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| FI$Cal One state. One system. | **FI$CAL USER COMMUNITY FORUM**<br>**DATE: THURSDAY, OCTOBER 20, 2016**<br>**TIME: 9:30AM – 11:00AM**<br>**LOCATION: DEPARTMENT OF HEALTH CARE SERVICES, EAST END COMPLEX, 1500 CAPITOL AVENUE, SACRAMENTO, CA 95814**<br>**ROOM: AUDITORIUM** |

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| **Facilitators:** | Michael Muth<br>May Lee<br>Wes Riley |
| **Meeting Purpose:**<br>**Type of Meeting:** | FI$Cal User Community Forum |

## AGENDA TOPICS/MINUTES

| # | **Topic**<br>*[Brief description]* | **Presenter**<br>*[Name]* | **Duration**<br>*[Time in Min.]* |
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| **1** | Introduction/Agenda/Project Status | Michael Muth | 12 Min |
| **2** | Tips & Tricks – P-Cards (formally known as Cal Card) | May Lee | 60 Min |
| **3** | FSC - What We’ve Heard From You/Close | Wes Riley | 20 Min |

## QUESTIONS AND ANSWERS

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| Q1. Is the P-Card maintainer equivalent to the Cal Card Coordinator/Administrator? | A1. Yes the P-Card maintainer is equivalent to the Cal Card Coordinator/Administrator. |
| Q2. SCO has started pushing back vouchers for US Bank reconciliations because supporting documentation was not uploaded in a place that SCO is accustomed to seeing. Therefore, would you please demonstrate where the supporting documentation should be uploaded into FI$Cal? | A2. When it comes to reconciliations, SCO is only asking to see your departments paid receipts, they are not expecting you to attach your entire statement. If they are asking for anything other than that, then we are not aware of that request. Unfortunately I can’t demonstrate it right now because we don’t have the proper testing environment here with us. If you would like specific screen shots - please contact your Readiness Coordinator and they will assist. |
| Q3. What can we do if we cannot reconcile in a timely manner? | A3. I would recommend using ORF to pay your P-Card. Departments need to reconcile within 30 days and have to create a pre-paid voucher to cut that ORF check, but they will still have to reconcile in FI$Cal to offset the 2 voucher IDs. |

## QUESTIONS AND ANSWERS

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| Q4. Once the department has approved the billing, will DGS be approving the documents in a timely manner or will we have to monitor the approval process to ensure it is completed with the timeframe? | A4. From a DGS perspective, they are not involved in this process. The approval is at the department level. For example, if you reconcile P-Card transactions and the approver did not approve it by day 31, you will get a notice showing that you have exceeded your grace period. We recommend that you be proactive and check if these transactions have been approved. You won’t know if the transactions have been approved until you receive that email so it is best to go into the System and take a look at the statement yourself. Contact the approvers to let them know if it hasn’t been approved yet. |
| Q5. Is FI$Cal looking to implement a direct upload vs. a scanned document? | A5. We are not aware of any requests for such capabilities. It is possible that we might get that option in the future. However, the current expectation is that documents are scanned and attached. |
| Q6. Can we have multiple lines for that scanned document? When we did it in the past, we received a kick back from SCO? | A6. That might be more of an internal issue. Please take a look at the Job Aid for approvers. Click on the icon and see all of the attachments. In P-Card, you can scan and attach all of the attachments as a single file or you can scan and attach individual page as one single file. |
| Q7. I’m not familiar with ODMF-1562? What is it used for? | A7. ODMF stands for Operational Decision Making Framework. This documents the decisions that may impact different departments. This process gives us a specific ODMF number, because it is specific to that problem. ODMF-1562 in particular is specific to zero or negative voucher IDs as a result of credit transactions. |

## QUESTIONS AND ANSWERS

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| Q8. Can you explain more about roles within the cardholders themselves? We don't want cardholders to be buyers. Can someone other than the cardholder execute the PO? | A8. Only the cardholder themselves can use the card. If you are a cardholder, you are expected to follow the procurement rules. This means you still have to get the bid, get the quote, etc. The procedure has not changed. Depending on how you set it up, all cardholders for 2016 & 2017 would have to be assigned a department PO Buyer role. They will have the ability to create a Req/ PO and set up their own card as a payment mechanism for that purchase. |
| Q9. Can we have more than one Dept. P-Card maintainer? | A9. Yes, you may have as many as you would like. |
| Q10. When the 30-day grace period expires and the P-Card holder missed the time frame to reconcile, what will happen next? | A10. The cardholders will just continue to get the grace period email every day until they reconcile their P-Card transactions. The email will remind you every day, because the System does not turn off and will be a constant reminder. Your Dept. P-Card maintainer will not be very happy. |
| Q11. At year end, how does the P-Card System know that it is tied to the correct PO? How does the System know what time it is charged? What if you buy it at the very end, how do you distinguish what year it goes into? Also, how does the System distinguish it for those items without a PO? | A11. For example, any transaction from June 23- June 30 will not come on the June statement. These transactions will come in the July statement which will be the new fiscal year. Your transaction date automatically defaults as your Budget Date. The Budget Date in P-Card module cannot be edited. However, we have an ITSM ticket to default the transaction date as the Budget Date, as a result of 9.2 upgrade. This issue is still pending. |
| Q12. What is the process for setting up cardholders? | A12. For 2017 Release and 2018 Release departments, FI$Cal will set up the cardholder profiles for the departments. P-Card roles will be authorized via your role mapping tasks. After go live, additional roles can be requested via a SRRF. New cardholder profiles will be created by users with the Dept. P-Card Maintainer role. |

## QUESTIONS AND ANSWERS

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| Q13. How does the 106 Doc-Receive report come into play? | A13. For FI$Cal, we actually set up match rules. The System automatically defaults to a 3-way match. We are matching the voucher ID to receipt ID to the PO. If you want a 4-way match, you have to select that inspection is required. However, the match rules don't apply to P-Card. SCO is not asking for FI$Cal receipt ID. When you reconcile with a PO ID, you do not have to create a receipt ID in FI$Cal. All SCO wants is the invoice/receipt that shows paid in full. The System will not do any matching. |
| Q14. Is there any way to have cardholders that are not set up in FI$Cal? | A14. All cardholders are to be set up in FI$Cal. US Bank will send the P-Card transactions to FI$Cal and a cardholder profile is required for processing. Active cardholders need to be set up in the System. |
| Q15. Is there a way you can make a payment on something that you have not yet received? | A15. If you order something through a vendor and they swipe your card, you are expected to reconcile the transaction once you have received the item/ goods. As a department reconciler, the System will not prevent you from reconciling the transaction; however, it is expected that you follow the business process rule of not reconciling until you have received the item/ good. |
| Q16. What is no longer needed from SCO? | A16. Paper statement with receipts are no longer required/needed from departments. |
| Q17. Will data entry into SCPRS end when a 2018 Agency migrates to FI$CAL? | A17. 2017 Release and 2018 Release departments are expected to enter their SCPRS data directly into FI$Cal until go live. When a department goes live, SCPRS data entry is no longer required since the data will already be in FI$Cal. |
| Q18. Does the approver get email reminders to approve a cardholder's reconciliation or just one notification? | A18. The approver will receive multiple emails. The email notifications are based on each P-Card transaction line. |

## QUESTIONS AND ANSWERS

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| Q19. Why do we have to have a ticket set up when an issue arises? We have called in before and have been unable to resolve our issue because FSC does not contact us until 2 months later. Problems are not being resolved in a timely manner. | A19. Generally speaking, a ticket is required for all problems/issues. We are ticket-based and we are trying our best to be most efficient. When problems arise and disappear before the ticket is answered, we recommend using the WebEx tool to show us live what the issue is. Please contact FSC if there are any more problems and we will try our best to be timelier. |
| Q20. It feels like FSC does not label our problems as high priority when it is in fact high priority to our department. How do we communicate this to FSC? | A20. Please let us know by phone or email. You can specify the priority and we will take a look at it. We also suggest using the self-portal because you can check the priority status under that option. You can also escalate it by contacting FSC or Wes Riley directly. |