Improved Customer Engagement

- **SAF/FMFO Customer Engagement Strategy**
  - **Refocused Accounting Calls**
    - **Next: 10 June**
  - **Streamlined Users Forum**
    - **Next: 19 May**
  - **Quarterly Command Calls**
    - **AFMC scheduled for 29 May**

Data Visualization

- **Develop Financial Dashboards**
  - **Merge Data Sources at the Command Level into a Single Product**
  - **Incorporate Legacy STH Data**
- **Work Directly with Command POCs**
  - **Develop Command-Unique Prototype & Update Based on Feedback**
- **Develop Training Plan and Materials**
- **Develop Organizational Change Management Plan**

DEAMS
Critical Task List

Presented By: Mr. Al Dounouk

DEAMS Critical Task List

DEAMS CTL – Overspent Funds

Overspent Funds

DESCRIPTION	OPR / OCR	FREQUENCY
Review and correct overspent conditions.	FMA / RA	Daily

REPORTS

OBIEE	FMFO Analytics App (Power BI)	DEAMS Reports	Other
• Overspent Funds	• FM MORNING PAPER > OVERSPENT/CSR	• None	• None

INSTRUCTIONS and GUIDANCE

Instructional Supplements	Job Aids	SAF/FMFO Users Forum	DEAMS Answer Bank	DEAMS Users Group Blog Posts
• Overspent Funds	• None	• SAF/FMFO CSME - Overspent Funds	• Overspent Funds	• 10 Tips to Prevent (or Resolve) Overspent Funds • Get the LIVE Funds Control Balance for ANY Fund and OE • Checking Overspent Funds Conditions • Overspent Funds Report Column Definitions

Ask Question   CTL Home

DEAMS CTL – Overspent Funds

DEAMS CTL – Invoices On Hold

Invoices on Hold

Invoices on Hold

DESCRIPTION	OPR / OCR	FREQUENCY
Review and clear Invoice's on Hold working with Resource Advisors and DFAS to correct.	FMA / RA	Daily / Weekly

REPORTS

OBIEE	FMFO Analytics App (Power BI)	DEAMS Reports	Other
• Invoices on Hold	• FM MORNING PAPER > DEAMS ACTION ITEMS > INVOICES ON HOLD	• None	• None

INSTRUCTIONS and GUIDANCE

Instructional Supplements	Job Aids	SAF/FMFO Users Forum	DEAMS Answer Bank	DEAMS Users Group Blog Posts
• DEAMS Invoice Holds Reference • DEAMS Invoices on hold Training – 19 Jul 2023A	• Approve an Invoice • Clear Invoices on Hold • Correct a Rejected Invoice • Find Invoice Void Reason • Reject an Invoice • Find Invoice Void Reason - Miscellaneous Payment • Invoice Research (Miscellaneous Payment) • View an Invoice	• SAF/FMFO CSME - Invoices on Hold • SAF/FMFO Field Support - Miscellaneous Payment Program Invoices on Hold • SAF/FMFO Help Desk - Invoice Responsibilities Overview • SAF/FMFO CSME - DEAMS Adjustment Vouchers • SAF/FMFO CSME - SAVE TIME with Document Cross-Reference • SAF/FMFO Help Desk - Invoice Approval Workflow Research	• Troubleshooting Common JV and 1081 Problems • Adding Attachments to Invoices • Reverse Distribution Lines and Cancel/Correct • Invoice Not Processing • Critical FMA Tasks Related to Invoices • Guidance on Invoice Holds and How to Clear Them • Invoice Approval Workflow • No Voucher Number on Validated, Approved Invoice • Tips for Utilizing PTP Inquiry for Invoice Related Research	• Journal Voucher or SF1081 with a Hold Reason of "SF 1081 Reject" • Using the FM Morning Paper to Identify "Invoices on Hold" for Correction • How to work GSA Speed Pay Invoice's on Hold • DEAMS Invoice Pay Groups

Ask Question   CTL Home

Ask Question   CTL Home

DEAMS CTL - Invoices On Hold

DEAMS CTL – Miscellaneous Payments

Miscellaneous Payments

Miscellaneous Payments

DESCRIPTION		OPR / OCR	FREQUENCY
Input, review, and certify payments that are required to be made but are unsupported by a contractual obligation.		FMA / RA	Daily / Weekly / Monthly

REPORTS

OBIEE	FMFO Analytics App (Power BI)	DEAMS Reports	Other
• Travel Suppliers • Non-Travel Suppliers	• FM MORNING PAPER > DEAMS ACTION ITEMS > INVOICES ON HOLD	• None	• None

INSTRUCTIONS and GUIDANCE

Instructional Supplements	Job Aids	SAF/FMFO Users Forum	DEAMS Answer Bank	DEAMS Users Group Blog Posts
• DOD Guidebook for Miscellaneous Payments • Misc Payments Training • Misc Payment Experienced Users Course • DEAMS Invoice Holds Reference	• Miscellaneous Payments Overview • Trouble-Shoot and Research Guide (Miscellaneous Payment) • DFAS Invoice Construct Guidance • DAO Review Checklist (Miscellaneous Payment) • Find Invoice Void Reason - Miscellaneous Payment	• SAF/FMFO CSME - Identifying MPP Errors Prior to Invoicing • SAF/FMFO CSME - DEAMS Receipts • SAF/FMFO CSME - Miscellaneous Payment Troubleshooting • SAF/FMFO CSME - Miscellaneous Payments Invoice Troubleshooting • SAF/FMFO Field Support - Miscellaneous Payments Invoices on Hold • SAF/FMFO Help Desk - Preventing PII Breaches and Classified Spillage in DEAMS • SAF/FMFO Field Support - Miscellaneous Payment Program Invoices on Hold • SAF/FMFO Help Desk - Tips for Cancelling and Recreating Miscellaneous Payment Purchase Orders [UPDATED 17 FEB 23] • SAF/FMFO Help Desk - Invoice Responsibilities Overview • SAF/FMFO Help Desk - Commonly Asked Questions on Base Level DEAMS Responsibilities	• None	• Recent Trends in Miscellaneous Payment Rejects (Suppliers/Short Text) • Canceling a DEAMS Invoice (e.g. JV, SF1081 or Miscellaneous Payment Invoice) • Receiving Controls on Miscellaneous Payments • Review Miscellaneous Payment Purchase Orders Prior to Cancellation

Ask Question   CTL Home

Ask Question   CTL Home

DEAMS CTL – Miscellaneous Payments

DEAMS CTL – Miscellaneous Payments
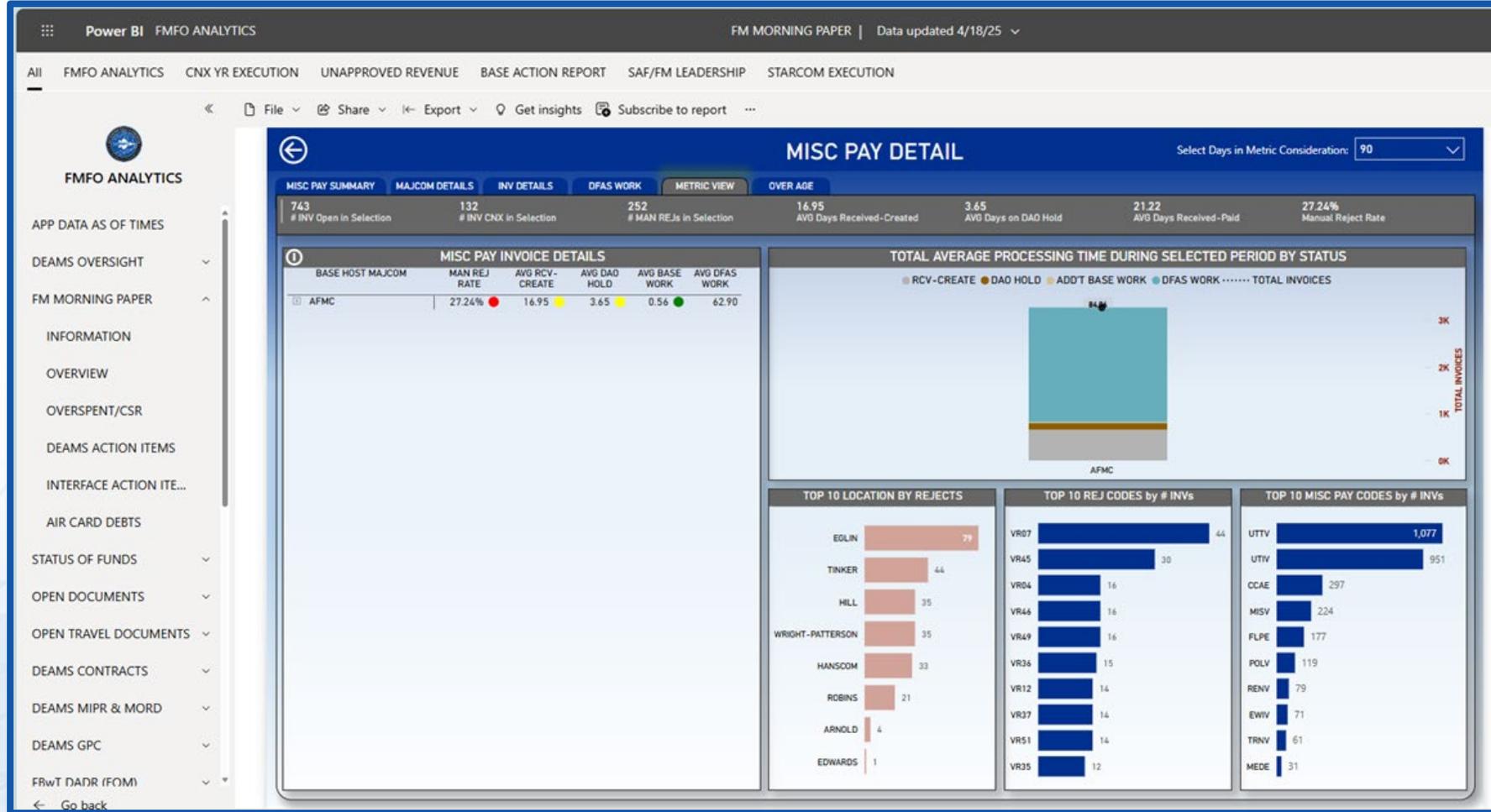
DEAMS CTL – Miscellaneous Payments

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DEAMS CTL – Miscellaneous Payments

Connecting With Command SMEs

- A new Teams Channel is available for users to submit questions for Command SME assistance

- Replaces milBook Q&A feature

- Replaces milBook Announcement feature

- Opportunity to provide suggestions or feedback

- FMFO Command SME