



NOTABLE CHANGES

Accounts Payable Continued Improvement

*contributed by Perry Hull,
Manager, Accounts Payable*

Accounts Payable was recently reorganized into two separate departments—Accounts Payable and Payables Production. That reorganization process involves, at its core, a functional split within the department. **Accounts Payable** functions in a front-office and customer service role, focusing on prompt and efficient expenditure review, led by Perry Hull. **Payables Production**, led by John Downing, focuses on prompt and efficient payment handling. The daily volume of transactions delivered to Accounts Payable is massive, so one of the primary challenges is to implement changes while avoiding adverse affect in processing and production. Reorganization such as this must be carefully planned and implemented, recognizing that the plan must be flexible to accommodate unanticipated obstacles.

As we move forward, we are focusing our energies on improving **communications**, **collaboration** with our campus customers, seeking greater **efficiencies** in our processes, and performing quantitative **analysis** on the existing workflow.

Communication

Given the large number and wide variety of departments on campus, clear communication is critical. The [Accounts Payable web presence](#) was recently updated to make it easier for our customers to get the information they need as efficiently as possible. We first reformatted the [Procurement Options Matrix](#) to enable departments to easily select the best procurement or payment method. We then implemented two additional forms, one to allow you to [inquire on the status](#) of a Payment Request you've submitted, and another which allows you to provide your [feedback](#) on Accounts Payable. Please take a moment to see what we've done and let us know what you think! This web presence will undergo significant enhancements over the next few months, so please check back often to see the changes we've made.

Collaboration

This [Procurement Options Matrix](#) is used not only by campus departments but as a reference for Purchasing and other [Financial & Business Services](#) departments as well. So updating this form provides us with opportunities to communicate and collaborate with other areas and experts within [Financial & Business Services](#). We have also begun meeting with our customers on campus in order to better understand their needs and requirements, and to listen to their concerns. Please [contact](#) the Accounts Payable Manager if you'd like us to visit with your department.

We are working more closely with Purchasing to educate and support our campus customers, and strive toward greater efficiencies. Purchasing provides support toward achieving greater conformity between the needs of campus departments, the guidance provided by Policies and Rules, as well as the available

procurement and payment methods available. We have begun working directly with John Arlen, Manager of Strategic Sourcing & Contracts, to better facilitate departments to take advantage of existing state contract pricing and leverage the purchasing power of the University to their advantage. Please see the article titled, “Strategic Sourcing/Contract Management” below for more information.

Analysis

We have also begun the process of quantitatively analyzing the transactions we receive in order to collect and use data to better identify opportunities to improve efficiencies for both campus departments and Accounts Payable. This will include post-processing data analysis, and we’ve hired a new Accountant, Jason Burr, to assist in this process.

In June we collected data from one week of Payment Requests received in Accounts Payable (a total of 254 documents), and this one week sample revealed great opportunities to improve processes, as seen in the following:

- The majority of Payments Requests are processed within 4 – 7 business days
- Only 2% utilized Direct Deposit
- 53% were for \$200 or less
- 67% were for a payment that should have used another, more efficient, method, such as a Procurement Card, for example.

e-Journal Entry Takes Off!

*contributed by Rebecca Baggett,
Sr. Business Analyst, FIS*

Rollout of the much anticipated [e-Journal Entry Web Application](#) is now in full swing. More than 2,200 journal entries have already been processed in e-Journal, with over 100 users preparing and carrying out approvals in the new system. Registration for the first four training sessions filled to capacity within days of the announcement, and many employees subsequently reached out asking for more offerings. With users ready to jump on board, we’ve caught up and are ready to announce more sessions...click [here](#) to read more about the rollout and register for training.

Current users are reporting e-Journal is very easy to use and is a huge improvement over the paper process. Replacing the General Journal Entry PDF form, e-Journal Entry significantly reduces the time it takes to process a journal entry by:

- Eliminating delivery time
- Eliminating dual-data entry (does not need to be re-keyed by Central Administration)
- Reducing the need for corrections – the system has several built-in checks that ensure the journal balances, contains valid chartfield combinations, and more.

All your e-Journal Entry resources are available right on the e-Journal Entry Home Page, found on the CIS (Campus Information System) Financial & Business Services pagelet, under the PROCESSING heading. Locate the Help & Documentation section on the left side of the Home page to access:

- The NEW [e-Journal Blog](#) (Check it out now! This is where we are answering users Frequently Asked Questions, providing Tips, announcing application changes and carrying out dialogue with you about what's working well and maybe what's not, the dialogue that will help us learn from you and improve as we go.)
- Training registration
- User guides
- Questions & Suggestions link (ask the right people, get the right answer!)

Travel Tweaks

*contributed by Darrin Robertson,
Sr. Accountant, Travel Services*

Travel Services has recently made changes to their reservation request forms, requiring more traveler information upon submission. We have done this in response to changes made by the federal government agency, called [Transportation Security Administration, or TSA](#).

TSA Requirements – excerpts from [TSA's FAQ](#)

How will my travel experience be different now that Secure Flight is up and running?

The biggest change for most passengers will be providing additional information when booking a reservation for air travel. Under Secure Flight, airlines require that passengers provide their full name, date of birth, and gender when making a reservation to travel and will request a passenger's Redress Number and passport information if available. Otherwise, the passenger experience under Secure Flight will be the same for most travelers.

What is Redress?

Redress is an opportunity for passengers who believe they have been improperly or unfairly delayed or prohibited from boarding an aircraft to seek resolution and avoid future delays. The affected passengers often have the same or a similar name to someone on the watch list. The DHS Traveler Redress Inquiry Program (TRIP) provides a one-stop shop for passengers seeking redress. Secure Flight uses the results of the redress process in its watch list matching process to help prevent future delays for misidentified passengers. For more information on the redress process, visit www.dhs.gov/trip.



For your convenience, we recommend a TSA compliant traveler profile be set up for each frequent traveler – those who travel for the University more than two times per year. Travelers can set up their own profiles online using our [Profile form](#).

PROCESS SPOTLIGHT

Strategic Sourcing/Contract Management

contributed by

Kirsten Marie Brown, Purchasing Card Assistant

As a major university with hundreds of departments, thousands of employees, and millions of dollars spent each year, how do we ensure that we're getting the biggest bang for our buck? The Purchasing department has just begun an initiative designed to help the U do exactly that. The new Strategic Sourcing/ Contract Management program was created to ensure that the University is getting the best value for its purchasing dollars. Over the next few months John Arlen, our Strategic Sourcing and Contract Manager, hopes to get this great program moving by:

- Establishing audits to ensure departments are receiving contract pricing on contracts already in place with vendors
- Providing guidance for the best vendor selection (particularly on purchases under \$5000)
- Identifying goods and services where the University should consider entering into contract agreements for better pricing and improved service from vendors
- Benchmarking our pricing with other institutions of Higher Education
- Supporting campus goals such as the Sustainable U initiative

By implementing these goals, the Purchasing department hopes that over time we will see departments saving money and receiving better services campus wide.

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. Finally, keep University funds here at the U by supporting the [Keep It on Campus Program](#).

INTERNAL CONTROLS CORNER

Fraud Alert – Electronic Images of Signatures

contributed by

Todd Kapos, Manager, General Accounting

Criminals have found a new vulnerability to exploit! Fraudulent activity has recently included the inappropriate use of copied images of signatures found on the Internet from electronically stored documents, such as memos, reports and other signed documents.



Review your online document and assess the risks associated with the way they are presented online. Please refrain, when appropriate, from presenting the signatures of Deans or Department Chairs on web visible documents in order to reduce the University's exposure.

New Internal Controls Website – Check it out!

*Contributed by
Kori DeHaan, Manager:
Travel, Training & Policy Coordination*

Kudos to the Controller's office for recently compiling useful Internal Controls links on one [web page](#) for the convenience of Department Heads and University Business Officers.

Campus users will find internal links to associated Policies, including [3-018 Internal Controls](#), other links such as the [University Code of Ethics](#) and the [Ethics.point Hotline](#) to anonymously report suspected fraudulent activity. External University links include materials found useful to help detect and prevent fraud and to use for departmental discussions about Internal Controls.



Choose from the materials found on this web site for each of your departmental meetings to discuss how you can improve Internal Controls in your environment. You will find an adequate number of topics to lead several discussions.



We encourage departments to [Ask Us](#) when they have a question.

PURCHASING CARD

Purchasing Card Security

*contributed by Jane Scott,
Purchasing Card Manager*

As more transactions are paid with a Purchasing Card, there are often concerns about the security of the payment. There are several safeguards and protections to help reduce the risk that may be associated with using a Purchasing Card for on-line, phone or in-person transactions. Here are some of the things you should know and practices to follow:

- Merchants must comply with a Data Security Standard to protect the credit card information they receive so that unauthorized purchases do not occur.
- JP Morgan Chase has a Fraud Department that will flag transactions with high-risk merchants and suspend activity on an account until the cardholder verifies the validity of the transaction or confirms it is fraudulent by calling the bank.
- The University Purchasing Card Department regularly reviews transactions for unauthorized purchases
- By reviewing monthly statements, documentation and individual transactions, the reallocator or manager may notice suspicious charges on the cardholder's account.
- The cardholder can check the activity on their account at any time by using [PaymentNet](#) to view Transactions or Authorizations and Declines.

A cardholder has the responsibility to protect not only the plastic Purchasing Card but the card numbers as well.

- Keep the card in a secure place. Don't leave it unattended in a purse, backpack or car.

- When making an on-line purchase, make sure the website is secure by checking for “https” in the address.
- Never put a card number in its entirety in an email with or without an expiration date. Email is not a secure way of communicating this type of information. Email confirmations with partial card numbers are okay.
- Do not give your card or card number to another employee to make a transaction. PCards are protected by our bank from fraudulent or inaccurate purchases only if the cardholder is making the transaction. If a transaction is inaccurate, the cardholder has the right to dispute it with the bank, which means the university can recover the lost funds. This dispute process is void if multiple people are using one card. In such cases, the cardholder’s department would be liable for the charges and the university would not receive a refund from JP Morgan Chase.
- Giving the card number over the phone to a trusted merchant is acceptable.

The Purchasing Card can be a great payment option in buying the supplies and resources needed for the variety of work that is accomplished at the University. We all want to be sure it is used responsibly. Please [contact us](#) if you have any questions or concerns about using the PCard @ 581-7241.

\$Y\$ - HAPPENINGS

New FBS Web Presence - Coming mid-October!

*Contributed by
Kori DeHaan, Manager:
Travel, Training & Policy Coordination*

All levels of FBS employees have been involved in a fresh new redesign of our web presence. Through technology and collaboration, we have found better ways of presenting information to our different and distinct audience groups, such as:

- Business Officers
- Principal Investigators and Account Executives
- Students and Parents
- Outside Vendors and Suppliers
- Deans and Department Heads
- Compliance Officers

Upon release, users will find information grouped in a more convenient presentation based upon their specific needs. We have improved our search feature, made our content printer friendly, and we have improved the way we use web space to reduce overwhelming options and our overall number of web pages. Users will enjoy larger, less stylized fonts, more robust menus and fewer clicks to locate the information they need. Look for these changes soon!

HE Upgrade

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

The HE Upgrade is scheduled to start at 5 pm, Thursday, October 7, 2010. Because many of the Financial Applications rely on HE data, all Financial Web Applications will be unavailable starting at 5 pm Thursday, October 7, 2010 through Monday, October 11 at 7 am.

Please plan to have all your financial transactions that use the Financial Web Applications complete by Thursday, October 7, 2010. Click [here](#) for more information.

FBS COMMUNITY

Accountants Engaged

*contributed by James Steffen,
Student Intern, Controller's Office*

As a student working in FBS on a summer internship, I really enjoyed participating in "[Accountants Engaged](#)". We were able to take some time off from our work and get an exclusive tour of the Museum of Natural History and the Library. At the museum we saw dinosaur fossils, something that has always interested me. At the Library we saw many books from past cultures. I was amazed by the Sumerian clay tablets. I remember sitting there and wondering what keys to the past could possibly be on this old clay tablet, when the librarian jokingly said it was a tax return. Overall, from attending "Accountants Engaged" I have a better appreciation of the work we do at FBS, and how it affects other departments.

We would enjoy visiting your environment...

If you are interested in having us visit your department, to see what you do to contribute to the University mission, please call the [Controller's office](#) to schedule a date. We would love to learn how to better serve you.

Training Tidbits

*contributed by Tia Meidell,
Associate Accountant, Travel Services*

To improve scheduling and delivery of FBS training courses, we have added a new feature that will allow you to tell us why you were unable to register for a certain class. This is an opportunity for you to share your feedback about class location, dates, times or the delivery method of our training materials. Is there a class that you would like to take, but is offered at a time that is in constant conflict with other appointments in your schedule? Or is there a course that is not offered often enough? Just use the [Unable to register?](#) link on the class registration page to give us your feedback.

With this valuable feedback, FBS training classes will be scheduled to better meet the needs of the campus departments, and you will also be notified when requested classes become available.

Please join us in congratulating the following FBS employees for their length of service:

30 Years

Tom Starkey (October 3), Income Accounting
Dean Church (November 25), Financial Solutions

25 Years

Shauna Banks (November 1), Grants & Contracts Accounting

20 Years

Kiki Pentari (November 4), Accounts Payable

15 Years

Leroy Martinez (November 13), General Stores

10 Years

Wendy Ingham (October 25), Income Accounting

Randy Durney (October 30), Tax Services

5 Years

Mike Park (November 14), General Stores

UPCOMING EVENTS

WACUBO Professional Development Opportunities

WACUBO is our regional organization for College and University Business Officers, and offers useful workshops to improve professional skills and provide valuable networking opportunities. Upcoming workshops include:

October 6, 2010; Presenting Financial Information Effectively; Boise, Idaho

October 7 – 8, 2010; Intermediate College and University Accounting; Boise, Idaho

Our own Controller, Theresa Ashman will be working with the Controller from Colorado College to present the Accounting workshop. Participants can add the first day workshop for Presenting Financial Information at a reduced price when participating in all three days.

Accounting information being presented includes:

- Current Operations: Focuses on management issues such as fund accounting, revenue/expense recognition and classification, budgeting, cost allocation, cash flows, etc.
- Investments, endowments, and gifts: Focuses on recognition, investment strategies, spending rates, pool allocations, etc.
- Financing issues: Focuses on tools and methods for both cash management and capital financing.
- Capital issues: Focuses on accounting for capital assets and depreciation.
- Financial reporting: This part of the workshop covers current reporting issues and practices of both FASB and GASB institutions.

Read more about this workshop on the [brochure](#) found at the [WACUBO website](#).

November 4 – 5, 2010; Process Mapping; Tucson, Arizona

Course Description:

Picture this: your baggage arrives at the same destination you do and when you do; your food order comes quickly, complete and hot and your expense check is accurate and timely. You're thinking, not a chance – right? But when process meets good design, anything is possible.

Properly used, process improvement techniques can change your approach to systems management and improve organizational operating costs by eliminating and collapsing process steps, leveraging resources and uncovering the root cause of systematic quality problems. In this budgetary climate, it is more important than ever to be as efficient as possible and do more with less.

In this practical, highly interactive course, you will learn to peel away the layers of organizational structure and focus on activities and processes that are the engine of organizational performance, and eliminate non-value-added steps. Find all details about this course on the [brochure](#) found at the [WACUBO website](#).

December 2 – 3; Strategic Planning & Resource Allocation; Las Vegas, Nevada

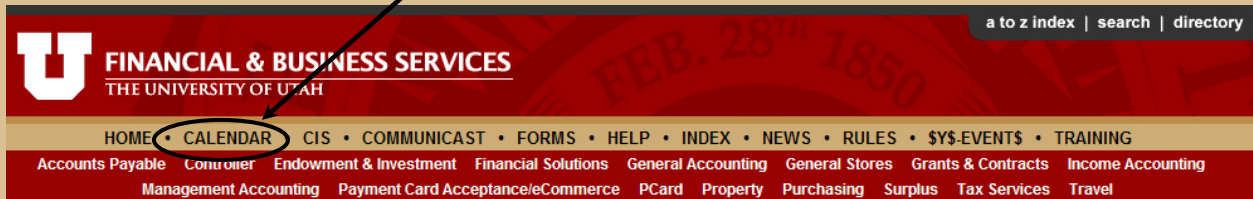
More information will follow on the WACUBO website.

University of Utah participants enjoy “member” registration fees under our institutional membership, and can register for workshops at the [WACUBO Professional Development website](#).

Additional training dates have been added for the following FBS courses:

- [e-Journal Entry Web Application](#)
 - [Internal Controls](#)
 - [Endowment 101](#)
-

Don't forget to check the [FBS Calendar](#) for other FBS events:



Share your department's success stories for future newsletters!
