

October 30, 2015

## Learning Bites

Heather says:

We now have a whole series of new learning bites to help you learn – or remember – how to complete some common procedures in the Concur Expense System.

So ... sit back ... and watch the audiovisual snippets at [www.cu.edu/psc/new-concur-training-videos](http://www.cu.edu/psc/new-concur-training-videos):

- Adding Attendees to Official Function Expenses
- Adding Lodging to Expense Reports
- Adding Mileage to Expense Reports
- Adding Per Diem to Expense Reports by Creating Itineraries
- Adding Per Diem to Expense Reports by Importing Itineraries
- Allocating Expenses
- Determining Reimbursement Amount
- When the Travel Card is Used to Pay for Travel Meals



And, as always, let me know what you think: [Heather.Hoyer@cu.edu](mailto:Heather.Hoyer@cu.edu).

## FY 2015 PSC Metrics Now Available

The new Metrics report available on the PSC website shows how the PSC measured its performance for FY2015.

The infographic provides statistics on important categories like University spend, ordering and invoicing efficiencies, and travel/expense reimbursement processing.

Please visit the "PSC Metrics" section from our [home page](#) or view the metrics directly at [www.cu.edu/psc/metrics](http://www.cu.edu/psc/metrics).

## PSC Staff News

### NAEP District VI Presentations

PSC staff members delivered presentations at the NAEP (National Association of Educational Procurement) District VI Regional Meeting this month.

Director of Strategic Procurement Duane Tucker moderated "Where Has All the Money Gone?" – a supplier panel discussion on spend analytics.

Associate Vice President & Chief Procurement Officer Sandy Hicks participated in "Procurement, Payables and Commercial Card Strategies" – a session featuring panelists from three higher education institutions.

Sandy Hicks also teamed up with Director of Procurement Operations Charlene Lydick to present "Promoting Procurement" – a session on the importance of marketing the procurement department.

### Kara Finch Leads PSC Procurement Systems

Congratulations to Kara Finch, former PSC Purchasing Services Manager and now Director of Procurement Systems. Kara takes over from Sarah Rowe, who recently left CU to return to the University of Nebraska.

## Meet the PSC: Travel & Commercial Card Unit

Greetings from the PSC Travel & Commercial Card Team! We're delighted to have the opportunity to describe our roles at the PSC and how we contribute to the University.

### Who are we?

Meet our team - from left to right:



Back row: Sondra Payne (Commercial Card Program Specialist), Mary Martin (Director of Payment Services & Travel), Shannon Miller (Travel Manager)

Front row: Esther Naftz (Travel Coordinator), Houa Cha (Commercial Card Program Assistant)

### What do we do?

Our team administers the overall travel and commercial card (Travel Card plus Procurement Card) program for the University. As part of this, we manage:

- Day-to-day travel issues;
- The cash advance process;
- Troubleshooting of report issues;
- New cards and card changes;
- Program compliance;
- Fraud referrals;
- Relationships with travel suppliers/US Bank;
- Customer surveys and recommendations for change.

### How do we do it?

We focus on the systems and tools that support University departments and the needs of our customers in their travel and other business needs. This involves negotiating and managing contracts with US Bank and Christopherson Business Travel, as well as with airlines, hotels, and parking suppliers.

### Why do we do it?

Managing travel and expense is strategically important to the University's mission and bottom line. Our goal is to serve CU and its employees by delivering cost-savings and a positive customer experience.

We'd love to hear from you and discuss Travel & Commercial Card in more detail. Contact [Mary.Martin@cu.edu](mailto:Mary.Martin@cu.edu).