



CONTROLLER'S OFFICE

FREQUENTLY ASKED QUESTIONS

ACCOUNTING OPERATIONS, CLAIMS AND DISBURSEMENTS, GRANTS MANAGEMENT

The first two pages display the list of questions. Ctrl + Click once on the underlined key word to link to the questions and answers in the main document, or scroll to view the entire document.

A. FAQs from the public and vendors about checks/warrants, payments, refunds, 1099, taxes, stop notice, claims, vendor name/address change, miscellaneous

- A1. Why did I receive a [check](#) issued by the Controller of the City and County of San Francisco?
- A2. I received a [wire transfer payment](#) from the City and County of San Francisco. What is it for?
- A3. How do I get a [replacement of my check](#) that was fraudulently cashed?
- A4. How do I request replacement or revalidation for a [stale-dated warrant](#)?
- A5. How do I replace a [check lost](#)?
- A6. Can I request a copy of the cashed cancelled [check](#)?
- A7. When will I receive the [payment](#) for the service or goods I provided?
- A8. I provided services or goods and billed to the City and County of San Francisco. I don't know any contact person. How can I find out if the [payment](#) is made?
- A9. I'm a subcontractor. How will I know when I will be [paid](#)?
- A10. Why is the [payment](#) amount less than my invoice amount?
- A11. Who should I contact regarding attorney's fees [payment](#) due from the Court?
- A12. Who should I contact regarding a [refund](#) for parking fines?
- A13. I'm expecting a [refund](#) for towing. Who should I contact regarding towing payment?
- A14. Whom should I contact regarding [1099](#)?
- A15. Who should I contact regarding [property taxes](#)?
- A16. What is San Francisco City and County's [Federal tax ID](#) number?
- A17. How do I make the [address change](#) of my remittance or mailing address?
- A18. Who do I inform about my company's [name change](#)?
- A19. How do I file a [stop notice](#)?
- A20. How do I file a [claim](#) against the City and County of San Francisco?

B. FAQs from the departments about checks, purchase order and contract payments, credit memo, vendor debarment, deletion, document errors, exceptions, and corrections, FAMIS ACCOUNTING and FAMIS PURCHASING (ADPICS) security and processing, vendor compliance, insurance and travel reimbursements, personnel requisitions, private donations

- B1. Is there a [check](#) issued for my voucher?
- B2. How do I [cancel a check](#)?
- B3. How do I request a stop payment on a [check](#)?
- B4. How do we correct a [payment](#) against the wrong Purchase Order or the wrong EN document?
- B5. What is the proper [contract payment process](#)?
- B6. How do I inquire about vendor [payments](#) using FAMIS ACCOUNTING and FAMIS PURCHASING (ADPICS) ?

- B7. How do we record a [credit memo](#)?
- B8. How do we cancel a [credit memo](#)?
- B9. What is the procedure to process invoices from a [vendor debarred](#) by the City Attorney?
- B10. The vendor number is [flagged for deletion](#). How do we pay against the PO?
- B11. How do I get my document and/or vendor [unblocked](#)?
- B12. My invoice is in [Exception Processing](#). How do I get the voucher generated?
- B13. How do I [delete](#) a document without details from FAMIS ACCOUNTING screen 8040-Return Notification Mailbox?
- B14. How do I [correct](#) a document number with the old fiscal year number to a new fiscal year?
- B15. How do I [correct my FAMIS PURCHASING \(ADPICS\) document](#) to post to the proper fiscal period?
- B16. How do I [correct an incorrect due date](#) on the voucher posted?
- B17. How do I [cancel an FAMIS PURCHASING \(ADPICS\) purchase requisition](#) that cannot be cancelled in ADPICS?
- B18. How do I find a [document in approval](#)?
- B19. I have a [rejected document](#) but I cannot get to the notepad.
- B20. What does [error code "PERR"](#) mean in the approval path?
- B21. How do I clear the [financial edit error](#) on my FAMIS PURCHASING (ADPICS) & FAMIS ACCOUNTING documents?
- B22. How does the Treasurer's Office [correct a closeout of the wrong wire transfer](#) document?
- B23. My [FAMIS ACCOUNTING password](#) is not working. Who do I call?
- B24. Who do I contact to [set up FAMIS ACCOUNTING chart of accounts, subfunds, subsidiaries, subobject codes, etc.](#)?
- B25. I forgot my [FAMIS ACCOUNTING and FAMIS PURCHASING \(ADPICS\) approval signatures](#). How do I have them reset?
- B26. How do I look-up [vendor compliance](#) status?
- B27. How do we pay a [non-compliant vendor](#) (business tax and/or Human Rights Commission rules)?
- B28. Why is [car insurance](#) on car rentals unallowable?
- B29. How does an employee get [reimbursed for travel expenses without a receipt](#)?
- B30. How much is the [hotel rate for travel](#) to this locality?
- B31. How do I find out the status of a [personnel requisition](#) submitted in the Peoplesoft System?
- B32. How should I process [private donations](#) received?

C. FAQs from the departments about setting up new grants and control level, indirect costs, extensions, posting error, reconciliations and accruals, gift acceptance

- C1. How do I set up a new [grant and index codes](#)?
- C2. Should the grant be embedded in the [index code](#)?
- C3. Should the [grant control level](#) be established at the grant or detail level?
- C4. How do I [set up a grant budget](#)?
- C5. Should I include [indirect costs](#) in the grant budget?
- C6. What should I do when the grantor gives an [extension](#) to the grant program with additional funding beyond the original grant period?
- C7. How can I [extend an end date](#) for a grant code or index code?
- C8. What should I do when I get an [appropriation exceed error](#)?
- C9. How often should I do my grant [reconciliation](#) and what format should I use?
- C10. How do I reconcile grants I want to [closeout](#)?
- C11. When should I [accrue grant revenue](#)?
- C12. What is the procedure for [accepting gifts](#)?

**CONTROLLER'S OFFICE
ACCOUNTING OPERATIONS, CLAIMS AND DISBURSEMENTS**

A. FREQUENTLY ASKED QUESTIONS FROM THE PUBLIC AND VENDORS

A1. Question: Why did I receive a check issued by the Controller of the City and County of San Francisco?

Answer: The remittance advice portion of the check displays the purpose of the check. Information usually provided includes purchase order number, voucher number, invoice number and date, and the Department name. Invoice number is displayed on the check stub on the description field, between two asterisks. The Department initiating the check is supposed to enter the payment purpose and the contact person's name and telephone number in the required description field in the system. Additional information is also available in FAMIS ACCOUNTING by entering the check number on screen #6480 – Bank Activity by Control Number or by looking up the document number on screen #6300 – Transaction Detail Inquiry.

- If for some reason, the remittance advice does not provide sufficient information, the payee should call the contact telephone number on the remittance advice or the Department to whom goods and/or services have been provided. If contact information is not displayed on the remittance advice, then refer the vendor directly to the issuing Department's Accounting Office.
- If the service recipient department cannot be identified, the inquiry can be directed to the Controller's Office Claims & Disbursement Unit, telephone number (415) 554-7545. The payee must have the check number and vendor number information (5-digit number as displayed on the remittance advice) available in order for the Claims & Disbursement Unit to look up the information in the FAMIS ACCOUNTING system on screen 6480 – Bank Activity by Control Number. From screen 6480, copy the Document Number to FAMIS ACCOUNTING screen 6300 Transaction Detail Inquiry to find the Index Code. Copy the Index Code to FAMIS ACCOUNTING screen 5300 – Index Codes to determine the Organization or service recipient department.
- If the check displays invoice number, you can view FAMIS ACCOUNTING screen 6510 - Invoice History that displays the vendor payment history by invoice.
- To find payment transactions made to the vendor by fiscal month with check numbers, start with FAMIS ACCOUNTING screen 6160 - Vendor Summary, enter fiscal month and vendor, then select Payments which takes you to detail payment transactions on FAMIS ACCOUNTING screen 6161 - Vendor Detail.

A2. Question: I received a wire transfer payment from the City and County of San Francisco. What is it for?

Answer: This enquiry should be referred to the Treasurer's Banking Services Division at 554-4509 or 554-5411.

A3. Question: How do I get a replacement of my check that was fraudulently cashed?

Answer: 1) Fill out a "Request for Replacement of Lost or Destroyed Warrant/Affidavit" form. The form can be obtained from the Controller's Office, Claims & Disbursement Unit at City Hall, 1 Dr. Carlton B. Goodlett Place, Room 396, San Francisco, CA 94102.

2) Controller's Office will order a photocopy of the cleared check from the bank, which may take approximately one week, or longer if more than 3 months have passed since the check was cashed.

3) When the claimant is asked to return to room 396 to examine the signature on the cashed check and declare it to be forged, he/she completes and files an "Affidavit of Fraud" with the Treasurer's Office (City Hall, 1st floor). Contact the Treasurer's Banking Services Division at 554-5411. Treasurer will issue

a replacement check after funds have been recovered from the institution where the check was fraudulently cashed.

A4. Question: How do I request replacement or revalidation for a stale-dated warrant?

Answer: Follow the instructions below based on the type of warrant:

- **Payroll Check: Check series 517-**

1. Employee: Complete and sign Employee Information portion of the “LOST, DESTROYED PAYCHECK AFFIDAVIT” form, then return the form with the stale check to your Department’s Payroll Unit to complete their portion.
2. Department’s Payroll Unit: Payroll authorized staff will complete and sign the Paycheck Information portion of the form, then submit the original signed AFFIDAVIT form with the stale check to The Controller’s PPSD at 875 Stevenson Street, Room 235, San Francisco, CA 94103 to have the stale paycheck replaced. PPSD will not accept incomplete or photocopy request form. Request forms can be obtained from PPSD, Sandy Wong at (415) 701-3448.

- **Vendor Check: Check series 1600-**

1. Vendor: Request replacement through the Issuing Department’s Accounting Unit, i.e. the Department or agency to whom service/goods were provided. Complete and sign “Request for Replacement of Lost or Destroyed Warrant/Affidavit” payee section, and submit the form with the stale check to the Issuing Department’s Accounting Office to complete their portion.
2. Department’s Accounting Office: The authorized accounting staff must complete and sign the Issuing Department’s section, and submit it with the stale-dated check to The Controller’s Office, Claims & Disbursement Unit at City Hall, 1 Dr. Carlton B. Goodlett Place, Room 396, San Francisco, CA 94102. Photocopy will not be accepted. If you need a request form or have any question regarding this process, please contact the Claims & Disbursements Unit Supervisor at (415) 554-7513.

- **Sheriff’s Check: Check series 560-**

1. Vendor/Creditor: Complete and sign the “Request for Replacement of Lost or Destroyed Warrant/Affidavit” payee section, then submit it with the stale check to the Sheriff Department, Civil Division, located at City Hall, Room 456, 1 Carlton Goodlett Place, San Francisco, CA 94102. Contact number is (415) 554-7235.
2. Sheriff’s Civil Division: Sheriff’s authorized staff must complete the Issuing Department’s section, and submit the request form with the stale-dated check to the Controller’s Office, Claims and Disbursement Unit at City Hall, 1 Dr. Carlton B. Goodlett Place, Room 396, San Francisco, CA 94102. Photocopy will not be accepted.

- **Retirement Check: Check series 500-**

Retired employee must request replacement directly through the Issuing Department. You can contact Department of San Francisco Employees’ Retirement System (SFERS) at (415) 487-7000 or (415) 487-7050 or visit SFERS office located at 30 Van Ness Avenue, Suite 3000, San Francisco, CA 94102 for information. For lost or stolen retirement checks, refer to the hyperlink:

<http://www.sfers.org/index.aspx?page=44>

- **General Assistance Check: Check series 520-**

Benefit Recipient must request directly through issuing department. Please contact your social worker for instructions. If you do not know whom to contact, please call the Department of Human Services at (415) 557-5000 or the General Assistance Program at (415) 558-1000 for information.

- **Family Support Bureau Check: Check series 524-**

Recipient must request replacement directly through the issuing department. Please call the Office of Child Support Services at (415) 356-2700 for information.

A5. Question: How do I replace a check I lost?

Answer: Similar instructions and department contacts as A4 depending on the type of warrants. For vendor checks, complete the form “Request for Replacement of Lost or Destroyed Warrant/Affidavit” and file it with the Claims & Disbursement Unit of the Controller's Office, Room 396, City Hall. A short waiting period is needed to receive confirmation of stop payment from the bank by the Treasurer's Office before a replacement check can be issued. For replacement of checks that have been fraudulently cashed, contact the Treasurer's Banking Services Division at (415) 554-5411. Refer to Question A3.

A6 Question: Can I request a copy of the cashed cancelled check?

Answer: Submit a written request (indicating the payee's name, check number and amount) to the Department or Controller's Office-Claims and Disbursement Unit, City Hall, 1 Dr. Carlton B. Goodlett Place, Room 396, San Francisco, CA 94102.

A7. Question: When will I receive the payment for the service or goods I provided? How can I find out if payment is made?

Answer: Refer the vendor to the Department's Accounting Office to which services or goods were provided.

A8. Question: I don't know to whom I provided the services or goods. The invoice was just billed to the City and County of San Francisco. I don't know any contact person. How can I find out if the payment is made?

Answer: Ask the vendor to fax the invoice to Claims & Disbursement to (415) 554-7578 to begin investigation. There might be a purchase order number, billing address, shipping address, reference number or job number tracing to the Department who received the goods or services.

A9. Question: I'm a subcontractor. How will I know when I will be paid?

Answer: Ask the subcontractor to contact the contractor, who should then contact the Department who received the services.

A10. Question: Why is the payment amount less than my invoice amount?

Answer: There might be a credit memo, discount taken from the invoice amount, or retention withheld from a construction invoice. Contact the Issuing Department's Accounting Office. If the service recipient department cannot be identified, the inquiry can be directed to the Controller's Office Claims & Disbursement Unit, telephone number (415) 554-7545. Deductions can be viewed in notepad of FAMIS ACCOUNTING screen 6300 - Transaction Detail Inquiry, FAMIS ACCOUNTING screen 6480 – Bank Activity by Control No., or FAMIS PURCHASING (ADPICS) screen 1800 –Direct Voucher Header Entry or screen 1500 – Invoice Header Entry for discount term of FAMIS PURCHASING (ADPICS) document.

A11. Question: Who should I contact regarding attorney's fees payment due from the Court?

Answer: Contact Robert Kerrigan, Trial Court at (415) 551-5712.

A12. Question: Who should I contact regarding a refund for parking fines?

Answer: Contact the Parking and Traffic Department at (415) 701-3000.
<http://sfgov.org/site/frame.asp?u=http://www.sfmta.com/> > Contact Parking

A13. Question: I'm expecting a refund for towing. Who should I contact regarding towing payment?

Answer: Contact the Parking and Traffic Department at (415) 701-3000.
<http://sfgov.org/site/frame.asp?u=http://www.sfmta.com/> > Contact Parking

A14. Question: Whom should I contact regarding 1099?

Answer: Refer to the list below depending on the nature of the 1099s. For vendor 1099s, contact the Claims & Disbursements Unit Supervisor of Controller's Office at (415) 554-7513.

<u>Issuing Department</u>	<u>Contact Person</u>	<u>Phone No.</u>	<u>Email address</u>
Controller's Office – vendors	Supervisor	(415) 554-7513	
Health Services	Customer Svc	(415) 554-1750 or (415) 554-1715	
Human Services	Elaine Hung	(415) 557-5656	Elaine Hung/DHS/SFGOV
Retirement System	Linda Cochran or Debbie Carmel	(415) 487-7090 (415) 487-7076	Linda Cochran/SFERS/SFGOV Debbie Carmel/SFERS/SFGOV

A15. Question: Who should I contact regarding property taxes?

Answer: Refer to the list below depending on the nature of the property tax question. For property tax general questions, contact the Treasurer/Tax Collector's Office at City Hall, 1 Dr. Carlton B. Goodlett Place, Room 140, San Francisco, CA 94102, at (415) 554-4400 or link to:

http://www.sfgov.org/site/treasurer_index.asp?id=13387 . This link also connects to Assessor's Office under Property Zone.

<u>Issuing Department</u>	<u>Phone No.</u>	<u>Subject</u>
Assessor's Office, Rm. 190	(415) 554-5596	Assessment of property, title deeds
Treasurer/Tax Collector, Rm. 140	(415) 554-4400	Property tax bills, refunds, Certificates for condominium conversions

A16. Question: What is San Francisco City and County's Federal tax ID number?

Answer: The Federal tax ID number is 94-6000417.

A17. Question: How can I make the change or correction of my remittance or mailing address?

Answer: Inform the Department's Accounting Office in writing by disclosing both new and old address. The Department to whom you provide goods or services will complete and submit the Vendor Update Request form (W9 form) to the Vendor File Support in Controller's Office, Room 484, City Hall, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102 (Josephine Gillespie or Steve Lee) to update the vendor file. Telephone (415) 554-6702 or FAX (415) 554-6261.

A18. Question: Who do I inform about my company's name change?

Answer: Notify the Department to whom you provide goods or services in writing, providing the new and old company name with Federal tax ID number. The Department will submit the Vendor Update Request (W9 form) with the vendor's letter to the Purchasing Department and Vendor File Support in the Controller's Office, Room 484, City Hall, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102 (Josephine Gillespie or Steve Lee) to update the vendor file. Telephone (415) 554-6702 or FAX (415) 554-6261.

A19. Question: How do I file a stop notice?

Answer: The stop notice lien can be filed electronically under Public Forms and Notices of the Controller's Office website or with the Office of the Controller, City Hall Room 396. Below is the Stop Notice Lien request form. Downloadable form at hyperlink:

<http://www.sfcontroller.org/Modules/ShowDocument.aspx?documentid=284>

**CITY AND COUNTY OF SAN FRANCISCO
STOP NOTICE LIEN**

Office of the Controller, Claims and Disbursement Division
1 Dr. Carlton B. Goodlett Place, Room# 396, San Francisco, California 94102
Phone (415) 554-7513 Fax # (415) 554-7578

Preliminary Notice must be filed with the Primary.

You can retrieve this form on the Internet. http://www.sfgov.org/site/controller_index.asp?id=1368

Original Stop Notice ☐

Amended Stop Notice ☐

1. Primary Contractor: _____

Address: _____

City: _____ Zip Code _____

Name of a Contact Person: _____

Telephone Number: (_____) _____ Fax Number: (_____) _____

2. Controller's FAMIS Number: _____ **Dept Name & Number:** _____

3. Claimant Furnished: Labor ☐ **Material** ☐ **Supplies** ☐ **Equipment** ☐

4. Give Name of Location and brief description of worked performed:

5. Total Amount of Request: \$ _____

6. Name of Company Filing Lien: _____

Mailing Address: _____

City: _____ Zip Code: _____

Telephone Number _____ Fax # _____

Name of a Contact Person: _____

I certify under penalty of perjury that the foregoing is true and correct.

Signature _____

Date _____

A20. Question: How do I file a claim against the City and County of San Francisco?

Answer: You can find the claim form on the website of the [Office of City Attorney](http://www.sfcityattorney.org/index.aspx?page=3). The following information is available on the SFGOV website <http://www.sfcityattorney.org/index.aspx?page=3>. To file a claim against the City and County of San Francisco, complete the [Claim Form](#) as required under Government Code sections 905 and 915.

The original completed Claim Form must be presented to:

Office of the Controller

Claims Division

1390 Market St., 7th Floor, San Francisco, CA 94102-5402

Do not submit completed forms to the City Attorney's Office. Claims must be filed within six months after the incident. Claims for tax refund and supporting documentation must be submitted within one year from the date of payment or the date the return accompanying the payment was due, whichever is later. Be sure to closely follow the instructions for filing a claim. Instructions are included with the downloadable form. Failure to closely follow the instructions may delay the processing of your claim. Please allow 45 days for the Controller's Office and the Claims Division of the City Attorney's Office to process and investigate your claim.

Any request for information by the Claims Division of the City Attorney's Office is not a commitment to pay your claim or an admission of liability. All of the information you submit will be evaluated together with the results of our investigation.

The claims procedures are as follows:

1. A letter of acknowledgement with your claim number will be sent to you notifying you that your claim has been received. Please use this claim number when inquiring about your claim.
2. An investigation will be conducted. It is our practice, when possible, to complete our investigation within 45 days of receiving your claim. Again, be sure to follow the instructions for filing a claim on the reverse side of the Claim Form and include all of the requested information, including the names and addresses of all witnesses. Attach a list of additional names if necessary.
3. You are required to provide written justification of the amount of your claim.
 - a. Property damage claims require an estimate and photographs of the damage.
 - b. Personal injury claims require complete unaltered copies of all bills from treating physician(s) or other expenses that may have been incurred as a result of an injury. If you contend that you have incurred a wage loss, please provide appropriate supporting documentation with your claim.

The evaluation of your claim may result in several actions, the most common being:

1. A settlement offer, if all of the information has been submitted; or
2. A formal denial - If a formal denial letter is sent to you, this means that our evaluation has determined that the City is not a fault and will not pay any money in response to your claim. You are free to write or speak to the Claims Division representative handling your claim and discuss the basis for the denial. If your claim is denied and you wish to file a lawsuit against the City, you must file your lawsuit within six months from the date your denial letter is placed in the mail; or
3. Postponement of any action until medical treatment has been completed and bills and/or appropriate wage loss forms and payroll records are submitted. If you do not receive a formal denial of your claim, you have two years from the date of your accident to resolve your claim or file a lawsuit.

You may seek the advice of an attorney at any time during the investigation and evaluation of your claim. Your cooperation in promptly returning the completed Claim Form to the Controller's Office at City Hall will begin the processing of your claim.

CLAIM AGAINST THE CITY AND COUNTY OF SAN FRANCISCO

Before completing this form, please read the instructions on the back. You have only **6 months** from the date of incident to submit this form and supporting documentation to the Controller the **Controller's Office, Claims Division, 1390 Market Street, 7th Floor, San Francisco, CA 94102-5402** in person or by mail.

* = REQUIRED ** = REQUIRED IF KNOWN

1. Claimant's Name and Home Address (Please Print Clearly) *	2. Send Official Notices and Correspondence to: *
City Zip	City Zip
Telephone Daytime Telephone Evening	Telephone Daytime Telephone Evening

3. Date of Birth	4. Social Security Number	5. Date of Incident *	6. Time of Incident (AM or PM)**
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7. Location of Incident or Accident **	8. Claimant Vehicle License Plate #, Type and Year **
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9. Basis of Claim. State in detail all facts and circumstances of the incident. Identify all persons, entities, property and City Departments involved. State why you believe the City is responsible for the alleged injury, property damage or loss. *		
Name, I.D. Number and City Department of City Employee who allegedly caused injury or loss	Type of City Vehicle	Vehicle License Number and Bus or Train Number
**	**	**

10. Description of Claimant's injury, property damage or loss *	11. Amount of Claimant's property damage or loss and method of computation. * Attach supporting documentation. (See Instructions)
	ITEMS
	\$
	\$
	\$
	\$
	\$
	TOTAL AMOUNT \$
	Court Jurisdiction: Limited (up to \$25,000) <input type="checkbox"/> Unlimited (over \$25,000) <input type="checkbox"/>

12. Witnesses (if any) Name	Address	Telephone
1.		
2.		

13. * _____ Signature of Claimant or Representative Date _____ _____ Print Name Relationship to Claimant	Do Not Write In This Space CA/FORM 11/09
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CRIMINAL PENALTY FOR PRESENTING A FALSE OR FRAUDULENT CLAIM IS IMPRISONMENT OR FINE OR BOTH. (PENAL CODE §72)

COMPLETED CLAIMS AND RELATED DOCUMENTATION MUST BE FILED WITH THE:
CONTROLLER'S OFFICE, Claims Division, 1390 Market Street, 7th Floor, San Francisco, CA 94102-5402

INSTRUCTIONS FOR FILING A CLAIM

Failure to complete all sections of the Claim form could delay the processing of your claim and could result in the return or denial of your claim.

1. Claimant's Name, Address and Telephone - State the full name, mailing address, and telephone numbers of the person claiming personal injury, property damage or loss.

2. Official Notices and Correspondence - Provide the name, mailing address, and telephone numbers of the person to whom all official notices and other correspondence should be sent, if other than claimant. This official contact person can be the claimant or a representative of the claimant. If this section is completed, all official notices and correspondence will be sent to the person listed.

3. Date of Birth - State claimant's date of birth including month, day, and year.

4. Social Security Number - State the claimant's social security number.

5. Date of Incident - State the exact month, day, and year of the incident giving rise to the claim.

6. Time of Incident - State the exact time, including A.M. or P.M., of the incident giving rise to the claim.

7. Location of Incident or Accident - Include the city, and exact street address or intersection streets where the incident occurred.

8. Claimant Vehicle License Plate Number - Please provide license plate number of vehicle driven by claimant or in which claimant was a passenger.

9. Basis of Claim - State in detail all facts supporting your claim, including all facts and circumstances of the incident, all alleged injuries, property damage and loss, all persons, entities, property and City Departments involved, and why you believe the City is responsible for the alleged injury, property damage or loss. In the appropriate boxes, provide the name, I.D. number and City of the City employee or employees who allegedly caused the injury or property damage, the type of City vehicle involved (if any), and the license and number of the City vehicle involved (if any). For accidents involving a bus or light rail vehicle, please provide the line and vehicle number.

10. Description of Injury, Property Damage or Loss - Provide in full detail a description of the injury, property damage or loss that allegedly resulted from the incident. If claimant's vehicle was involved, provide make, model, and year. You may attach additional material.

11. Amount of Loss and Method of Computation - State the total amount of money you are claiming in damages. Provide a breakdown of each item of damages and how that amount was computed. You may include future, anticipated expenses or losses. Whenever possible, please attach copies of all bills, receipts and repair estimates. If the claim involves property damage, please provide two repair estimates. The Government Code provides that if the claim is for less than \$10,000.00, the claimant must state the total amount claimed, together with the basis of this or other computation of the amount claimed. If the claim exceeds \$10,000.00, no dollar amount need be provided, but the claimant must indicate the applicable court jurisdiction. Limited civil jurisdiction cases are those involving damages under \$25,000.00; unlimited civil jurisdiction cases are those involving damages of \$25,000.00 or more.

12. Witnesses - State the names, addresses, and telephone numbers of any persons who witnessed the incident. Attach list of additional names if necessary.

13. Signature of Claimant or Representative - Please sign and date. Print name of signatory and relationship to claimant. The claim must be signed by the claimant or by the official representative of the claimant. The Controller will not accept the claim without the original signature. (A photostatic copy will not be accepted.)

Claims for death or injury to persons or damage to personal property must be filed within **six months** after the incident giving rise to the claim. All other claims must be filed within one year.

Personal service of claims can be accomplished during regular business hours, Monday through Friday (excluding County holidays). If you want a time stamped copy of your claim returned to you, please present an original and copy of the claim, and include a self-addressed stamped envelope.

For information on the status of your claim, please call the applicable number listed below.

WATER DEPARTMENT 554-3900 PORT OF SAN FRANCISCO 274-0486 PUC SEWER 554-5845

MUNICIPAL RAILWAY 554-3900 S.F. INTERNATIONAL AIRPORT (650) 821-5073 DEPT. OF PUBLIC WORKS 554-5845

OTHER DEPARTMENTS 554-3900 CONTROLLER'S CLAIM DIVISION 554-7505 DEPT. OF BLDG. INSPECTION 554-5845

We **Do Not Accept** claims for the following agencies:

1. HOUSING AUTHORITY 440 TURK STREET, S.F., CA 94102 (415) 554-1200

2. REDEVELOPMENT AGENCY 1 SOUTH VAN NESS, 5TH FLOOR., S.F., CA 94103 (415) 749-2400

3. SAN FRANCISCO UNIFIED SCHOOL DISTRICT 555 FRANKLIN ST., 3RD FLOOR, S.F., CA 94102 (415) 241-6000

Please be advised that the City and County of San Francisco may offset against a claim any amounts owed by the claimant, including unpaid hospital bills, unpaid parking and traffic tickets and welfare reimbursements or overpayments.

**CONTROLLER'S OFFICE
ACCOUNTING OPERATIONS, CLAIMS AND DISBURSEMENTS**

B. FREQUENTLY ASKED QUESTIONS FROM DEPARTMENTS

B1. Question: Is there a check issued for my voucher?

Answer: Look up voucher number on FAMIS ACCOUNTING screen 6051 – Document Inquiry. If a check is posted, the payment field should show the amount. To drill down, tab to the payment line and hit PF2 to see bank and check number.

If no payment amount shows on FAMIS ACCOUNTING screen 6051, a check has not been issued and one of the following problems may have occurred:

- The due date entered on voucher was incorrect. Refer to [question B16](#).
- There was a credit memo applied to the voucher. Refer to [question B8](#).
- The incorrect fiscal month on screen 6051 was used to look up the voucher (check may have posted in following fiscal month).
- The check was not recorded due to posting errors in FAMIS ACCOUNTING. Refer to [question B21](#).

B2. Question: How do I cancel a check?

Answer: Send checks that need to be cancelled to your Fund Accountant in the Controller's Office. Attach an explanation and/or justification with each check.

B3. Question: How do I request a stop payment on a check?

Answer: Contact the Supervisor of the Controller's Office Claims and Disbursements Unit at (415) 554-7513 with the following information: bank number and treasurer (check) number, payee, check date, and amount.

B4. Question: How do we correct a payment against the wrong PO? Or against the wrong EN document?

Answer: Contact the Controller's Office Fund Accounting Supervisor assigned to your Department. Refer to Controller's Office intranet listing for contact numbers:

<http://sfcontroller.org/Modules/ShowDocument.aspx?documentid=2287>

B5. Question: What is the proper contract payment process? When do I encumber funds in FAMIS ACCOUNTING and when in FAMIS PURCHASING (ADPICS) ?

Answer: Prior to requesting the Controller to certify funds, i.e. encumbering funds for contracts, the following City Departments must certify that the vendor and the contract are in compliance with all City rules and regulations:

- Human Rights Commission (HRC) – for 12B ordinance
- Civil Service Commission (CSC) – for professional service contracts only
- City Attorney (CAT) – for legal format and substance of contract
- Real Estate – for rents and leases
- The vendor should submit proof of current insurance and business tax certificate to the Department

1. When to use FAMIS ACCOUNTING - Encumbrances (EN) Documents

EN documents in FAMIS ACCOUNTING should only be used for construction contracts with liens and retentions or for certain Community Based Organization contracts with multiple funding sources, complex account distributions, or special payment arrangements such as wire transfers. Once the EN document is approved, encumbrance payment (EP) can be submitted against the EN, after receipt of vendor invoice. A check or wire transfer (if needed) is then generated when the EP is approved.

2. When to use FAMIS PURCHASING (ADPICS) - Purchase Order (PO) Documents

All other contracts except those listed in #1 should be processed in, using either multi-year blanket documents or encumbered with direct purchase orders. Multi-year blanket documents require purchase order (PO) release documents to encumber funds. After the PO is approved, payments for vendor invoices can be entered via IVSF documents and vouchers (VCSF) posted to generate the check(s).

B6. Question: How do I inquire about vendor payments using FAMIS ACCOUNTING and FAMIS PURCHASING (ADPICS) ?

Answer:

- **Invoice Number:** If you know the invoice number. Link to FAMIS ACCOUNTING screen 6510 - Invoice History, type in invoice number, hit <ENTER>, look for the particular vendor name to see if payment was made to the vendor; if so, it will show processing date, check issued date and check cleared date; hit <F8> to go to next page.
- **Vendor Number:** Link to FAMIS ACCOUNTING screen 9600 - Vendor Name Inquiry. Insert the appropriate code for 1) Vendor Type and 2) Mail Code, else leave blank to capture all classifications. Type the vendor name and hit <ENTER> to find the vendor number. Link to FAMIS ACCOUNTING screen 6160 -Vendor Summary, type in fiscal month and year, then vendor number, hit <ENTER> to see if check was cut or document processed for the invoice amount. You can also link to FAMIS ACCOUNTING screen 6040 -Document Summary by Vendor, type in current fiscal month and year, vendor number and "201" G/L account, press <ENTER> to view all payments. You can also link to FAMIS ACCOUNTING screen 6490 -Outstanding Checks by Vendor, type in vendor number and hit <ENTER> to view a list of outstanding checks.
- **Document Number:** If vendor doesn't know what the payment is for, link to FAMIS ACCOUNTING screen 6300 - Transaction Detail Inquiry. Type in document number printed on the check stub, then hit <ENTER>. The screen will show index code of the Department and sub-object. Hit <F11>, link to notepad, it might have more information regarding the payment.
- **Discount taken:** For documents starting with DV, link to FAMIS PURCHASING (ADPICS) screen 1800 - Direct Voucher Header Entry, type in document number in Dir Voucher ID and hit <ENTER> to view if discount applied to the payment. For documents starting with VCSF, link to ADPICS screen 1410 - Voucher Header Entry, type in the document number, hit <ENTER>, then hit the <HOME> key, type in 1500, then hit <F9> to link to the Invoice Header Entry screen, from there you will see discount term. For documents that start with PR, look at FAMIS ACCOUNTING screen 6300 - Transaction Detail Inquiry, type in document number and line number then hit <ENTER>, then press <F11> link to notepad to view if there is any note regarding discount.
- **Retention or Lien:** If it is a construction payment, there might be retention withholding against the invoice amount. View FAMIS ACCOUNTING screen 6300 - Transaction Detail Inquiry, type in document number shown on the check stub, hit <ENTER>, press <F11> to the notepad. Note should be attached to the document regarding retention.
- **Vendor's mailing address:** Verify the vendor's mailing address by looking at FAMIS ACCOUNTING screen 9610 - Vendor Address Summary Inquiry. Type in vendor number, press <ENTER> to list all address suffix codes and addresses. Verify if check was made and mailed to the correct address.
- **Check status & activity:** Link to FAMIS ACCOUNTING screen 6480 - Bank Activity by Control Number, key in check number (you might need to key in leading zeros) and bank number, and hit <ENTER>, verify vendor name and number. If there is zero total balance on the bottom of the page and with T/C 390 document number CCSL, it means that the check is cleared. If total amount has zero balance with T/C 270, 273, or 278, and with document number CCCO, it means that the check is voided, has a stopped payment or is cancelled.

B7. Question: How do we record a credit memo?

Answer: Prepare a Journal Entry using document prefix JE with T/C 216, “ESTABLISH A V/P-CREDIT MEMO-EXPENDITURE ABATEMENT” which debits/decreases GL 201 (vouchers payable) and credits/decreases GL 431 (actual uses). Input the credit memo number in the description line between the parenthesis * *. Input the original payment document in the Document Reference Field (required). Vendor number is required. The next time a warrant is generated for the vendor citywide, the credit amount will be deducted from the invoice amount due.

B8. Question: How do we cancel a credit memo?

Answer: Use T/C 241, “MANUAL CANCELLATION OF A CREDIT MEMO ORIGINALLY DR 201 CR 431,” which debits/increases GL 431 (actual uses) and credits/increases GL 201 (vouchers payable). Input the JE document number for the original credit memo in the Document Reference Field (required).

B9. Question: What is the procedure to process invoices from a vendor debarred per City Attorney’s instructions?

Answer: Permission to pay a debarred vendor must originate from the City Attorney and provided to both Purchasing and Controller’s Office. Contact the City Attorney’s Office at (415) 554-4700 or cityattorney@sfgov.org.

B10. Question: The vendor number is flagged for deletion. How do we pay against the PO?

Answer: Option 1 – Cancel the old PO and re-encumber funds with new PO and vendor #. Option 2 – request the Controller’s Office in writing through the Fund Accounting Supervisor to unflag vendor for deletion with explanation, pay the balance due on PO and re-flag for deletion.

B11. Question: How do I get my document and/or vendor unblocked?

Answer: Unblocking can only be done with City Attorney’s instructions for debarment, or with releases of IRS liens and garnishments. Contact the Claims & Disbursements Unit Supervisor of the Controller’s Office at (415) 554-7513.

B12. Question: My invoice is in Exception Processing. How do I get the voucher generated?

Answer: The Department should contact the Controller’s Fund Accounting Supervisor assigned to that department and request generation of a VCSF voucher on its behalf. Refer to Controller’s Office intranet listing for contact numbers:
<http://sfcontroller.org/Modules/ShowDocument.aspx?documentid=2287>

B13. Question: How do I delete a document without details from FAMIS ACCOUNTING screen 8040 – Return Notification Mailbox?

Answer: Contact your Fund Accountant who will forward the problem to FAMIS Systems Support division in the Controller’s Office.

B14. Question: I typed the new fiscal year input period but the system generated a document number with the old fiscal year. How do I correct this?

Answer: The correct fiscal year must be entered before the document is saved. If your document was saved with the incorrect fiscal year, first generate a new document with the correct year and then delete the old one.

B15. Question: How do I get my FAMIS PURCHASING (ADPICS) document to post to the proper fiscal period?

Answer: Input the proper fiscal period in the “EFFECTIVE DATE” field.

B16. Question: How do I correct an incorrect due date on the voucher posted?

Answer: If it is a FAMIS Accounting document, contact your Fund Accountant in the Controller's Office to change the due date. If it is an FAMIS PURCHASING (ADPICS) document, the due date is system generated and cannot be changed after the document has posted. However, you can process a Change Order to change the due date before the document is posted.

B17. Question: How do I cancel a FAMIS PURCHASING (ADPICS) purchase requisition that cannot be cancelled in FAMIS PURCHASING (ADPICS)?

Answer: Prepare a Journal Entry using Document Prefix JE in FAMIS ACCOUNTING using T/C 126 "ADPICS INTERFACE TO FULLY LIQUIDATE A PRE-ENCUM -- TO CORRECT ERROR." Or call the ADPICS help desk, 554-7878.

B18. Question: How do I find a document in approval?

Answer: Look up document status in FAMIS ACCOUNTING screen 8020 – Document Authorization Tracking-Active or in FAMIS PURCHASING (ADPICS) screen 9220 - Document Authorization Tracking-Active.

B19. Question: I have a rejected document but I cannot get to the notepad.

Answer: Document initiator should change the notepad option from "N" to "Y" and save.

B20. Question: What does error code "PERR" mean in the approval path?

Answer: This indicates a posting error has occurred during the final approval. Such a document cannot be rejected and will need to be either deleted or corrected and re-submitted by the final approver.

B21. Question: How do I clear the financial edit error on my FAMIS PURCHASING (ADPICS) & FAMIS ACCOUNTING documents?

Answer: Look at the document detail screen to see the error description by selecting the Errors function key. Depending on the situation, take the appropriate actions to correct the error.

Common Error Codes and Description and Possible Solutions:

E004/P404 INVALID FISCAL PERIOD

Problem/Solution: the fiscal code entered is not open in FAMIS. Change the fiscal period to the current fiscal period and re-save or submit the document.

E010 TRANS CODE SEC DOES NOT MATCH USER TRANS CODE SEC

Problem/Solution: user entering document has not been given access/authority to submit entries with the given transaction code. Contact your own supervisor.

E090 VENDOR IS FLAGGED FOR DELETION

Problem/Solution: See Question B4.

E116 PROJECT END DATE IS LESS THAN FISCAL PERIOD

Problem/Solution: the detail includes a project that has ended. No further transactions are allowed to post to the project. Contact Controller's Office Systems Security Unit.

E122 GRANT END DATE IS LESS THAN FISCAL PERIOD

Problem/Solution: the detail includes a grant that has ended. No further transactions are allowed to post to the grant. Contact the corresponding Controller's Office Fund Accounting Supervisor for your department.

E144 VENDOR INVOICE # EXISTS ON INVOICE HISTORY FILE

Problem/Solution: The invoice number for the vendor has already been used. Check for duplicate payment on screen 6510 (Invoice History) by entering invoice number.

F627 APPROPRIATION EXCEEDED

Problem/Solution: Check screen 6250 to view status of budget by entering corresponding index code. More funds may need to be appropriated/allotted before document can post.

B22. Question: How does the Treasurer correct a closeout of the wrong wire transfer document?

Answer: Use T/C 266 – “VOID WIRE TRANSFER WITH REINSTATEMENT OF VOUCHER PAYABLE FOR TRANSFER.”

B23. Question: My FAMIS password is not working. Who do I call?

Answer: FAMIS-DTIS Security Desk, (415) 581-7100.

B24. Question: Who do I request set up of FAMIS ACCOUNTING chart of accounts, subfunds, subobjects, etc.?

Answer:

<u>Description</u>	<u>Contact Person</u>
Character, Fund, Fund Type, General Ledger, Object, Organization, Subfund, Subobject, Subsidiary	Controller's Office Financial Systems – Carmen LeFranc 554-7645
Department Activity, Index Code, Grant Code, User Code	Controller's Office Fund Accounting Team assigned to the department
Parameter & Miscellaneous Tables, Transaction Code	Controller's Office Financial Systems – Carmen LeFranc 554-7645

B25. Question: I forgot my FAMIS ACCOUNTING and FAMIS PURCHASING (ADPICS) approval signatures. How do I have them reset?

Answer: For FAMIS ACCOUNTING, call FAMIS Security in Controller's Office, (415) 554-7582. For FAMIS PURCHASING (ADPICS), contact the ADPICS Help Desk at (415) 554-7878.

B26. Question: How do I look-up vendor compliance status?

Answer: Look at FAMIS Accounting Screen 9560 - Vendor Class/Status Code. A compliant vendor has the following displayed if applicable:

1. BUS TAX with expiration date in the future, or BUS DND or BUS NP or BUS GOV or BUS EX
2. F03 YES HRC FORM 3 ON FILE
3. HBC YES COMPLIES WITH NON-DISCRIM POLICY
4. HBN YES COMPLIES WITH EQUAL BENEFITS POLICY

B27. Question: How do we pay a non-compliant vendor (business tax and/or Human Rights Commission rules)?

Answer: Payments should not be processed if vendors are non-compliant. In certain situations, a vendor may qualify for a Human Rights Commission (HRC) Sole Source Waiver (HRC-12B-104). Contact the Human Rights Commission and Tax Collector's Office for appropriate procedures related to HRC rules and business tax requirements respectively.

B28. Question: Why is insurance on car rentals unallowable?

Answer: Since the City and County is already liable for an officer or employee when he or she is conducting official City & County business, it is not necessary for the traveler to purchase extra insurance coverage when renting an automobile for City and County business use. Examples of non-reimbursable insurance coverage include but are not limited to: loss damage waiver, uninsured motorist protection, supplemental liability insurance, collision damage waiver, damage waiver, personal accident insurance, personal effects coverage, protection plus.

B29. Question: How does an employee get reimbursed for travel expenses without a receipt?

Answer: It is the policy of the Controller that expense reports must be submitted with original receipts. Wherever possible, duplicate receipts, such as hotel receipts, should be obtained. If a receipt has been lost and a duplicate is not possible, a letter or memo explaining why the receipt is not available must be submitted with the travel reimbursement request. The letter/memo must be an original signed and certified by the Department Head. Refer to the Controller's Office website "Business Travel Reimbursement Guidelines".

<http://sfcontroller.org/index.aspx?page=437#travel>

B30. Question: How much is the hotel rate for travel to this locality?

Answer: Refer to the "Business Travel Reimbursement Guidelines" for a list of hotel and per diem rates by location. This directive is available on the Controller's website, accessed through the Intranet. The rates are also the same as the Federal Government per diem so it can be looked up on the Federal Government website: <http://www.gsa.gov/portal/category/100000>

B31. Question: How do I find out the status of a personnel requisition submitted in the Peoplesoft System?

Answer: Contact your own Department's Personnel Officer, who is able to inquire the status of a submitted personnel requisition. Departmental Personnel Officers who wish to have requisitions expedited should call the Controller's Office Fund Accounting Supervisor assigned to the Department.

B32. Question: How should I process private donations received?

Answer: Refer to the "Financial Administration of Grants and Gifts Manual" posted on the Controller's website and frequently asked questions for Grants and Gifts, question C12.

<http://sfcontroller.org/Modules/ShowDocument.aspx?documentid=2189>

**CONTROLLER'S OFFICE
GRANTS & GIFTS**

C. FREQUENTLY ASKED QUESTIONS FROM THE PUBLIC AND DEPARTMENTS ABOUT GRANTS AND GIFTS

C1. Question: How do I set up a new grant and index code?

Answer:

(a) For new grant: Grants should have 6 characters: the first two characters represent the Department code, and the next four characters are at the discretion of the Department but should be in some logical sequence of the grants listing maintained and tracked by the Departments. Go to screen 5070 - Grants and browse through your grants list and pattern the parameters to a similar grant. A grant should have a two-digit detail after the first six digits of the grant that describes the fiscal year in which the grant will be spent. If the grant continues for more than one fiscal year, a new detail should be added each year. Send the grant parameters either via fax or e-mail to Controller's Grants Unit contact assigned to your Department.

(b) For new index code: View FAMIS ACCOUNTING screen 5300 - Index Codes and browse through your list of Department's index codes. Pattern your new index code after an existing index code. Specify fund type, fund, sub-fund, program, organization, title of index code, spending plan and appropriation allotment control. Assign start and end dates.

Refer to handout and video training guidelines for grant setup, grant code, and index code at:
<http://sfcontroller.org/index.aspx?page=452#grants>

C2. Question: Should the grant be embedded in the index code?

Answer: Yes, if the index code is used exclusively for or dedicated to a specific grant, then the grant/detail can be embedded in the index code. If the index code is used for multiple grants, the grant should not be embedded in the index code.

C3. Question: Should the grant be controlled at the grant or detail level?

Answer: Depending upon the set up, the grant can be controlled at either at the grant or detail level. If the grant is set up at the detail level, then the control should be at the detail.

C4. Question: How do I set up a grant budget?

Answer: Grant budgets are set up either through the Budget and Performance Measurement System (BPMS) or through grant journal entries.

(a) Through BPMS: Recurring grants can be set up through BPMS. However, since the actual award may not be known at the time of budget development, the Department must prepare adjusting journal entries to reflect the true budget awarded if this number is different.

(b) Through journal entries: For new grants, it is important that an accept and expend resolution is approved by the Board of Supervisors. As soon as the Department receives the grant award, or any communication confirming the grant award, the Department must prepare an "accept and expend" resolution to be submitted to the Mayor's and the Controller's Office, and finally to the Board of Supervisors. After the Board approves the "accept and expend" resolution, the Department must prepare a GE journal entry to set up the approved budget. The appropriate index, subobjects, grant or grant/detail codes must be coded in the journal entry:

T/C 061 - to set up the revenue budget

T/C 072 - to set up the expenditure budget.

Refer to the following hyperlink to the training video and handout for detail information on grant budget setup: <http://sfcontroller.org/index.aspx?page=452> > Grants > 3 – Grant Budget Setup

C5. Question: Should I include indirect costs in the grant budget?

Answer: Administrative Code Section 10.170-1(D) requires that every grant budget contain provisions for the reimbursement of indirect costs unless the Board specifically authorizes a waiver for the Department. Any administrative expenses that can be specifically assigned to a particular grant should be budgeted and claimed directly rather than included in an indirect cost base. For example, if a grant program is large enough to require one full-time accounting staff member, that staff person should be billed directly to the grant. Small grants that use an accountant part-time may not be able to bill directly. If a grant program is large enough to occupy a facility or a portion of a facility exclusively, the grant program share of the facility charges may be billed as direct charges. If grant activities are just one of many activities in a facility, then facility charges must be allocated as part of indirect costs. Indirect costs are general costs of doing business that are difficult to bill directly to a grant, including Departmental overhead and Countywide services that support Departments.

OMB A-87 defines indirect costs as:

- (a) Incurred for a common or joint purpose benefiting more than one cost objective, and
- (b) Not readily assignable [to a grant]... without effort disproportionate to the results achieved. The term "indirect costs," as used herein, applies to costs of this type originating in the grantee Department, as well as those incurred by other Departments in supplying goods, services, and facilities.

Indirect costs are normally billed as a percentage of salaries or total direct costs charged to a grant and must be supported by a plan that shows how they are calculated. There may be a wide range of appropriate indirect cost rates, depending on what type of activity and base charges they relate to. The County-wide Cost Allocation Plan (COWCAP) allocates certain countywide support functions to Departments (including Human Resources, Board of Supervisors, Retirement System, City Attorney, etc.). This can be the basis of a partial indirect cost rate. However, the full indirect cost that might be charged to a grant could also include Departmental overhead, for the grant's share of facility, Departmental management and support costs. Each Department should calculate its own indirect cost rate to get the maximum advantage when indirect costs can be reimbursed. The receipt and expenditure of grant funds shall not be approved by the Board of Supervisors unless the Controller has certified that provisions for appropriate indirect cost reimbursement is included in the grant budget. If indirect costs are not allowed by the funding agency, or cannot be included in the budget, these reasons shall be stated in the authorizing resolution. Upon approving acceptance and expenditure, the Board of Supervisors may waive the requirement for inclusion of reimbursement of indirect costs.

Refer to "Cost Allocation 101 - City and County of San Francisco" for suggestions on calculating departmental indirect cost rates:

<http://sfcontroller.org/Modules/ShowDocument.aspx?documentid=2249>

Also refer to the section on indirect costs in the "Financial Administration of Grants and Gifts Manual":

<http://sfcontroller.org/Modules/ShowDocument.aspx?documentid=2189>

C6. Question: What should I do when the grantor extends the grant program with additional funding beyond the original grant period?

Answer: The Department should prepare a journal entry to set-up a new grant detail with notepad explanation to record the increased revenue and expenditure budget. Since this is an augmentation of an existing grant program the Department doesn't need to prepare a new Accept and Expend resolution.

C7. Question: How can I extend an end date for a grant code or index code?

Answer: Department needs to submit a written request to the Controller's Office for authorization to extend the end date, providing adequate justification to support the revised end date and the purpose of the extension.

C8. Question: What should I do when I get an appropriation exceeded error?

Answer: Check the index code in FAMIS ACCOUNTING Screen 5300 - Index Codes to determine allotment and allocation controls. The allotment and allocation controls are usually set at grant, grant detail 1 or grant detail 2 level. This is the level at which FAMIS checks for appropriation availability.

Check Appropriation Control Inquiry Screen 6250 and Appropriation Detail Inquiry Screen 6260 to identify the amount by which the appropriation has been exceeded and to determine whether there is any remaining unallotted or reserved appropriation that would suffice to cover the expenditures. Check Grant Trial Balance Inquiry Screen 6410 for reserved budgets (General Ledger Account 451). Review Grant Summary Inquiry Screen 6220 to compare expenditure budget to actual, by grant, grant detail and sub-fund. All grant activity should normally take place in a single sub-fund, unless there is a good reason for using more than one. Another area to look is the payroll charges to the grant. Grant budget overruns are often traced to excess payroll charges. Analyze why the payroll budget is exceeded in order to correct the situation. Possible reasons for excess payroll charges are:

1. Payroll charges may be posted to the wrong grant, in which case, the Department should immediately change their labor distribution instructions and abate the grant charges to the correct location.
2. The grant budget projections may have been inadequate for the true payroll charges required to staff the grant. In this case the Department must immediately do one or more of the following:
 - a. Reprogram the grant budget to provide more funds for payroll.
 - b. Obtain additional grant funds from the funding agency.
 - c. Abate the excess payroll charges to other Departmental budgets in accordance to grant provisions.
 - d. Request a supplemental appropriation from the Board of Supervisors to cover the excess payroll charges.

C9. Question: How often should I reconcile my grants and what format should I use?

Answer: The Grants Unit of the Controller's Office provides a standard excel format for quarterly reconciliation to be completed by the Departments. At the end of each quarter, the Controller's Office requests a reconciliation of active (unexpired) grants and identification of inactive (expired) grants. Reconciliations are due to the Controller's Office no later than six weeks after the close of the quarter.

Refer to the "Financial Administration of Grants and Gifts Manual" for steps to reconcile your grants:
<http://sfcontroller.org/Modules/ShowDocument.aspx?documentid=2189>

C10. Question: How do I reconcile grants I want to closeout?

Answer: When you identify a grant for closeout, submit to the Controller's Office a copy of the grant language that identifies the expiration date of the grant, a final reconciliation of the grant, an explanation and proposed action of any remaining balances in the grant. The following steps need to be taken:

- (a) Determine that the grant is expired and that there will be no more financial transactions;
- (b) Do a final reconciliation to make sure that the all expenditures are recorded and claimed and that actual revenues and reimbursements are received;
- (c) If there are unexpended funds to be returned to the grantor as called for in the grant award or agreement, prepare a payment request to return the excess funds.
- (d) Include the grant in the list for close out to be submitted to the Controller's Office.

C11. Question: When should I accrue grant revenue?

Answer: Based on your submission of claims and reconciliation either quarterly or at year-end, a receivable should be set up upon claim reimbursement. Grant revenue should be accrued when actual expenditures exceed the actual revenue.

C12. Question: What is the procedure for accepting gifts?

Answer: Refer to the Grants Handbook posted on the Controller's website and the procedures below.
<http://sfcontroller.org/Modules/ShowDocument.aspx?documentid=2189>

Procedures for new gifts or private grants received:

In accordance with Administrative Code Section 10.100-305(b), for gifts of over \$10,000, Departments must submit an accept and expend resolution to obtain spending authority from the Board of Supervisors. For gifts under \$10,000, an accept and expend process is not required. However, Departments must submit to the Controller's Office the grant set up journal entry requests and follow the steps listed below.

All gifts must be promptly reported to the Controller's Office upon receipt, detailing the nature and amount of the gift, provisions associated with the gift, and estimated date of when the gift will be fully expended. Gifts under \$10,000 are reported to the Board of Supervisors annually.

Step 1 - Create a gift/grant code

- Use the two-character code for the lead Department managing the gift or grant for the first two characters of the Grant Code (FAMIS ACCOUNTING Screen 5070). The remaining four digits of the code are at the discretion of the Department but should be in a logical numeric sequence maintained and tracked by the Department.
- For unique one-time grants, such as a one-time gift, the grant code may be sufficient and no Grant Detail 1 may be necessary. However, if a Grant Code is initially set up with no details, they cannot be added later.
- If it is necessary to set up a new index code, the Department must also submit the grant index code set up form (FAMIS ACCOUNTING Screen 5300). Departments can browse through their maintenance files for both grant and index codes and assign the next available codes.

Step 2 - Identify the grant type

- Grant Type (1 character): P: Private is used for grants received from individuals and private for-profit and non-profit corporations. (If the funds are originally federal or state, but passed through a non-profit corporation or private entity, then use "T" or "S", respectively).
- Gifts for the same purpose may be combined in one detail. Some gift campaigns can result in numerous small gifts for a single purpose, such as a civic celebration or an historic building restoration process. These gifts may be combined in a single detail if there is no need to distinguish each one in FAMIS ACCOUNTING for reporting purposes.

Step 3 – Identify revenue subobject

- Gifts and Bequests use grant revenue subobject 78101; private grants use subobject 78201.

Step 4 – Identify the fund type

- Private grants and gifts: 7E/GIF/GIF
- Grants and Gifts to Enterprise Department use the 5 – series – i.e. 5A for Airport.
- Grants and Gifts for capital projects go into 3C, under the appropriate capital fund.

Step 5 – Deposit the revenue

- Gifts are usually deposited as revenue when funds are received using transaction code 718. Upon receipt of the gift, the Department immediately deposits the cash with the bank and submits Cash Receipts Processing Form to Treasurer. (If no gift or private grant code was set up yet, the deposit can be temporarily credited to GL 248 – Unidentified Receipts (using transaction code 712) and reclassified to the appropriate account subsequent to its set-up in the system).
- Gifts are recognized immediately as revenues when there is little chance that the City would ever have to return the gift. Expenditures are recognized as they occur. This is the one exception to the general rule with grants that revenues must equal expenditures each fiscal year. Revenues should still equal expenditures when the gift account is fully expended and closed out, at which time Departments must report to the Controller's Office.
- Gifts should be treated as "Advance grants" and deposited as advances if there is a significant likelihood that the City might have to return some or the entire gift if conditions are not met.

Step 6 – Expend the gift

- Department must appropriate funds by setting up the budget for both revenue and expenditure through journal entry, with a GE coding. The gift should be expended following all standard City guidelines.

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Updated.August 3, 2011