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## Financial Services Guidelines

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### A. Tracking COVID-19 costs

Finance is working closely with CCS, budget office, and HR to develop an approach to be able to isolate and track costs pertaining to COVID-19. Until this is rolled out, we are asking departments to maintain an excel worksheet to track these costs.

### B. Deposits

#### 1. RRV deposits

- Send digital copies as much as possible
- With plans for social distancing rolling out, Treasury will be operating counter hours by appointment only. The 4th floor of the University Centre has been locked down so access must be coordinated with Treasury.
- Cash & Cheque RRVs – coordinate with Treasury via [Treasury@uoguelph.ca](mailto:Treasury@uoguelph.ca) to coordinate a time for providing the physical cash & cheques. Please continue to complete your RRV in a digital format and submit them with scanned copies of the cheques for processing which will then be transferred to the G/L once the values have been confirmed.
- Electronic RRVs – send scanned or digital copies (including supporting documentation)

### C. Invoice & Payment Processing

#### 1. Treasury payment schedule

- Cheque run – 1 cheque run bi-weekly starting April 13, 2020 (Mondays); **no rushes; no special instructions**. Cheques will be mailed through Canada Post
- EFT run – 2 EFT/ACH runs a week (Mondays & Wednesdays); **no rushes**
- Wire payments – **urgent wires only** will be processed as they arrive, and only where banking information can be verified

#### 2. Vendor Maintenance

##### a) Changes to banking information

- Only banking changes that can be verified will be processed. Where we are unable to verify the changes, payments will be made via cheque rather than EFT
- A new EFT set up form has been developed that incorporates additional information to support the verification of the vendor and is available at [Payment Forms](#). See Linked PDF file [Vendor Application Form for EFT ACH GBP WIRE](#). Please instruct the vendor to send the completed form to [EFTform@uoguelph.ca](mailto:EFTform@uoguelph.ca).

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### 3. AP Invoice processing

#### a) Paper Invoices

- i) Paper invoices will no longer be processed until staff are able to return to work. In the interim vendors should forward electronic copies of invoices to [acctspay@uoguelph.ca](mailto:acctspay@uoguelph.ca)

#### b) Electronic Invoices

Electronic invoices should be submitted to Payment Services in either of two ways

##### I. WEBNOW

- As an approved invoice through WebNow (please see instruction for WebNow users).
  - This is the preferred way
  - Please note “Urgent” in the field “Vendor Name” if needed
  - Please note “Research” in the field “Vendor Name” if it needs to be processed in March

##### II. Email

- ORIGINATOR:
  - Ensure email subject line is: **“AP INVOICE: Department name – Supplier name – Invoice # - Amount”, add “- Urgent” if needed, or add “Research” if it needs to be processed in March**
  - Attach the invoice
  - Ensure invoice or email clearly indicates PO (if applicable) and GL code string
  - Send email to approver (and let the approver know they need to send directly to [acctspay@uoguelph.ca](mailto:acctspay@uoguelph.ca) with the requirement below)
- APPROVER:
  - Review the request
  - Forward email to [acctspay@uoguelph.ca](mailto:acctspay@uoguelph.ca) with the following statement **“I approve Supplier name, Invoice #, Amount to be processed for payment”**.
  - This email must come from a valid UoG account.
  - Email must flow directly to AP from the approver and Originator must be cc’d (include full email string if there has been any dialogue about the payment, as this may be important information for payment services team).

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### c) Electronic cheque requisition

- ORIGINATOR:
  - Ensure email subject line reads: **“CHQ REQ: Department name – Supplier name – Date of request - Amount”, add “- Urgent” if needed, or add “Research” if it needs to be processed in March**
  - Attached the completed cheque requisition
  - Send email to the appropriate approver (let the approver know they need to send directly to [acctspay@uoguelph.ca](mailto:acctspay@uoguelph.ca) with the requirement below)
- APPROVER:
  - Forward the email to [acctspay@uoguelph.ca](mailto:acctspay@uoguelph.ca) along with your authorization statement **“I approve Supplier name, Purpose of payment, Amount to be processed for payment”**.
  - This email must come from a valid UoG account.
  - Email must flow directly to AP from the approver and Originator must be cc'd (include full email string if there has been any dialogue about the payment, as this may be important information for payment services team).

### d) P-Card (US Bank or Scotia Bank) monthly invoice processing

**DO NOT WAIT until the end of the billing cycle date (Us Bank on 25th, Scotiabank on 20th).** GL Reconciliation can be done as soon as transaction is posted to your card.

### III. US Bank

- CARD HOLDERS:
  - Reconcile and code the transactions on-line before monthly deadline
  - Ensure email subject line reads: **PCARD xxxx, name of cardholder, statement date, statement amount**
  - Attach a copy statement (Print monthly statement as a PDF file)
  - Attached copies of all receipts (There are numerous apps you can download for free to take photos of receipts. These include apps such as ‘Tiny Scanner’ or ‘ScanGuru’).
  - Let the approver know they need to send directly to [acctspay@uoguelph.ca](mailto:acctspay@uoguelph.ca) with the requirement below
- APPROVER:
  - Review the statement, and then forward to [acctspay@uoguelph.ca](mailto:acctspay@uoguelph.ca) with **“I approve PCARD xxx, statement date, and amount to be processed for payment”**.
  - This email must come from a valid UoG account.
  - Email must flow directly to accounts payable from the approver and cardholder must be cc'd (include full email string if there has been any dialogue about the payment, as this may be important information for payment services team).

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### IV. Scotia Bank

- Scotia Bank file will be received by AP and processed electronically
- CARD HOLDERS:
  - Reconcile and code the transactions on-line before monthly deadline
  - Attached copies of all receipts to each transaction before monthly deadline (There are numerous apps you can download for free to take photos of receipts. These include apps such as 'Tiny Scanner' or 'ScanGuru').
- APPROVER:
  - Review transactions and receipts and approve on-line through Scotiabank Visa Portal

### 4. Petty Cash Replenishment

Given the fact that most staff are working off campus, we do not envision a need for petty cash replenishment. If cash is needed, employees can use the Expense Claim System (ECS) to request reimbursement for any out of pocket costs, as we are waiting the minimum threshold of \$50 that is normally in place.

### 5. Expense Claim Processing

#### a) Regular ECS Claims

- ORIGINATOR:
  - Log into ECS and complete the claim as you would normally. Save the claim form as a PDF document
  - Prepare an email submission to your 'approver' from your UoG account
    - Ensure the email subject line is formatted as: **"ECS: Department name – Claim ID – Claimant name - Amount"**, add **"- Urgent"** if needed, or add **"Research" if it needs to be processed in March**
    - Attach a copy of the ECS claim form (PDF)\*
    - Attached copies of all receipts (There are numerous apps you can download for free to take photos of receipts. These include apps such as 'Tiny Scanner' or 'ScanGuru'). \*
    - ***\*Where possible the PDF of the ECS claim and related receipts should be consolidated into a single PDF file.***
  - Let the approver know they need to send directly to [ecs@uoguelph.ca](mailto:ecs@uoguelph.ca) with the requirement below
- APPROVER:
  - Review the claim, and then forward to [ecs@uoguelph.ca](mailto:ecs@uoguelph.ca) with **"I approve Claimant name, claim number, amount to be processed for payment"**.
  - This email must come from a valid UoG account.
  - Email must flow directly to ECS from the approver and originator must be cc'd (include full email string if there has been any dialogue about the payment, as this may be important information for payment services team).

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### b) Process for cancelled travel arrangements

A new form "[Travel Advance - COVID 19 Refunds and Vouchers](#)" has been created in [payment forms](#) to track travel refunds and vouchers. This form is used to record travel refunds and vouchers only and will not trigger a bank deposit.

- I. *Where costs have already been reimbursed and you have received a refund or travel voucher from the supplier:*
  - Submit a completed "[Travel Advance - COVID 19 Refunds and Vouchers](#)" form authorized by a **Dean/Director** and a copy of your refund notice or travel voucher to [ECS@uoguelph.ca](mailto:ECS@uoguelph.ca)
  - Please indicate the Expense Claim number where the travel was originally reimbursed on the Form.
  - The account code charged on the original expense claim will be credited for the amount of any refund or voucher
  - A travel advance will be set up in your name for the amount of the refund or voucher. The advance will be assigned an end date that corresponds to the expiry date of the voucher
  - Please provide a default account code where any remaining voucher amount will be charged upon expiry
  - If the voucher is used for future travel, the advance should be applied against the expense claim for that future trip
  
- II. *Where you are seeking reimbursement for cancelled travel*
  - Submit an expense claim following normal procedures and authorized by a **Dean/Director** to [ECS@uoguelph.ca](mailto:ECS@uoguelph.ca) (see ECS process above including Originator and Approver roles)
  - Please provide an explanation regarding the cancelled travel and any refunds or vouchers received in the "Purpose and Notes" section of the expense claim
  - If you have received a voucher for all or part of the trip, please also submit a completed "[Travel Advance – COVID 19 Refunds and Vouchers](#)" form authorized by a **Dean/Director** and a copy of your travel voucher to [ECS@uoguelph.ca](mailto:ECS@uoguelph.ca)
  - Please cross reference the Expense Claim number on the Form.
  - The account code charged on the expense claim will be credited for the amount of the voucher
  - A travel advance will be set up in your name for the amount of the voucher. The advance will be assigned an end date that corresponds to the expiry date of the voucher
  - Please provide a default account code where any remaining voucher amount will be charged upon expiry
  - If the voucher is used for future travel, the advance should be applied against the expense claim for that future trip

It is Claimant and Department responsibility to report and monitor the Travel Voucher received from the Vendor relating to the trip cancellation and ensure that the procedure above is followed.

#### 6. Privacy considerations for the Use of Apps to capture images

- Various processes above may require users to capture images, which can be accomplished using apps such as Tiny Scanner or ScanGuru. When using one of these apps:
  - Users should only download and install apps from legitimate app stores, such as the Apple App Store and Google Play
  - When installing apps, only allow the minimum permissions required

#### D. Instruction for campus WebNow users: Access WebNow from home

The campus users will need to connect to VPN before you can access WebNow from home. Java will need to be installed to use WebNow.

Below is a link to the Java installer for Windows computer:

<https://uoguelphca.sharepoint.com/sites/CCSECMTeam/Shared%20Documents/Java/jre-8u201-windows-i586.exe>

Note that if the home computer is a Mac, then this won't work. In that case, please follow the instructions to enable remote desktop access to your work computer from home available on our Working Remotely page (<https://www.uoguelph.ca/ccs/get-started/working-remotely>). You will need to get Managed Desktops or your IT team to enable you to connect from home and will need the host name of your work computer to request this. Once that is done, you can connect (through VPN) and remotely work on your University computer from home.



## Financial Services Guidelines

(updated April 22, 2020)

### E. Purchasing Services

#### 1. iProcurement (HVPO)

##### a) HVPO - New Orders

- Submit electronic requisitions in iProcurement with all supporting documents attached.
- HVPO will be processed and issued as usual.

##### b) HVPO Revisions, Cancellations and De-commitment

- All requests to be emailed to [purchasing.helpdesk@uoguelph.ca](mailto:purchasing.helpdesk@uoguelph.ca)
- Ensure that the subject of email is “HVPO: xxxx (PO number), xxxx(buyer name), xxxx(supplier name – in case PO number has an error in it), xxxx(type of request, e.g. increase amount, cancel, coding change, etc.)

##### c) iProcurement Supplier Related Request

- All requests to be emailed to [purchasing.helpdesk@uoguelph.ca](mailto:purchasing.helpdesk@uoguelph.ca)
- Subject of email: xxxx (supplier name) – xxxx (type of request, e.g. new setup, address change, etc.)

#### 2. Non-Competitive Procurement (NCP) Form

- Complete the NCP Form and submit via UofG email address to the appropriate approver/requestor. Ensure that the subject of email is filled in as “NCP: xxx (supplier name), xxx (name of the purchase), xxx (dollar value in CAD)”.
- Once the NCP email approval has been attained, it should be included (in a PDF file format), along with the completed NCP form as an attachment to the online requisition in the iProcurement system.
- An email template for approving NCP can be found at [the HVPO Forms website](#).

#### 3. Logistics (Receiving of Goods)

You can find the most current information regarding courier operations and areas that are still open to receive goods on our Procurement page ([Link to Updates](#)).

#### 4. Customs / Transportation

##### a) Request for Export Shipping Documents

- All requests to be emailed to [purchasing.helpdesk@uoguelph.ca](mailto:purchasing.helpdesk@uoguelph.ca)
- Submit your request with minimum 3 business days prior to planned shipping date.
- Subject of email: Shipping Document Required -xxx (Description of goods), xxxx (required date)

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### b) Customs Clearance

- All shipment clearance will be authorized as usual.
- Request for GL coding authorization will be sent via Footprints tickets.
- Default GL coding for recipient department will be used in absence of responses.

### c) Shipment Troubleshooting and Other Requests

- All requests to be emailed to [purchasing.helpdesk@uoguelph.ca](mailto:purchasing.helpdesk@uoguelph.ca)
- Subject of email: xxxx (type of request, e.g. expedite required, delay at border, etc.), xxxx (waybill number or tracking number)

## 5. Sourcing and Contract Review

### a) Open Competitive Procurement Projects (RFXs)

- Send all new project requests to [rfx@uoguelph.ca](mailto:rfx@uoguelph.ca)
- One of our buyers will reach you via email.
- All existing projects will be managed by Purchasing remotely using collaborative tools such as Microsoft Teams, WebEx or email.

### b) Contract Review

- All requests to be emailed to [purchasing.helpdesk@uoguelph.ca](mailto:purchasing.helpdesk@uoguelph.ca)
- Contract documents shall be attached to the email.
- Subject of email: Contract Review, xxxx (supplier name), xxxx (need by date if applicable)

## 6. Contract Management

### a) UofG Corporate Mobile Program with Bell and Rogers

- All requests to be emailed to [purchasing.helpdesk@uoguelph.ca](mailto:purchasing.helpdesk@uoguelph.ca)
- Subject of email: xxxx (mobile number), xxxx (Rogers or Bell), xxxx (nature of request, such as SIM activation, termination, etc.)
- For request with financial impact, please copy your department approver on the email, or attach the approving email to the request.

### b) PCard Management

#### i) US Bank

- US Bank PCard reconciliation should be carried out remotely by cardholders as usual. See AP Invoice processing: Pcard
- All US Bank PCard related requests to be emailed to [purchasing.helpdesk@uoguelph.ca](mailto:purchasing.helpdesk@uoguelph.ca)
- Subject of email: **“PCARD xxxx (nature of request, such as cancellation, increase transaction limit, etc.), xxx (name of cardholder).**
- Change Request Form approved by UofG email is acceptable. Please have approver forward email with attachment

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- **Picking up of physical replacement PCard from Purchasing is suspended.** For those who haven't picked up their replacement card, please reply to the ticket that notify your card is available for pickup. Purchasing will assess on a case by case scenario.
- For any new replacement request, it is possible to have the replacement card mailed to your home. If this is desired, please indicate in your request form and provide full home address of the card holder.

### *ii) Scotia Bank*

- Scotiabank PCard reconciliation should be carried out remotely by cardholders as usual. See AP Invoice processing: Pcard
- All Scotia Bank PCard related requests to be emailed to [Treasury@uoguelph.ca](mailto:Treasury@uoguelph.ca)
- Subject of email: **"PCARD: xxxx (nature of request, such as cancellation, increase transaction limit, etc.), xxx (name of cardholder).**
- Change Request Form approved by UofG email is acceptable. Please have approver forward email with attachment
- **Picking up of physical replacement PCard from Treasury is suspended.**
- For any new replacement request, it is possible to have the replacement card mailed to your home. If this is desired, please indicate in your request form and provide full home address of the card holder.

### *c) Other SMC Contract Management*

- Send all requests to [purchasing.helpdesk@uoguelph.ca](mailto:purchasing.helpdesk@uoguelph.ca)
- Subject of email: xxxx (nature of request, such as billing dispute, poor services, etc.), xxx (supplier name).
- Be as specific as you can when describing what your request is.
- Attach and forward all related supporting materials (as much as possible)

## Financial Services Guidelines

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### F. Delegation of Authority

When the delegation cannot be made by written delegation with a specimen signature approved by the Delegation Authority.

#### ORIGINATOR:

- The delegate should copy and paste the [delegation of authority form](#) into the email (not as an attachment) and fill in the form details with **Subject Line: Delegation of Signing Authority – Department description and number**
- Include the statement **“I accept responsibility as delegated signing authority as described in the form below.”**
- forward to the person authorizing the delegation.

#### APPROVER:

- The Delegation Authority should state: **“I approve the delegation to {insert name} as described in the form below”** and send their approval direct to [acctspay@uoguelph.ca](mailto:acctspay@uoguelph.ca).

## Financial Services Guidelines

(updated April 22, 2020)

### G. Version Tracking

Original Version: March 18, 2020

Update: March 19, 2020 – Updated URL link to VPN for web now.

Update: March 30, 2020:

- Updated URL link to VPN for web now.
- Added tracking of COVID-19 related costs
- Treasury: Updated deposit section to reflect it is now by appointment only
- Invoice & Payment Processing:
  - Updated vendor maintenance to reflect new EFT form
  - Updated paper invoice processing to reflect that we are no longer processing hard copies
  - Updated expense claim processing to include process of cancelled travel
  - Added new section to address privacy issues related to use of apps for scanning of documents
- Purchasing Services: Updated logistics to include link to list of receiving areas and courier information

Update: April 22, 2020:

- Updated URL link for Travel Advance – COVID 19 Refunds and Vouchers
- Updated Treasury payment schedule (cheque / EFT runs)
- Addition of Delegation of Authority Section