



RUTGERS

Treasurer's Town Hall

J. Michael Gower

*Executive Vice President for Finance and Administration
and University Treasurer*

Paul Robeson Campus Center
February 13, 2017

Agenda

- **Cornerstone**
 - Phase 1: Stabilize Systems and Processes
 - Phase 2: Accelerate Planning, Activities Underway
- **The Student Experience**
- **Financial Planning & Budgeting**
- **Resources**

CORNERSTONE PHASE 1

RU Marketplace (Procurement)

Progress

- Requisitions are being approved and Purchase Orders are being issued as the system was designed, within normal processing times
- Invoices properly submitted to Accounts Payable are being processed within normal processing times and in accordance with payment terms
- Payment information is available through OTBI Publisher in the financial management system (Oracle) – use the saved queries “401 - AP Invoice Register” and “402 - AP Payment Register”
- Payment information (check number and date) is also available in SciQuest by searching for the subject Purchase Order and clicking on the Invoice tab for details
- **SciQuest Emergency Check Request** process to respond to departmental requests to pay stalled invoices
- **Vendor Hotline** (848-445-8400 or rusuppliers@finance.rutgers.edu) to respond to supplier requests to pay stalled invoices

RU Marketplace (Procurement)

What to expect in the next 30 days

- Continue working through February to resolve remaining payment issues, and to establish a “new normal” flow of invoice processing
- Working towards reconciling emergency payments made and outstanding invoices in time for February close
- Contact from University Procurement Services, requesting departments to submit change orders to increase encumbrances on open Purchase Orders or to submit new requisitions for Purchase Orders, if required, to settle open invoices
- Outreach to Campus regarding post-P2P Invoice PUSH Activities
 - Change management communications about the maximization of the new P2P system
 - Information about future P2P open labs, training and Q/A sessions

Financial Management System

Progress

- Guidance and forms are available on salary cost transfers, including Salary and Wage Redistribution and Justification, and Change in Source Funds forms
- Centralized conversion corrections clean up effort is near complete
- Post 10/8 salary cost transfers is being processed in Oracle
- Cost and revenue transaction roles are active, job aids available

Financial Management System (continue)

What to expect in the next 30 days

- More complete and accurate balances in the financial management system, following reconciliation of delayed purchase order and invoice transactions
- We have proactively paused all project interfaces starting in January, due to an exception report not working; should have the interfaces running this week.
- General ledger and budget entries, and payments to the State to reconcile fringe benefits, FICA and Medicare costs
- We will have virtual information sessions on SWRJ and CISF process
- Continue to post 10/8 salary cost transfers in Oracle
- Will send communication to complete salary cost transfers prior to 10/8 in PeopleSoft
- Standardized monthly close process, including calendar of monthly close dates
- Communication plan on internal purchase order process and system workaround for project cost recovery and mapping correction for recovery string
- Report #60 (budget, actuals, encumbrances and balances) for non-sponsored – in test
- Open labs for reporting, cost transactions

Financial Management System: Grant and Contract Accounting

Progress

- Grant award end dates have been updated or extended so they no longer affect current transactions
- Grant revenue is running at least once a week (Fridays)
- Facilities & Administration schedules are complete and operational in live system
- Guidance and forms are available on salary cost transfers, including Salary and Wage Redistribution and Justification, and Change in Source Funds forms
- Report #31 (budget, actuals, encumbrances and balances) for sponsored - being tested as sponsored only

What to expect in the next 30 days

- For award set up, team will be working on project income and cost sharing processes
- OSRP staff reached out to campus (research administrators) in December to identify subcontract POs that were not converted, they will resend the process to units
- Data dictionary of award and project

Expense Management System

Progress

- Mass updates completed on Finance Approver list
- 17,000+ expense reports processed to date
- 165+ cash advances processed to date
- Resolved system reference to print receipts and per diem error

What to expect in the next 30 days

- Working on a service request to enable the mobile application
- Continued updates on Finance Approver list

Human Resources and Payroll

Progress

- Integrated system and weekly payrolls running normally
- 2016 W2 forms available, FAQs posted on Cornerstone
- Guidance and forms available on salary cost transfers, including Salary and Wage Redistribution and Justification, and Change in Source Funds forms

What to Expect in the Next 30 Days

- Open labs / Refresher training for Time & Labor, Commitment Accounting

Perspective: Lessons Learned from Phase 1

Experience
and System
Integration

Phased
Implementation

Testing

Change Mgmt &
Communications

Training

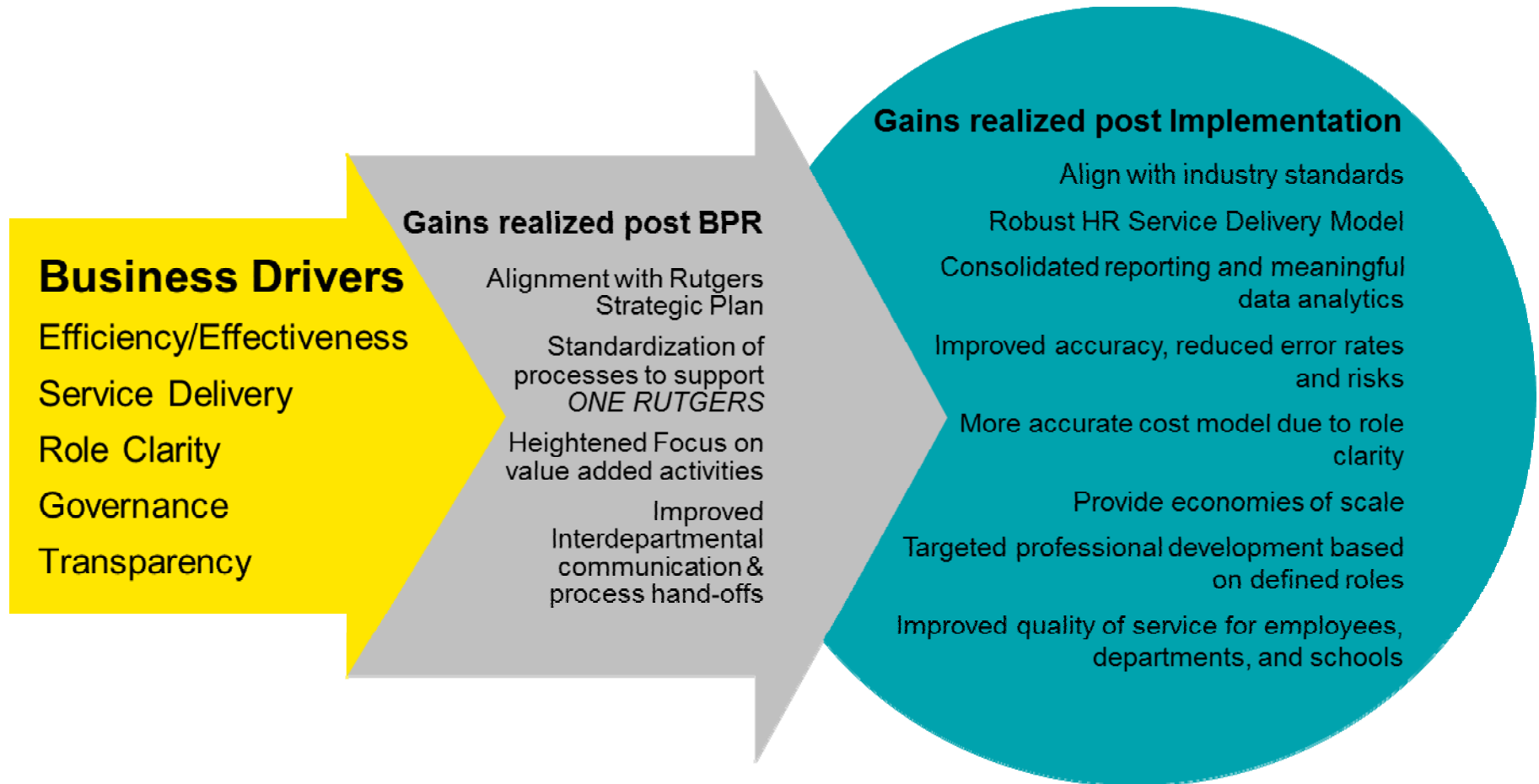
CORNERSTONE PHASE 2

Cornerstone: Phase 2, Planning and Activities Underway

- Fixed Assets
- Analytics
- Human Resources/Payroll BPR
 - Planning
- Research Administration
 - RAPSS integration, eIACUC, eIRB
- Strategic Sourcing
 - Travel
 - Cell phones
 - Copiers
 - Clinical Supplies

HR / Payroll Business Process Redesign (BPR)

Value Chain



THE STUDENT EXPERIENCE

Overview of the Student Experience Improvement Initiative

“Student experience today is largely defined by the University’s immense size and unwieldy bureaucracy, creating needless challenges for students navigating University systems and processes or trying to access educational and financial resources...”
 – University Strategic Plan

The project focuses on enrollment management and student account services provided through central administration, as well as Rutgers–Camden, Rutgers–New Brunswick, Rutgers–Newark, and Rutgers Biomedical and Health Sciences.

Fall 2015 – Spring 2016

Initial Assessment

Recommended opportunities to improve the student experience

Summer 2016 – Present

Enrollment Management Service Alignment

Service Level Agreements between central and campus functions

Financial Aid Operational & Service Improvements

Implementation of process and policy enhancements

One Stop Shop Planning

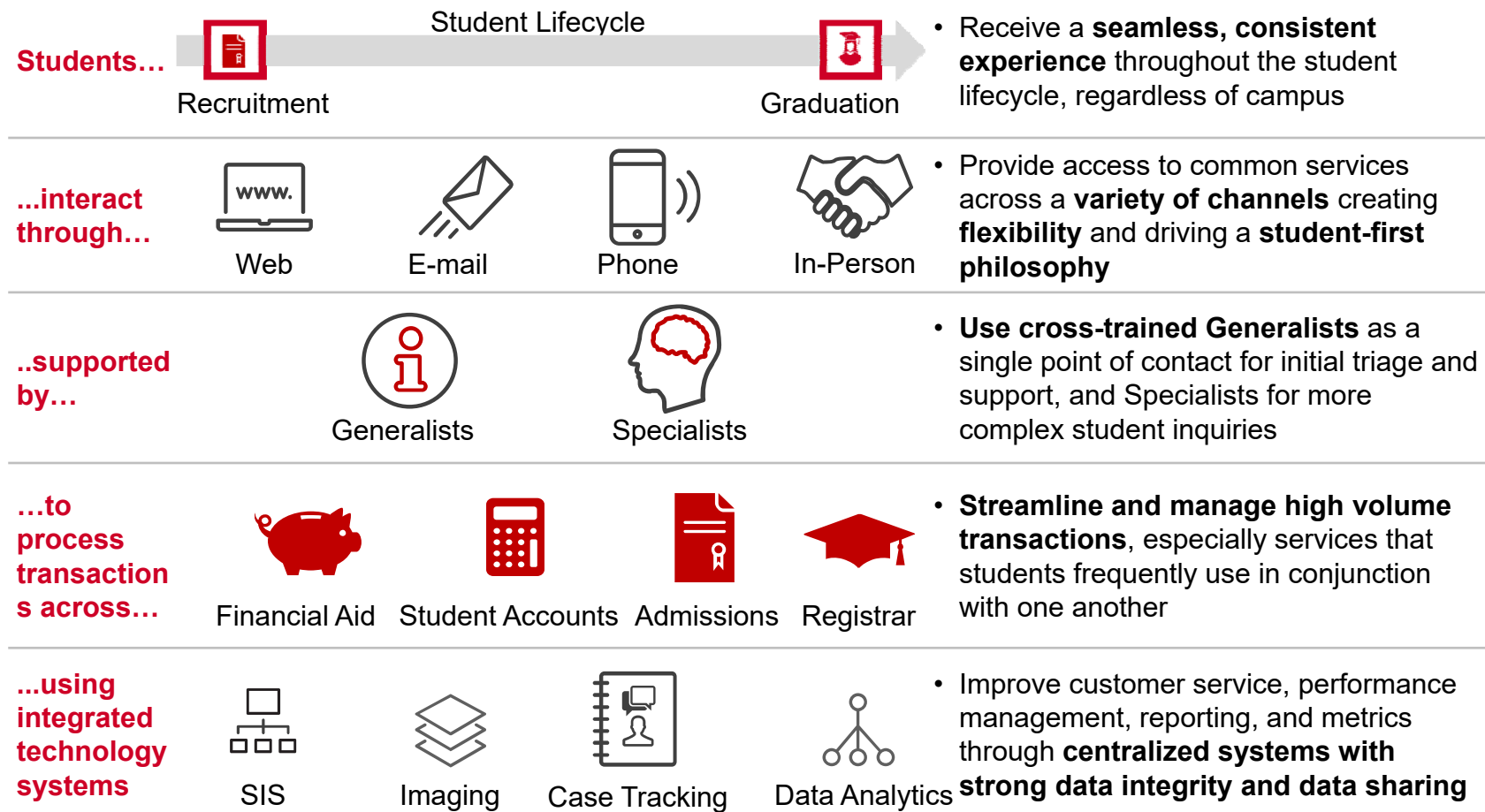
One Stop Shop model development

Legend:

Workstream

Key Outcome

The Student Experience: What Is a One Stop Shop?



Integrate High Traffic Administrative Services

INTEGRATED



Financial Aid



Student Accounts



Registrar

Services with highest potential for collaboration when working to resolve student issues, often share a common front desk

SHARING INFORMATION

Institution-wide use of systems and relationship management tools improve communication with students, reduce information repetition, and ensure consistency in service



STUDENT-CENTRIC

One Stop Shops may co-locate additional development services to encourage student success, including:

- ✓ Admissions
- ✓ Advising
- ✓ Counseling
- ✓ Career Services
- ✓ International Student Services
- ✓ Disability Accommodations



CONVENIENCE

Services outside of Enrollment Management may have “front-desk support” as part of the One Stop Shop, including:



Housing



Dining



Parking

SHIFTING STUDENT INTERACTIONS



90%



10%

Majority of student interactions are through a single point of contact, either student services portal or Generalists, with remaining interactions referred to Specialists

FINANCIAL PLANNING AND BUDGETING

Kathy L. Dettloff

Vice President, Financial Planning and Budgeting



- Kathy will lead the Office of Budget and Resources Studies (OBRS) and have primary responsibilities for several areas, including:
 - Developing, managing, and implementing transformative and comprehensive financial planning approaches;
 - Leading financial business plan development and multi-year projections;
 - Partnering with the Chancellors' Chief Business Officers to develop long-range financial and business plans;
 - Advancing financial business planning competencies across the University; and
 - Providing analysis and in-depth management of complex budget issues and the financial implications of short and long-term budget decisions.

Enhancements to Hyperion Planning

- FY 2016 Actuals, (as mapped to the new chart of accounts) and FY 2017 Budgets have been loaded into the system for reference
- Fringe benefit charges, exclusive of FICA and Medicare, will automatically be calculated and populated, based on preliminary rates, as salary budgets are entered into the system
- Ability to develop the FY 2018 budget, using FY 2016 actuals or FY 2017 budget. Flexibility to allow this at any level of the account dimension, with tools to increase/decrease by percentages from the point of reference.

Key Dates for Hyperion

- **February 24 - March 15** – Group information sessions to highlight new features in Hyperion Planning and “refresher” training on each campus
 - Rutgers Newark and RBHS RC Units: Feb 27
 - New Brunswick RC Units: Feb 24, Feb 28, Mar 10, Mar 15
 - Camden RC Units: Feb 23
- **March 1** – Hyperion opens for Responsibility Center budgeting
- **March 13** – OBRS finalizes the cost pool metrics and allocations developed for each responsibility center
- **May 10** – Responsibility Centers’ budgets due
- **May 18** – All Responsibility Centers’ budgets finalized

Contact Information

- For new user training or any Hyperion Planning questions, please contact:

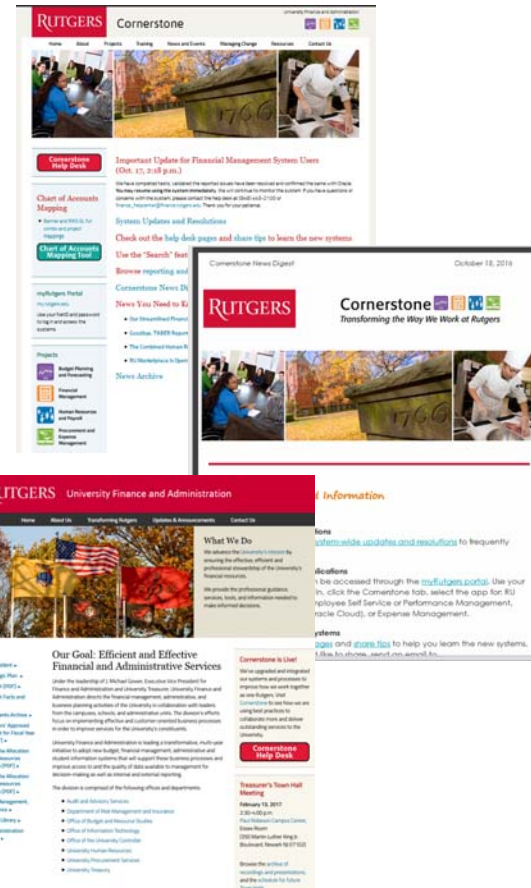
Kathy Walker
Business Systems Analyst
Office of Budget and Resource Studies
(848)-932-2304
kathwalk@finance.rutgers.edu

RESOURCES

Resources

- **Stay connected**
 - Cornerstone and Finance websites
 - Treasurer’s Town Hall
 - Newsletters

- **Send questions, suggestions and feedback to:**
 - cornerstone@rutgers.edu
 - finance@rutgers.edu



QUESTIONS?

APPENDIX

Cornerstone Help Desks

Human Resources and Payroll

Monday-Friday
7:30 a.m.-5 p.m. Eastern

(848) 932-3888

hrpayroll_helpcenter
@hr.rutgers.edu

Procurement and Expense

Monday-Friday
8 a.m.-5 p.m. Eastern

(848) 932-4375

procurement_helpcenter
@finance.rutgers.edu

Financial Management

Monday-Friday
8 a.m.-5 p.m. Eastern

(848) 445-2100

finance_helpcenter
@finance.rutgers.edu