Business Partners Round Table
April 17, 2014

Question Comment Cards from February 18, 2014 Session
Responses to Question Cards

Q: Third anonymous request to webcast BPRT meetings stating, “it’s very disruptive to come to these and slug through a bunch of topics that don’t interest me and to get to the one or two that are important”.

- After discussions with IRT, we again have decided to not webcast the meetings as they would only be one-way presentations and we want to interact with you, our customer. We are sensitive to your time and most meetings are running about 1 ½ hours.
- We understand we have a wide audience attending BPRT and all topics will not be of interest to all attendees. We have arranged the agenda based on past feedback with the Financial and Budget information up first and exercises, trainings and other presenters near the end.
- If your boss is requiring your attendance, you might want to chat with him/her and tell them how most topics don’t relate to your position. If you or your boss want to chat with me, please contact me directly.
- We will continue to post the presentations and handouts with contact information by the end of the next business day at http://www.csus.edu/aba/Financial-Services/BPRT-agendas-presentations.html
AP – Information Follow-up

Q: Customer Service – Are departments ABA’s customers? If so, please give a courtesy call to departments who are missing something as simple as why it was necessary to have food at an events. As you probably know, staff are not the ones requesting food.

- The Accounts Payable (AP) Office considers Campus departments to be one of our most important customers. AP often gives courtesy calls when there is a simple yes or no question; most efficient way to get information.
AP – Information Follow-up

- Missing information, when not a yes/no question, is often something that needs to be written in the department’s own words
  - Complete documentation is needed for payment
    - As any item may be selected for an audit
    - Documentation cannot be written by the AP Technician

- Past phone calls for information have sometimes gone unanswered and the information has not been submitted
  - Resulting in payments/advances not being able to be processed in a timely manner

- AP is willing to rethink this process!
Proposal for a 6-month trial period . . .

- If the missing information can be provided in an email:
  - AP will give a courtesy call or email to the department to request the missing information
  - The department’s written response will be attached to the invoice/claim for processing of the payment
- If the information is not received by the next business day, the invoice/claim will be returned to the department to provide the required documentation
At the end of the 6-month trial period, AP will revisit this process to see if it has reduced the turnaround time for payments.

What do you think?

Any feedback?
Q: Is there an opportunity to schedule a more advanced or detailed ProCard training that is in person? Often times staff do the on-line training and still do not understand what they can & can’t purchase - lots of rules for PO/hospitality/travel

- Yes, Procurement Services can provide one-to-one training
- Contact Rosie Tamayo to schedule a date/time:
  - Email: rtamayo@csus.edu
  - Phone: ext. 87546 or 87322
- Link to ProCard Manual updated 4-14-2014
Contact Information

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Thank you! Please contact us if you have questions regarding your Business Partners Round Table