U.S. Department of Veterans Affairs

VBA Payment Research Webinar Training

Frequently Asked Questions

Resource Guide

February 2020

Sponsored by:
- **Veterans Benefits Administration (VBA)**
- **Office of Financial Management (OFM)**
- **VBA Administrative and Loan Accounting Center (ALAC)**

This resource guide provides answers to questions asked during the Payment Research Webinar Training delivered by Administrative Accounting Division (AAD) from VBA Administrative and Loan Accounting Center (ALAC) on February 21, 2019.   The questions are listed in the asked in on the whiteboard during the training.

VBA Questions and Answers (Q&A)

Payment Research Question	Payment Research Answer
Can you be in VEN2 FMS table and leaf to VNAM?	Yes, you may use leaf from a record on one table (VEN2) to the same record on another table (VNAM).
Can station employees get access to VEN2 as well as VEND?	Stations may obtain access to the FMS VEN2. However, the VEND table is not authorized for stations due personal identifying information.
What FMS table list reason codes for payment cancellation? Are these codes different than TCIS codes?	FMS CXRC Table provides the list of reason codes for EFT and Check cancellations. The codes in FMS are different from the codes in the Treasury Check Information System (TCIS). For example, in FMS the B code stands for Better Address and in TCIS it's coded as 02 for undeliverable.
In RSD F850 report, what is document type?	Document Type T is for obligations that were established with a VA Form 1358 and Type C is for form 2237.
Financial related audits such as F851 and F850 reports. Recommendations on how to resolve open obligations which are delinquent in days?	Stations need to review data contained in the F850 and F851 reports monthly. The purpose of the review is to reconcile the outstanding and/or undelivered balance column to the anticipated cost of unpaid posted authorizations or the amount unpaid. As part of the review, the Finance Office will identify FMS open obligations with a last activity date greater than 90 days. Appendix D has additional information on the review. https://www.va.gov/finance/docs/VA-FinancialPolicyVolumeIIChapter05.pdf
Is there a diagram of the tables that you use if you wanted to start at vendor code and work your way all the way through the payment check or EFT number?	See attachment Payment Research Diagram.pdf
How soon after a payment is processed can you review it?	If the payment is processed in CAATS, the station can view in FMS the next business day. If the payment was processed in FMS directly, the station can view the same day.

Payment Research Question	Payment Research Answer
If the vendor # shows block. Generally, we call the Vendor and at times it takes a while for them to change it or update. Reject need to clear. What will be the best action in this type of scenario? The station is limited but we need to clear the reject.	If the vendor is blocked, they may need to update their vendor file using VA Form 10091 and submit to the Financial Services Center (FSC) Customer Support Help Desk via email at vafsccshd@va.gov.
If you see incorrect information on the UDDT table for the ZS and ZE payments, what do you suggest is the best way to correct it?	If information is incorrect on the UDDT table regarding a ZE or ZS payment (UDN) is due to one of the following: (1) The station keyed the wrong UDN, in this case – the station coordinates with ALAC to update the UDN in FMS (ZE/ZS); or (2) ALAC incorrectly keyed the wrong UDN. If so, ALAC must reverse the transaction and process correctly.
Should we be checking the SPDX and UDDT tables daily? Are there any other tables that we should be checking daily?	Station should review the **UDST Table daily**. The USDT Table provides a complete UDN list in each Suspense Accounts (3875, 3885, 6278 and 6279). The UDDT provides detail regarding a specific UDN within a UDST.
Is the CHKH table the only table that shows cancellation/transaction codes?	The CHKH and EFTH table can be used to confirm whether a payment was cancelled. The CHKH is for Checks and the EFTH is for Electronic Transfers.
On PCS travel that appears on the F829 report as RO what do we compare the report to? Do we contact the PCS Coordinator for verification? Do we reconcile PCS travel?	PCS Travel is managed by the VAFSC PCS Travel Division. Stations may coordinate any questions regarding PCS Travel through them. Website: http://vaww.fscdirect.fsc.va.gov/pcs.asp Ph: (512) 460-5282
How do we research payment rejects in FMS as well as a list of FMS tables, their uses, and how to fill them out?	Below is the link to the FMS user guide. Under Field Stations – volume 1 and 2 will have the complete list of Payment Queries screen. Wedsite: http://vaww.va.gov/FMSHOME/FMS_Users_Guide.asp
How do we apply the initial budget and quarterly budget as well as how to request funding?	VACO establishes the appropriation, apportionment, and allotment budget levels in FMS. Stations should coordinate with VACO during the budget formulation process and once the fiscal budget is approved ensure funds are allocated in accordance with the agreed upon budget formulation plan. To request an Unfunded Request (UFR) please coordinate with VACO Budget and provide justification for the request.

Payment Research Question	Payment Research Answer
On the RSD Resource Guide, can we get an updated detailed version of the tutorial on RSD EOSThin Client?	Attached is the full training for FCM. Financial Content Management (FCM)
Now that VRE Invoices are processed in IPPS, how can we trace these payments in FMS? And will SSD Finance get some kind of training on how to track or research a payment in IPPS?	You can research in FMS under SUSA, DXRF, PVHT and PVLT tables. The transaction code is still WV but with A/O 04. See the attachment for new process concerning WV payments. SSD is only responsible for overpayments to schools. See slide two of attachment. WV Process with IPPS.pdf
When we are checking the F829 Accepted document listing for a CX payments, most of the CX were WV payments. what should we do? Do we notify the Veteran or the VRC's who initially processed them to request a reissue? Is this linked to the new IPPS program?	Cancellation document (CX) are processed for a few different reasons. The REASON CODE identifies the reason for check cancellation and is defined on the Check and EFT Cancellation Reason Code Table (CXRC). More frequent reasons for cancelled payments is due to bad banking information, bad address or stale dated checks. Stations should no longer find WV rejects on the F829 report due to FSC processing payments through IPPS.
When researching TM rejects, how do you research to see which traveler it belongs to? What do you do if the travel order number is on the TM, but it is still rejecting?	If the travel order number is on the TM reject. First, review the TOHT/TOLT tables ensuring the vendor code and the reference line is correct. TM transactions should always be processed to line 002. If the travel order number is missing, look at the description field. In most cases it gives the traveler name and/or the ticket number, or it sometimes gives the name of the hotel if it's paying a hotel. Also, look at the dates of travel on the TOHT screen. These are all places to start your search and help you narrow down which traveler it belongs to in Concur. If you are still unable to determine the traveler or the travel order number you can contact the FSC TDY Travel section at vafscetravel@va.gov. If the travel is for Benetravel please ensure a travel order for the fiscal year is established and there are enough funds available on the benetravel order in FMS.