

Section 4 Incomplete Transactions

If a Transaction was entered into IPAC but never submitted for processing by clicking the “Finished” button, the transaction will be stored as an Incomplete Transaction. The Incomplete Transactions function provides a means to complete and submit the pending transaction for IPAC processing.

Accessing the Incomplete Transactions Function

To access the Incomplete Transactions function, log on to the IPAC System and choose the IPAC option from the **IPAC System Main Menu** as explained in the *Introduction*. The **IPAC Main Menu** is shown in Figure 4.1.

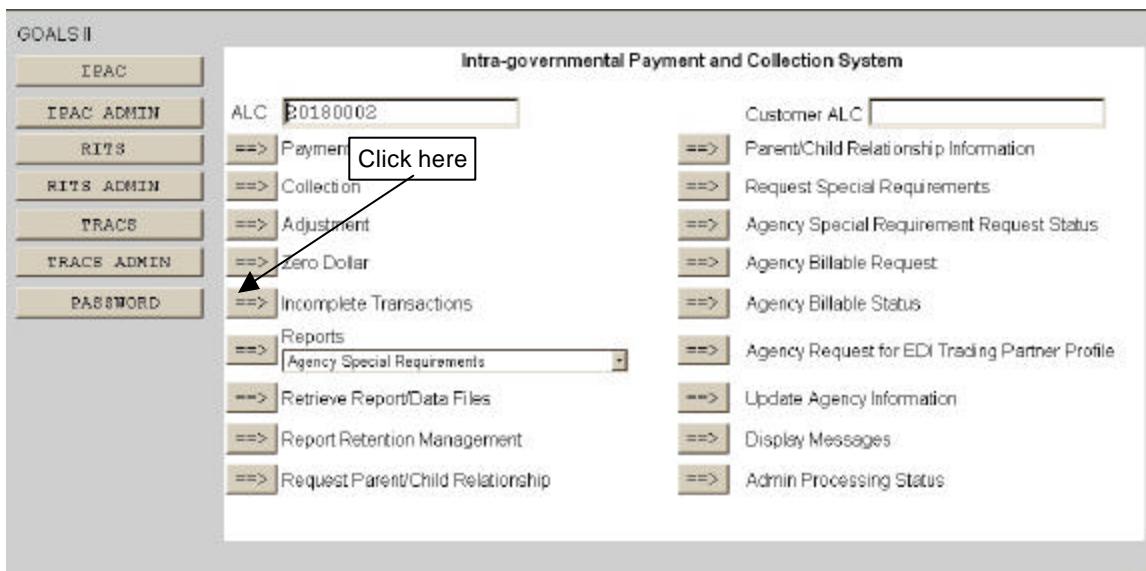


Figure 4.1 IPAC Main Menu

ALC

The first field on this screen is the **Agency Location Code (ALC)**. This is the ALC of your agency or of the agency for which you are doing business. Your Logon ID will determine the ALC(s) for which you are authorized to do business within IPAC.

If you are only authorized to act on behalf of **one ALC**, that ALC will display in the ALC data entry box.

If you are authorized to do business for **multiple ALCs**, those ALCs will display in a drop-down list box for the ALC.

If you are authorized to do business for **more than 25 ALCs**, the ALC field will display as a blank data entry box.

The ALC field is required and you must accept the ALC shown as a default, choose an ALC from the drop-down menu or enter an ALC in this field.

Customer ALC

No entry is required in the Customer ALC field.

Click the “Incomplete Transactions” button as shown in Figure 4.1. This will bring up the **Incomplete Transactions** screen shown in Figure 4.2.

Selecting the Transaction for Completion

	Originating ALC	Customer ALC	Amount	Transaction Type
<input type="radio"/>	20180002	20180005	15.00	P
<input type="radio"/>	20180002	20180005	15.00	P
<input type="radio"/>	20180002	20180005	60.00	P

Figure 4.2 Incomplete Transactions

This screen contains option buttons, and columns for the Originating ALC (as entered on the previous screen), Customer ALC, Amount of the incomplete transaction (a sum of all the detail amounts for the transaction) and Transaction Type (“**P**”ayment, “**C**”ollection, “**A**”djustment or “**E**”-Zero Dollar). All of the current incomplete transactions for the ALC entered will be displayed, with a maximum of 10 transactions per screen. If there are more than 10 incomplete transactions, a “Next” button will display and it will bring up the next 10 transactions, or as many transactions as have not yet been shown. A “Prior” button will display as needed.

Click the option button to the left of the transaction you want to edit. The transactions are mutually exclusive and only one may be selected at a time. Click “OK” to retrieve the transaction for completion.

Completing the Transaction

The retrieved transaction can be handled as described in the appropriate section of this manual, depending on its transaction type (*Section 1 - Payment and Collection*, *Section 2 - Adjustment* or *Section 3 - Zero Dollar*). Once you have clicked the "Finished" button on the appropriate entry screen and the transaction has passed data verification, the transaction will be processed.

A transaction not completed within seven days will expire and be deleted from the IPAC System.

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