Quick Reference Guide:
Finance

Community Care Soins Communautaires NB
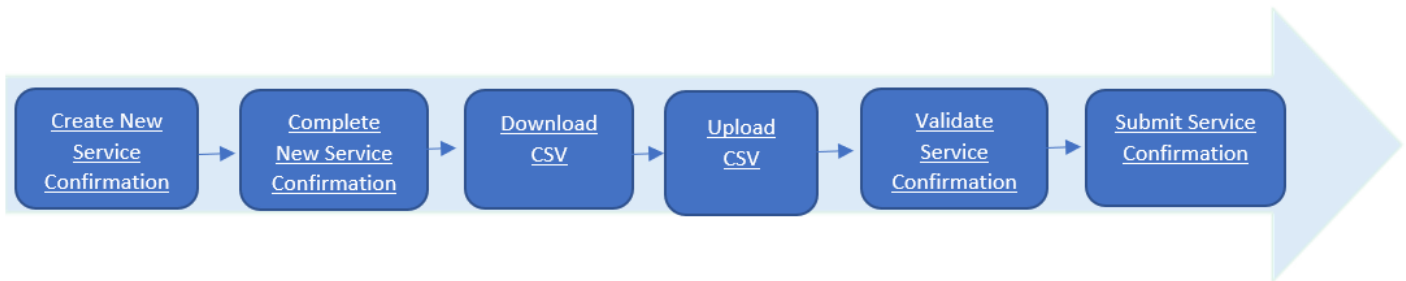
| Quick Reference Guide |
July 2024

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Vendor Finance

Service Confirmation

Step 1: Create New Service Confirmation
1. From the initial Service Confirmation List, click the **Create Service Confirmations** button on the left of the screen.
2. Choose a **Service Center** from the dropdown.
3. Enter the **Service Period Start** and **End Dates.** Then click the Next button on the bottom right of the window.
4. From the **My Service Request window**, click the **Service Request Number checkboxes** for all service requests that will require payment. Then click the **Next** button on the bottom right of the screen.

Step 2: Complete Service Confirmation Information
1. From the Service Confirmations List, open a Service Confirmation, in a **Draft** State, by clicking on its Service Confirmation Number Link**.**
2. Under Service Confirmation Information, click the pencil 🖉 icon beside the **Vendor Confirmation Number** and **Tax Indicator** fields.
3. Enter the **Vendor Confirmation Number** and select the **Tax Indicator** from the dropdown list.
4. Click the Save button at the bottom of the page.

Step 3: Download CSV
1. From the Service Confirmation Detail window, click the **Download** button center left of the screen.
2. The **Service Confirmation Item** file will download from the top right of your screen. Click the file and it will open once the download is complete.
3. Fill in the **No. of Units** column (if 0 enter 0).
4. To capture additional applicable and approved information in the file, enter the field name in row one EX: GST/Tax, then enter the corresponding data in the same manner as bullet 3, **No. of Units**.
5. **Save** the file to a designated folder.

Step 4: Upload CSV
1. From the Service Confirmation Detail window, click the **Upload** button on the center of the screen.
2. Locate the applicable file to be uploaded, from File Explorer. Click **Open** on the popup.
3. Wait for the **Green Checkmark** ✅ to indicate the file has been uploaded, then click the **Done** button on the bottom right of the popup.
4. A confirmation message will appear. An error message will appear if the wrong file is uploaded.
5. Scroll down and locate the **Service Confirmation Items** field. The State for each item will now display **Uploaded**.
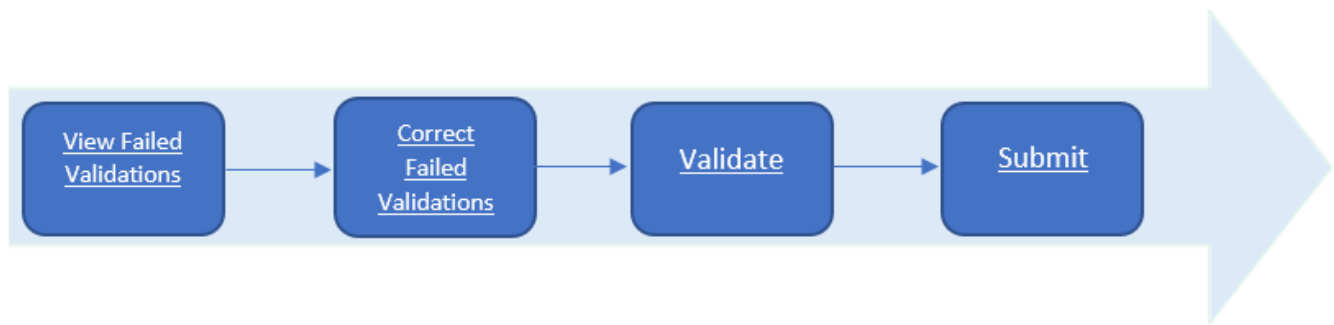
Step 5: Validate Service Confirmation

1. From the Service Confirmation Detail window, click the **Validate** button on the center of the screen.
2. The State of all service confirmation items will be updated to **Validated**. If not, refer to Failed Validations.
3. Select the View All link on the bottom right of the page and review all service confirmation items with a **Failed Validation** State.

Step 6: Submit Service Confirmation

1. From the Service Confirmation Detail window, click the **Submit** button on the right of the screen.
2. Click the **Confirm** button on the right of the popup to confirm that only **valid** service confirmation items are being submitted.
3. The **State** of the service confirmation items will be updated to **Submitted**.

Failed Validations

Step 1: View Failed Validations

1. From the Service Confirmations List, open a Service Confirmation in a **Failed Validation** State by clicking on its Service Confirmation Number link.

Step 2: Correct Failed Validations

1. Under the Service Confirmation Item, the **State Reason** field will explain why the validation failed.
2. There are many reasons why a validation will fail, correct the issue and revalidate the item.
3. If unsure how to correct the issue, refer to Errors & Failed Validations for an explanation.

Step 3: Validate

1. Click the Service Confirmation Number link**.**
2. Click **Validate**.

Step 4: Submit

1. If **all** items have a **Validated State**.
   a. Click **Submit**.

b. Click **Confirm**, all items will be submitted.
2. If any items have a **Failed Validation State.**
   a. Open the related Service Confirmation by clicking the Service Confirmation Number link**.**
   b. From the Service Confirmation Detail window, click the **Submit** button on the right of the screen.
   c. Click **Confirm**.
   d. The item will continue to have the Failed Validation State.

Log a Change Request
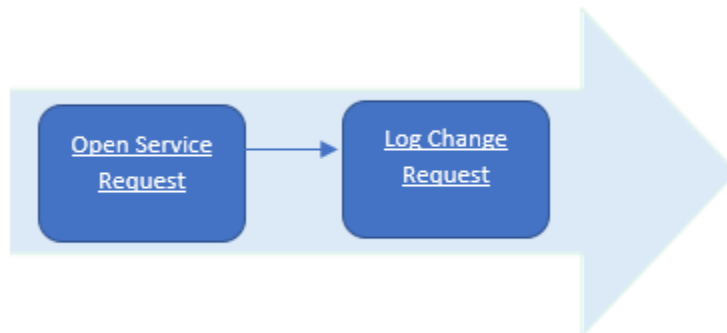
Step 1: Open Service Request
1. Navigate to the Active Service Request Window.
   a. If on the Service Confirmation Window click the **NB logo** in the top left of the screen.
   b. From the homepage click the **Service Requests** button.
2. From the Active Service Request Window click on the service request link.

Step 2: Log a Change Request (Adjust, Pause, End)
1. From the applicable Service Request click the **Log a Change Request** button on the right side of the page.
2. Select a Category from the dropdown list.
   a. **Adjust Service**
   b. **Pause Service**
   c. **End Service**
3. Select all applicable **Types** from the picklist and click the top arrow (▶) to add it to the request.
4. Add a description of the change.
5. If the Category is **Pause** or **End** add a date and time (if applicable) for when the change should take place.
6. Click the **Next** button on the bottom right of the page.

Appendix

Errors & Failed Validations

Type	State Reason (Error)
Validations for Upload	File is not in CSV format
Validations for Upload	File header is not correct
Validations for Upload	Upload doesn't match downloaded file template
Validations for Upload	Data type mismatch has occurred.
Validations for Upload	[column name] has a mismatch on column type
Validations for Upload	Record missing from upload file

Type	State Reason (Error)
Validations for Service Confirmations (SC)	Vendor Confirmation Number is missing.
Validations for Service Confirmations (SC)	Vendor Confirmation Number must be unique.
Validations for Service Confirmations (SC)	Missing tax indicator
Validations for Service Confirmations (SC)	Missing HST GST ID

Type	State Reason (Error)	Defined
Validations for Service Confirmation Items	Service request is still active.	Service Request has not been cancelled since the Service Confirmation was created.

Validations for Service Confirmation Items	Service Request is no longer active in the service period submitted.	**Scenario: since downloading - the Order has been terminated.** • Today's date - Feb 16, • Downloaded on Feb 12 for Orders in service period Feb 1 - Feb 9. • Order 12345 was included in the download with service dates July 1, 2023 - June 30, 2024 • On Feb 14 - Social Worker received info to terminate this order as of Jan 31st • Order End Date is now Jan 31, 2024, which is less than the Apply To Month/Year (Feb 1, 2024) on the Service Confirmation.
Validations for Service Confirmation Items	Client Contribution: 1. Client Contribution must be equal or less than Client Contribution recorded on the Order.	**IF** the Basic Cost on the Service Confirmation Item is less than the 'remaining client contribution of the month', **THEN** Client Contribution Amount entered should be equal to the 'Basic Cost on Service Confirmation Item'.
Validations for Service Confirmation Items	Client Contribution: 2. Client Contribution is equal to Basic Cost	**IF** the Basic Cost on the Service Confirmation Item is less than the 'remaining client contribution of the month', **THEN** Client Contribution Amount entered should be equal to the 'remaining client contribution of the month'.
Validations for Service Confirmation Items	Basic Cost must be less than maximum monthly basic cost minus the already submitted basic cost	**IF** the Basic Cost on the Service Confirmation Item is <u>not</u> 0, **THEN** if <u>must</u> be less than the Monthly Max Basic cost amount minus the already submitted basic cost.
Validations for Service Confirmation Items	Kilometer Cost must be equal or less than maximum monthly kilometer cost minus already submitted kilometer reason	**IF** the Kilometer Cost on the Service Confirmation Item is not 0, **THEN** it <u>must</u> be equal to *or* less than the Monthly Max Kilometer cost minus the already submitted kilometer cost. Example: Monthly Max Kilometer amount = $500,

		• 2 SC Items were previously submitted for Feb 1-9th for $200 & Feb 10-23rd for 200 (total = $400) • if Kilometer Cost of SC Item being validated is for Feb 24-29 for $100 - this is OK (400+100 is <or = Monthly Max Kilometer 500) • if Kilometer Cost" of SC Item being validated is for Feb 24-29 is greater than $100 - this is a fail.

Validations for Service Confirmation Items	Other Costs must be equal or less than maximum monthly Other Costs minus already submitted Other Costs
	
	Other Costs could be
	    • Other Cost (transportation-other)
	    • Other Cost (sundry)
	    • Other Cost (meals)
	    • Other Cost (admin fees)
	    • Other Cost (parking)
	    • Other Cost (recreation)
		Example: Monthly Max Other Costs amount = $300
		
		• 2 SC Items were previously submitted for Feb 1-9th for $125 & Feb 10-23rd for 125 (total = $250)
		
		• if 3rd confirmation is for Feb 24-29 for $50 - this is OK (250+50 is less or = Monthly Max Other Costs 300)
		
		• if 3rd confirmation is for Feb 24-29 is greater than $300 - this is a fail

Validations for Service Confirmation Items	"Stat. Holiday Units" cannot be recorded if the Basic Cost is $0	**IF** the Units on the Service Confirmation Item equals 0, **THEN** Stat. Holiday Units on the Service Confirmation Item must equal 0.
Validations for Service Confirmation Items	"Stat. Holiday Units" must not exceed the No. of Units	**IF** Stat. Holiday Units on the Service Confirmation Item is greater than 0, and **IF** Stat. Holiday Units on Service Confirmation Item is greater than Units on Service Confirmation Item, **THEN** Service Confirmation Item will fail validation.
Validations for Service Confirmation Items	"Stat. Holiday Units" is not allowed for this service	**IF** Stat. Holiday Units on the Service Confirmation Item is greater than 0, and **IF** Order/Service Request Type/Pay Statutory Days is not equal to Y **THEN** Service Confirmation Item will fail validation.

Validations for Service Confirmation Items	"Stat. Holiday Units" is incorrect (max 24)	**IF** Stat. Holiday Units on the Service Confirmation Item is greater than the allowable stat. holiday units, **THEN** Service Confirmation Item will fail validation.
Validations for Service Confirmation Items	Tax Amount is incorrect	**IF** Tax Amount on Service Request Item is greater than 0, **AND** Tax Indicator is F, **AND** Tax amount is not 15% of Basic Cost of Service Confirmation Item being validated, **THEN** Service Confirmation Item State will fail validation.
Validations for Service Confirmation Items	Departmental Cost cannot be a negative amount	**IF** Departmental Cost on the Service Confirmation Item is less than 0, **THEN** the Service Confirmation Item will fail validation.