



To: Chief Financial Officers of State Agencies, Boards, and Commissions
From: Jennifer Leymaster, DAS Chief Financial Officer
Date: September 23, 2019
Re: FY 2020 DAS Service Rates

The Department of Administrative Services strives to provide high-quality services at the most cost-effective rates possible. DAS has received approval from the Office of Budget and Management for FY 2020 DAS service rates, attached, and I am pleased to share these with you.

This is intended to serve as a comprehensive communication about all services billed to agency customers by any division of the Department of Administrative Services. You may receive similar communication from individual DAS divisions or programs with specifics about their services and rates. And you can always view approved service rates on the DAS web site at <https://das.ohio.gov/Divisions/Administrative-Support/Finance/Billing-Cash-Management-Unit>.

Notable FY 2020 changes in the DAS service billing universe include a new application that will produce invoices and integrate with the OAKS billing module. This application will eliminate the need for agencies to use SUMS to look up consumption detail for IT services. It will also enable DAS to end the practice of issuing estimated advance billings for IT services in favor of monthly arrears billings. In addition to eliminating the need for year-end reconciliation and “true-ups,” we think that the shift to monthly arrears billing for most IT services will improve communication and understanding between DAS service providers and agency customers.

The new application will first be used for IT service invoicing and then will expand to services provided by General Services Division programs over the course of FY 2020. Other than discontinuation of SUMS, the only direct impact to agency customers will be greater consistency in the appearance and content of DAS invoices, regardless of the service being billed.

If you have questions about an invoice you have received from DAS, please contact the DAS Customer Service Center at csc@ohio.gov or 614-644-6860 or 887-644-6860. Include specific details about the invoice along with your question, and ask that the inquiry be assigned to the Office of Finance Billing and Cash Management team. Thank you for sharing this information with others in your agency who would find it useful.

Attachment: FY 2020 DAS Rate Summary