# Kids Central, Inc. System of Care
# Policy & Procedure

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| **Series:** | **Master Trust Accounts** |
| **Policy Name:** | **Creating New Clients in FAST and QuickBooks** |
| **Policy Number:** | **1205** |
| **Origination Date:** | **07/01/10** **Revision Date:** |
| **Authority:** | **402 F.S., 737 F.S., 39 F.S., 415 F.S., 65C-17 F.A.C.** |

**Purpose**

To establish guidelines and a consistent manner in which new client accounts are created in the systems used to manage the Client Master Trust Fund process.

**Policy**

It is the policy of the organization to ensure there is accurate record keeping of all master trust clients accounts activity. All master trust clients should have accounts created in the FAST and QuickBooks systems. The following procedures should be followed in setting up clients into these systems.

**Procedure**

**A. Setting up New Client Accounts in FAST:**

The Master Trust Account Clerk will be responsible to set up new clients in the FAST system.

1. For new clients, FAST accounts are created when correspondence is received selecting KCI as the Representative Payee or prior to posting of the deposit. Information needed to create a FAST account:
    - Client's SSN
    - DOB
    - Placement type
    - Rate
    - Eligibility code
    - County
    - Location (CMA)
    - Notate if Notarized Designation has been received
    - SSA claim number, if client is a SSA (T2) recipient

**B. Setting up New Client Accounts in QuickBooks:**

The Master Trust Account Clerk will be responsible to set up new clients in the QuickBooks system.

1. Select Address Info tab:

   - Go to " Customer" tab or "Customer Center"
   - Select "New Customer & Job"
   - Select "New Customer"
   - In field " Customer Name" enter Last name, First name
   - In field "Company name" enter Client's Social Security Number
   - In field "First name" enter Client's first name
   - In field " Last name" enter Client's last name
   - In field "Contact", erase data that automatically shows up in this field, enter Clients SSA/SSI Claim #
   - In field " Bill To" erase data that automatically shows up in this field, enter County
   - In field " Alt. Contact enter date of birth in format MM/DD/YYYY

2. Select Additional Info tab:
   - In field "Type" click on drop down arrow, select name of benefit type, i.e. SSI (do not select the number shown)

3. Select Payment Info tab:
   - In field " Account No." enter Client's Social Security number

4. Select Job Info tab:
   - In field "Job Status" click on drop down arrow, select "Awarded" if benefits are new;
   - If benefits have been suspended or discontinued, edit customer account, and
     - select "pending" if suspended
     - select "closed" if benefits has been discontinued or account is closed
   - In field "Job Type" click on drop down arrow, select name of account type, i.e. current needs account (do not select the number shown)

When a new client needs to be set up in the two systems, the account set up should be completed in both FAST and QuickBooks at about the same time. If there is a need to edit any of the client's data, the Master Trust Account Clerk should go into each system and make the appropriate edits via the above described steps. To make a change in the QuickBooks system, go to the "Customer Center", select the client, and then select edit customer.

The Master Trust Account Clerk should ensure that the client data in both systems is accurate and reconciles to one another. A custom report with client data should be generated from both systems and compared at least quarterly. Any identified discrepancies should be researched and adjustments made to the client's accounts to ensure both systems remain in sync.

**Approved By:**

Cynthia A. Schuler, Chief Executive Officer     Date