Communication Ambassadors

Shared Service Center

Project Update

January 9, 2014
Agenda

• SSC Updates for
  – Liberal Arts & Sciences
  – Biobehavioral & Social Research
  – Biomedical Research
  – Campus Administration & Operations

• SSC Video

• Brief SSC Q&A

• AR/Billing Project Update
Liberal Arts & Sciences

- Natural Sciences & Math staff transitioned December 16th
- Training program
- Piloting new GRA/GTA appointment process
- BudCast reports are being utilized
- Accounting Specialist opening: Deadline January 20th
Biobehavioral & Social Research

• SSC Director: Cindy Nau
• Supports IPSR and LSI
• Five grant specialists, one accountant and one human resources coordinator
• Transition date: February 3rd
• Samantha Peterson hired as SSC Accountant
• Staff are attending training with LAS SSC
Biobehavioral & Social Research

Cindy Nau
SSC Director

Accountant
Samantha Peterson

Grant Specialists
Betty Guder
Debbie Limones
Debbie McAflerty
Josh Myers
Kevin Teel

HR
Debbie Kramer

All BSR Areas
LSI at Parsons
Juniper Gardens Children’s Project
Kansas Center for Autism Research & Training
Kansas Intell. & Dev. Disabilities Research Center
Beach Center on Disability
Kansas Institute for Positive Behavior Support
KU Center on Developmental Disabilities

Institute for Policy & Social Research
Research & Training Center on Independent Living
KU Work Group

CLP/MASC/BNCD Center
Institute for Drug & Alcohol Studies
Clinical Child Psychology Program
Energy Balance Lab
Gerontology

Pharmacology/Toxicology
Psychology
Speech-Language-Hearing

All BSR Areas
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Biomedical Research

• Transition date: July 1\textsuperscript{st}
• Search for the SSC Director is ongoing
• Activity Assessment: late January – February.
Campus Administration & Operations

• Director: Pat Kuester
• Will be implemented in 3-4 waves
• Finalizing the units in Wave 1 now
• Finance Manager position, closes 1/24/14
• Activity Assessment: late January – February.
# CLAS Chair & Director Survey Trend

<table>
<thead>
<tr>
<th>Area</th>
<th>October</th>
<th>November</th>
<th>December</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
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<tbody>
<tr>
<td>Launching Search</td>
<td>3.56</td>
<td>4.12</td>
<td>4.30</td>
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<td>Onboarding</td>
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<td>4.11</td>
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<td>Funding/Position Changes</td>
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<td>Payroll Calculation</td>
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<td>4.15</td>
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<td>Booking Travel</td>
<td>3.92</td>
<td>4.15</td>
<td>4.28</td>
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<td>Reimbursing Travel</td>
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<td>Purchasing Supplies</td>
<td>3.79</td>
<td>4.19</td>
<td>4.09</td>
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<td>Budget Reports</td>
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<td>Processing Tuition</td>
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<tr>
<td>Scholarships</td>
<td>3.29</td>
<td>3.38</td>
<td>3.92</td>
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<td>Post Award</td>
<td>2.85</td>
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LAS-SSC Employee Survey
SSC Video
Questions?

Next Meeting:
March 13, 1:30pm
Big 12 Room - KS Union
Introduction to PeopleSoft AR & Billing

Research & Distributed

Agenda

• Initial Set Up
  • What we need from you

• Future Business Process
  • What does the new process look like?
  • What are the Billing and Receivables (AR/Billing) business processes?

• On-going Support
## AR / Billing – Initial Set Up

<table>
<thead>
<tr>
<th>Distributed</th>
<th>Research</th>
</tr>
</thead>
</table>
| • Gather configuration data and elements  
  • Customers  
  • Customer contacts  
  • Charge_id  
  • Discount_surcharge  
  • Dst_id  
  • Billing specialist  
  • Billing inquiry  
  • Tax code  
 • Define security roles  
  • Separate billing vs. payment application  
| • Gather configuration data and confirm business processes  
 • Reconcile the ledger with the other modules that will manage billing  
 • Establish the rules around how each contract is required to bill  
 • Define security based on business process management |
Research Process Details

Conversion/Cutover

• The cutover strategy includes all awards/contracts with at least one project that is active

• At cutover, all historical billing will have been done in PeopleSoft for sponsored awards that are a part of the cutover strategy

• At cutover, all payments received prior to cutover will have been applied to historical invoices in PeopleSoft

• At cutover, open Accounts Receivables will exist and aging will have been run for reporting purposes
Research Overview

Research Billing and Receivables Flow

<table>
<thead>
<tr>
<th>Principal Investigator</th>
<th>RGS Post Award, Billing Team and Financial Services</th>
<th>Sponsor</th>
<th>FMS/PSOFT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create Expenses</td>
<td>Receive billing information from System</td>
<td>Receive Invoice</td>
<td>Receive configuration or security test form</td>
</tr>
<tr>
<td></td>
<td>Accumulate expenses in system</td>
<td>Create Invoice/send to customer</td>
<td>Questions and ongoing maintenance – Contact Michelle Swisher</td>
</tr>
<tr>
<td></td>
<td>Review and Questions as required</td>
<td>Deposit check/payment application</td>
<td>Reporting related questions or issues – Contact Bill Saltmarsh</td>
</tr>
<tr>
<td></td>
<td>Review Transactions for allowability and communicate with PI as required</td>
<td>Send payment to KUCR</td>
<td>Continuous / Ongoing Support</td>
</tr>
<tr>
<td></td>
<td>AR Reporting as Required</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Continuous / Ongoing Support
Billing

- As of the go live date all billing for sponsored awards must be processed in PeopleSoft
- Security will be created for the users who will be managing the billing process for sponsored awards/contracts
- Review and management of billing transactions will be done
- Communication to PI/Department regarding unallowable transactions
- Communication to RGS regarding issues with transactions discovered by PI/Department
- Creation of bills will be managed in PeopleSoft for cost reimbursable, fixed, letter of credit, up front payments, etc.
Research Process Details (Cont.)

AR Management – Following Go-Live Date

• Payment application will be managed in the PeopleSoft environment for all invoices created for sponsored awards
• Miscellaneous payments not related to sponsored billings will be managed through other processes using PeopleSoft delivered functionality (Example: Fee accounts, rebate checks from vendors) Business process documentation has been created for these processes
• All deposits related to sponsored awards must be processed by the appropriate RGS staff member
## Distributed Overview – *Internal Customer*

### Department sale to internal customer

<table>
<thead>
<tr>
<th>Phase</th>
<th>Customer sales transaction occurs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accumulate Billing Data/send to SSC</td>
<td>Validate/confirm invoicing data questions</td>
</tr>
<tr>
<td>Receive billing information from Dept</td>
<td>Validate invoicing data</td>
</tr>
<tr>
<td>Create Invoice/send to customer</td>
<td>Receive Invoice</td>
</tr>
<tr>
<td>Enter Departmental Settlement</td>
<td>End Process</td>
</tr>
<tr>
<td>Continuous / Ongoing Support</td>
<td>Questions and ongoing maintenance – Contact Michelle Swisher</td>
</tr>
<tr>
<td></td>
<td>Reporting related questions or issues – Contact Bill Saltmarsh</td>
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</tbody>
</table>

### SSC/Admin Team

- Monthly AR Analysis Reports received

### Customer

- Monthly AR Analysis Reports received

### FMS/PSoft

- Receive configuration maintenance request form

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Rock Chalk, Jayhawk! 18
Distributed Overview – External Customer

Department sale to external customer

**Department**
- Customer sales transaction occurs
  - Accumulate Billing Data/send to SSC
  - Validate/confirm invoicing data
  - Receive Invoice/send to customer
  - Validate invoicing data
  - Create Invoice/send to customer
  - Deposit check/payment application
  - Receive configuration maintenance request form

**SSC/Admin Team**
- Receive billing information from Dept
- Validate invoicing data
- Create Invoice/send to customer
- Deposit check/payment application
- Monthly AR Analysis

**Customer**
- Receive invoice
- Receive confirmation
- Config data updates, if needed
- Validate invoicing data
- Send payment to SSC
- Monthly AR Analysis

**FMS/PSoft**
- Receive configuration maintenance request form
- Questions and ongoing maintenance – Contact Michelle Swisher
- Reporting related questions or issues – Contact Bill Saltmarsh

**Continuous / Ongoing Support**
- Monthly AR Analysis
- Reports received
Distributed Process Details – Seller point of view

Billing
• Once live, ALL billing will occur in PeopleSoft

AR Management –

Am I “live” in PeopleSoft AR/Billing?

NO

YES

I sent a Psoft Bill?

NO - Bill sent prior to go-live

YES

INTERNAL customer: Settled via departmental settlement

EXTERNAL customer: Settled via Payment Application

Accounts Receivable maintained in PeopleSoft

Misc cash receipts/POS direct journal deposit

No AR

To INTERNAL customer: complete SOV

To EXTERNAL customer: Dept Deposit

To other STATE agency: complete Interfund

Continue existing manual AR Management

Continue existing Billing process

Continue existing AR management

INTERNAL customer: Settled via departmental settlement

EXTERNAL customer: Settled via Payment Application

Accounts Receivable maintained in PeopleSoft

Misc cash receipts/POS direct journal deposit

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No AR

To INTERNAL customer: complete SOV

To EXTERNAL customer: Dept Deposit

To other STATE agency: complete Interfund

Continue existing manual AR Management

Continue existing Billing process

Continue existing AR management
Distributed Process Details – buyer point of view

I received a bill?

- YES
  - Was the bill created in PeopleSoft?
    - YES
      - Settle/Pay the bill using: Departmental Settlement
    - NO
      - Who sent me the bill?
        - Internal Department
          - Settle/Pay the bill: SOV buyer side
        - External vendor
          - Settle/Pay the bill: KUPPS check request, p-card, or interfund
## AR / Billing – Reporting

<table>
<thead>
<tr>
<th>Distributed</th>
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<tbody>
<tr>
<td><strong>Until open AR balances outside of PeopleSoft are diminished, AR reporting will consist of both PeopleSoft AR balances and open AR balances maintained by the departments.</strong></td>
<td><strong>At go live for the Research sponsored awards open AR balances will be created as a part of the cutover strategy. As these invoices are paid the payment process for these invoices will be the same process for the new invoices created in PeopleSoft</strong></td>
</tr>
<tr>
<td>- The business process will be defined for this combined AR balance reporting</td>
<td>- Reports will be available to define and report PeopleSoft AR balances by sponsor, project, department, etc</td>
</tr>
<tr>
<td>- Accounts Receivable Activity and Aging reports will also be available and can be run on a monthly or ad hoc basis as review is required</td>
<td>- Aging reports will also be available and can be run on a monthly basis or ad hoc as review is required</td>
</tr>
<tr>
<td>- Other reports are being created to assist with maintaining data integrity for the financial system, tracking late invoices, tracking disputed charges, etc</td>
<td>- Other reports are being created to assist with maintaining data integrity for the financial system, insuring invoices are created as required, tracking late invoices, tracking disputed charges, etc.</td>
</tr>
</tbody>
</table>
Ongoing Support

**Distributed and Research AR & Billing**

Project or onboarding questions should be directed to Cate Neeley/Colette Gillespie (FMS).

Questions or system issues following go-live should be directed to Michelle Swisher (FMS).