

TIPS & TECHNIQUES

A SFMS Desk Manual

R*STARS: OTHE.2
Revised: 02/16/17

WHO TO CALL WHEN YOU NEED HELP

Every agency has an assigned “Agency Support Analyst” (agency analyst). A current list of agency analyst assignments by agency can be found on the SFMA 90 profile screen in R*STARS Keyword – News Page 05. Your agency analyst is available for problem resolution for your agency. Each agency should attempt to solve the problem internally, using agency resources. If this is unsuccessful, the agency contact person should contact their assigned agency analyst for help.

Agency procedures should be made to provide individuals with answers to frequently asked questions. An agency analyst is there to resolve problems that cannot be solved with existing help that is already available to the user (e.g., on-line help, system documentation and agency documentation / procedures).

Agency analysts are available to provide additional assistance to all agency staff working in SFMA. In order to provide quick and uniform help to agencies, please make copies and screen prints of all problem areas. It is important to know that although anyone may contact SFMA, agencies should designate who should contact the agency analyst. This will ensure that each agency will develop their own internal experts on the system.

The agency analyst is your best resource for problems you encounter when entering transactions, corrections, balancing batches, report questions, etc. Questions relating to budget/allotments need to be directed to your BAM analyst. Questions relating to prior period adjustments, GASB 38, etc. should be directed to your SARS analyst. **IF YOU ARE UNSURE OF WHO TO CONTACT, YOUR AGENCY ANALYST WILL BE ABLE TO DIRECT YOUR CALL.**

OTHER SYSTEMS

ORBITS – Oregon Budget Info Tracking System	April Carpenter	503-373-0211
	Shawn Miller	503-378-2227
	Michele Nichols	503-373-0863
OSPA – Oregon State Payroll Application	Seth Lewis	503-373-0198
PICS – Position Information Control System	Shawn Miller	503-378-2227
	Patrick Sevigny	503-378-8203
PPDB – Position Personnel Data Base System	Jeanette Miley	503-378-3270
SARS – Statewide Actg. & Reporting Services	Robert Hamilton	503-373-0299
Studio/Hyperion Reporting	Aaron Wallace	503-373-0269

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R*STARS

Agency Interfaces	Rose Mattix	503-373-0770
	Alan Park	503-373-0262
Appropriations / Allotments	Michele Nichols	503-373-0863
	Sandy Ridderbusch	503-387-2277
Backup Withholding / 1099 MISC	Karlene Hancock	503-373-0714
Central Profiles	Karlene Hancock	503-373-0714
Deposit Reconciliation	Agency Analyst	*
Error Corrections	Agency Analyst	*
Interagency Transactions	Agency Analyst	*
Joint Payroll Reimbursement	Arlis Shellman	503-373-0261
Mass Transit Payments	Arlis Shellman	503-373-0261
Month End, Year End Closing	Ru Chen	503-373-0750
OSPA Reconciliation	Arlis Shellman	503-373-0261
Payment Processing & Cancellations	Agency Analyst	*
Policies	Fabiola Flores	503-373-0734
Project Management	Fabiola Flores	503-373-0734
R*Stars Manual	Agency Analyst	*
Report Distribution	Karlene Hancock	503-373-0714
Reports & Report Guide	Karlene Hancock	503-373-0714
System Balancing (Daily)	Karlene Hancock	503-373-0714
System Documentation	Fabiola Flores	503-373-0734
System Modification / Change Requests	Fabiola Flores	503-373-0734
System Operations	Fabiola Flores	503-373-0734
Training	Jerry Ovard	503-373-0263
Transaction Codes	Agency Analyst	*
Treasury Reconciliation	Judy Wilder	503-373-0266
Vendor Maintenance	Tammy Lyons	503-373-0256
Warrant Pick up / Delivery	Pam Armer	503-373-0751

ADPICS

ADPICS Manual	Agency Analyst	*
Commodity Codes	Karlene Hancock	503-373-0714
Policies	Fabiola Flores	503-373-0734
Purchasing Guidelines	DAS Purchasing	503-378-4642
Reports	Karlene Hancock	503-373-0714
System Documentation	Fabiola Flores	503-373-0734
System Operations	Fabiola Flores	503-373-0734
Statewide Price Agreements	DAS Purchasing	503-378-4642
Table Maintenance	Karlene Hancock	503-373-0714
Training	Jerry Ovard	503-373-0263
Vendor Maintenance	Tammy Lyons	503-373-0256

*SFMS Analysts (assigned by agency):	Dianne Lay	503-373-0267
	Rose Mattix	503-373-0770