If you receive a report either from DXC or a file transfer job follow these steps;

the reason for this is because the majority of the time the job succeeded and just created no files.

The current process to schedule a new cycle will not correct this and adds to the manual reconciliation needed after the payments are processed.

1. Make sure the Group Bill server (D1PP.doc1.bcbsaz.com) is up, JBOSS is started in a SINGLE INSTANCE (Check Task Manager for Java.exe process running)

The Group Bill Agents are started within the application

\*\*\*\*THIS REQUIRES A DOC1 ADMINISTRATOR

2. Check \\d1pp\bcbsaz\_data\payment to see if the ACH (D3OGACH1) or remittance (D3OGRMT1) file is in that directory

A. If the files are in the location above, copy them out to a safe location, delete the originals then copy back in.

If they still don't process, then check Active Batch jobs/triggers.

B. Check ABAT job: [\\MP-ABS-](file:///\\MP-ABS-)a10\E2/PROD\OUTBOUNDtoAIXandHP\PAYMENT\_E2DOC1\_GROUPBILLS\_Production for the corresponding file and verify the job ran to success

C. If it failed you can trigger it or work with DXC and send via secure email

3. If the files are not in the above directory check \\d1pp\bcbsaz\_data\payment\ORIG for the files

A. If they are there move them to the parent directory \\d1pp\bcbsaz\_data\payment\ and retrigger the job or email to DXC via secure email

4. If the files are not in either directory login to the CSR tool http://d1pp.doc1.bcbsaz.com:8912/clientweb

A. Go to Scheduled Task

B. Check the Status for the BCBSAZ\_ACH\_Delivery (1 for the 2 PM cycle and 2 for the 4:30 PM cycle) if you seen succeeded for all steps, screenshot below) DO NOT schedule another payment cycle. Instead advise DXC the files were not created and EPS will address them

C. Email EPS (itproductionsupport@azblue.com) and advise one or more ACH or remittance files were not received and for what day/cycle.

