



**Department of Veterans Affairs  
Debt Management Center  
Implement Department of the Treasury's  
Cross-Servicing Process  
TAC-13-09842**

**Cross-Servicing  
Accounts Receivable (AR)  
RELEASE NOTES /  
INSTALLATION GUIDE**

**PRCA\*4.5\*301**

**December 2016**

*Version 1.1*

Department of Veterans Affairs

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### Revision History

<b>Date</b>	<b>Version</b>	<b>Description</b>	<b>Author</b>
12/19/2016	1.1	Slight modifications per HPS	HPES Team
11/02/2016	1.0	Baseline Release	HPES Team
10/17/2016	.5	Updated PRCA_45_P301_73.KID;1 information and installation instructions/information and patch description	HPES Team
12/23/2015	.4	Addition of PRCA_45_P301_T62.KID;1 patch filename and v70 version# into Sec. 3 Patch Description	HPES Team
6/9/2015	.3	Added new blocked options on Cross-Serviced bills to Collections/Payments section	HPES Team
4/22/2015	.2	Added Section 2.14 for Cross-Servicing Qualified / No Third Letter Sent; added Section 4.4 Post-Installation Instructions for Due Process Notification Routine; added Section 5 Backout / Rollback Procedures; updated Patch Description	HPES Team
3/3/2015	.1	First draft document release	HPES Team

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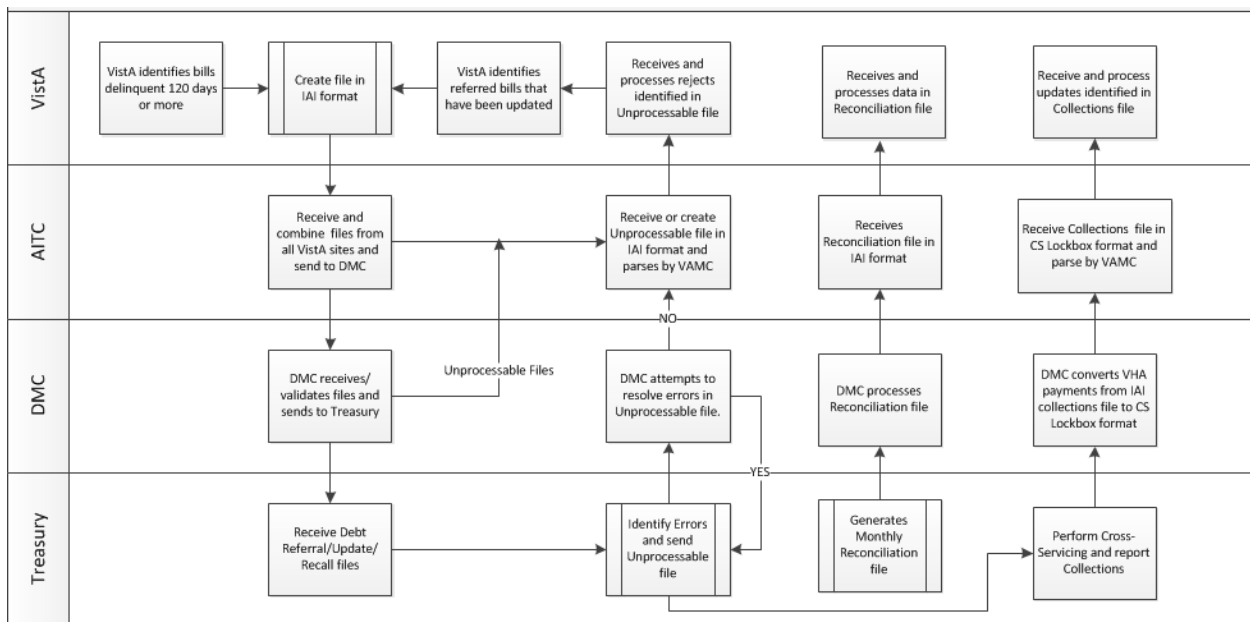
# 1. Introduction

The U.S. Department of Treasury (Treasury) Cross-Servicing project is the next phase in the implementation of the Debt Collection Improvement Act (DCIA) of 1996 by the Department of Veterans Affairs (VA). Previously, VA had implemented the Treasury Offset Program (TOP), which provided the Consolidated Patient Account Centers (CPAC) Accounts Receivable (AR) staff with an automated method of referring eligible, delinquent debts to Treasury. In May 2014, the Digital Accountability and Transparency Act of 2014 (DATA Act) was signed into law, requiring VA to notify Treasury of any legally enforceable non-tax debt owed to VA that is over 120 days delinquent so that Treasury can offset the debt administratively. The Cross-Servicing project will enable CPACs to transfer a debt that has been delinquent 120 days or more to Treasury for collection.

The modifications to the Accounts Receivable (AR) 4.5 application for Cross-Servicing are being released under Patch # PRCA\*4.5\*301, which is being released in the host file: PRCA\_45\_P301.KID.

The following figure illustrates the high-level process flow for Cross-Servicing.

**Figure 1: Cross-Servicing Scope of Integration and Process Flow**



## 2. Accounts Receivable 4.5 Enhancements

This section provides a brief description of the new features and functionality of the Cross-Servicing patch (PRCA\*4.5\*301). More detailed information on the Cross-Servicing functionality can be found in the application user and technical manuals found on the AR Virtual Documentation Library (VDL) at the following link:

<http://www4.va.gov/vdl/application.asp?appid=29>

### 2.1 Cross-Servicing Menu

With the installation of this patch, a new **Cross-Servicing Menu** was created. From this menu, a user can select from the following options:

- Cross-Servicing Bill Report (for Cross-Servicing Reports, refer to Section 2.10)
- Cross-Servicing Recall Report
- Debt Referral Reject Report
- List IAI Error Codes
- Print Reconciliation Report
- Print Cross-Servicing Report
- Recall/Reactivate TCSP Referral for a Bill (refer to Section 2.6)
- Recall/Reactivate TCSP Referral for a Debtor (refer to Section 2.6)
- Stop/Reactivate a TCSP Referral for a Bill (refer to Section 2.4)

Additional details are provided for the above menu items in the following sub-sections (as noted above).

### 2.2 Accounts Receivable Screens: Cross-Servicing Display

For debtors that have one or more bills referred to Cross-Servicing, the following AR Screens will now display Cross-Servicing referral, recall, and reject information:

- Full Account Profile
- Brief Account Profile
- Profile of Accounts Receivable
- Bill Profile
- Account Profile from the Agent Cashiers Menu

### 2.3 Treasury Offset Program (TOP) Modifications

The following TOP modifications are also released under this patch:

- The 180-day, TOP-referral batch process was modified to exclude all new, First Party bills.
- New, First Party bills will no longer be referred to TOP. (Note that all First Party bills currently referred to TOP will remain in TOP.)



- First Party bills will now age in VistA until they are 120 days or older in delinquency and then will be referred to Cross-Servicing.
- The weekly batch referral to Cross-Servicing excludes accounts that are flagged referred to TOP.

## 2.4 Cross-Servicing Referrals

The following Cross-Servicing Referral enhancements are released under this patch:

- Batch task created in VistA to generate a file of delinquent, First Party bills.
- Batch process to create the referral file runs once per week for the new referrals, and is transmitted to the Austin Information Technology Center (AITC) once per week.
- A new field, *Debt Referred to Cross-Servicing*, now displays on the bill to flag a bill referred to Cross-Servicing.
- A new field, *CS Referred Date*, displays on the bill to identify the date the bill was referred to Cross-Servicing.
- When the bill is rejected for any reason, VistA removes the *Debt Referred to Cross-Servicing* and *CS Referred Date* flags.
- For all bills that have been referred to Cross-Servicing, VistA stops the accrual of interest and fees.
- VistA automatically creates a Referral File of delinquent First Party bills in Integrated Agency Interface (IAI) format, containing record types: H, 1, 2, 2A, 2C, and Z. Note that not all record types will be included in each referral.
- When the Referral Batch Job is completed, a bulletin (MailMan message) is generated confirming that the Referral File was transmitted.
- A bill can be prevented from being referred to Cross Servicing by running the “Stop/Reactivate a TCSP Referral for a Bill” VistA option. Users can toggle between Stopping and Reactivating a bill for referral using this option.

## 2.5 Cross-Servicing Update File

Also included in this patch is a Cross-Servicing Update File. The specifications of the Update File are provided below:

- Batch task created to generate an Update File in IAI format containing the updated information for previously referred bills.
- Batch process created to transmit the Update File, consisting of updates to a debt and debtor’s contact information to AITC once per week.
- No interest, fees, or bill amount increases are included in the Update File.
- Changes to a debtor’s name, Tax Identification Number (TIN), and address will be included in the Update File.
- Bill amount decreases for offsets originating from DMC will also be included in the Update File.

- VistA automatically creates an Update File in Integrated Agency Interface (IAI) format, containing an additional record type, 5B. 5A record types are not used. Note that not all record types will be included in each update.
- When the Update Batch Job is completed, a bulletin (MailMan message) is generated confirming that the Update File was transmitted.

## 2.6 Recall Debt or Debtor from Cross-Servicing

In addition to the new recall items on the **Cross-Servicing Menu** for recalling a debt or debtor, the following recall enhancements are released under this patch:

- Batch process runs once per week to automatically recall bills from Cross-Servicing that are less than \$25 and have had no payment activity in over 365 days.
- The Recall File, containing all recalled debts or debtors is sent to AITC in IAI format.
- When processing a manual recall on a debt or debtor, the user is prompted to enter a recall reason, which displays under the new field name, *CS Recall Reason*.
- The Debt Recall Reasons include: “01 Debt Referred in Error”, “07 Agency is Forgiving Debt”, and “08 Agency Can Collect through Internal Offset”. The Debtor Recall Reasons include: “03 Bankruptcy with Automatic Stay”, “05 Debtor is Disabled with the Inability to Pay”, and “06 Debtor is Deceased”.
- Once the Recall Batch Job is completed, a new field, *CS Recalled Date*, displays on the bill to identify the date the bill was recalled from Cross-Servicing.
- When the Recall Batch Job is completed, a bulletin (MailMan message) is generated confirming that the Recall File was transmitted.
- Note that once debt is recalled from Cross-Servicing, it cannot be re-referred to Cross-Servicing. However if a Debtor is recalled, additional new debts (bills) are allowed to be cross-serviced under that Debtor.

## 2.7 Cross-Servicing Collections / Payments

The following enhancements are released under this patch related to collections / payments on bills referred to Cross-Servicing:

- With the implementation of Cross-Servicing, VistA prevents the manual posting of payments when the bill is flagged as referred to Cross-Servicing.
- For active, First Party Bills referred to Cross-Servicing, VistA allows the automated application of payments from Treasury and DMC through the AITC Lockbox process.
- When a Treasury payment is applied at the bill level (via Lockbox), VistA updates the Total Cross-Servicing (CS) Debt amount.
- VistA keeps the bill active and continues to collect on a bill if payments made create a bill balance less than \$25.00 and a current payment plan exists for the First Party bill.
- For all bills referred to Cross-Servicing, the following option is now blocked:
  - Set Up Repayment Plan [PRCAC SET REPAYMENT]. A repayment plan must be set up by Treasury and not implemented by VHA in VistA.
- Before a user can perform the following options on a Cross-Serviced bill, the bill must first be recalled.

- Fiscal Offer Terminated [PRCAC TR TERM-FISCAL]
- Compromise Termination [PRCAC TR TERM-COMPROMISE]
- Suspend an AR Bill [PRCAC TR SUSPENDED]
- Partial Waiver [PRCAC WAIVED PART]
- Full Waiver [PRCAC WAIVED FULL]
- Administrative Cost Adjustment [PRCAF ADJ ADMIN]
- VistA generates a Collections bulletin (MailMan message) for Cross-Servicing.

## 2.8 Cross-Servicing Unprocessable File

For those bills referred to Cross-Servicing and were rejected by AITC, DMC or Treasury, VistA receives and processes “reject” messages from all three groups in the form of an Unprocessable File in IAI format. The following additional enhancements are released under this patch for the Cross-Servicing Unprocessable File:

- VistA generates a MailMan message for Cross-Servicing rejects.
- VistA captures the first nine error codes from the IAI Unprocessable File for each rejected bill, and displays the reject source, reject code, the reject reason, and the reject date on the bill sub-screen on the Full Account Profile, Brief Account Profile, Account Profile from the Agent Cashiers Menu, and Profile of Accounts Receivable, as well as the Bill Profile screens.
- VistA prevents the re-referral of any rejected bills in future batch processing until the rejected bill is corrected and the ‘Stop’ flag is removed.

## 2.9 Reconciliation File

The following Reconciliation File enhancements are released under this patch:

- VistA receives the Reconciliation File from Treasury via AITC on the first day of every month through VA MailMan.
- VistA generates a bulletin for Cross-Servicing indicating those returned debts / debtors that Treasury has sent in the Reconciliation File.
- When a debt is returned by Treasury, the Cross-Servicing referral information will be deleted from the returned debt. VistA populates the Effective Date for stopping the Cross-Servicing referral with the Returned Date in the R1 record and the Stop Referral Reason with ‘Other’ with a comment of ‘By Reconciliation’.
- When a debtor is returned by Treasury, the Cross-Servicing referral information on all debts for that debtor will be deleted. VistA populates the Effective Date for stopping the Cross-Servicing referral with the Returned Date in the R2 record and a Stop Referral Reason of ‘Other’.
- VistA generates a bulletin indicating those returned debts or debtors that Treasury sent in the Reconciliation File.
- VistA generates a bulletin indicating the compromise offers that Treasury has sent in the Reconciliation File.

- When a Reconciliation File is received with a Compromise Indicator = ‘Y’ on the R2 record (Field # 19), VistA places a stop on the Cross-Servicing referral (which deletes the referral on all Cross-Serviced debts for that debtor). ‘Other’ is populated for the Stop Reason and an Effective Date for the stop is populated using the Closed Date from the R2 record (Field # 21).

## 2.10 Reports

The following Cross-Servicing Reports are released under this patch:

- **Print Cross-Servicing Report:** Lists bills referred to Cross-Servicing as of the date the report is run. The report includes the Bill Number, Debtor’s Name, SSN, Original Amount of Debt initially referred to Cross-Servicing, date sent for Cross-Servicing (CS Referred Date) and the Current Amount Owed on the bill / balance owed. User can sort by Bill Number, Debtor Name, or Cross-Servicing Referred Date.
- **Cross-Servicing Bill Report:** Lists bills referred to Cross-Servicing for a single Debtor. The report includes the Debtor’s Name, SSN, CS Referred Date, Current Amount Owed balance owed, Bill Number, Bill Status, the Original Amount of Debt initially referred to Cross-Servicing, Principal, Interest, Administrative Fees, and Court Fees.
- **Cross-Servicing Recall Report:** Lists recalled bills by Bill Number from the Recall Files. The report includes the Bill Number, Debtor’s Name, SSN, Amount Recalled, Recall Reason, and CS Recall Date.
- **Debt Referral Reject Report:** Lists rejected bills by Debtor Name from the Unprocessable Files. The report includes the Debtor’s Name, SSN, Bill #, Record Type, Action Code, Error Code, Code Translation, and Reject Date. Only AR Supervisors and AR Clerks have access to this report. This report also has the feature of being able to export to MS-Excel by adding delimiters to the data displayed on the users screen.
- **List IAI Error Codes:** Listing of the IAI Error Codes in error code order. The display contains a) Error Code, b) Field Name, c) associated Record Types, and d) Description.
- **Print Reconciliation Report:** Lists bills that have been received in the Reconciliation IAI file from Treasury. The report includes the Debtor’s Name, Bill Number, Returned Date, and Closed Date. The report also includes the Return Reason description and any required supporting information.

## 2.11 Transaction Profile Screen Modifications

The following modifications are released under this patch to the Transaction Profile screen:

- New field added to capture the FUND data element. This field is populated with the extracted value from FUND (field 203) in the ACCOUNTS RECEIVABLE (#430) file.
- New field added to capture the Revenue Source Code (RSC) data element. This field is populated with the extracted value from RSC (field 255.1) in the ACCOUNTS RECEIVABLE (#430) file.

## 2.12 Monthly Patient Statements

The following modifications to the monthly patient statements are released under this patch:

- The value of the bills referred to Cross-Servicing is excluded from the “Previous Balance” and “Balance” block on the monthly patient statement.
- When a bill is no longer referred to Cross-Servicing, the value of bills is included in the “Previous Balance” and “Balance” block on the monthly patient statement.

### **2.13 Updated Due Process Notification Letter**

AITC currently sends letters to debtors notifying them of potential referral to Treasury at the debtor level. With the implementation of Cross-Servicing, VistA will now supply AITC with debtor information at the bill level. The following Cross-Servicing Due Process Notification enhancements are released under this patch:

- Upon implementation of Cross-Servicing, a one-time-only process will generate a historical Initial Due Process Notification (DPN) file that identifies bills that comply with all of the Cross-Servicing rules, but are less than \$25.
- On a weekly basis, the Initial DPN File will be checked by VistA for any bills that had been identified previously as less than \$25 and have increased (due to fees and charges) to \$25 or more.
- VistA transmits the DPN File to AITC in an IAI-modified format containing the delinquent bill number, debtor’s name, address, and dollar amount of debt.
- After a 60 day waiting period the bill will be Cross-Serviced
- Note that this DPN File will only be required for approximately 12 months and will address debts that were established 12 months prior to the nationwide implementation of Cross-Servicing.
- The feature is configurable. DPN processing can be disabled, extended, and modified via the AR SITE PARAMETER (342,100) file

### **2.14 Cross-Serviced Qualified / No Third Letter Sent**

- A bulletin is generated by VistA when there is eligible debt for Cross-Servicing and a third collection letter has not been sent.
- The bulletin contains the debtor’s name and bill number(s).

### 3. Patch Description

This section provides the patch description that will be released through Forum following the national rollout of the Cross-Servicing patch (PRCA\*4.5\*301).

Figure 2: PRCA\*4.5\*301 Patch Description

```
Vista Patch Display                                     Page: 1
=====
Run Date: DEC 19, 2016                                Designation: PRCA*4.5*301 v95
Package : ACCOUNTS RECEIVABLE                          Priority   : MANDATORY
Version : 4.5                                           Status    : UNDER DEVELOPMENT
=====

Associated patches: (v)PRCA*4.5*229<= must be installed BEFORE `PRCA*4.5*301`
                   (v)PRCA*4.5*249<= must be installed BEFORE `PRCA*4.5*301`
                   (v)PRCA*4.5*263<= must be installed BEFORE `PRCA*4.5*301`
                   (v)PRCA*4.5*265<= must be installed BEFORE `PRCA*4.5*301`
                   (v)PRCA*4.5*270<= must be installed BEFORE `PRCA*4.5*301`
                   (v)PRCA*4.5*296<= must be installed BEFORE `PRCA*4.5*301`
                   (v)PRCA*4.5*298<= must be installed BEFORE `PRCA*4.5*301`
                   (v)PRCA*4.5*303<= must be installed BEFORE `PRCA*4.5*301`
                   (v)PRCA*4.5*304<= must be installed BEFORE `PRCA*4.5*301`
                   (v)PRCA*4.5*309<= must be installed BEFORE `PRCA*4.5*301`

Subject:  TREASURY CROSS-SERVICING PROGRAM

Category:  ROUTINE
           ENHANCEMENT

Description:
=====

*****
      This patch supports changes to the Veterans Health Information
      System and Technology Architecture (Vista) for the Treasury
      Cross-Servicing Program (TCSP). PRCA*4.5*301 (Accounts Receivable-AR)
      is being released in host file: PRCA_45_P301.KID.

      It is imperative that these patches be installed no later than the
      compliance date. Your understanding and support is appreciated.
*****

The Chief Business Office (CBO) requested modifications to the Vista
Accounts Receivable Package to support the next phase in the implementation
of the Debt Collection Improvement Act (DCIA) of 1996 by the Department of
Veterans Affairs (VA).
```

This patch modifies the Account Receivable (AR) v4.5 application as described below:

1. TOP Modifications

- Exclude first party bills from the TOP process unless the date the bill became active is prior to the Activation Date. Do not exclude bills from the TOP process that are identified as referred to TOP.

2. DMC Referral Flag

- The VistA system shall not modify the 90-day DMC debt referral process.

3. Referral File

- The VistA system shall automatically create a file of delinquent first party bills.
- The VistA system shall create the file in IAI format, containing record types H, 1, 2, 2A, 2C, 3, Z.
- The VistA system shall schedule the batch process to create the referral file once per week for new referrals.
- The VistA system shall have the ability to stop a bill from being referred to Cross-Servicing.

4. Update File

- The VistA shall create a batch task to generate a file of updated information for previously referred bills.
- The VistA system shall create the file in IAI format, containing record types H, 1, 2, 2A, Z.
- The VistA system shall schedule the batch process to create the update file once per week for new referrals.
- The VistA system shall have the ability to stop a bill from being updated to Cross-Servicing.

5. Recall File

- The VistA shall create a batch task to generate a file to recall previously referred bills by debt, debtor, or case.
- The VistA system shall create the file in IAI format, containing record types H, 1, 2, 3, Z.
- The VistA system shall schedule the batch process to create the recall file once per week for new referrals.
- The VistA system shall have the ability to stop a bill from being recalled to Cross-Servicing.

6. Reconciliation File

- The VistA shall create a batch task to generate a file of updated information for Reconciliation bills.

7. Monthly Patient Statements - Bills Referred to Cross-Servicing

- The VistA system shall exclude the value of bills that have been referred to Cross-Servicing from the 'Previous Balance' and 'Balance' block on the monthly patient statement.

8. Monthly Patient Statements - Bills Not Referred to Cross-Servicing

- The VistA system shall include the value of bills in the 'Previous Balance' and 'Balance' block on the monthly patient statement when a bill is no longer referred to Cross-Servicing.

9. Unprocessable File - Bills that are sent for referral to Cross-Servicing but are deemed not valid are rejected and returned to VistA with the source of the error and the error code. The rejected debts and error codes are stored historically and reported in debts profile reports and reject reports.

10. Due Process Notification (DPN) - A letter notification system for debts expected to be sent to Cross-Servicing. From Cross-Servicing initialization, debts under \$25.00 will be tracked for one year. As the debts become qualified to Cross-Servicing referral, AITC will be notified to send due process letters. After a sixty day waiting, if the debts become qualified, the debts will be referred to Cross-Servicing in the usual fashion.

11. Cross-Servicing Qualified / No Third Letter Sent - A bulletin will be generated by VistA when there is eligible debt for Cross-Servicing and a third collection letter has not been sent. The bulletin will contain the debtor's name and bill number(s).

12. Activation Date - The VistA system shall not refer bills to Cross-Servicing if they were not active prior to the Activation Date. For Little Rock #598, Beckley #517, and Upstate NY #528 the Activation Date has been set to February 1, 2015. For all other sites, the Activation Date has been set to August 1, 2015.

Patch Components:

=====

Files & Fields Associated:

-----

The following is a list of files included in this patch:

File Name (Number)	Field Name (Number)	New/Mod/Del
-----	-----	-----
AR DEBTOR (#340)	TCSP RECALL FLAG field (#7.02)	NEW
	TCSP RECALL DATE field (#7.03)	NEW
	TCSP RECALL REASON field (#7.04)	NEW
	DATE DEBTOR REFERRED TO TCSP field(#7.05	NEW
AR DEBTOR (#342)	CROSS-SERVICING START DATE field (#100)	NEW
AR BATCH PAYMENT (#344)		
	RECEIPT PAY TYPE field (#.19)	NEW
AR BATCH PAYMENT (#344) Subfile TRANSACTION (#344.01)		
	PATIENT NAME OR BILL NUMBER (#.09)	MOD



LOCKBOX TRANSACTION CODE (#.15)	NEW
TCS IAI ERROR CODES (#348.5)	
ERROR CODE ID (#.01)	NEW
FIELD NAME/ACTION (#1)	NEW
RECORD TYPE (#2)	NEW
ERROR MESSAGE (#3)	NEW
TCS IAI ACTION CODES (#348.6)	
ACTION CODE (#.01)	NEW
ACTION DESCRIPTION (#1)	NEW
RECORD TYPE (#2)	NEW
TCS IAI RECORD TYPES (#348.7)	
RECORD TYPE ID (#.01)	NEW
RECORD TYPE DESCRIPTION (#1)	NEW
DATA TYPE (#2)	NEW
ACCOUNTS RECEIVABLE (#430)	
DATE BILL REFERRED TO TCSP field (#151)	NEW
TCSP RECALL FLAG field (#152)	NEW
TCSP RECALL EFF. DATE field (#153)	NEW
TCSP RECALL REASON field (#154)	NEW
RECALL AMOUNT field (#155)	NEW
STOP TCSP REFERRAL FLAG field (#157)	NEW
STOP TCSP REFERRAL EFF. DATE field (#158)	NEW
STOP TCSP REFERRAL REASON field (#159)	NEW
STOP TCSP REFERRAL COMMENT field (#159.1)	NEW
TCSP CASE RECALL FLAG field (#159.2)	NEW
TCSP CASE RECALL EFF DATE (#159.3)	NEW
TCSP CASE RECALL REASON (#159.4)	NEW
TCSP GENDER (#159.5)	NEW
ORIGINAL TCSP TIN field (#161)	NEW
ORIGINAL TCSP DEBTOR NAME field (#162)	NEW
TCSP DELINQUENCY DATE field (#163)	NEW
TCSP DEBTOR ADDRESS, LINE 1 field (#164)	NEW
TCSP DEBTOR ADDRESS, LINE 2 field (#165)	NEW
TCSP DEBTOR ADDRESS, CITY field (#166)	NEW
TCSP DEBTOR ADDRESS, STATE field (#167)	NEW
TCSP DEBTOR ZIP CODE field (#168)	NEW
ORIGINAL TCSP AMOUNT field (#169)	NEW
CURRENT TCSP AMOUNT field (#169.1)	NEW
TCSP DEBTOR PHONE (#169.2)	NEW
TCSP COUNTRY CODE (#169.3)	NEW
TCSP DOB (#169.4)	NEW
DUE PROCESS NOTIFICATION FLAG (#173)	NEW
DUE PROCESS REQUEST DATE (#174)	NEW
DUE PROCESS LETTER PRINT DATE (#175)	NEW
DUE PROCESS REFERRAL DATE (#176)	NEW
DUE PROCESS ERROR DATE (#177)	NEW
DUE PROCESS ERROR CODES (#178)	NEW

SEND TCSP RECORD 1 field (#191)	NEW
SEND TCSP RECORD 2 field (#192)	NEW
SEND TCSP RECORD 2A field (#193)	NEW
SEND TCSP RECORD 2C field (#194)	NEW
STOP INTEREST ADMIN CALC (#199.2)	NEW
RETURNED DATE (#301)	NEW
RETURN REASON CODE (#302)	NEW
COMPROMISED INDICATOR (#303)	NEW
COMPROMISE AMOUNT (#304)	NEW
CLOSED DATE (#305)	NEW
BANKRUPTCY DATE (#306)	NEW
DATE OF DEATH (#307)	NEW
DATE OF DISSOLUTION (#308)	NEW
ACCOUNTS RECEIVABLE (#430) Subfile CS DECREASE ADJ TRANS NUMBER (#430.0171)	
CS DECREASE ADJ TRANS NUMBER (#.01)	NEW
SEND TCSP RECORD 5B	NEW
ACCOUNTS RECEIVABLE (#430) Subfile REJECT DATE (#430.0172)	
REJECT DATE (#.01)	NEW
REJECT SOURCE (#1)	NEW
REJECT REASON1 (#2)	NEW
REJECT REASON2 (#3)	NEW
REJECT REASON3 (#4)	NEW
REJECT REASON4 (#5)	NEW
REJECT REASON5 (#6)	NEW
REJECT REASON6 (#7)	NEW
REJECT REASON7 (#8)	NEW
REJECT REASON8 (#9)	NEW
REJECT REASON9 (#10)	NEW
RECORD TYPE (#11)	NEW
RECORD ACTION CODE (#12)	NEW
REJECT BATCH ID (#13)	NEW
REJECT MM MSG NO. (#14)	NEW
AR RETURN REASON CODE (#430.5)	
CODE (#.01)	NEW
DESCRIPTION (#1)	NEW
CATEGORY (#2)	NEW
Forms Associated:	
Form Name	File #      New/Modified/Deleted
-----	-----      -----
N/A	
Mail Groups Associated:	
Mail Group Name	New/Modified/Deleted
-----	-----

TCSP NEW  
 TPC NEW  
 TPL NEW

Options Associated:

Option Name	Type	New/Modified/Deleted
-----	-----	-----
PRCAF SUPERVISOR MENU	MENU	MODIFIED
RCTCSP BILL REPORT	RUN ROUTINE	NEW
RCTCSP IAI ERROR CODES LIST	RUN ROUTINE	NEW
RCTCSP MENU	MENU	NEW
RCTCSP RECALL REPORT	RUN ROUTINE	NEW
RCTCSP RECALLB	RUN ROUTINE	NEW
RCTCSP RECALLD	RUN ROUTINE	NEW
RCTCSP RECONCIL REPORT	RUN ROUTINE	NEW
RCTCSP REJ SERVER	SERVER	NEW
RCTCSP REJECT REPORT	RUN ROUTINE	NEW
RCTCSP REPORT	RUN ROUTINE	NEW
RCTCSP STOP	RUN ROUTINE	NEW
RCTCSPD SERVER	SERVER	NEW
RCTCSPR SERVER	SERVER	NEW

Protocols Associated:

-----  
 N/A

Security Keys Associated:

-----  
 Security Key Name  
 -----  
 N/A

Templates Associated:

Template Name	Type	File Name (Number)	New/Mod/Del
-----	----	-----	-----
PRCA MEANS PROFILE	PRINT	ACCOUNTS RECEIVABLE (#430)	MOD
PRCA OTHER PROFILE	PRINT	ACCOUNTS RECEIVABLE (#430)	MOD
PRCA PROFILE	PRINT	ACCOUNTS RECEIVABLE (#430)	MOD
PRCA TCSP RECALLB	PRINT	ACCOUNTS RECEIVABLE (#430)	NEW
PRCA TCSP RECALLD	PRINT	ACCOUNTS RECEIVABLE	NEW

```

TCS IAI ERROR CODES LIST      PRINT      TCS IAI ERROR CODES      NEW
                                (#430)
                                (#348.5)

Remote Procedure                New/Mod/Del
-----
N/A

Additional Information:
N/A

New Service Request (NSRs):
-----
N/A

Patient Safety Issues (PSIs):
-----
N/A

Remedy Ticket(s) & Overview:
-----
N/A

Test Sites:
-----
VISN 16, Region 2, Central Arkansas Veterans Healthcare System, John L.
McClellan Memorial Veterans Hospital, Station #598, Little Rock,
Arkansas

VISN 2, Region 4, VA Health Care Upstate New York, Station #528.

VISN 6, Region 3, VA Mid-Atlantic Health Care Network, Beckley VA Medical
Center, Station #517, Beckley, West Virginia.

VISN 6, Region 3, VA Mid-Atlantic Health Care Network, W. G. (Bill)
Hefner VA Medical Center, Station #659, Salisbury, North Carolina.

VISN 23, Region 2, Nebraska-Western Iowa Health Care System, Omaha VA
Medical Center, Station #636, Omaha, Nebraska.

Documentation Retrieval Instructions:
=====
Updated documentation describing the new functionality introduced by this
patch is available.

```

The preferred method is to retrieve files from download.vista.med.va.gov. This transmits the files from the first available server. Sites may also elect to retrieve files directly from a specific server.

Sites may retrieve the software and/or documentation directly using Secure File Transfer Protocol (SFTP) from the ANONYMOUS.SOFTWARE directory at the following OI Field Offices:

Albany: fo-albany.med.va.gov  
Hines: fo-hines.med.va.gov  
Salt Lake City: fo-slc.med.va.gov

The documentation will be in the form of Adobe Acrobat files.

The following files should be downloaded in the binary SFTP mode.

Filename	Description
-----	-----
prca_4_5_p301_um.pdf	Cross-Servicing User Manual
prca_4_5_p301_rn.pdf	Cross-Servicing Release Notes / Installation Guide
prca_4_5_p301_tm.pdf	Accounts Receivable Technical Manual / Security Guide

Documentation can also be found on the VA Software Documentation Library at:  
<http://www.va.gov/vdl/>

Patch Installation:  
=====

Installation Instructions:  
-----

This patch may be run with users on the system, however because the TOP options need to be placed out of order, we suggest it be installed after business hours (5PM), but not when the Accounts Receivable Background job is running (1AM). For large/integrated sites the weekend is the most favorable time for installation.

This patch may take up to 8 hours to install.

The following options should be disabled during installation:

TOP Menu [RCTOP MENU]

1. OBTAIN PATCHES  
=====

Obtain the host file PRCA\_45\_P301.KID, which contains the following one patch install:

PRCA\*4.5\*301

Sites can retrieve Vista software from the following SFTP addresses.  
The preferred method is to SFTP the files from:

download.vista.med.va.gov

This will transmit the files from the first available SFTP server.  
Sites may also elect to retrieve software directly from a specific  
server as follows:

Albany	sftp.fo-albany.med.va.gov
Hines	sftp.fo-hines.med.va.gov
Salt Lake City	sftp.fo-slc.med.va.gov

The PRCA\_45\_P301.KID host file is located in the anonymous.software  
directory. Use ASCII Mode when downloading the file.

2. From the Installation menu, select the LOAD A DISTRIBUTION option.

When prompted for "Enter a Host File:", enter the full directory path  
where you saved the host file PRCA\_45\_P301.KID (e.g.,  
SYS\$SYSDEVICE:[ANONYMOUS]PRCA\_45\_P301.KID).

When prompted for "OK to continue with Load? NO//", enter "YES."

The following will display:

Loading Distribution...

PRCA\*4.5\*301

Use INSTALL NAME: PRCA\*4.5\*301 to install this distribution.

3. RUN OPTIONAL INSTALLATION OPTIONS FOR BUILD:

=====

From the Installation menu, you may select to use the following  
options (when prompted for the INSTALL NAME, enter  
PRCA\*4.5\*301):

- a. Backup a Transport Global - This option will create a backup  
message of any routines exported with this patch. It will not  
backup any other changes such as DD's or templates.
- b. Compare Transport Global to Current System - This option will  
allow you to view all changes that will be made when this patch  
is installed. It compares all components of this patch  
(routines, DD's, templates, etc.).
- c. Verify Checksums in Transport Global - This option will allow  
you to ensure the integrity of the routines that are in the

transport global.

4. INSTALL BUILD:

=====

This is the step to start the installation of this KIDS build. This will need to be run for PRCA\*4.5\*301 build.

- a. Choose the Install Package(s) option to start the install.
- b. When prompted for the "Select INSTALL NAME:", enter PRCA\*4.5\*301.
- c. When prompted "Want KIDS to Rebuild Menu Trees Upon Completion of Install?" YES// enter YES.
- d. When prompted "Want KIDS to INHIBIT LOGONS during the install? NO//" enter NO.
- e. When prompted "Want to DISABLE Scheduled Options, Menu Options, and Protocols? YES//" enter YES.
- f. When prompted "Enter options you wish to mark as 'Out Of Order':" enter the following options:

TOP Menu [RCTOP MENU]

- g. When prompted "Enter protocols you wish to mark as 'Out Of Order':" enter <return>.
- h. When prompted "Delay Install (Minutes): (0-60): 0//" enter an appropriate number of minutes to delay the installation in order to give users enough time to exit the disabled options before the installation starts.
- i. When prompted "Device: Home//" respond with the correct device.

===== POST-INSTALLATION INSTRUCTIONS =====

The post-install routine for patch PRCA\*4.5\*301 will flag debts currently under \$25 for the Due Process Notification functionality. In addition, the Cross-Servicing installation date is filed into the AR Site Parameter file #342.

The user will see the following messages displayed in the installation log:

```
>>>Cross-Servicing Start Date set to (current date).
>>>Begin the Due Process Initialization.
>>>The Initialization may take up to 8 hours.
>>>Due Process Initialization is complete.
```

The post install routine PRCA45301P may be deleted from the system if the post-install process has completed.

=====

Routine Information:

=====

The second line of each of these routines now looks like:  
;;4.5;Accounts Receivable;\*\*[Patch List]\*\*;Mar 20, 1995;Build 144

The checksums below are new checksums, and  
can be checked with CHECK1^XTSUMBLD.

Routine Name: PRCAAPR1	Before: B43791904	After: B45827636	**34,45,108,143,141,206,192, 218,276,275,284,303,301**
Routine Name: PRCAATR	Before: B19181234	After: B22771269	**36,104,172,138,233,276,303,301**
Routine Name: PRCABJ	Before: B36508118	After: B39614762	**11,34,101,114,155,153,141, 165,167,173,201,237,304,301**
Routine Name: PRCADR	Before: B15191429	After: B17506368	**21,45,108,141,241,301**
Routine Name: PRCADR2	Before: B15662355	After: B16711783	**45,104,108,149,141,172,241, 233,263,301**
Routine Name: PRCAEXM	Before: B12096933	After: B13617982	**67,103,196,301**
Routine Name: PRCAGDR	Before: B10035785	After: B14896021	**78,198,219,301**
Routine Name: PRCAGS	Before: B16858191	After: B22454707	**34,78,301**
Routine Name: PRCAGST1	Before: B9197569	After: B9484383	**2,48,104,176,249,301**
Routine Name: PRCAGT	Before: B19865936	After: B22272453	**100,162,165,169,219,301**
Routine Name: PRCAGU	Before: B11613288	After: B12887006	**181,219,301**
Routine Name: PRCAPRO	Before: B14369527	After: B14760379	**2,21,125,147,198,301**
Routine Name: PRCAREP	Before: B12812144	After: B13936976	**301**
Routine Name: PRCASER1	Before: B15957526	After: B16741481	**48,104,165,233,301**
Routine Name: RC45301P	Before: n/a	After: B1337108	**301**
Routine Name: RCBEADJ	Before: B66159160	After: B77125147	**169,172,204,173,208,233,298,301**
Routine Name: RCBECHGS	Before: B12081486	After: B14080962	**153,237,301**
Routine Name: RCBEIB	Before: B39033616	After: B41614858	**157,270,301**
Routine Name: RCBEPAY	Before: B27398421	After: B26246409	**153,304,301**
Routine Name: RCBEPAYF	Before: B25701767	After: B49084627	**153,301**
Routine Name: RCBEUTR1			



Before: B35457473	After: B36268452	**153,169,192,226,270,276,301**
Routine Name: RCCPCPS		
Before: B71404162	After: B80898915	**34,70,80,48,104,116,149,170, 181,190,223,237,219,265,301**
Routine Name: RCDPAPLI		
Before: B43587980	After: B46722534	**114,141,241,303,301**
Routine Name: RCDPBPLI		
Before: B47751255	After: B57251656	**114,153,301**
Routine Name: RCDPBPLM		
Before: B57667335	After: B61916200	**114,153,159,241,276,303,301**
Routine Name: RCDPLPL3		
Before: B52913516	After: B54165729	**153,304,301**
Routine Name: RCDPLPL4		
Before: B236411644	After: B238259256	**304,301**
Routine Name: RCDPRPL3		
Before: B81211213	After: B81971704	**114,148,153,173,301**
Routine Name: RCDPURED		
Before: B41284430	After: B50615527	**114,169,174,196,202,244,268, 271,304,301**
Routine Name: RCDPURET		
Before: B61262925	After: B75859214	**114,141,169,173,196,221,304,301**
Routine Name: RCDXPAP		
Before: B49106296	After: B54412655	**114,150,206,296,301**
Routine Name: RCDXPAY		
Before: B62956528	After: B65069620	**114,148,150,301**
Routine Name: RCTCSJR		
Before: n/a	After: B113325699	**301**
Routine Name: RCTCSJS		
Before: n/a	After: B200131768	**301**
Routine Name: RCTCSJS1		
Before: n/a	After: B57381357	**301**
Routine Name: RCTCSP1		
Before: n/a	After: B168147966	**301**
Routine Name: RCTCSP2		
Before: n/a	After: B87861761	**301**
Routine Name: RCTCSP3		
Before: n/a	After: B79802534	**301**
Routine Name: RCTCSP3S		
Before: n/a	After: B30705650	**301**
Routine Name: RCTCSPD		
Before: n/a	After: B168545559	**301**
Routine Name: RCTCSPRS		
Before: n/a	After: B53928265	**301**
Routine Name: RCTCSPU		
Before: n/a	After: B55616924	**301**
Routine Name: RCTOPD		
Before: B63586774	After: B70123756	**141,187,224,236,229,301**
Routine Name: RCWROFF		
Before: B34901459	After: B38468960	**168,204,309,301**
Routine Name: RCWROFF1		
Before: B33354440	After: B35416905	**168,204,233,301**

Routine list of preceding patches: 229, 249, 263, 265, 296, 298, 303, 304  
309

=====  
User Information:  
Entered By : BRICKER,DENNIS      Date Entered : JAN 13,2014  
Completed By:                      Date Completed:  
Released By :                      Date Released :  
=====

## 4. Installation Instructions

This patch may be run with users on the system; however, because the Treasury Offset Program (TOP) options need to be placed out of order, it is suggested that this patch be installed after business hours, but NOT when the Accounts Receivable (AR) Background Job is running. For large/integrated sites the weekend is the most favorable time for installation.

This patch may take up to eight (8) hours to install.

The following option should be disabled before installation:

- TOP Menu [RCTOP MENU].

The following sub-sections outlines the steps for installing PRCA\*4.5\*301.

### 4.1 Obtain Patch

The following steps outline how to retrieve the host file:

1. Obtain the host file PRCA\_45\_P301.KID, which contains the following one patch install: PRCA\*4.5\*301.
2. Sites can retrieve Vista software from the following SFTP addresses. The preferred method is to SFTP the files from: download.vista.med.va.gov. This will transmit the files from the first available SFTP server.
3. Sites may also elect to retrieve software directly from a specific server as follows:

Albany	sftp.fo-albany.med.va.gov
Hines	sftp.fo-hines.med.va.gov
Salt Lake City	sftp.fo-slc.med.va.gov
4. The PRCA\_45\_P301.KID host file is located in the anonymous.software directory. Use ASCII Mode when downloading the file.
5. From the Installation menu, select the LOAD A DISTRIBUTION option.
6. When prompted for "Enter a Host File:", enter the full directory path where you saved the host file PRCA\_45\_P301.KID (e.g., SYS\$SYSDEVICE:[ANONYMOUS] PRCA\_45\_P301.KID).
7. When prompted for "OK to continue with Load? NO//", enter YES.
8. The following will display: Loading Distribution...PRCA\*4.5\*301
9. Use INSTALL NAME: PRCA\*4.5\*301 to install this distribution.

### 4.2 Run Optional Installation Options for Multi-Build

From the Installation menu, you may select to use the following options (when prompted for the INSTALL NAME, enter PRCA\*4.5\*301):

1. **Backup a Transport Global** - This option will create a backup message of any routines exported with this patch. It will not backup any other changes such as DD's or templates.
2. **Compare Transport Global to Current System** - This option will allow you to view all changes that will be made when this patch is installed. It compares all components of this patch (e.g., routines, DD's, templates, etc.).

3. **Verify Checksums in Transport Global** - This option will allow you to ensure the integrity of the routines that are in the transport global.

### 4.3 Install Build

The below steps are to start the installation of the KIDS build. This will need to be run to install PRCA\*4.5\*301. Note that although it is a KIDS build, it does not entail installing more than one application.

1. Choose the Install Package(s) option to start the install.
2. When prompted for the “Select INSTALL NAME:”, enter PRCA\*4.5\*301.
3. When prompted, “Want KIDS to INHIBIT LOGONs during the install? NO//”, enter NO.
4. When prompted, “Want to DISABLE Scheduled Options, Menu Options, and Protocols? YES//”, enter YES.
5. When prompted, “Enter options you wish to mark as 'Out Of Order':”, enter the following option: TOP Menu [RCTOP MENU].
6. When prompted, “Enter protocols you wish to mark as 'Out Of Order':”, enter <return>.
7. When prompted, “Delay Install (Minutes): (0-60): 0//” enter an appropriate number of minutes to delay the installation in order to give users enough time to exit the disabled options before the installation starts.
8. When prompted, “Device: Home//”, respond with the correct device.

### 4.4 Post-Installation Instructions

The post-install routine for Patch # PRCA\*4.5\*301 will flag debts currently under \$25 for the Due Process Notification (DPN) functionality. In addition, the Cross-Servicing installation date is filed into the AR Site Parameter file #342.

The user will see the following messages displayed in the installation log:

```
>>>Cross-Servicing Start Date set to (current date).  
>>>Begin the Due Process Initialization.  
>>>The Initialization may take up to 8 hours.  
>>>Due Process Initialization is complete.
```

The post-install routine, “RC45301P” may be deleted from the system if the post-install process has completed.

## 5. Backout / Rollback Procedures

This section provides step-by-step instructions for the back-out during / right after a failed installation of the patch, as well as how to roll back to a previous state after the release has been running in production for a period of time and has failed.

### 5.1 Pre-Implementation Steps Required

Verify that the backup steps in Section 4.2 were completed. These steps create a copy of the current patch (PRCA\*4.5\*301) in Vista MailMan. Verify that the information is sent to the following mail groups after every patch install: TSCP, TPC, and TPL. Backup the routines before the installation of the new patch.

Note: Log a national ticket through CA SDM to restore the backed up routines in order to allow HPS assessment prior to following the rollback procedure.

### 5.2 Software Rollback Procedures

The following steps document the procedures for rolling back to a previous patch version.

1. Go to your Vista MailMan inbox and open the most recent version of the backup message. The Subject of the message will read “Backup of PRCA\*4.5\*30”.

Figure 3: Sample MailMan Backup Message

```
*=New/!=Priority.....Subject.....Lines.From.....Read/Rcvd
*16861.    [265768] 02/24/15 CS (AITC) REJECT RECORD 7 AR PACKAGE
*16860.    [265767] 02/24/15 CS REJECTS (AITC) [26472 7 AR PACKAGE
16859.    [265766] 02/24/15 SEPARATE BACK-UP MESS 6466 LASTN,FIRSTN
*16858.    [265765] 02/24/15 WARNING!! AR PACKAGE NO 35 AR PACKAGE
16857.    [265764] 02/24/15 Backup of PRCA*4.5*30 6505 LASTN,FIRSTN
```

2. After you have opened the message, at the **Enter message action (in IN basket):** prompt, enter **Xtract PackMan**.
3. At the Select PackMan function: prompt, enter **6** for **INSTALL/CHECK MESSAGE**.
4. The following warning message will display:  
**Warning: Installing this message will cause a permanent update of globals and routines.**  
**Do you really want to do this? NO//**
5. Enter **Yes**.
6. The following message will display:  
**Routines are the only parts that are backed up. NO other parts are backed up, not even globals. You may use the 'Summarize Message' option of PackMan to see what parts the message contains.**  
**Those parts that are not routines should be backed up separately if they need to be preserved.**  
**Shall I preserve the routines on disk in a separate back-up message? YES//**
7. Enter **Yes**.

8. The following is an example display once the roll back is complete. Compare the functionality between the two builds to verify that the roll back was successful.

**Figure 4: PackMan Backup Message**

```

Subject: SEPARATE BACK-UP
Send mail to: LASTN, FIRSTN// LASTN, FIRSTN
And Send to: LASTN2, FIRSTN2 BAY PINES TEST CENTER
Last used MailMan: 02/24/15@09:52
RKM
And Send to:
Building PackMan backup message with subject SEPARATE BACK-UP

PackMan backup message [265769] sent.
Line 2 Message #265764 Unloading Routine PRCAAPR1 (PACKMAN_BACKUP)
Line 142 Message #265764 Unloading Routine PRCAATR (PACKMAN_BACKUP)
Line 220 Message #265764 Unloading Routine PRCABJ (PACKMAN_BACKUP)
Line 396 Message #265764 Unloading Routine PRCADR (PACKMAN_BACKUP)
Line 456 Message #265764 Unloading Routine PRCADR2 (PACKMAN_BACKUP)
Line 509 Message #265764 Unloading Routine PRCAGDR (PACKMAN_BACKUP)
Line 585 Message #265764 Unloading Routine PRCAGST1 (PACKMAN_BACKUP)
Line 654 Message #265764 Unloading Routine PRCAGT (PACKMAN_BACKUP)
Line 744 Message #265764 Unloading Routine PRCAGU (PACKMAN_BACKUP)
Line 817 Message #265764 Unloading Routine PRCAPRO (PACKMAN_BACKUP)
Line 861 Message #265764 Unloading Routine RCBEADJ (PACKMAN_BACKUP)
Line 1089 Message #265764 Unloading Routine RCBECHGS (PACKMAN_BACKUP)
Line 1210 Message #265764 Unloading Routine RCBEPAYF (PACKMAN_BACKUP)
Line 1359 Message #265764 Unloading Routine RCCPC1 (PACKMAN_BACKUP)
Line 1433 Message #265764 Unloading Routine RCCPC2 (PACKMAN_BACKUP)
Line 1654 Message #265764 Unloading Routine RCCPCPS (PACKMAN_BACKUP)
Line 1844 Message #265764 Unloading Routine RCDPAPLI (PACKMAN_BACKUP)
Line 2030 Message #265764 Unloading Routine RCDPBPLI (PACKMAN_BACKUP)
Line 2203 Message #265764 Unloading Routine RCDPBPLM (PACKMAN_BACKUP)
Line 2416 Message #265764 Unloading Routine RCDPURED (PACKMAN_BACKUP)
Line 2606 Message #265764 Unloading Routine RCDXPAY (PACKMAN_BACKUP)
Line 2791 Message #265764 Unloading Routine RCTCSDI (PACKMAN_BACKUP)
Line 3089 Message #265764 Unloading Routine RCTCSDL (PACKMAN_BACKUP)
Line 3352 Message #265764 Unloading Routine RCTCSDS (PACKMAN_BACKUP)
Line 3706 Message #265764 Unloading Routine RCTCSDS1 (PACKMAN_BACKUP)
Line 3860 Message #265764 Unloading Routine RCTCSJR (PACKMAN_BACKUP)
Line 4158 Message #265764 Unloading Routine RCTCSJR1 (PACKMAN_BACKUP)
Line 4295 Message #265764 Unloading Routine RCTCSJS (PACKMAN_BACKUP)
Line 4752 Message #265764 Unloading Routine RCTCSJS1 (PACKMAN_BACKUP)

```

### 5.3 Database Rollback Procedures

For all database restores, local site staff will need to restore the data using the last nightly back up of the database. Please log a CA SDM ticket for assistance.