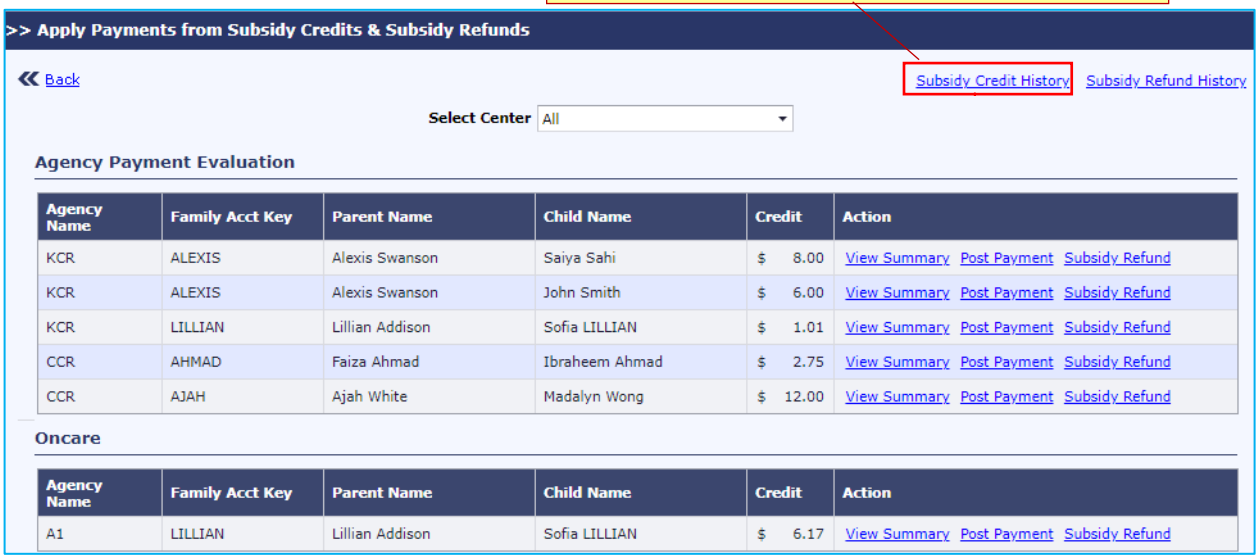
Agency Name						
KCR						und
KCR						und
KCR						und
CCR						und
CCR	AJAH	Ajah White	Madalyn Wong	$ 12.00	View Summary	Post Payment	Subsidy Refund

10 Subsidy Credit – History

Company Admins can view the history of subsidy credits.

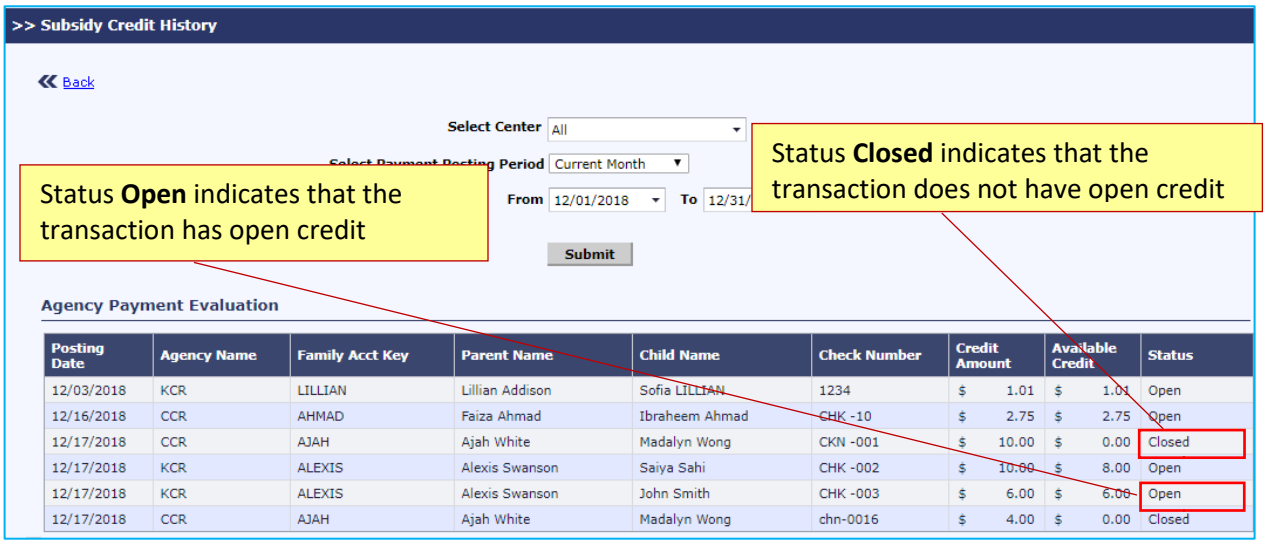
Access Path: Administrative Functions → Apply Payments from Subsidy credits and subsidy Refunds → Subsidy Credit History

Clicking on **Subsidy Credit History** will navigate to the filter selection screen.



Agency Name	Family Acct Key	Parent Name	Child Name	Credit	Action
KCR	ALEXIS	Alexis Swanson	Saiya Sahi	$ 8.00	View Summary Post Payment Subsidy Refund
KCR	ALEXIS	Alexis Swanson	John Smith	$ 6.00	View Summary Post Payment Subsidy Refund
KCR	LILLIAN	Lillian Addison	Sofia LILLIAN	$ 1.01	View Summary Post Payment Subsidy Refund
CCR	AHMAD	Faiza Ahmad	Ibraheem Ahmad	$ 2.75	View Summary Post Payment Subsidy Refund
CCR	AJAH	Ajah White	Madalyn Wong	$ 12.00	View Summary Post Payment Subsidy Refund

Agency Name	Family Acct Key	Parent Name	Child Name	Credit	Action
A1	LILLIAN	Lillian Addison	Sofia LILLIAN	$ 6.17	View Summary Post Payment Subsidy Refund



Posting Date	Agency Name	Family Acct Key	Parent Name	Child Name	Check Number	Credit Amount	Available Credit	Status
12/03/2018	KCR	LILLIAN	Lillian Addison	Sofia LILLIAN	1234	$ 1.01	$ 1.01	Open
12/16/2018	CCR	AHMAD	Faiza Ahmad	Ibraheem Ahmad	CHK -10	$ 2.75	$ 2.75	Open
12/17/2018	CCR	AJAH	Ajah White	Madalyn Wong	CKN -001	$ 10.00	$ 0.00	Closed
12/17/2018	KCR	ALEXIS	Alexis Swanson	Saiya Sahi	CHK -002	$ 10.00	$ 8.00	Open
12/17/2018	KCR	ALEXIS	Alexis Swanson	John Smith	CHK -003	$ 6.00	$ 6.00	Open
12/17/2018	CCR	AJAH	Ajah White	Madalyn Wong	chn-0016	$ 4.00	$ 0.00	Closed

11 Subsidy Refund - Process

Company Admins can refund the subsidy amount to the respective agencies.

Access Path: Administrative Functions →Apply Payments from Subsidy credits and subsidy Refunds

Clicking on **Subsidy Refund** link will navigate to the **Subsidy Refund** screen

>> Apply Payments from Subsidy Credits & Subsidy Refunds

« Back

sidy Refund History

Select Center All

Agency Payment Evaluation

Agency Name	Family Acct Key	Parent Name	Child Name	Credit	Action
KCR	ALEXIS	Alexis Swanson	Saiya Sahi	$ 8.00	View Summary Post Payment Subsidy Refund
KCR	ALEXIS	Alexis Swanson	John Smith	$ 6.00	View Summary Post Payment Subsidy Refund
KCR	LILLIAN	Lillian Addison	Sofia LILLIAN	$ 1.01	View Summary Post Payment Subsidy Refund
CCR	AHMAD	Faiza Ahmad	Ibraheem Ahmad	$ 2.75	View Summary Post Payment Subsidy Refund

Input the Refund Date and Refund amount then click on the **Next** button

>> Subsidy Refund

Center Name: Agency Payment Evaluation
Agency Name: Agency 1
Agency Abbreviation: CCR
Parent Name: Faiza Ahmad
Family Acct Key: AHMAD
Total Available Credit: $2.75

Posting Date	Check No	Child Name	Available Credit	Refund Date	Refund Amount	Comments
12/16/2018	CHK -10	Ibraheem Ahmad	$ 2.75	12/17/2018	$ 1.00	

Back Confirm Refund

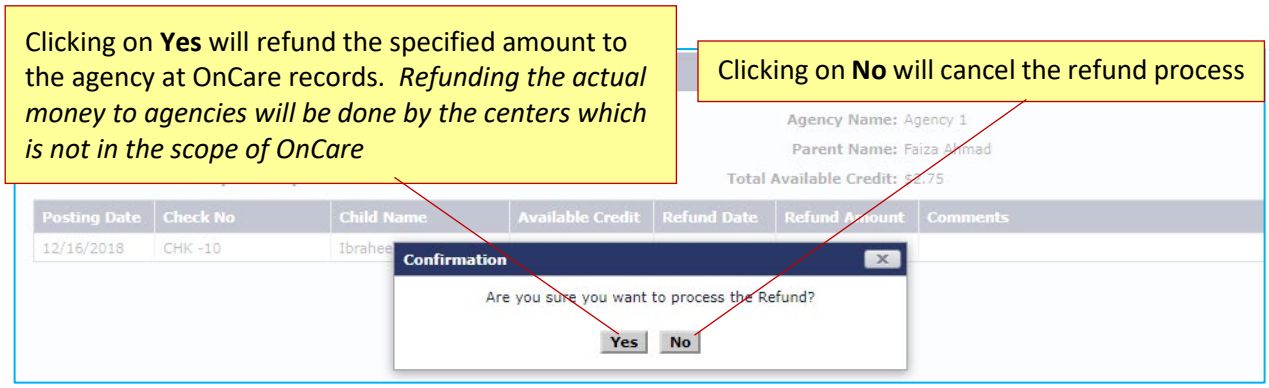
Verify the refund transaction details then click on the **Confirm Refund** button

>> Subsidy Refund

Center Name: Agency Payment Evaluation
Agency Name: Agency 1
Agency Abbreviation: CCR
Parent Name: Faiza Ahmad
Family Acct Key: AHMAD
Total Available Credit: $2.75

Posting Date	Check No	Child Name	Available Credit	Refund Date	Refund Amount	Comments
12/16/2018	CHK -10	Ibraheem Ahmad	$ 2.75	12/17/2018	$ 1.00	

Back Confirm Refund



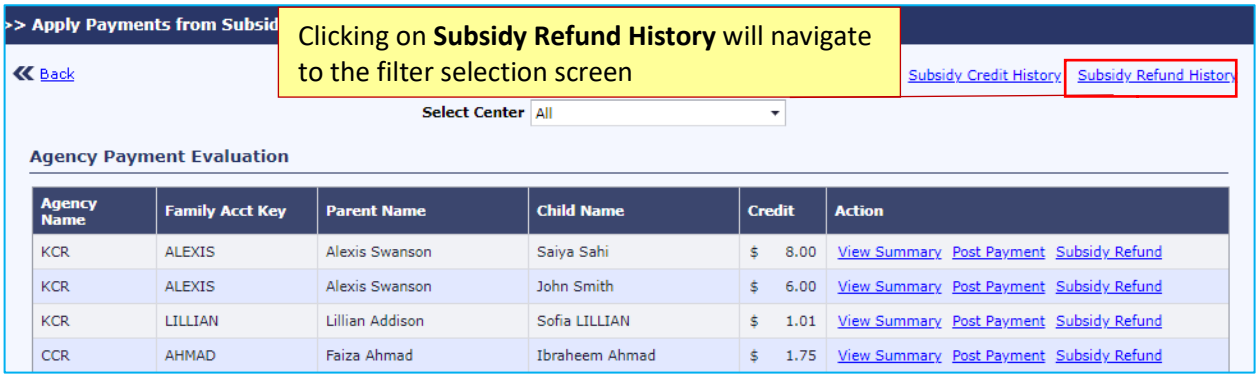
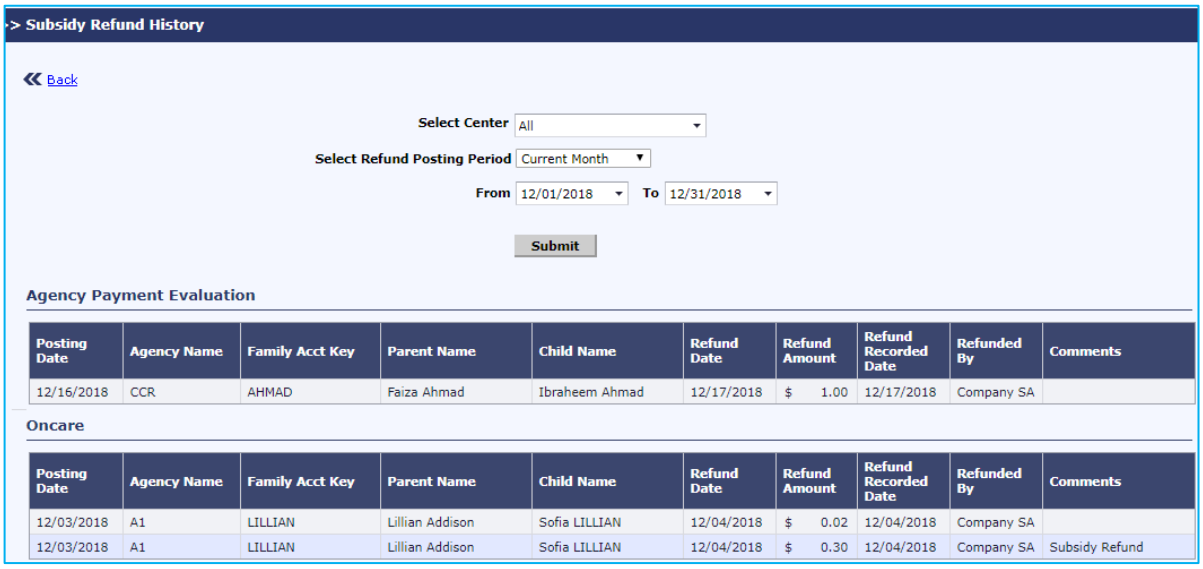
Upon the successful refund process, credit balance will be updated.

12 Subsidy Refund – History

Company Admins can view the history of Subsidy Refunds.

Note: Refunded transactions can be tracked only via 'Subsidy Refund History'

Access Path: Administrative Functions → Apply Payments from Subsidy credits and subsidy Refunds → Subsidy Refund History



'Subsidy Refund History' page will list all the refunded transactions for the selected period.