

+Identify Current Hot Issues

(December 9, 2004 meeting)

Issue (forwarded to ERP Team)	Action
<p>General Ledger issues –</p> <p>a) "When printing journals for Research accounts the section of the journal reading Department ID # does not show the actual department that the Grant comes from. It instead shows a replication of the research grant. This makes it difficult to determine which grant is actually connected to which department. In other words it would be nice to see, for example, that RES420808 actually is a grant from our Community Dentistry Department or OPR892513. There is a space to put this Department ID # but it is not being used."</p> <p>b) When I edit a journal, why can't I change the source? This would be helpful—especially since changing the source to XBL eliminates the need for Grants Accounting to approve the journal.</p> <p>c) It is often difficult to download the Excel files. Once downloaded, they can be a challenge to locate.</p>	<p>a) This is intentional. It was a design issue implemented to eliminate the need to setup a new project and transfer all of the charges when a project switched from one department to another. The department information is no longer kept in the ledger, but can be found on a grants table in Peoplesoft.</p> <p>b) This is the way the journal process is delivered from Peoplesoft. Users have the chance to change the source before editing the journal.</p> <p>c) Need clarification. What Excel files are being downloaded? If we are talking about a query, the user is prompted for a file location and file name when saving.</p>
<p>E-procurement issues --</p> <p>a) It would be very helpful to be able to print out a PO with all the details of the order, final price, due date, vendor information, etc.</p> <p>b) What is the process to be followed in a situation when a staff member leaves a department or the University when an order is in "process". It is our understanding that the "requester" needs to do the receiving. How is the receiving done in this instance? It doesn't appear that anyone other than the requester can complete the receiving process. Is receiving based on the line item? Or the invoice?</p> <p>c) What is the process to handle a blanket purchase order when you may have to increase the dollar amount or extend the time period and the initial information is already in the system and has been approved & budget checked?</p> <p>d) Payment for blanket PO invoices seems to take a very long time. Is there any reason for this delay?</p> <p>e) Recently I have had a problem entering requisitions. I am able to enter the information but when I go to save the requisition the system flashes "Processing" and never returns a saved requisition number. It literally "hangs" and I cannot log out of PeopleSoft. This is a recent problem that occurred the week of 12/13/04. I have had no problems prior to this time and I have been using the system since July. I have not installed any new software to my system. I have reported this problem to the ERP Team through the E-procurement rep. I understand that others are having this problem as well.</p>	<p>a) This is by design. End users do not have the authority to process purchase orders.</p> <p>b) If a staff member leaves a department or the University, their supervisor should notify ERPSecurity to change the approvals and lock them out of the system. Also, contact ERPPPO to move those requisitions in the "process" to someone else's worklist. Keep in mind that receiving is only done on line items of \$5000 or more. The approver for the departed staff member should be able to receive after ERPSecurity changes are complete.</p> <p>c) The requestor should create another requisition if they want to increase a blanket order. This way it will go through the workflow approval process. The buyer will then do a change order to the existing PO and cancel the req. The requestor will reference original blanket order number on new requisition.</p> <p>d) Payments to vendors follow the University's standard terms, which are generally net 30 (30 days from invoice).</p> <p>e) Cases such as this are handled on an individual basis. We are not aware of any new/recent occurrences. Please email ERPTeam if this type of problem is encountered.</p>
<p>Report issues –</p> <p>a) It is very irritating to be returned to the initial screen after you view every report. There should be a way to print out/view more than one report from the same department</p>	<p>a) I am assuming this is in reference to the Online Report Distribution System. If so, this is related to an Adobe Acrobat setting. Please see the following URL:</p>

<p>without having to enter the speedtype again.</p> <p>b) Transactions resulting from use of a PCD (P-card) – It would be helpful to know whose Pcard was used for the charge (ie., PCD-TME, where TME is the person assigned to the card) or put the “vendor” in the Vendor column. It would also be helpful to have better information in the description field. Since Pcards are now used heavily, people from other areas use their Pcards to charge various accounts and it's difficult to know who and why charges are being made to the various speedtypes (example – Plant Services charges items on their Pcards for items relating to vehicles then uses dept speedtypes to charge. No documentation is provided to departments so it takes significant time to track down what took place & why).</p> <p>c) Is there a monthly operating expense report available which gives the total amount booked to each account? Currently the reports list totals for category only on the summary (front page).</p> <p>d) Corporate Express orders – at Dec. ERP user liaison meeting, ERP team informed us that Corporate Express is no longer using E-Way order # (as we used to see on monthly expense statements) but is now using a warehouse assigned order which appears on the packing slips. We were advised to keep packing slips to reconcile. However, this does not work. Neither the order # on the packing slip or the E-Way order # is the # that shows up on the expense statements. When will this be fixed and how are we supposed to reconcile in the mean time?</p>	<p>http://www.cwru.edu/finadmin/controller/acrobat_setup.htm</p> <p>b) For security reasons, card information is not fed into Peoplesoft. The vendor for P-Card transactions is the bank, so this would not be of any help. The description field comes from the vendor, so it is only as descriptive as the vendor chooses to be.</p> <p>c) There are two queries that have been written for funded projects: CWQ_PROJECT_ACCT_SUMMARY (funded portion) and CWQ_PROJECT_CS_ACCT_SUMMARY (cost share portion) that will give you this information. They have not been requested for other fund types.</p> <p>d) The number listed under Order #, next to the Order Date at the very top of the packing list is the number that follows the words “Corporate Express” on the expense statement.</p>
<p>Accounts Payable issues –</p> <p>a) It would be helpful to have the travel expense form on the Controller’s Office web page as an Excel document. The mileage allowance should compute automatically based on the current mileage reimbursement rate.</p> <p>b) There are also a mix of old forms and new forms for the travel expense statements on various areas. It would be helpful if they were all the same, that they computed automatically based on the current mileage reimbursement rate and that they could be edited on-line. (see the PS version http://www.cwru.edu/finadmin/controller/pdf/travexp.pdf , http://www.cwru.edu/finadmin/security/travel/travexp.pdf)</p> <p>c) Regarding check requests, the submitter needs to enter the same information over and over when requesting a check. It would be so much better if the user’s information would be populated when he/she logs on. (Could this information come up as a default for the person who is logging on?)</p>	<p>a) A new form is under development/review.</p> <p>b) This form is housed on the Controller’s Office web site. Other sites should be pointing to this form, but if other areas are copying the form to their own site instead of pointing to the form on the Controller’s Office site, this is beyond our control. Please contact the individual area for clarification.</p> <p>c) A ‘copy’ function is on our current task plan and will allow a user to copy certain fields from one check request to the next to ease data entry. Estimated completion date is early February.</p>
<p>General:</p> <p>a) Why did you move the SpeedType lookup?</p>	<p>a) The SpeedType lookup that was on the web was confusing many end-users. This was a conversion document from July 1 and was not updated for the current fiscal year. A more up-to-date conversion report exists and should be used in place of this lookup function. The report is called the FMS Vendor Cross Reference Report. It can be run on demand and includes up-to-date</p>

<p>b) When running queries, the save button doesn't always work.</p>	<p>conversions from FMS to PeopleSoft. This will be phased out after January 1, since the FMS system will no longer be used.</p> <p>b) Query Viewer does not have a save button. Can you explain further?</p>
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