

# Solution Source

## NEWSLETTER

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## FEBRUARY 2015

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### NEW

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## PAYROLL

#### Semi-Monthly Salaried Employees February Pay Date

- Employees who are paid semi-monthly at all UNT System institutions will be paid on **Tuesday, February 17, 2015.**

February 15, 2015, is on a Sunday and under normal circumstances, the first working day after a weekend is a pay day. President's Day, which is a Federal Reserve (banking) holiday, is Monday, February 16, 2015. Therefore, the state-mandated pay date is **Tuesday, February 17, 2015.**

Should you have any questions please contact the UNT System Business Service Center at 940.369.5500/Toll-Free 855.868.4357.

### PROCUREMENT SERVICES

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#### New and Improved User Interface Launched for Travelers Using Concur CTP

- Concur Technologies recently launched a new user interface (UI), or **look and feel**, for the online booking tool. Customers will find that the tool is now smoother and more user-friendly. The enhancements include additional help menus and prompts throughout the booking process. These cosmetic changes do not impact the overall functionality. Your customized Concur site will keep all of its existing policies, thresholds, and any system settings you currently have configured.

#### Reduction in CTP Service Fees and Software Upgrade Notification

- Our online booking fees associated with our travel partners, Corporate Travel Planners (CTP), have been **reduced effective February 1**. All online bookings are now \$6.50 per airline reservation (previously \$7.50), while car rentals and lodging reservations arranged separately from airfare will incur a \$5 fee (previously \$7.50). In addition, all full-service fees will be reduced by 10 percent. For a full list of CTP pricing, see the **[BSC website](#)**.

CTP recently notified us that the online booking system will be **offline all day Thursday, Feb. 5, through noon on Friday, Feb. 6** for software upgrades. During that time, you may still contact CTP at 877.727.5188 for full-service assistance. During the scheduled outage, customers will be charged at the online rate of \$6.50 per airline transaction and \$5 for car rentals and/or lodging reservations made separate from airline reservations.

With the change in the booking software, we will be required to make a change to our online ticketing approval process. We will notify you of the changes once they are finalized with our travel partners.

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### **BUSINESS SERVICE CENTER** **UNT SYSTEM** *Shared Services. Shared Success.*



The UNT Health Science Center is located on 33 acres in the heart of Fort Worth's Cultural District and is committed to training high-quality health professionals.



UNT Dallas is the only public university within the borders of the City of Dallas, located on acreage south of the Trinity.

### **REMINDERS** **PAYROLL**

#### **IRS Form W-2 for 2014 Now Available**

- Employees at University of North Texas, UNT Health Science Center, UNT Dallas, UNT Dallas College of Law and UNT System Administration, can access their W-2 Forms through MyUNT/MyUNTDallas/MyHSC/MyLaw. Employees who opted to receive paper W-2 forms will receive the form at their home address. Forms were mailed by **Monday, Feb. 2, 2015.**

Should you have any questions please contact the UNT System Business Service Center at 940.369.5500/Toll-Free 855.868.4357.

### **PROCUREMENT SERVICES**

#### **A Closer Look at the Pcard Review Process**

- This month, the Pcard team would like to offer an inside glimpse into their review process, and answer some of your frequently asked questions.

**WHO GETS REVIEWED?** All Cardholders.

**WHAT GETS REVIEWED?** Full Monthly Reviews and our Transaction Reviews.

**WHERE DO WE REVIEW?** Via email at the Business Service Center or in your department.

**WHEN DO WE REVIEW?** Our current guideline states we will perform routine reviews of selected transactions and Pcard accounts throughout the year.

**WHY DO WE REVIEW?** We review to maintain the integrity of our System, and specifically:

- To ensure compliance of the Pcard Guidelines.
- To mitigate risk to the University associated with possible fraud, misuse, or neglect.
- To prepare departments for future internal and external audits.

**HOW DO WE REVIEW?** All review requests are sent electronically. The Cardholder, Reconciler, and Approver are notified.

#### **Frequently Asked Questions (FAQ)**

**1. Why am I getting reviewed?** The reason for your review may include but are not limited to one or more of the following red flags:

- High number of transactions during billing cycle
- High total spend during billing cycle
- Possibility of split transactions (same vendor transactions within same date and time)
- Purchase of a restricted Item such as a computer or chemicals
- Purchase from a restricted vendor or MCC code such as a liquor store
- Potential personal purchase
- Program non-compliance in GCMS Reporting Tool

#### **2. How long do I have to keep my documents?**

All Pcard documentation must be retained for the current fiscal year plus five additional years. It is the departments' responsibility to retain the documents once a cardholder leaves or transfers. Electronic storage is recommended.

We are here to help! Please feel free to contact us at either 940.369.5500/Toll-Free 855.868.4357, or email us at [pcard@untsystem.edu](mailto:pcard@untsystem.edu).

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Located in Denton, UNT is one of Texas' largest universities with more than 36,000 students enrolled.



The UNT System serves the North Texas area, boosting economic activity in the region by nearly \$2 billion annually, and houses the UNT Dallas College of Law.

## CLIENT SERVICES

**Customer Corner:** The following represent some of the most common questions being asked of the BSC Client Services team this month.

### 1. Where can I find the ePar deadlines?

- **Answer:** Visit [https://bsc.untsystem.edu/payroll\\_deadlines](https://bsc.untsystem.edu/payroll_deadlines).

### 2. Where can I find the Time & Labor deadlines?

- **Answer:** Visit [https://bsc.untsystem.edu/payroll\\_deadlines](https://bsc.untsystem.edu/payroll_deadlines).

### 3. How do you add an end date to additional pay using ePAR?

- **Answer:** Use an effective date in the ePAR that is the same as or prior to the end date you are adding to the additional pay item. Remember, if the additional pay item goes through the end of the month, the end dates should be the last day of that month.

### 4. How do I correct or change a termination date?

- **Answer:** The department should send an email to [hrrecords@untsystem.edu](mailto:hrrecords@untsystem.edu) and indicate the employee name, employee ID number, ePAR number, record number and include a reason for the correction.

### 5. Where do I find months of service?

- **Answer:** In the Time and Labor WorkCenter, go to the Navigation Links tab and then Job Data under the Time and Labor Processing heading:
  - Enter the employee ID number in the proper field and click the search button.
  - Open the most current active record.
  - Click on "Employment Data" near the bottom of the page.
  - Service time is listed under the Years/Months/Days on the same line as the "Benefits Service Date" in the middle of the screen.

### 6. Why can't I add an end date to an additional pay item?

- **Answer:** You should always be able to add an end date to an additional pay item; in fact, some additional pay items require an end date. If you are not able to enter an end date, please check the effective date at the top of the page to make sure that it is earlier than the end date you are trying to enter.

Do you have a question you would like answered? Let us know! Email your questions to [lacy.fenn@untsystem.edu](mailto:lacy.fenn@untsystem.edu), and we will feature your name and answer your question in the next issue of the Solution Source newsletter.



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The Business Service Center is located in the heart of Denton off of Dallas Drive.



Several members of the Business Service Center's Purchasing Team.



The Business Service Center PCard team members.

## CLIENT SERVICES

(Continued)

### GETTING TO KNOW YOUR CLIENT SERVICES AGENTS

- Each month we will introduce you to different members of our teams, beginning with the **Client Services Team**.

#### DeeAnna Oliveira, Client Services Agent



##### 1. Where did you go to college?

I am a proud graduate of Texas Woman's University, with a Bachelor of Arts in English.

##### 2. How long have you worked in the Call Center?

I have been working in the Call Center since November of 2014.

##### 3. What is your past job experience?

I have been with the UNT System for 3 years. My prior experience was in the Office of Research and Economic Development. I started out there as an Administrative Coordinator for the Research Development team, and then moved to a Post-Award Grant Administrator for Research Services.

##### 4. What do you enjoy most about being in the Call Center?

I adore my co-workers! They make any dull day brighter, I assure you! I also truly enjoy being able to help employees and customers who call in with questions and concerns.

##### 5. Is there anything you would like our customers to know?

I hope they know how much we truly desire to assist them! Their calls and concerns are incredibly important to us and we appreciate that they have taken time out of their day to call and get answers to their questions.

##### 6. Tell everyone one fun fact about you!

I was born on Valentine's Day. In a blizzard. ☺

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# February 2015

## BUSINESS PROCESS TRAINING CALENDAR

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1 February is Heart Awareness Month	2  Groundhog Day	3	4	5	6 National Wear Red Day	7
8	9	10	11	12	13	14 Valentine's Day 
15	16  President's Day	17	18 Ash Wednesday	19  Chinese New Year	20	21
22	23 HSC, EAD703 9:30 to 11:30 a.m. <b>Purchasing and Travel (AO15PT)</b>	24	25	26	27	28
1	2	3	4	5	6	7

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