Financial Management - Payments

Welcome to the Enterprise Applications Due Diligence Survey! Your thoughtful response to this survey will help the Commonwealth to gather information to evaluate potential opportunities to re-engineer and re-solution common processes in the Commonwealth. Your input and information is vital for this project's success. Your response is due in five business days. To produce the most successful response, please read these instructions thoroughly.

Please answer the survey questions as fully as possible using existing policies, procedures, systems, data and professional experience. If you cannot answer a question using these resources, you are not expected to go to unusual lengths or use untested methods to gather information. Simply indicate, where possible, that the information is not available.

If your response does not fit into the space available or you have other information that you would like to provide, please contact Bob Haugh, Deputy Project Manager, (William.haugh@vita.virginia.gov, 804/344-8790) for assistance.

If you cannot complete the survey in one sitting, you can save the work you have already entered. Pressing the "Next" button at the bottom of each page both moves you to the next page and auto-saves each page as you complete it. Note that the survey page you are working on will not be saved until you click "Next," so you must click "Next" when you have finished the page if you have to stop and return later. When you re-enter the survey through your e-mail link, you will be returned to where you left off.

If data is not readily available or if you have to do some research to fully complete the survey, you can skip questions and come back to them. Please complete the survey to the best of your ability and press the "Submit" button to store your survey in the survey database. You can come back to your survey through your e-mail link and change your answers if the data becomes available. You are free to edit your submitted survey until we close the survey site. Please remember that every time you edit your survey after the first submission, you must press the "Submit" button again to record your changes. (Clicking the "Next" button will not auto-save pages when you are editing a previously submitted survey. Simply press "Submit" again.)

Thank you. We greatly appreciate your participation!

This document contains respondents between 1 and 41 inclusive.

Respondent 1 Submit date: May 10, 2005 E-mail address: david.mawyer@wsh.dmhmrsas.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Other than SPCC, purchase requests are approved by CFO. PO's are created and keyed into FMSPO. Orders processed through eVA where appropriate. Received items are received in the warehouse and verified on receiving report. Receiver posted to FMSPO which "matches" document and moves it to AP for processing. "IN" batches are matched against invoice and processed for payment.

For items not requiring a PO, the Purchase Request signed and matched against a receiver and invoice before processing payment. Signatures are verified.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Generally, payments are processed (keyed) into FMS and interfaced to CARS. However, there are payments, that because of due date or some other issue, require us to key directly to CARS and to FMS separately (interface is not used).

4. Does your Agency operate its own financial system?

- ◉ Yes
- ○ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Reconcile payment info to program,cost center, subobject and fund levels between FMS and CARS monthly. This process is initiated through FINDS/FMS file download into an Access dbase comparison written by Central Office internal audit. Any discrepancy is then researched and appropriate journal entry or action taken.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

See 5 above

8. What percentage of payments include multiple lines of accounting distributions?

25 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

0

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Distribution of payment is driven by calculated due date regardless of receipt of invoice and goods/services. Generally, DOA requires 7-10 business days to process payment and for check to be issued by Treasury on due date. We comply with the Prompt Payment Act.

11. How does your Agency assign vendor numbers?

We have a log book and assign a sequential #. Purchasing dept requests that a new vendor be added which is keyed into the Accts Payable vendor file. Leading # of 9 number field identifies agency within our region.

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- (●) Yes
- ( ) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ( ) Yes
- (●) No

15. How many payment transactions does your Agency process per month?

750

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

15 %

Check payments

85 %

17. Are there any obstacles to moving your vendors to EDI?

- (●) Yes
- ( ) No

18. If yes, please describe these obstacles.

DOA is responsible for this. Western is responsible for travel edi

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ○ Yes
- ◉ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

- ◉ Agency addresses
- ○ Refer to another source

Other

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23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- (●) Yes
- ( ) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

Fiscal staff went to individual cardholders and verified compliance of cardholder documentation to DOA requirements

26. How does your Agency handle special payments?

refer to CAPPS manual for guidance.

Not sure what constitutes a special payment by definition?

27. How many special payments does your Agency process each year?

na

28. What are the primary reasons for these special payments?

1.

2.

3.

4.

29. How many 1099s does your Agency produce annually?

50

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ◉ Yes
- ○ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

4

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- ○ Centralized
- ◉ Decentralized

Comments

WSH maintains centralized processing in order to maintain records per DOA standards for audit and retention purposes

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ◉ Yes
- ○ No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.	local fund payments	quicken-batch posted to FMSGL	No	No
2.	patient fund account payments	quicken-batch posted to Pat Fund Ledger	No	No
3.	petty cash payments	quicken-batch posted to FMSGL	No	No
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Approved purchase request is matched to IAT and Receiver and subsequently interfaced through Accts Payable to CARS

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt Pay compliance statistics and number of vendor inquiries or complaints (which are infrequent). We also monitor spending levels monthly.

41. Can you share any available information about this evaluation process?

We do not have established process standards but only monitor compliance

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Payee can generally be assured of when they may receive payment based on Prompt Payment requirements.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

There is no sense of outstanding obligations made on behalf of the commonwealth. As everything is "cash" based, you only know your expense as it is paid.

44. Please list up to 5 opportunities for improvement to the Payment process.

Change interface process to CARS to be summary level only and let detail from FMS go to Treasury direct would eliminate some detailed reconciliation

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	4.0
Band - 4	.2
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	1301 Richmond Road, Staunton VA 24401	4.2
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- (●) Yes
- ( ) No

Comments

Decentralization standards from DOA and availability for FOI requests or availability for audit

48. If you have any other concerns or comments about this functional area, please include them here.

FTE's reported in 41 above were included in FTE data reported in Accounting survey response

Respondent 2 Submit date: May 11, 2005 E-mail address: ray.ratke@co.dmhmrsas.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Travel audited based on travel regulations
Vendor invoices are reviewed and approved based on CAPPM requirements, based on P.O., contract or other agreement and delivery of materials/or services.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Information is keyed to FMS and information is interfaced with CARS on a daily basis. Documentation remains at the agency.

4. Does your Agency operate its own financial system?

- (●) Yes
- ( ) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

We compare weekly/monthly and quarterly reports with CARS reports and reconcile any differences if needed.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Example: If it is in the CARS error file due to cash availability, the transaction is withheld until the cash deposited is recorded in CARS.

8. What percentage of payments include multiple lines of accounting distributions?

90 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

12

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Getting invoice approvals/matching P.O. and/or contract and verifying receipt of materials, merchandise, or services in accordance with contract terms.

11. How does your Agency assign vendor numbers?

Randomly by FMS.

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ○ Yes
- ◉ No

15. How many payment transactions does your Agency process per month?

900

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

50 %

Check payments

50 %

17. Are there any obstacles to moving your vendors to EDI?

- ◉ Yes
- ○ No

18. If yes, please describe these obstacles.

Vendor willingness to sign up for EDI or inability to establish a bank account.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ◉ Yes
- ○ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	In June, volume of payments doubles/travel incr.
The percentage of agency payments processes during this timeframe	15%
Additional staff requirements	none
Impact on elapsed time between invoice and payment	none
Other actions	flexibility with part-time help year end processing

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

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23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

No special payments processed.

27. How many special payments does your Agency process each year?

N/A

28. What are the primary reasons for these special payments?

1.

N/A

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

37

30. Do you have a process for reconciling 1099s with the IRS?

- (●) Yes
- ( ) No

31. Please describe this process.

It is done on an exception basis, if needed.

32. Do you have an automated 1099 process?

- (●) Yes
- ( ) No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

2

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- ○ Centralized
- ◉ Decentralized

Comments

Original vouchers audited annually by DOA/APA

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ○ Yes
- ◉ No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

We use interagency process vouchers (IATs) to pay DGS, VITA, and other state agencies. Info is keyed in FMS and interfaced with CARS daily.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt Pay Act statistics over 95% compliance. Also, the Comptroller's Quarterly Report on compliance issues, i.e., REDI, Payline, and SPCC.

41. Can you share any available information about this evaluation process?
Information is available on line at the DOA website - www.doa.state.va.us

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?
EDI payment processes is excellent.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?
N/A

44. Please list up to 5 opportunities for improvement to the Payment process.
N/A

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	2.5
Band - 4	3.0
Band - 5	1.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	1.0

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	1220 Bank Street, Richmond, VA 23218	7.5
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- (●) Yes
- ( ) No

Comments

CAPPM/Travel Regulations

48. If you have any other concerns or comments about this functional area, please include them here.

N/A

Respondent 3 Submit date: May 12, 2005 E-mail address: don.blankenship@vdacs.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

All purchases require pre-authorization by an individual with an appropriate approval threshold.(in Dollars). The approved purchasing document is matched with the vendors invoice and an approved receiving report (Cannot be same person who authorized the expenditure). (3-way match.). Documents are reviewed for original signatures and original documents (Unless stamped certified copy). Dollars and quantities must match . Proper coding and compliance with other policies and procedures. Travel requires pre-authorization and post approval by supervisors and others. IATs require program area approval and Finance Office approval before keying. ATV require initiator approval and Fiscal Director approval. Travel under goes significant audit and examination processes.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Once transactions are keyed into the agency system (FINSYS) it is batched off to CARS nightly via an automated process.

4. Does your Agency operate its own financial system?

- (●) Yes
- ( ) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

All reconciliations required by DOA are performed monthly. FINSYS reports are generated to easily identify reconciling items. Adjusting entries are made. Reconciliations are fully documented and signed for electronically to DOA as completed.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Check CARS daily for transactions hitting the error report. Make adjustments as needed either through DOA or in FINSYS.

8. What percentage of payments include multiple lines of accounting distributions?

60 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

30

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

After we complete processing until the check is cut. This is because prompt pay wants us pay as close to 30 days as possible without going over. – Good Cash Management.

11. How does your Agency assign vendor numbers?

FEIN, TIN, or SSN are used. Sometimes program areas' systems assign a client number but it is not used for accounting or payment purposes. Special client numbers are not agency policy.

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ◉ Yes
- ○ No

15. How many payment transactions does your Agency process per month?

1,000

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

%

Check payments

%

17. Are there any obstacles to moving your vendors to EDI?

- ◉ Yes
- ○ No

18. If yes, please describe these obstacles.

Vendor choice not to participate.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ○ Yes
- ◉ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

- ☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

- ◉ Agency addresses
- ○ Refer to another source

Other

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23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

In accordance with the CAPP Manual, Purpose: Emergencies

27. How many special payments does your Agency process each year?

1 to 2

28. What are the primary reasons for these special payments?

1.

Emergencies

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

100

30. Do you have a process for reconciling 1099s with the IRS?

- (●) Yes
- ( ) No

31. Please describe this process.

We analyze FINSYS data electronically to identify 1099 situations. Data is verified. Submitted electronically to the IRS. The IRS notifies us if we have any data that does not match therir system (SSNs or name address combinations.)

32. Do you have an automated 1099 process?

- ( ) Yes
- (●) No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

100 hours each year

34. How many locations receive vendor invoices within your Agency?

One but vendors sometimes make mistakes and send them to the wrong location.

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

Centralized to best control accounting quality and minimized errors or compliance issues. We are decentralized from DOA.

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- (●) Yes
- ( ) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.	All but IATs	FINSYS	Yes	Yes
2.	IATs	CARS	Yes	Yes
3.	Overseas Wire Transfers	Petty Cash through Bank System	No	No
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

IAT's Through CARS (Input by credit Agency, approved by the charge agency). Then we put a balancing entry in FINSYS.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt pay data. VDACS has had a 99% plus prompt pay percentage for the last several years for both dollars and transactions.

41. Can you share any available information about this evaluation process?

DOA data
Not listed in the Comptroller's Quarterly Reports.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Prompt pay due dates and the 3-way match

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

A fully integrated business enterprise system linking all financial aspects of operations. Accounting, reporting, payroll, fixed assets, budgeting, human resources, receivables, collections, purchasing, etc. and gives management the information needed.

44. Please list up to 5 opportunities for improvement to the Payment process.

Paperless process using document imaging.

eVA purchasing processes to automated payment processes without an administrative strain on the agencies.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	.0
Band - 2	.0
Band - 3	1.1
Band - 4	.6
Band - 5	.2
Band - 6	.1
Band - 7	.0
Band - 8	.0
Band - 9	.0
Contracted Labor	.0

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	1100 Bank Street, Suite 1109	7
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- (●) Yes
- ( ) No

Comments

CAPP Manual requirements and requirements for Fiscal operations in the Code of Virginia.

48. If you have any other concerns or comments about this functional area, please include them here.

None

Respondent 4 Submit date: May 12, 2005 E-mail address: kathleen.thoman@nvtc.dmhmrsas.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Vendor, IAT payment types require 3-way match (PO, receiving, invoice), verification of: required signature, calculation of prompt pay date, accuracy of coding, vendor, amount, discounts.

Travel payments require 2-way match (travel reimbursement voucher & travel request); review for accurate coding, required signatures, amount, appropriate supporting documentation, and compliance with travel regulations.

Petty cash batch requires review for supporting documentation, reconciliation to GL petty cash account, verification of amount, required signatures, supporting documentation.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Payments are entered into FMS accounts payable module which updates GL, vendor information & PO. Job is executed to transfer payment information to CARS.

4. Does your Agency operate its own financial system?

- (●) Yes
- ( ) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Weekly 401 payment information is reconciled to FMS log. Monthly automated reconciliation of FMS to CARS at fund/program/cost center/project/ and object level.

6. What percentage of your Agency's payments submitted to CARS have errors?

%

7. What is the process for error correction?

E-mail to error correction is necessary

8. What percentage of payments include multiple lines of accounting distributions?

5 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

3

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

11. How does your Agency assign vendor numbers?

Federal ID

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- (●) Yes
- ( ) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

.....

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

.....

Check payments

.....

17. Are there any obstacles to moving your vendors to EDI?

- ( ) Yes
- (●) No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ○ Yes
- ◉ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

- ☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

- ◉ Agency addresses
- ○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

No special payments

27. How many special payments does your Agency process each year?

28. What are the primary reasons for these special payments?

1.

.....

2.

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3.

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4.

.....

29. How many 1099s does your Agency produce annually?

.....

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ◉ Yes
- ○ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

One

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

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36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Same as vendor payment process, except a different batch type is used so we can key the other agency's coding.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Compliance with various Commonwealth policies, such as prompt pay, travel regulations. Review of accounts payable documents processed log errors.

41. Can you share any available information about this evaluation process?

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

All

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

44. Please list up to 5 opportunities for improvement to the Payment process.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.0
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	Braddock Road/ Fairfax	1
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 5 Submit date: May 12, 2005 E-mail address: william.hawkins@svtc.dmhmrsas.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

For goods received the FMS II system generates a receiving document which gives approval that the goods have been received. For services the appropriate staff signs that services have been received and forwards for payment.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

The use of a Financial Management (FMS II) records Vendor Payments.

4. Does your Agency operate its own financial system?

- (●) Yes
- ( ) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Perform a monthly reconciliation of FMS to CARS. This reconciliation is signed off by the appropriate management staff and submitted to DOA.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Run error report generated from CARS. Make necessary correction to adjust entry on a daily basis.

8. What percentage of payments include multiple lines of accounting distributions?

85 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

30

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

After the file transmittal has been received by DOA until the payment is distributed.

11. How does your Agency assign vendor numbers?

New Vendors are keyed into the FMS II system through our Accounts Payable Ledger with an assigned vendor number. All history of the Vendor is kept on file.

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ◉ Yes
- ○ No

15. How many payment transactions does your Agency process per month?

1,300

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

49 %

Check payments

51 %

17. Are there any obstacles to moving your vendors to EDI?

- (●) Yes
- ( ) No

18. If yes, please describe these obstacles.

There are vendors who will not comply with EDI payments.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ( ) Yes
- (●) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

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23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

The process is the same as regular payments except the check comes bact to the agency for attachments and mailed to the vendor.

27. How many special payments does your Agency process each year?

50

28. What are the primary reasons for these special payments?

1.

Need enclosures with checks

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

140

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ◉ Yes
- ○ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

4

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- ○ Centralized
- ◉ Decentralized

Comments

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36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ◉ Yes
- ○ No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.	Travel Payment	FMS II	Yes	
2.	Vendor Payments	FMS II	Yes	
3.	Intra-Agency	FMS II	Yes	
4.	Inter-Agency	FMS II	Yes	
5.	Petty Cash Reimbursement	FMS II	Yes	

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Process through a special bank (IAT) in FMS II and submit to CARS.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt payment compliance, 95% of all invoices paid timely.

41. Can you share any available information about this evaluation process?

This is a mandated policy directed by DOA. If we are not in compliance we must have a plan of correction to meet the 95% compliance.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

The Small Purchase Charge Program is expedient for the facility as well as for the payee.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

If more vendors were sold on accepting the AMX charge card the process would better serve the Commonwealth and payees. Our current FMS II system is extremely effecient in processing payments to all payees and serves the Commonwealth in a very effiecint manner.

44. Please list up to 5 opportunities for improvement to the Payment process.

1. EDI payments
2. AMX charge card

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	2.0
Band - 3	1.0
Band - 4	1.0
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	P. O. Box 4030 Petersburg, Va	4
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.

This agency process invoices for four (4) state agencies.

Respondent 6 Submit date: May 13, 2005 E-mail address: jane.mccroskey@mrc.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Manual Entry

4. Does your Agency operate its own financial system?

- ○ Yes
- ◉ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Research problem internally and e-mail DOA with correction(s) needed

8. What percentage of payments include multiple lines of accounting distributions?

75 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

15

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Gathering receipts/receiving documents from field staff

11. How does your Agency assign vendor numbers?

SSN or FIN

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ○ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ◉ Yes
- ○ No

15. How many payment transactions does your Agency process per month?

1,500

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

70 %

Check payments

30 %

17. Are there any obstacles to moving your vendors to EDI?

- ○ Yes
- ◉ No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ◉ Yes
- ○ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	Receipt of monthly AMEX billing
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- (●) Yes
- ( ) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

Audit for compliance with State procurement rules and audit for SWAM procurement opportunities and reviewed also for cost account coding

26. How does your Agency handle special payments?

Follow DOA guidelines

27. How many special payments does your Agency process each year?

1

28. What are the primary reasons for these special payments?

1.

n/a

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

60

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ○ Yes
- ◉ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

2 1/2 weeks per year

34. How many locations receive vendor invoices within your Agency?

1

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

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36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Done in accordance with DOA payment guidelines

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt Payment statistics - generally run between 99% and 100%

41. Can you share any available information about this evaluation process?

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

EDI

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

CARS could use some enhancements to simplify vendor edit and descriptor field usage

44. Please list up to 5 opportunities for improvement to the Payment process.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.5
Band - 4	
Band - 5	.1
Band - 6	.1
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	2600 Washington Avenue, Newport News, VA	3
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 7 Submit date: May 13, 2005 E-mail address: patrick.wilson@dce.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Key on-line into CARS.

4. Does your Agency operate its own financial system?

- ○ Yes
- ◉ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

E-mail DOA - General Accounting the corrective action.

8. What percentage of payments include multiple lines of accounting distributions?

60 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

14

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Obtaining receiving reports from the field locations.

11. How does your Agency assign vendor numbers?

DCE do not assign vendor numbers, we use the company's FIN.

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ( ) Yes
- (●) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ( ) Yes
- (●) No

15. How many payment transactions does your Agency process per month?

796

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

5 %

Check payments

95 %

17. Are there any obstacles to moving your vendors to EDI?

- (●) Yes
- ( ) No

18. If yes, please describe these obstacles.

Use of Amex

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- (●) Yes
- ( ) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	Year-end closing
The percentage of agency payments processes during this timeframe	40%
Additional staff requirements	Overtime and pull other staff from other areas
Impact on elapsed time between invoice and payment	5 day
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

DCE doesn't process special payments.

27. How many special payments does your Agency process each year?

none

28. What are the primary reasons for these special payments?

1.

2.

3.

4.

29. How many 1099s does your Agency produce annually?

40

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ○ Yes
- ◉ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

2 weeks

34. How many locations receive vendor invoices within your Agency?

60

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

.....

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

IAT through CARS or process a check if agency will not or cannot take an IAT.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

41. Can you share any available information about this evaluation process?

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

More EDI payment to State Agencies and vendors.

44. Please list up to 5 opportunities for improvement to the Payment process.

More EDI payment to State Agencies and vendors.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	.2
Band - 6	.7
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	101 N 14th Street, Richmond, VA 23219	5
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 8 Submit date: May 13, 2005 E-mail address: robert.young@trs.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

For risk management claims and payments, the process is based on size and type of claim/payment. There is a layered approval process.

For vendor payments, the director of each Treasury division must approve its division's vendor payments.

Treasury's Unclaimed Property Division has its own set of procedures to pay unclaimed property claims.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

on-line keying to CARS and automated interface

4. Does your Agency operate its own financial system?

- (●) Yes
- ( ) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Monthly support documents taken from each system - CARS and internal systems - are reconciled to each other and discrepancies resolved.

6. What percentage of your Agency's payments submitted to CARS have errors?

%

7. What is the process for error correction?

CARS reconciliations detect coding errors. If batch hits CARS error file, agency must correct through DOA general accounting.

8. What percentage of payments include multiple lines of accounting distributions?

25 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

7

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Distribution of payment

11. How does your Agency assign vendor numbers?

FEIN

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ( ) Yes
- (●) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ○ Yes
- ◉ No

15. How many payment transactions does your Agency process per month?

650

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

50 %

Check payments

50 %

17. Are there any obstacles to moving your vendors to EDI?

- ◉ Yes
- ○ No

18. If yes, please describe these obstacles.

With regard to the payment of unclaimed property claims, these are one-time payments generally that don't lend themselves readily to electronic payment.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ○ Yes
- ◉ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

Treasury has very few special payments. Occasionally our Risk Management division will have a rush claim payment. If payment can be next day, we would do an x-batch through CARS. If same day processing is needed, we would do a special through CARS. If it is a real emergency, we would use petty cash.

27. How many special payments does your Agency process each year?

5 to 10

28. What are the primary reasons for these special payments?

1.

risk management related claim payments

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

150

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ◉ Yes
- ○ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

approximately 5

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- ○ Centralized
- ◉ Decentralized

Comments

Decentralized by type of payment. Risk Management payments are processed in Risk Management. Unclaimed Property payments are centralized in our Unclaimed Property Division. Vendor payments for all divisions of the agency are processed centrally for us by the Department of Accounts. All payments are processed through CARS. Risk and Unclaimed Property payments are also recorded in the respective systems for these functions.

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ◉ Yes
- ○ No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.	Unclaimed Property Claims	Unclaimed Property System (internally developed system)	Yes	
2.	Risk Management Claims	Civitas (internally developed systems)	No	
3.	Vendor Payments	CARS	Yes	
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

We process IAT's through CARS or submit IAT's to agencies for processing through CARS.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt payment compliance reports; monthly CARS reconciliations

41. Can you share any available information about this evaluation process?

None

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

None

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

difficult to get vendor history from CARS

44. Please list up to 5 opportunities for improvement to the Payment process.

easier way to track vendor history

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.2
Band - 4	1.6
Band - 5	.3
Band - 6	.1
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	Treasury (101 N. 14th St., Richmond)	1.2
2.	Dept of Accounts (101 N. 14th St., Richmond)	1.0
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- (●) Yes
- ( ) No

Comments

CAPP Manual, Procurement regulations, Code of Virginia regarding payments

48. If you have any other concerns or comments about this functional area, please include them here.

none

Respondent 9 Submit date: May 16, 2005 E-mail address: dennis.johnson@governor.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

n/a

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

manual entry.

4. Does your Agency operate its own financial system?

- ○ Yes
- ◉ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Fax corrected information to error correction section in the Department of Accounts.

8. What percentage of payments include multiple lines of accounting distributions?

10 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

25

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

distribution of payment.

11. How does your Agency assign vendor numbers?

n/a

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ( ) Yes
- (●) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

50

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

90 %

Check payments

10 %

17. Are there any obstacles to moving your vendors to EDI?

- ○ Yes
- ◉ No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ○ Yes
- ◉ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

Special payment requests are submitted to the Department of Accounts for processing. The request includes a reason for handling the vendor payment as a special.

27. How many special payments does your Agency process each year?

50

28. What are the primary reasons for these special payments?

1.

Governor's Opportunity Fund payments are processed as specials.

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

75

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ○ Yes
- ◉ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

approximately 50 hours.

34. How many locations receive vendor invoices within your Agency?

1

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

.....

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Inter-agency transfer (IAT).

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

n/a

41. Can you share any available information about this evaluation process?

n/a

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Small purchase charge card program.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

n/a

44. Please list up to 5 opportunities for improvement to the Payment process.

n/a

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	2.0
Band - 6	
Band - 7	
Band - 8	1.0
Band - 9	
Contracted Labor	1.0

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	1111 East Broad Street	4.0
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 10 Submit date: May 16, 2005 E-mail address: thomasdaley@schev.edu

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Request for payment are generated by unit within agency, approved by unit Director, then approved by Budget & Finance Director.

Deputy Director approves agency operational expenditures over $1,000.

Pass through payments are approved at unit level then by Budget & Finance Director

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

DOA processes our payables - manual entry.

4. Does your Agency operate its own financial system?

- ( ) Yes
- (●) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Correct via ATV.

8. What percentage of payments include multiple lines of accounting distributions?

75 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

24

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Payments are processed through DOA - we get the invoice to them within a day or two of received it.

11. How does your Agency assign vendor numbers?

Done by DOA

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

100

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

40 %

Check payments

60 %

17. Are there any obstacles to moving your vendors to EDI?

- ( ) Yes
- (●) No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- (●) Yes
- ( ) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	pass through dollars
The percentage of agency payments processes during this timeframe	40
Additional staff requirements	n/a
Impact on elapsed time between invoice and payment	none
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

27. How many special payments does your Agency process each year?

28. What are the primary reasons for these special payments?

1.

.....

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

.....

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ○ Yes
- ◉ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

Done by DOA

34. How many locations receive vendor invoices within your Agency?

4-5

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

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36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Payables are processed in DOA. We have 99.52% of payments made in compliance of Prompt Pay.

41. Can you share any available information about this evaluation process?

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Using the Purchasing Cards

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

Better financial system (CARS) that is web-based, real time and easier to use.

44. Please list up to 5 opportunities for improvement to the Payment process.

Easier system to look up vendors. Drill down capablities to look up payments made by object code, fund or cost code. Real time processing instead of batch. eVA improvements regarding vendor's registered in system. New financial records system.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	1.0
Band - 6	1.0
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	1.0

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	101 N. 14th Street, Richmond, VA	3
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ○ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.

Once again .... the Commonwealth of Virginia must updated the CARS/FATS system. Need to keep up with financial technology as business and industry does. Many productivity issues due to the outdated systems currently being used.

Respondent 11 Submit date: May 16, 2005 E-mail address: david.vonmoll@doa.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Goods purchases require review of receiving reports. All other payment types require appropriate authorizations, coding and policy enforcement.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Online data entry

4. Does your Agency operate its own financial system?

- ( ) Yes
- (●) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

5 %

7. What is the process for error correction?

Identify reason and notify DOA General Accounting

8. What percentage of payments include multiple lines of accounting distributions?

20 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

20

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Obtaining the necessary approvals. Note - the above elapsed days indicates the days to recordation, not payment, since due dating controls payment timing and is subject to prompt pay requirements.

11. How does your Agency assign vendor numbers?

FEIN

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ○ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ○ Yes
- ◉ No

15. How many payment transactions does your Agency process per month?

280

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

.....

Check payments

.....

17. Are there any obstacles to moving your vendors to EDI?

- (●) Yes
- ( ) No

18. If yes, please describe these obstacles.

Vendor willingness

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ( ) Yes
- (●) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

In accordance with state policy

27. How many special payments does your Agency process each year?

0

28. What are the primary reasons for these special payments?

1.

Expedite due to prompt payment

2.

3.

4.

29. How many 1099s does your Agency produce annually?

69

30. Do you have a process for reconciling 1099s with the IRS?

- (●) Yes
- ( ) No

31. Please describe this process.

Manual

32. Do you have an automated 1099 process?

- ( ) Yes
- (●) No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

DOA - 6-8 hours
Treasury - 24 hours

34. How many locations receive vendor invoices within your Agency?

1

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

.....

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

IAT

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt payment compliance

41. Can you share any available information about this evaluation process?

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

Reasonableness edits to validate entered due dates.

44. Please list up to 5 opportunities for improvement to the Payment process.

Intergration with purchasing

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.5
Band - 4	1.0
Band - 5	.0
Band - 6	.2
Band - 7	.0
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	101 N. 14th St. Richmond	3
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ○ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 12 Submit date: May 16, 2005 E-mail address: jgargasz.dma@state.va.us

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Within each department/section there is designated an individual that is responsible for conducting all edits before submitting a document for payment. This person codes and signs the document that denotes it has met compliance and is ready for payment.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

We use the whole CARS vendor table function. This should be the Vendor table for the WHOLE state of Virginia. All systems and processess should feed into and out of this table. This would reduce vendor confusion when they receive various payments from multiply state agencies and be a clearing house to weed out fradulent vendors or debarred suppliers.

4. Does your Agency operate its own financial system?

- ○ Yes
- ◉ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

3 %

7. What is the process for error correction?

Submitting an agency ATV.

8. What percentage of payments include multiple lines of accounting distributions?

68 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

30

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

The time between receipt of an invoice and final approval for payment.

11. How does your Agency assign vendor numbers?

using the Vendor Federal Identification Number.

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ( ) Yes
- (●) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ○ Yes
- ◉ No

15. How many payment transactions does your Agency process per month?

1,127

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

28 %

Check payments

43 %

17. Are there any obstacles to moving your vendors to EDI?

- ◉ Yes
- ○ No

18. If yes, please describe these obstacles.

Some the Good Old Boys back here in the Woods Do not trust the banks and they want to see the hard copy to believe they have been paid. EDI in the past had been difficult to get vendors enrolled because of the paper work and exposure of account numbers.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ◉ Yes
- ○ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	Must spend the federal or state funds or they will lapse
The percentage of agency payments processes during this timeframe	12%
Additional staff requirements	Usually handled by over time of existing staff
Impact on elapsed time between invoice and payment	Usually no impact due to extra efforts
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- (●) Yes
- ( ) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

The AMEX card is the MOST costly admin, process for the agency. Because 80% of the transactions are federally reimbursed we must provide a detailed audit trail from the CARS books of original entry back to the AMEX card back to the Vendor where the transaction occurred

26. How does your Agency handle special payments?

Are these specials requested from DOA. We usually do not request DOA special checks. If it is a crsis, our agency director will pay from his personal funds and hope that the Commonwealth will reimbursement him.

27. How many special payments does your Agency process each year?

None

28. What are the primary reasons for these special payments?

1.

NONE

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

66

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ○ Yes
- ◉ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

N/A

34. How many locations receive vendor invoices within your Agency?

7

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

Command and Controll

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Check, IAT or Other barter terms.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

CARS REPORT ACTR 1306

41. Can you share any available information about this evaluation process?

Yes, Read the CAPP manual for a description and purpose of this report and read the Virginia Pompt Payment Act.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

First thing there are no EVA or AMEX fees which are hidden taxes for doing business with the state and increase the cost of goods and services to the taxpayers of Virginia. Payments made thorough CARS are easily traced, therefore vendor inquires can be promptly handled. Established due dates are almost always met. In the past 20 years, the check write in CARS has preformed outstandingly.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

Terminate EVA and AMEX processes. With the current imaging capability an electronic transmittal could include a copy of the vendors invoice that is being paid by the check. File sharing between business partners could exchange information that would help vendors track their receivables. Also if the treasure and comptroller could combine all payments across all agencies to each individual vendor this would reduce the number of checks written and simplify the reconcilation process for the vendors.

44. Please list up to 5 opportunities for improvement to the Payment process.

See #40 above

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	2.0
Band - 3	2.5
Band - 4	
Band - 5	1.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	Fort Pickett , Blackstone, Virgnia	7.
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- (●) Yes
- ( ) No

Comments

Electronic Commerce Act, Prompt Payment Act

48. If you have any other concerns or comments about this functional area, please include them here.

Before we were mandated to use EVA and Amex we were described as one of the best accounting systems in the U.S. With the dilution and complexity added by eva and amex we can now be noted as one of the most confusing systems in the U.S. A high price to pay for the ego of administration officials.

Respondent 13 Submit date: May 16, 2005 E-mail address: jim.bowen@dof.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

We make use of the vendor edit table (which becomes large and cumbersome to maintain) so that we don't have to rekey the vendor's name and address everytime a vendor is paid. This is one area I can certainly see duplication in state govt since many agencies use the same vendors and think of how many times the same vendor is listed by all the different agencies. Then as payments come in and are approved they are keyed into CARS to be paid in 30 days and charged to the fund and cost code we indicate

4. Does your Agency operate its own financial system?

- ○ Yes
- ◉ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

We can view the errors on-line and it is works just fine

8. What percentage of payments include multiple lines of accounting distributions?

80 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

5

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

11. How does your Agency assign vendor numbers?

We use SSN

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ○ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ○ Yes
- ◉ No

15. How many payment transactions does your Agency process per month?

650

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

.....

Check payments

.....

17. Are there any obstacles to moving your vendors to EDI?

- ○ Yes
- ◉ No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ◉ Yes
- ○ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	RT planting season and Spring fire season bills hit us at year-end when it is already busy with extra activity dealing with closing-out
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

Not many if this is defined as advance payments with special handling

27. How many special payments does your Agency process each year?

25 - 50

28. What are the primary reasons for these special payments?

1.

.....

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

2,000

30. Do you have a process for reconciling 1099s with the IRS?

- (●) Yes
- ( ) No

31. Please describe this process.

We use AMS software but before we do we have to go through quite a process because all of our state Reforestation of Timberlands incentives (RT) have a 1099G without the $600 limit that applies to other 1099s.

32. Do you have an automated 1099 process?

- (●) Yes
- ( ) No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

9

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

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36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

An Interagency transfer (IAT) is used - Some agencies especially higher ed have been exempted from using IATs

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Compliance with the prompt pay act is a very measurable tool we use to evaluate our performance

41. Can you share any available information about this evaluation process?

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

See my comments above regarding the duplication of vendor information in the vendor edit table. Getting W9s from vendors is a real hassle.

44. Please list up to 5 opportunities for improvement to the Payment process.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.0
Band - 4	.5
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	Charlottesville, VA	1.5
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 14 Submit date: May 16, 2005 E-mail address: jennifer.cavedo@dhr.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Accounts Payable reviews document and supporting documentation. She checks amount, coding, etc. All is based on policies required by CAPP manual. Batch is prepared by AP and keyed into CARS. Director of Administration reviews and checks documentation supporting voucher. Director checks batch on CARS and releases for payment. DOA audits a sample of vouchers for compliance as required by the decentralized Memorandum of Understanding.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Manual Entry. Coding sheet is filled out and this is used to key data into CARS screens.

4. Does your Agency operate its own financial system?

- ○ Yes
- ◉ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Submit error correction request via fax per DOA instructions.

8. What percentage of payments include multiple lines of accounting distributions?

99 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

2

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Receiving documentation or clarifications if documentation is insufficient to process.

11. How does your Agency assign vendor numbers?

There is a sequential voucher log that manually assigns voucher numbers to invoices. Vendor numbers are the taxpayer id number.

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ( ) Yes
- (●) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

40

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

.....

Check payments

.....

17. Are there any obstacles to moving your vendors to EDI?

- ( ) Yes
- (●) No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- (●) Yes
- ( ) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	fiscal year end, May & June
The percentage of agency payments processes during this timeframe	25%
Additional staff requirements	temporary or part-time due to other requirements in addition to payment volume
Impact on elapsed time between invoice and payment	not material impact
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

N/A

27. How many special payments does your Agency process each year?

0

28. What are the primary reasons for these special payments?

1.

.....

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

13

30. Do you have a process for reconciling 1099s with the IRS?

- (●) Yes
- ( ) No

31. Please describe this process.

This is not an issue with our agency, however, we would follow the regulations as required by the IRS, such as notification on the proper form to the vendor to resolve based on what the actual problem was, ie: Taxpayer Id does not match what is on file, etc. This would be a manual process of researching the CAPP and IRS publications for guidance.

32. Do you have an automated 1099 process?

- ( ) Yes
- (●) No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

16 hours

34. How many locations receive vendor invoices within your Agency?

1

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

If not centralized, would require a much larger staff with different skill sets.

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

These are processed in the same manner as vendor payments. Invoice or payment notice received from billing agency. Documentation obtained, attached, coded, audited and keyed into CARS as a payment type 4. Batch is reviewed for proper documentation and compliance with CAPP and released by the Director of Administration.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Compliance with Prompt Pay, greater than 95%. Lack of citations in the Comptroller's Quarterly Report, audits by DOA and APA. Lack of errors and batches sent back to Accounts Payable for Correction (minimal). Ability to comply with Governor's Management Scorecard.

41. Can you share any available information about this evaluation process?

Governor's Scorecard requirements are reviewed monthly to check for compliance.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Most of the requirements for payments as outlined/required in the CAPP manual are straightforward and would be required of any accounts payable function as far as documentation. Payments are prompt to payee's.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

If the process is automated beyond CARS, such as in house accounting system, or future upgrades to CARS or a new Statewide accounting system, something strongly needs to be done regarding the paper trail required by both APA and DOA. If there are system controls in place and can be verified during an audit, these two agencies must allow this and electronic signatures, etc. to suffice as documentation. We are really being inefficient due to tick marks or writings on pieces of paper, that really do not effect the true accountability of proper payments.

44. Please list up to 5 opportunities for improvement to the Payment process.

Better ability to query and receive reports on vendor payments without going to FINDs download.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	1.0
Band - 5	
Band - 6	.2
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	10 Courthouse Avenue, Petersburg	2.5
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- (●) Yes
- ( ) No

Comments

All Capp Manual requirements would need consideration, legislation if changes to Prompt Pay Act. Reworking Decentralized audit requirements bby DOA.

48. If you have any other concerns or comments about this functional area, please include them here.

Mandatory requirements for small agencies use of Amex purchasing card should be eliminated. The process is more cumbersome than the normal payment process and opens up more potential for errors and is not efficient. Due to the small volume of vendor payments, this would not impact any savings that is supposed to be achieved statewide on check processing or EDI.

Respondent 15 Submit date: May 16, 2005 E-mail address: jcvandd@abc.state.va.us

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Requistions are sent through automated approval path within agency FMS. PO issued for goods and services over $5,000. Two way and three way match used depending on the situation (e.g against a pre-existing contract).

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Process through agency FMS and interface with CARS daily.

4. Does your Agency operate its own financial system?

- (●) Yes
- ( ) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

A weekly automated download from CARS toUNIX to automatically match to our FMS.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

View CARS file every morning, FAX correction to DOA.

8. What percentage of payments include multiple lines of accounting distributions?

85 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

29

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

From the time CARS receives the interface until the check is cut.

11. How does your Agency assign vendor numbers?

FEIN or SSN

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ( ) Yes
- (●) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

1,600

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

34 %

Check payments

66 %

17. Are there any obstacles to moving your vendors to EDI?

- (●) Yes
- ( ) No

18. If yes, please describe these obstacles.

Have to go through DOA

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ( ) Yes
- (●) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- (●) Yes
- ( ) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

Accounts payable reviews each log sheet for accuracy and compliance

26. How does your Agency handle special payments?

According to CAPP 20310

27. How many special payments does your Agency process each year?

1 per year

28. What are the primary reasons for these special payments?

1.

.....

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

.....

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ◉ Yes
- ○ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

One

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- ○ Centralized
- ◉ Decentralized

Comments

Excellent audit performance

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ○ Yes
- ◉ No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Interagency Transfers through FMS

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt pay is the primary measure

41. Can you share any available information about this evaluation process?

Prompt pay compliance 99.9%

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Our current FMS (KPMG Performance, now TIER) significantly streamlined business functions removing redundant keying and manual errors.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

44. Please list up to 5 opportunities for improvement to the Payment process.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	4.0
Band - 4	1.0
Band - 5	1.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	2901 Hermitage Rd. Richmond	5
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

.....

48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 16 Submit date: May 16, 2005 E-mail address: bob.weaver@dhrm.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Manual entry

4. Does your Agency operate its own financial system?

- ◉ Yes
- ○ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Reconcile income and expenses to CARS from Quick Books

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

E-mail DOA correction information includeing batch number.

8. What percentage of payments include multiple lines of accounting distributions?

50 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

4

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Obtaining authorization to pay.

11. How does your Agency assign vendor numbers?

Fed. ID number

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ◉ Yes
- ○ No

15. How many payment transactions does your Agency process per month?

50

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

90 %

Check payments

10 %

17. Are there any obstacles to moving your vendors to EDI?

- ○ Yes
- ◉ No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ○ Yes
- ◉ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

N/A

27. How many special payments does your Agency process each year?

28. What are the primary reasons for these special payments?

1.

2.

3.

4.

29. How many 1099s does your Agency produce annually?

10

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ◉ Yes
- ○ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

1

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

.....

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Pay by IAT

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

N/A

41. Can you share any available information about this evaluation process?

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

44. Please list up to 5 opportunities for improvement to the Payment process.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	.2
Band - 3	
Band - 4	.8
Band - 5	
Band - 6	.0
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	James Monroe Bldg - 13 floor	4
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

.....

48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 17 Submit date: May 16, 2005 E-mail address: debbie.dodson@vita.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Most vendor payments matched to PO & receiving report. Travel reimbursement vouchers matched to approved travel requests. Some payments paid against contract or with cost center manager approval.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Automated interface from Peoplesoft financial management system.

4. Does your Agency operate its own financial system?

- (●) Yes
- ( ) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Custom reports that identify discrepancies - manual effort to research & resolve.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Research & input correct information.

8. What percentage of payments include multiple lines of accounting distributions?

75 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

0

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Depends on receiving in eVA - which is the actual answer to number 9. However, it will not allow comment.

11. How does your Agency assign vendor numbers?

Next available number in vendor table.

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ◉ Yes
- ○ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ○ Yes
- ◉ No

15. How many payment transactions does your Agency process per month?

1,000

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

.....

Check payments

.....

17. Are there any obstacles to moving your vendors to EDI?

- ○ Yes
- ◉ No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ◉ Yes
- ○ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	Year end
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	longer
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

X-batch

27. How many special payments does your Agency process each year?

Varies - this is not a representative year

28. What are the primary reasons for these special payments?

1.

Late receiving in eVA

2.

Invoices mailed to wrong agency

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

75

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ◉ Yes
- ○ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

One - centralized

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

.....

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Either IAT or check as requested by the credit agency - all processed through Peoplesoft.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt pay
Vendor inquiries

41. Can you share any available information about this evaluation process?

Reports are available from DOA

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Timely payments
EDI

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

44. Please list up to 5 opportunities for improvement to the Payment process.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	4.0
Band - 4	1.0
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	110 South Seventh Street	all
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

.....

48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 18 Submit date: May 17, 2005 E-mail address: roger.bowling@doav.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Travel vouchers must comply with State Travel Regs;for purchases made thru eVa, the quantity and pricing are verified to the requisition or PO; all vouchers require appropriate approvals and are verified for coding accuracy. Grant reimbursements to airports are verified to in-house accounting system reports for accuracy in outstanding balances.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Vendor payments are keyed to CARS online. Specific vendor information is keyed to the vendor edit table in CARS, then accessed online when vouchers are keyed.

4. Does your Agency operate its own financial system?

- (●) Yes
- ( ) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

We download revenue and expenditures from CARS to in-house accounting system, then reconcile balances by account code from AAS reports to CARS reports using an excel spreadsheet.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Corrections are faxed to the DOA General Acctg error correction line.

8. What percentage of payments include multiple lines of accounting distributions?

50 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

30

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Vendor payments subject to the Prompt Payment Act, longest time is from posting to CARS to the time of checkwrite due to due date requirement by DOA. For grant reimbursements, the longest time is the review and approval process by engineers and planners to assure compliance with grant agreement.

11. How does your Agency assign vendor numbers?

We use the EIN or SSN if there is no EIN.

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

145

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

54 %

Check payments

46 %

17. Are there any obstacles to moving your vendors to EDI?

- (●) Yes
- ( ) No

18. If yes, please describe these obstacles.

The willingness of vendors or airport sponsors to participate, and costs charged by DOA and requirements imposed on vendors to participate.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- (●) Yes
- ( ) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	Year end - approximately 1 - 2 months
The percentage of agency payments processes during this timeframe	10 -15%
Additional staff requirements	None
Impact on elapsed time between invoice and payment	Shorter turn around time
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

As required by DOA

27. How many special payments does your Agency process each year?

2

28. What are the primary reasons for these special payments?

1.

Check is required immediately and the Small Purchase Charge Card can't be used.

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

22

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ◉ Yes
- ○ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

one

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

Some vouchers are typed in other divisions, but all batching and keying to CARS is done in the Fiscal division.

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Are billed and make payment on an IAT

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Statistics for prompt payment, error corrections, DOA decentralization audits and APA audits and employee review.

41. Can you share any available information about this evaluation process?

It is standard for all agencies across the Commonwealth. Accuracy and timeliness of bill/voucher processing is included in performance evaluations for the responsible employees.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Prompt payment act requirements

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

No suggestions

44. Please list up to 5 opportunities for improvement to the Payment process.

Automated interface between purchasing and accounts payable so information is not duplicated.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.8
Band - 4	.4
Band - 5	.3
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	5702 Gulfstream Rd Richmond, VA 23250	3
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

Need to consider Federal Cash Management Act requirements

48. If you have any other concerns or comments about this functional area, please include them here.

It would be very helpful if there was some way to identify the individual vendors being paid by AMX thru CARS. It is very difficult to analyze detailed expenditures from reports when the payee shows AMX all the time.

Respondent 19 Submit date: May 17, 2005 E-mail address: janice.rankin@vsdbs.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

travel-superintendent sign's off on all vouchers
vendor-A/P matches invoice to completed PO
IAT-varies
A/P checks for accuracy & completeness, Bus Mgr re-checks all before releasing batches

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

manual entry

4. Does your Agency operate its own financial system?

- ( ) Yes
- (●) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

A/P checks the error file every morning. The error is found and corrected thru email or fax with DOA if possible. If not, A/P checks with Business Manager for correction

8. What percentage of payments include multiple lines of accounting distributions?

50 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

15

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

11. How does your Agency assign vendor numbers?

Federal ID number or SSN

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ( ) Yes
- (●) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

190

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

5 %

Check payments

95 %

17. Are there any obstacles to moving your vendors to EDI?

- (●) Yes
- ( ) No

18. If yes, please describe these obstacles.

Not enough time to work on this. Vendors unwilling or unable to accept EDI payments.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- (●) Yes
- ( ) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	End of school year and fiscal year spending
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

have an approved PO and put batch in CARS as an "X" payment; check will be sent to agency

27. How many special payments does your Agency process each year?

15

28. What are the primary reasons for these special payments?

1.

vendor will not accept purchase order

2.

need money for independent living skills program for students

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

.....

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ○ Yes
- ◉ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

we use a combination of manual procedures & QuickBooks; about 10 man-hours

34. How many locations receive vendor invoices within your Agency?

1

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

single agency

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

most state agencies will send an IAT

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

monthly prompt pay report

41. Can you share any available information about this evaluation process?

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

purchase card is a good idea - saves state money and vendor receives payment quicker

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

44. Please list up to 5 opportunities for improvement to the Payment process.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	.8
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	E. Beverly St, Staunton	1
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- (●) Yes
- ( ) No

Comments

prompt pay act

48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 20 Submit date: May 17, 2005 E-mail address: camato@vmfa.state.va.us

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

N/A

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

VMFA uses only CARS to process payment to Vendors.
Payment is keyed on-line by two Fiscal Tech Srs.
Information is batched by Accts Payable staff and keyed on-line. Batch is audited by staff for accuracy and completeness before being released for payment.

4. Does your Agency operate its own financial system?

- ○ Yes
- ◉ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

VMFA staff check error file every morning. Once error as been detect, staff will issue a correction to DOA.

8. What percentage of payments include multiple lines of accounting distributions?

30 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

30

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Making sure all information is received from staff before payment is issued.

11. How does your Agency assign vendor numbers?

N/A. All vendors supply their own EIN or Social Security Numbers.

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ◉ Yes
- ○ No

15. How many payment transactions does your Agency process per month?

400

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

60 %

Check payments

40 %

17. Are there any obstacles to moving your vendors to EDI?

- ○ Yes
- ◉ No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ○ Yes
- ◉ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

They are processed in the same way as a regular payment.

27. How many special payments does your Agency process each year?

less than 5 per year

28. What are the primary reasons for these special payments?

1.

All information not provided by Vendor

2.

Corrections to invoice not made by Vendor

3.

Misplaced documents

4.

.....

29. How many 1099s does your Agency produce annually?

100

30. Do you have a process for reconciling 1099s with the IRS?

- (●) Yes
- ( ) No

31. Please describe this process.

Each agency is given an 1099 report form by DOA.

32. Do you have an automated 1099 process?

- ( ) Yes
- (●) No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

20 to 25 hours to complete this process.

34. How many locations receive vendor invoices within your Agency?

41 Departments

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- ○ Centralized
- ◉ Decentralized

Comments

.....

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ○ Yes
- ◉ No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

an Interagency transfer is prepared (IAT)

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

We currently do not use any additional processes or metrics to evaluate the payables processing function.

41. Can you share any available information about this evaluation process?

N/A

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

EDI Payments

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

We have no suggestions to make at this time.

44. Please list up to 5 opportunities for improvement to the Payment process.

The system as it currently stands provides agency/vendor payments in a timely manner.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	2.0
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	VMFA 201 North Boulevard, Richmond, VA	2
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

.....

48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 21 Submit date: May 17, 2005 E-mail address: stephen.walz@dmme.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

* Transmittal developed by payment type.
* Reviewed by staff.
* Review, approval and signature by authorized manager for each payment type.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Primary process is an automated interface from the agency ERP. Secondary process is manual entry directly into CARS.

4. Does your Agency operate its own financial system?

- ◉ Yes
- ○ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

* Weekly reconciliation with CARS 401 for each transaction.
* Monthly reconciliation of total expenditure by element code.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Error correction document emailed to DOA immediately upon recognition, for correction of the error.

8. What percentage of payments include multiple lines of accounting distributions?

90 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

30

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

The longest elapsed time is when payments are held until the 30 day due date. Other steps are handled quickly through DMME's ERP. DMME's ERP accounts payable module has internal controls which ensure all invoices entered are submitted for payment in accordance with Virginia's Prompt Payment Act.

11. How does your Agency assign vendor numbers?

DMME's ERP procurement/AP modules assign vendor numbers in a sequential order and maintains this information in an electronic vendor file.

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ◉ Yes
- ○ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

300

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

35 %

Check payments

65 %

17. Are there any obstacles to moving your vendors to EDI?

- (●) Yes
- ( ) No

18. If yes, please describe these obstacles.

Vendor lack of accpetance of EDI payments.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ( ) Yes
- (●) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

In accordance with the CAPP manual, Topic 20310.

27. How many special payments does your Agency process each year?

2

28. What are the primary reasons for these special payments?

1.

Emergency circumstances related to vendor.

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

12

30. Do you have a process for reconciling 1099s with the IRS?

- (●) Yes
- ( ) No

31. Please describe this process.

Reconciliation performed using an automated 1099 application.

32. Do you have an automated 1099 process?

- (●) Yes
- ( ) No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

6

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

Internal controls, record keeping, accuracy, and resource issues.

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- (●) Yes
- ( ) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.	All payments except refunds	DMME ERP AP module, internally developed and maintained.	Yes	Yes
2.	Refunds	Online CARS.		
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Interagency transfers (IAT) when accepted by the agency or institution. Vendor payments when required.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt Payment Act Compliance performance measurement.
Ongoing process review and evaluation.

41. Can you share any available information about this evaluation process?

Process refinements are continually made to enhance performance and efficiency involving all applicable employees to ensure buy-in. The refinements are often developed if we find a pattern of exceptions or problems to ensure the exceptions end.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

DMME internal automated systems ensure all payments are processed timely and accurately in accordance with the Prompt Payment Act.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

Consider a centralized electric utility payment process for the state's largest utility providers. This could result in avoidance of late payment fees and possibly a discount on utility rates if payments could be quickly made.

44. Please list up to 5 opportunities for improvement to the Payment process.

None.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.8
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	3405 Mountain Empire Road, Big Stone Gap, Virginia	1.5
2.	9th Street Office Building, Richmond, Virginia	.4
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ○ No

Comments

Not known.

48. If you have any other concerns or comments about this functional area, please include them here.

None.

Respondent 22 Submit date: May 18, 2005 E-mail address: joe.damico@dgs.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Match to PO and receiving report
If no PO, requires cost code manager approval.
Audit travel vouchers to ensure compliance with regs.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

95% automated interface
5% keyed directly to CARS

4. Does your Agency operate its own financial system?

- ◉ Yes
- ○ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Compare vendor payment batch totals in CARS to vendor payment batch totals in internal system

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

check CARS error file - determine cause of error - take appropriate action to correct error

8. What percentage of payments include multiple lines of accounting distributions?

80 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

30

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

holding invoice until due date

11. How does your Agency assign vendor numbers?

numerically

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ◉ Yes
- ○ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ○ Yes
- ◉ No

15. How many payment transactions does your Agency process per month?

2,500

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

30 %

Check payments

70 %

17. Are there any obstacles to moving your vendors to EDI?

- ○ Yes
- ◉ No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ○ Yes
- ◉ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

all special payments require approval of the Controller

27. How many special payments does your Agency process each year?

10

28. What are the primary reasons for these special payments?

1.

special circumstances of vendor

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

80

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ◉ Yes
- ○ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

3

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

.....

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Receive IAT from state agency
obtain approval from cost center manager
process like any other vendor payment

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

compliance with prompt pay
complaints from vendors
audit results

41. Can you share any available information about this evaluation process?

prompt pay - have maintained 99%+ compliance for past seven years
rarely receive compliants from vendors
audit results have been exceptional for past 10 years

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

most processes work extremely well

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

interagency payments

44. Please list up to 5 opportunities for improvement to the Payment process.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	3.0
Band - 4	1.0
Band - 5	.5
Band - 6	.1
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	202 N Ninth Street Richmond	4.6
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

.....

48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 23 Submit date: May 18, 2005 E-mail address: bill.price@dcr.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Receive invoices,IAT, Travel, Petty Cash, verify proper approval and receiving, match invoice versus procurement form (purchase order), place in batch and forward for payment approval

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Most vouchers for DCR (Agency 199) are processed through IDSS (Integrate Decision Support System) and uploaded to CARS. Some Specials are also processed directly into CARS.

However, all vouchers for Chippokes Plantation Farm Foundation (agency 319) are keyed directly into CARS.

4. Does your Agency operate its own financial system?

- ○ Yes
- ◉ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

CARS has electronic screens which show errors and the errors are reviewed after which error corrections are faxed to DOA for their correction

8. What percentage of payments include multiple lines of accounting distributions?

90 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

30

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Distribution of payment

11. How does your Agency assign vendor numbers?

We use their Federal Identification Number. We use a separate numbering system for Foreign vendors (Foreign 1, Foreign 2, etc.)

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ( ) Yes
- (●) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

1,565

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

50 %

Check payments

50 %

17. Are there any obstacles to moving your vendors to EDI?

- (●) Yes
- ( ) No

18. If yes, please describe these obstacles.

Mistrust of cyber space by some vendors
Not enough information for some vendors
DOA statement about withdrawal of funds at any time

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- (●) Yes
- ( ) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	Parks operating season - 5 months
The percentage of agency payments processes during this timeframe	51%
Additional staff requirements	0
Impact on elapsed time between invoice and payment	0
Other actions	0

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- (●) Yes
- ( ) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

Audits are performed on cardholder's accounts at least once every two years; more often if errors are found.

26. How does your Agency handle special payments?

Requests and documentation are received, manual accounting vouchers are prepared and approved and batches are taken to DOA for processing

27. How many special payments does your Agency process each year?

20

28. What are the primary reasons for these special payments?

1.

Land acquisitions and meeting closing dates

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

156

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ◉ Yes
- ○ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

Approzimately

34. How many locations receive vendor invoices within your Agency?

46

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

IDSS

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Invoice received, documentation verified, receiving verified, proper approval noted, batch prepared, verified and approved for routing to DOA for electronic transfer

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Number of vouchers processed
Prompt Payment
Unprocessed vouchers after 2 workdays

41. Can you share any available information about this evaluation process?

Prompt payment is at 99% and we are meeting our goal of processing accounting vouchers in 2 workdays.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Automated Accounts Payable system at DOA is good.
Agency Decentralization of agencies has improved payment cycle.
IDSS has eliminated some of the work flow issues between our offices throughout the state and payment center in Richmond.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

Have an automated system in DOA where IAT's are processed and each agency cannot change the other's coding.
Wire transfers procedures should be improved.

44. Please list up to 5 opportunities for improvement to the Payment process.

New process for handling IAT's
More AdHoc reporting capabilities for agencies
Electronic invoices accepted for payment

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	1.0
Band - 3	4.7
Band - 4	.8
Band - 5	.1
Band - 6	.1
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	203 Governor Street Richmond	6.7
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

The CAPP Manual would also require reengineering to succeed

48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 24 Submit date: May 19, 2005 E-mail address: margaret.schultze@dss.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Invoice approval is provided to the Division of Finance by individual units. This approval is accompanied by supporting documentation with an approval signature offered by the cost center/program manager. The Division of Finance then reviews the source documenation for content, validity, and accuracy prior to pre-audit. The Pre-audit Unit reconciles source documentation to system information and proffers final approval of the payment for invoice processing.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Invoices are interfaced daily to the Commonwealth Accounting and Reporting System (CARS) via the Financial Accouting and Analysis System (FAAS). The only exception to this process are invoices that were originally return to the Agency by the Department of Accounts and Special Payments.

4. Does your Agency operate its own financial system?

- (●) Yes
- ( ) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Reconciliation is performed using a comparitive analysis of FAAS information through the CARS Interface process. FAAS details are reconciled to Interface details prior to submission to CARS. Payment information is posted to CARS overnight and a reconciliation is performed each morning between FAAS data and CARS data. Additionally, source documenation is reconciled via the transmittal notifications and original source documentation.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Dedicated staff perform an error correction process on a daily basis. Any necessary corrections are forwarded to DOA by 3:30pm each day.

8. What percentage of payments include multiple lines of accounting distributions?

75 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

30

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

The longest elapsed times are noted in two main areas:

1) Invoice receipt by various units and the time the invoice is approved, forwarded, and received by Finance
2) A considerable amount of time is typically taken between approval the invoice for payment to CARS issuing the actual check. The payments are in a state of pending the due date to disburse.

11. How does your Agency assign vendor numbers?

The supplier number is the employee identification number or social security number. For employees, the vendor number is a unique identifier assigned by the Division of Human Resources used to preserve individual social security numbers.

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ◉ Yes
- ○ No

15. How many payment transactions does your Agency process per month?

2,000

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

%

Check payments

%

17. Are there any obstacles to moving your vendors to EDI?

- ◉ Yes
- ○ No

18. If yes, please describe these obstacles.

Vendor knowledge of the EDI process and the dissemination of information including application and instructions.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- (●) Yes
- ( ) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	Year end/year beginning processing
The percentage of agency payments processes during this timeframe	35%
Additional staff requirements	Unit time, overtime on occasion
Impact on elapsed time between invoice and payment	N/A
Other actions	

21. If you would like to provide additional information, please check the box below.

- [ ] Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

- (●) Agency addresses
- ( ) Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- (●) Yes
- ( ) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

Random audits are performed to verify validity of purchases and to ensure that all regulations are followed. These post audits are performed on a monthly basis and are transaction detail oriented. Questions, concerns, or findings are communicated to appropriate parties to enhance future submissions.

26. How does your Agency handle special payments?

An internal evaluation of the immediate necessity of the payment is performed by Finance. Approval is granted by Finance prior to processing. Documents are delivered via Agency courrier to DOA.

27. How many special payments does your Agency process each year?

Thus far, 5 for FY05

28. What are the primary reasons for these special payments?

1.

Postage

2.

3.

4.

29. How many 1099s does your Agency produce annually?

75,100

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ◉ Yes
- ○ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

At least 50

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- ○ Centralized
- ◉ Decentralized

Comments

Internally payments are decentralized. Social Services is a centralized Agency for the Commonwealth.

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ◉ Yes
- ○ No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.	Local Reimbursement	LASER	Yes	Yes
2.	Warrant Registers	APECS, ADAPT, Disaster, LiHeap, etc	No	No
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Each State Agency will submit an IAT voucher to individual units. The units process the receiving report, verify reception and validity of invoice, reconcile the invoice with the purchase order, and forward the documentation to Finance.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

The performance of the payables processing function is measured by Prompt Pay Act statistics, invoice submission time, invoice ageing audit, weekly review of Finance performance by the AP Manager, CARS error file corrections, and DOA returns/resubmissions.

41. Can you share any available information about this evaluation process?

The Agency has been in compliance with the Prompt Pay Act for the past 7 years. DOA resubmissions are limited after the DOA audit process.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

The elements that work well for both the Commonwealth and payee are EDI payments, warrant registers, and due diligence.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

44. Please list up to 5 opportunities for improvement to the Payment process.

1) Removal of the mandatory pre-audit process at DOA.
2) Increased flexibility for early release payments requested by vendors

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.		
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

○ Yes

◉ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 25 Submit date: May 19, 2005 E-mail address: John.Colligan@dcjs.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

The Accountants process payments/deposits, and check CARS print screens to source documents. The financial service manager reviews batch and documentation, signs the batch and releases batch to CARS.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

The Accountant manually enters the payment batch online to CARS

4. Does your Agency operate its own financial system?

- ○ Yes
- ◉ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

2 %

7. What is the process for error correction?

The accountant reviews the CARS error file and pulls orginal source document for review. The correction annotated on the CARS error form and faxed to DOA error corrections.

8. What percentage of payments include multiple lines of accounting distributions?

95 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

30

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Obtaining receiving reports.
Keying and reviewing CARS print screens

11. How does your Agency assign vendor numbers?

Vendor numbers are based on Federal Identification Numbers. We do not assign them.

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ( ) Yes
- (●) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

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16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

70 %

Check payments

30 %

17. Are there any obstacles to moving your vendors to EDI?

- ○ Yes
- ◉ No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ○ Yes
- ◉ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

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23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

Process the payment through CARS and have the check held at Treasury for pickup to forward to the vendor.

27. How many special payments does your Agency process each year?

aproximately 300

28. What are the primary reasons for these special payments?

1.

Subscriptions

2.

Registrations

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

60

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ◉ Yes
- ○ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

1

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- ○ Centralized
- ◉ Decentralized

Comments

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36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ○ Yes
- ◉ No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Payments are made to state agencies by Interagency Transfer Vouchers. Colleges and Universities are paid by EDI transmittals.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt Payment Percentages
Vendor and Customer responses (negative/positive

41. Can you share any available information about this evaluation process?

Prompt Pay statistics are monitored for 95% compliance rate on a monthly basis.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Decentralization and EDI.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

Mandatory requirement for EDI payments

44. Please list up to 5 opportunities for improvement to the Payment process.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	1.8
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	805 East Broad Street, Richmond, Va 23219	2
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 26 Submit date: May 19, 2005 E-mail address: james.sacher@vadoc.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

If there's a PO for an item, the PO price is matched against the invoice. The quantity is matched against the invoice, PO and electronic receiving report. Variances are investigated and approval from purchasing obtained before processing.

If no PO, the invoice is reviewed and approved by the end user. The vendor is notified if there is a problem.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

The vouchering/payment process is performed in our automated system, Syteline. There is an interface with CARS. Batches are downloaded daily. Information is reviewed and modified, if necessary prior to closing and downloading.

4. Does your Agency operate its own financial system?

- (●) Yes
- ( ) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Review CARS 1408 report for ytd expenditures. From 402 report, reconcile CARS trial to Syteline, for cash. Account for payroll entries, journal entries. Compare YTD expenditures Syteline vs. CARS, list YTD reconciling items.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

determine what caused the error and fax correction to DOA.

8. What percentage of payments include multiple lines of accounting distributions?

%

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

15

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

resolving discrepencies, if any.

11. How does your Agency assign vendor numbers?

The Purchasing Dept adds a vendor to Syteline. The system assigns the vendor#.

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ◉ Yes
- ○ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ○ Yes
- ◉ No

15. How many payment transactions does your Agency process per month?

1,400

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

2 %

Check payments

98 %

17. Are there any obstacles to moving your vendors to EDI?

- ○ Yes
- ◉ No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ◉ Yes
- ○ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	Year-end /dorm season
The percentage of agency payments processes during this timeframe	not known
Additional staff requirements	n/a
Impact on elapsed time between invoice and payment	n/a
Other actions	n/a

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

If allowable under Petty Cash Procedures, a petty cash request is prepared and signed by requestor, approver and Business Mgr for authorization and processed by Accounting.

27. How many special payments does your Agency process each year?

40

28. What are the primary reasons for these special payments?

1.

Emergency

2.

Vendor won't take a PO

3.

travel related

4.

petty cash check accompanies actual invoice

29. How many 1099s does your Agency produce annually?

10

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ○ Yes
- ◉ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

VCE's 1099's are included with the Department of Corrections filing. VCE reviews AMEX reports, and CARS reports throughout the year. Total time required is approximately 40 hours/yr to compile data.

34. How many locations receive vendor invoices within your Agency?

2

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

invoices go to either a PO box or main office

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

IAT's are processed through Syteline and interfaced to CARS. IAT's don't have a PO, so they're approved manually.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt pay stats are reviewed. Volume is discussed with auditors.

41. Can you share any available information about this evaluation process?

Because VCE maintains its own accrual based system plus CARS, our volume is heavier and more complex than most agencies. Prompt pay hits are reviewed as they occur.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Syteline and the CARS interface handle processing well, particularly routine transactions. Electronic receiving reports eliminate the possibility for lost paperwork.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

n/a

44. Please list up to 5 opportunities for improvement to the Payment process.

* require vendors/employees to get paid electronically.

Morepayments could be made via AMEX if they weren't required to go through eVA. Not cost effective to take time on logs and push through a slow eVA system.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	4.0
Band - 4	1.0
Band - 5	1.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	1.0

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	8030 White Bark Terr , Richmond	11
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.

The staffing requirements above reflect Purchasing and Accounting staff only. They exclude field staff who must receive all PO line items in Syteline. All modules are integrated in our system.

Respondent 27 Submit date: May 19, 2005 E-mail address: steven.combs@dvs.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Make sure each department and/or office approves the purchase. VVCC Administrator approves all charges for VVCC, P.O. Attached to Receiving Reports.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Manual Entry

4. Does your Agency operate its own financial system?

- ○ Yes
- ◉ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Fill out an error correction form and fax it to Dept of Accounts

8. What percentage of payments include multiple lines of accounting distributions?

80 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

14

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

When we send invoices to appropriate sections for approval. Sometimes it takes WAY too long for A.P. to receive it back.

11. How does your Agency assign vendor numbers?

When entered into CARS for payment, their EIN is used. We do not assign vendor numbers to each vendor.

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ◉ Yes
- ○ No

15. How many payment transactions does your Agency process per month?

346

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

15 %

Check payments

85 %

17. Are there any obstacles to moving your vendors to EDI?

- (●) Yes
- ( ) No

18. If yes, please describe these obstacles.

Large volumes of vendors and payments. More FTE's would provide support to approach the vendors about EDI payments.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ( ) Yes
- (●) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

Entered into CARS

27. How many special payments does your Agency process each year?

10 +/-

28. What are the primary reasons for these special payments?

1.

Underpayment

2.

Overpayment

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

40

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ○ Yes
- ◉ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

Totals per vendor are pulled from the Excel Financial Log using a pivot table. The totals are transferred to a 1099 form with a typewriter. Level of effort is equal to approx. 2 days.

34. How many locations receive vendor invoices within your Agency?

21

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- ○ Centralized
- ◉ Decentralized

Comments

.....

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ◉ Yes
- ○ No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.	Grant Reimbursements	Payment Management System	No	No
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Process Interagency transfers through CARS, when documentation and approval has been received.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Monthly Due Date Monitoring Report from CARS

41. Can you share any available information about this evaluation process?

N/A

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Being able to lump several invoices into one check.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

If the Dept of Treasury would put more information on the check stubs for vendors to correctly credit our accounts.

44. Please list up to 5 opportunities for improvement to the Payment process.

More help keying invoices, etc. for payment. ie: part-time employee to full-time employee)
Have the time & manpower to utilize the vendor edit table and keep it current. I am currently just trying to keep my head above water with the invoices.
Have time and manpower to keep W-9 Forms completed and up-to-date.
If A.P. part-time was made into full-time, she could then do the posting of batches to our own Excel control log to free up other VDVS personnel.
If A.P. part-time was made full-time, we could better audit our batches before filing them away to look for any errors that may have been made.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.0
Band - 4	3.0
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	4550 Shenandoah Avenue, Roanoke	1 FTE
2.	270 Franklin Road, Roanoke	2 FTE, 2 PTE
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.

N/A

Respondent 28 Submit date: May 19, 2005 E-mail address: manju.ganeriwala@dmas.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Vendor invoices are received in Fiscal and forwarded to the appropriate contract monitors for review and approval. The approved invoices are returned to Fiscal for payment processing. Travel vouchers are submitted to Fiscal with authorization by the travelling employee's supervisor. Travel vouchers are pre-audited for compliance with state travel requirements prior to payment processing.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Vendor payments are processed in the Oracle Financials system and interfaced to the CARS financial system.

4. Does your Agency operate its own financial system?

- (●) Yes
- ( ) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

The trial balance for Oracle Financials is reconciled to the CARS trial balance monthly. All reconciling items are investigated and resolved through adjustment by the Reporting Section.

6. What percentage of your Agency's payments submitted to CARS have errors?

2 %

7. What is the process for error correction?

Validation errors in CARS are corrected daily. The CARS system automatically identifies these errors and they are corrected immediately. Coding errors are identified in the monthly reconcilation process and corrected by the Reporting Section.

8. What percentage of payments include multiple lines of accounting distributions?

100 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

10

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Review and approval of the invoice by the contract monitor takes most of the elapsed time.

11. How does your Agency assign vendor numbers?

Vendor number is the vendor's federal tax i.d.

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ○ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ○ Yes
- ◉ No

15. How many payment transactions does your Agency process per month?

300

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

55 %

Check payments

45 %

17. Are there any obstacles to moving your vendors to EDI?

- ◉ Yes
- ○ No

18. If yes, please describe these obstacles.

Some vendors do not accept payment by EDI.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ○ Yes
- ◉ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

- ◉ Agency addresses
- ○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

Special payments are processed directly to CARS for creation of a check the next business day or a wire payment in two business days.

27. How many special payments does your Agency process each year?

Less than 10

28. What are the primary reasons for these special payments?

1.

Emergency requiring immediate payment

2.

Contract or legal settlement

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

30

30. Do you have a process for reconciling 1099s with the IRS?

- (●) Yes
- ( ) No

31. Please describe this process.

1099's are filed annually with IRS. We are notified of any discrepancies noted by IRS.

32. Do you have an automated 1099 process?

- (●) Yes
- ( ) No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

One. Only the Fiscal Division.

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

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36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Payments to other agencies are made via the inter-agency transaction payment process in accordance with CAPP Manual requirements.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Compliance with Prompt Payment Act.

41. Can you share any available information about this evaluation process?

The Prompt Pay Act requires vendor payment within 30 days of receipt of goods/invoice. The Department of Accounts measures compliance with this requirement. All agencies must meet 95% compliance. DMAS consistently meets 97% to 100%.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

The current process is effective as it is administered by a minimal number of employees and consitently produces accurate and timely vendor payments.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

44. Please list up to 5 opportunities for improvement to the Payment process.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	1.2
Band - 4	1.0
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	600 E. Broad St, Richmond	2.2
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- (●) Yes
- ( ) No

Comments

Process is structured to meet compliance with State CAPP Manual.

48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 29 Submit date: May 19, 2005 E-mail address: bob.benton@tax.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

All Vendor payments are processed utilizing the 3-way match when applicable. A/P requires approved PO/Requisition, receiving report, & original invoice prior to processing. Each payment is reviewed for compliance, all supporting documentation is attached to the invoice prior to CARS input for checkwrite.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Each voucher is batched by payment type, manually keyed in CARS, verified, and released by Fiscal Director daily.

4. Does your Agency operate its own financial system?

- ○ Yes
- ◉ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

3 %

7. What is the process for error correction?

Each day A/P staff reviews the CARS error report. If errors are found, the error is analyzed to determine what the corrective action will be. A correction is submitted to DOA in order to resolve the error. If the error posts to CARS and we then determine the coding to be incorrect, we will prepare agency transfer voucher to correct the problem.

8. What percentage of payments include multiple lines of accounting distributions?

75 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

20

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Reciept of invoice from agency end user.

11. How does your Agency assign vendor numbers?

We use EIN Number in the CARS Vendor File.

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ○ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

400

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

40 %

Check payments

60 %

17. Are there any obstacles to moving your vendors to EDI?

- ( ) Yes
- (●) No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- (●) Yes
- ( ) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

Special payments are handled for cases of extreme emergencies. We follow the "special rush" Capp manual process which allows agencies to walk the paper work thru the approval, pre-audit, & checkwrite process in one day.

27. How many special payments does your Agency process each year?

less than 1%

28. What are the primary reasons for these special payments?

1.

Situations could occur where the vendor invoice has been overlooked and agency needs to meet prompt pay.

2.

Situation could occur where the agency needs a good/service asap and vendor requires payment asap.

3.

Error on original payment to vendor could occur, vendor calls and wants money asap, a lot of vendors are small and are depending on payments from customers in order to meet their invoice deadlines.

4.

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29. How many 1099s does your Agency produce annually?

20

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ○ Yes
- ◉ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

32 hours

34. How many locations receive vendor invoices within your Agency?

3

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- ○ Centralized
- ◉ Decentralized

Comments

Approval granted by DOA

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ○ Yes
- ◉ No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Invoices received along with Inter-agency transfer vouchers when applicable. The Inter-agency transfer is processed thru CARS, monies are then transfered to other agencies via this request. Also, some agencies do not allow for IAT's and we then have to cut checks for those agencies. Normal vendor payment process is followed.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt Pay compliance report. Internal & APA Audit reports. Performance measures. Interaction with internal & external (vendors) customers let us know if the agency is meeting expectations.

41. Can you share any available information about this evaluation process?

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Prompt pay requirements allow vendors to have a comfort that they will receive payments for their good/services timely. EDI of payments allows vendors to receive monies faster and reduces time lost due to the postal services and possible lost checks.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

44. Please list up to 5 opportunities for improvement to the Payment process.

Payment processing training conducted by DOA would be helpful.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	2.0
Band - 4	1.0
Band - 5	1.0
Band - 6	.2
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	Main Street Center, 600 E Main St, Richmond VA 23220	6
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ○ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.

In addition to the manual vendor 1099 issued that this process focuses on TAX issues automated 1099G mandated by IRS to go to those individual taxpayers who filed with itemized deductions and got a Virignia tax refund. These were not considered in answering these questions.

Respondent 30 Submit date: May 20, 2005 E-mail address: jack.christian@dmv.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

3-Way Match - Purchase Order created, goods received, bill forwarded to Accounts Payable
2-Way Match - Services, Purchase Order created, bills received in Accounts Payable
3-Review by Fiscal Technician to ensure all prices match in order to pay
Invoices are reviewed for accuracy, entered into the Oracle Financial System and sent to the appropriate department personnel for approval. There are some invoices that do not require pre-approval.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

An automated interface from Oracle Financials is used to process vendor payments in CARS. Payments are released in Oracle by appropriate Accounts Payable personnel and then downloaded/uploated into CARS by our General Ledger Accounting (FAR) Division

4. Does your Agency operate its own financial system?

- ◉ Yes
- ○ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Balance to Oracle. This information is sent electronically to CARS. Any errors in the batch process will appear on the CARS Error File. Reconcile by Fund, program and object code.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Daily, the CARS Error File is displayed, errors are researched for resolution and the correct information is sent through e-mail to appropriate DOA personnel for correction.
Oracle Financials-Only Transaction - if error occurs in Oracle Financials before CARS entry, then create a general ledger entry in Oracle Financials.

8. What percentage of payments include multiple lines of accounting distributions?

60 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

30

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Invoicess from purchase orders must be received and authorized.

11. How does your Agency assign vendor numbers?

FEIN # is required at time of service. If vendor number isn't on the invoice, vendor is called and asked to furnish this information so payment can be processed.

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ○ Yes
- ◉ No

15. How many payment transactions does your Agency process per month?

1,200

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

25 %

Check payments

75 %

17. Are there any obstacles to moving your vendors to EDI?

- ◉ Yes
- ○ No

18. If yes, please describe these obstacles.

1. Small vendors who are not automated
2. Individuals from our customer base who receive payments or refunds.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- (●) Yes
- ( ) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	FY close out - 30 days
The percentage of agency payments processes during this timeframe	12%
Additional staff requirements	None
Impact on elapsed time between invoice and payment	None
Other actions	Compliance and carryover from one fiscal year to the next fiscal year

21. If you would like to provide additional information, please check the box below.

- [ ] Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

- (●) Agency addresses
- ( ) Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

Obtain vendor information, call appropriate DOA personnel, do memo for agency approval, fill out appropriate accounting voucher and batch header. Attach documentation. Fill out "Hold For Agency Pickup" form. Have DMV Courier deliver before 1:00 p.m. and be available to pickup check when ready. Key into Oracle Financials.

27. How many special payments does your Agency process each year?

1

28. What are the primary reasons for these special payments?

1.

.....

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

239

30. Do you have a process for reconciling 1099s with the IRS?

- (●) Yes
- ( ) No

31. Please describe this process.

Diskette containing 1099 information is submitted to the IRS. IRS sends back "exception report" on the same diskette for correction.

32. Do you have an automated 1099 process?

- (●) Yes
- ( ) No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

1

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

Enhanced Control and timely payment

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- (●) Yes
- ( ) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.	Refunds	DMV Refund System	Yes	Yes
2.	All Other Payments	Oracle Financials	Yes	Yes
3.	Special	CARS	Yes	Yes
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Process IATS as a Type 4 - through Oracle Financials. Also pay VITA and VCE as Type 3 expenditure because of frequency and amounts.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

CARS and Oracle Financials Reports

41. Can you share any available information about this evaluation process?

Use monthly reports to compile statistics for aging of payables and prompt payment.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

1. EDI - payments processed electronically
2. Oracle allows 3-way and 2-way matching
3. Oracle eliminates duplicate keying

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

1. Mandatory EDI payments to all eligible vendors
2. Electronic submission of invoices from vendors

44. Please list up to 5 opportunities for improvement to the Payment process.

1. Electronic Invoice Submission
2. Streamline approval process
3. Mandatory EDI
4. Better interaction between purchase and payment process

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	6.0
Band - 4	1.0
Band - 5	2.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	2300 West Broad Street - Rm 714, Richmond, Va.	9
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- (●) Yes
- ( ) No

Comments

Federal Grants

48. If you have any other concerns or comments about this functional area, please include them here.

Must provide automated means to pass Oracle Financials invoice data to any proposed statewide system.

Respondent 31 Submit date: May 20, 2005 E-mail address: barbara.reese@vdot.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

System provides many up front edits (coding, budget, matching, approval routing, etc.) All requests are electronically routed for necessary reviews and approvals, which vary according to payment type.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Most vendor payments are keyed into FMS II which interfaces with CARS. Special payments are manually keyed directly into CARS.

4. Does your Agency operate its own financial system?

- (●) Yes
- ( ) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Monthly reports generated from CARS and FMS II are used to reconcile by fund / program and general ledger account.

6. What percentage of your Agency's payments submitted to CARS have errors?

%

7. What is the process for error correction?

Staff identify CARS errors by batch, date, sequence, voucher, type of error, etc. Errors are researched and correction information is sent to DOA where updates are keyed into CARS.

8. What percentage of payments include multiple lines of accounting distributions?

92 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

24

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Elapsed time varies according to payment type. Large dollar contract payments have more levels of review / approval. Other more routine payments may be entered quickly, and are held at DOA pending due date.

11. How does your Agency assign vendor numbers?

Vendor numbers are assigned automatically by FMS II in sequential order.

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- (●) Yes
- ( ) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ○ Yes
- ◉ No

15. How many payment transactions does your Agency process per month?

21,545

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

24 %

Check payments

76 %

17. Are there any obstacles to moving your vendors to EDI?

- ○ Yes
- ◉ No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ◉ Yes
- ○ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	Weather, construction/maintenance schedules, etc.
The percentage of agency payments processes during this timeframe	Varies by severity of incident, available funding
Additional staff requirements	Varies according to number and severity, funding
Impact on elapsed time between invoice and payment	Varies according to type of incident, funding
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- (●) Yes
- ( ) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

Data keyed into electronic logs which are reviewed by supervisors. AmEx electonic detail transaction files are automatically compared to paid transactions and unmatched items identified for resolution.

26. How does your Agency handle special payments?

Special payments are handled by Central Office staff who key transactions directly into CARS

27. How many special payments does your Agency process each year?

Approximately 150

28. What are the primary reasons for these special payments?

1.

Right-of-way acquisition

2.

Contract negotiation

3.

Litigation

4.

Settlements

29. How many 1099s does your Agency produce annually?

3,260

30. Do you have a process for reconciling 1099s with the IRS?

- (●) Yes
- ( ) No

31. Please describe this process.

IRS provides a file annually identifying mismatches of Taxpayer ID numbers. We have never had discrepancies in dollar values

32. Do you have an automated 1099 process?

- (●) Yes
- ( ) No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

Approximately 500

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- ○ Centralized
- ◉ Decentralized

Comments

distributed authority philosophy

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ○ Yes
- ◉ No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

VDOT processes some payments to other State agencies via IAT's (interagency transfers). Other payments are made by check.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

FMS II provides reports as to number, type, value of payments in summary and by detail. Compliance (with prompt pay, budget, etc.) can be evaluated by location, project, cost center, operator, etc.

41. Can you share any available information about this evaluation process?

Evaluation is done at a summary level by Central Office and for specific projects, locations, etc. by Divisions and Districts. System generated reports provide both summary and detail information. Ad hoc reports are also available. Executive leadership reviews reports from system as well as quarterly DOA reports on performance

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

System edits (coding, budget checking, etc.) enhance accuracy and efficiency. Information is updated daily so reporting is timely and accurate. Interfaces allow for one point of data entry and sharing among systems.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

--

44. Please list up to 5 opportunities for improvement to the Payment process.

--

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	.0
Band - 2	
Band - 3	74.6
Band - 4	18.5
Band - 5	1.5
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	1	
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- (●) Yes
- ( ) No

Comments

Compliance with FHWA, FAR, FEMA

48. If you have any other concerns or comments about this functional area, please include them here.

See Attachment_Financial_Management_Payments_39. Responses to 6, 8, 9, 10 15, 16 and 25 are based on March 2005 data. For 6, our percentage is less than 1%. Questions 9, 10 are unclear since payments are held at DOA pending due date. FTE data for question 42 relates to the creation of payments initiated vai FMS and excludes travel advances/reimbursement vouchers which are covered in the travel portion of the survey. Also note related to question 43, voucher information is collected from hundreds of locations around VDOT (too many to list in space provided).

Respondent 32 Submit date: May 20, 2005 E-mail address: james.keck@vdem.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

3-way match for all payment types

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Manual entry

4. Does your Agency operate its own financial system?

- ◉ Yes
- ○ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Monthly download FINDS data and upload database records into a compilator that identifies any differences.

6. What percentage of your Agency's payments submitted to CARS have errors?

5 %

7. What is the process for error correction?

Before batch is released into CARS, batch is recalled and correction made. After release into CARS, an ATV is prepared.

8. What percentage of payments include multiple lines of accounting distributions?

90 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

27

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Release of payment after keyed into CARS, in conjunction with Prompt Payment Act.

11. How does your Agency assign vendor numbers?

Federal I.D. (E.I.N.) number

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ( ) Yes
- (●) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ( ) Yes
- (●) No

15. How many payment transactions does your Agency process per month?

300

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

70 %

Check payments

30 %

17. Are there any obstacles to moving your vendors to EDI?

- (●) Yes
- ( ) No

18. If yes, please describe these obstacles.

Lack of cooperation from individual vendors in signing up for the program.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- (●) Yes
- ( ) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	Hurricane season
The percentage of agency payments processes during this timeframe	40%
Additional staff requirements	0
Impact on elapsed time between invoice and payment	None
Other actions	

21. If you would like to provide additional information, please check the box below.

☑ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

N/A

27. How many special payments does your Agency process each year?

0

28. What are the primary reasons for these special payments?

1.

2.

3.

4.

29. How many 1099s does your Agency produce annually?

20

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ◉ Yes
- ○ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

1

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

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36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Inter-agency transfers are prepared and processed through CARS

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

CARS report 1306

41. Can you share any available information about this evaluation process?

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Payments are processed within 30 days

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

44. Please list up to 5 opportunities for improvement to the Payment process.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.5
Band - 4	.4
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	10501 Trade Ct., Richmond, Virginia	3
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.

Q4: stand-alone databases.
Q9: vendor payments only.
Q29: database capable of processing, but use CARS.
Q32: only use CARS

Respondent 33 Submit date: May 20, 2005 E-mail address: pullenws@djj.state.va.us

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Three way match-invoice,receiving report, and po for most payments. Travel requires a special form for non-routine travel plus receipts for lodging, parking over $10, and tolls. All types of payments require signature approval, may differ by level of authority or dollar value.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Manual entry into CARS

4. Does your Agency operate its own financial system?

- ( ) Yes
- (●) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

All vouchers reviewed by supervisor before released. If error, usually for certified amount or lack of appropriation, error file on CARS, reviewed daily and corrected.

8. What percentage of payments include multiple lines of accounting distributions?

80 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

4

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Capital outlay payments that involved pass through of federal funds from another agency or new vendor (need W-9).

11. How does your Agency assign vendor numbers?

Manually, using stamp and log

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ( ) Yes
- (●) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

952

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

.....

Check payments

.....

17. Are there any obstacles to moving your vendors to EDI?

- (●) Yes
- ( ) No

18. If yes, please describe these obstacles.

Time, we have over 8000 vendors. There is no automatic system for EDI, the vendors must be notified individually and they must complete the forms with Dept. of Treasury. We receive no notice that they are EDI. It is the vendor's choice to go EDI.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- (●) Yes
- ( ) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	End of year-trying to spend what is left of appropriation because it is lost at year-end, no motiviation to not spend-may be cut if not spent
The percentage of agency payments processes during this timeframe	20%
Additional staff requirements	Overtime
Impact on elapsed time between invoice and payment	5 - 7 days
Other actions	Cutoff for all expenditures to allow processing and determine not overspending

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- (●) Yes
- ( ) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

Not only supervisory review, but review by card administrator for unusual expenditures

26. How does your Agency handle special payments?

For payroll, extra payroll or petty cash checks. For regular payments, x-batches or trans code 334-no due date-payment is processed next day.

27. How many special payments does your Agency process each year?

290

28. What are the primary reasons for these special payments?

1.

Vendor must have remittance such as registration forms with payment

2.

Payroll errors-money due employees who cannot wait for next pay period

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

225

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ◉ Yes
- ○ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

49

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- ○ Centralized
- ◉ Decentralized

Comments

Correctional centers process their own payments; all others are centralized in the central office

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ◉ Yes
- ○ No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.	Ward payments	Manual - checking account	No	
2.	Donation and Trust funds	Manual - checking account	No	
3.	Commissaries	Manual - checking account	No	
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Usually IAT, but universities require checks.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt Pay statistics

41. Can you share any available information about this evaluation process?

Total per month. Includes the final week of closing rather the last week of the month-skewed somewhat.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Prompt Pay (required to pay within 30 days of receipt of invoice or goods, whichever is later)-more consistency for the vendor to know when payment will be received.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

Some way the vendors could check to see when payment was made with check number or transfer number to track it rather than calling accounts payable. Employees can sign up for this service.

44. Please list up to 5 opportunities for improvement to the Payment process.

A system that would key on invoice number before payment is made, avoiding duplicate payments. Encumbering of purchase orders so actual amount left in budget is readily available-now done manually, if at all. Track of invoices and travel through the system from date received through date payment made.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	4.8
Band - 4	1.0
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	Central Office	6
2.	JCCs	8
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- (●) Yes
- ( ) No

Comments

Payments for federal grants must be in approved budget and an allowable federal expenditure

48. If you have any other concerns or comments about this functional area, please include them here.

All processing outside of the system is manual, no intergration between purchasing system eVA and CARS. No way to collect some of the data required by this survey such as how many payments are electronic or checks.

Respondent 34 Submit date: May 20, 2005 E-mail address: herman.davis@vsp.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Goods or services received and signed for.
Reviewed and approved by Division Commander and forwarded to P&F.
Fiscal Tech checks calculations and checks prices against purchase orders.
Batch headers approved by Controller and designee.
Batches reviewed and released by audit personnel.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Manual entry into CARS and manual entry into Internal Accounting System. All entries must be keyed twice.

4. Does your Agency operate its own financial system?

- (●) Yes
- ( ) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Agency reconciles monthly.
Reconcile all transactions by fund, program,equip/object, project, revenue code.
Transactions reconcilled to 402, 408 and FINDS reports.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Print out error from CARS
Send FAX with correction to DOA or call with correction.
Phone 225-4250 email gacct@DOA.virginia.gov

8. What percentage of payments include multiple lines of accounting distributions?

10 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

30

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Time voucher is keyed to check written.

11. How does your Agency assign vendor numbers?

Use vendor FIN

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ( ) Yes
- (●) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

3,603

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

24 %

Check payments

76 %

17. Are there any obstacles to moving your vendors to EDI?

- (●) Yes
- ( ) No

18. If yes, please describe these obstacles.

Many vendors do not like or accomodate e-commerce.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- (●) Yes
- ( ) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	Fiscal year-end
The percentage of agency payments processes during this timeframe	Higher than normal monthly processing
Additional staff requirements	overtime required
Impact on elapsed time between invoice and payment	No impact
Other actions	N/A

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

N/A

27. How many special payments does your Agency process each year?

0

28. What are the primary reasons for these special payments?

1.

N/A

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

371

30. Do you have a process for reconciling 1099s with the IRS?

- (●) Yes
- ( ) No

31. Please describe this process.

Reconcile process part of convey 1099 software

32. Do you have an automated 1099 process?

- (●) Yes
- ( ) No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

90

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- (●) Yes
- ( ) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.	Asset Forfeiture Payments - DCJS, others	Quicken	No	
2.	Petty Cash	Quicken	No	
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Same process as vendor payments
Creates interagency transfer (IAT)

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt payment report from CARS

41. Can you share any available information about this evaluation process?

Due dates in which processing is completed as of a particular time.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Petty cash checks for late payments and certain pro-form payments. X batches work well identifying payment to vendor which can significantly reduce agency workload.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

Cut check 2 days earlier so vendor will have check by due date.
Have web site so vendor can review status of payment.

44. Please list up to 5 opportunities for improvement to the Payment process.

Easier method for reocurring payments
Edit to check for duplicate payments

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	10.0
Band - 3	4.0
Band - 4	1.0
Band - 5	1.0
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	7 field locations for VSP + other divisions	Assumes a total of 30 individuals utilizing 33% of their time in decentalized offices for the preparation of invoice related documents and handling.
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

.....

48. If you have any other concerns or comments about this functional area, please include them here.

None.

Respondent 35 Submit date: May 23, 2005 E-mail address: james.ellenberger@vec.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Valid PO, IPR, accounting voucher or travel voucher, appropriate authority signature(s), valid receipts or invoice,completed receving report, determine eligibility requirements, case manager's approval, review of available funding, requirements for CMIA, supporting documentation CARS and SESA coding and General Accounting Manager's approval signature on batch before payments are keyed/released into CARS or CARS/SESA.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Combination of manual entry into CARS and SESA or manual entry into agency CARS/SESA system.

4. Does your Agency operate its own financial system?

- (●) Yes
- ( ) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Detailed reconciliation for each grant by fund, for cash, revenues and expenditures by program, sub-program; revenues to federal catalogue number, benefits paid by cost code to CARS data. Three way reconciliation to state (CARS), federal (SESA) and fund ledger system. Federal system for the Trust Fund reconciled to CARS and SESA.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Reconciled to determine which system is incorrect. Prepare journal entry or Accounting Transaction Voucher, or key the correction directly to fund ledgers. Or fax keying errors correction to DOA for them to fix.

8. What percentage of payments include multiple lines of accounting distributions?

90 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

15

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Gathering documentation

11. How does your Agency assign vendor numbers?

FIN, SSNs, EINs; suffixes to identify various locations of same entity, or to designate EDI versus paper payment.

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ○ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ○ Yes
- ◉ No

15. How many payment transactions does your Agency process per month?

2,120

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

.....

Check payments

.....

17. Are there any obstacles to moving your vendors to EDI?

- ◉ Yes
- ○ No

18. If yes, please describe these obstacles.

They must enroll at the DOA level not at the individual agency level.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ◉ Yes
- ○ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	Unemployement and layoffs; fiscal year end
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	compliance maintained
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- (●) Yes
- ( ) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

Need to be examined and coded for input to federal Reporting system

26. How does your Agency handle special payments?

??

27. How many special payments does your Agency process each year?

.....

28. What are the primary reasons for these special payments?

1.

.....

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

192,000

30. Do you have a process for reconciling 1099s with the IRS?

- (●) Yes
- ( ) No

31. Please describe this process.

Tax withheld per the benefits system is reconciled monthly with IRS payment system

32. Do you have an automated 1099 process?

- (●) Yes
- ( ) No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

42

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

More cost efficient and productive, better internal control

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- (●) Yes
- ( ) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.	travel, vendors, IAT's, petty cash,	CARS/SESA	Yes	Yes
2.	UI & federal benefits, temporary income pmts, intensive services	Benefits system	No	No
3.	Trade and Trade travel	Trade system	No	No
4.	Pass -through grant money to local Workforce Investment Boards	Excel ledger system	No	No
5.	Drawdowns from federal funds	federal payment systems	No	No

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Same as any other vendor payment other than an IAT is used.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

DOA compliance statistics - monthly, quarterly, annually
Federal Performance Measures
Assessment of complaints, inquiries
Reconciliations and need for adjustments

41. Can you share any available information about this evaluation process?
They work

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?
Our systems enable us to maintain compliance with state and federal regulations, and stay within budget constraints

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?
None known

44. Please list up to 5 opportunities for improvement to the Payment process.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	703 E. Main St, Richmond	unable to determine
2.	41 local offices	unable to determine
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- (●) Yes
- ( ) No

Comments

Federal accounting and reporting requirements

48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 36 Submit date: May 23, 2005 E-mail address: ahyde@vdfp.state.va.us

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

2-signature approach

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

See #43 below

4. Does your Agency operate its own financial system?

- ○ Yes
- ◉ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

3 %

7. What is the process for error correction?

See #43 below

8. What percentage of payments include multiple lines of accounting distributions?

%

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

3

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

In-house review ...workload & timing issue

11. How does your Agency assign vendor numbers?

Serially in cooperation w/ DCJS - see also #43 below.

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ( ) Yes
- (●) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ( ) Yes
- (●) No

15. How many payment transactions does your Agency process per month?

200,250

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

%

Check payments

.....

17. Are there any obstacles to moving your vendors to EDI?

- ○ Yes
- ◉ No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ◉ Yes
- ○ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	ATL is processed quarterly
The percentage of agency payments processes during this timeframe	Dollar'wise the greatest amt. of ATL is September
Additional staff requirements	No - Work hours & assignments are temp. shifted
Impact on elapsed time between invoice and payment	Varies
Other actions	n/a

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

Case-by-case

27. How many special payments does your Agency process each year?

Less than 2-dozen

28. What are the primary reasons for these special payments?

1.

Varies

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

0

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ○ Yes
- ◉ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

n/a

34. How many locations receive vendor invoices within your Agency?

Normally just seven (7.)

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

None.

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

IAT

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

? Respondent unsure of what is being asked !

41. Can you share any available information about this evaluation process?

n/a

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

EFT (EDI)

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

None known.

44. Please list up to 5 opportunities for improvement to the Payment process.

None known.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.3
Band - 4	
Band - 5	.1
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	Glen Allen	4-5
2.	All n=6 out loactions	1-3 ea.
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

None known.

48. If you have any other concerns or comments about this functional area, please include them here.

Overall Caveat - Payments are made for DFP by DCJS under an MOU (#6
#5 - Rough estimate sans DCJS input
#15 - Dtat may only be avail. from DCJS or more prob. DOA
#16 No signif. or over arching problems are known
#17 & #18 - There is a peak in the FAll which coincides with massive ATL\Aid to Locality payments (Sec.38.2-401 COV) and a busyt-season relative to fire service training
#20 - Solely: Commonwealth AMX-SPC \and\ AMX-Travel Cd Acct
#21 + #22 + #23 - Causes for expedited paymts vary widely are are usual of unique circumstance
#26 et al via 1099s - we presuppose that any such need is accomplished centrall;y for us by DOA
#34 - respodnet ndoesn'rt have a clue what is being asked !

Respondent 37 Submit date: May 26, 2005 E-mail address: dennis.miller@vdh.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

For those regular monthly invoices (e.g. utilities, telephone,etc.), contracts and agreements,
the fiscial office simply review the invoices for any descrepancies such as late payments or
unusual deviations from previous months. At this time it is determined whether the the expense
is an eVA exclusion or not. Should it be determined that the transaction should be proessed
through eVA, the accounts payable technician or the purchaser proceeds with that process.
If the expenditure prove to be eVA exempt and the pre-audit of the invoices is acceptable, the
invoices are vouchered for payment. As for any purchases of goods or services, we first look
for supervisor and adminstrative approval such as an internal purchase requisitionan, email or
any written form of approval. It is then that the receiving documentation is reviewed to ensure
that the goods or services have been recieved. Then the invoice is matched with purchase
requistion and the receiving report as well as the eVA purchase order for all eVA eligible
purchases

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

At the district level, the vouchers are keyed into the Virginia Department of Health's Financial and
Administrative system. The batches are approved by the accountant or the business manager
and then mailed to the VDH central office for further processing.

4. Does your Agency operate its own financial system?

- ○ Yes
- ◉ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

2 %

7. What is the process for error correction?

Most errors are detected during the CARS reconcilation process and are corrected through ATVs.

8. What percentage of payments include multiple lines of accounting distributions?

50 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

.....

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Distribution of payments have the longest elapsed time as most invoices are processed within
two business days of receipt; payments are distritubed by DOA after VDH central office has
released the batches for payment.

11. How does your Agency assign vendor numbers?

The District does not assign vendor numbers.

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ( ) Yes
- (●) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

462

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

.....

Check payments

.....

17. Are there any obstacles to moving your vendors to EDI?

- ○ Yes
- ◉ No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- ○ Yes
- ◉ No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	
The percentage of agency payments processes during this timeframe	
Additional staff requirements	
Impact on elapsed time between invoice and payment	
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

◉ Yes

○ No

○ Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

○ Yes

◉ No

○ Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

We do not have any special payment situations.

27. How many special payments does your Agency process each year?

0

28. What are the primary reasons for these special payments?

1.

.....

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

0

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ○ Yes
- ◉ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

We do not process 1099s at the district level.

34. How many locations receive vendor invoices within your Agency?

3

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

All payments excluding American express are paid at the district level, not at the local offices.

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Payments are made to other state agencies through IATs, for those that do not accept IATs
payment is made via AMEX or check payment.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Review and analysis of the "Invoice Processing Time Report"
Tracking of all vouchers processed on a monthly basis

41. Can you share any available information about this evaluation process?

Review and analysis of the "Invoice Processing Time Report" enable early identification of
problems from the vendor aspect or from internal service delivery areas who approves invoices
for payment.

Tracking all vouchers processed monthly ensures payments and/or adjustments are made
timely or allows time to resolve any problems which decrease lingering problems for long
periods of time.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Payment of invoices when recieved aids in timely payments to vendors.

The monthly analysis and tracking ensures compliance with the Commonwealth's prompt pay
guidelines as well as assist in ensuring vendors are paid timely.

Tracking vouchers also assures complete and accurate reconciliation of expenditures monthly.

Vendors are pleased with EDI as payments are received more timely than by check.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

Keying vouchers directly into CARS would decrease processing time for vendor payments

44. Please list up to 5 opportunities for improvement to the Payment process.

Incorporation of an electronic invoice/voucher tracking system that interfaces with the VDH
financial and administrative system.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	.4
Band - 4	.2
Band - 5	.1
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	.3

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	9501 Lucy Corr Circle, Chesterfield	4
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

.....

48. If you have any other concerns or comments about this functional area, please include them here.

The response to all questions is based on changing the word agency to district in all cases.
#8 - information not available at the district level
#14 - Average transaction over the last six months
#15 - This information is not readily available at the district level
#16 - Moving vendors to EDI is handled at the central office level
#17 - distribution of payment is not handled at the district level

Respondent 38 Submit date: Jun 2, 2005 E-mail address: helen.tarantino@vdh.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Travel requires original backup documentation, signatures and approval signatures. Travel is audited against state policy in central accounting office. Vendor invoices are mailed from the vendor to the ordering/receiving cost center. Ordering cost center checks invoice to be sure all goods or services were received in good condition or service received was satisfactory, and billing is correct as to price and extensions. Authorized individual within the cost center signs the invoice for approval to pay. Invoices are batched together. Keyer at cost center enters data into front-end load to CARS (VDH Financial &Administrative System-- F&A). Authorized approver at cost center approves keyed batches online. Paper documents in batch are sent to the central accounting office in Richmond. Only the invoices are sent, backup documentation is kept on file at the cost center. Central accounting office pre-audits documents in batch. If approved by central accounting, the batch is transmitted electronically to CARS. Original paper copies are then filed in central accounting's file room for auditing and public inspection (no paper copies are sent t

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Generally, an automated interface (front-end load) to CARS is used. Rarely, but on occasion, direct entry into CARS is used.

4. Does your Agency operate its own financial system?

- (●) Yes
- ( ) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Transactions detail entered in our system and transmitted to CARS is compared to what detail posted in CARS via a report that shows any exceptions. The report is reviewed and used for producing the monthly CARS reconciliation report sent to DOA. The system is a front end load to CARS. CARS keeps our general ledger.

6. What percentage of your Agency's payments submitted to CARS have errors?

3 %

7. What is the process for error correction?

Print the "CARS Error Suspense Transaction Display" screen daily. Research the error by viewing original documentation. FAX the correction to the Department of Accounts.

8. What percentage of payments include multiple lines of accounting distributions?

60 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

9

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Time from the receiving office to the central accounting office in Richmond

11. How does your Agency assign vendor numbers?

We utilize Federal Identification Number (FIN)

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ( ) Yes
- (●) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- ( ) Yes
- (●) No

15. How many payment transactions does your Agency process per month?

6,723

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

%

Check payments

.....

17. Are there any obstacles to moving your vendors to EDI?

- ( ) Yes
- (●) No

18. If yes, please describe these obstacles.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- (●) Yes
- ( ) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	Year-end close (month of June)
The percentage of agency payments processes during this timeframe	12.5%
Additional staff requirements	Yes, but only if vacancies or illnesses
Impact on elapsed time between invoice and payment	Insignificant
Other actions	

21. If you would like to provide additional information, please check the box below.

- [ ] Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

- (●) Agency addresses
- ( ) Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

We process a batch ("X" batch) which generates a check; the check is picked up the next day from the Department of Treasury and forwarded, along with the appropriate documentation, to the vendor/payee.

27. How many special payments does your Agency process each year?

20

28. What are the primary reasons for these special payments?

1.

Vendor requests payment on delivery of service

2.

Vendor needs check immediately and wants to pick-up (invoice was late in being processed due to our agency's error).

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

804

30. Do you have a process for reconciling 1099s with the IRS?

- (●) Yes
- ( ) No

31. Please describe this process.

We reconcile address and name against the IRS e-file via electronic comparison.

32. Do you have an automated 1099 process?

- (●) Yes
- ( ) No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

110

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

A combination of the two. VDH is a decentralized, georgraphically dispersed agency. Invoices are received and approved for payment at the ordering location. However, DOA requires batches to come from one location by agency code.(VDH field units are not separate agencies, as are Mental Health institutions; therefore, the entire VDH operation is captured under agency code 601). Therefore, the Office of Accounting Services submits all batches to DOA.

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

VDH receives an Interagency Agency Transfer (IAT) from the charging agency. We complete the charge side and process the IAT through DOA. For colleges, we receive a bill and pay by check or Electronic Data Interface (EDI).

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

The Office of Accounting Services (OAS) distributes a Prompt Payment Report by Cost Center to all agency cost centers via email for evaluation and follow-up on problem areas identified in the report. The agency reviews the results of APA audits and the Comptroller's Quarterly Report. The Comptroller's Quarterly Report is evaluated by the Office of Accounting Services and distributed to agency senior management and work units for review and follow up on problems. OAS also summarizes, in layman's terms, the findings in the Comptroller's Report and distributes this summary to agency senior management and the Secretary's office. DOA reviews agency compliance with state polic

41. Can you share any available information about this evaluation process?

Yes, we can provide copies of the documents mentioned.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

The ordering site is in a better position to determine if the correct items were received and invoiced. More than 95% of the time, payments are received by vendors within 30 days. Changes can be made quickly to the system.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

More vendors signed up for EDI. Electronic receiving. Automatic comparison of invoice to order, receiving report, and checking of price extension. Electronic invoicing by vendors.

44. Please list up to 5 opportunities for improvement to the Payment process.

1) Integrate the procurement, ordering, receiving and payment system.
2) Capability for immediate payment to vendor (real-time) by EDI.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	3.7
Band - 3	8.3
Band - 4	.1
Band - 5	2.0
Band - 6	.1
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	109 Governor St., Richmond, Va.	11.3
2.	Office of the Chieft Medical Examiner(OCME), Bio Tech Bldg., Richmond	.7
3.	Vital Records, Willow Lawn Shop. Ctr. , Richmond	2.1
4.	Center for Quality Health Care, 3600 Bldg., Richmond	.1
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

○ Yes

◉ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.

Question #4 - Our financial system is basically a front end load to CARS and also utilizes CARS and CIPPS downloaded data.

Question #12 - We believe this to be the case but are not certain.

Question #14 - We do not do this because due dates vary.

Question #16 - Not available at agency. This would have to come from DOA. We don't know whether a vendor is set up on EDI with DOA or not.

Question #40 & 41- Includes all payment types including travel reimbursements.

Respondent 39 Submit date: Jun 8, 2005 E-mail address: michael.leininger@vadoc.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Vendor payments - 3 way match if purchase document required. - 2 way match if not.
Travel and Petty Cash Reimbursment - 2 way match.
Approval required from unit head or higher per State or agency regulations/guidelines.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Manual data entry into CARS system.

4. Does your Agency operate its own financial system?

- ( ) Yes
- (●) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Submit appropriate change required via fax or email to the Department of Accounts.

8. What percentage of payments include multiple lines of accounting distributions?

75 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

20

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

System time to reach designated due date if keyed into CARS within 5 business days of receipt of invoice or document preparation and processing if keyed in CARS within 10 business days of designated due date.

11. How does your Agency assign vendor numbers?

No.

12. Do all Agencies use the same vendor number for a particular payee?

- (●) Yes
- ( ) No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ( ) Yes
- (●) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

12,000

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

20 %

Check payments

80 %

17. Are there any obstacles to moving your vendors to EDI?

- (●) Yes
- ( ) No

18. If yes, please describe these obstacles.

Vendors not being aware of the availabity to them or their desire not to participate.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- (●) Yes
- ( ) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	Fiscal year close (last quarter)
The percentage of agency payments processes during this timeframe	33
Additional staff requirements	0
Impact on elapsed time between invoice and payment	None as payment terms are not affected.
Other actions	Budget review of available funds occurs.

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

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23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

Processed per State regulations through the Department of Accounts.

27. How many special payments does your Agency process each year?

Average 2

28. What are the primary reasons for these special payments?

1.

Court order or code of Virginia requirement for designated payment time.

2.

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3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

387

30. Do you have a process for reconciling 1099s with the IRS?

- (●) Yes
- ( ) No

31. Please describe this process.

We receive notification from the IRS of a discrepancy. We contact the vendor or search our records to resolve.

32. Do you have an automated 1099 process?

- (●) Yes
- ( ) No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

minumum 97

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- ○ Centralized
- ◉ Decentralized

Comments

Business offices in institutions and central office

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ○ Yes
- ◉ No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

Other than payments to higher education groups designated by State policy to receive payment by check or EDI, payments are made via the state (electronic) Interagency Transfer Invoice process avialable through CARS.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt payment statistics and audit results.

41. Can you share any available information about this evaluation process?

To be in compliance with State requirements agencies must meet or exceed a 95% prompt payment level. Audits must attain a minimum of an acceptable rating to be in compliance that related to accuracy and adherence to state policies .

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

AMEX small purchase payment and EDI processing as these minimizes errors and allows payees to receive funds without waiting for delivery of checks.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

Decrease the paper required for processing. Allow electronic signatures for travel and signature cards.

44. Please list up to 5 opportunities for improvement to the Payment process.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	36.3
Band - 4	36.3
Band - 5	36.3
Band - 6	
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	6900 Atmore Drive, Richmond, VA	12
2.	Correctional Institutions (various locations in VA)	97
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ○ No

Comments

Unknown

48. If you have any other concerns or comments about this functional area, please include them here.

Respondent 40 Submit date: Jun 15, 2005 E-mail address: vethomson@deq.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- (●) Yes
- ( ) No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Requistions - management budget approval that varies by level and $ threshold.
Travel - Supervisor Signature
Attorney General approval required to pay outside council.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Automated interface to CARS through Oracle Financial. Vendor information is maintained in Oracle.

4. Does your Agency operate its own financial system?

- (●) Yes
- ( ) No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Automated reconciliation by fund, program, object. Weekly reconciliation comparing CARS reports and payment vouchers.

6. What percentage of your Agency's payments submitted to CARS have errors?

1 %

7. What is the process for error correction?

Send request to DOA for correction to the system and release of payment. System is checked daily for errors.

8. What percentage of payments include multiple lines of accounting distributions?

70 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

5

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

DEQ adheres to the Prompt Payment Act. Elapsed time depends on the receipt of good and services.

11. How does your Agency assign vendor numbers?

Assigned by Oracle, sequentially. TIN and SSN used

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- ○ Yes
- ◉ No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

774

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

90 %

Check payments

10 %

17. Are there any obstacles to moving your vendors to EDI?

- (●) Yes
- ( ) No

18. If yes, please describe these obstacles.

Vendor reluctance to pay bank charges for electronic payments.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- (●) Yes
- ( ) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	Year End Reporting
The percentage of agency payments processes during this timeframe	
Additional staff requirements	None
Impact on elapsed time between invoice and payment	3 to 5 days, with in Prompt Payment guidelines.
Other actions	

21. If you would like to provide additional information, please check the box below.

☐ Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

◉ Agency addresses

○ Refer to another source

Other

.....

23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

In accordance with DOA policies and procedures.

27. How many special payments does your Agency process each year?

one or less

28. What are the primary reasons for these special payments?

1.

Unusual, unexpected occurances

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

100

30. Do you have a process for reconciling 1099s with the IRS?

- ○ Yes
- ◉ No

31. Please describe this process.

32. Do you have an automated 1099 process?

- ◉ Yes
- ○ No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

1-Central Office

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- (●) Centralized
- ( ) Decentralized

Comments

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36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ( ) Yes
- (●) No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.				
2.				
3.				
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

IAT

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Oracle - Monthly distribution load report to determine how many vouchers the payable staff processes.

41. Can you share any available information about this evaluation process?

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

Prompt Payment system insures vendor is paid in a timely fashion.

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

44. Please list up to 5 opportunities for improvement to the Payment process.

Online requsition process

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	3.7
Band - 4	1.0
Band - 5	.2
Band - 6	.2
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	629 E. Main Street, Richmond, VA	4
2.		
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.

Must provide an automated means to pass oracle financials invoice data.

Respondent 41 Submit date: Jun 15, 2005 E-mail address: ernest.steidle@wwrc.virginia.gov

1. Do the approval and pre-audit processes employed by your Agency (e.g. 3-way match, 2-way match, checking for required signatures, attached documentation, etc.) vary by payment type?

- ○ Yes
- ◉ No

2. Please describe the approval and pre-audit processes employed by your Agency by payment type, if applicable.

Audit payment transactions for compliance with Federal, State and Agency guidelines. Check for appropriate signatures, coding, due dates, receiving report and purchase order.

3. Please describe the processes used to record vendor payment information in CARS (manual entry, automated interface from an Agency financial system, or some combination).

Automated interface from an Agency financial system.

4. Does your Agency operate its own financial system?

- ◉ Yes
- ○ No

5. Since your Agency operates its own financial system, please describe the process you use to reconcile your Agency's payment information with CARS.

Check transmittal listings daily.
Check internal agency reports.
Correct CARS error file as needed.
Expenditures per the in house system are reconciled to expenditures per CARS each month.

6. What percentage of your Agency's payments submitted to CARS have errors?

.....

7. What is the process for error correction?

CARS Error File is checked and cleared daily - appropriate corrections are made to CARS and/or the in house system.
Incorrect transactions identified before transmission to CARS are deleted from the daily transmission - appropriate corrections are made to the in house system and then the transaction is corrected and reprocessed.

8. What percentage of payments include multiple lines of accounting distributions?

10 %

9. What is the average elapsed number of days between receipt of an invoice and distribution of payment?

30

10. What steps in the process (reciept of an invoice and distribution of payment) have the longest elapsed times?

Untimely completion and forwarding of receiving reports to Accounts Payable.

11. How does your Agency assign vendor numbers?

The request to add a vendor to the vendor file is submitted by appropriate agency staff. The request containing the required vendor information is received in Accounts Payable. The information is entered in to the vendor file. A 6 digit vendor number is sequentially generated and assigned by the system.

12. Do all Agencies use the same vendor number for a particular payee?

- ○ Yes
- ◉ No

13. Does your Agency maintain a vendor identification numbering scheme that differs from CARS?

- (●) Yes
- ( ) No

14. Does your Agency combine multiple invoices from a single payee into one payment?

- (●) Yes
- ( ) No

15. How many payment transactions does your Agency process per month?

26,242

16. What percentage of your Agency's payments are made electronically? What percentage of your payments are made via printed checks?

Electronic payments

.....

Check payments

.....

17. Are there any obstacles to moving your vendors to EDI?

- (●) Yes
- ( ) No

18. If yes, please describe these obstacles.

Some vendors state that they do not want to participate in the state's EDI program. They prefer to be paid via paper check.

19. Is there any peak period that significantly affects the distribution of payment volume over the course of the year?

- (●) Yes
- ( ) No

20. Please describe the actions that transpire during this peak period in the table below.

If you have more than one peak period, please respond below for the largest and check the box below for us to follow up for additional information.

	Description
The reason for and duration of this seasonality	End of year expenditure deadlines. May - August
The percentage of agency payments processes during this timeframe	15%
Additional staff requirements	None
Impact on elapsed time between invoice and payment	None
Other actions	None

21. If you would like to provide additional information, please check the box below.

- [ ] Follow Up

22. Does your Agency address questions from payees regarding payment status or amounts actually paid, or do you refer to another source?

- (●) Agency addresses
- ( ) Refer to another source

Other

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23. Does your Agency use Purchase Cards?

- (●) Yes
- ( ) No
- ( ) Not Applicable

24. Does your Agency utilize any additional post audit processes for Purchase Cards above and beyond those required by the Department of Accounts?

- ( ) Yes
- (●) No
- ( ) Not Applicable

25. Please describe your Agency's additional post audit processes for Purchase Cards.

26. How does your Agency handle special payments?

X-Batch Checks - Prepare voucher for check to be returned to the agency in order to attach additional documentation to check.

27. How many special payments does your Agency process each year?

15

28. What are the primary reasons for these special payments?

1.

Vendor wants remittance documentation included with check

2.

.....

3.

.....

4.

.....

29. How many 1099s does your Agency produce annually?

1,202

30. Do you have a process for reconciling 1099s with the IRS?

- (●) Yes
- ( ) No

31. Please describe this process.

Detailed reports supporting 1099 processing are retained and can be used to reconcile and support what was submitted to the IRS.

32. Do you have an automated 1099 process?

- (●) Yes
- ( ) No

33. If you do not have an automated 1099 process, what is the level of effort required (in man-hours) to perform this process?

34. How many locations receive vendor invoices within your Agency?

51

35. Is your Agency's payment processing centralized or decentralized? Please provide the reason.

- ○ Centralized
- ◉ Decentralized

Comments

Certain client payments are processed in the field and not by Accounts Payable

36. Does your agency use different systems for different types of payment (such as vendor payments, refunds, entitlements, grants, subsidies, payments to local governments, payments to social service or health providers, employee travel reimbursements, others)?

- ◉ Yes
- ○ No

37. Please list the systems and provide the following informaton:

	Payment Type	System	Automated Interface to CARS or Agency Financial System?	Automated Reconciliation Process between the Two Systems?
1.	VRIS Client Payments	VRIS - in house client tracking system	Yes	No
2.	DDS Client Payments	VCPS - SSA client tracking system	Yes	No
3.	Employment Service Organization Payments	Facilities - in house system	Yes	No
4.				
5.				

38. Does your Agency make payments to other state Agencies?

- (●) Yes
- ( ) No

39. Please describe the process.

An InterAgency Trnsfer (IAT) or invoice is received from the agency providing the good/service. The IAT /invoice is matched with the purchase order or other authorization to purchase as well as the receiving report and approved for payment. The approved transaction is jprocessed for payment.

40. What processes and metrics does your Agency use to evaluate the performance of the payables processing function?

Prompt Payment statistics.
Negative responses from vendors.

41. Can you share any available information about this evaluation process?

95% of the agency's payments must be paid within 30 calendar days of receipt of invoice or goods/services, whichever is later.

42. What elements of the existing processes for all types of payments work especially well from both Commonwealth and Payee perspectives?

43. What elements of the current processes for all types of payments could be improved to significantly better serve Commonwealth personnel or payees?

44. Please list up to 5 opportunities for improvement to the Payment process.

45. For all payment functions in your agency, including recording, identifying, pre-auditing, post-auditing, reconciliation, 1099 preparation, and addressing questions from department staff and payees, please provide an estimate of the staff resource requirements, whether salaried or wage, based on pay band. If contractor resources are currently used in this process, please also provide their total FTE.

If an employee or contractor is not dedicated full time to this process, please add up the percentages of employee time to reach an FTE total by pay band.

	FTE Count (include tenths)
Band - 1	
Band - 2	
Band - 3	
Band - 4	
Band - 5	.1
Band - 6	.2
Band - 7	
Band - 8	
Band - 9	
Contracted Labor	1.0

46. Please identify the locations where work for these payment functions are performed.

	Location Address (street/city)	Number of staff at this location performing this function
1.	Franklin Farms Drive, Richmond VA	9.3
2.	51 field offices located throughout the state	18
3.		
4.		
5.		

47. Are there any specific state or federal laws or regulations that would make it difficult to reengineer this business process? If so, please provide the relevant citation.

- ○ Yes
- ◉ No

Comments

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48. If you have any other concerns or comments about this functional area, please include them here.