



# Statewide Financial System (SFS) Procurement and Payment Basics

October 31, 2022

# Agenda

- Common SFS terms
- Finding key procurement and payment information in SFS
- Tips for working with vendors
- Available resources
- Questions & answers

**Note:** Please type questions into the WebEx chat window at any time during today's presentation.



# Common SFS Terms

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# Common SFS Terms

Term	Definition
<b>Requisition (pre-encumbrance)</b>	<ul style="list-style-type: none"> <li>Transaction in SFS used to represent the initial request for goods and services.</li> <li>Upon successful budget check, the requisition pre-encumbers funds (i.e., reserves the funds that you expect to spend, but have no legal obligation to spend).</li> </ul>
<b>Purchase Order (PO) (encumbrance)</b>	<ul style="list-style-type: none"> <li>Transaction in SFS which details the exact goods or services to be rendered from a vendor.</li> <li>Upon successful budget check, the PO (when associated with a requisition) liquidates the pre-encumbrance and creates an encumbrance.</li> </ul>
<b>Receipt</b>	<ul style="list-style-type: none"> <li>Transaction entered into SFS by the agency's receiver to record goods and/or services received from a vendor.</li> </ul>
<b>Invoice</b>	<ul style="list-style-type: none"> <li>Request for payment submitted by the vendor for goods delivered or services rendered.</li> <li>Invoices can be received through paper, email, or electronically directly into SFS.</li> </ul>
<b>Voucher</b>	<ul style="list-style-type: none"> <li>Transaction created in the Accounts Payable module in SFS for the paying of vendor invoices.</li> <li>Upon successful budget check, the voucher (when associated with a PO) records the expenditures and liquidates encumbrance.</li> </ul>
<b>Payment</b>	<ul style="list-style-type: none"> <li>One or more vouchers payable to the same vendor to the same payment location (payment method).</li> <li>A payment may include vouchers from several agencies.</li> </ul>



# Finding Key Procurement and Payment Information

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# Finding the Remaining Balance on a PO

- Use the **PO Inquiry** page in SFS to view the remaining encumbrance balance on a PO.
- Click the **Activity Summary** hyperlink accessible from the **PO Inquiry** page to view:
  - The total quantity or amount received against the PO.
  - The total amount invoiced against the PO.
- **Navigation:** My Homepage > Purchasing > PO Inquiry.
- **Alternative Navigation:** NavBar > Navigator > Purchasing > Purchase Orders > Review PO Information > Purchase Orders.

**Purchase Order Inquiry**

**Purchase Order**

Business Unit [redacted] PO ID 0000000275 Routing ID [redacted] PO Status Dispatched  
Budget Status Valid  
Change Order 1

**Header**

PO Date 03/02/2022 Backorder Status Not Backordered [Action Request](#)  
Supplier Name KNOWLEDGE-002 Receipt Status Partial [Action Status](#)  
Supplier ID 1000016660 [Supplier Details](#)  Hold From Further Processing  
Buyer [redacted]  
PO Reference Online Src From Req 0000000215

[Header Details](#) [Activity Summary](#)  
[Change Order](#) [Header Comments...](#)  
[All RTV](#) [Document Status](#)  
[Matching](#) [Actions](#)

**Amount Summary**

Merchandise	84,030.44
Freight/Tax/Misc.	0.00
<b>Total</b>	<b>84,030.44 USD</b>
<b>Encumbrance Balance</b>	<b>70,923.21 USD</b>

# Encumbrances Report

- Use the **DW268 - Encumbrances by Purchase Order** report in SFS Analytics to monitor encumbrance balances by PO.
- Current encumbrances are broken down into three buckets to provide insight on which purchase order(s) are consuming budget amount:
  - **Original encumbrance**
  - **Liquidated**
  - **Current encumbrance balance**

\* Required Selections

* Fiscal Year 2023	* Department Tree KK_SW_DEPT - KK Department Tree	* Fund Tree RPT_SW_FUND_BUDG - SW Budget Fund Tr	* Program Tree KK_SW_PRGM - KK Program Tree	* Account Tree KK_SW_ACCT - KK Account Tree	Budget Reference --Select Value--
* through --Select Value--	Department Level 1 --Select Value--	Fund Level 2 --Select Value--	Program Level 2 --Select Value--	Account Level 1 --Select Value--	Operating Unit --Select Value--
* Business Unit --Select Value--	Department Level 2 --Select Value--	Fund Level 3 --Select Value--	Program Level 3 --Select Value--	Account Level 2 --Select Value--	Product Code --Select Value--
Purchase Order Number --Select Value--	Department Level 3 --Select Value--	Fund Level 4 --Select Value--	Program Level 4 --Select Value--	Account Level 3 --Select Value--	Project ID --Select Value--
NYS Contract ID --Select Value--	Department Level 4 --Select Value--	Fund Level 5 --Select Value--	Program Level 5 --Select Value--	Account Level 4 --Select Value--	Activity ID --Select Value--
SFS Contract ID --Select Value--	Department Level 5 --Select Value--	Transactional Fund --Select Value--	Transactional Program --Select Value--	Account Level 5 --Select Value--	Chartfield1 --Select Value--
	Department Level 6 --Select Value--			Account Level 6 --Select Value--	Chartfield2 --Select Value--
	Department Level 7 --Select Value--			Account Level 7 --Select Value--	Chartfield3 --Select Value--
	Department Level 8 --Select Value--			Transactional Account --Select Value--	Class Field --Select Value--
	Department Level 9 --Select Value--				
	Department Level 10 --Select Value--				
	Department Level 11 --Select Value--				
	Transactional Department --Select Value--				

Apply Reset

The DW268 is available in SFS Analytics, under **Budget Reports**.

# Encumbrances Report Results

- Here is an example of how the report results are displayed.
  - Results can also be downloaded into Excel.
- Tips:**
  - Clicking the **PO Number, NYS Contract ID, SFS Contract ID** hyperlink brings you to the corresponding transaction in SFS.
  - A user guide specific to this report is available on the Help tab.



Purchase Order Number	Purchase Order Line	Purchase Order Line Description	Supplier	NYS Contract ID	SFS Contract ID	Contract Line	Encumbered Amount	Liquidated Amount	Remaining Encumbered Amount	
0000010637	1	[DNI] 22/23 Rent L001582	1000001853 - 550 BROADWAY LLC		0000000000000000000000052033	53	913,561	(228,390)	685,171	▲▼
0000010056	2	12-3/32" ALUMINUM COIL STOCK AS PER CONTRACT SPECS	1000009203 - JUPITER ALUMINUM CORP		000000000000000000000087199	0	498,640		498,640	
0000010056	1	7-1/6" ALUMINUM COIL STOCK AS PER CONTRACT SPECS	1000009203 - JUPITER ALUMINUM CORP		000000000000000000000087199	0	22,029	(22,029)	0	
0000007471	3	PAYMENT PROCESSING SERVICES 4/1/2022-3/31/23	1100012481 - KEY MERCHANT SERVICES LLC		000000000000000000000070313	1	360,000	(42,185)	317,815	
0000007471	1	LINE CLOSED **BLANKET PO** PLEASE SEE BELOW PAYMENT PROCESSING SERVICES DATES OF 4/1/2020-3/32/2021	1100012481 - KEY MERCHANT SERVICES LLC		000000000000000000000070313	1	0		0	
0000007471	2	PAYMENT PROCESSING SERVICES 4/1/2021-3/31/22 Balance of line 1	1100012481 - KEY MERCHANT SERVICES LLC		000000000000000000000070313	1	26,071	(26,071)	0	
0000010452	1	4"X4' x 1/4" GALVANIZED SQUARE STEEL TUBING (PER DETAILED SPECS)	1000006759 - KIVORT STEEL INC		000000000000000000000099110	1	302,515		302,515	
0000010455	1	CS0111-Green Suiting	1100047321 - JAG TEXTILE COMPANY		000000000000000000000091789	0	275,666		275,666	
0000010638	4	22/23 Operating Esc L001582	1000001853 - 550 BROADWAY LLC		COR01-L001582-3260200	57	85,903		85,903	

# Viewing a Copy of the Dispatched PO (Option 1)

- Use the **Add/Update PO** page to obtain a copy of a previously dispatched PO.
  
- Click the **View Printable Version** hyperlink at the bottom of the screen.
  - From there, click the **Refresh** button on the Process Monitor page until:
    - **Run Status** = Success.
    - **Distribution Status** = Posted.
  - Click the **Details** hyperlink and the **View Log/Trace** hyperlink to view a PDF of the PO.
  
- **Navigation:** My Homepage > Purchasing > Add/Update PO.

Maintain Purchase Order  
Purchase Order

Business Unit [redacted] PO ID 0000042387 Routing ID 3650011

PO Status Dispatched Budget Status Valid

Copy From [dropdown]

Header

\*PO Date 04/05/2022 Supplier Search Supplier Details

\*Supplier UNIVERSAL-003

\*Supplier ID 1000005910 UNIVERSAL FIREPROOF DOOR

\*Buyer [redacted]

PO Reference Online Src From Req 0000035970

Header Details PO Defaults PO Activities Requisitions Actions

Activity Summary Edit Comments Add ShipTo Comments Document Status

Backorder Status Not Backordered Receipt Status Not Recvd Priority Medium \*Dispatch Method Email Dispatch

Amount Summary

Merchandise 10,700.00 Freight/Tax/Misc. 0.00 Total Amount 10,700.00 USD Encumbrance Balance 10,700.00 USD Prepayment

DOB Approval Code 3650000-283-2 PRC# Bond Reason Code

Add Items From Catalog Purchasing Kit

Select Lines To Display Search for Lines Line To Retrieve

Lines

Line	Item	Description	PO Qty	*UOM	Category	Green Tracking	Price	Merchandise Amount
1		FRONT DOOR UNIT BUILDING #19 DOUBLE SIDE PANEL DOOR PER PROPOSAL PROPOSAL DATED 4/4/2022 PRC # 2022003679	1.0000	EA	72101500		10,700.00000	10,700.00

View Printable Version View Approvals Close Short All Lines \*Go to ... More ...

Save Return to Search Previous in List Next in List Notify Refresh

# Viewing a Copy of the Dispatched PO (Option 2)

- You can also use the **Print POs** page to generate copies of **one or more** previously dispatched POs.
- Using this method, you will be prompted to create a Run Control to define parameters for your process.
  - The Run Control ID is then saved so it can be reused each time you run that process.
- **Navigation:** NavBar > Navigator > Purchasing > Purchase Orders > Review PO Information > Print PO.

### Print POs

Run Control ID Sample      Report Manager      Process Monitor     

Language English       Specified Language       Recipient's Language

#### Report Request Parameters

Business Unit  To

PO ID  [Select Purchase Order](#)

Contract SetID

Contract ID

Release

From Date

Through Date

Supplier ID

Buyer

#### Statuses to Include

Approved       Dispatched       Canceled  
 Open       Pending       Completed

#### Miscellaneous Options

\*Hold Status

\*Chartfields

Change Orders

Print Changes Only  
 Print PO Item Description  
 Print Duplicate

Number Of Copies

Sort By

# Searching for Invoices Pending Your Review

- To find the list of invoices pending your review in SFS, use the **Review Invoice** page.
- Invoices in SFS pending agency review will have an invoice status of **Agency Review Ready**.
- Enter your search criteria, including the Invoice Status of **Agency Review Ready**.
  - You can also include additional search criteria in your search, such as **Invoice ID**, **Supplier**, **Routing ID**, and/or **PO ID**.
- **Navigation:** My Homepage > eSettlements > Review Invoice > Review Invoice.

Self-Service Invoice  
Review Invoice

Review invoices that have not been through the Voucher Build process. Accounting information may be added or modified. Invoices may also be denied.

**Search Criteria**

Buyer	<input type="text"/>	<input type="button" value="Search"/>
Supplier Location	<input type="text"/>	<input type="button" value="Clear"/>
Invoice Id From	<input type="text"/>	
As Of Date	<input type="text"/>	
Invoices to Verify	<input type="text" value="All"/>	
Invoice Type	<input type="text"/>	
Origin	<input type="text"/>	
Invoice Tracking Date	<input type="text"/>	
Routing ID	<input type="text"/>	
Contract ID	<input type="text"/>	
PO ID	<input type="text"/>	
Supplier	<input type="text"/>	
Source	<input type="text"/>	
Invoice ID To	<input type="text"/>	
Department ID	<input type="text"/>	
Requester	<input type="text"/>	
Status	<input type="text"/>	
User ID	<input type="text"/>	
Invoice Received Date	<input type="text"/>	
Expedite:	<input type="checkbox"/>	
Contract Filter	<input type="text"/>	
*Invoice Process Status	<input type="text" value="In Process"/>	
Receiving Required	<input type="text" value="All Inv Ln"/>	

# Invoices Awaiting Action Query

- Use the **Invoices Awaiting Action** query in SFS as another way to find invoices that are pending your review.
- This query can be run using Query Viewer in SFS.
  - **Navigation:** NavBar > Navigator > Reporting Tools > Query > Query Viewer.
  - **Query name:** P2P\_INV\_VCHR\_INV\_AWAITING\_ACTN.
- Query criteria:
  - Business Unit
  - Routing ID (optional)
  - Invoice Status (optional)
  - Ship To (optional)
  - Dept ID (optional)
- **Reminder:** Invoices in SFS pending agency review will have an invoice status of **Agency Review Ready**.

P2P\_INV\_VCHR\_INV\_AWAITING\_ACTN - Invoices awaiting action

Business Unit

Routing ID

Invoice Status

Ship To

Dept

# Invoices Awaiting Action Query Results

- Here is an example of how query results are displayed using the HTML format in SFS.
  - Query results can also be downloaded into Excel.
- Tip:** Clicking the **Invoice Number** or **PO ID** hyperlink brings you to the corresponding transaction in SFS.

Row	Business Unit	Vendor ID	Vendor Name	Invoice Number	Voucher ID	Invoice Dt	Delivery/ Service Date	Invoice Tracking Date	Invoice Type	IRD	Amount	Routing ID	Invoice Status	Reason Code	Days In Invoice Status	PO ID
1		1000031863	ASSETWORKS LLC	<a href="#">374-1345</a>	00025524	04/30/2021	04/30/2021	05/04/2021	PO	05/04/2021	69055.00	MAINFLEET	Agency Review Ready		000000078	<a href="#">180566M</a>
2		1000005203	SPRAGUE OPERATING RESOURCES LLC	<a href="#">22337951</a>	00119078	02/11/2022	02/09/2022	02/11/2022	PO	02/11/2022	4329.37	MAINFLEET	Agency Review Ready		000000013	<a href="#">0000003736</a>
3		1100005467	GLOBAL MONTELLO GROUP CORP	<a href="#">22073376</a>	00119607	02/03/2022	01/27/2022	02/11/2022	PO	02/11/2022	3530.16	MAINFLEET	Agency Review Ready		000000012	<a href="#">0000003091</a>
			SPRAGUE													

# Viewing Approved & Denied Invoices

- Select the **Invoice Process Status** of **ALL** on the **Review Invoice** page, to view invoices that have been approved or denied, including related comments and attachments.
- It is strongly recommended that you include additional criteria in your search, such as **Invoice ID, Invoice Status** (e.g., Approved, Denied), **Supplier, Routing ID, and/or PO ID**.

Self-Service Invoice

## Review Invoice

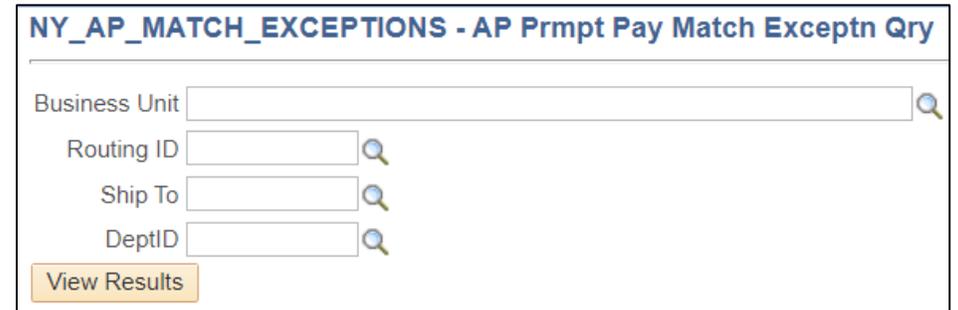
Review invoices that have not been through the Voucher Build process. Accounting information may be added or modified. Invoices may also be denied.

**Search Criteria**

Buyer	DOT01	Supplier		Search
Supplier Location		Source		Clear
Invoice Id From		Invoice ID To		
As Of Date		Department ID		
Invoices to Verify	All	Requester		
Invoice Type		Status		
Origin		User ID		
Invoice Tracking Date		Invoice Received Date		
Routing ID		Expedite:	<input type="checkbox"/>	
Contract ID		Contract Filter		
PO ID		<b>*Invoice Process Status</b>	All	←
		Receiving Required	All Inv Ln	

# Monitoring for Vouchers with Match Exceptions

- After an invoice is approved, the Voucher Build process in SFS automatically creates a voucher from the invoice.
- Once created, vouchers are matched to POs and receipts (when required) to ensure that agencies only pay for the goods and services that they ordered and received.
  - This process in SFS is known as Matching.
- Vouchers that are not successfully matched in SFS will have a match exception which requires resolution.
- Use the **Match Exceptions query** in SFS to monitor vouchers with match exceptions.
- The Match Exceptions query can be run using Query Viewer.
  - **Navigation:** NavBar > Navigator > Reporting Tools > Query > Query Viewer.
  - **Query name:** NY\_AP\_MATCH\_EXCEPTIONS.
- Query criteria:
  - Business Unit
  - Routing ID (optional)
  - Ship To (optional)
  - Dept ID (optional)
- **Reminder:** Vouchers with match exceptions cannot be paid until the exception is cleared.



The screenshot shows the SFS Query Viewer interface for the query 'NY\_AP\_MATCH\_EXCEPTIONS - AP Prmpt Pay Match Exceptn Qry'. It features four search criteria fields: 'Business Unit', 'Routing ID', 'Ship To', and 'DeptID', each with a magnifying glass icon. A 'View Results' button is located at the bottom left of the form.

# Voucher Match Exceptions Query Results

- Here is an example of how query results are displayed using the HTML format in SFS.
  - Query results can also be downloaded into Excel.
- Tip:** Clicking the **Voucher ID** or **PO ID** hyperlink brings you to the corresponding transaction in SFS.

Row	Voucher Bus Unit	Routing ID Description	Routing ID	Voucher ID	Voucher Line	Supplier Name	Supplier ID	Invoice	Date	Match Rule ID	MatchError ShortDescription	MatchError LongDescription	Voucher create Date	Operator Name	TotalTime MatchexcpptionStatus	Scheduled PayDate	Net Due Date	Voucher Gross Amount	Accrued Interest	# Days Late	PO Business Unit	PO Number	PO Line
1				<a href="#">00297678</a>	3	UNITED UNIFORM DISTRIBUTION LLC	1100160087	1021-374301	03/24/2022	100	No receipts found	No available receipts (not matched, not on hold, and not canceled) were found for the purchase order specified on the voucher line	03/28/2022		000000100	04/22/2022	04/23/2022	59.000	0.49	74	CFS01	<a href="#">0000060941</a>	1
2		Not Available	NA	<a href="#">00298519</a>	1	MAXIM HEALTHCARE SERVICES INC	1000032029	E5485080785	04/14/2022	100	No receipts found	No available receipts (not matched, not on hold, and not canceled) were found for the purchase order specified on the voucher line	04/20/2022		000000077	04/29/2022	05/15/2022	850.000	4.93	52	CFS01	0000062057	1

# Confirming Payment Information

- Use the **Add/Update Vouchers** page **OR** the **Voucher Inquiry** page to confirm payment has been made to a vendor.
- **Option 1 - Add/Update Vouchers Navigation:** My Homepage > Accounts Payable > Add/Update Vouchers.
  - Alternative Navigation: NavBar > Navigator > Accounts Payable > Vouchers > Add/Update > Regular Entry.
  - Use the Find an Existing Value tab, enter search criteria for the voucher, click **Search**, and select the voucher from the **Search Results**.
  - Use the **Payments** tab to find the Payment Date, Payment Method, and Payment Reference.
- **Option 2 - Voucher Inquiry Navigation:** My Homepage > Accounts Payable > Voucher Inquiry.
  - Enter search criteria for the voucher, click **Search**, and select the voucher from the **Search Results**.
  - Click the **Actions** hyperlink associated with the voucher, and select **Payment Information** to find the Payment Date and Payment Reference ID.
- **Reminder:** Vendors can obtain a status of their payments at any time, using the SFS Vendor Portal.

# Confirming Payment Information

## Option 1 - Add/Update Vouchers page

Summary	Related Documents	Invoice Information	Payments	Voucher Attributes	Error Summary
Business Unit	Invoice No 13501510	Voucher ID 00003823	Invoice Date 05/01/2022		
Voucher Style Regular Voucher	Invoice Received Date 05/23/2022		Obligation Date		
Total Amount 568,201.25	Pay Terms 30		Net 30		
Supplier Name MISICOM INC	MIR Adjustment Date 05/23/2022				
<b>Payment Information</b>					
Payment 1					
Remit to 1100256703	Gross Amount 568,201.25 USD				
Location LOC02	Discount 0.00 USD				
Address 1					
MISICOM INC MISICOM, Inc. P.O. BOX 412979 BOSTON, MA 02241					
<b>Payment Options</b>					
Bank 10001	Pay Group				
Account 1001	Handling Send to Payee				
Method ACH ACH	Hold Reason				
Message	Lien ID				
Message will appear on remittance advice.					
<b>Schedule Payment</b>					
Action Schedule Payment	Payment Date 06/22/2022				
Pay	Reference 7245680				

## Option 2 - Voucher Inquiry page

Voucher Details	Amounts	More Details	Supplier Details		
Actions	Business Unit	Voucher ID	Invoice Number	Invoice Date	Supplier ID
▼ Actions		00003753	R31091036	05/01/2022	1000009551
▼ Actions		00003754	R31091953	05/01/2022	1000009551
View Attachments		00003767	R31135438	05/08/2022	1000009551
Review Accounting Entries		00003770	SCA-0000006151	05/12/2022	0420000055
Match Workbench		00003775	2250014916	05/11/2022	1100188991
Payment Information					
Voucher Details					
Review Document Status					

Details										
Bank SetID	Bank Code	Bank Account	Payment Reference ID	Applied Business Unit	Applied Voucher ID	Payment Date	Payment Amount	Payment Currency	Voucher Paid Amount	Payment Status
SHARE	10001	1001	7181313			05/20/2022	42,816.56	USD	1,181.25	Paid

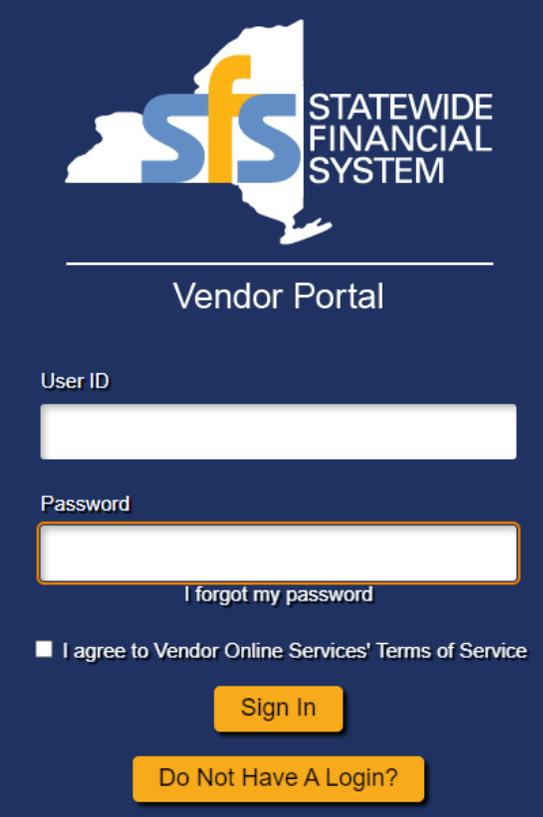


# Tips for Working with Vendors

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# Vendor Use of the SFS Vendor Portal

- Vendor SFS account creation is initiated by the Agency Finance Office, then validated and approved by the Office of the State Comptroller's Vendor Management Unit.
- Vendors designate a Primary Contact to manage all user access and account information.
- Vendors can manage their information online using the SFS Vendor Portal, including:
  - Bank accounts for direct deposit
  - Ordering addresses
  - Email address for dispatched POs
  - Contact information
- Vendors can submit invoices electronically using online self-service invoicing or can contact the SFS Help Desk to establish an EDI or XML solution, to transmit large volumes of invoices.
- Invoice status, including denied invoices can be seen online.
- Vendors can receive detailed payment breakdown information on combined payments including invoice IDs, applied interest, applied discounts, and amounts.
  - This information can be exported to Excel for sharing.



Vendor Portal

User ID

Password

I forgot my password

I agree to Vendor Online Services' Terms of Service

Sign In

Do Not Have A Login?

The Vendor Portal is accessible from the SFS public website:

<https://www.sfs.ny.gov/>



# Working with Vendors

- Use PO comments and attachments to send order instructions and details to vendors, along with the dispatched PO.
- Encourage vendors to keep their information up-to-date in the Vendor Portal, especially their Primary Contact, address, and banking information.
- Inform vendors that they can obtain a status of their payments at any time, using the Vendor Portal.
- Remind vendors that training is available on-demand directly in the Vendor Portal.
- Advise vendors to put a reminder on their calendar to log into the Vendor Portal once a month to keep their SFS access active.

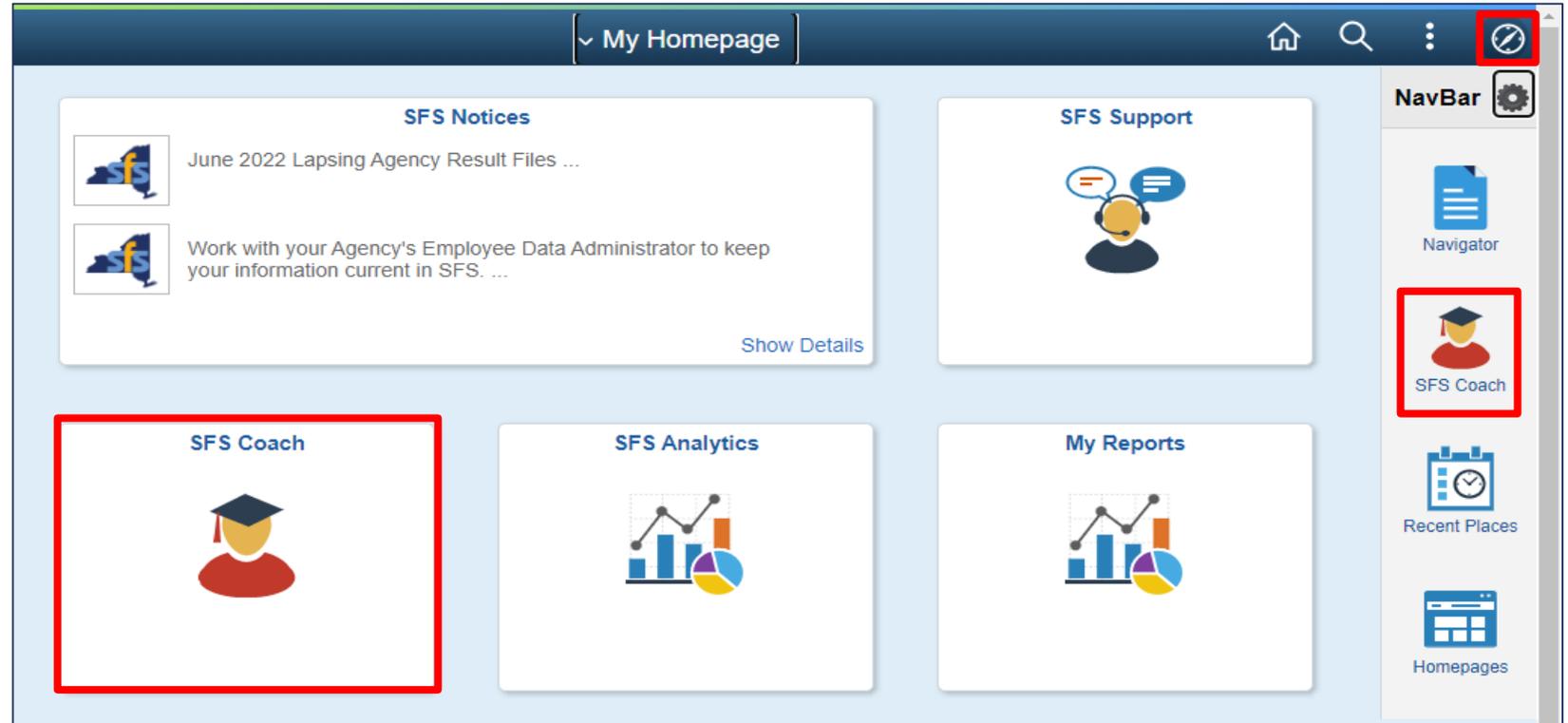


# Available Resources

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# SFS Coach – Agency Training Material

- SFS training is available for all SFS module areas, to support new and advanced SFS users.
- Quick, direct access to SFS learning guides from any page in the SFS environment.
- Ability to search for training by Process Area, Training Name, Training Type, or Keyword.
- Includes job aids, reference guides, videos, and Excel tools and templates.

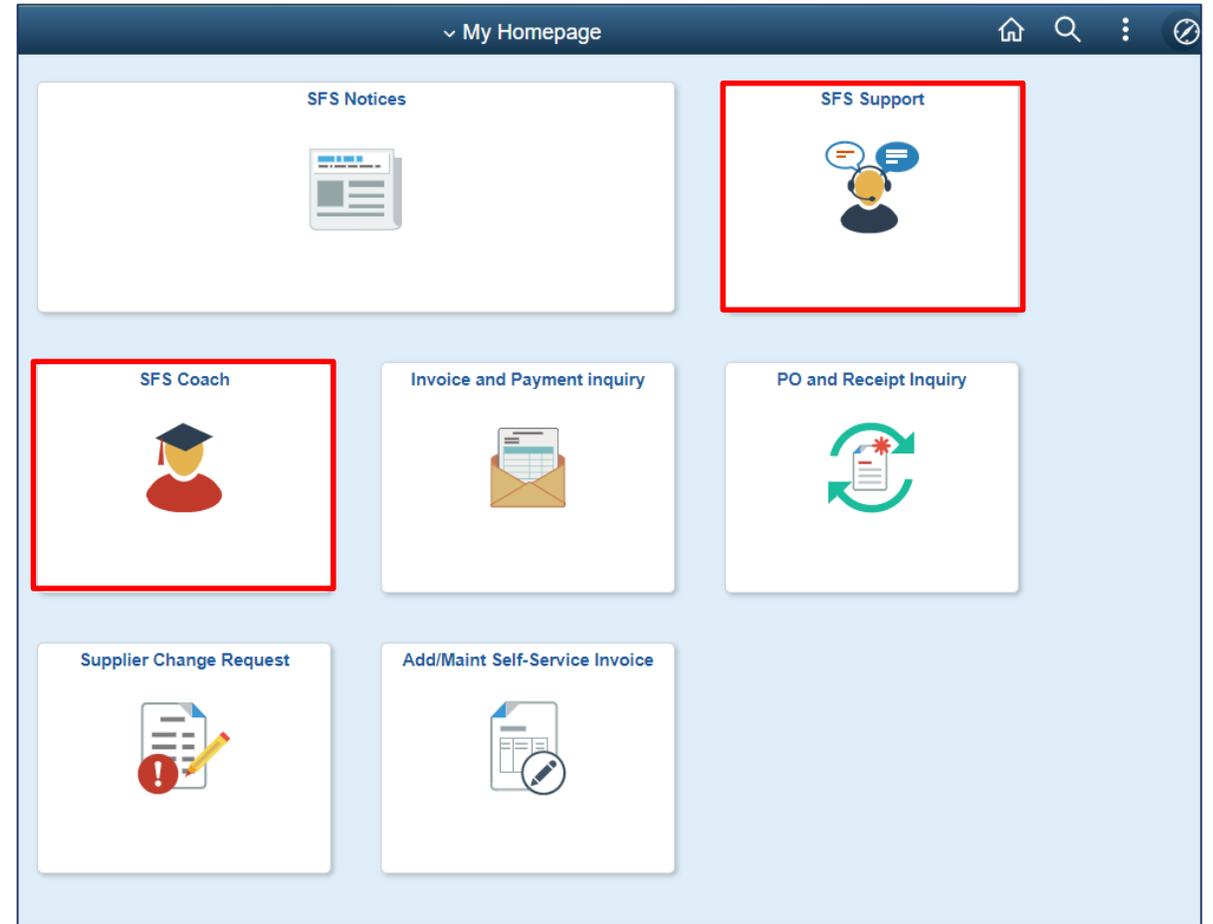


Click the **SFS Coach** tile from **My Homepage** or open the **NavBar** and click the **SFS Coach** icon from any page.

# SFS Coach - Vendor Training Material

- **SFS Coach**

- [Getting Started with the SFS Vendor Portal](#)
- Self-paced training simulations and step-by-step job aids
  - [SFS Training for Vendors](#)



# NYS Best Practice Series

- Guidance documents that provide advice and examples of real-life procurement transactions, including:
  - Medical Staffing
  - Temp Staffing
  - HVAC Maintenance
  - Deliverables
  - Quantifiable Services
  - Commodities
- Each document illustrates how transactions can be properly structured so downstream processes are completed accurately and timely.
- Available on SFSSecure for:
  - Purchasing
  - Receiving
  - Invoicing



## NEW YORK STATE PROCURE-TO-PAY (P2P) BEST PRACTICES

To assist agencies, the State provides advice and examples of real-life procurement transactions. For State agency staff to take note of, these transactions should be properly structured so downstream processes are completed accurately and timely.

**PO HEADER**

1 Agency Name and Main Address: Provide the agency name of the business unit issuing the PO. Suppliers use this information to identify the agency ordering services and being billed on their invoices.

2 Supplier Information: The supplier's ID and location populate from their record.

3 PO ID and Date: PO date populates when a PO is created. When dispatched, Agency Business Unit will prefix the PO ID. Dispatched orders will include revision automatically.

4 Payment and Freight Terms: Populates from the contract or the supplier's record.

5 Buyer Name and Phone Number: Populates on a PO from the buyer employee profile.

6 Ship To Location: Where service is provided, and to whom/where supplier should report. This assists agencies with receiving and supporting with billing.

7 Bill To Information: The agency official designated payment office agencies hosted by the NYS Business Services Center (BSC), this will default to the BSC Accounts Payable Office. Agencies can control the address populates using PO defaults for services contracts.

**Purchase Order**

1 Office of Mental Health  
44 Holland Avenue  
Albany, NY 12229  
United States

2 Supplier: 1000047019  
INTEGRATED HVAC SYSTEMS & SERVICES INC  
52 COLUMBIA ST  
ISLIP, NY 11751

3 Purchase Order: 00001145000020188  
Payment Terms: Net 30  
Issue Date: 03/31/2019

4 Date: 03/31/2019  
5 Freight Terms: FOB Destination  
6 Ship To: 00001145000020188  
7 Attention: Account Payable/Invoicing NYgov OR Building 5, 5th Floor

8 Dispatch via Email  
Ship Via: Current  
Currency: USD

**NYS Location Name: MAUNCHECK**  
**NYS Location Description: MAUNCHECK**

Line	Description	UOM	Quantity	Unit Price	Extended Amount	Schedule	Release
1-1	Annual On-Site HVAC Equipment maintenance per section 2.1 - Region 1 - Central NY Facility - 3650004				20,000.00000	1.00EA	3/31/2019
					<b>Schedule Total</b>	20,000.00000	
					<b>Item Total</b>	20,000.00000	
Contract ID: OMI001-1000156-3650499 Period covered 4/1/2018-3/31/2019. Maintenance personnel should contact Facility Maintenance Supervisor at (123)-456-7890 upon arrival.					Version 3	Contract Line: 3	Category Line: 0 Release : 3
2-1	Time and Material Repairs for HVAC Equipment per section 2.2 - Region 1 - Central NY Facility - 3650004				10,000.00000	1.00EA	3/31/2019
					<b>Schedule Total</b>	10,000.00000	
					<b>Item Total</b>	10,000.00000	
Contract ID: OMI001-1000156-3650499 On-call repair coverage for period 4/1/2018-3/31/2019. Personnel should contact Facility Maintenance Supervisor at (123)-456-7890 upon arrival.					Version 3	Contract Line: 4	Category Line: 0 Release : 4

**PO LINES WITHIN ONE FISCAL YEAR**

1 **Line and Schedule:** Assigned automatically. This example demonstrates one delivery schedule, which is typical for services. If necessary, lines can include multiple delivery schedules.

2 **Line Description:** Defines goods or services being ordered and supports receiving, invoicing, and vouchering processes with suppliers downstream. This example demonstrates documenting the specific facility information and period of coverage.

3 **Quantity & Unit of Measure (UOM):** Indicates number of items being ordered and the unit of measure desired. When ordering a quantifiable good or service a quantity-based line should be used. This example demonstrates an amount only line as the monthly costs may vary.

4 **Unit Price:** The cost for each UOM. This example is an amount only line so the unit price is equal to the extended amount.

5 **Extended Amount:** Quantity times the price of the schedule/line.

6 **Delivery Due Date:** Defaults based on selected line category and can be overwritten on PO prior to dispatch. This is the date goods or services ordered are expected to be received. For ongoing services, like this example, adjust the date to the last expected service date for the order.

7 **Contract Detail Information:** Appears for each line and informs the supplier what contract this PO line relates to.

8 **Line Comments:** Provides the supplier with additional details pertinent to the PO line.

# Key Contacts by Topic Area

Topic Area	Key Contact for Support
SFS user ID issues, password resets, security roles and access, adding or removing accounts	Agency Security Administrator (ASA)
Address and Supervisor changes in the SFS	Agency Employee Data Administrator (EDA)
Access to SFS <i>Secure</i>	Agency Participating Organization Data Administrator (PODA)
General agency policies or procedures	Agency Supervisor
SFS transaction processing assistance or errors	SFS Help Desk
Relevant SFS training material for a specific topic	SFS Coach
FileNet Access for Purchase Order Change Notices	Business Services Center*
Procurement Card (PCard) and Travel Card (TCard) Administration	Business Services Center*
Invoice entry	Business Services Center*
Vendor ID Creation/Set-up	Agency Finance Office
Vendor Portal Assistance	SFS Help Desk
Vendor Invoice Payment Inquiries	Business Services Center*
Statewide Travel Policies	OSC Travel Manual

\*Applicable to BSC customer agencies. Non-BSC customers should contact their Agency Finance Office.

# Contact Information

- **SFS Help Desk**
  - [helpdesk@sfs.ny.gov](mailto:helpdesk@sfs.ny.gov)
  - SFS Support tile
  - 518-457-7737 or 877-737-4185 (toll-free)
- **SFS Coach**
  - Available from My Homepage or from the NavBar, when signed into SFS.
- **Business Services Center (BSC)**
  - [bscfinance@ogs.ny.gov](mailto:bscfinance@ogs.ny.gov)
- **Office of the State Comptroller (OSC)**
  - [OSC Travel Manual](#)
  - [Guide to Financial Operations \(GFO\)](#)
- **Agency Coordinators and Agency EDAs**
  - A list of agency staff assigned to these roles is available on [SFS Secure](#).

# Questions and Answers



# Appendix

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# SFS Coach Training

- Printing a dispatched PO
  - Job aid: [JAA-PO220-014](#)
- Inquiring on a PO
  - Job aid: [JAA-PO220-024](#)
- Inquiring Upon Vouchers
  - Job aid: [JAA-AP210-028](#)
- Performing Payment Inquiries
  - Job aid: [JAA-AP210-029](#)
- Vendor training
  - [SFS Training for Vendors](#)