



FINANCIAL MANAGERS' MEETING - WEBEX

March 20, 2020



WISCONSIN
UNIVERSITY OF WISCONSIN-MADISON

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 cstdnfnfnd@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

Mon	<input type="radio"/> ACH, PPL, and Wire payments
Tues	<input type="radio"/> ACH, PPL, and Wire payments p Outgoing checks, Ets printed
Wed	<input type="radio"/> ACH, PPL, and Wire payments
Thurs	<input type="radio"/> ACH, PPL, and Wire payments
Fri	<input type="radio"/> ACH, PPL, and Wire payments Outgoing checks, ETS printed

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.

Part I Taxpayer Identification Number (TIN)																																																					
Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> , later.	<table border="1"><tr><td colspan="9">Social security number</td></tr><tr><td></td><td></td><td></td><td></td><td>-</td><td></td><td></td><td>-</td><td></td><td></td><td></td><td></td></tr><tr><td colspan="11" style="text-align: center;">or</td></tr><tr><td colspan="9">Employer identification number</td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>	Social security number													-			-					or											Employer identification number																			
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Note: If the account is in more than one name, see the instructions for line 1. Also see <i>What Name and Number To Give the Requester</i> for guidelines on whose number to enter.																																																					

Disbursements Update

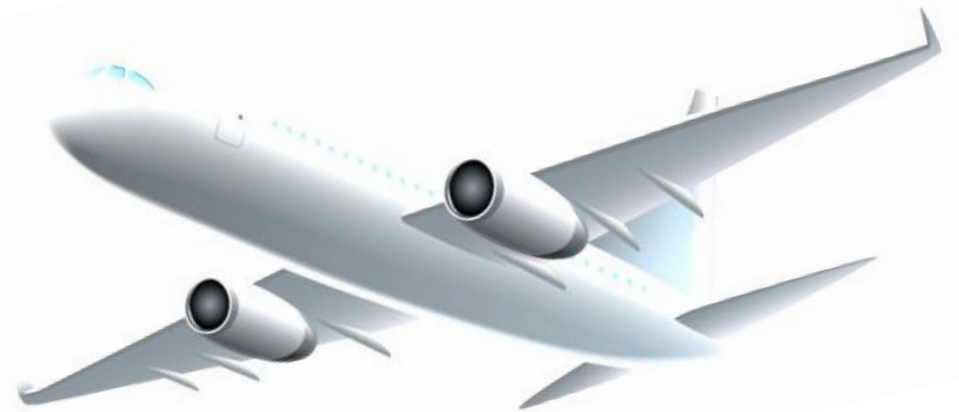
Office Hours for Pick-up and Delivery

- 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.

*PICKUP &
DELIVERY*

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

CANCEL

CANCEL

CANCEL

Risk Management

[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).

Risk Management

➔ 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](#) *

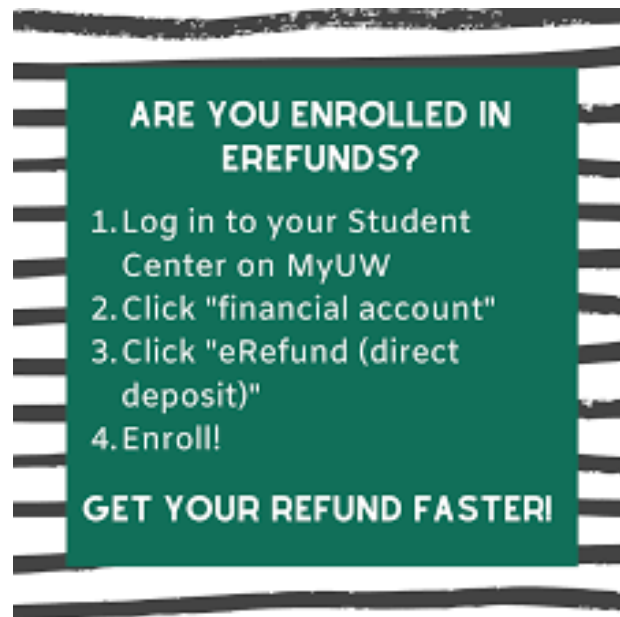
- Contact - driverauth@bussvc.wisc.edu
 - Note - Driver Authorization approvals may be delayed beyond typical 10 business day process at this time.
- *Be aware of the [Current UW-Madison Travel Prohibitions and Exemption process due to Covid-19!](#)

➔ [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

Refunds to Students – Processed Daily

Please encourage students to enroll in [eRefunding](#)



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 a 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.

