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

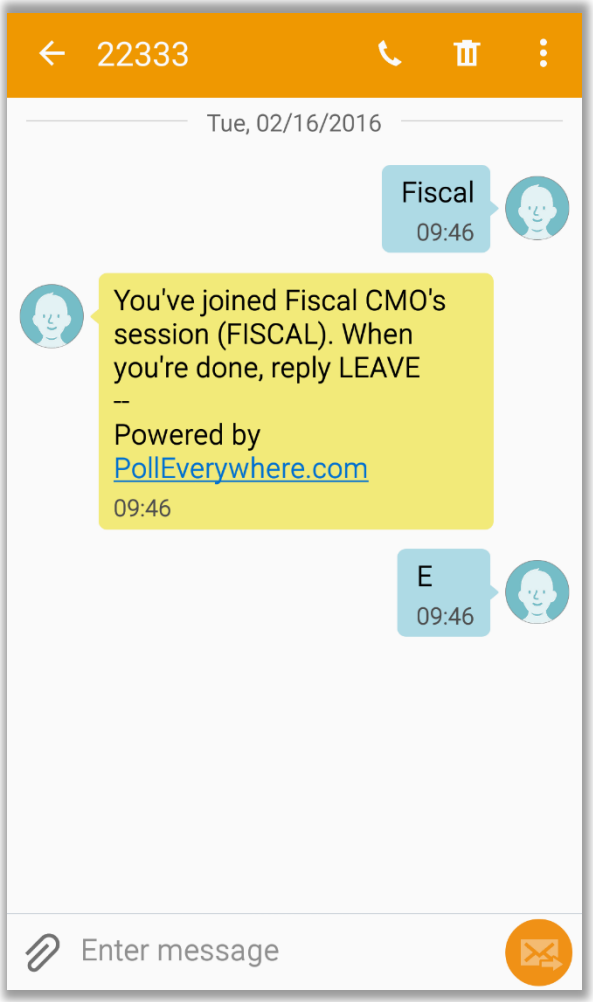
  What we've heard from you

- Close

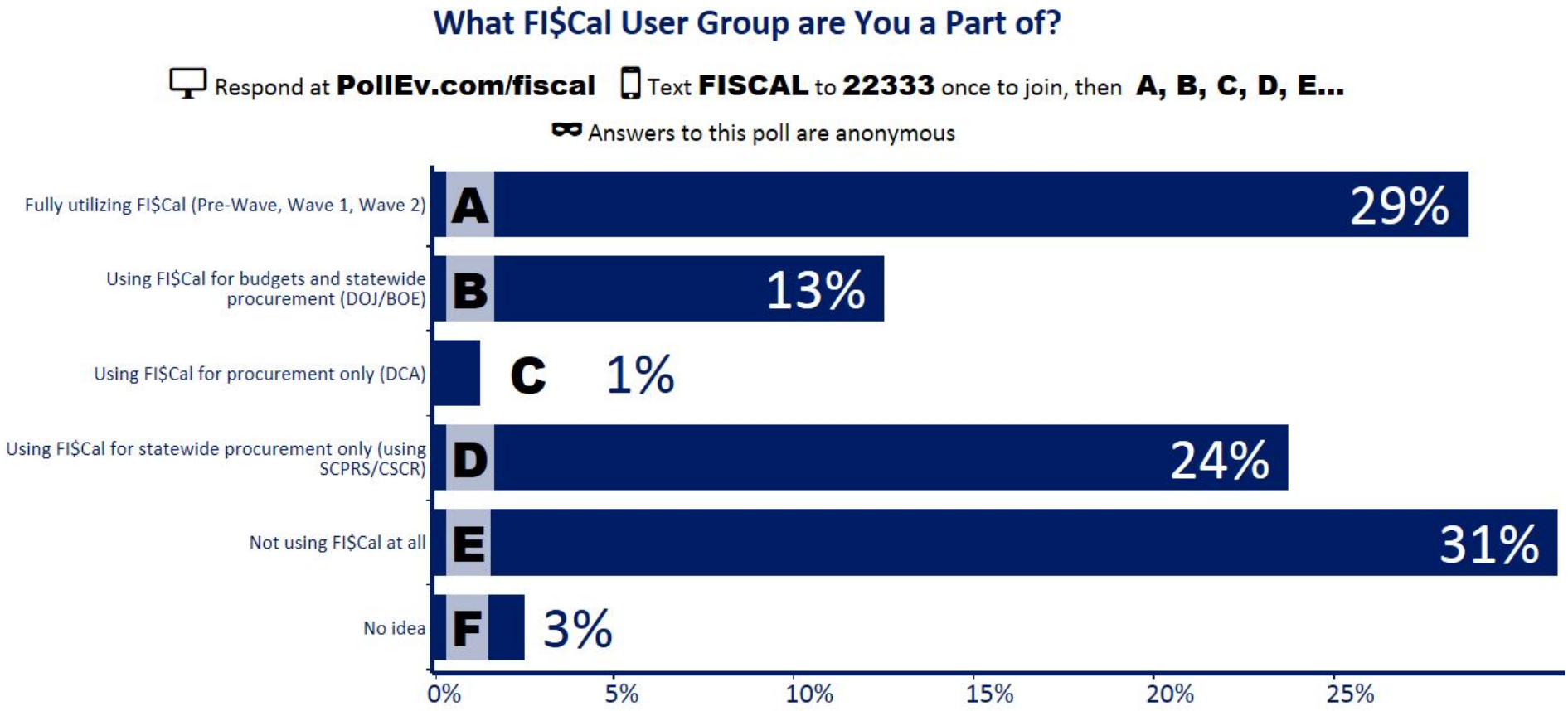
Poll Everywhere – Poll Question 1

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

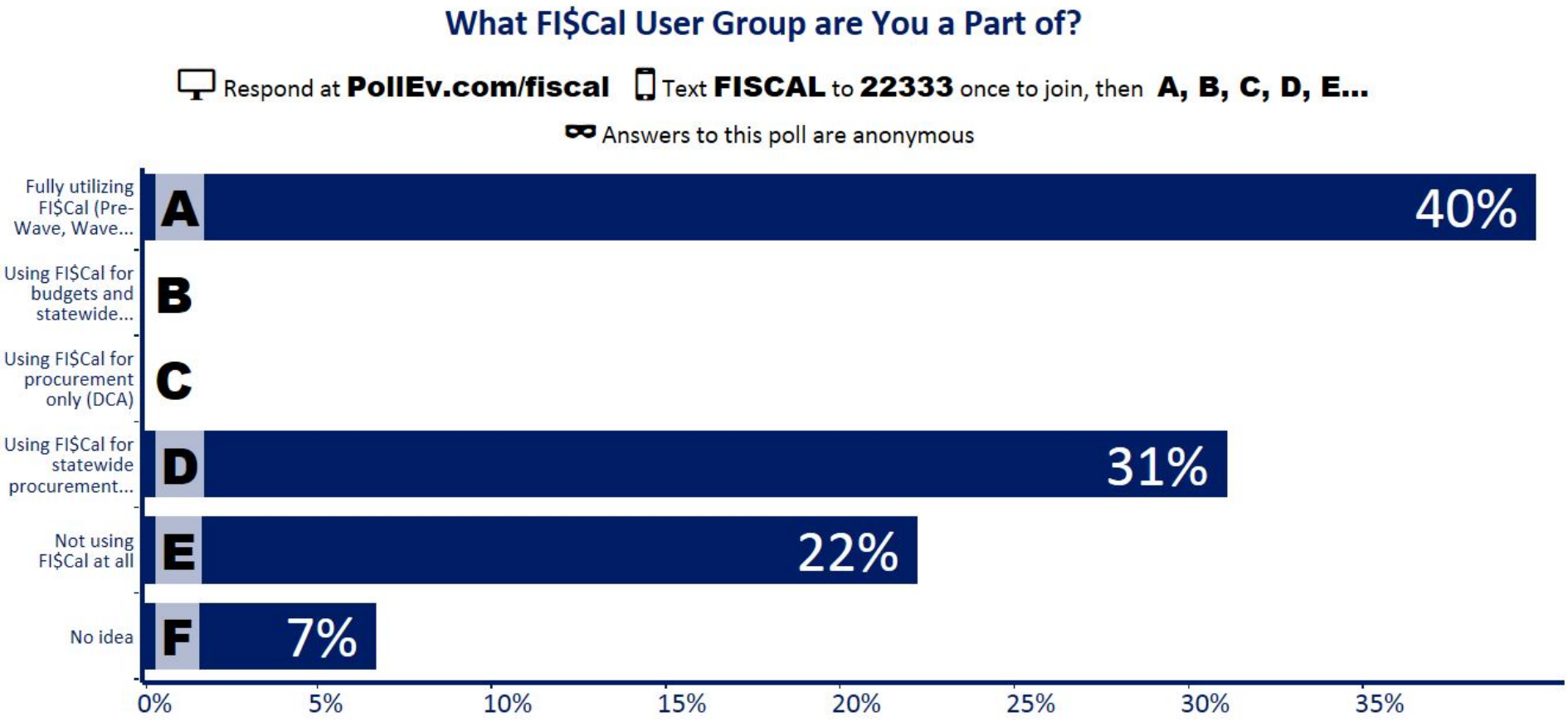
*Please note that text charges may apply.



Poll Results – Morning Session



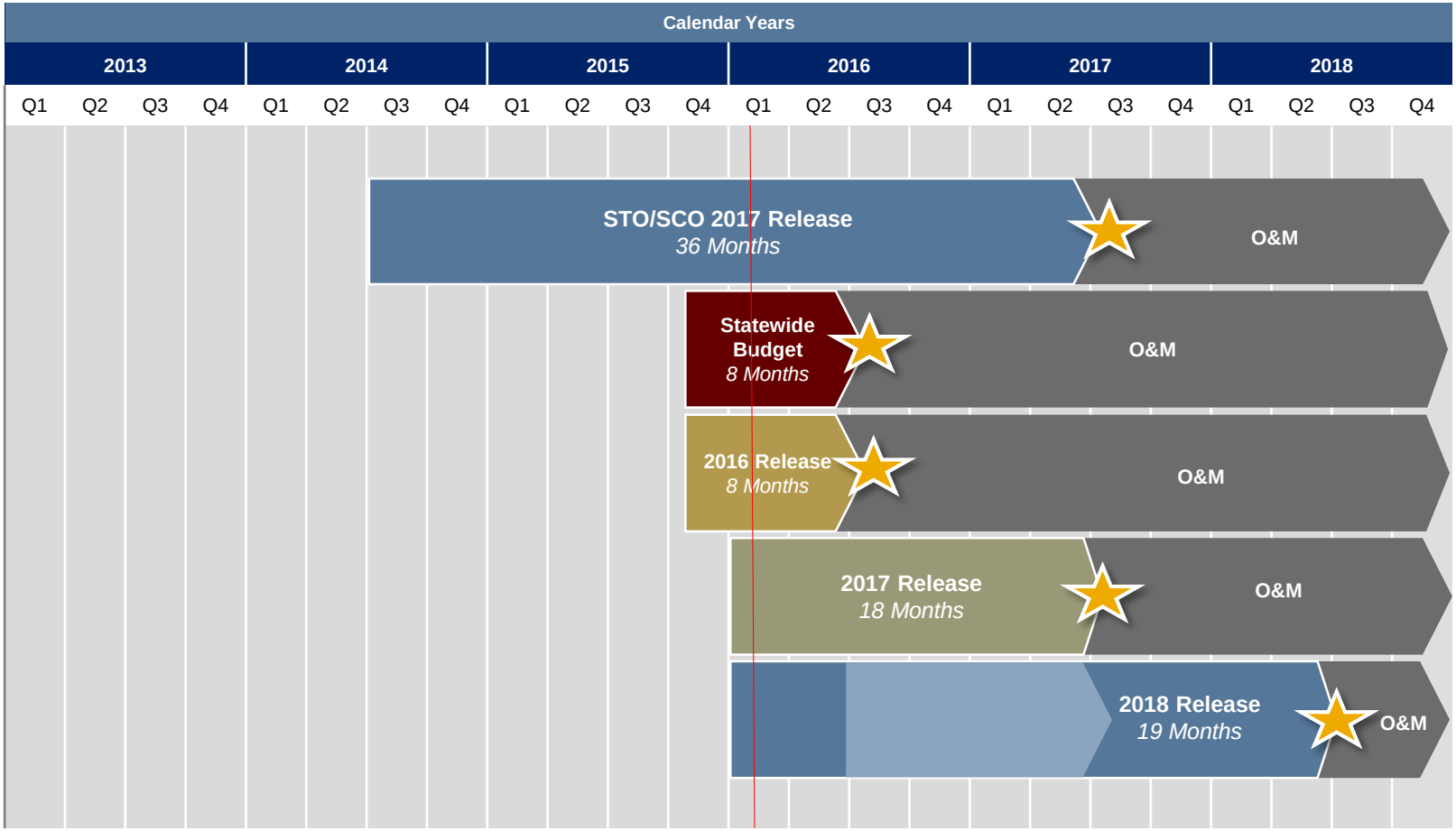
Poll Results – Afternoon Session



NEERAJ CHAUHAN

FI$Cal Project Director

Timeline


Calendar Years
2013
2014
2015
2016
2017
2018
Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4
STO/SCO 2017 Release
36 Months
O&M
Statewide Budget
8 Months
O&M
2016 Release
8 Months
O&M
2017 Release
18 Months
O&M
2018 Release
19 Months
O&M

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

Header	Invoice Line	Distribution Line	Payment Schedule
Vendor	Amount	Account Classification	Remit Vendor/Payee
Invoice Number	Item	Budget Date	Scheduled Due Date (Issue Date)
Invoice Date	Description	Open Item Key	Cash Type
	Quantity	Amount	
	Price		

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

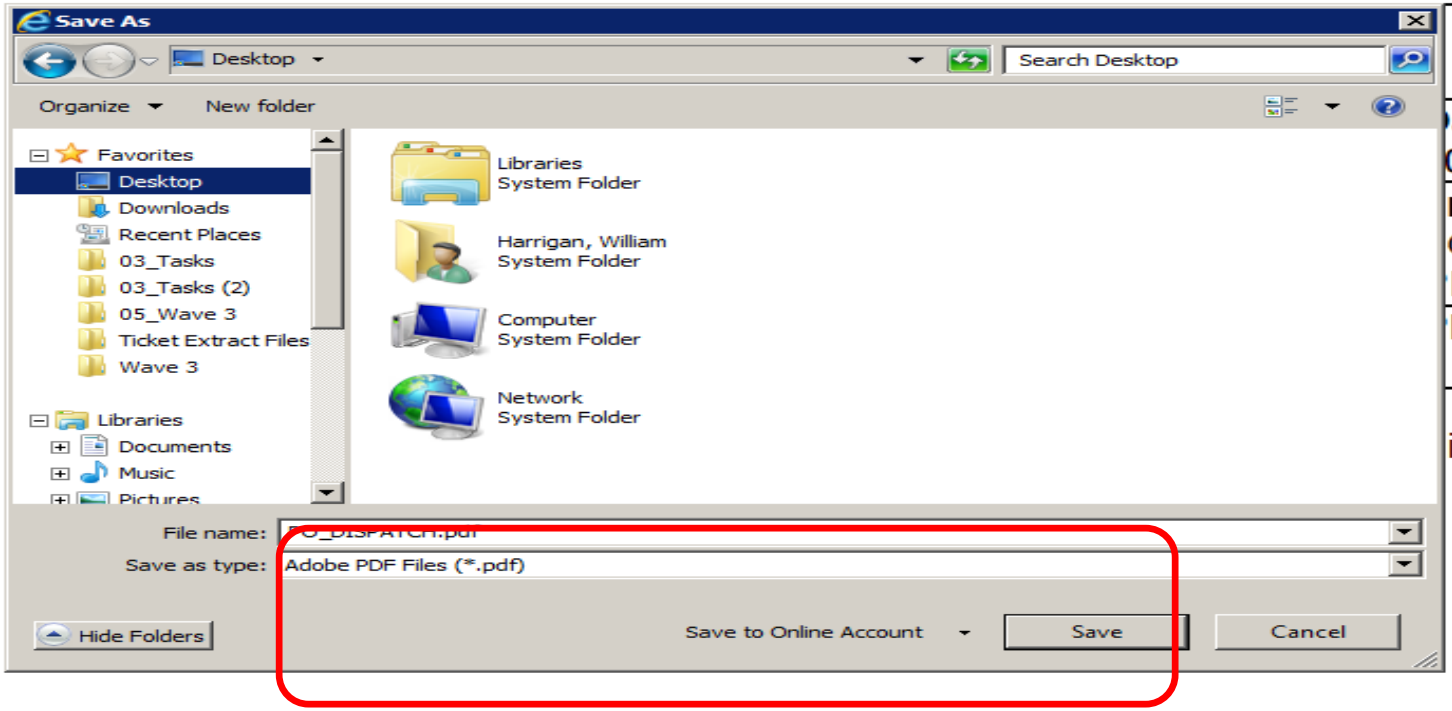
- Purchase Order must include the purchase authority (i.e. Contract Number, Delegation Authority Number, Leveraged Procurement Agreements, Master Service Agreement Number, funding information, etc.) and must be linked to the voucher.
- Purchase order and invoice must clearly show the amount of the invoice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



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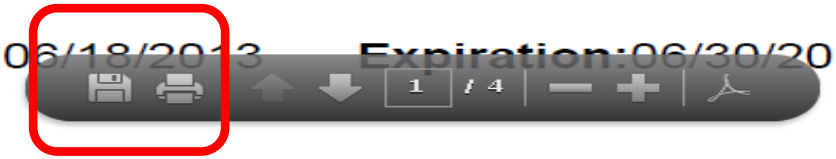
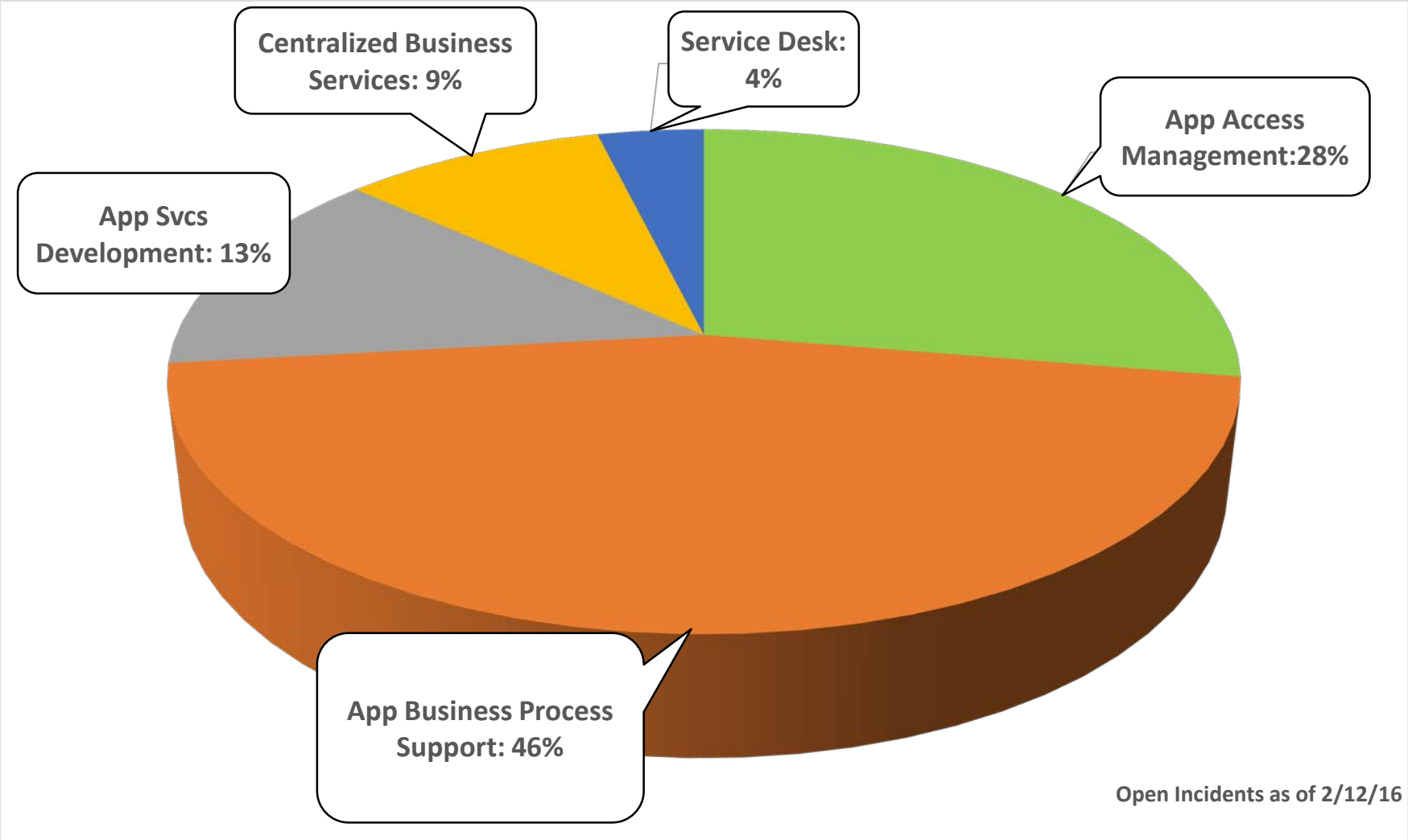


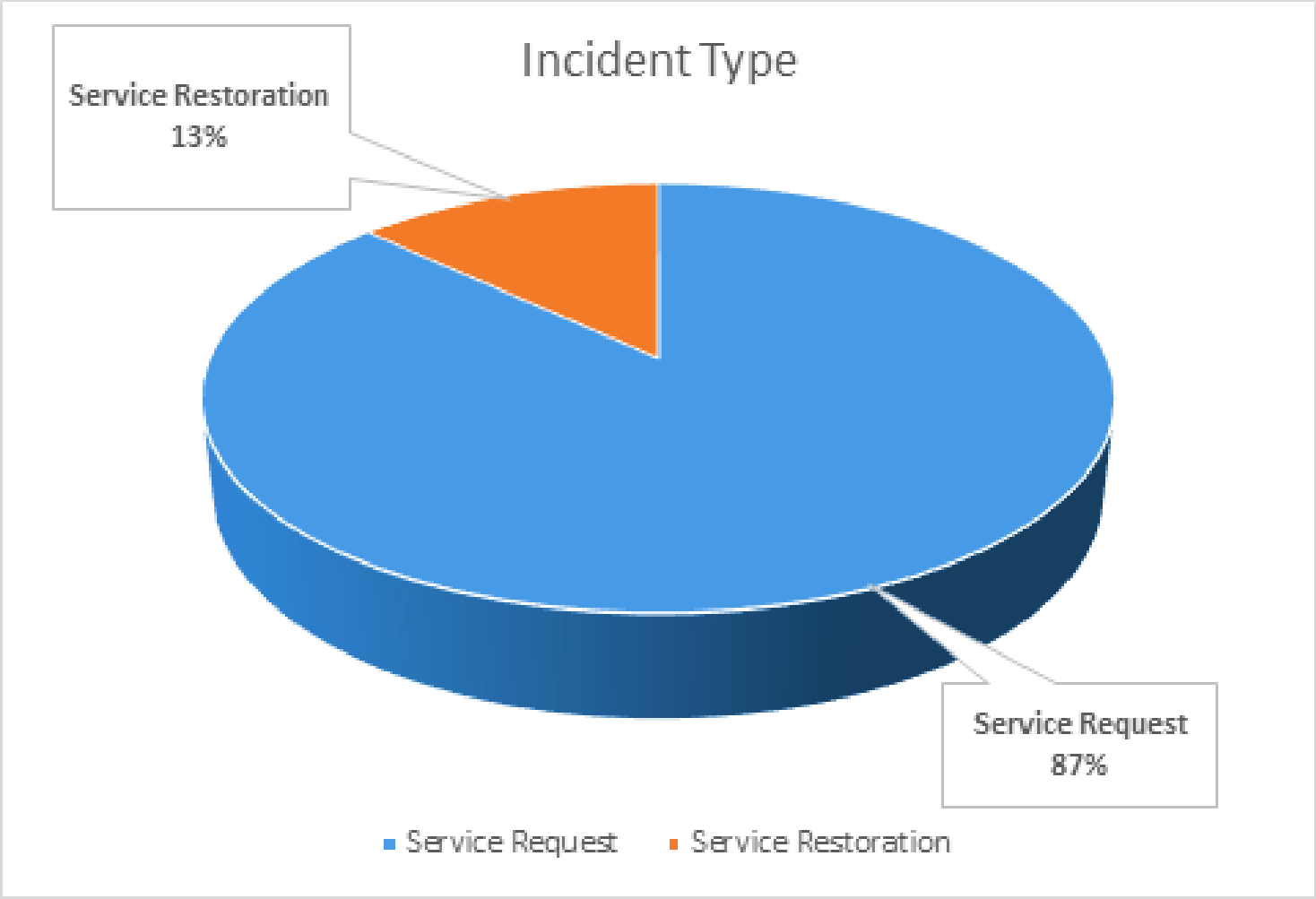
WESLEY RILEY

FI$Cal Service Center Manager

FSC Incident Trends



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		0% 20% 40% 60% 80%	

invitations sent

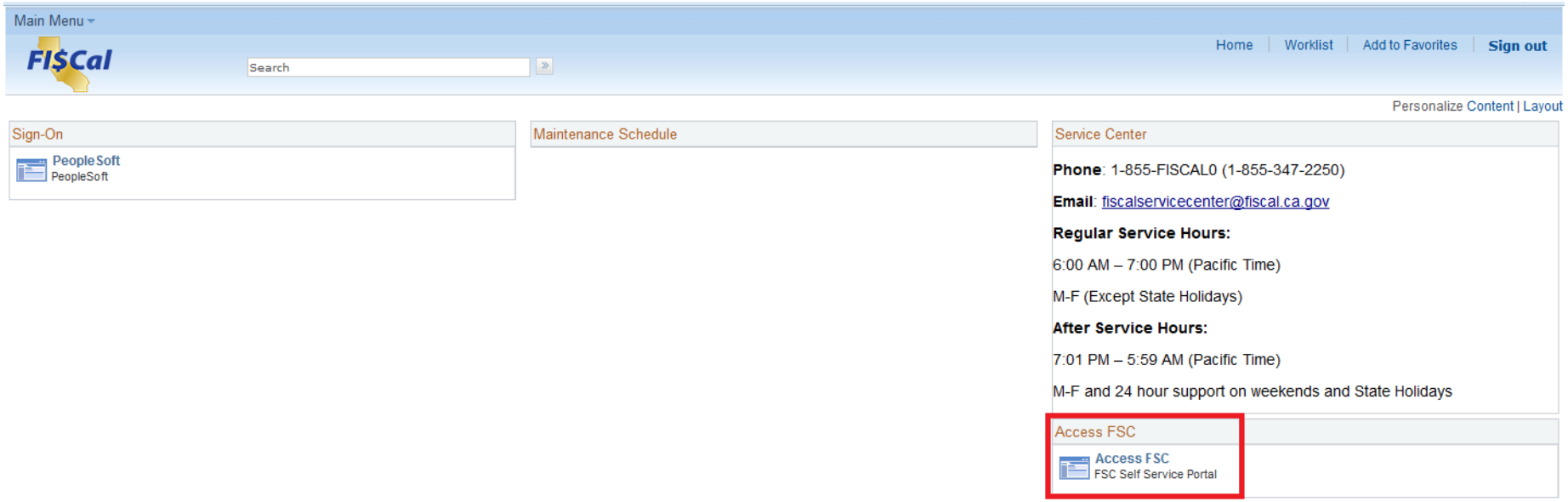
- Let us know how we did – your feedback helps us improve!

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		0% 20% 40% 60% 80%	

Self Service Options: Access FSC



Self Service Options: Access FSC

Home Logout

6 tickets found

Description	Product Name	Attachments
TING	IT Service Management	No
	IT Service Management	No
r Role Change_Ashley Wes Riley_FI$Cal	Application Security	Yes
	Labor Distribution	No
	Labor Distribution	No
	Troubleshooting	No

My Requests

- Open New Request
- View My Tickets

My Toolset

- Home

Self Service Options: Access FSC

Open New Incident

Email Address: ashley.john@fiscal.ca.gov

Phone: Country Code: Number:

CaseTypeTier1 -- Please Select --

CaseTypeTier2 -- Please Select --

Case Type: -- Please Select --

Short Description:

Detailed Description:

File(s) to attach: 3 maximum

Choose File No file chosen (Size limit 1 MB)

Self Service Options: Access FSC

FI$Cal
Financial Information System for California

Home Logout

Access FSC

Home » My Incidents

Advanced Sort

6 tickets found

Incident #	Status	Priority	Opened	Reported By	Modified Date	Assigned Group	Description	Product Name	Attachments
INC700039066111	Resolved	Low	2/8/2016 2:46:51 PM	ashley.lesley.john	2/8/2016 3:12:34 PM	SD-FISCal-Service Desk	ITSM TESTING	IT Service Management	No
INC700039020522	Cancelled	Low	2/4/2016 8:10:11 PM	k.mohideenbasha	2/5/2016 2:55:56 PM	SM-FISCal-Change Management	Test	IT Service Management	No
INC700038936366	Closed	Medium	1/29/2016 4:48:20 PM	ogom.eboagwu	2/6/2016 9:10:36 AM	AM-FISCal-Access Fulfillment-Onshore	UARF_User Role Change_Ashley John_DAD Wes Riley_FI$Cal	Application Security	Yes
INC700038882552	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
INC700038882536	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

My Requests

- Open New Request
- View My Tickets

My Toolset

- Home

Self Service Options: Access FSC

Access FSC

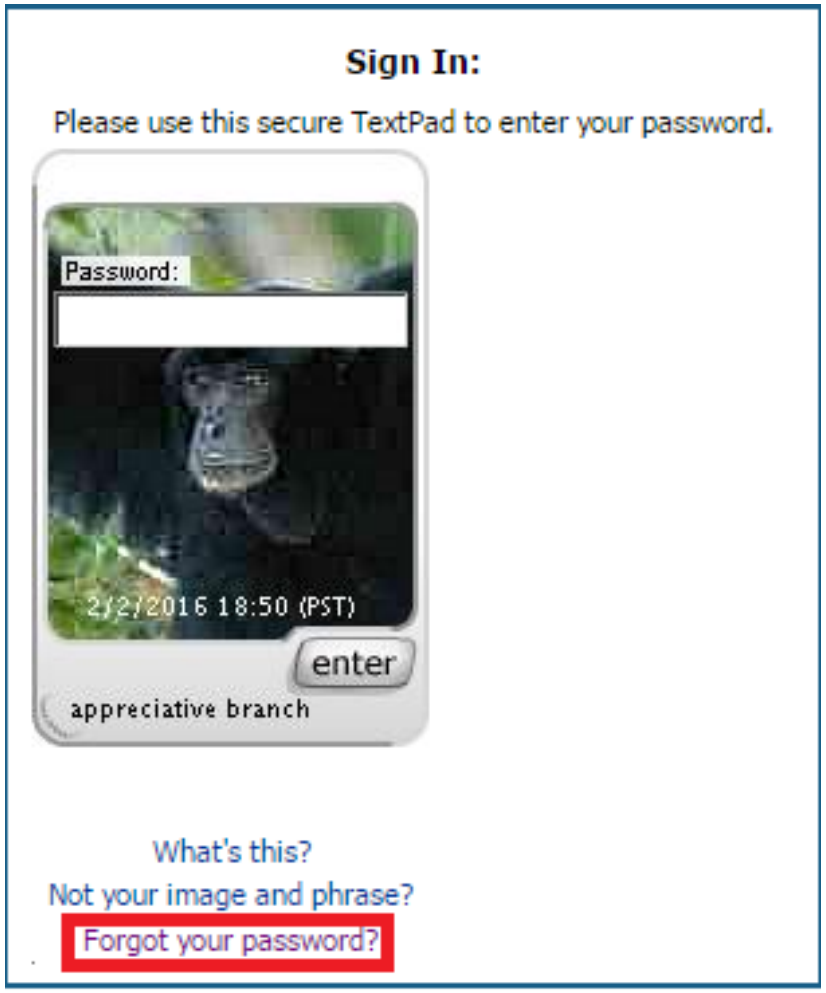
Home » My Incidents

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
INC700038882536	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



Poll Everywhere – Poll Question 2

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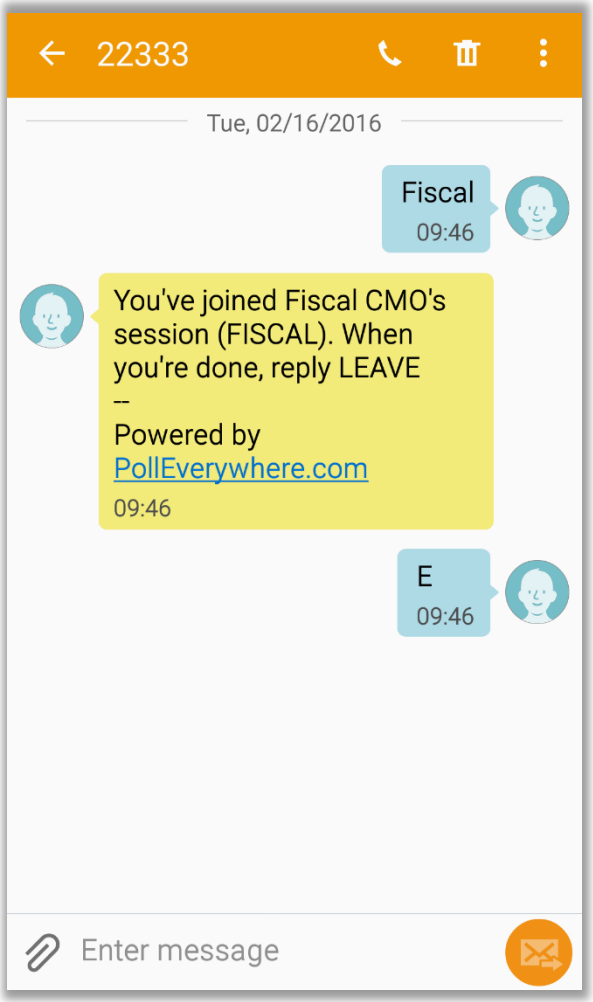

Poll Results – Morning Session

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

Answers to this poll are anonymous

"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

Poll Results – Afternoon Session

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

Respond at **PollEv.com/fiscal** Text **FISCAL** to **22333** once to join, then text your message

Answers to this poll are anonymous

"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

"Amending POs"
7 minutes ago

"Data conversions/translations"
10 minutes ago

"A sb/Dvbe -relevant forum for audience consisting of buyers, sb/Dvbe advocates, OSDS thanks Wes!"
9 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/

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

FI$Cal.cmo@FI$Cal.ca.gov