KYGFIS

Kentucky Guardianship/Fiduciary Information System

Help Manual

Administrative Functions 32

General Functions

Logging On

The Commonwealth of Kentucky Office of Technology should have provided a shortcut or link to the KYGFIS log on page to you. Please contact them if you do not know how to get to the log on page.

The log on page:
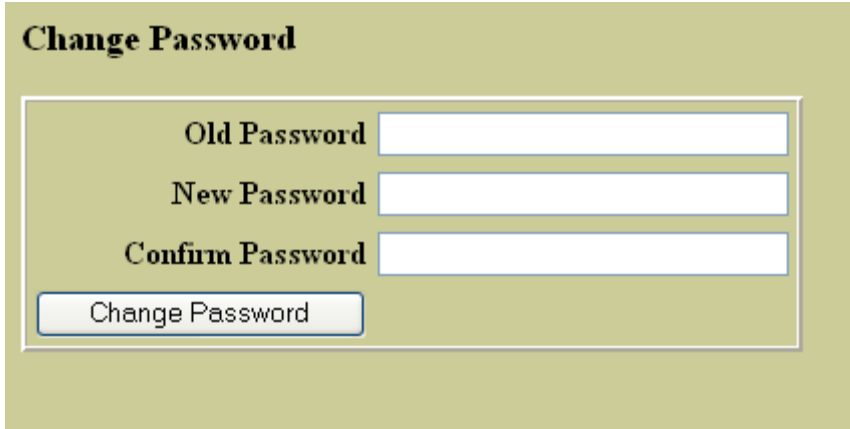
You have been provided a Username. If you do not have a username please see your supervisor to have a user name created for you.

For training purposes your password was blank. The first time you log in to the Production KYGFIS application you will be forced to change your password.

Changing Your Password

For security reasons you must change your password every 30 days. When your password expires the next time you log in you will be taken to the change password page.

Change Password

Old Password	
New Password	
Confirm Password	

Change Password

You must enter your old password, and then a new password twice. The password you choose must contain:

- 1 number
- 1 lower case letter
- 1 upper case letter
- 8 characters in length
- Must be different from you previous 10 password

Toolkit Navigation and Terminology

Nav Elements: Different menu items down the left side of the screen. Depending on what user level you have and what items you have in your **Session State** you will see different Nav Elements.
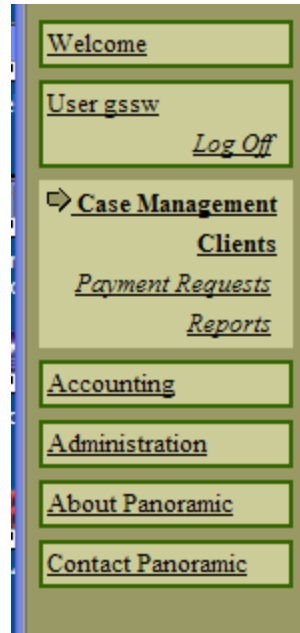
Session State: Items that are stored in the memory of the application during the current "session."   For instance after I have selected a client the client's record is stored in my **Session State**, and a **Nav Element** is displayed for that client
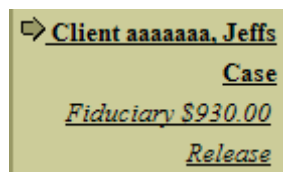
Table: A table is a group of records displayed with multiple rows and columns.

	▼Client Status▼	Cache Client Status	Created By	Creation	Last Modifier	Last Modification
⇨		Yes	panojeff	04/13/2004	panojeff	04/13/2004
⇨	Active	Yes	panojeff	04/13/2004	panojeff	04/13/2004
⇨	Archived	Yes	panojeff	04/13/2004	panojeff	04/13/2004
⇨	Closed	Yes	panojeff	04/13/2004	panojeff	04/13/2004
⇨	Expired	Yes	panojeff	04/13/2004	panojeff	04/13/2004
⇨	Inquiry	Yes	panojeff	04/13/2004	panojeff	04/13/2004
⇨	Referral	Yes	panojeff	04/13/2004	panojeff	04/13/2004
⇨	Resigned	Yes	panojeff	04/13/2004	panojeff	04/13/2004

**Column Header**: The top row of a column, displays the name of the field in the column.

Client Status

Ordered Column: When a table is displayed it will have a default order. For instance when you look at the Client table, it is ordered by last name as a default. The **Ordered Column** has and arrow on either side of the **Column Header**. If you click the **Ordered Column** the table will reverse order. For instance by clicking on the "Name" column, while it is ordered by name will sort the table from Z to A.

▼Name▼

Search: Type into the field and then click the search button to search the **Ordered Column**. The search field will format your typing if the **Ordered Column** has a specific format.

Search

Search Context: The **Search Context** button will search the Ordered Column for the letters you have typed, and display any records that **contain** that string anywhere within the field. This function will be useful if you are searching for an event involving a certain person, you could search for the person's name throughout all the client's events.

Search Context

View: The View drop down contains different views of the current table. The various views will show different sets of records.   For instance if we select the "Active" view from the drop down we will only see cases with a Client Status of Active.
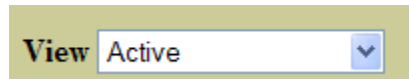
Timeout: Each session you open in KYGFIS has a 30-minute inactivity limit. At the bottom left of the browser you can see how long your session has been inactive.
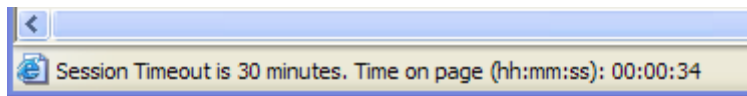
If your session has timed out you will need to log back on. Any information you may have typed will be lost. It is possible to hit the browsers back arrow and copy a long event note or annual report note and then log back in and re-insert the information.

Table Functions

General: Buttons, Drop Downs, and Search functions that affect an entire table are located on **TOP** of the table. Functions that affect individual records are located on the **BOTTOM** of the table.

			▼Account Code▼	Type	Description	Active	Debit Amt	Credit Amt	Created By
☐	⇨	🗐	100	C	Checking	Yes	$5,613,680.00	$4,161,106.00	panojeff
☐	⇨	🗐	101	A	Savings	Yes	$0.00	$0.00	panojeff
☐	⇨	🗐	102	A	Burial/Life Insurance	Yes	$0.00	$0.00	panojeff
☐	⇨	🗐	103	A	Asset	Yes	$0.00	$0.00	panojeff
☐	⇨	🗐	201	I	SSA	Yes	$0.00	$22.00	panojeff
☐	⇨	🗐	202	I	SSI	Yes	$0.00	$2,000.00	panojeff
☐	⇨	🗐	203	I	SSD	Yes	$0.00	$0.00	panojeff
☐	⇨	🗐	204	I	VA	Yes	$0.00	$0.00	panojeff
☐	⇨	🗐	205	I	VA (Need)	Yes	$0.00	$0.00	panojeff
☐	⇨	🗐	206	I	Railroad Ret.	Yes	$0.00	$0.00	panojeff
☐	⇨	🗐	207	I	Miners Benefits	Yes	$0.00	$0.00	panojeff
☐	⇨	🗐	208	I	Black Lung	Yes	$0.00	$0.00	panojeff
☐	⇨	🗐	209	I	Civil Service	Yes	$0.00	$0.00	panojeff
☐	⇨	🗐	210	I	Workers Comp	Yes	$0.00	$0.00	panojeff
☐	⇨	🗐	211	I	Pension	Yes	$0.00	$0.00	panojeff

Search   Search Context   View All

1 - 15 of 53 | Next 15 | Last Page

Check box: By clicking the check box to the left of a row in the table you can perform functions on a single record, such as running a report, or marking a payment. Certain users will not see the check box in some situations. You must have the correct user privledges.

Green Arrow: Clicking the green arrow will select the row.

Duplicate Record: By clicking the Duplicate Record button you will create a duplicate of the table row and have the ability to edit the new record.

Record Count: On the bottom of each table is a record count. Table rows are displayed 15 at a time. You can navigate through a table to hitting "Next 15", "Previous 15", "First Page", or "Last Page." However it is much easier and quicker to use the search function to find a record.

16 - 30 of 53 **First Page | Previous 15 | Next 15 | Last Page**

Inserting a Record: To insert a new record click the "Insert" button, you will be taken to a blank record into which you can type data.

Insert
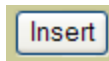
Deleting a Record: To delete a record, first you must have a record or records check marked, then click the "Delete." Button.

Delete
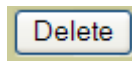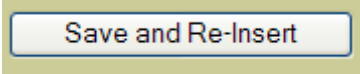
Selecting A record: To select a record click anywhere on the table row, e.xcept the check box or duplicate record column

Manipulating Records
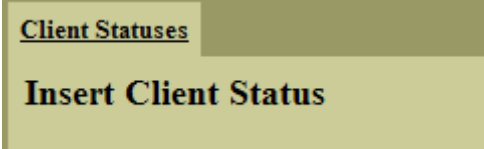
Inserting: When inserting a record, you are taken directly an edit screen with blank or default fields. Simply input data and click the save button.

Save and Re-Insert: The "Save and Re-Insert" button saves the current record and brings you directly back to the insert page. This is useful when you have several records to insert at a time.
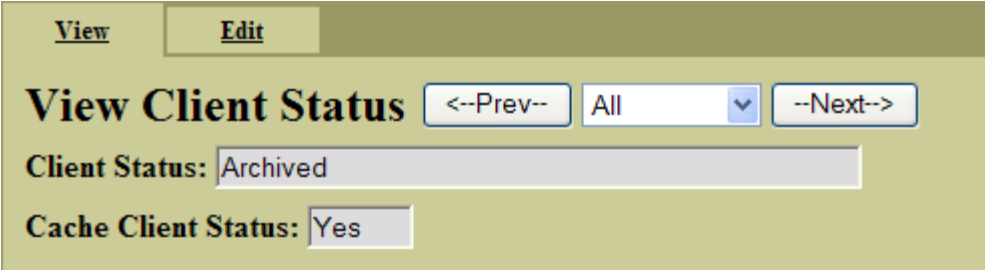
Release Inserted Record without Saving: Click the tab above the form. This will take you back to the table where you hit insert.
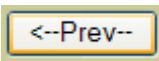
View: After selecting a record from a table you will be taken to the "View" page." The tab at the top will say view and the fields will be gray.

Prev Button: By clicking on the "Prev" button you will view the previous record in the table.

Next Button: Clicking the "Next" button will take you to the next record in the table.
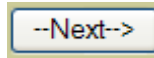
--Next-->

View Filter: The View Filter dictates which record is selected Next or Previously. For instance, when viewing a client record you could select the "Active" view. When you hit the next button you will be taken to the next Active case.

All
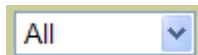
Edit: If your user has permission to edit the record, you will see the "Edit" tab. When you click on the "Edit" tab, you will see the same page, with the fields editable. Editable Fields are white.
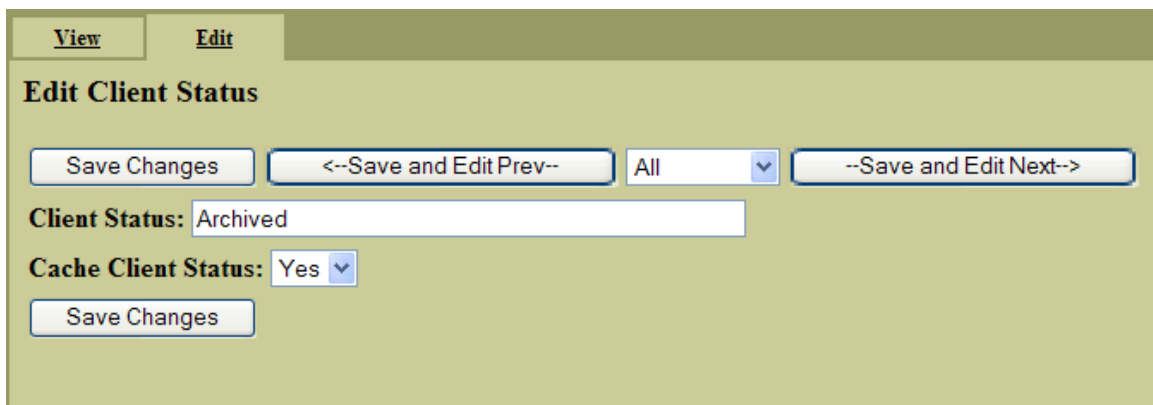
Save Changes: The save Changes button saves the current record and returns you to either the table or view page.

Save Changes
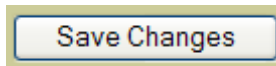
Save and Edit Prev: Similar to the Prev button (explained above), but when clicked the current record will be saved and the previous record will be opened in an editable mode.
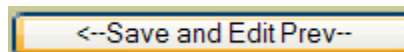
<--Save and Edit Prev--

Save and Edit Next: Similar to the "Next" button (explained above), but when clicked the current record will be saved and the next record will be opened in an editable mode.

--Save and Edit Next-->
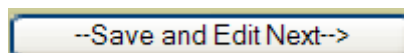
Release: When looking at a specific record to go back to the table, click the "Release" link next to the associated **Nav Element**.

⇨ **Client Status Archived**
Release
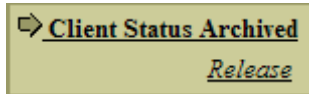
Case Management Elements

When you have selected a client you will see the "View" screen for that client.

The Case screen has been separated into 6 sections:
- Client Information
- Appointment Information
- Location/Medical Information
- Financial Information
- Medical Insurance Information
- Demographic Information

All of these sections are on the current page, however by clicking on these links you can quickly jump to the desired section.

Return to Top		Client Information		Return to Top
Appointment	**Location/Medical**	**Financial**	**Medical Insurance**	**Demographics**
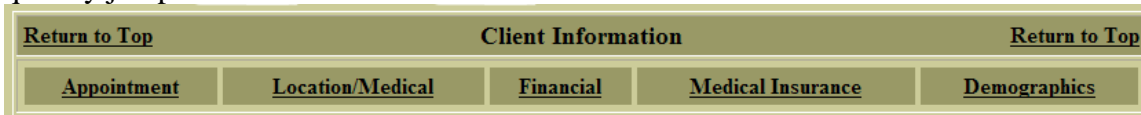
To edit client information you must click the "Edit" tab.

You will notice that there is now a Client in your **Session State**.

⇨ **Client , TEST TEST**
Case
Fiduciary $0.00
Release
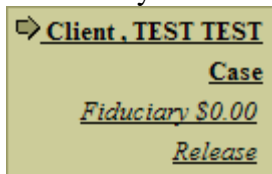
The **green arrow** indicates that we are on the Case Management side of this client.

There are 8 tabs associated with each client. We have already gone over the "Edit" tab.

Annual Report: The Annual Report tab contains a table of all the Annual report records associated with the current client. From this tab you may insert a new annual report, or view an old annual report and produce the actual report that was submitted to the court. You may also run the Field Visit report from the Annual Report screen.

Events: The event table consists of any case notes or significant events associated with the client. This is where you would insert client visits, phone calls, or inventories. You

may also attach files to events. For instance when you perform an inventory you may scan in the paper on which you list items and attach it to the event. The event table is treated as a medical record. Once an event is saved it may not be modified. We will talk about events this afternoon when we run through some case scenarios.

Address History: The address history table contains a history of all addresses and Levels of Care at which the client has been located. There are three different address types: Physical, Billing and Medical. The most recent of each address type is displayed on the first page of the client information.

Contacts: The contacts table contains a record for each person associated with the client (Family, Friends, Lawyers, Heirs).   You may insert any person or entity, which you want to associate with the current case.

Reports: There are reports throughout the application. This Report page contains Client specific reports, such as a ledger or Address History. We will go through some of these reports later today.

Forms: The Forms tab contains forms specific to the selected client. Forms pull in data from the client and allow the user to input additional data.

Fiduciary Information

To see Fiduciary information for the selected client, click the "Fiduciary" link in the Client's Nav Element.
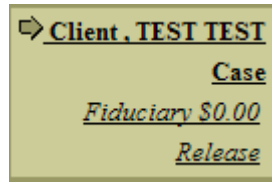
Transactions: The Transaction table, by default displays Current month transactions. These are all transactions posted, or scheduled to be posted during the current month. There are other Views that will be useful, such as:

> **Payment Requests** – Displays payment requests for the current client.
> **Unposted** – All unposted transactions for the current client
> **Frozen** – If the client has moved its transactions will be frozen until an accountant verifies that they are still valid.

Assets: Displays all Assets associated with the current client. After an inventory is performed the designated county worker will insert valid assets into this table.

Liabilities: All Liabilities associated with the current client. Liabilities are things such as credit card balances, auto loans, or home loans.

GSSW Functions

Inserting a Contact

- Select the client for which you would like to insert a Contact. Click on the "Contact" Tab.
- Click the "Insert" Button
- You may upload a picture of the contact if you have one.
- Enter any other information pertaining to the new contact.
- Contact Reports

Printing Reports

KYGFIS uses Crystal Reports as a reporting tool. These reports are available to view, print, and export to various other applications. In most cases you will simply pull up the report and print it out. Reports are located throughout the application. Click the "View" link to pull up the report. You may page through the report by hitting the arrows at the top of the viewer.

Exporting Reports to Word

One useful activity is exporting a report to MS Word. Once a report has been exported to Word you may open it in Word and edit the information. One example is a Field inventory:

Under Case Management => Reports click on "View" under Field Inventory.

Lets export the Inventory report and pretend we are going to take it out to the field. We could simply print out a page or several pages and use a copy machine to make a bunch of them. Then after we have hand written the Inventory Items we could scan the document and attach it to an event.

Or we can export to MS Word and Type the inventory.

There is an envelope button on the Crystal Viewer. Click the Export button and select the output format. In this case we want MS Word. Decide where you want to save the file and click ok.

Browse to the file and double click to open in Word.

Once you have opened the saved word document you may use MS Word as you normally do to make changes to the information. Make sure you save your changes. These changes will not be stored in the KYGFIS application.

Inserting an Event/Attaching a Document

The EVENT table is where any activities taken on behalf of the client, or notes regarding the client are stored. For instance when an initial Inventory is performed it should be stored as an EVENT with the Inventory Attached to the EVENT record. You may also follow these steps in order to attach a scanned bill to a payment request. In this example we will attach an Inventory to an EVENT.

Select a client and click on the EVENT tab.

Click the "Insert" button.

We are inserting an inventory so we want to select Inventory from the Event Type drop down.

TCM Users have the authority to select a Contact Type and Service Activity from the drop downs.

For this record we will type "Initial Inventory" in the subject line.

In the description we will type "See attached inventory sheet for details"

Click "Save"

Once the record is saved click the "Files" tab.

Each event can have multiple files attached to it.

To attach a file click the "Insert" button.

Type in a NAME and DESCRIPTION, and then browse to the Word Document.

The Word Document will be stored with this record. (An Accountant will open the document and insert assets as appropriate)

Tickler Events

It is possible to insert an Event with an ACTIONDATE in the future. This is a "Tickler" event. There is a Tickler report. This report will give you a list of all future events scheduled for your clients

Producing an Annual Report

Select a client (Zena Zoo).
Each record in this table corresponds to an Annual report.
You can open a previous annual report and reprint it.
To create a new Annual report click the duplicate column next to the most recent record (top).
This will open a new record with all the information from the last annual report.
Make any updated notes and hit save.   (YOU MUST SAVE BEFORE RUNNING REPORT)
You can then click the Annual Report link to produce the annual report. This report can be exported to word or printed as is and sent to the court.

Requesting a Payment

Payment requests require approval of the region supervisor, and an accountant. When you insert a payment request it goes into a batch where an accountant will select debit and credit accounts, set the recurring period if needed, and approve the transaction for payment.

A payment request can be made for a client by following these steps:

- To request a payment for a client select the client and click the Fiduciary link.

- On the Transactions tab you will see a "Payment Request" button. Click it.

- Select the Vendor

- Choose a Pay Date this is the day you would like the payment to be made. An accountant will set this payment up in a payment batch according to the date.

- Enter an amount

- Type in a WHY/acctnum

- Hit save

- To view the payment request select "Payment Requests" from the view drop down.

- Under Case Management click the "Payment Requests" link

- If you are logged in as a Supervisor you will have an "Approve Payment Request button"

- Select the payment request you would like to approve and click the "Approve Payment Request" button.

- An accountant will then see the payment request in the payment request batch

- The accountant will select accounts and set up a recurring period if requested

- Payment will be made on the appropriate day.

Address History

The Address History Table contains records which give a history of all the addresses and levels of care at which the client has lived.

To insert a new address click the "Insert" button on the "Address History" tab.

The "Begin Date" is the date which the client began living at the new address. This also acts as the date that the client moved out of the previous address. If there is a period in between an address should be inserted saying the client is in transit or AWOL.

There are 3 types of Addresses:

> **Physical:** The address at which the client physically resides.

> **Billing:** The address to which bills for the client should be sent.

> **Medical:** The address to which Medicaid cards will be sent.

The **most recent** of each type of address are shown on the first page of the client page. When you are done inserting the address click the "Save" button.

When a new **Physical** address is added for a client, the client is "Frozen" and any payments which have been set up to be frozen on address change will be "Frozen."

An Accountant must go into each transaction and change the address or verify that the address is correct before the transaction will be processed.

Someone will also go in and print a Care Home Refund Letter and various Memos to other agencies once the client address has changed.

Accounting Functions

Transaction Basics

Client: Denotes who the transaction is on behalf. You may select the client from the drop down, or by clicking the green arrow.

Vendor: Indicates who the transaction is To/From. It may be selected from the drop down or by clicking the green arrow. The Who, Address, City, State and Zip will fill in with the selected vendor's information.

Transaction For Vendor: After a vendor is selected this check box is automatically checked. On a payment any checks printed in a particular batch to the designated vendor will be combined onto a single check. If you need to modify the address you must first uncheck the Transaction For Vendor check box. This will make the address editable and ensure that the transaction is printed on an individual check.

Anticipated: The anticipated date is the date on which the deposit is expected, or the check is scheduled to be processed. If the transaction is in a recurring batch, after the transaction is processed, a duplicate of the transaction will be created with an anticipated date of the next occurrence of recycle period.

Refnum: On a payment this field will be filled in automatically when the check is printed. Anything in the field will be overwritten. On a hard receipt, you may enter the refnum of the check you have received.

Batch: Transactions are grouped into batches. Batches contain specific properties, which are explained below. Select a batch based on the type of transaction, recurring period, and anticipated date of the transaction you are entering.

Amount: Enter the amount of the transaction here.

Debit: On a payment the Debit account describes the type of thing the payment is paying. On a receipt you will always be debiting a cash account. In most agencies there will only be one cash account. Journals can debit and credit any combination of accounts.

Credit: On a receipt the Credit account describes where the money is coming from. On a Payment the Credit account will always be a cash account. Journals can debit and credit any combination of accounts.

Acct Num: On a payment anything in the Acct Num field will be printed on the check stub. On a receipt the Acct Num information is used to match ACH deposits received from the bank. For more information on the ACH process please see that section.

Why: Short description of the transaction

Transaction Statuses

Frozen: Unposted transactions are set to frozen when the client's address changes. An Accountant must unfreeze the client and also each transaction before they can be processed.

Held: Transactions with a status of held **can be edited** they will not be processed when the batch they are in is processed. Transactions with a status of held need to be marked by an accountant before they will be processed

Marked: Transaction that are marked are ready to be processed. When a payment batch is printed all marked transactions that do not cause an overdraft will be printed. In a receipt batch marked transactions will be posted.

Printed: Payments become printed after an accountant has clicked the print batch button. They should stay in this status until the physical checks have been printed and you make sure they are correct to be sent out. It is much easier to reset the checks and reprint on new check stock than to reverse an entire batch of posted payments.

Posted: When a transaction posts the effect of the transaction is applied to the client's current balance. This balance change occurs as soon as the posting process is finished.

Cleared: Payments and receipts are cleared when we receive confirmation from the bank that the check has been cashed or the money has been deposited in the bank account.

Stopped: A posted payment that has been marked with the status of stopped. This means the check is believed lost, but a wait period is being observed before moving to the status of Canceled. A stopped payment does not have a reversing journal.

Canceled: A posted payment that has a journal that reverses the original transaction. Used when you do not have the physical check in hand.

Voided: A posted payment that has a journal, which reverses the original transaction

Reversed: A posted receipt or journal that has a journal that reverses the original transactions

Batches

Transactions of a similar type and anticipated date are grouped into "Batches." This allows similar transactions to be easily processed at the same time. Each batch has properties which dictate how the transactions are treated and what debit and credit accounts are available to the transactions within that batch.

Batch Properties

Name: You can name a batch anything that makes sense to you

Description: A brief description of the batch

Type: The batch type dictates whether the transactions in the batch are Payments, Receipts, or Journals. The debit and credit accounts available to the transactions in the batch are selected based on the batch type.

Recurring Period: When a transaction is posted, a new unposted duplicate transaction will be created with an anticipated date set to the next recurring period. The options available are None, Weekly, Bi-Weekly, Monthly, Bi-Monthly, and Annually. The recurring period of the batch is attributed to all transactions in that batch. One time payments or receipts should be put in a batch with no recurring period.

Check Order: This dictates the order in which checks will be printed from the batch. KY uses Vendor order. This means that multiple checks to the same vendor will roll up onto the same check stub. The other option is Client order, which will print checks by client.

Freeze Transactions: When a client moves, any transactions in batches with this property set to "Yes" will change to a status of "Frozen". An accountant will need to go back in and unfreeze the transactions before it can be processed.

Batch Processing

Batch Wide Functional Buttons

Each batch contains functional buttons. In general buttons on the top of the table affect the entire table:

| Hold Batch | Mark Batch | Print Batch | Reset Batch | Post Batch | Replace Why |

Hold Batch: The hold batch button sets all unposted transactions in the batch to status held.

Mark Batch: When the Mark Batch button is clicked a date picker will pop up. Any transactions with an Anticipated date less than or equal to the selected date that do not cause an overdraft will be marked.

Print Batch: In a payment batch any marked transactions that do not cause an overdraft will be printed. Ref numbers will be inserted into the Ref Num field.

Reset Batch: Resets any transactions in the "Printed" status back to Marked. Use this button if there is a problem with the check printer.

Post Batch: In a receipt or journal batch it posts any transactions that are marked. In a payment batch it posts any transactions that are printed.

Replace Why: Enter a word or group of words you would like to replace. Then enter the text you would like in its place. Any Held transactions with that text in the WHY field will be replaced with the new text. This is useful in a rent batch where the WHY field may say Rent for January. You can easily replace "January" with "February" the next month.

Attaching a Document: Each transaction has the ability to attach files. This is similar to attaching a document to an event. A case manager may attach a scanned image of a bill to a payment request. You may want to attach a scanned voided check to a posted payment. You could also attach a scanned "Hard Check" to a deposit transaction.

Transaction Specific Buttons

Buttons under the table will affect individual transactions that have been checked.

Hold: Will set any transactions that are checked to status "Held."

Mark: Will set any transactions that do not cause an overdraft and are checked to "Marked."

Reset: Reset any individual checks to be re printed.

Delete: Delete invalid transactions.

Insert Payment/Receipt/Journal: Depending on the batch this button will create a new transactions of type Payment, Receipt, or Journal.

Proof Lists

A proof list should be printed to keep a record of what transactions where processed and when. You can print a held, marked, printed, or posted proof list. The proof list will give a count of the transactions in the selected status, and a sum of the amounts of all the transaction in that status.

Over Draft report

In a payment batch an over draft report should be run after payments have been marked. The system will not allow you to mark an individual payment that causes an overdraft. However sometimes two payments which individually do not cause an overdraft will cause one if both are processed. The overdraft report will show you any of these occurrences. Also it is possible that a payment, which did not cause an overdraft when it was printed, will now cause an overdraft because another payment for that client has been processed in the interim. The over draft report will show you any of these payments. Also a minimum balance has been set up for each client. The default is $200.00. The overdraft report will show any transactions that would cause the client's balance to go below minimum balance.

Receipt Batch

The majority of receipts are marked because a record in the ACH file matched the ACCTNUM field on the receipt. However "hard" checks may be individually marked by clicking the check box next to the receipt. Then clicking the "Mark" button.

Once all receipts that you would like to process in the batch are set to status "Marked," it is recommended that you print a Marked Proof list. Next click the "Post Batch" button. This adds the receipt amount to each client's current balance. If the batch has a recurring period a new held receipt is created with an anticipated date of the next recurring period. You may now run a posted proof list and save it in your files.

Payment Batch

Payment batches go through an extra step. Payments must be printed before they can be posted. When you hit the mark batch button KYGFIS will ask you to select a date. The program will mark any payments that do not cause an overdraft with an anticipated date on or before the date you selected. Usually you will choose the current date. However, if today is Friday and you need to process transactions scheduled for the weekend you should choose Sunday's date. Similarly if tomorrow is Thanksgiving you will want mark any payments scheduled for the holiday and process them a day early.

Run a marked proof list to verify that there aren't multiple payments for a client, which will cause an overdraft. If there are two payments, which combined, will cause an overdraft you need to hold one of those payments. If you do not the program will print the first one it comes to and hold the second. You will want to specify the more important of the two payments to make.

Click the Print Batch button. All marked payments which do not cause an over draft will be set to status "Printed." Run the Check Report and verify that all checks printed correctly. If there were any errors you may reset the batch or an individual check.

Click the "Post Batch" button. All printed transactions will post a negative affect against the client's current balance. You may then run the posted proof list.

Journal Batch

Journals are used to make correction to transaction that may have been posted erroneously. You may move money from one account to another or reverse a payment or receipt made in error. You will rarely process more than one journal at a time.

Insert the journal. Verify it is correct and mark it. You may print a marked proof list for your records. Post the journal batch. Run a posted proof list.

Accounts

Accounts have been set up according to the needs of the Commonwealth of Kentucky. These accounts will **very** rarely change. Do not modify unless you know what you are doing.

Using these accounts we can break down expenses and income according to specific groups, by individual client and also agency wide.

Each account has an account code that is a number set up to designate the account. The type of the account designates its affect on the client. Ledgers can be run against a specific account and balances can be kept using the different types of account. Some accounts may be set to "Inactive." Transactions cannot be marked if one of the accounts they affect is set to inactive.

Vendors

The vendor table contains vendors to whom payments are commonly made or receipts are received. The vendors are also locations at which clients are located. You also have the ability to type in a vendor on a transaction. There may be several vendors with the same name. Be careful that you select the vendor at the correct address.

Reconciliation

All transactions post with a status of "Posted" except ACH deposits, which post with a status of "Cleared." Except for ACH deposits each transaction must be reconciled with the bank. This is because we learn about ACH deposits because they have hit the bank account. So when we match them they are cleared. Other transactions must be cleared as we receive notice from the bank that the payment has cleared or the deposit has been accepted.

The reconciliation area has 5 tabs. Check Log, Deposit Log, Receipts, Journal Log, and Journals. The Check Log, Deposit Log and Journal Log show groups of transactions that were posted at the same time. This is useful because deposits are shown on most reconciliation reports as a single deposit, which is the total of many individual deposits. If a group of hard receipts were approved and posted at the same time then taken over to the bank and deposited, the amount in the Deposit Log table should match the amount on the bank reconciliation report.

The point of clearing, voiding, canceling, or stopping a posted transactions or set of transactions is delineate to the best of you knowledge where that transactions stands in it's lifecycle.

By keeping all transactions as up-to-date as possible. You should be able to perform reconciliation. The bank balance is all transactions with a status of Cleared or Voided. The book balance is all transactions with a status of Cleared, Voided, Canceled, Stopped, or Posted. The difference between the two is you outstanding business.

In this area you may Clear, Stop, Cancel, or Void a check by finding the Check in the Check Log, selecting it by clicking the check box and clicking the appropriate button.

Receipts and journal may be cleared or reversed by finding the transaction on the appropriate tab, clicking the check box and then clicking the desired button.

By clearing any of these items you are saying that the bank agrees with the amounts. In a manual process you will get the Banks approval via the monthly statement.

- A Check is all payment transactions with the same postdate, batchid, and refnum.
- A Deposit Log is all receipt transactions with the same postdate, status, and batchid.
- A Journal Log is all journal transactions with the same postdate, status and batchid.
- A receipt is an individual transaction with type R
- A journal is an individual transaction with type J

Location Changes

When a new physical address is inserted for a client, that new address appears in the Location Changes table. This address must be "Reviewed" in order to get it out of the Location Changes list. It is possible for a client to show up multiple times in this list. If they move twice, both moves must be reviewed. When you click on an address in the Location Changes table you will be taken to the clients page. From there you can look at client info or the address history.

You may also run reports and produce letters from the Location Changes table. Once the address change has been reviewed, check the check box next to the row and click the "Review" button.

Frozen Clients

When a new physical address is inserted for a client the client is frozen and any transactions in a batch with Freeze Payments set to "Yes" are set to status "Frozen." Both the client, and the individual transactions for that client are frozen.

You must review and unfreeze any frozen transactions before unfreezing the client. When you click a client in the "Frozen Clients" table you will be taken to that clients transactions with a view of any frozen transaction. You may then open each frozen transaction and make any required changes. Once you have made sure that the transactions are scheduled correctly and have the correct vendor set you may unfreeze the transaction by clicking the check box next to the transaction and clicking the "Unfreeze" button. This will change the status of the transaction to "Held." It will disappear from the "Frozen Transactions" view.

Once you have reviewed an unfrozen each transaction associated with the client go back to the "Frozen Clients" section and unfreeze the client by checking that client's check box and clicking the "Unfreeze Client" button.

__ACH__

The "Process ACH" link is where ACH files are imported from the bank and the matching process takes place. Lets walk through this important process.

When you click on the "Process ACH" link under the accounting section you will see the "Select NACHA" tab. This tab contains the NACHA table. The NACHA table contains the NACHA records, which have been imported. The default view is NACHA records that have been imported on the current date. Usually you will not want to see older NACHA files. Each NACHA record contains multiple ACH deposits. Once all these ACH deposits have been matched and the deposits posted you may delete the NACHA record, or leave it as a history.

You can select a previously imported NACHA file or click the "Insert" button to import a new file. After you click the "Insert" button you will have an opportunity to browse to the ACH file, which you have downloaded from your bank. Once you find it, click the "Import ACH" button. This process parses out the text file from the bank into meaningful field data. Give the application a few seconds on larger files this may take more than a minute or two. When the program is done parsing the file you will see the origin of the file (usually the bank name), the destination (usually your company), and the date the file was created by the bank.

To see the details of the file click the "ACH Details" tab. This tab contains a record for each deposit sent from the bank.

Each deposit contains:

Pay Code: A description of what type of deposit it is. (SSA, SSI…)

REF: An identifying number that will tell us for whom the deposit has been made.

For: Usually the client's name. This does not always match the name we have on file for the client. This is a good second check if there is no REF match, or a good place to start looking. It may also match an alias that is associated with a client.

Status: This is a KYGFIS status. Each transaction is "Unmatched" until it has been matched with an existing transaction in the KYGFIS database with the same REF number and amount.
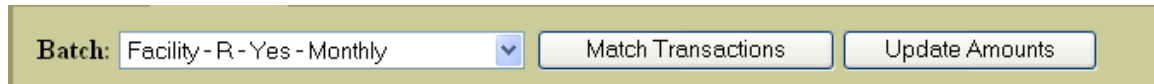
Amount: The amount of the deposit received by the bank

Payee: Whom the deposit was received from.

Account Number: The account number to which the deposit has been made. In the case of Kentucky these will all be the same.

Addenda: Contains any other information the bank may have about the deposit.

ACH Process Functions

Once the ACH records have been imported you will need to match them with deposits already entered into the system. Any new deposits (ones that don't match exiting deposits) need to be entered into a batch, matched and posted.

KYGFIS has functional buttons to help with this process. First select a batch from the drop down. Matching is performed on all transactions in the batch with a status of "Held." You may want to double check that all transactions in the batch are Held, and if they are not click the "Hold Batch" button. Batches should be set up so that an ACH deposit expected on a particular day will have the majority of its deposits in the same batch. For instance the SSI comes in on the 1st of the month. After importing the NACHA file we will select the SSI batch from the drop down. The majority of the SSI deposits should be in the SSI batch.

You can run the Matching ACH report, which will show you any records for which the Amount and REFNUM match exactly. When you hit the "Match Transactions" button the transactions in the batch with a **matching REF and AMOUNT** will be set from status "Held" to status "Marked." The ACH deposit record will have its status set to "Matched."

To reiterate, matching is performed based on the REF that came from the bank and the ACCTNUM on the individual transaction. These two fields must match **exactly**. The amount on the matching transaction must match **exactly** with the amount that came in from the bank. And the REF must match **exactly** with the account number on the transaction

Those are the easy ones. The next step is to run the Amount Change report. This will show any transactions whose REF and account number match, but the amounts are different. You may want to print this report out so that you have a record of the change and can let the Case Manager know that the client is ether receiving more or less money.

After you have a record of the transactions for which the amount changed you can click the "Update Amounts" button. This will find any transactions in the selected batch that are in a "Held" status that have matching REF/account numbers, and change the amount on the transaction to the amount which came from the bank. The amounts now match. The REF/account numbers match. So now when we hit the "Match Transactions" button these transactions will be set to status = "Marked." The record from the bank will be set to status = "Matched."

At this point you might want to go into the batch you were working with and post any marked transactions (the ones we just matched).

There are two possibilities left for the records in the ACH file with a status of "Unmatched." They may match transactions that exist in a different batch. You can run a report that will tell you if there are any exact matches in other batches. If there are select the batch from the drop down and perform the same steps, hold the batch, match, update amounts, match, and then post the batch.

The last possibility is that the deposit is a new deposit that has not been set up in the KYGFIS system. In this case insert a receipt into the batch that makes the most sense. Select the client for whom the deposit was made. Enter the vendor, amount, and account number as it came from the bank. Match the transaction and post it.

Each receipt batch should be set up to group deposits that come in on the same together. Any deposits with an ANTICIPATED date in the past did not come from the bank on time. A report should be printed and these transactions should be researched.

Bank Import

The bank import process takes a file that you have received from the bank and parses apart the text into fields. This information can then be used to clear outstanding payments and receipts.

To load a new bank file click the "Insert" button under the table. Browse to the downloaded file and click "Import Bank File." You can print reports to help with the reconciliation process.

Reports

In the accounting section there is a Reports link. There will be reports here that are useful to accountants. These reports are determined according to our customers needs. Some options are: Agency Balance report, Agency Income Statement, Verify Balance report, or Client Balance Report. Reports can be found throughout the system. These reports are customized your needs. If there is a report that you would like please let us know.

Administrative Functions

Users

The User table contains all the users in the KYGFIS system. Only users with the appropriate privileges have access to modify this table. A users level determines the functions to which that user has access. The KYGFIS database maintains referential integrity. Which means that once a user has inserted any type of record, or has been assigned as a case manager that user can no longer be deleted. To disallow access for a particular user to the system you should set that user to Inactive.

In the user record you may also designate the user a TCM user. This will allow them to select a TCM type and Service Activity.

Changing Passwords: Administrative users have the ability to change passwords. This ability should be used when a user forgets their password. To the password of someone other than yourself, log in with your userid, and click the "Administration" link. Find and select the user for whom you would like to change the password. On the "Change Password" tab you can designate a new password for the user. After you have entered a new password click the "Save Password" button. The next time the user logs in they will be forced to change their password. This will ensure HIPPA compliance. To change your own password you may click on the top "nav" element which will take you to your user page. You may change the password on the "Change Password" tab.

Client Statuses

The client status table contains a list of possible client statuses. This list appears as a drop down on the Client Info tab. Certain users have access to modify this table. Occasionally a new status will need to be added or an old one deleted. For the most part you should not modify this table.

Event Types

Event types show up in the drop down on an event. It is in the best interest of the Agency to keep this list as succinct as possible. Event types are used to produce reports, and designate different types of activities.

Contact Types

The list of contact types shows up as a drop down on the contact page. This list should remain pretty static. However as laws change you may need to track a different type of contact. This is where you would insert that type.

Reports

Any administrative reports will go here. (User Log Ins, TCM Activity…)