

# Financial Matters

A quarterly publication of UCLA Corporate Financial Services

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## A Message... FROM THE AVC



Dear Colleagues:

During the past four years, Corporate Financial Services has been conducting customer surveys to assess customer satisfaction and improve our performance. We hold a high standard for customer satisfaction. To be considered satisfied, a customer's responses must average 3.0 or higher on a 4-point scale across all items. We are pleased to report that this is the fourth year in a row that customer satisfaction has improved! In this issue we are providing an overview of the results of our 2002 customer survey and sharing with you some of the many initiatives that have been implemented (or are being implemented) in response to your feedback.

We wish to thank all of those who provided responses to the survey. Your feedback is important to us and we appreciate your taking the time to tell us how we are doing in meeting your expectations.

Regards,

Susan K. Abeles  
Assistant Vice Chancellor/Controller  
Corporate Financial Services

## Memberships: A Primer

University of California employees often join organizations that promote the advancement of education and research, enhance their professional development, and/or facilitate community relations. As defined by University policy (Business and Finance Bulletin G-43), there are two types of memberships: professional and social.

**Professional** memberships include memberships in scholarly societies (e.g., the American Psychological Association), community organizations (the Chamber of Commerce), and institutional service agency organizations (for example, WACUBO). For additional information on types of Professional, or General, memberships, see BFB G-43.

Reimbursement of professional memberships must be approved by the department head or his/her designee and may be charged to State as well as other funds (expenditures against federal funds must be authorized in the fund guidelines).

**Social** memberships are reimbursable on an exceptional basis with the Chancellor's approval if joining the organization is primarily for official University business. Examples of social memberships include memberships in such organizations as country clubs, athletic clubs, and airline clubs.

Reimbursement for a social membership may be requested through Accounts Payable. Because only the Chancellor may approve social memberships, the request will be forwarded to the Chancellor's Office via Corporate Financial Services Administration with a recommendation for approval (based on appropriate business justification and provision of an appropriate funding source [non-State or non-Federal funds]). We are required to provide copies of all social membership approvals to the Vice President,

Financial Management, at the Office of the President.

University employees who hold social memberships may use these memberships for personal purposes *as long as* the primary purpose of the membership is for business use. Because the IRS considers personal use of such memberships to be a taxable benefit to the employee, UCLA is required to report annually on personal usage. Accordingly, employees granted a membership in a social organization are required to submit a report annually to the Assistant Vice Chancellor/Controller that indicates the percentages of personal and business use of the membership. The reporting year for social memberships runs from November through October of the following year. Holders of social memberships receive information from Corporate Financial Services in mid-November of each year. Failure to report will result in 100 percent of the membership cost assumed to be personal usage and will be taxed accordingly.

For additional information regarding regulations governing memberships, contact Rebecca Beatty at [rbeatty@ucla.edu](mailto:rbeatty@ucla.edu) (extension 48688).

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## PAC Reports Coming Soon

When you log onto the Online Financial System Reports (OFSR) and click on the Accounts Payable tab you will notice that it is “Under Construction.” The Accounts Payable department and our business partners Purchasing and Administrative Information Systems (AIS), are collectively developing a series of PAC Reports that will soon be available on the web.

One of the reports will be an enhanced H&I report. The H&I report identifies the status of invoices that have been processed but can't be paid because the invoice is either on hold, pending “receiving,” or there is a mismatch between the order and invoice. The new enhanced report will be especially useful to large departments that have many preparers and want up-to-date information that can be downloaded and sorted according to their needs. Among other information, the report will identify the department preparer, dollar amount, PAC order number, and action to be taken. Another set of reports will generate statistics showing an aging of invoice payments by department or organization. The individual department's results will be displayed along with campus-wide statistics for comparison on departmental efficiency.

All reports will be certified as to their accuracy and can be printed or downloaded into Excel. Look for these new PAC web reports in the next few months.

## CFS Ongoing Commitment to Customer Satisfaction - 2002 Survey Results

Corporate Financial Services (CFS) is committed to ongoing customer satisfaction. Over the past four years CFS has conducted surveys to measure overall customer satisfaction and the service quality of specific interactions with our customers. We are pleased to share the results of our fourth annual customer satisfaction survey, which improved over last year's rating. Actually, our overall satisfaction scores have continued to show steady improvement over the past four years.

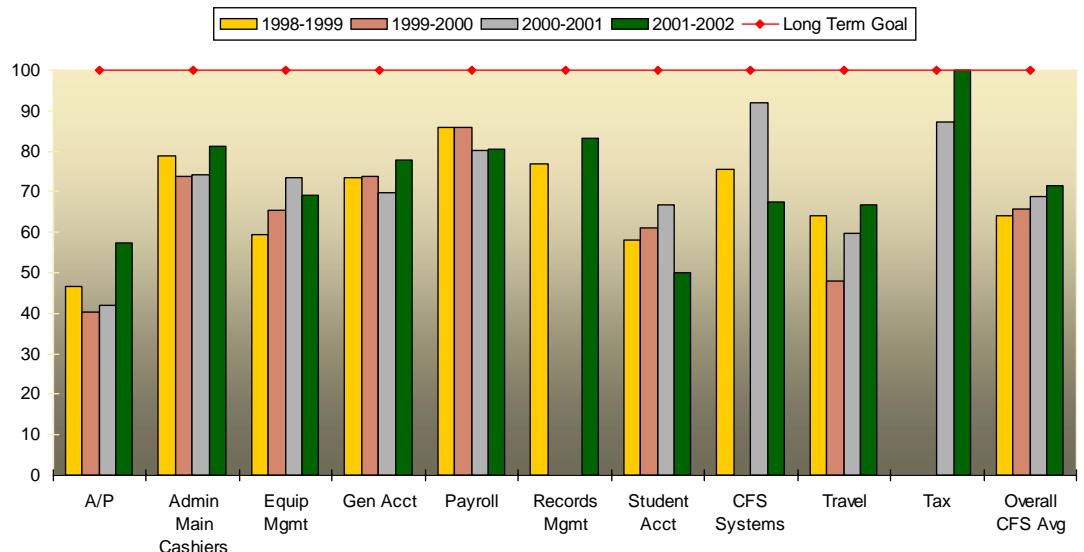
CFS uses the survey results for information gathering, strategic planning, and process improvement.

In analyzing the experiences of our customers and their perceptions of our performance, we learn what we're doing right and we also get a sense of what isn't working well. We can then identify areas of opportunity to ensure that we provide the best quality service possible. The highlights listed below are some of the initiatives implemented as a result of your concerns:

- ◆ 24/7 campus and hospital access to the new Equipment Management database
- ◆ Online training manuals and new classes to supplement existing curricula

- ◆ Reconfigured CFS departmental web sites to provide quicker access to information
- ◆ Additional financial web reports added to OFSR to assist in efficient financial reporting
- ◆ An automated closing process for income-producing funds
- ◆ Monthly open houses presented by Accounts Payable to increase communications and aid in problem solving
- ◆ UCLA Travel Center reconfigured to an ARC-appointed Corporate Travel Department to gain better control over service
- ◆ Upcoming campuswide implementation of a web-based travel and entertainment expense reimbursement system that will eliminate the paper travel voucher
- ◆ BAR payments accepted at Sproul Hall – Bruin Card Center for customer convenience
- ◆ A streamlined web-based online department deposit implementation for Administrative Cashier Office

### Percentage of Satisfied Customers



## Unemployment Insurance (UI)

In recent years, the number of unemployment claims filed by former UCLA employees has risen, as have the unemployment insurance benefits paid out to these individuals. For departments, these changes have meant higher UI assessments. Payroll Services is responsible for reviewing and responding to all UI claims that have been filed by former UCLA employees with the Employee Development Department (EDD). UI claims are mailed by EDD to the employer's address given by the employee. It is important that employees use Payroll Services' complete address when filing a claim so that we receive it in time to review the form for its legitimacy and return it to EDD within the required 10-day deadline. This allows us to ensure that employees who are eligible will receive their benefits in a timely manner and to protest those claims that have eligibility issues thereby reducing future UI assessments to the campus. Given these facts, we would like to provide you with suggestions on how to assist departing employees while making sure that your department is fulfilling its obligations in this area:

- ♦ At the exit interview employees should receive a copy of the EDD booklet, For Your Benefit – California's Programs for the Unemployed.
- ♦ Employees should also be given an Unemployment Insurance Claim Information letter. This letter contains the last employer's (UCLA) correct name, address, and telephone number as it should be entered when the former employee files an unemployment insurance claim:

Unemployment Insurance Coordinator  
UCLA Payroll Services  
10920 Wilshire Blvd., Suite 620  
Los Angeles, CA 90024  
(310) 794-0834

It is extremely important that employees give the correct employer information to the EDD as it expedites the claim process.

- ♦ Please be sure that the separation bundle is completed for the departing employee on the EDB in a timely manner. Also, please be sure that the correct dates and correct reason for separation are entered as this is the data that we use in our response to EDD.
- ♦ If you receive any documentation from EDD, please fax the forms immediately to Payroll Services at (310) 794-8751. Unemployment Insurance Claims are time sensitive and any delay in processing may result in additional costs for departments.
- ♦ Payroll Services represents the University for UI claims; therefore, if you or any member of your department receives a call from EDD, do not attempt to answer questions directly. Instead, please refer the caller to the Unemployment Insurance Coordinator at (310) 794-0834.

If you have any questions regarding the Unemployment Insurance process or need additional EDD booklets, call the UI Coordinator at extension 40834.

## BruinCard Access Control

*First in a series of articles on the functions and features of BruinCard*

The BruinCard System currently provides Access Control for over 300 doors and elevators on campus thus providing one of the many security systems that UCLA relies on each day. The BruinCard Access Control System is an online system with constant communication to a central host; however, it is designed to function independently in offline mode if connection is lost for any reason. Although most campus access can be accomplished through a single card-swipe validation, BruinCard has recently begun to install a higher security option that provides two-level authentication: *card swipe* plus *PIN*. Similar to bank ATM authentication, it is a combination of "what you have" (BruinCard) plus "what you know (PIN)" that makes it so much more effective. BruinCard has begun to install these higher security readers at several locations on campus including Administrative Information Systems (AIS) and the campus Vivarium Laboratories. BruinCard has also developed an automated interface that provides a secure web-based link to enter or change your PIN number.

Campus departments can request this high-level security for locations where access must be closely monitored and controlled.



# WHAT'S NEW

## Department Deposit Form (DDF) Is Now Web-Enabled

The online Department Deposit (DDF) application, which greatly simplified deposit procedures, was released in July 1999. Since implementation there has been overwhelmingly positive feedback. There have also been suggestions for enhancements, each of which we have carefully considered. Where feasible, we have adopted those suggestions and are now able to announce some new features, the most significant of which is that DDF is now web-enabled.

Other new functions include:

- ◆ System generated batch headers, which provide Optical Character Recognition (OCR) scan lines for easier processing.
- ◆ Repeat and delete features for the Financial Accounting Units (FAU) to reduce data entry and correction efforts.
- ◆ An inquiry function, which allows users to retrieve information on any deposit just by entering specific data from the general ledger such as Transaction Number.
- ◆ A Pending/Completed Deposit Report, which provides the department with information regarding the deposit, including detailed financial data, the date the DDF was posted to the ledger, as well as the preparer's name and telephone extension.
- ◆ The ability to identify DDF/ASAP recipients at the account level for large departments. Each department's security administrator (DSA) is responsible for setting up reviewers for the DDF system through DACSS/ASAP. This reduces

the number of ASAP notifications received by departmental reviewers.

The new system also provides a hot link for easy Web access to the Pending/Completed Deposit Report noted above. No additional training is necessary if you are currently using the Administrative Cashiering System on the mainframe. The function codes and personal logins are the same for this new application. You can access written documentation through the Help feature, which should address any of your questions.

This newly released report and application can be accessed through the Administrative Main Cashier web site: <http://www.amco.ucla.edu/> or <https://ke1.ais.ucla.edu/barddf/default.asp> for direct access. Questions regarding this application or BUS-49 clarifications may be addressed to Pam Oliver, [poliver@finance.ucla.edu](mailto:poliver@finance.ucla.edu) or Dorothy Webster, [dwebster@finance.ucla.edu](mailto:dwebster@finance.ucla.edu).

## Introducing Web-Enabled Non-PEARs

Spring is coming, and so are Non-PEARs. Not to mix apples with oranges, the Non-PEAR (Non-Payroll Expenditure Adjustment Request) is the next web-enabled application to be rolled out in General Accounting. Currently in pre-production pilot, the web-enabled Non-PEAR provides departments with an electronic method of correcting and adjusting ledger entries. The system builds an online documentation trail for making corrections or adjustments as well as validating the original underlying entry – all while providing real-time FAU verification within the FS system. Users who are accustomed to the current manual process will be delighted by this latest ISTIP-funded enhancement.

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