

# Benefit Coordinator's Guide to Coupon Processing with IET's

Part of maintaining your account is ensuring that coupons are created and processed in a timely manner. Sometimes, you may find a coupon is still pending after you expected it to have posted. In this document, you will find the most common reasons that a coupon has not fully processes, as well as how to resolve whatever issue is preventing it from posting.

## No IET Attached

This is the most common problem. To see if an IET is attached, open the coupon in Manage My Benefits and look at the column labeled "Doc. No." If that column is blank, the IET has not been attached to your coupon.

Invoice No	Doc No. <sup>1</sup>	Paym
HPEEINV0007764951		
HPEEINV0007727040		
HPERINV0009162125		
HPEEINV0007753754		
HPEEINV0007719987		\$17.38
HPEEINV0007767848		\$10.24
HPERINV0009212259		\$3.85
HPEEINV0007727429		\$6.16
BLIFINV0010813994		\$0.40
HPEEINV0007764441		\$4.24

If this column is blank, you need to attach an IET before your coupon will process. Go to the "Enter Batch & Document Number" link in MMB.

[Enter Batch & Document Number](#)

To correct this, go to the "Enter Batch & Document Number" link and enter the coupon number as the batch number and the IET as the document number. ***\*Pay close attention as you enter the numbers. It is very common for the last number of the coupon to be left off the batch number, which will prevent the IET from being attached to the coupon. Also note, that "IET" auto populates in the Document Number field and does not need to be retyped. It is very common for the document number to be entered as IETIET1800001. If the IET number from Oasis doesn't exactly match the one on the coupon, the coupon will not process.***

### Enter Batch & Document Number

Processing Type:	<input checked="" type="radio"/> IET <input type="radio"/> Oasis <input type="radio"/> FIMS	
Batch Number:	<input type="text"/>	
Deposit Total:	<input type="text"/>	
GL Post Date:	<input type="text" value="SEP"/> <input type="text" value="13"/> <input type="text" value="2017"/>	
Document Number:	<input type="text" value="IET"/>	

Save Changes

Cancel

Select IET from the drop down box

Coupon number goes here

IET amount goes here

IET number goes here – DO NOT RETYPE IET IN FRONT OF NUMBER!

## Incorrect IET on Coupon

Open the coupon and look at the “Doc. No.” column. If the IET number displayed there is not correct, contact your Premium Accounts Representative to have the number corrected.

## Amount of Coupon Doesn't Equal Amount of IET

Compare the total amount of the coupon to the total amount of the IET. If they are not exactly the same, the coupon will not process. In addition, if two coupons are using the same IET, the totals of both coupons together must match the total of the IET. There are multiple ways to correct this. You can:

1. Cancel the IET and create a new one to match the amount of the coupon
2. Delete the coupon and create a new one to match the amount of the IET
3. If the amount of the IET is more than the amount of the coupon, you can contact your Premium Accounts representative and have them to post the difference to your unapplied payments.
4. If the same IET was attached to two coupons in error, contact your Premium Accounts representative to advise which coupon is correct and which needs to be deleted or have a different IET attached.

## IET is Not Final in Oasis

IET MUST be final in Oasis or the coupon will not process. We all get busy and sometimes an IET will be started and added to the coupon, but it doesn't get submitted, or it gets returned instead of approved. If you have checked everything else and found no discrepancies, make sure your IET is submitted and in the final phase.

	Code	Dept.	Unit	ID	Comments	Version	Function	Phase	Status	Date
<input type="checkbox"/>	IET	0211	0211	<a href="#">1800003072</a>	No	1	New	Final	Submitted	8/1/17

## Technical Error

Occasionally, there may be a system error that prevents a coupon from processing. If you have checked every other scenario and are still unable to determine why your coupon has not processed, contact your Premium Accounts representative so he/she can determine if a technical error has occurred.