FINANCIAL & BUSINESS SERVICES
THE UNIVERSITY OF UTAH
MOMENTUM NEWSLETTER

*Quarterly Newsletter* *January, 2011*

# NOTABLE CHANGES

## Accounts Payable Update

***contributed by Perry Hull; Manager, Accounts Payable***

### Survey Findings

As you know, Accounts Payable has been recently reorganized into two teams; Accounts Payable and Payables Production (please see the October 1 Momentum Newsletter to learn more).

As our new organizational processes mature, we have asked for feedback from you using a short survey. We want to know how we're doing, and where you'd like us to focus our energies next. We've received great responses to this survey so far—over 200 total respondents!

This survey will remain open through January 14th, so if you haven't already, please take a few moments to share your perspective here: Survey.

An initial review of feedback from this survey has revealed a few consistent themes. Changes made to the AP website have been well-received, especially the new Payment Request Inquiry Form. Most respondents felt that communications and outreach have improved, but that the following areas need continued emphasis:

- **Communications**
  - Timeliness: Are we returning phone or email messages in a timely manner?
  - Consistency: Do we provide consistent answers to questions?
- **Payment Methods & Forms**
  - Greater clarification is needed on the best procurement method to be used for a specific situation.
- **e-Procurement & e-payment**
  - Many respondents are asking for electronic form and workflow functionality, similar to e-Journal.
- **Reorganization & Responsibilities**
  - Not clear how overall AP responsibilities are split between the two teams.
  - Who do I call with a specific question?

The survey results will continue to be monitored, and then formally analyzed at the end of January. We plan to publish a summary of those findings on the AP website. In February, look for a new **AP FAQ** page that will address the most common questions we receive. As always, please Ask US anytime you have a question!

Wondering which **Payments Methods & Forms** are preferred for different types of transactions? Refer to the recently updated **Preferred Methods of Procurement Matrix** found on the AP website, and discussed later in this Newsletter.

### What does each Accounts Payable team do?

To clarify the responsibilities of the two distinct AP teams—Accounts Payable and Payables Production, we are providing the list below.

These lists represent assignments as they currently stand, although we anticipate minor refinement in the area of Expenditure Review, as the Accounts Payable team analyzes the different types of documents we receive.

| Accounts Payable<br>Manager: Perry Hull | Payables Production<br>Manager: John Downing |
|---|---|
| Departmental training | Create and maintain vendor records |
| Collaborate with campus departments | Vendor ACH enrollment |
| Web content development & responsibility | ACH production |
| Customer satisfaction & communication | Campus Order, Limited Purchase Order and Limited Purchase Check review & processing |
| Assist with policy development | Invoice review & processing |
| Query transaction data for post-audit analysis | Payment Request processing |
| Expenditure review-Payment Requests | Process approved documents |
| 1099 audits | Check production |
| Independent Contractors & Consultants | Fortis image scanning and maintenance |
| Maintain signature cards and review signatures | Escheat Procedures |
| Deliver approved documents to Payables Production | Administer PeopleSoft AP module and interface |

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## Travel Tidbits

***contributed by Kori DeHaan; Manager, Travel Services***

### Travel System Enhancements – Coming Early February

We appreciate the feedback we get from our users, and we have combined enhancements based upon your ideas with business purpose enhancements required by Internal Audit to our web application accessed through CIS. These enhancements will be implemented early February.

Changes will include:

- A refined and limited list of 14 business purpose categories from which to choose, such as Publicized Conference or Recruitment, for example.
- Follow up questions for some of the business purpose categories to better document purpose of the trip.
- Each purpose will be defined with an average duration length in days, and if your traveler needs to extend their trip beyond the average duration, you will be asked to provide additional information to substantiate the length of the trip, or to document what portion of the trip was personal in nature.

- Expense categories on the final reimbursement will include a prescribed place to claim internet charges – which are becoming very common.
- To save time for the preparer, data is saved in a form to be sent to the agents to request an AirSelect matrix of air travel options as an optional final step to the Register Trip process.
- Reimbursement procedures will include a summary page to help identify data entry errors before the printed Reimbursement 'form' is created.

### Mileage Rate increase for 2011

Effective for travel departures after January 1, 2011, the mileage rate has been increased to $.51 from the 2010 rate of $.50. Please refer to the Schedule of Allowable Rates for all allowable travel related rates and the latest industry fees.

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## New Customer Outreach Program for General Stores

***contributed by Jim Davis; Manager, General Stores & Receiving***

General Stores would like to introduce John Boyack as the newest member of our team. He will be working with campus departments to raise awareness of our services and get valuable feedback from our campus customers.

He was born and raised in Seattle but vacationed in Utah with his family for skiing and other outdoor opportunities; his interests eventually brought him to the University of Utah. He is currently a junior in the English Department. He enjoys playing hockey, skiing and playing softball in a coed club with his fiancé. We are excited to have John as part of our new customer outreach program. I hope you will help us make him feel welcome.

## General Stores wants to help you save money in January!

General Stores has planned two great promotions to save the University community money on supplies in January. (Hurry, these offers are only available while supplies last.)

**Stock up now:**

- **Save 50%** on recycled business copy paper while supplies last
- **Save 15%** on your break room supplies

Share your feedback with us! Is there is something you would like us to stock? Contact us and let us know. Enjoy our fast, friendly service and competitive prices all year-round.

Keep University funds here at the U by supporting the Keep It on Campus Program.

# Process Spotlight

**Accepting Payment Cards Now**

***contributed by Lisa Zaelit; Associate Director***

The credit card process used to be so simple. You presented your card to a merchant, they either swiped it through a credit card machine, or imprinted it onto a form, but either way you would sign something to give an approval to process the payment. Your only worry was the honesty of the person processing your credit card. Now, the opportunities for someone to be dishonest can be endless. There are credit cards, debit cards and plastic gift cards; you can have your card swiped or waive your card in front of a credit card device to make a payment; you can make payments by entering your card number on the internet; you can have a merchant store your card number in their data base for continuous or future use; you can e-mail, fax, and mail your card number to make a payment; it can be processed through a traditional credit card machine, a wireless credit card machine, a computer through the internet, a virtual terminal, or a kiosk. This buffet of payment options has presented opportunities to allow card numbers to be stolen, and has created an industry of dishonesty for the criminals of the world, who have turned this opportunity into a business. The card companies, for the past few years, have begun to fight back. They have recruited the banks and merchants to join in the battle to secure the safety of their card numbers by imposing very strict standards with which all merchants accepting payment cards must comply.

The privilege of accepting payment cards has now become complicated, and very costly. Here at the University, there are several things that departments accepting payment cards must do. If departments process payment cards by a credit card machine, they must annually complete a questionnaire, training, and a compliance agreement. If a department uses an internet connection to process payments, they must annually complete a questionnaire, training, a compliance agreement, and have monthly scans performed on equipment. Departments that have credit card information pass through their servers, or use a third party's software, must annually complete a questionnaire, training, a compliance agreement, have monthly scans performed on the equipment, and a penetration test performed annually on their server.

There is only one goal driving this process, and it is to protect card holder data for all of our customers. Although it can be a difficult, time consuming process, the consequences of not doing everything necessary to ensure the security of this information can result in an inconvenience for our customers and large monetary fines to the University. Just as important, it could cause a lack of confidence and damage the University's public image.

For more information, please visit the Payment Card Acceptance and E-commerce website and review the Payment Card Industry Data Security Standards (PCI DSS) on the FBS website.

**FBS Commitment to Communication**

***contributed by Kori DeHaan; Manager, Travel, Training and Policy Coordination***

FBS values open dialog with our customers and within our own organization, and we look for opportunities to connect with U.

Look for these button icons throughout our web presence and within news posts, this newsletter and other communication messages. These button icons will be used to help you understand our intended messages:

We have implemented Google search within our web pages. FBS search will return news posts, web pages and even index items linked to pdf and help documents, U Regulations and other information within our web presence. Try it next time you are looking for information!

FBS Tips: Watch for this button icon to find out how to save time or effort when interracting with FBS departments.

Share your ideas – your feedback is very important to us. This button icon will link you to an easy web form you can use to let us know how we are doing.

Ask Us forms are found throughout our web pages and news posts to put you in touch with the appropriate expert.

Our departments are interested in helping your department save money when procuring supplies and services – watch for this button icon to find out how.

FBS has implemented Twitter as a method of pushing out short, helpful messages. Join us on Twitter today by clicking here.

In our quest to give the right people the right information at just the right time, we will develop more and better communication strategies in the future – use the Commitment to Communication link or any of the buttons in our footer to learn more:

## Strategic Sourcing/Contract Management Update

*contributed by John Arlen, Strategic Sourcing and Contract Manager*

This article serves as an update to the Strategic Sourcing/Contract Management article in the October issue of Momentum.

Efforts by the Purchasing Department's recently created Strategic Sourcing/Contract Management program are already paying dividends. Since the October Momentum article, the team has identified savings opportunities with two University vendors—**Mount Olympus Waters** and **Federal Express**. Both of these vendors have contracts with the State of Utah and do a significant amount of business with the University.

It was identified that these vendors were not applying the correct contract pricing to all University transactions as required. The Strategic Sourcing/Contract Management team, led by John Arlen, quickly contacted these vendors to resolve the pricing issues. Correcting these pricing issues will result in the University saving approximately **$75,000** per year.

### What can your department do to help?

Check out the Purchasing website for state contracts when making purchases under $5000.

Purchasing from state contracted vendors will help you save money on everything from computers and copiers to maintenance and office supplies. Don't forget to double check your invoices to make sure the price is correct.

Keep University funds here at the U by supporting the Keep It on Campus Program.

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# PURCHASING CARD

## Purchasing Card Reallocation Program Enhancements

*contributed by Jane Scott; Manager, Purchasing Card*

In the next few months we will be introducing an upgraded PCard Reallocation program. All reallocators will want to learn about the new features through on-line training or demonstrations. We'll send reallocators more details on training opportunities as they become available in early 2011.

PCard Reallocation will be very intuitive and easy to use. The table below compares a few of the current processes with the new features. We've used ideas provided from many reallocators to develop this enhanced program and believe it will prove more flexible to meet the different needs for departments using PCards.

| System Location | Current System | Upcoming Enhancements |
|---|---|---|
| **Transaction Page** | Status Designation –<br>A – Allocate to Alternate<br>R – Reviewed, to Default<br>PA – Processed to Alternate<br>PR – Processed to Default | Status Designation –<br>A – Reallocated to **Alternate**<br>D – Reallocated to **Default**<br>PA – Processed to Alternate<br>PD – Processed to Default |
| | **Sorting Transactions:**<br>Grouped by status – A, PA, PR, R<br>Transactions are sorted only by posting date after status sort. | Grouped by status – A, D, PA, PD<br>Transactions can be sorted by date, merchant or amount. |
| | Select any number of transactions to be reviewed (sent to default); but can only select one transaction at a time to reallocate. | Select any number of transactions to reallocate to default chartfield or to a single alternate chartfield. |
| | Header includes reallocator and card owner names, card number and default chartfield. | Header adds card owner EmpID, phone, email and card limits. |
| | Click on radio button and go to top or bottom of page to select "Review/Reallocate." | Reallocate icon goes directly to the reallocation page. |
| **Excel Spreadsheets** | Not available | "Transactions to Excel" and "Chartfields to Excel" feature |
| **Reallocations Page** | Pull-down chartfield list, enter account and A/U manually; total transaction pre-populated and balance entered in remaining column; buttons available to update or reset; processing choices are at top or bottom of page. | Pull-down chartfield list includes name of activity/project and invalid chartfields are colored red; enter account and A/U manually; running totals box in header; dept reference column available to enter identifying information on the transaction; Buttons to clear all, validate, submit, submit & go to next transaction. |
| **Monthly Statements** | Not Available | Past statements are available back to Feb 2002. |

## FBS COMMUNITY

**Please join us in congratulating the following FBS employee for his length of service:**

**20 Years**

Patrick Morgan (January 22), Assistant Manager, Student Loans

# $Y$ - HAPPENINGS

## Preferred Methods of Procurement

***contributed by Carl Larson; Business Analyst, Financial Solutions***

Financial & Business Services is pleased to announce a newly redesigned Preferred Procurement Matrix. This has been done to help you more easily select the most appropriate methods for both procurement and payment.

The grid presents most of the items that departments procure, arranged alphabetically, and each procurement item has the following information identified: (refer to image, below)

- Details – Click to link to additional details about how to procure this item.
- Instruments of Payment – The various ways to pay for the item are highlighted. Colors and letters are used to display the options.
- University Regulations Library – Links to appropriate Regulations to guide the user regarding specific Regulations.

**Type of Purchase**

P = The use of this document is preferred for this type of purchase.
R = This method of procurement CANNOT be used for this purpose.
A = Prerequisites must be met.

A blank under any method is not prohibited, yet it may not be fitting for the purpose and is thus discouraged. This alternative requires additional documentation to justify your choice of methods

A Requisition can be used in any circumstance except where a specific form is required or specified.

| | | Campus Order | Payment Request | Limited Purchase Check | Limited Purchase Order | Purchasing Card | Requisition | Scholarship/Fellowship | Travel Request | University Regualtions Library |
|---|---|---|---|---|---|---|---|---|---|---|
| Academic Dues | Details | | P | | R | A | | | | 3-192 |
| Advance Deposits | Details | | P | | R | | | | | |
| a. Conferences | Details | | | | | P | A | | P | 3-030 |
| b. Payments | Details | | | | | | A | | | |
| c. Restaurants | Details | | | | | R | A | | | |

Any person who may purchase an item for their department should know where to access this useful information. Look under RESOURCES from the FBS Main Menu.

## Clearing Cache and Cookies

***contributed by Carl Larson; Business Analyst, Financial Solutions***

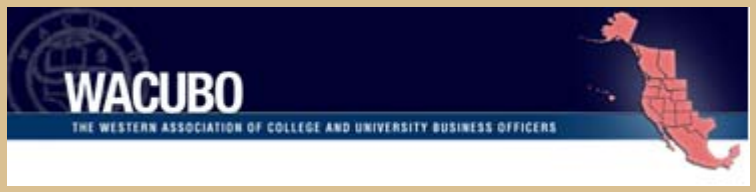
Many websites, including University websites and CIS, use cookies to facilitate security on the site. When you log in to CIS, a cookie is placed on your computer which keeps you authenticated while you browse CIS. Most websites on the internet use this process.

Because cookies are widely used, sometimes the cookie file gets changed and internet browsing displays some unexpected results. If you are experiencing browser issues, an easy solution may be to clear the Cache and Cookies. This process should be the first thing you try before other troubleshooting measures.

Financial & Business Services has created this presentation to help you learn how to clear Cache and Cookies. **Click here** to learn how.

# Upcoming Events

**WACUBO**
**Professional Development Workshops**




University of Utah participants enjoy "member" registration fees under our institutional membership and can register for workshops at the Professional Development section of the WACUBO website.

Registration will soon be available for the following workshops:

| Upcoming Workshops | | |
|---|---|---|
| **Location** | **Workshop Title** | **Dates** |
| **Seattle, Washington** | Academic & Unit Business Officer | March, 2011 |
| **San Francisco, California** | Treasury Management | April 2011 |
| **San Francisco, California** | Fundamental Accounting in Higher Education | April 2011 |
| **San Francisco, California** | Intermediate Accounting in Higher Education | April 2011 |

**Don't forget to check the FBS Calendar for other FBS events.**