

These are the questions asked during the webinar presented on November 10, 2015, in addition to questions submitted after the presentation, of the RCUH Financial System Modernized User Interface. If you have any additional questions or need clarification on the answers provided below, please contact Maile Brooks at mbrooks@rcuh.com or (808)988-8340.

IMPORTANT DATES AND CUT OVER

Q: Will you have a calendar or schedule on the website showing deadlines or when changes will occur?

A: Yes. Please continue to check the RCUH homepage at www.rcuh.com for News and Announcements.

Here is the schedule of important dates:

Friday, November 20	4:00 PM – Payment and PO approval deadline Pending and Disapproved documents will be deleted
Friday, November 20 to Sunday, November 22	RCUH Financial System disabled
Monday, November 23	RCUH Financial System OPEN New URL for Financial Portal: https://fis.rcuh.com

Q: Can I still view PO and payment history for a PO that is still open, but was initially created prior to July 2012?

A: Yes. For our initial Go Live on November 23, only transactions approved after July 2012, including purchase orders and PO payments, will be migrated to the modernized system. All transactions will eventually be migrated at a later date (to be announced).

Q: I may have missed it, but how would we access old documents (prior to 2012)?

A: Until all historical documents (prior to 2012) are migrated, if you need access to old documents prior to July 2012, please contact Maile Brooks at mbrooks@rcuh.com.

Q: Is any access to July 2012 or prior documents possible between November 20, 2015 to the migration date?

A: No. From the time that the RCUH financial system is disabled on Friday, November 20, 4:00 pm, until the date on which the pre-July 2012 documents are migrated, you will not have access to those old documents. Until all historical documents (prior to 2012) are migrated, if you need access to old documents prior to July 2012, please contact Maile Brooks at mbrooks@rcuh.com.

Q: Would I be able to complete the Travel Completion for a Travel Request Advance that was initiated before November 20th?

A: Yes. If the travel request with advance is approved before Friday, November 20, 4:00 pm, the approved travel request will be migrated to the modernized system and you will be able to process the related travel completion on the new system on November 23.

Q: How will completions with advances that were approved prior to new system be handled?

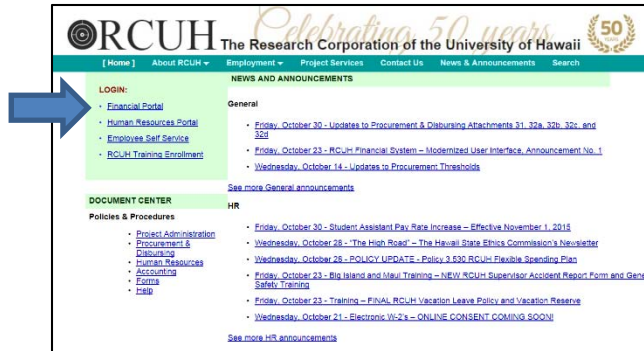
A: Like the current system, if you processed a travel request with an advance, the advance information is automatically carried forward to the travel completion.

Q: If we approve a Travel Request [departure on December 19, 2015] on the present website by Thursday, November 19, 2015. When I do the completion, do we use the new travel completion web site?

A: Yes.

Q: Will the new link for the financial portal be on the RCUH home page?

A: Yes. To access the Financial Portal on November 23, you will still be able to click the link on the left side of our homepage www.rcuh.com.



USER LOGINS

Q: Will our current login names and passwords work with the new system?

A: No. Current users who already have an individual login will be uploaded to the modernized system and automatically assigned a new username and temporary password. The new username format will be FirstName_LastName. Group or shared user logins will be eliminated. All users are required to have their own individual username and password.

Q: Our log in will be First name_Last name. Will our password be the same or will it be changing?

A: You will need a new password.

Q: How will each user be assigned a login? I heard via email-but will PI get one email for their department or will each RCUH employee get an email to create their own?

A: Current users who already have an individual login will automatically be assigned a new login username and password. Prior to Go Live, these users should receive an email with their new username and temporary password. This email will be sent to the email address on record.

Q: How long will the "Temporary Passwords" be valid?

A: The modernized system will require you to change your temporary password upon your initial login.

Q: When will we receive our new password?

A: Prior to Go Live on November 23, current users who already have an individual login will receive an email. This email will be sent to the email address on record.

Q: Will UH employees be emailed a temporary password?

A: Current users who already have an individual login will automatically be assigned a new login username and password. Prior to Go Live, these users should receive an email with their new username and temporary password. This email will be sent to the email address on record.

Q: If we have a group login, is it necessary to create an individual login?

A: Yes. Please submit a Financial Portal Access Form to request an individual user account.

Q: You mentioned that if you have users that share one log in we would have to get separate log ons?

A: Yes. Please submit a Financial Portal Access Form to request an individual user account.

Q: Can individual employees request their own username and password?

A: Yes. Please submit a Financial Portal Access Form to request an individual user account. If you don't like your username, you can change it by contacting Janice Sato at jsato@rcuh.com. You also have the ability to change your password in Edit My Profile.

Q: What is the email to request an individual account again?

A: Janice Sato at jsato@rcuh.com

Q: If we have HRAMP log in, can we use it for this new system?

A: No. Although the username format of the Financial Portal login will be similar to the HRAMP login (FirstName_LastName), the Financial Portal and HR Portal are two separate systems. If you change the username or password in one system, it will not be updated in the other system.

Q: Will some PI's still have multiple log ins?

A: No. All users will have one unique individual login.

Q: If a PI has multiple PI codes, does the delegatee have access to all of those PI codes or is it restricted?

A: In the modernized system, the PI will no longer have multiple PI codes. If the PI uses the Delegate Account Access function in the modernized system, the delegatee will have access to all of the PI accounts and responsibilities assigned to the PI user profile. If the secondary user access is established with the Financial Portal Access form, the secondary user can be designated to access all of the PI accounts or restricted to specific accounts.

Q: If we already have secondary user access, does the PI have to delegate us as users in the new system?

A: Secondary users who already have an individual login will be migrated to the modernized system and will be able to access the same accounts that they currently have access to. Secondary users who use a group login will have to submit a Financial Portal Access form to request an individual user login and to establish that the PI is designating the user as a secondary user. Please note there is a difference between delegation and designation. Delegation is done online through the Delegate Account Access function in the system, and allows the PI to delegate access to another user for all of the accounts and responsibilities assigned to the PI user profile. Designation is done with the Financial Portal Access form and allows a PI to designate a secondary user to process transactions on behalf of the PI for all accounts or specific accounts.

Q: Will the current delegations be updated without a new form to be submitted?

A: Yes. Secondary users who already have an individual login will be migrated to the modernized system and will be able to access the same accounts that they currently have access to. However, secondary users who use a group login will have to submit a Financial Portal Access form to request an individual user login and to establish that the PI is designating the user as a secondary user. Please note there is a difference between delegation and designation. Delegation is done online through the Delegate Account Access function in the system, and allows the PI to delegate access to another user for all of the accounts and responsibilities assigned to the PI user profile. Designation is done with the Financial Portal Access form and allows a PI to designate a secondary user to process transactions on behalf of the PI for all accounts or specific accounts.

Q: A secondary user has access to several PIs, will each PI have to grant access again or does the access automatically migrate over?

A: Secondary users who already have an individual login will be migrated to the modernized system and will be able to access the same accounts that they currently have access to. PIs will not have to grant access again. However, secondary users who use a group login will have to submit a Financial Portal Access form to request an individual user login and to establish that the PI is designating the user as a secondary user.

Q: Just to be sure, secondary users now don't need to be designated again by PI after going live?

A: Secondary users who already have an individual login will be migrated to the modernized system and do not have to be designated again. However, secondary users who use a group login will have to submit a Financial Portal Access form to request an individual user login and to establish that the PI is designating the user as a secondary user.

Q: So how does a PI designate a secondary user? How does that registration happen?

A: Designation is done with the Financial Portal Access form and allows a PI to designate a secondary user to process transactions on behalf of the PI for all accounts or specific accounts.

Q: For PI's with support staff, will they need to provide delegation?

A: If the support staff is a secondary user who already has an individual login, then they have been designated to process transactions on behalf of the PI. It is not necessary to also provide delegation to the support staff. Please note there is a difference between delegation and designation. Delegation is done online through the Delegate Account Access function in the system, and allows the PI to delegate access to another user for all of the accounts and responsibilities assigned to the PI user profile. Designation is done with the Financial Portal Access form and allows a PI to designate a secondary user to process transactions on behalf of the PI for all accounts or specific accounts.

Q: As a secondary user, I can request access to multiple PI projects under my own individual a/c?

A: Yes, a secondary user can have access to multiple PIs.

Q: A PI has grants at 2 different units (e.g. JABSOM and UHCC), will secondary users to his single login have access to accounts at both units?

A: Yes, a secondary user can be set up to access all of the PI accounts or specific accounts only.

Q: So a PI can delegate access to other users (not FAs) without needing to send a secondary request to Janice Sato (paper form)? This can now be done directly in the financial portal?

A: Yes. Users will only have the ability to delegate access to another user with the same responsibility. PIs can delegate their access to other PIs and Secondary Users, and FAs can delegate their access to other FAs.

Q: When PI's give access to other users, does all of their accounts automatically get delegated or do they specify each individual account?

A: If the PI uses the Delegate Account Access function in the modernized system, the delegated user will have access to all of the PI accounts and responsibilities assigned to the PI user profile. If the PI submits a Financial Portal Access form, the secondary user can be designated to access all of the PI accounts or be restricted to specific accounts.

Q: Can PIs provide support staff with limited access?

A: If the PI uses the Delegate Account Access function in the modernized system, the delegated user will have access to all of the PI accounts and responsibilities assigned to the PI user profile. If the PI submits a Financial Portal Access form, the secondary user can be designated to access all of the PI accounts or be restricted to specific accounts.

Q: Is a project able to restrict access to some project staff? Such as limiting access to the Financial Portal only?

A: Yes. The secondary user can be designated to access all of the PI accounts or restricted to specific accounts only.

Q: Can PI give access to someone for attachment B(s) ONLY?

A: No. The modernized system is not able to limit access to certain functions.

Q: Secondary users have access to account info, but not salary info. Will someone with delegated access have access to salary info?

A: Yes. If the PI uses the Delegate Account Access function in the modernized system, the secondary user will have access to all of the PI reports, including payroll reports and salary information. If the PI submits a Financial Portal Access form to designate access to the secondary user, the secondary user will not have access to payroll reports.

Q: Can access to detail payroll data, e.g., payroll report be restricted?

A: Yes. If the PI submits a Financial Portal Access form to designate access to the secondary user, the secondary user will not have access to payroll reports. Only PIs and FAs are able to access payroll reports.

Q: Did I hear correctly, PIs cannot assign FAs to their account access?

A: Yes. Users will only have the ability to delegate access to another user with the same responsibility. PIs can delegate their access to other PIs and Secondary Users, and FAs can delegate their access to other FAs.

Q: Follow-up: PI-A delegates secondary user to PI-B. PI-B then delegates secondary user Support Staff-C. Does Support-C then have access to all PI-A and PI-B's accounts?

A: No. Support Staff C will only be able to access PI-B accounts.

Q: In addition, in some cases could RCUH do the delegation for the PI?

A: Yes. RCUH has the ability to Delegate Account Access on behalf of the user.

Q: Can an FA view all documents created within their department?

A: Yes. FAs will have access to all transactions and reports for accounts assigned to the same FA code.

Q: There are several FA 17, can we see each other's accounts?

A: Yes. FAs will have access to all transactions and reports for accounts assigned to the same FA code.

Q: As FA, can I delegate another in my office with 'view only' restricted FA access (limited to viewing POs/payments and BSRs)?

A: No. The Delegate Account Access function will delegate access to all transactions and reports for accounts assigned to the FA user profile.

Q: As a secondary user, I only have access to the current month's BSR. Can we have access to past BSRs so we can reconcile the account?

A: In both the current and modernized system, you can access the prior months' RCUH Budget Status Reports by using the month and year field to query the desired report month. If you are referring to the Mass Printing function, you have the ability to download the report by clicking the download link next to the report title. If you are referring to the UH Project Fiscal Reports, RCUH does not provide prior months' Budget Status Reports. This request will be considered for future system enhancements.

Q: If a project staff or secondary user needs access to payroll reports to do projections for a PI's various projects, is this possible?

A: Yes. If the PI uses the Delegate Account Access function in the modernized system, the secondary user will have access to all of the PI reports, including payroll reports and salary information. If the PI uses the Delegate Account Access function, the project staff or secondary user will be able to access all of the PI accounts and reports, including payroll reports that are normally restricted to secondary users.

Q: I am a secondary user. If I initiate a purchase or payment, but do not complete the transaction, will other secondary users in my office with access to the PI's account be able to access the document? Or do I need to delegate access to my fellow secondary users?

A: Yes. Secondary users will have access to all transactions initiated by other users assigned to the same PI code(s). You do not need to delegate access to your fellow secondary users who are assigned to the same PI code.

Q: In the past, new users assigned to the PI projects were not able see prior activities posted in the system prior to receiving their access. Will the new system allow all new users to see historical records (created and approved by other group users)? Will they be allowed to process partial payment for ongoing purchase order approved prior to receiving their user access information?

A: Yes, the modernized system will allow new users to access both current and historical transactions created by other users assigned to the same PI code(s). New users will be able to process partial payments on ongoing purchase orders approved prior to being set up as a user. All users will be able to process payments initiated by other users assigned to the same PI code(s).

Q: Can a secondary user get both a PI login AND an FA login for the same account?

A: No. However, in the rare instance, that you believe that is necessary, please contact Janice Sato at jsato@rcuh.com or (808)988-8345 for assistance.

Q: If I am an FA on some accounts and a user for some accounts, will my log in be able to be able to differentiate these 2 accesses?

A: No. You will need two separate logins for your FA access and user access. We consider this a special circumstance. Please contact Janice Sato at jsato@rcuh.com or (808)988-8345 for assistance.

Q: If you have regular user access and FA user access will you have 2 separate log ins?

A: Yes. We consider this a special circumstance. Please contact Janice Sato at jsato@rcuh.com or (808)988-8345 for assistance.

Q: What does secondary user mean? Who would be a secondary user? I am a supervisor on another island and my PI and FA is on Oahu, would I be considered a secondary user?

A: A secondary user is designated by the PI to process (initiate and submit) transactions in the Financial Portal on behalf of the PI.

Q: What does FA stand for?

A: Fiscal Administrator

Q: How do I know if I am a FA or secondary user? I should know this... but I don't.

A: Secondary users have the ability to create or submit documents. Fiscal Administrators have the ability to approve documents.

APPROVALS

Q: Are approvals now done on-line or are we still routing paper?

A: Every business unit may have their own internal procedures, so we recommend that you refer to your business unit. However, the enhanced security features of the modernized system will require unique user logins, and group or shared logins are eliminated. We hope that you are able to utilize this new functionality to eliminate the need for approvals on paper.

Q: Do we still need to print these documents out for signatures? Or will this system have electronic signatures?

A: Every business unit may have their own internal procedures, so we recommend that you refer to your business unit. The functionality of the modernized system provides for electronic approvals, but not electronic signatures. For purposes of issuing a signed PO to a vendor, we are currently evaluating electronic signatures to increase processing efficiency for users.

Q: Will electronic approvals ever be implemented?

A: The enhanced security features of the modernized system will require unique user logins, and group or shared logins are eliminated. We hope that you are able to utilize this new functionality by using the electronic approval and Audit Information log in place of obtaining approvals on paper.

Q: Regarding "approval signatures", from what you're saying it's up to each unit, college or office?

A: Yes. Every business unit may have their own internal procedures, so we recommend that you refer to your business unit.

POs, PAYMENTS, AND TRAVEL FORMS

Q: Did I hear RCP form will no longer be available and the AFP form should be used instead?

A: Yes. The Reimbursement for Cash Purchases form will be discontinued. Please use the Authorization for Payment form in place of the Reimbursement for Cash Purchases form.

Q: Has the Multi- Intra-state Travel reimbursement form for employees been deleted? If so, do we need both a travel request and a travel completion for interisland travel?

A: Yes. The Multi-Intra-State Travel form will be discontinued. Please use the Travel Request or Travel Completion form in its place.

Q: Did I hear correctly that we can no longer use the multi-intra-state travel form?

A: Yes. The Multi-Intra-State Travel form will be discontinued. Please use the Travel Request or Travel Completion form in its place.

Q: But we would only be able to do ONE travel at a time correct? That is, we will no longer be able to claim reimbursement for multiple intra-state travel on one form anymore.

A: Yes. Although it is possible to document multiple trips on the new Travel Completion form, RCUH recommends that each trip is processed separately.

Q: Can you please explain non-employee travel process again?

A: Please refer to our training video on the Non-Employee Expense Payment form.

Q: Will there be changes for advance payments?

A: No. The modernized system is based on existing forms and processes. To process an advance payment in the modernized system, select Advance Payment as a payment type and enter the Advance Amount in the Payment Summary box.

The screenshot shows a web form with the following elements:

- A text area for "Receipt Acknowledgment and Payment Authorization Exception(s):".
- A "Payment Type:" section with three radio button options:
 - Partial Payment
 - Final Payment
 - Advance Payment (Uses an RCUH Internal Account for payment)** (This option is selected and highlighted with a blue box.)
- A "PAYMENT SUMMARY" section containing a table:

Line	Project #	Sub Project	Budget Category	Sub Budget Category	Service Date	Amount
1	0000005		0060			\$400.00
(The check will be for the Total amount shown here) TOTAL						\$400.00

Q: Can you still use your own doc number for non po's, or will system issue doc numbers (like the z numbers for po's)?

A: Yes. You are able to input your own document number in the Direct Payment forms.

Q: Is there a way for document numbers to be issued after pressing "save" button so documents can be referenced when processing other related docs?

A: No. The system document number is automatically generated after you click Submit to FA. However, you are able to assign your own manual document number in the Direct Payment forms.

Q: What is the MB or GB limit for attachments? I often can't upload the 35MB docs I'm supposed to attach when I prepare professors wonky travels. I hope it's increased from the current system.

A: There is no limit to the file size for attachments in the modernized system. However, we request that you limit the file size to less than 50 MB. We may be implementing a maximum file size limit at a later date.

Q: Will we be able to tell if a doc is submitted or approved by a delegated user?

A: Yes. The new Audit Information section saves the timestamp, user, and description of the action taken.

Q: The PO and Payment search seems to only search on Document Numbers (Req No, Doc No., PO No), account number, vendor, and FA. Is this going to be expanded to search the entire document at some point?

A: Yes. For initial Go Live, you will only be able to search by the document numbers or names and will not be able to search the text within the documents. We are planning to implement this enhancement in the future.

Q: Does this affect Attachment B process?

A: The layout of the Attachment B form is based on the existing form, but the new form includes new features such as the Audit Information section.

MISCELLANEOUS

Q: Will RCUH be creating a Purchasing & Payment Handbook for this new system?

A: Yes. RCUH will be providing a User Guide, which will include a Quick Reference card and Release Notes to highlight the new features of each major function. Please continue to check the RCUH homepage at www.rcuh.com for News and Announcements for the availability of the User Guide.