

TIPS & TECHNIQUES

A SFMS Desk Manual

R*STARS: OTHE.2
Revised: 02/12/04

WHO TO CALL WHEN YOU NEED HELP

Every agency has an assigned “Agency Support Analyst”. A current list of the Agency Analysts by agency can be found on the SFMA 90 profile screen in R*Stars Keyword – News Page 05. Your agency analyst is available for problem resolution for your agency. Each agency should attempt to solve the problem internally, using agency resources. If this is unsuccessful, the agency contact person should contact their assigned analyst for help.

Agency procedures should be made to provide individuals with answers to frequently asked questions. An agency analyst is there to resolve problems that cannot be solved with existing help that is already available to the user (e.g., on-line help, system documentation and agency documentation / procedures).

The SFMS Analysts are available to provide additional assistance to all agency staff working in SFMA. In order to provide quick and uniform help to agencies, please make copies and screen prints of all problem areas. It is important to know that although anyone may contact an agency analyst, agencies should designate who should contact the SFMS Analyst. This will ensure that each agency will develop their own internal experts on the system.

The Agency Analyst is your best resource for problems you encounter entering transactions, making corrections, balancing batches, report questions, etc. Questions relating to budget/allotments need to be directed to your BAM analyst. Questions relating to prior period adjustments, GASB 38, etc. should be directed to your SARS analyst. **IF YOU ARE UNSURE OF WHO TO CONTACT, YOUR AGENCY ANALYST WILL BE ABLE TO DIRECT YOUR CALL.**

OTHER SYSTEMS

ORBITS – Oregon Budget Info Tracking System	Pat Payne	378-8483
OSPA – Oregon State Payroll Application	Sharon McKeehan	378-6777 x230
PICS – Position Information Control System	Martha McDaniel	378-8203
Main Frame Connection / Passwords	GGDC	378-3191
PPDB – Personnel Position Data Base System	Donna Lantz	378-3145
SARS – Statewide Actg. & Reporting Services	Jean Gabriel	373-7277 x253

R*STARS

Ad Hoc Reporting	Michael Cutler	373-7277 x281
Agency Interfaces	John Mencl	373-1044 x242
	Gertie Johnson	373-1044 x261
Appropriations / Allotments	Ali Hassoun	373-7301
Backup Withholding / 1099's Misc	Terry Polston	373-1044 x279
Central Profiles	Terry Polston	373-1044 x279
Deposit Reconciliation	Agency Analyst	373-1044
Error Corrections	Agency Analyst	373-1044
Interagency Transactions	Agency Analyst	373-1044
Joint Payroll Reimbursement	Karen Morin	373-1044 x247
Mass Transit Payments	Karen Morin	373-1044 x247
Month End, Year End Closing	Ann Nicholson	373-1044 x306
OSPA Reconciliation	Karen Morin	373-1044 x247
Payment Processing & Cancellations	Angela Sattergren	373-1044 x308
Policies & Desk Manual	Trudy Vidal	373-1044 x286
	Lance Johnson	373-1044 x250
Project Management	Joy Sebastian	373-1044 x228
Report Distribution	Terry Polston	373-1044 x279
Requestable Reports	Terry Polston	373-1044 x279
System Security	Robin Barnes	373-7277 x284
System Documentation	Joy Sebastian	373-1044 x228
System Modification / Change Requests	Joy Sebastian	373-1044 x228
System Operations	Joy Sebastian	373-1044 x228
Daily System Balancing	Terry Polston	373-1044 x279
Training	Lance Johnson	373-1044 x250
Transaction Codes	Ann Nicholson	373-1044 x306
Treasury Reconciliation	Gary Deblois	373-1044 x255
Vendor Maintenance	Tammy Lyons	373-1044 x240
Warrant Pick up / Delivery	Angela Sattergren	373-1044 x308

ADPICS

Commodity Codes	Terry Polston	373-1044 x279
Policies & Desk Manual	Trudy Vidal	373-1044 x286
	Lance Johnson	373-1044 x250
Purchase Order Forms	Boise Cascade	
(Customer orders)	DAS Printing	Agency Rep
Purchasing Guidelines	DAS Purchasing	
Reports	Terry Polston	373-1044 x279
System Documentation	Joy Sebastian	373-1044 x228
System Operations	Joy Sebastian	373-1044 x228
Statewide Price Agreements	DAS Purchasing	
Table Maintenance	Terry Polston	373-1044 x279
Training	Lance Johnson	373-1044 x250
Vendor Maintenance	Tammy Lyons	373-1044 x240