

Subrecipient User Training Guide



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Homepage

- 1) Navigate to https://serafullsb-deosera.cs92.force.com
- 2) Enter the login details (which have been sent by email from Salesforce.com)
- 3) The first page accessed when logged in is the home screen, like the one below.
- 4) There are three list views for Notices of Fund Availability (NFA):
 - In Progress NFAs
 - Pending Closeout NFAs
 - Closed NFAs
- 5) There are three list views for Financial Activities:
 - Advances
 - Expenditures
 - Program Income





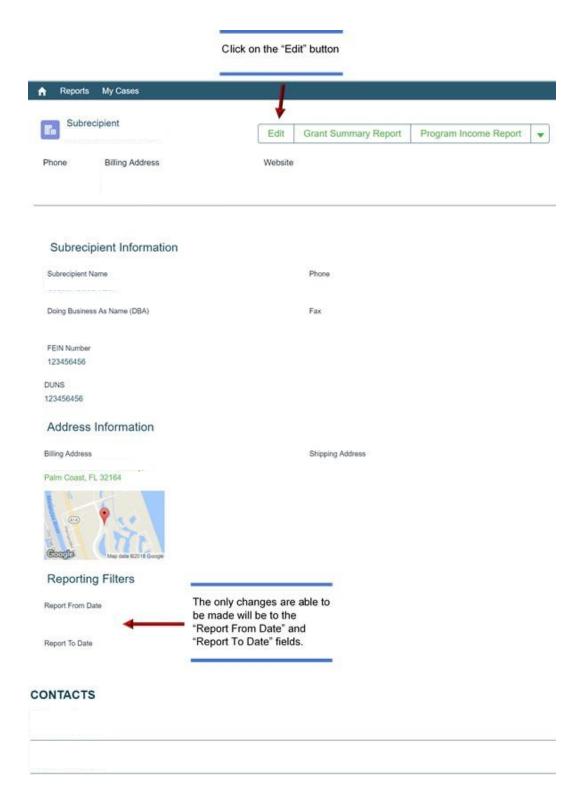
1. Subrecipient (Account Information)

2. To view account details, click on the account name. (Note: All clickable links are displayed in green)



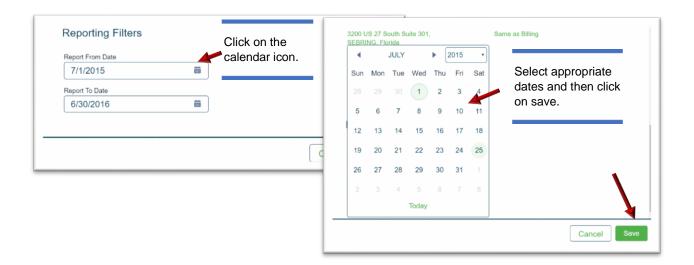
- **3.** Account details will be displayed.
- **4.** The only changes that can be made on this page are the "Report from Date" and "Report to Date" fields. To make these changes click on the "Edit" button in the top right-hand corner. See the screenshot on the next page where these fields are highlighted.
- **5.** Please note: these fields affect reporting and will determine the data that is pulled into reports based on the dates selected. This will be explained in further detail under the Reporting section of this user guide.



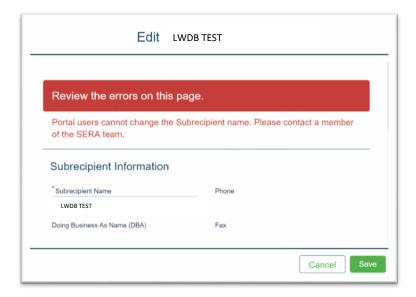




- **6.** A small screen will open with the ability to update the "Report From Date" and "Report To Date" fields.
- **7.** Click on the calendar icon to display the calendar and select the appropriate dates for both fields. Click "Save" to save the changes.



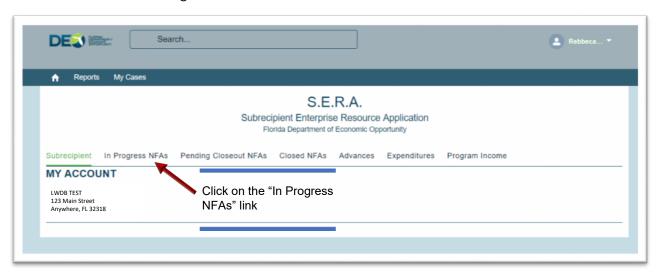
8. Please note: The Subrecipient name field appears to be editable, however it is not. If an attempt to make any changes to the name and save, the following error message is displayed.





2. In Progress Notices of Fund Availability (NFAs)

- 1. To return to the home screen, click on the Home icon
- 2. There are three list views for NFAs: In Progress NFAs, Pending Closeout NFAs and Closed NFAs. In this section we will be covering the In Progress NFAs.
- 3. Click on the "In Progress NFAs" link.



4. The following screen appears showing a list of the "In Progress NFAs". An NFA record can be opened by clicking the link to the individual record.



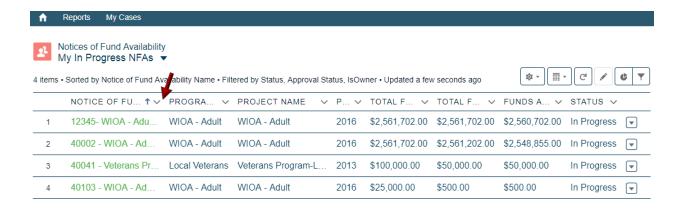
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5. For a List View that can be sorted, click on "View All" link at the bottom of the page.



6. In the "View All" screen the list can be sorted by any of the columns in the view. By clicking at the end of each column name records can be displayed in ascending or descending order.





7. To change to a different list view, click on the drop-down arrow (see screenshot below) and change the list view by selecting one of the options that is displayed. Available list views can also be viewed by returning to the Home screen.



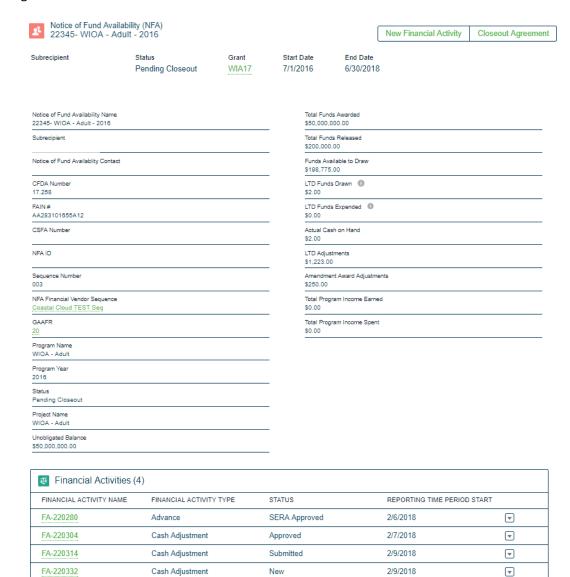
8. Click on the NFA record name link to access the record details.

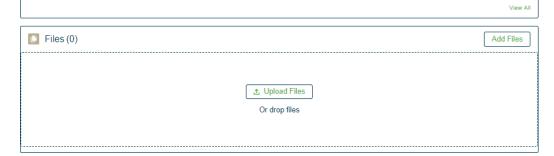


- 9. Related Financial Activities and Files can be viewed by scrolling to the end of the screen.
- 10. Financial Activities related list shows all Financial Activities for the "In Progress" NFA selected. Click on "View All' button to see all records.



NFA Page View:







3. New Financial Activity for In Progress Notices of Fund Availability (NFAs)

- Please note: Financial Activities cannot be created before the NFA Start Date or after the NFA Close Out Period time frame.
- 2. When creating a new Financial Activity there are three options:
 - Expenditure Report
 - Advance
 - Program Income

3.1 Advance

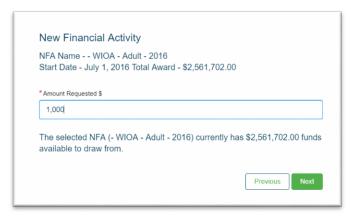
1. To request an advance, go to the NFA for which you want to create the Advance, and select the button on the top right-hand side of the screen called "New Financial Activity.



2. A small screen will appear – select "Advance" and click "Next".

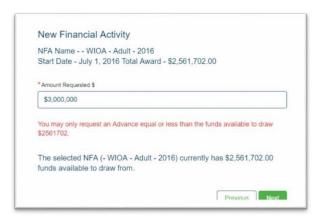


3. Enter the amount requested. Below the Amount Requested field is a display of the Funds Available to Draw for this NFA.

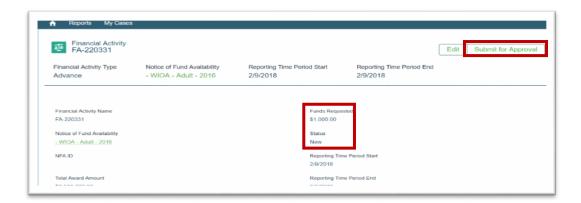




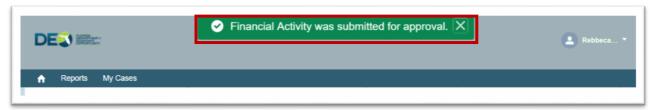
4. If the requested amount is more than currently available, an error message will be displayed.



- 5. After clicking "Next", a new Advance record is created. The Funds Requested amount is displayed and the status is "New". This record can be edited until it is Submitted for Approval. Click the "Edit" button to update information on the page and "Save" to save the changes.
- 6. When the record is correct, select "Submit for Approval" to submit the Advance request to DEO for approval.



- 7. A comments screen will appear where additional details can be added. Click "Submit".
- 8. Once submitted there will be a message at the top of the screen in green, indicating that the Advance request has been submitted.





- 9. The status has now been changed to Submitted. Once DEO has approved the advance the status will be changed to Paid.
- 10. The financial import record at the bottom of the page will show the payment information including the warrant information.



3.2 Expenditure Report

1. To submit an expenditure report, go the NFA from which you want to create the Expenditure and scroll to the top right-hand side of the screen and select "New Financial Activity

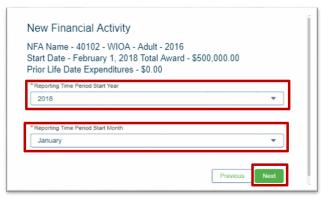


2. A small screen will appear – select "Expenditure Report" and click on "Next".





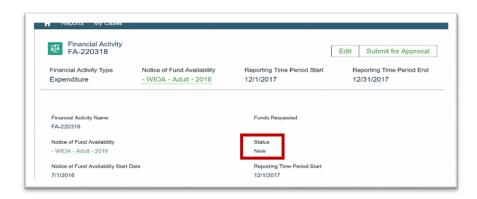
3. Complete the Year and Month fields and click on "Next".



4. Please note: Only one Expenditure report may be submitted for each reporting month. The system will not allow duplicate submissions. The message will advise to contact DEO to edit a previously submitted Expenditure, or to adjust the month for which the report is being created.

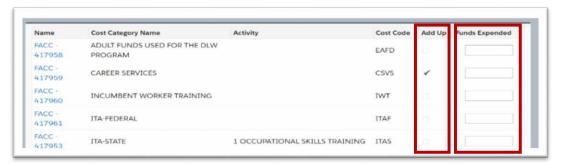


5. When creating a New Financial Activity record the status is automatically set to "New".





- 6. Scroll down to the Cost Categories section to enter the amounts for the Expenditure.
- 7. Please Note: The Add Up checkbox indicates if this category is an Add Up Category or not. The amounts entered in the Non-Add Up categories are not calculated in the Grant Total of the Expenditures reported.



- 8. To report Funds Expended, enter the amount expended per Category in the Funds Expended column.
- 9. Check the box acknowledging that the reported expenditures are correct. Then click "Save".
- 10. The Expenditure can be edited until the Submit for Approval button is clicked. To edit the page, select the "Edit" button on the top right side of the screen.

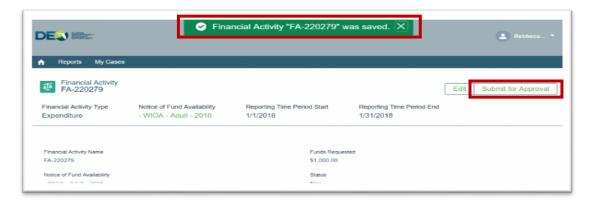


11. A smaller screen appears, and allows changes. Click "Save" to save the changes.

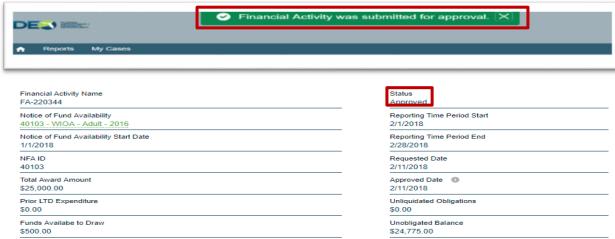




12. The following screen will display confirming the record has been saved.



- 13. After editing, the status will remain "New" until the record has been submitted for approval.
- 14. When ready to submit, select "Submit for Approval" button. A comments screen will appear where additional details can be added. Click "Submit".
 - a. Please Note: expenditures should be submitted before the 20th of every month for the month prior.
- 15. Once submitted there will be a message at the top of the screen in green, indicating that the expenditure report has been submitted.
- 16. Expenditures submitted before the 20th of the month for the prior month will be automatically marked as approved in SERA.



17. Expenditures submitted after the 20th of the month for the prior month will be sent to the Grant Manager for review.



3.3 Program Income

1. To report any Program Income, go to the NFA for which you want to submit Program Income and scroll to the top right-hand side of the screen and select "New Financial Activity



2. A small screen will appear – select "Program Income" and click on "Next".

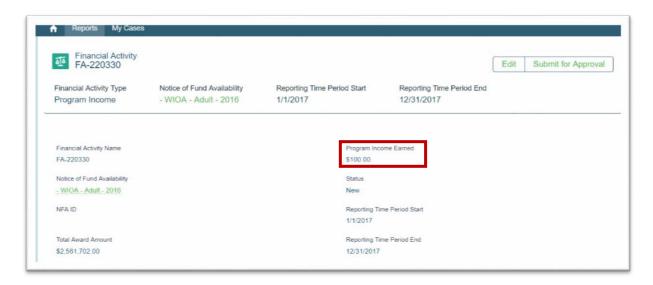


3. On the following screen, complete the required fields and click "Next" to continue.

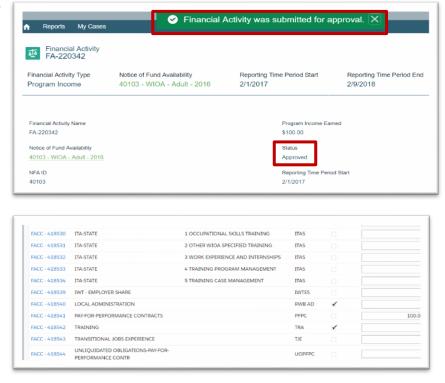




4. A new record is created showing the Program Income earned.



- 5. Scroll down to the Cost Categories and enter the cost category amounts of Program Income Spent. Please note: The Program Income Spent cannot not be more than the Program Income Earned.
- 6. The Program Income record can be edited until it is submitted for approval by clicking on the "Submit for Approval" button. Program Income records will automatically be marked as approved in SERA.





4. Pending Closeout NFAs

- 1. When an NFA is ready for closeout, the Workforce Board will get an email from DEO that the NFA is Pending Closeout.
- 2. If there are still funds available to draw, there are three options available to the Subrecipient:
 - Cash adjustment
 - Edit Expenditures
 - Submit a Refund to DEO

4.1 Cash Adjustments for Pending Closeout NFAs

1. View the Pending Closeout NFAs list.

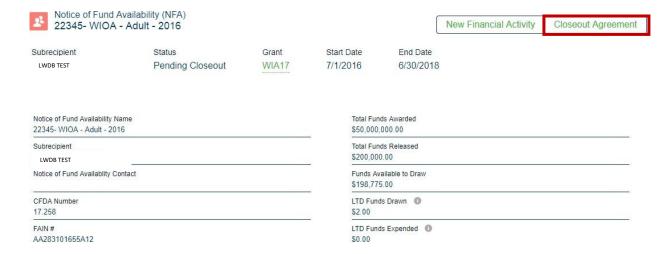


2. Click on the link to open the NFA.

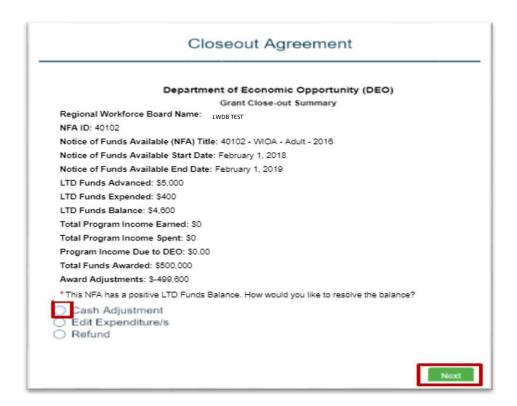




3. From the NFA record, click the "Closeout Agreement button."

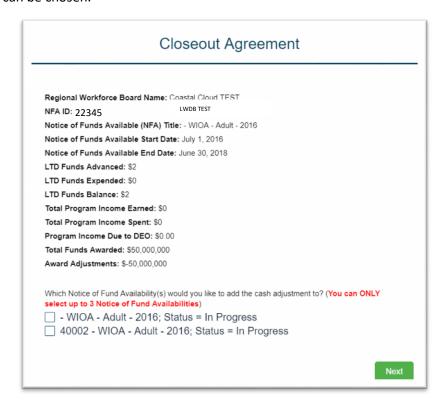


4. Select the "Cash Adjustment" button and click "Next".

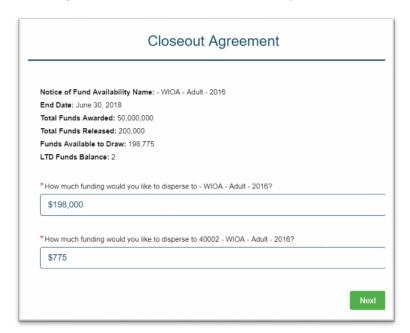




5. Select the NFAs to which the adjusted funds will be applied and click "Next". Please note: Up to 3 NFAs can be chosen.



6. Enter the amounts adjusted to the selected NFAs from the previous screen. Click "Next".







7. A pop-up screen will appear indicating that the cash adjustment has been submitted to DEO for approval. Click "Next".



8. The status for the Cash Adjustment Financial Activity is set to Submitted. Once DEO has approved the Cash Adjustment request, the status will update to Approved.



4.2 Edit Expenditures for Pending Closeout NFAs

1. View the Pending Closeout NFAs list.



2. Click the link to select the NFA.

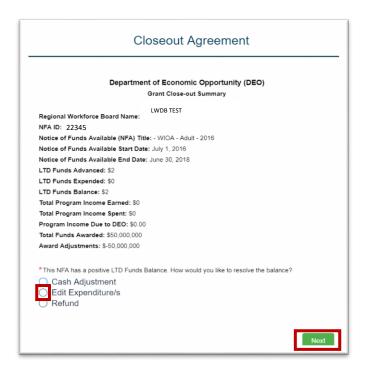
MY PENDING CLOSEOUT NFAS					
NOTICE OF FUND AVAILABILITY NAME	PROJECT NAME	TOTAL FUNDS AWARDED	TOTAL FUNDS RELEASED		
22345- WIOA - Adult - 2016	WIOA - Adult	\$50,000,000.00	\$200,000.00		
40102 - WIOA - Adult - 2016	WIOA - Adult	\$500,000.00	\$10,000.00		

9. From the NFA record, click the "Closeout Agreement button."

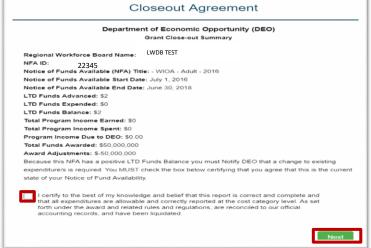




3. Select the "Edit Expenditures" button and click "Next". As submitted Expenditures cannot be edited in SERA, a message will advise to contact DEO to edit submitted Expenditures.



4. Check the box certifying the information being provided is correct. Click "Next" to complete this action.



5. Contact DEO to discuss editing a previously submitted Expenditure.

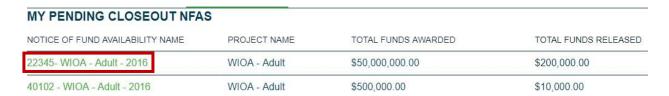


4.3 Refund for Pending Closeout NFAs

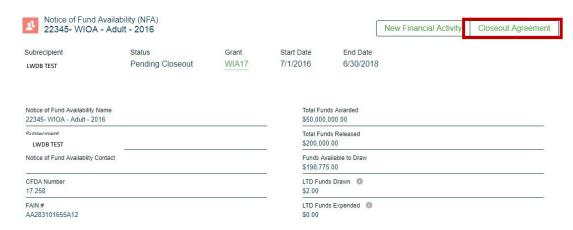
1. View the Pending Closeout NFAs list.



2. Click the link to select the NFA.

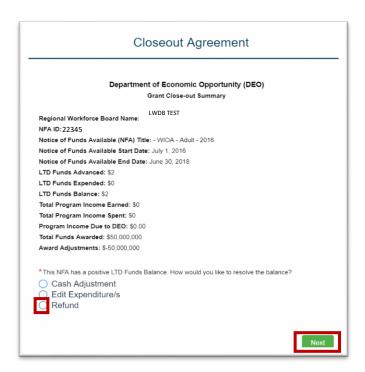


3. From the NFA record, click the "Closeout Agreement button."

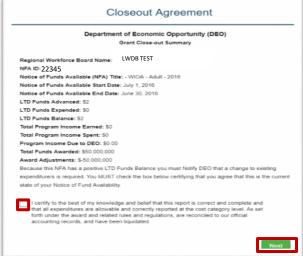




4. Select the "Refund" button and click "Next". Select the "Refund" button and click "Next". A message will advise to contact DEO to discuss issuing a Refund to DEO.



5. Check the box certifying the information being provided is correct. Click "Next" to complete this action.



6. Contact DEO to discuss submitting a Refund to DEO.



5. Reporting

There are three reports that are generated from the Subrecipient record:

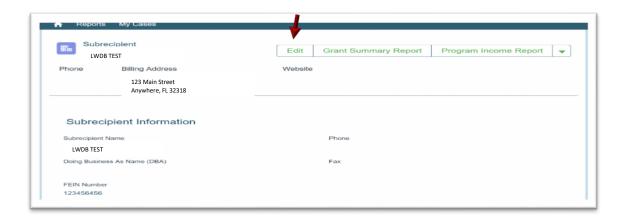
- Grant Summary Report
- Program Income Report

Reporting from the Subrecipient record.

1. To access these reports go the Home page, and select the Account.



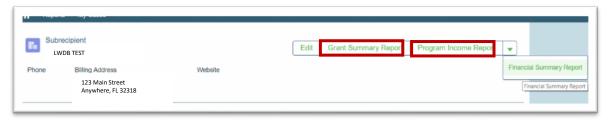
- 2. Click on the "Edit" button in the top right-hand corner of the Subrecipient page. Scroll to the end of the screen to update the "Report from Date" and "Report to Date" fields. Click "Save".
- 3. Please note: These fields determine the data that is pulled into reports based on the dates selected.





Grant Summary Report and Program Income Report

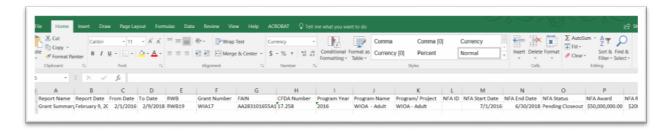
a. Click on the button of the report to be run.



b. A separate window will open with the Conga Composer screen. This is the tool used to generate these reports. After a few seconds an Excel file of the report chosen will download and the Excel file icon will appear at the bottom left side of the screen.



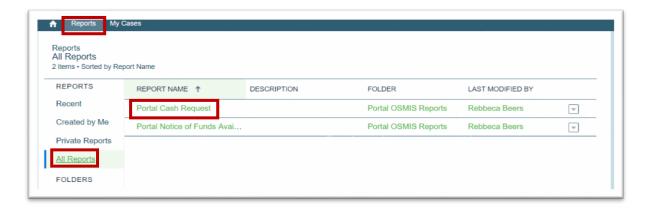
- c. Click on the Excel file to open it. The spreadsheet with similar columns to this displayed.
- d. The report can be filtered in the Excel sheet to view only the data needed.
- e. It can also download and saved as an Excel file.



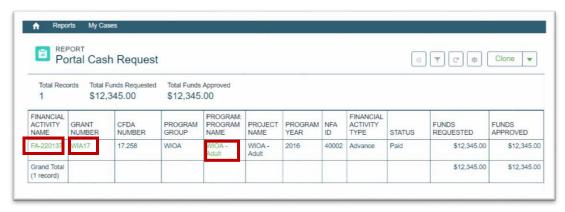


Reporting from the Reports Tab

- 1. Select the Reports tab and click on "All Reports" to view all reports.
- 2. Select from the reports available to view.



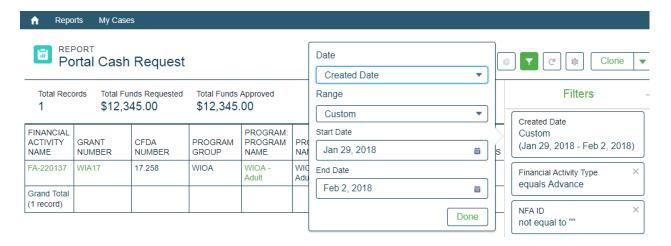
3. The report will display like the one below. Please Note: clicking on the links within the report will direct access to the page.



6.1 Filtering Salesforce Reports

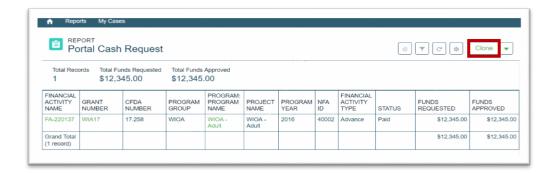
- 1. To filter the data, select the filter icon and make the edits to the available filter selections. The example shown below, is changing the date filter for the records displayed. Steps to filter this report:
 - a. Click on "Created Date."
 - b. Change the date range by clicking in the Start Date and/or End Date boxes.
 - c. Select "Done" in the window, and "Apply" to apply the changes.



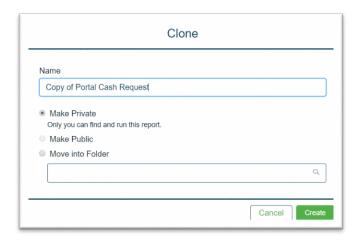


6.2 Cloning Salesforce Reports

1. Select the "Clone" button.



- 2. In the window that opens, rename the report and choose to make it private or public and select the Folder. Click "Create" to run the report.
- 3. Note: All reports created in the Portal are private to the account, so there is no need to make them Private or change the folder location.





- 4. The cloned copy has a few more editing features the columns can be sorted to view data in different ways.
- 5. Reports can be saved or exported by selecting the drop-down arrow.



7. Cases

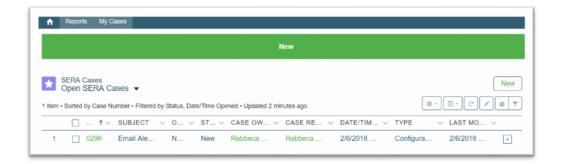
Cases are used to track comments, issues, change requests or enhancement suggestions to the SERA system during the testing and training periods.

1. To create a new case, click on "My Cases."





2. In the next screen click on "New".



3. In the next screen, enter the details of the case and click "Confirm" to submit. The case will automatically show the user as the case requestor. Cases are assigned to the DEO team by type, and will be notified that a case has been created.

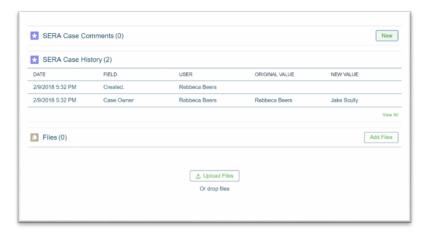


4. The case record is created. It can be edited or cloned by selecting either button from the page.





- 5. The following are located at the bottom of the page:
 - a. SERA Case Comments
 - b. Sera Case History
 - c. Files



6. To add a comment to the case, click on "New". A pop-up screen appears where comments can be included on the case. Click "Save" to send the comment.

The DEO team will use the Case Comments to communicate on matters regarding the case. Users will receive an email when Case comments are made on a Case they created.



7. To upload a file to the Case, select "Upload Files" and select the location of the file and upload it to the page. It is helpful to attach a screen shot or document of the issue when filing a Case to assist the review team in resolving the matter. Files are not required when submitting Cases.



Glossary of Terms



Naming Conventions Job Aide

This document is a guide to the naming conventions for the new SERA system and what those fields are called in the previous DEO systems.

<u>Salesforce</u>	<u>OSMIS</u>	<u>CDBG</u>	<u>eGrants</u>
Programs	Programs	Program	Programs
Grants	Projects/Grants	Grants	Grants
Contract Number	Contract Number	Contracts	Contract
Notice of Funds Availability	NFA	Contracts with FY/Grant	NFA
Subrecipients	Partners/RWB	Agencies	Agencies
Cost Categories	Cost Categories	Category	Budget Allocations
Activity	Subcategories	Activity	
Financial Activity	Cash Requests	Request for Funds (RFF)	Financial Status Report (FSR)/ Request for Payment (RFP)
NFA Cost Categories	Cost Category Disbursements	Category	Budget Allocations
Program Data	N/A	Program Data	Program Data
Client Level Data	N/A	Beneficiaries	Beneficiaries