	Questions	BFS Response
	PRO-CARD UTILIZATION	
1	•Will the cardholder's daily and/or monthly limit be raised to support the increase in utilization?	Increasing the maximum per transaction spend limit is under consideration. The increase will not be automatic and must be requested by the P-card Financial Officer. Any approved maximum limit increases will be consistent with the P-card LVPA PO limit.
2	• A project summary for an on-line Pro-Card application process was submitted. What is the status of that request and UCR's current position on it?	We are in agreement with implementing an on-line application process. The workflow to process electronic applications is being evaluated and an announcement of the process change is expected to be released within the next 3-4 weeks.
3	•I think it would be beneficial to express how the Pro-Card processes will change over a period of time. It may be beneficial to talk about these changes in phases, as opposed to something happening at once.	The presentation was intended as an update on a topic that has been discussed for more than a year. It was also an affirmation that we are taking the goal serious and provided some best practice and benchmark data to support the initiative. However, we believe we understand your concern and will remove this topic from the Users Group Agenda until we have reviewed it more thoroughly with the appropriate campus and department leaders.
4	•Making ProCard use easier- IE: types of purchases & purchase limits	We assume you mean providing a list that outlines the type of purchases and their purchase limits. That could be a great idea. We are evaluating this request and will present something to the group for review in the near future.
5	•I'd like to address what was not asked above: The approach to the audience was not the best in my opinion. It was full of heavy metrics, which I really don't find an interest in and suggesting that training would be provided was not the best to suggest, we ALREADY do the job. For the sake of transparency, let's discuss the real issue...accounting is never fully staffed. What I heard at the meeting is that this is a way to reduce work for accounting and this would place the workload to departments. The ProCard is a great tool to have however, it in fact does not benefit every department on campus. CNAS can be heavy ProCard users since their purchases are more lab/material related. Some departments however are more programmatic and are heavy on events. Since the ProCard does not allow food or furniture, my department relies on campus partners and/or vendors which would require a PO. In all the approach could have been done better. I don't think this was thought out well enough and maybe there is a lack of knowledge on how certain departments work/do. So please try again.	We are disappointed to learn that you were not satisfied with how the material was presented. A sincere effort was made to provide information (by providing an analysis of the UCR P-Card data, comparing the results to other organizations (benchmarking) and giving a perspective on what it means to UCR's program. I hope everyone agrees that information is power. The more informed we are, the more effective we can be in carrying out our work. We will put more effort into targeting our agenda to the needs of the audience. Regarding Accounting's desire to reduce our workload at the expense of the customer department, our goal is continuous improvement no matter where it comes within the P2P process. We cannot make measurable change without reviewing all areas of the process and adjusting each area to best optimize the entire process. The Pro-Card program changes will need to happen in stages and may require some give and take on all sides. We look to be more cautious with our communications but need everyone's willingness to figure out how it could work versus why it will not. Thanks for your input.
6	•Re-evaluating the Procard limitations so that users can reach the target of spend on the cards	See response to question/comment #1
7	•I think he should have been better prepared with facts regarding cost savings of using the ProCard vs. issuing a PO or DAPO.	A discussion around the cost of processing a PO versus a credit card transaction was not in our plan for this presentation. However, we made the decision to state figures that US Bank provided in an effort to show the wide difference between the cost of a P-Card transaction and a PO. Calculating the UCR cost will take time as it requires a review of the complete P2P workflow. It includes determining the average time a person is involved in the process for all types of purchases, the hourly rate per individual involved (e.g., transactors, Procurement, Accounts Payable, Department approvers, etc.) and other factors. The cost range mentioned was reasonable for most organizations, including UCR. We will share the UCR cost comparison when we have an opportunity in the future to develop our own analysis.

	Questions	BFS Response
8	•The timeline for requesting new procurement card holders. It took three months for me to receive an email notifying me my pcard was approved and I would be notified when the next Pcard pick-up is scheduled (no timeline was given). I can't imagine how this would work if we plan to move toward pcard use vs DAPOs. How the departments will be "educated" on how to manage more pcard transactions. We would need more people to do PCTs and NCTs, not education.	We are adding headcount to the P-Card area and getting entrenched in how more successful card programs are being administered. Our goal is to implement faster turnaround times, provide more frequent training, and increase the relevancy of the training topics for new applicants, renewal cardholders and replacement cardholders. What we do today with a limited staff is not the same as what you will see in the future.
9	•I appreciate a "big picture" overview of new initiatives/where we are headed. I would love to see the campus using P-card for 50%+ of purchases. I would love to learn if there is ""P-card or Event/Entertainment Card"" that could also be used to pay hotel vendors, conference registration fees, catering, etc.	We appreciate your interest and support with what we've been saying about the new card program. Yes, we are working as fast as we can to offer programs such as the event/entertainment card. We will be keeping the department finance leaders informed of our progress as we bring these programs on line in the future.
	COMPETITIVE BIDDING	
10	•How Many vendor quotes are required to be considered competitive?	Procurement Services has created a bidding guidelines summary. It has been provided in the March 20, 2018 Appendix section the eBuy/AP Users Group Meeting Agenda
11	•Will Campus Procurement take the lead in facilitating the competitive bidding process?	We will take the lead on competitive bidding requirements for complex/high value procurements and willing to provide leadership or assist on other procurements, when appropriate.
12	•Many of our faculty order equipment specific to their science and research – is there an exception to competitive bidding if the equipment is specific to the research?	The presentation for the March 20, 2018 eBuy/ AP Users Group Meeting includes a brief discussion on the Justification and Approval process for non-competitive purchases. (BUS 43 has more details around the approval process for exceptions to competitive bidding)
13	•Is there a dollar limit when competitive bidding is escalated to an open public bid? How long does it take?	There is no minimum dollar amount when making a decision to publicly advertise a competitive bidding solicitation. There is no maximum dollar value. However, a good rule of thumb for UCR is around $50,000, and a formal RFP, RFQ, RFI, or RFB is developed. Posting a solicitation to a public site is a quick process (and should only be done when the solicitation is prepared and usually occurs before releasing to known suppliers expected to receive the solicitation. You can usually release the solicitation within 3-5 business days after the posting date. The post stays on the public site for about 30 days to allow interested firms an opportunity to see the advertising.
14	•The Justification & Approval form states it applies to non-federally funded purchases. Does this mean that contract & grant funds do not need to go through the competitive bidding process?	UCOP is working on a new Justification and Approval form that will cover both federally and non-federally funded purchases. We hear there may be a single form versus two distinct forms. It should be available by mid-April.
	Beneficial for the next meeting	
15	•ePay direct payment vs. Entertainment, Procurement card valid purchases, web recharge process.	These topics will be considered for future User Group meetings
16	•ProCard Best Practices Training	This topic will be considered for future User Group meetings
	ACCOUNTS PAYABLE	
17	•AP's preference for receiving backup necessary for PO's used to purchase gifts, i.e. gift recipient list and approval(s).	This topic is covered in the Travel/ePay User Group meeting on 3/22/18.
	Beneficial for the next meeting?	
18	•ePay direct payment vs. Entertainment, Procurement card valid purchases, web recharge process.	These topics will be considered for future User Group meetings

	Questions	BFS Response
	GENERAL	
19	•You need to have more of these user group meetings on less topics so you can gain a better understanding of what the issues are on campus and how you can better serve campus departments and then UCR as a whole. UCR is not just one Business but many joined together and it has to be addressed that way.	We hear you and agree. We are working on a schedule and the March 2018 Users Group Meeting is the kick-off on training topics of interest to campus customers like yourself.
20	•I felt that we were talked down to and that the material was not presented in the best possible light. Although I agree that for some departments utilizing the procard can be beneficial I also believe that it would be of benefit to reduce the metrics and better understand the departments when addressing this issue. Not all departments work the same and this should be taken into account. It would also benefit to present things differently especially since the buy in of the departments is need to make this work.	We regret that you received our presentation negatively. The P-Card program has been talked about for a very long time. The communication centered on our commitment to action and discussed our findings as to why we need to act. We will be more thoughtful about how to effectively communicate the message.
21	•Showing that the feedback you are getting from Users is actually bringing about possible change.	This is good to know. It is certainly helping us target the training and adjust for the next session. The response rate is not nearly where it needs to be so it is very important that we get feedback from more of you. We are looking for ways to increase the response rate.
22	•To have a repeat discussion of this 12-14-2017 meeting and perhaps resolve some of the concerns the were presented by the campus departments. The meeting was not a team or inclusive environment.	Yes, we will have a repeat discussion of the topics presented at the December 2017 meeting. However, we will likely review with others such as the department FAOs prior to conducting a repeat session.
23	•Comment: Before new structures are implemented, the departments need to be apart of the process. It seems as though the work load is trying to be pushed back down to the departments and we are barely making it as is. I completely understand that AP is down people as well, but implementing new procedures without involving us is unethical. More things will fall through the cracks.	It is agreed that departments should be aware of and understand changes that are taking place on certain programs, as your inputs and buy-in go a long way in ensuring success. However, there appears to be some misunderstanding of why the changes being discussed are necessary. It is not with the intent to relieve the accounts payable department of work, only to redirect it to department transactors. In general, it is to increase overall process efficiency (within the P2P process) and allows things to get done faster, better, and cheaper. Some parts of our existing processes might see an incremental change in what is being done, while others could see a reduction or elimination, but the overall affect is improved efficiency.
24	•Beneficial for next meeting: You guys tell us not to have vendors send us invoices but when vendors send invoices to AP they are still not getting paid. I have come across vendors emailing us saying an invoice was not paid and they sent it months ago to AP invoice. Also, AP tends to pay invoices against the wrong PO and expect us to fix it or add money. This has happened continuously. I know that sometimes it is the departments fault that invoices do not get paid because they are sent to PI's directly or the event coordinator who does not tell us anything; but a big chunk is that AP pays the wrong invoices too or sits on them for months. There is one person in particular who does this, and has been doing this, but I do not want to say any names. Its just beneficial for y'all to start looking at the invoice turn around time as well and how long they sit on the desk over there.	We understand there are issues in this area and we are addressing it within the department. One way we are doing this is to establish key performance metrics and track ourselves against them. Once established, these metrics will be reviewed with you from time to time as they are an important indicator of how we are doing and allows us to set internal improvement goals.
25	•Topics were good. Procard usage could go up but it does put more stress on the department just for upkeep purposes. Probably should go over what to do if there needs to be a change order for line items that have been vouchered. People seemed to have a hard time wrapping their minds around that.	This topic is being considered for a future User Group meeting.

	Questions	BFS Response
26	•I have a comment on answering questions during the meeting: I think it is a bit distracting when questions are being answered that are specific to one department and not to most departments in the meeting. I felt it was a waste of time for most of us in the meeting so maybe those types of issues should be answered independently at another time to keep the meeting on track or maybe answer questions at the end of the meeting.	We agree, we were attempting to cover simple questions but see that it is taking up considerable time during the meeting. We will be making our best efforts to push questions to the very end of the presentation. Thanks
27	•in the past, Bobbi would review instructions on processing things in epay such as sponsorships, memberships, registrations, etc. It would be nice if they did something like that at every meeting (i.e. processing speakers/performers in epay) how to process, what is required, etc? It is not only useful, but what is presented (the slides) are used as reference when processing these requests. Since we don't have regular training on items like these, I think these things help not only the processors, but also accounting so they don't have to return so many items. Also, when we are presented with an item (such as the audit and now requiring more comparison quotes for purchases), it would be nice if we were told how its going to impact us, or what is required of transactors now. Exactly what we need to do and for what types of purchases. If no info on this is available, then be clear that nothing changes for now, and you will inform us when its decided. But partial info is confusing. thanks.	We do our best to try to cover topics that is of interest to campus as well as cover topics that we feel the campus is struggling with. Please continue to make suggestions via our surveys, ePayfeedback@ucr.edu, travelfeedback@ucr.edu, ebuyhelp@ucr.edu
28	•I enjoyed the lively discussion at this last eBuy mtg. It was productive. RE: 3. What topics would be beneficial to discuss at a future eBuy/AP User Group meeting? I saw some great questions in the list, some which I have also wondered about. Maybe we need an add'l mtg just to address all the comments & questions from the surveys, so that part is not rushed!"	Your comments are being addressed! Our March 2018 meeting as well as all the questions we've managed to collect are addressing your comments.
29	•PCT Transfer optimization of the process. Training of said process.	This topic is being considered for a future User Group meeting.
30	•Additional information on Purchasing Policies/Guidelines.	This topic is being addressed in the March 2018 eBuy/AP Users Group Meeting and we will have additional training topics considered for future User Group meetings.
	Survey Questions	
	3. What topics would be beneficial to discuss at a future eBuy/AP User Group meeting?	
31	•Training opportunities!	This topic is being addressed in the March 2018 eBuy/AP Users Group Meeting. We will have additional training topics/sessions scheduled as well.
32	•University and UCR policy relating to Procurement.	This topic is being addressed in the March 2018 eBuy/AP Users Group Meeting and we will have additional training topics considered for future User Group meetings.
33	•Check processing procedures--how to look up the status of a check.	This topic was presented at the UCRFS User Group Meeting on 6/22/17. We can add it to a future iTravel/ePay and eBuy/AP User Group Meeting.
34	•The "Selection" tab and all the different categories with examples of purchases that may apply to each category.	This topic is being addressed in the March 2018 eBuy/AP Users Group Meeting and we will have additional training topics considered for future User Group meetings.
35	•PO vs Pro-card purchase. I was under the impression that AP preferred that we use Pro-card to pay for items under $100?	This topic is being considered for a future User Group meeting.
36	•Best practices.	The Accounting website offer losts of resources that include How To's and Quick Guides that can be found at http://accounting.ucr.edu/accounts_payable/
37	•Is the campus as a whole going to be getting rid of department purchasing in the near future & all purchases will be done by Buyers?	No, I do not believe it is the goal of the University to eliminate department low value purchasing authority, contrary to what you might believe, we are trying to increase your buying capability, but within reason, under controlled circumstances (use of eCatalogs, system or local agreements, etc.).

	Questions	BFS Response
38	•Creating a purchase order, how it will look on the ledgers, how it will look on the encumbrance report, how to clear encumbrances.	This topic is being addressed in the March 2018 eBuy/AP Users Group Meeting and we will have additional training topics considered for future User Group meetings.
39	•ePay and Pro-card process	ePay Categories and ePay PO Backup was presented at the Travel/ePay User Group meetings on 7/18/17 and 12/7/17. The presentation slides can be found at http://accounting.ucr.edu/ugmtgs.html. To obtain a full understanding of the ePay Online Payment Request System, you can access it's webpage at http://www.cnc.ucr.edu/epay/. The P-Card process is also available through training. However, we are working on a refresh of some tools and efficiencies and will be providingupdates on those as soon as they become available.
40	•Pro-card allowables and process; demonstrations of common encumbrance releases; eCatalog use; demonstration of vendor agreement searches.	This topic is being considered for a future User Group meeting.
41	•The possibility of merging/combining eBuy/AP into one user-friendly system.	UCR Finance, Information Technology, senior leadership are evaluating the resources (cost, time, personnel) needed to upgrade or replace our current financial system. We could see changes with the next 2-3 years that allow us to improve efficiency between these tools.
	4. What suggestions do you have to improve future User Group meetings?	
42	•Have more of these user group meetings in the future	We agree and will be working to continually improve your experience at these meetings and when you return to your office.
43	•Larger meeting space	Understood and agree. We will work on a space that is more conducive to learning and participation.
44	•Maybe extend the time frame of some of the meetings to 2 hours, depending on the topics being discussed, so that the presenters are not rushed and topics are discussed thoroughly.	We will consider this for future sessions that require more time and space.
45	•Larger meeting facility w/tables, many of us take notes.	We will consider this for future sessions that require more time and space.
46	•Plan ahead so we do not get an invite the day before	Agree.
47	•Print out of slide show so we can take note per slide.	This is a costly understaking for us. We are trying to be more consistent with providing more details around the agenda but printed large powerpoint presentations is cost prohibitive.
48	•It is good to reinforce and show where existing information is available.	Agreed. We will make sure we do this more often and consistently.
49	•Provide hands-on training in breakout sessions to go over different scenarios.	We agree and will be working to continually improve your experience at these meetings and allow you to be more effective when you return to your office.