UCRFS Users Group Meeting

Friday, December 14, 2018

9:00 a.m. – 10:30 a.m.

Alumni & Visitors Center

BFS – Business & Financial Services

A Division of Business & Administration Services (BAS)

UNIVERSITY OF CALIFORNIA, RIVERSIDE

Agenda

- Welcome – Pauline Librenjak
- Anticipating an Incoming Wire/ACH? – Jerry Monahan
- FAU and SCT Update and Demo – Elizabeth Carr
- UCRFS TOTALS Update and Demo – Brian Griffin
- New Process for Chargebacks and Returned Checks – Asirra Suguitan
- PCI Update – Asirra Suguitan
- LRSS Certifications – Bobbi McCracken
- General Ledger Update – Bobbi McCracken

Anticipating an Incoming Payment?

Presented by Jerry Monahan
General Accounting Supervisor

Anticipating an Incoming Wire/ACH?

On occasion, departments may receive requests to transfer funds via wire/ACH –

- From donors and/or customers of our sales and service activities
- If a request involves a sponsored program, RED-SPA or Accounting-EMF will coordinate the request

Anticipating an Incoming Wire/ACH?

Departments requesting banking information for incoming wires should email incomingpayments@ucr.edu with the following information:

- Subject line: Incoming Wire/ACH
- Name of Payer
- Amount Expected
- Full FAU (or Banner ID #--see next slide) to post payment once received
- Description of payment
- Department Name
- Department Contact Name and Telephone Extension

As appropriate, the department will be provided with UCR's banking information

Anticipating an Incoming Wire/ACH?

Department invoicing for sales and service activities should set up a receivable thru Banner-AR Department Billing, unless an exception has been approved by Student Business Services

Billing and Accounts Receivable Management Policy 200-16

https://fboapps.ucr.edu/policies/index.php?path=viewPolicies.php&policy=200-16

Anticipating an Incoming Wire/ACH?

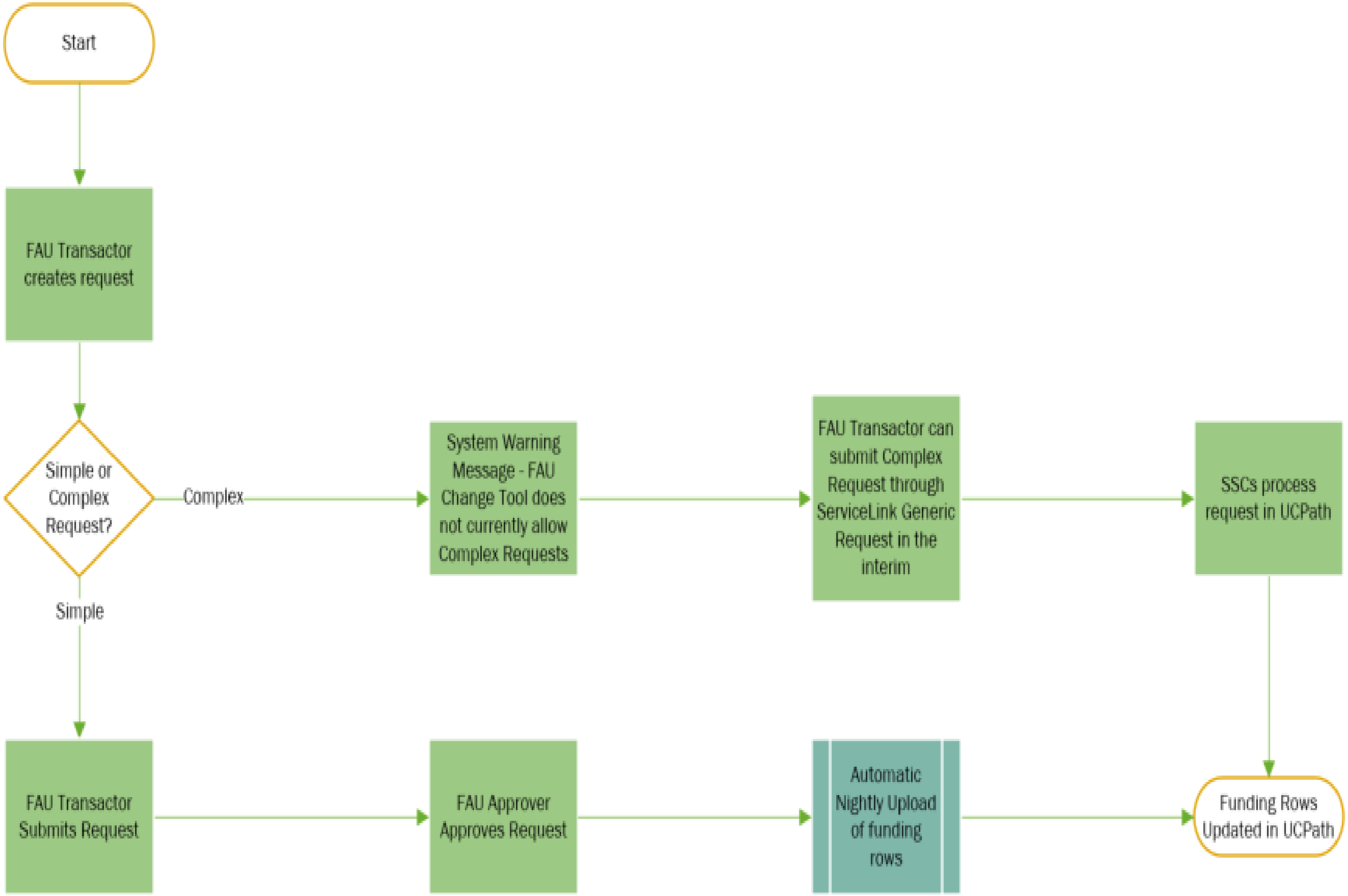
When a wire/ACH is received in a UCR bank account and it cannot be identified:

- It will be placed in a holding account
- An email is sent to a standard group of UCR contacts that regularly receive wire payments
- If no one identifies the payment, Accounting does try to contact the payer to obtain additional information, but this is not always successful
- There will be delays in posting the payment to the appropriate FAU

FAU Change Request Tool Demo

Presented by Elizabeth Carr
Business Systems Analyst

FAU Change Request Process Flow



FAU Demo

- Searching for employees paid on a fund
- Past and Future effective dated funding
- Relationship between Position Department and Position Funding Department
- Default Funding FAU

Searching and Updating Funding

- Scenario
  - Searching for employees on job code 004922 paid under fund 33335. Use global change to update effective date.
- Criteria
  - Job Code: 004922
  - Fund: 33335

Past and Future Effective Dating

- When submitting funding changes in the tool that are prior to the current pay period, they are currently being treated as Complex, and are not allowed to be submitted in the tool.
- When an individual has future effective dated rows in the FAU Change Tool, a hyperlink will appear under the new rows section.
  - Ex: 40006223

Position Department and Funding

- Position Data Change of Department does not cascade to Position Funding.
  - If a position moves from one department to another, funding will need to be reestablished under the new department.
  - Risk: If funding is not established under the new department, pay will hit the Department Default FAU and a Salary Cost Transfer will be needed.

Default Funding FAU

- Updates to the Department Default FAU can be submitted to UCRFSFeedback until further notice.
  - Only Activity and Function can be changed. (Account 503910 and Fund 69993 are static.)
- For any position funding that is set up on the default fund, please use the FAU Tool to update funding.
  - For any salary that has been charged to the default FAU, please use the SCT Tool to submit corrections.

SCT Request Tool Demo

Presented by Elizabeth Carr
Business Systems Analyst

General Information

- The purpose of the SCT Request Tool is to:
  - Provide department users with an efficient mechanism to request salary cost transfers
  - Minimize key entry and other common errors as well as eliminate the need for additional transfers
  - Ensure appropriate and consistent documentation and approvals exist
  - Provide business rules to guide the users on UC Policy BFB A-47 and agency requirements
  - Provide a common repository for requests that can be easily retrieved for audit purposes

General Information

- Unlike the FAU Change Request Tool, a UCPath interface does not currently exist for SCTs. Therefore, SCT requests must be entered into UCPath by the Shared Services Centers (SSCs).
- The SCT Request Tool ensures information needed for the SSC to efficiently process the transaction is captured.
- SCT requests relating to existing Work Study splits should follow the Manual Complex SCT Process guidance.

SCT Complex Functionality and Enhancements

- The Phase 2 release of the tool will be available for department use on 12/17/18.
  - Allows for submission of “Complex” SCTs, such as Health Science Compensation Plan (HSCP) employees or situations triggering salary cap edit.
  - Corrects Phase 1 issues such as allowing SCTs on over-drafted funds, when the transfer is not adding to the amount on the over-drafted fund.
  - Includes additional features to help with Department and Service Center processing.
- Note: SCTs involving existing Work Study splits will still need to be submitted on a Manual SCT Request Form available on the Accounting Office website.

Processing Tips

- If any pay line in a paycheck is selected for SCT, then all lines in that paycheck will be greyed out until the request is complete.
- SCT Indicator field will note whether the row has been involved in an SCT. (Y – New Row, R – Reversal, N – Original Row)
- It is not possible to process a SCT on a reversed check.
  - The tool will currently allow selection of this row, and this will be corrected soon. SSCs may return request if check is not available for SSC processing.
- There is a hard stop in the tool for any requests attempting to transfer salary to a restricted fund more than 120 days from the original Pay Period End Date of the transaction.
- There is a hard stop in the tool for any request attempting to transfer salary to a fund more than 90 days past its end date.

Scenario 1 – Simple Request

- In this scenario, 100% of a student's earnings are being transferred to an unrestricted fund.
  - Employee ID 10021053
  - Pay Period End Dates 6/16/2018
  - Transfer To FAU: 504120-A01082-19900-44
  - Demonstrate Attachment Functionality

Scenario 2 – Request with Multiple FAUs

- In this scenario, a portion of the employee's earnings are being transferred to an unrestricted fund source.
- The employee's earnings were all charged to a restricted fund source.
  - Employee ID 10010212
  - Pay Period End Date 6/30/18
  - Transfer To FAU: 303110-A01082-19900-40-OAGSR
  - Demonstrate Additional Pay Lines Pop Up

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BFS

New Process for Chargebacks and Returned Checks

Presented by Asirra Suguitan
Director of Student Business Services and Cashiers

Bad Debt Collection Process

- New Chargeback system with Retirement of IBM
- Limited capabilities with extensive customizations
- Required change in local policy and procedure effective 11/1/18
  - Returned Checks will be immediately debited to original department FAU receiving the credit
  - Collections on bad debt will go to central campus revenue

Bad Debt Collection Process

Best practices to minimize charge backs and/or returned checks when providing goods and/or services to external entities:

- Although billing statements with past due amounts sent out monthly to customers, departments should regularly review *Banner Billing Receivables Outstanding* monthly reports on iReport and follow-up with customers on unpaid billings
- Withhold future services until bill is paid in full
- Consider accepting credits cards for your sales and service activity where applicable
- When payment by check is required, request advanced payment or wait 14 days from deposit date before releasing goods or providing service to ensure the check has cleared the bank and has not been returned. Withhold future services until bill is paid in full
- Deposit checks immediately

PCI Update

Presented by Asirra Suguitan
Director of Student Business Services and Cashiers

PCI Update

UCR is now classified as PCI Level 2 (previously level 4) based on Visa transaction volume (= < 1 million transactions) requiring outside PCI Qualified Security Assessor (QSA), Coalfire, to review and attest to our compliance.

How will this change our annual PCI validation?

- Heightened Validation Review of procedures/processes
- Written Supporting documentation in place for all processes
- Potential Financial Consequences for not meeting requirements/deadlines (Fines/Penalties)
- New review process for all SAQ's (Credit Card Coordinator, ITS Chief Information Security Officer (CISO), and Chief Information Officer (CIO)
- UCR's 1st Level 2 Validation is due 12/31/2018 and will now be due annually every December

PCI Update

- 2017/18 Self Assessment Questionnaires (SAQ) have been transitioned from Coalfire One platform to Vigitrust (new) as of August 2018
- 2018/19 SAQ's must be completed and Annual Credit Card Merchant Agreement forms due 12/21/2018
- Email sent to Campus Merchants requesting who should have access to Vigitrust to complete SAQ's on behalf of department. SBS/Cashiers will establish access

UCRFS TOTALS Demo

Presented by Brian Griffin
ITS Associate Director, Financial Systems

LRSS Certifications

Presented by Bobbi McCracken

Associate Vice Chancellor-Business & Financial Services

LRSS Certifications

- Concerns have been raised regarding UCPath transactions and LRSS certifications
- Reconciling items should be noted. A log of outstanding items should be kept and annotated as cleared.
- Comments can be added to explain.
- LRSS reconciliations and certifications should continue to be performed according to the time schedule
- Report concerns and material discrepancies to ucrfsfeedback@ucr.edu
  - Known issues:
    - Workstudy CBR expenses
    - Academic benefits charged to staff benefit account (or visa versa)
    - Transactions hitting fund 69993. Reminder: Departments are responsible for requesting SCTs on transactions hitting fund 69993 and ensuring funding exists for all positions. Note: if benefits do not clear entirely when SCT, the correction will be processed with the campus-wide reconciliation of GL to SuperDOPE

LRSS Reconciler Attestation

- **In accordance with the UCRFS Ledger Review Guidelines (UCR Policy and Procedures # 200-97)**, I **attest** that the Financial Transaction Detail (FTD) Reports that I am responsible for reconciling are complete and in reportable condition. The financial activity is reasonable for the accounting period. Unusual activity has been researched and adjustments/corrections initiated as appropriate. Errors and omissions have been annotated on the reconciliation and the appropriate adjustments/corrections initiated.
- Transactions that have been explicitly validated have accurate FAU distributions, are in compliance with requisite funding source, and are appropriate for the department operations. At a minimum the following transaction have been validated against source documents:
  - All transactions over $5,000
  - All cash collection transaction (e.g. cash, checks, credit cards, etc.)
  - All salary transactions have been verified through a thorough review of the Distribution of Payroll Expense
  - Contract and grant expenditures
- For transactions that have not been explicitly validated, a reasonableness analysis (e.g. budget to actual comparison, fluctuation analysis by period and fiscal year, sampling) has been conducted to ensure the FTD Reports are in reportable condition.

LRSS Certifier Attestation

- **In accordance with UCRFS Ledger Review Guidelines (UCR Policy and Procedures #200-97)**, I **certify** that:
- These Financial Transaction Detail (FTD) Reports have been reconciled in accordance with the minimum standards of validation (i.e. transactions over $5,000, cash, salaries and contracts & grants) and reasonableness analysis;
- The FTD are complete, accurate and compliant with applicable policies;
- Financial activity is reasonable for the accounting period.
- Unusual activity, errors and omissions have been annotated and adjustments/corrections initiated;
- The Reconciler and Certifier is not the same person; and
- At least annually, the reconciliation process is reviewed based upon the unit's current environment in concert with a risk assessment.

General Ledger Update

Presented by Bobbi McCracken

Associate Vice Chancellor-Business & Financial Services

Reconciliation of UCRFS to SuperDOPE

- During the BFS reconciliation process, refinements to the population of SuperDOPE was required.
- The plan is to still make the FY2018 reconciliation available with correcting journal ids noted. Then each month will be reconciled going forward
- Please note the majority of the discrepancies are minor.
- However, as UCR experiences additional "firsts", the following new issues have been identified
  - Retroactive payments-merits: reference to pay periods inconsistent; reported to UCPC to evaluate
  - Retroactive payments processed in November: Due to a UCPath software update, a subset of transactions were over-calculated. Although the paychecks were corrected, the GL corrections will appear in December
  - Request for report with additional details to assist with reconciliation, audit responses, and troubleshooting has been submitted

SuperDOPE Update

Deployed:

- Summary mode issues resolved
- Saving Query: Now queries can be saved with all columns selected
- Sorting Columns: This feature is working as expected in production
- UCRP Interest Assessment – now available, will eventually be moved to the benefits column

Planned:

- A new approach to data population is being developed
  - Pay Rate / Comp Rate
  - CBR Rate
  - CBR Group and Description
- Data will be lock-down after journal creation
- Display Saved Query Name in the results Tab
- Additional improvement to data fields type format
- UCRP Interest Assessment – now available, will eventually be moved to the benefits column

Still Pending:

- FAU Descriptions- WIP
- Grad Fees/Benefits on $0 Checks not displaying– WIP

Note: Still works best with the Edge browser

Other GL Related Updates

- Due to the length of time to process UCPath jobs with the addition of UCLA and UCSB,
  - SCTs are not being posted on nights involving payroll computes and GL confirmation (approximately 8 working days per month)
  - Nightly data warehouse updates occasionally delayed
  - As processes are improved, these issues should be resolved
  - Response times on issues slowly improving
  - Deployment 1 campuses still scheduled for March

- SCT Request Tool Enhancements to be deployed by 12/17
  - Complex being deployed on Friday
  - Basic Search of Transaction logs

- FAU Change Request Tool
  - Retroactive effective dates-beyond current pay period-pending
  - Complex FAU changes-pending

Other GL Related Updates

- UCPath Reports
  - Limited set of department reports available via UCPath
  - CFAO designated analyst
  - UCPath DOPE almost complete
- Imputed Income Issues
  - Not UCPath related, but change in federal tax law requiring federal tax withholding on all relocation
  - New campus guidelines being developed
- Campus Evaluation to identify opportunities to improve/change
  - Access
  - Reports and Queries to identify missing payments, underpayments, and overpayments proactively
- CBR on Workstudy: permanent fix still pending; manual corrections will be processed
- TAR
  - Monthly TARs Reporting period changing from 16^{th} – 15^{th} to 1^{st}-31^{st}
  - Enhancing SSC by-pass logic

Questions

Feedback should be sent to ucrfsfeedback@ucr.edu

Thank you for attending today's UCRFS Users Group Meeting

- The next UCRFS Users Group Meeting will be held on Monday, March 4, 2019 at the Alumni Center from 9 – 10:30 a.m.
- We welcome your feedback and recommendations for additional topics that you would find helpful. We would appreciate your taking this short survey by copying and pasting this link in your browser which will remain open through Friday, January 4, 2019.
- https://forms.office.com/Pages/ResponsePage.aspx?id=xCpim6aGnUGbnr-zP0XAVCfP6nL_93NGm_4d0Mk0vqxUMFFBUVBSUjFQTkoxS0w2RkpGVElUUlI5Qi4u