4

Over/Under Payment Resolution

One of the elements used to evaluate the performance of a Performance-Based Contract Administrator (PBCA) is the prompt resolution of overpayment or underpayment issues between the PBCA and the owner or management agent. The TRACS Voucher Over/Under Payment Resolution option enables the user to submit the date an overpayment/underpayment is resolved. This option is available from the TRACS Main Menu screen.

From the **Over/Under Payment Resolution Voucher Selection** screen, click on the TRACS Menu link in the blue side bar to return to the **TRACS Main Menu.**

From the **Over/Under Payment Resolution Voucher Selection** screen, the displays directly above the User Guide link as a visual to direct users to the user guide for assistance in using this application.
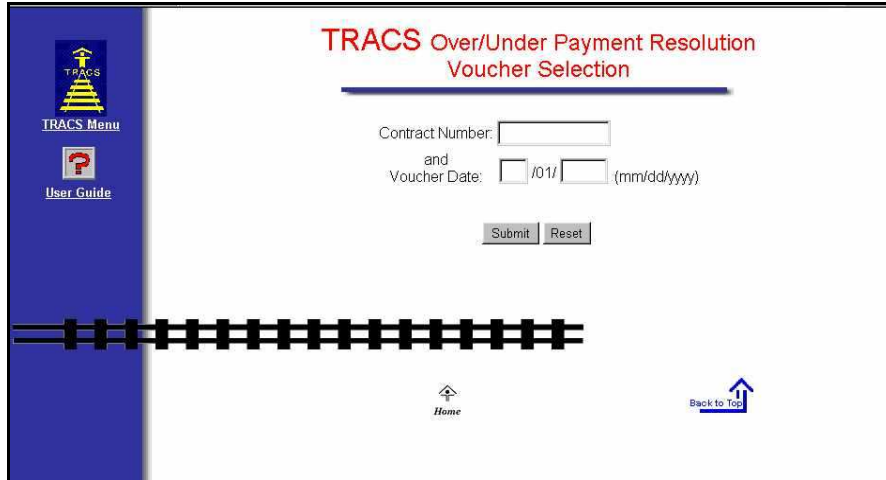

Objectives

By the end of this chapter, you will be able to:

- Submit the date an overpayment or underpayment is resolved

4.1   To access the Over/Under Payment Resolution option:

1. From the TRACS Main Menu, click once on the <u>Over/Under Payment Resolution</u> link, and the **TRACS Over/Under Payment Resolution Voucher Selection** screen (Figure 1) displays.

Figure 1. TRACS Over/Under Payment Resolution Voucher Selection Screen

2. Enter the *Contract Number* and *Voucher Date*.

3. Click Submit, and the **Update Over/Under Payment Resolution (Edit Mode)** screen (Figure 2) displays.

    OR

4. Click on Reset to clear fields and enter different criteria. Then click Submit, and the **Update Over/Under Payment Resolution (Edit Mode)** screen (Figure 2) displays.

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Figure 2. Update Over/Under Payment Resolution Screen

☞ *Note: If no voucher is found for the Contract Number and voucher date entered, a message displays stating, "No voucher was found with the searching criteria entered".*

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4. Enter *Over/Under Payment Resolution* date.

5. Select either *Over (positive)* or *Under (negative)* radio button.

6. Enter *Payment Amount.* You must enter a number higher than "0."

7. Click on ⬚Submit⬚, and the "TRACS Voucher Successfully Updated" message displays.

   OR

   "The Over/Under payment Resolution data <u>was not</u> updated successfully" message displays.

   The date displays on the **Voucher Detail** screen.

8. Click on ⬚OK⬚, and you are returned to the **Over/Under Payment Resolution Voucher Selection** screen.

9. Click on the TRACS Menu link in the blue side bar to return to the **TRACS Main Menu.**