FSO Site Visit Summary

During FY 2015, the Fiscal Services Office (FSO) conducted site visits to 37 different business offices. Members of the Disbursing Office and the UHM Vice Chancellor for Administration, Finance and Operations Office also attended when available. Generally campus users have become more familiar with KFS and eThority and while there are definite areas of improvement, most of the units appreciate the new features in KFS and eThority. The common responses from the site visits have been summarized below. The remaining site visits will be conducted in FY 2016.

1) Which KFS and eThority features and functionality do you find easy to use?
    - KFS
        - Copy feature
        - Route log
        - Electronic approvals; ability to add ad hoc route
        - Attachments
        - Ability to find similar eDocs and copy
        - View related documents (PURAP)
        - Import lines
        - Account Delegate Model
        - Insufficient funds checking on PCDO
        - Exporting data
        - GLPE to verify entries before posting
        - Preferred PCard program has decreased the number of POs
        - Drill down for more details
        - Openness of KFS
        - Ability to process multiple pay periods on ST
        - Search feature
    - eThority
        - Monthly 090 and labor reports
        - Ability to create reports unique to college/department and groups of users
        - Export feature
        - Special reports created for UHM
        - Ability to run their own and share reports

2) Do you have any recommendations for modifications to KFS?
    a. Ability to delete attachments
    b. Deny eDocs rather than disapprove
    c. Improve Balances by Consolidation and Available Balance lookup (old 019/619 screen)
    d. Add line descriptions on other eDocs (PCDO, IB, SB)
    e. Generate indirect cost on encumbrances
    f. Ability for FA to edit more fields on DV
    g. More frequent PCDO feeds (weekly)
    h. Add date check is cashed to PREQ
    i. Add check number and check status to DV (similar to PREQ)
    j. Display filename of attachment even if user cannot download
    k. When eDocs are copied and some lines are removed, the line numbers do not adjust (REQ, IB, SB)
    l. Ability to convert Req to IDO/PE (like ePurchasing)

     m. Ability to use quantity item types and pay by amount, account distribution by amount, header accounting on REQ

     n. Auto approve PCDOs for more timely posting

     o. Multiple payment reasons per DV or combine payment reasons

     p. Related documents for AR similar to PURAP

     q. Utilize message for the day for process reminders (e.g., do not save vendor eDoc after adding attachments)

     r. On PCDO, auto check the goods/services received checkbox when a date is entered

     s. Ability to print KFS eDocs; cover page for attachments; print preview for Req

     t. More FAQs on the website

     u. Change KFS main menu to be less cluttered; hard for non-daily KFS users to navigate

     v. Display multiple pay periods in chronological order on ST

     w. Add search filters for Account Supervisor on Account Delegate eDocs

     x. Integrate salary projections in budget

     y. Budget updates; revenue and expense projections

     z. Copy attachments from REQ to PO

     aa. Add help link to related AP

     bb. Re-label retransmit button on PO to reprint

     cc. Ability to enter other FA accounts on PCDO

     dd. Link myGRANTS to KFS for award info

3) How frequently do you use eThority? Any suggestions on how reporting can be improved?
   a. Use
      i. Most FAs use eThority at least monthly for the budget and labor reports for their account reconciliation. Some of the FAs use eThority daily or weekly to check their continuation accounts.
      ii. Some of the UHM units have special reports developed by Joey Nikaido or someone from their business office
   b. Suggestions
      i. Improve performance
      ii. Missing attributes
      iii. Report titles are confusing
      iv. Explanation of fields
      v. Improve printing
      vi. PCard transaction report
      vii. Detailed check information
      viii. Ability to email databook results
      ix. Fringe payroll report
      x. Not able to run quick snapshot of available balance for all accounts
      xi. Not user friendly for the novice, average user
      xii. Improve communication about eThority and when things are changed
      xiii. eThority contact – did not know who to call for help
      xiv. Ability to link tables/data books
      xv. Improve formatting of databooks (excel)

4) Any suggestions on how to improve other electronic processes?
   a. Ability to add attachments to trouble ticket

    b.   Ability to override expired accounts in eTravel – charges continuations
    c.   Provide security for eTravel attachments due to sensitivity of information
    d.   Encumber eTravel
    e.   Ability to charge another FA's account in eTravel
    f.   Tracking non-capital assets
    g.   Brown bag session to help users learn new processes
    h.   Ability to recharge RCUH accounts
    i.   Share vendor registry with RCUH
    j.   Consolidate all information into one place (policies, procedures)
    k.   FA doesn't want to have to "think"; needs to clarify/confirm policies and procedures (supporting docs)
    l.   Still keeps shadow systems for telecom, purchasing spend, payroll, revenue/expense projections
    m.   Help reconciling Banner transactions to KFS (asked for help but no response)

5) Could you share your internal departmental PO invoicing process?
    a.   Invoices sent to business office (either directly or from dept), business office scans and emails to Disbursing (90%)
    b.   Students scan invoice and send to Disbursing (10%)
    c.   Ad hoc route to requisitioner if receipt of goods not indicated on invoice (10%)
    d.   Use receiving report to document receipt of goods; attached to PREQ
    e.   Initiate PREQ at the business office
         i.   95% OK, 5% Not OK (1 small dept, 1 with few invoices)

6) Could you share your internal departmental PCard process?
    a.   Prior approvals for PCard purchases (10%)
         i.   Use REQ
         ii.   Internal form
    b.   Cardholder scans and attaches receipts (75%)
    c.   Reallocator scans and attaches receipts (5%)
    d.   Business office collects receipts and scans and attaches to PCDO (15%)
    e.   Some departments are still using a manual PCard log

7) How are business and/or administrative information disseminated to your program staff?
    a.   Email to staff with clarification
    b.   Written procedures
    c.   Periodic meetings

8) Do you provide training to program staff on your internal procedures?
    a.   Email to staff, training as needed
    b.   Checklists, internal procedures
    c.   Monthly meetings with departmental staff
    d.   Research Units with mostly RCUH activity handle KFS things centrally
    e.   Develop special training on specialized topics
    f.   Annual training

9) What are your training needs at this time?

a.   eThority report creation
b.   FA training on policies and procedures
c.   Specific training (on site) (3)
d.   Add SuperQUOTE to existing training
e.   eTravel components (e.g., how to calculate M&IE, how to process personal travel)
f.   Processing non-employee reimbursements with gross-up withholding
g.   Offer remote/recorded training
h.   Quick start training on account balances or other topics
i.   Hands-on budget coding/input; transfers between departments
j.   How to use search feature more efficiently and effectively

10) If you have questions or issues with KFS or eThority, what do you do? Submit a trouble ticket?
Call another FA? Contact Fiscal Services?
a.   Submit Trouble Ticket
b.   Contact other FAs before submitting trouble ticket
c.   Prefer calling FSO to explain rather than submitting trouble ticket

11) Any other suggestions and/or feedback for Fiscal Services or FMO?
a.   Supporting document checklist for DV
b.   Timely response from OPRPM; FAs do not want to complain since they may get
punished and their POs/Contracts may take even longer
c.   Consistency between Disbursing Pre-Audit clerks
d.   When to use PO vs DV
e.   Labor encumbrances
f.   Longer period for Account Supervisor Delegation (at least 3 months) to allow for
summer break
g.   Help with processing Salary Overpayments; SA worksheet needs to be updated
h.   More timely processing of billing from internal service providers (Telecom)
i.   FYE meeting since FYE tasks are only done once a year
j.   Assistance with setting up Account Delegates
k.   When to use DI vs GEC
l.   What to attach for inventory requirements
m.   Process for AR > 2 years old
n.   What should be attached to the AD
o.   Interaction between offices has changed – not necessary to talk to people
p.   Email from trouble ticket system is confusing and numerous
q.   Resurrect FMO Steering Committee for review of operating procedures
r.   Hard to find forms on FMO website; suggest consolidating in one place
s.   FMO Newsletter similar to ORS
t.   Loves eTravel
u.   Who to call for check pickup (Disbursing fax was broken at the time)
v.   Create a KFS and eThority Forums for discussions, sharing of ideas/problems/solutions

During FY 2016, the Fiscal Services Office (FSO) completed the remaining 18 business office site visits. While some of the comments were similar to what was expressed in FY 2015, there seems to be an increased acceptance of KFS.

1. Which KFS and eThority features and functionality do you find easy to use?
   a. KFS
      1) Route Log.
      2) Search features – document, custom document, workflow; ability to use wildcards.
      3) Easy to use eDocs.
         a) Salary Transfers.
         b) General Error Corrections.
         c) Requisitions.
         d) DVs.
      4) Attachments for supporting documentation.
      5) Copy feature for recurring charges.
      6) Openness of the system; able to look at other user's documents for reference.
      7) Online access to purchasing documents (helpful for UPW report); FMIS had to review hardcopy.
      8) Export to Excel.
      9) Account delegation helps to reduce the number of documents in lead FA action list.
      10) Ability to drill down to see document associated with the transaction.
      11) Ad hoc routing.
      12) User interface is easy for infrequent users to understand.
      13) Import Lines.
      14) Use of Sub Objects.
      15) View related documents and payments.
      16) Ability to include pending entries in balance inquiries.
      17) Ability to view fringe benefit transfers in Salary Transfer Labor Ledger Pending Entry tab.
      18) Ability to review and approve eDocs remotely.
      19) Goods/Services Received Date and Invoice Received Date reduced the amount of Accounts Payable that the campuses had to submit to GALC.
   b. eThority
      1) Monthly 090 and labor reports.
      2) Budget to Actual by SSF Fund-Appropriation.
      3) Cash Balance report.
      4) Create custom reports using the global templates.
      5) Templates are useful.
      6) Pull down of all accounts (aggregate/rollup to main account) helpful.
      7) Ability to set range of data collected useful.
      8) Ability to share reports.
      9) Ability to save reports in multiple formats (excel, pdf).

2. Do you have any recommendations for modifications to KFS?
   a. Ability to delete attachments.
   b. Ability for FA to edit description and explanation.
   c. Allow for corrections to documents rather than disapproving.
   d. Method of automatically adding account delegates when an account is created.
   e. Remove unnecessary fields.
   f. Request for additional information button/route (eliminate disapproval/deny).

g. Extend the system availability; Staff that are traveling are not able to login to approve their documents.
h. Ability to undo an ad hoc approver if the approver is unavailable.
i. Include indirect cost on pending entries.
j. Keyboard shortcuts for KFS.
k. DV.
    1) Ability to use multiple payment reasons on a DV.
        a) Food and paper goods.
        b) Legal settlements.
        c) Hard cover and electronic purchases (library).
        d) Recruiting (parking and meals).
        e) Registration fee and parking.
    2) Add account and object code to printed PO and DV coversheet for files.
l. REQ/PO/POA/PREQ
    1) Add account and object code to printed PO and DV coversheet for files.
    2) Print preview feature for the REQ.
    3) Add an error message on the REQ if it is submitted without a vendor.
    4) Copy REQ attachments to PO.
    5) Add CIP payment information (DAGS payment and account) to KFS PREQ.
    6) Print delivery to phone number on PO.
    7) Add available encumbrance column on the PO.
    8) Move the PO justification to the REQ and copy to PO.
    9) Requisition, PO and POA seem to have redundant approvals (FA/delegate serving as Content Reviewer and OPO).
    10) Default Vendor Choice on PO to Small Purchase.
    11) Split Requisition line items by dollar instead of percentage.
m. PCDO
    1) Include vendor name on PCDO GL transactions.
    2) Add description line to PCDO transactions.
    3) Add a "top of page" button/link to the PCDO.
    4) Replace dispute fields with description of goods/services.
    5) Allow attachments at transaction line.
    6) Remove Goods/Services Received checkbox.
    7) Allow more time for PCDO to be finalized.
    8) Provide ability to reorder attachments.
    9) Account summary tab similar to REQ/PO.
n. Accounts Receivable
    1) Easier way to correct AR invoice payments.
    2) Improve the AR module – not very easy to use.
    3) Would like Customer Aging Report (Main Menu/ Reports/ Accounts Receivable/) available to users without the AR role.
o. Search, Inquiries and Reporting
    1) Add fiscal period to account balance inquiries.
    2) Ability to search for documents by Account Supervisor (pending approvals).
    3) Ability to search by Object Code.
    4) Add a summary bottom line balance on the Balance Inquiries.
    5) Add an amount column to the Action List.
    6) Add consolidated reporting.
    7) Ability to export action list for a group (e.g., UH ORS Accounting) and display action requested date.

8) Add object code descriptions to Available Balance search results.

p. Automatically disencumber PE when SB/IB is processed.

q. Encumber IDO without creating a PE.

r. Integrate myGRANTS with KFS so data can be imported or KFS accounts can be automatically created.

s. Allow initiator to see Vendor attachments.

3. How frequently do you use eThority? Any suggestions on how reporting can be improved?
   a. Use
      1) Most FAs use eThority at least monthly for the budget and labor reports for their account reconciliation.
      2) Some FAs use eThority 1-2 times a week.
      3) Generates transaction reports for Account Supervisors.
      4) Able to create reports for auditors.
   b. Suggestions
      1) Improve printing.
      2) Complicated formatting and visually confusing.
      3) Improve export to Excel.
         a) Numbers/amounts are in text format when exported to Excel; should be in number format.
         b) Data not aligned; manual editing needed to align data.
      4) Improve processing speed/performance.
      5) Provide all attributes/fields for selection on reports.
      6) Improve dashboard feature; allow view or overlay of multiple charts.
      7) Include RCUH information.
      8) Including information on control variables (what is required).
      9) Template for Quarterly Financial Statements.
      10) Cash Balance reports at the department or FA level.
      11) Easier way to generate reports for multiple periods.
      12) eThority user security list.
      13) Ability to schedule reports.
      14) Order the control variables consistently across reports.
      15) Hard to create new reports; usually ask for help.
      16) Summary Reports that contain info such as: Prior Year Carryover Balances, Actual/Estimated Revenue, and Expenditures. For the revenue categories, we should have options for different types of funds. For expenditures, we should have the breakdown by budget categories.
      17) Add pending entries, workflow, notes & attachments.
      18) Not easy to use.

4. Any suggestions on how to improve other electronic processes?
   a. eTravel.
      1) Ability for the FA to edit the travel dates on the travel request and expenditure amounts on travel completion.
      2) Move the trash/delete button to a different location. Current location is close to name and attachment was deleted when trying to view.
      3) Allow all Account Approvers to view travel eDoc after approved/processed
      4) Allow edit of travel eDoc by Account Approvers.
      5) Provide functionality to process non-employee in eTravel so manual Disb-4 and other manual travel forms do not have to be prepared and calculated manually.

6) Likes that eTravel cuts down on paper with electronic attachments and workflow.
7) Issue with partial travel funded by another department – no electronic notification provided to the other department that the document was awaiting approval.
8) Ability to adhoc route for review prior to supervisor's approval (departments forget to adhoc route).
9) Encumber eTravel.
10) Would like an electronic pre-approval process prior to Travel Request for preliminary notice of anticipated travel.
11) We lose "paper trails" when eTravel eDocs are deleted if travel is canceled. Would voiding the travel eDoc allow you to view the canceled travel eDoc info? Who can void an eTravel eDoc?
12) Void button is not available for a saved eTravel eDoc.
13) Allow drag and drop of attachments.
14) eTravel advances are required to have confirmed airfare. However, the travel request is supposed to be approved before the travel can be booked so it usually contains estimates. If the travel request is submitted and routed with estimates, it must be denied in order for the traveler to correct it with the confirmed amounts. It would be helpful to allow the FA to make changes to the travel request when it is at the route node.
15) Would like to be able to flag the travel advance checks for special handling so they don't have to call disbursing and to have them pull the check for pick up.
16) Desire the ability to deny/return to preparer to correct. Current workaround is to have preparer SAVE document and FA reviews and corrects; FA will submit when done. Either a return feature back to preparer or a KFS content reviewer type role may be helpful.
17) Would like reports on eTravel.
b. Questions about eBuilder interface.
c. KFS listserv-automatically add new KFS users to listserv.
d. Timesheet and Payment System (TAPS).
1) Electronic workflow.
2) Casual hires should create and submit electronic timesheets.
3) Report should include account number.
e. Student Employment & Cooperative Education (SECE).
1) Provide functionality so user cannot select or enter an extramural account that is past the account expiration date.

5. Could you share your internal departmental PO invoicing process? (Percentages indicate the number of respondents that operate in that process.)
a. Invoices sent to department who prepares and scans the invoices and sends to Disbursing. (10%)
b. Invoices received, prepared and emailed to Disbursing by Business Office. (90%)
c. Suggest removal of FA in PREQ routing since FA has already approved the REQ/PO.
d. Allow departments the ability to initiate PREQs and then route to Disbursing (UHWO opposed).
e. PREQs are not always processed in the same order as how they are sent to Disbursing making it difficult for the FA to review.

6. Could you share your internal departmental PCard process? (Percentages indicate the number of respondents that operate in that process. Not all sites responded. Numbers indicate the number of units that mentioned the variation on the process.)
a. Prior approval.

        1) Extramural funds only.
- b. Cardholder is reallocator and scans and attaches receipts (60%)
- c. Separate reallocator. (2)
- d. Business Office scans and attaches the receipts, performs reallocation (10%)
- e. Still uses manual log. (2)
- f. Requires manual requisition prior to PCard purchase. (3)

7. How are business and/or administrative information disseminated to your program staff?
   - a. Email to staff with clarification.
   - b. Periodic meetings.
   - c. Send monthly reminders about PCard deadlines.

8. Do you provide training to program staff on your internal procedures?
   - a. Not much turnover.
   - b. Staff sent to general training and provided individual training on internal procedures.
   - c. Cheat sheets provided to departmental staff.
   - d. Request departments train their staff.
   - e. Binder of KFS procedures provided to train new staff members.
   - f. Annual training using in-house manual.
   - g. One-on-one training as needed.

9. What are your training needs at this time?
   - a. eThority refresher and report creator.
   - b. Advanced eThority – add equations, calculate variances, provide % change.
   - c. Different reports in eThority.
   - d. Capital Assets tab on the Requisition.
   - e. Fixing errors on AR payments.
   - f. Advanced POAs.
   - g. Excel macros.
   - h. More training guides similar to the DV User Guide.
   - i. Best practices for the University in terms of internal procedures and protocols.
   - j. Check reconciliation report.
   - k. More online training.
   - l. Add flowchart by document.

10. If you have questions or issues with KFS or eThority, what do you do? Submit a trouble ticket? Call another FA? Contact Fiscal Services?
    - a. Submit Trouble Ticket.
    - b. Contact other FAs before submitting trouble ticket.
    - c. Contact FSO or central office directly.
    - d. Improve design of trouble ticket.

11. FMO Communication tools
    - a. FMO Newsletter
      - 1) Likes target audience tag.
      - 2) Drop down list of prior newsletter topics.
    - b. FMO Website
      - 1) Improve search.
      - 2) Like new format but had difficulty initially determining where information moved to.
      - 3) Would be useful to have links on related subjects on all related services/tabs.

4) More FAQs.
5) Finding forms on the FMO Website can be difficult as they are not on one "FORMS" section, e.g., DISB-33 which appears to be a Disbursing form and should be found in the Payments/Reimbursements section when it is actually found in the Travel section.
6) Add expand all feature to training page.
7) Need more examples with procedures.
8) Helpful as a comprehensive resource.
9) Provide one link for helpful hints by topics so it is easier to find versus FAQs in each service section.
10) Ability to access Login systems for CentreSuite, eThority, ePayment, eTravel, KFS, myGrant, myUH Portal, Online Pay Statements, PageCenterX, and SuperQuote all from the drop down box. You don't have to save multiple favorites, just the FMO website.

c. FA Town Halls
1) Attends in person since there were technical glitches with web stream.
2) Distribute handouts prior to meeting.
3) Ability to ask questions remotely.
4) Topics not always relevant to all FAs; suggest providing webinars for specialized topics instead of FA Town Hall.
5) Open discussion sessions after FA Town Hall.
6) Remote connection has not been good (IFA).
7) Suggested topics
    a) Common questions or common mistakes made by departments and related answers/solutions.
    b) Audit findings and/or issues that were found which did not result in an audit finding but the departments should be aware of.

12. Any other suggestions and/or feedback for Fiscal Services or FMO?
a. FA training is needed.
1) New FAs do not have the background or training to adequately certify availability of funds and perform their fiscal administrator responsibilities.
2) Existing FAs (even seasoned FAs) should be re-certified.
3) Procurement training should also be included as part of FA training even if Procurement is no longer under Financial Management.
4) Training on attributes such as Budget Plan ID/Higher Ed Function Code/Revenue Function Code so FA is aware that financial statements and reports are being generated based on those codes so accurate assignment when setting up accounts is crucial.
5) Provide New Fiscal Officer Orientation as provided years ago. It was beneficial to learn policies and procedures from the central offices (Budget, ORS and Internal Audit; also included OPRPM at the time). Face-to-Face introductions were made of FMO staff who processes their transactions. Feels fortunate to have the Community College group for fiscal support as well.
b. Payment processing has become more efficient.
c. Are IDOs required?
d. Effort Certifications should route to FA first so they can make adjustments before the PI reviews.
e. Is the University moving towards paperless?
f. DV User Guide is a good resource for new users.
g. Add a list of Service Billers.
h. Like the DV payment matrix.
i. Instructions regarding clearing < $1 encumbrances were extremely helpful.

j. Would like the overtime process electronic to eliminate paper.
k. When should a GEC be used? What is the difference between a GEC and a DI?
l. It was suggested to distribute the W2 forms in envelopes. The current practice of distributing the hardcopy forms in a large manila envelope allows people involved in the distribution to see all the information on the forms. Although the staff understands the confidentiality of the data, some people were not discreet with the information. Department will be ordering window envelopes with "Return Service Requested" and "Important Tax Document" printed on it and will place the form in the envelope before distributing. They recommended that Disbursing consider this for everyone.
m. Lack of response from OPRPM. Don't know who to contact.
n. Would like APs updated and include more explanatory information. Some topics are either vague or ambiguous. Cannot find treatment on topics he needs clarified.
o. Need to update APMs.
p. It would be helpful if the Administrative Procedures (AP) identified whether the report is in eThority or PageCenterX. Recent APs reference a report name but it is not clear where to find the report.
q. The PPIS system is difficult to use and the new format does not seem logical.
r. Reference the AP to understand procedures and forms. The AP forms do not match the forms required. The required forms are posted on the FMO website. This is confusing and frustrating.