No formal agenda prepared. The purpose of the meeting was to have the pilots share their experience with the Working Group.

**Discussion**

### Faculty Relations Professional Development Reimbursement Update

*Catherine Stoddard*

- To participate in the Professional Development (PD) Reimbursement pilot, Faculty members are required to attend a workshop to ensure their claims were complete for online approval workflow. The first workshop was held July 21st and 25 Faculty members enrolled and all attendees provided very positive verbal feedback; however a survey to gather additional information has also been sent to all attendees.
- Faculty Relations intends to run 1 to 2 workshops per month through December and 30 people have enrolled for the August 15th workshop.
- Twelve people have requested to enter their claim without attending the workshop and Catherine has received 20-30 emails asking for clarification about the workshop.
- Only one complaint was received from a Faculty member that didn’t want to attend a workshop.
### Discussion

- Catherine shared that the amount of time it takes for Faculty Relations to manage PD claims will be significantly reduced as they won’t need to remove staples, make copies of claims and other non-value added work. This means they may be able to open up to processing PD claims more frequently than once a year in December.
- Almost everyone who attended the workshop had scanned their receipts prior to the workshop and Catherine shared a couple of phone apps that they can download that allows them to scan their receipts and email them if they prefer to capture their receipts as they receive them.
- Faculty Relations has changed some of their business processes to take advantage of the workflow including how Faculty can claim their internet expenses as a flat rate and how to handle situations when Faculty retire or go on a leave and they have been paid for their internet usage.
- The change has had an impact on how Faculty Relations reviews claims and they are now working to make that move from paper reviews to online reviews more efficient.
- Overall the Faculty response has been very positive but Faculty Relations’ key messages have focused on that they are there to help and have even published Silvana’s phone number should the Faculty need assistance.

### LifeLong Learning Requisition Pilot Update

**Lulu Bersamira and Renata Sommer**

- LifeLong Learning selected 3 departments out of 20 to participate in the pilot.
- Overall the feedback has been very positive. Selected requestors and approvers were all onboard and appreciated the one on one training they received.
- Two challenges were encountered:
  - A number of participants were on vacation
  - Some of the participants work at the Vancouver campus so there was travel time for them to attend training/User Acceptance Testing before the workflow went live.
- Feedback from requestors and approvers:
  - Requestors stated that the workflow saves so much time (eliminates the need for printing, emailing Procurement Services, chasing signing authority, and sending the originals/hard copies through inter-campus mail).
  - The My Work section of the screen doesn’t seem to be working because it didn’t show any requisitions on hold. Jennifer Thibeault explained that section of the screen only shows incoming items for review or approval and that there is another menu option to view the requisitions that are in the approval workflow.
- Approvers found the process very straightforward. As the email notifications are not yet in place the requester and approvers are sending emails back and forth as a work around.
**Discussion**

- The departments involved (Dept. ID 5545, 5560, and 5610) went live on Jul 17th but it is a relatively quiet time for LifeLong Learning requisitions. The peak time is at fiscal year-end. In order to keep the pilot moving forward they have been processing requisitions for other departments and then will prepare a JV to move the expenses afterwards. Jennifer volunteered to do the adjustment to the GL coding on the PO for LifeLong Learning.

- LifeLong Learning did review their current business practices to align with workflows and made the following changes:
  - Make sure to continue pre-approval of expenses by the Dean, LifeLong Learning as an additional control before the requisition is entered
  - CODE (Department 5610) has opted to add a reviewer with the implementation of workflow. The other departments will not have a reviewer as Budget Assistants prepare the purchase requisitions and are familiar with the COA and procurement policies.

- Restructuring SAM for the unit is necessary; LifeLong Learning will review transaction limits for each role and they have asked if a signing authority (other than the Account Holder) should be a provisional delegate or oversight officer.

- Requests to the project team include:
  - Email notifications when implemented should include the name of the approver so the requestor does not have to log in to the system to identify the approver, particularly if there is a pool of authorized signatories.
  - After clicking on Save and submit, how a user can tell that the requisition has been submitted. Jennifer responded that the requisition status changes from **open** to **pending**.
  - A query for approvers to list all the requisitions created for a department for the last x days (for example, the last 30 days). The info that should be displayed is as follows:
    - Requisition ID number
    - Amount
    - Requested by
    - Reviewed by
    - Approved by (Department level)
    - Approved by (fund level)
    - Approved by (procurement level)
    - PO ID
    - Goods received and paid for

- Jennifer shared that the project made 5 enhancements to the requisition workflow process based on feedback from the LifeLong Learning pilot to date.
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<td>- The next meeting will be held following the Faculty of Science pilot for both Requisitions and Expenses for 2 Departments and a single fund (Fund 11).</td>
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