Washington State
DEPARTMENT OF
ENTERPRISE SERVICES

Rates & Service Commitment

2024

CONTENTS

INTRODUCTION

The Department of Enterprise Services (DES) provides a variety of Small Agency Financial Services (SAFS) to Washington State agencies that include:

- Budget management and consultation
- Accounts payable processing
- Accounts receivable and invoicing
- Payroll services

Cost of providing these services is recovered through charges to client agencies.

SERVICE RATES

The cost of SAFS services is determined as follows:

Budget

Allocation based on weighted factors of budget complexity, workload, number of expenditure authorities, and number of budget types

Accounts payable

Allocation based on number of accounts payable transactions

Accounts receivable

Allocation based on number of accounts receivable transactions

Payroll

Allocation based on budgeted FTEs

Generally, these services are funded using the central service model (CSM), however, in some cases client agencies may enter an interagency agreement with DES for financial services outside of the central service model.

SERVICE DELIVERY PRINCIPLES

Our services are guided by the following principles:

- Interactions with our clients should build healthy working relationships
- Transactions we process must be compliant with the law and ethical
- We leverage process standardization to meet our clients' needs

MEETING CLIENT EXPECTATIONS

DES is committed to excellence and the SAFS team regularly interviews our clients to ensure we are consistently meeting your expectations:

Timely services	Completing financial transactions on time and providing information when it's needed
Clear processes	Striving to provide simple, transparent, flexible processes and helping you use systems
Valuable information	Providing meaningful information that is accessible, and helping you understand it
Effective communication	Being responsive, keeping you in the loop, recognizing your communication needs, and using plain talk
Dependable expertise	Being consistent, reliable, and accurate so you trust and have confidence in our services
Operational insight	Knowing your business, understanding what makes you unique, and providing continuity of service when processes and people change
Collaborative partnership	Contributing solution-focused guidance, defining clear roles and responsibilities, and fostering a productive working relationship

SERVICE ELIGIBILITY

Independent Washington State agencies, boards, and commissions are eligible for small agency financial services if:

- The organizations establishing statue indicates they are a distinguishable entity and a component of Washington State government
- The organization is considered a part of Washington State for financial reporting purposes and uses the statewide systems of record
- The organization agrees to utilize DES tools and processes
- Financial resources are available to pay for services
- The Office of Financial Management (OFM) approves of the organization enrolling in Small Agency Financial Services

OUR SERVICES

Budget services

Our team of financial consultants works alongside agency identified liaisons and other business partners to support organizational financial health

Supporting the full scope of agency budget development and monitoring

- Preparing budget material according to instructions issued by OFM
- Providing guidance for developing decision packages, cost analysis, performance measures and activity inventories
- Completing the technical work of submitting budget requests using state budget systems
- Developing allotments and maintaining agency financial projections

Assisting in the preparation of fiscal notes, as requested

- Helping facilitate communication between OFM Budget and legislative staff as needed
- Supporting in the development of responses to OFM and the legislature
- Partnering with assigned liaison(s) to complete bill analysis and responses to assigned fiscal notes

Delivering meaningful financial information that assists agency decision making	• Providing various financial reports in standard formats from the state system of record • Monitoring activity and balances to support your agency's financial health • Analyzing accounting and financial trends, to project outcomes, investigate variances, and advise on corrective action plans • Acting as liaison between the client agency and other entities requesting financial information (WA State Auditor, or private audit firm)
Accounting for your assets	• Maintaining and reconciling asset ledgers and listings • Providing asset tracking tags to account for taxpayers' resources • Consulting as requested on completing physical inventories

Itemized services list

- Budget submittals both biennial and annual supplementals
- Decision packages
- Fiscal note analysis and preparation
- Allotments and projections
- Salary projections, expense scenarios
- Compensation Impact Model development and submission
- Monthly financial status reports (financial activity analysis and narratives)
- Annual disclosure forms
- Capital asset accounting and depreciation
- Activity recasts
- Year-end journal vouchers (corrections, compensated absences)
- Performance measure reporting

Client agency responsibilities

All SAFS client agencies are responsible for complying with applicable laws, rules, regulations, and best practices surrounding the services provided by DES including but not limited to:

- Providing timely and meaningful information to assigned budget consultant that may impact agency financial health and projections
- Reviewing financial status reports for accuracy and completeness
- Reviewing projections for completeness and accuracy
- Understanding and complying with terms and conditions of contracts and grants (federal, state, private/local)

Accounting services

Our accounting services teams are divided into three service units: accounts payable, accounts receivable, and payroll. Each unit has different functions that shares a few common traits. All accounting services:

- Place an emphasis on compliance and risk-based decision making
- May require standardization of client processes and systems to maximize efficiency
- Rely on our clients and process partners to deliver timely, accurate, and complete information
- Maintain client accounting records in compliance with Secretary of State retention schedules
- Verify accuracy by reconciling applicable ledgers in the applicable state system of record

Accounts payable services

Disbursing payments to your vendors and employees for non-payroll related expenses such as travel reimbursement and general goods and services payments

- Processing invoices and travel reimbursement in accordance with the State Administrative and Accounting Manual (SAAM)
- Auditing payment records for completeness and compliance with rules and regulations
- Supporting financial reporting by estimating and recording monthly accruals
- Completing payment related tasks like canceling and reissuing warrants and clearing in-process reports
- Preparing and submitting all Internal Revenue Services (IRS) 1099 reporting, state tax reports, and unclaimed property
- Providing guidance on travel regulations and requirements

Accounts receivable services Billing, collecting, and managing payments from your customers	• Creating and distributing invoices using information provided by you • Communicating outstanding balances using a mutually agreed upon method (customer statements, aging reports, etc.) • Collecting, depositing, and accounting for all payments made by your customers • Clearing in-process reports • Requesting as needed cash receipt waivers from the State Treasurer's Office
Payroll services Processing employee payroll and supports the administration of taxes and employee benefits	• Payroll transaction processing, including standard and non-routine payroll transaction processing, overpayments, medical benefits, retirement, garnishments, and special pay • Auditing and maintaining data entered in payroll related systems • Responding to and providing documentation to agency auditors (State Auditor or CPA firm) • Records management for employee payroll files, records maintenance with process partners (e.g. DRS), and records required by the State Administrative and Accounting Manual (SAAM) • Reporting, including mandatory reporting for state/federal governments, employee leave and attendance, and out-of-state employees • Accounting related services such as fund 035 reconciliations, shared leave, and warrant management • Consulting related to personnel, payroll, benefits, leave, and out-of-state employees

Itemized services list

Accounts payable

- Disperse payments to vendors and employees (travel and expense reimbursement not subject to payroll taxes)
- Complete cost allocation, accrual, and amortization journal vouchers
- General ledger reconciliation (expense and non-payroll liability ledgers)
- Monitor and act on in-process reports
- Process credit card payments and journal vouchers
- Tracking and reporting of leases and software subscriptions complying with GASB
- Create expense correction and/or transfer journal vouchers
- Record and monitor prepaid expense balances
- Monitor and act on exception reports as needed
- Replenish petty cash accounts
- File and disperse payments for taxes

Accounts receivable

- Create, distribute, and collect payment on invoices to customers
- Retain receivable records for recurring or infrequent invoicing activity
- Process deposits daily or as needed
- File applicable deposit forms (A-8) with the Office of the State Treasurer
- Enter and maintain revenue and receivable transactions in the state's system of record
- Generate monthly statements of account
- General ledger reconciliation (revenue and receivable related accounts)

Payroll

- Process all personnel and payroll transactions
  - New hires, terminations, separations, retirements
  - Pay increase, hours worked adjustments
  - Part-time employee timekeeping
  - Any other employer changes affecting net pay
- Process additional payroll related transactions
  - Overtime pay
  - Board members pay
  - Taxable fringe benefits
  - Wage deductions
  - W-4
- Audit and maintain employee leave records and reports in MyPortal
- Maintain payroll files as required by state retention schedule
- Prepare and submit state and federal payroll reports
- Consult with agencies on establishing accounts and process out-of-state payroll taxes
- Process special pay warrants
- Cancel and reissue pay warrants
- Reconcile payroll revolving accounting (fund 035)
- Maintain records with the Department of Retirement Systems
- Produce and distribute the payroll journal for agency review and signature
- Provide copies of the agency leave reports
- Generate and maintain all required leave reports in accordance with state laws, rules, and regulations
- Provide guidance, support, and expert knowledge in matters pertaining to payroll and benefits
- Respond to inquiries from agency audit representatives (State Auditor or Public Accounting Firm), related to payroll and other information requests

Client agency responsibilities

All SAFS client agencies are responsible for complying with applicable laws, rules, regulations, and best practices surrounding the services provided by DES including but not limited to:

Accounts payable

- Submitting payment documents that are accurate and compliant with the State Administrative and Accounting Manual (SAAM)
- Engaging with vendors to support good standing business relationships and resolving invoicing issues
- Providing accurate payment coding
- Complying with State travel and meals with meeting regulations
- Final review of payments made by DES on your behalf
- Bank cards administration including users access, card limits, and internal controls

Accounts receivable

- Providing accurate and timely billing information for invoicing and recording receivables
- Providing accurate deposit coding
- Complying with recommended internal controls for cash handling
- Performing collections on outstanding aged receivables

Payroll

- Reviewing payroll journals for accuracy and returning signed journals to DES payroll as soon as possible after receiving the journal
- Retaining any required payroll documents that DES payroll is not retaining or receiving on your behalf
- Providing timely information regarding changes in employee pay, schedules, leave status, or any other changes that may impact leave balances or employee pay
- Submitting timesheets by payroll due dates
- Registering business accounts with states where employees are approved for remote work

OTHER RESOURCES

OneWashington Support

Small Agency Financial Services (SAFS) supports our client agencies for the following OneWashington administrative business functions:

- Finance (accounts payable and/or accounts receivable)
- Budget
- Human resources
- Payroll

Additionally, SAFS:

- Serves as primary point of contact for the OneWashington program
- Coordinates and assists with agency preparation
- Supports a two-way flow of information between the OneWashington project team and our client agencies
- Helps coordinate change management activities for the OneWashington process that are related to financials

References & Links

State Administrative and Accounting Manual (SAAM)

Minimum requirements that state agencies must meet pertaining to control and accountability over financial and administrative affairs of the state of Washington

OFM Required Policies

Listing of agency policies required by the SAAM

Agency Director's Manual

A high-level reference guide on accounting, budgeting, personnel and payroll, contracts and purchasing, ethics. See the "References" section.

Executive Assistant's Manual

Details guide on operational processes. See the "References" section.

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