

ACCOUNTING & FINANCIAL SERVICES FY20 ALL HANDS MEETING

Great leadership is not about control; it's about empowering people!

- Brigitte Hyacinth

Leaders become great, not because of their power, but because of their ability to empower others.

~John Maxwell

YOU DON'T NEED
A **TITLE** TO BE A
Leader

Train people well enough so they can leave. Treat them well enough so they don't want to.

- Richard Branson

BE THE
KIND OF
Leader
YOU WOULD
WANT TO
Follow

What happens if we invest in developing our people and then they leave?

What happens if we don't, and they stay?

“If your actions inspire others to dream more, learn more, do more and become more
YOU ARE A LEADER.”

— JOHN QUINCY ADAMS

A BOSS SAYS “GO!”



A LEADER SAYS “LET'S GO.”



Continuous Improvement?





To be a model in higher education

for continuously improving financial and accounting services;

delivered with accuracy, integrity, and timeliness;

in a team culture that fosters a "best-place-to-work" environment.



CONTINUOUS IMPROVEMENT

MOVE FROM	MOVE TO
Job Security	Job Satisfaction
Position Elimination	Position Elevation
Working Harder	Working Smarter
We always do it that way	Why do we do it that way?
Resisting Change	Embracing Change
Being Afraid to Fail	Failing Fast and Fixing



INNOVATION

Does not mean mere inventiveness...it can be defined as “something different that creates value”.

Something different can be a big breakthrough, but it can also be an everyday improvement that makes the complicated a bit simpler or the expensive more affordable.

The most innovative organizations exhibit five key behaviors:

1. They always assume there's a better way to do things.
2. They focus on deeply understanding customers' stated and unstated needs and desires.
3. They collaborate across and beyond the organization, actively cross-pollinating.
4. They recognize that success requires experimentation, rapid iteration, and frequent failure
5. They empower people to take considered risks, voice dissenting opinions, and seek needed resources



What is one work-related thing you wish there was a solution for?

1. Workday; I think everyone's job would be less stressful if the University would find ways to purchase programs that were designed specifically for TAMU's needs...
2. Workday; It's incredibly difficult to do anything in it with regards to hiring, posting, job changes. Instructions are hard to find and not clear.
3. A regulation that would make personal charges to pro cards and travel cards have consequences.
4. During the busy times, I think we struggle to service all of our students AND their families. It can be mentally/emotionally draining during this time of year, especially when most of the customers are frustrated.
5. Employees not booking through Concur. Sometimes its a pain trying to figure out receipts and having to send back reports for taxes we are exempt from.
6. In AggieBuy that you could recall a document after you have approved it to make any corrections or changes to the document without having to go to someone else to recall it.

Payroll
Joe Corn



CONTINUOUS IMPROVEMENT

Issue: High volume of HR Liaisons calling or emailing questions because they could not find relevant payroll processing information.

Proposed Solution: Created Payroll Processing Tools and increased the number of FAQs on our Website.

Result: The volume of HR Liaison calls and emails has reduced significantly related to payroll processing.

FMO
Clint Merritt



CONTINUOUS IMPROVEMENT

Issue: Manual processing of paper based invoices

Proposed Solution: Implement a Digital Mailroom, using OCR and AI technology, to extract all data elements from the invoice to load invoice data and image into Jaggaer/AggieBuy.

Result:

- Virtually eliminates repetitive manual entry and allows employee focus on issues/exceptions
- Eliminates the manual preparation and processing of the invoices and help desk tickets
- Digital Mailroom automatically picks up the invoice from the email or folder, reads data and feeds directly into Jaggaer/AggieBuy workflow
- Improves accuracy and processing turnaround time
- Automating some of the daily processing volume will help to improve staff moral and reduce burnout

FMO
Stacie Sodolak



CONTINUOUS IMPROVEMENT

Problem:

- Credit card payments not accepted for Accounts Receivables invoices

Proposed Solution: CORE Business Center

CORE Business Center is the iPayment credit card payment portal that is currently being used by CC01, 02, 06, 07, 10, 23, 26, & 28.

Result: This allows customers to pay invoices online by credit card. This system validates the invoices, the amounts due, and automatically posts payments to the invoice, thus eliminating the need for manual entries and researching payments. Credit card fees are charged to and paid by the customer, saving the University time and money. FY19 credit card fees for GI LAB totaled \$24,179.06 which will now be paid by the customers. TAMU went live with the Business Center on April 15th 2019. The remaining 7 agencies were added by July 2019. Impact of these 4.5 months in FY19 was 1,503 automated AR payment entries for a total of \$427,045 and the credit card fees of \$11,746. We anticipate these numbers will increase in FY20.

FMO

Maryjo Derrick



CONTINUOUS IMPROVEMENT

Issue: Too much paper!

- Receiving outdated or incomplete forms
- Spending too much time imaging forms
- Don't always receive all of the forms needed to gain access or they aren't properly signed
- Manual routing of the form to obtain approvals
- Receiving forms from multiple sources-helpdesk, email, campus mail, hard copies, etc.

Proposed Solution: Make the Access and Security and Card Application Forms available in one central location (laserfiche) where routing and emails can be automated

FMO
Maryjo Derrick



CONTINUOUS IMPROVEMENT

Result:

- Centralized place to receive forms, always current
- Forms automatically route to appropriate Departmental signers for approval (Departments don't have to track down signers)
- Forms automatically route to ipayment and Payment Card offices
- Additional, required forms are triggered based on access selections
- No need to image forms
- Forms can easily be retrieved by departments
- Upon form approval application feeds to Citibank (eliminates duplicate entry)
- Automated emails-timesaver



FMO
Maryjo Derrick



CONTINUOUS IMPROVEMENT

User Access Request
THE TEXAS A&M UNIVERSITY SYSTEM

Access Request Type*

Number of Departments to Access*

Department to Access*

User Information

First Name* **Last Name*** **UIN*** **Dept***

Email* **Phone*** **FAMIS ID**

e.g. - xxxxxxxxxx

Document Upload (?)

FAMIS Access ⌵

Purchasing	DBR	DCR	PCT	Budget	Property
<input type="checkbox"/> Inquiry	<input type="checkbox"/> Inquiry	<input type="checkbox"/> Inquiry	<input type="checkbox"/> Inquiry	<input type="checkbox"/> Inquiry	<input type="checkbox"/> Inquiry
<input type="checkbox"/> Creator	<input type="checkbox"/> Creator	<input type="checkbox"/> Creator	<input type="checkbox"/> Creator	<input type="checkbox"/> Creator	<input type="checkbox"/> Creator
<input type="checkbox"/> Approver	<input type="checkbox"/> Approver	<input type="checkbox"/> Approver	<input type="checkbox"/> Approver	<input type="checkbox"/> Approver	<input type="checkbox"/> Approver
<input type="checkbox"/> Signer	<input type="checkbox"/> Signer	<input type="checkbox"/> Signer	<input type="checkbox"/> Signer	<input type="checkbox"/> Signer	<input type="checkbox"/> Signer

Number of Departments to Access*

FAMIS Additional Notes



FMO
Maryjo Derrick



CONTINUOUS IMPROVEMENT

User Access Request
**THE TEXAS A&M
UNIVERSITY SYSTEM**

Instance *

A FAMIS/Canopy or AggieBuy user account has been requested. This access may include access for FAMIS (Purchasing, Departmental Budget Request, Departmental Correction Request, Employee Payroll Action and Property and Transfer of Departmental Property Requests, CitiBank and IPayment.

Statement of Responsibility

I understand that I will be in violation of agency regulations, state and federal law if I gain or help others gain unauthorized access to the systems above. Misuse or abuse of this responsibility as User/Supervisor may be just cause for revocation of software access and will be subject to agency disciplinary action and criminal prosecution to the full extent of the law, (Chapter 33, Title 7 of the Texas Penal Code). I agree to this access and state that the information of this form is correct. I understand that I am ultimately responsible for protecting my password by not sharing it with another individual. I accept the responsibility of keeping the reports and information confidential. I understand, accept and will complete training relating to the software provided to me by Texas A&M Engineering Experiment Station. I agree further not to attempt to circumvent the computer security system by using or attempting to use any transactions, software, files or resources I am not authorized to use.

As an approver/signer on FAMIS documents, I certify that I have read and understand Section 21.01.03 of System Regulations and related University Rules. As a signer on FAMIS documents, I certify that my department has submitted a FAMIS Routing and Approval form.

Name *

Department *

UIN *

Signature *

Phone



FMO
Maryjo Derrick



CONTINUOUS IMPROVEMENT

FD - DSA Delegation of Signature Authority

THE TEXAS A&M
UNIVERSITY SYSTEM

This form overwrites all previous signature cards and must be completely filled out. Incomplete Signature Cards will be returned. State Law requires that you be informed of the following: (1) you are entitled to request to be informed about the information concerning yourself collected by the use of this form, with a few exceptions as provided by law, (2) you are entitled to receive and review that information, and (3) you are entitled to have the information corrected at no charge to you

Instance ID

Action*

CC*

Department*

Mail Stop*

Security Authority Delegated* Approve and Sign Fiscal Approve and Sign Payroll
 Approve and Sign Property Approve and sign Access Requests

First Name*

Last Name*

Phone*

E-mail*

UIN*

If I am receiving delegated signature authority for Property systems, I accept designation as a primary or secondary accountable property officer and assume accountability for the assets belonging to this department. I understand I am under financial liability for loss or damage to the property in this department if the loss or damage results from my negligence, intentional act, or failure to exercise reasonable care to safeguard, maintain and service the items.

I hereby acknowledge responsibility for activity on Texas A&M University System or Agency accounts belonging to this department. I have read and understand section 21.01.03 of the System Regulation and related system and Agency disbursement rules and guidelines. I have received certification for disbursement training or will complete disbursement



SBS

Ivan Matip



CONTINUOUS
IMPROVEMENT

Developing A More Informed and Educated Customer Base through Strategic Communications



TEXAS A&M UNIVERSITY

Student Business Services



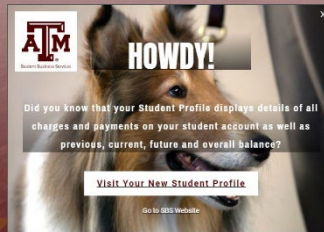
CONTINUOUS IMPROVEMENT



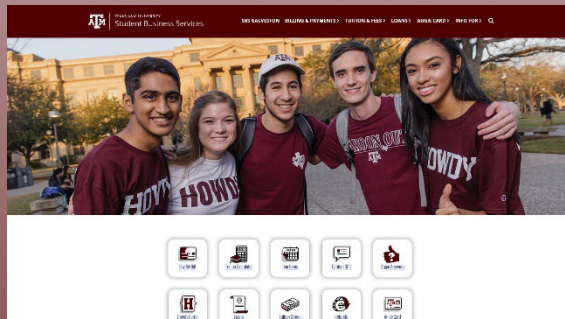
NEW WEBSITE



ORACLE (CRM)



NEW STUDENT



NEW SBS WEBSITE

WHY?

HOW?

Why

- Primary source of information for prospective and current students
- Easy Navigation
- Accessibility: It's the Law!

By a large margin, most students start with a form on a school's website to get more information.

HOW STUDENTS WILL CONTACT AN INSTITUTION

ACTION	OVERALL	SENIORS	JUNIORS	SOPHOMORES
I fill out a form on the school's website to get more information	76%	72%	81%	75%



How

- Cascade Factory
- Compliance with brand guidelines
- Persona Pages
- Diversity
- SBS Galveston



ATM TEXAS A&M UNIVERSITY Student Business Services

SBS GALVESTON BILLING & PAYMENTS > TUITION & FEES > LOANS > AGGIE CARD > INFO FOR > Q

SBS GALVESTON

Welcome to Aggieland by the Sea!

Howdy! We are Student Business Services for students, parents, faculty, and staff of the Texas A&M University Galveston Campus.

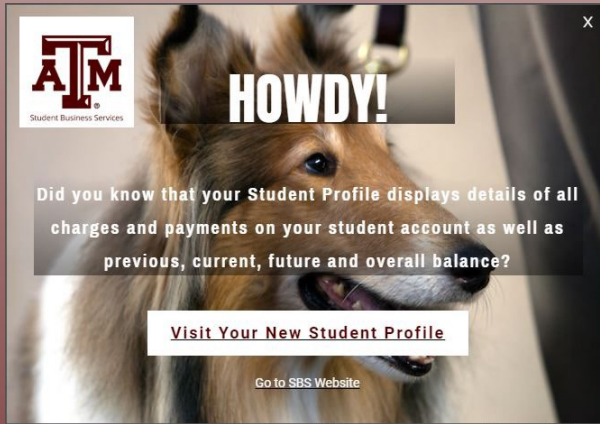
We hope you find the information on this page useful. Please don't hesitate to contact us if you have any questions.

[Learn About TAMUG](#)

Tuition Calculator

Curious about your tuition for the upcoming semester? The Tuition Calculator will help estimate costs for your tuition and mandatory fees.

[Check Out the Tuition Calculator](#)



NEW STUDENT PROFILE

WHY?

HOW?



One-Stop Shop



New Student Profile Increases Efficiency & Student Success THROUGH THE SHARING OF DATA IN A COMMON PLACE



The new student Profile distills the information to the most frequently encountered questions from constituents to create an easy flow of information needed on most customer communications through text, email, or by phone, eliminating the need to pull the 20+ forms to acquire the same information.

Centralized Information



Graphic Schedule enables us to see at a glance the courses, hours and category of hours based on enrollment. This reduces the need to review multiple forms for the same data across the banner system.

Tuition and Fees

Table with columns: Year Semester, Fee/Amount, Category, Description, Amount, Balance. Includes rows for Tuition, Tuition/Fee Exemption, 3rd Party Payment, Unearned Refund/Retention Fee, Student Center Complex Fee, Residential Supply Fee, Health Center Fee, CLSC Student Fee, Texas Apple Scholarship, Finance Check/Satisfaction Loan.

Having details of all charges and payments in chronological order on the student account enables us to quickly analyze the changes of events leading to the balance.

Holds

Table with columns: Hold ID, Hold Type, Reason, Effective Date, Status, Amount, Fee ID, Fee Type. Includes rows for Financial Aid Holds and WACHOLD Holds.

All active holds on the student account identifying exactly what the student will not have access to—registration, transcript and/or graduation. Again, this reduces the need to review multiple forms in banner and summarizes the needed information in one distinct place to more efficiently serve the students/parents with their questions.

15-20k Service Calls During the Fall Semester

25% Reduction In Service Call Duration Student Profile



- Curriculum and Courses
Prior Education and Testing
Finances
Additional Links
Registrations
View Grades
Degree Evaluation
Undergraduate Degree Planner
Credit by Examination
University Adjustment System
Document Processing Submission System
eCampus
Class Lists

Time to Degree



- Degree On Track
Progress Warning
Degree At Risk

Time to degree displays a summary of how the student is progressing toward a degree within a 4-year period.

Bill Payment Authorized Users

Information from Banner and Touchnet aid service in determining if they are able to discuss financial matters with someone else other than the student. This information is stored in the ERP and another system. Eliminates the need to login to two separate systems for like information.

Semester Balance Summaries

Semester Balance Summaries are displayed at the top of the tuition and fee area communicating the overall, previous, current and future balance. This enables customer service to easily identify and explain to students owed balances without having to pull multiple displays in banner or exporting the account to excel.

Summary table for Far Spring 2019 Semester showing Overall Balance, Balance for Previous Semesters, Balance for Current Semester, and Balance for Future Semesters. Includes a sub-table for Bill Payment Authorized Users.

Financial Aid

Financial Aid summary table with columns: Student Name, Financial Aid Awards, Financial Aid Overview, Financial Aid Overview - Aid Year.

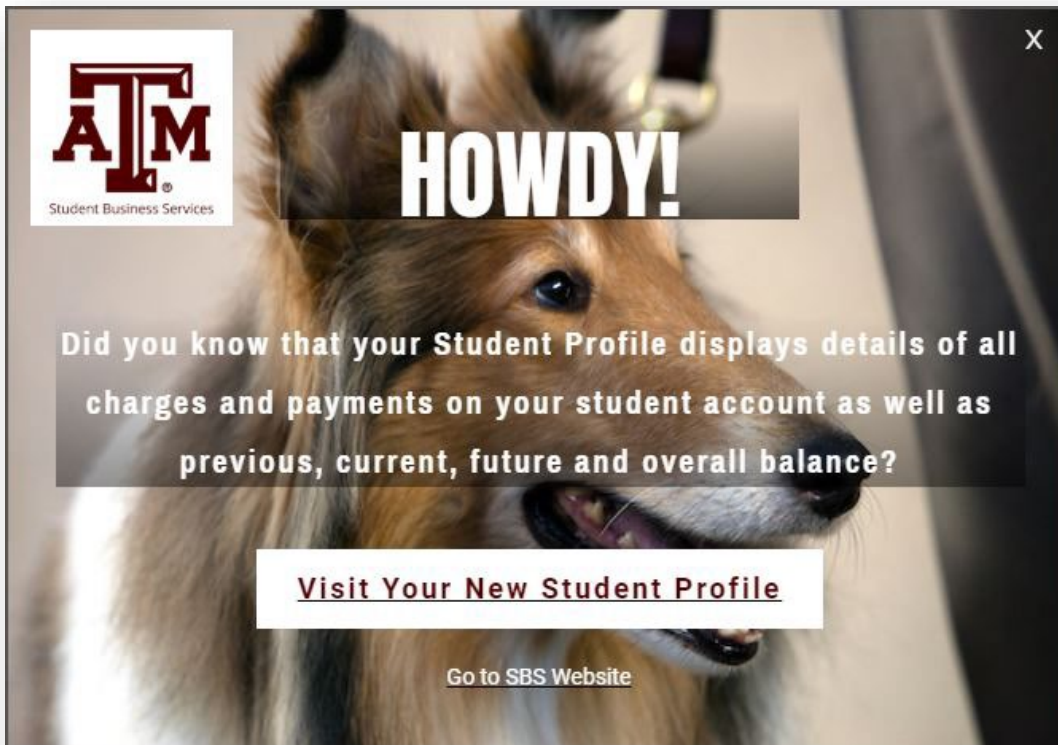
Displayed first is the student's required GPA identifying whether a student may not be meeting satisfactory academic progress.

The most frequent question is "Why hasn't my financial aid posted to my student account?" or "Why haven't I received my refund?" The "Unapplied Documents" section identifies this quickly for the trained service representative.

Financial Aid awards are also displayed so information concerning funds offered, accepted, cancelled and when the financial aid was paid are easily viewed. This reduces the need to review multiple forms in banner and summarizes the information in a quick click of the mouse.



Pop-up



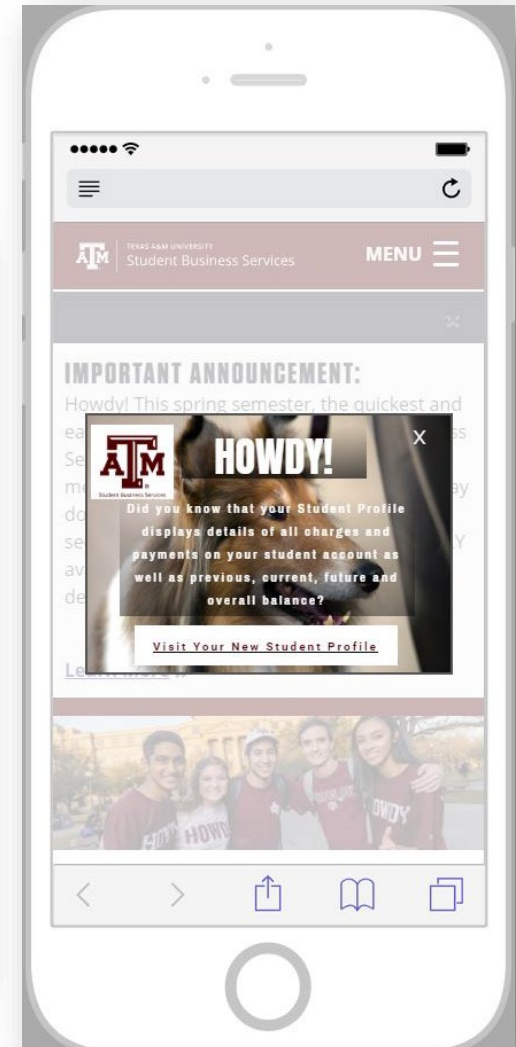
ATM
Student Business Services

HOWDY!

Did you know that your Student Profile displays details of all charges and payments on your student account as well as previous, current, future and overall balance?

[Visit Your New Student Profile](#)

[Go to SBS Website](#)

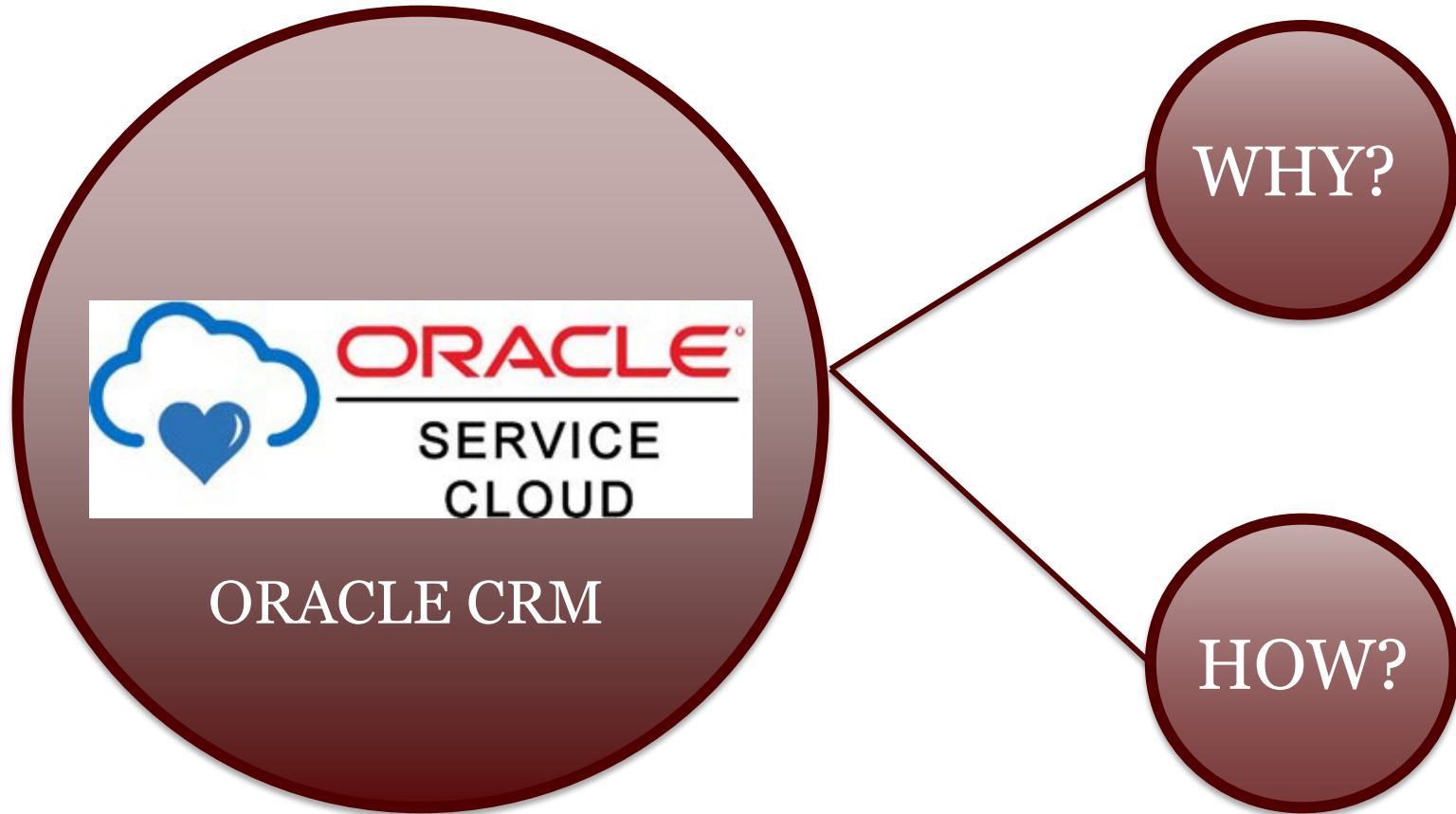


ATM TEXAS A&M UNIVERSITY Student Business Services MENU

IMPORTANT ANNOUNCEMENT:
Howdy! This spring semester, the quickest and easiest way to view your student account information is through your Student Profile. Did you know that your Student Profile displays details of all charges and payments on your student account as well as previous, current, future and overall balance?

[Visit Your New Student Profile](#)

Go to SBS Website





Aggie Answers & Email SBS

Status*

Queue*

Topic*

Question Type*

Disposition*

Reference #

Date Created

Assigned

Contact UI

Contact SmartSense

Staff SmartSense

Subject*

Contact*

Email*

Incident UIN

Incident Phone #

Mobile Phone

Messages | Contacts | TGTP | Details | Session (0) | Attachments | Audit Log | Support History | Quiq Messaging

Alternate Email

Send On Save | | SmartAssistant | Search Knowledgebase | Standard Text | Options

Response To:

CC:

HAVE A QUESTION ABOUT YOUR STUDENT ACCOUNT?

Use our easy web form to receive a response by email from SBS.

[Ask SBS >>](#)

Send us an Email.

[Email SBS >>](#)

Find answers to popular topics on Aggie Answers.

[Aggie Answers >>](#)

Auto Response

No Channel

02/12/2020 01:05 PM

Administrator,

Howdy!

Thank you for contacting us. Your question has been received. If you did not include your UIN or the UIN of the student in your original question, please reply to this email and provide the UIN (if known).

You should expect a response from us within 2 business days. Please view the [university holiday schedule](#) for dates the university is closed.

To access Aggie Answers

Texting: Quiq Messaging

TEXT FORMAT PREFERENCES

FORMAT	OVERALL	SENIORS	JUNIORS	SOPHOMORES
Only text (SMS) messages	37%	49%	32%	29%
Only messaging apps	8%	1%	5%	17%
Both text and messaging apps are OK	41%	38%	43%	42%
No text or messaging app contact at all	14%	12%	19%	12%




TEXTING, A GREAT TOOL FOR PROSPECTING

Among students, **67 percent of Juniors** and **51 percent of sophomores** are open to receiving general information about academic programs and majors through texts.






SBS Website Alert



TEXAS A&M UNIVERSITY
Student Business Services



MENU 

INSTALLMENT PLAN

IMPORTANT ANNOUNCEMENT:

Howdy! This spring semester, the quickest and easiest way to connect with a Student Business Services representative will be via text message. All you need to do is scroll all the way down from any page of this website until you see the "Text SBS" button. This option is ONLY available when visiting our site from a mobile device and during regular business hours.

[Learn More >>](#)

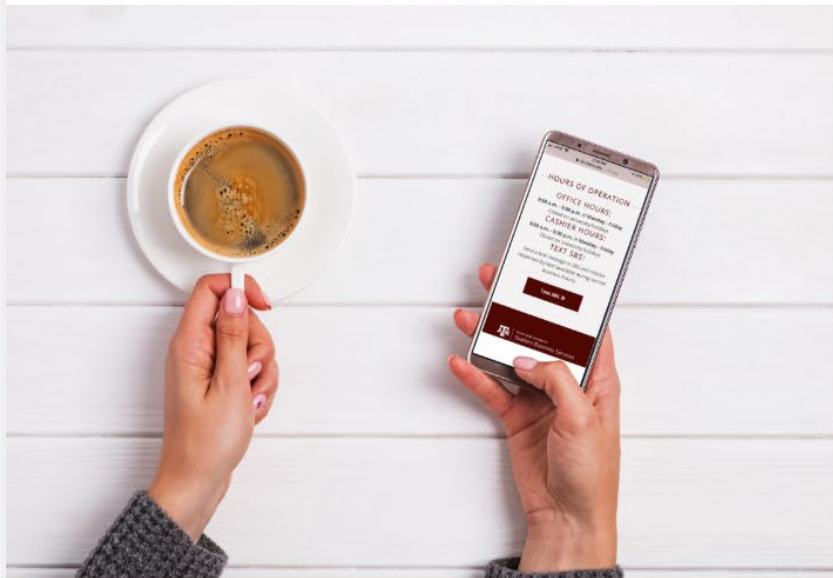


Students who wish to pay fees in installments can select this option through the Howdy Portal on the [My Finances](#) tab.

[Howdy Portal](#)



Social Media Strategy



Texting SBS

Since **January 2nd, 2020**, texting has been the quickest and most efficient way to communicate with a Student Business Services representative about your student account issues. That means you need to visit our website from a mobile device that has a text function.

To text SBS, visit our website from your mobile device and scroll down to the bottom of any page until you see the "**Text SBS**" button. Click on that button to open the text message function of your device and start typing.

Text us your question during regular business hours Monday - Friday, 8:00 a.m. - 5:00 p.m., and someone will get back to you promptly. You may also visit Aggie Answers to ask your question or email sbs@tamu.edu.

If we are unable to assist you via text or email, we will contact you directly.

Facebook

Twitter

Instagram



Snippets

Settings

- Notifications
- Default Availability
- Conversation Thread
- Message Composition
- Snippets**
- Sidebar
- Display
- Reports

Add/Edit Snippets + Create New Snippet

Texas A&M SBS snippets

- /AU**
Howdy! Thank you for texting Student Business Services. Could you please verify your full name and date of birth? If you are not the student, please verify you...
- /busy greeting**
Howdy! Thank you for texting Student Business Services. This is the busiest time of the semester for our office and you may experience a delay in response t...
- /Close**
We hope we have answered all of your questions. Please let us know if you need further assistance. Thanks & 🙌!
- /faid**
Since loans, grants and scholarships are processed through the Office of Financial Aid, you will need to contact them directly about this issue. You can find th...
- /FERPA**
Howdy! Thank you for texting Student Business Services. Could you please verify your full name, date of birth and email address?
- /Howdy**
Howdy! Thank you for contacting Student Business Services. Can you verify your full name, date of birth and email address please? How can we help you tod...
- /late fee**
If tuition, fees and other charges are not paid by the published due dates students will receive a late fee penalty. A student may appeal a late payment or late ...
- /Opt Out**
Text STOP to opt out.
- /reinstatement**
If you would like to request reinstatement into classes dropped for non-payment, you will need to complete the Request for Reinstatement Form found here: h...
- /TGTP**
Howdy! To activate your TGTP, please click the link below - <https://sbs.tamu.edu/tuition-fees/guaranteed-tuition/index.html>.
- /Thanks**
Thanks & 🙌!
- /view bill**
To view your billing information, you can either click the Tuition Payment icon in Howdy where you'll be directed to the Bill Payment suite, or you can simply cl...
- /you're welcome**
You're welcome! If you have any other questions, don't hesitate to let us know. Thanks & 🙌!

Emoji art supplied by [Emoji Mart](#)

Added-Value





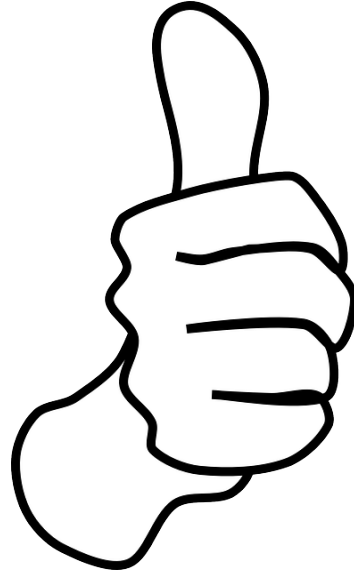
Maximize

&

Optimize



Thank You



ACCURACY & Integrity

Doing it Right

The World is watching



Characteristics

- Doing it right the first time
- Meeting deadlines and due dates
- Having sufficient resources to do the job
- Getting or providing proper training
- Eliminating errors
- Acting professionally and honestly
- Holding yourself accountable
- Providing excellent service to our customers
- No biased thinking

ACCURACY & Integrity

Doing it Right

The World is watching



Payroll
Joe Corn

Issue: HR Liaisons were missing and unsure of Payroll deadlines

Proposed Solution: Created a calendar outlining all Payroll deadlines along with a key on how to read the calendar. The calendar and key are introduced during Liaison training as well as posted on our website. We also created an email listserv and email reminders are now sent out for every deadline.

Result: We are seeing fewer issues related to HR Liaisons missing Payroll deadlines.

ACCURACY & Integrity

UAS

Amie Scott

Doing it Right

The World is watching



Issue: High volume of printing.

Proposed Solution: Utilizing the Adobe software for our Fraud Filter and Positive Pay paperwork by: printing to it, then using the editing tools to make notes on documents and saving accordingly. We are currently working on the final steps to send the Positive Pay issues via email by redacting the bank account information, and receiving the approval through email as well.

Result: The new process of using this software, has enhanced our improvements from previous years' solutions to Fraud Filter and Positive Pay paperwork issues. We now save money by: no longer printing paper, less ink usage, and it saves time by not scanning in printed out paperwork.

ACCURACY & Integrity

FMO

Clint Merritt

Doing it Right

The World is watching



Issue: Transactional risks. Overall volume grows each year, staff resources generally stay the same so difficult to provide 100% review/audit of every payment transaction. In addition there are several platforms in which we make payments from, so it is difficult to catch duplicate or overpayments to employees/vendors.

Proposed Solution: Implement a transactional risk analysis software to monitor/audit 100% of our transactional volume across all payment platforms (Concur Travel, Concur Payment Card and AggieBuy/FAMIS vouchers). Oversight is currently in the implementation phase to audit and monitor 100% of our transactions while creating audit cases for those transactions that produce a higher risk, may be potential fraud or are out of compliance with our policies. This will track and monitor to help reduce fraud and improve compliance.

ACCURACY & Integrity

FMO

Clint Merritt

Doing it Right

The World is watching



Result:

- Analyzes 100% of our transactions as they occur and uses historical data for trend analysis
- Identifies and reduces duplicate/over payments across all platforms
- Monitors for and reduces potential fraud
- Improves policy compliance
- Automatically produces transactions for review/audit using a workflow structure
 - Allows managers to manage volume
 - Helps employees focus on transactions that either are out of compliance and/or carry a higher risk
- Result tracking of the transactional audits can help to manage out of compliance cardholders or departments

Characteristics

- Supportive supervisors and managers
- Employee appreciation
- Team collaboration and innovation
- Work-life balance
- Positive physical environment
- Professional development and internal advancement
- Respect for everyone; valuing diversity of people and ideas
- Fun work events
- Opportunities to engage in campus activities
- Open and constructive communication



Payroll
Joe Corn

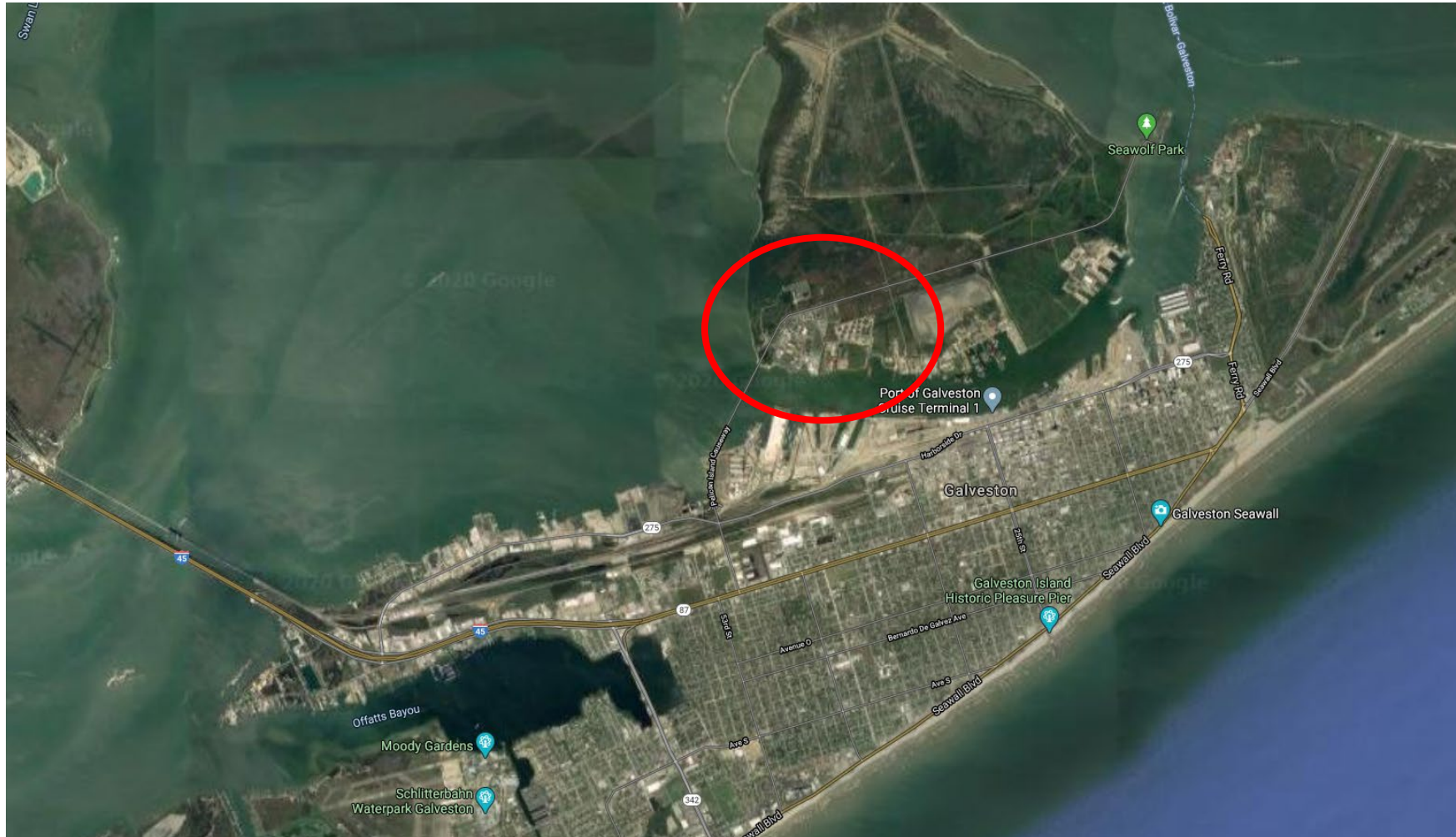


Issue: Wanted to get together in a non-work atmosphere to get to know each other more.

Proposed Solution: Organized a once a month lunch.

Result / Feedback: People liked the idea and have enjoyed going out together and spending time talking about non-work topics.

Texas A&M Galveston





Student Business Services

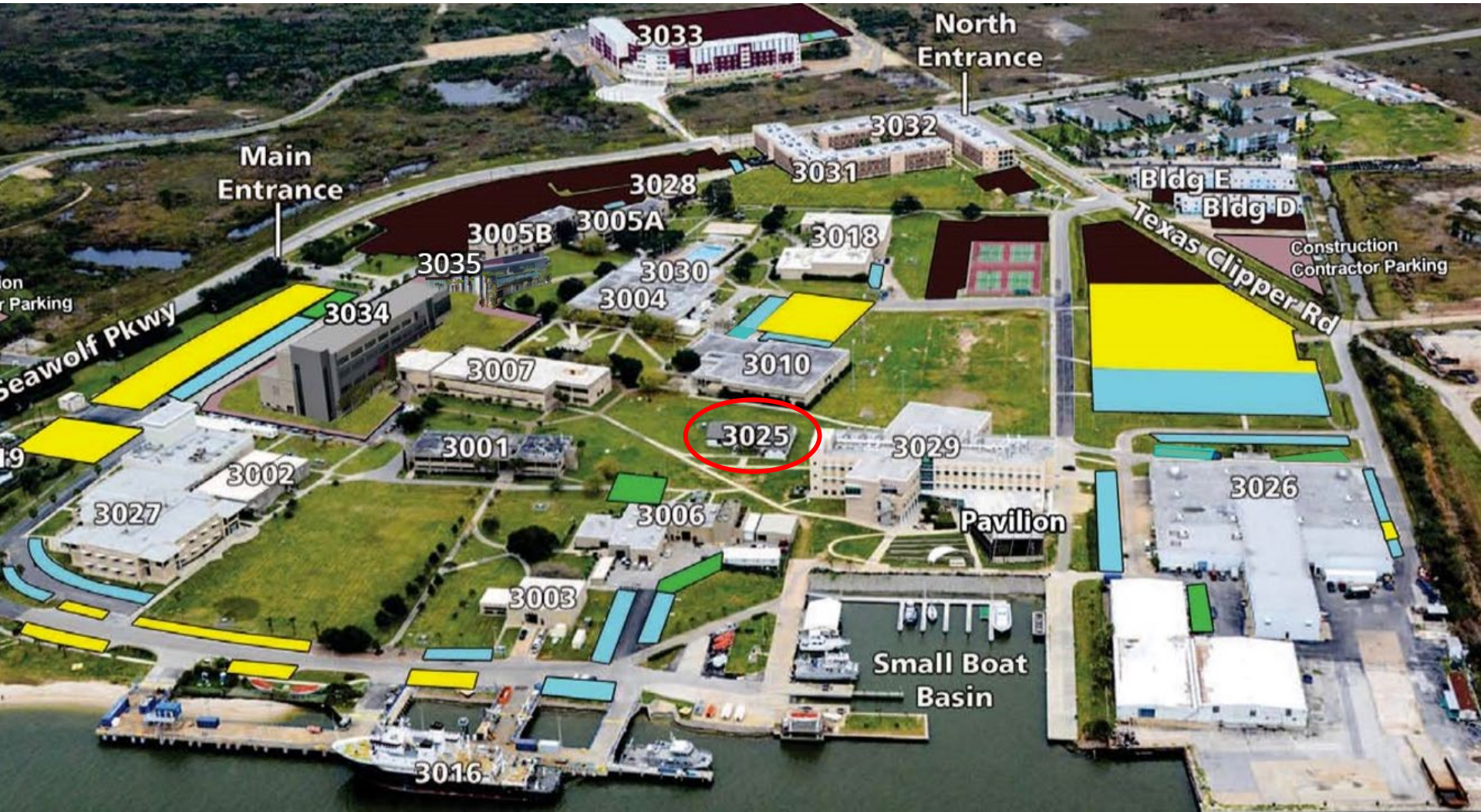
Margaret McNulty

Marjorie Salinas

Financial Management Services

Jackie Robbins

Niki Lenderman



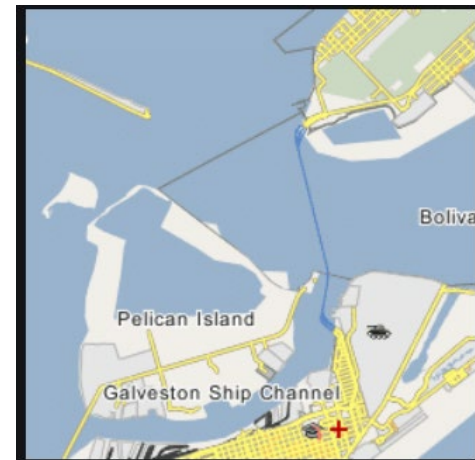
FMO
Jackie Robbins



Why is FMO the best place to work?

My Journey From Financial Management Services To Financial Management Operations

Sailing, sailing, over the ocean waves...
In 1989 I came to Texas A&M at Galveston.



October 3, 1989
First Day on the Job
At TAMU Galveston
As an Accounts Payable Clerk.....

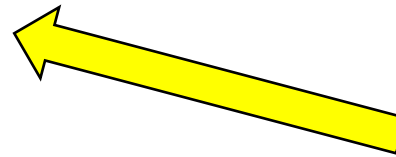
VERY
HAPPY
PERSON



2002 TAMU Galveston Employee of the Year

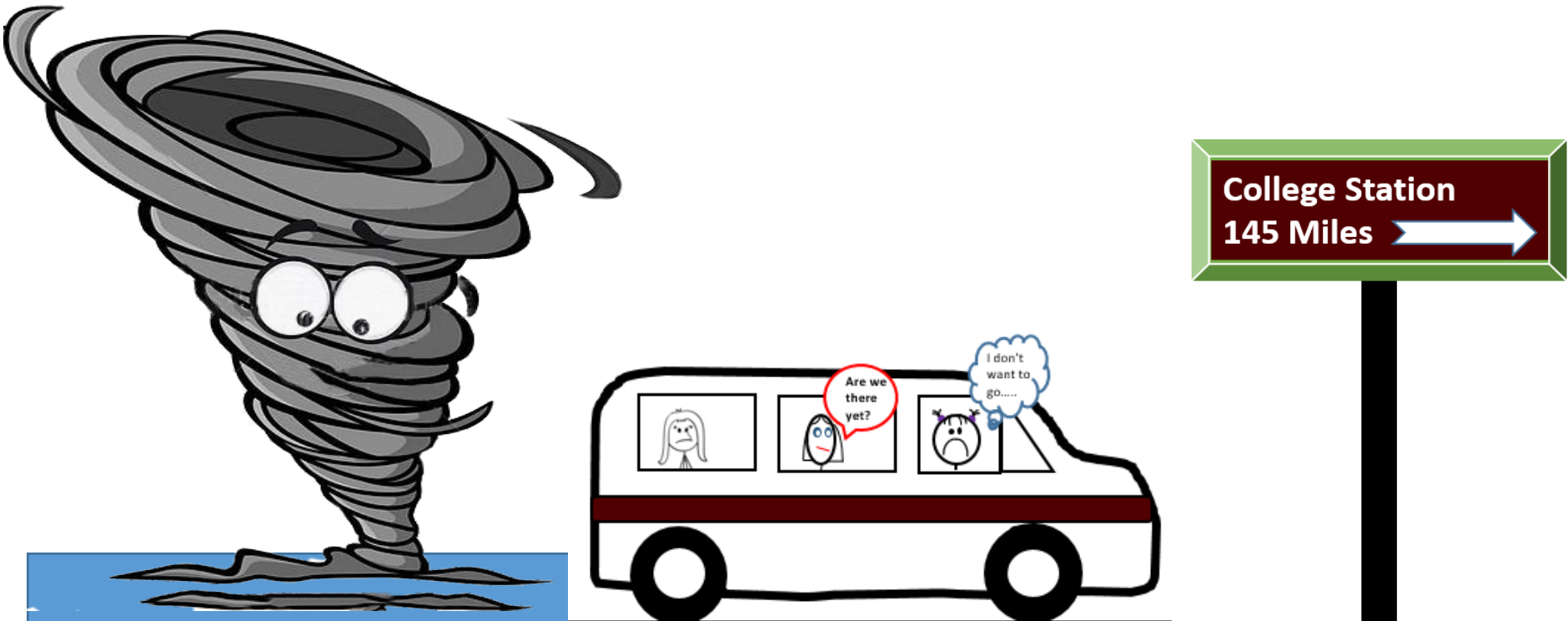


VERY
PROUD
PERSON

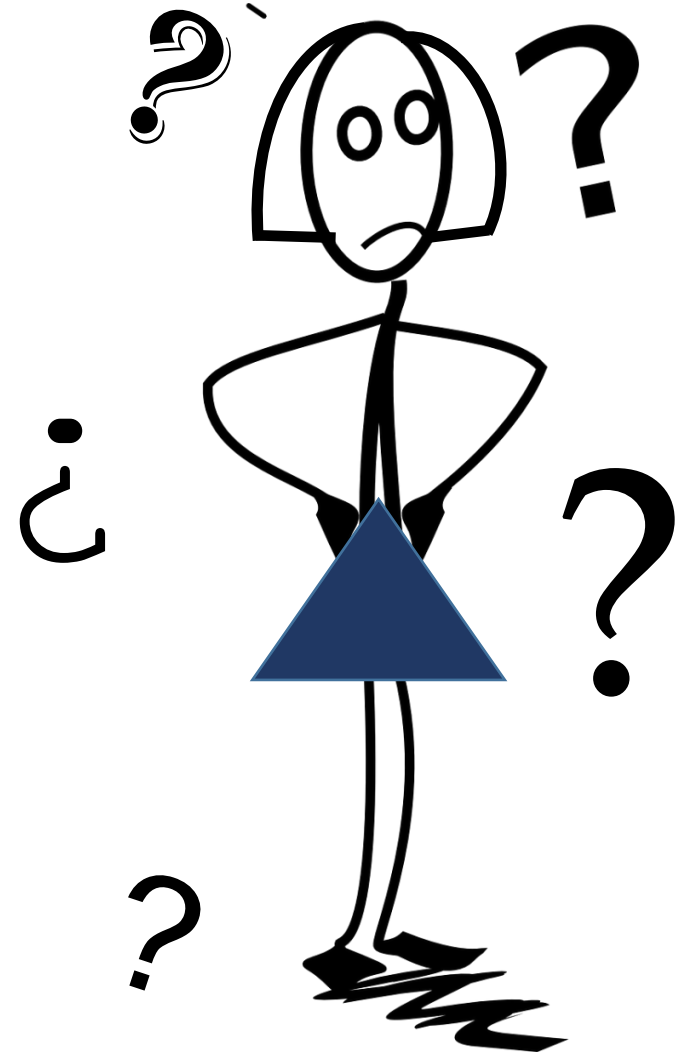


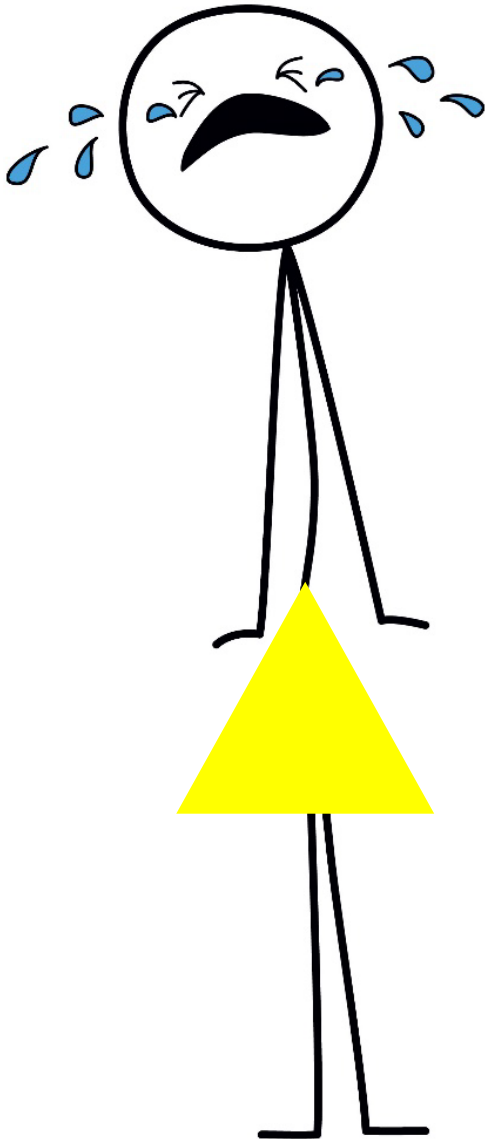
September 2008

Hurricane Ike struck!!



June 2009
Proposed MOU signed
between TAMU's
Division of Finance and
TAMU Galveston
changing the
management structure
of the financial
operating functions in
Galveston.





I became a TAMU employee,
and a direct report to Debbie
Phair, shortly thereafter...

No longer a TAMU-Galveston
employee 🥲

But I got a new, bigger family in
Financial Management Operations!

Clint

Stacie

Evonne

Tammy

Beverly

Linda

Elizabeth

Todd

Kyle

Esme

Terri

Melua

Bridgett

Shanequa

Mary Jo

Brandi



and my new boss!



Debbie Phair



but still a part of the
TAMU-Galveston family...



The best of both worlds!

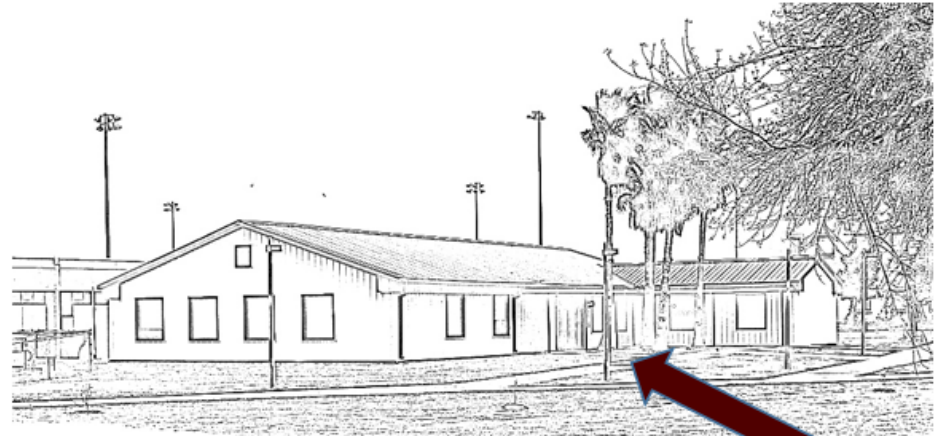


TEXAS A&M UNIVERSITY
GALVESTON CAMPUS®





Moving Day....once again....



We Are Here!