User Group Meeting

Kickoff

Feb. 6, 2015

ConnectCarolina InfoPorte

Agenda

Topic	Presenter	Time Estimate
What is the ConnectCarolina User Group?	Anita Collins	10 minutes
ConnectCarolina Update	Fran Dykstra	40 minutes
Questions		10 minutes

What is the ConnectCarolina User Group?

Anita Collins

Change Management Lead

User Group Meetings

- Meetings to provide "deep dives" into hot topics
- Open to anyone who uses ConnectCarolina
- Meetings coming up:
  - Feb 20 -- Finance topic: *Key Financial Concepts*
  - Feb 25 -- HR topic: *Managing Student Actions*

ccinfo.unc.edu

ConnectCarolina Liaisons

- Recently formed group to replace the “training and implementation partners (TIPs)”
- One HR and one Finance representative per school or division, appointed by HR officers and Finance MOU leads
- Key contact for ConnectCarolina activities
- Helps us ensure important information reaches everyone

Remember: Getting Help

- The Help Desk is the best way to ensure your question or issue doesn’t get lost
- Include specific examples and screenshots if possible
- It’s okay to put in a help ticket to ask, “How do I….”
- Two key ways:
  - 919-962-HELP
  - help.unc.edu

ConnectCarolina InfoPorte

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ConnectCarolina User Information

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TRAINING

- TIPs and Trainers
- Training Schedule
- Access Roles
- Webinars and Live Demos
- ConnectCarolina Training Course Descriptions
- Resource Documents
  - Protected Documents
- Parking Lot Questions
- Training Videos

Resource Documents

Text: + −

These documents are provided to help ConnectCarolina users with the transition to the new system for Finance and HR/Payroll. They are offered as a complement to required training. If you need help while using ConnectCarolina, click here to view detailed instructions for contacting the Business Systems Help Desk

Need training materials for legacy Finance systems? Visit the Finance Training site for legacy training.

Documents | Slideshows | Student Guides | Recorded Webinars | Web Help

ConnectCarolina Update

Fran Dykstra

AVC, Enterprise Applications

Update on These Issues

- Reporting
  - A new reporting tool, new data and formats, some gaps in data and missing reports
- Overstated labor encumbrances
  - Creates uncertainty over information integrity and complicates knowing available balances
- Procurement
  - Multiple issues with creating and paying vouchers and vendors and with converted purchase orders
- Managing multi-year grants
- Invoicing sponsors
- Campus concerns

Challenge: unable to get accurate reporting to help manage the University's schools, divisions and research enterprise

- What we are doing:
  - — Continued meetings with groups across campus to understand needs
  - — Issued 3 major reports releases since Oct. 1 go-live – more than 200 enhancements; new release every 2-3 weeks
  - — Implemented the InfoPorte 6.3 release this week to address major issues
    - o More than 60 enhancements and fixes
  - — Completed first round of training over in October and November; second round will be scheduled soon
  - — Developing a User Guide to assist with using InfoPorte
  - — Details and reporting newsletter sign up: http://ccinfo.unc.edu/reporting/

Finance Reporting

- Formed a “SWAT” team in conjunction with Finance to address financial reporting issues
- Planning for additional training sessions to address gaps in understanding of financial reporting
- Current actions:
  - Addressing data anomalies between PeopleSoft and InfoPorte
  - Correcting the feed on the PeopleSoft side to align the FACT table
  - Implementing proper delete logic on journal transactions that are not carried to the warehouse
  - Reducing complexity of transaction data, making it easier to validate and reconcile
  - Expanding security logic in InfoPorte to allow access to view certain transactions
  - Modifying the PeopleSoft process for calculating encumbrances

Updates in the recent (6.3) release

- Added position number to the Expected End Date Report
- Automatically grant supervisors ability to view a list of the people who report to him/her and detail including salary and other employee information
- Added a more comprehensive set of data on the Employees List Excel Export like home address, TIM supervisor and other
- Fixed the base rate bug
- Altered Payroll screens to allow the user to see Primary and Secondary Jobs
- Set the access to automatically grant access to all HR reports

Challenge: Accuracy of Labor Encumbrances

- In late January, labor encumbrances were recalculated based on anticipated payments for biweekly payrolls from B14 forward and for monthly payrolls from M07 forward.
- Encumbrances were also run for fringe benefits.
- This week, labor and fringe encumbrances will be updated to deduct B15 actuals and reflect any changes made to employees on the biweekly payroll approved since the B14 payroll was run.
- Thereafter, encumbrances will be recalculated after each payroll and encumbrances to default and suspense accounts will be reversed.
- Nightly, we are running a program that clears out all erroneous encumbrances created by ePARs
- Still encumbers hourly temps and students for a full year
- Does not yet show encumbrances by employee

More Information on Current Labor Encumbrances

- A new custom encumbrance program will be delivered later this spring that will
- Encumber through funding and job end date
- Does not create future dated grids
- Provides encumbrance information per employee
- Exclude encumbrances for hourly temporary and student employees
- Runs daily to show encumbrances for all approved HR funding transactions

Challenge: Multiple issues with Creating/Paying Vouchers and Vendors

- What we have done:
  - Added additional staff to address the longer processing time for both vouchers and vendors. Central Office workflow queues are currently normal
  - Enhanced Vendor Create system to prevent multiple requests for same PID/TIN
  - Removed the automatic submission of campus vouchers into workflow
  - Enhanced Web Travel to eliminate a variety of customer identified issues and provide feedback providing campus with the payment reference data
  - ACH email notification for vendor payments
- Planned changes:
  - Reviewing and updating business processes

Challenge: Converted FRS Purchase Orders / Campus Unable to Receive Converted Lines or Change Order Lines

- What was converted:
  - All active purchase order lines. Completed lines were not converted.
- What we have done:
  - Established listserv for Campus personnel to notify Central Office Purchasing when the line is received. Purchasing is entering the receiving on campus's behalf.
- Planned changes:
  - Converted FRS Purchase Orders will be phased out June 30, 2015.
  - For continuing orders, new requisitions and new orders will be established to eliminate this issue and utilize the system's functionality.

Managing Multi-Year Grants

Challenge: Restrictions on spending on continuation years of multi-year grants until sponsor notices arrive.

- What we are doing:
  - One of UNC's objectives in implementing an ERP was to improve compliance with sponsor requirements
    - Legacy system lacked controls on spending which caused some compliance issues
    - New controls necessitate some process changes for departments
  - Acknowledging that the UNC solution causes a problem for multi-year awards that are funded and budgeted annually
  - Contacted other universities to determine alternatives to address this issue and we are currently evaluating a proposed solution

Solutions for Multi-Year Grants

- Short-term: Extend project end dates
  - A known process (used during the 2014 ARP process)
  - Requires additional processing to avoid encumbering labor beyond the current active annual period
  - Involves some risk: Schools/Departments must take responsibility for costs if the sponsor does not renew funding for continuation periods
- Long term: Reconfigure PeopleSoft to recognize and control expenditures based on active budget period rather than project end-date
  - A significant change that will require at least 5 months analysis, design, configuration and testing to ensure a smooth transition and avoid unintended consequences.

Invoicing Sponsors

Challenge: Delays in invoicing some sponsors for incurred expenses

- What we are doing:
  - Successfully drew down funds from multiple sponsors (NIH, NSF, etc.)
  - Making progress on sending out invoices
  - Aggregating several months of costs into invoices when the sponsor allows
  - Two issues we are working through:
    - Conversions: 15 months of converted data causing issues with billing processes
    - Major changes: UNC moved from manual to automated system. There was no functioning legacy system to just drop into ConnectCarolina

Challenge: Administrative staff are frustrated and anxious

- This has been a major change with NEW:
  - Chart of accounts
  - Business processes
  - Budget rules
  - Applications
  - Reporting system
- New systems typically reduce productivity in the early months for campus and for central offices due to learning curve
- Bugs, business process snags, miscalculations about what would work cause uncertainty
- A heavy workload exacerbates the pressures

Addressing Campus Concerns

What we are doing

- Initial training focused on transaction processing; current training focusing on new business processes and reporting
- Ongoing support:
  - Additional training
  - User Group meetings and ConnectCarolina Liaisons
  - Small group sessions for Finance to ask unit-specific questions
  - Online forum at http://ccinfo.unc.edu/ website

Training: Finance

- Demos and webinar on Budget Balances and Reconciliation (February 17, February 24)
- Webinar on finding cash balances in InfoPorte—late February
- Targeted documents:
  - First of a series of targeted documents on resolving three-way match exceptions
  - First of a series of targeted documents on “understanding your financial information”
- Updating searchable online help and training guides with changes
- Ongoing open enrollment training sessions on core campus content

Training: HR

- Adding more student actions content to HR representative guide
- Creating more computer-based training sessions for HR approvers
- Redesigned HR representative class to be two days instead of one
- Updating searchable online help and training guides with changes

Communications

- Developing webpages to consolidate fixes, changes and directives by functional area
- Continually updating the ccinfo.unc.edu website
- Communications continue:
  - Weekly updates from Finance and HR
  - Bi-weekly ConnectCarolina newsletter
  - Reporting newsletter
  - ARC monthly newsletter
  - Infographics
  - Social media

The First 90 Days

- Human Resources
  - Processed more than 22,000 HR transactions
  - Completed the Annual Raise for EPA faculty and non-faculty
- Payroll
  - Ran 7 Bi-weekly and 3 Monthly Payrolls
  - Posted Payrolls to the General Ledger
- Procurement
  - Issued more than 24,000 Purchase
  - Paid almost 99,000 invoices
- Accounting Services
  - Processed hundreds of journals
  - Processed more than 11,000 deposits
- Help Desk and Business Support
  - Answered more than 3,400 calls
  - Closed 9,471 help requests

Upcoming Activities

- Just completed issuing W-2s, 1099s, and 1098Ts
- January month-end close
- Continuing to fix problems and improve processes
- Planning priorities for the next six months
  - Year-end activities
  - Replace retro funding capability
  - Build budget checking tools for DCB journals
  - Add benefits enrollment changes
  - Make changes for AON Hewitt integration
  - Track benefits FTE for Affordable Care Act

Please have patience

This is a big change for everyone

It will take time

Questions?