Hand in Hand We Learn Topic List January 2017

UFS Responses in Red- Blank Meant We Need Clarification to Address

Communication/Concerns

1. Understanding and obtaining support/documentation for automated JV's moving cost from general ledger code to another in lump sum amounts.

   BPM E-4 explains required documentation to support the Journal Voucher. Automated billing areas such as service centers are required to provide documentation. Service center contact list on UFS website can assist departments to recognize service center from the general ledger code charged. http://www.uky.edu/ufs/payroll-confirmation-service-centers

2. SPA JV timeline

   Research Financial Services current standard is 10 working days to post transaction. Cost transfer appendix addresses necessary documentation for transactions 90-120 days old. It will be incorporated into BPM in E-50 series in near future.

3. Some E-forms are lacking instructions

   We have created inventory and established priority ranking to update with goal to have all completed by June 30, 2017.

4. Need QRC for what accounts can be JV'd to what accounts

   BPM E-4 does contain information regarding basic guidelines. We are in process of building business rules edits in SAP for the JV process and working towards ability to attach documentation and workflow to central accounting offices to post. May be able to document key rules as appendix to BPM.

5. Need QRC for BW hints

   Would like QRC for saving a view that includes document type. RFS will be adding QRC to website.

6. Mentor system for helping new and transfer employees with procedures to new position

   Will explore as part of the Financial Operation Workgroup.

7. Communication or lack of for business procedure changes across campus

   Notices sent to list serve and encourage all staff to self-enroll but we need you to distribute and communicate within your areas.

Send e-mail to LISTSERV@lsv.uky.edu with the following text in the message body:

subscribe UKBUSOFCRCAMP-L *Yourfirstname Yourlastname*

The subject line should be blank as well as the rest of the body of the email. We encourage you to forward this to anyone in your area who needs to keep informed about business procedure updates and SAP financial news.

8. Notification to staff when BPM's are changed or updated

   Distribute to business officer list serve currently. Added What's New section to UFS website.

9. Notification to staff when forms are changed or updated

   Will include with business officer list serve notifications. Forms usually only updated in conjunction with BPM update.

10. Recommend combining resources/information to one website (QRC, FAQ, How To – Located in multiple locations)

    New UFS website has all resources in one location (no longer must know location of individual area but still have FAQ and QRC separate). Will explore adding links to others.

Reporting

1. Need report for all positions filled and vacant (budgeted and unbudgeted)

   We can submit a report request but need detail fields. Assume should include position #, title, department and budget. Need a volunteer to document report specifications.

2. Reporting issues- example: Create 1 report with position #, supervisor, cost distribution, 2nd level supervisor, funding- Need more reporting flexibility

   Clarify exact fields and we can submit report request. Reminder that you can always submit to analytics@uky.edu

3. Track aid id's and cost center correlation

   We have requested Student Financial Aid provide as accessible table on their website.

Policy

1. Discretionary Policy unclear and contains loopholes

   Policy attempted to only list those items that require discretionary funds. Questions can be addressed to UFS but we need more input to know area of concern. Certain level of flexibility was intentional as business purpose is critical determination of decision.

2. Travel dates flexibility (example of adding day before start of conference)

   Travel expenses reimbursed under our accountable plan must be reasonable, which is defined as ordinary and reflects a prudent decision to the incur the expense on behalf of University business. Policy attempts to clarify what is normally constitute reasonable rather than just arbitrarily adding day on at both ends of the business trip as had been practice in some departments.

   Question asked if it was okay for international travelers to arrive a day or two early to recover from jet lag and prepare. Answered that it will be reviewed on a case by case basis.

3. Procard policy and usage

   B-3-2-1 and E-7-16 address policy. We can review at a future session.

4. Regulations on alcohol usage

   AR 6:4 established policies for using, serving, and selling alcoholic beverages on property owned, leased or controlled by the University or at University events. BPM E-7-10 clearly indicates only discretionary funds may be used to purchase alcohol. Please advise as to missing guidance needed.

5. Independent contractor clarification

   E-7-3. Will address at future session.

6. Procedures for imprest cash

   Formal class offered every other month but it is 2 hours in length. We will develop QRC for process and explore ways to reduce class length.

7. Update online BPM- example student payments, PRD and PBS

   E-7-14 addresses payments to students or payments on behalf of students. Seeking volunteers to serve on BPM review group if feel policy isn't clear.

8. Guidelines for approval processes including pre-approvals (Appears related to IA recommendations)

   Department chairs are questioning why they have to sign individual transactions and department ledger. Joe Reed answered by saying when they sign the ledger they are signing approval for the account reconciliation not individual transactions.

9. Universal Procard editing form for consistency

   Working with Internal Audit to learn more and will provide in future session.

10. Digital signature policy

    AR 10:5 and BPM Q-1-6 already exists to address. See provided instructions on creating adobe electronic signature.

    UFS will accept an electronic signature on University inter-departmental forms but must have live signature on following items since required for external entity:

    - All paper tax documents (federal, state and local city forms)
    - Paper payroll direct deposit form

11. Gift Cards Policy

    Currently investigating other solutions and will update BPM accordingly. Goal to provide better option than just purchase on own through imprest fund and limiting days on hand to 15 days.

12. Standardization for BPM's

13. Procedures for Internal Audit

System Issues

1. PRD- Ability to revise rather than reject

   Functionality doesn't exist in current module. For past 2 fiscal years, approximately 1,200 document rejected annually or 4% of total volume. About 1/3 were rejected by approvers or Purchasing or 900 by AP. See list of most common reject reasons in AP.

2. Add reason for PRD reject in email notification

   Reason for reject is in internal note. All creators and approvers can view PRD in prd display or their own UAL by selecting completed tasks. We already requested of EAG and not feasible.

3. Electronic documentation accepted of PO invoices

   We can accept from department if sent along with the invoice transmittal to the email address of APPOinvoices@uky.edu. Please combine transmittal with invoice into one pdf file. Can view the invoices from within SAP. See Quick reference card named PO documentation in ECM on UFS website. Also, can use Transaction ZECM_FIDOCS if know accounting document number.

4. SAP search function

5. List of favorites in SAP

   We plan to summarize various lists and will demonstrate based upon functionality at March session.

6. Explore ability to add reasons for cost distribution changes in system to provide audit trail

   A college/department comment info type 9022 already exists and accessible on the UK personal data tab (first tab in display). Need to confirm that it is included in all roles.

7. Ability to add purchase order attachments

   Shoppers can attach documents to any Shopping Cart in SRM and those attachments flow through to the purchase order in SRM as the subsequent document. They can also attach any documents to a Goods Confirmation (e.g., packing slip). A help guide is on Purchasing website for this at: http://www.uky.edu/Purchasing/docs/goodsconfattach.docx.

   However, those attachments in SRM do not flow back to the same documents in SAP. If a person is looking at a PO in SAP and trying to access the attachments, unfortunately, that view functionality is not currently available in SAP; we have this on our list of future enhancements. They are available if viewing the documents within SRM provided the viewer has permissions to the document in question.

8. Region field in TRIP updated for consistency with city (the * search)

   Limited by SAP functionality but have created QRC on TRIP County-Region Search.

9. Research why Office Max delivery address not printing on Office Max documents

   January Purchasing newsletter addressed completing delivery address on shopping carts. For further assistance, please contact Craig Locke, Purchasing.

10. Need back function on website to operate efficiently for navigation of policies

    New UFS website has more capabilities. Will demonstrate today.

11. Need error messages for time approval when Payroll Area is locked/closed

    Discussing feasibility/difficulty with EAG. An interim solution could be to add message on ESS and Manager Self-Service when payroll is locked, like message on SAP launch pad. We agree important for approvers to know to address issue.

12. Need readily available links for gl codes applicable to PRD and SRM when in the module

Complete general ledger codes with descriptions available in E-17-8 link to expense codes. May also view the PRD commodity catalog list on Purchasing website at http://www.uky.edu/Purchasing/docs/prditems.pdf. We can demonstrate how can do gl search from within transaction and how to pull up while in transaction.

Training – Listed in priority order based upon number of votes

1. Reconciliations (18)- What is required, steps, structure, what documents does audit look for?

   Developing presentation for future session. Will also include time for sharing of best practices.

2. Complete list of T-codes/explanations (16)

   Will share and demonstrate at March session.

3. Webpage for resources for business officers (14)

   Assign to Financial Operations Work group to explore.

4. Shorter trainings (30 min- 1 hours) on more frequent basis (11)

   Will consider as plan future sessions/events.

5. Interactive decision tree on what type document to use, ideally built within SAP system (9)

   Can attempt to develop resource materials but SAP system solution beyond our scope now.

6. Viewing PRD information in SAP (5)

   See QRC On PRD Documentation in ECM to demonstrate multiple methods to view attachments, such as transaction ZECM_FIDOCS or by drilling into document from funds center reports FMRP_RFFMEP1AX but can't from cost center reports KSB1. We can demonstrate at future session.

   Will also demonstrate PO attachments at same session.

7. Budget transfer vs Budget revision- even when to do JV (4)

   UBO will come to future session to address.

8. Introductory session for new employees on BPM's and procedures (4)

   Will address as part of Financial Operations Work group.

9. Endowment Services Classes- How they work/training- offer more frequently (3)

   A new online course currently under development to provide on demand access.

10. HR Flex Report (3)

    HR _200 Human Resources Overview course describes many of the reports and transactions, including ZHRFLEX. TM320 Variants& Reports covers creating variants and running time reports. Both courses can be found in the training section of ESS in the IRIS training section of the course catalog. Payroll office developing QRC for report and will add to UFS Payroll website by end of March.

11. Procard appropriate documentation- Possibly create checklist (3)

    AP will explore creating a checklist.

12. SAP training needs stay current- offer more frequently/require refreshers (2)

    Will address as part of Financial Operations Work group

13. Spinifex report to see preliminary payroll results (2)

    Quick Reference Cards are currently being revised to reflect recent upgrade. QRC will be added to UFS Payroll area by early March.

14. Need more QRC for BPM's – example on agency account renewals (2)

    E-17-14 outlines detail procedures and agency cost center information sheet has fields required for renewals. Will adding instructions for form clarify? Need more detail on what confusion exists to address.

15. Procard competency test for cardholders (2)

    AP will add quiz at end of cardholder training. Also, working on Procard editor training and training for manager level.

16. Guidance when a document is rejected (2)

    Reason for reject is in internal note. AP will attempt to add further guidance. All creators and approvers can view PRD in prd display or their own UAL by selecting completed tasks.

17. SAP training – Needs to be less button clicking and more context. Include SME in training sessions (2)

    Will work with EAG to provide additional context. Financial Operations group may suggest separate policy type courses in addition to SAP classes.

18. Want more detail in text fields on detail reports (2)

    Need additional information to request new fields to reports.

19. Additional training on payroll screens – What happens behind scenes if not saved/consequences. (1)

    Appears to be like #29 and there are multiple options/errors that can occur but Payroll will attempt to summarize top known issues.

20. Paying students –compare/contrast with faculty (1)

21. Detailed guidelines/cheat sheet to explain each field on account setup requests (1)

    Will explore adding instructions to forms page.

22. Internal audit training on open Procard (1)

23. PO process- digital attachment for confirmations instead of sending paper (1)
    All confirmations except (PSC) should be done on line and no paper work for confirmation are required.

24. Clarification on Office Max/Depot and SRM (0)

    If the question regards ordering restricted items, information is available at:
    http://www.uky.edu/Purchasing/officesupplies.htm

25. SRM vs PRD- Why one instead of the other? Free Text Cart (0)

    The AP Quick Reference Guide is the best resource for delineating when to use Shopping Cart vs PRD. Within Shopping Carts world, Shoppers simply use Free Text carts when a purchase order is required as the method and the items are not available within the e-catalogs.

26. Bring FI and Grants training classes back- new employees can't get access (0)

    Shared concern with EAG and will address through Financial Operations workgroup.

27. PPD and CNS invoice training- How to view in their systems (0)

    Demonstration/materials at Feb session.

28. What is the appropriate way to write business purpose? (0)

    Will include with Procard manual and Procard training.

29. Payroll Calendar/window- “Gotcha glitches”

30. TRIP Tracking (0)

Demonstration/materials at future session.

REASONS FOR PRD BEING REJECTED BY ACCOUNTS PAYABLE SERVICES

Listed below are the top reasons for PRD being returned to originating departments by Accounts Payable Services. The list is a result of documenting the reason for PRD rejections over a recent two-week period as well as a review of historical data maintained in Accounts Payable Services.

1. **Insufficient Documentation** – ranging from failure to include a required form such as a Worker Status Evaluation Form or a Request for Employee Reimbursement Form or including a packing slip in lieu of an invoice, or a non-itemized receipt.
2. **Invalid Address** – the address for the vendor being paid (selected from the vendor data base) did not match the address on the invoice/documentation.
3. **Sales Tax Included** - the University is exempt from KY sales tax as well as many other states as documented by the Purchasing Division.
4. **Incorrect Amount** – the amount entered for payment did not equal the amount on the invoice/documentation.
5. **Incorrect Funding/Incorrect GL Code** – Activities requiring discretionary funds were being paid from non-discretionary funds. And wrong GL codes were being used for items such as Legal expenses or Memberships.

Other reasons included:

Multiple invoices on a single PRD.

Individual Tax IDs included when not necessary.

Request for a disbursement for an unapproved faculty/staff/student award.

Request for a contribution or sponsorship.