Invoicing Best Practices - Connected Care Pilot Program

November 2, 2022
DISCLAIMER:

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Housekeeping

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  - Turn on your computer’s speakers, or
  - Use the call-in instructions in your confirmation email
- All participants are on mute
- Submit questions at any time using the “Questions” box
Meet Our Team

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Agenda

• Invoicing Overview
• Invoicing Process CCPP Program
  • Filing the FCC Form 463 – RHC Account Holders
  • Filing the FCC Form 463 – Service Providers
• Disbursement Process
• Resources
By the end of the webinar you will be able to...

• Understand the Connected Care Pilot Program (CCPP) invoicing process and deadlines
• Identify which steps are needed for your CCPP FCC Form 463 invoice to be submitted to USAC for review
• Identify resources to help you submit your CCPP FCC Form 463 invoice
• For service providers, understand how to approve the FCC Form 463
• Understand the disbursement process
# Glossary

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>FCC</td>
<td>Federal Communications Commission</td>
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<td>CCPP</td>
<td>Connected Care Pilot Program</td>
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<td>FY</td>
<td>Funding Year</td>
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<tr>
<td>HCP</td>
<td>Health Care Provider (your site)</td>
</tr>
<tr>
<td>HCP Number</td>
<td>Number associated with your site</td>
</tr>
<tr>
<td>PAH</td>
<td>Primary Account Holder</td>
</tr>
<tr>
<td>FRN</td>
<td>Funding Request Number</td>
</tr>
<tr>
<td>FCL</td>
<td>Funding Commitment Letter</td>
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<tr>
<td>BAN</td>
<td>Billing Account Number</td>
</tr>
<tr>
<td>SPIN/498 ID</td>
<td>Service Provider Identification Number</td>
</tr>
<tr>
<td>FCCRN</td>
<td>FCC Registration Number (Referred to as FRN on FCC website)</td>
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</tbody>
</table>
Invoicing Overview

Invoicing Best Practices – Connected Care Pilot Program
Connected Care Pilot Program (CCPP) Application Process

1. Develop Evaluation Criteria and Request for Services
   - Project submits FCC Form 461
   - If selected, the project describes the services needed and develops scoring criteria to evaluate bids. The request for services posts to usac.org for 28 days (minimum).

2. Evaluate Bids and Select a Service Provider
   - Project selects a service provider
   - After the 28 day period, the project chooses the most “cost effective” service provider. The project should keep all documentation from this process.

3. Submit Funding Request
   - Project submits FCC Form 462
   - Projects provide information about the services selected, cost, service provider information, and terms of service agreements.

4. Certify Services Started and Invoice
   - Project submits FCC Form 463
   - Projects initiate the invoicing process by sending the FCC Form 463 to their service provider for review and then submission to USAC.

Pre-Selection Process (Complete)
All project sites have determined eligibility with the FCC Form 460 and submitted their Connected Care Project Proposal to the FCC.
The Connected Care Pilot Program is no longer accepting applications. Once selected, projects move on to the following steps to receive funding.
Reminder: Invoicing Deadlines

• The invoicing deadline will be four months (120 days) from the service delivery deadline for the Connected Care Pilot program.
  • For more information please see the Step 5: Invoice USAC page in the CCPP section of the USAC website.
  • Service delivery deadlines and invoicing deadlines can be found on your Funding Commitment Letter (FCL).
Information Request Reminders

• Forms with missing or incomplete information or documentation cannot be processed.
• If USAC requires information that cannot be located on the submitted supporting documentation, this will result in an Information Request.
• All account holders will receive all Information Requests.
• Account holders are given 14 calendar days to provide a response to the Information Request.
  • 11:59 p.m. ET on the 14th day would be the last time to respond to the Information Request.
• Information Requests not responded to within 14 calendar days will result in a denial of that form.
Supply Chain Order

• As a reminder, when service providers login to My Portal they will see two new supply chain certifications included in the FCC Form 463.

The first certification affirms compliance with the Section 54.9 prohibition on USF support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by the covered companies deemed to pose a national security threat to the integrity of the communications network or communications supply chain. The second certification affirms compliance with Section 54.10, which prohibits the use of any Federal subsidies on any communications equipment and services on the Covered List, which includes those offered by Huawei Technologies Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, Dahua Technology Company, AO Kaspersky Lab, China Mobile International USA Inc., China Telecom (Americas) Corp. and their affiliates and subsidiaries.

• **FY2022 Applicants:** If you requested services or equipment provided or that contain components of products produced by any of the listed covered companies or any of their parents, affiliates and subsidiaries in FY2022, you cannot invoice for these funds. Instead, you should immediately request a service substitution prior to invoicing in order to ensure complete program compliance.

• **FY2023 Applicants:** As you proceed with competitive bidding, please ensure you are not requesting funding for services or equipment from listed covered companies or any of their parents, affiliates and subsidiaries.
Supply Chain Web Page

• Supply Chain webpage

Supply Chain

Since November 2019, the FCC has taken a number of actions to protect the national security of the United States, the security and safety of United States persons, and the integrity of communications networks or the communications supply chain. The FCC has also implemented the Secure and Trusted Communications Networks Act of 2019 [2]. The FCC’s actions can be found at www.fcc.gov/supplychain [2].

In November 2019, the FCC released the Supply Chain First Report and Order [2] adopting a rule (47 CFR Section 54.9) which prohibits the use of Universal Service Fund (USF) support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by companies found to pose a national security threat to the integrity of communications networks or the communications supply chain.
Site and Service Substitutions

- Site and service substitutions allow the HCP to reallocate un-invoiced committed funds to substitute the services, modify the services, or provide the requested services to other eligible sites.

- Substitutions allow the flexibility, for an HCP with an approved funding commitment, to spend all of the committed funds, even if the USAC-supported services or the service locations may change over the course of the commitment.

- An HCP may request a site or service substitution if:
  - The substitution is provided for, in the contract, within the change clause, or constitutes a minor modification;
  - The site is an eligible HCP and the service is an eligible service under the CCPP program;
  - The requested change is within the scope of the controlling Request for Services, including any applicable RFP used in the competitive bidding process; and
  - The substitution does not violate any contract provision or state, Tribal, or local procurement laws.

- HCPs with month-to-month approved funding commitments may not utilize site and service substitutions as they did not apply with a contract.

- Site and service substitutions must be submitted by the service delivery deadline.

- Click here for more information about site and service substitutions.
Questions?
Filing the FCC Form 463 – CCPP Account Holders

Invoicing Best Practices – Connected Care Pilot Program
Select HCP and FRN to Invoice

- Log in to My Portal:
  - Select the “Form 462” tab
  - Select the blue “Create 463” button to begin invoicing
General Information Section

• General Information Includes:
  • Pre-populated information from approved FCC Form 462
  • Assigned RHC Invoice Number
FRN Search

- FRN Search Tab:
  - Line item(s) detail
  - Select which line item(s) to be included on submitted FCC Form 463 invoice
Invoice Line Items

- Information Includes:
  - Line items (FRN IDs) to be invoiced
  - Billing Account Number - to be saved after first approved submission for FRN
  - Service start date (first submission)
  - Billing start and end dates
  - Total cost for billing period selected
Invoice Line Items (continued)

- Information includes:
  - Service start date (saved after first submission)
  - Billing start and end dates
  - Total cost for billing period selected
Invoice Line Items (continued)

- Information for total cost for billing period selected:
  - Column L: Total Cost Invoiced (Undiscounted)
    - Based on billing start and end dates
  - Column P: USF Support Amount to be Paid
    - Based on 85% discount, amount disbursed
Supporting Documentation

Line 10: Applicants and/or vendors may, if they so choose, attach supporting documentation, including, but not limited to, a copy of the bill(s) for the line item(s) being submitted on this Form 463. By providing copies of the bills and/or supporting documentation, the applicant and vendor will ensure that USAC has such documentation available for any future audit. See 47 C.F.R. Sec 54.648.

[Image of a user interface for attaching documents with options for New Document, Select All Documents, and Delete Checked Documents.]
RHC Note: Review all the information entered on this FCC Form 463. If changes need to be made, select the "Save and Go Back" button to go back and edit your Form 463. If no changes need to be made and you are ready to submit the Form 463 for the Service Provider’s review, click on the radio button, "I have reviewed the Form 463 and have no changes" at the bottom of the invoice, and then select the "Save and Continue" button, which will take you to the page where you will sign and submit this form to the Service Provider.

Download FCC Form 463 (Excel)

I have reviewed the Form 463 (Excel) and have no changes.

I have not reviewed the Form 463 (Excel) or I have reviewed the invoice and have changes.

Save and Go Back  Save And Continue
Submit

• The signature is your My Portal Password
• Remember: Invoicing is a joint process between the HCP and the service provider!
How do I invoice for one-time install costs?

- Click “ADD” on the line item on the “FRN Search” tab
- Then increase the “Total Cost Invoiced (Undiscounted)” or column L on the “Invoice Line Items” tab of the FCC Form 463 by the full “Undiscounted Non-Recurring Expense” amount (found on the FCL)
One-Time Cost Example

- Invoicing for one month (November 1 – 30)
- One-time cost = $500
- Monthly recurring cost = $200
- Enter $700 (sum of $500 and $200) into Column L to get funding for the entire installation cost and one month of recurring cost
- Multiple months can also be billed with the installation cost added
Best Practices for Creating the FCC Form 463

• Consolidate invoices
• Use calendar drop down for billing start and end dates
• Identify eligible amount for chosen period
• Common issues
  • N/A Line Items
  • Greyed out “Create 463” button
  • $0.00 in the USF Support Amount to be Paid column
  • Error Messages
Commonly Asked Questions

• The total amount of funds invoiced is less than what is listed on the FCL. I divided the total amount by 12 months, which is one year of funding. How do I invoice for the full amount?
  • USAC calculates the monthly recurring rate based on full months as they vary in the numbers of days, as opposed to the 365/366 days in a year
  • For instance, January has 31 days and April has 30 days
  • As long as you invoice for all committed funding dates consecutively, then you will receive the full committed funding amount as listed on your FCL
USAC Monthly Recurring Cost Calculation Example

• Entered billing dates of (September 24, 2020 - October 23, 2020)
  • Individual day calculations are different for September and October
• Line item 1 = $100.00 monthly
• September (30 days): 100 / 30 = $3.33 per day
  • $3.33 x 7 days (September 24 – 30) = $23.31
• October (31 days): 100 / 31 = $3.23 per day
  • $3.23 x 23 days (October 1 – 23) = $74.29
• Total amount for billing period = $97.60 not $100.00
Commonly Asked Questions (continued)

• Why is the service start date in Column H greyed out?
  • When you file the first FCC Form 463 for an FRN, My Portal prompts you to enter a date into Column H.
  • Once USAC approves an FCC Form 463 with a service start date in Column H, neither USAC nor the account holder can modify that date at a later time.
Commonly Asked Questions (continued)

• Why is N/A showing next to some of my line items?
  • This may occur for several reasons. If you hover over the “N/A”, My Portal displays a message letting you know why that particular line item is unavailable for invoicing.
  • Contact the RHC Customer Service Center with your FRN and Invoice numbers if you need additional clarification.
Commonly Asked Questions (continued)

• Why is USAC requesting supporting documentation for my FCC Form 463?
  • Per [FCC Report and Order 19-78](#), USAC must ensure that an invoice accurately reflects the services an HCP is receiving and the support due to the service provider.
  • RHC is requesting supporting documentation to verify the services that were submitted on the FCC Form 463 and confirm eligibility for payment for the requested billing period.
  • This validation ensures that HCPs receive accurate funding for approved services and eliminates the risk of fraud, waste, and abuse of program funds.
Supporting Documentation – Best Practices

When responding to Information Requests, please submit the following documentation:

- **Copies of billing documentation** for the referenced billing period with the following information highlighted:
  - HCP Name
  - Circuit Location(s)
  - Billing Account Number (BAN)
  - Bandwidth
  - Circuit ID
  - Service Type
  - Monthly Recurring Charges (MRC)
Supporting Documentation – Best Practices (continued)

• **Proof of payment** for the requested billing period, e.g., check, bank statement, or a printout from the accounts payable system. Proof of payment must show 35% of the MRC has been paid.
  • In the absence of payment or if no payment was made as a result of **credits** on an account, please provide an explanation of what action resulted from the credits.

• If these details can’t be identified on an invoice or proof of payment document, please provide the contract or service agreement.

• Supporting documents must be submitted by the deadline on the Information Request.

• Requests for deadline extensions must be submitted **prior to the original deadline**.
Supporting Documentation - Examples

- Marked up invoice that clearly reflects HCP, Billing Account Number (BAN) Circuit Location(s), Bandwidth, Service Type, and Monthly Recurring Charge (MRC)
Supporting Documentation – Examples (continued)

- Proof of payment using an accounts payable statement
Supporting Documentation – Examples (continued)

- Proof of payment by check
Supporting Documentation

• If supporting documentation is found to be insufficient or does not confirm approved services, a reviewer will send an Information Request.

• If a discrepancy is discovered, the invoice may be returned for corrections or denied.
  • Discrepancies can occur when the service approved on the FCC Form 462 is not the same service as what is in use and being billed by the service provider.
    o Example: The bandwidth for an expense increased from 25 Mbps to 50 Mbps, even if there is no change to the monthly recurring charge.

• Any pending issues about services must be resolved prior to submitting an invoice to USAC.
  • If an HCP is in dispute with its service provider, an invoice should not be submitted to USAC until the dispute has been resolved.
Questions?
Filing the FCC Form 463 – Service Providers

Invoicing Best Practices – Connected Care Pilot Program
Service Provider Review

• An email notification will be sent stating that there’s an invoice available for review, log in to My Portal
  • Begin by selecting the SPIN
• Carefully review form for accuracy
  • Confirm billing period and invoiced amount
  • If inaccurate, return invoice to HCP
• Certifying and signing the FCC Form 463
  • FCCRN can be found in Block 3 of the FCC Form 498 or https://apps.fcc.gov/coresWeb/simpleSearch.do
  • Signature is your My Portal password
Service Provider Review (continued)

• RHC Certification – Check the FCC Form 498
  • SPIN/498ID must be authorized for the RHC program
  • Block 18 must be selected in order to have access to the FCC Form 463

• Confirm your account has been assigned a Service Provider Invoicing entitlement
  ○ If not, you will not be able to view the invoice
• File an FCC Form 498 revision or contact the Contributor team for help: customersupport@usac.org or (800) 453-7546 ext. 2 and ext. 1
Service Provider Review (continued)

• Log in to My Portal:
  • Select the SPIN/498 ID you would like to work under
  • Select the blue “RHC Invoice Number” of the FCC Form 463 you would like to review
My $ Tab

- My $ shows the financial lifecycle for all FRNs associated with a SPIN/498 ID from funding commitment through invoice disbursement

<table>
<thead>
<tr>
<th>Service Provider Review</th>
<th>USAC Review</th>
<th>HCP Review</th>
<th>My $</th>
<th>My SPINs/498 IDs</th>
</tr>
</thead>
</table>

**My $ shows the financial lifecycle for all FRNs associated with a SPIN/498 ID from funding commitment through to invoice disbursement.**

Use the column headings to sort or filter information by FRN, HCP Number, HCP Name, service delivery deadline, or invoice deadline. The Funding Commitment Letter (FCL) or Network Cost Worksheet are available in the “Download” column.

- **Committed**: Funds approved for estimated support based on an approved FCC Form 462, and issued through a Funding Commitment Letter.
- **Approved Invoiced**: Funds approved for payment by USAC based on an approved FCC Form 463.

<table>
<thead>
<tr>
<th>FRN</th>
<th>HCP Number</th>
<th>HCP Name</th>
<th>Committed</th>
<th>Approved Invoiced</th>
<th>Service Delivery Deadline</th>
<th>Invoice Deadline</th>
<th>Download</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td></td>
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<td>$11</td>
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<td>12/31/2016</td>
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<td>$7</td>
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<td>12/31/2016</td>
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<td>$2</td>
<td>$24</td>
<td>12/31/2016</td>
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<td>511</td>
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<tr>
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<td>$1</td>
<td>$11</td>
<td>10/24/2016</td>
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<tr>
<td>512</td>
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<td></td>
<td>$12</td>
<td></td>
<td>12/31/2016</td>
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</tbody>
</table>
General Information

- General Information:
  - Fields are prepopulated
  - Select “Save and Continue” if correct
Excel Review

- You **must** download the FCC Form 463 (Excel document)
Supporting Documentation

Line 10: Applicants and/or vendors may, if they so choose, attach supporting documentation, including, but not limited to, a copy of the bill(s) for the line item(s) being submitted on this Form 493. By providing copies of the bills and/or supporting documentation, the applicant and vendor will ensure that USAC has such documentation available for any future audit. See 47 C.F.R. Sec 54.646

Applicant Documentation

Vendor Documentation

[Form Guide]

[Previous] [Next]

Description

Upload

June-19

Download

[New Document] [Select All Documents] [Delete Checked Documents]

Description

Upload

Actions

[Save and Exit] [Save and Go Back] [Save and Continue] [Exit]
Certifications

Block Six: Vendor Certifications and Signatures

- Line 1: I certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider.
- Line 2: I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the applicant(s) and PIC/FRN listed on this invoice.
- Line 3: I certify under penalty of perjury that I have examined this form and attachments and to the best of my knowledge, information, and belief, the dates, quantities, and costs provided are true and correct.
- I certify under penalty of perjury that I have abided by all RHC Program requirements and procedures, including all applicable Commission rules.
- I certify under penalty of perjury that I have not offered or provided a gift or any other thing of value to the applicant (or to the applicant’s personnel, including its consultant) for which it will provide services.
- I certify under penalty of perjury that the consultants or third parties hired do not have an ownership interest, sales commission arrangement, or other financial stake in the service provider chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission’s rules requiring fair and open competitive bidding.
- I certify under penalty of perjury, as a condition of receiving support, that I will provide to the health care providers, on a timely basis, all information and documents regarding supported equipment, facilities, or services that are necessary for the applicant to submit required forms or respond to Commission or Administrator inquiries.
- I certify and acknowledge, under penalty of perjury, that all documentation associated with this application must be retained for a period of at least five years after the conclusion of the participating pilot project to demonstrate compliance with the Connected Care Pilot Program rules, requirements and procedures, subject to audit.
- I certify under penalty of perjury that no universal service support has been or will be used to purchase, obtain, maintain, improve, modify, or otherwise support any equipment or services produced or provided by any company designated by the Federal Communications Commission as posing a national security threat to the integrity of communications networks or the communications supply chain since the effective date of the designations.
- I certify under penalty of perjury that no Federal subsidy made available through a program administered by the Commission that provides funds to be used for capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase.
Submit

- Signature is your My Portal password
What to Expect After Submitting to USAC

- An invoice is not considered submitted until it has been approved by the service provider and received by USAC
- Review Time:
  - Review generally takes less than 10 days, barring any Information Requests
- If an Information Request is sent, it will come from rhc-invoicing@usac.org
  - Approval will be held until response is received and reviewed
- Email notification of invoice approval will be sent from rhcadmin@usac.org to account holders after USAC review and approval
Questions?
Disbursement Process

Invoicing Best Practices – Connected Care Pilot Program
Disbursement Process

• All account holders and service provider will receive email notification from rhcadmin@usac.org once the FCC Form 463 is approved.

• Funds are disbursed to the service provider on the sixth and 21st of each month, barring weekends and holidays.
  • For clerical errors, please notify USAC before the disbursement date.

• Record-keeping
  • HCPs and service providers are required to maintain records of billing and invoices for at least five years.
Red Light Status and Voluntary Netting

- **Red Light status**
  - Contact Customer Support: (888) 641-8722
- Voluntary Netting

### Block 17: Offsetting Disbursement Payments Against Federal Universal Service Contribution Obligations For Rural Healthcare Participants

The following information pertains only to telecommunications companies participating in the Rural Health Care Program. In accordance with FCC rule section 54.679 regarding Rural Health Care payments, a telecommunications company may choose to offset its payment against its Federal universal service contribution. A telecommunications company must have an FCC Form 499 Filer ID number in order to offset its Rural Health Care Program payments against its Federal universal service contribution. In order to obtain an FCC Form 499 Filer ID number, visit http://www.usac.org/cont/tools/forms/default.aspx and select FCC Form 499. You do not need an FCC Form 499 Filer ID in order to be issued a FCC Form 498 ID.

☐ Yes, I want my Rural Health Care Program disbursement payments to be offset against my Federal universal service contribution obligations. This box must be checked in order to receive offsets. The Default is "No."
Resources

Invoicing Best Practices – Connected Care Pilot Program
Invoicing Webpage - CCPP

- For more information, visit **Step 5: Invoice USAC**

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**Step 5: Invoice USAC**

Invoicing is a joint process between you and your service provider using the FCC Form 463 (Invoice and Request for Disbursement Form).

Service providers and vendors providing services to Connected Care Pilot Program participants must register by submitting FCC Form 448.

**Invoicing Process**

Once you receive a bill from the service provider, you can create an invoice for the services received using the FCC Form 463. You must certify that the information in the form and attachments is accurate and that you have paid the 15% contribution from an eligible source. Next, you send the FCC Form 463 to the service provider for approval through My Portal. The service provider reviews the FCC Form 463 and certifies its accuracy, and then submits the form to USAC. Once USAC receives the FCC Form 463, it processes the form and, if approved, funds are then distributed to the service provider.

**Invoicing Deadline**

Once you have received the eligible services and/or equipment, you and your service provider must submit invoicing forms (FCC Forms 463). Please keep in mind an FCC Form 463 is only considered submitted to USAC once it is approved, signed, and certified by both you and the service provider. Invoicing is a two-step process and more information can be found on this Connected Care invoicing tip sheet. The invoice deadline is the same as the invoice deadline for the RHC programs, 120 days after your service delivery deadline.
RHC Program Customer Service Center

Email: RHC-Assist@usac.org

- Include in your email
  - HCP Number
  - FRN Number

Phone: (800) 453-1546

- Hours are 8 a.m. – 8 p.m. ET
- Monday- Friday
# RHC Customer Service Center

<table>
<thead>
<tr>
<th>The RHC Customer Service Center CAN</th>
<th>The RHC Customer Service Center CANNOT</th>
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</thead>
<tbody>
<tr>
<td>Answer general questions regarding both programs</td>
<td>Determine eligibility of a specific site or service before an official form submission</td>
</tr>
<tr>
<td>Provide account holder information for an HCP</td>
<td>Review a form or document for accuracy before an official submission</td>
</tr>
<tr>
<td>Provide clarity regarding FCC Report and Order 19-78</td>
<td>Contact a service provider or other account holder on someone else’s behalf</td>
</tr>
<tr>
<td>Provide helpful resources and best practices for forms</td>
<td>Provide documents that are not already accessible in My Portal</td>
</tr>
<tr>
<td>Assist with My Portal</td>
<td>Transfer a call to a specific form reviewer</td>
</tr>
</tbody>
</table>
Questions?
Thank You!