FMS POST GO-LIVE LECTURE AND Q & A

Editor's Note: This document contains questions and answers from the April 12, 2007 Post Go-Live Lecture and Q & A. Reponses are from Lori Beeman and Meredith Flynn, Maureen Ireland, Trish Jenkins, Jen Milligan, Bill Wheelock, Linda Hamilton, and Karen Dauterman. Please note there is also a companion document, a PowerPoint presentation called *FMS: Finally Making Sense*. This too is on the BG@100 Website.

PURCHASING GOODS & SERVICES WITH FMS

LORI: Is everyone receiving Emails indicating that their requisitions were converted or "sourced" to a Purchase Order#?

AUDIENCE: Sometimes but not always.

MAUREEN: You will not get an Email if the Requisition had a LOW Origin, under $1500. This is because such requisitions are approved by the requester and converted fairly quickly to Purchase Orders. If you want to find out the Purchase Order ID for LOW Origin requisitions you can go to Requisition Document Status.

The purchase order dispatch process is run at 11 a.m. and 4 p.m. So after 11 a.m. and after 4 p.m. would be a good time to check Requisition Document Status to see if your PO has a status of Dispatched. If it has a status of Dispatched, you can go to Add/Update Receipts to receive.

LORI: Maureen, when the matching process fails because a Requester did not enter a PO Receipt, three matching rules are broken, right, and, as a result, three Emails are sent to the Requester, one for each matching rule that is broken?

MAUREEN: Yes, three mails are sent. This is a system setting that we cannot change. What you need to do is look at the first Email and delete the other two. What we have done to improve this is that we are only sending Matching Error Emails every other day instead of every day.

QUESTION: Are vendors to send their vouchers directly to Central Scanning?

LORI: The vendors should send their <u>invoices</u> to Central Scanning when you actually purchase goods to Central Scanning.

QUESTION: Wouldn't it be better if we were able to see that invoice before it is sent to Central Scanning?

MAUREEN: How the process is meant to work. We aren't there yet guys but we will get there; we know we will. You're supposed to put in a requisition to purchase. You haven't purchased anything yet. Purchasing then places that order with the vendor that you chose. The purchase order gets sent to the vendor. You get the goods in the mail. You open that box. Meanwhile the PO has a status of dispatched. You can receive the goods now. You open the box to get that packing slip. All we are asking you to do is verify that you received the quantity that you asked for (by putting in a PO Receipt document). When they put the invoice in over at Central Scanning and a voucher is created, the three-way match verifies that the Receiver, the PO, and Voucher have the same prices. If your PO and Requisition were correct on price in the first place, if there is an error on the invoice price it is going to fall into match error and then it goes back to the AP people and the Purchasing people to verify. So that is what your issue is then? You want to make sure that you are paying the right price? The system is set up to check for that.

QUESTION: Will we get a copy of the invoice or will we see it online?

MAUREEN: You will see it online.

QUESTION: Like AFIN, is there a price tolerance set for receiving? You know, if you put in a requisition at one price and the invoice comes through at a higher price?

MAUREEN: Yes, there is a price tolerance set for most things unless it is an item that the Purchasing department has a contract for, otherwise the price tolerance is 10% of the order.

QUESTION: Is shipping included in this tolerance?

MAUREEN: No, Shipping is no longer a line item on the Requisition like it was with AFIN, meaning that you actually added a Requisition line for the shipping charges. With FMS, shipping charges are handled "below the line" meaning that the Purchasing department handles this.

PAYING BILLS WITH FMS

BILL WHEELOCK: Lori, on the CNF requisition, that is a band aid. And the reason that I am saying that is because actually we should be purchasing things through the normal purchasing process (through requisitions) and not buying things and doing an after the fact documentation of it.

If someone has to run out to Staples and pick up something for a presentation this afternoon, that is **for the time being**, an acceptable use of the CNF requisition. Actually, we would prefer that the P-Card be used for a situation like this.

However, if someone walks up to you and says I bought this digital camera, take care of paying for it. We are actually looking at sometime down the road for you to say, I'm sorry, but I can't. We are not allowed to do that. It has to go through the standard purchasing process. We have to put in a requisition, we have to get a Purchase Order number, and then you can purchase the item.

QUESTION: How do you do that with Faculty?

BILL WHEELOCK: Ultimately, down the road faculty will have to live within the same rules as everyone else.

QUESTION: What about Faculty who get a $2000 allowance for purchases. Plus when they work for ___?, they take some of their money as Faculty Development Funds. It is their money and to use as they wish because they are choosing that option. I do know that they have to follow University rules as far as payment, but this is going to put me in the position where I am shopping for everybody.

MAUREEN: That's actually Purchasing's job to shop. It is not your job to shop.

AUDIENCE: Inaudible.

JEN: We are in the process of updating the policy for P-Cards for Grants. There is a new P-Card manager starting on Monday so we will revisit this issue.

QUESTION: This system assumes that we are purchasing things, not services. We bring candidates to campus all the time. I need to handle reimbursements for these candidates. And I need to pay speaker fees.

BILL WHEELOCK: We are working on documenting how to pay for this.

QUESTION: In the real world where we have tenured faculty who are scheduling speakers for their own events--they don't do requisitions. They just get something set up, then after the speaker speaks the faculty member hands the invoice to the secretary to pay.

MAUREEN: We need to do some departmental retraining on how to purchase.

Quick Invoices

LORI: Quick Invoice: for reimbursing students, employees, or vendors who accept store charges. It has a $100 maximum. Cannot be used for Project/Grant related purchases.
KAREN DAUTERMAN, Business Office: Can I just interject? When you guys do Quick Invoices for an employee reimbursement, do us a big favor…write the person's name on the receipt, especially if the receipt comes from a store, for example, Ben Franklins. In this case, the vendor is the employee, not Ben Franklin. Even though you select this person as the vendor when you enter a Quick Invoice, still write that person's name on the receipt. It helps to have this information in two places because some people have in fact selected the wrong vendor.

KAREN: We have to know when you go out to buy this stuff…we need to know what it is for.

LORI: You can put the reason for the purchase in the **Description** field or you can put in the **Reference** field.

QUESTION: Is there a budget check on the Quick Invoice?

MAUREEN: NO, it is only expensed when the voucher is built. If your invoice comes over the Central Scanning and it is not properly marked, you will not be expensed for that purchase.

CNF Requisitions

LORI: The CNF Requisition is used to pay a bill for a DCC, Project/ Grant for goods/services over $100.

JEN MILLIGAN: Is it necessary to just enter the origin of CNF?

LORI: No, We also ask that you begin the **Description** with *Confirming* or *CNF*: followed by a description of the product and purpose.

CNF: Phase-Out. The tentative date is August 31, 2007, excluding true emergencies, equipment failure, etc.

A TYPICAL REQUESTER'S DAY

Worklists

LORI: Maureen, are Requesters receiving Emails if a requisition is approved by a Special Approver, (for example, Diane Bloom for computer equipment).

MAUREEN: No, it just goes to the Requester's Worklist and at that point the requester needs to Approve by clicking the SAVE button and it will go on through the workflow process. So it goes first to the special item category approver's worklist and when they approve, it comes to the Requester's worklist.

JEN: This also happens if a Requester puts through a requisition for a grant that needs Budget Administration approval of the department where the requester who input the requisition is not the authorized requester for the department.

MAUREEN: There is a DCC connected to every Grant and if the person who puts in the requisition is not authorized for that DCC, it is going to end up in the requester(who belongs to that DCC's) worklist. If you are going on vacation and you deal with Grants, you should probably reassign your worklist to someone who can cover for you (another person who has the Requester role). Call the BG@100 Project Office and ask to speak to the Workflow Administrator. This person can reassign your worklist so work can continue in your absence.

QUESTION: When you click on your Worklist and it brings up stuff in your worklist and there is no link, what do you do?

LORI: If you find something in your worklist that has no link or the link takes you nowhere, just click the **Mark Worked** button to get rid of that item. For example, you may see an Email notification for a matching error. Just click the **Mark Worked** button to remove that item.

QUESTION: Who reads the comments contained in a Requisition Amount Approval page?

LORI: When you enter a comment for an approver, that approver will see your comment and any other approver who may need to approve this requisition, including President Ribeau.

LORI: Maureen, can requesters still click on the link for a denied requisition to view the comments about the denial from the approver?

MAUREEN: No, this link is no longer active. Requesters just need to click the **Mark Worked** button to remove the denied item from their worklist. The Email indicating that the requisition was denied will include the comment from the Approver about why he or she denied the requisition.

QUESTION: Why would an approver deny a requisition?

MAUREEN: You can read the Approver's comments in the Email about why he or she denied it. Maybe he or she just doesn't want you to make that purchase.

MEREDITH: The Approvers have been trained that is better to recycle than to deny. It is easier on the requester. For example, rather than deny the requisition the Approver could Recycle the requisition and ask the Requester to reduce the quantity of an item or cut some items all together from the Requisition.

JEN: Except for Grants related purchases. PIs and Grants Accounting cannot Recycle requisitions because of workflow issues. We are working on a fix where Approvers will be able to recycle instead of just deny requisitions, but that fix is not ready yet.

Until then, requesters should access **Add/Update Requisitions** and click the **Copy From** link from the Requisition page to access the denied requisition. The Requester can then copy the information from the first requisition and change just what needs to be changed and then click the Save button.

LORI: I've talked to some people who have had Email notifications for matching errors in their Worklists. Just click the **Marked Worked** button because that link will take you nowhere.

MAUREEN: That's right; you can only access the **Match Exception Workbench** by clicking the link in the Email and remember that you need to be logged into FMS when you click that link.

Monitor Requisition Worklist

BILL: Just a tip. When you access the **Monitor Requisition Worklist**, be sure to click the **View All** link so you can see everything that is on the page. I was checking out something for a Senior Administrator and was wondering why I couldn't see a particular item that should have been in her Worklist. I saw that there were 11 items in the list. You either need to click the **Next Page** arrow or click **View All** to see all the items.

Document Status

QUESTION: What is Active X?

LORI: It is a software application that allows you to view invoices. Presently, only PC users can view invoices. To get the ActiveX software, visit BGSU's Software Server at this address:

http://software.bgsu.edu/

GENERAL Q & A

QUESTION: I have heard that an invoice is held for 30 days before it is paid.

MAUREEN: The business unit is set up for Net 30 from the Invoice Date, not the date of when you enter the document. Now if that vendor is saying that you can get a 20% discount if you pay it within 10 days, let the Business Office know so that they can set up the vendor that way.

QUESTION: Some of my invoices will say that there is a due date and some don't. So when I do a Requisition, I'm not sure what date to put in for the Due Date.

MAUREEN: On a Requisition, the due date is when you want it delivered.

QUESTION: Sometimes I have trouble finding the right category. If a do a requisition with the wrong category, does Purchasing fix it or do I have to fix it?

MAUREEN: You have to fix it.

QUESTION: How do I know what the correct category should be?

AUDIENCE RESPONSE: I work in public safety so if I don't know I will just pick public safety. Try to get as close as you can.

MAUREEN: One thing on item categories…there were about 10,000 in AFIN and we reduced them to about 450.We add them as we see fit to add them. For example, we realized that Postage was not in Item Categories so we will add Postage. We also added Freight. But remember freight is not a line item. The only time you want to use Freight as a Category is when you pay your FEDEX bill.

QUESTION: So if I have a question about item categories, do I call Purchasing?

MAUREEN: Yes, Purchasing handles item categories. Have you looked at the item category list on the BG@100 Website?

AUDIENCE RESPONSE: But some of the items I purchase don't match those category descriptions.

MAUREEN: You may be unique. I think Public Safety would be unique. Give us a call and we can take a closer look.

QUESTION: What is the difference between a Budget Warning and a Budget Error?

TRISH: A warning just means that (actually we had the same message in AFIN but nobody paid attention to it). When we budget (you can budget by line item account code), but we haven't really been in the habit of doing that here. If you do not put a budget amount with each account code (but your budget has money in the Operating account) but you don't have money in that particular account code in a document (e.g., Requisition), you will get a Budget Warning. The document will pass budget check though. You can just ignore the warning.

AUDIENCE: Except for Grants.

JEN: Grants are budgeted by line item because Grants are more particular about what you can spend your money in. So if you budgeted to spend your money in a particular line item, you have to spend the money in that particular line item.

EDITOR'S NOTE: A Budget Error means that you have either a zero or negative balance in your Operating Budget.

QUESTION: Who do I call for what if I am having problems?

MAUREEN: You should call TSC (Technology Support Center) first, 2-0999. If TSC cannot answer your question, they will direct you to Linda Larkin or Bob Kuptez, who are our FMS Support Personnel over in Hayes Hall. If they cannot help you, they will put you in contact with either Purchasing personnel or Business Office personnel. If you have a question about functions found in the Purchasing module, TSC will direct you to Purchasing. On the other hand if you are having a problem with functions found in the Accounts Payable module (for example, Quick Invoices), they will direct you to the Business Office.

QUESTION: I did a Quick Invoice for a Grants-related reimbursement and it didn't get paid.

JEN: You can't do a Quick Invoice for Grants related reimbursements. It won't go anywhere. We need PI and Grants Accounting approval for Grants and the Quick Invoice cannot be routed for approvals.

MAUREEN: Call Terry or Karen at the Business Office. They can help you. Then you will need to put that reimbursement in as a Requisition.

AUDIENCE MEMBER: Inaudible

AUDIENCE: Some comment about February and March budget transfers that didn't get approved before the end of the month……inaudible.

TRISH: If there was a problem with your budget transfer and you needed to do another budget transfer. And if didn't get updated (posted…meaning the money was actually moved) in the month that it is dated, it is basically in FMS a dead document. But the Business Office can fix this.

QUESTION: Just to clarify, Trish. If we do a budget transfer and if it is not approved in the same month that it was created, that it is not going to go through and we will need to do it again the next month.

TRISH: You will be notified by Karen or Cathy that there is a problem with a particular transfer.

QUESTION: What if the Approver has not gone in and approved the transfer. If you create a transfer in March and the person who has to approve it does not approve it in the same month, will you have a problem?

TRISH: Yes, I would recommend **that you not do a budget transfer or journal transfer (expense transfer) toward the end of the month**. FMS will not allow anyone to go in and change that date. When FMS assigns a journal ID, it is the number plus the date that makes that transaction unique. Once that date is on there it is written in stone and that transfer would need to be entered again. If that situation comes up, just contact Cathy or me and we will get that resolved.

TRISH: Just a side comment. If you have a problem with an Expense Transfer, this document has a **Copy Journal** feature. If your expense transfer is a dead document because it was not posted the same month that it was entered in FMS, you can copy the information from that first expense transfer into a new expense transfer document to save yourself some time. Just find the old Expense Transfer document from **Create/Update Journal Entries** and then select the **Copy Journal** option from the **Process** field in the **Lines** tab. After that, make any changes you want (such as the date) and then just click the **Save** button.

QUESTION: I have a question about **Vendor IDs**. I know the Business Office is very busy with them. But we are finding that our Graduate Students are not in FMS as Vendors. They find this very hard to understand that they can get a payroll check from the University but yet they cannot be paid for their travel. Is FMS making a future enhancement (change) so that when our graduate students and our new faculty come to campus and are assigned a POO # that this information will also go into FMS?

MAUREEN: Not every single person on campus gets reimbursed for making a purchase at Ben Franklin's. As these people get created in FMS as vendors, they are there. But you must put them in for the first time. If we were to put every single employee and student in FMS as a vendor, that database would be so massive that it could never be maintained.

QUESTION: I cannot imagine a graduate student that would not need to be reimbursed for a purchase during their time at BGSU.

MAUREEN: Then as you take on new graduate students and faculty, contact Connie at the Business Office if you want them added as vendors.

LORI: This might be good time to point out that we do have some simplified Vendor Data sheets for student vendors and employee vendors. (much applause). These will soon be available on the Business Office and Purchasing Website. (They are available now).

AUDIENCE: Lots of clapping.

QUESTION: Is there any way to get a list of notifications that you make in the system, like an Email search?

LORI: You had asked about that and I did get with Ayman Omar, our PeopleSoft consultant. We did go into the system (behind the scenes where developers only have access) and were able to see a confirmation that an Email notification was sent, for example, for Budget Transfer. He's gone now on vacation but when he gets back we will try to look at that again.

QUESTION: Is there anyway also to see if the check has been cashed.

MAUREEN: Call Terry and Karen at the Business Office. They have access to those screens.

QUESTION: I have a question. Both Deb and I work with a lot of the schools where our teachers are doing their internships. We send out stipends and payments. Two things: We used to just do a whole spreadsheet and send it to the Business Office to get the checks cut. I have to go in if they are under $100 and do a Quick Invoice on all them or do a CNF, or what? I mean we're talking a lot and it is very time consuming.

The other thing that I haven't even done and normally have done by this time of year concerns vendors. I understand that the vendor numbers over the last eight months were transferred from schools we normally use maybe every other year and we now we have to send out these vendor data sheets?

MAUREEN: If the vendor numbers were in AFIN and you go to use them again and they didn't convert over, we can fix this. If they are in AFIN, Connie will bring them over, and you don't have to fill out the Vendor Data Sheet, unless she sees in AFIN that the information is inadequate, then Connie will contact the school system and have them update the sheet. So just let Connie know that you are going to be using this school district for our student teachers and she will make sure that they get in the system.

QUESTION: But then we have to enter every one of those (Quick Invoices or CNFs)? We're talking maybe 300.

FAYE: But that 300 were already being done by the Business Office……inaudible.

EDITOR'S NOTE: The non-system related comment that would have appeared here was transcribed and sent to the BG@100 Project Management for review.

MAUREEN: Does anyone else have an actual system-related question?

QUESTION: I was just wondering if Grants Accounting is going to revise the Account codes for travel, for example, the grouping of travel accounts for budget purposes.

JEN: We are looking at that and we want to do that. Right now it budget checks by line item. We were looking to make it so we could do some type of a hybrid, where the system checks to see if there is money in any travel account instead of just one particular travel account. That is very, very difficult to get done. We are still trying to get this done. We really want to do it but it is not going to be soon.

In the meantime, take a look at your Grants' budgets and make sure that the lines you want to spend from have the money in those lines and work with the SPAR office to re-budget money, especially for payroll charges.

QUESTION: I know Grants have to be very particular about their line items. Is this what is coming to our Academic units come July 1st where we will also have to become very precise about our accounts, meaning that we have to budget by account code?

LINDA: It won't be required but it is always encouraged so then you won't get those budget warnings if you budget by account codes. We encourage you to use it (budget by account codes) because it should help you with your budget.

QUESTION: I know that in AFIN we had to reset your percentages that went into each of the line item accounts. Is that still the case or can we change that or request to have those percentages changed at any time now?

LINDA: You can change those yourself by doing a budget transfer.

QUESTION: Right, as you transfer, but I'm talking when they actually load the budget at the beginning of the fiscal year. We would have to request that those percentages be changed at the end of the fiscal year before the new fiscal year budget was loaded. Do we have to still do that or can we request that those percentages be changed now or in the middle of the year?

LINDA: When you do the transfer amongst your lines…

QUESTION: Right, but our budget is actually set up so that when they load it at the beginning of the fiscal year, automatically percentages are loaded into each account so that I don't have money in just that main DCC.

LINDA: I would have to see it because we do not load by percentages so somebody is intermediary to this….INAUDIBLE…. We do not load by percentages.

QUESTION: At the end of the Journal Transfer process, there is a journal status and budget status that is supposed to be V and V. However, my status is T and N.

TRISH: A T means the journal status is incomplete. By default, all journal entries are set to have a journal status of incomplete. Requesters are not supposed to process journal entries; they only need to save them. So it is normal to have a **Journal Status** of **T** (meaning incomplete). The Business Office posts the transfer (or actually moves the money). That is what a journal entry (expense transfer) is supposed to look like when you are done. An **N** for **Budget Status** just means that the budget was **not checked** at time of document entry. The Business Office handles this as well.

JEN: And I want to make it clear that there is a difference between Budget Transfers and Journal Transfers (journal meaning Expense Transfers). For Grants, requesters and budget administrators are not permitted to enter budget transfers; grants accounting does these. You can do journal transfers or what we call Expense Transfers and then send them to the PI for approval and than the PI will send on to our office for posting.

TRISH: Also, there has always been confusion between budget transfers and journal transfers. For journal transfers, if this is an expense that you can see on your month-end report and you know that it has a voucher number associated with it, you should do a journal transfer to either transfer the expense or part of an expense to another DCC or Grant. When you do a journal transfer we want you to put the number of the transaction that originally was done to incur that expense (the voucher ID, etc) in the Reference field.

QUESTION: Following up on transfers, where one area sells something to another area, is that a budget transfer or a journal transfer?

TRISH: It is a journal transfer and it should be originated by the person who is providing the service or is charging the other budget.

QUESTION: There was some talk about a procedure when you have to spend money that you don't have…..inaudible….how that will work?

LINDA: You are talking about Associated Revenue.

If you are an organization that runs on outside money, you sell things, and say normally you will collect a $100,000 for your operation during the year. So as you collect those revenues during the year, you are able to spend the money. But because a lot of you have contract salaries that are encumbered right up front, they may take all of your $100,000 and then what are you going to do? So there is a process and I have a form that you can request. There is a process that you must go through to demonstrate that you do receive this revenue throughout the course of the year. If you can do this, submit the form, and I will go ahead and give you your $100,000 on the first day so you can begin to spend. The system will track to make sure that you collect this $100,000 over the course of the year. If you do not, you will end up in your deficit situation.

QUESTION: This process doesn't include Foundation money that is transferred to our budget? We have already spent this money on an invoice but we do not actually have access to this until the next year.

LINDA: I'd have to look at it. They should be sending you your money because that is a transfer too.

QUESTION: Right, but it goes into Revenue and we are not able to expend it.

LINDA: Inaudible….

LORI: The *Associated Revenue* form will eventually be on a Website, until then contact Linda Hamilton's office.

LORI: Any other questions? I know we went over (the time) but I do think we had a good session in spite of the fact that we did not get through everything. We will be publishing the PowerPoint documentation and we will make changes to those items that need to be clarified. I thank you all for questions and comments.

People will be hearing your concerns including those concerns about maybe not being ready personnel wise for this change. I've talked with others who have had such concerns. Thanks for bringing this up.

END of SESSION