

Administrative Process Improvement Project

Quick Hits/ Recommendations

Travel for Shared Service Center

The Travel team met to review current domestic travel policies and process – from PO to reimbursement. Team focus was to design and implement a new process for the pilot Shared Service center, utilizing existing technology and the online Shared Service Center ‘ticket’ system; identify and implement quick hits for the campus process (excluding international and blanket travel purchase orders).

Standardized the Travel Claim Form:

- Standardized the travel claim to one format – Excel
- Add statement who is responsible for maintaining original receipts
- Add area for Shared Service staff signatures

Implemented New Helpdesk Ticketing System:

- A new ticket system was implemented
- Form will auto populate with department information when UUID entered
- A specific ticket type was created requesting “Domestic Travel”
- All communications between Shared Services and the requestor will be through the ticket system
- Tickets will remain open until the request has been cancelled or the Travel Reimbursement check has been created

Request for Travel Purchase Order and Travel Claim:

- Individuals will create their own ticket requesting a travel purchase order to be created
- Travel receipts will be scanned and uploaded to the original travel request ticket
- Shared Services will create the travel claim and upload to the ticket for the requestor to review

Shared Service Webpage:

- All forms that will pertain to Shared Service Center will be accessible from the webpage
- FAQ for travel specific will be created
- Policy and Procedures relating to Shared Service activities will be linked from the webpage

Training Materials / New Form Created:

- Materials created with instructions how to fill out the Request for Travel Helpdesk Ticket
- Estimated Travel guideline was created in order to assist requestors on estimating their travel
- Need to provide information on Banner ID# look-up (FTMVEND)

Reports:

- Banner report will be processed daily with list of POs created by Shared Services, all open POs, identify if accounting has approved and when check was created.
- Helpdesk ticket report to be created that will identify open tickets by status during the process

Recommendations:

Travel Policy UM1309 recommendations:

- State Travel Purchase Orders are required and must be approved prior to Travel
 - Currently it only states all employees must obtain prior authorization before travel, which can just be a verbal approval. Some employees do not request a travel PO until after they travel
 - Currently states - Travel Purchase Orders should be submitted (does not state when)
- Change policy where states 'original receipts are required'. Team determined as long as the individual maintains their original receipts then this would be acceptable, and language was added to the Travel claim
- Encourage departments to abide by the policy thirty day claim filing: 'Claims for reimbursement for travel expenses should be submitted to the Accounting Office no later than thirty (30) days after completion of the travel. Some travel claims or withheld up to 6-12 months after travel before requesting reimbursement
 - Consequence may require a memo from the Traveler stating reasons for not meeting the thirty day rule with highest level of signature authority turned in with the travel claim to Accounting

Future Recommendations:

New Employees Orientation:

- AP Vendor - New employees required to fill out an AP Vendor creation form that will be forwarded to Accounting to create a Vendor record.
Purchase orders cannot be created if an employee does not have a current AP address type. This will resolve system error, 'PO cannot be created at time request travel due to no AP address type on file'.
- New employees required to fill out an AP direct deposit form, along with their payroll direct deposit form, and send form to Accounting
- Employees are informed how to add their business address and phone number through the Employee Tab in the Portal once it has been established. This allows the information to be displayed in the University White pages.

Current Employees Encouraged to Completing AP Direct Deposit form and Update Campus Address:

- In order to reduce paper check printing and reconciliation time, there should be a campaign to have current employees complete the form. Since the Banner implementation, employees have not been encouraged to sign up for AP Direct Deposit and are unaware they have this option
- Campus campaign to have employees to update their Campus Address through the Portal. This will assist Shared Services and Accounting if there isn't an AP address on file in Banner.

Signatures:

- Travel claims can be signed, scanned and uploaded – does not have to be the original form