

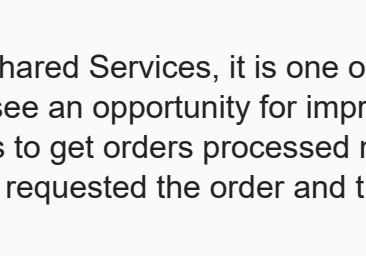


We Want Your Ideas!

Do you have ideas on ways we can partner to reduce costs, reduce administrative burden and increase compliance? If so, please share your ideas with us! You do not need to have a full solution developed to call out an opportunity you see, we can help with that part.



Submit your idea via our [Idea Submission Form](#) on our [website](#).
[SSC Governance Process](#)



SSC SERVICE MAP

Curious to know which colleges are live with services at the SSC? The service map linked below is designed to give an overview of just that.
[SSC Services Map](#)

Periodically, we will provide updates on the SSC in the form of this newsletter. Please contact SSC_Communications@ssc.vcccs.edu with any contributions or suggestions.

A Vision of Partnership: P-Card Kaizen

Partnerships and lean thinking are fundamental to the success of a shared services model. These philosophies were in action at the center during the four-day Kaizen the week of May 21. A group of cross functional employees, which included four colleges, System Office, Shared Services, and Department of Purchasing and Supply employees participated in the event (the specific colleges were Piedmont Virginia Community College, Tidewater Community College, J. Sargent Reynolds Community College, and Dabney S. Lancaster Community College). So exactly what is a Kaizen and why the purchasing card? See article continued below, titled [P-Card Kaizen](#).

TIPS

TRAVEL AND EXPENSE

In response to customer feedback, Chrome River recently implemented helpful new features to assist its users with efficiently managing their electronic receipts and attachments. These features include:

- **Email Receipts to Another User's eWallet:** Did your assistant, business office, colleague, etc. pre-pay your travel expenses on your behalf? Yes? They now have the ability to email the electronic receipt directly to your Chrome River eWallet, which saves you or your delegate time and effort when entering your expense reports. The receipts are saved to a central location within your Chrome River account, making retrieval a snap.
- **Delete Receipts from Draft and Returned Pre-approval Reports:** Did you or your delegate accidentally attach the incorrect document or duplicate documents to your pre-approval report? No worries! You now have the ability to delete those erroneous and unnecessary attachments unlike before.
- **Uber/Lyft Transactions:** Do you use Uber or Lyft when traveling for official business transportation? If so, you can now create a business account for either service and have your transportation receipts automatically sent to your Chrome River eWallet.

These new features are just some of the ways that Chrome River is listening to customer feedback and is taking steps to make expense entry faster, more streamlined, and less complicated for its end users, making the reimbursement process faster for you. Complete, detailed instructions for these features can be found on the Chrome River Help page.

IMPROVE CONTINUOUSLY

At Shared Services, it is one of our goals to continuously improve the experience for our customers. One area we see an opportunity for improvement upon in this relationship is order processing. By giving you some basic tools to get orders processed more efficiently, we can create a win/win situation for both the college end user who requested the order and the Shared Services Buyer processing the order, and in turn get more done for you.

What can you do to get your orders approved more quickly?

- Submitting purchasing requisitions (PRs) as opposed to Slim Line Requests (FORMs).
 - You can still enter a PR even if you do not have a preferred vendor; see TBD option in the first screen shot below.
 - There is also an "error" option you can use in place of an NIGP code if you are not sure what your goods/services NIGP code would fall under; see Commodity Code Search in second screen shot below.
- Attach all required documentation prior to submitting your order. If you have already received a quote, attach it to the order or document verbal quotes in the comments – when and who.
- Enter catalog orders when appropriate instead of attaching a picture of your "cart".
- Use a mandatory source, contract, or DSBSD certified micro-vendor whenever possible.
- If you need goods or services and do not have a vendor there is a TBD vendor option you can use when creating a PR.

Change orders – Who can do them and when should they be done?

- Increasing amount of the purchase.
- Change in quantity of goods or services requested.
- Only the creator of the PR can process a change order.

To Be Determined Vendor option in eVA:

Commodity Code search in eVA:

Helpful links:
<https://eva.virginia.gov/pages/eva-training-on-demand-buyers.htm>
<https://eva.virginia.gov/pages/eva-mandatory-source-list.htm>

SSC CONTRACTS UPDATE

Below is a list of solicitations that are currently being solicited or drafted by the Procurement Department that will allow use by the System Office, SSC and all 23 community colleges.

Solicitation Title	Description
General Electric Services	Provide all labor, materials, supervision, equipment, services, incidentals, and related items necessary to provide electrical repairs on VCCS sites.
Generator Maintenance, Repair and Rental Services	Provide all labor, materials, supervision, equipment, services, incidentals, and related items necessary to provide total maintenance service, including necessary preventative maintenance services and on-call repair service for emergency generators on VCCS sites and provide for short-term rental of emergency generators.
Fire Protection System Inspection, Testing, Monitoring and Refill, and Master Clock System Inspection, Testing, and Maintenance	Provide fire protection system inspection, testing, and routine maintenance; fire extinguisher testing, training, and refill (not replacement); central station monitoring, testing and routine maintenance for fire and/or burglar alarm communicator system services; and master clock system testing and maintenance and "on-call" repair service.
Elevator Maintenance Service at Virginia's Community Colleges	Provide all labor, materials, supervision, equipment, services, incidentals, and related items necessary to provide total maintenance service, including monthly and annual preventative maintenance services and on-call repair service for elevators, chairlifts, dumbwaiters, book lifts, and other lifts on VCCS sites.
Temporary Personnel and Staffing Services	Provide temporary personnel and staffing services for a variety of position types, on an as-needed basis.
Student Pay for Print Vending Services	Provide print on demand services to the student bodies.

The decision has been made that colleges may also use another college's contract even if it does not contain the specific "cooperative procurement language." In order to use another college's contract, the contract scope and pricing would need to be in accordance with the contract. Anyone interested in obtaining goods and/or services from another college's contract, please email contracts@ssc.vcccs.edu with the contract number and/or the contractor's name listed in the subject line. Listed below is a contract that might be useful to other colleges.

Contractor	Contract Number	Contract Title
Commercial Driver Services, Inc. dba CDS Tractor Trailer Services	286-17-004	Commercial Driver License – CDL Training Services

PROCESS COUNCIL CORNER

Within the governance structure of the Shared Services Center, there are five Process Council. Last month we provided information about the roles and responsibilities of the Process Councils. This month we will identify the different Process Councils. Two of the process councils have sub-groups that concentrated on a defined process within the value stream.

- **Procure-to-Pay** – includes the processes required to obtain goods and services through the payment of the goods or services
 - Procurement
 - Accounts Payable
- **Human Resources** – includes the processes from employee recruitment until the employee leaves the company.
 - Applicant Tracking
 - Onboarding
 - TLAM (Time, Labor and Absence Management)
- **Payroll**
- **Collections**
- **Travel and Expense**

Next month we will be highlighting the Human Resources Process Council and sub-groups.

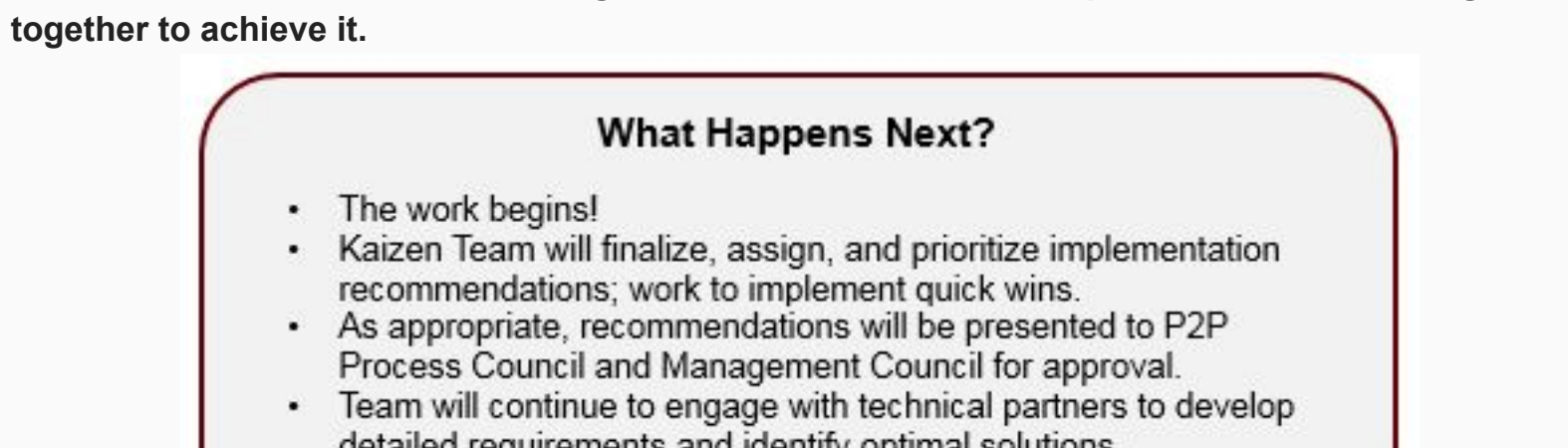
P-CARD KAIZEN

Continued from above

GOALS

- Ensure the P-Card process meets VA and VCCS established purchasing, payment, and utilization requirements.
- Establish a standard P-Card process that meets customer needs and eliminates unnecessary, non-value added process steps.
- Enable VCCS to continuously monitor, report, and take action on P-Card trends, compliance, and other usage indicators.

Over the course of Day 1 and Day 2, the current state of the process was mapped out using Post-It notes. Days 3 and 4 were dedicated to designing the future process. The current process contained 122 steps, which we hope to reduce to 43, which is a 66% reduction.



Kaizen Results:

Measure	Current State	Future State	% Reduction
Process Steps	122	42	66%
Decision Points	38	11	71%
Loopbacks	20	6	70%
Functions	21	14	33%

There is a lot of work to be done to get to the future state and the partners will be working together to achieve it.

What Happens Next?

- The work begins!
- Kaizen Team will finalize, assign, and prioritize implementation recommendations; work to implement quick wins.
- As appropriate, recommendations will be presented to P2P Process Council and Management Council for approval.
- Team will continue to engage with technical partners to develop detailed requirements and identify optimal solutions.
- 30-, 60-, 90-day progress updates to leadership.

CONTACTING THE SHARED SERVICES CENTER

- Contact Methods**
- METHOD #1 – CALL 877-340-5577**
1. An agent will answer the call and attempt to answer your question.
 2. If the question cannot be answered at that time, it will be escalated for research and you will be given a ticket number.
 3. You will be contacted back once a solution has been reached.
- METHOD #2 – EMAIL HELP@SSC.VCCS.EDU**
1. You will get an immediate response via email that the ticket is being worked, this email provides you with the ticket number.
 2. You will be contacted with a resolution within 48 hours.

