Expected Outcome 1: Copy Cat Replacement-Office Max Print

PPS will provide a solution to meet the needs of the Power Users for print services following the closure of Copy Cat.

**Assessment Method 1:** Power User Interviews

**Assessment Method Description**
In mid-January 2013 PPS was informed that Copy Cat print shop on campus was closing the end of February 2013. PPS was tasked with finding a replacement for the services previously provided by Copy Cat. Due to the short time frame PPS looked for existing contracts in place to handle AU needs due to the lack of time to conduct a formal bid process. OfficeMax Workplace was identified as a potential source of services. To determine if OfficeMax could provide print services needed by campus, interviews were conducted of the Copy Cat ‘Power Users’ to identify their needs and have OfficeMax determine if they could meet those needs. The Power Users were selected as the top departments on campus based on spend with Copy Cat.

The following AU departments were interviewed by PPS (Missty Kennedy and John Corgill) and OfficeMax Workplace (Todd Miller) personnel:

- Student Affairs (Chelsea Payne)
- Housing (Rob McKinnell)
- Human Sciences (Sidney James & Sam Allbrook)
- Payroll & Employee Benefits (Teresa Coker)
- International Programs (Jennifer Mason)
- Career Center (Meaghan Weir)
- Office of Diversity (ODMA) (Sue Fuller)
- Learning Communities (Valerie Bagley)
- Enrollment Services (Angie Lane & Michael Mardis)
- AU Bookstore (Kathryn Harmon & Clint McInnis)
- Center for Governmental Services (Julia Heflin)
- COSAM (Glennelle Lindsay)
- OCM – Creative Services (Camille Barkely, Al Eiland, Pam Kirby)
- Camp War Eagle (Mark Armstrong)
Financial Reporting (Amy Douglas, Michelle Hancock)
Human Resources (Patrick Deery)
Alabama Technology Network (Mitch Emmons)
Mail Services (Whit Allen)
Recruiting (Lynn Walker)
Office of Professional & Cont Ed (John Freeze)
Cash Management (LaRue Godfrey)
Donor Relations (Christina McMullen)
Learning Resource Center (Altamese Stroud-Hill, Robin Mooty)
Campus Recreation
Human Resources (Kelli Henderson)
Pharmacy (Multiple)
Alumni Relations (Michael Tullier)
Nursing (Linda Watkins)

The following questions were asked to determine user print needs:

1. What type of print jobs have you previously taken to Copy Cat?
2. What are problems you have experienced with Copy Cat? What about these problems could be improved?
3. Overall, do you approve of the final product?
4. Will you need graphic design services or will jobs come to OfficeMax ready to print?
5. What is an acceptable turnaround time?
6. What design software do you currently use (PDF, InDesign, Illustrator, MS Word)?
7. Will you prefer a hard proof, or will a PDF proof be sufficient?
8. Has there been any problem with communication with the previous Copy Cat?
9. How split has your printing been between Copy Cat and other local, off campus vendors?

Findings
PPS and OfficeMax compiled and reviewed the responses from the interviews (see attached report). Common print needs identified from the users included:

- Ability to order stationary and envelopes
- Improved communication over Copy Cat including follow up during job production
- Quick turnaround time
- Ability to provide design services

Following review of the user needs OfficeMax Workplace determined they
could meet the print needs of AU departments. Auburn felt assured in this
determination as we have an existing positive relationship with OfficeMax
for office supplies and OfficeMax Workplace developed a successful on-
demand print process for our ACES division. The CopyCat Power Users
Summary is available upon request.

**How did you use findings for improvement?**
In March 2013, based on review of Power User needs and determination of
ability by OfficeMax Workplace to meet those needs, Auburn University
implemented a campus wide contract with OfficeMax Workplace.

**Additional Comments**
PPS will conduct a follow up survey of the Power Users interviewed to
determine their satisfaction with the print services provided by OfficeMax
Workplace.
Expected Outcome 2: Purchasing Card Training

Campus Purchasing Card end users will be effectively trained in Purchasing Card policies and procedures as evidenced by an 80% post-training test pass rate.

**Assessment Method 1: Purchasing Card Test**

**Assessment Method Description**

Purchasing Card applicants are provided with a link to on-line training provided by the Purchasing Card Program Administrator that must be completed and post-training test that must be passed prior to receipt of the card. (See attached Test) Test was developed to assess effectiveness of the training. Program Administrator reviews test results for pass/fail status with a “fail” considered missing 3 or more questions.

When you have completed the video training you will need to complete the test. You can scan and e-mail to the AU Program Administrator at griggdd@auburn.edu or mail to 311 Ingram Hall. You will be notified of any incorrect answers. Once you have 100% accuracy you will be instructed on how to obtain your Purchasing Card.

**PURCHASING CARD PROGRAM TEST**

**True/False**

1. The departmental vehicle can be serviced and charged to my card. True or False

2. I have to reflect the FOAP on each receipt. True or False

3. I can charge airfare for an employee or student on the Purchasing Card. True or False

4. I don’t have to submit an itemized invoice/receipt for each purchase. True or False

5. The purchases made with my card are tax exempt. True or False

6. I can charge guest meals with the Purchasing Card. True or False

7. I can have transactions split to stay under the $2,500 capital item threshold or the $7,500 State Bid Law. True or False

8. It is my responsibility to make sure all purchases made with my card are in compliance with Auburn University financial policies. True or False
9. I can loan my card to a co-worker to make charges. True or False
10. I can charge airfare for a guest on my Purchasing Card. True or False
11. I can charge our maintenance or service agreement for a copier to the Purchasing Card. True or False
12. I am responsible for obtaining an original itemized receipt for my purchase. True or False
13. We need to rent tables and chairs for a business function we are having – that can be charged to the Purchasing Card. True or False
14. The reconciler/administrator for my department has a deadline to submit the Reconciliation form and receipts for all Purchasing Card charges for my department. True or False
15. If a vendor charges me tax I don’t say anything. True or False
16. My Purchasing Card is lost or the number is compromised so I need to contact the AU program Administrator. True or False
17. If there is a charge on my statement that I did not make I do not need to do anything. True or False
18. When I leave the University I need to turn my card into the approving official in my department and it needs to be cut in half and attached to the Purchasing Card Maintenance form and sent to the AU Program Administrator. True or False
19. I can purchase items from any vendor even if they are on contract with another vendor and will not be required to supply additional information. True or False

Multiple Choice

1. What is the dollar limit per transaction that will not require a requisition be processed?
   a) $7,500
   b) $5,000
   c) $2,500
   d) $1,000

2. What should I do with receipts after I make a purchase?
   a) put in file
   b) turn in to the approving official for my department
c) list FOAP on receipt
d) both B & C

3. If I purchase fuel for a state car what additional information is needed?
   a) travel destination listed on receipt
   b) mileage from odometer
   c) state tag number listed on receipt
   d) list of people traveling

4. Why would charges on your card be declined?
   a) over monthly limit
   b) MCC code blocked
   c) over single transaction limit
   d) all of the above

5. Is there anyone on Campus that I can contact if I have any problems with my Purchasing Card?
   a) yes – AU Program Administrator in PPS
   b) yes – departmental approving official
   c) no – you are on your own
   d) yes – your supervisor

Findings
330 purchasing card applicants were tested in fiscal year 2013. The finding noted that 325 passed resulting in a 98% pass rate which meets/exceeds the desired outcome.

How did you use findings for improvement?
Based on the finding, training found to be effective.

Additional Comments
No need to make changes to the training program at this time. If failure rate increases, training will be reevaluated.
Expected Outcome 3: eTravel Voucher System

PPS will gain insight into eTravel Voucher rejections from monthly statistical data to determine if system modifications can be developed to reduce the reject rate

Assessment Method 1: Analysis of Statistical Data

Assessment Method Description
In March 2013, PPS began receiving statistical data related to eTravel Vouchers processed through Banner SSB. The 1st report in March provided data going back to the beginning of the fiscal year, 10/1/12, and going forward the report is provided on a monthly basis. In reviewing the monthly reports PPS was alarmed by the high reject rate noted for eTravel vouchers (see attached for analysis of reject rates for fiscal year 2013, 1st tab on spreadsheet). PPS requested and received the reasons noted by the PPS auditor for the rejects (see attached for listing of reasons for reject, 2nd tab on spreadsheet). The reasons for rejects were analyzed and grouped to determine the highest percentage of reason for reject. The eTravel Reject Rate (individual data) is available upon request.

Findings
In reviewing the reasons for reject, it was noted that the following represented 21% of the eTravel rejects:

- Failure to attach Conference/Meeting agendas
- Failure to attach RAT 50 Form (Request for Authority for International Travel)
- Failure to attach copies of credit card statements for airline ticket purchases

How did you use findings for improvement?
PPS staff met with IT staff to determine if modifications could be made to the eTravel system to alleviate the high rate of returned vouchers for failure to attach the documents noted above. The system was modified in August 2013 to allow for attachments of documents mid-process without the need to reject the voucher. PPS audit staff (Bonnie Sumlin, Charleen Thomas, Vicky Smith, Wendy Sheen, and Jennifer Lashley) were trained on the appropriate use of the system modifications through a staff meeting conducted by Debby Miller and the attached eTravel Voucher Enhancements user guide was provided. The system enhancements were communicated to all eTravel Voucher users via e-mail communication, see attached.

eTravel Voucher Enhancements
August 2013

1. Upload documents to the electronic voucher after it is queued for approval: This feature will allow the PPS Manager or Auditor to enable the eTravel
Voucher for additional document uploads by the Preparer or Traveler after the voucher has been queued for approval. Note that the PPS Manager and Auditor will also have the ability to upload and/or delete a document once the eVoucher is enabled for upload...the Traveler/Preparer can upload only, not delete. For now, PPS will limit use of this feature to uploads of the following documents, though it is at the discretion of the Auditor to use this feature as needed:

- Conference/Meeting agendas
- RAT 50 Forms
- Copies of credit card statements for airline ticket purchases

Based on reviews of eTravel rejects to date, use of this feature with the documents listed above will reduce 21% of the eTravel rejects (Returns for Revision).

Steps for enabling the voucher for additional uploads:

a) Click the ‘Enable Upload’ button on the voucher
b) Utilize the Conversation option (described in #2 below) to request the document the Traveler/Preparer needs to upload. The following e-mail will be sent prompting the upload:

   You are being notified of a conversation update for eTravel Voucher T0009503, traveler Terry Hanson. You can view the text of the conversation in the eTravel Voucher System. If an answer to this conversation is needed please use the conversation option with the eTravel Voucher System.

c) Once the document is uploaded, PPS Manager/Auditor making the request will be notified via e-mail to review and finalize audit of the voucher.
d) Following successful document upload, PPS Manager/Auditor should ‘Disable Upload’ on the eVoucher. If this step is missed the upload ability is automatically removed once PPS Auditor approves the voucher for payment.

2. **Conversation Mode:** This feature allows conversation between PPS and the eVoucher preparer, traveler, and/or approver without the need to reject the voucher. Provides a way to capture all “conversation” related to the voucher within the voucher. This feature will be used in conjunction with Document Upload enhancement described above. The list of participants available for conversation is built based on who has been associated with the voucher to that point in the process...the list will grow as the voucher moves through the approval process. Allows notification of selected people associated with the voucher without the need to send the question/comment to all in the approval path. Note e-mail text above in 1.b that will be sent when a conversation is initiated.

3. **Remove auto filling of approver’s comments:** This feature will remove auto filling of approver’s comments when a voucher is Returned for Revision and routes back through the approval process. Removes previous rejected comments to avoid confusion.

4. **Add Traveler’s name to the e-mail sent to approvers:** This feature will add the Traveler’s name to the e-mail sent to approvers. See sample e-mail text below:
This email is to inform you that eTravel Voucher T0009503, traveler Terry Hanson, has been added to the Finance Approval Queue and is awaiting your review.

Please verify that the documentation matches the data entered for this voucher. Also please verify that the correct dollar amount is entered for each funding line before approving for payment.

MM 07/29/13

Additional Comments
Reject rate is shown to have decreased for the month of September 2013 (see attached, 1st tab on spreadsheet) following system modifications. PPS will continue to monitor reject rates and if rates increase, will implement additional training.