2021 SABHRS ACCOUNTS PAYABLE TRAINING

Daily Operations Section

State Accounting Bureau

OBJECTIVES

Supplier adds/updates

Warrant cancellations

ACH returns and NOCS

Reissues/stale-dated payments

Miscellaneous requests

Payment Plus

Vouchers

AP Work Center

Foreign supplier payments

Interfacing agencies

Documentation retention

NEW PROCESSES RECAP

Agencies are processing cancels - a new security role "FS Agency Cancel Payments"

ACH returns automated – query MTAP_ACH_RETURNS. Agencies can run this as often as determined necessary

Supplier Adds and Updates done using an online form

SUPPLIER ADDS AND UPDATES

Supplier Adds

Suppliers > Supplier Information > Add/Update > Supplier Add Form

Supplier Updates

Suppliers > Supplier Information > Add/Update > Supplier Update Form

SUPPLIER ADDS AND UPDATES

SUPPLIER ADDS AND UPDATES

Fields on the online interface mirror those from the paper forms

Forms must be saved and submitted to be committed to workflow

Submit button will appear after the save is complete

An attachment may be required. A warning message will appear as a reminder

SUPPLIER ADD FORM

Fill out all necessary fields

- Supplier Name
- Agency Information
- Supplier Information
- Supplier Address
- Must attach a complete and legible W-9 or W-8

EFT Banking Information if requested

- Complete all fields under EFT Banking Information
- Must attach an EFT sign-up form
- Email address must be completed in order for suppliers to get EFT advice sent

SUPPLIER ADD FORM

SUPPLIER ADD FORM

| Form | Instructions | Attachments |

Supplier Add Form

*Supplier Name

Status   Initial

Agency Information

*Business Unit

*Agency Contact

*Contact Phone

Supplier Information

9-digit number if applicable.

Tax ID Number

TIN Type

Attach W8 or W9; use attachments tab.

*Government Class

*TIN Cert Type

Supplier Name

*Name 1

Name 2

Supplier Address

*Address Line 1

Address Line 2

Address Line 3

*City

State/Province

Postal Code

*Country

Attach Banking Information if applicable; use attachments tab.

EFT Banking Information

EFT Bank Info

Bank Account

EFT Tran Code

Bank Routing

Email Address

☐ Email Advice

Save

UPDATING AN EXISTING SUPPLIER

NAME CHANGES
*W-9, W-8

ADDING/UPDATING ADRESSES
W-9, W-8 required to update Address 1

ALTERNATE PAYEE/WITHOLDING NAMES
Except Address 1

EFT ACCOUNTS & EMAIL ADDRESSES
*Supporting documentation required

WHAT TYPES OF UPDATES CAN BE DONE?

SUPPLIER UPDATE FORM

- ❖ Fill out all necessary fields
  - • Supplier Name
  - • Agency Information
  - • Supplier Information
- ❖ Select the Update Type needed - All 5 boxes can be checked or just one depending on the request
  - • Complete the corresponding fields
  - • Attach documents if necessary
- ❖ W-9 or W-8 is required for changes to Supplier Name and Address 1
- ❖ EFT sign-up form only

SUPPLIER UPDATE FORM

| Form | Instructions | Attachments |

Supplier Update Form

*Supplier Name [   ]

Status   Initial

Agency information

*Business Unit [🔍]

*Agency Contact [   ]

*Contact Phone [   ]

Supplier Information

*Supplier ID [   ]

Tax ID Number [   ]

TIN Type [⌄]

*Government Class [🔍]

TIN Cert Type [⌄]

Update Type

Attach W9 to update Address 1

☐ Supplier Name
☐ Add New Address
☐ Update Address*
☐ EFT/Banking Info   *include address sequence to update address*
☐ Email

Address Number [   ]

SUPPLIER UPDATE FORM

Supplier Name

Name 1 [   ]

Name 2 [   ]

Supplier Address

Address Line 1 [   ]

Address Line 2 [   ]

Address Line 3 [   ]

City [   ]

State/Province [   ]

Postal Code [   ]

Country [🔍]

Payment Alt Name 1 [   ]

Payment Alt Name 2 [   ]

To update EFT Information indicate location sequence in the More Information box

To remove EFT Information indicate which location(s) in the More Information box

EFT Banking Information

EFT Bank Info [▾]

Bank Account [   ]

EFT Tran Code [▾]

Bank Routing [   ]

Email Address [   ]

More Information

[   ]

[Save]

UPDATING EFT INFO

❖ The <u>EFT/Banking Info</u> box will need to be checked when adding, replacing, or removing/retiring EFT data

Add

Complete the EFT Banking Information section, save and submit

Replace

Complete the EFT Banking Information section, and note which Location needs to be replaced in the More Information box

Remove

Leave the EFT Banking Information section blank and note in the More Information box which Locations need to be removed or retired into history

UPDATING EFT INFO

❖Beware of requests to update EFT information

❖Verify the requester is an employee of the company and is authorized to update account information

❖Collect a properly completed EFT Sign-Up Form (204)

❖Request outdated or invalid accounts be removed or replaced

Voided Check ✗

EFT Sign-up form

Letter from Supplier's Bank ✗

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W-9 COMPLETION

1

An up-to-date
W-9 form
can be found at

www.irs.gov

2

Click

"Forms &
Instructions"

3

Click on

"Form W-9"

W-9 COMPLETION

Make sure the new supplier accurately and legibly completes the W-9

Common problems:

- Not completing Box 3
- Unreadable TIN, or completing both the EIN and SSN fields

ADDING AN ALTERNATIVE PAYEE NAME

Update Type

☐ Supplier Name
☑ Add New Address   *Attach W9 to update Address 1*
☐ Update Address*
☐ EFT/Banking Info
☐ Email

Address Number   ** Include address sequence to update address*

Supplier Name

Name 1

Name 2

Supplier Address

Address Line 1 701 N 5TH ST W

Address Line 2

Address Line 3

City MISSOULA

State/Province MT

Postal Code 59802

Country

Payment Alt Name 1 NORTHSIDE HOLDINGS, LLC

ADDING AN ALTERNATIVE PAYEE NAME

SUPPLIER ADD/UPDATE APPROVAL

Fri 3/30/2018 3:01 PM

S sabhrs_fs@mt.gov
Form 40 has been Approved

To ✓ Wattnem, Jamie

Form 40 has been approved. Details are shown below:

Subject: AMERICAN AUTOMOBILE ASSOCIATION

Click on the URL to access the supplier information page: https://sabhrsisy.mt.gov/psp/fssy/EMPLOYEE/ERP/c/MAINTAIN_VENDORS.VNDR_ID.GBL?Folder=MYFAVORITES

(This message was automatically generated by Form and Approval Builder on 2018-03-30 at 15.01.15.000000. Please do not reply to this email.)

SUPPLIER ADD/UPDATE DENIAL

Mon 4/2/2018 10:42 AM

S

sabhrs_fs@mt.gov

Form 45 has been Denied

To ✓ Wattnem, Jamie

Form 45 has been denied. Details are shown below:

Subject: CADALYS INC

Click on the URL to access the form: https://sabhrsisy.mt.gov/psp/fssy_2/EMPLOYEE/ERP/c/MANAGE_FORM.FORM_ADD.GBL?Page=FORM&Action=U&SEQ_NBR=45

(This message was automatically generated by Form and Approval Builder on 2018-04-02 at 10.41.54.000000. Please do not reply to this email.)

Form	Instructions	Attachments

Seq # 45   **Supplier Add Form**

*Supplier Name CADALYS INC

Status Denied   Approver Status   Submit

FIND AN EXISTING FORM

SUPPLIER ADD/UPDATE QUESTIONS?

WARRANT CANCELLATIONS

Standard Cancellation FAQ

- ❖ This screen can be used to see the status of a payment

  - Reconciled

  - Stale-dated

  - Cancelled

  - Reissued

- ❖ Notes can be left in the description field

- ❖ Voucher number

- ❖ Accounting lines and associated journals

- ❖ Agency accounting staff should be able to access this function

- ❖ Please contact your supervisor if you have issues, as your security may need to be updated

MT PAYMENT INQUIRY

MT PAYMENT INQUIRY

WARRANT CANCELLATIONS

Lifecycle of a Cancelled Warrant

Issued in error

Wrong amount

Incorrect payee

Cancelled in SABHRS → Overnight cancel process → Warrant shows cancelled in SABHRS → Overnight close process → Funds returned to issuing agency → Cancelled in SABHRS
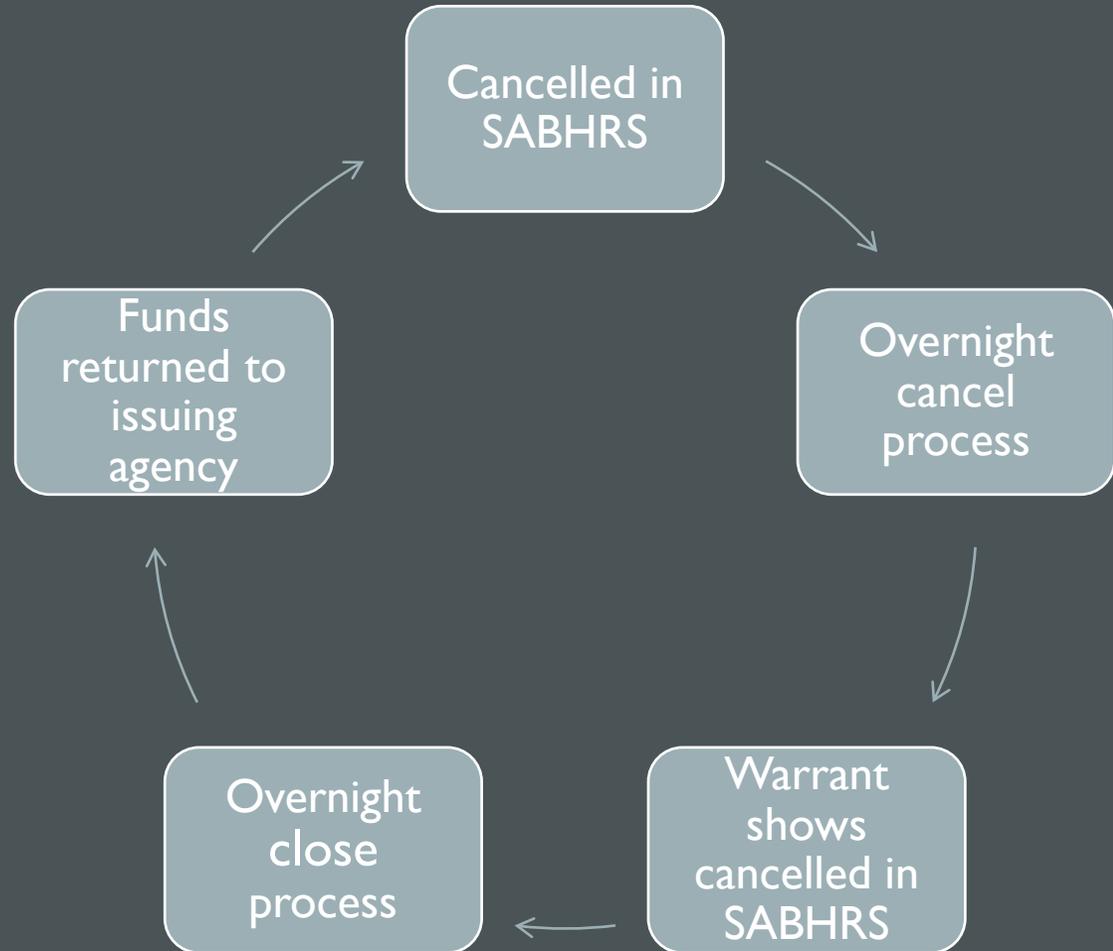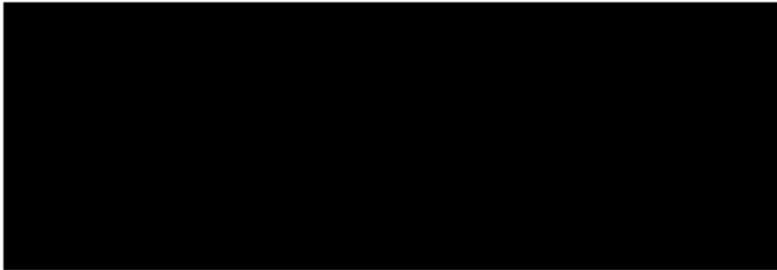
WARRANT CANCELLATIONS

- Check MT Payment Inquiry to verify the payment has not reconciled, been cancelled, or stale-dated

- Main Menu > Accounts Payable > Payments > Cancel/Void Payments > Agency Cancel Payments Search

- Enter Business Unit and Payment Reference of payment to cancel and search

- Verify that the payment information is correct

- Ensure that Void and Do Not Reissue/Close Liability are marked

- Choose appropriate cancel reason (A01, A02, A03)

- Enter notes in the Description field if necessary and save

- SABHRS creates journals to close the original payment and journal the funds back to the agency

WARRANT CANCELLATIONS

WARRANT CANCELLATIONS

WARRANT CANCELLATIONS

WARRANT CANCELLATIONS

Payment Reason Code	Description
A01	Issued in Error
A02	Issued to Wrong Supplier
A03	Incorrect Amount

CANCELLATION QUESTIONS?

ACH RETURNS AND NOCS

MTAPA_ACH_RETURNS

Update the supplier

Interfacing agencies update subsystems

Agency is responsible for issuing new payment

ACH RETURNS

Incorrect banking information

Sent to responsible agency via FTS for processing

NOCs are required by the bank to be handled by agencies

Agency can request a change by completing a Supplier Update form

NOTICES OF CHANGE (NOCS)

ACH RETURNS/NOC QUESTIONS?

- Standard Reissues
- WAW Reissues
- Stale-date Reissues and IUJ Requests
- Resending Payment Plus Payments

REISSUES

STANDARD REISSUE

Form 212

WAW Reissue - Form 211 (Universities Only)

Timeline

Day 1

- Original warrant is cancelled & marked for reopen
- Notes left in MT Payment Inquiry Screen

Day 2

- Replacement is marked as non-mailer
- Notes left in payment advice screen
- Correct mailing address noted in payment advice if applicable

Day 3

- Replacement is delivered to agencies
- Agencies review payment advice to check for updated mailing address
- Included on non-mailer report uploaded by 9 a.m.

STATE PAYROLL REPLACEMENT

- Requests must be received no later than 3 p.m. to be processed same day

- Social Security number or Supplier number is required for processing
- Printed name must be legible on the form for contact purposes

- The agency contact who submitted the form will be contacted the following day for the check pick-up
- Only authorized signers from your agency may pick up checks
- Checks are located at the desk of Kristy Klein

STALE-DATE

Payment goes stale, an automated process runs the last business day of the month

Agencies have exclusive access for the first month to request funds be returned by IUJ (ServiceNow) before noticed are mailed to payees

Run
MTAP_STALEDATE_INFO_PERBU
Enter
Business Unit and stale-date status like

A = Abandoned

S = Stale

R = Reissued

T = Transferred

If a payment is $50.00 or more an affidavit will be sent out for the payee to complete and return to SAB

SAB Reissues the payment when affidavit is completed and returned

STALE-DATE

Agencies can request funds back by IUJ at any time before the payment is sent to DOR Unclaimed Property. This request is completed in ServiceNow. If payment is in an Abandoned status payee must contact DOR or go to their website to collect the funds

Payees may return the affidavit with "I do not believe I am entitled" box checked. An IUJ is then created and the issuing agency is notified

Agencies can send out Form 214 for payments less than $50.00 and/or if requested by a payee

Payments are in a stale-dated status for approximately six months before being sent to DOR

MTAP_STALEDATE_INFO_PERBU is helpful when verifying if payments have been replaced by SAB, the query results will provide the date and ref. ID of the replacement done by 6101R

REISSUES

❖ 211 – WAW Reissue

❖ 212 - Standard Reissue

❖ 213 - State Payroll Replacement

❖ 214 - Stale-Date Warrant Replacement Affidavit

❖ 215 - Stale-Date IUJ Request

Helpful Queries

❖ MTAP_STALEDATE_INFO_PERBU

REISSUE QUESTIONS?

MISCELLANEOUS REQUESTS
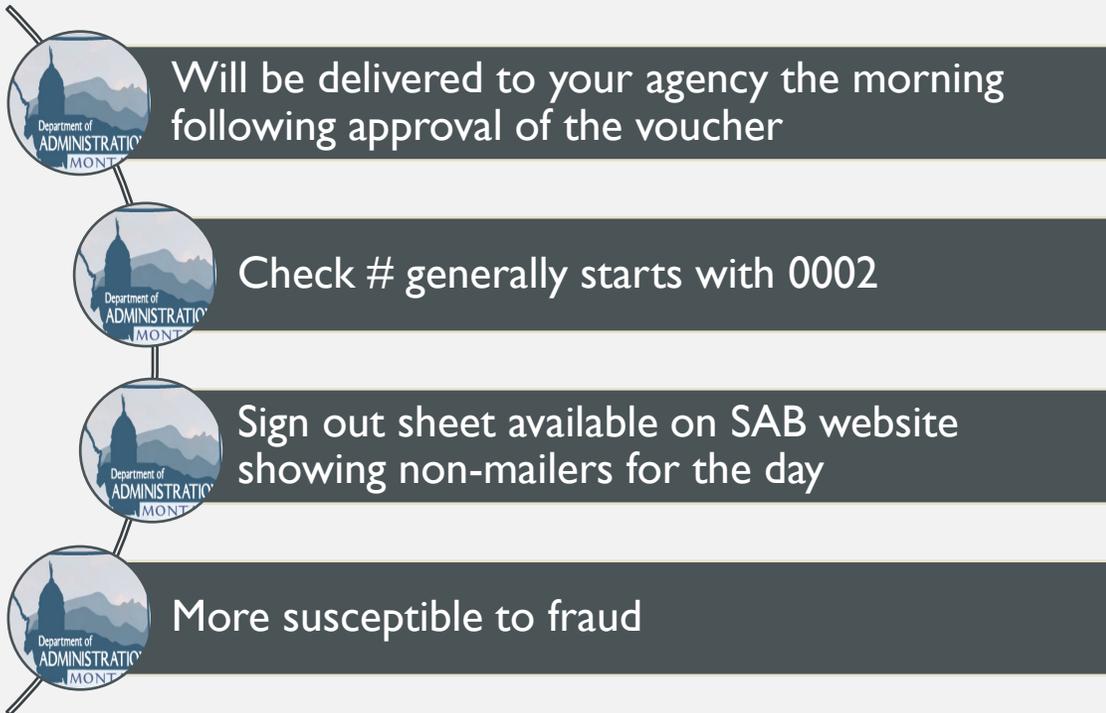
Pulled Warrants

Express Warrants

Manual ACH Returns

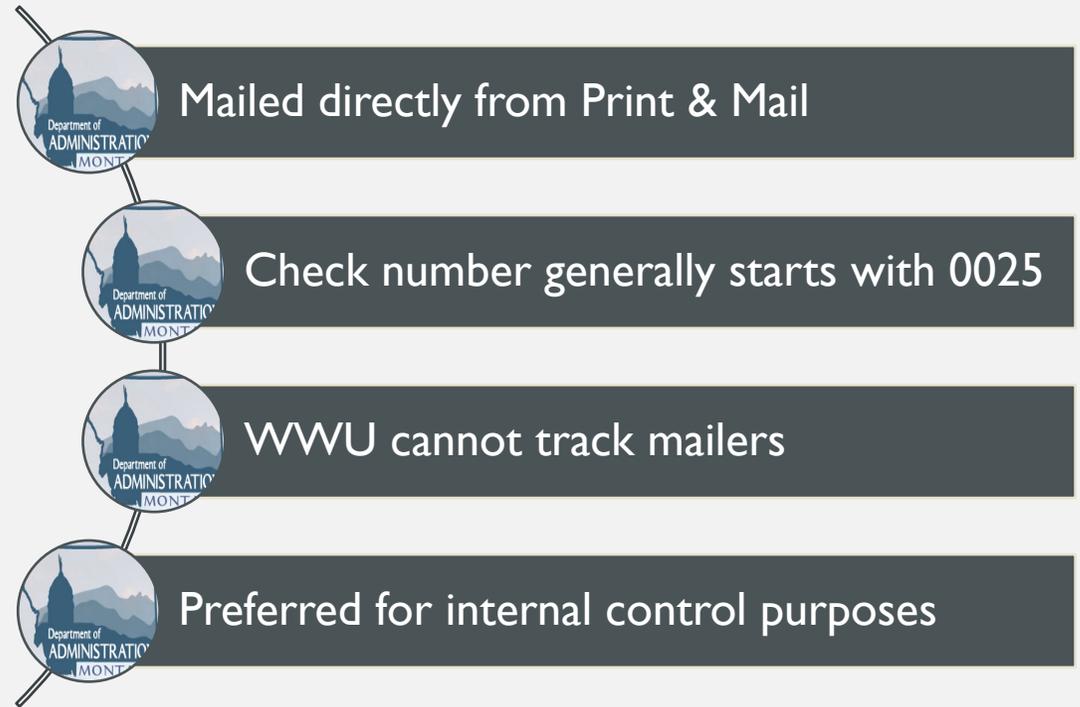Copy of a Cashed Warrant

Trace Numbers

Payment Plus

NON-MAILER VS. MAILER

NON-MAILER

Will be delivered to your agency the morning following approval of the voucher

Check # generally starts with 0002

Sign out sheet available on SAB website showing non-mailers for the day

More susceptible to fraud

MAILER

Mailed directly from Print & Mail

Check number generally starts with 0025

WWU cannot track mailers

Preferred for internal control purposes

PULLED WARRANTS

E-mail submitted to saccounting@mt.gov requesting a pulled warrant the payee name and reference ID must be included

Requests must be made no later than 12:00 p.m.

Agency requesting the pulled warrant will be contacted when the warrant is delivered to SAB

Only authorized signers from your agency can pick up warrants

EXPRESS WARRANTS

When to request an express warrant

- Emergency situations requiring a warrant same day

Timeline for express warrant requests:

Requests for an express warrant must be submitted to SAB no later than 12:15 p.m.

Agency creates the voucher which must be approved and budget checked

Warrants are delivered to SAB in the afternoon where agencies can then pick up

MANUAL ACH RETURNS

Complete the Manual EFT Return request in ServiceNow

The Daily Operations team will compile the necessary information and may ask for assistance from the agency

DOS submits a return request to US Bank

Returns are not guaranteed

MANUAL ACH RETURNS

Agency will be notified if/when funds are returned

If the funds are returned the payment will be unreconciled and cancelled

It will take two days after the cancellation to see the funds returned

Critical to be sure of account information being used on payments

COPY OF CASHED WARRANT

Trace number	Used when EFT payments are made, and the payee is unable to locate the funds
Fraud case	Agencies will request a copy of a cashed warrant and provide it to the payee If the payee determines fraud was involved, contact SAB in ServiceNow SAB will contact US Bank and begin the fraud process
Timeline	EFT trace numbers are generally provided same day Copies of cashed warrants will be provided within two business days Fraud cases can take six months or more before finalized by the banks

PAYMENT PLUS

❖ US bank product that suppliers can utilize, and can also opt-out of if they are unsatisfied

❖ This payment is comprised of two emails; the first includes the payment advice from the voucher and the reference ID for the payment, the second is a one-time use credit card number they can run at their business

❖ If you are paying a PPlus supplier, the voucher will automatically default to a PPlus payment, but you can change this selection to check or EFT if needed

❖ If a payment needs to be resent, have supplier email saccounting@mt.gov and we will resend it

MISCELLANEOUS REQUEST QUESTIONS?

VOUCHERS

VOUCHER STYLES

Regular

Template

Reversal

Single Supplier

VOUCHERS

View the supplier account to get needed information when making a payment

- Suppliers > Supplier Information > Add/Update > Supplier

Identify:

Address

Alt Name

Email

Bank Account Location

VERIFYING SUPPLIER INFORMATION

VERIFYING SUPPLIER INFORMATION

Identifying Information   Address   Contacts   **Location**

SetID   STATE
Supplier ID   NEXT   Short Supplier Name   Supplier

A supplier location is a default set of rules which define how you conduct business with a supplier.

Location   🔍 | |◀ ◀ 1 of 1 ▾ ▶ ▶| | View All

*Location 000001   ☑ Default   RTV Fees

Description 8975

Details   🔍 | |◀ ◀ 1 of 1 ▾ ▶ ▶| | View All

*Effective Date 09/15/2020 📅   Effective Status Active ▾

                                                    Expand All   Collapse All

Options   Payables   Procurement   Sales/Use Tax   1099
▶ Additional ID Numbers
▶ Comments
▶ Internet Address
▶ VAT

    Expand All   Collapse All

REGULAR ENTRY

❖ Accounts Payable > Vouchers > Add/Update > Regular Entry

❖ The voucher header screen allows you to enter a new voucher or to search for existing one

❖ If you are able to complete all of the highlighted fields here, it will save you time when completing the payment

❖ Use the magnifying glass next to address and location to open all available options

ENTERING A REGULAR VOUCHER

VOUCHER LIFECYCLE

Voucher is created and reviewed for accuracy

→

Voucher approval (changes made after approval reverts voucher to "unapproved" status)

→

Voucher is picked up by overnight batch process, budget checked, and posted

→

Payment is generated the following business day

→

All accounting entries posted to general ledger

1

Inactive supplier accounts will create voucher failure

2

Forward-dating vouchers can create issues when effective dates on address or locations do not align

3

A complete offset can occur

The identifier will be located on the payments tab of the voucher if the payment is offset

4

A payment can be partially offset as well

In this case, the payment will generate in the same manner, but there will be a negative line in the MT Payment Inquiry screen indicating the amount taken for offset

VOUCHER ERRORS

DOR OFFSET

Offset funds remain in a DOR holding account for 30 days

If a partially offset payment is cancelled within the 30 days, the full amount of the original payment is journaled back to the issuing agency

If the offset funds are no longer in the holding account or if they have been used to pay another agency or debt, DOR will contact agency that processed the cancellation and work with them on how to proceed

- DOR monitors offset payment cancellations daily

Fully offset payments cannot be cancelled in SABHRS and must be requested through DOR

- If offset monies have not been used to pay a debt, DOR may send funds back to the agency via IUJ

EFT HOLD PROCESS

- Payments over $10,000
- Made to a bank account that has not been previously used by a supplier
- Voucher is held until released by DOS
- Agency must contact supplier to confirm the banking information
- Agency submits EFT Payment Release request in ServiceNow

FOREIGN SUPPLIER PAYMENTS

Payments made
to foreign entities will
automatically be held in
SABHRS

One of the below criteria must be met for
services preformed in the U.S.:

- Correct and completed W-8 with treaty claim in part 3
- 30% withholding on the payment made to the supplier

Other foreign supplier payments

- W-8 with a correct **treaty claim** in part 3 – valid for 3 years if nothing changes
- Invoice clearly stating "no services performed in the U.S."
- Travel reimbursement documentation (expense report, receipts)

AP Voucher Manual	Regular Entry	Template Voucher	Single Payment Voucher

	Multiple Vendor Voucher	Approve Voucher	Delete Voucher	

SABHRS DOCUMENTATION
SERVICENOW

VOUCHER QUESTIONS?

AP WORKCENTER

AP WORKCENTER

AP WORKCENTER

AP WORKCENTER

AP WORKCENTER

Accounts Payable WorkCenter ⚙ «

Main | Reports/Queries

Queries ↻ ⋮

⊞ Query Manager

▽ **Voucher Queries**
- ACH Returns
- Staledate Info by BU
- Staledate Info by BU/Period
- Vouchers Closed - Budget Errors
- Vouchers - Insufficient Approp
- Vouchers Not Paid
- Posted Vouchers Not Paid
- Vouchers with Budget Status <> V

▽ **Supplier Queries**
- Supplier add form submissions
- Supplier Update Form

▽ **Transparency Queries**
- Grouped MT Checkbook Info
- MT Checkbook VW - Payee Name
- Pre MT Checkbook Validation

⠿⠿⠿⠿⠿⠿

Reports/Processes ↻ ⋮

▽ **Reports**
- Payment History by Supplier
- Posted Voucher
- Voucher Register
- Voucher Status

▽ **Monitor**
- Process Monitor
- Report Manager

🏷 **Links** ↻ ⋮

▷ Contracts
▷ Debt Offset
▷ SAB
▽ Supplier

    ⊞ Adjust Withholding

    ⊞ Review Suppliers

    ⊞ Supplier Add Form

    ⊞ Supplier Information

    ⊞ Supplier Update Form

⠿ Vouchers
▷ Other Links

Welco

Welcome
the side
pages su

Each pa

Within ea
a group

AP WORKCENTER QUESTIONS?

INTERFACING AGENCIES

VALIDATING FILE

VALIDATING FILE

REMINDERS

01
W-9s required and should be checked for accuracy

02
DOS does not have control over interfaced changes to supplier accounts

03
Interfacing bad information can cause issues. Supplier updates should be submitted when interfaced information changes

INTERFACE QUESTIONS?

DOCUMENTATION RETENTION

Although the Daily Operations Section receives copies of W-9s/W-8s, agencies are required to retain the records per SOS retention schedules

- Agencies to retain for three years
- SAB to retain for five years

The SOS retentions schedules can be found at the following web page: http://sos.mt.gov/Records/State

W-9 RETENTION PER SOS
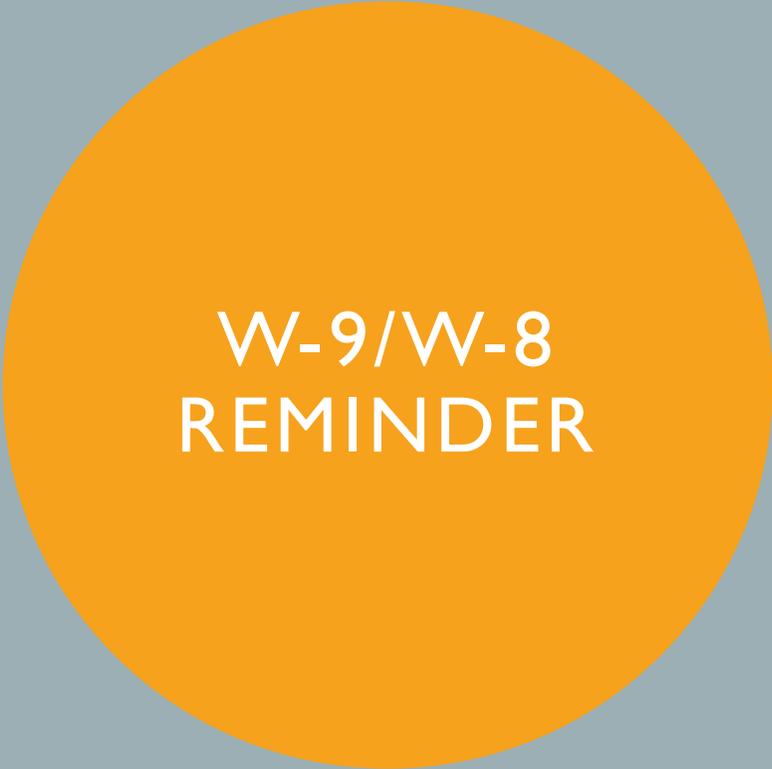
W-9/W-8 REMINDER

- W-9s and W-8s are updated by the IRS often. Please use the most up-to-date forms
  - W-9 can be found online at https://www.irs.gov/forms-pubs/about-form-w9
  - W-8s can be found online at https://apps.irs.gov/app/picklist/list/priorFormPublication.html?resultsPerPage=200&sortColumn=sortOrder&indexOfFirstRow=0&criteria=formNumber&value=W-8&isDescending=false
- If your agency uses substitute forms, please consider using the IRS forms
  - The IRS forms capture more information, including government classifications

QUESTIONS?