



## Frequently Asked Questions for Department of Administrative Services Invoices & Backup

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### Q: Why are the charges on my invoice higher than expected?

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A: There could potentially be several factors causing charges to be higher than expected. One possible reason could be an increase in the rated service itself. Confirm the current fiscal year's rated service by going [here](#).

Consumption of that service may have gone up. Compare previous period's consumption to this most recent invoiced consumption period to see if there are increases in units for the service in question. Confirm this with your IT department that these increases were expected or verify by reaching out at [csc@ohio.gov](mailto:csc@ohio.gov) or by calling (614) 644-6860.

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### Q: Why does my IT invoice look different from previous fiscal years?

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A: At the start of FY20, DAS implemented a new Costing and Billing System (CABS), which integrated the invoicing of most of the DAS rated services into ServiceNow. As a result of this implementation, all invoices have been standardized to reflect the invoice format set out in OAKS. See the link for "Understanding Your Invoice and Backup" for a detailed description of the specific items on your invoice.

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### Q: Where do I go to see my backup for my invoices?

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A: With the implementation of the new Costing and Billing System, all state customer invoices receive an attachment appended to the Accounts Payable voucher in OAKS. To view this record, log into OAKS and follow the directions found [here](#).

Non-state customer invoices currently do not receive this backup in OAKS. However, it can be provided by contacting the Customer Service Center (CSC) at [csc@ohio.gov](mailto:csc@ohio.gov) or call (614) 644-6860.

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### Q: Why is the copy of my invoice and/or backup not attached to my voucher in OAKS?

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A: OBM Shared Services will append to your Accounts Payable voucher a PDF version of your invoice and the document breaking out the charges within two business days. If there are no attachments, please contact the Customer Service Center (CSC) at [csc@ohio.gov](mailto:csc@ohio.gov) or call (614) 644-6860.

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### Q: How do I notify you of concerns including billing issues?

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A: Please contact the Customer Service Center (CSC) at [csc@ohio.gov](mailto:csc@ohio.gov) or call (614) 644-6860. Agencies are expected to notify the Office of Finance of any usage disputes within 30 days of the charges being invoiced through OAKS. All discrepancies will be reviewed by the service area providing the service and the Office of Finance to determine action required.

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### Q: Why am I receiving invoices with a monthly service period instead of quarterly?

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A: Starting in FY20, DAS moved to a monthly in arrears model for most of the rated services. For a full schedule of which rated services are monthly versus what remained quarterly/annual, go [here](#).

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### Q: How do the attributes headers relate to the datapoints included in the backup included with my invoice?

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A: In the backup attachment starting in FY20 Q2, there is an additional tab which includes a crosswalk of what is contained in a column based off the rated service. Open your backup attachment in OAKS, click on that second tab, and filter by the service name.

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**Q: Why do I need to review Job Numbers?**

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A: Agencies should ensure that Job Numbers are consistent with current programs and clearly match to funding source(s). It is the responsibility of the customer to maintain their job numbers and communicate any changes of these job numbers to DAS service areas to guarantee consumption is invoiced to the correct program.

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**Q: Where can I go to view all my consumption for this fiscal year?**

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A: DAS is currently in Phase II of the ServiceNow Costing and Billing System Implementation. At the completion of Phase II, customers will be able to view their total usage for most of DAS services. Until the completion of Phase II, continue to reference the attached backup appended to the voucher.

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**Q: What if I want to view IT consumption from pre-FY20?**

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A: The Service Usage Management System (SUMS) where OIT consumption was stored and invoices calculated is available for those who were previous users in SUMS and still have their login and password. New users will no longer be added. For those who need pre-FY20 consumption records, please contact the Customer Service Center (CSC) at [csc@ohio.gov](mailto:csc@ohio.gov) or call (614) 644-6860 detailing which period and service you are interested in viewing.