



STATE OF ALABAMA  
Department of Finance  
Office of the State Comptroller

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**MEMORANDUM**

**TO:** Chief Fiscal Officers  
Accounting Contacts

**FROM:** Thomas L. White, Jr.  
State Comptroller

**DATE:** April 10, 2015

**RE:** IMPORTANT NOTICE: HOTLINE for Accounts Payable & Priority Voucher Processing

Please make all agency staff processing and following up on payment vouchers aware of the following:

**Accounts Payable HOTLINE:**

State is less than six (6) months away from implementing STAARS Track 1. Track 1 (21 of 156 agencies) process over 80% of the State's business transactions.

Comptroller staff and agency implementation staff have 2 major priorities:

1. Normal work transactions and processes must be kept current
2. STAARS must be fully configured, tested and implemented to GO LIVE October 1

STAARS required meetings and processes take staff out of their normal office duties significant amounts of time. Staff may not have ready access to computers or telephones in order to respond to agency requests and inquiries.

An Accounts Payable HOTLINE is being implemented to better manage and respond to agency requests. The HOTLINE is a dedicated number, 334-242-4444, answered from 8 AM to 5 PM. For questions related to your payments, the HOTLINE should be your primary point of contact with Accounts Payable staff. If you have already e-mailed a staff member directly and have not received a response, please call the HOTLINE. A HOTLINE call in log will be maintained to track and follow-up on calls.

**Priority Voucher Processing:**

The Specials Voucher basket has been eliminated. Staff is working diligently to stay current with all

voucher processing. We recognize there are priority items that require special handling associated with:

- Federal fund drawdowns
- Timing of receipts processing
- Contract requirements
- Other critical payments

This office will make every effort to accommodate legitimate priority requests. The earlier in the work day a priority is identified and communicated to staff, the higher likelihood this office will be able to respond timely. Each agency should limit priority voucher requests to items that truly require a priority payment. All vouchers from an agency are not a priority.

Contact either me or Janice Hamm if you have any questions or need additional information.