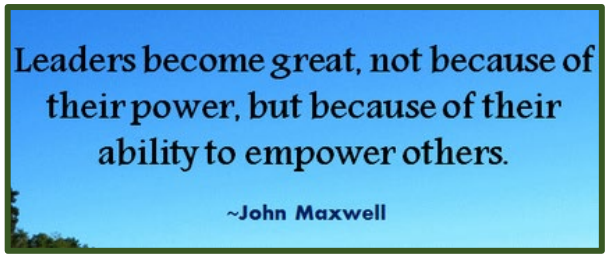
ACCOUNTING & FINANCIAL SERVICES
FY20 ALL HANDS MEETING

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

- Brigette Hyacinth

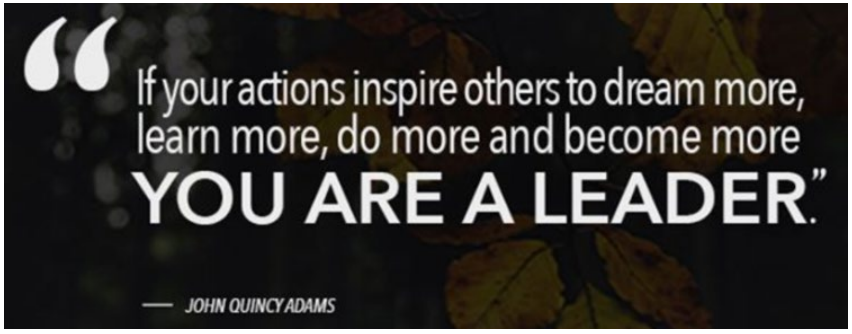


Train people well enough so they can leave. Treat them well enough so they don't want to.

- Richard Branson

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

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



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

CONTINUOUS IMPROVEMENT

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

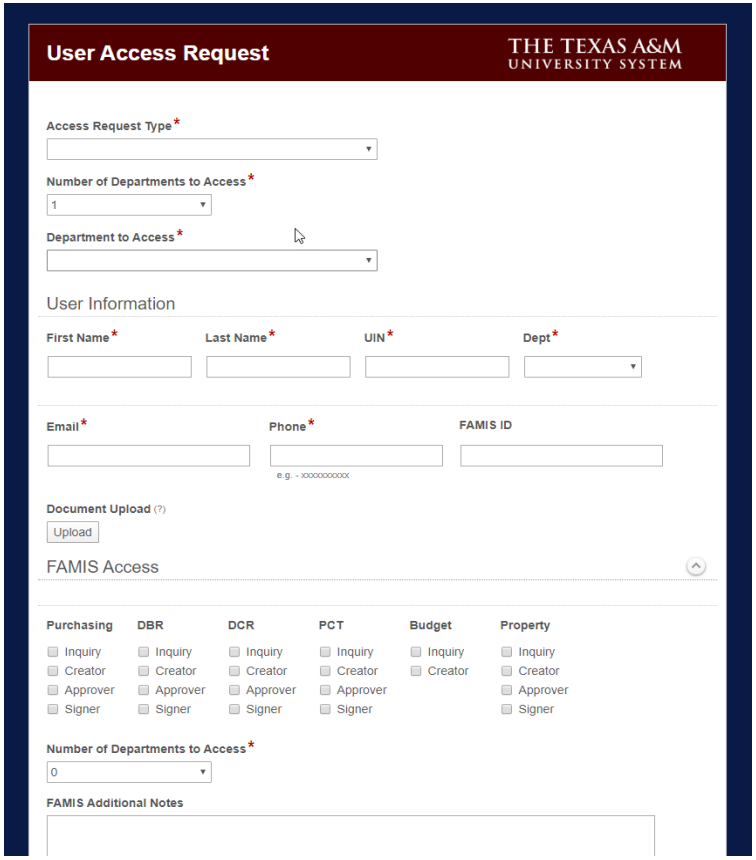
Result:

- 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*
1

Department to Access*

User Information

First Name* Last Name* UIN* Dept*

Email* Phone* FAMIS ID

e.g. - xxxxxxxxxx

Document Upload (?)
Upload

FAMIS Access

Purchasing	DBR	DCR	PCT	Budget	Property
Inquiry	Inquiry	Inquiry	Inquiry	Inquiry	Inquiry
Creator	Creator	Creator	Creator	Creator	Creator
Approver	Approver	Approver	Approver		Approver
Signer	Signer	Signer	Signer		Signer

Number of Departments to Access*
0

FAMIS Additional Notes

FMO
Maryjo Derrick

CONTINUOUS IMPROVEMENT

User Access Request

THE TEXAS A&M UNIVERSITY SYSTEM

Instance* 14036

A FAMIS/Canopy or AggieBuy user account has been requested. This access may include access for FAMIS (Purchasing, Departmental Budget Request, Departmenal 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* Priya Karthick

Department* 01 AIAG APR

UIN*

Signature* Sign

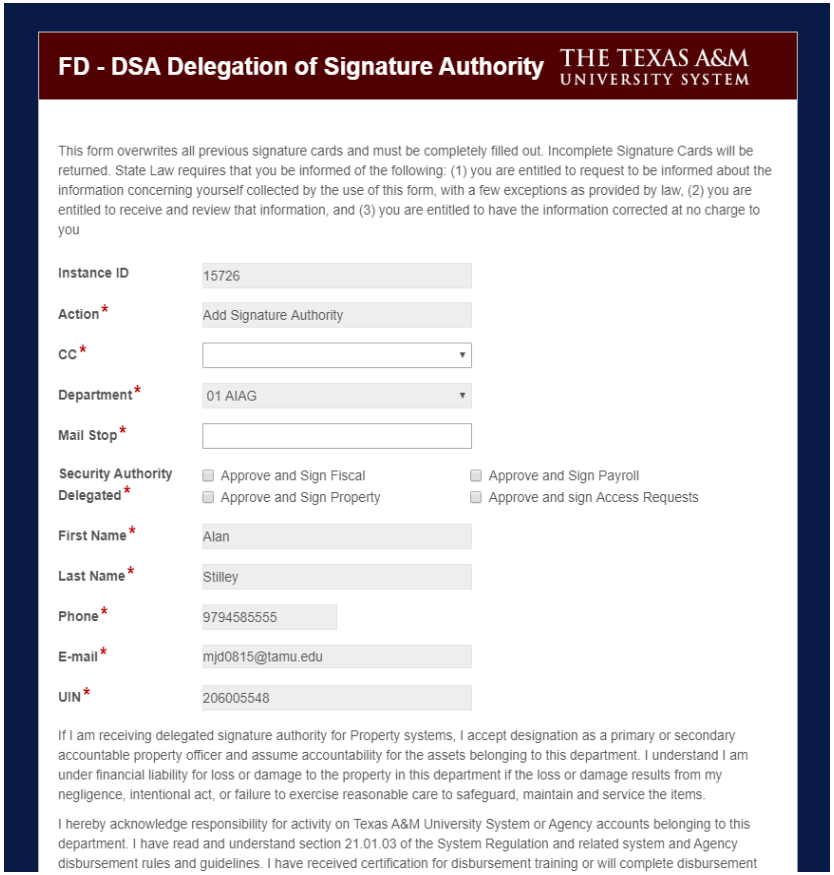
Phone

Submit

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	15726
Action*	Add Signature Authority
CC*	
Department*	01 AIAG
Mail Stop*	
Security Authority Delegated*	☐ Approve and Sign Fiscal ☐ Approve and Sign Payroll ☐ Approve and Sign Property ☐ Approve and sign Access Requests
First Name*	Alan
Last Name*	Stilley
Phone*	9794585555
E-mail*	mjd0815@tamu.edu
UIN*	206005548

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

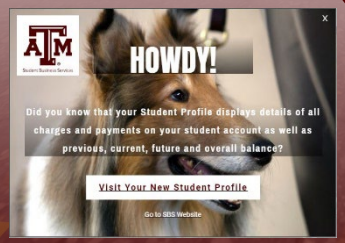
CONTINUOUS IMPROVEMENT

Developing A More Informed and Educated Customer Base through Strategic Communications

TEXAS A&M UNIVERSITY
Student Business Services

CONTINUOUS IMPROVEMENT

NEW WEBSITE



NEW STUDENT

ORACLE (CRM)

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.

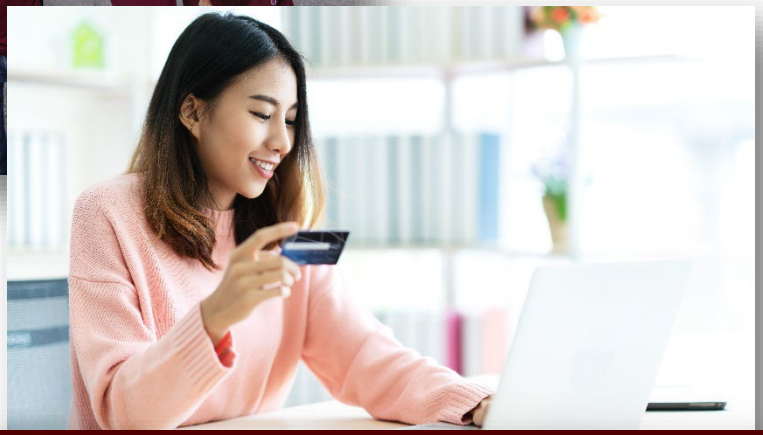
HOW STUDENTS WILL CONTACT AN INSTITUTION

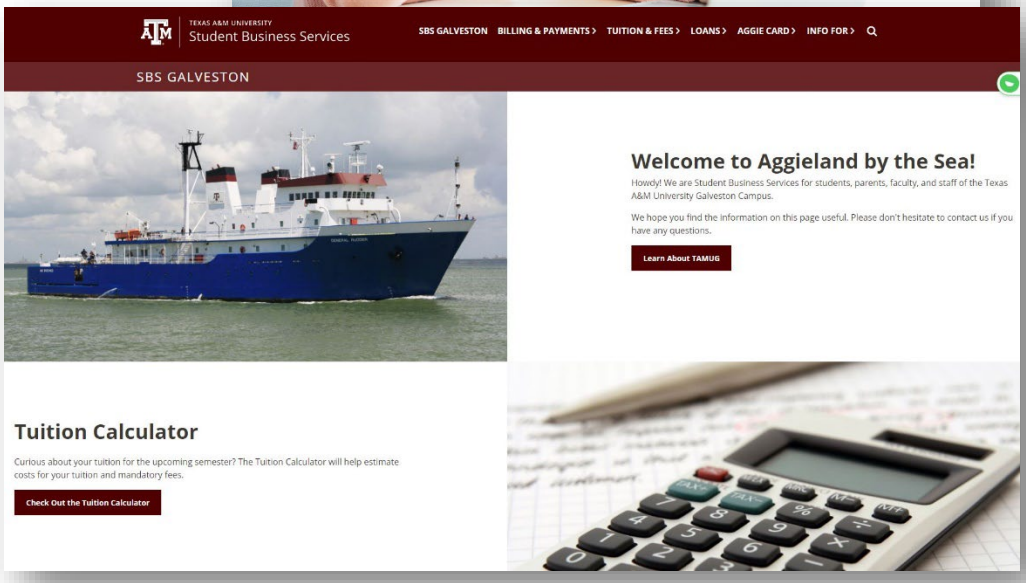
ACTION	OVERALL	SENIORS	JUNIORS	SOPHOMORES
I fill out a form on the school's website to get more information	76%	72%	81%	75%

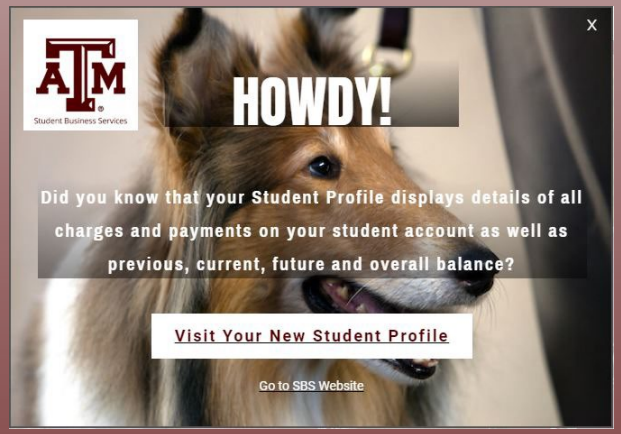
ACCESSIBLE WEB

How

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





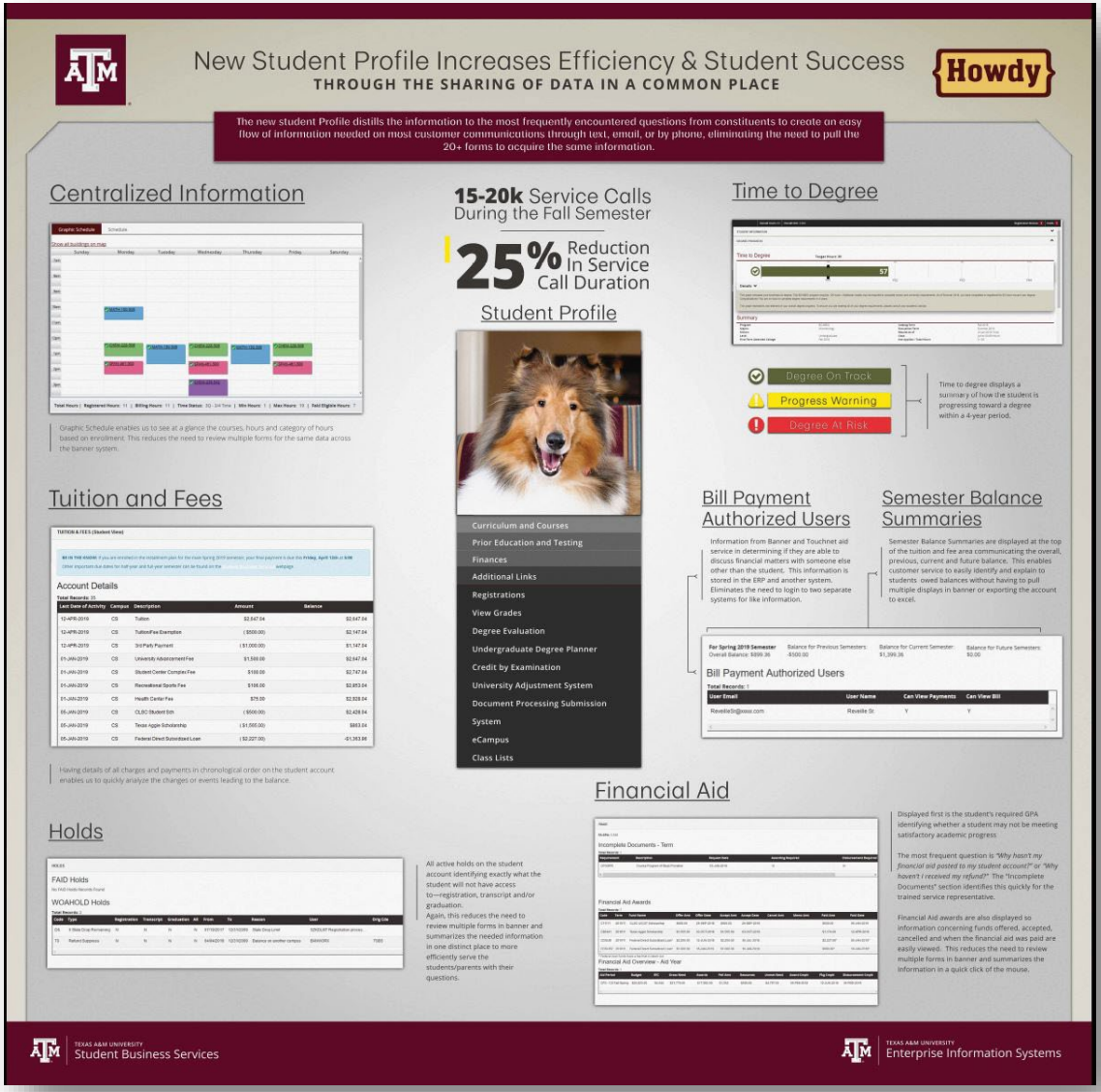


NEW STUDENT PROFILE

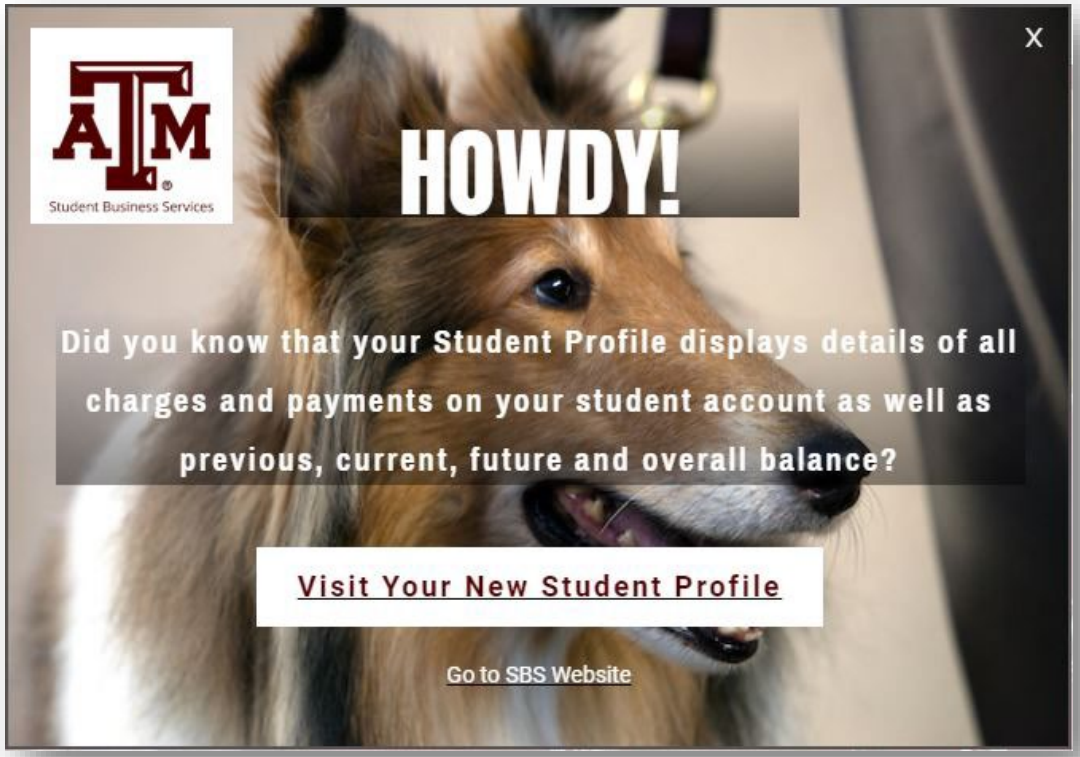
WHY?

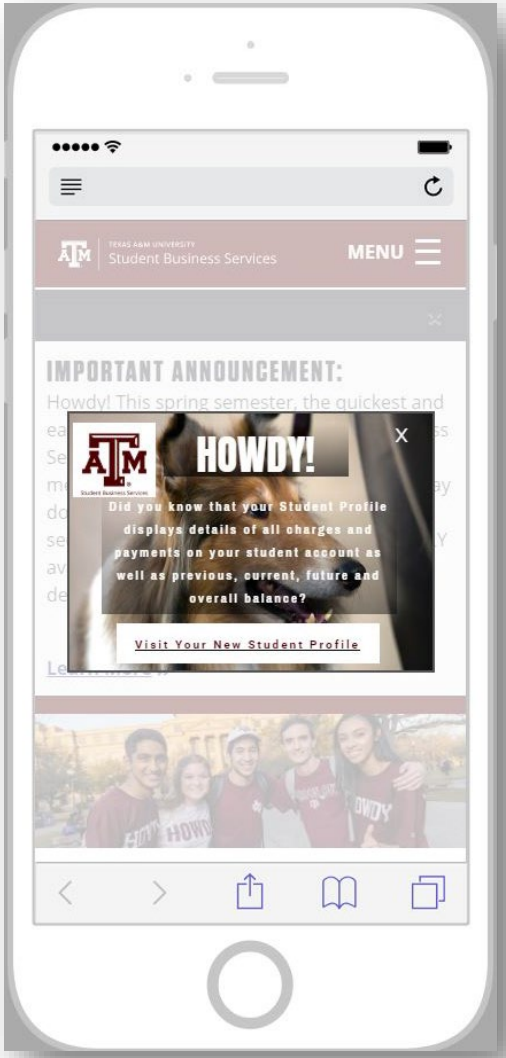
HOW?

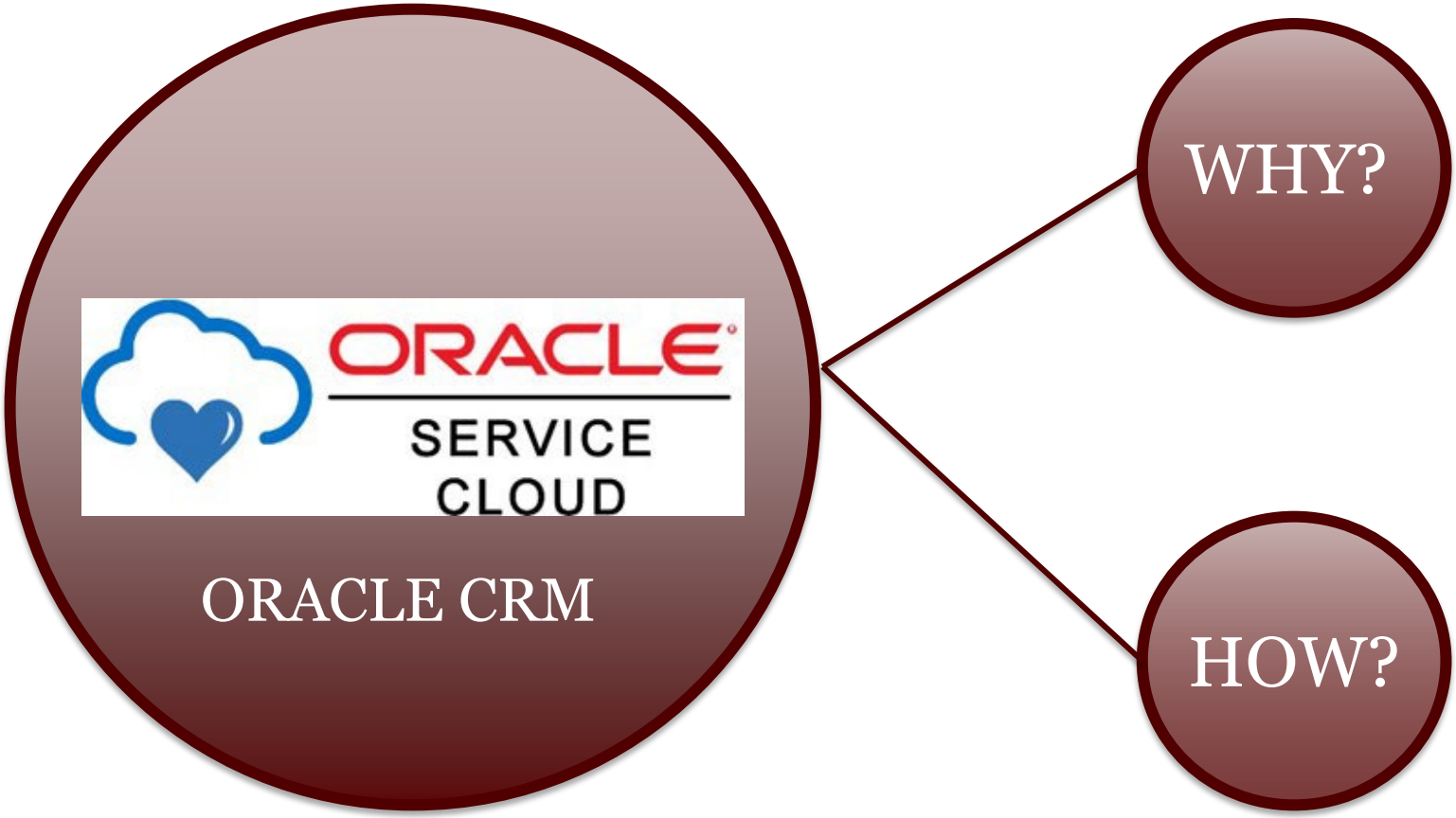
One-Stop Shop



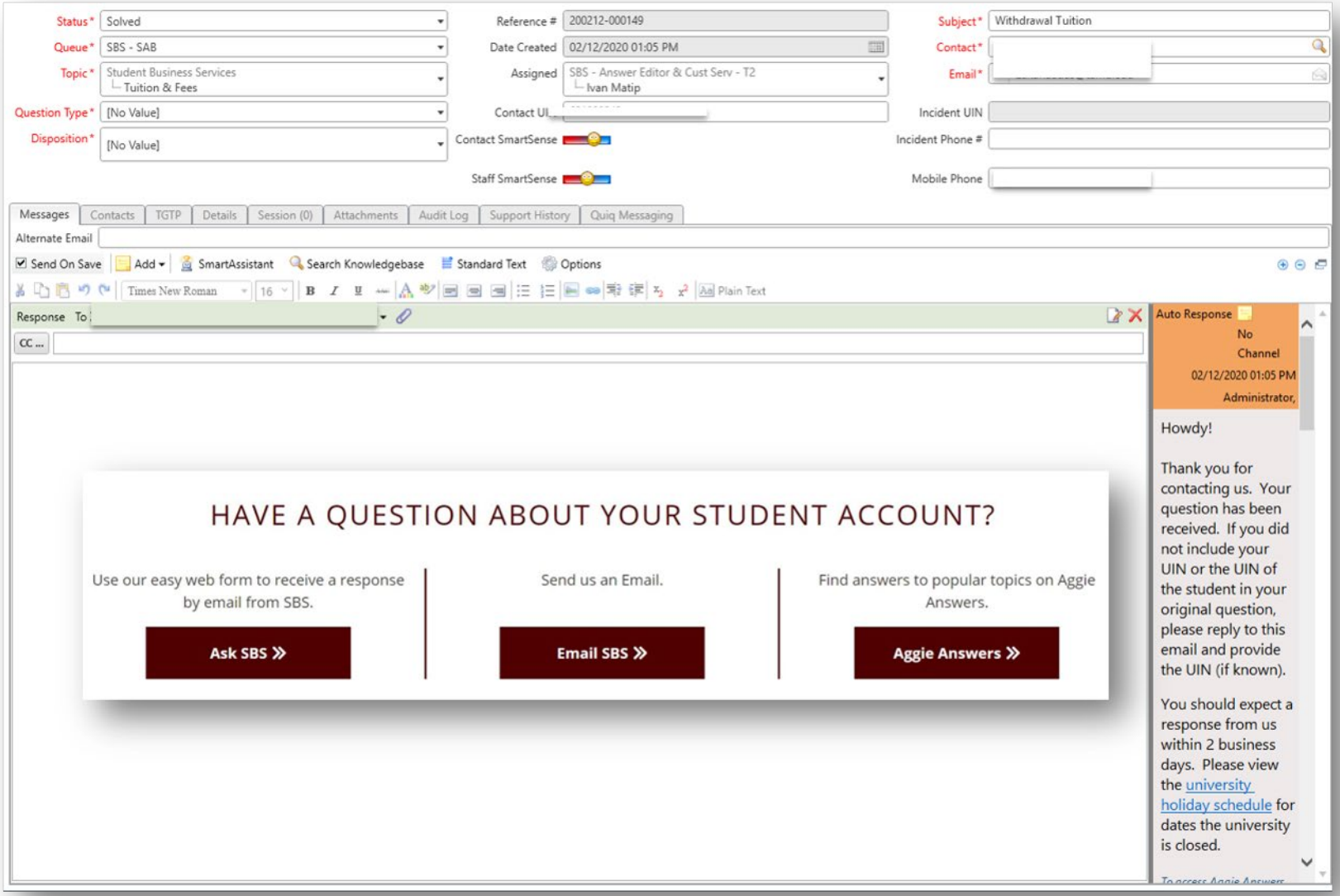
Pop-up


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


Student Business Services
MENU
IMPORTANT ANNOUNCEMENT:
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


ORACLE
SERVICE CLOUD
ORACLE CRM
WHY?
HOW?

Aggie Answers & Email SBS



Texting: Quiq Messaging

TEXT FORMAT PREFERENCES

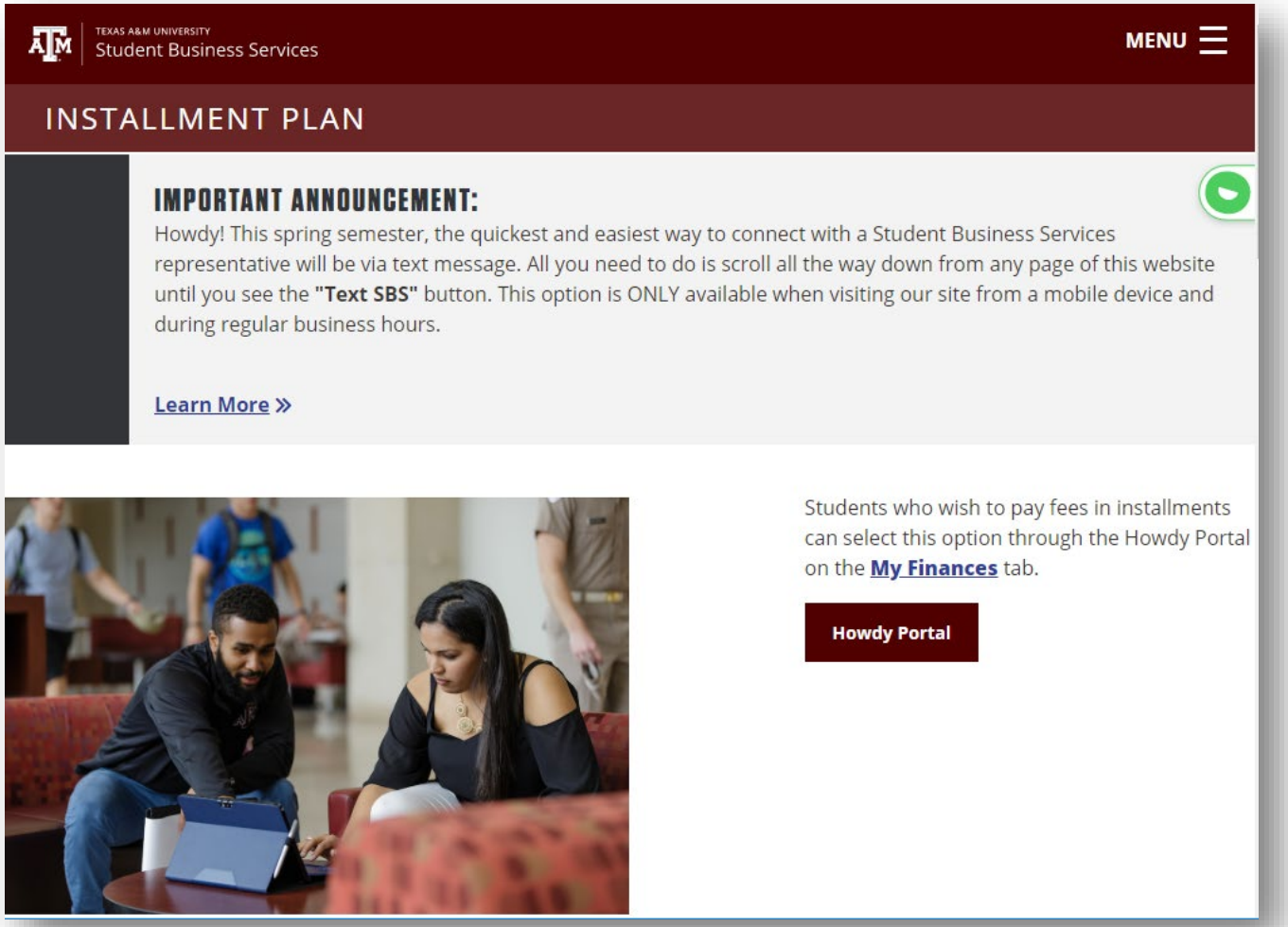
FORMAT	OVERALL	SENIORS	JUNIORS	SOPHOMORES
Only text (SMS) messages	37%	49%	32%	29%
Only messaging apps	8%	1%	5%	17%
Both text and messaging apps are OK	41%	38%	43%	42%
No text or messaging app contact at all	14%	12%	19%	12%

TEXTING, A GREAT TOOL FOR PROSPECTING

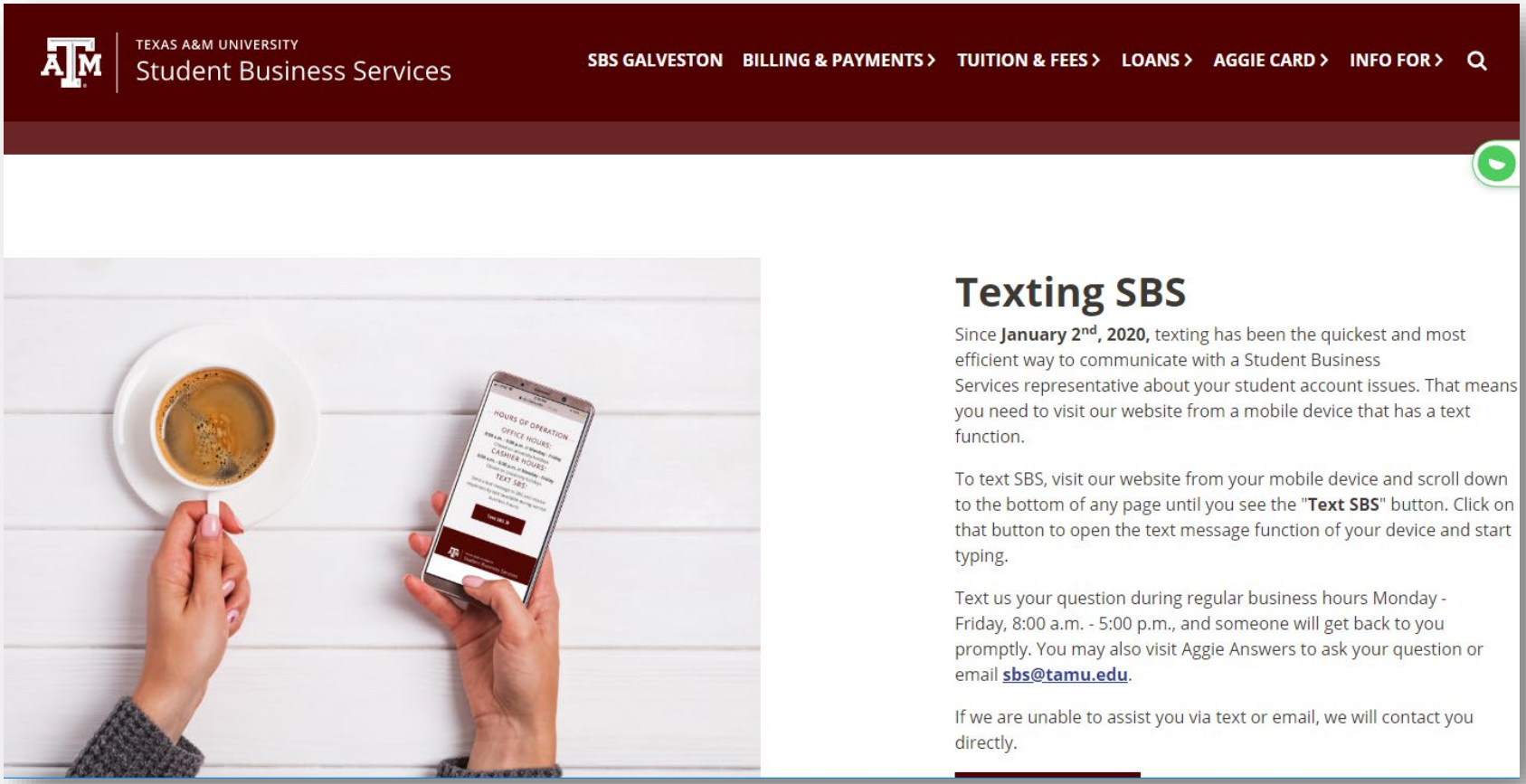
Among students, **67 percent of Juniors** and **51 percent of sophomores** are open to receiving general information about academic programs and majors through texts.

Quiq

SBS Website Alert

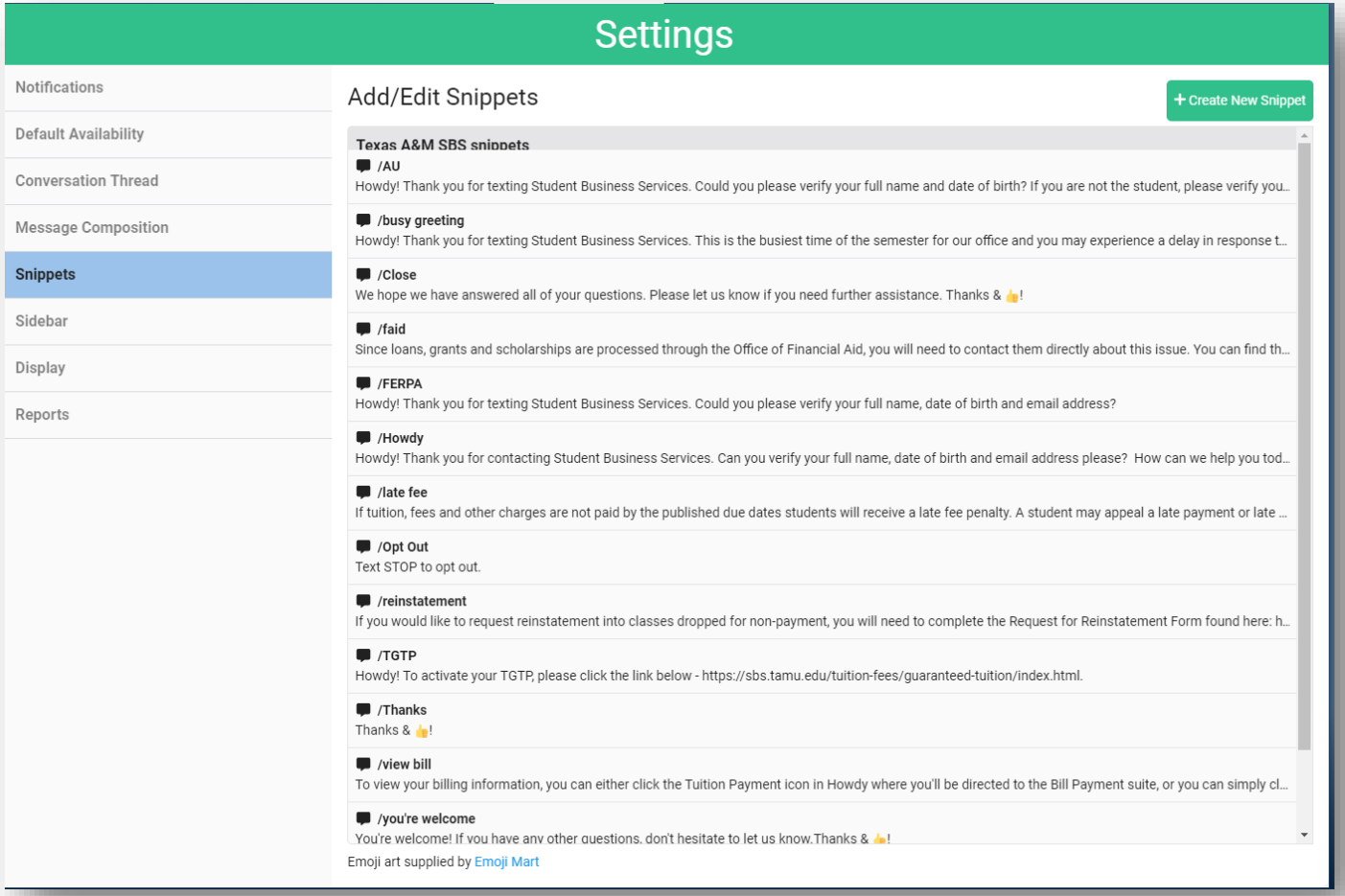


Social Media Strategy



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

Doing it Right *The World is watching*

UAS

Amie Scott

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

Doing it Right *The World is watching*

FMO
Clint Merritt

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

Doing it Right *The World is watching*

FMO

Clint Merritt

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

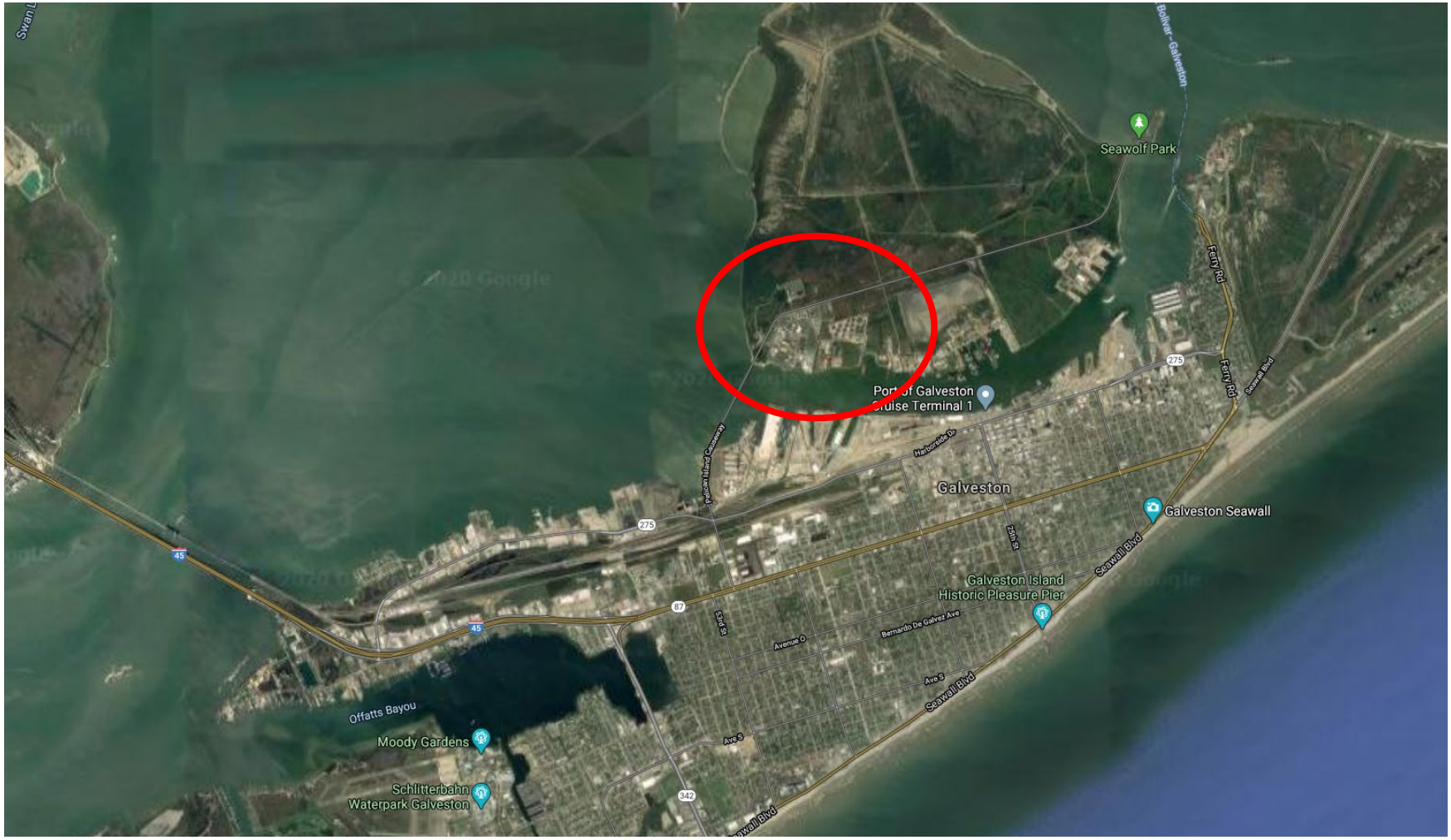
Issue: Wanted to get together in a non-work atmosphere to get to know each other more.

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

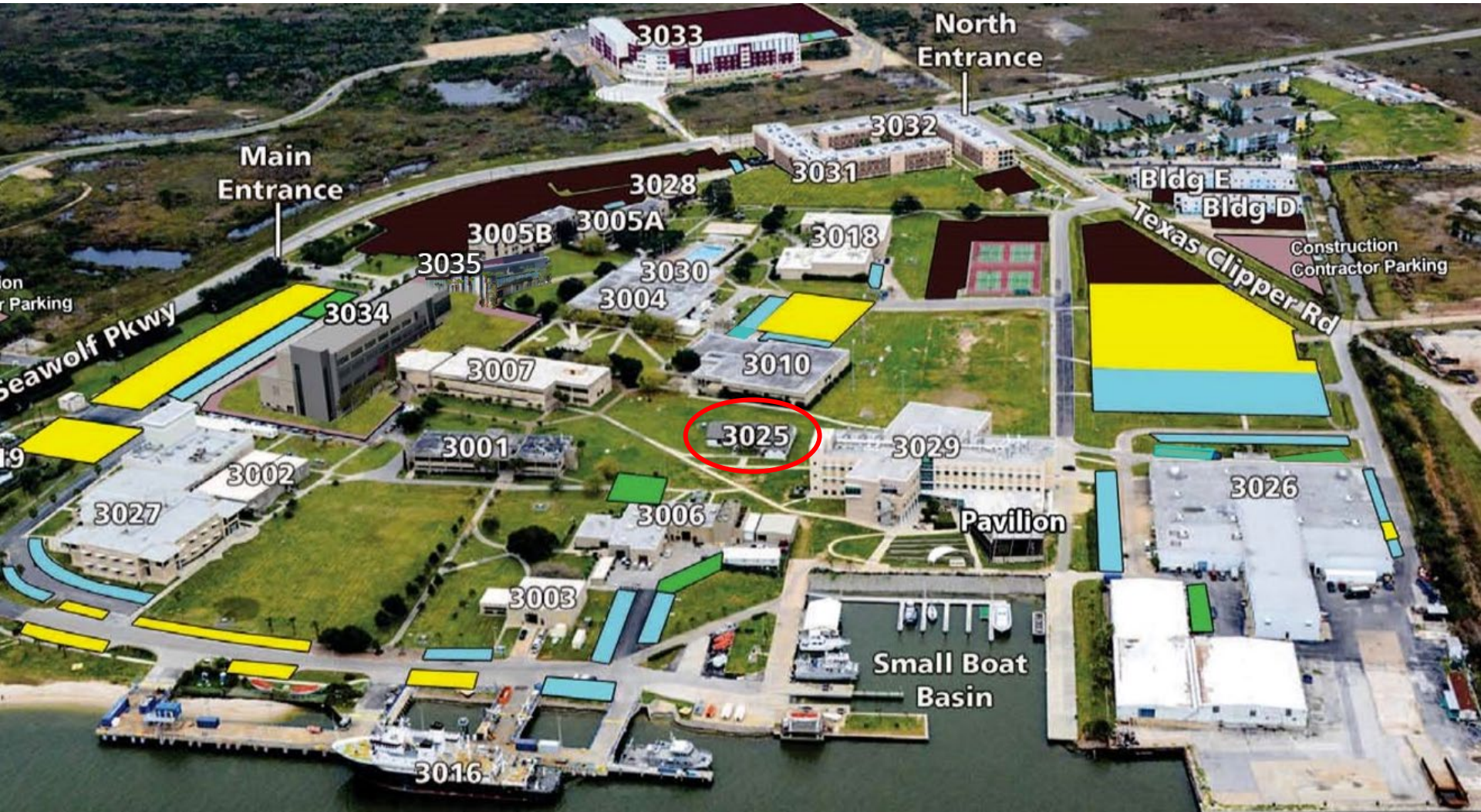
Best Places to WORK



Best Places to WORK

Student Business Services
Margaret Mcnulty
Marjorie Salinas

Financial Management Services
Jackie Robbins
Niki Lenderman



FMO
Jackie Robbins

Best Places to WORK

Why is FMO the best place to work?

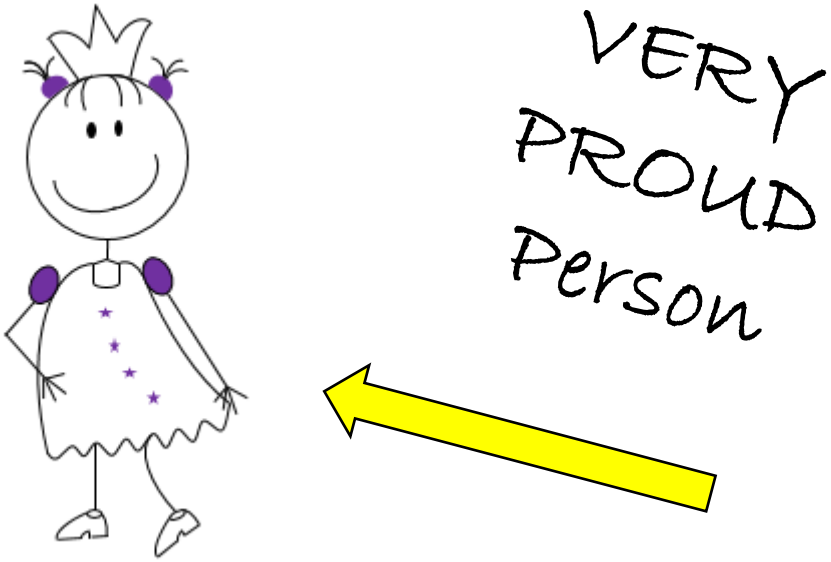
My Journey From Financial Management Services To Financial Management Operations

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

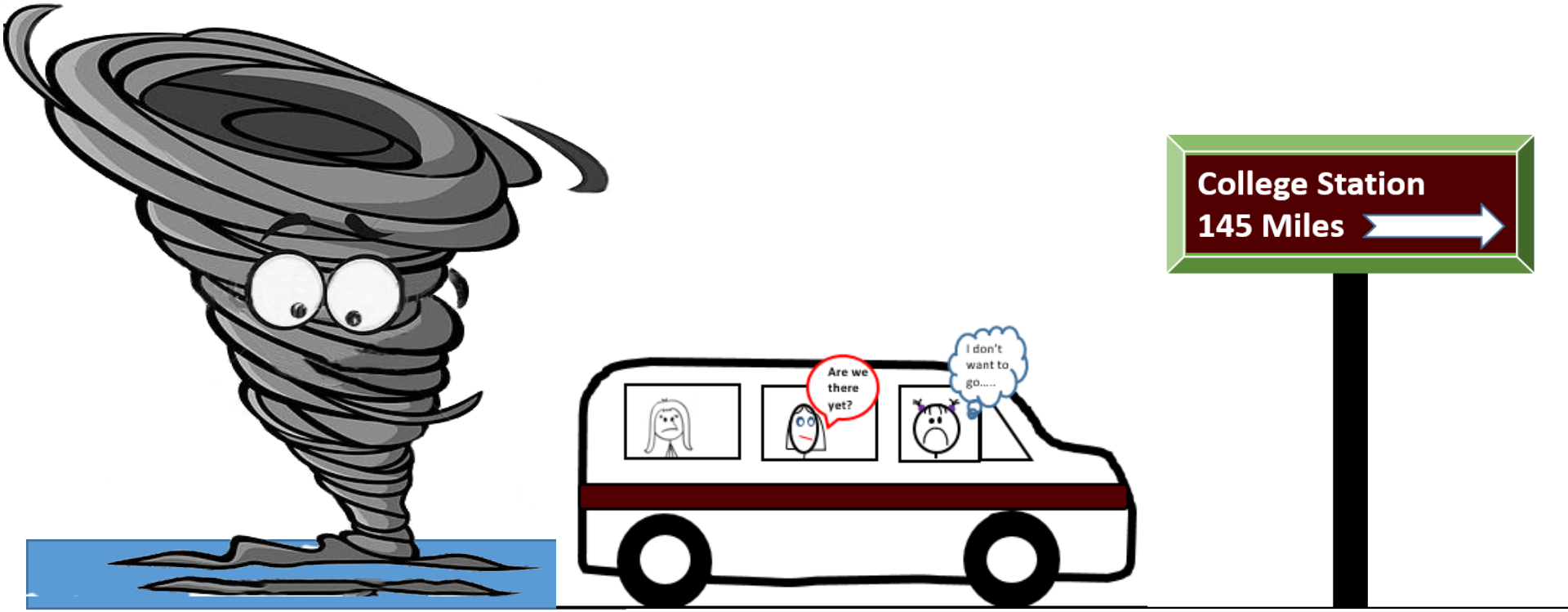
October 3, 1989
First Day on the Job
At TAMU Galveston
As an Accounts Payable Clerk……

VERY Happy Person

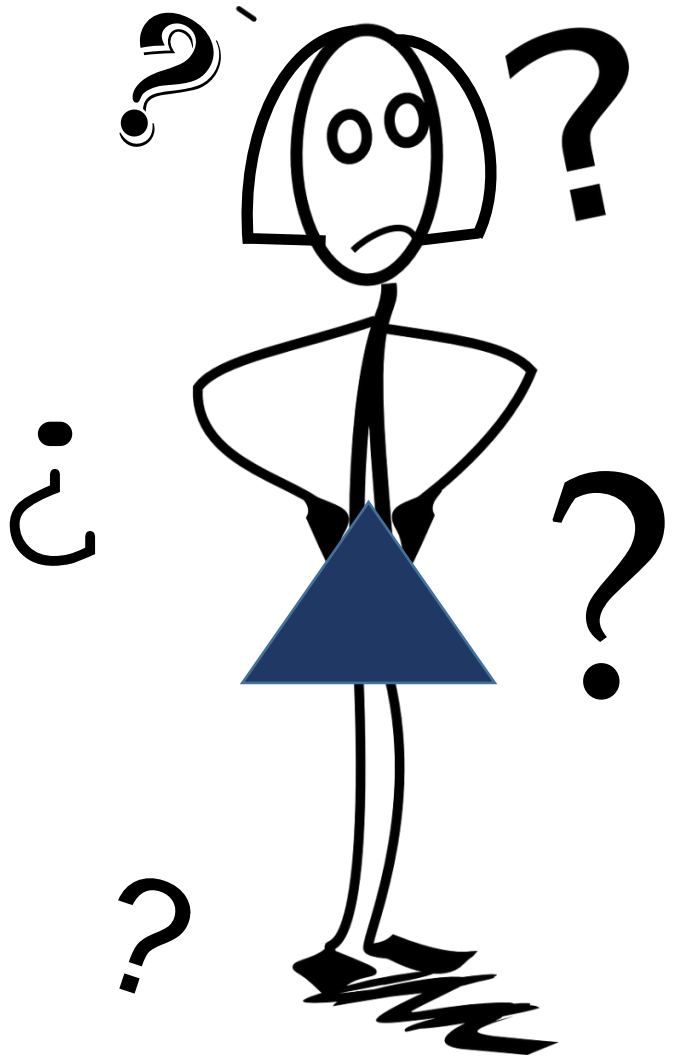
2002
TAMU Galveston
Employee of the Year

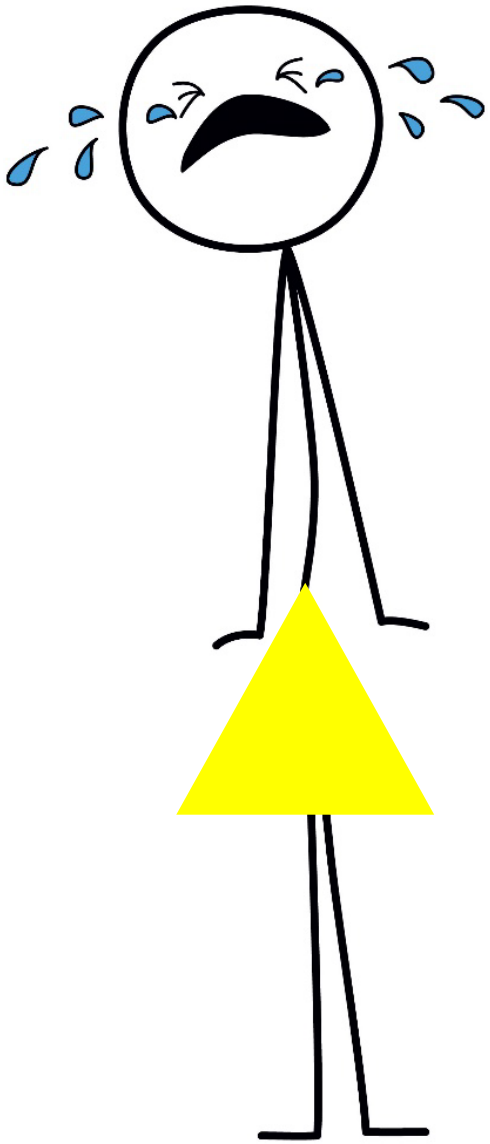


September 2008 Hurricane Ike struck!!



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 😢

Best Places to WORK

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

Clint
Stacie
Evonne
Tammy
Linda
Elizabeth
Beverly
Todd
Kyle
Esme
Terri
Melva
Bridgett
Shanequa
Mary Jo
Brandi

and my new boss!

Best Places to WORK

Debbie Phair

Best Places to WORK

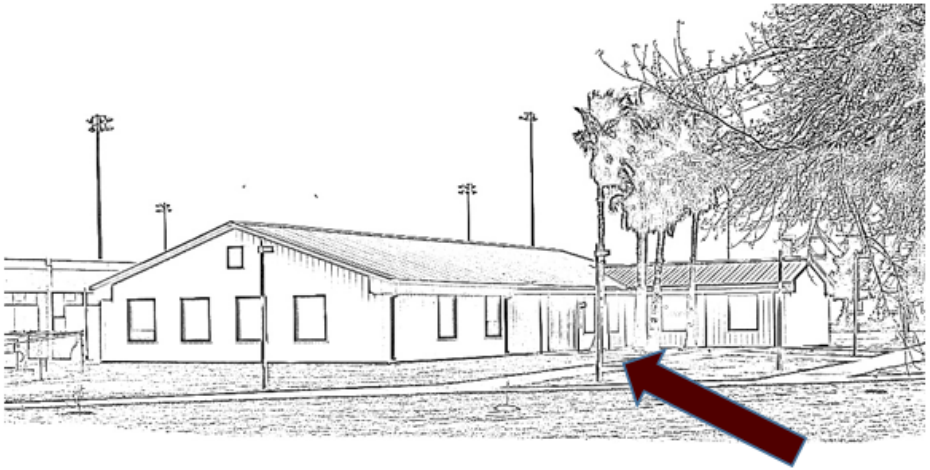
but still a part of the TAMU-Galveston family…

The best of both worlds!

TEXAS A&M UNIVERSITY
GALVESTON CAMPUS®

Best Places to WORK

Moving Day…..once again….



We Are Here!