Total Grant Solution (TGS) Training Webinar for Grantees and Contractors

Office of Economic and Workforce Development

San Francisco

August 3, 2018

Welcome

- Setup for today's Webinar:

  - As you join the Webinar, please locate the Skype chat box and type in your name & organization in the chat box so we have a log of who is attending today's Webinar.

  - The Webinar will include: (1) an Intro to TGS, (2) a live Demo of TGS, and (3) Q&A via Skype chat.

  - Please make sure to increase the audio volume on your computer so your can comfortably hear the presentation.

  - Please **hold** your questions on the content of the presentation until the Q&A portion of the Webinar (but if you have a technical computer setup question related to the Webinar, use the chat box at any time as we have a chat moderator who will respond via chat to technical computer setup questions).

  - During Q&A, type questions via the chat box. Presenters will read the questions and answer verbally so everyone can hear the Q&A. We will be posting a recording of this Webinar, along with Q&A, to our TGS Resources web page. This website also has links to other resources including TGS training videos.

Webinar Outline

- Thank you!
- What is TGS?
- Who is Included in the Transition to TGS?
- Benefits of using TGS for Invoicing
- Current Status of the Migration and Timelines
- Process Flowchart
- How to Access TGS
- TGS User Information
- TGS Agency Information
- Demo of How to Submit Invoices for your Organization
- Tips for Expediting Invoice Approval
- Next Steps and Other Resources for Technical Assistance
- Q&A

Thank you!

- Thank you for taking the time out to participate in today's TGS Training Webinar.

- The work you do is critical to keep San Francisco economically healthy and thriving.

- Our role is to set up your grants and contracts, and process your payments, as efficiently as possible.

- Thank you for bearing with our various system transitions over the past year, which have been challenging.

- Our goal is that this TGS transition will lead to increased efficiency and ease, simplifying the invoicing process so that you can focus on the important work you do.

- We appreciate you! Keep up the great work!

What is TGS?

- Total Grant Solution (TGS) is one of several on-line invoicing platforms used by the Office of Economic and Workforce Development.

- TGS is a grants management software application that is web-enabled and allows Users to track and manage a project's budget, invoice status and project balances.

- OEWD is already using TGS with many Workforce Development portfolio projects.

- TGS will replace the current invoicing process for Econ Providers. Effective 7/1/2018, the mailbox oewd.ap@sfgov.org will no longer be used for invoice submittal.

- While today's webinar is focused on the transition for Economic Development projects, we welcome our Workforce providers who have joined today's call to learn more.
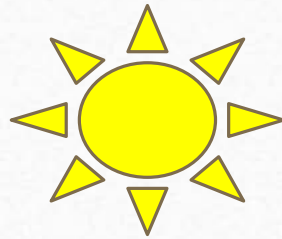
Who Is Included in this Transition to TGS?

- Included: current active OEWD Economic Development projects, both grants and contracts
- Excluded from this Transition: the following entities are <u>not</u> included in this transition to TGS
  - Small Business Development Center contractors under Angel Cardoz
  - CDBG-funded projects which already invoice through the GMS system with support from Patty Medina
  - Workforce Development projects will continue billing through TGS or GMS
  - Economic Development projects which expired 6/30/2018 and are not being extended
- Contact your Grant Coordinator for clarification:
  - Jenny Collins – jenny.collins@sfgov.org, 415-701-4842
  - Byron Lam – byron.lam@sfgov.org, 415-701-4843
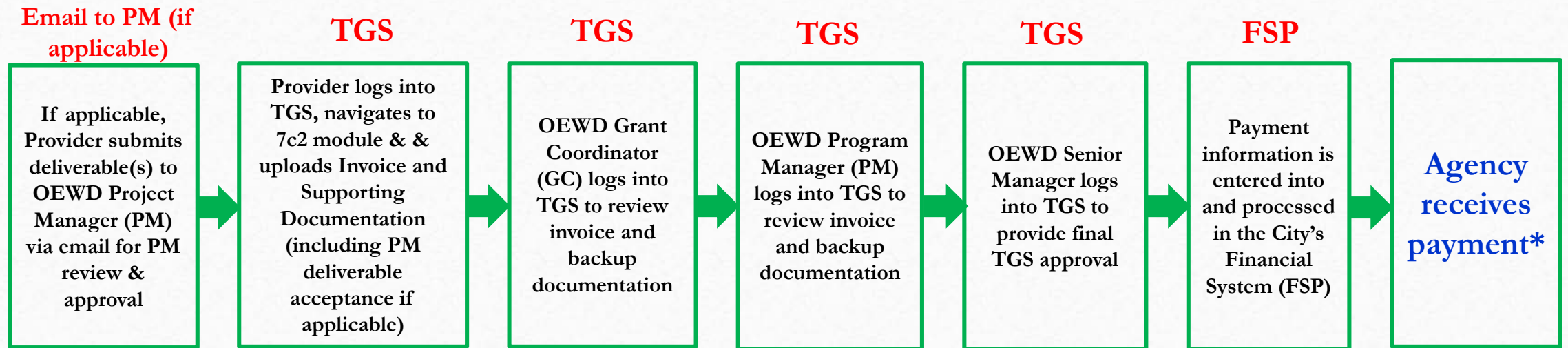
Benefits of Using TGS for Invoicing

- Centralized invoicing with invoices visible to you, the Program Manager and Grant Coordinator once submitted

- Increased efficiency by eliminating email submission to OEWD's Accounts Payable email address

- Ability to view invoices and supporting documentation submitted for previous months

- Detailed invoice information with amounts invoiced and remaining balance by project

- Ability to manage and update your own contact information

- Robust reporting features which will enable providers with multiple projects to track expenditures over time and reconcile costs on a regular basis (see video link for Report Builder)

Current Status of the Migration and Timelines

- By now, all FY17-18 invoices (7/1/17-6/30/18) should have been submitted to oewd.ap@sfgov.org.

- OEWD is currently building projects in TGS and is entering a cumulative total of all invoice charges received over the lifetime of each project through June 2018, reflected in the "June 2018" invoice. Supporting documentation for previous charges is not being uploaded. You will see your current true budget balance.

- The mailbox oewd.ap@sfgov.org will no longer be used for invoice submittal, effective 7/1/2018.

- Providers migrating to TGS will upload their **July 2018** invoices to TGS **by August 10**, 2018.

- Please wait until you have been notified that your project is built in TGS before trying to submit.

- Once your project is built in TGS and you have been notified of your TSG User ID and Password, start by updating your contact information and submitting your July 2018 invoice via TGS.

Process Flowchart

If applicable, Provider submits deliverable(s) to OEWD Project Manager (PM) via email for PM review & approval

TGS

Provider logs into TGS, navigates to 7c2 module & & uploads Invoice and Supporting Documentation (including PM deliverable acceptance if applicable)

TGS

OEWD Grant Coordinator (GC) logs into TGS to review invoice and backup documentation

TGS

OEWD Program Manager (PM) logs into TGS to review invoice and backup documentation

TGS

OEWD Senior Manager logs into TGS to provide final TGS approval

FSP

Payment information is entered into and processed in the City's Financial System (FSP)

Agency receives payment*

*Payment will be made generally within 30 days after receipt of a complete invoice which includes accurate and complete supporting documentation and, if applicable, PM deliverable acceptance email (no need to submit the actual deliverable in TGS). If at any point in the process a discrepancy or issue is identified, the invoice will be rejected. The 30-day clock will start over based on the date of resubmission.

How to Access TGS

- **TGS** – https://www.totalgrantsolution.org/tgsewd/MasterLogon/

- Please make sure that you are using this exact link. TGS is used in other jurisdictions and has other instances, which appear identical to our log-in page. However, your User ID and password will not work in the other instances of TGS.

TGS User Information

- For the agencies OEWD created in TGS, OEWD will provide your initial User ID and password.

- For log-in help, the log-in page provides User ID help and Password help options.

- TGS is set up with various **User Roles**, including:

    - **Org Admin** – All invoice submission and role assignment permissions. Each agency should have at least <u>one primary</u> and <u>one back-up</u>.

    - **View Only** – Available for agencies to assign to auditors, staff, or board members <u>as needed</u>. No submission permissions; no data entry permissions.

    - **Financial Data Entry** – Available for agencies to assign to staff <u>as needed</u>. Allows for invoice entry (including source document upload) but cannot submit invoice on behalf of the organization. Fiscal sponsor agencies may want to assign this user role to their sponsored sub to enter invoice information; providers with external accounting staff may want to assign them this role. Senior organization staff would maintain the Org Admin role to review and submit.

- Larger organizations may want multiple users at multiple levels; smaller organizations and individual contractors only need one Org Admin-level user.

- Next steps: Please log in to ensure that your User ID and password work, then add and edit user roles as necessary.

TGS Agency Information

- Your agency may have already existed in TGS from a Workforce Development project or RFP submission.

- We created many agencies for this transition, entering just the basic information to set up the profile.

- Fiscal sponsors will be the ones completing the Agency Information for themselves reflective of their own agency, not for any agencies they sponsor.

- We are not using the system at this time to collect insurance, Board of Directors information, audit documents, etc. You will need to enter a period or number in order to get the system to accept your edits.

- Next steps: Please review and edit your Agency Information as necessary. Contact information accuracy is especially important.

    - Contact Tab: Mailing Address, Agency Contact, Executive Director Contact

    - General Tab: Focus on "Agency Users." We are not using the other sections of this tab at this time; the system will require you to make an entry in every field, so we recommend entering a character such as a period or number.

    - Financial Tab: We are not using these sections at this time. Check "not applicable" in insurance check boxes.

Demo of How to Submit Invoices

https://www.totalgrantsolution.org/tgsewd/MasterLogon/

To access the TGS Invoice Module:

❑ **Log into TGS**

❑ **Select "7c2" from the drop down**

❑ **Press the "GO>>>" Button**
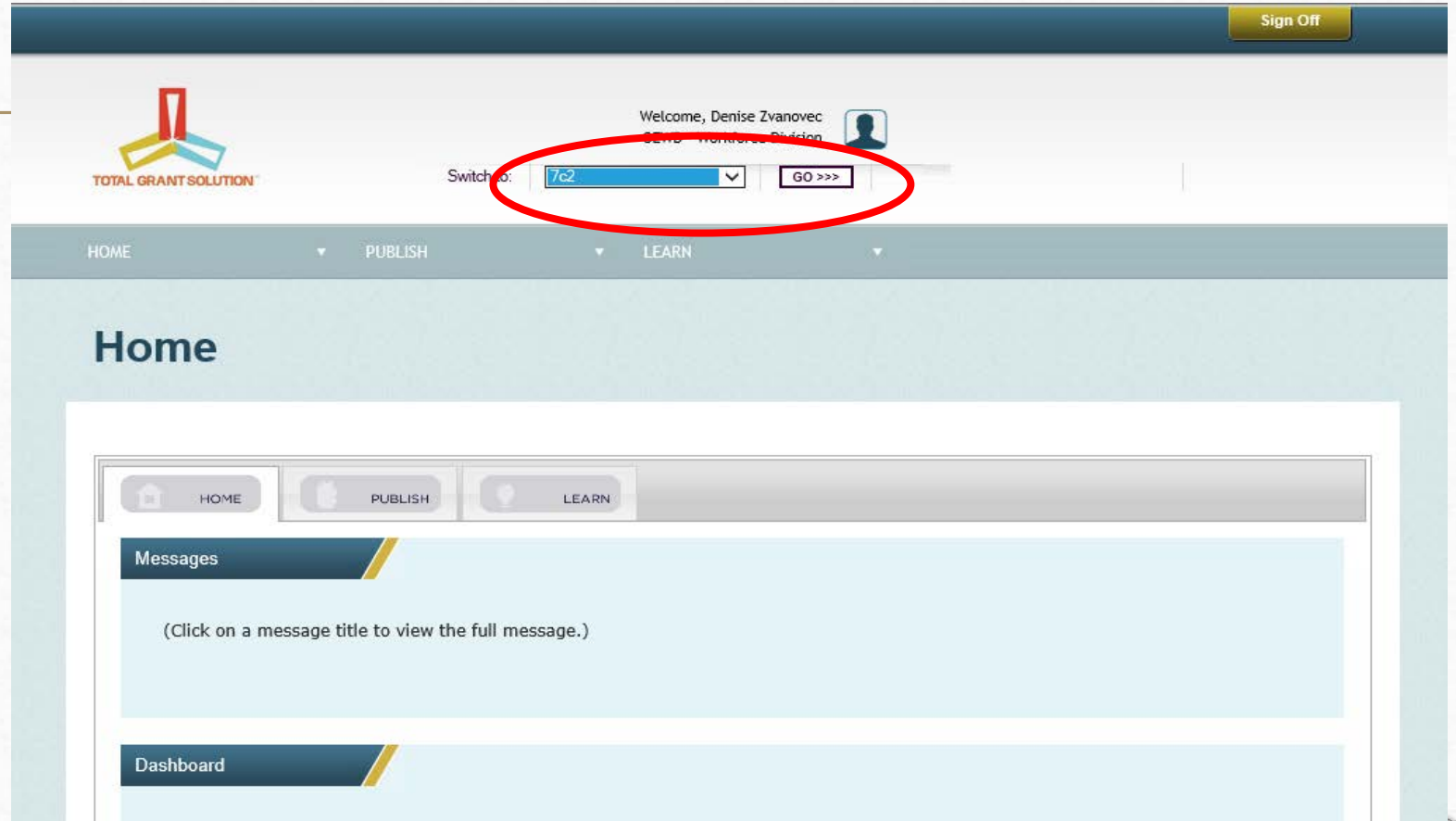
Tips for Expediting Invoice Approval

- Charges incurred within the month should be invoiced by the 10th of the following month (e.g., July invoice due August 10).

- The City sets a strict fiscal year-end cutoff; charges incurred 7/1-6/30 of a given year must be submitted by July 10, regardless of whether the project term extends beyond that time.

- Deliverable line items – Submit your deliverable to the Program Manager (PM) for approval. Once approved, upload the PM approval document into TGS (do not include the actual deliverable). Make sure to use the correct deliverable number and invoice for the full amount.

- Cost Reimbursement line items – Attach all necessary supporting documentation; the system will not allow you to exceed the line item available balance. The only lines that do not require supporting docs are (1) fringe benefits and (2) indirect.

- Supporting Doc tips – Only PDF files can be uploaded. Do not use special characters in the supporting doc file name: " ; * % @ $ ^ + = < >

- If you are submitting multiple months, start by entering the Oldest month first in TGS, and work sequentially to the most recent month.

- Zero invoicing – If you would like to indicate that you will not be submitting any invoice charges for a given month, you can submit a zero invoice. While not required, this helps with record-keeping and confirms that you do not have pending charges from that time period.

- Budget modifications – If you need to make a change to your budget, contact your Grant Coordinator. We allow two budget modifications per fiscal year, starting in October. The final budget modification deadline occurs in May.

# Next Steps and Other Resources

- **Agency Information** – Update your contact information.

- **User Information** – Edit and add user roles as necessary.

- **Projects** – Check project(s) for accuracy; follow up with your Grant Coordinator about any discrepancies.

- **7c2** – Submit your July 2018 invoice by August 10, and each following month by the 10th.

Other Resources for Technical Assistance

- **Training Videos** at https://oewd.org/TGSTraining, available 24/7, including:
  - Creating Accounts and Submitting Invoices in TGS (54 minutes)
  - Submitting Invoices in TGS (40 minutes)
  - Add, Edit or Sunset Users in TGS (7 minutes)
  - Using Report Builder in TGS (29 minutes)
- **Email and Telephone Technical Assistance (TA):** - Your OEWD Grant Coordinator will be available via telephone to provide TA from 8/8 to 8/16.
  - Jenny Collins – jenny.collins@sfgov.org, 415-701-4842
  - Byron Lam – byron.lam@sfgov.org, 415-701-4843
- **TGS In-person Computer Labs (RSVP required):** – For hands-on practice on how to enter an invoice in TGS, please RSVP to Denise Zvanovec at denise.zvanovec@sfgov.org or (415) 701-4870. Labs will be held at 1 South Van Ness on Monday 8/6 (1-3pm) or Tuesday 8/7 (10am-Noon); you will need to choose a half-hour slot.

Q&A

- Q&A via Skype chat box
- For agency or project-specific questions, please
  contact your Grant Coordinator
- To pose a question: (1) **click on the chat box…**

  (2) **type your question**, &

  (3) press the **"Enter"** key
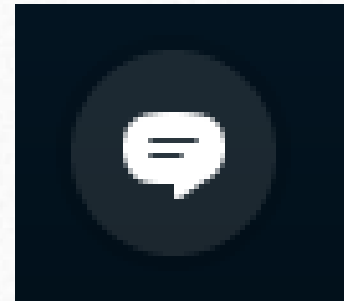
We will post today's Webinar recording, including Q&A on the OEWD TGS Training
Technical Assistance Website at https://oewd.org/TGSTraining