Contract Management System (CMS)
Contractor User Manual
# Table of Contents

**Chapter 1 - Overview** ................................................................. 4  
1.1 Contractor Role Definitions .......................................................... 4  
1.2 CMS Authorization ..................................................................... 5  
1.3 Accessing the Contract Management System .............................. 6  
1.4 Using the Forgot My Password Link .......................................... 6  

**Chapter 2 - Navigating the System** .............................................. 7  
2.1 Home Page ............................................................................... 7  
2.2 CMS Main Menu ....................................................................... 7  
2.3 CMS Inbox Introduction ............................................................. 8  

**Chapter 3 - Managing Contract Tasks [including amendments and renewals] from the Inbox** ........ 9  
3.1 Processing a Contract Task [This includes Amendments or Renewals] ..................................................... 10  
3.2 Interactive Documents [This includes Amendments or Renewals] ................................................................. 10  
3.3 Downloadable Documents [This includes Amendments or Renewals] ............................................................. 12  
3.4 Entering Budget Details [This includes Amendments or Renewals] ................................................................. 14  
3.5 Uploading Documents from the Inbox [This includes Amendments or Renewals] ......................................... 16  
3.6 Signing a Contract from the Inbox [This includes Amendments or Renewals] .............................................. 17  

**Chapter 4 - Reviewing Basic Information** .................................. 19  
4.1 Viewing Contractor Details .......................................................... 19  
4.2 Viewing Contract Details ............................................................ 21  
4.3 Viewing Schedule Information ..................................................... 22  

**Chapter 5 - Managing Expenditures** .......................................... 23  
5.1 Logging a Claim ........................................................................ 23  
5.2 Processing an Online Claim ........................................................ 25  
5.3 Uploading Claim Documents ..................................................... 26  
5.4 Reporting Temporary Assistance for Needy Families (TANF) Data ................................................................. 28  
5.5 Rejecting a Claim ...................................................................... 29  
5.6 Signing an Online Expenditure ................................................... 31  
5.7 Declining a Claim ..................................................................... 32  
5.8 Logging an Advance .................................................................. 33  
5.9 Processing/Signing an Advance .................................................. 34  
5.10 Viewing Claim History .............................................................. 35  

**Chapter 6 - Online Program Reports** ......................................... 38  
6.1 Logging a Program Report .......................................................... 38  
6.2 Processing a Program Report ..................................................... 40  
6.3 Viewing Program Reports from Contract Details ...................... 41  

**Chapter 7 - Budget Modifications** .............................................. 43  

**Chapter 8 - Exiting the Contract Management System** ............. 43
Preface

Purpose of this Manual

This document describes the procurement process flow, functionality and procedures to be utilized while performing contractor actions in the Contract Management System.

Intended Audience

External CMS users will be provided with this document as reference.

Related Documents


Document Conventions

In this manual, certain words are represented in different fonts, typefaces and sizes. The below table illustrates the typographic conventions used in this manual.

<table>
<thead>
<tr>
<th>Style</th>
<th>Elements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue text</td>
<td>Indicates links and cross references</td>
</tr>
<tr>
<td>Blue Boldface</td>
<td>User interface elements such as menu items and command button names</td>
</tr>
<tr>
<td>Italic</td>
<td>Document titles, glossary terms, and occasional emphasis</td>
</tr>
<tr>
<td>Note icon</td>
<td>A note icon presents information that is recommended as a best practice or essential to the operation of the system.</td>
</tr>
</tbody>
</table>

Version History

<table>
<thead>
<tr>
<th>Date/Release</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 2016</td>
<td>Updated content and screenshots</td>
</tr>
<tr>
<td>May 2022</td>
<td>Updated web browser information; replaced IE with Chrome</td>
</tr>
<tr>
<td>May 2022</td>
<td>Updated content and screenshots regarding Chapter 3</td>
</tr>
</tbody>
</table>

Comments

Every effort has been made to ensure the accuracy of this document. Should you have any questions or suggestions regarding this document, contact CMS support at: 518.474.5358.
Chapter 1 - Overview

The Contract Management System (CMS) is a secure, web browser-based application used by the Office of Children and Family Services (OCFS) to effectively manage and increase efficiency of the contract development process and payment of claims/expenditures.

1.1 Contractor Role Definitions

There are several user roles designated for contractor use. The specific functions that can be performed in the system are based on the privileges assigned to a specific CMS role.

<table>
<thead>
<tr>
<th>Role</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONUSER</td>
<td>Responsible for many contract related data entry tasks, such as completing online program reports and/or entering claim information online. The CONUSER typically processes contract related tasks that pertain to contract development. Examples include: completing interactive documents, budgets, online claiming, and uploading contract related documents.</td>
</tr>
<tr>
<td>CONSIG</td>
<td>Responsible for signing contracts on behalf of an organization.</td>
</tr>
<tr>
<td>CLAIMSIG</td>
<td>Responsible for signing claims on behalf of an organization.</td>
</tr>
<tr>
<td>CONVIEWER</td>
<td>Limited, View Only Access</td>
</tr>
</tbody>
</table>

Please Note: Multiple CMS roles [user ids] may be assigned to an individual. Since certain roles dictate specific task actions, it is not unusual that an organization designate an individual to possess multiple roles [user ids] to perform particular tasks within the system.

The following table depicts the modules within the system and the level of access the contractor roles have in each module.

<table>
<thead>
<tr>
<th>Type of User</th>
<th>CONUSER</th>
<th>CONSIG/CLAIMSIG</th>
<th>CONVIEWER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modules</td>
<td>View</td>
<td>View</td>
<td>View</td>
</tr>
<tr>
<td>Announcements/Notifications</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Inbox</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>With Contractor Stage Items</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Contractor Signature Stage (e-Signature)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Contractor Details</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Contract Details</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Correspondence</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
1.2 CMS Authorization
Prior to completing any online transactions in CMS, it is recommended that at least two individuals within a vendor organization be designated as CMS users:

- User responsible for processing the contract documents; and
- User responsible for electronically signing a contract and/or expenditure

Designating multiple users for each CMS role will prevent delays in the contract process during vacations, sick leaves and/or other absences.

In order to request access to CMS, a CMS Authorization form must be completed. This form in conjunction with the Vendor & Contract Contact Update form should be used for any adds, edits, and/or updates to reviewer credentials or the CMS vendor record. For new vendors contracting with OCFS, these forms are included with the Award letter.

For existing CMS users, the CMS Authorization form may be obtained by accessing the link located on the Home Page or by contacting the OCFS Program Manager.

The Vendor and Contract Contact Update form may be obtained here.

The CMS Authorization and the Contract Contact Update form should be reviewed annually or whenever there is a change in personnel to ensure CMS reflects the appropriate organizational contacts and CMS Reviewers.
1.3 Accessing the Contract Management System

As a best practice, it is recommended to access CMS using the CHROME web browser. Although some browsers will allow successful CMS logins, visual and functional differences may result in certain modules and features while using other web browsers.

<table>
<thead>
<tr>
<th>What to Do</th>
<th>Comments/Prompts</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. To launch the CMS application, from the computer desktop, select the CHROME browser icon.</td>
<td></td>
</tr>
<tr>
<td>2. Then, enter the following website URL address into the address bar to navigate to the enterprise New York State Login page: <a href="https://my.ny.gov">https://my.ny.gov</a></td>
<td></td>
</tr>
<tr>
<td>3. Next, enter the CMS username and the supplied temporary password. Then, select Sign In to validate the CMS permissions.</td>
<td></td>
</tr>
</tbody>
</table>

Once the authentication process is complete, CMS will prompt first time users to change any temporary password to a more secure one. Additionally, as a security measure, CMS will ask a series of security questions in the event a password reset may be necessary.

1.4 Using the Forgot My Password Link

Select the Username or Password link if the CMS credentials are not accepted or simply forgotten. This link will aid in recovering and/or resetting the CMS permissions to regain access to the system.
Chapter 2 - Navigating the System

2.1 Home Page
Once logged in successfully, the CMS Home Page will appear by default. The screen layout serves as a navigational dashboard which provides at-a-glance important reminders/notices, a main menu pane and a link to the CMS Authorization form may also be found here.

CMS is divided into modules, each feature accessible from the navigational main menu. The menu categories of the Home Page display as follows:

- Inbox
- Contractor (Details)
- Log Screen (Claim and Program Reports)
- Contracts (List)
- Correspondence (Search)

2.2 CMS Main Menu
In addition to the Inbox the following menu attributes are available via the Home Page. [Note: The below example depicts CONUSER access.]

- **User Credentials**
  Displays Name of Person Currently Logged Into the System and the User Role in Brackets

- **Logout**
  Logs a user out of the CMS application

- **Inbox**
  Accesses the CMS Inbox

- **Contractor Details**
  Navigates to the Contractor Details page where basic contractor information can be viewed

- **Log Screen**
  To initiate a Claim

- **Claim**
  Displays contracts associated to the vendor

- **Budget Modification**
  To initiate a Program Reports

- **Program Reports**
  To access Correspondence

- **Contracts List**
  User Credentials

- **Search**
  Displays Name of Person Currently Logged Into the System and the User Role in Brackets

The announcement and instructions sections of the Home Page should be viewed each time you log into the system to check for broad but relevant information from OCFS.
2.3 CMS Inbox Introduction

The **CMS Inbox** is a tool used for processing online contract tasks. From the inbox view, users can readily view the contract transactions that require attention and simultaneously perform the necessary actions. When a contract transaction becomes a task in CMS, the task then remains in the inbox until the review stage is completed.

There are two ways to access the **Inbox**: 1) from the **Main Menu**; or 2) by using the **Inbox** link within the **Inbox** area.
Chapter 3 - Managing Tasks from the Inbox

Any pending task must be accessed from the CMS Inbox. The type of task depends on the contract transaction. CMS tasks are defined in the following abbreviated format:

<table>
<thead>
<tr>
<th>TASKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;CTRCT Contract Schedule</td>
</tr>
<tr>
<td>&quot;RENEW Renewal Schedule</td>
</tr>
<tr>
<td>&quot;AMEND Amendment Schedule</td>
</tr>
<tr>
<td>&quot;BUDMD Budget Modification</td>
</tr>
<tr>
<td>&quot;EXPEI Expenditure Report</td>
</tr>
<tr>
<td>&quot;ADVAIL Advance Request</td>
</tr>
</tbody>
</table>

**PROGREP PROGRAM REPORT**

If multiple tasks are displayed in the inbox, each row of the task table will indicate a specific task, the corresponding contract number, the program name, review stage, the reviewer, the reviewer log status, and the total number of days remaining for all scheduled tasks.

<table>
<thead>
<tr>
<th>Task</th>
<th>Contract</th>
<th>Program Name</th>
<th>Review Stage</th>
<th>Reviewer</th>
<th>Log Status</th>
<th>Stage Days Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTRCT</td>
<td>MYTEST0</td>
<td>Admin Software</td>
<td>Contractor</td>
<td>Burroughs, James [CONUSER]</td>
<td>Pending</td>
<td>0</td>
</tr>
<tr>
<td>CTRCT</td>
<td>MYTEST1</td>
<td>Admin Software</td>
<td>Contractor</td>
<td>Burroughs, James [CONUSER]</td>
<td>Pending</td>
<td>0</td>
</tr>
<tr>
<td>CTRCT</td>
<td>MYTEST2</td>
<td>Admin Software</td>
<td>Contractor</td>
<td>Burroughs, James [CONUSER]</td>
<td>Pending</td>
<td>0</td>
</tr>
<tr>
<td>EXPEN</td>
<td>MYTEST11</td>
<td>Admin Software</td>
<td>Contractor</td>
<td>Burroughs, James [CONUSER]</td>
<td>Pending</td>
<td>0</td>
</tr>
<tr>
<td>EXPEN</td>
<td>MYTEST12</td>
<td>Admin Software</td>
<td>Package To Contractor For Signature</td>
<td>Burroughs, James [CLAIMSID]</td>
<td>Pending</td>
<td>0</td>
</tr>
</tbody>
</table>

As a best practice, carefully review the Reviewer column to ensure the correct CMS credentials are being used to complete the task. Often users encounter the error, Invalid Privileges to Process a Stage, when an attempt is made to process a task with an incorrect CMS role.

The name listed within the Reviewer column is the assigned default [primary] reviewer designated in the task schedule. The primary reviewer is the individual that receives the email alert notifications as referenced below. It is important to note the email notifications are sent to the primary reviewer’s external email account and not the CMS Inbox. Also, some email providers filter certain email messages. It is essential to check spam or junk mail folders if any email notifications from OCFS CMS are not received.

Invalid Privileges to Process a Task?

Before getting started make certain that you are logged in according to the CMS user role assigned to the current schedule stage.

The user role underneath the user name found in brackets in the upper left corner of the CMS screen should match the role referenced in the Reviewer column of the task table.

If there are multiple persons within the organization with the same role and a specific role based task is pending for action, please note the default reviewer listed in the task table and anyone with the permissions necessary to finalize the task has the ability to access the CMS Inbox and complete the task.

In order to begin a task, always select the abbreviated task hyperlink under the Task column. After selecting the hyperlink either the Contract Review Module, the Expenditure Report, or Program Report page will appear depending on the type of task.
3.1 Processing a Contract [Amendment or Renewal] Task

The Contract Review Module page is the online version of the procurement packet. This screen has multiple components each representing items that need to be completed in order to fully process a contract, renewal, or amendment transaction. Specifically, this page displays the contract properties and any interactive and/or downloadable documents associated with the procurement inclusive of the budget. All components of the Contract Review Module page must be completed before the task can be moved forward to the next review stage.

It is important to note that the majority of the contract documents in CMS are in Adobe Acrobat PDF format. In order to view, complete, and/or print these PDF files in CMS, Adobe Acrobat Reader must be installed on your computer. Adobe reader is absolutely free and may be obtained here.

3.2 Interactive Documents

Interactive documents are fillable contract documents that are to be completed within the CMS system. These forms allow CMS users to type information directly into the form and then save via the Submit button located directly within the document. The Submit button stores the form’s data entry and the information entered is submitted when the review stage is ultimately completed.

Follow the steps below to complete and save [submit] an interactive document.

**Before Getting Started:** Select the abbreviated contract [CTRCT] task hyperlink from the Inbox task table to navigate to the Contract Review Module page.

**If the task is an amendment, select the AMEND hyperlink**

**If the task is a renewal, select the RENEWAL hyperlink**
What to Do

1. From the **Inbox**, select the **CTRCT [AMEND or RENEW]** link from the TASK column to navigate to the Contract Review Module page.

2. Within the **Interactive Documents** section, select **Update Details** from the **Action** column to open the document.

3. Complete the necessary fields within the document. Periodically, CMS will timeout as a result of not recognizing activity and/or for security purposes. While working in any interactive document, it is good practice to save the data entered often by selecting the **Submit** button intermittently to prevent loss of data.

   **NOTE:** The **Submit** button serves as a **Save** action. The **Submit** button stores the form data in memory or a temporary database until the entire review stage is complete. The form is then sent to OCFS staff when the **Complete** button is selected from the **Contract Review Module** page.

In **CHROME**, a message at the top of the PDF will appear after selecting **Submit** referencing **Please close this document to verify if it is saved successfully**. Continue exiting the form by selecting the ‘X’ in the top right corner of the screen to return to the **CONTRACT REVIEW MODULE** screen.

4. The next message to appear on screen is the following confirmation:

   ✅ Contract Document 'Application Cover Page 4-30-2013' is saved successfully on 05/04/2022 11:29:09 AM by TESTCMSADMIN.

   Select the X to remove the message from view and to resume any other contract actions before completing the review stage.
What to Do  Comments/Prompts

6. After saving the form data, changes to the document may be made at any time before the review stage is completed. Simply, select **Update Details** and repeat steps 2-4.

### 3.3 Downloadable Documents

Downloadable documents are contract documents made available for download. These documents can be downloaded from CMS and saved to your computer to be completed at a later date.

**Before Getting Started:** Select the abbreviated contract [CTRCT] task hyperlink from the **Inbox** task table to navigate to the **Contract Review Module** page.

**If the task is an amendment, select the **AMEND** hyperlink**

**If the task is a renewal, select the **RENEWAL** hyperlink**

---

What to Do  Comments/Prompts

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1. From the **Inbox**, select the [CTRCT **AMEND or RENEW**] link from the **TASK** column to navigate to the **Contract Review Module** page.

2. Within the **Downloadable Documents** section of the Contract Review Module, select **Download** to open the document.

3. A **File Download** box will appear in the bottom left corner of the screen. Select **Save** to download/save the document for changing, viewing or printing, now or at later date.
4. Select the arrow next to the file name to display more options. Select **Open**.

5. The file will open in a default location on your PC. Begin making the necessary data entries as needed. Save the document to a preferred location on your PC once the necessary data entries are complete.

6. Refer to section - **Uploading Documents from the Inbox** for guidelines on how to upload the downloadable documents into CMS.
3.4 Entering Budget Details

The Enter Budget Details button provides access to the budget in order to allocate the contracts funds to the appropriate budget categories according to the contract guidelines.

Be reminded of the following when completing the interactive budget:

- Enter numeric values as whole dollar amounts.
- Do not round to the nearest dollar.
- Special characters such as dollar signs, decimals, and commas will result in a budget error.

**Before Getting Started**: Select the *abbreviated* contract [CTRCT] task hyperlink from the Inbox task table to navigate to the Contract Review Module page.

**If the task is an amendment, select the AMEND hyperlink**

**If the task is a renewal, select the RENEWAL hyperlink**

### What to Do

1. From the Inbox, select the CTRCT [AMEND or RENEW] link from the TASK column to navigate to the Contract Review Module page.

2. Within the Contract Review Module page, select Enter Budget Details to launch the budget.

   **Note**: The message *Budget Information Needs to be Entered* will display upon entry of the page and will remain on screen until the budget is satisfactorily completed in accordance to the contract award amount.

3. Begin entering the budget details.

   **Please Note**: The system will automatically subtotal and total the amounts.

   If the contract requires Local Share/Local Match make sure to enter the values in the appropriate columns.
4. Once all values are entered into the budget make sure the data entry agrees with the contract award amount, then select Submit.

5. In CHROME, a message at the top of the PDF will appear after selecting Submit referencing Please close this document to verify if it is saved successfully. Continue exiting the form by selecting the 'X' in the top right corner of the screen to return to the CONTRACT REVIEW MODULE screen.

6. The next message to appear on screen is the following confirmation:

- Budget Document is saved successfully on 05/04/2022 12:04:19 PM by ocsqmc06.

7. Select the 'X' to remove the message from view and to resume any other contract actions before completing the review stage.

If the budget values do not match the requirements of the contract one of the following error messages will display on the Contract Review Module screen in place of the original message BUDGET NEEDS TO BE ENTERED:

<table>
<thead>
<tr>
<th>Budget Error</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budget Amount Not Equal to Award Amount</td>
<td>Revisit the budget to ensure the budget details summarize to the award amount. The Contract Amount and the value in the Total OCFS Funds column within the budget summary should match.</td>
</tr>
<tr>
<td>Budget Violates Matching Percentage</td>
<td>Review the terms of the contract then revisit the budget to ensure the matching percentage is correct.</td>
</tr>
<tr>
<td>Budget Violates Admin Percentage</td>
<td>Review the terms of the contract then revisit the budget to ensure the administrative percentage is correct.</td>
</tr>
<tr>
<td>Budget Category Cannot Be Less Than Expenditures to Date</td>
<td>Review all expenditures invoiced to date then revisit the budget to thoroughly review all budget categories to ensure all categories are more than expenditures to date.</td>
</tr>
<tr>
<td>Budget Modification Amount is Less than 5% of Contract Value</td>
<td>Contact OCFS Program staff for assistance.</td>
</tr>
<tr>
<td>Budget Modification Amount is Less than 10% of Contract Value</td>
<td>Contact OCFS Program staff for assistance.</td>
</tr>
</tbody>
</table>

If this is the case, re-enter the budget and make the necessary corrections until all warning messages disappear.
3.5 Uploading Documents from the Inbox

The **Upload Document** feature allows users to upload supporting documentation. **PDF [.PDF] file formats** will successfully upload into the system. As a best practice, convert all other file extensions (.doc, .xls, .png, .jpg, etc) into a **PDF format** first before attempting an upload. Also, it is important to note CMS can only accommodate files sizes up to 8 MB. A system error or a CMS error page will appear if an attempt is made to upload a PDF file that is too large or contains any digital signatures.

**Before Getting Started:** Select the *abbreviated* contract [CTRCT] task hyperlink from the **Inbox** task table to navigate to the **Contract Review Module** page.

**If the task is an amendment, select the AMEND hyperlink**

**If the task is a renewal, select the RENEWAL hyperlink**

### What to Do

1. From the **Inbox**, select the CTRCT [AMEND or RENEW] link from the TASK column to navigate to the **Contract Review Module** page.

2. Select the **Uploaded Document** button from the **Contract Review Module** page to access the upload documents feature.

3. From the **Upload Document** page, enter the desired document **Name** and **Description**. As a helpful tip, be cognizant when naming uploaded documents. The name of the document should be clear and practical to avoid confusion. Also, do not use any special characters and/or punctuation when naming the uploaded file otherwise an upload error will occur.

4. Select **Browse** to locate the document from your computer.
What to Do

5. Next, select the document then select **Open**.

6. From the **Upload Document** page, select **Save to append the file**.

7. A confirmation message will immediately display in the top right corner confirming **Document Uploaded Successfully**.

8. Select the **Back** button on screen to return to the **Contract Review Module** page. The document should now be pending within the uploaded documents section.

9. **NOTE**: Once a document has been successfully uploaded into the system, the document will remain pending until reviewed. Upon initial review, OCFS will mark the file status either **Approved** or **Rejected**.

As a best practice, prior to any uploads, carefully review documents for submission. Documents cannot be deleted once uploaded. Documents uploaded in error can only be marked as **Rejected** by internal OCFS staff.

3.6 **Signing a Contract from the Inbox**

The user responsible for signing a contract document must be assigned a **CONSIG** role. Similar to the **CONUSER** task, the **CONSIG** will need to first access the CMS **Inbox** to navigate to the **Contract Review Module** to complete the e-signature process.
As a rule of thumb, the **CONSIG** should always review the contract documents prior to electronically signing any contract document. The contract document in its entirety may be viewed at any time by selecting the **View Contract** button from the **Contract Review Module** screen. Any information completed within the interactive documents, or documents that have been uploaded and **approved** by OCFS staff will be accessible from the **View Contract** button.

**Before Getting Started:** Select the **abbreviated** contract [**CTRCT**] task hyperlink from the **Inbox** task table to navigate to the **Contract Review Module** page.

**NOTE:** Upon selection, CMS will prompt with a message to inquire if all documents are complete. To proceed, select **OK**.

**To avoid delays in the contract process, please be sure to thoroughly review all required documents for completion before signing.**

### What to Do

1. From the **Inbox**, select the **CTRCT** [**AMEND** or **RENEW**] link from the **TASK** column to navigate to the **Contract Review Module** page.

2. To electronically sign a contract, select the **Complete** button to navigate to the **Certification** page.

   **NOTE:** Upon selection, CMS will prompt with a message to inquire if all documents are complete. To proceed, select **OK**.

3. The **Certification** page provides an attestation statement. It is here the **CONSIG** will affirm and accept the conditions of the contract. This page also gives the option to decline the terms of the agreement.
Chapter 4 - Reviewing Basic Information

Basic contractor information may be viewed in CMS. Please note that organizational information cannot be changed at the contractor level. Should you have any questions and/or concerns regarding your organizational information in CMS, please contact OCFS Program staff.

4.1 Viewing Contractor Details

1. Select the Details link within the Contractor section of the main menu to navigate to the Contract Details page.

2. An overview of the contractor properties including demographic information are displayed upon entry of the page.

3. Chief Administrative Officer (CAO) and Chief Fiscal Officer (CFO) information may be viewed under the Contacts.
What to Do

Note: The page automatically defaults to the Contacts tab upon entry of the page.

4. Select the Persons tab to view the staff members associated with your organization.
4.2 Viewing Contract Details

Should you have any questions and/or concerns about the contract information in CMS please contact OCFS Program staff.

<table>
<thead>
<tr>
<th>What to Do</th>
<th>Comments/Prompts</th>
</tr>
</thead>
</table>

1. Select the **List** hyperlink within the **Contracts** section of the main menu.

Contract Details are also accessible via the **Inbox**.

From the task table select the contract number hyperlink to peruse the contract details.

2. The **Contracts List** page will display with all contracts affiliated with your organization.

3. Locate and select the **Contract #** hyperlink to navigate to the **Contract Details** page.

4. Contractors can view three types of information from the **Contract Details** Page: **Contract**, **Document**, and **Budget** information, each corresponding to a tab available at the top of the **Contract Details** page. Upon entry of the page, the **Contract** properties will display by default.
Documents Tab

5. All documents that are part of the official contract package are listed on the Documents page. Select the Documents tab to access any contract related and/or uploaded documents.

6. Simply select, View Contract to display the contract documents.

7. The Upload Document link allows documents to be uploaded into the system. Please refer to steps 2-6 of Section 3.5 - Uploaded Documents from the Inbox section within this manual for step-by-step instructions.

Budget Tab

8. Select the Budget tab to view the Contract Budget page. If applicable, overviews of any budget modifications are also displayed on this screen.

4.3 Viewing Schedule Information

Schedule information provides an overview of the review stages: the allotted number of days for each stage, the review status, a completion date, and the name of the individual who processed a particular stage.

An at-a-glance schedule may be referenced within the Inbox displaying the overall stage days remaining for a task, however, a more definitive schedule overview can be found within the task screens: Contract Review Module, the Expenditure Report, or Program Report page.

The schedule is also referenced on the Contract Details page for history purposes.

To view a particular schedule from the task screens or on the Contract Details page, locate the Schedule banner. Then, select Show to display the details of a particular task schedule. Select Hide, to collapse [minimize] the schedule from view.

Sample schedules are depicted on the following page.
Contract funds are issued against approved contracts. For easy and convenient claiming, invoices may be submitted online. In order to submit an electronic **Expenditure** and/or **Advance** via CMS, the transaction must first be entered into the system. This is referred to as **logging a claim**. Any user (except for users with read-only privileges) can log a claim.
CLAIMSIG User Role

Although claims may be logged by any of the CMS users associated with a particular contract, the claim task can only be electronically signed by the CLAIMSIG.

What To Do

1. From the **CMS Main Menu** underneath the **Log Screen** banner, select **Claim**.

2. From the **Contract List**, locate the contract along with the corresponding contract period.

3. Next select the **Log** link from the **Action** column to navigate to the **Expenditure Report Log** screen.

4. At the **Expenditure Report Log** page, complete the necessary details as required by the claim type.

5. Select **Save** to save the claim information and to initiate the process. The message **Claim Successfully Logged** will appear in the upper right corner and the **Next** button in the lower right corner will be enabled for selection.

6. Select **Next** to continue processing the claim.

Once a claim is logged it becomes a task in the **CMS Inbox**. Since CMS tasks are dictated by the CMS roles, please be reminded that claim tasks can only be processed by users who are logged in with the role assigned to a particular review stage. For auditing and review assurances, most expenditure schedules contain (2) contractor review stages; a **CONUSER** and **CLAIMSIG** stage. Before getting started, check with OCFS Program staff to inquire and/or to designate default reviewers for the claiming task schedules.
5.2 Processing an Online Claim

Once an expenditure has been logged, navigate directly to the Inbox and locate the pending expenditure task.

Keep in mind the first contractor stage of the claim process may be processed by the CONUSER or CLAIMSIG depending on the task schedule associated with the online claim. As a best practice, always review the task table within the Inbox to ensure that you are logged in with the correct credentials to complete the task.

Before Getting Started: Select the abbreviated expenditure task hyperlink from the Inbox task table to navigate to the Contract Review Module page.

What to Do

1. Select the EXPEN link from the TASK column to navigate to the Expenditure Report screen.

2. Proceed with allocating funds to the appropriate budget categories, by entering a value in the Claim Expended field for each budget category that is being invoiced.

3. Then, select RUN EDIT at the bottom of the screen. The RUN EDIT button serves as a validation check. It compares what was entered against the budget and claiming rules associated with the contract.

4. Next, select the Process button to move the claim to the next review stage.
5.3 Uploading Claim Documents

Many program areas require that supporting documentation be uploaded against a claim such as: payroll records, scanned copies of receipts, subcontractor agreements or even quarterly progress reports. Consult with OCFS Program staff to confirm if supporting documentation is necessary when submitting an online claim.

**Before Getting Started:** Select the *abbreviated* expenditure task hyperlink from the Inbox task table to navigate to the Contract Review Module page.

<table>
<thead>
<tr>
<th>Task</th>
<th>Contract</th>
<th>Program Name</th>
<th>Review Stage</th>
<th>Reviewer</th>
<th>Log Status</th>
<th>Stage Days Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXPEN</td>
<td>MYTES01</td>
<td>Admin Software</td>
<td>Contractor</td>
<td>Burroughs, James</td>
<td>CONSUMER</td>
<td>Pending 0</td>
</tr>
<tr>
<td>EXPEN</td>
<td>MYTES02</td>
<td>Admin Software</td>
<td>Contractor</td>
<td>Burroughs, James</td>
<td>CONSUMER</td>
<td>Pending 0</td>
</tr>
<tr>
<td>EXPEN</td>
<td>MYTES03</td>
<td>Admin Software</td>
<td>Contractor</td>
<td>Burroughs, James</td>
<td>CONSUMER</td>
<td>Pending 0</td>
</tr>
<tr>
<td>EXPEN</td>
<td>MYTES04</td>
<td>Admin Software</td>
<td>Contractor</td>
<td>Burroughs, James</td>
<td>CONSUMER</td>
<td>Pending 0</td>
</tr>
<tr>
<td>EXPEN</td>
<td>MYTES05</td>
<td>Admin Software</td>
<td>Contractor</td>
<td>Burroughs, James</td>
<td>CONSUMER</td>
<td>Pending 0</td>
</tr>
<tr>
<td>EXPEN</td>
<td>MYTES06</td>
<td>Admin Software</td>
<td>Contractor</td>
<td>Burroughs, James</td>
<td>CONSUMER</td>
<td>Pending 0</td>
</tr>
</tbody>
</table>

**What to Do**

1. Select the EXPEN link from the TASK column to navigate to the Expenditure Report screen.

2. Select the Upload Claim Document link located on the bottom of the Expenditure Report screen to navigate to the Upload Claim Documents page.

3. Select the Upload Document to enter a document name and description within the corresponding fields. Note: Required fields are denoted by asterisks.

The name of the document should be clear and practical to avoid confusion. Also, when naming an uploaded file, do not use any special characters and/or punctuation otherwise an upload error will occur.
4. Next, select **Browse** to locate the file to be uploaded. Then, select **Save** to append [upload] the file to the claim.

5. Next, select the document then select **Open**.

6. From the **Upload Document** page, select **Save** to append the file.

7. A confirmation message will immediately display in the top right corner confirming **Document Uploaded Successfully**. Select the **Back** button on screen to return to the **Claim Upload Documents** page.

8. Next, select the **Back** button from this page to navigate back to the **Expenditure Report** page.
5.4 Reporting Temporary Assistance for Needy Families (TANF) Data

The number of families served for a particular month must be reported against a claim if TANF data is a contract requirement. If this is the case, the following message will appear upon entry of the *Expenditure Report* page.

**Please provide TANF data for this claim period to process further**

TANF data must be entered first before any data entry action is performed within the budget categories of the expenditure report.

**NOTE:** All command buttons including *RUN EDIT* will be disabled until the TANF data is entered.

**Before Getting Started:** Select the *abbreviated* expenditure task hyperlink from the *Inbox* task table to navigate to the *Expenditure Report* page.

<table>
<thead>
<tr>
<th>Task</th>
<th>Contract</th>
<th>Program Name</th>
<th>Review Stage</th>
<th>Reviewer</th>
<th>Log Status</th>
<th>Stage Days Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>LT01</td>
<td>MYTEST1</td>
<td>Admin. Software</td>
<td>Contractor</td>
<td>Burroughs, James (CONSUMER)</td>
<td>Pending</td>
<td>0</td>
</tr>
<tr>
<td>LT01</td>
<td>MYTEST1</td>
<td>Admin. Software</td>
<td>Contractor</td>
<td>Burroughs, James (CONSUMER)</td>
<td>Pending</td>
<td>0</td>
</tr>
<tr>
<td>LT01</td>
<td>MYTEST1</td>
<td>Admin. Software</td>
<td>Contractor</td>
<td>Burroughs, James (CONSUMER)</td>
<td>Pending</td>
<td>0</td>
</tr>
<tr>
<td>EXP1</td>
<td>MYTEST1</td>
<td>Admin. Software</td>
<td>Contractor</td>
<td>Burroughs, James (CONSUMER)</td>
<td>Pending</td>
<td>0</td>
</tr>
<tr>
<td>EXP1</td>
<td>MYTEST1</td>
<td>Admin. Software</td>
<td>Contractor</td>
<td>Burroughs, James (CONSUMER)</td>
<td>Pending</td>
<td>0</td>
</tr>
</tbody>
</table>

**What to Do**

1. Select the **EXPEN** link from the *TASK* column to navigate to the *Expenditure Report* screen.

2. Select the **TANF Report** link located on the bottom of the *Expenditure Report*.

If TANF data is a reporting requirement, all buttons on the *Expenditure Report* screen will be disabled including the *RUN EDIT* validation button until TANF data is entered.
3. Enter the number of families served for each month displayed. Null values are not accepted. Enter (0) if there isn’t any data to report.

4. Next, select Process. Then, select the Back button on screen to return to the Expenditure Report page.

5.5. Rejecting a Claim

There may be instances where a claim may need to be rejected as a result of inadvertently logging a claim in error.

**Before Getting Started**: Select the abbreviated contract task hyperlink from the Inbox task table to navigate to the Expenditure Report page.

**If your organization is required to submit TANF data when submitting invoices, refer to the special instructions below**. Otherwise, proceed to Step 4.

**TANF CONTRACTS:**

1. Select the TANF Report link located on the bottom of the Expenditure Report page.
2. From the TANF Report screen, enter (0) for each month displayed.

3. Then, select Process. Note: The message **TANF data successfully saved** will display as confirmation. Next, select the Back button on screen to return to the Expenditure Report page.

**ALL CONTRACTS:**

4. Select RUN EDIT at the bottom of the Expenditure Report screen to enable the REJECT button for selection.

5. Select REJECT then enter a **Reject Reason** to successfully reject the claim.

6. A confirmation message will appear on screen referencing **Reject Operation Successful.**
5.6 Signing an Online Expenditure

Online expenditures must be signed by an individual within your organization that has the legal authority to submit a claim on behalf of the organization. In CMS, the CLAIMSIG serves as the designated signatory.

In order to sign the claim, the CLAIMSIG must retrieve the expenditure contract task via the Inbox.

**Before Getting Started:** Select the abbreviated expenditure task hyperlink from the Inbox task table to navigate to the Expenditure Report page.

### What to Do

1. From the Inbox, select the EXPEN link from the TASK column to navigate to the Expenditure Report screen to review the details of the claim.

2. Select the RUN EDIT button to check the claim for calculation errors and/or rule violations.

3. **Claim with Error(s)**
   - If an error message is received, correct the error and/or contact OCFS Program staff for assistance. Then repeat **Step 2**. Otherwise, proceed to **Step 4**.

4. After selecting RUN EDIT, a certification statement will appear on screen.

5. To ready the claim for electronic signature, select Accept.

6. Then, select Process to complete the signature stage.
7. After signing the claim, the page will display the electronic signature and date. Also, a confirmation message indicating **Process Operation Successful** will display in the top right corner.

### 5.7 Declining a Claim

**Before Getting Started:** Select the *abbreviated* expenditure task hyperlink from the **Inbox** task table to navigate to the **Expenditure Report** page.

#### What to Do

1. From the **Inbox**, select the **EXPEN** link from the **TASK** column to navigate to the **Expenditure Report** screen.

2. Next, select **RUN EDIT** to display the certification statement.

3. Then, select the **DECLINE** button at the bottom of the Certification statement.
What to Do

4. Lastly, select **Reject** then enter a **Reject Reason** to successfully reject the claim.

5. A confirmation message indicating **Reject Operation Successful** message will display in the top right corner along with a the **Reject Reason** with the **Expenditure Details** section.

5.8 logging an advance

As with processing an expenditure, the first step in processing an advance is to log the request.

What to Do

1. From the **CMS Main Menu** underneath the Log Screen banner, select **Claim**.

2. From the **Contract List**, locate the contract along with the corresponding contract period.

3. Next, select the Log link from the Action column to navigate to the Expenditure Report Log screen.

4. At the Expenditure Report Log page, select **Advance** as the **Claim Type** and complete the necessary details as required by the claim type.

5. Select **Save** to save the advance information and to initiate the task process.

6. The message **Claim**
What to Do

Successfully Logged will appear in the upper right corner and the Next button in the lower right corner will be enabled for selection.

7. Select Next. Then proceed directly to the Inbox to continue processing the Advance.

5.9 Processing/Signing an Advance

Before Getting Started: Select the abbreviated expenditure task hyperlink from the Inbox task table to navigate to the Expenditure Report page.

Comments/Prompts

Invalid Privileges to Process a Task?

Before getting started make certain that you are logged in according to the CMS user role assigned to the current schedule stage.

The user role underneath the user name found in brackets in the upper left corner of the CMS screen should match the role referenced in the Reviewer column of the task table.

What to Do

1. From the Inbox, select the ADVANCE link from the TASK column to navigate to the Advance Payment Calculation screen.

2. As a best practice, review the information on the Advance Payment Calculation screen for accuracy. Note: The Advance Amount field is editable, if the advance amount initially logged is incorrect.

3. To ready the Advance for electronic signature, select Accept button just below the certification statement.

4. If a justification statement and/or any necessary details need to be added, select the Description and/or Notes tab.

Note: By default, the Expenditure Schedule is displayed. Otherwise, select the Process button after all necessary fields have been completed to move the Advance to the next stage for review.
5. After signing the advance, the page will display the electronic signature and date. Also, the screen will display Process Operation Successful in the top right corner as confirmation.

5.10 Viewing Claim History

Claim history may be viewed by accessing the Claim History Report screen via the Contract Details page. The Claim History will list all claims logged against a contract and the status of those claims inclusive of the expense period of the claim, claim type, transaction type, received date, invoice number, amount reported, and amount paid.

What to Do

1. Select the List hyperlink within the Contracts section of the main menu.

2. The Contract Search page will display with a list of contracts associated the user’s organization.

3. Locate and select the Contract # hyperlink to navigate to the Contract Details page.
4. Select the Claim History link located at the bottom of the page to navigate to the Claim History Report page.

5. The Expenditure List table on the Claim History Report screen contains a list of all expenditures. Select Details to find specific information about the claim.

6. When reviewing claim history please note that the payment amount may be different than the amount requested as a result of adjustments, advance recoupment, withholding, etc.
Note: Use the **CMS Main Menu** to return to the *contract details* via *Contract List* or any other part of the system.
Chapter 6 - Online Program Reports

The Program Reports feature in CMS is designed to expedite program report processing by establishing requirements for when program reports are due. The module works in conjunction with the online claims process to manage contract compliance.

Ultimately, program report monitoring facilitates the payment of claims. With CMS, online contractors may complete and submit program reports electronically. As with other contract tasks, program reports may have interactive and downloadable contract documents linked to the task. Also, any additional supporting documentation necessary to satisfy program report requirements may also be uploaded.

Much like managing contracts, renewals and expenditures; the program report is managed through a schedule, the **Inbox**, and the **Program Report Review Module**.

There are three different program report types:

- **Interim Reports** are due on periodic intervals such as monthly or quarterly.
- **Final Reports** are the last reports for a contract period. These reports are typically due a certain number of days after the contract period’s end date.
- **Supplemental Reports** are intended to amend or supplement existing reports. CMS defaults to supplemental reports when interim and/or final program report requirements are not set up against a contract.

6.1 Logging a Program Report

The initial step in the online program report process is to log the request. In order to submit an electronic **Program Report** via CMS, the transaction must be first entered into the system. This is referred to as **logging a program report**. Any user (except for users with read-only privileges) can log a program report.

The following steps demonstrate the contractor responsibilities of logging a program report:

<table>
<thead>
<tr>
<th>What to Do</th>
<th>Comments/Prompts</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. From the <strong>CMS Main Menu</strong> underneath the <strong>Log Screen</strong> banner, select the <strong>Program Reports</strong> link.</td>
<td></td>
</tr>
<tr>
<td>2. Then, from the <strong>Contract List</strong>, locate the contract along with the corresponding contract period.</td>
<td></td>
</tr>
<tr>
<td>3. Next, select the <strong>Log</strong> link from the <strong>Action</strong> column to navigate to the <strong>Program Report Log</strong> screen.</td>
<td></td>
</tr>
</tbody>
</table>
4. At the **Program Report Log** page, verify the reporting details on screen for accuracy.

By default, the **Program Report Log** page will display information about the scheduled *interim* or *final* program report due. Please note: CMS will revert to a *supplemental* report when the *interim* and/or *final* report requirements are not set up against a contract or if all scheduled interim/final reports are completed. If this is the case, please contact OCFS Program staff for further assistance.

5. Then, select **Log** to initiate the program report task. Soon after, a confirmation message will display on screen referencing **Program Report Logged Successfully**.

6. To continue, select **Next**, then go directly to the **Inbox** to complete the task.
6.2 Processing a Program Report

**What to Do**

1. From the **Inbox**, select the **PROGREP** link from the **TASK** column to navigate to the **Program Report Review** page.

2. Within the **Program Report Review** module, review the information on screen and complete all required documentation inclusive of uploading any supporting documentation.

3. Next, select the **Complete** button. A pop-up message will appear inquiring if all required documents have been completed. Select **OK** to move the task to the **Program Review** stage for OCFS approval.

**Comments/Prompts**

Invalid Privileges to Process a Task?

Before getting started make certain that you are logged in according to the CMS user role assigned to the current schedule stage.

The user role underneath the user name found in brackets in the upper left corner of the CMS screen should match the role referenced in the **Reviewer** column of the task table.

To cancel a program report task, simply select **CANCEL** at the bottom of the page.
6.3 Viewing Program Reports from Contract Details

In process and completed program reports may be viewed via the Contract screens. Follow the steps below to navigate to the Program Reports module via the Contract Details.

**What to Do**

1. From the CMS Main Menu underneath the Contracts banner, select the List link.

2. From the Contract List, locate the contract along with the corresponding contract period.

3. Then, select the Program Reports link located at the bottom of the Contract Details page.

4. Next, select the Details link to navigate to the Program Reports.
5. The **Program Reports** provides information about all of the scheduled program reports for a particular contract period.

6. Select **View Program Report** to review the program report specifics.
Chapter 7 - Budget Modifications

A budget modification is a change to an existing budget. It involves reallocating funds between and across budget categories and line items—for example, increasing personnel funds while decreasing equipment funds. A budget modification does not increase or decrease the total amount of the contract budget—just the way the funds are allocated.

The majority of budget modifications are managed as contract amendments. Please contact OCFS Program staff for specific directions as to how to handle any budget modifications.

Chapter 8 - Exiting the Contract Management System

To logout of CMS, simply select the Logout link in the upper left corner of the CMS Home Page, located underneath the user name and role information.

**IMPORTANT** - To prevent caching, the temporary storing of login information from a previous CMS login session, it is necessary to log out of the CMS application using the Logout link as opposed to closing the application using the X button from the CHROME browser.