I. Organizational Structure:

Contracting & Purchasing Services
Organizational Chart

Tom Trionfli
Director
Pa-6
Contracting & Purchasing Svcs.

University Stores

Mike Viers
Manager
Pa-3
University Stores

Tom Ridley
System Analyst
Pa-3
SAP Financial Info. Systems

Stevie De Witt
Coord/Web Applications
Pa-3
Contracting & Purchasing Svcs.

Pat Juras
Secretary
Op-4
Contracting & Purchasing Svcs.

Linda Richter
Office Manager
Pa-3
Central Mailroom

Selena In Witt
Coord/Web Applications
Check/ACS/PPS/CC
Accounts Payable, Wire Approval, 1099-MISC and 1099-J, Reporting, Distributed Data Audit

Brad Steadman
Coord/Purchasing
Year-End Audit, Schedule Activities, GR/PR Reconciliation, Encumbrance and Business Trip AP Reporting

Judy Lannen
Senior Buyer
Pa-3
Purchasing

Janelle Lannen
Senior Buyer
Pa-3
Purchasing

Brad Steadman
Sr. Buyer
Pa-3
Purchasing

Susan Watt-Smith
Sr. Buyer
Pa-3
Purchasing

Kenneth Tores
Administrative Clerk
Op-6
Assets & Equipment

Kim Wilson
Warehouse Worker II
Sm-6
University Stores

Brenda Bright
Warehouse Worker II
Sm-6
Control Receiving

Jerry Rogers
Warehouse Worker II
Sm-6
Control Receiving

Doug Klimp
Warehouse Worker II
Sm-6
Control Receiving

Jeff Penney
Coordinator
Pa-3
Moving & Delivery

Don Gould
Warehouse Worker I
Sm-4
Moving & Delivery

Brian Dyer
Warehouse Worker I
Sm-4
Moving & Delivery

Scott Yunker
Warehouse Worker I
Sm-4
Moving & Delivery

Tom Lask
Warehouse Worker I
Sm-4
Moving & Delivery

Loretta Stan
Mailroom Specialist
St-3
Central Mailroom

Jessica Thompson
Mailroom Specialist
St-3
Central Mailroom

Paul Mavrovik
Warehouse Worker II
Sm-6
Central Mailroom

Tammy Campbell
Administrative Clerk
Op-6
Purchasing

Diana Varnam
Sr. Specialist Clerk
Op-5
Purchasing

Elaine Card
Sr. Specialist Clerk
Op-5
Purchasing
II. Executive Summary of the Major 2011-2012 Accomplishments:

1. Successfully replaced with internal staff, the Coordinator of Payable Accounting by dividing responsibilities amongst three current staff providing them with career advancement and departmental cost savings realized without a perceptible service drop.

2. Negotiated a new cost per copy agreement and successfully transitioned the campus (over 80 copiers) from the previous vendor (MOS) to the new vendor (IKON). Savings from the previous agreement will average $50,000 annually.

3. Continued adding vendors to alternate payment method i.e. Active Pay with PNC reducing the number of paper checks issued and securing a 1.2% rebate on the value of payments through this process. Total vendors now at 290 with $13. M or 9% of processed expenditures.


5. Successful Surplus Sales each month = Total Sales $68,500

6. Recycled over 89,000 pounds or 48 tons of scrap metal.

7. Successful Online Auctions – i.e. Weight Equipment, Public Broadcasting Bus, Beaver Island Boats & Cars

8. Implemented a QTP program to allow Staff to input data into a spreadsheet and then pull it into the invoice processing for blanket PO’s and NPO’s. Also worked with two different departments and established a process for them to input the information into the spreadsheet and then forward Payables. This has resulted in significant time savings for Payables Staff.

9. Automated the Vendor Create/Change Process so that information relating to new vendors, or updates for an existing vendor can be made online and transported to SAP via web application and the execution of a QTP script, thereby reducing paperwork and increasing accuracy.

10. Negotiated the group purchase of PCs (400) with Hewlett Packard (HP) resulting in a $300 savings per PC for $120,000 savings.

11. Successfully launched the opening of UC Personal Postal late August, including full service hours and self-service KIOSK for after-hours service.

12. Developed and implemented numerous queries for user departments to assist in report writing and analysis.

13. Created several new QTP (Mercury Quick Test Professional) scripts.

14. Obtained commercial based rates for USPS Express, Priority and Parcel mail, resulting in savings to the university departments.

15. Continue collaboration with the Saginaw Chippewa Tribe on the sale of surplus items.

16. Realized 100% savings to the University by re-purposing existing furniture in the majority of new offices during the remodeling of the Bovee University Center. This translates into a total savings of $101,774.82. An additional $28,295.00 has been realized from using the existing inventory on five (5) smaller campus projects, thus making the total savings to date $130,069.82.

17. CMED accounting structures—worked with other SAP Financial Analyst and Accounting Services/CMED staff to be prepared to implement a new accounting structure for CMED for July 1st, 2012 which meets all their unique reporting needs. A 10 digit cost center will be used which will allow reporting by discipline, cohort & person.

18. Split (Special-purpose) ledger – worked with other SAP Financial Analyst and Accounting Services staff to determine the best path to move forward with
regarding master data restructuring/fixing the current special ledger or going to “New GL”. It was decided to restructure our current master data (BA/Fund) and correct the split ledger. We are currently working with LSI software Inc. on the blueprint phase of this project with a planned “Go Live” of July 1, 2013.

III. Table of Operational Data

Purchasing:
1. Processed 133 non-PO contracts that totaled $8,300,000. Twenty-Five (25) of these were new.
2. Processed 6000 POs valued at $37,000,000 with an average value of $6,166.
3. The efficiency rating (expenses versus spend) for Purchasing is: .0082 which places it in the top tier of university purchasing departments.
4. MBWE Spend: $1,340,000

Payables:
5. Processed 61,500 invoices totaling $132,600,000 and obtained vendor discounts of $17,300. The average invoice was $2,200
6. Processed 10,300 ACH vendor payments totaling $22,700,000.
7. Processed 20,300 checks and an additional 92 manual “rush” checks.
8. Processed 1099-Misc forms (819)
9. Active Pay: 280 vendors enrolled

University Stores:

<table>
<thead>
<tr>
<th>Completed Moving Requests</th>
<th>2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stores’ Line Items Filled</td>
<td>29,246</td>
</tr>
<tr>
<td>Stores Annual Sales</td>
<td>$1,600,000</td>
</tr>
<tr>
<td>Tagged Assets</td>
<td>31,600</td>
</tr>
<tr>
<td>Tagged Asset Value</td>
<td>$109,300,000</td>
</tr>
</tbody>
</table>

Mailroom:
Processed (metered) over 872,000 pieces of outgoing mail.
Processed 5,550 UPS packages
Sorted 662 trays of incoming letter mail (approximately 360,000 letters)
Sorted 3,400 tubs of incoming flat mail (magazines, newspapers, sales catalogs and flats)
IV. **Significant Personnel Changes**

Replacement of the Coordinator of Payable Accounting

V. **Fundraising/Revenue Generation**

University Stores generated from their monthly and annual Sales; **$130,500.**

Purchasing’ consortium/collaborative efforts generated revenue of **$75,000.**

Central Mailrooms collaborative work efforts generated revenue of **$31,000.**

Payable Accounting generated from their Active Pay rebate **$132,000.**

VI. **SWOT**

1. **Strengths:**
   - Operational Efficiencies
   - Experienced and Knowledgeable staff
   - Very good relationships established with other departments and staff
   - Strong service orientation

2. **Weaknesses:**
   - Difficulty in keeping current and complying with external (governmental, IRS) requirements.
   - No staffing flexibility to accommodate new expectations of customers.
   - Low priority “designation” for IT resources.
   - Slow system response time which affects productivity
   - New Website
   - New demands for services from (Facilities, Research and CMED) out paces ability to respond.
   - Diversity of commodity responsibilities makes it difficult to develop "expert" product knowledge in all areas.

3. **Opportunities:**
   - Additional collaborative service opportunities with external partners that have the potential to generate revenue.
   - Business Warehouse/Business Intelligence being implemented slowly for FI reporting –will provide an opportunity to learn new reporting methods
   - Improved Imaging product with potential for front-end imaging and a workflow process for problems/approvals
   - Addition of the College of Medicine presents opportunities with regards to the procurement of new types of specialized equipment and services.

4. **Threats:**
   - Continuous University Expansion – New Buildings and Programs without the addition of operational staff. (Medical School, Rose Center, Education Building, Residence Halls, Dinning areas, Ronan)
   - Budget reductions and bumping which potentially jeopardizes the employment of knowledgeable, experienced employees who have lower seniority.
   - Lack of planning and collaboration on purchases that could be aggregated. The result could be less duplication and monetary savings.
VII. Progress Toward 2011-2012 Goals

1. Complete relocation of the personal postal area to the renovated Bovee University Center. **Done**

2. Complete migration of Mt Pleasant Public Schools mail processing to 99% CMU **Done**

3. Evaluate delivery schedule in an effort to allow more flexibility in schedules **Done**

4. As business warehouse/business intelligence objects are implemented for FI, develop new reports using these objects **In progress**

5. Analyze present systems and procedures to integrate additional functionality, correct problems, streamline processes, write new reports and utilize Mercury QTP for system efficiencies. **Developed two programs for Payables.**

6. Establish a Technology Refresh Program with a CMU Supplier/Partner to allow for advancements in creative teaching methods that utilize emerging technologies. The concept involves a dedicated space for the supplier to frequently bring new classroom/teaching technologies to CMU for Testing/Research purposes. **In progress with an initial set-up for office furniture.**

7. Establish additional contracts in partnership with other outside agencies that will enhance both revenues and efficiencies for all parties. **In progress.**

8. Award RFP for new copier/printer program in collaboration with Mt. Pleasant Schools and City of Mt. Pleasant. This program will replace approximately 100 on campus copiers with more efficient equipment and provide more features than currently provided. Departments will be encouraged to reduce the number of printing devices in their departments and utilize multifunction devices thus lowering overall printing costs campus wide. **Completed**

9. Evaluate and potentially re-bid the University’s Steelcase furniture contract, which is set to expire February 2012. **Completed, extended contract with NBS employing a newly negotiated 3-Tiered discount structure resulting in an estimated annual “day-to-day” savings of $15,600.00, and an estimated “project” savings of $19,400.00.**

10. Complete review all equipment maintenance agreements across campus to determine if cost savings could be realized by utilizing a third party provider. **In progress**

11. Complete project to bring vendor master file in compliance with changes to 1099 reporting effective 1/1/2012. **Completed**

12. Finalize implementation of using Payable Accounting issued CMU Business Cards to pay vendor invoices. **Completed with PNC credit card.**

13. Standardizing on more commodities. Department’s make decisions based on personal preferences rather than functionality requirements based on operational necessity. Standardizing and **requiring** all departments to participate would result in enhanced total cost savings including but not limited to product cost, maintenance cost and compatibility efficiencies across campus. **Examples: In progress**

- Vehicle purchases/leases, standardize on a specific level of vehicle (mid-size sedan and options).
- Office/Word Processing Software
- Copiers
- Fax machines
- Printers

12. Reuse of items that can be refurbished/remanufactured **Continual efforts**

- Toner Cartridges
- Furniture

13. After warranty, require departments to accept alternate products that have the same quality, functionality characteristics but can generate greater discounts for CMU than Original Equipment Manufacturer (OEM) parts. **Continual efforts.**
14. Made good progress on the Planning, Design, Development, and Deployment of SQL Server databases to house existing data stored in Access databases. This also includes the re-development and/or upgrade of all existing applications that interact with our databases. Partial Completion

15. Increase the scope of the PNC Active Pay vendor payment process by increasing the number of vendors enrolled. Investigate the manual pull option of the program which would increase the volume of payments made with cards and increase revenue. Continual Efforts

16. Continue to develop internal controls and procedures for the program. Ongoing

17. Increase the number of distributed data entry areas that scan into ImageNow and these areas in developing a front end imaging program. Ongoing

18. Utilize Imagine Now to maintain and view grants and contract documents for payment. This will reduce the number of documents and copies being handled by staff. Ongoing

19. Develop an online vendor create process to eliminate the manual process currently used. This will decrease paper and increase accuracy. Completed

VIII. Primary Goals for 2012-2013

1. Increase the scope of the PNC ActivePay vendor payment process by increasing the number of vendors enrolled. Work with PNC to improve payment accuracy with their new “match” upgrade to the program. The current process used for Push vs. Pull type payments can create vendors drawing incorrect amounts and leaving credits hanging. Continue to develop internal controls and procedures for the program.

2. Establish a requirement for Vendors to Sign up for Active Pay/PNC or be charged a 1.5% fee for a paper check. Vendors not currently enrolled will be given a deadline of July 1, 2013 to enroll in PNC or be charged a 1.5% Paper Check Fee. ACH payments which generate no revenue for CMU will still be an option, but PNC and the Check fee will take priority.

3. Work on development and award of a Banking Services RFP

4. Work with CMED to lease clinical space for faculty and secure clinical practices.

5. Continue to increase the number of distributed data entry areas that scan into ImageNow. Include these areas in developing a front end imaging program. Continue exploration to utilize ImageNow to maintain and view grants and contract documents for payment. This will reduce the number of documents and copies being handled by staff.

6. Continue to work with IT & Equipment Inventory to create a bar-code/RFID/Asset database so that equipment can be more easily inventoried and tracked. Currently in “Requirements” phase in DevReq—still trying to determine how IT will assist with this project.

7. Work with LSI Inc. consultant & other FI Analyst to complete the blueprint phase and then the required configuration/changes required for master data restructuring/fixing of the split ledger.

8. Continue to work with CMED on master data & reporting structures. Work with IT developer on forms that will replace our current PO, PEP PO & work order forms. As part of this make sure that PO form can be outputted in a PDF or image format so that the PO can be imaged via Image Now.

9. Improve recycling of electronics, computers & mobile devices

10. Improve Computer Sanitizing Process prior to public sale

11. Implement Assets Barcoding/RFID Inventory Process for CMU

12. Seek further opportunities to collaborate with Saginaw Chippewa Indian Tribe and Union Township.
IX. **Primary goals for next five years**


2. Standardizing on more commodities. Department’s make decisions based on personal preferences rather than functionality requirements based on operational necessity. Standardizing and **encouraging/persuading** all departments to participate would result in enhanced total cost savings including but not limited to product cost, maintenance cost and compatibility efficiencies across campus. Examples:
   - Vehicle purchases/leases, standardize on a specific level of vehicle (mid-size sedan and options).
   - Office/Word Processing Software
   - Copiers
   - Fax machines
   - Printers

3. Development of a vendor portal implemented that would allow vendors to:
   - Access their account information (e.g., invoices processed, invoices paid, check amount, check number, etc) 24/7.
   - Update account information online such as address, phone/fax number, etc., and eventually expand use of the portal. This would reduce the number of phone calls and provide staff time to work on more complicated tasks.

4. Continuation of exploring the feasibility of implementing front-end Imaging so workflow can be used for routing problems invoices, getting necessary approvals, etc.

5. Improve recycling of electronics, computers & mobile devices

6. Improve Computer Sanitizing Process prior to public sale for enhanced security of data.

7. Implement Assets Barcoding/ RFID Inventory Process for CMU

8. Seek further opportunities to collaborate with Saginaw Chippewa Indian Tribe and Union Township.

9. Development of a paperless delivery system with digital signature capability that operates in collaboration with SAP.

10. Update mailing system software in an effort to become more compliant with the USPS.

11. Explore new services to be offered to CMU departments by the Central Mailroom.

12. Assist in the remapping of FI accounting master data and implementation of New GL or updated to split ledger.

13. Assist in increasing the productive utilization of Payable Accounting pay by credit card program and ensure that the process runs efficiently.

14. Implementation of SAP budgeting software for higher education (if this is determined to be a University goal)

15. Work with Tim Daugherty to make progress toward implementation of front-end imaging to increase operational efficiency.

16. Continue to look at feasibility at implementing front-end Imaging and other automation options so workflow can be used for routing problems invoices, getting necessary approvals, etc.
VIII. Contingencies/Risk to Achieving those Goals and Strategies to Address

1. Costs and human resources required to implement
2. Senior management support
3. Campus-wide support
4. Limited (IT) resources
5. Aging workforce
6. IRS regulations
7. Federal Granting Agency Regulations