

Financial Toolbox

How do I again access to the Financial Toolbox?

To become a user your agency must complete and submit the Agency Security Administrator Form (see – last page of Financial Toolbox user manual) and OFM will set-up the Financial Toolbox Agency Administrator(s). The Agency Administrators will then set-up the agency users.

A copy of the Financial Toolbox User Manual can be found on the AFRS System Documentation site located at the following hyperlink: <http://swfs.ofm.wa.gov/Reference/ftbxusermanual.pdf>

I tried to logon to the Financial Toolbox, but the system will not let me.

Answer: Enter your User Id, the agency number as 4 digits, and then copy and paste your Password; be very careful not to include a space before your Password or following your password.

Question: I cannot remember my password for the Financial Toolbox.

Answer: On the logon screen use the link Forgot Password, enter your User Id and agency number. Click the submit button. Your temporary password will be sent to your email address on file.

Question: I submitted a batch in the Financial Toolbox, but I did not receive my report. Why would I not receive a copy?

Answer: Check your junk mail folder to see if the report was classified as SPAM. If you find it there be sure to let your technology office know so they can 'white list' the Financial Toolbox mail.

Disbursement Reporting System (DRS)

How do I set up our agency to receive DRS data?

Answer: Any agency can start having transaction data begin being populated in DRS by beginning at the Primary Menu in AFRS select function DR (Disbursement Reporting system) which will take them to the Disbursement System Primary menu. From the screen you can currently select either "C" or "DS" at the function line. You are now at the Disbursement System Control Menu and will need to select function 1 – Agency Profile Maintenance.

You are now at the Agency Profile Maintenance screen and will need to first make sure that all the information is accurate on the screen and if you have a DRS security level of 2 you can go down to the line that says "NIGHTLY EXTRACT" and change it from a N (No) to a Y (Yes). You will receive the first set of data the next morning after AFRS has run. You will want to pay attention to the line below that says "MOS OF DATA KEPT ONLINE" because this will determine the actual number of months that data will be kept on line. We generally require at a minimum 15 months for 1099 reporting but you can have up to 99 months (not usually recommended) worth of data.

Additional Resources/Training:

Who do I contact about AFRS training?

Answer: OFM offers a variety of courses on OFM Supported systems along with a variety of classes in the areas of Accounting, Budget, Contracts, Inventory, Payroll, etc. The following hyperlink directs you to the OFM training web site with information regarding, classes, class descriptions, schedules and other information.

<http://swfs.ofm.wa.gov/swt/schedule.asp>

Where can I find a users manual and/or additional reference documents to assist me in the use of OFM accounting, budget and reporting systems?

Answer: Go to our website at: <http://swfs.ofm.wa.gov/Reference/contentsnew.asp> |

Statewide Vendor (SWV) Helpdesk:

I need to correct the address or TIN number for a statewide vendor. What do I do?

Answer: Call the Statewide Vendor Helpdesk at 360-664-7779 or e-mail the change to vendorhelpdesk@ofm.wa.gov. You may also fax a copy of the vendor's invoice or letter showing the changed information 360.664.3363

Where can I direct vendors to find more information about becoming a Statewide Vendor?

Answer: You can direct vendors to the following hyperlink for more information about becoming a Statewide Vendor: <http://www.ofm.wa.gov/isd/vendors.asp>

The SWV Helpdesk has a Frequently Asked Question website that may assist vendors in some basic questions. Vendors can access the FAQ sheet by using the following hyperlink: <http://www.ofm.wa.gov/isd/faq.asp>

TVS:

Can you help me change my PASSWORD in TVS?

Answer: Have you requested “FORGOT PASSWORD” from the TVS system home screen?

I can't find my travel voucher; can you tell me where it is?

Answer: There are a couple of locations where your voucher may be located;

1. Look on your “MY TRAVEL” tab and if the voucher is showing it will give you the name of who currently has control of your voucher.
2. If it is not on your tab it may have already been processed and you would then need to look at your inactive file to see if it was processed for payment and when.

When will I receive my travel payment?

Answer: Please contact your agency fiscal office.

Why was I denied my reimbursement request?

Answer: There are a number of reasons that a voucher could be denied. It is best consult with your agency fiscal office to find out what may have occurred.

How can I delete a voucher?

Answer: Once a voucher is saved, a voucher number is generated and it cannot be deleted. If you no longer need the voucher you can send it to inactive status by following these steps:

- From your **My Travel** tab highlight the voucher you want to make inactive,
- Click **Send** on the menu bar,
- On the Process Voucher window that appears, click **Inactivate** and then the **OK** button,
- The voucher should disappear from your active screen.

If you would like to view the inactive voucher again, as well as any of your other inactive vouchers, follow these steps:

From your **My Travel** tab, click in the **Show Inactive** box on the menu bar,

You should now see your active as well as inactive vouchers.

AR Solomon

Question: How do I access to the Solomon AR system?

Answer: First your agency must be one of the current AR customer agencies:

- Administrator for the Courts
- Office of Financial Management
- Department of Financial Institutions
- Department of Personnel
- Washington State Patrol
- Department of Licensing
- Department of Health
- Department of Agriculture

Second, you need to contact your agency AR administrator to fill out an electronic AR Citrix User ID Request form and submit it on line. Here is the link to the form:

http://swfs.ofm.wa.gov/AR/Forms/CitrixID_E.htm.

Question: I cannot remember my password for the Solomon AR System.

Answer:

- If you cannot remember your AR Citrix Server password (the first login screen) or you are locked out, please contact the AR Helpdesk at 360-664-7722.
- If you cannot remember your Agency login password (the second login screen), please contact your agency administrator. The following hyperlink to the AR contact list also provides the contact information for agency AR administrators under the agency admin column. <http://swfs.ofm.wa.gov/AR/HelpDesk/ARContactList.htm>

Question: Solomon AR is slow and my screens are locked up; what should I do?

Answer: Try to log out the system completely and log in again. If the problem persists, please contact AR Helpdesk 360-664-7722.

Question: I am having trouble printing or my print button is inactive; what do I do?

Answer: This problem usually occurs when there are changes to your PC and printer. First check your PC and printer to ensure they are set up correctly. Second, try to log out AR Solomon completely and log in again. If the problem persists, please contact AR Helpdesk 360-664-7722.

Question: Is OFM going to replace AR Solomon?

Answer: OFM is assessing the feasibility of replacing the accounts receivable system and will keep agencies informed once a decision is made.