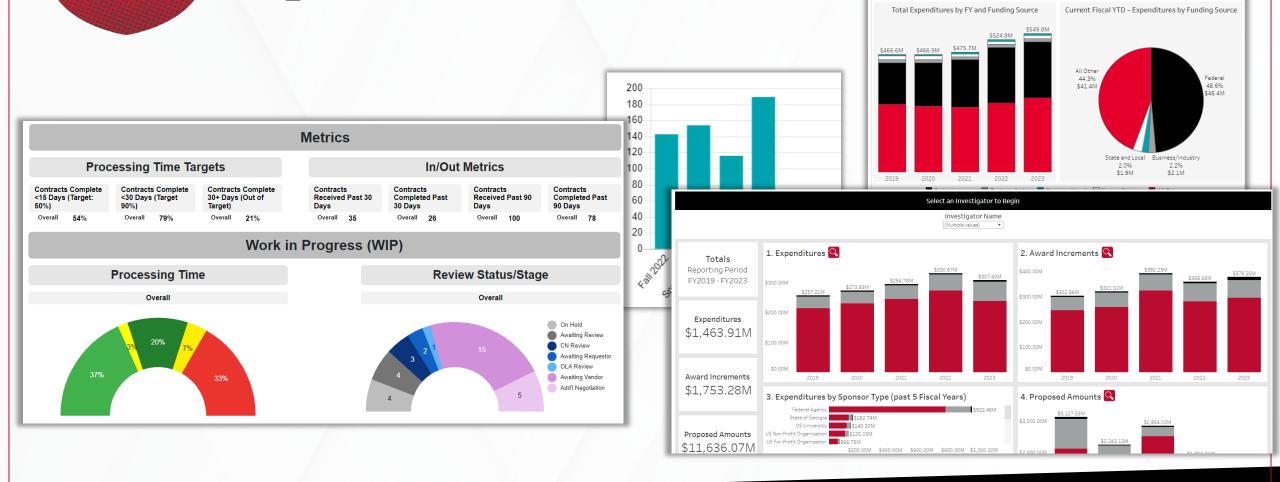
Finance Division and SPA Division Wide Meeting



Working Smarter

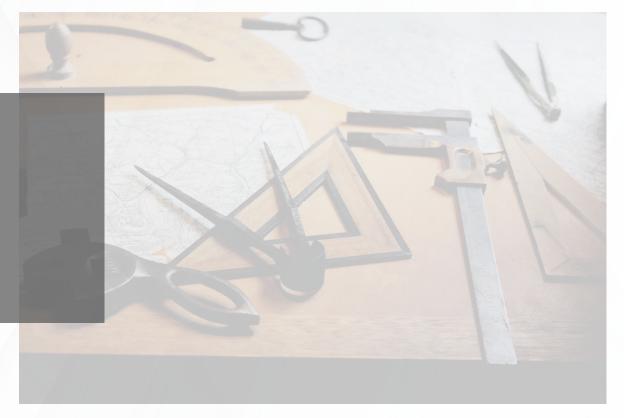
Finance & SPA continue to build a reputation of being innovative organizations.

Business Intelligence continues to improve.



We're constantly leveraging new tools to help us work smarter.

Today, we will share some of these stories.



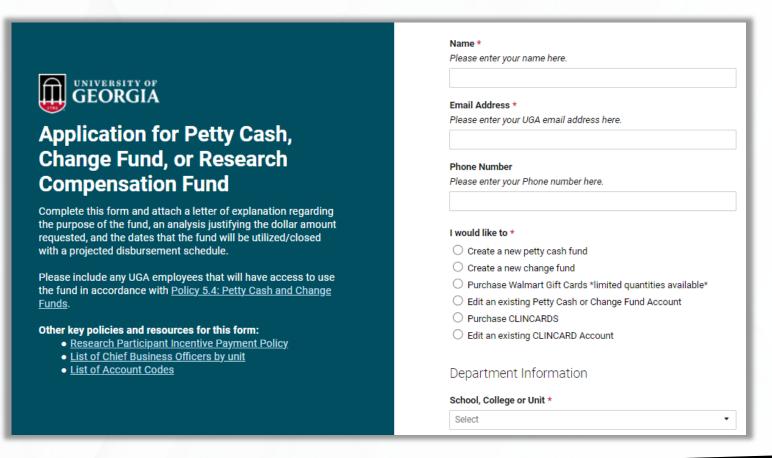
Before:

- Antiquated, paper-based process
- Inability to run reports or analyze data
- Long process time



Solution:

 New Smartsheetbased process







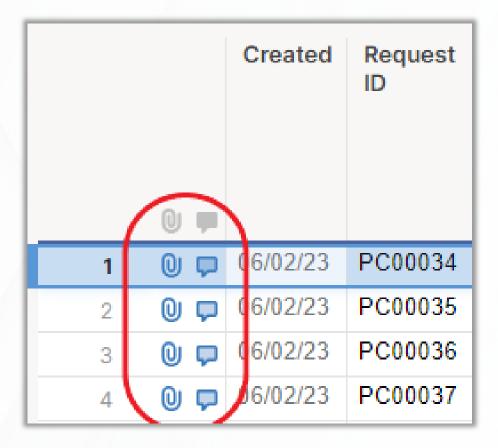
Results:

Improved transparency

Custodian approval	Study Coordinator approval	Recon approval	Approver approval	Dept. Head / Director approval	CBO approval (blank = no approval needed)	Dean/VP approval (blank = no approval needed)	SPA Approval (blank = no approval needed)	Global Engagement / VPI approval	OGE/VPI approval	BTS approval
								fx		
Approved		Approved		Approved	Declined			N/A		
Approved		Approved		Approved	Approved		Approved	N/A		Declined
Approved		Approved		Approved	Approved			N/A		Approved
Approved		Approved		Approved	Approved		Declined	N/A		
Approved		Approved		Approved	Approved		Approved	N/A		Approved

Results:

• Improved collaboration options



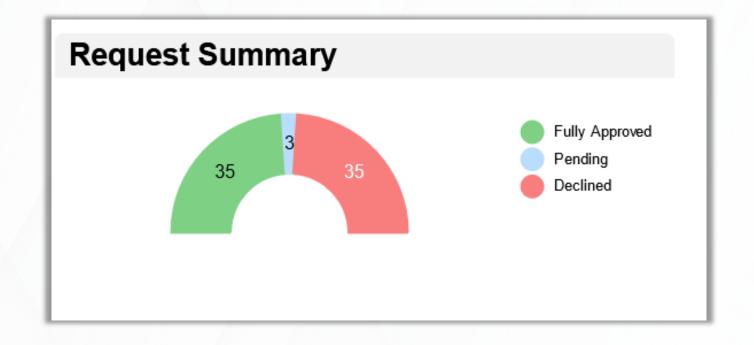
Results:

Automated workflow

Custodian approval	Study Coordinator approval	Recon approval	Approver approval	Dept. Head / Director approval	CBO approval (blank = no approval needed)	Dean/VP approval (blank = no approval needed)	SPA Approval (blank = no approval needed)	Global Engagement / VPI approval	OGE/VPI approval	BTS approval
								f×		
Approved		Approved		Approved	Declined			N/A		
Approved		Approved		Approved	Approved		Approved	N/A		Declined
Approved		Approved		Approved	Approved			N/A		Approved
Approved		Approved		Approved	Approved		Declined	N/A		
Approved		Approved		Approved	Approved		Approved	N/A		Approved

Results:

Real-time central reporting



Procurement – Email Automation **Before**

- Standard email processing of emails that are sent to procure@uga.edu and forwarded to campus/internal contacts.
 - Includes order acknowledgments, updates, delivery notices, etc. mixed in with user help requests, actionable alerts, etc.
- High volumes and low-value per email.
- Near-entire manual process



Procurement – Email Automation **Solution**



Outlook

- Detailed inbox rules auto-sort emails based on category (order confirmation, delivery updates, change orders, etc.)
- Team member uses Quick Steps to manually categorizes if rules cannot.
- Team member manually handle kicked-back emails (spam, handwritten E#s, etc.)

Power Automate

- Robotic Process Automation (RPA) programmed by Procurement staff
- Downloads PO reports and saves to specific shared folders.
- Grabs the emails from the Outlook category folders and reads the PO#.
- Navigates through UGAmart, attaches the email to the PO via comment, and tags the appropriate *Buyer/Requisitioner/Shopper*.

Power Query

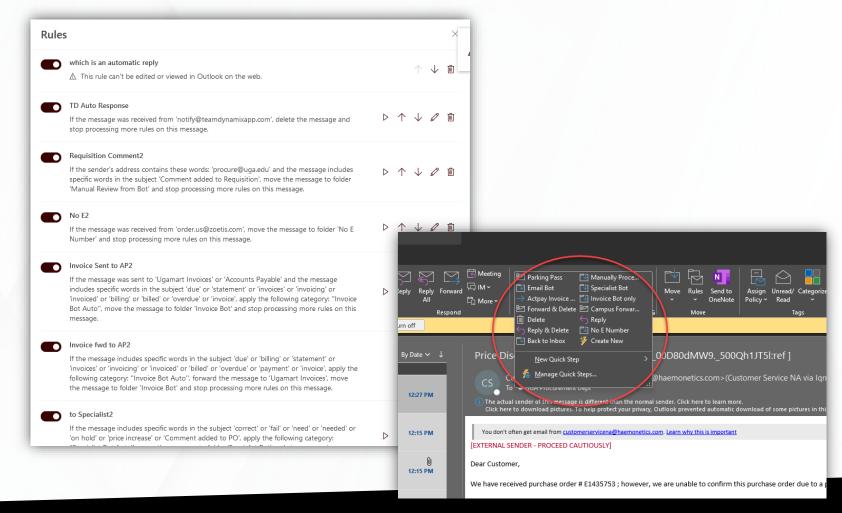
- Combines and transforms data from multiple Excel files into final spreadsheet reporting the best Procurement contact for that PO:
- Managed lists of Buyers in/out of office
- Buyer vendor assignments
- The live downloaded PO report from Power Automate



Procurement - Email Automation

Outlook

- Inbox Rules
 - Use online version for shared inboxes that multiple people use
- Quick Steps
 - Reduce repeated series of actions into a single click
 - Such as moving into a folder, replying, and/or forwarding, etc.
- Included and already available to all UGA users via Microsoft 365

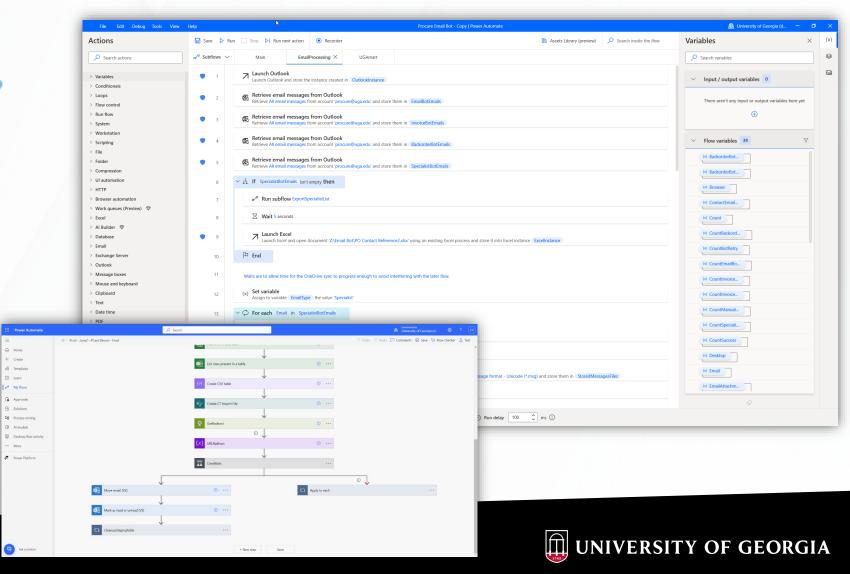




Procurement – Email Automation

Power Automate

- Intuitive flow designer
- Online and desktop versions
- Can be used as full automations or just to reduce repetition or volume on manual tasks.
- Included and already available to all UGA users via Microsoft 365

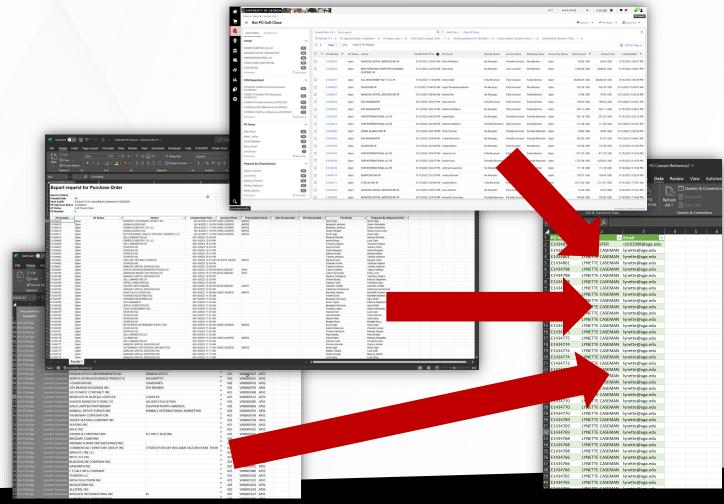


Procurement – Email Automation

Power Query



- Great for processing/transforming the same Excel documents when data is updated (replacing repeated manual effort).
- Included and already available to all UGA users via Microsoft 365



Procurement – Email Automation Results



Approximately 60-80% of email volume can now be processed without human touch. The remaining can usually be sorted in a single click via Quick Steps.

Team members' time is freed up to focus on more value-added tasks that require critical thinking. Removes the need for a team member to perform ~30-50 clicks per email

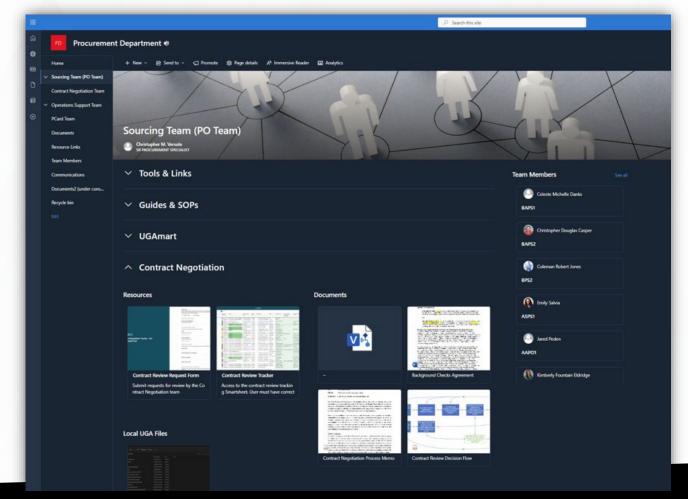
Emails now route to UGA users typically within an hour of landing in the inbox. The communications are also safely documented (and accessible) within UGAmart. Team members no longer need to use multiple cross-references to determine who the best Buyer/contact is for an order.

The resulting file even determines who the contact is when a Buyer is out of office or for punchout orders that bypass Procurement and are never assigned a Buyer.

Procurement – Sharepoint Team Hub **Solution** (in progress)

Sharepoint

- Document storage
- Hub for varied team resources
 - Smartsheets
 - Documents
 - Links
 - Pages
 - Forms and Templates
- Integrated with Teams, OneDrive, Word, Excel, Power Automate, etc.
- Finance departments can customize their site and pages/libraries for their subteams.



Procurement – Sharepoint Team Hub Before

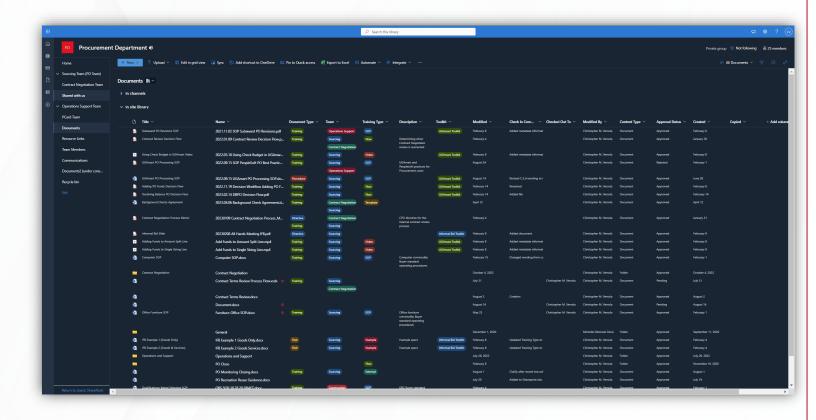
Before:

- Shared folder as the only central document storage location
- Important online resources relegated to lists and individuals' browser favorites
- Document editing and versioning difficult to manage and maintain
- Few permissions restrictions (editing, viewing, sharing, etc.)
- Institutional knowledge at higher risk

Procurement – Sharepoint Team Hub Results

Sharepoint

- Simplifying 'where to go' for shared resources, especially useful for new hires.
- Consistent management/stewardship/structure of documents.
- Standardized approval workflow of revisions (SOPs, templates, etc.)
- Reduced opportunities for institutional knowledge loss





Budget Office - eRates

Before:

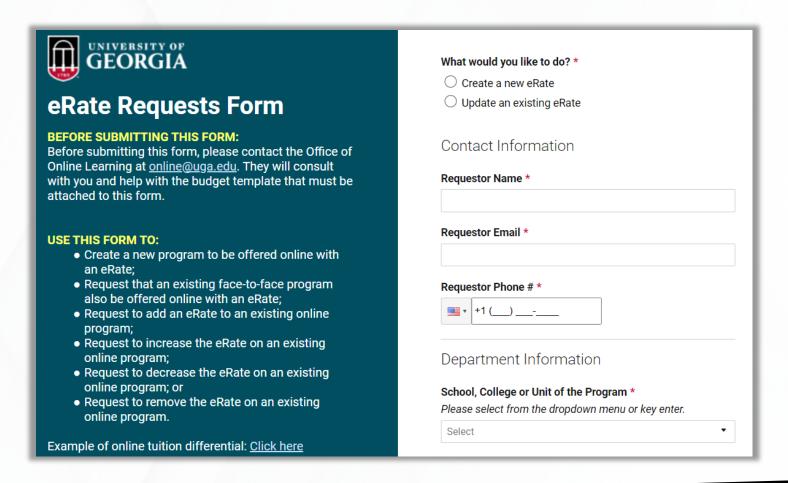
- Manual (email-based) workflow with 10+ stops
- Unclear where items stand in approval process
- Units required to notify Budget Office of any changes



Budget Office - eRates

Solution:

 New Smartsheetbased process





Budget Office - eRates

Results:

- Improved transparency
- Improved documentation
- Reporting capabilities

Program Name	Dept. Name	Link	Dept. Head Approval Status	CBO Approval Status	Dean/As Dean Approval Status	Grad Dean Approval (not needed if blank)	Office of Online Learning Approval	VPI Business Office Approval	VP for Instructi Approval	Provost Approval
Dyslexia (Graduate Certificate)			Approved	Approved	Approved		Approved	Approved	Approved	Approved
Online Teaching and Learning (Graduate Certi			Approved	Approved	Approved		Approved	Approved	Approved	Approved
Public Health (Graduate Certificate)			Approved	Approved	Approved		Approved	Approved	Approved	Approved
Gerontology (Graduate Certificate)			Approved	Approved	Approved		Approved	Approved	Approved	Approved
Alternative Dispute Resolution (Graduate Certi			Approved	Approved	Approved		Approved	Approved	Approved	Approved
Educational Administration and Policy (M.Ed. ϵ	Lifelong Edu	https://docs.	Approved	Submitted						
Behavioral Financial Planning and Financial Th			Approved	Approved	Approved		Approved	Approved	Approved	Approved
Educational Psychology (M.Ed.) with Area of E			Approved	Approved	Approved		Approved	Approved	Approved	Approved
Public Health (M.P.H.)			Approved	Approved	Approved		Approved	Approved	Approved	Approved
Substance Use Counseling (Graduate Certifica			Approved	Approved	Approved		Approved	Approved	Approved	Approved
TESOL (Graduate Certificate)			Approved	Approved	Approved		Approved	Approved	Approved	Approved
M.S. in Civil and Environmental Engineering	Environmen		Submitted	Submitted						

Budget Office - GTRIP

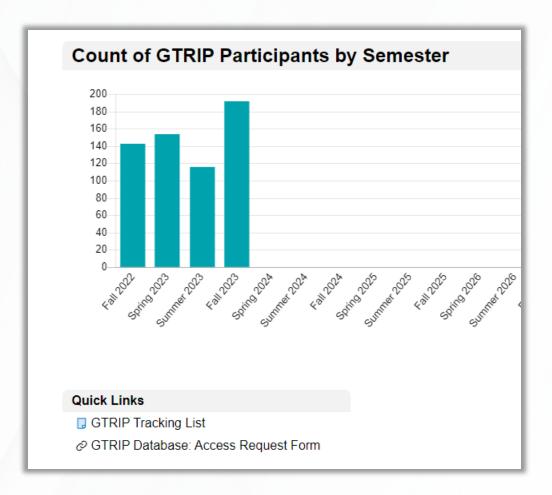
Before:

- Email-based process with coordination required between department, Grad School, SPA, Student Accounts, and Budget Office.
- Similar challenges: Lack of transparency or clear direction on who has the next step in the process.

Budget Office - GTRIP

Results:

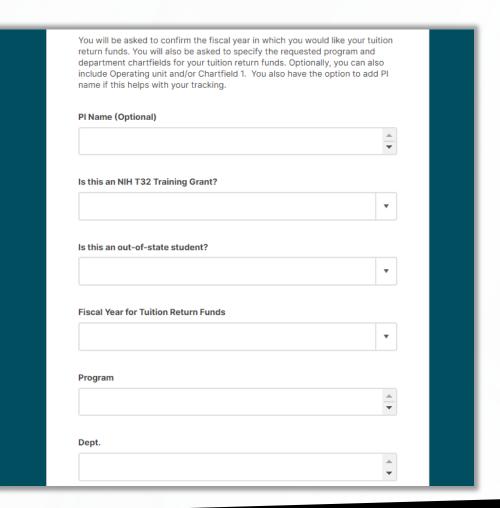
- Transparency
- Clarity on next steps
- Speed and accuracy
- Reporting



Budget Office - GTRIP

Solution:

- Smartsheet based process integrated with GradStatus system – automatically kicks off Smartsheet workflow.
- Workflow emails have links that capture necessary info at each step.





Old Process:

- Word Document
 - Required PDF Conversion to add in accounting specific notes
- Built in Logic wasn't always followed
 - Responses weren't "Required"
 - Avoidable Responses Provided
- Labor intensive manual review
- No central workpaper

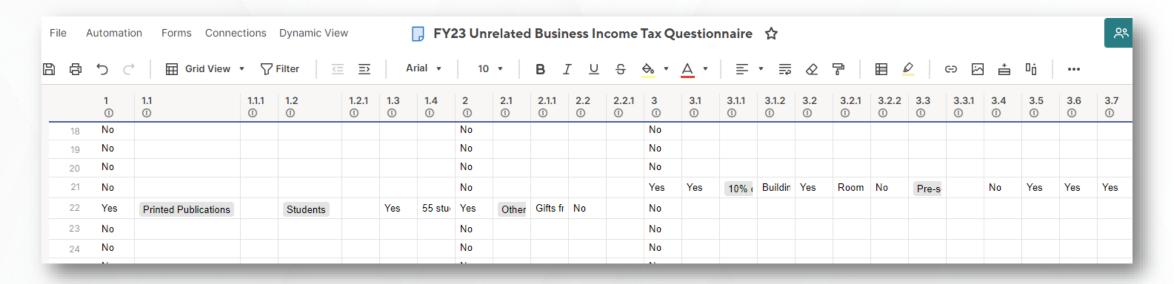
University of Unrelated Business Inco	_		naire								
UGA Department Name:											
UGA PeopleSoft Department ID (Example: 61021000 A *If more than one Department ID is included, attach a listing of A		0,	partment	ID's							
Questionnaire completed by: Date:											
Questionnaire reviewed by: Date:											
Contact Person: Contact #											
Answer each question by checking the appropriate borneeded.		<i>'</i>		, ,							
Does the department collect revenue from sources outside the University for:	YES	<u>NO</u>	<u>N/A</u>	UGA Chart String Fund/Program/Dept./Class							
Advertising in:											
a) Printed publications? (Magazines, journals, programs, materials for special events, etc.)											
1 ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '											
c) TV/Radio broadcasting?											
d) Facilities? (Billboard, scoreboard)											

New and Improved Smartsheet

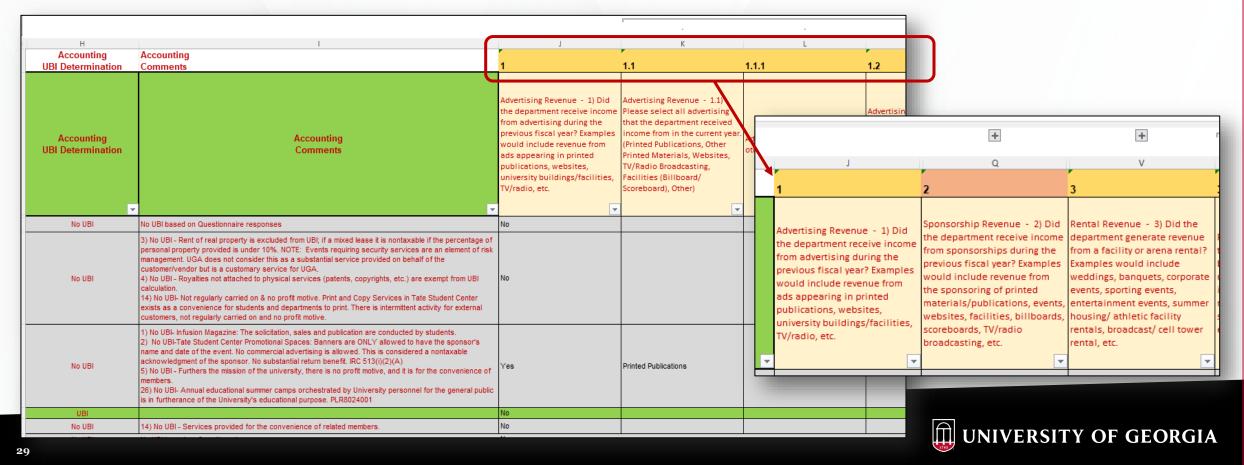
- Superior Built in Logic
 - Resulting in Stronger Data
- Reorganized and Clarified Form
- Email Sent to Accounting upon submission, and user upon request.

r /	Advertising is defined as messages containing qualitative or comparative language, price information, an endorsement, and/or an inducement to purchase, sell, or use any company, service, facility, or product.
	1) Did the department receive income from advertising during the previous fiscal year? * Examples would include revenue from ads appearing in printed publications, websites, university buildings/facilities, TV/radio, etc. Yes No
ADVERTISING REVENUE	1.1) Please select all advertising that the department received income from in the
Advertising is defined as massages containing qualitat	current year. *
information, an endorsement, and/or an inducement to service, facility, or product.	Printed Publications
service, racinty, to product.	Other Printed Materials
	Websites
Did the department receive income from advertisir From plea would include receive from advertisir	☐ TV/Radio Broadcasting ☐ Facilities (Billboard/ Scoreboard)
Examples would include revenue from ads appearing ir university buildings/facilities, TV/radio, etc.	Other
○ Yes	_
○ No	1.2) Are the advertisements sold by (select all that apply): *
	Students
ODONOODOLUD DEVENUE	Paid Employees
SPONSORSHIP REVENUE	Outside Company
Qualified sponsorships do not need to be listed. Qualifi as any payment made by a person engaged in a trade o	Uncompensated Volunteers
person will receive no substantial return benefit other the business name, logo, or product lines, in connection with acknowledgment" doesn't include advertising the spons payment isn't a qualified sponsorship payment if its am other-wise, upon the level of attendance at one or more factors indicating the degree of public exposure to one a sponsorship payment is contingent upon an event act doesn't, by itself, affect whether a payment qualifies.	Other 1.3) Are students participating in this activity as part of a learning experience? * Yes No
2) Did the department receive income from sponsorsi * Examples would include revenue from the sponsoring of events, websites, facilities, billboards, scoreboards, TV/	of printed materials/publications,
○ Yes	

Central Database



Ability to export into Excel for further grouping and review



Wins:

- Central Workpaper
 - Improved Review Time
 - Improved Documentation
 - Easy Access to Historical Notes and Decisions
- Standardized User Input and Review Procedures
- Automatic Notification



AP/Travel – Taxable Travel

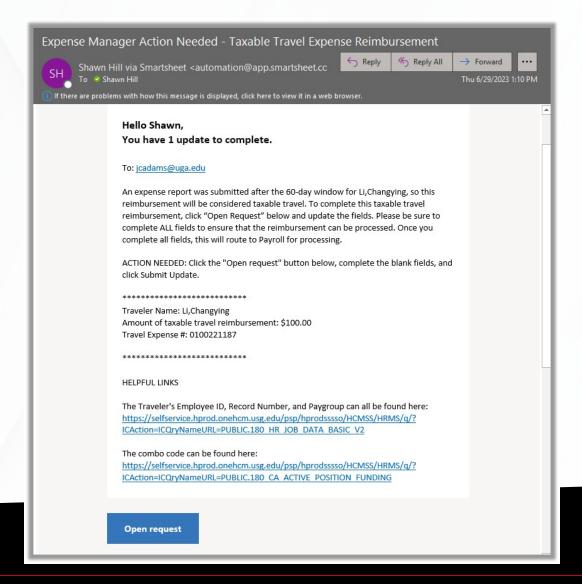
Benefits: Reduced risk, improved tracking, improved accuracy, lower burden

Process: Run an FMS query, click a link and it autopopulates a Smartsheet form

Row	Smartsheet Fill Form Link	Travel Expense #	Created	Traveler Employee ID	Expense Status	Traveler Name	Traveler Email	AP Pre Pay Auditor	AP Appr(s) MyID, Action, Time	AP Appr(s) Email	Expense Manager	Exp Mgr(s) MyID, Action, Time	Exp Mgr(s) Email	HR Supervisor	HR Sup(s) MyID, Action, Time	HR Sup(s) Email	Line Information	Total Amount
1	Fill Form	0100248030	06/01/2023	1803153	DEN	Ayres,Kevin M	kayres@uga.edu	PREPAY AUDITOR	cnt27518,	cnt27518@uga.edu	EXPENSE MANAGER	mmontaly, APR, 2023-06- 06- 07-27.15	mmontalv@uga.edu	SUFERVISOR	bhj06, APR, 2023-06- 05- 17.56.00	bhj06@uga.edu	Line 1 D-Meals Out of State Dept/Rtn \$48 Line 2 D-Meals Out of State Dept/Rtn \$48 Line 3 D-Meals Out of State Full Day \$64 Line 4 D-Meals Out of State Full Day \$64 Line 5 D-Meals Out of State Full Day \$64 Line 5 D-Meals Out of Meals Out of State Full Day \$64 Line 5 D-Meals Out of	

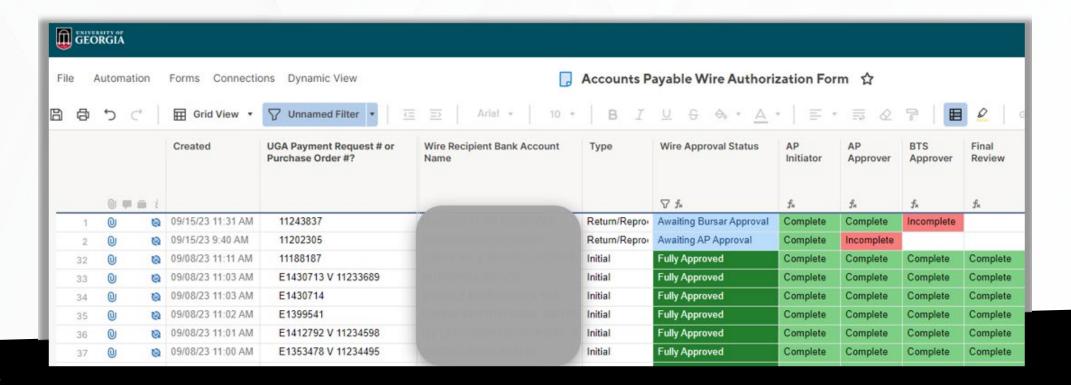
AP/Travel – Taxable Travel

Automatically emails the expense manager, who clicks the button to provide the necessary info, then automatically routes to payroll for processing.



AP/Travel – Wire Authorizations

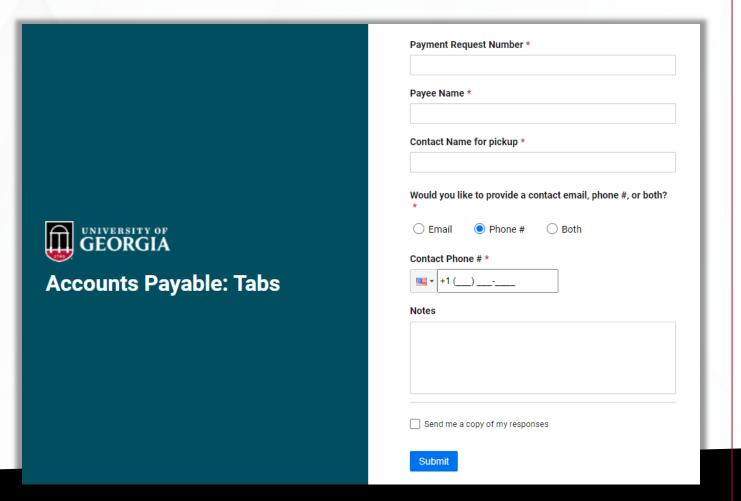
Benefits: Improved collaboration, transparency, tracking, and quality control.



AP/Travel – Tabbed Checks

Benefits:

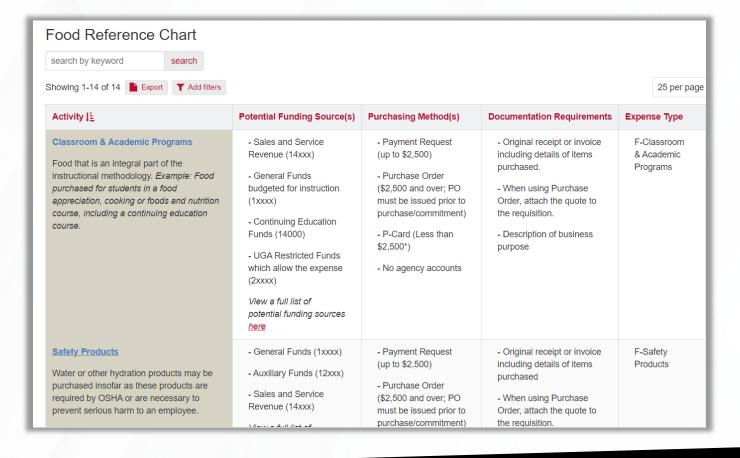
- Internal tracking
- Transparency (saves time)
- Automated notifications



AP/Travel – Food Reference Chart (Knack software)

Benefits:

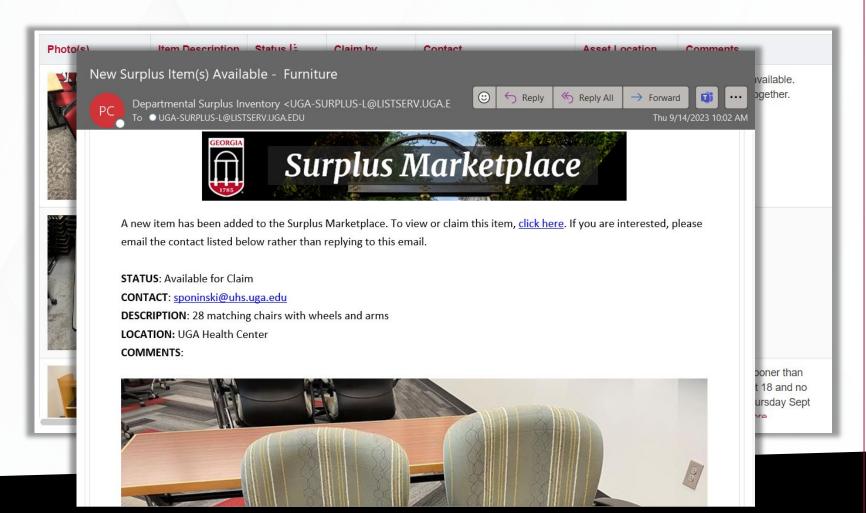
- Easy maintenance
- Search/filter options
- Easy to create custom URLs to show only a section of the chart



Asset Mgmt – Surplus Marketplace (Knack software)

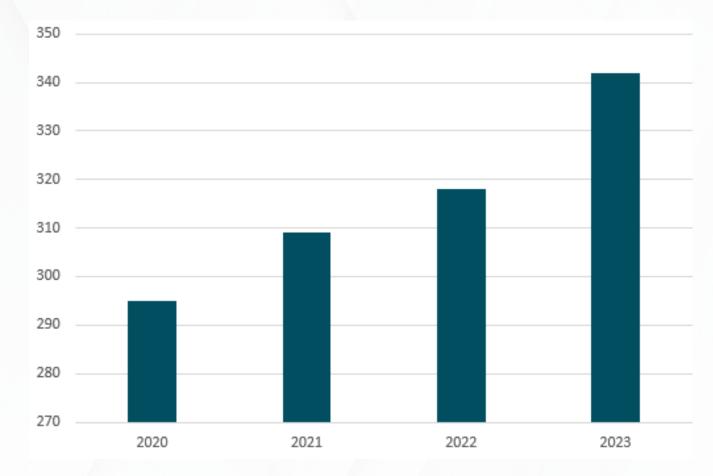
Benefits:

- Improved service
- Automated
- Auto-emails





Process Improvement Progress







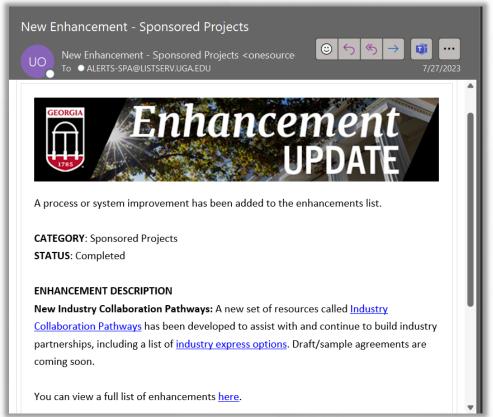
This is exceptional, but it is also an undercount of actual progress.

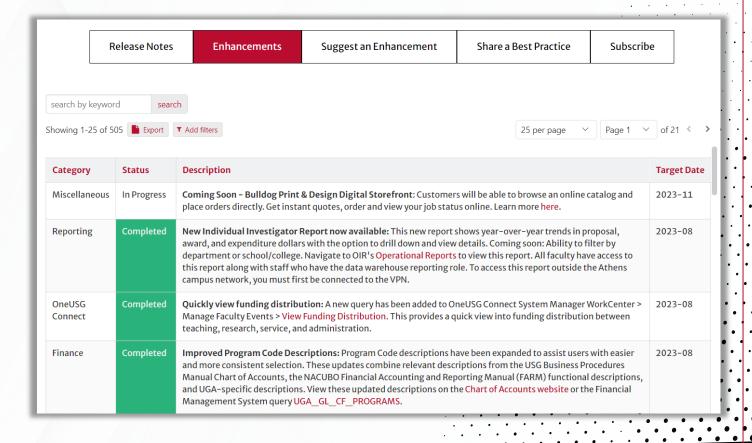
Please contact the Marketing & Communications team at onesourcecomm@uga.edu or Shawn Hill at shawnh@uga.edu to let share recent process improvements or improvements in the pipeline.

This will help to ensure that we have a complete list, and to ensure that we can communicate these effectively.



Together, we are telling a compelling story.





Thank you!



...for challenging the status quo

...for your spirit of innovation

...for your relentless pursuit of exceptional service & support!