September 2003

A Quarterly Newsletter
from the Division of Finance.
The University of Pennsylvania

The Bottom Line

Enhancements to the Penn Marketplace

Building upon the success of the Penn Marketplace, the University has launched a new initiative to introduce an enhanced version of the Penn Marketplace to the campus community in January, 2004.

Utilization of the Penn Marketplace has increased steadily over the past 20 months, and 53% of all purchase orders are now issued to the 31 Marketplace suppliers. The project team has been investigating opportunities to enhance "ease-of-use", address evolving customer requirements, and respond to issues raised by various BEN Buys users. We have conducted a review of university-wide purchase activity to identify opportunities to increase supplier participation in the marketplace and are in the process of reviewing the effectiveness of existing supplier relationships and pricing agreements.

The result of these efforts and input from our customers form the basis for the planned enhancements to the Penn Marketplace. The enhancements will include new functionality such as individual and University "favorite lists", quick order capability, and improved search functionality to further reduce the time required to create a requisition. BEN Buys users will be able to search across a larger selection of suppliers and content in the Penn Marketplace and from certain Penn contract supplier web sites for custom items such as computers, in a single ordering session. Researchers will be able to utilize an online configuration tool to develop chemical compound, oligo, and columns requirements, and then search for the desired product from Penn Marketplace suppliers.

Purchasing Services expects to ultimately have over 70 suppliers and 2,000,000 items available in the new Penn Marketplace. Information on this purchasing initiative and the suppliers that have been recruited for participation in the new Penn Marketplace is available in the Purchasing Services web site at:

http://www.purchasing.upenn.edu/buytools/pm.php

You will be hearing more about the initiative, the transition strategy, and training opportunities in the next few months. The Penn Marketplace project team will communicate with the campus community to ensure a successful transition, and ensure that everyone is prepared to take full advantage of the enhancements.

Message from the Manager

Maryann Q. Piccolo, Associate Comptroller, Corporate Tax and Payroll

Dear Colleagues:

As most of you are already aware, the Payroll Department instituted the Base Level of Service concept in the beginning of Fiscal Year 2003. This concept was initially introduced to the University community quite some time ago by the former Payroll Manager, Terry Lafferty and was again presented at the Senior Business Administrators meeting of May 28, 2003.

With the implementation of Base Level of Service, the Payroll Department began assessing administrative fees based on the facts and circumstances on a case-by-case basis for services outside the scheduled payroll processing cycles. These items include hand-drawn checks, overpayments, stale dated checks, stop payments, and additional pay form processing. The purpose of the administrative fee is to serve as an incentive tool for the individual departments to perform payroll-related tasks in an accurate and timely fashion.

Fees will be assessed $25 per transaction to the paying departments for the following:

1) Hand-drawn check requests from paying departments for employees who have been short paid or who have received no payment at all. Hand-drawn checks for awards (e.g. Models of Excellence), vacation payouts, will not be assessed a fee.

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Message from the Manager
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2) Overpayment processing for employees who have received pay in excess of what they were entitled to for a given pay period.

3) Stale dated checks which need to be reissued in the event a department did not forward the pay to an employee in a timely manner.

4) Stop payment processing for employees who received pay in error due to incorrect distribution end dates.

5) Additional pay forms which are processed off-cycle and require a hand-drawn check.

Fees will be assessed to the employee for the following:

1. Payroll checks which have been damaged (e.g. torn, laundered) or lost and need to be replaced with a hand-drawn check will be assessed a fee of $25. (Please note that in cases involving theft, no fee will be assessed.)

2. Stale dated checks which need to be replaced when an employee fails to cash the original check in a timely manner will also be charged a fee of $25.

3. Requests for 'prior year' W-2 and 1042 Forms will be assessed a fee of $10.

   **Please note that if there is an error created on part of the Payroll and/or Corporate Tax office, there will be no fee assessed.

Our hope is, as partners in the Payroll process, this mechanism will encourage our Payroll Administrators to adhere to the deadlines of the system and the policy and procedures of the Payroll function. Adherence to the deadlines allows the Payroll Analysts within the Comptroller's Office the time needed daily to concentrate their efforts on ensuring timely and accurate processing as well as looking at ways to better serve the University community.

Data Warehouse

Do you want to access data from Penn's Data Warehouse without having to use Business Objects software or learn how to construct Business Objects queries?

You can access Penn's repository reports using a web browser with InfoView, the web interface of Penn's supported query tool, Business Objects. For more information, see

http://www.upenn.edu/computing/da/bo/infoviewoverview.html.

For information about obtaining an InfoView license, contact Data Administration at da-staff@isc.upenn.edu.

Are you running a Business Object or Infoview report and wondering when was the Data Warehouse was last updated?

You can refer to the Load Status page (https://dedalus.isc-seo.upenn.edu:8090/dwutil/loadstat/) to see when the data loads are complete.

Are you having problems accessing the Data Warehouse?

Please remember that Data Warehouse passwords now expire on a monthly basis, and that accounts will be locked after three attempts using an incorrect password. If you need your account unlocked and/or your password reset, please email oraclepass@pobox.upenn.edu.

You can also refer to http://www.upenn.edu/computing/da/orapass.html for information about error messages you may encounter, and how to handle them.

OFFICE OF STUDENT FINANCIAL SERVICES

Billing Schedule

Fall 2003 (includes Summer 2, 2003)

Mailing	Bill Due Date
September 3, 2003	September 26, 2003
October 2, 2003	October 30, 2003
November 4, 2003	November 28, 2003

New Online Service - Academic Transcripts

The Registrar along with SFS and ISC implemented in June 2003 an on-line system to allow current students and alumni (Class of 1988 or later), to use Penn InTouch to place orders and pay for transcripts using a Visa or MasterCard. In addition, currently enrolled students who are eligible to make purchases using their PennCard will also be able to charge their orders to their Student Billing Account.

Financial Hold (Spring 2004)

Warning letters are mailed out on September 29, 2003. Actual holds posted and letters mailed out on October 13, 2003

Financial Drop and Add for Fall 2003 - ends on September 19, 2003 at 5:00 p.m.

Student Employment Office

The 2003-2004 academic year Federal Work-Study and International Student Work Programs begin August 25, 2003 and end May 16, 2004.

A student must have received as part of his/her financial aid package a Federal Work-Study or International Student Job award in order to be employed under these programs. Before the student is permitted to begin working, the student must present a Job Appointment Form to the supervisor and business administrator.

New this year is the online Job Appointment Form (JAF). Awarded students can print their JAF from the Employment section on Penn In Touch. For more information about the online JAF, please go to the bulletin board on our web site at http://www.sfs.upenn.edu/seo/.

If you have any questions, please email John Rudolph at rudolph@sfs.upenn.edu.

Quarterly Quiz

Instructions: The following five questions can be answered based solely on information or web addresses contained in this issue of The Bottom Line. To participate in the contest, please submit your answers via email to training@pobox.upenn.edu no later than October 1, 2003. Please note that entries will only be accepted via email! Two winners will be selected randomly from all correct responses. Winners will receive a Faculty Club membership for the upcoming year .

1. Once you hit the "Add" button in BEN Deposits, your deposit is saved in what status?
2. If you rent a car on University business, should you accept the available insurance options?
3. On what dates will the first payroll training class in October be held?
4. What form, necessary for the Federal Work-Study program, can students now print on-line from Penn In Touch?
5. How often do passwords for Penn's Data Warehouse expire?

Last issue's winners: Edward Milewski (Abramson Cancer Center) and Marianna Wakulowska (Center for Policy Research on Education)

Eligibility: Members of the Financial Training Department and previous winners from fiscal year 2003 are prohibited from winning this contest.

OFFICE OF THE TREASURER

Office of the Cashier

Direct Deposit Bank Fair

The Treasurer's Office is hosting a direct deposit fair to enable employees to sign up for direct deposit of their paycheck. Several local banks will be available to meet with you between 11:00 am - 2:00 pm on September 10th and October 1st in Houston Hall, Hall of Flags Room, 3417 Spruce Street, Room G26 to sign you up for direct deposit. Some banks are offering special incentives to sign up at these events. If your bank is not represented at these fairs, a representative from the Payroll Office will be available to meet with you and help you to sign up for direct deposit.

Light refreshments for your enjoyment will be provided as well as give aways from many banks. You will also have a chance to win a free lunch or a bookstore certificate by completing a payroll questionnaire! Remember, there is no more waiting in long bank lines to cash your paycheck once you register for direct deposit.

If you have any questions or would like to discuss the fairs, please telephone 215/898-7258 or 215/898-9844. We look forward to seeing you on September 10th.

Reminders from the Cashier's Office

In an effort to continue to provide excellent customer service to you, our customers, we would like to encourage departments to complete any cashier transactions by 4:00 pm. While we have window hours until 4:30 p.m., we have found that our busiest time of the day is late afternoon, mostly with our student customers. In order to reconcile the day's activity and close out multiple applications timely, it is important that the Cashier's Office closes at 4:30 pm to achieve these reconciliation requirements.

For your convenience, there is an overnight depository box that you may use after hours to deliver **check deposits only**. For deposits which include only checks, it is not necessary to wait for a receipt from the cashier. An electronic deposit receipt will be sent to you if your profile is set-up to receive electronic receipts. On the subject of check deposits, please note that money orders and traveler checks are considered checks and must be indicated as such when making a deposit.

As a reminder, **cash depositors are required to wait for a receipt from the cashier's office**. Additionally, an electronic deposit receipt will be sent to you if your profile is set-up to receive electronic receipts. If you have a cash deposit, please allow ample time for the cashier to count the cash. It is highly recommended that depositors do not carry large amounts of cash across campus. The Office of the Cashier has negotiated a contract for armored courier services at a small cost to departments. If your school or center deposits cash daily, we can arrange to add your department to the University's contract. Please call Jean Suta if you would like to discuss this further.

The Cashier's Office accepts bulk coin deposits; however, the coin is subject to count by Mellon Bank. If your department has coin totaling $20.00 or more, place the coin in a secured moneybag (obtained at the Cashier's Office), prepare a separate on-line deposit for the coin amount and forward to the Cashier's Office. We will process the coin deposit according to your deposit. Mellon Bank, however, may make adjustments according to the final coin count. The Cashier's Office will process any adjustments and will forward notification of change to the University depositor.

In closing, note that the Cashier's Office window hours are as follows:

Monday	9:00 am	-	4:30 pm
Tuesday	10:00 am	-	4:30 pm
Wednesday	9:00 am	-	4:30 pm
Thursday	9:00 am	-	4:30 pm
Friday	9:00 am	-	4:30 pm

We would appreciate your cooperation in completing cashier transactions by 4:00 pm.

Thank you for your assistance.

OFFICE OF THE COMPTROLLER

TRAVEL ADVISORY

Travel Office, 308 FB/6284 898-3307

There has been confusion about insurance coverage and rental cars recently so the Travel Office is reprinting the information that is on its web site.

Car Rental Insurance Guidelines for University Travelers

Renters (faculty and staff) traveling on University business should decline the loss damage waiver (LDW) option, supplemental liability coverage, personal accident insurance and other additional insurance options when renting a car for business purposes. Such coverage is provided under the University as outlined below and is **not** reimbursable.

Domestic/Business* Rentals			
	LDW/CDW	SLI	PAI
National Corp ID# 5001856	Comprehensive LDW/CDW included in rate.	Included in rate and/or provided by Penn.	Non reimbursable expense
Enterprise Corp ID# N03240	Comprehensive LDW/CDW included in corporate rate. Theft protection kicks in after first $3,000.	Included in rate and/or provided by Penn.	Non reimbursable expense
Alamo Corp ID# 141108	Department responsible for first $3,000 worth of damage to vehicle unless driver has taken Penn Driver Education Program. (see Driver Education Program)	Included in rate and/or provided by Penn.	Non reimbursable expense
Other car companies	Department responsible for damage to the vehicle unless driver has taken Penn Driver Education Program.	Provided by Penn	Non reimbursable expense

*** Business rentals are rentals which are being reimbursed by the University of Pennsylvania. Must use Corp ID#s to qualify for coverages listed above.**

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OFFICE OF THE COMPTROLLER

TRAVEL ADVISORY (Continued)

Personal Rentals

	LDW/CDW	SLI	PAI
National	Corp ID# does not apply for personal rates.	Not included	Not included
Enterprise	LDW/CDW is included for personal rentals. Theft protection is not included. Enterprise personal rates are lower than corporate rates. Rates are on the Travel Office web page.	Included	Not included
Alamo	Can use the corp ID# for weekend rates but no LDW/CDW is included.	Not included	Not included
Other car companies	Not included	Not included	Not included

International (and Canada) Rentals

	LDW/CDW	SLI	PAI
National	Purchase	Minimum requirement is included	
Other car companies	Purchase	Purchase	

Definitions

CDW - Collision damage waiver usually covers damage or theft* of your rental car.

LDW - Loss damage waiver usually covers damage or theft* of your rental car.

SLI - Supplemental liability insurance protects authorized drivers against bodily injury and property damage claims.

PAI - Personal accident insurance covers medical expenses, loss of personal property and accidental death.

* See Enterprise Rental Car Policy

Penn Driver Education

Program Employees or students renting cars for University business purposes must take Penn's Driver Education Program. Please contact the Office of Risk Management at ext. 8-4327 for more information. Policy No. 2607 of the Financial Policy states:

Reimbursement will be subject to a departmental deductible of $250 per occurrence. Any loss or damage sustained by a driver who has not attended the University's Drivers' Safety Program will be subject to a 100% deductible, i.e. the department will be responsible for the total repair cost.

Student Drivers

Students are not considered agents of the University and, thus, are not covered by any rental car agreements between the University and preferred rental car companies unless specifically authorized.

Students driving on behalf of Penn must be 21 years of age and have taken the Penn Driver Education Program. They should also rent vehicles with National and Enterprise for the additional insurance coverage.

International Travel

For international rentals, the traveler should accept both LDW and liability coverage. When traveling internationally, such insurance coverage will be reimbursed by the University.

If anyone is purchasing a vehicle internationally in conjunction with a long term project, they need to contact the Risk Management department prior to making such a purchase.Any additional questions about international car rental insurance should be directed to the Risk Management office at 215-898-4327.

OFFICE OF THE COMPTROLLER

TRAVEL ADVISORY (Continued)

Reminder about Penn's new Philadelphia Airport Parking rates with SunPark

SUNPARK Airport Parking

Philadelphia Airport Parking

Penn has discounts for parking at the Philadelphia airport at both of the off-site SunPark locations. Whether your preference is Valet parking or Self Park, you can choose the location and parking option that best meets your needs. Both offer a 30% savings.

LOCATIONS	REGULAR RATE	PENN RATE
ESSINGTON AVENUE 7060 Essington Avenue Philadelphia, PA 19153 (215) 592-1161	**$8.95 per day** **(valet park)**	**$6.25 per day**
SCOTT WAY One Scott Way Lester, PA 19029 (610) 521-5568	**$12.75 per day** **(self park)**	**$8.92 per day**

For more information and access to the discount vouchers, click here http://www.finance.upenn.edu/comptroller/travel/ground/airport_parking.shtml.

Follow-up on MCI Calling Card Program

The Travel Office announced on May 2, 2003 that the current AT&T corporate calling card program would be replaced in May by a MCI/Worldcom calling card program. This change was made because MCI was offering Penn more competitive pricing. The new MCI calling card program operates just like the old program in that calling card charges will appear on monthly American Express Card statements.

Everyone should have gotten their new MCI cards by now. If they have not, please contact Susan Storb in the Travel Office at 898-9662. The AT&T cards will be de-activated at the end of September, 2003.

All the information on the new MCI program is listed on this web site:
http://www.finance.upenn.edu/comptroller/travel/payoptions/mci/

New Flexibility on Discounted Fares

American, Northwest, Delta, Continental Airlines and others have recently announced a new policy about non-refundable tickets. Now a traveler holding a non-refundable ticket will have a full year from the date their original ticket was issued to reschedule without losing the value of that ticket, **provided they cancel their reservations prior to their scheduled departure date**.

Service fees and change fees will still apply.

For additional information about these new policies, check with your airlines prior to ticketing.

DIVISION OF HUMAN RESOURCES

Learning and Education

Upcoming Learning and Education Programs

Learn valuable skills through American Management Association (AMA) programs, Brown Bag Matinees, Satellite Broadcasts, and other programs. For questions on L&E programs, call 215-898-3400 or visit http://www.hr.upenn.edu/learning.

Brown Bag Matinee - "Who Says We Can't Do It?"
September 10

Cancer Survivor. Champion. Hero. Leader. Lance Armstrong is perhaps the most inspirational sports figure on the planet today. His story of overcoming cancer and winning the Tour de France for five consecutive years has inspired millions of people. Now, Lance Armstrong's story is available to you in a truly unique training/learning program. A poignant, human, and compelling presentation that will get you thinking positively about achieving virtually any goal.

Satellite Broadcast - "The Power of One! Featuring Erin Brockovich"
September 17

Erin Brockovich is an expert on taking on amazing challenges, building the life you were meant to live, and becoming your own hero. She is a knockout inspirational speaker and role model to everyone striving for meaning and value in life. The story of Erin's investigation of a giant utility company, her legal triumph (the largest settlement in U.S. History), and personal issues were dramatized in the hit movie, Erin Brockovich.

AMA's "Projecting a Positive Professional Image"
September 24 and 25

Someone once said, "You never get a second chance to make a first impression". Although image is not the source of success, it is a factor that can prevent it. Join this session and learn how to make the most of your own unique self-image. Learn how to put your best foot forward in all work situations.

Career Focus Brown Bag - "The Passion Plan"
September 26

Richard Chang, consultant and author, believes successful, satisfied people share one trait-a powerful sense of passion for what they do. This video presents the Passion Plan Model - seven simple steps to discover and develop your passion and turn it into personal and professional fulfillment. You will learn ways to discover your passion, how to identify your purpose and its connection to your passion, and what it will take to keep your passion alive in the face of life's big and small obstacles.

Career Concepts - "Problem Solving" **September 30**

Sometimes problems arise because people just see things differently. Actually, issues, concerns and problems are an impetus to change and innovation. Use conflict to move yourself and the organization forward.

Customer Service at Penn **October 3**

This workshop will focus on the uniqueness of customer service at Penn and the characteristics of quality service in the University community. The workshop will also review effective customer service behaviors and present a model for solving customer service problems. Participants will become proficient in handling even the most difficult customer service situations and will learn how to better manage the stress created by such interactions.

Transitioning to Management at Penn
October 7, 14, 21, and 28

New managers face unique challenges in the workplace. This program is designed to help Penn managers transition into their new roles with ease. During the program, participants learn the difference between working and managing and understand why the delegation of work is a necessary skill. Participants will also receive guidance on establishing credibility and authority as a supervisor and will learn techniques for managing performance issues in the workplace.

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DIVISION OF HUMAN RESOURCES
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Franklin Covey's "Focus: Achieving Your Highest Priorities"
October 9

Formerly titled "What Matters Most", Franklin Covey introduces a productivity workshop for today's high-amperage work environment. In the new era of business, success is no longer measured by simply getting things done. It's the people who know how to focus on the most important goals that move their organizations forward-and enjoy a greater sense of job satisfaction.

Brown Bag Matinee - "Whale Done!" October 15

Whale Done! is designed to teach people how to improve their relationships at work in order to become more productive and to achieve better results. It will help your employees learn how to build trust, accentuate the positive, and when a mistake occurs, redirect the energy for a more productive outcome.

Introduction to the Meyers-Briggs Type Indicator
October 17

Taking the Meyers-Briggs Type Indicator and receiving feedback will help you identify your unique gifts. The information enhances understanding of yourself, your motivations, your natural strengths, and your potential areas for growth. It will also help you appreciate people who differ from you. Understanding your MBTI type is self-affirming and encourages cooperation with others.

AMA's "How to Sharpen Your Business Math Skills"
October 22 and 23

This course is useful for those who make business decisions or create, interpret or use math on the job, including managers of operations, human resources, IT people, business administrators and coordinators, grant writers, administrators, administrative support and finance staff. Sharpen your skills in working with and interpreting numbers, and empower yourself to use numbers to think and act more clearly.

Career Focus Brown Bag - "Get Ready: Prepare for a Successful Job Search"
October 24

Learn valuable techniques to prepare for a successful job search. The video covers a wide range of topics - your skills profile, resumes and cover letters, developing an advocate network and building your telephone skills.

Satellite Broadcast - "Execution: Featuring Larry Bossidy"
October 27

How do leaders deliver the results they promise to their teams and organizations? As Chairman and CEO, Larry Bossidy transformed AlliedSignal into one of the world's most admired companies. His ability to consistently execute and deliver results made him one of the most acclaimed leaders in the world. In this session, Bossidy uses his firsthand successes to demonstrate the discipline of execution and to teach you how you can implement an execution-based culture within your organization.

Brown Bag Matinee - "Give'em the Pickle" November 5

Bob Farrell is the most impassioned customer service guru of his time! Give'em the Pickle is a fun, motivating look at the most important thing we can do in business ... take care of the customer. Our job is to make customers happy. What's the best way to do that? By giving out pickles. Pickles are those special or extra things you do to make people happy. The trick is figuring out what your customers want and then making sure they get it.

Writing Efficient Email November 11

In this class you will learn the components of good writing as they pertain to writing email that is clear, concise, active, and well organized. You will learn what makes email writing and etiquette different from any other format of business writing.

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DIVISION OF HUMAN RESOURCES
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Career Focus Brown Bag - "Resume Writing" November 14

Wondering how to create an effective, dynamic resume? This video includes tips on how to make the "skills and accomplishments" section of your resume intriguing. Topics include the importance of focusing on the employer's needs, not your own; how to use powerful assertions; how to inspire and excite the employer; and much more.

AMA's "Confronting the Tough Stuff: Management Skills for Supervisors" November 20 and 21

In our rapidly changing business environment, sticky situations are bound to arise. Now you can prepare for the unexpected with enhanced confidence and problem-solving skills. You'll role-play real life situations that challenge your solid management skills as you handle the issues of today: team dysfunction, mediation between difficult employees and coping and working through "survivor" shock from layoffs, merges and acquisitions.

Satellite Broadcast - "Organizational Transformation Featuring Lou Gerstner" December 2

When Lou Gerstner arrived at IBM in the spring of 1993, he discovered a company sliding rapidly into financial ruin, a hidebound culture, and a demoralized workforce. Gerstner describes the issues, decisions, big bets and the fortunate breaks that re-established IBM's market, financial and technical leadership. He also provides a unique perspective on the critical interrelationships between strategy, execution and culture, and focuses on a handful of overarching business and leadership lessons that transcend industries, technologies, or economic cycles.

Franklin Covey's " Focus: Achieving Your Highest Priorities " December 4

Formerly titled "What Matters Most", Franklin Covey introduces a productivity workshop for today's high-amperage work environment. In the new era of business, success is no longer measured by simply getting things done. It's the people who know how to focus on the most important goals that move their organizations forward-and enjoy a greater sense of job satisfaction.

Satellite Broadcast - "Power Tools For Women! Featuring Joni Daniels" December 10

An upbeat, motivational address that can serve as a key address for women at any personal or professional level who want to tap into their own potential. Power up your ability to attain personal satisfaction and professional success. Feeling like you're struggling to tap into your own potential -- whether at home or on the job? Learn and laugh your way to finding the interpersonal tools and strategies to access the power you already possess, and how you can transfer that power from the kitchen to the boardroom and back.

Career Concepts - "Stressed" December 11

Stress is a common denominator for most of the business world. Stress is not always a negative thing. In fact, there are positive or good stresses in all our lives. This session turns the concept of stress avoidance inside out. Learn how to get energized according to our own personal stress busters technique.

Career Focus Brown Bag - "Interviewing For Your Next Job" December 12

Be confident and prepared for your interviews. This video presents key interviewing advice which will help you be a better communicator about your own personal characteristics and career skills. Topics include how to prepare for your interview, how you can present yourself and your skills in the best possible light. Hear from Penn training specialist Joe Cooney about how he trains Penn managers to conduct interviews.

AMA's "Negotiating to Win" December 16 and 17

This seminar is designed to make every negotiator a winner! You'll strengthen your negotiating skills, discover deal-making strategies that work for you, and develop the emotional, logical and ethical components inherent in every negotiation you undertake. This two-day American Management Association program will help you to discover how to use your communication skills to negotiate "win-win" solutions.

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Quality of Work Life Programs

Human Resources, in collaboration with Penn Behavioral Health, the University's Employee Assistance Program and Work and Family Services provider, presents a series of workshops on "Tools for Living in Today's Uncertain World", offered Mondays in September in Houston Hall. Don't forget to pre-register online at www.hr.upenn.edu/quality/workshop.asp.

How to Answer your Young Child's Questions About Events in Today's World

September 8

This session is geared towards parents of young children up to age 8.

How to Answer your Pre-Teen's Questions About Events in Today's World

September 15

This session is geared towards parents of children ages 9 through 12.

How to Answer your Teenager's Questions About Events in Today's World

September 22

This session is geared towards parents of children age 13 and older.

Sharing Ideas for Living in a World of Greater Uncertainty

September 29

This discussion, facilitated by our EAP professionals, is for faculty and staff of the University.

Note: For personalized assistance with dependent care issues and personal well-being, contact Penn's Employee Assistance Program (EAP) and Work and Family Services provider, Penn Behavioral Health, at 1-888-321-4433 or go online to http://www.hr.upenn.edu/quality/wellness/eap.asp.

For questions on QOWL programs, contact Human Resources at orna@hr.upenn.edu or 215-898-5116.

PENN'S WAY

Penn's Way 2004 Dare to Care

Supporting your favorite charities just became easier and more secure. Thanks to the collaborative efforts of the Comptroller's Office, Human Resources, ISC, the Penn's Way 2004 campaign administration and the Penn's Way charitable partners, online Penn's Way participation is here.

Full details and instructions, including a searchable database of well-deserving organizations that you can choose to support, will be available online at http://www.upenn.edu/pennsway beginning on September 25, 2003. This year's campaign will be closing the week of Thanksgiving, so log on early, and be eligible for all of the incentive raffles!

Business Enterprise Network

Tips & Tricks

I've receipted my Purchase Order and the invoice is still on Hold. How do I resolve the hold?

From the PO Manager responsibility:

Select **Purchase Orders>View/Control PO**
Enter the **PO #** and click on **'Shipments'** in the **'Result'** block on the lower right-hand side of the screen
Click on **[Find]**
Click on the yellow file folder and select the "Quantity Detail" Folder

The Quantity Detail folder displays the following fields:

- Line
- Shipment
- Quantity
- Quantity Cancelled
- Quantity Billed
- Quantity Received

For each invoiced line of the PO, if the "Quantity Received" doesn't equal or exceeds the "Quantity Billed", the invoice will remain on Hold*. To remove the Hold, one of the following solutions is required:

1) Receipt the appropriate quantity/amount in BEN Financials. Refer to the **Requisitioner or PO Manager** User Guide for information on 'Receipting'.

2) If the invoice has been inappropriately matched to the wrong line of the PO, contact Accounts Payable at apsup@pobox.upenn.edu.

*** Note: If you receipt a PO in BEN Financials, the Hold will not be removed until the next business day.**

BEN Deposits Tip

A deposit is automatically placed in the pending status and assigned a unique tracking number once the "add" button is selected.

This means that if your computer terminal times out or if you leave for the day, you will still be able to find the pending deposit without starting over.

Just go to the "find" function and scroll down and select "list my pending deposit".

Deposits matching this search criteria will be returned.

Important Financial Web Pages

Vice President for Finance and Treasurer
http://www.finance.upenn.edu/

School/Center Access Administrators
http://www.finance.upenn.edu/ben/structure/acc_admin.shtml

Financial Training Course Descriptions
http://www.finance.upenn.edu/ftd/courses.html

Financial Training Registration Form
http://www.finance.upenn.edu/ftd/registration.html

Financial Training Calendar
(September to December)
http://www.finance.upenn.edu/ftp/pubcal.pdf

Financial Training System User Guides and Documentation
(September to December)
http://www.finance.upenn.edu/ftp/documentation.html

Record Retention Policies
http://www.archives.upenn.edu/urc/recrdret/entry.html

Association of Business Administrators
http://www.upenn.edu/aba

Purchasing Services
http://www.purchasing.upenn.edu

EDI Suppliers
http://www.purchasing.upenn.edu/buyinfo/suppliers/edi_suppliers.php

Comptroller's Office Form Library
http://www.finance.upenn.edu/comptroller/forms/forms.shtml

Penn Electronic Research Administration
http://www.pennera.upenn.edu

Student Financial Services
http://www.sfs.upenn.edu/home/

RESEARCH SERVICES

Approved Employee Benefit Rates for FY '04

The Department of Health and Human Services has approved the University's FY04 Employee Benefit rates of 30.2% for Full Time Employees and 9.7% for Part Time Employees effective July 1, 2003 until June 30, 2004.

The date of the agreement is June 26, 2003. These rates are also approved on a provisional rate basis for periods after June 30, 2004, so they may be used in proposal submissions for fiscal years after that date.

BEN FINANCIALS

Purchase Order Adjustment Encumbrance Journals

Process to relieve incorrect encumbrances on "Finally Closed" Purchase Orders

End-users have been instructed to create an Encumbrance journal to offset the remaining encumbrance amount on Finally Closed purchase orders that remain on their 163.ORG. Open Encumbrances Report. In the past, this process did not associate the encumbrance entry with the Purchase Order. Although the encumbrance was removed (offset) from the balances, both the PO Encumbrance line and the manual journal lines remain on the report.

Last Spring, the process was enhanced by creating a new Encumbrance Type called "PO Adjustment Encumbrance". Selecting this Encumbrance Type (PO Adjustment Encumbrance) ensures that the PO Encumbrance will no longer appear on your 163 report. The procedure for creating an Encumbrance entry has been updated. The changes have been italicized below:

In Journal Entry- General Responsibility:

- Select Journals> Encumbrance.
- In the Category field, select "Accounting" from the List of Values- do NOT select 09 Accounting.
- In the Encumbrance Type field, select "PO Adjustment Encumbrance".
- After entering the account information, the offsetting debit or credit, and a description, tab to the "Context" box. Select "PO Adjustment Encumbrance" from the list of values AND enter the purchase order number. **This new encumbrance type links the encumbrance entry to the associated purchase order.**
- Reserve funds.
- Send an email to the Comptroller's Office at benadmin@lists.upenn.edu and request that your encumbrance journal be posted. The email should include the following information:
- Batch name of the new PO Adjustment Encumbrance journal entry.

Note: When the batch has been posted, you will be notified by email.

The 163.ORG Open Encumbrances report has been modified to match PO Adjustment Encumbrance entries with the associated Purchase Order. With this process, neither the PO Encumbrance OR the PO Adjustment journal that offset the encumbrance will appear on the report.

A new column called "Adjustment Amount" has been added to the 163.ORG Open Encumbrances report. This column will reflect any adjustments made to the encumbrance amount if the entire purchase order does not net to zero. Otherwise, this column will be blank.

If you have any questions, please call BEN Helps at **6-HELP or (215) 746-4357**.

Correction to University Academic Calendar

The Provost's office has announced two changes to the University calendar. Classes will begin on Wednesday, September 3, 2003 rather than Thursday, September 4, 2003. Note that classes will also begin on Wednesday in 2004 (September 8) and 2005 (September 7).

Also, this year's fall break will occur on Monday and Tuesday, October 13 and 14, with classes resuming on Wednesday, October 15.

ASSOCIATION OF BUSINESS ADMINISTRATORS (ABA)

http://www.upenn.edu/aba

UPDATE

September's meeting of the Association of Business Administrators (ABA) will take place on Wednesday, September 17th, and will feature Maryann Piccolo, the Associate Comptroller for Corporate Tax and Payroll. Her presentation will include information on Intermediate Sanctions. In addition, Leah Klerr will profile the new Penn's Way web site and exciting new online donation feature.

The ABA web site has been redesigned to meet Penn's newest web style guidelines, and can be accessed at http://www.upenn.edu/aba. Membership in the ABA is open to all employees who perform business management functions as the major part of their activity within the University. To apply for membership, please complete the application form located at http://www.upenn.edu/aba/abaapp.html.

Monthly meetings for the coming academic year are scheduled for September 17th, October 22nd, November 19th, December 10th, January 21st, February 18th, March 17th, April 21st, and May 18th. The current ABA Steering Committee is:

Janice Brown	**Comptroller**
Tia Dreher	**Cardiology**
Carole Mercaldo	**Facilities**
Brent Parker	**Financial Training**
Mario Salvati	**Chemistry**
Alan Waldt	**Museum**
Valerie Walker	**SAS**

FEEDBACK ON THE BOTTOM LINE?

Your comments and suggestions matter to us.

Do you have any suggestions for articles or information you would like to see in upcoming issues of the Bottom Line?

Are there articles or features from previous Bottom Line issues which you miss?

Do you have other suggestions on how to make this publication more useful to you.

Please send comments and suggestions to training@pobox.upenn.edu.

Thank you.

Financial Training Calendar

September - December 2003

The current schedule of financial training courses is available at: http://www.finance.upenn.edu/ftd/pubcal.pdf.

Course descriptions for these training courses can be found at http://www.finance.upenn.edu/ftd/courses.html

To register for **Purchasing Card, Sponsored Programs** or **Review - Q & A** training go to: **http://www.hr.upenn.edu/training_coursecatalog/search_criteria.asp**

For BEN Deposits access, complete the BEN Deposits access form found at http://www.finance.upenn.edu/ben/bendep/
Once completed, an email will be sent with instructions for on-line training.

To register for **all other training courses** listed on the calendar, complete the Financial Training Registration Form found at **http://www.finance.upenn.edu/ftd**

COURSE SPOTLIGHT

RESEARCH TRAINING OPPORTUNITIES

ORS Quizzes and FAQ's:

Take a moment to look at the Office of Research Services quizzes or FAQ section for more guidance on administering grants and contracts here at Penn. Both can be accessed by clicking Training on the Research Services home page (http://www.upenn.edu/researchservices/).

Upcoming Outside Training Opportunities:

National Council for University Research Administrators (NCURA) Annual Conference, Washington DC, November 2 – 5.

For further information, please see http://www.ncura.edu/conferences/45/.

National Council for University Research Administrators (NCURA), Financial Research Administration Conference, San Diego, February 29 – March 2. Further information to be available soon.

University of Pennsylvania Financial Training Registration

Please complete the following information and return to:

Financial Training Department (FTD) • Suite 700 Franklin Building • Fax: 898-9954 • Phone: 573-5603
Visit us at our web page http://www.finance.upenn.edu/ftd/

Chart of Accounts	One three-hour session	______	GL Budget Journal Entry**	One half-day session	______
Req Only	One half-day session	______	BEN Reports***	One two-hour session	______
PO Manager	Five half-day sessions	______	Freeze Grant User**	One two-hour session	______
GL Inquiry/Reporting*	Two half-day sessions	______	Payroll/Personnel*	Five half-day sessions	______
GL Manual Journal Entry**	One half-day session	______			

Please note: You will be notified via e-mail of the dates and location for which you are to be scheduled.
***The pre-requisite for this training session is Chart of Accounts**
****The pre-requisite for this training session is GL Inquiry/Reporting**
*****If you are registered for GL Inquiry/Reporting, you will automatically be included in this training session.**

Personal Data: (Please print or type)

Name: ______________________________

Years at Penn: ______________________ Title: ______________________

School/Center: ______________________ Department: ______________________

Campus Phone: __________ - ______________ E-mail: __________@__________

Education and Training: Circle and complete the appropriate answer

Do you have a business degree?	Y	N	Major: __________	Year earned: ______
Have you ever taken an Accounting course?	Y	N	Name: __________	Year taken: ______

Financial Responsibilities: Circle or complete the appropriate answer

Process purchase orders	Y	N	Review and adjust Procard transactions	Y	N
Approve purchase orders	Y	N	Manage Unrestricted fund(s)	Y	N
Prepare budget entries	Y	N	Manage Sponsored Program fund(s)	Y	N
Review accounting reports	Y	N	Manage Gift fund(s)	Y	N
Prepare journal entries	Y	N	Manage Endowment fund(s)	Y	N
Clear suspense accounts	Y	N	Other ______________________		

Familiarity with University financial policies and procedures: Please select the appropriate response

3 - Very familiar **2 - Some familiarity** **1 - No familiarity**

Accounts Payable	3	2	1	Payroll	3	2	1
Acquisition Services (Purchasing)	3	2	1	Research Services	3	2	1
Budget & Management	3	2	1	Travel	3	2	1
General Accounting	3	2	1	Other:__________	3	2	1

Account Number ________/________/_____/____________/* Object /________/________
CNAC ORG BC FUND PROG CREF

To be used only in the event of a "No Show". Please see the FTD web site for information regarding the cancellation policy.
*Note: No grant or service center funds should be used.

Employee Signature: ______________________________ Date: ______________

Business Administrator Name (Printed): ______________ Signature: ______________ Date: ________

School/Center Access Administrator Signature______________________ Date: ______________

Both the Business Administrator and the Access Administrator signatures are REQUIRED. Thank you!
For a complete list of the Access Administrators please see
http://www.finance.upenn.edu/ben/structure/acc_admin.shtml