

# FEMS Tip Sheet: DIY FEMS Fixes

Frequently Asked Questions and  
Common Issues that MSA  
Administrators Encounter

# Submitting Claims

## Claims

### Submit a Claim

Physician  
time  
claim  
(with or  
without  
expense)

### Submit an Expense

Physician  
expense  
claim only

### Submit Supplier Expense

- ✓ Your invoice
- ✓ MSA credit card expenses
- ✓ MSA bank account expenses (societies only)
- ✓ Other supplier expenses

# Submit Supplier Expenses

## Claimant = Who is getting paid

- ✓ You!
  - MSA administrator – MSA@MSAname.ca
  - MSA administrator as supplier – name@gmail.com
- ✓ MSA credit card expenses
  - Google, Amazon, MailChimp, etc.
- ✓ MSA bank account expenses (societies only)
  - E-transfer, monthly charges
- ✓ Other supplier expenses
  - VoPay, website administrators, restaurants, etc.

# Creating Engagement Activities


DO add a start date – April 1, 2025

DO NOT add an ending date

\* Start Date

 05-06-2025

End Date

 mm-dd-yyyy

## Not Enough Money Error – Areas to Check

### Error!

- You only have \$43,726.64 in total to allocate to EAs from this portfolio.
- Please allocate additional budget to this portfolio or reduce the budget of either this EA or other EAs in this portfolio to increase your available allocation.

1. Check your declined activities (see tip sheet [here](#).)
2. Run your EA financial summary report (options: current fiscal year, active and completed only, no sub-activities).
  - Is there spending from the previous fiscal year in completed activities? If so, send the report to [FEMS support](#) for adjustment.
3. Screenshot your financial overview and the error and send it to [FEMS support](#).

# User Management

- ✓ Add a new member to your MSA
- ✓ Add a supplier to your MSA
  - Must be approved by an executive before claims will be able to be approved.
  - Supplier updates to FEMS support.
- ✓ Update user profile
  - Address, phone number, password
  - Email updates– send to FEMS support.
  - No #, ', - in any of the fields
- ✓ Activate user – New or expired users

# When physician claims get stuck

Payment Queued

~ 3 weeks

Payment Initiated

~ 10 calendar days

Payment Problem

Immediately

Physician claims are bundled and sent to VoPay on a regular schedule:

- Claim bundles are known as payment requests; they can contain one or up to twenty claims per physician.
- Societies choose the frequency of claim payments—weekly, biweekly, bimonthly, or monthly.
- Depending on that schedule, they are sent to VoPay on the most relevant Sunday at 2 a.m.
- FESC MSAs are processed bimonthly on the 1st and 15th of each month.

# When supplier claims get stuck

Payment Queued

~ 3 weeks

Payment Initiated

~ 10 calendar days

Supplier claims are bundled and pulled by the MSA's accountant on a regular schedule:

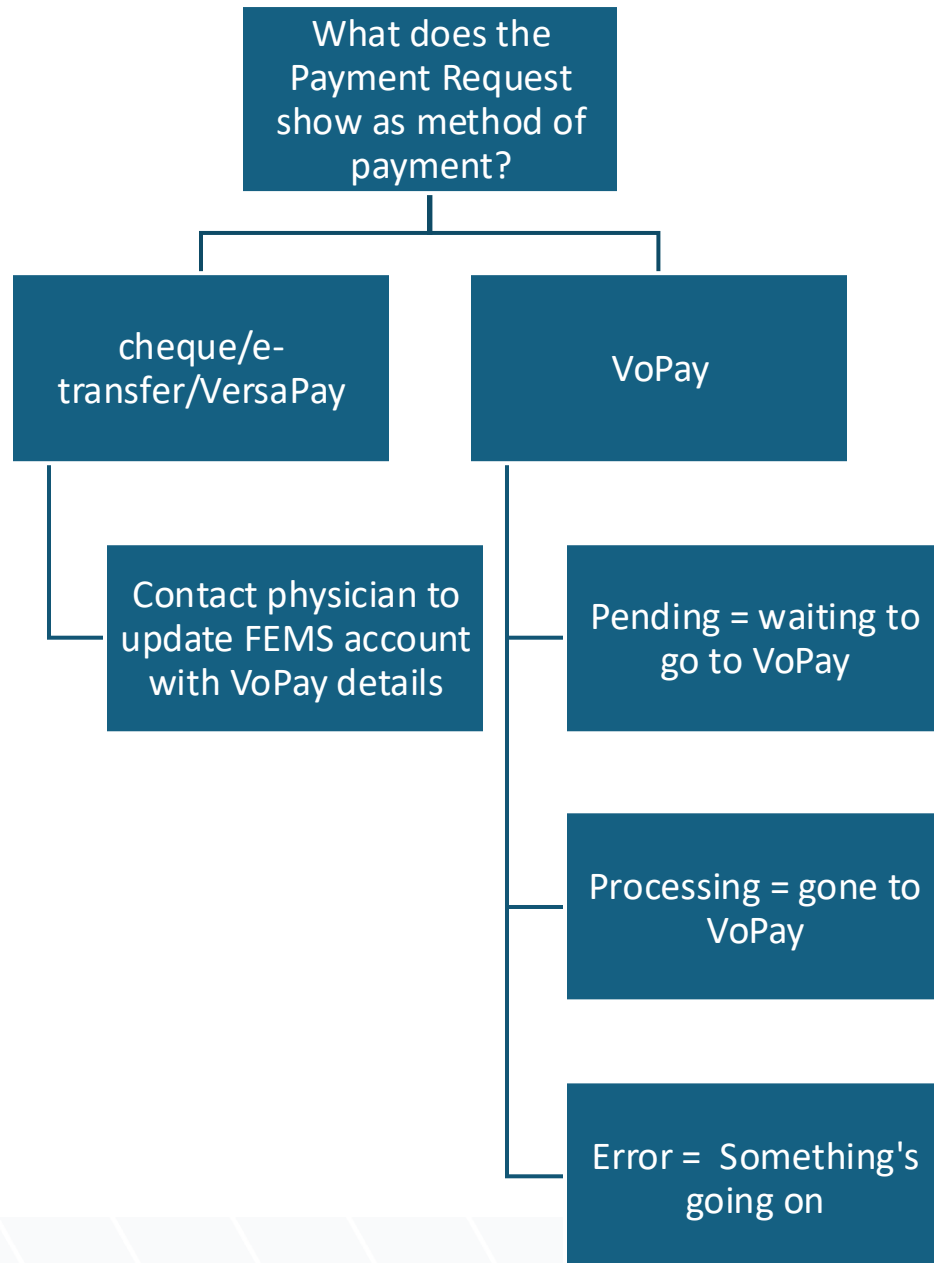
- Claim bundles are known as payment requests; they can contain one or up to twenty claims per supplier.
- Societies choose the frequency of supplier payments in conjunction with their accountant/bookkeeper.
- FESC MSA supplier claims are processed bimonthly on the 1st and 15th of each month – please see deadlines for claim entry and payments [here](#).



## Payment queued/initiated- What kind of claim?

- **Supplier claims stuck? Potential reasons:**
  - FESC MSAs: Enkel doesn't have the supplier's payment details. Please contact Enkel at [fesc@enkel.ca](mailto:fesc@enkel.ca).
  - Societies: Your manual transactions have not been managed by your accountant/bookkeeper. Please contact them for an update.
- **Governance Claim? Potential reasons:**
  - Societies: Your manual transactions have not been managed by your accountant/bookkeeper. Please contact them for an update
- **Physician Time or Expense Claims? Potential reasons:**
  - The physician has not yet signed up and/or linked their bank account to VoPay.
  - If they need to register, please see [here](#) for details.
  - If issues persist, please contact [FEMS support](#).

# Payment processes— physician claims



## Pending physician claims

PAYMENT REQUEST DETAILS	
Payment Request Number	PRXMG5YE
Payment Request Date	03/16/2025
Amount	\$176.18
Claimant	[REDACTED]
MSA	South Island Facility Engagement Initiative Society
Claims	XVPP9D
Status	Pending

If a physician's payment request has been in pending status for more than three weeks, there is likely an issue blocking its progress.

- Please check the physician's user profile to see the current method of payment. If it is anything other than VoPay, please be sure to send them the registration instructions, as the claims cannot move forward until they have signed up for VoPay.
- If the MOP is VoPay, please alert [FEMS support](#), who will be able to determine the issue and help move the claims forward.

# Processing physician claims

Payment Method VoPay  
Status Processing

Payment History

DATE	STATUS
Jun 09, 2025, 12:00 am	Pending (Withdraw)
Jun 08, 2025, 2:00 am	Pending (Withdraw)
Jun 08, 2025, 1:36 am	Pending (Withdraw)
Jun 07, 2025, 12:20 am	Pending (Withdraw)
Jun 06, 2025, 12:38 am	Pending (Withdraw)
Jun 06, 2025, 12:38 am	Successful (Fund)
Jun 05, 2025, 12:45 am	Pending (Withdraw)
Jun 05, 2025, 12:45 am	In Progress (Fund)
Jun 04, 2025, 12:41 am	Pending (Withdraw)
Jun 04, 2025, 12:41 am	In Progress (Fund)
Jun 03, 2025, 12:33 am	Pending (Withdraw)
Jun 03, 2025, 12:33 am	In Progress (Fund)
Jun 02, 2025, 11:31 am	Pending

If a physician's payment request has been in processing status for more than three weeks, there is likely an issue blocking its progress.

- Please alert [FEMS support](#), who will be able to determine the issue and help move the claims forward.

# Payment initiated, but stalled?

Activities **Change Log** Business Events Transactions

USER	DATE	COMMENT
System User	Apr 30, 2025, 1:20 am	Payment for this claim has been initiated through the payment provider (Reference #52113184). 📄
System User	Apr 30, 2025, 1:20 am	Payment for this claim has been initiated with VoPay (Reference #52113184) as part of Payment Request #PRKR2ZPQ. 📄
System User	Apr 23, 2025, 7:20 am	Claim is now queued for Payment. 📄
System User	Apr 23, 2025, 7:20 am	Claim assigned to Payment Request #PRKR2ZPQ and updated to Payment Queued. 📄
System User	Apr 22, 2025, 4:30 pm	Claim automatically Approved by Workflow 📄
Erica Kjekstad	Apr 22, 2025, 4:29 pm	Claim Review and Manual Approval has been completed. 📄
System User	Apr 03, 2025, 2:31 pm	Claim flagged for Further Review by Workflow - Claim not submitted by the original Claimant 📄
Erica Kjekstad	Apr 03, 2025, 2:14 pm	Claim submitted through desktop. 📄
Erica Kjekstad	Apr 03, 2025, 2:13 pm	Claim created through desktop. 📄

## CLAIM PAYMENT

Payment Request Number **PRKR2ZPQ**

Date Payment Initiated **Apr. 30, 2025**

# Payment errors for physician claims

Status	Failed
Error Message	Exception: SendVeraPayCompletedEmailConfirmation - Failure

Status	Failed
Error Message	Exception: An error occurred while saving the entity changes. See the inner exception for details.

Status	Failed
Error Message	Exception: The RecipientClientAccountID is not valid. Please

If a physician's payment request is in payment error status, please alert [FEMS support](#), who will be able to determine the issue and help move the claims forward.