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To: All Agency Accounting Contacts

From: Kathleen D. Baxter
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Date: December 19, 2019

Subject: Special Document Processing and Green Slip/Reject Documents

Special Document Processing

Requests for special document processing should be kept to a minimum and used for emergency purposes. Our office may not always be able to accommodate all special requests due to workloads and system deadlines.

To better manage this process, the following guidelines are recommended:

1. All special requests should be sent to ap@comptroller.alabama.gov effective immediately.
2. Identify a limited number of agency staff that can make these requests, so documents are reviewed for accuracy and determination of priority.
3. Requests should be communicated to our office each day for consideration in payment processing during the nightly cycle. Please notify our office as soon as you are made aware of the emergency, so we can do our best to make accommodations to meet this request.

We will continue to process all agency payment documents as soon as possible, in the order they are received. Please ensure agency transactions are complete with all required data elements and attachments before submitting for approval.

Green Slip/Rejected Document Processing

When a green slip/rejected payment document is corrected and resubmitted for processing, the following guidelines will aid in prompt document review and approval:

1. Email the Comptroller auditor that rejected the document for correction.
2. The email subject line should read: Green Slip Transaction ID# XXXXXXXXXXXX.

All resubmitted green slip/rejected payment documents are assigned a new STAARS system date. This email notice will allow Comptroller auditors to find and process these documents in a timely manner.

As a reminder, the following are top reasons for green slip/rejected payment documents. Share this information with your staff, so we can work together to prevent these errors and reduce processing time.

1. Information (data) does not match (ex: invoice date, invoice number, vendor name and address, etc.). This information should never be altered on the invoice by white out, handwritten, typewriter or sticker changes.
2. Documentation that is provided is not complete. Make sure an invoice or proper form is attached with signatures, receipts, etc. when necessary. Also be sure to provide property numbers or lease numbers when required.
3. Coding Errors – The chart of accounts is located on the Comptroller’s website. If there is ever a question on proper coding, please reach out to your agency’s central accounting office or forward the question to ap@comptroller.alabama.gov for assistance.
4. Proper signature authority – All agencies must have proper signature authority on file at the Comptroller’s Office. This authority given by the agency head allows specific employees to final approve STAARS documents at the agency level, sign off on manual pre-approval travel forms and apply final approvals on Requests in the Concur travel system. This information is held at the Comptroller’s Office until requested by the Examiners of Public Accounts.
5. If it is not clear what the transaction is for our office may be required to ask questions to determine the validity of the transaction. Please provide all pertinent information in the beginning to hopefully reduce questions.
6. Legal authority – If your agency has special authority (Code of Alabama, AG Opinion, etc.) to purchase certain goods/services, please provide the reference to that authority along with the payment document. Each agency is set up differently based on the service they provide. An allowable expense for one agency may not be allowable for another. If the purchase is not supported and is out of the ordinary for State business, our office will question the legality.
7. STAARS errors – A majority of the STAARS errors cause rejects prior to document submission or may occur during the nightly processing cycle. If you receive a rejected document without comments, be sure to open the document for visible STAARS error notifications. Most errors should provide the reason for the reject, but if you are unable to resolve the error, please contact Financial Systems Support through the STAARS Support Portal for assistance.

The Comptroller’s Office website is a valuable resource that houses the Fiscal Policy and Procedures Manual, Chart of Accounts and a number of Comptroller issued memos that address specific policies. Any questions regarding specific documents should be directed at the Comptroller staff that is working on that document or general questions prior to submitting a document can be sent to ap@comptroller.alabama.gov for assistance. Calls may also be made to the AP Hotline at (334) 242-4444.