FINANCIAL MANAGERS’ MEETING - WEBEX
March 20, 2020
Financial Managers’ Meeting

Agenda

➢ Introductory Remarks
➢ Cash Management Services Update
➢ Disbursements Updates
➢ Travel and Cards Updates
➢ Claims Processing and Risk Management
➢ Student Refunds
➢ Purchasing and Verona Priorities
➢ Segregation of Financial Duties
➢ Business Services Communication Plan
CASH MANAGEMENT BUSINESS UPDATES

Cash Management has identified its key ‘essential’ activities as our ability to ensure cash receipts happen on a regular, periodic basis, and to the best of the team’s ability while putting a priority on employee health and wellness.

Cash Management Services will continue to function with the following changes:

Deposit Checks: Cash management will deposit checks on a biweekly basis (Tuesdays and Fridays) to align with interdepartmental mail services.

Custodian Funds: Custodian fund requests will be processed as usual. Requests may be sent via email to cstdnfnd@bussvc.wisc.edu and will be processed in 1-2 business days. Any requests received via interdepartmental mail will be processed at least weekly.

Refund of Receipts (RoR): Requests for approval in cash management can be sent by email (preferred) at cashmgt@bussvc.wisc.edu. Any requests received via interdepartmental mail will be processed at least weekly.
CASH MANAGEMENT REMINDERS

• Ensure effective **internal control practice** are in place
  - checks and cash receipts are stored safely and deposited in a timely manner
  - stamp or write on back of checks- *for UW Madison deposit only*
  - if in doubt, please contact cash management with any questions

• State of Wisconsin statute (s 20.906) requires that **checks are deposited at least once a week**.
  - To date no confirmation from DoA to suggest flexibilities in this regard
  - DoBS operating under the assumption requirement remains in effect
  - However, in partnership with UW System colleagues, the constraints and challenges under the current circumstances are mutually recognized
  - Do the best you can, while having the employees’ safety and wellness as the priority
Disbursements Update

Outgoing Checks

• Printed every Tuesday and Friday. Including ETs

• ACH, PPL, and Wire payments will be made Monday-Friday
Disbursements Update

**Email Payment Requests**

- Direct Payments (DP) and Payments to Individuals (PIR) may be submitted as PDF attachment to **ap-invoices@bussvc.wisc.edu**
  - Subject line of email must be “PIR” or “DP”

- Emergency Transactions (ETs) may be submitted as PDF attachment to **uwmsnap@bussvc.wisc.edu**
  - Subject line of email must be “EMERGENCY TRANSACTION”

- The email must be sent from an authorized approver or the authorization emails must be included in the PDF
Disbursements Update

Email Payment Requests

• Each individual DP or PIR must be in a separate PDF
• Multiple PDFs for multiple payment requests may be submitted in a single email
• W-9s including a social security number (SSN) should be sent interoffice mail or faxed to (608) 265-9035.
Disbursements Update

Office Hours for Pick-up and Delivery

- 21 N Park suite 5301 Open office hours: 10:00 am to 12:00 pm
- If the building closes, call for pick up will not be available and all outgoing checks will be mailed.
- Questions or concerns acctg@bussvc.wisc.edu.
Travel Update

• This crisis has shown us why we have a Managed Travel Program and a travel services provider like Fox.
• We only buy nonrefundable airfares. Therefore, when we cancel we have unused/nonrefundable tickets.
• Currently airlines are waiving many fees associated with unused tickets. But this is very fluid.
• “Credit” vs. “Refund”
• Large group travel (10 or more) usually no refunds from airlines.
Travel Update
Risk Management – is mobilized both remotely and on-site to continue providing essential services to campus. We are following existing general practices as much as possible but may experience delays and interruptions. Also serving on EOC.

Note - Please utilize email communications as often as possible verses phone as this aids in ensuring questions are addressed (we utilize a number of shared department emails as discussed below).
Worker’s Compensation Claim

• Follow Existing Process in place as described on the WC website.

• Please send reports in electronically (verses hard copy or fax) whenever possible.
  • Contact workcompprog@bussvc.wisc.edu

• For unique Covid19 WC related questions and further directions see - https://hr.wisc.edu/hr-professionals/workers-compensation-guidance-for-covid-19/ we provided for OHR’s site.

International Insurance Coverages

• CISI / EUROP Assistance
  • Certain evacuation exclusion for pandemics

• Contact - travel-ins@bussvc.wisc.edu

• Refunds are being issued by CISI for cancelled trips.

• International Safety and Security in UW-Madison’s International Division

Property Claims / Other.

• Follow existing process in place at How to File a Property Claim. We are also engaged with State of WI Bureau of Risk Management to help us get all property claims addressed.
  • Contact propertyclaims@bussvc.wisc.edu
  – Annual Insurance Inventory – we are in contact with DOA regarding expected delays.
Risk Management

Liability Claims

- **Auto Claims** (including auto property) –
  - Contact - autoclaims@bussvc.wisc.edu

- **General Liability** –
  - Contact - riskmgmt@bussvc.wisc.edu

Driver Authorizations *

- Contact - driverauth@bussvc.wisc.edu
  - Note - Driver Authorization approvals may be delayed beyond typical 10 business day process at this time.

- *Be aware of the [Current UW-Madison Travel Prohibitions and Exemption process due to Covid-19](#)!

Certificates of Insurance

- Contact - certificates@bussvc.wisc.edu
  - Currently experiencing access problems with Vendor Certificate of Insurance system. For urgent needs regarding COI please contact certificates@bussvc.wisc.edu and place *High Importance* flag on the message.

Other issues, contract reviews, other insurance programs, general risk management items please send to -
  - Contact - riskmgmt@bussvc.wisc.edu

Financial Managers’ Meeting
Refunds to Students – Processed Daily

Please encourage students to enroll in eRefunding

ARE YOU ENROLLED IN EREFUNDS?
1. Log in to your Student Center on MyUW
2. Click "financial account"
3. Click "eRefund (direct deposit)"
4. Enroll!

GET YOUR REFUND FASTER!

Paper Checks – Paper checks are mailed to student’s address in SIS.

- For students who are not able to enroll in eRefunding, they need to ensure their MAILING address is accurate.

- Refunds to students without an active mailing address will be sent to their HOME address.
Purchasing Services – Emergency Operations Center (EOC) Support

- PPE supply purchasing: this is a global shortage and is driving many decisions nationally

- Coordinating PPE with UW Health to the extent possible

- Examity contract for online proctoring services signed; Academic Technology working on implementation details
Verona Operations – Emergency Operations Center (EOC) Support

- Created new items and separate MDS Core Stock catalog for EOC PPE
- Provided Shop@UW data to give insight into PPE usage and “burn rate”
- Assisting in recovery of essential PPE from closing campus locations
- Segmented inventory from MDS Core Stock for items in short supply
- Restricted some items for order by essential staff only
- Staffed for essential services, will be providing “last mile delivery” for some building deliveries for parcel packages (e.g. Fedex, UPS)
- Added freezers to increase capacity for perishables that need to be stored indefinitely
- Refurbished hundreds of computers for telecommuting use by staff
Purchasing Services – Park Street

Decisions Made and Actions Completed Or in Process:

• All Purchasing staff are telecommuting except a few essential employees
• Contract dates extended through June 30, 2020 as applicable
• Bid and RFP due dates reviewed and some extended
• Requisition process reviewed and new guidance for email approvals in lieu of hard copy signatures

Still Working on:

• Guidance for changes to policies for best judgement purchases from alternate sources
Verona Operations (MDS/SWAP)

Decisions Made and Actions Completed Or in Process:

➢ Shop@UW staff telecommuting but still answering questions submitted via email and phone calls

➢ SWAP activity suspended
  • Public sales cancelled indefinitely
  • Online auctions suspended
  • Departmental sales suspended
Segregation of Duties

During active business continuity plan, financial leaders should:

• Do the best practical to segregate access to assets from access to records.

• Consider the opportunity to have post-transaction review of activity over certain materiality dollar thresholds.

• The Division will try and work in coming days to provide additional, practical guidance.
Mitigating Actions

Data Monitoring Controls

• Post-transactions reports e.g., procurements per user, address or bank records changes, etc.

• Data Analytics e.g., type of supplies procured; address with highest number and $ amount delivered to; users with the highest number and $ procurement transactions, etc.

• Data reconciliation e.g., credit card transactions to bank statement; invoices paid to vendor accounts; POS to cash drawers, etc.
Communication Plan

**Survey**
- What additional steps can the Division of Business Services take to best support your efforts to continue business operations at this time?
- What questions do you have for us?

**Website**
- A link called “Division of Business Services Continuity Site” has been added to the home page of Business Services’ website
- The purpose and goal of this link is the following:
  - Communicate and keep campus apprised of changes that occur within the Division of Business Services, which may have an impact on campus
  - Provide contact information

**Building Management at 21 North Park Street**
- Essential services are still operational as of today
Thank you for attending.

Take care of yourselves.