



FI\$Cal

Financial Information System for California

User Community Forum

February 18, 2016

MIRIAM BARCELLONA INGENITO

FI\$Cal Executive Partner

Agenda

- Welcome
- Project Status
- Tips & Tricks
- FI\$Cal Service Center

What we've heard from you

- Close

Poll Everywhere – Poll Question 1

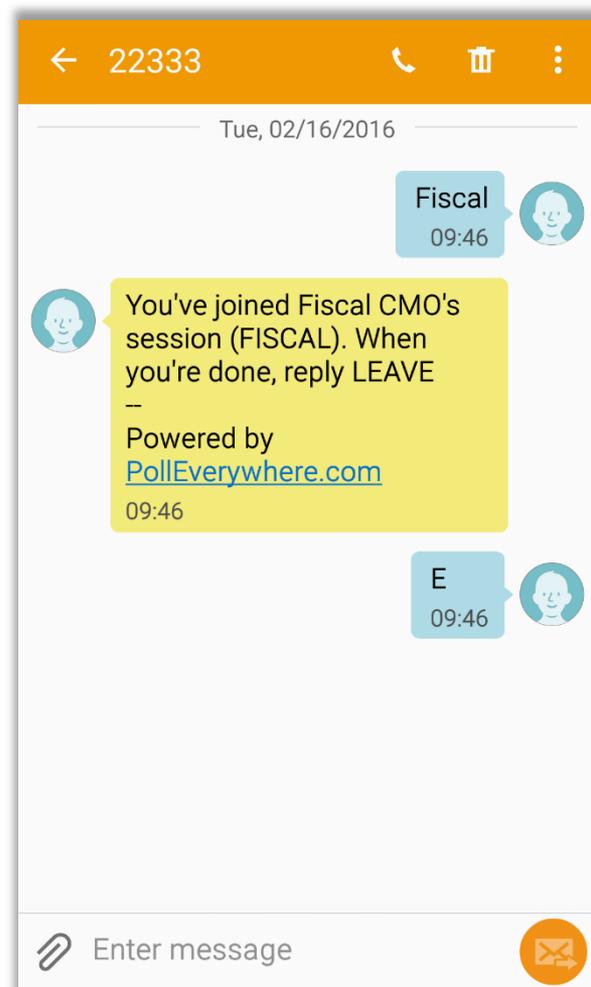
- **Join Poll Everywhere via:**

- Texting*

- **To Join the Poll via Text:**

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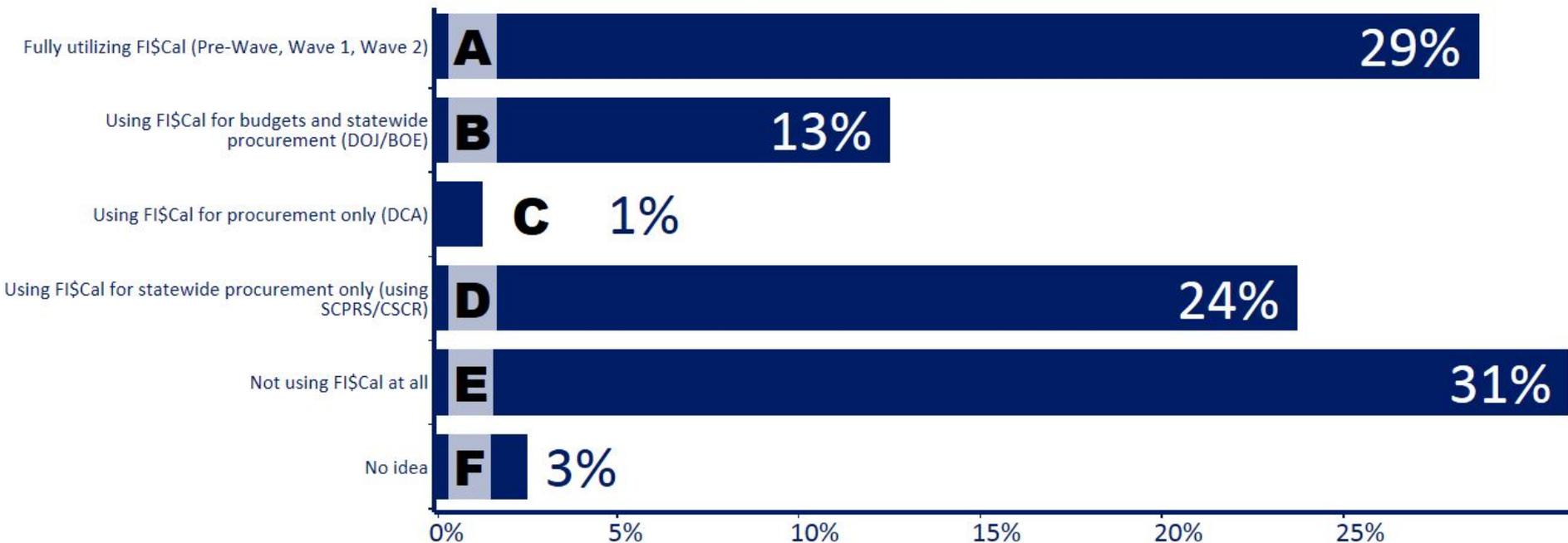


Poll Results – Morning Session

What FI\$Cal User Group are You a Part of?

Respond at PollEv.com/fiscal Text **FISCAL** to **22333** once to join, then **A, B, C, D, E...**

Answers to this poll are anonymous

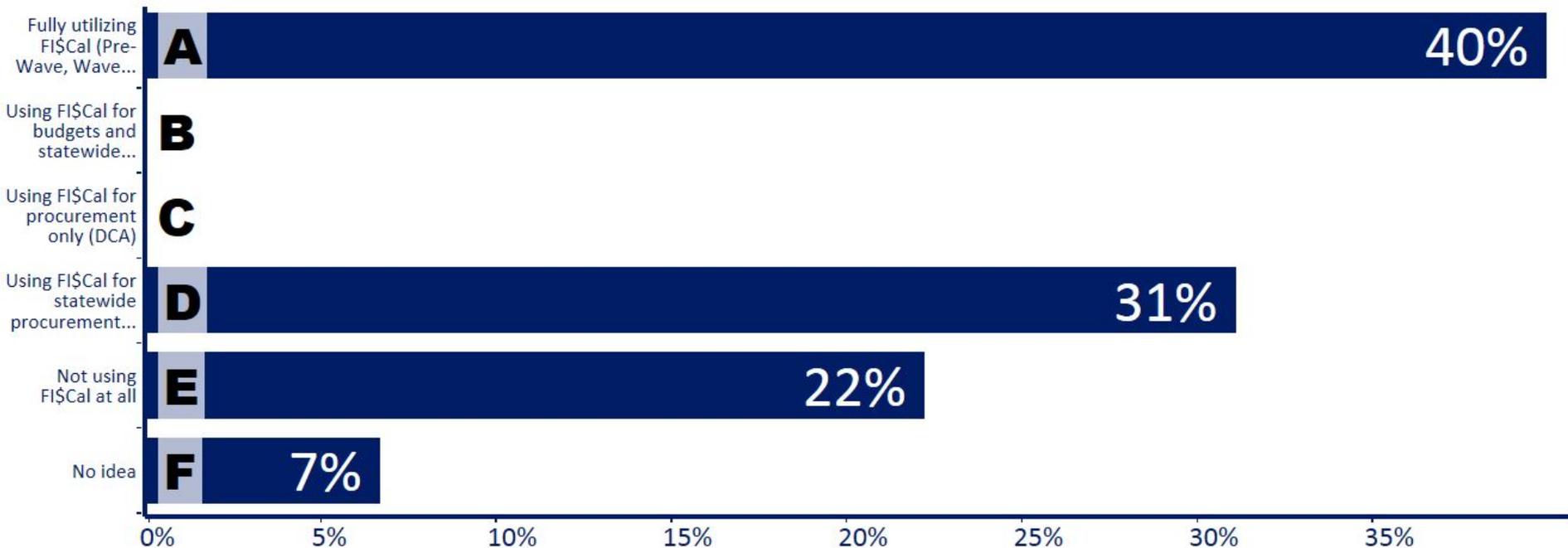


Poll Results – Afternoon Session

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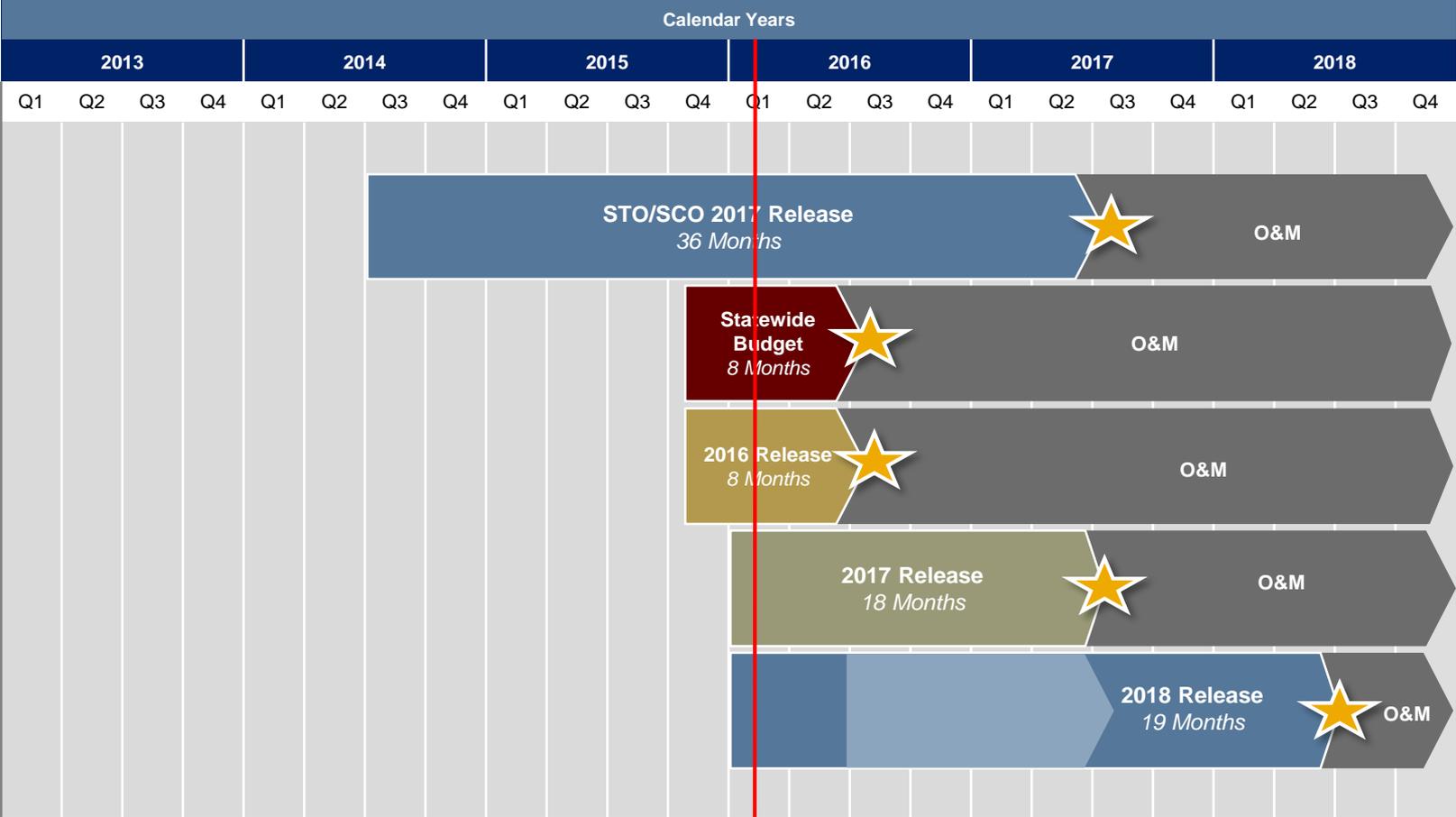
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NEERAJ CHAUHAN

FI\$Cal Project Director

Timeline



TIPS & TRICKS: VOUCHER PROCESSING

Bill Harrigan

State Controller's Office (SCO)

FI\$Cal Project

FI\$Cal Accounts Payable (AP)

- Paper Claims
- Statewide Vendor File
- Online Approval Workflow
- Department Check Printing
- Real-time search online (payment status/voucher history)

FI\$Cal AP Glossary of Terms

Term	Definition
Voucher	An electronic transaction created for the processing of vendor invoices, apportionments, employee expense
Purchase Order (PO)	A commitment from an organization (business unit) to vendors to purchase goods or services from that vendor; creates an encumbrance in FI\$Cal
Matching	Compares a voucher with the PO and/or receiving and inspection document confirming that payments are only made for goods and services that have been ordered, received, and inspected.
Regular Voucher	Used for entering non-PO vouchers, PO vouchers, salary advances, and travel expense related vouchers.

Creating a FI\$Cal Voucher

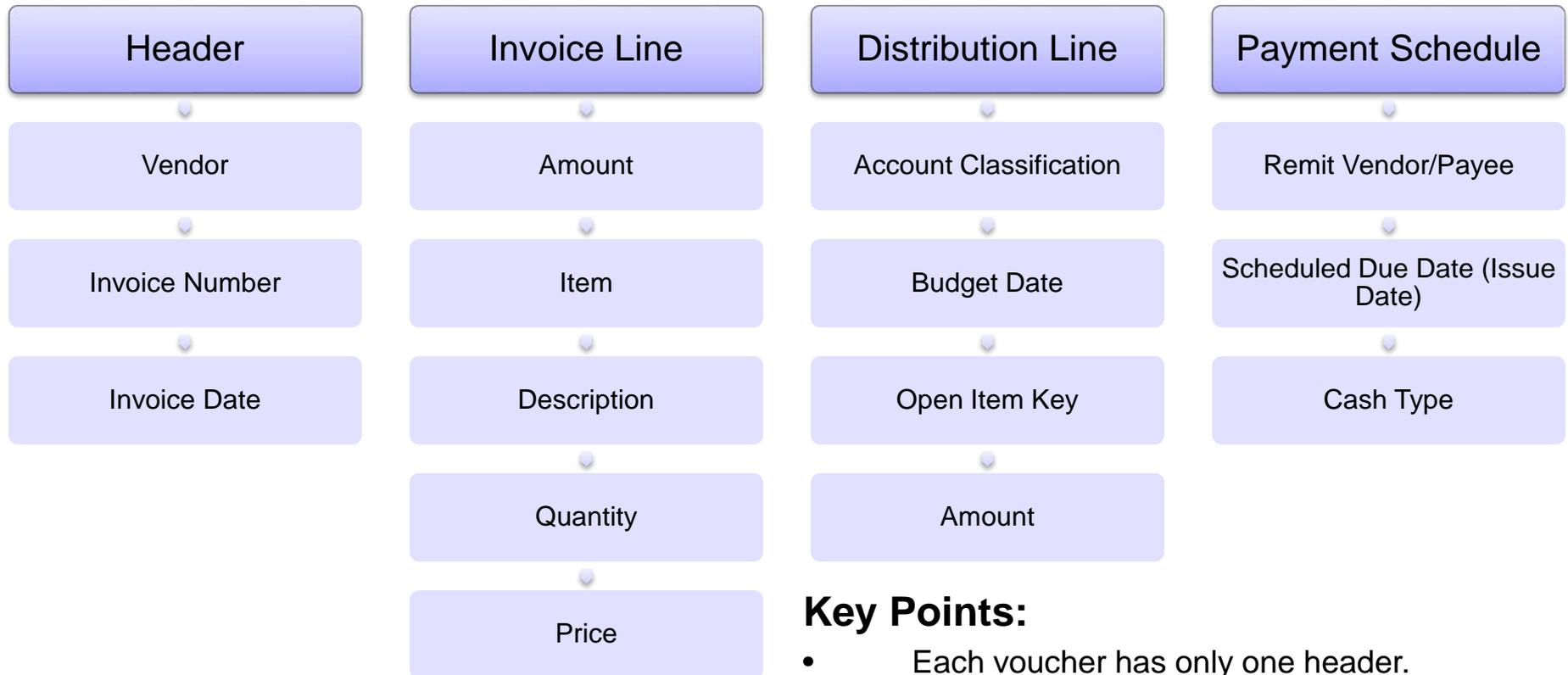
- Voucher processing encompasses: capture invoice data on voucher, attach related documents, perform approvals, budget check, and post the voucher.

- Vouchers can be created either by:
 - Entering data online
 - Using a spreadsheet upload for regular vouchers
 - Inbound voucher interface

Creating a FI\$Cal Voucher

- Agencies have the ability to classify Cash Types applied to a voucher:
 - Department Issued
 - Agency Trust
 - General Cash
 - Office Revolving Fund (ORF)
 - SCO Issued
 - Warrant

Voucher Structure



Key Points:

- Each voucher has only one header.
- Each voucher can have multiple invoice lines.
- Each invoice line can have multiple distribution lines.

State Contracting Manual

- On December 11th, 2015, the State Contracting Manual, issued by DGS, was updated to include a FI\$Cal version, known as SCM-F.
- Some of the major updates include:
 - Terminology – The terms used within the FI\$Cal system have been carried over into SCM-F and may be different from what procurement officials are familiar with.
 - Approvals – many of the signature requirements have been revised to allow for workflow approval process in FI\$Cal.
 - Forms – many of the standard forms procurement officials are familiar with have been eliminated

Tips: SCO Audits & Voucher Review

- The State Controller's Office audits claims and vouchers as defined by the State Constitution and Government Code.
- SCO Audits provides the checklist, as a guide for creating and submitting vouchers for approvals, to each Department AP Approver 2 when SCO receives the voucher signature verification form. We have provided this checklist as a handout today. This version is a point in time and is updated with additional information as FI\$Cal progresses.

Tip: Pay Terms

- Voucher pay terms must give SCO 15 days for approval and issuance per the Prompt Payment Act (PPA), otherwise penalties are the department's responsibility.

Note: Voucher pay terms of '45N' will split the payment – do not use.

Tips & Tricks

- Voucher Vendor name must match invoice vendor name and purchase order vendor name.
- Voucher must reflect taxes on the voucher details sales tax line for taxable items.
- Voucher line information must match invoice line items.

Tips & Tricks

- Invoice number must match voucher invoice number exactly.
- Invoices without an invoice number must have the voucher invoice number assigned by the agency written up in the right hand corner of the invoice (such as grants).
- Invoice amount must support the amount claimed in the voucher and the purchase order.

Tips & Tricks

- Invoice must be on company letterhead and have an address.
- Invoice 'Remit to' address must match the 'Remit to' address on the voucher.
- Invoice must include the Contract Number and Purchase Order Number.
- Purchase Order is required for Contracts and the P.O. must be linked to the voucher.

Tips & Tricks

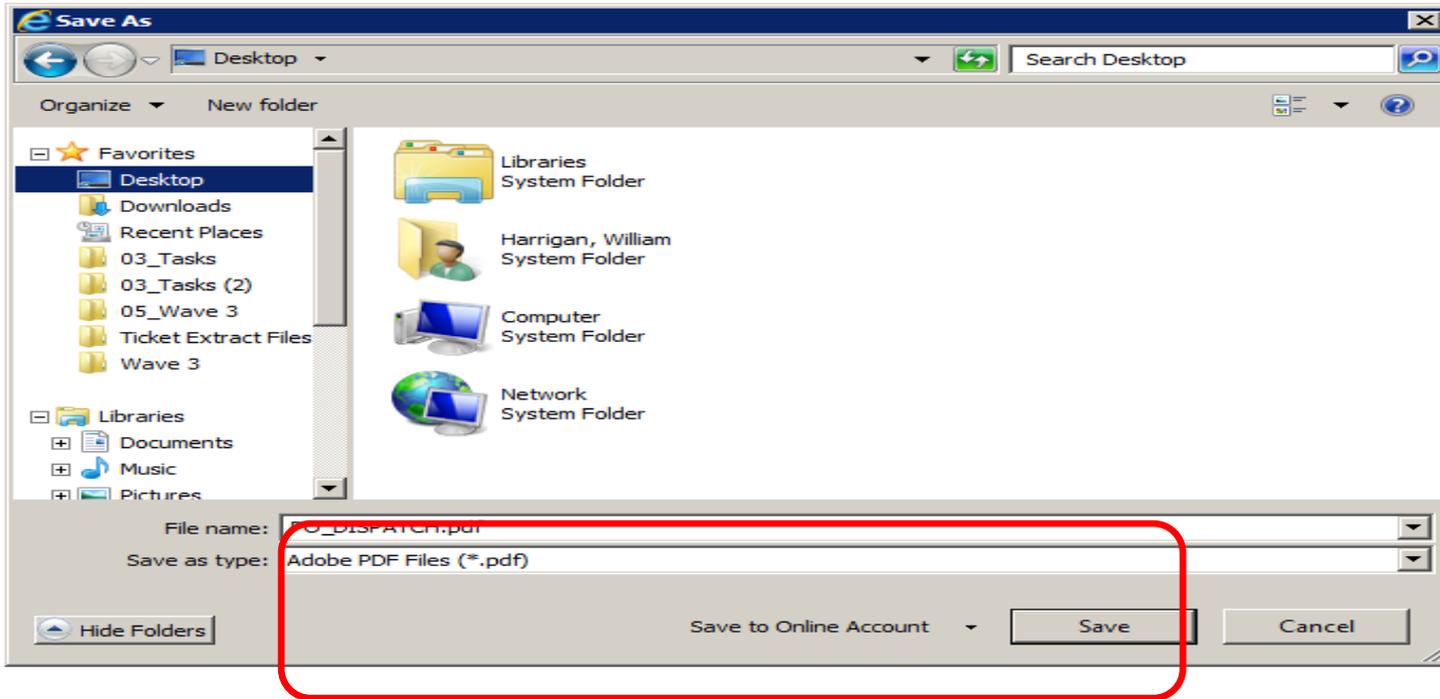
- Purchase Order must include the purchase authority (i.e. Contract Number, Delegation Authority Number, Leveraged Procurement Agreements, Master Service Agreement Number, funding information, etc.) and must be linked to the voucher.
- Purchase order and invoice must clearly show the amount of the invoice before any taxes/discounts.
- Purchase Order/Contract funding must match voucher funding.

Voucher Demo

- Attaching dispatched Purchase Order to Voucher
- Creating voucher highlighting 4 common areas of concern:
 - Payment Terms
 - Invoice specifics
 - Splitting Payments & Zero dollar expense line

Purchase Order

Unauthorized use or disclosure is prohibited by State law.



Draft
Date 2016-02-02
Weight Terms FOB Destination-F P/ADD
Phone

ie Russell

Begin Date: 06/18/2013

Expiration: 06/30/2017

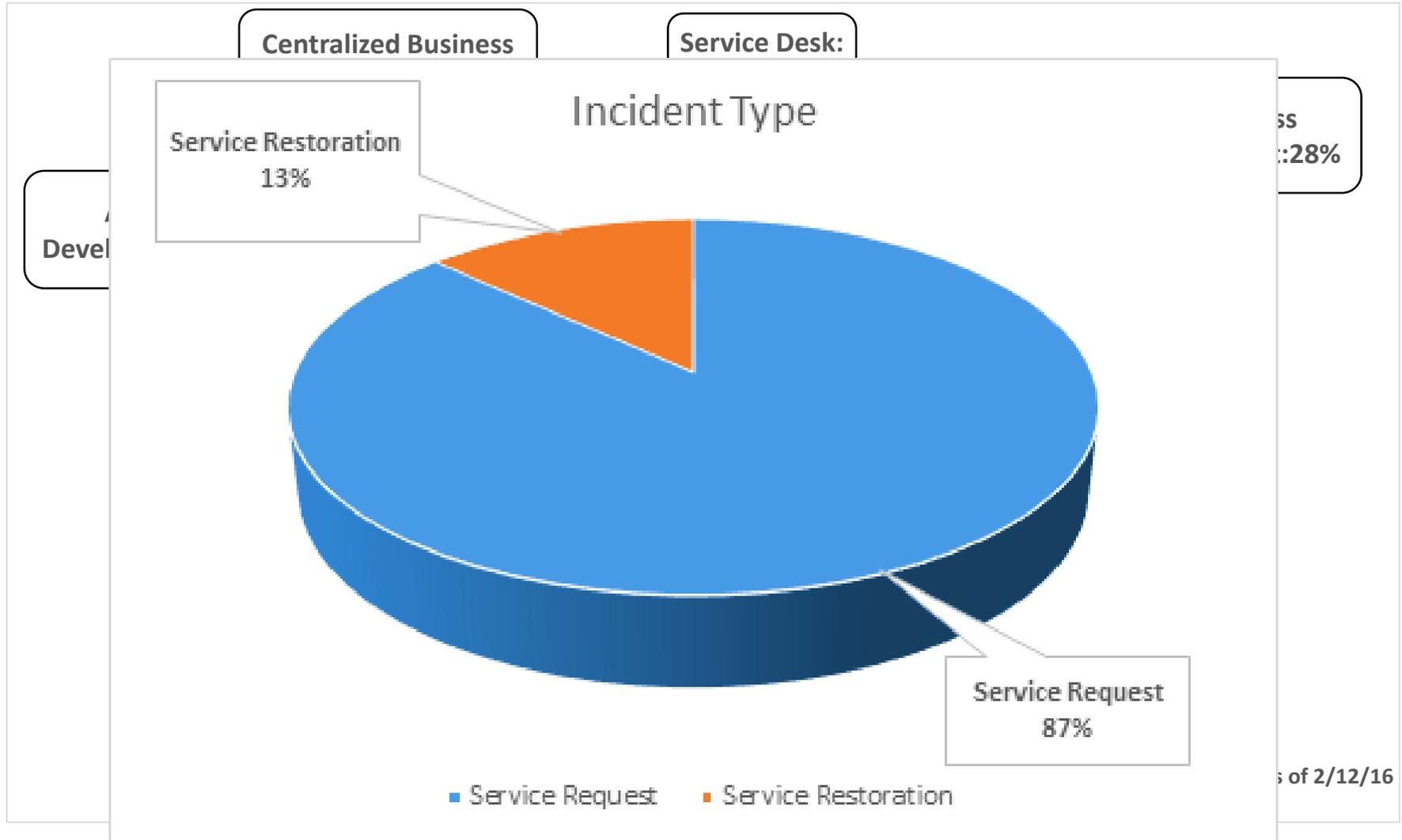
DVBE Begin Date:



WESLEY RILEY

FI\$Cal Service Center Manager

FSC Incident Trends



What We've Heard from You: Role Mapping

- What We Have Done:
 - Reviewed and finalized proposed summary roles
 - Deployed a “User Analysis” to 2016 Release departments based on summary roles to assess user population
 - Reviewed summary roles with Role Mapping and Security Teams and began planning for role mapping activity
 - 129 previous department roles have been reduced to 43 summary roles
 - Now have Multi-User Access Request Form (MARF)

Role Mapping: Next Steps

- Finalize end user role mapping templates including user preferences, workflow, and additional business unit access
- Improve technical role mapping process
- New for 2016 Release, FI\$Cal will pre-populate the departmental response template with information from the User Analysis
- Departments will validate and update their role assignments

Incident Processing Improvements

- Improved Service Request process to make it more transparent and increase customer satisfaction
- More communication at each stage of the lifecycle:
 - Upon incident creation
 - Upon assignment to an FSC administrator
 - During the resolution process
- FSC will regularly update the incident's status in the system and communicate with the customer while working towards resolution

Incident Processing Improvements

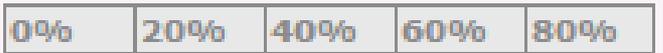
- FSC will summarize steps taken in the ticket Resolution field and move incident to “Resolved” status
- System automatically emails customer when incident is resolved including resolution summary
- Customer will have five working days to confirm resolution or notify FSC if issue persists
- After five working days incident closes automatically
- If an incident is closed but the issue returns FSC will open a new ticket and link it to the previous history

FSC Improvement Initiatives

- Focused monthly end user training on patterns drawn from incidents
- Ticket backlog reduction
- Implementing lessons learned from infrastructure incidents
- New FSC knowledge repository features implemented February 2016
- DOF and Project partnered to help departments with Year End Close and provide enhanced Month End Close support

Your Feedback is Valuable!

Was your issue resolved by the FI\$Cal Service Center representative?
 (Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Yes	754		80%
No	194		20%
Total Responses: 948			

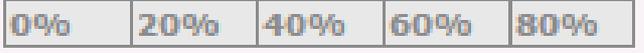
invitations sent

- Let us know how we did – your feedback helps us improve!

Overall Customer Satisfaction Metrics

Overall, I was satisfied with the service I received.

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Strongly Agree 5	344		36%
Agree 4	309		33%
Neither Agree or Disagree 3	145		15%
Disagree 2	80		8%
Strongly Disagree 1	70		7%
Total Responses: 948			

Self Service Options: Access FSC


Home [Logout](#)
Home [Logout](#)

Access FSC


Home » My Incidents

[Advanced Sort](#)
4 tickets found

Incident #	Status	Priority	Opened	Reported By	Modified Date	Assigned Group	Description	Product Name	Attachments
INC700038936368	Assigned	Medium	1/29/2016 4:48:20 PM	ogom.eboagwu	2/2/2016 12:18:55 PM	AM-FISCal-Access Fulfillment-Onshore	UARF_User Role Change_Ashley John_DAD Wes Riley_FI\$Cal	Application Security	Yes
INC700038882553	Cancelled	Medium	1/26/2016 3:34:27 PM	integration.app	1/28/2016 10:35:12 AM	SD-FISCal-Service Desk	TEST_LD	Labor Distribution	No
INC700038882538	Cancelled	Medium	1/26/2016 3:27:43 PM	integration.app	1/28/2016 10:35:21 AM	SD-FISCal-Service Desk	TEST	Labor Distribution	No
INC700038837140	Closed	Low	1/22/2016 9:22:25 PM	ashley.lesley.john	1/25/2016 9:26:19 PM	SD-FISCal-Service Desk	TEST	Troubleshooting	No

Self Service Options: Reset Password

Sign In:

Please use this secure TextPad to enter your password.

Password:



2/2/2016 18:50 (PST)

enter

appreciative branch

What's this?

Not your image and phrase?

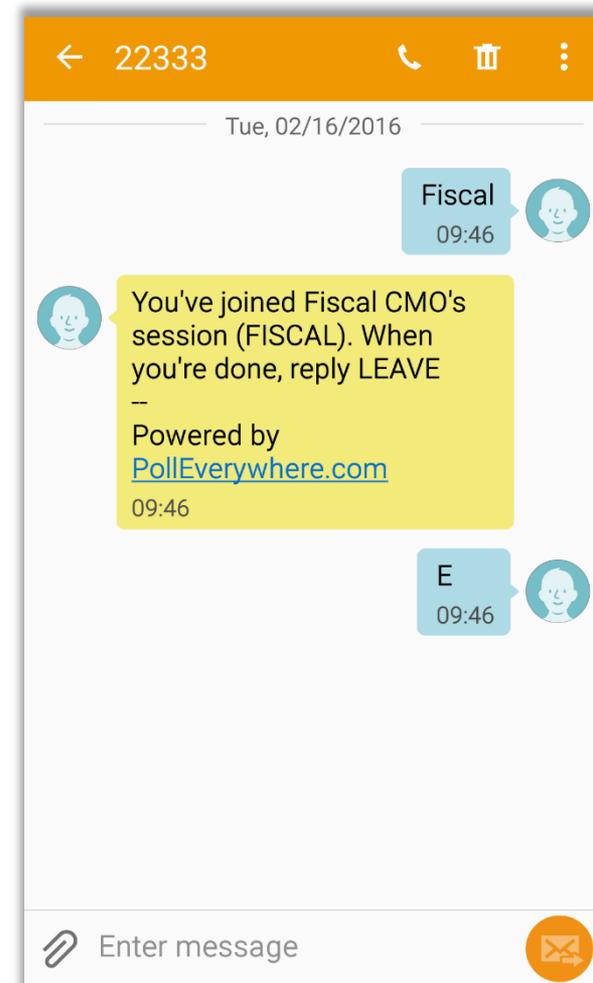
Forgot your password?

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Poll Results – Morning Session

- What Tips & Tricks topics would you like to see at future FI\$Cal User Community Forums?

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“Fiscal”

about 2 hours ago

“Thank you for coming”

about 2 hours ago

“Pls drop off your Question card”

about 2 hours ago

“You're welcome”

about 2 hours ago

“fiscal”

about 2 hours ago

“Thanks for the tip”

about 2 hours ago

“Fiscal”

about 2 hours ago

“Woo hoo”

about 2 hours ago

“Fiscal”

about 2 hours ago

“Non PO vouchers”

about 2 hours ago

“Non-PO vouchers”

about 2 hours ago

“Go”

about 2 hours ago

“Fiscal”

about 2 hours ago

“Good job Wes”

about 2 hours ago

“Fiscal”

about 2 hours ago

“Assistance with using SCPRS, particularly for non-IT serv

about 2 hours ago

“Processing PO's”

about 2 hours ago

“Purchase orders, split funded purchases”

about 2 hours ago

“A”

about 2 hours ago

“MEC”

about 2 hours ago

“Emergency purchasing”

about 2 hours ago

“B”

about 2 hours ago

“Procurement”

about 2 hours ago

“SCPRS/CSCR”

about 2 hours ago

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“SCPRS”

10 minutes ago

“Please turn in your Question cards”

10 minutes ago

“Month end close”

10 minutes ago

“Great information!!”

10 minutes ago

“Fiscal”

10 minutes ago

“Thanks for coming today”

9 minutes ago

“Amending POs”

7 minutes ago

“Month end close”

9 minutes ago

“MEC”

11 minutes ago

“Fiscal”

11 minutes ago

“Vendor info”

11 minutes ago

“More info on SCPRS and bidding.”

8 minutes ago

“E”

11 minutes ago

“Purchase Orders”

9 minutes ago

“FISCAL SCPRS”

11 minutes ago

“SCPRS Upload”

10 minutes ago

“Great job, team!”

10 minutes ago

“A sb/Dvbe -relevant forum for audience consisting of buyers, sb/Dvbe advocates, OSDS thanks Wes!”

9 minutes ago

“Amending POs”

7 minutes ago

“Data conversions/translations”

10 minutes ago

“Appreciate the monthly meetings!”

10 minutes ago

“Good job Wes”

11 minutes ago

Questions



FI\$Cal Project Information:

[http://www.FI\\$Cal.ca.gov/](http://www.FI$Cal.ca.gov/)

or e-mail the FI\$Cal Project
Team at:

[FI\\$Cal.cmo@FI\\$Cal.ca.gov](mailto:FI$Cal.cmo@FI$Cal.ca.gov)