

# Solution Source

## NEWSLETTER

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### NOVEMBER 2014

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### NEWS AND NOTES

#### UNTHSC Partners Meeting

- Please Save the Date for the BSC UNTHSC Partners Meeting. The meeting is scheduled from 9 to 10 a.m., Thursday, Nov. 13, at the UNT Health Science Center, Room, RES 114.

### PROCUREMENT SERVICES

#### PCard Refresher Course

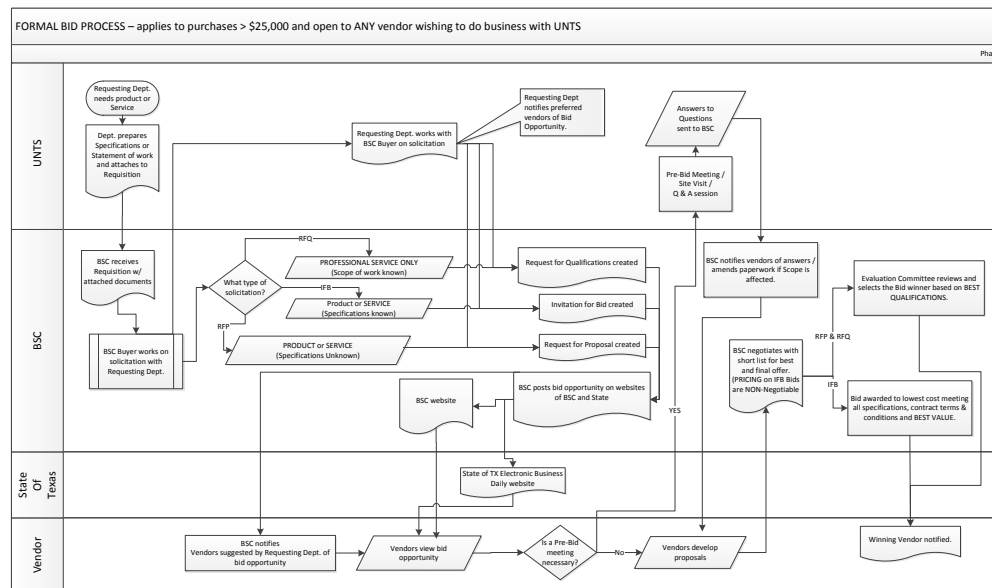
- Thank you to our customers who have already taken the PCard refresher course. For those customers still needing to take the course, visit <https://learn.unt.edu/>, log on with your EUID and password, and under BSC Purchasing, Travel and Payments, select FY15 PCard Refresher. The Pcard refresher is available through **November 17, 2014**, and takes approximately 10 to 15 minutes to complete.

#### Monthly PCard Best Practice

- Create a folder on your desktop to hold electronic copies of receipts for the month. After you have completed that month's allocation and approval process, save the folder to a convenient place according to the month/year.

#### Understanding the Formal Bidding Process

- The flow chart below was designed to help customers understand the formal bidding process. **A printer friendly version is also attached for your convenience.**



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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.

### **PROCUREMENT SERVICES**

#### **Purchasing Team Honored**

- The Business Service Center Purchasing team was recognized as the "Affiliate of the Year" at the recent University of Texas Supply Chain Alliance conference in Houston. The alliance was created to expand the use of joint purchasing and explore new opportunities to leverage the collective size and strength of the UT System institutions through cooperative purchasing. The team was honored for embracing the Supply Chain vision and mission and for utilizing the preferred suppliers. The UNT System is one of eight Alliance Affiliate members. Congratulations!



**Winners.** Members of the Business Service Center Purchasing team from left to right: Carolyn Cross, Tina Koenig, Barry Sullenberger, Danna Pierce, Debbie Reynolds, Jamie Cogdell, Janell Tepera, Elaine Robbins, Craig Carter and Ginny Brummett. Other buyers not pictured include Pilar Bradfield, Angie Byrne and Xavier Velarde.

### **PAYROLL**

#### **Percent of Period Calculation Approved for Partial Month Payment**

- The Business Service Center Shared Service Council comprised of the Chancellor and Presidents within the UNT System as well as the Shared Services Operation Committee that includes campus Chief Financial Officers, Chief Academic Officers and System Vice Chancellors, approved using the Percent of Period Calculation method for partial month payments effective October 1, 2014. This method uses the employees equivalent hourly rate of pay for the particular month of the partial payment. **Example:** If an employee had a November 10 start date, their rate of pay would be calculated by using their annual salary divided by 12, divided by the number of working hours in the month of November (160). This decision repeals the previous "2080" rule.

#### **Mandatory Direct Deposit for All UNT System Employees**

- By now you should have received information regarding the new mandate requiring all employees in the UNT System to elect for their payroll checks to be direct-deposited into a bank account. Employees who do not elect direct deposit will receive a pay card that their pay will be loaded on each pay date. The pay card is similar to a prepaid debit card. Should you wish to choose direct deposit, please visit our Business Service Center Payroll Website at <http://bsc.untsystem.edu/payroll-resources>. This page will provide step-by-step instructions on how to sign up for direct deposit. The pay card program is scheduled to begin in **January 2015**.

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### **BUSINESS SERVICE CENTER**

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### **UNT SYSTEM**

*Shared Services. Shared Success.*



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. I am having trouble entering time for a new employee. I can see the timesheet but the fields to enter the time are not there. What do I need to do?**

• **Answer:** Check the start date of your new employee. If your employee started in the middle of a week (meaning the start date is not a Sunday) you will need to enter time using the "View by Day" mode for that first week. The system considers a week to be Sunday through Saturday. If your employee started on Monday or Wednesday and you are trying to enter time using the "View by Week" mode, the system will not recognize that employee because they were not listed as employees the first day of that week (Sunday).

**2. We have a new employee and they are not showing in my list of employees. What do I need to do?**

• **Answer:** Check the hiring ePAR to make sure all approvals have been completed. If the ePAR is still waiting for an approval, there will not be a job for the employee in the database. You will need to wait until the ePAR has been finalized.

**3. How do I use BSC Knowledge Base?**

• **Answer:** The BSC Knowledge Base is a compilation of frequently asked questions regarding Payroll, Time and Labor, Purchasing, Travel and Payments. To access the BSC Knowledge Base from our website (<http://bsc.untsystem.edu/>), click on "Ask the BSC" icon. This will take you to a page that will provide the username and password required to access Knowledge Base.

**4. Where can I go to see leave balances for my entire department?**

• **Answer:** Main Menu > Manager Self Service > Time Management > Time and Labor WorkCenter. Click on the Reports/Queries tab and under Reports click on Leave Balances by Dpt. You will need to enter your Run Control ID (or create one) and then your Base Dept ID number.

### **Getting to Know Your Client Services Agents**

#### **TAWANA LASTER, CLIENT SERVICES AGENT**



**1. How long have you worked in the Call Center?**

Since June 2011 when the BSC was established.

**2. What is your past job experience?**

I started at the University of North Texas in March of 2006 as an Administrative Assistant for Purchasing and Payment Services, where I worked for 4.5 years.

**3. What do you enjoy most about being in the Call Center?**

I love to interact with the different customers on all of the campuses. I enjoy getting to know them and putting a face with a name and voice.

**4. Is there anything you would like our customers to know?**

Never hesitate to pick up the phone to call us. We appreciate all the calls we receive from our customers, if it's once a day or four times a day. 😊

**5. Tell everyone one fun fact about you!**

I am a true Redskins Fan and I am not ashamed of it. GO SKINS!!!

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# November 2014

## TRAINING CALENDAR

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
26 	27	28	29 	30	31	1 
2	3	4	5 UNT, BSC, 4202A 9 to 10:30 a.m. <b>ePAR Training AO15EP</b>	6	7	8
9	10 HSC, EAD-291 10 to 11:30 a.m. <b>ePAR AO15EP</b>	11 HSC, EAD-719 10 to 11:30 a.m. <b>Time and Labor AO15TL</b>	12 UNT, BSC, 4202A 9 to 10:30 a.m.	13	14	15
16	17	18	19	20 UNT, BSC, 4202A 9 to 10:30 a.m. <b>Purchasing AO15PC</b>	21	22
23 	24	25 	26 	27 Thanksgiving! <b>All Campuses Closed</b>	28 Thanksgiving Break	29 

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