

A S A P

VOICE RESPONSE SYSTEM

V R S



THE ASAP GUIDE FOR VOICE RESPONSE USERS



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Overview

The ASAP Voice Response System (VRS) provides an automated system for interaction between ASAP and its external customers. The ASAP VRS users are Payment Requestors and Recipient Organizations. Through the use of a touch-tone telephone the users may access their grant funds. The payment delivery method for VRS is ACH only. The system requires a PIN number, ASAP ID and password. There are two menus within VRS. The Payment Request Menu provides Payment Requestor functions and Inquiry selections. The Recipient Organization Menu provides Inquiry selections.

Hours of Operation

Voice Response System is available to customers 24 hours a day, 7 days a week (24x7).

- The full Voice Response System menu is offered on ASAP business days, Monday through Friday from 8:00 a.m. ET until 11:55 p.m. ET. VRS transactions are processed on-line and real time just as transactions are processed when accessing ASAP via a personal computer.
- A reduced menu is available at all other times, including the following holidays:

▪ New Year's Day	Martin Luther King, Jr. Day
▪ Presidents' Day	Memorial Day
▪ Fourth of July	Labor Day
▪ Columbus Day	Veterans Day
▪ Thanksgiving Day	Christmas Day



Access to Voice Response

The ASAP customer can dial a specific 800 number reserved for the ASAP application. ASAP's Voice Response number is 1-888-453-4862

Getting Access to Voice Response

To access VRS you need an ASAP ID, PIN, and password. To enroll a new or existing organization in VRS, the "ASAP Organization Enrollment and User ID Request Form" with "VRS" Marked "Yes" in Section I must be completed. Each individual user of the VRS system must also specify VRS in Section II on the enrollment form.

The **ASAP ID** is a seven-digit number generated by the Treasury Regional Financial Center and assigned to a Payment Requestor or Recipient Organization when the organization enrolls. The ASAP ID is mailed to your organization under separate cover.

The user will receive a call, at the telephone number listed on the user request form, notifying them of the **PIN and Password**. When users first log on, they must change the temporary password to one that is known only to them. The password must be eight numeric characters and one that has not been used in the last four changes. The password expires every thirty (30) calendar days. The password may not be comprised of like digits (7777777) or in sequential order (98765432).

Users having problems related to Password or PIN Number should call the Federal Reserve Bank of Richmond at 1-800-322-0575, or locally at 804-697-8037. When calling, please identify yourself as a Voice Response user.



ASAP Non-Business Hours Service

During ASAP non-business hours, a reduced menu is offered. VRS transactions are batched and processed into the ASAP system by 10:00 a.m. ET on the next ASAP business day. For this reason and because of the time required to transition between processing during ASAP business hours and ASAP non-business hours, the following events may occur:

- Before ASAP closes its business day, there will be a “Gap” in the time a transaction can be completed for that business day. If a caller accesses ASAP via Voice Response before 11:55 p.m. ET, and has not completed the transaction by 11:59 p.m. ET he or she will be informed that the ASAP system is closed. The caller should redial to access the reduced menu.
- If a call is made to Voice Response at or before 8:00 a.m. ET on an ASAP business day, and the transaction is not completed by 8:05 a.m. ET, the information that is being entered will be lost. VRS will interrupt the transaction and the caller will hear the following message: “The Voice Response System is now accessing ASAP on-line processing. Please hang up and redial to access the menu available when ASAP is on-line.”
- A payment request that is made during ASAP non-business hours could reject when it is entered into ASAP for the following reasons:
 1. Your payment requestor ID has been deleted or is not active.
 2. Problems related to the ACH bank account in the Payment Requestor’s profile.
 3. The Recipient Organization ID has been deleted or is not active.
 4. The Federal Program Agency has been deleted or is not active in ASAP.
 5. The available balance is less than the amount of your payment request.
 6. Your payment request causes a maximum draw limit on the account to be exceeded.
 7. Your payment request causes a cumulative draw limit on the account detail to be exceeded.
- A cancellation of a payment request during ASAP non-business hours could reject when it is entered into ASAP for the following reasons:
 1. The cancelled payment amount added to the available balance in the account exceeds the cumulative authorized amount.
 2. The cancelled payment amount reduces the total draws on the account detail to an amount less than zero.

Note: If you request a payment or cancellation during ASAP non-business hours, you may provide a voice mail telephone number where you can be notified of any rejected transactions. Alternatively, you may make a Payment Request Status Inquiry on VRS during ASAP business hours to determine the status of your transaction.



Need More Information? Contact the RFC.
Philadelphia RFC Help Desk (215) 516-8021
Kansas City RFC Help Desk (816) 414-2100
San Francisco RFC Help Fesk (415) 817-7182

ASAP Help

1. Regional Financial Centers (RFC)

Philadelphia RFC Help Desk (215) 516-8021

Hours of operation: 7:30 a.m. – 5:00 p.m. ET

States serviced: Connecticut, Delaware, District of Columbia, Florida, Georgia, Kentucky, Maine, Maryland, Massachusetts, Michigan, New Jersey, New York, New Hampshire, North Carolina, Ohio, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, Vermont, Virgin Islands, Virginia, West Virginia.

Kansas City RFC Help Desk (816) 414-2100

Hours of operation: 7:30 a.m. – 5:00 p.m. CT

States Serviced: Alabama, Arkansas, Iowa, Illinois, Indiana, Kansas, Louisiana, Minnesota, Missouri, Mississippi, Nebraska, North Dakota, South Dakota, Oklahoma, Tennessee, Texas, Wisconsin.

San Francisco RFC Help Desk (415) 817-7182

Hours of operation: 7:30 a.m. – 5:00 p.m. Mountain/PT

States Serviced: Alaska, American Samoa, Arizona, California, Colorado, Guam, Hawaii, Idaho, Montana, Nevada, New Mexico, Northern Mariannas, Oregon, Utah, Washington, Wyoming.



ASAP Voice Response
1-888-453-4862

Logging into ASAP



From a touch-tone telephone dial the ASAP Voice Response telephone number.
Dial 1-888-453-4862



Enter Your ASAP ID and PIN.
The ASAP ID must be 7 digits and the PIN must be 3 digits.



Enter Your Password followed by the pound key.
The password must be eight numeric characters plus the pound (#) key.



If the logon information is valid the caller will proceed to the Selection Menu for ASAP.
If VRS detects an invalid user, it responds to the caller with an invalid user message and gives the caller the option to either retry or hang-up. After three unsuccessful logon attempts VRS will terminate the call.



I'm having problems logging on to Voice Response! VRS hung up on me. I have got to get into ASAP to make my payment. Can somebody please help me?

NEED ASSISTANCE? CALL 1-800-322-0575.



Menu Selections

Payment Requestor Menu

If the call is made during ASAP business hours you will be presented with menu 1, full menu selection.

Note: The single payment request option allows funds to settle at the Recipient's financial institution on the morning of the next business day after the request is made and approved in ASAP. The multiple payment request option allows for warehousing payments for settlement up to 32 calendar days from the date of request.

Menu 1 – Full Menu – ASAP Business Hours

KEY	RESULTS
1	Request a Single Item Payment
2	Inquire on the Status of a Payment Request
3	Cancel a Payment Request
4	Request Multiple Payments
5	Request a Book Entry Adjustment
6	Request an Account Balance
7	Request an Account Settlement Report

If the call is made during ASAP non-business hours you will be presented with menu 2, a reduced menu selection.

Note: The single payment request will be entered into the ASAP system on the next ASAP business day and the funds will settle at the Recipient's financial institution on the morning of the following business day.

Menu 2 – Reduced Menu - ASAP Non-Business Hours

KEY	RESULTS
1	Request a Single Item Payment
3	Cancel a Payment Request
6	Request an Account Balance
7	Request an Account Settlement Report



Menu Selections (cont'd)

Inquiry Menu

If the call is made during ASAP business hours, Recipient Menu 1 will be presented with the following menu selections.

Inquiry Menu 1 – ASAP Business Hours

KEY	RESULTS
1	Payment Request Status Inquiry
2	Account Balance Inquiry
3	Account Settlement Report Request

If the call is made by during ASAP non-business hours, Recipient Menu will be presented with the following menu selections.

Inquiry Menu 2 – ASAP Non-Business Hours

KEY	RESULTS
2	Account Balance Inquiry
3	Account Settlement Report Request



Payment Request – Single Item



Remember to complete a Worksheet before beginning your call. A sample worksheet can be found in the back of this guide.



If you are calling during ASAP non-business hours:

Your payment request will be posted at the beginning of the next ASAP business day. Your financial institution will receive payment at the beginning of the following business day.

You may provide a voice mail telephone number where you can be notified of any rejected transactions. Alternatively, you may make a Payment Request Status Inquiry on VRS during ASAP business hours to determine the status of your transaction.



Enter the Agency Location Code followed by the pound sign. It must be 8 digits and a #.



Enter the Region Code followed by # or just # if there is no region code associated with this Federal Agency.



If you request payments for more than one Recipient Organization, enter a 7 digit Recipient Organization ID followed by #.



Enter the 6 digit VRS Account Number followed by #.



Enter the amount. It should be no more than 10 digits followed #. Please enter all the digits for dollars and for cents. Do not enter a decimal. If there are no cents please enter two zeros.



Press 1 to process the payment request.



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Please make a note of the request date and sequence number. You will need this information to inquire on the status of the payment or to cancel the payment.

Press 2 to reenter the payment request information.



The Caller will be taken to the Main Menu.



Payment Request – Multiple Items



Remember to complete a Worksheet before beginning your call. A sample worksheet can be found in the back of this guide.



Enter the Agency Location Code followed by #. It must contain 8 digits.



Enter the 2-digit Region Code followed by #, or just # if there is no region code.



If you can request payments for more than one Recipient Organization and:

¹ the payment request will be drawn from accounts belonging to one Recipient Organization,
Enter the 7 digit Recipient Organization ID followed by #.

² the payment request will be drawn from accounts belonging to several Recipient Organizations,
Enter # to bypass.



Enter the settlement date followed by #. It must contain a 2-digit month, a 2-digit day, and a 4-digit year.



Enter the total dollar amount of the summary request, including cents, followed by #. Do not enter a decimal. The amount should be no more than 10 digits. If there are no cents please enter two zeros.



Enter the number of items in this request followed by #.
The number should be no more than 2 digits (maximum 99).



Press 1 to accept the entered data.
Press 2 to re-enter the data.



Enter the 6 digit VRS account number followed by #.



You will be prompted to enter a Recipient Organization ID if the payment request is drawn from accounts belonging to several Recipient Organizations, Enter the Recipient Organization ID followed by #. It must contain 7 digits.



Enter the dollar amount of the request, including cents, followed by #. Do not enter a decimal. If there are no cents please enter two zeros. The amount should be no more than 10 digits.



Press 1 to accept the entered data.
Press 2 to reenter the data.



Press 1 to enter another account and amount.
Press 2 to complete this request.
Please make a note of the request date and sequence number. You will need this information to inquire on the status of the payment or to cancel the payment.



The Caller will be taken to the Main Menu.



Canceling A Payment



Refer to the worksheet you completed for the payment you wish to cancel.



If you are calling during ASAP non-business hours:

Only those payment requests made on Voice Response after the close of the last ASAP business day may be cancelled.

You may provide a voice mail telephone number where you can be notified of any rejected transactions. Alternatively, you may make a Payment Request Status Inquiry on VRS during ASAP business hours to determine the status of your transaction.



Enter the request date provided by VRS and recorded by you at the time the payment was made followed by #.

The date you enter must contain 2 digits for the month, 2 digits for the day and four digits for the year.



Enter the 6 digit sequence number provided by VRS and recorded by you at the time the payment was made followed by #.



Press 1 if the information you hear is correct.
Press 2 to enter a different payment.



Press 1 to cancel the payment
Press 2 to reject the cancellation.



The Caller will be taken to the Main Menu.



Book Entry Adjustment



Remember to complete a Worksheet before beginning your call. A sample worksheet can be found in the back of this guide.



Enter the 8 digit Agency Location code followed by #.



Enter the 2-digit Region Code followed by #, or just # if there is no region code.



If you are responsible for more than one Recipient Organization :

1. and all the accounts in the book entry adjustment belong to one Recipient Organization,
Enter the 7 digit Recipient Organization ID, followed by the #.

or

2. the accounts in the book entry adjustment belong to several Recipient Organizations
Enter a # to bypass.



Enter a reason for the book entry adjustment from the following list:

- Wrong amount, press 1.
- Wrong grant year, press 2.
- Wrong account, press 3.
- Draw not authorized, press 4.
- Adjustment, press 5.



To increase a balance:

Enter the 6 digit VRS account number followed by #.



If the accounts in the book entry adjustment belong to several Recipient Organizations, enter a 7 digit Recipient Organization ID followed by #.



Enter the Increase Amount followed by the #. Do not use a decimal. The amount should be no more than 10 digits. If there are no cents, please enter two zeros.



Press 1 to accept the entered data.
Press 2 to reenter the data.



Press 1 to enter another Increase Account and Amount.
Press 2 to indicate all increases have been completed.



If you indicate that all increases have been completed, you will hear the total amount of the entered increases:

Press 1 to indicate the total increase amount is correct.
Press 2 to reenter the increases.



To decrease a balance:
Enter the 6-digit account number followed by #.



If the accounts in the book entry adjustment belong to several Recipient Organizations, **Enter** the 7 digit Recipient Organization ID followed by #.



Enter the Decrease Amount. The amount should be no more than 10 digits followed by #.



Press 1 to accept the entered data.
Press 2 to reenter the data.



Press 1 to enter another Decrease Account and Amount.
Press 2 to indicate all decreases have been completed.



If you indicate that all decreases have been completed, you will hear the total amount of the entered decreases:

Press 1 to indicate the total decrease amount is correct.
Press 2 to reenter all the decrease amounts.



The Caller will be taken to the Main Menu.



Payment Request Status Inquiry



Refer to the worksheet you completed for the Payment Request.

You may only inquire on the status of payment requests made on VRS. Inquiries on the status of Payment requests made on-line must be made on-line.



Enter the Request Date provided by VRS and recorded at the time the payment was made. The date you enter must contain 2 digits for the month, 2 digits for the day and four digits for the Year followed by #.



Enter the 6 digit sequence number provided by VRS and recorded when the payment was made followed by #.

Voice Response will play:



“The total amount of this payment request is \$_____ and the settlement date is (*settlement date*).”

If the payment request has been sent to ACH

Voice Response will play: “The ACH trace number is (*ACH trace number*).”

For each item found



Voice Response will read:

“Item Number is (*Item Number*)
Recipient Organization ID Number is (*Recipient Organization ID*)
Account ID Number is (*Account Number*)
Requested Amount is (*Amount*)
Status is (*Status*)”



The caller will be taken to the Main Menu.



Account Balance Inquiry



If the call is made during ASAP non-business hours, the account balance will be as of the close of the last ASAP business day less any payments made since the close of the last ASAP business day.



Enter the 8 digit Agency Location Code (ALC) followed by #.



If the Federal Program Agency uses a region code, enter the 2-digit region code followed by #. If the Federal Program Agency does not use a region code enter # to bypass.



If you are responsible for more than one Recipient Organization, enter the 7 digit Recipient Organization ID followed by #.



Enter the 6 digit VRS Account Number followed by #.



If the call is made during ASAP business hours, you have the option of pressing # to hear the current balance.
To hear the balance as of a prior date, enter the date. The date you enter must contain 2 digits for The month, 2 digits for the day and four digits for the year followed by #.

Voice Response will play:



“For account number (*Account Number*), as of (*As of Date*)
Cumulative Authorizations are (*Cumulative Authorizations*),
Cumulative Transactions are (*Cumulative Draws/RP/BE*),
Current Balance is (*Current Balance*).
Status is (*status is*).”



The caller will be taken to the Main Menu.



Account Settlement Report Request



If you call during ASAP business hours, you will receive the report at the beginning of the next ASAP business day.

If you call during ASAP non-business hours, the report will be requested at the end of the next ASAP business day and you will receive the report at the beginning of the following ASAP business day.



Enter the 8 digit Agency Location Code followed by #.



If the Federal Program agency uses a 2-digit region code, enter the region code followed by #.
If the Federal Program agency does not use a region code, enter only the #.



If you are responsible for more than one Recipient Organization, **Enter** the 7 digit Recipient Organization ID followed by #.



Enter the 6 digit VRS Account Number followed by #.



Enter the area code and telephone number of your fax machine followed by #.



Enter the beginning date of the report followed by #. Enter 2 digits for the month, 2 digits for the day and four digits for the year .



Enter the ending date of the report followed by #. The date you enter must contain 2 digits for the month, 2 digits for the day and four digits for the year.



The caller will be taken to the Main Menu.



If You Make an Error

If, when in the VRS system, VRS is unable to process your data, you will be given three chances to correct your input. If your data cannot be processed after three tries, you will hear an error message and be told to call for assistance.

Please make a note of the error message, the data you were entering, and the part of the transaction you were processing at the time of the error.

- VRS will give you the number of the ASAP Help Desk you should call for assistance.
- If you are directed to call the Federal Program Agency, you should call the office that approved your grant.
- You may call the Federal Reserve Bank of Richmond at 804-697-7979 with specific questions about the status of ASAP and if you need assistance with the application.
- If you have a problem related to your PIN or Password while logging into the VRS, please call Richmond Customer Support on 1-800-322-0575.



Frequently Asked Questions (FAQ's)

1. **What is Voice Response?** The Voice Response System is an automated telephone system that will provide interaction between ASAP and external customers. Through the use of a touch-tone telephone the users may access their grant funds.
2. **What will the customer be able to do with the Voice Response System?** The Voice Response System will allow an ASAP payment requestor to request payments, payment cancellations, book entry adjustments, account settlement reports, account balance inquiries and payment request status inquiries.
3. **What phone number will I call to access Voice Response?** There is a toll-free number available. The number is 1-888-453-4862.
4. **What are the hours of operation?** The Voice Response full menu will be available during ASAP business hours. Voice Response will offer a Reduced Menu for ASAP customers all other times.
5. **Who should I call if I encounter problems or have questions?**
When VRS encounters a problem, an error message will be provided to the user. The message will include a number to call for support, OR
You may contact the ASAP Customer Support at your servicing RFC.
 - * Philadelphia Financial Center. The hours of operation are 7:30 a.m. - 5:00 p.m. ET. The phone number is: (215) 516-8021.
 - * Kansas City Financial Center. The hours of operation are 7:30 a.m. - 5:00 p.m. CT. The phone number is: (816) 414-2100.
 - * San Francisco Financial Center. The hours of operation are 7:30 a.m. - 5:00 p.m. PT. The phone number is: (415) 817-7182.
6. **What should I do if I have password problems?** You should contact Richmond Customer Support at 1-800-322-0575 or locally at 804-697-8037.



7. **What happens when I make an invalid entry?** If you make an invalid entry, the system will respond: “That is an invalid entry...” The system will then repeat the original prompt. The system will give you three attempts to enter a valid entry. After the third attempt you will be logged off the system.
8. **How do I end a call?** You can end a call by hanging up.
9. **Why do I need to fill out a worksheet?**
 - Once the Voice Response System prompts for information, it will allow a limited amount of time before repeating the question. Failure to respond in time will be counted as an error. After three errors, the caller will be disconnected from VRS. The worksheet will provide an aid in responding to the prompts quickly and accurately.
 - The worksheet serves as documentation of your transaction. It can be used to note any errors incurred before calling the servicing RFC.
10. **How will Voice Response determine the functions within ASAP that are available to a user?** An indicator will be set within ASAP based upon the user profile that will identify the transactions the user can access.
11. **Is there training available for VRS?** The Financial Management Service and its Regional Financial Centers (RFCs) have the responsibility for training ASAP users and providing customer support to assist users in their operation of the ASAP system
12. **How do I know what my VRS account ID is?** The Federal Program Agency that approved your grant will be able to provide you with your VRS account Id. Also, if you are an on-line user you can log on to the ASAP application and do an account profile inquiry to obtain your account id.



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13. **How can I be sure my transaction worked?** No transaction is complete until the system confirms that the entry has been accepted. You can do a Payment Status Inquiry to verify that ASAP has processed the transaction. You must do the inquiry during ASAP's business hours.



ASAP Voice Response System Worksheets

Types of worksheets

- Payment Request – Single Request
 - Payment Request – Multiple Requests
 - Book Entry Adjustments
-
- Before calling Voice Response to process a payment request or book entry, a worksheet should be completed.
 - The worksheet helps to expedite the call and cut down on common errors such as a wrong account number, invalid date, wrong dollar amounts, etc.
 - The caller can review the worksheet for accuracy before the call thus cutting down on common mistakes during the call.
 - The Payment Request worksheets can be referred to for subsequent cancellations and status inquiries.



ASAP Voice Response System Worksheet Payment Request – Single Item

Agency Location Code (8 digits) _____ #

If the Federal Agency uses a Region Code, write it here. (2 digits) ____ #

If you make requests for more than one Recipient Organization, write the one for this
payment request here. (7digits) _____ #

Account Number (6 digits) _____ #

Amount (dollars and cents) _____ #

When the Payment Request has been entered in VRS, it is *very important* to write down the Request Date and Sequence Number provided at the end of the transaction.

Request Date _____

Sequence Number _____

Save this Worksheet. This data will be needed if you want to check the status of the payment request or cancel the payment.



ASAP Voice Response System Worksheet Payment Request – Multiple Items

Agency Location Code (8 digits) _____#

If the Federal Agency uses a Region Code, write it here. (2digits) ___#

Settlement Date (mmddyyyy)_____

Total amount of the Payment Request (dollars and cents)_____#

Number of items in this Payment Request (no more than 2 digits) _____#

Fill out additional sheets if the Payment Request is being done for more than four items. .

Recipient Organization ID (7digits) #	Recipient Organization ID (7digits) #
Account Number (6 digits) #	Account Number (6 digits) #
Amount (dollars and cents) #	Amount (dollars and cents) #

Recipient Organization ID (7digits) #	Recipient Organization ID (7digits) #
Account Number (6 digits) #	Account Number (6 digits) #
Amount (dollars and cents) #	Amount (dollars and cents) #

When the Payment Request has been entered in VRS, it is *very important* to write down the Request Date and Sequence Number provided at the end of the transaction.

Request Date_____

Sequence Number_____

Save this Worksheet. This data will be needed if you want to check the status of the payment request or cancel the payment.



**ASAP Voice Response System Worksheet
Book Entry Adjustment**

Agency Location Code (8 digits) _____#

If the Federal Agency uses a Region Code, write it here. (2digits) ____#

Reason Code __ (1 – Incorrect amount, 2 – Incorrect grant year, 3 – Incorrect account,
4 – Draw not authorized, 5 – Adjustment)

Increase Amounts	Decrease Amounts
Account Number _____#	Account Number _____#
Recipient Organization ID _____#	Recipient Organization ID _____#
Amount of Increase _____#	Amount of Decrease _____#
Account Number _____#	Account Number _____#
Recipient Organization ID _____#	Recipient Organization ID _____#
Amount of Increase _____#	Amount of Decrease _____#
Account Number _____#	Account Number _____#
Recipient Organization ID _____#	Recipient Organization ID _____#
Amount of Increase _____#	Amount of Decrease _____#
Account Number _____#	Account Number _____#
Recipient Organization ID _____#	Recipient Organization ID _____#
Amount of Increase _____#	Amount of Decrease _____#
Total Amount of Increases _____	Total Amount of Decreases _____