

## 30.3 Enter and Process Vouchers

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## Enter and Process Vouchers

### General Information

This document describes and depicts the process steps and supporting information for the identified State business process. Within the *Subprocess Flow Details* section, included for each process step are:

- **Process Step ID** – A unique number assigned to each process step
- **Process Step Title** – A short description assigned to each process step
- **Description of Process** – A detailed narrative description of the process step
- **Ledger Impacts ID** – The number assigned to the documented accounting entry associated with the step

Also described below are the *Ledger Impacts* and *Reports*, which are displayed as icons on the *Business Process Flow Diagrams*. Finally, included in the *Terminology* section are definitions of terms to help the reader to better understand the document.

### Dependencies and Constraints

- Supplier setup must be completed before vouchers can be created.
- Voucher workflow is required.
- Matching rules are required.
- An accounting template and inheritance rules are required to specify how, and which accounting entries are generated after a voucher is created.
- Record retention requirements
- Errors to be corrected

### Business Process Overview

The Enter and Process Vouchers Business Process encompasses all activities that are required to capture disbursement requests which entail generating vouchers, attaching related documents, performing editing, submitting approvals, budget checking, and voucher posting.

This process includes the following subprocesses: Process Vouchers, Voucher Matching, Review and Approve Vouchers, and Process Expense Reimbursements. Included are vouchers loaded from various Department of Financial Services (DFS) interfaces (Purchasing Card (PCard), Payroll, etc.) and other Agency Business Systems (ABS).

### Subprocess Flow Details

The table below describes steps in the business subprocess as reflected on the Business Process Flow Diagrams. The table also reflects information associated with each step describing the intent of the specific process.

The Business Process Flow Diagrams use horizontal swim lanes to depict where activities are performed by different parties or systems. Each swim lane is titled with either an agency or an

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enterprise role. The swim lanes may change from page to page within a single business subprocess as more or fewer roles are required to execute sections of the business subprocess. Optionally, the Business Process Flow Diagram may reflect vertical swim lanes to further designate information such as systems or time intervals.

<b>30.3.1 – Process Vouchers</b>	
<b>Swim Lane – Definition</b>	<b>Agency AP Processor:</b> agency role responsible for entering invoices into Florida PALM

<b>Process Step ID</b>	<b>Process Step Title</b>	<b>Description of Process</b>
1	Agency Business Systems	An interface is established with an ABS (as appropriate) and Florida PALM to obtain invoice data. At a minimum, data is transferred nightly from an ABS into Florida PALM.  Policy and internal controls allow vouchers from ABS to load as pre-approved and bypass voucher approval workflow.
2	Excel Upload	The Agency AP Processor can use the spreadsheet voucher upload interface to prepare and enter vouchers and then import them into Florida PALM. Vouchers loaded from Excel are subject to voucher approval workflow.
3	MyFloridaMarket Place	An interface is established with MyFloridaMarketplace (MFMP) and Florida PALM to obtain invoice data. At a minimum, data is transferred nightly from MFMP into Florida PALM.  Policy and internal controls allow vouchers from MFMP to load as pre-approved and bypass voucher approval workflow.
4	Purchasing Card	An interface is established with PCard system and Florida PALM to obtain PCard related data. At a minimum, data is transferred nightly from the PCard system into Florida PALM.
5	Payroll	FLAIR Payroll (PYRL) provides a file with employee payroll disbursements, OPS payments, and payments to payroll suppliers. Employee deductions are accounted for in PYRL. Payments to payroll suppliers for involuntary deductions and voluntary deductions are calculated in PYRL. EFT payments will be processed and paid through pay cycle, while warrant payments will be recorded as manual payments that are paid outside of Florida PALM.
6	Receive Inbound Voucher Data	Files containing voucher data are received from business systems and the InterUnit Billing process and are interfaced into the Accounts Payable (AP) module.
7	Load Inbound Voucher Data	This step retrieves the invoice data from the source system and loads the voucher data into staging tables. The data goes through a pre-edit process where certain fields are validated, such as: direct load, supplier, supplier location, supplier address, invoice ID, invoice date, voucher lines, and accounting information. Vouchers that do not fail the pre-edits move on to the Voucher Build Process.

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Process Step ID	Process Step Title	Description of Process
8	Run Voucher Build Process	This process performs the Voucher Edit Process that determines default values to populate in the voucher tables; balancing voucher header, lines, and distribution lines; and calculating payment due date. Vouchers that fail the voucher edit process are set to a “recycle” status. Vouchers that pass the edit process are set to a “postable” status. A Voucher ID is also assigned to vouchers that pass the edit process.
9	Review/Correct/Delete Quick Invoice	This step corrects voucher errors in a “recycle” status using the Quick Invoice panels. The Voucher Build Error Detail page is used to review the Voucher Build Process errors. This page displays header errors, miscellaneous charge errors, invoice line errors, and scheduled payment errors. Once the errors are corrected online by the Voucher Build Process, the voucher is then ready for Budget Check and approval. If voucher is not corrected it may be deleted.
10	Voucher Created	All valid vouchers are loaded and uniquely identified with a Voucher ID and ready for Budget Check.
11	Receive Approved Invoice with Three Date Stamp	Invoices are received by the Agency AP Processor authorized for payment according to current rules, statutes, and agency policies. The date the invoice was received, the date the goods and services were received, and the date the goods and services were approved is recorded on the invoice. Invoices are ready for entry into Florida PALM.
12	Enter/Update Voucher	An Agency AP Processor enters or updates information from the supplier invoice, enters the Encumbrance number if applicable, and adds any comments or attachments to create a voucher in Florida PALM. There are several types of vouchers, Journal vouchers are used to adjust accounting entries for vouchers that have been posted and paid, and for vouchers for which payments have also been posted. The Template Voucher serves as a template for generating regular vouchers that share common voucher data. The Single Payment Voucher is for a one-time supplier and does not require defining the supplier in the system. The Prepaid Voucher is used when entering prepayments for a supplier, and may include down payments, progress payments, or deposits. Adjustment vouchers are used to adjust existing vouchers, for example to increase or reduce a voucher line. The most common voucher type is a Regular Voucher which is used when making a standard invoice payment. When creating the voucher manually, the Agency AP Processor records the three dates from the three-date stamp and selects the latest of these three dates, entering that date as the Basis Date for the Prompt Payment Calculation.

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Process Step ID	Process Step Title	Description of Process
		Various processes enter through this step: 30.3.2-1 Dispute Voucher?, 30.4.3-4 Reissue or Hold Payment?, 30.4.4-3 Import ACH/EFT NOC, 30.5-2 Run Withholding Post.
13	Run Budget Check	The Budget Check Process validates the current budget against ChartField values entered in the voucher distribution. The process liquidates any encumbrance that is associated with the voucher and creates an expense entry within commitment control. Errors found during the Budget Check Process are corrected, and the Budget Check Process is re-run. If the voucher is not corrected it may be deleted and the accounting entries reversed.
14	Initiate Approval Workflow	Budget Check initiates the appropriate Florida PALM approval workflow for the entered vouchers. All vouchers that are not pre-approved require one or more workflow approval.
15	Post Voucher	The Posting Process generates the accounting entries that move to the General Ledger. These include entries for expenses, offsets, taxes, and other non-merchandise expenses. AP information is loaded into the Asset Management module for vouchers that contain asset ChartField accounting information. The voucher is ready for Payment Processing.
16	Delete Voucher	A voucher that is denied during the approval workflow is reviewed by the Agency AP Processor to review the rejection reason. As needed, the Agency AP Processor obtains and attaches the additional documentation to the transaction, or corrects the transaction using the Voucher AddUpdate Component. Upon review, if it is determined that the transaction is no longer required, then the entered voucher is deleted by the Agency AP Processor.
17	Voucher File	Florida PALM interfaces with source systems to provide voucher information for deleted and updated vouchers .

**30.3.2 – Voucher Matching**

<b>Swim Lanes – Definition</b>	<b>Agency AP Processor:</b> agency role responsible for entering invoices into Florida PALM <b>Agency AP Supervisor:</b> agency role responsible for overriding match errors
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Process Step ID	Process Step Title	Description of Process
1	Run Matching Process	Voucher matching is only applicable to vouchers with purchase order and receipt data. The Match Process compares the voucher to the PO and receipt information. The matching process verifies that payment is made only for the goods and services that were requested and received. Match rules specify transaction characteristics that are being matched (price,

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Process Step ID	Process Step Title	Description of Process
		quantity). Delete, correct, or match override the exception vouchers to issue payment.
2	Override Match Error	The Agency AP Supervisor has appropriate security controls to override match exceptions. A voucher line price that is greater than a PO price is an example of a match exception. A match rule can be set to determine if a voucher line price can exceed the PO line price, and by what percentage it may be exceeded.
3	Notify Program for Dispute Resolution	An Agency AP Processor notifies the responsible program contact person for dispute resolution. For example, a corrected invoice may be required.

### 30.3.3 – Review and Approve Vouchers

<b>Swim Lanes – Definition</b>	<p><b>Agency AP Approver:</b> agency role responsible for authorizing approval of vouchers</p> <p><b>Agency F&amp;A Approver:</b> agency role responsible for final editing and approval of invoice transactions before DFS sampling criteria is applied</p> <p><b>DFS Approver:</b> enterprise role responsible for sample audit approval of vouchers</p>
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Process Step ID	Process Step Title	Description of Process
1	Review Voucher	An Approver uses a worklist/email request to review vouchers pending approval. The primary purpose of this step is to review the invoice to ensure the appropriate authority was in place prior to the purchase, that correct funding codes were used and required attachments were included. Agency personnel review and approve some invoices outside Florida PALM, such as those originating in MFMP, Pcard Works, and STMS. A&A personnel will review all vouchers in Florida PALM.
2	Approve Voucher	This step allows approval of the voucher by assigned and authorized users, based on workflow rules. Once the voucher is approved, it is stepped to next level of the approval. Once the voucher has obtained all approvals, the payment is processed. Certain vouchers are pre-approved and do not go through the approval process (e.g. employee payroll and PCard payments).
3	Deny Voucher	Vouchers that are denied by an Approver are sent back to an Agency AP Processor for correction/deletion.

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**30.3.4 – Process and Manage Expense Reimbursements**

**Swim Lanes – Definition**

**Agency AP Travel Processor:** agency role responsible for monitoring and managing travel payment errors.  
**DFS Payment Processor:** enterprise role responsible for loading STMS information into the Expense module./ for all agencies

Process Step ID	Process Step Title	Description of Process
1	STMS	State travel approvals are handled within the State Travel Management System (STMS) and interfaced with Florida PALM.
2	Receive Inbound Travel Data	A file containing travel data is received from STMS and is interfaced into the Expense Module in Florida PALM.
3	Load Inbound Travel Data	This step retrieves the invoice data from the STMS and loads the expense data into staging tables. The data goes through a pre-edit process where certain fields are validated, such as: supplier, invoice ID, invoice date, accounting information, and amount.
4	Expense Established	Travel data passing the pre-edit are established as expense payments in the Expense Module. The Expense Module is used for payment of reimbursements to employees and non-employees for travel expenses.
5	Run Budget Check	The Budget Check Process validates the current budget against ChartField values entered in the expense distribution. Errors found during the Budget Check Process are corrected, and the Budget Check Process is re-run. If the voucher is not corrected it may be deleted and the accounting entries reversed.
6	Monitor/ Manage Budget Error Resolution	If the transaction did not pass budget check due to a budget error then the transaction is monitored and/or managed through the budget error resolution process.
7	Budget/ Accounting Load Errors	If the transaction did not pass budget check due to an accounting entry error then the transaction is monitored and/or managed through the accounting error resolution process.
8	Update STMS	STMS must be updated with any steps taken for budget or accounting entry error resolution. Updates completed in STMS will be brought into Florida PALM with the receipt of the next interface and processed through the cycle.

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Ledger Impacts

Ledger Impact ID	Ledger - Ledger Impact Title	Ledger Impact Description
LI1	Budget Check	Encumbered voucher: increase expense and decrease encumbrance  Unencumbered voucher: increase expense and decrease available appropriation
LI2	Post Voucher	Increases expense and accounts payable
LI3	Delete Voucher	Decrease expense, decrease accounts payable, increase encumbrance and budget

Reports

Report Number	Report Description	Report Frequency	Audience
R1	Voucher Load Errors – A listing of interface errors.	Periodic	Agency, DFS
R2	Voucher Build Errors – A listing of voucher build errors.	Periodic	Agency, DFS
R3	Prompt Payment Warning: A report listing invoices approaching Prompt Payment processing deadlines.	Periodic	Agency
R4	Prompt Payment Compliance: A report by Business Unit measuring the time elapsed between receipt of invoice, goods and services, approval of goods and services, and payment date.	Periodic	Agency, DFS
R5	Budget Exceptions – A listing of vouchers with budget exceptions.	Periodic	Agency, DFS
R6	Vouchers Aging Schedule – An aging schedule of vouchers pending approval.	Periodic	Agency, DFS
R7	Posted Vouchers – A listing of vouchers posted with totals for the applicable journal entries.	Periodic	Agency, DFS
R8	Outstanding Vouchers: A report listing all unposted vouchers	Periodic	Agency, DFS
R9	Vouchers Deleted – A listing of vouchers deleted due to errors.	Periodic	Agency, DFS
R10	Staff Productivity Report: a voucher activity count by user name	Periodic	Agency

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Report Number	Report Description	Report Frequency	Audience
R11	AP Holds by Hold Type: A list of all vouchers on hold including the hold reason	Periodic	Agency
R12	Matching Exceptions – A listing of vouchers with match exceptions.	Periodic	Agency, DFS
R13	Matching Overrides – A listing of vouchers with overrides of the match exceptions.	Periodic	Agency, DFS
R14	STMS Load Errors – A listing of STMS interface load errors.	Periodic	Agency
R15	Outstanding STMS Errors – a report listing unresolved STMS payments due to budget exceptions.	Periodic	Agency

## Terminology

**Basis Date** – a date field in Florida PALM used to calculate compliance with the prompt pay criteria and to calculate any interest due to suppliers for late payments.

**Budget Check** – compares the transaction to available spending authority. If there is available spending authority, the transaction continues processing. If there is not available spending authority, then the transaction stops. Budget Check exceptions are resolved via the Budget Execution and Management process.

**Business Unit** – an operational subset of an organization, which enables to track specific business information for reporting and other data consolidation.

**Direct Load Vouchers** – vouchers which are interfaced into Florida PALM via flat file import or excel uploads.

**Encumbrance** – amount of budget committed for the payment of goods and/or services.

**General Ledger** – a master set of accounts in which an entity’s financial transactions are recorded in detail or in summary form. Serves as a central repository for accounting data transferred from all sub-ledgers or process areas.

**Interunit Billing** – customer agency creates a payable to the billing agency using the vendor invoice functionality, and processes the payment run to settle the bill.

**Location** – defines how to conduct business with a supplier. Supplier location comprises information such as procurement payment terms, withholding configuration, payment method, and bank account details.

**Payment** – an exchange of funds to compensate or discharge an obligation.

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**Supplier** – all payees are referred to as suppliers in Florida PALM.

**Voucher** – a digital record created within Florida PALM to make a payment to an external entity such as a supplier.

**Workflow** – orchestrated and repeatable patterns of business activity enabled by the systematic organization of resources into processes with specific approvals that transform materials, provide services, or process transactional information.

## Business Process Flow Diagrams

Please see *30.3 – Enter and Process Vouchers* located in the [D54 Standardized Business Processes > Working > Workstream B folder](#).

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