FINANCIAL & BUSINESS SERVICES
THE UNIVERSITY OF UTAH
MOMENTUM NEWSLETTER

Quarterly Newsletter *April 1, 2011*

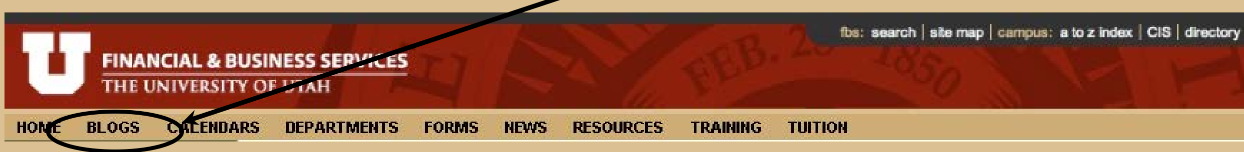
NOTABLE CHANGES

FBS is Blogging as part of their Committed to Communication

What do we intend to do with our Blogs?

Blogs are a method of communication that will deliver content that may not be as formal as a news post and allow moderated comments from our users to develop an online dialog of issues, shared experiences, questions and solutions. Blog posts are categorized so users can quickly see information and comments on system enhancements, industry news, or tips for cost savings or increased efficiency.

We have added 2 new topic Blogs to our website, and more topics will be added soon. Available now in Blogs: Procurement, Travel Tidbits and e-Journal.



How can you use Blog posts?

You may choose to drill down to a category to get a full archive of issues related to a topic of interest, to use for discussion in staff meetings or to research a question. You may use system enhancement posts to augment training information or help documents to assist new people in your area to get up to speed. You may post a question on a given topic to gain more perspective from staff within FBS or from your peers in other areas on campus.

How can you get useful Blog information?

Subscribe to the fbsnews email listserv by taking approximately 3 minutes to fill out and submit this **subscription form** to receive selected Blog posts delivered to your e-mail inbox, or you may choose to periodically check Blogs for newly posted information.

You may also prefer to subscribe to selected **RSS feeds.**

We have tried to design our strategy to be flexible to meet your preferences.

Travel Application Enhancements: April 18, 2011

contributed by Kori DeHaan

The most recent Momentum Newsletter indicated that the Travel Accounting & Processing System (currently accessed through CIS) would be changing during the month of February to comply with Internal Audit requirements. We decided however, in light of the newly approved **Travel Per Diem Rule**, that we would hold back enhancements to give us an opportunity to make changes to the application that would make our Travel Planners more efficient.

We will be implementing these easy to use changes to our application on April 18, 2011.

What enhancements can our users expect?

- Reimbursement entry forms include a new line to enter meal reductions in compliance with the **Travel Per Diem Rule** dated February 8, 2011.
- Reimbursement entry forms now include a separate line for entry of internet charges that have become a regular part of most hotel stays.
- Step 1: Request Airfare can utilize trip information either at time of trip registration or at a time more convenient for travel planners to eliminate the need to re-enter trip information to initiate airfare requests.
- Trip registration now asks for round trip, one-way or circle-trip designation as well as records both departure and destination cities to enable Step 1: Request Airfare improvements.
- Internal Audit requirements to provide better documentation of business purpose as well as additional information when the traveler adds personal travel time attached to business travel time. Entry is easy to use by asking consistent questions to assist departments in meeting adequate documentation expectations.
- Data entry is grouped into shorter dialog screens to help travel planners understand the purpose and use of the information they provide, and a summary screen has been added to help travel planners submit more complete and accurate trip and reimbursement information.
- The Reimbursement "Form" is now 2 pages to allow for required scanned documentation of detailed business purpose explanations including personal time attached to business travel.

How can our users prepare for these changes?

Your input continues to be important to us, so we have chosen to implement our **Travel Tidbits Blog** at this time to accommodate an active feedback loop to help us better understand how these changes are being used by the travel planners, and to allow discussion among travel users for shared experience.

We ask that Travel Planners do the following:

1. Subscribe to the fbsnews email listserv by taking approximately 3 minutes to fill out and submit this **subscription form** so all Travel Tidbits updates are delivered to your email inbox.
2. Watch either the Travel Tidbits Blog or your email inbox (for subscribers) for release of our 5 minute online training module describing "What's New about Travel Accounting System 4" to be released the week before implementation.
3. Use the new version at your earliest convenience and let us know what you think – we want this version to make your life easier!

Policy 3-111 Changes

The Board of Trustees approved a new revision of Policy 3-111 for Service Contracts with Individuals and Other Legal Entities in early March. The new version and all associated documents are available in the Regulations Library.

Campus entities who engage in business relationships with persons or companies doing work for the University need to understand the important changes. We encourage review of the latest revision of Policy 3-111 to find what is required at each step of the Independent Contractor (IC) process:

- When Selecting an IC.
- When completing an Employee/IC Classification Checklist to determine whether individuals being considered as a contractor should actually be classified as an employee.
- When entering a contract with an IC. (see Independent Contractor Services Agreement)
- When requesting payment to an IC.

While the Policy and associated documents provide detailed information to help campus departments proceed appropriately, we encourage departments to attend the Independent Contractor Workshop to become better informed. We have added session in April and June for interested participants.

PROCESS SPOTLIGHT

BPAG (Business Process Advisory Group)

contributed Carl Larson

Purpose

During the fall of 1999, shortly after the implementation of the PeopleSoft Payroll System, the Council of Academic Deans (CAD) requested the Associate Vice President of Financial & Business Services to form a "Payroll Working Group" to address various issues. Representatives from each academic college were encouraged to attend. Later, non-academic areas were invited to participate. As the group has matured, it has become a forum to address issues in other central administrative areas. To reflect the broadened focus of the group, it was renamed to the Business Process Advisory Group.

Communication is the key to BPAG - problems and issues are introduced, as well as suggestions to solve them are why BPAG meets! Although BPAG is not a policy making group, nor is it intended to be the primary means of communicating to all the departments, over the past several years BPAG has helped facilitate many important changes implemented by central administration.

Schedule

Financial & Business Services sponsors BPAG. Financial Solutions facilitates the BPAG meetings and communications. The monthly BPAG meetings are held in the INSCC Building, room 110 on the second Friday of each month from 9:00 – 11:00 AM. This is a great opportunity to meet with members of central administration and discuss your concerns.

BPAG Participation

The success of BPAG depends on participation. Ideally, each college will be represented at the BPAG meetings. Broad representation facilitates bi-directional communication between campus units and central administration and results in pertinent and relevant topics of discussion. Each participant should bring a shared perspective of issues and concerns from their respective area, and should recognize that disseminating the information from the BPAG to others in his/her area will increase the effectiveness of BPAG meetings.

Respect is the guiding principle under which BPAG meets. We must continue to respect each other. Because we often discuss matters involving financial transactions and/or employees, we must remember to respect individual privacy.

Sign up to receive communication from BPAG

BPAG sends monthly emails to remind BPAG participants of upcoming meetings and agenda items. **Click here** to subscribe to the BPAG list. We hope to see you at the next meeting!

Strategic Sourcing

contributed by John Arlen

Purchasing can help with that too…

If you are a department considering the purchase of a **printer**, **computer**, or **laptop** from an office supply store, (Office Depot, Office Max, or Staples, for example) let us help by first checking prices with our state contract suppliers that specialize in printer and computer sales.

Our preliminary review has shown that departments can typically save $50-$150 per printer over the office supply stores. These savings can add up to thousands of dollars per year for the University of Utah.

Please contact Bob Tiney, the University's buyer for computers and peripherals for assistance. Bob can help you make sure you are getting the best available pricing on computers and peripherals. Bob can be reached at 1-6596 or by e-mail at **btiney@purchasing.utah.edu.**

General Stores is going green by going viral

contributed by Jim Davis

In an effort to reduce cost and paper waste spent on marketing materials, we are using facebook (**www.facebook.com/ustores**) and twitter (**www.twitter.com/uofustores**) along with email and the Momentum Newsletter to advertise our sales. If you friend us or follow us you will always be "in the know" for the spectacular savings opportunities.

General Stores next event will be a spring sale running April 1 through April 30, while supplies last:

- 25% off all office supplies, and
- 50% off recycled white copy paper.

As always you can place your order by phone 801 581-8671, by fax 801 585-3452, by email csr@stores.utah.edu or on the web www.stores.utah.edu. You are always welcome to stop by and pick-up whatever you need in person at 253 VRT-USB. We boast free same day delivery on all in stock items ordered by 11:00am.

General Stores is in the process of designing a completely new internet storefront which will provide many new features and enhance the user experience. We have heard and appreciate the many recommendations from our customers and will be presenting a better looking presentation with enhanced utilities, shopping cart functions and much more. You will still be able to use our current storefront until the new one is ready to go live. We will keep you posted through facebook, twitter and the Momentum Newsletter.

FBS encourages departments to "Ask Us" when they have a question. Look for this icon to link to an easy to use form in all our communications.

Accounts Payable Update

contributed by Perry Hull

As Accounts Payable continues to progress through our reorganization strategy, we emphasize improvements to both our processes as well as our communication strategies with our campus users.

We have recently completed the remodel of our front office, concluded our customer survey with several hundred individuals participating, and also helped to update Policy 3-111: Contracts with Individuals and Other Legal Entities, and its associated documents.

Processing of forms through this office is similar to an assembly line and our goal is to have each document we receive proceed to its final stage – payment - as quickly as possible. Like an assembly line, we need to inspect each form we receive, and forms that don't include all the required information or documentation must be pulled from the normal flow and worked separately. These payments are subsequently delayed. Both Accounts Payable and the campus departments we serve share the same goal - prompt and efficient payments. When campus departments are not providing us with the information we require to process a form, we recognize the need for us to bridge that gap with increased outreach and training. Collaborative efforts with departments will help to maximize the number of transactions that stay on the assembly line, and reach completion without delays.

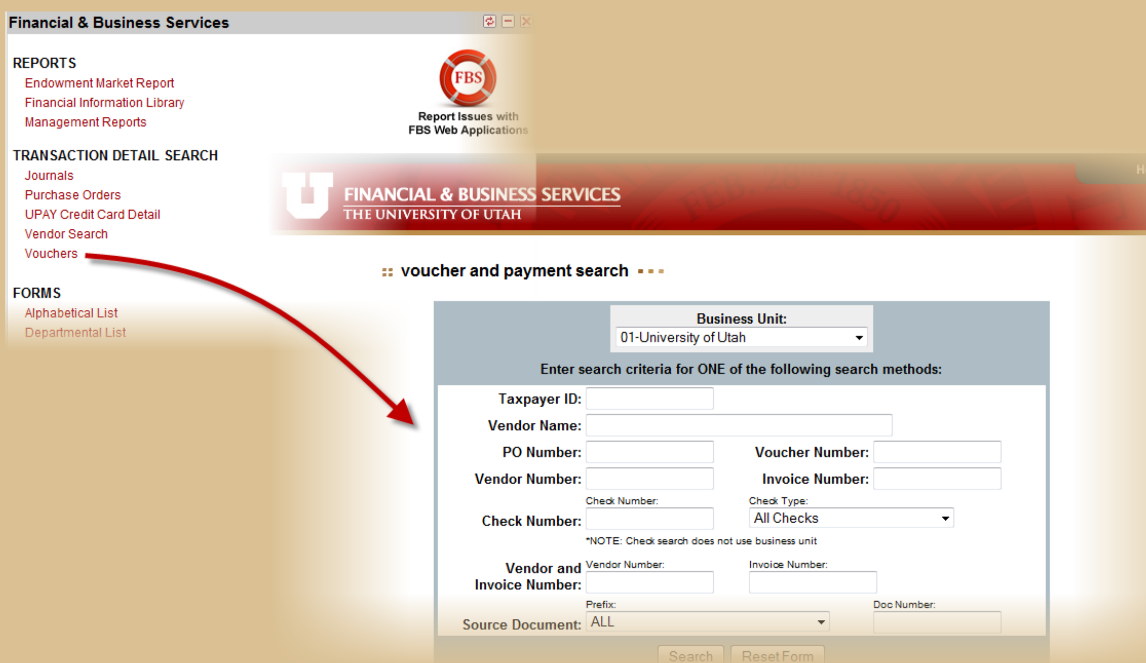
In an effort to support our goals, we've created the following ***Did You Know…?*** and ***FAQ (Frequently Asked Questions)***.

Did You Know…?

- Approximately ***300 Payment Requests,*** and an even greater number of invoices are delivered to AP each day?
- Once we receive a Payment Request, it takes about ***11 calendar days*** to process?
- AP provides payment via Direct Deposit for both vendors and employees?

(Click **here** to learn more about Direct Deposit and obtain the necessary forms)

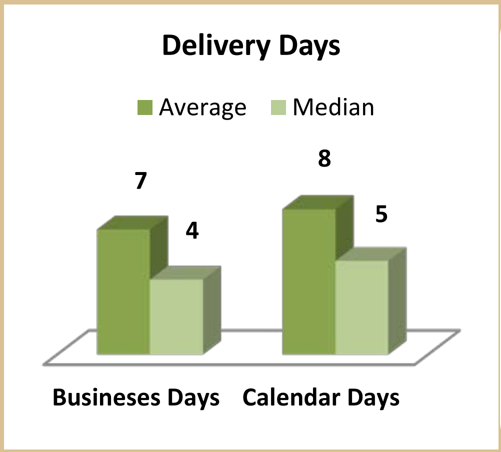
- When an employee travels and is due a travel reimbursement, this payment is sent from Travel Accounting to the AP system.
- When employees receive reimbursement checks, the Direct Deposit setup information used by Payroll does **not** automatically apply to their AP checks?
- Employees can easily go to the AP website, complete and submit the **Employee Direct Deposit Authorization Form** which easily enables use of the Payroll Direct Deposit information for all AP payments?
- It typically takes campus mail about four business days to deliver Payment Requests to our office?
- The update to Policy **3 -111: Service Contracts with Individuals and Other Legal Entities**, included new versions of both the ***Employee/Independent Contractor Classification Checklist***, and the ***Independent Contractor Services Agreement***?
- If a payee is setup for Direct Deposit, you cannot choose any other handling, such as Hold for Pickup or US Mail, as all checks will automatically be handled as Direct Deposit?
- Current University employees cannot be paid for additional services through Accounts Payable, and instead must be paid through Payroll?
- You can find processed payments online through CIS?
  Select 'Vouchers' from the Financial & Business Services pagelet (see below);

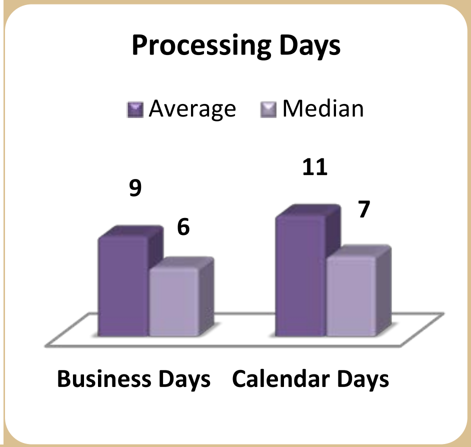


Payment Request: Frequently Asked Questions (FAQ)

Based on the most common questions we receive regarding Payment Requests, we've created this list of Frequently Asked Questions (and answers).

Q: ***How long does it take to process a Payment Request?***
A: For Payment Requests, once the form is received, it takes approximately 11 calendar days.





Q: ***What steps are involved in processing a Payment Request?***
A: The first step in processing a Payment Request is Expenditure Review, and that may require review and approvals from other Financial & Business Services units, or contacting you for additional information or documentation. Also, each Payment Request is reviewed to see if the vendor (Payee) must be added or modified in order to process this payment. If modification is required, then an additional Vendor Maintenance process occurs. The later stages in the Payment Request process are data-entry into PeopleSoft, final review, and production of the check, or ACH transaction.

Q: ***How can I learn more about Direct Deposit of my payment?***
A: Go to **the Direct Deposit** page on the Accounts Payable website.

Q: ***What information do I need to provide for Direct Deposit (ACH)?***
A: If you are not a University employee, use the **Direct Deposit Authorization Form**, and be sure to include a copy of a voided check with the completed form. If you are a University employee, use **the Employee Direct Deposit Authorization Form**, which allows you to easily use your Payroll information for payments made through Accounts Payable. Both of these forms are submitted to the Accounts Payable office, 145 Park.

Q: ***Why is my payment being held up?***
A: There are a number of possibilities. Often it's a case of missing information on the form or insufficient supporting documentation, either situation requires that we contact the preparer to obtain what we need, creating a delay. The following is a list of common missing information/documentation;

- Signature and/or approval
- Address or handling code
- IRS Form W-9 for new vendors
- Invoice
- Accurate Chartfield
- Explanation of business purpose

Q: ***Why can't I pay more than one invoice per Payment Request?***
A: Our business rule is that only one invoice can be associated with each payment voucher. This helps to avoid duplicate payments.

Q: ***Why do I need an Independent Contractor Services Agreement?***
A: Policy requires that a fully executed agreement be in place when a Consultant or Independent Contractor is engaged. This agreement protects the interests of everyone involved, including your department and the University. Additionally, the revised **Employee/Independent Contractor Classification Checklist** will assist you in making a valid determination of how to properly classify the service provider as either employee or Independent Contractor.

Q: ***Do I always need to complete the Employee/Independent Contractor Classification Checklist?***
A: No. If the engagement with the Service Provider is less than 1 month in duration, and results in a total payment of less than $1,000, then this checklist is not required.

Q: ***Why is this classification of whether this service provider is an Employee or Independent Contractor so important?***
A: The Internal Revenue Service (IRS) announced in 2009 that it will be focusing attention on this classification and will be conducting 6,000 audits regarding the determination of this classification. The IRS is concerned about possible avoidance of employment taxes as well as other expenses such as workers' compensation, unemployment insurance, and other benefits.

Q: ***Why can't you find my Payment Request while I'm on the phone?***
A: Unfortunately, the volume of Payment Requests we receive each day makes it very challenging for us to physically locate your Payment Request while you are on the phone. Please use the **Payment Request Inquiry** page to make your request and then we'll reply to your inquiry as soon as we can.

Have a question that isn't covered here? ***ASK US***!

PURCHASING CARD

Reallocation Upgrade – coming April 11!

contributed by Jane Scott

The application used to reallocate Purchasing Card purchases will be upgraded in April. In order to make the transition, the current application will be unavailable Friday, April 8th and the new application will be introduced Monday, April 11th.

While the new application is quick and easy to use, we've prepared a variety of materials to help as you reallocate in the upgraded program. These include a Quick Reference Guide, Online Tutorial, and an Overview of the new features. These describe the basic functions and provide helpful tips as you go along.

Although the new application will be available starting April 11th, you will still have until cut-off on May 6 to complete reallocation with the new and improved program. But don't wait until the last day to try it. You'll love it!

INTERNAL CONTROLS CORNER

How Fraud happens…

When we discover cases of fraud, we may be surprised by the story of how it was committed, by whom, or what led to their crime. Often, an innocent mistake or small ethical violation develops into a pattern of abuse and costly fraud which affect everyone in the workplace. What conditions bring about the opportunity and the pressures that an employee faces when committing fraud?

The **Association of Certified Fraud Examiners** has posted a 20 minute video entitled "Fraud and the Tone at the Top" which describes how crimes were committed by individuals in some of the largest cases of corporate fraud.

A more personal story is told by this recent article published in a local newspaper entitled, "**Greed is no respecter of persons…**"

Departments are encouraged to incorporate this topic in a staff meeting in your department over the next few months. Employees should be aware of recommended steps and confidential methods to report suspected violations, see the web page devoted to the **Ethics & Compliance Hotline**.

Y - HAPPENINGS

PAM is coming – but what does it mean?

contributed by Dean Church

An update of the Project Administration and Management (PAM) Initiative was given in the February 23, 2011 issue of FYI:

> ***"The University of Utah has completed a review of the post award accounting and management tools available to researchers, staff, and administrators with the hopes of making them more user-friendly. During fall semester more than 100 U of U researchers and research support staff were interviewed, […] processes were reviewed in detail, and potential changes were recommended. [We are currently] evaluating the most effective and efficient ways of improving our systems and support and preparing an initial implementation plan."***

Subcommittees were formed to analyze in detail our business processes, including effort certification, organizational changes that will allow us to be more efficient, more robust and flexible reporting solutions, and the role of current and future technologies. All of these efforts have two primary objectives, improve the reporting for the Principal Investigators and Business Officer, and look for efficiencies to reduce the administrative burden, freeing the researchers to spend more time doing actual research rather than administrative tasks.

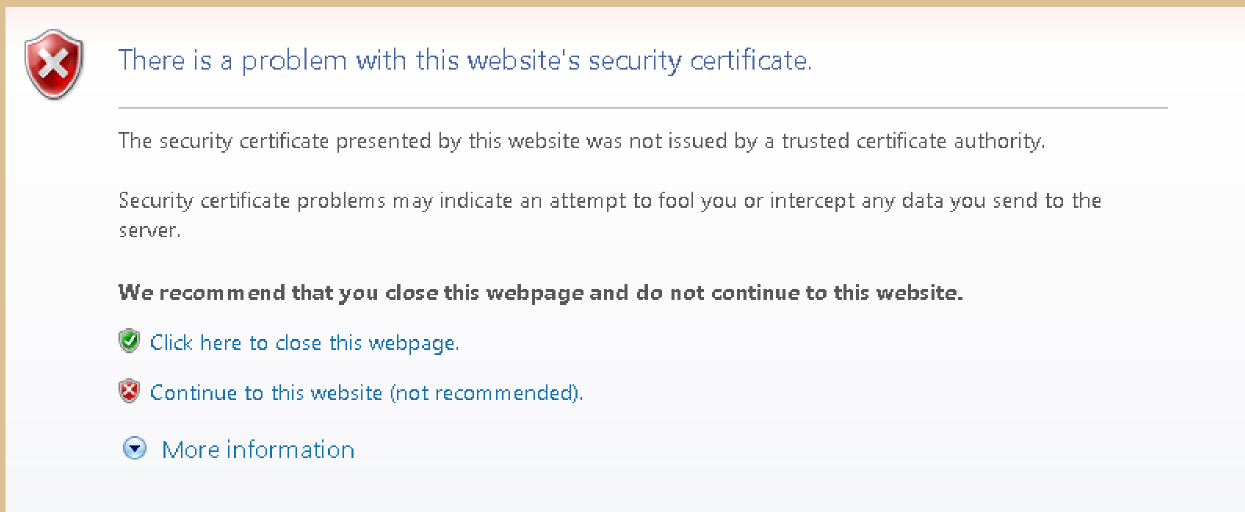
Financial and Business Services is committed to make the PAM Initiative a high priority. Consequently, other institutional priorities may be delayed. However, many of the recommended improvements have broad application to the entire university and lessons learned with the PAM initiative will pave the way for many future enhancements.

Share your ideas for our next newsletter!

Are You Getting Security Certificate Errors?

contributed by Carl Larson

Security Certificates are used on campus websites to protect information on the internet. Websites must meet certain standards before a certificate is issued. To learn more about these standards, see the **Campus Information Technology website**. You may have seen error messages that look like this while using some FBS pages that use a certificate:



If you receive a certificate error on a University website, this does not necessarily mean the site is unsafe, it may indicate that your computer does not recognize the certificate. We recommend you download and install the campus certificate from the **Campus Information Technology website** or **click here** to download it directly. This certificate should work with all campus websites that are secured with the campus certificate, so you only should need to download and install it once.

For more information on Security Certificates see:

- **Using certificates for privacy and security** – by Microsoft
- **SSL and Online Trust Information Center** – by VeriSign
- **Help file: Be careful with security certificate warnings** – Washington Post

FBS COMMUNITY

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

5 Years

Maria Nielsen (April 3); Accounting Specialist, Vendor Master, Payable Production – Accounts Payable
Kevin Stringham (May 1); LAN Manager, Financial Solutions

15 Years

Taralyn Poulson (April 29); Associate Accountant, Grants and Contracts Accounting
Mary Jean Rose (May 6); Storekeeper, General Stores & Receiving

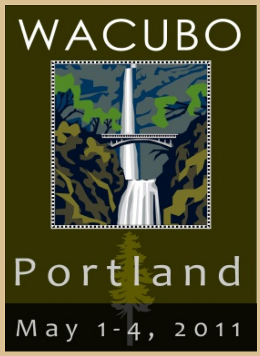
Upcoming Events

WACUBO Professional Development Opportunities

Any business officer from the University of Utah can register to any of the following opportunities as a “member.” More detailed information and registration is available on the WACUBO website.

Annual Meeting: Portland, Oregon; May 1 – 4, 2011

The 2011 annual meeting is being held in Portland, Oregon and is built upon the theme **“Bridging to a vibrant sustainable tomorrow".** Be sure that you mark your calendar for May 1 - 4, 2011 so that you do not miss out on these valuable sessions, opportunities to network with your colleagues, and the chance to relax and enjoy fun in beautiful Portland.



Sessions will include the following topics:

- Combining your passion with your profession: Balancing work, play, family or risk, responsibility & liability
- Evolve or Die – Seven steps to rethink the way you do business
- Avoiding the Quit and Stay Phenomenon - Engage or retain your best employees
- Trophy Kids Go to Work – Focus on serving them as customers
- Compliance: A New Era of Liability – Common pitfalls in higher education
- The Whole Brain Model: Understanding thinking and working styles
- Organizational Effectiveness
- Public Private Partnerships in Higher Education
- Exploring opportunistic business models and positioning the campus (book)store
- How higher education business officers can work more effectively with the media
- Working effectively with faculty
- LEAN - a systematic approach to identifying and eliminating waste
- Making the business case for sustainability on campus

Business Management Institute: UC Santa Barbara Campus; July 31 – August 5, 2011

Start planning now to attend the 55th WACUBO BMI and experience a week of intensive professional development on important topics presented by nationally known faculty in a lovely beachside setting.

The Institute is perfect for higher education managers, supervisors, academic officers, staff and other mid-level personnel who perform administrative and business functions. Anyone new to higher education will benefit from curriculum and networking opportunities. The Institute’s four-year progressive curriculum offers an opportunity for mid-level professionals to enhance technical skills, expand and improve management practices, hear updates on the important issue and meet new colleagues.

This Institute will be at the University of Southern California from July 17th to July 22nd 2011. The ELMI's mission is to offer participants a premier experience designed to develop and enhance the skills essential for success in higher education administration through an intensive, "total immersion" experience, with numbers limited to ensure personal attention. Lasting seven days, the experience permits participants and faculty get to know each other well and to have in-depth discussion of issues, with time to explore and reflect. The ELMI's long-standing curriculum deals with the "building block" skills of successful leaders: understanding the different "cultures" on campus; effectively handling conflict; dealing with academic politics and meeting management; improving the decision making process; thinking and acting strategically; communicating complicated information well; and persuading others.

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