



STATE OF ALABAMA
Department of Finance
Office of the State Comptroller

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MEMORANDUM

TO: All Agency Accounting Contacts

FROM: Kathleen D. Baxter
State Comptroller 

DATE: May 5, 2023

RE: Accounts Payable Special Document Processing

The Comptroller's Office makes every effort to provide the best customer service possible. Our goal it to have a 3-5 day turnaround for our accounts payable section which should allow for all documents to be processed in a timely manner. However, there are times when it may take longer such as during year end or due to a decrease in personnel as is the current case. Due to staff shortages, we are experiencing a 10-day turnaround at this time. During these time delays we understand that some documents may need to be processed expeditiously outside of the current backlog time. To help alleviate issues with timeliness of documents we are implementing new guidance to manage this process. We encourage agencies to implement similar policies to manage payment request delays as well.

Requests for special document processing should be kept to a minimum and used for emergency purposes only. Below are some examples of emergency needs:

- Utility disconnect notices
- Contract/Service put on hold
- Purchase/service to continue with operations

Instate travel claims or other travel reimbursements will not be processed special with the exception for Advance Travel claims that must be made within 10 business days of the travel event.

To help streamline special requests, the agency CFO, or designate, must complete the attached fillable PDF form and email it to ap@comptroller.alabama.gov for each document that requires special processing.

If you have any questions, please email ap@comptroller.alabama.gov and we will route it to the correct person. Thanks for understanding as we all deal with the shortage of accounting staff.

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SPECIAL PROCESSING REQUEST

Special processing of documents should be kept to a minimum and limited to emergency situations. Emergency situations usually exist when a service or contract is about to expire and services will be cut off immediately. Guidance for special document processing is provided in the Comptroller memo from May 5, 2023 and those qualifying emergency situations should be brought to our attention as soon as the agency is aware.

NOTE: Instate travel claims or other travel reimbursements will not be processed special. The only exception is for Advance Travel claims that must be made within 10 business days of the travel event.

AGENCY NAME

DEPT NUMBER

DOCUMENT CODE

DOCUMENT ID

VENDOR NAME

INVOICE DUE DATE

REQUESTOR NAME

REQUESTOR EMAIL ADDRESS

DATE DOCUMENT APPROVED TO COMPTROLLER'S OFFICE

REASON SPECIAL PROCESSING IS NECESSARY