Escalations & Exceptions Issue

ENTERPRISE! *NH FIRST News*

Issue 25 - July 27, 2009

URGENT NOTICE to NH FIRST Approvers: AA - ESC - EX

NH FIRST relies on software called ProcessFlow to facilitate agency-level, BOA, and Treasury approvals. ProcessFlow uses InBaskets to present approvers with a queue of work units on the screen.

In the event that an Agency Approver (AA) is unavailable for a specified number of business days (3), ProcessFlow is designed to reassign items by escalating them to a different approver's InBasket: the Escalation Approver (ESC).

The rules governing segregation of duties have also been automated. In situations where an Agency Approver (AA) inputs an NH FIRST transaction, ProcessFlow is designed to deliver such items to a different approver's InBasket: the Exception Approver (EX).

If your agency has not identified and obtained security roles for all three types of NH FIRST approvers, you risk causing transactions to stall in ProcessFlow and not complete processing through to the point of payment/disbursement, crediting of receipts, and/or posting to the General Ledger. This is because the situations described above will reassign items to an ESC or EX InBasket to which no agency employee has access.

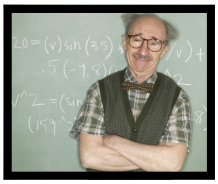
Therefore it is essential that each agency review the status of your security roles to ensure at lease one AA, ESC, and EX approver has obtained proper security in NH FIRST and knows how to act on items presented in their InBaskets.

The proper security role is obtained by using the Agency Access Request form found on the NH FIRST homepage in SunSpot. Instructions are also available at that site. Please ensure that your agency has at least one of each type of approver in place for each business process used in your agency to avoid disruption to your vendor payments and cash receipts processing.

One Time Vendors Codes are for One Time Use

The One Time Vendor Code option is designed to help agencies expedite the processing of payments to vendors with whom the state does not conduct regular business or process multiple payments. The One Time Vendor Code option is not designed for repeated use involving the same vendor. Such use is not permitted and presents a risk to data integrity and financial reporting. Please establish correct vendor codes for your regular vendors to avoid the loss of the One Time Vendor Code option.

Refresher Instruction & Guidance



The following sessions have been scheduled for agency personnel who have already attended NH FIRST training. These sessions are designed to provide agencies the opportunity to process actual work under the direct guidance of instructors.

To enroll in in these sessions, please write to **NHFIRSTTraining@nh.gov**, include (a) the name, (b) email address, and (c) telephone number of the individual and (d) be sure to indicate the session from the list below:

Session 1 AP20 Accounts Payable:	Thursday, August 13, 9:00 – 11:30
Session 2 Cash Receipts & Cashbook:	Thursday, August 13, 1:00 – 3:30
Session 3 RQ10 Requisitions:	Friday, August 14, 9:00 – 11:30
Session 4 Accounts Receivable/Billing:	Friday, August 14, 1:00 – 3:30
Session 5 Cash Receipts & Cashbook:	Thursday, August 27, 9:00 – 11:30
Session 6 RQ10 Requisitions:	Thursday, August 27, 1:00 – 3:30
Session 7 AP Accounts Payable:	Friday, August 28, 9:00 – 11:30
Session 8 Activity Codes:	Friday, August 28, 1:00 – 3:30

Act Now!

Seating is limited. All sessions will take place at the Nash Building, 49 Donovan St., Concord.

DID YOU KNOW?

Expert Advice on Security Roles

The NH FIRST BLOG contains the NH FIRST Transaction Approvers article to the left of this column with an attachment depicting agency scenarios with advice on how to set up security roles.

Confirming Your Interface Uploads

The NH FIRST reporting functions in the LBI Portal include reports designed to confirm the successful upload of transactions via interface and to identify transactions that do not successfully upload.

When your interface runs, the applicable reports will be generated. Each of the following reports will contain either transactions uploaded successfully or transactions that failed upon upload. If your interface results are mixed, LBI will contain two reports for you to use to reconcile.

LBI Interface Reports:

AR-575 CB-543 AP-520 MA-540

For example, if your interface attempted to upload 100 AR transactions and 20 of them failed to upload, your LBI Reports will consist of 2 AR-575 reports: one containing the 80 successful transactions and the other containing the 20 failed transactions.

LBI Portal:

https://PROD.nhfirst.nh.gov/Lawson/Portal

For further information on LBI, please see the NH FIRST Reporting instructions posted on the NH FIRST homepage in SunSpot under the **Helpful Tools** section.

Intergovernmental Payments

Payments from one state agency to another state agency should not be processed using only an AP Invoice resulting in a state check.

All payments to another state agency should be processed using the Intergovernmental Process as described in the document titled: NH FIRST Black Diamond Guide posted on the NH FIRST homepage, in SunSpot, under the Helpful Tools section.

This will ensure proper processing and avoid the complications arising when one agency cuts a Treasury check to another agency.

Central:	Helpdesk@nh.gov
DHHS:	stateofNH@seneca.com
NHSLC:	ITHD@liquor.state.nh.us

Central Helpdesk:	271-7555
DHHS Helpdesk:	1-800-835-2379
NHSLC Helpdesk:	271-3220

FYI FURTHER INFORMATION & HELP

NHFIRST Blog - Bulletins and Special Instructions: http://intra.nh.gov/blogs/nhfirst/