Financial Management Meeting

Agenda

Welcome/Introductions  
Dan Langer  
5 minutes

Preview: New Business Services Website  
Amy Ferguson  
30 minutes

UPS Campus Ship Program  
Jennifer Roltgen  
Marty Rostermundt  
10 minutes

Purchase Order Invoice Submission and Positive Approval  
Jennifer Roltgen  
10 minutes

Payment Updates  
Mark Domaszek  
10 minutes

Accounts Receivable and Billing  
Rochelle Cushman  
Tricia Johnson  
15 minutes

Cost Transfer Tool  
Property Control Workflow  
Amy Rognsvoog  
John Jameson  
15 minutes
Preview: New Business Services Website

Amy Ferguson
Content Management, Communication, and Training
Division of Business Services
Core Team

Amy Ferguson
Director of CMCT
Division of Business Services

Bradley Thomas
Marketing & CMS Specialist, Sr.
Division of Business Services

Michelle Bacon
University Relations Specialist
Division of Business Services

Adam Hills-Meyer
Content Strategist, Center for Digital Accessibility & User Experience
DoIT

Jessica Jones
Team Lead, Center for Digital Accessibility & User Experience
DoIT
Current Website and Reasons for Change

- People could not find content on the old site and it required the user to know what department housed the content. This is not how users use the web.
- Did not meet ADA accessibility standards
- Was not mobile friendly, which hurts usability and SEO (search engine optimization)
- The website contained more than 1,000 pages
- Website was outdated. UW websites have a new look and theme.
Critical Steps in Development of New Site

• Gathered web analytics and asked our users questions to collect data which helped us determine important content users

• Engaged content experts and campus advisory group to validate the direction for the information architecture of the website (using a task-based, user-centered model)

• Developed groups of tasks that were clear and understandable to users

• Engaged cross-functional content teams to collaborate, share, and iterate new content
Division of Business Services Content Experts

**Asset Management**
April Cook
Rochelle Cushman
Amy Rognsvoog

**Disbursements**
Frank Austin
Graig Brooks
Mark Domaszek
Meghann Grove
Rusty Haines
Roseanne Hatfield

**Tax Compliance**
José Carus

**Financial Reporting, Analysis and Systems**
Lana Becker
Erik Danielson
Lea Erickson
John Jameson
Simi Ragha

**Bursar’s Office**
Nicole Christianson
Priya Rajani
Cathy Stamm

**Purchasing**
Doreen Forslund
Lyman Fuson
Carla Parker
Lori Pulvermacher
Sarah Martin
Marty Rostermundt
Casey Wampler

**Risk Management**
Gwen Ezell
Jeff Karcher
Campus Advisory Group

Sandy Fowler, College of Agricultural & Life Sciences
Jenny Hackel, Space Science & Engineering
Michelle Massen, Letters and Science
Mehdi Rezai, Letters and Science
Russell Schwalbe, VC for Research and Graduate Education
Angela Seitler, College of Agricultural & Life Sciences
Melissa Steinl, Space Science & Engineering
New Website

• Task orientated to meet user needs
• SEO improvements for findability of content
• Includes goals to benchmark performance
• Meets ADA accessibility standards
• Accessible from mobile phone and tablets
• Content is more concise, approximately 400 pages
• Continuity plan to keep the site updated
• Estimated campus launch: May 30, 2019
Demonstration

Travel

Purchasing Card

Gifts
UPS

Jennifer Roltgen, Accounting Services
Marty, Rostermundt, Purchasing Services
Reasons to Use UPS Instead of FedEx

• Save money: UPS is 10-15% cheaper than FedEx

• Dedicated UPS Sales and Customer Service Representatives to help with issues
  *FedEx does not offer this service*

• UPS Campus Ship invoice payments are automated and require less time to audit
Financial Management Meeting

- Frequently asked questions
- UPS representative contact information
- UPS tracking and customer service contact information
- UPS Campus Ship User Setup Form

*Please fill this form out before you want to ship a package*
Purchase Order Invoice Submission and Positive Approval

Jennifer Roltgen
Accounting Services
Purchase Order Invoice Submission

- Certain departments have Delegation Audit Agreements
- AP-Invoices email box is not being used as intended
- PO invoices should be submitted to Accounts Payable by the **Vendor** with some exceptions

Why

- Information is on the Purchase Order contract the vendor receives
Important Information for Suppliers

To ensure prompt payment of invoices, they must be submitted to:
   The University of Wisconsin-Madison
   Accounts Payable
   21 North Park Street, Suite 5301
   Madison, WI  53715-1218

Or emailed to: AP-invoices@bussvc.wisc.edu
This is an unattended automated email box, so do not send invoice inquiries to this address. Purchase Order numbers must be included on every invoice. Each unique invoice must be submitted as a unique PDF. Do not combine multiple invoices into a single PDF.

Invoice inquires should be sent to: uwmsnap@bussvc.wisc.edu

Do not send invoices to the ordering department, order inquiry address, or the delivery address as this will delay payment of your invoice.
Purchase Order Invoice Submission (Cont.)

• Invoices received on campus are to be paid within 30 days per State Statute 16.528 or we owe interest
• Reduction of duplicate invoices
• Purchase Orders can be set up for Positive Approval
• Invoices are viewable in WISDM
• Some exceptions are: Delegated Audit Agreement with Accounts Payable, invoices over 30 days old
Purchase Order Invoice Submission (Cont.)

• July 1 we will dispute invoices without correct billing address listed below

• Contact vendors to update billing address

  Billing Address:
  21 North Park Street, Suite 5301
  Madison, WI 53715-1218
Positive Approval

• Positive Approval email asks if this is the final payment

• Make notes on the image if it’s the final payment
Payment Updates

Mark Domaszek
Accounting Services – Disbursements
Five-Month Stale Dated Check Report

- Outstanding checks by division
- Check Number, Name, Address, Issue Date, Amount
- Opportunity for outreach at the Division level
- Monthly starting 5/1/19
Voids and Reissues Report

• AP and EX checks voided or reissued in the last month

• Original payment information, new payment information (if reissued)

• Reason, cancel code, requestor, error by

• Monthly, already started
## Interpreting Payment Number

<table>
<thead>
<tr>
<th>Payment / Description</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check</td>
<td>1414113 or 400001</td>
</tr>
<tr>
<td>No leading zeros</td>
<td></td>
</tr>
<tr>
<td>ACH or PPL</td>
<td>0437249</td>
</tr>
<tr>
<td>One leading zero</td>
<td></td>
</tr>
<tr>
<td>WIR</td>
<td>0001109</td>
</tr>
<tr>
<td>Two or more leading zeros</td>
<td></td>
</tr>
</tbody>
</table>
Accounts Receivable & Billing

Rochelle Cushman – UW-Madison, Accounting Services
Tricia Johnson – UW Extension, Business Office
UW-Madison Accounts Receivable & Billing (A/R & BI) SFS Modules for Non-Sponsored Billing

- Pilot Departments
  - Medical Physics/Radiation Calibration Lab
  - School of Pharmacy

- Shared Customer File

- Invoicing
  - Departments create bills in SFS
  - Cash Management generates invoices and mails or e-mails invoices
  - Weekly invoicing, which is changing to daily invoicing
  - First invoices sent in December 2018

- Payments received and processed centrally in Cash Management
  - Credit Cards, Checks, & ACH/Wires
Financial Management Meeting

UW-Madison Accounts Receivable & Billing (A/R & BI) SFS Modules

Example Invoice for Non-Sponsored Billing

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**INVOICE**

**Invoice No:** AR0001053  
**Invoice Date:** 4/1/19  
**Page:** 1 of 1

**Medical Physics**

**Bill To:**

**Accounts Payable**

105 East Main St  
Boise, ID 83712  
United States

**Please Remit To:**

**UW Madison Accounting Services**

PO Box 70004  
Milwaukee, WI 53201-7004  
United States

**Customer Number:** AR-0001059  
**Payment Terms:** NET 30

**PO ID:** 1192515794  
**Order No:** 60409

**Due Date:** 5/1/19  
**AMOUNT DUE:** $1,317.27 USD

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**For billing questions, please call 608/265-3858**

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**Amount Remitted**

**Line** | **Identifier** | **Description** | **Quantity** | **UOM** | **Unit Amt** | **Net Amount**
---|---|---|---|---|---|---
1 | Co-66 (In Water) Calibration | 1.00 | | | 245.00 | 245.00
2 | Model N30013 (SN: 000510) | 1.00 | | | 200.00 | 200.00
3 | First Electrometer Scale | 1.00 | | | 90.00 | 90.00
4 | Model MAX-4000 (SN: F11016) | 1.00 | | | 12.27 | 12.27
5 | Shipping | 1.00 | | | 10.09 | 10.09
6 | Handling | 1.00 | | | 10.09 | 10.09

**Subtotal:**  
**Amount Due:** $1,317.27

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Please include a copy of this invoice with your payment.
UW-Madison Accounts Receivable & Billing (A/R & BI) SFS Modules

Example E-mail Sent with Invoice to External Customer for Non-Sponsored Billing

- *E-mail comes from an Accounting Services shared e-mail address*

Attached is an invoice from UW-Madison, Medical Physics, for review and payment.

Invoice #: AR0001053  
Invoice Date: 2019-04-01  
Amount Due: $1,317.27  
Due Date: 2019-05-01

We appreciate your prompt payment.

Thank you,  
UW-Madison Accounting Services
UW-Madison Accounts Receivable & Billing (A/R & BI) SFS Modules for Non-Sponsored Billings

### Data on Invoices Sent

<table>
<thead>
<tr>
<th>Month</th>
<th>Number</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 2018</td>
<td>110</td>
<td>$123,190.27</td>
</tr>
<tr>
<td>January 2019</td>
<td>278</td>
<td>$237,402.85</td>
</tr>
<tr>
<td>February 2019</td>
<td>330</td>
<td>$296,307.85</td>
</tr>
<tr>
<td>March 2019</td>
<td>289</td>
<td>$346,503.09</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>1,007</strong></td>
<td><strong>$1,003,404.06</strong></td>
</tr>
</tbody>
</table>

### Data on Payments Received

<table>
<thead>
<tr>
<th>Month</th>
<th>Number</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 2018</td>
<td>7</td>
<td>$17,439.34</td>
</tr>
<tr>
<td>January 2019</td>
<td>146</td>
<td>$166,200.77</td>
</tr>
<tr>
<td>February 2019</td>
<td>112</td>
<td>$123,469.51</td>
</tr>
<tr>
<td>March 2019</td>
<td>173</td>
<td>$184,073.64</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>438</strong></td>
<td><strong>$491,183.26</strong></td>
</tr>
</tbody>
</table>
UW-Madison Accounts Receivable & Billing (A/R & BI) SFS Modules for Non-Sponsored Billing

Aging Analysis/Review & Collection process is being completed by Cash Management.

*Aging Summary as of March 2019*

<table>
<thead>
<tr>
<th>Aging Period</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td>$294,537.69</td>
</tr>
<tr>
<td>1 – 30 Days Past Due</td>
<td>$151,001.53</td>
</tr>
<tr>
<td>31 – 60 Days Past Due</td>
<td>$23,770.69</td>
</tr>
<tr>
<td>61 – 90 Days Past Due</td>
<td>$42,910.89</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>$512,220.80</strong></td>
</tr>
</tbody>
</table>

- Plan for the Collection Process:
  - 1st Month Invoice sent
  - 2nd Month Statement sent
  - 3rd Month Dunning letter sent
  - 4th Month Second dunning letter sent
  - 5th Month Invoice sent to collections
UW Extension Transition for Non-Sponsored Accounts Receivable & Billing (A/R & BI)

- **Timeline (Internal & External Customers)**
  - April 1\(^{st}\) = Conference Center & Bulk Mail
  - May 1\(^{st}\) = Pyle Registrations
  - July 1\(^{st}\) = Co-Operative Extension & WI Public Media

- **Intra-Unit Billings**
  - Revenue & Expenses recorded at the time of the invoice
  - Intra-unit journals will begin with BIN, rather than IUJ
  - Shared Customer File
  - Departments create bills in SFS
  - Daily invoicing
  - Cash Management generates and e-mails invoices
Financial Management Meeting

UW Extension Transition for Accounts Receivable & Billing (A/R & BI)

Example Intra-Unit Invoice

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**INVOICE**

Invoice No: AR00000095
Invoice Date: 4/3/19
Page: 1 of 1

Bill To:

WISCONSIN UNIVERSITY OF WISCONSIN-MADISON
Lovell Center

Customer Number: 555222
Order Number: PC1616
Order Date: 03/01/2019
3/1/18 Thru 3/31/19

AMOUNT PAID: $26.00 USD

**THIS INVOICE HAS BEEN PAID VIA INTRA-UNIT BILLING. NO ACTION ON YOUR PART NEEDED.**

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For billing questions, please call 608/265-3658

<table>
<thead>
<tr>
<th>Line</th>
<th>Description</th>
<th>Quantity</th>
<th>UOM</th>
<th>Unit Amt</th>
<th>Net Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Boxing Class 10-Mar</td>
<td>1.00</td>
<td></td>
<td>614.00</td>
<td>614.00</td>
</tr>
<tr>
<td></td>
<td>This line item has been charged to your funding: 491000-136-6-2013 Event #2234 Beginner Boxing Class</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Boxing Class 10-Mar</td>
<td>1.00</td>
<td></td>
<td>312.00</td>
<td>312.00</td>
</tr>
<tr>
<td></td>
<td>This line item has been charged to your funding: 491000-136-6-2013 Event #2234 Beginner Boxing Class</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total Paid:</strong></td>
<td></td>
<td></td>
<td></td>
<td><strong>$26.00</strong></td>
</tr>
</tbody>
</table>

---
UW Extension Transition for Accounts Receivable & Billing (A/R & BI)

Example E-mail Sent with Intra-Unit Invoice

- *E-mail comes from an Accounting Services shared e-mail address*

```
Attached is an invoice from UW-Madison, Lowell Center.

Invoice #: AR0000095
Invoice Date: 2019-04-03
Amount Paid: $926.00

This invoice was paid via Intra-Unit Billing. No further action is needed.

Thank you,

UW-Madison Accounting Services
```
UW-Madison Non-Sponsored Accounts Receivable & Billing (A/R & BI)

Future Plans

We are aware that additional UW-Madison departments are interested in exploring intra-unit and external billings through A/R & BI. We are planning to work with other departments on this functionality after fiscal year end and the transition with UW Extension.
Cost Transfers of Capital Equipment

John Jameson and Amy Rognsvoog
Accounting Services
Current State

• General ledger transfers involving costs associated with capital equipment are generated by departments using the Non-salary Cost Transfer Tool. Review of the transfer is completed by Property Control after the expenses post to the general ledger.

• RSP is aligned in the workflow for changes to 133/144 costs. Currently, RSP is requesting review by Property Control and uploading documentation behind the scenes prior to approval.

• Capital equipment reclassifications may impact title or valuation and therefore restrictions exist. Since review is completed after the posting, additional labor would be required by the department to submit corrections.
Financial Management Meeting

Question

How do we create transparency in the review process, efficiently handle communications that reduce the labor of correcting restricted transactions, and effectively track these communications for future reporting requirements?
Future State

• Property Control will be added to the approval workflow for cost transfers that involve coding to accounts in the 46XX range.

• Order for workflow routing of 46XX transactions
  ➢ Division Approver
  ➢ Property Control
  ➢ RSP (If project funded)

• Any questions on open cost transfers should be directed to the Property Control team at property@bussvc.wisc.edu. Please do not send directly to individual Property Accountants.

• Anticipated launch April 15, 2019
Thank you for attending.

Future Financial Management Meetings
Rooms 1106 & 1108, 21 N Park Street
9:30 a.m.

Tuesday, June 11, 2019
Tuesday, August 13, 2019
Tuesday, October 15, 2019
Tuesday, December 10, 2019