

University System of New Hampshire



May 7, 2021

Dear Colleagues,

I am writing to follow up on our previous communication to let you know that Tuesday May 11th is the beginning of the implementation of the new systemwide Financial Operations Center (FOC) and the start of the transition to USNH's future financial operations. The FOC will be home to all transactional financial activities that occur across USNH, and there will be dedicated specialists in various functional areas (e.g., travel and expense administration, accounts payable, non-student accounts receivable) to support the needs of employees throughout the System.

The first phase, beginning on May 11th, will transition travel and expense administration activity into the Financial Operations Center. All treasury as well as policy and risk management activity will also be reorganized within the System Office Financial Affairs structure during this phase.

Institutions or units that currently utilize systemwide or campus-specific travel agencies, such as Keene State College, will no longer utilize those historical travel agencies: All employees will now book travel directly on assigned P-Cards, designated unit P-Cards, or via the employee travel reimbursement process, in alignment with USNH travel/P-Card policies. Employees will submit approved requests for reimbursements, P-Card receipts, travel advances, and other travel and expense needs to the FOC's dedicated Travel & Expense Assistants. Any policy, risk, insurance, treasury (excluding UNH Foundation and Keene Endowment Association), or banking requests should be directed to the System Office. More detailed information and guidance can be found in the attached overview/FAQs and accessed using the [USNH Finance Hub on SharePoint](#).

For any employees who encounter difficulty logging into the Finance Hub, please contact your [local campus help desk](#).

During this transition, we will work to resolve any issues that may arise as soon as possible, and we ask for your help in ensuring a smooth implementation of our new financial operations. Thank you for your continued support and efforts throughout the FAR initiative. If you have any questions regarding this transition, please do not hesitate to reach out to one of the following points of contact or a member of your local campus Finance Division staff:

- Travel & Expense: foc.expense@usnh.edu
- P-Card Forms/Receipts: foc.pcard@usnh.edu
- Treasury: usnh.treasury@usnh.edu
- Policy & Risk Management: usnh.policy@usnh.edu, usnh.risk@usnh.edu

Sincerely,

Catherine A. Provencher, Chief Administrative Officer and Vice Chancellor for Financial Affairs & Treasurer

USNH FAR Travel & Expense Transition

Overview

As part of the USNH FAR initiative, transactional financial activities are being consolidated into a systemwide Financial Operations Center (FOC). The FOC will have dedicated Travel & Expense Assistants to process approved reimbursement requests, review documents, and guide our community on travel and expense related matters. This overview, as well as the frequently asked questions that follow, is designed to promote a smooth transition by providing the USNH community with clear information about any changes. All employees across USNH must adhere to the policies in this document in addition to any institution/unit-level policies or grant-related sponsor requirements, when applicable.

Booking Travel

Employees will search for their own travel arrangements, and these arrangements should be purchased directly on assigned P-Cards (assigned to a unit or individual, as applicable). Employees without access to a P-Card may use the USNH Personal Reimbursement Form to secure a reimbursement. If necessary, employees will need to continue obtaining any approvals required prior to booking travel. Employees are responsible for staying up to date on all [USNH travel policies](#) and booking arrangements that align with those policies.

Employees who have been working with a travel agency for bookings, such as Keene State College employees, should book travel directly on P-Cards or via the reimbursement process. With the exception of athletic team travel, employees who have been working with a USNH-contracted third-party agent to book travel should discontinue this practice effective May 11th.

P-Card Purchases

USNH P-Cards (either your individual P-Card or your unit's designated P-Card) are the preferred method of making all business-related travel purchases. The preferred method of making non-travel purchases is UShopNH. After making a purchase on a P-Card, employees must complete the P-Card Expense Form on the [USNH Finance Hub](#) and compile receipts to demonstrate the business purpose of any transactions. Once completed, employees should email their form and receipts to foc.pcard@usnh.edu for processing.¹ Employees are required to secure any necessary approvals prior to submission, using DocuSign whenever possible to obtain signatures. For additional information on when to utilize P-Cards, versus UShopNH, for business-related purchases, please refer to the Purchasing Matrix on the [USNH Finance Hub](#).

Reimbursements

To request an expense reimbursement, employees are required to download the USNH Personal Reimbursement Form from the [USNH Finance Hub](#). After obtaining approval from their supervisor, employees should send the completed and approved form to foc.expense@usnh.edu. Employees should use DocuSign whenever possible to obtain signatures. Until DocuSign is available to all employees, documented approval via email from a supervisor will be accepted. If the form is out of compliance or incomplete, it may be returned to the employee for resubmission. After the FOC processes/approves the reimbursement, payment will be issued to the employee via FOC operations. This process applies to travel and non-travel expenses requiring a reimbursement. Employees must submit receipts and any supporting documentation with their Reimbursement Form, in accordance with [USNH travel policies](#). Receipts (along with forms) should be sent electronically to foc.expense@usnh.edu.

¹ Individuals currently uploading P-Card receipts to a central location or repository (UNH Athletics, UNH Admissions, etc.) can continue to do so. We are currently evaluating the possibility of rolling out this functionality to all other P-Card holders in the near future.

Travel Advances

Employees requesting a travel advance must download the Travel Advance Form on the [USNH Finance Hub](#). After obtaining approval from their supervisor, the traveler must email the form to foc.expense@usnh.edu. Travelers should use DocuSign whenever possible to obtain signatures. Until DocuSign is available to all employees, documented approval via email from a supervisor will be accepted. If the form is out of compliance or incomplete, it may be returned to the traveler for resubmission. After a Travel & Expense Assistant completes their review, the advance will be issued to the traveler via FOC operations. Travel advance recipients are responsible for returning unused funds through the same units or departments that have been previously utilized. The recipient is also responsible for emailing receipts along with a signed and completed Personal Reimbursement Form to foc.expense@usnh.edu. The Reimbursement Form will be used to reconcile the advance.

USNH FAR Treasury and Policy/Risk Management Transition

Overview

USNH Treasury and Policy & Risk Management are now two separate units within the System Office Financial Affairs structure. Both units are made up of specialist staff members who will be responsible for working to support systemwide operations, which includes the various needs of USNH institutions and the System Office.

Treasury staff will specifically be responsible for activities including USNH endowment management², debt management/reporting, financial records, banking operations, cash and investment management, tax compliance, and PCI compliance. Policy & Risk Management staff will specifically be responsible for the development and maintenance of systemwide financial policies, the oversight of regulatory compliance, identifying areas of potential risk/liability, and developing strategies to mitigate loss, including evaluating/procuring insurance. Local campus Finance Division staff will also be available to support and direct policy/risk questions and requests as needed.

This overview, as well as the frequently asked questions that follow, is designed to promote a smooth transition by providing the USNH community with clear information about several of the changes that are occurring in Treasury and Policy/Risk Management.

Insurance Certificates

Any requests for insurance certificates should be sent to USNH Policy & Risk Management via usnh.risk@usnh.edu. Include or attach any specific wording requests. A member of the Policy and Risk team will issue the certificate and deliver via e-mail. If clarification on the request is needed, a Policy & Risk team member may follow up with the initiator at any point for additional information.

Incident Reports/Insurance Claims

In the case of an accident involving a motor vehicle (rented or owned), contact usnh.risk@usnh.edu as soon as possible after notifying any required campus contacts (campus police, supervisor, etc.). Accidents involving rented motor vehicles must also be reported to the rental agency. The accident reporting form can be downloaded from the [USNH Finance Hub](#). Employees should fully complete the form as soon as possible and include any other relevant documentation or reports when they become available. After reviewing the form, a Policy & Risk team member will submit the claim to the insurance advisor.

² This excludes UNH Foundation and Keene Endowment Association requests, which should be directed to those respective units.

Incidents/Accidents/Property Loss

If you are aware of an incident resulting in injury to a student/visitor or damage to property, contact usnh.risk@usnh.edu and provide the date of the occurrence, a summary of the incident, and any related documentation. USNH reports all incidents that are not workers' compensation related regardless of severity to our insurance carrier. If a claim or request for damages is presented, the insurance company will assign a claims adjuster and request additional information.

Wire Transfers

All employees requesting a wire transfer or ACH payment to a vendor must first complete a Vendor Wire/ACH Authorization Form on the [USNH Finance Hub](#). Upon completion, employees can send the form, along with any invoices to pay, to Accounts Payable in the Financial Operations Center (foc.ap@usnh.edu) to be processed. Once launched, the FOC will have dedicated AP specialists who will coordinate with USNH Treasury to process all wire transfer/ACH requests.

For information on other related processes such as PCI, tax requests, etc., please visit the [USNH Finance Hub](#) for additional details.

Frequently Asked Questions (FAQ)

Employees across USNH can view this list of frequently asked questions throughout the transition to help resolve any confusion or doubts.

1. I am a member of the faculty/staff at a USNH institution. What is different for me with the updated travel/expense processes?

For all USNH community members, *travel/expense processes will largely resemble the processes that were in place prior to the FAR initiative*. The notable exception is that all requests are now processed by the systemwide Financial Operations Center (FOC), rather than campus business office staff. The FOC has dedicated Travel & Expense Assistants to support requests, such as travel advances or personal reimbursements. When applicable, USNH community members are required to obtain signature approvals from their direct supervisors prior to sending forms to the FOC. The easiest way to contact the FOC for requests is to email foc.expense@usnh.edu.

With the exception of athletic team travel, USNH community members who previously worked with a travel agency to book arrangements (such as Keene State College employees) will now book travel directly on P-Cards or request payment via the travel reimbursement process. These employees should no longer continue to work with external travel agents. In addition, all employees must complete a P-Card Expense Form and submit receipts for purchases made on a USNH P-Card.

2. I used to request travel/expense reimbursements through various staff at my institution. Who will now be processing my requests and issuing my reimbursements/other payments?

The systemwide Financial Operations Center (FOC) will now be handling all travel/expense-related requests. The FOC has dedicated Travel & Expense Assistants to support requests, such as travel advances or personal/travel reimbursements. The easiest way to contact the FOC for travel/expense questions or inquiries around a request is to email foc.expense@usnh.edu.

3. What steps are required after making a purchase on my assigned USNH P-Card?

USNH P-Cards are the preferred method of making all business-related travel purchases. After making a purchase on a USNH P-Card, employees must collect a receipt and complete the P-Card Expense Form on the new [USNH Finance Hub](#). Upon completion, employees should email their form and receipts to foc.pcard@usnh.edu for processing. Employees are required to secure any necessary approvals prior to submission, using DocuSign (as available) whenever possible to obtain signatures. For additional information on when to utilize P-Cards, versus UShopNH, for business-related purchases, please refer to the Purchasing Matrix on the [USNH Finance Hub](#).

4. Do I require approvals for reimbursements or travel advances?

Yes, signature approvals from direct supervisors are still required on documents including the USNH Personal Reimbursement Form and Travel Advance Form. After obtaining approvals, documents can be sent to the FOC for processing. Employees can utilize DocuSign as available to secure signatures on documents before sending them to the FOC. Until DocuSign is available, supervisor approval can be submitted via a supervisor email attached to the request.

5. Am I required to submit receipts for all business-related purchases that I make?

Yes, employees are required to collect and submit receipts for all business-related purchases, including purchases made on P-Cards. Receipts related to reimbursement requests and travel advances should be sent to foc.expense@usnh.edu. Receipts related to P-Card purchases should be sent to foc.pcard@usnh.edu. Receipts related to reimbursements should always accompany a Personal Reimbursement form, and P-Card receipts should always accompany a P-Card Expense Form.

6. How do I submit travel/expense forms or requests to the Financial Operations Center?

The best way to submit travel/expense-related forms and requests to the FOC is to email foc.expense@usnh.edu. Questions related to travel/expense requests can also be sent to this email. The only exception to this is the P-Card Expense Form, which should be sent to foc.pcard@usnh.edu. The FOC will respond within 24 hours to confirm receipt of a request.

7. Will there be any decline in service or processing time with the transition to the Financial Operations Center?

While it may take some time to fully implement the Financial Operations Center and finalize all facets of travel/expense request processing, service is expected to improve long-term. Any issues that may arise during the transition will be handled as soon as possible. The FOC has dedicated staff who specialize in travel/expense processes, which should ultimately allow requests to be handled smoothly and with increased efficiency as well as high-quality service.

8. I am an employee of Keene State College, and I used to work with a travel agent to book travel for my job. Can I continue to do so?

At this time, Keene State College will no longer utilize travel agencies to book travel. All employees across USNH should book travel directly on their assigned P-Cards or via the travel reimbursement process. By allowing employees to book travel directly, we hope to support flexibility and efficiency in securing travel arrangements. Employees are responsible for staying up to date with USNH travel policies and for booking arrangements that align with those policies.

9. I work at Keene State College and have a pending travel booking with a travel agency. What should I be doing at this point?

KSC employees who have pending travel with a travel agency can continue to complete their bookings with the agency as soon as possible. For future bookings, all employees should purchase travel directly on their assigned P-Cards or via the travel reimbursement process, and they can work with the FOC for any travel needs.

10. I serve as a P-Card Account Manager or a P-Card Business Manager for my institution and am responsible for supporting P-Card receipt processing. What is changing for me with the launch of Travel & Expense?

When Travel & Expense launches, all P-Card Account and Business Manager responsibilities will transition to the FOC. Individuals currently performing these functions will no longer need to spend time processing P-Cards and will lose P-Card Account and Business Manager accesses.

11. I submitted a request to the Financial Operations Center, but I haven't received my payment. What should I do?

During the transition to the Financial Operations Center (FOC), we ask that all USNH employees please be patient, as requests may take longer than usual until all parts of the FOC are up and running. However, if you need to contact the FOC with questions, the best way to do so is to email foc.expense@usnh.edu.

12. I need to initiate a payment to a vendor in the form of a wire transfer or ACH, where do I go?

To initiate a wire or ACH payment to a vendor, USNH employees must first complete a Vendor Wire/ACH Authorization Form located on the new [USNH Finance Hub](#). Upon completion, employees should send the form, along with an invoice from the vendor, to Accounts Payable in the Financial Operations Center (foc.ap@usnh.edu) for processing.

13. How do I submit forms or requests to USNH Treasury?

The best way to submit treasury-related requests is to email usnh.treasury@usnh.edu. Questions related to requests can also be sent to this email.

14. How do I submit forms or requests to USNH Risk Management?

The best way to submit Risk Management forms and requests is to email usnh.risk@usnh.edu. Any insurance claims or other insurance-related documents can be sent to this email. Questions related to requests can also be sent to this email.

15. How do I submit forms or requests to USNH Policy?

The best way to submit policy forms and requests is to email usnh.policy@usnh.edu. Questions related to requests can also be sent to this email.

16. How can I learn more about completing forms and other documents?

More information about completing forms and other documents is located on the [USNH Finance Hub](#). This website is a one-stop location for all finance-related forms, documents, and policies. The various materials on the site can help guide employees through processes such as submitting a reimbursement request.