

# FAD e-News

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Volume 1, Issue 2

*An electronic newsletter for users of Harvard University financial systems, policies, and procedures.*

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## Using Web Voucher More Effectively

**Managing notifications:** Web Voucher users who process a high volume of vendor invoices have a lot of system notifications to manage. Presently, the system sends you a notification when you:

- forward a web voucher to yourself or to someone else for approval;
- receive a web voucher that requires your approval;
- receive approval on a web voucher you created.

If you are both a preparer and an approver—and do "high volume"—this gets unwieldy. Here are some tips for finding the ones that require your approval.

### Sort Your Notifications

1. Click **Notifications** from the main menu of Web Voucher. This brings you to your Worklist.
2. Click **Due** at the top of the right-most column. Notifications requiring your approval will appear at the top of the list since the system assigns them a due date.
3. Notifications without a due date are "fyi only" and will be purged from the system automatically after five days.

### Zero in on a specific web voucher

1. Click **Notifications** from the main menu of Web Voucher. This brings you to your Worklist.
2. Press Ctrl + F; a "Find" window opens.
3. Enter the number of the web voucher you want to find, and press **Find Next**.
4. If found, the system will move your cursor to the place in the Worklist where the notification appears.

### Researching vendor payments:

Another task that Web Voucher users commonly perform is researching the status of a vendor payment. If you know the web voucher number that is associated with your invoice, the process is pretty straightforward.

1. Click **Invoices Search by PO Number** from the main menu of Web Voucher. At the prompt, enter the web voucher number.
2. When the next screen appears, look in the **Due Date** field to see when this invoice is scheduled to be paid. Look in the **Payment Date** field to see when payment was made (if already past). Look in the **Payment Number/Method** field to see the payment number and method (check, wire, or draft).

Some users keep a spreadsheet or a list that cross-references vendor invoice number to web voucher number for this purpose.

But here's another way that doesn't require you to maintain a list or spreadsheet.

Make it a habit to **always** put the vendor invoice number in the 240-character line item description field of the web voucher. In that field you might enter something like:

Invoice #12345, computer consulting to dept., April 24-25, 2000

Later, when you want to research vendor payment status and you only have the vendor invoice number, you can follow these steps to retrieve the web voucher number from the system.

1. Click **Open Requisitions /Vouchers** on the main menu of Web Voucher. A search screen appears.
2. Select **Description** from the first pull-down list. Select **Contains** from the second pull-down list. In the blank field, enter the invoice number. Click **Find**.
3. If you entered the vendor invoice number in the line item description, the system should return information about the associated web voucher, including its number.
4. Follow the procedure above to find out payment information from the **Invoices Search by PO Number** screen.

*Hint:* If the same invoice number is used by two different vendors to Harvard, your search may return multiple records. You should be able to pick yours out since you know the vendor.

**Employees as "vendors" :** In our last issue, we described how

the Web Voucher system is being modified to support the faculty and staff reimbursement process.

Over the next year or so, these transactions will "migrate" from STAR to Web Voucher as the revised system is implemented across campus.

Some people have quite logically assumed that they need to call the Vendor Hotline in central Accounts Payable to have Harvard employees set up as "vendors" so that they can be reimbursed. However, *this is not the case*.

The project team is exploring ways to have employee data "pre-seeded" in the system before go-live, and maintained afterwards.

Please do not call the Vendor Hotline unless you need a new *vendor*—corporate or non-corporate—set up for use in Web Voucher.

## Web Voucher Expense Report Project

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In the last issue of this newsletter, we described the Web Voucher Expense Report (WVER) project, which will modify the Web Voucher system to support the faculty and staff reimbursement process.

This effort is being undertaken instead of modifying or simplifying STAR, which will ultimately be de-commissioned (i.e. shut down).

Here are some frequently asked questions about the WVER Project.

Q. What's the timeline?

A. Designing and building the prototype system is underway. End user testing of the prototype and deployment of an early version of the system to some pilot users will occur over the summer. If all goes well, this early version (or first "release") of the system will be available in the late summer or early fall.

Q. What's the difference between this early version of the system and the one that will ultimately be available to everyone?

A. The first release of the WVER system will not allow you to pay American Express directly for charges incurred on the Corporate card. Cardholders will have to pay AmEx directly and get reimbursed. Also, reimbursements will be made by check rather than direct deposit.

For these reasons, many departments will wait until these features are available before implementing WVER.

Q. When will these features be available? They are really important to travelers in our department.

A. Direct payment of American Express is expected to be in place by the November 2000 release, with direct deposit of reimbursements available by around February 2001.

Q. So could I use WVER for some kinds of reimbursements and STAR for others, until all the system features I want are in Web Voucher?

A. The decision about whether to run the two systems in parallel or to wait until either the November or the February release is being made on a school-by-school, unit-by-unit basis. If your unit elected

to run the two systems in parallel, you could:

- use STAR for American Express payments or reimbursements where direct deposit is needed, and
- use WVER for reimbursements where a paper check is okay.

Q. That sounds complicated. What if I wanted to process everything through Web Expense as soon as the early version of the system is available in my department?

A. The travelers you support would have to pay their AmEx bills and submit for reimbursement via WVER. They would be reimbursed by a paper check.

Q. I've heard STAR is going away—when?

A. While no exact date has been determined, STAR will be fully supported by the Helpdesk and the Travel Office through at least the first quarter of 2001. Plenty of advance notice will be given before STAR is ultimately shut down.

Q. Who is involved in providing input to the development of the product?

A large advisory board with representatives from all of the schools and most major units meets weekly to discuss the project's progress and to provide input to the team on end user issues and concerns.

There is also a subset of seven end users who also meet weekly. These end users are participating in the detailed testing of the product and providing feedback.

Q. Will training be provided?

A. Yes, training will be

developed for the new system.

We are actively assessing the different training needs and preferences of continuing Web Voucher users versus current STAR-only users.

"Regular" STAR training will also continue to be provided through the end of the calendar year if there is demand, but will be modified to alert new users to the planned cutover.

## Accounts Receivable Project

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One significant project now underway that extends Harvard's suite of "core financial" applications is Accounts Receivable (A/R). At Harvard, typical uses of a new A/R system could include:

- billing faculty and staff for personal use of the Faculty Club;
- a school-based service center billing an outside entity for media services;
- billing a Harvard-affiliated hospital for animal care services;
- billing advertisers for ads appearing in a Harvard publication.

Harvard is installing Oracle's Accounts Receivable software to handle general (non-student) receivables, which account for \$50 million in revenue annually. Like other A/R systems, Harvard's will:

- generate invoices to bill individuals and organizations external to Harvard;
- allow payments to be applied to customer accounts;
- provide information for tracking "aging" receivables

and collecting monies due to Harvard;

- post revenue and receivables to the General Ledger.

The project began in October 1999 with an effort to analyze Harvard's business needs and to determine how they could be met by the Oracle A/R software.

More recently, the design and development phase began and is expected to run until August.

Forty department representatives are involved in business process redesign and report definition. An end user training strategy for the project will also be developed during this timeframe.

Testing of the prototype system and development of training materials will occur during the last quarter of 2000. Training and system "go-live" are now planned for the first quarter of calendar year 2001 and will involve about 250 users from about 150 different Harvard departments.

## FY00 Closing Schedule

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By now, many of you have received the May 5 email from central's General Accounting office, with a detailed schedule for the FY00 closings attached.

If not, please contact your local financial office or email [karen\\_o'rourke@harvard.edu](mailto:karen_o'rourke@harvard.edu) for a copy.

Everyone is urged to read the schedule carefully. Highlights include:

- ✓ five closings as in past years, with the first three open to all;

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- ✓ closing journals entered directly to Oracle GL by users;
- ✓ first close: July 6, 5 p.m.
- ✓ second close: July 13, 5 p.m.
- ✓ third close: July 20, 5 p.m.
- ✓ HDW updated by 9 a.m. on the Saturday following each close;
- ✓ schedule your reports to run over the weekend, but after 9 a.m. on Saturday;
- ✓ IDI's to be posted manually or via feeds from the service departments by 2<sup>nd</sup> close;
- ✓ vendor invoices to central Accounts Payable with related web vouchers entered and approved in the system by 5:00 p.m. on Friday, June 30;
- ✓ deposits on credit vouchers to central Cash Receipts by 10:00 a.m. on Friday, June 30;
- ✓ Last PCard reviews by Thursday, June 29, close of business.

General Accounting also reminds end users to put through all possible correcting entries for the fiscal year-to-date in May.

**Here's why:** during FY99, about 3,200 manual journals were posted monthly on average. But in June (through the first closing), that number spiked to 5,500 with another 3,000 submitted for second close.

Given a new system and a new chart of accounts, users who cannot yet work quickly may run out of time to put through a whole year's worth of corrections *and* be able to review and reconcile their accounts during the closings.

## Whom to Call in FAD

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Your local financial office is often the best place to get answers to your questions about systems, processes, or procedures. Some units have published local contact lists in the "Talk to Us" section on the ABLE homepage. In addition, these central offices also stand ready to assist you:

UIS Helpdesk	6-2001
<i>Note: the Helpdesk will handle or refer your call to user support staff in FAD for Web Voucher, PCard, STAR, General Ledger, AWS2, HUDINI, or Budget Tool.</i>	
AP Customer Service	5-8500
AP Vendor Hotline	5-2000
General Accounting	5-2714
Tax Operations	6-5224
Travel Office	5-7760
FAD Training	5-8891

## Helpdesk

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A reminder from the Helpdesk about the hours of operation for University financial and reporting systems:

### All Systems Available

Monday through Friday, 6:00 a.m. to 10:00 p.m.

Saturdays, Sundays, Holidays, 8:00 a.m to 6:00 p.m. – but no Helpdesk support

### Systems Down for Maintenance

Third weekend of each month from 10:00 p.m. Friday to 6:00

a.m. Monday. This will **not** apply in July 2000.

### Helpdesk Support

Monday through Friday, 8:00 a.m. to 6:00 p.m., except University holidays.

## Training

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Registration is now open for a wide range of classes and clinics as described in the Spring 2000 Center for Training & Development brochure.

Clinics provide one-on-one or small group tutoring for new or struggling end users. Bring the participant guide you received in training, real work to do, and your production system user name and password.

Based on their popularity this spring, more clinics for STAR, Web Voucher, AWS2, and HUDINI users are being scheduled. Dates will be announced shortly to your local training liaison, and in the next edition of this newsletter.

Registration for financial systems training is done by a network of local registrars who can provide you with up-to-date information on offerings, dates, times, locations, and available seats.

### Graduate School of Design

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Please send comments, questions, or suggestions for improvement by email to us at:

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If of general interest, we will attempt to answer your questions about University financial systems, policies, or procedures in future editions.