

**Bureau of Accounting
Office of Fiscal and Monitoring Services
Frequently Asked Questions**

Accounts Receivable

Q. Where do I mail checks?

- A. Mail the revenue, envelopes, and their contents via the U.S. Postal Service to the following address:

Ohio Department of Job and Family Services
P.O. Box 182367
Columbus, OH 43218-2367

OR

Hand deliver the revenue, envelopes and their contents to the receptionist in the Office of Fiscal and Monitoring Services at:

Office of Fiscal and Monitoring Services, Bureau of Accounting
30 E. Broad St., 38th Floor, Columbus, Ohio 43215

Checks should not be sent via inter-office mail.

Q. Who do I make the check payable to?

- A. Checks are to be made payable to the Ohio Treasurer Kevin Boyce.

Warrants and Vouchers

Q. How do I obtain copies of warrants?

- A. Copies of warrants are available from: warrantrequest@obm.state.oh.us

Q. How long does it take for a Stop Payment request to update the county SACWIS database?

- A. After processing by ODJFS, OBM, Treasure of State and OIS, a minimum of 5 business days.

Payment Inquiries:

Q. Where is my payment?

Q. What is this payment for?

- A. Contact the Bureau of Accounting at 614-466-4303

Accounts Payable:

Q. When can I expect my payment?

A. Prompt payment requirements state that payments shall be made by the required payment date. The required payment date is either (1) the date or time when payment is due according to a written agreement between the parties; or (2) in the absence of a specific date or time, thirty (30) days after the state agency receives a proper invoice.

Q. How long after state accounting approves an invoice is it before a pay date is assigned?

A. Two (2) business days.

Q. What can I do if a program area is not forwarding invoices to Accounts Payable (AP) in a timely manner?

A. Speak to your contact in the program area first to determine invoices have been forwarded to Accounts Payable. If that does not work you should escalate your issue within the program area.

Q. What invoices does this payment cover?

A.

a. If the payment was received by warrant/check, the remittance advice attached to the check will indicate the invoice number(s) voucher ID and invoice amount(s).

b. If the payment was made via EFT the vendor can use the links below to look up the remittance information and the link on "How to look up Remittance Advice" in OAKS.

REMITTANCE LOOKUP:

<http://www.oaks.ohio.gov/remitlookup>

HOW TO USE REMITTANCE ADVICE LOOK UP PDF FILE

<http://obm.ohio.gov/document.aspx?ID=6aa579e3-7847-48cd-aae7-fe6770234d7e>

Q. Why hasn't the invoice been processed yet?

A. This is not an all inclusive list but here are some of the possible reasons:

a. The invoice may not have been received from the vendor and/or program area in Accounts Payable.

b. The invoice was not proper and returned to the program area for correction.

c. Pay terms are Net 30.

d. Additional information may have been requested from the program area or the vendor.

e. There may be a coding issue or PO error.

Q. How long does the process take after you receive an invoice?

A. Securing proper agency approvals, OAKS data entry, OBM approvals, EFT posting or warrant writing take an average of 21 business days.

Q. Why is my invoice Net 30?

A. OBM requires General Revenue Funded payments to have a payment term within 30 days in accordance with the Prompt payment requirement.

Q. Have you received my invoice?

A. If it has been more than 30 days since submission of the invoice please contact (614)466-4303 and request to speak to an Accounts Payable staff.

Q. Can I send the invoice directly to the voucher processor or program area?

A. No. Invoices should be sent to:
ODJFS Accounts Payable Section
30 E. BROAD STREET SOT 38TH FLOOR
COLUMBUS, OHIO 43215

Invoices can be sent electronically to:

JFS_ACCOUNTS_PAYABLE_MAINTENANCE_VENDOR_INVOICES@jfs.ohio.gov

Q. Can I fax you a copy of the invoice?

A. As a rule, no but there are exceptions that are addressed on a case by case basis.

Q. Can we make changes on the invoice?

A. It depends on the changes you wish to make. For example, you are allowed to add job titles but you cannot add conflicting information or cross out or change dollar amounts