Statewide Financial System

Service Catalog

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SFS Services

Service Catalog

1. About the Statewide Financial System

The Office of the State Comptroller (OSC) and the Division of the Budget (DOB) established and designated the Statewide Financial System (SFS) as the enterprise solution to support the financial business of New York State (NYS) government.

The SFS is a unique organization within state government; providing state agencies and other organizations with a 21st Century integrated accounting and financial system. The services we provide support agencies with their financial needs and requirements. We work behind the scenes with agencies as they focus on achieving their goals and serving their customers.

Our mission and vision are clear about what we are building for our system's users. The SFS Service Catalog provides an informative look into the services that the SFS team provides for more than 70 agencies across NYS. We hope this document helps you learn about our organization, what we offer, and our strategic direction. To start a conversation with the SFS about any service listed in this document, please contact the SFS Help Desk (helpdesk@sfs.ny.gov).

Our Mission

We manage the enterprise financial system that supports the business of New York State government.

We do this by:

- providing consistent and reliable enterprise services;
- ensuring the integrity of State financial data;
- partnering with agencies to meet business needs through an integrated financial platform; and
- leveraging business knowledge and system expertise

Our Vision

To continually expand the capabilities of New York State agencies by connecting agency business needs with integrated financial solutions.

Our standards driven approach will:

- accelerate development of high value solutions;
- deliver a strong return on investment; and
- reduce duplication of effort

2. How to Request SFS Services

2.1. Onboarding

Onboarding requests, whether for one or multiple SFS service offerings, should be sent to the SFS Help Desk using a SFS Business Case Form to ensure that agency processing, training, and transition needs are met.

A fully completed and submitted business case form, sent to the SFS Help Desk, will start a conversation between the SFS and your agency regarding your request. Submitted business case forms must have authorization from your agency's Chief Financial Officer or equivalent before the SFS Program can begin the review process. Please note "on-boarding request" in the subject line.

2.2. Training

To request user training, or hands-on support in a training lab, send an email detailing your request to the SFS Help Desk, and note "Training request" in the subject line.

Contact Us

For general inquiries about SFS services, contact the SFS Help Desk (helpdesk@sfs.ny.gov | 877-737-4185 | 518-457-7737)

3. SFS Service Offerings

3.1. Core Service Offerings

We provide New York State agencies with a fully integrated financial system capable of managing budgets, payables, receivables, contracts, assets and more. The SFS processes more than 1 million transactions each month to meet our users' complex needs, including:

- *Budget Planning and Management*
- *Contracts and Procurements*
- *Customer Records, Billing and Receivables*
- *Accounts Payable*
- *Travel and Expense*
- *Grant Management*
- *Project Costing (funds associated with programs and projects)*
- *Asset Management*
- *Inventory Tracking and Valuations*
- *Real Estate Management*

3.2. Integrated to Deliver Results

The SFS uses Oracle PeopleSoft Financial Management, which offers integration that enables agencies to transact, update, track, and report on financial data in real-time.

4. Core Service Offerings

4.1. Budget Planning and Management

Manage and monitor your organization's financial accounting information, budget, and general ledger requirements with industry-leading controls and NYS customized reporting designed to meet the Division of the Budget, Office of the State Comptroller, and agency requirements. Your agency can transition to a new standardized operating plan that will help your agency pre-encumber, encumber, or spend program funds managed by your agency.

SFS module name: Core Financials – Budgeting / Commitment Control (KK) and General Ledger (GL)

FEATURES

- *Record financial transactions directly to the statewide general ledger, including revenue between programs, accounts, and funds within or between agencies.*
- *Manage future spending (e.g., capital spending) against DOB's Financial Plan.*
- *Establish and tailor control over your agency's annual budget including allocating and adjusting amounts and limiting or transferring control of funds.*
- *Allow processes built into the system to check for errors, differences between budgeted amounts, and forecasted expenditures.*
- *Use full segregation without the need to fully encumber funds.*

Transaction Examples

- Use tools built into the system to create your agency's annual budget and eliminate the need to create segregation journals
- Update the general ledger automatically with financial, asset, project, and supplier-related transaction information
- Manage and monitor agency funds, and forecast spending against your priorities

Featured Reports and Queries

- **Budget Status:** View all Commitment Control ledger amounts and available balances
- **Commitment Control Financial Plan Status:** Provides agencies and DOB budget examiners with a summary and a detailed status of financial plan budgets
- **Budget Inquiry:** A snapshot of your budget as of a certain date
- **Disbursement Summary and Detail Budget:** Monitor your expenditures and disbursements

4.2. Managing Contracts and Procurements

Our contracts and procurements services help staff and management follow their agency's procurement procedures.

SFS module names: Procurement Contracts, eProcurement, Purchasing, and Accounts Payable

FEATURES

- Purchase goods and services using the SFS, which allows authorized employees to manage the purchasing process from searching for an item to tracking its status, delivery and payment information.
- Use e-Marketplace, an online shopping website between the State and suppliers, to increase your agency's purchasing power and volume discounts.
- Set up automatic processes for routine purchases against contracts. Called "Auto Sourcing," once this process is set up, the system can automatically create purchase orders (POs) based on your agency's criteria.
- Support NYS's procurement best practices and rules for purchasing goods and services automatically.
- Enable more detailed tracking of transactions when procurement cards associated with POs.
- Authorize suppliers to begin work directly from the system.
- Search for and make purchases using the State's database, eMarketplace, of standardized commodities and services available to State agencies. Use of these tools / resources can help your agency improve its insight into purchases at the individual commodity level and create opportunities for bulk purchases / volume discounts.
- Confirm receipt of goods and services directly in the system.

Transaction Examples

- Enter requisitions
- Verify and process agency contracts
- Schedule POs for release from an agency contract in advance
- Create POs
- Send POs to vendors for fulfillment
- Verify and process an agency contract
- Amend contracts
- Stage POs for release from agency contract
- Create a PO receipt

Report and Query capabilities

- **Contract Activity Summary:** Select a provide and use it to view a full list of contracts and their available balances
- **Requisition Budgetary Activity:** Report on budgetary amount information for requisitions
- **Procurement Budget Activity:** Report on budget amount information for purchase orders

4.3. Customer Records, Billing, and Receivables

Use the SFS to manage customer records, track receivables, and bill for goods, services, and monies owed to and received by the State.

SFS module name: Accounts Receivable / Billing

FEATURES

- *Establish customer records and IDs easily for all customers your agency works with or access New York State's centralized list of records, which includes federal agency grant sponsors and shared revenue contract customers.*
- *Collect payments received and apply funds to one or more items for a single customer or to multiple items for different customers.*
- *Benefit from direct journaling - a process that sends funds directly to your general ledger.*
- *Manage customers end-to-end, from customer acquisition through delinquent account management with the integration between accounts receivable, general ledger and treasury services.*

Transaction Examples

- Enter an interagency bill
- Enter a direct journal payment
- View customer payments

Report and Query capabilities

- **Participating and Non-Participating Bank Transfers:** View transfers processed through the Treasury and posted to your agency's cash ledger
- **Accounts Receivables Balances:** View ledger information on appropriated loan receivables to perform reconciliation

4.4. Accounts Payable

Use the SFS to manage payments for goods and services received by New York State. Create and route vouchers for approval. When a voucher is created in the system, it is automatically linked to vendor invoices and any POs and receipts.

SFS module name: Payables

FEATURES

- *Manage receipts and vouchers electronically for goods, services, and monies, payable to suppliers.*
- *Take advantage of automatic processes; upon successful voucher budget check, as well as "year-to-date" and "life-to-date" contract balance verification, vouchers automatically record expenditures and liquidate encumbrances when associated with a PO.*
- *Benefit from direct journaling - a process that records payable activity directly to the general ledger.*
- *Take advantage of early pay discounts.*

Transaction Examples

- Budget check vouchers / payables
- Fulfill expense payments through the system's integration with PayCycle
- Make a payment with suppliers for a specific period

Report and Query capabilities

- **Match Exceptions:** Report on match exceptions with voucher, PO, and receiver data
- **Vouchers Ready for Approval:** View all vouchers that need to be submitted for approval
- **Paid Interest Report:** Review your agency's interest payments and analyze late charges

4.5. Travel and Expense

Route travel requests, approvals, and reimbursement of any expenses due to employees using the SFS's travel and expense module.

SFS module name: Travel and Expense

FEATURES

- *Capture and report on actual travel costs, reconcile any travel card transactions, and request / approve reimbursement of expenses.*
- *Store expense reports and related receipts submitted for reimbursement electronically for auditing purposes.*

Transaction Examples

- Submit travel authorizations to obtain approval of travel requests
- Create travel expense reports
- Report employee travel costs through the expense module
- Create an expense report for expense types
- Collect reimbursement for travel costs

Report and Query capabilities

- **Expense Document Aging:** View all travel authorizations by group, department, document type and / or business purpose, within your agency
- **Expense Type:** Sum the total amount charged within your agency to an expense type and view information by departments, dates, and / or employees

4.6. Grant Management

The SFS enables agencies to manage grants as a grantee and claim reimbursement of State costs, including costs incurred during set-up

SFS module name: Grants / Projects

FEATURES

- *Manage and set up grants and billing for your agency or access OSC-managed grants; the SFS supports all standard federal grants.*
- *Track federal or state grants to easily manage associated costs.*
- *Produce approved federal bills so grants can be directly billed for NYS costs and reimbursed by the federal government or organizations not related to federal grants.*
- *Benefit from integration with the Leave and Accrual Tracking System (LATS), which allows agencies to request reimbursement for actual labor costs, payment through payroll distribution, allocation of eligible employee costs directly back to the appropriate project, and post these entries at the same time directly to the general ledger.*
- *Differentiate between revenue contracts and federal grant contracts.*
- *Eliminate use of multiple systems and related reconciliation activity.*

Transaction Examples

- Create a customer contract
- Assign attributes to a grant award
- Sub-allocate grant funding to another agency

Report and Query capabilities

- **Status of Obligational Authority:** Provides a snapshot of a project at a point of time. This report shows the child project budgets, pre-encumbrances, encumbrances, current expenditures, cumulative expenditures, and variance from your agency's budget
- **Grants Cash Balance:** Sort disbursement activities, including ACT / GLE payments, and the draw of financial transactions, such as billed / cash paid, by grant award number for specific date ranges

4.7. Project Costing (Projects and Program Management)

Use SFS Project Costing as a centralized repository of data to manage a group of activities. Costs related to activities can be collected and tracked using project functionality and time data. Multiple projects can be organized using the Program Enterprise.

SFS module name: Grants / Projects

FEATURES

- *Manage projects funded by multiple state and federal grants.*
- *Utilize delivered functionality to manage projects using Project Costing.*
- *Split funding sources (e.g. state and federal) systematically within one transaction using funds distribution.*
- *Plan and manage multiple projects under one program.*

Transaction Examples

- Create a project and activity
- Create and finalize project budget
- Validate project budget in commitment control

Report and Query capabilities

- **Program Summary:** Aggregate and summarize financial information for all projects belonging to a program
- **Project Allocation:** View a summary of costs at the account level, broken down between personal service and non-personal service (NPS) on a monthly and inception-to-date basis; cost elements to include: direct costs, allocated AS&T, and allocated overhead

4.8. Asset Management

Use the SFS to create records of your assets, including capital assets for DOB reporting, and log lifetime activities, depreciation, attributes, locations, and replacement costs of your assets.

SFS module name: Asset Management

FEATURES

- *Establish records for each asset you want to track, including its attributes, depreciation, replacement value, and activity against individual assets.*
- *Maintain and report on your agency's capital asset information in line with the Office of General Services, Bureau of Capital Assets (OGS-BCA) requirements.*
- *Benefit from automated links between procurement, asset, and general ledger activity. Any item purchased that meets an asset definition is automatically listed in the asset management, module and the general ledger.*

Transaction Examples

- Add and maintain assets
- Manage assets
- Record depreciation of assets

Report and Query capabilities

- **Property Listing Biennial:** Reports property listings from your agency's capital assets recorded in the SFS

4.9. Inventory Tracking and Valuations

The SFS is capable of tracking your organization's inventory, location, and value for each item recorded in the system, which is automatically linked to your organization's balance sheet. Through reporting capabilities, agencies can view quantities and values of their inventory.

SFS module name: Inventory

FEATURES

- *Automate how your agency maintains its inventory and set specific inventory levels and set ordering points.*
- *Track your inventory's location using GPS positioning.*
- *Link inventory directly to your agency's balance sheet.*
- *Design a flexible storage identification system aligned with your agency's facilities.*
- *Track inventory using serial numbers.*
- *Track stock items with respect to the specific lot or batch.*

Transaction Examples

- Input and track items
- Add a value to be associated with an item
- Expense item value to recipient
- Create auto-ordering for items in inventory
- Manage warehouse items' deployment and recovery

Report and Query capabilities

- **Balances and Transactions:** List all inventory transactions and balances associated with your agency's inventory
- **Issued and Returned Items:** View all inventory that has been issued or returned during a date range

4.10. Real Estate Management

Use the SFS to record and maintain New York State payable and receivable lease information. At this time, only OGS-managed leases are tracked in the SFS, but this functionality will be expanded for agencies to record their leases. (The BSC handles OGS-managed lease related payments on behalf of its hosted agencies.)

SFS module name: Real Estate

FEATURES

- *Manage leases for privately owned real estate and state-owned office buildings.*
- *Realize greater control and consistency over the handling of real estate payments and billings.*
- *Capture actual and projected costs of real estate occupancy and revenues from real estate leasing.*

Transaction Examples

- Create projects to link real estate leases for property, building costs, construction projects
- Link lease projects to a procurement contract and PO
- Create and amend leases
- Add a property asset, linked to projects or individual leases

Report and Query capabilities

Cost of Occupancy: Report on the total cost of occupancy

5. SFS Customer Support

SFS provides support for users in ways including, but not limited to; Help Desk support, training, and organizational change support.

5.1. System Operations Support – Our Commitment to Agency Success

The SFS has the capability to support large volume financial transaction processing. To ensure the SFS meets the required transaction volume performance needs, SFS manages processing and system performance proactively.

SFS will continue to be integrated with external financial systems used for payroll, agency revenue and refunds, and agency financial systems not yet retired. The SFS monitors the information exchange and manages file processing and data output returned to system interfaces (bulkload).

5.2. SFS Help Desk

The SFS Help Desk resolves or coordinates support for any questions or problems experienced by users and State suppliers.

On average, the SFS Help Desk receives and assists with 4000 requests each month from SFS users and NYS suppliers. Support remains consistent during large events such as fiscal year end when many users have questions and require hands-on support.

- ***Availability.*** *The system is available 24/7, except during scheduled maintenance or a financial business event. The SFS Help Desk is available to help resolve user questions by email and phone 8:00 a.m. – 5:00 p.m. Monday through Friday.*
- ***Convenient Customer Experience.*** *Simple and intuitive self-service available*
- ***Tracking.*** *Advanced incident-based system tracks and records responses to users*
- ***Coordination.*** *Single point of contact for suppliers and businesses seeking to become suppliers*
- ***Communication.*** *Immediate notification of scheduled and unscheduled system outages to agency contacts*

5.3. System Training

Master SFS services by taking advantage of the array of training resources available to SFS users:

- ✓ ***Accessible Training.*** *Users have 24/7 access to online SFS Self-Paced Training courses covering all SFS capabilities available in the Statewide Learning Management System. This material represents the core, foundational training for SFS users.*
- ✓ ***Updated Monthly.*** *Updates to self-paced training material are released monthly, as needed, to ensure all materials reflect current system functionality.*
- ✓ ***Job Aids.*** *SFS has developed more than 400 job aid reference documents that supplement self-paced training and remind users how to process specific transactions.*
- ✓ ***Targeted and Hands-On User Labs.*** *Reinforce learning received through self-paced training, and work through specific transactions in the SFS's training lab with SFS subject matter experts who are on hand to answer questions about complex scenarios encountered by your agency's staff.*

5.4. Innovation and Change Support

The SFS identifies and proactively supports all SFS stakeholders that experience change stemming from system changes and upgrades in the following ways:

- ✓ ***Community Councils.*** *The SFS promotes best practice sharing and consistency across core services in collaborative meetings between SFS and agencies.*
- ✓ ***Trained Facilitators.*** *Trained facilitators lead critical and routine meetings with stakeholders to understand agency needs as well as communicate how changes may affect agency operations.*
- ✓ ***Agency Resources.*** *The SFS provides users with guides, checklists, and presentations that agencies can use with their staff to build awareness and understanding, and then act on to increase the probability of successful change at your agency.*
- ✓ ***Change Communication.*** *The SFS's communication goals include sharing information and notices with the right agency contacts, at the right time, using the best method of communication available, including a monthly SFS Checkpoint Call, and dedicated website*

5.5. SFS Support during NYS Financial Business Events

SFS staff supports agency finance office staff through reoccurring business events each year, including monthly closings of accounting periods, lapsing events, and fiscal year end.

Monthly Close of Accounting Periods	Annual Fiscal Year End	Annual Lapsing
Each month, OSC requests that agencies keep transactions in the system current and asks the SFS to close, deny, or update select transactions such as purchase orders, travel authorizations, and expense reports that fall outside of the current budget period.	The NYS fiscal year runs from **April 1** through **March 31**. During the weeks and months leading up to this event, OSC and the Office of General Services – Business Services Center (BSC) issue dates for agencies to adhere to if a transaction must be processed / completed during the current fiscal year.	For agencies with appropriations that have commitments against them past the fiscal year end event, these appropriations continue to be available until June (General Fund) or September (for other funds).
User Support Available To assist with agency awareness and analysis of impacts, the SFS posts a file to its secure website each month that lists documents that have been deleted, updated, or sent back to the originator. The SFS Help Desk supports all user questions for this event.	**User Support Available** Agency users can walk through year-end transaction processing by using SFS-provided training and job aids. Agency users can attend virtual or in-person meetings to learn additional information. In addition, users can view key information about agency tasks and impacted transaction data files on SFS's secure website The SFS Help Desk supports all user questions for this event.	**User Support Available** Similar to FYE, agency users can access training and key files identifying actions to be taken with agency transactions. The SFS Help Desk supports all user questions for this event.