

# ACAP

AOC Claims and Payment System

Using the Search Tab

Version 1.01

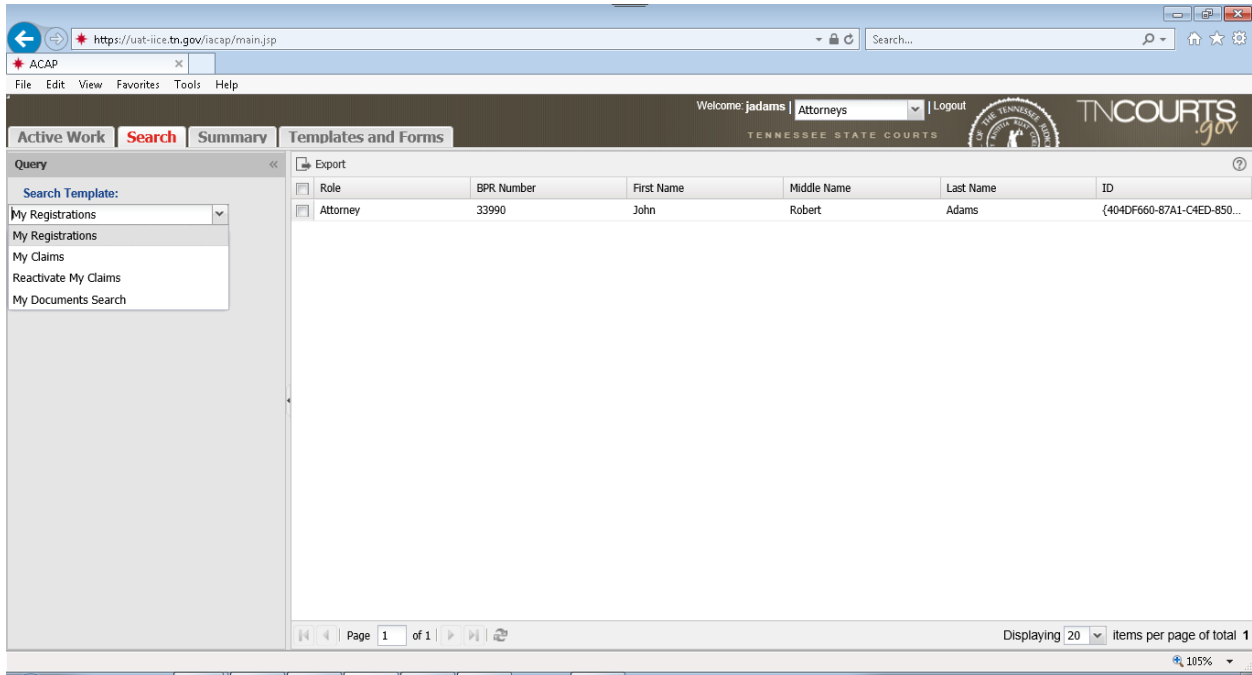
May 30, 2018

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## Using the Search Tab

The search tab is used for locating your registration record to update addresses, email or payment information. Or you can search for all your claims by changing the Search Template to My Claims. If looking for denied and removed claims then change the Search Template to Reactivate My Claims. If looking for all your documents then change the Search Template to My Document Search



The screenshot shows a web browser window with the URL <https://uat-iiice.tn.gov/iacap/main.jsp>. The page is titled "TNCOURTS.gov" and "TENNESSEE STATE COURTS". The user is logged in as "jadams" with the role of "Attorneys". The "Search" tab is active, and the "Search Template" dropdown is set to "My Registrations". The search results table shows one entry:

<input type="checkbox"/>	Role	BPR Number	First Name	Middle Name	Last Name	ID
<input type="checkbox"/>	Attorney	33990	John	Robert	Adams	{404DF660-87A1-C4ED-850...

At the bottom of the page, it indicates "Page 1 of 1" and "Displaying 20 items per page of total 1".

## My Registration Search

Select this search template when you need to update your addresses, email or payment information. Select the registration record by either double-clicking or check mark the box then double click.

Your registration record will display. You have a tool bar that contains several buttons that perform certain functions.

### Registration Record Tool bar

Button	Description
Change of Address	Select this button when you need to change either your contact, payment address or both.
Change 3 <sup>rd</sup> Party	Select this button when you need to add a 3 <sup>rd</sup> Party company or to change the 3 <sup>rd</sup> Party information.
Change Bank	Select this button when you need to make a change to the payment method or bank account where funds are deposited for direct deposit.
Change Email	Select this button when you need to change your primary email address.
Attach Local Document	Select this button when attaching a document to your registration record. Please remember when filling out a W9 please email this to the AOC email provided and do not upload. When want to keep your PII (personal identification information such as SSN or birth date) information secure and not visible.
Refresh	Select this button when wanting to refresh the system so your record will reflect your changes.
Close	Select this button when wanting to close the registration record and return to the Search Query template.
Help	Select this button when wanting to find help on a certain topic.
Action	This button is grayed since this is a read – only screen. To make changes select the appropriate buttons.

## Requesting a Change of Address

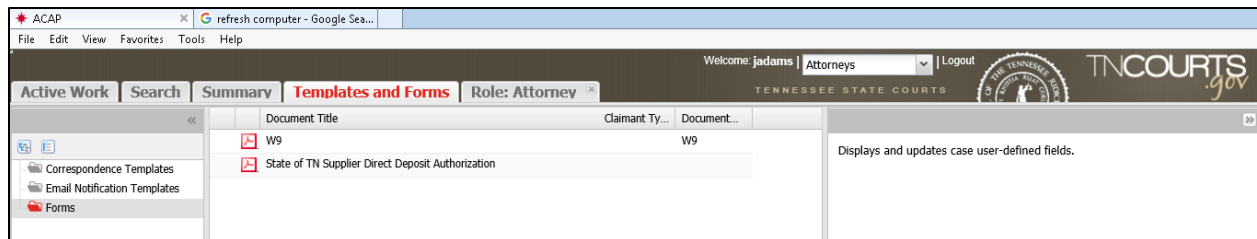
Select this button when making a change to your contact or payment address. The following screen Change Claimant Address Request will display. Complete the all fields and checkboxes on this screen.

### Change Claimant Address Request Screen


Field/Checkbox	Description
Address check boxes	Select whether the change you make will be to the contact info or payment info or both (if both are checked).
Address 1	Enter your street address.
Address 2	Enter your extended address (e.g. P. O Box, etc.).
City	Enter your city.
County	Enter your county.
State	Enter your state.
Zip Code	Enter your Zip Code.

Once the Change Claimant Address Request screen is complete then select the Ok button to save and send your request to the AOC. Select the Cancel button to cancel changes and close screen. Select the Refresh button to see your new changes on your registration record.

You must also complete the Change of Address form if your payment address is changing. You will need to send completed form to the AOC by email or upload to your registration record using the Attach Local Document button. This form is found in the Template/Forms Tab in the forms folder. Double-click document you want to open and save to your desk top.



Change of Address Form Example:

  
**Supreme Court of Tennessee**  
 Administrative Office of the Courts  
 Nashville City Center, Suite 800  
 5th Union Street  
 Nashville, Tennessee 37219  
425 UNIVERSITY OF MISSISSIPPI DRIVE  
 BOX 602 / 704 HALL

DEBORAH TAYLOR TATE  
CLERK

**Change of Address Form**

Name: \_\_\_\_\_  
 Edison ID: \_\_\_\_\_  
 New Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Previous Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Current email: \_\_\_\_\_  
 Current phone number: \_\_\_\_\_

I, \_\_\_\_\_ authorize the State of Tennessee to change my address on this account.

\_\_\_\_\_  
Authorized Signature                      \_\_\_\_\_  
Date

Please complete the form and provide your signature. Send completed form by email to Patricia Brown at [patricia.brown@tcourts.gov](mailto:patricia.brown@tcourts.gov)

Reset Form

**Requesting a Change of Bank**

Claimant will select this button when you need to make a change to the payment method or bank account where funds are deposited for direct deposit. The following screen Change Claimant Bank Request will display. Complete the all fields and checkboxes on this screen.

Change Claimant Bank Request Screen:

Change Claimant Bank Request

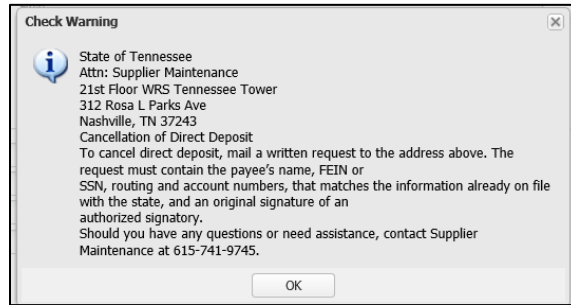
Street \_\_\_\_\_  
 Suite/Room \_\_\_\_\_  
 City \_\_\_\_\_  
 State \_\_\_\_\_  
 Zip \_\_\_\_\_  
 Fed Tax Id \_\_\_\_\_  
 On Line   
 Payment Method \_\_\_\_\_

OK    Cancel

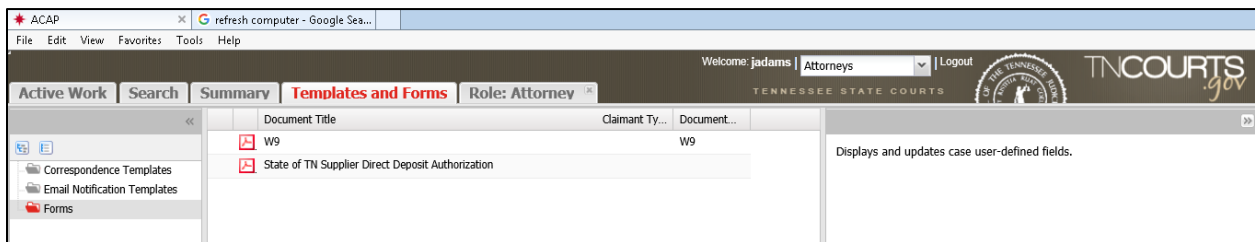
**Change Claimant Bank Request Screen**

Field/Checkbox	Description
Street	Enter the street address to appear on the payment.
Suite/Room	Enter the Suite/Room or second address when applicable.
City	Enter the city to appear on the payment.
State	Enter the state to appear on the payment.
Zip	Enter the Zip Code to appear on the payment.
Fed Tax ID	Enter the SSN or Federal Tax ID. This information is stored and displayed in an encrypted format.
Online	Check this for online claimant.
Payment Method	Select Check or Direct Deposit. When making a change of payment method you will have complete the Supplier Maintenance Form.

Once the fields are completed on the Change Claimant Bank Request screen then select the Ok button to save information. Select the Cancel button to cancel changes and close screen. If you selected OK then the system will populate the payment Warning message informing you that the Supplier Maintenance form should be completed and completed form be sent to the specific address on the form and message.



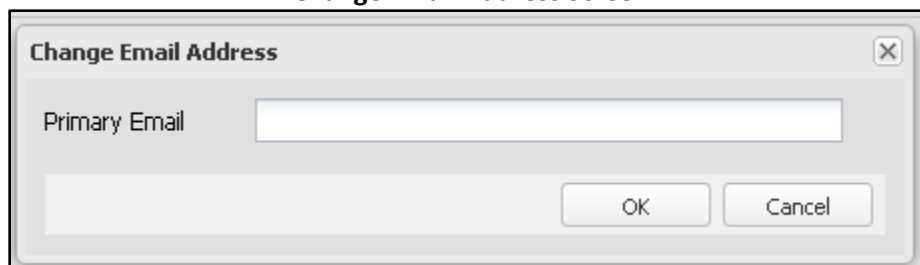
This form is found in the Template/Forms Tab in the forms folder. Double-click document you want to open and save to your desk top.



## Change Email

Claimant will select this button when you need to make a change to the Primary Email Address. The Change Email Address screen will display. Enter new email address in the Primary Email field. Select the OK button to save your changes. Select the Cancel button to cancel changes and close screen. Select the Refresh button to see your new changes on your registration record.

### Change Email Address Screen



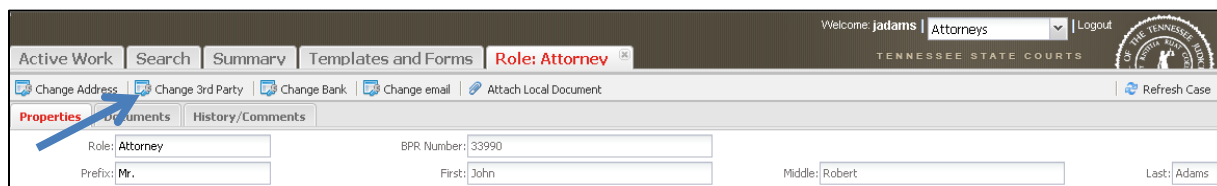
## Adding/Removing a Third Party Company

### Adding a 3<sup>rd</sup> Party Assignment

In the state of Tennessee, an attorney representing an indigent client can assign the payment of any claims to a third party company (e.g. BHI, Rayna, etc.). The attorney must provide the original contract made with the Third Party Company, specify an effective date and provide this information to the Administrative Office of the Courts (AOC) so those payments can be directed to them. This Third Party Company must already be established as one of the third party companies listed on ACAP system.

After the AOC receives the contract and receives approval from Edison then the attorney can make the following changes to his/her registration record.

The attorney will make a 3<sup>rd</sup> party assignment through the registration record using the Change 3<sup>rd</sup> Party button.



The screenshot shows the 'Attorneys' section of the Tennessee State Courts portal. The user is logged in as 'jadams'. The 'Change 3rd Party' button is highlighted with a blue arrow. The 'Properties' tab is active, showing the attorney's role as 'Attorney', BPR Number as '33990', and name fields for Prefix ('Mr.'), First ('John'), Middle ('Robert'), and Last ('Adams').

The attorney will check the checkbox if the assignee will be entering claims on his/her behalf. If the assignee is not entering claims on your behalf then leave blank.

At the 'Third Party' field select the 3<sup>rd</sup> party company from the drop-down list with whom you have contracted with. Then click the OK button.



The 'Change 3rd Party' dialog box is shown. It contains a checkbox labeled 'Will the assignee be entering claims on your behalf?' which is currently unchecked. Below the checkbox is a 'Third Party' dropdown menu with a list of options: BHI, CEDGE, DCC, and RAYNA. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

### Rescinding or Removing 3<sup>rd</sup> Party Assignment

The attorney must provide a signed letter specifying the date the contract expires or is rescinded to the AOC. This letter is a legal requirement which documents the contract is no longer binding and will ensure payments will route to the attorney and not the 3<sup>rd</sup> party company.

After the AOC receives the letter of rescission and receives approval from Edison then the attorney can make the following changes to his/her registration record.

Select the Change 3<sup>rd</sup> Party button. Remove the check from the checkbox if the assignee was entering claims on your behalf. Next remove the 3<sup>rd</sup> Party Company name from the 'Third Party' field, then click on the OK button.



## Search for My Claims

When you want to search for your claims, select My Claims from the Search Template drop down menu then click on the Search button at the bottom of the panel. This will retrieve all your claims in the different statuses on the right side.

The screenshot shows the TNCOURTS.gov search interface. On the left is a 'Query' panel with several search filters: 'Search Template' (set to 'My Claims'), 'Claim # is equal to:', 'Client Last Name is equal to:', 'Case Numbers contains:', 'Court is equal to:', 'Court County contains:', 'Claim Type contains:', 'Claim Status contains:', and 'Claimant login is equal to:'. Below these filters are 'Reset' and 'Search' buttons. The main area displays a table of claims with columns: Claim #, Claim Type, Case Type, Claim Date, Claim Status, Assigned Ju..., Role, BPR Number, Last Name, Case Num..., Client Last..., Court County, and Court. The table lists 20 claims, including details like '2018000708 Attorney Fe... Misdemeanor 11/27/2017 Denied wacree Attorney 33990 Adams CR90876 Stone WILSON CIRCUIT'.

The Query panel has several different query options or combinations of queries you can use to search for claims. The << hide button by the Query header will hide the query panel. To unhide then click >> unhide button to display the Query panel.



Query Type:	Description:
Claim # is equal to:	Enter the exact Claim ID number assigned to your claim.
Client Last Name is equal to:	Enter the exact last name of the client/defendant on the claim.
Case Numbers contains:	Enter the case number.
Court is equal to:	Select the down arrow and select court from the menu.
Court County contains:	Enter part of name of county will pull in results.
Claim Type contains:	Enter part of the claim type will pull in results.
Claim Status contains:	Enter part of the status name will pull in results.
Claimant login is equal to:	Enter the exact login ID.
Last name is equal to:	Enter the exact name of claimant.

Select the query options you want then select the Search button. The right side panel will display your results. If it is blank, the bottom of the panel will state: No results found. If you want to use a different query then select the Reset button to clear information from all query types so you can perform a different query.

ACAP system provides different ways you can do to manage the result list. Look at the bottom of the result list panel.




These buttons enable you to move through pages within the result list when more than one page exists. Refresh will refresh the page with current claims that match your query.

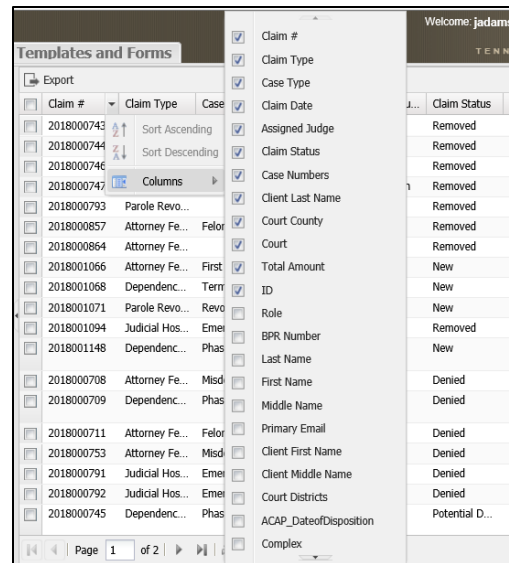


To the right of these buttons the system will indicate the number of line items it is displaying (e.g. 20 items per page). You can pick a different number range to view in one page by using the down arrow menu. The system will indicate a total number (e.g. 28) that matched your query. This number may help you decide how many result items to view on a page or use the buttons on the left to move through pages.

You can manage which column headers you want displayed. Select anyone of the column header down arrows to display menu. Then from the menu select Columns will display another menu listing all the columns that are available. Then click in the check box to either select and place a check mark in check box or deselect if it is already checked to remove check mark by heading.

Once you have selected the columns you want to see but can't see all the information within the column then select the column header sizing handle . You will find the sizing handles by using your mouse and hovering at the end of the column header. When you see two opposing arrows click and drag to the left or right to increase or decrease the column width.


All these managing tools are available throughout the system with the different work tabs you will be using.

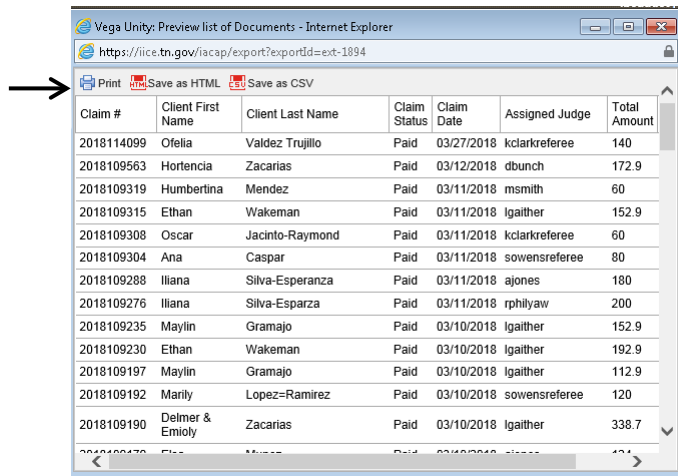


The search tab provides a way for you to export your result list into a report. First select which records you want to include in your report by clicking the checkbox by the record in the result list; if you want to select all records then click the check box by the Claim # header which will select 'All' records.

Export

Claim #	Client First Name	Client Last Name	Claim Status	Claim Date	Assigned Judge	Total Amount	Voucher Num
2018114099	Ofelia	Valdez Trujillo	Paid	03/27/2018	kclarkreferee	140	00592636
2018109563	Hortencia	Zacarias	Paid	03/12/2018	dbunch	172.9	00587144
2018109319	Humbertina	Mendez	Paid	03/11/2018	msmith	60	00587144
2018109315	Ethan	Wakeman	Paid	03/11/2018	lgaither	152.9	00587144
2018109308	Oscar	Jacinto-Raymond	Paid	03/11/2018	kclarkreferee	60	00587144
2018109304	Ana	Caspar	Paid	03/11/2018	sowensreferee	80	00587144
2018109288	Iliana	Silva-Esperanza	Paid	03/11/2018	ajones	180	00587144
2018109276	Iliana	Silva-Esparza	Paid	03/11/2018	rphilyaw	200	00592779
2018109235	Maylin	Gramajo	Paid	03/10/2018	lgaither	152.9	00587144
2018109230	Ethan	Wakeman	Paid	03/10/2018	lgaither	192.9	00587144
2018109197	Maylin	Gramajo	Paid	03/10/2018	lgaither	112.9	00587144
2018109192	Marily	Lopez-Ramirez	Paid	03/10/2018	sowensreferee	120	00587144

Next, create the report by clicking on the Export button  at the top of the panel. The 'Preview list of Documents' screen opens displaying the records you selected. This new screen provides three buttons. You can Print, Save as HTML or Save as CSV file. Selecting Print will print the preview list. Selecting Save as HTML will allow you to save list in an HTML format on your computer. Selecting Save as CSV file will allow you to view list in a CSV file format which is like Excel. A CSV file can be saved as an Excel file. The CSV or Excel file will allow you to sort your records in the report however you want. .



Example of CSV file:

Claim #	Client First Name	Client Last Name	Claim Status	Claim Date	Assigned Judge	Total Amount	Voucher Number
2018114099	Ofelia	Valdez Trujillo	Paid	3/27/2018	kclarkrefe	140	592636
2018109563	Hortencia	Zacarias	Paid	3/12/2018	dbunch	172.9	587144
2018109319	Humbertina	Mendez	Paid	3/11/2018	msmith	60	587144
2018109315	Ethan	Wakeman	Paid	3/11/2018	lgaither	152.9	587144
2018109308	Oscar	Jacinto-Raymond	Paid	3/11/2018	kclarkrefe	60	587144
2018109304	Ana	Caspar	Paid	3/11/2018	sowensre	80	587144
2018109288	Iliana	Silva-Esperanza	Paid	3/11/2018	ajones	180	587144
2018109276	Iliana	Silva-Esparza	Paid	3/11/2018	rphilyaw	200	592779
2018109235	Maylin	Gramajo	Paid	3/10/2018	lgaither	152.9	587144
2018109230	Ethan	Wakeman	Paid	3/10/2018	lgaither	192.9	587144
2018109197	Maylin	Gramajo	Paid	3/10/2018	lgaither	112.9	587144

The Export feature enables you to pull different reports relating to your claims. You can choose the different search criteria to produce the result list for your report and then you can manage the columns you want to view in the report.

## Reactivate My Claims Search

When you want to search for your claims that have a removed status (deleted claim) or denied status then select 'Reactivate My Claims' from the Search Template drop down menu. Next select the Search button at the bottom of the panel. This will retrieve all your claims with the status of 'Removed' and 'Denied' on the right side.

The screenshot shows the TNCOURTS.gov search interface. The search template is set to 'Reactivate My Claims'. The results table is as follows:

Claim #	Claim Type	Case Type	Claim Date	Claim Sta...	Assigned...	Case Nu...	Client Las...	Court Co...	Court	Total Am...	ID
<input type="checkbox"/> 2018000708	Attorney Fee Claim - N...	Misdemeanor	11/27/2017	Denied	wacree	CR90876	Stone	WILSON	CIRCUIT	384	{DCA2A1...
<input type="checkbox"/> 2018000709	Dependency and Negle...	Phase 1	11/27/2017	Denied	wacree	T56789	Washington Washington	DAVIDSON	JUVENILE	302.43	{0DD50B...
<input type="checkbox"/> 2018000711	Attorney Fee Claim - N...	Felony A&B o...	11/27/2017	Denied	wacree	CR34568	Warren	HENDERS...	CIRCUIT	235	{7BCD82...
<input type="checkbox"/> 2018000743	Attorney Fee Claim - C...	First Degree M...		Removed	jbeasley	CR 789654	Keller	SHELBY	CRIMINAL		{2D95F3B...
<input type="checkbox"/> 2018000744	Attorney Fee Claim - N...	Misdemeanor		Removed		GS 898765	Cassidy	LOUDON	GENERAL...		{BEED5D...
<input type="checkbox"/> 2018000746	Judicial Hospitalization ...	Emergency In...		Removed		JH 98765	Cross	COFFEE	GENERAL...		{374CCFA...
<input type="checkbox"/> 2018000747	Parole Revocation Claim	Revocation He...		Removed	pbchairman	456788	Young	GRAINGER	Parole Bo...		{ECA24E...
<input type="checkbox"/> 2018000753	Attorney Fee Claim - N...	Misdemeanor	12/06/2017	Denied	hsledge	GS 898765	Cassidy	LOUDON	GENERAL...	250	{C1FB07...
<input type="checkbox"/> 2018000791	Judicial Hospitalization ...	Emergency In...	12/08/2017	Denied	probinson	JH 8976	Newsome	DAVIDSON	CIRCUIT	30	{462F814...
<input type="checkbox"/> 2018000792	Judicial Hospitalization ...	Emergency In...	12/08/2017	Denied	probinson	JH7865	Craze	DAVIDSON	CIRCUIT	20	{46493C5...
<input type="checkbox"/> 2018000793	Parole Revocation Claim			Removed							{726C084...
<input type="checkbox"/> 2018000857	Attorney Fee Claim - N...	Felony C,D,E		Removed	jayers	CR876512	Huffman	MONTGO...	CIRCUIT		{8BDF581...
<input type="checkbox"/> 2018000864	Attorney Fee Claim - N...			Removed							{25AECF6...
<input type="checkbox"/> 2018001094	Judicial Hospitalization ...	Emergency In...		Removed				DAVIDSON	GENERAL...		{1754855...

The Query panel has several different query options or combinations of queries you can use to search for claims.

Query Type:	Description:
Claim # is equal to:	Enter the exact Claim ID number assigned to your claim.
Client Last Name is equal to:	Enter the exact last name of the client/defendant on the claim.
Case Numbers contains:	Enter the case number.
Claim Type contains:	Enter part of the claim type will pull in results.
Claim Status contains:	Enter part of the status name will pull in results.
Last name is equal to:	Enter the exact name of claimant.

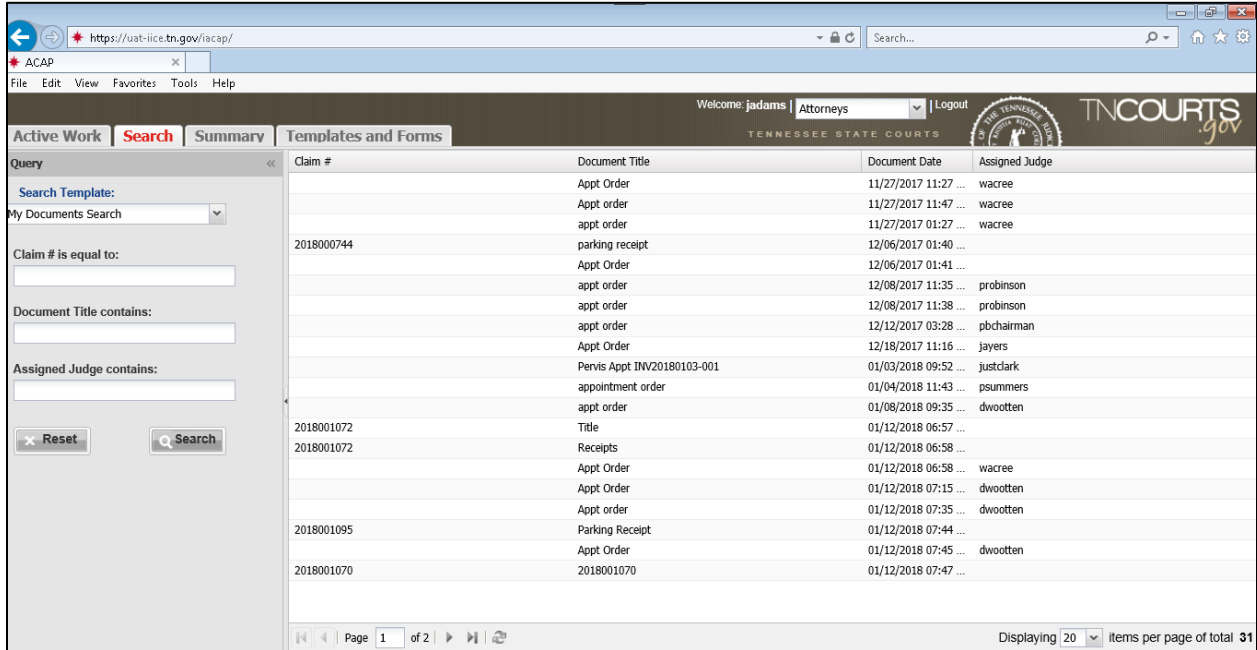
You can manage which column headers you want displayed. Select anyone of the column header down arrows to display menu. Then from the menu select Columns will display another menu listing all the columns that are available. Then click in the check box to either select and place a check mark in check box or deselect if it is already checked to remove check mark by heading.

Once you have selected the columns you want to see but can't see all the information within the column then select the column header sizing handle . You find the sizing handles by using your mouse and hovering at the end of the column header. When you see two opposing arrows click and drag to the left or right to increase or decrease the column width

All these managing tools are available throughout the system with the different work tabs you will be using. This tab also provides the Export button at the top so you can export your results.

## My Documents Search


When you want to search for your documents then select My Documents Search from the Search Template drop down menu. Next select the Search button at the bottom of the panel. This will retrieve all your documents uploaded to your claims on the right side.



The Query panel has several different query options or combinations of queries you can use to search for your documents.

Query Type:	Description:
Claim # is equal to:	Enter the exact Claim ID number assigned to your claim.
Document Title contains:	Enter part of the name of your document – does not have to be exact match.
Assigned Judge contains:	Enter part of the name does not have to be exact match.

You can manage which column headers you want displayed. Select anyone of the column header down arrows to display menu. Then from the menu select Columns will display another menu listing all the columns that are available. Then click in the check box to either select and place a check mark in check box or deselect if it is already checked to remove check mark by heading.

Once you have selected the columns you want to see but can't see all the information within the column then select the column header sizing handle . You find the sizing handles by using your mouse and hovering at the end of the column header. When you see two opposing arrows click and drag to the left or right to increase or decrease the column width

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