

New Jersey DDD - DCI Systems Training for Vendors

Welcome to Acumen!

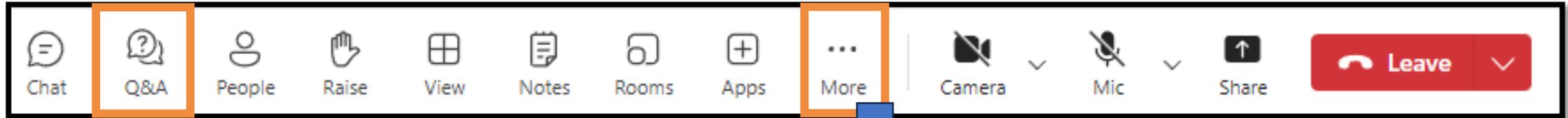
Thank you for joining the Acumen Family!



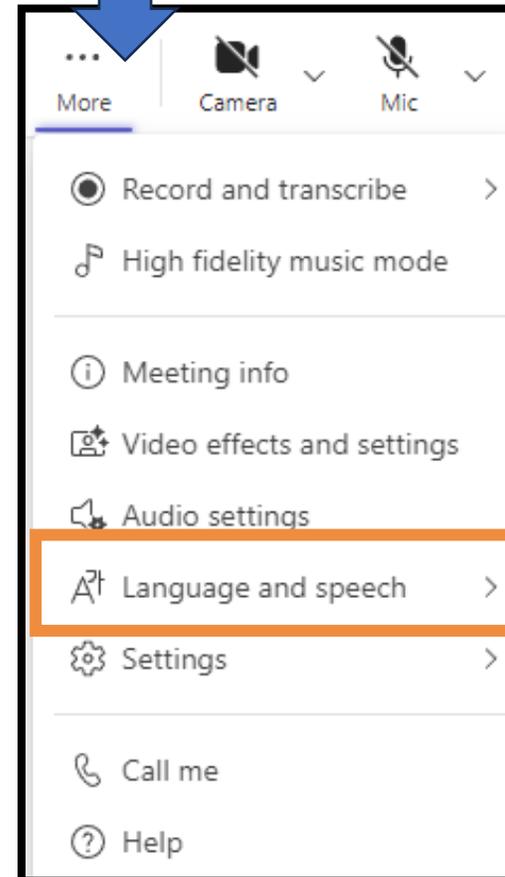
Acumen powered by DCI

Helping create a positive, long-lasting
impact on people's lives.

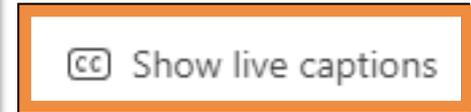
Using Microsoft Teams



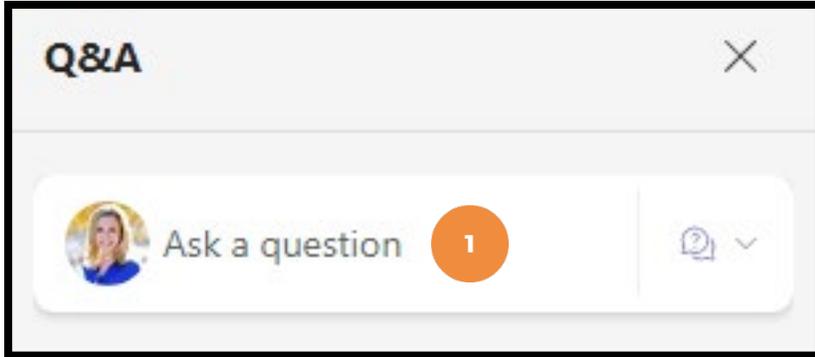
- Ensure both the Camera & the Mic are disabled (as pictured above with a line through them)
- Today we will not be using the Chat (disabled) or Raise hand features
- Click the **Q&A** button to type & send your question during the meeting



- To enable closed captioning:
 - ✓ Click the **More** button (three dots)
 - ✓ Select **Language and speech**
 - ✓ Click **Show live captions**
- OR press **ALT+Shift+C** on your keyboard

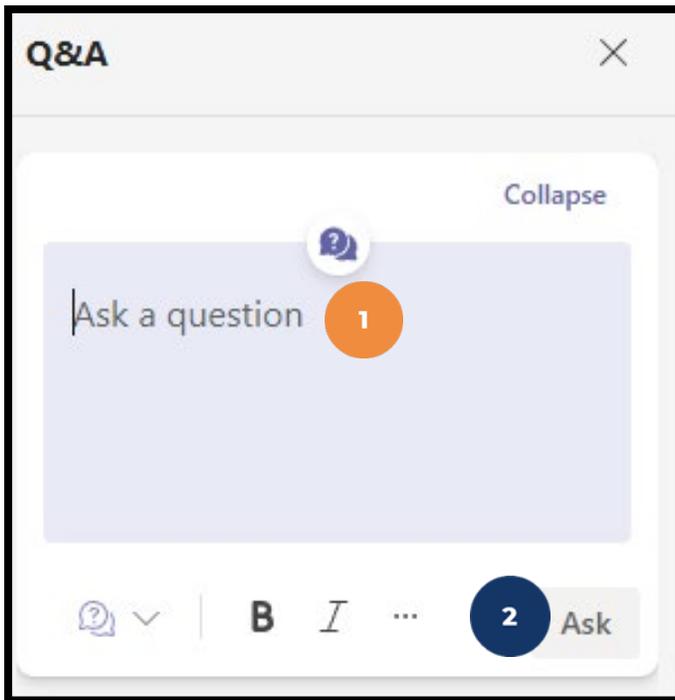


Using the Q&A button



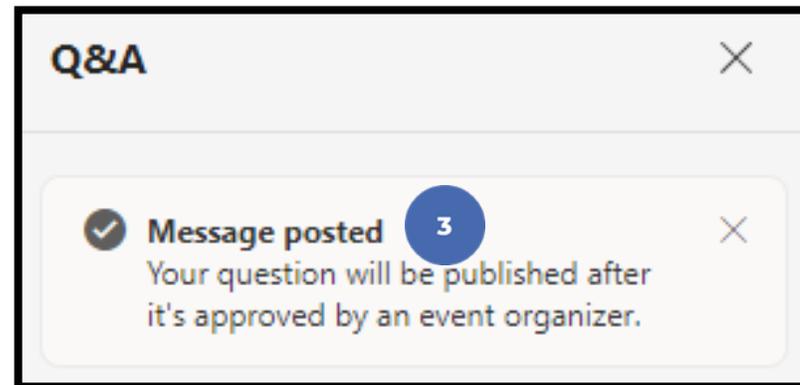
1. After clicking the Q&A button, **type your question** in the Ask a question field

❖ Please do not include any confidential information or the question cannot be published & answered

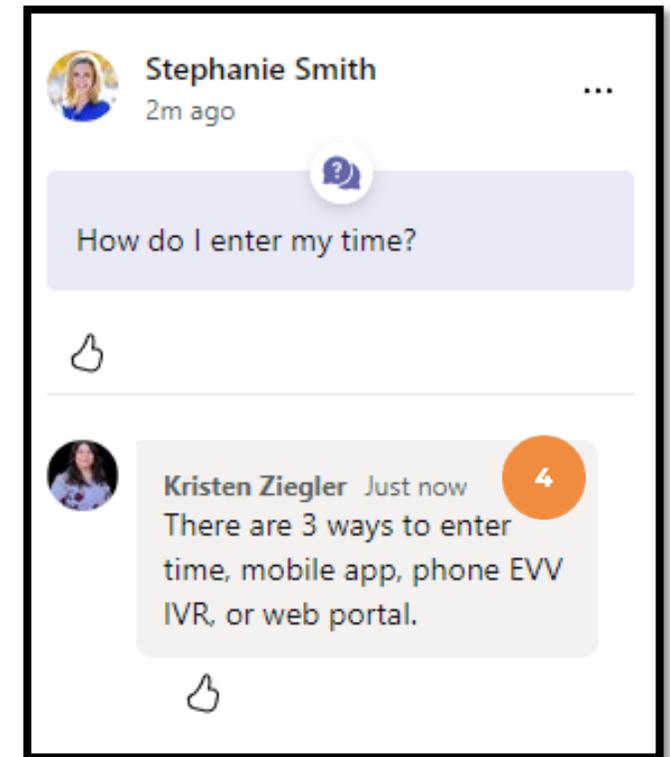


2. Click the **Ask** button

3. Message posted displays



4. Moderators review, approve & answer your question.



Agenda



Who are Acumen and DCI



DCI Web Portal & Profile Settings



Adding a New Vendor Payment Entry Request



Viewing Vendor Payment Entries



FAQ's & Resources

Why Are You Here?

Why Are You Here?



As you may know, the Division of Developmental Disabilities (**DDD**) Vendor Fiscal/Employer Agent Model will be transitioning Fiscal Intermediary (**FI**) services from Public Partnerships, LLC (**PPL**) to Acumen Fiscal Agent (**Acumen**) starting in *early June*. Acumen will help manage both Community Vendor Services and Self-Directed Employee (**SDE**) Services in this model.

Transition enrollments with Acumen will happen at staggered intervals over the next four months, with groups of participants called **cohorts** assigned to enroll within a specific window of time. Using this approach will help ensure a smooth and organized transition for everyone.

In this training, We will review the specific details to our training sessions for the New Jersey DDD program as well as several critical dates you may need to be aware of. We will also review the process flow, so you have a good comprehension of what comes next.

Critical Dates to Know



COHORT 1

- Your Enrollment Training is scheduled for **Monday, April 28, 2025**
 - Next additional training is available **Monday, May 5, 2025**
- Your DCI System Training for Authorized Representatives is on **June 5, 2025**
- Your DCI System Training for Vendors Only is on **June 6, 2025**
- Refer to [Your Good to Go/Welcome Letter](#) for details to when services will begin.

Training Sessions



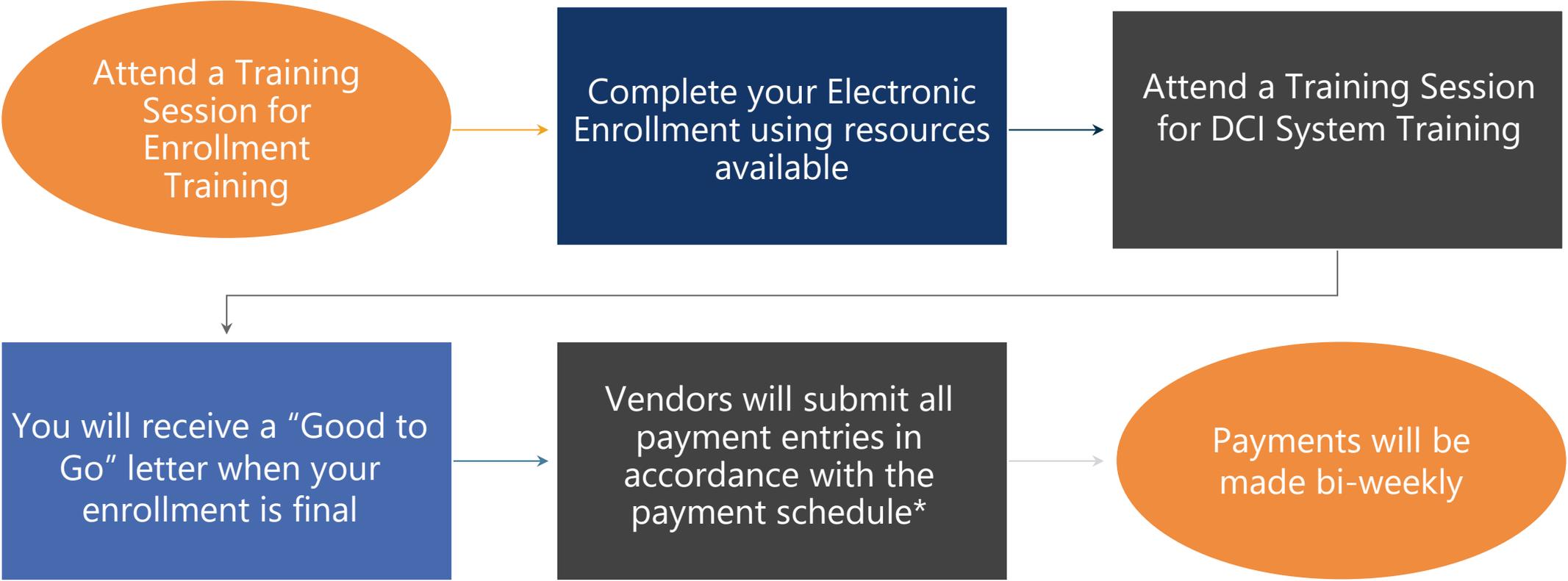
Enrollment

In Enrollment training, you'll learn how to create an account in Acumen's electronic enrollment system, complete all required enrollment information, and electronically sign enrollment packets. The session will include a live demonstration, and you'll have the chance to ask questions along the way. By the end of the training, you'll feel confident navigating the system and completing the enrollment process smoothly.

DCI System

In DCI System training, you'll learn how to navigate the DCI system using both the web and mobile versions to complete the essential tasks required for your role. These sessions will include a live demonstration, and you'll have the opportunity to ask questions in real time. By the end of the training, you'll be comfortable using DCI to manage your responsibilities efficiently.

Overview of NJ DDD Enrollment Process



Note: *Approve and submit all time sheets/entries and vendor/reimbursement requests by 9pm EST of the due date, **even if it falls on a weekend or holiday.** Those received *after* 9pm EST of that date will be processed in the following payment period.

Acumen & DCI

Who is Acumen?



- One of the largest, most experienced fiscal management entities in the U.S.
- Servicing multiple states across the country
 - Over 30 years of experience
 - Customized approach for your needs

What is DCI?

DCI is the electronic invoicing system that allows community vendors to securely submit invoices and documentation for payment approval by the individual or their authorized representative.

Web Browsers

- ✓ Google Chrome (DCI Preferred) 
- ✓ Firefox
- ✓ Edge
- ✓ Safari



DCI Web Portal

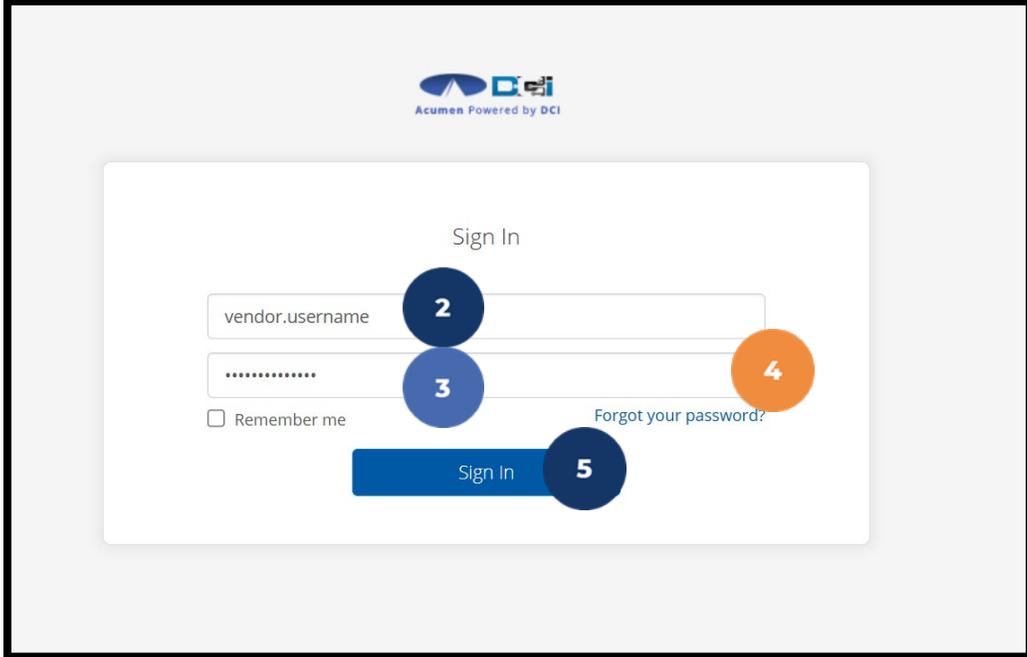
Accessed on a laptop or desktop computer

Accessing the DCI Web Portal

1. Open an internet browser on a computer (Google Chrome is preferred) and navigate to the [DCI Web Portal](#)
2. Enter the **Vendor username**
3. Enter the **Vendor password**
 - Credentials provided by Acumen on your Good to Go Letter
4. Utilize the **“Forgot your password?”** link if needed
5. Click the blue **Sign In** button

***Please note:** Contact Acumen with login issues

1 acumen.dcisoftware.com



The screenshot shows the login page for the DCI Web Portal. At the top, there is a logo for "Acumen Powered by DCI". Below the logo is a "Sign In" heading. The page contains a form with the following elements: a text input field labeled "vendor.username" with a blue circle containing the number 2; a password input field with a blue circle containing the number 3; a checkbox labeled "Remember me"; a link labeled "Forgot your password?" with an orange circle containing the number 4; and a blue "Sign In" button with a blue circle containing the number 5. A large orange circle containing the number 1 is positioned at the top left of the page, indicating the URL to navigate to.

Initial Log In



***Please note:** You must verify via the link in your email to login in for the first time

When logging in for the first time, you will be asked to change your password.

1. Hover over the circular “i” icon on the right to see the password requirements
2. Enter the same password in both password fields
3. Click the blue **Change Password** button

***Please note:** After changing the password, an email will be sent to you stating that you have changed your password.

Password Criteria

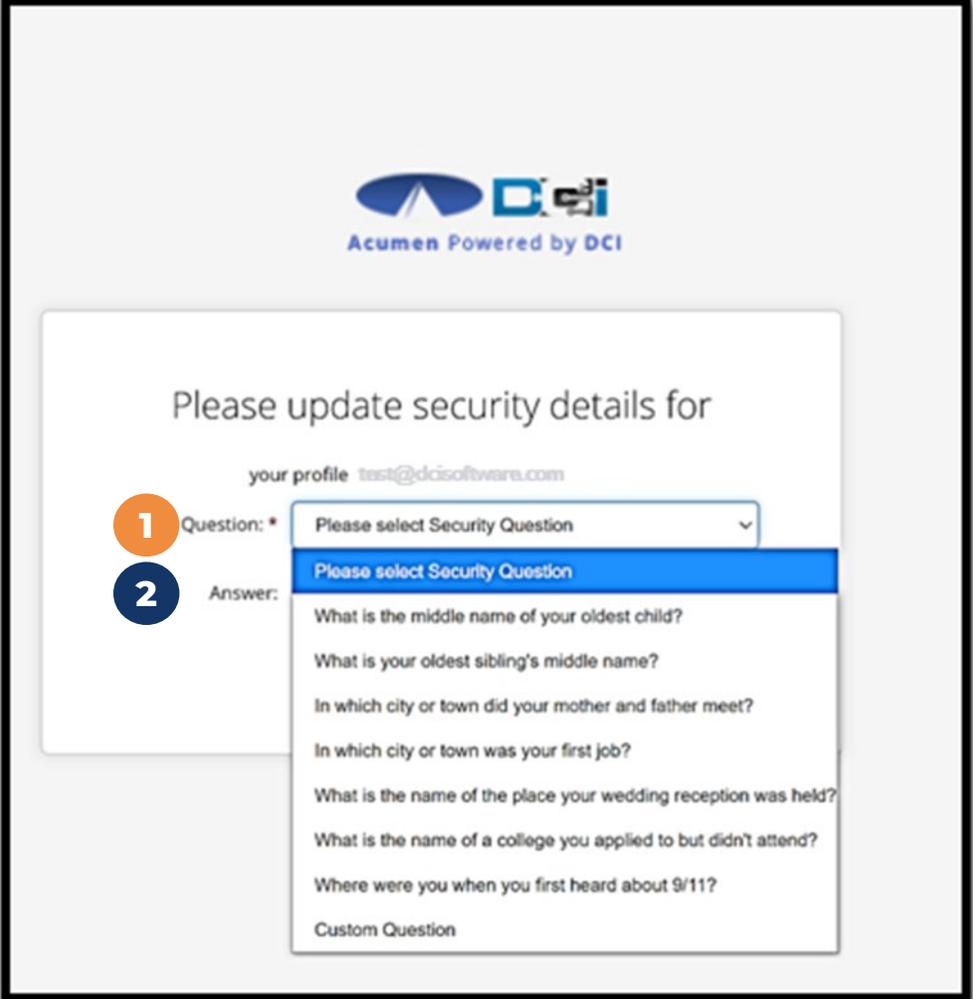
1. Must be at least 10 characters.
2. Must contain 1 uppercase letters, lowercase letters, numbers and special characters
3. Must not contain more than two repeated characters in a row.
4. The password should be different from the 3 previous passwords.

Security Question

To keep your profile safe, you will need to choose a security question the first time you log in.

1. Select a question from the drop-down menu
2. The answer must be at least five characters which cannot be repeated in a row

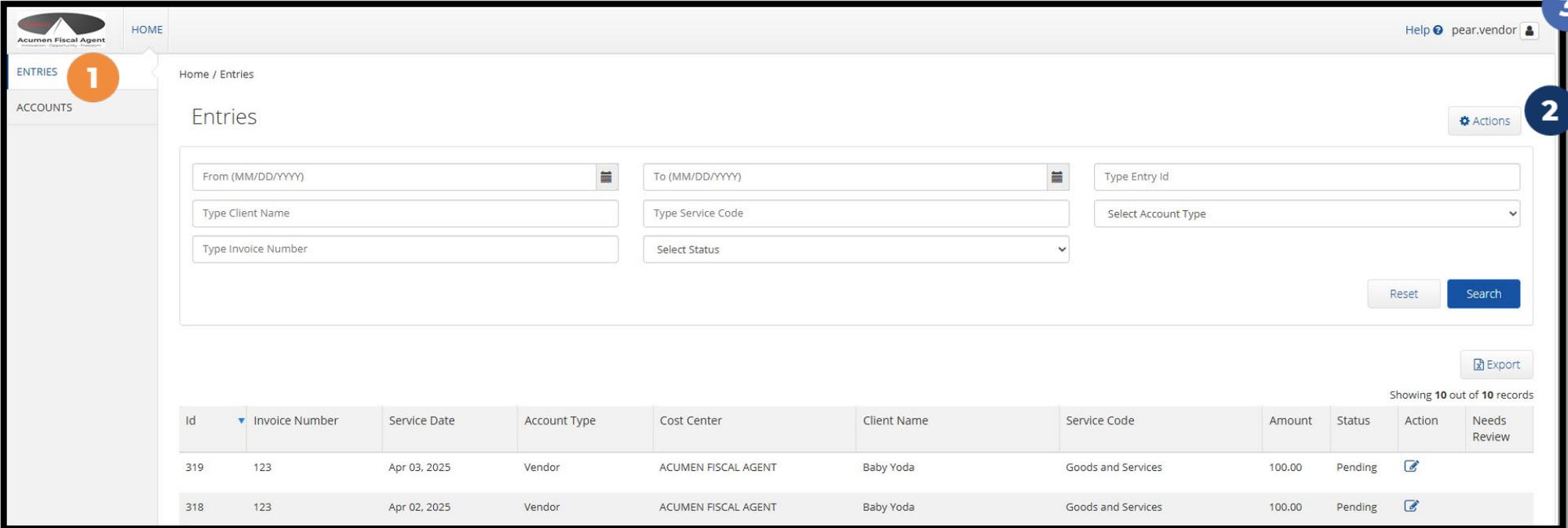
***Please note:** Remember the answer to the security question you chose, to reset your password in the future.



The screenshot shows a web interface for updating security details. At the top, it says "Please update security details for" followed by "your profile test@dcisoftware.com". Below this, there are two numbered steps: "1 Question: *" and "2 Answer:". The "Question" field is a dropdown menu with "Please select Security Question" selected. The "Answer" field is a text input with a blue highlight. Below the input fields, there is a list of security questions: "What is the middle name of your oldest child?", "What is your oldest sibling's middle name?", "In which city or town did your mother and father meet?", "In which city or town was your first job?", "What is the name of the place your wedding reception was held?", "What is the name of a college you applied to but didn't attend?", "Where were you when you first heard about 9/11?", and "Custom Question".

Home Tab Details

1. Select the **Entries** tab to view a complete list of submitted time entries
2. Click Actions, then [Add New Vendor Payment Entry](#) to enter a new entry
3. Select your username in the top right corner to find [Profile Settings](#)



Home / Entries

Entries

From (MM/DD/YYYY) To (MM/DD/YYYY) Type Entry Id

Type Client Name Type Service Code Select Account Type

Type Invoice Number Select Status

Reset Search

Export

Showing 10 out of 10 records

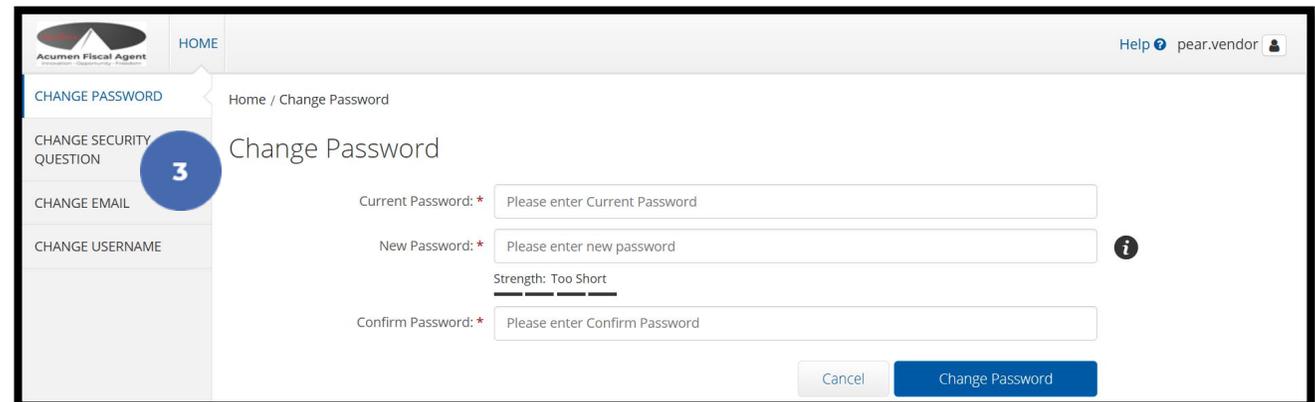
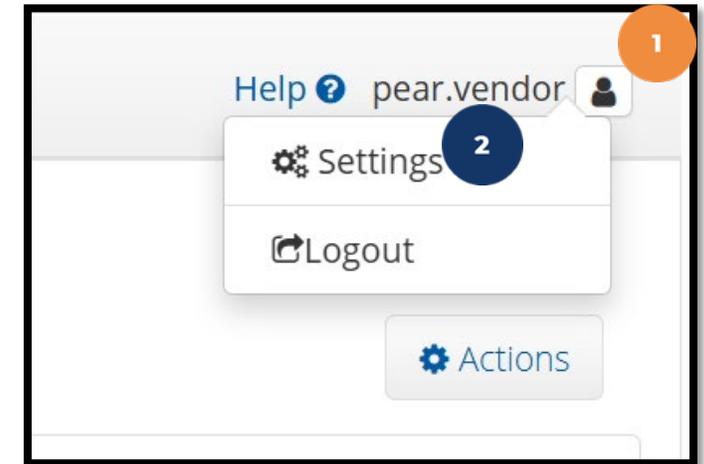
Id	Invoice Number	Service Date	Account Type	Cost Center	Client Name	Service Code	Amount	Status	Action	Needs Review
319	123	Apr 03, 2025	Vendor	ACUMEN FISCAL AGENT	Baby Yoda	Goods and Services	100.00	Pending		
318	123	Apr 02, 2025	Vendor	ACUMEN FISCAL AGENT	Baby Yoda	Goods and Services	100.00	Pending		

The **Entries Page** is the landing page

Profile Settings

1. Click the **username** in the top right corner of the main menu
2. Click **Settings**
3. Select a submenu tab to update:
 - **Change Password** – Used for login
 - **Change Security Question**
 - **Change Email** – A valid and correct email address is required for password recovery
 - **Change Username** – Used for login

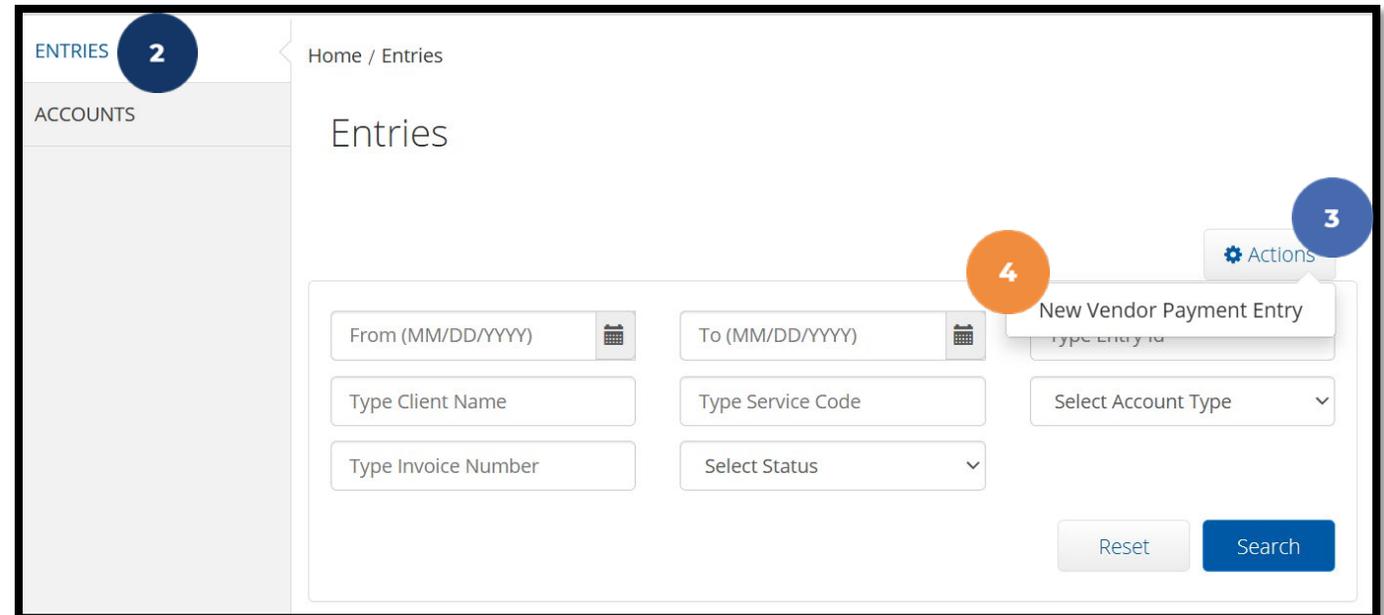
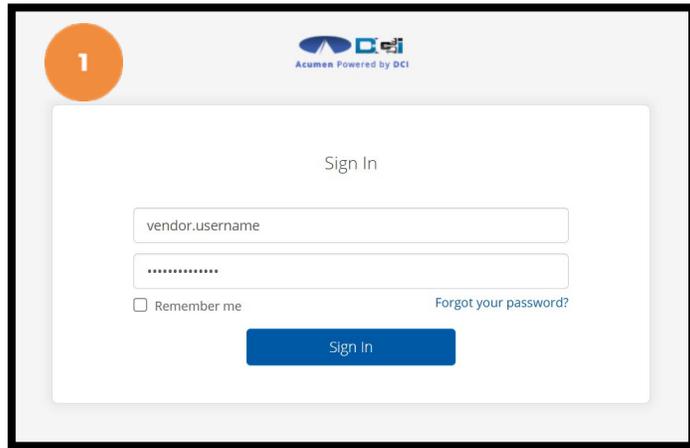
***Please note!** Profile settings are only available on the full site



Adding a New Vendor Payment Entry

New Vendor Payment Entry

1. Navigate to acumen.dcisoftware.com and log into the **Vendor Profile**
2. Select **Entries** on the submenu
3. Select **Actions**
4. Select **“Add New Vendor Payment Entry”** from the drop-down list



New Vendor Payment Entry



- 5. Complete the Add New Vendor Payment Entry form wizard
- 6. Entry Type (**required**): Vendor Payment
- 7. Account Type (**required**): Vendor
- 8. Client (**required**): Type the client's name and select it from the drop-down

5 Add New Vendor Payment Entry

Entry Type: * Vendor Payment 6

Account Type: * Vendor 7

Client: * Type Client Name 8 **Note! Client is the Individual Receiving Services**

Please note: Only clients who have an active service account with you listed as the *vendor* will display. If you do not see your client's name appear in the drop down, please reach out to the **Acumen Support team**.

New Vendor Payment Entry



- 9. Service code (**required**): Select from the drop-down
- 10. Dollar Amount (**required**): Enter the total amount for the invoice for all dates of service
- 11. Invoice Number (**required**): Enter the invoice number
- 12. Vendor Payment Reference Fields 1-5 (*optional*): Optionally add any additional information regarding the vendor payment

The screenshot shows a web form titled "Add New Vendor Payment Entry" with a close button in the top right corner. The form contains the following fields:

- Service Code:** A dropdown menu with the text "Select Service Code". A blue circle with the number "9" is positioned to the right of the dropdown.
- Dollar Amount:** A text input field with the placeholder text "Enter Amount". An orange circle with the number "10" is positioned to the right of the input field.
- Invoice Number:** A text input field with the placeholder text "Enter Invoice Number". A blue circle with the number "11" is positioned to the right of the input field.
- Vendor Payment Reference 1:** A text input field with the placeholder text "Enter Vendor Payment Reference 1".
- Vendor Payment Reference 2:** A text input field with the placeholder text "Enter Vendor Payment Reference 2". A blue circle with the number "12" is positioned to the right of the input field.
- Vendor Payment Reference 3:** A text input field with the placeholder text "Enter Vendor Payment Reference 3".
- Vendor Payment Reference 4:** A text input field with the placeholder text "Enter Vendor Payment Reference 4".

New Vendor Payment Entry

13. Date(s) of Service (**required**):
This may be one date or multiple dates. Enter the date and the amount for that date then click the blue **plus sign (+)** to add more as needed.

- **Please note:** The sum of the dates of service must match the dollar amount entered in the Dollar Amount field

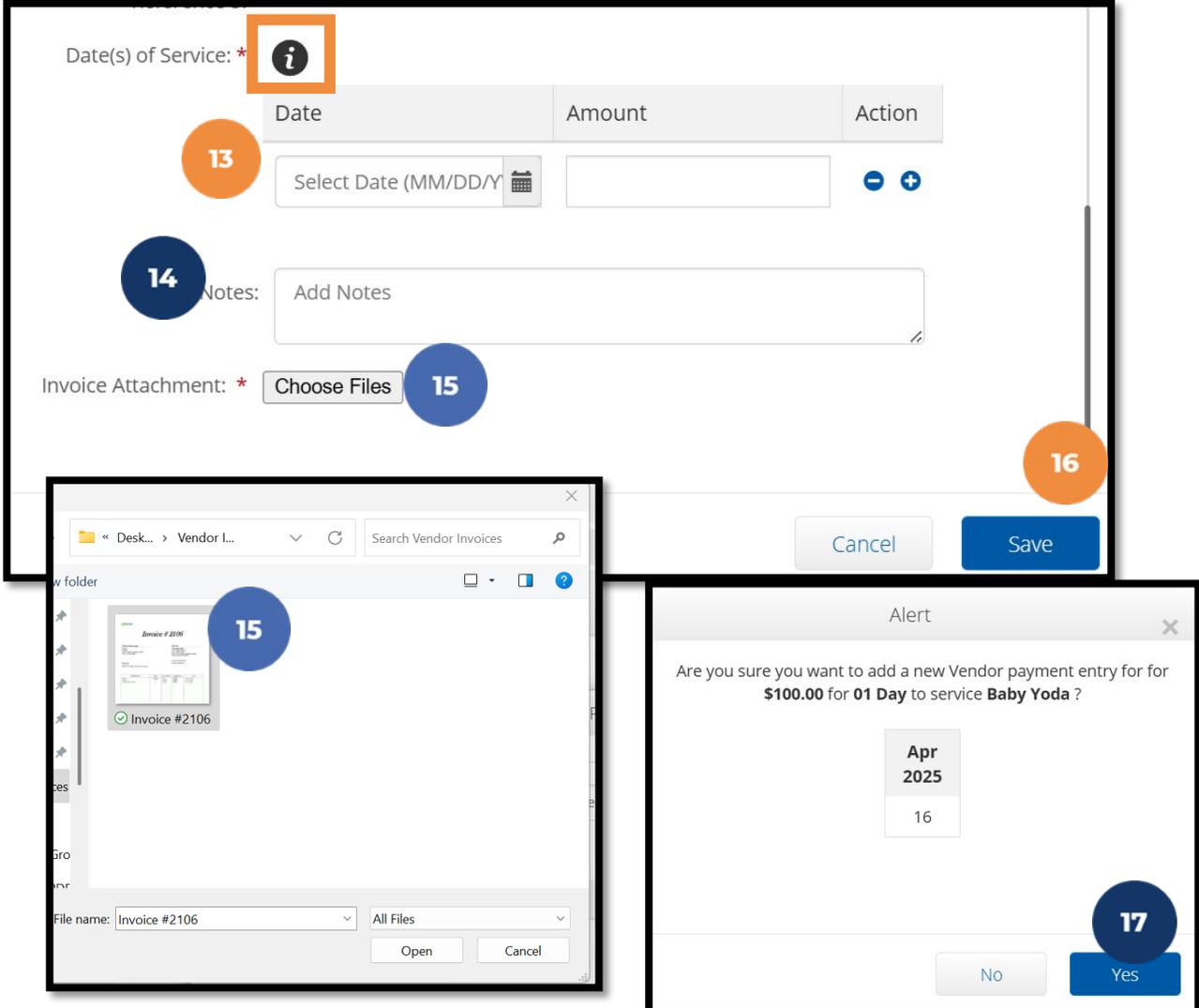
14. Notes (*optional*)

15. Invoice Attachment (**required**):
Click the **Choose Files** button to select and upload the invoice. Attachment must be in PDF, JPG, or PNG format.

16. Click **Save**

17. Click **Yes** to confirm

The entry is now submitted!



The screenshot shows the 'New Vendor Payment Entry' form with several callouts:

- 13:** Points to the 'Date(s) of Service' field, which includes a table with columns 'Date', 'Amount', and 'Action'. The 'Date' field has a calendar icon and a 'Select Date (MM/DD/YY)' prompt. A blue plus sign (+) is visible to the right of the 'Amount' field.
- 14:** Points to the 'Notes' field, which is a text area with the placeholder 'Add Notes'.
- 15:** Points to the 'Choose Files' button under the 'Invoice Attachment' field.
- 16:** Points to the 'Save' button at the bottom right of the form.

Two additional windows are shown:

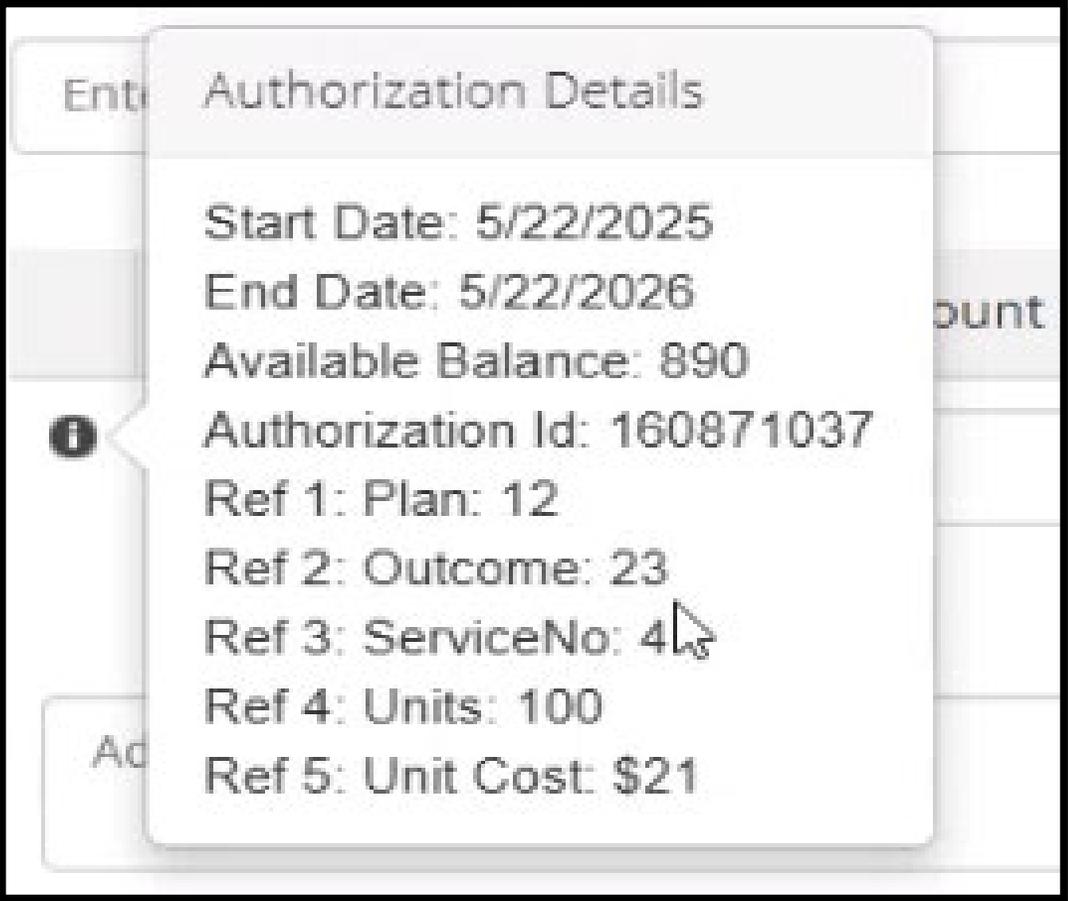
- File Explorer:** A window titled 'Vendor I...' showing a folder named 'Vendor I...' with a file named 'Invoice #2106' selected. A blue callout '15' points to the file.
- Alert:** A dialog box asking 'Are you sure you want to add a new Vendor payment entry for for \$100.00 for 01 Day to service Baby Yoda ?'. It shows the date 'Apr 2025' and the number '16'. A blue callout '17' points to the 'Yes' button.

New Vendor Payment Entry

Hover over the **"i" icon** to see the authorization details!

Outcome Number and Service Number are related to the specific service code!

Refer to the SDR for the details on which service code to use!



Ent: Authorization Details

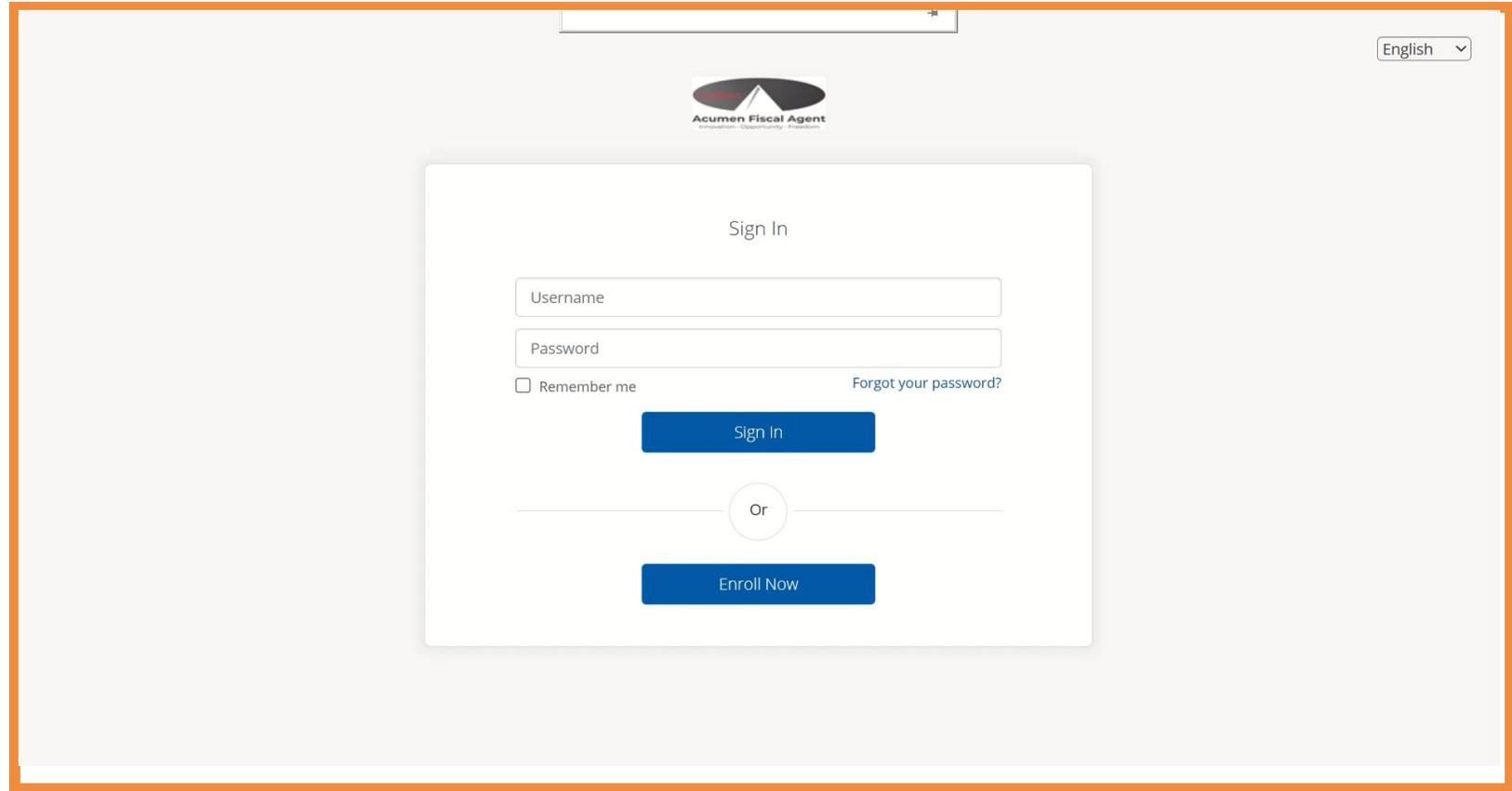
Start Date: 5/22/2025
End Date: 5/22/2026
Available Balance: 890
Authorization Id: 160871037
Ref 1: Plan: 12
Ref 2: Outcome: 23
Ref 3: ServiceNo: 4
Ref 4: Units: 100
Ref 5: Unit Cost: \$21

Account

Ad

Web Portal Video

New Vendor Payment Entry



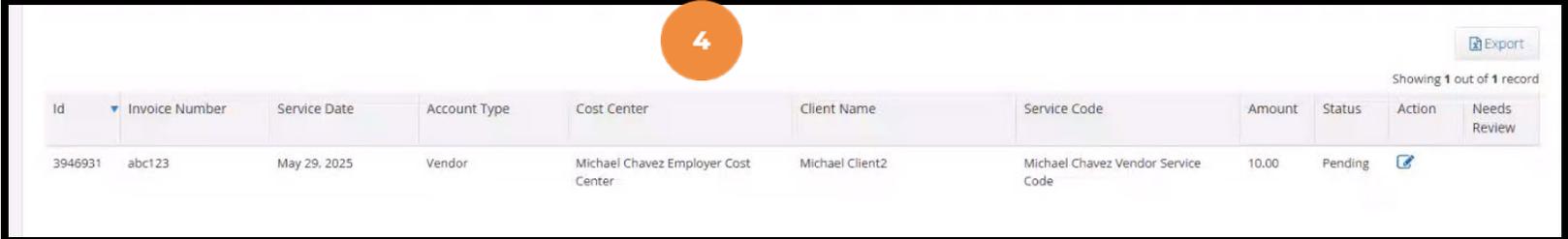
The screenshot shows the Acumen Fiscal Agent web portal sign-in page. At the top right, there is a language dropdown menu set to "English". The Acumen Fiscal Agent logo is centered at the top, with the tagline "Innovation · Opportunity · Freedom" below it. The main content area is a white box titled "Sign In". It contains two input fields: "Username" and "Password". Below the "Password" field, there is a checkbox for "Remember me" and a link for "Forgot your password?". A blue "Sign In" button is positioned below the form. Below the button, there is a horizontal line with a circle containing the word "Or" in the center. At the bottom of the box is a blue "Enroll Now" button.



Viewing Vendor Payment Entries

View Vendor Payment Entries

1. From the Home tab, select Entries on the submenu
2. Add any search filters to search for a specific entry (Ex: Client Name, Service Dates, Entry Id)
3. Click the blue **Search** button
4. Results will show at the bottom



Id	Invoice Number	Service Date	Account Type	Cost Center	Client Name	Service Code	Amount	Status	Action	Needs Review
3946931	abc123	May 29, 2025	Vendor	Michael Chavez Employer Cost Center	Michael Client2	Michael Chavez Vendor Service Code	10.00	Pending	[icon]	[icon]

View Vendor Payment Entries



5. Find the entry by ID, Invoice Number or Service Date
6. The **status** column will show what status the entry is in.
 - If your entry states **Rejected**, reach out to **your Individual or Authorized Representative** to confirm approval.

If issues persist, contact Acumen at vendor-nj@acumen2.net

5

6

Id	Invoice Number	Service Date	Account Type	Cost Center	Client Name	Service Code	Amount	Status	Action	Needs Review
242	4	Feb 18, 2025	Vendor	ACUMEN FISCAL AGENT	String Cheese	Goods and Services	100.00	Approved		
241	4	Jan 13, 2025	Vendor	ACUMEN FISCAL AGENT	String Cheese	Goods and Services	100.00	Rejected		
240	4	Mar 02, 2025	Vendor	ACUMEN FISCAL AGENT	String Cheese	Goods and Services	100.00	Approved		
239	4	Mar 05, 2025	Vendor	ACUMEN FISCAL AGENT	String Cheese	Goods and Services	100.00	Approved		
238	4	Jan 13, 2025	Vendor	ACUMEN FISCAL AGENT	String Cheese	Goods and Services	300.00	Canceled		
237	3	Mar 12, 2025	Vendor	ACUMEN FISCAL AGENT	MICKY MOUSE	Goods and Services	300.00	Approved		

Multiple Dates of Service Entries

If **more than one** Date of Service was entered for the vendor payment, an entry is created for each and the entry for the total amount is **canceled**. The new separated entries will immediately be in a **"unvalidated"** status. The system will move these out of **"unvalidated"** and into **"pending"** or **"rejected"** every 15-20 minutes. It is validating no business rules were violated.

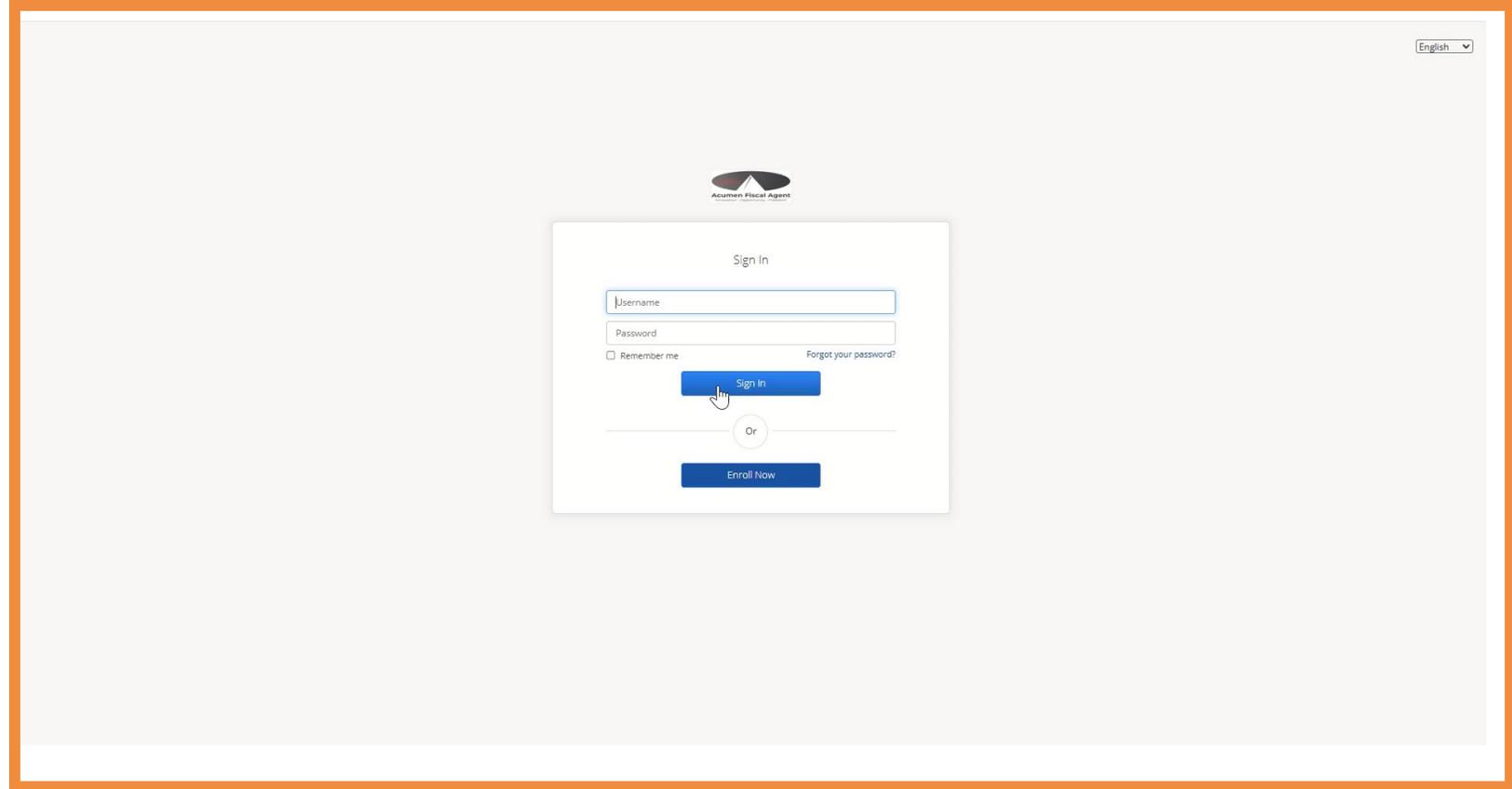
Entries											
ID	Service Date	Start Time	End Time	Account Type	Ref.	Cost Center	Client Name	Service Code	Amount	Status	
75689	Jul 29, 2024			Vendor		Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Vendor 2	16.00	Pending	
75316	Jul 20, 2024			Vendor	75314	Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Vendor 2	25.00	Pending	
75315	Jul 21, 2024			Vendor	75314	Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Vendor 2	5.00	Pending	
75314	Jul 20, 2024			Vendor		Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Vendor 2	30.00	Canceled	

If only **one** Date of Service was entered for the vendor payment, only one entry is created in a **"unvalidated"** status. . The system will move these out of **"unvalidated"** and into **"pending"** or **"rejected"**

75689	Jul 29, 2024			Vendor		Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Vendor 2	16.00	Pending
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Web Portal Video

Multiple Dates of Services Entries

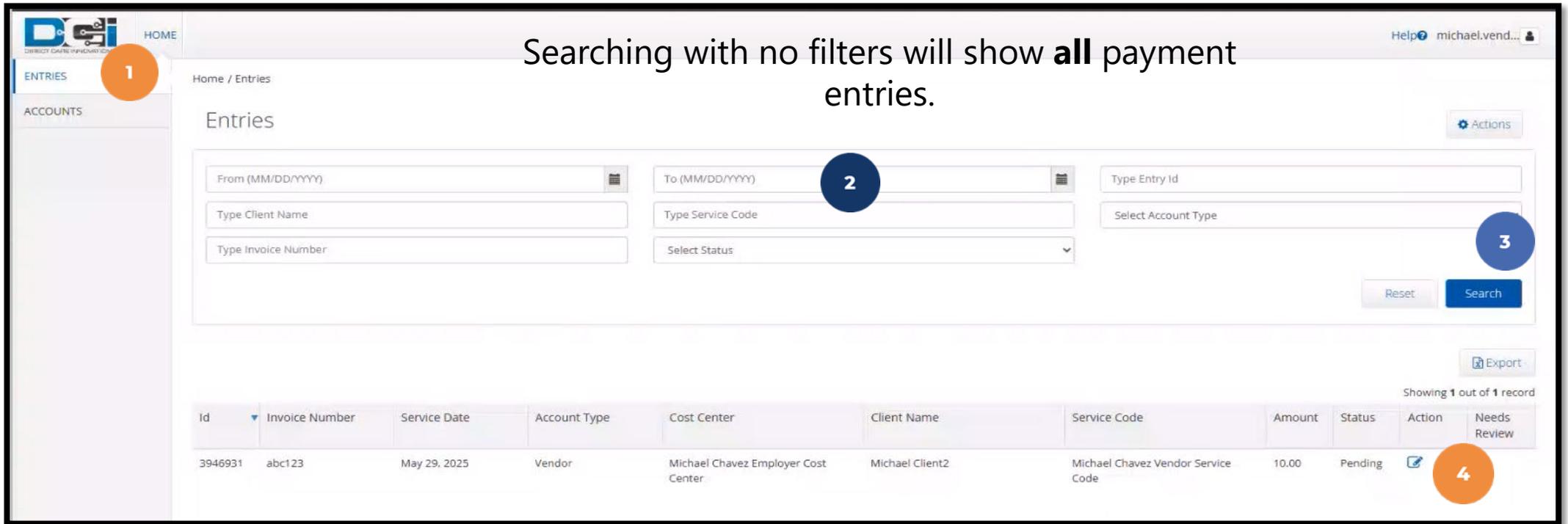


Editing Vendor Payment Entries

Edit Vendor Payment Entries

1. From the Home tab, select Entries on the submenu
2. Add any search filters to search for a specific entry (Ex: Client Name, Service Dates, Entry Id)
3. Click the blue **Search** button. Results will appear.
4. Find the vendor entry you need to edit and select the pencil icon

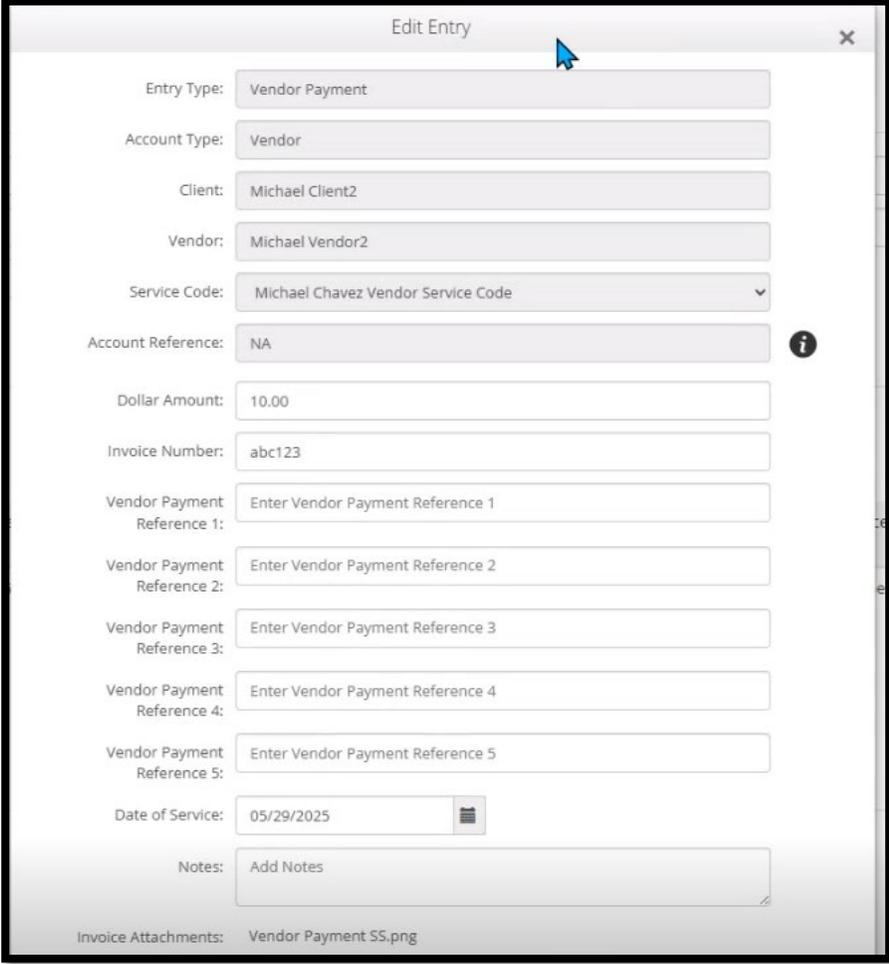
Searching with no filters will show **all** payment entries.



Id	Invoice Number	Service Date	Account Type	Cost Center	Client Name	Service Code	Amount	Status	Action	Needs Review
3946931	abc123	May 29, 2025	Vendor	Michael Chavez Employer Cost Center	Michael Client2	Michael Chavez Vendor Service Code	10.00	Pending		

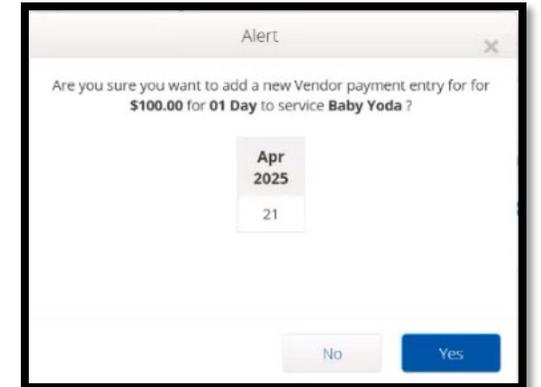
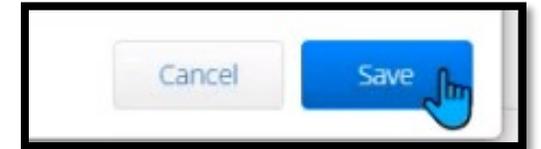
Edit Vendor Payment Entries

5. Make any edits needed on the entry
6. Select **Save**.
7. Select **Yes** on the Alert
8. Entry will go into unvalidated status, then Pending (usual workflow)



The screenshot shows the 'Edit Entry' form with the following fields:

- Entry Type: Vendor Payment
- Account Type: Vendor
- Client: Michael Client2
- Vendor: Michael Vendor2
- Service Code: Michael Chavez Vendor Service Code
- Account Reference: NA
- Dollar Amount: 10.00
- Invoice Number: abc123
- Vendor Payment Reference 1: Enter Vendor Payment Reference 1
- Vendor Payment Reference 2: Enter Vendor Payment Reference 2
- Vendor Payment Reference 3: Enter Vendor Payment Reference 3
- Vendor Payment Reference 4: Enter Vendor Payment Reference 4
- Vendor Payment Reference 5: Enter Vendor Payment Reference 5
- Date of Service: 05/29/2025
- Notes: Add Notes
- Invoice Attachments: Vendor Payment SS.png

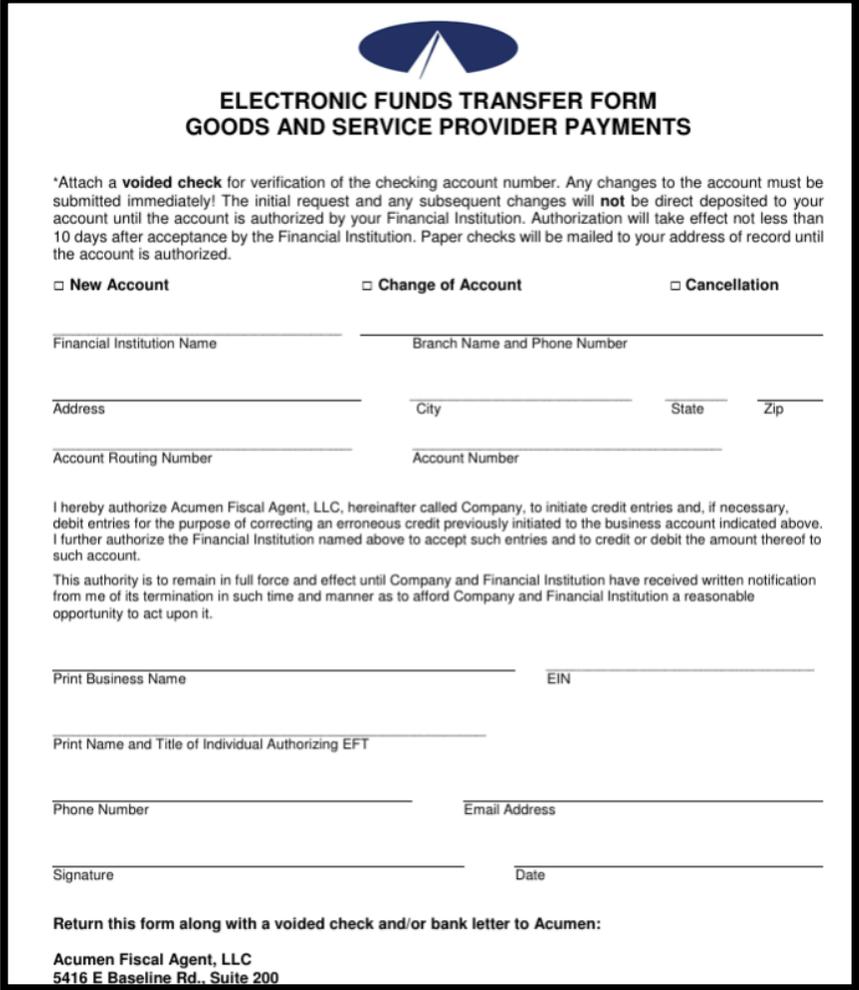


Direct Deposit (EFT) Form

Direct Deposit (EFT) Form



Ensure this Direct Deposit (EFT) form has been returned to the Acumen Support Team at Vendor-NJ@acumen2.net to ensure efficient payments. This was found in your enrollment paperwork.



**ELECTRONIC FUNDS TRANSFER FORM
GOODS AND SERVICE PROVIDER PAYMENTS**

*Attach a **voided check** for verification of the checking account number. Any changes to the account must be submitted immediately! The initial request and any subsequent changes will **not** be direct deposited to your account until the account is authorized by your Financial Institution. Authorization will take effect not less than 10 days after acceptance by the Financial Institution. Paper checks will be mailed to your address of record until the account is authorized.

New Account **Change of Account** **Cancellation**

Financial Institution Name _____ Branch Name and Phone Number _____

Address _____ City _____ State _____ Zip _____

Account Routing Number _____ Account Number _____

I hereby authorize Acumen Fiscal Agent, LLC, hereinafter called Company, to initiate credit entries and, if necessary, debit entries for the purpose of correcting an erroneous credit previously initiated to the business account indicated above. I further authorize the Financial Institution named above to accept such entries and to credit or debit the amount thereof to such account.

This authority is to remain in full force and effect until Company and Financial Institution have received written notification from me of its termination in such time and manner as to afford Company and Financial Institution a reasonable opportunity to act upon it.

Print Business Name _____ EIN _____

Print Name and Title of Individual Authorizing EFT _____

Phone Number _____ Email Address _____

Signature _____ Date _____

Return this form along with a voided check and/or bank letter to Acumen:

**Acumen Fiscal Agent, LLC
5416 E. Baseline Rd., Suite 200**

Vendor Frequently Asked Questions

Vendor FAQ's



What is DCI and why do I need to use it?

DCI is an electronic invoicing system that allows community vendors to securely submit invoices and documentation for payment approval by the individual or their authorized representative.

How do I submit an invoice?

Log into the DCI Web Portal, create a new Vendor Payment Entry, select the participant and service, attach your invoice and receipts, and submit it for approval.

What happens if I submit an invoice before my start date?

Invoices submitted before your designated start date will not be processed. Only submit invoices dated on or after your official start date.

Who needs to approve my invoices?

The individual or their authorized representative must approve your submitted invoice in DCI before Acumen can process payment.

Can I submit invoices through the mobile app?

No. Invoices submitted by Vendors will be submitted via the DCI portal.

Vendor FAQ's



How can I ensure I get paid on time?

Submit your invoice with complete documentation by the deadline listed on the NJ DDD Payment Schedule. Incomplete or late submissions will be delayed until the next cycle.

Where do I find the EFT form for direct deposit?

Download the Electronic Funds Transfer form from [the Acumen website](#) or request it from **customer service**. Submitting this will allow faster, direct deposits.

What should I do if my invoice was rejected, or payment is delayed?

Check with the individual/authorized representative to confirm approval. If issues persist, contact Acumen's Vendor Payroll Team at vendor-nj@acumen2.net.

How do I access training on how to use DCI?

Training materials are available on the DCI Web Portal under the Help section. Acumen will also invite you to virtual training sessions.

What if I have multiple participants that I support?

When the participant has completed their transition documents, has a plan revision and receives their Good to Go letter then the participant will appear on the community vendors dropdown to select and submit and invoice for them. All participants with active authorizations with the community vendor will show up on the list.

Resources

Vendor Payment Schedule



- Ensure payment entries are received by the Due Date (even if it falls on a weekend or holiday)
- Requests submitted **after** the Due Date will be handled in the following pay period
- First paycheck from Acumen will be **Thursday, July 3, 2025.**
- Pay day is every other Friday
- Vendor payments must be entered and approved within 60 days of the date of service

Month	Payroll Start	Payroll End	Timesheets Due (9pm EST)	Paydate
JUN	06/08/25	06/21/25	Mon, 06/23/25	Thu, 07/03/25
	06/22/25	07/05/25	Mon, 07/07/25	Fri, 07/18/25
JUL	07/06/25	07/19/25	Mon, 07/21/25	Fri, 08/01/25
	07/20/25	08/02/25	Mon, 08/04/25	Fri, 08/15/25
AUG	08/03/25	08/16/25	Mon, 08/18/25	Fri, 08/29/25
	08/17/25	08/30/25	Mon, 09/01/25	Fri, 09/12/25
SEPT	08/31/25	09/13/25	Mon, 09/15/25	Fri, 09/26/25
	09/14/25	09/27/25	Mon, 09/29/25	Fri, 10/10/25
OCT	09/28/25	10/11/25	Mon, 10/13/25	Fri, 10/24/25
	10/12/25	10/25/25	Mon, 10/27/25	Fri, 11/07/25
NOV	10/26/25	11/08/25	Mon, 11/10/25	Fri, 11/21/25
	11/09/25	11/22/25	Mon, 11/24/25	Fri, 12/05/25
DEC	11/23/25	12/06/25	Mon, 12/08/25	Fri, 12/19/25
	12/07/25	12/20/25	Mon, 12/22/25	Fri, 01/02/26
JAN	12/21/25	01/03/26	Mon, 01/05/26	Fri, 01/16/26
	01/04/26	01/17/26	Mon, 01/19/26	Fri, 01/30/26
FEB	01/18/26	01/31/26	Mon, 02/02/26	Fri, 02/13/26
	02/01/26	02/14/26	Mon, 02/16/26	Fri, 02/27/26
MAR	02/15/26	02/28/26	Mon, 03/02/26	Fri, 03/13/26
	03/01/26	03/14/26	Mon, 03/16/26	Fri, 03/27/26
APR	03/15/26	03/28/26	Mon, 03/30/26	Fri, 04/10/26
	03/29/26	04/11/26	Mon, 04/13/26	Fri, 04/24/26
	04/12/26	04/25/26	Mon, 04/27/26	Fri, 05/08/26



Helpful Resources

Utilize our Websites

 [New Jersey - Training Materials](#) for more help

- This will give you a full list of Training Materials for DCI

 [New Jersey State Page](#)

- This will give you New Jersey specific details with Acumen Fiscal Agent

Contact the Acumen Support Team

For help with enrollment questions, DCI system questions, or payment issues

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 Email us at vendor-nj@acumen2.net

 By Phone: (833) 892-0413





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