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Business Services Newsletter

Business Services comprises Procurement Services, Telecommunication Services, Central Shipping & Receiving/Material Control, Mail Services and the UAHuntsville Copy Center

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Welcoming New Employees

Business Services would like to introduce two new faces; **Melissa Gallagher-Smith**, Business Services Staff Assistant, and **Donald Thompson**, Mail Clerk.

From the Desk of Pat Moore



“Whatever It Takes”

“Most transactions fit comfortably within the standard operating procedures, but some do not.”

In Procurement Services we always try to approach requests from the standpoint of what the requestor wants and how we can make it happen. This means that we have to find solutions to needs, rather than simply force every unique request into a one-size-fits-all approach.

We understand clearly the mission of the University and our role within the mission. Our role is to facilitate the acquisition process in a way that gets the products and services in the hands of our customers in a timely fashion so they can spend their time conducting research, teaching, and achieving their objectives.

Most transactions fit comfortably within the standard operating procedures, but some do not.

We stand by ready to find unique solutions to those uncommon requests in a manner that addresses our fiduciary responsibilities. Our Procurement Officers spend a significant amount of time assisting requestors in documenting requirements in a way that protects the individual and the University.

We understand the role of the UAHuntsville community and strive to do “whatever it takes” to say “yes” to your requests and find ways to better serve your needs.

If you have any concerns, contact me directly.



Be Alert to Scams

As University departments become more involved in making small purchases, their exposure to scams involving telephone or Internet sales has increased.

Here are some guidelines to use:

- Do not buy from new suppliers until their existence and dependability have been verified.
- Before you buy, ask for a sample of items being offered.
- Make sure all items or services are received before you submit invoices to be paid.
- Unless you are sure you know with whom you are talking, do not give out any information about the University's office machines over the telephone.
- Ask for a call back number you can verify.

Beware of Attrition Clauses

The contract proposed by a hotel selected for an event your department or group plans to host may contain an attendee attrition clause, which may result in a significant financial impact for your group. An attrition clause generally states that the hotel will provide services for a certain number of attendees at a discounted rate until a specified cut-off date. A notable example of the attrition clause occurs with a guest room block for event attendees. If attendees fail to stay in at least 70–85% of the rooms in the block, your group will incur stiff liquidated damages.

Visit our New Web Address!

Business Services has a new web address and updated website at www.uah.edu/admin/bussvcs. We hope that you find the new version helpful for viewing bid awards, downloading forms, or just checking out FAQs.

The key to avoiding liquidated damages is to establish a guest room block within the margin of error allowed by the attrition clause and manage the guest room block as the event approaches. If you are planning an event far in advance, in the off-season or in a down-trending economy, secure a smaller block of guest rooms. You can always increase the guest room block if necessary. Remember that an attrition clause cannot be “read” into a contract, and the absence of an attrition clause does not necessarily relieve a group from liability. An attrition clause provides the benefit of a prior agreement on liquidated damages that might be lower than what you would get without the clause.

Changes to Maintenance Agreements

Maintenance Agreements are NOT considered blanket purchase orders. Any increases or decreases to maintenance agreements should be done as a Change Order in Banner. The department must submit an electronic Change Order approved by the department head or budget approver to Procurement Services.

Approved Suppliers are Best Overall Value

End-users are strongly encouraged to use approved suppliers as well as those suppliers that have a contract agreement in place with the University. These suppliers have been determined to deliver the best overall value to the University based on price, delivery capabilities, quality, past performance, services, etc.

Petty Cash Vouchers

Great news to petty cash users. The Petty Cash Voucher is now posted to our website. Click the Forms tab, and then click on the petty cash procedures, and at the end of the procedures you will find the Petty Cash Voucher.

GLOSSARY OF COMMON PROCUREMENT TERMS

Understanding the procurement process begins with an understanding of the terms associated with it. You may hear these terms quite often but not really know exactly what they mean.

Quote: An informal request for pricing information that may be written or oral.

Request for Bid: A solicitation in which the terms, conditions, and specifications are described, and responses are not subject to negotiation.

Sealed Bid: A method of sale where confidential bids are submitted to be opened at a predetermined place and time.

No Bid: A response to a solicitation for bids stating that the respondent does not wish to submit an offer. It usually operates as a procedural consideration to prevent suspension from the vendors list for failure to submit a response.

Vendors List: A list of suppliers from whom bids, proposals, and quotations might be expected. The list includes all suppliers who have expressed interest in doing business with the University, as well as those added by Procurement Services.

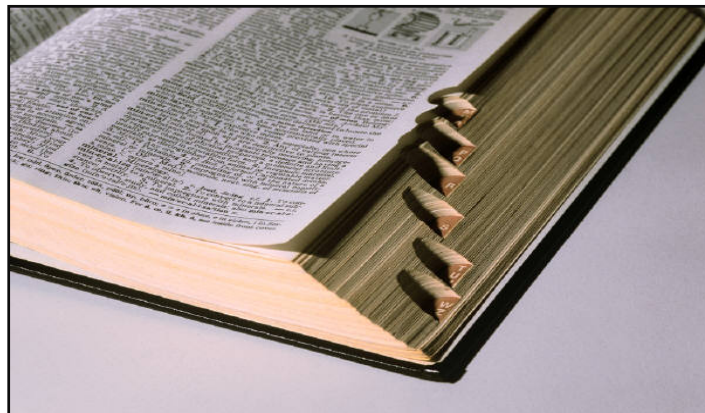
Request for Proposal: A solicitation in which it is not advantageous to set forth all the actual, detailed requirements at the time of solicitation, and responses are subject to negotiation. Price is a factor in the award, but it's not the sole factor.

Lowest Responsible Vendor: The vendor with the lowest price whose past performance, reputation, and financial capability are deemed acceptable.

Blanket Order: A contract under which a vendor agrees to provide goods or services on a purchase-on-demand basis over a certain time period.

Addendum: An addition or supplement to a procurement contract to which both the University and vendor agree in writing.

Change Order: A requested modification to a Purchase Order by the department through a Requisition. Examples would include changes to item pricing or accounting information.



REIMBURSEMENT FOR MEALS AND TRAVEL

Business-Meeting Meals Must Meet AG Requirements

The Attorney General of Alabama (AG) has issued several opinions pertaining to the allowability of meals being funded from public funds. The AG has ruled that if a business meeting extends into meal times, food may be served to the meeting participants as an incident to the meeting. If the meeting participants leave their normal business activity location for a restaurant, the presumption will be that the primary purpose was to eat, rather than to conduct University business.

Listed below are some of the requirements issued by The State of Alabama Auditors, Attorney General of Alabama, University of Alabama System Office, and UAHuntsville policy in determining the allowability of a meal:

1. The meeting must have a business context relating to University purposes.
2. For a meeting to convene to a restaurant there must be someone external to the University offering expertise or insight to the meeting, for example, guest lecturers, visiting scholars, distinguished guests, and future employee interviewees.
3. The meeting cannot begin or end with a meal.
4. The meeting cannot be a social gathering where food is provided.
5. Refreshments cannot be served at a break during a meeting that does not extend through a mealtime.
6. Food and refreshments for retirement parties, Christmas parties, and departmental receptions are unallowable.
7. For food or refreshments to be served at a colloquium or a seminar, there should be an external guest.

In addition, the following must be provided:

- A list of the participants and organizations
- The reason for the meeting
- The reason for the required attendance of the participants
- The benefit of the meal to the University

New Travel and Miscellaneous Reimbursement Forms Available

Please be aware that new forms are available on the Accounting and Financial Reporting website <http://www.uah.edu/admin/Finance/forms.html>. These new forms have additional certification statements required by the University of Alabama System, in order to meet State of Alabama requirements.

◆ BANNER REMINDERS ◆

Changes to a Purchase Order

Whenever a change needs to be made to a Purchase Order, a Change Order Requisition should be submitted. Since changes cannot be made to the original Requisition, a new Requisition is required. The process is the same as when you submitted the original Requisition, except that you are only identifying the changes and typing "CHANGE" in the Commodity Code field.

Disapproved Requisitions

Remember that if you "Disapprove" a Requisition, Procurement Services should be notified to either re-set or delete the Requisition from the Banner System.

UAHUNTSVILLE COPY CENTER

SOMETIMES THE SIMPLEST WAY TO HAVE SOMETHING DONE IS TO HAVE SOMEONE ELSE DO IT!

The UAHuntsville Copy Center is a FULL service copy center offering fax services, full color copies, black & white reprographics, printing press, finishing, and scanning. We are located on campus for your convenience. Come by and let us do the work for you.

Implementing the New Logo

The new logo for the University is now being implemented throughout the campus. Business cards, letterhead, and envelopes will now have the new logo. All requests for new business cards, letterhead, and envelopes should be sent to University Relations for design.

The UAHuntsville Copy Center will print these items when they are received from University Relations. Once they are printed, the UAHuntsville Copy Center will save a copy of these items, and requests for reprints can be sent directly to The Copy Center. Any changes in information on business cards, letterhead, and envelopes will have to be sent back through University Relations.

Copy, Don't Print

We are always looking for ways to better serve departments. One way to help with printing expenses is for the departments to use copy machines versus printers when possible. On average, departments can save three cents per sheet by using the copiers provided for each department. Jackie Hankins, Manager of the UAHuntsville Copy Center, will strive to meet with each department to explain the facts of copying instead of printing. Feel free to contact Jackie at ext. 6383 with any questions regarding your printing needs.

Got Paper?

The UAHuntsville Copy Center carries a full line of paper in a variety of colors and weights. Simply give us a call the next time you need paper. We will be glad to deliver it straight to your office.



Thank you for your continued support. We look forward to serving you.

Surplus Property & Protecting UAHuntsville Privacy

“Before retiring computer systems and sending them to surplus property, check that all sensitive data has been fully removed from the hard drives.”

as responsible educators and employers, we have a duty to protect the privacy rights of our students, faculty, and staff. Securing sensitive and personal information is an important part of that responsibility. The staff of Central Receiving and Shipping wants to address an area where private information could potentially be released by mistake: Surplus Property.

Furniture

Any time a department decides to surplus desks or file cabinets they should ensure that the items do not contain any sensitive information. Check each drawer in desks and file cabinets to avoid sending sensitive documents to the surplus property area. Papers and other items often fall from drawers and become concealed beneath the drawers or in the bottom of the desk. Therefore, we recommend removing the drawers to check the shelf below.

Cash Registers

Look for non-deposited checks under the money tray in cash registers to prevent the release of a person’s checking account information.

Computer Systems

One of the most important items to check is also one of the most overlooked items. **Before retiring computer systems and sending them to surplus property, all sensitive data must be fully removed, or wiped, from the hard drives.** A number of applications are available that can thoroughly wipe a hard drive. The Computer and Network Services Help Desk also offers services to remove data from drives.



Additionally, when sending computer equipment to surplus property, remember to check all removable storage drives. CD, DVD, and floppy disk drives are potential sources of an unauthorized release of private information. One should always be certain these drives do not contain disks before powering down the system for the final time. A failed CD and DVD drive may be easily opened by inserting a straightened paperclip into the small hole on the face of the drive.

It is important that the UAHuntsville community take steps to ensure that no sensitive or private information is released. Surplus furnishings and equipment are periodically sold at auction or discarded as scrap material, and any documents or data contained on or in them could potentially fall into the wrong hands. Although, each item is inspected by Central Receiving and Shipping personnel before it goes to auction or to a disposal company, the best method to prevent the release of sensitive data is to catch it beforehand.

If you have questions regarding this or any other surplus property issue, contact Central Receiving and Shipping at ext. 6315, or visit us in the Central Receiving Building on the south end of campus. For assistance with removing sensitive data from computer drives, you may contact the Computer and Network Services Help Desk at ext. 2639.

MAIL SERVICES: TIPS, NOTES, AND REMINDERS

International Mail

As our campus community becomes increasingly diverse, we find that the volume of outgoing international mail is steadily increasing. Mail Services provides a variety of international mail services through the U.S. Postal Service for **official University business** mail. In accordance with postal regulations, we are unable to process **personal** international mail.

When preparing international mail, remember that:



1. Postal regulations require the bottom line of the destination address to identify the destination country. Spell out the country name in all CAPITAL letters without abbreviations (e.g., CANADA, rather than "CAN"; UNITED KINGDOM, rather than "UK"; MEXICO, rather than "MX"), Overlooking this important detail could result in delayed or returned international mail.
2. Additional postage fees apply to international mail. A first class postage stamp (41 cents) does not provide sufficient postage for international first class mail. Contact Mail Services at ext. 6116 to obtain current international rates based on the size, weight, and composition of the articles.
3. International mail should be separated from domestic mail. Deposit all outgoing international mail in the "ON CAMPUS" mail collection receptacles. This process allows Mail Services to quickly identify and properly process the international mail. Bundle multiple pieces of outgoing international mail together with rubber bands.

Accountable Mail

For **official University business**, Mail Services can supply a number of accountable mail options: certified, registered, return receipt, and express mail. We are unable to process **personal** accountable mail.

Accountable mail should be placed in the "ON CAMPUS" mail receptacles so that it may be readily identified and properly processed. Do not place accountable mail in the "OFF CAMPUS" receptacles.

Postage Fees

Mail Services has recently invested in state-of-the-art postage metering equipment and accounting software to better serve the UAHuntsville community. Cost information is captured by the software as the outgoing mail is processed through the meters. Postage fees are charged to appropriate departments on a monthly basis through an automated journal entry process. The journal entries are made against the organization code provided by the mailing department. Make sure to include the proper organization code on each individual piece for small mailings. For large or bulk mailings, include the organization code on the top piece of mail on each individual bundle or tray.

Campus Mail

Mail Services provides multiple daily pick-up and distribution of on-campus mail. To ensure proper routing and prevent delivery delays, use the following addressing convention for all campus mail:

TO: Chemistry Dept. Office	FROM: Bursar's Office
ATTN: Dr. U. R. Receiving	Dr. I.M. Sending
MSB	UC

The recipient's information goes on the left side of the envelope or package, and the sender's information goes on the right. The department should appear first, with the recipient or sender's name beneath the department's name. Building names are optional but should not be used in place of the department or sender / receiver. Departments and individuals move from time to time, and specific room information from directories could be outdated. In addition, campus mail is generally routed to a single departmental delivery point, so specifying the department helps ensure proper routing.

Mail Services provides postage stamps and other postal services for both personal and business mail. Visit us in the Central Receiving building at any time between 8:15 a.m. and 5:00 p.m. to take advantage of these on-site services, or contact us at 824-6116.

Express Shipping

In today's fast-paced world of business and education we often find it necessary to use express delivery services. A number of delivery priority options are available through UPS and FedEx. The

services available from each carrier are listed in the table below in order by cost and shipment priority.

As you can see, both carriers offer similar services. When selecting a service one should always consider how urgent the shipment is. Some services, particularly early a.m. delivery options, carry a high premium compared to standard overnight and multi-day options. Ground services are the lower cost alternative and offer the same delivery confirmation and tracking options as higher priority selections.

Ground services within most of Alabama and to nearby cities, such as Nashville and Chattanooga, fall within each carrier's one day Ground service zone. Consider using a ground service for overnight shipments to nearby locations instead of using a Next Day service. The ground service can save as much as 75% over priority shipments for those short distances, and you still achieve next-day service. Central Receiving and Shipping will be happy to check on ground transit times to specific areas, or you may do so by visiting the website of either carrier and selecting transit time estimate options.

Side-by-Side Comparison of FedEx and UPS Delivery Options

FedEx		UPS	
First Overnight	First thing next business day (8:30-9:00)	Next Day Air Early A.M.	First thing next business day (8:30-9:00)
Priority Overnight	Next business-day morning (10:00-10:30)	Next Day Air	Next business-day morning (10:00-10:30)
Standard Overnight	Next business-day afternoon (by 3:00 p.m.)	Next Day Air Saver	Next business-day afternoon (by 3:00 p.m.)
2 Day	Two business days	2 nd Day Air A.M.	Two business days before 10:30
		2 nd Day Air	Two business days by close of business
3 Day	Three business days by close of business	3 Day select	Three business days by close of business
Ground	Usually 1 to 5 business days, based on distance	Ground	Usually 1 to 5 business days, based on distance

Shipping with FedEx



Preparation Tips

When shipping with FedEx, most campus departments prepare their own shipments using pre-printed air bills obtained from Mail Services. When preparing these shipping documents, be sure to press firmly when writing so the information is legible on all copies of a form. Use legible print and avoid cursive handwriting. Make certain to clearly mark the desired service. Remember that each level of service (i.e., next day, 2 day, 3 day, and ground) uses a different air bill. For example, you cannot ship via Ground service using an Overnight air bill. Mail Services will be happy to provide the proper air / waybill.

One important piece of information often overlooked is the sender's contact information. If for some reason the package is returned to UAHuntsville, we may not be able to determine the sender if the sender's information is not available on the air bill.

Proper Accounting Practices

One of the most important pieces of information required on the air bill is the **department organization code (formerly account number)**. This code should be entered into the "Reference" field. You may include other information as well, but the organization code is required. Additionally, the top copy of the air bill should be forwarded to Accounts Payable. A legible photocopy or scanned electronic copy is acceptable for this purpose.



This newsletter is distributed by Business Services as an informational guide to the University Community. This issue provides information from Central Receiving & Shipping / Inventory Control, Mail Services, Procurement Services, Telecommunication Services, and the UAHuntsville Copy Center. Our goal is to provide helpful information for doing business with the various units of the Business Services department. If we can assist you, don't hesitate to contact us.

You can read the current *Business Services Newsletter* as well as previous issues online at www.uah.edu/admin/bussvcs. Click on "Newsletter."

If you have any comments or suggestions for future articles contact Melissa Gallagher-Smith at mjs0007@uah.edu.





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