

July 20, 2015

## 2015 PSC Customer Satisfaction Survey: The Results Are In

In April 2015, the PSC conducted an overall customer satisfaction survey. The survey questions focused on individual work units' expertise, response time, professionalism, and ability to add value to the procurement process at CU.

We're delighted to report that 1,382 people responded to this year's survey – a 19 percent increase in participation compared to the previous customer satisfaction survey!

The overwhelming majority of respondents indicated they were satisfied/very satisfied in all areas measured. Those areas included:

- The new (as of last year) PSC website;
- The PSC COMMUNICATOR newsletter; and,
- The work units involved in the procurement process (for example, Purchasing, Payables, Travel, Finance & Procurement Help Desk).

We're particularly pleased that every individual work unit scored above 3 on a 4-point scale. On average, 90 percent of respondents found that each unit added value to the overall procurement process. Furthermore, many of the work units registered a double-digit percentage increase in satisfaction as compared to the previous customer survey.

While satisfaction levels were high, a few specific issues materialized throughout the survey, including concerns with certain functionalities of the Concur Travel & Expense System, with the user-friendliness of the website, and with delays in response time from the PSC. We are working to address these issues and continue improving in order to provide the best possible service to all of our customers. We'll provide details on updates in a future PSC COMMUNICATOR newsletter.

**Questions?** Contact Duane Tucker: [Duane.Tucker@cu.edu](mailto:Duane.Tucker@cu.edu) or 303.764.3453.

## Save the Date: 2015 Supplier Showcases

Summer is here and the annual PSC Supplier Showcase events are just around the corner.

Please save a spot for us on your calendar:

- Boulder – Thurs, Sept 3
- Denver/Anschutz Medical Campus – Thurs, Sept 17
- Colorado Springs – Wed, Sept 30

We look forward to seeing you at this year's Showcases!

**Questions?** Contact Penny Davis: [Penny.Davis@cu.edu](mailto:Penny.Davis@cu.edu) or 303.764.3445.

## CU Marketplace Tip

If you create requisitions with multiple SpeedTypes or Account Codes, please note the following advice from the PSC Procurement Systems team:

It is OK to split by percentage at the header (top of the page). But if you want to specify exact dollar amount splits, do that on the individual line(s). Splitting by dollar amount at the header causes problems with payment and encumbrance processing. It requires considerable staff time to resolve.

**Example: I'm purchasing 10 different items from Staples and have different SpeedTypes or Account Codes.**

**What to do:** Click the Accounting Codes tab. At the header, enter the primary SpeedType and Account Code that is used on the majority of the items. Then adjust the lines that will be charged to a different SpeedType or Account Code by clicking "Edit" next to each line that will have different accounting information. Once a line has been changed, you will have the ability to "copy to other lines" as needed.

**What NOT to do:** Do not split at the header.

**Example: I want SpeedType A to cover \$250 of a \$1,000 purchase order ... SpeedType B will cover the rest.**

**What to do:** At the header level, make the split: 25% SpeedType A and 75% SpeedType B. (Or, if there are multiple lines, enter SpeedType B at the header and then locate the individual lines that total \$250 and adjust each of those lines to SpeedType A.)

**What NOT to do:** Do not split by dollar amount (\$250/\$750) at the header level

If you want to split between different Account Code values, make that distinction at the line level and not at the header level. If you have only one line, do NOT split by Account Codes. Instead, create a second line to separate Account Codes at the line level.

**Questions?** Contact [FinProHelp@cu.edu](mailto:FinProHelp@cu.edu).

## Staff News: Introducing Robyn Nicastro

The PSC is pleased to welcome Robyn Nicastro, who moved from Phoenix to join the Payables team this month. Robyn handles alpha A, B, C, D, & Q. (That means she processes payments to suppliers whose names begin with those letters.)

Robyn has been working in finance/accounting for the past five years. She is also going to school online to complete an AAS (Associate in Applied Science) degree in Accounting from Rio Salado College in Tempe, AZ.

She enjoys being outdoors with her dog, Bear. So she's happy to have moved to Colorado. **Welcome, Robyn!**