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SAP SUPPORT UPDATE

Closing the Fiscal Year — Year Two in SAP

Not Perfect in 2008 but better and faster than in 2007

In December of 2007, a full six months after the fiscal year ended on June 30, transactions were still being cleaned up in the SAP system to put the Johns Hopkins financial books to bed for the 2007 fiscal year. Most university departmental and business area staff finished up in October, taking longer to close than in legacy. And while the health system closed the books in 2007 on time, it took a heroic effort by staff to pull that off.

Things are a bit better this year. The fiscal year end processes are just about complete and those involved agree they are way ahead of where they were last year, the first year using SAP. Still, there is a lot of room for improvement.

"Central was extremely helpful in processing whatever I needed processed and I'm glad it didn't drag on for months and months like it did last year," said Stephanie Benesch, associate director of Finance for the Whiting School of Engineering. "We're hoping next year goes even better."

"Closing in general was easier this year because of our greater familiarity with the master data and the reporting tools," said Wendy Spivak, assistant dean of Financial Operations in the School of Arts and Sciences. "In other ways it was harder because now we can see all of the errors that occurred since go live and we're spending considerable time cleaning up."

On the health system side, Jim Clauter, director of accounting for the JHHS Controllers Office, agreed things were faster this year because of understanding SAP better, but he also noted that last year health system affiliates closed on time and met their regular closing deadlines, under very difficult circumstances.

"I think that it was a huge accomplishment to get the close done in a reasonable timeframe last year, meeting all required deadlines and without any audit adjustments," said Clauter, "However, this year's closing process went smoother and faster because we are much more familiar with the system. These improvements have allowed us to meet deadlines that are three weeks earlier than last year."

SAP SUPPORT TEAM UPDATE is published monthly. If you have a question or story idea, please send an e-mail message to: sapnews@jhu.edu

Meet the new SAP Support Team Director

ISIS Director, Hopkins Grad, Takes on Additional Role

It is fitting that Geof Corb collects model lighthouses. In his office are ten years worth of a collection that he started when he married his wife, Jennifer. Growing up in Stratford, Connecticut, he was in awe of the lighthouse in his town.

“Maybe it is their majesty and their withstanding the tests of time and brutal conditions, their strength” that got him started collecting the models.

Corb is the new leader of the SAP Support Team—a model of success in his time as Senior Director of Student Information Systems (ISIS) and Educational Technologies (where he will retain his duties).



Geof Corb

He faced his own tests in ISIS, especially because the software system changed vendors a half a dozen times and was still in development as it was being implemented. But Corb withstood and overcame that the way he overcomes most obstacles.

“We hired and retained good people. Smart people. And we wrestled with the product until we knew how it worked inside out and backwards.” He is proud to claim that his team knows more about the system than the vendor or any of the schools that use it, in spite of having gotten little support from the people who sold the product.

Leaders of any project are usually selected because of their problem-solving skills, and Corb is no exception. “I find that I tend to have a different approach to solving problems than many of my colleagues. Some find this refreshing, because it is different; others find this frustrating, because it is different.”

But Corb says it’s worked to his advantage, as he has “managed to build and maintain a very strong and capable team of dedicated professionals...as a result.”

The greatest challenge facing him in his new role is the team’s anxiety—which becomes heightened whenever there is a change in leadership, as happened when John Tikka announced his departure.

“I have only been involved with this team a short while, but I am constantly impressed by the team and their talents—which makes me more and more eager to get to know each and every one of them and understand how best to [use] their talents to the organization’s benefit.”

When he’s not working, Corb is, well, working. He’s been a volunteer Emergency Medical Technician (EMT) for the past twelve years, working with the local fire department once a week. Even one of his hobbies, woodworking, has the word “work” in it. He’s a New York Jets fan, a self-described hack golfer, and an occasional “Madden” (video game) player.

But his favorite way to unwind is with his kids; they “are a delight to play with and be around.” Alyssa, five, just started kindergarten, and he has a nine-month-old son, John David. (His son, Michael, passed away from complications of leukemia in 2006 at nine months old.)

Geof Corb holds a Bachelor’s degree in computer science from Johns Hopkins, is a certified Project Management Professional, and is currently working toward his MBA—slowly, he says.

Right now, his focus is on pulling the SAP Support Team through an assessment being conducted by an outside consulting group, CSC. It won’t be long before the team finds Geof Corb as bright, reliable, and effective as those beacons of safety and strength he has on display in his Mt. Washington campus office in the Davis building.

SUPPLY CHAIN: New Shopping Cart Print Out

At the end of August, members of the SAP Support Team implemented some requested changes to the Shopping Cart Print Out. These changes came at the direct suggestion and request of users of the Shopping Cart transaction.

The additional detail now available includes:

- ▶ Quantity
- ▶ Unit of measure
- ▶ Vendor part number (if applicable)
- ▶ Item description
- ▶ Price per item
- ▶ Total price per line
- ▶ Account assignment , including split costs
- ▶ Requisitioner

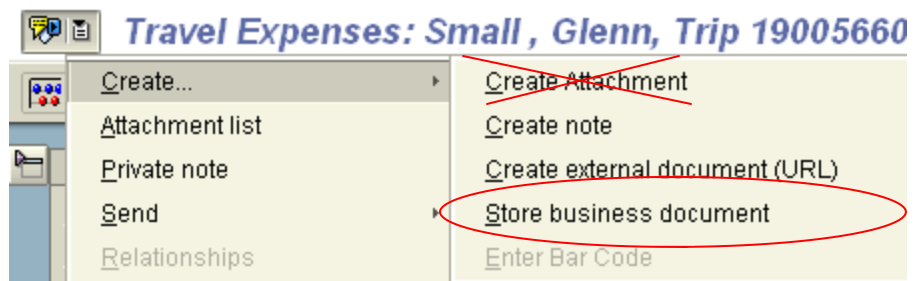
Because the added detail makes the Shopping Cart appear more like an actual Purchase Order, and to avoid possible confusion with requisitioners and vendors, there has been a watermark added that states, **"This is not a purchase order, DO NOT SHIP"**

Itm	Qty	UOM	Vendor Part#	Item Number	Description	Price Per Unit	Tax	Total
1	1	EA	-		Beaker w/ handle	25.00 USD 1 EA		25.00 USD
Pct	Acct Assgnmt			Description	GL Acct	Description	Value	
70.00	1100801003			RESIDENTIAL LIFE	632001	OTHER INST SUP	17.50	
30.00	1003000100			HOPKINSONE	632001	OTHER INST SUP	7.50	
Total value:							0.00	25.00 USD
Account Assignment Breakdown								
	70.00	1100801003		RESIDENTIAL LIFE			17.50	USD
	30.00	1003000100		HOPKINSONE			7.50	USD

The shopping cart can be printed as soon as it's created,. When the user receives the shopping cart number they should click on the Print Shopping Cart link. Additionally, you may print the shopping cart at any time afterwards by using Check Status and selecting the Print Icon.

Scanning and Attaching Reminder

When scanning and attaching supporting documentation in the travel module or in support of online payments (electronic check requests), please note that the **correct way** to attach a scanned document is to select the Services for Object icon, and then, "Create..." and then "Store business document".



The system will allow you to store a document using "Create..." and "Create Attachment" but this option stores the file in the wrong location and you risk losing the document.

BUSINESS WAREHOUSE: NEW BW REPORT: SUMMARY OF GROSS SALARY COMBINED

A new report — the Summary of Gross Salary (Combined) — has been added to the BW report menu under the Human Resources, Finance Admin folder.

This report will enable those with sponsored and non-sponsored accounts to see a summary of gross salary in one report. Below are some sample screen shots of the new report.

Summary of Gross Salary (Combined)

Fiscal year/period			April 2008			May 2008			June 2008		
End of Pay Period	Posting date	Auth-to Date	Pay Period Salary Amt	Fringe Amount	Cor Bal	Pay Period Salary Amt	Fringe Amount	Commitments Balance	Pay Period Salary Amt	Fringe Amount	Commitments Balance
04/15/2008	04/12/2008	06/30/2008	\$ 166.02								
04/30/2008	04/27/2008	06/30/2008	\$ 166.02								
05/15/2008	05/12/2008	06/30/2008				\$ 166.02					
05/31/2008	05/27/2008	06/30/2008				\$ 166.02					
06/15/2008	06/10/2008	06/30/2008							\$ 166.02		
06/30/2008	06/27/2008	06/30/2008							\$ 166.02		
Result			\$ 332.04			\$ 332.04			\$ 332.04		0.00
04/15/2008	04/12/2008	06/30/2008		\$ 56.45							
04/30/2008	04/27/2008	06/30/2008		\$ 56.45							
05/15/2008	05/12/2008	06/30/2008				\$ 56.45					
05/31/2008	05/27/2008	06/30/2008				\$ 56.45					
06/15/2008	06/10/2008	06/30/2008							\$ 56.45		
06/30/2008	06/27/2008	06/30/2008							\$ 56.45		
Result				\$ 112.90	\$ 225.80	\$ 112.90	\$ 112.90		\$ 112.90	\$ 112.90	0.00

BW by the Numbers:

In July 2007, there were 2,309 unique Business Warehouse users who logged in and completed 273,899 screen navigations — a screen navigation is any change of a screen option — as compared with 2,363 unique users in July 2008 completing 330,174 screen navigations.

HUMAN RESOURCES: Redesigned Bonus Supplement Form

For Human Resource Professionals and others who process Internal Service Request (ISR) forms, please note a revised and redesigned Bonus Supplement ISR is coming in late September or early October.

The purpose of the redesign is to make the form easier to use and to improve accuracy of data being entered by providing data validations. This is the third ISR form to be redesigned since Johns Hopkins went live with SAP in January 2007. In March of 2008, the new Hire ISR went live and in May the new Salary Change ISR went live.

Here is a summary of some of the key changes to look for in the Bonus Supplement form:

- ▶ Cost assignments for one-time payments may be distributed over one or more cost centers using a single form
- ▶ System validation checks will determine whether grants are open for the effective period entered into the form and present a hard stop if not.
- ▶ Users who forget to select an Approver Two (for certain wage types) will be warned that one is needed.
- ▶ The Salary Adjustment deduction can be processed using this form; the Salary Adjustment is the only deduction accommodated.

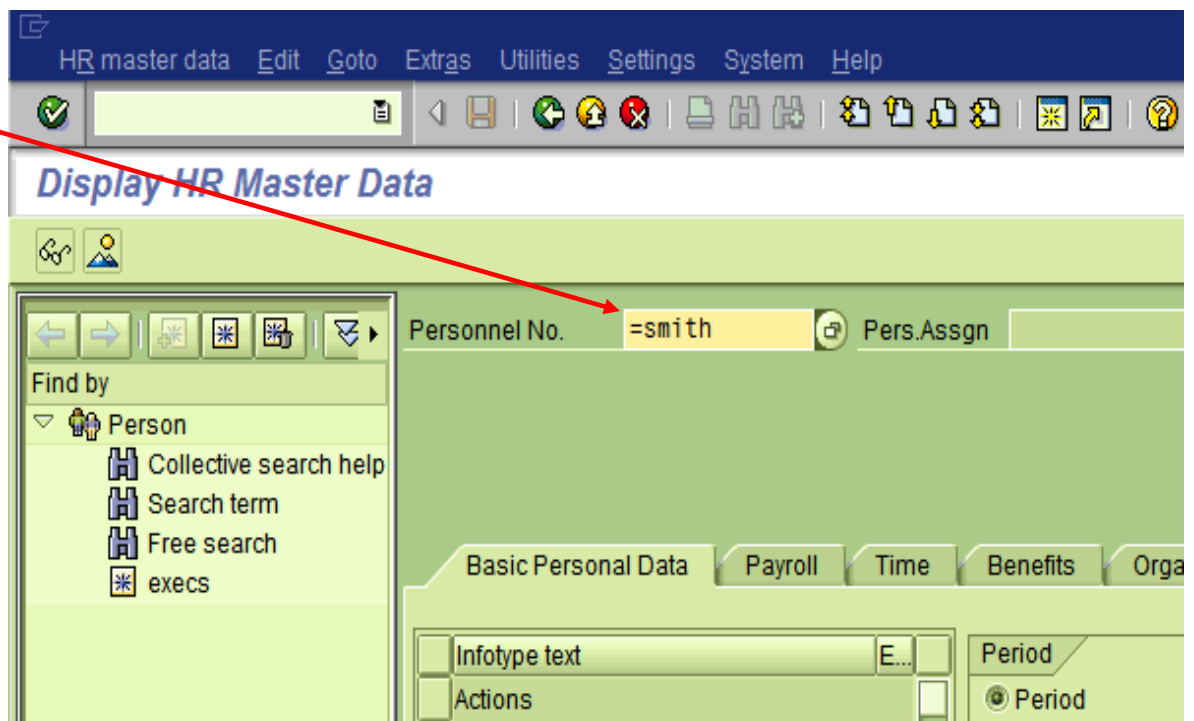
When the form gets closer to being placed into the live SAP system, a FastFacts learning session will be announced and other information will be distributed. Eventually this form will also auto-update into SAP, reducing the chance for errors when forms are re-keyed by Human Resources Shared Services.

HR TIP: Quicker Searches

If your job involves looking up Johns Hopkins employees in the SAP system for HR actions, such as the Display HR Master Data transaction, consider this time-saving tip:

In the Personnel No. search box, type an equal sign (=) followed by all or part of the last name. Hit enter and results for that name will appear.

In the case of multiple matches of your criteria, you'll be presented with a list of names to choose from.



FINANCE/SPONSORED: Changes to the Eform

The SAP Support Finance/Sponsored team has made a number of changes to the eform to correct some problems with the form and to help improve accuracy of eform data being entered by building in some system data validation.

These changes will mostly be transparent to users of the eform, but the improved data accuracy will help ensure financial records are accurate and will avoid cleanup efforts.


Here is a summary of the changes that went into production on September 2:

- ▶ If a cost center's fund is derived from the system, but the end user attempts to enter a different fund, the system will not allow that and will automatically override the incorrect fund with the correct fund.
- ▶ Most cost centers infer their associated funds, but there are some that do not. To prevent data entry mistakes, when a fund is not inferred from a cost center, the system will double check to make sure the fund that is entered by the user is within the same Business Area as the cost center.

Some users had been mistakenly entering funds from the wrong Business Area.

- ▶ Funds for non-sponsored Internal Orders are all inferred and the system will override if user uses a different fund.
- ▶ All sponsored internal orders will derive or infer the associated fund.
- ▶ Users will not be able to use an end date of 12/31/9999 for a sponsored Internal Order. This is because there are time limits for sponsored programs and entering the open-ended calendar date of 12/31/9999 has caused payroll errors.

From the SAP Help Desk...

 Parked document JHEN 1901048722 2008 does not exist

If you've ever gotten this error message when attempting to display a parked document, you are not alone.

But there's an easy fix.

The error message will appear when you have the wrong year in the Fiscal Year field; leave it empty, and it will populate automatically.

Key for Parking	
Company Code	JHEN
Doc. Number	1901043033
Fiscal Year	



Reminder for SAP Approvers: How to establish a substitute

NOTE: The following instructions do not apply to substitutes for SRM or Shopping Carts.

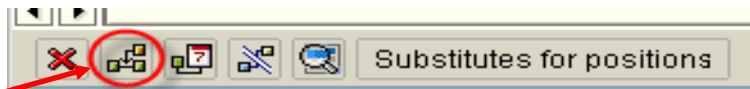
If you have any approval roles in the SAP system, it's important to establish substitutes for when you are not available. There are two kinds: **Active** or **Passive**.

You'll need to decide what kind of substitute you want to set up. An active substitute means work items needing approval automatically go to that person's inbox, whereas a passive substitute approver must go out to retrieve work items from the regular approver's SAP inbox. Before you decide, it's good practice to discuss this with the person you will be designating. You can also set time frames for the substitute.

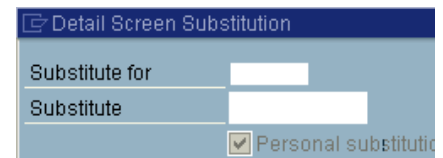
Here's how to set up a substitute approver:

1. From the SAP Easy Access Menu click the  icon to access the SAP Business Workplace (SBWP).
2. Using menu bar at the top of the screen, select: Settings > Workflow Settings > Maintain Substitute
3. A dialog box called "Personal Substitutes" will appear.
4. Click on this icon to select your name. 

5. Once you've selected your name, look at the options at the bottom of the dialog box. Select this one to add your substitute.

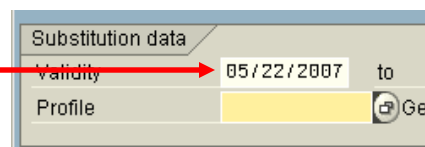


6. A dialog box called "Detail Screen Substitution" will appear. Your name should be in the "Substitute for" field; next select the "Substitute" by using the blank field below your own name. Double clicking on the field will enable a search box. Once you've found the substitute, select them and their name should appear here.

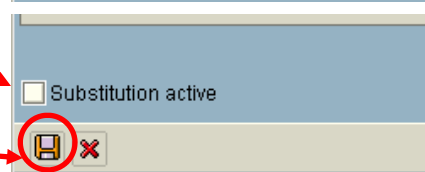


HINT: The search will return results for all users, not just approvers. Make sure the person you're selecting has the relevant approver role before selecting them as your substitute.

7. Select the Validity Dates under the "Substitution data" tab.



8. Check the "Substitution active" box to make this an active substitute; leave it blank to be a passive substitute.



9. Click "Save"

10. **EDITING OPTIONS:**



This icon allows you to edit/change the substitute.



This icon allows you to delete a substitute.



This icon allows you to change the Validity Date(s)

Meet SAP Users

Meghan Carter and Scott McGhee work in the Department of Chemistry at the Krieger School of Arts and Sciences. They both have been using the SAP system since it went live on Jan. 1, 2007.

Q: How did you get to the point where you felt confident in your abilities in SAP?

Meghan: "After go-live, a group of co-workers and I met in a conference room with a projector and, as a group, worked through transactions and learned from each other."

Scott: "I am a big fan of Fast Facts and the R/3 Club. I have gotten a lot of good information there."

Q: Can you describe an *Aha!* moment you had in SAP, when you felt like things clicked?

Scott: "Probably the first time I trained somebody on a transaction. It helped me to talk someone else through the process, step by step."

Meghan: "When I felt like I could understand the language associated with SAP."

Q: Do you have any advice for people just getting started in SAP?

Meghan: "I would recommend that they take a training course. FITT has made a lot of improvements to their training courses. They do a good job."

Scott: "They should become a member of the R/3 club and use the SharePoint site"

If you have a strong grasp of SAP and would like to share your expertise and wisdom, please write to Pamela Stehr, pstehr1@jhmi.edu.



Meghan Carter,
Department Administrator



Scott McGhee, Sr. Research
Service Analyst

Helpful Resources for SAP

Fast facts:

<http://www.hopkinsfastfacts.org/>

SAP Help Desk:

<http://www.jhu.edu/hopkinsone/Support/index.htm>

Newsletter Archives:

<http://orchid.hosts.jhmi.edu/hopkinsone/News/archive.cfm>

Shared Services:

<http://ssc.jhmi.edu/>

Controller's Office:

<http://www.controller.jhu.edu/index.html>

Training: JHHS TRAINING SCHEDULE:

Course Title	Location	Date(s) Offered
Online Payment Request Workshop	Bayview ASC Room 202	9/9
Advanced Online Payment Request Workshop	2024 E. Monument Street, Room 2-1007	9/18
Shopping Cart Workshop	Phipps 404	9/18
	Bayview ASC Room 202	9/23
Advanced Shopping Cart Workshop	Phipps 404	9/11
	Bayview ASC Room 202	9/23
Viewing and Determining Workflow Workshop	Bayview ASC Room 202	9/30
Travel & Business Expense Reimbursement Workshop	Phipps 404	9/25
Advanced Travel & Business Expense Reimbursement Workshop	2024 E. Monument, Room 2-1007	9/16
	Bayview ASC Room 202	9/30

To sign up for **JHHS training** classes, please visit:

<https://portal.johnshopkins.edu/kmx>

For JHHS contact the Training Team at: sap-training@jhmi.edu or 410-735-7065 or <http://www.hopkinsmedicine.org/SAP>

JHU TRAINING SCHEDULE:

Course Title	Location	Date(s) Offered
Introduction to BW	Eastern B105	9/8
Department Budget Creator	Eastern B105	9/9
Petty Cash - Cash Till	2024 E. Monument, Room 2-1007	9/10
Unit Cost Maintenance	2024 E. Monument, Room 2-1007	9/11
Time Entry	2024 E. Monument, Room 2-1007	9/15
HR\Payroll Org Management Administration	Eastern B105	9/17
Shopping Cart Administration	Eastern B105	9/22
Travel and Business Expense Reimbursement	2024 E. Monument, Room 2-1007	9/23
Processing Online Payments	2024 E. Monument, Room 2-1007	9/23
Introduction to BW	2024 E. Monument, Room 2-1007	9/24
Department Billing Specialist	Eastern B105	9/29

To sign up for **JHU training** classes, please visit:

<http://learning.jhu.edu>

For JHU contact the Training Team at: learning@jhu.edu or 443-997-6453.