Process Name:  ITs- Department Chargebacks
Date: September 16, 2005
Time: 2pm
Location: ACR207
Participants:  Martha Serrano, Jeremy Clausen, John Young, Laura Lannom
Session Lead:  Visio- John; Narrative- Laura

Narrative/Description:  UPS-  When shipment is originated, FRS account number is entered in the remarks field in the UPS tracking system (Worldship).  Central Receiving receives UPS bill via email in Access format, sort by FRS account number.  Print and provide to Administrative secretary for Physical Plant.  Administrative secretary manually enters from the bill to a spreadsheet.  At month-end, email the spreadsheet to Controller for upload into FRS.

General Stores-  Department places an order in person or by email.  Order is received, pulled from shelf and hand-written ticket is produced including product, account etc.  Several times a month, sort hand-written tickets by account number and enter data into Maximo.  Seagate used on last day of month to extract data from Maximo and print report by account number without break-out by product control number.  Printout given to Administrative secretary for Physical Plant.  Administrative secretary manually enters from the bill to a spreadsheet one line per account.  Also sends copy of the report to each account manager showing detail of charges. At month-end, email the spreadsheet to Controller for upload into FRS.

Fleet Its- process documented under separate BPA up to point where spreadsheet is sent to Controller.

Controller takes all spreadsheets received from Physical plant and converts to space delimited, formatted text excel file and submits to OIT for upload into FRS Test environment.  Controller reviews reports from Test, makes corrections to files and submits to OIT for upload into FRS Production.

<u>MISCELLANEOUS ITs Physical Plant</u>
All Physical plant misc ITs are currently entered by Martha into FRS under reviewable session.  Controller reviews and releases batch at month-end.

Misc- open Pos that need to have costs allocated to different departments (eg floor wax for custodians).  Charges are kept on spreadsheet during month.

Gas, Propane, Workorders-  get numbers off Access.  Gas and parts used on campus (lawnmowers, President's vehicle, service to Pres vehicle, etc) is put into excel from receipts given to assistant by Motor Pool staff.

Motor Pool misc- bldg maint or Utilities charges something on an open PO that needs to get reimbursed to the Motor pool acct (eg Carquest, etc) so is charged to department that used the item

MVR-  driving records that have to be ordered to allow people to drive rental vehicles.  Depts get charged for this.

Custodial service misc-  custodian does laundry for meats lab so charge out for laundry soap.

General stores True Value- all depts use the Open PO then get charged to reimburse Gen stores

MISCELLANEOUS ITs- Other Departments

Other departments on campus compile IT information via various means during the month and enter the information into Reviewable batch in FRS. Controller reviews and releases batch at month-end.

Electronic Inputs: Spreadsheets for upload, Maximo, Access
Manual/Paper Inputs: General stores tickets, receipts, True Value invoices
Key Decision Points (list all): Correct department to charge
Related Policy(s): Currently, budget checks are NOT done before posting IT
Interface to Other Systems: None
Web Features: None
Electronic Outputs: excel files
Manual/Paper Outputs: reports from Maximo and Access
Customer(s): Departments
Regulatory Items: none
Frequency/Volume: monthly, 400 lines of account charges
Potential Break Points: data entry errors, files not uploading properly, Maximo or FRS crashes, not having proper account number
Automation: upload of some charges from Excel into FRS.
Issues: Possibility of saving the data-entry step on UPS bill into spreadsheet and also from Maximo into excel. Physical Plant staff would like to get away from multiple manual data entry as much as possible. Research for errors in General Stores is almost impossible due to Maximo not being capable. Timeliness of getting charges posted to accounts. It can be as much as 5-6 weeks from time charge occurs (this can particularly be an issue at year-end and on grants that expire). In many cases, budget is not available in the account, but account must be charged because goods or services have already been received. Many different systems are being used to originate IT data (Maximo for physical plant, Quickbooks for Publications dept) and this creates training issues for proper use of those systems and converting data into FRS.