

Bob Holden
Governor



Jacquelyn D. White
Commissioner

State of Missouri
OFFICE OF ADMINISTRATION
Post Office Box 809
Jefferson City, Missouri 65102
(573) 751-2971
<http://www.oa.mo.gov/acct>

James A. Carder
Director
Division of Accounting

MEMORANDUM

TO: State Agencies

FROM: OA/Accounting

DATE: June 15, 2004

RE: Outlook 2003/Ad Hoc Routing of Tables for Vendors and Customers

During the afternoon on June 10, 2004, an email was sent by OA/System Administration through the SAMII FIN distribution list stating that there are problems viewing and retrieving email messages from the SAM II Inbox using Microsoft Outlook 2003. The email stated that the problem has been reported to the software vendor and that until the problem is fixed that Outlook 2003 users will need to open and process documents using the suspense files in SAM II.

In addition to the above, Outlook 2003 users have not and will not receive the emails from OA/Accounting when ad hoc routed vendor and customer requests are returned to the Outlook 2003 user. Vendor and customer requests returned by OA/Accounting to Outlook 2003 users need to be sent back differently until the software issue is resolved. Therefore, **one** Agency Customer Service Coordinator (ACSC) from each agency currently using Outlook 2003, needs to notify OA/Accounting immediately through the ACSC designated telephone number or email address letting us know that a different procedure needs to be followed when returning vendor and/or customer requests that are ad hoc routed to us. If you are not sure what email software your agency is using, please check with one of your ACSCs.

There is no sent folder in SAM II Financial listing the vendor and/or customer requests returned to state agencies. Therefore, OA/Accounting cannot supply state agencies with the specific vendor and/or customer requests that were returned and not processed. Therefore, Outlook 2003 users who have submitted customer and/or vendor requests to OA/Accounting want to ensure that the SAM II Financial system was updated. If not, please check with one of your Agency Customer Service Coordinator's to ensure that one of your agency's ACSCs has notified OA/Accounting and resubmit the request through ad hoc routing.

State Agencies
Page 2
June 15, 2004

Because we do not know which agencies are using Outlook 2003, OA/Accounting is continuing to follow our normal procedure of returning vendor and customer request through SAM II Financial. When an agency notifies us that staff ad hoc routing vendor and/or customer requests to us is using Outlook 2003, OA/Accounting will start sending return emails through Outlook. The vendor name will be typed in the subject line of the return email. The vendor name and number (9 or 11 digit as supplied to us by the state agency) will be included in the text of the email along with the reason why the vendor or customer request was not processed. State agencies will need to reenter the VEN2 and VEN3 tables correctly and ad hoc route them to OA/Accounting.

If you have any questions, please contact one of your ACSCs. Your ACSC will contact OA/Accounting if he/she needs assistance.