Wednesday, January 15th, 2014 – Gateway User Group Meeting Minutes

Attendees: Sara Bard, Christine Griffin, Ron Hirst, Kara Kaneda, Lisa Klock, Hannah Morand, Terri Jo Ortega, Adriana Perez, Calli Price, Kathy Scheidemen, Daniel Stack, Tedi Tehrani, Robin Testa, Luisa Velez

Not Present: Karen Cisneros, Mike Moore

Introduction

Christine briefed the group on the latest staffing update for the Gateway Team. She resigned to take a position at ICBT on campus. Her last day will be January 24th.

Issue: Contracts Workflow

Discussion: We recently moved Contracts Workflow into Production. Calli will be testing with a very small number of users to begin with. An announcement will be made once testing is done and the option is open for campus use.

Summary/Action Items:

Issue: GMC Enhancements

Discussion: A draft is out to the DSAs and DPAs regarding modifications to the GMC for the new financial system. Most users will not see an impact. There is now an addition of an audit table so that departments can see who made changes and when those changes were made. Mostly it is just an addition of some checkboxes and some language differences. An announcement will be sent out.

Summary/Action Items:

Issue: AP Desk Manual

Discussion: The final version was presented to AP for any redlines. They will work with Hannah for any updates.

Summary/Action Items:

Issue: Tolerances

Discussion: All of the proposed tolerances from the last meetings (Shipping/Unit Price) went into effect on January 21st with the exception of the 2-way matching. Departments will still need to receive. This was kept as an audit standard after review.

Summary/Action Items:
**Issue: Removals**

Discussion: The group discussed taking “Removals” out of Gateway. Most agreed that it would be beneficial. Group members discussed issues surrounding: risk issues, insurance, and the need for a PO number. Most felt that the PO worked as a contract of sorts and helped with high risk issues. They also were worried about the appearance of just giving the advance to the faculty member; it would look like it lacked a sense of professionalism.

Summary/Action Items: Bring PO number issue to Calli.

**Open Discussion:**

Open discussion really circled back to the discussion on pain points.

Ron reiterated some of the discussion that he has heard for AP Pain points to the group.

- Comments
  - Not addressing or reading comments.
  - Make sure that comments are being left on the invoice side, as the PO side will not be read.
    - The answer is a bit of a workload issue. When the comments from the requisition, PO and invoice come together, AP could not scroll through all of that just to find one comment on approvals.
- Lag in answering comments.
  - Many group members agreed that they comment and comment and do not get a response.
  - This delay in response is most likely what causes everyone to write to Ron.
- Christine expressed that she sometimes just goes through and looks for comments just approving invoices to get them out to the Match Exceptions folder. She suggested this as something to look at for their process to help.

Group members felt that the best way to help this is to set up user expectations. If they know how long something will take, they can plan for it. If it goes beyond that or if there is no communication, they cannot plan or find process.

Ron explained to the group that priority is always the oldest due date first.

Group members inquired about the set up and asked if there are specific people in each role/folder. Ron explained the current set up (two temps for the Import, and then the rest of the processors work between the rest of the folders, grabbing as invoices are needed). Utilities and rentals are a priority.

Ron explained that some issues in the Match exception folder can be helped by the way that the PO is set up. Some issues arise out of Invoice and PO mismatches. Catalog numbers always help as well when trying to match invoices.