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Business Services Newsletter

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

Top Ten Reasons To ...

Follow UAHuntsville's Procurement Procedures

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10. Assures that your order will be processed expediently because it has gone through proper approvals.
9. Protects you and UAHuntsville in case of a dispute with a vendor.
8. Helps to make sure the vendor is clear on what is needed ... thus no disputes.
7. Assures your vendor will be paid promptly.
6. Keeps the state and internal auditors happy.
5. Confirms that your vendor has proper insurance coverage.
4. Assures that UAHuntsville owns what is purchased.
3. Guarantees that your department will not pay sales tax.
2. Helps make sure that you are receiving a competitive price.
1. Is just good business practice!





Rental Car Insurance

Traveling on official UAHuntsville business requires an Authorization to Travel Form with an authorized signature. You should also obtain an Insurance Identification Card from Fleet Services (PPB) or Business Services (BSB). In addition, the Insurance Identification Card has been posted to our website.

UAHuntsville Insurance Coverage

The UAHuntsville insurance policy provides physical damage coverage for all University-owned, 2003 and newer vehicles. Collision coverage and comprehensive coverage carry a \$500.00 deductible, respectively. For older vehicles (prior to 2003) it carries only liability coverage. In addition, excess coverage is provided for all "Hired" vehicles, which includes those rented by University employees for use in UAH business. The collision coverage and comprehensive coverage carry a \$250 deductible, respectively.

Diners Club Coverage

A Diners Club credit card, available to UAHuntsville employees for expenses incurred in University travel, also provides some physical damage coverage for rental vehicles. When the Diners Club card is used to pay for the rental vehicle, "zero deductible" primary coverage is automatically provided for collision and comprehensive losses to the vehicle. A loss must be reported to Diners Club within 90 days after the accident, and Diners Club will handle the claim with the rental agency. The UAHuntsville coverage will be available, if needed, on an excess basis.

Collision Damage Waiver

If a Diners Club card is used in renting the vehicle, adequate physical damage coverage is available, and the employee therefore does not need and **should not purchase** the "collision damage waiver" (CDW, also sometimes called "loss damage waiver") from the rental agency. The CDW, in effect, "waives" the agency's right to require customers to pay for the repair or replacement of the vehicle in the event of an accident.

If a Diners Club card is not used, an employee may have primary physical damage coverage through his/her personal automobile policy, with the UAHuntsville policy providing excess coverage (paying deductibles or losses in excess of the limits of the personal policy). Some personal automobile policies do not apply to rental vehicles used for business purposes, however, and in such instances, the UAHuntsville policy would be available to pay the damages.

Territorial Restrictions

The UAHuntsville policy affords coverage only for vehicles used in the United States and Canada. An employee's personal policy will likely include a similar territorial restriction. If an employee's duties take him/her to other geographical areas, and it is necessary to rent a vehicle, a Diners Club card will provide the best option for physical damage protection for the vehicle. If the employee does not have a Diners Club card, the CDW should be purchased from the rental agency to provide protection against physical damage loss.

Beware of Scams

From time to time, employees have received calls from non-authorized vendors (always a generic name) asking for information regarding the serial numbers of their HP Laser Printers. Beware that if they get the serial numbers, they will send you unapproved purchases of laser printer supplies, for which you are then billed along with any shipping costs. Beware that this is a scam.

These vendors try to bind you to purchase their products by having a telemarketer contact individuals in the departments and encourage them to order and/or approve orders or shipments based on the misrepresentation that they are "University-approved" vendors.

Do not authorize any shipment or provide any departmental information to a purported vendor/caller soliciting business over the phone. All orders should be properly transacted via a Limited Purchase Order or Purchase Order.

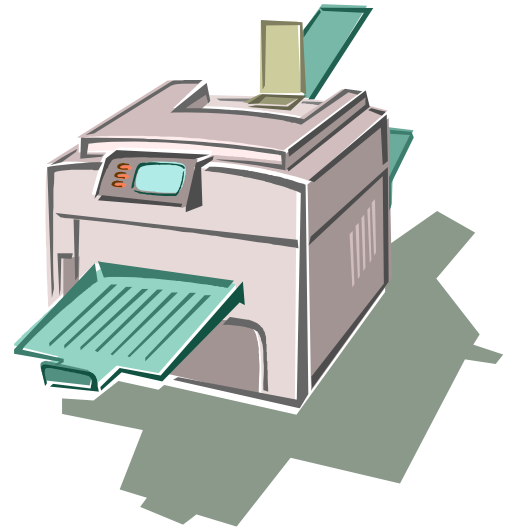
Forms

To better assist you with your purchases, the Sales Tax Exempt Form has been posted to our website.

Adequate Lead Time

To ensure that University purchases comply with Federal, State, and University policies, adequate lead time is essential. Generally, Procurement Services will approve and dispatch orders within three to five business days. However, the larger the order, the more lead-time will be required for approval. For example, bid specifications must be developed and vendors must be given adequate time to respond to the Request for Bid (RFB). RFBs must then be analyzed by Procurement and the requesting department before an official award is made.

Plan ahead and do not fall prey to the pressure of end-of-quarter/end-of-year sales tactics, and/or special promotions!



How to Get Your Purchase Order Faster

Our goal is to process purchase requests in a timely and efficient manner, thereby minimizing delays in delivery of the items you've requested. To expedite your request, remember to provide the information required by Procurement Services and the vendors when submitting Requisitions. Requisitions with attachments or quotes should be noted in the Document Text. Also note if you are sending your attachments through campus mail so the Procurement Officer will know they are coming. When faxing your attachments to Procurement Services, be sure to write the Requisition number on each page of the attachment. Following these simple steps may easily decrease the time it takes to process your Purchase Order.

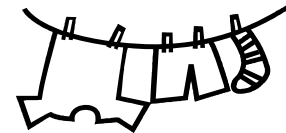
Need Banner Requisition Entry Training?

Do you or someone you know need Banner Requisition entry training? If so, there's no need to wait any longer! We provide one-on-one training and will work around your schedule. All you need to do is contact Terence Haley at haley@uah.edu or 824-6674 and set up a time that is convenient for you. If you are not able to come to Terence for training, Terence will be happy to come to you. Just give him a call!

Helpful Purchasing Tips

- Plan ahead
- Insure that adequate funding is available
- Submit complete information
- Provide required supporting documentation
- Use the University's standard agreements
- Avoid negotiations with vendors prior to Procurement's involvement

CONTRACT FOR PROFESSIONAL SERVICES FORM / GENERAL TERMS & CONDITIONS Now "ONLINE"



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

- Click on Faculty and Staff
- Click on Contracts

Also on this website are the Amendment of Contract Form and the Disclosure Statement Form (necessary for \$7,500.00 and above). For more information refer to the *Policies and Procedures Manual*.



Featured Features

We have so many new people on campus that it's time for a brief run-down of some of the most popular features on our campus digital sets. These features "come with" your monthly telephone service; there are no extra fees for the features listed below.

Conference Calling: If you see the letters **Conf** above one of the soft keys on your phone, then you have Conference Calling. The "Conf" only appears after you have connected to a caller. The most common type of conferencing allows you to have five other callers and yourself on the phone at the same time. The other callers can be either on- or off-campus. Our system limit is six total callers, including the initiator.

Auto-dial: If you see the letters **AutoDI** above one of the soft keys on your phone, then you have a key with the auto-dial feature on it (the auto-dial key is beside the keys on the M3903 and M3904 sets rather than above). You can program up to 16 digits into this key. Simply press the key, enter the digits, press the key again, and it's programmed. To use it, either pick up the handset or press the little green button (the one with the speaker symbol on it) just to the left of your handset. Once you have a dial tone, press your auto-dial key, and the number will automatically dial! Don't forget to enter a "9" for a call off campus (or "8" for ATTNET). For example: Press the auto-dial key, enter 9-533-1990, press the

auto-dial key again, and you're programmed.

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 the dial tone) it will re-dial the last number you dialed. Try it! It's fast!

Call Forward: If you see the word **Forward** on your phone, you have the Call Forward option. This feature has several useful functions. First, if you are out of the office, you can forward your phone for someone else to answer. Just press the forward button, enter four digits, and press the forward button again.

Call Forward is most useful when you need to be undisturbed. If you have voice mail, press forward, enter 2000, and press forward again. Presto! Your calls are forwarded to voice mail and **your phone will not ring at the phone set**. Remember to turn off this feature when you want to receive calls again.

Express Messaging: Ever want to send somebody a voice mail instead of talking to them? You can with our system. It's called Express Messaging. It works as follows: Pick up the handset of any campus phone and dial 2001. The voice mail automated attendant will answer and say "Express messaging, to mailbox" at which time you enter a mailbox number followed by the # key. (Pressing # on a campus phone is like pressing Enter on a computer keyboard — it completes the command.) As an example, to send an express message

Continued from previous page

to extension 7551, enter **7551#**, state your message, and hang up. The system will forward the message to the mailbox immediately.

Auto Logon: And remember: if you are tired of entering your mailbox and password numbers every time to retrieve your voice mail messages, we can add the auto logon feature to your mailbox completely free of charge!

External Call Forward: Now for the big news — we're offering a feature we've had for some time but few people have ever requested. It's called External Call Forward, and it's being offered to the campus in hopes of making everyone's lives a little easier.

You must have written (as on a Telecommunications Work Order) vice presidential or dean approval to access this feature, and the reason is as follows. Our phone system has the capability to forward each individual telephone set to a designated number, including a cell phone. With External Call Forward, if you get called out of the office on an emergency while waiting on an important call, you can forward your office phone to your cell phone. However, your phone requires specific programming to enable this feature.

To use the feature you must enter all the numbers on your call forwarding button. For example, to forward your office phone to your cell phone, press Forward, enter "9" plus your cell phone number (e.g., 9-655-XXXX), and press Done. If you're going out of town, use

the ATTNET to forward your phone. Press Forward, enter 8-1-256-655-XXXX (for example) and press Done.

This feature also allows you to transfer a current call anywhere. For instance, let's say you are on a long distance call from UAHuntsville to Washington, DC. You can transfer that caller by pressing Transfer, entering the seven- or ten-digit number and access code (e.g., 9-655-XXXX, 8-1-256-655-XXXX) and then pressing Transfer (connect) again. Now you've successfully transferred the person on the line to another phone off campus.

Be reminded that this feature is only for business use. Since you pay for your telephone service by the set, you'll incur no additional monthly charge for this feature. You can use the "9" to dial out, but if it's a long distance call you will be charged the appropriate long distance rate.

This feature works great for forwarding your office phone home! Once the call is transferred off campus the campus voice mail system will not pick it up.



Reminder: All telephones on campus are "rented" from Telecommunication Services. If your phones break or malfunction, we will fix them free of charge.



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 the 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 preserve system integrity and storage capacity, delete messages immediately after listening to them. † See note below.
To Log off the System	Press 83. Do not just hang up. (However, if you 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 or 2 for internal. Press 5 to start recording your message. Press # to end the recording. ‡See below for a suggested greeting.
Read Message Retention	Set to 5 days. After you have listened to a message, if you do not delete it yourself, after 5 days they system will delete it for you.

†**Note:** If you delete a message and log off the voice mail system, the message cannot be “regenerated.” It is gone for good.

‡**Suggested Greeting:** “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.)

Verify “Bulk” Mail Addresses

To meet the new U.S. Postal Service (USPS) Standard “Bulk” Mail requirements for addresses, the mailer must have all mailing list addresses verified as valid within 95 days prior to each mail out. If you do not have the means to verify the addresses two options are available.

A bulk mailing vendor can verify your bulk mailing addresses for a small fee per 1,000 pieces. They will come to UAHuntsville and pick up your bulk mail items and address labels. They will handle all of the processing, sorting, labeling, and shipping. However, if your mailing is less than 1,000 pieces, rates can be considerably higher (depending on the size and weight of each item).

If your bulk mailing is less than 1,000 pieces you are advised to consider the second option, which is to include on each address the following: “OCCUPANT” or “CURRENT RESIDENT.” This option will get your mail to the address; however, if the intended addressee has moved, the Post Office will not forward to the

correct address. On the other hand, you will receive no penalties.

Failure to comply with this regulation could result in possible fines and penalties imposed by the Post Office based on the size, weight, and amount of undeliverable standard mail. Continued infractions could result in the loss of the University’s bulk mailing privileges.

Contact Mail Services at 824-6116 if you have any mailing questions.

Campus Mail Reminder

UAHuntsville Mail Services is dedicated to delivering your USPS and campus mail as accurately and as quickly as possible. 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 distributed to the appropriate faculty and staff in their department. To avoid delivery errors, **when you address campus mail simply put the receiver’s name and**

department name on the envelope. Because all campus mail is sorted by department, it is not necessary to include the receiver’s office location, building, and room number..

Our Official Address Is...

The official USPS business mailing address for all incoming mail to the University is:

The University of Alabama in Huntsville
Attn: Receiver and Department and PO or LPO # (if applicable)
301 Sparkman Dr.
Huntsville, AL 35899

Use this address for all incoming USPS mail and all packages and freight intended to be received and processed for campus delivery by Central Receiving. You don’t have to include Central Receiving in the address — “301 Sparkman Dr.” and “35899” are sufficient. The receiver’s name and PO number are important and should always be included.

Cannibalizing Fixed Assets

No, we are not talking about a scary movie. Instead we want to remind staff and faculty of recent changes made to the University's policy regarding cannibalization (i.e., removing parts for other uses) of capital assets. An Inventory Control (IC) Representative must supervise all Fixed Asset cannibalization. If a department plans to cannibalize, scrap, or otherwise dispose of University property, the department must first notify Inventory Control. Our personnel will visit the department and inspect the item. If IC determines the asset has no value, IC will remove the barcode property label and dispose of the item. The department will be required to complete and sign the *UAH Property Disposition Form*.



Note that **departments are not authorized to cannibalize, scrap, or trash University property**. Only Inventory Control is approved to perform these functions.

The current Inventory Control forms are available on the UAHuntsville Business Services website:

<http://www.uah.edu/admin/bussvcs/forms.htm>.

Contact Inventory Control at 824-6315 if you have any questions.

Disposing E-waste

The UAHuntsville Inventory Control Office is pleased to announce the formation of a new partnership with Managed Asset Recovery Services (MARS), LLC through the competitive bid process. With this new alliance we have found a no-cost way of disposing surplus computers, computer accessories, test equipment, and other electronic pieces of equipment. Our partnership with MARS is one of the few new services offered to any department that will have no cost to the University.

MARS is one of the leading e-waste disposal companies in our region. They hold certificates of destruction and recycling for all types of e-waste. .


The UAHuntsville Inventory Control Office is dedicated to providing exemplary service to the University in the area of asset and property management, not only by protecting the University's investments, but also by providing the most cost effective and environmentally sound disposal of all e-waste, computer equipment, and electronic devices.

If you have any further questions or concerns about surplus property or disposal, call 824-2173.

New Shipping Request Form to be Posted Online

UAHuntsville Central Receiving & Shipping strives to provide our faculty/staff members with fast, accurate, and stress-free shipping services. As a result, we have created an online shipping request form that will help to minimize customer confusion and increase the accuracy of our service. With this form you will be able to help us make sure that your package(s) will be labeled correctly and are shipped per your request, using the most cost-effective method of shipping available from our shipping location.

Shown here is a preview of the new form that will be posted on the Business Services website. It will be located under the FORMS selection tab. You will be able to click on the name of the form under the heading of "Central Receiving." Once you locate the online shipping request form, fill it out, print it, and bring it along with the package(s) to be shipped, and we will take care of the rest. If you need any further assistance or have questions about the use of this form, contact us at 824-6315.

Your Name			Your UAH Email			Your Campus Tel #																		
Your Department			Your Location			Charge Org Code																		
Central Receiving ONLINE SHIPPING REQUEST FORM																								
 <ul style="list-style-type: none"> • When complete: Attach hardcopy to shipment as well as • Shipments must be boxed or inside Express envelopes 																								
What is the Purchase Order Number for the return, if applicable? _____																								
<table border="1"> <tr><td>Company</td><td></td></tr> <tr><td>Name</td><td></td></tr> <tr><td>Address 1</td><td></td></tr> <tr><td>Address 2</td><td></td></tr> <tr><td>City</td><td></td></tr> <tr><td>State or Country</td><td></td></tr> <tr><td>Zip Code</td><td></td></tr> <tr><td>Destination Telephone #</td><td><small>Do not use () — or space characters above, press F1 before using.</small></td></tr> </table>						Company		Name		Address 1		Address 2		City		State or Country		Zip Code		Destination Telephone #	<small>Do not use () — or space characters above, press F1 before using.</small>	<p>Shipping Options: We will ship cheapest way unless indicated below</p> <p>Preferred Carrier:</p> <p><input type="checkbox"/> Check If Residence <input type="checkbox"/> Check If Saturday Delivery</p> <p>Optional Insurance Amount</p>		
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						<p>Other Charge Types:</p> <p>4 Digit Student Acct#</p> <p>Bill To 3rd Party</p>																		
						# of Items	Weight (if known)																	
Brief Description Of Contents						Special Instructions or Customs Declaration																		
Ship Cost			Processed by			Date																		

UAHuntsville Copy Center

SOMETIMES THE SIMPLEST WAY TO HAVE SOMETHING
DONE IS TO HAVESOMEONE 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.

We are here to help with all your printing needs. Jackie Hankins, manager, is always researching ideas for reducing your printing costs. We have several plans being put into place over the next several months toward this goal.

One plan is to phase in personalized brochures and flyers to better serve the departments on campus. Our hopes are to give each department the tools needed to recruit, serve and maintain our students and to show our University to the world. The UAHuntsville Copy Center is dedicated to doing our part to achieve "The Powers of Ten."

Web Submission Coming

Web submission is being finalized over the next few months. We are implementing a job ticket online for your convenience, which will enable you to order from your desktop. Jackie Hankins will be contacting everyone as their department is added to the software. It's just another way we are helping you.

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.

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



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