AFNS NEWSLETTER

AFNS Hotline
(334) 242-2686 hotline.afns@comptroller.alabama.gov

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QUARTERLY STATISTICS

JULY—SEPT 2008

Calls: 2,711

Upcoming State Holidays:

Dec 25

Jan 1

Jan 19

Feb 16

Meet the new AFNS Staff member!

Lindsey Miller joined the AFNS staff on October 14.

QUARTERLY QUICK TIP—Zooming

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, then hit 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 transaction or table you were viewing.

For many routine AFNS instructions and information, click on our link in the drop down menu under Procedures on the Comptroller's website at: **www.comptroller.alabama.gov**

The following links can be accessed through the Comptroller's website to obtain current AFNS instructions and information:

PAYMENT VOUCHERS
Transmit Lost but Vouchers are on CAS
PV-Wrong Object Code Now Requires Property Number

SALARY OVERPAYMENT
Salary Overpayment Refunds-Insurance

HOTLINE Q & A

QUESTION: What do I need to do when I have an RQ document rejecting on SUSF with the following error message:

01-A441E-RQ DOC NOT FOUND

BACKGROUND: 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.

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NOTE: If you have a question that you would like to see in the Newsletter, please email us at Hotline.AFNS@Comptroller.alabama.gov or contact the AFNS Hotline @ (334) (242-2686).