TO: UMB Administrators/Directors  
SUBJECT: COOP Procedures during Teleworking phase  
DATE: March 16, 2020  

During UMB Step Two of the COVID-19 Response where the majority of UMB employees are teleworking, the departments within Finance and Auxiliary Services will be performing the following services using alternate procedures. Your cooperation and flexibility is requested to ensure that transactions are processed as efficiently and accurately as possible. Please circulate this memo to all personnel involved in the fiscal and business operations of your department.

**Strategic Sourcing and Acquisition Services**

I. Procurement  
   A. Requisitions should be submitted as normal through Quantum Financials. If there is no one to receive deliveries in your department during Step 2 of COVID-19, you should indicate in the comments of requisition a required delivery date when department will be able to accept deliveries.  
   B. Purchase Orders will be processed as normal.

II. Purchasing Card  
   A. Submit account maintenance request via email to Regina Spencer, mailto:rspencer@umaryland.edu, and copy Joe Evans, mailto:jevans@umaryland.edu.  
   B. During Step 2 of COVID-19, the restriction on deliveries to non-University addresses is lifted. Cardholders are still responsible for obtaining supporting documentation.

III. Mail Services  
   A. The UMB Mail Center will be on a modified schedule. Operating hours will be from 8:00 AM to 1:00 PM.  
   B. The UMB Mail Center will provide a one time delivery and pick up between 10:00 AM to 12:00 PM for those departments requesting service. Please email Michelle Jordan, mjordan@umaryland.edu if your department requires service.
Financial Services

I. Invoices
   A. At 4:15PM on Friday, March 13, 2020 we were notified by the State of Maryland- General Accounting Division that they are in teleworking mode and will only generate checks to suppliers for “critical” payments of $100,000 or more. Their direction to state agencies (including UMB) is to pay only “critical” payments as follows:
      1. With the normal procurement card (pcard) held by department users
      2. With the Emergency Release Card (ERC)- a special card held by Joe Evans and we are obtaining another one for John Jensen.
      3. With our working fund we are requesting an increase in funds to accommodate additional payments
   B. We are unsure of the state’s definition of “critical payments” and we may be subject to additional justification for any payments that we make via the working fund or ask them to make for us over $100K.
   C. A small team of employees in Financial Services-Disbursements (FSDB) will be on-campus and ready to process the payments that we permitted. The expectation is that we will not be generating the normal volume of checks. We ask for your cooperation and understanding once we can give you more definitive direction on what we can process.
   D. We do know that there is no relief for submitting paper documentation because ultimately the reimbursements for the working fund checks will be sent to the state. However, FSDB is going to waive the requirement for paper documentation from departments and require submission of electronic documentation that will be printed by FSDB for submission to the state. All supporting documentation for any form of invoice must be submitted to the appropriate distribution list (DL) via Accellion - the secure file transfer application we use at UMB. Supporting documentation sent directly to a Disbursements staff member or to any other DL will not be processed. We have reduced the number of on-site Disbursements staff to a minimum in order to promote the health and safety of our employees.
   E. We are waiting further clarification on a number of questions that we do not have answers for yet. As soon as we know more information we can determine our procedures and will be sending another detailed communication about invoice payments. Please hold your questions until you receive the additional communication.
   F. Please contact Lynell Pendleton for all general invoice questions at lpendleton@umaryland.edu

II. Travel Reimbursements
   A. **Employee** travel reimbursements will be processed as usual except that we will extend the 60 day requirement for submission to 90 days. Electronic receipts are still required. For those employees who do not have access to a
scanner, pictures of receipts can be attached to the travel expense form. The department is responsible for gathering the original receipts when UMB returns to normal operations.

B. **Non-employee** travel reimbursements are paid by the state and therefore subject to the “critical” payment definition. We will be extending the 60 day requirement for submission to 90 days. We will provide more guidance as soon as we receive it.

C. Please send travel related questions to travelhelp@umaryland.edu

### III. Payroll

A. On March 13, 2020 at 12:20PM, Candace Chow sent an email to all HRMS Users to identify the changes that need to be made during this phase of telework.

B. Per the instructions, all documentation will need to be sent electronically. Paper documentation cannot be accepted.

C. Paper checks will be mailed as long as the courier can deliver them to UMB. At this time there is no reason to believe it could be an issue but if you have employees who do not use direct deposit they should be encouraged to sign up.

D. Please use the following email addresses for payroll questions:
   1. DL-BFPayrollHelp@umaryland.edu for general payroll questions
   2. DL-BFNRAHelp@umaryland.edu for NRA questions

### IV. Gift Card Requests

A. The gift card system will not be operational during this phase of telework.

### V. Debit Memos

A. Debit memos will function as usual.

B. Please contact Bryan Mack for all debit memo questions at bmack@umaryland.edu

### VI. Cashier Window Deposits

A. The Cashier window will not be open during this phase of telework. If you receive checks that need to be deposited, please mail them with a Deposit Summary form to the General Accounting lockbox at: University of Maryland Baltimore, PO Box 41427, Baltimore, MD 21203-6427.

B. Cash should not be accepted by any department during this period except for those pre-approved with the Bursar’s office for direct Brinks pick-up.

C. Please send deposit questions to studentaccountmgmt@umaryland.edu

### VII. Customer Billing

A. Customer Billing will function as usual. Departments can create bills and Financial Services will apply receipts to bills.

B. Please send CBS questions to generalaccounting@umaryland.edu
Parking and Transportation Services

I. SMCC Cashier Area
   A. Operating Hours will be reduced to Monday’s only from 9:00am until 1:00pm with limited staff.
   B. MTA sticker pick up, MTA pass pick up and voucher pick up will only be available during this time.

II. Parking Garages Status
   A. As long as the campus remains open, all the garages will be open.
   B. Should the garage occupancy drop to a point where garages can be closed and parkers redirected to the 24 hour garages (Lexington, Plaza, Baltimore Grand, Pratt) this information will be sent/posted via signage in front of the garage, Twitter, Facebook and our web site.

III. Shuttle Status
   A. As long as UMB is open the shuttle will operate its normal hours.
   B. Should shuttle ridership drop to the point which hours can be reduced, the information would be sent/posted via Shuttle App (Ride Share), Twitter, Facebook and Shuttle Web Site. (It should be noted, all shuttle riders are communicated to through the Rideshare App)

IV. Donaldson Brown
   A. The Center will not be holding any events during COVID-19.
   B. Limited staff will be on site but not open to receive visitors.

We will update this document as more information becomes available. If you have any questions regarding a specific area, please reach out to the respective areas department leadership.

Sincerely,

G Scott Bitner
Senior Associate Vice President and Deputy CFO
Finance & Auxiliary Services