REDI Virginia Procedure Guide

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Overview

Introduction

The Remittance Electronic Data Interchange (REDI) Virginia website is an online system that allows trading partners to view remittance data for payments that have been processed by the Commonwealth of Virginia via electronic data interchange (EDI). **REDI Virginia** is available to vendors, state agencies, state employees, localities, grantees and non-state agencies who have signed up with the Department of Accounts for the EDI program. Once EDI payment transactions are processed, remittance data is available through various inquiry screens.

Automated Benefits

Viewing remittance data on-line accomplishes the following:

- Improves the timeliness and reliability of EDI remittance data to trading partners resulting in easier and timelier posting of payments and the reduction of late notice occurrences.

- Saves trading partner's time researching payments made/received in the last four months.

Security

REDI Virginia provides state of the art security features to maintain strict confidentiality of payment information. Application security requires a user ID and password for system access with two levels of security to protect the data.

- SSL – Secure Socket Layer – uses a 128-bit encryption routine to protect data as it moves back and forth across the Internet. This technology is used widely by financial institutions to provide a high level of protection.

- ECC – Elliptic Curve Cryptograph – a server-based technology to protect sensitive data and to prevent unauthorized server access.

Access to REDI Virginia

Hardware and Software Requirements

- Browser – Internet Explorer or Netscape, Version 4.0 or higher. Enabled for Java Script and Secure Socket Layer (SSL) Security (128-bit Version).
- Connection – When connecting to the site from behind a firewall or proxy server, it must allow SSL (port 443) connection.
- Screen Resolution – 800X600 or greater, with a minimum of 256 colors.
- Modem Speed – Connection speed of 56K or higher is recommended.

Enable Cookies and Java script

The personal computer being used must have the Internet Options enabled for Java script and Cookies.

Eligibility Requirements

To be eligible to use **REDI Virginia**, you must be a Commonwealth of Virginia EDI trading partner. You must have had an EDI account established by the Department of Accounts after having submitted an EDI Agreement and Electronic Payment Information Form or the Employee EDI Form.

If you are not currently participating in the EDI program but would like to, you can go to www.doa.virginia.gov, choose the Electronic Data Interchange (EDI) button on the right side of your screen and select, complete, and submit the appropriate Trading Partner Agreement and Enrollment form, using the EDI Guide for Vendors, Localities, Grantees, State Agencies and Non-state Agencies for information on the Commonwealth of Virginia's EDI payment program.

Data Accessible

To view a payment, you must have received an EDI payment from the Commonwealth of Virginia in the last four months.

You will only be able to view remittance data associated with the specific 11-digit logon ID used to logon to REDI Virginia.

Website Address

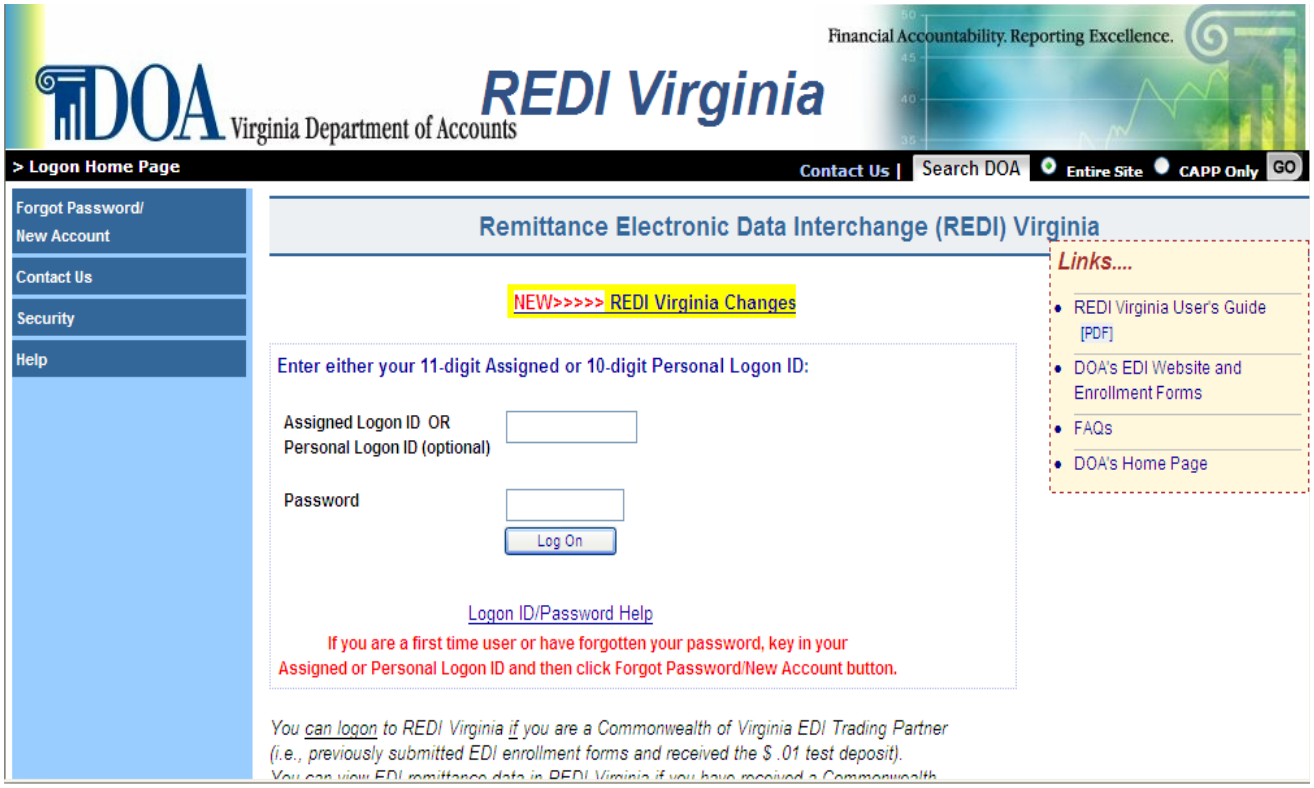
Access **REDI Virginia** on the Internet at http://REDIVirginia.doa.virginia.gov. Note that "www" is not included in the address. If you have any extensions on the application address you may not be able to access the website.

You can also access **REDI Virginia** through the Virginia Department of Accounts' website at www.doa.virginia.gov by clicking the Electronic Data Interchange (EDI) button on the right side of your screen and choosing the link to REDI Virginia.

Initial Logon

New Users

As a new user, you must establish your security record before viewing remittance data. **You will only be able to view remittance data if you have received an EDI payment in the last four months**. Once you logon to http://REDIVirginia.doa.virginia.gov, the following *REDI Virginia* logon/home page appears:



Key your **Logon ID**, as follows, to log-in to **REDI Virginia**.

If you are a…	**Then your Logon ID will be…**
Vendor, state agency, locality, grantee or non-state agency	Your 9-digit Federal Taxpayer Identification Number (employer identification number or social security number) followed by the proper 2-digit suffix. For many vendors, grantees and non-state agencies, the suffix is 00 (zero zero).
State employee	Your Employee ID followed by 33 for Cardinal Agencies.

For this **initial logon**, **leave** the **Password box blank**.

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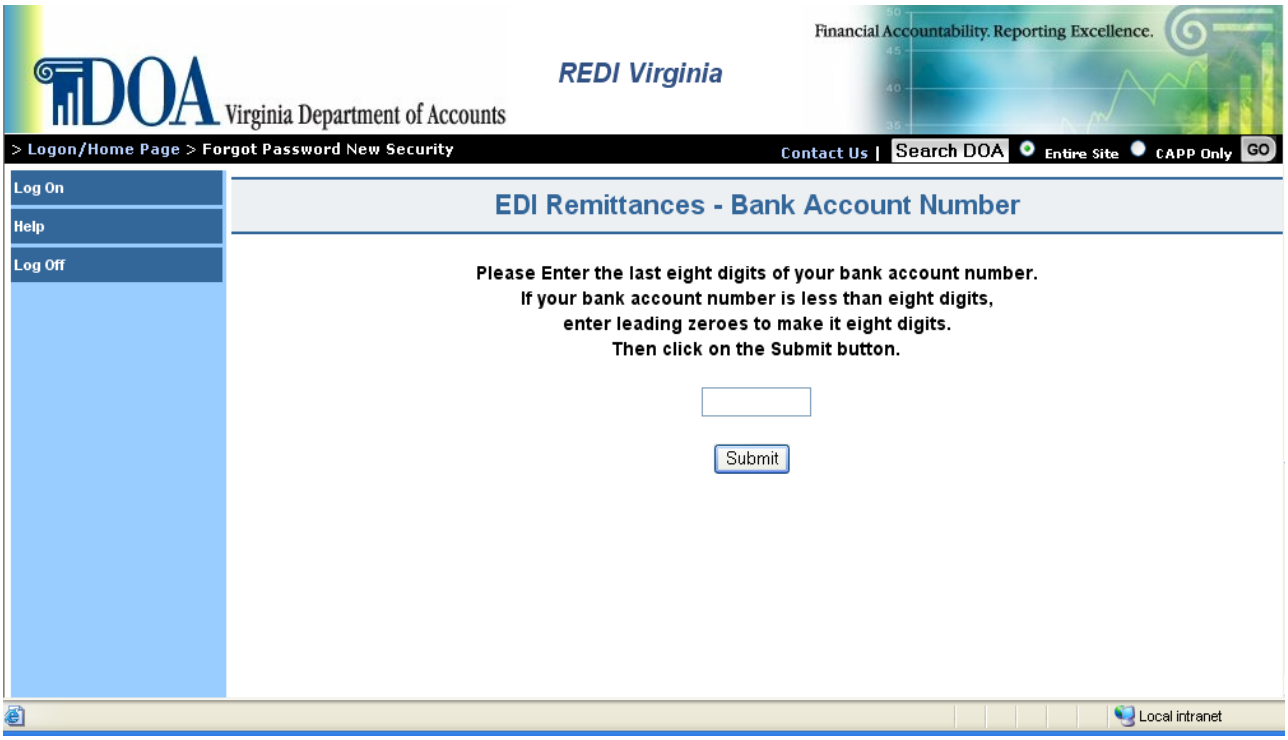
New Users (cont.)

After entering only your Logon ID, click **the** Forgot Password/New Account **button in the left menu and the following *EDI Remittances – Bank Account Number* page appears.**



Bank Account Number

Key the **last eight digits** of the **bank account number** into which your EDI deposits are made. If your bank account number is less than eight digits, enter leading zeros to make it eight digits. For example, if your bank account number is 12345, enter 00012345.

Note: For employees, this account is the account in CIPPS designated for Net Pay.

After entering your eight-digit bank account number, click the **Submit** button.

Continued on next page

Create New Security Record

The following *EDI Remittances – New Security Record* page appears.

> Logon/Home Page > New Security Registration

Contact Us | Search DOA Entire Site CAPP Only GO

Log On
Help
Log Off

EDI Remittances - New Security Record

Click Here to Check the Availability of a Personal Logon ID before you enter it.

Assigned Logon ID	21452079633	Personal Logon ID	Check Personal Logon ID
Password		Hint	
Challenge Question 1:	Please Select		Required
Challenge Question 2:	Please Select		Required
Challenge Question 3:	Please Select		Required
Company Name			
Title			
First		MI	Last
Phone No.	(xxxxxxxxxx)		
Status			
Email Alerts	No		
Email Address			
Email Address 2			

Submit

Local intranet 100%

Continued on next page

Create New Security Record (cont.)

Complete the fields in the table below, as indicated. The required fields are indicated below. Use the Tab key to move between fields.

Field	Required/ Optional?	Action
Personal Logon ID	Optional/ Strongly Recommended	Because the Personal Logon ID has to be unique, you should use the **Check Personal Logon ID link** located next to the Personal Logon ID box to see if the personal logon ID you want to use is available. Then enter the 10-digit Personal ID to be used to logon to REDI. Once an initial logon has been established, the Personal Logon ID can be used in place of the Assigned Logon ID.
Password	Required	Enter a self-assigned password which meets the following: 1) Be nine (9) characters in length 2) Utilize at least three (3) of the following four (4): a) Special characters (! @ { } & ~ + ? [ ]) b) Upper Case Alphabetical characters (A-Z) c) Lower Case Alphabetical characters (a-z) d) Numerical characters (0-9) 3) Not Contain spaces 4) Not match last twenty-four (24) passwords Remember, passwords will expire every ninety (90) days and must meet the specific password criteria as addressed in the Initial Logon section. You can only change your password once a day.
Hint	Optional/ Strongly Recommended	Enter a hint that will help you remember your password should you need it. Although this field is optional, it is strongly recommended you enter a hint that you will have access to (by entering in the Logon or Personal ID and clicking the "**Forgot Password**/New Account" **button** on the logon screen) if you forget your password. Entering a Hint can save you time - you will not have to contact the Department of Accounts and then wait for a reply.
Challenge Questions and Answers	Required	You must provide **three** Security Challenge Questions and Answers. You will need the answers to these questions to reset your password in the future. The answers are not case sensitive. It is strongly suggested that you print a copy of your Personal Options page upon logon which displays this information and keep in a secure location.

Continued on next page

Create New Security Record (cont.)

Company Name	Required	Enter your company name, agency name, or employee name. If you have more than one EDI account, use this field to distinguish between those accounts. The data in the Company Name field will print in the sentence of the email alert that refers to the name on your EDI account. For example, if you are responsible for two EDI accounts and one is for a general bank account and one is for education payments, you may enter "(Your organization's name) – General Account" or "(Your organization's name) – Education" so that you can distinguish between the two when you receive Email Alerts.
Title	Required	Enter your title (20 characters).
First	Required	Enter your first name.
MI	Optional	Enter your middle initial.
Last	Required	Enter your last name.
Phone#	Required	Enter your 10-digit phone number, including area code, **without dashes or parentheses**.
Status	N/A for Change in this step	The status field shows by what method (CCD+ or CTX) you are currently receiving your remittance data.
Email Alerts	Required	Choose 'Yes' if you would like to receive an email that notifies you of each impending EDI deposit. The email will usually be delivered one business day prior to the deposit and will include the dollar amount and date of deposit. Otherwise, choose 'No'. You can change your selection later, if desired, by updating your Personal Options.
Email Address	Optional/ Strongly Recommended	Enter at least one email address if you chose 'Yes' in the Email Alerts field. This field must be completed to receive an email when a deposit is pending. If you would like to receive email alerts at more than one address, you may enter those addresses in this field separated by a semi-colon and a space. This field allows for 100 characters. If provided, you can receive emails initiated by the Department of Accounts to EDI Trading Partners. The Department of Accounts periodically sends email alerts to entities registered in REDI Virginia to alert of possible system changes, etc.; therefore it is critical this field is used and kept current to ensure timely notification of any changes.
Email Address2	Optional	If you would like to receive email alerts at more than one address, you may also enter those addresses in this field separated by a semi-colon and a space. This field allows for 100 characters.

After entering all of the appropriate information, click the **Submit** button.

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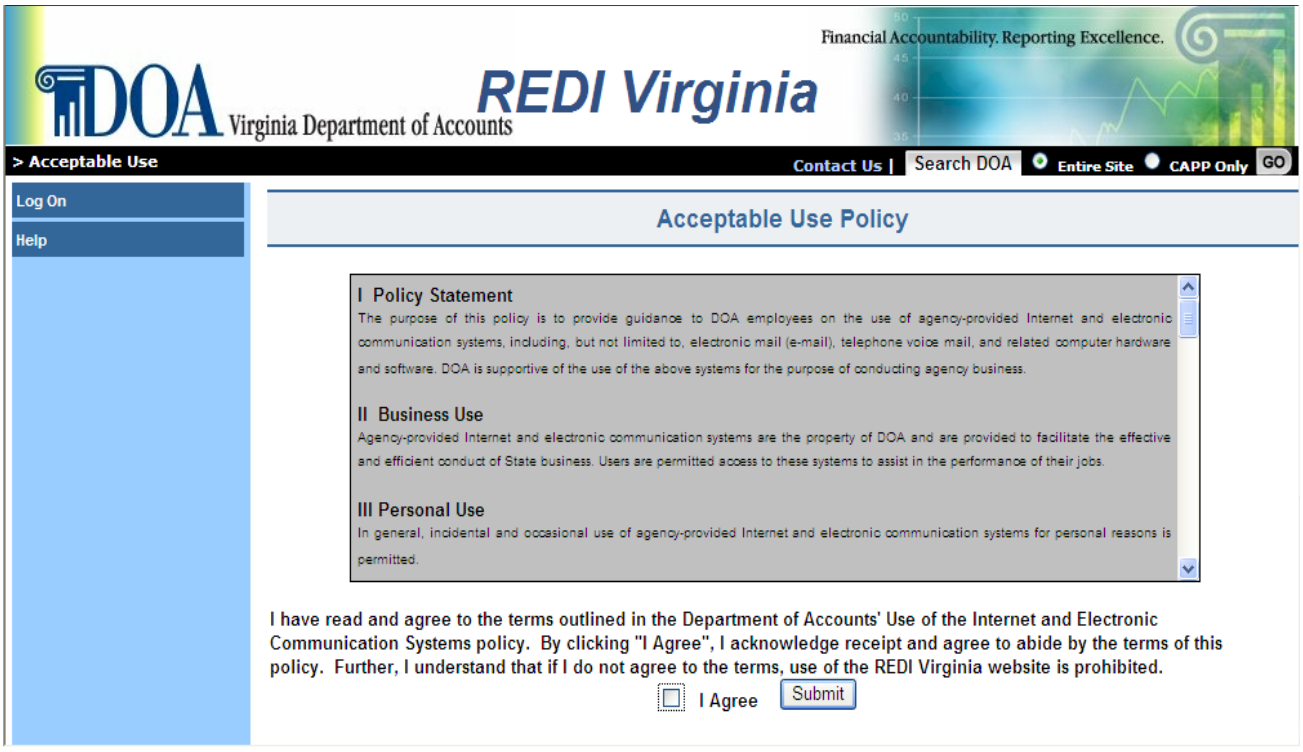
Acceptable Use Policy

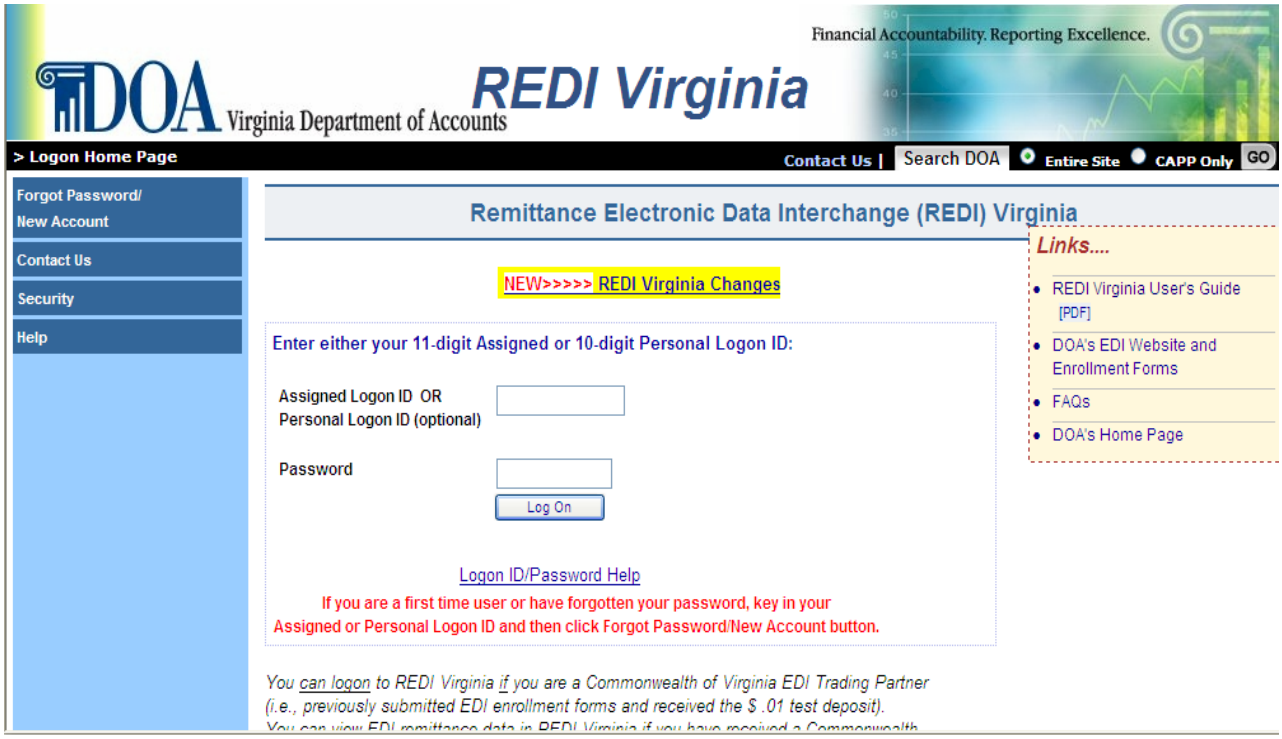
Once you have established your security record, the *Acceptable Use Policy* page will be displayed. You must read the DOA's Acceptable Use Policy and then click the "I Agree" button. Click the submit button to continue. If you choose not to agree to the terms, use of the REDI Virginia Website is prohibited. To exit the system without acceptance, click on the Log On button in the left-hand menu. You will be returned to the Logon screen.



Subsequent Logon with Established Security Record

Existing Users

Once you have established a security record in **REDI Virginia**, you can logon and view your EDI remittance data. The subsequent logon process is quicker because you do not need to set up a security record or re-enter your bank account number. Go to http://REDIVirginia.doa.virginia.gov, and the following *Remittance Electronic Data Interface (REDI) Virginia* page will appear:



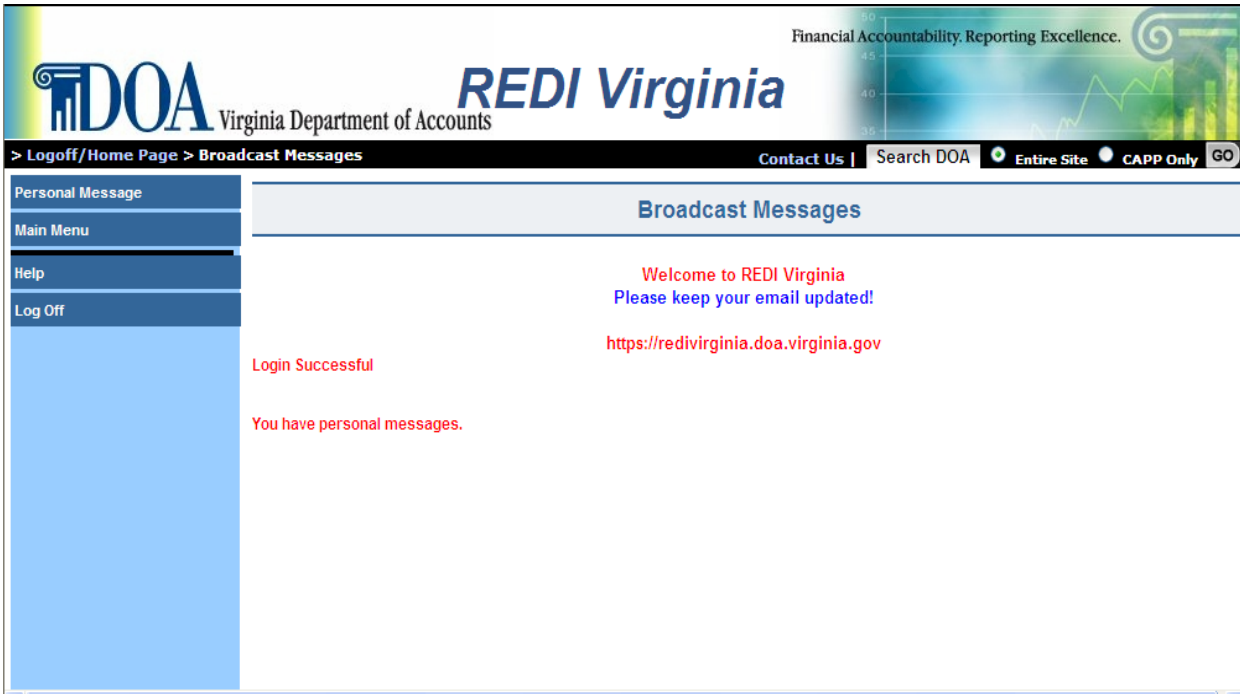
Key Logon ID or Personal Logon ID & Password

Key your **Logon ID or Personal Logon ID** as previously keyed (and identified below). Tab and key your **Password** as previously keyed in your Security Record.

If you are a…	Then your Assigned Logon ID will be…
Vendor, state agency, locality, grantee or non-state agency	Your Federal Taxpayer Identification Number (either Employer Identification Number or social security number) followed by the proper 2-digit suffix. Suffixes are often 00 (zero zero). Or, use the 10-character **Personal Logon ID** that you previously set up.
State employee	Your Employee ID followed by 33. Or, use the 10-character **Personal Logon ID** you previously set up.

Broadcast Messages Screen

Once you have established your security record, the *Broadcast Messages* page will be the first page that you view when you enter the system.



The *Broadcast Messages* page is used to communicate messages both globally and individually to the REDI Virginia user population. In the center of the page, a global message intended for all **REDI Virginia** users is displayed. Additionally, in the bottom left corner, informational messages may appear which provide feedback to the user regarding actions which have been taken (e.g., Login Successful) or actions which should be taken (e.g., You have personal messages or There is a special announcement).

Select the **Main Menu** button in the left column to proceed.

Continued on next page

Informational Messages

In the bottom left corner, informational messages may appear which provide feedback to the user regarding actions which have been taken (e.g., Login Successful) or actions which should be taken (e.g., You have personal messages or There is a special announcement).

To access and read Personal Messages or Special Announcements if you have them, click the appropriate button in the left column. The Personal Messages and Special Announcements buttons will not appear if there are no messages or announcements.

If you do not have any Personal Messages or Special Announcements, click the **Main Menu** button in the left menu.

Personal Messages

After clicking the Personal Messages button, the *Personal Messages* page appears. Read the message(s). When you are ready to eliminate a message, click the **Delete** button to the left of the particular message. Messages will remain until they are deleted.

Continued on next page

Special Announcements

Follow similar steps to read and delete Special Announcements. Special Announcements will remain until you delete them.

Main Menu

Choose the **Main Menu** option in the left menu to continue your logon. Once you have chosen the Main Menu option in the left menu, the following *Main Menu* page appears.

The *Main Menu* page is the central navigation page for **REDI Virginia.** It is from this page that you can get to the remittance data as well as change your personal options (your registration information).

Your name appears (not the company's name) just as it was keyed in your Security Record.

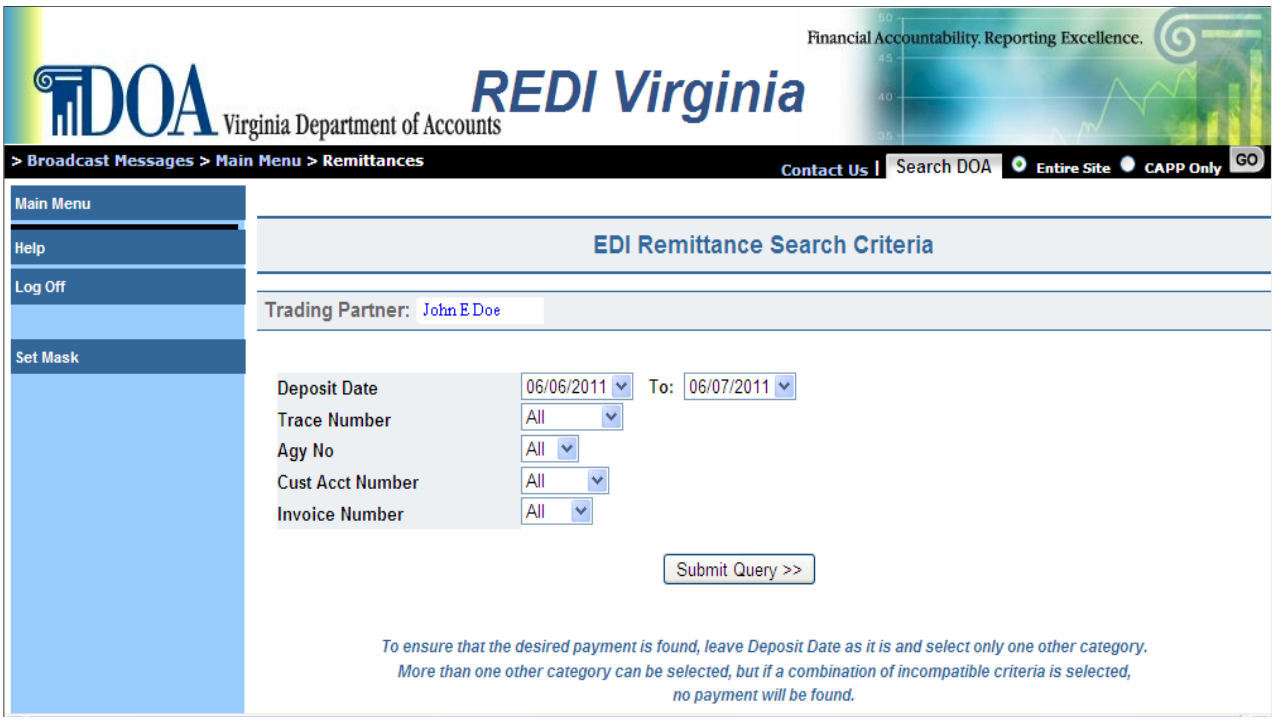
View Remittance Data

View Remittance Data

To view EDI remittance data, choose the **Remittances** button from the left menu.

Remittance Search Criteria Screen

Once you have chosen the Remittances button from the left menu, the following *EDI Remittance Search Criteria* page appears:



The *EDI Remittance Search Criteria* page allows you to define your search criteria so that you may view specific transactions or a range of transaction data. Search by the following criteria:

Continued on next page

Remittance Search Criteria Screen (cont)

Field	Action
Deposit Date	From the drop down menus, choose the range of deposit dates for the data you want to view. Only EDI payments made by the Commonwealth of Virginia to your organization in the last four months will be reflected.
Trace Number	Choose the specific trace number you want to view or choose "All" to see all available data.
Agy No	Choose the agency number from which the payment was received.
Cust Acct Number	Choose the customer account number for the customer/state agency from which the payment was received.
Invoice Number	Choose the invoice number for the payment you are researching.

Initial Logon Search Suggestion

Leave remittance search criteria options as they are. Do not select specific search criteria. Click the **Submit Query** button.

Search Criteria Suggestion

If you select specific criteria for Trace Number, Agency Number, Customer Account Number, or Invoice Number, leave the Deposit Date fields reflecting the full range of dates.

Submit Query

After you have defined your search criteria and entered your choices in the proper fields, choose **Submit Query**.

No Data Found

Your search criteria may have been too restrictive. Broaden the criteria by selecting "All" for all of the drop down boxes and select a larger Deposit Date range.

If you are looking for a particular payment that should have been made during the available range of dates and cannot locate it, contact the disbursing agency (the state agency with which you conducted business). The payment may not have been made or it may not have been made via EDI.

If you are looking for a particular payment that was made prior to the available range of dates, email the Department of Accounts at edi@doa.virginia.gov to request assistance.

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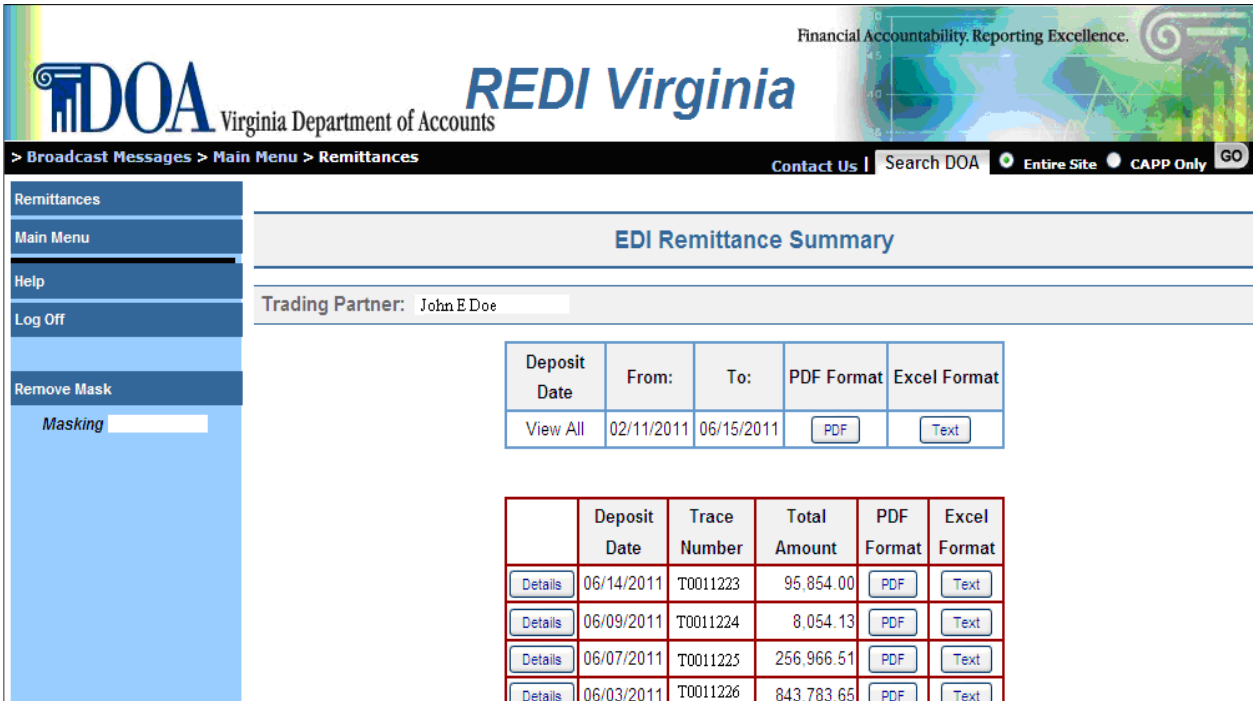
EDI Remittance Summary

Once you have chosen the Submit Query button, the following *EDI Remittance Summary* page appears:



The *EDI Remittance Summary* page allows you to view and/or download your search criteria in PDF and Excel formats. **If no data was returned, your search criteria may be too strict or incorrect.** Try broadening your search to include the data for which you are looking by selecting "All" on most or all of the drop down criteria boxes. The top section provides all remittance data for your search criteria. The bottom section narrows this search by providing remittance data by deposit date and trace number.

View Detail Remittance Data

Click the word **Details** on the desired line (to the left of the Deposit Date) to view the detail remittance data.

Continued on next page

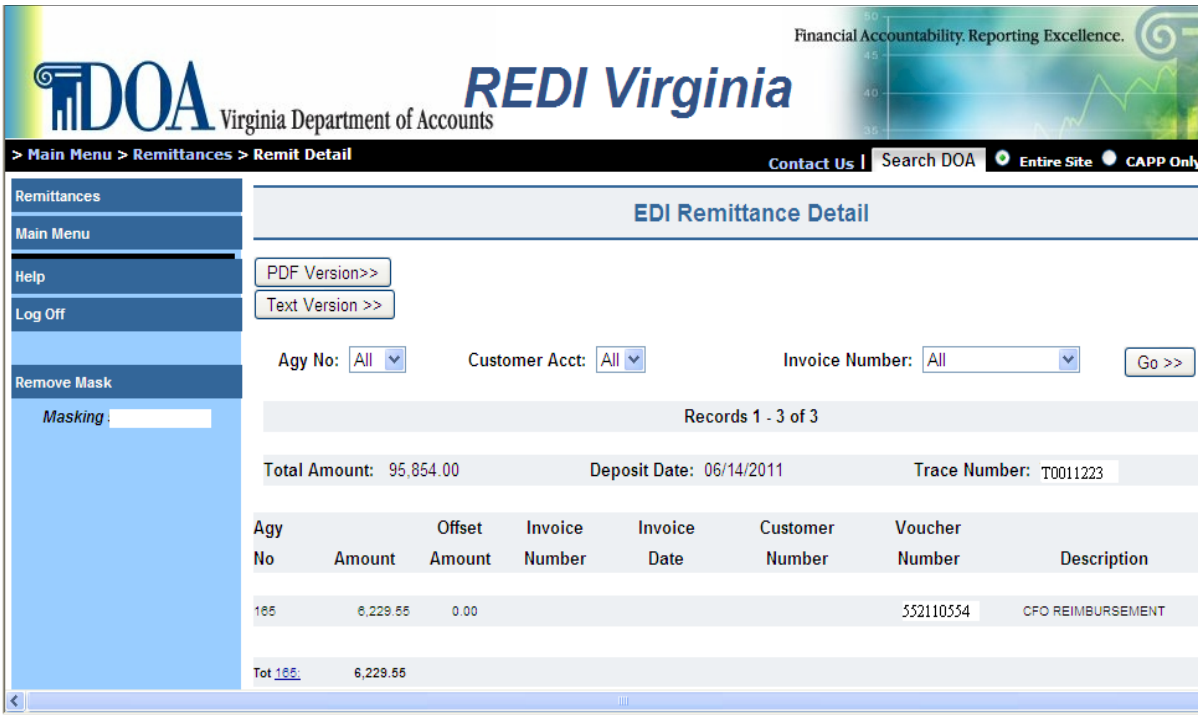
View Remittance Data, Continued

Download Remittance Data

Click the word **PDF** or **Text** in the top section of the page to download the entire remittance data that is returned from your search criteria. Click the word **PDF** or **Text** on the desired line in the bottom section of the page to download the detail remittance data.

EDI Remittance Detail Screen

Once you choose the Detail that you wish to view, the following *EDI Remittance Detail* page appears:



The *EDI Remittance Detail* page allows you to view detail for all the transactions included in your search criteria or to further break down your view using the following criteria:

Continued on next page

Field Name	Action
Agy No	From the drop down menu, choose the agency number for the transaction(s) you want to view.
Customer Acct	Choose the customer account number for the transaction(s) you want to view.
Invoice Number	Choose a specific invoice number for the transaction(s) you want to view.

You may need to scroll down to see the entire page of data.

Remittance Detail Fields

The Total Amount and Deposit Date are provided for each Trace Number identified. A subtotal is provided by agency. Other detail is as follows:

- **Agy No** – Each state agency in the Commonwealth of Virginia is assigned a three-digit agency number. Agency name and telephone number can be viewed by clicking on the specific agency number. A screen will appear with that agency's phone number for their Accounts Payable Department. Call the agency and request to speak with the Supervisor of Accounts Payable if there is insufficient remittance data. Provide the "Voucher Number" from the EDI Remittance Detail screen so that agency personnel can research their payment to your organization. Request they include appropriate information on future payments.
- **Amount** – the dollar amount of the detail line. If the number is in red, then it represents a credit or reduction, not a payment.
- **Offset Amount** – the amount of a Comptroller's Debt Setoff payment that reduces the amount of payment to your organization or individual, the trading partner. The number is in red, representing a reduction to your payment. Setoff occurs when a state agency has indicated that your organization or individual owes them money. If you cannot wait for the notification that will be mailed to your organization regarding the debt for which the monies were withheld, call the Debt Setoff Unit at (804) 367-8380 for information.
- **Invoice Number** – the invoice number for each detail line. It should correspond to the Invoice number your organization sent to the state agency.
- **Invoice Date** – the invoice date in MM/DD/YYYY format for each detail line. It should be the date of the Invoice your organization sent to the state agency.
- **Customer Number** - the customer account number that was keyed in the transaction by the disbursing agency. It should be the Customer Account Number your organization assigned to the state agency.
- **Voucher Number** – an agency-assigned number identifying the payment. If you call the disbursing agency for more information, provide this number.
- **Description** – the description keyed by the agency into the payment transaction. Sometimes this field reflects the invoice number for a credit taken.

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More Information Needed or Data is Insufficient to Post a Payment

Some or all of the fields listed above may be filled in. The data appearing in these fields (with the exception of "Offset Amount") is the information that is keyed in by state agencies when they are processing a payment transaction. If you cannot post the payment using the information supplied, click on the three-digit agency number to obtain the telephone number for that agency and call the agency. Request to speak with the Supervisor of Accounts Payable and provide the "Voucher Number" for which you need additional information. Request the appropriate information be included in future payments.

View More Data for the Same Deposit Date

Each remittance detail screen can reflect up to 20 records. If your payment had more than 20 records use the NEXT button to view more records.

NEXT
You may view additional records, if available, by choosing the NEXT button provided on the "Records" line in the center of the screen.

PREVIOUS
Likewise, choose the PREVIOUS button to go back by page.

View Data for a Different Deposit Date

Choose the **Remittances** button to return to the *EDI Remittance Search Criteria* page to select a different deposit date.

Other Options

Choose the Main Menu button or Log Off button.

"Contact Us" Button

If . . .

- you have a question, observation you want to relay, or problem, use the Contact Us button to send an email to the Virginia Department of Accounts (DOA).

- you encounter a "Runtime error" or a "Diagnostic Error;" write down the specific information provided about the error. Please notify DOA using the Contact Us button, including the specific error information. If you cannot access the Contact Us Button, please send an email to redivirginia@doa.virginia.gov.

What to Include

Since your email address is the only identity-related information automatically received, please include your:

- name
- telephone number (including area code)
- company, locality or agency name
- REDI Virginia Logon ID
- your question/problem/observation

If you are a state employee, identify whether your question is for your own personal EDI account for travel reimbursements or an EDI account for your agency such as petty cash.

Password

Initial Logon

Do not key any data into the Password boxes on the *Welcome to REDI Virginia* screen during your **initial logon**.

You will set your password once you reach the *EDI Remittances - New Security Record* screen.

Changing Your Password

You may change your password at any time as long as you have not changed it within the same day.

1. From the Main Menu, select Personal Options.
2. Click on on the "Edi Personal Options" button at the top of the page.
3. Enter in a new Password – Remember it must meet the requirements of the system for passwords listed below.
    1) Be nine (9) characters in length
    2) Utilize at least three (3) of the following four:
        a) Special characters (! @ { } & ~ + ? [ ])
        b) Upper Case Alphabetical characters (A-Z)
        c) Lower Case Alphabetical characters (a-z)
        d) Numerical characters (0-9)
    3) Not Contain spaces
    4) Not match last twenty-four (24) passwords
4. Re-enter the new password for verification.
5. Click on **Accept** button at the top of the page.

Remember, passwords will expire every ninety (90) days and must meet the specific password criteria as addressed in the Initial Logon section.

You can only change your password once a day.

Update Your Password Hint

Remember to change your Password Hint in the Personal Options screen whenever you change your password. From the Main Menu screen, select the Personal Options button.

Password Violations

After five erroneous password attempts in one day you will be denied access to REDI Virginia. You can wait until the next day and try again, when your password violations are cleared, or use the Contact Us button to request assistance.

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Forgot Password

If you cannot remember your password or are being denied access to REDI Virginia due to password problems, at the *Welcome to REDI Virginia* screen, **key** your **Assigned Logon ID or Personal Logon ID** and **click** the **Forgot Password/New Account** button in the left menu. The following screen appears:

Use Password Hint

Your Password Hint is displayed, if you previously entered a hint in your Security Record or the Personal Options screen. If the hint provides sufficient information, choose the Log On button from the left menu and logon.

Reset Password

If you did not enter a Hint or it does not help AND you provided the answers to three security questions correctly, you can click on the "Next" button to reset your password.

NOTE: You will not be allowed to change your password if you have already changed it the same day. You must wait until the next day from the last password update before attempting to change your password again.

Email Alerts

Optional Email Alert Feature

You can receive Email Alerts generated by the REDI Virginia website for impending EDI deposits. The email will usually be delivered one business day prior to the deposit and will include the dollar amount and date of deposit. Once the Email Alert is received, you can logon to REDI Virginia and view the detail remittance data.

Electing to Receive during Initial Logon

During your initial logon to REDI Virginia, when you establish a Security Record, you can elect to receive the Email Alerts.

Electing to Receive during Subsequent Logon

You can make the "receive Email Alerts election" at any time. From the Main Menu, click the **Personal Options** button in the left menu. The *View Personal Options* screen appears. Click the **Edit Personal Options** button and follow the instructions below. After completing the Email Alerts field and the first Email Address field, click the **Accept** button.

Field Name	Instructions
Receive Email Alerts	Choose '**Yes**' if you would like to receive an email that notifies you of each impending EDI deposit. Otherwise, choose 'No'.
Email Address	Enter at least one email address if you chose 'Yes' in the Receive Email Alerts field. This field must be completed to receive an email when a deposit is pending. If you would like to receive email alerts at more than one address, you may enter those addresses in this field separated by a semi-colon and a space. This field allows for 100 characters.

Your organization's spam filtering software

If your organization is using spam filtering software, make sure that emails from REDIVirginia@doa.virginia.gov are authorized to be received.

Valid email address is required – keep it updated

The Email Alerts cannot be delivered if an incorrect email address is registered in REDI Virginia. To update your email address, while on the Main Menu screen, click the **Personal Options** button in the left menu. The *View Personal Options* screen appears. Click the **Edit Personal Options** button, scroll down the screen to the first Email Address field, key the correct email address, and click the **Accept** button.

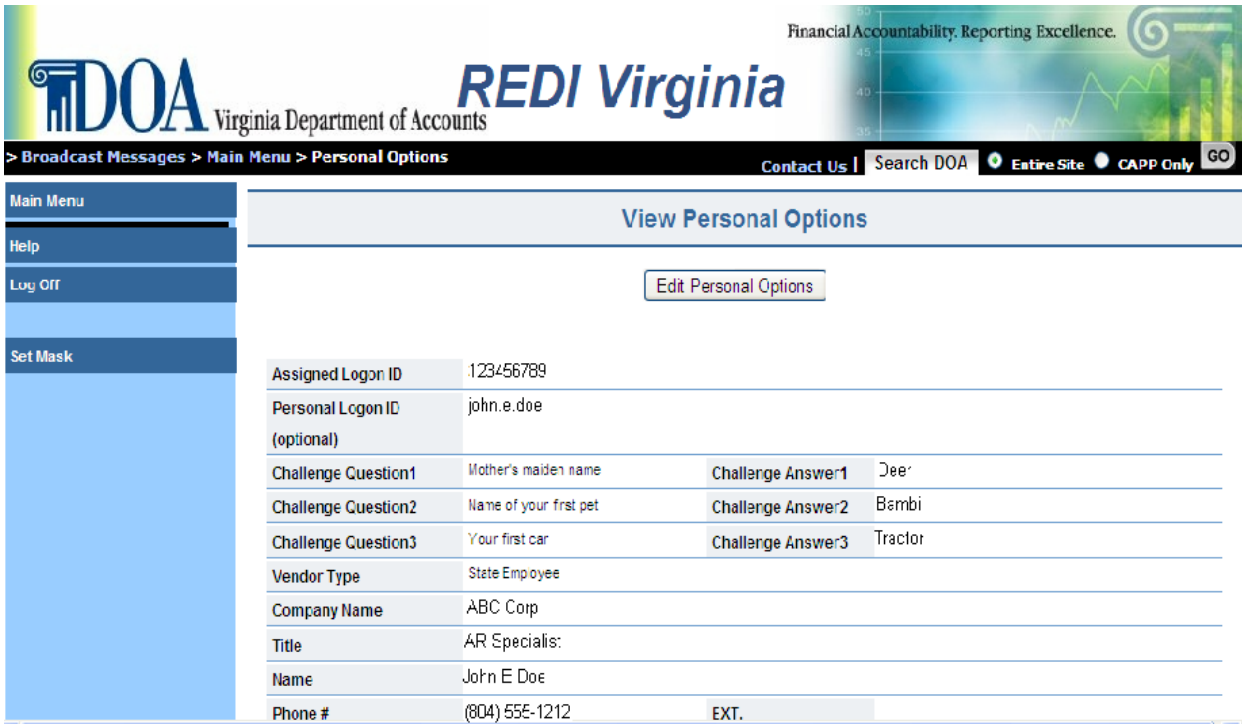
Personal Options Screen

Establishing Data

Personal Option data is established during your initial logon to REDI Virginia when you establish a Security Record.

Accessing the Personal Options Screen

From the Main Menu, click the Personal Options button in the left menu. The *View Personal Options* screen appears.



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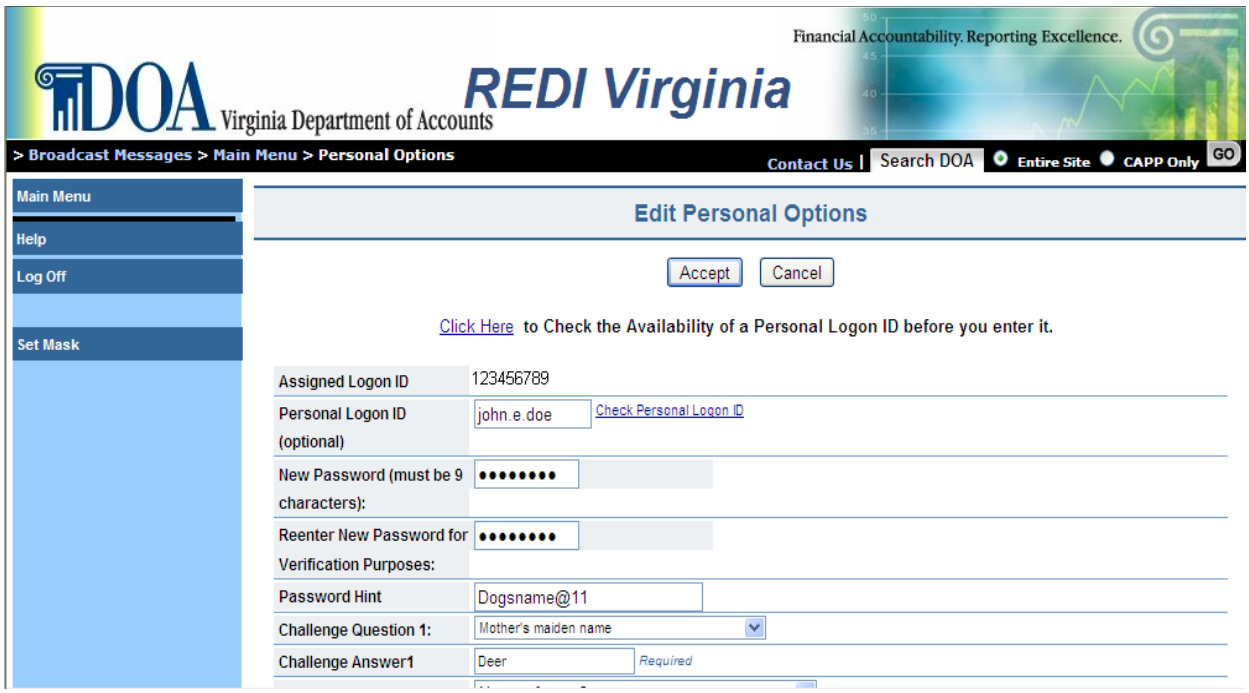
Personal Options Screen, Continued

Updating Your Personal Options

Keep the data in the Personal Options screen updated. The data can be changed at any time by accessing the Personal Options screen from the Main Menu, clicking the **Edit Personal Options** button, keying the correct data in the appropriate field(s), and clicking the **Accept** button. All available fields may not appear on the screen. You must scroll down on the screen to see all options that can be modified.

If the "Remit Notification Choice" field reflects "Internet", you cannot change that option without assistance from the Department of Accounts.



Keep Email Address Updated

Please update your email address as soon as it changes to ensure you continually receive your email alerts.

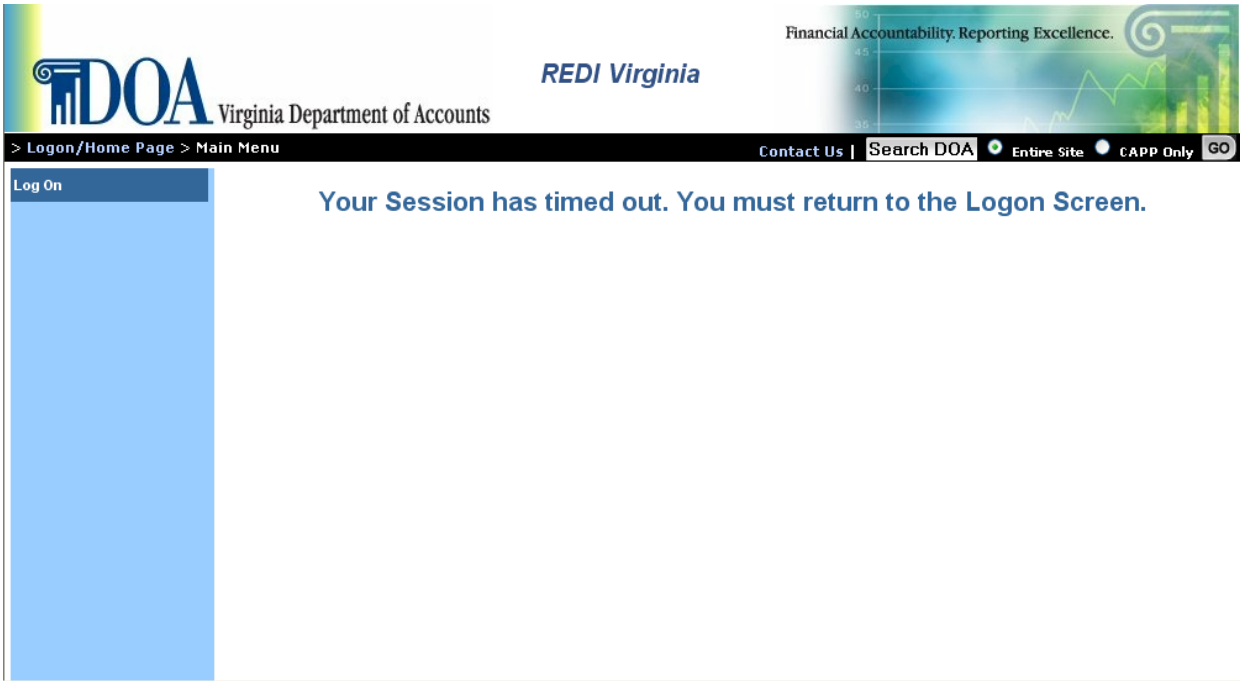
Logoff

How to

Click the **Log Off** button on the left menu.

Timing out

If you do not logoff, and leave REDI Virginia idle too long, you may automatically be logged off. Or when you eventually attempt to view a screen you may encounter a timed our message shown in the screen below. If so, choose the Log On button and logon again.



Contact Information

How to

- Click the Contact Us button on the left menu to send an email to the Virginia Department of Accounts (DOA) if you have a question, observation you want to relay, and/or problem.

- If you cannot access the Contact Us Button, please send an email to redivirginia@doa.virginia.gov .
- You can also reach us at (804) 692-0473.

What to Include

Since your email address is the only identity-related information automatically received, please include your:

- name
- telephone number (including area code)
- company, locality or agency name
- REDI Virginia Logon ID
- your question/problem/observation

If you are a state employee, identify whether your question is for your own personal EDI account for travel reimbursements or an EDI account for your agency such as petty cash.

If you encounter a "Runtime error" or a "Diagnostic Error;" please include the specific information provided about the error.