

# Web Collect Reject Report Journal Entry

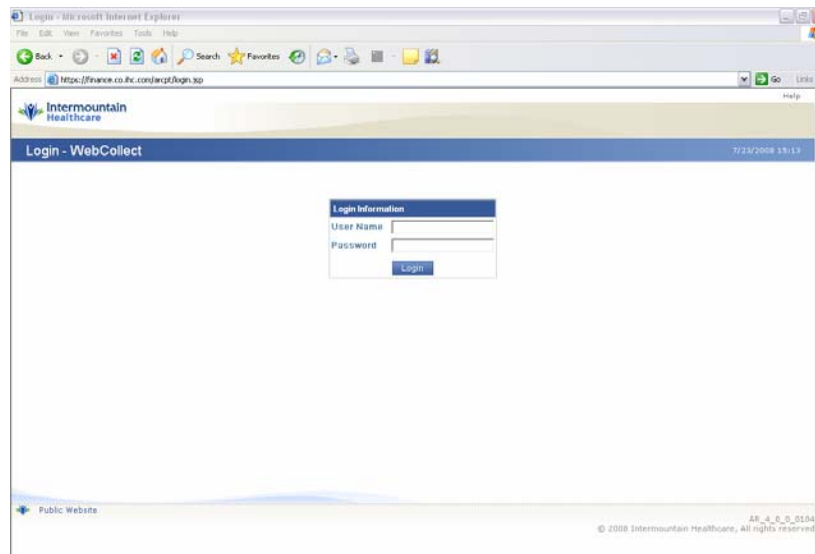
**COMPLETION:** Twice per month. Work on 1<sup>st</sup> and 15<sup>th</sup> of each month. Entry on the 1<sup>st</sup> will be for previous month data.

**TOOLS NEEDED:** Web Collect, Excel, AS400, Journal Entry Program

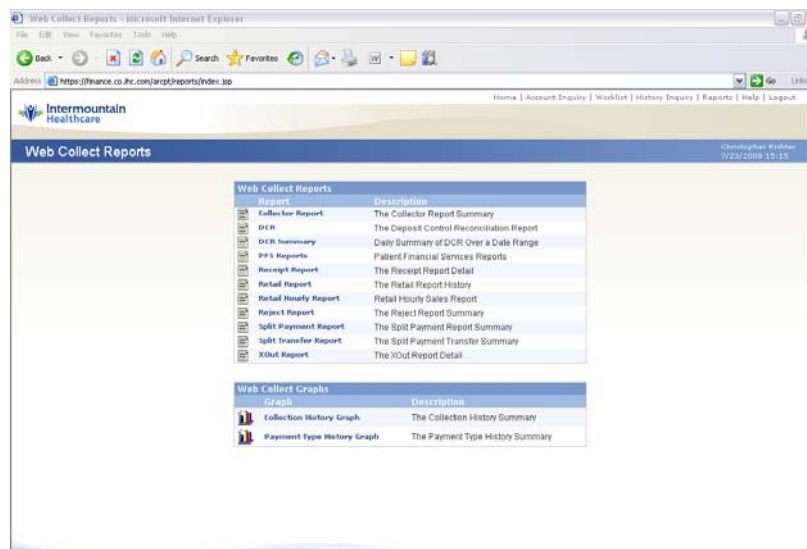
**OBJECTIVE:** The purpose of working the Web Collect reject report is to account for rejected payments made through the Web Collect Program. The rejected amounts are transferred from the Central Office back to the collecting facility so they can account for the rejected payments.

## **PROCESS: Generating the Report**

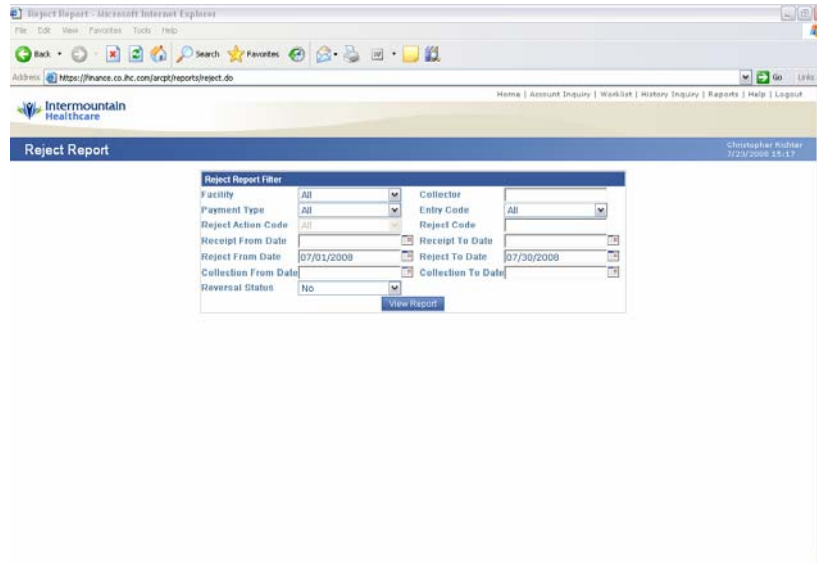
- 1- From your desktop, open the Web Collect Program and login with your name and password.



- 2- When Web Collect opens, click on the option "Reports" to access the reports list.



- Click on the "Reject Report" link to bring up the reject report menu. In the first drop down menu, select all facilities. You will leave all other fields blank except for the "Reject from & to Dates." Enter the dates for which you will need to run the report. Then on the last drop down menu, "Reversal Status," select "NO" and then click "View Report." (Your filter page will appear as below before report is run.)



- The reject report will then be generated and sorted according to facility. It will appear as below. Click on file and select "Print" to print the report.

Fac.Id.	Receipt#	Receipt Date	Reject Date	Reversal Date	Collection Date	Collector	EC	Type	Amount	Code	Description
116	118112783	06/11/2008	07/09/2008			CEBRANO	TEL	CK	\$45.00	R03	No Account/Unable to Locate Account
116	112219199	06/24/2008	07/02/2008			SIRACZAK	TEL	CK	\$50.00	R03	No Account/Unable to Locate Account
116	112218472	06/25/2008	07/02/2008			CEBRANO	TEL	CK	\$625.00	R03	No Account/Unable to Locate Account
116	118188681	06/30/2008	07/02/2008			ROJOHNS	TEL	CK	\$100.00	R03	No Account/Unable to Locate Account
116	117718773	07/15/2008	07/17/2008			SELPAY	WEB	CK	\$252.16	R03	No Account/Unable to Locate Account
118	111888828	07/01/2008	07/07/2008			RIJADAN	TEL	CK	\$100.00	R03	No Account/Unable to Locate Account
118	111812818	07/07/2008	07/10/2008			SELPAY	WEB	CK	\$25.00	R03	No Account/Unable to Locate Account
118	118818181	07/08/2008	07/15/2008			DMCRUZ	TEL	CK	\$15.68	R03	No Account/Unable to Locate Account
118	118223531	07/09/2008	07/15/2008			HEKSTROM	POP	CK	\$4.56	R01	Insufficient Funds
122	113218133	07/14/2008	07/17/2008			EJRODRIG	POP	CK	\$3.76	R01	Insufficient Funds
122	113213113	07/14/2008	07/17/2008			ROARCIJG	POP	CK	\$5.01	R01	Insufficient Funds
124	111815181	06/26/2008	07/01/2008			SELPAY	WEB	CK	\$58.56	R04	Invalid Account Number
124	11881252	07/01/2008	07/07/2008			AAFRY	TEL	CK	\$100.00	R03	No Account/Unable to Locate Account
124	111828558	07/01/2008	07/07/2008			DPBROWN1	TEL	CK	\$243.83	R03	No Account/Unable to Locate Account
126	11388228	06/30/2008	07/03/2008			KACARVER	TEL	CK	\$100.00	R04	Invalid Account Number
126	11321888	06/30/2008	07/03/2008			MANWALKE2	TEL	CK	\$25.00	R04	Invalid Account Number
126	11388588	06/30/2008	07/03/2008			EJRHILTO	TEL	CK	\$150.00	R03	No Account/Unable to Locate Account

- 5- Begin viewing the rejected payments by clicking on the first receipt # in the report. You will then be viewing the rejected payment receipt which will appear as follows.

AR Receipt Inquiry - Microsoft Internet Explorer

Receipt # 10911785			
Posting Facility	Alta View Hospital	Collecting Facility	Alta View Hospital
Payment Date	07/03/2008	Receipt Date	06/11/2008 13:35:30
Status	Rejected	Post Date	07/03/2008 20:10:01
Reject Code	R03	Reject Date	07/09/2008 11:00:38
Reject Description	No Account/Unable to Locate Account		
Entry Code	TEL	Received Of	DARLENE A MOSS
Collector	CEBRAND	Total Amount	\$45.00
Payment Type	Check	Check Acct#	7236937920382
Check Routing#	124001545		
Check Number	NA		

Fac	Type	Account	Patient Name	Balance	Amount	Payment Code	Billed Acct#
116	AR	85123028	MOSS, DARLENE A	\$694.41	\$45.00	0008	0

- 6- The rejected payment receipt will tell you the: Posting facility, payment and reject date, payment type, payment amount, and reject description. First, print the receipt and then take note of the reject description and amount. There are about 14 different reject descriptions and they will dictate what action you will take.

- 7- Each rejected receipt will give you several options viewed as icons in the top right corner. The four options appear as follows.



The printer allows you to print the receipt, the green check allows you to send the rejected payment to Bonneville, the pen image allows you to view the signature image, the check image allows you to view the check, and the pencil allows you to edit for resubmission.

**8- Bonneville**

You can submit two types of rejected payments directly to Bonneville. The reject description must be either Insufficient Funds, or Account Closed. Also, the amount must be below \$1,000 and there must be an image of the check with a signature from the payer. If these items met, the check can be sent to Bonneville. Please Note: Phone payments without a check image can not go to Bonneville, and bank generated checks can not be sent to Bonneville if they do not have a signature. The below check qualifies for a submission to Bonneville.

AR Receipt Inquiry - Microsoft Internet Explorer

Receipt # 11622583			
Posting Facility	American Fork Hospital	Collecting Facility	American Fork Hospital
Payment Date	07/09/2008	Receipt Date	07/09/2008 18:43:05
Status	Rejected	Post Date	07/09/2008 20:10:01
Reject Code	R01	Reject Date	07/15/2008 11:00:37
Reject Description	Insufficient Funds		
Entry Code	POP	Alt Receipt	P32-83250
Collector	HEKSTROM	Received Of	
Payment Type	Check	Total Amount	\$4.56
Check Routing#	325070760	Check Acct#	3952360788
Check Number	27		

KATHRYN J. ADAMS  
4291 N 900 W  
PLEASANT GROVE, UT 84062-8751

19-7076/2250  
325070760

DATE July 9, 2008

PAY TO THE ORDER OF IHC \$4.56

For and 56/105

Washington Mutual

Kathryn J. Adams

## 9- Resubmissions

Some rejected check payments are rejected due to an incorrect account number entered into the Web Collect system. If the option is available to edit for a resubmission, view the check image to verify the routing and account #'s are correct. The below check was entered with an incorrect check account # and can be corrected by clicking on the edit icon. Fix the error and click Resubmit.

AR Receipt Inquiry - Microsoft Internet Explorer

Receipt # 11449751			
Posting Facility	Valley View Hospital	Collecting Facility	Valley View Hospital
Payment Date	07/02/2008	Receipt Date	07/02/2008 12:46:38
Status	Rejected	Post Date	07/02/2008 20:10:01
Reject Code	R03	Reject Date	07/08/2008 11:00:33
Reject Description	No Account/Unable to Locate Account		
Entry Code	POP	Alt Receipt	P51-11141
Collector	JRBARGER	Received Of	
Payment Type	Check	Total Amount	\$3.37
Check Routing#	024002971	Check Acct#	044105605
Check Number	5085		

TONI F. CORNFORTH 06-07  
PO BOX 11  
CEDAR CITY, UT 84721-0011

5085  
91-297/1240 2966  
044105605

Pay to the Order of \$

Web Fargo Bank, N.A.  
Utah  
www.fargobank.com

For Toni Cornforth

024002971 044105605 5085

Fac	Type	Account	Payment Note	Amount
146	GL	1007112	CAFETERIA TAX	\$0.22
146	GL	6043111	CAFETERIA SALE	\$3.15

Resubmit Cancel

**10-** All remaining types of rejections will need to be entered into the journal entry template to be transferred back to the facilities. You will not need to do anything with the resubmitted payments. For the Bonneville submissions, print out the receipt after it has been submitted and keep these receipts separate. Print all remaining receipts if no edits and resubmissions can be done on them. You will need to print for all facilities lower then 200, and then include 270 and 370. Do not print out receipts for any other facility.

**11- Split Payments**

Some of the receipts #'s begin with an "S" which indicates it is a split payment. In most cases the payment made was split between a hospital payment and interest or another facility. When you click on the receipt #, this screen will appear.

Fac	Type	Rcpnt #	Status	Xout Sts	Receipt Date	Posting	Schedule	Code	Dept	Collector	Verifier	Depositor	EC	Type	Amount	Account#
107	GL	11333728	Rejected	Cashier Deposit	07/07/2008 10:40	07/07/2008	07/07/2008		107	SELPAY	SELPAY	SELPAY	WEB	CK	\$4.44	100-6511
Payment Note: INTEREST PAYMENT																
118	AR	11333721	Rejected	Cashier Deposit	07/07/2008 10:40	07/07/2008	07/07/2008	0008	107	SELPAY	SELPAY	SELPAY	WEB	CK	\$30.56	63757983
															Receipt Subtotal:	\$35.00
															Count:	2
															Register Transfer Subtotal:	\$0.00
															Count:	0
															Total:	\$35.00
															Count:	2

Treat each listed receipt # as a separate rejected payment and take the appropriate action.

**12-** Once all receipts are printed sort them by facility #. Then open the previous month's Web Collect Journal Entry template. It can be located in the following path: S:\CO\Dept\CentralAccounting\Christopher\Webcollect Delete all data in the left area and then save the file with the new date.



the facility and receipt #, and then the amount that was sent to Bonneville. The date in the bottom of the entry area will need to be changed to reflect the date range of the rejected payments.

- 14-** When all data entry is complete, scan all printed receipts, including the Bonneville transfers, and the reject report to your email as a single file. When the file is received, save it as a PDF file in the Web Collect file under the date range of the rejected payments.

The third tab in the Excel file is called "Email." This creates file that can be emailed to the appropriate facility accounts with the pertinent data. Open this tab and sort the data by the accountant name. Copy the data and paste it into another blank excel workbook and save it as the reject date range followed by the word "email."

Then compose an email to all listed accountants indicating the date range of reject Web Collect payments. Attach the newly created email file and the PDF with the receipts and reject report.

**15- Journal Entry**

Two journal entries will need to be uploaded. First, create a name for the first journal entry area on the first sheet called JE. Then use the JE upload macro. Open the Journal Entry Program and import the data and then upload the journal entry into AS400.

Open and log into AS400 and 1 for GL Master Menu, then 1 for Data Entry Menu. Then select 6 for Upload Journal Entries from PC and then press enter on the next screen to upload the journal entry into the GL. Use the receipts as documentation for each facility and the printed reject report for documentation for the 110 account.

Then follow the same above process for the Bonneville transfer journal entry.

**16- Accountabilities**

It is the responsibility of the corporate accountant to accurately account for and transfer rejected Web Collect payments to the appropriate facilities or to Bonneville Collections if they so qualify, (refer to procedure point 8 for qualifications.)

When rejected Web Collect payment data is received from the corporate accountant, the facility accountant has the responsibility to accurately account for the rejected payment on the appropriate account so that the balance may be collected.

**17- Contingency Plan**

Currently the job accountabilities reside with Christopher Richter. There are two backups to Christopher: Justin Wiser and Tiffany Aragon. Each of these individuals has performed the Web Collect return check process in the past and each has access to the required tools needed to perform the Web Collect return check process. In addition, Christopher has documented the Web Collect return check process in a way that an individual with little knowledge would be able to perform the Web Collect return check process.