UNIVERSITY OF CAMBRIDGE

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
6.10		7 Aug 2020	George Broadhurst	Updated Contents to match content + general formatting fixes
6.11		8 Dec 2020	Helen Parker	Updated for new course formats
6.12		10 Mar 2021	Christine Rogerson	Added warning re length of username Removed references to printer setup

All enquires and comments to be addressed to

UFS_enquiries@admin.cam.ac.uk

Contents

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 (eg 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 eg on holiday or attending meetings.

New users

To set up a new user on UFS the Key Contact completes the online UFS User Registration form. 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* (eg a student, visiting academic/scholar, TES employee) then a Disclaimer form 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 UFS User Access Requests form 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 *UFS User Access Requests form* 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. https://ufs.admin.cam.ac.uk/key-contacts/responsibilities-and-accounts

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 ([online course](#))
- One of courses in the table below depending on responsibility required.

iProc responsibilities	Main Activities	Training Required		
		iProc Part 1: Getting started in iProcurement	iProc Part 2: Month End processes in the Buyers Work Centre (On demand module)	iProc Approvers
iProcurement Requisitioner	• Raise requisitions for goods/services • Approve the requisition (if within approval limit) • Approve other colleagues' requisitions, as long as it is within their approval limit • Receipt, correct receipts and return items/services whether ordered by yourself or a colleague in the department • Amend requisitions • Query requisitions	Mandatory	n/a	n/a
iProcurement Buyer	As above **plus**: • create other colleagues requisitions into purchase orders • 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	Mandatory	Highly recommended*	n/a
	Approvers of requisitions and orders only (Nb. these users will not be given access to the MarketPlace)	n/a	n/a	Mandatory

Staff wishing to attend this course must complete iProcurement Part 1before completing iProcurement Part 2

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.

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
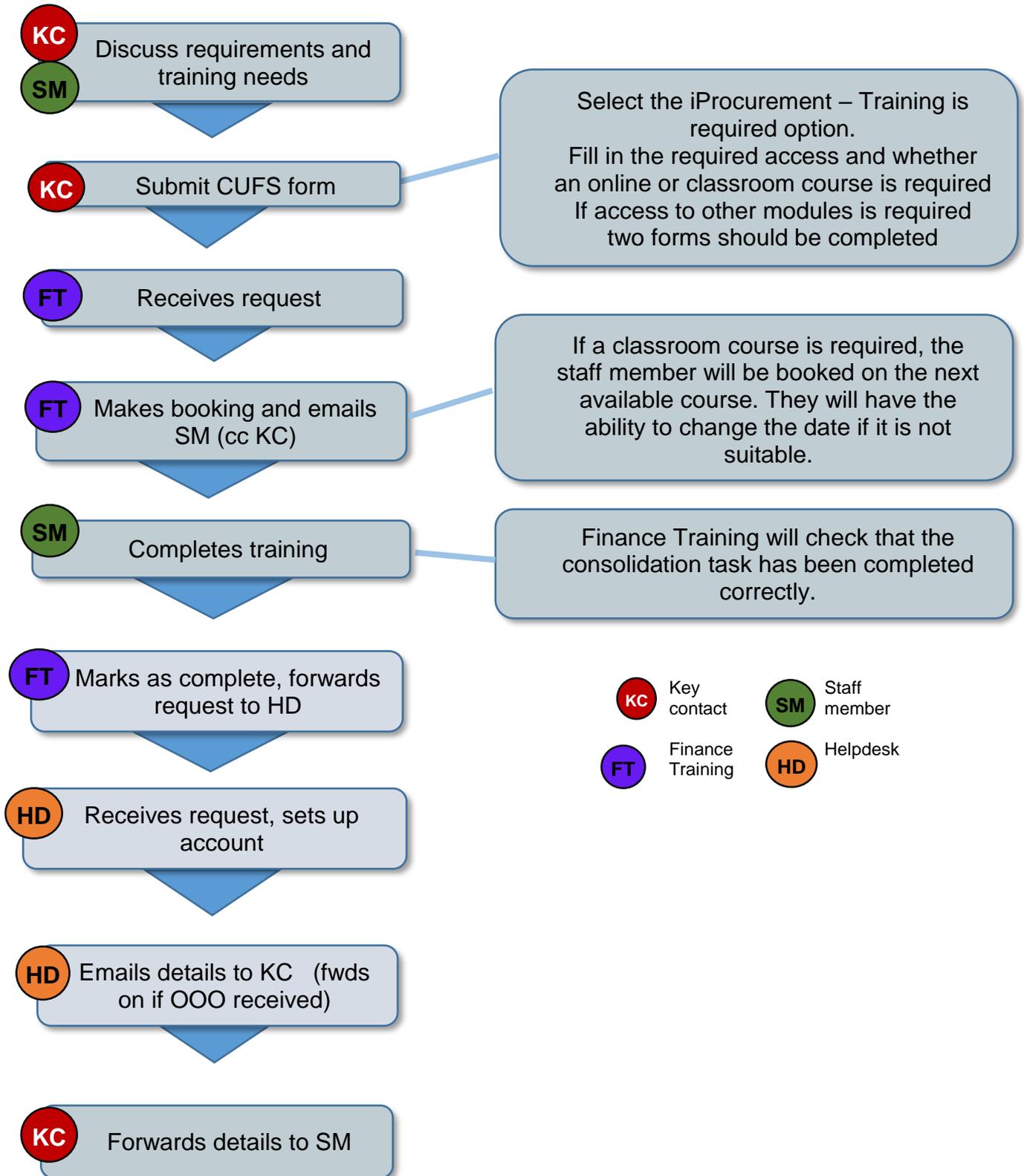Mail: UFS_PO@admin.cam.ac.uk

Training information and bookings
Tel: 66631 Finance Training
Mail: Finance.Training@admin.cam.ac.uk
Web: www.training.cam.ac.uk/fin

Booking someone onto iProcurement training

In March 2020 the process for booking someone onto iProcurement courses was changed. The process in place from 10 March 2020 is detailed here:

KC / SM — Discuss requirements and training needs

KC — Submit CUFS form

> Select the iProcurement – Training is required option.
> Fill in the required access and whether an online or classroom course is required
> If access to other modules is required two forms should be completed

FT — Receives request

FT — Makes booking and emails SM (cc KC)

> If a classroom course is required, the staff member will be booked on the next available course. They will have the ability to change the date if it is not suitable.

SM — Completes training

> Finance Training will check that the consolidation task has been completed correctly.

FT — Marks as complete, forwards request to HD

Legend:
- **KC** Key contact
- **SM** Staff member
- **FT** Finance Training
- **HD** Helpdesk

HD — Receives request, sets up account

HD — Emails details to KC (fwds on if OOO received)

KC — Forwards details to SM

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 eg 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: Finance.Training@admin.cam.ac.uk
                              Web: www.training.cam.ac.uk/fin

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.

AP responsibilities	Main activities	Training required		
		AP Part 1: Introduction to AP *online*	**AP Part 2: Matching, Amending and Foreign Transactions** *Classroom*	**AP Part 3: Secondary Invoice Approval** *online*
AP Dept. Enquiry	• Review invoices • Review credit notes • Review employee expenses • Run reports	Optional	n/a	n/a
AP Invoice Entry	As above plus: • Entering supplier invoices • Entering credit notes • Enter employee expenses • Run Reports	Mandatory	Optional*	n/a
AP Invoice Manager	As above plus: • Secondary Invoice Approval	Mandatory	Optional*	Mandatory*

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 www.training.cam.ac.uk/fin

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 responsibilities	Main activities *(includes those relating to internal invoices and credit notes)*	Training required		
		AR Part 1: Getting Started *online*	AR Part 2: Adjustments and set-up *classroom*	AR Part 3: Customer set-up *classroom*
AR Enquiry	Enquiry only : • Existing customers • Invoices /credit notes raised • Receipts entered • Run reports	Optional	n/a	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	Optional*	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	Recommended*	n/a
AR Manager	As above plus: • Enter and maintain external customer details	Mandatory	Recommended*	Mandatory*

Staff wishing to attend these courses must complete AR Part 1as a pre-requisite

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 requirement for a department to have a member of staff with AR Manager.

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

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

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 *eg, printers* that are below £5,000).

Fixed Asset responsibilities	Main activities	Training required **Fixed Assets** *online*
CAPSA FA Administrator	• View details of departments fixed assets • Update certain details such as serial number, asset location, responsible employee • Verification of assets in the dept. • Run reports	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
                                                 Web: www.training.cam.ac.uk/fin

Grants Management module

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

Grants responsibilities	Main activities	Training required			
		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 (will be available shortly)*
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*

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

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. Users do not need access to the UFS to be able to use Cognos; it is accessed via a Raven ID and password. Further information and access request forms can be found on the Admin Reporting site: http://www.admin-reporting.cam.ac.uk/

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 on (7) 66631 or visit their web page for a full list of finance courses available.

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

We deliver training to University staff on the UFS modules and across the spectrum of University financial management.

Classroom courses

These are courses based at Greenwich House and are either half or whole day courses. They provide a mix of demonstration and practical exercises to consolidate learning.

On-line courses

We have a growing [library of on-line courses](#) where you can watch and interact with software that replicates our finance system. They allow you to work through 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.

On-demand courses

These cover much of the same content as the virtual classroom courses and are available at any time. They include videos, exercises and self test activities.
These can be used:
- As a refresher
- For new staff or staff moving into a new role
- When a virtual classroom course is not available at a suitable time
- When a virtual classroom course is not a suitable format for an individual

More on demand courses will be developed over time

After successful completion of the final knowledge check, these courses will be added to the users training history

Webinars

We sometimes run webinars on various UFS module processes. They enable you to log onto a demonstration from your PC and listen to a trainer talk through the process. Whilst you can't talk to the trainer you are able to ask question via the webinar chat facility. Webinar information can be found at https://www.finance.admin.cam.ac.uk/training/training-and-support/webinar-series.