UTSA Business Affairs

Financial Area Representatives (FAR) Meeting

Phranses Williams

Assistant Vice President, Budget & Financial Planning

Financial Affairs

Agenda

- Process Improvement Initiative
- One Card Voucher Build
- Financial Guidelines & Training Update
- Roadmap for PeopleSoft Financials Projects
- Campus Services Update

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Process Improvement Initiative & One Card Voucher Build

Marco Garcia, Assistant Vice President Supply Chain

Process Improvement Initiative

Leadership Support (Core Team)

- Marco Garcia, Assistant Director Supply Chain
- Brian McNamara, Assistant Vice President Academic Resource Management
- Luis Rodriguez, Executive Director Strategic Services
- Debra Villanueva, Financial Affairs Senior Business Operations Manager
- Megan Kinkade, Strategic Services Manager

Business Expense Form (BEF)
Process Improvement Team

Team Members
- ⮐ Core Team
- ⮐ Jim Cox, College of Business Assistant Dean Fiscal Administration
- ⮐ Alyssa Favila, Disbursements & Travel Services Coordinator
- ⮐ Juan Ortiz, Business Affairs Business Service Center Supervisor
- ⮐ John Strubelt, College of Business Associate Director Fiscal Administration

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BEF Improvement Project

Problem Statement

The BEF process can be inconsistent and inefficient. Incomplete and inaccurate information puts the university at risk for non-compliance.

Goal

Reduce form complexity and processing waste by 40% based on user experience data by March 2025, to ensure accurate and complete information and compliance.

BEF Current State

➲ Process bottlenecks identified

➲ Form waste being reviewed by audit, accounting and legal

BEF Current State

1: User Knowledge and Skills

Bottleneck 2: User Application

Bottleneck 3: User submission

Anticipated Bottleneck 4: Campus Reporting

New employee onboards → UTSA Official Occasion planned → UTSA Official Occasion hosted → Employee needs to submit onecard/voucher/PO/expense report with supporting documentation → Employee (Creator) determines need for BEF as supporting documentation → User needs form → User accesses form

Access Training

Trial and error

User accesses FinAffair website pdf link → User downloads form → User opens Adobe → User opens form in Adobe → User completes form with 30+ fields of information → VPBA USER: BSC Validates → User routes for signatures

User routes via OneDrive folder
User routes via Docusign
User routes via EMAIL
User routes via copies in ServiceNow
User routes via pdf

User receives signature → User attaches to voucher / User attaches to one card reconciliation / User attaches to RowdyEx PO / User attaches to expense report

Submitted once per month*
Submitted immediately

Received by DTS → Match validation

Unmatched: sent back into workflow → Returns to creator of submission → Creator must correct BEF error → Resubmits through workflow

No corrections: stored for documentation → Information in document form available for audit, reporting

BEF Common Errors

31 (26.27%)

87 (73.73%)

No errors
- ● True
- ● False

As of 10.10.2024, 118 BEFs have been processed and evaluated

26% of BEFs have one or more errors.

75% of the errors are related to security issues; document or signatures being unsecure.

- ● Business Purpose Unclear
- ● Document Unsecure
- ● Payee Incorrect
- ● Signature Unsecure
- ● Support Docs Present
- ● Sum of Account Code Incorrect

False

| 3 | 19 | 4 | 17 | 5 |

0   10   20   30   40   50

USER RATINGS

Rating				
SUBMISSION IS SIMPLE	NO	SOMETIMES		YES
FORM IS EASY TO ACCESS	NO	SOMETIMES		YES
TRAINING IS ADEQUATE	NO	SOMETIMES	UNSURE	YES
APPROVAL IS SIMPLE	NO	SOMETIMES		YES
FORM IS EASY TO COMPLETE	NO	SOMETIMES		

0% 20% 40% 60% 80% 100%

EFFICIENCY RATING: FORM ACCESS
80.00
64.75

EFFICIENCY RATING: FORM COMPLETION
80.00
1.00   51.63   100.00

SATISFACTION RATING: PROCESS
80.00
1.00   53.00   100.00

Recommended Future State

Process: Digitize Form Access and Approval
- ➲ Increase security of form while improving user experience

Form: Eliminate Form Waste
- ➲ Revise as single purpose form
- ➲ Reduce field count

Current state → The Gap → Future State

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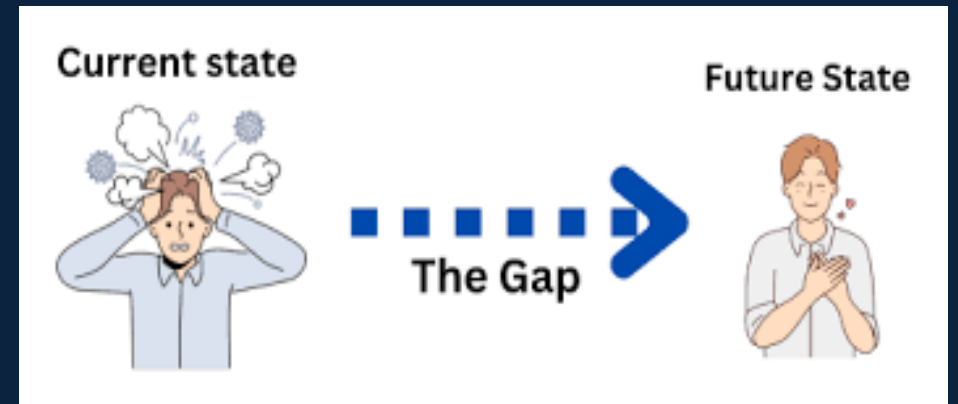
Recommended Future State

Process: quality control and approval routing
- Incorporate BSC quality checkpoint
- Identify approval route that consolidates need for fund distribution and compliance

Form: eliminate completely
- Review need as a document versus a compliance checkpoint

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Next Steps and Timeline

Workshop

➤ Complete analyze phase and propose a pilot solution

➤ Initiate pilot and data collection, reporting

Timeline

➤ December 2024 Pilot training focus group

➤ January 2025 Pilot deployment

➤ March 2025 Focus group data feedback & go live

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One Card Voucher Build

Marco Garcia, Assistant Vice President Supply Chain

Current One Card Payment Process

➲ Cardholders, business service center employees, or other delegated employees manually create non-PO payment vouchers to pay One Card balances, entering expense rows and card account information.

➲ Cardholders, cost center approvers, and project ID approvers review information on voucher for approval.

➲ Disbursements and Travel Services (DTS) provides final review for accuracy and compliance with UTSA guidelines; and creates default payment vouchers for card accounts without payment vouchers.

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What is the One Card Voucher Build?

➲Citibank will send a file listing all One Card account activity including card numbers, charged amounts, and merchant names to UT System.

➲Citibank's One Card bank file will download into PeopleSoft and automatically generate non-PO vouchers for each cardholder account

➲An automated email notification will be sent to the cardholder and/or other designated employees for review and approval

What is the One Card Voucher Build? (Cont.)

➲ The cardholder or delegate will review transactions for accuracy, determine and apply correct funding sources, select correct accounting codes and attach necessary supporting documentation

Unchanged

➲ Departmental reviews, including cost center and project ID approver review of expenses will remain

➲ Departments will still do the following by monthly deadlines

  ➲ Enter chartfield data

  ➲ Attach supporting documentation

➲ Disbursements and Travel Services will continue to provide final review focusing on compliance with UTSA guidelines

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What are the Benefits

➲Eliminates time spent manually creating vouchers

➲Eliminates errors on manually created vouchers regarding charged amounts, account numbers, accounting dates, invoice dates, and payment terms

➲Reduces non-compliance by cardholders and departments not creating payment vouchers

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Project Timeline

➲ Currently in Progress: Finalizing format of Citibank One Card file and development of training materials and notifications for One Card holders

➲ July 2024: Initial testing of voucher build process in UAT complete

➲ Expected rollout in January 2025

Financial Guidelines & Training Update

Lilian Man, Senior Policy Analyst & Training Coordinator

Internal controls-related

➲ [Monitoring Activities](#)

➲ [Risk Assessment](#)

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Purchasing

Edited/reorganized for clarity

➲ Exceptions to requirements for competitive procurement (including state-defined professional services)

➲ Clarified processes and explanations

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One Card Program

Edits throughout

➲ Airfares – One Card regardless of funding source

➲ Hazardous chemicals – Laboratory Safety

➲ Security – storage of credit card numbers

➲ Training – new refresher training

➲ Vendor Hold Search Tool tile – in PeopleSoft
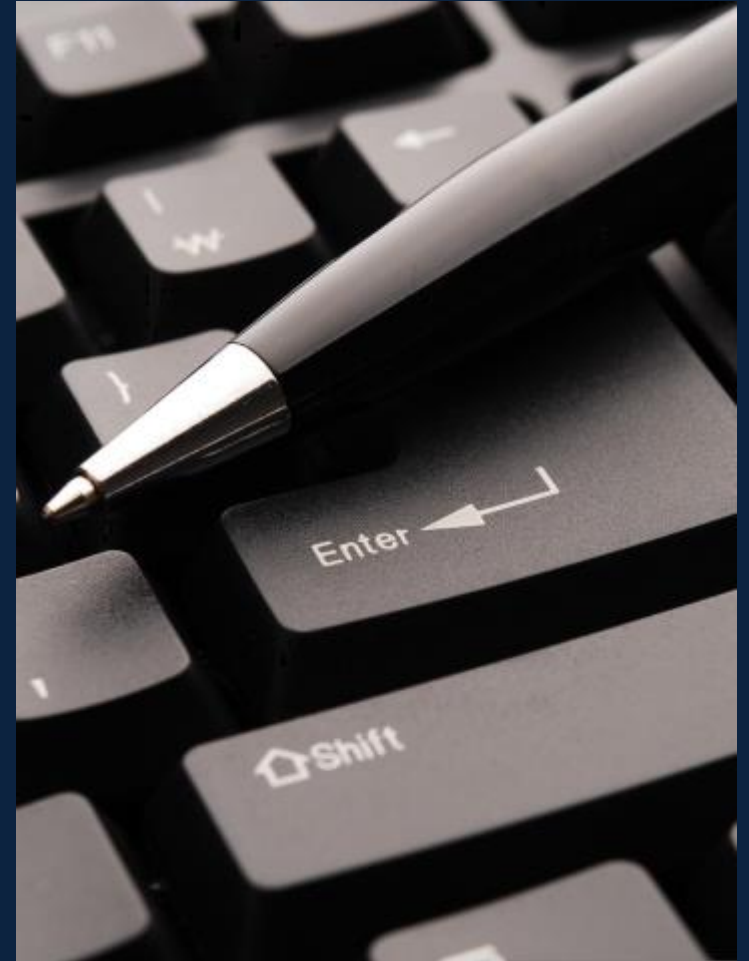
State Vendor Hold Search Tool
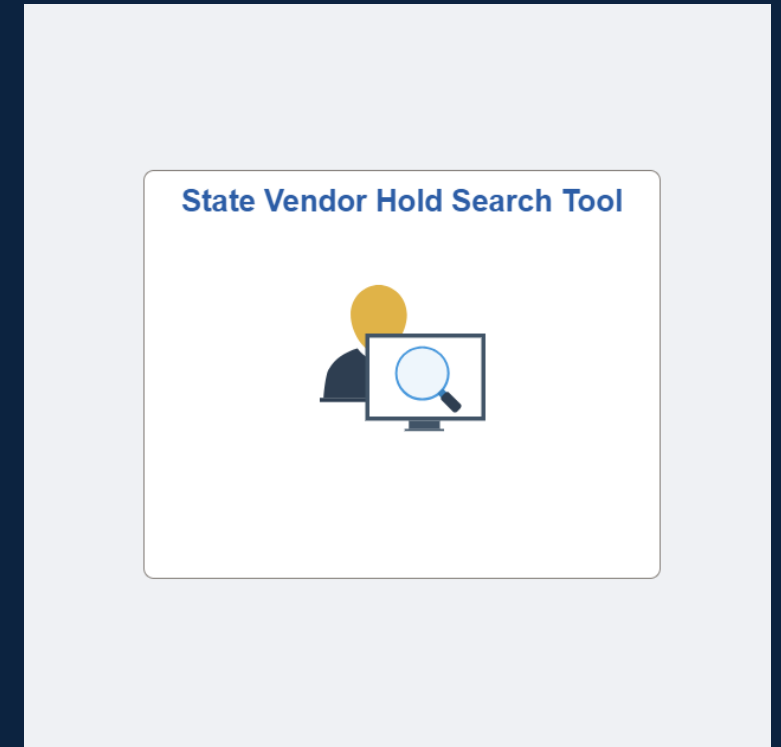
Clickwrap Agreements

Edits throughout

- ➲ Clarified requirements
- ➲ Referred to other UTSA policies
- ➲ Provided examples
- ➲ Consolidated certain sections

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Travel Reimbursement

Clarifying/codifying edits throughout

➲ When vendor hold searches aren't required

➲ Mileage calculations and Google Maps

➲ New section for online accommodation rentals

➲ One Card for airfares regardless of funding source

➲ Apples-to-apples price comparison

➲ Non-compliance consequences

➲ Receipts and supporting documentation

➲ Non-reimbursable items

➲ Non-PO (non-Purchase Order) vouchers

➲ Updated references to forms

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Texas Prompt Payment Law

- Clarified section A
- State comptroller allows early payment under certain conditions

Payment Holds

Edits for clarity

➲ Hold implications

➲ Vendors: Disbursements and Travel Services (DTS) unable to provide reason(s) for holds

➲ Vendor Hold Search Tool tile in PeopleSoft

➲ Purchases over $500: Vendor hold search no more than seven days prior

➲ Students section: Refers to the Returned Checks guideline
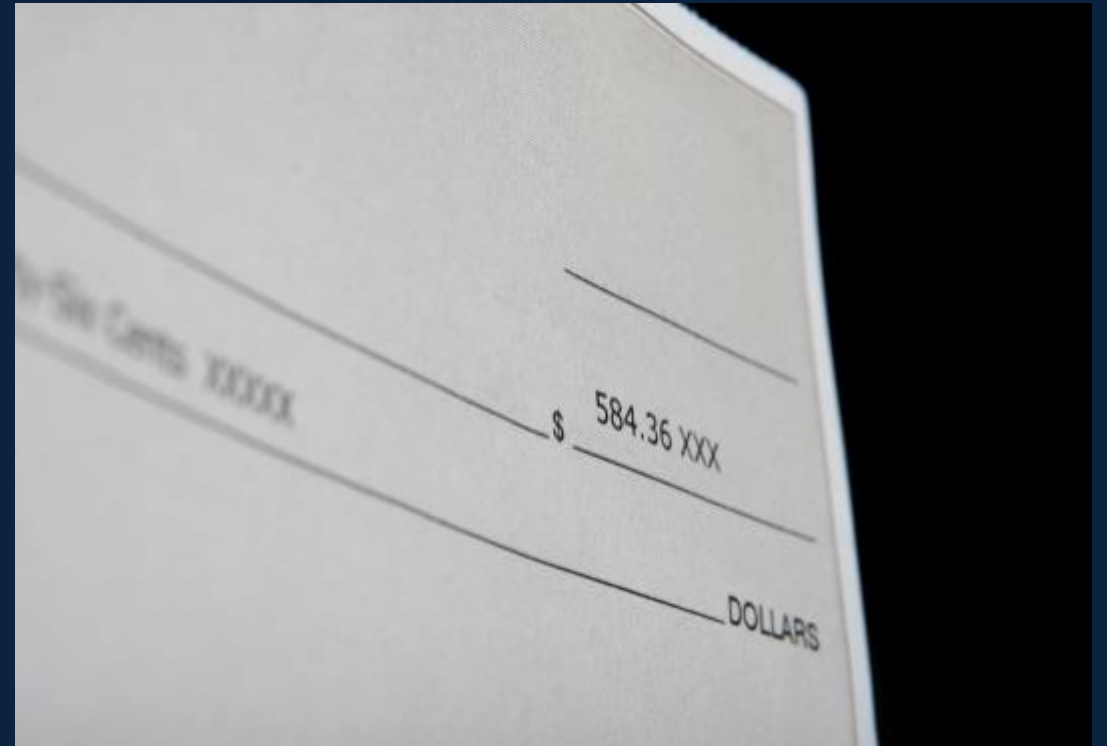
Department Financial Reviews

Correction to restore missing bullet point

⮕ Section B. Responsibilities

⮕ "Ensuring all financial transactions are accurate, allowable and appropriate"

Returned Checks

Student returned check: Fee assessed at time of repayment.

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Training updates

Rowdy Exchange Training Redesign

Focus group

Drafted new job aids

Launch

Overhauled content

Pilot group

Which Training is for Me?

Quick guide to Financial Affairs training available to you

Arranged by role

Share with your team/department!

Roadmap for PeopleSoft Financials Projects

Greg Yturralde, Associate Vice President and Controller

UTSA Financial Affairs Projects Overview

1. Budget Reporting Dashboards

2. Automation of Creating One Card Voucher Payment Documents for departments

3. Off-campus Asset Removal & Returns - Workflow Enhancement

4. Grant/Project Workflow Enhancements

5. Purchasing Enhancements

6. SAHARA Enhancements

UTSA Ongoing Process Improvement

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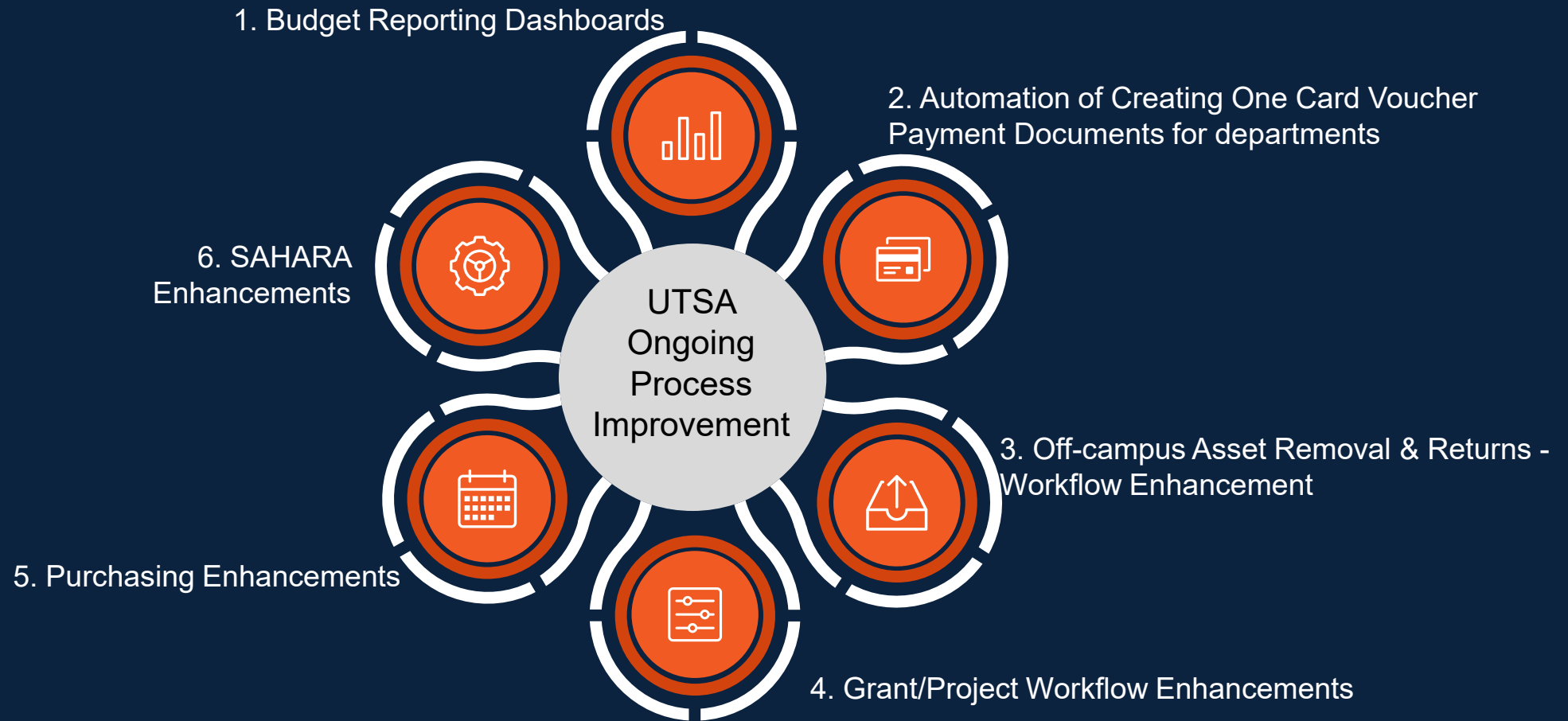
Budget Report Dashboard

Develop top 10 most-used budget reports
- Standardized for UTShare institutions using Oracle Business Intelligence and Data Visualization applications

1. Budgets Overview
2. Employee and Position Roster
3. Cost Center Information
4. Cost Center Deficit Balance
5. Operating Fund Balance and Budget
6. Cost Center Statement
7. Sponsored Projects
8. Open Purchase Orders (Encumbrances)
9. One Card Supervisor Report
10. Faculty Startup Summary

Budget Report Dashboard (Cont.)

Will allow users the same views and functionality for individuals at any vertical hierarchy, from funding owners at cost centers and projects up to colleges and VP levels.

Timeline: All reports to be completed by September 2025.

Selective sets of reports may be released before September.

Stay tuned to future communications.

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One Card Voucher Build

➲ Create Non-PO vouchers for department One Card statements directly from the bank file

➲ *Timeline: Jan 10, 2025*

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Asset Management Workflow Enhancement – Removal and Returns

➲ Integrate the asset-removal (off-campus) and asset-return business process form into the UTSA asset management workflow

➲ *Timeline: February 2025* for full deployment

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Grants & Project Collection

- Group of selective improvements related to grants and award processing
- *Timeline: September 2025*

➲ Update workflow approvals for grant projects to reflect how UTSA now approves sponsored projects

➲ Improve automation updates to Award Active status based on activity or inactivity

➲ Enhance the automation of grants pre-award process to expedite service to colleges by distributing a project summary report to PI's

Supply Chain – Purchasing

Enhancement to improve processing efficiency for UTSA departments

Timeline: September 2025

- Creating new fields in PeopleSoft
- Integrating with with Rowdy Exchange to prepare for future reporting enhancements
- Future phases involve modifying current reports or creating new reports for department decision-makers

Supply Chain – Purchasing (Cont.)

Enhancements to improve processing efficiency for UTSA departments
Timeline: September 2025

- ➲ Enhance Rowdy Exchange and grant projects to allow or prevent requisitions based on project end dates or active/inactive statuses

- ➲ Update capital project purchasing to require 3-way matching on all purchases

SAHARA Enhancements

➲ Create automated email notifications to the reconciler when the approver has a question(s) during the approver review phase

➲ *Timeline: September 2025*

SAHARA Enhancements (Cont.)

➲ Create automated email notifications when projects or cost centers are not reconciled or approved by the respective reconciler and/or approver after the two-week deadline

➲ *Timeline: September 2025*

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Campus Services Update

Carrie Charley, Associate Vice President, Campus Services

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