Facilities Accounting Services
Submitted by: Theresa Maney

_The Financial Conscience of Facilities would best describe the role of the Accounting Services team._

For many, the view of an accountant is someone in a back room, wearing visors and counting pennies. How do we want you to view Accounting? Accounting is a process of checks and balances, genius in its simplicity, and used for centuries. We don’t worry about pennies; we prefer millions. We worry about entries being equal, just part of the accounting process, which helps ensure accuracy. Accountants depend on accuracy and consistency to compare and analyze….the old adage “garbage in, garbage out”. Financial information is only helpful if it is shared in a timely manner; therefore, deadlines are critical to satisfying our customers.

As a service, Accounting is a vital part of the team. Facilities maintains all of the University’s property valued in the billions of dollars. Facilities is also the second largest department, representing 12% of the University. We manage a $27,800,000 operating budget and a $28,000,000 utility budget. In addition, the projects completed and currently underway this year exceed $100,000,000 in capital work.

The Accounting team processed and monitored just over 173,000 transactions last fiscal year. Becky, Janice, Jeannie and Mary Jane process the majority of our transactions, and Jeannie, Linda, Mary Jane, Karen, & Nadine monitor and report our progress through various weekly and monthly reports (project status report, utility actuals & projections, major projects cost report, operating actuals & projections and capital project actuals & projections). These reports are reviewed in Facilities, by UD upper management, and the UD Trustees.

### Types of Transactions

<table>
<thead>
<tr>
<th>FY06-07</th>
<th>No. Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Request (labor &amp; material/services)</td>
<td>90,796</td>
</tr>
<tr>
<td>Purchases (purchase orders &amp; credit cards)</td>
<td>34,243</td>
</tr>
<tr>
<td>Payroll</td>
<td>28,218</td>
</tr>
<tr>
<td>Funding &amp; Expense Correction Journal Vouchers</td>
<td>6,765</td>
</tr>
<tr>
<td>Utility Bills</td>
<td>4,569</td>
</tr>
<tr>
<td>Accounts Payable (invoices &amp; business expense)</td>
<td>3,900</td>
</tr>
<tr>
<td>Other external systems outside of PeopleSoft</td>
<td>1,185</td>
</tr>
<tr>
<td>Gift Journal Vouchers</td>
<td>888</td>
</tr>
<tr>
<td>Vehicle Gas/Oil</td>
<td>876</td>
</tr>
<tr>
<td>Toll &amp; Equipment</td>
<td>667</td>
</tr>
<tr>
<td>Allocations (ex: overhead)</td>
<td>432</td>
</tr>
<tr>
<td>Cash Transmittals</td>
<td>204</td>
</tr>
<tr>
<td>Quick Copy</td>
<td>192</td>
</tr>
<tr>
<td>Mail Services</td>
<td>114</td>
</tr>
<tr>
<td>Accounts Receivable Billings</td>
<td>49</td>
</tr>
<tr>
<td>Graphic Communications</td>
<td>33</td>
</tr>
<tr>
<td>Parking/Traffic Services</td>
<td>30</td>
</tr>
<tr>
<td>Grant Billings</td>
<td>16</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>173,177</strong></td>
</tr>
</tbody>
</table>

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**University Closings 2008**

- **Monday, May 26, 2008**
- **Friday, July 4, 2008**

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Facilities Accounting Services has strived to make value added changes over the last few years. To meet Facilities’ increasing need for financial management, we’ve designed and implemented many new business process improvements. We have:

- Automated the updating and sharing of information;
- Redesigned reports to meet our customers’ needs;
- Taken more time to analyze data;
- Implemented standard operating procedures;
- Provided education on policies, where to find information, and how to read reports.

Our team has undergone skill set training such as *PeopleSoft* and *Advanced Excel* as well as participated in brainstorming sessions as we’ve redesigned many of our processes. Many of you have participated in these sessions.

One of our most important projects involved improving how we monitor, validate and report expenditures. The key to our success has been enforcing University of Delaware policies, ensuring the accurate and timely posting of expenditures and implementing new monthly reporting layouts and time frames. Reporting now has many enhanced features including reporting expenditure by key drivers (by project, Construction Specifications Institute (CSI) categories, utility commodity, salary, non-reimbursable overtime, supply/misc. expense, billable credits, recurring credits & unprocessed credit card expenses).

Our team has taken on many new tasks; analysis of operating expenses, “real” budgets, financial reporting and projections, weekly and as needed project reporting, current year and 8-year capital plans, reconciliations (utility, clearing, integrated supplier, credit card and design work), Purchase Order reporting/management, vehicle reserves and Nextel trend/allocation/reporting. We’ve re-engineered and automated many of these tasks without additional resources. These new processes provide us with the necessary improvements to continue to financially manage our business. Many people across Facilities helped us make this a success.

Everyone’s hard work has returned significant savings for the University of Delaware. For many years Facilities closed the fiscal year over budget. For 3 years running now we’ve been below budget which helped finance things like vehicle replacements, technology improvements and the Maximo implementation.

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![Facilities Operating Available Budget](image-url)
We continue to work on new process improvements. One significant change is currently underway. We’ve been working with the University of Delaware Information Technology team to provide us with a service slip number field in the accounting system (PeopleSoft) that will allow us to post all of our costs to both the general ledger and the work order system. We’re very close to testing a solution and hope to have this fully operational by the start of next fiscal year, July 1, 2008. This will allow Facilities and our customers to produce work order cost reporting and therefore, better manage our job cost. In addition, we’ve been part of the core team implementing Maximo and a new Time & Attendance system. Together with you, our outstanding teamwork has allowed us to achieve and accomplish all of this. We strive to do “whatever it takes” and we’re dedicated and committed to doing the best job we can for the University of Delaware.

The team member responsible for the Accounting tasks are listed below. If you are in need of accounting services, we hope this information will be helpful.

**Becky Moss** is the Credit Card Administrator and handles credit card allocations. She also performs invoice processing and requisition processing for the Facilities Organization.

**Janice Taylor** handles business expense processing, cash receipt processing, the clearing account, credit card allocations, FAS—Facilities Appropriation, Nextel trend, payment and billing, and service slip customer service for the Facilities Organization.

**Theresa Maney** handles the Capital Report—8-year plan, DelDot street funding billing, short-term disability reimbursements and vehicle amortization for the Facilities Organization.
Nadine Bangerter is responsible for analysis—operating purposes, and budget and projections. She is working on Business Process Re-engineering for the organization. Operating reports and training are areas of responsibility for her as well.

Mary Jane Keyser is working on Business Process Re-engineering, and she is responsible for credit card reconciliation, external billings (utilities, etc.), Grainger reconciliation, inter-company billings, PO management (audit) and utility reconciliation.
Linda Robinson has responsibility for the building and grounds agenda and is working with Business Process Re-engineering, change order processing, contract processing—FP&C, PM time allocation, project accruals and project cost reports.

Jeannie Taylor has responsibility for design account reconciliation, purchase order reporting, FP&C invoice processing, project budgets, project status report and FP&C non-contract requisition processing.

Karen Weyl is working on Business Processing Re-engineering, capital report—current fiscal year, FAS-Facilities appropriation, oversee project reporting, and oversee/approval document processing.

“We don't worry about pennies, we prefer Millions!”
Facilities “Spotlight” On You

Implementing Quality Customer Service

Ken Milewski and Jim Tiger

Thank you for the painting improvements to Goodstay. Ken and Jim have done a phenomenal job and accomplished so much in a short amount of time. Ken's attention to detail, creativity and work-ethic have had a transformative effect and breathed new life into Goodstay.

Thank you again,
Lea Asti
Wilmington—Conferences

Gary Pennington

I just wanted to thank you for your attention to the recent power outage in Wolf and McKinly Halls. Your timely response to the problem and your personal aid to those inconvenienced, including one poor soul trapped in an elevator, made a huge difference and no doubt preserved many critical samples that otherwise would have been lost in various incubators and freezers housing biological specimens in these buildings.

You truly made this potential disaster disappear.
Dan Carson, Ph.D.
Department of Biological Sciences

Joe Bennett and Felix Lopez

I just wanted to drop you a message to say how I appreciate the work that Felix and Joe are doing over here on West Campus. Any issues that I see, they are very responsive to them and take care of these issues with a sense of urgency. We have wind tunnels over here on West Campus that collect trash. I pointed this out to Felix and Joe in the morning and it was taken care of by noon. I thanked them for their attention to this matter.

Regards,
Michael Nichols
Custodial Services

Wayne Burke, Grant Greenwood, Joe La-Palombara, Pat McDermett, Darren Miller, Ken Wassmer and Bill Wilson

Just wanted to acknowledge the great support by people during the outage on 1/12/08. Darren Miller and Grant Greenwood were a great help to me. Darren opened doors and assisted in shutting down buildings to save equipment. He also assisted in helping get a lady trapped in an elevator out. Darren and Grant helped set-up a temporary generator in Spencer, dragging 4/0 welding cable to get this accomplished. Without their help, the time getting the generator backup would have increased drastically. We called in HVAC's help for the air handlers. Bill Wilson came right in and stayed all day. Pat McDermett and Wayne Burke were here working on an unrelated job, but quickly stopped that to help with the starting of air handlers. Ken Wassmer came in to handle the computers to help pinpoint areas of trouble. Before Ken was able to arrive, Joe La-Palombara came in to help in the computer room as well as in the field with some issues. This was truly a team effort and the mechanics should be complimented on their response.

Gary Pennington
Facilities Electrical Services Manager

Krista Murray

I wanted to thank you again for your MRSA training sessions for all the M&O shop personnel. As usual, it was very informative, well presented, and very much appreciated by everyone. Sometime after the holidays I will query the shop managers to determine if an additional session is needed. I would also ask that OHS contact us if they feel that conditions have changed warranting the need for further, more rigorous training.

Thank you,
Brian Schuster
Facilities Maintenance & Operations.
Facilities “Spotlight” On You

Implementing Quality Customer Service

Terri Lineback

I just wanted to take a minute and express thanks to Terri and her support of problems I was experiencing with my Dell Axim handheld device and NEPA Fire Code CD’s that weren’t functioning properly with the upload of Vista. Both issues were not common and took patience to get squared away. Terri was diligent in accomplishing this task.

Kevin McSweeney, DOH&S

Roger Bowman, Steve Duke, John Heldorfer and Jim Malin

I wanted to thank you and the crew for the exceptional site clearing work that was completed at the new Remote Chiller Plant pad site near the Christiana East Tower. The quality of work was great and you were able to exceed our schedule and demands by several weeks. By having the Grounds Shop complete the work in lieu of contracting it, we were able to save a substantial amount of money.

Please pass along my appreciation to the crew.

Dave McNamara, PF&C

Michael McGuinness

I’d like to say thanks for all the times in our review meetings that you bring a rational and supportive voice……it’s much appreciated.

Mike Duptula
ABHA Architects

Wayne Johnson, Paul Lyons, Bruce Shorter and Al White

I just wanted to let you know that a grounds crew was at Rees Hall today, 1/31/08 and did a real nice job cleaning up the outside of the building. We very much appreciate their efforts.

Thank you,
Pat Harris
Rees Hall

Tom Crampton, Elaine Early, James Gordon, Jack Heldorfer, James Jianniney, Felix Lopez, Wayne Johnson, Randy Paisley, Bruce Shorter, Ben Toole, Jeff Williams and Tammy Zebley

Thanks to all who worked for me, you really did a tremendous job. Lots were planted and I even came back at their request for additional layout……I was more than happy to do so.
Please accept my thanks for your efforts and pride in your workmanship. You always do a fine job; but for some reason, the larger number of volunteers and the multiple sites worked in harmony this time.
I enjoy your camaraderie as always,

Tom Taylor
FP&C

Marci Hutton

I wanted to let you know how impressed I was at the latest Laird Campus meeting on 1/29/08. Marci made a concerted effort to ensure that the contractor in charge of sediment control attended the meeting so that we could discuss the latest issues with the site. Originally the contractor was not present; however, she was persistent with WT to contact them and request their attendance at the meeting. Additionally, Marci’s demeanor has consistently set the tone concerning the importance of sediment control during the construction.
Overall, this phase of the project has experienced much less sediment control issues than the last phase and I feel there are several contributing factors for this, one being Marci’s loyalty in the stormwater initiative. I know she has a lot on her plate with the project, which makes her actions all the more admirable.

Thank you,

Leslie York-Hubbard
OSH
Employee Highlights
Getting to Know YOU!

Custodial Group Leaders

The Residential/Conference Custodial has had group leaders since August of 1994. We have 7 group leaders and they have over 150 years of combined custodial experience. Our group leaders are very instrumental towards the success of our department with great customer service, team work, and attention to detail. We appreciate all the work that they have done over the years.

Academic Custodial is happy to announce the promotion of eight new group leaders into newly created positions. They join current group leaders Ted Brown and Gene Cane. Each Custodial Zone now has a group leader position in place with Southwest Zone having two. They have completed a training session presented by Patty Fogg and are currently out in the field learning their new duties.
What’s Happening

Please Welcome...

New Hires......
M. Paulina Azocar, Custodial Services
Jason Carroll, M&O
Donna Corcoran, Custodial Services
Yvonne Daniels, Custodial Services
Hector Espanol, M&O
Linda Ward-Skehan, DOHS
Lorenzo White, Custodial Services

Hold this date: **Sunday, September 7th—American Heart Walk.**
If you are interested in participating, please make sure you contact Patty Fogg, Facilities HR Administrator, telephone number 831-1102. More details in upcoming newsletters and other media.

**Daffodil Day—March 12, 2008**
Please contact Terry Henderson at terryh@udel.edu or by phone 831-0399. Orders and monies must be received by February 18, 2008. Delivery day is March 12, 2008

**Safety Corner**
The Department of Occupational Health and Safety website: [www.udel.edu/ohs](http://www.udel.edu/ohs)
The Safety Beakon—Newsletter published by DOHS: [www.udel.edu/ohs/newsletter](http://www.udel.edu/ohs/newsletter)

**Wellness Link**
**Freedom From Smoking**
You can click on the above link or go to the Facilities Shareall drive, open the ENEWS folder and open the MS Word file Smoking.Doc

**Our next issue — April 2008**
If you have any information that you would like to have published in the next edition, please contact us. Deadline is: **Monday, March 24, 2008.**

Facilities HR Services, GSB Room 112, Attention E-News
Michele Jones, telephone 831-1522, mjoness@udel.edu
Patty Fogg, telephone 831-1102, pfogg@udel.edu
Leslie York-Hubbard of OH&S, telephone 831-6366, lesliyeh@udel.edu

Maintenance & Operations’ Alica Downer

For more information please visit: [http://www.udel.edu/PR/UDaily/2008/nov/pies112007.html](http://www.udel.edu/PR/UDaily/2008/nov/pies112007.html)

Alica Downer is pictured on the left

**UD’s Alert System**
For more information please visit: [http://www.udel.edu/PR/UDaily/2008/oct/AlertFAQ100807.html](http://www.udel.edu/PR/UDaily/2008/oct/AlertFAQ100807.html)