

FINANCE

Business Operations Forum

October 25, 2023



California State University
MONTEREY BAY

Introduction & Welcome

Michal-Anne Miller
AVP, Finance



California State University
MONTEREY BAY

Agenda

1. **Welcome by AVP, Michal-Anne Miller** (2 minutes)
2. **Procurement & Contracts** (15 minutes)
 - Contract Templates
 - Direct Payment Process vs. Requisition
 - ProCard Merchant Codes
3. **Accounting** (30 minutes)
 - Updated Forms
 - Cell Phone Reimbursement updates
 - Business Justifications
 - Travel Booking Blackout
4. **IT Ticket Review Process** (15 minutes)
5. **Closing by AVP** (3 minutes)
6. **Q&A** (25 minutes)



Business Support Services

(Procurement and Contracts)

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Director of Procurement & Contract Services

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California State University
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What we do.....

- Procuring Goods and Services
- Executing and Negotiating Contracts
 - Goods/Services/Construction/IT/Student Placement Agreements
- Administration of the Procurement card
- Informal/Formal Solicitation Process
 - Goods/Services/IT/Construction
- Provide Procurement and Contracting Support to the Campus
- Compliance with State and CSU Policies
- Open Competition for State Dollars
- Fair, Ethical, and Professional Business Practices



Contract Templates

Information Technology - contract deals with software, electronic licenses, data transfers, or any type of network access (Note: requires a different process)

Guest Speaker - public speaking, lectures, book readings, performance

UAAPS - placement of students into another institution or facility

Standard Service Agreement - everything else



Contract Approval Flow

CSUMB template document (minor changes):

Vendor signature first, then route internal

May need Dept. Head, Chair, Dean, AVP, VP

Must have University Agent signature

Vendor's Contract Form/Language:

Vendor usually signs last

Must be reviewed and ok'd for signature flow

May require negotiations/modifications

Must have University Agent signature



Contract Approval Flow Cont...

- Fully executed document (All parties signed)
- PDF sent to CSUMB parties (AdobeSign)
- Primary Contact or Procurement sends PDF to Contactor
- Primary Contact Notifies Contractor to Proceed



CSUMB Signing Agents

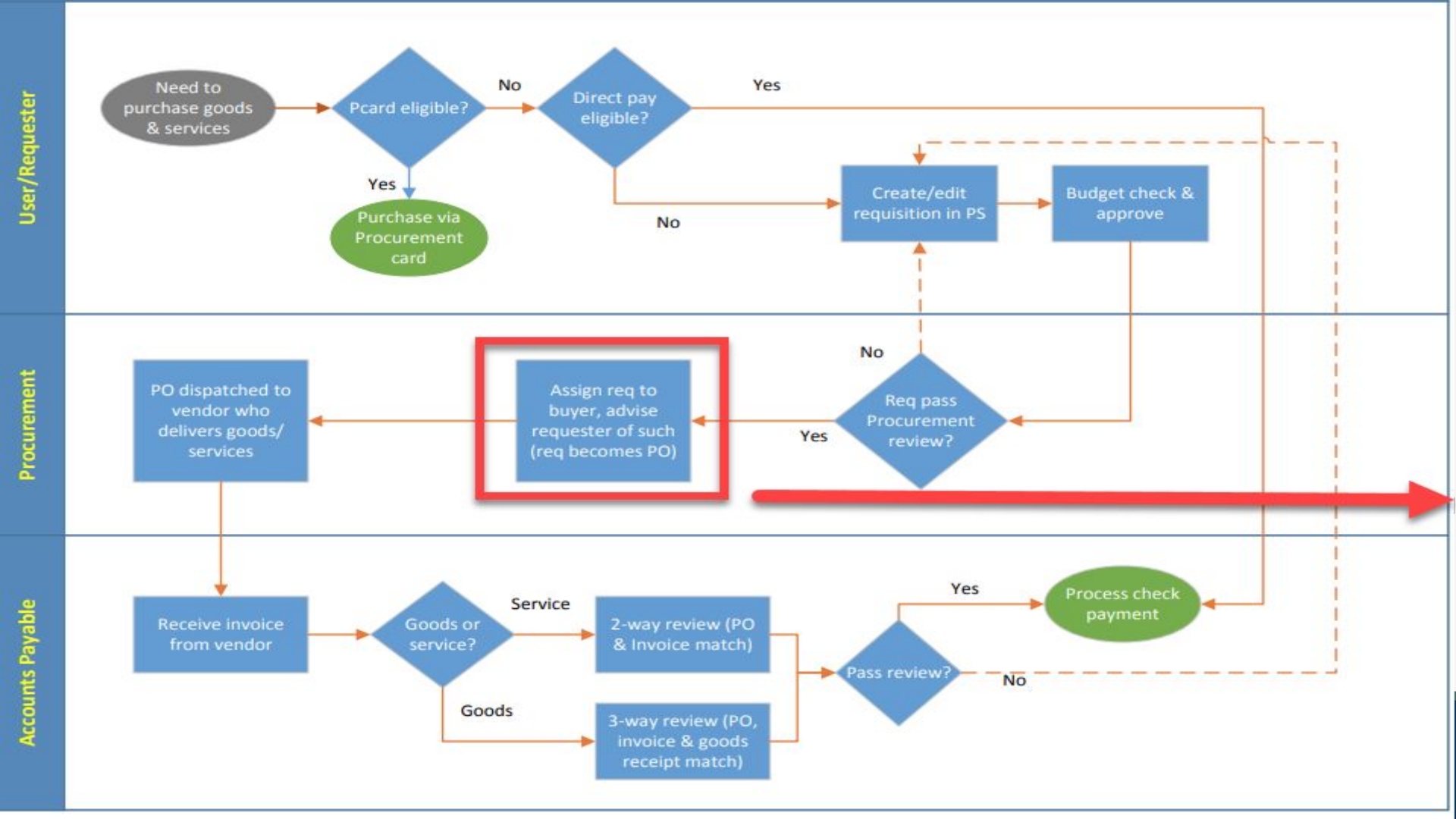
- President (Vanya Quinones)
- Vice President for Administration and Finance (Glen Nelson)
- Associate Vice President for Finance (Michal-Anne Miller)
- Director for Procurement and Contract Services (Sandra Ruiz)



Pitfalls to Avoid

- Timing (Late Agreements, After the event!)
- Not using current templates
- Missing/Unclear content or Scope of Work
- Bad/Missing termination provision (not Breach)
- No limits on lodging/airfare/transport./food
- Misalignment of Identities -Payable Name (PW, Contract, Invoice; Vendor, dba)
- Rate sheet mentioned, but not attached





CSUMB Payment Matrix

Delegation of Authority is required for approvers of payment or requisitions		
Direct Pay	Purchase Order (PO) Required	Procurement Card
<p>Requires approval on Invoice</p> <ul style="list-style-type: none"> • Advertisements (p) • Attorney Fees • Books (not for re-sale) • Cash Transfer between Funds • Employee Reimbursements/ Travel • Postage • Refunds • Scholarships • Settlements • Subscriptions to publications (p) NOT software or software as a service • Taxes • Utilities (<i>Not wireless phones</i>) • Honoraria¹ • Athletics Referee and Game Worker Fees 	<p>2-Way Matching (Receiving Not Required) Requires approval on Invoice</p> <ul style="list-style-type: none"> • Blanket Supply Orders • Construction • Consulting • Contracts – e.g. (Progress <u>Pmt</u>) • Installations • Maintenance Agreements • Repairs • Services • SaaS (Software as a Service) & other Cloud Computing² • Grants <p>3 – Way Matching (Receiving Required) No approval is required on Invoice for 3-Way Matching</p> <ul style="list-style-type: none"> • Goods Received by Receiving Department 	<p>Requires Managerial Approval on Monthly Reconciliation</p> <ul style="list-style-type: none"> • Office Supplies • Catering (With Approval from Events Management) • Memberships <i>Not software as a service.</i> • Conference Fees/Registration • Seminars (In-Person and Online) • Subscriptions (no automatic renewals) NOT software as a service. • Software/Hardware (with IT, ATI, & IT Security approvals) • Advertisements • CSU Branded Promo Items or Awards (With Approval from Communications)

(p) May be paid by procurement card




Procurement Card

- Standard limits are \$2500 per purchase and \$5000 monthly spend.
- Request a temporary limit increase by an email from the Approving Official or a permanent increase by completing the ProCard Change form located on the Procurement website.
- Cannot be used for dine-in on-campus restaurants, e.g., Otter Express, Starbucks, Chartwell.
- CAN NOT be used for off-campus restaurants, fast food places, hotels, or any travel expenses, including gratuity.
- Can only be used for catering through our on-campus contracted food vendor. Must have prior approval by completing the Catering Approval Form and attached to the documentation.
- Purchases are reviewed and authorized by their approving official at the end of each monthly cycle.



Requisition Process Flow



If it's
URGENT
let us
know!

Assigned to a Buyer Stage:

- Review submitted documentation
 - Quotes/proposal
 - Independent Contractor
 - Hospitality
 - IT Approvals
- Bid Thresholds
- Possible Existing Agreements
- Insurance Requirements
- Terms and Conditions
 - Supplemental Conditions



Requisition Processing Delays

- Insufficient Information
 - Payment Works Invitation (if a new vendor)
 - Independent Contractor Form
 - Hospitality Form
 - Vendor Contact Information (Contact Name, Phone, Email)
 - Quote/Proposal (not attached)
 - Pricing Discrepancies
 - Vendor response delay
- Insurance Requirements
- Terms and Conditions Negotiations
- Informal/Formal Solicitation Process
- Department approvals from IT, ATI, Security, Risk Management, Legal, etc.



Final Steps

- Ensure that the assigned Delegation of Authority (DOA) signs the PR.
- Send the signed Purchase Requisition (PR) through Adobe Sign to procurement@csumb.edu as CERTIFIED RECIPIENT.



Why a Purchase Order?

- Ensure the CSU receives the best price for products and services
- Encumber funds
- Track spend for spend analysis
- Ensure the CSU is utilizing CSU and State Master Contracts



Why a Purchase Order?

Purchase Orders are required in advance of ordering goods or services in order to:

- Protect the CSU and ensure risk is mitigated through indemnification and proper insurance endorsements.
- Meet State mandated goals for Disabled Veteran Business Enterprise (DVBE), Certified Small Business and recycled-content products requirements



Direct Payment Guidelines

- Adhering to the Procurement Card policy and the Direct Pay Policy, the campus Procurement and Accounts Payable departments shall be jointly responsible for establishing local policies and procedures for direct payments.

<https://calstate.policystat.com/policy/14073723/latest>



Procurement Responsibilities

- Establish procurement guidelines specifying appropriate types of purchases and dollar thresholds for Direct Payments.
- Train AP and campus requestors about the appropriate types of purchases for Direct Payments.
- Review and approve Direct Payment requests, as referred by AP, that are not on the approved list of authorized types.



Accounts Payable Responsibilities

- Ensure Direct Payment requests (via invoice or check request) are an appropriate Direct Pay item utilizing the Procurement guidelines.
- Refer to Procurement Direct Payment requests, not on the campus-approved list of authorized types.
- Administer Direct Payment transactions.



Direct Pay-Allowable

- Advertisements
- Registration* (i.e., training, webinar, seminar, conference, etc. (no travel))
- Postal and Mailing Charges
- Accreditation Fees
- Books, journal subscriptions, publications
- Memberships or subscriptions* (no software, Software as a Service, or online services)



Direct Pay-Allowable

- Insurance Premiums
- Utilities
- Referee/Scorekeeper Fees
- Certification Fees
- Medical exams
- Professional Development* (no travel)
- Refunds for overpayments
- Hospitality Include the *CATERING/FOOD APPROVAL REQUEST FORM*
- Government Entities
- Auxiliary rentals



Merchant Code Updates

- We have reviewed merchant codes and eliminated specific codes that were defaulting to decline.
- This will create a streamlined process with less frustration for you the end user.



Website: [Business and Support Services | California State University Monterey Bay](#)

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Adobe Workflow

Acctg-CSUMB Stateside Purchase Order Payment Request Form

How this workflow works?

Use this workflow to request payment on purchase order-based invoices.

Send from: Administration and Finance (Primary Group) ▾

Recipients

Form Filler*

	Enter recipient email	 ▾ Acrobat Sign	
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Delegation of Authority (DOA)*

<input checked="" type="checkbox"/>	Enter recipient email	 ▾ Acrobat Sign	
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Additional DOA (if applicable,2)

<input checked="" type="checkbox"/>	Enter recipient email	 ▾ Acrobat Sign	
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Additional DOA (if applicable,3)

<input checked="" type="checkbox"/>	Enter recipient email	 ▾ Acrobat Sign	
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Additional DOA(if applicable,4)

<input checked="" type="checkbox"/>	Enter recipient email	 ▾ Acrobat Sign	
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Accounts Payable*

	paymentrequest@csumb.edu	 ▾ Email	
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Accounting Forms -Adobe Workflow

The workflows will be published on CSUMB's website on Monday, the 30th, and the General Accounting team will hold a training session on the 31st.



Accounting Forms

1. [Financial Transaction Request](#) – Expense/Revenue Transfers, Cost Recovery, Auxiliary and Third Party Billing
2. [Interagency Financial Transaction \(IFT\)](#) – An IFT is a mechanism to facilitate the movement of funds between campuses and the Chancellor’s Office.
3. [Purchase Order Request Form](#) – to request payment on purchase order-based invoices.
4. [Supplier Direct Pay Form](#) – Is a process for paying suppliers for goods and or/ services that does not require going through the formal procurement process.
5. [PO Exception Notice Form](#) – This form is required if a Purchase Order (PO) is required and a direct payment request is submitted.
6. [Personal Reimbursement and Petty Cash Form](#) – Is used to request payment for out-of-pocket business-related expenditures or to replenish the petty cash fund.



Cell Phone Reimbursement Update!

- Effective November 1, 2023
- President, Provost or Vice Presidents have authority to identify represented employees eligible for reimbursement
 - MPP and confidential employees are not eligible



Cell Phone Reimbursement Update!

- General Criteria (for represented employees):
 - Travel - frequently travel or are out of the office and need to be in contact
 - Work Location - with the adoption of Zoom phones, typically include working in the field or at job sites where access to land-based communication devices is not readily accessible
 - Emergency Response - need to be contacted and/or respond in event of an emergency



Cell Phone Reimbursement Update!

- Reimbursement Plan Agreements expire at the end of each fiscal year (June 30)
- Renew by June 15 to ensure continuity
- For more information, please refer to updated guidelines found here:
 - [Cell Phone Guidelines](#)



Business Justifications

As financial stewards of taxpayer and state funds, it is our responsibility to ensure that the collective “we” are adhering to CSU, state and federal guidelines. As such, we will be seeking adequate and strong business justifications with financial justifications.

What does that mean?



Business Justifications (con't)

Some areas of improvement:

HOME SUPPLY WAREHOUSE STORES

ELECTRONICS STORES

SPECIAL TRADE CONTRACTORS

Examples of adequate Business Justification:

Wireless mouse for an employee

146512374

BOOK STORES

146512374

'Received' stamps for the front desk (quantity - 2) for stamping incoming documents

Service fee for picking up and safely disposes of our sensitive documents monthly.

HVBC866

BUSINESS SERVICES - OTHERHVBC866



Travel Booking Blackout

- October 31, 2023
- CalTravelStore, our state travel booking site, is going through some system maintenance.
- To ensure no hiccups during this change, they request to not book any travel through Concur on October 31, 2023.



IT Contract Review for Procurement

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What Is It?

The IT contract review is a process to review electronic and information technology (E&IT) purchases for the campus as part of the procurement process. It ensures that the products that we buy are accessible, secure, compatible, and supportable by IT.

[IT Knowledge Base Article](#)



Why Do We Do This?

Why do we do this? First and foremost, [it's the law](#). Beyond that we have an obligation to protect our community's data and civil rights.

SECURITY

What One University Learned After a Ransomware Attack

IT leaders from California State University San Marcos shared lessons learned to help prevent future attacks at other higher ed institutions.

RYAN BURNS / THURSDAY, MAY 4 @ 11:41 A.M. / CAL POLY HUMBOLDT, COURTS

Disabled Cal Poly Humboldt Student Files Class Action Suit Against University and Entire CSU System Over Accessibility Issues

EDUCATION

Cal State Tightens Its Cybersecurity After Data Hacks At Multiple Campuses

Higher Ed Accessibility Lawsuits, Complaints, and Settlements

Higher educational institutions face liability for inaccessible web content and technologies.

Atlantic Cape Community College (ACCC)



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Accessibility (ATI)

An accessibility review ensures that the vendor has built a product that all users can use. Companies provide proof using a form called a Voluntary Product Accessibility Template (VPAT). The completed VPAT is sometimes referred to as the Accessibility Conformance Report (ACR)



Accessibility Examples

- Products with a web interface needs to meet all current web standards so that a screen reader can navigate through the product.
- Users with mobility issues might need to use the product with only a keyboard.



What Happens If The Product Fails Accessibility Review?

If the product has significant problems, IT will work with the requester (that's you) and the subject matter expert (the primary user or admin) to create an equally effective alternate access plan (EEAAP). This is simply a plan that we collaboratively create during a short meeting to have in place in the event a user with a disability can't use the product.



Security (HECVAT)

When purchasing a product, the vendor will be asked to complete a Higher Education Community Vendor Assessment Toolkit (HECVAT). This is a spreadsheet where the company will respond to questions about the measures they put in place to ensure that our data is protected.



Product Compatibility

IT will also ask a few questions related to how the product will fit into our campus IT structure such as how it will integrate with other systems on campus like PeopleSoft, Okta, or Canvas.



Resources & Support

As part of the review IT will work with you to determine what resources will be needed to install, integrate and support the product. Will there be programming needed to integrate it with other products? Will it run on a campus server? Will it be part of the campus loadset? Who will act as the campus expert in training and troubleshooting?



What Can I Do?

When researching a product, ASK! Specifically, ask if the company has a VPAT/ACR and HECVAT. Most products that focus on higher education should already have these documents on hand.

It's important to make vendors aware of our requirements and our commitment ensuring our community's privacy and access.



What else can I do?

Ask the vendor if they already have existing contracts with other CSU campuses.

If so, ask if they have already submitted VPAT/ACRs or HECVATs for those contracts, and request copies.

Be prepared to provide the vendor with our CSU General Provisions for purchases, and our IT Supplemental Provisions if your app will involve any sensitive information transfer or financial transactions.



IT Knowledge Base Article



Thanksgiving Week

Finance office will be working remotely and the following in-person services will not be available for the week of November 20:

- **Department Cashiering**
- **Payment Disbursements**

In-person services will resume the week of November 27.



Survey



We encourage you to provide feedback not only on today's presentation but also any suggestions for future BOF topics.

Survey link -

<https://app.smartsheet.com/b/form/c276cf3740374c54a980a059593b2190>



Business Operations Forums Presentations

Business Operations Forum Presentation slides are available on the “[Business Operations Forums](#)” section of the [Finance](#) web page.

Today’s presentation will be included shortly.



Next BOF & Finance Office Hours

Next BOF 12/06/2023 (TBC) *Time for a poll*

Accounting

Weekly on Fridays (10/27) at 10:30 a.m.

<https://csumb.zoom.us/j/85920601537>

BSS

Bi-weekly on Thursdays (11/09) at 11:00 a.m.

meet.google.com/jbt-vrps-ofz

Please contact financeasc@csumb.edu for details.



Questions?



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Thank you



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