UFS Advisor

Treasurer's Message

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Penny D Cox

What a year it has been! What a time we're living in!

I have been serving as Acting Treasurer since January 2020. I am pleased to share that I have accepted the offer to become Treasurer effective August 1. I am excited to continue supporting the wide range of services that UFS provides day in and day out.

Pressure and change on daily basis are unprecedented during the COVID-19 pandemic. We all recognize that it isn't business as usual and it's a time of stress and uncertainty. Nonetheless, I have seen adaptability, collaboration, creativity, and significant levels of interdisciplinary teamwork as we figure it out together.

Much of the essential work we do has been and can continue to be done from home, and some cannot. Thank you for your flexibility as we have all adjusted to providing virtual support from many of our departments.

There is not an instruction manual for how to feel during these times. My list of concerns, like yours I'm sure, is long. Mine includes my family, friends, you my colleagues, our University, and our community. Human Resources developed a web page called "Work Anywhere" with tools and resource for many staff areas including self-care strategies.

What do we need from you? FEEDBACK. Please help us identify problems our units can solve and ways we can adapt and innovate. For UFS, we need to hear about what's gone well, what you're struggling with, and how can we better plan to serve and train for the 2020-21 fiscal year. If you have suggestions, please feel free to reach out to one of our UFS Directors, Managers or to me directly. We also created a feedback form on our website, to submit feedback via our website please click here.

Last but not least – Happy New Year! I know that some people say that phrase at midnight on December 31st. Nonetheless, the new fiscal year (2020-21) began on July 1st for us in University Financial Services. But, that doesn't mean the 2019-20 year-end work is complete. The UFS staff are completing the yeoman's task of finishing year-end close activities and continuing the essential daily work. I'm grateful for them and for you.

I wish you best start for the fall semester, and mostly to keep your sanity and health along the way – the students need you; the campus needs you; the community needs you. **Protect, Respect, Do Your Part**.

Penny D. Cox

UFS Restart Plan

In order to effectively serve the campus community University Financial Services (UFS) has created a restart plan that allowed for certain departments within our division to open the first week of August. The UFS restart plan is flexible and adaptable as needed to successfully provide support and service for the institutional mission. We have implemented several safety guidelines for our staff and customers. Masks will be required in all UFS departments, we have installed plexiglass barriers in departments that have public facing service points, and all UFS staff has been informed of the return to work protocols outlined in UK's Playbook for Reinvented Operations. This restart plan will remain in place until the University determines that the campus is fully open. Below are the departments that are now open and their hours:

Accounts Payable Services: Open Monday through Friday 8am – 5pm

Accounting and Financial Reporting Services: Open Tuesday, Wednesday and Friday's 8:00am – 4:30pm

Payroll Services: Open Monday, Wednesday and paydays from 9:00am – 1:00pm

Student Account Services: Open Monday through Friday 8am – 5 pm

Treasury Services: Open Monday through Friday 8am – 4:30pm

If you are dropping off mail to any UFS department in Peterson Service Building, we have opened a mail slot for incoming mail to limit traffic in our departments. The mail slot is located by the elevator on the 3rd floor of the Peterson Service Building.

Concur Travel & Expense System Implementation

The Concur Implementation Team has been working hard preparing for the launch of Concur across campus. We are currently in the pilot testing phase for this implementation. University Financial Services, Information Technology Services and the College of Agriculture, Food and Environment are all a part of the pilot group and have been using the system throughout August. We plan to open the system to campus on September 8th.

The new system will replace TRIP and the current Procard reconciliation process and will improve the travel and procurement card processes. The Concur booking travel system will remain the same with new added features for requesting and expensing travel.

Additionally, we are working on creating on-demand training videos for different Concur processes, which will be available to view through myUKLearning. We are also creating a new Concur website that will have Quick Reference Guides, policy updates, frequently asked questions and other information related to Concur. We will communicate with employees once these resources become available.

With the rollout of Concur, there will also be several policy changes to the travel and procurement policies. The table below breaks down some of these changes:

Topic	Current Policy	Policy with Concur
Per diem (meals vs meals and incidentals)	Breakfast, lunch and dinner based on per diem and incidentals based on actual	Breakfast, lunch, dinner and incidentals* based on per diem
Per diem amount on departure and return date of travel	Time of day of departure and return determines amount reimbursed	75% of per diem
Per diem provided with no overnight stay	Currently not allowed	Allow 75% of per diem amount for travel destination provided it is 50 miles one way from the employee's workstation or traveler's residence, whichever is greater
International Lodging	Limited to federal allowable per diem	Traveler must use lodging accommodations that are necessary and reasonable**
Cost Comparisons	Required: 1. Purchasing airline ticket through and alternate vendor 2. Combining business with personal travel 3. Driving over 400 miles one-way to destination	Required: 1) Combining business with personal travel 2) Driving over 500 miles one-way to destination
Procurement Card	Encourage use	Travel procurement card must be used to pay for all University business travel expenses, when possible
Documentation required for travel related expenses paid with University procurement card	Receipt required for all expenses	Receipts required when expense amount is over $75 *Business meals always require an itemized receipt regardless of dollar amount

Documentation required for travel related expenses paid for by the employee out-of-pocket	Receipt required for expenses over $10.00	Receipts required for all travel expenses paid for by the employee out-of-pocket
Unallowable/personal charges placed on travel procurement card	Required to be repaid by employee to UK via check or cash	Any unallowable or personal charge placed on the travel procurement card will be withheld from the employee's paycheck

*Incidentals are defined as fees and tips given to porters, baggage carries, hotel staff, and staff on ships
**Some limitations may still apply if travel is on a sponsored project. Determination of necessary and reasonable will reside with the College/Unit.

Cost Distribution Entry Module

We are excited to announce the upcoming implementation of the Cost Distribution Entry Module (CDEM) with an anticipated go-live date of **October 2020**. This module will facilitate the entry and management of cost distribution plans. This phase of implementation will be for **all monthly employees only**, however, bi-weekly employees will be added later.

CDEM will replace the current FES system for faculty cost distributions and eliminate the need for "tracks and versions". We expect this to provide significant efficiencies to managing cost distributions for Faculty and all monthly staff.

Here are just a few highlights:

- Real Time Integration
- Summary screen to show all distributions for an employee, including prior distributions
- Ability to preview results prior to saving
- Enhanced validations during the entry process for all monthly employees
- Automatically delimit cost distributions when employee moves or leaves a department
- Error notifications prior to final payroll processing
- No fiscal year limitations for cost distributions
- Calculation assistance with mid-month start and end dates

Those are just a few of the enhancements CDEM will bring to our current cost distribution process.

Expect to hear about trainings forthcoming soon!

We wish to sincerely thank our steering committee members, as well as the many technical staff, and campus partners for the on-going support they have provided to this project. This has been in the works since 2018, and countless hours went into the project to bring it into fruition. We look forward to continuing to work with everyone throughout the implementation and go-live process.

Process Improvements During a Pandemic

In March 2020, the University community was greatly impacted as it moved to a remote work model in response to the COVID-19 pandemic. Workers from across campus found themselves working remotely from home and adjusting their processes to fulfill their daily duties. University Financial Services (UFS) was not immune to this new work model and quickly had to adjust some of its processes to continue to provide support to the students, faculty, and staff of the University while maintaining high quality customer service.

Out of this unprecedented time of disruption came many good technologies and process improvements that have provided efficiencies and convenience that can be utilized in the future, even after it is safe to return to office environments. Below is a list of several process improvements implemented by UFS and other departments throughout the University that will continue to provide great benefits into the future:

Same Day Payroll Corrections – Prior to COVID-19, if an employee did not receive their payroll check or there was an error in the processing of their pay, a new check would need to be processed and picked up by the employee. After the move to remote work, there was no one on campus to process/print the checks, nor to distribute them. UFS implemented a new process utilizing the *Same Day ACH* payment method to get these individuals paid in a quick, efficient manner without any in-person interaction.

Check Deposits – Treasury Services assisted many departments on campus, as well as within UFS itself, in implementing remote check deposit scanning through the *PNC Pinacle Deposit On-Site* application. This allows departments to use a scanner or a university owned tablet device to scan their checks directly to the bank instead of having to produce a deposit that physically must be taken to the bank. Additionally, UFS has assisted many departments with completing EFT request forms provided by their payors who wish to pay the University by ACH, thus reducing the effort of receiving and depositing checks.

Collaboration Software - Online software tools, such as *Microsoft Teams* and *Zoom*, have made it easier to conduct meetings remotely and collaborate with one another, removing the sometimes-difficult process of securing a conference room. Use of these tools also frees up time for participants used in commuting to/from meeting sites.

Online Training – COVID-19 caused many of the in-person classes taught within UFS (e.g. Cash Handling, Travel Services, etc.) to move to an online model using Teams or Zoom. This has been a positive in that no longer are the class sizes limited by the "sometimes-difficult to schedule" training/conference rooms. This provides schedule flexibility, as well as the ability to train far more people than previous in-person classes.

Electronic Signature – Electronic signature software tools, such as *Adobe Sign* and *DocuSign***,** are being utilized by various departments across campus to obtain validated signatures, thus streamlining document signing processes. No longer does one need to hunt down a signer for an in-person, "wet"

signature. It also relieves the process of scanning a document to someone for them to print, sign, scan, and email that document back.

In-Person Payments – In anticipation of students returning and the campus reopening, some departments on campus, such as Student Accounts Services, have opted to streamline their payment acceptance processes while reducing potential virus exposure by no longer accepting cash. Student Accounts Services accepts payments via check and credit card for in-person payments, as well as online via credit card or e-check through the student portal. Additionally, to reduce risk of virus exposure, credit card terminals across campus accept contactless credit card payments such as *Apple Pay*, *Samsung Pay*, and *Google Pay*.

For any questions about the process improvements mentioned, please contact Treasury Services at (859) 257-1983 or by email at Treasury.Services@uky.edu.

Training Opportunities

Training Class	Date	Time	Location
Concur Online Booking Tool	8/27/2020	10:30am-12:00pm	Virtual
Cash Handling Operations	9/17/2020	1:30pm-4:30pm	Virtual
Cash Handling Operations	10/15/2020	1:30pm-4:30pm	Virtual
Concur Online Booking Tool	10/29/2020	8:30am-10:00am	Virtual
Advanced Concur Online Booking Tool	10/29/2020	10:30am-12:00pm	Virtual
Cash Handling Operations	11/18/2020	1:30pm-4:30pm	Virtual
Cash Handling Operations	12/10/2020	9:00am-12:00pm	Virtual
Concur Online Booking Tool	12/17/2020	10:30am-12:00pm	Virtual

For more information or to register for these courses visit your myUK Employee Self Service Training page.