Wave 1 Solution Walkthrough (SWT): Accounts Payable for Wave 3 Departments

November 12, 2014
Agenda

- FI$Cal Project Overview
- Wave 1 Solution Walkthrough Objectives and Approach
- FI$Cal Solution Overview
- Enter and Maintain Vendors
  - Business Process Overview
  - Key Terms
  - Process Flows
  - Wave 1 Demonstration
- Enter and Process Vouchers & Matching
- Process Payments
- Process 1099 Withholdings
- Technology Considerations
- Session Recap
The Financial Information System for California (FI$Cal) is a business transformation project for the State in the areas of budgeting, accounting, procurement, and cash management. The Project prepares the State to work in an integrated financial management system.

California’s Partner Agencies are working together to form the partnership to support FI$Cal at the highest level:
- Department of Finance (DOF)
- Department of General Services (DGS)
- State Controller’s Office (SCO)
- State Treasurer’s Office (STO)
FI$Cal Wave Timeline

Calendar Years

<table>
<thead>
<tr>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
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<tbody>
<tr>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
<td>Q1</td>
<td>Q2</td>
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<td>Q4</td>
<td>Q1</td>
<td>Q2</td>
<td>Q3</td>
<td>Q4</td>
<td>Q1</td>
</tr>
</tbody>
</table>

- **Pre-Wave** ~12 Months
- **Wave 1** 20 Months
- **Wave 2** 15 Months
- **Wave 3** 24 Months
- **Wave 4** 24 Months

O&M
SWT Objectives

- The Wave 1 Solution Walkthroughs will provide:
  - An overview of the business process, including key terms and implemented functionality
  - A list of changes with the “To-Be” business process
  - An opportunity to begin thinking about updates to internal department processes
  - A demonstration of the FI$Cal Wave 1 solution
FI$Cal Design Approach

Conduct Wave 2 Working Sessions

- **Objective**
  - Define and validate DRAFT processes to best meet the State’s needs independent of the software details
  - Clarify requirements

- **Audience**
  - Department of General Services (DGS)

- **Key Outputs**
  - Revised DRAFT To-Be Processes with department input

- **Tools / Methods**
  - Interactive Working Sessions with department SMEs
  - Gather additional input on:
    - As-Is Process
    - Statutes, Reg, Policy
    - To-Be Process, Benefits, Challenges

Conduct Wave 1 Solution Walkthroughs

- **Objective**
  - Provide departments with an understanding of Wave 1 FI$Cal business processes
  - Demonstration of Wave 1 FI$Cal solution
  - Identify where Wave 1 solution may not meet the needs of new departments

- **Audience**
  - Wave 2 Departments absent in Wave 1

- **Key Outputs**
  - New departments prepared for CRP sessions
  - Key Considerations
  - Action Items and concerns from departments

- **Tools / Methods**
  - Solution Walkthroughs
  - Wave 1 FI$Cal Solution

Conduct Wave 2 Conference Room Pilots

- **Objective**
  - Conduct a systematic review of how FI$Cal requirements and DRAFT To-Be Processes are enabled by the FI$Cal software solution

- **Audience**
  - Wave 1 and Wave 2 departments

- **Key Outputs**
  - Revised DRAFT To-Be Processes with department input
  - Basis for System Configurations and Functional Designs

- **Tools / Methods**
  - Interactive CRP Sessions with Department SMEs
  - CRP Sandbox

Validate and Approve Process Designs

- **Objective**
  - Validate and document final business process designs
  - Confirm how requirements are met

- **Audience**
  - Project team with department input

- **Key Outputs**
  - Final Business Process Designs
  - Update Requirements Traceability Matrix
  - RICEF Inventory

- **Tools / Methods**
  - Conduct follow-up meetings / validation sessions as necessary
  - Resolve open issues / outstanding decisions

Department Participation and Input

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Ground Rules & Guiding Principles

- **Challenge** how the State does things today
- **Perspective** – Adopt a “Statewide” perspective
- **Silence is Consent** – Speak and share your thoughts
- **There are no Bad Questions** – Better to question, then assume
- **Consider Best Practices** and business process changes
- **Think of the data** and information you require
FI$Cal Solution Overview

- Governance Risk & Compliance
- Technology
- Infrastructure
- Identity & Access Management
- Portal (Single Sign-on)
- Application Security
  - Budgeting
  - Finance & Purchasing
  - Business Intelligence
- Content Management
- Oracle Enabling Technology
- Operations & Maintenance

- Audit Users
- Department Users
- Vendor Users
- Deferred Exempt Departments

- Authentication
- Access Control
- Transaction Monitoring
- Reports, PDFs
- Spreadsheets
- Output Files
- External Interfaces
What is Included in Wave 1

- The following functionality will be provided to departments:
  - Departments can access the VMF to add or view vendor information
  - Unique vendor IDs will be created within FI$Cal for each vendor and shared across departments
  - Each vendor will be validated and approved by the VMG before it can be used to source a requisition, create a Purchase Order (PO), and create a voucher
- Departments submit changes to the vendor record using the online Vendor Update Form (VUF) in FI$Cal
- 1099 reportable vendors will be identified in FI$Cal
- The Vendor File will also contain Employees receiving payments within FI$Cal
- Vendor and employee SSNs will be masked in FI$Cal
What is Included in Wave 3

- These features will be covered in the Disbursements CRP Session:
  - For Wave 3:
    - Warrant Request/Approval/Issuance for FI$Cal departments
    - EFT payments
    - Integration with Specialized Payment Systems
    - Warrant Reconciliation
FI$Cal Accounting Solution

Legend
- Pre-Wave
- Wave 1
- Wave 2
- Wave 3

November 12, 2014
## CRP & SWT Schedule

<table>
<thead>
<tr>
<th>Business Process</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRP: General Ledger (1 of 2)</td>
<td>10/22/14</td>
<td>9:00 – 12:00</td>
<td>Jade - Evergreen</td>
</tr>
<tr>
<td>SWT: Disbursements</td>
<td>10/28/14</td>
<td>9:00 – 12:00</td>
<td>Jade - Evergreen</td>
</tr>
<tr>
<td>SWT: Receivables &amp; Cash Management</td>
<td>10/28/14</td>
<td>1:00 – 4:00</td>
<td>Jade - Evergreen</td>
</tr>
<tr>
<td>CRP: Disbursements</td>
<td>10/29/14</td>
<td>9:00 – 12:00</td>
<td>Jade - Evergreen</td>
</tr>
<tr>
<td>CRP: General Ledger (2 of 2)</td>
<td>11/05/14</td>
<td>9:00 – 12:00</td>
<td>Jade - Evergreen</td>
</tr>
<tr>
<td>CRP: Bond Accounting</td>
<td>11/19/14</td>
<td>9:00 – 12:00</td>
<td>Sapphire- Evergreen</td>
</tr>
<tr>
<td>CRP: Cash Management</td>
<td>11/19/14</td>
<td>1:00 – 4:00</td>
<td>Jade - Evergreen</td>
</tr>
<tr>
<td>CRP: Loan Accounting</td>
<td>12/03/14</td>
<td>9:00 – 12:00</td>
<td>Jade - Evergreen</td>
</tr>
</tbody>
</table>
Accounts Payable Overview

- Voucher processing encompasses all activities that are required to capture invoice data, generate a 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
  - Using the inbound voucher interface

- Payment Processing includes payments made to a Payee/Vendor/Employees

- Agencies will have the ability to create payments for:
  - Checks
    - Agency Trust Account
    - ORF
  - Warrants
    - SCO-issued
Reportable Payments Overview

- Understanding 1099 Withholding:
  - Only applicable to United States-based vendors
  - 1099 files are created at the end of each calendar year
- Vendors are marked as withholding applicable in the VMF in FI$Cal
- Voucher lines in FI$Cal are marked as subject to withholding
- FI$Cal will capture 1099 information and generate the file to send to FTB for printing
Office Revolving Fund Overview

- Departmental payments (checks) are produced from FI$Cal
- To create a ORF payment you must first create a voucher
- The ORF replenishment process enables the transfer of cash between the SCO Warrant Bank and the appropriate ORF Bank Account or Agency Trust Bank Account
- A journal entry is made to replenish departmental cash in the ORF or Agency Trust Fund
## Voucher Key Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voucher</td>
<td>An electronic transaction created for the processing of vendor invoices, apportionments, employee expenses, or adjustments</td>
</tr>
<tr>
<td>Regular Voucher</td>
<td>Used for entering non-PO vouchers, PO vouchers, salary advances, and travel-related vouchers</td>
</tr>
<tr>
<td>Prepaid Voucher</td>
<td>Used for entering prepayments such as vendor prepayments and travel advances</td>
</tr>
<tr>
<td>Single Payment Voucher</td>
<td>Used for entering a voucher for a one-time vendor without having to record the vendor information in the Vendor table.</td>
</tr>
</tbody>
</table>
# Voucher Key Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjustment</td>
<td>Used for entering credit memos and will have a dollar value attached to it</td>
</tr>
<tr>
<td>Journal Voucher</td>
<td>Used for correcting the accounting entries on a posted or paid voucher and will not affect the dollar value on the original voucher</td>
</tr>
<tr>
<td>Purchase Order (PO)</td>
<td>A commitment from an organization (business unit) to vendors to purchase goods or services from that vendor; creates an encumbrance in FI$Cal</td>
</tr>
<tr>
<td>Invoice</td>
<td>An itemized bill for goods sold or services provided, containing individual prices, the total charge, and the payment terms</td>
</tr>
</tbody>
</table>
## Voucher Key Terms

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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Matching</td>
<td>Compares a voucher with the PO and/or receiving documents and inspection confirming that payments are only made for goods and services that have been ordered, received, and inspected</td>
</tr>
<tr>
<td>Budget Checking</td>
<td>The process of comparing expenditure or revenue transactions against a defined budget</td>
</tr>
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</table>
## ORF Key Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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</thead>
<tbody>
<tr>
<td><strong>Office Revolving Fund (ORF)</strong></td>
<td>Fund classification and cash account. An ORF is not a fund, but an advance from an appropriation. Agencies may use their ORF for immediate need per SAM. The cash amount spent is subsequently replenished by SCO.</td>
</tr>
<tr>
<td><strong>Open Item Account</strong></td>
<td>A ChartField value used for open item accounting, such as Salary Advances</td>
</tr>
<tr>
<td><strong>Open Item</strong></td>
<td>Each transaction that affects an open item account remains an open item until the balance of all transactions with a given open item key equals zero. When that transaction is posted, all open items for the employee ID are closed.</td>
</tr>
</tbody>
</table>
# Payment Key Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warrant</td>
<td>An instrument drawn by the SCO directing the State Treasurer to pay a specified amount, from a specified fund, to the person or entity named</td>
</tr>
<tr>
<td>Check</td>
<td>An instrument issued by State departments from their Office Revolving Fund (ORF) or Agency Trust checking accounts</td>
</tr>
<tr>
<td>Departmental Bank Reconciliation</td>
<td>Involves comparing and matching recorded business transactions with the bank's corresponding transactions</td>
</tr>
<tr>
<td>Pay Cycle</td>
<td>Generates a payment output file for departmental printing. Each payment is assigned a unique payment reference ID number searchable in FI$Cal</td>
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## Withholding Key Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Types of withholding vendors</td>
<td>- Attorney</td>
</tr>
<tr>
<td></td>
<td>- Corporation (Medical)</td>
</tr>
<tr>
<td></td>
<td>- Estate or Trust</td>
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<td></td>
<td>- Individual/Sole Proprietor</td>
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<tr>
<td></td>
<td>- Partnership</td>
</tr>
<tr>
<td>Withholding Type</td>
<td>- 1099-G (government payments) report</td>
</tr>
<tr>
<td></td>
<td>- 1099-I (interest income) report</td>
</tr>
<tr>
<td></td>
<td>- 1099-MISC (miscellaneous) report</td>
</tr>
<tr>
<td>Backup Withholding</td>
<td>FTB and IRS Regulations require agencies to initiate backup withholding of income taxes for payments made to vendors that have not provided TIN information</td>
</tr>
</tbody>
</table>
What is Included in Wave 1

- Departments will use FI$Cal to:
  - Create and approve vouchers
  - Attach invoices to vouchers
  - Budget check
  - Run match process to compare vouchers to POs, receipts, and/or inspection of goods or services received
  - Create payments
  - Create interagency payments
  - Adjust vendor reportable payment entries
- POs are integrated with voucher functionality
- SCO will use FI$Cal to audit vouchers requiring a warrant
- Reportable payments will be recorded within FI$Cal
- Confidential information security will be enforced in FI$Cal
What IS Included in Wave 1

- Travel Advances from CalATERS will be interfaced to FI$Cal
- Vendors and employees that receive agency payments will reside in the FI$Cal Vendor Management File (VMF)
- Salary advance vouchers will contain an Open Item Key linking the employee to the advance. This Open Item Key is used as a reference within deposits for salary advance recovery payments.
- Departments will create regular vouchers to offset prepaid vouchers and record the expenditures
- Departmental replenishments are handled in FI$Cal through the use of journal entries after SCO Audit approval
What **IS NOT** Changing for Wave 3

- Reportable payments from the State’s specialized payment systems (electronic files or “tape claims”) will continue to be processed by each specialized payment system.
- Departments are still required to reconcile their ORF and Agency Trust transactions.
- Departments are still required to follow the State Guidelines relating to ORF and Agency Trust payments.
- The process for requesting a new, or changing an existing, ORF Account will not change.
- Departments will still have the ability to print checks locally.
Voucher Structure

**Header**
- Vendor
- Invoice Number
- Invoice Date

**Invoice Line**
- Amount
- Item
- Description
- Quantity
- Price

**Distribution Line**
- Account Classification
- Budget Date
- Open Item Key
- Amount

**Payment Schedule**
- Remit Vendor/Payee
- Scheduled Due Date (Issue Date)
- Cash Type

**Key Points:**
- Each voucher has only one header
- Each voucher can have multiple invoice lines
- Each invoice line can have multiple distribution lines
Enter Voucher

### Department AP Processor

- **Receive Invoice**
  - Agency receives invoice from vendor

- **Enter Voucher**
  - Key invoice information into FI$Cal to create voucher
  - Search for PO and/or receipt, if required
  - If PO and/or receipt are available, copy lines into voucher

- **Attach Invoice**
  - Attach supporting documentation (for example, a scanned invoice)

- **Save Voucher**
  - FI$Cal checks for duplicates, confirms that the gross amount and the invoice lines are the same
  - Voucher is assigned a unique voucher ID

- **Run Budget Checking and Matching**
  - Run Budget Checking
  - Run the matching process, if necessary

### Key Impacts

- FI$Cal replaces paper claims
- Electronic approvals replace wet signatures on the claim schedule
- Multiple funds/appropriations can be associated with one voucher and multiple distribution lines

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What is Matching?

- The Matching process compares a voucher with the purchase orders and/or receiving documents and inspection confirming that payments are only made for goods and services that have been ordered, received and inspected.

- Matching functionality is not utilized for non-PO invoices.

- FI$Cal requires purchase orders for goods and services provided.

- The system will automatically perform matching based on the purchase order.

- Match Exceptions can be overridden with proper authorization, when applicable.

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Two Way Matching:
- Purchase Order
- Vouchers

Three Way Matching:
- Purchase Order
- Receipts
- Vouchers

Four Way Matching:
- Purchase Order
- Receipts
- Inspections
- Vouchers
Upload Voucher

Key Impacts
- FI$Cal creates vouchers from P-Card transactions and interfaced systems
- Approvals are electronic and based on workflow configured in FI$Cal
Voucher Approval Hierarchy

Departmental Approver Level 1
• Review and approve within agency
• Typically a supervisor or manager

Departmental Approver Level 2
• 2nd-Level department approver
• Accounting Officer/Director

SCO AP Approvers
• Final Approval

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Approve and Process Voucher

Department AP Approver
- Approval
  - Voucher can be approved, denied, or pushed back
  - Vouchers routed for approval based on workflow rules
  - Two approval levels per department

SCO AP Approver
- SCO Approval
  - The Voucher is then routed to SCO Audit (warrants only)
  - Voucher can be approved, denied, or pushed back

Voucher Posted
- Voucher accounting entry data is posted in the General Ledger (GL)

Key Impacts
- Approvals are electronic and based on workflow configured in FI$Cal
- The Accounting Entries to Debit the Expenditure and Credit the AP Liability are automatically recorded in the GL after voucher is approved and posted

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Maintain Voucher – Adjust/Journal

**Key Impacts**

- The Maintain Voucher process is completed in FI$Cal
- FI$Cal routes vouchers for approval
Maintain Voucher – Delete/Close/Unpost

Key Impacts
- The Maintain Voucher process is completed in FI$Cal
- FI$Cal updates the PO (if applicable)
Process 1099 Withholding

**Key Impacts**

- Payment detail records will be marked with a 1099 flag based on vendor and account classification
- FI$Cal automates creation of withholding report and helps identify mismatches
Enter Prepaid Voucher

Key Impacts

- Prepaid vouchers will be used for travel and vendor advances
- Approvals will not be required for CalATERS vouchers within FI$Cal
- Vendor ORF payments for immediate need will also use the prepaid voucher

Prepaid Voucher Accounting

Start

Create a Prepaid voucher to initiate a travel advance payment (AP)

Travel Advances (+) Accounts Payable (+)

Issue a department check to pay the Prepaid voucher

Accounts Payable (-) ORF Cash (-)

Create a regular voucher to record actual travel expenses (AP)

Travel expenses (+) Accounts Payable (+) Travel Advances (-)

Offset the regular voucher against the Prepaid voucher (automated)

Accounts Payable (-) ORF Cash (+)

G/L - Department BU

G/L - Statewide BU

Stop

TC 48 Claim Report

Withdrawal

Deposit Withdrawal

ORF Fund State Fund

Cash in Treasury (-)
Run Pay Cycle

Department Pay Cycle Processor

- Run Pay Cycle
  - Voucher payment schedule can be modified
- Approve Pay Cycle
  - Review vouchers eligible for payment
  - Identify any vouchers which should be placed on hold
- Create Payments
  - Print payments from their agency accounts
  - Department checks will print to a local printer
- Payment Post-Process
  - The process creates accounting entries for all payment types, including cancelled payments

Key Impacts

- FI$Cal departments will have the ability to run pay cycle for departmental checks
- Payments from ORF are made within FI$Cal

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Void/Stop Payments

**Department/Central Payment Maintainer**

- Receive Cancellation Request
- Void/Stop Payment
- Run Payment Post Process
- Run Voucher Post

**Key Impacts**

- Department checks can be stopped, cancelled, or voided in FI$Cal
- FI$Cal restores encumbrance (if applicable) and updates accounting entries in the GL
## Technology Considerations – Interfaces

<table>
<thead>
<tr>
<th>Interface</th>
<th>Definition</th>
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<tbody>
<tr>
<td><strong>Inbound Vouchers</strong></td>
<td>An inbound interface that provides high volume creation and payment processing of regular vouchers and single payment vouchers. This interface will not be used for procurement related vouchers.</td>
</tr>
<tr>
<td><strong>Outbound Claim Schedule Interface to SCO</strong></td>
<td>An outbound interface that sends an electronic claim to SCO containing payment information for processing within their Legacy Systems. The interface will include payee and remittance advice information along with a unique identifier. All Payments submitted to SCO via this FI$Cal interface will be paid only by Warrants.</td>
</tr>
<tr>
<td><strong>Inbound DEX Interface from SCO</strong></td>
<td>This inbound interface receives warrant information from SCO in the form of a DEX file and imports the data into FI$Cal. The corresponding vouchers are updated with the payment information.</td>
</tr>
</tbody>
</table>
Technology Considerations – Interfaces

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</thead>
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<tr>
<td>Inbound CalATERS Travel Advance Detail</td>
<td>This inbound interface processes travel advances and loads the travel advances data into FI$Cal staging tables. The voucher build process takes the data and creates Approved pre-paid vouchers for payment processing in FI$Cal. The ORF checks will be generated in FI$Cal and delivered to employees.</td>
</tr>
<tr>
<td>Outbound CalATERS Check Detail</td>
<td>This outbound interface captures payment information to maintain ORF data in the CalATERS system. The file contains check information issued from department ORF funds that map to CalATERS travel advances.</td>
</tr>
<tr>
<td>Inbound CalATERS Expenditure and Payment Detail</td>
<td>Inbound interface that sends CalATERS expenditure data, recovered travel advance data, and payment information for uploading and reconciliation in FI$Cal.</td>
</tr>
</tbody>
</table>
## Technology Considerations – Interfaces

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<tr>
<td><strong>Positive Pay Checks Interface to STO</strong> (Outstanding Checks/ Stops)</td>
<td>This outbound interface provides STO with a file that lists the payments that are authorized for processing by STO. At the end of the day, payment information containing all outstanding checks and stop payments is generated and transmitted to STO.</td>
</tr>
<tr>
<td><strong>Franchise Tax Board (FTB) 1099</strong></td>
<td>An outbound interface to send the FTB 1099-MISC, 1099-I, and 1099-G information based on an IRS-provided layout. 1099 balances will be sent to the FTB from FI$Cal.</td>
</tr>
</tbody>
</table>
## Technology Considerations – Conversions

<table>
<thead>
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<tbody>
<tr>
<td>Unreconciled AP Payments</td>
<td>Unreconciled Accounts Payable Agency Payment data will be converted from Legacy Systems into PeopleSoft database. Only the payments which are paid but unreconciled with the bank at the time of conversion should be sent for conversion; all other payments should not be converted. This conversion will only apply to Unreconciled checks (i.e. ORF, General Cash, Agency Revolving) and not claims/warrants.</td>
</tr>
<tr>
<td>1099 Balances</td>
<td>The Reportable Payment detail from January - June of the 2015 calendar year will be converted into FI$Cal’s database for year end 1099 processing.</td>
</tr>
<tr>
<td>Outstanding Items</td>
<td>Any outstanding Travel Advances and Salary Advances as of year-end will be manually entered into FI$Cal via vouchers and GL journals.</td>
</tr>
</tbody>
</table>
Guide to Symbols in Flows

- **Start/End**: Indicates point at which the process begins or ends. Does not represent any activity.

- **Decision**: Shows a decision point, such as yes/no. Each path emerging from the diamond is labeled with one of the possible answers.

- **System Task**: Represents an individual step or activity in FISCAL.

- **Manual Task**: Represents an individual step or activity in the process that is made out of FISCAL.

- **Connector**: On/Off-Page Connector. Used to avoid complex overlapping connector lines or to continue a process on a subsequent page. Connectors are labeled with UPPER CASE letters.

- **Interface**: Data conversion from one electronic system to another.

- **Batch Process**: Represents a batch process within FISCAL.

- **Flow Arrow**

- **Intra Integration Process**: A Input or Output to some other process within the same capability

- **Output Documents**: An electronic document that is created by the process and can be printed (for example — any kind of report).

- **Input Documents**: A paper document (or email) that is used for entering data in the process. For electronic data the interface shape is used.
AP Enter and Process Voucher – Maintain Voucher cont.

D → Enter Adjustment Voucher → F

Voucher Processor selects Adjustment Voucher style and enters adjustment lines as appropriate.

E → Enter Journal Voucher → F

Voucher Processor selects Journal Voucher style, enters voucher header information, enters new distribution lines, and links to related voucher. A journal voucher is used to correct accounting distribution (chartfields).
AP Enter and Process Vouchers – Enter 1099 Voucher

Start

Receive electronic Invoice/Payment Request

Related to a 1099 Withholding Vendor?

Yes

Enter 1099 Withholding Vendor

Enter Voucher Online

Enter Chartfields on the Voucher Distribution line(s)

Save Voucher

No

Enter Voucher AP

Automated Process identifies and marks 1099 reportable voucher lines