Payment-Related Inquiries

Public Contact Team CRM/UD-O Training

OFO-NCC

February 2022

References:
KM ARTICLE

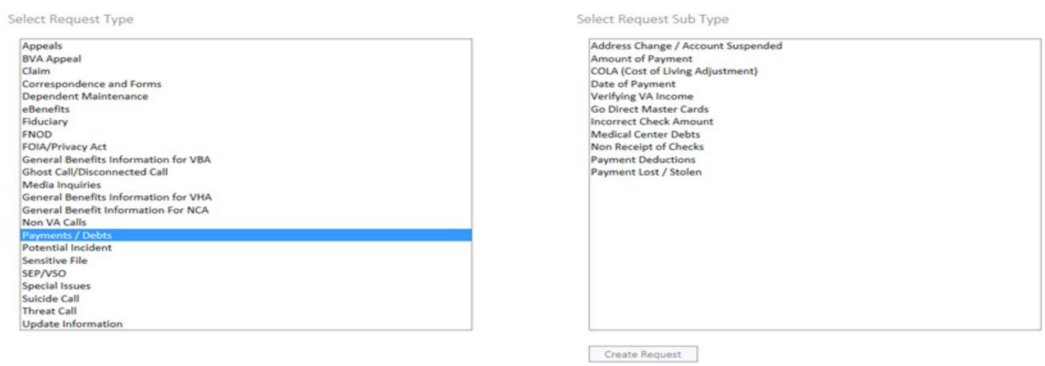
- Non-Receipt of Payment Quick Reference
- 0820 Routing Procedures

Introduction

One of the most common and challenging issues to address in the Public Contact Team (PCT) is assisting Veterans and beneficiaries with payment-related inquiries. When clients are experiencing payment-related issues, Public Contact Representatives (PCRs) must utilize the information available in the system of records, available resources, and information obtained from the client to obtain the necessary information to appropriately resolve the issue.

Addressing Payment-Related Inquiries

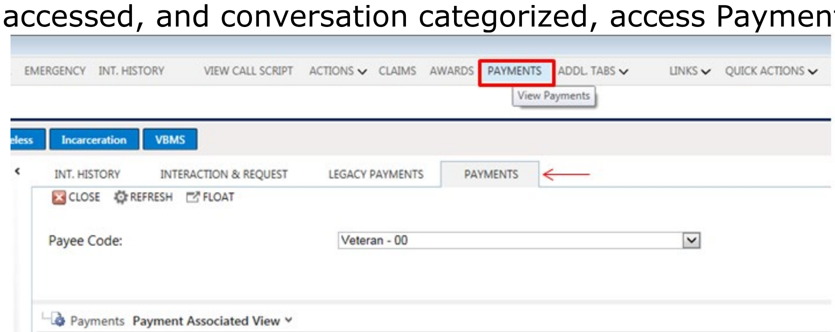
When a client alleges he/she did not receive his/her payment, or the payment amount was reduced from the standard payment, it is important to review all information available in the system of records to appropriately address and resolve the client's concerns. To access the necessary information and begin the interaction, PCRs must first properly categorize the interaction type and subtype.



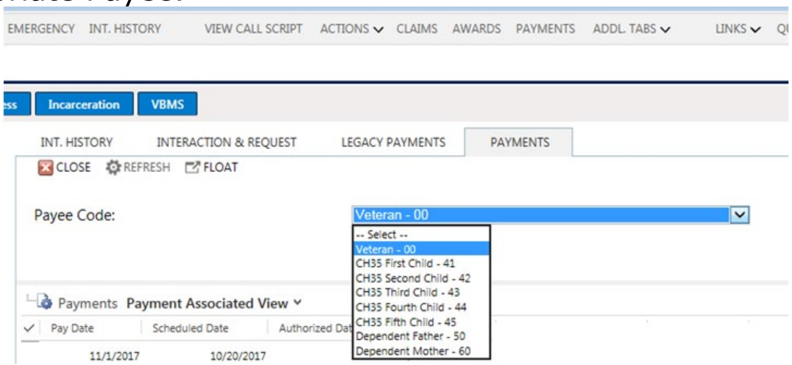
After the interaction has been properly categorized, the first step in resolving a payment-related inquiry is to determine the status of the payment(s) in question. PCRs can utilize the information provided in CRM/UD-O to verify the status of the payment and determine the appropriate actions to address the client's concerns.

Information available in CRM/UD-O

After the file is accessed, and conversation categorized, access Payments tab.



If the payee is not the Veteran, select the Payee Code drop down to select the appropriate Payee.

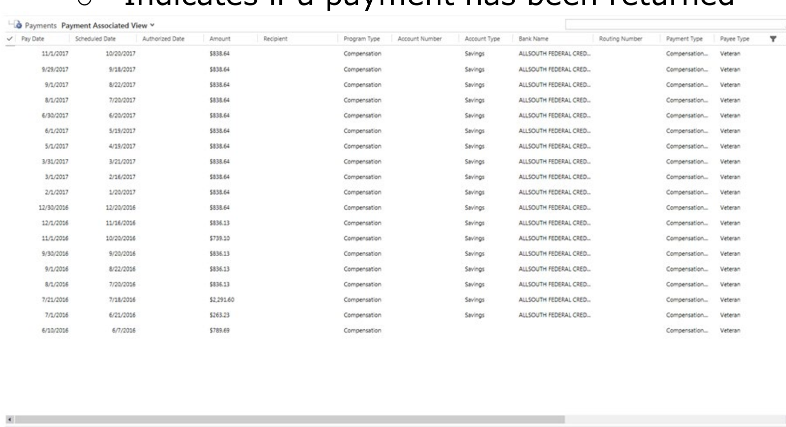


Review payments. From this screen you can review the following information of several payments at one time. Note you will have to scroll to the right to see all content.

- Pay Date*

Be mindful that payments without a Pay Date may not provide the final calculation amount.

- Scheduled Date
- Authorized Date
- Amount
- Recipient
- Program Type (Example: Compensation)
- Account Number
- Account Type (Saving/Checking)
- Bank Name
- Routing Number
- Payment Type (Example: Compensation & Pension – Recurring)
  - Widen this field to determine if the payment is recurring, retroactive, etc.)
- Payee Type
- Return Payment (Also available in Legacy Payments)
  - Indicates if a payment has been returned



Payments Payment Associated View

Pay Date	Scheduled Date	Authorized Date	Amount	Recipient	Program Type	Account Number	Account Type	Bank Name	Routing Number	Payment Type	Payee Type
11/1/2017	10/20/2017		$838.64		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
9/29/2017	9/18/2017		$838.64		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
9/1/2017	8/22/2017		$838.64		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
8/1/2017	7/20/2017		$838.64		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
6/30/2017	6/20/2017		$838.64		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
6/1/2017	5/19/2017		$838.64		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
5/1/2017	4/19/2017		$838.64		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
3/31/2017	3/21/2017		$838.64		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
3/1/2017	2/16/2017		$838.64		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
2/1/2017	1/20/2017		$838.64		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
12/30/2016	12/20/2016		$838.64		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
12/1/2016	11/16/2016		$836.13		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
11/1/2016	10/20/2016		$739.10		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
9/30/2016	9/20/2016		$836.13		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
9/1/2016	8/22/2016		$836.13		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
8/1/2016	7/20/2016		$836.13		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
7/21/2016	7/18/2016		$2,291.60		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
7/1/2016	6/21/2016		$263.23		Compensation		Savings	ALLSOUTH FEDERAL CRED...		Compensation...	Veteran
6/10/2016	6/7/2016		$789.69		Compensation					Compensation...	Veteran

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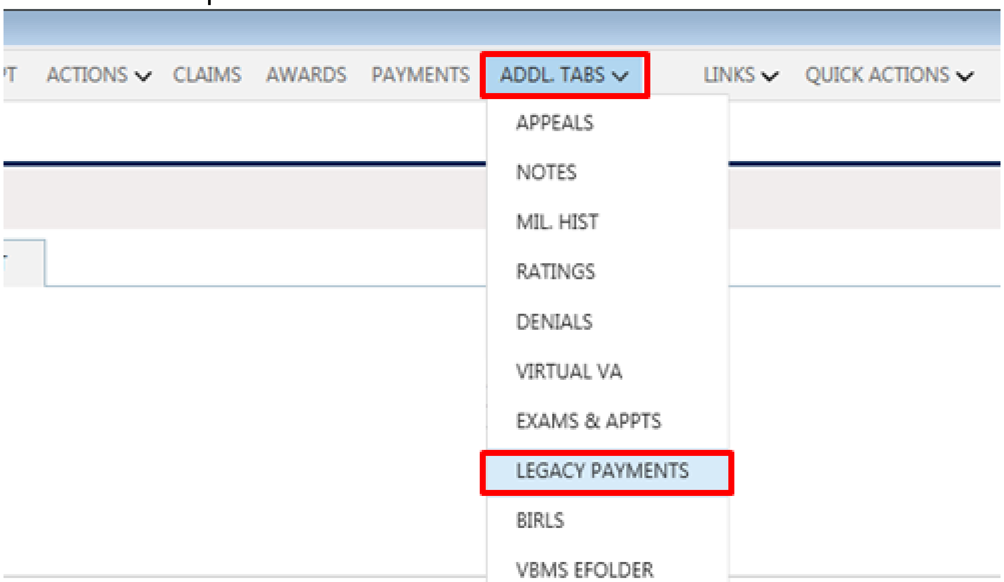
Double click on a payment to reveal Payment Details.

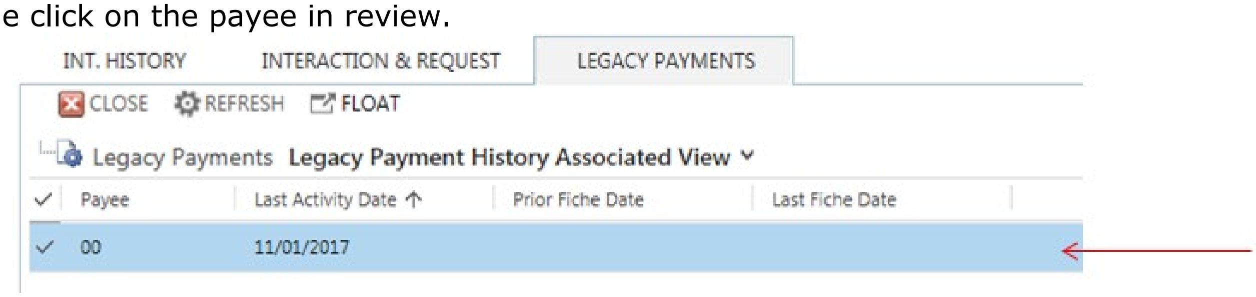
a. Payment Information
b. Payment Details
    i. Note: The Net Payment Amount and Gross Amount are both available to be compared within this tab.
c. Payment Adjustments
   Debt information is in Payment Adjustments sub tab.
d. Award Adjustments

Legacy Payments

After the file is accessed, and conversation categorized, access Legacy Payments from the ADDL. TABS drop down.



Double click on the payee in review.



This Activates the Legacy Payments Summary subtabs:

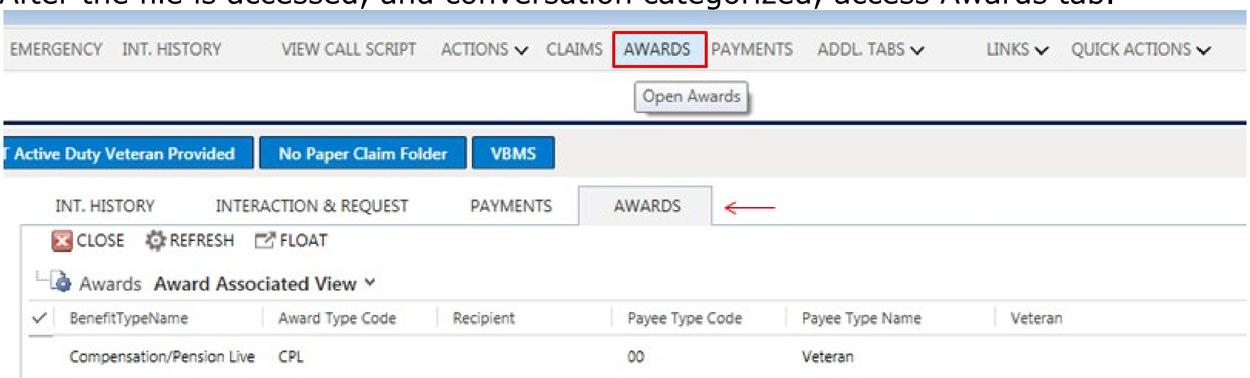
a. Payment Details
b. Payment Data
   Payment Data tab provides information pertaining to the payments such as:
   - Type of Payment
   - Amount
   - Pay Date
   - Paid By
     - C – Corporate/ Vetsnet

    - B – BDN
  - Where the payment was issued
    - The payment method, etc.
- Notice the pages at the bottom. May need to click the blue arrow to see more payments.
- Scroll to the right for more information

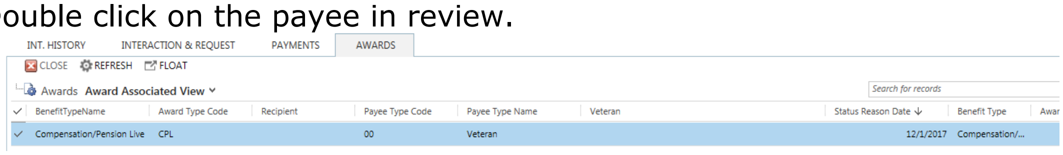
c. Returned Payment Data
   This is where to see if payments have been returned.

Payment Information available in Awards Tab

After the file is accessed, and conversation categorized, access Awards tab.



Double click on the payee in review.



Review applicable information within Award Summary, which may include

a. Awards Details

Review Payment information available in Award Details to include:

- Frequency of Payments (Example: Monthly)
- Current Monthly Rate
- Pay Status Name (Example: Authorized, Suspended, or Terminated)

b. Fiduciary

c. Award/Payment Adjustment
   This section is used to determine Receivables, Deductibles, and Proceeds. (Scroll down)

d. Award Lines
   This provides an outline of awards adjustments and effective dates. (Scroll right for more information)

e. Income Summary
   Income Summary may provide details of income changes for Pension recipients. Review notification letters for more details if a Pension award is reduced.

Payment Related Interactions in PCT

A suggested process flow for interactions of this type, and some supporting resources, are provided below:

1. Determine the status of the payment(s) in question
   - Was the payment issued?
   - Was the payment withheld due to recoupment of a debt?
   - Has the payment been returned?
   - Was there a change to the award that impacted the payment amount or delivery?
     - Removal of a dependent, drill pay, expiration of temporary 100%, etc.

2. Determine what actions are necessary to appropriately address the payment-related issue.
   - Is a VA Form 27-0820d, Report of Non-Receipt of Payment, required?
   - Is a VA Form 27-0820, Report of General Information, required?
   - Is a Change of Address or Direct Deposit required?
   - Resources:
     - KM Article, the *Non-Receipt of Payment Quick Reference*

3. Complete the necessary action(s) to resolve the client's payment-related inquiry and properly document the system of records to reflect the actions taken.
   - Please note that in some situations, the PCR will only be able to relay information and provide a referral for assistance. In these situations, the PCR completes the necessary action by providing the proper referral for assistance.

Throughout the process of researching the record, determining the necessary actions to address the client's concerns, and completing all required actions, it is important that you provide the client with complete and accurate information concerning the issue. Ensure you set proper expectations for resolution time and provide all options to address issues, such as debt options (waiver, repayment, etc.), to ensure the client fully understands the actions taken, upcoming required activities, and the estimated date of resolution.

Summary

When a client is requesting assistance with a payment-related inquiry, PCRs must utilize all resources available to identify the issue, provide complete and accurate information to the client, appropriately address and attempt to resolve the issue, and manage the interaction in a courteous and professional manner.