Agenda

- SSC Services
- SSC Structure
- College/Unit Integration Status
- Commitment to Customer Service
- Key Performance Indicators (KPI) and Metrics
- Challenges and Opportunities
- Future Enhancements
- Q&A
SSC Services

Procure-to-Pay, Mary Stapleton

Helps with all your buying and paying needs.

• Facilitate your most complex procurement transactions.
• Review I Want documents and determines the appropriate payment method by issuing direct payments or creating requisitions.
• Confirm receipt of goods or services over $5,000.
• Review and approve, as appropriate, all purchase order payment requests (PREQ).
• Process custom anti-body and live animal purchases.
• Process procurement card (pcard) transactions.
• Serves as pcard coordinator to review and approve pcard documentation submitted, approve KFS pcard e-docs, review transactions for policy compliance, and identify policy violations.
• Process pcard application requests and follows up as needed.
• Provide Accounts Payable, Vendor Registration, and Credit Card Program services.
• Provide policy guidance and interpretation and training.
SSC Services

Travel & Training, Jen Cornell

- Provide travel-related services to all faculty, staff, students and guests (excludes travel booking).
- Prepare Concur expense reports for faculty and staff, when requested.
- Process student, visitor, and guest travel reimbursements.
- Review expense reports in Concur for policy compliance.
- Process Travel & Meal (T&M) card application requests and follows up as needed.
- Review outstanding T&M card transactions, following up as needed with traveler, delegate, or department manager.
- Provide a monthly college/unit unused airfare and uncleared credit card transaction report.
- Review and approve, as appropriate, business expense reports for faculty and staff who use the T&M card for non-travel expenses.
- Review and process proper payment method for travel expenses requiring direct payment (i.e., charter bus, hotels with direct billing).
- Provide regularly scheduled travel training sessions and schedules ad hoc training.

For all functional areas, the SSC provides training and policy guidance and interpretation to create the most seamless experience for customers.
SSC Services

Financial Management (incl. sponsored activity), Linda Charles

Accounts and Access:
• Approve chart of accounts maintenance, set up new accounts, sub-accounts, sub-objects, and organizations.
• Manage account delegations.
• Monitor and review asset/liability object codes on travel advances and prepaids.
• Update KFS fiscal officers, delegates, account managers, account supervisors and KFS org managers.
• Process various system access requests (e.g., KFS, OAS, e-SHOP, labor, central systems, etc.).
• Coordinate annual certification processes (KFS system/roles, pcard, and T&M card).

Processing, Reviews, and Reconciliations:
• Perform post-transaction reviews of transactional data, allowability, other general expense categories, etc. for sponsored activity.

Revenue/Accounts Payable:
• Deposit cash and checks and record transactions in the general ledger or direct payers to use DFS’s website to submit payments electronically with a credit card or bank transfer (ACH). Process advance deposit e-docs.

Audit and Other:
• Help colleges/units respond to audit findings and requests.
## SSC Structure: Headcount as of 05/22/2023

<table>
<thead>
<tr>
<th>SSC</th>
<th># of Full-time staff</th>
<th># of Temps</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procure-to-Pay</td>
<td>45</td>
<td>3</td>
<td>+1 unfilled position awaiting central approval on</td>
</tr>
<tr>
<td>Travel &amp; Training</td>
<td>12</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Financial Management &amp; Reporting</td>
<td>7</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Payment Services*</td>
<td>5</td>
<td>2</td>
<td>Card Programs, A/P, Vendor Registration</td>
</tr>
<tr>
<td>Receptionist</td>
<td>1</td>
<td></td>
<td>Serves the entire division</td>
</tr>
<tr>
<td>SSC Leadership Team</td>
<td>5.5</td>
<td></td>
<td>Includes 1.5 SSC liaisons serving CAS, SC Johnson, Research, and CVM.</td>
</tr>
<tr>
<td><strong>Total # of FTE’s</strong></td>
<td><strong>75.5</strong></td>
<td><strong>8</strong></td>
<td></td>
</tr>
</tbody>
</table>

*Payment Services is in addition to the approved 115 headcount*
College/Unit Integration Status

Completed Integrations
• SC Johnson College of Business: June 2021
• Statler Hotel: January 2022
• College of Arts & Sciences: June 2022
• CALS-Agritech, Geneva: February 2023
• CALS/CHE/BSPP, reporting lines only: February 2023; full-service integration: May 2, 2023
• College of Veterinary Medicine: March 2023
• Research & Innovation (excluding CLASSE): May 16, 2023

In-Progress Integrations
• Student & Campus Life: August 2023
• Lab of Ornithology: TBD
• CLASSE: TBD
• College of Engineering/CIS/CU Tech: TBD

For Phase I, all colleges/units will be integrated by June 30, 2024.
Commitment to Customer Service

Contacting the SSC
Email: shared-services-center@cornell.edu

We use TeamDynamix (TDX) to track and respond to your requests. No communication is lost; all responses are tracked.

- For rush requests, please include that in the subject line of your email.
- If you would like to speak with someone, please include that in your request.

Staff available on Teams, Zoom, or RingCentral. SSC main phone: (607) 255-9359.

Virtual Office Hours, via Zoom
- Every Tuesday, 10:00 a.m. – 11:00 a.m.
- Every Wednesday, 11:00 a.m. – 12:00 p.m.
- Every Thursday, 3:00 p.m. – 4:00 p.m.

Turnaround Standards
- **Within 5 business days** of the SSC receiving the request, for most transactions.
- To view a full list, visit: [https://www.dfa.cornell.edu/ubsc/about/standards](https://www.dfa.cornell.edu/ubsc/about/standards)

Standard Business Hours
- Monday – Friday, 8:00 a.m. – 4:30 p.m.
- A staff person is on-site **five days a week** for functions that can’t be performed remotely (e.g., mail, deposits).
- Emergency contact information will be provided.
Challenges and Opportunities

- Continuing to build the framework necessary to successfully perform existing and future services, meet turnaround standards and the needs of the customers, some challenges are:
  - Transaction volume is increasing and higher than expected.
  - Colleges/units have retained some BSC positions to support college mission functions.
  - Current SSC staffing does not allow for time to assess potential process improvements and efficiencies as quickly as expected.
  - Additional positions are needed now versus waiting until the end of the integration due to the transaction volume.
  - Recent compliance has made automation challenging.
  - Review wish list of potential efficiencies, enhancements, and needs for any “quick wins”.

- The SSC costs will be built in the FY 2025 budget cost allocation model.
Future Enhancements, Efficiencies, Needs

- Ensure units have adequate PCard coverage and appropriate limits, e.g. $1,500 PCard.
- Revisit corporate-liability card application process (pcard and T&M card)
- I Want doc enhancements for obtaining approvals in the beginning of the process.
- Drop-down selections for standardization of e-doc notes, approval timing, and approval limits.
- Concur post-review using analytic technology (e.g. machine learning – expense fraud and auditing automation).
- Review beta-test results for a One Card Program.
- Identify possible future usage of Concur Request (e.g. corporate-liability card app process).
- Standardize metrics on turnaround time, errors, etc.
- Implement a centrally managed exit/entry tool for timely removal of access.
Questions?
Appendix
SSC Key Performance Indicators (KPI)

- **Strategic Metrics**
  - Turnaround times in comparison to published standards/SLA (within 5-days)
  - Customer service satisfaction survey results (6-months post integration) and then annually.
  - Monthly Concur travel metrics
  - KFS e-doc counts by college

- **Operational Metrics**
  - Team Dynamix - # of requests, # of resolved, satisfaction results
  - Team Dynamix – 25% of closed tickets and receiving a 30% response rate
  - # of I Want docs
  - Super PCard transactions
  - Average Turnaround times (within 5 days)
  - KFS e-doc metrics for initiation and approval for workload balancing
Metrics – Procure-to-Pay

**Operational Metrics**

- Average turn-around times – 2.87 days FY 2022 and 2.91 days as of April 2023
- # of transactions processed for FY 2022 – 151,886
- # of transactions processed for YTD 2023 – 188,066

<table>
<thead>
<tr>
<th>Doc Type</th>
<th>FY 22</th>
<th>YTD 23</th>
</tr>
</thead>
<tbody>
<tr>
<td>I Want Doc (IWNT)</td>
<td>19,103</td>
<td>19,347</td>
</tr>
<tr>
<td>Disbursement Voucher (DV)*</td>
<td>34,083</td>
<td>37,216</td>
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<tr>
<td>Requisitions</td>
<td>12,806</td>
<td>10,142</td>
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<tr>
<td>PCard</td>
<td>32,037</td>
<td>44,508</td>
</tr>
<tr>
<td>Payment Requests</td>
<td>52,942</td>
<td>69,791</td>
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</tbody>
</table>

*Includes travel DV’s
Metrics – Travel & Training

Operational Metrics
- Average turn-around times – 6.8 days as of April 2023
- # of Concur expense reports approved by the SSC for FY 2022 – 7,757
- # of Concur expense reports approved by the SSC for YTD 2023 – 18,055

<table>
<thead>
<tr>
<th>Travel</th>
<th>FY 22</th>
<th>YTD 23</th>
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</thead>
<tbody>
<tr>
<td>Domestic</td>
<td>5,829</td>
<td>13,073</td>
</tr>
<tr>
<td>International</td>
<td>396</td>
<td>1,651</td>
</tr>
<tr>
<td>Recruitment – Athletic</td>
<td>266</td>
<td>597</td>
</tr>
<tr>
<td>Recruitment – Faculty/Staff</td>
<td>85</td>
<td>317</td>
</tr>
<tr>
<td>Student Mission Domestic Travel</td>
<td>22</td>
<td>10</td>
</tr>
<tr>
<td>Student Mission International Travel</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>Non-Travel Business Expense</td>
<td>1,157</td>
<td>2,401</td>
</tr>
<tr>
<td>T&amp;M card spend university-wide</td>
<td>$11,626,115</td>
<td>$19,304,244</td>
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</tbody>
</table>

Note: does not include Lab of Ornithology, CLASSE, or CoE/CIS/CU Tech
Metrics – Fin. Mgmt. & Reporting

Operational Metrics

- Average turn-around times – 2.45 days FY 2022 and 2.4 days as of April 2023
- # of transactions processed for FY 2022 – 20,146
- # of transactions processed for YTD 2023 – 27,401

<table>
<thead>
<tr>
<th>Doc Type</th>
<th>FY 22</th>
<th>YTD 23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chart of Accounts</td>
<td>4,654</td>
<td>8,401</td>
</tr>
<tr>
<td>Security Requests</td>
<td>563</td>
<td>805</td>
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<tr>
<td>Financial Processing (GLT, TF, DI, etc.)</td>
<td>14,929</td>
<td>15,282</td>
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<tr>
<td>Timely Assurance</td>
<td>435</td>
<td>729</td>
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<tr>
<td>Asset/Liability Accounts</td>
<td>430</td>
<td>610</td>
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Metrics – TDX Requests

TeamDynamix (TDX) - # of Tickets

FY 22 – 5,574
- Accounts Receivable, 33
- Financial Management, 684
- Payroll, 255
- Travel, 1,805
- Procure-to-Pay, 2,797

FY 23 – 12,586
- Accounts Receivable, 183
- Financial Management, 2,263
- Payroll, 705
- Travel SSC, 3,691
- Procure-to-Pay, 5,744
Metrics – TDX Survey Results

TDX – Satisfaction Survey Results

FY 22 – 53 responses

FY 23 – 455 responses
### Procure-to-Pay

**Services Include:**
- Review/authorize documents and determine the appropriate payment method by issuing direct payments or creating requisitions.
- Confirm receipt of goods or services greater than $5,000.
- Review and approval all purpose order payment requests (PREQs).
- Processes applicable units’ custom anti-body and live animal purchases.
- Process spend transactions over the unit’s cardholder limit.
- Review and approval all spend transactions (PCDOS).
- Process spend application requests and follow-up as needed.
- Provide Accounts Payable, Vendor Registration, and Credit Card program services.
- Procurement Training
- Buying Manual Interpretation

**Note:** Includes sponsored subcontractor DVS.

### Travel & Training

**Services Include:**
- Prepare Concur expense reports for faculty and staff, if desired.
- Review expense reports in Concur for policy compliance.
- Process Travel & Meal card application requests and follow-up as needed.
- Review and follow-up on outstanding T&M card transactions with traveler, delegate, or dept. manager.
- Review and follow-up monthly on unused tickets.
- Review and approves, as appropriate, business expense report for faculty and staff who use the T&M card for non-travel expenses.
- Reviews and processes proper payment method for travel expenses in need of direct payment.
- Processes travel grants to students in PeopleSoft system, when requested.
- Provides regularly scheduled travel training sessions and ad hoc training.
- Concur Reconciliation
- Travel Policy Interpretation

### Financial Management & Sponsored Financials

**Services Include:**
- Budget support and development.
- Process and approve new account requests, maintenance e-docs, and account delegations.
- Monitor and review asset/liability objects for all customers and follow-up, as needed.
- Update KFS fiscal officers and delegates, account managers, account supervisors, and KFS org managers.
- Process system access requests.
- Perform annual certifications.
- Initiate and/or approve accounting transactions (AV, BA, DI, GLT, ST, TF, IB, and Year-end docs.)
- Perform reconciliations as agreed upon with college/unit.
- Perform post-transaction reviews of transactional data, allowance, other general expense categories, etc. for sponsored activity.
- Help colleges/units respond to audit findings and requests.
- Support United Way campaign chair with reporting and work closely with the Ithaca Downtown United Way Office.

**Additional Sponsored Activity:**
- Account review for unallowable expenses, not charging indirect costs, capital equipment allowable on sponsored awards/grants, complete business purpose relating to awards.
- Cost Transfers
- Check account term dates

### Payroll

**Services Include:**
- Review timecards for potential missing hours.
- Review critical error/missed punch report.
- Review meal breaks for compliance.
- Send minimum/maximum accrual notifications for non-exempt staff.
- Process overpayments and on-cycle/on-demand payroll check requests.
- Process all payroll union dues payments.
- Payroll Training for Staff & Supervisors
- Payroll Policy Interpretation

*For existing customers only as this was a service already being provided to these units.

### Revenue/AR

**Services Include:**
- Process incoming cash and checks and record transactions in the general ledger and initiate Advance Deposit (AD) e-docs.
- Process student and employee receivables (cash advances), when needed.

*For existing customers only as this was a service already being provided to these units.

**Phase 2 Implementation**

**Phase 2 Implementation**