

# **Federal Program Agency**

## **Supplemental Voice Response System Guide**

## 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. VRS is NOT available to Federal Program Agency users.

## Federal Program Agency Impact

The ASAP system generates a six-digit VRS account number that corresponds to the agency created ASAP Account ID. That number is reflected on the Account Profile Screen when a payment requestor or recipient is “flagged” as a Voice Response System user. Because some VRS users may not have access to ASAP on-line, it is the FPA’s responsibility to ensure their recipients know the VRS account number that applies to the accounts from which they are entitled to make payment requests or inquiries. A special option has been added to the Inquiry Menu which will allow FPAs to search for VRS account IDs and their corresponding ASAP account ID. That option is number 15 on the Inquiry Menu – Voice Response Account Number Inquiry Prompt.

## 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

## Full VRS Menu Options:

- **Single Payment Request** – a simplified method that allows a payment requestor to request a payment from a single account for delivery the next business day.
- **Multiple Payment Request** – allows a payment requestor to request payments from multiple accounts established by a single Federal agency for delivery the next business day or up to 32 days in the future.
- **Payment Request Status** – allows a payment requestor or recipient organization to inquire into the status of a payment request created on VRS.
- **Payment Cancellation** – allows a payment requestor to cancel a payment request created on VRS.
- **Book Entry Adjustment** – allows a payment requestor to move funds from one account created by a Federal agency to another account created by the same agency.
- **Account Balance Request** – allows a payment requestor or recipient organization request the balance of an account.
- **Account Settlement Report Request** – allows a payment requestor or recipient organization to request that a report of activity in an account within dates specified by the requestor be faxed to a number specified by the requestor at the beginning of the next business day.

## Reduced Menu: - (ASAP non-business hours)

- Single Payment Request
- Payment Cancellation.
- Account Balance Request
- Account Settlement Report

## THE ACCOUNT PROFILE

All of the information defining an account in ASAP appears in its **Account Profile**. Once you create or build an account in ASAP by **adding a profile** for that account, a VRS account ID is system-generated and will appear on the screen.

If control accounts are established, each detail account will have its own corresponding VRS account ID. In ASAP, requestors make payment requests at the detail level.

For more information on building accounts and control accounts, please consult your Federal Agency Users Guide, Chapter 3.

**Sample Account Profile with VRS Account ID**

```

SP065B          AUTOMATED STANDARD APPLICATION FOR PAYMENTS          08/02/00
SP065BO          ACCOUNT PROFILE ENTRY                              HH:MM:SS
08/02/2000 T
ACTION: _ <A> ADD <C> CHANGE <D> DELETE <I> INQUIRY

AGENCY LOCATION CODE/REGION: 11000001 / ___          SHORT NAME: US MONEY1
RECIPIENT ID: 0101111          SHORT NAME: GRAY U
ACCOUNT ID: F1R10001          VRS ACCOUNT ID:002401

ACCOUNT DESCRIPTION:SCHOOL LUNCH          CTRL ACCT(Y/N)N
ACCT STATUS INDICATOR (O/S/C):O          ASAP 1031 (Y/N)N
REQUESTOR ID: 0101234          PYMNT WAREHOUSE IND (Y/N)Y
GROUP ID:_____          CFDA NUMBER:_____          ALLOW BE ADJ(Y/N)Y
BEGIN DATE: / /          END DATE: / /          CMIA INDICATOR (Y/N)
CREATE DATE: / /          BUD. PER. END DATE: / /

TOTAL ESTIMATED GRANT AMOUNT:
CUMULATIVE AUTHORIZED AMOUNT:
AVAILABLE BALANCE:
          F4=MENU F5=MAIN
I0012 ADD SUCCESSFUL.
    
```

**Sample Control Account Profile with VRS Account ID**

Press F9 for Account Details

```

SP065A          AUTOMATED STANDARD APPLICATION FOR PAYMENTS          02/13/01
SP065AO          ACCOUNT PROFILE INQUIRY                              09:35:41
02/12/2001 T

AGENCY LOCATION CODE/REGION: 16666666 / 07          SHORT NAME: FLFPA07
RECIPIENT ID: 4210062          SHORT NAME: FLRO7
ACCOUNT ID: CTRL10          VRS ACCOUNT ID: 002349

ACCOUNT DESCRIPTION: PK6A          CTRL ACCT (Y/N) Y
ACCT STATUS INDICATOR (O/S/C): O          ASAP 1031 (Y/N) N
REQUESTOR ID: 4203744          PYMNT WAREHOUSE IND(Y/N) Y
GROUP ID: CONTROL          CFDA NUMBER:          ALLOW BE ADJ (Y/N) N
BEGIN DATE: / /          END DATE: / /          CMIA INDICATOR (Y/N)
CREATE DATE: 07/21/1999          BUDGET PERIOD END DATE: / /

TOTAL ESTIMATED GRANT AMOUNT: $0.00
CUMULATIVE AUTHORIZED AMOUNT: $99,999,999,999.99
AVAILABLE BALANCE:          $99,999,450,060.99

          F4=MENU F5=MAIN          F9=DTL
I0009 INQUIRY SUCCESSFUL.
    
```

### Account Detail Inquiry Screen

This screen reflects standard account details for a control account. Press F9 again for the VRS Account IDs.

```

SP067A          AUTOMATED STANDARD APPLICATION FOR PAYMENTS          02/13/01
SP067AO          ACCOUNT DETAIL INQUIRY                               09:37:35
02/12/2001 T

AGENCY LOCATION CODE/REGION: 16666666 / 07          SHORT NAME:  FLFPA07
RECIPIENT ID: 4210062                                SHORT NAME:  FLRO7
ACCOUNT ID: CTRL10          VRS ACCOUNT ID: 002349
ACCT DESC: PK6A          AVAIL BAL:          $99,999,450,060.99
TOTAL CUMULATIVE DRAW LIMIT:          $ .00

      ACCOUNT DETAIL ID          STATUS          CUMULATIVE          CUMULATIVE
                                (O/S/C)          DRAW LIMIT          DRAWS/BE/RP TO DATE

CTRL10-AD1                                O          $10,000,000.00          $183,313.00-
CTRL10-AD2                                O          $10,000,000.00          $183,313.00-
CTRL10-AD3                                O          $10,000,000.00          $183,313.00-

                                F4=MENU F5=MAIN          F9=VRS          F11=ACCT
    
```

### Account Detail Inquiry – VRS Accounts

This screen reflects the VRS Account IDs for the corresponding detail accounts.

```

SP067C          AUTOMATED STANDARD APPLICATION FOR PAYMENTS          02/13/01
SP067CO          ACCOUNT DETAIL INQUIRY - VRS ACCOUNTS              10:00:27
02/12/2001 T

AGENCY LOCATION CODE/REGION: 16666666 / 07          SHORT NAME:  FLFPA07
RECIPIENT ID: 4210062                                SHORT NAME:  FLRO7
ACCOUNT ID: CTRL10          VRS ACCOUNT ID: 002349
ACCT DESC: PK6A          AVAIL BAL:          $99,999,450,060.99
TOTAL CUMULATIVE DRAW LIMIT:          $ .00

      ACCOUNT DETAIL ID          VRS ACCOUNT
                                ID

CTRL10-AD1                                002350
CTRL10-AD2                                002351
CTRL10-AD3                                002352

                                F4=MENU F5=MAIN          F9=DTL          F11=ACCT
    
```

## Voice Response Account Number Inquiry

Use this process to search the table containing ASAP Account IDs and Voice Response Account IDs. At the Main Menu Select 2 Inquiry.

SP010A	AUTOMATED STANDARD APPLICATION FOR PAYMENTS	08/03/00
SP010AO	MAIN MENU	10:42:46
08/03/2000		
	<1> PAYMENT REQUEST PROCESSING	
	<2> INQUIRY MENU	
	<3> FEDERAL AGENCY FUNCTIONS MENU	
	<4> RFC FUNCTIONS MENU	
	<5> FRB SUPPORT PROCESSING	
	<6> REPORT REQUEST MENU	
	<7> NOTIFICATIONS	
	ASAP ID _____	
ORGANIZATION ACCESS CODE		ENTER SELECTION NUMBER: _
		PRESS ENTER
F2=EXIT		

## Inquiry Menu

Select Option 15 – Voice Response Account Number Inquiry Prompt

SP100A	AUTOMATED STANDARD APPLICATION FOR PAYMENTS	02/12/01
SP100AO	INQUIRY MENU	12:07:18
02/12/2001 T		
	< 1> PAYMENT REQUEST STATUS INQUIRY PROMPT	
	< 2> ACCOUNT BALANCE INQUIRY PROMPT	
	< 3> ACCOUNT STATEMENT INQUIRY PROMPT	
	< 4> AUTHORIZATION TRANSACTION INQUIRY PROMPT	
	< 5> ACCOUNT PROFILE INQUIRY	
	< 6> FEDERAL PROGRAM AGENCY INQUIRY	
	< 7> PAYMENT REQUESTOR INQUIRY	
	< 8> RECIPIENT ORGANIZATION INQUIRY	
	< 9> CFDA INQUIRY	
	<10> ALC INQUIRY	
	<11> RETURNED PAYMENT INQUIRY PROMPT	
	<12> BOOK ENTRY ADJUSTMENT INQUIRY PROMPT	
	<13> INTERSTATE AUTHORIZATION TRANSFER INQUIRY PROMPT	
	<14> SUPER USER INQUIRY	
	<15> <b>VOICE RESPONSE ACCOUNT NUMBER INQUIRY PROMPT</b>	
		ENTER SELECTION NUMBER: 15
		PRESS ENTER
F2=EXIT	F5=MAIN	

### Voice Response Account Number Inquiry Prompt

After selecting menu option 15 from the inquiry Menu, you will see the Voice Response Inquiry screen. You may search the Voice Response Account Number Inquiry by entering any of the following: ALC only, ALC/Recipient, ALC/Requestor, ALC/Recipient/Requestor or Voice Response Account number alone or in combination with any of the other inquiries.

```

SP575A          AUTOMATED STANDARD APPLICATION FOR PAYMENTS          02/08/01
SP575AO          VOICE RESPONSE ACCOUNT NUMBER INQUIRY PROMPT        13:31:07
02/08/2001 T

ENTER:

      AGENCY LOCATION CODE/REGION: 11000001 / __ SHORT NAME:

      RECIPIENT ID: 0101111          SHORT NAME:

      REQUESTOR ID: _____        SHORT NAME:

      VOICE RESPONSE ACCOUNT NUMBER: _____

      F4=MENU F5=MAIN
    
```

### Voice Response Account Number List – Example 1

ALC/Recipient ID search. The VRS Account Number List inquiry results are displayed. Results for this ALC and Recipient only.

```

SP577A          AUTOMATED STANDARD APPLICATION FOR PAYMENTS          02/08/01
SP577AO          VOICE RESPONSE ACCOUNT NUMBER LIST                  13:41:32
02/08/2001 T

                                                SCREEN: 1 OF 1
AGENCY LOCATION CODE/REGION: 11000001/          SHORT NAME: US MONEY

VRS ACCT  RECIPIENT  ASAP ACCOUNT NUMBER  DETAIL ACCOUNT NUMBER
NUMBER    ID
002401    0101111    666S6007
002402    0101111    666S6009
002403    0101111    776S6007
002404    0101111    776S6008
002405    0101111    776S6009

      F3=PRMT F4=MENU F5=MAIN
I0009  INQUIRY SUCCESSFUL.
    
```

### Voice Response Account Number List – Example 2

ALC only search. The VRS Account Number List inquiry results are displayed. Results include all recipients for ALC entered. (F8 lists more)

```

SP577A          AUTOMATED STANDARD APPLICATION FOR PAYMENTS          02/12/01
SP577AO          VOICE RESPONSE ACCOUNT NUMBER LIST                  12:10:27
02/12/2001 T

                                SCREEN:    1 OF   69
AGENCY LOCATION CODE/REGION: 12350001 / 01   SHORT NAME: FCS-NERO

VRS ACCT  RECIPIENT  ASAP ACCOUNT NUMBER  DETAIL ACCOUNT NUMBER
NUMBER    ID
002487    0888818    771Y111
002488    0888818    771Y222
002489    0888818    771Y333
000075    0900663    CENT LOG
000076    0900663    CENTRAL TEST
000077    0900663    TEST ACCOUNT
000078    0900663    771N2535
000079    0900663    881N2535
000080    0900663    881Y8106
001812    0910493    441W1006
001813    0910493    551W1003
001814    0910493    551W1006

                                F3=PRMT F4=MENU F5=MAIN          F8=PGDN
I0009  INQUIRY SUCCESSFUL.
    
```

### Voice Response Account Number List – Example 3

Search on VRS Account Number only. This search cannot be combined with any other field. The result reflects the recipient id and ASAP account number corresponding to the VRS account number specified in the search.

```

SP577A          AUTOMATED STANDARD APPLICATION FOR PAYMENTS          02/12/01
SP577AO          VOICE RESPONSE ACCOUNT NUMBER LIST                  12:15:50
02/12/2001 T

                                SCREEN:    1 OF   1
AGENCY LOCATION CODE/REGION: 12350001 / 01   SHORT NAME: FCS-NERO

VRS ACCT  RECIPIENT  ASAP ACCOUNT NUMBER  DETAIL ACCOUNT NUMBER
NUMBER    ID
001815    0910493    551W1011

                                F3=PRMT F4=MENU F5=MAIN
I0009  INQUIRY SUCCESSFUL.
    
```



**Voice Response Account Number List – Example 4 (Control Account Detail)**

Search on ALC/Recipient ID. **Note:** Each ASAP Account Number and Detail Account Number has a unique VRS Account number. Payment requests are made using the Detail Account Number.

SP577A	AUTOMATED STANDARD APPLICATION FOR PAYMENTS		02/13/01
SP577AO	VOICE RESPONSE ACCOUNT NUMBER LIST		11:37:48
02/13/2001 T			
			SCREEN: 1 OF 3
AGENCY LOCATION CODE/REGION: 16666666 / 07		SHORT NAME: FLFPA07	
VRS ACCT NUMBER	RECIPIENT ID	ASAP ACCOUNT NUMBER	DETAIL ACCOUNT NUMBER
002349	4210062	CTRL10	
002350	4210062	CTRL10	CTRL10-AD1
002351	4210062	CTRL10	CTRL10-AD2
002352	4210062	CTRL10	CTRL10-AD3
002353	4210062	CTRL11	
002354	4210062	CTRL11	CTRL11-AD1
002355	4210062	CTRL11	CTRL11-AD2
002356	4210062	CTRL11	CTRL11-AD3
002357	4210062	CTRL12	
002358	4210062	CTRL12	CTRL12-AD1
002359	4210062	CTRL12	CTRL12-AD2
002360	4210062	CTRL12	CTRL12-AD3
	F3=PRMT F4=MENU F5=MAIN		F8=PGDN
I0054	PAGING PERFORMED.		