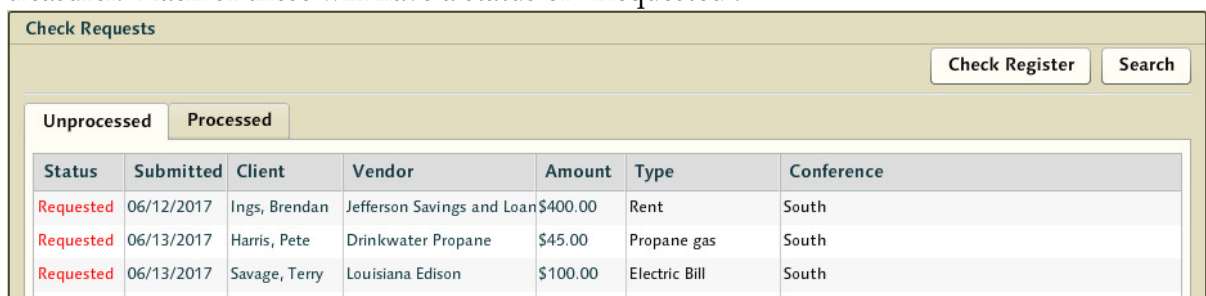# Processing Payment Requests

Each time a caseworker finishes with the assistance request tab in their work-flow, all the check requests that are associated with that case are submitted to the conference treasurer. Notification messages for these requests are displayed in the message pane for all treasurers assigned to the conference - and emails are also generated and sent to the authorized email accounts (if configured to do so). These messages will remain in the message pane for a period of time determined by the conference configuration. Messages are meant as a call to action for the treasurer - and clicking on them provides a shortcut to processing the request quickly.

The primary method of reviewing and processing submitted check requests is performed by selecting 'check requests' in the main menu section. This check requests main menu item is the intended work-flow path for treasurers processing assistance requests for their conference - and thus resides in the same place as other main work-flow functions for other roles - the main menu section. (The [Check Requests] button from the top of the check register is another quick method of getting to this list.)

Selecting check requests brings up a screen with 2 tabs - and defaults to the 'Unprocessed' tab - a list of all pending check requests that have yet to be acted upon by the conference treasurer. Each of these will have a status of 'Requested'.

Check Requests						
					Check Register	Search
Unprocessed	**Processed**					
Status	**Submitted**	**Client**	**Vendor**	**Amount**	**Type**	**Conference**
Requested	06/12/2017	Ings, Brendan	Jefferson Savings and Loan	$400.00	Rent	South
Requested	06/13/2017	Harris, Pete	Drinkwater Propane	$45.00	Propane gas	South
Requested	06/13/2017	Savage, Terry	Louisiana Edison	$100.00	Electric Bill	South

The 2nd tab shows the last 15 check requests that have been acted upon by the conference treasurer that had been submitted within the last 30 days. Requests from further in the past can be found via the [Search] button, which allows the treasurer to explore the check requests for the conference and refine the results with a number of possible parameters.

Check Requests						
					Check Register	Search
Unprocessed	**Processed**					
Status	**Submitted**	**Client**	**Vendor**	**Amount**	**Type**	**Conference**
Denied	06/13/2017	Stevenson, Peter	Louisiana Gas and Electric	$100.00	Electric Bill	South
Paid	06/12/2017	Phillips, George	Louisiana Edison	$120.00	Electric Bill	South

Note: Treasurers who are tasked with being the treasurer for multiple conferences will see requests from all of their conferences in this list. Thus, this work-list is the easiest way to keep track of 'things that need attention' for those treasurers who have been given such a large degree of responsibility.

Check Status

Statuses found in the check request grid reflect a number of possible states for a request. Items that have been processed will remain in this list for up to 30 days to allow easy access to reviewing them.

- In Preparation - these are requests that are being prepared by a caseworker. A request might not be finished, pending collection of an account number or vendor information - hence these requests will not appear in the treasurer's actionable item list until they've been completed and submitted by the caseworker.
- Requested - these requests have been completed by casework and submitted to the treasurer for action. They will reside in the treasurer's check requests screen until action is taken.
- Paid - Check requests that have been paid. Checks are assigned, delivery mechanism determined, etc.
- Denied - Assistance Requests that have been denied. Treasurers may deny requests for many reasons - these represent requests that were wholly refused by the conference.
- Withdrawn - Check requests may be withdrawn by the caseworker after they've been submitted - but the fact of the original request will be saved in system. Once a request has been processed by the treasurer it may no longer be withdrawn.
- Void - These would be check requests that were originally paid but later voided.
- Not Paid - Refund - These are requests that were originally paid but have since been completely refunded.

Approve Check Request

Clicking on requested checks in this list will return an approve check request screen allowing the treasurer to make decisions on the assistance request - whether to approve or deny, what check number, amount, date, etc. The treasurer may navigate from this form down into the case itself to review the casework in the process of making the decision as to whether to grant the request. Details related to the vendor as well as the client receiving the assistance are provided in a quick to access read-only accordion on the screen giving the treasurer the additional ability to quickly review the details associated with the check request (allowing for a quick review).

If the request is to be denied, pressing the [Deny] button will fix the status of the request to denied, move it to the 'Processed' tab, and notify the caseworker.

If the request is to be approved, treasurers are required to enter the check number and select the delivery method. The amount defaults to the value of the requested assistance but it may be altered by the treasurer. Finalizing the approval of the request requires clicking on the [Approve] button.

Check numbers must be unique in the system - and if a check number is entered that is a duplicate of one that is already present, a screen will be displayed prior to completing the approval process requiring the treasurer correct the problem before approval. This screen will display the check number, and a link to the check which shares its identification to help the treasurer understand how this mistake could have occurred.

Note: for instructions on how to use combined checks, support for debit transactions, or mapping checks written in advance of casework to assistance requests see those sections within the Advanced Check Register Actions later in this section.

The [Check Requests] button cancels the process and leaves the screen, returning to the check requests screen.

The [Check Register] button cancels the process and leaves the screen, sending the user to the check register related to this check request (treasurers for multiple conferences take note).

The [Change Type] button allows the treasurer to alter the transaction type of the request if the assistance was improperly mapped by the caseworker, or if resources in the system are not properly mapped to a valid transaction type (a misconfiguration).

The [Review Case] button will bring up an advanced view of the casework - giving the Treasurer a full view of the case and the ability to message the caseworker with questions prior to approving or denying the assistance request, or to give instruction related to the case.