

AFNS Agency Assistance – Frequently Asked Questions –

- **Question:** What if I want to work on a Saturday?

Answer: Since the AFNS system isn't normally up on Saturdays, a request must be submitted (by the agency's AFNS System Administrator or AFNS System Administrator Backup) to the AFNS Hotline (by phone or via e-mail) no later than 3:00 p.m. on Friday. In case there is a problem with AFNS being up on Saturday, AFNS will need the name(s) of the individual(s) who will be working on Saturday and contact number(s) (work, cell, etc.) for the individual(s).

- **Question:** What if I want to work on a Sunday?

Answer: Due to ISD performing system maintenance, AFNS cannot be up on Sundays.

- **Question:** What if I want to work on a State holiday?

Answer: Since the AFNS system isn't normally up on State holidays, a request must be submitted (by the agency's AFNS System Administrator or AFNS System Administrator Backup) to the AFNS Hotline (by phone or via e-mail) no later than 3:00 p.m. on the last business day before the State holiday. In case there is a problem with AFNS being up on a State holiday, AFNS will need the name(s) of the individual(s) who will be working on the State holiday and contact number(s) (work, cell, etc.) for the individual(s).

- **Question:** How do I perform an edit on a document when it has the following error messages:

A--*HS72-DOCUMENT IN USE
A--*HS60-DOCUMENT MARKED FOR READ ONLY

Answer: You will need to 'FREE' the document.

- Go to AFNS SUSF and bring the document up (do not go back into the document).
- In the FUNCTION field type the word 'FREE'
- Tab down to the line that has your document number
- Put an 'X' in the SEL (select) column.
- Press enter. At the bottom of the screen a message will appear stating that the document has been freed.

- **Question:** I keyed a document yesterday and the document was scheduled, but the document didn't print. Why?

Answer: First check to see if the document is listed on the corresponding error report (4B, 4K, 3S, 3M, etc). If the document isn't on the error report, check the status of the document on the AFNS SUSF table. If the status of the document is 'SCHED', please go into the document to see if the following errors are listed:

A--*HS72-DOCUMENT IN USE

A--*HS60-DOCUMENT MARKED FOR READ ONLY

If so, you will need to 'FREE' the document.

- Go to AFNS SUSF and bring the document up (do not go back into the document).
- In the FUNCTION field type the word 'FREE'
- Tab down to the line that has your document number
- Put an 'X' in the SEL (select) column.
- Press enter. At the bottom of the screen a message will appear stating that the document has been freed.

- **Question:** What is the difference in the error reports I receive?

Background Information: To assist agencies with integration problems, AFNS created multiple error reports. Each report is based on specific transaction types.

Answer: The following is a list of the AFNS integration error reports:

- **2B**—this report lists all integration errors on contract subsystem generated RQs & POs
- **3D**—this report lists all integration errors on SNAP generated RQs & POs
- **3L**—this report lists all JV integration errors
- **3S**—this report lists all integration errors for Invoices—original entries only
- **3M**—this report lists all integration errors for Invoices—modifications only
- **4B**—this report lists all PV integration errors (*except* Interfund)
- **4K**—this report lists all Interfund PV integration errors

The AFNS staff recommends that agency staff members familiarize themselves with all daily and monthly reports to assist in their daily duties and tasks. Remember AFNS and CAS reports should always be kept in balance.

- **Question:** How do you use the ZOOM feature?

Answer: When you need to look at a table while inside a transaction, use the ZOOM feature.

To use ZOOM, press the HOME key on your keyboard and in the FUNCTION field type the letter 'Z', then press your space bar, then type in the table ID that you need to look at, and then press enter. Once you have finished looking at the table and getting the information needed, then type the letter 'E' in the ACTION field and press enter. This will take you back into your document.

You can also ZOOM from one table to another—by typing a 'Z' in the ACTION field and typing the table ID in the SCREEN ID field and pressing enter. Once you have finished looking at the table then type the letter 'E' in the ACTION field and press enter. This will take you back to the original table you were viewing.

- **Question:** What do I need to do when I have an RQ document rejecting on AFNS SUSF with the following error message:

01-A441E-RQ DOC NOT FOUND

Background Information: The normal process is for SNAP to send AFNS an RQ increase which 'accepts' and posts to the OPRQ table and integrates to CAS. When the PO is generated, SNAP automatically sends over an RQ decrease (RQ modification) which removes the RQ from the OPRQ table. The error above is received when the RQ decrease (RQ modification) is trying to process but the RQ increase rejected previously (due to budget, etc).

Answer: First, to research you will need to scan the OPRQ table in AFNS and CAS to determine if the RQ increase has posted to the table in either system.

- *If the RQ increase is on the OPRQ table in AFNS & CAS and the RQ decrease is rejecting on the SUSF table:*
Edit the rejecting transaction and the document will show status of 'SCHED' and it will now process. The reason the RQ decrease originally rejected could have been a timing issue (RQ increase had not processed).
- *If the RQ is not on the OPRQ table in AFNS & CAS:*
The RQ increase and the RQ decrease may both be on the SUSF rejecting. Find the rejecting RQ increase and edit/run the document. Next, edit/run the rejecting RQ decrease transaction. Once the transactions process (status of 'ACCPT') in both systems the RQs should drop off the OPRQ table in both systems.

- However, if the RQ increase cannot be found on the AFNS SUSF table rejecting, then you will need to check SNAP (ORNO table) to verify that a PO has been issued for the RQ. If a PO has been issued, verify that the PO has processed in AFNS and CAS by looking on the OPOD, OPOH & OPOL tables. Only after verifying all of the above can the rejecting RQ document on AFNS SUSF screen can be deleted.

➤ **Question:** How do I copy a document?

Answer: When needing to reverse or modify an existing document that is still on SUSF, you can copy the original document.

Example: A JV was entered with incorrect account coding and it needs to be reversed and re-entered with the correct coding.

To copy the original JV:

- Go to the SUSF screen in AFNS and pull the JV document (do not go into the document).
- In the FUNCTION field, at the top of the SUSF screen, key in the word 'COPY'.
- Tab down to the blank line and key in 'JV' in the Document Type field, then key the AGCY number in the DOCUMENT AGCY field, then key the document number in the DOCUMENT NUMBER field (if your Agency uses automatic numbering then key the document number the same when using automatic numbering).
- Once all the info is keyed, tab down to the line that has the original document that needs to be copied and key an 'X' in the SEL (select) column and press enter.
- The new JV will be created and any necessary changes can be made and an edit (ED) performed on the new document.

Remember: Copying a document can save time and can also be used for IN, CR, PV, & AEPO transactions. Copying can only be used if the transaction needing to be copied is on SUSF, if the transaction is not on SUSF then the new document will need to be manually keyed as normal.

- **Question:** How do I find what created the INCEPTION TO DATE total on my AFNS A65B report?

Background Information: The AFNS A65B report lists balance sheet account codes for the current period and inception to date. It lists all transactions with account type 01, 02, 03 and 23 (if applicable).

Answer: AFNS can run a program that pulls all transactions that referenced the specific FUND, AGCY & BS ACCT that is in question and puts the information into an Excel spreadsheet format. The Excel spreadsheet can then be emailed to the Agency requesting the information (if the file is not too large).

- **Question:** Are there easy ways to move around in AFNS?

Answer: Yes, please see below actions.

- ***NEXT (N)*** table action - Allows the user to move to another table (with a clear screen).
- ***SCAN (S)*** allows the user to search for a specific record in a table from a specific point in the table.
- ***REFILL (R)*** the screen with new records - Allows the user to continue the scan action. After a scan action, the 'R' automatically appears in the action field of the action line. To use the refill action, press 'ENTER'.
- ***LEAF (L)*** to another table - Allows the user to go directly to a related table or to go directly to a non-related table.
- ***Go BACK (B)*** to the previous screen - Allows the user to go back to the previous screen used.
- ***LESS THAN (<)*** sign - Allows the user to go back to a maximum of four screens within the same table. The screens must have been displayed for this action to work.

➤ **Question:** Why would I enter a payment voucher *modification*?

Answer: There are various scenarios why and how a payment voucher should be modified.

If a voucher has been green slipped for one of the following reasons:

- Vendor number used is incorrect/no longer valid
- BFY referenced is incorrect
- Accounting Period referenced is incorrect

Background Information: Header information on transactions *cannot* be changed. If any header information is incorrect the entire transaction will have to be modified to zero and new transaction entered.

The following steps must be taken to correct the voucher to be able to pay the vendor—

- Modify the original voucher to zero
- Run the modification
- Enter a brand new voucher with the correct vendor number/BFY/accounting period
- The new voucher will need to be attached to the green slipped voucher and sent to Accounts Payable with a note attached stating that the new voucher is replacing the green slipped voucher and to delete the ‘old/incorrect’ voucher from the CAS SUSF screen.

If a voucher has been green slipped for one of the following reasons:

- Incorrect account coding
- Incorrect dollar amount

The following steps must be taken to correct the voucher to be able to pay the vendor—

- If the account coding is incorrect, enter a modification decreasing the line with the incorrect coding down to zero and enter a new line (new line number) with the correct coding.
- If the dollar amount is incorrect, enter a modification increasing or decreasing the amount to the correct amount.
- Once the modification has ‘accepted’ in AFNS, go to the SCHD table and take the ‘H’ off of the hold indicator field. This will allow the voucher to reprint and integrate up to CAS in a new batch number.
- The reprinted voucher will need to be attached to the green slipped voucher and sent to Accounts Payable with a note attached stating that the reprinted voucher is replacing the green slipped voucher and to delete the ‘old/incorrect’ voucher/batch from the CAS SUSF screen.

- **Question:** How do I get a payment voucher to *reprint*?

Background Information: Anytime a payment voucher has printed and integrated up to CAS (AFNS OPVH table with have a Batch Number listed) and a modification is processed for the voucher, the “H” (for hold) needs to be removed from the ‘Hold Ind’ field of the AFNS SCHD table. This allows the payment voucher to reprint & the voucher to integrate up to CAS (a new Batch Number will also be placed on the AFNS OPVH table).

Answer: In order for payment voucher to print, please remove the ‘H’ from the ‘Hold Ind’ field of the AFNS SCHD table.

To remove the ‘H’, please follow the steps listed below:

- Place a ‘G’ (for get) in the Action field of the AFNS SCHD table.
- Key in the Vendor & Voucher Number information & press enter.
- Place a ‘C’ (for change) in the Action field of the AFNS SCHD table.
- Remove the ‘H’ from the Hold Ind field & press enter. Message at the bottom of the screen should state “All lines changed”.

- **Question:** What are the valid account types?

Answer: Please see the listing below.

ACCT TYPE	ACCOUNT NAME
01	Assets
02	Liabilities
03	Fund Balance
21	Encumbrances
22	Expenditures/Expenses
23	Expenditures
24	Expenses
31	Revenue
*41	Expense Budget
*42	Appropriated Budget
*43	Allotted Budget

*Account Types are not allowed on a JV

- **Question:** Should I enter a JV modification or just enter a new JV/OTJV?

Background Information: The JV print reads the daily AFNS General Ledger. (The daily general ledger only has the transactions the system processed during the nightly cycle. It is a small file and the next day's information overwrites the previous day's info.) So if a JV mod is entered the next day, there is nothing in the daily general ledger to modify.

Answer: Agencies should ONLY enter a new JV/OTJV - *never* a JV modification.

- **Question:** I entered a payment voucher yesterday referencing multiple invoices and the voucher did not print today. I have received my agency's 4K error report (INTERFUND PAYMENT VOUCHER ERROR REPORT) with the error 'Seller Agency Account Info Is Not Compatible With First Invoice'. What does this error mean?

Answer: The account coding on all the invoices referenced on the payment voucher are not the same. In order for the invoices to be paid on the same payment voucher, all Invoices on IFSH must have the same account coding. If the account coding is different, the invoices must each be paid on separate vouchers.

- **Question:** What does the error 'Property Nbr Error' on the 4B error report mean?

Answer: If a voucher does not process during Nightly Cycle (NCYC) and the error message 'Property Nbr Error' is found on the 4B error report, it means that object code 1200, 1300 or 1400 was used which requires a property number to be keyed into AFNS on the payment voucher input form.

The following steps must be taken to correct the voucher before the PV will integrate to CAS in order to be able to pay the vendor:

- A \$0.00 payment voucher modification will need to be entered in AFNS.
- Key the original accounting line information into the modification.
- In the description field on the accounting line key the correct Property Number.
- Key 0.00 in the amount field on the accounting line. This is because the amount of the original voucher does not need to be changed.
- Edit and run the modification.

- **Question:** What does the error message “INTERFUND TRANSFER DOES NOT BALANCE – GROUP FIELD ON SOB2 IS ‘TR’” mean?

Answer: The edit is comparing the ‘GROUP’ field on CAS’s Revenue Source (RSR2) table to the ‘GROUP’ field on the CAS’s Sub-Object table or any combination. In other words, ***both*** the Buyer’s (payment voucher) and the Seller’s codes (IFSH) must have ‘TR’ in the GROUP field ***or neither*** code can have ‘TR’.

How to Correct: The Buying agency that receives this error can research by retrieving the revenue source code and/or the object, sub-object codes off the IFSH table and from the accounting line(s) on the voucher. Then compare the GROUP field on CAS’s RSR2 table and/or CAS’s SOB2 tables for ‘TR’.

Note: Agencies that can not solve which coding is correct can contact the Financial Reporting section of the Comptroller’s office for assistance.

- **Question:** How do I future date a document?

Answer: To schedule a document to process for a future date, please follow the below steps:

- Make sure all transaction information is keyed in the document and the information is correct.
- Key an ‘S’ in the ACTION field on the AFNS SUSF table.
- Key the word ‘CHANGE’ in the FUNCTION of the AFNS SUSF table.
- Key an ‘X’ in the SEL (selection) field (of the AFNS SUSF table) of the document to be processed sometime in the future.
- Key in the future processing date (example: future date could be the 1st working day in October) in the Process Date (YYMMDD) field (of the AFNS SUSF table) and press ENTER.

Notes:

- Transactions will be left on the AFNS SUSF table (in suspense) until the processing date is reached.
- Putting the document on hold will override the process date.
- The document will not process until it is taken off hold.
- To remove the future processing date, change the date to the current date.
- Future processing will only work on documents that have a scheduled status. For example, if a document has a status of held or rejected, the system will not process the document due to it being held or rejected with errors. Any errors must be corrected and an edit must be performed before changing the process date field.

➤ **Question:** What does the error message 'Record Already on OVIH' mean?

Answer: The invoice (referenced on the rejecting payment voucher) has already been used on another payment voucher (which can be located on the AFNS OVIH table). This could have happened when the invoice was accidentally entered on another payment voucher or if your agency is making multiple payments to a Risk Management Invoice.

In order to get the payment voucher to process, your agency's AFNS System Administrator or AFNS System Administrator Backup will need to contact AFNS to request an 'override' be done of the voucher. AFNS staff will verify that the amount already paid, plus the amount currently being paid will NOT exceed the amount on the CAS IFSH table (for Interfund payments).