Vendor Payment Training for Employers

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Agenda

- Mobile App - Vendor Payment Entry
- Mobile App - New Vendor Request
- Web Portal – Vendor Payment Entry
- Web Portal – New Vendor Request

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Vendor Information

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What is a Vendor?

Company, organization, or person that provides services or supplies to a client.	Each state or program may have different rules around who can be a vendor.

What qualifies for a vendor payment?

Services or supplies provided to enhance the quality of life for a client.	Payments made to vendors are non-taxable and are subject to state & program rules.

Why the change?

Eliminates the need for paper vendor payment requests sent via email, fax, mail, etc.	Quicker and easier processing of Vendor Payments and New Vendor Requests. View status updates in DCI on the vendor payment(s).

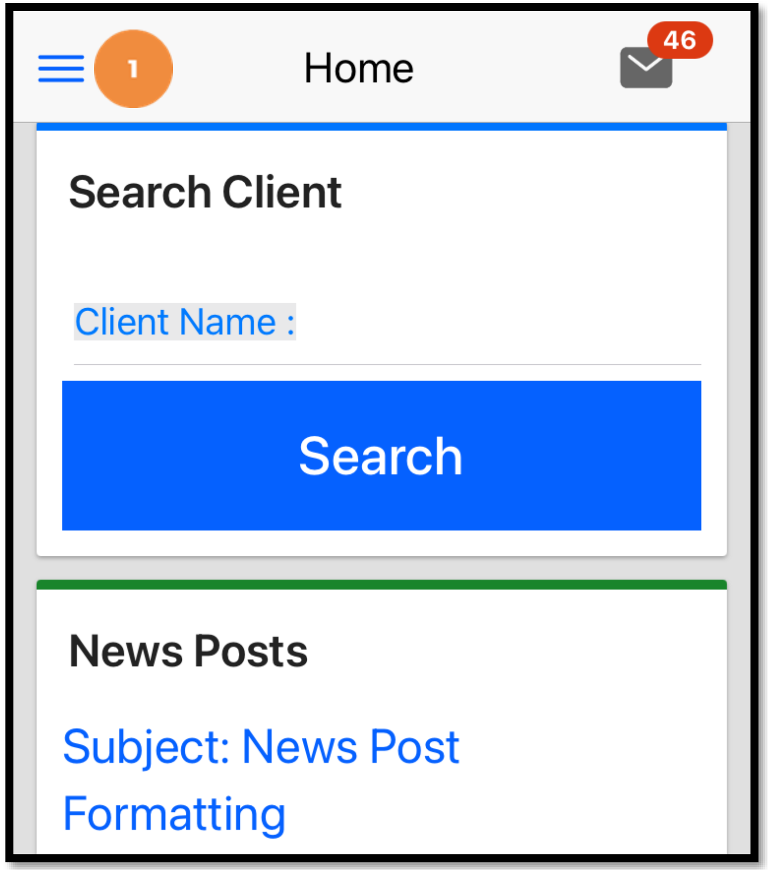
DCI Mobile EVV App

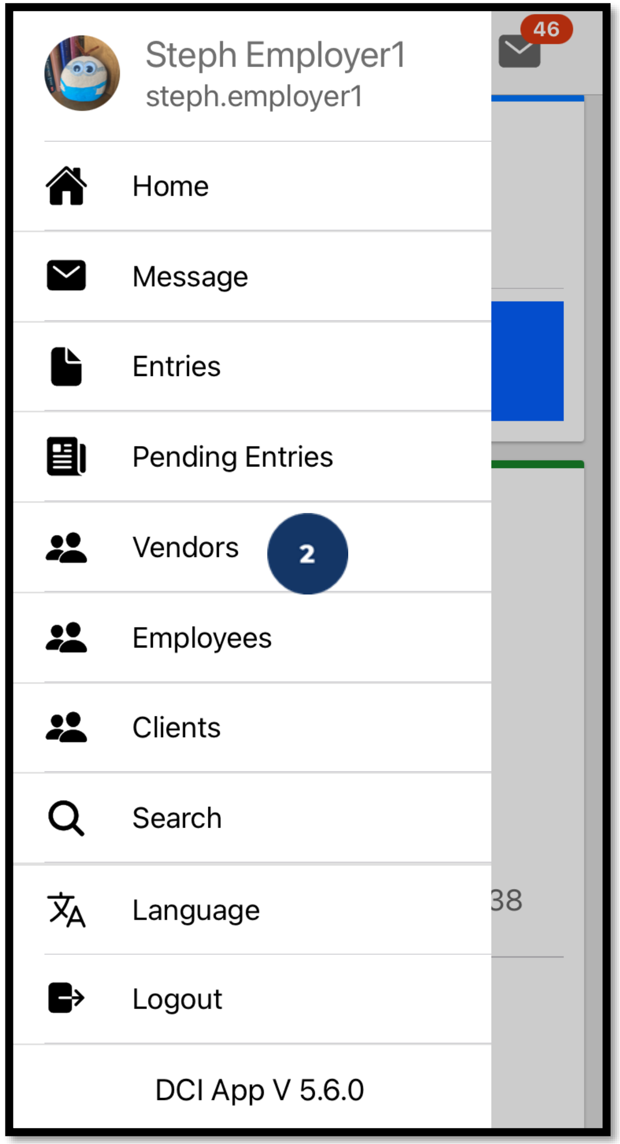
Vendor Payment Entry

***Please note!** The Employer is responsible for creating the vendor payment entry for their vendor(s)

Vendor Payment

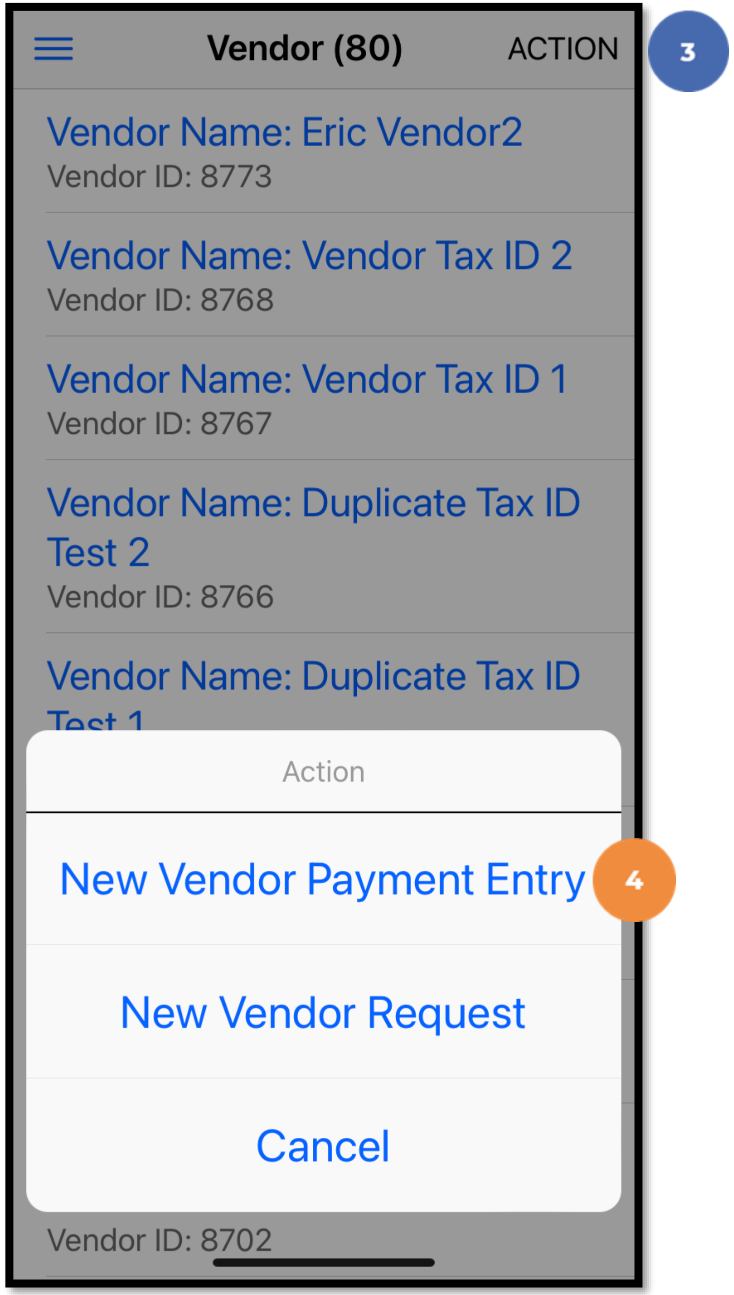
1. Click the **Menu** in the top left corner of the screen
2. Select **Vendors** on the submenu





Vendor Payment

3. Click **ACTION** in the top right corner
4. Select **New Vendor Payment Entry**



Vendor Payment

5. Click the **Account Type** drop-down to select Hourly

6. Click **Vendor Name** to type and select the vendor
   - ➢ Can't find the vendor? View the New Vendor Request section in this training document.

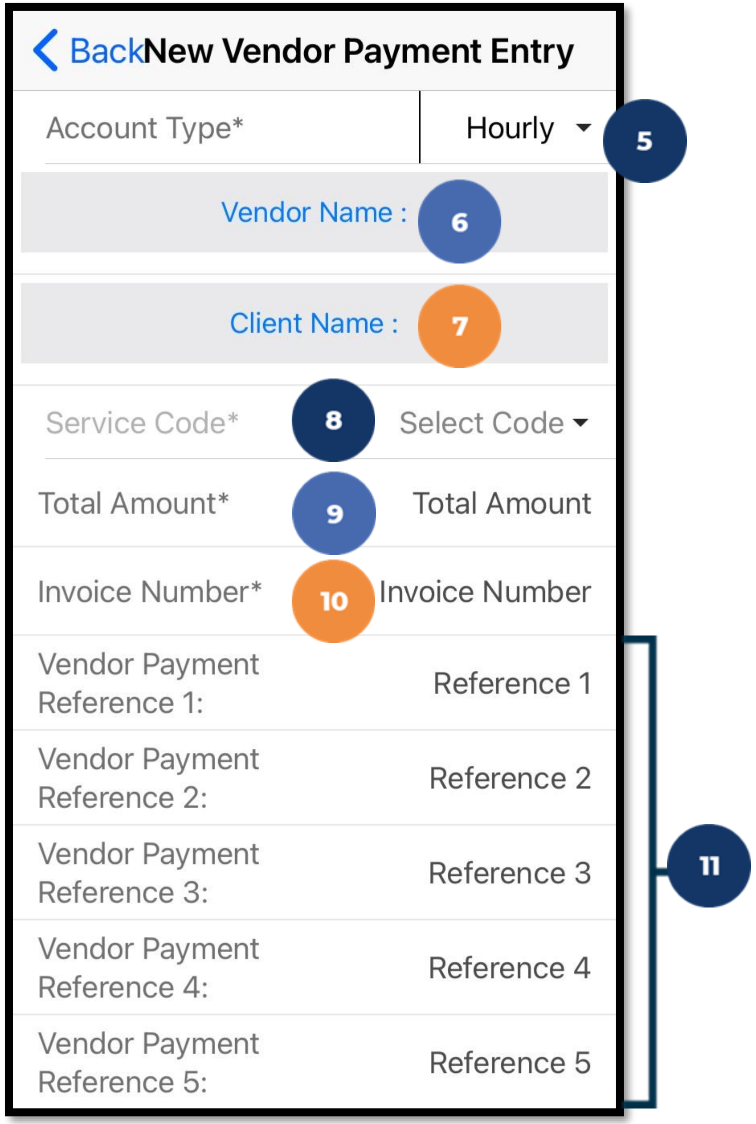
7. Click **Client Name** to type and select the client
   - ➢ Please note: The vendor's name will display at this time

8. Click the **Select Code** drop-down to select the service code
   - ➢ If the appropriate service code is not available in the drop-down menu, please contact your local office or support coordinator.

9. Enter the Total Amount for the invoice for all dates of service

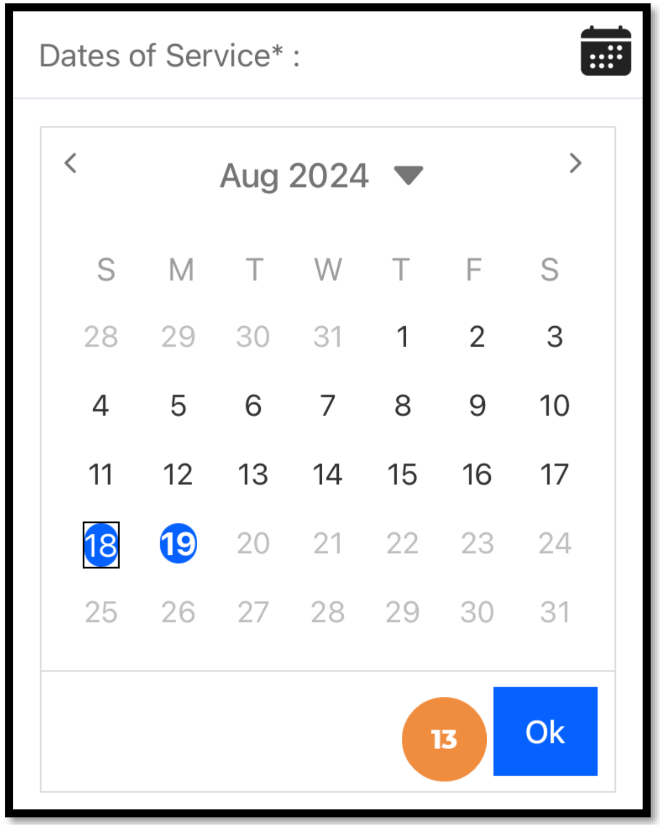
10. Enter the Invoice Number *along with the client's name*

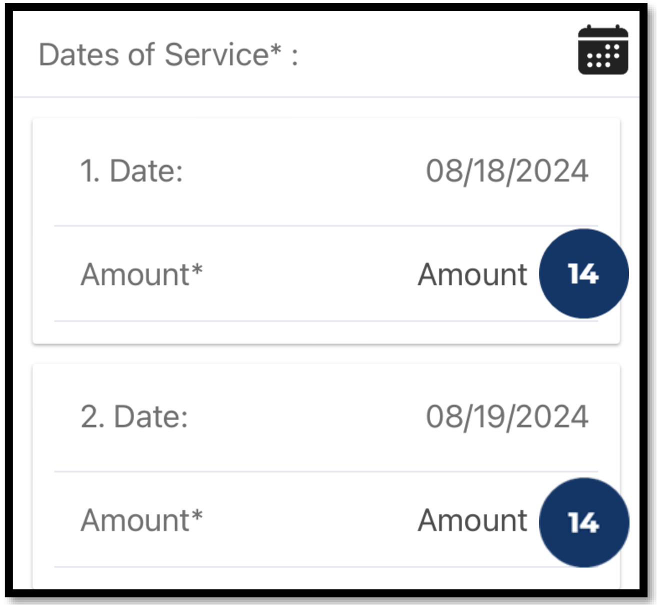
11. Optionally enter any additional information in Vendor Payment Reference fields 1-5



Vendor Payment

12. Click the **calendar icon** to select the Date(s) of Service
    - ❖ **Please note:** Multiple dates may be selected. Click the date again to unselect it.
13. Click the blue **Ok** button to confirm the selected date(s)
14. If multiple dates are selected, enter the amount for each date.
    - ❖ Please note: The sum of the individual amounts must match the Total Amount of the payment (step 9)





Vendor Payment

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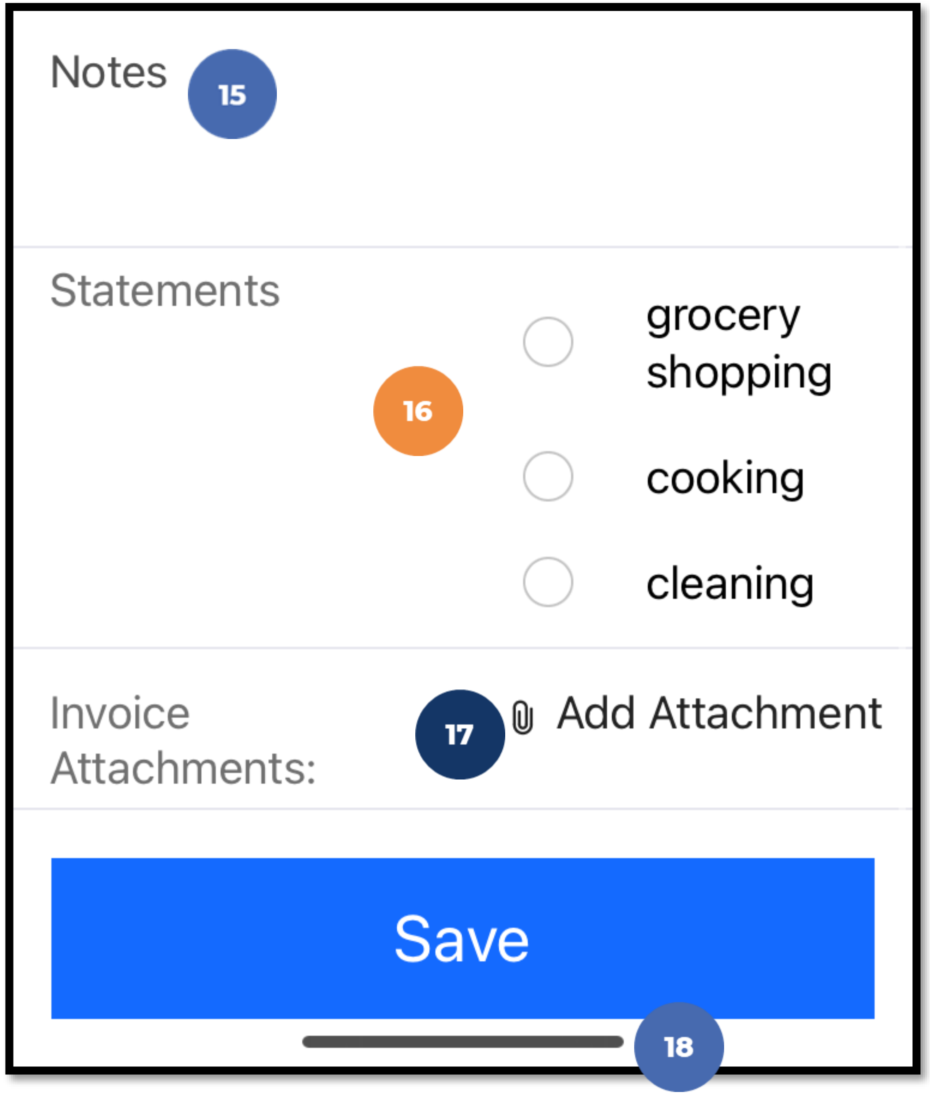
15. Optionally add Notes for the payment

16. If options appear in the Statements section, select the Statement(s) (tasks) that were completed during the service.
    - ❖ Please note: At least one statement must be selected if listed

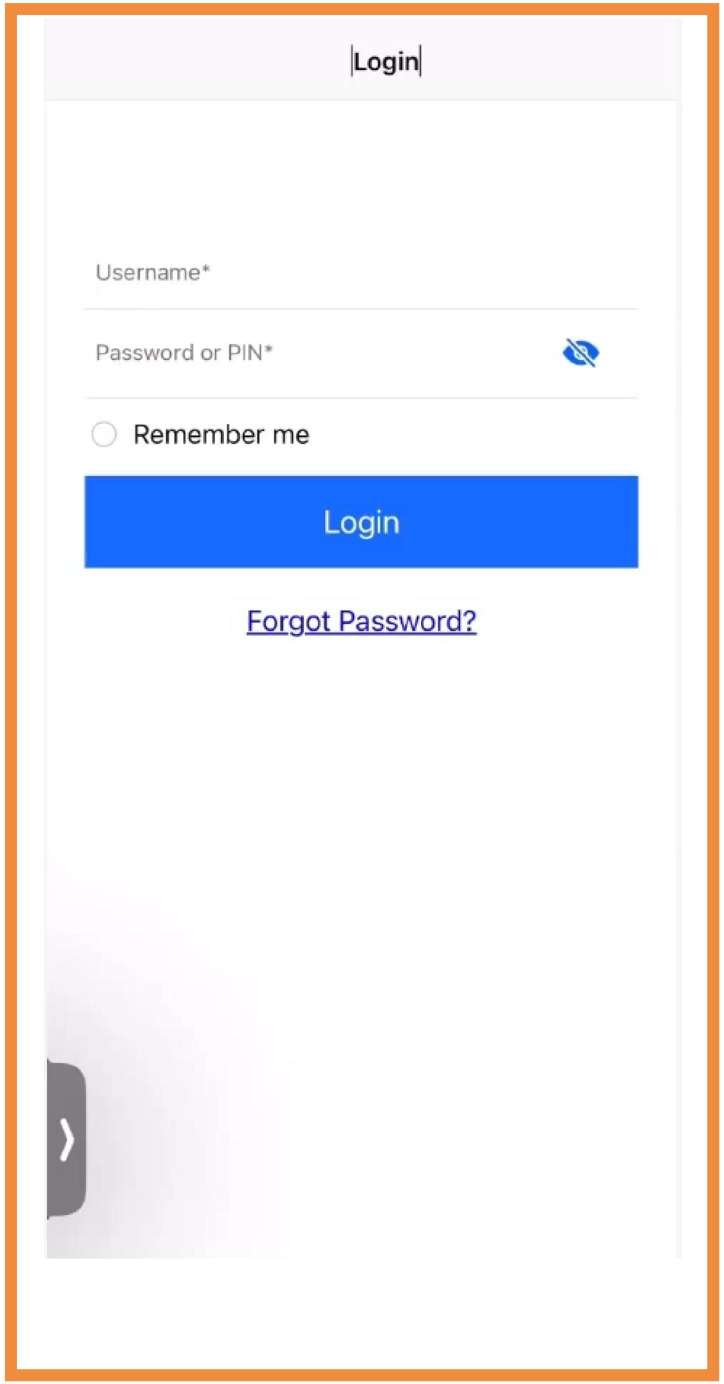
17. Click **Add Attachment** to access the device camera to take a picture of the invoice

18. Click the blue **Save** button when all fields are complete



Employer Mobile App Video

Create a Vendor Payment Entry



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Entry Review

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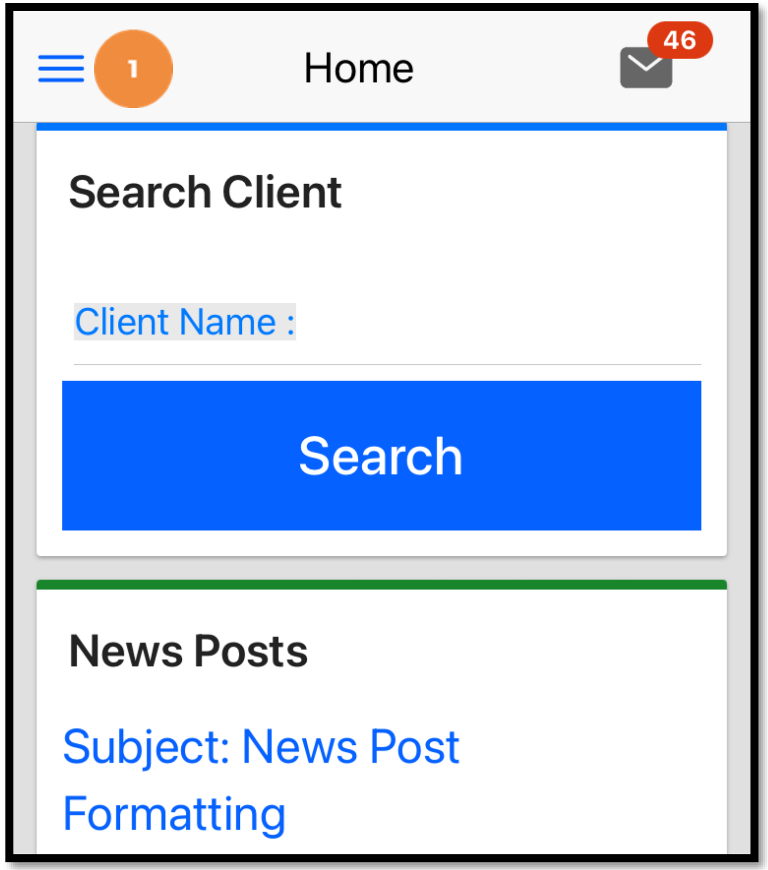
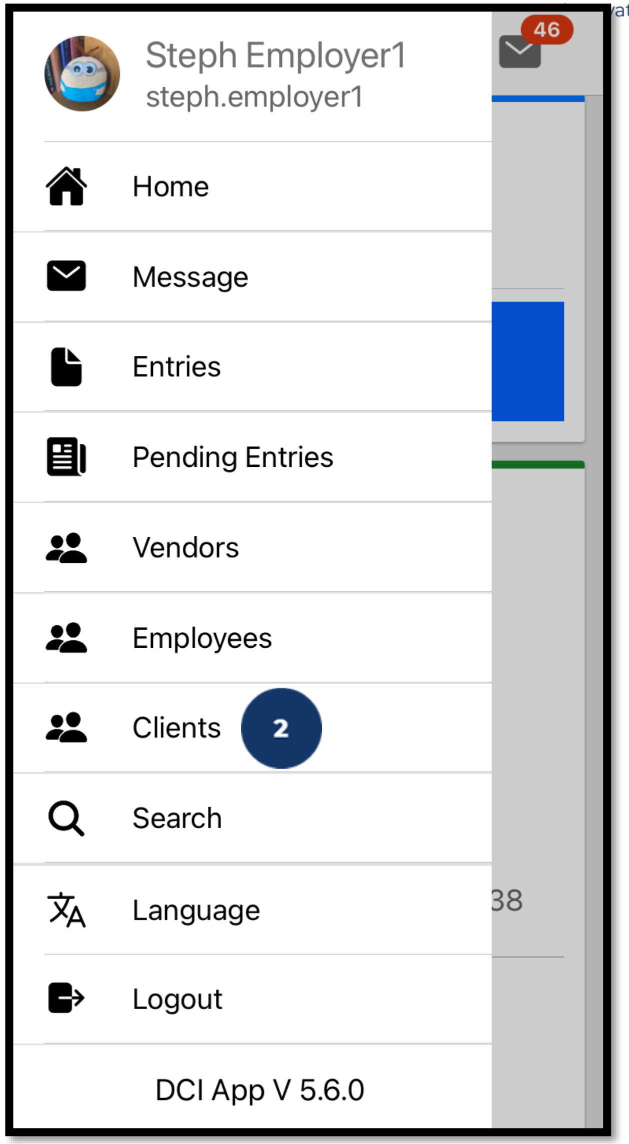
- Entries are reviewed by the payroll team and approved or rejected
  - ✓ If approved, the entry status changes to Approved and payment is made according to the program pay schedule.
  - ✓ If rejected, the entry status changes to Rejected and communication is sent to the Employer via the email listed on the DCI profile.
- Contact Acumen to cancel or edit the entry

View Vendor Payment Entries

View By Client

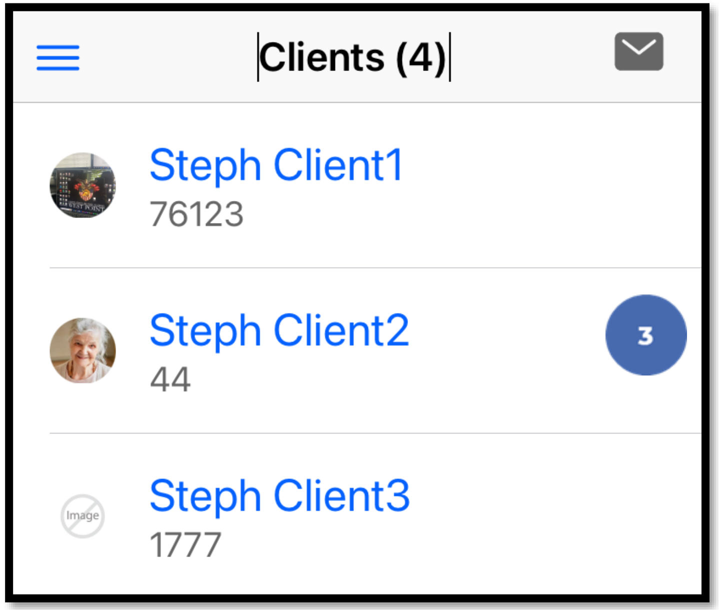
1. Click the **Menu** in the top left corner of the screen
2. Select **Clients** on the submenu

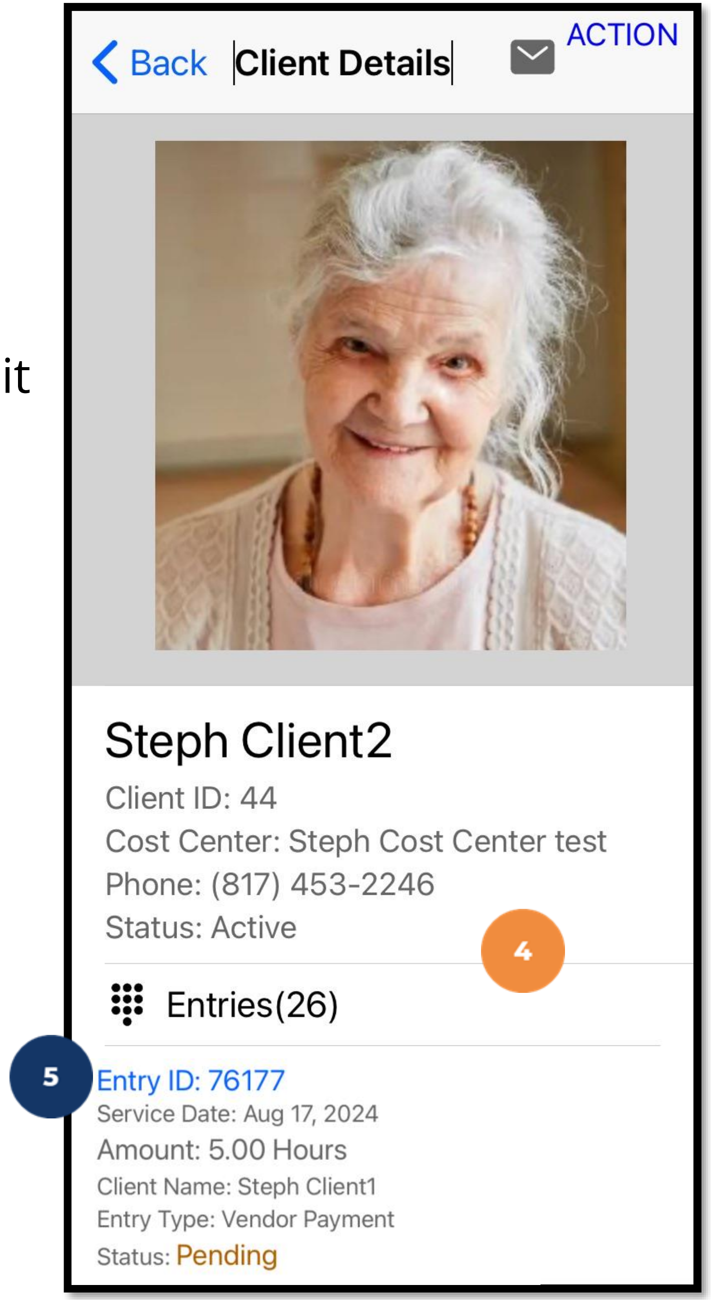




View By Client

3. View the list of clients and click on the client's name (blue hyperlink) to select it
4. View the client details and entries
5. Select the blue hyperlink Entry ID to view the vendor entry details





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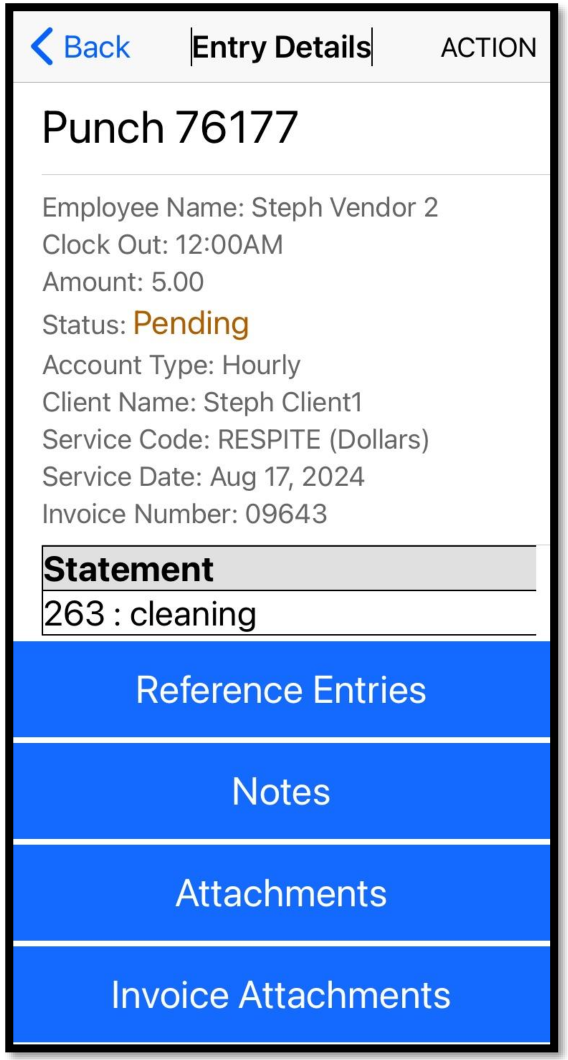
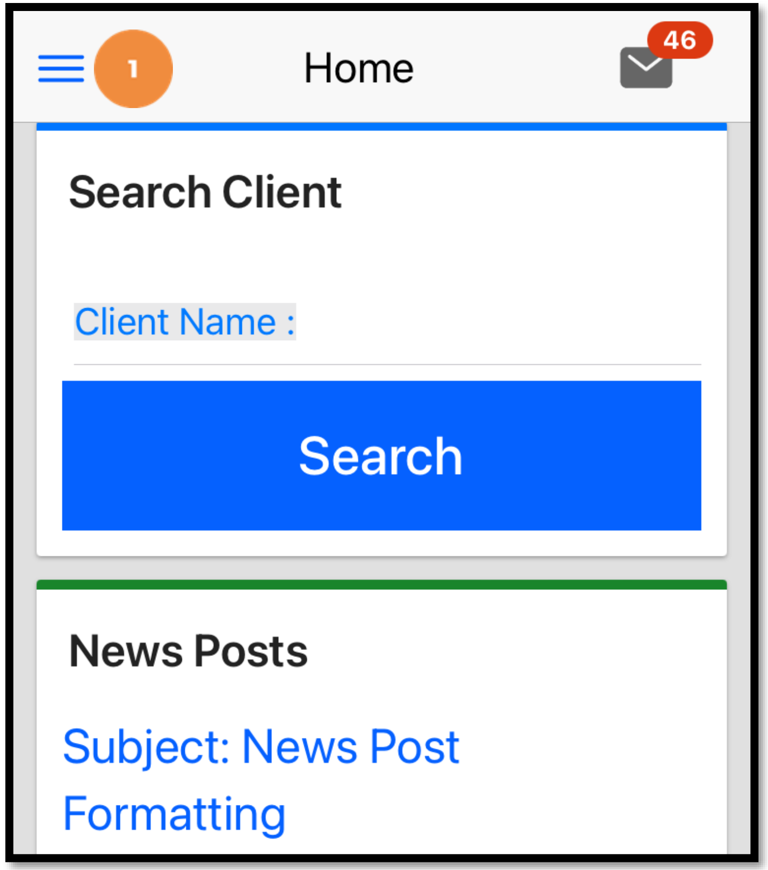
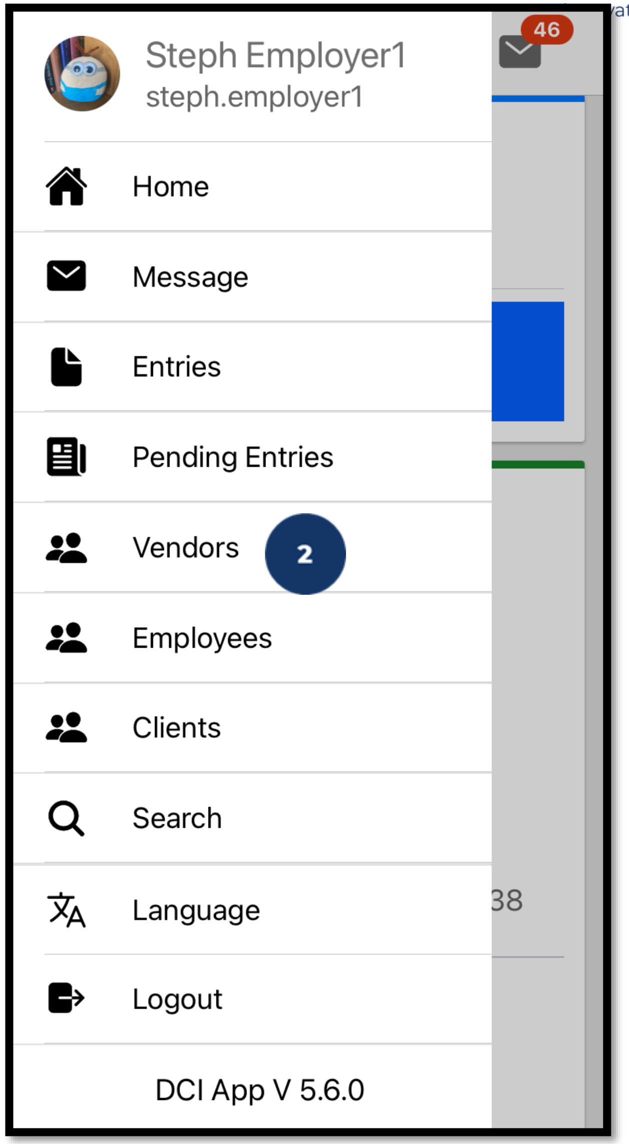


View By Vendor

To check the status of the vendor payment entry:

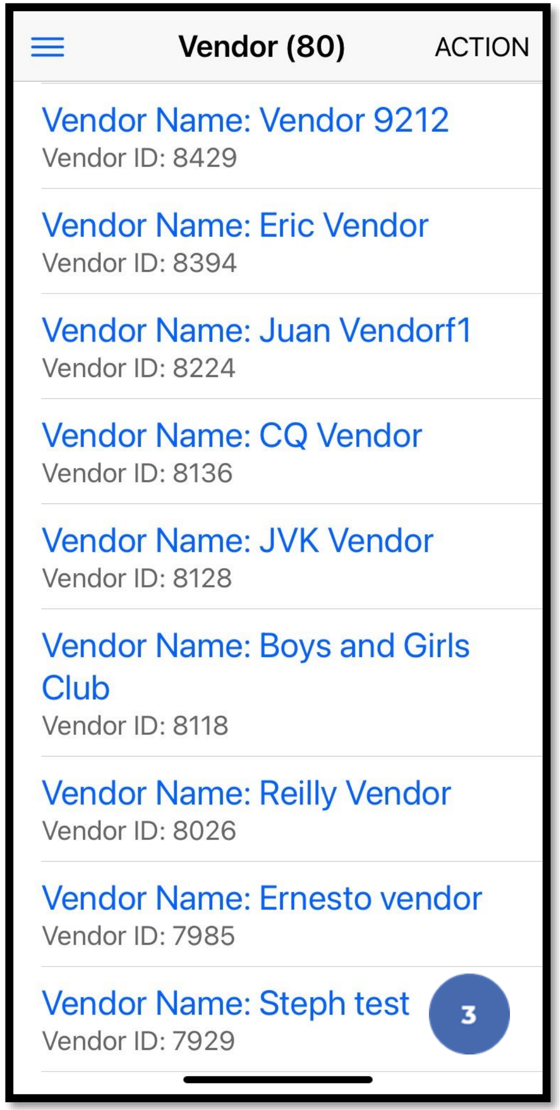
1. Click the **Menu** in the top left corner of the screen
2. Select **Vendors** on the submenu

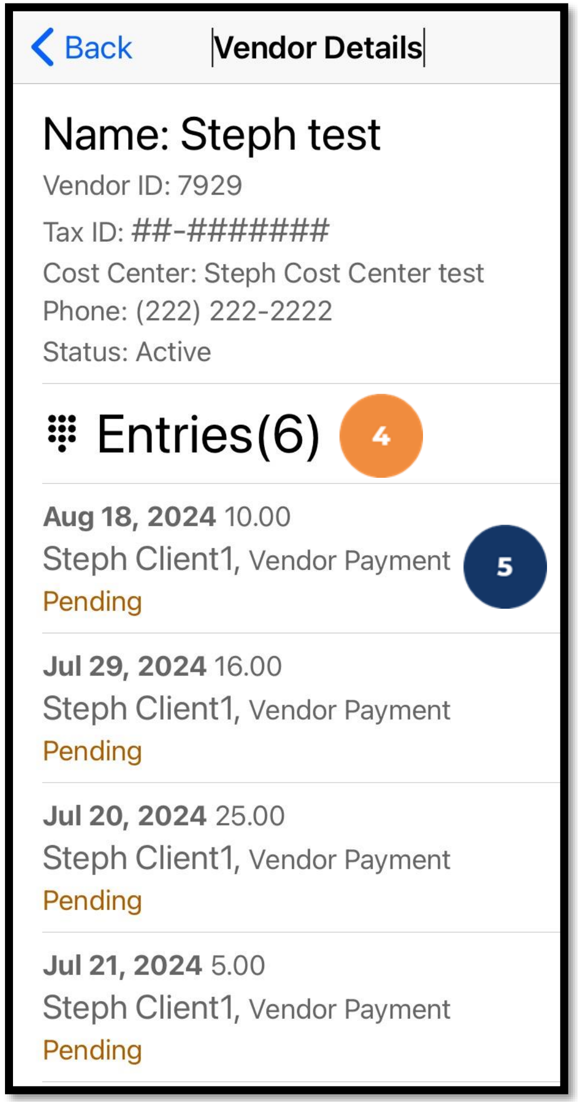


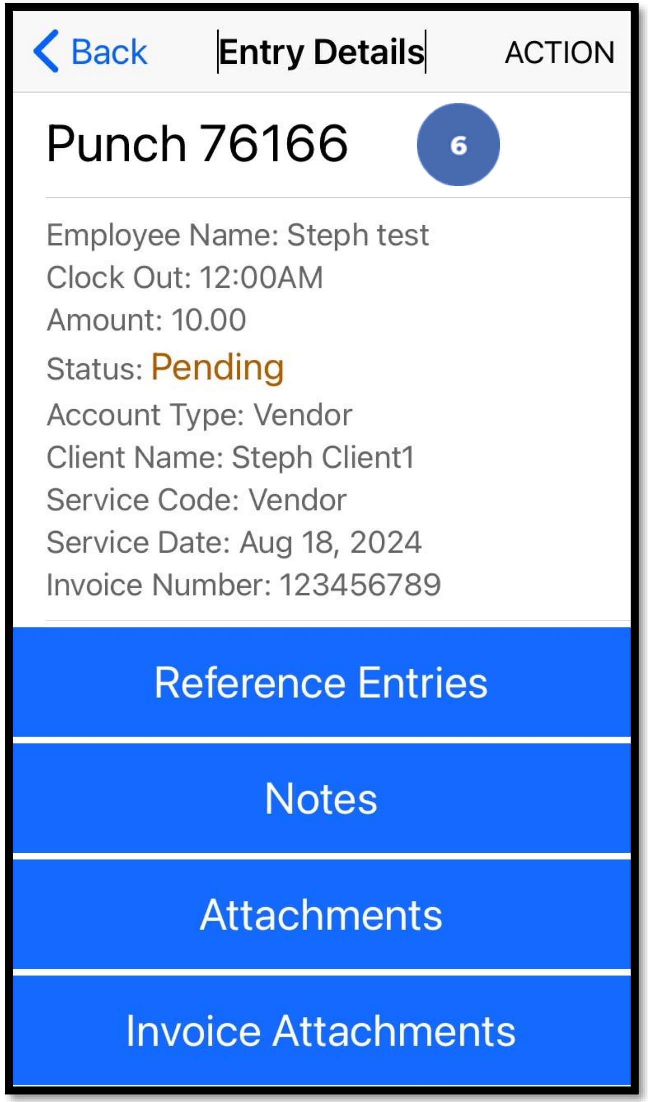


View By Vendor

3. Click on the vendor's name (blue hyperlink) to select it
4. View the list of entries for that vendor
5. Click on an entry to select it
6. View the Entry Details page



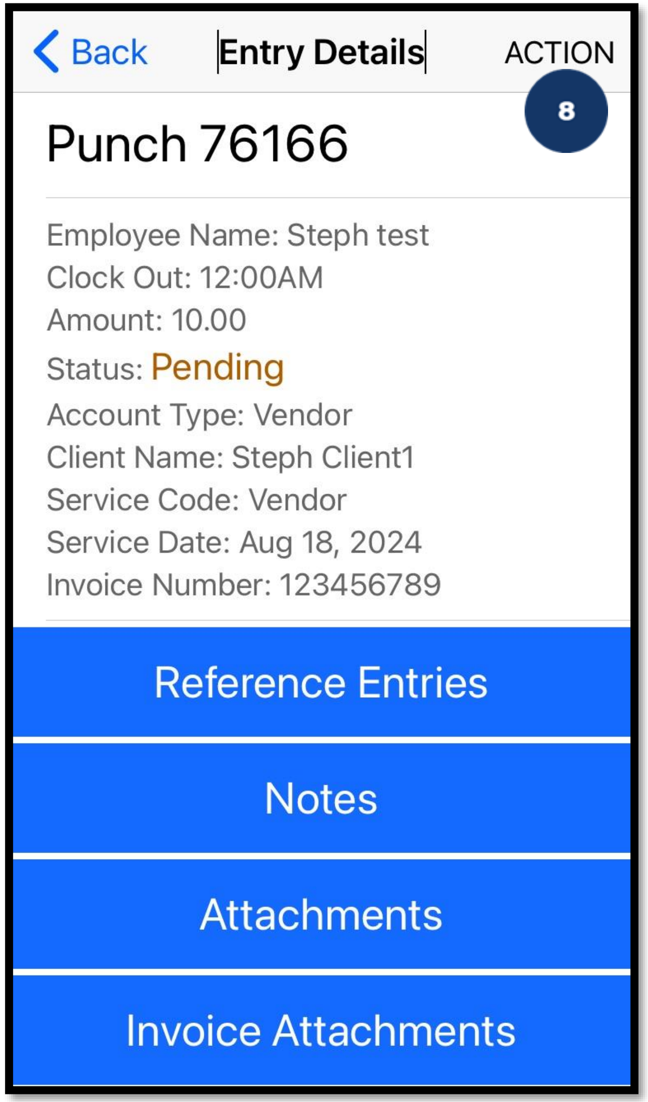


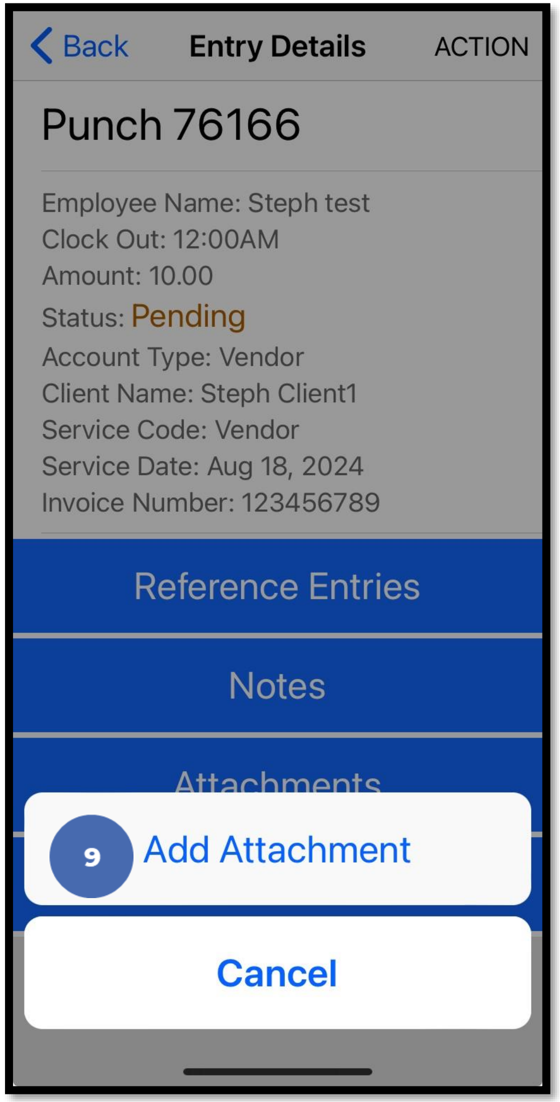


View By Vendor

7. Optionally click on any of the blue buttons to view or add additional information:
   - ✓ Reference Entries (view)
   - ✓ Notes (view or add)
   - ✓ Attachments (view)
   - ✓ Invoice Attachments (view)
8. Optionally click **ACTION** in the upper right corner
9. Optionally select **Add Attachment** to access the device camera and add an attachment to the entry

7



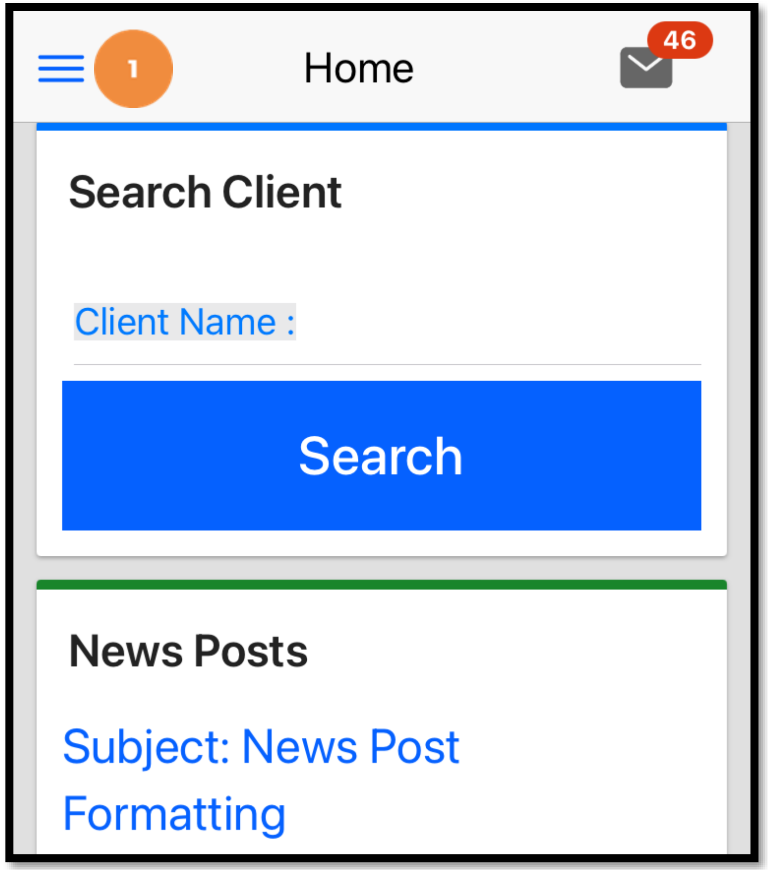


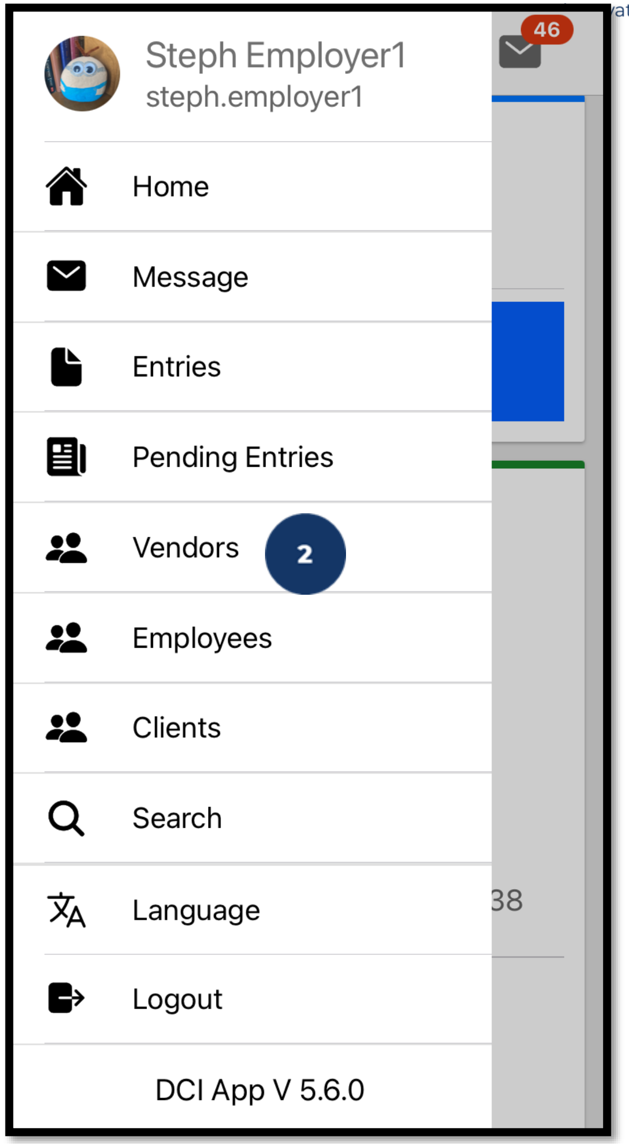
New Vendor Request

- If unable to locate the vendor when attempting to create a vendor payment, complete a New Vendor Request.
- A W9 is required. If the vendor does not wish to share the W9 with the employer, they may email it to vendorprocessing@acumen2.net.
- The online vendor request will only be processed if all required fields are completed and the W9 is attached

New Vendor Request

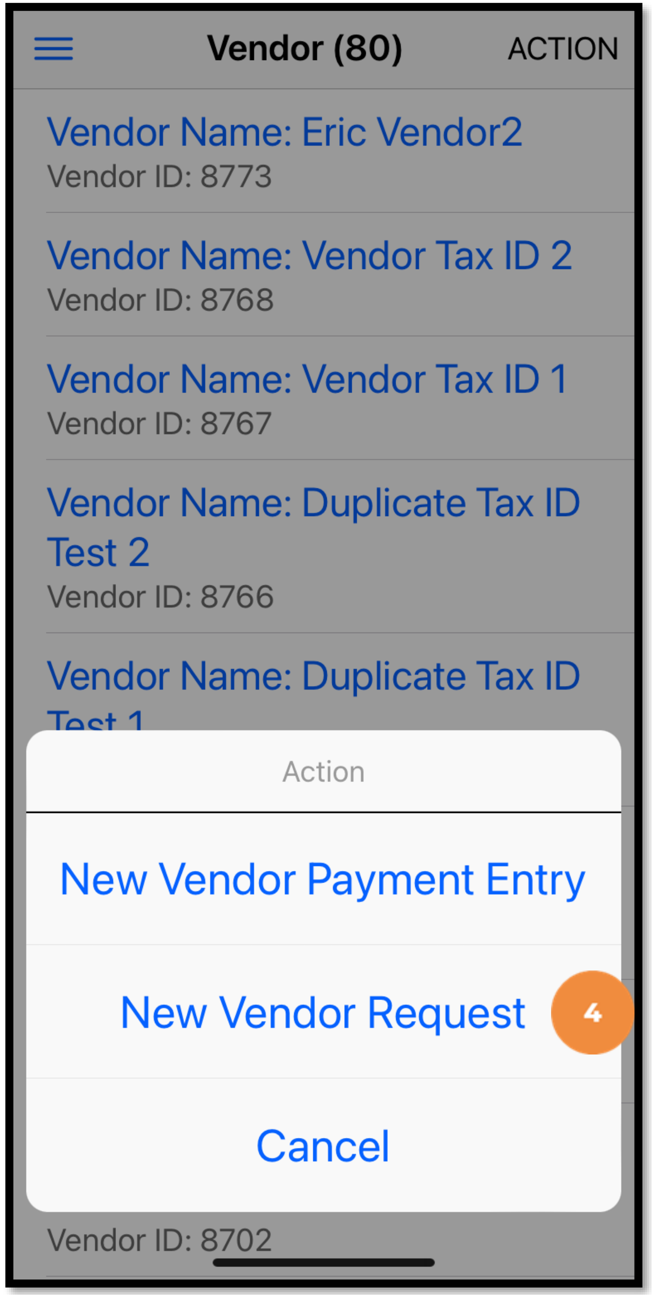
1. Click the **Menu** in the top left corner of the screen
2. Select **Vendors** on the submenu





New Vendor Request

3. Click **ACTION** in the top right corner
4. Select **New Vendor Request**



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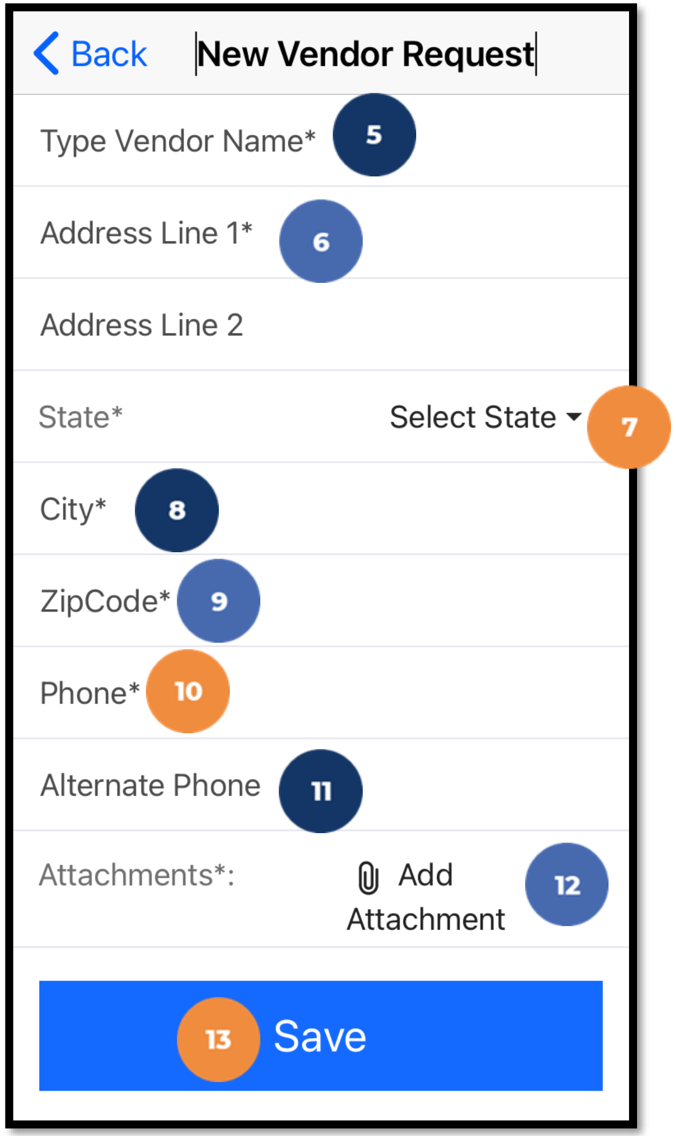
New Vendor Request

5. Enter the name and DBA (Doing Business As) of the new vendor
6. Enter the vendor's street address
7. Click the **Select State** drop-down menu and select the vendor's state
8. Enter the vendor's city
9. Enter the vendor's zip code
10. Enter the vendor's main company phone number
11. Optionally enter an alternate phone number for the vendor
12. Click **Add Attachment** to access the device camera to take a picture of the W-9 completed by the vendor. For the most up-to-date Form W-9, please visit https://www.irs.gov/forms-instructions-and-publications.
13. Click the blue **Save** button when all fields are complete



Request Review

- New Vendor Requests are reviewed by the payroll team
  - ✓ The Employer is notified of the review results via the email listed on the DCI profile
  - ✓ If the new vendor request is approved, the Employer may create the Vendor Payment entry.
- To pay the vendor via EFT (electronic funds transfer):
  - ✓ Complete the EFT form located on the state page. If your state does not have the EFT form posted, please email vendorprocessing@acumen2.net to request the form.
  - ✓ Send the completed form to the **state-specific vendor team's email address, or as directed on the form.**

Troubleshooting

- Not seeing your vendor?
  - Submit a New Vendor Request
- Not seeing your client?
  - Please contact Acumen customer service
- Need to verify, add, or update your email address?
  - Log into the web portal, click on your username, select Settings, then select Change Email.

Web Portal

acumen.dcisoftware.com

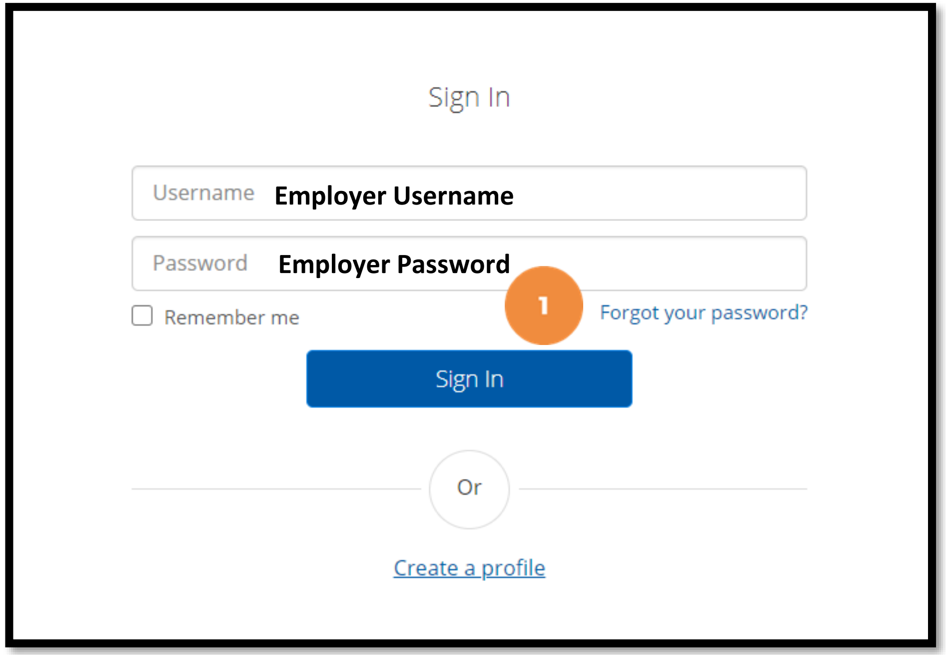
Vendor Payment Entry

***Please note!** The Employer is responsible for creating the vendor payment entry for their vendor(s)

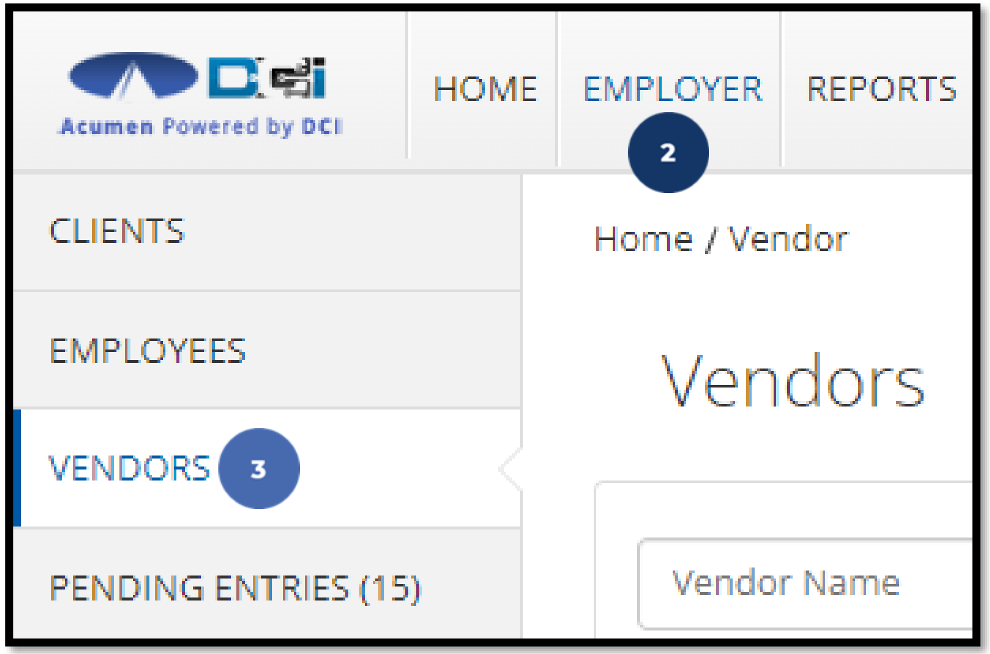
Vendor Payment

***Please note!** The Employer is responsible for creating the vendor payment entry for their vendor(s)

1. Navigate to acumen.dcisoftware.com and log into the **Employer Profile**



2. Click **Employer** on the main menu
3. Click **Vendors** on the submenu



Vendor Payment

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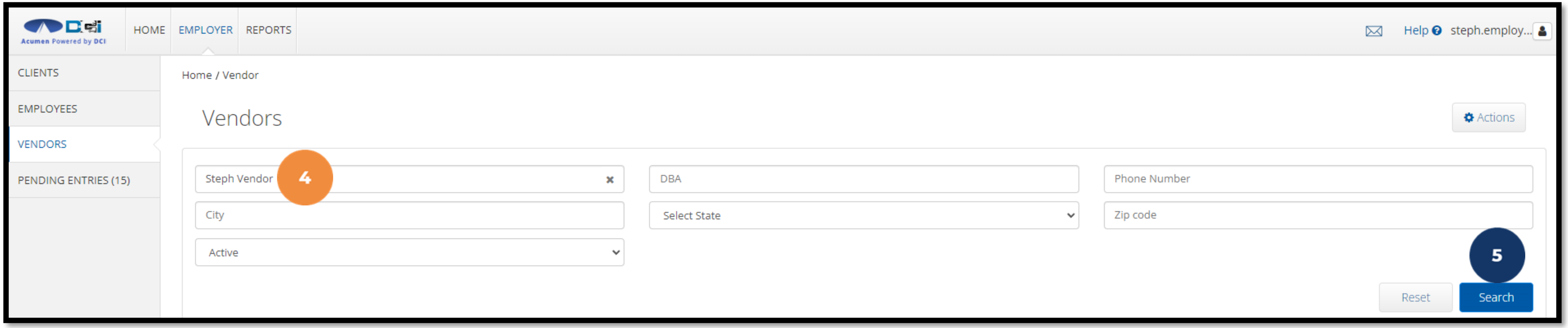
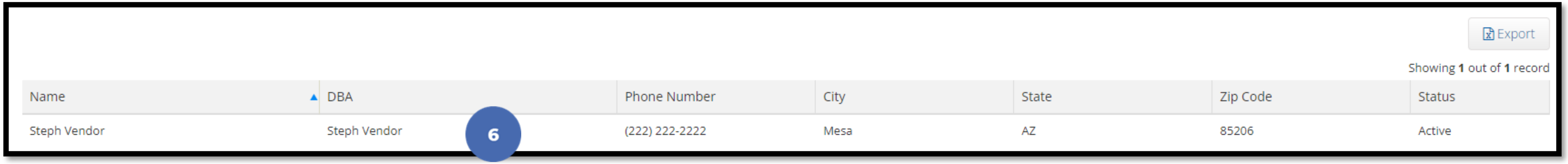
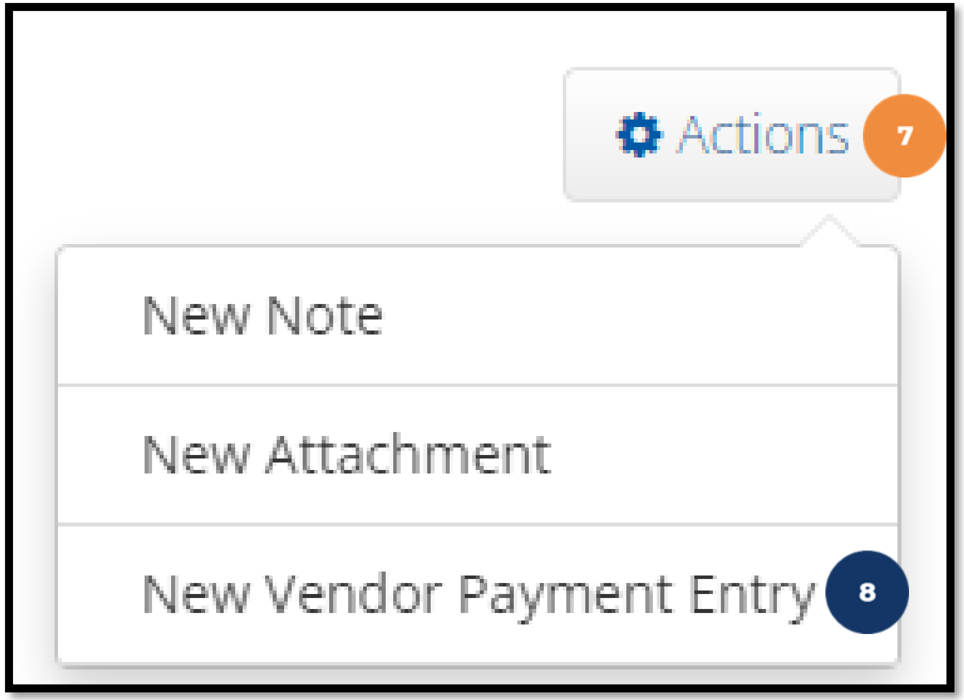
4. Type and select the Vendor Name in the filter
5. Click the blue **Search** button
6. **Click anywhere in the vendor row** to open the details page





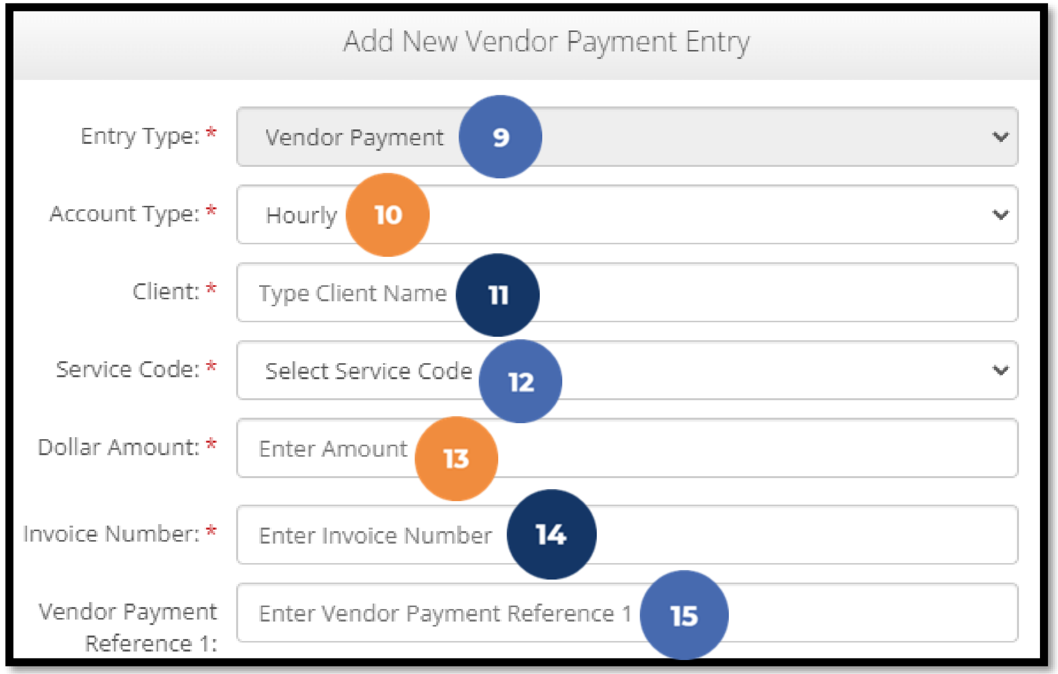
Vendor Payment

7. On the Vendor Details page, click **Actions.**
8. Select **New Vendor Payment Entry** from the drop-down menu



Vendor Payment

Complete the **Add New Vendor Payment Entry** form wizard:



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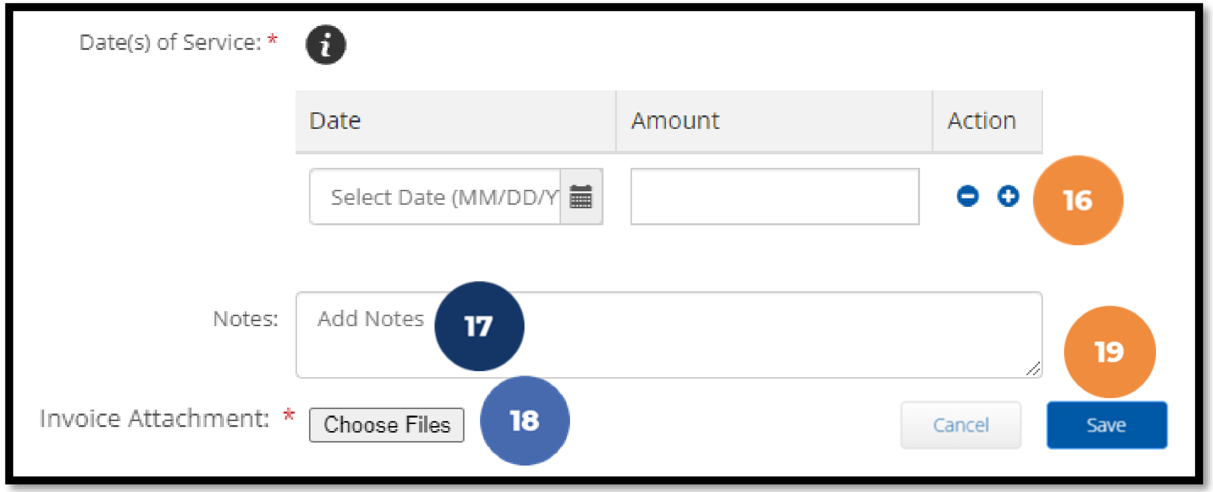
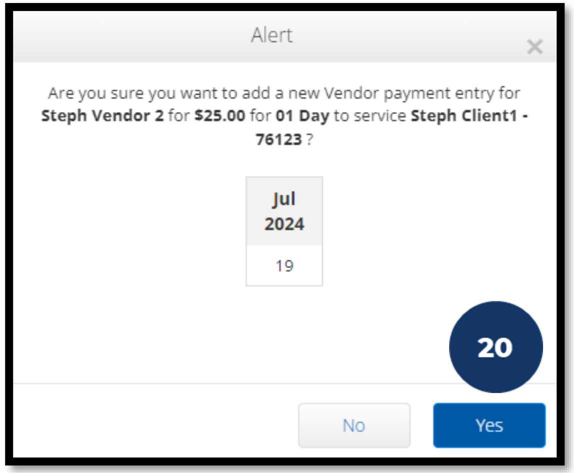
9. Entry Type: Auto-populates
10. Account Type: Select Hourly
11. Client: Type & select from the drop-down
12. Service Code: Select from the drop-down
    - If the appropriate service code is not available in the drop-down menu, please contact your local office or service coordinator.
13. Dollar Amount: Enter the total amount for the invoice for all dates of service
14. Invoice Number: Enter the invoice number *along with the client's name*
15. Vendor Payment Reference fields 1-5: Optionally add any additional information regarding the vendor payment

Vendor Payment

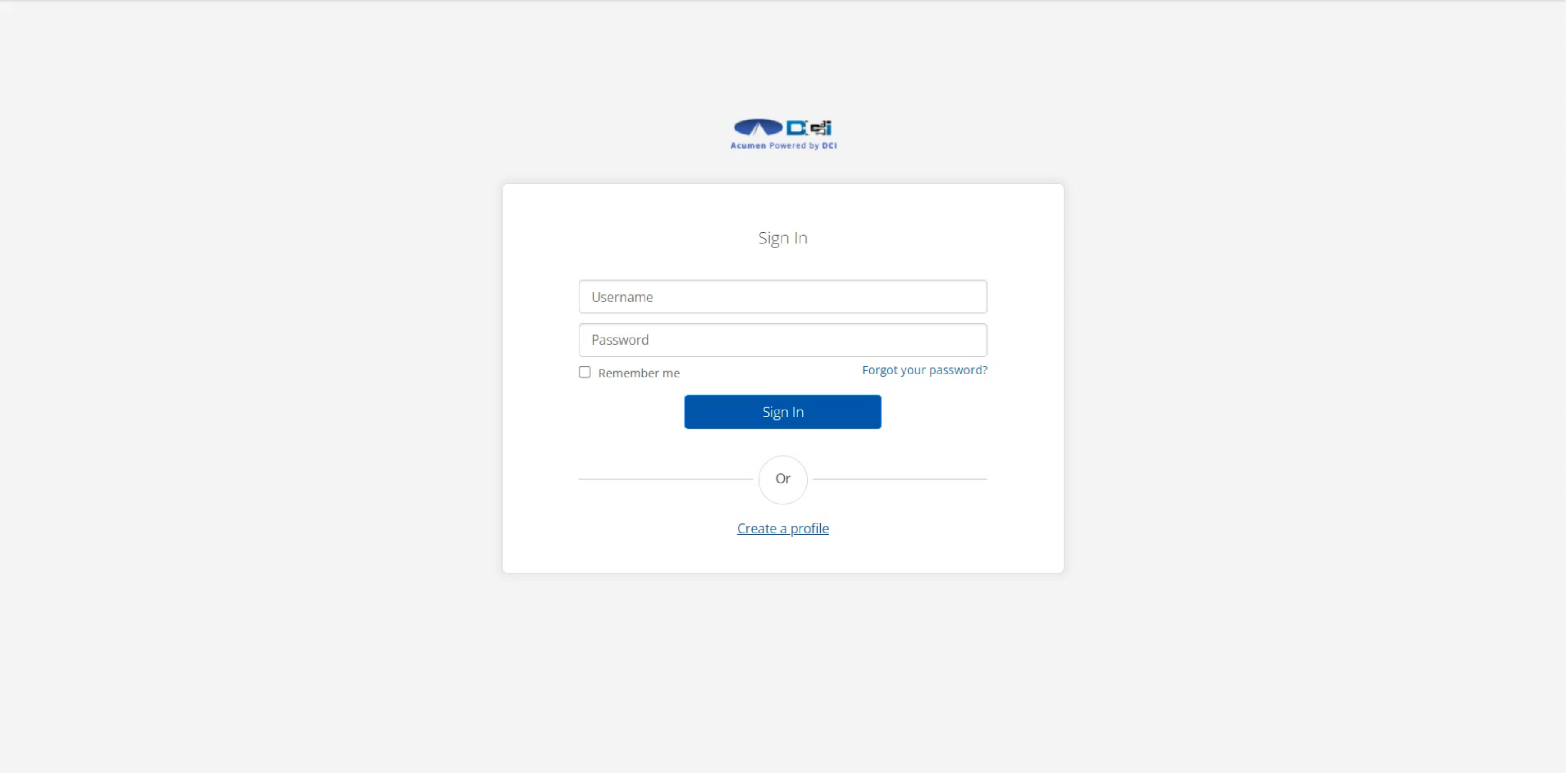
Add New Vendor Payment Entry form wizard continued:





16. Date(s) of Service: 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.
    - ➢ The sum of the dates of service must match the dollar amount entered in the Dollar Amount field (see step 5)
17. Notes (optional)
18. Invoice Attachment: Click the **Choose Files** button. Attachment must be in PDF, JPG, or PNG format.
19. Click **Save**
20. Click **Yes** to confirm

Employer Web Portal Video
Create a Vendor Payment Entry



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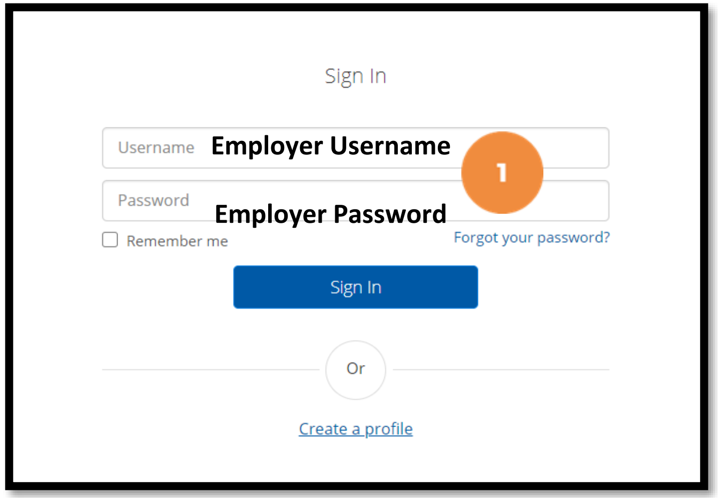
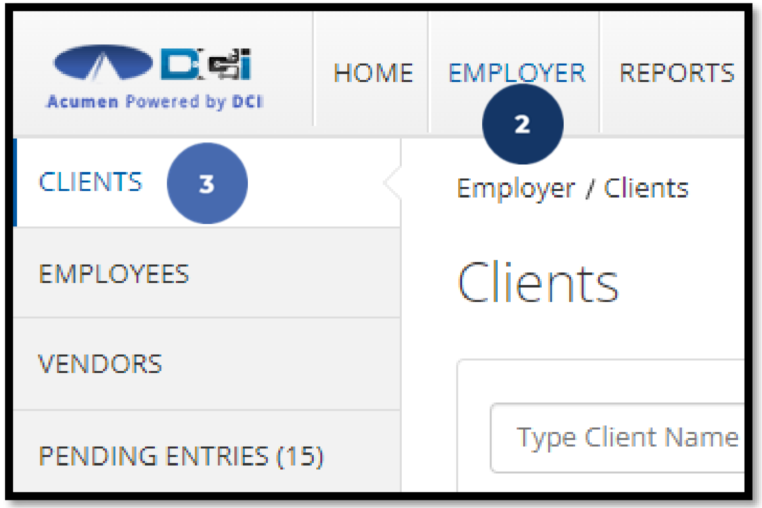
View Clients & Submitted Entries

View Clients

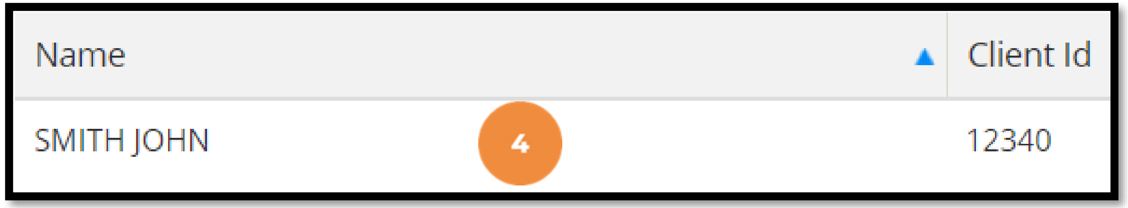
1. Navigate to acumen.dcisoftware.com and log into the **Employer Profile**



2. Click **Employer** on the main menu
3. Click **Clients** on the submenu



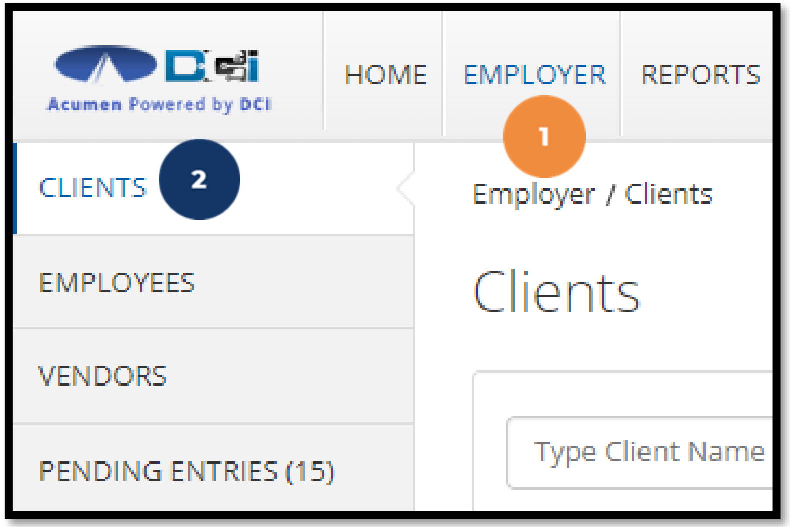
4. **Click anywhere in the client row** to open the details page



View Submitted Entry

To check the status of the vendor payment entry:

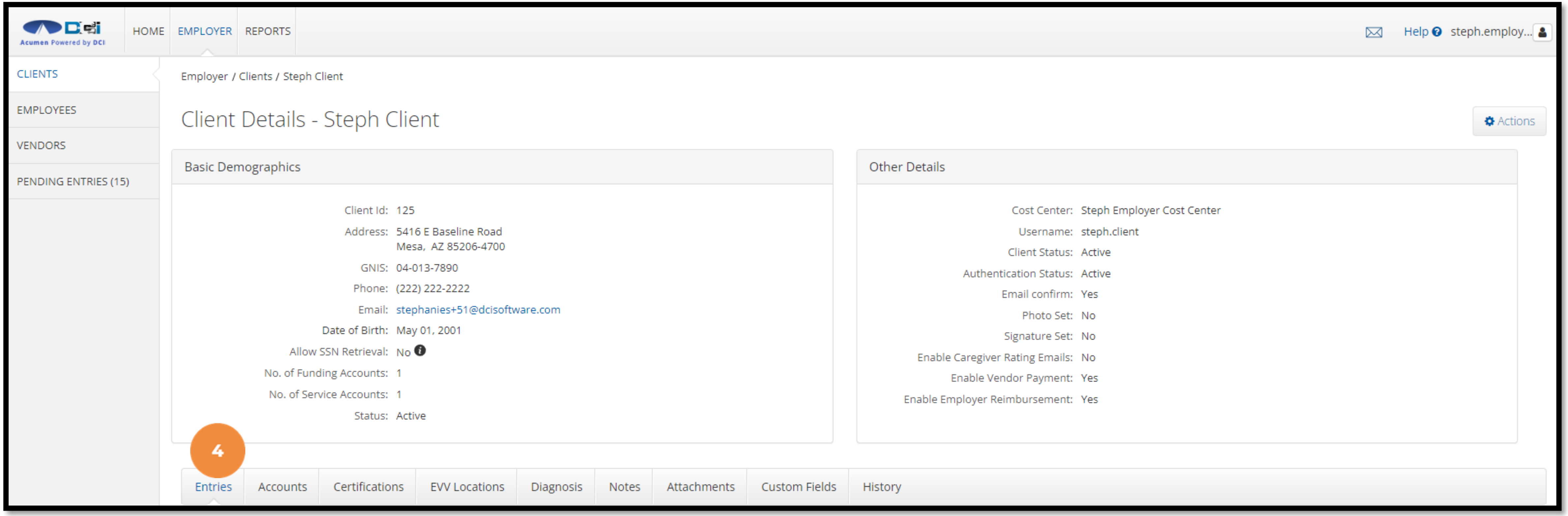
1. Click **Employer** on the main menu
2. Select the **Clients** tab from the submenu
3. Click anywhere on the **client row**



Name	Client Id	Status
Steph Client	125	Active

View Submitted Entry

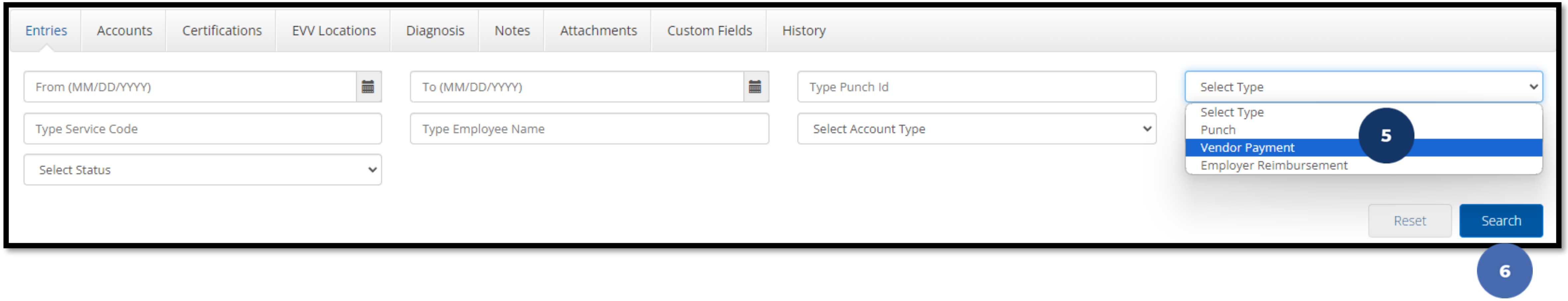
4. From the Client Details page, scroll down to select the **Entries** tab.



View Submitted Entry

5. Select **Vendor Payment** from the Select Type filter

6. Click the blue **Search** button to return results



View Submitted Entry

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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.

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.

75689	Jul 29, 2024	7	Vendor	Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Vendor 2	16.00	Pending

7. Click anywhere on the entry row to view the details

View the entry status

Entry Review

- Entries are reviewed by the payroll team and approved or rejected
  - ✓ If approved, the entry status changes to Approved and payment is made according to the program pay schedule.
  - ✓ If rejected, the entry status changes to Rejected and communication is sent to the Employer via the email listed on the DCI profile.
- Contact Acumen to cancel or edit the entry

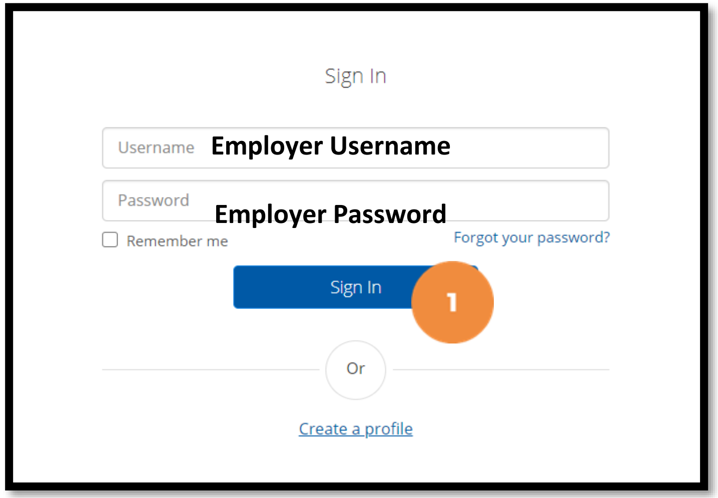
New Vendor Request

- If unable to locate the vendor when attempting to create a vendor payment, complete a New Vendor Request.
- A W9 is required. If the vendor does not wish to share the W9 with the employer, they may email it to vendorprocessing@acumen2.net.
- The online vendor request will only be processed if all required fields are completed and the W9 is attached

New Vendor Request

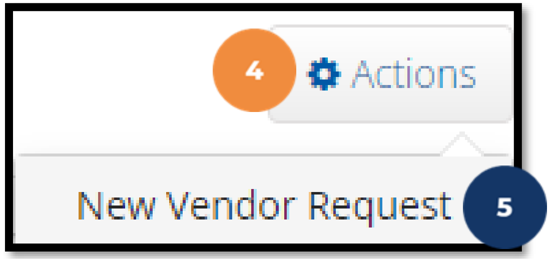
***Please note!** The Employer is responsible for requesting the new vendor

1. Navigate to acumen.dcisoftware.com and log into the **Employer Profile**



2. Click **Employer** on the main menu
3. Click **Vendors** on the submenu

4. Click **Actions**
5. Select **New Vendor Request** from the drop-down menu



New Vendor Request

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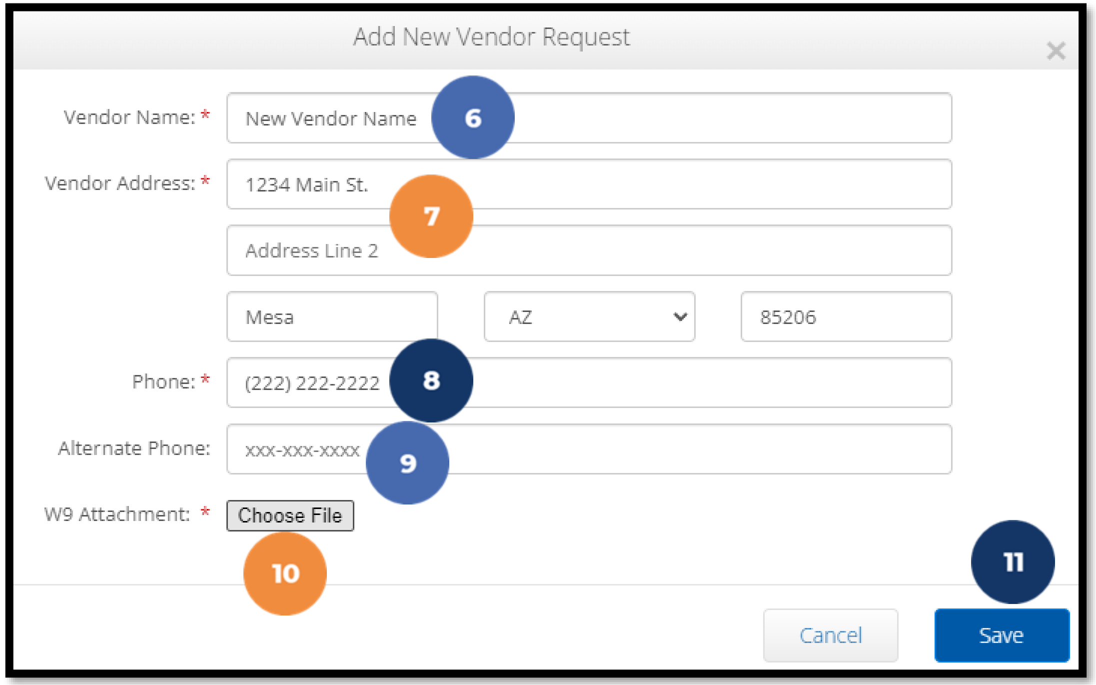
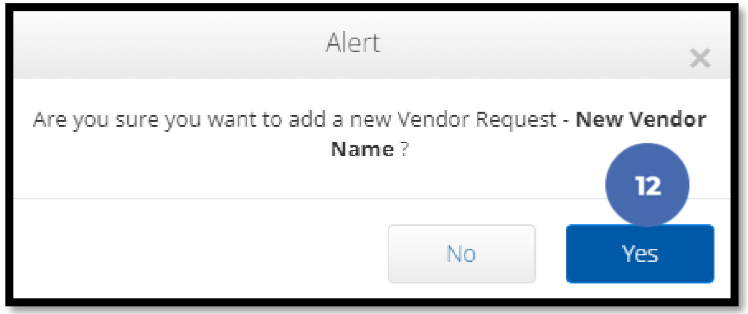
Complete the **Add New Vendor Request** form wizard:





6. Vendor Name: Enter the name of the new vendor on the invoice along with the DBA Name (Doing Business As)
7. Vendor Address: Enter the address of the new vendor on the invoice
8. Phone: Enter the new vendor’s main company phone number
9. Alternate Phone (optional)
10. W9 Attachment: Click the **Choose File** button to upload the W9 completed by the vendor. Must be in PDF, JPG, or PNG format. For the most up-to-date Form W-9, please visit https://www.irs.gov/forms-instructions-and-publications.
11. Click **Save**
12. Click **Yes** to confirm

Request Review

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  - ✓ The Employer is notified of the review results via the email listed on the DCI profile
  - ✓ If the new vendor request is approved, the Employer may create the Vendor Payment entry.
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  - ✓ Send the completed form to the **state-specific vendor team's email address, or as directed on the form.**

Troubleshooting

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    - Log into the web portal, click on your username, select Settings, then select Change Email.

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