

# **Key Contacts Guide**

University of Cambridge

# **Version History**

Version	Status	Date	Author(s)	Summary of Changes
6.7	Approved	1 Aug 2019	Helen Bailey	Added Modern Slavery Act information
6.8		4 Sept 2019	Helen Bailey	Replaced missing new user form link
6.9		3 Mar 2020	Helen Parker	Updated for iProcurement course booking process update
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6.11		8 Dec 2020	Helen Parker	Updated for new course formats
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6.14		21 Sep 2022	Helen Parker	Updated the list of AP and AR courses
6.15		25 Oct 2022	Helen Parker	Update re AR Manager responsibility
6.16		04 Nov 2022	Helen Parker	Added information on Read Only access to Marketplace
6.17		22 Dec 2023	Helen Parker	Added AB-C to iProc pre-requisite list
6.18		05 Mar 2024	Helen Parker	Added section on Concur change requests
				General formatting tidy up
				Update of the training team page

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## **Key Contact duties**

Key Contacts provide an essential part of the management of the UFS (University Finance System) and serve as the liaison between the Finance Division's Financial Systems Group (FSG) and the Department.

#### Responsibilities include:

- Receiving communications via email from the Financial Systems Group and ensuring timely dissemination within the Department.
- Submitting feedback and raising issues via the UFS Helpdesk on behalf of the Department.
- Maintaining the departmental list of UFS roles and responsibilities and ensuring that requests
  for changes are submitted using the on-line forms available on the Key Contacts web page,
  ensuring that only responsibilities which are necessary for the user's business function within
  the University are requested.
- Ensuring all departmental staff attend the relevant training courses provided by the Finance
  Division and Research Operations Office prior to using the system. Access to some AR and AP
  responsibilities and any iProcurement responsibilities will not be permitted until a user has
  received the mandatory training.
- Submitting changes for the departmental set-ups within the system (e.g. staff changes especially leavers, Buyer limits, department address changes etc).
- Nominating additional Key Contacts within the department to provide cover when the main Key Contact is absent e.g. on holiday or attending meetings.

#### **New users**

To set up a new user on UFS the Key Contact completes the online <u>UFS User Registration form</u>. The user's staff, student or supplier number must be entered.

NB: If you are setting up iProc Buyers or Requisitioners, please ensure that the names, including title and spaces, are less than 44 characters. There are issues with CUFS reporting requests if this is not adhered to.

For some UFS responsibilities there is some pre-requisite training that needs to have been completed before those responsibilities can be granted.

If the user is not on a *University Contract of Employment* (e.g. a student, visiting academic/scholar, TES employee) then a <u>Disclaimer form</u> must also be completed by the user, with from and to dates included and signed off by their Key Contact or Line Manager.

The responsibilities required by the user should be requested by the name as set out in this document, requests for "same as user xxxx" will not be accepted. This is an audit requirement.

#### Responsibility changes

Additional responsibilities can be added or existing responsibilities removed by using the <u>UFS User Access Requests form</u> and selecting 'Reactivation' to the purpose of request question. UFS access or changes to Key Contacts accounts should be requested by another Key Contact. If there is no other Key Contact then the request should be copied to the Head of Department for approval.

#### Reactivating previous users

If the user who you wish to request access for has had UFS access previously you can complete the UFS User Access Requests form and select 'Reactivation' to the purpose of request question. You **MUST** always list precisely which responsibilities the reactivated user will require and 'N/A' or 'As before' will **NOT** be accepted. This is an audit requirement.

#### Leavers - deactivation of users

Key Contacts are required to fill out the <u>UFS User Access Requests form</u> and select 'Deactivation' to notify the UFS Helpdesk of any UFS users within the department that are leaving or will be away for a prolonged period of time such as maternity leave, long term sick leave or sabbatical etc. This is an essential element of the security procedures appertaining to UFS.

All requests must be sent using the online forms - email requests will not be accepted.

#### **Documentation for Departmental Key Contacts**

**Forms -** are available on the Key Contacts web page. <a href="https://ufs.admin.cam.ac.uk/key-contacts/responsibilities-and-accounts">https://ufs.admin.cam.ac.uk/key-contacts/responsibilities-and-accounts</a>

The UFS system records all user actions; this is in accordance with government financial regulations. Thus it is not possible to remove/delete a user: only to disable the users UFS access/responsibilities. Hence, user responsibilities (except purchasing limits, which are removed), are end dated rather than removed.

#### **Audit reporting**

Approximately every six months Departmental Key Contacts will be sent an email with an excel spreadsheet listing users and responsibilities. These emails will include full instructions on the action required and the necessary guidance notes to help complete the audit.

A separate email address is supplied for audit returns.

All queries relating to UFS responsibilities and access should be sent to UFS\_enquiries@admin.cam.ac.uk.

UFS passphrase resets are dealt with by the user themselves by submitting the forgotten passphrase form via the UFS login page. The key contact is not involved in this process at all.

## Introduction to UFS modules and responsibilities

This document is designed to explain the different *responsibilities* within each UFS module, and how they relate to each other.

**Responsibility** is the term used to describe a set of tasks within UFS; anyone given that responsibility will be able to carry out these tasks and will have access to the appropriate areas of the system. For example the responsibility titled "GL Dept. Supervisor" will have the authority to enter and post journals and to view and print reports on General Ledger (GL) information. Anyone who does not have a GL responsibility will not be able to view or use GL information.

In order to carry through a UFS process, it is necessary to have someone with the appropriate responsibility available at every stage of the process. For this reason allocating responsibilities appropriately for your department is vital.

Within UFS, different responsibilities may be allocated to one person; similarly the same responsibility can be allocated to many people. For example, a small department may have one person with many responsibilities; a large department may have many people allocated with just one responsibility, such as that of *Dept. User* or *Dept. Supervisor*. When allocating responsibilities, the following points should be considered:

- Passphrases should never be shared, it is vital to ensure, as far as you can, responsibilities
  are allocated to more than one person so that tasks such as purchasing and invoicing can
  continue during sickness and holiday periods.
- Good audit practice requires certain processes to be completed by more than one person. An example would be the purchase to pay process: a person raising the requisition should not also be the person that processes the supplier invoice and secondary approves it for payment.
- Tasks that can be carried out within different responsibility levels are not always exclusive; for example, the *Buyer* responsibility includes authority to requisition and receive.

The information below provides details of the roles available within each module, and the tasks that can be carried out within each of these roles. It also highlights relevant issues such as overlap between responsibilities and areas where segregation of a responsibility should take place if possible. This document should be referred to when requesting or changing responsibilities for individuals within your department.

# iProcurement training

iProcurement is the module the University uses for purchasing and receipting goods and/or services. There are two responsibilities for this module.

#### **Pre-requisite training**

- Modern Slavery Act (<u>online course</u>)
- Anti-Bribery and Corruption (online course)
- A selection of online courses in the table below depending on responsibility required.

		Training required				
iProc responsibilities	Main Activities	Getting started in iProcurement	Buyers work centre	Autocreating	Approving	
Read only access to Marketplace	<ul> <li>Search the marketplace catalogue</li> <li>Add items to a</li> </ul>	N/A	N/A	N/A	N/A	
	<ul><li>basket</li><li>Share the basket with a named buyer</li></ul>					
	NB This is not a buying responsibility, it will only allow searching and sharing of baskets with a buyer who will formally check out the basket.					
iProcurement Requisitioner	Raise requisitions for goods/services     Receipt, correct receipts and return items/services whether ordered by yourself or a colleague in the department      Amend requisitions	Mandatory	N/A	N/A	N/A	
	Query requisitions					
	<ul> <li>Approve the requisition (if within approval limit)</li> <li>Approve other colleagues' requisitions, as long as it is within their approval limit</li> </ul>	Mandatory	N/A	N/A	Mandatory	
iProcurement Buyer	As above <b>plus</b> :  • create other colleagues requisitions into purchase orders	Mandatory	Mandatory	N/A	N/A	

		Training required			
iProc responsibilities	Main Activities	Getting started in iProcurement	Buyers work centre	Autocreating	Approving
	query purchase orders raised in the department				
	cancel lines or entire purchase orders				
	finally close lines/orders				
	run the month end     Open Purchase Order     Report				
	print any relevant orders				
	Approving colleagues requisitions and orders	Mandatory	Mandatory	N/A	Mandatory
	Autocreating requisitions into orders	Mandatory	Mandatory	Mandatory	N/A

If you are a department that uses the Inventory module, users will also need the *CAPSA PO Buyer* responsibility to raise orders for stock items as iProcurement is not yet compatible with our Inventory module.

#### Read only access to Marketplace

This will only allow the user to search the marketplace catalogue and add items to a basket. This basket will be shared with a departmental buyer, along with supporting information. The buyer will then check out the basket and complete the purchase in the normal way.

This access should be requested by the key contact via the access request form, at this stage a departmental buyer should be identified, this will be the person who will take the basket through to checkout.

Access is requested via the CUFS access request form which will be passed to the Procurement team who will set up the user and issue their login details and guidance documents to both the user and the buyer.

#### Receipting only

In a small number of departments, some staff members only need to be able to receipt/return goods/services. Whilst these processes can be completed in iProc, if the only processes being completed are receipting and returning then there is an U.F.S PO Receiver responsibility. No training is required, however guidance notes will be sent to staff when requesting this responsibility.

#### **Purchasing approval limits**

Each user with either *Requisitioner* or *Buyer* responsibilities needs to be assigned a purchasing approval limit as set out below. These limits reflect the gross value of the requisition or order they can approve up to.

Zero (must ALWAYS forward for a colleague's approval)	£2,500	£500,000
£100 (Requisitioner Only)	£5,000	No limits (unlimited)
£250	£10,000	
£500	£50,000	

There are some variations on the limits. Some departments may still be using 'old limits', or need to purchase radio-active items or animals where additional controls are required. Call the general Helpdesk on 65999 for advice.

#### Segregation of duties (purchase-to-pay process)

If an individual is assigned with the Buyer responsibility and a monetary approval limit then that individual should not be given *AP Invoice Manager* responsibility. This is to ensure that there is a segregation of duties between the purchasing and invoicing stage and that whoever raises the order does not process and secondary approve the related invoice. However, in certain departments this may not be possible due to the small number of administrative staff.

For further advice please contact:

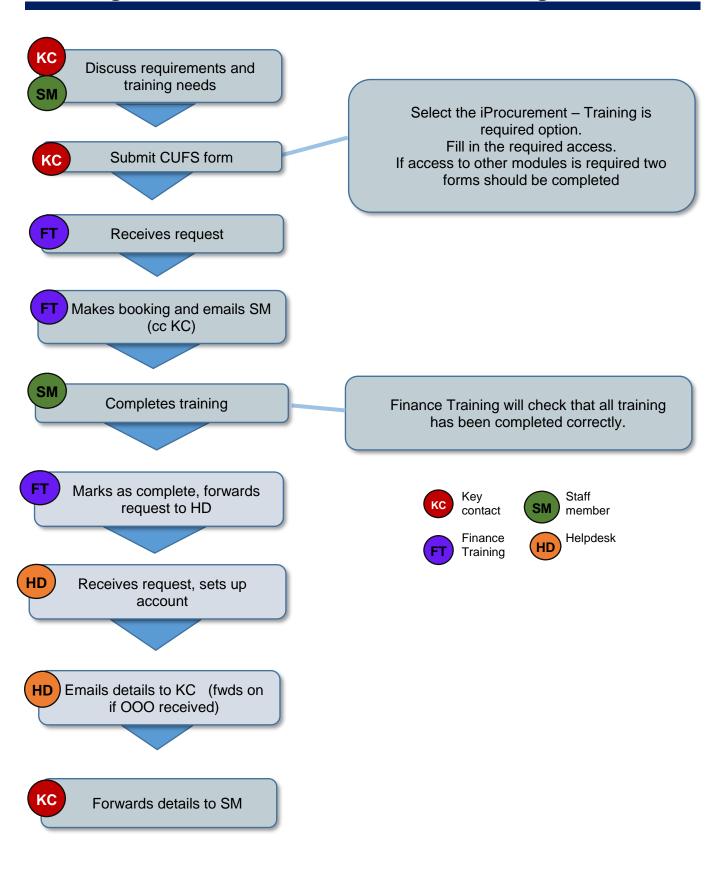
Purchasing Helpdesk Tel: 65101

Mail: UFS\_PO@admin.cam.ac.uk

Training information and bookings Tel: 66631 Finance Training

Mail: Finance.Training@admin.cam.ac.uk

# **Booking someone onto iProcurement training**



### **Concur expenses**

Any change requests should be submitted to the Helpdesk via the change request form (or spreadsheet where a number of changes to default code/approvers are required)

The request must be made by a departmental expenses key contact (i.e. someone with access to the master account who can second approve claims), these people may or may not also be one of the departments CUFS key contacts.

The change request form can be found on the Expenses Hub [Link] The form can be used to request:

- Change of default approver for a claimant
- Change of default account code for a claimant
- First approver responsibility for a staff member
- Second approver responsibility for a staff member
- · Staff access to the visitor onboarding form
- Change or additional delegate to a visitor account

There are mandatory training requirements for some of the access requests, see the table below for details of these requirements.

Change required	Submission method	Training requirement
Change of default approver for a claimant	Request form (or spreadsheet if there are multiple changes required)	None
Change of default code for a claimant	Request form (or spreadsheet if there are multiple changes required)	None
First approver responsibility for a staff member	Request form	None – recommended working through the approvers learning path
Second approver responsibility for a staff member	Request form	Concur training for Finance Teams and Concur Key Contacts (virtual course) or Concur: Acting as a second approver (online course)
Access to the visitor onboarding form	Request form	Concur visitors - Department briefing workshop (virtual classroom course) or Concur: Setting up a visitor (online course)
Change or additional delegate to a visitor account	Request form	None

### **Inventory module**

#### Overview

The Inventory module allows a department that has a Store to track stock within the department. The stores are effectively a holding area for goods and items that are used on a regular basis, by a variety of different sections within the Department. They allow departments to:

- a) hold a supply of regularly requested items
- b) to purchase items cost effectively e.g. in bulk
- c) hold spares of items that are critical to the running of the department

In a similar manner the Inventory module is a holding area in the (UFS) accounts system. It allows items to be purchased and be coded to a single account code in the department's records until the true use of the item is known. This will normally be when it is "issued" from stock to a particular section, team, researcher or academic. Once an item has been issued, its cost can then be transferred to the appropriate account code for that team etc.

These responsibilities will not be needed unless your department is using this module.

Inventory responsibilities	Main Activities
INV Stores Inquiry	View all transactions in new and old organisation.
CAPSA PO: XX Buyer	Raise orders for store items
INV Senior Stores User	Transactions (stores issues) and availability of stock, item information. Search on item information.
INV Stores Supervisor	Transactions (stores issues) and availability of stock. Counting, planning and coding of stock items.

#### Training

There is no classroom or on-line training course available for those who need to have an Inventory responsibility. The manuals include detailed step by step procedures, with exercises for an individual to complete should they wish to practice in the Play version of the finance system. If additional support is required individual coaching may be available, please contact the Training Team.

For further advice please contact:

Inventory Helpdesk Tel: 66780

Mail: UFS\_INV@admin.cam.ac.uk

Training information Tel: 66631 Finance Training

Mail: <u>Finance.Training@admin.cam.ac.uk</u>

## **Accounts Payable module**

The Accounts Payable (AP) module allows a department to process supplier invoices, both internal and external to the University, and expenses claims. The responsibility a user is given will determine what processes they can carry out within the module.

#### Pre-requisite training

- Modern Slavery Act (online course) for all responsibilities other than Enquiry.
- Courses in the table below depending on responsibility required.

		Training required		
AP responsibilities	Main activities	AP Part 1: Introduction to AP	AP Part 3: Secondary Invoice Approval online	
AP Dept. Enquiry	<ul><li>Review invoices</li><li>Review credit notes</li><li>Review employee expenses</li><li>Run reports</li></ul>	Optional	n/a	
AP Invoice Entry	As above plus:      Entering supplier invoices     Entering credit notes     Enter employee expenses     Run Reports	Mandatory	n/a	
AP Invoice Manager	As above plus:  Secondary Invoice Approval	Mandatory	Mandatory*	

<sup>\*</sup>Staff wishing to attend these courses must complete AP Part 1 as a pre-requisite

The Shared Services Team within the Finance Division and the Clinical Schools Accounts Team process AP transactions on behalf of departments. Upon receipt of the supplier invoice, the department will need to carry out relevant checks before sending the invoice to Shared Services for processing.

Any departments still doing their own processing must have:

- at least one user with the AP Invoice Entry; and
- one user with *AP Invoice Manager* responsibility to ensure a proper segregation of duties and for the invoice process to be complete.

A review of the segregation of duties is included within the Purchasing section on page 7. Where possible, the *AP Invoice Entry* responsibility and the *AP Invoice Manager* responsibility should be allocated to different people.

#### For further advice please contact

AP Helpdesk Tel: 66888 UFS AP@admin.cam.ac.uk

Training information and bookings Tel: 66631 Finance.Training@admin.cam.ac.uk

### **Accounts Receivable module**

The Accounts Receivable (AR) module allows a department to raise invoices to customers either external or internal to the University, and record receipt of payment against these invoices. As well, departments can record miscellaneous receipts and track monies owed to the department.

#### **Pre-requisite training**

- Modern Slavery Act (online course) for all responsibilities other than Enquiry.
- Courses in the table below depending on responsibility required.

AR	Main activities	Training	Training required		
responsibilities	(includes those relating to internal invoices and credit notes)		AR Part 3: Customer set-up		
		online	classroom		
AR Enquiry	<ul> <li>Enquiry only:</li> <li>Existing customers</li> <li>Invoices /credit notes raised</li> <li>Receipts entered</li> <li>Run reports</li> </ul>	Optional	n/a		
AR User	As above plus:  Creating sales invoices  Raising credit/debit memos  Voiding transactions  Printing transactions (once 'completed')  Entering receipts  Matching receipts to invoices	Mandatory	n/a		
AR Supervisor	As above plus:  Completing sales invoices/credit notes  Setting up/editing sales persons details  Setting up/editing memo lines  Setting up/editing receivable activities  Setting up editing distribution sets  Wider range of reports	Mandatory	n/a		
AR Manager**	This responsibility is no longer allocated to individuals				

<sup>\*</sup>Staff wishing to attend these courses must complete AR Part 1as a pre-requisite

For further advice please contact:

AR Helpdesk Tel: 32215

Mail: UFS\_AR@admin.cam.ac.uk

Training information and bookings Tel: 66631 Finance Training

Mail: Finance.Training@admin.cam.ac.uk

<sup>\*\*</sup>The setting up of customers is a centralised process and completed by the Credit Control team within Central Research Accounting, Finance Division. Due to this centralised service there is no longer a requirement for a department to have a member of staff with AR Manager.

Web: www.training.cam.ac.uk/fin

# **General Ledger module**

The General Ledger module enables a department to enter and post journals, review accounts and budgets on-line and run reports.

#### **Pre-requisite training**

- Modern Slavery Act (online course) for all responsibilities other than Enquiry.
- Courses in the table below depending on responsibility required.

GL	Main activities	Training	required
responsibilities		GL Part 1: Getting started	GL Part 2: Reporting in the General Ledger
		Virtual classroom or on demand modules*	Virtual classroom
GL Enquiry	<ul><li>Review journals</li><li>Review accounts</li><li>Run reports</li></ul>	n/a	Optional
GL User	As above plus:  • Enter journals	Recommended	Recommended
GL Dept. Supervisor	As above plus:  • Posting journals	Recommended	Recommended

<sup>\*</sup>There are two on demand modules which can be used to supplement or replace the GL Part 1 course (See the GL page on the training website for details)

For further advice please contact:

GL Journals Helpdesk Tel: 39660

Mail: UFS\_GLJ@admin.cam.ac.uk

GL Reporting Helpdesk Tel: 65098

Mail: UFS GLR@admin.cam.ac.uk

Training information and bookings Tel: 66631 Finance Training

Mail: Finance.Training@admin.cam.ac.uk

### **Fixed Assets module**

The Fixed Assets module allows a department to track all fixed assets based on the University's requirements. Assets above £30,000 must be tracked for depreciation purposes; assets greater than £5,000 must be tracked within the department (departments may have other requirements to track other assets e.g., printers that are below £5,000).

Fixed Asset	Main activities	Training required	
responsibilities		Fixed Assets  online	
CAPSA FA Administrator	<ul> <li>View details of departments fixed assets</li> <li>Update certain details such as serial number, asset location, responsible employee</li> <li>Verification of assets in the dept.</li> <li>Run reports</li> </ul>	Recommended	

For further advice please contact:

FA Helpdesk Tel: 66780

Mail: UFS\_FA@admin.cam.ac.uk

Training information and bookings Tel: 66631 Finance Training

Mail: Finance.Training@admin.cam.ac.uk

### **Grants Management module**

The Grants Management Module allows departments to track research grant expenditures and other important details about their research grants.

Grants	Main activities	Training required			
responsibilities		Grants Part 1: Getting Started in Research Grants online	Grants Part 2: Grant Reports in COGNOS Virtual classroom	Grants Part 3: Viewing Grants in CUFS Virtual classroom	Grants Part 4: Administration of Grants in CUFS Online or virtual classroom
Grants Investigator	For grants that they are named on:  View grant set up  View transactions posted to grants  Run reports	Optional	Optional*	Optional*	n/a
Grants Administrator	For all grants within the department:  View grant set up  View transactions posted to grants  Entering Grant transactions  Wider range of reports	Optional	Highly recommended *	Highly recommended *	Highly recommended*

<sup>\*</sup>Staff wishing to attend these courses must complete Grants Part 1as a pre-requisite

#### Principle Investigators (PI's)

PI's must be named on their Grant in order to view the data. This set up is carried out by Research Operations Office (ROO) by picking the PI's name from the HR list on the UFS. In order for the ROO to complete this set up, the Key Contact needs to submit the on-line *New User Registration form* stating that the PI needs to be added to the HR list. If the PI requires any responsibilities in the UFS then these can also be listed. Once the PI is on the HR list ROO can complete the process by naming them on the Grant in the UFS.

For further advice please contact:

Research Operations Office: http://www.research-operations.admin.cam.ac.uk/

Training information and bookings Tel: 66631 Finance Training

Mail: Finance.Training@admin.cam.ac.uk

## Reporting, printing and profiles

#### Reporting

Each UFS responsibility has a set of "standard" reports that allows a user to review information based on activities undertaken within that responsibility. Standard reports include those provided by Oracle within UFS, and others that the University has amended to meet a specific University or departmental requirement.

In addition to running reports in the UFS, there is also a reporting tool called **Cognos**. Cognos is widely used within the University for reporting in the **General Ledger** and **Grant** modules. Cognos is accessed via a Raven ID and password. Further information and access request forms can be found on the Admin Reporting site: <a href="http://www.admin-reporting.cam.ac.uk/">http://www.admin-reporting.cam.ac.uk/</a>

In order to see data in Cognos reports for Grants, the user must also have a Grants responsibility in CUFS.

#### Printer set up

Printing of hardcopies is strongly discouraged. All CUFS printers have been removed. You can still print to a PDF file, or export reports to Excel.

#### **Setting users Personal Profiles**

Users can enter their telephone numbers on purchase orders.

- 1. Navigate to *Personal Profile* either from your task list on *e-Business Suite Home* page or from the *Navigator* once you have selected a task. A blank *Personal Profile Value* page will appear.
- 2. Press F11 on your keyboard to put the screen into query mode and the first line should go blue. If you are a mac user navigate to View, Query by example, enter.
- 3. Enter CAPSA% and then press ctrl F11 (if you are a mac user navigate to View, Query by example, run) and this will display the options where you can default in the following fields.

**CAPSA GL...** profile names (four in all) can be changed by clicking in the *User Value* field for the relevant profile name. Enter your own relevant account code segments. Useful within iProcurement where it will default in your specified codes whereas, within Accounts Payable and General Ledger it does not default in automatically, you will need to select from list of values. Not applicable for Accounts Receivable.

**CAPSA PO...** profile names relate specifically to purchase orders. You can enter your fax and telephone number by clicking in the user value and these will print at the top of your purchase order.

### **Finance Training**

If you would like advice with regard to training on any of the modules, or you would like access to the UFS Play environment, please contact a member of the Finance Training Team by email on <a href="mailto:finance.training@admin.cam.ac.uk">finance.training@admin.cam.ac.uk</a> or by phone (7) 66631

Their web page for a full list of finance courses available.

#### https://www.finance.admin.cam.ac.uk/training

The Finance Training team delivers training to University staff on the UFS modules and across the spectrum of University financial management.

#### Virtual classroom courses

A timetable of virtual classroom courses is available throughout the year. These are hosted on Teams and are interactive sessions with exercises used throughout to consolidate the learning.

#### Classroom courses

Some of the courses are also provided as in-person courses based at Greenwich House. These are either half or whole day courses. They provide a mix of demonstration and practical exercises to consolidate learning.

#### **On-line courses**

There is a growing <u>library of on-line courses</u> where you can watch and interact with software that replicates our finance system. They allow you to work at your own pace, at a time and place to suit you. In addition, you will have on-line tutor support and self-test exercises to check your learning as you progress.

#### **Webinars**

Finance Training sometimes runs stand-alone webinars on specialist areas. These are held on Teams and usually include a demonstration or presentation with the opportunity to ask questions, either live or via a chat function.

#### **Advertised courses**

All courses are advertised in the weekly CUFS bulletin. https://ufs.admin.cam.ac.uk/ufs-weekly-bulletin