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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

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Who are We?

We are UAHuntsville Business Services, and we are here to assist you in many ways. We hope that you will find valuable and timely information in this newsletter that will assist you in understanding the business processes that support the UAHuntsville community.

Mission Statement

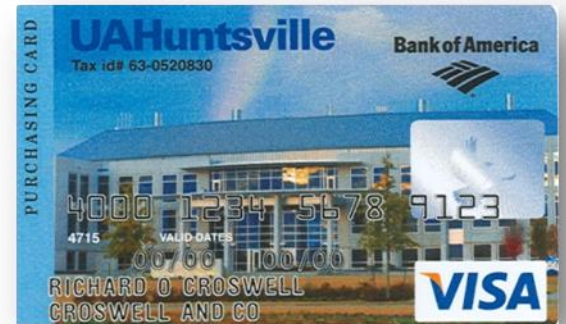
Business Services supports the UAHuntsville community's mission in the most efficient and cost effective manner, through operational leadership, while complying with federal and state statutes and University policies.

Pilot Procurement Card Program Ends

The Pilot Procurement Card (P-Card) Program began in August 2009. Congratulations to Enrollment Services for being the first department to participate in the program. It was a long journey but we believe the benefits have overshadowed the wait.

The pilot program enabled us to review and test our policies and procedures, management software, and reconciliation processes. The participants documented and reported any issues that may arise from using their P-Card.

We will randomly contact departments across campus to introduce the P-Card Program, but if you wish to move your department to the front of the line feel free to contact Suzanne Penn at suz.penn@uah.edu.



Invoices Must Go to Accounts Payable

As a public institution we must maintain a positive working relationship with all of our suppliers. That relationship is dependent on our ability to remit payment in a timely manner. Therefore, **all invoices must be mailed to Accounts Payable** and not to individual departments. The ability of Accounts Payable to remit prompt payment to our suppliers allows for the continuous flow of business transactions between the University and its suppliers.

If an invoice is erroneously delivered to a department other than Accounts Payable, the department should immediately forward that invoice to Accounts Payable. Departments should refrain from requesting that invoices be mailed to them, unless instructed by Accounts Payable.

Our commitment to assuring the continuous flow of the University's business processes will allow us to further develop sustainable relationships with current and future suppliers.

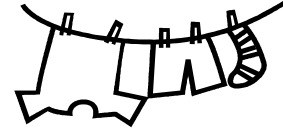
Miscellaneous Voucher Reimbursement

Miscellaneous Voucher reimbursement should be used only when the normal Procurement process cannot be followed.

In order to ensure compliance with Federal and State Laws and the Alabama State Bid Law, **UAHuntsville does not permit the purchase of the following with personal funds and subsequent reimbursement:**

- Equipment
- Computers
- Computer peripherals
- Items requiring prior University approval

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*.



Did You Know ...

Our Role

- To conduct procurement activities in the best interest of UAHuntsville, and in accordance with State laws and University business policies and procedures
- To ensure contractors/vendors receive fair and equitable treatment

Our Goals

- Add value to business transactions
- Lawful transactions
- Quality products and services
- Competitive prices
- Timely deliveries

The Foundation for Our Policies & Procedures

- Alabama State Competitive Bid Law
- Auditors (internal, state, independent & federal)
- Sole Source
- UA System Regulations and Board Rules
- University policies and procedures

How many ways can you make a purchase?

- Contracts
- Petty cash
- Limited Purchase Order (LPO) System
- Blanket Purchase Order
- Purchase Order
- Sole Source
- Emergency (RUSH) Purchase Order

What is the Competitive Bid Law?

- All contracts of whatever nature for labor, services, work, or for the purchase or lease of materials, equipment, supplies, or other personal property, involving \$7,500 or more shall be let by free and open competitive bidding, on sealed bids to the lowest responsible bidder.
- Purchase requests for like or similar items or items to like or similar vendors that cumulatively total \$7,500 or more within a **fiscal year period** are subject to the competitive bid law.

Are there ways around the Competitive Bid Law?

- Cannot break up contract into “pieces” which are under \$7,500 to avoid Competitive Bid Law.
- Cannot write a specification so detailed that only one product meets them to avoid Competitive Bid Law, assuming other products would meet the reasonable needs concerned (No “Gold Plating”).

Did You Know, continued

What if the Competitive Bid Law is violated?

- Contracts entered into in violation of the Competitive Bid Law are VOID.
- Taxpayers and unsuccessful bidders can bring a civil action to enjoin execution of any contract entered into in violation of the Competitive Bid Law.
- Auditors will make findings of the violations.

What are sole source purchases?

Sole source purchase orders are rare and must show that an equitable evaluation of comparable products has been made, and that rejection of unsuitable products is based on technical deficiencies or a combination of other reasons.

What are the cost principles on purchases for sponsored research contracts and grants?

- 1) **Allowable:** Cost are directly related to sponsored research direct cost.
- 2) **Reasonable:** Cost of goods and/or services acquired or applies; and the amount involved reflects the actions that a prudent person would have taken under the circumstances.
- 3) **Allocable:** Cost is allocable to a sponsored agreement if (a) it is incurred solely to advance the work under the sponsored agreement; (b) it benefits both the sponsored agreement and other work of the institution, in proportions that can be approximated through use of reasonable methods; or (3) it is necessary to the overall operations of the institution and, is deemed to be assignable in part to sponsored projects.

What may delay the purchase order process?

- Is there a contractual agreement involved in the purchase?
- Is the purchase order request one that has to be sent out for bid?
- Have all the electronic approvals been received?
- Is it clear as to what I wish to purchase?
- Are there sufficient funds available in the budget?
- Are the items requested allowable items?

How do I expedite the process?

- Provide clear and concise specifications.
- Submit all necessary attachments.

Our Partners, Internal & External





THE TELECOMMUNICATIONS BUZZ



If you are new to the campus this article is for you. This article describes who we are at Telecommunication Services, how things work, and how to get repair information or questions answered.

The Telephones

Most campus telephones are the black Nortel Networks display phones, featuring caller ID, date and time display, and a message waiting light. These phones are digital—essentially very small, basic computers—meaning that background noise from the equipment is reduced. In addition, these phones feature BIOS (i.e., Built-in Operating System) that tells the set to execute commands.



The M3902

Repairs for normal wear and tear are included in your monthly telephone statement. (Damage or theft is a different story.) Even if your set has static or a bad display, these repairs are covered.

All of our sets have voice mail, conferencing (up to six people, including yourself), call forwarding, and call pickup capabilities for no additional monthly charge.

If you have a multi-line set (M3903 or M3904) you can have as many lines (or numbers) as that set will hold: up to 4 for the M3903 and up to 12 for the M3904. For an extra fee of \$4.00 per month plus installation, a module can be added to the M3904 with 22 keys for

additional lines and features.

Installation costs will vary depending on the length of time needed to program features.

Voice Mail

We have a campus-wide voice mail system that was updated last year to the latest hardware and software. If you are new to the University and need a password changed so that you can access your voice mail, contact Mary Jane Blackwell at the phone number and email address provided on page 7.

Our recent upgrade also provided us more system memory. Memory is used for message storage, which means message length. You may have noticed that incoming callers have one minute to leave you a message. If you need more time, we can increase it to five minutes. There is no extra charge for this feature.

Voice mail memory is expensive, so all voice mailboxes come with a five day auto delete feature, which means that **after** you have listened to your messages, they will be deleted from the system in five days. What happens when you go on leave? Even if you go on leave for 30 days, **your messages will remain in the system until after you have listened to them.** Message storage is checked regularly to determine if cut backs are necessary to preserve system integrity.

Finally, remember that once a voice mail message is deleted it **cannot** be retrieved under any circumstances! The system immediately writes over the space it once occupied in memory.

If you need voice mail instructions, we can email or fax you a one-page Word document. More detailed instructions are available on our web page.

Additional Features

An additional feature you might want to consider is **auto-logon**. If you are at your campus phone and do not want to enter your mailbox number and password, with auto-logon all you have to do is go off-hook (pick up the handset or turn on the speaker and get a dial tone) and press the message button at the bottom of your set, and you will be logged on immediately. Your messages will begin to play automatically. Let us know if you would like this feature added to your set. If you are new on campus and already have this feature (the person who just vacated your office had it) you still might want to get a new password so you can logon from off-campus.

Speaking of logging on from off-campus (such as home), the number to call is 824-2000. The system will ask for your mailbox number and password. You must terminate each entry with a # symbol (which acts the same as ENTER on a keyboard). For my department phone, for example, I would press 6129# for the mailbox and then the 6-digit password and # to hear my messages.

Have you ever just wanted to leave someone a message without speaking to them? Just enter 2001 (or 824-2001 from off-campus) and enter the mailbox number at which you want to leave a message. Remember to press the # key at the end of the number. Simply state your message. When you are finished, hang up. The recipient's phone will not ring; instead, their message waiting light will be lit.

On the other hand, if you're in a meeting and don't want to be bothered with a ringing phone, you can forward your phone to your voice mail (provided you have voice mail set up). Simply press CALL FORWARD, enter 2000 as your forwarding number, and press DONE. Callers will be routed automatically to your voice mailbox without any ringing.

Another aid to callers when you can't answer the phone yourself is the **Automated Attendant (AA)**. AAs save time, personnel, and money. They are ideal for dispensing repetitive information and directing callers. Another use for an AA is to forward your number to one after hours. A department that has a live person to answer the phone during the day may find it useful to give callers options after hours or on weekends.

We can program the AA to transfer calls or just make an announcement, provide department status, or explain emergency procedures. I don't mind creating the announcement in my own voice; however, if you find me too monotone it won't hurt my feelings.



The M3903



The M3904

TELECOMMUNICATION SERVICES

Sometimes female voices convey a softer tone and can be easier to understand. I'll be glad to email you the instructions.

We do charge extra for AAs: \$4.00 per month, with installation usually running about \$200.00 – \$300.00. If you want to hear one, dial 1000 from any campus

phone and listen to the AA on the main number.

That's a brief run-down of the services we provide. If you have questions or comments, call me (Bob Blood) or Mary Jane Blackwell at 6129. Mary Jane's email address is blackwem@uah.edu. Our web address is www.uah.edu/admin/bussvcs/.

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.)

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.

We are here to help with all your printing needs. The UAHuntsville Copy Center is always researching ideas for reducing your printing costs. We are putting into place several plans over the next few months towards this goal.

One plan is to phase in personalized brochures and flyers to better serve the departments on campus. Our hope is 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."

Welcome

We are pleased to announce that Susan Altman, a long-time UAHuntsville graphic designer, has joined our staff. She will help your organization make an impact and project a professional image through a variety of publications and media products. As the University's campus graphic designer, she provides these services at competitive rates.

We Sell Paper

Just as a reminder, the UAHuntsville Copy Center carries a full line of paper, at a very competitive rate. 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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