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FESWeb User Instructions Guide

Document Version Control

Version #	Date	Details
1.0	June 21, 2022	Initial publication
2.0	March 17, 2023	Instructions for new functionality added to include Account Search, Rejected Search, Acknowledgement Report, Cancel Report
2.1	November 8, 2023	Additional information added to Rejected Search instructions explaining how to complete acknowledgement.
2.2	September 24, 2024	Various information regarding MD 310.10 added throughout document.
3.0	July 30, 2026	New release – Updated “Access to the Web App” section

Introduction

FESWeb is the interface through which Commonwealth Agencies refer delinquent accounts to the Office of Attorney General (OAG) for collection in accordance with the Commonwealth Attorneys Act and Management Directive 310.10. Following initial referral, FESWeb is also used by Commonwealth Agencies to report things like payments, changes in account balance/demographics, etc. In addition, the portal houses various weekly and monthly reporting from the OAG.

OAG Collection Process

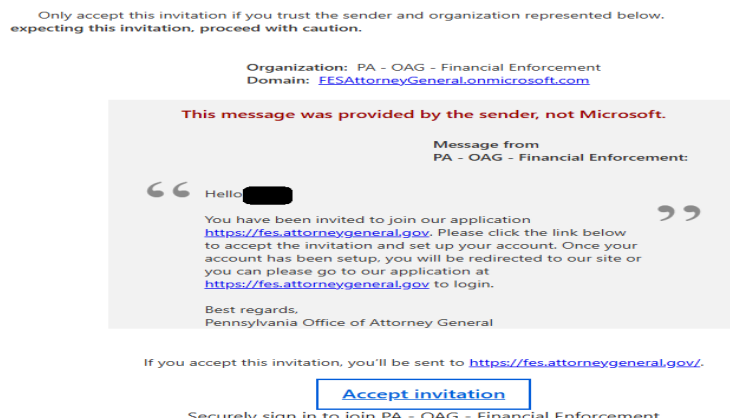
OAG will send a series of letters, the number of which varies based on the balance of a claim. OAG will also make call attempts when possible. If OAG is unsuccessful in making contact and/or payment is not received, debts may be referred to outside collection vendors for additional efforts. OAG contracts with both first and second placement vendors. If the outside collection vendors are unsuccessful in making contact and/or payment is not received the claim will be cancelled and returned to the referring agency as “exhausted”.

Access to the web application – New User

A user may request access to the portal by sending an email to FESAdmin@attorneygeneral.gov. The email must include the following items:

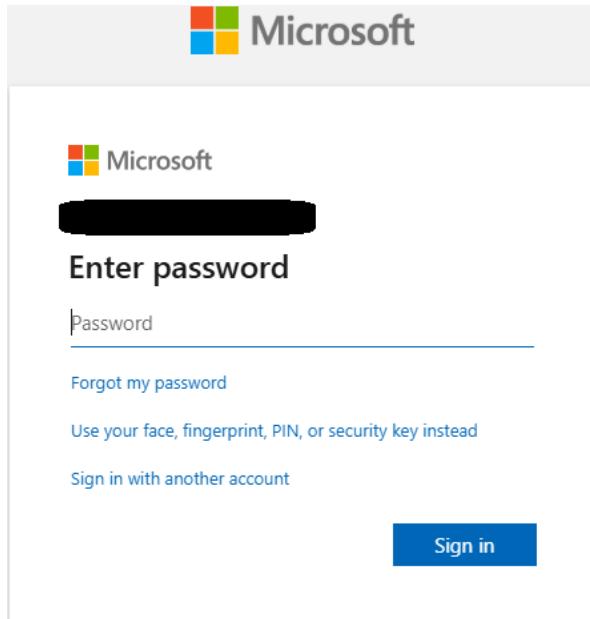
- a) User’s first and last name
- b) User’s email address
- c) User’s phone number
- d) The specific OAG Client ID(s) for which access is required

After user credentials are created you will receive an email invitation to the Financial Enforcement Portal from the PA Office of Attorney General.



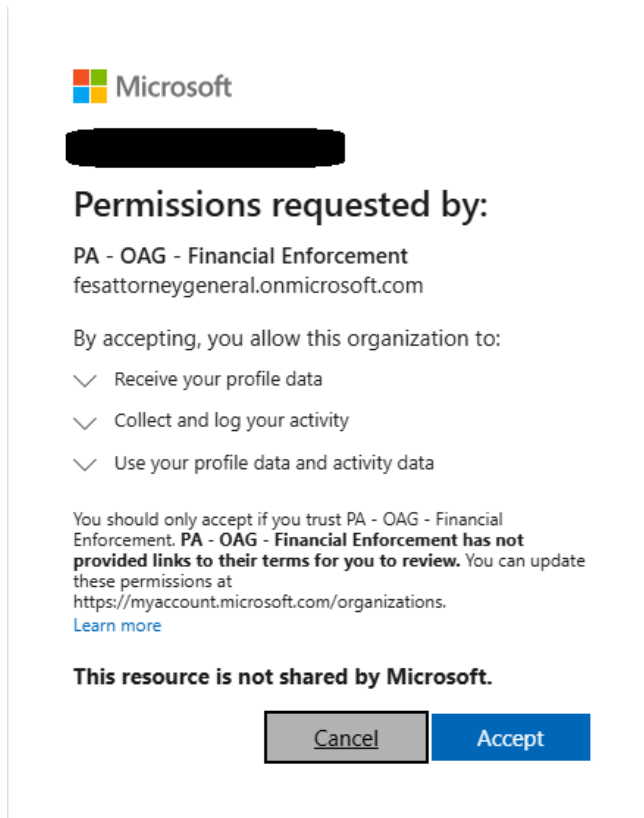
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- Accept the invitation and you will be directed to a sign-on screen. If your email is associated with Microsoft, you can click the next button and enter the associated password.



The image shows a Microsoft sign-in interface. At the top is the Microsoft logo. Below it is a blacked-out email address. The main heading is "Enter password". There is a password input field with the placeholder text "Password". Below the input field are three links: "Forgot my password", "Use your face, fingerprint, PIN, or security key instead", and "Sign in with another account". At the bottom right is a blue "Sign in" button.

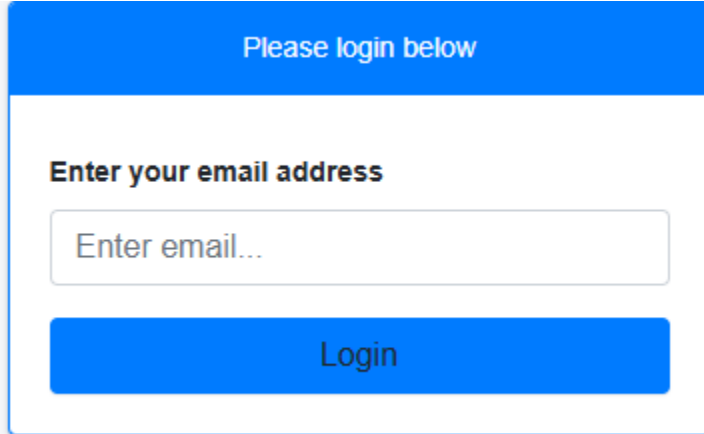
- You will see the following screen. Click Accept.



The image shows a Microsoft permissions screen. At the top is the Microsoft logo. Below it is a blacked-out email address. The main heading is "Permissions requested by:". Below this is the organization name "PA - OAG - Financial Enforcement" and the email address "fesattorneygeneral.onmicrosoft.com". Below this is the text "By accepting, you allow this organization to:". Below this are three checked checkboxes with the following labels: "Receive your profile data", "Collect and log your activity", and "Use your profile data and activity data". Below this is a paragraph of text: "You should only accept if you trust PA - OAG - Financial Enforcement. **PA - OAG - Financial Enforcement has not provided links to their terms for you to review.** You can update these permissions at <https://myaccount.microsoft.com/organizations>. [Learn more](#)". Below this is the text "This resource is not shared by Microsoft.". At the bottom are two buttons: "Cancel" and "Accept".

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- You will then be connected to the Financial Enforcement portal. Enter your email address into the box displayed. Click Login.

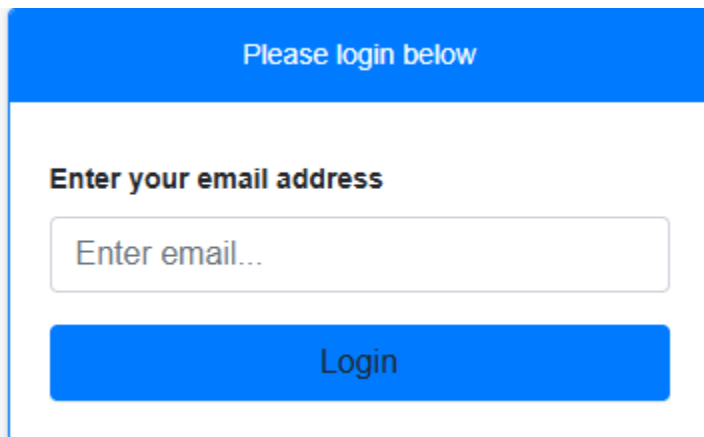


The screenshot shows a login interface with a blue header bar containing the text "Please login below". Below the header is a white box with the text "Enter your email address" in bold. Underneath this text is a text input field with the placeholder "Enter email...". At the bottom of the white box is a blue button with the text "Login".

- For users with email addresses that are not already associated with Microsoft, follow the steps below:
 - a. Click 'No account? Create One'
 - b. Enter the email address you will be using to associate it with Microsoft and click Next.
 - c. You will receive a verification code to that email address.
 - d. Enter the code contained in the verification email.
 - e. You will be asked to establish a password and supply additional information
 - f. Complete all boxes.
 - g. You will be directed to the home screen of the Financial Enforcement Portal.

Access to the web application – Existing User

- Using any web browser, navigate to <https://fes.attorneygeneral.gov>
- Enter you email address into the box displayed. Click Login.

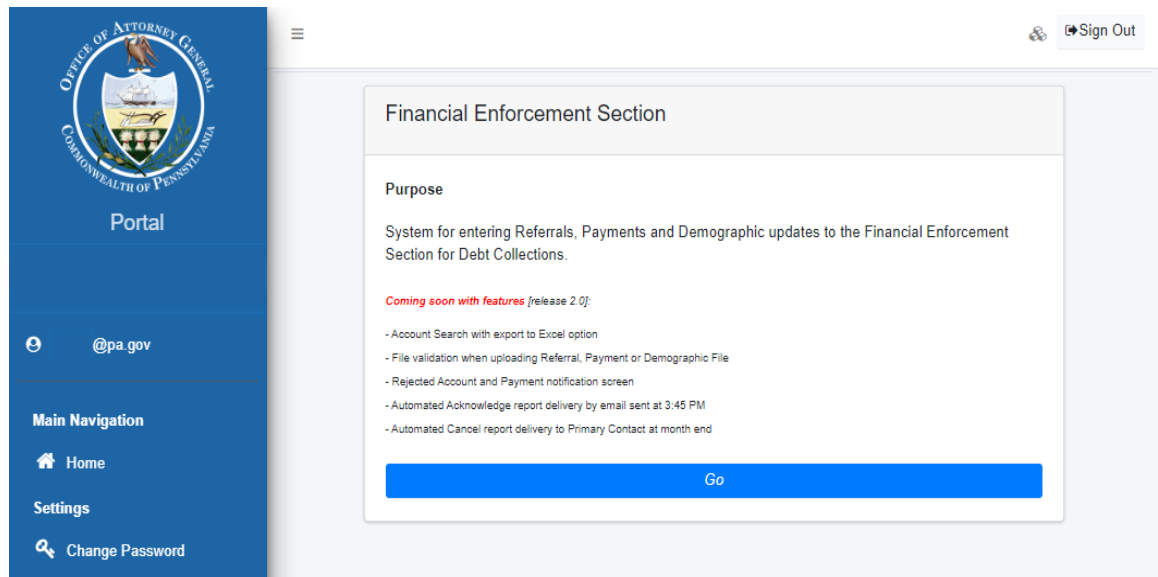


The screenshot shows a login interface with a blue header bar containing the text "Please login below". Below the header is a white box with the text "Enter your email address" in bold. Underneath this text is a text input field with the placeholder "Enter email...". At the bottom of the white box is a blue button with the text "Login".

Entering Claims, Demographic Updates, and Payments Manually

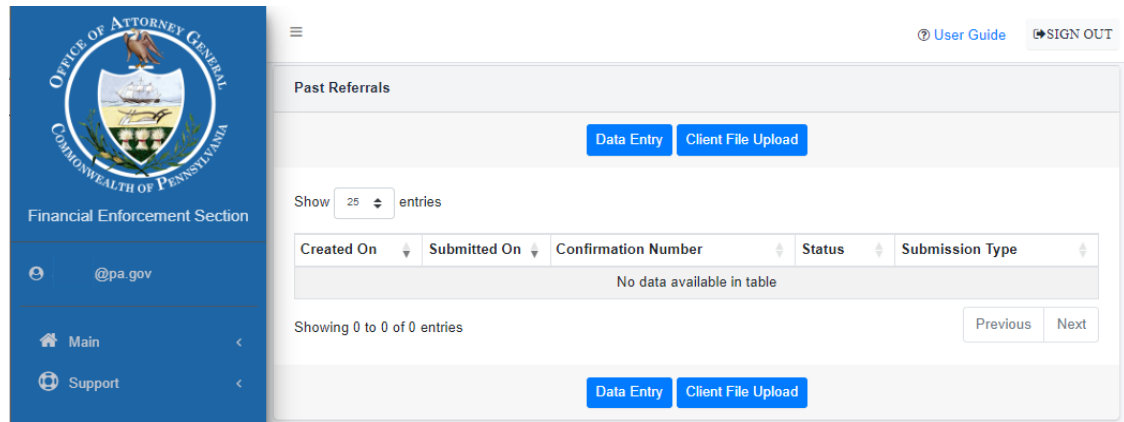
- **Data Entry**

- After logging in, a user will be presented with the following screen:



- Select "Go"

- e) You will be directed to the next screen where you will select Data Entry



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- Here, you will have the option to add an entry under Claims, Payments or Demographic Updates :

Claims

Add

Show 10 entries

Created On	Claim #	Primary Responsible Party	Total Balance
No data available in table			

Showing 0 to 0 of 0 entries

PreviousNext

Payments

Add

Show 10 entries

Reference #	Entity Name	Transaction Type	Eff. Date	Amount	Client Code	Status
No data available in table						

Showing 0 to 0 of 0 entries

PreviousNext

Demographic Updates

Add

Show 10 entries

Client Code	Reference #	Name	Address Line 1	Address Line 2	City	State	Zip
No data available in table							

Showing 0 to 0 of 0 entries

PreviousNext

- **Referring Claims**

- Click

Add

 under the Claims section:
- You will be directed to the screen below. Enter information associated with the claim

Account Details

Organization*

- Please Select -

Account Type

- Please Select -

Reference #*

Present Balance*

0.00

Service Date*

mm/dd/yyyy

Basis Of Liability

Helpful Tips

- A Primary Responsible Party is required.
- Reference # should be unique for each claim.
- The Basis of Liability field should include an explanation of the debt to be collected.

The **Reference #** field must be unique for each claim submitted and can be any combination

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of letters and/or numbers up to 30 characters. Do not use symbols (ex: *, @, \$, etc.) or spaces in the Reference # field.

- The **Basis of Liability** field should include an explanation of the debt to be collected.
- Next you will need to specify whether the claim is for a Person or Business. Fields will be made available after clicking on the corresponding radial button.

Primary Responsible Party (Legally Liable Party or Debtor)

Responsible Party *

☒ Person ☐ Business

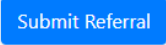
Last/Business Name* First/Trade Name* SSN/EIN Place of Employment

Address Line 1* Address Line 2

City* State* Zip* County

Phone Number Email

Bad Address ☐

- Fields identified with an * are required.
- After all claim information has been entered, click .
- You may enter additional parties by clicking  next to the claim then  under the Legally Liable Parties section.
- Select Person or Business as appropriate and fill in the necessary information. Click .
- Do not click  until you have entered all information for this session. Doing so will submit all pending Referrals, Demographic Updates, and Payments.

- **Editing or Deleting Claims and Parties**

- To edit a claim or party, click  next to the item you wish to modify
- Adjust the information as desired and click .
- To delete a claim or party, click  next to the item you wish to modify.

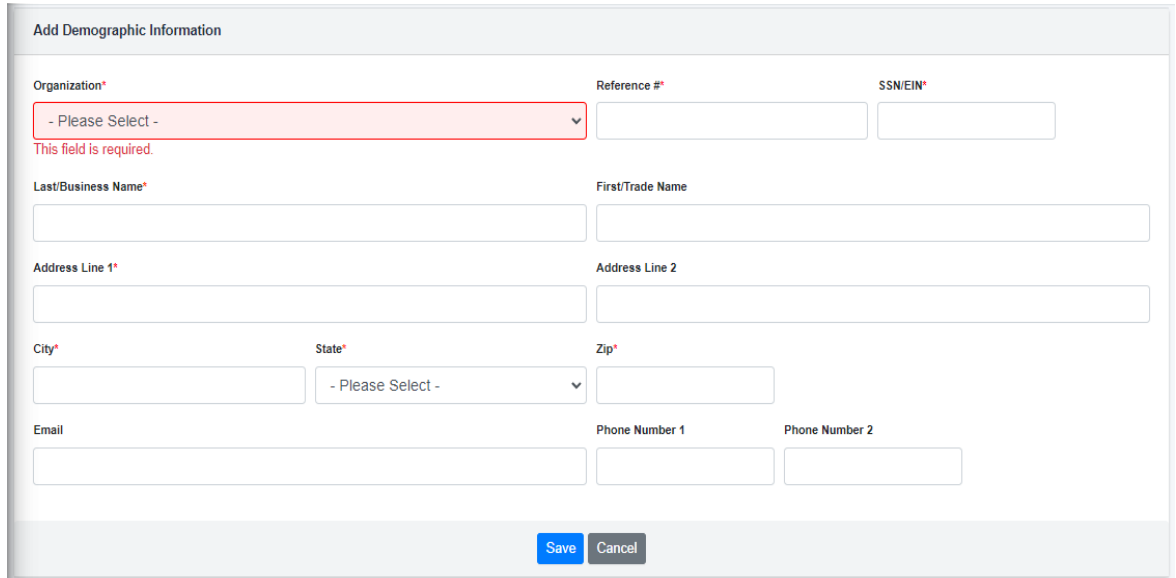
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- **International Claims**

- All claims with international addresses **must** be emailed to FinEnf@attorneygeneral.gov providing the same (required) referral information as stated above. OAG will enter these claims into our system manually.

- **Submitting Demographic Updates**

- Click  under the Demographic Updates section:



Add Demographic Information

Organization* - Please Select - This field is required. Reference #* SSN/EIN*

Last/Business Name* First/Trade Name

Address Line 1* Address Line 2

City* State* - Please Select - Zip*

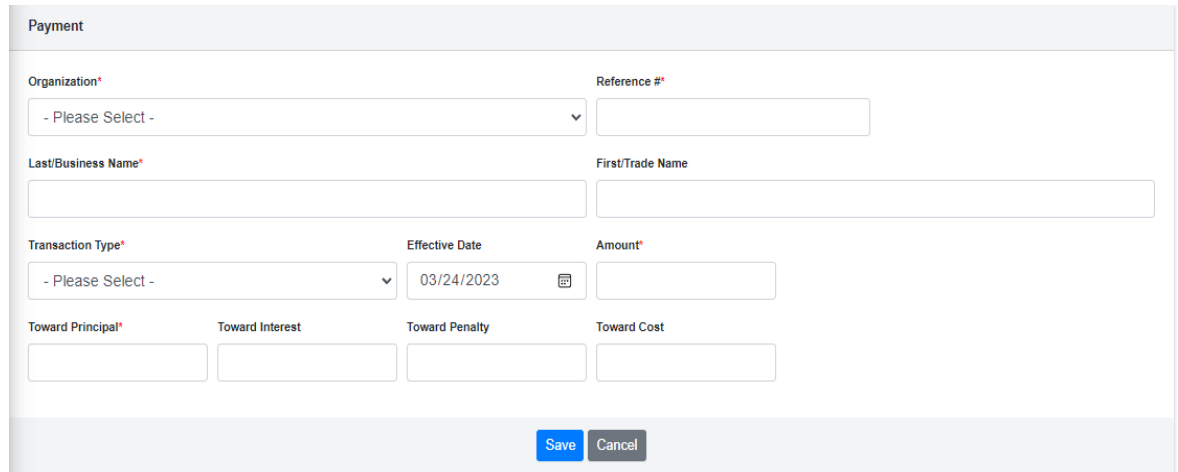
Email Phone Number 1 Phone Number 2

- Fields with an * are required.
- The information entered in this screen should correspond to those fields you wish to update. For example, you recently had contact with a debtor and they provided a new address. You may pass that information on to OAG using this functionality.
- After all information has been entered, click 
- Do not click  until you have entered all information for this session. Doing so will submit all pending Referrals, Demographic Updates, and Payments.

- **Submitting Payments and Balance Adjustments**

- Click  under the Payment section:



The screenshot shows a 'Payment' form with the following fields:

- Organization***: A dropdown menu with '- Please Select -'.
- Reference #***: A text input field.
- Last/Business Name***: A text input field.
- First/Trade Name**: A text input field.
- Transaction Type***: A dropdown menu with '- Please Select -'.
- Effective Date**: A date input field showing '03/24/2023' with a calendar icon.
- Amount***: A text input field.
- Toward Principal***: A text input field.
- Toward Interest**: A text input field.
- Toward Penalty**: A text input field.
- Toward Cost**: A text input field.

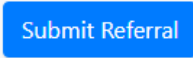
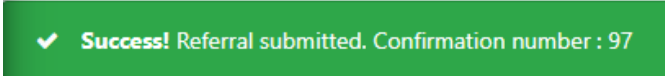
At the bottom right of the form are two buttons:  and .

- Fields with an * are required.
- Transaction Type
 - Direct Payment – Use this option to enter payments made directly to your agency
 - Increase Balance – Use this option to enter an adjustment that increases the account balance. These transactions should be accompanied by an email to FinEnf@attorneygeneral.gov explaining why the balance is being increased.
 - Decrease Balance – Use this option to enter an adjustment that decreases the account balance. These transactions should be accompanied by an email to FinEnf@attorneygeneral.gov explaining why the balance is being decreased.
- Effective Date
 - This field should correspond to the date your agency received payment directly or adjusted the outstanding balance for the account on your respective system.
 - No future dates are permitted.
- Amount
 - This field should reflect the total amount of the payment being submitted.
- Most claims referred to the OAG are absent Interest, Penalties, and Costs. These fields may be left blank and the total amount of the payment reported under Toward Principal.
- After all information has been entered, click 
- Do not click  until you have entered all information for this session. Doing so will submit all pending Referrals, Demographic Updates, and Payments.

- **Editing or Deleting Payments or Adjustments**

- To edit a payment or adjustment, click  next to the item you wish to modify
- Adjust the information as desired and click 
- To delete a payment or adjustment, click  next to the item you wish to modify.

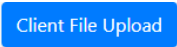
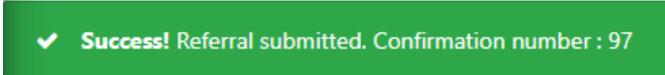
- **Submission**

- After entering all Claims, Demographic Updates, and Payments, click 
- Your screen will be updated with a Green banner similar to the following:

- Retain the confirmation number provided for your records.
- You will also receive an email notification with this information.

Entering Claims, Demographic Updates, and Payments via File Upload

Clients are encouraged to refer Accounts and Payments using the file upload functionality. Uploaded files must follow the File Format Specifications located in the Support area of FESWeb. OAG staff are available to help clients through the initial stages of getting a file ready for upload and can be contacted by emailing FinEnf@attorneygeneral.gov.

- **Data Entry**

- Click on 
- Click on  next to the corresponding file type.
- Navigate to the appropriate file.
- After all files have been selected, click 
 - Note – files must be in the appropriate layout, a | delimited .txt file.
- Your screen will be updated with a Green banner similar to the following:

- Retain the confirmation number provided for your records.
- If an error/warning message is displayed as shown below, there was an issue with the uploaded file. The file will need to be reviewed to identify the reason for rejection. Note – this is typically due to non-conformity with the required format. If after researching the file the

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Client is unable to determine the reason for rejection, an email may be sent to finenf@attorneygeneral.gov with a copy of the defective file for further research.

Warning! Referral validation failed: The 'ListDate' element is invalid - The value '2/11/2023' is invalid. The Pattern constraint failed. Review File Format specification under Support Link.

Info! No file(s) uploaded

Upload

Referral File

Choose a file

Browse

Payment File

Choose a file

Browse

Demographic Update File

Choose a file

Browse

Helpful Tips

- Use this page to upload the Referrals, Payments and Demographic data, using the Standard File Templates.
- Prior to uploading Referral, Payment or Demographic data, your organization should have contacted OAG and sought the permission to upload files.
- For question regarding please email the contact listed in the support menu on left.

Upload

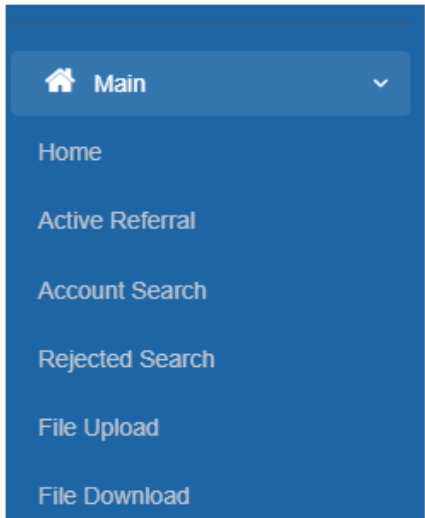
Cancel

General Navigation

Clicking the OAG crest in the top left of FESWeb from any screen will return you to the main Data Entry screen.



In addition, the left side of the site includes a drop down menu that allows for navigation between available functions.

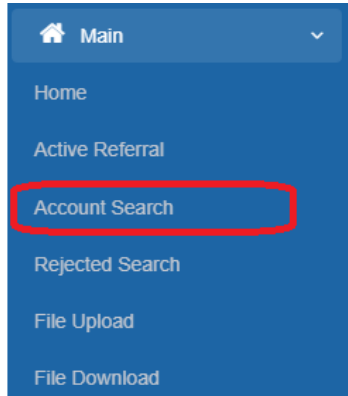


- **Home**
 - Click this from any screen to return you to the main Data Entry screen
- **Active Referral**
 - Click this from any screen to return you to the main Active Referral screen
- **Account Search**
 - Click this from any screen to return you to the Account Search screen
- **Rejected Search**
 - Click this from any screen to return you to the Rejected Search screen
- **File Upload**
 - Click this from any screen to return you to the main File Upload screen
- **File Download**

- Click this from any screen to return you to the main File Download screen

Account Search

Click on the Account Search button under the Main dropdown on the left side of the page.

A screenshot of the 'Account Search' form. It has a light gray header with the title 'Account Search'. The form contains several input fields: 'Organization' (a dropdown menu showing '- Please Select -'), 'Client Reference Number' (a text box), 'Account Number' (a text box), and 'Account Status' (a dropdown menu showing '- Please Select -'). Below these are four date range fields: 'Listed Date Range Start', 'Listed Date Range End', 'Service Date Range Start', and 'Service Date Range End'. Each date field has a placeholder 'mm/dd/yyyy' and a calendar icon. At the bottom of the form are two buttons: 'Search' (in blue) and 'Cancel' (in gray).

Select the Client ID you wish to search for under the Organization drop down.

You will be able to search using any combination of the fields shown:

- Client Reference Number – the number you provided to OAG at the time of referral
- Account Number – the number assigned by OAG after loading the claim to our system
- Account Status – indicates where in the collection workflow a claim is
 - Active – the claim is with OAG and OAG is actively pursuing collection
 - New – the claim was just recently referred to OAG
 - Placed – the claim is with OAG and OAG has outsourced collection of the claim to one of our contracted collection agencies
 - Inactive – the claim is no longer with OAG and has been returned to the referring Agency
 - Note – leaving this field with the default value of -Please Select- will return all accounts regardless of status
- Listed Date Range Start/End – the date a claim was originally entered
- Service Date Range Start/End – the date provided as the time of referral which corresponds to the date service was rendered or the date the debt was incurred

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Click  and any accounts fitting within the search criteria will be returned.

Reference #	Client Id	Account #	Listed Date	Listed Amount	Current Balance	Account Status	
			10/18/2022	\$2,708.40	\$2,708.40	Placed	
			10/18/2022	\$2,667.04	\$2,417.04	Active	
			10/18/2022	\$2,490.00	\$2,490.00	Placed	
			10/18/2022	\$2,472.00	\$2,472.00	Placed	
			10/18/2022	\$2,334.54	\$2,334.54	Placed	
			10/18/2022	\$2,292.32	\$0.00	Inactive	
			10/18/2022	\$2,189.00	\$2,189.00	Placed	

Click  next to a claim to drill down further.

Key information including the demographics of any Responsible Parties and a list of payments made on the account will be populated.

Account

Organization	Client Reference Number	Account Number	Account Status	Listed Date	Service Date
			Inactive	10/18/2022	7/6/2022
Listed Amount	Account Balance	Last Payment Amount	Last Payment Date	Cancel Date	Cancel Code
\$2,292.32	\$0.00	\$2,292.32	11/14/2022		

Responsible Parties

Name	Relationship	Address	City	State	Phone Number	Email
	PRIM		PHILADELPHIA	PENNSYLVANIA		

Payments

Show entries

Effective Date	Transaction Type	Amount Applied	Starting Balance
11/14/2022	Direct Payment	-\$2,292.32	\$104.00
10/18/2022	Adjustment	\$2,292.32	\$0.00

Rejected Search

In conjunction with the automation of the Acknowledgement Report, FESWeb 2.0 introduces upfront data validation of files submitted via File Upload functionality. Additionally, any referrals rejected from the OAG system will be populated in the Rejected Search page and require acknowledgement of the rejected status.

Rejected Accounts – details identifying the rejected claim will be provided and the Status field will identify the reason the claim was rejected.

Rejected Accounts

Show entries

Client Code	Reference #	Balance	Service Date	Status
No data available in table				

Showing 0 to 0 of 0 entries

PreviousNext

Rejected Payments – details identifying the rejected payment will be provided and the Status field will identify the reason the payment was rejected.

Rejected Payments

Show entries

Reference #	Entity Name	Transaction Type	Eff. Date	Amount	Client Code	Status
No data available in table						

Showing 0 to 0 of 0 entries

PreviousNext

Acknowledgement is completed by clicking on the  next to the corresponding Rejected Account or Rejected Payment.

Account/Payment Statuses

Throughout various pages in FESWeb, a field titled Status will be shown.

Account Status

Status	Description
Pending	The account has not yet been submitted to OAG.
Submitted	The account has been submitted to OAG and requires validation/import to OAG system.
Submitted – Rejected	The account was rejected during import to OAG system.
Submitted – Acknowledged	Rejection of claim was acknowledged by Client. Client should resubmit the claim as necessary.
Rejected – Invalid Balance	The claim was rejected specifically because no balance was included with the referral.
Call for Details	The claim was rejected for undetermined reasons and the Client will need to reach out to FES personnel for details.

Payment Status

Status	Description
Payment Before Listed	The payment effective date is prior to the list date of the associated claim.
Invalid Account Phase	The account is in a state where a payment cannot be applied.
Invalid Account Number	The payment was submitted with an invalid Client Reference Number
Multiple Matching Accounts	Payment details correspond to multiple referred claims
Pending	The payment has not yet been submitted to OAG.
Submitted	The claim was rejected for undetermined reasons and the Client will need to reach out to FES personnel for details.
Acknowledged	Rejection of payment was acknowledged by Client. Client should resubmit the payment as necessary.
Amount Mismatch	Sub balances of payment (principal/interest/fees/etc.) do not match the total balance of the payment.
Call for Details	The payment was rejected for undetermined reasons and the Client will need to reach out to FES personnel for details.
Original Transaction Not Found	OAG was unable to locate the original transaction and cannot process the adjustment as submitted.
Invalid Amount	Invalid transaction amount.
Invalid Client ID	No Client ID was specified at the time of submission.

Retrieving Daily/Weekly/Monthly Reporting

OAG will make various reporting available in FESWeb.

Using the navigation options on the left side of the screen Click on File Download. Select the Organization (corresponds to the OAG Client ID) you wish to see reporting for and a list of documents will be made available.

Download

Organization

Files and Reports

Payment and Cancel Files

Acknowledgment Reports

Cancel Reports

Show

10

 entries

File Name	Created On
03072023Acknowledgement.pdf	03/07/2023
03062023Acknowledgement.pdf	03/06/2023
03032023Acknowledgement.pdf	03/03/2023

Showing 1 to 3 of 3 entries

Previous

1

Next

Payment and Cancel Files

This remains unchanged from prior versions of FESWeb and all prior reports will continue to be available.

Payment files are generated weekly (on Thursday evening) and will list all payments processed by OAG since the previous file was generated.

Acknowledgement Reports

Upon receiving referrals, OAG will provide agencies an Acknowledgement Report that indicates the Client Reference Number (identifier assigned by the referring agency), Artiva Number (OAG system assigned identifier), Full Name, and Listed Balance. This report is provided as referrals are processed and needs to be reviewed for any errors. Should an error be identified, and email must be sent to FinEnf@attorneygeneral.gov describing the error and OAG will either manually correct or provide instructions to the agency on how to correct through the portal.

As of the FESWeb 2.0 roll out on Thursday **March 30, 2023**, Acknowledgement Report ordinarily sent by OAG personnel will be automated. The Primary point of contact for each Client can expect an email notification at **3:45PM** the day following submission of a claim in FESWeb. The acknowledgement report

will also be made available for review in FESWeb directly. The email will be sent from finenf@attorneygeneral.gov.

Cancel Reports

The Cancel report shows those referrals that have either been “exhausted” or otherwise returned to the referring agency.

As of the FESWeb 2.0 roll out on Thursday **March 30, 2023**, the Cancel Report ordinarily sent by OAG personnel will be automated. The Primary point of contact for each Client can expect an email notification at **9:30PM** the last day of the each month. The Cancel Report will also be made available for review in FESWeb directly. The email will be sent from finenf@attorneygeneral.gov

Client Statement Report

This report provides the accounting information for transactions completed in a given month including the following:

- 1) A summary of monthly transactions: net commission.
- 2) The amount deposited in SAP (SAP clients only) or amount to be ACH'd (non-SAP clients only).
- 3) A breakdown of each payment or adjustment transaction shown as one of the following:
 - a) OAG receiving payment
 - i) Certified or Cashiers Check
 - ii) Check
 - iii) Correction (adjustment made by OAG, ex: reapplying or reversing a payment)
 - iv) Direct Payment (payment received by referring agency and reported through the portal)
 - v) Forward out payment (payment received by outside collection agency)
 - vi) Money order
 - vii) Non-Sufficient Funds

All agencies will receive their Client Statements by email around the 5th of each month.

Write-off Requests

OAG will review requests for compromise or write-off for debts over \$100. Agencies **must** complete the STD-199 form under Management Directive 310.10. Completed STD-199 forms **must** be emailed to FinEnf@attorneygeneral.gov.

Upon receiving the monthly Cancel Report, any account with a reason of “exhausted” indicates OAG has exhausted all collection efforts in accordance with the Commonwealth Attorneys Act, and therefore, no STD-199 needs to be submitted/reviewed by OAG. There are other cancel statuses which may have the same effect on write-off requests including, but not limited to the following:

- 1) Return – the claim has been returned (usually accompanied with a memo).
- 2) Uncol – the claim has been deemed uncollectible.
- 3) Deceased – OAG has determined the responsible party is deceased.
- 4) Incar – OAG has determined the responsible party is incarcerated for a period exceeding 1 year.

If a claim was previously returned by OAG and there is doubt as to whether a STD-199 is required, it may still be submitted as described above and OAG will either handle accordingly or provide guidance as needed.

Bankruptcy

Accounts referred to OAG for collection are generally returned to the referring agency when OAG confirms a bankruptcy petition has been filed. This may be situation and/or referring agency specific. Note – the automatic stay in a bankruptcy case prohibits collection activity once the bankruptcy petition has been filed.

If the claim is returned to the referring agency the following applies:

- 1) OAG will send a copy of any documents received related to the bankruptcy, which were used to confirm a bankruptcy petition has been filed.
- 2) Monitoring of the case, including the filing of a proof of claim and the possibility of a distribution will be the responsibility of the referring agency.
- 3) Discharge orders or any other orders of the bankruptcy court affecting the claim will not be reviewed by OAG.

If a claim is referred to OAG and the referring agency receives a bankruptcy notice, the information should be sent to OAG via email (FESAdmin@attorneygeneral.gov). OAG will close and return the claim to the referring agency.