M22-1, Part VII, Subpart i, Chapter 1, Section C - Payment Errors and History

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Overview

This section covers viewing payment records and managing payment errors and other issues in the Enterprise Management of Payment Workload and Reporting (eMPWR) from claims processed in the DGIB Managed Service.

Note: Guidance within this section relates to system functionality resulting from updates and releases. This information has been concurred and is available for **IMMEDIATE USE**. See M22-1 Rewrite Guide for additional information.

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Topic 1: Reviewing BTs in eMPWR

Introduction

This section discusses viewing payment records in eMPWR for claims processed in either the Chapter 33 Processing System (DGI) or Benefits Manager (BM).

Change date

January 22, 2025

VII.i.1.C.1.a

General

Users who review education benefit payments and receivables for claims processed in BM or DGI (BTs transmitted on or after July 8, 2024) do so using the eMPWR user interface in SalesForce. For details on logging on and accessing eMPWR in SalesForce, please review the Logging into the Application section of the eMPWR User Guide.

Unless additional access is specifically needed for their position or role, individuals will be given access to the eMPWR system with an inquiry (read-only) role. Any fiscal transactions needed for the correction or completion of a record must be routed for review and processing by the Regional Processing Office's (RPO) Support Services Division (SSD).

Users can search for a participant (beneficiary) by SSN or file number.

After a successful participant search is conducted from the home screen, the participant record is displayed via the Participant Record screen with tabs including Transaction History, Participant Details, Notes, and eFolder.

VII.i.1.C.1.b

Transaction history tab

When processing a claim, responding to questions received via the telephone, or written correspondence, Education employees require the ability to search the system to retrieve all transactions associated with the searched participant. The Transaction History tab contains the following information.

1. **All Transactions** – displays all transaction history records, not just those transactions sent from Education service.
2. **Deductions** – displays active benefit repayment and offsets deduction records. The processor can change the default filter to display inactive deductions.
3. **Payments** – displays all payments scheduled for release by treasury and the details of those payment records.
4. **Receivables** – displays all active receivable records with a balance greater than zero. The processor can change the default filter to display inactive receivables.

After a successful participant search, the system redirects to the **Transaction history** tab on the **Participant record** page, displaying the **All transactions** default grid for accountable balances.

From this view, the processor also can view the details of a transaction by clicking on the Transaction Id. Details vary depending upon the transaction but can include the following.

1. Account details/Balance summary (Receivables, deductions, accountable balances)
    a. Status of the transaction, including outstanding balances (if applicable)
2. Payment details (Payment transactions only)
3. Notes (All transaction types)
    a. Any notes entered during transaction processing.
4. Historical transactions against the account (Receivables, deductions, accountable balances)
    a. Any transactions made against the account.
5. Associated documents (Accountable balances)
    a. If any documents were uploaded as part of establishing the account/transaction
6. Payment address (Payment transactions only)
7. Details about payment address or EFT account.

The processor can select the gear icon to export the transaction details to Microsoft Excel CSV format.

Select the **Close** button to exit the window and return to the Transaction history grid.

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Topic 2: Reviewing BTs in BDN

Introduction

This section discusses viewing payment records in the Benefits Delivery Network (BDN) for claims processed in DGI before July 8, 2024.

Change date

January 22, 2025

VII.i.1.C.2

General

While Veterans Claims Examiners (VCEs) can no longer establish (CEST) or adjust (CADJ) Chapter 33 Master Records in BDN upon the transition to eMPWR, VCEs still can view the master record and transaction history from before the conversion in BDN. To do so, users will follow the processes found in 9. Chapter 33 BDN Screens and FOES Review.

Note: All active account receivables were migrated to eMPWR as part of the conversion. As such, no information displays on the M01 Accounts Receivable screen.

Note: No transactions submitted on or after July 8, 2024, will display in BDN. VCEs must review eMPWR to view these transactions. This means that both eMPWR and BDN will need to be reviewed if a beneficiary has activity both before and after July 8, 2024.

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Topic 3: Handling claim errors

Introduction

Various technical errors may occur during routine processing. This section discusses known possible errors and provides instructions for resolving them.

Change date

January 22, 2025

VII.i.1.C.3.a

Authorization failure

If BM or DGI rules cannot generate the fields required for successful transmission of payments to eMPWR or invalid values are passed, the impacted claim will be unable to be authorized until the issue is rectified.

The user will be notified of the error by an authorization error banner. For any error messages, the user takes the following steps.

1. Exit the claim.
2. Re-enter the claim and attempt to authorize the claim a second time.
3. If the error indicates a “BGS” or an address, phone, or email issue, take the following steps.
    a. Review The Image Management System (TIMS) and BM to identify the most recent mailing address.
    b. Check the format of the most recent address against the United States Postal Service (USPS) address validator. Enter the address into the validator and click “Find.”
    c. Correct the address in BM to the exact address provided by USPS.
4. If this fails, consult with a Senior VCE or Lead Senior VCE for review and an additional attempt to authorize the claim on their own. Follow local procedures as appropriate.
5. If the claim continues to fail, follow local procedures to request review by the local data remediation point of contact (POC) who will follow their procedures to fix the problem or submit a Defect in Functionality (DIF) report for database correction, as appropriate.
6. Follow local procedures to suspend the token in TIMS until data remediation and/or DIF resolution.
7. Upon communication that the remediation has been completed, the user can continue routine processing.

VII.i.1.C.3.b

Data remediation

Due to data inconsistencies across VA systems, some initial post-eMPWR claims may require data remediation to proceed with establishing an Education claim in the Corporate Database (CorpDB). Each RPO will establish local procedures for VCEs to request POC intervention to resolve any data mismatches.

Data remediation POCs need access to the following systems:

1. Master Person Index (MPI) Toolkit with access to the **Search Experian** button,
2. SHARE application with access to the **Corporate Inquires**, **Corporate Update**, and **BIRLS Update** (BUPD) commands,
3. eFolder application with SSA Inquiry access to view documents, and
4. TIMS application with Folder Processing access to view EDU documents.

For errors that involve a missing ID or an MPI issue, data remediation POCs will complete the following:

1. Compare identity information in the MPI Toolkit with the information in Share, TIMS, and eFolder to determine the correct *Participant ID* (*PID*).
2. Upon identifying the correct *PID*, the data remediation POC follows local procedures to submit a Service Now (SNOW) ticket to the VBA EDU Identity Tiger Team for correction.
3. For any systems that need data corrected, take the POC will take the necessary corrective actions:
    a. If there is an incorrect file number/SSN in eFolder, submit a SNOW ticket to the VBA CORP OBI Data Quality team along with any supporting documentation to correct VBMS. **This ticket must be resolved before moving onto any additional corrections.**
    b. If the information in BIRLS is found to be incorrect, use the BUPD button in Share to update that information, as appropriate. **Before making any BIRLS updates, run a "Search All in List" action and compare the name and date of birth to ensure the BIRLS and CorpDB records match.**
    c. If the information in CorpDB is found to be incorrect, use the **Corporate Update** button in Share to update that information, as appropriate.
    d. If the information in MPI is found to be incorrect, submit a **Request** in the MPI Toolkit.
    e. If the information in BM or DGI is found to be incorrect, update the biographical information screen as

appropriate. If the SSN in BM or DGI needs to be updated, submit a SNOW ticket for DGIB updates using established SSN correction procedures.

f. If the information of the TIMS folder is found to be incorrect, follow established procedures to have corrections made to the TIMS folder.

4. Once all SNOW tickets have been resolved and all corrections have been made, the remediation POC will return the token to the VCE to complete normal processing.

For errors that involve a missing date of birth (DOB), data remediation POCs will complete the following:

1. Review the EDU file to locate the beneficiary's DOB.
2. Perform a **BUPD** in SHARE to update the DOB.

VII.i.1.C.3.c

BT order failures

When a claim includes both payments and receivables, then upon authorization, overpayments are transmitted first to eMPWR, followed by payments, to allow eMPWR's Participant Systematic Review (PSR) to properly review and code items for collection, affording due process rights when needed.

If any of the receivable or associated payment BTs fail or are rescheduled, then the entire set of BTs will fail. The user will know this occurred through an error showing upon authorization and/or enrollment verification in BM.

To resolve this issue, the user should take the following steps.

1. Suspend the token in TIMS until the next business day.
2. After the suspension time has elapsed, review the authorized claim in BM or DGI as appropriate to see if the error is still displaying. This will give the system the opportunity to run its automatic retries.
3. If the error persists, contact your Coach to follow local procedures to submit a DIF report for database correction.
4. Follow local procedures to suspend the token in TIMS until DIF resolution.
5. Upon receiving notification of resolution, continue to work the claim follow standard procedures.

Note: Until the issue is resolved, no new claims can be created for the beneficiary.

VII.i.1.C.3.d

Automated payment error resolution

When a user attempts to authorize a claim/verify an enrollment within BM and there is a failure to successfully transmit to eMPWR, the system will do the following.

The errored BT will display on for the Payment Action Report along with a reason for review and corrective action. Once a BT displays on the Payment Action Report, the Production Operations (ProdOps) team from Accenture Federal Services (AFS) will work directly with the local Support Services Division (SSD) to have payments manually issued through eMPWR and to make any corrections necessary to continue normal processing.

Note: Users will not usually see this activity, since it happens in the background.

If a user comes across a beneficiary with failed payments that have not been resolved, they take the following steps:

1. Suspend the token in TIMS until the next business day.
2. After the suspension time has elapsed, review the claim to see if the error is still displaying.
3. If the error persists, contact your Coach to follow local procedures to coordinate with SSD to manually issue the BTs and to submit a DIF report to AFS ProdOps for database correction.
4. Follow local procedures to suspend the token in TIMS until DIF resolution.
5. Upon receiving notification of resolution, continue to work the claim follow standard procedures.

EDU can no longer issue these payments on its own due to the Office of Financial Management’s (OFM) need to maintain fiscal separation of duties.

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Topic 4: Handling proceeds under eMPWR

Introduction

Various technical errors may occur during routine processing. This section discusses known possible errors and provides instructions for resolving them.

Change date

January 22, 2025

VII.i.1.C.4.a

General

When a BT is sent to eMPWR and the transmission attempt results in the return of the payment, EDU will need to review those claims. Usually this is the result of an invalid payment address on file for the beneficiary.

In BDN, designated users ran a daily Fiscal Output Exception System (FOES) report to identify returned payments. With the transition to eMPWR, BDN FOES messages will no longer function for beneficiaries processed in DGI or BM. Instead, designated users will need to access the report in eMPWR that generates the list of EDU proceeds. Following existing standards, the eMPWR proceeds reports must be assigned for review within 2 business days.

VII.i.1.C.4.b

Processing proceeds

Since eMPWR is only a payment system and not a combined payment-processing system like BDN, eMPWR will not automatically suspend payments for beneficiaries with proceeds on their account. To prevent inappropriate accumulation of proceeds, upon receiving a proceeds-review assignment, users take the following steps.

1. Review the beneficiary's payment history in eMPWR and in SHARE to confirm proceeds are on file for the beneficiary.
2. If proceeds exist, put the beneficiary's record into suspense with a reason of *Beneficiary Payment Undeliverable* in either DGI or BM.
3. Review the payment address on the screen and compare it to the most recent payment addresses in TIMS and the payment address history in SHARE.
4. If the payment address was entered incorrectly in DGI or BM, make any corrections necessary to the payment address.
5. If the payment address matches the most recent address on file, develop to the beneficiary via phone call or email for updated payment information asking them to visit https://www.va.gov/change-direct-deposit/ to view and update their payment address.
    a. Suspend any token in TIMS for 7 days.
    b. Review DGI or BM as appropriate to confirm a new address has been received.
    c. If a new payment address has been added, proceed to step (e).
    d. If a new payment address has not been added, change the payment address to the most recent mailing address on file.
    e. Follow local procedures to request SSD process the release of the proceeds.
    f. When SSD confirms the release of proceeds, remove the suspense from the beneficiary file and proceed with routine processing.

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Topic 5: Debt transfers

Introduction	This section contains information on 61C and 63C debt transfers.
Change date	January 22, 2025

VII.i.1.C.5

Debt Transfers

Before the conversion to eMPWR, receivable balances associated with a chapter 30, 1606, or 1607 master record could be transferred to a chapter 33 master record for collection via processing of a BT 04E 90C, 96C, and 97C deduction in BDN. With chapter 33 receivables being converted to eMPWR, these ‘C- type’ deductions can no longer be used as they are not available in eMPWR. Eventually when all EDU benefits are in eMPWR, users will be able to process a BT 18 – Benefit Repayment where they will be able to select a given EDU receivable and select a ‘Recoup From’ benefit of their choosing. This will not be available until all EDU Benefits are processed through eMPWR. Until then, a procedure is required to guide users through the process of transferring a non-chapter 33 receivable from BDN to collect against a chapter 33 payable in eMPWR.

If a user needs to transfer a non-chapter 33 receivable into eMPWR for collection against a chapter 33 payable, eMPWR offers two types of deductions that can be used.

18	61C	C&P; CH 31; CH18; REPS	BDN & eMPWR-VA - Indicates that benefits are to be withheld and sent to the DMC for appropriate distribution.	• To be entered by DMC only except for CH1606 cases transferring to CH1607.
18	63C	C&P; CH 31; CH18; REPS	BDN & eMPWR-VA - Indicates that benefits are to be withheld and sent to the station that has jurisdiction of the record from which the benefits were withheld.	• ROs should only set up 63C offsets on their own records. Otherwise, the station of jurisdiction will not know why it has received funds in its station suspense and will not know what to do with the money.

Transferring receivables into eMPWR

In eMPWR, all chapter 33 participant payables with the exception of BT 06I Housing/Kick are considered ‘retro.’

In eMPWR, chapter 33 participant BT 06I housing/kicker awards can be considered either ‘retro’ or ‘recurring’. Retro is defined as any BT 06I where the payable period is for a prior month. Recurring is defined as any BT 06I where the payable is for the current month. DGI processes distinct BT 06Is that separate award periods so that no BT 06I contains an award period that is both retro and recurring.

If an active chapter 33 06I payable transaction for a beneficiary is received in the last two business days of the month, regardless of the payable effective date, these benefits will be considered as retroactive and will be processed on the first working day of the following month.

These distinctions are important because when processing either a BT18 61C or BT18 63C in eMPWR, Finance users will be responsible for designating the transaction to either deduct from a retroactive award OR deduct from a recurring award.

These 61C and 63C deductions are generally used with a purpose. Although it is possible to notice the presence of a non-chapter 33 receivable when processing a chapter 33 award, typically receivable balances are transferred between benefits if a retroactive election is made, or it is determined that a beneficiary was not eligible for a particular benefit program and previously paid benefits under one program can be repaid under another.

Use the table below to help differentiate 61C and 63C debt transfers.

Transferring a chapter 30, 1606, or 1607 BDN receivable into eMPWR for chapter 33 collection	**Transferring a chapter 35 BDN receivable into eMPWR for chapter 33 collection**
When transferring a receivable between two records in two different systems that share the same file number, local Finance will establish a BT 18 61C deduction. Offset funds will be received by DMC as they have collection jurisdiction over the associated receivable.	When transferring a receivable between two records in two different systems that do not share the same file number local Finance establishes a BT 18 63C deduction. Then, either 1) local finance applies the offset funds against the true receivable and handles all associated transactions or 2) local finance processes a suspense transfer sending the offset funds to DMC using the file number/payee code that is assigned to the true receivable. DMC then completes the appropriate debt reduction actions as they have jurisdiction over the associated receivable.
Note: Facility payments are excluded from 61C + 63C deductions. Stations should complete thorough reviews of these deductions throughout the EDU award process. Excess deductions should be cleared regularly.	

61C and 63C debt transfer differences

The table below provides processing examples and guidance for solutions with applicable options.

If the example involves …	**Solutions include …**
Example 1**:** Paul Smith received chapter 30 benefits for the period of 1/16/24 – 2/29/24. On 3/1/2024, it is discovered that a processing error occurred, and the claimant elected chapter 33 benefits effective 12/1/2023. Paul received $2,000.00 under MGIB for this period. Today is 3/5/2024. DGI analysis shows that for this same period, chapter 33 will award $500.00 for books and supplies and $2,600.00 housing. No MHA benefits are payable for March at this time.	Chapter 33 is the higher paying benefit. All participant chapter 33 payables are considered retro. Finance to process RETRO 61C in the amount of $2000.00.

Example 2: Carrie Smith received chapter 30 benefits for the period of 1/16/24 – 2/29/24. On 3/1/2024, it is discovered that a processing error occurred, and the claimant elected chapter 33 benefits effective 12/1/2023. Carrie received $,2000.00 under MGIB for this period. Today is 3/5/2024. DGI analysis shows that for this same period, chapter 33 will award $500.00 for books and supplies and $1,400.00 housing. No MHA benefits are payable for March at this time, but a BT 06I in the amount of $800.00 is scheduled for 3/27/2024.	MGIB is the higher paying benefit. The participant has a mix of both retro and recurring payables.
	Option 1: Finance to process RETRO 61C in the amount of $1,900.00. When the DGI award is authorized and the $1,900 deduction has occurred, Finance can then establish a RECURRING 61C in the amount of $100.00. When the March BT 06I matures in DGI, it will be considered RECURRING and the final $100.00 deduction will occur.
	Option 2: Finance to process a RETRO 61C for the full $2,000.00. When the DGI award is authorized and the $1,900 deduction has occurred, Finance can process a BT18A adjusting the ‘deduct from’ value of the previously established 61C deduction from retroactive deduction to recurring monthly payment. When the March BT 06I matures in DGI, it will be considered RECURRING and the final $100.00 deduction will occur.

Example 3: Kim Smith received chapter 30 benefits for the period of 1/16/24 – 3/15/24. On 3/17/2024, it is discovered that a processing error occurred, and the claimant elected chapter 33 benefits effective 12/1/2023. Kim received $2,800.00 under MGIB for this period. Today is 3/17/2024. DGI analysis shows that for this same period, chapter 33 will award $500.00 for books and supplies and $3,000.00 for housing, of which $750.00 is due for 3/1/24 – 3/15/24 and will mature on 3/27/24.	Chapter 33 is the higher paying benefit. The participant has a mix of retro and recurring payables for the impacted award period.
	Option 1: Finance to process RETRO 61C in the amount of $2,750.00. When the DGI award is authorized and the $2,750.00 deduction has occurred, Finance can then establish a recurring 61C in the amount of $50.00. When the March BT 06I matures, it will be considered RECURRING and the final $50.00 deduction will occur.
	Option 2: Finance to process a RETRO 61C for the full $2,800.00. When the DGI award is authorized and the $2,750.00 deduction has occurred, Finance can process a BT18A adjusting the ‘deduct from’ value of the previously established 61C deduction from retroactive deduction to recurring monthly payment. When the March BT 06I matures, it will be considered RECURRING and the final $50.00 deduction will occur.

Example 4: Sherrie Smith received chapter 30 benefits for the period of 1/16/24 – 3/15/24. On 3/17/2024, it is discovered that a processing error occurred, and the claimant elected chapter 33 benefits effective 12/1/2023. Sherrie received $2,800.00 under MGIB for this period. Today is 3/29/2024. DGI analysis shows that for this same period, chapter 33 will award $500.00 for books and supplies and $3,000.00 for housing, of which $750.00 is due for 3/1/24 – 3/15/24 and will mature at the time of authorization. (Reminder, today is 3/29 which is during eMPWR end of month cycle).	Chapter 33 is the higher paying benefit. DGI will award ALL retro payments as the DGI award is being authorized during the end of month cycle. As such, Finance to process a RETRO 61C for the $2,800.00 the participant received under MGIB.
Example 5: Katherine Smith received 1606 benefits in 2018 and has an outstanding receivable balance in the amount of $60.00. The claimant recently applied for chapter 33 and an enrollment certification was received showing full time enrollment from 1/16/24 – 5/15/24. The claimant is eligible for chapter 33 at the 100% Veteran level. A chapter 33 election date of 12/1/23 was made. Today is 4/1/2024. DGI analysis shows that for this new enrollment period, DGI will award $500 for books and supplies as well as $4,000.00 for housing covering the period of 1/16 – 3/31/24.	DGI RETRO payables far exceed the 1606 receivable balance. Finance to establish a RETRO 61C deduction in the amount of $60.00.

Example 6: Tim Smith received chapter 35 benefits for the period of 1/16/24 – 2/29/24. On 3/1/2024, it is discovered that a processing error occurred, and the claimant elected chapter 33-FRY benefits effective 12/1/2023. Tim received $2,000.00 under chapter 35 for this period. Today is 3/5/2024. DGI analysis shows that for this same period, chapter 33-FRY will award $500.00 for books and supplies and $1,400.00 housing. No MHA benefits are payable for March at this time.	Chapter 35 is the higher paying benefit. The participant has a mix of both retro and recurring payables for the impacted period. Option 1: Finance to process RETRO 63C in the amount of $1,900.00. Once that deduction has occurred, if DGI shows a March 2024 BT06I payable with an EOM March maturation date, Finance can process RECURRING 63C in the amount of $100.00 so when that March BT06I matures, the final $100.00 deduction will occur. Option 2: Finance to process a RETRO 63C for the full $2,000.00. When the DGI award is authorized and the $1,900.00 deduction has occurred, Finance can process a BT18A adjusting the 'deduct from' value of the previously established 63C deduction from retroactive deduction to recurring monthly payment. When the March BT 06I matures, it will be considered RECURRING and the final $100.00 deduction will occur.

Examples of debt transfers

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Topic 6: Requesting Manual Payment Processing

Introduction

This section discusses submitting a request for manual payment processing to the Support Services Division (SSD).

Change date	January 22, 2025

VII.i.1.C.6.a	If the VCE finds that BTs need out of system action,

Manual Payments	• Complete the attached Fiscal Action PDF and follow local procedures to send form to SSD Finance for manual transactions to be completed.
	  ◦ Include screen captures of Payment Instructions screen, audit, or other evidence, as appropriate.
	  ◦ If the BT is from a TOE or Fry Scholarship claim, include the file number of the source Veteran in the “TOE Claim” or “FRY Scholarship Claim” field, as appropriate.
	• If the manual payments are required for specialized processing, such as incarcerated claimant claims or retroactive inductions, the claim must be authorized before being sent to SSD.
	• If the payment is to resolve a failed payment from a previously authorized claim, SSD must release the payment and EDU will follow local procedures to submit a Defect in Functionality (DIF) ticket to AFS ProdOps to adjust the payment status in the database. No new claim can be created until both actions have been completed.

Work Study

If Chapter 33 eligibility was established in DGI before June 26, 2024, and no subsequent work product was authorized, a new DGI work product needs to be created and authorized before requests for manual payment can be sent to SSD.

VII.i.1.C.6.b **Manual Payments without a corporate record**	For beneficiaries processed in DGI with no eMPWR conversion work product AND no work product authorized on or after July 8, 2024, then no manual financial action can be taken by either SSD or the DMC on the beneficiary's chapter 33 record OR For beneficiaries processed in BM with no eMPWR conversion claim AND no claim authorized on or after TBD, then no manual financial action can be taken by either SSD or the DMC on the beneficiary's record. This situation most commonly can occur in the processing of work study claims and DMC actions to collect a debt. The RPOs need to assign POCs for SSD and DMC to contact when no Education record exists in CorpDB and must be created to process a fiscal action. Upon receiving that contact, the POC needs to create and authorized a work product in DGI to create the corporate record. Once the work product is authorized, the POC will respond to SSD or DMC as appropriate to allow them to continue their work.

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