

Business Administrators' Forum

November 17, 2016
2:30 p.m. – 4:00 p.m.



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401 A/D Benson

Welcome

Presenter: Sharon Anderson, Financial Services

Workday Project Update

Presenters: Phil May, Project Manager & Vinnie Seidita, Project Director

Submitting Fee Requests by Using the Student Financial Services Fee Portal

*Presenters: Karen Brown, Assistant Director Student Financial Services
& Mike Maedjaja, Senior Business Systems Analyst*

Cvent

Presenter: Dixie Ross, Director, Campus Financial Services

Updates to Accounts Payable Procedures and Processing Requirements

Presenter: Allison Belton, Director, Accounts Payable

Workday Project Update

Phil May, Project Manager
Vinnie Seidita, Project Director



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Workday Project Overview

Scope

HCM

- Core Human Resources
- Compensation
- Benefits
- Absence Management
- Time Tracking
- US Payroll
- Talent &
- Performance Mgmt.
- Talent Insights
- HCM Recruiting

FINANCE

- Core Financial Accounting, Capital Project Accounting, Financial Data Model Design, Accounts Payable, Financial Reporting
- Grants Management, Endowments and Customer Accounts & Billing
- Procurement, Supplier Accounts, & Business Assets
- Cash Management, Banking & Settlement and Expenses

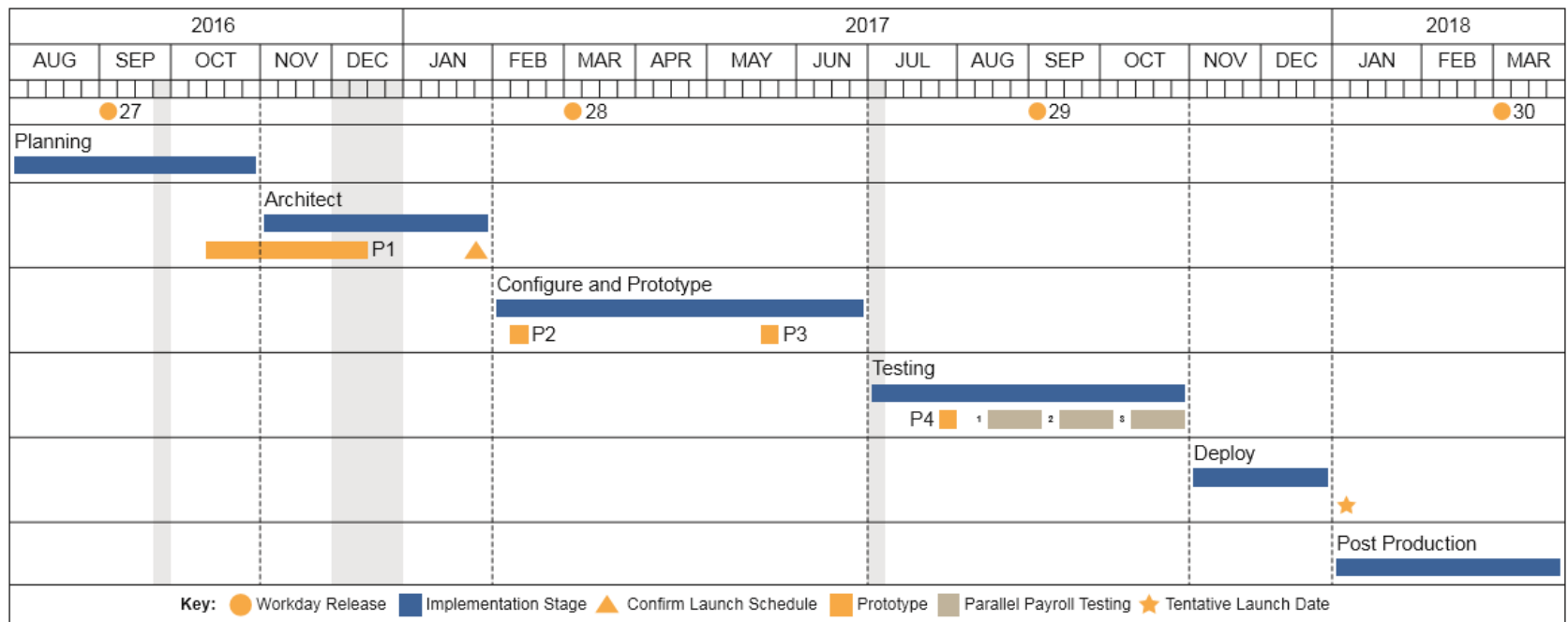
PLANNING & BUDGET

OTHER

- Data Load and Data Conversion Support
- Integrations Design, Development & Support
- Organizational Change Management

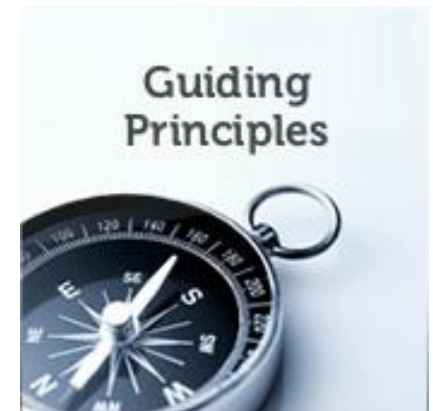


Wake Forest University Implementation Timeline



Guiding Principles

- Look to Workday first
- Incorporate successful practices from other institutions
- Efficient and effective decision making
- Project organization and procedures
- Transparency and collaboration

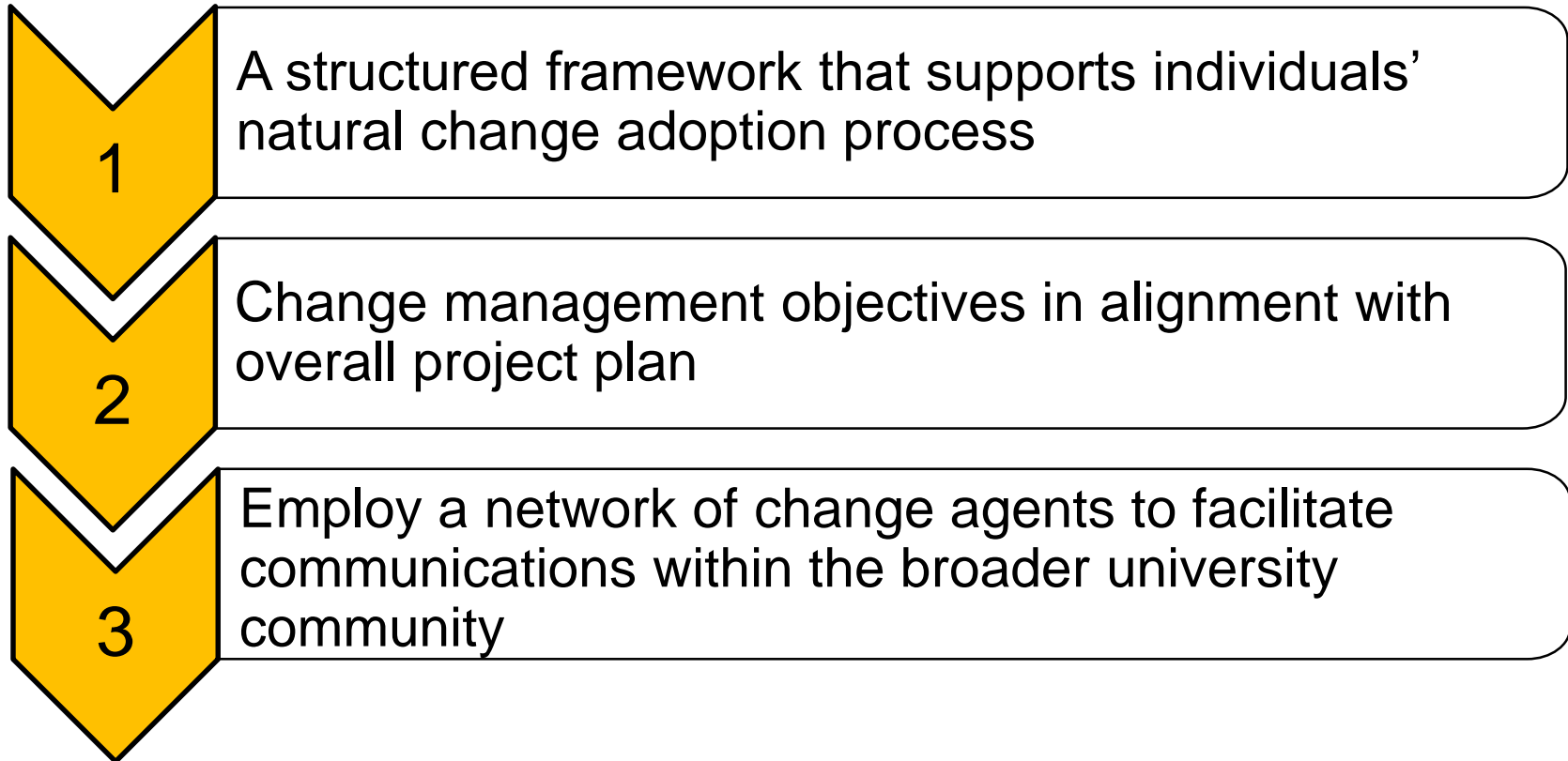


Team Leads

- Shannon Badgett, Budget & Planning Lead
- Beth Fay, HCM Lead
- Jennifer Killingsworth, Finance Lead
- Cathy Dillingham, Payroll Lead
- Wan-Pin VanDyke, Technical Lead

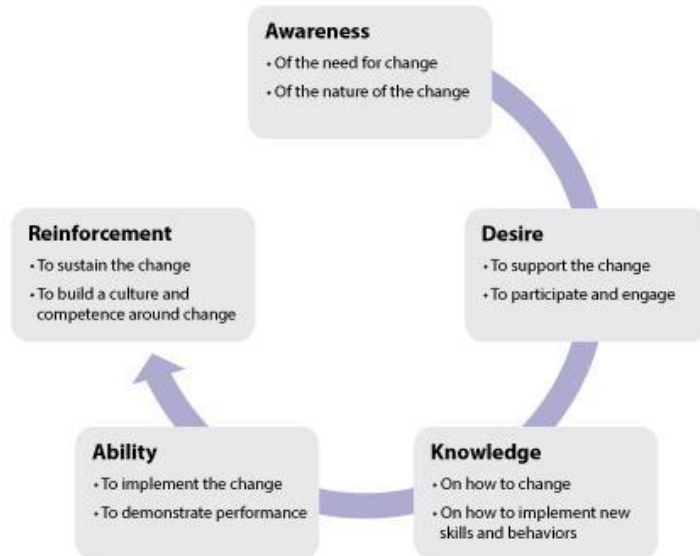
Change Management

Change Management Approach



Change Management Framework

Prosci® ADKAR® Model



- Identifies both the stages and sequence required for an individual to experience successful change.
- Provides a framework for communications content and change management actions.

Project Resources

Project Email address:

Workday@wfu.edu

Project Documentation Site:

<https://sites.google.com/a/wfu.edu/wfu-workday-implementation/>

Project Collateral

Posters available to help generate project awareness!



Q & A



Submitting Fee Requests by Using the Student Financial Services Fee Portal

Karen Brown, Assistant Director, SFS

Mike Maedjaja, Sr. Business Systems Analyst



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- No standard method of capturing fees that are not on the Board of Trustees tuition and fee resolution
 - Requests would come in via phone calls, emails, paper – no actual deadline or approval process
 - No transparency – Who approved what? What amount was actually requested?
 - Departmental revenue accounts were not being properly credited in a timely manner
 - Tax compliance
- Improved customer service to parents and students
 - Inform students which classes have additional fees associated with them so the students are able to make informed financial decisions
 - Fixing student accounts “after the fact,” causing unnecessary confusion

- Potential untimely and incorrect billing of fees
 - Numerous calls from parents and students confused about their bill
 - Setting unnecessary holds – students unable to register for classes
 - Real life example
- Increase in study abroad trips and course fees
 - These will only continue to increase as Wake Forest expands its international presence
 - New programs (Engineering)
 - Innovation Quarter



- How many total fees are initially built and assessed each Fall or Spring semester by Student Financial Services?

A. 100-200

B. 400-500

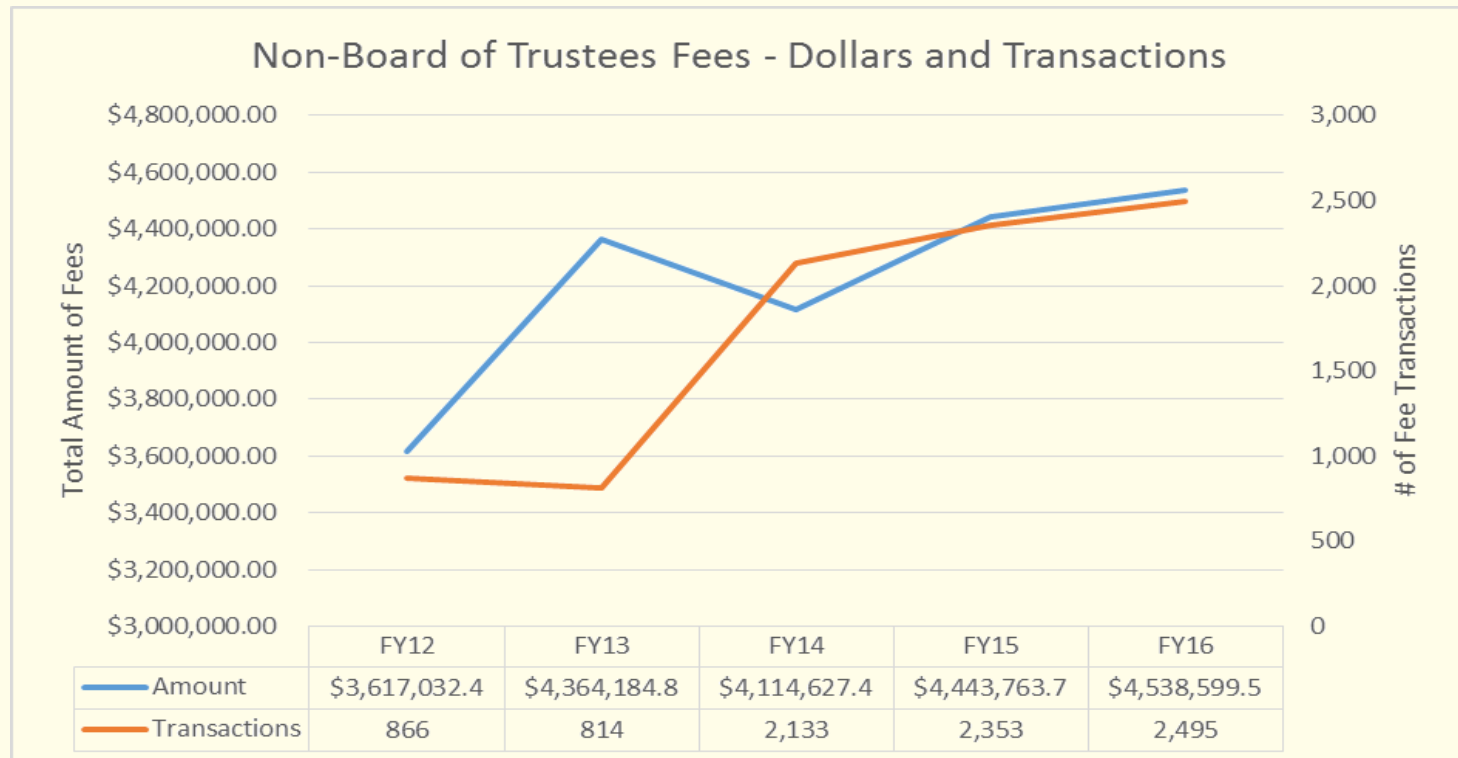
C. 600-700

D. 800-900

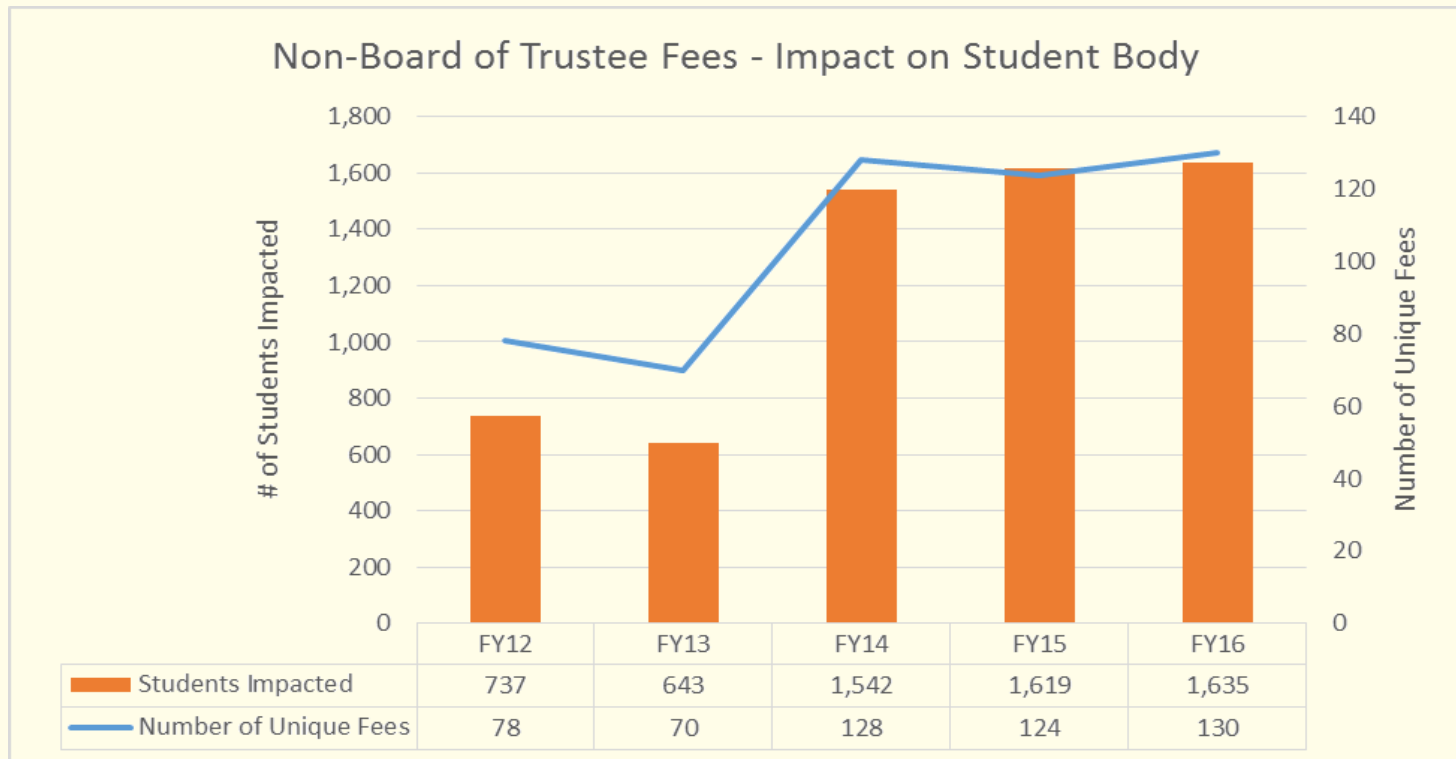
850!

Over the past 5 FY:

- Over \$1MM growth
- Number of transactions has tripled



- Unique fee count has almost doubled
- 21% of the entire student body is impacted (more than an entire class!)



- Led by the Provost's Office
 - Partnership between Student Financial Services and Senior Academic Business Managers representing each of the schools
 - Collaborative approach to reaching a common goal
- Initial discussion to go-live in 6 months
 - Understand data elements needed by SFS to create fee rules
 - Understand the billing process and its timeline for each semester
 - Single standardized solution shared among all schools
 - Innovative and electronic solution – central location for requests and approvals
 - Quick solution, low-cost = cloud-based Google Apps for Education
- Develop a university-wide policy and procedure
 - Provost and Dean's Council support and approval
 - Finance Website – Policies & Procedures
 - <http://finance.wfu.edu/files/Fee-Portal-Procedures-.pdf>

Wake Forest University New Fee Request Form

This form is to be used by all Schools to request a new fee. This fee will be shown on the student bill. Submitted requests will be routed to the appropriate Dean (or designee) for approval prior to being billed by Student Financial Services.

New fee requests must be submitted no later than March 2, 2017.

Direct questions to Kim Widener at widenkh@wfu.edu or x4732.

No accounting (FOAPAL) information will be collected; this information will be added during the approval process.

By submitting this form, I certify that the chair has reviewed and approved the requesting of this fee.

Your email address (sfsfees@wfu.edu) will be recorded when you submit this form. Not you? [Sign out](#)

* Required

New fee description, including why this fee needs to be billed to students. *

Your answer

What Division is the fee associated with? *

- ☐ Undergraduate College
- ☐ Business
- ☐ Divinity
- ☐ Graduate
- ☐ Law
- ☐ Online (Counseling & Human Services)
- ☐ Global Programs and Studies

Course fees are billed to all students registered in a particular CRN.

CRN (Course Registration Number) *

Enter this only if the new fee applies to a specific course. If you have submitted a recurring fee that spans multiple semesters, please input all CRNs for all semesters. The CRN is 5 characters long. Up to 10 unique CRNs can be inputted below; enter only 1 per row.

42534

52345

Subject *

The Subject is 3 characters long. Examples are BIO for Biology or CNS for Counseling.

Your answer

Course *

The Course is either 3 or 4 characters long.

Your answer

Is this a travel-based course? (Domestic only) *

If there is a separate fee for the travel portion of the course, please select Yes.

- ☐ Yes
- ☐ No

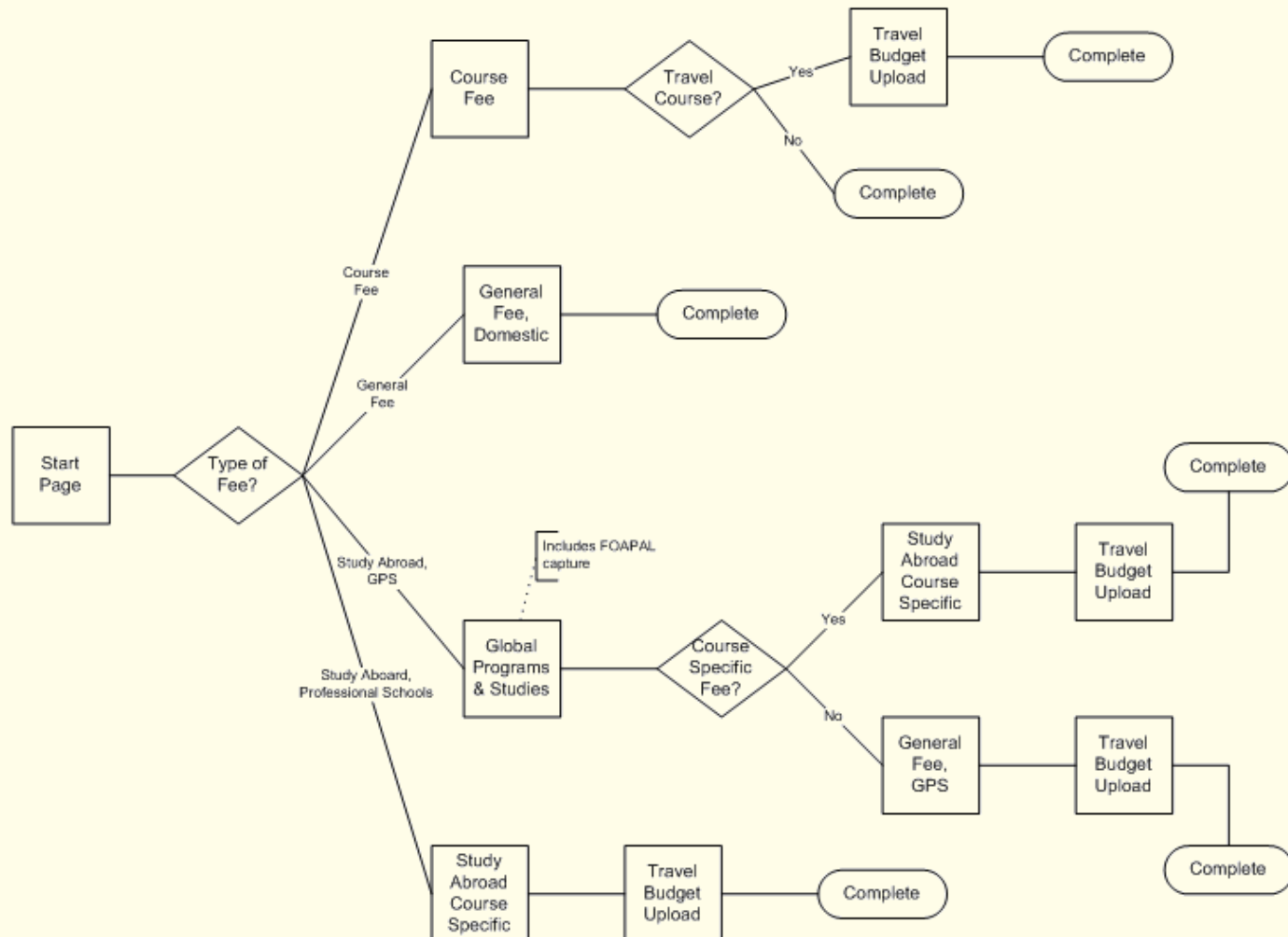
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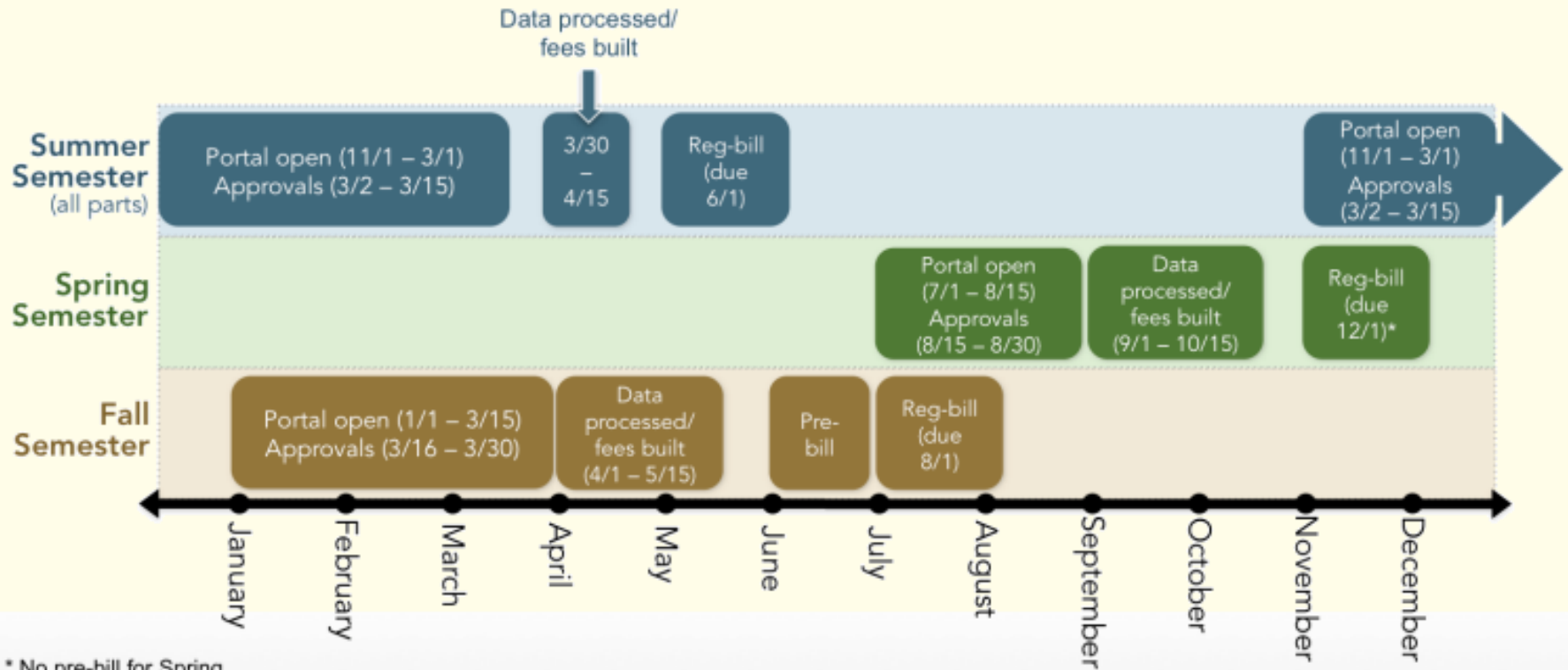
NEXT

Never submit passwords through Google Forms.



Student Financial Services Fee Portal Flow Diagram





- What fees can I request through the portal?
 - The fee has to be charged consistently to every student within a course or program and must be an educational expense required to be enrolled at the University.
 - Fees cannot be charged in order to receive University equipment back such as sporting equipment, locks, etc.
- What if I miss the submission deadline?
 - You must contact your academic business manager.
- Do I need to submit a new request if I am adding a new course section (CRN)?
 - Yes, please submit a new request through the fee portal.



Financial Services

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ONLINE LEARNING

Training Resources

[Accessing Financial Services Online Courses](#) PDF

This Quick Guide provides instructions on how to log in and access the Financial Services library of online, self-paced training courses.

[Utilizing the Student Financial Services Fee Portal](#) PDF

This Quick Guide provides instructions on how to log in and Utilize the Student Financial Services Fee Portal.

[No PO Required Job Aid](#) PDF

This job aid provides a quick glance at the types of purchases for which a Purchase Order is not required.

[Local Meals and Entertainment Job Aid](#) PDF

This job aid is designed to aid in selecting the proper account code for local meals and events that include food.



<http://finance.wfu.edu/training-resources>



- Millie Herrin (Art)
- Shelia Lockhart (Divinity)
- Dixie Ross (Divinity)
- Dawn Shriver (School of Business)
- Linda Tuttle (Chemistry)
- Mike Tyson (Global Programs)

thank you!



Cvent

Dixie Ross

Director, Campus Financial Services



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BAF | November 17, 2016



- **What is Cvent?**

Cvent is an event registration and management tool for both paid and free events

- **What are the benefits of using Cvent?**

- Customizable, mobile optimized event websites and apps with built-in registration tools
 - Advanced logic to create multiday event with multiple sessions and selections
 - Pre-sell merchandise
 - Post-event email marketing and web surveys
 - Robust event reporting
 - PCI compliant, the security standard for credit cards
-

- **List of departments that have used Cvent:**
 - Z Smith Reynolds
 - The Barn at Reynolda Village
 - The Center for Private Business
 - Athletics
 - WFU Club Sports-
 - Divinity
-

Contact Campus Financial Services for more information:

- Dixie Ross rossdd@wfu.edu [758-2596](tel:758-2596)
 - Karen Hunter hunterkk@wfu.edu [758-6089](tel:758-6089)
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Updates to AP Procedures and Processing Requirements

Allison Belton
Director of Accounts Payable



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Process Updates

- International travel
 - Independent Contractors vs Employee categorization
 - Receiving thresholds
 - Correcting receiving errors
-



- **There is a different set of regulations regarding international travel and the allowability / taxability of transactions**
 - **If an employee's international travel meets the following criteria, either a pro-rated amount or the entire amount may be considered compensation:**
 - The travel exceeds one week, or
 - The portion of the time of travel outside the US away from home, which is not attributable to University business, is more than 25% of the total time on the trip
 - **If a component of the travel is research, a detailed daily itinerary of the research must be provided with the documentation submitted to AP**
 - **Taxability will be assessed using the documentation submitted to Accounts Payable, so please inform your international travelers of the new procedure**
-



- **The IRS and Department of Labor partnered to update the criteria for being classified an employee**
 - **This update caused changes to the Employee vs Independent Contractor process**
 - **Summary of changes:**
 - Payments from the University should be a minimal portion of the individual's overall income.
 - New weight has been given to the type of resources the University provides the individual.
 - New weight has been given to the frequency and type of payments made to the individual.
 - **Impacts to your department:**
 - The form was updated earlier this year to obtain additional information
 - The process to classify the new population of transactions that need review is being updated, so you may see an increase in requests to get the EE vs IC checklist completed
-



- **Current receipt threshold is \$250 or less**
 - **In December, the University will increase the threshold for no receiving required to \$500 or less**
 - **Things to remember:**
 - The amount is based on total \$ amount of purchase order
 - The purchase order will be set to no receipt required
 - If a department still requires a receipt, regardless of amount and the item is returned, a return document must be completed in Deacon Depot
 - You will not receive an email notification to receive for purchase orders set to \$500 or less
 - **How to contact Accounts Payable about receiving questions**
 - Email AP at ap@wfu.edu
 - UBUY helpline option 3
-



- **To correct a receipt that has been entered for too many items (quantity receipt):**
 - Create a Quantity Receipt
 - Enter a negative quantity in the receipt field (not a return receipt)
 - Save and Complete the receipt
 - **To correct a cost receipt that has been entered for too much money (cost receipt):**
 - Create a Cost Receipt
 - Enter a negative \$ amount in the receipt field (not a return receipt)
 - Save and Complete the receipt
-



February 2017

April 2017

Your input is essential as we continue to collaborate and discuss items of interest so that we can improve how we do business at Wake. So, please continue to send along suggestions, questions, and topics you want to hear about, know about, or discuss with others.