



Consumer In-House Accounts

AWARDS INSTRUCTION SHEET

The optional AWARDS Consumer In-House Accounts feature, located in the Fiscal/Program and/or Entitlements modules, enables programs to track moneys that they are holding for their consumers. It can track multiple accounts per consumer, as well as the reason moneys are deposited and withdrawn. Reports on account activity and balances can also be generated.

The Consumer In-House Accounts feature can also be configured to create and manage accounts from which financial assistance funds are drawn and to track monetary assistance provided to consumers, rather than to track consumer accounts themselves. If your database has been configured this way, please refer to the Funder Accounts Management Instruction Sheet (coming soon!) rather than this Consumer In-House Accounts document.

REQUIRED PERMISSIONS

Because the Consumer In-House Accounts functionality is optional, it is not automatically available in all databases. When requested, it is turned on behind-the-scenes in AWARDS by Foothold Technology. Contact your Foothold Client Services representative for more information.

When the Consumer In-House Accounts functionality has been turned on in your AWARDS database, you must have the following permissions in order to use it:

- **Chart Access** – You must have chart access permission to the program associated with the consumer(s) for whom Consumer In-House Accounts records are to be maintained or viewed.
- **Data Entry / Access** – Data Entry/Access permission requirements are based on whether the functionality has been set up within the Fiscal/Program and/or Entitlements modules.

To access In-House Accounts from the Entitlements module (when applicable), you must have the "Display Any Chart Records Buttons" and "Display Chart Records Entitlements Button" data entry/access permissions.

To access In-House Accounts from the Fiscal/Program module (when applicable), you must be a member of the "Fiscal Staff" or "Executive Officer" user groups, or you must have the "Display Executive Administration Buttons" and "Display Fiscal Buttons" data entry/access permissions.

ABOUT THIS DOCUMENT

This document is intended to guide you through the process of working with In-House Account records in both data entry and report modes. Specific topics covered are:

- **Accessing In-House Accounts** – Learn to access the In-House Accounts feature. Page **2**
- **Maintaining the Transaction Code List** – Learn to add, edit, and delete transaction codes. Page **2**
- **Working with Transactions and Accounts** – Learn to enter transactions and maintain accounts. Page **4**
- **Working with Batches** – Learn to add deposits / withdrawals to multiple accounts at once. Page **8**
- **Reporting on In-House Accounts** – Learn to view account reports using available report settings. Page **16**

ACCESSING IN-HOUSE ACCOUNTS

The Consumer In-House Accounts feature can be accessed from two locations in AWARDS based on permissions and database setup:



- The Entitlements module** – To use this module as your access point, you must have the "Display Any Chart Records Buttons" and "Display Chart Records Entitlements Button" data entry/access permissions. Additionally, your agency's AWARDS database must have been set up behind-the-scenes to provide access from this location.

If your agency does not see the Consumer In-House Accounts button on the Entitlements module's menu page and you are interested in having it turned on in that location, please contact your SPM or send a request to the Help Desk.

- The Fiscal/Program module** – To use this module as your access point, you must be a member of the "Fiscal Staff" or "Executive Officer" user groups, or you must have the "Display Executive Administration Buttons" and "Display Fiscal Buttons" data entry/access permissions.

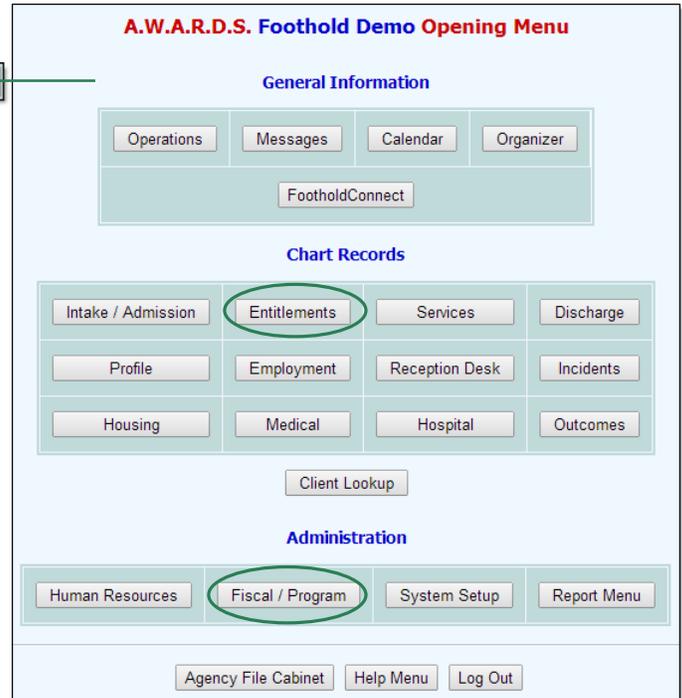


Chart access permission to the program(s) for which the In-House Accounts is to be used is required regardless of which these two access points is used.

The remainder of this document demonstrates accessing Consumer In-House Accounts via the Fiscal/Program module; however, the functionality works the same regardless of the point from which you access it.

MAINTAINING THE TRANSACTION CODE LIST

During transaction data entry a transaction code list is available for the purposes of classifying each transaction being recorded. That transaction code list is empty by default, and must be configured before you start entering transactions.

Initial configuration and any additional maintenance of the transaction codes can be done by staff with the "Permissions Data Entry" exception override permission, who will see a Transaction Codes button on the *Consumer In-House Accounts Menu* page. If you do not have this permission, you will need to work with your SPM or the Help Desk to configure the items in this list.

To maintain the transaction codes list, complete the following steps:

1. From the AWARDS *Opening Menu* page, click **Fiscal / Program**. The *Fiscal / Program Reports Menu* page is displayed.
2. Click **Consumer In-House Accounts**. A new window displaying the *Consumer In-House Accounts Menu* is opened over the existing AWARDS window. →
3. It is not necessary to make a program selection on this page. A single transaction code list is used for all programs.
4. Click **Transaction Codes**. The *Transaction Code Setup* page is displayed. The codes that you enter in this list will be available for selection in transaction code drop-down lists available in the other areas of of Consumer In-House Accounts.
5. Add, modify, or delete transaction codes as indicated below:

- **Add transaction codes** - You will have room to add three transaction codes at a time. If you need to add more than three codes, save the page and then return to data entry mode where additional code slots will then be available. Examples of transaction codes that you may want to are Food, Clothing, Rent, Petty Cash, Deposit, and so on.
- **Modify transaction codes** – Edit any of the codes in the list as needed. Keep in mind that any changes made to an entry on this list are not reflected in transactions already entered for the original code. Furthermore, you will not be able to filter reports based on the original code.
- **Delete transaction codes** – To delete a transaction code, erase it, and then update the page. Keep in mind that the deletion of a transaction code does not impact transactions already entered for that code. Similar to modified codes, you will not be able to filter any reports based on codes that have been deleted.

6. Click **CONTINUE**. The transaction code information is saved and the *Transaction Reasons Updated* page is displayed.
7. Click **In-House Accounts Menu**. The *Consumer In-House Accounts Menu* is displayed.
8. Click **Close Window** to return to the *Fiscal / Program Reports Menu* page.

The process of maintaining the transaction code list is now complete.

WORKING WITH TRANSACTIONS AND ACCOUNTS

The first transaction for each consumer will create his/her account(s). It is possible to have more than one account in AWARDS for each consumer. Each account in a database will have a unique ID number. Likewise, each transaction in the database will have a unique ID number. You will be able to track deposits into and withdrawals from each account and close and re-open any account as necessary.

Please refer to the sub-sections that follow for detailed information on transaction data entry and account maintenance.

- [Entering Transactions](#) – Page 4
- [Maintaining Accounts](#) – Page 6

By default Consumer In-House Accounts enables users to complete these processes for one consumer at a time. For information on the optional Monthly Batch component of In-House Accounts, which allows for account entry for multiple clients at one time, please see the “Working with Monthly Batches” section of this instruction sheet, beginning on page 8.

ENTERING TRANSACTIONS

To enter a transaction, complete the following steps:

IMPORTANT! *Transaction data entry must be completed with care, as transactions cannot be edited or deleted, once entered.*

1. From the AWARDS *Opening Menu* page, click **Fiscal / Program**. The *Fiscal / Program Reports Menu* page is displayed.
2. Click **Consumer In-House Accounts**. A new window displaying the *Consumer In-House Accounts Menu* is opened over the existing AWARDS window. →
3. Click the **Program** drop-down arrow and select the program associated with the consumer for whom a transaction is to be entered.
4. To limit consumer selection by name, click the **A-Z** drop-down arrow and select the consumer's last name initial. An asterisk (*) in this field will include all consumers in the selection process.
5. If the transaction data to be entered is for a former (discharged) consumer, click the **Roster Archives** check box.
6. Click **Transaction Data Entry**. The *Transaction Data Entry* page is displayed.
7. Click the **Account Holder** drop-down arrow and select the consumer for whom a transaction is to be entered.

If the selected consumer does not yet have an account, the action of adding the first transaction (step 9) will open an account for him/her.

- Click **CONTINUE**. The *Transaction Data Entry* page for the selected consumer is displayed. Recent transactions are listed on this page, along with account balances for each account type.

The number of account types for each consumer and the names of the account types can be customized. Any account type customization would apply to all programs using In-House Accounts. For more information about configuring account types, please contact your SPM or send a request to the Help Desk

- Click **Add Transaction**. The *Add Transaction* page is displayed. The first time you access this page an account number is assigned to the client for each account type defined for your agency. You will have the ability to enter transaction information into any of these accounts each time you access the *Add Transaction* data entry page.



DD Residential Habilitation One Add Transaction for Jack Frost

Account Type	Account ID	*Code	*Amount	*Deposit/ Withdrawal	*Funds Type	Check #	Comments
OPERATING	0000010	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input style="width: 100%;" type="text"/>
Account Balance: \$1,100.00							
TRUST FUND	0000092	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input style="width: 100%;" type="text"/>
Account Balance: \$0.00							

* Indicates required fields

There is an option to hide all instances of account ID numbers in Consumer In-House Accounts. For more information about hiding account ID numbers, please contact your SPM or send a request to the Help Desk.

- To add a transaction, configure the fields and options for each account as necessary. Transactions for multiple accounts can be entered at one time. The fields to be configured for each transaction include:

- Code** – Click this drop-down arrow and select the code representing purpose of the transaction.

The transaction code list is empty by default. For detailed instructions on adding codes to the list please see the “Maintaining the Transaction Code List” section of this document starting on page 2.

The label of this field can be customized with the assistance of your SPM or the Help Desk.

- Amount** – In this field type the amount for the transaction being entered.
- Deposit/Withdrawal** – Click this drop-down arrow and make a selection to indicate whether the transaction is a deposit or a withdrawal.

You can re-label the terms “Deposit” and “Withdrawal” as needed with the assistance of your SPM or the Help Desk.

- Funds Type** – Click this drop-down arrow and make a selection to indicate the funds type for this transaction. Available options are “Cash,” “Check,” and “Transfer.”

- **Check #** - If "Check" has been selected as the funds type, enter the related check number in this field.

*There is an option to make this field not required, even if "Check" is selected from the **Funds Type** drop-down. If you want to configure this option, please contact your SPM or send a request to the Help Desk.*

- **Comments** – In this field enter additional information about the transaction if needed.

11. Click **CONTINUE**. The *Transaction Data Entry* page for the consumer is displayed again, with the new transaction(s) displayed at the top of the list.

WARNING! *Once CONTINUE is clicked a transaction cannot be edited or deleted. To correct an error in the amount of the transaction, a second, corrective, transaction must be entered.*

*To add another transaction at this time, click **Add Transaction** to return to the Add Transaction page. More than one transaction per account type can be entered in this way.*

Once a transaction is saved, it is assigned a transaction ID number. There is an option to hide all instances of transaction ID numbers. For more information about hiding transaction ID numbers, please contact your SPM or send a request to the Help Desk.

12. To end the transaction data entry session, click **Close Transaction Session**. A receipt for all new transactions entered in the session is displayed.

13. Click **In-House Account Receipt**. The print dialogue box for your browser is displayed. The Consumer In-House Accounts feature requires that all transactions be printed at the end of a transaction data entry session. Follow browser protocol to print the receipt. If you close out of the In-House Account window before printing the receipt, you will have an opportunity to do so the next time you access Transaction data entry for that consumer.

14. Click **In-House Accounts Menu**. The *Consumer In-House Accounts Menu* is displayed.

15. Click **Close Window** to return to the *Fiscal / Program Reports Menu* page.

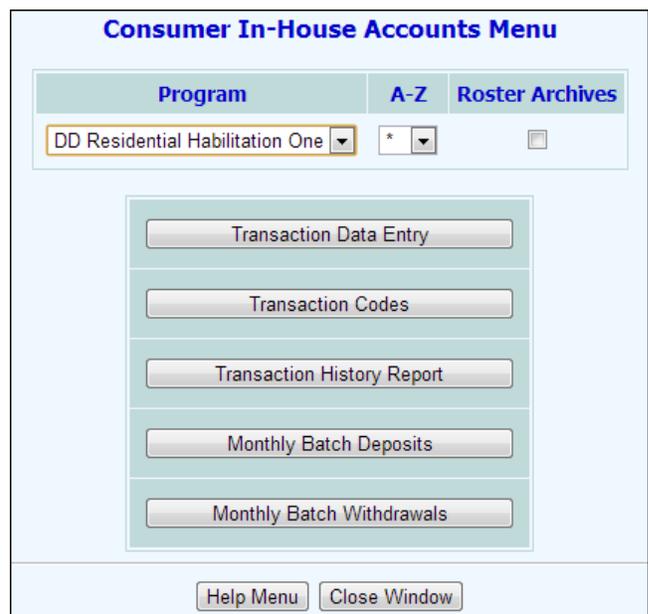
The process of entering a transaction is now complete.

MAINTAINING ACCOUNTS

This feature facilitates the closing and subsequent re-opening of a consumer's accounts. Only accounts with zero balances can be closed. New transactions cannot be entered into a closed account, and closed accounts can be re-opened at any time.

To manage consumer accounts, complete the following steps:

1. From the *AWARDS Opening Menu* page, click **Fiscal / Program**. The *Fiscal / Program Reports Menu* page is displayed.
2. Click **Consumer In-House Accounts**. A new window displaying the *Consumer In-House Accounts Menu* is opened over the existing AWARDS window. →



3. Click the **Program** drop-down arrow and select the program associated with the consumer for whom an account is to be maintained.
4. To limit consumer selection by name, click the **A-Z** drop-down arrow and select the consumer's last name initial. An asterisk (*) in this field will include all consumers in the selection process.
5. If the account management is to be completed for a former (discharged) consumer, click the **Roster Archives** check box.
6. Click **Transaction Data Entry**. The *Transaction Data Entry* page is displayed.
7. Click the **Account Holder** drop-down arrow and select the consumer for whom an account is to be closed or re-opened.

8. Click **Account Maintenance**. The *Account Maintenance* page for the consumer is displayed. 

This page includes a row for each account type for the consumer, including information regarding the date opened, account status, and account balance of each account type.

DD Residential Habilitation One Account Maintenance for Jack Frost

*Consumer Type:

Current Accounts

Account ID	Account Type	Date Opened	Account Status	Account Balance	Account Note
0000010	Operating	09/14/2004	Open <input type="text"/>	\$1,100.00	<input type="text"/>
0000092	Trust Fund	09/22/2011	Open <input type="text"/>	\$0.00	<input type="text"/>

* Indicates required fields.

9. Click the **Consumer Type** drop-down arrow and select one of the options from the list.

This field is limited to Consumer In-House Accounts records only. Additionally, the Consumer Type field is required, and the selections available in the drop-down list cannot be customized. There is an option to hide Consumer Type data from all other areas of Consumer In-House Accounts. Note that the consumer type drop-down will continue to display on the Account Maintenance page, even you decide to hide it elsewhere. For more information or to hide Consumer Type data from all other areas of Consumer In-House Accounts, please contact your SPM or send a request to the Help Desk.

10. Click the **Account Status** drop-down arrow and select "Open" or "Closed" as needed. There is space for an optional note if needed.

To close out an account, the account balance must be \$0.00. Once an account is closed, new transactions cannot be entered into that account until it is re-opened on the Account Maintenance page. The status of more than one account can be changed at the same time. Closed accounts can be re-opened at any time.

11. Click **CONTINUE**. The account maintenance information is saved and the *Transaction Data Entry* page is displayed.
12. Click **In-House Accounts Menu**. The *Consumer In-House Accounts Menu* is displayed.
13. Click **Close Window** to return to the *Fiscal / Program Reports Menu* page.

The process of closing or re-opening an account is now complete.

WORKING WITH MONTHLY AND PENDING BATCHES

Monthly and pending batch data entry enables users to enter deposits or withdrawals for multiple consumers at one time. This can be useful if you are processing rent payments for your residence, documenting receipt of SSI checks that arrive for many consumers at once, or tracking Personal Needs Allowances distributed to all consumers on a specific date.

A single program can use monthly batch functionality or pending batch functionality but not both. The main differences between monthly batches and pending batches are as follows:

- **Monthly Batches** – Monthly batches are limited to one batch deposit and one batch withdrawal for per consumer, per account, per month. Once a monthly batch transaction is entered into AWARDS and saved, the transaction is final and cannot be edited or deleted.

For more information on working with monthly batches, see page **8**.

- **Pending Batches** – Multiple pending batches can be entered each day. When a pending batch is created it can be saved for editing at a later time. Pending batches are not finalized until they are locked.

For more information on working with pending batches, see page **11**.

Monthly Batch and Pending Batch Data Entry are optional features in Consumer In-House Accounts. To activate these options, please contact your Client Services representative or the Help Desk.

MONTHLY BATCHES

For detailed information on entering monthly batch deposits and withdrawals please refer to the sub-sections that follow:

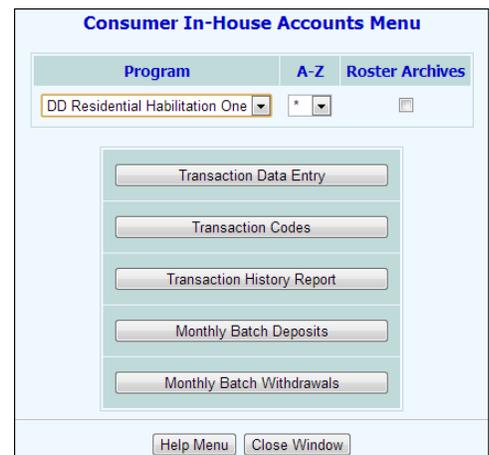
- **Making Monthly Batch Deposits** – Page **8**
- **Making Monthly Batch Withdrawals** – Page **10**

MAKING MONTHLY BATCH DEPOSITS

Use monthly batch deposits to enter deposits for multiple consumers at one time. This is particularly useful for processing SSI checks that come in at the beginning of each month. It is important to complete batch data entry with care, as transactions cannot be edited or deleted, once entered.

To enter batch deposits, complete the following steps:

1. From the AWARDS *Opening Menu* page, click **Fiscal / Program**. The *Fiscal / Program Reports Menu* page is displayed.
2. Click **Consumer In-House Accounts**. A new window displaying the *Consumer In-House Accounts Menu* is opened over the existing AWARDS window. 
3. Click the **Program** drop-down arrow and select the program for which a batch is to be entered.



4. Batch deposits cannot be limited by consumer name, so it is not necessary to configure the **A-Z** drop-down.
5. If monthly batch data entry is to be completed for former (discharged) consumers, click the **Roster Archives** check box.
6. Click **Monthly Batch Deposits**. The *Monthly Batch Deposits Settings Menu* page is displayed.

If you see a date range on the settings page, then the program for which you are about to enter data is using the Pending Batch format of batch transaction data entry, and you can refer to the instructions about Pending Batch data entry beginning on page 11. If you see the date range fields, and you do not want to use pending batch functionality, please contact your Foothold Client Services representative or the Help Desk to have it turned off for the program in question.

If there is only one account type configured in your AWARDS database, skip ahead to step 9; otherwise continue with step 7.

7. Click the **Account Type** drop-down arrow and select the account type for which deposits are to be entered.
8. Click **CONTINUE**. The *Monthly Consumer Batch Deposit Listing* page is displayed.

* Indicates required fields						
<small>Check number required for check transaction</small>						
Client	Date	Code	*Amount	*Funds Type	Check #	Account Balance
Frost, Jack		<input type="text"/>	\$ 0.00	Transfer	<input type="text"/>	\$1,100.00
Lantern, Jack		<input type="text"/>	\$ 0.00	Transfer	<input type="text"/>	\$0.00

9. To add deposits, configure the **Code**, **Amount**, **Funds Type** and **Check #** fields. Data can be entered for one, several or all consumers listed on this page.

Only one batch deposit per consumer per account per month can be entered. Batch deposits that were entered on an earlier date in the same month will display on the Monthly Consumer Batch Deposit Listing page in read-only format, and there will not be space to add in a second batch deposit for the month.

*Note that the **Check #** field becomes required if "Check" is selected from the **Funds Type** drop-down.*

There is an option to display or hide the Code column in batch data entry mode, if you determine that this information is not necessary. To configure this option, please contact your SPM or send a request to the Help Desk.

10. Click **CONTINUE**. The *Receipts for Monthly Batch Deposits* page is displayed.

WARNING! *Once CONTINUE is clicked a batch transaction cannot be edited or deleted. To correct an error in the amount of the transaction a second, corrective, transaction will have to be entered.*

If there is an error in the batch data entry it is not possible to change or delete the error. Instead access the individual consumer's account via Transaction Data Entry, and enter in a corrective withdrawal or deposit transaction on an individual basis, as needed.

11. Click **Print Receipts**. The print dialogue box for your browser is displayed. The Consumer In-House Accounts feature requires that all transactions be printed at the end of a batch data entry session. Follow browser protocol to print the receipt. A separate receipt page will print for each deposit that was entered. If you close

out of the In-House Account window before printing the receipt, you will have an opportunity to do so the next time you access Transaction Data Entry for that consumer.

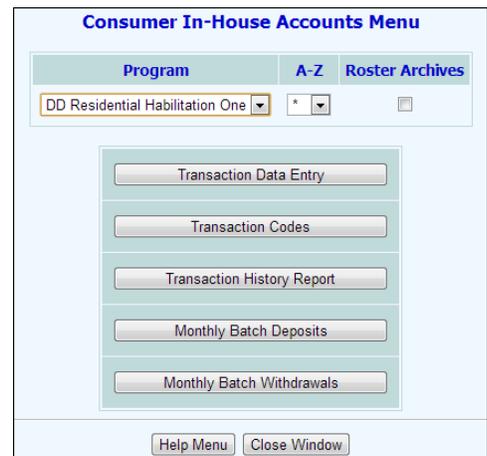
12. Click **In-House Accounts Menu**. The *Consumer In-House Accounts Menu* is displayed. At this time, if there are additional batch entries to be entered, return to step 3 above.
13. When all data entry is completed, click **Close Window** to return to the *Fiscal / Program Reports Menu* page.

The process of entering batch deposits is now complete.

MAKING MONTHLY BATCH WITHDRAWALS

Use monthly batch withdrawals to enter withdrawals for multiple consumers at one time. This is particularly useful to track rent payments taken out of client accounts. It is important to complete batch data entry with care, as transactions cannot be edited or deleted, once entered. To do so, complete the following steps:

1. From the AWARDS *Opening Menu* page, click **Fiscal / Program**. The *Fiscal / Program Reports Menu* page is displayed.
2. Click **Consumer In-House Accounts**. A new window displaying the *Consumer In-House Accounts Menu* is opened over the existing AWARDS window. 
3. Click the **Program** drop-down arrow and select the program for which a batch is to be entered.
4. Batch withdrawals cannot be limited by consumer name. Therefore it is not necessary to configure the **A-Z** drop-down.
5. If monthly batch data entry is to be completed for former (discharged) consumers, click the **Roster Archives** check box.
6. Click **Monthly Batch Withdrawals**. The *Monthly Batch Withdrawals Settings Menu* page is displayed.



If you see a date range on the settings page, then the program for which you are about to enter data is using the Pending Batch format of batch transaction data entry, and you can refer to the instructions about Pending Batch data entry beginning on page 11. If you see the date range fields, and you do not want to use pending batch functionality, please contact your Foothold Client Services representative or the Help Desk to have it turned off for the program in question.

If there is only one account type configured in your AWARDS database, skip ahead to step 9; otherwise continue with step 7.

7. Click the **Account Type** drop-down arrow and select the account type for which withdrawals are to be entered.

8. Click **CONTINUE**. The *Monthly Consumer Batch Withdrawal Listing* page is displayed.

*** Indicates required fields**
Check number required for check transaction

Client	Date	Code	*Amount	*Funds Type	Check #	Account Balance
Frost, Jack		<input type="text"/>	\$ 0.00	Transfer	<input type="text"/>	\$1,100.00
Lantern, Jack		<input type="text"/>	\$ 0.00	Transfer	<input type="text"/>	\$0.00

9. To add withdrawals, configure the **Code**, **Amount**, **Funds Type** and **Check #** fields. Data can be entered for one, several or all consumers listed on this page.

Only one batch withdrawal per consumer per account per month can be entered. Batch withdrawals that were entered on an earlier date in the same month will display on the Monthly Consumer Batch Withdrawal Listing page in read-only format, and there will not be space to add in a second batch withdrawal for the month.

*Note that the **Check #** field becomes required if "Check" is selected from the **Funds Type** drop-down.*

There is an option to display or hide the Code column in batch data entry mode, if you determine that this information is not necessary. To configure this option, please contact your SPM or send a request to the Help Desk.

10. Click **CONTINUE**. The *Receipts for Monthly Batch Withdrawals* page is displayed.

WARNING! *Once CONTINUE is clicked a batch transaction cannot be edited or deleted. To correct an error in the amount of the transaction a second, corrective, transaction will have to be entered.*

If there is an error in the batch data entry it is not possible to change or delete the error. Instead access the consumer's account via Transaction Data Entry, and enter in a corrective deposit or withdrawal transaction on an individual basis, as needed.

11. Click **Print Receipts**. The print dialogue box for your browser is displayed. The Consumer In-House Accounts Module requires that all transactions are printed at the end of a batch data entry session. Follow browser protocol to print the receipt. A separate receipt page will print for each deposit that was entered. If you close out of the In-House Account window before printing the receipt, you will have an opportunity to do so the next time to access Transaction Data Entry for that consumer.
12. Click **In-House Accounts Menu**. The *Consumer In-House Accounts Menu* is displayed. At this time, if there are additional batch entries to be entered, return to step 3 above.
13. When all data entry is completed, click **Close Window** to return to the *Fiscal / Program Reports Menu* page

The process of entering batch withdrawals is now complete.

PENDING BATCHES

For detailed information on entering pending batch deposits and withdrawals please refer to the sub-sections that follow:

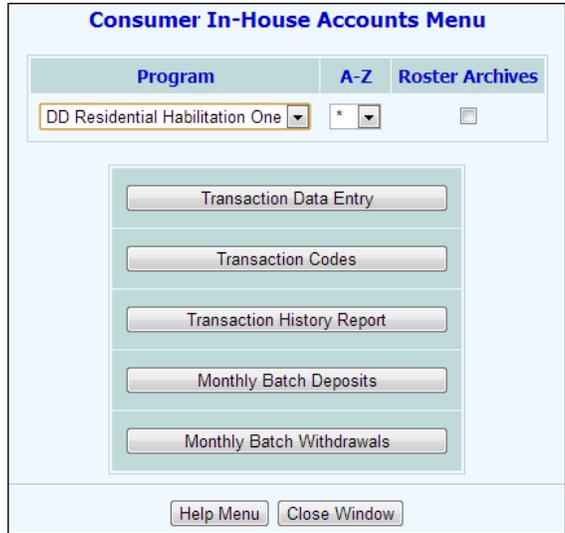
- [Creating Pending Batches – Page 12](#)

- [Editing Pending Batches – Page 13](#)
- [Locking Pending Batches – Page 15](#)

CREATING PENDING BATCHES

To create a pending batch, complete the following steps:

1. From the AWARDS *Opening Menu* page, click **Fiscal / Program**. The *Fiscal / Program Reports Menu* page is displayed.
2. Click **Consumer In-House Accounts**. A new window displaying the *Consumer In-House Accounts Menu* opens over the existing widow. 
3. Click the **Program** drop-down arrow and select the program for which a pending batch is to be created.
4. Pending batch data entry cannot be limited by consumer name. Therefore it is not necessary to configure the **A-Z** drop-down.
5. If the pending batch data entry is to be completed for former (discharged) consumers, click the **Roster Archives** check box.
6. At this time, do one of the following based on whether you will be entering deposits or withdrawals in the batch:



- **To enter deposits** - Click **Monthly Batch Deposits**. The *Monthly Batch Deposits Settings Menu* page is displayed.
- **To enter withdrawals** - Click **Monthly Batch Withdrawals**. The *Monthly Batch Withdrawals Settings Menu* page is displayed. 



If there is only one account type configured in your AWARDS database, skip ahead to step 8; otherwise continue with step 7.

7. Click the **Account Type** drop-down arrow and select the account type for which deposits are to be entered.
8. When creating a new batch, it is automatically dated with the date that it is created. The **Date Range** fields are required, and can be left with the default range that appears when this page is displayed.

If you see a date range on the settings page along with the Account Type drop-down, you know that the program for which you are about to enter data is using the Pending Batch format of batch transaction data entry. If you do not see the date range fields, the pending batch functionality is not in use, and you can refer to the instructions about Monthly Batch data entry beginning on page 8. If you want to use pending batch functionality instead, please contact your Foothold Client Services representative or the Help Desk to have it turned on for the program in question.

9. Click **CONTINUE**. The *Monthly Consumer Pending Batch Deposit Listing* or *Monthly Consumer Pending Batch Withdrawal Listing* page is displayed.

10. To create a new batch, click **Create New Batch**. A new *Monthly Consumer Pending Batch Deposit Listing* or *Monthly Consumer Pending Batch Withdrawal Listing* page is displayed.

*** Indicates required fields**
 Check number required for check transaction

Client	Date	Code	*Amount	*Funds Type	Check #	Account Balance
Adams, John		<input type="text"/>	\$ 0.00	Transfer	<input type="text"/>	\$30.00
DeGrouch, Oscar		<input type="text"/>	\$ 0.00	Transfer	<input type="text"/>	\$460.00
Frost, Jack		<input type="text"/>	\$ 0.00	Transfer	<input type="text"/>	\$1,100.00

Pending batch functionality allows a user to enter multiple batches on a single day. This way, if a batch is locked before all transactions are entered, another batch can be created to facilitate data entry of additional transactions. There is an option to display or hide the Code column in batch data entry mode. To configure this option, please contact your SPM or send a request to the Help Desk.

11. To add transactions, configure the **Code**, **Amount**, **Funds Type** and **Check #** fields. Data can be entered for one, several or all consumers listed on this page. Note that the **Check #** field becomes required if "Check" is selected from the **Funds Type** drop-down.

The Date column for new pending batches will be blank and in read-only format. After a batch is saved, the dates in this column will reflect the date transactions were last edited or added to the batch.

12. Click **CONTINUE**. The *Pending Batch Updated* page is displayed. This page indicates the amounts of deposits or withdrawals and adjustments that were entered, along with the total dollar amount of the batch. The transaction amounts that have been entered in the batch are in pending status will not be applied to the consumer's accounts until the batch is locked. To learn how to lock a batch, please refer to the "Locking Pending Batches" section of this document on page 15.

The Adjustment Total field reports on the sum of all transactions entered into the batch using any transaction code that has the word "adjustment" in it. It is not required to have any codes that include the word "adjustment" in use. If there are no adjustment transactions entered in a pending batch, the Adjustment Total field will simply be left blank. To add "adjustment" codes to your transaction codes list, use the **Transaction Codes** button on the *Consumer In-House Accounts Menu* page (see page 2, for step-by-step instructions on how to add transaction codes) or ask your Foothold Client Services representative or the Help Desk for assistance.

13. Click **In-House Accounts Menu**. The *Consumer In-House Accounts Menu* is displayed.

14. Click **Close Window** to return to the *Fiscal / Program Reports Menu* page.

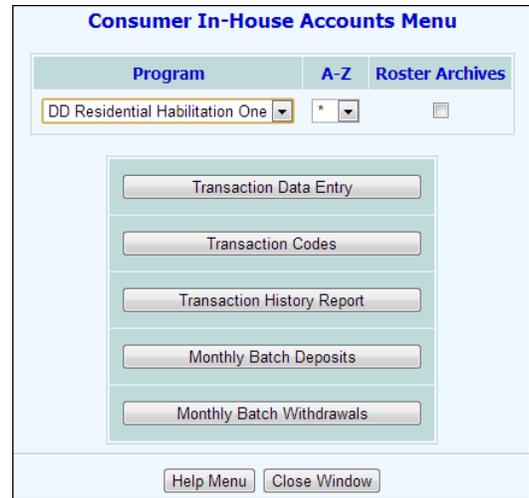
The process of creating a new Pending Batch is now complete.

EDITING PENDING BATCHES

To edit a pending batch, complete the following steps:

1. From the *AWARDS Opening Menu* page, click **Fiscal / Program**. The *Fiscal / Program Reports Menu* page is displayed.

2. Click **Consumer In-House Accounts**. A new window displaying the *Consumer In-House Accounts Menu* opens over the existing widow. 
3. Click the **Program** drop-down arrow and select the program for which a pending batch is to be edited.
4. Pending batch data entry cannot be limited by consumer name. Therefore it is not necessary to configure the **A-Z** drop-down.
5. If pending batch editing is to be completed for former (discharged) consumers, click the **Roster Archives** check box.
6. At this time, do one of the following based on whether you will be editing a deposit batch or a withdrawal batch:



- **To edit a deposit batch** - Click **Monthly Batch Deposits**. The *Monthly Batch Deposits Settings Menu* page is displayed.
- **To edit a withdrawal batch** - Click **Monthly Batch Withdrawals**. The *Monthly Batch Withdrawals Settings Menu* page is displayed.

If there is only one account type configured in your AWARDS database, skip ahead to step 8; otherwise continue with step 7.

7. Click the **Account Type** drop-down arrow and select the account type for which a batch is to be edited.
8. Only batches created within the date range in the **From** and **To** fields on this page will be available for selection on the next page. Make changes to the default date range if needed. An mm/dd/yyyy format is required.
9. Click **CONTINUE**. The *Monthly Consumer Pending Batch Deposit Listing* or *Monthly Consumer Pending Batch Withdrawal Listing* page is displayed. This listing includes unlocked batches for the account type and date range selected on the previous page. 
10. Click **Edit**. A new *Monthly Consumer Pending Batch Deposit Listing* or *Monthly Consumer Pending Batch Withdrawal Listing* page is displayed.



The Date column reflects the date that data was last entered into the batch, and these dates are in read-only format. The dates listed in this column will be the same for all entries, and will reflect the last date that the batch was added to or edited.

11. Make changes to the fields on this page by completing one or more of the following data entry tasks:
 - **Add transactions** - Configure the **Code**, **Amount**, **Funds Type** and **Check #** fields.
 - **Edit transactions** - Modify any of the previously completed **Code**, **Amount**, **Funds Type** and **Check #** fields.
 - **Delete transactions** - Change the **Code** drop-down selection to the blank option, and delete the **Amount** and **Check #**.

Data can be entered or modified for one, several or all consumers listed on this page. Note that the **Check #** field becomes required if "Check" is selected from the **Funds Type** drop-down.

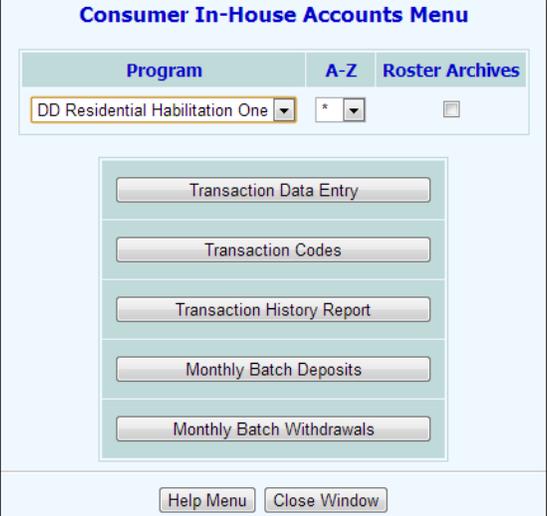
12. Click **CONTINUE**. The *Pending Batch Updated* page is displayed. This page indicates the amounts of deposits or withdrawals and adjustments that were entered, along with the total dollar amount of the batch. The transaction amounts that have been entered in the batch are in pending status will not be applied to the consumer's accounts until the batch is locked. To learn how to lock a batch, please refer to the "Locking Pending Batches" section of this document on page 15.
13. Click **In-House Accounts Menu**. The *Consumer In-House Accounts Menu* is displayed.
14. Click **Close Window** to return to the *Fiscal / Program Reports Menu* page.

The process of editing a pending batch is now complete.

LOCKING PENDING BATCHES

To lock a pending batch, complete the following steps:

1. From the AWARDS *Opening Menu* page, click **Fiscal / Program**. The *Fiscal / Program Reports Menu* page is displayed.
2. Click **Consumer In-House Accounts**. A new window displaying the *Consumer In-House Accounts Menu* opens over the existing window. 
3. Click the **Program** drop-down arrow and select the program for which a pending batch is to be locked.
4. Pending batch data entry cannot be limited by consumer name. Therefore it is not necessary to configure the **A-Z** drop-down.
5. If the batch to be locked was created for former (discharged) consumers, click the **Roster Archives** check box.
6. At this time, do one of the following based on whether you will be locking a deposit batch or a withdrawal batch:
 - **To lock a deposit batch** - Click **Monthly Batch Deposits**. The *Monthly Batch Deposits Settings Menu* page is displayed.
 - **To lock a withdrawal batch** - Click **Monthly Batch Withdrawals**. The *Monthly Batch Withdrawals Settings Menu* page is displayed.



If there is only one account type configured in your AWARDS database, skip ahead to step 8; otherwise continue with step 7.

7. Click the **Account Type** drop-down arrow and select the account type for which a batch is to be locked.
8. Only batches created within the date range in the **From** and **To** fields on this page will be available for selection on the next page. Make changes to the default date range if needed. An mm/dd/yyyy format is required.

9. Click **CONTINUE**. The *Monthly Consumer Pending Batch Deposit Listing* or *Monthly Consumer Pending Batch Withdrawal Listing* page is displayed. This listing includes unlocked batches for the account type and date range selected on the previous page. 

Account Type: Operating			
Date Range: 03/03/2014 - 03/10/2014			
Date	Time	Batch ID	Employee
Create New Batch			
2014-03-10	04:53 PM	11	Karen S Edit Lock

10. To lock an existing batch, click **Lock**. The *Monthly Pending Batch Lock Confirmation* page is displayed.
11. In the confirmation drop-down menu, select "Yes" to indicate that you are sure that you want to lock the batch.
12. Click **CONTINUE**. The *Monthly Batch Lock Confirmation* page is displayed. The transactions have been applied to the consumer's accounts with the batch lock date and time.

WARNING! Once *CONTINUE* is clicked a transaction cannot be edited or deleted. To correct an error in the amount of the transaction a second, corrective, transaction will have to be entered.

13. Click **In-House Accounts Menu**. The *Consumer In-House Accounts Menu* is displayed.
14. Click **Close Window** to return to the *Fiscal / Program Reports Menu* page.

The process of locking a pending batch is now complete.

REPORTING ON IN-HOUSE ACCOUNTS

There are several read-only reports available in the In-House Accounts feature. Please refer to the sub-sections that follow for detailed information on each of these filterable reports:

- [Viewing a Transaction History Report](#) – Provides a listing of individual and batch withdrawals and deposits over a specified period of time. This data can be sorted a number of ways to allow for reporting flexibility. - Page **16**
- [Viewing an Account Balances Report](#) – Displays account balances as of a certain date. - Page **18**
- [Viewing an Omitted Transactions Report](#) – Provides a listing of consumers in the selected program who do not have any transactions entered for each account type for a given month, filterable by account type. – Page **20**

This report is an optional feature configured on an individual program basis. If it is not available for a specific program in your AWARDS database and you would like it activated, please contact your Senior Project Manager or send a request to the Help Desk.

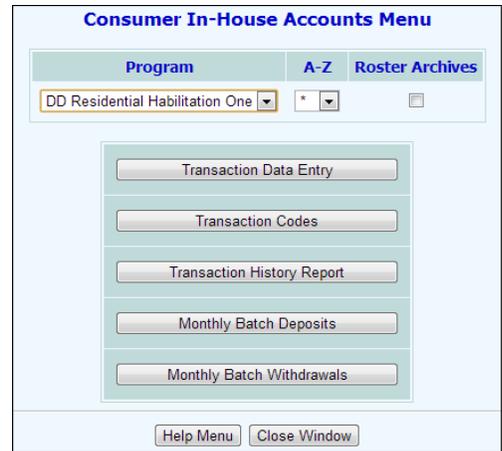
- [Viewing a Batch Totals Report](#) – Provides a summary of locked pending batches created during a specific period of time. Available only to programs for which pending batch functionality is turned on. – Page **21**

VIEWING A TRANSACTION HISTORY REPORT

To view a read-only transaction history report, complete the following steps:

1. From the AWARDS *Opening Menu* page, click **Fiscal / Program**. The *Fiscal / Program Reports Menu* page is displayed.

2. Click **Consumer In-House Accounts**. A new window displaying the *Consumer In-House Accounts Menu* is opened over the existing AWARDS window. 
3. Click the **Program** drop-down arrow and select the program for which the report is to be viewed.
4. To limit consumer selection by name, click the **A-Z** drop-down arrow and select the consumer's last name initial. An asterisk (*) in this field will include all consumers in the selection process.
5. If the transaction history report is to be generated for former (discharged) consumers, click the **Roster Archives** check box.
6. Click **Transaction History Report**. The *Transaction History Report* page is displayed. 
7. To limit report selection by account holder, click the **Account Holder** drop-down arrow and select the consumer for whom the report is to be run. The default value is "All Account Holders."
8. Only those transactions completed within the date range in the **Start Date** and **End Date** fields will be included in the report. If necessary make changes to the default date range using mm/dd/yyyy format or the available date pickers.
9. Click the **Sort By** drop-down arrow to select the criteria by which the report is to be sorted. Available options are:



- **Transaction Date** – When this option is selected, the transaction history report is sorted sequentially by the date of each transaction. All transactions on a single date are displayed together with subtotals for relevant categories and a net transaction total for that day. The list of transactions for each date is sub-sorted alphabetically by consumer name.
- **Account Holder** – When this option is selected, the transaction history report is sorted alphabetically by consumer name. If the consumer has more than one account type, then the transactions for the consumer are grouped by account.
- **Transaction ID** – When this option is selected, the transaction history report is sorted sequentially by transaction ID. All transactions on a single date are displayed together with subtotals for relevant categories and a net transaction total for that day.

10. Further designate which information is to be included in the report by checking off or selecting one or more of the following settings on this page:
 - **Show Data Entry User** – When this options is checked off, the name of the staff person who entered each transaction will be included in the report.
 - **Show Data Entry Date/Time** – When this option is checked off, the day and time that each transaction was entered will be included in the report.

- **Show Transaction Codes** – When this option is checked off, the transaction code for each transaction will be included in the report.

This report setting is optional and may not be available in all databases.

- **Show Consumer Type** – When this option is checked off, the Consumer Type for each consumer will be included in the report.

This report setting is optional and may not be available in all databases.

- **Consumer Status** – Click this drop-down arrow and make a selection to run the report for all consumers, current consumers only or discharged consumers only. The default value is "Current Only."

This report setting is optional and may not be available in all databases.

- **Account Type** – Click this drop-down arrow and make a selection to run the report for a single account type or all account types. The default value is "All Account Types."

This report setting will display only if there is more than one account type defined for the selected program.

- **Transaction Codes** – Click this drop-down arrow and make a selection to run the report for a single transaction code or all transaction codes. The default value is "All Codes."

This report setting is optional and may not be available in all databases.

To activate any of the optional settings referenced above, please contact your SPM or send a request to the Help Desk.

11. Click **CONTINUE**. The transaction history report is displayed on the *Transaction History Report* page.

The contents of this read-only report are based on the selections made on the previous page; however, all transaction history reports contain the following information: account holder, transaction date, type of transaction, form of transaction, transaction amount, transaction ID and account ID.

There is an option to hide all instances of the transaction ID and account ID. To activate this option, please contact your SPM or send a request to the Help Desk.

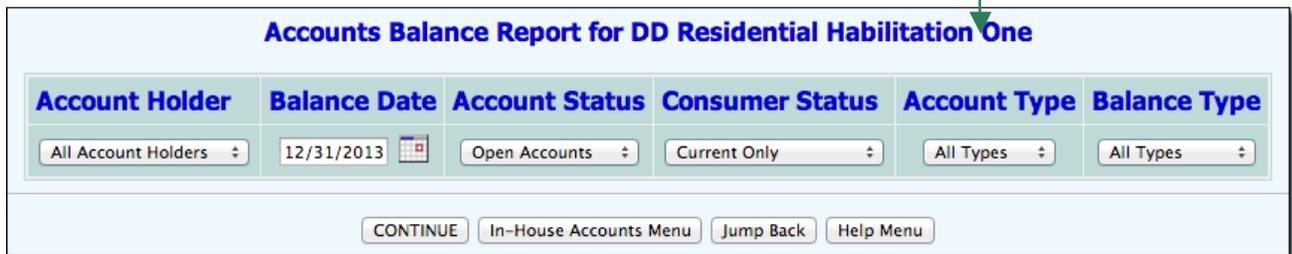
The process of viewing a transaction history report is now complete.

VIEWING AN ACCOUNT BALANCES REPORT

To view a read-only account balances report, complete the following steps:

1. From the AWARDS *Opening Menu* page, click **Fiscal / Program**. The *Fiscal / Program Reports Menu* page is displayed.
2. Click **Consumer In-House Accounts**. A new window displaying the *Consumer In-House Accounts Menu* will open over the existing window.
3. Click the **Program** drop-down arrow and select the program for which the report is to be viewed.

4. To limit consumer selection by name, click the A-Z drop-down arrow and select the consumer's last name initial. An asterisk (*) in this field will include all consumers in the selection process.
5. If the account balances report is to be generated for former (discharged) consumers, click the **Roster Archives** check box.
6. Click **Transaction History Report**. The *Transaction History Report* page is displayed. 
7. Click **Account Balances**. The *Account Balance Report* settings page is displayed.



8. Configure the report settings on this page as follows:
 - **Account Holder** – Click this drop-down arrow to run the report for a single account holder or for all account holders. The default setting is “All Account Holders.”

This report setting is optional and may not be available in all databases.

- **Balance Date** – Select the date for which balances are to be displayed. This date defaults to today's date. If necessary, change this date using mm/dd/yyyy format or the available date pickers.
- **Account Status** - Click this drop-down arrow to run the report the report for open accounts, closed accounts or all accounts. The default value is “Open Accounts.”
- **Consumer Status** - This drop-down menu provides the option to run the report for all consumers, current consumers only or discharged consumers only. The default setting is “Current Only.”

This report setting is optional and may not be available in all databases.

- **Account Type** – Click this drop-down arrow and make a selection to run the report for a single account type or all account types. The default value is “All Account Types.”

This report setting will display only if there is more than one account type defined for the selected program.

- **Balance Type** – This drop-down menu provides the option to run the report for all balances, positive balances only or negative balances only. The default setting is “All Types.”

This report setting is optional and may not be available in all databases.

To activate any of the optional settings referenced above, please contact your SPM or send a request to the Help Desk.

9. Click **CONTINUE**. The *Accounts Balance Report* page is displayed.

The contents of this read-only report are based on the selections made on the previous page; however, all accounts balance reports contain the following information: account holder, account ID, account type and account balance. There will be a separate row in this report for each account type for each account holder.

The process of viewing an account balance report is now complete.

VIEWING AN OMITTED TRANSACTIONS REPORT

To view a read-only omitted transactions report, complete the following steps:

1. From the *AWARDS Opening Menu* page, click **Fiscal / Program**. The *Fiscal / Program Reports Menu* page is displayed.
2. Click **Consumer In-House Accounts**. A new window displaying the *Consumer In-House Accounts Menu* is opened over the existing *AWARDS* window.
3. Click the **Program** drop-down arrow and select the program for which the report is to be viewed.
4. To limit consumer selection by name, click the **A-Z** drop-down arrow and select the consumer's last name initial. An asterisk (*) in this field will include all consumers in the selection process.

5. The omitted transactions report will list all consumers without transactions who were in the program in a given month regardless of whether or not they are currently in the program. As a result, the **Roster Archives** selection available on this page is irrelevant for this report.

6. Click **Transaction History Report**. The *Transaction History Report* page is displayed. →

7. Click **Omitted Transactions**. The *Omitted Transactions Report* page is displayed. →

8. Select the **Month** and **Year** for which you want to see clients for whom no transactions have been entered.

If there is only one account type configured in your AWARDS database, skip ahead to step 10; otherwise continue with step 9.

9. Click the **Account Type** drop-down arrow to make a selection to run the report for a single account type or all account types. The default value is "All Account Types."
10. Click **CONTINUE**. The omitted transactions report is displayed on the *Omitted Transactions Report* page.

This read-only report lists the names, consumer type, account ID and account balance of each consumer for whom no transactions of each account type have been entered for the selected month.

There is an option to hide all instances of the account ID and most instances of the consumer type field. To activate these options, please contact your SPM or send a request to the Help Desk.

The process of viewing an omitted transaction report is now complete.

VIEWING A BATCH TOTALS REPORT

The batch totals report is visible only to programs using pending batch functionality. To view a read-only batch totals report, complete the following steps:

1. From the AWARDS *Opening Menu* page, click **Fiscal / Program**. The *Fiscal / Program Reports Menu* page is displayed.
2. Click **Consumer In-House Accounts**. A new window displaying the *Consumer In-House Accounts Menu* opens over the existing window.
3. Click the **Program** drop-down arrow and select the program for which a batch totals report is to be viewed.
4. To limit consumer selection by name, click the **A-Z** drop-down arrow and select the consumer's last name initial. An asterisk (*) in this field will include all consumers in the selection process.
5. Click **Transaction History Report**. The *Transaction History Report* page is displayed. 
6. Click **Batch Totals**. The *Batch Totals Report* page is displayed.
7. Only locked batches created within the date range in the **From** and **To** fields on this page will display in the report. Make changes to the default date range if needed. An mm/dd/yyyy format is required.
8. Click **CONTINUE**. The *Batch Totals Report* page is displayed.



This read-only report lists the batch date, batch ID, data entry user, account type, batch type, deposit total, withdrawal total, adjustment total and the overall total of each locked batch created during the specified time period.

The process of viewing a batch totals report is now complete.

FREQUENTLY ASKED QUESTIONS

The following frequently asked questions regarding Consumer In-House Accounts can be a useful reference when you have your own questions about its features.

CAN I EDIT OR DELETE A TRANSACTION IF I ENTERED IT INCORRECTLY?

Once entered, a transaction cannot be edited or deleted. To correct an error in the amount of the transaction a second, corrective, transaction will have to be entered. For example, if a \$1000 deposit was entered for a client, and the deposit should have been \$100, you can enter a correction in one of two ways:

1. One option would be to enter a withdrawal for \$900. You can add an explanation in the Comments section referencing the transaction ID for the incorrect deposit if desired.
2. The other option would be to enter a withdrawal for \$1000, with an optional explanation in the Comments section, followed by a new deposit for the \$100.

Both of these options will result in the same \$100 addition to the account, and each has benefits and drawbacks. It would be up to your organization to determine which method is preferred.

CAN ONE CLIENT HAVE MORE THAN ONE ACCOUNT TYPE?

Yes. The first time a transaction is entered for a client, AWARDS assigns account numbers to the client for each account type defined for the client's program. If the program has defined more than one account type, then the client will be assigned an account number for each type of account.