<table>
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<td>Travel Authorization and Expense Reimbursement</td>
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<td>Sponsored Project Travel</td>
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<td>31</td>
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<td>34</td>
</tr>
<tr>
<td>Foreign Travel</td>
<td>37</td>
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</table>
Strategic Value

Finance and Accounting, a division within the Office of the Vice President and Chief Financial Officer, provides accounting and financial administrative support for the University and its core missions. Disbursement Services, an operating unit of Finance and Accounting, creates strategic value by assisting all University Departments in the processing of vendor payments for goods and services, travel reimbursements, and the related record keeping for these payments.

Our primary responsibilities are: approving vouchers for vendor payments, selectively auditing these payments, distributing checks, imaging related support documentation for these financial transactions, and disseminating Directives and Procedures relative to the University’s payment processes.

Department Objectives

In fulfilling our mission, our objectives are to:

- Approve vouchers in an efficient and timely manner
- Audit payments to ensure the appropriateness of the University’s use of funds
- Disburse payments in a secure manner
- Create efficient systems for the collection and maintenance of supporting documentation
- Provide quality customer service, training and information related to University Directives and Procedures

Programs

Following is a description of the key programs and methods utilized in the processing of payments for the University.

Vendor Maintenance

The vendor maintenance area of Disbursement Services is responsible for the addition of vendors into the myUFL system. This requires collection of proper documentation, verification of vendor’s existence/status and setup within the myUFL system. This area is also responsible for the issuance of annual IRS 1099s for payments made to vendors.

Voucher Corrections

The voucher corrections area of Disbursement Services is responsible for the daily correction of vouchers input by departmental personnel. The errors consist of recycled vouchers (invalid chartfield combo/potential duplicate), match exceptions (information on the voucher does not match corresponding PO) and budget errors.

Voucher Audit

The voucher audit area Disbursement Services is responsible for the examination of vouchers before payment to ensure compliance with rules and regulations regarding allowable expenditures and to check for correctness of the information input into a voucher for payment (correct amount, invoice number, date, remit address, etc.).

Travel

The travel area of Disbursement Services is responsible for the examination of expense reports to ensure compliance with rules and regulations regarding allowable travel expenditures. The Travel office works with departments to setup and maintain end user security in the Travel module, approves and reconciles Travel advances, adds/modifies system data to the myUFL system, and centrally manages the AVIS rental program.
**Disbursements and Banking**
The Disbursements and Banking area Disbursement Services is responsible for the production of payments to vendors. Daily check runs are made to disburse funds via check and EFT. Checks are printed then held for pickup by departmental personnel or mailed. This area is responsible for voiding all checks no longer needed, issuing duplicate checks, producing copies of checks, annual stale dating of checks not cashed, stop payments and recording of bank wire payments.

**Imaging**
The Imaging area of Disbursement Services is responsible for the management of all imaging and supporting documentation. The staff handles all errors produced by the Fax Imaging solution for Accounts Payable and Travel, scans and indexes all supporting documentation still produced via paper (vendor requests, memberships, PO backup), and maintains an internal paperless distribution system used for incoming faxes and emails.
Organizational Structure

Disbursement Services is organized along functional areas: Vendor Maintenance and Voucher Correction, Voucher Approval and Audit, Travel, Disbursements and Banking, Imaging, and Administration. The staff consists of 36 team members: an Associate Controller, an Office Manager, 3 Accounting Coordinators, 1 Administrative Services Coordinator, and 30 fiscal team members.
# Key Performance Indicators and Benchmarks

<table>
<thead>
<tr>
<th>Disbursements</th>
<th>University of Florida</th>
<th>Ohio State University</th>
<th>University of Illinois – Urbana-Champaign</th>
<th>University of California – Berkeley</th>
<th>University of Indiana</th>
</tr>
</thead>
<tbody>
<tr>
<td>Returned Checks</td>
<td>1,160</td>
<td>388</td>
<td>1,936</td>
<td>276</td>
<td>18</td>
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<tr>
<td>Vailed Checks</td>
<td>15,278</td>
<td>870</td>
<td>2,266</td>
<td>5,778</td>
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<td>Vailed EFTs</td>
<td>8,794</td>
<td>18</td>
<td>1,389</td>
<td>1,165</td>
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<tr>
<td>Checks Produced</td>
<td>126,660</td>
<td>139,624</td>
<td>221,503</td>
<td>110,290</td>
<td>133,710</td>
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<tr>
<td>EFTs Produced</td>
<td>47,910</td>
<td>51,593</td>
<td>179,926</td>
<td>151,291</td>
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<td>Manual Checks Produced</td>
<td>2,114</td>
<td>431</td>
<td>2,668</td>
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<tr>
<td>Stale Dated Checks</td>
<td>640</td>
<td>685</td>
<td>15,479</td>
<td>N/A</td>
<td>792</td>
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</table>

| Vendor Maintenance       |                       |                       |                                          |                                     |
| Monthly Vendor Additions | 13,029                | 11,419                | 2,881                                    | 1,000                               | 1,478                 |

| Accounts Payable         |                       |                       |                                          |                                     |
| Invoices Processed       | 189,195               | 382,161               | 431,018                                  | 244,259                             | 370,150               |
| Dollar value of invoices produced | $810,564,332 | $703,132,821 | $1,788,703,321 | $750,515,338 | $847,082,901 |
| Encumbered Vouchers      | 93,337                | 269,673               | 278,366                                  | 228,059                             | 305,866               |
| Unencumbered Vouchers    | 05,858                | 115,488               | 152,852                                  | 10,200                              | 64,264                |
| Days Payable Outstanding | 13                    | N/A                   | N/A                                      | 10                                  | N/A                   |

| Travel                   |                       |                       |                                          |                                     |
| Expense Reports Produced | 45,202                | 29,589                | 65,630                                   | 31,492                              | 46,883                 |

| Staff                    |                       |                       |                                          |                                     |
| AP                       | 26.5                  | 17                    | 46                                       | 19                                  | 9                     |
| Travel                   | 6.5                   | 12                    |                                          |                                     |
| Imaging                  | 3                     |                       |                                          |                                     |
| Total FTE                | 36                    | 17                    | 60                                       | 18                                  | 9                     |
## Work and Financial Plans

### Fiscal Year 2010

<table>
<thead>
<tr>
<th>Function/Major Activity</th>
<th>FTE</th>
<th>Measure</th>
<th>Comments</th>
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<td><strong>Vendor Maintenance and Corrections</strong></td>
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<tr>
<td>Vendors Added</td>
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<td>Vendors Updated</td>
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<td>Corrections:</td>
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<td>Budget Errors</td>
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<td>Other Errors</td>
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<tr>
<td>UnFLOR</td>
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Total Employees 36.00
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<th>FY 2009 Actual</th>
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<td><strong>64404000 Disbursement Services</strong></td>
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<td>Salaries &amp; Benefits</td>
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<td>4,570</td>
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<tr>
<td>Food</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Advertising</td>
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<tr>
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<td>1,780,945</td>
<td>1,950,516</td>
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</tbody>
</table>
Opportunities

**E-Payables – e-invoicing, e-settlement, central billing address, OCR imaging and data entry**
Significant opportunity exists in the electronic processing of accounts payable transactions. Currently the University is not taking advantage of some of our vendor’s capabilities to invoice and receive settlement electronically. We also could utilize optical character recognition technology to reduce the amount of manual data entry required when processing invoices for payment.

**Vendor payment methods**
The University still has a significant number of vendors that are paid via a printed check. This is the most costly method of payment. We are working to transition and mandate that these vendors receive payment via electronic funds transfer or other means.

**Alternate Check delivery policy**
The University currently allows departments to request vendor payments by check for pick up and distribution by the department. This policy is not in keeping with best practices and creates an internal control risk for the University.

Barriers

**Decentralized Campus**
The decentralized nature for accounts payable processing would need to be re-visited in order to implement best practices in the area of E-Payables. Certain functions would need to be recentralized and would result in reduced workloads within departments. Approval for payments would however remain a function of departments but would be automated and integrated within the University’s workflow system.