FEBRUARY 2022 AND DECEMBER 2021: FINANCE FORUM - FREQUENTLY ASKED QUESTIONS

Question:
Where can I find the year end dates for Fiscal Year 22?
Answer:
Year End Dates and pertinent information can be found on the Finance Year End webpage. ([https://uncw.edu/finance/yearend_info.html](https://uncw.edu/finance/yearend_info.html)) If you have questions any of the dates, please reach out to the named person for each of the listed dates.

Question:
Is August 15th still the right cutoff date to determine if FY22 funds can prepay FY23 travel?
Answer:
The August 15th date means the travel is taking place prior to that date. This allows the traveler the opportunity to purchase airfare and/or registration in June if the purchase saves the state money. There must be a significant savings to the state to use current year funds for travel early in the next fiscal year. Please contact Joanne Ferguson at fergusonj@uncw.edu if you have questions about specific travel.

Question:
Who I can ask about the reconciliation policies and procedures for department at UNCW?
Answer:
You should discuss with your departmental Business Officer based on their expectations for reconciliations.

Question:
How do I begin entering a sponsorship as a purchasing order in uShop? It's not considered an Independent Contractor, right?
Answer:
As a state public institution, UNCW cannot make cash donations or sponsorships to third parties without there being a business relationship. What this means is that UNCW must receive something in return for the sponsorship such as advertising, a table at a luncheon, student internships, etc. Sponsorships are processed in Chrome River. See the Expenditure Cheat Sheet on AP's website. ([https://uncw.edu/accountspayable/index.html](https://uncw.edu/accountspayable/index.html)) Contact Joanne Ferguson if you have more specific questions.

Question:
What is the year-end cutoff date for receiving/je cutoff date/cost reallocation dates?
Answer:
Receiving cutoff is June 3 with invoices submitted to AP to ensure they can be processed in this fiscal year. JE cutoff is May 6th, then JEs must go to DBO for consideration. Cost reallocation dates are May 25th for July-May payrolls and June 23rd for June payroll. All this information is also on the Year End website. ([https://uncw.edu/finance/yearend_info.html](https://uncw.edu/finance/yearend_info.html))
Question:
Please provide an overview of purchasing guidelines and justifications, as well as a year-end checklist for division heads and others on campus who should be aware of the year-end checklist.

Answer:
Year end project lead times document for purchases can be accessed on the Purchasing website https://uncw.edu/purchasing/ and keep in mind these are suggested dates and not guaranteed. We anticipate continued delivery and supply chain issues through fall 2022.

Question:
Shipping delays for technology orders are unpredictable. Please discuss any ordering that is supposed to be here before end of FY but gets delayed due to unforeseen circumstances.

Answer:
The purchase order will roll to the next fiscal year, however, the funds to cover the purchase will come from FY23 budgets. We anticipate a lot of shipping challenges that will impact receiving and processing for year-end. Some orders, such as computers, may be impacted whereas the computer may arrive but the docking station or other peripherals may take an additional 4 weeks to arrive.

Question:
When is the cut off date to order items through Ushop, and Pcard that can still be received this fiscal year?

Answer:
uShop receiving must be completed by June 3 with invoices to AP; we recommend that PCard purchases cease around June 1 to permit time for BOA to process and have the charges applied to your account as Statements must be reconciled by June 8.

Question:
Did the Finance Forum go into detail regarding Software and IT Purchases timeline, Adding Vendors to U-Shop Punch-Out Catalog, Updates for Chrome River?

Answer:
Adding Punch-Out catalogs is determined by the Purchasing department and is based on several factors. 1) Each punch-out catalog comes with a license and our Institution only owns a certain number of licenses. 2) How much business is the University doing as a whole with this Supplier? This will determine if we should use up a license in order to implement the punch-out catalog. 3) The supplier must be listed as an eProcurement catalog option within our Vendor’s master supplier list. 4) The supplier’s punch-out catalog must be set up in the same eProcurement level that we require so we can maximize the use of the catalog. Chrome River has had some issues with their elastic search feature in the last couple of weeks. These issues were intermittently experience throughout the workday. The vendor is working on a long-term solution and is monitoring this issue daily until that solution has been made. Communication to campus users will be added to the Chrome River Homepage Dashboard under Chrome River Updates anytime that we feel there will be a lasting system issue that will affect the users.
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Question:
Admins work really hard to be financially responsible and efficient. Our ability to be efficient is challenged by the lack of communication of changes to policies and personnel from Business Affairs. How can we work together with more transparency and efficiency?

Answer:
Operationally we communicate through two main platforms: SWOOP and emails from the Associate VC for Finance. The emails from Associate VC for Finance route to Divisional Business Officers (DBO’s), they in turn route to their Business Officers who in turn share with their teams. If you are not getting the emails, please contact your business officers. Our intent is to share all pertinent information on a timely basis – should you feel like something should have been shared and was not, please let your Business Officer know and they will communicate the information up to their Divisional Business Officer accordingly.

Question:
Can you point to where I can submit requests for Banner system access?

Answer:
Please review the following web page for a tutorial and the forms to request Banner Access: https://uncw.edu/itsd/working/bannerforms.html

Question:
Can online webinars and virtual registrations be paid using Pcard?

Answer:
Yes, registration for an online workshop or conference can be paid with a p-card. Use the account code 928530 Registration Fee-Non-Travel status. If the payee is a foreign vendor, they should be paid by wire transfer via Chrome River. If they will only accept a credit card payment, please contact Joanne Ferguson or Lisa Eakins prior to making the payment so we can do the required tax assessment first.

Question:
Can registration for continuing education/professional development be placed on p-card if it is online? What if it is in-town?

Answer:
Please consult your department rules regarding if you need prior approval from your budget authority to expend funds on the Pcard.
Yes, registration for an online workshop or conference can be paid with a p-card. Use the account code 928530 Registration Fee-Non-Travel status. If the payee is a foreign vendor, they should be paid by wire transfer via Chrome River. If they will only accept a credit card payment, please contact Joanne Ferguson or Lisa Eakins prior to making the payment so we can do the required tax assessment first.

Question:
Are there any updates for the Chrome River hotel folio improvements? (enter arrival date, departure date, daily room rate, daily taxes, etc.) For allowing the computer to calculate the entries and manually adjust as/if needed, any idea when can be implemented?

For more information, visit: https://uncw.edu/finance/
Answer:
The Hotel Folio feature is an additional module that also comes with a cost. We are definitely looking into the module to determine if it will fit our needs within our Travel System.

Question:
For foreign vendors (non-USA), regarding their W-8 tax information, who should contact the vendor to obtain this information?

Answer:
For W-8s, for foreign vendors (non-USA), the same rules apply by the IRS. W-8s contain tax information that is sensitive so Finance will work with vendor to receive the W-8 information. Wanda Lerch and her backup are the vendor specialists in Finance who handle setting up vendor’s information that can be used for processing and in our Banner, uShop, and Chrome River systems. Lisa Eakins is our tax specialist who performs all tax analysis for all vendors (domestic and foreign). If Finance needs your help in ensuring Finance has the correct contact information (e.g., email, phone number, name), Finance will reach out to you. You should not be reaching out to ask for or obtain tax information from a vendor due to the sensitive nature of the data required by the IRS. Finance apologizes for any confusion that may have been caused in the past regarding who should be reaching out vendors for their W-9 and W-8 information. Thank you for your help with keeping the sensitive vendor information protected by allowing Finance to contact and obtain it on behalf of UNCW.

Question:
For the software (a.k.a., business applications, apps, computer programs) questions that need to be answered during the vendor selection process, how should those be captured when answering by an internal UNCW school, center, program, or department?

Answer:
A uShop form is being prepared and tested for use sometime in mid-to-late January 2022 to capture your answers. In the meantime, you can document your answers in a Word document and attach it to the existing requisition form. Alternatively, if you are not able to attach a Word document to the requisition, answers can be documented using the comments section. All answers will be reviewed by our ITS team assigned to the vendor selection process. For any clarification of information needed (e.g., data fields that are vaguely or specifically mentioned), the ITS team assigned will email with the department submitting the requisition.

Question:
For W-9s, do vendors have to submit a new W-9 each year, and if they do who should contact the vendor to submit the new W-9?

Answer:
W-9’s are not annual. Typically, W-9s are used for 3-years as long as the information is considered current, and we do not have any returned checks or other mail. Finance does not expect the department to ask the vendor for the W-9 based on the sensitive data on the W-9 that needs to be protected (e.g., an individual’s W-9 has their social security number on it). Wanda Lerch and her backup are the vendor specialists in Finance who handle setting up vendor’s information that can be used for
processing and in our Banner, uShop, and Chrome River systems. The email for vendors to submit W-9s is mailto:vendortaxdoc@uncw.edu

Question:
How can Banner feed directly Budget Systems?
Answer:
There is a direct connection between Banner Finance, Banner Human Resources, and the Special Funds Budget Development system. The Special Funds Budget Development system is updated nightly.

Question:
I am planning on attending the Finance Forum tomorrow and had a question come up today that we wanted to pose to the team. There is confusion on where invoices that are not for the purchase of goods should be entered, either in uShop or as a Direct Pay invoice in Chrome River. I reviewed the expenditure guidelines, but it would be great to have a refresher on when to use Chrome River specifically for invoices.
Answer:
Invoices for goods and services should always be entered in uShop. The list of acceptable transactions for Chrome River Direct Pay are listed in the Expenditure Guidelines https://uncw.edu/accountspayable/expenditure-cheat-sheet-fall-2020.pdf. They include but are not limited to memberships, dual employment, event sponsorships, refunds, memberships, and utility bills. Direct Pay is also for non-travel reimbursements to employees, non-employees and students. If you are unsure if something should be entered in uShop, please contact the Purchasing staff directly.

Question:
If an internationally based organization is doing a virtual conference (whether 100% virtual or they are just offering attendees to participate virtually), does the organization need to be reviewed by UNCW’s Tax Specialist? Do the IRS tax rules and laws still apply?
Answer:
Whether or not the organization is doing business on American soil or not, they are still considered a foreign vendor since they are registered as an entity in a non-USA country of origin. IRS tax law, rules, and guidance still apply and UNCW must conform and comply. As long as UNCW is being requested to make a payment to the vendor, UNCW must have the appropriate and correct W-8 information. This holds whether the payment is directly to the vendor or in cases that do not comply with UNCW policy on reimbursements, where a faculty or staff member has used their own personal form of payment and is requesting to be reimbursed. It is still regarded as a foreign vendor and IRS laws and rules must be adhered to by UNCW. Faculty and Staff should use a Pcard for these transactions once approved by the appropriate supervisor and to conform and comply with UNCW policy. If the policy and process is circumvented by using a personal credit card and payment is made to the foreign vendor, UNCW must still perform the same tax analysis. However, the foreign vendor has no incentive to provide the tax information required by the IRS to UNCW. By circumventing the UNCW process, the Faculty or Staff member makes it more difficult to be reimbursed since this will typically
require more time to obtain all required information before reimbursement can be processed. Finance is here to obtain the required tax information from all vendors on behalf of UNCW to provide to the IRS.

**Question:**
Could you briefly go over the transfer process of funds from the state to UNCW as far as receiving payments from vendors?

**Answer:**
As soon as we are notified that the Department of State Treasurer has received a wire for us, we notify the department, so they are able to process the deposit transmittal. If we process a Non-student credit card payment in Finance for your department, depending on the banking institution, we should be able to settle the funds within 1-2 business days at which point we can process the deposit transmittal and notify the department of the receipt of funds. If a department wants to investigate setting up a merchant account to process credit card payments within their department, contact Sam Taylor UNCW's E-commerce Analyst at taylorsr@uncw.edu about Touchnet options.

**Question:**
I'm interested in new policies and specific directions on how to implement them, including any changes that occur. How can I learn about them?

**Answer:**
Attend the December forum as well as the year-end forum which will be held in mid-February 2022. We may have more to share at that time for new purchasing changes the state is embarking upon as well as campus changes related to ITS purchases. The best way to keep informed of new changes is to pay attention to the communications we send out via your Divisional Business Officer (DBO).

**Question:**
I understand there are changes to the computer Lifecycle program that provides computer upgrades/replacements. Are there more details available about that process - including dates and computer criteria?

**Answer:**
With the increase and pervasiveness of technology we are working towards holistic solutions that adapt to growth trends while addressing aged machines. We are investing in our people by providing better quality devices, customer service, all while lowering the total cost of ownership. We are currently developing a strategic approach to achieve these goals. Stay tuned for more information in early 2022!

**Question:**
Is there any way that a weekly Zoom Meeting could be set up for people who have questions about Chrome River, uShop, Banner, etc. (even if just for 30 mins-1 hour)? I know the financial aid counselors have designated Zoom "drop-in" hours, which would be great since the finance trainings are usually only once a month and it could cut down on all the time spent on the back-and-forth emails and be a more efficient use of time. Plus, I ’m sure there are multiple people who may have the same questions/issues that could be addressed in one meeting.

For more information, visit: [https://uncw.edu/finance/](https://uncw.edu/finance/)
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Answer:
Please first take the Chrome River, uShop, and Banner training available on Skillport, Microsoft Teams and in person. Additionally, our FAQ and Finance website has the most up-to-date information for most topics. For further help and individual questions, we will be happy to set up labs if there is enough interest. We also can arrange to schedule a 1:1 with individuals and departments via Microsoft Teams or in person for specific areas of interest and/or assistance. We are always available for you to email your questions and will respond within 2-business days.

Question:
Is there any way to simplify or offer a "most used" account code list or database for using uShop or reconciling Pcards and assigning account codes?
Answer:
There is a Data Dictionary on General Accounting’s website (https://uncw.edu/genaccoun/) that describes how each account code should be used. Not all account codes are available for the Pcard, uShop or Chrome River due to restrictions on those account codes in those systems. For Chrome River specifically there is an Adobe document on the Travel and Direct Pay website that lists all the account codes and what tile they are under. We are currently updating that document.

Question:
For Pcard receipts, do we need to upload packing slips and DBO approvals to WORKS or just the Pcard receipts?
Answer:
Only the Pcard receipts are required to be uploaded to WORKS. You do not need to upload the packing slips and DBO approvals.

Question:
Please clarify if uShop and Chrome River need to include budget authority approval for purchase.
Answer:
Both uShop and Chrome River have workflows for Budget Authority approvals (and Supervisor approval for travel). Budget Authority approval is required for all financial transactions.

Question:
Since departments are asked not to request W-9s from vendors, does this include W-8BENs and W-8BEN-Es from foreign vendors?
Answer:
Yes. Because W-9’s, W-8’s and W-8BEN’s contain sensitive information, they should be requested by our Vendor Specialist, Wanda Lerch, or Tax Accountant, Lisa Eakins. Please contact one of them to contact the vendor for the required information. Unfortunately, if a dept requests a W9 or W8BEN, the vendor will invariably send it back to that person or dept and personal emails are not secure for this purpose. We have a secure fax line 910-962-7006 and secure email vendortaxdoc@uncw.edu that we request vendors to use.

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Question:
What are all of the other uShop catalogs besides Staples, Amazon and Dell and what can they be used for?

Answer:
The uShop home page lists the catalogs available and are sorted based on category. These categories include General Supplies, Computer/Electronics, Science/Lab Supplies, Medical Supplies, Tools/Maintenance/Cleaning Supplies, and Furniture. We anticipate added more catalogs this next year.

Question:
What's the definitive process for paying for a conference hosted in a foreign country (wires, etc.)?

Answer:
All foreign vendors should be paid by wire transfer. If the vendor will only allow payment by credit card, please contact Joanne Ferguson and/or Lisa Eakins prior to making the payment so we can do the appropriate tax assessment required for foreign vendors.

Question:
When and how should purchasing be engaged for purchases over $5000.00 and 10,000.00?

Answer:
Purchasing needs to be engaged anytime a purchase exceeds $5,000 or a contract/agreement is required. Purchasing can be engaged at any amount to assist the department with obtaining the best value for the university. Any purchase over $5,000 requires the State of NC terms and conditions to be included with the purchase.

Question:
Why can we not use (personal or UNCW provided) credit cards and/or Pcards to pay foreign vendors?

Answer:
Foreign vendors may have a tax liability to the US and therefore all foreign vendors must be paid by wire transfer to enable the Controller's Office and the Office of State Controller (OSC) to do the required tax assessment. Paying by p-card does not allow this review. If you are making a payment to a foreign vendor and they will only allow payment by a credit card, please contact Joanne Ferguson and/or Lisa Eakins prior to making that payment. UNCW employees should never make a payment to a foreign vendor on their personal credit card.

Question:
Does a handout/reference sheet of due dates for items each semester exist and how can I access it?

Answer:
The websites of each individual Finance area have due dates listed. Some areas distribute monthly calendars. Contact the individual Finance areas if you have questions or cannot find the dates you are looking for.

For more information, visit: https://uncw.edu/finance/