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Nuts & Bolts

WELCOME

Welcome to the Nuts and Bolts session for new employees. The University of North Carolina at Asheville is the designated liberal arts university in The University of North Carolina system, and one of only six public universities in the country classified as a national liberal arts universities (Liberal Arts I). The current campus is comprised of approximately 30 buildings for classrooms, administration, residence, and recreation. We are proud of our university, and hope that the information presented in this program will help you as you begin your new career at UNC Asheville.

Our goal is to provide you, as a new employee, tools and information to help you navigate the University's administration and support systems. Information presented will familiarize you with how the campus operates, and provide key contacts for assistance you may need as you perform your everyday job functions. In addition to an overview of the University's organizational structure, this session will include the following topics:

- Information Technology Services
- Campus Operations
- Financial Services
- Auxiliary Services
- Health & Wellness Center
- Human Resources Services

Please feel free to ask questions during the Nuts & Bolts session. We value your feedback on the effectiveness of this program, and your suggestions for additional information that would be helpful to new employees!

The University of North Carolina at Asheville is distinctive within the public higher education system of North Carolina in its primary mission: to offer an undergraduate liberal arts education of superior quality for serious and able students. The university also provides selected pre-professional programs which are solidly grounded in the liberal arts.

The university is committed to a liberating education emphasizing the central role of humane values in thought and action, the free and rigorous pursuit of truth, and a respect for differing points of view and heritage. It aims to develop men and women of broad perspective who think critically and creatively and who communicate effectively.

UNC ASHEVILLE STRATEGIC PLAN

UNC Asheville Strategic Plan

The Standard of Excellence in Public Undergraduate Education

Our way of practicing the liberal arts embraces the centrality of learning, rigorous undergraduate scholarship, creative expression, exemplary teaching, and an informed commitment to serving our community and to leading our complex world.

Liberal Arts * Public * Sustainability

Undergraduate Education:

Serve as the standard of excellence for public undergraduate education, focused on intentional interdisciplinarity and quality faculty-student mentoring.

Undergraduate Research:

Within the next decade, UNC Asheville will be the leading undergraduate research institution for high quality, substantive, faculty/student Undergraduate Research.

Assure continual stewardship of the program, its curricular prominence, and focus on societal concerns.

The Campus Experience:

Provide our students and campus community with a robust undergraduate learning experience, reflecting a more engaged, inclusive, and cohesive campus community.

Diversity & Inclusion:

Assert and demonstrate our individual and collective responsibility to invite, honor, and learn from our differences.

Intentionally reflect the vibrant demographics, in all its complexity, of our city, our region, our State, and our world.

North Carolina:

Attract, retain, and graduate North Carolina students of high academic promise by eliminating financial barriers to participation.

Furnish North Carolina's economy with highly accomplished thinkers, negotiators, planners, collaborators, and problem-solvers.

Assure that our campus, our region, and our State understand how uniquely positioned we are to define the practical, life-long value of a liberal arts education in the 21st century.

Asheville:

Share responsibility with the greater Asheville community for collaborations on issues of mutual concern, benefit, and accomplishment.

Economic Sustainability:

Claim our distinctiveness within the UNC system so that our optimal enrollment and unique mission is acknowledged and rewarded within the State funding formula.

Increase private fundraising so the University can command its own future.

Social Sustainability

Build a campus community that is cohesive, respectful, vibrant, creative, and responsible.

Invest in those variables that we know will improve student, faculty, and staff retention and success.

Environmental Sustainability:

Enhance our state-wide leadership and recognition for our conservation, energy use, and green building practices.

Pursue creative, respectful, mission-focused campus expansion.

UNC Asheville students

develop an inquisitive, interdisciplinary, engaged way of life in a vibrant university community which is just, collaborative, and increasingly diverse.

They understand the interconnectedness of all disciplines, ideas, actions, and individuals; they practice lively engagement with others and the world; they have built a strong understanding of self, purpose, connection to the world, and their potential for changing it. Liberal arts is a habit of heart and mind that our students can articulate as a foundation for their life-long passion for learning and the University that inspired it.

their own moral and ethical principles, and a responsibility to individuals, community, and humanity; they develop a service orientation, a sense of adventure, and respect for differences; they discover the joys of entrepreneurship, enlightened risk-taking, and responsible activism.

discipline to identify individual, community, and global needs; critical thinking and problem solving skills to address those needs; courage, inclination, and work ethic to develop solutions, work toward them, and inspire others to do the same. Students identify their unique University experience as something to cherish and support throughout their lives.

ORGANIZATION & PERSONNEL

Office of the Chancellor

Chancellor.....	Anne Ponder
Chief of Staff.....	Christine Riley
Special Assistant to the Chancellor for External Affairs.....	<i>vacant</i>
Director of Athletics.....	Janet Cone
NC Center for Creative Retirement.....	Ron Manheimer
University General Counsel.....	Tom Lawton
Director of Human Resources.....	Elizabeth Bagwell
Director of Institutional Research.....	Archer Gravely

Academic Affairs

Provost	<i>vacant</i>
Vice Chancellor for Academic Affairs.....	Jane Fernandes
Dean of Natural Sciences (interim).....	Gregg Kormanik
Dean – Social Sciences.....	Lisa Friedenber
Dean – Humanities.....	Bill Spellman
Dean – University Programs.....	Edward Katz
Associate Provost.....	Patricia McClellan
Assistant Provost.....	Sandra Byrd
Director of Admissions & Financial Aid.....	Patrice Mitchell
Chief Information Officer/University Librarian.....	Jim Kuhlman
Director of Leadership Programs.....	Gerry Goertz, Jr.
Director of Media & Teleconference Center.....	Rudy Moorrees
Chief Research Officer.....	Greg Kormanik
Director of Sponsored Scholarship & Programs.....	Gerald Voos
Director of Advising & Registration Services (interim).....	Calley Taylor
Dir. of Center for Career Development & Community Partnerships.....	Eileen Buecher
Director of Disability Services.....	Heidi Kelley
Associate Registrar.....	Debbie Race
Director of Writing Center.....	Mary Alm

Academic Departments/Programs by Division

Humanities

Art, Chair.....	Robert Dunning
Classics, Chair.....	Sophie Mills
Conferences & Institutes, Director.....	Ann Martin
Drama, Chair.....	Rob Bowen
Foreign Languages, Chair.....	Greta Trautman
History, Chair.....	Dan Pierce
Literature and Language, Chair.....	Gwen Ashburn
Masters in Liberal Arts, Director.....	Bill Spellman <i>(interim)</i>

Music, Chair.....Wayne Kirby
Philosophy, Chair.....Brian Butler

Natural Sciences

Atmospheric Science, Chair.....Doug Miller
Biology, Chair.....Betsy Wilson
Chemistry, Chair.....Keith Krumpe
Computer Science, Chair.....Dean Brock
Environmental Studies, Chair.....Kevin Moorhead
Joint UNCA/NCSU Engineering, DirectorYusef Fahmy
Mathematics, Chair.....David Peifer
Multimedia Arts and Sciences, Chair.....Lorraine Walsh
Physics, Chair.....Randy Booker

Social Sciences

Asheville Graduate Center, Director.....Sandra Byrd
Center for Teaching & Learning, Director.....Bruce Larson
Economics, Chair.....Jeff Konz
Education, Chair.....Jeanne McGlenn
Extension & Distance Education, Director.....Elaine Fox
Heath and Wellness, Chair.....Keith Ray
Management and Accountancy, Chair.....Claudel McKenzie
Mass Communication, Chair.....Alan Hantz
Political Science, Chair.....Bill Sabo
Psychology, Chair.....Pam Laughon
Sociology, Chair.....Volker Frank

University Programs

Africana Studies, Director (interim).....Dwight Muller
Arts & Ideas, Director.....Laura Facciponti
Cultural and Special Events Office, Director.....Bunny Halton-Subkis
Honors, Director.....Blake Hobby
(Interim)
Humanities, Director.....John McClain
(Interim)
International Studies Program, Director.....Linda Cornett
Teaching Fellows, Director.....Brenda Hopper
Undergraduate Research, Director.....Mark Harvey
Herman Holt
Women's' Studies, Director.....Alice Weldon

Student Affairs

Vice Chancellor of Student Affairs.....Bill Haggard
Dean of Student Affairs.....Jackie McHargue
Assistant Vice Chancellor for Student Affairs.....Calvin Kelley
Director of Campus RecreationJohn Bucher
Director of SAIL (Student Activities & Integrative Learning).....Meg Dutnell

Associate Dir. of SAIL: Student Organizations & Curricular Liaison.....Mary Chakales
Assistant Dir. Of SAIL: Multicultural Organizations & Events.....Deirdre Wiggins
Director of Dining Services.....Danny Dawkins
Director of Student Health Services.....Eric Pyeritz

Finance & Campus Operations

Vice Chancellor of Finance & Campus Operations.....John Pierce
Associate Vice Chancellor for Business & Finance.....Suzanne Bryson
Associate Vice Chancellor for Campus Operations.....Steve Baxley
Director of Auxiliary Services.....David Perkins
Director of Campus Police.....Steve Lewis
Director of Design and Construction.....Don Gordon
Director of Facilities Management.....David Todd
Director of Purchasing.....Betty Ponder
University Budget Officer.....*vacant*
Assistant Vice Chancellor of Finance.....Karen Shaw

Alumni & Development

Vice Chancellor for Alumni & Development.....William P. Massey
Associate Vice Chancellor for Alumni.....Kevan Frazier
Associate Vice Chancellor for Major Gift Endowments.....Jim Brewer
Assistant Vice Chancellor for Major & Planned Gifts.....Julie Heinitsh
Executive Director of Family Business Forum.....Richard Lasher
Annual Fund Officer.....Rebecca Lamb
Director of Gift Planning & Endowments.....Gage Brogan
Budget Officer.....Julia Fuog Caudill
Director of Public Information.....Merianne Epstein
Director of University Publications.....Ashlea Allen
Director of Prospect Research/Proposal Writer.....Joanne McKnight

INFORMATION TECHNOLOGY SERVICES (ITS)

Getting Help and Reporting Problems

The ITS Help Desk is located in Ramsey Library at the Research and Technology Desk. The ITS Help Desk should be your first point of contact for any technical assistance.

ITS Help Desk hours of operation are 8:00am to 9:00pm Monday through Thursday, 8:00am to 5:00pm Friday.

Contact: ITS Help Desk at helpdesk@unca.edu or (828) 251-6445.

ITS network services and administrative computing offices are located on the ground floor of Robinson Hall.

ITS User Services' staff offices are located in Lipinsky Hall 117, on the ground floor of Robinson Hall, and in Ramsey Library.

ITS distance learning staff office is located in Rhoades Hall 105a.

ITS instructional technology support office is located in Highsmith Union 114A.

The ITS main fax number is (828) 251-6041. The ITS User Services office fax number is (828) 250-3878.

ITS-Distance Learning Services phone number is (828) 251-6333 and fax line is (828) 251-6238.

ITS-Instructional Technology Support phone number is (828) 250-3885 and fax line is (828) 251-6041.

ITS hours of operation are 8:00am to 5:00pm, Monday through Friday.

Operations staff and student assistant staff also maintain evening and weekend hours.

Emergency contact: helpdesk@unca.edu or leave a voice message at (828) 251-6445.

Emergency contact for ITS-Distance Learning Services is gregd@unca.edu or leave a voice message at (828) 251-6333.

To change your OnePort/Email password <http://www.unca.edu/accountinfo>

A complete ITS staff directory can be found at <http://www.unca.edu/compcenter/staff.html>

Technical Support

Contact: ITS Help Desk at helpdesk@unca.edu or (828) 251-6445.

Computer Lab Support - <http://www.unca.edu/compcenter/labs.html>

Contact: ITS Help Desk at helpdesk@unca.edu or (828) 251-6445.

ResNet Support - <http://www.unca.edu/resnet>

Contact: ITS Help Desk at helpdesk@unca.edu or (828) 251-6445 or

ResNet Service Center at (828) 250-3853 (Mon-Fri 1pm to 5pm).

The ResNet Service Center is located in Lipinsky Hall 117.

Web Page Support (non instruction)

Contact: ITS Help Desk at helpdesk@unca.edu or (828) 251-6445 or

Email webmaster@unca.edu

Please see <http://www.unca.edu/about> for more information.

WebCT Support & Instructional Technology Support

Contact: ITS Help Desk at helpdesk@unca.edu or (828) 251-6445 or

John Myers (jmyers@unca.edu) at (828) 250-3885 (Mon-Fri 8am to 5pm).

Banner Information - Information about Banner, How to request Access to Banner, Data Standards, Tips: www.unca.edu/compcenter/banner

Application Development and Reporting Assistance - How to request reporting assistance, new projects involving UNCA data www.unca.edu/compcenter/appdev.html

UNCA OnePort Support <http://luminis.unca.edu>

Contact: ITS Help Desk at helpdesk@unca.edu or (828) 251-6445.

Distance Learning Support <http://www.unca.edu/compcenter/dls>

Contact: ITS Help Desk at helpdesk@unca.edu or (828) 251-6445 or

Greg Dillingham (gregd@unca.edu) at (828) 251-6333 (Mon-Fri 8am to 5pm).

Emily Ellis (eellis@unca.edu) at (828) 251-6057

CAMPUS OPERATIONS

Stephen Baxley, Associate Vice Chancellor, Campus Operations
Email: sbaxley@unca.edu

Divisions under Campus Operations include:

Design and Construction – Don Gordon, 251-6121
Email: dgordon@unca.edu

Responsible for master planning of the campus and the planning, design, and construction of all new facilities and major renovations.

Campus Safety – Chris Miller, 251-6038
Email: cmiller@unca.edu
Responsible for a safe work environment.

Facilities Management – (Customer Service) 251-6564, David Todd, Director
Email: dtodd@unca.edu
Responsible for the maintenance of the campus, i.e. heating, cooling, plumbing, housekeeping, grounds, etc.

Support Services – David Todd
Email: dtodd@unca.edu
Responsible for Mail Services, Central Stores, Shipping and Receiving, Warehousing and Surplus Property Management, Telecommunications.

Interim Transportation Planning – Chris Miller, 251-6038
Email: cmiller@unca.edu
Responsible for planning and coordinating mass transit, multi-model transit, bike programs, parking issues, etc.

Telecommunications – Judy Waycaster, 232-4995
Email: jwaycaste@unca.edu
Responsible for telephone service. See attached instructions.

Safety

The University of North Carolina at Asheville is committed to providing a safe environment for all persons associated with the university, including faculty, staff, students, visitors and members of the community.

Health and Safety Office 251-6038

The Environmental Health and Safety Officer, Chris Miller, is responsible for maintaining and implementing the Health and Safety Program. The Health and Safety Manual, located on the University website, http://www.unca.edu/fac_mgmt/safety/Safetytoc.html, provides information on the University's Health and Safety Program, including the role of each employee to help ensure a safe workplace.

Safety

The Occupational Safety and Health Act (OSHA) require all first aid treatment cases to be recorded on a log. This log should be posted in a prominent place in each departmental office. A first aid case is defined as a one-time treatment and subsequent observation of minor injuries.

In addition to the statistical requirements for maintaining a first aid log, this data can document injury/illness dates of initially minor injuries, which may develop into prolonged medical cases, and Workers Compensation claims.

All accidents whether an injury, illness, or "near-miss" must be reported first to Campus Police, who will in turn notify our Safety Officer, (Chris Miller, ext. 6038) and the Workers' Compensation Administrator, (Jeanene Wexler, ext. 6605), preferably on the day of the occurrence, but in all instances within twenty-four (24) hours. To assist the employee and the supervisor in providing required information, the State developed forms for this purpose, which should be filled in as completely as possible and forwarded to the Worker's Compensation Administrator, CPO#1450.

Emergencies

During the work week hours of 7:00 a.m. to 5:00 p.m., emergencies including, but not limited to, a broken water line, a severe roof leak, no electricity, no water, or broken windows, should immediately be reported to the Campus Operations Facilities Management staff at 251-6564. Any emergencies after 5:00 p.m., or on weekends, should be directed to Campus Police in Vance Hall or at 251-6710.

Service Requests

During the work week hours of 7:00 a.m. to 5:00 p.m., the Customer Service staff should be contacted by phone (x6564) or email (customer_service@unca.edu) to replace bulbs, clean spills, restock bathrooms, and other requests not-of-an-emergency nature.

Special Requests

Requests for moving furniture, event setups, small renovations, painting, setting signs, estimates for projects, etc., must be submitted on a Request for Services form (purchased from Central Stores) to Customer Services at CPO#1100. These requests must be submitted no less than 10 working days before service is needed, in order to schedule and obtain supplies/equipment required for the request. Campus personnel are requested not to contact maintenance personnel directly, as their supervisors schedule work assignments for service personnel upon receipt of work order.

All requests should be as complete as possible: the originator should fill in department name; his/her name and phone number for contact, any questions by service personnel; the building/locations where services are required, as well as any diagrams for setups, placement of signs, etc.; any specific dates/times for setup/breakdowns; and account number to be charged with the authorization from the person with signature authority for that account.

Notes: If evening or weekend events require Facilities Management staff on campus, the customer will be charged for their time.

When relocating fixed assets from one campus location to another or on to surplus, an Equipment Transfer form, with appropriate authorization, must accompany the work order.

Heating and Air Conditioning Policy

Temperature Set-points:

Office and Classrooms: 74°-76°F for cooling; 68°-70°F for heating; critical operations at whatever temperatures (and humidity) necessary according to ASHRAE standards.

Motor Fleet Vehicles

The university has assigned state vehicles (six minivans, one car, one 4X4 Trail Blazer, and one 15-passenger van) that are part of the State Motor Fleet. Typically, the Motor Fleet is used to provide transportation for work-related purposes to departments that do not have permanently assigned vehicles. "Work-related purposes" include attending meetings, seminars, training sessions, etc., that are located off UNCA's campus. Faculty/staff may reserve vehicles for field trips that are academic in nature. Motor Fleet vehicles are not available for use by community organizations or for personal use by an employee.

Use of Motor Fleet Vehicles: Rules and Regulations

A **Travel Request & Invoice** form (MO 721-1) is necessary to reserve a Motor Fleet vehicle. These forms may be purchased from the Central Stores; most departmental secretaries are well versed in their required completion. Generally, Motor Fleet vehicles are assigned on a first-requested, first-reserved basis; academic requirements have priority over non-academic requirements, as does the need by the Chancellor or Vice Chancellors. **Note:** The “bumping” by academia to satisfy academic requirements may occur up to (and no later than) one month (by date) before the date the vehicle is needed by any academic department (i.e., the completed MO 721-1 needs to be in the office of Facilities Management’s Customer Service Department by **9/10** to cover the need for a vehicle on **10/10**); there will be **NO CHANGES** made after that exact due date. This policy also applies to the Chancellor’s Office, as well as those of the Vice Chancellors. Motor Fleet vehicles can only be assigned to University employees for job-related functions. A “University employee,” for purposes of vehicle assignment, is any individual working for UNCA for wages or salary. UNCA passenger-carrying vehicles may not, by law, be driven by anyone who is not a state employee, and may not be used by any state employee for any private purposes whatsoever. Spouses and children are permitted to accompany University employees on trips in state owned vehicles, when sufficient space is available, and when all travel is strictly for official business. Family pets are **NOT** permitted in state-owned vehicles.

Central Stores

Central Stores is located in the Physical Plant building. Currently, most office supplies are being ordered from Office Depot.

Shipping and Receiving

Campus Shipping and Receiving is located at the UNCA Riverside Warehouse.

- A shipping form (available free of charge from Central Stores, 251-6703) must accompany any packages shipped against UNCA accounts.
- For shipping pickup, call Keith Anders at 232-5044.
- Questions and alerts regarding incoming packages can also be addressed by calling Keith Anders at 232-5044. Over 90% of packages that come into Central receiving are delivered the day they arrive.

Warehousing and Surplus Property Management

Warehousing & Surplus Property Management is located at the UNCA Riverside Warehouse.

- Questions regarding warehoused materials or UNCA Surplus Property should be addressed to the Riverside Warehouse Supervisor, Greg Dixon, at 232-5044.
- For questions regarding handling of items to be surplus, see UNCA Policies & Procedures Manual, Policy 23 (Fixed Assets).

TELECOMMUNICATIONS

Phone: 828-232-4995

S232 Millar Complex

Monday – Friday, 8 AM – 4:30 PM

Emergency Phone Numbers

Public Safety Department	Ext. 6710
Ambulance	9-911
Fire	9-911
Health Services	Ext. 6520
Police	9-911
Rescue Squad	9-911
SNOWLINE	259-3050
(Late Start Class Scheduling)	

Adding or Moving Phones

Requests for the addition or moving of telephone lines should be emailed to Judy Waycaster at waycaste@unca.edu, along with the building and room location. Budget code numbers should be included for the billing of installation and monthly line charges. These requests need to come from the individual(s) that are responsible for the budget that will be paying for the installation and monthly charges.

Calling on Campus Offices

UNCA has office phone numbers with prefixes of 232, 250 or 251. To call any number on campus, dial only the last four digits of an extension. For example, to call 232-5199, 250-3828, or 251-6600 from a campus office phone, dial 5199, 3828 or 6600, respectively. When calling a campus office number from off-campus the 251-, 232- or 250- prefix must be used.

Calling Toll Free Long-Distance Numbers

When dialing a “Toll Free” number, be sure to dial “9” first for an outside line! For example: 9-1-800-555-6320.

Local Calls

Since some of our campus personnel are not familiar with what cities/towns are in our extended local calling area, they are listed below. Please note: not all calls originating from campus to the above cities/towns will be dialed in the same manner. Basically, all calls listed in the next two sections will be “free” calls. But you will be dialing them using two different methods. Please follow the guidelines listed below when placing your calls to the following cities or towns.

Dial 9 + seven-digit phone number when calling:

Alexander	Candler	Garden City	Marion	Sevier
Arden	Canton	Glenwood	Marshall	Skyland
Asheville	Cherokee	Guntertown	Mars Hill	Swannanoa
Bakersville	Clyde	Hendersonville	Micaville	Sylva
Barnardsville	Cullowhee	Hot Springs	Old Fort	Waynesville
Black Mountain	Enka	Lake Lure	Providence	Weaverville
Brevard	Fairview	Leicester	Ridgecrest	
Burnsville	Fletcher	Maggie Valley	Saluda	

Dial 9 + 1 + 828 + seven-digit phone number when calling:

Andrews	Hayesville
Bryson City	Highlands
Cashiers	Murphy
Cherokee	Robbinsville
Fontana Village	Suit
Franklin	

Long Distance

All long distance calls made within the United States are to be completed by dialing 9 + 1 + area code + seven-digit phone number. All long distance calls placed within the United States are billed at a rate of 4-cents per minute. State Telecommunications gives us the lowest telephone rates possible!

Personal Long Distance

Current state rules and regulations prohibit placement of personal calls through the state long distance telephone network, even if the individual intends on reimbursing the University. The rule states:

Any use of the State Telephone Network for other than official state business is a violation of the tariffs filed with the North Carolina Utilities Commission. Misuse of the system may result in appropriate penalties, including dismissal.

This rule applies to everyone!

Only official business telephone calls and/or fax calls are to be placed through our state telephone lines and state calling cards. For personal long distance calls, University personnel may dial '9' for outside line then '0' and bill the call to their personal calling card or make the call "collect".

Long Distance Information

For all long-distance Information calls, dial 9 + 1 + area code + 555+1212.

Phoning & Faxing Overseas

To place a call or fax overseas, you should dial 9 + 011 + country code + city code + telephone number.

Telephone Repair Service

Repairs on any of the University phones should be reported to Judy Waycaster at extension 4995, Monday through Friday, 8 AM – 4:30 PM. On nights and weekends, dial extension 6249.

INSTRUCTIONS FOR SINGLE LINE SET USERS:

Telephone Features That You Already Have & How to Use Them

Call Transfer

Three-Way Conference

Call Forwarding on-campus

To Transfer a call:

Depress the Flash button, which puts your party in a holding zone

At this time, you will hear a fresh dial tone

Dial the extension number to which your party should be connected

When you hear the ringing of the extension number, all you need to do is hang up. This takes the party out of the holding zone and allows them to hear the ringing of the desired extension to which you have transferred them.

Three-Way Conference – to add on a third party:

Depress the Flash button, which puts your party in a holding zone

At this time, you will hear a fresh dial tone

Dial the extension number to which you wish to be connected

When the person you are dialing answers, tell them that you have a caller holding and that you wish to make this a three-way conversation

At this time, you will depress the Flash button once, which brings the calling party out of the holding zone, and now all three of you can talk and hear each other.

** When you depress the Flash button the first time and put the caller into the holding zone, he/she cannot hear you or the person at the extension number you dialed. They can hear you only after you depress the Flash button the second time and bring them out of the holding zone.

Call Forwarding:

To Forward a Call on Campus:

Life the receiver or press your speaker button

Listen for the dial tone

Dial 100

You will hear a forwarding acknowledgement tone

Dial the extension number to which you want your calls forwarded

You will now hear a confirmation tone indicating that your calls have been forwarded

To Cancel Call Forwarding:

Lift the receiver or press your speaker button

Listen for the dial tone

Dial 101

You will hear a cancellation confirmation tone

** When forwarding your calls to someone, you should call them ahead of time to let them know you will be forwarding your calls and the time you expect to return. When you return, inform them that you are taking your calls back and pick up your messages.

Voicemail Box Message Alert:

When someone leaves you a voice mail message, you will be alerted by a stutter dial tone when you pick up the receiver of your phone. You may choose to ignore this and proceed to dial the number you intended to or check to see who the message is from.

You will need to follow the instructions that will be given to you once your voice mailbox is established.

ADDITIONAL FEATURES THAT ARE AVAILABLE TO YOU UPON REQUEST:

Call Hold

To Hold a Call:

Depress Flash button

Listen for special dial tone

Dial 76

Listen for confirmation tone

Lay handset down

To Return to a Held Call:

Hang up

Listen for ringing

Pick up handset

Call Park – (4 minutes on campus calls)

To Park a call:

Depress Flash button

Listen for special Dial Tone

Dial 151

Listen for confirmation tone

To Retrieve a Parked Call:

Lift handset

Dial 152

Listen for special dial tone

Dial station number where call was parked

Call Pick Up

To pick up a call when your phone is idle:

Listen for dial tone

Dial 7-8-#

Begin conversation

Call Waiting

If you are presently talking with someone and you hear a beep (break in conversation), this is the call waiting signal that someone else is trying to call you. If you don't answer the first beep you will hear another one in about ten seconds.

If you want to answer the second call without ending the first:

Press and release the Flash button quickly. The first caller will be put on hold while you are connected to the second caller.

To return to the first caller:

Press and release the Flash button again. You can switch back and forth between calls as often as you like.

To end the first conversation and begin the second, just hang up. Your telephone will immediately ring with the second call.

Directed Call Pick Up

To pick up a specific station's call when your phone is idle:

Lift Handset

Listen for dial tone

Dial 108

Listen for special dial tone

Dial the extension number from the ringing station

INSTRUCTIONS FOR SECRETARIAL MULTI-LINE BUSINESS SET USERS:

To Transfer a Call:

Depress the Transfer button, which puts your party in a holding zone

At this time, you will hear a fresh dial tone

Dial the extension number to which your party should be connected

When you hear the ringing of the extension number, press the transfer button again.

(This takes the caller out of the holding zone and allows them to hear the ringing of the desired extension to which you have transferred them.)

Depress the Release (RLS) button. This will exit you completely out of the call but leaves the caller with the ringing of the desired extension number.

Three-Way Conference:

To add on a third party:

Depress the Transfer button, which puts your party in a holding zone.

At this time, you will hear a fresh dial tone.

Dial the extension number to which you wish to be connected

When the person you are dialing answers, tell them that you have a caller holding and that you wish to make this a three-way conversation.

At this time, depress the Transfer button once, which brings the calling party out of the holding zone, and now all three of you can talk and hear each other.

When you are no longer needed in the conversation, then press the Release (RLS) button and you will be dropped from the conversation.

****** When you depress the Transfer button the first time and put the caller in the holding zone, he/she cannot hear you or the person at the extension you dialed. They can only hear you when you depress the Transfer button the second time and bring them out of the holding zone.

Call forwarding on campus:

Press the Call Forward (Call Fwd) button that has been assigned to one of your line selection buttons. You will now see a black diamond blinking beside this line selection button. You are now in the Call Forwarding mode.

Dial the extension number to which you want your calls forwarded to.

Now press the Call Fwd button again. The black diamond is now solid. This means that your calls are now forwarded to the extension you typed in.

To cancel Call Forwarding, press the Call Fwd button again and the black diamond will disappear.

Once you have forwarded your calls, the most recent extension number will appear on your display the next time you want to forward your calls. If you are forwarding your calls to the same extension, then just press the call forward button and obtain the solid black diamond.

Message Waiting Light:

You have a "Message Waiting" line selection button on your phone. This button alerts you when someone has left you a voicemail message. A solid black diamond will appear beside this button when a message has been left for you.

****** Do not get dependent upon this message indicator light. If there has been an interruption in the phone system, the black diamond may not appear. Make it a point to check your voice mailbox often. If you feel that your voice mailbox light isn't working, contact Judy Waycaster at extension 4995 to get it reset. ******

UNCA Voice Mail Usage Guidelines

The objective of voice mail is to better serve the university community through improved communication, greater efficiency and increased accessibility without changing UNCA's personal, small university feel.

Each student, faculty and staff member at UNCA will have a voicemail box. If you forget your password, your mailbox will have to be deleted and re-built. All new and archived messages in your mailbox will be deleted when your mailbox is re-built!

The following guidelines are for individuals, offices and departments using UNCA's voicemail system:

During normal office hours, departments and offices should not forward calls directly to voice mail, unless the phones are left unattended. Offices are requested to have appropriate person(s) answer the telephone between the weekday hours of 8 AM to 5 PM.

When any individual creates his or her voicemail greeting, please include the following: "If this is an emergency, please press zero now". This will send the caller to the main telephone number in the department during normal business hours.

The recommended number of information menu levels when calling an office or department is 2 or 3 and the recommended number of items on each menu is no more than 4 or 5.

Keep your personal greeting current. If you plan to be out of the office for a conference or vacation, please put an extended absence greeting on your voicemail box, letting callers know when you will return.

The North Carolina law, enacted by the 1997 legislature, which addresses automated answering devices, Senate Bill 531, Section 2, states that:

'State agency telephone systems routing calls to multiple extensions were to be programmed as of September 1, 1997, to minimize the number of menus that a caller must go through to reach the desired extension, and allow the caller to reach an attendant or operator from the first menu when calling during normal business hours.'

Judy Waycaster, Telecommunications Coordinator

waycaste@unca.edu

CPO # 1100

Transportation Options for Faculty and Staff

Introduction:

The mission of the Transportation Office is to provide and promote transportation options (walking, biking, carpooling, driving and mass transit) for getting to and from campus. By promoting multi-model transportation options, UNC Asheville seeks to serve the region by reducing air pollution and the impact of vehicular traffic on roadways and congestion. This way of managing transportation aligns with the Guiding Concepts of the University by promoting the idea that our campus community is made up of contributing citizens, of a changing society. The expanding population of Asheville is causing increased traffic congestion, at times dangerous air pollution levels, and an extreme need for alternatives. Transportation has become an issue of health rather than one just of convenience.

Options in the Workplace:

Guests and Visitors: All parking lots on campus are closely monitored 24 hours a day, 7 days a week. All vehicles parked on the UNC Asheville campus are required to display a valid parking permit 7:30 a.m. to 5:00 p.m. Monday – Friday, except holidays and campus breaks. If you are sponsoring a guest of the University, please be sure to get a free Visitor Parking Pass from Campus Police (located in Vance Hall near the clock tower). If a guest receives a citation, please bring it to the attention of Campus Police (251-6710) within 7 days.

Large Events: In order to reserving parking spaces please send e-mail with details to: vh@unca.edu & customer_service@unca.edu. This does not guarantee that your request will be granted, but it does begin the process. *Temporary Signage* – placement on campus must be done by Campus Operations. Contact Customer Service at 251-6564.

Motorpool: The University has seven 7-passenger mini-vans, one sports-utility vehicle, and one sedan. To use one of these vehicles or for more information call Customer Service at 251-6564.

Enterprise Rent-A-Car: For official University business use, the driver must be 21 and an employee of the state of NC. For more information call 251-6696 or call Enterprise Rent-A-Car directly at: 828-255-0236. Faculty and Staff are eligible for a nationwide discount.

Options for You:

Time Management and Financial Savings: Living near campus will assist in managing time and finances. Being on a transit line or close enough to walk or bike to campus will reduce stress and expenses!

Parking on Campus: Parking permits for Faculty/Staff are sold (cash, check or pretax payroll deduction) at Campus Police (251-6710). Bring your vehicle insurance, license plate and driver license # to Campus Police to be issued a parking permit. Paying via a pre-tax payroll deduction can save a Faculty/Staff member 20-30%.

Online-Ride-Board: Save gas money and reduce pollution by using the online Ride-Board. This site is designed for single trip travel (i.e. weekend and holiday travel) as well as daily commutes. Freshmen may want to use the site to get rides home with upper Classmen, and upper Classmen may want to use the online Ride-Board to save gas money. Students using the site are encouraged to share the cost of travel. Details at: www.unca.edu/rideboard

Carpooling: Sharing a ride to campus each day is an excellent way to reduce personal expenses and air pollution. If you carpool with at least two individuals (a driver and at least one passenger) you can request a carpooling permit from Campus Police which provides closer parking and a reduced parking permit fee. If you are interested in finding a carpool match go to: www.unca.edu/transportation/carpooling.html.

Transit: UNC Asheville faculty and staff have unlimited and free access to all transit routes ONLY with a OneCard. Asheville Transit manages 24 different bus routes, five of which stop at UNCA (Route 2, 3, 18, 52 & 54), allowing you to travel almost anywhere in Asheville. In addition, all buses transport at least two bicycles. For a map and schedule go to: www.unca.edu/transportation/public_trans.html.

BARCS (Bulldog Area Commuter Shuttle): This free shuttle operates Monday-Friday, 7:30 a.m.-5:30 p.m. The shuttle provides service to the campus in three ways:
Allows commuters and campus visitors to travel between buildings and parking areas on campus
Transports commuters between UNC Asheville and local apartments including: The Grove, Mountain Trace, Pinnacle Ridge, and University Place
Enables transfers from Asheville Transit routes that operate on Merrimon Ave. (Route 2) and Montford Ave. (Route 11)
Details are available at: <http://www.unca.edu/barcs>.

Cycle Shop: Faculty and staff are encouraged to bring their bicycles to UNC Asheville. The Cycle Shop located at the Highsmith Union offers FREE access to tools and a FREE Commuter Bike Rental program. Access to tools enables faculty and staff to keep their bicycles well-maintained, learn bicycle mechanics, and save money. The Commuter Bike rentals are designed to meet some of the independent transportation needs of faculty

and staff by providing access to a FREE bike rental. Bikes must be parked only on available racks. Parking to trees or railings is prohibited. For details go to:

www.unca.edu/transportation/biking.html and
http://www.unca.edu/recreation/od_cycleShop.asp.

Emergency Ride Home (ERH) Program: The City of Asheville's program provides those who regularly use alternative transportation (carpooling, walking, biking, transit) with a free ride home in the event of an emergency. Participants may take an ERH ride up to twice a month but not more than four times in one calendar year. Examples of an emergency would be a taxi ride home if an immediate family member is suffering from an illness, or if their ridesharing driver must leave early or stay late, or if one is required to work overtime. To participate, you must pre-register. Go to: www.unca.edu/transportation/emergency_home.html or call the City of Asheville at 828-232-4564.

Individual Transportation Consultations: In order to make it easier for faculty, staff, and students to figure out the ideal scenario for their individual schedules, the Transportation Office can help faculty, staff, and students better understand the transportation options available.

Options to share with students

Transit: UNC Asheville students, faculty, and staff have unlimited and free access to all transit routes ONLY with a OneCard. Asheville Transit manages 24 different bus routes, five of which stop at UNCA (Route 2, 3, 18, 52 & 54), allowing you to travel almost anywhere in Asheville. In addition, all buses transport at least two bicycles. For a map and schedule go to: www.unca.edu/transportation/public_trans.html.

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www.unca.edu/transportation/biking.html and
http://www.unca.edu/recreation/od_cycleShop.asp.

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Carpooling: Sharing a ride to campus each day is an excellent way to reduce personal expenses and air pollution. If you carpool with at least two individuals (a driver and at least one passenger) you can request a carpooling permit from Campus Police which provides closer parking and a reduced parking permit fee. If you are interested in finding a carpool match go to:

www.unca.edu/transportation/carpooling.html.

Car Rental Program: Enterprise Rent-A-Car local branches to rent cars to UNCA students, 18 years old and up. Students must provide: 1) a valid drivers license, 2) student I.D., 3) proof of insurance, and 4) a valid credit card (only in-state debit cards are accepted). This program is designed to give students the ability to take weekend trips to the beautiful sights around Western North Carolina, go home on the weekends, and generally have access to a car for any emergencies. Details at:

www.unca.edu/transportation/rentacar.html.

Emergency Ride Home (ERH) Program: The City of Asheville's program provides those who regularly use alternative transportation (carpooling, walking, biking, transit) with a free ride home in the event of an emergency. Participants may take an ERH ride up to twice a month but not more than four times in one calendar year. Examples of an emergency would be a taxi ride home if an immediate family member is suffering from an illness, or if their ridesharing driver must leave early or stay late, or if one is required to work overtime. To participate, you must pre-register. Go to: www.unca.edu/transportation/emergency_home.html or call the City of Asheville at 828-232-4564.

Emergency Ride to Campus (ERC) Program: This "safety net" is only for freshmen without cars at UNC Asheville who regularly use alternative modes of transportation. This program gives students a limited number of FREE rides to campus in the event of an unforeseen emergency. Details at:

www.unca.edu/transportation/emergency_campus.html.

MED-CAB: This program that allows students who are without access to or unable to use a vehicle a FREE taxi ride to a designated medical facility due to a medical emergency. If you need this service please contact Campus Police, Health Services or the Counseling Center. These offices must call for the MED-CAB taxi and authorize its use.

Individual Transportation Consultations: In order to make it easier for students to figure out the ideal scenario for their individual schedules, the Transportation Office can help students better understand the transportation options available.

For More Information, visit:

www.unca.edu/transportation

Contact the Transportation Office:

Phone: (828) 251-6691

Email: transportation@unca.edu

Visit us in Rm #231, Sam Millar Management Complex

Finance

PURCHASING

Phillips Hall
Phone: 828 251-6100

Office Supplies:

Go to <http://bsd.officedepot.com> (only read website for correct prices; username: UNCASHEVILLE password: uncasheville). Office supplies are available from the office supply contract. Please check with Barbara or Betty for the correct procedures for ordering from a contract vendor.

State Term Contract:

To check if an item you wish to purchase is covered by a state term contract, you may access the following web site from Purchase & Contract: www.doa.state.nc.us/PandC/. The easiest way to try to locate a category is to click on the “key word” listing category.

Check Requests:

The following may be paid from a check request regardless of the amount. Registration fees, dues, memberships, subscriptions, honoraria, catering, travel, courses paid by UNCA, and performing individuals. Travel includes bus trips, airlines, car rentals, hotels, and gasoline. These check requests should be directed to Accounts Payable.

Dollar Amounts for Purchase Orders (providing item is not a State Contract item):

Less than \$500 – Purchases can be made on check request unless maintenance contracts and software licenses.

\$501 to \$2500 – Purchases do not require competitive quotes. This is PO total, not per line.

\$2501 to \$5000 – At least three competitive quotes within 30 days (telephone, written/letterhead, faxed, internet, or current catalog) must accompany the requisition.

\$5001 to \$50,000 must be bid out formally either by mail or internet.

Departments must forward specifications, purchase requisition, account number to be charged, justification, and other necessary information to Purchasing. This process could take as long as four to six weeks.

Emergency Purchases:

An emergency purchase may occur in a situation which endangers lives, property, or the continuation of a vital program and which can be rectified only by immediate on-the-spot purchase (or rental) of equipment, supplies, materials, printing, or contractual services.

Lack of planning, inaction, or negligence are not to be considered emergencies. Fires, broken windows, leaks, erosion, fallen trees, etc. fall within the purview of emergencies, and requisitions can be processed immediately.

Bookstore Purchases (Umstead Act):

The Umstead Act states that “it shall be unlawful for any unit, department, or agency of the State government to engage directly or indirectly in the sale of goods, wares, or merchandise in competition with citizens of the State.” In other words, department purchases from the Bookstore are usually illegal under the provisions of the Umstead Act. Keeping this in mind but also wanting to operate as efficiently as possible at UNCA, we have established the following guidelines for departmental purchases from the UNCA Bookstore:

Departments may NOT purchase from the Bookstore unless one of the following exceptions apply:

Textbook purchases.

Purchases of in-stock UNCA emblematic merchandise; large quantity (50-100) special order emblematic orders must be placed with Purchasing.

“Emergency” purchases of non-state contract, non-central stores merchandise under \$25.00 in value.

Purchases by UNCA Foundation account or Agency accounts beginning with the digit 9 or 8.

Employee Purchases:

Purchasing from a UNCA employee is NOT permissible.

Employee Personal Items:

Departments cannot purchase a personal item from an employee; i.e. computer, VCR, digital camera, etc. UNLESS it can be paid for with Foundation Funds. It cannot be paid for with state funds.

Sole Source Purchases:

On occasion, it may be necessary to purchase equipment, supplies, or services from a single source vendor. This means that there is only one source of supply available.

Preference from one vendor, product or service, quotations, acquisition or demonstration/testing by departments does NOT constitute a sole source. These preferences must be determined through a competitive RFQ/RFP process issued by the Purchasing Department.

Examples of sole source purchases procurement include:

Items which must be compatible with existing equipment or systems, and are available only from the original manufacturer.

Items that have specific features essential for the completion of the task or project at hand that are available from only one source.

When changing brands or manufacturers would compromise the continuity of the research project or proprietary items, e.g. copyrighted software, publications, etc.

Justification will include features which are unique and essential for the intended use that other manufacturers of like products do not offer.

Computer, accessories, software, printers, etc. must be priced by ITS.

ACCOUNTS PAYABLE

Phillips Hall

www.unca.edu/controller/ap

Phone: 828 251-6663

Check requests, purchase orders, and interdepartmental payment requests, along with supporting documentation, may be placed in the Action File outside the Accounts Payable Office or mailed to CPO# 1423.

Travel reimbursement forms may be placed in the same files, and are forwarded the same day to the accounting technician who audits and approves them prior to returning them to Accounts Payable for processing.

Foundation invoices and requests are forwarded to the Foundation Accountant.

Advance Payment for Registration Fees, Hotels, and Travel Agencies:

Hotel, travel agency, and conference registration payments may be paid direct when the invoice or online form is submitted and attached to an approved check request. Direct pay eliminates the necessity of using personal funds. Individuals using personal funds to make an advance payment will not be reimbursed until completion of the trip or conference. This is a departmental budget and auditing issue since the possibility exists that an individual might have to cancel a conference and receive reimbursement or credit from the agency after having already received a reimbursement check from the university.

Advertising:

Charges paid for any type of advertising are reportable income and we are required to code payments for 1099 purposes (unless the company is Incorporated). If a certain dollar threshold is met during the calendar year, a 1099 form must be generated to the vendor at the end of the year.

Do not pay for advertising and ask for reimbursement. This gives the appearance of avoidance of compliance rules and could result in IRS auditing exceptions. Submit a completed, approved check request with the invoice or online print out attached, and payment will be processed directly to the company/organization. Some reimbursements have been processed only after review of the type of company/organization, the dollar amount paid during the calendar year and where it appeared the company would not be paid enough to warrant a 1099 form.

Approval of Expenditures:

The signature of the person responsible for a fund is required. Authority to approve charges may be delegated by the department head to subordinates; however, the department head is responsible for the budget. The appropriate vice chancellor's signature is required for summer school expenses, memberships, honoraria, palm pilot

and palm pilot accessory purchases. The Telecommunications Coordinator is to be notified prior to the purchase of any plug in or cell phone which will be used on campus for campus business.

Campus Bookstore Purchases:

Tentative guidelines established in consideration of the Umstead Act:

Departments may NOT purchase from the bookstore unless one of the following exceptions applies:

Textbook purchases are legal (applies to all memo banks).

Purchases by UNCA Foundation or Agency funds beginning with eh digit 8 or 9.

“Emergency” purchases of non-state contract, non-central store’s merchandise under \$25.00 in value.

Small orders of in-stock UNCA emblematic merchandise. Large quantities of UNCA emblematic merchandise must be ordered through the Purchasing Department.

For quantities of 50 or more logo items, the department needs to submit a requisition to the Purchasing Department, even if the cost is under the \$500 limit. A small order of one, two, or maybe up to 10 logo items may be purchased from the bookstore as long as the dollar amount is \$25.00 or under. Over 10 but less than 50 items would depend on the total purchase cost. In this situation, check with the Accounts Payable or Purchasing Department (as above, funds beginning with 8 or 9 do not have to follow this guideline).

Whether a state fund (2-xxxxx) or a nonstate fund (3-xxxxx) can be used depends on the type of merchandise being purchased and the purpose. For items (i.e. an emblematic legal pad cover) being given in lieu of having to make a payment to an individual for participating in some small event, conference, etc. a nonstate fund must be used for the expenditure. Items purchased for gifts or student awards (i.e. mugs), and all token, entertainment, food and drink purchases must be paid from nonstate funds. State funds may be used in some instances. Items purchased for promotional purposes (i.e. pencils or other token items used by the Admissions Office) can be paid from state funds. Emblematic bags or totes used and kept in an office or department or used for educational or training purposes on campus may be paid from state funds. However, if an emblematic bag or tote is purchased and given to someone as a token gift or for the purpose of carrying other items, these are payable only from nonstate funds although any promotional item inside would be payable from state funds.

The check printing cycle for the university is twice weekly, Monday and Thursday mornings, the exception being the final check write of the month which is done on the last working day. Checks are mailed within two working days, state fund checks according to approval of fund availability. Auditors prefer all checks be mailed from the office; however, if a situation necessitates that a check be picked up in Account Payable, it will be available after 2:00 p.m. the day following the check write. Check write dates are posted on a calendar located by the Action File outside the department.

CHECK REQUESTS

Checks for the payment of goods and services are normally prepared within five working days after receipt of properly submitted documents. Depending upon the workload and volume, this time may be extended. If extenuating circumstances require that a request for payment be given priority in processing, please bring this to the attention of the appropriate accounts payable technician, and the document will be given immediate attention. Negligence or delays from lack of planning do not constitute an emergency, and the request will be processed through normal procedure.

For information on purchase orders, you may either contact Accounts Payable for information on payments or contact the Purchasing Office for information on purchase orders and how they work. You may also refer to Purchasing Policy for purchasing guidelines. Purchase orders must be issued for goods and services exceeding \$500.00 (excluding tax and shipping). Registration fees, dues, memberships, catering, food, drinks, and travel may be paid from a check request regardless of the amount. Travel includes bus trips, airlines, auto rentals, hotels, gasoline, and mileage reimbursement. Maintenance and lease agreements require a purchase order regardless of the amount. This is for internal control purposes and to have agreements on file. State contract items require a purchase order regardless of the amount.

Please Note: Separate check requests are required when a payment is to be divided between funds since the monies are disbursed from different memo banks (State 1 or 2xxxx, Agency 8-80xxx, Trust 3-3xxxx or 5-5xxxx, and Foundation 9-94, 9-95, or 9-96xxx funds should be separated).

Check requests which are not completed with the appropriate signatures and documentation will be returned to the department. Please assign the departmental fund and account from which payment is to be made.

Consulting Services:

Truce consulting services must be done through the Purchasing Department since approval by Raleigh is required. These services do not include a consulting service giving a speech, leading or conducting a discussion or retreat. Purchasing may be contacted regarding criteria rules.

Gift Certificates:

Gift certificates are not to be purchased and given as compensation to any individual (including students, faculty, staff) who gives something (time/value) to the University. IRS views gift certificates the same as cash payment and the dollar amount as reportable income. We track payments for services for tax reporting purposes. If a certain threshold is met during the calendar year, a 1099 tax form is generated, and sent to the individual. When some other form of compensation is given to the individual instead of direct payment, we can't track or match the payment from one department with the activity of other departments.

In compliance with IRS regulations, all payments to employees of the University must be processed through payroll. A check request/honoraria form may be submitted for all other individuals.

Honoraria and Other Services:

To pay an honorarium, complete the "Request to Authorize Honorarium" form. Do not use this form to pay an employee of UNCA or any other state agency or students. Refer to UNCA guidelines regarding payment of honoraria, awards, or independent contracts for further information.

Interdepartmental Billings:

Graphic charges, central stores and shipping charges, postage charges, and facilities management work order charges are submitted by the university department providing the goods and/or services and, and are processed via automated journal entry or wire transfer. Do not send your copy of the work order/charge to Accounts Payable.

Non-purchase order charges and other interdepartmental billings are to be submitted to Accounts Payable. These can be attached to a check request. The request to the department should include the name of the campus department requesting payment, the signature of the person responsible and the date of the request, a short description of the goods/services, and the fund and account number to be credited for receipt of the funds.

When the department receives the invoice, the person responsible should sign approval to pay, date and assign the disbursing fund and account number, and forward to Accounts Payable. These are processed within the month received.

The white copies of Campus Bookstore invoices are sent to Accounts Payable from the bookstore and are the originals from which payment is made, since account numbers and signatures are on them. Do not send your yellow copy to accounts payable.

Merchandise Ordered Online and Paid by Credit Card:

Auditors require that the following documentation be attached to an approved check request:

Proof of payment (such as the online order confirmation) indicating amount charged to the credit card.

Proof of receipt of merchandise (such as a packing list). If no packing slip is received, a signature is required to confirm merchandise has been received.

Personal Reimbursements:

Original receipts are required. Credit card statements alone do not itemize the goods/services purchased and the cost of each.

Purchase Order Invoice Payments:

Original invoice is required. Purchase order invoices are normally mailed to Accounts Payable. The receiving email account was established in order to obtain faster approval information and process payment to the vendor more promptly. The responsible individual in the department will receive an email notification of the invoice received; the

purchase order number will be referenced. Simply reply to the email with your message to pay or not to pay. Do not submit payment approval unless the goods/services have been received and checked. Check requests are not required for purchase order invoices.

State Funds:

No food or alcoholic beverage purchases, entertainment or token items, flowers or gifts are to be paid from state funds. Subsistence/meals included on travel reimbursement forms may be paid from state funds. Food service invoices cannot be paid from state funds unless the Chancellor or designee was present at the event AND unless the Chancellor initiated the meeting and gave written approval in advance (specific rules apply). The Chancellor's attendance at a social event does not constitute use of state funds to pay for the vent. No late fees are paid from state funds.

Tax Exempt Status (Sales Tax):

The University became exempt from sales tax on July 1, 2004. Tax amounts charged by a vendor will be deducted from the invoice. New vendors will receive our tax exempt notification. Individuals who make purchases will receive reimbursement of tax paid.

Judy Brigman jbrigman@unca.edu
Non-Purchase Order Invoices and Check Requests & Payment Status
Reimbursements & Services
Honoraria (following audit by our 1099 technician)

Katha Tasios ktasios@unca.edu
Purchase Order Invoicing & Payment Status
Library Invoicing
Receiving Information
Purchase Orders
Fiscal Year End Maintenance

Martha Dean mdean@unca.edu
Invoicing
Payment Status & Issues
Departmental Vendor Issues & Problems
Void Checks
Stop Payment Issues
Responsible for Departmental Management & Supervision

PAYROLL OFFICE

Phillips Hall

www.unca.edu/controller/Payroll

Phone: 828 251-6665

All Employees:

Effective July 1, 2007, the Office of the State Controller has required that all state employees paid through the Central Payroll System be paid by direct deposit, unless exempted by the State Controller. Those who are unable to secure an account at an eligible financial institution or who believe that enrollment in direct deposit will result in an extreme hardship may fill out an Exemption Request Form. Exemptions can only be granted by, and are at the discretion of, the State Controller based on the evidence provided by the employee.

Upon employment, you must complete a Direct Deposit Enrollment Form. Your first pay will automatically be deposited into your bank account provided the Enrollment Form was received in time for Central Payroll in Raleigh to process it. If not, you will be issued a paper check which will be mailed from Raleigh on pay day to the address that is in the payroll system.

Any changes to bank information will require you to re-submit a Direct Deposit Enrollment/Change form. Please notify the Payroll Department immediately if you have to close your account for any reason. Failure to notify the Payroll Office may cause your pay to be delayed for as long as two weeks.

Permanent Employees:

Direct Deposits are posted on the last business day of the month. Deposit notices can be picked up at the Payroll Office that same day.

Any changes to your address or deductions must be handled through Human Resources. Please check your Notice of Deposit to make sure that the changes are correct.

Temporary Employees and Student Employees:

The pay period for Temporary and Student Employees runs from the 15th of one month through the 14th of the following month. Completed timesheets must be turned in to the Payroll Office by the 17th of the month. Incomplete information may delay your pay.

Direct deposits are made on the 15th of the month or the last business day prior to the 15th if the 15th falls on a weekend or holiday. Direct deposit notices can be picked up in the Payroll Office provided you bring a picture ID. If you are receiving a paper check, it will be mailed from Raleigh on pay day to the address that is in the payroll system.

Explanation of your pay:

Please call Mary Carol Morrison at Ext. 6665 or Barbara Terry at Ext. 6661 and arrange a time to come by the Payroll Office. Please bring a picture ID with you.

Mary Carol Morrison, Payroll Officer
Morrison@unca.edu

Barbara Terry, Payroll Accountant
bterry@unca.edu

BUDGET OFFICE

Phillips Hall
Phone: 828 251-6884

The University Budget Office provides financial management decision information to all levels of the University. This information includes analysis of historical financial information and future projections.

The University Budget Office also:

Oversees all budget operations (State Funds, Auxiliary Funds, Capital, etc.)

Works with department heads on budget planning

Enters budgets at department level

Handles budget transfers and revisions

Approves requisitions and purchase orders (available budget, appropriate expense)

Assists departments with questions regarding transactions

Processes journal entries and wire transfers between budget codes

Closes out fiscal year

Prepares Continuation Budget, Expansion Budget, etc.

Reports to UNC – General Administration, Office of State Budget & Management, State Controller, Fiscal Research, etc.

Tricia Tomberlin, Accounting Technician

ptomberl@unca.edu

Pat Catterfeld, Assistant Provost of Budgeting

pcatterf@unca.edu

TRAVEL INFORMATION

Phillips Hall

www.unca.edu/controller/travel

Phone: 828 251-6243

Travel Rates Effective July 1st, 2007:

	<u>In State</u>	<u>Out of State</u>
Breakfast	\$7.50	\$7.50 (Must depart prior to 6 a.m.)
Lunch \$9.75	\$9.75	(Must depart prior to 12 p.m., return after 2 p.m.)
Dinner \$16.75	\$19.00	(Must depart prior to 6 p.m., return after 8 p.m.)
Lodging	\$63.75	\$75.50

Mileage: 48.5 cents/mile when a motor pool vehicle is NOT available and you use personal vehicle.

Mileage: 28 cents/mile when a motor pool IS available but you use your own vehicle.

Things to remember:

All reimbursements need an Authorization to Travel form attached (unless you are just claiming mileage).

Don't forget to put the times (in and out) next to the dates on your reimbursement request. This is required for meal reimbursements – see above table.

Hotel receipts must be original, and show a zero balance.

Taxi and parking fees can be reimbursed with receipt.

For air flight reimbursement, you must turn in boarding passes along with the documents showing the ticket price.

Overseas travel: Convert to US Dollar and show conversion rate. Refer to www.fxconverter.com for a conversion calculator.

Vicki Schraven, Travel Officer vschraven@unca.edu

113 Phillips Hall

<http://www.unca.edu/controller/CashierOffice.html>

Phone: (828) 251-6664

CASHIERS OFFICE

The Cashier's office performs the following functions:

- Facilitates the flow of funds through the University to the State Treasurer's Office.
- Processes payments to student accounts.
- Posts various charges to student accounts.
- Answers phone inquiries from students and parents (if permission is given by the student) regarding items that appear on the student's account.
- Reconciles various bank accounts.
- Processes NSF checks received.
- Pursues outstanding past due student account balances.
- Processes wire transfers from various outside sources.
- Processes financial aid refunds to students.
- Processes sales tax remittances to the state.
- Monitors student billing.

Daily Deposits:

Funds received at the various departments around the campus are receipted and deposited daily to the University's bank account through the Cashier's office. The deposits are then certified to the State Treasurer's Office so that the Treasurer's Office is aware that the funds have been deposited and then pulls the deposits into the State Treasury account. Departments that receive funds on a regular basis are issued a receipt book from the cashier's office. The departments are required to issue a receipt to each person from whom they receive money. This insures that all money's are accounted for.

When the receipt books are turned in the department also provides the fund and account numbers to which the funds will be credited.

The departments are required to turn in accumulated funds received in excess of \$25 to the Cashier's Office within 24 hours of receipt. If accumulated receipts are less than \$25, the department is required to turn in funds to the Cashier's Office at least once a week.

Payments:

Payments may be made in the form of cash, check or money order. Visa and Master Card payments are accepted on-line only on our [e-pay page](http://www.unca.edu/epay) at <http://www.unca.edu/epay>. Cashiers cannot accept credit card payments. Personal checks for up to \$25.00 will be cashed for students, faculty and staff members. A twenty-five dollar charge will be levied for all returned checks.

Bills:

The cashiers will assist students with any questions about their accounts. Students can view the charges on their accounts using UNC Asheville's Web For Students, the same internet site where students register for classes. Students will need to know their student number and pin number in order to view your personal billing information on line.

Financial Aid:

Financial aid originated through UNC Asheville's Office of Financial Aid will appear on the student's account when it is placed there by the Financial Aid office. If the aid does not appear on the student's account, please contact the [Financial Aid](#) office with questions.

Refunds:

Refunds to students for financial aid are generated after the aid is received. Refunds for payments made on their accounts by students must be requested. Please contact the [Refund Office](#), at (828) 251-6609 or stop by Phillips 112, if you have any questions.

Vocational Rehab/Veterans Benefits:

For questions about these benefits please contact the Bursar, Phillip Turbyfill at (828) 251-6608.

Phillip Turbyfill, Bursar
pturbyfi@unca.edu

AUXILLARY SERVICES

UNC ASHEVILLE ONECARD

Highsmith Union
www.unca.edu/onecard
Phone: 828 251-6767
Fax: 828 251-6683

Frequently Asked Questions

When do faculty and staff get their photos taken for the OneCard?

Faculty and staff must have a form from Human Resources in order to get a OneCard. If you lose or damage your first OneCard, there is a replacement fee of \$20. Please go to www.unca.edu/onecard/facultyandstaff.html for more information or call the OneCard office at (828) 251-6767

How does the OneCard work for UNC Asheville faculty and staff?

The OneCard gives faculty and staff a method of payment and access to UNC Asheville's Health and Fitness as well as services campus wide as it does for students. It serves as a campus debit card. Deposits may be made in the OneCard office or at Automatic Deposit Machine in Ramsey or Highsmith Union. You may also use your OneCard in the Bookstore, Career Center, Campus Life, Cashier's Office, at copiers & the Printing Services, for drama tickets, Health Services, library, laundry, meals, parking fines, Rocky's Convenience Store, some vending machines and snack machines.

What do I do if I lose my OneCard?

Report any lost or stolen cards to the OneCard office immediately at 251-6767 to protect your account. Come to the OneCard office for a replacement during office hours 8 a.m. - 5 p.m. There is a \$20 replacement fee. This fee is also charged for all damaged cards.

How do I take care of the OneCard?

Do not punch a hole in your OneCard. Place your OneCard in a protective sleeve so it will not rub against another card and damage the surface of the magnetic strip. Do not carry your OneCard in your pocket. Keys or change may damage the magnetic stripe or the card may bend or break, making it unusable. Never leave your OneCard or any other personal belongings such as wallets and backpacks unattended. Please do not attach your keys to your OneCard. It is an unsafe practice that can facilitate theft or violation of your privacy and possessions.

Andrea Jackson, OneCard Manager ajackso@unca.edu

UNC ASHEVILLE COPY CENTER

Highsmith Union
www.unca.edu/thecopycenter
Phone: 828 251-6430

Copies

Black & white

Transparencies

Color

Black & White

Binding

Production

Classroom Course Packs

Fliers

Brochures

Booklets

Newsletters

Invitations

Postcards

Certificates

& More

Laminating

Folding