

CHAPTER 6:

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.

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.

All of the information defining an account in ASAP appears on its Account Profile. Once you create or build an account in ASAP by adding a profile for that account, a VRS account ID is system-generated and will appear on the screen. If control accounts are established, each detail account will have its own corresponding VRS account ID. In ASAP, requestors make payment requests at the detail level.

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	Martin Luther King
President's Day	Memorial Day
Fourth of July	Labor Day
Columbus Day	Veterans Day
Thanksgiving Day	Christmas Day

Inquiry Menu

If the call is made during ASAP business hours, Recipient Menu 1 will be presented with the following menu selections.

Inquiry Menu 1 - ASAP Business Hours

KEY	RESULTS
1	Payment Request Status Inquiry
2	Account Balance Inquiry
3	Account Settlement Report Request

If the call is made during ASAP Non-business hours, Recipient Menu will be presented with the following menu selections.

Inquiry Menu 2 - ASAP Non-Business Hours

KEY	RESULTS
2	Account Balance Inquiry
3	Account Settlement Report Request

STEP 1: ACTION

Use this process to search the table containing ASAP Account IDs and Voice Response Account IDs. At the Main Menu Select 2 Inquiry.

```
SP010A          AUTOMATED STANDARD APPLICATION FOR PAYMENTS          08/03/00
  SP010AO                MAIN MENU
10:42:46
08/03/2000

      <1>  PAYMENT REQUEST PROCESSING
      <2>  INQUIRY MENU
      <3>  FEDERAL AGENCY FUNCTIONS MENU
      <4>  RFC FUNCTIONS MENU
      <5>  FRB SUPPORT PROCESSING
      <6>  REPORT REQUEST MENU
      <7>  NOTIFICATIONS

              ASAP ID _____
ORGANIZATION ACCESS CODE                ENTER SELECTION NUMBER: 2
F2=EXIT                                PRESS ENTER
```

STEP 1: RESULT

The Inquiry Menu appears.

```
SP100A          AUTOMATED STANDARD APPLICATION FOR PAYMENTS          08/02/00
  SP100AO                INQUIRY MENU                                HH:MM:SS
08/02/2000 T

      < 1>  PAYMENT REQUEST STATUS INQUIRY PROMPT
      < 2>  ACCOUNT BALANCE INQUIRY PROMPT
      < 3>  ACCOUNT STATEMENT INQUIRY PROMPT
      < 4>  AUTHORIZATION TRANSACTION INQUIRY PROMPT
      < 5>  ACCOUNT PROFILE INQUIRY
      < 6>  FEDERAL PROGRAM AGENCY INQUIRY
      < 7>  PAYMENT REQUESTOR INQUIRY
      < 8>  RECIPIENT ORGANIZATION INQUIRY
      < 9>  CFDA INQUIRY
      <10>  ALC INQUIRY
      <11>  RETURNED PAYMENT INQUIRY PROMPT
      <12>  BOOK ENTRY ADJUSTMENT INQUIRY PROMPT
      <13>  INTERSTATE AUTHORIZATION TRANSFER INQUIRY PROMPT
      <14>  SUPER USER INQUIRY
      <15>  VOICE RESPONSE ACCOUNT NUMBER INQUIRY PROMPT

                                                ENTER SELECTION NUMBER:
                                                PRESS ENTER

F2=EXIT  F5=MAIN
```

STEP 2: ACTION

Select menu option 15 for Voice Response Account Number Inquiry prompt.

```
SP100A      AUTOMATED STANDARD APPLICATION FOR PAYMENTS      08/02/00
SP100AO      INQUIRY MENU                                      HH:MM:SS
08/02/2000 T

          < 1>  PAYMENT REQUEST STATUS INQUIRY PROMPT
          < 2>  ACCOUNT BALANCE INQUIRY PROMPT
          < 3>  ACCOUNT STATEMENT INQUIRY PROMPT
          < 4>  AUTHORIZATION TRANSACTION INQUIRY PROMPT
          < 5>  ACCOUNT PROFILE INQUIRY
          < 6>  FEDERAL PROGRAM AGENCY INQUIRY
          < 7>  PAYMENT REQUESTOR INQUIRY
          < 8>  RECIPIENT ORGANIZATION INQUIRY
          < 9>  CFDA INQUIRY
          <10>  ALC INQUIRY
          <11>  RETURNED PAYMENT INQUIRY PROMPT
          <12>  BOOK ENTRY ADJUSTMENT INQUIRY PROMPT
          <13>  INTERSTATE AUTHORIZATION TRANSFER INQUIRY PROMPT
          <14>  SUPER USER INQUIRY
          <15>  VOICE RESPONSE ACCOUNT NUMBER INQUIRY PROMPT

                                     ENTER SELECTION NUMBER: 15
                                     PRESS ENTER

          F2=EXIT  F5=MAIN
```

STEP 2: RESULT

The Voice Response Account Number Inquiry prompt appears.

```
SP575A      AUTOMATED STANDARD APPLICATION FOR PAYMENTS      02/08/01
SP575AO      VOICE RESPONSE ACCOUNT NUMBER INQUIRY PROMPT    13:31:07
02/08/2001 T

ENTER:

          AGENCY LOCATION CODE/REGION: _____/___  SHORT NAME:

          RECIPIENT ID: _____  SHORT NAME:

          REQUESTOR ID: _____  SHORT NAME:

          VOICE RESPONSE ACCOUNT NUMBER: _____

          F4=MENU F5=MAIN
```

STEP 3: ACTION

To search by Payment Requestor and ALC key in the ALC and the Requestor ID and hit Enter.

```
SP575A          AUTOMATED STANDARD APPLICATION FOR PAYMENTS          02/08/01
SP575AO        VOICE RESPONSE ACCOUNT NUMBER INQUIRY PROMPT    13:31:07
02/08/2001 T

ENTER:

      AGENCY LOCATION CODE/REGION: 12350001/01      SHORT NAME:

      RECIPIENT ID: _____                      SHORT NAME:

      REQUESTOR ID:0810493                          SHORT NAME:

VOICE RESPONSE ACCOUNT NUMBER: _____          SHORT NAME:

      F4=MENU F5=MAIN
```

STEP 3: ACTION

ALC and Payment Requestor search.

The VRS Account Number List inquiry results are displayed. Results are for this ALC and Payment Requestor only.

```
SP577A          AUTOMATED STANDARD APPLICATION FOR PAYMENTS          02/08/01
SP577AO        VOICE RESPONSE ACCOUNT NUMBER LIST              13:41:32
02/08/2001 T

                                  SCREEN: 1 OF 1
AGENCY LOCATION CODE/REGION: 12350001/01      SHORT NAME: US MONEY

VRS ACCT  RECIPIENT  ASAP ACCOUNT NUMBER  DETAIL ACCOUNT NUMBER
NUMBER    ID
002401    0101111    666S6007
002402    0101111    666S6009
002403    0101111    776S6007
002404    0101111    776S6008
002405    0101111    776S6009

      F3=PRMT F4=MENU F5=MAIN

I0009  INQUIRY SUCCESSFUL.
```