APPENDIX AA

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SCDU REPORTS

Report Type	Report Description	Requested Report Details	Frequency/User
Over-The-Counter Payments	Provides an on-demand customizable county specific and a state summary report of payments posted by date ranges; member ID; or released payment summary.	Created date; created time; process date range; county name; batch detail (date and number); defendant name (NCP); member ID; amount; source type; status; posting information (worker id, county, date and time) This report must be viewable, printable, and exportable to different type of document.	Daily/BCSE Auditor/DFST/DRS
SCDU Daily Operational Report	Provides itemized daily report of SCDU's operations.	Total count and processing record of the following: incoming mail (received and returned); processed collections by type (collection sources, amount and count); deposits (deposit source, amount and count); disbursements by type (disbursement type, amount, and count); verified of Store Value Card deposit (date and time); returned check information by reason code (count); total count of AVR calls (daily total, handled by CSRs, abandoned, average abandon time, average of wait time, and average call time); total count of employer calls (daily total, handled by CSRs, abandoned, average abandon time, average of wait time, and average call time); count of EMU request processing (received, completed, pending, completed pending request from prior day)	Daily/DFST
Status of Returned Checks	Provides a detailed listing and summary of all non-negotiable and processing rejected checks.	Remitter's name; check date; check number; amount; reason for returning and the date rejected. Summary report viewable by DFST of return type (count and reason code)	Daily/DFST/DRS

09/19/16

Suspense Tracking	Provides a searchable/sortable/detailed listing of all unidentified payments.	Payment Summary (payment tracking ID; Batch Date; Payment ID; Member ID; SSN; Employer name; and comments) Payment Details (Employer name or remitters name (first and last); SSN; collection date; deposit date; case type; status; posting status, EFT ID or check number; EFT or check amount; EFT or check date; receipt amount; SPI Letter dates (1st and 2nd); suspense date; employer/member ID; PACSES receipt#; receipt#; party/member address; payment source; and research's comments)	Daily/DFST
Out-of-Balance	Provides any difference in report balancing between PACSES and the bank reconciliation amounts.	Report identification; amount differences; and description of the difference.	Daily/DFST
FTROP	Provides the amount of the FTROP deposit.	Date and amount of the FTROP deposit.	Weekly (Friday)/DFST
Non-Sufficient Fund Checks	Provides a detail listing of all NSF checks from the prior week (1st and 2nd NCF). (CW has no financial liability)	1st NSF report details: Bank debited date; name; check number; member ID; amount; return reason, check date; payment ID; collection information(ID number and recovery status) 2nd NSF report details: week ending date; check name; check number; member ID; and amount.	Weekly (Monday)/DFST
Quality Assurance Reports	Provides detailed information on each function of SCDU daily work for the prior week. SCDU is required to complete this report daily for the weekly submission.	Mail Room: Daily counts for hand opened mail, envelopes processed, special post office boxes, returned checks, misdirected, rejects); and whether a salting process occurred.	Weekly (Wednesday)/DFST

		Employer Maintenance Unit: Daily count of request received, completed, pending for processing day, completed pending request, defendant employers added, plaintiff employers added, employers added for verified only added, employer information changed, deleted, duplicate, merged, marked inactive, researched, employer questions, income attachment, returned employer coupons, total employer calls, return mail, EO15 Report (duplicates reviewed, duplicates linked, members reviewed, EHIS added). Payment Processing: Daily dollar amount of regular deposits, aged deposits, released aged deposits, total of all deposits scanned. Daily dollar amount of over-the-count deposits (balanced and verified). Daily dollar amount of actual cash payment (balanced and verified). Daily dollar amount of foreign check (balanced and verified). Daily dollar amount of credit card including manually entered (balanced and verified). Daily dollar amount of electronic funds transfer (balanced and verified). Daily count and dollar amount of Imaged Cash Letter (balanced and verified) including any rejected image information. Rejected Items: Daily count of all items rejected for each SCDU area (balanced and verified). Daily Printing:	

		Count of checks and coupons (balanced and verified). Suspense Processing: Daily count of all suspense reporting for each SCDU area (balanced and verified). Identification stages for unidentifiable receipts: Daily count of all stages of unidentifiable receipt processing (letters sent; letters returned; and FXRs (open, completed and pending). Daily count of appeals and reinstatement of entities who previously send a payment identified as returned by the bank. Customer Service: Daily count of number of calls monitored, direct deposit forms (requested and mailed), and reportable possible fraud (store value card or check). File Transfer: Daily confirmation of all files (received and processed); count of EPPIC address and account updates in the file. Monthly Printing: Date and count of printing (STROP, Coupons (Defendant and Employer); date of mailing of each type of print job. NMSN: Daily count records received (PACSES) and printed. Number of records scanned (mail or EMU) by type (i.e. faxed, returned or normal).	

Credit Card Fee	Provides the amount of credit card fees for the previous month.	Fee amount; month and year of fee amount; date transferred; and who completed (Finance).	Monthly (1st business day of the month)/ DFST
Electronic Report	Provides the dollar amount of the total electronic deposits and the payments disbursed through direct deposit accounts and stored value cards.	Month, year; count and dollar amount of electronic funds transfer; count and dollar amount of credit card; count and dollar amount of over-the-counter; count and dollar amount of total monthly collections; total monthly electronic amount; percentage of electronic collections; count and dollar amount of direct deposit disbursements; and count and dollar amount of stored value card disbursements.	Monthly (1st business day of the month)/ DFST
Interest Transfer	Provides the dollar amount of interest earned on the SCDU account for the previous month queued for transfer to Treasury.	Interest amount; month and year of interest; date transferred; and who completed (Finance).	Monthly (1st business day of the month)/ DFST
Misapplied Posting Reports	Provides the dollar amount of the payment posting liability from the previous month. This information is a comparison of the R152 and FXR report.	Month, year; count; dollar amount; and explanation of the difference in the comparison.	Monthly (1st business day of the month)/DFST
Misapplied Transfer	Provides the dollar amount of misapplied (report above) transferred to the SCDU account for the previous month.	Month, year; bank account number; transfer date; and misapplied amount; and who completed (Finance).	Monthly (middle of the current month)
Monthly Management Reports	Provides summary information for the following: Mail/OTC, Disbursements, AVR, Suspense Payments, and Direct Deposit Requests.	Month, year; count; and dollar amounts for the following: Mail/OTC: Daily count of total mail received; count and dollar amount of receipts processed; count	Monthly (1st business day of the month)/DFST

		and dollar amount of aged payments; count and dollar amount of released aged payment; and count and dollar amount of over-the-count receipts processed. Disbursements: Daily count and dollar amount of checks disbursed; count and dollar amount of electronic funds transferred disbursed; count and dollar amount of direct deposits; count and dollar amount of EPPIC deposits. AVR/Customer Service: Daily count of Incoming AVR calls; count of calls directed to a Customer Service Representative; and count of calls by employers. Suspense Payments: Daily count and dollar amount of suspense payments. Direct Deposit Requests: Daily count of new, changes and cancelled direct deposit requests; count of direct deposit request returned to requestor.	
Monthly Liability	Provides a summary of the amount liability incurred for non-sufficient checks, credit card, electronic funds transfer and any future liability during this contact for the month prior month.	Listing of all liability for returned checks, credit card, and electronic funds transfer (date, name, check number, return reason, amount, replacement amount, date replaced, and fee assessed).	Monthly (Last business day of the month)/DFST
Liability Transfer	Provides the dollar amount of liability (report above) transferred to the SCDU account for the month (2 prior) to the current month. . i.e.	Month, year; bank account number; transfer date; and misapplied amount; and who completed (Finance).	Monthly (middle of the current month for the month (2 prior) to

	July statement would be provided the month of September.		the current month)
Bank Reconciliation	Provides a CD containing a monthly reconciliation of bank account including any sub-accounts established for specific reasons for month (2 prior) to the current month. i.e. July statement would be provided the month of September.	A scanned image of the bank statement including the sub-account established for specific reasons and all supporting documentation.	Monthly (Last business day of the month)/DFST
FTROP	Provides the amount of the Quarterly Fee received from the US government and the date the fees were received by SCDU.	Date and amount.	Quarterly/DFST