

# **CHAPTER 16:**

# **VOICE**

# **RESPONSE**

# **SYSTEM**

## Purpose

**In this chapter, you will learn how to establish and maintain accounts in the Voice Response System.**

## Overview

The ASAP Voice Response System (VRS) provides an automated system for interaction between ASAP and its external customers. The ASAP VRS users are Payment Requestors and Recipient Organizations. Through the use of a touch-tone telephone the users may access their grant funds. The payment delivery method for VRS is ACH only. The system requires a PIN number, ASAP ID and password. There are two menus within VRS. The Payment Request Menu provides Payment Requestor functions and Inquiry selections. The Recipient Organization Menu provides Inquiry selections. VRS is NOT available to Federal Program Agency users.

## Federal Program Agency Impact

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

## Hours of Operation

Voice Response System is available to customers 24 hours a day, 7 days a week (24x7).

The full Voice Response System menu is offered on ASAP business days, Monday through Friday from 8:00 a.m. ET until 11:55 p.m. ET. VRS transactions are processed on-line and real time just as transactions are processed when accessing ASAP via a personal computer.

A reduced menu is available at all other times, including the following holidays:

New Year’s Day  
Presidents’ Day  
Fourth of July  
Columbus Day  
Thanksgiving Day

Martin Luther King, Jr. Day  
Memorial Day  
Labor Day  
Veterans Day  
Christmas Day

There will be two menus within the Voice Response System. One that will allow the Payment Requestor update functions and Inquiry selections, and another that will allow only Recipient Organizations Inquiry selections.

### **Full VRS Menu Options:**

**Single Payment Request** – a simplified method that allows a payment requestor to request a payment from a single account for delivery the next business day.

**Multiple Payment Request** – allows a payment requestor to request payments from multiple accounts established by a single Federal agency for delivery the next business day or up to 32 days in the future.

**Payment Request Status** – allows a payment requestor or recipient organization to inquire into the status of a payment request created on VRS.

**Payment Cancellation** – allows a payment requestor to cancel a payment request created on VRS.

**Book Entry Adjustment** – allows a payment requestor to move funds from one account created by a Federal agency to another account created by the same agency.

**Account Balance Request** – allows a payment requestor or recipient organization request the balance of an account.

**Account Settlement Report Request** – allows a payment requestor or recipient organization to request that a report of activity in an account within dates specified by the requestor be faxed to a number specified by the requestor at the beginning of the next business day.

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

**Single Payment Request** - a simplified method that allows a payment requestor to request a payment from a single account for delivery the next business day.

**Payment Cancellation** - allows a payment requestor to cancel a payment request created on VRS.

**Account Balance Request** - allows a payment requestor or recipient organization request the balance of an account.

**Account Settlement Report** - allows a payment requestor or recipient organization to request that a report of activity in an account within dates specified by the requestor be faxed to a number specified by the requestor at the beginning of the next business day.