

**Business and Financial Services**  
**2008-2009 Annual Report**  
**For Reporting Period July 1, 2008-June 30, 2009**

**INTRODUCTION**

Business and Financial Services did an adequate job in meeting its goals in fiscal year 2008. This report was prepared by referring to the goals and action items outlined in our FY2008-09 Action Plan. Some of the major accomplishments for BFS include:

- The successful implementation of PeopleSoft Student Financials (part of the Campus Solutions ERP). The system conversion from Datatel to PeopleSoft went smoothly due to the efforts of the staff in the prior fiscal year. There will be some minor bumps along the road involving new processes for both the staff and campus as the new software is put into use.
- The enhancing of service and efficiency through technology available in the office. Procurement and Materials Management began a new system to allow the tracking of packages delivered on campus. PMM also developed an online training program for Pcard use. Student Business Services changed from a keyed door entry to a card swipe. Accounting Services participated in a System wide Lean initiative that looked at the processing of TER's.
- The hiring of two Directors, one in Purchasing and the other in Student Business Services will bring new ideas to the organization and provide Business & Financial Services an opportunity to take on new challenges. BFS also has been able to look at its current position structure and redo some positions due to vacancies to better meet the needs of the offices.

This report provides an overview of Business and Financial Services goals, accomplishments, and events of the past year. We can look back on the year with considerable satisfaction as we enter the new fiscal year with confidence and high expectations.

## PROGRESS REVIEW OF 2008-2009 ACTION PLANS

<b>1. Goal:</b> Enhance Service and Efficiency through Technology.
<b>Objective:</b> Expand US Bank Access Online services for Procurement Card program
<b>Progress Description:</b> Project has been slow to get started as departments are resistant to doing the work.
<b>Objective:</b> Expand the use of the online surplus property storefront
<b>Progress Description:</b> Items are continuing to be added as well as additional departments. Next step is to get a better tracking mechanism
<b>Objective:</b> Implement new Student Administration system from Oracle/PeopleSoft
<b>Progress Description:</b> Completed. Went live on July1, 2009.
<b>Objective:</b> Implement a grant accounting system.
<b>Progress Description:</b> Was placed on hold due to deficiencies in current software. Plan is to implement the Project Lite module in PeopleSoft Financials in FY10.

<b>2. Goal:</b> Improve Communication and knowledge Sharing of Fiscal Issues Within BFS and With Other Campus Departments
<b>Objective:</b> Conduct training for BFS staff on the PeopleSoft Student Module.
<b>Progress Description:</b> Completed. Training will continue as staff figure out more uses for the software.
<b>Objective:</b> Continue BFS staff's cross training.
<b>Progress Description:</b> Staff continues to learn additional duties to provide backup and additional resources for the campus community.
<b>Objective:</b> Coordinate BFS state activities to enhance morale and foster good communication.
<b>Progress Description:</b> Purchasing & Material Management and Student Business Services both held open houses for the campus community. BFS managers held a picnic for staff as a thank you for the hard work. Departments held pot luck lunches to keep morale up.

<b>3. Goal:</b> Ensure Security and Integrity of Financial Activities Through Continuous Improvement of Internal Controls, Training and Monitoring
<b>Objective:</b> Develop an Internal Control document
<b>Progress Description:</b> The internal control document was completed by UW-Stout's Office of Internal Audit in conjunction with the Director of Business and Financial Services in early FY09.
<b>Objective:</b> Keep the University in compliance with regulations by ensuring that contracts are up to date and awarded successfully.
<b>Progress Description:</b> Contracts are reviewed by the Director of Purchasing.

**4. Goal:** Implement a BFS Organization structure and office layout that maximizes the use of our resources and streamlines work processes.

**Objective:** Hire a new Director of Student Business Services.

**Progress Description:** A new Director was hired after the recruitment was put on hold due to budgetary reasons.

**Objective:** Hire and integrate a new Assistant Director of Purchasing and Material Management.

**Progress Description:** Due to budget reasons, redoing the PD and other minor issues, this has not been completed.

**Objective:** Convert the AP/Grants position from LTE to permanent.

**Progress Description:** Initial paperwork has been completed, but the recruitment is currently on hiatus due to budgetary concerns.

**5. Goal:** Provide support for the University's e-Scholar Laptop Initiative

**Objective:** Integrate the laptop transfer agreement with the graduation process.

**Progress Description:** Although the graduate can do both of the forms at the same time (while filling out the graduation application), the process is not as integrated as BFS hoped for.

**6. Goal:** Implement a Training and Development plan

**Objective:** Provide training and development opportunities to employees

**Progress Description:** During FY09, BFS staff took part in 220 opportunities spread over 89 different events.

**Objective:** Develop and improve a small group training facility within BFS.

**Progress Description:** Completed. Used computers that were going to be surplus to create small training room. Currently being used for the Student Administration implementation.

## **Business and Financial Services Annual Report Highlights**

### Training and Development

Provide training and development opportunities to employees that contribute to excellence in performance, quality in department services, and positive and safe work environment. See listing of all training attended by staff in Appendix.

Among the highlights:

- BFS staff attended a diversity session titled “Divided we Fall”. This film was available for all of ASLS to attend and had a successful turnout.
- Brent Tilton completed the necessary training to receive his Purchasing Delegation. Training included:  
*DOA Purchasing: “Writing and Conducting Requests for Bids”, Purchasing Printing for the State of Wisconsin” Writing and Conducting Requests for Proposals), Contract Administration, “Understanding the Wisconsin Purchasing Process, Cost Benefit Analysis*
- Ed Nieskes was selected as an Associate member of the General Ledger Product Advisory Group (GL PAG) for the Higher Ed User Group (HEUG).
- Ed was also asked to participate as a member of the CACUBO 2010 Host committee
- Joel Heuschele and Ed participated as members of the UW System HRS implementation as advisory members for financial issues.
- Brent Tilton and Joel Heuschele attended CMI Level 1 at Miami University.

## **Performance Highlights**

### **Accounting Services**

Travel Advances	71	
PIR's Processed	1150	
TER's Processed	3069	
Refunds	282	
Tuition Reimbursements	99	
Interview Candidates	104	
Expenditure/Revenue Transfers	6180	
Enc/Payroll Transfers/Imports	1335	
Vouchers Processed	19,129	
ZBA Checks	14,212	Totaling \$74,532,752.39

Refund checks that were file transferred to HigherOne for processing via ACH amounted to 14,029 checks that did not have to be issued and totaled \$18,618,118.91. SBS also electronically transmitted 35,088 financial aid payments totaling \$58,548,917.37. SBS processed 31,426 student cash receipts totaling \$38,470,368.70 and 18,120 department receipts totaling \$76,742,892.57. Processed 1,621 manual seg fee and tuition waivers for a total of \$352,248.15.

### **Student Business Services**

PeopleSoft's Student Financial module go live went successfully on July 1, 2009.  
Participating in the World Class Customer Service program  
Increased office security with card reader on entry and security camera system  
Began a data security campaign by reorganizing files and locking up all sensitive data  
Completed A133 audit without any findings reported  
Conduct weekly staff meetings to improve and maintain communication  
Implemented counterfeit detection procedures  
Conducted staff security awareness training with campus police  
Increased use of ImageNow to reduce paperwork stored  
Updated office computers and software to accommodate PeopleSoft changes  
Eliminated the Assistant Director position to help with budget cuts

### **Collections Office**

Successfully implemented online Perkins note process in PeopleSoft.  
Processed 2,027 payments on collection accounts totaling \$555,941.12  
Setup skip tracing through TransUnion credit bureau  
Collected \$42,603.00 in delinquent tuition and fees using the Department of Revenue TRIP program  
Began making phone calls on past due accounts in an effort to prevent accounts from going to a collection agency  
Hired new Collections Specialist to fill vacant position in the Perkins Loan area.  
NSF Checks now turned over to collections office for processing

**Grants & Contracts**

	FY07	FY08	FY09
New Grants, Gifts, or Contract Accounts opened	90	95	86
Existing & Continuous Gift & Grant Accounts Maintained	424	394	445
Major Processes Streamlined	2	0	0
Annual Labor Hours Saved Through Streamlining	144		

**E-Scholar Asset Management****Pilot e-Scholar Laptop Transfer Program**

Fiscal Year	2009	2008	2007
Laptops Transferred	1172	1095	777

**Laptop Recovery Activity**

Laptop Return Notices e-mailed to students	4183	4313	2602
Individual letters sent to students via mail and email	240	217	614
Students forwarded to UW-Police	44	75	125
Students Forwarded to District Attorney	11	14	10

NOTE: Laptop recovery activity reflects end of term recovery only

## Procurement and Materials Management

- Open house held in late April.
- Instructed PMM EDGE presentation in February and March
- Implemented ImageNow in Purchasing. All FY09 PO's were back scanned into the system. All FY10 PO's will be routed to administrators and PO requesters via email.
- Implemented paperless Tracking Assistant program in Receiving.
- Initiated Lean Implementation for University stores. Reduced required floor space to 80 ft<sup>2</sup> from 370 ft<sup>2</sup>.
- Implementation of new E-Scholar laptop contract with HP.
- Implemented several changes in Convenience Copier program to reduce cost per copy to most end users.

## Fixed Asset Inventory

With the moving to PeopleSoft fixed assets, a complete physical inventory of all equipment with value over \$5,000 was completed by Purchasing.

## Other Highlights

Open house held in late April of our newly combined area.

Implemented new Shape Based USPS rates on May 14, 2007.

Implement paper purchase order entry process into Datatel (now PeopleSoft).

Develop Duplicating paper inventory report.

Implementation of new Pouring Rights contract (Merri King worked on equipment and Implementation).

	2007	2008	2009
<b>Duplicating Center</b>			
Dept Requisitions Processed:	598	551	511
<i>(note: a single department requisition may have had more than one job to produce)</i>			
<b>Printing Services</b>			
Off Campus Purchase Orders:	496	579	598
<i>(note: inclusion of 2007 paper purchase orders = 560)</i>			
<b>Mail Services:</b> includes all classes of mail (1st, 3rd and bulk)			
Incoming (000's)	450.5	508.6	532.9
Outgoing (000's)	538.8	214.2	190.4
Outgoing UPS (000's)	4.3	4.4	4.4
<b>Stores:</b>			
Dept Requisitions Processed:	621	745	610
<b>Receiving:</b>			
Total Packages Delivered		25,136	29,065

\*The postage machine does not give a count of mail by piece. Starting in 2008, the number shown is in dollars.

Other Purchasing and Materials Management highlights include:

Fiscal Year	PO & Blanket Orders		PCard	Total	E-Commerce
	Count	(000's)	(000's)	(000's)	(000's)
2005	3446	\$16,575	\$1,976	\$18,551	\$477
2006	3170	\$14,510	\$2,398	\$16,908	\$664
2007	3197	\$11,684	\$2,241	\$13,925	\$479
2008	2643	\$12,608	\$2,304	\$14,912	N/A
2009	2533	\$10,856	\$2,833	\$13,369	N/A