

UCR

Travel and ePay User Group Meeting

January 11, 2017

BFS – Business & Financial Services

A Division of Business & Administration Services (BAS)



UNIVERSITY OF CALIFORNIA, RIVERSIDE

Agenda

- **Accounts Payable Staffing Update** (Bobbi McCracken)
- **Foreign Per Diem Meals & Incidentals** (Bobbi McCracken)
- **New State Law Restricting Use of State Funds for Travel to Certain States** (Bobbi McCracken)
- **International Travel Support Site** (<http://ucgo.org>) (Dottie Ford/Sandy Danford)
- **Sponsorships** (Aver Smith)
- **Retention of Original Travel/ePay Receipts** (Bobbi McCracken)
- **Service Now Vision/Plans** (David Gracey)
- **Travel metrics** (Bobbi McCracken)



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Staffing Update

Accounts Payable Staffing Update

- Director of Procurement, Business Contracts, Accounts Payable & Travel: Ellery Triche
- Accounts Payable & Travel Supervisor: Aver Smith
- Accounts Payable-Financial Services Analyst 2: Dottie Ford and Sandy Danford
- Accounts Payable-Financial Services Analyst 1: two positions under recruitment
- Accounting Assistant III (PO invoice processing): Elaine Danford, Rosmery Martinez, and Cathy Newland
- Accounting Assistant II (Vendor Maintenance): Alma Jimenez
- Temporary Agency Staffing is providing assistance while open positions being recruited



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Foreign Per Diem

Meals & Incidentals

Foreign Per Diem

- On 9/27/2016, a common documentation standard was announced on foreign per diem to reduce the administrative burden on travelers, travel coordinators, and others.
- Consistent with UC policy, receipts are not required to support foreign per diem M&I claims; however, UC policy requires the traveler only claim per diem up to actuals
- UC Business & Finance Bulletin G-28 Travel policy defines per diem as “the daily subsistence allowance authorized under the federal per diem rates for a location of travel” and states:
 - The payment of a per diem does not require supporting receipts
 - The incidental expenses portion of the federal per diem rate includes fees and tips given to porters, baggage carriers, bellhops, hotel maids, stewards or stewardesses and others on ships, and hotel servants in foreign countries
 - Per diems are authorized for all foreign travel

Foreign Per Diem

- Travelers are not required to provide receipts to support foreign per diem M&I amounts*, and campus departments should not require receipts in these situations.
- However, to comply with the spirit of UC policy, travelers should be aware of the M&I related expenses incurred during the business portion of a foreign trip; and if the per diem M&I amount exceeds the travelers estimated actual expenses, the travel should request a reduction in the per diem amount reflected on their travel reimbursement.
- Travelers will continue to certify the appropriateness of expenses claimed and be responsible for adhering to the other aspects of UC Travel Policy, Business & Finance Bulletin G-28 (BFB G-28).
- Please refer to BFB G-28 for complete information on travel expense reporting requirements:
<http://policy.ucop.edu/doc/3420365/BFB-G-28>

*Please note: in rare and exceptional circumstances, a sponsored agency may restrict reimbursements to actual expenses.



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New California State Law AB1887

Restricting Use of State Funds for Travel to Certain States

New California State Law

- Effective 1/1/2017
- State law prohibits state-funded travel to a states with discriminatory practices based on sexual orientation, gender identify, and gender expression*
- Law also prohibits requiring employees to travel to these states against their will*
- State law expressly identifies UC as an entity subject to these restrictions
- California Attorney General's Office published the list of prohibited states:
 - Kansas
 - Mississippi
 - North Carolina
 - Tennessee

*certain exceptions apply

California State Law-Restricted Fund Sources

- Restricted fund sources:
 - Specific State Appropriations 180XX, 181XX
 - Special State Appropriations 180XX, 181XX
 - State Contract and Grants
 - 18200-18999,
 - 20400-20499,
 - 20600-20699,
 - 80000-80999
 - General Funds 199XX, except fund numbers 19931, 19933, 19934, 19940, 19941, and 19942

California State Law-Exceptions

- AB 1887 does not apply to travel paid from non-state fund sources
- AB 1887 exceptions allowing use of state fund sources:
 - Enforcement of other CA laws, such as auditing & revenue collection.
 - Litigation.
 - To meet contractual obligations incurred before January 1, 2017.
 - To comply with requests by the federal government to appear before committees.
 - To participate in meetings or training required by a grant or required to maintain grant funding.
 - To complete job-required training necessary to maintain licensure required for holding a position, in the event that comparable training cannot be obtained in CA or a different state not subject to the travel prohibition.
 - For the protection of public health, welfare, or safety, as determined by the affected agency, department, board, authority, or commission, or by the affected legislative office.

New California State Law-Next Steps

- iTravel Business Rule to be implemented
 - Warning message when destination one of the excluded states AND state funding source listed under FAU
 - Requires update to funding or comment outlining exception
 - Until this business rule is in place, please ensure compliance with the state law
- When travel to an excluded state is necessary to fulfill the mission of the University, an exception cannot be justified, and an unrestricted funding source is not available, the department head/FAO can seek a fund swap from their Org Head (e.g. Dean/VC). The Org Head can seek a fund swap funding from Financial Planning & Analysis (aka Budget Office) when necessary.

New California State Law-Resources

- BFS Announcements:
<http://accounting.ucr.edu/news/20161223-new-state-trvl-law.html>
 - UCOP Announcement
 - UC FAQs
- California Attorney General's Office
<https://oag.ca.gov/ab1887>
 - AB1887 language
 - List of states (note the list may periodically change)
 - List of exceptions



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International Travel Support Site

<http://ucgo.org>

International Travel Support Site

- Portal of information and resources supporting UC's global activities
- Guidance tailored to the traveler: Faculty, Staff, Student
- Tools to assist with planning projects and trips
- Guidance for addressing illness or injury abroad
- Information on staying connect with personal devices
- Tips on actions to take upon returning from a trip abroad
- Links to register for Travel Insurance for travel arranged outside of Connexus
- <http://ucgo.org>



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Sponsorships

Sponsorships

- Sponsorships are contributions to a conference or other event with a direct benefit to the University and its mission. Most sponsorships include advertising to promote the University (e.g. UCR's name in the program, UCR Banner at the event, etc.). Some sponsorships may include the cost of a meal and/or registration fee for the conference/event
- Policy Reference: [Business & Finance Bulletin BUS-79](#)
- Expenditures for Business Meetings, Entertainment and Other Occasions

Sponsorships (cont.)

Documentation Requirements:

- Correspondence from the organization requesting UC's support and outlining what UC will be receiving for its support.
- Business justification describing how UC will benefit from the sponsorship
- Additional Approval by the Org Head (e.g. Dean, VC) or Chancellor when sponsorships involve cash donations to a non-profit community or charitable fundraising event as part of a meal and/or registration fee.
- UC policy does not permit sponsorships of events sponsored by an organization associated either directly or indirectly with a political party, campaign, or group engaged in influencing legislation, elections, referenda, or similar activities

Sponsorships

- All sponsorships should originate from a PO.
- Sponsorships involving meals and registration require the ePay PO Backup to document the appropriate approvals, business purpose, attendees, and other policy compliance considerations.
 - Please refer to the ePay PO Back-up Quick Guide located on the Accounting website: [ePay PO Back-up Quick Guide](#) .

Sponsorships

- Alternatively, for sponsorships involving meals or registration, employees can pay in advance and request reimbursement after the event has concluded. However, it is important to note the benefits of the PO/ePay PO Back-up process:
 - Eliminates out of pocket expenses by UCR employees
 - Minimized the potential that an expense paid by an employee will not be reimbursed due to a policy and/or approval issue by allowing for:
 - Upfront verification of policy compliance
 - Upfront verification that the expense is allowable
 - Ensures required approvals are obtain via ePay's PO Back-up automated routing (note: Event should be defined as Sponsorship)



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Retention of Original Travel/ePay Receipts

Retention of Original Travel/ePay Receipts

Based on previous conversations with UC's record retention expert, review of Association for Information and Image Management guidance, and review of other universities' best practices, original receipts should only be destroyed after the scanned image has been authenticated to the original by a person other than the scanner (i.e. quality control), and a documented authentication process is in place (e.g. log of validation available for audit).

- For iTravel and ePay receipts, if a documented authentication process is in place, it is highly recommended that originals be retained for at least a year AND completion of the ledger reconciliation process for the transaction.

Retention of Original Travel/ePay Receipts

Federal Acquisition Regulation 4.703

4.703 Policy.

c) Nothing in this section shall be construed to preclude a contractor from duplicating or storing original records in electronic form unless they contain significant information not shown on the record copy. Original records need not be maintained or produced in an audit if the contractor or subcontractor provides photographic or electronic images of the original records and meets the following requirements:

- (1) The contractor or subcontractor has established procedures to ensure that the imaging process preserves accurate images of the original records, including signatures and other written or graphic images, and that the imaging process is reliable and secure so as to maintain the integrity of the records.
- (2) The contractor or subcontractor maintains an effective indexing system to permit timely and convenient access to the imaged records.
- (3) The contractor or subcontractor retains the original records for a minimum of one year after imaging to permit periodic validation of the imaging systems.



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Service Now Vision/Plans

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

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 (cont.)

- ▶ 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 ePay users with instructions for accessing the new support tool.
 - ▶ Note: iTravel is already available in the new tool
- ▶ A link to the support tool will be made available in R'Space
- ▶ The epayfeedback@ucr.edu and travelfeedback@ucr.edu email addresses will be retired in the near future; at that time, email sent to that address will generate an auto-reply message with instructions for using the new support tool



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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/s3/3282341/Travel-ePay-Users-Group-Feedback-1-11-2017>



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Questions?

Accounts Payable Contacts

- Travel questions and feedback: Service Now (preferred method) or travelfeedback@ucr.edu
- ePay questions and feedback: Service Now (preferred method) or epayfeedback@ucr.edu
- PO Invoice Related: Elaine Danford, Rosmery Martinez and Cathy Newland
- Vendor Maintenance: Alma Jimenez
- Subcontracts, Travel Card, and Other Accounts Payable inquiries: Dottie Ford and Sandy Danford
- Escalation of Accounts Payable, iTravel or ePay issues: Aver Smith
- Director of Procurement, Business Contracts, Accounts Payable & Travel: Ellery Triche
- AVC Business & Financial Services: Bobbi McCracken



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Supplemental Materials

Connexus Training Video Library

- <https://travel.ucop.edu/connexus/video-library>