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September 2022

the News

from Business Affairs



TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER.
Business Affairs

Happy New Fiscal Year ____2023_

As a new fiscal year begins, we want to share with you the resources that Business Affairs offers to help your department function more efficiently and effectively.

Training Center

Offers documents and reference materials related to Business Affairs systems and processes.

Forms Center

Consolidates forms related to Business Affairs systems and processes in one convenient location.

News

Provides updates, reminders, changes, current issues, and helpful advice from Business Affairs. Documents include Hot Topics, Tips and the News.

Business Affairs Calendar

Provides important dates, reminders, and deadlines for all departments within Business Affairs.

Here's to a great fiscal year 2023!

Merchant Account App

Do you accept credit card payments in your department? Either through a terminal or on the web?

You are required to complete a short online training video if you are one of the employees identified in [HSC OP 50.37, Payment Card Processing by TTUHSC Departments](#):

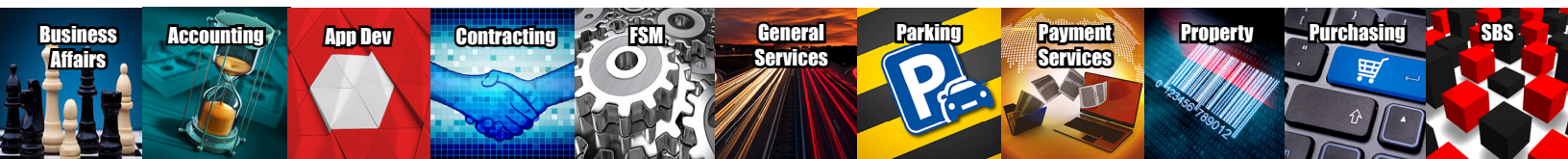
- Any employee who processes payment cards or has access to sensitive payment card information.
- Supervisor of the above employees.
- Departmental Administrator whose department accepts credit card payments.
- Others who oversee payment card operations in a department.

Per policy, TTUHSC departments self-identify those requiring training and ensure they are included in the TTUHSC [Merchant Account](#) App either as a contact or Merchant User.

If you meet the above criteria and are not sure whether you have been identified in the Merchant Account App for training, you may run a Cognos report for the answer: [Lookup Employees Identified for Training](#).

Follow this [link](#) for additional resources.

Contact merchantID@ttuhsc.edu if you need to be added to the database or for assistance.



Need to Know! Use Contract Rate Identifier Number for Rental Cars

The State Travel Management Program has negotiated travel contracts for rental car companies. The negotiated contracts have damage insurance included, and should be given priority unless a lower rate is available from another agency. When making a reservation, be sure to provide the name of your employer and the state entity contract rate identifier number. You need to know that using the contract rate identifier number ensures that your rental will be covered under the contract provisions and with the appropriate insurance coverage. Failure to provide the identifier and obtain the appropriate contracted rate will negatively impact your reimbursement. TTUHSC rental car rates and identifier numbers are available in the [Links](#) section of the Online Travel System. Follow this [link](#) to view a vendor comparison of current in-state and out-of-state rates for car types on contract.

Do Not Pre-Pay

Pre-Payment is not mandatory and travelers should utilize the “Pay at Counter” option to ensure the contracted rate is received and there is no personal reimbursement loss. Pre-Payment for rental cars may result in over payment that exceeds the State contracted rate, regardless if the identifier number was provided at the time of booking. It may also result in additional fees that are not reimbursable to the traveler, such as cancellation or change fees.

Compliance Check

You may not be reimbursed for costs exceeding the contract rate that result from a state employee’s personal preference or convenience regardless of funding source. The Travel Office will review travel vouchers for compliance with the State Travel Management Program. Vouchers which include expenses not in compliance with provisions of this program will be modified or returned to the department unprocessed.



For additional information, visit [HSC OP 79.01](#), [HSC OP 79.06](#), and [State Travel Management Program – Car Rental Contract](#).

For questions, contact the Travel Office at travel@ttuhsc.edu.

Did You Know? The Airbnb of Cars

Did you know about peer-to-peer car sharing services such as Turo or Zipcar? The companies allow private car owners to rent out their vehicles. These are often referred to as the “Airbnb of cars” and have become an attractive alternative to traditional car rental companies.

Car sharing services are not considered commercial transportation companies. As a reminder, a traveler can only be reimbursed for the cost of renting a vehicle when using commercial transportation companies such as Enterprise or Avis. A rental from a car sharing service does not qualify.

If a traveler chooses to use a car sharing service instead of a personal vehicle or rental, they could claim mileage reimbursement at the same rate claimed for the use of a personal vehicle. In order to claim mileage, a comparison must show that it is more cost effective to be reimbursed for mileage compared to the cost of a rental car.

For questions, contact the Travel Office at travel@ttuhsc.edu.

did you know?

Why Should I Care? Direct Deposit Set Up



Have you set up direct deposit for travel reimbursements? You should care because it's not automatic just because you receive payroll by direct deposit. Follow these instructions for setting up direct deposit for travel reimbursements:

- Log into the Webraider portal.
- Select the **Employee** tab.
- Under My Texas Tech Information column, click **Update My Direct Deposit**.
- Verify your identity by voice call or text message.
- Click the **Employee Reimbursement Account** tab. Provide the information to receive reimbursement via direct deposit.
- Verify that current banking information is saved to ensure direct deposit for Travel reimbursements.

For questions, contact the Travel Office at travel@ttuhsc.edu.

TEAM SPOTLIGHT



ONE TEAM



KINDHEARTED



INTEGRITY



VISIONARY



BEYOND SERVICE

STUDENT BUSINESS SERVICES

Student Billing and Collection
Student Refunds and Deposits
Departmental Deposits/Cash Receipts

FAST FACTS

1,640 Refund Checks and 7,379 Direct Deposit
Refunds issued since Sept. 1, 2021
for more than \$40 million.



Highest call volume
is at the start of
each Fall Term
with usually
90 calls
each
day!

Photo Captions

1. TTUHSC 2022 Employee Picnic
2. Student Business Services Team
3. Team Building Activity during Halloween - Mummy Wrapping

Team
answered
5,865 calls last year.

Here's Our Team Goal

Our goal is to provide support regarding student account policies and rules, distribute the latest in training and development, and establish productive relationships with students and departments to ensure the highest quality outcomes for the Institution and all parties.

Contact Us

[Student Business Services Home Page](#)
[Student Business Services Contacts](#)



TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER.
Student Business Services

Don't know **who** we are?

Our eight member team offers a central source within TTUHSC to assist with specific financial management for both students and parents relating to student account and billing information:



Oversee billing tables for all TTUHSC schools for eight terms per semester with 18 different start dates.



Manage student accounts relating to tuition estimates, fees, payments, exemptions, waivers, and deposits along with the assistance in student orientations and financial plans.



Process student refunds as well as the collection of payments from third party vendors such as the Military and Tuition Assistance Programs. Administer payments for student emergency tuition and short term loans.



Collect departmental cash receipts. In FY 2022, we have processed 11,275 cash receipts for more than \$151 billion dollars.

Employees on the Move in Business Affairs

Business Affairs welcomes the following new employees:

- Lee Anne Hodge, Specialist IV, Printing Center in General Services
- Jared Pollock, Senior Account Processor, Payment Services
- Sharon Pruitt, Chief Analyst, Accounting

PCard Fraud - Tips to Keep Your Card Safe

The PCard Office is experiencing a slight increase of fraud cases. Monitor your accounts closely in Chrome River, and contact Citibank and the PCard Office immediately if:

- You see a transaction that was not authorized.
- Citibank contacts you to verify transactions.
- You receive 2 or more declines when trying to process payment.

Review these tips to keep your PCard safe:

- When the card is not in use, keep it in a locked drawer or safe place.
- The card should be returned with the receipt to the cardholder or identified safe place immediately after the purchase.
- Reset your PIN by calling 877-905-1855. This can help prevent scammers from hacking into your account.



For questions, contact the PCard Office at pcard@ttuhsc.edu.

TOP 10 Or So

Top 10 or So training documents outline important responsibilities for specific TTUHSC roles. These responsibilities are entrusted to you from Business Affairs departments including:

Accounting Services
Contracting
Finance Systems Management
Payment Services
Property Management
Purchasing
Student Business Services

Click Here

To access these documents, go to the FSM Training Center or click the button.

Business Affairs consists of several areas operating within the Finance Division to provide financial and operational services to departments within TTUHSC.

Click [here](#) for more on Business Affairs.

Click [here](#) to view past issues of the newsletter.

Questions or suggestions? Email: fsm@ttuhsc.edu