NDIS Implementation Guide

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Executive Overview

Pilot

Interactive Reporting have undergone a Pilot with a number of Hunter region NSW based providers of disability services who are currently using MYOB as their financial accounting software (the Providers). These Providers are currently participants in the current NDIS trial. .

The Providers use MYOB software and have each developed a variety of processes to try to manage claiming for funding and accounting for the delivery of disability services.

To provide more accurate and flexible reporting on outcomes the BI4Cloud Business Intelligence product was installed at the Providers for this pilot.

Issues

In the past the majority of disability funding to the Providers was block funded on a quarterly basis.

Under the NDIS the Service provider is now required to make periodic progress claims via the NDIS Portal for services as they are provided to each individually funded Participant.

As an example a Provider with say 70 participants and 20 primary service providers making claims fortnightly will experience a volume of claims of approximately 140 each fortnight, resulting in over 900 claims per quarter. Contrast this to the few claims made previously with block funding.

This has resulted in a significant increase in Administration effort to be able to capture, account for, claim and receipt money for each “Service” event. Cash flow is now very dependent on making claims regularly. Missed claims won’t get paid at all.

The Providers’ funding is now fundamentally different between the previous disability funding and NDIS, which is setup for each participant. This NDIS funding using progressive claims as services are delivered compared to previous block funding has created increased transactions and workload for Admin departments.

The organisations on the NDIS trial are also struggling to understand how they can continue to use MYOB to handle this new model.

Outcome

Following discussions with the Providers, Interactive Reporting has developed a number of recommendations as to how they could use MYOB, in conjunction with BI4Cloud to address many of the above issues.

Key Objectives

The recommendations detailed below are designed to achieve the following key objectives:

1) **Ensure each service delivery event is claimed** and accounted for by establishing simple yet effective controls to capture service delivery when it occurs.
2) **Reduce any duplication of effort** in preparing claims, receipting payment and updating participant records of claim.
3) **Improve cash flow** by ensuring all claims are made on a timely basis.
4) **Automate entry of claims into the NDIA portal** by utilising the Bulk Claim Upload feature and linking it directly to the accounting system, to save time and reduce errors.
5) **Automate reporting** to be able to easily and quickly report on total income for the organisation, then break down to income and hours per participant, per Service activity, per service provider etc.

Proposed

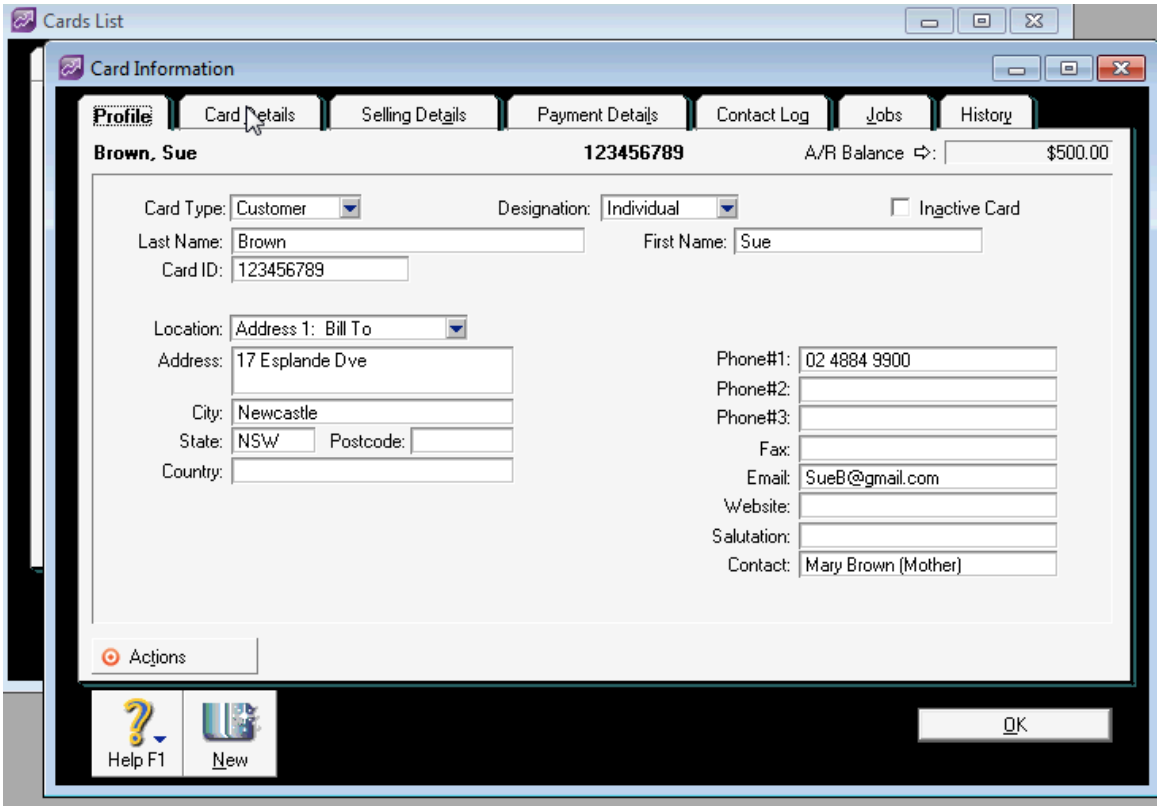
Each Participant – set up as a Customer Card

Setup each participant in MYOB as a separate Customer.

This will enable better tracking of Services invoiced, amounts claimed from NDIS and amounts received from NDIS by each participant.

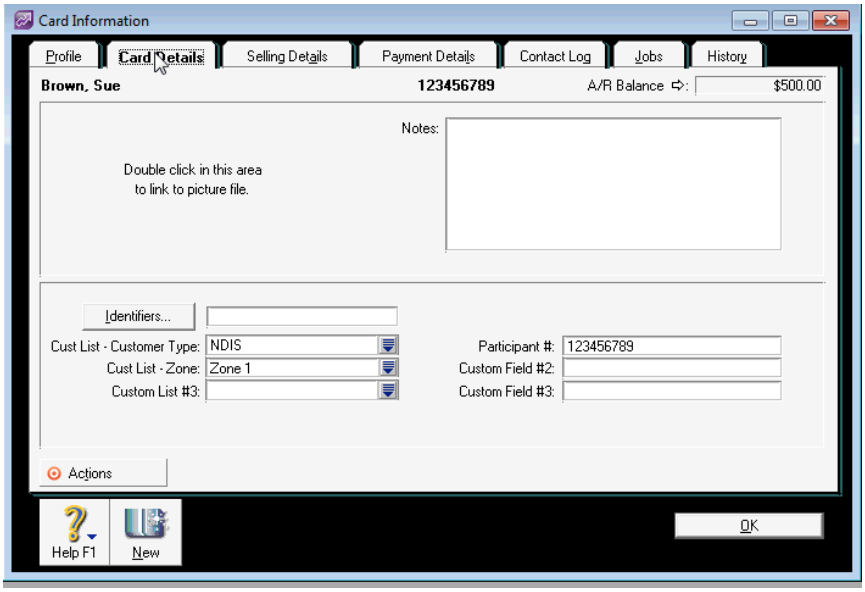
Participant NDIS # - use the Customer Card ID field to record

The unique NDIS number should be used as the Customer Card ID, this can then be used when reporting and claiming from the NDIA Portal.



Link Participant to NDIS - use a Custom List field to capture NDIS as a Customer Type

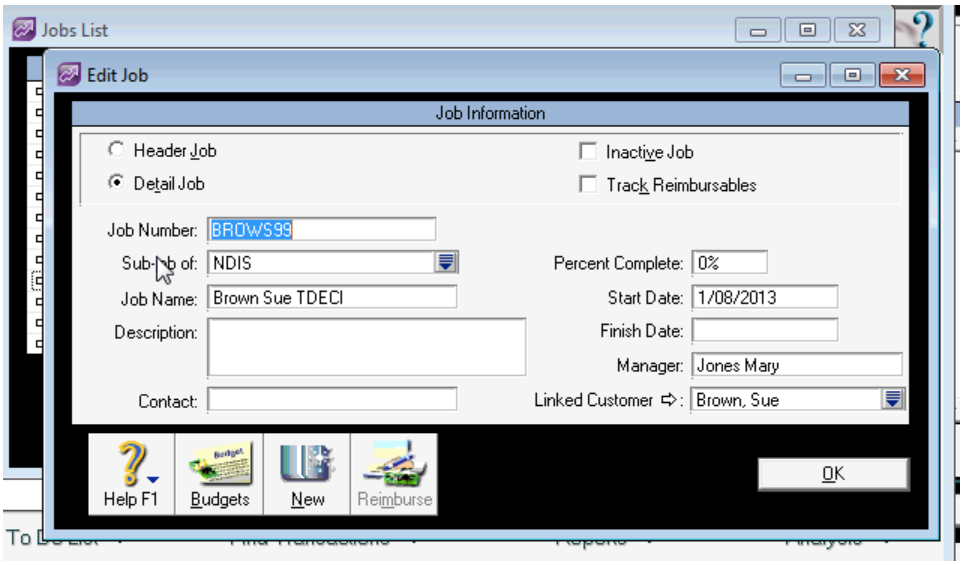
This Custom List can then be used to Filter and group together for only NDIS participants, Invoices, Jobs etc.



Track each Participant Funding Package using an individual Job in MYOB

Setup a new Job in MYOB to capture:

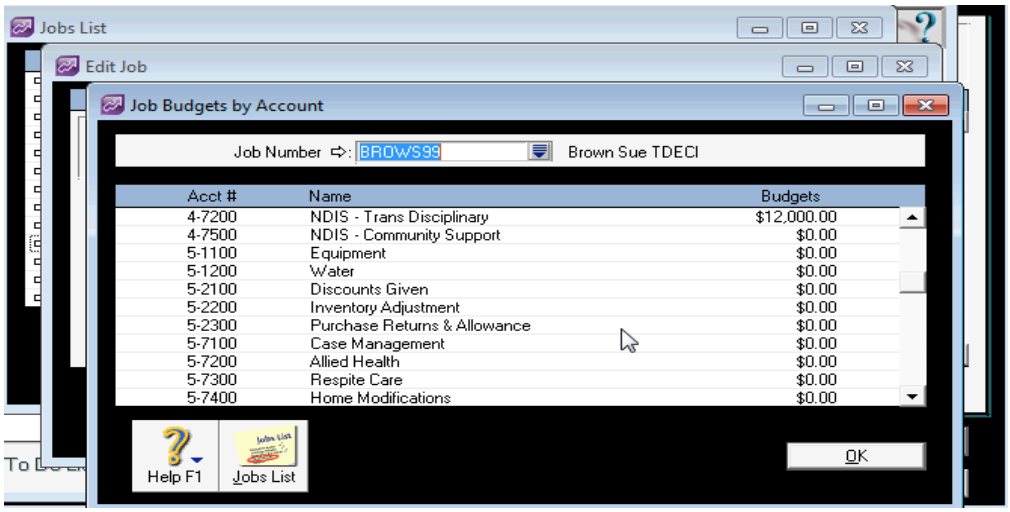
- Each Funding Package separately
- Linked Customer (see above)
- Set up as a sub-job of Header Jobs (e.g NDIS as the header)
- Job Manager (could be the PSP, Team manager responsible)
- Start & End Dates – can then use for filtering on Jobs
- Job is Active or Inactive (when service provision is complete)



Track $Amount for each Participant Funding Package using a Job Budget in MYOB *- Either Budget as a Lump Sum (in MYOB) or Budget by Month (In BI4Cloud)*

Lump Sum Budget – Setup in MYOB

Setup a Job Budget in MYOB to capture the full Package Budget by each GL account.



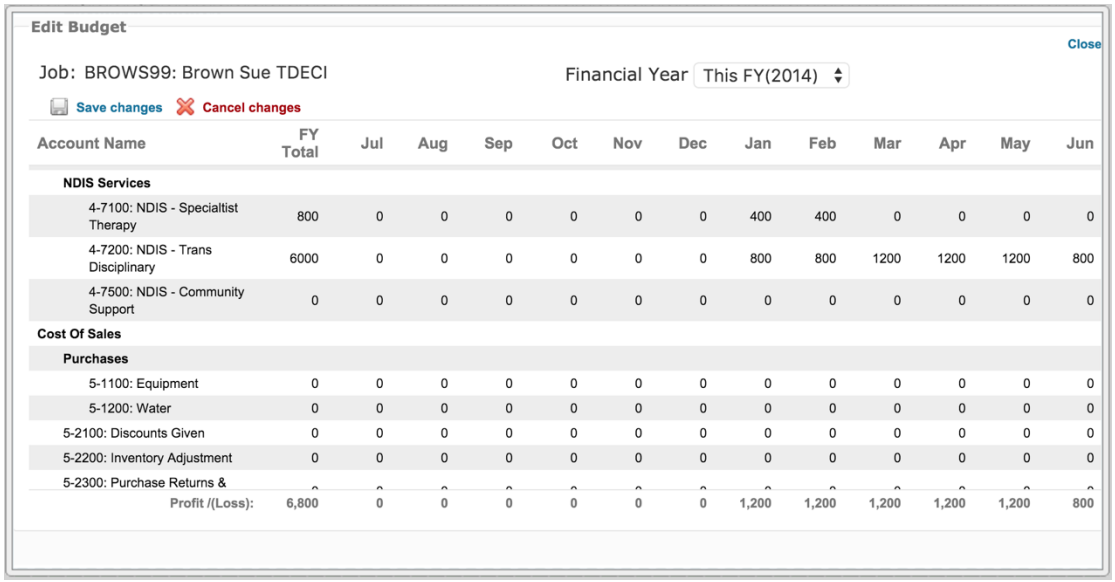
Report Income Billed to date v Total Participant Funding Package using BI4Cloud

Keep track of Actual Billed Income compared to the total package (Budget) for each Participant.

Monthly Job Budgets – Setup in BI4Cloud

Alternatively, setup a Job Budget in BI4Cloud to capture the full Package Budget by each GL account by Month.

Monthly budgets can be setup and report across financial years.



Edit Budget

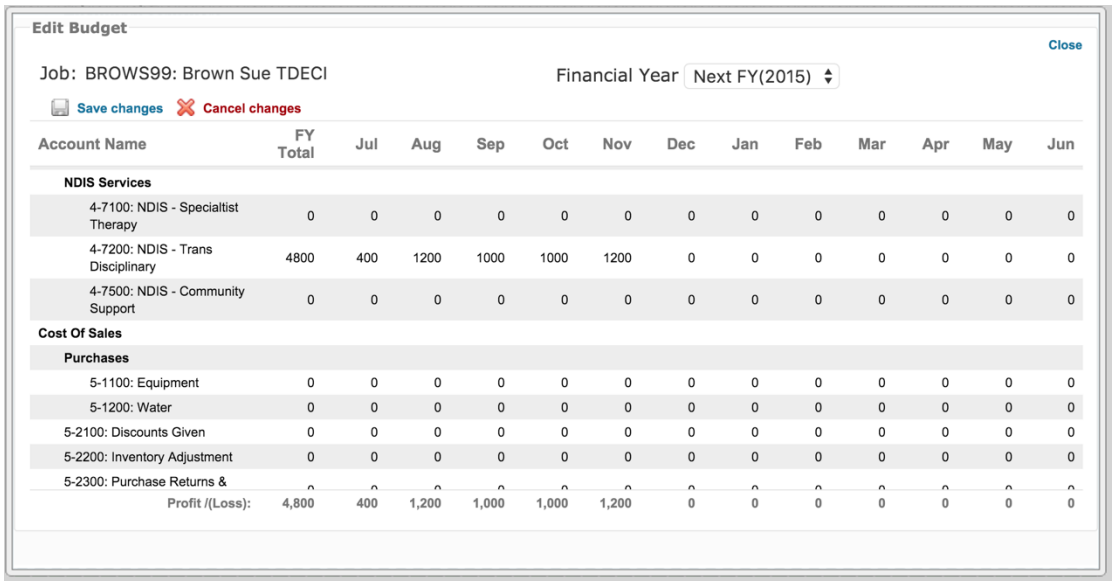
Close

Job: BROWS99: Brown Sue TDECI

Financial Year This FY(2014)

Save changes Cancel changes

Account Name	FY Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
NDIS Services													
4-7100: NDIS - Specialtist Therapy	800	0	0	0	0	0	0	400	400	0	0	0	0
4-7200: NDIS - Trans Disciplinary	6000	0	0	0	0	0	0	800	800	1200	1200	1200	800
4-7500: NDIS - Community Support	0	0	0	0	0	0	0	0	0	0	0	0	0
Cost Of Sales													
Purchases													
5-1100: Equipment	0	0	0	0	0	0	0	0	0	0	0	0	0
5-1200: Water	0	0	0	0	0	0	0	0	0	0	0	0	0
5-2100: Discounts Given	0	0	0	0	0	0	0	0	0	0	0	0	0
5-2200: Inventory Adjustment	0	0	0	0	0	0	0	0	0	0	0	0	0
5-2300: Purchase Returns &													
Profit /(Loss):	6,800	0	0	0	0	0	0	1,200	1,200	1,200	1,200	1,200	800



Edit Budget

Close

Job: BROWS99: Brown Sue TDECI

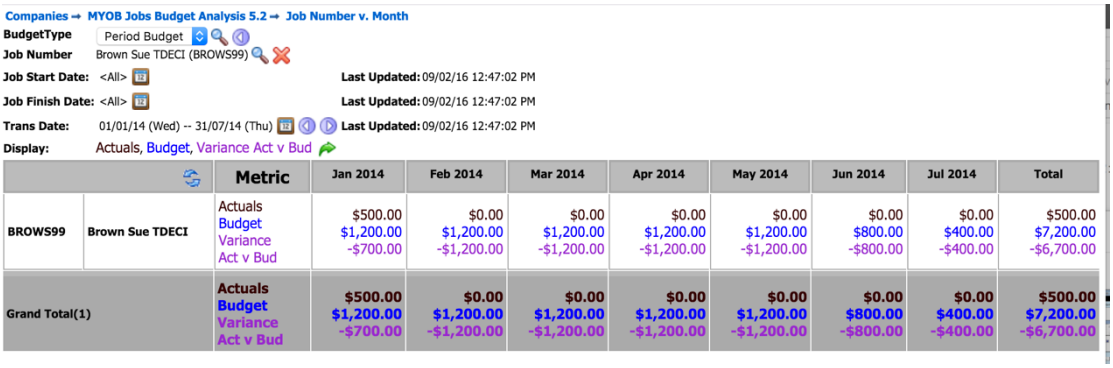
Financial Year Next FY(2015)

Save changes Cancel changes

Account Name	FY Total	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
NDIS Services													
4-7100: NDIS - Specialtist Therapy	0	0	0	0	0	0	0	0	0	0	0	0	0
4-7200: NDIS - Trans Disciplinary	4800	400	1200	1000	1000	1200	0	0	0	0	0	0	0
4-7500: NDIS - Community Support	0	0	0	0	0	0	0	0	0	0	0	0	0
Cost Of Sales													
Purchases													
5-1100: Equipment	0	0	0	0	0	0	0	0	0	0	0	0	0
5-1200: Water	0	0	0	0	0	0	0	0	0	0	0	0	0
5-2100: Discounts Given	0	0	0	0	0	0	0	0	0	0	0	0	0
5-2200: Inventory Adjustment	0	0	0	0	0	0	0	0	0	0	0	0	0
5-2300: Purchase Returns &													
Profit /(Loss):	4,800	400	1,200	1,000	1,000	1,200	0	0	0	0	0	0	0

Report Income Billed to date v Participant Funding Package budget to date using BI4Cloud

Keep track of Actual Billed Income compared to the package (Budget) for the period to date for each Participant.



Companies ➡ MYOB Jobs Budget Analysis 5.2 ➡ Job Number v. Month

BudgetType Period Budget

Job Number Brown Sue TDECI (BROWS99)

Job Start Date: <All> Last Updated: 09/02/16 12:47:02 PM

Job Finish Date: <All> Last Updated: 09/02/16 12:47:02 PM

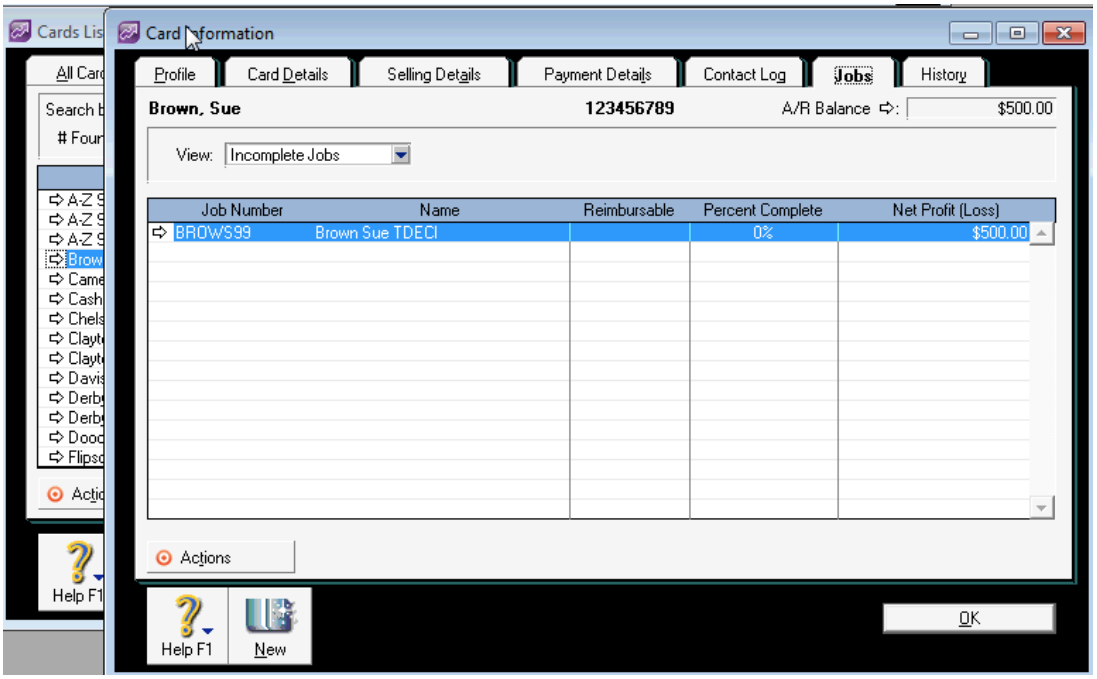
Trans Date: 01/01/14 (Wed) -- 31/07/14 (Thu) Last Updated: 09/02/16 12:47:02 PM

Display: Actuals, Budget, Variance Act v Bud

		Metric	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014	Jul 2014	Total
BROWS99	Brown Sue TDECI	Actuals	$500.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$500.00
		Budget	$1,200.00	$1,200.00	$1,200.00	$1,200.00	$1,200.00	$800.00	$400.00	$7,200.00
		Variance	-$700.00	-$1,200.00	-$1,200.00	-$1,200.00	-$1,200.00	-$800.00	-$400.00	-$6,700.00
		Act v Bud								
Grand Total(1)		**Actuals**	**$500.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$500.00**
		Budget	**$1,200.00**	**$1,200.00**	**$1,200.00**	**$1,200.00**	**$1,200.00**	**$800.00**	**$400.00**	**$7,200.00**
		Variance	**-$700.00**	**-$1,200.00**	**-$1,200.00**	**-$1,200.00**	**-$1,200.00**	**-$800.00**	**-$400.00**	**-$6,700.00**
		Act v Bud								

Track Jobs for each Participant on their Customer Card in MYOB

Against each Customer Card you will be able to see all Jobs Linked to that Participant.



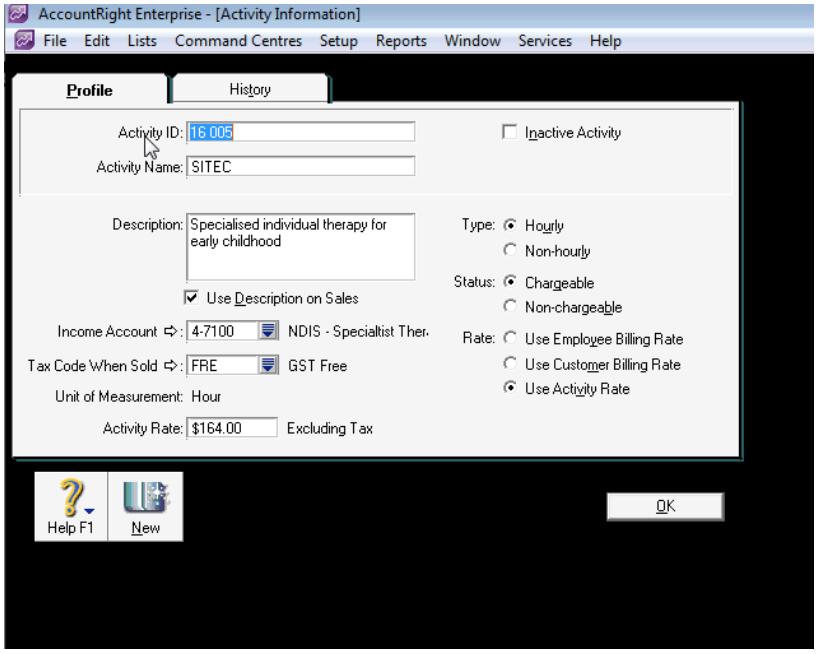
Billable NDIS Activity Codes – Use Time Billing Activity Codes in MYOB

Setup a Time Billing Activity Code to equate to each NDIS Supported Item.

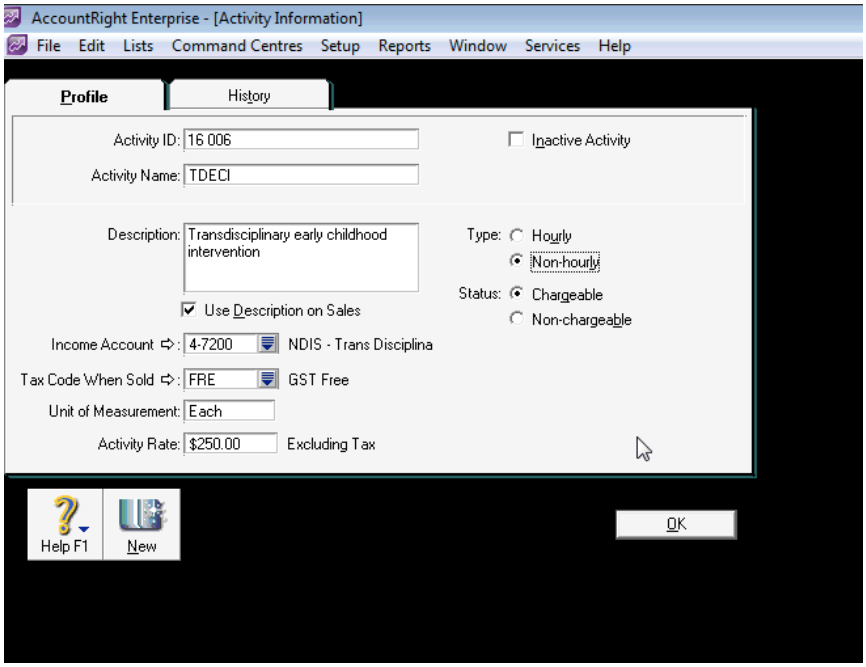
Activities can be Hours based or Non-Hours based. It is important to check this to the NDIS Supported Item schedule as Hours and Qty need to be reported separately.

Set up a Standard billing rate

Link to a specific GL Income account



Hourly based Activity



Non-Hourly based Activity

Track Billable Events – Use Time Billing in MYOB

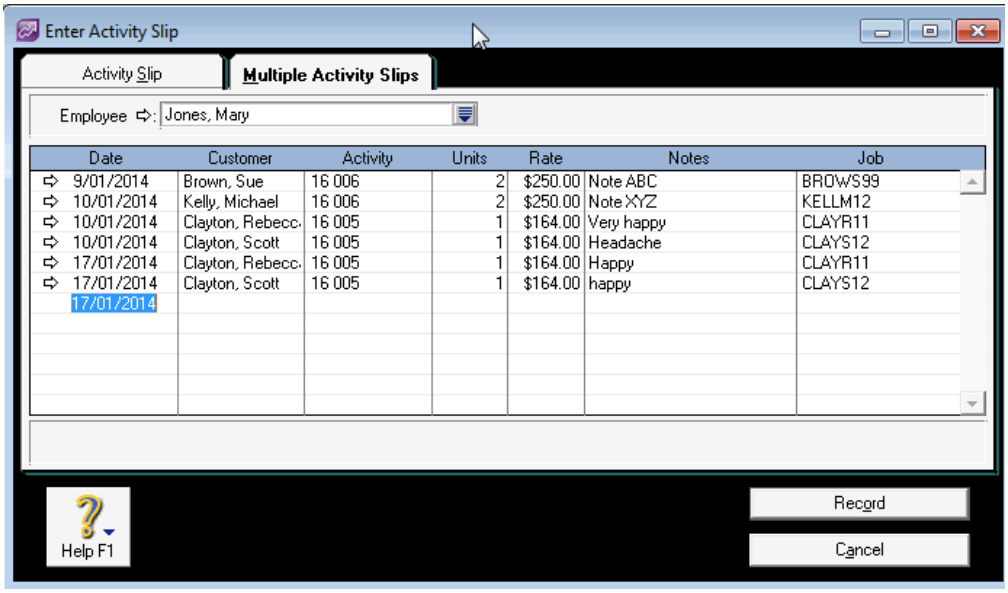
Use Activity Slips in MYOB Time Billing for each Staff member to record each Billable event. Capture:

- Date of service
- Participant (Customer)
- NDIS Supported Item Code (Activity Code)
- Qty/Units
- Rate
- Any Notes
- Job Number

These can be manually keyed into MYOB from and reconciled to source documents e.g.:

- Time sheet
- Shared Calendar
- Participant Visit /record document

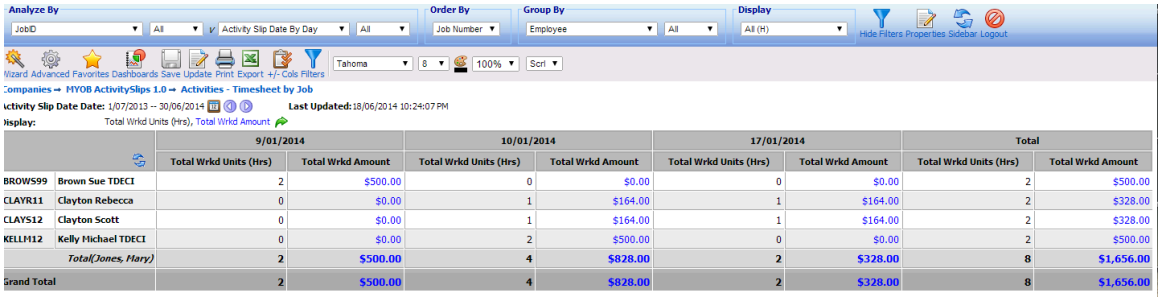
Alternatively they can be captured in excel and imported in bulk into MYOB each week/fortnight etc.



Report Chargeable Activities by day and by Job using BI4Cloud

From this report you can ensure each staff member has accounted for:

- all days worked;
- all activities performed;
- they can also use this to record other non-billable time e.g. Non-billable support hours, Admin, meetings etc. These non-chargeable codes can also be monitored to assess productivity and the overall cost of other activities.

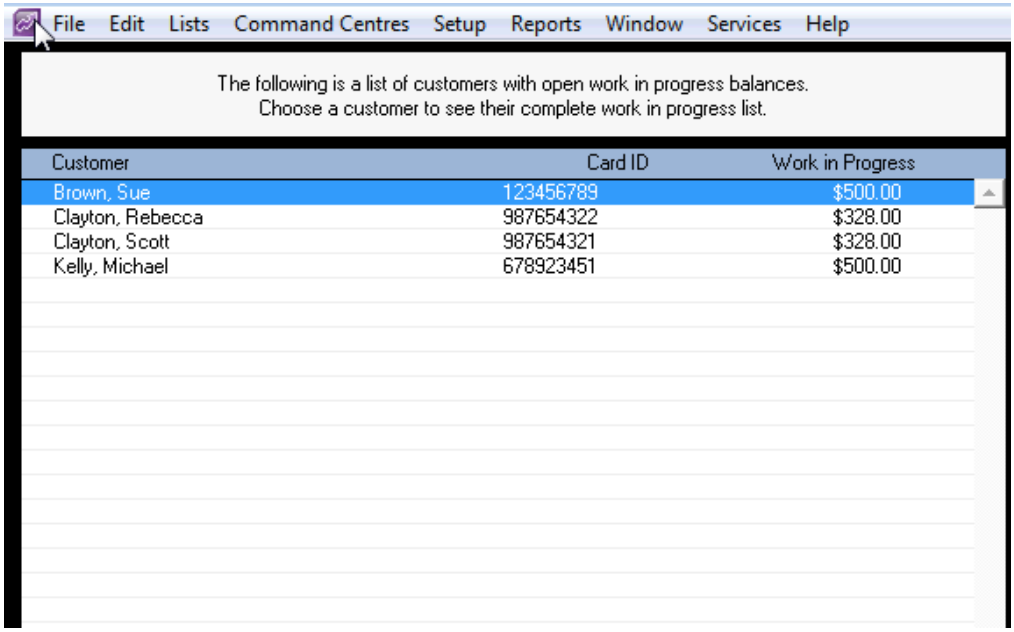


		9/01/2014		10/01/2014		17/01/2014		Total	
		Total Wrkd Units (Hrs)	Total Wrkd Amount	Total Wrkd Units (Hrs)	Total Wrkd Amount	Total Wrkd Units (Hrs)	Total Wrkd Amount	Total Wrkd Units (Hrs)	Total Wrkd Amount
BROWS99	Brown Sue TDECI	2	$500.00	0	$0.00	0	$0.00	2	$500.00
CLAYR11	Clayton Rebecca	0	$0.00	1	$164.00	1	$164.00	2	$328.00
CLAYS12	Clayton Scott	0	$0.00	1	$164.00	1	$164.00	2	$328.00
KELLM12	Kelly Michael TDECI	0	$0.00	2	$500.00	0	$0.00	2	$500.00
	Total(Jones, Mary)	2	$500.00	4	$828.00	2	$328.00	8	$1,656.00
Grand Total		2	$500.00	4	$828.00	2	$328.00	8	$1,656.00

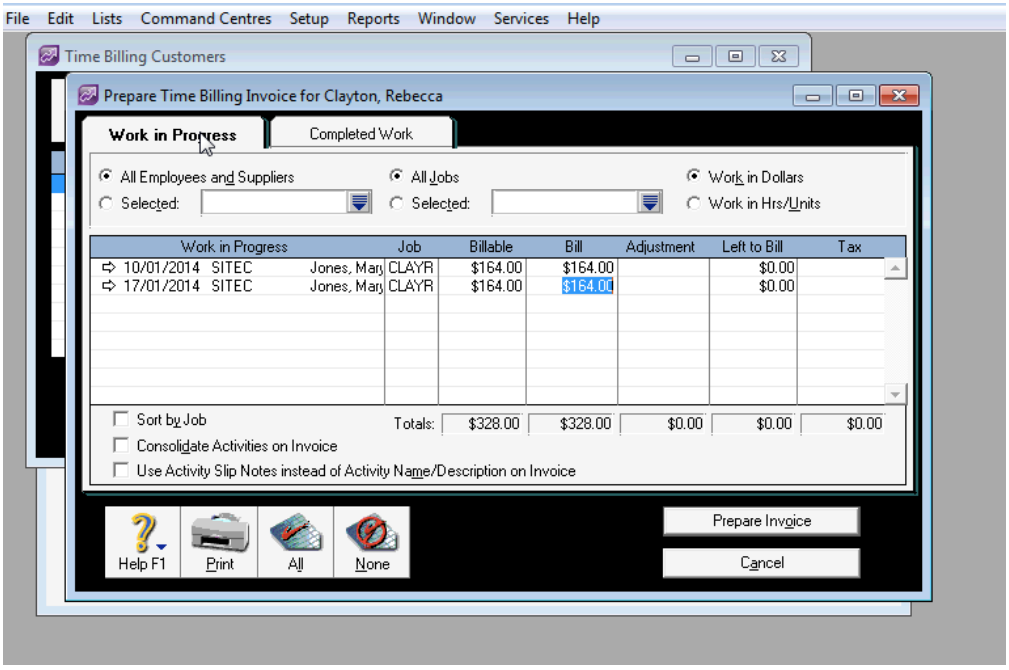
Invoice Billable Events – Use Prepare Time Billing in MYOB

MYOB keeps track of all unbilled work (WIP) from the Activity Slips.

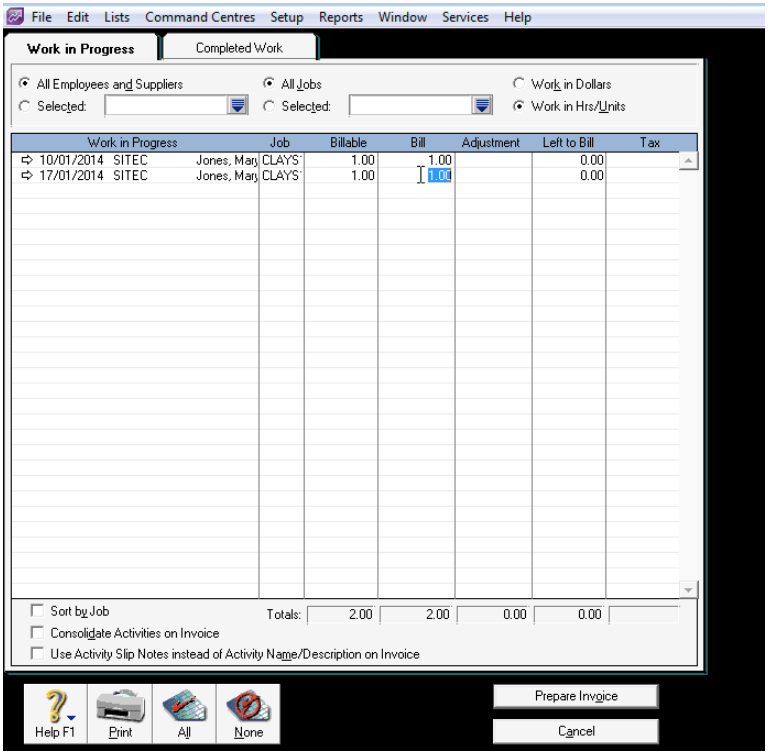
Using Prepare Time Billing, Select a Customer to review the unbilled events and then create the invoice.



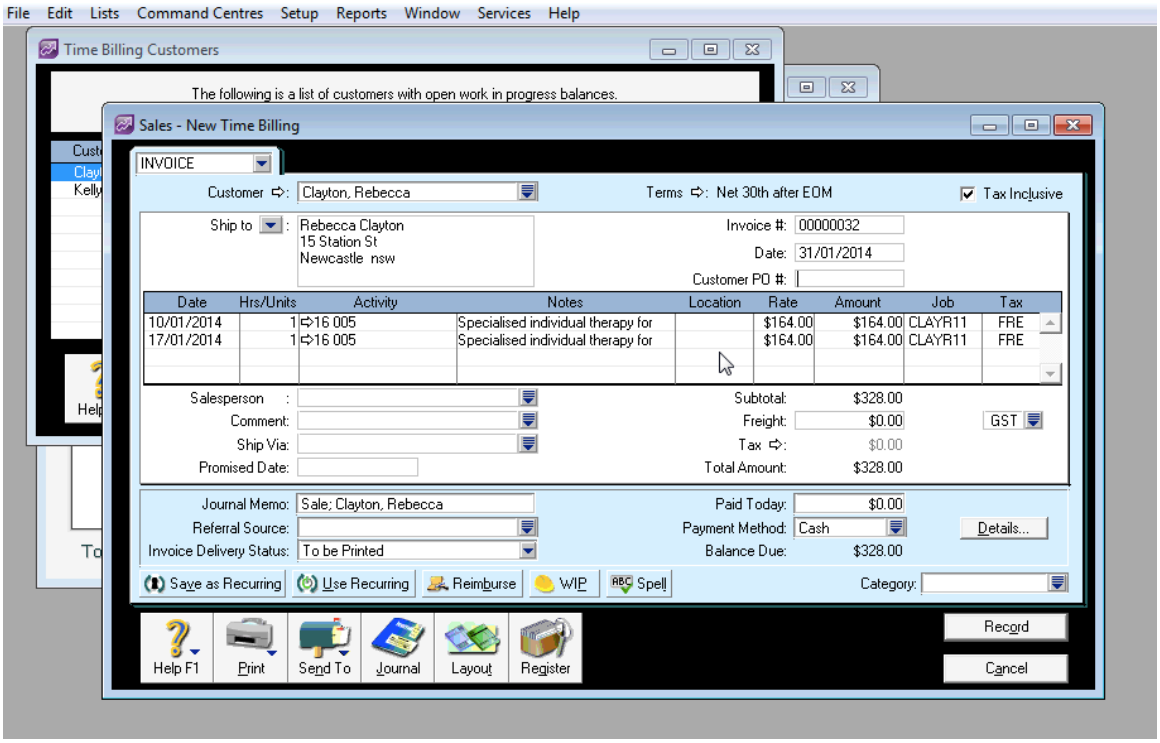
Review and adjust by $ amount or…



Review and adjust by hours.



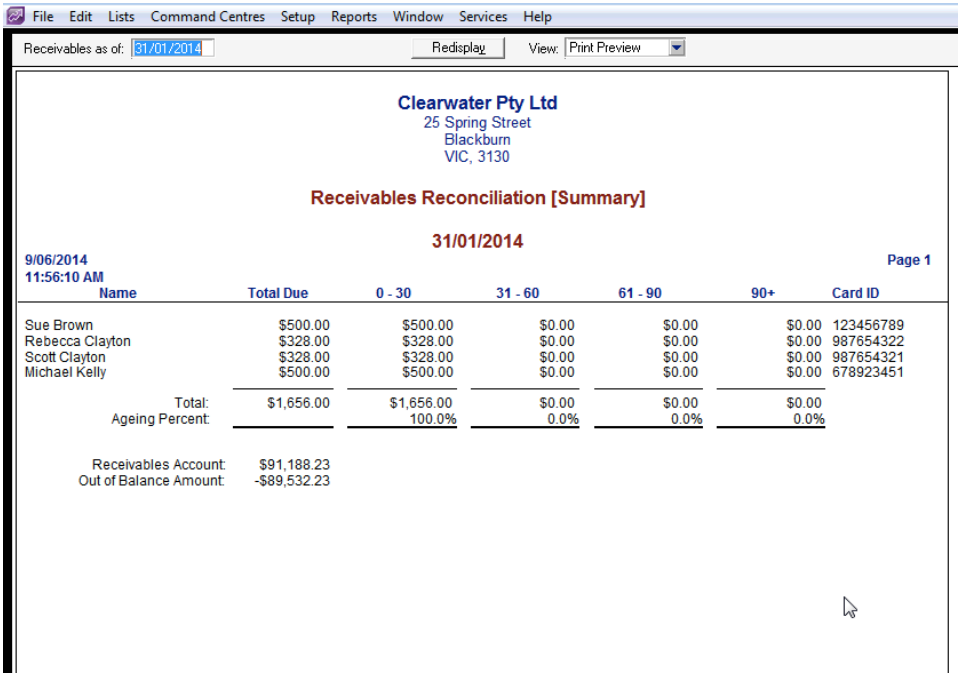
Invoice captures participant, date of service, NDIS Item code, Job number and GL Income code.



Unpaid NDIS invoices remain in Accounts Receivable until paid by NDIS

Once invoiced the amounts will remain in Accounts Receivable until claimed and paid by NDIS. This reduces the risk of things being missed and forgotten.

Note a receivables report can be run for only Customers using Custom List NDIS.



NDIS Provider Portal System - Create CSV Load file to perform Bulk Claims Upload onto Portal

To streamline the data entry into the NDIS Portal System generate a Bulk Claims Upload file from MYOB.

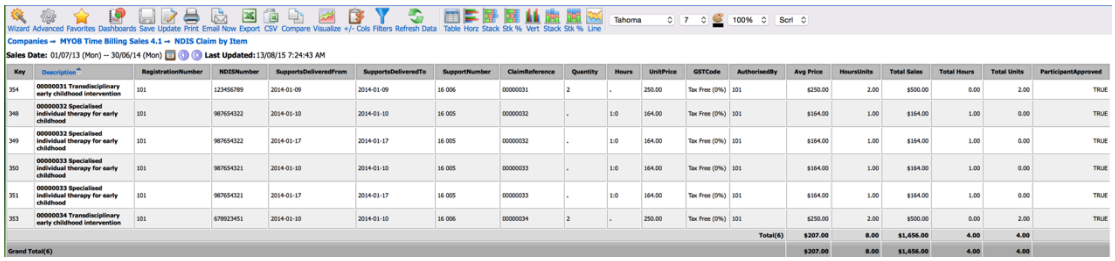
Using BI4Cloud run a Favourite report NDIS Claim, run to csv that will report from MYOB, for a given Date range (e.g. Last week , Last month) all services invoiced for only NDIS customers (using the NDIS Custom List). The report will have the following data columns:

- Provider Registration # (Same for all)
- NDIS # (Customer Card ID)
- From Date (Transaction Date)
- To Date (Transaction Date)
- Support Item # (Activity Code)
- Claim Ref # (Invoice #)
- Qty (for non Hours activities) or
- Hours
- Unit Price
- GST Code
- Authorised by (Same for all)
- Participant approved
-

Save as a CSV file and load into NDIS Portal.

Print out Report from NDIS Portal after load and check that all items have loaded.

Sample BI4Cloud report to use to Bulk load into NDIS Portal



Companies → MYOB Time Billing Sales 4.1 → NDIS Claim by Item

Sales Date: 01/07/13 (Mon) -- 30/06/14 (Mon) Last Updated: 13/08/15 7:24:43 AM

Key	Description	RegistrationNumber	NDISNumber	SupportsDeliveredFrom	SupportsDeliveredTo	SupportNumber	ClaimReference	Quantity	Hours	UnitPrice	GSTCode	AuthorisedBy	Avg Price	HoursUnits	Total Sales	Total Hours	Total Units	ParticipantApproved
354	00000031 Transdisciplinary early childhood intervention	101	123456789	2014-01-09	2014-01-09	16 006	00000031	2	.	250.00	Tax Free (0%)	101	$250.00	2.00	$500.00	0.00	2.00	TRUE
348	00000032 Specialised individual therapy for early childhood	101	987654322	2014-01-10	2014-01-10	16 005	00000032	.	1:0	164.00	Tax Free (0%)	101	$164.00	1.00	$164.00	1.00	0.00	TRUE
349	00000032 Specialised individual therapy for early childhood	101	987654322	2014-01-17	2014-01-17	16 005	00000032	.	1:0	164.00	Tax Free (0%)	101	$164.00	1.00	$164.00	1.00	0.00	TRUE
350	00000033 Specialised individual therapy for early childhood	101	987654321	2014-01-10	2014-01-10	16 005	00000033	.	1:0	164.00	Tax Free (0%)	101	$164.00	1.00	$164.00	1.00	0.00	TRUE
351	00000033 Specialised individual therapy for early childhood	101	987654321	2014-01-17	2014-01-17	16 005	00000033	.	1:0	164.00	Tax Free (0%)	101	$164.00	1.00	$164.00	1.00	0.00	TRUE
353	00000034 Transdisciplinary early childhood intervention	101	678923451	2014-01-10	2014-01-10	16 006	00000034	2	.	250.00	Tax Free (0%)	101	$250.00	2.00	$500.00	0.00	2.00	TRUE
												Total(6)	$207.00	8.00	$1,656.00	4.00	4.00	
Grand Total(6)													$207.00	8.00	$1,656.00	4.00	4.00	

Sample csv file to use to Bulk load into NDIS Portal

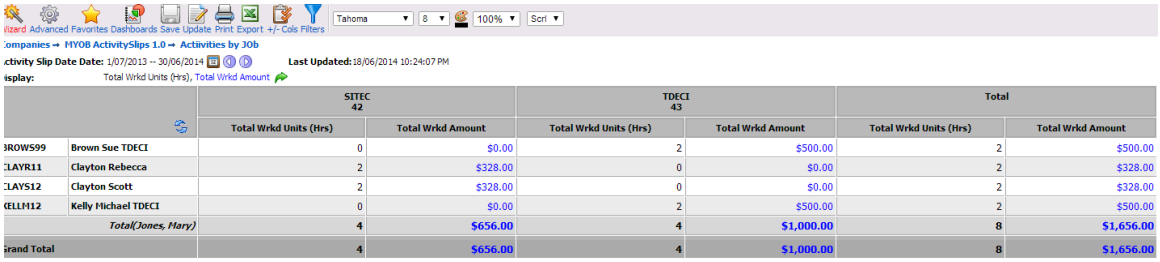
```
Key,Description,RegistrationNumber,NDISNumber,SupportsDeliveredFrom,SupportsDeliveredTo,SupportNumber,ClaimReference,Quantity,Hours,UnitPrice,GSTCode,AuthorisedBy,Avg
Price,HoursUnits,Total Sales,Total Hours,Total Units,ParticipantApproved
354,00000031 Transdisciplinary early childhood intervention,101,123456789,2014-01-09,2014-01-09,16 006,00000031,2,,250.00,Tax Free (0%),101,$250.00,2.00,$500.00,0.00,2.00,TRUE
348,00000032 Specialised individual therapy for early childhood,101,987654322,2014-01-10,2014-01-10,16 005,00000032,,1:0,164.00,Tax Free (0%),101,$164.00,1.00,$164.00,1.00,0.00,TRUE
349,00000032 Specialised individual therapy for early childhood,101,987654322,2014-01-17,2014-01-17,16 005,00000032,,1:0,164.00,Tax Free (0%),101,$164.00,1.00,$164.00,1.00,0.00,TRUE
350,00000033 Specialised individual therapy for early childhood,101,987654321,2014-01-10,2014-01-10,16 005,00000033,,1:0,164.00,Tax Free (0%),101,$164.00,1.00,$164.00,1.00,0.00,TRUE
351,00000033 Specialised individual therapy for early childhood,101,987654321,2014-01-17,2014-01-17,16 005,00000033,,1:0,164.00,Tax Free (0%),101,$164.00,1.00,$164.00,1.00,0.00,TRUE
353,00000034 Transdisciplinary early childhood intervention,101,678923451,2014-01-10,2014-01-10,16 006,00000034,2,,250.00,Tax Free (0%),101,$250.00,2.00,$500.00,0.00,2.00,TRUE
Total(6),,,,,,,,,,,,,$207.00,8.00,"$1,656.00",4.00,4.00, 
Grand Total(6),,,,,,,,,,,,,$207.00,8.00,"$1,656.00",4.00,4.00, 
```

Receipt payment from NDIA

Use MYOB Cash Draw function to receipt the one remittance payment from NDIA against the various customer receivable accounts.

Sample BI4Cloud Reports

Report Activities by Job



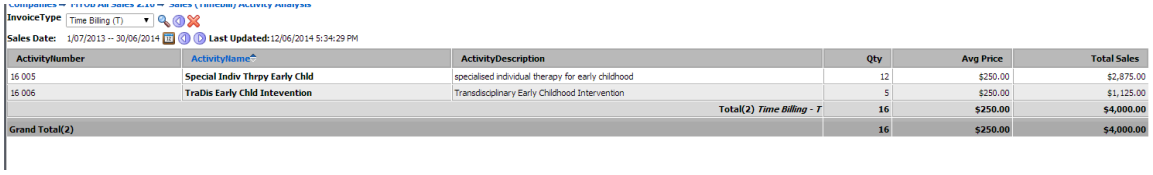
Companies ➙ MYOB ActivitySlips 1.0 ➙ Activities by Job

Activity Slip Date: 1/07/2013 -- 30/06/2014 Last Updated: 18/06/2014 10:24:07 PM

Display: Total Wrkd Units (Hrs), Total Wrkd Amount

		SITEC 42		TDECI 43		Total	
		Total Wrkd Units (Hrs)	Total Wrkd Amount	Total Wrkd Units (Hrs)	Total Wrkd Amount	Total Wrkd Units (Hrs)	Total Wrkd Amount
BROWS99	Brown Sue TDECI	0	$0.00	2	$500.00	2	$500.00
CLAYR11	Clayton Rebecca	2	$328.00	0	$0.00	2	$328.00
CLAYS12	Clayton Scott	2	$328.00	0	$0.00	2	$328.00
KELLM12	Kelly Michael TDECI	0	$0.00	2	$500.00	2	$500.00
	Total(Jones, Mary)	**4**	**$656.00**	**4**	**$1,000.00**	**8**	**$1,656.00**
Grand Total		**4**	**$656.00**	**4**	**$1,000.00**	**8**	**$1,656.00**

Activity (NDIS Activity) Analysis

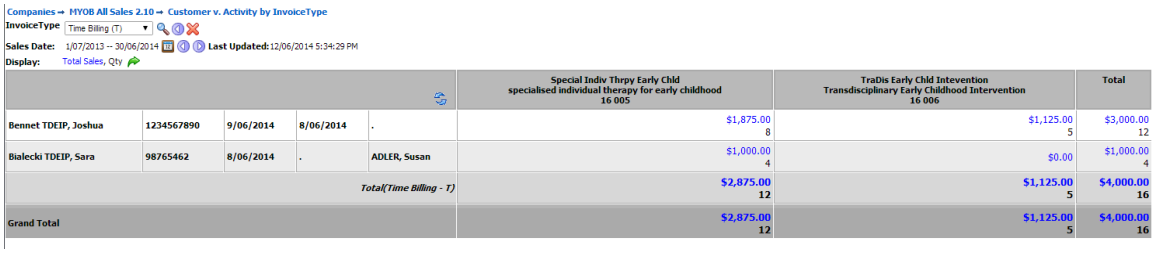


InvoiceType: Time Billing (T)

Sales Date: 1/07/2013 -- 30/06/2014 Last Updated: 12/06/2014 5:34:29 PM

ActivityNumber	ActivityName	ActivityDescription	Qty	Avg Price	Total Sales
16 005	Special Indiv Thrpy Early Chld	specialised individual therapy for early childhood	12	$250.00	$2,875.00
16 006	TraDis Early Chld Intevention	Transdisciplinary Early Childhood Intervention	5	$250.00	$1,125.00
		Total(2) Time Billing - T	**16**	**$250.00**	**$4,000.00**
Grand Total(2)			**16**	**$250.00**	**$4,000.00**

Participant vs Activity – Hrs and Income



Companies ➙ MYOB All Sales 2.10 ➙ Customer v. Activity by InvoiceType

InvoiceType: Time Billing (T)

Sales Date: 1/07/2013 -- 30/06/2014 Last Updated: 12/06/2014 5:34:29 PM

Display: Total Sales, Qty

					Special Indiv Thrpy Early Chld specialised individual therapy for early childhood 16 005	TraDis Early Chld Intevention Transdisciplinary Early Childhood Intervention 16 006	Total
Bennet TDEIP, Joshua	1234567890	9/06/2014	8/06/2014	.	$1,875.00 8	$1,125.00 5	$3,000.00 12
Bialecki TDEIP, Sara	98765462	8/06/2014	.	ADLER, Susan	$1,000.00 4	$0.00	$1,000.00 4
				Total(Time Billing - T)	**$2,875.00 12**	**$1,125.00 5**	**$4,000.00 16**
Grand Total					**$2,875.00 12**	**$1,125.00 5**	**$4,000.00 16**

Monthly income - By Participant vs Activity

Track Monthly by Job and Activity

Analyze By: JobNumber | All | v | Transaction By Month | All

Order By: Job Name

Group By: Activity | All

Display: Income

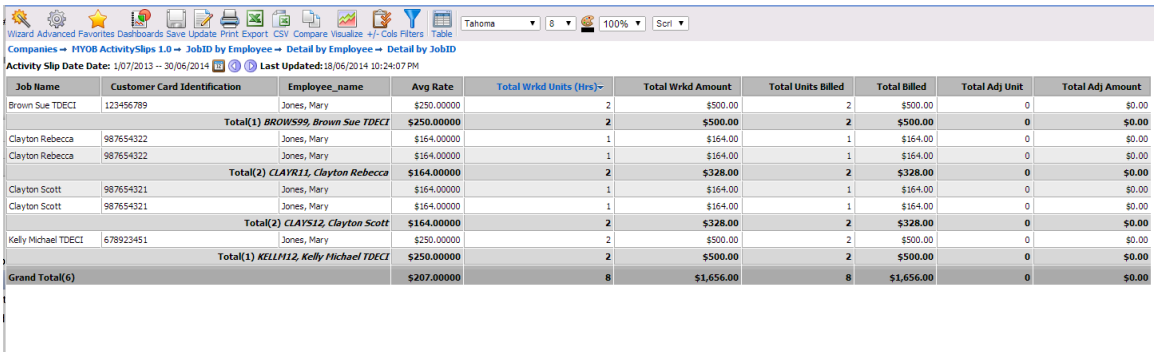
Companies ➙ MYOB Jobs 2.10 ➙ Job Profit by Month ➙ JobNumber v. Month by Activity ➙ JobNumber v. Month ➙ Activity v. Month ➙ Job Detail v. Month ➙ JobNumber v. Month ➙ JobNumber v. Month by Activity

Transaction Date: 1/07/2013 -- 30/06/2014 Last Updated: 18/06/2014 10:24:07 PM

Display: Income

		Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Mar 2014	Apr 2014	Total
200	D Derby	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5,000.00	$0.00	$5,000.00
220	F Flipsom	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,500.00	$2,500.00
210	J Doody	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,000.00	$4,000.00
117	Maintenance GM	$282.28	$159.55	$0.00	$159.55	$0.00	$0.00	$0.00	$0.00	$0.00	$601.38
125	Supply of Coolers FH	$0.00	$0.00	$444.14	$267.05	$333.86	$333.86	$0.00	$0.00	$0.00	$1,378.91
115	Supply of Coolers GM	$159.55	$0.00	$318.00	$227.04	$310.46	$310.46	$0.00	$0.00	$0.00	$1,325.51
	Total(,)	**$441.83**	**$159.55**	**$762.14**	**$653.64**	**$644.32**	**$644.32**	**$0.00**	**$5,000.00**	**$6,500.00**	**$14,805.80**
CLAYR11	Clayton Rebecca	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$328.00	$0.00	$0.00	$328.00
CLAYS12	Clayton Scott	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$328.00	$0.00	$0.00	$328.00
	Total(16 005, SITEC)	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$656.00**	**$0.00**	**$0.00**	**$656.00**
BROWS99	Brown Sue TDECI	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$500.00	$0.00	$0.00	$500.00
KELLM12	Kelly Michael TDECI	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$500.00	$0.00	$0.00	$500.00
	Total(16 006, TDECI)	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$1,000.00**	**$0.00**	**$0.00**	**$1,000.00**
Grand Total		**$441.83**	**$159.55**	**$762.14**	**$653.64**	**$644.32**	**$644.32**	**$1,656.00**	**$5,000.00**	**$6,500.00**	**$16,461.80**

and Detail Analysis



Companies ↠ MYOB ActivitySlips 1.0 ↠ JobID by Employee ↠ Detail by Employee ↠ Detail by JobID

Activity Slip Date Date: 1/07/2013 -- 30/06/2014 **Last Updated:** 18/06/2014 10:24:07 PM

Job Name	Customer Card Identification	Employee_name	Avg Rate	Total Wrkd Units (Hrs)	Total Wrkd Amount	Total Units Billed	Total Billed	Total Adj Unit	Total Adj Amount
Brown Sue TDECI	123456789	Jones, Mary	$250.00000	2	$500.00	2	$500.00	0	$0.00
Total(1) *BROWS99, Brown Sue TDECI*			**$250.00000**	**2**	**$500.00**	**2**	**$500.00**	**0**	**$0.00**
Clayton Rebecca	987654322	Jones, Mary	$164.00000	1	$164.00	1	$164.00	0	$0.00
Clayton Rebecca	987654322	Jones, Mary	$164.00000	1	$164.00	1	$164.00	0	$0.00
Total(2) *CLAYR11, Clayton Rebecca*			**$164.00000**	**2**	**$328.00**	**2**	**$328.00**	**0**	**$0.00**
Clayton Scott	987654321	Jones, Mary	$164.00000	1	$164.00	1	$164.00	0	$0.00
Clayton Scott	987654321	Jones, Mary	$164.00000	1	$164.00	1	$164.00	0	$0.00
Total(2) *CLAYS12, Clayton Scott*			**$164.00000**	**2**	**$328.00**	**2**	**$328.00**	**0**	**$0.00**
Kelly Michael TDECI	678923451	Jones, Mary	$250.00000	2	$500.00	2	$500.00	0	$0.00
Total(1) *KELLM12, Kelly Michael TDECI*			**$250.00000**	**2**	**$500.00**	**2**	**$500.00**	**0**	**$0.00**
Grand Total(6)			**$207.00000**	**8**	**$1,656.00**	**8**	**$1,656.00**	**0**	**$0.00**