the IPPS quarterly

In Support of World-Class Client Care

Winter 2022

Evolving UC San Diego Beyond the Vendor / Consumer Paradigm



Message From Ted Johnson

- Associate Controller, Chief Procurement Officer

One of my main objectives for the upcoming year is to evolve our supplier relationships beyond the traditional sell/buy structure. The reality is that we haven't historically engaged our vendors beyond supplying us with "stuff" to support our operational and research needs. While this is the standard approach throughout higher education and industry procurement, it misses the opportunity to connect supplier partners to our mission, which can serve as a key differentiator, particularly during a constrained supply chain. This came to light during COVID when we were struggling to purchase complex equipment and supplies necessary to support our robust testing program, as well as the PPE needed to keep our onsite staff safe. Connecting suppliers to the broader purpose beyond the equipment and supplies allowed them to share in our success, which served as motivation to prioritize and support UC San Diego throughout the pandemic.

As part of the supplier selection/request for proposal (RFP) process, we've begun to incorporate aspects beyond price into the evaluation, to ensure we're selecting partners who truly desire to invest in the mission and culture of the University. This includes aspects such as EDI, sustainability, small business, and social responsibility, in addition to concrete investment opportunities such as scholarships, fellowships, and employment opportunities for our students. These factors should be

used as key differentiators in the supplier selection process, to ensure an RFP results in the potential for a sustained partnership as opposed to a one-off purchase.

This approach is applicable to every supplier and service needed to support UC San Diego's mission and has allowed us to connect our supplier partners and the campus community in a more meaningful way. We will continue to build on this to generate outcomes that provide benefits to the campus community beyond the obvious and traditional aspects of the purchasing process.

Fiscal Close



Fiscal Close Cutoff Dates

The IPPS Fiscal Close deadlines for this calendar year have been posted in Blink. As we get closer to fiscal close, other dates will be added to the Blink page as well. Please note the dates on Blink are deadlines established by central offices. You should still check internally within your department as they may have additional requirements or altered deadlines.

IPPSter Spotlight

Scottie Profitt

This year, we are debuting a new IPPS Quarterly series, highlighting IPPSters who have been vital to our success as an organization. For our first IPPSter Spotlight, we had the opportunity to talk to Scottie Profitt, who just celebrated his 30th year with the university.

Scottie Profitt started his UC San Diego career at the age of 18, working as a



Storehouse Worker at what is now Trade Street. From there he went on to manage the SIO Storehouse, where he would go on to work for 10 years. During his time at SIO, Scottie took full advantage of his work location and regularly enjoyed surf sessions at Scripps Beach. But all good things come to an end and in 2004, the university sunset the SIO Storehouse. Fortunately, Scottie was able to leverage his experience handling hazardous materials at SIO and found a job at Trade Street managing outbound shipping.

For the past 18 years, Scottie has worked at Trade Street, where he has been integral to the establishment of the Hazardous Materials Team. He is currently the Associate Director of Logistics and Dangerous Goods, where he ensures that all chemical, biological, radioactive, and physical materials are properly stored, moved, and disposed of. He and his team have done a tremendous job preventing hazmat accidents and have saved the university from countless six-figure fines for improper shipping and disposal.

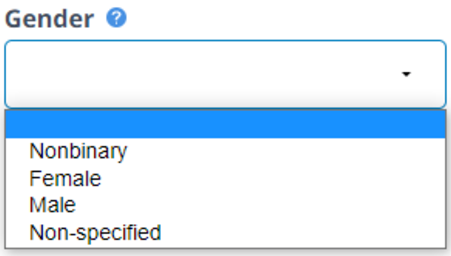
Outside of work, Scottie spends much of his time with his son, Banyan, who documents their family adventures on his YouTube vlog, Banyan's Adventures. Recently, in addition to celebrating 30 years of service at UC San Diego, Scottie has also celebrated his 30th anniversary with his wife. He cited his marriage as a major reason for taking his first UC San Diego job saying, “it is what made me get a real job instead of working at a convenience store.”

We cannot stress enough how grateful we are for all that Scottie and his team do to keep our campus safe.

IPPS for Equity, Diversity, & Inclusion

Campus Partnership Program Drives Positive Change for UC and Beyond

The Campus Partnership Program (CPP) is pleased to announce the success of their collaborative efforts to have the Nonbinary gender option added to UC



San Diego Farmers Insurance Choice quoting websites*. This change applies to all eight UC campuses participating in the Farmers program and all Farmers Choice partner sites servicing U.S. states that offer 'X' gender options on licenses and state IDs. Big shoutouts to Mary Wong, UC San Diego Program & Partner Relations Manager, and Shaun Travers, UC San Diego LGBT Resource Center Director, for their efforts and contributions that drove this positive change!

**UC San Diego employees can save up to 22% from Farmers GroupSelect℠ by getting an online quote or calling 1-866-700-3113.*

IPPS EDI Accountability Committee

IPPS has established a committee seeking to promote departmental and self-accountability by working on IPPS-specific equity, diversity, and inclusion (EDI) goals. The Committee hopes to include representation from students, staff, and leadership to play a role in guiding IPPS to create cultural change across the organization, and become a pioneering group in support of EDI.

IPPS strives to maintain a climate of fairness, cooperation, and professionalism. To reach those levels with an EDI lens, we must listen to the voices calling for change around the culture, access, transparency, and accountability. It is not enough to acknowledge areas of improvement around social justice; we must be active members in confronting everyday indignities. IPPS strives to reflect the praxis of EDI in all its systems and structures. Representation matters: we're glad you're here and ready to be heard.

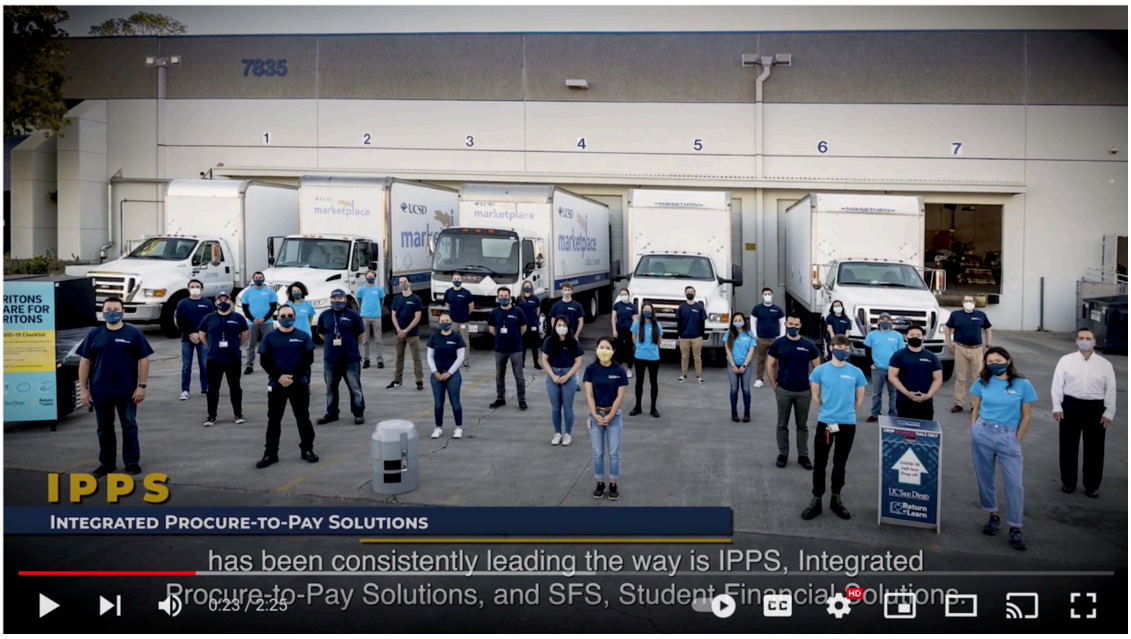
For more information, visit EDI Accountability Committee on the IPPS website.

Inclusive Excellence Award

The annual Inclusive Excellence Awards honors staff, faculty, students,

departments, and organizational units or groups that make outstanding contributions in the areas of inclusion, equity, diversity, and the UCSD Principles of Community during the year.

Integrated Procure-to-Pay Solutions & Student Financial Solutions were among the Vice Chancellor areas honored with an Inclusive Excellence Award for 2021.



Check out the award ceremony (YouTube video).

Concur Enhancements



Procurement Card Requests

The Procurement Card (P-Card) team is excited to announce the launch of a

new Concur enhancement that will streamline two popular P-Card requests!

New P-Card Request Types Available in Concur

- Open a restricted Merchant Category Code (MCC)
- Have Goods Shipped to an Off-Campus Address

Cardholders and Administrators can begin using the new Concur P-Card request types in April. The old process will be retired upon launch. **This means no more having to submit these requests via Services & Support!**

For questions about this process enhancement, please contact the Procurement Card Team via Services & Support [*About*: Banking, Cash Card Products, *Related to*: Card Products, *More Specifically*: Procurement Card] or visit us on zoom during P-Card Office Hours, Wednesdays at 9 AM.

Travel



Travel Program - Year In Review

One of the benefits of our managed travel program, including Concur, Balboa Travel, and Kahala, means that we have reportable data on campus travel activity. With travel opening up again after a long hiatus let's take a look at our 2021 numbers*.

Program Savings

- **$176,112 overall savings**, including the use of $92,592 in unused ticket credits and $25,791 in airline contract savings

- **Balboa Travel added $46,204** in assorted waivers, favors, and value adds

*Note that these numbers do not include travel booked outside of official booking channels. To maximize campus savings and benefits, please be sure to book with Concur and our partner travel agencies.



Air

Total Tickets
2,300

Booking Method
78% Concur
22% Partner Agent

Average Ticket Price
$400

Carbon Emissions
2,000 Metric Tons



Hotel

Room Nights
2,270

Average Cost Per Night
$180



Car Rental

Rental Days
2,200

Average Cost Per Day
$37

Small Business Travel



New UC-Wide Agreement With Kahala Travel

The Small Business Development Office is excited to announce that **Kahala Travel now has full access to our University-negotiated contract benefits with airlines, hotels, and rental cars**. UC San Diego is the first campus to integrate benefits of the new, UC-wide agreement with our travel program.

Kahala Travel is a local, small business agency that has provided exceptional service to UC San Diego travelers with federally contracted agreements over $750,000 or Environmental Protection Agency (EPA) Grants for many years and are already familiar with our traveling community. Kahala Travel focuses on the business of business travel so you can focus on your research.

Our new relationship with Kahala supports small business development and enhances client experience by giving travelers using federally contracted agreements over $750,000 or EPA grant funding* access to all of the discounts and perks of UC San Diego's complete, managed travel program. In more good news, insurance coverage is now automatic - no more self-registration.

Visit Small Business Travel on Blink for more information.

**Travelers who do not meet one of the funding requirements outlined above should use UC San Diego's official booking tools and resources when traveling on behalf of the University. Book travel at Concur.ucsd.edu or via a dedicated UC San Diego Travel Agent to eliminate out-of-pocket expenses and save time by streamlining the expense reconciliation process.*

IPPS Logistics



Consolidated Student Mail Update

After a full year of implementation, Logistics' Student Mail can proudly announce a successful proof of concept for their Consolidated Student Mail strategy. What started as an opportunity to evolve the labor-intensive, limited parcel centers has grown into a holistic Student Mail solution with advanced technology and expanded service levels. The Trove, located in the center of campus, now hosts 393 contactless package pickup lockers and a full-service Mailing Center.

The student package distribution process is now more efficient than before. The strategy is timely, as student package volume has risen 60% this year compared to pre-COVID volumes.

35,000 of 265,000 total student packages have been distributed through The Trove this fiscal year!

The Consolidated Student Mail strategy continues to evolve. Our teams are looking to partner with other businesses on campus that may find the contactless lockers a good fit for their order distribution model. A Concierge Service Program for students who request white glove delivery to their dorm room is also on the roadmap for implementation. Stay tuned for more updates.



Logistics Portal

Check out our updated Logistics Portal Layout! Our most popular tiles are now larger and easier on the eye. We've also added tooltips to describe what each

tile is for. Thank you to our clients for providing valuable and actionable feedback via Services & Support and Logistics surveys. We are working to push more enhancements in the near future, so stay tuned.

The Logistics Portal is a one-stop shop for all Logistics services. Within the application, you can track packages, request services, view delivery history, get the latest news, and more. To get started, go to logistics.ucsd.edu and log in with your SSO. Please note you must be on a VPN to access the portal. Enjoy!

See What's 'New' at Surplus Sales

Visit surplus.ucsd.edu to check out these hot ticket items and more. Save. Earn. Recycle. Think Surplus first.



Upright Piano / Wood / Acoustic / Lot # 219807 / Priced to Sell



iMac 21.5" 2.3 GHZ Duel Core i5 / 8GB RAM / 1TB / OS Catalina / Accessories

Training Opportunities

Check out the IPPS Hot Topics Schedule for Spring

All Hot Topics sessions include plenty of time for Q&A.
Click on the links below to register for upcoming sessions and add them to your calendar today.

Supply Chain Updates

Wednesday, March 30, 2022 @ 1:00 p.m. - 2:00 p.m.
This session will focus on the impact the supply chain has had on procure-to-pay processes at the university and the current supply chain state of affairs.

Fiscal Year Close Preparations

Thursday, April 28, 2022 @ 9:00 a.m. - 10:00 a.m.
Learn how best to prepare your transactions to meet the fiscal year deadlines for the Procure-to-Pay and Travel & Expense spaces.

Travel Booking

Wednesday, May 25, 2022 @ 1:00 p.m. - 2:00 p.m.
Learn how to book travel the Triton way, including the benefits of booking with Concur, Balboa, and Kahala.

What about June?

To best serve our clients, IPPS teams stay focused on fiscal close processes during the month of June. Stay tuned for more Hot Topics sessions next quarter! Subscribe to the Budget & Finance Digest for weekly updates.

Camp IPPS 2022

Our teams are planning to host three days of virtual training sessions in August at our first Camp IPPS event since 2018. We want to make sure our clients have the opportunity to request topics of interest.

Help us plan an epic training schedule by taking a short survey.

Camp IPPS Training Session Survey

Role Changes



Ashlyn Bernal

Ashlyn has taken on a new role within the Client Experience Management team. Keeping tied in with clients, she will develop, deliver, and maintain a client experience plan to ensure campus and its suppliers have the support they need to interact successfully with IPPS. This includes training offerings, client support via channels such as Services & Support, and communication strategies.



Steven Savini

Steven has taken a new role on the IPPS Technology Program Management team. He will be providing technical support on the various IPPS applications related to Payee Management and Travel & Expense. In addition to providing day-to-day support for those teams, Steven is working on improving our systems to enhance the experience for IPPS users, campus clients, and payees.

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