March 21, 2019
Agenda

- University Business Services
- Concur
- SPS Staffing Updates
- Cost Transfers Policy reminder: how to count 90 days
- Small Business Subcontracting Plans
- Spotlight on Object Codes
- NSF Audit
University Business Services
Procurement Solutions Center

Presented by:
Matt Larson, Associate VP & Chief Procurement Officer
Nancy Patrylak, Manager, Procurement Solutions Center
Overview:

- Introduction/Review of One UConn University Business Services Model
- Mission & Goals
- What We Do
- Guiding Principles
- Procurement Solutions Center
- Team Approach in Delivering Superior Customer Service
- Applying Contracting to Category Management Concept
- Next Steps
- Open Forum
Mission & Goals

**Mission:** University Business Services is a customer-focused organization that is committed to providing quality, user-friendly, cost-effective and expert business support to all customers in support of the University’s core mission to promote the educational, research, and clinical missions of UConn.

**Goals:**

- Improve Customer Service – analyze and improve existing business processes to enhance overall customer service experience to ensure all needs of the University community are met.
- Operational Excellence – achieve and maintain balance of effectiveness and efficiency in the delivery of all services provided by the University Business Services unit.
- Expand Community Partnerships – establish focus groups and increase collaboration efforts through networking with the University research, academic, administrative and operational communities.
- Maximize Talent – pool resources across the University to assess and maximize talent that aligns skillsets with appropriate areas of responsibility to support mission of excellent customer service.
Guiding Principles

1. Provide customers with a voice in the service delivery process
2. Reduce overall operating costs
3. Always provide high-quality customer service
4. Demonstrate your expertise
5. Provide a growth-oriented and creative work environment
6. Focus on continuous improvement
7. Understand problems and resolve them quickly
8. Operate with a partnership and customer oriented focus
9. Improve processes to ensure work is done right the first time
10. Do what is best for the University and the missions we support (Clinical, Research, Academic & Outreach)
University Business Services – What We Do

University Business Services includes the following functional areas:

- Procurement Services
  - Purchasing
  - Capital Projects & Facilities Procurement
  - Procurement Contracting & Compliance
- Supplier Diversity
- Procurement Solutions Center
- Strategic Supply Chain Management
- Document Production Center
- Surplus Operations
The Procurement Solutions Center was established to deliver superior customer service and value to the University community through a single point of entry.

Under the leadership of Nancy Patrylak, Procurement Solutions Center Manager, the services provided by PSC include the following:

- Travel Services: Intake/bookings
- University Procurement & Travel Card Programs (PCARD/TCARD)
- Vendor Management
- HuskyBuy, Conur (travel In-take) & KFS (Procurement functions) System Administration

- Single point of customer service entry through HuskyBuy line 860-486-2BUY
- Functions in a customer service team - based approach
- Partners with campus customers to understand and support current and future needs and provide more robust and professional experience.
PSC Functional Org Chart

Matthew A. Larson
AVP of University Business Services and CPO

Vacant
University Director
Procurement Services

Nancy Patrylak
Procurement Solutions Center Manager

Customer Support
Vendor Management
Travel Management
University PCard & TCard Programs

Garrett Heinze
Procurement Solutions Center Manager

eProcurement & Travel Systems Administration
Business Analysts
Storrs & UCH

Kristin Allen
Student & Business Services Category Manager
Procurement Solutions Center

Procurement Solution Center Manager: Nancy Patrylak

Role: The Procurement Solutions Center Manager is responsible for:
• The functional administration for Procurement system(s);
• The Customer Service Helpdesk;
• Travel Services (TCard Program);
• PCard Program oversight
• Activities relating to goods and services procured by all University campuses, including UConn Health in Farmington.
PSC Function: Vendor Management

Functional Team Lead: Supplier Customer Service Specialist

Leader: Active Search Underway

Role: The primary functions of the Supplier Customer Service Specialist include:
• Assisting in resolution of eProcurement (HuskyBuy) related issues on behalf of University customers;
• Act as liaison between the University and vendor community in support of the establishment of new vendor relationships, ongoing monitoring, and compliance of University vendor master files in HuskyBuy;
• Perform vendor set-up and management of accounts with a strong focus on customer service and system support.
PSC Function: Travel Coordinator

Functional Team Lead: Travel Services Specialist

Leader: Active Search Underway

Role: The primary functions of the Travel Services Specialist include:
• Training and assisting UConn employees, who are traveling, with all aspects of utilizing the on-line travel system (Concur), arranging for, and booking work-related trips;
• Serve as part of the liaison team for the University and travel management provider;
• Represent the department as a member of the Duty of Care support team, tracking and updating travelers should emergencies arise.
PSC Function: Procurement & Travel Card Programs

Functional Team Lead: PCARD/TCARD Program Administrator

Leader: Nancy Patrylak

Role:
TCard: The TCard will be issued to interested travelers to be used for booking hotel, car rental and incidentals while traveling. Airfare bookings must be done directly through Concur utilizing Accounts Payable’s ghost card (TCard). All TCard reallocations will performed in Concur.

PCard: The PCard is being expanded to include additional use at UCH. One additional change is that the reallocation process for all users will now be managed through Concur.
PSC Function: HuskyBuy, Concur (Procurement) System Administration

Functional Team Lead: ePro System Administration vs Technical vs Functional

Leader: Garrett Heinze

Role: Responsible for administration, configuration, workflow design, and development of:
- HuskyBuy (JAGGAER) - eProcurement, sourcing, supplier management, spend analytics, reporting
- SAP Concur – travel, expense, reporting
- Functional/technical lead between PSC and internal customers at UConn and UConn Health as pertains to identifying/defining business needs and developing/delivering system solutions in procurement applications
- Primary technical point of contact pertaining to suppliers of in-place and prospective procurement systems
- Primary technical contact between UBS and UConn/UConn Health IT/integrations support
- Responsible for escalated (tier II) direct customer support at both UConn and UConn Health
- Direct systems support/education of internal staff within UBS and Accounts Payable at UConn and UConn Health
Category Manager: Kristin Allen

Role: Responsible for a defined portfolio to inform and define the overall category management including supplier relationship management, supplier diversity, strategic sourcing opportunity identification, leading sourcing events and contract negotiations, and fostering campus collaboration.

• Functions in a team based procurement approach with buyers, analysts and contract specialists.
• Spend data supports analysis to identify cost, consolidation, and demand management savings opportunities.
• Partners with stakeholders and campus customers to understand and support current and future needs and provide more robust data to better inform decision makers with procurement activities.
Business Analysts: David DeNuzzio, BJ Pivonka

Role: Core activities include:

• Inform
  • Conduct project specific research for University initiatives, including benchmarking with peer institutions, interviews with subject matter experts, and the utilization of market research databases, industry literature, and other online sources.
  • Help stakeholders understand various solutions to their needs, including less conventional solutions that may best meet their requirements.
  • Analyze, interpret and present quantitative and qualitative data to stakeholders and procurement team.

• Advise
  • Evaluate multiple procurement channels for stakeholders (consortia, sole source etc.), and provide recommendations for contracting in complex agreements.
  • Evaluate University procurement policies to ensure compliance with state and federal regulations (including UG).

• Support
  • Perform market research to identify appropriate vendors for procurement initiatives and draft SOWs, and other materials for RFPs to ensure that stakeholder needs are effectively captured.
  • Analyze and evaluate pricing and financial proposals for RFPs.
  • Engage as project support for the implementation of major procurement initiatives.
Next Steps

• Enhanced communication of implementation of Concur solution
• Internal engagement of new model
• External customer engagement plan
• Continued investment in staffing and professional development
• Further alignment of One UConn initiatives
Questions, Comments, Feedback?
CONCUR: TRAVEL & EXPENSE MANAGEMENT

SPA
03/21/2019

HURON
Concur: Travel & Expense Management

1. Take a Look Around Video
2. What is Concur
3. Concur Request
4. Concur Travel
5. Concur Expense
Concur: Travel & Expense Management

Take a Look Around

DEMO

https://youtu.be/DzU5yp8pI_E
Concur: Travel & Expense Management

What is Concur?

UCONN will be deploying SAP Concur, a cloud-based Travel & Expense management software application. Concur allows for business travelers to capture their entire trip in one single application from the travel pre-approval, travel booking, and expense reimbursement.

UCONN will be deploying the following modules:

• **Request:** module used to seek pre-approval; also includes Cash Advance request
• **Travel:** Concur’s online booking tool. This module is powered by University’s Travel Management Company (TMC), allowing travelers to book trips without ever needing to pick up the phone and speak with an agent
• **Expense:** module used to record business expenses – includes out-of-pocket expenses as well as University Card products (Travel Cards and Pro-Cards)

Additional functionality to be deployed includes:
• Concur Locate: Duty of Care for all UCONN travelers
• Concur Detect: Expense auditing powered by Artificial Intelligence (AI)
Concur: Travel & Expense Management

Concur Request

The Request module will be used by UCONN travelers to seek Travel pre-approval. Request will be integrated with Travel. UCONN’s TMC knows who has been authorized to travel, ensuring compliance before university funds are committed. In additional to pre-trip travel approval, this module will now be used to request the following:

• **Bradley Parking Pass:** automated notification to Travel team upon approved Travel Request

• **Cash Advances:** rules and amount limitations will be configured into Concur to ensure amounts requested are in line with UCONN’s travel policy

• **Duty of Care:** UCONN will know where employees and students will be traveling to, and in the case of an emergency, communicate with travelers to ensure their safety and/or provide safety instructions
Concur: Travel & Expense Management

Concur Travel

The Travel module will allow those who have been pre-approved to travel, to make their travel reservations directly with UCONN’s designated TMC. Concur and the TMC will work together to ensure all travel bookings adhere to the university’s travel policy. Concur will then send itinerary data to the traveler so that they can begin to expense their trip upon return.

Key Highlights of Concur Travel include:

• University Travel Policy configured directly into the tool, preventing travelers from booking out of compliance flights, hotel reservations, etc.
• Central repository for unused tickets – so that employees can use university credits on future business trips
• Travel Profile Information – all Concur users will have the ability to update travel preferences, including the storing of all reward programs so that Concur can automatically apply them to reservations made
Concur: Travel & Expense Management

Concur Expense

The Expense module will be the new expense report processing application for all UCONN employees. The expense module will be configured to enforce the university’s travel and expense policy. With the use of “Audit Rules” travelers and approvers will be notified of potential issues when completing/reviewing expense reports.

Key Highlights of Concur Expense include:

- Daily interface with University Card provider, importing all expenses into Concur for processing and enhanced transparency.
- Travel & Expense policy enforcement – system knows which receipts are required, when limits have been exceeded, etc.
- Electronic Receipt Capture – Concur’s mobile application will allow travelers to simply take a picture from the Concur Mobile App and receipt images will be stored electronically in your expense receipt store.
- Automated Workflow – we’re eliminating the guessing game when it comes to who needs to approve an expense report – based on employee profile and report criteria.
Staffing Updates

• Faculty Services: Introducing Julie and Kathryn!
• Contracts: Contract Manager position posted
• Team 2: Grant Manager position posted
• Team 3: Interim Team Lead, Tammy Ebert (tamara.ebert@uconn.edu)
• Cash: Posting for Financial Assistant I/II
Cost Transfers: Policy Reminder


Unless the sponsor has more restrictive requirements, cost transfers will not require additional justification (reason for lateness, corrective action) if submitted **within 90 days after the end of the calendar month in which the transaction appears on the University’s month end account statements**. For example:

Expense date: March 15, 2019
Start of 90 day period: April 1, 2019
End of 90 day period: June 29, 2019
Small Business Subcontracting Plans

• Required in federal contract proposals/awards that exceed $700,000
• Not required for grant/assistance awards
• Commits to a percent of eligible costs to be used towards small businesses
• Eligible costs exclude: salaries, fringe benefits, F&A
• Agencies may impose/require a minimum goal level
• Regular reporting throughout the award
• For assistance from Procurement on developing plans:
  Veronica Cook
  Executive Program Director
  veronica.cook@uconn.edu
  Kathleen Kearney
  Research Category Manager
  kathleen.kearny@uconn.edu
Spotlight on Object Codes – Proposed Changes

• Consolidation:
  • Dues (6100 & 6105)
  • Memberships (6120)

• Elimination:
  • Postage – SPS only (6236)
  • Advertising – SPS only (6619)

• Description Updates:
  • 6530 – Off-Site Facility Rental

• New:
  • Publication costs (6636 – Printing and Binding not reflective of activity)
  • IT consumables – items with short life span that are replaced regularly (e.g. toner)
NSF Office of the Inspector General Audit

- Analyzing transactions on NSF awards where reimbursement was requested during the period of **February 1, 2016 through January 31, 2019**
- Selected transactions will require additional information
- Assistance will be needed (with fast turnaround) from department administrators and faculty related to selected transactions
- Audit expected to conclude by the end of the summer
Next SPA and Questions

Have a question or topic you would like covered at the SPA Meetings?
Email brenda.lowther@uchc.edu

Next Meeting:
April 19, 2019
10:00 – 11:30 a.m.
Student Union
Rm. 304 B
(room subject to change)
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<td>10:00 am - 11:30 am</td>
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