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IMPACT23

Faculty & Staff Town Hall

October 31, 2023

Agenda

This Town Hall is recorded and will be posted to the Impact23 website under News & Events (Recorded Events).

TOPIC	PRESENTER
Welcome & Agenda	Asirra Suguitan & Gerry Bomotti
Kuali Update	Charles E. Greer, Jr.
Oracle Budget	Kristina Breckenridge
Stabilization Updates	Bobbi McCracken
Engagement Opportunities	Laura Virgil
Question & Answer	Josh Hoerger

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Kuali Sponsored Programs

Charles E. Greer, Jr.
*AVC for Research Administration
and Compliance/RED*

Kuali Sponsored Programs (S2S)

Deploys in two phases:

- **PHASE 1**: Kuali SP launched on July 5th, with the exception of the System to System (S2S) submission for federal proposals via Grants.gov.

- **PHASE 2:** Launch of the Kuali System to System (S2S) feature, ***originally scheduled for implementation in the Fall of 2023 will be re-evaluated in the new year***. For S2S submissions, the campus will continue to use Cayuse. This approach will provide the campus with additional time for the stabilization of other Kuali modules and familiarization with the S2S functionality in the Kuali SP sandbox environment before it is deployed.

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Oracle Budget Updates

Kristina Breckenridge
Project Policy Analyst

Oracle Budget Updates

- Oracle Budget reports have recently been updated and refreshed based on feedback from Financial Analysts in departments and we will continue to make updates as the need arises.

- UCR is launching the Budget Distribution Page in UC Path to streamline the management of permanently budgeted positions and as a position management tool
  - *We will have virtual training (UCLC/LMS), host live workshops, and provide a guide(s) for Department Analysts this November*

- Intercampus Transfer of Funds (ITF) Process has changed significantly with the new COA
  - *Budget Office is now managing the ITF Process and Financial Analysts can review the FP&A website for detailed information*
  - *Plan ahead to ensure the timeliness of monthly inter-campus transfers of non-contract & grant funds*

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Stabilization Update

Bobbi McCracken

AVC and Controller (retiring)

Business & Financial Services

Impact23 Key Changes
What Changed on 7/1 and after?

- UCR adopted UC's new **Common Chart of Accounts**
  - *Change from 4 required segments plus 2 optional to 9 required segments*
  - *New UC monthly transmission and reporting requirements*

- **Oracle Cloud Financials (OCF)** deployed for Procurement/Accounts Payable/Supplier Management (Procure-to-Pay), General Ledger/Fixed Assets/Cash Management (Record to Report), Project Portfolio Management (PPM) for Contracts, Grants, and Capital Projects
  - *Replaced eBuy, UCRFS/PeopleSoft, Vendor Request System, eAward*
  - *Workflow approvals implemented and Post Audit Notifications eliminated*
  - *Data conversion required from former systems*
  - *New integrations with banks, invoice processing, Concur, ePay, Kuali, Oracle Budget & COA Management*
  - *New validation business rules*
  - *New Financial Reports and Notifications*
  - *New Enterprise Access Control System roles and access provisioning*
  - *Off-site check printing*

Impact23 Key Changes
What Changed on 7/1 and after?

- **Oracle Budget** deployed
  - *Change from a transactional system in GL to an annual budget planning tool*
  - *Replacement budget (vs incremental)*
  - *New Integrations from PPM and to/from GL*
  - *Data conversion required*
  - *New reports*

- **Kuali Sponsored Programs implemented**
  - *Replaced eCAF and COEUS*
  - *New Integration with Oracle PPM*
  - *Data conversion required*

- **Oracle COA Management** deployed to maintain UCR's new Chart of the Accounts
  - *Replaced Golden Tree Modification System and eForm manual requests*
  - *New Integration with OCF and Oracle Budget*

Impact23 Boundary Systems
What Changed on 7/1 and after?

- **UCPath (UC Payroll)**
  - *Reconfigured for new COA, budget checking, project vs fund focused business rules*
  - *One-time restrictions on impacting costs recorded prior to new COA*
  - *Position funding COA conversion required*
  - *New integrations with General Ledger, Looker-Payroll Distribution, and Project Portfolio Management*
- **Banner (Student Information)**
  - *Reconfigured for new COA, budget checking, project vs fund focused business rules*
  - *Detail code COA conversion required*
- **Concur (Travel and Other Reimbursements)**
  - *Functionality expanded to business meetings, entertainment, and other reimbursements*
  - *New integrations with payee database and Accounts Payable*
  - *Reconfigured for new COA, budget checking, and project vs fund focused business rules*
  - *New Enterprise Access Control System (EACS) roles and routing*
- **ePay (Other Payment Requests)**
  - *Reconfigured for new COA, budget checking, and project vs fund focused business rules*
  - *New integrations with supplier/payee database and Accounts Payable*

Impact23 Status
Post Deployment Successes

- **Employee salary/wages paid on-time**
- **Student aid payments were paid on-time**
- **Basic Oracle functionality operational**
- **User access provisioned and available in systems**
- **A variety of reports available on Day One and after**
- **Kuali integration with PPM**
  - *Minor adjustments implemented*
- **PPM integration with Oracle Budget**
  - *Minor adjustments implemented*

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Impact23 Status
Post Deployment Successes

- **Department Feedback Mechanisms**
  - *Faculty Advisory Workgroup*
  - *Office Hours*
  - *Service Tickets (aka Universal Request, UR)*
  - *Impact23 User Group*
  - *Concierge Helpline*

- **Training**
  - *Available via LMS pre-go live*
  - *Live workshops pre-go live*
  - *Integration of feedback into training*
  - *FAQs, Guided Learning, Job Aids*

Impact23 Status
Recently Deployed Systems

- UCPath One-Time Payment Tool (July 2023)

- Concur Guest Traveler Routing (July 2023)

- Looker Data Warehouse (August 2023)

  - *General Ledger data & Payroll Distribution data*

- Financial Web Reports (September 2023)

  - *Financial Transaction Detail Reports & PI Summary Reports*

- Fleet Work Order/Recharge (October 2023)

- VCUA Gift Acceptance-Phase 1 (October 2023)

- Salary Cost Transfer (October 2023)

  - *New for COA & Interim for Transition between FAU to COA*

Impact23 Status
Challenges over the last 120 days

- **Supplier/Payee Management**
  - *Initial process complicated*
  - *Recipients not receiving notifications*
  - *Transparency of status*
  - *Employee payees and employee bank account set-up delayed for some*

- **Procurement**
  - *Ordering templates delayed*
  - *Invalid COA format allowed on POs impacting payment processing*
  - *Invoice Holds pending PO change orders and receiving actions—business process is not the same as eBuy*
  - *Low value PO's created prior to go-live and did not convert*
  - *Transmission of PO's to certain suppliers delayed*

- **Accounts Payable**
  - *Automated validation errors*
  - *Import errors and exceptions from Concur and ePay*
  - *PCard tax errors*

Impact23 Status
Challenges over the last 120 days

- **Configurations**
  - *PO/AP Workflows initially incorrect or auto-rejecting*
  - *Lack of POETAF enforcement resulted in entries that could not integrate with PPM*

- **Data Conversion**
  - *Gaps / Manual Effort*

- **Boundary Systems**
  - *Missing Valid Values*
  - *Delay in the posting of payroll charges*

- **Cloud based software updates**
  - *Impacted processes / bug fixes required more frequent updates*
  - *PPM display issues*

- **Budget**
  - *Carryforward in GL*
  - *Impact of replacement budget on financial reports*
  - *Student Aid transfers*

Impact23 Status
Challenges over the last 120 days

- Refinement of Business Rules

- FY23 Fiscal Closing during implementation of new systems

- Month End Closing

- Kuali Research role provisioning

- Development and Communication of new guidance on business processes in ALL areas

Impact23 Status
Pending Systems

- Campus Work Order/Recharge/Service Provider Systems

  - Live but not feeding charges to GL/PPM
    Facilities, Digital Print, Receiving, Copier, Communications, Multimedia, Mail

  - Web Recharges-Finalizing Development

- Non-Payroll Cost Transfers

- Looker - Banner Accounting Details

- Oracle Budget in Looker

- VCUA automated journals (Phase 2)

- Ledger Reconciliation and Reporting System (LRSS)

- Payroll Certifications-COA

Faculty Update Issued 10/13/2023

Purpose of the communication:

✓ Assure the faculty that pay to employees and student aid payments have not been impacted by Impact23

✓ **Identify major 'in-process' issues that have a significant impact on our faculty with contracts and grants,** and

✓ Provide faculty with a high-level update on the current status and scheduled projection for these issues and their resolution.

Impact23 Financial System Replacement Program Update | Impact23 (ucr.edu)

Now that the campus has passed the 'go-live' stage of new Impact23 systems, including Oracle, Kuali, and phase II of Con an update on the transition's progress. As anticipated in a significant financial system implementation, some transitional iss these issues.

A specific purpose of this communication is to:
1. Identify major 'in-process' issues that have a significant impact for our faculty and those working on contracts and g
2. Provide you with a high-level update on the current status and scheduled projection for these issues and their resol

Along with changes in how the university records and performs transactions, some points referenced below may impact the adapts to new systems, reports, and performance of financial duties. Key issues for faculty awareness:

- **Salary and wages paid to employees have NOT been impacted**: However, payroll-related costs may not be fully activity. *The majority of issues involving the display of benefit costs were corrected on 9/29*. Other salary related po and grants receiving the highest priority. *See the supplemental material attachment for details.*

- **Student Aid payments have not been substantially impacted**: There have been some delays in the set-up of ne Accounts.

- **Pr** an lim

- **Su** oth

Impact23 Faculty Update - Supplemental Material (*as of 10/9/2023*)
1. Kuali Research
   a. It is recognized that the IRB and IACUC protocol modules require an initial investment of time to fully transition to the new automated systems. The initial feedback received by RED from PIs/Researchers who have completed the migration procedure has been positive. The new system has substantially improved timing and administration, while offering more robust, secure, and compliant processes.
   b. Resources (guides, videos, and office hours) including steps to completing this first-time amendment can be found at: https://research.ucr.edu/kuali-research.
   c. **Kuali IACUC Protocols Module (Implemented January 2023)**
      UCR's IACUC Animal Use Protocol (AUP) was a manual hard copy paper-based process prior to the implementation of Kuali IACUC protocols module. These hard copy forms were not migratable to Kuali. PI's/Researchers will need to enter currently approved paper Animal Use Protocol (AUP) in Kuali to initiate an amendment to the AUP**.

      ***PIs/Researchers submitting amendments to add personnel will continue to use the 'Add Personnel Form.' However, once a PI/Researcher migrates their information to Kuali, all subsequent modifications, including amendments to add personnel, will be completed using Kuali. Therefore, the Personnel Add Form will eventually be phased out of the amendment process.*

      When PIs/Researchers request an amendment other than personnel, they must migrate their AUP to Kuali. This is required so that the IACUC committee, can understand how the changes relate to the overall experimental goals. The IACUC committee cannot fulfill their regulatory requirement without previously approved information being included in the amendment submission.

Salary, Wages, and Benefit Update to Faculty Communication

Updated Status	Recording of Payroll Costs
Phase 1: data set distributed to Orgs on 10/13; due date 11/9; posting by 11/30 Phase 2: data set to Orgs the week of 10/30; due date 11/30; posting by 12/31	**Subset of July Payroll Costs redirected to Suspense/Clearing as UCPath does not recognize COA prior to 7/1** • First week of biweekly pay period (6/25-7/1; 7/8 pay period end date)-Phase 1 • All other postings to Suspense (69993) for July-Phase 2 • Proposed corrections distributed to Colleges/Schools/Organizational Units for manual journal processing
July-September payroll related costs posted to the GL and PPM (except for pending corrections)	**Delayed posting of payroll to the general ledger and Project Portfolio Management (PPM)** • October payroll postings *in progress*
SCT Posting by 11/30 No Cost Extensions pending processing	**Payroll costs exceptions (i.e., earnings dates outside of PPM project begin and end dates) cannot post to contracts and grants** • Corrections requested from Departments/Orgs on 10/18 with deployment of salary cost transfer (SCT) tool • Bug fix in SCT to be deployed week of 10/30

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Procurement and Accounts Payable Update to Faculty Communication

Updated Status	Payments to Suppliers
• Hiring of additional temporary AP staff in progress; expected by 11/3 • Development of additional training and guidance on actions required by 11/3 • Improve communication approach to transactors by 11/3 • Continue to encourage use of PCard on low value (under $10K) purchases	**Invoices cannot be paid due to discrepancies between PO, Invoice and Receiving (i.e., 3-way matching "holds", including tax)** • The resolution of this issue is one of the program team's highest priorities • Actions will be required by PO transactors (department and central office) and/or department receivers

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Procurement and Accounts Payable Update to Faculty Communication

Status Update	Reimbursements and Other Payments
Resolve exceptions by 11/1 System edit enhancements implemented Encourage pre-payment of travel related costs	**Concur and ePay integration errors delaying GL posting or payment:** • Incomplete Oracle supplier records for related Concur transactions causing payment delays for a small subset of payees, such as Guest Travelers. • Expenditure item dates for ePay outside of C&G start and end date causing validation errors and delaying payment processing.
Source Data correction from UCPath delayed; projected resolution by 12/31 Encourage use of T&E Card	• For faculty with a primary appointment less than 50% and/or where UCR is not their primary location (e.g., ANR employees working on UCR campus), electronic payments from ePay and Concur were delayed due to a defect identified upstream with UCPath. A workaround for check payments has been in place since late September.
Resolution by 11/30	• PCard transaction distribution posting delays due to sales and use tax.

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Procurement and Accounts Payable Update to Faculty Communication

Status Update	New Supplier and Payee Set Up
Implemented 9/29	• Streamlined Process, removed duplicate information, eliminated questionnaire
On-going	• Remediation for unconverted addresses for current PO-suppliers
Backlog resolved 10/15	• Backlog of requests to invite suppliers/payees to create profile
Reports distributed daily starting 10/15	• Improve transparency into status of supplier/payee set up for departmental use
Exception process implemented	• Request for alternate process for high profile non-PO supplier payees
Completion by 11/15	• Supplier/Payees pending completion of profile initiated prior to streamline process deployed on 9/29. Outreach and webinars in progress.
Planned for 11/30	• Request for alternate process for reimbursement only non-PO supplier payees

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Cost Transfers, Other Contract & Grant Update to Faculty Communication

Status Update	Cost Corrections and Recording of Other Charges
Deployed 10/16	**Salary Cost Transfer Tool Deployment:** • Salary Cost Transfers (SCT) Tool utilizing the new Chart of Accounts (COA), costs since 7/1
Deployed 10/16	• SCT for FAU (i.e., costs prior to 6/30)
In progress; posting by 11/15	• Manual SCTs FAU – Exceptional requests submitted after June cut-off
Planned by 12/1	**Non-Salary Cost Transfers**
Billing began 10/6	**Work Order/Recharge Systems** • Fleet
Live for orders; billing Pending	• Facilities, Digital Print Services, Receiving Services, Multimedia Recharge, Mail, etc.
Deployment Pending	• Web Recharge (i.e., generic work order system). Manual work arounds being considered for billing from C&G impacting service providers (e.g., Vivarium)

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Financial Reporting & PPM Projects Update to Faculty Communication

Status Update	Other Contract and Grant Related
In process; backlog by 11/30	• Payment to External SubAwardees and UC Multi-Campus Awardees
July Billing 10/31 Aug/Sept Billing 11/30 Oct/Nov Billing 12/15	• Automate sponsor billing. (Note: Ad hoc billing with estimates being performed as necessary.)
11/15	• Prime PI Summary reports for contracts and grants: August and September month end on-line reports organized by department instead of by Prime PI.
11/30	• Synchronize full award amount in PPM to Kuali to accurately reflect available funding (note: discrepancy caused by full expended funds that did not convert)
11/30	• Gather cost-sharing data as of 6/30 and enter remaining requirement in PPM
FAU release by 11/3 COA release TDB	• Payroll Certifications

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Engagement Opportunities

Laura Virgil

Change and Communications Manager
Business and Financial Services

Post-Implementation Survey for Staff

This staff-wide survey represents our initial assessment of the ongoing Impact23 system implementation. This transformation has involved a complex financial system and continuous report enhancements. We want to stress that we are still in the early stages of stabilizing these systems, and this survey plays a pivotal role in guiding our ongoing program efforts.

By collecting user feedback, the survey is designed to help us identify and address remaining issues, ultimately improving system performance. Our objective is to maintain a continuous trajectory of progress, successfully resolving challenges and enhancing overall operational efficiency.

Link to Survey»

https://ucriverside.az1.qualtrics.com/jfe/form/SV_8GnsCtkJ3khfMdo

Complete By» Friday, November 17

$25

RAFFLE PRIZE!

November
User Group

Join us for the next Impact23 User Group. This user group provides a space for sharing more detailed decisions and updates regarding the financial system.

Tuesday, November 28, 2023, from 1-2 pm.

Link to Join» https://ucr.zoom.us/j/92185220672

Question & Answer

Enter your questions in the Q&A feature

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Thank you!

Website: *Impact23.ucr.edu*

Finance and Administration Support:

https://ucrsupport.service-now.com/finadmin_portal