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New Hampshire Division of Personnel  
Bureau of Education and Training

**Catalog of NH First Training Opportunities  
for State Employees Only/NH FIRST Program**

**July 2011 – June 2012**

<b>MISSION STATEMENT .....</b>	<b>2</b>
MISSION .....	2
GUIDING PRINCIPLES.....	2
<b>REQUISITION AND PROCUREMENT TRAINING .....</b>	<b>3</b>
REQUISITION PROCESSING .....	3
<b>GENERAL LEDGER TRAINING .....</b>	<b>4</b>
GENERAL LEDGER .....	4
<b>ACCOUNTS PAYABLE TRAINING .....</b>	<b>5</b>
ACCOUNT PAYABLE AND APPROVAL .....	5
<b>ACCOUNTS RECEIVABLE TRAINING .....</b>	<b>6</b>
ACCOUNT RECEIVABLE AND BILLING .....	6
NON ACCOUNT RECEIVABLE CASH RECEIPTS .....	6
<b>MANAGEMENT INFORMATION.....</b>	<b>8</b>
USING REPORTING FUNCTIONS IN NH FIRST.....	8
<b>REGISTRATION POLICY.....</b>	<b>11</b>
<b>REGISTRATION SCHEDULE AND FORM FOR .....</b>	<b>12</b>
<b>NH FIRST TRAININGS ONLY .....</b>	<b>12</b>
<b>EDUCATION &amp; TRAINING.....</b>	<b>12</b>

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# Mission Statement

State of New Hampshire  
Division of Personnel  
Bureau of Education and Training

## Mission



The mission of the Division of Personnel, Bureau of Education and Training, is to provide quality education, training, and resource services to enhance the skills, knowledge, and abilities of government employees who provide services to the citizens of New Hampshire.

## Guiding Principles

To meet our mission, the Bureau is committed to continuous improvement through the following principles:

- Providing quality training using skilled and knowledgeable trainers, facilitators, and teachers.
- Providing a variety of training opportunities and techniques to accommodate the individual needs of adult learners.
- Providing training resources and consulting services to government agencies.
- Providing training specified by RSA 21-I: 42.

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### *Training Staff:*

Deb Church  
Ellen Chase-Lucard  
Leo Sorel  
Pete Rhodes

# Requisition and Procurement Training

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## Requisition Processing

(includes Requisitions, Receiving and Requisition Approval)

**Code:** 503

**Duration:** 2 day

**Dates:** September 13 & 14, 2011

January 10 & 11, 2012

April 9 & 10, 2012

**Time:** 9:00 - 4:00

**Cost:** **No Cost**

**Number of participants:** 10

**Facility:** DOT

**Instructor:** Leo Sorel

The Procurement Process RQ courses are designed to train Agency personnel on the input and approval of requisitions using the NH FIRST RQ10 form. The NH FIRST RQ10 form will be used by agency personnel to initiate the state purchasing process requiring encumbrances (Unencumbered Field Purchase Orders will not be processed using NH FIRST). The new Requisition Process will also require that the eventual receipt of goods and services be recorded in NH FIRST in order to support the corresponding payment processing. *Any agency staff needing to process requisitions for encumbered purchasing, process receiving of goods and/or approval of Requisitions should enroll in this course.*

### RQ and Procurement Course Instructional Materials

#### Procurement – Agency Procurement Course Topics

- POR001 – RQ – Agency Requisitions
- POR002 – RQ – Agency Requisitions with Multiple Accounts
- POR003 – RQ – Agency Requisitions with Multiple Ship To
- POR004 – RQ – Agency Requisitions with Multiple Ship Multiple Account w/ Svc
- POR005 – RQ – Agency Requisitions Open End 1<sup>st</sup> Year
- POR006 – RQ – Agency Requisition Open End 2<sup>nd</sup> Year
- POR007 – RQ – Agency Requisitions Statewide Contract requiring RQ10
- POR008 – RQ – Agency Requisitions Encumbered Contracts
- RQA001 – Requisition Approvals
- REC001- Purchase Order Receiving
- REC002- Receiving Adjustments
- REC003 – Inspection Required Item Processing
- REC004 – Processing Vendor Returns
- REC005 – Resolving Receiving Buyer Messages

# General Ledger Training

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## General Ledger

**Code:** 506  
**Duration:** 1 day  
**Dates:** September 21, 2011  
January 18, 2012  
April 18, 2012  
**Time:** 9:00 – 4:00  
**Cost:** **No Cost**  
**Number of participants:** 10  
**Facility:** DOP  
**Instructor:** Pete Rhodes

The General Ledger Processing course is designed to train personnel from Agencies who input and approve GL Journal Entries including Transfers of Accounts/Expenditures and/or Revenue and Journal Vouchers.

<b>GL Course Instructional Materials</b>
<b>GL- Transfers Course Topics</b> GLT001 – Transfer of Revenue GLT002 – Transfers of Expenditures GL – Cheat Sheet

# Accounts Payable Training

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## Account Payable and Approval

**Code:** 510  
**Duration:** 2 day  
**Dates:** September 27 & 28, 2011  
January 24 & 25, 2012  
April 24 & 25, 2012  
**Time:** 9:00 - 4:00  
**Cost:** **No Cost**  
**Number of participants:** 10  
**Facility:** DOT  
**Instructor:** Ellen Chase-Lucard

The Accounts Payable Process course is designed to train Agency personnel on the input of AP Invoices (payments made by Agencies) for goods and services related to encumbered and unencumbered purchasing activities as well as for payments made to other state agencies. This course also covers the approval process. *All agencies needing to process payments should enroll in this course*

<b>AP and APA Course Instructional Materials</b>
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<b>AP - Accounts Payable Processing Course Topics</b>
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APP001 – Expense Invoice Entry APP003 – Encumbered (PO) Invoice Processing- Three –Way Matching APP004- Encumbered (PO) Invoice Processing - Two-Way Matching APP005 – Expense Invoice Entry One Time Vendor APP006 – Split Payment Scheduling for AP Invoices APP007 – Emergency Checks APP008 – Hold Codes APP010 – Separate Checks with Enclosures APP014 – Credit Memos APP015 – Resolving AP Invoice Buyer Messages APP016 – Adding Invoice Comments APP017 – Accounts Payable Approvals
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<b>AP – Maintaining and Reporting Course Topics</b>
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APR001 – RQ PO AP Analysis and Research Additional Information (5)
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# Accounts Receivable Training

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## Account Receivable and Billing

**Code:** 508  
**Duration:** 2 day  
**Dates:** October 6 & 7, 2011  
January 12 & 13, 2012  
April 4 & 5, 2012  
**Time:** 9:00 - 4:00  
**Cost:** **No Cost**  
**Number of participants:** 10  
**Facility:** DOT  
**Instructor:** Deb Church

The Accounts Receivable & Billing Process course is designed to train personnel from using NH FIRST to manage the Agency revenue cycle for services for which Agencies invoice customers/debtors and where the Agency plans to use the NH FIRST Billing module to generate invoices to be sent to customers/debtors. *Agency staff using the NH FIRST AR functions should enroll in this course.*

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## Non Account Receivable Cash Receipts

**Code:** 509  
**Duration:** ½ day  
**Dates:** September 29, 2011  
January 26, 2012  
April 26, 2012  
**Time:** 9:00 – 1:30pm  
**Cost:** **No Cost**  
**Number of participants:** 10  
**Facility:** DOT  
**Instructor:** Deb Church

The NonAR Cash Receipts Process course is designed to train personnel from Agencies that receive cash and checks to use NH FIRST to post receipts matching bank deposits. The NonAR Cash Receipts process will also be used to post revenues received by agencies based on accounts receivable activity or reimbursements related to grant activity in cases where the agency is not scheduled to conduct such business using the NH FIRST AR functions at this time. *Any agencies receiving cash, checks and/or electronic fund transfers (for which no accounts receivable have been posted using NH FIRST AR functions) should have staff enroll in this course.*

## **AR ARB and NARCR Course Instructional Materials**

### **Accounts Receivable Course Topics**

- AR000 – Add a New AR Category
- AR001 – AR Add a New Customer
- AR002- – Microsoft Add Ins Customer List with Existing Customer
- AR003 – AR Invoice Creation Adding Comments and AR Statements
- AR004 – Create Credit and Debit Memo
- AR005 – Intergovernmental Billing and Payment
- AR006 – Create AR Invoice Microsoft Add Ins
- AR007 – Non CMIA Drawdowns in AR
- AR008 – Establishing a Payment Plan
- AR009 – Processing Accounts Receivable AR Cash Receipts
- AR010 – Processing AR Cash Receipts by Invoice Number
- AR011 – Microsoft Add In Create Non AR Cash Receipt
- AR012 – Processing Non AR NSF Checks Final
- AR013 – Processing NSF Checks in AR
- AR014 – Adjusting and Writing Off Customer Transactions
- AR015 – Disputed Items
- AR016 – Performing Analysis and Research on AR Data

### **Accounts Receivable—Billing (BL Module) Course Topics**

- BLB017 – Creating Billing Invoices
- BLB018 – Recurring Invoices
- BLB019 – Establishing a Payment Plan

### **Cash Book Course Topics**

- AR011 – Microsoft Add In Create Non AR Cash Receipt
- AR012 – Processing Non AR NSF Checks Final
- AR020 – Processing Non Accounts Receivable (AR) Cash Receipts
- CBP001 – Cash Receipts ( Non AR)

# Management Information

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## Using Reporting Functions in NH First

**Code:** 504  
**Duration:** 1 day  
**Dates:** September 21, 2011  
January 17, 2012  
April 17, 2012  
**Time:** 9:00am -3:00pm  
(afternoon practice session)  
**Cost:** **No Cost**  
**Number of participants:** 10  
**Facility:** DOT  
**Instructor:** Various

This training is designed to be used with a Power Point Instruction guide on a variety of reporting functions implemented with NH First. The fundamental action and navigation required to execute reporting features should be familiar to users who have attended training on specific processes. This training will cover basic information on the Drill Around functions of Lawson, Lawson Reports and Inquiry Screens, LBI Production reports, and MS Add-Ins/Query Wizard.

## **Directions to Program Locations**

**Directions to DOT Training Center (Concord)  
Located at 7 Hazen Drive / John O Morton Building.**

**From points north and south of Concord:**

I-93 north or south to Exit 14 (Loudon Rd.), then east on Loudon Rd. approx. 0.5 miles to Hazen Dr., then left onto Hazen Dr. DOT is the first building on the left.

**From points west of Concord:**

I-89 south to I-93 north then follow the north/south directions above.

**From points east of Concord:**

I-393 west to Exit 3 (Eastside Dr.), then south on Eastside Dr. approx. 0.2 miles to Hazen Dr., then right onto Hazen Dr. DOT is the last building on the right.

**The training room is in the lower level. Please report to the reception desk and the receptionist will notify the trainer of your arrival. The building is secure and you will need to be escorted to the lower level training area.**

## **Division of Personnel (DOP) Directions & Parking**

**METERED PARKING:** On street parking downtown Concord area or in the Durgin Parking Garage on School street. Meters cost \$.50/hr between the hours of 8:00 am – 5:00 pm. Meters will accept quarters, dimes and nickels. (On-street parking is limited to 2 hours, and garage parking is up to 10 hours, **Please note, parking spaces can be limited**).

**DIRECTIONS TO:**           **NH DIVISION OF PERSONNEL  
STATE HOUSE ANNEX,  
25 CAPITOL STREET  
CONCORD NH 03301**

### **From points NORTH of Concord (Laconia, White Mountains, Berlin, Littleton NH area)**

- Take Interstate I-93 South to Exit 14. (Loudon Rd./State Offices exit).
- Turn right off the exit ramp onto Loudon Road.
- Go through first set of lights getting into the left hand lane
- Turn left at next set of lights onto North Main St. (You will see the Holiday Inn on your right).
- Take your third (3<sup>rd</sup>) right onto School St. (Passing Park St. and Capitol St, it is a one way)
- You will see the Merrimack County Savings Bank on your right. The State House Annex and Division of Personnel will be on your right immediately after the Merrimack County Bank parking lot. **(You may not park in the bank parking lot).**
- You may park on the street or in the parking garage to your left in the metered spaces only.
- Look for the blue sign that says Human Resources, Division of Personnel enter through this door.

### **From points SOUTH of Concord (Manchester, Derry, Salem, Nashua NH area)**

- Take Interstate I-93 North to Exit 14. (Loudon Rd./State Offices exit).
- Take a left off the exit ramp onto Loudon Road
- Go through two (2) sets of lights getting into the left hand lane after the second set of lights
- Turn left onto North Main St. (You will see the Holiday Inn on your right).
- Take your third (3<sup>rd</sup>) right onto School St. (Passing Park St. and Capitol St, it is a one way)
- You will see the Merrimack County Savings Bank on your right. The State House Annex and Division of Personnel will be on your right immediately after the Merrimack County Bank parking lot. **(You may not park in the bank parking lot).**
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### **From points WEST of Concord (Claremont, Keene, Lebanon NH area)**

- Take Route 9/202 to Highway I-89 South to Interstate I-93 North.
- Take Interstate I-93 North to Exit 14 (Loudon Rd./State Offices exit).
- Take a left off the exit ramp onto Loudon Road
- Go through two (2) sets of lights getting into the left hand lane after the second set of lights
- Turn left onto North Main St. (You will see the Holiday Inn on your right).
- Take your third (3<sup>rd</sup>) right onto School St. (Passing Park St. and Capitol St, it is a one way)
- You will see the Merrimack County Savings Bank on your right. The State House Annex and Division of Personnel will be on your right immediately after the Merrimack County Bank parking lot. **(You may not park in the bank parking lot).**
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### **From points EAST of Concord (Portsmouth, Dover, Rochester NH area):**

- Take Route 4/202 West through the Epsom Traffic Circle to 393 West. (Look for the Weathervane Restaurant on your left)
- Follow Route 393 West until it ends at Concord's North Main St.
- Turn left onto North Main St. and travel through 3 sets of lights. (The Holiday Inn will be on your left).
- Continue on Main St. through this intersection
- Take your third (3<sup>rd</sup>) right onto School St. (Passing Park St. and Capitol St, it is a one way)
- You will see the Merrimack County Savings Bank on your right. The State House Annex and Division of Personnel will be on your right immediately after the Merrimack County Bank parking lot. **(You may not park in the bank parking lot).**
- You may park on the street or in the parking garage to your left in the metered spaces only.
- Look for the blue sign that says Human Resources, Division of Personnel enter through this door.

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## Registration Policy

- Bureau of Education and Training workshops are for all State Employees utilizing the NH First System at this time. **Registration is on a first-come, first-served basis.**
- Applications should be made on a Bureau of Education and Training registration form. Please complete each section and obtain required signatures.
- To ensure participants have the best possible learning experience, we limit class sizes. Therefore, we may not be able to accept everyone who applies for a class. Applicants who are not admitted to a class are placed on a waiting list and given preference for the same class at a later date.
- Workshops need the minimum number of people specified in the catalogue to be presented. In the event that fewer than the minimum are enrolled, the workshop will be canceled and those signed up will be notified either in writing or by phone.
- Applicants will be notified of enrollment status approximately 10 days prior to the start of the course. If you have not heard from us by that time, please call us at 271-1434.
- Being admitted to a program means we are holding a place for you. If you find that you cannot attend, please let us know as soon as possible.
- The Bureau of Education and Training wishes to provide equal training opportunities to all participants. This includes providing equal access to training facilities. Please let us know, *in advance*, if you require any special needs so that appropriate accommodations can be made.

**NOTE:** Your agency may have additional registration procedures. Please check with your supervisor for more information regarding registering for programs.

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# Registration Schedule and Form for NH First Trainings Only



## EDUCATION & TRAINING

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**Bureau of Education  
and Training  
Registration Form**

**Return to:** Bureau of Education  
and Training  
New Hampshire Division of  
Personnel  
25 Capitol Street, Concord, NH  
03301  
**Fax: (603) 271-1422**

*YOU MAY PHOTOCOPY THIS FORM.*

Course Title: \_\_\_\_\_ Course Code: \_\_\_\_\_

Course Date(s): \_\_\_\_\_ Cost: N/A

Name: \_\_\_\_\_ Work Phone #: \_\_\_\_\_  
*(Please print name as it should appear on Certificate)*

Department: \_\_\_\_\_ Division: \_\_\_\_\_

Work Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Name & Title of Immediate Supervisor: \_\_\_\_\_

Authorizing Signature of Supervisor: \_\_\_\_\_

**PLEASE NOTE:** *It is your responsibility to attend all classes. If you are unable to attend your scheduled classes **Call 271-1434 Cindy Jones at least 5 working days prior to the start of your class to notify us of any changes.***

**EMPLOYEE SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_