# **Vocational Rehabilitation Services Manual D-500: Business Procedures for VR Staff**

Revised July 1, 2022

## D-506: Payment Research

### D-506-1: Researching a Payment

"Warrant Number" and "Payment Number" are used interchangeably to mean warrant number (nine digits) or direct deposit number (seven digits) for payment.

When a vendor contacts Texas Workforce Commission Vocational Rehabilitation Services (TWC-VRS) for payment status, the TWC-VRS staff member advises the vendor that the status of payments that the state makes to vendors may be checked on the Texas State Comptroller website at: <https://mycpa.cpa.state.tx.us/securitymp1portal/displayLoginUser.do>.

If the vendor insists that the staff member verify payment information, the TWC-VRS staff member performs the following actions in ReHabWorks (RHW), using information from the Service Authorization (SA):

1. In the horizontal menu bar, select Purchasing; then, from the left menu, select Purchasing and Search by SA Number. The Search by SA Number page opens.
2. Enter the SA number in the SA Number field and click Search. The SA Detail for: page opens.
3. Click on the Go to Receive/Pay Detail button for payment information. The SA Receive/Pay Detail page opens.
4. Under Payment Information, find the Voucher #; follow the column down to Warrant Information and find Warrant Date and Warrant #.
	* Payments by direct deposit are indicated by a seven-digit warrant number in the Warrant # field.
	* Payments by paper warrant are indicated by a nine-digit warrant number in the Warrant # field.

**Payment by Direct Deposit**

If the payment was made by direct deposit, the TWC-VRS staff member:

* provides the vendor with the direct deposit warrant number;
* provides the vendor with the date that the deposit was issued; and
* advises the vendor to contact the vendor's bank with the direct deposit information to locate the payment. If the vendor's bank cannot locate the payment, the vendor sends an inquiry to payables.rhwconsumers@twc.texas.gov and includes the SA, warrant number, and amount of the payment. The Accounting Payables unit can be reached directly at (512) 463-1671, option 4.

Wire transfers from the Comptroller's office typically appear in a vendor's bank account approximately two business days from the warrant date.

**Requesting a Warrant Cancellation**

If a vendor does not receive a payment made via paper warrant and 30 or more days have passed since the warrant issue date, TWC-VRS staff member emails payables.rhwconsumers@twc.texas.gov to request a warrant cancellation. This message must include the:

* SA number;
* voucher number;
* voucher amount;
* warrant number; and
* reason for the warrant's cancellation.

The TWC-VRS office is responsible for reissuing any warrant that is requested to be canceled.

**Determining Warrant Status**

TWC Accounting can research the warrant through the Treasury to see whether the warrant has been cashed or is on hold.

If the warrant has been cashed, the TWC-VRS staff member:

* requests a copy of the cashed warrant if a copy is not readily available (It can take between seven and 10 days to receive.); and
* emails a copy to the individual that initiated the email request.

If the warrant has not been cashed, the TWC-VRS staff member:

* proceeds with warrant cancellation; or
* responds to the inquiry if the warrant is on hold.

If no payment was issued, the TWC-VRS staff member researches and assists with expediting payment. Payments must be reissued in accordance with the appropriate system of issuance:

* RHW; or
* Workforce Reporting Accounting and Procurement System (WRAPS).

**Forgery Claims**

If a payee claims forgery, the TWC-VRS staff member emails payables.rhwconsumers@twc.texas.gov, and RHW accountants will follow current Comptroller Forgery Notification Procedures.

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