Business Manager Meeting

May 10\textsuperscript{th}, 2022
Business Manager Meeting

Agenda

- Welcome & Introduction *(Patrick Kozdron, Logistical Services)*
- Purchasing Refresh
- Amazon/Staple Accounts
- Surplus Disposal Process
- Contracts (COLT) *(Michele Cole, Business Services)*
- Signature Authority
- ACH Verification
- Rental Cars/AAA Reservation Process *(Lisa Bettis-Cooper, P&D)*
- Questions/Future Meeting Topic Suggestions *(Everyone)*
- Closing Comments *(Patrick & Team)*
We Appreciate You!
Purchasing Refresh
Purchasing Guidelines:

Purchases up to $5,000

- Departments may make purchasing decisions up to $5000 without the involvement of the Purchasing Department. No purchase order is required.

- Departments may purchase through use of the University Procurement card. See Procurement Card Policy for details. For non-procurement card purchases (e.g. vendor charges a fee to use a credit card, will not accept credit cards), invoices may be submitted directly to Accounts Payable with a completed voucher.
Purchasing Refresh

Purchasing Guidelines:

• Purchases from $5,000 to $9,999

  • Departments are to obtain, and provide the Purchasing Department, at least three supplier quotations. Purchasing department assistance with quotes is available, if needed.

  • Written, competitive bids may be obtained, if deemed necessary by the purchasing department.

  • If the good or service is only available through one supplier, a Sole Source Justification Form must be completed and approved by the Purchasing Department.
Purchasing Refresh

Purchasing Guidelines:

- Purchases from $10,000 to $249,999
  - Written, competitive bids must be obtained with the assistance of the Purchasing Department.
  - If the good or service is only available through one supplier, a Sole Source Justification Form must be completed and approved by the Purchasing Department.
  - Compliance with the University’s Affirmative Action policy will be required for purchases above $50,000.
Purchasing Refresh

Purchasing Guidelines:

Purchases of $250,000 and over

- All procedures required at $10,000 to $249,999 apply.
- Sealed bids are required. (has migrated to electronic submissions w/COVID)
Purchase Execution ($5K & Above)

- More detail the better
- Contact person will receive invoices unless stated otherwise
- Need Fund/Cost Center/Account Code & Spend
- Obtain necessary signatures

Notification that Legal & Compliance Review has been completed is a current Gap/Challenge
Difference Between P.O. & Blanket Purchase Order

**Purchase Order**
- One and done
- Very specific and contains detailed information on the goods or services ordered

**Blanket Purchase Order**
- Previously known as “Vendor Contract”
- Multiple payments and can span multiple years
- Tends to be more generic and only provides high-level details
Closing Purchase Orders

Three Way Match to avoid payment delays

- Eliminates fraud by:
  - Proving WMU requested the goods/services being invoiced, and that,
  - WMU received the goods/services being invoiced.

*Receipt notification is a current Gap/Challenge*
Purchasing Bid Process Timeline

**Pre-Bid Activities**
- 3 Business Days or Less
  
**Develop RFQ/RFP**
- 7 Business Days or Less

**In Process Activities**
- 20 – 25 Business Days

**Final Steps**
- 5 Business Days or Less

This is an “ideal” timeline. Adjustments can be made based on level of complexity or “specific” needs.
Purchasing Bid Process

**Pre-Bid Activities**
- Determine budget and timeline
- Fill out a Purchase Requisition
- Develop initial list of potential Vendors
- Identify Evaluation Team Members (Key Stakeholders)

**Develop RFP/RFQ**
- Define Scope
- Identify evaluation criteria
- Provide proposal submission requirements
- Set Deadlines for RFP/RFQ activities i.e. Questions, Pre-Bid Meeting (if needed), Proposal Submissions

**In Process Activities**
- Issue RFP/RFQ
- Provide responses to Vendor questions
- Review & evaluate Vendor bid proposals (Evaluation Team)
- Select winning bid or Identify a # of Vendors to interview
- Conduct Vendor interviews, evaluate, and select winning bid

**Final Steps**
- Gain approval to move forward with selected Vendor/Bid
- Issue Letter of Intent to Vendor of winning bid
- Notify other bidders of decision
- Finish negotiations and submit service agreement or contract for legal review and signature
- Issue Purchase Order/Blanket Order

Logistical Services
Amazon/Staples Accounts
Amazon Business Prime Account

Membership Highlights

- Prime membership and tax-exempt account intended for purchase of items for University use/purposes
- Tied to an @wmich.edu email address; delivered to either the Main Dock or your office (depends on the driver and the address in your profile)

- Send an email to wmu-purchasing@wmich.edu with “Amazon Membership Request” in the subject line
- Use the physical address for your building, not a Mail Stop
Amazon Business Prime Account

Restricted Items

- Amazon only allows item restrictions via large, overarching categories

- Current restrictions:
  - Guns and ammo
  - Live animals and plants
  - Items covered by other negotiated contracts (computers, office supplies, tools)
  - If you need to buy a restricted item:

    - Place the item(s) in your cart. Add a reason for your request for approval (requester comments). Submit the order, which is then automatically sent for review and potential approval by Purchasing
Staples

- Having delivery issues?
- Update your Staples desktop delivery address in your user profile.
  - Add building name, room number.
  - Mailstop and street address are not required for Main Campus.
Surplus Disposal Process
Surplus Disposal Process

Reuse – across campus
Repurpose – into something new
Recycle – to find a second life

Our goal is to manage the proper disposal of University assets and prevent as much as possible from reaching the landfill.

YTD Totals:
• Items = 9,342 = 89,813lbs
Surplus Disposal Process

Steps for disposing University assets:

1. Fill out the Surplus disposal form and email to wmu-Surplus-Sales@wmich.edu

2. Surplus Team will:
   - Schedule a pick-up to move item to Surplus Store
   - Help facilitate sale to WMU employee

3. Asset will be removed from the asset list and a fair market value will be assigned.

4. Items will be displayed at Surplus Store for sale if not sold to an employee upfront.
Surplus Disposal Process

Steps for disposing University assets cont:

5. Customer/Employee receives a receipt, and the item can then be removed from the store or campus if sold to an employee.

- The Surplus Team will work with Departments to determine fair market value when an asset is claimed by another Department for reuse on campus.
  - Transaction will take place via a journal entry

WMU Assets must be disposed of through WMU Surplus
Contracts (COLT)
Contract Review

What happened to COLT? And other *fun* things.....
Contract Review

Contract Resources

https://wmich.edu/legal/contracts/resources

- Contracts 101
- Contracts 201
- Payments to Foreign Nationals
- Is it a Contract?
- Glossary
- 25 FAQs
Contract Review

What is a contract?
A rose by any other name . . .

Buy/Sell Agreement
Terms and Conditions
Publishing Contract
Letter of Agreement
MOU (Memorandum of Understanding)
MOA (Memorandum of Agreement)
Affiliation Agreement
Appointment letters
Letter of intent
Commitment letter
License
Lease
Use agreement (intellectual property)

Housing contracts
Software agreement
SOW (Statement of Work)
MSA (Master Services Agreement)
SLA (Service Level Agreement)
EULA (End User License Agreement)
Insurance policies
Trust documents
Gifts & Grants
Entertainment or performance contracts
Maintenance or Service agreements
Non Disclosure Agreements (NDA)
Construction contracts

Offer + Acceptance + Consideration =
A Binding Promise
Terms & Conditions (T&Cs)
# Contract Review

## Does my contract need to be reviewed by Legal?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No - does not follow signature authority rules; &gt;$5,000 follow Purchasing procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>It references state law, governing law, venue, or jurisdiction (anywhere)</td>
<td>It is for a hotel stay</td>
</tr>
<tr>
<td>It has language about WMU’s or the vendor’s liability for damages or injury, limitation of liability</td>
<td>It is an affinity group or professional society membership (institutional memberships must be run through the Provost’s office or other appropriate VP)</td>
</tr>
<tr>
<td>It says “indemnify” or “hold harmless” or any similar terminology</td>
<td>It has payment terms only (i.e. cost, due date(s), service charges)</td>
</tr>
<tr>
<td>It references confidentiality, privacy, or confidential information</td>
<td>It is a bill for a catered one-time event (i.e., you are not hiring the caterer for a whole season/semester)</td>
</tr>
<tr>
<td>It involves a potential conflict of interest (e.g., a university employee buying/selling something in which they have a financial interest)</td>
<td>Standard Terms and Conditions for Interactive Advertising for Media Buys One Year or Less</td>
</tr>
<tr>
<td>It discusses arbitration</td>
<td>WMUK Advertising Underwriting Agreements with University departments</td>
</tr>
<tr>
<td>It discusses intellectual property (e.g., patents, trademarks, copyright, royalties)</td>
<td></td>
</tr>
<tr>
<td>It discusses use of WMU’s name, logo, seal, or other marks</td>
<td></td>
</tr>
<tr>
<td>It references insurance, insurance limits or requirements, or “additional insured(s)”</td>
<td></td>
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</tbody>
</table>
Contract Review

PLEASE READ CONTRACT FOR PURCHASE SPECIFICS

GET YOUR CONTRACT IN EARLY!

I DON'T ALWAYS READ CONTRACTS
BUT WHEN I DO, I READ THEM VERY, VERY CAREFULLY

JURISDICTION=MICHIGAN

WMU’s CONTRACTING PARTY IS THE BOARD OF TRUSTEES OF WESTERN MICHIGAN UNIVERSITY
Contract Review

COLT Update

• The floodgates are open
• CMS - shuts down 12/31/2022
• No specific training
  • Individual VP area leaders
• ALL contracts
  • Affiliation agreements
  • Software
  • Leases
  • Healthcare
Contract Review

COLT Update Continued

• Faculty, Staff, Deans….all employees
  • Decision to limit users
• TEAMS group
  • Updates
  • All information
  • Chat function
# Contract Review

<table>
<thead>
<tr>
<th>VP AREA</th>
<th>CONTACT</th>
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</thead>
<tbody>
<tr>
<td>Academic Affairs</td>
<td>Cathy Smith (Provost Office)</td>
</tr>
<tr>
<td>HIGE</td>
<td>Alice Molvern: (HIGE) – primary; VPAA secondary</td>
</tr>
<tr>
<td>OIT</td>
<td>Cristine Gaines (OIT) – primary; VPAA secondary</td>
</tr>
<tr>
<td>Student Affairs</td>
<td>Pete Poggione</td>
</tr>
<tr>
<td></td>
<td>Nicole Kalmbach</td>
</tr>
<tr>
<td>Athletics</td>
<td>Elizabeth Knips</td>
</tr>
<tr>
<td>Office Research and Innovation</td>
<td>Denise Wheatley, Betty McKain</td>
</tr>
<tr>
<td>Marketing and Strategic Communications</td>
<td>TBD</td>
</tr>
<tr>
<td>President, Legislative Affairs, Advancement, Diversity</td>
<td>Jessica Swartz (Office of Legal Affairs, Risk and Compliance)</td>
</tr>
<tr>
<td>and Inclusion</td>
<td></td>
</tr>
<tr>
<td>Business and Finance</td>
<td>Michele Cole (Office of Legal Affairs, Risk and Compliance)</td>
</tr>
<tr>
<td></td>
<td>Jackie Michels (Purchasing)</td>
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Signature Authority
Signature Authority

AUTHORITY TO SIGN

https://wmich.edu/legal/contracts/authority

Contractual

The act of hiring another entity to perform work in exchange for compensation

Budget

Distribution of funds provided by University or obtained by fundraising or other legal means
ACH Verification
ACH Verification

Do you think you would be fooled?

• Recently, the University encountered an approximate $42,000 loss by trusting an email from what appeared to be a legitimate vendor providing their ACH/wire instructions. Everything seemed in order, the timing, the email address, etc., so the department followed the usual process by sending the appropriate paperwork to Payroll and Disbursements (Accounts Payable).

• As it receives new or changed ACH instructions, Accounts Payable provides a form to the remunerating department to document confirmation of the information. It is the duty of said department to follow up via direct phone call to a vendor’s trusted source.

• Believing the email to have come from a legit email address, the same address used many times in previous communication, the department did not make the appropriate confirmation call, but did tell Accounts Payable that the information was confirmed. After 3 or so months, the vendor contacted the department looking for their money, and by this time, the money was long gone.

• If this fraud occurs, the department will be responsible to pay up to $25,000 which is the amount of deductible for the University’s insurance coverage.

• Do not let this happen to you. Make the call to protect your funds.
AAA Travel Reservation and Hertz Car Rental
Discussion Items

• AAA Reservation Process
  • Transition to Corp Team
  • Booking Options and Response Times

• Hertz
  • Reservation Process
  • Vehicle Pick Up and Return
Policy and Workflow

- Prior approval is required for travel
- PS Workflow currently routes to:
  - HR Supervisor
  - G/L Expense manager
  - or Grant PI
  - Export Control for International Travel
  - Dean’s Office or VP per the request of the division
  - AAA – Airline Reservations
AAA

- Effective March 1, 2022 the ACG was displaced
- WMU is now serviced by the Corporate AAA team

Information to assist the campus community is available at: https://wmich.edu/travel

- Booking Options:
  - Live Agent at AAA
  - Certify
  - Email Reservation Request to AAA
AAA – Phone Response Rate

- Most widely used method of contact *phone*
  - At the time of conversion hold time => 2 hours
  - Current hold time < 5 minutes
- This option is recommended when traveling with passengers not associated with WMU
AAA – Certify

- **Certify** – Previously NuTravel
- Time of Set-up to selection of flight is 10 minutes
- New Data Requirements
  - Fund
  - Department Code
  - Account Number
AAA – Certify

The following travel authorization request has been submitted to the travel agency and requires your attention to place your airline reservation:

Employee Name: Trautman, Ian
Submission Date: 2022-04-21
Description: Test Domestic
Travel Auth ID: 0000022465
Line Number: 002
Business Purpose: Conference
Flight Amount: $500.00
Originating Location: DTW
Travel To: MIA
Fund/Dept/Acct: 11-6411240-4359

To place your reservation please complete one of the following:

Call the travel agency at (877) 379-0299, or
AAA – Certify

Purchase Summary
Trip Name: 

Cost Summary
Rates are approximate & subject to applicable taxes/fees. Car & Hotel rates are based on first day/night charge. View Rules for more details or contact your travel administrator. Additional Airline baggage fees may apply. Details here.

Airfare: **714.21 USD**
Penalty: Rules
Service Fee: **10.00 USD**
Estimated Total Trip Cost: **724.21 USD**

Additional Information required for LISA R BETTISCOOPER

*Enter your 2 digit Fund Number

*Enter your 7 digit Department Number

*Enter your 4 digit Account Number

Continue

Add Car
Add Hotel

Western Michigan University
AAA – Email Option

Email Option – 4 hour Turnaround Time

aaacorporatetravel@aaa-alliedgroup.com

Information Required:

• Traveler’s Information – Name, DOB, Gender
• Outbound Flight Requested – Airport, Departure Times
• Return Flight Requested – Airport, desired arrival times
• Other travel needs – Car and/hotel
Hertz Car Rental

• Effective March 15, 2022 the website used to reserve vehicle through Hertz was changed to:

https://www.hertz.com/rentacar/ap/ap-login

• The reservation process requires an Applicant Number

• This information was sent to the all campus Business Managers, Budget Analysts, Admin II’s, and Admin Asst Sr. positions
The new website will display the following:
Hertz Car Rental - Locations

- The Stadium Drive location services WMU
- Lot 95 – Campus Services option is being added for WMU
- Keys have to be issued to the renter
- Upon return, there are key boxes available at Lot 95 and the Stadium Drive location
Hertz Car Rental - Logistics

• 12 Passengers are being added to the vehicles available for WMU
• If an accident occurs, a Hertz incident report and police report are required
• If you are contacted by Hertz regarding the status of the vehicle you returned, please contact them
Final Remarks – PS TA

• Job aids and Videos

https://wmich.edu/travel/authorization-expense
Next PS Phase – Automation of Travel Expense Reimbursements

- Notices
- Create Expense Report
- Add Quick Expense
- My Wallet
- My Expense Reports
- Expense History

- 0 Wallet Transactions
- 0 Active Expense Reports
PeopleSoft Travel System

• Travel Inquiry Email
  acnt-travelinquiry@wmich.edu

• Contact Listing
  • Ian Trautman
  • Ann McNees
  • Lisa Bettis-Cooper
Questions & Future Meeting Topics
See You in the Fall!

Reach out if you have any questions prior.