

## **AFRS FREQUENTLY ASKED QUESTIONS**

### **AFRS – SYSTEM QUESTIONS:**

#### **AFRS SECURITY:**

**I tried to add a new employee to AFRS security and I received the following AFRS message: LOGON IS INVALID (can't see them on the list.) What do I need to do?**

**Answer:** Call the DIS Helpdesk at 360-753-2454. New employees need to have their Logon ID recognized by the IBM mainframe (a tool called RAC-F security), then they can be added to AFRS or other products by the agency security administrator.

**I am a new employee to an agency how do I gain access to AFRS?**

**Answer:** You need to call the DIS Helpdesk at 360-753-2454. New employees need to have their Logon ID recognized by the IBM mainframe (a tool called RAC-F security), then they can be added to AFRS or other products by the agency security administrator.

#### **AFRS SYSTEM ACCESS:**

**I can't get into AFRS but my co-workers are working fine. What should I do?**

**Answer:** Call your agency network administrator. The mainframe systems can be running but individual PCs can lose their connection to the mainframe. If you use Host on Demand (HOD) to connect to the mainframe, contact the DIS Helpdesk 360-753-2454

**AFRS is locked up and I can not get to another screen.**

**Answer:** You'll need to press the 'Clear' key on your keyboard. Different keys can be mapped to be the 'Clear' key; yours may be the Pause/Break key, or the Escape key, and sometimes the F12 key.

**Is AFRS down?**

**Answer:** We can't possibly answer this question correctly at a FAQ site. However, the following answers are provided for your information as to why AFRS may not be working at your agency:

- Did you or someone in your office receive a listserv message from OFM advising of outage because of OFM, DIS, or other interruption?
- Have you checked with your agency's Information Technology staff (Network Group) to see if there is an internal agency problem?
- If you are still unsure or unclear call the AFRS Helpdesk 360-664-7725 or email us at [afrshelpdesk@ofm.wa.gov](mailto:afrshelpdesk@ofm.wa.gov)

### **AFRS PASSWORD:**

**My PASSWORD has been revoked in AFRS, can you reset it?**

**Answer:**

- 1 Contact your Agency AFRS Security Administrator who can reset your password.
- 2 If agency administrator is unavailable, contact the DIS Helpdesk at 360-753-2454 they can reset your password.
- 3 If you work for DSHS, contact DSHS - ISSD at 360-902-7700

### **AFRS WARRANTS:**

**I haven't received my warrants yet – is something wrong at AFRS?**

**Answer:** AFRS creates warrant payments but all warrants are processed by the Department of Information Systems (DIS). Once processed by DIS they are sent to the Office of State Treasurer (OST) located in the General Administration (GA) Building. Warrants are then distributed to agencies from OST. Please call the OST Warrant desk at 360-664-9586 for warrant location information.

**What order does the 1, 2, or 3 mean on my Warrant Register Detail Report?**

**Answer:** The Warrant Register Detail reports all payments by batch. There are three sort options agencies can choose for this report:

- DWP82501 - Sorted numerically by **payment/warrant number** – this report will group each payment type together, but can make it difficult to find a particular vendor if you are unsure of the payment type.

- DWP82502 - Sorted alphabetically by **vendor name** – this report makes it easy to find any vendor regardless of the payment type and is the most preferred option for agencies using inserted warrants.
- DWP82503 - Sorted alphanumerically by **current document number** – this report can be used to display the payments in the same order as the input documents.

Use the Report Request Maintenance (RR.1) screen to update the number of Warrant Register Detail reports your agency receives or to change the sort option. If you need to reprint Warrant Registers and/or Vendor Remittance Advices, go to the MI.A screen.

For more information on warrant register reports please see the AFRS System Documentation Reference Guide located at the following hyperlink:

<http://swfs.ofm.wa.gov/Reference/contentsnew.asp>

### **How do I cancel a warrant?**

**Answer:** For full instructions on how to cancel a warrant please use the following hyperlink to the OFM Warrant Cancellation & SOL Automation Instruction Guide.

<http://swfs.ofm.wa.gov/Reference/auwarca.doc>

### **I cancelled my warrant using the automated process but I never received a copy of my JV. What should I do?**

**Answer:** On the IN.3 screen (BATCH HEADER SUMMARY) place an L (PRINT) next to the warrant cancellation transaction and hit enter. This will bring up the IN.3.1 screen (ONLINE BATCH REPORTS). You then will enter an S next to the “DWP91002 Warrant Cancellation” report which includes the JV and you can send to either DIS or if your agency has a remote printer in the office it can be sent there. You will receive a copy in your daily reports the next day.

If you want further instructions please see the OFM Warrant Cancellation & SOL Automation Instruction Guide. <http://swfs.ofm.wa.gov/Reference/auwarca.doc>

### **My warrants did not print, what happened?**

**Answer:** Check to see if you can locate your payment on the IN.3 to make sure that it was released and that no errors are holding up the batch in question. The most common errors are incorrect due dates and trans codes.

- Due date error: Due dates are usually the current date but AFRS will process payments on the date selected. If a date is set for a future date, warrants will not process until the future due date arrives. To verify the due date go to the MI.7 screen and look for the due date. If document needs to be released prior to the Due Date go to the IN.2 add a PAYMENT COMMAND of PRINT and then on the PRINT SELECTION DATE (MMDDYY) enter the date that was entered on document this will release the batch to print that night.
- Trans code error: To verify the trans code go to the MI.7 screen and verify that a warrant producing trans code was used (210, 211,955...) If you find the trans code is incorrect you will need to reverse the entry and resubmit payment.

**How do I re-print my warrant register & remittance advices as I never received them?**

**Answer:** Go to the MI.9 and verify the Warrant Register Number. This will be the 5 digit Julian date noting the date the batch was processed. You will then need to go to the MI.A (REPRINT WARRANTS/REMITTANCE) screen and enter the WAR REG NO and then select the warrant information that you want to reprint. When the Job Submission screen comes up you can select where you want them to print but it is recommended that it be sent to DIS at LOCAL.

**I issued a check to a vendor last (week, month?) and they say they haven't received it yet but I can see the accrual in AFRS.**

**Answer:** To verify actual payment date go to the MI.7 screen and entered the accrual date/payment date (YYMMDD).

**How do I know what the warrant register number is?**

**Answer:** The warrant register number is the Julian date of when the warrants were issued. It is composed of a combination of the year the warrants were issued along with the date of the year. For example if the warrants were issued on January 1, 2009 the warrant register would be 08001, (YYDDD). Many calendars will have the day of the year in small numbers in the upper corner of the day.

**AFRS OTHER:**

**I'm getting an error on my encumbrance liquidation (or accrual payment) that says the reference document number doesn't match. What should I do?**

**Answer:** AFRS requires certain transactions (like encumbrance reductions) to have a reference document number that matches the original encumbrance. Research the original encumbrance document and add that document number to the later document's reference doc number field.

There is an AFRS feature that assists agencies in liquidating encumbrances called "RETRIEVE AN ENCUMBRANCE" (function F\* in the AFRS transaction input screens). For more information about using this feature, refer to page T1-13 at the following hyperlink:

<http://swfs.ofm.wa.gov/Reference/tranin1.doc>

### **I can't find the data I entered on the OMWBE screen for sub-contractors?**

**Answer:** Check to see if you are in the correct fiscal year. At year end there are two fiscal years open and it will default to the new fiscal year. If you are looking for the last fiscal year you will need to change the fiscal year to view the data.

### **How do I change the contact information on my billing report?**

**Answer:** If you have update capability you can go to the RR screen from the AFRS primary menu then put N in at the function line and hit enter. You continue to hit enter until you see the letters BL in the location. You then enter a C at the function line make the changes necessary and hit enter. This will update it if you have a security level of 2 for this screen.

### **I received an error code what does it mean?**

**Answer:** Agencies can look up the error codes from the "ERROR CODE MANUAL" on the OFM website. This guide provides you with ideas on what might be causing the problem and possible solutions.

<http://swfs.ofm.wa.gov/Reference/errorbysection/tablecontents.pdf>

### **A batch is missing what did OFM do?**

**Answer:** Find the identifying information on what batch is missing and when it was enter. Can look through the file VSAM.FSMG105.AFPROD.LOG to see what happened with the batch and who might have deleted it or changed it.

### **How can I see the transactions I put into AFRS yesterday?**

**Answer:** See the AFRS System Documentation Reference Guide located at the following hyperlink: <http://swfs.ofm.wa.gov/Reference/payuser.pdf> Pages 14-15 cover the master inquiry functions that allow you to view payment information. (Master Inquiry screens. MI.7, MI.8, MI.9)