eBuy/Accounts Payable User’s Group Meeting

December 14, 2017
9:30 – 11:00 am
Alumni & Visitor’s Center
Agenda

- July ‘17 User Group Survey Results
- Staffing Update
- Pro-Card Optimization Update
- UC Policy Changes (BUS 43)
- Vendor Requests
- AP Email Address
- Accounts Payable Contacts
- Q&A
Survey Results
July 2017 User Group Meeting

Ellery Triche
Director, Procurement & Accounts Payable
July ‘17 Meeting Highlights

• UCOP system-wide Procurement technology enhancements

• Spend analytics

• UCR Policy & Procedures Updates
Survey Questions:

1. How useful was the information presented at this specific eBuy/AP User Group meeting?

2. How likely are you to attend future eBuy/AP User Group meetings?

3. What topics would be beneficial to discuss at a future eBuy/AP User Group meeting?

4. What suggestions do you have to improve future User Group meetings?
Survey Questions – Quality Rating

1. How useful was the information presented at this specific eBuy/AP User Group meeting?

<table>
<thead>
<tr>
<th>Somewhat Useful</th>
<th>Mostly Useful</th>
<th>Useful</th>
<th>Very Useful</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>5</td>
<td>4</td>
<td>9</td>
</tr>
</tbody>
</table>

Attendees considered information Mostly Useful to Very Useful

2. How likely are you to attend future eBuy/AP User Group meetings?

<table>
<thead>
<tr>
<th>Maybe</th>
<th>Likely</th>
<th>Very Likely</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>5</td>
<td>17</td>
</tr>
</tbody>
</table>

Attendees are Likely to Very Likely going to attend future Meetings

78%

96%
Survey Questions – Comments

3. What topics would be beneficial to discuss at a future eBuy/AP User Group meeting?
   • Training opportunities!
   • University and UCR policy relating to Procurement.
   • Check processing procedures--how to look up the status of a check.
   • The "Selection" tab and all the different categories with examples of purchases that may apply to each category.
   • PO vs Pro-card purchase. I was under the impression that AP preferred that we use Pro-card to pay for items under $100?
   • Best practices.
   • Is the campus as a whole going to be getting rid of department purchasing in the near future & all purchases will be done by Buyers?
   • Creating a purchase order, how it will look on the ledgers, how it will look on the encumbrance report, how to clear encumbrances.
   • ePay and Pro-card process
   • Pro-card allowables and process; demonstrations of common encumbrance releases; eCatalog use; demonstration of vendor agreement searches.
   • The possibility of merging/combining eBuy/AP into one user-friendly system.
4. **What suggestions do you have to improve future User Group meetings?**

- Have more of these user group meetings in the future
- Larger meeting space
- Maybe extend the time frame of some of the meetings to 2 hours, depending on the topics being discussed, so that the presenters are not rushed and topics are discussed thoroughly.
- Larger meeting facility w/tables, many of us take notes.
- Plan ahead so we do not get an invite the day before
- Print out of slide show so we can take note per slide.
- It is good to reinforce and show where existing information is available.
- Provide hands-on training in breakout sessions to go over different scenarios.
Next Steps

- Request feedback regularly
- Review responses
- Share results
- Act on recommendations
Staffing Update

Ellery Triche
Director, Procurement & Accounts Payable
Staffing Updates

**Procurement Services**

Procurement Services Manager (Vacant)
- Expecting to fill in Jan ‘18

Procurement Analyst IV (Vacant)
- Posted and expecting to fill in Jan ’18

**Accounts Payable**

Accounting Assistant II (Vendor Maintenance) (Vacant)
- Posted and expecting to fill in Jan ‘18
Pro-Card Optimization Update

Ellery Triche
Director, Procurement and Accounts Payable
UCR Pro-Card Program

Visa Acceptance

<table>
<thead>
<tr>
<th></th>
<th>Amount</th>
<th>Transactions</th>
<th>% of Total Spend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa Accepting</td>
<td>$98,557,540</td>
<td>126,812</td>
<td>88%</td>
</tr>
<tr>
<td>Visa Non-Accepting</td>
<td>$13,842,806</td>
<td>9,655</td>
<td>12%</td>
</tr>
<tr>
<td>Total</td>
<td>$112,400,346</td>
<td>136,467</td>
<td>100%</td>
</tr>
</tbody>
</table>

UCR Card Spend

<table>
<thead>
<tr>
<th>12 mths</th>
<th>Total Spend</th>
<th>Total Transactions</th>
<th>Avg Spend</th>
<th>Act # Accts</th>
<th># New Accts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec '15-Jan '17</td>
<td>$7.4MM</td>
<td>24,000</td>
<td>300</td>
<td>200</td>
<td>50</td>
</tr>
</tbody>
</table>

Data covers CY2016
# UCR Pro-Card Program

## Benchmark Opportunity

<table>
<thead>
<tr>
<th>Average Tran Size</th>
<th>Overall Existing Spend</th>
<th>Overall Existing Trans</th>
<th>Benchmark¹</th>
<th>Benchmark Spend</th>
<th>Benchmark Trans</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;$2,500</td>
<td>$39,799,919</td>
<td>130,001</td>
<td>80%</td>
<td>$31,839,935</td>
<td>104,001</td>
</tr>
<tr>
<td>$2,500 - $10,000</td>
<td>$22,393,708</td>
<td>4,862</td>
<td>40%</td>
<td>$8,957,483</td>
<td>1,945</td>
</tr>
<tr>
<td>$10,000 - $100,000</td>
<td>$37,723,560</td>
<td>1,543</td>
<td>12%</td>
<td>$4,526,827</td>
<td>185</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>$99,917,187</strong></td>
<td><strong>136,406</strong></td>
<td></td>
<td><strong>$45,324,246</strong></td>
<td><strong>106,131</strong></td>
</tr>
</tbody>
</table>

¹ RPMG 2014 Purchasing Card Benchmark Study Industry Best Practice for Universities

## Net Benchmark Opportunity (Existing Programs Only)

<table>
<thead>
<tr>
<th>Average Tran Size</th>
<th>Benchmark Spend</th>
<th>Benchmark Trans</th>
<th>Existing Card Spend</th>
<th>Existing Card Transactions</th>
<th>Net Benchmark Opportunity Spend</th>
<th>Net Benchmark Opportunity Trans</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;$2,500</td>
<td>$31,839,935</td>
<td>104,001</td>
<td>$5,588,747</td>
<td>24,212</td>
<td>$26,251,188</td>
<td>79,789</td>
</tr>
<tr>
<td>$2,500 - $10,000</td>
<td>$8,957,483</td>
<td>1,945</td>
<td>$1,495,031</td>
<td>347</td>
<td>$7,462,453</td>
<td>1,598</td>
</tr>
<tr>
<td>$10,000 - $100,000</td>
<td>$4,526,827</td>
<td>185</td>
<td>$298,971</td>
<td>23</td>
<td>$4,227,856</td>
<td>162</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>$45,324,246</strong></td>
<td><strong>106,131</strong></td>
<td><strong>$7,382,749</strong></td>
<td><strong>24,582</strong></td>
<td><strong>$37,941,497</strong></td>
<td><strong>81,549</strong></td>
</tr>
</tbody>
</table>
UCR Pro-Card Program

**Short Term Goal:**
Increase Pro-Card utilization 50% by early ‘18
($4M in growth based on $7.4 in CY 2016)

*How are we going to get there*

- Educating Departments on lost opportunities, improved efficiencies from card use
- Immediately target: suppliers that accept cards; and high impact departments
- Leverage best practices of successful programs at peer campuses
UCR Pro-Card Program

**Long Term Goal:**
Increase Pro-Card utilization to 40% of spend

($40M based on CY2016 volume)

**How to Get There**

- Cardholder Survey – to assess barriers and challenges
- Identify and optimize administrative functions that may be shared across other departments
- Make technological improvements
  - Access Online
  - IntelliLink
- Develop a program scorecard (and monitor progress)
An expanded card program benefits a department user by:

- Improving administrative efficiencies
  - Eliminates the need to create and encumber a purchase order
  - Eliminates the need to mark orders as received
  - Eliminates the need to clear encumbrance balances
  - Ensures vendors are promptly paid
  - Transactions are promptly recorded on departments ledgers

Note: departments will need to examine and appropriately modify their internal controls when expanding procard utilization.
UC Policy Update

BFB-Bus–43

Purchases of Goods and Services; Supply Chain Management

(Effective Date: 11/7/17)
UCOP Procurement Highlights
UCOP Procurement Highlights

Competitive Bidding

State Audit Findings

- Concern that UC is not optimizing its competitive bidding
- Requested UC to separately define Urgent & Compelling Circumstances (previously part of Sole Source definition)
- Requested UC to review spend data to identify where spending for goods and services exceeded $100,000

UC Responsive Actions

- Revised definitions for competitive bidding exceptions
- Encourage competitive bidding even if exception applies
- Approval by Policy Exception Authority using new Justification and Approval Form
- Quarterly review of spend, to identify opportunities to leverage UC’s spend
UCOP Procurement Highlights

Focus of today’s meeting
UCOP Procurement Highlights

Competitive Bidding
Justification and Approval Form

Procurement Services
SOURCE SELECTION & PRICE REASONABLENESS JUSTIFICATION AND APPROVAL FORM

FOR:
NON-FEDERALLY FUNDED GOODS/COMMERCIAL SERVICES* EXCEEDING $99,999.99

This document is to be completed by the requesting Department for all purchases on non-federal funds in excess of $99,999.99 (excluding tax), to substantiate the appropriateness of source selection and price reasonableness. Locations are strongly encouraged to seek competition even in cases where the goods and/or services are exempt from the requirement to competitively bid.

<table>
<thead>
<tr>
<th>Campus Department</th>
<th>Requisition #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Justification Prepared By</td>
<td>Date</td>
</tr>
<tr>
<td>Desired Supplier</td>
<td>Dollar Amount</td>
</tr>
</tbody>
</table>

I. **SOURCE SELECTION** – REQUIRED - CHECK the applicable box

- UC AGREEMENT/BID #
  - SOLE SOURCE (Complete Sections II, III & VI, below)
  - PROFESSIONAL OR PERSONAL SERVICES (Complete Sections II, IV & VI below)
  - UNUSUAL AND COMPELLING URGENCY (Complete Sections II, V & VI below)

Standard Form now prescribed to document other than competitive purchases
New Justification & Approval Form
Vendor Requests

Aver Smith, Accounts Payable and Travel Supervisor
Vendor Requests

• All new vendor requests and current vendor changes should be initiated through eBuy, ePay, or iTravel.

• Examples of vendor changes are:
  • adding new addresses
  • vendor name changes
  • correction to existing address

• With certain exceptions, one of the below IRS Forms are required to establish a vendor:
  • W-9: Request for Tax Payer Identification Number and Certification, or
  • W-8 series - Certificate of Foreign Status of Beneficial Owner for United States Tax Withholding and Reporting

• A W-9 or W-8 is also required for all vendor name changes and for certain vendor address changes
  • The requesting department is responsible for obtaining the required forms
Vendor Requests – cont.

All tax forms should be faxed to the Accounting Office, fax (951) 827-3314.

- Please do not email any tax forms such as W9, W8, and Forms 587 and 590.

- W-9 and W-8 forms are not required for non-employee traveler reimbursements processed through iTravel or Refunds/Reimbursements processed through ePay.
  - When requesting a new vendor for this purpose, please note in the Comment field that the vendor is for reimbursement only.
AP Email Address

Aver Smith, Accounts Payable & Travel Supervisor
AP Email Address

• Vendors should send invoices directly to Accounts Payable either through US Mail or via email per the instructions contained on the purchase order. Ensuring this process is followed will allow for prompt payments.

• Vendor invoices should be emailed to: apinvoice@ucr.edu

• AP email address is for receipt of vendor invoices only

• One vendor invoice per email (to assist with automation efforts).
AP Email Address – cont.

- A copy of the purchase order with a valid order number should be provided to the vendor for each purchase; the PO provides important information to the vendor about the purchase and payment process. Ensuring this process is followed will avoid payment delays and improve efficiencies.
  - Vendor invoices sent to accounting without a PO number noted will be returned to the vendor requesting a revised invoice that reference the PO number.

- Communication to AP operators should be sent to the AP operator’s direct email address.

- Please remove the apinvoice@ucr.edu email address on communication email strings
Accounts Payable Contacts

Travel questions and feedback: Service Now or travelfeedback@ucr.edu

EPay questions and feedback: Service Now or epayfeedback@ucr.edu

PO Invoice Related: Elaine Danford, Rosmery Martinez, and Cathy Newland

Vendor Maintenance: Pending Recruitment

Subcontracts, Travel Card, and Other Accounts Payable inquiries: Dottie Ford or Sandy Danford

Escalation of Accounts Payable, iTavel or ePay issues: Aver Smith

Director of Procurement, Business Contracts, Accounts Payable, and Travel: Ellery Triche

AVC Business & Financial Services: Bobbi McCracken
Open Discussion
&
Questions?

Ellery Triche
Director, Procurement & Accounts Payable
Next eBuy/AP User Group Meeting: 
*March 8th, 2018*
Preliminary List of Topics

• Procurement Training 101 (Bus 43)
  • Competitive Bids & Quotes
  • Unauthorized purchases
  • Hotel Contracts
  • Select topics from (July) feedback survey

• A/P Training
Thanks for Coming!

Survey Link:
https://forms.office.com/Pages/ResponsePage.aspx?id=xCpim6aGnUGbnr-zP0XAVEtsbWuOrYNAo7gHdjTh-yZUOFNXWUZDUUJNWVg1RU0wUFFCU0pKTIc0Ny4u