

UCR

Travel and ePay User Group Meeting

December 7, 2017

BFS – Business & Financial Services

A Division of Business & Administration Services (BAS)



UNIVERSITY OF CALIFORNIA, RIVERSIDE

Agenda

- **Staffing Update** (Aver Smith)
- **Travel Policy Changes** (Aver Smith)
- **Local Policy Update** (Aver Smith)
- **Indirect/Interrupted Itineraries** (Sandra Danford)
- **ePay PO Backup** (Sandra Danford)
- **Vendor Requests** (Dorthea Ford)
- **Tax Forms** (Dorthea Ford)
- **AP Email Address** (Aver Smith)
- **Accounts Payable Contacts** (Aver Smith)
- **Survey Results (July '17 Meeting)** (Ellery Triche)



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Staffing Update

- Aver Smith, Accounts Payable & Travel Supervisor

Staffing Update

- Director of Procurement, Business Contracts, Accounts Payable & Travel: Ellery Triche
- Accounts Payable & Travel Supervisor: Aver Smith
- Accounts Payable-Financial Services Analyst 2: Dottie Ford and Sandy Danford
- Accounts Payable-Financial Services Analyst 1: Mimi Collins and Christopher Baxter
- Accounting Assistant III (PO invoice processing): Elaine Danford, Rosmery Martinez, and Cathy Newland
- Accounting Assistant II (Vendor Maintenance): Under recruitment



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UC Travel Policy Changes

Aver Smith, Accounts Payable & Travel Supervisor

Travel Policy Changes

- The UC Office of the President recently announced several [policy changes](#) that went into effect on October 15, 2017.
- Two significant changes to the UC Travel Policy BFB-G-28: 1) Lodging and 2) Meals and Incidentals (M&IE)
- Other changes: 3) Ancillary Charges
- UC Travel Policy G-28 can be found on the Accounting website and also with the following link:
<http://policy.ucop.edu/doc/3420365/BFB-G-28>

Travel Policy Changes – Lodging

Lodging: New maximum of \$275 on nightly room rates established for travel assignments of less than 30 days within the Continental United States (CONUS). Policy states the following:

- *Lodging expense reimbursements are actual up to \$275 per night before taxes and mandatory hotel fees*
- *Expenses must be supported by original itemized receipts, regardless of the amounts incurred, and must be reasonable for the locality of travel.*
- *When the traveler is unable to secure lodging at \$275 per night or less, the traveler must submit additional documentation in the form of a print-out of price comparisons within the proximity of the meeting at the time of booking that supports the higher lodging rate incurred*
- *A traveler who is required to attend a conference where the prearranged conference lodging rate exceeds the \$275 per night cap may stay at the conference hotel without exceptional approval.*

Travel Policy Changes – Meals

Meals and Incidentals (M&IE): For travel assignments of less than 30 days within the CONUS, maximum daily reimbursement for meals and incidentals cap has decreased from \$74 to \$62

- Exceptions are not permitted. Policy states:
 - *The M&IE cap for CONUS travel under 30 days shall not be treated as a per diem.*
 - *M&IE reimbursement shall be limited to the actual reasonable costs incurred; subject to the daily maximum reimbursement cap.*
- As a reminder, per our local campus procedure, receipts are not required for individual meals costing less than \$75 (including, taxes, tips).

Travel Policy Changes-Ancillary Charges

- Campus Chancellors can establish local policy for reimbursement at their respective locations of ancillary charges such as checked and carry-on baggage fees, early check-in or priority boarding and seat selection. Likewise, reimbursement of higher cost airfare such as Economy Plus, Extra Comfort, etc., within the economy class can be included in the local policy.
- To date, no local policy has been established in regards to ancillary charges. They remain an exception to policy.



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Local Policy Update

- Aver Smith, Accounts Payable & Travel Supervisor

Local Policy Update – 200-44

- Recent change to local policy 200-44: Entertainment, Business Meetings and Other Occasions - Section III.B
- Change is to align our local policy with UC policy:
Bus 79 – Expenditures for Business Meetings, Entertainment, and Other Occasions:

Removed:

- Requests for pre-approval must be justified in writing at least ten (10) working days prior to the event

Replaced:

- It is best practice to obtain pre-approval for these expenses and departments should check with their organizational unit on org specific processes. For examples, see Bus 79 for a complete list.

Local Policy Update – 200-44

For Review:

- Additional Approval - the requirement of an additional level of approval for certain types of expenses
 - See Bus 79 for a complete list
- Exceptional Approval - a required approval for expenses that specifically exceed a limit established in policy, and thus require approval as an “exception” to policy.



Indirect/Interrupted Itineraries

- Sandy Danford, Accounts Payable Analyst

Indirect/Interrupted Itineraries

Indirect:

- Traveler adds additional non-business related locations to the trip
- Begin or end a trip in a location other than within the vicinity of the travelers home/headquarters
- Take routes that are not direct to the location for the business purpose

Interrupted:

- If the traveler adds any time that is not normal travel time for the business purpose of the trip

Indirect/Interrupted Itineraries-cont.

Per G-28 D.1.f:

- Advance approval is suggested when a traveler takes an indirect route or interrupts travel for non-University business.
- Resulting additional expenses shall be borne by the traveler.
- Reimbursement of expenses limited to the actual costs incurred or the charges that would have been incurred via a usually traveled route, whichever is less.
 - The cost comparison should be based on what UC would have paid, which can be obtained by a Connexus-related travel agency prior to or at the time of booking the trip.
- Resulting excess travel time will not be considered work time and should be charged to the appropriate type of leave. The employee shall be responsible for accurate reporting of such leave time.



ePay PO Backup

- Sandy Danford, Accounts Payable Analyst

ePay PO Backup

ePay PO Backup is required in order to process payment to a vendor after an event has taken place.

- **Departments need to provide PO/DAPO to vendor at time of order/contract executions**
 - All business meeting/entertainment contracts must be reviewed and approved by Purchasing
- Most vendors have net 30 payment terms
 - ePay PO Backups should be submitted to Accounting within 7 days after the event in order to allow vendor payment within these terms
- A copy of the invoice/ticket/receipt should be attached to ePay with the PO number clearly noted. Note: AP does not review PO attachments for invoice copies.

ePay PO Backup - cont.

- Departments should develop internal processes to ensure timely ePay PO Back-up requests are entered into ePay to avoid delays in processing payments to vendors and impacting the University's relationship with vendors.
 - What is your department's procedures for gathering all the information needed to create an ePay PO back-up? Can some of this information be gathered in advance?
 - Are all additional/exceptional approvals in place?
 - Has the PO been updated to account for any changes to quantity, account numbers, pricing changes, etc?
 - Has the host(s) been advised to return all itemized receipts/invoices/order forms immediately after the purchase/event?

ePay PO Backup

Note: When non-food/non-entertainment items are purchased from a vendor normally associated with entertainment purchases (e.g. Smart&Final, Stater Bros, Costco, etc.), receipts/invoice should be forwarded to AP immediately after purchase for payment processing. Please ensure PO number is noted on receipt/invoice.

ePay PO Backup – cont.

- Resources for using ePay Purchase Order Back-up functionality:
- <http://www.cnc.ucr.edu/epay/pobackup.html>
- <http://accounting.ucr.edu> : Payables > Resources > ePay > Using ePay PO back-up



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Vendor Requests

- Dottie Ford, Accounts Payable Analyst

Vendor Requests

- All new vendor requests and current vendor changes should be initiated through eBuy, ePay, or iTravel.
- Examples of vendor changes are:
 - adding new addresses
 - vendor name changes
 - correction to existing address
- With certain exceptions, one of the below IRS Forms are required to establish a vendor:
 - *W-9: Request for Tax Payer Identification Number and Certification, or*
 - W-8 series - Certificate of Foreign Status of Beneficial Owner for United States Tax Withholding and Reporting
- A W-9 or W-8 is also required for all vendor name changes and for certain vendor address changes
 - The requesting department is responsible for obtaining the required forms

Vendor Requests – cont.

All tax forms should be faxed to the Accounting Office, fax (951) 827-3314.

- Please do not email any tax forms such as W9, W8, and Forms 587 and 590.
- W-9 and W-8 forms are not required for non-employee traveler reimbursements processed through iTravel or Refunds/Reimbursements processed through ePay.
 - When requesting a new vendor for this purpose, please note in the Comment field that the vendor is for reimbursement only.



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Tax Forms

- Dottie Ford, Accounts Payable Analyst

Tax Forms

- Federal Forms
 - W9 – Request for Taxpayer Identification Number and Certification
 - W8 series – Certificate of Foreign Status of Beneficial Owner for United States Tax Withholding and Reporting
- State Forms:
 - 587 – Non Resident Withholding Allocation Worksheet
 - 590 – Withholding Exemption Certification
- The following type of payments in ePay requires both Federal and State forms be supplied for: Honoraria, Performance Agreement, Stipend, Human Subject, Casual Labor, Game Official, Teaching agreements and Homestay.
-

Tax Forms – cont.

- The payments noted on the previous slide are usually subjected to 1099 reporting to the IRS.
- Franchise Tax Board requires any payments in a calendar year of \$1500 or more are subject to 7 % withholding for Non-California Residents.
- UCR is required to withhold unless we receive one of the following:
 - Form 590
 - A waiver from the FTB
 - An approved reduced withholding amount authorized from the FTB is provided prior to disbursement.
- Forms FTB 587/590 are required regardless of dollar amount being paid.
- IRS and FTB forms contain personal protected information
 - Please do not email these forms
 - They should be sent to Accounting via Fax or intercampus mail.

Tax Forms – cont.

- For additional information:

<https://www.ftb.ca.gov/forms/misc/1017.pdf>

<http://accounting.ucr.edu/forms.html>



AP Email Address

- Aver Smith, Accounts Payable & Travel Supervisor

AP Email Address

- Vendors should send invoices directly to Accounts Payable either through US Mail or via email per the instructions contained on the purchase order. Ensuring this process is followed will allow for prompt payments
- Vendor invoices should be emailed to:
apinvoice@ucr.edu
- AP email address is for receipt of vendor invoices only
- One vendor invoice per email (to assist with automation efforts).

AP Email Address – cont.

- A copy of the purchase order with a valid order number should be provided to the vendor for each purchase; the PO provides important information to the vendor about the purchase and payment process. Ensuring this process is followed will avoid payment delays and improve efficiencies.
 - Vendor invoices sent to accounting without a PO number noted will be returned to the vendor requesting a revised invoice that reference the PO number.
- Communication to AP operators should be sent to the AP operator's direct email address.
- Please remove the apinvoice@ucr.edu email address on communication email strings

Accounts Payable Contacts

Travel questions and feedback:

Service Now or

travelfeedback@ucr.edu

EPay questions and feedback:

Service Now or

epayfeedback@ucr.edu

PO Invoice Related:

Elaine Danford, Rosmery Martinez, and
Cathy Newland

Vendor Maintenance:

Pending Recruitment

Subcontracts, Travel Card, and

Other Accounts Payable inquiries:

Dottie Ford or Sandy Danford

Escalation of Accounts Payable,

iTravel or ePay issues:

Aver Smith

Director of Procurement, Business Contracts,

Accounts Payable, and Travel:

Ellery Triche

AVC Business & Financial Services:

Bobbi McCracken



Survey Results July 2017 Meeting

- Ellery Triche, Director of Procurement, Business Contracts, Accounts Payable & Travel

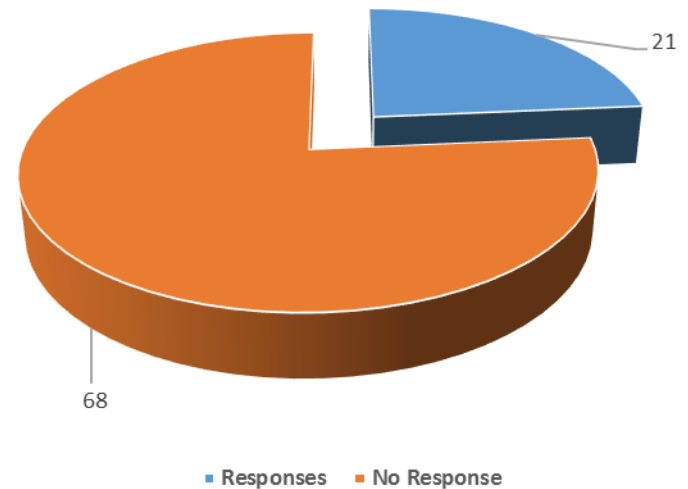
Participant Survey

Survey Questions:

1. How useful was the information presented at this specific Travel/ePay Users Group meeting?
2. How likely are you to attend future Travel/ePay Users Group meetings?
3. What topics would be beneficial to discuss at a future Travel/ePay Users Group meeting?
4. What suggestions do you have to improve future Users Group meetings?

July 2017 User Group Meeting

- ✓ 89 Attended
- ✓ 24% Submitted a response





Survey Questions – *Quality Rating*

How useful was the information presented at this specific Travel/ePay Users Group meeting?

<u>Somewhat Useful</u>	<u>Mostly Useful</u>	<u>Useful</u>	<u>Very Useful</u>
1	4	3	13

How likely are you to attend future Travel/ePay Users Group meetings?

	<u>Maybe</u>	<u>Likely</u>	<u>Very Likely</u>
	1	2	18
			

95%

Attendees consider meetings Mostly Useful to Very Useful

86%

Attendees are Likely to Very Likely attending future Meetings

Survey Questions– *Comments*

What topics would be beneficial to discuss at a future Travel/ePay Users Group meeting?

- User Training on system bugs
- Continuously review proper procedures
- More in-depth ePay back up process
- What Accounts Payable expects of transactors to help close gaps?
- When and how often will we have travel coordinator training?
- Clarification - when a department has provided exceptional approval to prepay a registration that includes a resident plan (Meals & Lodging), how do we best handle the travel reimbursement if the traveler is claiming meals on top of what was prepaid?
- **The move to strictly online training creates numerous breakdowns in communication.** The online courses are not that good and they don't replace having a real person to talk to and ask questions. Training for people using travel/epay/ebuy needs to be improved. It would be nice if UCR could provide classroom training. Most of the links for information on the UCR are either out of date or broken.
- These group meetings are helpful, but some of us are lost from the beginning as we never received a good foundation in what we are supposed to do.
- How best to track and organize the info for reconciling , back up and for referencing

Survey Questions

What suggestions do you have to improve future Users Group meetings?

- Make meetings available on zoom
- Use illustrative examples so we can see certain (complex/confusing) processes
- Provide a link to the slides prior to the meeting so we can come prepared with questions
- Passing out of an agenda in advance would be helpful
- You guys do a great job of answering our questions. If you do not know the answer at the moment, you have us email you.
- Thank you so much for keeping us informed! Perhaps a User Group meeting focused on Travel. A co-worker did not attend because she does not use the ePay system.
- It would be helpful to have the presenter's names on their topic title slide. As it was today, I went away not knowing any presenter's name, *other than Sandy...*
- Coffee. It's a long meeting and it would be a nice gesture. And keep people alert.

Next Steps

- Request feedback regularly
- Review responses
- Share results
- Act on recommendations





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Thanks for the Feedback!!



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Any Questions??



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Travel & ePay User Group Survey

<https://forms.office.com/Pages/ResponsePage.aspx?id=xCpim6aGnUGbnr-zP0XAVetsbWuOrYNAo7gHdjTh-yZUMTNFTkFUQUtKQjJCSkRVWjNZTFMwM1FUWi4u>

Your feedback is important