

October 12, 2021 | 41st Edition



Introducing the Financial Operations Division
Business and Financial Services is pleased to announce changes in our organization as part of the broader BFS Reimagined initiative. The new Financial Operations division represents the Accounts Receivable, Cash Operations, Equipment Asset Management, and PPM Strategic Design functions at UC San Diego. For reference, this division manages all administrative aspects of the billing process, collections, bank accounts, merchant services, PCI compliance, compliance and control of inventorial equipment, and strategic design of the Project Portfolio Management (PPM) module in Oracle Financials Cloud.

- **Accounts Receivable and Cash Operations Team**: Responsible for expanding and supporting institutional billing efforts (does not apply to student/patient receivables), including collections and revenue recognition practices. It supports departments throughout the University in customer maintenance, billing, payment applications, collections, and training.

  Additionally, the team is responsible for campus cash operations, including the administration and reconciliation of bank accounts, merchant services management, PCI compliance, and drawdown of funds from letters of credit accounts.

- **Equipment Asset Management Team**: Supports financial unit operations by maintaining the University's government-approved property

management system and providing innovative solutions for UC and federally-compliant control of inventorial property owned by and/or in the custody of UC. Performs central office functions pertaining to system design, integrations, internal/external audits and reporting obligations.

- **PPM Strategic Design Team**: Responsible for the PPM subledger portfolio, including general project administration, troubleshooting, and optimization - enhancement request requirements/signoff, future state strategic design, testing, and reporting.

Revenue Accounting Corrections

We are currently working to identify and correct accounting issues stemming from project and receivables subledger accounting (SLA) rules incorrectly posting to the wrong chart string. These issues are associated with credit memos and incomplete contract fields in PPM. Please be aware that these issues may affect revenue from both the current and the prior fiscal year. The Financial Operations Accounts Receivable team is actively working on correcting the chart strings directly at the source. We are also working on updating the missing contract fields and will reach out to departments if additional information is needed. This effort is expected to be ongoing through November.

Some Invoices Not Systematically Issued to Customers

The Financial Operations Accounts Receivable team has a ticket open with Oracle to address the issue of some invoices not being sent out to the customers through the system. The source of this issue stems from a system error that automatically assigns more than one primary contact to the bill-to address. Currently, we are awaiting assistance from Oracle to identify all affected records, while we continue to find and correct accounts. We encourage you to contact us via Services and Support if you believe that your customer(s) did not receive an invoice.

Annual PCI Validation Cycle

Last week we officially kicked off the annual PCI Validation process for UC San Diego merchants. Please begin work on your PCI Self-Assessment Questionnaires (SAQs) on the VigiOne portal and be mindful that this year's deadline for completion is **December 10, 2021**. We will need to review all of UC's documentation to be submitted to the PCI QSA/Auditor before the start of winter break. If you require any guidance or would like a copy of your SAQ from last year, please reach out to merchantservices@ucsd.edu and we would be happy to assist you.

Composite Benefit Rate (CBR) – Summer Salary Credit
As of 9/30/2021, a group configuration change is still pending UCPC action and as a result, the summer salary rate is still incorrect. As a temporary remediation, a credit will be issued in the Oracle financial system for the amount that was over-assessed on summer salary earn codes; targeted for the Sept. Accounting Period. Note that this credit will not be reflected in UCPath or the Labor Ledger DOPE.

- Summer salary rate only applies to jobs in two CBR groups: UCPath Group 01 (Faculty Not HSCP-Full Benefits) and UCPath Group 03 (Other Academics-Full Benefits); not our campus-specific groups.
- Summer Salary is a special category that requires an earn code with a UC_CBR attribute of “S” (Summer Salary Eligible) and a UCPath CBR Group of 01 or 03.
- Each job’s earn code is evaluated individually for applicability to CBR Summer Salary rate; no precedence is given to the Primary Job.
- How CBR is determined is explained further in this KBA: What Do I Do If The Incorrect CBR Rate Has Been Applied?

Sponsored Funds - Funding Entry and Direct Retro in UCPath
The use of Sponsored Funds is NOT allowed in the Default Funding Profile in Funding Entry and is NOT allowed in the Over-the-Cap in Direct Retro. No Sponsored Funds can be used for Over-the-Cap (cap gap) in UCPath, even if allowed by the private agency/award. If a Sponsored Fund was previously entered in the Default Funding Profile, it will remain until there is a change made to the MCOP/salary cap worksheet. At that point, Error Message #1 below will appear and the Default Funding Profile must be corrected, before the funding update can be submitted. These Error Messages became active as of 10/1/2021:

- Error Message #1 - Funding Entry/update in MCOP/salary cap worksheet: "If the fund is a sponsored fund, it cannot be used within Default Funding Profile"
- Error Message #2 - Direct Retro: “Over-the-Cap cannot be distributed to sponsored funds”

PPM Autoreject Billable Status Changes on Cost Adjustments
New Workflow: Cost Transfer Billable Status Change Autoreject
Currently, Cost Transfers submitted by campus users to change a cost from Billable to Non-billable or vice versa get "stuck" in the Cost Transfer workflow.

With the implementation of the new workflow, any Billable status change submitted by a campus end user will be automatically rejected by the system. The new workflow will be implemented as of Monday, 10/11/2021.

Commonly Asked Questions

Q: Why is this new autoreject rule being implemented?
A: To prevent Cost Transfers from getting “stuck” in workflow without the ability to approve or release.

Q: Why can’t I change the Billable status?
A: Changing the Billable status of a transaction may impact the billing accuracy for sponsored projects. Therefore, the ability to change the Billable status is currently limited to Central Offices who will ensure that the Billable status changes are appropriate and allowable.

Q: How do I request Billable status changes?
A: To request a Billable status change, submit a Services & Support case or contact your SPF Award Accountant. Please include the following information:

1. Transaction number(s) that you would like changed
2. Status change of to/from
3. Reason for status change request (i.e. to be able to transfer for cost sharing).
4. Include the POETAF for the TO transfer only if you would like the award accountant to subsequently process the cost sharing cost transfer

Q: How do I know if my cost is billable or not?
A: See screenshot below. An "X" means non-billable, and a check mark means billable.

Project Number	Task Number	Expenditure Type	Expenditure Organization	Expenditure Item Date	Billable	Burdened Cost in Provider Ledger Currency
1017728	0	772000 - Laboratory Services - De...	Chemistry and Biochemistry	06/30/2020	⊗	93.75 USD
1017728	0	522300 - Repair Materials and Parts	Chemistry and Biochemistry	06/30/2020	⊗	13.60 USD
1017728	0	508108 - Tuition/Fee Remission - ...	Chemistry and Biochemistry	06/30/2020	⊗	26,034.03 USD
1017728	0	536001 - Travel-U.S. Out of State	Chemistry and Biochemistry	06/30/2020	⊗	413.69 USD
1017728	0	522401 - Lab Supplies	Chemistry and Biochemistry	06/30/2020	⊗	1,022.36 USD
1017728	0	538000 - Internal CostSharing IDC	Chemistry and Biochemistry	06/30/2020	⊗	20,231.58 USD
1017728	2	500000 - Academic Salary and Wa...	Payroll	07/31/2020	⊗	5,150.00 USD
1017728	0	522301 - Equipment less than $5K	Chemistry and Biochemistry	06/30/2020	⊗	13.74 USD
1017728	0	770000 - Ql Nano3 Recharge - Debit	Chemistry and Biochemistry	06/30/2020	⊗	220.00 USD
1017728	0	520250 - Oxygen Med Gas	Chemistry and Biochemistry	06/30/2020	⊗	417.29 USD
1017728	0	500000 - Academic Salary and Wa...	Chemistry and Biochemistry	06/30/2020	⊗	34,590.54 USD
1017728	0	538000 - FandA IDC - Expense	UC San Diego	08/14/2020	⊗	39.84 USD
1017728	0	538000 - FandA IDC - Expense	UC San Diego	08/14/2020	✓	-39.84 USD
1017728	0	538000 - FandA IDC - Expense	UC San Diego	08/14/2020	✓	39.84 USD

Q: What if I have a “stuck” billable transfer now?
A: You can Cancel it and follow the above process; it will be cancelled on your behalf by the end of October.

Oracle Financials Cloud Bug Fixes

The following issues have been resolved and fixed in production by Oracle:

- **PPM Manage Project Costs Performance**
  - **Issue:** When reviewing search results for a large number of transactions, a user may have experienced slowness when scrolling through the list of returned results.
  - **Correction:** When scrolling through a large number of transactions within the Manage Project Costs screen, the performance should be improved.
- **PPM Manage Project Costs Filter by Accounting Period**
  - **Issue:** When reviewing transactions in Manage Project Costs and attempting to filter by Accounting Period, the transactions would not filter.
  - **Correction:** Now when you filter by Accounting Period, the list of transactions will update based on the filter criteria added:

Search Results

Actions | View | Format | Detach | Wrap | Create Mass Adjustment

Transaction Number	Project Name	Task Name	Expenditure Type	Expenditure Organization	Expenditure Item Date	Burdened Cost in Provider Ledger Currency	Accounting Period
10589282	SP NIH NIDA DALE U24 ...	SP NIH NIDA DALE U24 D...	508300 - Vacation Accrual	CTIPM	04/14/2020	-75.76 USD	Jul-21
10589294	SP NIH NIDA DALE U24 ...	SP NIH NIDA DALE U24 D...	508000 - Composite Benefit Rate ...	CTIPM	04/14/2020	-449.76 USD	Jul-21
10589296	SP NIH NIDA DALE U24 ...	SP NIH NIDA DALE U24 D...	501000 - Non Academic Salary a...	CTIPM	04/14/2020	-1,067.60 USD	Jul-21
10589297	SP NIH NIDA DALE U24 ...	SP NIH NIDA DALE U24 D...	770000 - SOM IT Shared Service...	CTIPM	04/14/2020	-16.43 USD	Jul-21
10589305	SP NIH NIDA DALE U24 ...	SP NIH NIDA DALE U24 D...	770002 - NGN Communication R...	CTIPM	04/14/2020	-14.26 USD	Jul-21
10589310	SP NIH NIDA DALE U24 ...	BD2K SUPPLEMENT ABC...	508000 - Composite Benefit Rate ...	CTIPM	04/14/2020	-1,843.36 USD	Jul-21
10589288	SP NIH NIDA DALE U24 ...	BD2K SUPPLEMENT ABC...	770002 - NGN Communication R...	CTIPM	04/14/2020	-77.10 USD	Jul-21
10589298	SP NIH NIDA DALE U24 ...	BD2K SUPPLEMENT ABC...	501000 - Non Academic Salary a...	CTIPM	04/14/2020	-4,208.60 USD	Jul-21
10589303	SP NIH NIDA DALE U24 ...	BD2K SUPPLEMENT ABC...	508300 - Vacation Accrual	CTIPM	04/14/2020	-267.82 USD	Jul-21
Total						-8,020.69 USD	

Oracle Worklist Bug

Transactions, such as PO requisitions pending approval may appear more than once in some worklists or are not removed from worklists after the transaction is completed/approved. We are monitoring the scope of this issue to determine impacted transaction types and continue to work with Oracle as we believe this is a defect. No corrective actions are required at this time.

Concur Requests and Attachments

For some users, viewing request attachments in a new window in Chrome causes the browser to crash. The team is working closely with SAP Concur to get this resolved. In the meantime, please use Internet Explorer or Firefox to view attachments if needed. We thank you for your patience.



Fund Management Office Hours

Thursdays @ 11:00am - 12:00pm

In last week's office hours, the Accounts Receivable staff discussed customer billing through the PPM Contracts module and through the Receivables module.



This week, we will continue that conversation to go over any pending questions and discuss how to identify and claim payments.

Watch Recorded Fund Management Office Hours

Oracle: Buying and Paying for PO Requisitioners

Thursday, October 14, 2021 @ 9:00am - 11:00am

This course includes hands-on instruction on the use of Oracle Procurement & Payables. It focuses on topics such as shopping for and purchasing goods and services, searching across UC San Diego requisitions and POs, closing POs, processing nonPO payments, and checking invoice status. This course will be especially valuable for individuals responsible for departmental purchases who want to further their understanding of buying on campus.

Please note the Introduction to Oracle Procurement & Payables eCourse is a required prerequisite for registration.

UC San Diego Travel: Before You Go

Thursday, October 21, 2021 @ 9:00am - 11:00am

Faculty and staff who travel or book business travel can further their understanding of preauthorization, booking travel via Concur, prepaying with the Travel & Entertainment Card, and how to take advantage of TripIt Pro. It is recommended that you also attend the UC San Diego Travel: Reporting Expenses course before your trip takes place.

UC San Diego Travel: Reporting Expenses

Thursday, October 21, 2021 @ 1:00pm - 3:00pm

This course provides an overview of UC San Diego travel policy and the reconciliation procedure, including summarized guidelines, resources, and information about online tools. Faculty and staff will learn about Concur processes for reporting travel expenses and how to submit a Travel Expense Report.

Workflow and Commitments in Oracle Procurement & Payables

This course is especially valuable for employees who want to learn more about the lifecycle of their POs and invoices from initiation to the lifting of the commitment. Instruction will involve an overview of the life cycles of different documents as well as a quiz to reinforce concepts. This course is intended for fiscal administrators, fund managers and financial managers who would like to learn about more buying and paying terminology and concepts.

View the Event Calendar on Blink, which showcases a consolidated view of Office Hours, Instructor-Led Training sessions, and Hot Topics. Be sure to try out the different calendar views in the upper right corner!



Oracle Procurement Supplier Sites Labeled "Do Not Use"
When selecting a supplier site in Oracle Procurement request forms or reviewing the supplier site on a Purchase Order, you may see one labeled as "Do Not Use". These supplier sites are typical and expected for punchout and catalog suppliers, but should not be selected in request forms. If selected in a request form, the PO will not be sent to the supplier. WalkMe has been implemented to issue a warning when these supplier sites are chosen in request forms. Review our KBA on how to tell if your PO was made with a request form.

PO Invoice and Requisition Approval Guides
If you have WalkMe installed, a popup will now appear when you open the bell icon at the top right of any Oracle page which displays our approver guides. The popup will only appear once, but you may always access them again via the question mark icon at the top of the bell icon popup. These include:

- Requester Guide: Learn about the approval responsibilities of requisition requesters
- Financial Unit Approver Guide: Learn about how to access and best review invoices and requisition approvals
- PO Invoice Workflow: Learn when and to whom PO invoices route for approval

Travel Request & Expense Report
Best practice when creating a Travel Expense Report is to start from the approved Request. To create an Expense Report from an approved Request:

1. Navigate to Requests in Concur at the top of the page
2. Locate the approved Travel Request

3. Then:
    a. Under the Action column, select the blue Expense hyperlink; or
    b. Open the Request and click the blue Create Expense Report button

This action will automatically link the Request and Expense Report as well as populate chart string information from the Request to the Expense Report.

Multiple Financial Unit Approvers

Financial Unit Approval is required on every Concur document and generally, the first workflow approval level after a document is submitted. One Financial Unit Approver is selected from the Approver field on the first page (Request/Report Header) when creating a Concur document. By default, this Approver will be assigned to review all expenses claimed on the document.

If it is necessary for multiple Financial Unit Approvers to review an Expense Report, you can create an allocation within the Concur document so that certain expense entry lines are distributed to a different Financial Unit Approver than the primary Approver indicated in the Report Header. The document will need to be reviewed and approved by both approvers before advancing in the workflow.

Financial Unit Approvers will see all expenses claimed within the document - even the ones that are not allocated to them. When a Financial Unit Approver completes review and approves, the system will recognize their approval only for the specific expenses allocated to that approver.

Each Tuesday, the Weekly Digest provides important updates related to Budget & Finance, including Oracle Financials Cloud and Concur Travel & Expense. Our goal is to deliver timely information that matters to you.

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