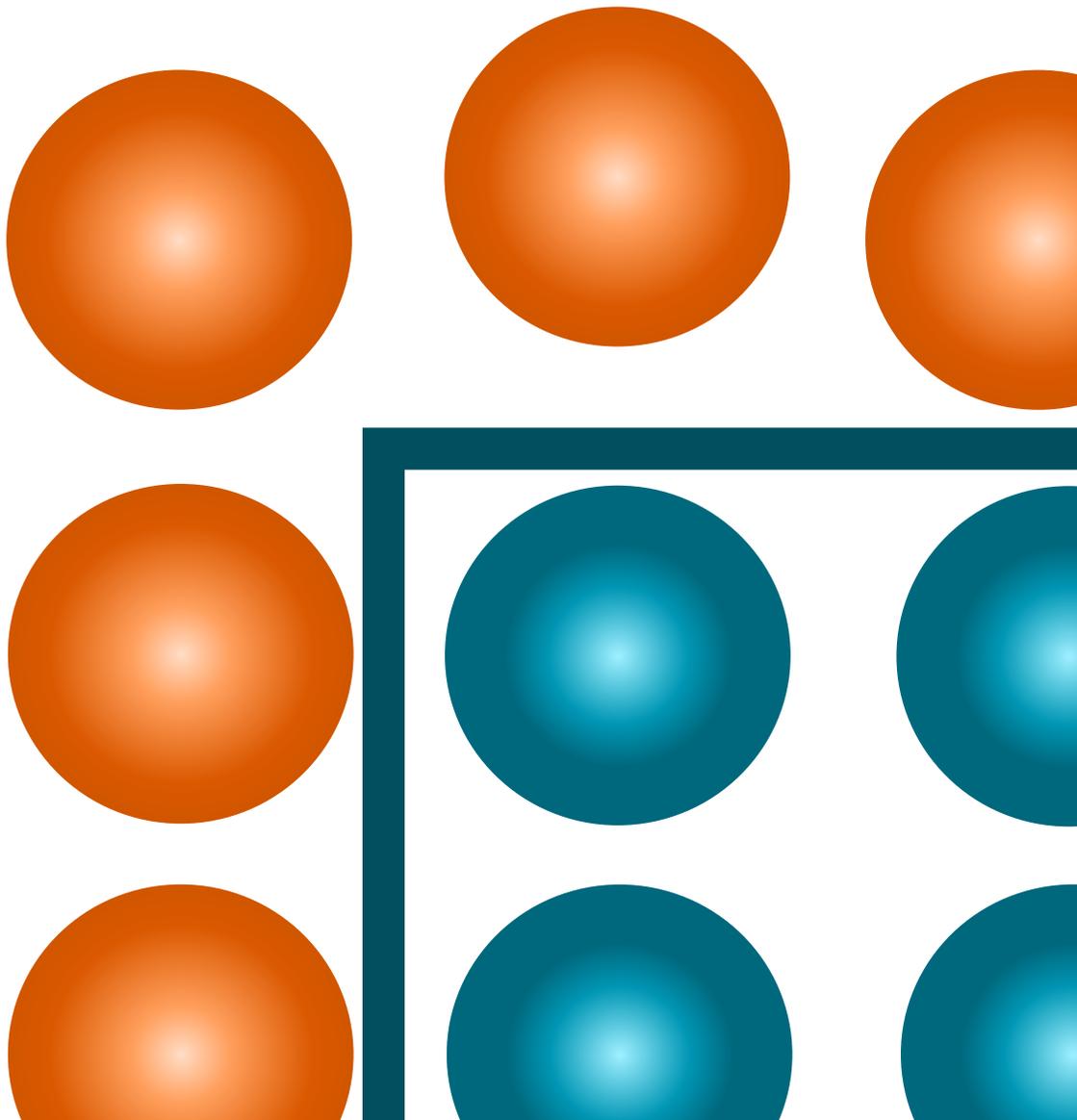


# **USING THE FINANCIAL AID MANAGEMENT SYSTEM TO PROCESS REQUESTS FOR FINANCIAL AID**



Workforce Solutions is an equal opportunity employer / program.  
Auxiliary aids and services are available upon request to individuals with disabilities.

Relay Texas Number:  
1-800-735-2989 (TDD) 1-800-735-2988 (voice)

Workforce Solutions © 2015  
Version 2.0-gc 10/05/2015

# TABLE OF CONTENTS

Introduction .....	4
Purpose.....	4
Objectives .....	4
FAMS Glossary of Terms .....	5
Workforce Solutions Financial Aid .....	8
Logging on to the System .....	9
To log on to FAMS: .....	9
Locating, Viewing, and Creating Customer Records .....	11
To locate a customer record:.....	11
To create a new customer record: .....	14
Support Accounts.....	16
Short-Term Support: .....	16
Cash Sub .....	16
Check Request .....	16
Substantial Support (other than training or training support):.....	17
Cash Sub .....	<b>Error! Bookmark not defined.</b>
Check Request .....	<b>Error! Bookmark not defined.</b>
To create the Support Account:.....	19
Working in the Support Account.....	21
Add a Case Note .....	21
Change the Workforce Solutions Staff Assigned to the Account.....	22
Cash Subs: .....	23
Create a Check Request.....	26
Purchase Order .....	26
Adjust the Budget on a Support Account.....	29
Close the Support Account: .....	30
Training Accounts.....	33
Education, Training, OJT .....	33
Create a Training Account.....	36
Working in the Training Account.....	39

Add a Case Note .....	39
Change the Workforce Solutions Staff assigned to the account .....	40
Cash Subs: .....	41
Change the Fund Source of the Training Account .....	44
Create a Scholarship Voucher, Check Request, or Purchase Order.....	46
Check Request .....	46
Purchase Order .....	46
Scholarship Voucher.....	46
Void a Voucher.....	50
Adjust the Budget on a Training Account.....	52
Close the Training Account: .....	54

## **Introduction**

The Financial Aid Management System (FAMS) is a web-based system for recording all financial aid transactions and information, except child care, for customers. The system is used to:

- Record scholarship awards to customers
- Create vouchers and payment requests
- Record short-term support issuances and track cash substitute inventory
- Pay bills-done by the Financial Aid Payment Office (FAPO)
- Track budgets
- Create Financial Aid Reports

## **Purpose**

The purpose of this course is to introduce you to the Workforce Solutions' Financial Aid Management System. You will have an opportunity to practice the tasks you will use every day.

## **Objectives**

At the end of this course you will be able to:

- Locate a customer record in FAMS,
- View information you need for your position
- Explain when to use a Training and Support Account,
- How to record the distribution of a cash sub,

## FAMS Glossary of Terms

Account	Financial aid given to customers is tracked in either a Support Account or Training Account in FAMS.
Account Budget	The amount of funds available in a customer's Training or Support Account. Budgets are based on the financial aid limits and can be adjusted only with a manager's approval.
Alert	A feature on Case Notes in FAMS that creates a reminder on the Home page regarding that note.
Career Office User	A User created for the Call Center to assign customers approved for substantial financial aid to the office, indicating approved eligibility.
Check Request	Used when support services are provided by a vendor who does not accept Workforce Solutions purchase orders.
Crumb Trail	A list of the pages you visited to arrive at the current page, displayed as links. Click on any of these links to quickly navigate to those pages.
Customer Record	An electronic record containing basic customer information such as name, date of birth, address, and phone number
Customer Service Representative	The staff person at the career office providing services to the customer.
Cap	The maximum amount Workforce Solutions will pay for training regardless of the total cost. Also referred to as Financial Aid Limits. The limits are: <ul style="list-style-type: none"><li>• Scholarship/Training: \$6,000</li><li>• Basic Education Training: \$3,000</li><li>• Other Support: \$1,000</li><li>• On-the-Job Training (OJT): N/A</li><li>• TAA: \$</li></ul>
Disbursement Receipt	The transaction used in the Support Account to record the issuance of a cash sub, i.e. gas card, bus pass, gift card. This provides a receipt of the

transaction for the customer to sign.

FAPO	Financial Aid Payment Office
Fund Source	The funding stream used to pay for the customer's financial aid.
Line Item Categories	Item categories available to list on a voucher. For example, Basic Education: Books, Global Cash: Tuition; Career Training: Supplies, etc..
Matrix	A list of authorized provider/vendor training programs and fund streams.
Outcomes	The result of the customer's training, i.e. where they went to work.
Program	<p>A Program in a Support Account is a defined category of financial aid, i.e. short-term, or substantial.</p> <p>A Program in a Training Account is the customer's area of study. For example, Nursing or Accounting.</p>
Provider	The school or business to whom payment will be made, i.e. Vendor.
Purchase Order (PO)	A voucher created in FAMS which allows customers to receive products or services for which the vendor will invoice Workforce Solutions. The vendor then submits the PO and invoice for payment to FAPO.
Quick Search	<p>The quick search field at the top of the screen allows you to search for customers by:</p> <ul style="list-style-type: none"><li>• Last Name</li><li>• First Name</li><li>• Social Security Number</li><li>• TWIST ID</li><li>• Voucher ID</li><li>• Account ID</li></ul>
Scholarship Voucher	A form generated by FAMS authorizing payment for specific items for a customer from a vendor. The vendor then submits the voucher and invoice to FAPO for payment.
Support Account	Allows Workforce Solutions staff to track a customer's receipt of both

short-term and substantial financial aid not related to training or OJT.  
**Only one Support Account can be open at a time.**

Total Cost	The total cost of a training program. This includes tuition, books, supplies, and other costs.
Training Account	Allows Workforce Solutions staff to track a customer's receipt of Workforce Solutions' training scholarships and training support. <b>Only one Training Account can be open at a time.</b>
Voucher	Authorization for payment. A voucher may be in the form of a: <ul style="list-style-type: none"><li>• Check Request,</li><li>• Scholarship Voucher, or</li><li>• Purchase Order.</li></ul>

## Workforce Solutions Financial Aid

Workforce Solutions' financial aid policy defines two forms of financial aid for customers:

- Short-term Assistance is one time assistance to help a customer go to work or continue working, and
- Substantial Assistance is for longer term needs for work search and education assistance and is part of an extended relationship between Workforce Solutions and the customer. It requires the customer to complete the Workforce Solution Financial Aid Application and be determined eligible for one or more fund streams.

Both forms of financial aid are further restricted by annual limits. Refer to the *Financial Aid Limits by Type of Assistance* desk aid for more information on limits and Issuance 15-08 for Workforce Solutions' financial aid policy.

To track the financial aid given to customers, you will use two systems:

- TWIST to track customer services, notes, and funding eligibility, and
- FAMS to track financial aid distribution and limits.

These systems are tools for ensuring customer information is properly tracked, but they do not define the policy or processes for how you talk and work with customers, or the services offered.

Even though Workforce Solutions' financial aid is defined as short-term and substantial assistance, in FAMS we track financial aid as:

- Training -- any costs involved in education or training, including tuition, books, fees, supplies and other support such as gas, uniforms, and tools, and
- Support -- any financial assistance other than that related to training and/or training support.

Because of this there are slightly different processes for providing assistance to customers for:

- Short-term assistance
- Substantial assistance which is not education/training or education/training related
- Training/education tuition, books and fees
- Additional training/education support.

## Logging on to the System

### To log on to FAMS:

1. Open Internet Explorer. The FAMS only works in Internet Explorer.
2. Type [https://apps2.cpaz.com/Gazelle\\_Texas\\_NCI](https://apps2.cpaz.com/Gazelle_Texas_NCI) in the address bar to log into the live system or for the Sandbox type, [https://apps2.cpaz.com/Gazelle\\_Texas\\_NCI\\_Training2/Login.aspx](https://apps2.cpaz.com/Gazelle_Texas_NCI_Training2/Login.aspx) . Press Enter. The Gazelle log on screen displays.



3. Enter the User Name provided to you by your supervisor.
4. Enter your password. Passwords are case sensitive and must contain at least one upper case letter and one number.
5. Click Sign In or press Enter.

**Password Reset:** To have your password reset, contact your Local Information Security Officer (LISO). If your LISO is not available ask your manager/supervisor to request your password be reset through the Workforce Security email ([workforcesecurity@wrksolutions.com](mailto:workforcesecurity@wrksolutions.com)).

Attempting to log in a number of times with an incorrect password triggers the FAMS to lock you out. Wait approximately ten minutes to try logging in again.

The Customer Service Home page displays.

**Customer Service Home**

Customer (TWIST ID) Search

**Customer Service Home**

[Add Customer](#)

**My Customers** Type: All: My Training and My Support and My Unassigned Account Status: Open

**My Accounts** Account Kind: All Account Status: Open

**My Dashboard**

- [My Fundsource Enrollments](#)
- [My Fundsource Training Outcome](#)
- [My Participants Accounts](#)
- [My Program Enrollments](#)
- [My Program Training Outcome](#)
- [My Provider Enrollments](#)
- [My Provider Training Outcome](#)

**My Alerts**

Page Size: All Refresh

	Date	Activity Kind	Alert Kind	Alert Text	User	Customer	Account Kind
<a href="#">View</a> <a href="#">Clear Alert</a>	9/9/2015	Voucher Void	Void Voucher	Wrong Amount.	McCoy, Lisa	<a href="#">Marker, Audry</a>	<a href="#">Support</a>
<a href="#">View</a> <a href="#">Clear Alert</a>	8/26/2015	Case Note	Case Note	Voucher approved 1m8/25/2015	McCoy, Lisa	<a href="#">Williams, Janie</a>	<a href="#">Training</a>

There are 2 Alerts.

All customer accounts in FAMS will be assigned to a career office, not staff; therefore, the links on this page to view “My” information should return no results. The person creating a Training or Support Account will assign the account to the “Career Office”..

Alerts show on the career office Home page. An Alerts informs the office a voucher is approved and can be printed.

Navigate through FAMS using the left navigation bar and the Crumb Trail at the top of the screen. Your navigation options will change based on your permissions and the Crumb Trail will change as you move through the system.

Use the Customer Service Home screen to...

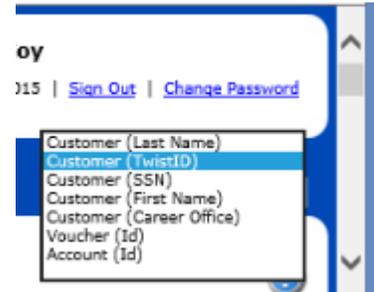
- Search for customers
- Add customers
- View career office customers and accounts
- View Alerts

# Locating, Viewing, and Creating Customer Records

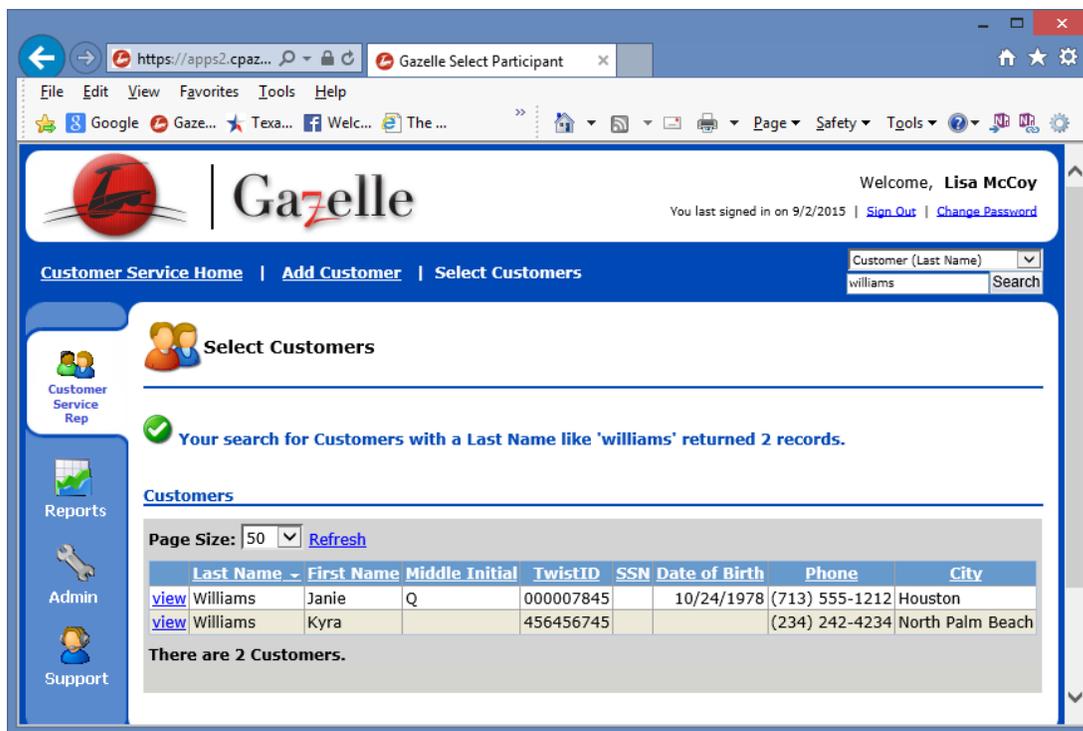
## To locate a customer record:

1. From the Customer Service Home screen, choose the way you wish to search for the customer from the search dropdown menu on the top right of the screen:

1. Last Name
2. Career Office
3. First Name
4. Account Number
5. TWIST ID
6. Voucher Number
7. SSN



2. Enter the search information in the Search field and press Enter. Search by TWIST ID and SSN first. To search using only the last four digits of the customer's SSN, enter \*####. The Select Customers list displays.



Choose your customer from the list by clicking on the “view” link to the left of the customer’s name. If the customer record does not display in the list, you must create a new record.

Note: If you locate a duplicate customer record, notify Philip Garcia at [pgarcia@wrksolutions.com](mailto:pgarcia@wrksolutions.com) or Lisa Spadoni at [lspadoni@wrksolutions.com](mailto:lspadoni@wrksolutions.com).

The View Customer screen displays the customer's record. The customer record displays basic customer information such as contact information, Support and Training Accounts currently open, and Lifetime Expenses based on all accounts. There are also links to view any closed Support or Training Accounts.

The screenshot shows the 'View Customer' interface for Audry Marker. The breadcrumb trail at the top reads 'Customer Service Home | My Customers | View Customer'. The page title is 'View Customer - Audry Marker'. There are three buttons: 'Edit Customer' (active), 'Add Support Account' (grayed out), and 'Add Training Account' (grayed out). A callout explains that grayed out buttons mean either an account is open or the user lacks access. The 'Customer Information' section includes fields for TwistID (024546), SSN (None), Name (Audry Marker), Date of Birth (5/29/1977), Gender (Female), Street Address (124 Credetate Circle, Tomball, TX 77375), Primary Phone ((Mobile) (832) 545-6666 ext.), Secondary Phone (None), and Email Address (AMarker@gmail.com). A callout notes that 'None' defaults if an SSN is not entered. The 'Customer Support Account' section shows an open account with ID SA1987833613188, assigned to Lisa McCoy at the Financial Aid Payment Office. Callouts explain that Support Account IDs begin with 'SA' and that the Career Office/Unit is also the Career Office. Budget information shows \$0.00 in encumbrances and expenses, with a \$600.00 available budget. A callout states that the total budget is based on the program chosen at creation. The interface also includes a sidebar with 'Customer Service Rep', 'Reports', 'Admin', and 'Support' icons, and a bottom navigation bar.

**Customer Training Account**

[View this training account](#)

**Account ID:** [TA1172992373160](#)

**Account Status:** Open

**Workforce Solutions Staff:** McCoy, Lisa

**Career Office/Unit:** Financial Aid Payment Office/N/A

**Program:** Accounting

**Budget Adjustment:** \$0.00

**Encumbrances:** \$0.00

**Expenses:** \$0.00

**Available Budget:** \$6,000.00

[View Closed Training Accounts \(0\)](#)

**Customer Lifetime Expenses (All Accounts)**

Account Type	Expenses	Encumbrances
Support	\$0.00	\$0.00
Training	\$0.00	\$0.00
<b>Total</b>	<b>\$0.00</b>	<b>\$0.00</b>

[Edit Customer](#) [Add Support Account](#) [Add Training Account](#)

Training Account IDs begin with 'TA'.

Encumbrances: Shows money given to the customer in the form of a voucher or PO for which Workforce Solutions will be billed.

Expenses: Money paid to the customer such as cash substitutes or checks.

Available Budget is the amount remaining in the account after Expenses are subtracted from the cap on the account.

All financial aid given to the customer is reflected in the Lifetime Expenses.

To edit the customer's information:

1. Click the Edit button at the top or bottom of the screen.
2. Make changes.
3. Click Save.

## To create a new customer record:

Before you add a new customer, search using a variety of criteria to avoid creating a duplicate record. Once a customer record is created it remains in the system.

1. From the Customer Service Home screen, click on the Add Customer link. The Add Customer page displays.

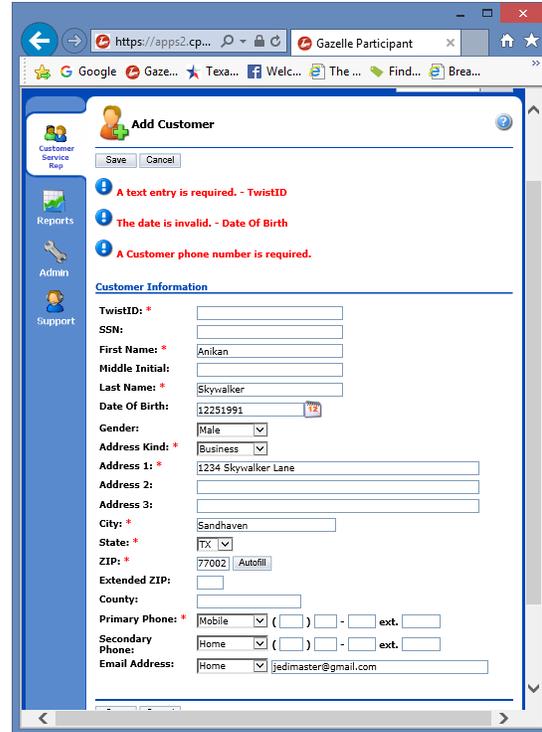
The screenshot shows the 'Add Customer' form in the Gazelle system. The form includes the following fields:

- TwistID: \*
- SSN:
- First Name: \*
- Middle Initial:
- Last Name: \*
- Date Of Birth: \* (with a calendar icon showing 12)
- Gender: (dropdown menu set to Male)
- Address Kind: \* (dropdown menu set to Home)
- Address 1: \*

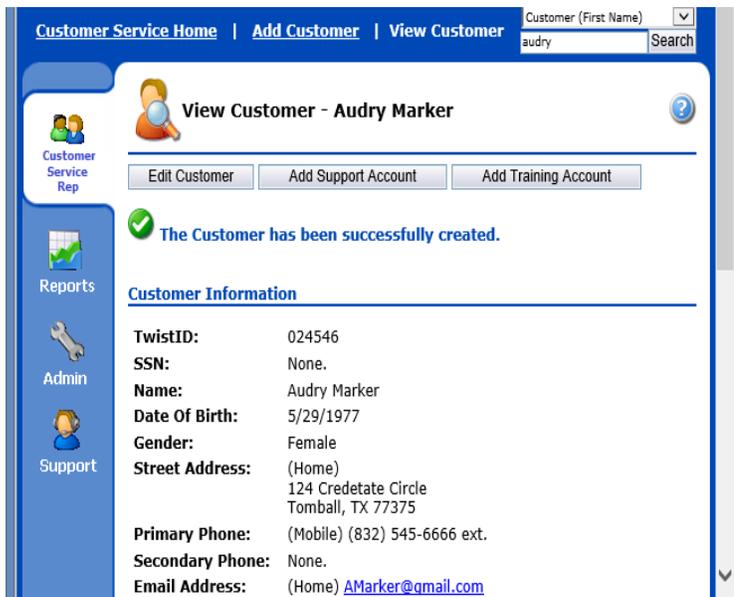
2. Enter the customer's information. Items marked with an asterisk\* are required fields.
  - a. TWIST ID – a unique TWIST ID is required for each customer.
  - b. SSN - not a required field, but enter it if you have it. SSN is a unique identifier for the customer which allows staff to search using the full SSN or the last four digits.
  - c. Customer's full name.
  - d. Date of Birth
  - e. Gender
  - f. Address and phone number. FAMS will automatically fill in the City, State and County fields if you enter the Zip code and then click the 'Autofill' button. If multiple cities are associated with the Zip Code a dropdown list will be created for the City field.

ZIP: \*

3. Click Save. If any required information is not completed a reminder appears at the top of the page.



4. Complete the information and click Save. The View Customer screen displays.



To make changes to the customer's information, click Edit at the top or bottom of the screen.

## Support Accounts

Open a Support Account when a customer requests financial aid other than training or training support. The Support Account allows you to track the customer's limits for financial aid other than training or training support. Each Support Account earmarks a specified amount for that customer. This limit restricts the amount of funds that can be paid to the customer from that account. Only one Support Account can be opened for a customer at a time. Once the Support Account budget has been reached, no further support can be given until the budget is adjusted or the account is closed and a new one is opened. Only a manager can authorize a budget increase for more than the established financial aid limits. When the Support Account is closed any remaining funds are released back into the general funds.

### Short-Term Support:

#### Cash Sub

1. Career Office staff assesses the customer and makes the eligibility determination via the application Addendum. They enter a TWIST Counselor Note documenting eligibility and suitability, and complete the Cash Sub Request form. They submit the Cash Sub Request, the signed Orientation to Complaint form, and the customer's I-9 documentation to the designated Career Office staff.
2. Designated staff verifies information/eligibility, locates or creates a customer record in FAMS, and opens a Support Account – Short Term on the customer record.
3. Staff swipe or scan the distributed cash sub(s) into the Support Account and print the Disbursement Receipt.
4. The customer signs the Cash Sub Request form or Disbursement Receipt, and staff scans both into the document management system.
5. The Tracking Unit enters the cash sub on the Support Service tab, opens service(s) in TWIST, as needed, and closes the Support Account.

#### Check Request

1. Career Office staff assesses the customer and makes the eligibility determination via the application Addendum. They enter a TWIST Counselor Note documenting eligibility and suitability and complete and scan the Cash Sub Request form, the signed Orientation to Complaint form, and the customer's I-9 documentation into the document management system.
2. The Tracking Unit verifies information/eligibility, locates or creates a Customer Record, opens a Support Account in FAMS, and creates the Check Request.
3. FAPO reviews the request, cuts a check, and sends it to the Career Office. Note: checks are cut on Monday and Friday and delivered on Wednesday and Friday.
4. Customer signs the Cash Sub Request form, and staff scans it into the document management system, and enters a Counselor Note in TWIST documenting distribution of check.

5. The Tracking Unit confirms information both in TWIST and the document management system, opens services, enters the support on the Support Services tab, writes a Counselor Note in TWIST, and closes the Support Account.

### **Substantial Support (other than training or training support):**

- Career Office staff conducts the initial assessment, determines the customer's suitability, access to other funding sources, and willingness to establish a working relationship with Workforce Solutions.
- Career Office staff helps the customer complete the financial aid application and collect documentation, and document the discussion in a TWIST Counselor Note.
- The application and documents are scanned into the document management system.
- Call Center staff makes an eligibility determination, creates a TWIST record, and Counselor Note notifying the career office of the customer's eligibility determination, and sends the 'Notification of Eligibility' letter to the customer.

### **Cash Sub**

1. When the customer returns to the career office, staff completes the Cash Sub Request form, and submits it to the designated staff.
2. Designated staff verifies information/eligibility, locates or creates a customer record in FAMS, and opens a Support Account – Substantial on the customer record.
3. Career office staff swipes the distributed cash sub(s) into the Support Account and prints the Disbursement Receipt.
4. The customer signs the Cash Sub Request form or Disbursement Receipt; then staff scans both into the document management system and writes a Counselor Note in TWIST indicating distribution of the cash sub and whether or not to close the Support Account.
5. The Tracking Unit enters the cash sub on the Support Service tab and opens service(s) in TWIST, as needed, and takes appropriate action on the Support Account based on the Counselor Note in TWIST.

**Important Note:** if a Global Cash card is given to the customer, the Tracking Unit will create a Purchase Order in FAMS for the Global Cash load/re-load, and move the Cash Sub Request form in the document management system to the Global Cash list. The Call Center will add funds to the cards within twenty-four hours.

### **Check Request**

1. When the customer returns to the career office, staff completes the Cash Sub Request form, and scans it into the document management system.

2. The Tracking Unit verifies information/eligibility, locates or creates a Customer Record, opens a Support Account – Substantial in FAMS, creates the Check Request, and enters a Counselor Note in TWIST.
3. FAPO reviews the request, cuts a check, and sends it to the career office. Note: checks are cut on Monday and Friday and delivered on Wednesday and Friday.
4. Career office staff contacts the customer upon receipt of the check.
5. The customer signs the check stub or Cash Sub Request form, career office staff scans it into the document management system, and enters a Counselor Note in TWIST documenting distribution of the check.
6. The Tracking Unit confirms information in TWIST and the document management system, opens services, enters the support on the Support Services tab, creates a Counselor Note in TWIST, if needed, and takes appropriate action on the Support Account based on the Counselor Note in TWIST.

## To create the Support Account:

1. From the View Customer screen, click Add Support Account. The Add Support Account screen displays with Workforce Solutions Staff populated.

The screenshot shows the 'Add Support Account' interface in the Gazell system. The page title is 'Add Support Account - Audry Marker'. The 'Support Account Information' section contains the following fields:

- Description:** An empty text input field.
- Workforce Solutions Staff: \*** A dropdown menu with 'McCoy, Lisa' selected and a 'Select' button.
- Fund Source: \*** An empty dropdown menu with 'Select' and 'Clear' buttons.
- Program: \*** An empty dropdown menu with 'Select' and 'Clear' buttons.

There are 'Save' and 'Cancel' buttons at the top and bottom of the form area. The left sidebar shows navigation options: Customer Service Rep, Reports, Admin, and Support. The top navigation bar includes 'My Customers', 'View Customer', and 'Add Support Account'.

2. Enter all information.
  - a. Description: enter the category of short-term support; i.e. transportation, uniforms, tools, etc.
  - b. Change Workforce Solutions Staff name to the name of the office from which the request was submitted.
  - c. Select the Fund Source. Note: The Fund Source can be changed later, if needed.
  - d. Select the Program.
  - e. Click Save. The View Support Account screen displays. An account number is assigned to each new account. Support Account numbers begin with 'SA'.

Service Rep

Edit

Other Actions: Add Case Note  Add Voucher: Check Request

---

**Account Summary**

<b>Customer Name:</b>	<a href="#">Marker, Audry</a>
<b>Customer TwistID:</b>	024546
<b>Customer SSN:</b>	
<b>Account ID:</b>	SA1987833613188
<b>Account Kind:</b>	Support
<b>Account Status:</b>	Open
<b>Workforce Solutions Staff:</b>	McCoy, Lisa
<b>Career Office/Unit:</b>	Financial Aid Payment Office/N/A
<b>Budget Adjustment:</b>	\$0.00
<b>Encumbrances:</b>	\$0.00
<b>Expenses:</b>	\$0.00
<b>Available Budget:</b>	\$600.00

---

**Support Account Information**

<b>Description:</b>	Tools to go to work at ABC Co.
<b>Fund Source:</b>	DW 2015
<b>Program:</b>	General Support

---

**Program Information**

<b>Budget:</b>	\$600.00
----------------	----------

---

**Account Activities**

**Account Summary** provides all Support Account details as well as a summary of activity.

**Support Account Information** displays the Fund Source and the Program for this account.

**Program Information** displays the total budget for this Support Account.

**Account Activities** displays the entire history of all activities within this account. Manual Case Notes may be added to the activity list.

Once the Support Account is created, click Edit on the top of the screen to change the description.

## Working in the Support Account

Actions you can take in the Support Account are:

- Add a Case Note
- Change Workforce Solutions Staff
- Change Fund Source
- Adjust Budget Amount
- Add a Purchase Order
- Hold Account (FAPO Only)
- Close Account
- Enter Cash Sub
- Add a Check Request

### Add a Case Note

Case Notes become a permanent part of the customer's record in FAMS and can be used as reminders by setting an Alert on the note. An Alert on a Case Note puts it on the Home screen of the person to whom the account is assigned. To add a Case Note:

1. Select Add Case Note from the Other Actions dropdown menu and click Go. The add Case Note screen displays.

The screenshot shows the 'Add Case Note - Audry Marker' interface. On the left is a navigation sidebar with icons for Customer Service Rep, Reports, Admin, and Support. The main content area is titled 'Add Case Note - Audry Marker' and includes 'Save' and 'Cancel' buttons. Below the title is an 'Account Summary' section with the following details:

Customer Name:	<a href="#">Marker, Audry</a>
Customer TwistID:	024546
Customer SSN:	
Account ID:	<a href="#">SA1987833613188</a>
Account Kind:	Support
Account Status:	Open
Workforce Solutions Staff:	McCoy, Lisa
Career Office/Unit:	Financial Aid Payment Office/N/A
Budget Adjustment:	\$0.00
Encumbrances:	\$0.00
Expenses:	\$0.00
Available Budget:	\$600.00

Below the account summary is a 'Case Note' section. It includes an 'Alert:' section with a checkbox labeled 'Set an alert on this note'. Below that is a 'Notes: \*' section with a large text input area. At the bottom of the form are 'Save' and 'Cancel' buttons.

2. Click the box to the left of "Set an alert on this note" for an Alert to show on the Home page.
3. Enter your note.
4. Click Save.

## Change the Workforce Solutions Staff Assigned to the Account

When a customer's record is created in FAMS, the person who creates it is noted as the Workforce Solutions Staff. When a Support Account is created, the option to change the staff name for the account is activated. The staff name must be changed to the Career Office name when a support service is being recorded (shown above); however, if edits need to be made to the account, the staff name can be changed at other times.

From the View Support Account screen:

1. Select Change Workforce Solutions Staff from the Other Actions dropdown menu and click Go. The Change Account Workforce Solutions Staff screen displays.

The screenshot shows the 'Change Account Workforce Solutions Staff' screen for customer 'Audry Marker'. The page includes a navigation menu on the left with options like Reports, Admin, and Support. The main content area is divided into sections: Account Summary, Workforce Solutions Staff, and a table of staff members.

**Account Summary**

Customer Name:	Marker, Audry
Customer TwistID:	024546
Customer SSN:	
Account ID:	SA1987833613188
Account Kind:	Support
Account Status:	Open
Workforce Solutions Staff:	McCoy, Lisa
Career Office/Unit:	Financial Aid Payment Office/N/A
Budget Adjustment:	\$0.00
Encumbrances:	\$0.00
Expenses:	\$0.00
Available Budget:	\$600.00

**Workforce Solutions Staff**

Reason: \*

Last Name Starts With:  Filter

Page Size: 50 Refresh

	Last Name	First Name	Career
<input type="radio"/>	Alexander	Kim	Cypress/N/A

2. Input a Reason for the change.
3. Choose the staff to whom you are assigning the account.
  - a. Enter the first few letters of the staff's last name.
  - b. Click Filter.
  - c. Click the button next to the name of the staff to whom you wish to assign the account.

- d. Click Save.

**Cash Subs:**

Workforce Solutions uses Cash Substitutes (aka Cash Subs) as one way to provide financial aid. Cash Sub cards are available from a variety of vendors to meet the customer’s needs: Wal-Mart, Target, Home Depot, JC Penny, Chevron, etc. Cash Sub cards are sent to the career office after they have been scanned into FAMS to record each card in the office’s Cash Sub inventory. When a Cash Sub is given to the customer it is scanned to remove it from the inventory.

From the Customer Record:

- 1. Click on the Support Account ID. The View Support Account screen displays.



- Choose Disburse/Return Card from the Other Actions dropdown menu and click GO. The Disburse/Return Card screen displays.

- With your cursor in the Card Number field, swipe the card you will give the customer. The Card Number field is filled.
- Choose the Category from the dropdown menu. This is the Line Item Category or reason you're giving the customer the card.
- Choose the Career Office.
- Click Validate. The Validation message displays.

If the card can be validated, the Card Value is populated.

Customer Service Home | My Customers | View Customer | Select Account | View Support Account | Card

**Disburse/Return Card**

Disburse Card(s)  
 Return Card(s)

If the card can be validated, the Card Value is populated.

	Card Number	Category	Code	Card Value
<a href="#">Remove</a>	abc123	Transportation: ExxonMobil (\$20)	Career Office: <b>Astrodome</b>	\$20

7. Choose from the options:
  - a. Remove to remove the card from the Distribution List.
  - b. Add Card to add an additional card to the Distribution List.
  - c. Validate.
  - d. Save Click to distribute the card(s).

## Create a Check Request

A Check Request is issued when support services are being provided by a vendor who does not accept purchase orders. For example, if the participant requires new equipment for his job and the supplier requires payment at the time of purchase. Check Requests are processed by FAPO every Monday and Wednesday and are delivered to the offices by Wednesday and Friday.

## Purchase Order

A Purchase Order is issued to a vendor as a legal promise to pay upon successful delivery of goods or services. Staff creates a Purchase Order which is given to the vendor by the customer. The vendor submits the invoice along with a copy of the Purchase Order to FAPO for payment. A Purchase Order is also created when a Global Cash card is issued and reloaded. A Purchase Order can only be created by Call Center staff or the Tracking Unit.

To submit a Check Request or a Purchase Order:

1. From the View Support Account Home page, select the appropriate option (Purchase Order or Check Request) from the Create Voucher dropdown menu and click Go. The Add (Check Request or Purchase Order) Voucher screen displays.

The screenshot shows a web application interface for adding a check request voucher. The page title is "Add Check Request Voucher - Audry Marker". On the left, there is a navigation sidebar with icons for "Customer Service Rep", "Reports", "Admin", and "Support". The main content area is divided into two sections: "Account Summary" and "Voucher Details".

**Account Summary**

Customer Name:	Marker, Audry
Customer TwistID:	024546
Customer SSN:	
Account ID:	SA1987833613188
Account Kind:	Support
Account Status:	Open
Workforce Solutions Staff:	McCoy, Lisa
Career Office/Unit:	Financial Aid Payment Office/N/A
Budget Adjustment:	\$0.00
Encumbrances:	\$0.00
Expenses:	\$0.00
Available Budget:	\$600.00

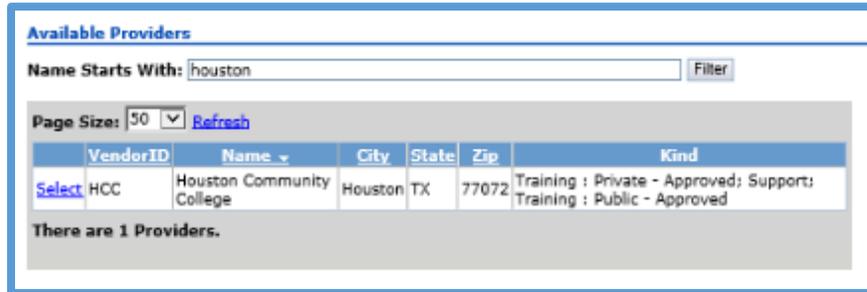
**Voucher Details**

Identifier:	Gz139122600218	Total Amount:	\$0.00
Status:	Open	Create Date:	9/8/2015
Kind:	Check Request	Issue Date:	9/8/2015
Fund Source:	DW 2015	Expiration Date:	10/8/2015
		Days To Issue:	0
		Days To Expiration:	30

Provider: \*

Published Comment:

2. Select the appropriate Provider/Vendor.
  - a. Click Select to the right of the Provider field. The provider list populates.
  - b. Type the first few letters of the provider name in the 'Name Starts With' field and click Filter.
  - c. Select the provider from the list by clicking on the Select link on the left of the provider name.



VendorID	Name	City	State	Zip	Kind
<a href="#">Select</a> HCC	Houston Community College	Houston	TX	77072	Training : Private - Approved; Support; Training : Public - Approved

There are 1 Providers.

- Note:** If the provider is not listed, send a FACS request to FAPO using the Add Vendor template in FACS to have the provider added. Include as much provider information as possible, such as name, address, phone number, contact etc.
3. If there are any specific comments or instructions you would like to have printed on the voucher, add them to the 'Published Comment' field.
  4. Add individual line items.
    - a. Select item Category.
    - b. Add a Description.
    - c. Add the Amount.
    - d. Click Update.
    - e. Repeat until all items are included on the voucher.
  5. Click Save. The voucher is created if:
    - The Support Account has enough remaining budget to pay the voucher, and
    - The Fund Stream used to create the Support Account has enough remaining funds to pay the voucher.

The View (Check Request or Purchase Order Voucher) displays.



**Workforce Solutions Financial Aid Payment Office**  
P.O. Box 741361  
Houston, TX 77274  
workforcesecurity@wrksolutions.com  
(713)667-9400  
www.wrksolutions.com

**CHECK REQUEST**  
# Gz191867629118  
**THIS FORM IS FOR INTERNAL USE ONLY**

Issue Date: 9/8/2015  
Expiration Date: 10/8/2015

---

**Participant**  
Audry Marker  
SSN: 024546  
124 Credetate Circle  
Tomball, TX 77375  
(832)545-6666  
AMarker@gmail.com  
Account #: SA1997823612188

**Case Manager**  
Lisa McCoy  
(000)000-0000  
Location: Financial Aid Payment Office

---

**Outside Vendor**  
Houston Community College, HCC  
100 Maple  
Houston, TX 77072  
7131112222  
Vendor Account Number: Not on file.

**Funding Source**  
DW 2015

EXAMPLE

---

**Distribution Instructions**  
Attach all support documentation along with Check Request.  
Check to be mailed directly to vendor: \_\_\_\_\_ or return to: \_\_\_\_\_

---

Item Description	Category	Unit Price / Fee	Quantity	Total
Women's scrubs, top and bottom	Clothing/Uniforms	35.00	1	\$35.00
1 #4 Stethoscope	Clothing/Uniforms	75.00	1	\$75.00
State boards	Testing	25.00	1	\$25.00
<b>Grand Total:</b>				<b>\$135.00</b>

---

**Comments**  
Only 1 set of women's scrubs and 1 #4 Stethoscope.

---

Participant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Approved By: \_\_\_\_\_

Date: \_\_\_\_\_

(Printed name and signature)

Print the Voucher

6. Print the Check Request or Purchase Order voucher.
7. Check Request: Have the customer sign the check stub; then scan it into the document management system.  
Purchase Order: Instruct customer to present it to the vendor to complete purchase.

## Adjust the Budget on a Support Account

When a Support Account is created in FAMS, a budget limit is assigned based on the Program selected and the Workforce Solutions' Financial Aid Limits policy. Occasionally, there may be a reason for a manager to override these limits to provide the support the customer needs. The manager must explain the need for the increase and authorization in a Counselor Notes in TWIST, and send a FACS request to the Call Center to make the adjustment in FAMS. The Call Center will adjust the budget for the Support Account to match the approval of funds.

From the View Support Account page:

1. Select Adjust Budget Amount from the Other Actions dropdown menu and click Go. The Adjust Budget Amount screen displays.

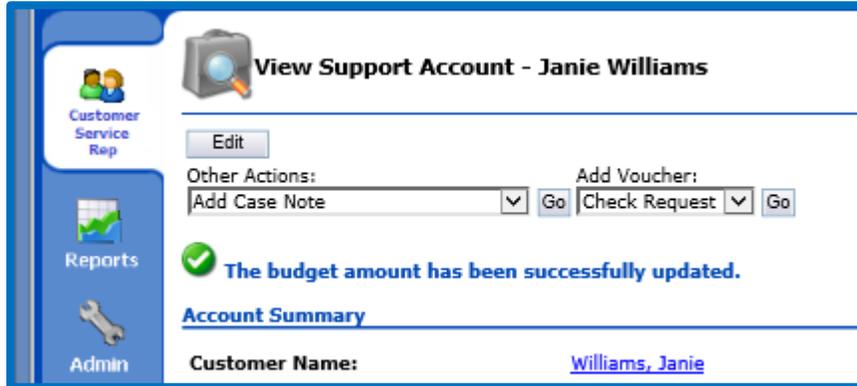
The screenshot shows the 'Adjust Budget Amount - Janie Williams' screen. It features a left-hand navigation menu with icons for Customer Service Rep, Reports, Admin, and Support. The main content area is divided into several sections:

- Account Summary:** A table listing account details such as Customer Name (Williams, Janie), Customer TWIST ID (000007845), Account ID (SA1604328126180), Account Kind (Support), Account Status (Open), Workforce Solutions Staff (McCoy, Lisa), and Career Office/Unit (Financial Aid Payment Office/N/A). It also shows Budget Adjustment (\$0.00), Encumbrances (\$0.00), Expenses (\$0.00), and Available Budget (\$200.00).
- Adjust Budget Amount:** A section with a 'Reason:' dropdown menu and an 'Adjustment Amount:' input field set to 0.00. A note indicates '(Increase or Decrease)'. Below this is the 'Adjustment Scenarios' section.
- Adjustment Scenarios:** A section with the instruction: 'Use the Recalculate buttons below to see the effects of changing different elements of the budget.' It displays a table with 'Current Budget' (200.00), 'Available Amt.' (200.00), and three rows for 'New Adjustment', 'New Budget', and 'New Available Amt.', each with an input field (all set to 200.00) and a 'Recalculate' button.

At the bottom of the screen are 'Save' and 'Cancel' buttons.

2. Enter a Reason for the adjustment.
3. Enter the Adjustment Amount. The Adjustment Amount you enter will raise or lower the Budget for this account by that amount. Use the Adjustment Scenarios section of this page to see the effects of your changes.
  - a. New Adjustment: Enter the amount to adjust the budget. This will auto-populate the New Budget, New Available Amt, and the Adjustment Amount fields

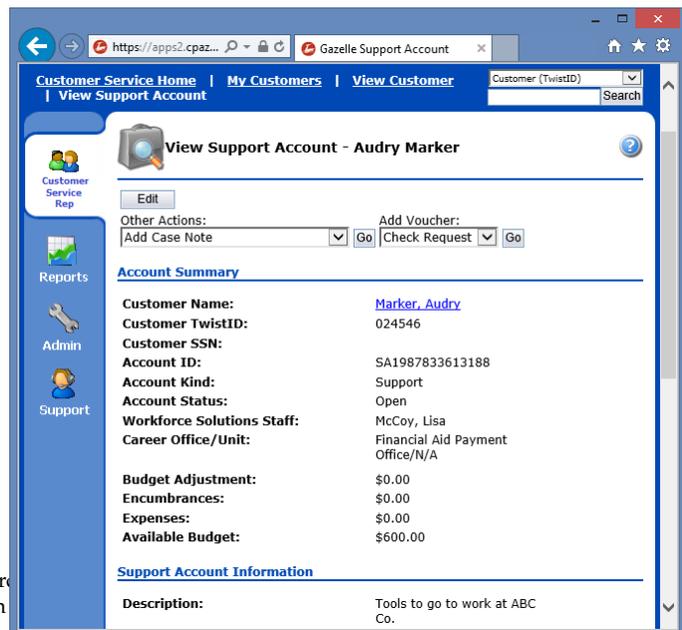
- b. New Budget: Enter the amount the total budget should be. This will auto-populate the New Adjustment, New Available Amt, and the Adjustment Amount.
  - c. New Available Amt: Enter the amount which should be available in the account. This will auto-populate the New Adjustment, New Budget, and the Adjustment Amount.
4. When you are satisfied with the Adjustment Amount, click Save. The Budget Adjustment Confirmation displays on the View Support Account screen.



### Close the Support Account:

- When you give a customer short-term support,
- When the customer has reached the limit of substantial support for the year ( October 1 – September 30),
- Any time financial aid support is given after the beginning of the grant year. Close the previous year’s Support Account and open a new one for the current year.
- When the customer no longer needs Workforce Solutions’ services.

1. From the View Customer screen, click the Account ID of the Support Account you wish to close. The View Support Account page for the customer displays.



Workfor  
Version



- From the Other Actions dropdown menu, select Close Account and click Go. The Close Account screen displays.

In the Account Outcome section of the screen a warning displays reminding you that once the account is closed it cannot be reopened.

If there are active vouchers, indicated by a warning in the Account Outcome section, do not close the account.

- Enter the Actual End Date and click Save.

**Close Support Account - Audry Marker**

Save Cancel

**Account Summary**

<b>Customer Name:</b>	<a href="#">Marker, Audry</a>
<b>Customer TwistID:</b>	024546
<b>Customer SSN:</b>	
<b>Account ID:</b>	<a href="#">SA1987833613188</a>
<b>Account Kind:</b>	Support
<b>Account Status:</b>	Open
<b>Workforce Solutions Staff:</b>	McCov, Lisa
<b>Career Office/Unit:</b>	Financial Aid Payment Office/N/A
<b>Budget Adjustment:</b>	\$0.00
<b>Encumbrances:</b>	\$135.00
<b>Expenses:</b>	\$0.00
<b>Available Budget:</b>	\$465.00

**Account Outcome**

**Warning: once this Account is closed, it can not be opened again.**

**Warning: this account has active vouchers, which may become orphaned if this account is closed.**

**Actual End Date:** \*

Save Cancel

Confirmation of the closure displays.

[Customer Service Home](#) | [My Customers](#) | [View Support Account](#)

**View Support Account - Audry Marker**

Edit

**Other Actions:** Add Case Note Go **Add Voucher:** Check Request Go

**The account has been successfully closed.**

**Account Summary**

<b>Customer Name:</b>	<a href="#">Marker, Audry</a>
<b>Customer TwistID:</b>	024546

## Training Accounts

Open a Training Account when a customer requests an education/training program or OJT. The Training Account establishes a budget for all expenses including, but not limited to, tuition, books, supplies, and other support such as uniforms, tools, shots, etc. A Training Account is associated with a specific training provider/vendor and the training program in which the customer is enrolled, and has a budget based on the Eligible Training Provider System (ETPS) for that program. Once the Training Account budget is reached, no further support can be given until the budget is adjusted or the account is closed and a new one is opened. Only a manager can authorize a budget increase for more than the established financial aid limits. When the Training Account is closed, any remaining funds are released back into the general funds. Only one Training Account can be open.

Use the Training Account to:

- Create vouchers and immediately earmark money for the customer
- Track vouchers issued to vendors and employers
- Print vouchers and award letters
- Manage the financial aid limits for each customer

### ***Initial Request***

1. The Personal Service Representative (PSR) develops a financial aid plan with the customer and starts a Service Plan in TWIST, helps the customer complete the Workforce Solutions Financial Aid Application and collect relevant documentation, including training costs; then scans all documents into the document management system.
2. Call Center staff reviews documentation and determines eligibility, notifies eligible customers by sending a letter directing the customer to the Career Office within ten days, and creates a TWIST Counselor Note to notify the PSR of actions taken.
3. If the customer needs the voucher now (indicated by the Counselor Note), the Fulfillment Team opens the Training Account and creates the voucher(s). If the voucher is not needed now, the PSR will send a request via FACS requesting the voucher when it's needed.
4. FAPO reviews all newly created vouchers and approves them for funding only. If not approved, FAPO notifies the Call Center via FACS.
5. FAPO creates a Case Note with an Alert in FAMS, "Voucher Approved."
6. Career Office Staff notifies customer of the available voucher, prints and prepares the voucher and clears the Alert.
7. The PSR reviews and has the customer sign the Customer Responsibilities Agreement and voucher; then scans the signed copies into the document management system.
8. The customer confirms he/she started school with the PSR who then enters a counselor note in TWIST with the subject line "Training Start Confirmed".
9. The Tracking Unit runs a "Voucher Creation Report" in FAMS and a Counselor Note Report in TWIST to look for "Training Start Confirmed" subject lines, compares the two reports,

and opens services for customers on both. If the customer does not appear on either report, the Tracker notifies the PSR.

10. The vendor/provider submits a voucher and invoice to FAPO for payment.

***For subsequent semesters/terms:***

1. The PSR conducts a reassessment of the customer's situation, updates the Service Plan, obtains new/updated cost information, writes a Counselor Note in TWIST, scans documents in the document management system, and sends a request for a new voucher via FACS.
2. Call Center staff review the request, creates the voucher in the Training Account in FAMS, and enters a Counselor Note in TWIST.
3. FAPO creates a Case Note with an Alert in FAMS, "Voucher Approved."
4. Career office staff notifies the customer of the available voucher, prints and prepares the voucher and clears the Alert.
5. The PSR reviews and has the customer sign the Customer Responsibilities Agreement and voucher, and scans the signed copies into the document management system.
6. The customer confirms he/she started school with the PSR who then enters a counselor note in TWIST with the subject line "Training Start Confirmed". The Tracking Unit runs a "Voucher Creation Report" in FAMS and a Counselor Note Report in TWIST to look for "Training Start Confirmed" subject lines, compares the two reports, and opens services for customers on both reports. If the customer does not appear on either report, the Tracker notifies the PSR.
7. The vendor/provider submits a voucher and invoice to FAPO for payment.

***For training support after eligibility is approved***

1. When a customer requests support for training, such as tools, uniforms, or supplies after eligibility is approved, the career office staff assesses the customer's need. They ask about any attempts the customer made to obtain support via other organizations and how the support will help customer achieve goals. They enter this information into a Counselor Note in TWIST.

**Cash Sub**

1. Career office staff completes the Cash Sub Request form, and submits it to the designated staff.
2. Designated staff verifies information/eligibility, locates or creates a customer record in FAMS, and swipes the distributed cash sub(s) into the Training Account and prints the Disbursement Receipt.
3. The customer signs the Cash Sub Request form or Disbursement Receipt; then staff scans both into the document management system and writes a Counselor Note in TWIST indicating distribution of the cash sub. and whether or not to close the Support Account.

4. The Tracking Unit enters the cash sub on the Support Service tab and opens service(s) in TWIST, as needed, and takes appropriate action on the Support Account based on the Counselor Note in TWIST.

**Important Note:** if a Global Cash card is given to the customer, the Tracking Unit will create a Purchase Order in FAMS for the Global Cash load/re-load, and move the Cash Sub Request form in the document management system to the Global Cash list. The Call Center will add funds to the cards within twenty-four hours.

### **Check Request**

1. When the customer returns to the career office, staff completes the Cash Sub Request form, and scans it into the document management system.
2. The Tracking Unit verifies information/eligibility, locates the Customer Record, creates the Check Request, opens services, enters the support on the Support Services tab, and creates a Counselor Note in TWIST.
3. FAPO reviews the request, cuts a check, and sends it to the career office. Note: checks are cut on Monday and Friday and delivered on Wednesday and Friday.
4. Career office staff contacts the customer upon receipt of the check.
5. The customer signs the check stub or Cash Sub Request form, career office staff scans it into the document management system, and enters a Counselor Note in TWIST documenting distribution of the check.
6. The Tracking Unit confirms information in TWIST and the document management system.

## Create a Training Account

From the View Customer screen:

1. Click on the Add Training Account button at the top or bottom of the screen. The Add Training Account screen displays.

Customer Service Home | My Customers | View Customer | Add Training

Customer (TWIST ID) Search

Customer Service Rep

Reports

Admin

Support

**Add Training Account - Mia Murphy**

Save Cancel

**Training Account Information**

Description:

Workforce Solutions Staff: \*  Select

Fund Source: \*  Select Clear

Program: \*  Select Clear

Provider: \*  Select Clear

Start Date: \*  12

Anticipated End Date: \*  12

Is Self-Enrolled?  Yes  No

Self Funding Kind:  ▼

Save Cancel

2. Complete the information:
  - a. Description: Enter a description of the purpose of the account.
  - b. Workforce Solutions Staff: Change to the Career Office Name.
    - i. Click on the Select button on the right.
    - ii. Enter the first few letters of the office name in the Last Name Starts With field at the top of the page.
    - iii. Click Search.
    - iv. Click Select to the left of the name you wish to choose.
  - c. Fund Source: Click the Select button on the right to choose the appropriate Fund Source.
  - d. Program: Choose the training program.
    - i. Click the Select button on the right.
    - ii. Enter the first few letters of the program name.
    - iii. Select the program. Be sure to select the correct vendor.

- e. Select the Provider/Vendor. When you choose the program the Provider/Vender populates. If it doesn't, click on "Select" to the right to choose the Vendor.
- f. Enter the Start Date for the training.
- g. Enter the Anticipated End Date.
- h. leave Self-Enrolled and Self-Funding blank
- i. Click Save. The View Training Account screen displays.

**View Training Account - Mia Murphy**

Other Actions: Add Case Note Go Add Voucher: Check Request Go Run Report: Budget Worksheet Go

**A new training account has been successfully created.**

**Account Summary**

Customer Name:	Murphy, Mia
Customer TWIST ID:	224687
Customer SSN:	
Account ID:	TA1464156074139
Account Kind:	Training
Account Status:	Open
Workforce Solutions Staff:	McCoy, Lisa
Career Office/Unit:	Financial Aid Payment Office/N/A
Budget Adjustment:	\$0.00
Encumbrances:	\$0.00
Expenses:	\$0.00
Available Budget:	\$3,000.00

**Training Account Information**

Description:	2nd Semester Training
Fund Source:	DW 2015
Program:	Adult Basic Education
Provider:	St. Michaels Learning Academy Inc.
Start Date:	9/21/2015
Anticipated End Date:	12/11/2015
Is Self-Enrolled:	No
Self Funding Kind:	NA

The **Account Summary** section shows all Training Account details and budget activity. **Training Account Information** shows the funding stream, the vendor, and the training/education Program.

**Program Information**

<b>Budget:</b>	\$3,000.00	<b>Total Cost:</b>	\$0.00
<b>Credit Hours:</b>	0	<b>Clock Hours:</b>	0

**Account Activities**

Page Size: 25 [Refresh](#)

	Date ^	Kind	User	Alert	Detail
<a href="#">View</a>	9/15/2015	Voucher Creation	McCoy, Lisa		<a href="#">To: St. Michaels Learning A ITA Scholarship # Gz14</a>
<a href="#">View</a>	9/9/2015	Account Open	McCoy, Lisa		

There are 2 Activities.

[Edit](#)

Other Actions:   Add Voucher:   Run Report:

**Program Information** shows the total budget for this account.

**Account Activities** shows all actions taken on this account and manual Case Notes entered.

Once an account is created, click the Edit button on the top right to change the:

- Description,
- Start Date,
- Anticipated End Date,
- Self-Enrollment status, and
- Self-Funding Kind.

## Working in the Training Account

Actions you can take in the Training Account:

- Add a Case Note
- Change Workforce Solutions Staff
- Change Fund Source
- Adjust Budget Amount
- Add a Purchase Order
- Hold Account (FAPO Only)
- Close Account
- Enter Cash Sub
- Add a Check Request
- Add a Scholarship Voucher

### Add a Case Note

Case Notes become a permanent part of the customer's record in FAMS and can be used as reminders by setting an Alert on the note. An Alert on a Case Note puts it on the Home screen of the person to whom the account is assigned. To add a Case Note:

5. Select Add Case Note from the Other Actions dropdown menu and click Go. The add Case Note screen displays.

The screenshot shows the 'Add Case Note - Audry Marker' interface. On the left is a navigation sidebar with icons for Customer Service Rep, Reports, Admin, and Support. The main content area is titled 'Add Case Note - Audry Marker' and includes 'Save' and 'Cancel' buttons. Below the title is an 'Account Summary' section with the following details:

Customer Name:	<a href="#">Marker, Audry</a>
Customer TwistID:	024546
Customer SSN:	
Account ID:	<a href="#">SA1987833613188</a>
Account Kind:	Support
Account Status:	Open
Workforce Solutions Staff:	McCoy, Lisa
Career Office/Unit:	Financial Aid Payment Office/N/A
Budget Adjustment:	\$0.00
Encumbrances:	\$0.00
Expenses:	\$0.00
Available Budget:	\$600.00

Below the account summary is a 'Case Note' section. It includes an 'Alert:' section with a checkbox labeled 'Set an alert on this note'. Below that is a 'Notes: \*' section with a large text input area. At the bottom of the form are 'Save' and 'Cancel' buttons.

6. Click the box to the left of "Set an alert on this note" for an Alert to display on the Home page.
7. Enter your note.
8. Click Save.

## Change the Workforce Solutions Staff Assigned to the Account

When a customer's record is created in FAMS, the person who creates it is noted as the Workforce Solutions Staff. When a Training Account is created, the option to change the staff name for the account is activated. The staff name must be changed to the Career Office name when the account is created (as shown above); however, if edits need to be made to the account the staff name can be changed at other times.

From the View Training Account screen:

1. Select Change Workforce Solutions Staff from the Other Actions dropdown menu and click Go. The Change Account Workforce Solutions Staff screen displays.

**Change Account Workforce Solutions Staff - Mia Murphy**

Customer Service Rep

Save Cancel

**Account Summary**

**Customer Name:** [Murphy, Mia](#)  
**Customer TWIST ID:** 224687  
**Customer SSN:**  
**Account ID:** [TA1464156074139](#)  
**Account Kind:** Training  
**Account Status:** Open  
**Workforce Solutions Staff:** McCoy, Lisa  
**Career Office/Unit:** Financial Aid Payment Office/N/A

**Budget Adjustment:** \$0.00  
**Encumbrances:** \$365.00  
**Expenses:** \$0.00  
**Available Budget:** \$2,635.00

**Workforce Solutions Staff**

**Reason: \***

Last Name Starts With:

Page Size: 50

	Last Name	First Name	Career Office/Unit
<input type="radio"/>	McCoy	Lisa	HGAC/N/A

There are 1 Workforce Solutions Staff.

Save Cancel

2. Input a Reason for the change.
3. Choose the staff to whom you are assigning the account:
  - a. Enter the first few letters of the staff's last name.
  - b. Click Filter.
  - c. Click the button next to the name of the staff to whom you wish to assign the account.

- d. Click Save

### Cash Subs:

Workforce Solutions uses Cash Substitutes (Cash Subs) as one way to provide financial aid to customers. Cash Sub cards are available from a variety of vendors to meet the customer’s needs: Wal-Mart, Target, Home Depot, JC Penny, Chevron, etc. Cash Sub cards sent to the career office have been scanned into FAMS to record each card in the office’s Cash Sub inventory. When a Cash Sub is given to the customer it is scanned to remove it from the inventory.

From the Customer Record:

1. Click on the Training Account ID. The View Training Account screen displays.

**View Training Account - John Smith**

Customer Service Rep

Other Actions: Add Case Note [Go] Add Voucher: Check Request [Go] Run Report: Budget Worksheet [Go]

**Account Summary**

Customer Name: [Smith, John](#)  
 Customer TWIST ID: 1234  
 Customer SSN: TA1148395711172  
 Account ID: Training  
 Account Kind: Open  
 Account Status: McCoy, Lisa  
 Workforce Solutions Staff: N/A/N/A  
 Career Office/Unit: \$1,000.00  
 Budget Adjustment: \$85.00  
 Encumbrances: \$60.00  
 Expenses: \$2,775.00  
 Available Budget:

**Training Account Information**

Description:  
 Fund Source: Adult 2015  
 Program: 120 Hour Pipe Welding  
 Provider: Sparc Academy  
 Start Date: 9/1/2015  
 Anticipated End Date: 10/2/2015  
 Is Self-Enrolled: No  
 Self Funding Kind: NA

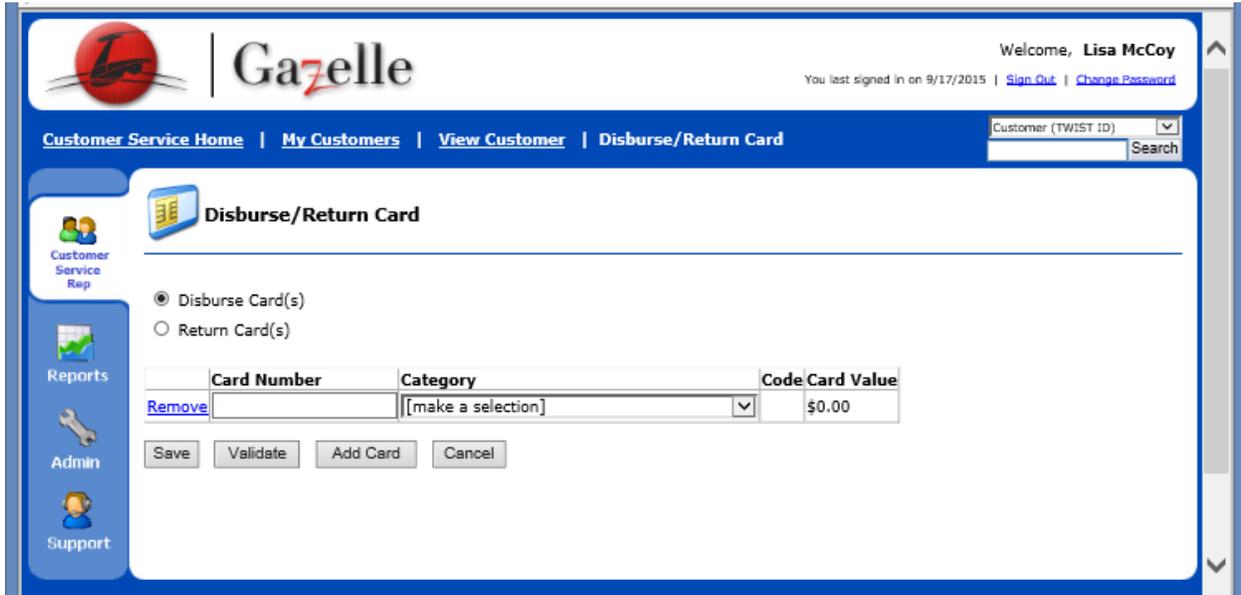
**Program Information**

Budget:	\$1,920.00	Total Cost:	\$1,920.00
Credit Hours:	0	Clock Hours:	0

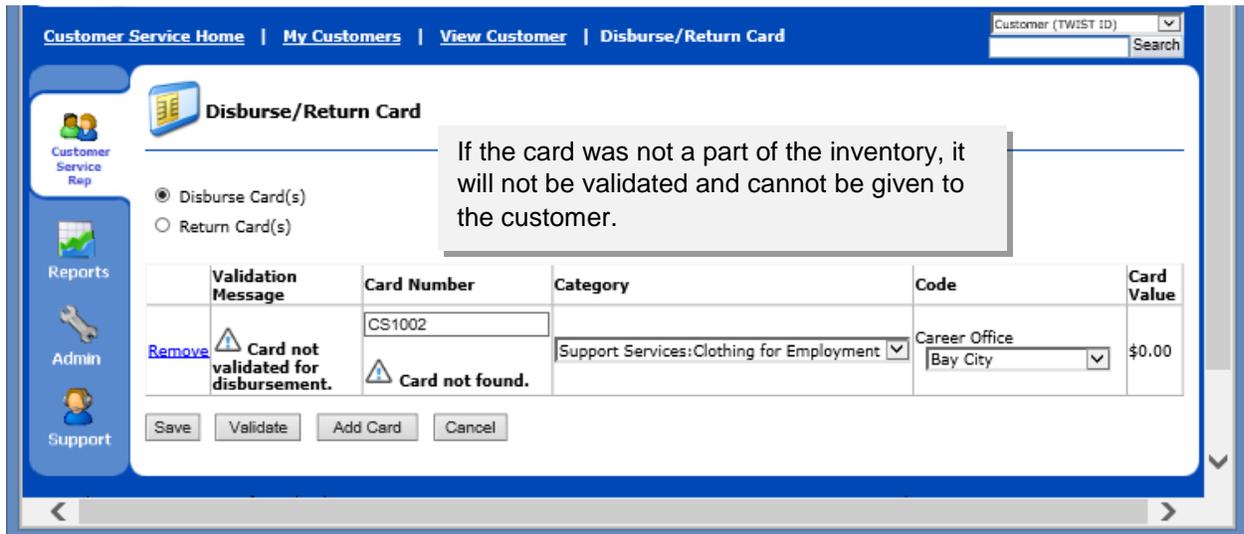
**Account Activities**



- From the Other Actions dropdown, choose Disburse/Return Card and click GO. The Disburse/Return Card screen displays.



- With your cursor in the Card Number field, swipe the card you will give the customer. The Card Number field is filled.
- Choose the Category from the dropdown menu. This is the Line Item Category or reason you're giving the customer the card.
- Choose the Career Office.
- Click Validate. The Validation message displays.



Customer Service Home | My Customers | View Customer | Select Account | View Support Account | Card

**Disburse/Return Card**

Customer Service Rep

Disburse Card(s)  
 Return Card(s)

If the card can be validated, the Card Value is populated.

	Card Number	Category	Code	Card Value
<a href="#">Remove</a>	abc123	Transportation: ExxonMobil (\$20)	Career Office: Astrodome	\$20

Reports  
 Admin  
 Support

7. Choose from the options:
  - a. Remove to remove the card from the Distribution List
  - b. Add Card to add an additional card to the Distribution List
  - c. Validate
  - d. Save Click to distribute the card(s)

## Change the Fund Source of the Training Account

Some circumstance may require you to change the fund stream currently used to fund a Training Account:

- Funds are no longer available in the fund stream,
- The grant year has changed,
- The customer is no longer eligible for the funding stream, or
- More services are available from an alternate funding stream.

When the funding stream is changed, all unused funds budgeted for the account are returned to the general funding stream account.

To change the account funding stream:

1. Select Change Fund Source from the Other Actions dropdown list and click Go.

## Change Fund Source

Current Fund Source: DW 2015

Reason for Change: \*

Title Starts With:

Page Size: All

	Name	Allocation Start Date	Allocation End Date	Encumbrance Start Date	Encu
<input type="radio"/>	Adult 2015	7/1/2015	9/30/2015	7/1/2015	
<input type="radio"/>	Adult 2016	7/1/2015	9/30/2016	7/1/2015	
<input type="radio"/>	TAA 2015	7/1/2014	9/30/2015	10/1/2014	

There are 3 Fund Sources.

2. Enter a Reason for the change.
3. Select the new funding stream. Click Save.

## **Create a Scholarship Voucher, Check Request, or Purchase Order**

### **Check Request**

A Check Request is issued when support services are being provided by a vendor (other than the training vendor) who does not accept purchase orders. For example, if the participant requires specific equipment for training and the supplier requires payment at the time of purchase. Check Requests are processed by FAPO every Monday and Wednesday and are delivered to the offices by Wednesday and Friday. A Check Request can be created by the Call Center or Tracking Unit.

### **Purchase Order**

A Purchase Order is issued to a vendor (other than the training vendor) as a legal promise to pay upon successful delivery of goods or services. Staff creates a Purchase Order which is given to the vendor by the customer. The vendor submits the invoice along with a copy of the Purchase Order to FAPO for payment. A Purchase Order is also created when a Global Cash card is issued and reloaded. A Purchase Order can only be created by Call Center staff or the Tracking Unit.

### **Scholarship Voucher**

A Scholarship Voucher is issued to the training vendor identified when the Training Account was created and may include tuition, books, fees and any other expenses paid to the training vendor. Staff creates a Scholarship Voucher which is given to the vendor by the customer. The vendor submits the voucher along with a copy of the invoice to FAPO for payment. A Scholarship Voucher can only be created by Call Center staff.

To create a Scholarship Voucher, check request, or purchase order:

1. From the View Training Account Home page, select the appropriate option (Scholarship, Purchase Order or Check Request) from the Create Voucher dropdown menu and click Go.

The Add (Scholarship, Check Request or Purchase Order) Voucher screen displays.

**Add ITA Scholarship Voucher - Mia Murphy**

Save Cancel

**Account Summary**

Customer Name: [Murphy, Mia](#)  
 Customer TWIST ID: 224687  
 Customer SSN:  
 Account ID: [TA1464156074139](#)  
 Account Kind: Training  
 Account Status: Open  
 Workforce Solutions Staff: McCoy, Lisa  
 Career Office/Unit: H-GAC/N/A  
 Budget Adjustment: \$0.00  
 Encumbrances: \$365.00  
 Expenses: \$0.00  
 Available Budget: \$2,635.00

**Voucher Details**

Identifier: Gz153406891810      Total Amount: \$0.00  
 Status: Open      Create Date: 9/15/2015  
 Kind: ITA Scholarship      Issue Date: 9/15/2015 12  
 Fund Source: DW 2015      Expiration Date: 10/15/2015  
    Days To Issue: 0  
    Days To Expiration: 30

Provider: \*

Published Comment:

**Voucher Line Items**

	Category	Description	GL	TBD1	TBD2	Career Office	Qty	Unit Price	Item Total
<a href="#">Add new line item</a>									
<b>Grand Total: \$0.00</b>									

Save Cancel

2. If creating a Check Request or Purchase Order, select the appropriate Provider/Vendor.  
*If creating a scholarship voucher, skip to step 3.*
  - a. Click Select to the right of the Provider field. The Provider List populates.
  - b. Type the first few letters of the provider name in the 'Name Starts With' field and click Filter.
  - c. Select the provider from the list by clicking on the "Select" link on the left of the provider name.

Voucher Line Items					
	Category	Description	GL	TBD1	
<a href="#">edit</a> <a href="#">delete</a>	Tuition	Fall 2015 late start	5100 (Basic Education : Tuition/Program Costs)	NA (No Code)	NA
<a href="#">Add new line item</a>					

**Note:** If the vendor is not listed, send a FACS request to FAPO, using the Add Vendor template in FACS, to have the vendor added. Include as much vendor information as possible, such as name, address, phone number, contact, etc.

3. If there are any specific comments or instructions you would like to have printed on the voucher add them to the 'Published Comment' field.
4. Add individual line items:
  - d. Select item Category.
  - e. Add a Description.
  - f. Add the amount.
  - g. Click Update.
  - h. Repeat until all items are included on the voucher.
5. Click Save. The voucher is created when:
  - The Training Account has enough remaining budget to pay the voucher, and
  - The funding stream used to create the support account has sufficient funding to pay the voucher.

The View (Scholarship, Check Request or Purchase Order Voucher) displays. Scroll down to view the voucher.



**Workforce Solutions**  
H-GAC

**SERVICE VOUCHER**  
Date Voucher Issued: 9/15/2015  
Service #: G6153406891810  
Service Start Date: 9/24/2015  
Voucher Expiration: 10/24/2015  
Invoice Deadline: 60 calendar days after Service Start Date

---

**Customer Information:**  
Ms Murphy  
224687  
2204 Rolling Hills Lane  
Houston, TX 77070  
(713)555-5121  
Ms.Murphy@gmail.com  
Account #: TA1464156074139

**School/ Vendor Information:**  
St. Michaels Learning Academy Inc. (enr632)  
6220 Westpark Dr. # 180  
Houston, TX 77057

---

Description of Costs	Item Description	Unit Price / Fee	Quantity	Total
Category	Fall 2015 late start	1500.00	1	\$1,500.00
<b>Maximum Reimbursable Cost Authorized by This Voucher</b>				<b>\$1,500.00</b>

**Note To Authorized Vendor**  
This voucher is authorization to provide the items/services in the amounts listed during the period described. The customer may purchase the items up to the indicated amount. Any purchase in excess of the approved amount, or purchase of items not on this document are the responsibility of the customer and will not be reimbursed by Workforce Solutions. In accordance with the Agreement in place between the vendor and Workforce Solutions, the vendor must submit a detailed invoice in order to be paid for items/services rendered to the customer no later than 60 calendar days after the Service Start Date indicated on this voucher. Invoices may be sent to the address below, faxed to 713-765-0186, or e-mailed to fa.office@wrksolutions.com.

**INVOICE DEADLINE: Vendor Must Submit Invoice by 60 calendar days after Service Start Date: 9/24/2015**  
**Vendors may not invoice Workforce Solutions for any purchase made after the voucher expiration date.**

**Exclusions**  
Unless specifically approved otherwise, Workforce Solutions will NOT pay for the following items: computers, printers, services, textbooks, game devices, mobile phones, tablets, cell phones, and other mobile devices. No partial reimbursement will be provided for any of these items.

**Comments**

**Terms**  
This voucher is valid for the use of the customer's funds from the date of issuance until the expiration date of your account.

---

**Workforce Solutions Staff:**  
Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Office Manager: \_\_\_\_\_ Date: \_\_\_\_\_

**Workforce Solutions**  
Financial Aid Payment Office  
P.O. Box 741361  
Houston, TX 77274  
fa.office@wrksolutions.com  
888-469-JOBS (5627), select Financial Aid option  
Note: Voucher must have embossed seal to be authentic.

Note: All Vouchers have the following dates:

- Date Voucher Issued: This date the voucher is created and cannot be changed.
- Service Start Date: The date the customer is scheduled to begin classes or receive services. This can be changed by clicking on Change Issue Date on the bottom of the View Voucher page.
- Voucher Expiration Date: Vouchers expire thirty (30) days after the Service Start Date. Vendors have been notified not to accept expired vouchers.
- Invoice Deadline: Vendors have sixty (60) days after the Service Start Date to bill FAPO.

### **Print a voucher**

Once a voucher is created anyone who can view the voucher has the capability to print it; however, they do not have authorization to print. Once the voucher is created FAPO will review it for approval. If approved FAPO will enter a case note with an Alert in FAMS; "Voucher Approved [Voucher Number]. The case note appears on the career office Customer Service Home page under Alerts and on the customer's Training Account Activity. When the 'Approved' case note appears in FAMS staff have authorization to print the voucher. Each career office must establish a process to ensure the voucher is printed and given to the customer one time.

1. Scholarship: Print the Award Letter, emailed from the Call Center, and the voucher, review the Award Letter and voucher with the customer. Have the customer sign the Award Letter and voucher, and scan both into the document management system.
2. Check Request: Have the customer sign the check stub; then scan it into the document management system.
3. Purchase Order: Instruct customer to present it to the vendor to complete purchase.

## Void a Voucher

Once any voucher is created only the Service Start Date can change. For any other changes the voucher must be voided and a new one created. Only FAPO and the Call Center can void vouchers.

To void a voucher:

1. From the View Voucher screen, scroll to the bottom of the screen and click Void. The Void ITA Scholarship Voucher screen displays.

2. Enter the Reason for voiding the voucher.
3. Click Save. The View Voucher screen displays with a confirmation of the voided voucher.



## Adjust the Budget on a Training Account

When a Training Account is created in FAMS, a budget limit is assigned based on the Program selected and the Workforce Solutions' Financial Aid Limits policy. Occasionally, there may be a reason for a manager to override these limits to provide the support the customer needs. The manager must explain the need for the increase and authorization in a Counselor Notes in TWIST, and send a FACS request to the Call Center to make the adjustment in FAMS. The Call Center will adjust the budget for the Support Account to match the approval of funds.

From the View Training Account page:

1. Select Adjust Budget Amount from the Other Actions dropdown menu and click Go. The Adjust Budget Amount screen displays.

**Adjust Budget Amount - Mia Murphy**

Save Cancel

**Account Summary**

Customer Name:	Murphy, Mia
Customer TWIST ID:	224687
Customer SSN:	
Account ID:	TA1464156074139
Account Kind:	Training
Account Status:	Open
Workforce Solutions Staff:	McCoy, Lisa
Career Office/Unit:	H-GAC/N/A
Budget Adjustment:	\$0.00
Encumbrances:	\$365.00
Expenses:	\$0.00
Available Budget:	\$2,635.00

**Adjust Budget Amount**

Reason: \*

Adjustment Amount: \*  (Increase or Decrease)

**Adjustment Scenarios**

Use the Recalculate buttons below to see the effects of changing different elements of the budget.

Current Budget:	3000.00
Available Amt.:	2635.00
New Adjustment:	<input type="text" value="0.00"/> Recalculate
New Budget:	<input type="text" value="3000.00"/> Recalculate
New Available Amt.:	<input type="text" value="2635.00"/> Recalculate

Save Cancel

2. Enter a Reason for the adjustment.
3. Enter the Adjustment Amount. The Adjustment Amount you entered will raise or lower the Budget for this account by that amount. Use the Adjustment Scenarios section of this page to see the effects of your changes.

- a. New Adjustment: Enter the amount to adjust the budget. This will auto-populates the New Budget, New Available Amt, and the Adjustment Amount fields
  - b. New Budget: Enter the amount the total budget should be. This auto-populates the New Adjustment, New Available Amt, and the Adjustment Amount.
  - c. New Available Amt: Enter the amount which should be available in the account. This auto-populates the New Adjustment, New Budget, and the Adjustment Amount.
4. When you are satisfied with the Adjustment Amount, click Save. The Budget Adjustment Confirmation displays on the View Training Account screen.

**View Training Account - Mia Murphy**

Customer Service Rep

Reports

Admin

Support

Edit

Other Actions: Add Voucher: Run Report:

Add Case Note Go Check Request Go Budget Worksheet Go

**The budget amount has been successfully updated.**

**Account Summary**

<b>Customer Name:</b>	<a href="#">Murphy, Mia</a>
<b>Customer TWIST ID:</b>	224687
<b>Customer SSN:</b>	
<b>Account ID:</b>	TA1464156074139
<b>Account Kind:</b>	Training
<b>Account Status:</b>	Open
<b>Workforce Solutions Staff:</b>	McCoy, Lisa
<b>Career Office/Unit:</b>	H-GAC/N/A
<b>Budget Adjustment:</b>	(\$1,500.00)
<b>Encumbrances:</b>	\$365.00
<b>Expenses:</b>	\$0.00
<b>Available Budget:</b>	\$1,135.00

## Close the Training Account:

- When the customer has completed the training program
- When the customer has reached the limit of substantial assistance for the year (October 1 – September 30)
- Any time financial aid is given for the first time after the beginning of the grant year. Close the previous year's Training Account and open a new one for the current year.
- When the customer no longer needs or wants Workforce Solutions' services.

To close the Training Account:

1. From the View Customer screen, click the Account ID of the Training Account you wish to close. The View Training Account page for the customer displays.

**View Training Account - Mia Murphy**

Customer Service Rep

Reports

Admin

Support

Edit

Other Actions: Add Case Note Go Add Voucher: Check Request Go Run Report: Budget Worksheet Go

### Account Summary

<b>Customer Name:</b>	Murphy, Mia
<b>Customer TWIST ID:</b>	224687
<b>Customer SSN:</b>	
<b>Account ID:</b>	TA1464156074139
<b>Account Kind:</b>	Training
<b>Account Status:</b>	Open
<b>Workforce Solutions Staff:</b>	McCoy, Lisa
<b>Career Office/Unit:</b>	H-GAC/N/A
<b>Budget Adjustment:</b>	(\$1,500.00)
<b>Encumbrances:</b>	\$365.00
<b>Expenses:</b>	\$0.00
<b>Available Budget:</b>	\$1,135.00

### Training Account Information

<b>Description:</b>	2nd Semester Training
<b>Fund Source:</b>	DW 2015
<b>Program:</b>	Adult Basic Education
<b>Provider:</b>	St. Michaels Learning Academy Inc.
<b>Start Date:</b>	9/21/2015
<b>Anticipated End Date:</b>	12/11/2015
<b>Is Self-Enrolled:</b>	No
<b>Self Funding Kind:</b>	NA

### Program Information

<b>Budget:</b>	\$3,000.00	<b>Total Cost:</b>	\$0.00
<b>Credit Hours:</b>	0	<b>Clock Hours:</b>	0

### Account Activities

Page Size: 25 Refresh

- From the Other Actions dropdown menu, select Close Account and click Go. The Close Account screen displays.

In the Account Outcome section of the screen a warning displays reminding you that once the account is closed it cannot be reopened.

If there are active vouchers, also indicated by a warning in the Account Outcome section, do not close the account.

- Enter the Actual End Date and click Save.

**Close Account - Mia Murphy**

Save Cancel

**Account Summary**

Customer Name:	Murphy, Mia
Customer TWIST ID:	224687
Customer SSN:	
Account ID:	TA1464156074139
Account Kind:	Training
Account Status:	Open
Workforce Solutions Staff:	McCov, Lisa
Career Office/Unit:	H-GAC/N/A
Budget Adjustment:	(\$1,500.00)
Encumbrances:	\$365.00
Expenses:	\$0.00
Available Budget:	\$1,135.00

**Account Outcome**

**Warning: once this Account is closed, it can not be opened again.**

**Warning: this account has active vouchers, which may become orphaned if this account is closed.**

Outcome: \*

Actual End Date: \*

Job Start Date:

Employer:

Job Title:

Hourly Placement Wage:

Save Cancel

Confirmation of the closure displays.

**View Training Account - Mia Murphy**

Customer Service Rep

Reports

Edit

Other Actions:  Go  Go  Go

**The account has been successfully closed.**

**Account Summary**



