

October 15, 2012

## Supplier Showcases: Success 2012

Thanks to all who participated in the recent Supplier Showcases! Feedback received from both suppliers and attendees indicates an extremely high level of satisfaction.

The PSC is pleased to continue the tradition of offering Showcases every September on various campuses. A few highlights from this year:

- Over 1,000 CU faculty and staff met with current suppliers and potential new suppliers, learning about the latest products, services, and technologies.
- A record 182 exhibit tables were open, including University strategic suppliers, Marketplace catalog suppliers, and Preferred Hotel Program properties.
- Many new exhibitors participated: 21 at UCD/AMC, 20 at UCB, and 18 at UCCS.
- Staples, Dell, and Xerox returned as sponsors. The Parking Spot was welcomed as a new sponsor.
- PSC staff was present to meet customers, answer questions, and provide procurement news, including Marketplace and travel.
- Staff from several other key departments also participated, sharing information and discussing activities and services with attendees. These included staff from the Office of University Controller and the FinPro Help Desk, the respective Campus Controller office, the Department of Internal Audit, the Office of Policy & Efficiency, and the Sustainability Office.

For complete information about the suppliers, check out the [2012 Showcase Supplier Directory](#). For photos, see our home page: [www.cu.edu/psc](http://www.cu.edu/psc).

## Online Course News

We have recently updated several procurement-related courses. The following are now available, revised, in SkillSoft. Remember: Approver and Requestor courses are required for the respective access; Shopper course is recommended, but not required.

- CU Marketplace Approver
- CU Marketplace Requestor
- CU Marketplace Shopper

In addition, we are pleased to offer the following brand new courses, about to be published in the SkillSoft environment. The 2 new Marketplace courses will be required for new role requests. The 3 new Concur courses are recommended, but not required.

- CU Marketplace Receiver
- CU Marketplace Invoice Exception Approver
- Concur – Booking Travel
- Concur – Reconciling Travel
- Concur – Reconciling Procurement Card

## New Processing for Cash Advances

In response to feedback from the campuses, the Cash Advance process has recently been redesigned and improved. Under the new process, cash advances are requested through the Concur Travel & Expense System, direct deposited into the employee's designated account, and reconciled on an expense report in Concur upon completion of the trip. Refer to the new [PSC Procedural Statement Cash Advances](#) for detailed information on the business process, reasons to request a cash advance, advance amount restrictions, approval requirements, and reconciliation steps and timeframes.

## Procurement Training Gets Personal: Customizing the Live Experience

**Question:** What is the best way to learn how to buy and pay for goods, services, and travel?

**Answer:** Through convenient any-time online instruction, supplemented by in-person training customized to suit specific department needs.

Our new wave of in-person procurement training draws its inspiration and format from extensive research on the flipped-classroom approach to learning. In this model, the learner spends time online in lecture/demo and time with an in-person trainer (as needed) on real-life activities and discussion. It also acknowledges the 70-20-10 educational model in which the majority of learning happens through real-world experiences.

Our old approach to procurement training relied on a standardized lecture/demo, typically offered on a monthly or bimonthly basis in a campus computer classroom. Completion of in-person training was often required in addition to online training, even though many learners felt comfortable after just the online tutorial. While recommended for refresher training, the in-person course was of necessity focused on new users and their basic needs.

Our new approach is multi-faceted, customizable, and efficient. Where training is required for system access (e.g., for all roles except Shopper in CU Marketplace), that training is available online. Where training is not required for access (e.g., for work in the Concur Travel & Expense System), training is nevertheless available, and recommended, online. Accordingly, the online courses in SkillSoft are the place to begin. For many individuals, they are all that is needed, supplemented from time to time with a quick call to the Finance & Procurement Help Desk.

In other cases – e.g., due to specialized business processes or other complexities unique to the department – additional training (outside of FinPro Help Desk assistance) is appropriate. At this point, the need is not for a standardized, centralized in-person class, but rather for an on-site, tailored-to-the-requesting-department training experience.

A few guidelines apply: On-site training is intended to benefit a group of individuals; it is not 1:1 instruction. Furthermore, individuals attending on-site training should have already completed all relevant online courses; this ensures optimal use of learner/trainer resources.

For more information, see our [In-Person Training website](#). We look forward to working with you in this new and very personal way – and to hearing your thoughts on the process.