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## 2019 Capstone Project Team Cinco de Solution

**RECAP - Research & Evaluate Common Agency Problems**  
*An In-depth Look at Bank Reconciliation with the Ohio Treasurer of State*

Cohort #9  
September 2019

# RECAP - Research & Evaluate Common Agency Problems

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# RECAP - Research & Evaluate Common Agency Problems

## EXECUTIVE SUMMARY

Fiscal Academy Cohort 9 participants were tasked to identify and work to improve a current fiscal challenge. It is apparent that regardless of the size of a state agency, a comprehensive, communicative, and prosperous working relationship with the State of Ohio's financial manager, Treasurer of State (TOS) is a vital necessity. Upon a recently scheduled encounter between a large state agency and the TOS's office it was discovered that many processes and procedures were not identified or practiced by the agency, and state agencies were not utilizing easily accessible resources and tools. Through further communications, it was discovered that the agency lacked knowledge about the details of daily bank reconciliations, as well as identified resources that were available, yet not regularly utilized. In turn, individual agency processes, which are extremely diverse in nature, were revealed to not always be the most efficient or effective. Additionally, agency fiscal department turnover and inexperience further hinders the desired cohesive fiscal working relationship between the agencies and TOS.

The experience described above, and the information exposed, sparked an interest in this Capstone group. RECAP's aim was to review and document the TOS revenue receipt and bank reconciliations process including pay-ins, Electronic Fund Transfers (EFT), wire transfers and other transaction types. Through research and evaluation, TOS's currently available resources, procedures, and requirements were identified. In collaboration with target agencies and TOS, potential challenges were ascertained, and RECAP sought to provide recommendations and possible improvements in these areas. Surveying Subject Matter Experts (SMEs) and current agency stakeholders provided additional research data which assisted in identifying the level of knowledge and usage, procedural issues, problem-solving strategies and desired outcomes. For this project Cinco de Solution team worked collaboratively alongside TOS with goals to provide external agencies with tools and resources to realize efficiencies and ensure compliance with the Ohio Administrative Code (OAC) regulations and state auditing guidelines.

As the project continued it was apparent that there were commonly experienced challenges among both TOS and its supported agencies. Through this research the focus was narrowed to three areas including communications, systems and processes. Working directly with the TOS staff and several other agency fiscal personnel, processes were reviewed, and feedback received.

**Communications:** It was identified that this included communication both to and from TOS. Some agency staff felt they needed to be made aware of processing issues and concerns TOS had with their agency. Due to turnover and staff changes TOS expressed concern with knowing who to contact at various agencies. Turnover and staffing changes resulted in lack of awareness regarding the appropriate contact, and this in-turn delayed processing.

**Systems:** In the review of the system resources available to agencies, it was discovered some agencies were unaware of the Key Bank online system named Key Navigator. This tool assists in identifying receipt and disbursement activities for an agency by bank account. TOS personnel identified that even agencies who do use this tool oftentimes do not know how to correct issues for transactions to be successfully completed. This brought to light the need for training and/or the transfer of information as to where agencies can get the information needed to support the TOS. Key Bank provides online tutorials and training and resource tools on how to use the Key Navigator.

**Processes:** A shared understanding of how each group handled or contributed to the processing of deposits would allow a more collaborative approach to crediting of funds. The agency and TOS both play an integral role in providing adequate identifying information so that items can be

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deposited timely. To aid in this endeavor the team proposed some standardization in processing protocols.

Upon conclusion of the research and construction of the Capstone Project paper, the team met with TOS to review the findings and recommendations. TOS advised the excellent timing of this capstone project in that they are currently working on an enhancement with their IT department to create a web portal for direct entry of custodial bank account transactions to their system. Additionally, TOS is reviewing their website presence and were very receptive to the suggested online resource modifications. The team solutions were well received by TOS, and the team feels that the project was successful in its purpose, research, solutions, and ultimate outcome.

### INTRODUCTION

The State of Ohio is made up of 88 counties encompassing three (3) judicial agencies, eight (8) legislative agencies, over 100 executive departments, agencies, boards, commissions, and over 52,168 employees as of July 2019. Each of the previously noted government entities are fiscally supported within the State of Ohio biennium operating budget. The current budget covers fiscal years 2020-2021 and has an operating budget of \$150.4 billion. Due to the breadth of this budget the State of Ohio requires a solid, secure and streamlined fiscal operating foundation.

While Legislators consider many hundreds of bills during a typical biennial session of the General Assembly, no legislation is more important to the operation of state government than the bills that compose the state budget. It is through the enactment of these bills that the General Assembly can allocate the state's financial resources among the thousands of competing spending priorities.<sup>1</sup> Inevitably these thousands of financial transactions can create a multitude of fiscal disparities.

Past and current mindsets of 'this is how we have always done it' only leads to stagnated progress and does not open the door to out-of-the-box thinking or embrace evolved technologically enhanced training avenues. Cinco de Solution team's focus for this topic was strictly to uncover miscommunications, expound shared knowledge, and provide guidance to bridge any fiscal divides between state agencies and TOS.

Ultimately the project goal was to discover and develop new forms of communication and training opportunities which will aid in simplifying, streamlining and enhancing fiscal operations within state agencies and collaboratively with the TOS. The team believes this project has an abundant amount of value to benefit the TOS and interactions with state agencies by providing a thorough understanding of the bank reconciliation process (including the pay-in process). The TOS and external agencies have a shared interest and gained knowledge in how these pieces fit together to create an effective bank reconciliation. Additionally, all impacted state agencies will gain clear guidance in these areas which will assist in their biennial audit.

### BACKGROUND

Before Ohio became a state, there was a public official managing the state funds. John Armstrong of Marietta served as Treasurer-General for the Northwest Territory from 1796 to 1803. Armstrong was appointed to the post by Congress, a role taken over by the Ohio Legislature in 1803. The Legislature relinquished that power in 1851, when the treasurer became an elected

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<sup>1</sup> (State of Ohio, 2019)

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official. Just like today, the treasurer back then was responsible for collecting and safeguarding most of Ohio's taxes and fees and managing state investments.

In the 1900's, the Treasury Department mail messengers brought in as many as 20,000 pieces of mail a day from the United States Post Office, as pictured below, containing remittances and tax payments worth millions of dollars. Envelopes were opened by electric machines and each tax report and payment processed individually.



[https://en.wikipedia.org/wiki/United\\_States\\_Post\\_Office\\_and\\_Courthouse\\_\(Columbus,\\_Ohio\)#/media/File:U.S.\\_Post\\_Office\\_and\\_Courthouse,\\_Columbus.jpg](https://en.wikipedia.org/wiki/United_States_Post_Office_and_Courthouse_(Columbus,_Ohio)#/media/File:U.S._Post_Office_and_Courthouse,_Columbus.jpg)

All expenses and obligations incurred in the operation of State government were paid by warrants issued by the Auditor of State upon the Treasurer of State, and sometimes there were as many as 70,000 of those warrants clearing the Treasurer's office in one day. There were 46 control accounts in which daily receipts were deposited and those accounts must balance out at the end of each day.<sup>2</sup>

Since then, the State of Ohio has introduced several other forms of payment. These include EFT, Interstate Transfer Voucher (ISTV), Automated Clearing House - Electronic Data Interchange (ACH – EDI), State Payment Card, decreasing potentially the number of warrants issued. The State of Ohio objective is to reduce to the minimum the issuance of warrants. Although the role of the treasurer of State has remained the same, the scale of the office has increased dramatically since the mid-19<sup>th</sup> century. The Ohio Treasury handled only about \$6 million in total public funds in the late 19<sup>th</sup> century. As of fiscal year, 2017, the TOS's office managed more than \$224 billion in financial assets, including an investment portfolio that exceeds \$21.5 billion.<sup>3</sup>

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<sup>2</sup> (Ohio. Treasurer of State, 1953)

<sup>3</sup> (Treasurer, State of Ohio, 2019)



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### ANALYSIS

The Ohio Revised Code (ORC) section 113.08<sup>4</sup> sets forth the procedures for payment to the TOS and identifies that these payments will be made in a manner prescribed in rule by TOS. Payments made to the TOS include cash, checks, ACH, wires, credit cards and drafts received for the state, or for the use of the officer, employee, or agent, from taxes, assessments, licenses, premiums, fees, penalties, fines, costs, sales, rentals, or otherwise. Depositing agencies are required to include amounts being paid, the fund to which the amount is to be credited and any other information required by TOS. The law also mandates the TOS to file and preserve the record of payment and to include in rule procedures for dealing with checks not accepted as well as procedures for making deposits into the custodial funds of the TOS. If a state agency fails to pay their revenue into the state treasury, remedies include a force pay-in of revenue by TOS if the agency has not responded after a reasonable amount of time.

### GENERAL RULE

OAC chapter 113-1-02<sup>5</sup> requires that any monies received by a state agency be paid into the state treasury and receipted by TOS within three business days by submitting an OAKS revenue pay-in document (OAKS pay-in(s)) supporting the deposit. This rule also defines the procedures that must be followed for the proper and efficient processing of deposits. If moneys are not paid in timely, or are not modified by the sending agency as requested by TOS, the most recently approved pay-in document may be used by TOS to process the deposit. If the information used does not accurately record the money, the sending agency must modify the OAKS pay-in and resubmit to the Office of Budget and Management (OBM) for approval.

When submitting OAKS pay-ins to TOS, the sending agency must prepare the pay-in by placing all cash at the front of the deposit. All checks must list the payee as "Ohio Treasurer of State", must include a proper routing and account number, must be signed, include a valid date prior to the stale date, and the written and legal amounts must match. If the check has an amount limit, the amount may not exceed the limit. Checks must be endorsed on the back by the sending agency, marked for deposit only and presented for deposit in good condition and free of staples and stubs.

The OAKS pay-in must be approved by the sending agency and must include a contact name and phone number. A detailed list of adjustments, bad checks, cash and checks must be included on the state entity's OAKS pay-in. If a pay-in document includes wires or adjustments, a photocopy of the original OAKS pay-in document must also be included. If cash is included with the pay-in, the total amount of cash must be included on the pay-in document. If wire or ACH transactions are included on the OAKS pay-in, these must be listed separately on the pay-in document. In the event a pay-in document does not balance to the accompanying checks, the TOS will contact the sending agency. If efforts are unsuccessful, TOS will modify the OAKS pay-in document to accurately reflect the correct amount. TOS may reject pay-in documents that do not comply with these requirements.

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<sup>4</sup> (Ohio Revised Code, Title [1] State Government, Chapter 113: Treasurer of State, 1985)

<sup>5</sup> (LAWriter Ohio Laws and Rules, 2017)

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Agencies may complete batch pay-ins for large numbers of checks being deposited. When completing batch transactions, no more than one hundred checks may be included in a bundle and no more than five hundred checks may be submitted on any one OAKS pay-in document. An itemized adding machine list tape displaying the total deposit amount as well as each check amount must accompany a check bundle. For multiple check bundles, a list tape with the total of all bundles must be submitted. The sending agency must subtotal the checks before adding cash amounts, subtotal again prior to subtracting bad check amounts and adjustments. The agency must include on the list tape, the totals for checks, cash, bad checks, and adjustments. The grand total must also match the pay-in amount.

When pay-ins are made via ACH or wire, the payer must clearly identify the state agency receiving the funds. The payer may choose to include the recipient agency's name, or by including the recipient agency's three or four-digit acronym.

Pursuant with OAC 113-1-03<sup>6</sup>, if the depositing bank is unable to accept an item for deposit and it is returned to TOS, (i.e. the payer account is closed, wrong account information, or insufficient funds), the TOS will provide written or electronic mail correspondence to the state agency which submitted the deposit item. The agency must reimburse the TOS for the amount of the returned item. This reimbursement transaction may be via cash, exchange, check exchange, negative OAKS pay-in, reduction of revenue receipt or electronic funds transfer. TOS may also return checks not accepted for deposit directly to the sending state agency.

### RESEARCH STRATEGY

According to the Department of Administrative Services' 'State Employee Trend Report' issued May 9, 2019, the TOS has 112 employees who serve multiple state agencies.<sup>7</sup> TOS serves an integral role for many State of Ohio agencies, boards and commissions by with both revenue deposits and disbursements. Cinco de Solution team began its analysis by looking at the statutory and administrative rule requirements to which the TOS is bound. The team then reviewed the pay-in process from the sending agency perspective through the TOS receipt and responding transactions. The team also analyzed the challenges identified and developed solutions and recommendations for resolution of these identified challenges.

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<sup>6</sup> (LAWriter Ohio Laws and Rules, 2017)

<sup>7</sup> (das.ohio.gov, 2019)

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Photo by [William Iven](#) on [Unsplash](#)

### AGENCY PROCESS

The Cinco de Solucion team had the opportunity to work with various state agencies to see how they process 'pay-ins'. Many of the base functions were the same: Receive, Record, Approve, and Transfer.

**RECEIVE** Agencies receive money for a variety of reasons. Revenues and miscellaneous income are commonly received, and some agencies collect fees for services or certifications. Payments made to agencies may be received via credit card, EFT, paper check or cash. These payments come into each agency differently, either by mail, in person, via websites or submitted electronically through the payer's bank.

**RECORD** Once the payment is received, the information is recorded by the receiving agency in accordance with their internal control procedures. Most agencies use excel or other types of databases to record moneys received, while some continue to record these transactions on paper logs. Regardless of the recording mechanism, each agency then enters the payment information into the Ohio Administrative Knowledge System (OAKS) to create the pay-in/revenue document. This process includes identifying the correct coding for the deposit, the proper fund, the correct line item, program and department to which the deposit should be applied. Depending on the size of an agency, the recording process may be completed by one person or by several.

**APPROVE** There are various requirements for the internal approval of OAKS pay-ins. Some agencies have multiple approvers, while smaller agencies only have one approver. This variation



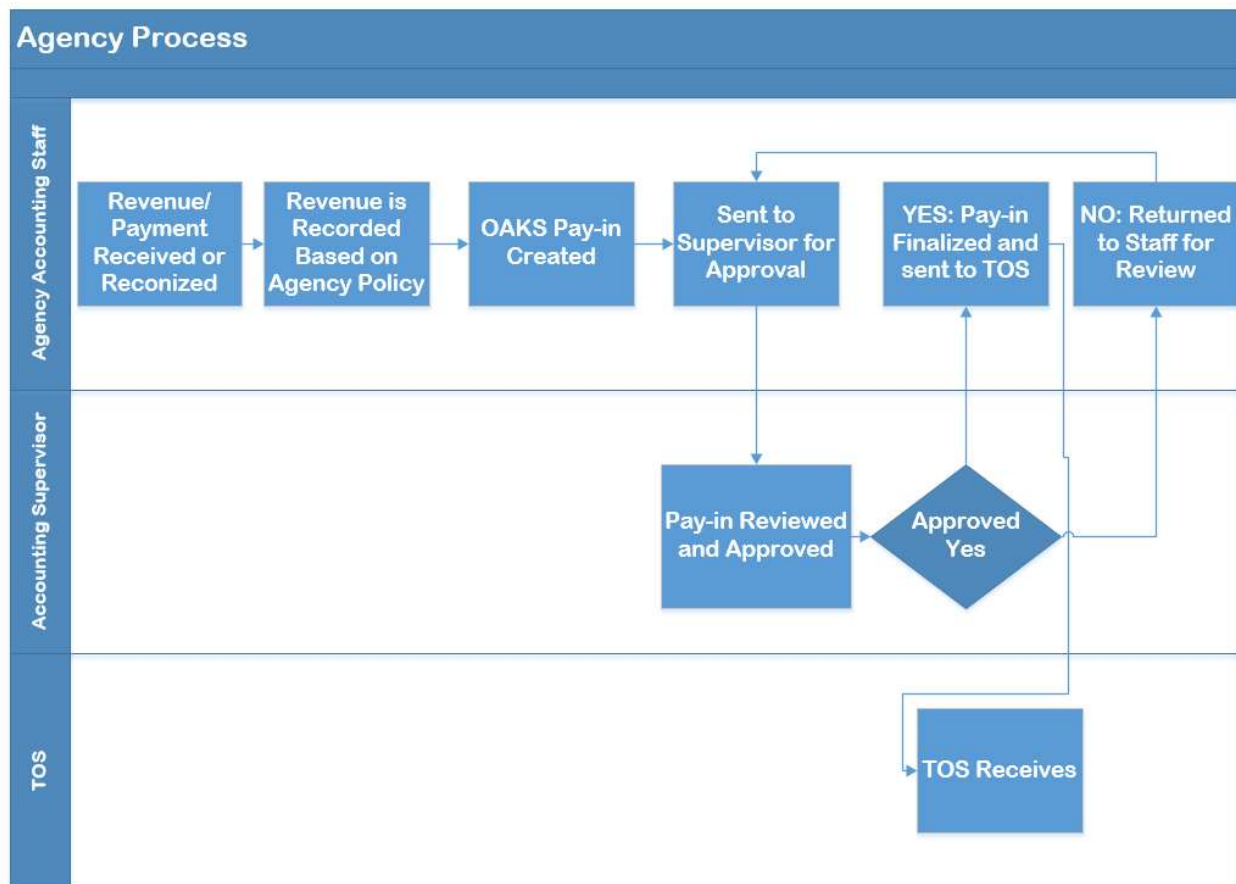
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was typically based on the size of the agency or whether the agency has multiple agencies or departments.

**TRANSFER** After the deposit has been approved at the sending agency, it is then transferred to the TOS. EFTs information is sent via email and other forms of payment are sent through inter-office mail, via courier, or hand delivered in person.

**CHALLENGES** The research of the state agency process revealed possible issues. Though the base functions associated with processing pay-ins were common, there were two main areas of variation. These were: (1) How the revenue receipt information was received by the agency and (2) How pay-in information was moved from the agency to the TOS. These variations were not wrong or outside of the appropriate process but do have potential negative impacts on the process as a whole.

Additionally, through the review of the processes of two similarly sized agencies, it was determined that one agency had the ability to directly access Key Bank information and extract account information daily to identify deposits associated with their agency. The other agency relied on TOS to provide a listing of wire receipts weekly. There is concern with the second agency's process because of the delay in the agency receiving deposit information. This could possibly cause the agency to be out of compliance with the statute that requires deposits within three (3) days.



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### TOS PROCESS

The second phase of the research for this project provided insight to the work occurring at the TOS when deposits are posted from state agencies. This research afforded the team an interesting view that gave perspective from the receiving side of the process.

Going into this phase the goal was to understand TOS and its mission. The mission of the Ohio Treasury is to protect, manage, and invest state money with integrity and high ethical standards while providing innovative financial services and educational resources to all Ohioans<sup>8</sup>. This mission supported the team's desire to work with TOS and then worked with dedicated staff at TOS to provide insight to their processes.



**REVENUE MANAGEMENT** At the time a deposit is received into the state regular account, for an agency, the Revenue Management team sends an email with the wire information to the state agency notifying them that they have revenue that needs to be paid in. Next the agency emails the pay-in to the Revenue Management Department for approval in OAKS.

**ACCOUNTING DEPARTMENT** The next day, the Accounting Department logs into the TOS Quantum Computer System (created in 2017) and begins the reconciliation of wires received the day prior. The Accounting Department conducts these reconciliation activities throughout the day.

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<sup>8</sup>(Treasurer, State of Ohio, 2019)

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**CHALLENGES** Research showed that multiple wires tied to multiple pay-ins over several weeks slows down the reconciliation and allows hundreds and thousands of dollars to sit unreconciled on the state regular account. For this reason, TOS prefers that an agency submit one pay-in (revenue document) for each day's bank deposits so the reconciliation flows more smoothly. If the actual wire amount differs from what was sent by the agency, the Accounting Department will do a partial match and check the system throughout the day for the remaining funds in order to reconcile.

Also, when other types of discrepancies occur, the Accounting Department will reach out to the agency to resolve. This step adds more work to both parties. TOS aims to reconcile all wires as soon as possible.

### FINDINGS

The Cinco de Solution team identified some key issues that put the three (3) day time limit for deposits at risk and makes these deposits more cumbersome for agencies and TOS. These issues were found to exist in three primary areas: communications, systems, and processes.

#### COMMUNICATIONS

Confusion in terminology used when communicating between agencies and TOS appeared to be an issue. For example, understanding the difference between a pay-in and a warrant. In addition, how TOS communicated with agencies varied from one-on-one individual email communications, to group email or utilizing the FIN website. The team also found that personnel at TOS are not informed by agencies when there are changes in fiscal contacts resulting in confusion for TOS as to whom to contact when issues arise, thus impacting the timely resolution of the issues.

#### SYSTEMS

Some agencies that have sub accounts of the state regular account, are not aware they could access the Key Bank Navigator portal to identify all EFT activities for their agency. The team determined that although some agencies knew about the Key bank Navigator portal, they were uninformed on how to use this tool. When there are issues with making deposits and TOS is unable to complete the transaction, they oftentimes communicate to the agency that the transaction cannot be processed, but the agency does not know what needs to be corrected for the transaction in OAKS, TOS has to refer them to the FIN Source.

#### PROCESSES

Some agencies were not aware what information was being transferred to TOS. For example, adding additional descriptive information in OAKS to assist with deposit processing is helpful to TOS. The team also found that TOS is not always able to identify where the wire payment is coming from, so it is difficult for them to identify the agency the funds belong to. Because these deposits oftentimes lack identifying information from the sender regarding the agency the funds are intended for and agency personnel are unable to confirm that a deposit belongs to their agency.

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### SOLUTIONS

Looking at the issues presented and utilizing the information uncovered during this process, the team worked to identify several possible solutions. At the end, the following recommendations were presented for TOS to review and consider, with hopes to aid the challenges associated with communications, systems and processes. The team appreciates the opportunity to offer these suggestions and hopes that they are received knowing that the team is thankful for the time and transparency that was provided by the TOS during the Capstone project.

### COMMUNICATIONS

- The development of a dedicated fiscal communication system. This would enable TOS to obtain fiscal group email lists from all agencies including Receivable Staff information. This would empower TOS to have instant access to an agency fiscal representative and expedite accounting issues. Agency CFO's would be tasked with providing updates on staff changes to TOS and OBM. This group email should be made available to all CFO's and fiscal personnel to establish a working, support, and valuable resource network.
- TOS could commence semi-annual conference calls and include all state agencies to relay various types of information useful in processing deposits. Examples of potential subject matter for the calls - common agency processing errors, common problems, frequently asked questions (FAQs), the Key Bank Navigator portal, the importance of keeping contact lists up-to-date, etc.

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- TOS could continue to conduct or attend regular CFO roundtables to address ongoing unidentified fund issues.
- TOS could provide a list of terms and definitions to all agencies so there is consistency across all agencies interacting with TOS. See Exhibit A.
- TOS could establish general agency communications to provide information such as FAQs page, an external stakeholder newsletter, common errors and processing problems, troubleshooting suggestions, blogs, and quick reference sheets. This could be part of the existing TOS website or in other forms of communication.

### SYSTEMS

- TOS to provide information to agencies on how to gain access to the Key Bank Navigator portal and how to use the data contained therein. See Exhibit B.
- TOS to demonstrate to agencies the reason a transaction cannot be processed so the agency can correct the issue as expeditiously as possible.

### PROCESSES

- When TOS is responding to an agency regarding a particular transaction, that they direct users to the FINSOURCE and job aids available there so they can readily identify transaction specific details from OAKS. See Exhibit C.
- A modification to ORC and OAC requirements to include (1) agency 3-digit identifier, (2) agency/description of services/products in memo line of payments to the state of ohio, and (3) a standardized form be used by all agencies that will accompany all receivable invoices to ease TOS and the agency's burden of tracking down where to apply the deposited item. See Exhibit D.
- Recommend remote deposit check scanners to location challenged state agencies to allow for expedited processing of funds received.
- A more thorough analysis of information entered into the OAKS system and how it could be used by TOS to identify a deposit on the bank. A perusal of the shared information might ultimately reduce the information being entered at the agency level for no realized benefit to TOS processing.

With these recommendations the Cinco de Solution team believes that this will aid both the TOS and agencies as they continue to serve the State of Ohio.

### CONCLUSION

Out of the box approaches, along with embracing technology solutions, can lead to process improvement and a culture that embraces change.

The objectives of this project were to discover bank reconciliation process issues, communicate shared knowledge, and provide guidance to state agencies to realize consistency throughout the state. Current resources, procedures and requirements were identified through analysis and documentation of the process. The team's collaboration with target agencies and TOS assisted in identifying areas where improvements could be realized to ensure deposits are completed within the mandated timeframe. Presenting findings from the analysis and research phases



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provided an opportunity to show the process issues that require resolution. And finally, by offering solutions that could be easily implemented for the benefit of the TOS and their partnering agencies, an improved pay-in process could ensure that all deposits are completed in a compliant fashion.



The Cinco de Solution team's research and discoveries encompassing the whole of this topic identifies the challenges, provides thorough and fiscally responsible solutions at an almost negligible budgetary cost. To add value to the process, the process must be valued! Ultimately though, the project goal was to understand the process needs and develop new forms of communication and training opportunities which would aid in simplifying, streamlining, and enhancing fiscal operations within state agencies and foster collaboration with the TOS.

The Cinco de Solution team believes that this project has an abundant amount of value. State agencies now have clear guidance of the bank reconciliation process and areas to improve compliance. These factors contribute to improved results in the biennial audit. The TOS also benefits from receiving recommendations for fiscally responsible solutions to consider that could assist in realizing process efficiencies.

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### APPENDIX

EXHIBIT A – TERMINOLOGY

EXHIBIT B – KEY NAVIGATOR

EXHIBIT C – OAKS FIN SOURCE

EXHIBIT D – AGENCY LETTER

### EXHIBIT A - TERMINOLOGY

**Bill:** or invoice is a commercial document issued by a seller to a buyer relating to a sale transaction and indicating the products, quantities, and agreed prices for products or services the seller had provided the buyer.

**Check:** a document that orders a bank to pay a specific amount of money from a person's account (the issuer or the drawer) to the person in whose name the check has been issued at a specific date indicated on the check.

Core system capabilities include:

**Content Management (myohio.gov)**

- Centralized Communications to State Employees and State Contractors
- OAKS alerts, job aids and news
- Statewide News
- Password Reset for Active Directory

**Customer Relationship Management (CRM)**

Contact / Call Center Management

**EFT:** acronym of Electronic Funds Transfer, also referred to as an ePayment. EFT is a broad term that includes many types of electronic payment such as ACH (Automated Clearing House) and wire transfers. EFTs are becoming increasingly common in the world of payments as many businesses are shifting away from traditional paper checks towards more efficient and lower cost ePayment methods.

**Enterprise Business Intelligence**

- Key Financial and Human Resources Data, Trends and Analysis
- Cognos driven reporting
- Targeted Business Intelligence

**Enterprise Learning Management (ELM)**

- Training Curriculum Development
- Training Content Delivery
- Training Status Tracking and Reporting

**Financial Management (FIN)**

- Accounts Payable
- Accounts Receivable
- Asset Management
- Billing
- eSourcing
- Financial Reporting
- General Ledger
- Planning and Budgeting
- Procurement
- Travel & Expense

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### **Human Capital Management (HCM)**

- Benefits Administration
- eBenefits
- ePerformance
- Kronos
- Payroll
- Position Management
- Time and Labor
- Workforce Administration

**OAKS**: Ohio Administrative Knowledge System is the State's Enterprise Resource Planning (ERP) system which provides central administrative business services such as Financial Management, Human Capital Management, Content Management, Enterprise Learning Management and Customer Relationship Management.

**Pay-In**: To hand money or check to a cashier for depositing in a bank.

**Pay-Out**: a transaction in which a cashier advances money to a guest and then charges the guest's account for the amount given. It generates a receipt after it's posted.

**Voucher**: A voucher is an internal document describing and authorizing the payment of a liability to a supplier. It is most commonly used in a manual payment system. A voucher typically contains the following information:

- The identification number of the supplier
- The amount to be paid
- The date on which payment should be made
- The accounts to be charged to record the liability
- Payment term
- The remittance address
- The payment method: check or EFT

**Warrant**: in financial transactions, a warrant is a written order from a first person that instructs a second person to pay a specified recipient a specific amount of money or goods at a specific time. In government finance, a warrant is a written order to pay that instructs a federal, state, or county treasurer to pay the warrant holder on demand or after a maturity date. Such warrants look like checks and clear through the banking system but are not drawn against cleared funds in a checking account. Instead, they may be drawn against 'available funds'.



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## EXHIBIT B – KEY NAVIGATOR

<https://www.key.com/corporate/kttu/reporting-research/information-reporting/completeuserguide/information-reporting-section5.jsp>

KeyNavigator®

KeyBank

Message Center

Support

Administration

Logout

Dashboard

Reporting & Research

Payables

Intraday Reports

Summary

Detail

Custom Report

Report Type

Transactions Only

Note: Real time balances are not available historically.

Select Date(s)

Current Day

Select Account(s)

☒ All Accounts

☒ Budget Mgt State Acctg DBA Mhas - 359681409850

☒ Regular Acct - 14511001050

view

save

download

Transactions

Credits and Debits

Transaction Groups

☒ All Groups

☒ ACH Credits

☒ ACH Debits

☒ Checks

☒ Deposits

☒ Lockbox Credits

☒ Other Misc Credits

☒ Other Misc Debits

Transaction Types

☒ All Types

☒ 0108 - Number Of Adjustment Credits YTD

☒ 0115 - Lockbox Deposit

☒ 0116 - Item In Lockbox Deposit

☒ 0118 - Lockbox Adjustment Credit

☒ 0135 - DTC Concentration Credit

☒ 0136 - Item In DTC Deposit

☒ 0142 - ACH Credit Received

Amount From

To (optional)

Choose options above to generate a report customized for your needs.

main page

## RECAP - Research & Evaluate Common Agency Problems

### EXHIBIT C – OAKS FIN SOURCE

[Home](#) > [OAKS FIN Process Manual](#) > [Accounts Receivable](#) > [Steps for Processing Deposits](#)

#### Entering Regular Deposits

[References](#) 

#### Overview

Regular deposits are payments associated with a customer, or miscellaneous receipts. Customer payments are applied to Open items, (items billed but not yet paid) and use the payment predictor or a worksheet to process the payment received.

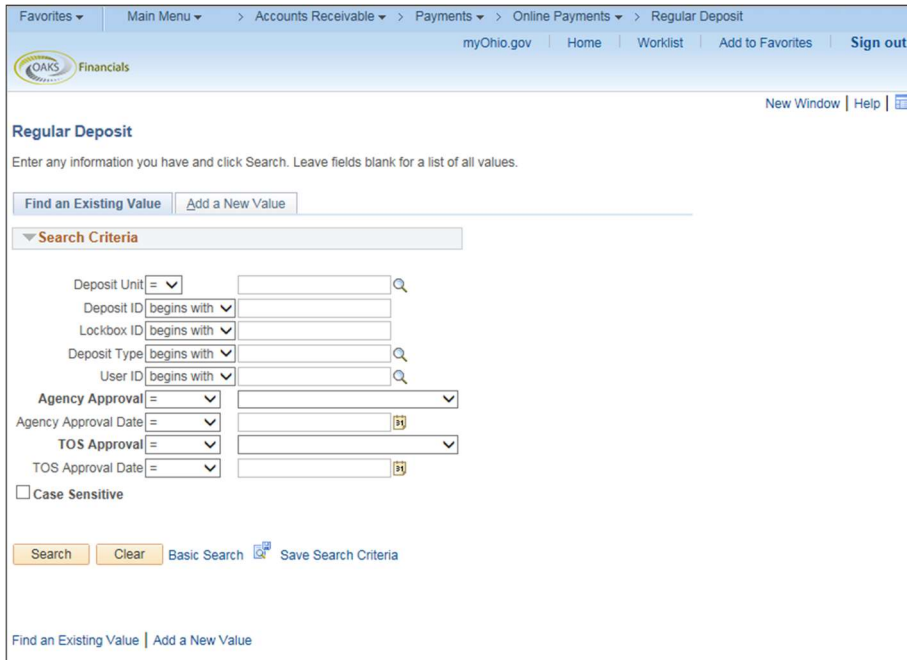
These instructions assume an open item has already been entered in OAKS FIN and now the user must enter a payment from the customer (rather than a miscellaneous payment.)

- Click [here](#) for assistance with accessing the OAKS FIN AR module.

#### Steps

OAKS FIN > Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit

The Regular Deposit search page displays.



# RECAP - Research & Evaluate Common Agency Problems

## EXHIBIT D – AGENCY LETTER



TO: ALL STATE OF OHIO AGENCIES  
 FROM: TREASURER OF STATE  
 RE: 3-DIGIT AGENCY IDENTIFIER FOR VENDOR PAYMENTS  
 DATE: SEPTEMBER 5, 2019

All State agencies must provide the 3-digit agency identifier on all invoices sent to vendors. Please advise all vendors to include the 3-digit agency identifier on their remittance vouchers for prompt and accurate accounting purposes.

### EXAMPLE



**OhioMHAS**  
**Office of Support Services**  
**2150 W. Broad Street**  
**Columbus, OH 43223-2150**  
**(614) 752-0110**

Invoice	OSS0107050
Date	4/4/2019
Page	1

#### STATE OF OHIO INTRASTATE PAYMENT VOUCHER

Bill To:

GOVERNOR'S OFFICE STATE OF OHIO  
 RIFFE TOWER  
 77 SOUTH HIGH ST. 30TH FLOOR  
 COLUMBUS OH 43215

Ship To:

GOVERNOR'S OFFICE STATE OF OHIO  
 RIFFE TOWER  
 77 SOUTH HIGH STREET  
 COLUMBUS OH 43215

Class ID		Vendor ID		ISTV Cross Ref		Selling Agency		Fund	Dept	Program	
PSC-ISTV		DMH01		DMHB		DMH		1510	DMH	4240B	
Fund	ALI	Account	Dept	Program	Proj/Grant	Location	Report	Agency Use	Enc Doc ID	Amt.	
Payment Terms		Customer ID		Bill To		Shipping Method		Payment Due Date		Line Amt.	
IMMED		GOV0101PSC		GOV0101PSC		DELIVERY		4/4/2019		\$015.46	
Item Number						QTY/UOM		Unit Price		Total Price	