FI$Cal

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User Community Forum

California's financial management system

April 13, 2016

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Miriam Barcellona Ingenito

FI$Cal Executive Partner

Agenda

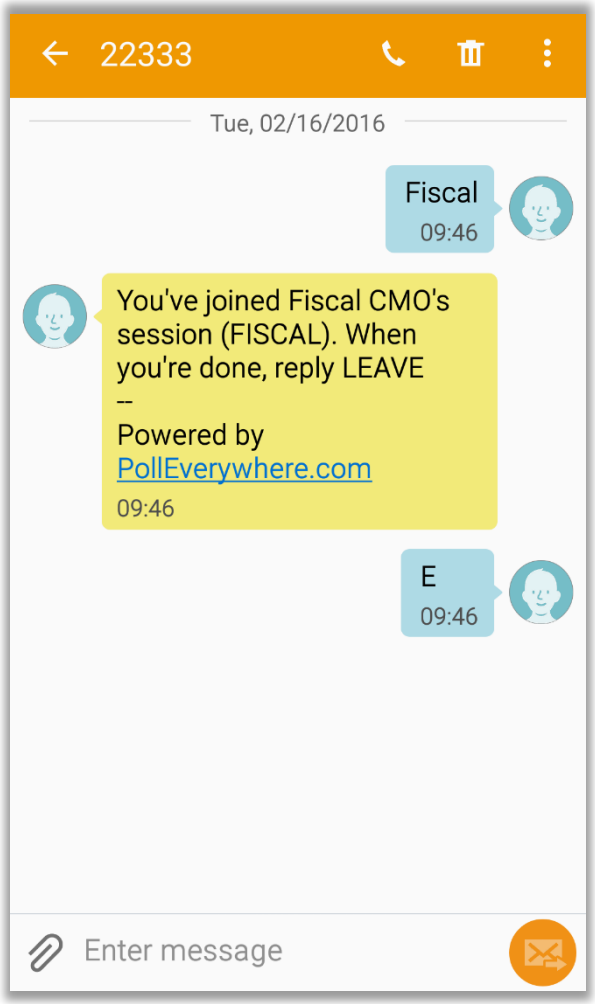
- Project Status
- Tips & Tricks: P-Card (Cal Card)
- FI$Cal Service Center – *What we've heard from you*
- Close

Poll Everywhere

- **Join Poll Everywhere via:**
  - Texting*

- **To Join the Poll via Text:**
  - Text "**FISCAL**" to "**22333**" to join the poll
  - Once you have received a text that you have joined, text A, B, C, D, E, or F to select your answer

*Please note that text charges may apply.



Question 1

I use the FI$Cal system for:

a) Procurement
b) Accounting
c) Budgets
d) I'm not a user

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Neeraj Chauhan

FI$Cal Project Director

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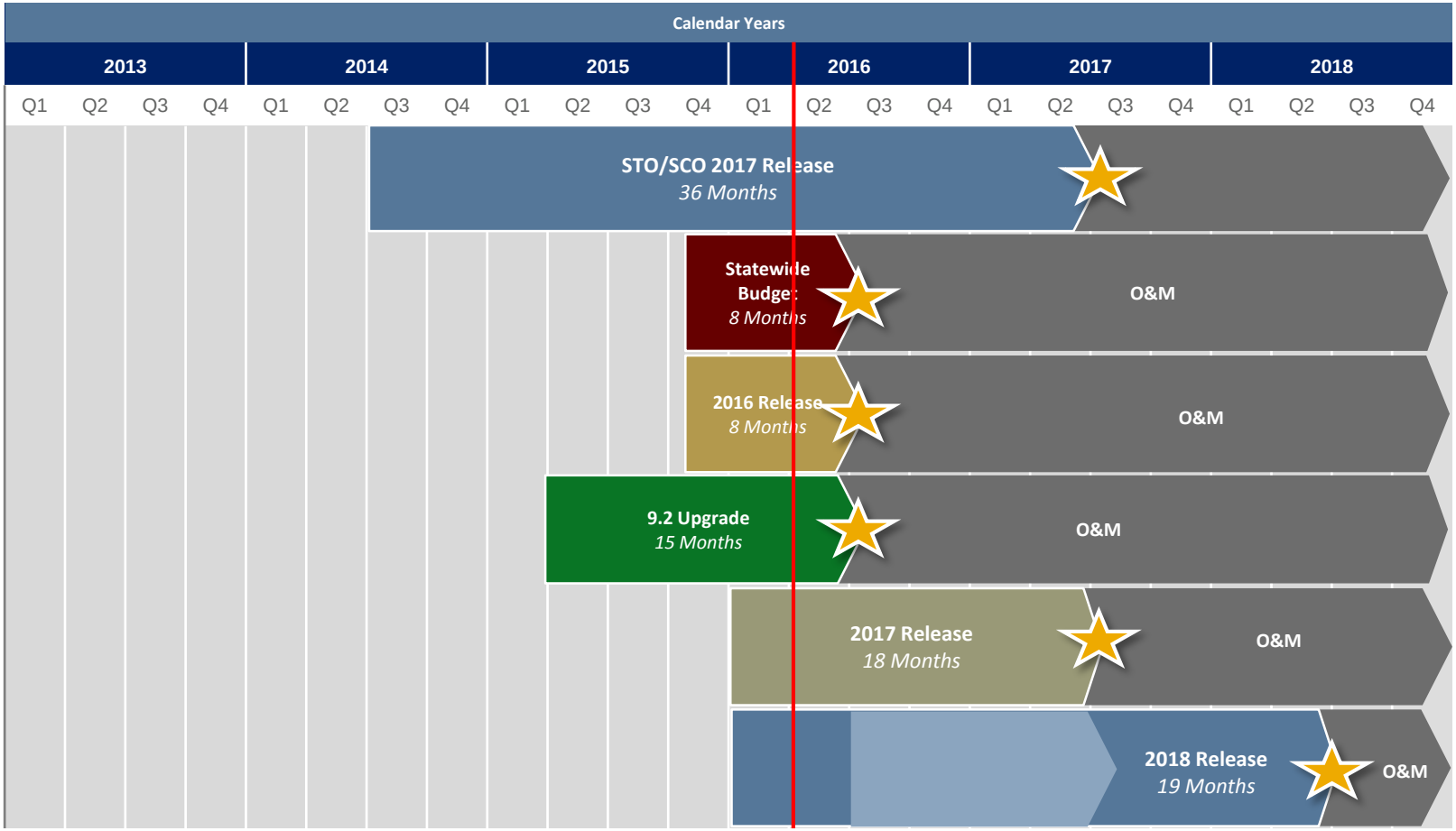


May Lee

FI$Cal Functional Service Office

P-Card Subject Matter Expert

P-Card Administration Process

- P-Card administration was decentralized with Wave 2
- Departments are responsible for creating and maintaining the cardholder profiles for their department
- P-Card reconciliation is done in FI$Cal
- Voucher IDs are automatically generated for approved P-Card transactions

P-Card Billing Cycle Date

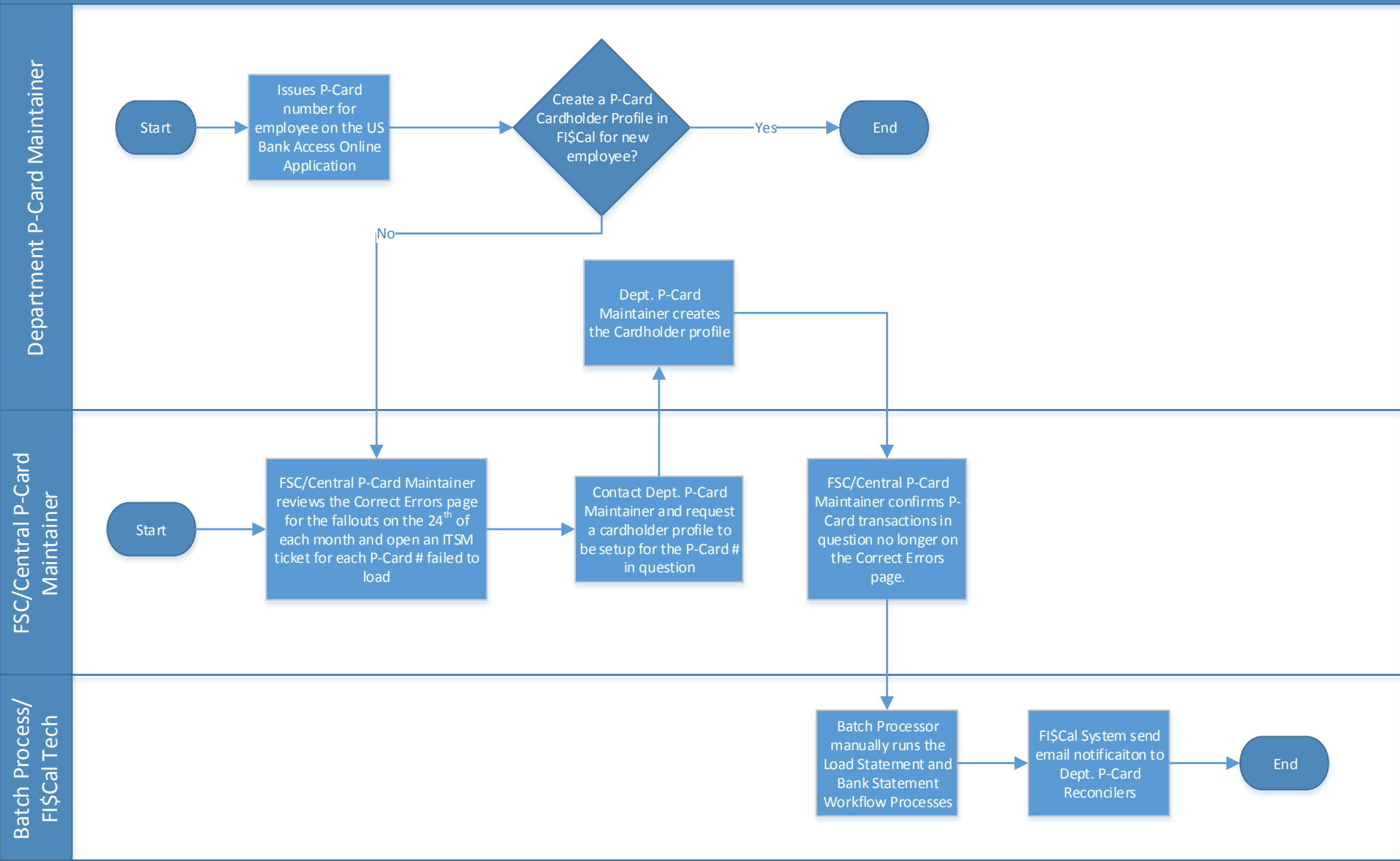
Each Month

- US Bank closes the monthly billing cycle and generates the P-Card transaction file on the 22nd
- FI$Cal receives and loads the P-Card transaction file from US Bank on the 23rd
- P-Card transactions are available for reconciliation the morning of the 24th

P-Card Department Administration Workflow

Department P-Card Administration Flowchart

Wave 2



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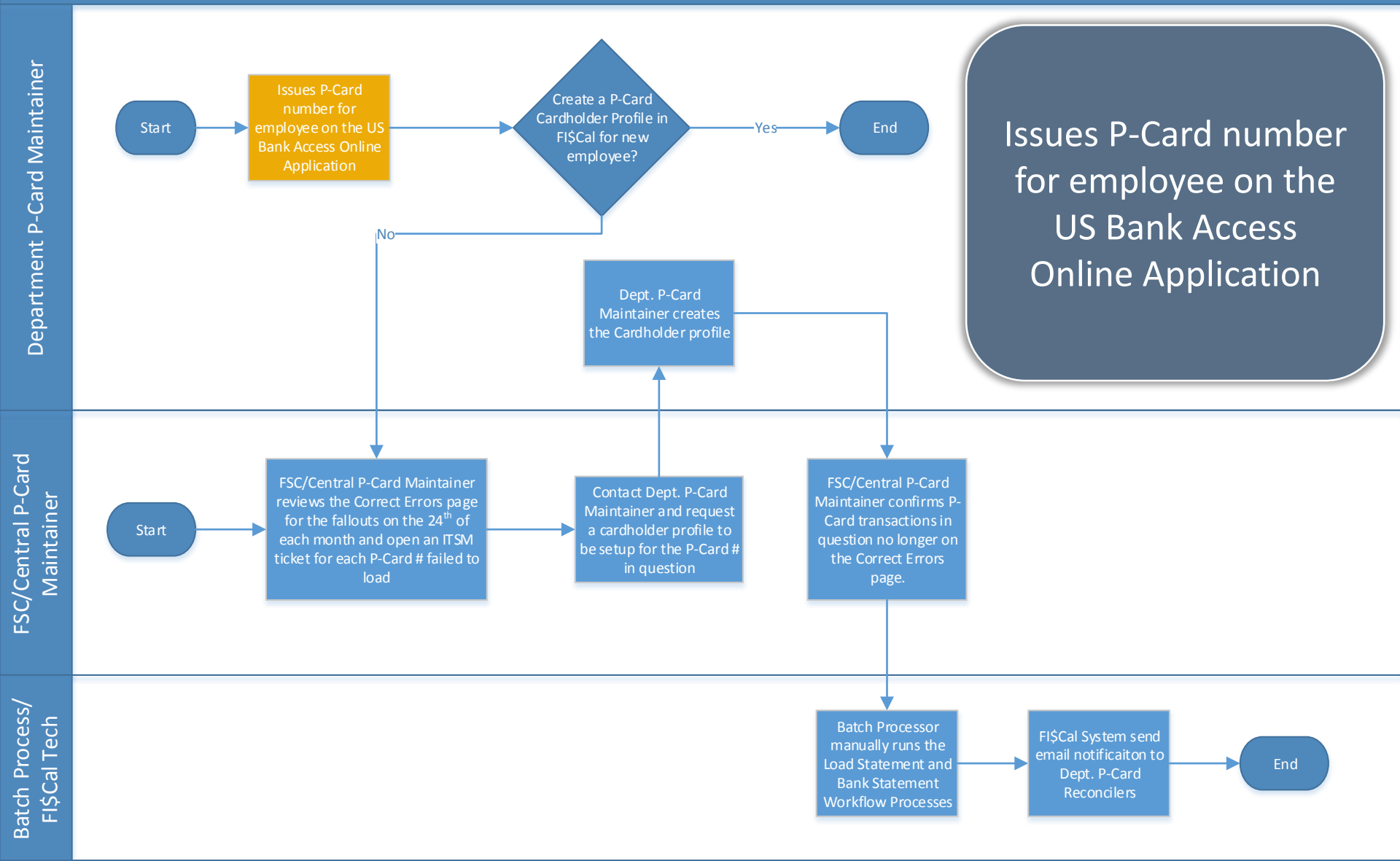

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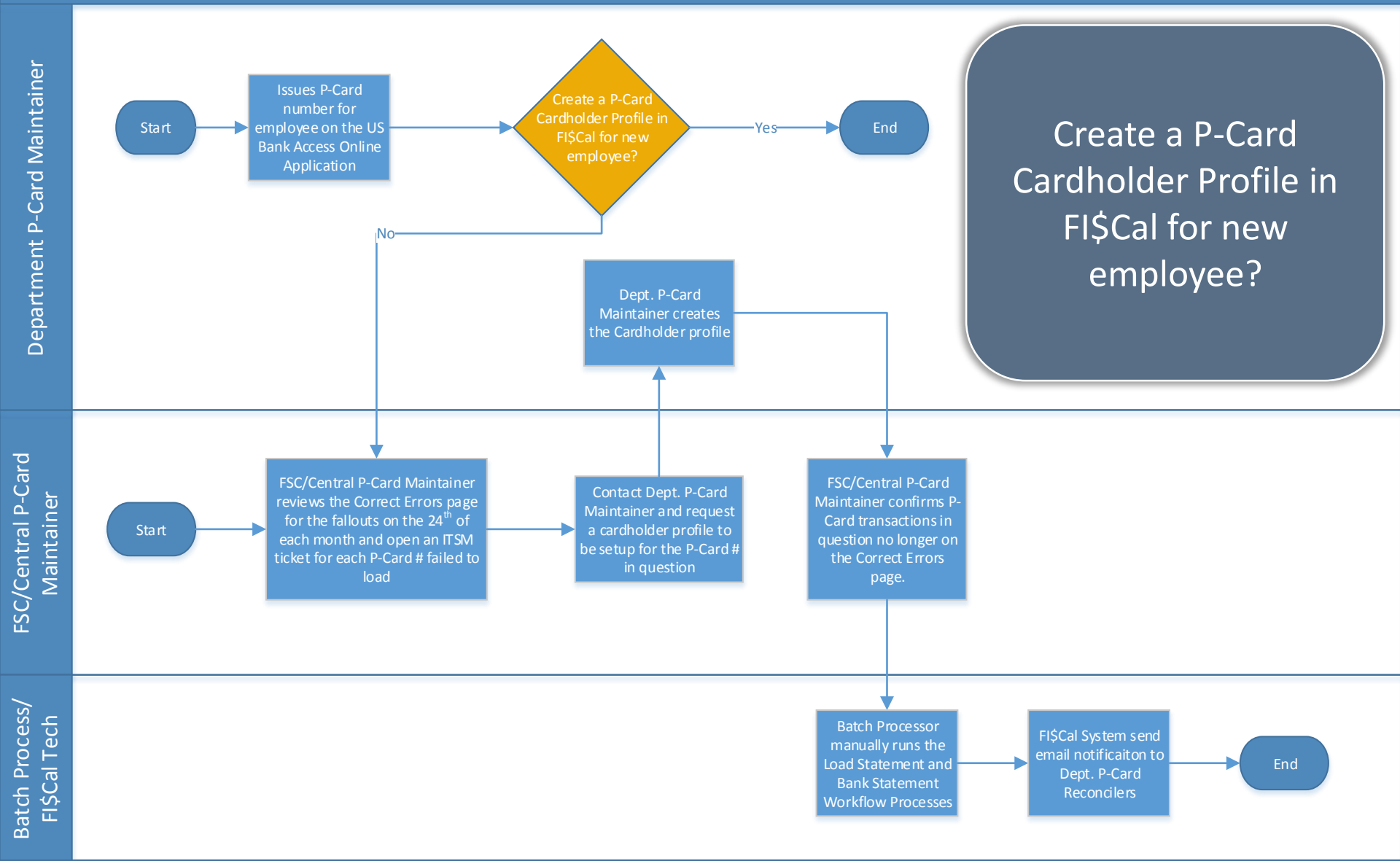

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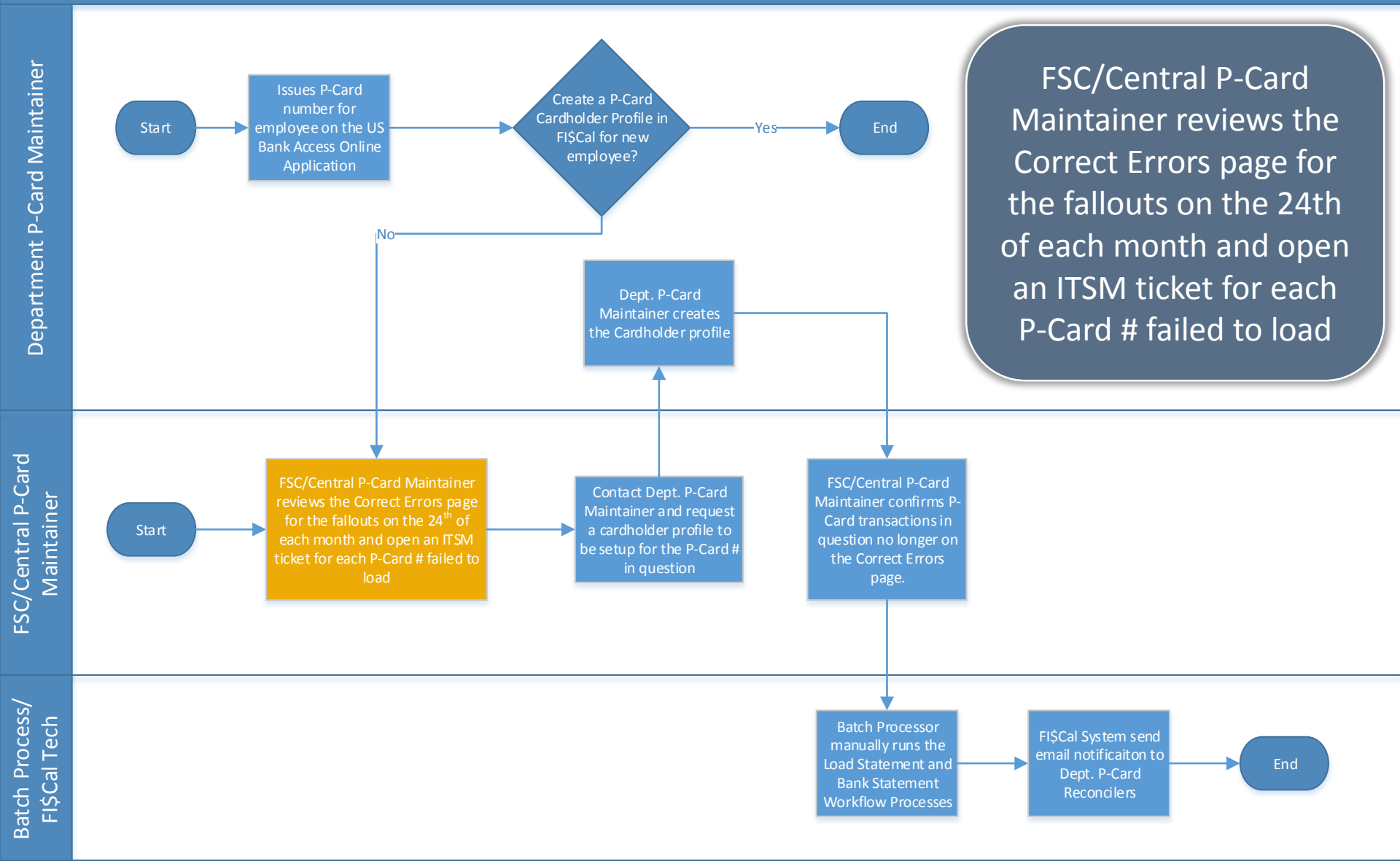

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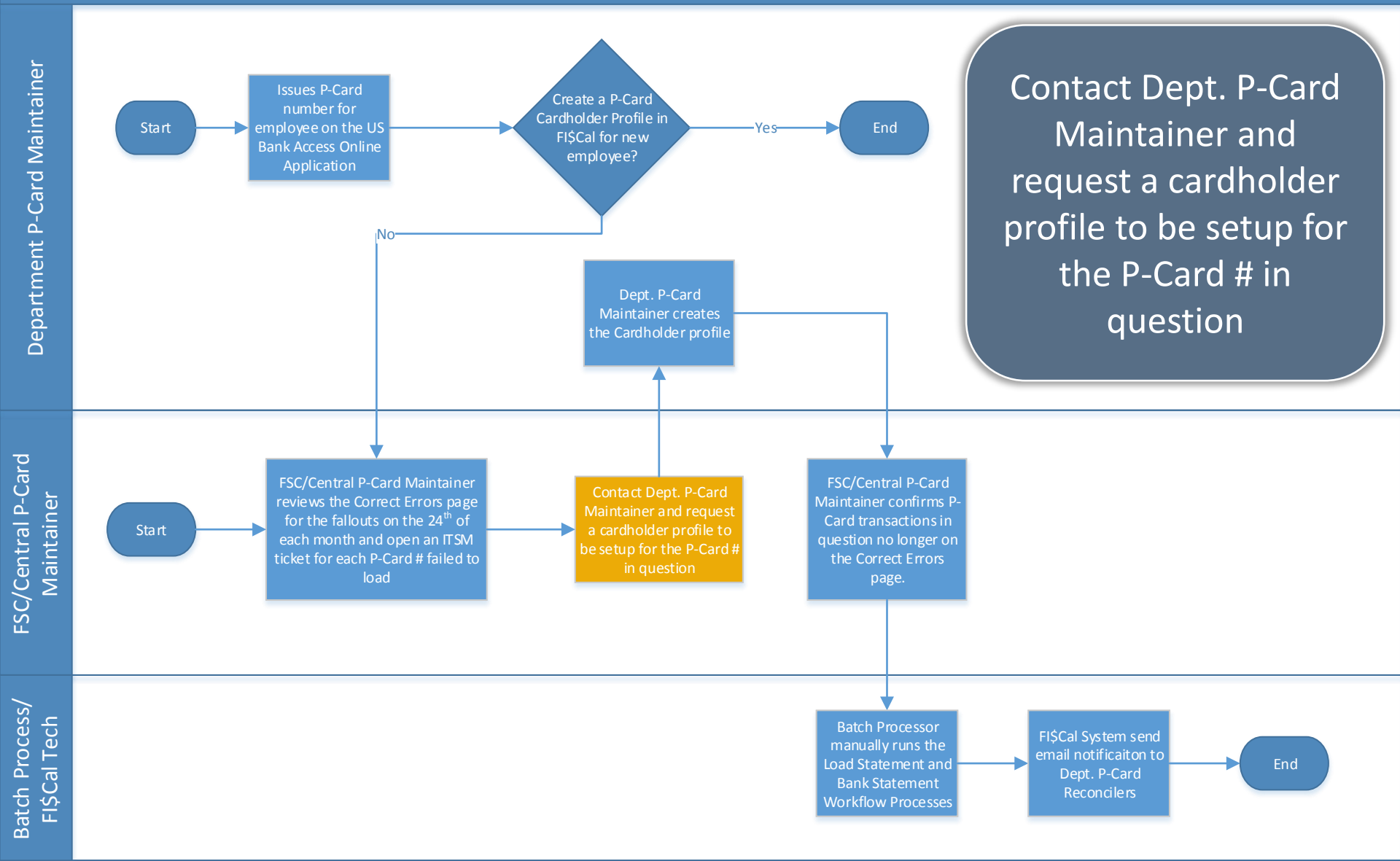

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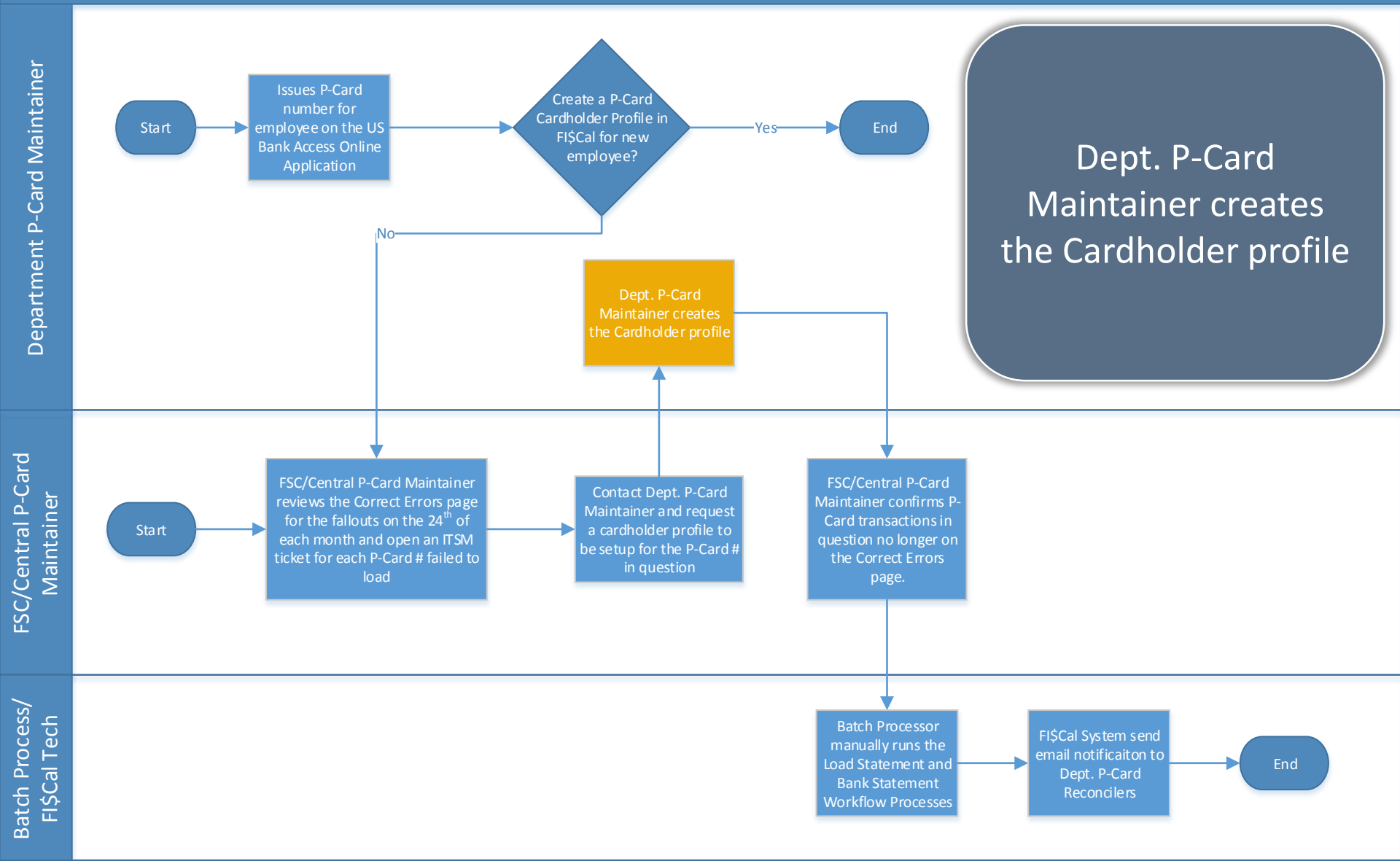

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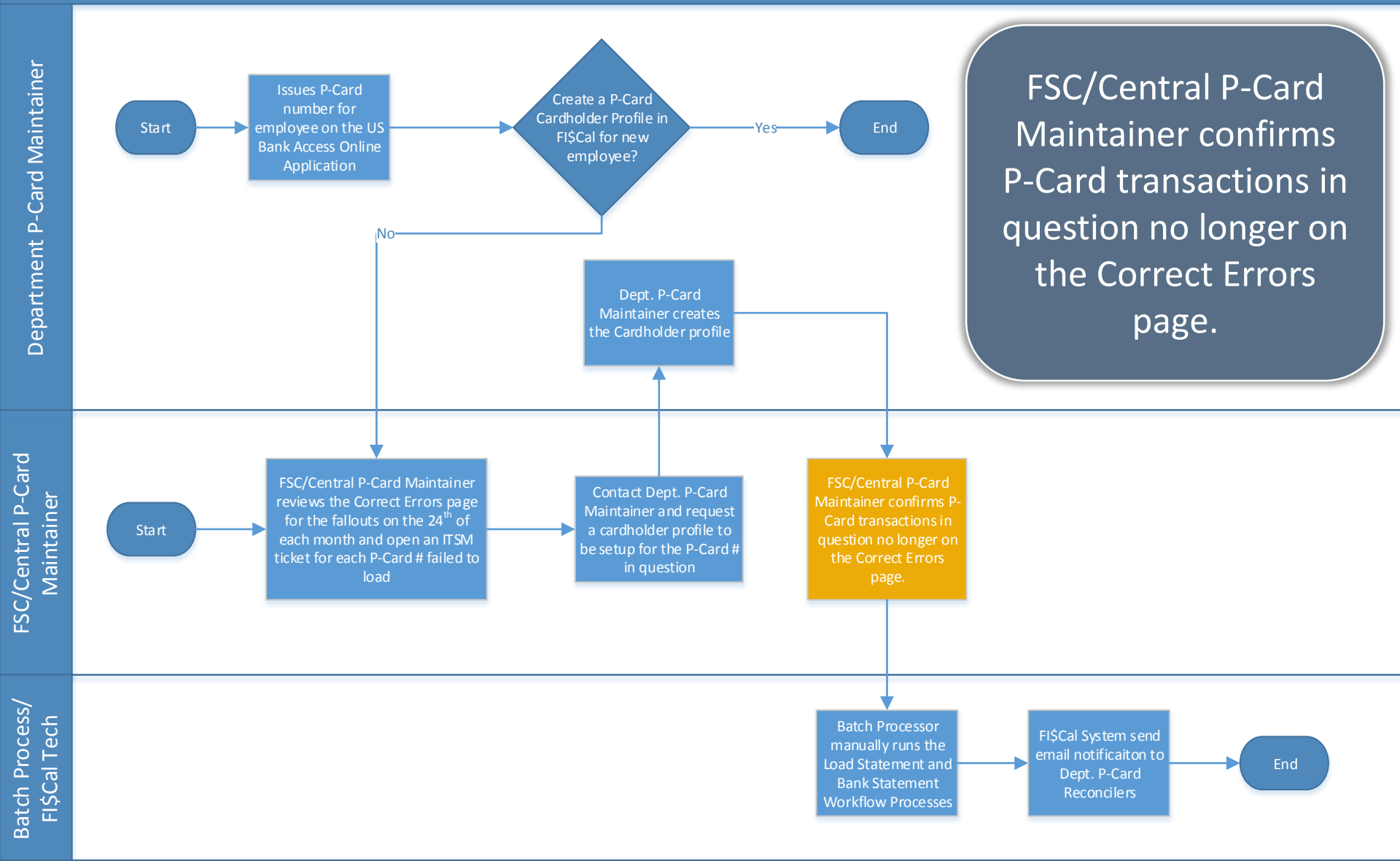

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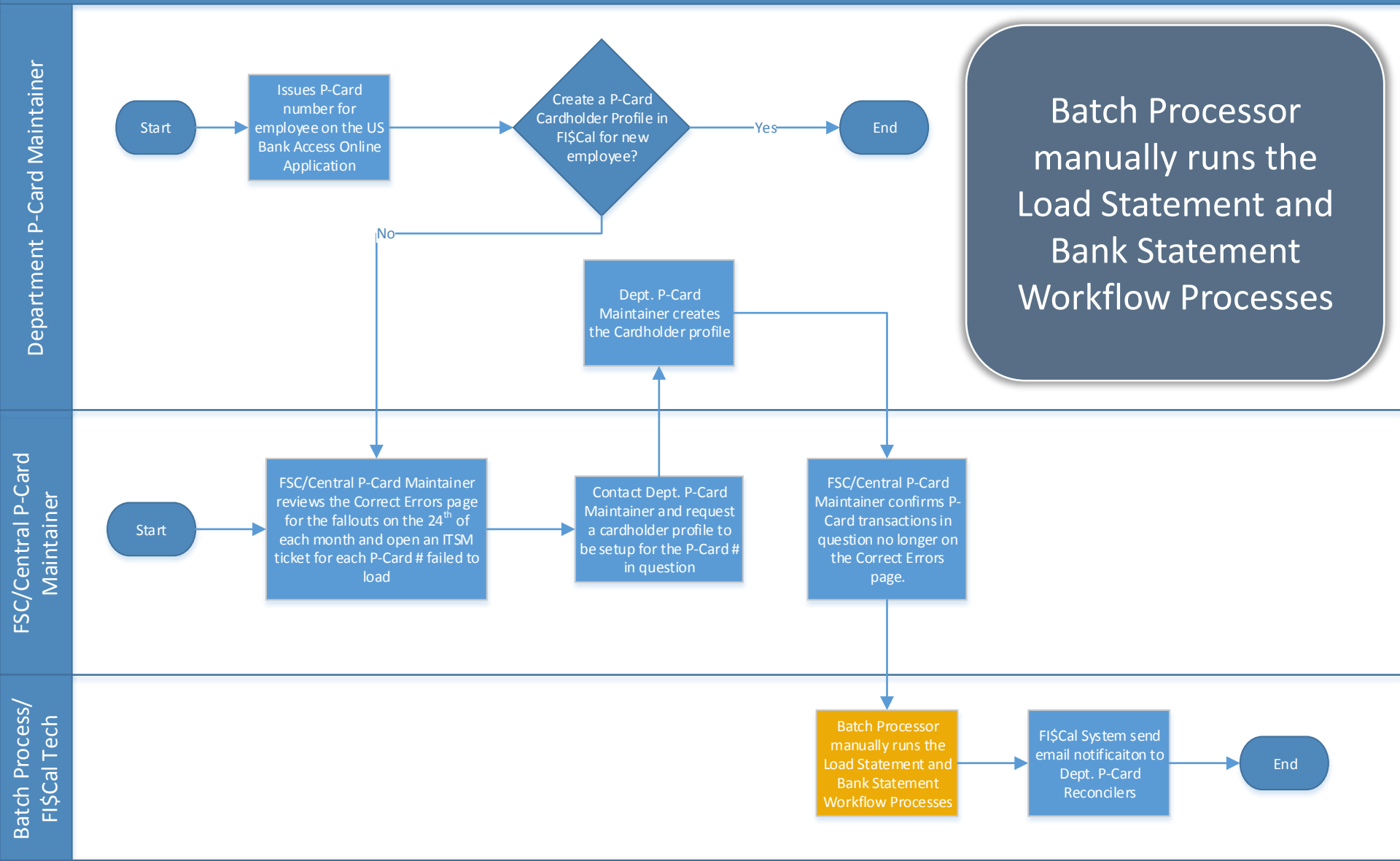

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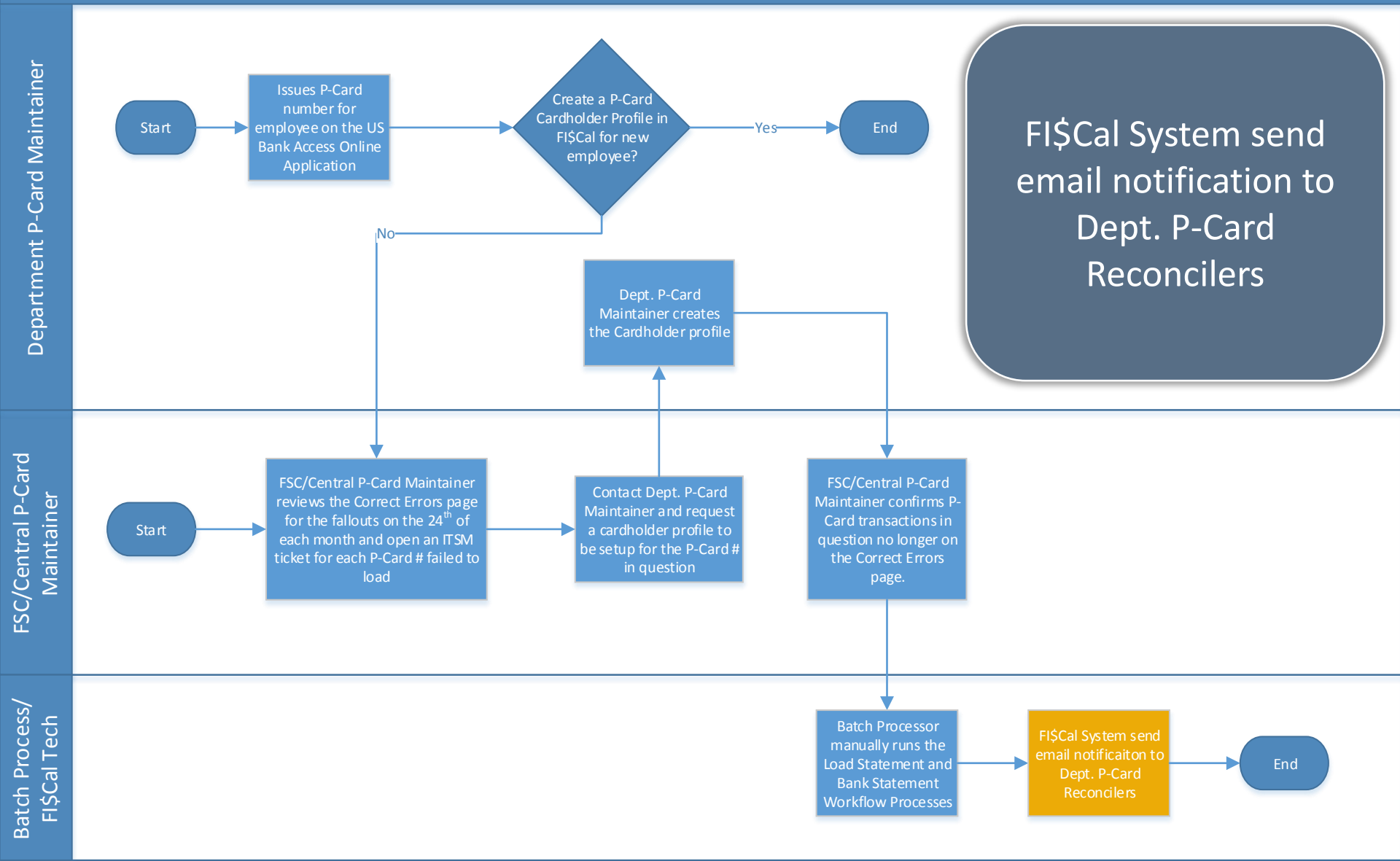

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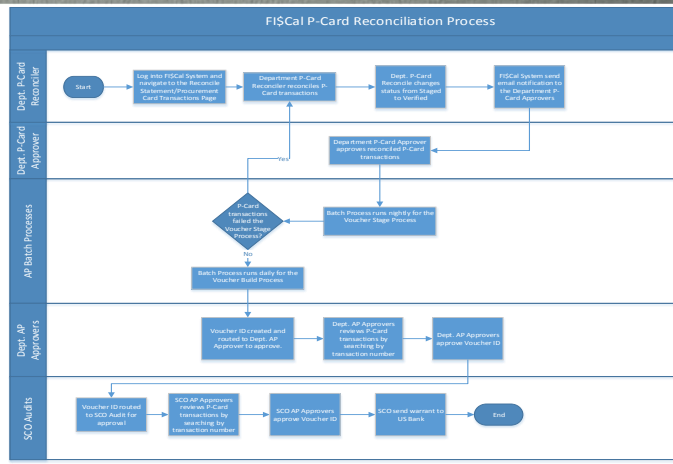

P-Card Reconciliation Process

- PO IDs can be linked to P-Card transactions
- Reconcile P-Card transactions without a PO ID
- Attach invoice/receipts
- Submit P-Card transactions for approval
- Dept. P-Card Approver receives email notification

FSC/Central P-Card Administration Process

- FSC works with depts. on transactions that failed to load
- FSC provides support for P-Card reconciliation and administration

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Wes Riley

FI$Cal Service Center Manager

What We've Heard from You

Customer Service Survey Too Long

- Beginning 4/20 Survey Reduced from 11 to 3 questions:
  - Was your issue resolved by the FI$Cal Service Center representative?
  - Overall, I was satisfied with the service I received: (1-5 scale)
  - Comments?

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Your Feedback is Valuable!

- FSC Customer Satisfaction Survey Metrics Last 90 Days (1/05/16 – 04/05/16)
- 297 responses from 3510 survey invitations sent
- Response rate 8.46%

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	228		77%
No	69		23%
Total Responses: 297		0% 20% 40% 60% 80%	

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What We've Heard from You

- Overall Satisfaction Rate 4.0

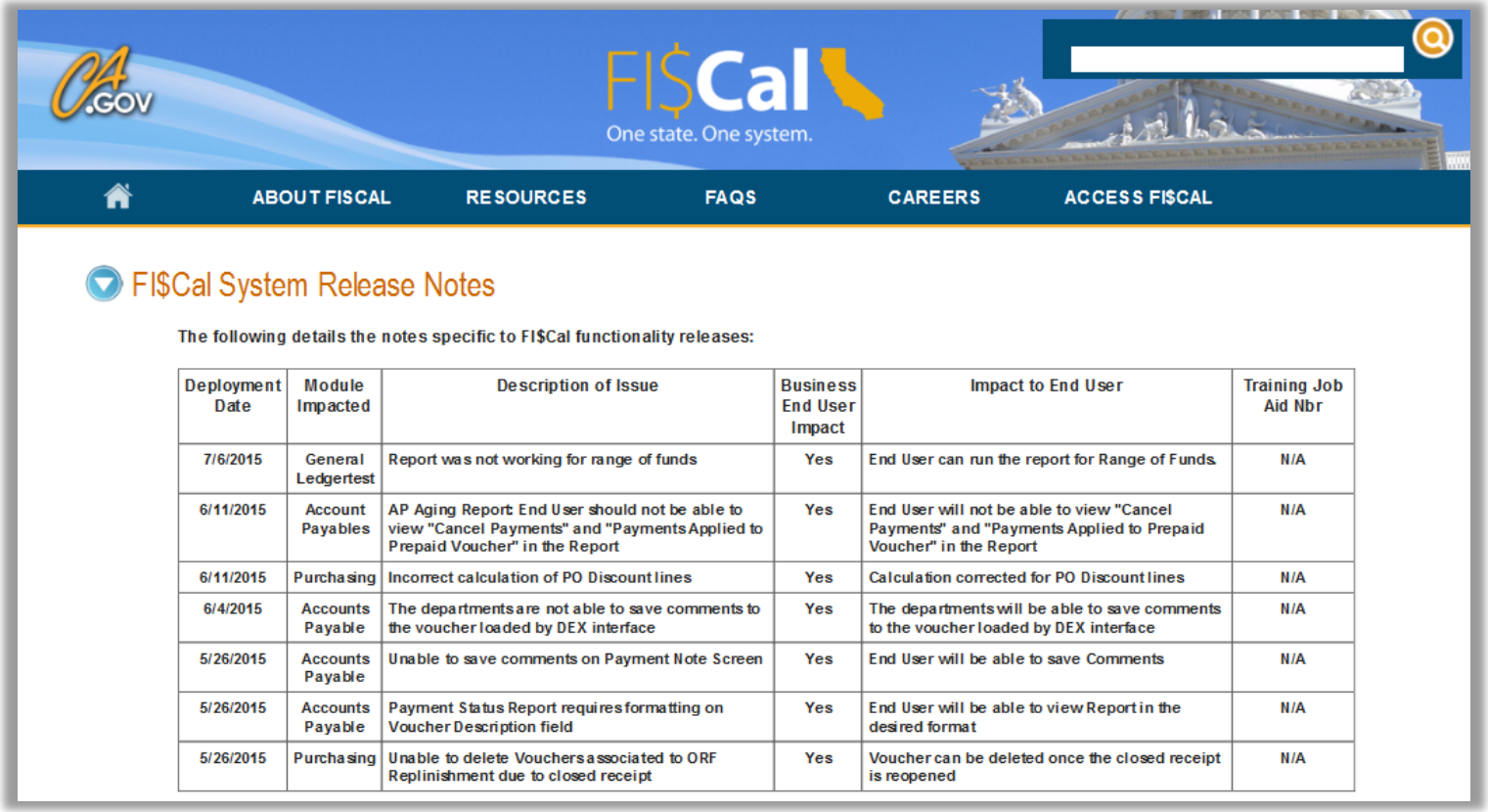
Overall, I was satisfied with the service I received.
(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Strongly Agree 5	101		34%
Agree 4	84		28%
Neither Agree or Disagree 3	42		14%
Disagree 2	34		11%
Strongly Disagree 1	36		12%
Total Responses: 297		0% 20% 40% 60% 80%	

What We've Heard from You

- Why can't you see what I see?
- Coming Soon: Screen Sharing
  - WebEx
  - By end of April
  - Very easy; FSC will walk you through it
  - You remain in control
  - VIDEO demo?

Release Notes Online



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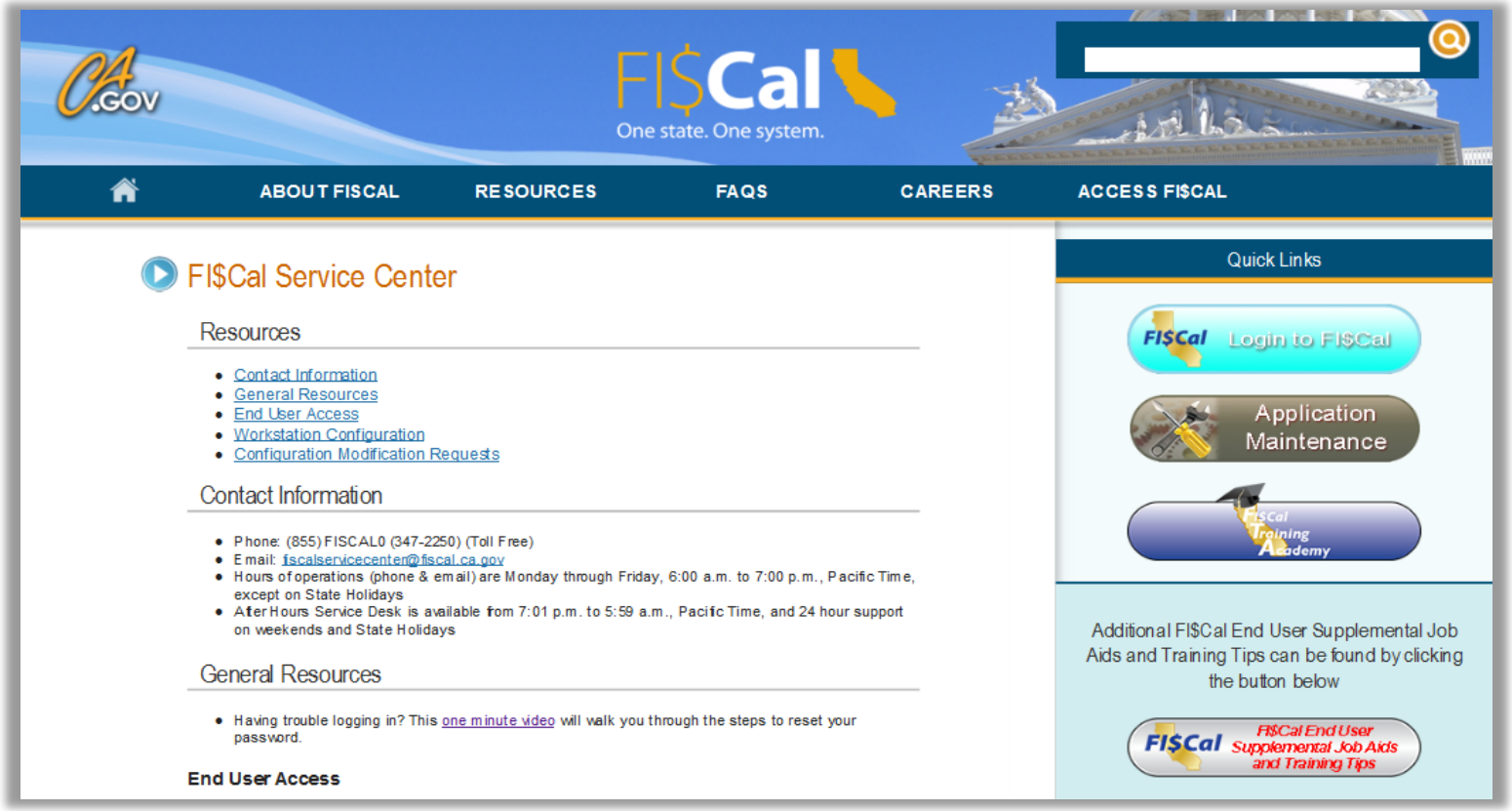
FI$Cal System Release Notes

The following details the notes specific to FI$Cal functionality releases:

Deployment Date	Module Impacted	Description of Issue	Business End User Impact	Impact to End User	Training Job Aid Nbr
7/6/2015	General Ledgertest	Report was not working for range of funds	Yes	End User can run the report for Range of Funds.	N/A
6/11/2015	Account Payables	AP Aging Report: End User should not be able to view "Cancel Payments" and "Payments Applied to Prepaid Voucher" in the Report	Yes	End User will not be able to view "Cancel Payments" and "Payments Applied to Prepaid Voucher" in the Report	N/A
6/11/2015	Purchasing	Incorrect calculation of PO Discount lines	Yes	Calculation corrected for PO Discount lines	N/A
6/4/2015	Accounts Payable	The departments are not able to save comments to the voucher loaded by DEX interface	Yes	The departments will be able to save comments to the voucher loaded by DEX interface	N/A
5/26/2015	Accounts Payable	Unable to save comments on Payment Note Screen	Yes	End User will be able to save Comments	N/A
5/26/2015	Accounts Payable	Payment Status Report requires formatting on Voucher Description field	Yes	End User will be able to view Report in the desired format	N/A
5/26/2015	Purchasing	Unable to delete Vouchers associated to ORF Replinishment due to closed receipt	Yes	Voucher can be deleted once the closed receipt is reopened	N/A

Location: http://www.fiscal.ca.gov/access-fiscal/ReleaseNotes.html

Helpful videos will be posted online



Location: http://www.fiscal.ca.gov/access-fiscal/FISCal_Service_Center/index.html

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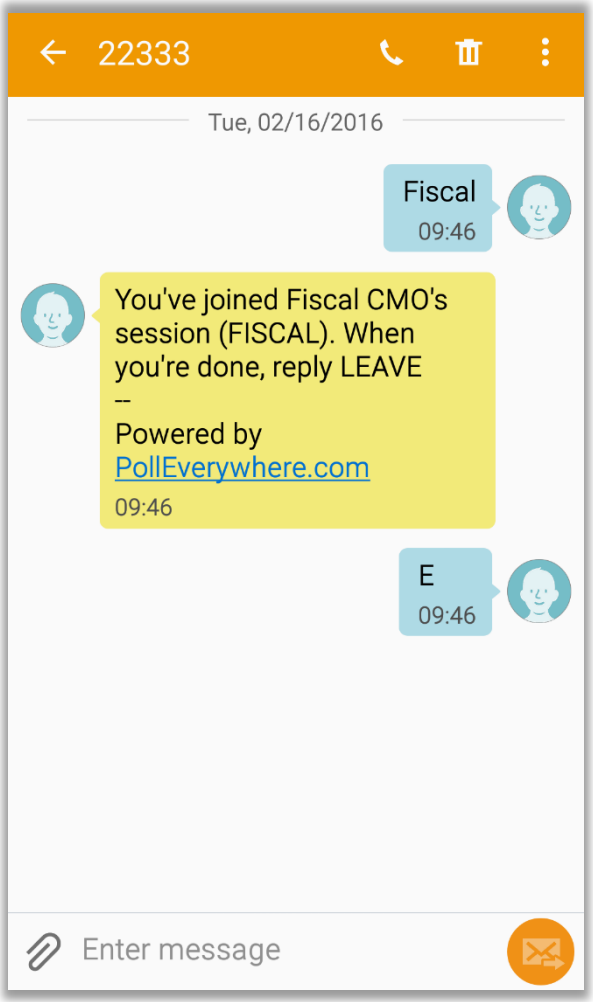


Question 2

On a scale from 1 to 5, how beneficial did you find this Forum?

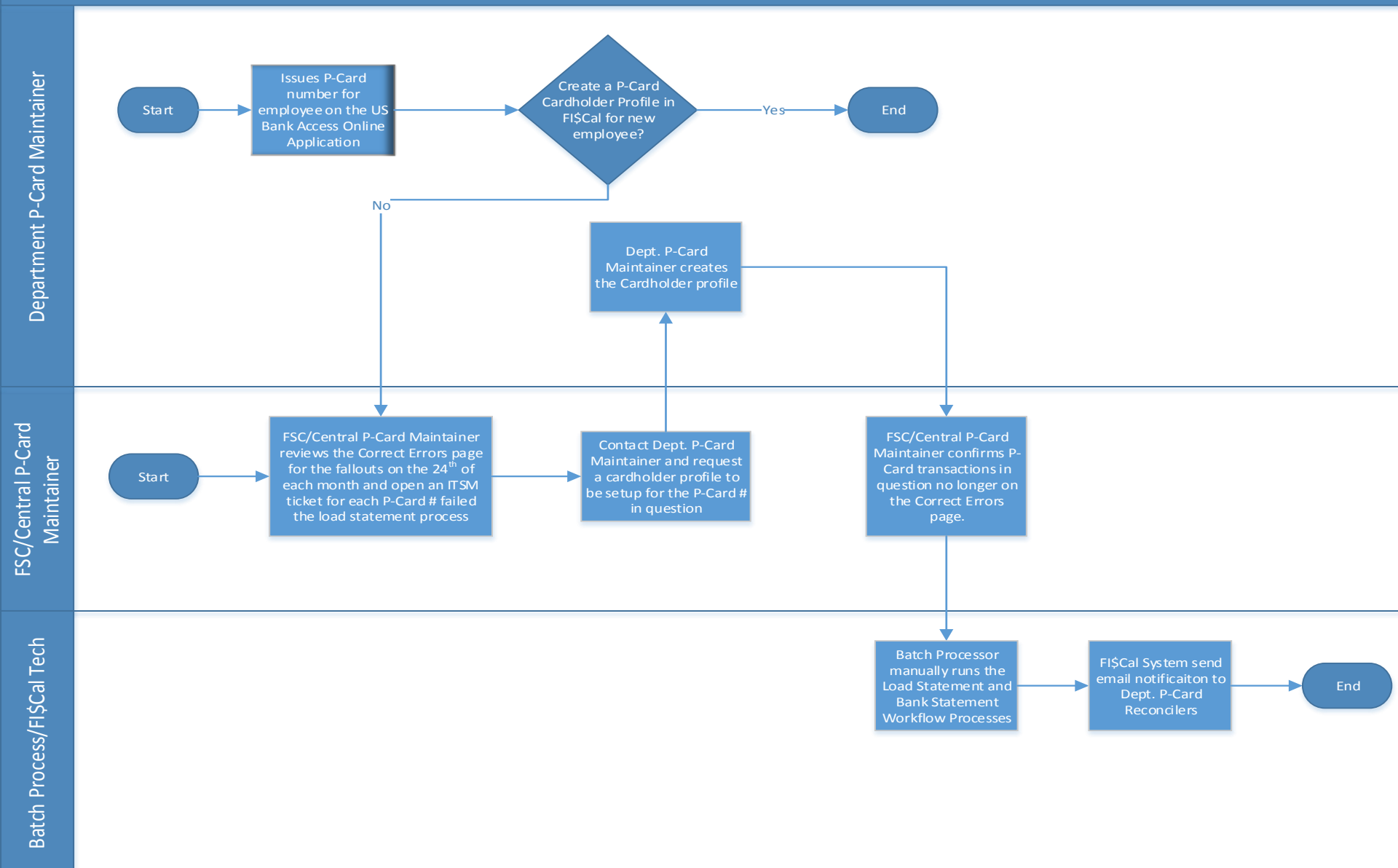
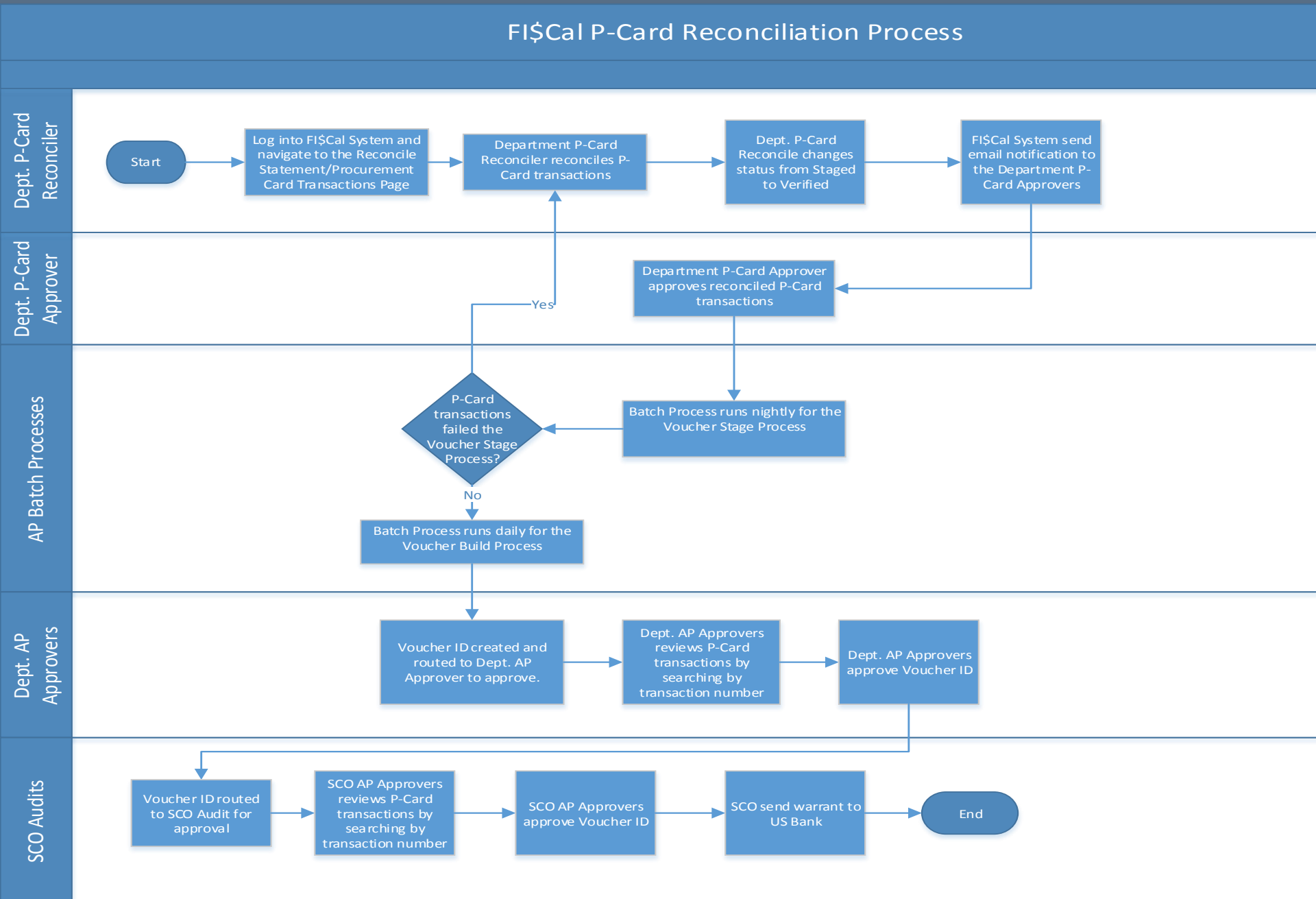
- 5-Very Beneficial
- 4-Somewhat Beneficial
- 3-Neutral
- 2-Somewhat Unbeneficial
- 1-Very Unbeneficial

Questions

Appendix

P-Card Department Administration Workflow

Department P-Card Administration Flowchart



P-Card Reconciliation Process Flowchart