Wednesday, August 21, 2013 – Gateway User Group Meeting Minutes

Attendees: Sara Bard, Christine Griffin, Mike Moore, Hannah Morand, Terri Jo Ortega, Adriana Perez, Kathy Scheidemen, Daniel Stack, Robin Testa, Luisa Velez

Not Present: Karen Cisneros, Ron Hirst, Lisa Klock, Calli Price, Tedi Tehran

Guest: Antonio Manas-Melendez (Audit and Advisory Services)

I. Introduction

Group member selections were explained including the clarification that past members from the Business Process Team (BPT) group were included for continuity. Each attendee introduced themselves and described their area/discipline. The agenda/charter was discussed. It was clarified that these groups are to be issue focused and focused on problem solving; each member should come with specific examples from their areas.

The goal is to make the current Enhancement Log cleaner, more robust and featured more prominently online after these meetings.

The group was reminded of current drop in Office Hours three times a week. Due to the tapering of campus involvement, there is discussion of limiting them to once or twice a week. It was suggested to members of the group to either bring their issues to the meetings or to come as support to members of the campus community if their time permits.

The current audit conducted of the Gateway system was briefly reviewed. Antonio is currently sitting in the meeting today to get a feel of our governance structure and our first meeting.

The group was asked for a recommendation for another User Group Member from Social Sciences area on campus. The member of the group that she had reached out to declined due to scheduling conflicts.

Issue: Audit Documents

Discussion: This discussion focused on several handouts given out by Christine. The group was asked to look over the documents that were written by Christine and Calli and give comments, suggestions, and guidance regarding Audit Standards and Procedures for the system. Many users immediately brought up that receiving was a large audit consideration for the system. Another point echoed by many users was that the program should model after Flexcard’s audit procedures as their model is both a good model and this would also standardize our practices. It was asked if Vaughn could come to a future meeting to discuss this. Another issue was approval chains and segregation of duties, especially within small departments. Many asked us to define the purpose of our audit; would it be educational or a penalizing scenario. Also, many users echoed the sentiment that having procedure in writing regarding whether having backup documentation in the system was sufficient for audit or whether they would need to continue having hard copy documentation for audits.

Summary/Action Items: Review documents and submit ideas in future meetings.

Issue: GMC Enhancements - Sharing with Financial Systems
Discussion: Christine reported to the group that the Gateway Management Console (GMC) will soon be housing more than just Gateway Management tools and that currently ALLIN01 is already in Test. She will be testing the new features to make sure that it doesn’t affect anything related to the Gateway system. The group was assured that right now these changes are only in the Test environment. The issue is that they have to activate all of the 4-digit department codes for their testing purposes, so all departments are now active. If you have access to this Test Environment, you will see some new fields: COST TYPE as the budget field, and SPEED TYPE (this is similar to a low value number, but it is just a number that represents your LAF, it is needed for the bookstore Fastpast, interdepartmental re-charge and mail serves. You will see these soon). With prior feedback, Christine mentioned that she has asked for multi-select in current drop down menus and also the “copy” feature to give new users identical access within departments. She has also asked for an Audit table. The final update from Christine was that the GMC will also be undergoing a name change and that they will be holding a drawing on the campus to re-name the module.

Summary/Action Items: Christine will follow-up to see if the audit log can be reviewed departmentally. Christine will also ask Bruce Miller Mike Moore’s question regarding Kronos in the GMC. User Group Members that have access to the GMC should look at the GMC Test environment and bring up anything that they see might break any integration.

**Issue: Team Reports – Contracts Workflow**

Discussion: The Contracts Workflow in Gateway has been piloted with a few departments. They are specially focusing on PSAs. Currently work is still initiated through the form that contracts uses, then it is processed through Gateway, marked as a Contract and routed based on this Custom Field. We can Ad Hoc in Insurance, Risk Management, whatever else is needed. There will not be a new numbering convention for contracts. Contracts will be signed using an electronic signature through Docusign. Most immediate feedback from the group was positive, with remarks that the visibility for contracts will be good. Group members felt that some limitations could be that since vendors cannot log into the system, some comments could not be as easily tracked and added; they would need to be added as attachments.

Summary/Action Items: The group was asked for volunteers for the pilot program.

**Issue: Auto-close POs / Departmental Ability to Close POs**
Discussion: Christine explained that we have had many requests to have purchase orders that are completed “close”. Closing the purchase order essentially locks it so that no other action can be taken against it and it is no longer an active order for a department. The option to “Soft-Close” would mean that a purchase order would stay “Soft-Closed” for 45 days, allowing Invoicing and Receiving to occur and then would “Close” fully after that. The goal of this would be to allow departments to filter searches by “Open” and “Closed” and see what orders are truly outstanding, especially when they have a large amount of “Partially Invoiced” purchase orders that are truly completed. Even when an order is “Closed”, SysAdmin do have the ability to re-open any order, so this would not be permanent by any means.

Summary/Action Items: N/A

Issue: Phoenix Interface and Express Cart

Discussion: Regarding the newer Phoenix Interface, it is recommended that end users switch and learn as soon as possible, preferably no later than December of this year. The mandatory switch will be March of 2014. Some have found that letting users that are resistant to the change know that this new interface is modeled after Facebook and Amazon.com can sometimes help. Some group members mentioned that we should just give a notice and then force the switch, not giving a choice either way. Users felt that even a reminder note about the new interface would be beneficial for the campus.

A new version of the Phoenix Interface recently was released and among the features was an Express Cart Feature. Christine felt that it might work in our environment, but would like to test it as we might have too many custom fields for it to work. The Express Cart works based on profile defaults and quickly sending carts into workflow. Specific users expressed some worry about profile defaults and the express cart feature as they have had some experience with certain browsers not grabbing their defaults.

Summary/Action Items: Members should contact Christine if they are interested in demoing the Express Cart. Christine will prepare a note regarding the Phoenix Interface and send to the campus over a new distribution (Purc List? Accounting?)

Issue: Receiving Guides and Town hall Meeting for Receiving

Discussion: We are currently working on both a Receiving Guide and an Invoicing Guide to try to alleviate departmental confusion and frustration with these two steps in the process. We have also considered a Receiving Town hall to answer any questions.

We also have the feedback for Sciquest that it would be ideal to set-up workflow notifications during department set-up.

Summary/Action Items: Users have been asked to provide guide feedback to Hannah
**Issue: Invoice Screen**

Discussion: Users asked if any of the layout of the invoice screen could be changed to help with printing, especially as the PO# is listed towards the bottom of the screen. This brought up the issue of what should be printed for audit documentation. Christine mentioned that the ONR accepted all of our electronic documents during our audit this past year. They explained that they were “Media Neutral”. It seems that electronic or hard copy does not matter anymore for audit documentation. The findings so far have also been that the electronic receipt is better than saving the signed hard copy. The group felt that having something in writing from Jim Corkill or Audit would be needed for this standard.

Summary/Action Items: Christine can look into this.

**Issue: Training Manual**

Discussion: Christine has had an enormous amount of requests for a training manual. The group overwhelming felt that giving end users a hard copy training manual would be a waste, as there would always be changes made and updates. The better alternative would be to continue to update the Training tab with screen shots and updates as we can keep that updated and current. Christine also informed the group about a training video program that might be worth investigating: UPK. It is interactive learning.

Summary/Action Items: Look into UPK and continue with the Info Site.

**Issue: Pricing – Contract Pricing**

Discussion: Perkin and Qiagen catalogs are no longer available in Gateway. Qiagen was especially eliminated because the shipping charges were so large. The goal is to really get the campus at large to understand contract pricing in the system and why some items are priced higher (Total Cost of Ownership). The group felt that it is hard to communicate that fact due to grant fund cuts. Item to item comparisons it is hard to see the big picture, but when you factor in the returns, free shipping, etc., some of these items can really make a cost comparison. Christine and Pam Lombardo will also be meeting with some of these departments to work on some resolutions.

Summary/Action Items: The group felt that information dispersal will help.
**Issue: Last Mile Delivery**

Discussion: Our current graduate student, Niles, has been working on this project over the summer. He has been analyzing the sustainable benefits of adding more companies to Last Mile Delivery, as currently OfficeMax is the only company involved. User group comments regarding any delivery were just that all deliveries need to be sure to be made within 24 hours of ordering. Findings so far have been that the cost is going to be too high for more last mile delivery. Boomerang boxes, or re-usable boxes were a thought to pursue.

Summary/Action Items: N/A

**Issue: AP and Invoicing**

Discussion: The current large backlog is shrinking now. Christine is working on more training for the processors and a manual for them. The group felt that this might alleviate some of the issues that there currently are and will help get some consistency. Please bring any Accounting concerns to Christine and she set up a meeting with AP to get them resolved. Commenting to processors was discussed. It was explained that processors need comments to only be on the “Comment” tab on the invoice.

Summary/Action Items: N/A

**Issue: Use Tax Issues**

Discussion: The group briefly discussed Use Tax Issues. If the vendor has not assessed sales tax or the amount is less than the proper amount, AP will accrue use tax on the transaction. If the vendor has charged too much sales tax, the invoice will enter workflow with the amount of sales tax on the vendor invoice. Unless a department places a hold on the invoice, or contacts AP, the invoice will pay based on the actual tax reported on the invoice.

Summary/Action Items: Bring Steve Kriz to give guidance on this rule.

**Issue: Removing Ability to Type in Certain Fields**

Discussion: Many of the fields in Gateway it is intuitive to just type in your Department or Accounting Code, yet that will cause an error. It would just be better to remove the boxes and not give people the options to type. This brought up some other user enhancement idea discussion. Many felt that there should be a way to navigate between req. and PO so that it feels like one document.

Summary/Action Items: Add to Enhancement List
Issue: FedEx Form

Discussion: Many users asked for this form to be created. Christine explained that it has been created, and it is just currently being tested by users. Many felt that the Flexcard is easier for FedEx purchases rather than Gateway.

Summary/Action Items: Users were urged to test the form.

Issue: Change Orders

Discussion: The group was curious about the possibility of ever being able to revise purchase orders that are not Vendor Blankets. It was explained that substitutes are not allowed in the system. To make changes, you need to cancel and resubmit. You can cancel line items on your receipt if you will not be receiving that item, but large changes to the order as a whole, mean that the whole order should be cancelled and resubmitted to get new electronic signatures on the document. “Not about tweaking GW to fit what we want, more about moving ourselves around audit needs”

Summary/Action Items: N/A