



Washington State  
DEPARTMENT OF  
ENTERPRISE SERVICES

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# Rates & Service Commitment

# 2024+

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Other resources

The Department of Enterprise Services (DES) provides a variety of Small Agency Financial Services (SAFS) to Washington State agencies that include:

- Budget management and consultation
- Accounts payable processing
- Accounts receivable and invoicing
- Payroll services

Cost of providing these services is recovered through charges to client agencies.

## SERVICE RATES

The cost of SAFS services is determined as follows:

### **Budget**

Allocation based on weighted factors of budget complexity, workload, number of expenditure authorities, and number of budget types

### **Accounts payable**

Allocation based on number of accounts payable transactions

### **Accounts receivable**

Allocation based on number of accounts receivable transactions

### **Payroll**

Allocation based on budgeted FTEs

Generally, these services are funded using the [central service model \(CSM\)](#), however, in some cases client agencies may enter an interagency agreement with DES for financial services outside of the central service model.

# SERVICE DELIVERY PRINCIPLES

Our services are guided by the following principles:

- Interactions with our clients should build healthy working relationships
- Transactions we process must be compliant with the law and ethical
- We leverage process standardization to meet our clients' needs

## MEETING CLIENT EXPECTATIONS

DES is committed to excellence and the SAFS team regularly interviews our clients to ensure we are consistently meeting your expectations:

<b>Timely services</b>	Completing financial transactions on time and providing information when it's needed
<b>Clear processes</b>	Striving to provide simple, transparent, flexible processes and helping you use systems
<b>Valuable information</b>	Providing meaningful information that is accessible, and helping you understand it
<b>Effective communication</b>	Being responsive, keeping you in the loop, recognizing your communication needs, and using plain talk
<b>Dependable expertise</b>	Being consistent, reliable, and accurate so you trust and have confidence in our services
<b>Operational insight</b>	Knowing your business, understanding what makes you unique, and providing continuity of service when processes and people change
<b>Collaborative partnership</b>	Contributing solution-focused guidance, defining clear roles and responsibilities, and fostering a productive working relationship

# SERVICE ELIGIBILITY

Independent Washington State agencies, boards, and commissions are eligible for small agency financial services if:

- The organizations establishing statute indicates they are a distinguishable entity and a component of Washington State government
- The organization is considered a part of Washington State for financial reporting purposes and uses the statewide systems of record
- The organization agrees to utilize DES tools and processes
- Financial resources are available to pay for services
- The Office of Financial Management (OFM) approves of the organization enrolling in Small Agency Financial Services

# OUR SERVICES

## Budget services

Our team of financial consultants works alongside agency identified liaisons and other business partners to support organizational financial health

### Supporting the full scope of agency budget development and monitoring

- Preparing budget material according to instructions issued by OFM
- Providing guidance for developing decision packages, cost analysis, performance measures and activity inventories
- Completing the technical work of submitting budget requests using state budget systems
- Developing allotments and maintaining agency financial projections

### Assisting in the preparation of fiscal notes, as requested

- Helping facilitate communication between OFM Budget and legislative staff as needed
- Supporting in the development of responses to OFM and the legislature
- Partnering with assigned liaison(s) to complete bill analysis and responses to assigned fiscal notes

**Delivering meaningful financial information that assists agency decision making**

- Providing various financial reports in standard formats from the state system of record
- Monitoring activity and balances to support your agency's financial health
- Analyzing accounting and financial trends, to project outcomes, investigate variances, and advise on corrective action plans
- Acting as liaison between the client agency and other entities requesting financial information (WA State Auditor, or private audit firm)

**Accounting for your assets**

- Maintaining and reconciling asset ledgers and listings
- Providing asset tracking tags to account for taxpayers' resources
- Consulting as requested on completing physical inventories

**Itemized services list**

- Budget submittals both biennial and annual supplementals
- Decision packages
- Fiscal note analysis and preparation
- Allotments and projections
- Salary projections, expense scenarios
- Compensation Impact Model development and submission
- Monthly financial status reports (financial activity analysis and narratives)
- Annual disclosure forms
- Capital asset accounting and depreciation
- Activity recasts
- Year-end journal vouchers (corrections, compensated absences)
- Performance measure reporting

## Client agency responsibilities

All SAFS client agencies are responsible for complying with applicable laws, rules, regulations, and best practices surrounding the services provided by DES including but not limited to:

- Providing timely and meaningful information to assigned budget consultant that may impact agency financial health and projections
- Reviewing financial status reports for accuracy and completeness
- Reviewing projections for completeness and accuracy
- Understanding and complying with terms and conditions of contracts and grants (federal, state, private/local)



## Accounting services

Our accounting services teams are divided into three service units: accounts payable, accounts receivable, and payroll. Each unit has different functions that shares a few common traits. All accounting services:

- Place an emphasis on compliance and risk-based decision making
- May require standardization of client processes and systems to maximize efficiency
- Rely on our clients and process partners to deliver timely, accurate, and complete information
- Maintain client accounting records in compliance with Secretary of State retention schedules
- Verify accuracy by reconciling applicable ledgers in the applicable state system of record

### Accounts payable services

Disbursing payments to your vendors and employees for non-payroll related expenses such as travel reimbursement and general goods and services payments

- Processing invoices and travel reimbursement in accordance with the State Administrative and Accounting Manual (SAAM)
- Auditing payment records for completeness and compliance with rules and regulations
- Supporting financial reporting by estimating and recording monthly accruals
- Completing payment related tasks like canceling and reissuing warrants and clearing in-process reports
- Preparing and submitting all Internal Revenue Services (IRS) 1099 reporting, state tax reports, and unclaimed property
- Providing guidance on travel regulations and requirements

### **Accounts receivable services**

Billing, collecting, and managing payments from your customers

- Creating and distributing invoices using information provided by you
- Communicating outstanding balances using a mutually agreed upon method (customer statements, aging reports, etc.)
- Collecting, depositing, and accounting for all payments made by your customers
- Clearing in-process reports
- Requesting as needed cash receipt waivers from the State Treasurer's Office

### **Payroll services**

Processing employee payroll and supports the administration of taxes and employee benefits

- Payroll transaction processing, including standard and non-routine payroll transaction processing, overpayments, medical benefits, retirement, garnishments, and special pay
- Auditing and maintaining data entered in payroll related systems
- Responding to and providing documentation to agency auditors (State Auditor or CPA firm)
- Records management for employee payroll files, records maintenance with process partners (e.g. DRS), and records required by the State Administrative and Accounting Manual (SAAM)
- Reporting, including mandatory reporting for state/federal governments, employee leave and attendance, and out-of-state employees
- Accounting related services such as fund 035 reconciliations, shared leave, and warrant management
- Consulting related to personnel, payroll, benefits, leave, and out-of-state employees

## Itemized services list

### Accounts payable

- Disperse payments to vendors and employees (travel and expense reimbursement not subject to payroll taxes)
- Complete cost allocation, accrual, and amortization journal vouchers
- General ledger reconciliation (expense and non-payroll liability ledgers)
- Monitor and act on in-process reports
- Process credit card payments and journal vouchers
- Tracking and reporting of leases and software subscriptions complying with GASB
- Create expense correction and/or transfer journal vouchers
- Record and monitor prepaid expense balances
- Monitor and act on exception reports as needed
- Replenish petty cash accounts
- File and disperse payments for taxes

### Accounts receivable

- Create, distribute, and collect payment on invoices to customers
- Retain receivable records for recurring or infrequent invoicing activity
- Process deposits daily or as needed
- File applicable deposit forms (A-8) with the Office of the State Treasurer
- Enter and maintain revenue and receivable transactions in the state's system of record
- Generate monthly statements of account
- General ledger reconciliation (revenue and receivable related accounts)

## Payroll

- Process all personnel and payroll transactions
  - New hires, terminations, separations, retirements
  - Pay increase, hours worked adjustments
  - Part-time employee timekeeping
  - Any other employer changes affecting net pay
- Process additional payroll related transactions
  - Overtime pay
  - Board members pay
  - Taxable fringe benefits
  - Wage deductions
  - W-4
- Audit and maintain employee leave records and reports in MyPortal
- Maintain payroll files as required by state retention schedule
- Prepare and submit state and federal payroll reports
- Consult with agencies on establishing accounts and process out-of-state payroll taxes
- Process special pay warrants
- Cancel and reissue pay warrants
- Reconcile payroll revolving accounting (fund 035)
- Maintain records with the Department of Retirement Systems
- Produce and distribute the payroll journal for agency review and signature
- Provide copies of the agency leave reports
- Generate and maintain all required leave reports in accordance with state laws, rules, and regulations
- Provide guidance, support, and expert knowledge in matters pertaining to payroll and benefits
- Respond to inquiries from agency audit representatives (State Auditor or Public Accounting Firm), related to payroll and other information requests

## Client agency responsibilities

All SAFS client agencies are responsible for complying with applicable laws, rules, regulations, and best practices surrounding the services provided by DES including but not limited to:

### Accounts payable

- Submitting payment documents that are accurate and compliant with the State Administrative and Accounting Manual (SAAM)
- Engaging with vendors to support good standing business relationships and resolving invoicing issues
- Providing accurate payment coding
- Complying with State travel and meals with meeting regulations
- Final review of payments made by DES on your behalf
- Bank cards administration including users access, card limits, and internal controls

### Accounts receivable

- Providing accurate and timely billing information for invoicing and recording receivables
- Providing accurate deposit coding
- Complying with recommended internal controls for cash handling
- Performing collections on outstanding aged receivables

### Payroll

- Reviewing payroll journals for accuracy and returning signed journals to DES payroll as soon as possible after receiving the journal
- Retaining any required payroll documents that DES payroll is not retaining or receiving on your behalf
- Providing timely information regarding changes in employee pay, schedules, leave status, or any other changes that may impact leave balances or employee pay
- Submitting timesheets by payroll due dates
- Registering business accounts with states where employees are approved for remote work

## OneWashington Support

Small Agency Financial Services (SAFS) supports our client agencies for the following OneWashington administrative business functions:

- Finance (accounts payable and/or accounts receivable)
- Budget
- Human resources
- Payroll

Additionally, SAFS:

- Serves as primary point of contact for the OneWashington program
- Coordinates and assists with agency preparation
- Supports a two-way flow of information between the OneWashington project team and our client agencies
- Helps coordinate change management activities for the OneWashington process that are related to financials

## References & Links

### **State Administrative and Accounting Manual (SAAM)**

Minimum requirements that state agencies must meet pertaining to control and accountability over financial and administrative affairs of the state of Washington

### **OFM Required Policies**

Listing of agency policies required by the SAAM

### **Agency Director's Manual**

A high-level reference guide on accounting, budgeting, personnel and payroll, contracts and purchasing, ethics. See the "References" section.

### **Executive Assistant's Manual**

Details guide on operational processes. See the "References" section.

# CONTACTS

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