



MD AOC GEARS Project

Accounting Day
November 19, 2013



The Project Team has been receptive to learning from past experiences and listening to our user community. We want to provide a forum today for that to continue to ensure that all stakeholders have an opportunity to provide feedback and ask general project related questions. Your input will assist us in moving forward and with future JIS projects.

- Possible talking points:
 - Constructive criticism
 - Current training needs
 - Structure of training long-term
 - Other support ideas
 - Communication ideas
 - Recommendations for GEARS / future projects

- July – Statewide Procure to Pay, Reporting, Grants, Inventory, Asset Mgmt and DBF Order to Cash (OTC-revenue).
- September 16 - All Circuit Courts OTC live on GEARS.
 - BUS utilized to transfer revenue data daily
 - Revenue refunds
 - Local revenue disbursements

- October 1 - District Court has 4 courts live (AA, Baltimore County, Carroll and Harford) and the TPC.
 - 3 sites using the BUS to transfer revenue daily
 - 1 site recording revenue data manually via a GEARS entry
 - Additional complexity due to Case/Escrow reporting – continuing to finalize reports

- Utilizing our custom interface to bring our payroll charges into GEARS and to load our access database.
- Utilizing our custom interface to send transactions to the state on a daily basis.
- Transactions and journals posted since go-live:
 - 4,493 Journals Processed (JGEN and other journals)
 - 21,104 Vendor Invoices Processed
 - 6,074 PO's Processed (including conversion)
 - 356 Requisitions Created
 - Over 110,00 Billing Invoice Lines created

- Voucher Query – will give you the capability to review voucher status
- PO Buydown Report
- Ability to directly voucher expense reimbursements to HR PCA 60081 and the AOC PCA 60001. This will require a DEP ID field and possible additional speedcharts.
- P-card Field involvement – review, validate and change coding in GEARS.

- GL workflow for journal entries
- Continuing report development
- Query listing that is more user friendly with supporting details
- Automated PO workflow notification
- Possible BUS change to capture daily or register totals

- Please make sure your vouchers are budget checked and approved. DBF will not “see” your voucher to process until all three statuses on the summary tab are valid (i.e. matched (if applicable), budget checked and approved).
- Please make sure that you have completed receipts as applicable. All PO’s should have a receipt. While the converted PO’s were not set up to require full matching, new PO’s are and require a receipt.
- For ease of use, it is best that Express PO’s be set up as “Amount” only.
- For local revenue disbursements, please ensure that your batch agency is inserted and the check box is selected for “load directly to AP”.

- Help Desk – We acknowledge that we were overwhelmed by the quantity of help desk tickets completed during our first couple months post-live. And unfortunately, on average it took two to three hours to work through the process with each person for resolution. In the past month, we have made a deliberate effort to manage the tickets more efficiently and timely. We have been hovering with under 30 tickets open at any one time.
 - As of 11.18.13 – 17 tickets open (9 of which are OTC)
 - 40+ closed since the previous week
 - 103+ closed since 10.31.13
 - 1374 closed since go-live
 - Average 15 tickets per day
- We still need to finalize details on a long-term support plan.

- Please review the newsletters for important updates and reminders. (We are always welcome to hear suggestions for the newsletter. Send emails to Tammy.)
- Website has the most current information:
 - Quick Tip Worksheets
 - Contract Listing
 - Vendor Form
 - UPK tool still available
- We are looking for Subject Matter Experts (SME's) to assist with the project support long-term. Please see the recent newsletter for details.
- Hope to create our GEARS User Groups soon for peer-to-peer support.
- PHASE II – Under evaluation – no timeframe available

Overall, the project team understands that this change has not been easy on any of us. Change is inevitable and will continue. However, we are doing the best that we can to continue assisting each of you with your work processes. We would like to give each of you credit for hanging in there and working hard to accomplish your jobs.

THANK YOU!