New Deposit Process
College of Arts & Sciences
January 16, 2018
Topics

• Why a New Deposits Process?
• What is Lean Process Review?
• Deposits Lean Process Event
• Current and Future Deposit Processes
• Anticipated Benefits
• Implementation
Why a New Deposit Process?
What Deposits are we talking about?

• **Cash and Checks** collected by Departments and other College Units

  • We are excluding other receivables, such as Credit Card Payments

• Specifically, deposits that are routed to the **College’s Finance Business Center** for processing

• This process also **excludes deposits** for the Arts & Sciences Foundation, OSR, and Travel Services
Why a New Deposit Process?

• Due to size and complexity, the College is rarely compliant with the Daily Deposit Requirement of the State

• Significant physical movement of deposits around campus and Europa Center raising questions of security

• Many people were physically touching deposits without clear contribution to the process

• Unclear internal controls

• Unclear guidance for staff handling deposits

• The need for a clear, streamlined process that protects the deposit and the staff required to handle deposits
What is Lean?
Lean Philosophy

• Customers come first
• People are the most valuable resource
• Focus on where the work is done
• Must have a culture accepting of change
• Continuous improvement
• Doing less with more
Key Principles of Lean

• **Value** is defined as what customers expect and may be willing to pay for

• **Value stream** is the steps that are taken to deliver a service

• **Flow** is defined as organizing the Value Stream to be continuous

• **Pull** is defined as responding downstream to customer demand

• **Perfection** is explained as relentless ongoing continuous improvement
Value Stream Mapping
# 8 Wastes - Downtime

<table>
<thead>
<tr>
<th><strong>D</strong>efect</th>
<th>Work that contains errors or omits key information</th>
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<tbody>
<tr>
<td><strong>O</strong>verproduction</td>
<td>Producing more materials or information than needed</td>
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<tr>
<td><strong>W</strong>aiting</td>
<td>Idle time created when material, information, people or equipment are not ready</td>
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<tr>
<td><strong>N</strong>ot Utilizing Talent</td>
<td>Not using or underutilizing talent of employees</td>
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<tr>
<td><strong>T</strong>ransportation</td>
<td>Movement of materials or information that doesn’t add value</td>
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<tr>
<td><strong>I</strong>nventory</td>
<td>Excess materials on hand that employees and customers don’t need right now</td>
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<tr>
<td><strong>M</strong>otion</td>
<td>Movement of people that doesn’t add value</td>
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<tr>
<td><strong>E</strong>xtra Processing</td>
<td>Efforts that don’t add value from the customer perspective</td>
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Deposits Lean Process Event
Deposits Lean Process Event – Nov 30 & Dec 1

- Our cross-functional Lean Team

Jim Klingler – Facilitator  Kathy Uber – City & Regional Planning
Mark Richardson – FBC  Teresa Bullock – Urban & Regional Studies
Heather Yousef – FBC  Janet Chen – Computer Science
Jessica Gibson – FBC  Shawn Johnson – University Cashier
Ethel Rodriguez – FBC

- Additional input from History, Psychology & Neurology, Religious Studies, Campus Accounting Services, and South Building Staff

- Gathered information about pain points, opportunities for improvement, and change limitations.

- Mapped out the current Deposits Process & developed a New Deposits Process
Current Deposits Process (Value Stream)
And this….
Oh, we’re not done...
Nope, not there yet...
There’s the end!
The entire Current Deposits Process on one slide

And here is our Future Deposits Process
New CAS Deposits Process

Cash or Check Arrives → Provide receipt to Depositer → Gather and lock Deposits securely in an office or lockbox → Process in Infoporte → CASBO monitors for Infoporte Deposit Requests → CASBO reviews Infoporte Request → CASBO Enters in Connect Carolina

Create guidelines for faculty, staff, and student at the unit level
Encourage merchant card deposits or Electronic Funds Transfers (EFT)
Develop guidelines for properly recording deposits to the CASB Foundation Account, and Travel Services
Guideline from CASBO
How to record the amount of cash vs. checks
Filling out Inforsoft & Comments
Clear Policy from the Dean’s Office is no longer use Campus Cash for Deposits

Clearly Designate staff who can accept deposits & where in the unit deposits should be taken
Establish specific times for deposit drop-off
Consider refunding deposits outside of published drop-off hours
Maintain a copy of the receipt in receipt book, file, or other notebook
For same-day deposit, process in Infoporte by 2pm
Several units list individual checks
Several batches of checks per checkbook – which is all the business center needs
Cash vs. Check Totals at the team are important
2-4 mins to fill out at one sitting

Internal CAS Form and Infoporte are redundant
Comment Box in the Internal CAS Form doesn’t allow enough characters
70% of the time, CASBO questions about deposits

If the purpose or charfield is unclear, email or call the unit
CASBO proposes Deposit to a holding account
Deposit is transferred to correct charfield once the purpose is understood (via journal)
New CAS Deposits Process (cont.)

CASBO uploads DTR in Infosports

Unit receives Infosports Notice

Review Infosports Report

Print 2 copies of the DTR

Deposits & DTR are placed in a Sealed Coded Envelope

Walk to South 205

Sealed Envelope goes into the Lockbox through a slot

Dean’s Office Staff will no longer touch Deposits

Be Safe! Consider putting spoiled envelopes in bag to campus mail envelope before walking to South Building
New CAS Deposits Process (cont.)

- Arrange to have Loomis Security pick up daily deposits.
- Loomis will have the code/key and gather deposits from the lockbox.
- Loomis uses scan technology to track the collection of sealed bags.
New Process Demonstration
Benefits of the New Deposit Process

• Same-day processing of deposits submitted in Infoporte by 2pm

• Less steps in the Overall Process

• Eliminated a College Form and at least 3 Logs

• Cash and Checks are no longer touched by Dean’s Office staff

• Improved security for storing and transport of college-wide deposits

• Improved tracking of deposits through the process
Don’t Forget Merchant Card Operations
New Process Implementation

• College Reveal Event – January 16
• Process Materials on the Website – January 17
• Distribute Tamper-Proof Deposit Bags – January 22
• Drop Box and Time Stamp installed in South Bldg – January 30
• Go Live – February 1
• Share Process with Internal Audit – Early February
• Lean Team Temperature Check – Mid-March