

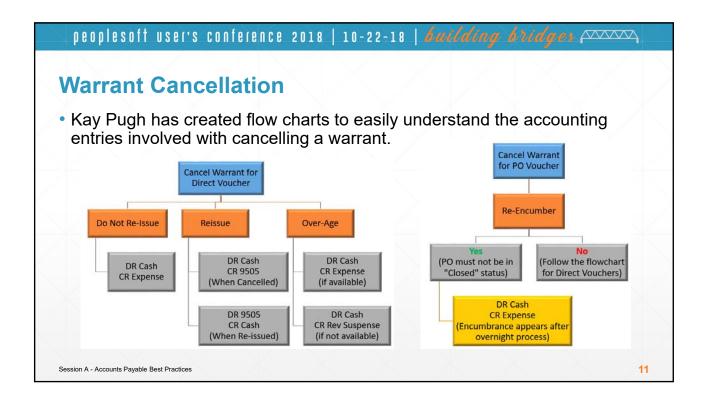


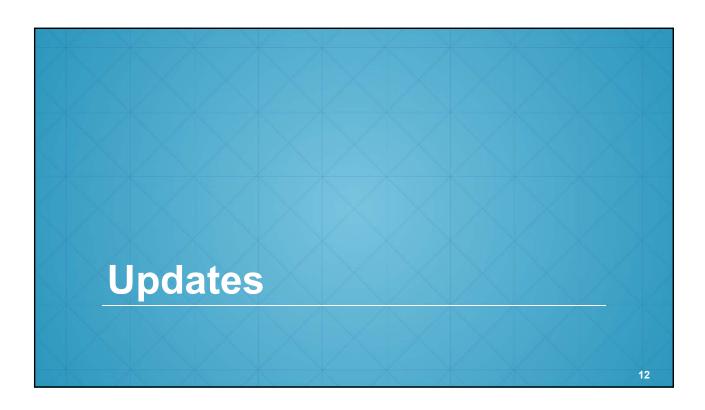
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Finalize/Save Order

- There is some confusion on the order in which we need to be hitting the voucher's "save" button in conjunction with the matching/budget checking and other buttons.
- The save button MUST be selected <u>AFTER</u> all other items in the voucher. (EXAMPLE: If you add an attachment after hitting the save button, you'll have to hit the save button again).
- Any actions performed after hitting "save" (including the budget checking and finalize features) are not guaranteed to be retained.

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Quick Updates

Warrant Stub Message

ISSUE: Message field on the Payment tab of the voucher is supposed to print on the warrant stub, but has not been consistently appearing.

UPDATE: CRC has stated that the problem was identified and they are working on getting it resolved. The fix was applied on October 1st, but was removed due to complications. We are currently awaiting an update that the fix was successfully implemented.

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41

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Quick Updates - cont'd

- Remember to submit HEAT Tickets!
- Some issues, felt to be major issues that are going unresolved, are being experienced by many individuals throughout the county.
- It is our responsibility to make each issue known to the county if we expect that it be addressed.
- The **number of HEAT Tickets** pertaining to each issue helps identify the level of importance and, thus, **aids in the prioritization** of current needs.

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Quick Updates - cont'd

- Attendance at the AP user group meetings is low, and consistently so. Because of this, we do not have enough of a varied discussion about important topics.
- The user group meetings will be changed to a quarterly meeting schedule. Breanna will work with the county staff to see about having them at SDCOE, in hopes of providing a more central location that allows more district representatives to attend.
- There are important county-wide issues being discussed and actions being taken during user group meetings, so we need to do whatever we can to get more representation from each district.
- Suggestions on how to improve the user group structure and overall benefit is always welcome.

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15

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Quick Updates - cont'd

- There has been a huge improvement in Commercial Warrants' approval turnaround time.
- This is partly due to ample backup being provided at voucher-creation, as opposed to uploading the documents after the request from CW.
- Remember to upload all appropriate docs to aid in the auditors' approval process.

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Quick Updates - cont'd

- Video recordings help expedite HEAT Ticket resolution.
- The video-recording feature through https://screencast-o-matic.com is an excellent tool to quickly record the issue you're facing.
- Using this feature cuts down on the amount of back-and-forth communication between the ticket submitter and the county technician assigned to the ticket.

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17

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Quick Updates - cont'd

- There are multiple districts that have expressed interest in a document available (in PS) to show all of the detail on the printed warrant.
- OPTION #1: Requesting that a non-negotiable PDF copy of the final warrant (including the stub) be available for download from PeopleSoft.
- OPTION #2: The Detailed Payment History by Supplier report in the AP WorkCenter can be modified to reflect the message field (entered on the voucher's payment tab), along with any other fields that are currently not showing.
- Anybody who wants this to be available needs to submit a HEAT ticket in order to show that there is, in fact, a need for it.
- You may email me for suggestions on HEAT ticket verbiage to ensure that all of our tickets are clearly requesting the same thing so they get added to the enhancement list.

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