

## **MAGIC Training: Parking Lot Questions**

### **NAVIGATION:**

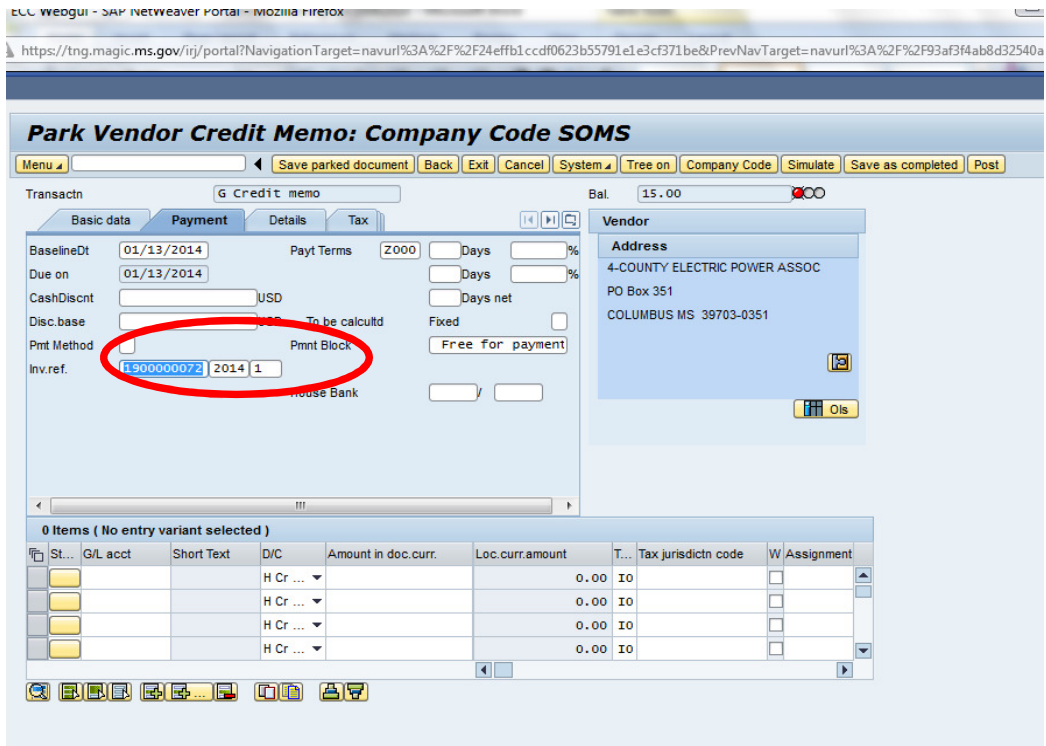
- Select a Bookmark from the panel at the left to go directly to a particular course. [Note: Only courses with one or more questions/answers have been bookmarked. Courses not bookmarked will not have any answered questions as of the publication date of this document.]
- Within each course, the first column shows the start date and location for the class in which the question was asked. Questions for the most recent classes will be listed first.
- Use the “find” box to search for any term or phrase in this document (if the “find” box does not appear, choose “Edit” then “Find” in the menu bar).

Class Start Date / Location	Question & Answer
5/8/2014 Education Auditorium	<p>Q: Does the approver have the ability to correct or modify an item in the workflow?</p> <p>A: This answer is system dependent.</p> <ul style="list-style-type: none"> <li>• ECC: Any document change (except for comments) must be rejected and reentered. The User can then create a new document, using the “depending on” option. This options creates the new document by copying the rejected document. The approver's requested changes then have to be made prior to re-submission for approval.</li> <li>• SRM: <ul style="list-style-type: none"> <li>o RFX - The Approver can make changes using a system-required reason code. The number of items, notes and attachments, suppliers, descriptions, etc. can all be added, changed, or deleted by the Approver.</li> <li>o Shopping cart or PO - If an agency decides to use Manager Approval and the document routes to the Manager, the Manager will have the ability to edit the Purchase Order and/or Shopping Cart. This action does not require a Reason Code. An agency can also use Fiscal Approval; however, a Fiscal Approver cannot edit a Shopping Cart or Purchase Order. They can only approve or reject.</li> </ul> </li> <li>• CRM: The internal user (employee) is able to change the application, but best business practice is for the applicant to make any necessary changes.</li> </ul>
5/8/2014 Education Auditorium	<p>Q: Is there a "recall" feature in workflow whereby the requestor can retrieve an item after submission into the workflow?</p> <p>A: This answer is system dependent.</p> <ul style="list-style-type: none"> <li>• ECC – The Originator can modify a Parked document. The document will then re-enter Workflow as a new document. <ul style="list-style-type: none"> <li>o SRM - The creator can “EDIT” the document, which basically recalls the document. They will have to enter a system-required reason code and then make the necessary changes, if the item has not received final approval.</li> <li>o Shopping Cart - Once approved, the Shopping Cart routes to the Buyer to be sourced and cannot be edited by the Requisitioner.</li> </ul> </li> <li>• CRM - The external user can access the object in CRM to make changes after the form is submitted.</li> </ul>
5/8/2014 Education Auditorium	<p>Q: Please identify all the places where modifications can occur in workflow.</p> <p>A: See answer to 5/8/2014 question "Does the approver have the ability to correct or modify an item in the workflow?"</p>
5/5/2014 DFA Auditorium	<p>Q: Is there a depreciation schedule in MAGIC?</p> <p>A: <ul style="list-style-type: none"> <li>• Depreciation will be posted monthly.</li> <li>• Monthly depreciation amounts for the selected fiscal year are shown on the Posted Values tab in AW01N. This only shows the monthly amount and does not show the net book value per month. The entire year is shown, with posted values identified by a green square and planned but not yet posted values identified by a yellow triangle.</li> <li>• Annual depreciation showing current book value per fiscal year is on the Comparisons tab in AW01N.</li> <li>• There is not a schedule showing monthly depreciation with net book value for the entire useful life of the asset.</li> </ul> </p>

Class Start Date / Location	Question & Answer
5/2/2014 Education Auditorium	<p>Q: How will agencies comply with requirements to destroy records after the federal or state required retention period has expired?</p> <p>A: DFA is still looking at how long the retention will be in MAGIC, based on record retention laws and policies. The Department of Archives and History has suggested that a record analyst review all documents in MAGIC after the system has been in production for a full year, to determine how long records should be kept. DFA will continue to review space requirements and agency needs as they work with Archives and History on official policy. All retention schedules would be updated and reapproved by the Archives Committee after that determination.</p>
4/29/2014 Education Auditorium	<p>Q: Will we be able to scan all grant-related paper documents and store in the system?</p> <p>A: Yes; You will use Open Text to attach any scanned document to a grant in the system.</p>
4/29/2014 Education Auditorium	<p>Q: Who should take the FIN800 Grant Applicant Registration course?</p> <p>A: Those individuals who apply for grants from state agencies.</p>
4/29/2014 Education Auditorium	<p>Q: How long will scanned documents be retained in the system?</p> <p>A: DFA is still looking at how long the retention will be in MAGIC, based on record retention laws and policies. The Department of Archives and History has suggested that a record analyst review all documents in MAGIC after the system has been in production for a full year, to determine how long records should be kept. DFA will continue to review space requirements and agency needs as they work with Archives and History on official policy. All retention schedules would be updated and reapproved by the Archives Committee after that determination.</p>

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5/21/2014 DFA Barbour PC Lab 2	Q: How many lines can be entered on a transaction? SAAS only allows 99. A: MAGIC allows 999 lines per document.
5/19/2014 Library Commission	Q: Non-invoiced CRs are done in GL. Where are invoiced receipts done? A: Non-invoiced cash receipts are done in the General Ledger. Invoiced Cash Receipts occur in Accounts Receivable.
5/19/2014 Fordice PC Lab	Q: On exercise 3.1.c, YC doc type, using GL code 10060000, the Fund was entered but the system did not derive the Business Area. This was a '33' fund. A: For a balance sheet GL account, the user has to enter the Business Area. Business Area will not derive from the fund. When a Revenue or Expenditure account is used, the Business Area will derive from the cost object (Cost Center, WBS, IO).

Class Start Date / Location	Question & Answer
6/20/2014 210 Woolfolk Annex	<p>Q: If a FY14 Contract is billed and exceeds the PO balance (but not the contract balance), how does the agency issue a payment?</p> <p>A: POs are not being converted into MAGIC. If SAAS continued and this situation occurred, the agency could increase the PO as long as a PO was outstanding. Agencies should track the PO balance on 6/30/2014. If an invoice exceeds the PO, keep documentation that the PO could be increased based on contract amount and budget authority.</p>
6/5/2014 Library Comm	<p>Q: How will the accounting detail information be added for interagency payments?</p> <p>A: Additional accounting detail can be added using Transaction FBV2.</p>
6/5/2014 Library Comm	<p>Q: Will a receiving document have to be set up each time a YT/YS payment is processed or can the receiving agency have an open receivables?</p> <p>A: The agency can have an open receivable.</p>
5/29/2014 ITS	<p>Q: In the example of a state employee as Vendor, for an advance school payment with a PO, will a 3-way match still be needed?</p> <p>A: The state employee would have to be set up as a ZGEN vendor in order for a PO to be issued. Yes, 3-way match still applies.</p>
5/29/2014 ITS	<p>Q: Will agencies receive interagency billing notifications?</p> <p>A: No, the agency will have to use Transaction SDIA and select their agency.</p>
05/22/2014 Woolfolk Annex 204	<p>Q: At go-live all vendors are set to pay immediately, but eventually we should be able to select different options (timeframes) for payment. When this goes into effect, can the following be done: If an agency requests a vendor to be paid within a certain timeframe (immediately, net10, etc.), can DFA make this change regarding payment timeframe?</p> <p>A: Agencies will be able to change the payment terms on the invoice.</p>
05/21/2014 Supreme Court PC Lab	<p>Q: On a credit memo, what do you do to correct more than one line for the referenced document? Would you create one credit memo document for each line that needed to be corrected? Then one invoice document for each line to correct each line?</p> <p>A: If the credit memo is for multiple lines, each line can be referenced on one credit memo document. Use Transaction FV65 for direct invoices and Transaction MIR7 for LIV invoices.</p>
5/20/2104 Woolfolk Annex 207	<p>Q: How many lines can be entered per transaction/document?</p> <p>A: 999</p>
5/20/2104 Woolfolk Annex 207	<p>Q: Under the MB5S transaction, what do the green highlighted items represent?</p> <p>A: The quantity received does not match the quantity invoiced.</p>
5/20/2104 Woolfolk Annex 207	<p>Q: Will a PayMode exercise be provided before go-live?</p> <p>A: The project team is working on a job aid for this functionality. POs are picked up on a scheduled job. If the vendor is an e-invoicing vendor, the invoices are electronically sent and an inbound MAGIC interface will pick them up. If the three way match is met, the invoices will come in parked. The agency will then need to access them using FBV2, and save them as complete. The invoices will then go into workflow. If there is an issue, the invoices will go into the ZFAP_PM_INV_ENTER table where the agency will be able to view the error message and make corrections. Once the corrections are made, the agency will then generate the invoice and save as complete. Workflow will start at that point. <b>NOTE: ALL NON PO INVOICES FROM PAYMODE VENDORS WILL GO INTO THE ZFAP_PM_INV_ENTER table.</b></p>

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5/15/2014 MARS	<p>Q: How many lines are available in the invoice for data entry? Currently shows 22. A programmer told me it was 999 lines; is this correct?</p> <p>A: 999 lines are available.</p>
5/12/2014 MDOT	<p>Q: What will the Paymode/Clareon report look like?</p> <p>A: The project team assumes this question pertains to the Clareon Warrant Register. Transaction ZFFM-WARR_STATUS can be used to create a warrant status report showing Paymode payments and warrant (check) numbers. Even though Paymode creates a "virtual" warrant, these virtual warrants still have a number.</p>
5/12/2014 MDOT	<p>Q: What will the paper warrant look like? Will the invoice number AND text reference print on the paper warrant? What do you recommend entering in the text field?</p> <p>A: The warrant will be similar to the current printed warrant. There will be few, if any, changes. Yes, the invoice number and text reference from the header will print on the warrant. Generally, agencies will enter the same information they currently enter in the Description field in SAAS. Use of the text reference field is optional and at the agency's discretion.</p>
5/9/2014 Marine Resources Biloxi	<p>Q: Slides 46 and 47 reference that an email will be sent to notify the next approver to approve/reject a payment. Will the email be sent to the individual's work email or will it be sent to the universal worklist in MAGIC?</p> <p>A: The next approver will receive a new item in their Universal Worklist. Emails will not be sent.</p>
5/8/2014 Fordice Computer Lab 4	<p>Q: On Exercise 3.2 : after entering the reference invoice# and data associated with the invoice populates, what does the "1" represent after the invoice# and year? Does this refer to the allotment period? [See screen shot below]</p>  <p>A: This screen shot is of a credit memo. The "1" refers to the line on the invoice that is being credited. What is circled is the Reference invoice field. That is the document number of the invoice that is being credited.</p>

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5/8/2014 Fordice Computer Lab 4	<p>Q: During lapse, will the received date have a trigger to remind the processor to enter the received date?</p> <p>A: Yes, you will be prompted to enter the received date during the lapse period.</p>
5/8/2014 Fordice Computer Lab 4	<p>Q: During lapse, will you have a prompt to choose between 2014-A2 and 2015-A1 or will it automatically populate 2014-A2 and the processor must select?</p> <p>A: During the lapse period, the allocation period will populate with the current value (i.e. 2015-A1) but users will have the option to change the allocation period to the prior period (i.e. 2014-A2).</p>
5/8/2014 Fordice Computer Lab 4	<p>Q: If you are using the ZSAG vendor # (i.e. State Agency) and do not change the document type from "KR" to "YS" or "YT," will the system prompt you that the vendor # and document type cannot be used together? If so, when will it prompt after clicking "save as complete/parked"?</p> <p>A: By Go-Live, the system will contain validation to prevent any other document type except for "YS" and "YT" being used with a ZSAG vendor number.</p>
5/5/2014 Woolfolk Annex 209	<p>Q: What is the difference between a budgeted and non-budgeted transfer (GT)?</p> <p>A: Budgeted or non-budgeted transfers are usually specifically allowed in the sending agency's legislation. Non-budgeted transfers exist for only a limited number of agencies. The sending agency will have to communicate with the receiving agency on how the receivable needs to be set up, if it should be non-budgeted.</p>
5/5/2014 Woolfolk Annex 209	<p>Q: Where is the check number actually listed? Is the check number the clearing document number found in FBL1N?</p> <p>A: The Warrant Status Report (T-Code ZFFM_WARR_STATUS) creates a list of your agency's check numbers, encashment dates, voids, etc. The check number is NOT the clearing document number.</p>
3/31/2014 SuperUser Training	<p>Q: Once an invoice has gone to the rejected invoice table, how long does it take the invoice to be available for workflow processing once a PO is added or "No PO Required" is chosen?</p> <p>A: Once the "Generate Invoice" button is clicked, the invoice is available.</p>
3/31/2014 SuperUser Training	<p>Q: Can a person who receives an invoice to approve through workflow change the document at that point?</p> <p>A: No, an "approver" can only approve or reject the invoice. Once the invoice is rejected, an information box opens for the approver to inform the initiator of the correction to be made. Regardless of what level of approval the document has reached, once it is rejected, it will go back to the person who originally entered the document to be corrected and pushed back through workflow. (Note: <u>Interface documents</u> will go to the person whose user ID is tied to the cost center to be corrected.)</p>
3/31/2014 SuperUser Training	<p>Q: Why is the Asset Number assigned in Purchasing and not in Accounts Payable?</p> <p>A: The Asset Number is assigned when the Asset Shell is created. The Asset Shell can be created in SRM or in ECC.</p>
3/31/2014 SuperUser Training	<p>Q: We understand that a new PO must be created if there is a payment outstanding on an expired contract. What does Logistics have to do to create the new PO? What are the restrictions? Does a new contract have to be created? Please explain.</p> <p>A: Payments can be made after the end date of a contract only if there is an open PO. A PO cannot be issued after the end date of a contract. A PO should be issued for all contracts per DFA policy.</p>
3/31/2014 SuperUser Training	<p>Q: Is there a search we can perform in MAGIC that will enable us to look up a vendor by their old SAAS vendor number?</p>

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Training	A: While the SAAS vendor number is stored on the MAGIC vendor record, there is no way to search for it. However, this field can be included in MAGIC reports.
3/31/2014 SuperUser Training	Q: When would a contract entry be used? A: The contract tab on the RE document ("Invoice Gross (LIV)") will be used to reference a contract for which no purchase order exists. The DFA policy is to issue a purchase order for all contracts, so in most cases, the purchase order tab on the RE document will be used.
3/31/2014 SuperUser Training	Q: Why would we enter an invoice using contract entry when a PO is required for every invoice? A: The contract tab on the RE document ("Invoice Gross (LIV)") will be used to reference a contract for which no purchase order exists. The DFA policy is to issue a purchase order for all contracts, so in most cases, the purchase order tab on the RE document will be used.
3/31/2014 SuperUser Training	Q: Invoice Corrections. The course says: "Corrections to paid invoices are made using credit memos via transaction. If a correction is required after payment, DFA must reset the clearing posting prior to correction by the Agency. Correction is made with reference to the original MAGIC document (invoice)." a. In what situations would this be used? b. What happens when the clearing posting is reset?  A: a. There are very few situations that would require this action. An example of this could be if the correct vendor was paid, but the incorrect expense account was charged. b. The agency will be responsible for notifying OFM of the changes that need to be made. DFA will remove the clearing posting, apply the change, and reset the clearing posting. The vendor will see no difference and no additional payment will be made. The correction of the vendor record is the only result.
3/27/2014 SuperUser Training	Q: What is the purpose of contract entry? In which situations would we use this? A: Either the Contract tab or the Purchase Order tab is used on the RE (LIV invoice) document. The contract tab is only used to reference a contract for which no purchase order exists. Since DFA policy is to issue a purchase order for all contracts, the purchase order tab on the RE document will be used in the great majority of cases. Use of the Contract tab would be rare.
3/27/2014 SuperUser Training	Q: In Exercise 3.8B, we received half of the order, and we received an invoice for the whole order. We still entered the invoice document for the entire amount and were instructed to choose "Save as Completed". The instructions say that the invoice would be sent through workflow for approval. The good receipt has not yet been completed. Why would it go through workflow when all invoiced items have not been received? Please explain.  A: This situation should be researched by the purchasing entity before further processing, to see if the additional items are delayed, cancelled, or if another error has occurred. If the Goods Receipt has not been completed and an Invoice has been received for the full amount, the user would typically park the invoice document until the remaining items are received. The system's three-way match will not allow the payment to process if the invoice amount does not match the quantity received.
3/27/2014 SuperUser Training	Q: On reports in ECC, specifically FBL1N and MB5S, will we be able to see only our agency's information or will we be able to see other agencies' information as well?  A: You will only see details for your agency's information. You may see a message that additional lines exist for other agencies, but you will not be able to see the other agencies' details.
3/27/2014 SuperUser Training	Q: Will the SOMS account number print on the warrant/check stub? A: No, only data entered in the header text field will print on the stub in the description area.



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3/27/2014 SuperUser Training	<p>Q: The course says that invoices must be paid within the contract period; that all contracts require POs; and that contract dates cannot be extended. If an invoice for a contract is billed after the contract period, does a new PO have to be created? What does Logistics have to do to create the new PO? What are the restrictions? Does a new contract have to be created? Please explain this process.</p> <p>A: Payments can be made after the end date of a contract only if there is an open PO. A PO cannot be issued after the end date of a contract. A PO should be issued for all contracts per DFA policy.</p>
3/27/2014 SuperUser Training	<p>Q: On the MB5S GR/IR Clearing report, when does the IR show up on the report?</p> <p>A: If an invoice has been entered against it.</p>

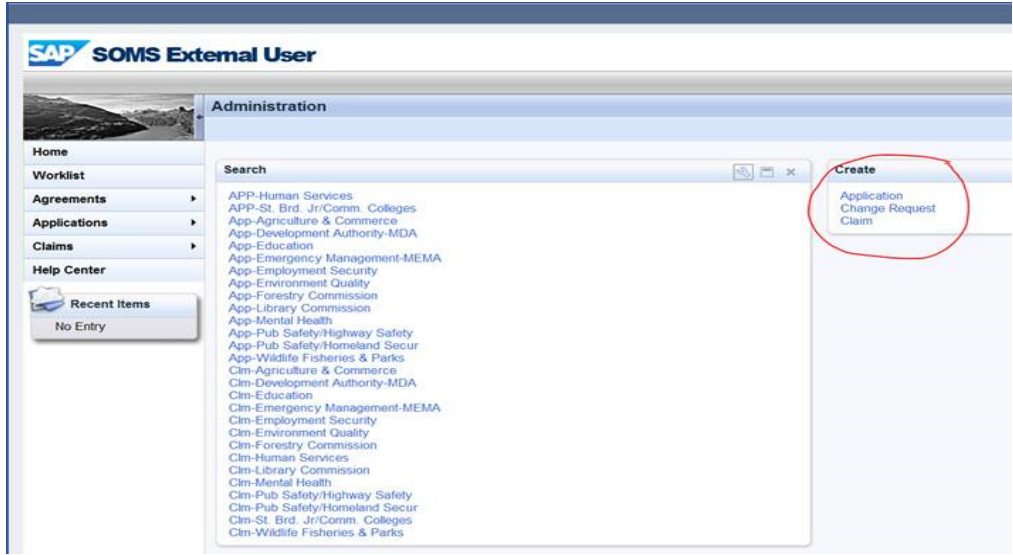
Class Start Date / Location	Question & Answer
5/27/2014 (via email)	<p>Q: Inter-Agency Transfers: will this be a requirement for ALL agencies, or just Agencies who have ST fund numbers?</p> <p>A: Inter-Agency Transfers is only required for agencies with ST fund numbers.</p>
5/27/2014 (via email)	<p>Q: Will Agencies still be able to receive a paper invoice, or will all invoices have to be submitted electronically?</p> <p>A: Invoices can be either electronic or paper.</p>
5/27/2014 (via email)	<p>Q: Is there going to be some table for people to access for the purpose of knowing which transaction code to use? It will be difficult to remember what transaction code goes with what action.</p> <p>A: <i>MAGIC Transactions (T-Codes) Reference</i>, an index of MAGIC T-Codes, has been published on the MAGIC website. You can find a copy under "System Documentation" on the Finance and Grants Management channel or on the Logistics channel. You can also click on the link below.  <a href="#">MAGIC Transactions (T-Codes) Reference Document</a></p>
5/27/2014 (via email)	<p>Q: Is PayMode going away?</p> <p>A: No; PayMode® will still be the product used for e-payments for state government.</p>
05/15/2014 MDOT	<p>Q: Will the attachment flow over to the paying agency with the invoices?</p> <p>A: Invoices received through Paymode will include attachments if provided by the vendor. The attachments will become a part of the invoice transaction.</p>
05/15/2014 MDOT	<p>Q: Can batches be created for CR documents?</p> <p>A: Multiple CR documents can be uploaded through a single JV interface file. There are no batch totals in MAGIC.</p>
05/15/2014 MDOT	<p>Q: What form will be used for CR documents?</p> <p>A: OFM is in the process of determining the business process and necessary forms.</p>
05/15/2014 MDOT	<p>Q: Will CMIA exist in MAGIC? Exercise 4.2 reflects CMIA indicator.</p> <p>A: Yes. CMIA (Cash Management Improvement Act) is federal law that applies to grants at a specified dollar amount. Each grant under CMIA has an indicator that is used in processing transactions for that grant.</p>
05/15/2014 MDOT	<p>Q: Is there a time frame on customer overpayments? For instance, the original invoice is \$100, but the customer sends in a check for \$200 because there is another invoice coming due soon, but it is not yet due.</p> <p>A: All payments for customer invoices should reference the customer invoice number(s). Invoices may be paid in advance of the due date.</p>
05/15/2014 MDOT	<p>Q: An agency has several invoices for different customers. In SAAS, when the cash receipt document is created, several invoices can be entered on the cash receipt document and each invoice will be cleared overnight in SAAS. One cash receipt has been created for several invoices. Can there be one document for several different invoices in MAGIC?</p> <p>A: No, the referenced invoice is in the header record of the document, so each document can reference only one invoice. The JV interface can be used to upload multiple documents in a single file.</p>
5/8/2014 MDOT	<p>Q: Can you get a list of all customers who are 60 days in arrears?</p> <p>A: Yes. Use the Customer Aging report (T-Code ZFAR_CUSTOMER_AGING). This report lists all open customer receivables, sorted by age.</p>
5/8/2014 MDOT	<p>Q: In MAGIC, will agencies be required to send the check to DFA with a screen print from MAGIC, to clear the clearing account?</p>

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	<p>A: Yes, the process will work as it does in SAAS. The agency will screen print the "YC" document (same as a "CR" in SAAS), then send the screen print along with check to DFA. OFM is also creating a form to be used for multiple documents.</p>
<p>5/8/2014 MDOT</p>	<p>Q: T-Code ZFGM_RRB_MASS is not working when "Include Indirect Cost" checkbox is selected.</p> <p>A: The project team could not replicate this error during testing. When the "Include indirect cost" box was selected, the transaction worked as intended. If this error reoccurs, please provide the exact data (i.e. grant number, etc.) that was being used.</p>

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	Q: No FIN140 Q&A at this time. A:

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5/28/2014 (email)	<p>Q: How will the CMIA process work in AR for grant money received? What is the CMIA business process prior to AR and what is the CMIA AR process?</p> <p>A: The billing process is set up when setting up grant master data ["Create Grant": T-Code GMGRANT). Once the CMIA billing process is selected in MAGIC, the system computes when to bill based on warrant vs. electronic payment. The business process prior to AR and actual receiving of the funds remains the same.</p>
4/10/2014 SuperUser Training	<p>Q: What is the difference between a sponsored program and funded program?</p> <p>A: They have a one to one relationship. The sponsored program is used in the Grants module, and the Funded Program of the same number is used in the Funds Management module.</p>
4/10/2014 SuperUser Training	<p>Q: What is the T-code for the Funds Reservation that is created in Grantor when an agreement is approved?</p> <p>A: FMX3 but the link in CRM takes you directly there.</p>
4/10/2014 SuperUser Training	<p>Q: Confirm whether substitutes can be assigned for Grant approver.</p> <p>A: Substitutes can be assigned. Also, a person leaving for a short period of time can route their workflow to another person's inbox.</p>
4/10/2014 SuperUser Training	<p>Q: On the Cost Sharing Tab, how is the cost sharing rate decided?</p> <p>A: The Cost Sharing rate comes from Sponsor and is usually listed on the Notice of Grant Award.</p>
4/10/2014 SuperUser Training	<p>Q: Is there a direct link from the Grant Budget Release to the Grant Portion of the Z1?</p> <p>A: Yes. When Grant Budget is released to the Z3, there are budget controls that link to the Z1.</p>
4/10/2014 SuperUser Training	<p>Q: When the approvers have approved the grant, does it automatically release and do the system check?</p> <p>A: Grant Approvers and Budget Approvers are two different roles. When the Budget Approver approves the budget, it is automatically released. The GM and FM budgets are checked prior to being released.</p>
4/10/2014 SuperUser Training	<p>Q: How long are scanned documents kept in Open Text Document Access?</p> <p>A: DFA is still looking at how long the retention will be for MAGIC data, including scanned documents attached via Open Text, based on record retention laws and policies. The Department of Archives and History has suggested that a record analyst review all documents in MAGIC after the system has been in production for a full year, to determine how long records should be kept. DFA will continue to review space requirements and agency needs as they work with Archives and History on official policy. All retention schedules would be updated and reapproved by the Archives Committee after that determination.</p>

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6/18/2014 Library Commission	<p>Q: Does a vendor currently in the system with an agreement (that has rolled over from SAAS) have to register in SRM as a potential sub-recipient for CRM?</p> <p>A: No. Files provided by agencies will be used to load current sub-recipients into MAGIC. Uploaded sub-recipients will be given user IDs and passwords.</p>
6/18/2014 Library Commission	<p>Q: a. How many line items can there be on an application? b. Who sets up (names) the line items, DFA or the agencies? c. Can new line items be added if the ones that are available are not what the agencies need?</p> <p>A: a. The system allows adequate lines to cover all expense types. Agencies should contact the Help Desk if the number of line items is not adequate. b. The agency sets up the line items. c. Line items can be added by the agency.</p>
6/12/2014 Library Commission	<p>Q: How will sub-recipients be trained for CRM?</p> <p>A: The project team will provide a link to the e-learning course for Grant Applicant Registration (FIN800) for sub-recipient training. Each agency will be responsible for any more specific training sub-recipients may require.</p>
6/12/2014 Library Commission	<p>Q: Are application submissions allowable outside of the grant period? Example: Sub-grantee applications are needed in order to write the grant to the federal government for funding, so sub-grantees apply January through March to the state agency. State agency uses that data to submit grant proposal to federal government. Grant would not start until August. Therefore, can sub-grantees apply in CRM in January - March, even though the grant doesn't begin until August?</p> <p>A: If the program is created in CRM and links to IO/sponsored program/grant, you can push the start date out to cover any sort of application period. You would then set the application submission period to end on the date that the actual grant starts (if that is what your agency wants to do).</p>
6/12/2014 Library Commission	<p>Q: If the state agency has opted out of CRM, will SRM still be used?</p> <p>A: In some capacity, yes. But the external user (applicant) won't need to register through ROS.</p>
6/12/2014 Library Commission	<p>Q: What does pre-application mean?</p> <p>A: Pre-application is for validation purposes only. You cannot create an agreement from a pre-application.</p>
6/10/2014 Woolfolk Annex 210	<p>Q: For someone who works in ECC and CRM, is there a central location for workflow notification?</p> <p>A: No. ECC and CRM have separate workflows.</p>
6/10/2014 Woolfolk Annex 210	<p>Q: Do sub-recipients have to sign up or register in SRM if the agency staff submit applications, claims and change request forms on their behalf.</p> <p>A: Yes, they will need to be registered as a user/vendor in order to get money.</p>
6/10/2014 Woolfolk Annex 210	<p>Q: Can a Grantor Analyst make a modification to a change request submitted by an external user without actually rejecting it back to the external user? Example: The external user submits a change request form for a \$100.00 increase but the analyst only approves an increase of \$50.00.</p> <p>A: Yes. This is part of the approval process. It's the same as the application process.</p>
6/3/2014	<p>Q: Will budget activities (i.e. salaries and wages) have their own unique number/agreement?</p>

Class Start Date / Location	Question & Answer
Supreme Court	<p>A: All documents and objects in CRM have their own numbers. Agreements, however, are only created out of an application.</p>
5/27/2014 Fordice PC Lab 4	<p>Q: Exercise 5.1 (Create/Submit Application Form): Step 12 says to enter Proposed Project End Date of "the current date + one month." That date doesn't show up in later exercises. Shouldn't it?</p> <p>A: The date will only be retained for the document if it is saved in the document. This was probably not the case in the exercise.</p>
5/20/2014 (email)	<p>Q: We know there will be an eLearning class for external users for Grant Application Registration, but will there also be an eLearning class for the external users on how to submit an application or claim form?</p> <p>A: After the Grant Applicant logs into MAGIC, they will be able to access the Help Center where there will be helpful documents on how to submit an application/claim.</p> 
5/19/2014 MS School for the Blind PC Lab 2	<p>Q: Does one role have to complete an object? For example, can an analyst start an agreement and a program manager approve it and vice versa?</p> <p>A: When an object is initially looked at, the object is linked to that employee as the "person responsible." However, the program manager can see all objects and manipulate them.</p>
5/19/2014 MS School for the Blind PC Lab 2	<p>Q: Can an agreement have more than one change request submitted? When we were submitting a change request, the student realized after they had finished approving the change request that they had forgotten to change the dollar amount. When they went back in and tried to submit a second change request with the dollar amount, they got an error of "Agreement Not Open To Submission".</p> <p>A: Yes. That error has been fixed in all environments but training.</p>
5/14/2014 Library Commission	<p>Q: Can you print a subrecipient's entire file, including attachments and notes?</p> <p>A: You can print the main page of objects and you can print attachments, but there is not a place to print the notes in CRM.</p>
5/14/2014 Library Commission	<p>Q: Can more than one person view multiple parts of an agreement at the same time? For example, one person views the fiscal section and one person views the program section of the same agreement at the same time.</p> <p>A: Yes, but the agreement can only be edited by one person at a time.</p>
5/14/2014 Library	<p>Q: Can documents be added (such as quarterly progress notes) that are not tied to claims? What about Final reports that are tied to close-out? Where will they be taken care of?</p>

Class Start Date / Location	Question & Answer
Commission	A: You can always add documents to any object within CRM through the attachments section of that object (Application, program, agreement, claim, change request).
5/14/2014 Library Commission	Q: Can more than one external user be notified upon status changes for change requests? A: Everyone who is attached to any of the objects through the partners assignment block will be notified whenever a status changes.
5/14/2014 Library Commission	Q: Can you view an object after you've approved and sent on to workflow as a read-only version without someone sending it back to you through workflow? A: Yes. You can always search for the object and pull it up in CRM.
5/14/2014 Library Commission	Q: Do the external users have levels of approval? For example, can one person enter an application and a different person sign it? A: CRM doesn't regulate that. If that's how they want to do it, they would need an authorized representative that they would then put on their application.
5/14/2014 Library Commission	Q: Can you enter more than one score on manual assessment? A: Yes
4/14/2014 SuperUser Training	Q: What is the grantee ID in CRM? A: The grantee ID is the vendor, as in other components of MAGIC. In this case, "vendor" refers to the sub-recipient. The Grantee ID will be pulled automatically from the system.
4/14/2014 SuperUser Training	Q: a. How do you determine if an internal order begins with a 3 or a 7? b. If a grant is used for state admin AND grants to sub-recipients, how is it handled? A: a. When you select order type on the first screen, that determines the internal order numbering (Grantee is 3, ZGTR Grantor is 7). b. You will split the grant into multiple sponsored programs to be tracked through the grant itself.
4/14/2014 SuperUser Training	Q: Is the attachment to an application (and the application itself) visible to the external user after submission? A: Yes. The external users receive the application number and can view the application and attachment in CRM.
4/14/2014 SuperUser Training	Q: How does MAGIC handle "advance payments" to the sub-recipient? There were no exercises to demonstrate this process. A: The project team is developing a document to discuss this process. Advance payments will be handled similarly to the reimbursement. The claim forms for both are the same.
4/14/2014 SuperUser Training	Q: What triggers the grant billing (drawdown)? Is it done upon processing or after the expense occurs? A: When the claim has been set to "payment approved," the system generates a billing document. Everything from that point happens in automatic batch jobs (Billing document is invoiced and gets picked up in an automatic payment run).
4/14/2014 SuperUser Training	Q: Will a report be generated overnight of claims to be paid? A: You can do a search for claims with a status of "payment approved" and then dump that to a spreadsheet within CRM, but no report is generated automatically every night.
4/14/2014 SuperUser Training	Q: What is the "Accounts" option on the Navigation Bar? A: This option gives you access to look for users/sub-recipients.



Class Start Date / Location	Question & Answer
4/14/2014 SuperUser Training	<p>Q: Training exercise for creating a program only shows one expense type. How do you budget for multiple expense types?</p> <p>A: You add multiple line items for various expense types.</p>
4/14/2014 SuperUser Training	<p>Q: How long are the attachments kept in MAGIC? Is the purge initiated by each agency or automatic?</p> <p>A: DFA is still looking at how long the retention will be in MAGIC, based on record retention laws and policies. The Department of Archives and History has suggested that a record analyst review all documents in MAGIC after the system has been in production for a full year, to determine how long records should be kept. DFA will continue to review space requirements and agency needs as they work with Archives and History on official policy. All retention schedules would be updated and reapproved by the Archives Committee after that determination.</p>
SuperUser Training	<p>Q: What is the T-code for the Funds Reservation that is created in Grantor when an agreement is approved?</p> <p>A: Transaction FMX3. Also, the ECC Funds Reservation link in CRM (under "agreements") takes you directly there.</p>

Class Start Date / Location	Question & Answer
05/22/2014 DFA Barbour PC Lab 2	<p>Q: Can an internal order be tied to more than one cost center? An agency was told that it could use multiple cost centers to one internal order when filling out the MRTL task, and apparently loading the MRTL spreadsheet does allow multiples.</p> <p>A: A <b>Grant</b> internal order can be tied to more than one cost center. This applies to grants only.</p>
5/13/2014 Woolfolk Annex 204	<p>Q: Are there data fields that cannot be changed on an internal order after postings have been made to that order? For example, cost center or fund?</p> <p>A: The Business Area and Functional Area cannot be changed. Depending on a person's security level, the Cost Center can be changed.</p>
5/13/2014 Woolfolk Annex 204	<p>Q: After Go-Live, will all agencies' internal orders be pulled on a report or just the business area that created them? If they can be displayed, can they be changed by other agencies?</p> <p>A: Security is set up by Business Area. A person from one agency cannot see or change Internal Orders belonging to another agency.</p>
5/12/2014 Woolfolk Annex 210	<p>Q: Re T-code KOK5 (Master List for Internal Orders): Will agencies only have access to Internal Orders within their Business Area?</p> <p>A: Security is set up by Business Area. If a person has an Internal Order role, they should have access to Internal Orders within their Business Area and only their Business Area.</p>
5/9/2014 ITS	<p>Q: If I want to add an Internal Order to a posting, I would use the edit posting T-Code. Are there particular stages in which this edit can or cannot be done?</p> <p>A: You cannot add an Internal Order after a document is posted.</p>

Class Start Date / Location	Question & Answer
5/27/2014 Woolfolk Annex 207	<p>Q: Will other agencies be able to see the sub general ledger information created by Department of Revenue?</p> <p>A: Material revenue codes will not be secured by Business Area.</p>
5/27/2014 Woolfolk Annex 207	<p>Q: How or what are the steps to post cost to more than one cost center?</p> <p>A: To post cost to more than one cost center, you would just have multiple lines on your transaction with each cost center listed.</p>
5/14/2014 School for the Blind Lab 2	<p>Q: When creating Statistical Key Figures (SKFs), is there a protocol for the numbering? How do we ensure we are not duplicating numbering used by another agency?</p> <p>A: Our recommendation is that each agency start their SKFs with their 4-digit agency number (Business Area) to help distinguish them from other agencies. This is not a requirement – the system will let you put what you want. Using the 4-digit agency number is considered “best practice”. The system will not let you use a number that already exists, but it is possible to conflict with another agency's numbering system if you do NOT use the 4-digit business area to begin your SKF numbers.</p>
SuperUser Training	<p>Q: The Statistical Key Figures slide says, “Additionally, SKFs tied to internal orders can be used for associating metrics with grants.” Are “metrics” and “measurements” being used interchangeably? What type of metrics are associated with grants?</p> <p>A: Metrics and Measurements are referring to goals and objectives associated with the grant.</p>
SuperUser Training	<p>Q: Who creates the secondary cost elements?</p> <p>A: Because they create the GL Accounts, Cost Elements (Primary Cost Elements) and Commitment Items, DFA OFM would automatically be the creators of Secondary Cost Elements. Agencies would follow the Master Data Request process to ask that a Secondary Cost Element be created or updated in the system for their use.</p>

Class Start Date / Location	Question & Answer
6/12/2014 Woolfolk 207	<p>Q: In Key Terms for Unit 3 (Slide 70), the definition for "released" status states: "You cannot change the status from Released back to Created after expenses have been posted." This implies that you <b>can</b> reverse the Release if expenses have not been posted. But neither the Release nor the Created status can be reversed. Please add an additional explanation of Release Status on slide 70.</p> <p>A: Once a project is "released," it cannot revert back to Created, whether expenses have been posted or not.</p>
6/12/2014 Woolfolk 207	<p>Q: When capital outlay projects settle to an expense, is there a settlement process for expensing projects? Do regular expense project settle?</p> <p>A: Only Capital projects are settled to create an asset. Expense projects are never settled.</p>
6/12/2014 Woolfolk 207	<p>Q: How do the GL accounts get converted from expense object codes to applicable capitalization object codes? How does the system "fix" expenditure codes for fiscal years that have ended?</p> <p>A: You cannot "fix" codes; you have to do a journal entry. MAGIC is an integrated system and expense object codes are passed through the different modules.</p>
6/12/2014 Woolfolk 207	<p>Q: "Add Investment Profile" slide (Slide 98): Do you have to add the investment profile to all levels? Or can you just add it at the project level and it apply to all levels? (applies to the situation in which a capital outlay project meets the threshold and so must have investment profile added).</p> <p>A: The investment profile needs to exist on any level to which it applies.</p>
6/5/2014 Woolfolk Annex 207	<p>Q: Are start and finish dates both required fields to create an operative project from a standard project?</p> <p>A: The start and finish dates are both required to create an operative project, whether from scratch or from a standard project.</p>
6/5/2014 Woolfolk Annex 207	<p>Q: How would you delete a WBS element if it has postings? Could you JV those postings to another WBS element and then delete the original one?</p> <p>A: Once a WBS element has postings, it cannot be deleted. You would have to do a JV to modify the postings, but the original element would still be there and you would not delete.</p>
6/5/2014 Woolfolk Annex 207	<p>Q: How sophisticated are the search capabilities of Open Text? Will it recognize handwritten words or special characters?</p> <p>A: Open Text attachments must be in PDF format and will have PDF search capabilities. They will not be able to recognize handwritten words but can recognize computer-generated text or characters.</p>

Class Start Date / Location	Question & Answer
	Q: No FIN340 Q&A at this time. A:

Class Start Date / Location	Question & Answer
	Q: No FIN350 Q&A at this time. A:

Class Start Date / Location	Question & Answer
6/12/2014 Supreme Court	<p>Q: The "Manage Budget Consumption" slide in Unit 3 (Slide 47) states that when the project/contract is complete, the funds reservation will be closed. Is the closure based on end date, affected by a zero balance, or can the user manually set the project/contract as complete?</p> <p>A: Closure can be based on any of the above.</p>
6/12/2014 Supreme Court	<p>Q: The "Budget Execution" slide in Unit 4 (Slide 58) states that transfers can be done only within a functional area. Our agency has authority to use any funds appropriated across functional areas. Will that functionality be available?</p> <p>A: Transferring funds across functional areas will have to go through OBFM for approval.</p>
5/27/2014 Supreme Court	<p>Q: On Exercise 3.3, "Value Type" is set to "B1." What is B1?</p> <p>A: There are three options here: B1 for Budget, R1 for Released and S1 for Statistical.</p>
5/27/2014 Supreme Court	<p>Q: Exercise 3.9 allows a manual reduction of a reservation. Why did the system allow this? Will a manual reduction of a reservation be allowed in the production environment?</p> <p>A: Yes, a manual reduction of a funds reservation is allowed. A funds reservation commits funds. If those funds are no longer required, this functionality allows you to release the commitment on those funds for other use.</p>
5/27/2014 Supreme Court	<p>Q: Exercise 4.3 transfers funds from one Fund (Sender) to another Fund (Receiver) in the same Budget Period.</p> <p>a. Will agencies be allowed to move between funds in the production environment?</p> <p>b. Will agencies be allowed to transfer between Functional Areas? The "Budget Execution" slide in the course says transfers can only be performed within a Functional Area (first 6 digits only). The exercise allowed transfers between Functional Areas.</p> <p>A: a. Yes; That being said, there are rules and approvals in place for fund transfers, just as there are in the Legacy system today.</p> <p>b. Transfers must be within same 6-digit functional area (6 digits: appropriation unit). Transfers may cross programs (8 digit functional area), as long as they are in the same appropriation unit.</p>
5/21/2014 SuperUser	<p>Q: It's my understanding that a Funds Reservation (FR) document does not have to have a vendor/customer number included in the coding. Is that correct?</p> <p>A: Funds Reservation does not link to a vendor or a customer number and it can be referenced by multiple vendors/customers.</p>
5/15/2014 Public Safety PC Lab	<p>Q: Ear-marked funds: Do you close out an ear-marked fund with the Purchase Order or the Purchase Voucher?</p> <p>A: If the earmarked fund has been fully consumed by the PO, then the fund is closed. If the fund has NOT been fully consumed, you can manually reduce the earmarked fund.</p>
5/15/2014 Public Safety PC Lab	<p>Q: Ear-marked funds: If you forget to reference the document, can you go back and edit the PO or PV to reduce the ear-marked funds, or would you have to manually reduce the ear-marked fund?</p> <p>A: As long as there are no follow-on documents created after the PO, such as a goods receipt or invoice receipt, you can go back to edit the line item on the PO in SRM. Please note that the change will trigger approval workflow again.</p>
5/13/2014 Woolfolk 209	<p>Q: How do you look up BBAL?</p> <p>A: There are a few standard ECC budget reports that can be used. Report FMAVCR02 presents this information. Other reports include FMB_PT01, FMEDDW (has drill-down capabilities) and FMRP_RW_Budget. There will also be BI/BW reports to see budget balances.</p>
5/13/2014 Woolfolk 209	<p>Q: Do you have to run ear-mark reconciliation to get the errors (exercise 3.2: Run Budget Availability reports)?</p>

Class Start Date / Location	Question & Answer
	<p>A: The FMAVCR02 report displays the budget, consumed amount and the remaining budget balance. If you exceed the budget amount, you will get the availability error at the time of posting without running the report.</p>
<p>5/13/2014 Woolfolk 209</p>	<p>Q: Can you enter budget for a future fiscal year? A: Only if the budget version is set up for the future year. This means that the budget fiscal year must be open and available for users to enter information. Each Budget Fiscal Year is opened by DFA as needed.</p>
<p>5/13/2014 Woolfolk 209</p>	<p>Q: Will "Test Run" be available in production (Exercise 4.10 Reverse Budget Entry)? A: Yes.</p>



Class Start Date / Location	Question & Answer
5/28/2014 via email	Q: Can items that are not assets be put on the same PO with items that are assets? A: Yes.
5/13/2014 MS School for the Blind: PC Lab 1	Q: Why is it necessary, in MAGIC, to create a new asset record (with a new inventory number) when an asset is moved/transferred from one cost center to another? There is no change to the asset - the receiving location/cost center is not getting a new asset, only the physical location/cost center is being changed. Please explain the reason behind this. A: If there's any kind of financial change to the asset record, you are required to transfer the original asset record with the original cost center to a new asset record with the new cost center. You are creating a new asset record with the new cost center. This is the business process adopted by the SOMS.
5/13/2014 MS School for the Blind: PC Lab 1	Q: The exercises included a step to write down/record the document number created upon completion of a transaction. Where would the user go to access those documents after the fact? Is there a specific transaction code to be used? A: T-Code FB03
5/13/2014 MS School for the Blind: PC Lab 1	Q: A student accidentally entered a partial transfer twice using ABUMN (exercise 4.1). Exercise 4.2 demonstrated reversing a transaction using AB08. We thought the student could reverse both transactions, the intended and accidental transfers, but she was only able to reverse the last one processed. How will this scenario be addressed in production? Will end users be able to reverse all transactions, if necessary, or just the last one completed? A: User should be able to reverse all transactions but can only do it by line item.
5/12/2014 Public Safety Lab	Q: What documents will we use to replace the ones currently being used and printed from AssetWorks (Protégé)? (Signature sheets: receiving, lost, stolen, scrap committee, etc.) A: While a few of these documents (disposal forms, for example) will have corresponding forms in MAGIC, most will be discontinued. Supporting paperwork (e.g. police reports, affidavits) pertinent to items being retired should be retained. The simplest way to keep this information is to attach the documents in MAGIC to the retired item's inventory number as pdf files.
5/12/2014 Public Safety Lab	Q: Will MAGIC do the 1% after depreciation for value? A: No.
5/12/2014 Public Safety Lab	Q: Can you park a workflow list before you send it? A: No, once you complete the worklist, it automatically kicks off workflow. You can add to a worklist as long as it has not been approved by the approver.
4/17/2014 SuperUser Training	Q: How can you tell an asset shell has been blocked? There is no indicator on the asset master record. A: You will not know an asset is blocked unless you try to post value to it. You will then receive a message stating that it is blocked.

Class Start Date / Location	Question & Answer
6/11/2014	<p>Q: For bid opening, will vendors (suppliers) still come into the office?</p> <p>A: MAGIC should not affect agency policies and procedures for bid/RFx openings. The primary change in the bid/RFx process in MAGIC will be that bids and proposals will be received electronically rather than in hard-copy form.</p>
5/28/2014 School for the Blind PC Lab 1	<p>Q: Will an agency be able to see State Hire Date as well as Agency Hire Date?</p> <p>A: Date information, including State Hire Date, will remain with the employee and can be viewed by the hiring agency or by the agency to which the employee transfers.</p>
05/22/2014 DFA Musgrove PC Lab	<p>Q: For the payroll rollover after conversion, will you still have to do this step?</p> <p>A: If this question refers to Year End Conversion, agencies will still perform normal SPAHRS processing at the end of Fiscal Year 2014, as SPAHRS is the system of record until Phase 2 Go-Live. Year-end processing with MAGIC will be included in Phase 2 training.</p>
5/21/2014 (Email)	<p>Q: How will employee phone numbers and email addresses be entered into MAGIC?</p> <p>A: Employee phone numbers and email addresses will be imported into MAGIC during conversion from SPAHRS and from the Role Mapping spreadsheets completed by each agency. The training in HCM110 is intended to teach users how to change or add new phone numbers and emails <b>after Go-Live</b>.</p>
5/21/2014 (email)	<p>Q: Is a new employee defined as new to the State of MS or new to an agency or position?</p> <p>A: In MAGIC, a 'new hire' is a new employee to the State of Mississippi. Today, when an employee moves from one agency to another, the employee is separated in SPAHRS and then 'hired' into the new agency. This will not be the case in MAGIC; an employee will only be hired once into state service. If the employee then moves from one agency to another, the move will be known as a "transfer."</p>
5/14/2014 Woolfolk Annex 210	<p>Q: Is SPB going to provide guidance to agencies on mapping current employees from SPAHRS to MAGIC based on current employee type?</p> <p>A: SPB worked with DFA to develop conversion mapping. SPB will not actually guide agencies on the new mapping, but both SPB and MMRS are available to respond to specific questions from agencies. The documentation attached to the "Employee Grouping SPAHRS Updates" MRTL task sent to agencies in June 2014 should help agencies understand the new Employee Group and Employee Sub-Group numbers. Most of the descriptions use the same terminology as SPAHRS. Remember that SPAHRS is still the system of record after Phase 1 Go-Live. Additional information on employee type and SPAHRS-to-MAGIC mapping will be included in the Phase 2 Training.</p>
5/8/2014 MSB Lab 1	<p>Q: Will both the State Hire Date and the Agency Hire date be seen by all?</p> <p>A: The agency will see its own data. This access is controlled through a security setup for structured authorization, based on Personnel Area or Personnel Sub-Area. Control agencies will see all data. Note that the date information, including State Hire Date, will remain with the employee and can be viewed by the agency to which the employee transfers.</p>
5/8/2014 MSB Lab 1	<p>Q: If a state employee reports to and is managed by a federal employee, how is this recorded in MAGIC? (Fed. Is blank in the system).</p>

Class Start Date / Location	Question & Answer
	<p>A: Only state employees are included in the State Organizational Structure. The initial organizational structure is established during Phase 1 conversion with data from SPAHRS.</p> <p>After Phase 1 conversion, the org structure is still maintained via SPAHRS data updates and a nightly SPAHRS to MAGIC Organizational Management and Personnel Administration interface. After Phase 2 go live, agencies will maintain their own organizational structures in MAGIC.</p> <p>Special circumstances for employees reporting outside the agency where they work will be handled in Phase 2. An example is a “dotted line” relationship where an employee sits in one space but reports to a “manager” in another space.</p>

Class Start Date / Location	Question & Answer
5/9/2014 Education Auditorium	Q: How will negotiated contracts that are not in WebProcure get into MAGIC? A: OPTFM's negotiated contracts that are not in WebProcure will be entered into MAGIC manually by OPTFM after Go-Live. WebProcure negotiated contracts will be part of the contract conversion for MAGIC Go-Live.
5/9/2014 Education Auditorium	Q: Is there a cross-reference for grants with numbers and letters in MAGIC? A: If this question refers to the legacy grant number currently used by the agency, there is a cross-reference on the Reference tab in MAGIC. The field called "External Reference" will contain the current grant number or the grant number given to the agency by the Sponsor.
5/7/2014 Education Auditorium	Q: Which agencies will be set up for Inventory Management? A: Department of Finance and Administration and Department of Corrections.
5/7/2014 Education Auditorium	Q: If other systems agencies are currently using for Inventory Management are phasing out, how and where will agencies keep up with inventory? A: Inventory Management is used to manage stocked items. We are not aware of any agency systems that are currently being used that will be phased out. Remember that this functionality is for management of supplies and other inventory, not for Fixed Asset management. For Fixed Assets management, agencies will be moving from Assetworks (Protégé) to MAGIC.
4/30/2014 Education Auditorium	Q: Was the vendor outreach letter sent to vendors via email or U.S. mail? A: Communications were sent via email and posted on the MAGIC website.
4/30/2014 Education Auditorium	Q: Are Grantee and Grantor reports going to be real-time? A: The canned reports from ECC and CRM will be real time. Any reports from BI/BW will be run the evening they are entered and will be ready the next day.

Class Start Date / Location	Question & Answer
6/19/2014 Medicaid	<p>Q: How long does a cancellation remain in the system to be reversed after cancellation? (Refer to Slide 27, "Action Buttons")</p> <p>A: The PO cancellation can be reversed up to the point the PO is "closed."</p>
5/30/2014 (email)	<p>Q: In MAGIC, can multiple printers be set up per department by the agency?</p> <p>A: MAGIC allows you to select any printer that is connected to the computer or available printers through the network. There is no special printer setup required as with the Legacy systems.</p>
5/20/2014 (email)	<p>Q: If someone is in a document, can another user look at the document? One student believed they were told in training that they could not do this.</p> <p>A: Two users can view the document at the same time, but only one user can be making edits to the document. Same-time access may have been an issue in training because students shared user IDs and could not search the same query at the same time. This should not be an issue in Production, because each user will have a unique ID.</p>
5/20/2014 (email)	<p>Q: What is the cutoff date for adding new vendors onto MAGIC from SAAS?</p> <p>A: June 20, 2014 is the cutoff date for vendor additions or changes in SAAS.</p>

Class Start Date / Location	Question & Answer
6/16/2014 (via email)	<p>Q: In reference to the Strategic Sourcing Process Flow diagram (Slide 13): How is an RFx awarded before it is approved by Oversight?</p> <p>A: The RFx award workflow will only require agency approvals. Oversight will only approve the contract created from the awarded RFx.</p>
6/16/2014 (via email)	<p>Q: Can buyers see who submitted a response for an RFx before the opening date?</p> <p>A: Yes, the buyers can see who responded to the RFx but will not be able to open the response until the opening date and time has been reached.</p>
6/16/2014 Woolfolk Annex Room 207	<p>Q: At what point does the protest period step in once the RFx has been awarded?</p> <p>A: The protest period will remain as it is defined in agency policies today. The protest period will not be impacted by MAGIC.</p>
6/10/2014 Batesville	<p>Q: Can the opening date of an RFx be extended by amending the opening date and bidders' submission deadline, as long as the amendment is done before the original opening date has expired?</p> <p>A: Yes. The dates can be extended prior to the original Bidder's Submission Deadline date and time.</p>
6/10/2014 Batesville	<p>Q: How can we pay those small vendors who will not sign up for Paymode? We are concerned the State will lose vendors because of small vendors who don't have computers.</p> <p>A: The Paymode Exemption process will remain unchanged. Exemptions are outlined in Section IV of DFA's administrative rule "Mandatory Electronic Payment of Vendors."  <a href="#">Mandatory Electronic Payment of Vendors</a></p>
6/6/2014 Woolfolk	<p>Q: Why can't e-mail notification be utilized to notify bidders that were not the successful bidder since the bidder getting the award will be notified by e-mail?</p> <p>A: The agency can send unsuccessful bidders an offline notification.</p>
6/4/2014	<p>Q: Bidder List: What's the difference between the Vendor Code and the NIGP Codes?</p> <p>A: The NIGP codes identify the Product Category and the Vendor code is the Vendor number.</p>
6/2/2014 Woolfolk Annex 210	<p>Q: Do you receive an email from MAGIC to let you know you have a workflow item waiting?</p> <p>A: The approver will receive a task through their UWL (Universal Worklist) queue.</p>
5/12/2014 ITS Lab 107	<p>Q: Please clarify that OVAR RFx type is only used by ITS. Would there be any instance in which an agency would request an exemption from State Personnel Contract Review Board for professional services?</p> <p>A: Agencies cannot use OVAR RFx type to receive an exemption from PSCRB. When an agency wants to be exempt from Oversight approval process based on product or services, they can create the OVAR RFx type (Oversight Approval). The follow-on RFx document to the request is called an OVEX (Oversight Exemption). The two RFxs go hand-in-hand for this business process. However, the agency must continue to follow the procurement business practices when submitting all necessary documentation as they do today for emergency procurements.</p>
5/12/2014 ITS Lab 108	<p>Q: Identify what the numbers represent for RFx response and the RFX. Some start with 318xxxxxxx and some start with 600xxxxxxx. Does the first number in the sequence help to identify any part of the RFx response number (maybe by type) or the RFx response number? Or are they just random system generated numbers?</p> <p>A: Both RFx numbers and RFx response numbers are system generated. The RFx number begins with a "3". The Response number to the bid begins with a "6" which is also system generated.</p>

Class Start Date / Location	Question & Answer
5/8/2014 Woolfolk 207	<p>Q: Would maintenance for copiers be an example of a follow-on request?</p> <p>A: Normal business practice will be used for any service request. The OVAR and OVEX transaction types are used based on the agency's discretion. An OVEX (Oversight Exemption) follow-on document is created from an approved OVAR (Oversight Approval Request).</p>
4/8/2014 SuperUser Training	<p>Q: If you want to delete an RFx after it is published, what happens? Will the vendors be notified the RFx has been deleted?</p> <p>A: The RFx cannot be "Deleted", but it can be "Closed". The vendors will not be sent an email; however, they will see the status of the RFx on the Bid Board as "Closed". A Buyer can delete a line item from the RFx, which will be an amendment to the RFx. The amended RFx will be emailed to vendors, but only if the bidders were added to the initial RFx via the Bidders Tab.</p>
4/8/2014 SuperUser Training	<p>Q: Can you use the same shopping cart number more than once? (For example, if you buy the same commodity often and are trying to save time by not having to create a new shopping cart each time for the same item.)</p> <p>A: The same shopping cart cannot be used more than once. Once the Shopping Cart is sourced to a contract, RFx, or PO, it cannot be used again. However, the Requisitioner or Buyer can copy the previously created shopping cart if the item will be procured often.</p>
4/8/2014 SuperUser Training	<p>Q: If the RFx is accepted by the appropriate approvers, what shows when the RFx is approved in the UWL? How long will an approved RFx sit in the UWL?</p> <p>A: If the RFx is approved, the status will change to "Published" on the RFx document. The RFx will be removed from the approver's UWL once a decision has been made to approve or reject.</p>
4/8/2014 SuperUser Training	<p>Q: Is there a website/document/location an agency can reference to see which RFx transaction types will be applicable to them?</p> <p>A: The following are RFx transaction types in MAGIC: RFIN, RFPR, RFQF, IFBD, RFQI, OVAR, OVEX, NEGC, PREQ, LOCG, NBID, and MSDA. Not all agencies will use all of these types (LOCG, MBID, and MSDA are only used by select agencies); however, when you create an RFx, you will only see the transaction types that will be used by your agency.</p>
4/8/2014 SuperUser Training	<p>Q: RFPR- Request for Proposal: The award for an RFP is not based only on the lowest price. How will the buyer handle this and how will the system handle this? Will the system try to award the contract to the lowest bid?</p> <p>A: No, the system will not award the contract to the lowest bidder. The "compare responses" functionality can only be used if the award is priced-based. Buyers may specify additional documents and information to be provided by the bidders using the Notes and Attachments tab. The vendor attaches their response in the specified format under the Notes and Attachments tab. The buyer must evaluate the responses individually and award the response that best fits the needs of the agency.</p>
4/8/2014 SuperUser Training	<p>Q: Will the Smart Number follow the RFx throughout the whole RFx process? Will a Smart Number in the RFx component be the same as a Smart Number in Accounts Payable?</p> <p>A: The only documents in the RFx component that contain Smart Numbers are the RFx and Contract. The RFx Smart Number is only applicable to the RFx. If a contract is created as a follow-on from the RFx, the contract will have its own unique Smart Number. All other documents (e.g. invoices, POs) will have a unique system generated number.</p>
3/31/2014 SuperUser Training	<p>Q: Why does MDA have its own RFx type? What distinguishes them from other RFx types?</p> <p>A: The MDA bid type applies to the MS Procurement Technical Assistance Center division of MDA. When entities fulfill the requirement of notifying MPTAC of bidding opportunities, MDA must post the bids on the external website so vendors are able to view and respond to bids.</p>
3/31/2014 SuperUser Training	<p>Q: Where is DFA approval obtained when requesting an exemption?</p>

Class Start Date / Location	Question & Answer
SuperUser Training	A: DFA approval is obtained on the contract if an agency or external entity wants to be exempted from procuring items from State Contracts. Create the SOLC (Cntr/Oversight Appr) contract type and select "OPTFM-P1" as the Contract Category. Regardless of dollar amount, this contract type will be routed to OPTFM for approval.
3/31/2014 SuperUser Training	Q: Will the Procurement Buyer be notified on the day that bids are to be opened? A: No. The Buyer will need to monitor the RFx and be aware of the Opening Date.
3/31/2014 SuperUser Training	Q: Can the buyer print a copy of the RFx and mail to vendor on request? A: Yes, the "Print Preview" button can be used to print the RFx.
3/31/2014 SuperUser Training	Q: If a change has been made on RFx, prior to publishing, will the Bid Board description number show version numbers? A: No, the RFx Smart Number versioning does not update until after the bid has been published.
3/31/2014 SuperUser Training	Q: What type of RFx changes would be categorized as "internal"? A: Internal changes are modifications (comments/notes) made to the RFx that only the agency needs to be aware of and that do not need to be seen by the bidders.
3/31/2014 SuperUser Training	Q: Does system default Event Parameters to "simple price"? A: It should, but if not, the "Detailed Price Information" field on the Event Parameters screen can be changed.
3/31/2014 SuperUser Training	Q: Will bidders see the target value if it is inserted on the header page? A: Yes, but Buyers should not place the Target Value of the Procurement here. (i.e. Target Value should be \$0). Target value should be driven from the bidders' response. Quantity times price from the response should drive the Target Value of the Award.
3/31/2014 SuperUser Training	Q: If an amendment is done, will a notice be sent to the Bid Board? A: Yes, if the "External" reason code is selected on the changed version of the RFx.



Class Start Date / Location	Question & Answer
6/12/2014 ITS Lab 8	<p>Q: Will the pre-approved vendor lists that PSCRB competes still be available? And if so, would a contract need to be created?</p> <p>A: Yes, the Pre-Approved Vendor List will be available. PSCRB Pre-Approved Vendor List purchasing guidelines can be found at the link below. This link states: "PSCRB has developed contract templates which may be used when contracting with a provider on the preapproved vendor list." The contract templates are posted on the site.</p> <p><a href="http://www.mspb.ms.gov/personal-service-contract-review-board/preapproved-vendor-information.aspx">http://www.mspb.ms.gov/personal-service-contract-review-board/preapproved-vendor-information.aspx</a></p>
6/12/2014 ITS Lab 8	<p>Q: For the commodities that are purchased from the statewide contracts on the OPTFM website, will the agency utilizing these have to create a contract? Example: Leased copier</p> <p>A: OPTFM's Purchasing Policies will remain unchanged. Please refer to OPTFM's purchasing guidelines at the link below for details.</p> <p><a href="http://www.dfa.state.ms.us/Purchasing/PurchasingGuidelinesQuickReference.pdf">http://www.dfa.state.ms.us/Purchasing/PurchasingGuidelinesQuickReference.pdf</a></p>
6/12/2014 ITS Lab 8	<p>Q: There are instances where an agency has to sign the contract supplied by the vendor, as the vendor requires it. (examples: waste management; fire alarm maintenance) Would a contract be created for these situations, and do these contracts have to be posted to transparency? Currently, these are not posted to transparency.</p> <p>A: Yes, a contract will be created and posted to Transparency.</p>
6/11/2014 Medicaid	<p>Q: Will Suppliers have to enter financial information in two places: MAGIC and Paymode? I had always understood that Paymode was going away and Supplier's will now be paid and invoices received through MAGIC. Please clarify.</p> <p>A: Paymode is not going away. POs will be sent to Paymode by an automatic job, at least once daily. Vendors who are e-invoice vendors will submit their invoices electronically through Paymode. If the invoice meets the three way match, the invoices will go into "Parked" status for users to save as complete (using Transaction FBV2). If there is an issue with a PO invoice, the invoices will go into the error handling table, ZFAP_PM_INV_ENTER, to correct errors and create invoices.</p> <p>In addition, all non-PO invoices from Paymode vendors will go directly into the error handling table for further processing.</p>
6/11/2014 Medicaid	<p>Q: Exercise Period vs Period of Performance: Is the Period of Performance the actual dates the contract is valid?</p> <p>A: The Period of Performance is the timeframe in which the agency expects the services to be performed.</p>
6/11/2014 Medicaid	<p>Q: Can only the creator of the contract add an Ad Hoc approver? Must the Ad-Hoc approver be added at the beginning of the contract process, rather than during the process? Example: if the creator is out sick, and the contract has already been released to begin the approval process, is it correct that the creator can't go into the system (from home) and add someone as an Ad-Hoc approver because they weren't added at the beginning of process?</p> <p>A: An Ad Hoc approver can be added by the creator prior to releasing the contract or by the Agency Buyer Manager or Oversight Approver, prior to approving the contract.</p>
6/11/2014 Medicaid	<p>Q: Is Paymode going away? Some SuperUsers said it is not going away.</p> <p>A: No, Paymode will not be going away. Paymode will still be the product used by the State for e-payments and remittance to vendors.</p>

Class Start Date / Location	Question & Answer
5/28/2014 RGC Building Barbour Lab	<p>Q: Is the system able to alert you when a vendor is issued more than one contract and the cumulative balance exceeds the purchasing limit, thus requiring oversight agency approval? This might be an issue because an agency could have multiple buyers.</p> <p>A: The system will not alert the agency in this situation.</p>
5/28/2014 RGC Building Barbour Lab	<p>Q: Is there a location in MAGIC where the user can assign a unique name to a contract?</p> <p>A: The Contract Short Description field under the Notes and Attachments section should be used to give a brief description of the commodity being purchased or the service being supplied.</p>
6/4/2014 Robert Clark Bldg 4th Floor	<p>Q: Will the posting of contract to transparency from the Contracts application be immediate or is it an overnight process?</p> <p>A: Posting of contracts to transparency from Contracts application will be run on a scheduled basis. The project team has not finalized the time intervals for the postings at this time.</p>
5/15/2014 Woolfolk 210	<p>Q: What would be a situation in which you would want or need to create a contract from a shopping cart?</p> <p>A: Creating a contract from a shopping cart would not typically be done. A shopping cart would usually be sourced to an RFx or Purchase Order.</p>
5/13/2014 ITS Lab 108	<p>Q: Will shopping carts start with the number 1?</p> <p>A: Yes. Shopping cart numbers are system generated and begin with a "1".</p>
5/13/2014 ITS Lab 109	<p>Q: Will RFxs start with the numbers 31?</p> <p>A: RFx numbers are system generated and begin with a "3".</p>
5/13/2014 ITS Lab 110	<p>Q: Will contracts start with the number 84, 82 or 8?</p> <p>A: Contract numbers are system generated and begin with an "8".</p>
5/13/2014 ITS Lab 111	<p>Q: Is this statement correct? Creating a contract with option is not to be used for a price increase or the option to renew a contract.</p> <p>A: Correct.</p>
5/13/2014 ITS Lab 107	<p>Q: When an emergency contract is created, will oversight agencies be notified of the creation?</p> <p>A: All Emergency contracts are subject to Buyer Manager approval in workflow, but will not route for oversight approval. Agencies are required to notify Oversight of the emergency procurement within a designated timeframe by editing the contract with a Header Reason code of "Oversight/Catastrophic." This Header Reason code will automatically route the emergency procurement information to Oversight for approval.</p>
5/9/2014 Woolfolk Annex 210	<p>Q: If an agency does an emergency contract, would the oversight agency be alerted?</p> <p>A: All Emergency contracts are subject to Buyer Manager approval in workflow, but will not route for oversight approval. Agencies are required to notify Oversight of the emergency procurement within a designated timeframe by editing the contract with a Header Reason code of "Oversight/Catastrophic." This Header Reason Code will automatically route the emergency procurement information to Oversight for approval.</p>
4/9/2014 SuperUser Training	<p>Q: Can an upper Level approver be able to edit a contract instead of rejecting it? If so, how will the originator be notified?</p> <p>A: The upper level approver can edit the contract if they have an SRM Strategic Contract role (not all managers have edit rights). The originator will not be notified of this change. The creator will only be notified if the contract were in a "Released" status (all approvals are applied) and then the manager amended the contract. Once amended, all Buyers within the Purchasing Group will be notified via an alert in their UWL that the contract was amended.</p>
4/9/2014	<p>Q: Please provide more explanation of what "Offline Approvals" are (Slide 64).</p>

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SuperUser Training	A: Offline approvals are approvals obtained outside of MAGIC through emails or signatures on legal contract documents. These approvals are not electronically routed through the system. They are usually wet signatures obtained from an agency board or oversight board. Once the offline approvals are received, Buyers can update the Agency/Board Approval field on the Contract Header>Additional Information tab to record the approval decision (approve or reject) along with the date the approval was obtained.
4/9/2014 SuperUser Training	Q: Why would an emergency (which is a method of procurement) ever be considered a CNTR (General Purchasing contract type)? A: An emergency contract can be created from a CNTR if the emergency purchase does not exceed the Oversight Approval threshold. However, if the Oversight Threshold is exceeded on the CNTR, it will route to the appropriate Oversight.
4/9/2014 SuperUser Training	Q: What would happen if the anticipated value of the emergency purchase would be \$90,000 and then it would unexpectedly exceed \$100,000? If the agency has a system approval for a \$90,000 contract which was entered as a CNTR, would they then need to enter another contract for \$30,000 (to total the \$120,000)? Both contracts would then system approve which violates procurement rules/laws. A: Emergency contracts should be created using the EMEC (Emergency Contract). The initial contract would not require Oversight Approval, however the agency must amend the contract, within the timeframe set by Oversight Agencies, to notify them that an emergency has occurred. On the amendment, the Buyer will select the Header Reason code, "Oversight/Catastrophic", which will route to the appropriate Oversight agency for approval.  Agencies will not be able to circumvent PSCRB's purchasing laws in the above scenario. Service contracts created by the same agency, to the same vendor, using the same Product Category with a cumulative total exceeding 100K, will route to PSCRB for approval.
4/9/2014 SuperUser Training	Q: Some contract examples say they will be replicated in ECC. For those that do <b>not</b> say that, how will they be replicated in ECC? (Or will they?) A: Assigning distribution is optional. All MDOT, BRICKS, Statewide and EPL contracts will be distributed to ECC. Some agency service contracts may be distributed to ECC in order to post direct invoices against contracts (still being decided by OFM).
4/9/2014 SuperUser Training	Q: What is MDM? A: MDM (Master Data Management) is the SOMS Internal/External Catalog that contains items awarded from OPTFM's Statewide Negotiated and Competitive Contracts, ITS Two-Way Radio and E-911 Cabling EPL items, and PSCRB Statewide Price List for Services.
4/1/2014 SuperUser Training	Q: LSAG: What legal services are included in this contract type? Do they go to PSCRB also? A: This contract type only requires the Attorney General's Office approval. No, this contract type does not require PSCRB approval.
4/1/2014 SuperUser Training	Q: If a contract requires a PO but has an assigned distribution in SRM, will the system catch invoices when a PO has not been created? A: The system has a tracking tab that will monitor the history of all the processes connected to that contract, but it is up to the user to make sure whether a PO should be created.
4/1/2014 SuperUser Training	Q: Prior year object code: How will contracts be paid when assign distribution has not been checked? A: A PO can be created.
4/1/2014 SuperUser Training	Q: Pending Legal Action: Please give clarification as to what this means.

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SuperUser Training	A: "Pending Legal Action" can be used for informational purposes, in case a vendor protests the award of the contract to a competitor.
4/1/2014 SuperUser Training	Q: Please explain the "Checked out" box on Notes and Attachment tab. A: When a document is being revised from the notes and attachments, the user has the capability to check the document out and check it back in once all modifications have been made.
4/1/2014 SuperUser Training	Q: When upper management rejects a contract, does it go back to the creator or back to the first level of approver? Example: There are 3 levels of approval. Level 2 approved but Level 3 rejected. Does the contract route back to the level 2 first? Or go to the creator, skipping level 2? If the contract goes to first level, does the entire workflow starts over again, including level 2? (Want to be sure level 2 is made aware of changes and not by-passed) A: The process starts back with the creator if rejected and restarts the entire approval process.
4/1/2014 SuperUser Training	Q: Can you select oversight agency as an Ad hoc approver? A: Yes, one can add oversight agency as an Ad hoc approver, if necessary.
4/1/2014 SuperUser Training	Q: Please provide an explanation of Internal vs. External Code for the Reason code on Header tab. A: Internal can be any internal informational agency related comments. External is when any information needs to be posted to Transparency or seen by the vendor.
4/1/2014 SuperUser Training	Q: Please provide clarification of the Option Status on the Items Tab. A: The optional "Option Type" is used to add a secondary item or service to the contract, which can be activated at a later date. (e.g. Lawn Services are provided year round; however, during the fall months, you would like them to rake the leaves as well.)
4/1/2014 SuperUser Training	Q: Can Assign Distribution be changed after the release of a contract? Or do you have to start all over? A: The contract can be edited to accommodate any needed updates, including changing distribution after the release of a contract.
4/1/2014 SuperUser Training	Q: When you create an Emergency contract, at what point do Oversight agencies get to approve the Contract Amendment that should follow the Emergency contract as a follow on document? A: When the amended contract is created, the Buyer will select "Oversight/Catastrophic" reason code upon release of the contract (i.e. when the release button is clicked). This selection will automatically trigger oversight approval.

Class Start Date / Location	Question & Answer
6/18/2014 (via email)	<p>Q: In reference to slide 41, "Add New Clause Process": How long is this process?</p> <p>A: The length of this process is determined based on the details of the request and when it is approved by the agency manager.</p>
6/18/2014 (via email)	<p>Q: How can you view Standard Document Builder Templates before using the template?</p> <p>A: Doc Builder templates can be viewed once the agency has selected and opened the correct Doc Builder Doc type.</p>
5/16/2014 ITS	<p>Q: Can an agency submit a change to MMRS to change another agency's template contract?</p> <p>A: Each agency is responsible for any changes/modifications made to their template(s). The change process would require a request submitted by the appropriate manager with confirmation of their approval to complete the requested template modifications.</p> <p>An agency could not change another agency's template. They can, however, copy clauses from another agency's template, if needed, and create their own version of the template.</p>
5/16/2014 ITS	<p>Q: If an agency issues an amendment to a released RFx, are the vendors notified the amendment was released?</p> <p>A: If changes are made to the RFx once an RFx has been published, the new version will be posted to the MS Contract Procurement and Opportunity Search website (the new "Bid Board") and vendors will see the amendment there. The Bid Board will have the original version and any updated versions of the document. A version number will appear to indicate a new version has been issued.</p>
5/16/2014 ITS	<p>Q: If a change is made to the document, is workflow retriggered? Will the document be issued before all of the approvals are secured?</p> <p>A: If any edits are made, the system will require a reason code and the workflow will restart.</p>
4/11/2014 SuperUser Training	<p>Q: How do you see the entire contract? When we went to print preview, we only saw one page. There were no terms and conditions visible in our print preview.</p> <p>A: If you want to preview all the information in Document Builder from the preview tab, make sure you scroll down to see all the details in the document. Also use the other scroll bar located inside the document being previewed. The terms and conditions should be visible if you select the scroll bars. Keep in mind, once the document is released from Doc Builder and sent back to the SRM application, the Doc Builder document is located in the Notes and Attachment tab on the Contract screen.</p>
4/7/2014 SuperUser Training	<p>Q: Once you click release in Document Builder, is there any way to know it is released?</p> <p>A: When a document is released, the user will select the log off button in Document Builder and can go directly to the Notes and Attachments tab to see where the document posted.</p>
4/7/2014 SuperUser Training	<p>Q: The course references Word 2007. Is this correct? We understood only Word 2010 was supported for use with MAGIC.</p> <p>A: In order to perform Document Builder in SRM, Word 2007 or 2010 must be installed.</p>
4/7/2014 SuperUser Training	<p>Q: Does the contract need to be released or saved? Released typically means it is now going through the approval process.</p>

Class Start Date / Location	Question & Answer
<p>Training</p>	<p>A: If this question is concerning Document Builder, there is a Release button to confirm that the desired Terms and Conditions have been included/completed in the document.</p> <p>If the question is concerning contracts, there is a release button to send the contract through the approval process once all required fields have been completed.</p> <p>In order to perform an amend process in Document Builder, the contract must be in a released status.</p>

Class Start Date / Location	Question & Answer
5/8/2014 Woolfolk Annex 207	Q: Where will the agency inventory number be displayed? A: For vehicles currently in AssetWorks, the agency inventory number will be converted into MAGIC and will be displayed on the Fleet record in the field titled "Inventory no." After Go-Live, the agency will create the inventory number and populate the inventory number field in MAGIC. The inventory number will continue to be the link to the FuelMan card account. The Inventory Number must be maintained to ensure that FuelMan posts correctly to MAGIC. The agency can enter the MAGIC equipment number in the Inventory no. field to keep it simple.
5/8/2014 Woolfolk Annex 207	Q: If work is done within agency, but don't have access to MAGIC, is notification or request needed? A: Notifications are not required. If work is done on a vehicle, a Maintenance Order will need to be created. All agencies that have vehicles will have a Maintenance Planner/Scheduler role assigned to someone at the agency.
5/8/2014 Woolfolk Annex 207	Q: What is the difference between equipment number & agency-assigned inventory number? A: The equipment number is a system-generated number in MAGIC for each equipment record. The agency-assigned inventory number is the legacy number from AssetWorks. We had to keep the legacy inventory number since it is tied to the FuelMan account. The inventory number is also the number painted on vehicles at certain agencies and would be costly to change.
5/2/2014 Woolfolk Annex 209	Q: When or what screen can you enter long text? How do you access it for review? A: To create, change, or view long text, click the long text icon beside the short description box.
5/2/2014 p.m. Woolfolk Annex 209	Q: Who will be responsible for making manual corrections when a fueller uploads information and there is an error? Fleet Coordinator? Maintenance Planner/Scheduler? Other? A: The Fleet Coordinator role has access to the transaction ZPMFMI_FuelManlogger to review the load errors from the FuelMan load. The Fleet Coordinator also has the transactions IK11, IK12, and IK18 to create and update measurement documents.
5/2/2014 Woolfolk Annex 209	Q: How will MAGIC get email addresses for fleet notifications? A: The email address will be entered by the Maintenance Planner/Scheduler at the time the notice is sent. Sending notifications to the vehicle drivers is optional.
5/2/2014 Woolfolk Annex 209	Q: Will unplanned maintenance (repairs) be uploaded by Fuelman? A: Yes, when a FuelMan card is used.
5/2/2014 Woolfolk Annex 209	Q: Where will odometer errors be corrected from Fuelman? A: The Fleet Coordinator has the transactions IK11, IK12, and IK18 to create and update measurement documents.

Class Start Date / Location	Question & Answer
6/4/2014 Bryant PC Lab	<p>Q: Should fuel and maintenance cost posting continue through June 30, 2014, or should these entries be held until July?</p> <p>A: On June 18<sup>th</sup>, MMRS will get a data dump from AssetWorks. The current odometer reading will be converted to MAGIC. Any fuel or maintenance purchases using a Fuelman card will be loaded into MAGIC starting June 18<sup>th</sup>. Any non-Fuelman card purchases that were not entered into AssetWorks by June 18<sup>th</sup> can be manually entered into MAGIC. If this task is too cumbersome, the agency may opt to start fresh at go-live and enter maintenance postings that occur after go-live.</p>
6/4/2014 Bryant PC Lab	<p>Q: Will A/C check continue to be on the task list in MAGIC? There is a new filter that has been installed in A/Cs on new cars that must be changed.</p> <p>A: Air Condition Service is a task that is defined for go-live. All of the tasks in MAGIC were defined by the list currently in AssetWorks. The agency can create any new task they would like for their agency after go-live.</p>
6/4/2014 Bryant PC Lab	<p>Q: Can UTLTW, UTRLA, etc. be moved down at the top left corner of shop paper so that the first one, UTLTW, does not interfere with the MS State Government Seal?</p> <p>A: Requests for form changes can be made to MMRS after go-live.</p>
5/6/2014 Woolfolk Annex 209	<p>Q: If I have no internal shop:</p> <p>a. Will I be able to view if external vendor has been paid if work is performed outside of Fuelman?</p> <p>b. How will the system help me submit a request for maintenance in a paperless venue to AP?</p> <p>A:</p> <p>a. If you have security access to financial documents within MAGIC, you will be able to see if a vendor has been paid.</p> <p>b. When you complete a maintenance order in MAGIC that requests parts not in inventory or an external service, a purchase requisition will be created and sent to SRM for procurement.</p>



Class Start Date / Location	Question & Answer
05/22/2014 Public Safety PC Lab	<p>Q: Concerning commute vehicles: Will the driver's log for the regular commuter be captured in MAGIC? This question pertains to a commute vehicle used on regular basis, and the driver log is interactive with the driver's personal payroll.</p> <p>A: Commute vehicles that are assigned to a driver will show the history of driver assignments on the equipment/vehicle record. There will not be a log maintained by the driver in MAGIC.</p>
05/22/2014 Public Safety PC Lab	<p>Q: Since SOMS does not require yearly license plate tags (and the same government tag remains with the vehicle until vehicle disposal), is a Validity End Date required? If so, why is the end date not entered as year 9999?</p> <p>A: The Validity End Date is not a required field in MAGIC. The exercise used in the class is just an example of what the user may populate in the system. Undercover vehicles will not use a government tag, for example.</p>

Class Start Date / Location	Question & Answer
6/10/2014 Woolfolk 209	<p>Q: Will the dates and odometer readings from the last PM on vehicles automatically come to MAGIC from Asset Works at Go-Live or will end users have to manually jump start each maintenance plan using IP10 for each of their vehicles?</p> <p>A: The last odometer reading will be converted to MAGIC. No historical maintenance will be converted. MAGIC will use an algorithm to derive the next due date for time-based maintenance plans. The logic is listed below:            Using the Equipment Start-Up date, subtract the Activity interval from Today's Date. If the Start-Up Date is greater than the Workarea Date, use the Equipment Start-Up Date to start the Maintenance Plan. Otherwise use the Workarea Date to start the Plan. Activity Intervals are shown below:            Glass: 60 month intervals            Replace Belts, Hoses, Timing: 48 month intervals            Inspection: 12 Month intervals            Full Service Car Wash: 2 month intervals</p> <p>Note that agencies can reset and/or deactivate maintenance plans after Go-Live.</p>
6/10/2014 Woolfolk 209	<p>Q: What is the plan for a crosswalk between MAGIC Maintenance plans (task lists) and Fuelman so that maintenance plans/items for vehicles come over to reflect the work that was done, so they don't all come over as repairs, and will we need to provide codes for the Fuelman vendors to use so that each of the 18 plans (task lists) are satisfied?</p> <p>A: Today, all non-fuel entries in the FuelMan file are loaded as "Repairs". After Go-live, MMRS will work with OPTFM to build a crosswalk for FuelMan codes to cost collectors (fuel, repairs, maintenance). This crosswalk will not interact with maintenance plans. Manual steps will still be required to mark notifications generated from the maintenance plans as complete.</p>
5/29/2014 Woolfolk 209	<p>Q: Please clarify the "System Condition" field ("In Operation" or "Not in Operation"). Does this mean the vehicle is not in operation while repairs or maintenance is being performed? If so, when would a vehicle ever be "In Operation" during maintenance? Does this field indicate the vehicle is "Not in Operation" because it is broken down?</p> <p>A: If the System Condition is set to "Not in Operation," that means the vehicle will not be available for use during the maintenance or repair.</p>
5/29/2014 Woolfolk 209	<p>Q: How does "System Condition" relate to the "Breakdown Indicator" and "Priority"?</p> <p>A: The breakdown indicator is only selected if the vehicle is not available for use until the maintenance or repair is completed. For example, during an oil change, the vehicle is not available for use while the procedure is taking place. The System Condition would be "Not in operation" DURING the actual procedure but the vehicle is available for use prior to the oil change, so the breakdown indicator would NOT be selected. If a vehicle is wrecked and cannot be used until it is fixed, the breakdown indicator would be selected AND the System Condition would be set to "Not in Operation."</p>
5/29/2014 Woolfolk 209	<p>Q: VINTelligence is not presently populating all 2014 models. It returns "Unknown" and leaves blank fields. Will this be corrected when MAGIC is in production? Will the blank fields populate at conversion even if they did not populate in training?</p>

Class Start Date / Location	Question & Answer
	<p>A: In the MAGIC <b>training</b> environment, the VINTelligence interface connects to a test server maintained by VINTelligence that does not contain the entire database. In the MAGIC <b>production</b> environment, VINTelligence connects to a production server maintained by VINTelligence, which contains an updated database with 2014 models. All values populated by the VIN are determined by VINTelligence. It will still be possible for a vehicle to be so new that VINTelligence will not yet have updated its database to include the vehicle.</p>
4/10/2014 SuperUser Training	<p>Q: How/will Fuelman odometer errors be corrected in MAGIC as they are now in AssetWorks?</p> <p>A: You can use transaction IK22 to create a measurement document. If the odometer reading is far from correct, you can use transaction IK11 to reset the odometer. You can find more information in the LOG330 Master Data Course, starting with the Measurement Documents slide.</p>
4/10/2014 SuperUser Training	<p>Q: Can 100% be the default for Shift Factor Late Completion, Shift Factor Early Completion, and Call Horizon?</p> <p>A: No, these values cannot be defaulted.</p>
4/10/2014 SuperUser Training	<p>Q: How/where are confidential/unmarked vehicle assignments be handled in MAGIC?</p> <p>A: There is a separate course for undercover vehicles. This course is only available to employees who have undercover vehicle authorization. All information about these processes is included in that course.</p>

Class Start Date / Location	Question & Answer
6/6/2014 Woolfolk 209	<p>Q: At Go-Live, will an agency's Pool Car fleet come into MAGIC through the data conversion from Assetworks already classified as "Poolcars," or will agencies have to manually classify each of their pool cars as we did in Class Exercise 2.1?</p> <p>A: The PAM pools will have to be created by OPTFM after go-live. Your agency should contact OPTFM when they are ready to create their PAM pools.</p>

Class Start Date / Location	Question & Answer
	Q: No LOG360 Q&A at this time. A:

Class Start Date / Location	Question & Answer
	Q: No LOG370 Q&A at this time. A:

Class Start Date / Location	Question & Answer
	Q: No LOG410 Q&A at this time. A:

Class Start Date / Location	Question & Answer
	Q: No LOG420 Q&A at this time. A:



Class Start Date / Location	Question & Answer
5/9/2014 Library Commission	<p>Q: How long will data be accessible in MAGIC? (for audit, historical reporting, etc.)</p> <p>A: DFA is still looking at how long the retention will be in MAGIC, based on record retention laws and policies. The Department of Archives and History has suggested that a record analyst review all documents in MAGIC after the system has been in production for a full year, to determine how long records should be kept. DFA will continue to review space requirements and agency needs as they work with Archives and History on official policy. All retention schedules would be updated and reapproved by the Archives Committee after that determination.</p>
5/7/2014 Library Commission	<p>Q: If you have 2 sessions open in MAGIC, where does the system identify each session?</p> <p>A: In WebGUI, the sessions are not identified. In SAPGUI, however, each additional session is identified with a number of the session in parenthesis in the system status bar (e.g. (2), (3))</p>
5/7/2014 Library Commission	<p>Q: How does the system information toolbar differ between SAPGUI and WebGUI?</p> <p>A: The main difference is that in SAPGUI, you can set the system status bar to show the system information you want to see at all times (e. g. transaction). In WebGUI, you can see the same information, but you must click on the status bar menu to see the information you need.</p>
5/7/2014 Library Commission	<p>Q: Can you right click to copy and paste in MAGIC or are the Control functions the only way to copy and paste?</p> <p>A: In WebGUI, you must highlight the text you wish to copy/paste and then use <b>Ctrl C</b> to copy and <b>Ctrl V</b> to paste.</p>
4/30/2014 ITS	<p>Q: When using the search button and getting results in several columns, the columns are too small to read full name and you have to expand the column. Is there a way to set the column width permanently?</p> <p>A: No, there is not a way to do this in WebGUI.</p>
4/30/2014 Woolfolk Annex 209	<p>Q: Does the MAGIC password change every 90 days?</p> <p>A: After Go-Live, MAGIC users will be required to change their password every 90 days.</p>
4/30/2014 Woolfolk Annex 209	<p>Q: Is Access going away?</p> <p>A: If this question refers to Microsoft Access, the database management component of Microsoft Office, MAGIC will not impact your agency's license of this product. MAGIC functionality may replace some agencies' inhouse systems that were developed using the Access product. Any replacement of inhouse systems would be agency-specific and is typically an agency decision.</p>
4/29/2014 Woolfolk Annex 204	<p>Q: Do transactions saved in the favorites folder in WebGUI cross over to the favorites folder in SAPGUI?</p> <p>A: No, favorites do not cross over. They must be set up in both places if you use both WebGUI and SAPGUI.</p>
4/27/2014 Woolfolk Annex 209	<p>Q: Can Chrome (or other browsers) be used to access MAGIC?</p> <p>A: Information regarding supported browsers and browser versions can be found on the MAGIC Technical Webpage at this link:  <a href="http://www.mmrs.state.ms.us/MAGIC_Tech/index.shtml">http://www.mmrs.state.ms.us/MAGIC_Tech/index.shtml</a></p>