

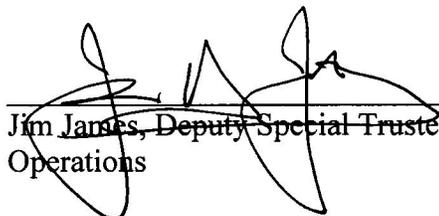
OST DIRECTIVES TRANSMITTAL SHEET

(Modified DI -416)

DOCUMENT IDENTIFICATION NUMBER	SUBJECT	RELEASE NUMBER
402 DS 2-H	Auto File Maintenance 1X Disbursement Guide	14-19
FOR FURTHER INFORMATION		DATE
Deputy Special Trustee - Field Operations		SEP 30 2014

EXPLANATION OF MATERIAL TRANSMITTED:

This Handbook provides step by step instructions on how the paperless Auto File Maintenance 1X Disbursement application is to be used to initiate a beneficiary requested 1X Disbursement, which may or may not include a related: address update, telephone number update, disbursement tickler setup or tickler deletion. This final guidance documents the processing of automated one-time disbursements for use by the Trust Beneficiary Call Center and the Office of the Special Trustee for American Indians Program Offices. This guidance completely segregates its processing from the call center tracking system.


Jim James, Deputy Special Trustee-Field
Operations

FILING INSTRUCTIONS:

Remove: None

Insert: 402 DS 2-H

**OFFICE OF THE SPECIAL TRUSTEE FOR AMERICAN INDIANS
AUTO FILE MAINTENANCE 1X
DISBURSEMENT GUIDE**



FIELD OPERATIONS

402 DS 2 - H

Field Operations
Office of the Special Trustee for American Indians
4400 Masthead Street NE
Albuquerque, New Mexico 87109

Table of Contents

SECTION 1 INTRODUCTION.....	<u>3</u>
1.1 Requirements for 1x Disbursement Process	<u>3</u>
1.2 Auto File Maintenance Form for 1x Disbursements.....	<u>4</u>
SECTION 2 AFM 1X PROCESS	<u>6</u>
2.1 Using the AFM application to create a 1x disbursement by check.....	<u>6</u>
2.2 Using the AFM application to create a 1x disbursement using an existing ACH tickler.....	<u>8</u>
2.3 Using the AFM application to create a 1x disbursement using a new ACH tickler setup/deleting a current tickler.....	<u>12</u>
2.4 Using the AFM application to create a 1x disbursement and update the beneficiary’s address and/or phone number.	<u>17</u>
2.5 Editing and cancelling existing requests through the AFM application	<u>20</u>
SECTION 3 AFM 1X DISBURSEMENT APPROVAL PROCESS	<u>26</u>
3.1 OST Approval Process.....	<u>26</u>
3.2 Steps Performed by OST IT Services and Trust Services	<u>31</u>
3.3 Steps Performed by Trust Beneficiary Call Center.....	<u>31</u>

SECTION 1 – INTRODUCTION

In an effort to further streamline the processing of Routine File Maintenance (RFM) transactions, OST is moving toward a web based application to replace the ServiceManager 1X disbursement process.

The initial test of the concept will be the processing of 1X disbursement requests for IIM accounts that are on Voluntary Hold including RFM updates associated with the 1X disbursement.

1.1 Requirements for 1x Disbursement Process

1st Requirement - Transaction Categorization -- correctly categorize the 1x request per the following ServiceManager call categorization scheme:

1. Category = afm
2. Subcategory = general account maintenance
3. Subject = 1x disbursement

2nd Requirement - Populate the request in the call description -- When the correct Subject Type categorization scheme is entered, the following prepopulated notes will appear in the description field:

Beneficiary requests 1X disbursement.

1x Amount: \$xxxx.xx

Disbursement Type: Enter 1 x Disbursement Code: _ _ _

Deposit to Checking - 42

Deposit to Savings – 43

By Check – 47

Deposit to Debit Card – 157

Tickler #: Enter Disbursement Tickler Number, if direct deposit is requested from existing bank on file

(Cut and Paste from TFAS TI Screen) _ _ _ _ _

Bank Name: Enter Bank Name from the tickler # selected

(Cut and Paste from TFAS TI Screen) _ _ _ _ _

Balance: \$xxxx.xx

(Cut and Paste from TFAS TR Screen)

3rd Requirement – Submit 1x call – After the disbursement information is documented in the call description, the Call Center technician will click the “Submit 1x call” button in the RFM Auto tab to place the Call record in the Open-Idle status and open the Auto File Maintenance web form through Internet Explorer. (Note: the “Open-Idle” status Call will remain in the 1X Open-Idle Queue until processed).

4th Requirement – Create the 1x request in the Auto File Maintenance (AFM) form – The Call Center technician will enter the disbursement request in the web form by either selecting an existing tickler #, selecting disbursement by check, or adding a new bank. The web form will also allow the Call Center technician to change a beneficiary’s address and

phone number. (Note: Address and phone # updates cannot be processed through the web application unless accompanied by a 1X disbursement request.)

1.2 Auto File Maintenance Web Form for 1x Disbursements

After submitting the 1x call in ServiceManager, the Auto File Maintenance web form will open. The following screenshot will detail each portion of the 1x disbursement AFM screen.

The screenshot displays the 1x disbursement AFM screen with four main sections:

- Section 1:** Call information including Call No. (CALL2194685), User, Today (2/27/2014), and HELPDESK.
- Section 2:** Beneficiary information including Account, Name, Minor Type (38 VOLUNTARY HOLD FOR U.I.), Principal (64,000.00), Refresh Address, Change Address, Line 2, Line 3, Line 4, SSN, Phone No., State Code (OK Oklahoma), Income (0.00), Requested (0.00), and Balance (64,000.00).
- Section 3:** Disbursement transaction data table with columns: Tickler, Paid To, Name, DC, Disbursement Type, Portfolio, Paid For, Bank Acct, Frequency, and Del. The table shows a single entry for TICKLER T1 with details for BANK OF OKLAHOMA.
- Section 4:** Disbursement transaction data form with fields for Tickler No., Amount (0.00), Verify Amt (0.00), Disbursement Type, Paid To, Name, Port, DDA, and Paid For. A red bar indicates a NEW REQUEST.

There are four main sections to the 1x disbursement screen:

- Section 1: Details the call information, and is auto populated from ServiceManager. The Call Number box will display the current call number box, as well as allow the user to retrieve any additional open calls for the beneficiary. The username displays the current user, and the date and Owner Group will auto populate as well.
- Section 2: Displays information for the beneficiary all populated from TFAS. In this section, the user can view and edit the beneficiary's address and telephone number, as well as view current minor account type and account balance.
- Section 3: Displays current tickler information, populated from TFAS. In this section, the user has the option of selecting the method of disbursement. Options include

using current ACH ticklers and check disbursement. The user will also have the ability to create a new ACH tickler and/or delete a current tickler.

- Section 4: Details the 1x disbursement information to be processed. The user will enter the amount to be disbursed (as well as re-enter for verification). Tickler information will be automatically populated based on information entered in Section 3 of the form.

SECTION 2 – AFM 1X DISBURSEMENT PROCESS

2.1 Using the AFM application to create a 1x disbursement by check:

Once the AFM application screen is open, verify that the beneficiary's address information is correct. The data is pulled directly from TFAS. (Changes to address will be discussed later on in this document). Also, verify on the right if the beneficiary's current balance will allow for the disbursement request.

The screenshot displays the AFM application interface. At the top, it shows the Call No. (CALL2194691), a Retrieve Data button, User information, Today's date (3/6/2014), and a HELP/ESC key. Below this, account details are provided: Account, Name, Minor Type (38 VOLUNTARY HOLD FOR U.I.), Principal (806.09), Refresh Address and Change Address buttons, Line 2, SSN, Income (0.00), Line 3, Phone No., Requested (0.00), Line 4, State Code (OK Oklahoma), and Balance (806.09). A table of ticklers follows, with columns for Tickler, Paid To, Name, DC, Disbursement Type, Portfolio, Paid For, Bank Acct, Frequency, and Del. The first two ticklers are selected. Below the table, there are buttons for Add and Chk (1 PRIN). A section titled 'DISBURSEMENT TRANSACTION DATA' contains fields for Amount (0.00), Verify Amt (0.00), Disbursement Type, Paid To, Name, Port, DDA, and Paid For. A green bar with 'NEW REQUEST' and buttons for SUBMIT, EXIT, and CANCEL are also visible. The bottom of the screen shows a status bar with 'Local intranet | Protected Mode: Off' and a 100% zoom level.

In order to generate a check disbursement, in the ticklers portion of the form, click the radio button next to the word "CHK". Please make sure you have selected the proper portfolio (1 – PRINCIPAL, or 2 – INCOME) before clicking the button. Once the CHK button has been clicked, the bottom portion of the form will populate with the disbursement information.

Call No: CALL2194691 Retrieve Data User: [REDACTED] Today: 3/6/2014 HELPDISK

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.I. Principal: 806.09
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 0.00
 Line 4: [REDACTED] State Code: OK Oklahoma Balance: 806.09

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency	Del	
T1	38277	103003632	*BANCFIRST	ACH 43	DEPOSITED TO SAVINGS ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days	<input type="checkbox"/>
T2	64697	103003632	*BANCFIRST	ACH 43	DEPOSITED TO SAVINGS ACCT	1 PRIN	[REDACTED]	[REDACTED]	Monthly	<input type="checkbox"/>
T3										<input type="checkbox"/>
										<input type="checkbox"/>
					DEPOSITED TO CHECKING ACCT	1 PRIN				<input type="checkbox"/>

↓
 Ck 1 PRIN

Tickler No. [REDACTED] *Check* DISBURSEMENT TRANSACTION DATA

Amount	Verify Amt	47	Disbursement Type	Paid To	Name	Port	DDA	Paid For
0.00	0.00	47	REQUESTED BY ACCOUNTHOLDER	[REDACTED]	[REDACTED]	1 PRIN	[REDACTED]	[REDACTED]

NEW REQUEST SUBMIT EXIT CANCEL <none>

Done Local intranet | Protected Mode: Off 100%

The final step is to enter the amount of the disbursement in the 'Amount' box, and enter it again a second time in the 'Verify Amt' box. Entering twice will ensure the amount is correct and there are no keying errors. Once the 1x disbursement amount is verified, check the remaining disbursement information on the form, and click 'Submit'. This will send the 1x disbursement request for approval.

Call No: CALL2194691 Retrieve Data User: [REDACTED] Today: 3/6/2014 HELPDESK

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.I. Principal: 806.09
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 500.00
 Line 4: [REDACTED] State Code: OK Oklahoma Balance: 306.09

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency
T1 38277	103003632	*BANCFIRST	ACH 43	DEPOSITED TO SAVINGS ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days
12 64697	103003632	*BANCFIRST	ACH 43	DEPOSITED TO SAVINGS ACCT	1 PRIN	[REDACTED]	[REDACTED]	Monthly
13								
15								
Add				DEPOSITED TO CHECKING ACCT	1 PRIN			
Chk 1 PRIN								

Tickler No. [REDACTED] Check DISBURSEMENT TRANSACTION DATA

Amount	Verify Amt	Disbursement Type	Paid To	Name	Port	DDA	Paid For
500.00	500.00	47 REQUESTED BY ACCOUNTHOLDER	[REDACTED]	[REDACTED]	1 PRIN		[REDACTED]

EXIT CANCEL <none>

SUBMITTED 3/6/2014 3:08:04 PM

Action Log
 [REDACTED] SUBMITTED 3/6/2014 3:08:04 PM: Paid To: [REDACTED] REQUESTED BY ACCOUNTHOLDER

Done Local intranet | Protected Mode: Off 100%

Once the request is submitted successfully, a green bar will appear which states 'SUBMITTED' along with the date and time. If there are any errors in processing, the bar will be red and state what must be corrected in order to process successfully. Also, at the bottom of the form, an Action Log will be created, which will log the initial request, along with any changes that are made. The log will include the name of the user who made the request or change, along with the date and time. The request is now ready from approval from the 1x approver.

2.2 Using the AFM application to create a 1x disbursement using an existing ACH tickler

A 1x disbursement can be created using an ACH disbursement tickler through the automated process as well. The steps are the same for opening the call and the 1x disbursement app. Ensure the beneficiary's address information and check the current balance for the disbursement.

In the second section of the AFM application, all of the beneficiary's current disbursement ticklers will be visible. Information in this section includes tickler number, Bank routing number and name, disbursement type, active portfolio, paid for ID, DDA number, and the tickler frequency. All information is taken directly from the TFAS tickler and NA records for

the beneficiary. Any ticklers that are not set up as daily variable ticklers (i.e. fixed amount) will be visible, but greyed out and not available for selection.

Call No: CALL2194693 Retrieve Data User: [REDACTED] Today: 3/8/2014 HELPDISK

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.I. Principal: 806.09
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 0.00
 Line 4: [REDACTED] State Code: OK Oklahoma Balance: 806.09

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency	Del
<input checked="" type="radio"/> T1	38277	103003632 *BANCFIRST	ACH 43	DEPOSITED TO SAVINGS ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days	<input type="checkbox"/>
<input type="radio"/> T2	64697	103003632 *BANCFIRST	ACH 43	DEPOSITED TO SAVINGS ACCT	1 PRIN	[REDACTED]	[REDACTED]	Monthly	<input type="checkbox"/>
<input type="radio"/> [REDACTED]									<input type="checkbox"/>
<input type="radio"/> [REDACTED]				DEPOSITED TO CHECKING ACCT	1 PRIN				<input type="checkbox"/>
<input checked="" type="radio"/> Chk	1 PRIN								<input type="checkbox"/>

Tickler No. [REDACTED] DISBURSEMENT TRANSACTION DATA

Amount	Verify Amt	Disbursement Type	Paid To	Name	Port	DDA	Paid For
0.00	0.00						

NEW REQUEST SUBMIT EXIT CANCEL <none>

Note in the above example, the first line has the daily variable tickler selectable. The second line is set up for a monthly disbursement, and is visible but is greyed out and not able to select for a 1x disbursement.

After determining which tickler the beneficiary wishes to use for their disbursement, select the radio button to the left of the line. After clicking on the button, the information for that tickler will automatically populate the disbursement section of the form. Verify with the beneficiary that the bank information is correct, as well as the DDA number.

Call No: CALL2194693 Retrieve Data User: [REDACTED] Today: 3/8/2014 HELPDESK

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.I. Principal: 806.09
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 0.00
 Line 4: [REDACTED] State Code: OK Oklahoma Balance: 806.09

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency	Del
T1	38277	103003632 *BANCFIRST	ACH 43	DEPOSITED TO SAVINGS ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days	<input type="checkbox"/>
T2	64697	103003632 *BANCFIRST	ACH 43	DEPOSITED TO SAVINGS ACCT	1 PRIN	[REDACTED]	[REDACTED]	Monthly	<input type="checkbox"/>
T3									<input type="checkbox"/>
T4									<input type="checkbox"/>
Add				DEPOSITED TO CHECKING ACCT	1 PRIN				<input type="checkbox"/>
Chk	1 PRIN								

Tickler No. 38277 **ACH** DISBURSEMENT ACTION DATA

Amount	Verify Amt	Disbursement Type	Paid To	Name	Port	DDA	Paid For
0.00	0.00	43 DEPOSITED TO SAVINGS ACCT	103003632	*BANCFIRST	1 PRIN	[REDACTED]	[REDACTED]

NEW REQUEST SUBMIT EXIT CANCEL <none>

Done Local intranet | Protected Mode: Off 100%

Once the bank information has been populated, the next step is to enter the amount of the 1x disbursement in the 'Amount' box. Again, the user will have to reenter the amount in the 'Verify Amt' box to ensure the amount being populated is correct.

Call No: CALL2194653 Retrieve Data User: [REDACTED] Today: 3/8/2014 HELPDISK

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.I. Principal: 806.09
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 0.00
 Line 4: [REDACTED] State Code: OK Oklahoma Balance: 806.09

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency	Del
T1	38277	103003632 *BANCFIRST	ACH 43	DEPOSITED TO SAVINGS ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days	<input type="checkbox"/>
T2	64697	103003632 *BANCFIRST	ACH 43	DEPOSITED TO SAVINGS ACCT	1 PRIN	[REDACTED]	[REDACTED]	Monthly	<input type="checkbox"/>
T3									<input type="checkbox"/>
T4									<input type="checkbox"/>
Add				DEPOSITED TO CHECKING ACCT	1 PRIN				<input type="checkbox"/>
Chk	1 PRIN								<input type="checkbox"/>

Tickler No. 38277 ACH DISBURSEMENT TRANSACTION DATA

Amount	Verify Amt	DC	Disbursement Type	Paid To	Name	Port	DDA	Paid For
500.00	500.00	43	DEPOSITED TO SAVINGS ACCT	103003632	*BANCFIRST	1 PRIN	[REDACTED]	[REDACTED]

NEW REQUEST SUBMIT EXIT CANCEL <none>

Done Local intranet | Protected Mode: Off 100%

Once everything in the disbursement section is entered and verified, the user will click 'Submit'. A green notification bar will display that the 1x disbursement has been submitted and will be sent for processing. The action log will also record the information for the disbursement request.

Call No: CALL2194693 Retrieve Data User: [REDACTED] Today: 3/8/2014 HELPDISK

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.I. Principal: 806.09
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 500.00
 Line 4: [REDACTED] State Code: OK Oklahoma Balance: 306.09

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency
T1 38277	103003632	*BANCFIRST	ACH 43	DEPOSITED TO SAVINGS ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days
T2 54697	103003632	*BANCFIRST	ACH 43	DEPOSITED TO SAVINGS ACCT	1 PRIN	[REDACTED]	[REDACTED]	Monthly
T3								
T4								
Add				DEPOSITED TO CHECKING ACCT	1 PRIN			
Chk	1 PRIN							

Tickler No. 38277 ACH DISBURSEMENT TRANSACTION DATA

Amount	Verify Amt	DC	Disbursement Type	Paid To	Name	Port	DDA	Paid For
500.00	500.00	43	DEPOSITED TO SAVINGS ACCT	103003632	*BANCFIRST	1 PRIN	[REDACTED]	[REDACTED]

EXIT CANCEL <none>

SUBMITTED 3/8/2014 10:04:05 AM

Action Log
 [REDACTED] SUBMITTED 3/8/2014 10:04:05 AM: PaidTo: 103003632 *BANCFIRST/DEPOSITED TO SAVINGS ACCT

Done Local intranet | Protected Mode: Off 100%

2.3 Using the AFM application to create a 1x disbursement using a new ACH tickler setup/deleting a current tickler

The AFM application will allow the user to set up a new variable tickler and use it for 1x disbursement, without having to create it in CSS. Users will also have the ability to delete a tickler currently on file. **Please note, this function is currently only available for calls with a 1x disbursement request. Users will not be able to create/delete ticklers through the automated process if there is not a 1x disbursement request attached to the call.**

The first step in creating a new disbursement tickler will be to collect all relevant information from the beneficiary. You will need the bank's routing number and name (the bank will need to be set up in TFAS already, make sure to verify this beforehand), the bank account number, and if it is a checking or savings account. Once you have all information necessary, it can be added into the line on the tickler section of the AFM screen next to where it says 'Add'.

Call No: CALL2194694 Retrieve Data User: [REDACTED] Today: 3/8/2014 HELPDISK

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.I. Principal: 64,000.00
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 0.00
 Line 4: [REDACTED] State Code: OK Oklahoma Balance: 64,000.00

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency	Del	
T1	38522	103900036	*BANK OF OKLAHOMA	ACH 42	DEPOSITED TO CHECKING ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days	<input type="checkbox"/>
T2										<input type="checkbox"/>
T3										<input type="checkbox"/>
T4										<input type="checkbox"/>
Add					DEPOSITED TO CHECKING ACCT	1 PRIN				
Chk 1 PRIN					DEPOSITED TO CHECKING ACCT					
					DEPOSITED TO SAVINGS ACCT					
					REQUESTED BY ACCOUNTHOLDER					
					DPST TO DEBIT CARD-REQUEST					

Tickler No. [REDACTED] DISBURSE

Amount	Verify Amt	Disbursement Type	Paid To	Name	Port	DDA	Paid For
0.00	0.00						

NEW REQUEST SUBMIT EXIT CANCEL <none>

Local intranet | Protected Mode: Off 100%

You will need to enter the following information:

1. Paid To: The bank's routing number
2. Disbursement Type: Select from checking account, savings account, or Debit Card request. (Although it is an option, it is not necessary to set up a variable check tickler)
3. Portfolio: Principal or Income
4. Paid For: This is the NA Record that will be tied to the tickler. (*If the beneficiary has multiple disbursement ticklers to more than one bank account, additional NA records will have to be set up to house the DDA numbers. Typically these are set up under the beneficiary's SSN with an alpha character afterwards.*) The program will do a check to make sure that the Paid For tax id is valid and matches the beneficiary's SSN.
5. Bank Acct: The beneficiary's bank account number.

Call No: CALL2194694 Retrieve Data User: [REDACTED] Today: 3/8/2014 HELPDESH

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.I. Principal: 64,000.00
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 0.00
 Line 4: [REDACTED] State Code: OK Oklahoma Balance: 64,000.00

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency	Del
TI 38522	103900036	*BANK OF OKLAHOMA	ACH 42	DEPOSITED TO CHECKING ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days	<input type="checkbox"/>
TI [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<input type="checkbox"/>
TI [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<input type="checkbox"/>
TI [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<input type="checkbox"/>
Add	103003632	[REDACTED]	[REDACTED]	DEPOSITED TO SAVINGS ACCT	1 PRIN	[REDACTED]	[REDACTED]	[REDACTED]	<input type="checkbox"/>
Chk	1 PRIN								

Tickler No. [REDACTED] DISBURSEMENT TRANSACTION DATA

Amount	Verify Amt	Disbursement Type	Paid To	Name	Port	DDA	Paid For
0.00	0.00	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

NEW REQUEST SUBMIT EXIT CANCEL <none>

Local intranet | Protected Mode: Off 100%

Once you have entered all of the information for the tickler, you can click 'Add' to the left of the line. Please note, you must enter the tickler setup information **before** clicking 'Add', otherwise it will not accept the tickler setup. Clicking 'Add' will populate the information into the bottom portion of the form. You will see the words 'New Tickler', and note that there is no Tickler number associated. The process to set up and delete ticklers will not run until the same time the 1x disbursements are run each afternoon. (This means you will not see the tickler in TFAS until the 1x disbursements have been run for the day.)

Call No: CALL2194694 Retrieve Data User: [REDACTED] Today: 3/8/2014 HELPDESH

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.I. Principal: 64,000.00
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 0.00
 Line 4: [REDACTED] State Code: OK, Oklahoma Balance: 64,000.00

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency	Del	
11	38522	103900036	*BANK OF OKLAHOMA	ACH 42	DEPOSITED TO CHECKING ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days	<input checked="" type="checkbox"/>
12									<input type="checkbox"/>	
13									<input type="checkbox"/>	
14									<input type="checkbox"/>	
• Add	103003632	*BANCFIRST	ACH 43	DEPOSITED TO SAVINGS ACCT	1 PRIN	[REDACTED]	[REDACTED]		<input type="checkbox"/>	
• Chk	1 PRIN									

Tickler No. [REDACTED] *ACH New Tickler* -----DISBURSEMENT TRANSACTION DATA-----

Amount	Verify Amt	Disbursement Type	Paid To	Name	Port	DDA	Paid For
0.00	0.00	43 DEPOSITED TO SAVINGS ACCT	103003632	*BANCFIRST ACCOUNT DATA	1 PRIN	[REDACTED]	[REDACTED]

NEW REQUEST SUBMIT EXIT CANCEL <none>

Done Local intranet | Protected Mode: Off 100%

Once you have entered in new tickler information and selected appropriate ticklers for deletion, you can continue the process to submit as usual. Enter and verify the 1x amount and click 'Submit'. You will notice that the action log now mentions new tickler setup with the new bank name and routing number, as well as any ticklers marked for deletion.

Call No: CALL2194694 Retrieve Data User: [REDACTED] Today: 3/8/2014 HELPDESK

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.I. Principal: 64,000.00
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 1,000.00
 Line 4: [REDACTED] State Code: OK Oklahoma Balance: 63,000.00

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency	Del	
11	38522	103900036	*BANK OF OKLAHOMA	ACH 42	DEPOSITED TO CHECKING ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days	<input checked="" type="checkbox"/>
12									<input type="checkbox"/>	
13									<input type="checkbox"/>	
14									<input type="checkbox"/>	
Add	103003632	*BANCFIRST	ACH 43	DEPOSITED TO SAVINGS ACCT	1 PRIN	[REDACTED]	[REDACTED]		<input type="checkbox"/>	
Chk	1 PRIN								<input type="checkbox"/>	

Tickler No. [REDACTED] ACH New Tickler DISBURSEMENT TRANSACTION DATA

Amount	Verify Amt	Disbursement Type	Paid To	Name	Port	DDA	Paid For
1,000.00	1,000.00	43 DEPOSITED TO SAVINGS ACCT	103003632	*BANCFIRST	1 PRIN	[REDACTED]	[REDACTED]

EXIT CANCEL <none>

SUBMITTED 3/8/2014 11:11:25 AM

Action Log

SUBMITTED 3/8/2014 11:11:25 AM: PaidTo: 103003632 *BANCFIRST/DEPOSITED TO SAVINGS ACCT , TICKLER 38522 TO BE DELETED, TICKLER TO BE ADDED FOR BANK 103003632

Done Local intranet | Protected Mode: Off 100%

2.4 Using the AFM application to create a 1x disbursement and update the beneficiary's address and/or phone number

The AFM application has the capability to allow the user to modify the beneficiary's address and phone number information when making a 1x disbursement request without having to modify in CSS. Again, **please note that currently the application is only capable of making these updates when tied to a 1x request.** The address and phone number changes will take place at the same time the 1x disbursements are ran in the afternoon.

The first step in updating the beneficiary's address/phone records is to click the 'Change Address' button by the address information. Initially, all of the information is locked and greyed out. Once the user clicks 'Change address' the fields will open up for editing.

Call No: CALL2194695 Retrieve Data User: [REDACTED] Today: 3/8/2014 HELPDESK

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.I. Principal: 64,000.00
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 0.00
 Line 4: [REDACTED] State Code: OK Oklahoma Balance: 64,000.00

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency
TI 38522	103900036	*BANK OF OKLAHOMA	ACH 42	DEPOSITED TO CHECKING ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days
12								
13								
14								
Add				DEPOSITED TO CHECKING ACCT	1 PRIN			
Chk 1 PRIN								

Tickler No. [REDACTED] DISBURSEMENT TRANSACTION DATA

Amount	Verify Amt	Disbursement Type	Paid To	Name	Port	DDA	Paid For
0.00	0.00						

NEW REQUEST SUBMIT EXIT CANCEL <none>

At this point, the user is able to modify the address lines, phone number, and state code. The system will check to make sure lines 3 and 4 of the address are not blank, but is unable to check for miskeys or matching of state code to the address. **It is imperative that the user entering the new information verifies and checks for accuracy of account updates.**

Call No: CALL2194695 Retrieve Data User: [REDACTED] Today: 3/8/2014 HELPDESK

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.S. Principal: 64,000.00
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 0.00
 Line 4: [REDACTED] State Code: NM New Mexico Balance: 64,000.00

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency	Del	
T1	38522	103900036	*BANK OF OKLAHOMA	ACH 42	DEPOSITED TO CHECKING ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days	<input type="checkbox"/>
T2									<input type="checkbox"/>	
T3									<input type="checkbox"/>	
T3									<input type="checkbox"/>	
Add				DEPOSITED TO CHECKING ACCT	1 PRIN				<input type="checkbox"/>	
Chk	1 PRIN								<input type="checkbox"/>	

Tickler No. [REDACTED] DISBURSEMENT TRANSACTION DATA

Amount	Verify Amt	Disbursement Type	Paid To	Name	Port	DDA	Paid For
0.00	0.00						

NEW REQUEST SUBMIT EXIT CANCEL <none>

If the user makes any errors or wants to reset the address fields, they can click the 'Refresh Address' button and it will return the fields back to the data pulled from TFAS NA and lock them. (They will still have the ability to click 'Change Address' and make modifications.) Otherwise the 1x process can continue as normal.

Call No: CALL2194695 Retrieve Data User: [REDACTED] Today: 3/8/2014 HELPOESK

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.I. Principal: 64,000.00
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 1,000.00
 Line 4: [REDACTED] State Code: NM New Mexico Balance: 63,000.00

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency	Del		
T1	38522	103900036	*BANK OF OKLAHOMA	ACH	42	DEPOSITED TO CHECKING ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days	<input type="checkbox"/>
T2											<input type="checkbox"/>
T3											<input type="checkbox"/>
T4											<input type="checkbox"/>
Add				DEPOSITED TO CHECKING ACCT	1 PRIN						<input type="checkbox"/>
Chk	1 PRIN										<input type="checkbox"/>

Tickler No. 38522 **ACH** DISBURSEMENT TRANSACTION DATA

Amount	Verify Amt	Disbursement Type	Paid To	Name	Port	DDA	Paid For
1,000.00	1,000.00	42 DEPOSITED TO CHECKING ACCT	103900036	*BANK OF OKLAHOMA	1 PRIN	[REDACTED]	[REDACTED]

EXIT CANCEL <none>

SUBMITTED 3/8/2014 11:38:20 AM

Action Log
 [REDACTED] SUBMITTED 3/8/2014 11:38:20 AM: PaidTo: 103900036 *BANK OF OKLAHOMA/DEPOSITED TO CHECKING ACCT, ADDR CHANGED

Once the request is submitted, you will note that the action log contains the disbursement information along with the words 'ADDR CHANGED'. This means that the account is flagged as having an address change attached to it. The address change will take place once the 1x process is run in the afternoon, and will not be updated in TFAS until then.

2.5 Editing and cancelling existing requests through the AFM application

Users will have the ability to edit existing requests through the AFM application. From ServiceManager, the user can use the Show Related function to identify current open AFM 1x requests. In the call there will be a link that allows the user to go to the existing 1x request and make changes or cancel the request from there. Please note that users will only have the ability to modify current pending requests. Any requests that have been posted or previously cancelled cannot be modified, and a new request will have to be made.

Once the request is open, the screen will populate with all information that was entered for the initial 1x request, including any address/phone number changes, tickler updates, and disbursement information. The user will be able to make changes to all of these sections depending on the request of the beneficiary. The screen for an existing request will look similar to the screenshot below. Note the box noting 'EXISTING REQUEST – SUBMITTED (date)'.

Call No: CALL2194695 User: [REDACTED] Today: 3/8/2014 HELPDISK

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.I. Principal: 64,000.00
 Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Line 3: [REDACTED] Phone No: [REDACTED] Requested: 1,000.00
Line 4: [REDACTED] State Code: NM New Mexico Balance: 63,000.00

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency	Del	
<input type="radio"/> T1	38522	103900036	*BANK OF OKLAHOMA	ACH 42	DEPOSITED TO CHECKING ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days	<input type="checkbox"/>
<input type="radio"/> T2									<input type="checkbox"/>	
<input type="radio"/> T3									<input type="checkbox"/>	
<input type="radio"/> T4									<input type="checkbox"/>	
<input type="radio"/> Add				DEPOSITED TO CHECKING ACCT	1 PRIN				<input type="checkbox"/>	
<input type="radio"/> Chk	1 PRIN								<input type="checkbox"/>	

Tickler No. 38522 *ACH* -----DISBURSEMENT TRANSACTION DATA-----

Amount	Verify Amt	DC	Disbursement Type	Paid To	Name	Port	DDA	Paid For
1000.00	1000.00	42	DEPOSITED TO CHECKING ACCT	103900036	*BANK OF OKLAHOMA	1 PRIN	[REDACTED]	[REDACTED]

EXISTING REQUEST - SUBMITTED 3/8/2014 11:38:20 AM <none>

Action Log
[REDACTED] SUBMITTED 3/8/2014 11:38:20 AM: PaidTo: 103900036 *BANK OF OKLAHOMA/DEPOSITED TO CHECKING ACCT, ADDR CHANGED

For this example, let's say the beneficiary decides they would prefer to have a check disbursement instead of a direct deposit, and would like \$5000 instead of \$1000. The user will click the box next to 'Chk' as they normally would for a check disbursement. The disbursement transaction section will change to reflect this, and the user would also modify the 1x amount and verification amount sections.

Call No: CALL2194695 Retrieve Data User: [REDACTED] Today: 3/8/2014 HELPDESK

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.I. Principal: 64,000.00
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 1,000.00
 Line 4: [REDACTED] State Code: NM New Mexico Balance: 63,000.00

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency	De
T1	38522	10390036 ^BANK OF OKLAHOMA	ACH 42	DEPOSITED TO CHECKING ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days	<input type="checkbox"/>
T2									<input type="checkbox"/>
T3									<input type="checkbox"/>
T4									<input type="checkbox"/>
Add				DEPOSITED TO CHECKING ACCT	1 PRIN				<input type="checkbox"/>
Chk	1 PRIN								<input type="checkbox"/>

Tickler No. [REDACTED] **Check** -----DISBURSEMENT TRANSACTION DATA-----

Amount	Verify Amt	Disbursement Type	Paid To	Name	Port	DDA	Paid For
5,000.00	5,000.00	47 REQUESTED BY ACCOUNTHOLDER	[REDACTED]	[REDACTED]	1 PRIN		[REDACTED]

EXISTING REQUEST - SUBMITTED 3/8/2014 11:38:20 AM SUBMIT ACCOUNT DATA EXIT CANCEL <none>

Action Log
 [REDACTED] SUBMITTED 3/8/2014 11:38:20 AM: PaidTo: 10390036 ^BANK OF OKLAHOMA/DEPOSITED TO CHECKING ACCT, ADDR CHANGED

Local intranet | Protected Mode: Off 100%

The user then can click submit, and the 1x disbursement request will be updated to reflect the new request information. The request can be modified as many times as necessary up until the 1x cutoff time in the afternoon. The action log will gain an entry for each time the disbursement request is modified, which includes the newest instructions, along with the user name who submitted the changes and the date and time it was updated.

Call No: CALL2194695 Retrieve Data User: [REDACTED] Today: 3/8/2014 HELPDESK

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY DISBURSEMENT DATA Principal: 64,000.00
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 5,000.00
 Line 4: [REDACTED] State Code: NM New Mexico Balance: 59,000.00

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency
T1	38522	103900036 *BANK OF OKLAHOMA	ACH 42	DEPOSITED TO CHECKING ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days
T2								
T3								
T4								
Add				DEPOSITED TO CHECKING ACCT	1 PRIN			
Chk	1 PRIN							

Tickler No. [REDACTED] **Check** DISBURSEMENT TRANSACTION DATA

Amount	Verify Amt	Disbursement Type	Paid To	Name	Port	DDA	Paid For
5000.00	5000.00	47 REQUESTED BY ACCOUNTHOLDER	[REDACTED]	[REDACTED]	1 PRIN		[REDACTED]

EXISTING REQUEST - UPDATED 3/8/2014 11:55:47 AM SUBMIT EXIT CANCEL <none>

Action Log

- [REDACTED] SUBMITTED 3/8/2014 11:38:29 AM: PaidTo: 103900036 *BANK OF OKLAHOMA/DEPOSITED TO CHECKING ACCT, ADDR CHANGED
- [REDACTED] UPDATED 3/8/2014 11:55:47 AM: PaidTo: [REDACTED] REQUESTED BY ACCOUNTHOLDER, AMT CHANGED FROM 1000.00 TO 5,000.00, ADDR CHANGED

Users will also have the ability to cancel an existing request. In cases where the beneficiary changes their mind, or a duplicate 1x request is discovered, the user can open the request they wish to cancel. In the bottom right corner of the form, there is a 'Cancel' button, along with a drop down menu next to it listing reasons for cancellation.

Call No: CALL2194695 Retrieve Data User: [REDACTED] Today: 3/8/2014 HELPDESK

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.I. Principal: 64,000.00
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 5,000.00
 Line 4: [REDACTED] State Code: NM New Mexico Balance: 59,000.00

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency	D
T1	38522	103900036 *BANK OF OKLAHOMA	ACH	42	DEPOSITED TO CHECKING ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days
T2									
T3									
T4									
Add					DEPOSITED TO CHECKING ACCT	1 PRIN			
Chk	1 PRIN								

Tickler No. [REDACTED] **Check** DISBURSEMENT TRANSACTION DATA

Amount	Verify Amt	Disbursement Type	Paid To	Name	Port	DDA	Paid For
5000.00	5000.00	47 REQUESTED BY ACCOUNTHOLDER	[REDACTED]	[REDACTED]	1 PRIN		[REDACTED]

EXISTING REQUEST - UPDATED 3/8/2014 11:55:47 AM SUBMIT EXIT CANCEL

<none>
 <none>
 REQUESTED BY BENEFICIARY
 REQUESTED BY AGENCY
 DUPLICATE REQUEST
 RFM ENTRY ERROR

Action Log

[REDACTED] SUBMITTED 3/8/2014 11:58:20 AM: PaidTo: 103900036 *BANK OF OKLAHOMA/DEPOSITED TO CHECKING ACCT, ADDR CHANGED

[REDACTED] UPDATED 3/8/2014 11:55:47 AM: PaidTo: [REDACTED] REQUESTED BY ACCOUNTHOLDER, AMT CHANGED FROM 1000.00 TO 5,000.00, ADDR CHANGED

Local intranet | Protected Mode: Off 100%

The user must select a reason for cancellation, and then click the cancel button. **Please make sure that the request needs to be cancelled before clicking the cancel button, as it cannot be reopened at this point.**

Call No: CALL2194695 Retrieve Data User: [REDACTED] Today: 3/8/2014 HELPDESK

Account: [REDACTED] Name: [REDACTED] Minor Type: 38 VOLUNTARY HOLD FOR U.I. Principal: 64,000.00
 Refresh Address Line 2: [REDACTED] SSN: [REDACTED] Income: 0.00
 Change Address Line 3: [REDACTED] Phone No: [REDACTED] Requested: 0.00
 Line 4: [REDACTED] State Code: NM New Mexico Balance: 64,000.00

Tickler	Paid To	Name	DC	Disbursement Type	Portfolio	Paid For	Bank Acct	Frequency	De
<input type="radio"/> T1	38522	103900036 *BANK OF OKLAHOMA	ACH 42	DEPOSITED TO CHECKING ACCT	1 PRIN	[REDACTED]	[REDACTED]	Every 1 days	<input type="checkbox"/>
<input type="radio"/> T2									<input type="checkbox"/>
<input type="radio"/> T3									<input type="checkbox"/>
<input type="radio"/> T4									<input type="checkbox"/>
<input type="radio"/> Add				DEPOSITED TO CHECKING ACCT	1 PRIN				<input type="checkbox"/>
<input type="radio"/> Chk	1 PRIN								<input type="checkbox"/>

Tickler No. [REDACTED] *Check* DISBURSEMENT TRANSACTION DATA

Amount	Verify Amt	Disbursement Type	Paid To	Name	Port	DDA	Paid For
5000.00	5000.00	47 REQUESTED BY ACCOUNTHOLDER	[REDACTED]	[REDACTED]	1 PRIN	[REDACTED]	[REDACTED]

EXISTING REQUEST - UPDATED 3/8/2014 11:55:47 AM SUBMIT EXIT CANCEL REQUESTED BY BENEFICIARY

REQUEST CANCELLED

Action Log

- [REDACTED] SUBMITTED 3/8/2014 11:38:20 AM: PaidTo: 103900036 *BANK OF OKLAHOMA/DEPOSITED TO CHECKING ACCT, ADDR CHANGED
- [REDACTED] UPDATED 3/8/2014 11:55:47 AM: PaidTo: [REDACTED] REQUESTED BY ACCOUNTHOLDER, AMT CHANGED FROM 1000.00 TO 5,000.00, ADDR CHANGED

A red notification box will appear, showing that the request has been cancelled. If a request is cancelled in error, a new call will have to be opened for the 1x request.

SECTION 3 – AFM 1X DISBURSEMENT APPROVAL PROCESS

3.1 OST Approval Process

The OST Approving Official gives **Approval to Process** through the Automated RFM Program in SharePoint until **2:30pm** MST daily.

- The OST Approving Official will open the Automated RFM Program in SharePoint and click the Approval tab.
 - The Call record will not appear in the Approval tab until the Call Center technician has clicked the Submitted button.



- Next, the OST Approving Official will select the Owner Group and will have the ability to sort the Call records **by Account Number or 1X Amount**. The disbursement amount and the disbursement delegation limits of the OST Approving Official will determine who will certify the disbursement
 - Only the members of the OST Manager Assignment Group will have the ability to certify disbursements:
 - a. TBCC Account Tech - \$10,000 or less.
 - b. TBCC Management Analyst - < \$100,000.
 - c. TBCC Manager & FTO - < \$1,000,000.
 - d. Deputy RTA & RTA - > \$1,000,000.

DevelopmentReporting > AutomatedRFM
This is the home page for Development and reporting within OCIO

OCIO OST Sharepoint Home OCIO Business Center OCIO Programs OST Offices DOI Bureaus

AUTOMATED RFM

Home Approvals Search Posted Reports About

WELCOME TO AUTOMATED RFM REQUEST REVIEW! LABEL

Owner Group: **HELPDESK** Sort By Account Sort By Amount

- Select a 1X request by clicking the ‘Review’ button and proceed to Certification.

DevelopmentReporting > AutomatedRFM
This is the home page for Development and reporting within OCIO

OCIO OST Sharepoint Home OCIO Business Center OCIO Programs OST Offices DOI Bureaus

AUTOMATED RFM

Home Approvals Search Posted Reports About

WELCOME TO AUTOMATED RFM REQUEST REVIEW! LABEL

Owner Group: ALL Sort By Account Sort By Amount

Disbursement Requests

	Call	Account	Name	Disbursement Type	Amt	Requester	Status	Owner Group	Check
Review	CALL90909090	██████	██████	DEPOSITED TO CHECKING ACCT	10.00	██████	SUBMITTED	OCIO	N

- Certification will consist of reviewing the information in each web form against the information in the ServiceManager Call record within the OST Approving Officials limit, then either approve, disapprove, or cancel the request.

Call No: CALL90909090 Account No: [REDACTED] Today: 3/5/2014 Orig Requester: [REDACTED] [REDACTED] 2/18/2014 1:41
 Approver: [REDACTED] Last Updated: [REDACTED] [REDACTED]

CURRENT ADDRESS		NEW ADDRESS			
Name:	[REDACTED]	No Change		Principal:	1,217.93
Addr2:	[REDACTED]	No Change		Income:	0.00
Addr3:	[REDACTED]	No Change		Obligated:	10.00
Addr4:	[REDACTED]	No Change		Balance:	1,207.93
State Cd:	50 Virginia	No Change		DDA No:	[REDACTED]
Phone:	[REDACTED]	No Change			

Amount	Tickler	Disbursement Type	Paid To	Port	Paid For	DDA No.
10	51541 ACH 42	DEPOSITED TO CHECKING ACCT	321270742 ^WELLS FARGO BANK NEVADA N A	1 PRIN	[REDACTED]	[REDACTED]

Approved Exit Disapproved <Select a Disapprove Reason> Cancel Request <Select a Cancel Reason>

Action Log
 [REDACTED] SUBMITTED 2/18/2014 1:46:47 PM: PaidTo: 321270742 ^WELLS FARGO BANK NEVADA N A/DEPOSITED TO CHECKING ACCT

If there is another 1X request pending posting you will see the call in yellow under the "Other Requests" heading. If any changes are being made to the TFAS NA record they will appear on the Approval screen in red.

Call No: CALL2194689 Account No: [REDACTED] Today: 3/7/2014 Orig Requester: [REDACTED] [REDACTED] 3/5/2014 2:49
 Approver: [REDACTED] Last Updated: [REDACTED] [REDACTED]

Other Requests
 CALL2194690 1500.00 APPROVED 3/5/2014 2:55:36 PM ^BANK OF COMMERCE DEPOSITED TO SAVINGS ACCT

CURRENT ADDRESS		NEW ADDRESS			
Name:	[REDACTED]	[REDACTED]		Principal:	62,386.56
Addr2:	[REDACTED]	[REDACTED]		Income:	0.00
Addr3:	[REDACTED]	[REDACTED]		Obligated:	3,500.00
Addr4:	[REDACTED]	[REDACTED]		Balance:	58,886.56
State Cd:	37 North Dakota	OK Oklahoma		DDA No:	[REDACTED]
Phone:	[REDACTED]	[REDACTED]			

Ticklers
 To Be Added ^BANK OF COMMERCE DEPOSITED TO SAVINGS ACCT 1 PRIN [REDACTED]

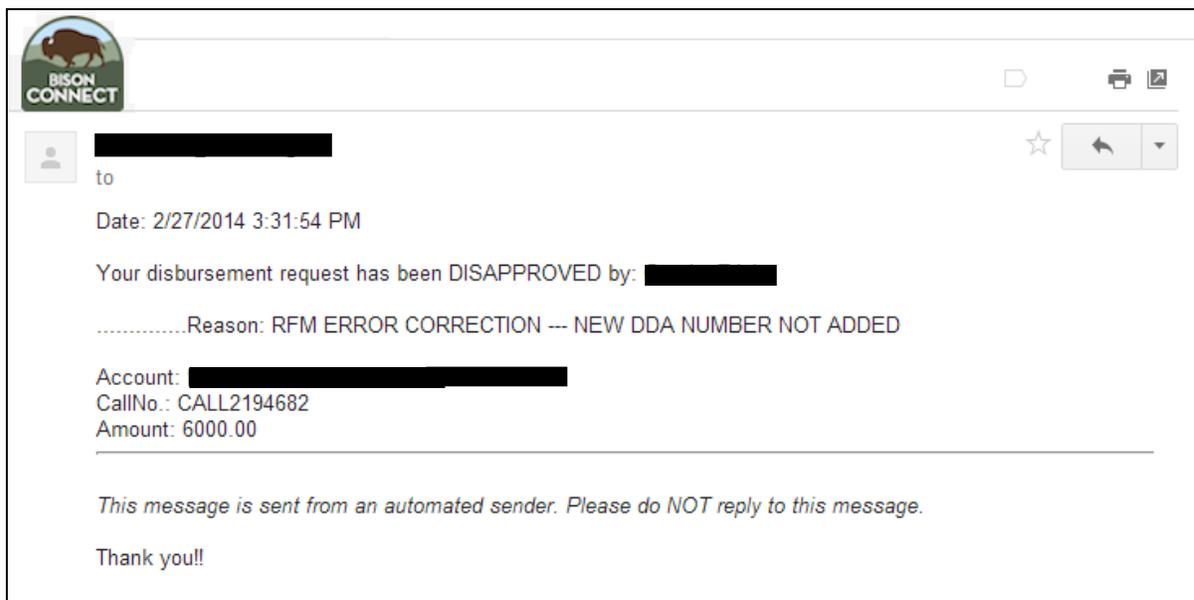
Amount	Tickler	Disbursement Type	Paid To	Port	Paid For	DDA No.
2000	ACH 43	DEPOSITED TO SAVINGS ACCT	103002617 ^BANK OF COMMERCE	1 PRIN	[REDACTED]	[REDACTED]

Approved Exit Disapproved <Select a Disapprove Reason> Cancel Request <Select a Cancel Reason>

Action Log
 [REDACTED] SUBMITTED 3/5/2014 2:49:38 PM: PaidTo: 103002617 ^BANK OF COMMERCE/DEPOSITED TO SAVINGS ACCT , ADDR CHANGED, TICKLER TO BE ADDED FOR BANK 103002617

- **Approved** – After reviewing the 1X request, if all entries match the information in the ServiceManager Call and the Obligated amount does not exceed the Balance, the Approving Official will click the ‘Approved’ button. The 1X request will then be removed from the ‘Submitted’ list and will go forward for posting.
- **Disapproved** – After reviewing the 1X request, if there any errors are found, click the ‘Disapproved’ button and click the down arrow in the ‘Select a Disapprove Reason’. Additional notes for the technician can be added in the ‘Reason’ box then click the ‘Disapproved’ button again. The Call Center technician can then make the necessary corrections and resubmit the 1X request.

Once disapproved an automated email will be sent to the Call Center technician stating the reason for the disapproval.



- **Cancel Request** - After reviewing the 1X request, if it is determined the 1X request cannot be processed or is no longer needed, click the ‘Cancel Request’ button and click the down arrow in the ‘Select a Cancel Reason’. Additional notes for the technician can be added in the ‘Reason’ box then click the ‘Cancel Request’ button again. This action removes the 1X request and no

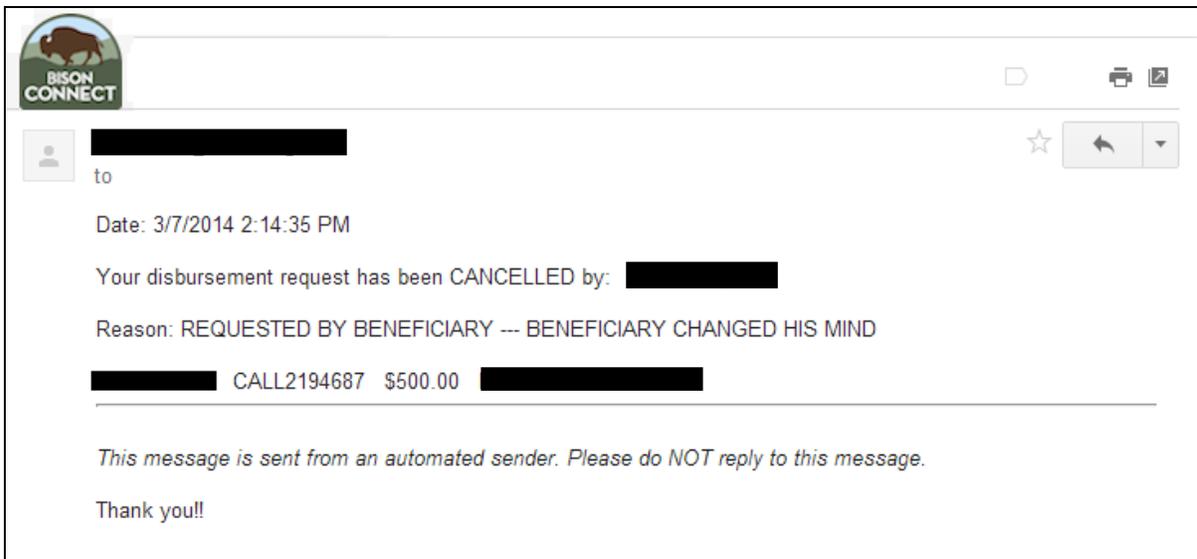
corrections/modifications can be made, if a new 1X is needed for the account then a new call must be added to ServiceManager.

Amount	Tickler	Disbursement Type	Paid To	Port	Paid For	DDA No.
10	51541	ACH 42 DEPOSITED TO CHECKING ACCT	321270742 ^WELLS FARGO BANK NEVADA N A	1 PRIN		

Reason: Must provide a reason then click the Cancel button again

Action Log
 SUBMITTED 2/18/2014 1:46:47 PM: PaidTo: 321270742 ^WELLS FARGO BANK NEVADA N A/DEPOSITED TO CHECKING ACCT

Once cancelled an automated email will be sent to the Call Center technician stating the reason for the cancellation.



- The control for this approval process is electronic documentation that the appropriate Approving Official took action. The web application will not allow the Approving Official to approve 1X disbursements over their delegation limit. If the 1X amount is over the Approving Official’s limit the Approve, Disapprove, and Cancel buttons will not appear and a prompt will appear in red.

Amount	Tickler	Disbursement Type	Paid To	Port	Paid For
10000		Check 47 REQUESTED BY ACCOUNTHOLDER		1 PRIN	

Request Amt 10000 over Gatewood, Rae 10000 limit.

Action Log
 SUBMITTED 3/5/2014 2:36:36 PM: PaidTo: [REDACTED] REQUESTED BY ACCOUNTHOLDER, ADDR CHANGED
 UPDATED 3/5/2014 2:38:00 PM:, AMT CHANGED FROM 10000.00 TO 10,000.00, ADDR CHANGED
 UPDATED 3/5/2014 2:40:07 PM:, AMT CHANGED FROM 10000.00 TO 10,000.00, ADDR CHANGED
 UPDATED 3/5/2014 2:41:03 PM: PaidTo: 113000023 ^BANK OF AMERICA NA/DEPOSITED TO CHECKING ACCT, AMT CHANGED FROM 10000.00 TO 10,000.00, ADDR CHANGED

- When an action box is clicked, the web application will date and time stamp the action in the Action Log and record the user name of the individual that checked the box. (*Note: these records are immediately locked by the application and cannot be altered.*)

Action Log	
	SUBMITTED 2/7/2014 3:31:15 PM:
	DISAPPROVED 2/10/2014 3:08:58 PM: SERVICE CENTER DISCREPANCY -- AMT REQUEST DISCREPANCY
	UPDATED 2/14/2014 1:40:05 PM:, AMT CHANGED FROM 500.00 TO 200.00
	APPROVED 2/18/2014 2:32:13 PM
	POSTED 200 ON: 2/20/2014 3:02:19 PM

3.2 Steps Performed by OST IT Services and Trust Services

ODR Pre-QA Check – Each request in the web application is run through a PreQA check or editing process, using data from TFAS, to verify:

- the IIM account exists
- the IIM account is open
- the IIM account is on Voluntary Hold status (minor account type)
- the IIM account has sufficient funds available.

Transactions not meeting the PreQA check will not be able to be entered in the system.

Transactions that are processed with any errors will be posted in the **Missing Data Report or Error Report** on a shared directory.

- The report will be retrieved from the shared directory by TBCC **and errors will be corrected by the owner of the ServiceManager Call** via email notification.

Automated Disbursement Program:

Transactions meeting PreQA requirements and are valid for processing will proceed through the web application and the Automated Disbursement Program to post disbursements in real time, to TFAS.

13.3 Steps Performed by Trust Beneficiary Call Center

ServiceManager Auto Close –

- All ServiceManager Calls associated with successful completion from the web application and the Automated Disbursement Program postings will be automatically closed after the Automated Disbursement Program completes
- The Automated Disbursement Program will post a completed report within the web application.

- The report is a listing of all accounts for which the 1x disbursement transactions were successfully completed.
 - The report will be retrieved from the web application by the TBCC System Administrator and used to automatically close the ServiceManager Calls.
 - The auto close will be initiated by the TBCC System Administrator.
 - The Posting Report includes the unique identifier for the ServiceManager Call, which will be used to automatically update the Call “Resolution” field.
 - In addition to preformatted text, the disbursement amount from the “Posted Report” will also be posted into the “Resolution” field.
 - The updated ServiceManager Calls will then be automatically closed using the **1x disbursement** “Closure Code”.
- The Automated Disbursement Program will generate an automated email with a summarized and detailed listing of amounts interfaced.

1x Disburs [REDACTED]

 From: <AutoRFM_1x_Posting@ost.doi.gov>
 Date: Tue, Mar 4, 2014 at 2:49 PM
 Subject: TESTING 1x Disbursement File 3/4/2014

Date: 3/4/2014 2:49:56 PM Batch Id: SC000059

Today's One-Time Disbursements were processed with the following results:

Checks:	\$2,000.00	1 Accounts
ACH:	\$1.00	1 Accounts

Total Posted:	\$2,001.00	2 Accounts
Errors:	\$11,500.00	3 Accounts

INPUT TOTAL:	\$13,501.00	5 Accounts

[REDACTED]	Call Number	[REDACTED]	Error Message
[REDACTED]	CALL0000003	\$5,000.00 [REDACTED]	INSUFFICIENT PRINCIPAL BALANCE
124U [REDACTED]	CALL0000004	\$500.00 MARQUS [REDACTED]	INSUFFICIENT PRINCIPAL BALANCE
180U [REDACTED]	CALL0000005	\$6,000.00 LLOYD [REDACTED]	INSUFFICIENT PRINCIPAL BALANCE

This message is sent from an automated sender. Please do NOT reply to this message.

Thank you!!