Update to Finance Department services – Effective from 25th March 2020

As a result of the University's move to working remotely some changes are required to the normal operations of the Finance Department.

How to contact the Finance Department

Finance is aiming to provide a service as close to business as usual as possible for core operations. Therefore, all normal methods of communication remain available:

- Functional (i.e. Accounts Payable, Payroll etc.) GCU mailboxes should be used in the first instance
- Individual GCU email addresses
- Most individual phone numbers including departmental hunt groups

However, in common with all Department and services, we would ask staff to be patient as we adapt to the new technology, new working arrangements and the impact of current events.

Payroll

Payroll will continue to operate as normal, supported by People Services.

Normal payroll deadlines for overtime will apply and we would expect these to be sent via email to the payroll mailbox as we will be unable to receive these by any other means. Approval from line managers must be included in the email along with the overtime forms.

There has been a separate correspondence sent by People Services around the casual staff process and we would ask that staff refer to this for guidance.

If there are issues with an individual's salaries, please make contact via the payroll mailbox and we will try to resolve as quickly as possible. Payroll would appreciate the patience of staff as the time taken to respond to queries may increase.

Supplier Payments

Pecos remains operational and is available off-site. Staff should use Pecos by ordering and receipting in the normal way. This will ensure that orders are approved, processed and paid quickly.

Finance has temporarily paused adding new suppliers to PECOS. Please contact the Procurement team if you would like to discuss.

New electronic based processes have been implemented in order to enable accepting, processing and approving supplier invoices.

All University suppliers will shortly receive an email advising them that all invoices must be emailed to the accounts payable mailbox.

If you receive and invoice directly from a supplier this should be sent, in PDF format, to the [accounts payable](#) mailbox and will be processed in order of priority. Accounts Payable will accept email approval of non-Pecos invoices only where:

- Invoice being paid is attached
- Invoice number and amount is mentioned in the body of the email
- Approval is in line with scheme of delegation

Payment Dates / Runs

A new supplier payment schedule will be published shortly but to assist with home working smaller more regular weekly payment runs will be operated ensuring that critical suppliers are paid. We ask staff not to "promise" a payment date to any supplier or individual.

iExpenses - cash reimbursement

It is requested that individuals submitting new iExpense claims, do so in the normal way, meaning that they can be approved by line management and forwarded for processing. Staff are encouraged to submit electronic receipts using the "Genius PDF Scanner" app. Guidance on how to download and use the app can be found on the Finance website page.

Credit Cards

All staff with University credit cards can continue to use these in the normal manner. Reconciliations should be submitted and approved in the normal way. Guidance on how to download and use the app can be found on the Finance website page.

Student Queries

Finance will continue to follow current Debt Management and Fees Refund policies, working on the basis that fees are still due. The normal finance process regarding student queries will continue to operate. Finance have an inter-university dependency with Schools in this regard and as such timescales in terms of getting answers back to students will undoubtedly increase. It should be noted that the volumes being received by the department even now are already significant and would ask for understanding as the team try to work their way through these for the benefit of our students.