

Date: August 16, 2012

Topic: Webinar Questions and Answers

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**Remedy:**

1. Q: Can anyone that has access to CFIS Web call the Fiscal Supervisor and/or the CFIS Help Desk?  
A: Each agency has fiscal contacts that the fiscal supervisor works with on a regular basis. Agencies should maintain utilizing their fiscal supervisor for any technical assistance issues. Remedy and CFIS Help Desk can be used if the fiscal supervisor is not available or if the issue is systems related such as password reset.
2. Q: Regarding remedy-is this a change in protocol for BCFTA end-user support? We thought we were supposed to go thru Remedy 1st.  
A: There is no change in protocol for BCFTA end-user support. Agencies are encouraged to follow the Tiered Support model where the fiscal supervisors are the first contact and can help assess the issue. However, if the fiscal supervisor is not available or if the issue is systems related such as password reset then the agency can utilize Remedy or CFIS Help Desk.
3. Q: There are several mappings issues with the service months and grant periods. Do you want separate remedy tickets on each or is this an area that fiscal supervisors are going to send the remedy tickets on the behalf of the counties?  
A: The fiscal supervisor is the first tier of support and can provide direction for agencies that are unsure how to address a problem. In some instances, the fiscal supervisor may complete the remedy ticket or they may advise the agency to complete the ticket.
4. Q: In Remedy is there a way to send more than one attachment on a remedy request?  
A: No, only one attachment can be sent thru Remedy. BCFTA is working with OIS to fix the issue where Remedy allows more than one attachment. Temporarily, users should create one attachment with multiple pages.
5. Q: Why not skip Tier 2 or support until Remedy is fixed?  
A: BCFTA is aware of a few issues with Remedy and is working diligently with OIS to resolve these as soon as possible. The few issues are not critical and users can continue to use Remedy with the temporary fixes that BCFTA has put in place.
6. Q: Why don't you ask OIS for access to the Remedy e-mail box so we can reply and you can read them?  
A: There isn't a remedy e-mail account. BCFTA is working with OIS on resolving this issue; we anticipate a resolution in the near future.
7. Q: Could Remedy be programmed to carbon copy the CFIS Helpdesk on any system generated email message and then the person could respond to CFIS Help Desk with the information needed?  
A: This is a good suggestion. BCFTA is working with OIS on resolving this issue; we anticipate a resolution in the near future.

**Maximus PET:**

8. Q: Does anyone know when the new receipt code 426053 will be available in PA PET and mapped to 010?  
A: It should now be available with the new release of PET, version 8.90(Released on August 29, 2012). MAXIMUS sent out an e-letter with all the installation instructions.
9. Q: Do you have an idea when PCSA 060 coding is going to be updated is PET?  
A: It should now be available with the new release of PET, version 8.90(Released on August 29, 2012). MAXIMUS sent out an e-letter with all the installation instructions.
10. Q: Do we need to continue to download in Quic+ daily?  
A: With the new release of PET, version 8.90 (Released on August 29, 2012), it is not necessary to use Quic+ to import coding (INF44). However, agencies may continue to use Quic+ to accomplish this task. If an agency decides not to use Quic+, they will need to manually enter the codes into PET. In addition, WIA Area's who continue to use the ACRs+ and Quic+ software should continue to download everyday.

**Draw:**

11. Q: With CFIS Web, are there still "Draw Weeks"? For example, Week 30, Week 42, etc. I don't recall seeing the Week numbers in CFIS Web. And, I can't find the CFIS draw calendar for FY13.  
A: Beginning July 1, 2012 BCFTA no longer maintains a draw calendar by draw week. The draw calendar is now maintained by Invoice date's (the day the draw was requested NOT draw payment date) always Friday of each week. When submitting a Remedy ticket please state the invoice date and not the week.

**WIA**

12. Q: Do the individual counties or WIA areas need to be re-entering the July obligations in CFIS web?  
A: Yes. Obligations balances did not carry forward and are zero in CFIS Web, therefore agencies will enter total obligations for all funding sources in July.
13. Q: If I am understanding correctly, WIA Obligations and Accruals reported for July in CFISWeb are not to be reported as netted against June' Obligations and Accruals. WIA is to be reporting Actual Obligations and Accruals in July, is this correct?  
A: Yes. See answer to above question.
14. Q: Since obligations code remapping is not complete WIA is not to re-enter until notified that coding remap has been completed, is this correct?  
A: Yes, agencies were notified on 9/6/12 that mappings were updated in CFIS Web.

**CFIS Web General:**

15. Q: Do CSEAs still need to code difference in contracts as 101/515503 in CFIS Web?  
A: Yes, this process has not changed in CFIS Web.
16. Q: Do the rounding differences you mentioned for CFIS web apply to the FTE's as well, or just financial and RMS data?  
A: The rounding issue is being reviewed and corrected.
17. Q: Regarding the rounding, when we import our RMS's into CFIS web, will the percentages be taken out to 6 decimal places as well? Should we update our tracking spreadsheets to take them out to 6 decimal places or will this be changed at the state level and we need to not do anything?  
A: Rounding will be taken out to 4 decimal places for everything except the financials that are imported or manually entered which will be 2 decimals. The WebRMS goes out 3 but when it gets imported into CFIS Web it will go out 4 with the 4<sup>th</sup> place being a zero.
18. Q: Did you say there is a link to the test site on the BCFTA website?  
A: Yes, please follow this link: <http://jfs.ohio.gov/ofs/bcfta/CFIS/CFIS.stm>
19. Q: Will SSRMS Reconciliation still be due on 10/18 or will there be an extension as training not until 10/16?  
A: Yes, the SSRMS/Certification of Funds process must be completed and all quarterly financials submitted to OAKS by the 10/18/12 for the Jul – Sep 2012 quarter. If a PCSA fails to submit to OAKS by the 18<sup>th</sup> of the month following the end of quarter or in this case by the 10/18/12 their IVE Admin and Training payment will be delayed by 1 quarter.
18. Q: Do you have written training materials on how to manually enter financials into CFIS web - step by step - that we can reference since this is the first time we are entering data? The desk reference does not go into step by step detail.  
A: The "Help" Menu and the County User Manual within CFIS Web have the directions on how to import and manually enter financials into CFIS Web. If more direction is needed please contact your Fiscal Supervisor.
19. Q: Can we please lengthen the TIME OUT length? I must have re-logged in 30 time yesterday.  
A: The time out length currently is 30 minutes. There was an issue reported after the second release within CFIS Web where users had to re- log in many times, but this issue has been resolved.
20. Q: Will SIVIC solutions be creating a payment system similar to PET?  
A: No

21. Q: With regard to the service period mapping to incorrect grant years, how can we determine whether or not the mappings are correct if we cannot allocate until our RMS's are imported?  
A: Agencies can import RMS's at any time and allocate. At this time the service period mappings have been corrected.
22. Q: Should we be completing the approval step after allocating the expenses in PA, even though the RMS period is not yet complete for this quarter? Can the allocated expenses be un-approved and sent again when the RMS period is completed?  
A: Yes, agencies need to approve monthly financials by the 18<sup>th</sup> of the following month to be in compliance with the monthly financial completion deadline. Agencies have the ability to un-approve and re-import RMS's at any time throughout the quarter. Agencies need to import a closed RMS sample and re-allocate and re-approve each month of the quarter prior to the close of the quarter. If this is not completed then agencies can't complete the quarterly process by submitting to OAKS.

**CFIS Web Reports:**

23. Q: Will CR203 by Area only or also Sub-Area?  
A: The CR203 report will only show by Area not Sub-Area. Please note that CFIS Web currently only maintains data by Area, not by Sub-area's.
24. Q: What is the elapse time for uploaded financial to appear on O/U report? Does not appear to be "immediate"?  
A: Yes, CFIS Web is real time and your data will appear on the Over-Under report once allocation process has occurred.
25. Q: Is CR251 referencing draws and/or closeout vouchers only?  
A: The CR251 report refers to all vouchers that are generated within CFIS Web. These include, State Manual Draw, State payments, Closeout adjustments, Regular Draw and Admin Claim Payment.
26. Q: We used to receive VOUCHER ACTIVITY REPORTS in our CFIS e-mail boxes. How will we get these now?  
A: BCFTA will no longer e-mail the voucher activity reports. County agencies are required to log in CFIS Web and obtain their voucher activity by Service location.
27. Q: I entered my financials and ran the Over under report and it shows my draw but did not show my financials. Why was this?  
A: Once financials are entered then agencies can pull Unallocated reports only. Once RMS's are imported and agencies allocate then Allocated, Financial and Quarterly Reports are available. Since the Over Under report is a quarterly report it is available once allocation process has been completed.
28. Q: On the voucher activity report at what point does the amount actually show up in the "amount paid column"?  
A: On Thursday of each week (except on a state holiday week where it shows on Friday)

**If you have any questions, please contact your fiscal supervisor.**