FAQs FOR CONSERVATORS

Q.	How can I see my transactions organized by category for my account?
A.	Go to the "Review and Submit" tab, click on "Print." The print preview will open. Scroll to the end of the report. There, all transactions are organized by category.
Q.	I've previously filed an Inventory or Account in CAMPER, do I need to complete an Inventory in MMC?
A.	Yes. You must first complete a *conversion inventory* to get your list of assets into MMC. This list of assets should agree with the final list of assets for the last report **submitted** in CAMPER. However, MMC will not allow the input of personal property assets with a value of less than $500. You must complete the review and submit process for this report before an annual account report is made available.
Q.	What do I do with the personal property assets that are less than $500?
A.	If the protected person has clothing and other household goods that individually have a value of less than $500 but combined equal or exceed $500, use the combined household goods category in personal property and enter the items together. If the assets are not worth at least $500, do not include them.
Q.	I use an "auto fill" feature in my browser so I can see that my correct email is showing up, why do I get an error message when I try to sign in?
A.	Auto fill can cause error messages and may not be recognized by the program. Retype the required information in the field(s).
Q.	How do I show payments made to reduce a debt that has been identified as a financial account within my report?
A.	Payments must be reported as a "transfer" from the account where the funds came from to the debt account. From the Income and Expenses tab, go to the account the payment was made from, enter a "transfer" transaction to the debt account. (See further details in the posting for the 11/12/14 update available on the website.)
Q.	Submitting the conversion inventory (the initial inventory of assets for cases converting from CAMPER) requires responses to statements about having served the protected person and other interested parties. Is it necessary to serve the conversion inventory?
A.	The conversion inventory is not actually filed with the court and service of this document is not required. You must check the box, but then you may respond "PP (Protected Person) not served" and/or "N/A" to those prompts if you wish. ***However***, if you are utilizing the conversion inventory to amend your last account in CAMPER pursuant to direction of the court, that inventory should be served as well as printed and filed with the court. Service on the protected person and interested parties is necessary in that case.
Q.	There is a place for the conservator to enter account numbers on the inventory, do I still need to file a confidential form 11.2?
A.	Account numbers are masked within the program and do not appear on any reports filed with the court, thus the Rule 11 forms are not required unless you are filing other documentation containing this information.

Q.	I have been directed by the court to amend the last report I submitted in CAMPER in accordance with an audit report. How can I make that amendment now that CAMPER is gone?
A.	You may use the conversion inventory within MMC to adjust your asset balances per the audit report and/or as directed by the court. Note that in this scenario, this inventory must be served on the protected person and other interested parties and must be printed and filed with the court to document that you have made the adjustments as directed. MMC does not automatically file the conversion inventory. If you've already submitted reports in MMC, contact the helpline (763-279-0176) to discuss other options.
Q.	I have used the 'Miscellaneous Expense' category 12 times and on the 13th time MMC creates an error.
A.	You can only use 'Miscellaneous Expense' 12 times per annual report. Please review your transactions and pick the most appropriate alternate category from the drop down.
Q.	Why can't I see the tab to enter Income/Expenses?
A.	You are likely in the Inventory portion of MMC. Enter all beginning assets and submit the inventory and then you will be able to proceed with the annual accounting which provides the Income and Expenses tab.
Q.	How do I record a transfer of funds between accounts?
A.	From the Income and Expenses tab, go to the account the money was transferred from, enter a "transfer" transaction to the 'transfer to" account. (See further details in the posting for the 11/12/14 update available on the website.)
Q.	I entered my bond information on the inventory and it does not show up on the annual account, how do I edit the bond amount?
A.	The bond question appears on each report during the submit process. If your bond information is not showing correctly, enter the correct information each time you submit a report. The court will need to change the information in the court case management system for the information to automatically show on your report. Until the court makes that change, you will need to make the addition on your account. You may follow up directly with your court if you do not see that change being made.
Q.	I am also the guardian on my case. How do I prepare my annual Personal Well-Being Report?
A.	This report is not a part of the MMC program. The form to prepare this report is available at www.mncourts.gov/forms. Print the form and file it on paper with the court.
Q.	When I view/print my report, the entire page is not visible and/or pages are missing.
A.	This can usually be resolved within your print preview dialog box by selecting "Shrink to Fit" and/or "Shrink Oversized Pages" options. For other options, consult your printer manual or help feature.
Q.	How do I enter a transaction for no dollars, just cents?
A.	Enter zero (0) in the dollar space, period and then the cents. Example: 0.27
Q.	How do I determine who the 'interested persons" are for service of my reports?
A.	Interested persons are defined by Minnesota Statute at: M. S. 524.5-102 - See Subd. 7.
Q.	I've received an automated notification reminding me of my report coming due, but I've already submitted my account.

A.	MMC currently continues to send the reminder on the period end date even if you've already submitted your account. Unless you are filing a final account, you've submitted your report prematurely. You should wait until <u>after</u> your period end date to submit your report in the future. Your report should always reflect the balances *as of your period end date*. You need to wait until that date to confirm what those balances are on your financial statements.
Q.	When I put in an expense transaction for a check, the check number field is not visible or is barely visible.
A.	Some browsers display the check number field too far to the right. After selecting the "check" option, *tab* to the check number field and the box will be displayed.

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