

UCRFS Users Group Meeting

January 12, 2017



BFS – Business & Financial Services
A Division of Business & Administration Services (BAS)



Agenda

- New Revenue Accounts (Bobbi McCracken)
- Banner Reconciliation Tools: iReport, Cognos, Totals (Asirra Suguitan)
- Banner Department Billing Overview (Josh Hoerger)
- Ledger Reconciliation Best Practices (Bobbi McCracken)
- Sales and Use Tax Rate Changes (Bobbi McCracken)
- ServiceNow Vision/Plan (Bobbi McCracken)
- ProCard Utilization (Bobbi McCracken)



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New Revenue Accounts

New Revenue Accounts: Background

- In an effort to improve transparency, allow for data analytics between campuses, and respond to an increasing number of data requests from state auditors and others, a workgroup was formed several years ago to re-vamp UC's Chart of Accounts (COA).
- With the UCPath project, implementation of these new chart values were delayed.
- Starting FY2017, UC will begin phasing in the new COA.
- For FY2017, the addition of several new revenue accounts will be required to comply with UC's reporting requirements.
 - With the Banner implementation in October, several new revenue accounts in the Tuition and Fee revenue accounts were established.
 - In the coming months, other revenue accounts in the Sales and Service, Auxiliary and Contract & Grants area will be created.

New Revenue Accounts: Tuition and Fees

Old Revenue Account	New Revenue Account	New Revenue Account Title
B20000/R20000	B20002/R20002	Rev, Undergrad Tuition
B20000/R20000	B20003/R20003	Rev, Grad Acad Tuition
B20000/R20000	B20004/R20004	Rev, Grad Prof Tuition
B20000/R20000	B20005/R20005	Rev, Post Bacc Tuition
B20000/R20000	B20006/R20006	Rev, Summ UG Matriculated Tutn
B20000/R20000	B20007/R20007	Rev, Summ Grad Matriculatd Ttn
B20000/R20000	B20008/R20008	Rev, Summ Prog Fee Non-Matric
B20000/R20000	B20009/R20009	Rev, Compulsory Student Fees
B20000/R20000	B20010/R20010	Rev, Course Materials/Serv Fee
B20000/R20000	B20022/R20022	Rev, Non-Res UG Tuition
B20000/R20000	B20023/R20023	Rev, Non-Res Grad Acad Tuition
B20000/R20000	B20024/R20024	Rev, Non-Res Grad Prof Tuition
B20000/R20000	B20030/R20030	Rev, Student Services Fee
B20000/R20000	B20040/R20040	Rev, Self Supp Degree Fee
B20000/R20000	B20041/R20041	Rev, Prof Degree Supp Tuition
B20000/R20000	B20050/R20050	Rev, Misc Student User/Other Fees (e.g. Education Abroad Program)

New Revenue Accounts: Actions Required

- The majority of the T&F account changes do not impact departmental ledgers
- There are two accounts that require action by departments:
 - B20009/R20009 Compulsory Fees (e.g. student referendum fees)
 - B20010/R20010 Course Materials Fee.
- Prior to 6/30/2017, units must take the following actions:
 - 1) Adjust permanent budgets to reflect the new revenue accounts;
 - 2) Adjust temporary budgets to reflect the new revenue accounts; and
 - 3) Coordinate the transfer any “actuals” revenue appearing under the old revenue account to the new revenue accounts with the Accounting Office (instructions will be provided in the Fiscal Closing letter distributed in spring)



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Banner Reconciliation Tools

Banner Reconciliation Tools

- Several tools exist for reconciling Banner to UCRFS
 - UCRFS Totals > SIS Query tab
 - Query SIS Detailed transaction data by:
 - FAU element
 - Student ID
 - Journal ID
 - Subcode (Detail Code)
 - iReport
 - Month-End PDF and Excel documents (output from Banner Cognos)
 - Sub-repositories of the main menu "SIS Reports" repository

Banner Reconciliation Tools

- Deployment Issues with Reconciliation Tools
 - UCRFS Journals
 - 10/31/2016 Banner journal fed with 11/1/2016 journal date
 - Duplicate journal and detail data on 10/25/2016, reversed on 11/30/2016
 - As of 12/1/2016 journal date, all Banner feeds were posted to UCRFS and correct
 - UCRFS Totals > SIS Query tab
 - Due to several technical issues, the Banner detail data in the SIS Query tab was not updating regularly or consistently.
 - As of 1/10/17, the Banner detail data was up to date, and should be updated regularly going forward.

Banner Reconciliation Tools

- Deployment Issues with Reconciliation Tools
 - iReport
 - Ongoing issues with report scheduling have caused delays in certain reports.
 - SBS is actively working on resolving these reporting issues, especially for Month-End reports.
 - Additional Resources
 - For questions and support, SBS can be contacted via sbsadmin@ucr.edu.
 - Previous User Group presentation materials at <http://accounting.ucr.edu/ugmtgs.html>



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Banner Department Billing Overview

Banner Department Billing Overview

› Deployment Issues

› EACS Misconfiguration

- › Due to an EACS misconfiguration, some Banner Dept. Billing users were assigned the role without a corresponding Category Code (and corresponding Detail Codes).
- › Users in this state had this Banner role removed from EACS and an email was sent to the users and their respective SAAs on 12/20/2016.
- › RESOLUTION: Departmental SAAs need to re-authorize respective users in EACS for the Banner Departmental Billing role.

Banner Department Billing Overview

- Deployment Issues
 - Banner Misconfiguration
 - Since the model of controlling access to Subcodes/Detail Codes has changed between SIS and Banner, some configuration decisions for access was not properly aligned with departmental expectations.
 - Consequence: Some Detail Codes were assigned to incorrect accountability structures (D-Codes), thus affecting access.
 - Resolution: Dept. SAAs can email SBS at BannerAR_Feedback@ucr.edu to resolve issues.
- Additional Resources:
 - Dept. SAA User Guide for EACS Banner Dept. Billing.
 - Previous User Group presentation materials at <http://accounting.ucr.edu/ugmtgs.html>



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Ledger Reconciliations

Ledger Reconciliation Requirements

- *LRSS is our key control over dept. expenditures & revenue*
- *Evidence of review is critical to ensure the integrity of our campus information reported on UC financial statements*
 - *Annotated FTDR or equivalent is essential*
 - *Utilization of equivalent document obtained via Totals must include a process to confirm all FAUs and the amounts agree to the FTDR for both the TEMP and ACTUALS ledgers*
- *Reconciliations must be to source documents not to subsidiary system*
 - *Subsidiary systems contain details of information appearing in the GL; this information should be compared to source documents*
 - *Subsidiary system should always agree to GL*
 - *If discrepancy is discovered, report to Controller immediately*

Ledger Recon-Salary & Benefits

- *UCRFS to DOPE comparison only is not sufficient*
 - *DOPE is a subsidiary ledger to UCRFS and the amounts by FAU should always agree.*
- *Reconciliation should include:*
 - *For new employees, a comparison to offer letter*
 - *For other PPS updates/changes (e.g. FAU changes, salary actions, cost transfers), a comparison to source documents*
 - *New employees and PPS updates, comparison can occur during the PPS PAN Review Process*
 - *Recommend LRSS Reconciler receive PPS Non-Mandatory Reviewer PANs*
 - *Recommend log or electronic file of pending actions*
 - *For time worked or leave taken, a comparison of the DOPE to TARS/Timesheet*
 - *TARS Reconciliation Report (or TARS Search Results Grid)*
 - *Recommend LRSS Reconciler possess TARS Inquirer role*
 - *Benefits*
 - *For new employees confirm completeness of benefit expenses*
 - *For Grad Students confirm GSHIP/PFR/NRTR expense; particularly on cost transfers*
 - *Review of DOPE information by both the reconciler and certifier looking for anomalies in name, salary rate, leave taken, benefit rates.*

Ledger Reconciliation Best Practices

- *Reconcile from PDF version of FTDR and annotate using Adobe Pro*
- *Upload annotated FTDR to LRSS*
 - *If not uploaded, documents must be readily available for review and/or audit*
- *Reconciler should not be transactor*
 - *When complete segregation is not possible, compensating controls must be in place (e.g. a more thorough review during certification, timely PAN reviews to source documents, etc.)*
 - *Note: EACS and other business rules enforce some segregation of duties (e.g. PAN cannot be performed on own transactions; eBuy receiving cannot be performed by eBuy transactor, PPS Transactor cannot be mandatory PAN reviewer, etc.)*

Ledger Reconciliation Best Practices

- *Reconciler should have inquiry access to transactional systems to retrieve supporting information*
 - *There is no need to print information from campus systems*
- *Electronic repository of supporting documentation necessary to complete reconciliation that are not automatically available via campus systems. For example,*
 - *Receiving slips can be attached to eBuy*
 - *ProCard receipts can be attached to eBuy*
 - *Pending ProCard Use tax reversals*
 - *Paper NCTs*
- *Log of pending corrections and confirmation when complete*

Ledger Reconciliation Best Practices

- *Trend analysis can be done on lower dollar amount recurring charges.*
 - *There is no need to reconcile monthly phone line charges each month if this type of expense normally does not vary significantly from month to month. A review of valid phone lines can be conducted each July followed by monthly trend analysis explaining variations.*
- *Trend analysis should be done on other charges to look for significant variations; this also can be useful when performing projections*

Ledger Reconciliation Best Practices

- *There is no need to wait until month-end to begin the reconciliation process depending upon your department control procedures*
 - *For example, a thorough review of a PAN to source documents may alleviate the need for extra scrutiny during the ledger reconciliation process*
 - *Transaction subject to workflow may require less scrutiny depending on the thoroughness of the upfront FAU review*

Ledger Reconciliation Considerations

- *LRSS is not a replacement for the PI's review of C&G activity; these are separate activities. For example,*
 - *PIs are confirming individuals actually worked on project based and salaries are reasonable based on work performed (via monthly review of financial report and annual salary certification); Reconciler confirms documentation exists to support the individuals being paid from the FAU (i.e. explicit request and approval) and amounts paid are accurate based on time reported; C&G analyst confirming expense is allowable based on the terms of the award and university policy.*
- *As organizations expand/contract and staffing changes occur, care should be taken to ensure LRSS matrixes are properly updated*

Ledger Reconciliation Resources

- *Campus Procedure 200-97:*
<http://basapps.ucr.edu/policies/index.php?path=viewPolicies.php&policy=200-97>
- *LRSS Support Site:*
http://lrss.ucr.edu/lrss/lrss_help.help_main
- *CFAO should be providing units with guidance*
 - *Does the org require upload of FTDR in LRSS?*
 - *Has the Org set lower thresholds for validation to source documents for certain transactions?*
 - *Does the Org perform a periodic review of LRSS documents?*
 - *Are other financial management reports prepared and reviewed?*



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Sales Tax Rate Changes

Sales Tax Rate Changes

- Effective 1/1/2017, the sales/use tax rate decreased from 8% to 7.75%.
 - Please note the sales/use tax rate associated with the Partial Sales Tax Exemption will remain at 3.8125%.
- On 4/1/2017, the sales tax rate will increase from 7.75% to 8.75%.
 - Please note the sales/use tax rate associated with the Partial Sales Tax Exemption will increase from 3.8125% to 4.8125%.
- eBuy and ProCard feeds have been updated with the new sales tax rate and will be updated on 4/1/2017.
- Accounts Payable will process payments using the appropriate tax rate based on vendor invoices dates (i.e. 7.75% will be used on invoices dated between 1/1/2017-3/31/2017 and 8.75% on invoices dated 4/1/2017 or after).
- These rates applies to all items purchased AND sold by the University that are subject to sales tax.
- For additional information, please refer to the campus announcement available at:

<http://accounting.ucr.edu/news/20161223-sales-tax-rate-changes.html>



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Service Now Vision/Plan and Demo

Background

- UCR has traditionally used an email-based approach to providing support for Enterprise Applications. For example, the following email addresses are currently being used in support of the following applications:
 - ePay: ePayfeedback@ucr.edu
 - iTravel: travelfeedback@ucr.edu
 - UCRFS: ucrfsfeedback@ucr.edu
 - eBuy: ebuyhelp@ucr.edu
 - CRRS: ccrrs_feedback@ucr.edu
 - LRSS: lrssfeedback@ucr.edu
 - TARS: timesheetfeedback@ucr.edu

Background

- ▶ As the number of applications increases, the use of email support groups has become less efficient
- ▶ Often times multiple emails must be exchanged before the necessary information is obtained to provide support
- ▶ Moreover, there is no centralized repository of the information contained for each support incident

New Process

- A new process, piloted over the past several months, is being implemented to streamline the support process across all applications. Some highlights of the new support tool include:
 - Single page for requesting support from any application
 - Page collects user and system details to aid in potential technical diagnosis of the problem
 - Multiple application-specific support groups can respond as soon as the ticket is submitted:
 - Application experts from the business/functional office
 - C&C Help Desk
 - C&C Enterprise Application Development Support Staff

New Process (cont.)

- Email-enabled tool allows for ongoing dialog with support staff
- Email notification to advise requestor of updates to each ticket as well as resolution of ticket
- Centralized repository for all support tickets
- Supports the development / maintenance of a Knowledge Base

Demonstration

https://ucr.service-now.com/ucr_ess/

Next Steps

- In the next couple weeks ahead, email will be sent out to all eBay users with instructions for accessing the new support tool
- A link to the support tool will be made available in R'Space
- The ucrfsfeedback@ucr.edu email address will be retired and all future email sent to that address will generate an auto-reply message with instructions for using the new support tool



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ProCard Utilization

Roundtable Discussion

ProCard: Increasing Utilization

Feedback Received

- Pain Points to Utilization:
 - Limitation on who can have a ProCard
 - Available to all UCR career employees successfully completing required annual training
 - Department decision
 - Annual training requirement
 - Consistent with all UC campuses
 - Tracking and Managing PCTs
 - Aging report
 - Default FAU
 - Dedicated cards
 - PCT requirement
 - Trade-off with timely postings
 - Use tax corrections
 - Vendor/Supplier table
 - Recommend limiting requests to amounts greater than \$2
 - Storing Documentation
 - eBuy
 - Daily limits
 - Can be adjusted, but will be based on utilization
- Ideas to Increase Utilization
 - Increase threshold from \$2,500 to \$3,500
 - Data analytics to consider most efficient method to transact certain procurements
 - For Registration exceptions, allow Registration account to be used with PCT (added based on discussion at user group meeting)



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ProCard: Student Affairs and Enrollment Services Analysis*

Susan Roddy

* See Appendix for Supplemental Information

ProCard: SA & ES Analysis of Vouchers

UCRFS Totals Filters

- FY: 2017
- Period: All
- Org/Division/Dept: (user specified)
- Ledger: Actuals
- Source: ATP and CHK
- Fund: Current
- Account: All valid ProCard account numbers*
- Amount: $\leq 2,500.00^{**}$

*See Appendix for listing

** Amount will depend upon your unit's ProCard threshold; campus max is currently \$2,500

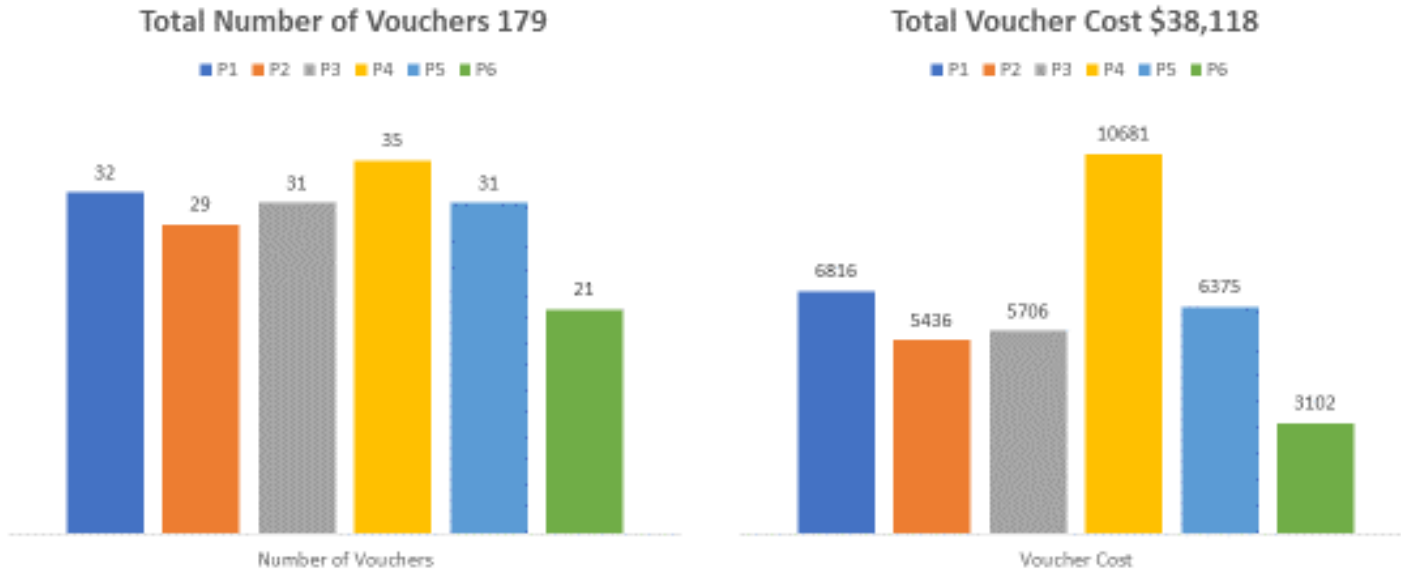
ProCard: SA & ES Analysis (cont.)

- Download results to Excel – Pivot
- Filter UCR Preferred Vendors (Apple, B&H, CDW, Dell, SHI, etc.) *
- Display/Row: Account Description, Vendor Name, Line Ref
- Value: Amount Sum and Line Count

* There is no policy prohibiting the use of the ProCard with these vendors, but it important to note 1) there may be pricing variation that should be considered and 2) ProCard is not currently available with eCatalog orders

ProCard: SA & ES Analysis (cont.)

Totals Report Analysis

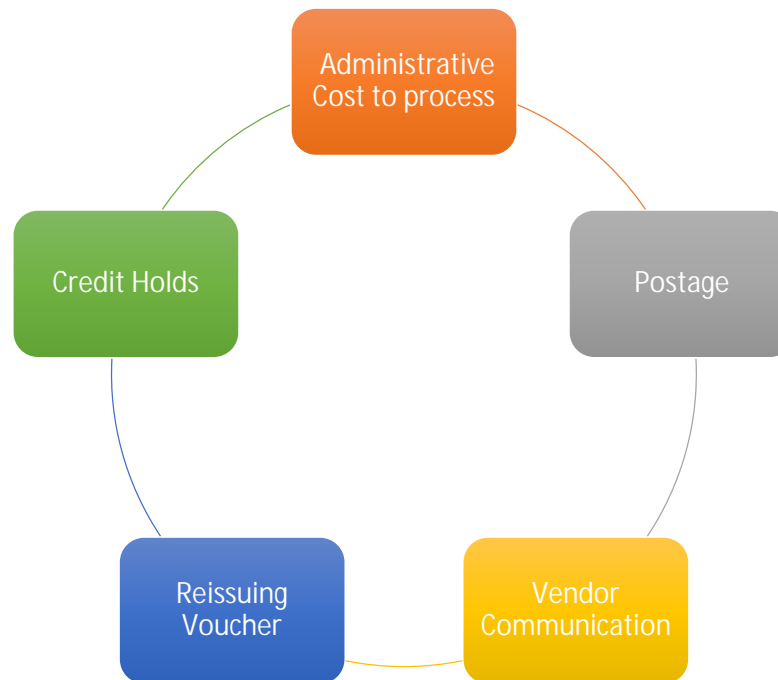


Data based on transaction less than \$1,000 and excluding UCR Preferred Vendors

ProCard: SA & ES Discovery

Average Cost
per Voucher:
\$212

ProCard: SA & ES Considerations





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Survey

Your feedback and input on this user group meeting is important, please take a few moments to complete this survey: <http://www.surveygizmo.com/s3/3292478/UCRFS-User-Group-Feedback-1-12-2017>



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Questions?



Appendix to Student Affairs and Enrollment Services ProCard Analysis

Supplemental Slides/Information

ProCard: SA-ES Pain Points

Electronic historical repository for past ProCard Transaction

Signature for ProCard Transaction form

Managing paper records of ProCard Reconciling

Identifying ProcCard approved account number

Tracking and Managing PCT Transfers

Wrong assessment of Use Tax and monitoring removal

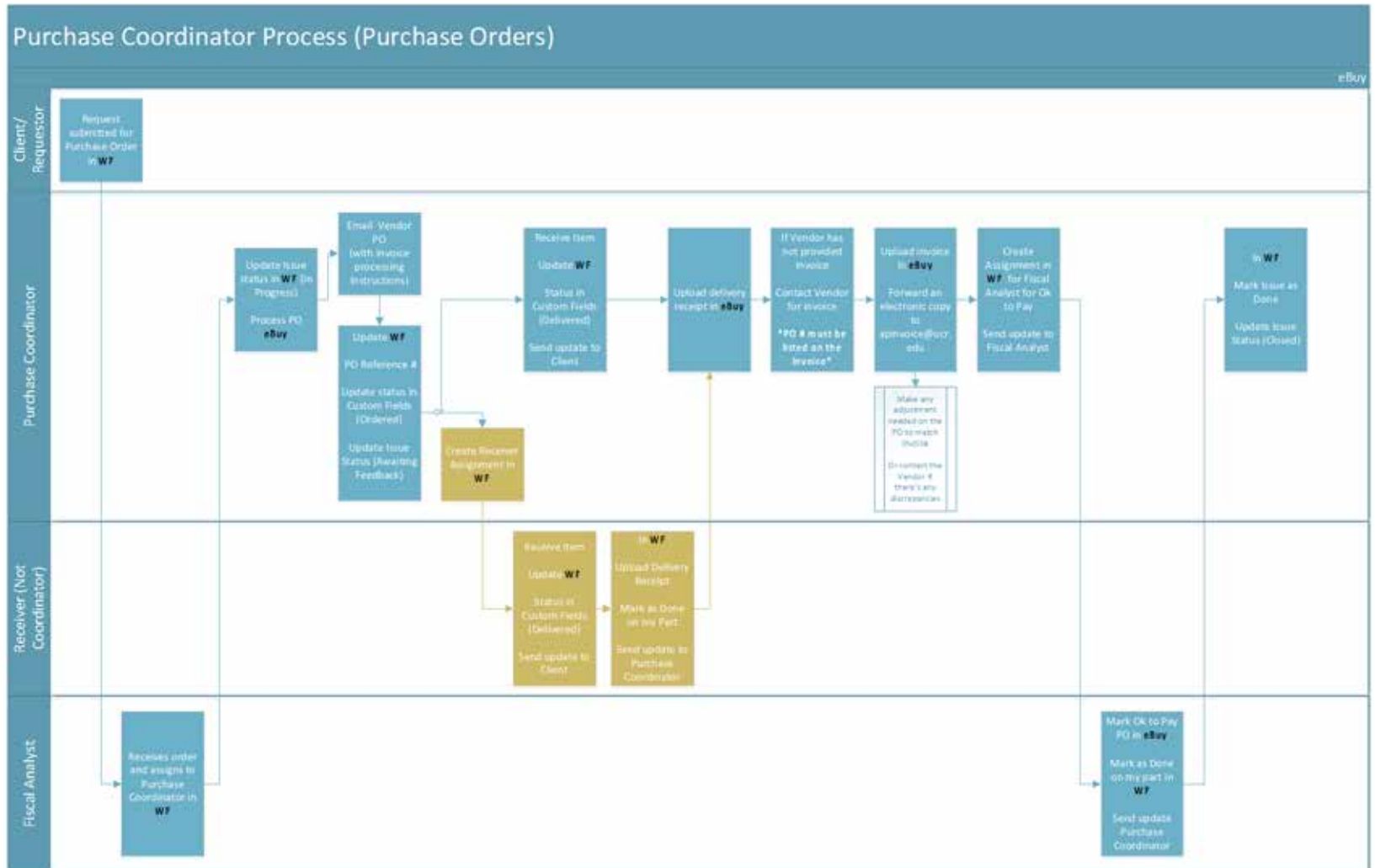
ProCard: SA-ES Implementation of Workfront

- Electronic intake system to record who is requesting the purchase
- Electronic repository for ProCard Back up and historical record
- Electronic repository for ProCard Statement
- Account numbers are marked as approved ProCard account numbers
- Electronic routing and assigning of PCT transfers and recording Journal ID
- Tracking Use Tax removal

ProCard: Update and define SA-ES dept specific process mapping

- Map out each process (eBuy and ProCard) and define what information is need from the client to process the purchase
- Define roles of the Client, Purchase Coordinator, Fiscal Analyst and MSO in SA-ES
- Identify the steps
- Transfer into visible process map (Visio)

ProCard: Update and define SA-ES process mapping for eBuy



ProCard: Valid Expense Accounts

720110, 720120, 720130, 720140, 720150, 720152, 720155,
720160, 720170, 720180, 720190, 720200, 720205, 720210,
720215, 720220, 720230, 720240, 720250, 720260, 720265,
720270, 720275, 720280, 720290, 720300, 720310, 720315,
720320, 720330, 720340, 720341, 720350, 720360, 720365,
720370, 720380, 720390, 720400, 720410, 720420, 720430,
720440, 720450, 720460, 730140, 730150, 730185, 730190,
730200, 730210, 740110, 740200, 750110, 750120, 750130,
750150, 750160, 750170, 750180, 750190, 760120, 760130,
760150, 760190, 760205, 770110, 770120, 770130, 770140,
770150, 770160, 770170, 770190, 770200, 770205, 780110,
780120, 780130, 780160, 780260, 780290, 780300, 780340,
780358, 780361, 802110, 802120, 802150, 802160, 802170,
802190, 802200, 802210, 803160, 803250, 820110, 820120