the IPPS quarterly

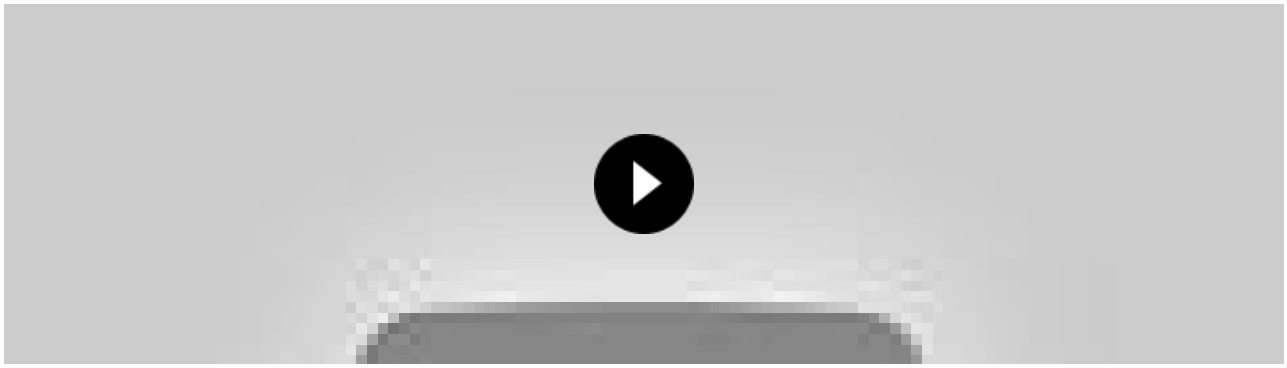
In Support of World-Class Client Care

Fall Issue, 2022

Thank You for Another Great Year!

IPPS Annual Video

Watch and Win



You may notice a few similarities to the popular TV series *The Office* when viewing this year's IPPS video. For added fun, subscribers* are welcome to **participate in the IPPS Office Video Opportunity Drawing for a chance to win a $25 Visa gift card**. As you watch the video, jot down any references or callbacks to The Office you find and email your list to ipps-events@ucsd.edu **by December 16th**. Each correct item on your list gives you another entry into the drawing. Not a fan of *The Office*? You can still enter by sending a naughty and nice list describing what worked and what didn't (*hint*, look for continuity mistakes). Enjoy, and good luck!

*If you receive the IPPS Quarterly directly from IPPS, you are good to go! Otherwise, subscribe to IPPS News to ensure your entry qualifies for the opportunity drawing.

Announcements

PaymentWorks

Coming Soon in 2023

As part of the broader payment strategy for UC San Diego, Integrated Procure-to-Pay Solutions (IPPS) will begin transitioning from Payment Compass to a new payee registration platform, PaymentWorks, in 2023. PaymentWorks combines the core functionality of Payment Compass with a payment service that provides protection against fraudulent payments and covers losses if the system fails. IPPS is currently working on comprehensive guidance and resources for suppliers. Stay tuned for more details!

Travel & Entertainment

New Fee Structure with Balboa Travel

Prices to Remain Well Below Industry Standard

UC San Diego and Balboa Travel have initiated a new service fee structure that better reflects Balboa Travel's dedication and commitment to UC San Diego while balancing travel industry cost increases and vendor-imposed fees.

The new fee structure with Balboa remains well below industry standard, where a typical booking fee ranges from $50-$100 per transaction. Our fees are also consistently below prices paid at other UC campuses. Balboa Travel provides valuable services to our UC travelers, such as trip advisement and monitoring, management of unused tickets, COVID-19 resource considerations, technology integration and maintenance with UCOP's Risk Management, and proactive assistance when travelers need it most.

Travelers who purchased air tickets via Balboa Travel (including Concur online bookings) during the summer quarter saved an average of $130 per ticket over travelers who purchased outside of our program. Our travel program saved $176,518 in University funds for that same period. Travelers not booking their travel with our partner agency risk unnecessary spending, lack of safety and security coverage during trips, lost opportunities for free upgrades, priority boarding, and more.

Holiday Travel Tips

Make the Most of Your Travels

Here are a few tips and reminders to help you make the most of your travels this holiday season and beyond.

- San Diego International Airport is under construction and is affecting parking, rideshare, terminal access, dining, and more. Allow additional time to get to the

airport before your flight and note that an airline's familiar terminal may have changed. SAN's page on construction impacts may help with your planning.
- Use *TripIt Pro*. The mobile app is free to UC San Diego travelers and will provide valuable information during the duration of your travels whether personal or business. Flight and gate changes, TSA wait times, interactive airport maps, and full itinerary management are just a few examples of how *TripIt* works for you. To get *TripIt Pro*, log in to Concur and click on the App Center tab to find specific download instructions.
- Don't forget to travel wisely. Our Sustainable Travel Guide gives tips and tricks to reduce your travel-related carbon footprint.

On-Campus Bartending Process Enhancement

New Method for Requests

The process for on-campus bartending has been updated. **You can now submit the proposal through an Events Request in Concu**r. Once all the approvals have been made, Concur will send you a PDF confirmation of the approvals. You can forward this to the bartending provider, and it will act as a confirmation to proceed with the event.

Logistics

Student Mail

Fall Quarter Highlights

Student Mail processed over 80,000 packages in September and November alone - that's about 4.5 packages per student living on campus!

This year, we decided to do a few things differently. Thanks to the brilliant minds of our Student Mail staff and student leads, we successfully planned and executed a few strategies to ensure proper staffing and efficiency during package volume peak periods. A few highlights include:

- Hiring seasonal student employees
- Temporarily opening parcel centers on Saturdays
- Increasing the number of scanning stations at the main mail facility

As we approach the halfway mark to another record school year in package volume, we will continue to reflect on the successes and opportunities observed this past fall to identify more ways to improve the student experience.



Ezio jumps in to help the Mailing Center team practice their gift wrapping skills.

Mailing Center at The Trove

Gift Wrapping Service, Holiday Hours, and Shipping Deadlines

Check out thetrove.ucsd.edu to learn about our new ***gift wrapping service***. Plus stay up-to-date on holiday hours and shipping deadlines to ensure your care packages arrive on time this holiday season!

Enjoy highly competitive University-negotiated shipping rates on domestic shipments all year long.

Strategic Procurement

Advanced Search

New Feature Introduced in Oracle Procurement



As part of a broader initiative to improve the shopping experience, a new feature is currently being piloted in Oracle Procurement called ***Advanced Search***. With ***Advanced Search*** comes:

- A cleaner search interface, including the ability to compare pricing
- The ability to filter based on product flags like small business and sustainability
- Links to peer-reviewed papers and scientific protocol sheets
- A chemical-structure search (*coming soon*)

- Saved favorites lists

We'd love to hear how you're liking ***Advanced Search*** so we can continue to improve it and decide if it's something we'd like to pursue long-term. The pilot will be ending in early 2023. Share your thoughts via the Advanced Search Survey.

Please feel free to reach out during Office Hours or via Services & Support for any questions or feedback while you continue using ***Advanced Search***.

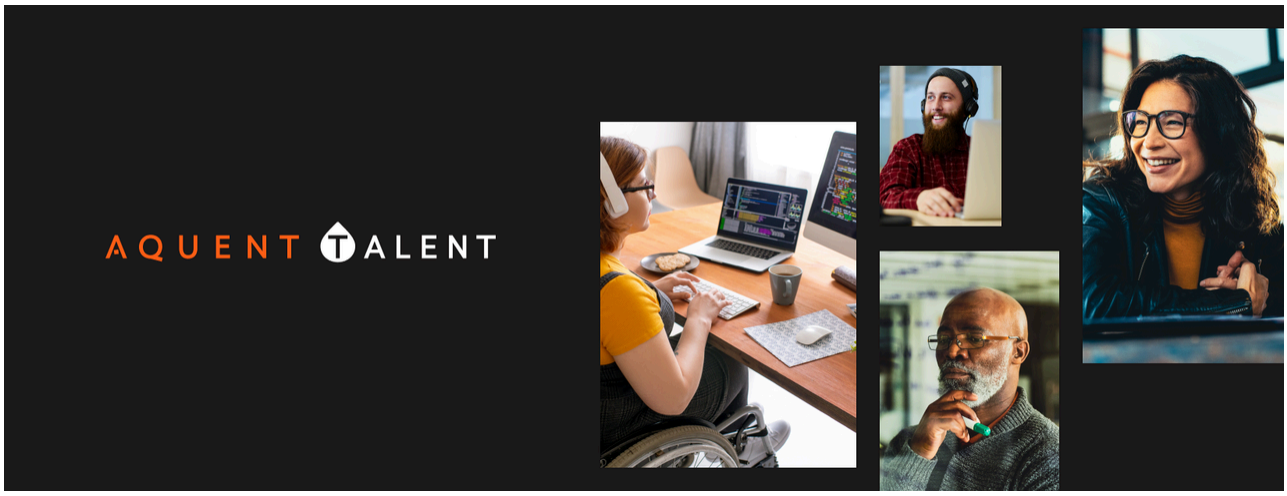
Closing Purchase Orders

You Can Request that Any Legacy or Oracle PO be Closed via a Services & Support Ticket

If you need to close any POs to lift their commitments, please first confirm all goods and services have been fully paid for on this PO, and that no further invoices are expected. Then, you can submit a case via Services & Support (Buying Goods & Services - Oracle Procurement - Revising or Canceling an Order) with the PO number (or list of PO numbers) and a statement confirming that the PO has been fully paid and no further invoices are expected. All POs submitted before the last week of the month will now be closed and have their commitments lifted in the following month.

Review our video on closing purchase orders in the Buying Goods & Services YouTube playlist!

Small Business & Sustainability



Diverse Business Spotlight

Aquent Talent

Aquent is a woman-owned staffing company specializing in placing temporary employees in the marketing, creative, and UX design industries. Aquent, which means "not a follower" in Latin, takes their talent seriously, offering temporary support for UC San Diego business. With positions ranging from Content Writing, Experience Design, and Marketing, they offer a wide range of services.

Sustainability News

Paper Towel Composting

To move closer to UC San Diego's zero-waste goals, the university has implemented paper towel composting to reduce the amount of waste sent to landfill. Composting paper towels will increase the campus waste diversion rate by approximately 2.5% and prevent the release of an estimated 390 tons of CO2e (carbon dioxide equivalent) into the atmosphere each year.

Please place your used paper towels in new green bins labeled “Compost” located in restrooms next to trash bins. The green bins are for paper towels only. Look out for signage!

Global Paper Shortage

IPPS Seeks Sustainable Solution With Small Business Agreement Supplier - Carroll Business Supply

Perhaps you’ve heard or even felt the supply chain issues, like the shortage of lumber, new cars, computer chips, and labor. But the bigger impact on the marketing industry is a global paper shortage – with no end in sight.

A spike in paper demand combined with labor shortages and the Michigan paper mill fire has taken an additional toll. Paper mills use source materials, including wood pulp, which are also in high demand for other fields, such as construction. This creates additional competition for these materials, which affects other commodities like paper, paper towels, toilet paper, paper cups, etc., delays deliveries and drives up costs.

Resuming production to pre-pandemic levels is complicated by a variety of factors including rising gas prices and production of various commodities, which increases the cost of overall materials.

To mitigate paper concerns, **IPPS is working with our local small business agreement supplier Carroll Business Supply, to provide alternate recycled paper sources to meet your business needs**.

We appreciate your patience and understanding as we continue working to find new solutions. Look for updates in the Budget & Finance Weekly Digest for more to come as we continue working with Carroll Business Supply. If you have any questions or ideas, please contact the Small Business Development Office via Services & Support.

Reduce. Reuse. Recycle.

See What's "New" at Surplus Sales.



Description: **iMac 27" Core i5/ 32GB RAM/ 1TB HDD** with Catalina OS installed, keyboard, mouse, and power cord included. This is perfect for a cozy work-from-home setup.



Description: Bose QuietComfort 15 Acoustic Noise Cancelling Headphones are what everyone is grateful for during this holiday season. Compliment your at-home setup with a pair of these headphones.

Campus Partnership Program

University Credit Union

Official Financial Partner of UC San Diego

As the official credit union partner of UC San Diego, the financial well-being of faculty and staff is top priority for University Credit Union. They strive to provide you products and services and financial advice tailored to your needs to ensure you achieve your financial dreams.

Through the partnership with UC San Diego, you're now eligible to enjoy the financial products and services they provide exclusively to the university community, including:

- Earning up to 5.0% APY* with a University Checking Account
- Best Rates in the Nation Guarantee[1]
- Financial wellness tools
- No Overdraft Fees
- Access to 30,000+ Fee-Free ATMs nationwide, including on-campus locations
- New on-campus advisory center coming soon!

University Credit Union is proud to partner with UC San Diego to offer employees this opportunity to bank with a place that understands their needs and truly cares about their financial well-being.

Learn more and join today!

**APY = Annual Percentage Yield.*

Farmers Insurance

Get a Quote Today!

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

Online Quote

IPPSter Spotlight



Kelsey Moon

By Mary Wong

Kelsey began her career at UC San Diego in 2004 in the Biology department. When Kelsey realized she found the travel-related processes the most fulfilling, she transitioned to the Travel office when the opportunity arose in 2006 and has been with IPPS ever since! Kelsey's role as the Travel Program Manager is to promote awareness of UC travel programs so the campus community understands the full value of our negotiated rates and benefits.

When conversing with Kelsey, one thing I immediately noticed is her determination and genuine desire to serve her clients. For example, on a recent trip to Toronto, Kelsey

would take mental notes of her own airport experience to better understand the business traveler's perspective, in order to work with travel partners to ensure improved outcomes for her campus clients. She enjoys translating travel policy into something more accessible, easy to digest, and easy to practice. Kelsey's dedication to her work has even led her to be named a national advisory board member for the Society for Collegiate Travel and Expense Management (SCTEM)!

On a more personal level, one of Kelsey's greatest joys in life is her dogs, Emmett Bartholomew Gorrie-Moon (border collie husky mix) and Larky Biscuits (a chaotic mix—her words, not mine). Having worked for the San Diego Humane Society in the past, she enjoys making a difference for the animals in her life and building a special bond with the critters in her home. Emmett is known to sing the songs of his people and Lark embodies all the personalities of the 15 breeds she has in her blood. Kelsey and her partner Wil have a monthly tradition of heading to the family's cabin nestled in the woods to enjoy time away in nature. On the agenda? Simply eat, nap, and go on hiking adventures with the dogs in tow. Sounds like a great time!

Training & Opportunities

Office Hours to Continue in 2023

Get Personal Assistance Three Days a Week.

IPPS will continue office hours three times a week in 2023. Campus clients and colleagues can receive live assistance from subject-matter experts in Oracle Procurement & Payables, Travel and Entertainment, and Procurement Card. For more information on where to get the Zoom link and our schedule, please visit the Office Hours Support Blink page.

Join an Upcoming Hot Topics Session

New Sessions Announced Through March.

Oracle Procurement Enhancements
January 25, 10:00 AM – 11:00 AM
Learn how to navigate the enhancements coming to Oracle Procurement in early 2023

Concur on Your Device
February 22, 10:00 AM – 11:00 AM
Learn about various mobile and electronic features available with Concur that can make your travel and reconciliation easier.

PaymentWorks

March 22, 10:00 AM – 11:00 AM

PaymentWorks will be launching in 2023 to replace Payment Compass functionality. Learn more about PaymentWorks, its features, and how it will impact you and your suppliers.

Awards & Recognitions



Pictured: Kelli Sanchez, Vanessa Torres, Matt Oborne, Patrick Etienne, Allison Kibble-Koshi

UC San Diego's Card Programs Standout Among All UCs

UC San Diego was awarded **Best in Class All Programs** and **Best in Class Virtual Pay Program** by U.S. Bank at the 2022 annual UC Card Days conference. The event's inaugural **Spotlight Award** went to fellow IPPSter *Kelli Sanchez* for her work in bringing the teams' forward-thinking concepts to life.

UC San Diego Recognized for Excellence in Procurement

UC San Diego Received the National Association of Educational Procurement's (NAEP) *Excellence in Procurement Award* for 2022!

The award is given to institutions in recognition of their contributions to the Procure-to-Pay profession, their institution, and the field of higher education. This year's recipients received additional acknowledgment for how they navigated the last several years, the opportunities they created during this time (like our participation in Return to Learn initiatives), as well as their demonstrated innovation, thought leadership, and ingenuity. IPPS was nominated and voted for by their peers across the higher education industry. Our organization is truly honored to be recognized in this way.

Role Changes



Vanessa Torres

Business Officer

Vanessa first started at UC San Diego as a Travel and Entertainment Specialist before transitioning to the Procurement Card Team as the P-Card Program Administrator. Now, Vanessa will be taking on major IPPS-wide initiatives that will positively impact all of us. A few to get her started will include: refining our hiring & onboarding technology and processes; joining our Student Talent team and moving some of those initiatives forward; and reviving our emergency management procedures including our business continuity plans.



JoAnn Caldelas

Travel & Entertainment Operations Manager

JoAnn has over twenty years of experience in the hospitality industry and has held roles in marketing, operations, and training, including multiple supervisory roles. Having a Travel & Entertainment Operations Supervisor who has direct experience with hospitality, an understanding of our legacy MyTravel system, and a background in marketing and training is a tremendous benefit to the team. JoAnn's customer service, dedication, and training skills are regularly acknowledged by our clients. We are very honored that she is committed to continuous improvement in order to better support our wonderful university.

Welcome New IPPSters



Kevin Thomas

Process Improvement and Business Intelligence Analyst

Kevin Thomas joins the IPPS Analytics team! Kevin has been with the IPPS Analytics team since January 2022 and focuses on supporting IPPS reporting, analytics, and business consulting to several different internal IPPS verticals. We're super excited to have Kevin continue with IPPS!



Sarah Kang

Logistics Technology Analyst

Sarah Kang is a UC San Diego Alumni, and joins the IPPS Technology and Program Management team as our Logistics Business System Administrator! Sarah will be responsible for the maintenance, configuration, and process improvement around Logistics as it relates to the technology that is used. We're so excited to have you, Sarah!

Thank You

From All of Us at IPPS

Thank You for Another Great Year!

We'd like to give a big shoutout to all of our campus clients, colleagues, and partners for their continued support throughout 2022. We look forward to working together in 2023 and are excited about all of the creative solutions our continued collaboration will bring - next year, and beyond...

UC San Diego

INTEGRATED PROCURE-TO-PAY SOLUTIONS



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