Q&A from the April 27, 2023 Statewide Agency Meeting

Setoff

1. Is there a way to update the Setoff letter? We currently get a lot of phone calls wanting to know what the individual owes and we have to constantly tell them to turn the letter over and contact the entity on the back side of the letter.

   Answer: Jessica Pope, Setoff Lead, will reach out to this agency directly to discuss the issue.

2. What is the difference between Setoff and Offset?

   Answer: **Setoff** is state debts paid with state funds. **Offset** is either federal debts paid with state funds or federal funds, or state debts paid with federal funds.

SHARP & SMART System Updates

1. During the times when the SHARP/SMART systems are down, will any update files (inbound interface files) be held until they are open or do we need to hold these files at the agency?

   Answer: Files can be placed on the mainframe as usual. The jobs that would pull these files into SHARP/SMART will be placed on hold until the systems are open again. At that time, any files queued up on the mainframe will be run in, as usual.

2. Regarding the new Agency Fraud Reporting Checklist, do agencies complete both the checklist & the online form to report suspected fraud?

   Answer: Yes, both are needed. The checklist contains a step instructing the agency to complete the online form.

3. For fraud reporting, does this include WEX and UMB or is that separate?

   To clarify, if we have a fraudulent charge on a PCard and we catch it at the agency and UMB refunds us, is that something we also need to report via the tile in SMART?

Answer: Yes, please do report state PCard fraud via the SMART tile, but also be sure to follow any Office of Procurement & Contracts fraud procedures and any that exist with the PCard vendor.

OPC requires agencies to perform the following steps when they discover fraudulent PCard transactions:

1) Agencies should cancel a PCard immediately if they suspect that a card has been compromised.

2) Fraudulent transactions must be disputed with UMB in order for the agency to obtain a credit for the fraudulent charge. Per VISA rules, fraudulent transactions must be disputed with UMB within 60 days of the purchase date. The agency will subsequently receive a credit PCard charge for the amount of the fraudulent charge.

3) Fraudulent charges should not be reconciled in SMART until the associated credits have also been received in SMART. This procedure helps agencies track pending credits and also helps ensure that all credits due to the agency are actually received.

4) Associated debits and credits for fraudulent transactions should be reconciled on the same day in SMART, for transparency purposes.

5) OPC also encourages agencies to report unusual fraud activity to OPC (for example if a cardholder has ongoing occurrences of fraudulent activity with multiple cards, etc.).

Contact Tim Hund with any PCard fraud questions: tim.hund@ks.gov | (785) 368-6347

4. How do we record lost funds in SMART so they aren't incorrectly attributed to the supplier?

Answer: This depends on the individual situation, so it's important for the agency to communicate with the OAR Statewide Payroll & Accounting (SPA) Team regarding all of the details. The 'Report Suspected Fraud Here' tile on either the SHARP or SMART homepages both provide users with a place to report that fraud to the SPA Team.

5. When SHARP is down for the move to Amazon Web Services, will job applicants still be able to apply for positions?

   Answer: No, the Candidate Gateway portal which is the job application portal, will also be down during the window from 7pm Thursday July 13th until 6am Tuesday July 18th. The eSupplier portal will also be down during this time.

Fiscal Year End

1. Our agency has multiple aircraft fuel suppliers and we do our best to guess when setting up the encumbrance for the new fiscal year. Could we do a General Ledger encumbrance just in case they go over our estimates?

   Answer: Yes, that would be considered an acceptable use of a GL encumbrance. Please remember that all GL encumbrances need to be approved by Division of Budget.

2. What do we do if out of state travel happens in July, but to get a deal on airline tickets we have to buy them in May. How does this work since it will be on a PCard?

   Answer: Please contact ARPreaudit@ks.gov regarding this scenario and it will be reviewed on a case-by-base basis.

3. Do we still complete the request form and submit to Kansas Service Desk for fund closure requests?

   Answer: Only a Service Desk ticket is needed. The form is old and no longer required.

4. Is the process for closing Funds and Budget Units the same for Program Codes?

   Answer: The process is not the same because Departments and Programs do not require balances to be reviewed. Please refer to the Requesting ChartFields Training Guide: https://smartweb.ks.gov/media/documents/requestingchartfieldstrainingguide_53F779CC55D89.docx

5. Are there instructions somewhere that provide the items to be checked before requesting closure of a Fund and/or Budget Unit?

Answer: To add ChartFields (e.g. Programs, Departments, Funds or Budget Units), please see the training guides on SMART *Web*: https://smartweb.ks.gov/media/documents/requestingchartfieldstrainingguide_53F779CC55D89.docx

6. What steps should be followed if there is a credit transaction during the last few days of PCard load for year-end that doesn't have an offsetting transaction to apply against? Should we request the transaction be re-staged so it can be loaded when system reopens for FY2024?

    Answer: If the agency does not reconcile the transaction at year end, it will still be available for reconciliation in the new fiscal year (no restaging required).

    If there is a credit transaction that remains in SMART, with no debit transaction to offset against for that specific control account, leave it unreconciled in SMART. When SMART reopens for FY2024 and additional transactions are available for reconciliation, the agency would reconcile as usual.

7. Does the recent change with UMB's card processor system allow for $0.00 vouchers to post appropriately on UMB's side?

    Answer: $0 vouchers will not cause an issue. It is only ones with negative amounts that cannot move forward until there is a net positive.

1099s

1. Do we need to send a current W-9 to request a 1099 change?

    Answer: For Name or Address changes, only a TM-21 is needed. If the 1099 needs a change to add a Type and Class, a W-9 is not required.

Office of Procurement & Contracts

1. Do we use the new org chart to send RFP information?

    Answer: RFP info should typically come through SMART on a requisition. Once received in SMART, OPC will route them internally in

the office. If anything needs to be sent directly, please send it to Kelly Johnson or Bonnie Edwards and they will get it routed appropriately.

2. When a state contractor is set up for ordering in SMART (e.g. Staples, Grainger, Fastenal), who determines what commodity/account code is used with each item? We have an increase of account code issues. What is the process for correcting, and what information is needed to do so?

   Answer: The person entering the requisition has complete control over the commodity code and account used in the req. SMART tries to speed up the process of entering the requisition by leveraging the data that is in the supplier's punchout catalog. Suppliers define which UNSPSC code (i.e. Category Code) is attached to each item they offer for sale. In cases where the item in the catalog has a UNSPSC code to populate in SMART, that code is brought in and is mapped to a default account code established in SMART. When there is no Category Code on the item in the supplier's catalog, then there is a default value set up on the supplier. The Category Code-to-Account Code mapping was completed during SMART implementation and is maintained, as needed.