






UNIVERSITY SHARED SERVICES UPDATE

Dani Weber, Director of Shared Services

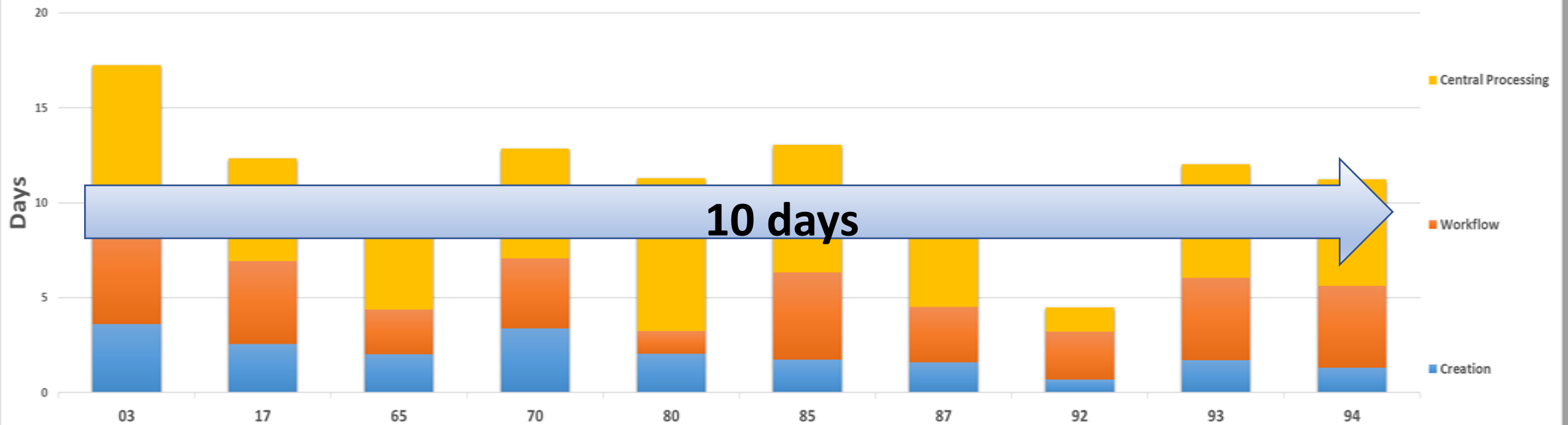
Debby Zumbach, Associate VP & Director of Business Services and Purchasing

KEY PERFORMANCE INDICATORS KEY

-  Creation time
-  Workflow
-  Central Audit

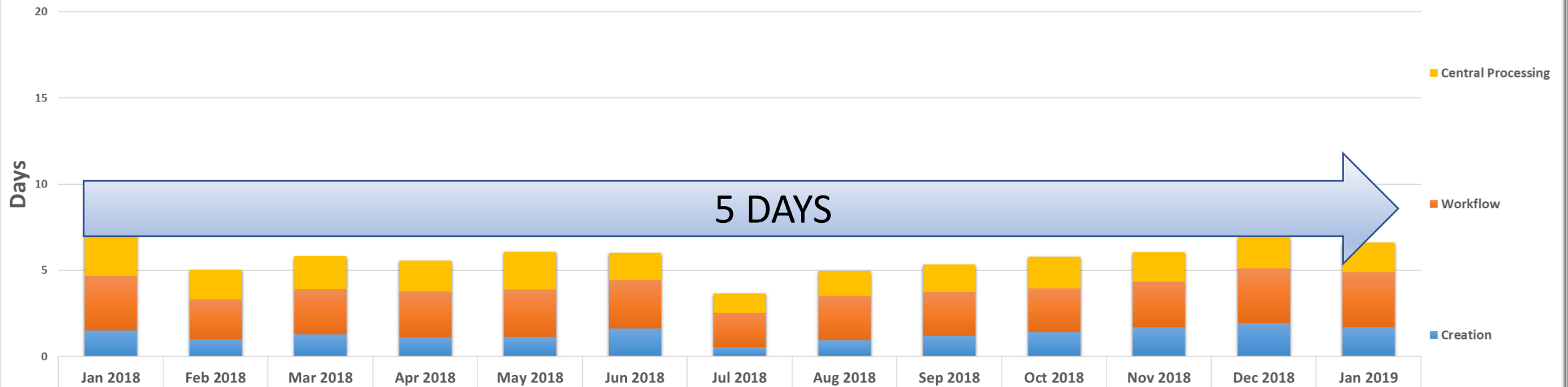
January 2018 through December 2018 Non USS Transactions

Average Total Time For A Transaction



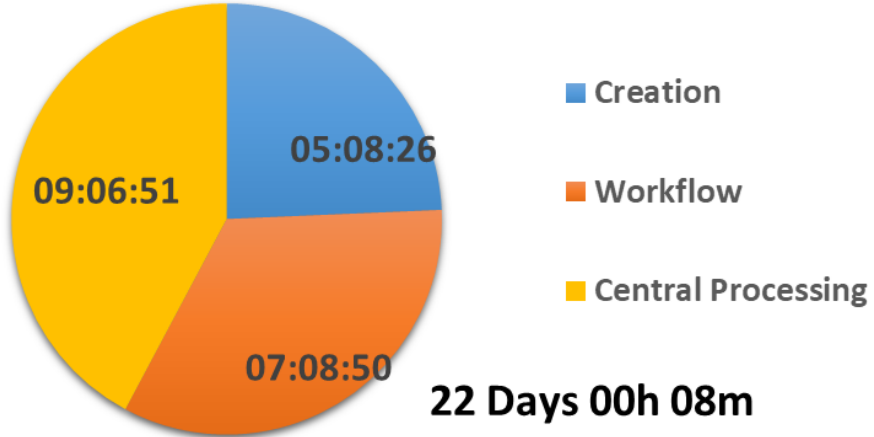
January 2018 through December 2018 USS Transactions

Average Total Time For A Transaction



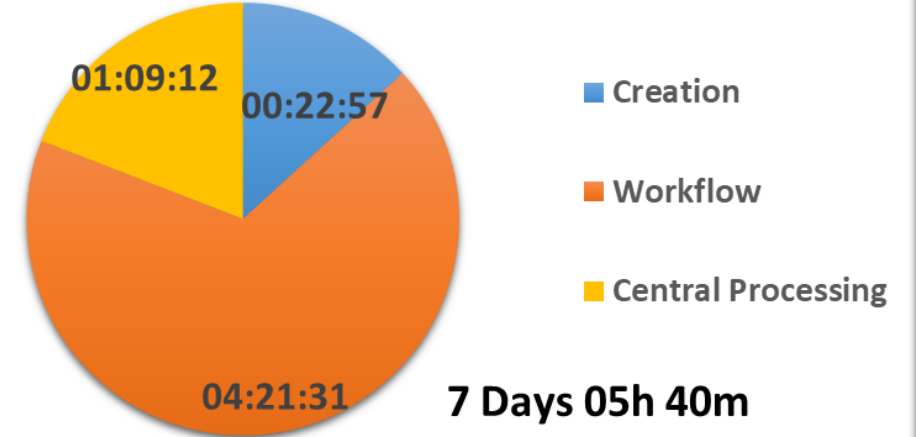
Non USS Transactions

Average Times for Travel Expense Vouchers



USS Transactions

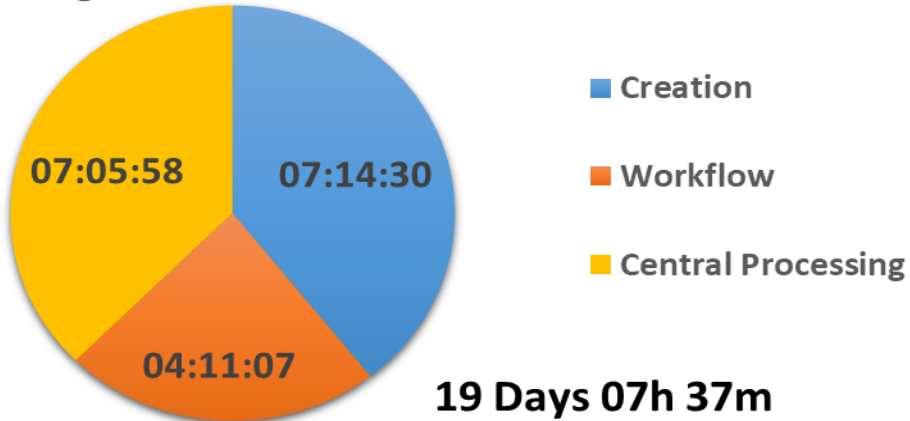
Average Times for Travel Expense Vouchers



January 2018 through December 2018
Travel Expense Vouchers

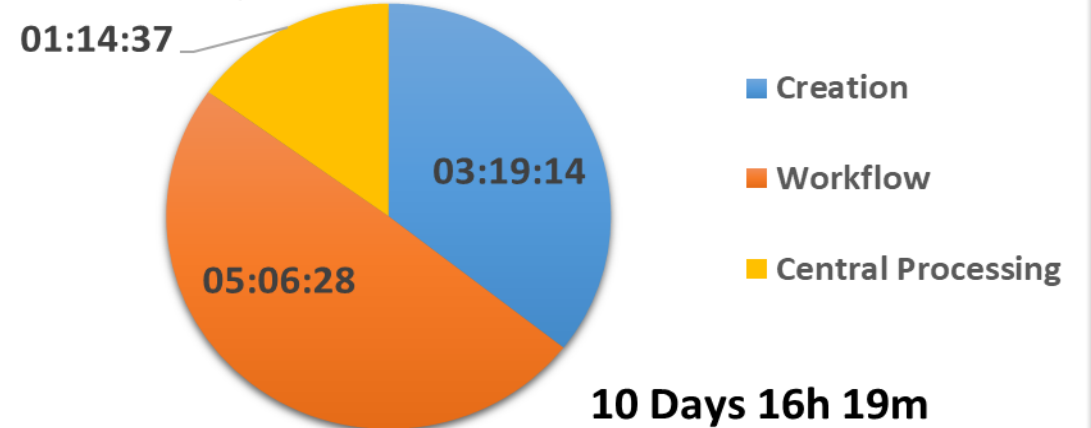
Non USS Transactions

Average Times for Procurement Card Vouchers



USS Transactions

Average Times for Procurement Card Vouchers



January 2018 through December 2018
Procurement Card Vouchers

NON USS

1 Audit Error every 9.81 Travel Expense Vouchers

1 Audit Error every 5.84 Procurement Card Vouchers

USS

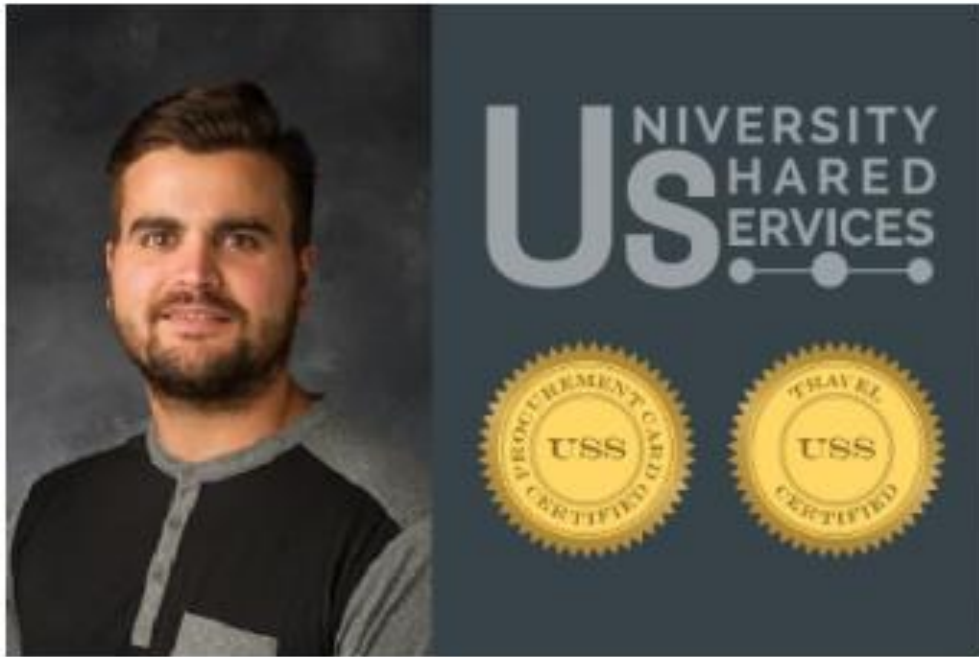
1 Audit Error every 3090.20 Travel Expense

1 Audit Error every 329.55 Procurement Card

**AUDIT ERRORS
JANUARY 2018 THROUGH DECEMBER 2018**

CERTIFICATION OF USS STAFF

Staff who qualify have become certified eliminating the need for Central Audit review



Kyle Jacobson



Austin Meeker

ADVANTAGES OF PARTNERING WITH USS

USS management provides consistent and continuous training on all transaction types

Create a culture of excellent customer service

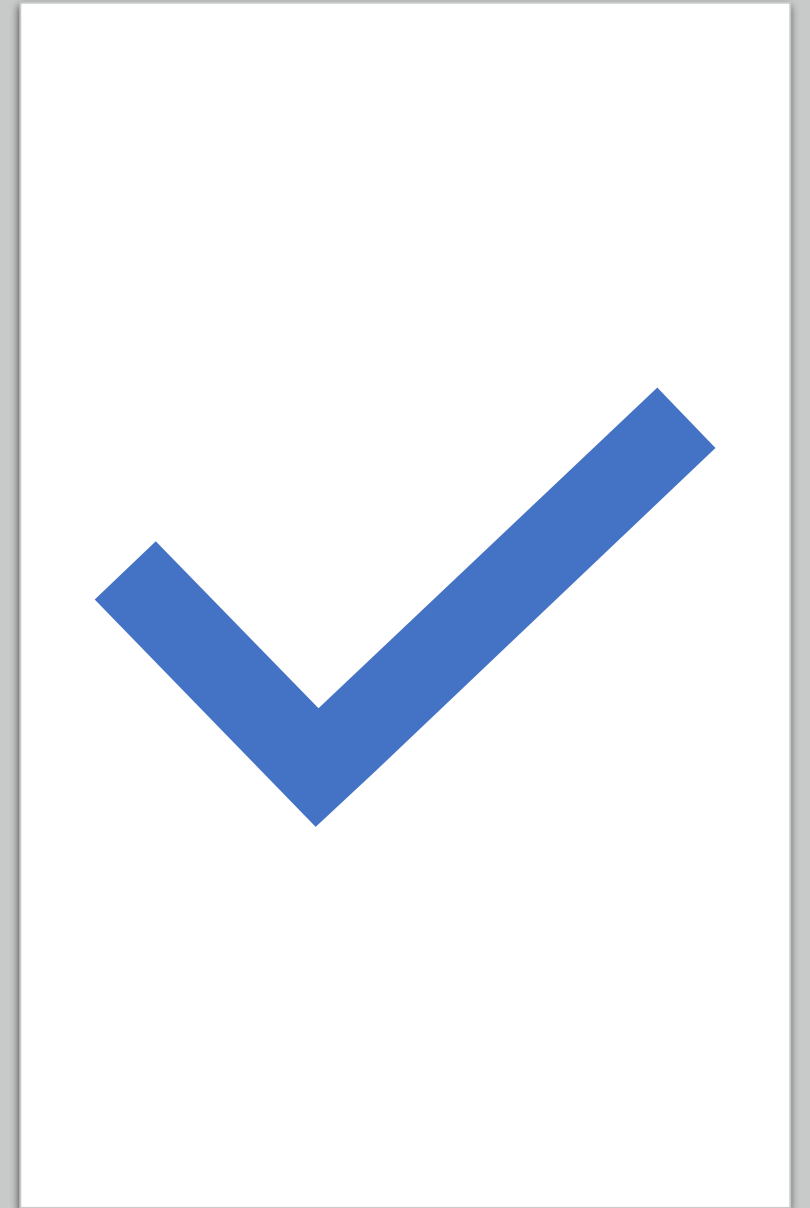
Diverse staff with varying backgrounds and skillsets

Cross trained staff can fill in at any org at any time to avoid interruption in service

Ability to adapt quickly to changes in University policies and procedures

USS ACHIEVEMENTS

- GOAL WAS TO REDUCE FTE's BY 20% FROM 2016 TO 2019
 - CURRENTLY AT 26%
- PROCESSED 271,000 TRANSACTIONS IN CY18
- MANAGE 60 STAFF WITH 4 SUPERVISORS
- PROCESSING CONTRACTS FOR SIGNATURE FOR 2 ORGS
- IMPLEMENTED PILOTS IN CCOM (PHARMACOLOGY AND PHYSIOLOGY)



CUSTOMER FEEDBACK

Pharmacology was able to determine in 3 months that SS works well. Also, we've experienced no late processing with SS, if anything, payments are being processed much quicker.

Our USS representative is very knowledgeable about the UI Purchasing and AP procedures. She is a great resource for our college!

We are very fortunate to have our USS person to support our Departments! She is extremely knowledgeable, efficient, and very good at her job. She is very quick to respond to any request we have. It is amazing how on top of things she is.