

Latest News

A simplified process for non-purchase order (non-PO) invoices

SEP was proud to launch a new, streamlined process for non-purchase order (non-PO) invoices across York University on May 24. This improvement was implemented as part of ongoing efforts to optimize and simplify common finance processes. This new process eliminates the responsibility for purchasers to complete a paper-based requisition form, and instead requires vendors to send all invoices directly to Accounts Payable (AP) for processing in Sm@rtBuy. The benefits of this improvement include easier processing of non-PO invoices, less effort for purchasers and AP, and faster payments to York's vendors. Learn more about the new process in [this bulletin](#).

IT teams join the USC

As part of ongoing efforts to focus on service delivery at York, two teams from the University Information Technology department (UIT) have joined the University Services Centre (USC). Services provided by the Client Services (CS) team and the Classroom Operations (CO) team from Client Technical Services are now available through the USC Contact Centre. This transition is the latest step in York's implementation of the USC, which involves consolidating high-volume administrative tasks across the University to ensure services are simpler, faster and more consistent, and contribute to a culture of service excellence.

Simplifying expense reimbursement through direct deposit

As part of SEP, the Financial Services Department and University Services Centre (USC) have implemented an improvement to simplify the expense reimbursement process for the York community. Effective September 1, 2022, all expense reimbursements and other non-payroll payments issued by Finance will be made by direct deposit into the same bank account used for payroll deposits. Previously, faculty, instructors and staff looking to make changes to their banking information for expense reimbursement were required to fill out a separate manual form and be contacted by the USC to validate the information submitted before a change could be made. The elimination of this form streamlines payroll deposits and expense reimbursements into a single process, decreases the risk of error and reduces the time and effort required to complete this process.

IMPROVEMENT HIGHLIGHTS

All USC teams now available through the USC Contact Centre

You can now access services from all USC teams by calling the USC Contact Centre at 416-736-5212. This includes:

- **New** UIT (includes Client Services (CS) and Classroom Operations (CO))
- **New** Payroll & Records
- Pension and Benefits
- General Accounting
- Accounts Payable
- Accounts Receivable
- Procurement Operations

Ensuring all services can be accessed through one central touchpoint is at the core of the USC's mandate of consolidating all high-volume administrative services into a single delivery entity. Learn more about the USC's catalogue of services on the [USC website](#).



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Third round of consultations for organizational redesign are underway

After thorough consultations with all central units, divisions and Faculties, the first two rounds of engagement for organizational redesign work are complete. These initial rounds were focused on understanding the current state of HR and Finance operations within each unit. Information collected through consultations was then tested with the HR and Finance design working groups to ensure a fulsome picture of the current state, common processes, systems, stakeholders and challenges in both functions. Building on the information collected in the first two rounds, the third set of consultations is now underway. These consultations will include discussions about the future state, application on a Faculty/ division basis, implementation and the change management approach for people movement, including SEP's Change Advocate Network (CAN). More information about this work will be shared as available.

Creating new opportunities for York staff

At the onset of the organizational redesign, the University made a commitment to retain current York staff by creating new and exciting opportunities for career growth and progression. When recruiting for leadership positions in HR, Finance/ Budgets & Asset Management (BAM) and the USC, the program used an Expression of Interest (EOI) process to encourage internal qualified candidates to apply. EOI invitations were distributed to current staff who were anticipated to have the applicable skills and experience for open positions. Through this process, York was able to successfully fill all new HR leadership roles with internal candidates. The program is currently recruiting for leadership positions in the USC and central Finance via EOI and will continue to employ recruitment methods that prioritize internal staff growth.

Eliminating paper timesheets for casual staff to save time and effort

SEP has identified a new opportunity for improvement – eliminating paper timesheets for research and non-research casual staff. Implementing this improvement would involve digitizing approximately 15,000 paper timesheets annually submitted by casual staff to save effort and time, increase satisfaction and contribute to the University's sustainability goals by reducing paper waste. The project team is currently consulting with stakeholders to understand the needs of the project. More details will be made available as appropriate.

