North Carolina State Health Plan
FOR TEACHERS AND STATE EMPLOYEES
A Division of the Department of State Treasurer

GROUP BILLING PORTAL CLIENT GUIDE

Version 2025.v1

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Introduction

Throughout this guide, you will discover comprehensive instructions, tips, and best practices to harness the full potential of our software. From setting up your recurring ACH and reviewing billing to downloading and viewing invoice and payment history.

Logging into Group Billing

Obtaining your Login Information

You will be able to access the Group Billing Portal by navigating to *https://nc.admin.hrissuite.com*

For the 2024 transition to iTEDIUM's Group Billing Portal, existing eBilling users will be automatically set up with their Username and temporary password. Existing eBilling users will receive an email with their Username and temporary password before go-live on the new Group Billing Portal.

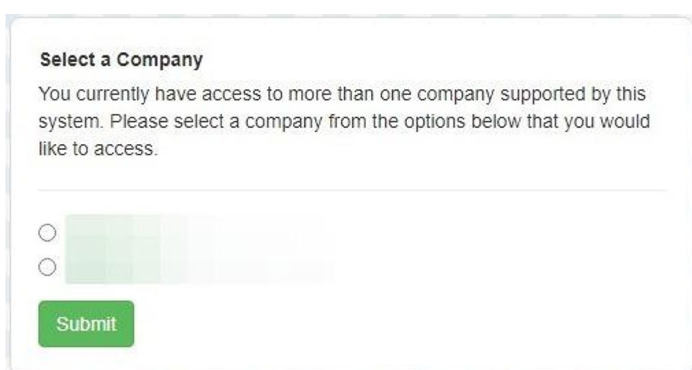
First Time Group Billing Users: New users must complete the State Health Plan Access Request form, found here. Once approval is received from the State Health Plan, contact ITEDIUM by calling (855) 552-6272 or e-mailing GroupBilling@itedium.com to schedule your training session and to obtain a username and initial password for the Group Billing Portal.

Click the link (*https://nc.admin.hrissuite.com*) to access the State Health Plan login page – as displayed below.

Logging In

When you log in for the first time, you will be prompted to change your password as shown on the next page.

*If you have access to multiple groups, you will be asked which group you would like to access.



Change Password

Navigate to User Profile:

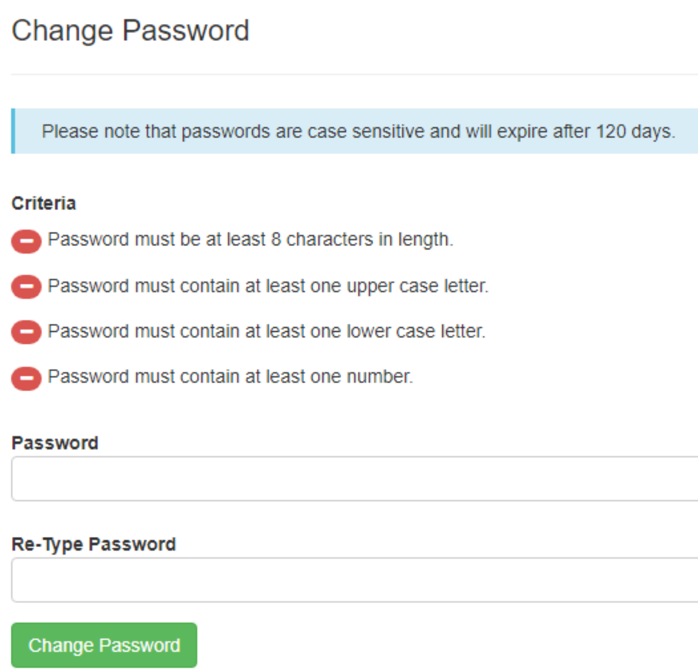
- Once logged in, locate and click on your user profile (represented by your name), found in the upper right corner of the screen.

Select Change Password:

- From the dropdown or menu that appears when you click on your user profile, select the option for changing your password. It will be labeled as "Change Password".

Enter New Password:

- Enter your new password in the designated field. Make sure it meets the following criteria:
  - Contains at least 8 characters.
  - Includes at least one uppercase letter.
  - Includes at least one lowercase letter.
  - Contains at least one number.



Confirm New Password:

- Re-enter the new password in a confirmation field to ensure it was entered correctly.

Submit Changes:

- After entering and confirming your new password, click the "Change Password" button to finalize the password change.

Password Change Confirmation:

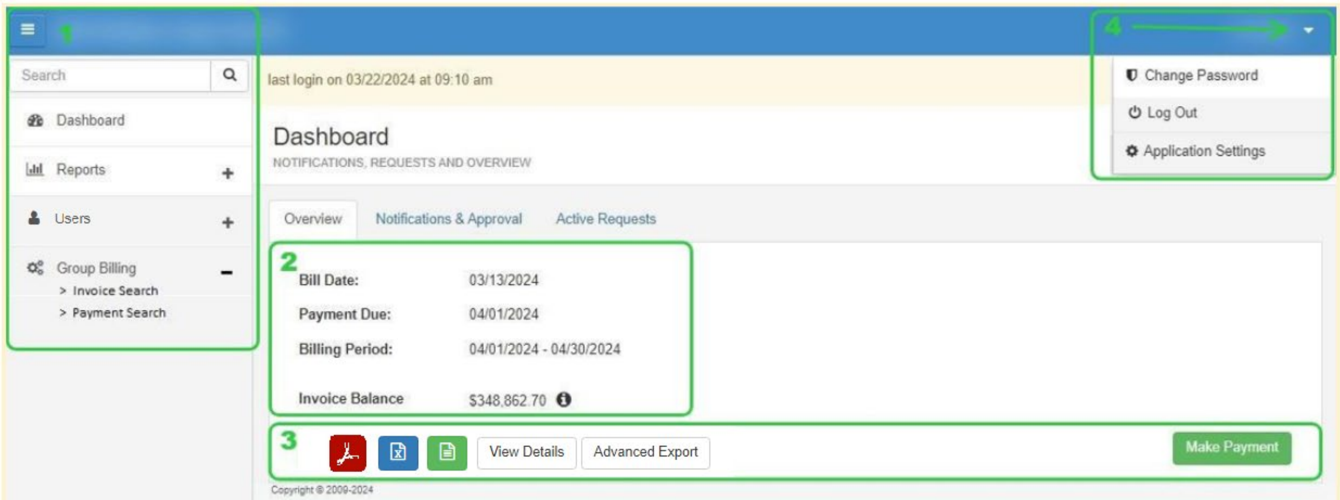
- Once the changes are submitted successfully, you will receive a confirmation message indicating that your password has been updated.

- Ensure that your new password meets all the specified criteria.
- Avoid using previously used passwords.
- Keep your password secure and confidential.
- It's recommended to choose a strong and unique password to enhance the security of your account. Avoid using easily guessable passwords like "password123" or common phrases.

Home Page

Dashboard

Upon logging into the application, you will be presented with the Dashboard, as depicted below:

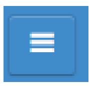
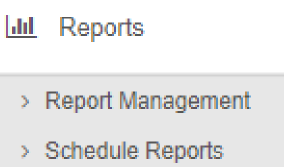


Below is a breakdown of the process for navigating through the Portal:

1. Navigation Links (Left Menu Bar):
    - These links are located on the left side of the screen and provide access to various sections of the Portal. They include:
        - Dashboard
        - Reports
        - Group Billing
            - Invoice Search
            - Payment Search
2. Overview:
    - This section gives a summary or overview of important information related to current billing.
3. Quick Links:
    - These are shortcuts or direct links to frequently used features or pages within the Portal. They include:
        - Invoice – Excel, CSV and PDF Formats
        - Invoice View Detail
        - Advanced Export
        - Make Payment

4. User Profile:
    - This section contains information about the logged-in user and options to manage their account. It includes:
        - Change Password
        - Log Out
        - Application Settings

1 - Left Navigation Pane

	This is used to expand or collapse the navigation menu
	Dashboard - This option redirects the user to the home screen, where they can view current invoices, download invoices, and make payments.
	Reports - This option redirects the user to either the Reports Management or Scheduled Reports sections, which include Financial, Invoice, Payment, and System Reports.
	Group Billing -This section provides access to the Invoice and Payment Search options. Invoice Search - Utilize this feature to search and view all invoices. You can filter by specific invoice number, invoice status, billing period, bill date, or due date. Payment Search - Utilize this feature to search and view all payments. You can filter by specific reference number, payment status, payment amount, or posted on date.

2 - Overview

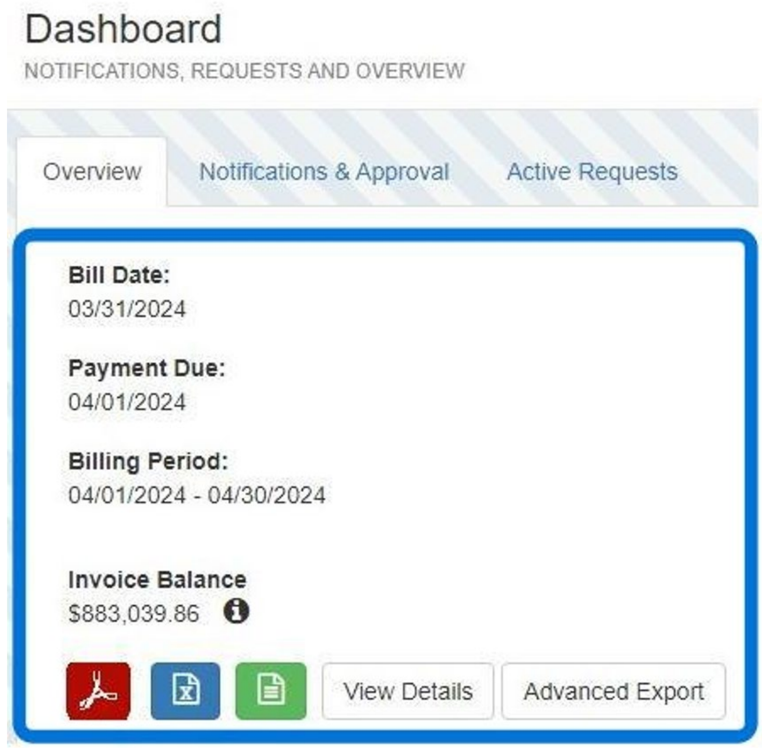
The Dashboard offers an overview of your Current Invoice, encompassing key details such as:

Bill Date: This indicates the date on which the invoice was generated or issued.

Payment Due Date: This signifies the deadline by which the invoice amount should be paid.

Billing Period: This specifies the duration covered by the invoice, indicating the start and end dates of the billing period for which the charges are being invoiced.

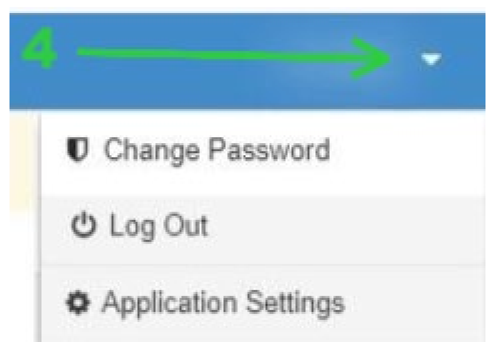
Invoice Balance: This represents the total amount due on the invoice.



3 - Quick links - Overview

	Invoice - Excel Format
	Invoice - CSV Format
	Invoice - PDF Form - **Invoice summary will be downloaded.
View Details	Opens the Current Invoice Details screen to review the entire invoice directly within the interface. This provides easy access to all the details without needing to download a file.
Advanced Export	Opens The Export Invoice screen - Here a user can select Report format, which sections of the Invoice to include on the export and what format the report extracts in.
Make Payment	Opens the Billing and Payments screen. Here a user can see all open invoices, any pending payments and make One-Time or set up the recurring payment option.

4 - User Profile



This area allows the user to change password, logout, or view the application settings.

Change Password (see Change Password): Users can update their current password to a new one. This is important for security reasons and is often recommended to do periodically or in case of suspected unauthorized access.

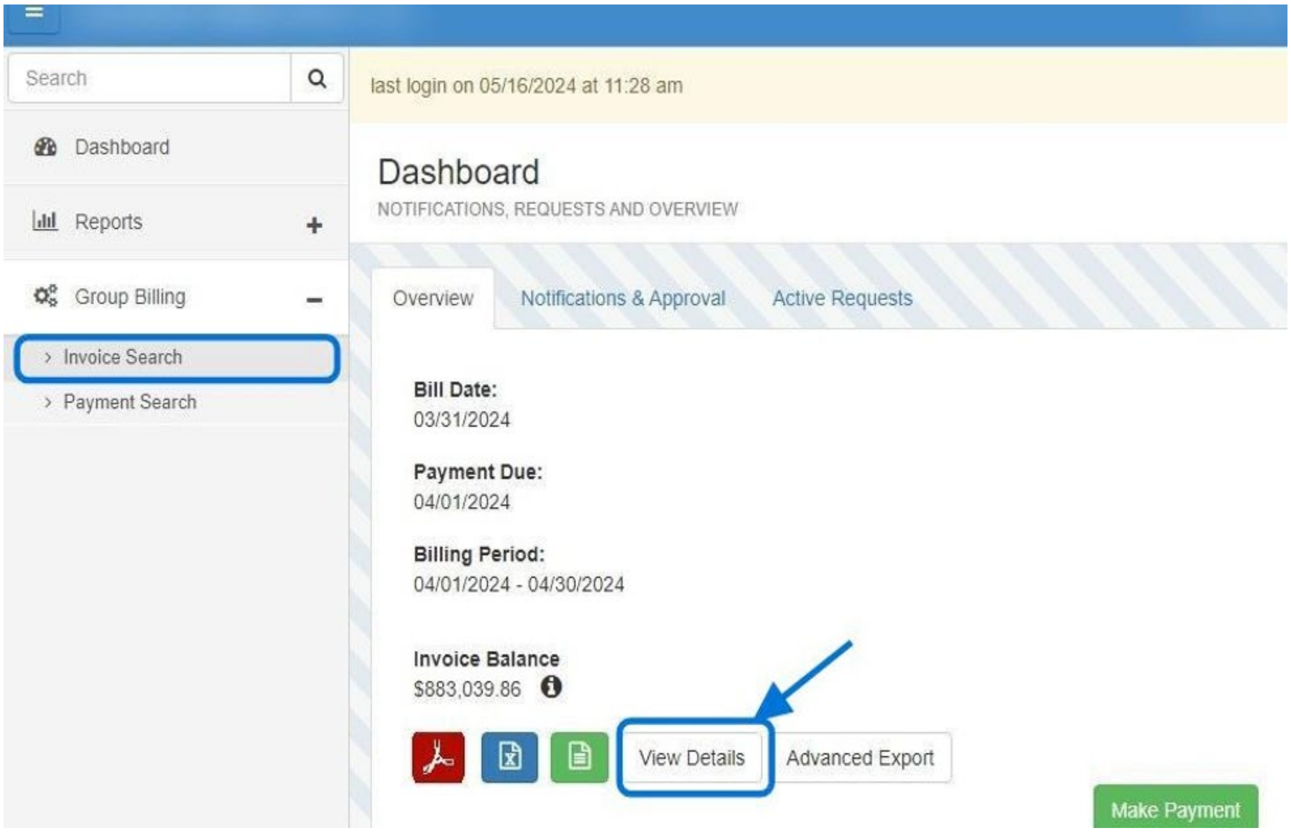
Log Out: Users can sign out or log out of their current session. This action ends the current session and prevents further access to the account until the user logs in again with their credentials.

Application Settings: Users can access, and view settings related to the application or website.

Viewing Invoices

Users can conveniently access their current invoice in two ways:

1. Click the Dashboard option on the Navigation bar, then click on the “View Details” button..



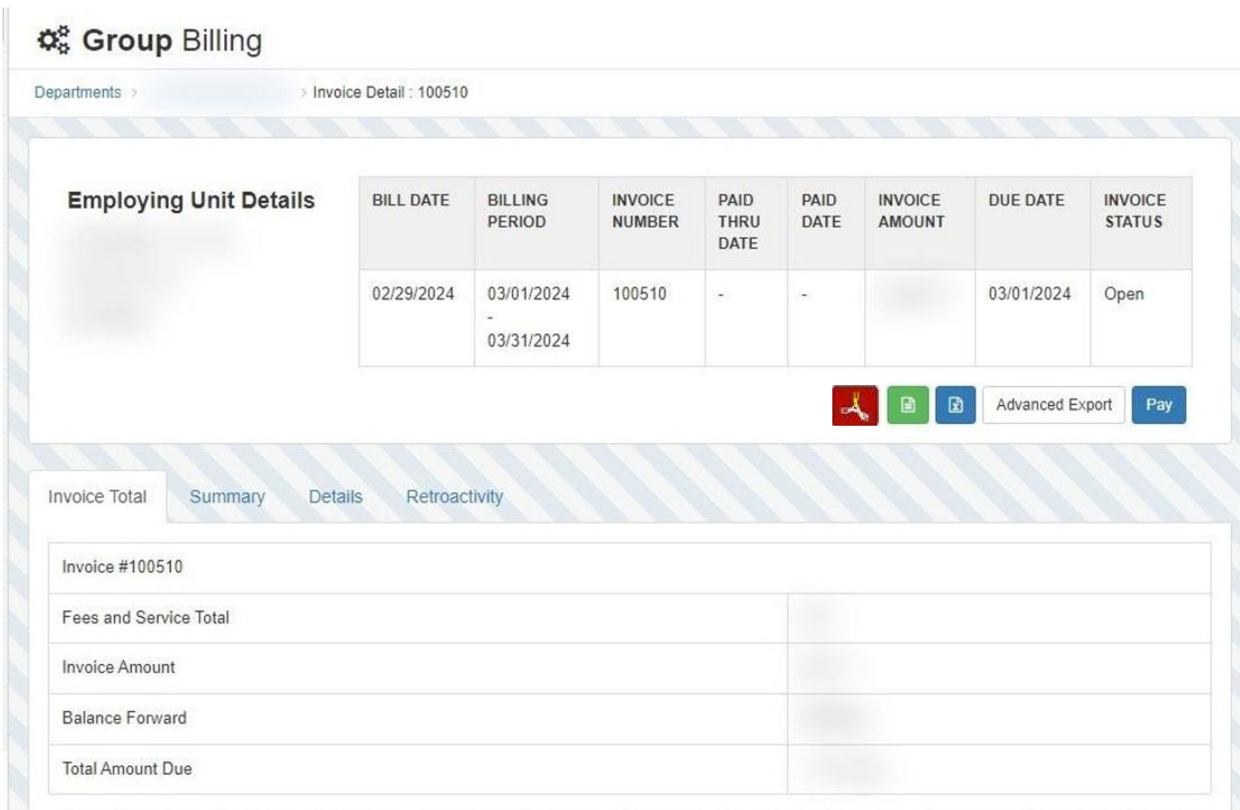
2. Alternatively, users can access their current invoice through the Group Billing > Search Invoice screen outlined in the upcoming “Searching Invoices” section.

Viewing Invoice Details

Invoice Total Tab

The Invoice Total Tab presents key financial information for the currently selected invoice, including:

- Invoice #: The unique identifier for the invoice.
- Fees and Service: The total of any manual adjustments added to the invoice.
- Invoice Amount: The total amount specified on the invoice.
- Balance Forward: Any outstanding balance carried forward from previous invoices.
- Total Amount Due: The total amount payable for the current invoice, encompassing both the invoice total and any outstanding balance from previous invoices.



Summary Tab

The Summary Tab provides a breakdown of the invoice total into three main categories: Current, Retro, and Net. Within each category, it further delineates between the Employee Portion and Employer Portion. Additionally, it includes subscriber counts to provide context and relation to the financial breakdown.

Invoice Total | Summary | Details | Retroactivity

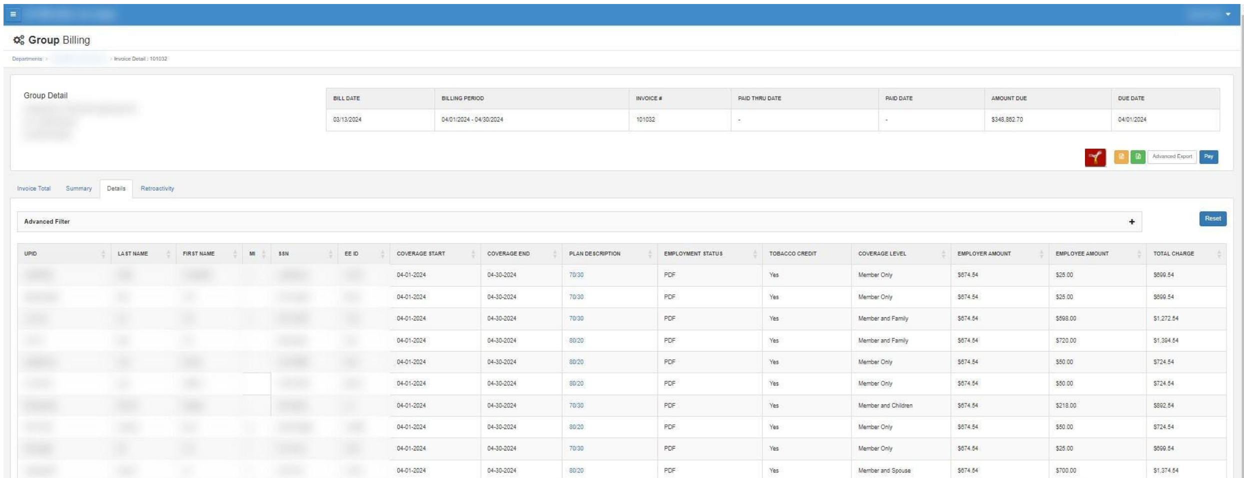
CURRENT	PREMIUM CONTRIBUTION	SUBSCRIBER COUNT
Employee	$65,716.54	419
Employer	$282,816.62	419
RETRO	PREMIUM CONTRIBUTION	SUBSCRIBER COUNT
Employee	$-345.00	3
Employer	$674.54	3
NET	PREMIUM CONTRIBUTION	SUBSCRIBER COUNT
Employee	$65,371.54	422
Employer	$283,491.16	422

Invoice Details Tab

The Invoice Details tab exhibits a roster of members with billing activity pertinent to the ongoing month. Fields displayed are:

External Vendor ID – ID received from EES vendor
Last Name
First Name
MI – Middle Initial
SSN – Member's social security number
EE ID – Employee ID
Coverage Start – member's start of benefit coverage for current month billed
Coverage End – member's end of benefit coverage for current month billed
Plan Code – member's plan code for current month of coverage (e.g. 70/30, 80/20, etc.)
Employment Status – member's employment status for current month - see list under "Plan Code – Hover Over" section below.
Tobacco Credit – indicates member's current status for the discount
Coverage Level – indicates member's level for current month. Values are: Member only, Member and Children, Member and Spouse and Member and Family

Employer Amount – reflects the employer premium amount for the current month billed
Employee Amount – reflects the employee premium amount for the current month billed
Total Charge – reflects the total premium amount for the current month billed



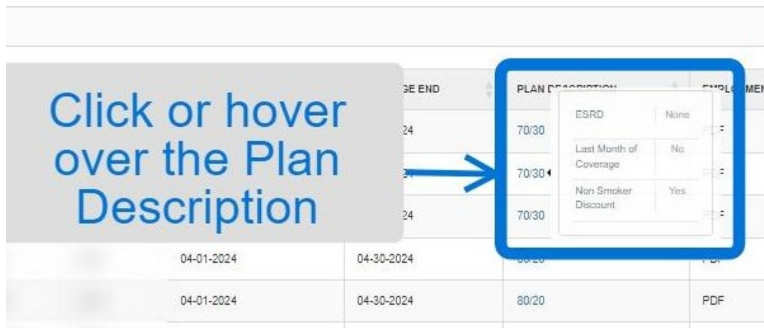
BILL DATE	BILLING PERIOD	INVOICE #	PAID THRU DATE	PAID DATE	AMOUNT DUE	DUE DATE
03/13/2024	04/01/2024 - 04/30/2024	101032	-	-	$348,882.70	04/01/2024

UPID	LAST NAME	FIRST NAME	MI	SSN	EE ID	COVERAGE START	COVERAGE END	PLAN DESCRIPTION	EMPLOYMENT STATUS	TOBACCO CREDIT	COVERAGE LEVEL	EMPLOYER AMOUNT	EMPLOYEE AMOUNT	TOTAL CHARGE
[illegible]	[illegible]	[illegible]		[illegible]	[illegible]	04-01-2024	04-30-2024	70/30	PDF	Yes	Member Only	$674.54	$25.00	$699.54
[illegible]	[illegible]	[illegible]		[illegible]	[illegible]	04-01-2024	04-30-2024	70/30	PDF	Yes	Member Only	$674.54	$25.00	$699.54
[illegible]	[illegible]	[illegible]		[illegible]	[illegible]	04-01-2024	04-30-2024	70/30	PDF	Yes	Member and Family	$674.54	$598.00	$1,272.54
[illegible]	[illegible]	[illegible]		[illegible]	[illegible]	04-01-2024	04-30-2024	80/20	PDF	Yes	Member and Family	$674.54	$720.00	$1,394.54
[illegible]	[illegible]	[illegible]		[illegible]	[illegible]	04-01-2024	04-30-2024	80/20	PDF	Yes	Member Only	$674.54	$50.00	$724.54
[illegible]	[illegible]	[illegible]		[illegible]	[illegible]	04-01-2024	04-30-2024	80/20	PDF	Yes	Member Only	$674.54	$50.00	$724.54
[illegible]	[illegible]	[illegible]		[illegible]	[illegible]	04-01-2024	04-30-2024	70/30	PDF	Yes	Member and Children	$674.54	$218.00	$892.54
[illegible]	[illegible]	[illegible]		[illegible]	[illegible]	04-01-2024	04-30-2024	80/20	PDF	Yes	Member Only	$674.54	$50.00	$724.54
[illegible]	[illegible]	[illegible]		[illegible]	[illegible]	04-01-2024	04-30-2024	70/30	PDF	Yes	Member Only	$674.54	$25.00	$699.54
[illegible]	[illegible]	[illegible]		[illegible]	[illegible]	04-01-2024	04-30-2024	80/20	PDF	Yes	Member and Spouse	$674.54	$700.00	$1,374.54

For users managing a sizable member base, downloading the pre-run invoice details report in XLSX or CSV format can prove immensely advantageous.

Plan Code - Hover Over

The Plan Code column features a hover-over functionality, allowing users to access additional details related to ESRD (End-Stage Renal Disease), Last Month of Coverage, and Tobacco Credit. Simply hovering over the plan description will reveal these supplementary insights.

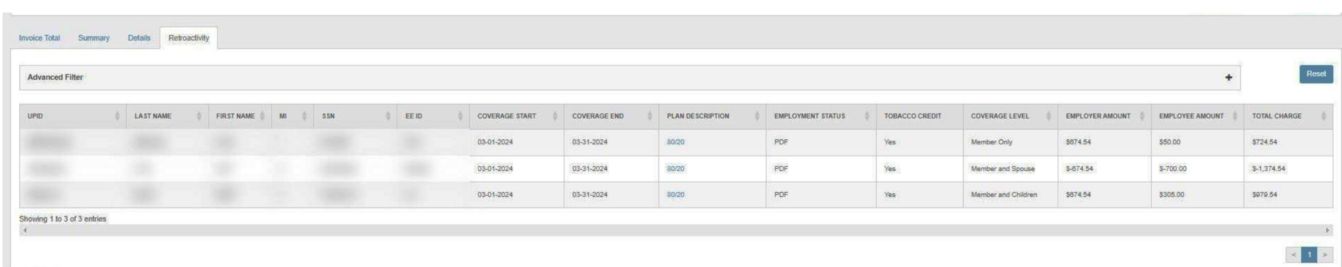


Medicare primary will not be shown until the value is other than "None"
Employment Status Codes - Descriptions:

LFP - LOA - Fully Paid	NPR - Non-Perm Full Time Retiree	PDJ - Job Share
LPP - LOA - Partially Paid	PDA - Part-time ER ACA	PDP - Part time
NPF - Non-Perm Full Time	PDF - Full Time	RIF - Reduction In Force

Invoice Retroactivity Tab

The Retroactivity tab displays a list of members with any changes made after billing has been run.. This includes cases such as a member whose coverage level was adjusted effective January 1st, but the update wasn't recorded in the billing system until January 10th which was after the January billing was run on the 1st of the previous month..

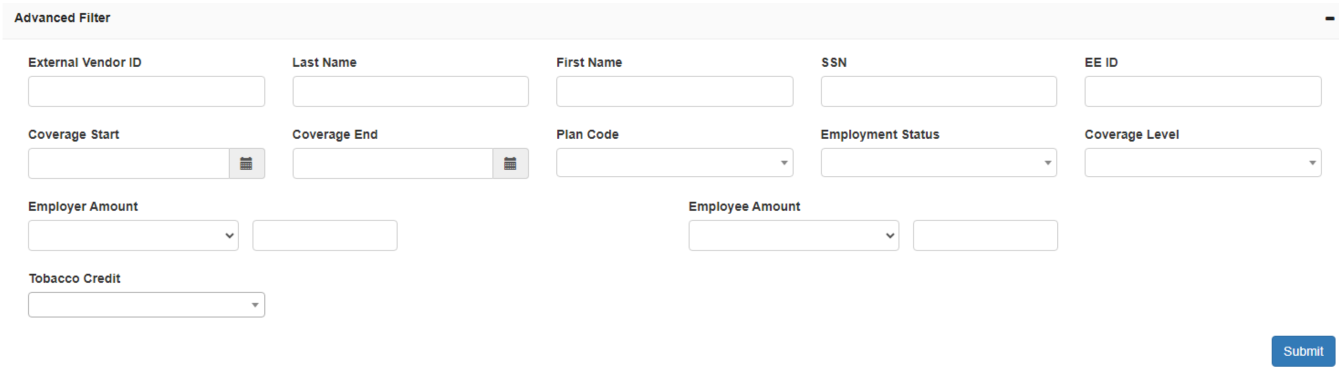


Filter and Sort Tools

Within the Details and Retroactivity Tab, users have the option to fine-tune their data exploration through advanced filtering or sorting functionalities.

When sorting on the columns, the header row corresponding to the sorted parameter will turn green, aiding users in identifying the sorting criteria effectively.

The advanced filter feature empowers users to filter data based on various fields, including:

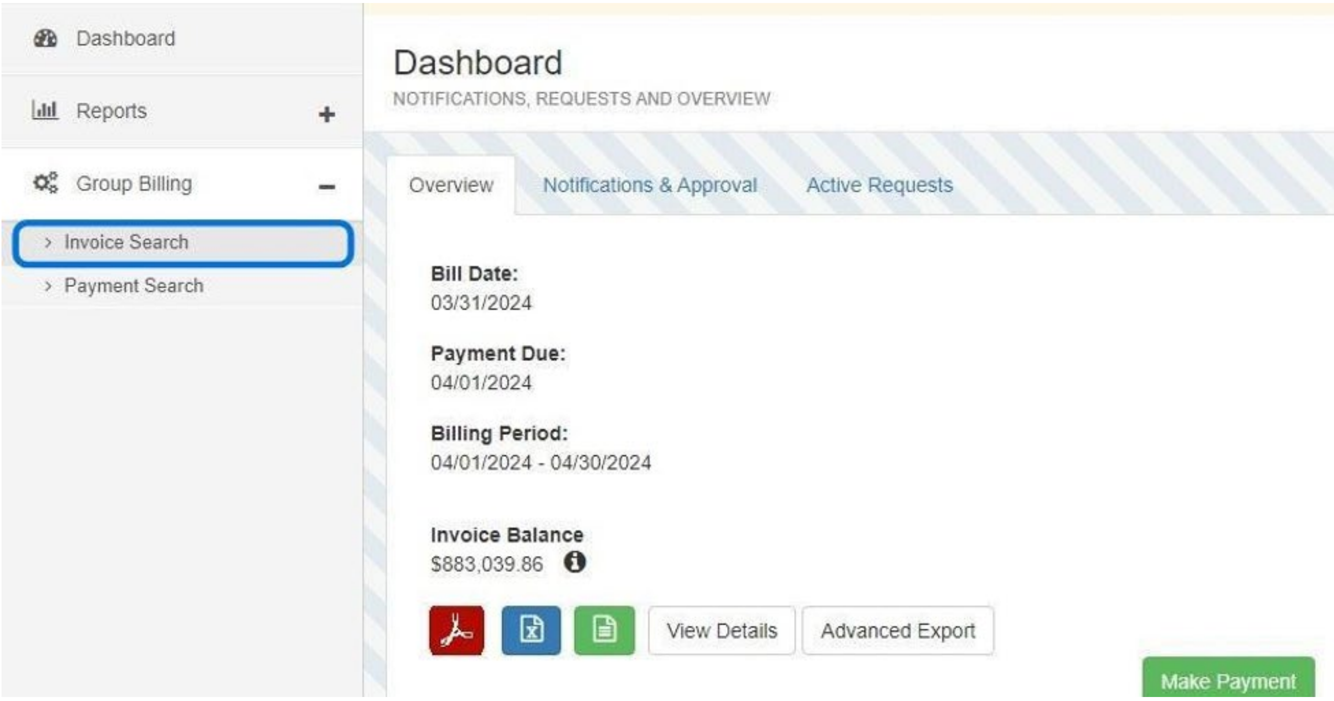


Note: For a description of each of the fields available in the advanced filter feature, reference the “Invoice Details Tab” section above for the list of fields displayed.

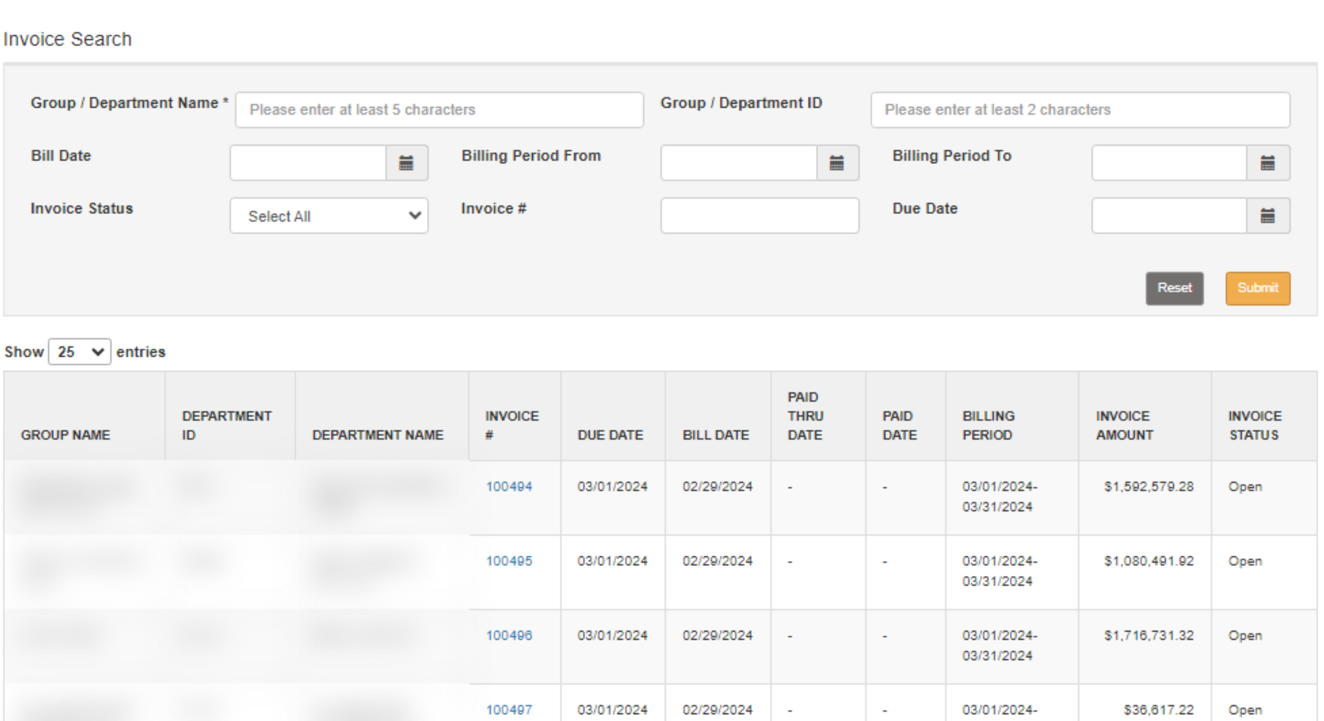
Users have the flexibility to utilize both filtering and sorting simultaneously for a more refined data analysis. Notably, when the filter function is active, the filter field will be highlighted in green, ensuring users are aware of its utilization.

Searching Invoices

From the Home page - select the Group Billing Tab

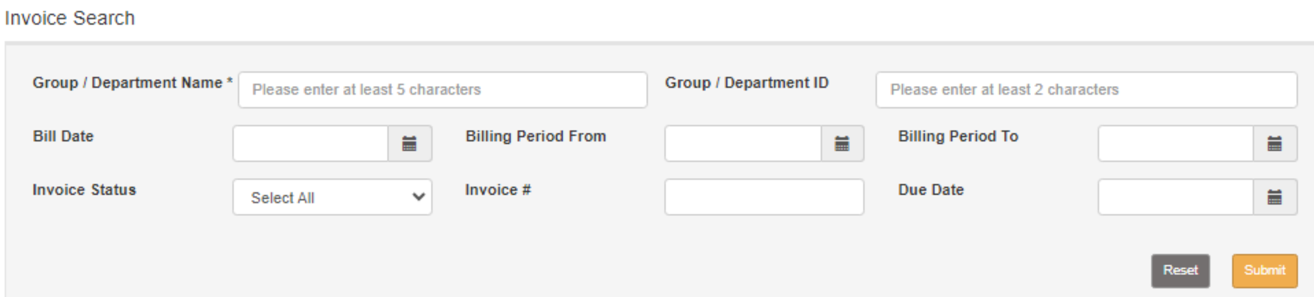


Clicking on the "Invoice Search" option will prompt the loading of the following screen.

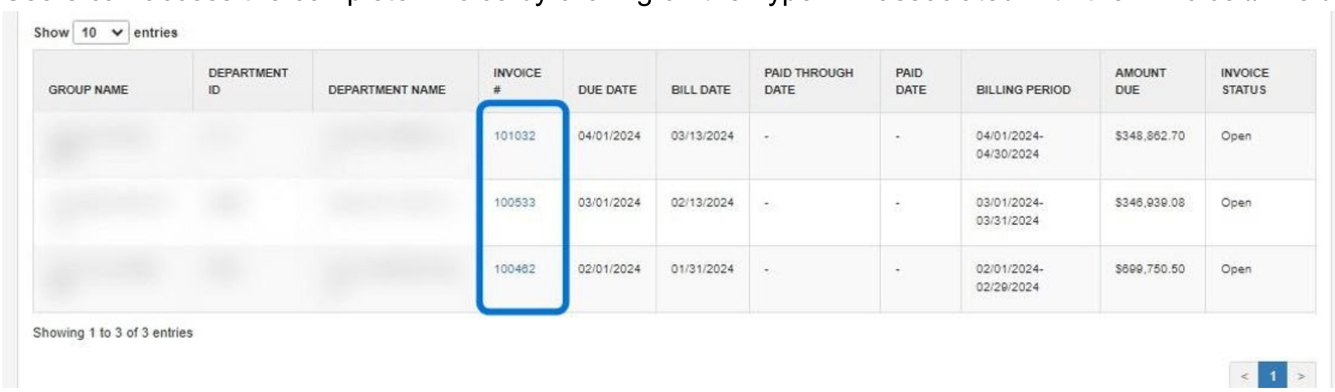


By default, invoices will load with the most recent displayed at the top. Upon accessing the screen, users will immediately view the last 10 invoices without any applied filtering.

- To expand the view beyond the initial 10, users can either adjust the "Show Entries" setting to display up to 100 invoices or utilize the "Filter" option to refine the list according to specific criteria.
- To clear the filter, select “Reset”.



Users can access the complete invoice by clicking on the hyperlink associated with the "Invoice #" field.



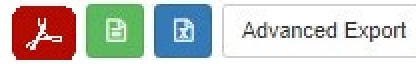
Show 10 entries

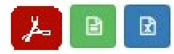
GROUP NAME	DEPARTMENT ID	DEPARTMENT NAME	INVOICE #	DUE DATE	BILL DATE	PAID THROUGH DATE	PAID DATE	BILLING PERIOD	AMOUNT DUE	INVOICE STATUS
			101032	04/01/2024	03/13/2024	-	-	04/01/2024-04/30/2024	$348,862.70	Open
			100533	03/01/2024	02/13/2024	-	-	03/01/2024-03/31/2024	$346,939.08	Open
			100462	02/01/2024	01/31/2024	-	-	02/01/2024-02/29/2024	$699,750.50	Open

Showing 1 to 3 of 3 entries

< 1 >

Downloading Invoices



Users have several choices for downloading/printing their invoices, each indicated by a specific icon. When users encounter these icons , they indicate that the corresponding invoice has already been generated and includes all pertinent sections, to include: Invoice Total, Summary, Details, Retroactivity, and Fees and Credits.

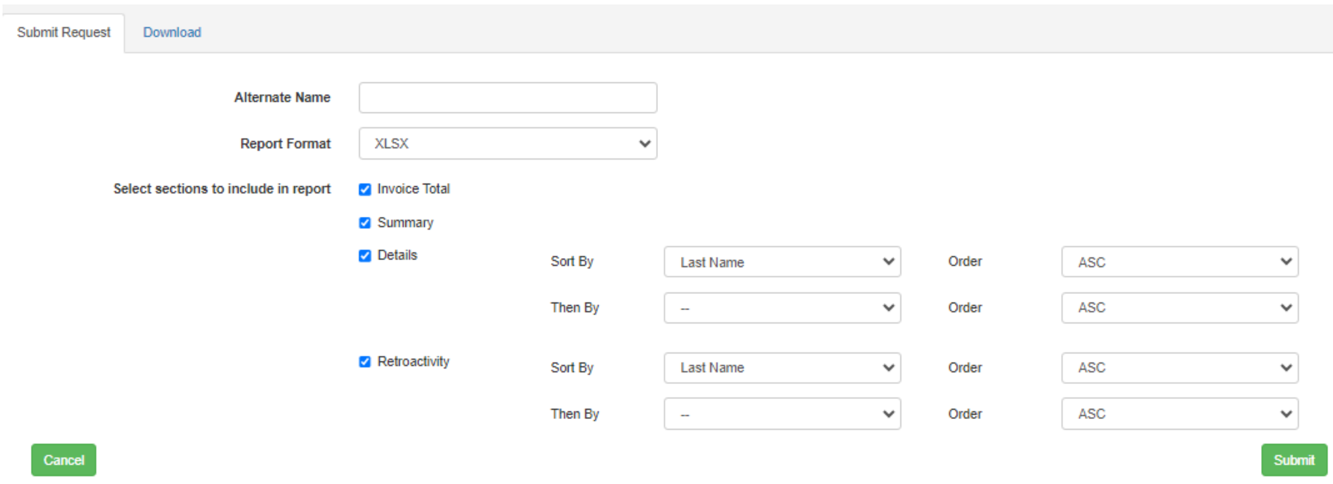
These invoices can be accessed in the following locations:

- Dashboard - Overview
- Invoice Detail
- Reports Tab

When the PDF icon is visible, only the invoice summary will be downloaded.

Advanced Export

When users access the Advanced Export feature, they are presented with a variety of customization options to personalize their export according to their individual requirements and preferences. These options typically include choices such as Report Format, Content Selection, and sorting of the data, allowing users to refine their exported data precisely as they need it.



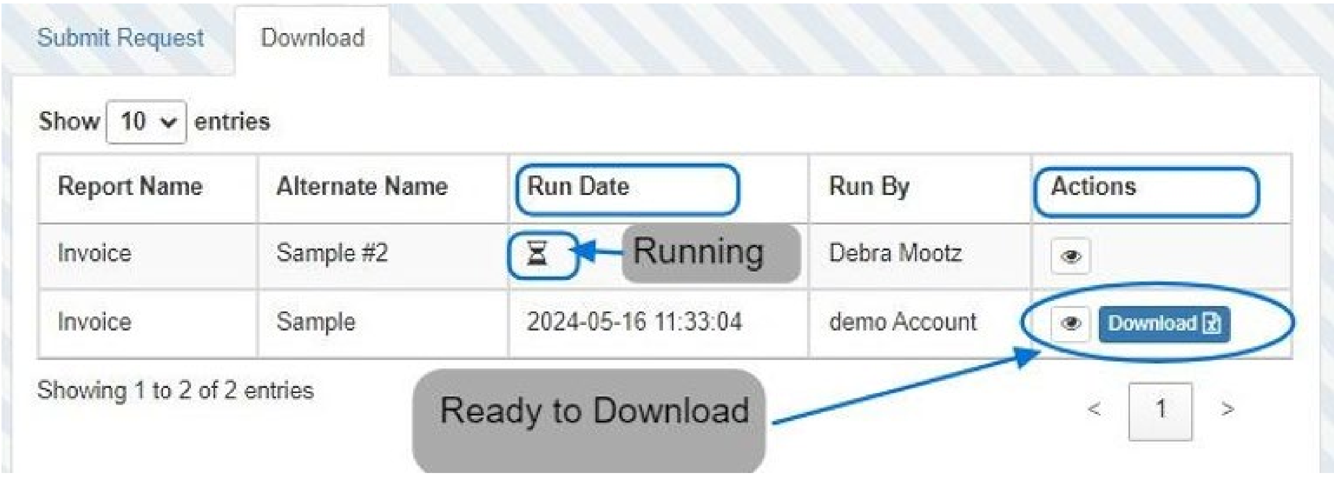
Alternate Name: Provide a descriptive title for the report to facilitate easier reruns in the future.

Report Format: Users can select the desired format for the exported report. These include PDF, Excel or CSV.

Select sections to include in report: Users have the flexibility to choose which sections of the invoice they want to include in the export. This encompasses Invoice Total, Summary, Details, Retroactivity, and Fees and Credits.

Downloading Invoice

After submitting an Advanced Export, you will be directed to the Download tab where you can access your reports. While the invoice is being generated, the status will display as "Running". This indicates that the system is processing your request. The time it takes to generate the results depends on the size and complexity of the report. Please be patient during this process.



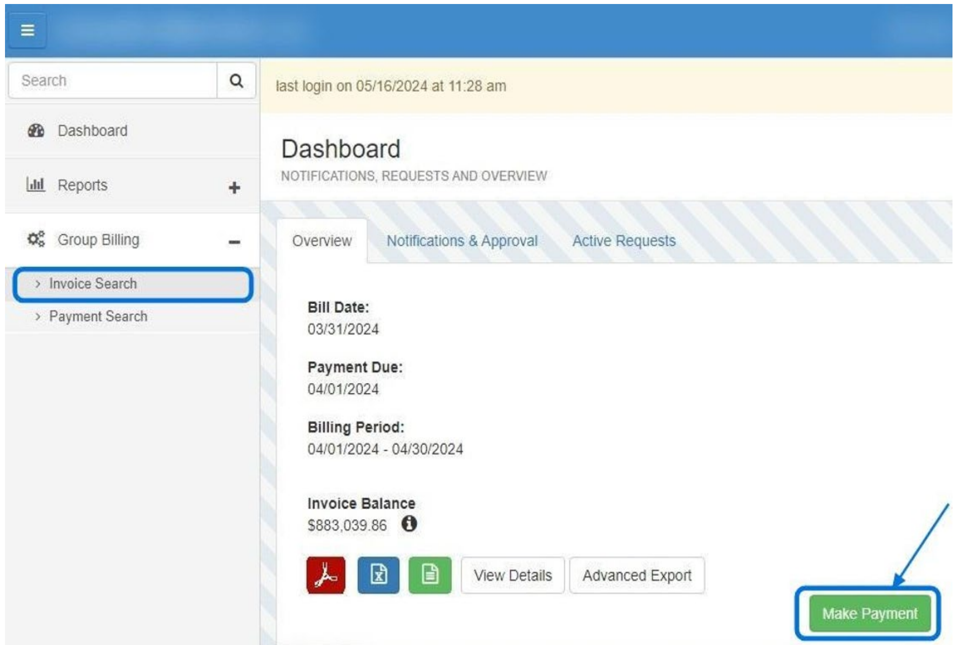
To check the status of your report, click on the "Refresh" button. This action will update the status and inform you if the report is ready to be downloaded. Once the report generation is complete, the status will change from "Running" to show the Run Date and time. Additionally, in the Actions column, you will see options to download your report.

Paying Invoices

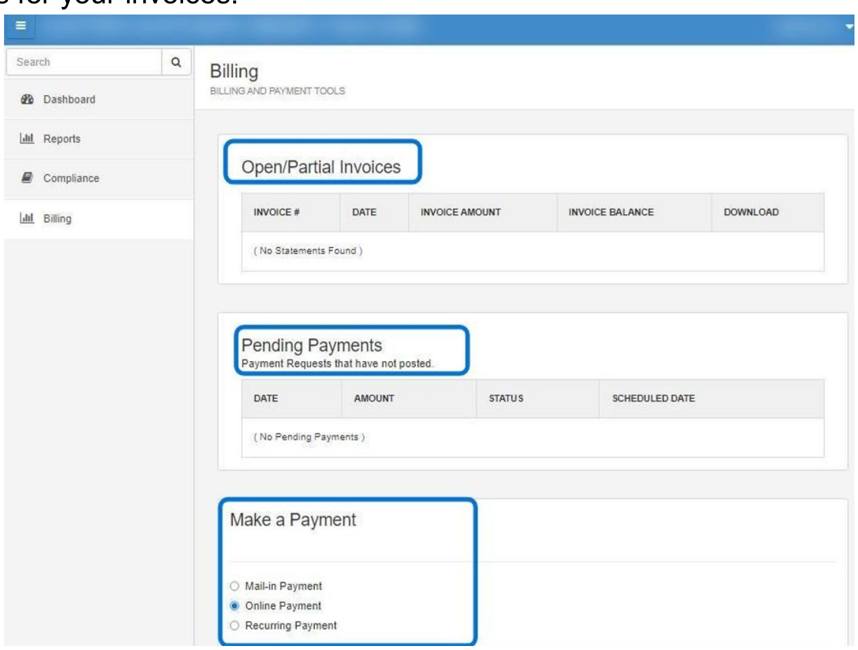
Users can conveniently access payment options for their current invoice in two ways:

1. From the quick link provided on the Dashboard, users can simply click on the "Make Payment" button.

2. Alternatively, users can access their invoice through the Group Billing > Invoice Search screen outlined in the "[View Invoice Details](#)" section and select the "Pay" icon.



Once you click on the "Make Payment" or "Pay" icon, you will be redirected to the Billing - Billing and Payment Tools screen. Here, you will find a summary of all your open or partially paid invoices, as well as any pending payments. Additionally, you will have the option to make a one-time payment or set up recurring payments for your invoices.



- Payments are always due on the first of the month, regardless of when the invoice is generated.
- The State Health Plan operates on a pre-pay basis. That means premiums paid on the first of the month (on May 1st, for example) are for that month (the coverage period May 1st – May 31st).
- The key to managing your group's premium is to maintain current eligibility and to manage any discrepancies in a timely manner using the tools available; for example, the Retroactivity tab and Invoice Comparison report tool, as well as your payroll system.
- All discrepancies must be identified before the next billing cycle. The longer a discrepancy goes uncorrected, the more difficult it becomes to identify.
- Failure to pay the total amount due by the payment due date will result in delinquency.
- Delinquencies are escalated as follows:
    - If the invoice is not paid by the 5th day of the effective month, the delinquency is escalated to the HBR contact at the agency and the Carrier to hold payment on any claims.
    - If the invoice is not paid by the 10th day of the effective month, the delinquency is escalated to the Plan.
    - If the invoice is not paid by the 15th day of the effective month, the Plan further escalates the delinquency.
- Additional information can be referenced online via the HBR Alert.

Paying Invoices Electronically

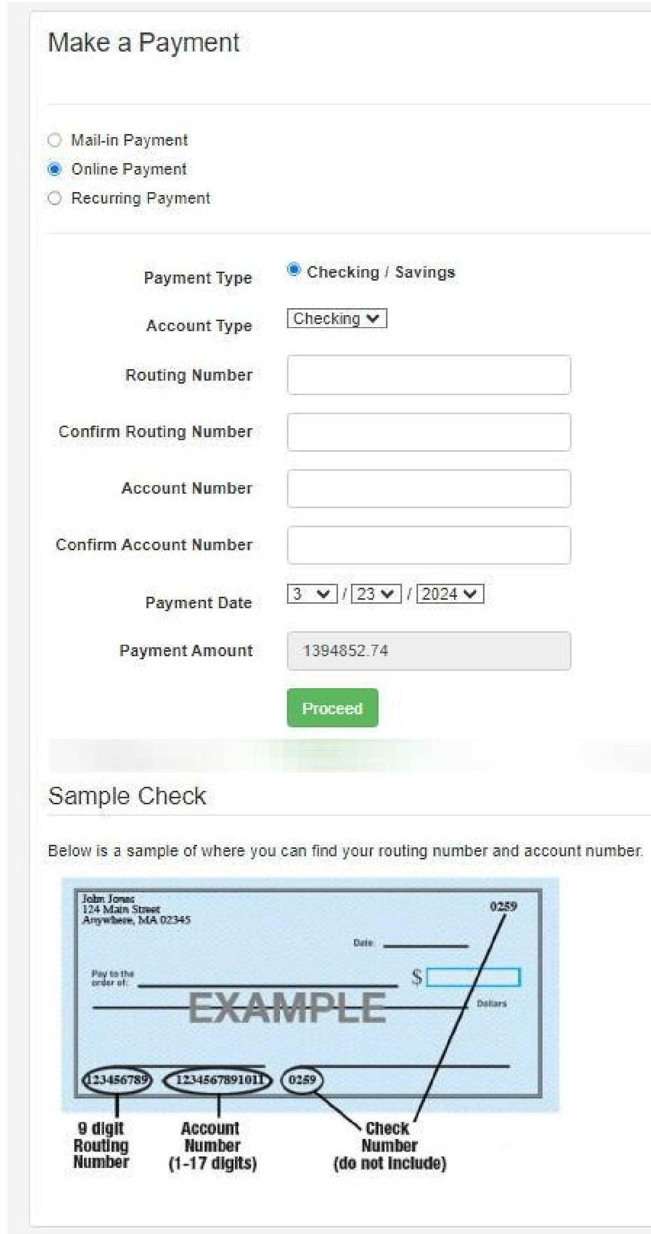
For Online and Recurring Payments, the Total Amount Due will be automatically pre-populated. This includes any previously unpaid balance forward amounts. It's important to note that you will not be allowed to edit the amount due. This ensures accuracy and consistency in payment processing, preventing inadvertent errors in payment amounts.

When you choose the option to make a payment by selecting "Make Payment," or "Pay." You will be presented with three options: Online Payment, Recurring Payment, or Mail In Payment.

After payment, the current invoice info remains on the Dashboard for 2-3 business days until fully processed. Payment status is "Pending" until processed by the bank. Check Pending Payments for updates.

Online (One-Time) Payment

Note this is a one-time payment and your payment information will not be stored for future use for security reasons.

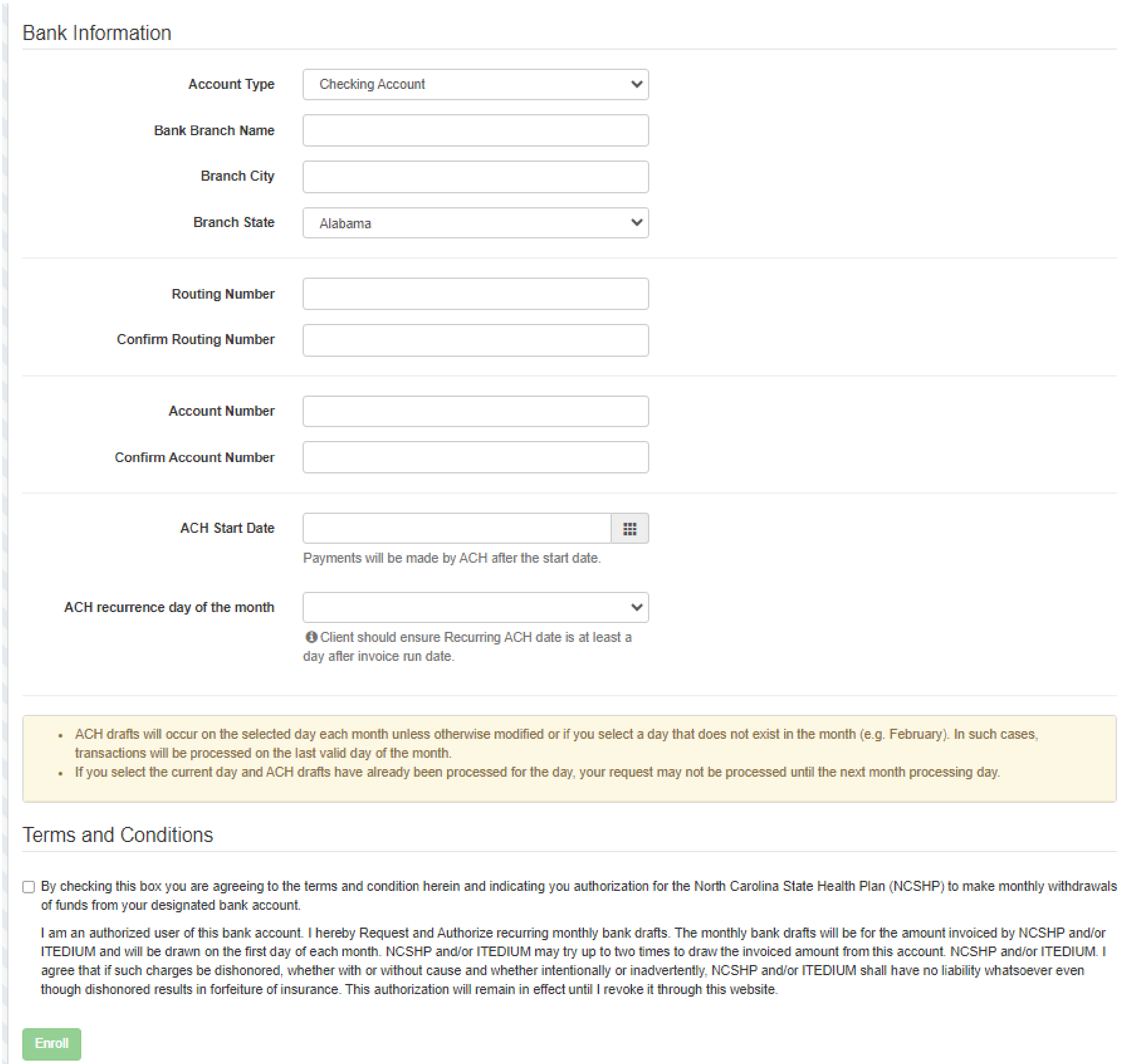


1. Select Online Payment: On the payment page, locate and select the "Online Payment" radio button.
2. Choose Account Type: Select the account type you will be using for the payment: Checking or Savings.
3. Enter Routing Number: Type in your routing number into the designated field. Ensure accuracy, as this information is crucial for processing the payment.
4. Confirm Routing Number: Re-enter the routing number to confirm it matches the one you initially provided. This step helps prevent errors in inputting the routing number.
5. Enter Account Number: Input your account number into the designated field. Double-check for accuracy.
6. Confirm Account Number: Re-enter your account number to confirm it matches the one you initially provided. This confirmation helps ensure accuracy in entering your account details.
7. Select Payment Date: Choose the date you want the payment to be drafted from your account. This could be the current date or a future date.
8. Click Proceed: Once you've entered all the required information and confirmed it, click on the "Proceed" button to initiate the payment process.
9. Review Confirmation: After clicking "Proceed," review the payment details to ensure everything is accurate. Once confirmed, proceed with the payment.
10. Confirmation: Once the payment is successfully processed, you should receive a confirmation message or email. This confirms that your one-time payment has been made successfully.

IMPORTANT

After payment, the current invoice info remains on the Dashboard for 2-3 business days until fully processed. Payment status is "Pending" until processed by the bank. Check Pending Payments for updates.

Recurring Payment



Bank Information

Account Type	Checking Account
Bank Branch Name	
Branch City	
Branch State	Alabama
Routing Number	
Confirm Routing Number	
Account Number	
Confirm Account Number	
ACH Start Date	Payments will be made by ACH after the start date.
ACH recurrence day of the month	Client should ensure Recurring ACH date is at least a day after invoice run date.

- ACH drafts will occur on the selected day each month unless otherwise modified or if you select a day that does not exist in the month (e.g. February). In such cases, transactions will be processed on the last valid day of the month.
- If you select the current day and ACH drafts have already been processed for the day, your request may not be processed until the next month processing day.

Terms and Conditions

By checking this box you are agreeing to the terms and condition herein and indicating you authorization for the North Carolina State Health Plan (NCSHP) to make monthly withdrawals of funds from your designated bank account.

I am an authorized user of this bank account. I hereby Request and Authorize recurring monthly bank drafts. The monthly bank drafts will be for the amount invoiced by NCSHP and/or ITEDIUM and will be drawn on the first day of each month. NCSHP and/or ITEDIUM may try up to two times to draw the invoiced amount from this account. NCSHP and/or ITEDIUM. I agree that if such charges be dishonored, whether with or without cause and whether intentionally or inadvertently, NCSHP and/or ITEDIUM shall have no liability whatsoever even though dishonored results in forfeiture of insurance. This authorization will remain in effect until I revoke it through this website.

Enroll

Paying Invoices Manually

If you would like to make a payment by Check or Money Order, you will need to contact the billing administrator at GroupBilling@itedium.com or by phone at 1-855-552-6272 for instructions.

Email Notifications

Email addresses are collected as part of the registration process for individuals with billing access. It is crucial to promptly register new users via the Plan's Health Benefit Representative Contact and Access Request found here whenever there are changes in billing personnel within your agency. This ensures that these email notifications are received by the appropriate individuals.

You will receive email notifications for the following scenarios:

New Invoice: You will be alerted when new invoices are available for you to view. This notification ensures timely awareness of outstanding invoices and facilitates prompt payment processing.

Invoice Credit: You will be notified in the event that your account holds a credit balance due to overpayment. This notification helps in addressing any over payment issues.

Returned Payment: You will be alerted when a payment has been returned from its bank. This notification helps in addressing payment issues promptly and ensures proper resolution of payment discrepancies.

Delinquency (Warning): You will receive notifications when your account has reached the first stage of delinquency due to unpaid premiums. This warning notifies you of the need to address outstanding payments to avoid further consequences.

Inactive User Account Notification: You will receive notifications when a user's account has terminated.

By receiving these email notifications, billing personnel can stay informed about important billing-related activities and take necessary actions to ensure smooth financial operations within the agency.

Note: All system-generated notifications will be delivered at 8:00 AM ET.

Viewing Payment History

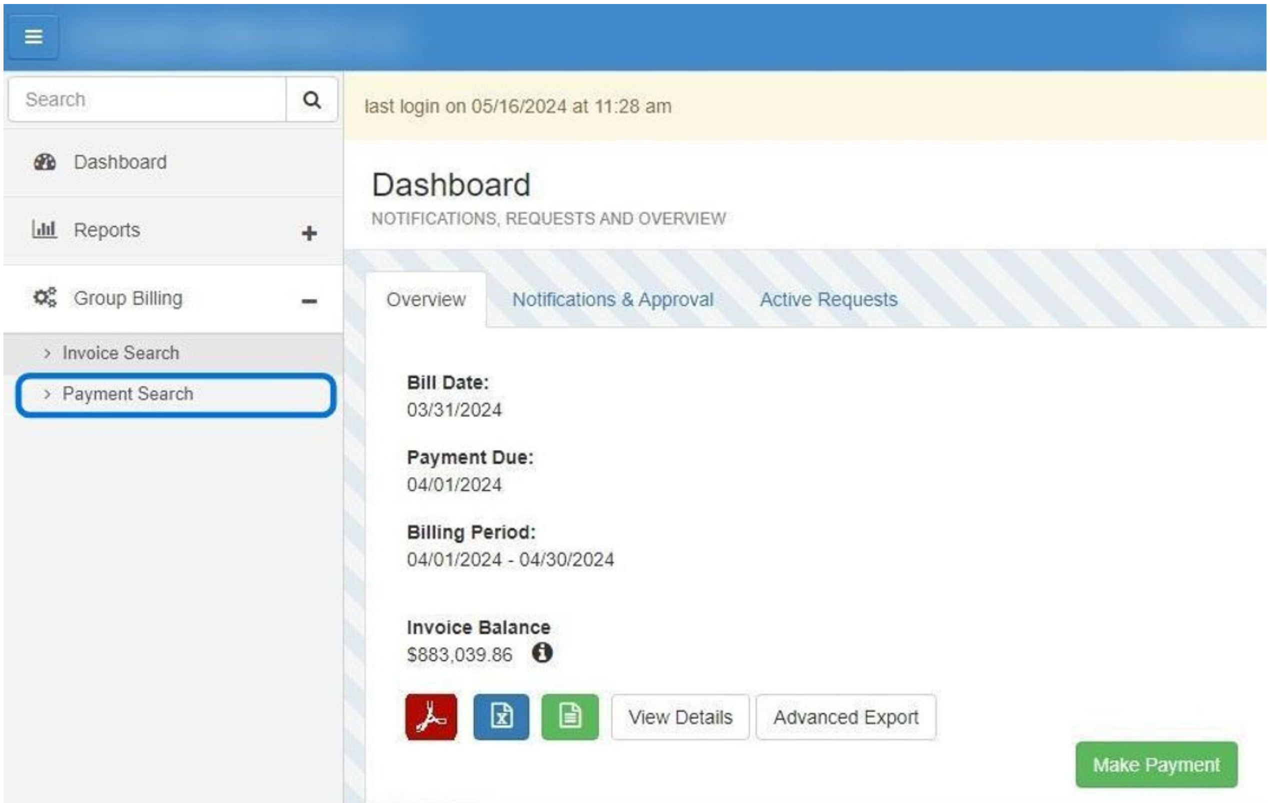
- **Payment Status**: Indicates whether the payment has been voided or paid.
- **Online Payment Date**: The date when the payment was initiated or created online.
- **Schedule Date:** The date when the payment is set to be processed.
- **Posted On:** The date when the payment is officially recorded in the Group Billing Portal.
- **Reference Number:** A unique identifier for the payment, typically the ACH (Automated Clearing House) Confirmation Number or Check Number.
- **Return Code/Type:** See Addendum 1 for details. This provides information about any returned payments or associated issues.
- **Username/Email:** Reflects the username and email address of the person who initiated or created the payment.

Payment Details

Payment Amount	$61,193.04
Payment Status	Paid
Online Payment Date	05/16/2024 14:31:04 PM
Schedule Date	-
Posted On	05/16/2024
Payment Type	Check
Reference Number	123456
Return Code	-
Return Type	-
Username	-
Email	-

Searching for Payments

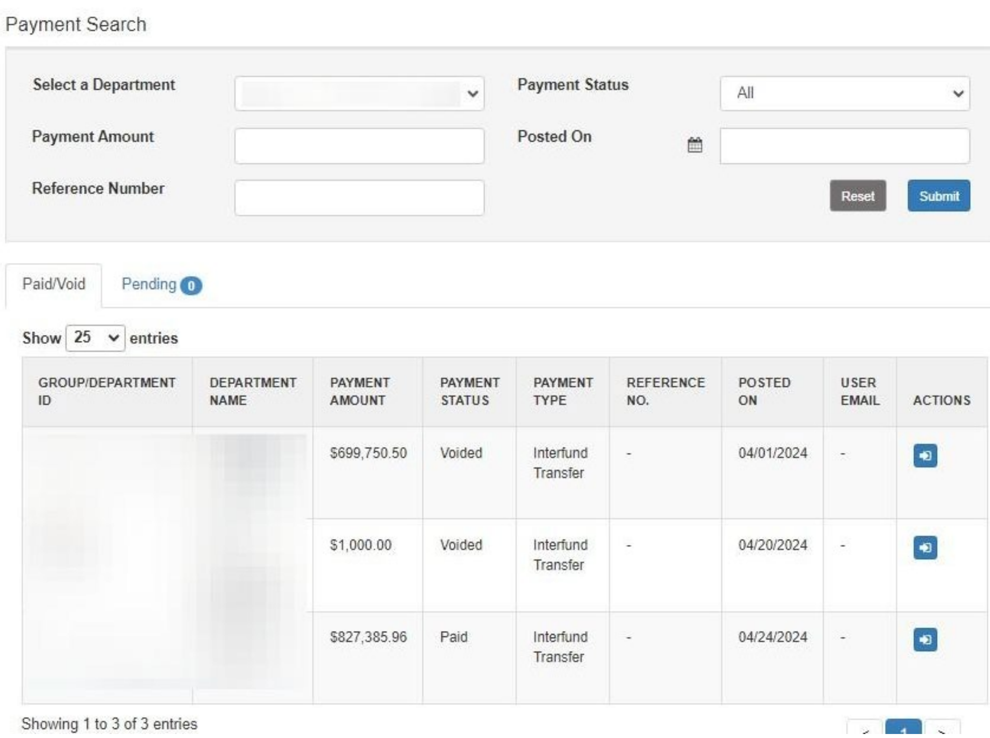
From the Home page - select the Group Billing Tab



Clicking on the "Payment Search" option will prompt the loading of the following screen.

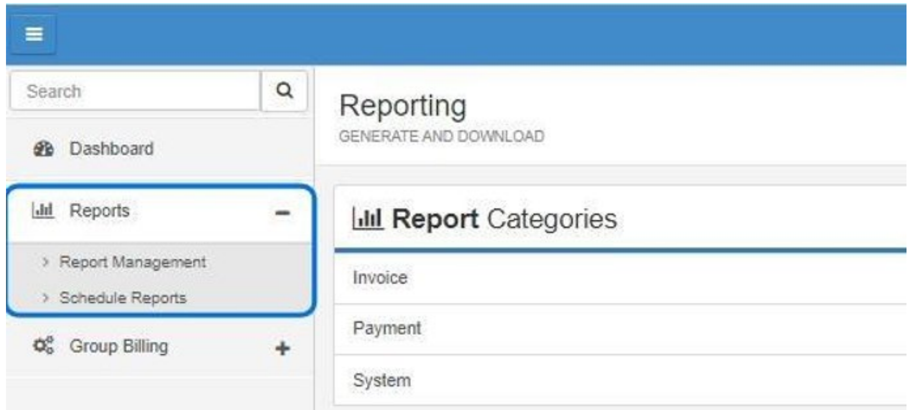
By default, payments will load with the most recent displayed at the top. Upon accessing the screen, users will immediately view the last 10 invoices without any applied filtering.

- To expand the view beyond the initial 10, users can either adjust the "Show Entries" setting to display up to 100 payments or utilize the "Filter" option to refine the list according to specific criteria.
- To clear the filter, select “Reset”.



Creating and Reviewing Reports

Reports can be viewed by accessing the Reports tab and selecting Report Management



Reports available:

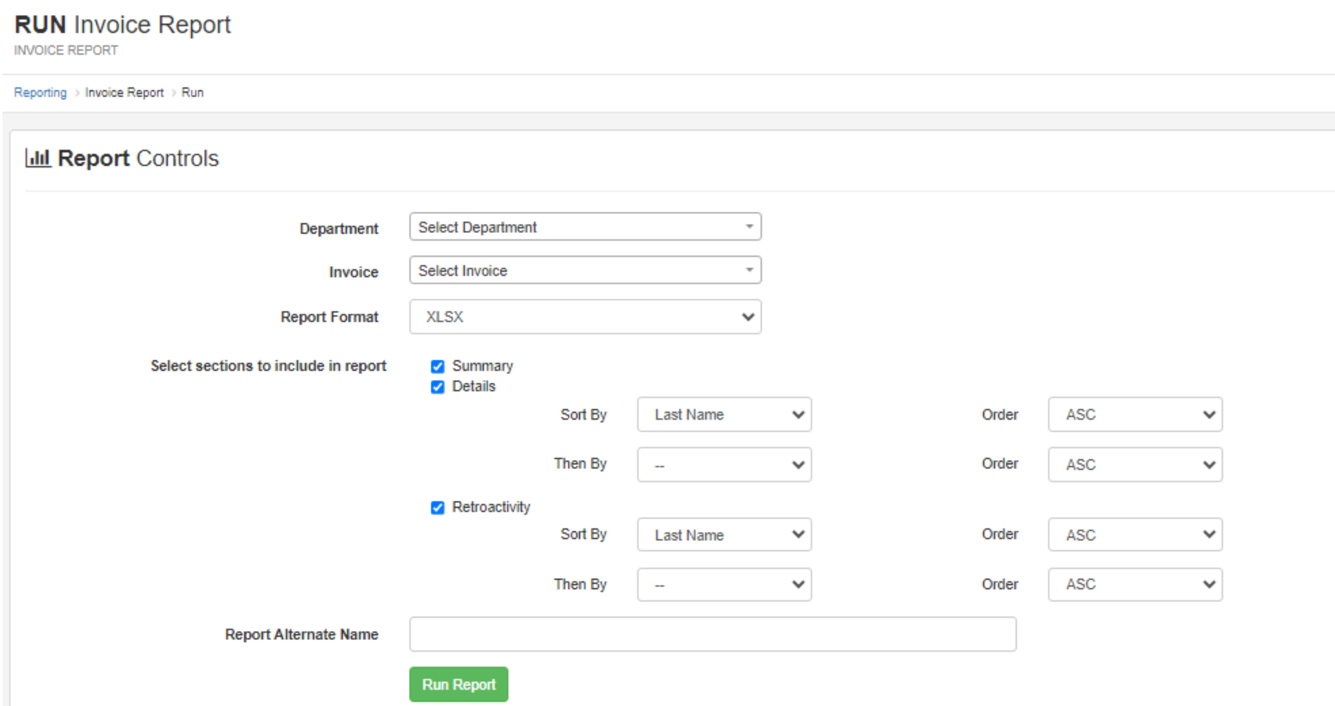
Invoice	
• Invoice	System Generated Invoice – Contains all tabs and attribute information. Available in CSV and XLS format
• Invoice Compare	Provides details comparing subscriber costs between two invoices/invoice periods.
• Invoice Report	Report showing summary invoice, containing the following fields: Invoice Number, Due Date, Scheduled Bill Date (Date invoice is scheduled to be generated/issued), Bill Date, Paid Thru Date, Billing Period, Balance Forward, Amount Due, Updated Amount Due, Invoice Status
Payment	
• Payment History Report	Report provides the payment detail based on the time period entered.
• Scheduled Payment Report	Report that provides the scheduled payment detail based on the time period entered.
System	
• User Inactivity Report	Report provides details related to users with no login activity, containing the following fields: Username, User's full name, Last login date, Number of days since last login, User's email address
• User Login History	Report provides the history of each user's login history, including users who have never logged into the system.

To generate a new report, simply click the "Run" button.
To access previous reports, click on the "Download" button.

Note: When downloading reports, you will be able to see report run by any user with access to the specific group, not just reports you have run or scheduled.

Each report will have Report Controls that will allow the user to define more details about how to extract the report.

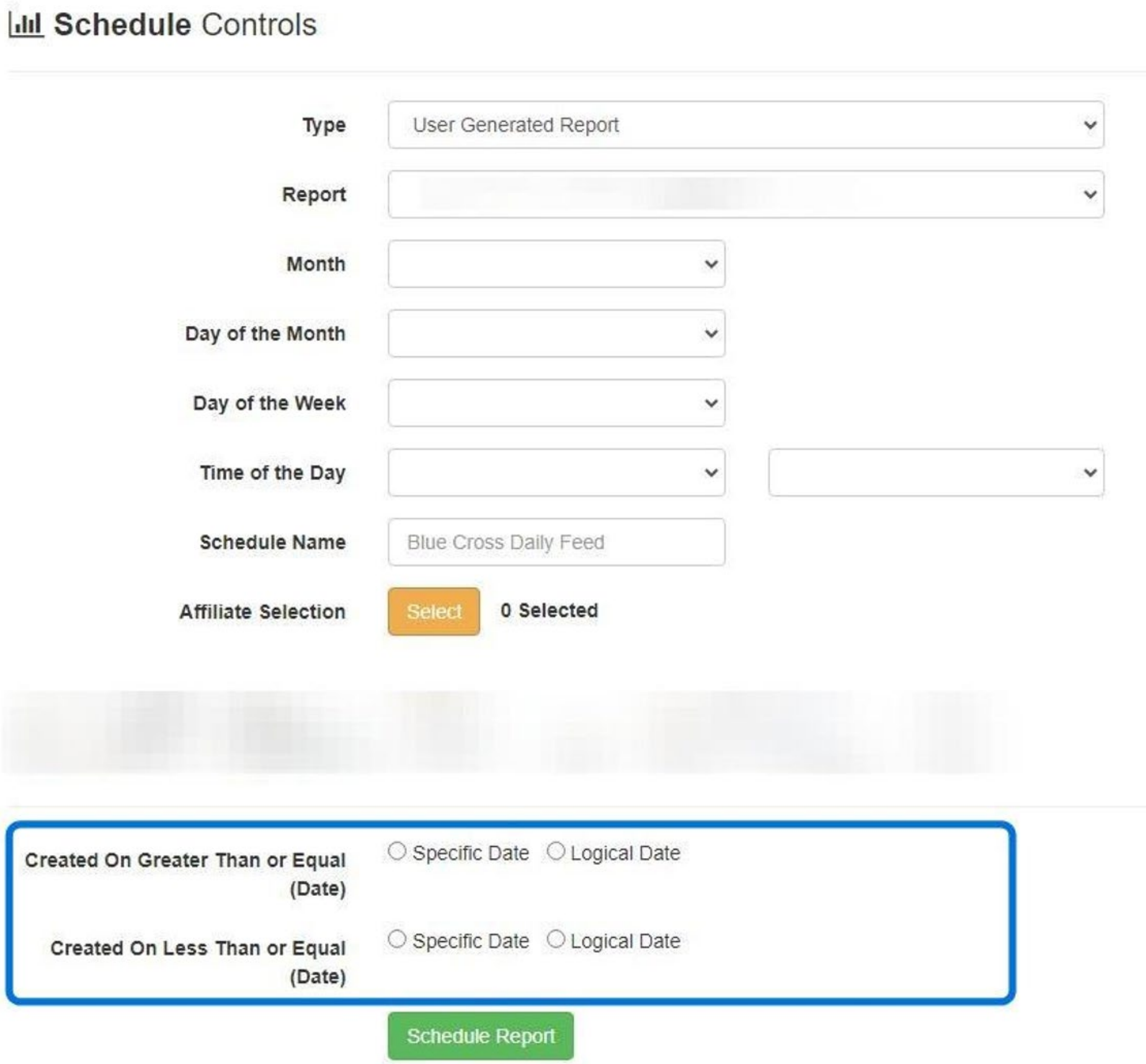
Example: A user can re-run the Invoice Report and have the following options:



Scheduling Reports

User Generated Reports

In addition to running on-demand reports, you also have the option to schedule them. This scheduling feature allows you to automate the generation of reports, making it more convenient and efficient. For instance, you can set up a report to run once a week, and it will automatically execute at the designated time without requiring manual intervention.

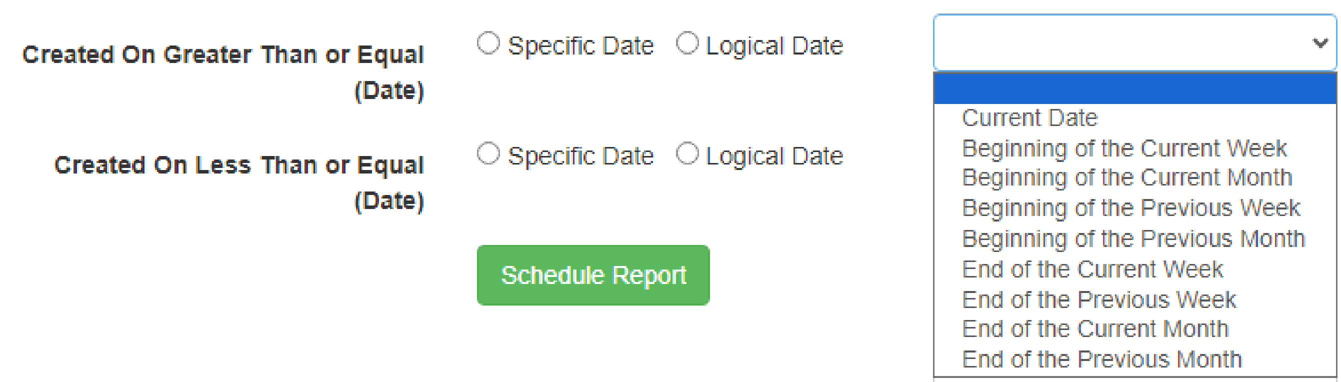


When scheduling a report, you can specify how often it should run, such as daily, weekly, or monthly.

Here's how to schedule reports:

1. Go to "Schedule Reports" and select "Add Scheduled Report."
2. Choose the type as "User Generated Report."
3. Select the specific report you want to schedule.
4. For the frequency, choose either "Every Month" or a particular month.
5. If you select a specific day of the month, choose the day you want the report to run. Alternatively, if you choose a specific day of the week, you won't be able to select a day of the month, and vice versa.
6. Specify the time of day you want the report to run. Use the first field for the hour and the second field for the minutes. For example, if you input "7 pm" in the first field and "0" in the second, the report will run at 7:00 pm.
7. Provide a name for the schedule to identify it easily.
8. Report Specific Parameters -
    a. Additional parameters are provided to enable the report to be executed using logical dates. Users can select the **logical** date they prefer for running the report.

A **logical date,** in the context of scheduling reports, refers to a date that is determined based on certain criteria or rules rather than being a fixed, calendar date. It allows for flexible and dynamic scheduling of reports based on specific conditions or requirements.

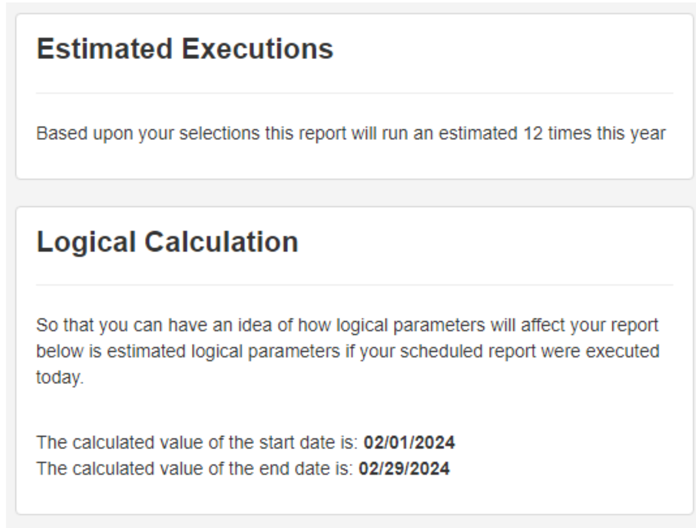


If you would like a report that provides you all of the previous month information, you would select as follows:

Created On Greater Than or Equal (Date):
Beginning of Previous Month

Created On Less Than or Equal (Date):
Beginning of Previous Month

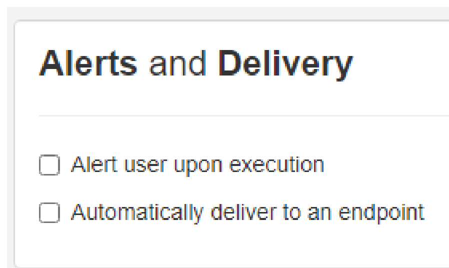
You will then see on the right side of the screen the Estimated Executions and Logical Calculation.



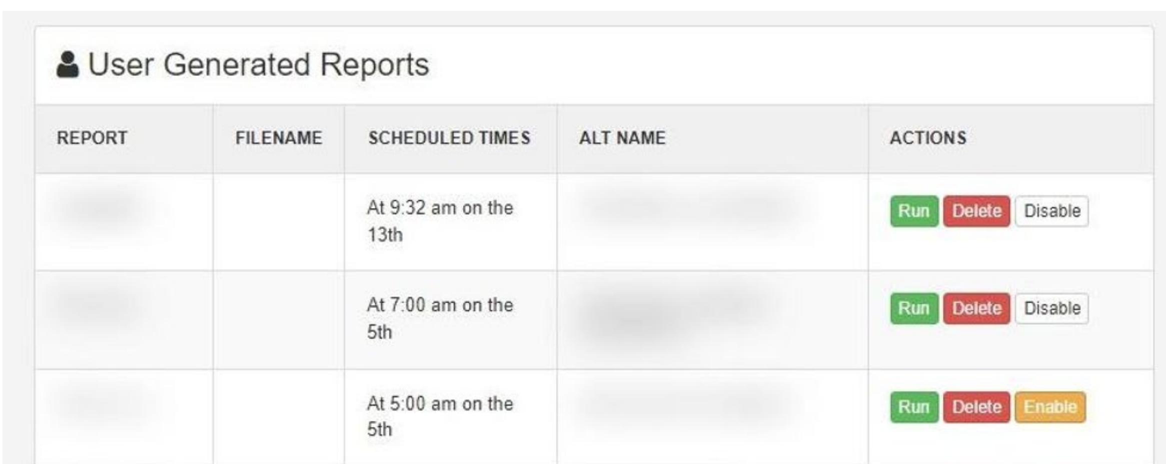
Alerts and Delivery

When scheduling a report, users can set up alerts to be delivered to themselves or other eligible users, as well as configure automatic delivery to an endpoint if it's eligible.

To set up an alert, select the "Alert User upon execution" radio button, and then choose the person to receive the alert. Note that only one person can be alerted at a time.



Once the report is scheduled, it will appear under the "User Generated Reports." Depending on permissions, users can run the report immediately, delete it, or disable/enable it.



Addendum 1 - Record Codes and Type Details

Most of the ACH return codes that you will come across will fall into the fall into this list:

- R01 – Insufficient funds
- R02 – Account closed
- R03 – Unable to locate account or no account
- R04 – Invalid account number
- R05 – Unauthorized debit to consumer account using Corporate SEC code
- R06 – Returned due to ODFI's request
- R07 – Authorization revoked by customer
- R08 – Payment stopped
- R09 – Uncollected funds
- R10 – Customer advisees unauthorized, improper, ineligible, or part of an incomplete transaction

Here are some of the less common ACH return codes that may also occur:

- R11 – Check Truncation Entry Return
- R12 – Branch sold to another DFI
- R13 – Invalid ACH routing number
- R14 – Representative payee deceased or unable to continue in that capacity
- R15 – Beneficiary or account holder deceased
- R16 – Account frozen/entry returned per OFAC instruction
- R17 – File record edit criteria
- R18 – Improper effective entry date
- R19 – Amount field error
- R20 – Non-Transaction account
- R21 – Invalid company identification
- R22 – Invalid individual ID number
- R23 – Credit entry refused by the receiver
- R24 – Duplicate entry
- R25 – Addenda error
- R26 – Mandatory field error
- R27 – Trace number error
- R28 – Routing number check digit error
- R29 – Corporate customer advises not authorized
- R30 – RDFI not a participant in check truncation program
- R31 – Permissible return entry
- R32 – RDFI non-settlement
- R33 – Return of XCK entry
- R34 – Limited participation DFI
- R35 – Return of improper debit entry
- R36 – Return of improper credit entry
- R37 – Source document presented for payment