

Latest News

Exclusive: Non-purchase order (PO) invoices will soon be digitized

The Service Excellence Program, in partnership with the Finance Department and the University Services Centre (USC), is running a pilot program with Osgoode Hall Law School that will simplify the processing of non-purchase order (PO) invoices. The pilot is testing a new process that digitizes non-PO invoices, reduces effort for purchasers and ensures faster payment for vendors. Following the Osgoode pilot, the new process will be launched with the broader University community.

Exclusive: It will soon be simpler and faster to access services across York

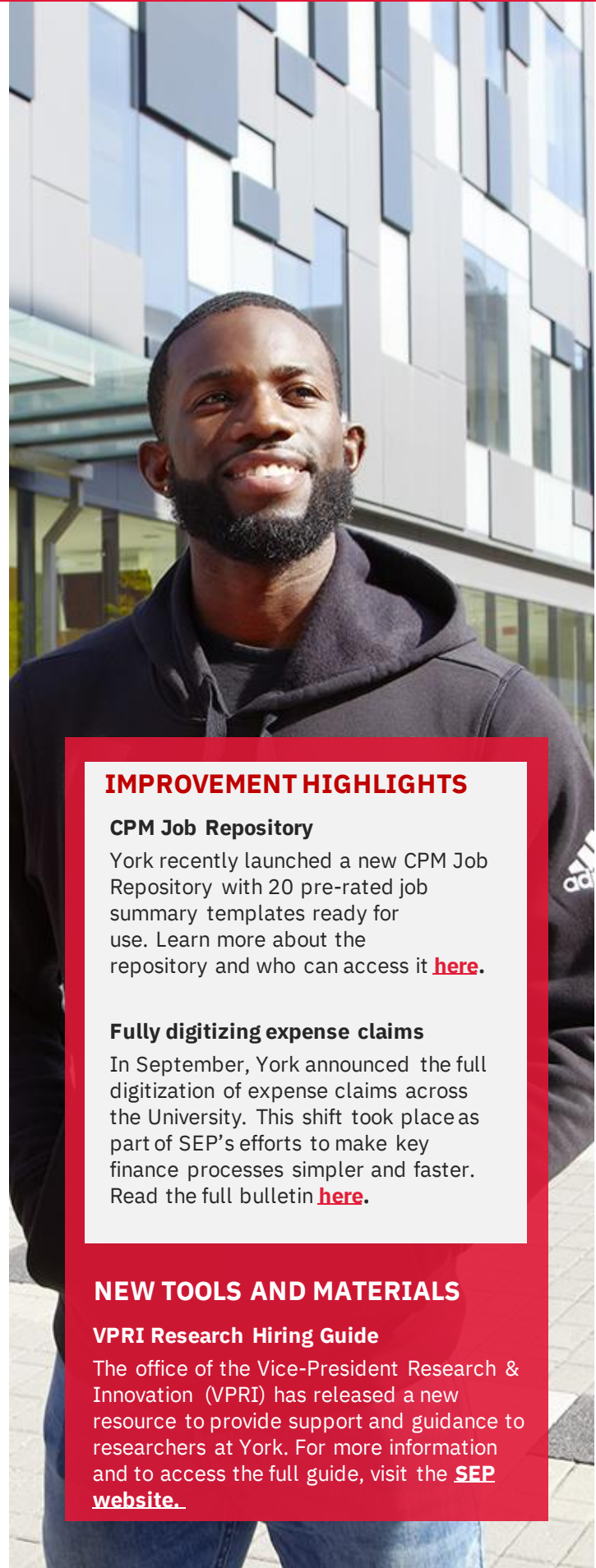
Tomorrow, the University Services Centre (USC) will be launching a new website and telephone line to make accessing information and services simpler and faster. Among many benefits, these new platforms will increase consistency in services and information, streamline the user experience and provide greater transparency of timelines. Keep an eye out for an email tomorrow with the website link and telephone number, as well as a feature in YFile soon.

Using your feedback

In early October, the program extended its first invitation to the SEP advisory group – an opportunity to share concerns about accessing IT helpdesk supports. This first opportunity yielded a strong response, with 34 sign-ups and 24 people who were able to participate over two sessions. Input collected through these sessions, and subsequent opportunities, will be used to design, test and implement improvements to the IT helpdesk system. We are grateful for those who participated in our recent sessions and look forward to meeting more members of our advisory group in the coming months.

The USC welcomes new team members from two departments

The USC team is growing. As of this month, more York staff have joined the USC as part of ongoing efforts to consolidate high-volume administrative activities from across the University. New team members include the Payroll and Records team and two General Accounting Clerks from the Facilities Financial Services team. For the USC's full catalogue of services, visit the [USC website](#).



IMPROVEMENT HIGHLIGHTS

CPM Job Repository

York recently launched a new CPM Job Repository with 20 pre-rated job summary templates ready for use. Learn more about the repository and who can access it [here](#).

Fully digitizing expense claims

In September, York announced the full digitization of expense claims across the University. This shift took place as part of SEP's efforts to make key finance processes simpler and faster. Read the full bulletin [here](#).

NEW TOOLS AND MATERIALS

VPRI Research Hiring Guide

The office of the Vice-President Research & Innovation (VPRI) has released a new resource to provide support and guidance to researchers at York. For more information and to access the full guide, visit the [SEP website](#).