



DARS

VIRGINIA DEPARTMENT FOR AGING
AND REHABILITATIVE SERVICES

*Supporting Virginians' efforts
to secure independence and employment*



Online Recon, we did it and so can you!

March 21, 2019

Commonwealth of Virginia Annual Card
Summit, Richmond Convention Center

Agenda

- Our SPCC organization
- Selling Management – Advantages to SPCC Online Reconciliation
- Challenges and Possible Solutions
- Reconciliation Process
- Steps to Online Reconciliation
- Changeover Day!
- Training



Objectives

- Learn about the advantages and challenges to online reconciliation
- Learn about the general process of online reconciliation
- Learn the steps you need to take to structure Works for online reconciliation



Our SPCC Organization

- Manage 6 agencies
 - Agency 203 – Wilson Workforce & Rehabilitation Center – 52 cards – currently managed by WWRC, but moving under us soon – BOA Works online recon
 - Agency 262 – Dept. for Aging & Rehabilitative Services (DARS)
 - DDS – Disability Determination Services – 13 cards – BOA Works online recon beginning July 2015
 - DARS Admin – 70 cards – BOA Works online recon beginning July 2015
 - DARS Client – 143 cards – reconciled online in our Case Services application
 - Agency 606 – Virginia Board for People with Disabilities (VBPD) – 4 cards – BOA Works online recon – July 2016
 - Agency 702 – Department for the Blind and Vision Impaired (DBVI) (in Works, includes cards for Agency 263 – Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI))
 - DBVI Admin – 25 cards – BOA Works online recon – July 2016
 - DBVI Client – 13 cards - reconciled online in our Case Services application
 - Agency 751 - Virginia Department for the Deaf and Hard of Hearing (VDDHH) – 3 cards - BOA Works online recon – July 2016
- All agencies using BOA Works Online Recon – total of 167 Admin cards



Selling Management – Advantages to SPCC Online Reconciliation

- Security
 - No chance of forged or deliberately incomplete documents
 - Cardholder and Approver electronic signature
 - The approver is clearly designated
 - Can audit instantly and remotely



Selling Management – Advantages to SPCC Online Reconciliation

- No paper
 - No papers that can get lost
 - Approver/AP/auditors can access transaction data & supporting docs online from anywhere
 - Save paper, \$ and the earth!
 - Upload to Cardinal is easy- download from Works



Selling Management – Advantages to SPCC Online Reconciliation

- Accuracy
 - Cardholders can't miss filling in one or more codes
 - Cardholders can't fill in an invalid code (if you maintain your COA in Works)
 - Cardholders can still use an incorrect valid code



Selling Management – Advantages to SPCC Online Reconciliation

- Timeliness
 - Cardholders & approvers can reconcile and sign off on transactions as soon as they hit Works
 - They don't need to wait until the end of the billing period or wait for their statement



Challenges and Possible Solutions

- Missing deadline for reconciliation
 - AP send warnings to cardholders & approvers
 - Will suspend card until reconciliation is complete



Challenges and Possible Solutions

- Cardholders use wrong COA codes
 - AP can check coding in Works prior to entry into Cardinal
 - Can fix on back end w/journal entry
 - Won't suspend cards for this



Reconciliation Process

- Cardholder reconcile statement online
- Cardholder attaches receipts and any other documentation
- Supervisor reviews & approves
- Fiscal makes corrections in Works
- Fiscal exports file from Works and enters into Cardinal



Steps to Online Reconciliation

- Agency 262/DDS – took 4 months.
- Agencies 606, 702 (263), 751 – took 2 months total
- Contact DOA and ask to be assigned a BOA Implementation Manager (IM) to implement Online Recon



Steps to Online Reconciliation

- Start to figure out how you want to structure Works.
 - Groups – units or offices
 - Cardholders – which group to go in
 - Who will reconcile? – individual cardholders and/or office managers
 - Approvers
 - which group or groups will they approve for
 - more than one approver for group?
 - Are approvers in BOA Works in SPCC groups? If in only as a Travel Cardholder, need to add separate profile under SPCC. Notify them they will get a second ID.



Steps to Online Reconciliation

- Chart of Accounts
 - Do you want all GL codes in or will you limit?
 - Do you want to default any codes?
 - Restrict coding in GL segments by group (office, region, etc.) or leave all open to all users?
Consider both security and ease of use.
 - Account strings



Steps to Online Reconciliation

- Auditors - can review all data for the entire organization and access and export all company reports
 - Does anyone need this role?
 - Are they in Works?
- Accountants – Accountants are responsible for making sure that the GL coding on a transaction or reimbursement request is correct before closing and exporting the associated details.
 - who needs those roles?



Steps to Online Reconciliation

- Spend Control Profiles
 - You will need to use SCP that are specifically set up for Online Recon
 - Determine what SCP your cardholders use
 - Work with DOA/BOA IM on whether there are existing SCP you can use or whether ones need to be created
 - Discuss w/DOA your process for changing cardholders SCP and creating new ones



Changeover Day!

- Pick the beginning of a billing period for your changeover
- Change Group settings for cardholders
- Change User Settings for cardholders
- Change Spend Control Profiles for cardholders to permanent SCP
- Check Scheduled Assignments to determine if you need to remove restrictions under new SCPs for any cardholders
- Sweep any transactions awaiting reconciliation. Do this before leaving work the night before changeover day and then first thing in AM on Changeover Day.
- Monitor transactions for next few days after changeover.



Training

- Get access to BOA Demo site and get it set up for your trainings
 - If you are going to do hands-on training, you will need demo User IDs set up
- Start training no earlier than one week before changeover date
- Continue training through the first billing period
- Do training monthly for new cardholders or those who need a refresher



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