



DIFS B2R 3000 - MAINTAIN CHART OF ACCOUNTS (COA) AND CROSS VALIDATION RULES (CVR)

**DIFS B2R 3000 - Maintain Chart of Accounts (COA) and
Cross Validation Rules (CVR)**

January 5, 2023

Office of the Chief Financial Officer (OCFO)

District Integrated Financial System (DIFS)



VERSION HISTORY

Version #	Date	Author	Key Differences
1.0	9/27/2022		Published version
1.1	10/13/2022	Michele Jackson	Updated Overview – Add new Project and Award to GL; Section 4 added new business workflow 4.3 and procedure for DSC to add COA values for new projects and awards; Section 8, Exhibit 8.6 updated COA Maintenance Forms for Projects and Awards.
1.2	2/1/2023 2/14/2023	Michele Jackson / Jason Mogle/Raquel Penzo	Created separate workflow and procedures for signatures and routing via Zendesk (section 4.1). Added updated COA form examples to Exhibits. Minor grammatical clean-up/changes. Clarified maintenance requests are not returned to Requester via Zendesk – just additional information requested outside of request. Added Expense Types in GL and PPM information to Overview. Updated workflow and steps 5-11 of Procedure 4.2 – COA/CVR Maintenance. Updated workflow 4.3 and step 2, added step 9. Added the Inactive Projects and Awards in PNG and GL section to the Overview. Editorial Review of Updates.



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1 Introduction

1.1 Overview

The Office of the Chief Financial Officer (OCFO) is replacing its current financial system, SOAR, with the District Integrated Financial System (DIFS), a cloud-based accounting and financial management system designed to record, analyze, reconcile, and report on the District's financial operations.

To ensure all accounting transactions are accurately recorded and reported in compliance with applicable accounting standards and local, state, and federal laws, DIFS uses a global segment and classification structure called the Chart of Accounts (COA). It consists of ten (10) global segment labels that serve as a building block for the District's Enterprise Resource Planning (ERP) values that are used to record financial system transactions in the DIFS subledgers and then record journal entries in the general ledger (GL).

The COA's ten (10) global segment labels and ERP values together represent a District-wide naming and numbering format that indexes each transaction in the form of an accounting string shared by each subledger and GL, standardizing the recordation of all financial transactions and providing a high degree of uniformity for compliance and reporting purposes.

The COA includes a set of validation filters called Cross Validation Rules (CVRs) to help control the accuracy and mitigate the incorrect entry of an accounting string into the GL or subledgers and ensure that entries correctly represent financial transactions in DIFS.

Budget Director/Controller/AFO or ACFO/DCFO Direct Report are the owners of COA and CVR maintenance and have the final responsibility to ensure that adding or modifying a COA segment value accurately identifies each Agency, Fund/Interfund, Program, Cost Center, Account, Project, and Award segment value for recording and reporting accounting transactions.

The District adds or modifies COA values to comply with the applicable accounting and auditing standards and, to comply with local, state, and federal laws and regulations. COA segment values must reflect the current state of the District's accounting and such segment values shall be added or updated as needed to ensure that all financial transactions can be accurately recorded in DIFS.

The COA is the District's hierarchy for all budget attributes, and the Office of Financial Operations and Systems (OFOS) is responsible for maintaining the COA and ensuring that all necessary detail is captured in budgeted and actual expenditures and obligations. The DIFS Support Center performs the maintenance for COA. COA values should be reviewed and updated as necessary to comply with changes to accounting and auditing standards, or local, state, and federal laws and regulations.

Chart of Accounts

COA maintenance consists of the submission of properly approved requests to add, modify, or end date a segment value and the execution of the request in DIFS. [COA Maintenance Forms](#) can be obtained from the DSC intranet site.



A Requester must complete, and a supervisor must approve the applicable COA Maintenance Form. Depending on the level of the Requester, two levels of approvals may be required. **A COA Maintenance Form shall be signed by an authorized Requester and an ACFO or DCFO or their designee.**

A complete form entails filling in segment value-specific information, attaching authorizing segment value, or other supporting documentation to the form, and authorizing signatures (Exhibit #8.5).

The DIFS Support Center (DSC) is responsible for ensuring that requests to add, modify, or end date a COA segment value is accurately configured in DIFS.

Maintaining chart of accounts is a *subprocess* to adding/establishing segment values (e.g., Agency, Fund, Natural Account, Project, and Cost Center). OBP and OFOS approval is required when requesting to add or modify a COA value.

Add (New) Project or Award

Projects and Awards are created and approved in the DIFS Enterprise Performance Management (EPM). Upon approval, the project and award are connected in the Project Portfolio Management (PPM) module. Please refer to the [DIFS P&G 6060 - Create Project](#) (Exhibit #8.3) and [P&G 6030 - Create Award](#) (Exhibit #8.4) policies.

To ensure that approved projects and awards are recorded in the GL, a manual process is required to add the COA segment value to the GL.

The process to add a project or an award to the GL does not require a COA Maintenance Form. See [workflow 4.3 Chart of Accounts Maintenance - Add New Project/ New Award to General Ledger](#).

On a daily basis, the PPM Approved Projects and Awards Not in GL Report is automatically run (see [Exhibit #5 – PPM Approved Projects and Awards Not in GL Report](#)) and a Zendesk ticket is automatically created. The DSC is responsible for reviewing the daily exception reports and the Zendesk tickets and manually adding to GL any new projects or awards values that have been approved in PPM but not yet created in the GL.

The recommended best practice is to assign one person responsible for working the Zendesk ticket by entering the new projects and awards COA values to the GL.

Expense Types in GL and PPM

To ensure that PPM and GL are in sync, when a new expenditure account value is added to the natural account segment, a corresponding expenditure type should be created in PPM (i.e., expenditure type in PPM is account value plus its description).

Inactive Projects and Awards in PNG and GL

Projects and Awards that are inactive, deactivated, end-dated, or have any changes to their descriptions in PNG show up on the Inactive Projects and Awards in PNG to GL Sync Report (see [Exhibit #6 – Inactive](#)



[Project and Awards in PNG to GL Sync Report](#)). These are deactivated in GL. If a business needs to open the same Project or Award at a later date due to new funding, they must create a new Project or Award.

Chart of Accounts Structure

The COA is comprised of ten (10) global segment values that each has a predefined character length. The 10 segments are arranged in a logical order to create the account string combination which is 56 characters in length.

The 10 COA global segment values and the corresponding character length in order are:

Segment number 1	Agency (3 characters)
Segment number 2	Fund (7 characters)
Segment number 3	Program (6 characters)
Segment number 4	Cost Center (5 characters)
Segment number 5	Account (7 characters)
Segment number 6	Project (6 characters)
Segment number 7	Award (7 characters)
Segment number 8	Interfund (7 characters)
Segment number 9	Future1 (4 characters)
Segment number 10	Future2 (4 characters)

The DIFS Chart of Accounts also has two placeholder values, labeled as Future 1 and Future 2. OFOS and OBP will be responsible for defining these future values as needed to support District's compliance with future District-wide accounting standards, and local, state, and federal laws and regulations. The CFO will approve the use of any future value prior to its' use.

See **Exhibit #2 – Chart of Accounts** for a description of each segment.

Note: The first digit of the seven-character Account segment value represents either a balance sheet account (numbered 1-5) or an income statement account (numbered 6-7).

The first digit for the account balance sheet and income statement segment values are depicted below:

First Position Digit	Transaction Name	Account Type
1xxxxxx	Asset (e.g., Cash in Transit)	Balance Sheet
2xxxxxx	Deferred Inflow (e.g., Pension, Teacher)	Balance Sheet
3xxxxxx	Liability (e.g., Voucher Payable)	Balance Sheet
4xxxxxx	Deferred Outflow (e.g., Resources Property Taxes)	Balance Sheet
5xxxxxx	Fund Balance (e.g., Non-spendable Inventory)	Balance Sheet
6xxxxxx	Revenue (e.g., Real Property)	Income Statement
7xxxxxx	Expenditure (e.g., Office Supplies)	Income Statement



Cross Validation Rules

Cross Validation Rules (CVRs) are used to ensure that valid accounting string combinations are entered into DIFS. CVRs use two segment values as validation criteria to help reduce data entry errors for accounting string combinations.

CVRs help improve data entry by providing an immediate on-screen notification that an incorrect accounting string combination was detected. The real-time notification reduces data entry error and supports accuracy in GL reporting. Should an accounting string combination violate a CVR, users receive an on-screen prompt stating that an invalid account combination was entered and must be corrected to proceed.

Budget Director/Controller/AFO or ACFO/DCFO Direct Report are the owners of the [CVR Maintenance Form](#) and have the final responsibility to add, modify, or end date a CVR.

ACFOs, DCFOs Agency Managers, Controllers, or their designee are authorized signers to request to add, modify, or end date CVRs for COA account combination strings by completing a CVR Maintenance Form and submitting it to the DIFS Support Center for processing.

The CVR maintenance request must be approved by a supervisor. Depending on the level of the Requester, two levels of approvals may be required on the CVR Maintenance Form.

The Requester must ensure that the CVR Maintenance Form is complete and signed before submission.

A complete form entails filling in the cross-validation segment values. In all instances, the CVR Maintenance Form shall be signed by an authorized Requester and ACFOs or DCFOs or their designee.

The DIFS Support Center is responsible for ensuring that requests to add, modify, or end date a segment value is accurately configured in DIFS.

The CVR Maintenance Form can be obtained from DIFS Support Center intranet site.

A Requester shall submit a completed a CVR Maintenance Form via a Zendesk Request and attach any supporting documentation if applicable.

The DIFS Support Center is responsible for ensuring that requests to add, modify or end date a CVR are accurately configured in DIFS.

It's a best practice that CVRs be limited to not more than two segment values to mitigate complex validation rules. CVRs should reflect rules to ensure data integrity of accounting transactions that are a potential for repeated data entry errors.

Unless prevented by an existing/enabled CVR, DIFS records *each* accounting string combination as entered. This means that CVRs can only validate accounting string combinations for transactions entered *after* the CVR was enabled. If an accounting string combination was incorrect at the time of entry (and not prevented by a CVR) it will have to be detected and corrected during reconciliation.



A CVR enabled *after* an accounting string combination was recorded will not reverse an accounting string previously entered into DIFS. In this instance, the previously entered accounting string must be reclassified and any associated balanced transferred to the correct accounting string combination.

CVRs can be end dated if no longer valid. If requested, the DIFS Support Center can end date a CVR for an accounting string without removing balances or reclassing the transaction to prevent additional incorrect entries, but the balance must be reclassified to the correct accounting string by the end of the period.

As needed CVRs can be timebound (end dated) and should be denoted in the CVR Maintenance Form. CVRs will be valid during the denoted timeframe and will be automatically end date as of the day/ month/ year denoted in the maintenance form.

It is a best practice to annually review the CVR report to ensure that CVRs remain accurate and relevant.

1.2 Purpose

This policy documents the authority (Budget Director/Controller/AFO or ACFO/DCFO Direct Report) to authorize the COA and CVR maintenance forms and its submission to the DIFS Support Center.

The purpose of this policy is to describe the new chart of accounts structure and to detail the process to establish a new, modify or end date an existing segment value to the COA.

In addition, the process to add a new, update or end date an existing CVR is detailed.

1.3 Change Summary

As we move from SOAR to DIFS and adopt a continuous improvement model in the future, many changes in business processes, roles, and system functionality will be identified. The following provides a high-level summary of changes that are a part of this version of the business process.

As-Is	To-Be
SOAR uses manual Due To/Due From GL accounts to record and report transactions between funds and with component units and primary government.	DIFS uses the COA segment Interfund to facilitate Due To/Due From transaction reconciliation.
SOAR is based upon seven Chart of Accounts values: • Fund • Agency • Program • Org (Organization) • GL Account / Object & Bank ID • Project/Phase • Grant/Phase	DIFS is based on an expanded COA consisting of 10 global segment values: • Fund • Agency • Program • Cost Center • Account • Project • Award • Interfund



	• Future 1 • Future 2
The Functional team in the Accounting Systems and Administration Division in OFOS supports the COA maintenance in the current SOAR system in the District.	DIFS has a District-wide DIFS Support Center to configure COA values and CVRs.
Anything entered in SOAR was automatically available.	Manual intervention is needed by DSC to ensure Project, Award, and Expense Type are in sync between GL and PPM.



2 Authorizations

Any documents that give legal permission or authority to the policy.

#	District Code/Federal Code	Description
1.	Home Rule Act as codified at DC Official Code D.C. Code §§ 1-201.01-1-207.71 District of Columbia Home Rule Act	https://code.dccouncil.us/us/dc/council/code/titles/1/chapters/2/

3 Policy

Pre-Conditions		
#	Short Name	Details (Document anything that is required to be completed before the process can start, i.e., processes that need to finish.)
1.	COA Structure	Global segment values have been added and have been configured in DIFS.
2.	New Segment Value	Maintain Chart of Accounts is a subprocess of creating a segment value. For example, the process to add a new bank account includes 'add segment value' as a step within the business process.

Process Triggers		
#	Short Name	Details (Document any events that occur to prompt initiating the process.)
1.	New segment value	Precursor processes to add a new Agency, Fund, Program, Cost Center, Account, Project, and Award, have been completed and approved.
2.	Add, modify, end date segment value	AFO, Agency Manager, Controller, and/or OBP identifies segment values required to be added or modified.
3.	Exception Reports	DSC reviews exception reports from PPM and compares new projects and awards to the GL.
4.	Validation rule	AFO, Agency Manager, or Controller determines specific rule(s) to mitigate human error and increase transaction processing efficiencies.



Key Inputs and Outputs		
#	Short Name	Details (Identify the key input and output examples. Include documents, events, processes, or other artifacts, that this process uses or generates.)
1.	Input – COA Maintenance Form	Add, modify, or end date COA segment value (e.g., Agency, Fund, Project, Award).
2.	Input – Supporting Documentation	Attach documentation that authorizes a COA segment value is being added or modified. Examples: Budget support act, Budget request act and/or DC code that authorize creation of new fund or agency, document from Office of the General Counsel (OGC), Project creation documentation, and Award creation documentation.
3.	Input – CVR Maintenance Form	Add, modify, or end date accounting string combination CVR.
4.	Input – Approved Value in PPM	Projects and Awards that have been approved are recorded in PPM
5.	Output – COA segment value-added	COA segment value will be added in DIFS (e.g., Agency, Fund, Project, Award).
6.	Output – New Project/Award Added to GL	DSC reviews exception reports and compares segment values in PPM to GL. New projects and awards in PPM are manually added to the GL.
7.	Output – COA segment value modified	COA segment value will be modified in DIFS (e.g., Agency, Fund, Project, Award).
8.	Output – CVR segment value-added/modified	CVR segment value will be added or modified in DIFS (add, modify, or end date accounting string combination).
9.	Output – Ad Hoc Errors & Omissions Report	Cross Validation Rule Violation Report may be produced weekly by OFOS and/or DIFS Support Center and issued to all accounting staff.



Assumptions

#	<i>Details (Describe the items that are accepted as true or are certain to happen without proof being provided. Identify realistic and accurate assumptions regarding the process.)</i>
1.	Segment value authorizations are complete prior to submitting maintenance request form to add, modify, or end date segment values.
2.	The DIFS Support Center is proficient in applicable COA segments and CVR combinations.
3.	The DIFS Support Center has appropriate access controls to complete COA and CVR maintenance.
4.	The DIFS Support Center has District's specific accounting and budget knowledge and expertise.
5.	CVR accounting string combinations are logically organized (e.g., Agency/fund, Agency/program, project/cost center) to facilitate a periodic review of the combination's applicability to add, modify or end date a rule.
6.	All approved Projects and Awards in PPM are recorded in GL by the DIFS Support Center on a daily basis.

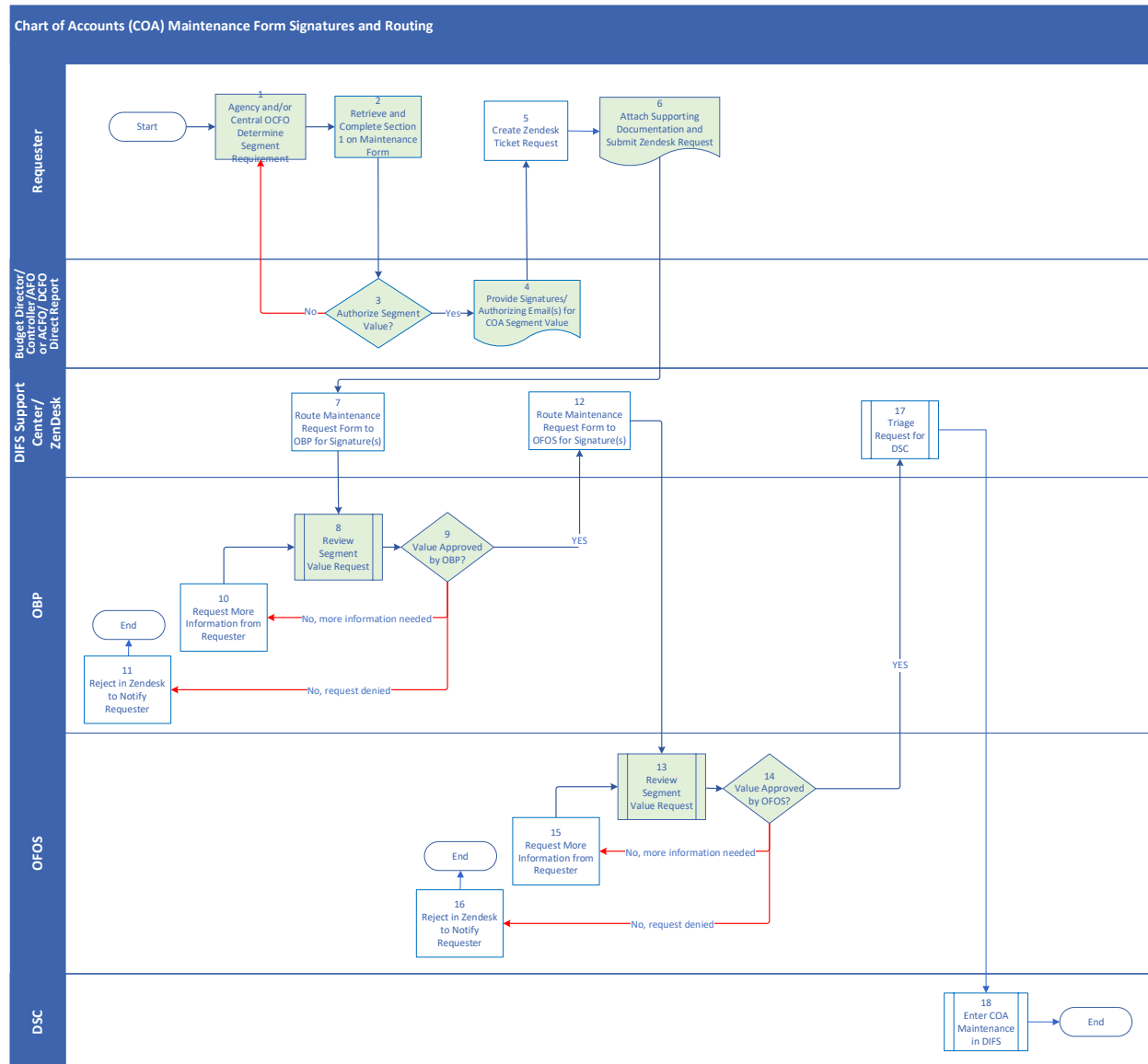
Constraints

#	<i>Name</i>	<i>Details (Constraints place limits or conditions on the process. Provide constraints that are reasonable and accurate, including internal or external policies or regulations.)</i>
1.	Accounting strings	Segment value accounting string character length is pre-defined for each global segment value.
2.	Authorized DIFS system users	The DIFS Support Center should have appropriate DIFS system access to review, approve/reject for completeness, and add, modify, or end date COAs and CVRs.



4 Procedure

4.1 Chart of Accounts (COA) Maintenance Form – Signatures and Routing



**Chart of Accounts (COA) Maintenance Form – Signatures and Routing**

#	Short Name	Details (Provide a description of the procedure. Include each step from beginning to end.)	Responsible/ Owner	Timeframe
1.	Determine Segment Value Requirement	(This is an offline step) A Business need is formally determined and captured in supporting documentation (e.g., award letters, contracts, bank accounts etc.).	Requester	Day 1
2.	Complete COA or CVR Maintenance Form	(This is an offline step) 1. Access form from DIFS Support Center intranet site. (B2R Chart of Accounts and Cross Validation Rules Maintenance Request Form DIFS) a. The excel workbook contains an instructions tab, required supporting documentation for segment values tab, and the COA and CVR forms. b. Select one maintenance form per request for COA segment value or CVR maintenance. c. Complete Section 1. d. Ensure that supporting documentation is available to attach to the request. e. Do not complete a maintenance form for Project or Award COA values. f. When a value is no longer required, check the End-date box. Segment values <u>will not</u> be deleted from DIFS. 2. Route maintenance form along with supporting documentation to obtain authorizing signatures. a. Obtain Supervisor's signature. b. Obtain ACFO/DCFO signature.	Requester	Day 1
3.	Authorize Segment Value	(This is an offline step) Review the segment value request including supporting documentation and	Budget Director/ Controller/ AFO or ACFO/	Day 2

**Chart of Accounts (COA) Maintenance Form – Signatures and Routing**

#	Short Name	Details (Provide a description of the procedure. Include each step from beginning to end.)	Responsible/ Owner	Timeframe
		determine whether to authorize segment value maintenance.	DCFO Direct Report	
4.	Provide Signature	(This is an offline step) Provide authorization by signing COA/CVR Maintenance Form or responding via email communication back to the Requester.	Budget Director/ Controller/ AFO or ACFO/ DCFO Direct Report	Day 2
5.	Create Zendesk Ticket Request	Create a Zendesk ticket request to add, modify, or end date a segment value. Access the Zendesk form via https://difsforms.zendesk.com/hc/en-us 1. Select Submit a Request located in the upper right corner of the web page. This will launch the DIFS Forms web page. 2. Select MyDIFS Chart of Accounts/Cross Validation Rules from the pull-down menu. 3. Complete all required fields. Note that fields denoted with an asterisk (*) are mandatory.	Requester	Day 2
6.	Attach Supporting Documentation and Submit Zendesk Request	Attach the signed (authorized) COA or CVR maintenance form and supporting documentation to the Zendesk request (e.g., legislation, contract, award letter, etc.). Note: Multiple documents may be attached to the maintenance request.		
7.	Route Request to OBP	1. Zendesk receives the request and electronically routes COA and CVR maintenance forms and attached supporting documentation to the DSC. 2. For COA maintenance requests, the DSC will electronically route the maintenance form and supporting documentation to OBP. Go to Step 8.	DIFS Support Center/ Zendesk	Day 2



Chart of Accounts (COA) Maintenance Form – Signatures and Routing

#	Short Name	Details (Provide a description of the procedure. Include each step from beginning to end.)	Responsible/ Owner	Timeframe
		3. For CVR maintenance requests, the DSC electronically routes the maintenance form and supporting documentation to OFOS. Go to Step 12. Note: Zendesk electronically records the routing, requests for information, approvals, and rejections for each maintenance request.		
8.	Review Segment Value Maintenance Request	COA/CVR maintenance requests are to be reviewed and approved within 48 hours of receipt. 1. All COA segment value maintenance requests are <i>first</i> routed to OBP for review and approval. 2. Designated users within OBP are authorized to receive, review, and approve COA maintenance forms. 3. Upon COA maintenance form routing, each designated user will receive a simultaneous notification via email and within the Zendesk view MyDIFS COA OBP. a. Maintenance requests for FUND are reviewed by OBP in collaboration with ORA. b. For Natural Accounts, OBP reviews Parent 1 for expenditure accounts. 4. View the maintenance request form and supporting documentation. Note: OBP will collaborate with OGC to get approval for a new legislative fund. Note: OBP will collaborate with Agency/Cluster as needed to ensure that related value sets (RVS) are added to the maintenance form. OBP is responsible to	OBP	Day 2

**Chart of Accounts (COA) Maintenance Form – Signatures and Routing**

#	Short Name	Details (Provide a description of the procedure. Include each step from beginning to end.)	Responsible/ Owner	Timeframe
		complete hierarchy and (RVS) Section 2 on the maintenance form. - Agency RVS: Fund, Program, Cost Center - Fund RVS: Agency - Program RVS: Agency - Cost Center RVS: Agency		
9.	Value Approved by OBP?	Determine if the value is approved, rejected, or if more information is needed: - If the value is approved, check the box Approve COA (OBP). This acts as an approval signature. - Click the Submit as Open button. Go to step 12. - If the request is denied, go to step 11. - If more information is needed, go to step 10.	OBP	Day 3
10.	Request more information from Requestor	- Indicate the missing details in the Public Reply section of the Zendesk ticket. - Select Submit as Open. - The Public Reply will trigger an email that will be sent to the Requester from Zendesk. The Requester can reply via email and may attach additional documentation. The email will automatically route to OBP via Zendesk where a communication log is maintained for reference and audit purposes. Internal Note in Zendesk is used to communicate with other COA authorized users within OBP. Return to step 8.	OBP	Day 3
11.	Reject in Zendesk to Notify Requester	- Indicate the reason for denial in the Public Reply section of the Zendesk ticket. - Select Submit as Solved.	OBP	Day 3

**Chart of Accounts (COA) Maintenance Form – Signatures and Routing**

#	Short Name	Details (Provide a description of the procedure. Include each step from beginning to end.)	Responsible/ Owner	Timeframe
		- The Public Reply will trigger an email that will be sent to the Requester from Zendesk that will include the reason for denial entered in step 1. - The process ends.		
12.	Route Request to OFOS	- Zendesk electronically routes the maintenance form and attached supporting documentation to the DSC. - The DSC electronically routes the maintenance form and supporting documentation to OFOS. Note: Zendesk electronically records the routing, requests for information, approvals, and rejections for each maintenance request.	DIFS Support Center/ Zendesk	Day 3
13.	Review Segment Value Maintenance Request	COA/CVR maintenance requests are to be review and approved within 48 hours of receipt. - All COA segment value maintenance requests are routed to OFOS for review and approval. - Designated users within OFOS are authorized to receive, review, and approve COA maintenance forms. - Upon COA maintenance form routing, each designated user will receive a simultaneous notification via email and within the Zendesk view MyDIFS COA - OFOS - Review the maintenance request form and supporting documentation.	OFOS	Day 3
14.	Value Approved by OFOS?	Determine if the value is approved, rejected, or if more information is needed: If the value is approved, check the box Approve COA (OFOS). This acts as an approval signature and will electronically route the form.	OFOS	Day 3

**Chart of Accounts (COA) Maintenance Form – Signatures and Routing**

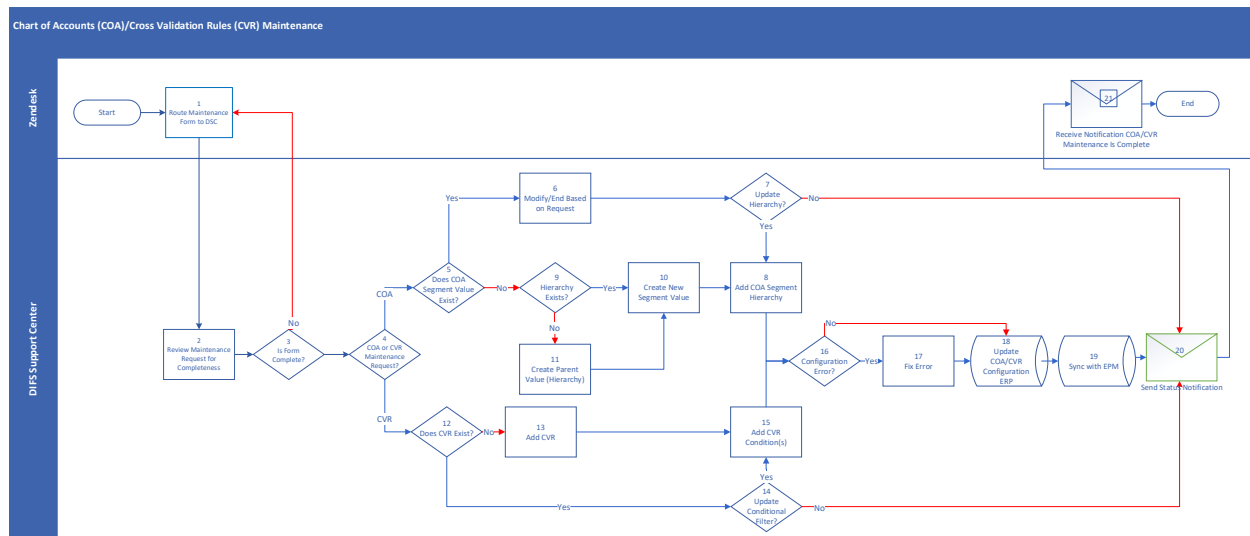
#	Short Name	Details (Provide a description of the procedure. Include each step from beginning to end.)	Responsible/ Owner	Timeframe
		○ Click the Submit as Open button. ○ Go to step 17. ● If the request is denied, go to step 16. ● If more information is needed, go to step 15.		
15.	Request More Information from Requestor	1. Indicate the missing details in the Public Reply section of the Zendesk ticket. 2. Select Submit as Open. a. The Public Reply will trigger an email that will be sent to the Requester from Zendesk. The Requester can reply via email and may attach additional documentation. The email will automatically route to OBP via Zendesk where a communication log is maintained for reference and audit purposes. b. Internal Note in Zendesk is used to communicate with other COA authorized users within OBP. 3. Return to step 14.	OFOS	Day 3
16.	Reject in Zendesk to Notify Requestor	1. Indicate the reason for denial in the Public Reply section of the Zendesk ticket. 2. Select Submit as Solved. The Public Reply will trigger an email that will be sent to the Requester from Zendesk that will include the reason for denial entered in step 1. 3. The process ends.	OFOS	Day 3
17.	Perform Triage	1. Zendesk has internal process for routing maintenance requests to assigned DSC COA/CVR maintenance team. 2. This is a Zendesk subprocess that includes assigning request to a Triage Team, data mining the request, and sending the request to the DSC.	DIFS Support Center/ Zendesk	Day 3



Chart of Accounts (COA) Maintenance Form – Signatures and Routing

#	Short Name	Details (Provide a description of the procedure. Include each step from beginning to end.)	Responsible/ Owner	Timeframe
18.	Perform Segment Value Maintenance	See 4.2 Chart of Accounts/Cross Validation Rules Maintenance	DSC	Day 4

4.2 Chart of Accounts (COA)/Cross Validation Rules (CVR) Maintenance



Maintain Chart of Accounts – Add, Modify, or End-Date Global Segment Value

1.	Route Segment Value for Processing	See 4.1 Segment value signature and routing	Zendesk	Day 1
2.	Receive and Review Maintenance Form	Access Zendesk and retrieve the COA/CVR Maintenance form request.	DIFS Support Center	Day 1
3.	Determine completeness	Review the COA/CVR Maintenance Form for completeness. 1. Ensure that segment value request documentation is accurate and complete. 2. Ensure that any required authorizing documentation is attached (e.g., legislation, contract, award letter). 3. Ensure that the COA/CVR Maintenance Form includes	DIFS Support Center	Day 1

**Maintain Chart of Accounts – Add, Modify, or End-Date Global Segment Value**

		appropriate signatures to authorize the request. (Exhibit 8.5) a. If the COA/CVR Maintenance Form is incomplete reject form via Zendesk. b. Add rational for returned form or request for additional information.		
4.	Determine COA or CVR Maintenance Request	Review COA/CVR Maintenance Form and determine type of request. 1. Go to step 5 for COA maintenance request. 2. Go to step 9 for CVR maintenance request.	DIFS Support Center	Day 1
5.	Perform COA Segment Search	1. Access DIFS COA maintenance screen. 2. Search for the COA segment value. 3. Determine whether the COA value exists in DIFS by inquiring online in DIFS system or using R026 report. a. If no, go to step 9 . b. If yes, go to step 6 .	DIFS Support Center	Day 2
6.	Modify/End Based on Request	Complete the modification or end-dating of the segment value, based on the COA request.	DIFS Support Center	Day 2
7.	Update Hierarchy?	Confirm whether a hierarchy update is needed. 1. If yes, go to step 8 . 2. If no, go to step 20 .	DIFS Support Center	Day 2
8.	Add/Update COA Hierarchy	1. Access the DIFS COA maintenance hierarchy screen. 2. Configure the COA segment value hierarchy. 3. Go to step 16 .	DIFS Support Center	Day 2
9.	Hierarchy Exists?	Check for an existing hierarchy. 1. If yes, go to step 10 . 2. If no, go to step 11 .	DIFS Support Center	Day 2
10.	Create New Segment Value	1. Access DIFS COA maintenance screen. 2. Enter the COA segment value detail listed in the COA/CVR Maintenance	DIFS Support Center	Day 2

**Maintain Chart of Accounts – Add, Modify, or End-Date Global Segment Value**

		form. Ensure that related value set is added and accurate as needed. - Agency (RVS: Fund, Program, Cost Center) - Fund (RVS: Agency) - Program (RVS: Agency) - Cost Center (RVS: Agency) 3. Go to step 8.		
11.	Create parent value (hierarchy)	- Access the DIFS COA maintenance hierarchy screen. - Create parent value hierarchy. Go to step 10.	DIFS Support Center	Day 2
12.	Perform CVR Search	- Review the CVR Maintenance form detail. - Access the DIFS CVR Maintenance Form. - Search the database to determine whether the CVR exists in DIFS. - If no, go to step 13. - If yes, go to step 15.	DIFS Support Center	Day 2
13.	Add CVR	The technician at DSC should evaluate every request related to CVR and RVS. The Requester should be informed about the CVR and RVS impact of its request in the status communication in step 17. - Access the DIFS COA maintenance screen. - Enter the CVR detail listed in the COA/CVR Maintenance Form. Go to step 12.	DIFS Support Center	Day 2
14.	Determine Filter Update	Use an online DIFS inquiry to determine any segment value impacts to the CVR. - If there are impacts, go to step 15. - If there are no impacts, go to step 20.	DIFS Support Center	Day 2
15.	Add/Update CVR Conditional Filters	- Access the DIFS CVR conditional filter screen. - Configure the CVR conditional filters. Go to step 16. - If the CVR and conditional filter exist in DIFS, go to step 20.	DIFS Support Center	Day 2
16.	Validate COA/CVR	View the COA/CVR segment value as entered on DIFS screen.	DIFS Support Center	Day 2

**Maintain Chart of Accounts – Add, Modify, or End-Date Global Segment Value**

	Segment Configuration	- Determine whether the COA/CVR segment value and hierarchy are configured correctly in DIFS. - Select Submit radial button in DIFS. - If the data entry returns error, go to step 17. - If the data entry is accepted, go to step 18.		
17.	Correct Error	- If a COA/CVR segment value has been entered incorrectly: - Determine which information was entered incorrectly. - Enter the correct segment value information. - Select the Submit radial button in DIFS. - If the data entry is accepted, go to step 18. - If the data entry is not accepted, return to step 16.	DIFS Support Center	Day 2
18.	Complete Segment Value Change	Select update to implement the COA/CVR segment value change in DIFS ERP.	DIFS System	Day 2
19.	Sync Segment Value	The COA/CVR segment value must be synced between the DIFS ERP and EPM to ensure that all values are reflected for budgetary and accounting purposes. Select radial button YES to Sync Segment Value with EPM.	DIFS System	Day 2
20.	Send Status Notification	Send status via Zendesk to notify Requester about COA/CVR maintenance. For Complete Requests: <i>The requested COA/CVR Maintenance is complete. No further action is required.</i> - If applicable, the Requester should be informed about the CVR and RVS impact. For Duplicate Requests: <i>The requested COA/CVR is a duplicate request. No further action is required.</i>	DIFS Support Center	Day 2

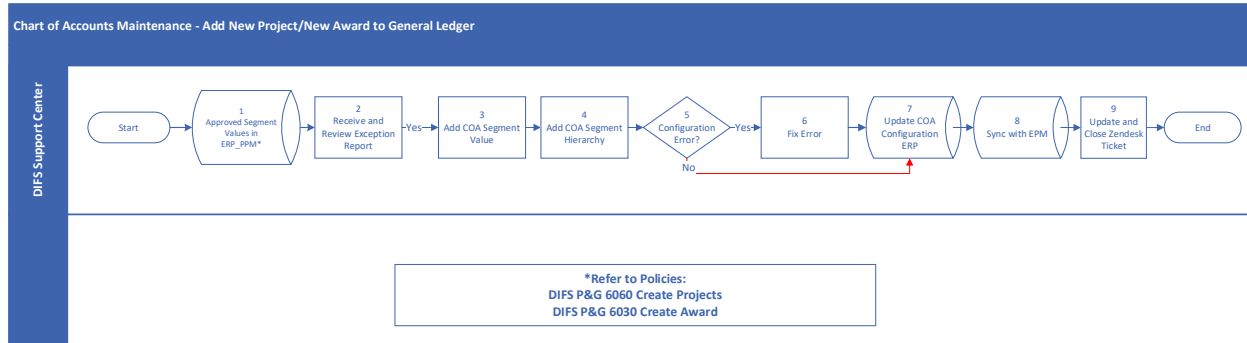


Maintain Chart of Accounts – Add, Modify, or End-Date Global Segment Value

21.	Receive Completion Notification	The Requester receives notification/status via email and Zendesk.	Budget Director/Controller	Day 2
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4.3 Chart of Accounts Maintenance - Add New Project/ New Award to General Ledger



Maintain Chart of Accounts – Add New Project/New Award to GL				
#	Short Name	Details (Provide a description of the procedure. Include each step from beginning to end.)	Responsible/ Owner	Timeframe
1.	Approved Project	Approved projects and awards are stored in ERP_PPM. Refer to the DIFS P&G 6060 – Create Project (Exhibit #8.3) and DIFS P&G 6030 – Create Award (Exhibit #8.4) policies.	DIFS System	Day 1
2.	Receive and Review Exception Report	The <i>R214 – PPM Approved Projects and Awards Not in GL Report</i> automatically runs each day at 3pm ET. A Zendesk ticket is automatically created, and the report is sent to a DIFS Support Center team member. 1. Open the report. 2. Review the first tab for PPM Approved Projects Not in GL COA Report (see Exhibit # 5 - PPM Approved Projects and Awards Not in GL Report). 3. Review the second tab for PPM Approved Awards Not in GL COA Report (see Exhibit # 5 - PPM Approved Projects and Awards Not in GL Report).	DIFS Support Center	Day 1
3.	Add Project Segment Value	For any projects and awards that are listed in the exception report, add the values to the DIFS COA for GL. 1. Access the DIFS COA maintenance screen. 2. Enter the new project/award segment value detail.	DIFS Support Center	Day 1



Maintain Chart of Accounts – Add New Project/New Award to GL				
#	Short Name	Details (Provide a description of the procedure. Include each step from beginning to end.)	Responsible/ Owner	Timeframe
4.	Add Project Segment Hierarchy	1. Access the DIFS COA maintenance hierarchy screen. 2. Configure the COA segment value hierarchy.	DIFS Support Center	Day 1
5.	Validate Segment Value Configuration	1. View the COA segment value as entered on DIFS screen. 2. Determine whether the COA segment value and hierarchy are configured correctly in DIFS. 3. Select Submit radial button in DIFS. a. If the data entry returns an error, go to step 6. b. If the data entry is accepted, go to step 7.	DIFS Support Center	Day 1
6.	Correct Error	If a COA segment value has been entered incorrectly: 1. Determine which information was entered incorrectly. 2. Enter the correct segment value information. 3. Select Submit radial button in DIFS. If the data entry is accepted, go to step 7.	DIFS Support Center	Day 1
7.	Update ERP	Select update to implement the COA segment value change in DIFS ERP.	DIFS System	Day 1
8.	Sync with EPM	The COA/CVR segment value must be synced between the DIFS ERP and EPM to ensure that all values are reflected for budgetary and accounting purposes. All segment value data must be entered before 5 pm every day to ensure it syncs between the two systems. Select YES to Sync Segment Value with EPM.	DIFS System	Day 1
9.	Update and Close Zendesk Ticket	1. Update the Zendesk ticket Public Reply with Done. 2. Submit as Solved.	DIFS Support Center	Day 1



5 Internal Controls

Internal controls are the mechanisms, rules, and procedures implemented by this policy to ensure the integrity of financial and accounting information, promote accountability, and prevent fraud.

#	Description
1.	Two levels of review and approval are required to add or modify the COA and/or CVR values.
2.	The DIFS Support Center is the implementer of COA/CVR requests and has the sole authority to perform and configure COA/CVR maintenance in DIFS.
3.	The Cross Validation Rule Violation System report is available and should be reviewed periodically to ensure that invalid or end-dated accounting string balances are reclassified as needed.
4.	The DIFS Support Center will conduct annual audits on all COAs and CVRs to look for inactive segments and follow up with the Agency/cluster to determine whether segments should be end-dated.
5.	Creation of a new legislative fund requires review and approval by OGC.



6 Performance Metrics

One of the key elements of effective Business Processes is identifying metrics that can be used to measure performance. These are called Key Performance Indicators (KPIs). KPIs are metrics that can determine if the process is achieving the defined objectives and goals and will be used to monitor the compliance, complete root cause analysis, and identify improvement opportunities.

Performance Metrics				
#	Step Being Measured	Measured Area	Target	<i>Details (Document the performance metrics for the policies. Add a baseline of performance, identify future performance targets, and how results will be measured after implementation.)</i>
1.	Duplicative COA Segment Values	Correct COA segment values are added to the GL.	100%	100% of correct COA segment values should be added to the GL without duplication.
2.	CVR Violation	Accounting string combinations are corrected after cross validation filters are entered into DIFS.	100%	100% of all CVR violations reported should be reviewed quarterly.
3.	Projects and Awards Not in GL		100%	100% of all projects or awards approved in PPM should be recorded in GL.

7 Definitions

Click the [DIFS Glossary](#) to view the terminology and definitions for this document.

8 Exhibits

The exhibits in this section provide additional reference and supporting material for this document.

8.1 Exhibit #1 – Workflow Legend

Stencil	Name	Defined
	Task	Represents a process step at the lowest defined level.
	Offline Task	Represents a process step taken offline at the lowest defined level.
	Proc Step above Task Level	Represents a process step that is defined at a higher level than a task.
	Process Placeholder	Represents a process that may fall into these categories: A) Not in the scope of the current process map. B) Not defined and/or documented. C) Left for later analysis, enabling process mapping in another direction more germane to the current process.
	IT Sys / App	Represents any IT system or application. This is used to depict movement from one IT system to other systems or applications. Microsoft tools are also depicted.
	Cluster Name	Represents an icon to use for a Cluster / Agency name when using a swim lane does not make sense.
	Document	Represents any output in the form of a document. This can be hardcopy or electronic format. Any information sent as PDF, Word, or similar is considered a document.
	Main Proc Flow	Represents the standard process line used to demonstrate one process step to the next.
	Question Gate	Represents a decision point in a process map. The decision is stated in the form of a question with either a Yes or No answer.
	Rework Proc Flow	Represents a point in a process where a quality check results in the rejection of a process output and requires a process to be repeated or reworked.
	Email	Represents the activity of email being used as a communication tool.
	Annotation	Represents the need to add information to other stencils. This is process-oriented information to add.
	Rework	Represents the rework process without the detailed task steps.



8.2 Exhibit #2 – Chart of Accounts

Finalized and Approved DIFS Chart of Accounts (COA) in Oracle ERP

Segment Number	Segment Name	Description	ERP Length	Sample Values	Current (SOAR) Reference
1	Agency	Agencies within the District used for accounting purposes	3	AT0	Agency
2	Fund	Reporting unit defined by accounting regulations or statute. Represents the source which the transaction financially impacts	7	1234567	Fund
3	Program	Ongoing and district-wide services around a common purpose or result, used by leadership and external reporting	6	158230	Program / Activity
4	Cost Center	Departments and organizations within an agency	5	12345	Org
5	Account	Natural Accounts for 1) Assets, 2) Deferred Outflow 3) Liabilities 4) Deferred Inflows 5) Fund Balance 6) Revenue 7) Expenses 8) Stat	7	1234567	GL Account, Object & Bank ID
6	Project	Requires start and end date, defined budget and scope	6	185236	Project/Phase
7	Award	An award is an allocation of funds to execute a set of activities using a project, such as building a capital asset or providing assistance program to the local community.	7	1234567	Grant/Phase
8	InterFund	System generated value, used for reconciling activity between two different funds.	7	1234567	N.A.
9	Future1	Segment added for future use	4	0000	N.A.
10	Future2	Segment added for future use	4	0000	N.A.

DIFS Account Combination Example: AT0.1234567.12345.158230.1234567.185236.1234567.1234567.0000.0000. Account combination: 10 segments with length of 56 characters.



8.3 Exhibit #3 – Signatures Required for Segment Values

	THE DISTRICT OF COLUMBIA	
	ZenDesk and DSC Signature Routing Reference	
	Required Routing and Approvals (SIGNATURES) Chart of Account (COA) or Cross Validation Rule (CVR) Maintenance	
	Signatures for COA Maintenance	
COA Segment Value	1ST REVIEW/APPROVER	2ND REVIEW/APPROVER
AGENCY	OBP	OFOS
FUND	OBP (Collaborate with ORA)	OFOS
PROGRAM	OBP	OFOS
COST CENTER	OBP	OFOS
NATURAL ACCOUNT	OBP (Parent 1 of expenditure accounts)	OFOS (All accounts)
PROJECT	Requesting Agency	DO NOT complete a COA maintenance form to add a project or award. Daily, the DSC is responsible for running the exception report: PPM Approved Projects and Awards not in GL. DSC manually adds values listed in the exception report to the COA.
AWARD	Requesting Agency	
	Signature for CVR Maintenance	
CVR	OFOS	N/A



8.4 Exhibit #4 – Zendesk Ticket Request

The screenshot shows the DIFS University website. The header includes the DIFS logo and the text 'DISTRICT INTEGRATED FINANCIAL SYSTEM OFFICE OF THE CHIEF FINANCIAL OFFICER'. A navigation bar contains links: Home, Program Overview, DIFS Library, DIFS University, Project Team, and DSC Help. Below the navigation bar is a red horizontal line. The main content area features the DIFS University logo and the title 'GENERAL TRAINING JOB AIDS, POLICIES, AND RESOURCES'. A paragraph states: 'Below are the job aids, policies, and resources available for various general and miscellaneous topics.' A list of links is provided: Job Aids, Policy Documents, and Resources. The 'Job Aids' section is expanded, showing a list of available job aids. The first item, '1. How to Create and Monitor a Zendesk Ticket', is highlighted with a red box. The second item is '2. Using Maverick Engage Live'. A 'back to menu' link is located at the bottom of the job aids list.

DIFS UNIVERSITY

GENERAL TRAINING JOB AIDS, POLICIES, AND RESOURCES

Below are the job aids, policies, and resources available for various general and miscellaneous topics.

- Job Aids
- Policy Documents
- Resources

Job Aids

The following are available job aids for various general and miscellaneous topics:

- 1. How to Create and Monitor a Zendesk Ticket**
2. Using Maverick Engage Live

[back to menu](#)

Policy Documents

The following are available policy documents for various general and miscellaneous topics:

1. DSC Security Access Policy and Procedure
2. Security Role to Policy Role Crosswalk



8.5 Exhibit #5 - PPM Approved Projects and Awards Not in GL Report

PPM Approved Projects not in GL COA Report					
NOTE: This report displays projects that are in Active/Final status and awards that are linked to a project					
Creation Date	Project Type	Project Number	Project Name	Project Status	Exists in Hierarchy
02/08/2023	2 Non-Capital	501733	DD EXPANSION	ACTIVE	No
02/08/2023	2 Non-Capital	501734	DOS ASSISTIVE TECHNOLOGY SOLUTION PILOT	ACTIVE	No
02/08/2023	2 Non-Capital	501735	DOS BEHAVIORAL HEALTH INITIATIVE	ACTIVE	No
02/08/2023	2 Non-Capital	501736	DOS COVID-19 IMPACT STUDY	ACTIVE	No
02/08/2023	2 Non-Capital	501737	DOS HOUSING COORDINATOR	ACTIVE	No
02/08/2023	2 Non-Capital	501738	DOS REMOTE SUPPORT AND ENABLING TECHNOLOGY	ACTIVE	No
02/08/2023	2 Non-Capital	501739	DOS STAKEHOLDER TECHNICAL ASSISTANCE	ACTIVE	No
02/08/2023	2 Non-Capital	501740	DOS TELEHEALTH INITIATIVE	ACTIVE	No
02/08/2023	2 Non-Capital	501741	DSP LIVING WAGE INCREASE (DSP ENHANCED LIVING WAGE SUPPLEMENTAL)	ACTIVE	No
02/08/2023	2 Non-Capital	501742	DEVELOPMENTAL DISABILITY PROVIDER RATE STUDY	ACTIVE	No
02/08/2023	2 Non-Capital	501743	DIRECT CARE WORKER TRAINING - PROJECT MANAGER	ACTIVE	No
02/08/2023	2 Non-Capital	501744	DIRECT CARE WORKER TRAINING - MATERIALS	ACTIVE	No
02/08/2023	2 Non-Capital	501745	DIRECT CARE WORKER TRANSPORTATION BENEFIT	ACTIVE	No
02/08/2023	2 Non-Capital	501746	DIRECT CARE WORKER VACCINATION INCENTIVE	ACTIVE	No

PPM Approved Awards not in GL COA Report					
NOTE: This report displays projects that are in Active/Final status and awards that are linked to a project					
Creation Date	Award Number	Award Name	Award Description	Award Status	Exists in Hierarchy
02/08/2023	5000400	PEMA RTS TRANSFER	PEMA RTS TRANSFER	ACTIVE	No
01/30/2023	5001299	HTO 1125, THE MEDICAID HCBS ENHANCEMENT FUND	THE MEDICAID HCBS ENHANCEMENT FUND	ACTIVE	No
02/09/2023	5001279	FOO-RTS DIRECTOR NEW PHONE	FOO-RTS NEW DIRECTOR PHONE	ACTIVE	No
02/09/2023	5001280	CHD-RTS-FY23	CHD-RTS-NON-DCNET CELL PHONE PURCHASES	ACTIVE	No

8.6 Exhibit #6 - Inactive Projects and Awards in PNG to GL Sync Report

Inactive Projects in PPM to GL Sync Report					
NOTE: This report displays projects that are in Active/Final status and awards that are linked to a project					
Creation Date	Project Type	Project Number	Project Name	Project Status	Exists in Hierarchy
08/17/2022	1 Capital	100525	KA0.C1015A INTELLIGENT TRANSPORTATION SYSTEM	CLOSED	Yes
08/17/2022	1 Capital	100526	KA0.C1050A CAPTOP PHASE II	CLOSED	Yes
08/17/2022	1 Capital	100530	KA0.C1B1A STPG-9999(897) Y2K TRAP SIG CONTROLLER	CLOSED	Yes
08/17/2022	1 Capital	100532	KA0.CM023A BDK SHARING	CLOSED	Yes
08/17/2022	1 Capital	100542	KA0.EW002C.E WASHINGTON STREET TRAFFIC RELIEF	CLOSED	Yes
08/17/2022	1 Capital	100691	KA0.HB001A PA AVENUE, SE RAMPS AT I-295	CLOSED	Yes
08/17/2022	1 Capital	100755	KA0.O5548A.2016(044) CONSTR OF FIBER OPTIC NETWORKS	CLOSED	Yes
08/17/2022	1 Capital	100813	KA0.PM03A STATE FREIGHT PLAN: FREIGHT PROGRAM SUPP	CLOSED	Yes
08/17/2022	1 Capital	100900	KA0.ZL041A BDK CAPITAL BIKESHARE (CABE)	CLOSED	Yes
10/19/2022	1 Capital	101103	EQUITY AND INCLUSION PROGRAMMING SUPPORT	CLOSED	Yes
10/07/2022	2 Non-Capital	501357	RCO	CLOSED	Yes
11/04/2022	2 Non-Capital	501425	HCO.12ARH.V AMERICAN RESCUE FOR HOME VISITATION	CLOSED	Yes
11/09/2022	2 Non-Capital	501441	DO NOT USE DUPLICATE HCO.01COV9.COVID19 FUNDS	CLOSED	Yes
11/30/2022	2 Non-Capital	501471	B30.B00RTS.OCTO RTS REQUESTS	CLOSED	Yes
11/30/2022	2 Non-Capital	501476	OP0-RTS-DC NET	CLOSED	Yes
12/05/2022	2 Non-Capital	501540	NEIGHBORHOOD STABILIZATION PROGRAM (ARRA)	CLOSED	Yes
09/19/2022	4 Interagency Non-Capital	501007	AC0.FX0AC0.PURCHASE/TRAVEL CARD - AC0	CLOSED	Yes
12/01/2022	4 Interagency Non-Capital	501106	HCO.01CNFF COVID ELC GRANT	CLOSED	Yes
12/01/2022	4 Interagency Non-Capital	501108	HCO.BOARD OF MEDICINE	CLOSED	Yes
12/07/2022	4 Interagency Non-Capital	501146	HCO.01CNFF ELC COVID SUPPLEMENTAL	CLOSED	Yes
12/09/2022	4 Interagency Non-Capital	501157	HCO.21CNFF ELC COVID GRANT	CLOSED	Yes

