

NH FIRST Agency Readiness Black Diamond Guide



A Guide to Expediting Agency Readiness
and Business Process Understanding

Rev. 3/11/2008



Introduction

- The NH FIRST Black Diamond Guide is designed to help state agency leaders and business managers understand and prepare for some of the changes presented by the implementation of NH FIRST. This guide contains information specific to functionality for processes related to:
 - Purchasing
 - Accounts Payable
 - Accounts Receivable
 - General Ledger Transactions
- Changes in business process and the automation of process flow as well as rules of financial control may require Agencies to consider how business operations are performed and who needs access to and training on NH FIRST.
- In some cases, Agencies may take opportunities to improve operational efficiency by enabling direct data entry earlier in the process at the initial source and by the elimination of certain hardcopy forms and the risks of delay and transcription associated with these.
- In other cases, where supervisor, manager and agency power-of-attorney (POA) approvals will be applied online, Agencies may discover the need to train individuals who may not presently work online in the NH IFS environment.
- The NH FIRST business processes illustrated in this guide include major processes to be implemented in Phase I of NH FIRST such as Purchasing, Accounts Payable, Accounts Receivable, Receipts and certain General Ledger transactions. More information on where to find detailed business process flow diagrams appears later in this guide.





Types of Information in Diagrams

Each diagram in this guide is organized to depict three types of information:

1. NH FIRST Business Process Summary

2. NH FIRST Navigation, Decision Points, and User Input Points

Navigation (Light Blue Boxes represent key NH FIRST screens)

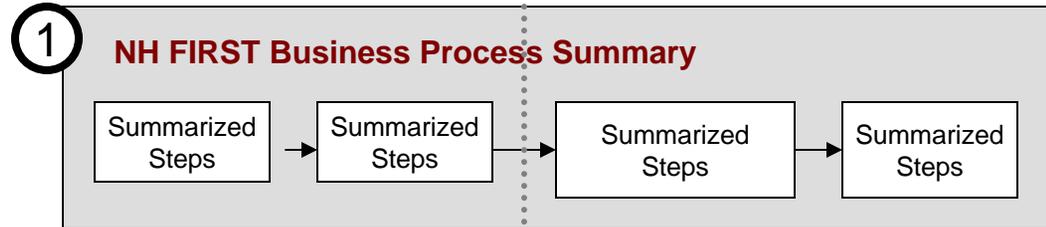
Decision Points (Black Diamonds indicate Approval Input), **User Input Points** (Blue Squares indicate Data Entry)

3. Agency Roll Call of Users Required to Execute Business Process

The NH FIRST Black Diamond Guide is not intended to replace the detailed Business Process Flows or the need for Agency Personnel to Participate in Testing and Training Activities conducted as part of the NH FIRST Project.

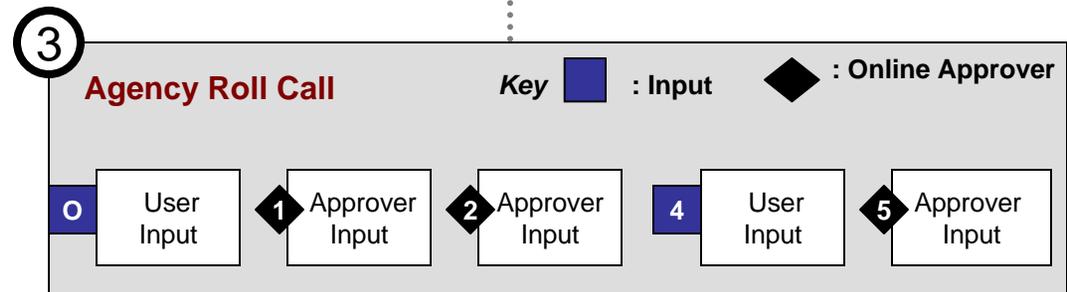
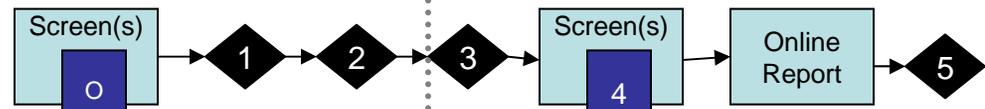
Top gray bar contains a summarized business process description indicating point of origination, major input steps, online approvals and shifts in activity from Agency to other participants.

Vertical or horizontal dotted lines used to indicate shifts in process from Agency activity to other Agencies or 3rd Parties.



2 Middle white section depicts the same process as it proceeds through NH FIRST screens while also using the Blue Squares to indicate points of user input along with Black Diamonds to indicate points of online approval required in NH FIRST.

NH FIRST Navigation, Decision Points & User Input Points



NH FIRST Business Process Worksheet

Each NH FIRST Business Process contained in this guide is followed by a worksheet designed to assist in identifying how your agency will use NH FIRST and who in your agency will be using NH FIRST to execute business processes.

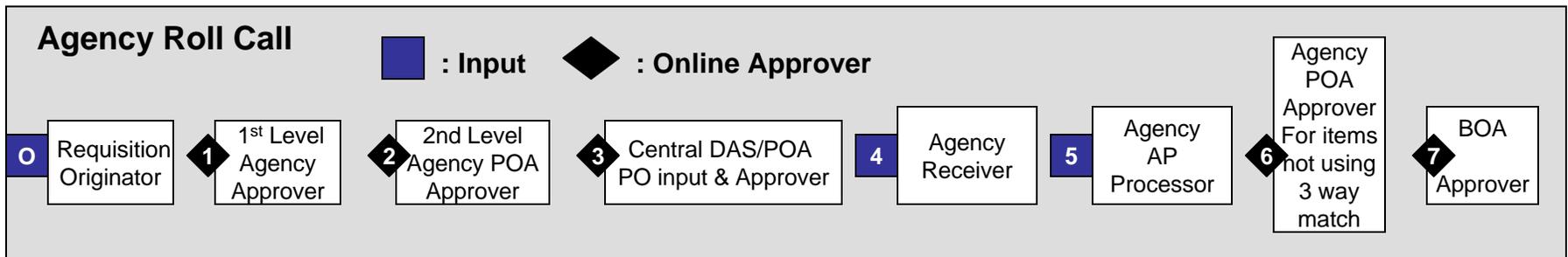
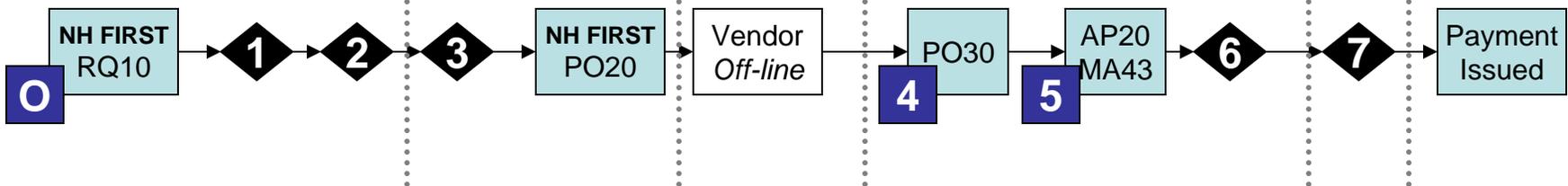
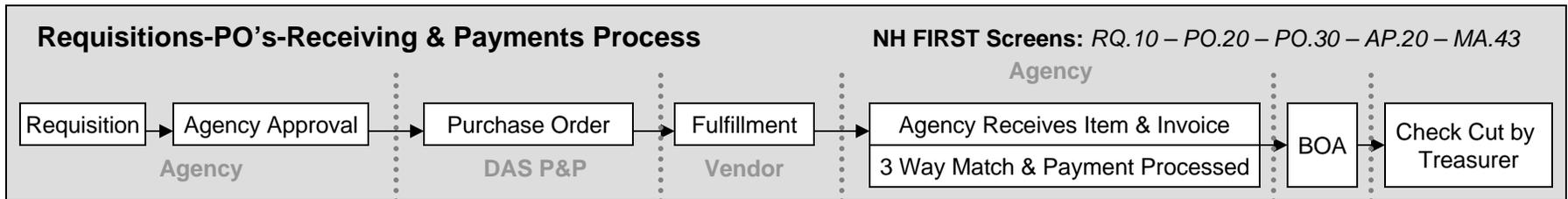
The worksheet corresponding to a business process presents general and process-specific criteria to be considered as your agency adopts NH FIRST in your business operations and wider agency operations as applicable.

Some questions pertaining to the specific function and/or specific business process will appear at the top of each worksheet.

Each agency user and approver identified in the respective diagram and NH FIRST User Roll Call will be listed for you to consider who will fulfill that function and how that compares to current operations.

NH FIRST Business Process Worksheet		
Questions will appear here		
NH FIRST Roll Call	Who will perform these process tasks in NH FIRST?	Who performs these tasks today?
■ Requisition Originator		
◆ 1 st Level Agency Approval		
◆ 2 nd Level Agency POA Requisition Approval		
■ Agency Receiver		
■ Agency Accounts Payable Processor		
◆ Agency POA Payments Approval		

Purchasing & Payments Process



3 Way Match for Goods: Purchase Order data = Receiving data = Invoice data.

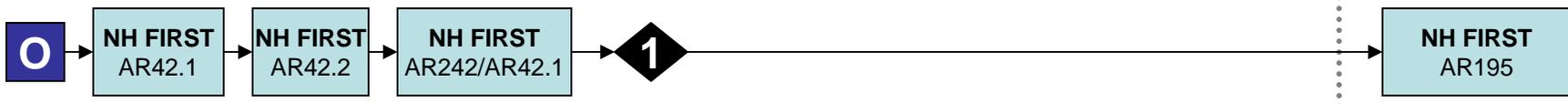
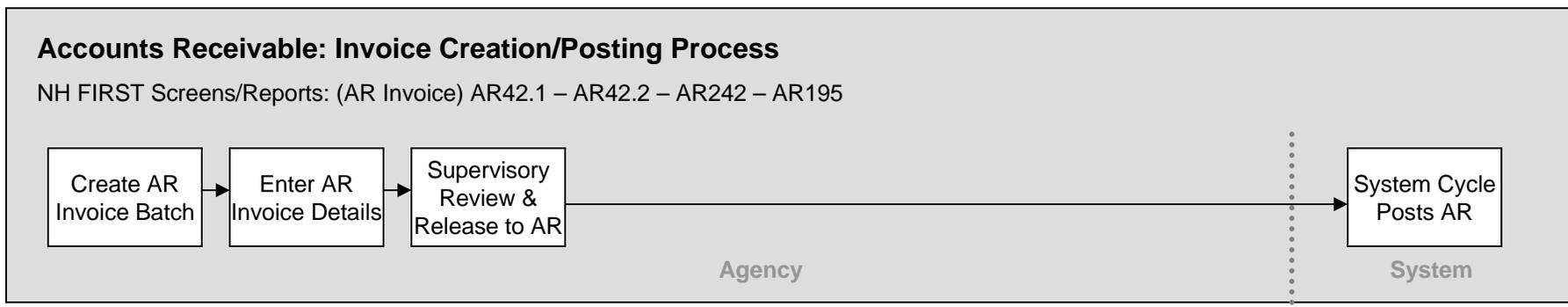
2 Way Match for Goods/Services: Purchase Order data = Invoice data (requires Agency POA Approval of payment.)

Worksheet: Purchasing & Payments Process

NH FIRST Business Process Worksheet		Purchasing & Payment Process
NH FIRST RQ10 screen will replace the state forms P-4 and P-28 for any purchase requiring a PO and encumbrance. <i>Field POs will remain in service for selected items/value.</i> The AP screens will replace hardcopy PV forms A-4 and A-6. Does your agency intend to continue using these forms for internal purposes?		Will requisitions RQ10 data be input to NH FIRST at their point of initiation (field offices, program offices, etc.) within your agency or will data entry occur only at a central business office?
Will your agency need to always exercise two levels of online approval (supervisory & POA) for each requisition prior to releasing the RQ10 to the Buyer at P&P?		Agency POA approval of payments will be applied on-line in NH FIRST on a payment-by-payment basis. Who at your agency will require a security role in NH FIRST to input these approvals.
State financial control policies prescribe that persons who initiate requisitions shall not be the individuals who approve the purchase or payment and that persons who process payments shall not be the individuals who approve the same payments. How will your agency assign security roles in NH FIRST to preserve the separation of duties?		In order to facilitate automated 3-way matching and to enable payment processing, an online receiving function must be completed. Will your agency execute the receiving function in a business office, at a receiving/logistics point, or in the field?
NH FIRST Agency Roll Call	Who will perform these Purchasing Payments Process Tasks in NH FIRST?	Who performs these tasks today?
■ (O) Requisition Originator		
◆ (1) 1 st Level Agency Approval		
◆ (2) 2 nd Level Agency POA Requisition Approval		
■ (4) Agency Receiver		
■ (5) Agency Accounts Payable Processor		
◆ (6) Agency POA Payments Approval		



AR Invoice Creation/Posting Process



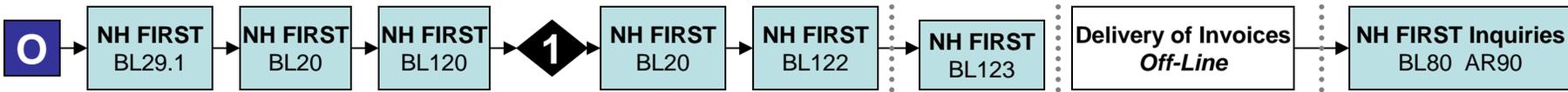
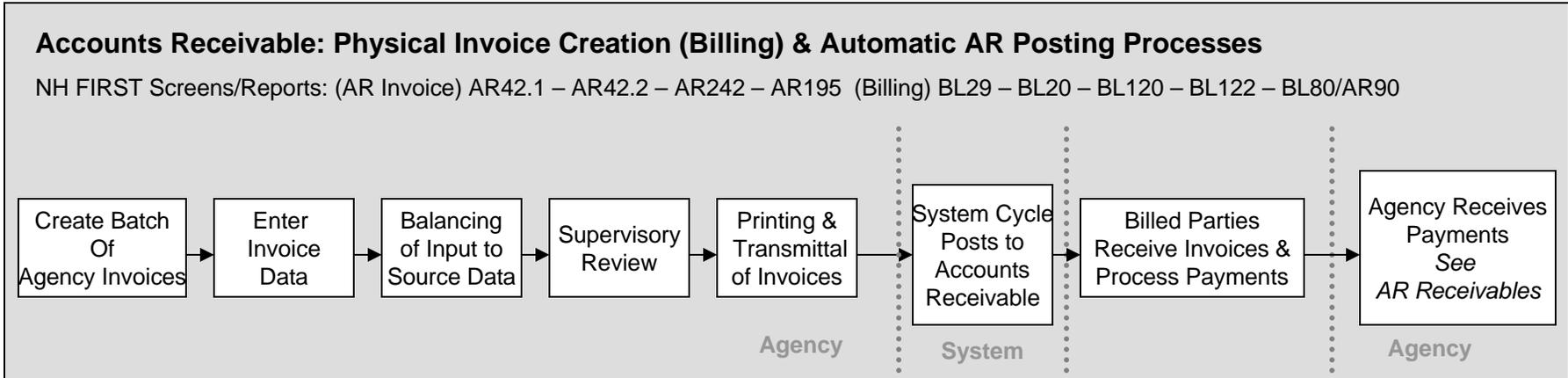
Agencies using internal systems to generate physical invoices/manage accounts will use the **AR Accounts Receivable** functions to post up-to-date receivables in NH FIRST.

Agencies opting to use NH FIRST BL Billing functionality to generate physical invoices will have BL Billing data automatically posted to AR Accounts Receivable.

Worksheet: AR Invoice Creation/Posting Process

NH FIRST Business Process Worksheet		AR Invoice Creation/Posting Process
Does your agency maintain an internal system to perform Accounts Receivable functions? If so, is your system presently transmitting CR data to IFS via interface or upload?		How often does your agency presently post invoices/receivables in an internal system or database? How will this schedule change to open/post A/R invoices in NH FIRST?
Has your agency considering transitioning the management of invoice and billing detail to NH FIRST and eliminating the need to maintain a separate system for accounts receivable?		How will you manage timely posting of receivables in NH FIRST if more frequent postings are required?
NH FIRST Roll Call	Who will perform These AR Invoice Creation/Posting tasks in NH FIRST?	Who performs these tasks today?
■ (O) Billing/Invoice Originator		
◆ (1) Agency Supervisory Approver (AR Posting)		

AR Posting & Billing Process



Agencies opting to use NH FIRST Billing functionality to generate physical invoices will have Billing data automatically posted to Accounts Receivable.

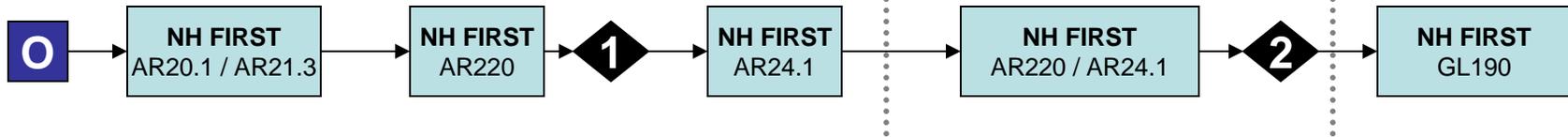
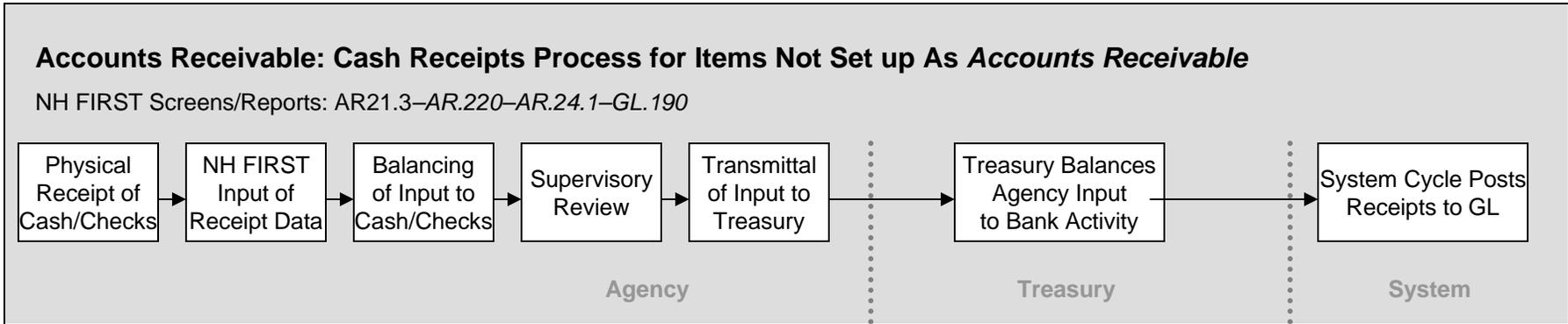
Worksheet: AR Posting & Billing Process

NH FIRST Business Process Worksheet		AR Posting & Billing Process
Does your agency maintain an internal system to perform Accounts Receivable functions? If so, is your system presently transmitting CR data to IFS via interface or upload?		How often does your agency presently post invoices/receivables in an internal system or database? How will this schedule change to open/post A/R invoices in NH FIRST?
If your agency will transition the management of invoice and billing detail to NH FIRST, will this eliminate the need to maintain a separate system for accounts receivable? Or will you need to maintain the legacy system for other account/case management functions?		How will you manage timely posting of receivables in NH FIRST if more frequent postings are required?
NH FIRST Roll Call	Who will perform These AR Posting & Billing tasks in NH FIRST?	Who performs these tasks today?
■ (O) Billing/Invoice Originator		
◆ (1) Agency Supervisory Approver (AR Posting)		

Worksheet: Accounts Receivable Collections Process

NH FIRST Business Process Worksheet		Accounts Receivable Collections Process
The AR data entry screens/transaction in NH FIRST will replace the state form A-15 & A-17 for the purpose of posting to NH FIRST. Will your agency continue to use Forms A-17 and/or A-15 for internal purposes?		How often does your agency presently post receipts in an internal system or database? How will this schedule change to post receipts to AR Invoices in NH FIRST?
Does your agency record receipts in an internal system? How does your agency presently match (research) receipts to accounts receivable/invoices?		How will you manage timely posting of collected receipts in NH FIRST if more frequent postings are required?
If your agency will transition the management of receipts detail to NH FIRST, will this eliminate the need to maintain a separate system or manual/hardcopy processes for receipts and accounts receivable? Or will you need to maintain the legacy system for other account/case management functions?		If you deposit cash & checks directly to the bank rather than via Treasury, will your bank accept the AR230 detail report as a deposit ticket?
Does your agency presently photo-copy checks and/or cash as part of the paperwork process? How will the use of NH FIRST to record details eliminate the need for photo-copies?		
NH FIRST Roll Call	Who will perform these Accounts Receivable Collections tasks in NH FIRST?	Who performs these tasks today?
■ (O) Receipts Originator		
◆ (1) 1 st Level Agency Approval		

Accounts Receivable Cash Receipts Non-AR Process



Agencies use this process to post payments received for items not posted in AR as Accounts Receivable.

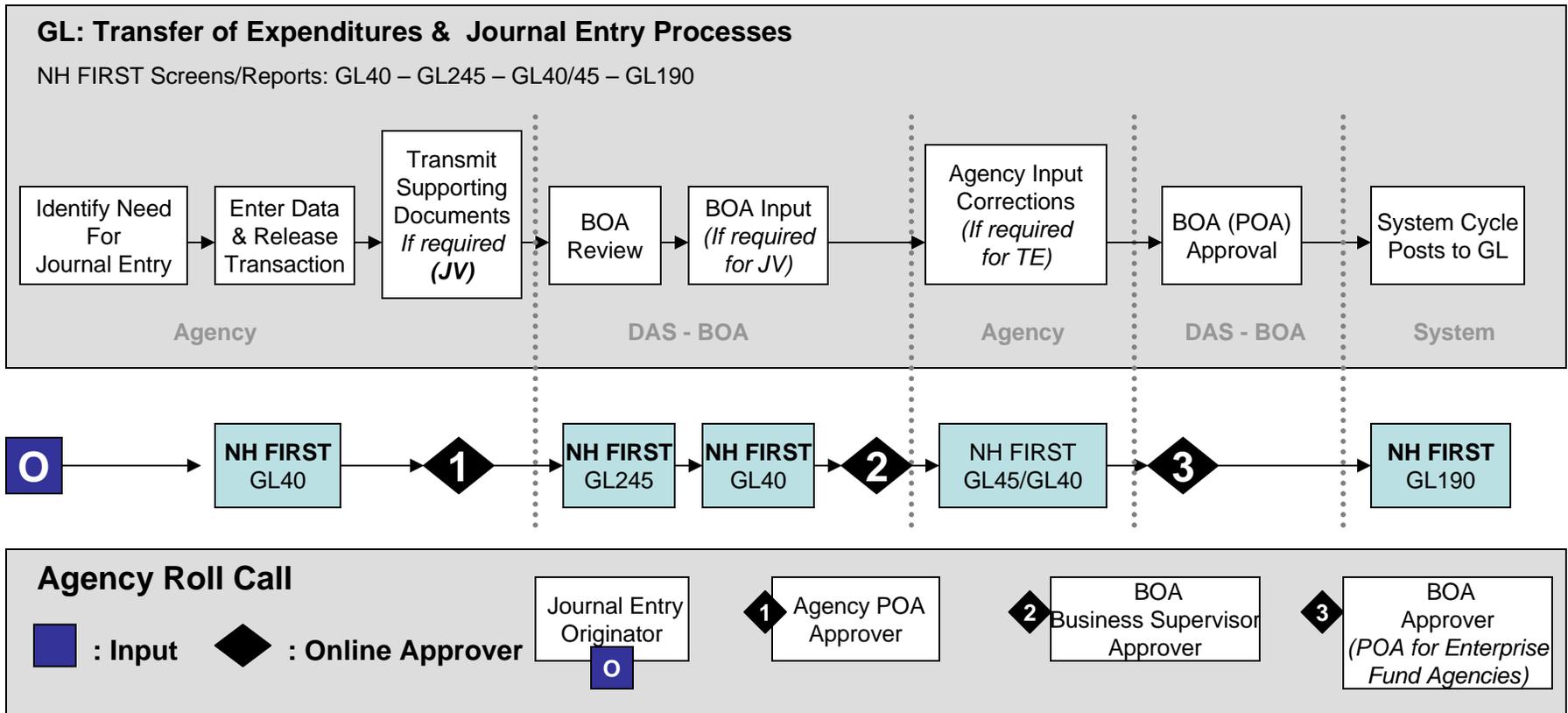
Worksheet:

Accounts Receivable Cash Receipts Non-AR Process

NH FIRST Business Process Worksheet		Accounts Receivable Cash Receipts Non-AR Process
The AR data entry screens/transaction in NH FIRST will replace the state form A-15 & A-17 for the purpose of posting to NH FIRST. Will your agency continue to use Forms A-17 and/or A-15 for internal purposes?		How often does your agency presently post receipts in an internal system or database? How will this schedule change to post cash receipts in NH FIRST?
Does your agency record non-A/R receipts in an internal system? How does your agency presently control and reconcile details on receipt data?		How will you manage timely posting of collected receipts in NH FIRST if more frequent postings are required?
If your agency will transition the management of receipts detail to NH FIRST, will this eliminate the need to maintain a separate system or manual/hardcopy processes for non-A/R receipts? Will you need to maintain the legacy system for other account/case management functions?		If you deposit cash & checks directly to the bank rather than via Treasury, will your bank accept the AR220 detail report as a deposit ticket?
Does your agency presently photo-copy checks and/or cash as part of the paperwork process? How will the use of NH FIRST to record details eliminate the need for photo-copies?		
NH FIRST Roll Call	Who will perform these Accounts Receivable Cash Receipts Non-AR tasks in NH FIRST?	Who performs these tasks today?
■ (O) Receipts Originator		
◆ (1) 1 st Level Agency Approval		



General Ledger Journal Entry: Transfer of Expenditures (TE) & Journal Entry (JV) Processes



Source: NH FIRST Business Process Flow(s)

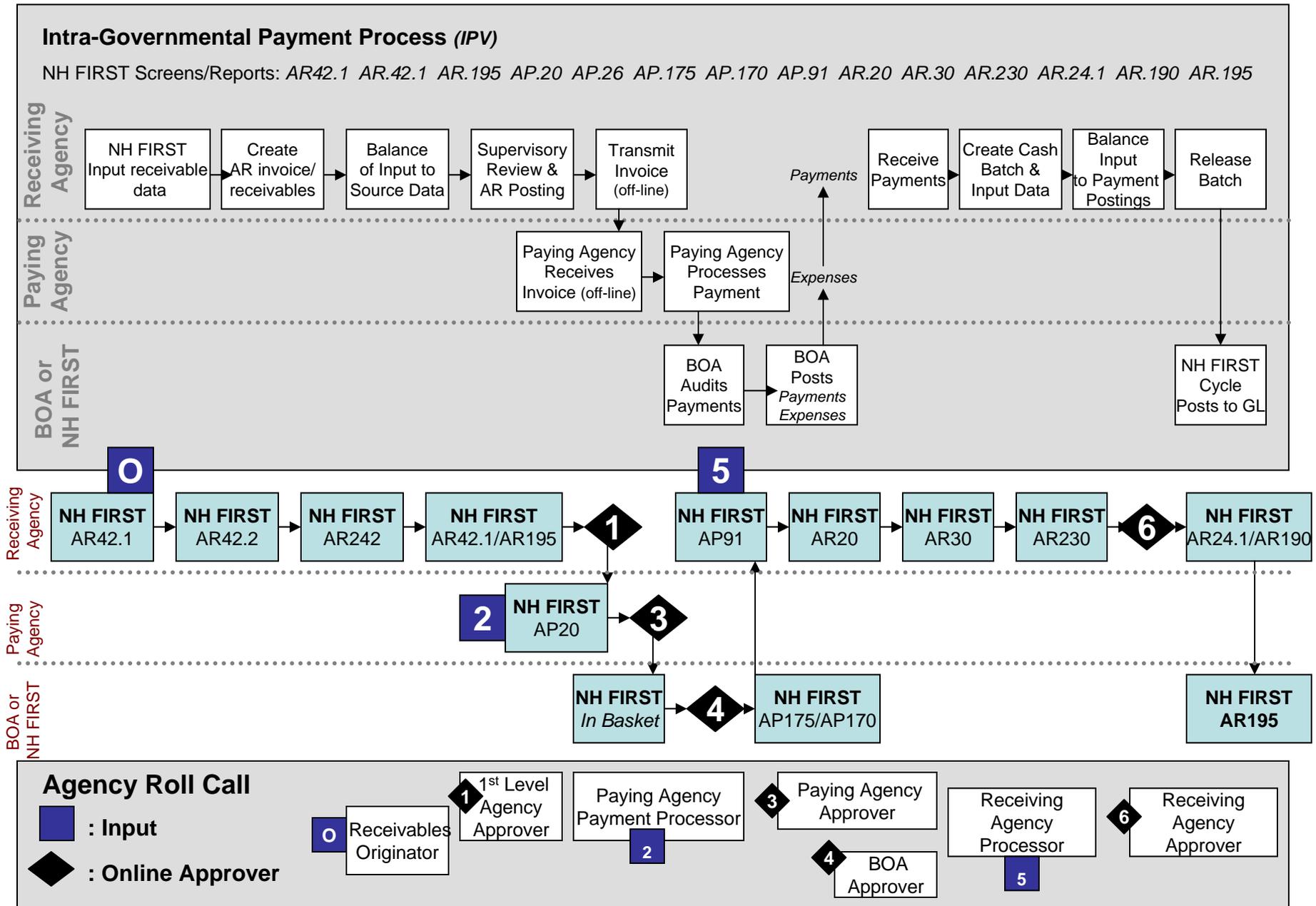
GL 1.BPF003.GL Journal Voucher.v2.[1.TPF003] & GL 1.BPF003.GL Transfer of Exp's.v2.1.[1.TPF003]

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Worksheet: General Ledger Journal Entry

NH FIRST Business Process Worksheet		General Ledger Journal Entry
How are the needs for Transfers of Expenditures (TE) and/or Journal Vouchers (JV) identified in the <u>current</u> business environment? How are TEs and/or JVs prepared? <i>NH FIRST GL <u>Journal Entry</u> functionality will be used to accomplish both types of transaction.</i>		NH FIRST enables agencies to prepare Journal Entries for Transfer of Expenditure using spreadsheet upload capabilities. Will this enhance or diminish your present ability to process TE's?
Does your agency maintain an internal database or system to record and manage allocations requiring TE's in IFS? Will the need for TE transactions be reduced or eliminated with NH FIRST?		Does your agency presently transmit supporting documentation via email as softcopies or images?
NH FIRST Roll Call	Who will perform these General Ledger Journal Entry (TE & JV) Tasks in NH FIRST?	Who performs these tasks today?
■ (O) Journal Entry Originator TE		
◆ (1) Agency Approval TE		
■ (O) Journal Entry Originator JV		
◆ (1) Agency Approval JV		

Intra-Governmental Payments Process



Worksheet: Intra-Governmental Payments Process

NH FIRST Business Process Worksheet		Intra-Governmental Payments Process
Please refer to Accounts Receivable Set Up and Accounts Payable Processes for questions regarding NH FIRST process functionality.		
NH FIRST Roll Call	Who will perform these Intra-Governmental Payments Tasks in NH FIRST?	Who performs these tasks today?
■ (O) Receivables Originator		
◆ (1) 1 st Level Agency Approval		
■ (2) Paying Agency Payment Processor		
◆ (3) Paying Agency Approver		
■ (5) Receiving Agency Processor		
◆ (6) Receiving Agency Approver		

Where to Go for More Information & Help

- **Detailed NH FIRST Business Process Flows** used to develop this guide are available at: **Sunspot**. Each diagram contained in this guide cites its respective Business Process Flow(s) as a footnote appearing at the bottom of the page.
- **Frequently Asked Questions & Answers** are available at **Sunspot**.
- **Regular NH FIRST meetings** are conducted by each NH FIRST Functional Team to review and examine their respective processes. These meetings are open to agency personnel who want to see how NH FIRST looks and processes information. The schedule is available at: **Sunspot** and **First Things First**.
- **User Acceptance Testing** is scheduled for March-April. To find out how to participate in User Acceptance Testing, contact: **Francine.LaValley@nh.gov (x0187)**
- **The NH FIRST Training Team** is in the process of scheduling training for agency personnel. Use the Training information contained in the NH FIRST Course Catalog to begin enrollment. For additional information, contact: **NHFirstTraining@nh.gov**
- **The NH FIRST Communications Team** maintains a central mailbox to receive and respond to your questions and concerns. The address is: **NHFIRSTQuestions@nh.gov**
- **The NH FIRST Agency Readiness Team** is focused on helping agencies understand NH FIRST business processes and how they compare to your current business processes; helping agencies identify changes and priorities for your operations to adopt NH FIRST successfully upon implementation; and helping agencies plan to ensure actions occur in a timely and coordinated manner. **NHReadiness@tpgltd.com – (603)226-2191**



Your Feedback

- The Project Team wants to make sure agencies are ready, willing and able to succeed with the implementation and adoption of NH FIRST.
- Your feedback is important and helps us develop useful communications, actionable analysis, and better solutions.
- Please let us know how we are doing and how we can improve this guide and future communications by completing the form below and sending to email: NHReadiness@tpgltd.com fax: 603-226-2805

How helpful to agency readiness do you rate the information in this guide?	<p style="text-align: center;">Choose One</p> <p style="text-align: center;"><input type="radio"/> Very Helpful <input type="radio"/> Somewhat Helpful <input type="radio"/> Not Helpful <input type="radio"/> Confusing</p> <p>Other:</p>	Suggestions
What would make this guide better?	<p style="text-align: center;">Choose One</p> <p style="text-align: center;"><input type="radio"/> More Detail <input type="radio"/> Less Detail <input type="radio"/> Simpler Diagrams <input type="radio"/> Screen-Shots</p> <p>Other:</p>	
What additional information do you need to ensure your agency's readiness?	<p style="text-align: center;">Choose All That Apply</p> <p style="text-align: center;"><input type="radio"/> New Policies <input type="radio"/> Training <input type="radio"/> Project Schedule <input type="radio"/> Help to Get Ready <input type="radio"/> Details on New Chart of Accounts</p> <p>Other:</p>	
What is your biggest challenge or concern regarding your agency's readiness?		