ERP User Liaison Committee
December 9, 2004 Meeting
ERP Team Response

Issue (forwarded to ERP Team)	Action
Security/Workflow remains a concern for the Financials modules. a) Base level security users are being approved by another same security level user, which seems to cause work to sit in "no man's land." Can we create another security level, or is there another solution to this problem? b) Security levels are not working the way they were intended to. Can there be a review to be sure that they are being followed correctly?	a) Workflow issues are a top priority. An additional resource is being brought in to assist with multiple workflow issues. b) Flowcharts and workflow rules will be made available for the next meeting.
There have been some problems with PeopleSoft for Mac users. (screen flashing, very small fonts, print buttons don't work)	Some users have reported that using Internet Explorer on the Mac solves most of the issues. Others have reported that Camino is a good solution.
Accounts Payable issues -- a) AP sometimes pays the wrong vendor. This is a problem, especially when the unintended payee will not return the money. b) Users are having difficulty getting suppliers put into the system—either at all or with the correct information. This is especially problematic when one vendor has multiple addresses – example, another university (such as Kent State, etc.) may have multiple schools, depts., etc., but the different addresses are not being added when a vendor supplier form is sent to Materials Support. c) If two users submit a request at the same time, both individuals are assigned the same payment number. This can cause one of the requests to disappear if you were to look it up later. It seems that one of the two no longer exists. d) Can we get a Vendor name when looking up a travel/payment request? Right now it is just a long list of numbers, which is useless to some viewers. (See Mary MacGowan's samples.) e) One-to-One Fitness Center processes one-time refunds to unique individuals--anywhere from 30-100 per month. That means preparing double paperwork (payment request and supplier forms) for numerous one-time refunds. It would be nice to replicate a similar process to that for Student Accounts Receivable—i.e., with a flat file that goes into PS and adds both the vendor and creates the Payment voucher en masse. It is understood that it is on the list for prioritizing issues already, but we want to re-emphasize the need. f) Will it ever be feasible for the end user to have the ability to cancel a payment request in the event of an error? Currently, a copy of the request is sent	a) Users cannot see the complete addresses of the vendor they chose and sometimes are not selecting the correct vendor. AP staff also sometimes select the wrong vendor by not looking at the vendors complete name or when a vendor lists the PO number incorrectly on their invoice. The AP Staff is meeting to work out these issues. b) Vendors may have multiple addresses in PeopleSoft, but end users are not allowed to see addresses. Payments that need to be routed to a non-standard address should be noted in the "Details of Request" section so that AP can select or setup the correct address. We are looking at ways to improve this situation without compromising security. We are not aware of any backlog, but will look into it. c) This was fixed in September and should no longer be an issue. Now the Payment Request number is assigned on save. d) This is a low priority since vendors can be looked up from other pages. We will continue to look into making this a search criteria for the Payment Request page. e) This is currently on our task plan for development. No estimated time for completion. f) Users would only be able to cancel a request up until the time that a voucher is created (when A/P receives backup documentation). We are looking into the best way to accomplish

to AP marked VOID, or a call is placed to AP with the information hoping that they cancel it. g) When entering an invoice number directly in the accounts payable voucher, no dashes or spaces are allowed. This is becoming an issue. h) Payment requests (even when vendors are in the system) are not generating checks by the request date. i) The same vendor may have two or more vendor ID numbers in accounts payable. If you are trying to research payment history, it is difficult because you need to look at multiple vendor IDs.	this. No estimated time for completion. g) This is a mandate from Internal Audit, and will not be changed. h) If paperwork has to be routed for approvals or to HR, Foreign Faculty, etc,, this adds time for processing. Sometimes the vendor is a 30 day vendor. If there are questions on specific payments, please contact Jim Gannon so that he can determine the exact problem. i) True. Some vendors were copied over from the old system multiple times since our old system did not allow multiple addresses for a single vendor. The vendor maintenance team is currently cleaning the vendor table. AP is also entering vendors multiple times in some cases. This is being addressed.
E-procurement issues -- a) Create a Requisition - Frustrating to "drill-down" on so many screens to enter information; would be very useful to have a "summary screen" appear after entering all your information, which would include all details you've entered including items, vendor name/address, ship to information, speedtype, account numbers, etc., BEFORE you submit the requisition. This would allow you to review and make corrections with more ease. Currently you have to go back and "drill-down" through multiple screens just to review and/or correct something before it's submitted b) Print a Requisition – This should be a very helpful document but its value is limited as it does not display vendor name, address, po number, speedtype, account, etc. More useful information may be found by drilling down through several of the screens on-line, but that too is frustrating as indicated above. It would be more valuable to have a comprehensive summary of everything entered (vendor name/address, items ordered, ship to info, speedtype, account number, due date, etc.) on this form.	a) We will roll out the "approver review" screen to the requestors soon, which should address this concern. We need to add Category and Line Comments to the "approver review" screen prior to opening it up to the requestors. b) In conjunction with above customization, we are planning on making it printable.
General Ledger issues – a) It would be helpful if printed journals had the name or ID of the creator. Currently, there are journals at the Controller's Office that cannot be identified and are not being processed.	a) We have a resource working on this issue. Anticipated completion date is late December.
Report issues – a) Transaction date on the expense statement is not informative to the reconciling department. For example, you cannot tell the pay period for Spherion temporary services. Transaction date used to represent the pay period, which was helpful for reconciliation and forecasting; it now seems to be the date of AP processing, which doesn't mean much to the department. b) The ability to create ad hoc reports/queries in the financial reporting module is crucial.	a) There is a public query called CWQ_SPHERION_RECON that will help reconcile the Spherion charges to the expense statements. In addition, we are in contact with the vendor to see if there is a better alternative going forward. b) This is pending the implementation of additional levels of PeopleSoft Row-level and Ledger Security. We are inclined to wait until the Data Warehouse and Business Objects are live before rolling out additional reporting tools to end users.

HCM module issues – a) It is difficult to evaluate if reporting systems are going to work when HCM rolls out January 1, 2005 because there has not been any communication concerning what information will be reported. It is vital that users know what reports will be produced.	a) Both the Salary Distribution and Salary Analysis will be produced in PeopleSoft HCM in January; however, it does not appear that we will be printing the reports as of January 1. We are working with the Online Report Distribution system to store and distribute these reports by department and have them secured by user.