

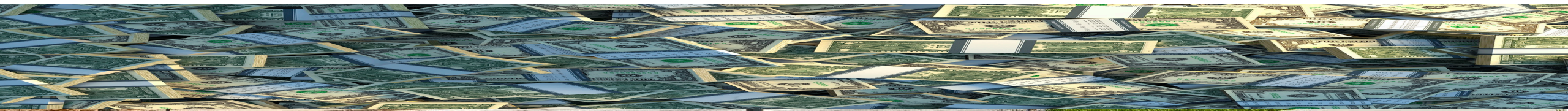


Shared Services

Samantha White, Accounting Manager

Qiana Taylor, Payroll Manager

FMC September 12, 2023



Governor's Vision

“Put hardworking Georgians first through streamlined, accessible, and fiscally responsible government.”



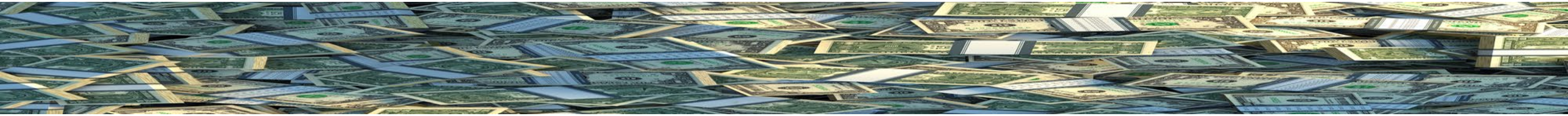
1. Tasked State officials with proactive strategic planning and innovative leadership for ***better utilization*** of future taxpayer resources.
2. Instructed all state government offices to reduce expenditures and ***streamline operations***.
3. Instructed all state government offices to ***leverage technology*** and reduce ***duplication***.

What is Finance Shared Services?



- Finance Shared Services is an operating model in which an independent shared services organization performs services, typically transaction processing, on behalf of customer organizations while maintaining agreed-upon service levels.
- The primary purpose of a finance shared service model is to reduce duplicate effort, enable agency staff to focus on the core mission of their agency and provide a high level of service.

Meet the Finance Shared Service's Team



- Kelly Dudley, Chief Financial Officer
- Tonya Kincaid, Director Accounting & Financial Services
- Samantha White, Accounting Manager
- Laura Greathouse, Accountant
- Joy Bautista, Accountant
- Jack Vu, Accountant

Services We Provide

TRAVEL

- BACKOFFICE

ACCOUNTS PAYABLE

- INVOICES

ACCOUNTS RECEIVABLE

- CASH MANAGEMENT
- DEPOSITS

GENERAL LEDGER

- JOURNAL VOUCHERS
- REVIEW & ANALYSIS

RECONCILIATIONS

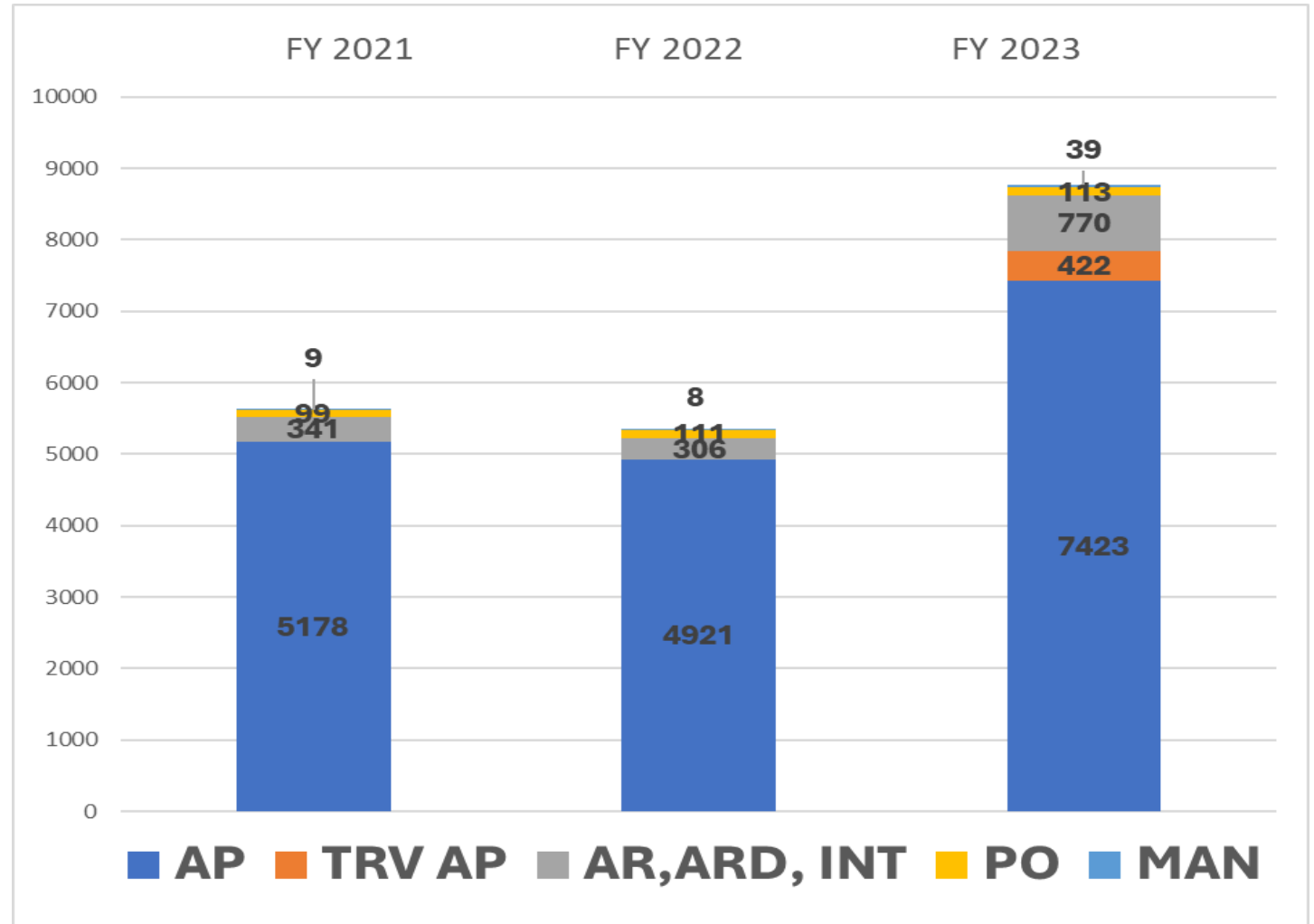
- GL RECONS
- BANK RECONS/CASHBOOK
- TRAVEL RECONS

YEAR-END CLOSE

- QUARTER-END CLOSE
- ASSISTS WITH YEAR-END REPORTS

Our Customers





A Customer's Experience

"Thanks again for you and your team helping us through this year!!!"

Georgia Department of Veterans Service, *Trish Ross, Commissioner*

"Their (SAO) staff of knowledgeable, experienced accounting professionals have eased our anxiety in not having a full-time accountant. From the beginning, they scheduled several initial meetings to familiarize themselves with our staff and to learn more about how our organization operates and our critical needs. It has been both a learning curve and a relatively quick transition with Shared Services taking on a lot of our accounting obligations and responsibilities."

Georgia Department of Veterans Service, *Mark Bannister,*

Executive Director

A Customer's Experience

“We’ve been pleased with the administrative services we receive from Shared Services. Everyone is responsive and tends to our needs. No problems!”

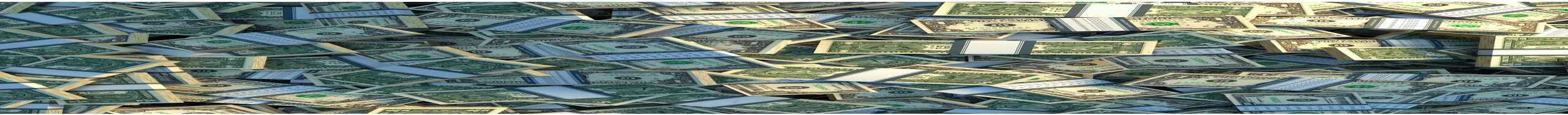
Georgia Commission on the Holocaust, *Fran Putney, Communications Manager*

“The GSBA has counted on SAO Shared Services as a valuable business partner for more than nine years of our semi-independent status as a state agency. Every aspect of cash management and accounts payable is handled in an efficient and responsible manner. I especially appreciate the responsiveness from key contacts within the group.”

Georgia State Board of Accountancy, *Paul Ziga, Executive Director*

What is Payroll Shared Services?

A service provided by SAO to process payroll, reducing workload for the agency and allowing the agency to focus on its core mission.



- Comprehensive list of payroll functions (A/P, Taxes, Recons, garnishments)
- Dedicated SAO resources focused **ONLY** on Payroll Functions
 - Inherent back-up if staff are out
 - Ready to work during emergency outages, short pay periods, holidays
- Standardized processes and technologies
- Consistent organization-wide policies and procedures to improve controls
- Cost savings

SHARE



share¹

/SHer/

noun

1. a part or portion of a larger amount which is divided among a number of people, or to which a number of people contribute.

"under the proposals, investors would pay a greater share of the annual fees required"

Similar:

portion

part

division

bit

quota

allowance

ration



2. one of the equal parts into which a company's capital is divided, entitling the holder to a proportion of the profits.

"they bought 33 shares of American Standard"

verb

have a portion of (something) with another or others.

Meet The Payroll Shared Services Team

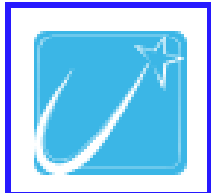
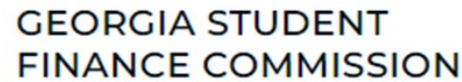
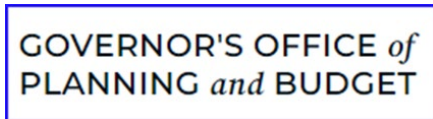
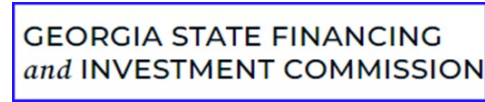
- Kelly Dudley, Chief Financial Officer
- Tonya Kincaid, Director, Accounting & Financial Services
- Qiana Taylor, Senior Payroll Manager
- Gabrielle Watson, Business Support Analyst
- Nellie Pascal, Payroll Specialist
- Joseph Drew, Payroll Specialist
- Torion Hunter, Payroll Specialist
- Krystal Cohen, Payroll Technician
- Bobby Kunnathu, Payroll Technician
- Angelica Brunson, Payroll Technician

Saving, Saving, Saving... YOU \$\$\$!

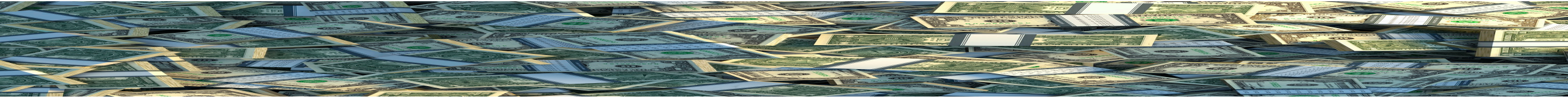
- FY20 = \$110.15
- FY21 = \$85.00
- FY22 = \$80.00
- FY23 = \$80.00
- FY24 = \$75.00

# Paid	Contracted FY23: \$80	Contracted FY24: \$75
170	\$ 13,600.00	\$ 12,750.00
203	\$ 16,240.00	\$ 15,225.00
306	\$ 24,480.00	\$ 22,950.00
647	\$ 51,760.00	\$ 48,525.00
808	\$ 64,640.00	\$ 60,600.00
1032	\$ 82,560.00	\$ 77,400.00
1896	\$ 151,680.00	\$ 142,200.00
2415	\$ 193,200.00	\$ 181,125.00

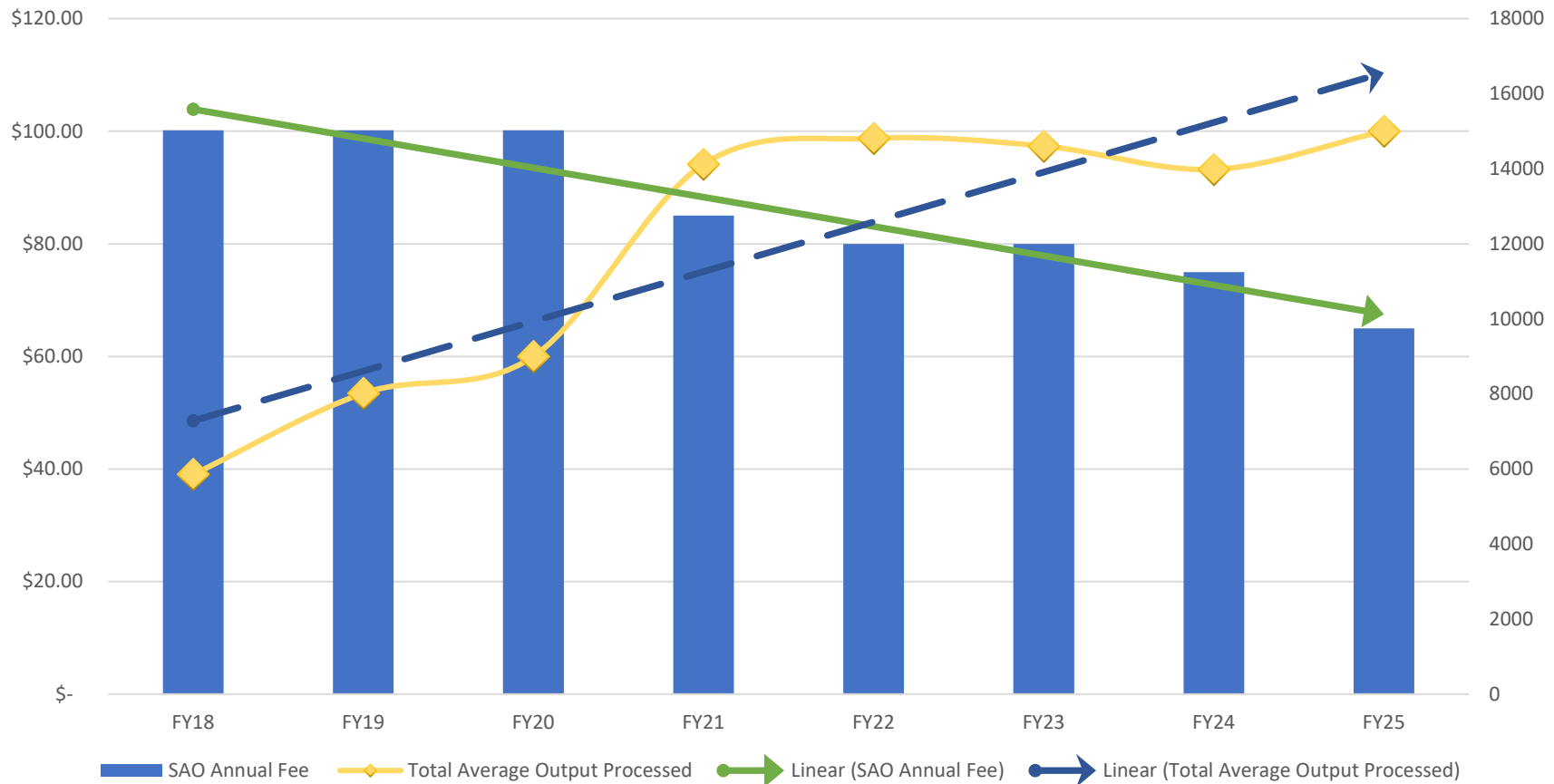
Our Payroll Partners



Economy of Scale = Win/Win



SAO Payroll Shared Services Trend





Enterprise Travel Updates

Kristi Johnson, Director





TRAVEL IS ON THE RISE

Industry Trends

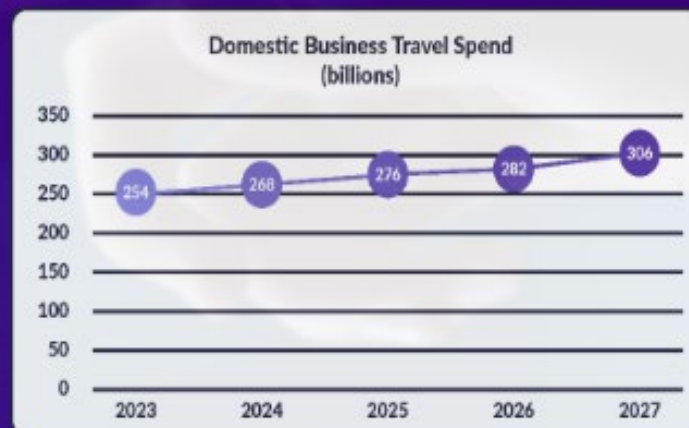
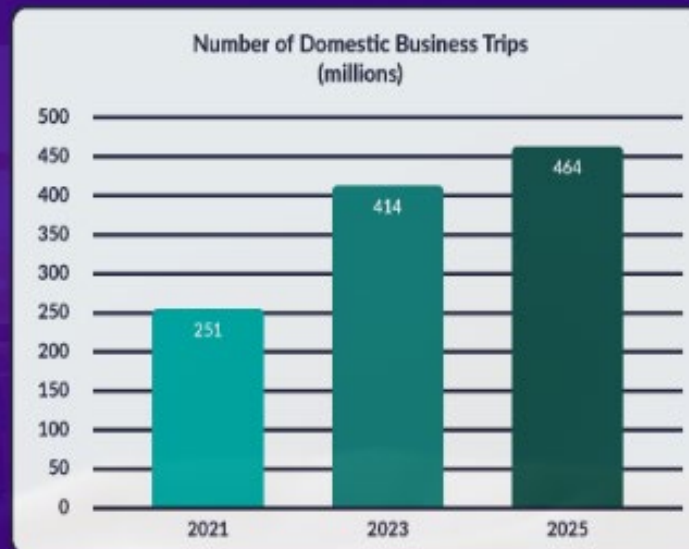
"Domestic business travel is expected to grow—albeit more slowly—largely due to economic conditions."

Travel Recovery Forecast

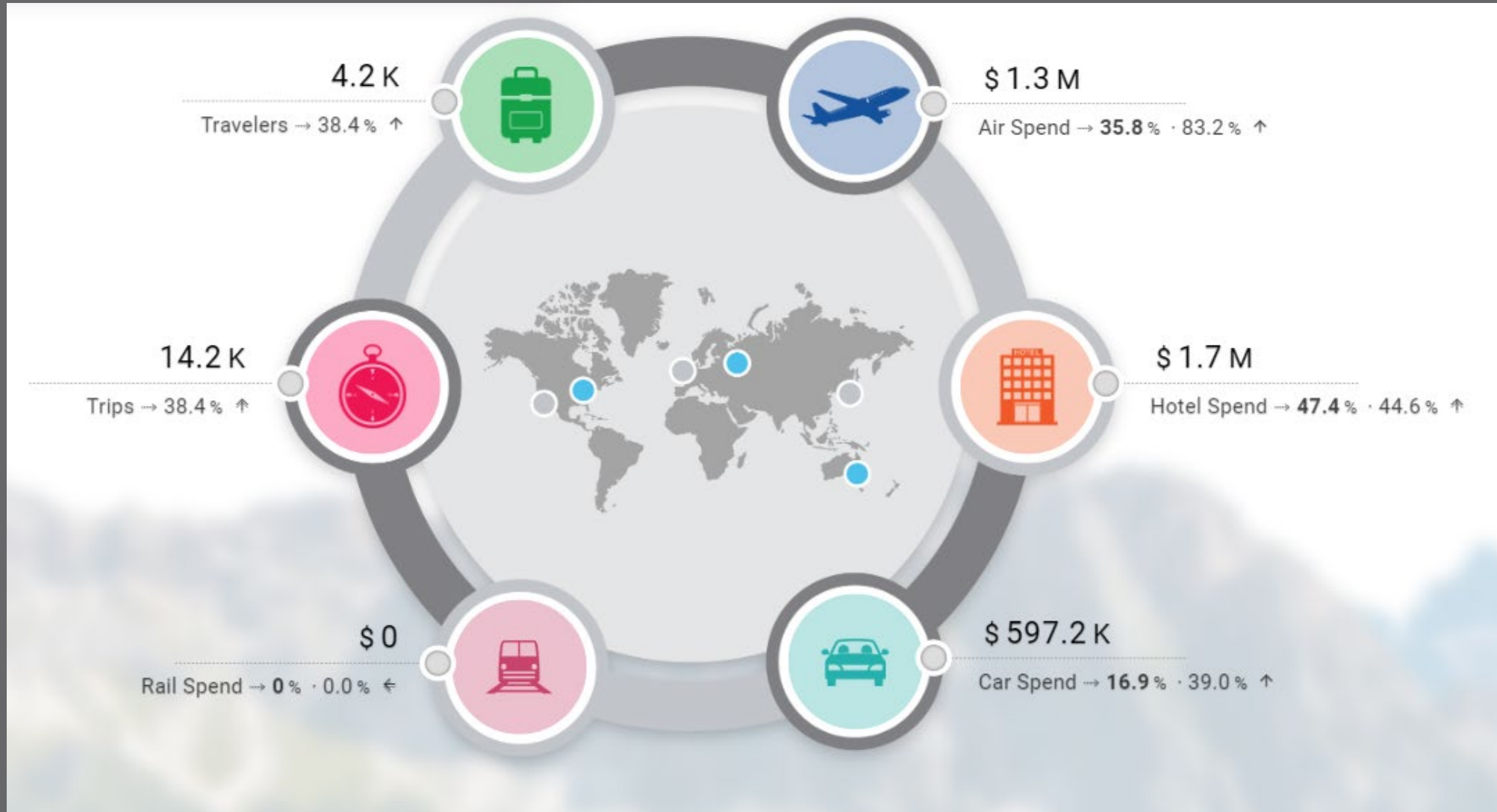
- U.S. Travel Association continues to project full recovery in 2025
- Current trend has increased by 11.7% year-over-year
- Projecting 414 million domestic business trips in 2023
- Currently tracking 89.3% of pre-pandemic booking levels

Impact on Inflation

- Expectations of domestic business travel spend this year is \$254 billion
- 83% of Pre-pandemic Spending
- Slower recovery, not expected to recover until 2027



Travel Summary 3.5 Million



Air Summary

Air Summary **\$1.3 M** ✈️ Global Spend **83.2 %** ↑

Domestic

International





Global











#	Description	Jan 19 - Jun 19	Jan 20 - Jun 20	Jan 21 - Jun 21	Jan 22 - Jun 22	Jan 23 - Jun 23	Variance
Air Summary							
1.	Domestic Air Spend	\$ 1.1 M	\$ 288.5 K	\$ 111.2 K	\$ 635.8 K	\$ 1 M	63.5 % ↑
2.	Domestic Number of Tickets	2.7 K	890	372	1.5 K	2.4 K	57.6 % ↑
3.	Domestic Average Ticket Price	\$ 395	\$ 324	\$ 299	\$ 412	\$ 428	3.8 % ↑
4.	Domestic Tickets Exchanged	\$ 23.9 K	\$ 9 K	\$ 5.1 K	\$ 16.3 K	\$ 31.8 K	95.5 % ↑

Top Airlines

Description Jan 19 - Jun 19 Jan 20 - Jun 20 Jan 21 - Jun 21 Jan 22 - Jun 22 Jan 23 - Jun 23 Variance

Air Summary

#	Top Airlines	Spend	Average	Tickets	Online Auto-Ticketed	Market
1.	(DL) Delta Air Lines 	\$879.4 K	\$ 447	2 K	79.4 % 95.0 %	83.3 %
2.	(WN) Southwest Airlines 	\$94.4 K	\$ 323	292	91.6 % 95.0 %	8.9 %
3.	(AA) American Airlines 	\$45.9 K	\$ 459	100	76.5 % 94.0 %	4.4 %
4.	(UA) United Airlines 	\$24.8 K	\$ 434	57	61.5 % 97.0 %	2.6 %
5.	(AS) Alaska Airlines 	\$9 K	\$ 601	15	75.0 % 91.0 %	0.9 %

#	Top City Pair	Spend	Average
1.	(ATL) Atlanta / (DCA) Washington <small>United States / United States → Americas / Americ</small>  	\$104.1 K	\$ 365
2.	(ATL) Atlanta / (SLC) Salt Lake C <small>United States / United States → Americas / Americ</small>  	\$57.2 K	\$ 743
3.	(ATL) Atlanta / (LAX) Los Angele <small>United States / United States → Americas / Americ</small>  	\$37.9 K	\$ 632
4.	(ATL) Atlanta / (SAN) San Diego <small>United States / United States → Americas / Americ</small>  	\$32.9 K	\$ 657
5.	(ATL) Atlanta / (SEA) Seattle <small>United States / United States → Americas / Americ</small>  	\$32.6 K	\$ 582

Hotel Summary

Hotel Summary \$1.7 M Global Spend 44.6 %

Domestic

International

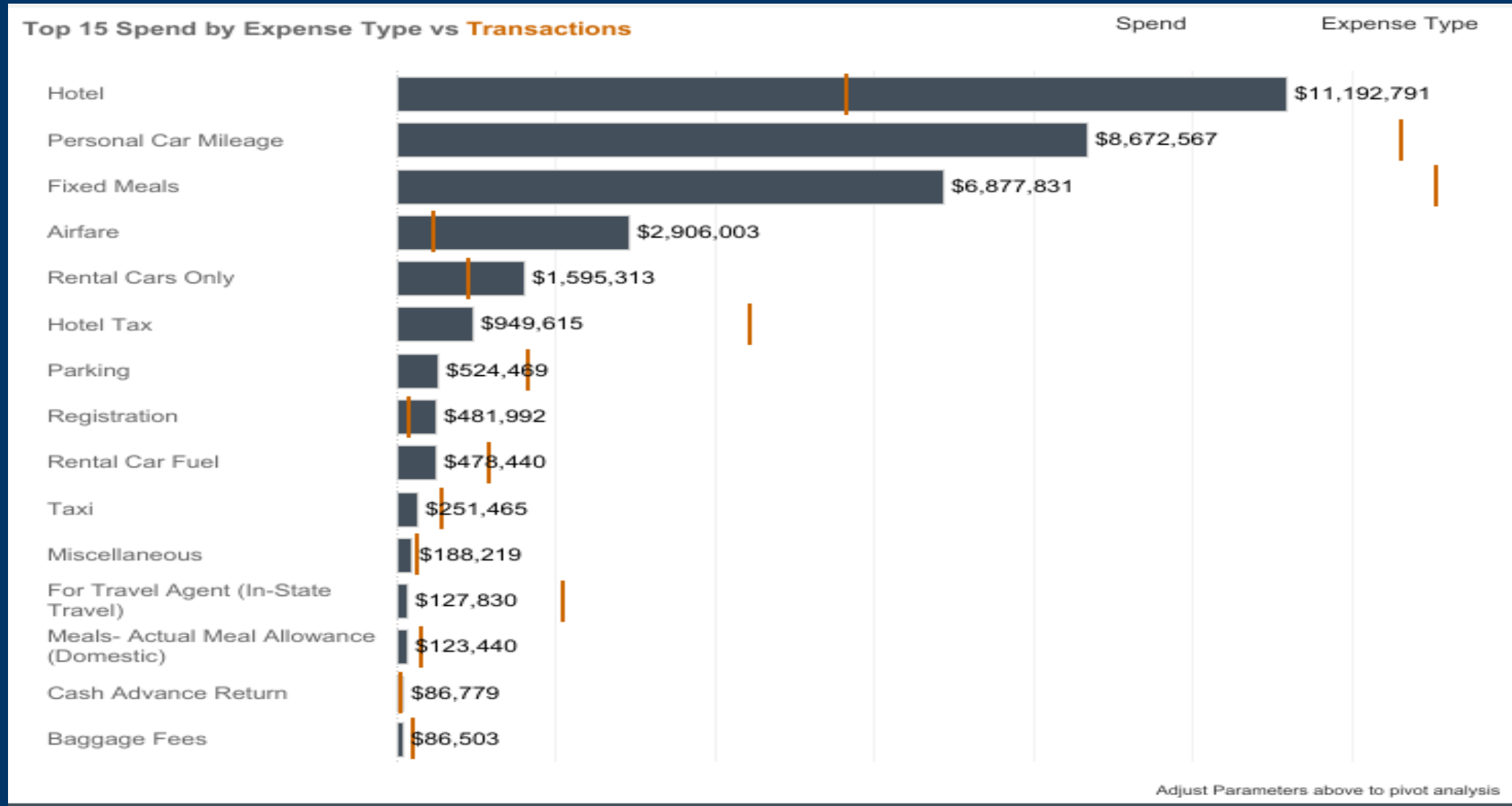
Global

#	Description	Jan 19 - Jun 19	Jan 20 - Jun 20	Jan 21 - Jun 21	Jan 22 - Jun 22	Jan 23 - Jun 23	Variance
Hotel Summary							
1.	Domestic Hotel Spend	\$ 2.1 M	\$ 578.8 K	\$ 520.9 K	\$ 1.2 M	\$ 1.7 M	43.4 %
2.	Domestic Rooms Booked	9.3 K	3 K	2.4 K	4.4 K	6.1 K	38.7 %
3.	Domestic Room Nights	17 K	5.2 K	4.8 K	8.6 K	11.7 K	36.3 %
4.	Domestic Avg. Daily Rate	\$ 122	\$ 112	\$ 108	\$ 134	\$ 141	5.2 %
5.	Domestic Avg. Hotel Stay	\$ 225	\$ 193	\$ 215	\$ 261	\$ 269	3.4 %
6.	Domestic Avg. Length of Stay	2	2	2	2	2	0.0 %

Car Summary

Car Summary \$597.2 K Global Spend 39.0% ↑		Domestic		International	Global		
#	Description	Jan 19 - Jun 19	Jan 20 - Jun 20	Jan 21 - Jun 21	Jan 22 - Jun 22	Jan 23 - Jun 23	Variance
Car Summary							
1.	Domestic Car Spend	\$ 1.2 M	\$ 422.5 K	\$ 191 K	\$ 429.2 K	\$ 596.9 K	39.1% ↑
2.	Domestic Cars Rented	13.5 K	5.2 K	1.9 K	4.2 K	5.5 K	30.4% ↑
3.	Domestic Rental Days	36.3 K	13.1 K	5.2 K	11.3 K	14.4 K	27.3% ↑
4.	Domestic Avg. Daily Rate	\$ 32	\$ 32	\$ 37	\$ 38	\$ 41	9.3% ↑
5.	Domestic Avg. Car Rentals	\$ 87	\$ 81	\$ 100	\$ 102	\$ 109	6.6% ↑
6.	Domestic Avg. Rentals Days	3	3	3	3	3	0.0% ←

Top 15 Expense Types



Top Employee Violators

TOP EXCEPTION VIOLATORS

Sent for Payment Date: Between Jul 1, 2022 and Jun 30, 2023

Reporting Currency: USD

Rank	Employee	Employee ID	Number of Exceptions	Total Exception Amount
1	[REDACTED]	[REDACTED]	184	24,988.80
2	[REDACTED]	[REDACTED]	151	24,669.73
3	[REDACTED]	[REDACTED]	118	8,872.89
4	[REDACTED]	[REDACTED]	85	7,828.65
5	[REDACTED]	[REDACTED]	79	33,652.18
6	[REDACTED]	[REDACTED]	78	40,505.42
7	[REDACTED]	[REDACTED]	71	6,122.56
8	[REDACTED]	[REDACTED]	67	14,846.71
9	[REDACTED]	[REDACTED]	59	20,677.12
10	[REDACTED]	[REDACTED]	56	14,102.01

Reason for Violations

- Unassigned AirPlus transaction that exceeds 30 days.
- Expense reports should be submitted within 45 days after the trip is complete. Please be more timely in completing your expense reports.
- Mileage amount includes fuel reimbursement.
- Upload your receipts using the “Attach Receipt Images.”
- This report and/or entry allocation has been charged to another department. If applicable, prior to approving add an additional approval step.

Top 15 Spend by Employee



Deleted Expense Reports

- Travelers **SHOULD NOT** delete expense reports after initial submission.
- The expense report should be modified in the travel system.
- Agencies could have saved **\$15,936** for this calendar year, by travelers not deleting reports.



Vendor Management Updates

Kristi Johnson, Director

LaCara Adams, Supervisor



Poll Question

What does the Vendor Group do?

- A. Add new suppliers
- B. Makes updates to existing suppliers
- C. Adds/changes suppliers' bank information
- D. IRS 1099 reporting
- E. All the above



SAFEGUARD STATE ASSETS & VENDOR MASTERFILE



Did You Know?

- Supplier Fraud (other governments)
 - Email phishing incident – loss of \$1.5M
 - No controls when supplier bank information was changed – loss of over \$4M
 - 33 non-existent businesses awarded with \$2.3M of COVID relief
 - Hacker stole \$64M from City government

VENDOR PROCESSES

Supplier Data Cleanup on Masterfile

Why?

- Moving to Workday and want clean data

When?

- Happening now, time sensitive

Who?

- It takes “ALL” of us to get this done

We are one Team

Vendor Cleanup on Masterfile

- DBA Names
- Shortname
- Banking Location (000001)
- 1099's
- Duplicate Suppliers

Address:

- 1st address must be physical address only (No PO Box)
- All characters MUST be in caps
- Description: City
- Use abbreviations, if possible
- Phone Number (No dash needed)

Vendor Setup and Printing on Checks

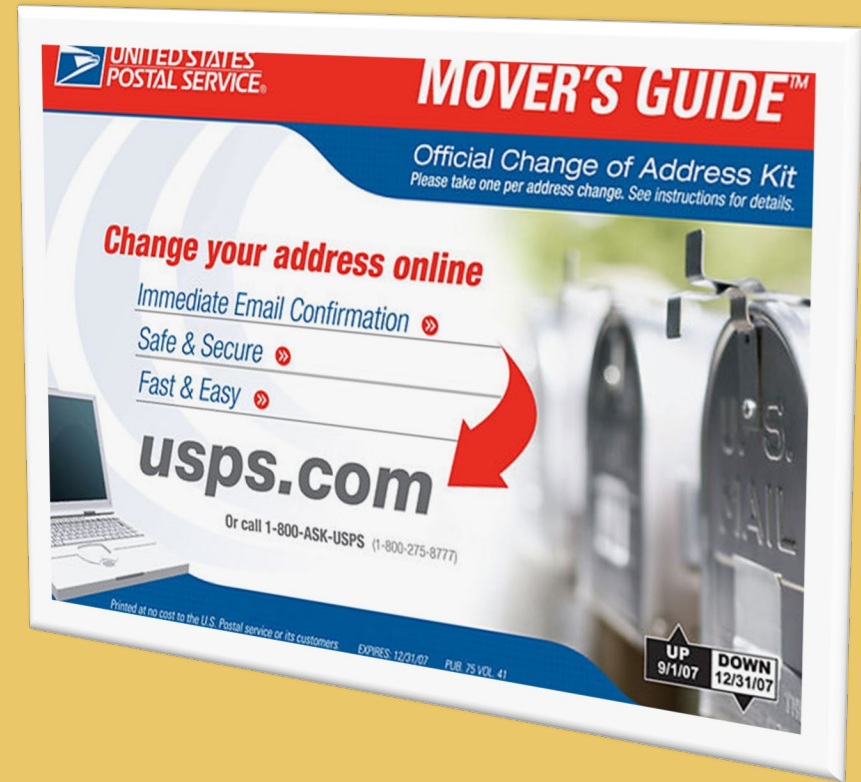
- Only Supplier Name one and Address appear on the check.
- The Additional Name field does not appear on the check (DBA)
- If there is a Payment Alternate Name 1, then it will replace Supplier Name and appear on the check.
- Payment Alternate Name 2 does not appear on the check.
- DBA” is in the first line of the address—it will appear on the check.

1099 information Printing on Checks

- The Supplier Name and Additional Name display on the 1099M and 1099N.
- If there is a Withholding Alternate Name 1 or Withholding Alternate Name 1 and 2, then it will replace the Supplier Name and Additional Name.
- DBA is in the first line of the address—it will appear on the 1099M and 1099N copy B.

How Fraud Can Occur in Address Update?

- Thieves redirect your mail to an address used by them
- Vendor information ends up directly in the hands of the thieves



Address Updates

- Only “physical addresses” on VMF’s will be approved for new vendors and reactivations (No P. O. Boxes)
- Alternate addresses can be added as “additional address” on the VMF
- Additional information may be required to validate the supplier’s address

Default Address on Voucher

- Voucher Invoice and Remit default is driven by it's setting in "Payable Options"
- If there are more than one effective date, the voucher will default to the latest (most current effective date)
- Inactive address locations do not show up at all

Common Reasons VMF's are Rejected

- Incomplete form (Sections)
- W-9 is not the current version
- Not completing the full bank account and routing number/leaving off the leading zero's
- TIN# is not complete or does not match W-9
- Supplier name not complete or accurate on documentation received
- Not submitting "Page 2" of VMF
- Contact information is not valid (phone #)

EVERYTHING ON FORM IS REQUIRED

How Can Agencies Assist?

- Review the documents received from the supplier and ensure you have all that is needed and required
- Review sections that the supplier has filled out for accuracy and completeness.
- Complete the liaison sections of the vendor management form accurately.
- Ensure that if the request requires documentation that the vendor has provided required documentation with the correct name, address, and Tax Identification Number (TIN).

Vendor Liaison Online Registration

Liaison changes must be submitted by CFO through online “Agency Vendor Liaison Contact Registration”

SAO
State Accounting Office

Agency Vendor Liaison Contact Registration

200 Piedmont Avenue, Suite 1604 West Tower, Atlanta, GA 30334 Phone (404) 656-2133, Fax (404) 463-5089

Chief Financial Officer: Please complete this online form to identify your Agency Vendor Liaison contacts. Each agency CFO must identify a primary vendor liaison and two (2) alternate vendor liaisons. If completing the form on behalf of a CFO, please enter your CFO's contact information.

Today's Date *
2022-03-23

BUSINESS UNIT # * ?
XXXXX

AGENCY NAME *

CFO NAME *
Agency CFO Name

Questions



SAO Vendor Management Group
PSVENDOR@SAO.GA.GOV