

Volume 15
Number 2
October 2008

Business Services Newsletter

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

WELCOME!

INSIDE:

2 Contract for Professional Services

3 Payments against Contracts

4 Procurement Card Program; Software & Computer Purchases

5 Resolving Vendor Problems

6 Telecommunication Services: What's Your Phone Type?

8 Voice Mail Instructions

9 The UAHuntsville Copy Center

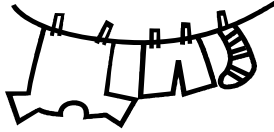
10 Mail Services: New Delivery Schedule



Welcome to all new and returning faculty and staff! We are UAHuntsville Business Services, and we are here to assist you in many ways throughout the coming year. We hope that you will find in this newsletter valuable and timely information that will assist you in understanding the business processes that support the UAHuntsville community.

Mission Statement

Business Services supports the UAHuntsville mission statement in the most efficient and cost effective manner, through operational leadership, while complying with federal and state statutes and university policies.

Quick review —**CONTRACT FOR PROFESSIONAL SERVICES****FORM / GENERAL TERMS & CONDITIONS ARE NOW “ONLINE”**

Please note and follow the procedures on our website: www.uah.edu/admin/bussvcs

- Click on Faculty and Staff
- Click on Contracts

What is a “Contract for Professional Services”?

Whenever departments require services that cannot be provided by an employee, a Contract for Professional Services can be executed with an individual or a company. The necessary form and General Terms and Conditions are now **available online**. Simply follow the directions in the box at the top of the page.

Routing and Approval

All contracts except those using contract and grant funds must be submitted to Procurement Services for approval two weeks prior to the beginning of the contracted assignment. If a contract is issued after the formal first day of the period of performance as stated in the contract, an After-the-Fact Justification memorandum should be attached. The process of completing a contract takes approximately five to seven working days after the contract is received in Procurement Services. Verify the proper procedure with the office of Research Security and Immigration Administration before submitting a contract with foreign nationals to Procurement Services.

- A. The contract, properly prepared and signed by contractor, is sent to Procurement Services, Business Services Building.
- B. Procurement Services reviews and sends contract to Office of Counsel.
- C. Office of Counsel reviews contract and approves or disapproves. The contract is returned to Procurement Services.
- D. If the contract is not approved by Office of Counsel, Procurement Services returns it with an explanation to the department. If Office of Counsel approves the contract, the Associate Vice President of Business Services initials it.
- E. The contract is forwarded to the appropriate Vice President for signature.
NOTE: Vice Presidents should only sign contracts that have the Office of Counsel approval.
- F. The contract is returned to Procurement Services. The copy of the completed contract, with contract number assigned, is returned to the originating department. The original contract with original approval of Office of Counsel is kept on file in Procurement Services.

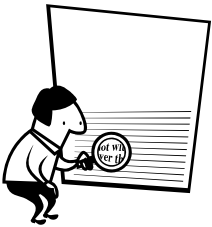
If a contract must be changed in any way after it is completed, an Amendment is necessary. The Amendment (signed by Budget Unit Head and contractor), with a copy of the original contract attached, is sent to Procurement Services. It then follows the same processing and approval procedures as did the contract.

Continued on next page

For contracts that extend over the current fiscal year, insert the following paragraph in the Contract for Professional Services form under "6. Additional Provisions":

Failure of Appropriations:

*The **University** believes that funds can be obtained sufficient to pay all monies due during the Contract Term and hereby covenants that it will use its best efforts to pay such monies. It is the **University's** intent to pay monies due for the full Contract Term if funds are legally available therefore. If no funds or insufficient funds are appropriated and budgeted in any fiscal period for monies due under this Contract, the **University** will immediately notify **Contractor** of such occurrence and this Contract shall terminate on the last day of the fiscal period for which appropriations were received without penalty of expense to the **University** of any kind whatsoever, except as to the portions of monies herein agreed upon for which funds shall have been appropriated and budgeted.*



Disclosure Statement

To comply with State regulations all original contracts valued \$7,500.00 and above should have attached a completed and signed Disclosure Statement by the contractor.

For a link to the Disclosure Statement go to: www.uah.edu/admin/bussvcs/instructions/Disclosure_Statement_System.pdf.

For assistance or clarification contact Renata Limmer at 824-6485 or limmerr@uah.edu.

Payment Against Contracts

The originating department must enter an Issue Check Requisition in the Banner system for payment against a contract. Requisitions for payment must contain the following information:

1. Contract Number
2. Payment Number (if more than one)
3. Description of Services Provided
4. Period of Performance
5. Social Security or Tax Identification Number

A copy of the contract and invoice, when applicable, is sent or faxed to Procurement Services with the Requisition number.

Payment for UAH employees on contract is generated by a PAF (Personnel Action Form).

Business Services would like to introduce several new faces. In Procurement Services, **Joy Moody** and **Mark Aldrich** are our new Procurement Officers. In Material Control and Property Inventory, **Talbert Cox** is our new Property Manager and **Absalom Graham** is our new Inventory / Material Control Assistant.

 A cartoon illustration of a smiling orange emoji character with large eyes and a wide smile. It has one hand raised in a waving gesture.

Pilot Procurement Card Program

Estimated Release Date: November 2008

Department: Business Services

Card Manager: Suzanne Penn

Card Administrator: Keshia Askew

Featuring: Bank of America & UAHuntsville Campus



Coming Soon to a Department Near You!

Yes, it is finally here — the moment many of you have been waiting for ... the UAHuntsville Procurement Card Program will be coming to your department in the near future! Right now, preparations are underway for the Pilot Procurement Card Program by Business Services, Procurement Services, Accounting, Accounts Payable, Contracts & Grants, Computer and Network Services (CNS), and Office of Sponsored Programs (OSP).

The Procurement Card Program is a convenient purchase and payment tool. It is a fast, flexible purchasing method for processing limited business purchases of goods and services from vendors that accept credit cards. The Procurement Card is designed to delegate the authority and capability to purchase low-value items directly to the Cardholder. Use of the Procurement Card will significantly reduce the need to obtain Purchase Order numbers, process invoices for payments, and prepare large numbers of vouchers and payment documents. The Procurement Card Program complements the existing procurement processes — it is not designed to replace, avoid, or bypass the current purchasing processes and procedures.

So, spread the word in your department to be on the lookout for further updates!

Making Software Purchases

ADOBE! ANGEL! SOLIDWORKS! CATIA! MSC!
WELLSPRING! ESRI!

Today we can find a number of manufacturers and vendors with the latest and greatest software to increase our productivity and further the University's research. Some vendors can sell to educational institutions while others cannot. Vendor XYZ might be the sole proprietor of Software A, which costs \$8,600.00, but Software B, which also costs \$8,600.00, can be purchased from several vendors. Software A might require a signed license agreement; Software B does not. Software A might be a sole source item, while Software B has to go out on bid.



Confused? Not sure which way to go?
Wondering if your software purchase is unique or common?

Here are some tips to help you with your software purchases:

1. Determine if the amount of your software exceeds the Alabama Competitive Bid Law amount of \$7,500.00.
2. Process your Requisition and submit all supporting documentation to Procurement Services for review.
3. Allow enough time between purchase date and date of use for review by Office of Counsel and completion of additional documentation by Procurement Services.
4. NEVER sign any documentation on behalf of the University. Only persons duly authorized by the University of Alabama System Board of Trustees are authorized to sign contracts.

See *SOFTWARE* on page 11



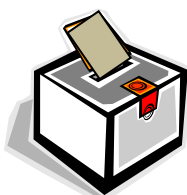
Resolving Problems with Vendors

UAHuntsville is happy to do business with any vendor who honors our methods of purchasing, such as the Purchase Order and the Limited Purchase Order. Unfortunately, from time to time, you may encounter a problem with the performance of a vendor in supplying the goods or services requested. If this happens, we encourage you to document the situation and submit it to the Procurement Officer who handled your purchase. Our office will contact the vendor and allow them an opportunity to correct the problem. If it is not corrected, then additional measures will be taken to resolve the issue.

We encounter difficulties when we are not notified of problems with a vendor in a timely manner. Oftentimes we have been unaware of any problems until it was time to award a bid. Then we find ourselves in a situation where we have no documentation of the problem or of any attempts to correct it. If you make us aware of the problem, we can help you by adding specifications to the bid that will address those very issues that you have experienced. We encourage you to contact our office for assistance in resolving all problems with vendors.

Got Any Suggestions?

Business Services would like to thank those who participated in our recent customer satisfaction survey. In our ongoing commitment to customer satisfaction, we invite you to let us know how we are doing. If you have questions, comment, or concerns email them to our new "Suggestion Box" at msj0007@uah.edu. We will be glad to consider your suggestions as they would apply to our policies and procedures.



Petty Cash Vouchers Now Online

Do you make petty cash purchases? In case you did not know, the Petty Cash Voucher is now available online. Just go to our website, www.uah.edu/admin/bussvcs, click on forms, and you will see a link to Petty Cash Procedures & Form. To print the form click on Petty Cash Voucher at the bottom of the page. We hope that you will find your petty cash dealings a little easier.

Walk-Thrus (RUSH Orders)

Our walk-thru process was set up to assist you in making emergency purchases. We process emergency requests during the hours of 9 – 10 A.M. and 2 – 3 P.M. every Monday through Friday. Once your order is ready, you will be notified to come by our office and pick up your Purchase Order. This way you can enjoy the beautiful weather and we have a chance to see you.

To further assist you, at your request we can fax your walk-thru order to the vendor. When you are notified that your order is ready, just let us know that you would like for us to fax it.

Traveling on Official Business?

For your convenience, the American Express and Diners Club Corporate cards are available through the University for eligible staff and faculty who conduct official University business. Contact Melissa Gallagher-Smith at 824-6484 or mjs0007@uah.edu for further information or an application.



What's Your Phone Type?

On the UAHuntsville Campus we install three main types of telephones for administrative use. The first is the M3902 or digital single line phone. It is the most common phone type on the campus and is used by most faculty members.



The M3902

The M3902 has one incoming line and a display screen that shows a variety of functions, such as caller identification. (For callers from outside the campus a number will be shown only; no data or name is received by the UAHuntsville hardware.) It has a variety of other features, including:

CONFERENCE CALLING: If you see the letters "Conf" above one of the soft keys on your phone, it means you have conference calling, or conferencing. The most common type of conferencing allows you to have yourself and five other callers on the phone with you. The other callers can be either on- or off-campus; you just have to initiate the call to them. Our system limit is six total callers including the initiator.

AUTODIAL: If you see the letters "AutoDI" above one of the soft keys on your phone, it means you have a key with the auto-dial feature on it. (The autodial keys are beside the alpha-numeric keys on the M3903 and M3904 sets). You can program up to sixteen digits into this key. To program it, you simply press the key, enter the digits, and press the key again. It's that simple. To use it, pick up the handset to obtain a dial tone and then press your auto-dial key; the number will be automatically dialed! Don't forget to enter "9" if it is a call outside the campus or "8" for a call on the ATTNET. For example: press the auto-dial key, enter 9-533-1990 and press the auto-dial key again and you are programmed!

CALL FORWARD: If you see the word "Forward" on your phone you have the call forward option. This option has several useful functions. First, if you are out of the office, you can forward your phone to someone else to answer for you. Just press the forward button and enter the four-digit extension. Its most useful function, however, is when you want to be left alone. If you have voice mail, press forward, enter 2000, and press forward again. Presto! Your calls are then forwarded to voice mail — your phone will NOT ring at the telephone set. Remember to cancel this feature when you want to receive calls again.

Did you know you already have a re-dial key programmed on your phone? That's right; if you press the little green key on your phone (after you obtain a dial tone) it will re-dial the last number you dialed. Try it! It's fast!



The M3903

The next larger size phone is the M3903 multi-line phone. This phone has four programmable soft keys for phone numbers. You

can have up to four lines programmed on this phone. If you choose not to have numbers on these lines, you can have other features such as auto-dial keys on these buttons. This phone is useful if you have to put someone on hold and make another call, because you can have multiple lines. Also, this phone has the call log feature, which means it will retain information on the last ten callers, just like a caller ID box. The display on the phone is a little larger and much easier to read than on the smaller set.



The M3904

The largest phone we offer is the M3904, which has up to 12 programmable keys. This phone is for most staff people in large departments. If necessary, we can add a

module to this phone to add even more keys. (There is an extra monthly charge for this add-on module). This phone comes with a 100-number call log to show the past callers. This phone and the M3903 also have an additional outlet in the back to accept a headset.

The latest headsets no longer require an attached small box for power and volume; the new ones use these features inside the telephone set itself. All headsets, however, have a wired connection — they are not cordless. These headsets are available for purchase only (we no longer rent them) from Telecommunications for \$75.00 each. Departments wanting a headset should fill out a Telecommunications Work Request complete with an account number; we will try and fill the order as soon as possible.

Voice Mail

One of the most frequently requested items for the voice mail system is the auto logon feature. With this feature (for which there is no additional charge), when you want to access your voice mailbox from your primary digital phone set, all you do is obtain dial tone, press the message button, and you'll be automatically logged in. Otherwise, without auto logon, you must enter your phone number and password.

If you need to access your voice mail from off-campus, the number is 824-2000. After you connect, enter your mailbox number (your extension) followed by the # symbol. Then enter your password followed by the # symbol and you're in voice mail. (On the UAHuntsville system, pressing # on your phone is like pressing enter on a computer keyboard.)

Ever want to send someone a voice mail instead of talking to them? You can with our system. It's called Express Messaging. Pick up the handset from any phone on campus, dial 2001, and enter a mailbox number followed by # symbol. Leave your message and hang up. The system will forward the message to the mailbox user immediately.

One more feature before we go, and that's voice mail rings. By default, all campus telephones that have voice mail have four rings to pick up the phone before going into voice mail. If you need to extend the number of rings to either five or six, send us an email and we will be glad to upgrade it for you.

All the features discussed here are available for any of the M3900 series phones. To add (or delete) any of these features to your phone, send Mary Jane an email at blackwem@uah.edu. Include the extension number that requires these features in your email. No additional monthly cost will be charged for conferencing, auto-dial, or forwarding. Long distance charges may apply if you do not use ATTNET for conferencing, auto-dial, or forwarding.

Calling Cards, Pagers, and More

All voice communication needs for the UAHuntsville community are handled through UAHuntsville Telecommunication Services at extension 6129.

New faculty and staff are reminded to use the ATTNET for long distance business calls. The ATTNET is a service provided by the State of Alabama where UAHuntsville is not billed for long distance calls. To access the ATTNET, dial "8" first (i.e., 8-1-Area Code + Number). ATTNET calling cards and regular calling cards are available through Telecommunication Services with your supervisor's approval.

Continued on next page

Continued from page 7

Pagers are also available through Telecommunication Services. The monthly charge for pagers varies according to the type and service you need. Keep in mind that you must have the department head's approval to obtain a pager.

If you have any questions, need voice mail or telephone manuals and instructions just give Telecommunications a call at 824-6129 or an email at blackwem@uah.edu and we will be happy to assist you.

Basic Voice Mail Instructions

To Access Voice Mail	On campus: Dial 2000. Off campus: Dial 824-2000.
Mailbox Number	Same as your extension: For example, if your phone number is 824-7551, then your mailbox number is 7551.
To Change Password	Press 8* and follow prompts.
Message Indicator	A broken dial tone (on single line phones) or a flashing LED on digital phones.
To Play Messages	Press 2.
To Repeat Messages	Press 2 again.
To Delete a Message	Press 76. To help preserve system integrity and storage capability, delete your messages immediately after listening to them.
To Log off the System	Press 83. Do not just hang up. (However, if you are unable to use 83, then it will be necessary to just hang up the receiver.)
To Record Greetings	Press 8*. After the prompt, press 2. Press 1 for external greeting or 2 for internal greeting. Press 5 to start recording your message. Press # to end the recording. A suggested greeting is: "Hello, this is John Smith. I'm either away from my desk or on the phone right now. At the tone, please leave a message." If you are on the phone and receive another call, the call will "hunt" to your voice mail. (You do not have call waiting.)
Read Message Retention	Set to 5 days. After you have listened to a message, if you do not delete it yourself, after 5 days the system will delete it for you.

Note: If you delete a message and log off the voice mail system, the message cannot be "regenerated."

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. For your convenience we are located on campus in the Business Services Building. Come by and let us do the work for you.

Got the New Logo?

As a reminder, the new logo for the University is now being implemented throughout the campus. Business cards, letterhead, and envelopes will have the new logo. All requests for new business cards, letterhead, and envelopes should be sent to University Relations (824-6414) 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 UAHuntsville Copy Center. Any changes in information on business cards, letterhead, and envelopes will have to be sent back through University Relations.

How to Save at the Printer

One way to lower your printing expenses is to use the copy machines provided for your department whenever possible instead of the printers. Departments can save an average of three cents (3¢) per sheet by using the copiers. Jackie Hankins, Manager of the UAHuntsville Copy Center, will work to meet with each department to explain the facts of copying versus printing. Feel free to contact Jackie at 824-6383 with any questions regarding your printing needs.

We Sell Paper ...

Just as a reminder, the UAHuntsville Copy Center carries a full line of paper. Next time you need paper, just give us a call; we will be glad to deliver it straight to your office.

... And We Scan Paper

We also want to help with your paperwork. Don't keep boxes and boxes of documents in your office. Let the UAHuntsville Copy Center scan your documents to a file or burn them to a CD for later use. Give us a call and we will be glad to help you free up some of your storage space.

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

NEW DELIVERY SCHEDULE ANNOUNCED

The following is the new delivery schedule for UAHuntsville Mail Services. This schedule went into effect August 4, 2008.

8:30 A.M.	CAMPUS COURIER PICK-UP AND DELIVERY (as needed)
11:00 A.M.	COMBINED MAIL & RECEIVING <u>EXPRESS DELIVERY</u> All Express Mail items will be delivered to every department before noon.
1:00 P.M.	COMPLETE CAMPUS DELIVERY AND PICK-UP USPS, Campus, and (as needed) afternoon Courier Mail
3:00 P.M.	PICK-UP OF OUT-GOING MAIL BY USPS GENERAL MAIL FACILITY
4:00 P.M.	END-OF-DAY DELIVERY OF OFF-CAMPUS ACCOUNTABLE MAIL TO USPS NOTE: Only last-minute accountable mail (e.g., insured, express, registered) will be included.

At 8:30 A.M. we will continue with the morning courier run to get critical reports from CNS delivered to the campus. During this run we will pick up any outgoing mail in those buildings receiving courier items, which in turn will be delivered on campus at 1:00 P.M.

The 11:00 A.M. express mail and package (e.g., UPS, FedEx) delivery will continue. All items received as Next Day Delivery, including Next Day Air Saver, will be delivered to departments before noon.

At 1:00 P.M. all standard (non-express) campus and U.S. Postal Service (USPS) mail collected from the previous day and from the morning mail pick-ups will be delivered to all buildings. Also, all out-going USPS and campus mail will be picked up. All afternoon courier mail will be picked up and delivered at this time. The out-going USPS mail will be processed in time for the U.S. Postal Services to pick up at 3:00 P.M.

At 4:00 P.M. all "accountable" mail which required a signature and was not ready for the 3:00 P.M. USPS pickup will be taken to the West Station Post Office. NOTE: If a department has any out-going off-campus

express mail or campus courier mail that needs to go out that day, but is not ready for the 1:00 P.M. run, they need to call Mail Services or bring the article(s) to Mail Services no later than 3:00 P.M.

Contact Mail Services at 824-6116 if you have any questions, or if you have a special priority mail-handling request.

Campus Mail Reminder

UAHuntsville Mail Services is dedicated to getting your campus mail delivered as accurately and quickly as possible. However, to achieve our goal, we need your help. Every building on campus has a mail drop area where the USPS and campus mail for each department in that building is delivered. The mail is then collected by each department's office personnel and redistributed to the appropriate faculty and staff throughout the department. To avoid delivery errors, when you address campus mail remember to put the receiver's name and the name of his or her department on the envelope or package. **Including the receiver's office location and building and room number is not necessary.** Call us if you have any questions about campus mail.

Need a New Computer? Check with Procurement First

Today we rely on computers to aid in our work, and we're always looking for the most up-to-date technology at the best price. However, when you purchase a computer without consulting Procurement Services for the proper procedures and spend your personal funds you take the risk of not being reimbursed. Most retail stores such as Best Buy, Circuit City, and Wal-Mart sell computers, but these computers are built for consumers, not for educational use. These computers have home versions of software installed, provide only trial versions of anti-virus software, and only have a one-year limited warranty.

The University Bookstore offer of special pricing for certain models of Dell computers is a valuable service to the UAHuntsville faculty, staff, and students. However, the computers available through the Bookstore are for **personal purchase only**.

Computers for UAHuntsville departmental use are not to be purchased through the University Bookstore or from retailers without prior approval from Procurement

Services. Requests for computer equipment must be submitted to Procurement Services via an electronic Requisition. This procedure enables the University to comply with the Alabama Competitive Bid Law and maintain proper tracking and asset accountability for inventory control purposes.

The university computer contract information is located on the Business Services website www.uah.edu/admin/bussvcs/openbids.htm. Procurement Services is here to assist in all of your computer needs. Feel free to contact us at any time.

SOFTWARE *Continued from page 4*

5. If you wish to have an on-campus demo, remember to inform and possibly include Procurement Services.
6. Remember that Procurement Services is here to assist you with your purchases.

We hope these tips will help you avoid confusion the next time you purchase software. If you need additional help, do not hesitate to contact us!

This newsletter is distributed by Business Services as an informational guide to the University Community. This issue provides information from Procurement Services, Central Receiving & Shipping / Inventory Control, Mail 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.





Business Services Newsletter is a newsletter to the UAHuntsville Community published by Business Services.
Editor Brenda Wade; Coordinator Melissa Gallagher-Smith • Printed by the UAHuntsville Copy Center
An Affirmative Action / Equal Opportunity Institution