

# Financial Management and Reporting FAQs

## Cash Receipts

**1. Q: Where can I send cash receipt or deposit questions?**

**A:** Please reach out to [CashReceipts.ADMFMR@state.mn.us](mailto:CashReceipts.ADMFMR@state.mn.us). This is a shared email inbox, and your inquiry will be addressed by the appropriate team member.

**2. Q: We need to correct the revenue account on a deposit. How do we do this?**

**A:** A zero-dollar cash receipt must be submitted to the FMR SharePoint site with the original accounting string and the updated accounting string so that it can be entered into SWIFT to correct the revenue account.

**3. Q: What do I do with returned checks/non-sufficient funds (NSF) cash receipts?**

**A:** MMB emails FMR and the respective agency information pertaining to the NSF check. The agency is responsible to complete the cash receipt and upload it in SharePoint. In turn, FMR processes the cash receipt in SWIFT and notifies MMB.

**4. Q: We received a refund check from a vendor. Is this handled differently? What do I need to do?**

**A:** Refund checks can be deposited to the bank similar to other checks. However, refund checks are handled differently in SWIFT. Each situation can be unique and may need to be handled differently. Please reach out to [CashReceipts.ADMFMR@state.mn.us](mailto:CashReceipts.ADMFMR@state.mn.us) to ensure these are recorded in SWIFT correctly.

## US Bank Epayment Site (Electronic Payments)

**1. Q: How do I process a refund on the US Bank epayment site?**

**A:** The US Bank Epayment Administrative Site User Guide ([Electronic Payment / Minnesota Management and Budget \(MMB\) \(mn.gov\)](#)) explains the steps needed to refund a single payment. Please see section 3.9.4. Note, it is not recommended to process partial refunds. This can cause issues with the SWIFT interface that posts the deposit.

**2. Q: How do I obtain old remittance files from US Bank?**

**A:** Health Licensing Boards - if the remittance file needed is older than 60 days, please reach out to Debra Jahnke, [Debra.Jahnke@state.mn.us](mailto:Debra.Jahnke@state.mn.us).

**A:** All other SmART agencies - if the remittance file needed is older than 60 days, please reach out to Virginia Lutz, [virginia.lutz@state.mn.us](mailto:virginia.lutz@state.mn.us) or Rachel Douglas, [Rachel.Douglas@state.mn.us](mailto:Rachel.Douglas@state.mn.us).

**3. Q: How do I setup a new user or reset my password?**

**A:** Health Licensing Boards - please reach out to Debra Jahnke, [Debra.Jahnke@state.mn.us](mailto:Debra.Jahnke@state.mn.us).

**A:** All other SmART agencies - please reach out to Virginia Lutz, [virginia.lutz@state.mn.us](mailto:virginia.lutz@state.mn.us) or Rachel Douglas, [Rachel.Douglas@state.mn.us](mailto:Rachel.Douglas@state.mn.us).

**4. Q: How do we handle chargebacks?**

**A:** Documentation from the Dispute Resolution Department is sent to the agency. A date is provided on the documentation that a rebuttal must be submitted by. The agency is responsible for submitting any documentation to the Dispute Resolution Department, if appropriate. A cash receipt must also be completed and uploaded in SharePoint for FMR to process in SWIFT to reduce the applicable revenue account(s) the transaction was originally deposited to.

[SharePoint](#)

**1. Q: Who do we contact to obtain SharePoint access?**

**A:** Please reach out to Jenny Liao, [jenny.liao@state.mn.us](mailto:jenny.liao@state.mn.us) or Collin Berquist, [collin.berquist@state.mn.us](mailto:collin.berquist@state.mn.us) to obtain access to the FMR SharePoint site for AR Billing, Cash Receipts, and Check Logs.

**2. Q: I need to correct something that I uploaded; can I overwrite the existing document?**

**A:** Yes, after making the correction on your documentation, save it with the exact same file name as the original. When uploading the updated document leave the “Add as a new version to existing files” radio button checked. This will overwrite the incorrect document in SharePoint. You will know this worked when the properties page populates the fields previously completed.

**3. Q: What types of files can be uploaded to SharePoint?**

**A:** PDF files are preferred for cash receipt forms and backup documentation.

[Cash Receipt Reconciliations](#)

**1. Q: How do we upload our monthly check logs?**

**A:** Please see SharePoint Quick Instructions for Check Log Upload for more details on how to upload the monthly check log. ([FMR SharePoint Quick Instructions for Check Log Upload](#))

**2. Q: When should the monthly check logs be uploaded by?**

**A:** The monthly check logs should be uploaded to the FMR SharePoint site no later than the 3<sup>rd</sup> business day of the month. This provides the FMR AR team with adequate time to complete the reconciliation process by the required policy date.

**3. Q: Does FMR reconcile our online credit card transactions?**

**A:** No, FMR does not reconcile online credit card transactions. Each SmART agency is responsible for completing their reconciliation.

## Accounts Receivable

**1. Q: Where can I send accounts receivable questions?**

**A:** Please reach out to [AccountsReceivable.ADMFMR@state.mn.us](mailto:AccountsReceivable.ADMFMR@state.mn.us). This is a shared email inbox, and your inquiry will be addressed by the appropriate team member.

**2. Q: How do I request a billing invoice to be sent to a customer?**

**A:** An invoice request form must be submitted to the FMR SharePoint site. ([FMR SharePoint Quick Instructions for Billing Upload](#)). If you are unsure of how to complete the form, please reach out to [AccountsReceivable.ADMFMR@state.mn.us](mailto:AccountsReceivable.ADMFMR@state.mn.us).

**3. Q: How do I setup or request a new SWIFT customer or customer location?**

**A:** A SWIFT New Customer Location form must be submitted to [AccountsReceivable.ADMFMR@state.mn.us](mailto:AccountsReceivable.ADMFMR@state.mn.us). If you are unsure of how to complete the form, please reach out to [AccountsReceivable.ADMFMR@state.mn.us](mailto:AccountsReceivable.ADMFMR@state.mn.us).

**4. Q: We no longer need this invoice, or we billed the incorrect customer, can you please cancel it?**

**A:** FMR cannot cancel a SWIFT invoice; a credit invoice request form must be submitted to the FMR SharePoint site. If you are unsure of how to complete the form, please reach out to [AccountsReceivable.ADMFMR@state.mn.us](mailto:AccountsReceivable.ADMFMR@state.mn.us). The credit invoice will offset with the debit to close the invoice that is no longer needed or incorrect.

**5. Q: How do I know that an interagency invoice has been paid?**

**A:** If a team member at your agency has SWIFT access to the Accounts Receivable module, they can look up the status of an invoice. If your agency does not have anyone with SWIFT access, please reach out to [AccountsReceivable.ADMFMR@state.mn.us](mailto:AccountsReceivable.ADMFMR@state.mn.us). A team member will assist with reviewing the payment status.

## Purchasing (purchasing, contracting annual plans, EIOR)

**1. Q: Where can I send purchasing/EIOR questions?**

**A:** Please reach out to [Purchasing.admfmr@state.mn.us](mailto:Purchasing.admfmr@state.mn.us). This is a shared email inbox, and your inquiry will be addressed by the appropriate team member.

**2. Q: How do I get access to EIOR?**

**A:** Email EIOR access requests to [Purchasing.admfmr@state.mn.us](mailto:Purchasing.admfmr@state.mn.us). Include the following information:

- Name, email address, and phone number of person for whom access is requested
- Username the person uses each day to log into their computer

**3. Q: Where can I find EIOR training materials?**

**A:** Click the [EIOR training video link](#) here. Written training materials are available upon request.

- 4. Q: What is needed for a payment to be made by state purchasing card?**  
**A:** When creating an EIOR purchase request, indicate Yes in the dropdown menu in the **Credit Card/Purchasing Card Used** field. Also, provide any pertinent information needed to conduct the purchase (e.g., vendor’s website, ordering instructions, etc.)
- 5. Q: What is Catalog Punchout?**  
**A:** Catalog Punchout is a SWIFT process for purchasing from Innovative Office Solutions, the state’s office supply contract vendor.
- 6. Q: Where can I find Catalog Punchout training materials?**  
**A:** Click the [Catalog Punchout training video](#) linked here.  
The following written training materials are also available:
- [How to Create a Catalog Punchout Requisition](#)
  - [How to Expedite a Catalog Punchout Requisition](#) (optional process)
  - [How to Approve a SWIFT Purchase Order](#)
  - [Catalog Punchout FAQs](#)
- 7. Q: Where can I find information on state contracts for the purchase of various goods and services?**  
**A:** Contract releases containing detailed information on individual state contracts can be accessed from the [Acquisitions page](#) on the Office of State Procurement’s (OSP) website. You’ll need an access code that you can get from OSP. Click the **Secure Area Sign-In** link on OSP’s website and enter your access code to view contract releases, which include vendor information, ordering instructions, pricing, etc.
- 8. Q: Where can I find purchasing training opportunities and information?**  
**A:** Go to OSP’s [Procurement Training page](#) to view several training opportunities. One recommended offering is the Purchasing Authority Overview class, which is designed for managers, supervisors, and others who do not actually perform the purchasing function, but desire to have a basic understanding of state purchasing.
- For self-study and reference, see the [Authority for Local Purchase Manual](#) (ALP), also available on OSP’s website.
- 9. Q: Where can I find contacting training opportunities and information?**  
**A:** Go to OSP’s [Professional/Technical Training page](#) to view several valuable opportunities, including P/T Foundations, which is designed for anyone who wants to learn the basics of professional/technical contracting.
- For self-study and reference, see the [Professional/Technical Services Contract Manual](#), also available on OSP’s website.
- 10. Q: What are professional/technical (P/T) services, and when do I need a P/T contract?**  
**A:** Professional/technical services are services of an intellectual nature. Examples include consultation, analysis, evaluation, prediction, planning, programming, etc. A P/T contract is required whenever P/T services are needed. The P/T contract is a legal agreement that describes the responsibilities of each party to the contract and other terms and conditions of the agreement.

**11. Q: What is the purpose for the Acquisitions Service Certification form and when is it needed?**

**A:** The purpose for the form is to certify compliance with [M.S. 16C.09](#).

The form is required when purchasing non-professional/technical services in excess of \$5,000.

**12. Q: What are M.S. 16A.15 and M.S. 16C.05 violations, how can I avoid them, and when do I need to complete a violation form?**

**A:** An [M.S. 16A.15](#) violation occurs when an obligation is incurred (e.g., goods or services are received or a contract is signed) before funds are encumbered. Funds are encumbered in SWIFT by creation of a purchase order.

An [M.S. 16C.05](#) occurs when services are performed by a vendor before a contract is signed.

A violation form must be completed when either of these violations occur. Complete the following parts of the form:

- The header section is completed on every violation form.
- Part I is completed to document, when needed, that neither statute has been violated.
- Part II is completed to document an M.S. 16A.15 violation.
- Part III is completed to document an M.S. 16C.05 violation.

Every effort should be made to prevent violations by ensuring that funds are encumbered before an obligation is incurred and contracts are signed before contractual services are performed.

**13. Q: What is a TG/ED/VO vendor, and how can I find one?**

**A:**

TG = Targeted Group vendor (majority-owned by women, persons with a substantial physical disability, or specific minorities)

ED = Vendor from an economically-disadvantaged area of the state

VO = Veteran-owned vendor

All of the above are Minnesota-based small businesses certified by OSP.

A [TG/ED/VO Directory](#) is available on OSP's website to search for TG/ED/VO vendors.

**14. Q: What is Equity Select, and how can I benefit from it?**

**A:** Equity Select is a procurement method that allows you to award directly to a TG/ED/VO vendor a contract up to \$25,000 for goods, services, professional/technical services, and construction without a competitive solicitation process. You benefit by saving the time that would otherwise be spent obtaining competitive bids or proposals when the purchase amount will exceed \$5,000. The state benefits by sharing more state business with TG/ED/VO vendors.

**15. Q: Is the State of Minnesota tax exempt?**

**A:** No. However, the State of Minnesota holds a [Direct Pay Permit](#) that requires tax on most taxable purchases to be paid directly to the MN Department of Revenue instead of to a vendor. The permit may not be used for the types of purchases identified in the document. Also, the permit does not apply to purchases made by purchasing card.

**16. Q: Where can I find guidance on purchasing conference/workshop facilities and related costs?**

**A:** See the [Procurement of Events policy](#) on OSP's website.

**17. Q: What is a single source purchase?**

**A:** A single source purchase is defined in [M.S. 16C.02](#) as an acquisition where, after a search, only one supplier is determined to be reasonably available for the required product, service, or construction item. According to [M.S. 16C.10](#), subd. 1, the normal solicitation process is not required when there is clearly and legitimately only a single source for the goods/services, and the price has been fairly and reasonably established.

**18. Q: When do I need to complete a Single Source Justification form, and what is the purpose for the form?**

**A:** Complete the form for any single source purchase (defined above) in excess of \$5,000, unless purchasing on an existing state contract, from a Minnesota state agency, or from another source exempted from the normal solicitation process.

The form's purpose is to document justification for a single source purchase.

**19. Q: Where can I find more guidance on single source purchases?**

**A:** See sections 3.1 through 3.3 of the [Authority for Local Purchase Manual](#). Also, see sections 3.4 through 3.16 for several exceptions to the normal solicitation process.

**20. Q: Where can I get a W9 for the State of Minnesota?**

**A:** Contact the FMR purchasing team at [Purchasing.ADMFMR@state.mn.us](mailto:Purchasing.ADMFMR@state.mn.us) we will send you a copy of the current year W9.

**21. Q: How do I change or close a purchase order?**

**A:** Email requests to increase, decrease, or close a purchase order to [Purchasing.ADMFMR@state.mn.us](mailto:Purchasing.ADMFMR@state.mn.us).

To avoid an M.S. 16A.15 violation, do not decrease or close a purchase order when the result would be to leave insufficient funds encumbered to cover an obligation that has or will be incurred.

[Accounts Payable \(invoices, payments, pull warrants, expense\)](#)

**1. Q: Where can I send account payable questions?**

**A:** Please reach out to [Accountspayable.admfmr@state.mn.us](mailto:Accountspayable.admfmr@state.mn.us)

This is a shared email inbox, and your inquiry will be addressed by the appropriate team member.

**2. Q: Who can approve invoice payments?**

**A:** The person/persons your agency has authorized in Exhibit E of your interagency agreement with SmART to approve payments. No one else may approve an invoice for payment. An updated Exhibit E must be submitted to SmART when authorizations change due to staff turnover or other reasons.

**3. Q: Where can I send invoices for payment processing?**

**A:** Please reach out to [Accountspayable.admfmr@state.mn.us](mailto:Accountspayable.admfmr@state.mn.us)

This is a shared email inbox, and your inquiry will be addressed by the appropriate team member.

**4. Q: What information do I need to send with an invoice for payment processing?**

**A:**

- Payment approval from a person authorized to approve payments. This authority is established in Exhibit E of your interagency agreement with SmART.
- Date the invoice was received
- Date the goods or services were received
- Purchase order (PO) number along with the PO line/distribution against which the invoice should be paid. In most cases, this information can be found on the open encumbrance reports you receive from SmART.
- Any other pertinent information that will inform proper payment of the invoice

**5. Q: Where can I find policy and other guidance on business expense reimbursements?**

**A:** On MMB's website, [SEMA4 Help](#) contains detailed travel policy information. Click the link provided here, and then click the following in succession to get to the main travel policy page where you'll find additional links for several topical areas like Meals and Lodging, Mileage, Travel Expense Receipts, etc.:

- Operating Policies and Procedures
  - Payroll Policies and Procedures Listed by Business Function
    - Business/Travel/Relocation Expense
      - Employee Business/Travel Expenses

The following additional reference materials are available on FMR's website:

- [Employee Business and Travel Expenses Reference Tool](#) – summarizes state travel policy information and bargaining unit contract provisions in one handy reference tool.
- [Expense Reimbursement by Bargaining Unit](#) – a concise reference sheet that provides basic information on expenses that can be reimbursed.

**6. Q: How soon does an invoice need to be paid?**

**A:** [M.S. 16A.124](#) requires invoices to be paid within the vendor's early payment discount period. If no early payment discount is offered, the invoice must be paid within 30 days of the later of the date the invoice was received or the date the goods or services were received.

**7. Q: How soon should I forward an invoice to ensure timely payment processing?**

**A:** Forward invoices for payment as soon as possible, and no later than 2 weeks after receiving the invoice.

**8. Q: What should I do if an invoice needs to be contested/disputed?**

**A:** Contact the vendor timely to contest/dispute the invoice. When the issue is resolved, write **CONTESTED** in bold letters on the invoice, add notes indicating the steps taken to resolve the issue, and forward the invoice for payment processing. Invoices coded as contested are not counted as late payments in the state's monthly prompt payment reporting.

**9. Q: Can the state prepay for goods or services?**

**A:** Only for the limited types of good and services identified in [M.S. 16A.065](#). Other payments are made after goods or services are received.

**10. Q: What do I do if I need a correction to a payment?**

**A:** Contact [Accountspayable.admfmr@state.mn.us](mailto:Accountspayable.admfmr@state.mn.us) or another SmART team member.

**11. Q: How do I find out the status of a payment?**

**A:** The following methods may be used to check on payment status:

- Look for the payment on the expenditure reports you receive from SmART.
- If you have SWIFT access, click on the following tiles in succession. Then on the Voucher screen, enter your business unit (3-digit agency code followed by 01; i.e., G0201), and then enter appropriate search criteria to see if the invoice has been paid.
  - Accounting
  - Accounts Payable
  - Vouchers
- Contact [Accountspayable.admfmr@state.mn.us](mailto:Accountspayable.admfmr@state.mn.us) or another SmART team member.

**12. Q: What is a pull warrant and when is it needed?**

**A:** A pull warrant form, also known as a Warrant Special Handling Request, is used to request that a warrant (i.e., a state check) is pulled before mailing so:

- Additional documents can be mailed with the warrant
- The warrant can be picked up and hand-delivered to the vendor or recipient. Only persons authorized to pick up warrants may do so.

Misc.

**Q:** Who do I contact with questions about the Payroll Posting Audit Trail report (PPAT)?

**A:** Carrie Stiles at [Carrie.Stiles@state.mn.us](mailto:Carrie.Stiles@state.mn.us) or Shao Vang at [Shao.Vang@state.mn.us](mailto:Shao.Vang@state.mn.us)