



Claims - OCC Process Training Takeaways

May 2026

This training resource is designed to help conservation district directors and employees stay informed of key points discussed in recent web-based training. The document should be listed on the district's meeting agenda for discussion and review.

Steps for Reimbursement Claims when they arrive at the Commission:

- Administrative Assistant receives and opens the mail
- All mail receives a date stamp of when received
- Mail is delivered to divisions once it has been stamped and sorted
- Placing sticky notes on the claim form helps to keep mail organized by division and/or recipient name
- Claims are then delivered to each division
- District Services audits the claim
- Finance verifies funds
- OMES pays the claim
- Funds arrive in the district's account

First In – First Out

- Claims are processed by the date received, unless the claim is incomplete; generally, District Services aims to process any claim received within 3 business days of receipt
- There are many steps to processing a reimbursement claim
- Claims may be rejected and returned if all required policies/procedures are not followed for the OSF-3 form and/or the personnel items. Some of these reasons include but are not limited to:
 - Payroll worksheet and timesheet not signed in blue ink by board member and employee
 - Calculations incorrect on payroll sheets
 - Leave accruals incorrect on timesheets
 - District name is not typed or electronically on the OSF form, FEI Number is missing
 - 941 Federal Taxes paid form not included
- District Services places payment priority on salary items. If an operating expense item is missing the backup documentation, the item will be removed from the claim. This prevents delays in salary reimbursements. Examples of when this may occur:
 - Bank statement not provided
 - Itemized invoice not provided
- Travel Claims are processed the same as any other reimbursement. The travel claim must have the same information on it: the check number paid with, the date paid, the two digit item code, and your initials and "OK."
- Use the Reimbursement Claims Checklist to ensure all required items are on the reimbursement claim and that all backup documentation is complete.

The Definition of a Finance Team/What Does the OCC Finance Team Do?

- District Services and the Finance Team do not perform same roles/tasks
- Finance Team budget checks and deducts salaries, operating expenses and other funds off each districts PO from the requested OSF Form
- They apply funds upon verification of availability of said funds
- Works with upper management for approval and signatures

OMES

- All claims are scanned to OMES (Office of Management & Enterprise Services) to be processed
- OMES acts as the treasury department when sending out the funds to your district
- OMES is responsible for processing direct deposits
- Email notifying of direct deposit comes from OMES – known as an Advice Statement
- An invoice number and a voucher number will be on the e-mail that comes from OMES
- OMES has their own internal procedures and acts as the bank for the OCC
- OCC does not have control when funds are disbursed to the districts – this is controlled by OMES
- OMES processes reimbursements to many state agencies not just OCC; their volume can be very high

What If You Have Question(s) About Your Claim?

- Contact District Services via email or phone and the division will look into your question
- Generally, allow at least two weeks to receive your claim payment, but if it has been longer, email or call the division and we will look into it.
- Be prepared to provide the invoice or voucher number on the Advice Statement.
- OCC does not have access to OMES system; we generally can tell you if the claim has been submitted to OMES for payment, but we do not know when payment will be issued.

Barcodes/QR Codes

- The machine/scanner used by the Finance Team misreads barcodes/QR codes as additional claims and will reject the forms.
- Please mark through barcodes/QR codes with a black marker prior to submitting your claim
- Marking out barcodes/QR Codes is very time-consuming for the division to do; help us process your claim faster by completing this step before sending in your claim.

Additional Resources

- OCC District Services Division
- Area District Coordinators
- Forms & Checklists available on the OCC website
- Training presentation PDFs available on the OCC website