

## COURSE OUTLINE – (FTB-P-004)

### PAYMENTS MANAGER OVERVIEW

#### **About This Course**

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The **Payments Manager Overview** course demonstrates how to process FINEOS claims payments from the end-user perspective.

#### **Course Objectives**

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After completing this course, trainees will gain the skills to create payment for the following FINEOS payment types:

- Ad Hoc Dues
- Single Due Payments
- Recurring Payments

#### **Who Should Attend?**

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Candidates who are familiar with FINEOS Claims and require knowledge of processing payments in the FINEOS system.

#### **Pre-requisites**

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**FTB-C-003 FINEOS Claims Overview**

#### **Course Content**

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Module	Description
<b>Ad Hoc Dues</b>	FINEOS has strategized with its global customer base to design a payment solution to support fast-track, high-volume payments. The Ad Hoc Dues module demonstrates how to process an unscheduled payment in the FINEOS system. This course details how to set up an ad hoc due, define a payee, add adjustments, and process the payment.
<b>Single Due Payments</b>	This module takes the user step-by-step through the process of creating a Single Due Payment. This payment type is typically used for processing unscheduled payments that require the reporting of liability amounts. Single Due Payments also support splitting payments between payees, and allow for making those payments on different dates. Trainees learn how to report

	a liability amount, add a payment amount, apply adjustments, and add additional payees before processing payments.
<b>Recurring Payments</b>	<p>FINEOS's sophisticated solution to managing scheduled payments is known as recurring payments. A recurring payment is an ongoing payment that is scheduled to be paid over a period of time. FINEOS has researched and developed a Recurring Payments Wizard, which provides a step-by-step guide to setting up a recurring payment. The innovative functionality of recurring payments supports backdated corrections and allows for the automatic or manual recalculation of payment amounts, while providing the user with an outstanding balance if the amount is overpaid or underpaid.</p> <p>Trainees of the recurring payments module will garner experience in using the Recurring Payments Wizard to set up their benefit payment. This includes learning how to add payees, set payment dates, frequencies, and apply adjustments before processing payments. Furthermore, this course explores how to reconcile overpayments and underpayments in the FINEOS system.</p>

### **Format & Duration**

<b>Delivery</b>	<b>Tutor-Led Practical</b>	<b>Duration</b>	<b>2 Days</b>
<b>Description</b>			
The desired effect for participants on completion of this course is an acquisition of skills i.e. to <b>'KNOW'</b> how to use a particular area of the FINEOS product. Participants are led through practical exercises relevant to the particular skills area directed and assisted by the tutor.			

### **For further information, contact FINEOS Training Services:**

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