

## Quick Tips for Payment Requests

- Property and vehicles must be added in KYGFIS under the Assets tab in order to pay taxes or associated expenses.
- Make sure payments include account numbers and complete addresses.
- All required supporting documentation must be attached when a payment request is submitted.'
- Receipts for extra personal needs and clothing of \$100 or more must be submitted within 30 days of receipt of the check.
- Ensure the individual has the right to endorse checks when entering a payment request that is payable to the individual.
- Fiduciary has 3 days from the date the field supervisor approves the request to process the payment request.
- For checks that need to be pulled or have special instructions, please contact check printing staff and the Payment and Reporting (P&R) Section Supervisor. **DO NOT ENTER THESE INSTRUCTIONS IN THE NOTE BOX.**
- Fiduciary requires itemized breakdowns for any previous balances listed on billing statements that are attached to payment requests. For example, past due utility bills that include multiple months.
- All reimbursement requests require a receipt showing proof of payment prior to approval.
- All medical or pharmacy reimbursements require receipts and information on who is to be reimbursed. Requests are then sent to the medical/pharmacy email box for processing.
- Guardianship staff will receive an internal message in KYGFIS for any payment requests that have been pended.
- Fiduciary staff must enter a note in the comment box of the payment request stating why it was pended.
- Guardianship staff must notify the Fiduciary staff who pended the request once the issue has been resolved.