

From: Joshi, Tejal
To: Adams, Marcia S. <Adams_MarciaS@scdps.state.sc.us>
Date: 2/24/2003 4:34:19 PM
Subject: FW: A/R

Marcia, just keeping you informed of the situation, I will try to work through this w/ Outlet Pt. And will keep you updated. It looks like I will work close w/ Wanda D. and Dwight in making the billing process more efficient. Let me know your thoughts. Thx Tejal

-----Original Message-----

From: Baltzigar, Dwight D
Sent: Monday, February 24, 2003 4:29 PM
To: Joshi, Tejal
Cc: Dolder, Rolf P.; Deleon, Wanda J.
Subject: RE: A/R

You guys get a run total page every time RA90 runs. (Since you guys did not get one for 1/31/03, this leads me to believe Susan never received the file, I wasn't going to argue that point with her).

No feed back on \$\$\$\$ are confirmed from Susan, she only notifies us when she is missing a file.

And no I don't know how many \$\$\$\$ made it into her system.

I see where you are going with this, a verification process, not a bad idea. Any verification she can provide would be good but I think that it should be sent to you guys for balancing. If something did not balance then I could research. What they do with the A/R file when they get it, I have no control over.

I think whatever happen on 1/31/03 was not the norm but do agree we need to know when this happens..

Dwight.....

-----Original Message-----

From: Joshi, Tejal
Sent: Monday, February 24, 2003 4:05 PM
To: Baltzigar, Dwight D
Cc: Dolder, Rolf P.; Deleon, Wanda J.
Subject: FW: A/R
Importance: High

Dwight,

- Do you have a control total that shows what has been extracted and sent to Susan for a current day's A/R activity ie (daily RA90). If there is a control total, is there a criteria set at to if "grater than or less than" in order to catch items such as the \$62,000.00 that was omitted.
- What is being given back to you (ie a confirmation from Susan) as to how many \$\$\$ have been loaded into her billing, on daily basis?
- Do you know the next morning how many \$\$\$ did not make it in her billing system?

For Wanda to look at Daily RA90 and to inform you if something is wrong does not serve any purpose because you must compare what Susan had loaded in her billing to find your outages. USE OF RA90 BY ITSELF SERVES NO PURPOSE.

Currently RA90 does not show us the comparison of the two system A/R \$\$\$ on daily basis.
Can you help us? Tejal

We will be glad to come over & meet w/ you for a short time to discuss this issue. Thx

-----Original Message-----

From: Deleon, Wanda J.
Sent: Monday, February 24, 2003 2:35 PM
To: Joshi, Tejal
Subject: FW: A/R
Importance: High

Tejal, FYI

Please advise, should there not be confirmation from the programmers that data transmitted correctly? Please advise.

-----Original Message-----

From: Baltzigar, Dwight D
Sent: Monday, February 24, 2003 11:48 AM
To: Dolder, Rolf P.
Cc: Neiswonger, William D.; Deleon, Wanda J.
Subject: A/R
Importance: High

I received a call last week from Wanda Deleon, concerning she was out of balance on A/R from what Susan Paquet shows. What we found out was that Wanda did not get any totals from A/R on 1/31/2003, I reran 1/31/2003. For some reason Susan said she picked up a file from us on that day but no activity was there. On my rerun there were over \$62,000.00 in activity. I don't know if we had any kind of server problems that day or not. At any rate I just got off the phone with Susan, after hearing her dissatisfaction about our A/R process I informed her to e-mail you Rolf with any complaints.

Wanda in the future can you check your totals out of RA90 **daily**. If you don't have any, then is the time to let us know.