Welcome to our second newsletter. Enclosed you will find a variety of articles that we hope will provide you with informative information. We have tried to make the newsletter light, helpful and entertaining. We also have included several articles about our progress in areas like cycle time and customer satisfaction. We hope your experience with us can be summed up in one word, IMPROVING.

Please fill out the comment section at the bottom of the last page since your feedback is very important to us. We will incorporate your thoughts into future newsletters and articles.

Our CFG Needs You
What is CFG, you ask? Well, it is our Customer Focus Group. We have been meeting for several years now. We try to meet about 3 times a year to discuss our strategies and our progress. We ask the team what we need to be focusing on. This newsletter, for instance, was partially generated due to the CFG members and many of our articles come from the CFG team. The CFG is very important to us for it represents YOU, our customer. It gives you a voice beyond our customer surveys. Surveys ask for opinions but do not give the one on one feedback that the CFG encourages.

The last several meetings have yielded a light attendance. If you are a member and would still like to continue to be, please advise. If you would like to be involved then we welcome you. Please email me if you are interested at Sams, Bonnie. I can be located in Global Outlook phonebook. Our next meeting will be held in July. We want our customers to be fairly represented so we ask that you take a moment out to attend these quarterly updates and provide us some feedback. We can only improve to meet your needs if we know what they are and this is one way to make a difference.

CONGRATULATIONS
Congratulations to Frank Polace, Capital and Construction Coordinator (and manager of Fleet and Child Care Services) and Bonnie Sams, Procurement Manager. Both have completed and passed the CQM (Certified Quality Manager exam) and are now certified. The exam was four hours long and consisted of both essay and multiple choice questions and revolved around problem solving techniques and quality tools. We look forward to utilizing the skills that both Frank and Bonnie have developed in the coming years.

New Announcements
We welcome Mr. Rick Celeste to our Procurement Group. Rick has been hired in as a Supply Chain Specialist. He is a CPM (Certified Purchasing Manager) and a Six Sigma Blackbelt. He has a B.A. & MPA from Russell Sage College. Rick has a vast background in areas of ISO and commodities including energy, waste services, construction services, MRO. Rick has worked at companies such as Albany Steel and Lincoln Electric. We are eager to utilize his expertise. Rick’s extension will 4722 and we welcome him to our team.

New Policy Is Ratified
Our new 60 070 001 policy was ratified in February by the State of Ohio. You can review its complete contents by going to the K drive or the procurement website located on the infonet. In a nutshell, what this new policy means to you is:

• Sealed Bids only required for Works of Improvement Projects over 50K
• Competitive Bids required for 15K+ on all other Goods and Services
• Enables the Best Value for College to be selected
• Requires less processing lead-time
• All purchases over 100K must now be submitted to Board for approval

Sealed bids on works of improvement projects that are over 50K have a minimum requirement of three weeks advertising in the paper so please allow 5 weeks for this process to go through entire cycle. Competitive bids for goods over 15K will require a minimum of one week advertising but may go out for several weeks dependent upon the scope of the project and the supplier activity trying to be achieved. Please see more details on our infonet website.

PCard Delivery Now Available
It’s true! Rob Ruppe has been visiting each campus on a regular basis since December and now Don Gasler is as well. They are visiting opposite campuses each week so rotation to your campus is actually now twice a month. Adding Don allows us the capability of delivering Pcards right to you rather than you having to come down to the District office. If you need it more quickly this is still an option but we are happy to deliver them. With the Pcard delivery, Don will also provide on-site training with the NCB (National City Bank) reporting system.
First Class, Second Class, which one is best?
It depends on your needs actually. Is it cost? Is it delivery time? Basically, there are three ways letters are mailed from CCC’s Mail Centers: First Class Presort, First Class Mail and Standard (formerly Bulk) Mail. Here are the basics for each type of mail:

First Class Presort Mail:
This mail is posted at .292 cents per piece in our Mail Center and then goes to our mailing partners at Midwest Presort. It is then barcoded and mailed the same day from there. Midwest’s fee is .02 per piece. So, your effective cost is .312 per piece for Presort First Class Mail. Address quality determines whether the presort discount applies to the College’s mail. For example, hand written mail can not receive the presorted first class discount. Delivery time: Allow one to two days for local delivery.

First Class Mail:
One ounce letter mail at the first class rate goes at .37 cents per piece. Letter mail over two ounces, hand written mail, personal mail, or mail which can not be barcoded is sent at the full first class rate. Delivery time: Allow one to two days for local delivery.

Standard Mail:
Standard Mail, formerly Bulk Mail, requires 200 or more identical pieces in the mailing. Standard Mail is prepared according to postal requirements prior to delivery to the post office. These requirements may include bundling by zip code, use of proper postal trays, labeling and a postal document which accompanies the mailing. Standard Mail prices vary according to the level of zip code sortation and the weight of the mail piece. For example, a typical one ounce Standard Mail letter can be posted at 13.9 cents per piece (basic non-profit rate). Consult your Campus Mail Centers if you are interested in more information regarding Standard Mail. Delivery time: Standard Mail is slower than First Class, allow at least one week for delivery.

Reducing the Invoices You Handle
Accounts Payable does not need you to sign off on invoices if they are for repetitive services that are for fixed amounts and are tied to blanket orders, like pest exterminating services, bottled water services, etc. The supplier should note “Contract” on invoices which will alert Accounts Payable that it covers a contracted fixed service. This will eliminate your having to approve them.

Please note the word “Contract” on your requisitions as well and we will put the correct verbiage on the purchase orders to alert both the supplier and accounts payable thus eliminating some additional work for you.

Accounts Payable and Procurement are working together to lessen your load even more in the future. Stay tuned for more features that will make your life easier.

It’s Contest Time Again
Below are nine fairly common terms that have been put into a rather puzzling format. If you are one of the first six people to correctly identify all the terms you will be a winner. Submit your answers electronically to bonnie.sams@tri-c.edu. Answers will be forthcoming in the next “Link” newsletter along with a list of winners. Good Luck!

Note: The answer for our last contest was 15 $ signs. Our 5 contest winners, in order of first to fifth were Diane Koski, Debbie Peterson, Charlotte Metzger, Debra Foster, and Valerie Noel. They won nice ceramic coffee mugs—style of their choosing! Congratulations!

Have your Req Quickly Processed
They are when
- Delivery Date is realistic (not today)
- Proper Vendor selection has occurred (note new numbers)
- Correct Commodity Codes (alpha) are used
- Budgets noted have money in them!
- Appropriate complete paperwork is received in Procurement
- Complete Specifications are supplied (line item text, detailed)

A specification is a description of what you are trying to buy
- commercial standards
- brand name
- part number
- blueprint number
- required performance.

For instance: a blue disposable pen vs 1 BK123A blue pen. The latter gives us a specific item and part number enabling us to process the requisition quickly and ensures that you will get what you want. There are too many similar products out there so the more information supplied the better.

NOTE: A good specification will be clearly understood by CCC’s Buyer and the Supplier without supplemental conversations or emails

Our Hours of Operation
All Campus Mail Centers and Central Receiving are open Monday through Friday between the hours of 8am and 5pm. The daily schedule of activities for each Logistics location can be viewed at http://infonet.tri-c.edu/fbs/logistics/

Procurement is available from 8:30 a.m. to 5 p.m. Monday through Friday in the district building. We stagger our lunches so that we can provide coverage throughout the entire day. We also visit alternating campuses each week on Tuesday and Friday afternoons
Our Progress
Logistics and Procurement have been working hard to improve our processes to better serve you. Our recent SWOTs (strengths, weaknesses, opportunities and threats), surveys, and CFG (customer focus group) feedback have given us data about our performance. We incorporate these results when we develop our action plans for the year while bearing in mind the FBS and College objectives, like the One College concept.

Survey results are plotted as gaps (the difference between what is important to you versus how we perform). The Gap II survey for Procurement shows that accessibility through email and phone were important to you but we were not performing to the level you wanted or expected. This was also true for the timeliness processing of requisitions and getting answers to you. We have been focusing extremely hard on these issues and Gap III shows that we are making headway. These gaps lessened but two others started to creep up—the value we bring and our guidance when it comes to “where to go” calls. We are now working on these while still balancing cycle time and accessibility. Procurement’s next survey will be in May. Please help us by filling it out. We really want your feedback.

Logistics/Mail Services conducted a semi-annual customer service survey in March 2005 utilizing Survey Monkey, an online survey tool. Using this survey method, we were able to gather 238 responses, which is 193 more than gathered in 2004! Responses to questions on quality of services and their importance yield a “gap” which we use to measure our progress. Since the initial survey in 2003, Logistics has significantly reduced our service gaps (by nearly fifty percent in some instances). However, our customers have told us that communication of our services remains our biggest challenge. You will be hearing from us more!

Other gaps Logistics identified are timeliness, accuracy, responsiveness and product knowledge. All of the above gaps are considered as we move forward with our business plans for the remainder of FY05 and into FY06. For example, we currently measure same day delivery of parcels, same day metering of mail and timely delivery of overnight mail to obtain data which measures timeliness. Currently, over 97% of the time we deliver (or attempt delivery) of parcels same day they are received, nearly 100% of the time your mail is metered and mailed the same day it is picked up and over 90% of the time overnight mail is delivered within ninety minutes of receipt. We will keep you updated with our overall progress as we strive to reduce each of our service gaps.

Check Requests Not Necessary For P.O.s
If a requisition/purchase order has been written it is not necessary for a check request to be done as well. A P.O. is the vehicle that is used to pay a supplier for services rendered. By doing a check request you are in fact using two vehicles for the same outcome. Our standard default on payment terms is 30 days. If for any reason you need different terms you should note these on your requisition with a reason as to why shorter terms are required. When the invoice is received, the P.O. number should be noted by the supplier but if it’s not, you should note it when signing off before submitting it to Accounts Payable. Referencing the P.O. number on your invoice is all that is required to get your invoices paid promptly. Processing check requests are double duty and who needs more work?

Car Rental Agreement Complete
We have negotiated a car rental agreement with Enterprise Car Rental for a minimum discount of 10% on mid-sized cars. Please reference our account number when confirming reservations: K72147. For added convenience, Enterprise will pick you up at your house or work site if needed.

There are three locations that are conveniently located near each of our main campuses:
- 2120 St. Clair Cleveland, OH 44114 ph 216-696-7500
- 6215 Pearl Rd. Parma Hts, OH 44130 ph 440-887-8900
- 26000 Chagrin Blvd. Beachwood, OH 44124 ph 216-831-0555

Reminder: your Am Express is the card to be used when renting vehicles. In lieu of the Am Ex card a purchase order is required. The Pcard cannot be used for car rentals as it is considered travel. For a complete list of blocked items please refer to our website, http://infonet.tri-c.edu/fbs/purchasing/docs/PCard%20restrictions.htm

My Req is Stuck
Recently we have had an onslaught of calls regarding requisitions that were stuck in the Banner queue. In some cases the purchase reqs in the Banner Approval Queues were not at an “A” (approved) status and were stuck at a “C” (complete) because the req did not complete the approval process in the same month that it was entered. Banner will lock up a requisition and not allow it to be approved after the last day of the month in which it was entered. When this occurs, one of the remaining approvers must DISAPPROVE the req or the originator may recall the document using the FOADOCU (Document by User) form in BANNER. The req may then be reopened by the originator and the transaction date should be changed to the current date. The req may then be completed and resubmitted to the approval queues.

Another reason a requisition may end up stuck is because of insufficient funds in the account. Users initiating purchase reqs should check available balance against FGIBAVL (Budget Availability Status Form) in BANNER. This form shows fund availability at the object (rollup) code level rather than the sub-object (account) level, which is the way BANNER checks fund availability. For example, if a purchase requisition is processed against account 3101 (Office & General Supplies), Banner will verify the org unit has sufficient funds in the combined 3100 accounts (Supplies and Library Books). Note: The affected 3101 account is not the only account Banner looks at when releasing a req with sufficient funding, it looks at the entire 3100 series. If a requisition cannot be completed due to insufficient funds, the department must process a Budget Change Request (BCR) to correct the account balance. Once the BCR has posted in Banner, the originator of the requisition should change the dates in the requisition to a date after the BCR posted and complete the requisition. You can check FYIDOCH to see status of all requisitions once entered. Carole Cassidy, ext 4751 or Judy Lucas, ext 4759 will be glad to assist if there are more questions about BCRs or insufficient funds.

Note: Other gaps Logistics identified are timeliness, accuracy, responsiveness and product knowledge. All of the above gaps are considered as we move forward with our business plans for the remainder of FY05 and into FY06. For example, we currently measure same day delivery of parcels, same day metering of mail and timely delivery of overnight mail to obtain data which measures timeliness. Currently, over 97% of the time we deliver (or attempt delivery) of parcels same day they are received, nearly 100% of the time your mail is metered and mailed the same day it is picked up and over 90% of the time overnight mail is delivered within ninety minutes of receipt. We will keep you updated with our overall progress as we strive to reduce each of our service gaps.
What Rolls and What Doesn’t

What Rolls:
Current year Purchase Orders with a balance of $50 or more will roll to the next fiscal year unless the department has notified Procurement by 6/24 that the PO should be cancelled. The balances in these purchase orders can only be used to pay the designated vendor for the goods or services stated in the order.

If the vendor is unable to provide the goods or services after the PO balance has rolled to the next fiscal year, the department can notify Procurement to cancel the PO and contract with a new vendor to provide the same goods or services. Using these prior year dollars will require that the department contact the Office of Systems, Budget & Management Support (Carole Cassidy at x-4751 or Judy Lucas at x-4759) to make the necessary temporary adjustments to the budget.

What Does Not Roll:
Blanket orders automatically close at the end of the fiscal year. Invoices for good or services received by June 30th will be paid against the blanket order.

Prior year Purchase Order that rolled to the current fiscal year will not roll to the next fiscal. Balances in purchases can only roll one year.

The Latest on Copiers

Does the word “copier printer” leave a bad taste in your mouth? We are working hard to change that. The copiers were installed late last year and immediately following networking began on the printer versions at Western Campus in December. During the installs we discovered that the network capabilities were causing some problems with Banner causing productivity to come to a standstill. So rather than continue the network process across all campuses we decided to focus on the Western Campus issues, resolve these, then begin to network the remaining campuses. The network issues are now on the downward trend and we will once again begin networking the remaining campuses. We are working in partnership with TSR to resolve all issues and will begin with East and Metro campuses during the month of April. Stay tuned as we will be working with your departments to determine the best day and time to begin work in your area.

Thanks to Aaron Boyarko, Anjan Ghose and all TSR staff who have diligently helped us to resolve these network issues. And a big thanks to all Tri-C staff members for your patience as we work through these issues.

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Prior year Purchase Order that rolled to the current fiscal year will not roll to the next fiscal. Balances in purchases can only roll one year.
Fiscal Year End Guidelines

Below are the dates that should be used as guidelines to getting your procurement funds through the system for FY05.
On Sealed Bids for Works of Improvement over 50K, we recommend you send over your request by 5/20 as there is a 5-6 week processing time associated with these high dollar bids. We will be glad to assist if you need help in accomplishing this tight time frame.
Competitive Bids for Goods or Services over 15K should be in to us by 6-10 so as to allow complete review, ad announcement and requisition processing which takes 2-3 weeks.

1. Requisitions:
   Procurement will guarantee that we will process any FY05 req received by end of Wednesday 6/29. We will try our best to process FY05 reqs after that date, but cannot guarantee they will be processed because we have to follow up on incomplete reqs, missing quotations, etc.
   Our intent is for this window to be even smaller next year. As many of you know, we have begun a series of training courses for our key users. As requisitions come to us that require less follow-up in procurement, the procurement cycle time will require less processing time.
   PLEASE NOTE: Beginning on 6/27, you must enter requisitions against your FY06 budget.
   This will allow for the uninterrupted flow of goods and services to the College. To do this you MUST OVERRIDE the transaction date and enter 01-JUL-2005 or later. If you have questions or concerns regarding the year end processing of requisitions, please contact a member of the purchasing staff: Bonnie Sams 4706 or Rob Ruppe 4719.

2. P-Cards
   Please use your P-Cards for any unrestricted materials and services for <$1000 (see Procurement website for restrictions). Transactions through 6/30/05 will hit your FY05 budget, while those from 7/1 on will be charged to FY06. Questions regarding P-Card usage should be directed to Bonnie Sams ext 4706. Be aware though that not all transaction post the same day buy so if there is an intent to have the FY05 budget used it is best to use the PCard earlier than 6-29 just to be certain the amount is pulled from the correct year’s budget.

3. BCR’s
   The Budget Change Request (BCR) cutoff for transferring Fiscal Year 2005 budgetary funds is Thursday, June 30, 2005. However, if you are transferring funds to be used to support a purchase requisition, you should plan to do so in sufficient time to allow the BCR to be approved and post so that the req can be completed before the purchase req cutoff date of June 29 (see above). Budget Change Requests which cannot be input directly to BANNER by departments due to org/fund access must be submitted to the Office of Systems, Budget & Management Support by close of business Tuesday, June 28; BCRs in support of purchase reqs must be submitted by close of business Friday, June 24. The Office of Systems, Budget & Management Support cannot guarantee that BCRs received after these dates will be able to be processed against the Fiscal Year 2005 budget. Questions regarding the processing of Budget Change Requests should be directed to the Office of Systems, Budget & Management Support at extension 4759.

4. E-Procurement:
   Please feel free to use the Corporate Express Eway.com site for office supplies. Again, transactions shipped through 6/30 will be charged to your FY05 budget, while those from 7/1 and beyond will be charged to FY06. Most orders placed by 6/27 will ship by 6/30 to ensure that the FY05 budget is the one impacted. If you have questions regarding Corporate Express, please contact Rob Ruppe at 4719.

5. Requests to Close PO’s
   As this is year end rush, please only call to make these requests if dollars are truly needed. Like BCR’s, the cutoff date is 6/24 so the funds can be available for a FY05 requisition. Please do not call to close FY05 PO’s after 6/28, as those funds will not be available for use. Also we highly recommend you get all requisitions entered no later than 6/24 to ensure completion of the approval process. We will work hard and continuously to ensure there is NO interruption of service and will work diligently to get all requisitions entered before FY05 ends but please use the 6/24 as a guideline as we have no control over the approval process and this sometimes adds days which could be a critical factor at year end time.

WHICH CARD IS WHICH?

It has been brought to our attention that the new Visa card and the flexible benefits card look almost exactly the same. They are both the same color blue and at a glance can be misconstrued for one another. HR is in the process of developing a new RFP for this benefit and has been told about this problem. Upon the award of the new contact, HR will see about getting different backgrounds for the flexible benefit cards. In the meantime, though, please look twice before using your cards to ensure the right one is in your hand.

NO PCard Item Invoices PLEASE

Accounts Payable is receiving numerous invoices from merchants on items that have been purchased on the PCard. These particular invoices should not be sent to accounting. They should be sent to you, the purchaser, so they can be attached along with your packing list as receipts to your PCard statement. All PCard statements and receipts should be sent to Janet Mokris, accountant II. Any questions regarding this part of the PCard process can be directed to Janet at ext 4740.

All other invoices (not related to PCard) should be sent to Accounts Payable Cuyahoga Community College 700 Carnegie Ave. Cleveland, OH 44115.

Improving our Service to You

The Procurement Group just completed its second retreat. We will meet three times a year, just prior to each publication of “The LINK.” Each retreat focuses on a theme. The first retreat held in December looked at Team Building concepts and the second one held in April reviewed Customer Service. We discuss things we do well, ways we can improve, as well as best practices we have come across in publications, at conferences, or on site visits and how we can incorporate them into our daily life here at Cuyahoga Community College. We also discuss ideas for upcoming newsletter articles. It gives everyone a chance to have a voice and provides an opportunity for all of us to be together in one room to share results and build relationships taking the One College concept into reality. We have fun yet we walk away with more ideas and ways to better serve you, our customers.
Recycling Begins!
In April, Cuyahoga Community College will once again begin a recycling program. We will focus on the office areas since this has been determined to be our greatest ratio of waste. We also believe that by starting in the office areas, we will have greater control over the type of waste deposited thus minimizing the chance of contamination. Recyclable materials allowed will be newspaper, office papers, copy paper, magazines (both glossy and non-glossy), general mail, collapsed boxes, cardboard and manilla folders. Before inserting your boxes into the recyclable bin, please make sure you break them down. Recyclables will not be for confidential documents, phonebooks, text books, hanging folders (unless steel rods are removed), food wrappers, plastic or aluminum.

Recycling will begin at Metro and West campus. East campus will be included starting in July, other College locations to be rolled out later this year. The recycling bins are bright orange and will be initially located in the A,B,C pods of West; Humanities floor and mail center at Metro; Copy center; Admissions and Records; TLC and Libraries at both campuses. Signage and literature on the bins will be posted to remind you of the allowable materials that are to be collected.

Thanks to Mike Underwood, George Dalton and all of the Metro and West Maintenance staff for helping to get this new program off the ground. Please help ensure its success; Recycle Today!

New Vendor Codes are Here
As most of you know we have new employee and student IDs so that the College can avoid using social security numbers as an effort to deter identity theft. What you may not know is that the vendor codes were also changed. No sweat though, if you happen to have the old number memorized since Banner will take you right to the new active number generally beginning with “S”. It will quickly warn you that the number has been altered but it will not impact your processing time. To also aid your progress, note you can copy and paste vendor codes from Banner screen to another.

Thought for the Quarter
Michelangelo Buonarroti: “The greatest danger for most of us is not that our aim is too high and we miss it but that it is too low and we reach it.”

We are your Procurement Services Group
Contact Phone Key Responsibilities
Renauld Alexander 4510 UTC Receiving
Rick Celeste 4722 Supply Chain Specialist, computers and peripherals
Dion Corrigan 2259 Mail Leader East Campus
Don Gasler 4715 Printing services, misc small dollar purchases under 5K, PCard
Jerry Jackson 5349 Mail Leader West Campus
Angela Keith 4259 Mail Center Metro Campus
Ann Kristoff 5352 Mail Center West Campus
Jennifer Nycz 4781 Professional svc agreements, PCard, new supplier additions, W9 forms
Jerry Parker 4481 Mail Leader Metro Campus
Rob Ruppe 4719 Office supplies contract, promotional items, purchases over 5K
Jeff Sako 4341 Mailroom and logistics for all campuses
John Soworowski 4510 Mail Leader Central Receiving
Norm Walker 4259 Driver
Jeff Young 2259 Mail Center East
Bonnie Sams 4706 Procurement and logistics, specialized contracts over 50K

Don’t Forget Your Bank Codes
When entering requisitions into Banner, you will have the option to enter a bank code. This is important. Do not click past it. Please enter SN (for Society National) as the bank code on all requisitions. This will speed up the process for Accounts Payable who has trouble paying against the P.O. when this code is missing.

Comment Section
Please submit below your suggestions for topics on our next newsletter. We also welcome your comments regarding this one and features you like, features you don’t. Your feedback counts! Please cut out and return to Procurement or email comments back to bonnie.sams@tri-c.edu.