Agenda

- AVP Update
- Customer Service Unit
- Accounts Payable
- Bursar’s Office
- Data Warehouse
- CMS Project Office
- FTS Enhancements
AVP Update

• Introduction of the Management Team
• Mission of the Service Group
• Recent Accomplishments
• Upcoming Division Changes
• What’s Happening in FY 11/12
Management Team

- Associate Vice President- Josee Larochelle
- Assistant to the Associate Vice President- Shauna Rios
- Director of Accounting Services – Paul Siegel
- Sr. Director of Administrative Systems – Mike Dunefsky
  - CMS Project Director – Carrie Medders
- Director of Budget Planning & Financial Management- Marna Genes
- Purchasing Manager- Alex Lebedeff
- University Bursar- Meg Deiss
- Accounts Payable Manager- Gail Finney
Mission Statement

• Through innovative alliances and leadership, we are committed to providing accurate, timely and responsive business, financial and technical services to the campus community.
Recent Accomplishments

- Systems Success
  - FTS Direct Payment and Employee/Student Reimbursement Enhancements
  - Student eRefunds
  - CFS (Common Financial System)
- SJSU Tower/Maxx Card
- Revised and enhanced Hospitality Policy
- Revised and enhanced Travel Policy
Upcoming Division Changes

- University IT Organization Changes
- Focus on Customer Service
What’s Happening in FY 11/12

- Focus on Customer Service
- GoCard
- Financial Data Warehouse
- Complete HCM 9.0 upgrade on time successfully
- FTS Travel Enhancements
Customer Service Unit

Shauna Rios
Assistant to the Associate Vice President
Our Purpose

- Create documentation and training for campus users, focusing on Service group policies, procedures, and core services
- Coordinate Service Group communications
- Service Group websites, forms and guides - develop and maintain
- Develop a Customer Service Dashboard, to report Service Group statistics and manage goals and objectives
Communication Improvements

• ListServ Changes

<table>
<thead>
<tr>
<th>What Was...</th>
<th>Now Is</th>
<th>Types of Messages</th>
<th>Effective</th>
</tr>
</thead>
</table>
| • CMS Info_Finance  
  • CMS Info_HR  
  • CMS Info_SA  | CMSinfo      | • All CMS related information  
  • System downtime,  
  announcements, new  
  functionality, training, etc. | August 13, 2011 |
| • Finance Information  
  • PASS Bulletin   
  • FUG             | FinanceConnect | • Policy/procedural changes  
  • New/revised documentation  
  • Service Group announcements | Today!           |

• Subscribe
  - CMSinfo [http://lists.sjsu.edu/mailman/listinfo/cmsinfo](http://lists.sjsu.edu/mailman/listinfo/cmsinfo)
  - Finance Connect – url coming soon!
Communication Improvements

- New Message Format

To: Intended Audience (All Employees, Individuals w/ budget responsibilities)

From: Department Name
    Contact Person
    email address
    phone number

Message:

Impact: Summary (non-technical/simplified)

You have received this message because you are subscribed to the Finance Connect list serv. Click here to subscribe/unsubscribe.
Coming Soon!

- FinanceConnect Hotline
- Website Improvements
Direct Payment and Employee/Student Reimbursement Enhancements

- Went live July 26, 2011
- Upload backup documentation feature
  - No need to send hard copy of backup!
- AP staff communicates additional information needs via email
- Backup documentation available to review in FTS
- September 30, 2011: Hard copy backup no longer accepted
  - Will be returned to department for upload
- FTS Upload help, contact CMS Help Desk
Accounts Payable

Gail Finney
Manager
Accounts Payable

- GoCard
- Travel Guide Update
- Electronic Reimbursements
GoCard

- Issued to staff responsible for making travel arrangements
- Use to prepay allowable travel expenses
- $10,000 monthly credit limit
- GoCard Coordinator: Maggie De La Mere
- Application and program information available at [http://www.sjsu.edu/pass/ap/go_card/](http://www.sjsu.edu/pass/ap/go_card/)
GoCard

• Convenient to pay for:
  ▫ Conference fees
  ▫ Registration fees
  ▫ Airfare
  ▫ Car rental
  ▫ Lodging
  ▫ Travel arrangements made through Travel Consultants
  ▫ Other allowable travel expenses
### Travel Guide Update

- **Approval changes**

<table>
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<tr>
<th>Approval Type</th>
<th>Travel Type</th>
<th>Level of Approval</th>
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<tbody>
<tr>
<td>Request for Approval of Travel</td>
<td>Domestic In-State</td>
<td>Approving Official and Assistant or Associate Vice President (except Academic Affairs, where Deans are the highest level required)</td>
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<tr>
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<td>Domestic Out-of-State</td>
<td>Approving Official and Vice President (except Academic Affairs, where Deans are the highest level required)</td>
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<tr>
<td></td>
<td>International</td>
<td>Approving Official, Vice President, and President (for Academic Affairs: Approving Official, Dean, Provost, and President or his/her designee)</td>
</tr>
<tr>
<td>Travel Reimbursement</td>
<td>Domestic and International</td>
<td>Approving Official</td>
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</table>
Electronic Reimbursement

- Personal and travel reimbursements
  - For faculty and staff only
- No more paper checks to deposit
- Quick, easy, convenient
- Safe and secure
- Not connected to Payroll
- Sign up!

http://www.sjsu.edu/pass/docs/ap/forms/direct_deposit_auth.pdf
Bursar’s Office

Meg Deiss
University Bursar
Bursar’s Office

- SJSU Tower Card
- Tower Card Maxx
- E-Market
SJSU Tower Card

- New cards introduced in Spring 2011
- Serve as an ID card for students, faculty and staff
- Offer convenience of
  - Gold Points
  - VTA
  - Meal plans
  - Campus ID
  - Services
- Tower cards are issued at the Bursar’s Office
Tower Card Maxx

- SJSU partnered with U.S. Bank to expand the functionality of the Tower Card
- Available to
  - Current members of U.S. Bank
  - Those wishing to become U.S. Bank members
- Serves as a Visa debit card
- Can be used for purchases on and off campus except tuition and housing fees
- Students can use their U.S. Bank account for electronic refunds through direct deposit functionality
- A total of 590 Tower Maxx cards have been issued to students and staff since inception on February 1, 2011
Tower Card Maxx

- Representatives available in Cashiering area
  - Tuesdays from 1 p.m. to 4 p.m.
- ATMs on Campus
  - Student Union
  - Event Center
- Deposit services not currently available on campus
e-Market

- The method for campus departments to accept online credit card payments
- Can be used for any type of income for products/services
  - Donations, ticket sales, fees (if not already set-up in Student Financials), etc. No miscellaneous course fees!
- Credit card refunds can be processed through e-Market system
- Collects data at the time of payment
- Ability to generate user-defined reports
e-Market

• Stores are created and linked to the department’s website
  ▫ Department can customize the store front display

• Different levels of security are available
  ▫ For internal control services

• Transaction fees will apply
  ▫ Rate will differ based on the type of credit card used, but will average less than 2% of the transaction amount

• 30 campus departments currently using it

• For more information, please visit http://www.sjsu.edu/bursar/services/emarket/
CFS Data Warehouse

Marna Genes
Director of Budget Planning & Financial Management
CFS Data Warehouse

- Part of the CSU implementation of the new CFS financial system
- Includes
  - Detailed financial data as of 1/1/11
  - Summary data for June 2010 to December 2010
CFS Data Warehouse

- Much more functionality than Cognos
  - Multiple ways to display financial data
    - Very customizable
  - Includes many additional reports such as
    - Purchase Order transactions
    - Budget transactions
    - Fund balance
    - Trial balance
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<th>Dept Fdescr</th>
<th>Acct Cat Fdescr</th>
<th>Acct Fdescr</th>
<th>Rev Budget</th>
<th>Tot Actuals</th>
<th>Tot Enc</th>
<th>BBA</th>
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<td>1042 - Finance &amp; Administr Tech</td>
<td>580 - Other Financial Sources</td>
<td>580090 - REVENUE-OTHERS</td>
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<td>580093 - Other Non-operating Revenues</td>
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<td>580 - Other Financial Sources Total</td>
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<td>601 - Regular Salaries and Wages</td>
<td>601201 - MANAGEMENT AND SUPERVISORY</td>
<td>133,056.00</td>
<td>23,104.00</td>
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<td>000300 - SUPPORT STAFF SALARIES</td>
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<td>001303 - STUDENT ASSISTANT</td>
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<td>601 - Regular Salaries and Wages Total</td>
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<td>602 - Work Study</td>
<td>602001 - WORK STUDY-ON-CAMPUS</td>
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<td>603001 - OASDI</td>
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<td>603 - Benefits Group Total</td>
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<td>604 - Communications</td>
<td>604001 - TELEPHONE USAGE</td>
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<td>604090 - OTHER COMMUNICATION</td>
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<td>604803 - TEL MOVE,ADD</td>
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<td>604 - Communications Total</td>
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<td>606 - Travel</td>
<td>606001 - TRAVEL-IN-STATE</td>
<td>4,200.00</td>
<td>314.83</td>
<td>3,885.17</td>
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<tr>
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<td>608 - Travel Total</td>
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<td>4,200.00</td>
<td>314.83</td>
<td>3,885.17</td>
<td>7%</td>
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<td>613 - Contractual Services Group</td>
<td>613001 - CONTRACTUAL SERVICES</td>
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<td>616 - Information Technology Costs</td>
<td>818800 - IT CONSULTANTS</td>
<td>44,967.00</td>
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<td>619 - Equipment Group</td>
<td>819001 - OTHER EQUIPMENT</td>
<td>32,300.00</td>
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<td>32,300.00</td>
<td>0%</td>
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</tr>
</tbody>
</table>
CFS Data Warehouse

- Implementation plan
  - Trainings offered in October and November
  - On-going training going forward
  - On-going Open Lab opportunities
CFS Data Warehouse

• CFS Data Warehouse replaces Cognos as the campus financial reporting tool on 7/1/12
• Pre-Fiscal Year 2012/13 will remain available in Cognos according to the CSU record retention guidelines
  ▫ Generally five years
CMS Project Office

Carrie Medders
Director
CMS Project Office

- MySJSU
- CMS Information ListServ
- Blog
- What Are We Working On?
- Reminders
MySJSU

- Website (http://my.sjsu.edu/)
  - For employees, students, and job applicants
  - Login to HCM database
  - Announcements and updates
  - Employees section
    - Access to other applications
      - CFS
      - FTS
      - Cognos
    - Training information
    - Documentation/Tutorials
CMS Information ListServ

- All CMS related information
- System downtime, announcements, new functionality, training, and etc.
- Subscribe
  - [http://lists.sjsu.edu/mailman/listinfo/cmsinfo](http://lists.sjsu.edu/mailman/listinfo/cmsinfo)
Blog

- Supplements MySJSU
- Announcements
- ListServ messages
- Read
  - http://blogs.sjsu.edu/mysjsu/
What Are We Working On?

- Finance
  - FTS Travel
  - CFS Data Warehouse
- HCM (HR and Student)
  - Software upgrade from 8.9 to 9.0
  - What and when?
    - Early March 2012
    - Change in look and feel
    - Switch to SJSUOne login information
    - General overview sessions in early spring
    - Updated documentation/tutorials to be posted
What Are We Working On?

- Helping you understand what it all means
  - **So many letters**
    - CFS: Common Financial System
    - CMS: Common Management Systems
    - FTS: Financial Transaction Services
    - HCM: Human Capital Management
  - **So many random terms we throw around**
    - Baseline: Systemwide CMS team at Chancellor’s Office
    - CMS Central: Another term for Baseline
    - Oracle: The owner of the PeopleSoft software
    - SOSS (Software Operations and Systems Support): Another term for Baseline
Reminders

- Use the CMS Help Desk!
  - Report issues
  - Ask for help
  - Ask questions about
    - Training
    - Logging in
    - Navigating the system
- Contact us
  - Monday thru Friday from 7:30 a.m. to 4:30 p.m.
  - cmshelp@sjsu.edu
  - 924-1530
FTS Travel Enhancements

• Objectives:
  ▫ Expedite traveler reimbursements
  ▫ Streamline the process
  ▫ Reduce manual collection of supporting documentation through the use of document imaging
  ▫ Provide a flexible approval routing structure that will ensure compliance with campus procedures
  ▫ Support University employees and students

• Benefits:
  ▫ Speed reimbursements to travelers
  ▫ Ensure better compliance with University travel policies
  ▫ Reduce errors and simplify data entry for travelers and travel coordinators
  ▫ Enable travel planning as well as expense reporting
  ▫ Allow travelers and travel coordinators to easily check the status of their travel expense requests
  ▫ Provide travelers access to their reports wherever they have an internet connection
Thank you!

- Questions?
- Survey to follow
- Thank you Spartan Shops!