

SCEIS ACCOUNT PAYABLE AND AGENCY BLOCKED INVOICE RECONCILER (MRBR) OVERVIEW WORKSHOP AP500 – PART B

End User Training Columbia, SC Winter 2012



Course Objectives



- After successfully completing this course you will be able to:
 - Understand the roles and responsibilities of Receivers, Buyers, and Invoice Entry personnel
 - Understand the sub-processes (Receiving, Invoice Entry, and Invoice Reconciliation) and the relationships to the corresponding ECC/SRM transactions

Course Objectives



- After successfully completing this course you will be able to:
 - Understand the essential transactions to complete your work
 - Understand the importance of the relationships between Receivers, Buyers, Invoice Entry and the Office of Comptroller General (Office of CG)

Workshop Topics



- Topic 1: Receiving Process Overview
- Topic 2: Invoice Reconciliation Process Overview
- Topic 3: Invoice Entry and Process Overview
- Topic 4: Invoice Reconciliation
- Topic 5: Next Steps
- Topic 6: Support and References
- Questions



TOPIC 1: RECEIVING PROCESS OVERVIEW



Receiving Process Overview



- Agency employees are responsible for entering into SCEIS the data from the physical receipt of materials and services
 - Supplier Relationship Management (SRM)
 Shopping Cart users enter Goods Confirmations in the SRM system
 - Goods Receivers using ECC enter Goods Receipts using the MIGO transaction

Receiving Process Overview



- Responsibilities of Agency Receivers are as follows:
 - Verification of receipt of materials and services
 - Sign receipt acknowledgement for material and retain a copy for agency records (Scan the attachment, if applicable)
 - Enter Confirmations and/or Goods Receipts into SCEIS at time of receipt



TOPIC 2: INVOICE RECONCILIATION PROCESS OVERVIEW



Invoice Reconciliation Process Overview



- Involves the review of PO, Goods Receipts and invoices to confirm that the quantity/prices reflected on the invoice document matches the materials ordered and received
 - This review is necessary to identify any discrepancies in the 3-way match between Purchase Order, Confirmation/Goods Receipt, and Invoices

Invoice Reconciliation Process Overview



- @ Agency Responsibilities:
 - Utilize ECC transactions ZMRBR
 - Identify the reason for the block
 - Work cooperatively with Receivers, Buyers, and Accounts Payable to reconcile the blocked invoice

Suggested Resolutions for Blocked Invoices



- Suggested Processes to Resolve Blocked Invoices:
 - Goods Receiver enters Goods Receipt/Confirmation
 - Buyer edits Purchase Order quantity or amount
 - Invoice Entry Person corrects invoice (Subsequent Debit/Credit)
 - Invoice Reconciler contacts Supplier to request a corrected invoice or Credit Memo

CGs Role



- Central Invoice Reconciler is a role held by the CG's office
- Contact the CG's office to manually release blocked invoices in case of an emergency

Impact of Blocked Invoices



- @ Impact of Blocked Invoices on Agencies and State
 - Payment to suppliers delayed
 - Large, long-term accounts payable balances
 - State unable to take advantage of payment discounts
 - Significant time required by agency staff to clear old balances
 - Potential year-end/budget issues



TOPIC 3: INVOICE ENTRY AND PROCESSING OVERVIEW



Invoice Entry and Processing Overview



- Invoices are entered into the ECC:
 - PO related invoices are entered by invoice entry personnel using the paper invoice submitted by the vendor
 - The paper invoice document is scanned and attached to the invoice document

Invoice Entry and Processing Overview



Office of CG when a three-way 'match' occurs:

Invoice price has to be less than or equal to

PO price





\$1.00 ea

Invoice quantity has to be less than or equal to PO/Receipt quantity





TOPIC 4: INVOICE RECONCILIATION



Invoice Reconciliation



- @ Invoices will be automatically blocked when:
 - Invoice price is greater than PO price



Price "per" block

Invoice quantity is greater than PO/Receipt

quantity

6 Binder: \$1.00 ea



Quantity "qty" block

Invoice Reconciliation



- © SCEIS provides several ways to analyze details of blocked invoices:
 - Transaction ZMRBR (Review Blocked Invoices)
 - Transaction ME23N (Display Purchase Order)
 - Transaction MIGO (Display Goods Receipt)
 - Transaction MIR4/MIR5 (Display Invoice Document)



Analyze Blocked Invoices Transaction: ZMRBR

Invoice Reconciliation: ZMRBR – Selection Criteria



Release Blocked I	nvoices		
(
Selection of Blocked Invoices Company Code Invoice Document Fiscal Year Vendor Posting Date	SC01 @	to to to to to	<u> </u>
Due Date Purchasing Group User		to to	\$\frac{\partial}{\partial}\$
Plant Processing Release Manually Move Cash Disc. Date Blocking Procedure Blocked Due to Variances Manual Payment Block Stochastically Blocked	transaction a areas: Sele Processing.	iteria in the ZMI are broken dow ction of Blocked Blocking Proce ons	n into four d Invoices,
Display options / Variant	•	eting desired se s, select the EX f screen.	

Invoice Reconciliation: ZMRBR – Selection of Blocked Invoices



Enter data such as Fiscal Year, Release Blocked Invoices Vendor, Purchasing Group, and Plant to filter results for specific criteria Selection of Blocked Invoices SC01 (a) Company Code to. Invoice Document to. Fiscal Year to. Vendor. to. Posting Date to Due Date to. Purchasing Group tn. User tn. Plant. tn.

Selection of Blocked Invoices:

Invoice Reconciliation: ZMRBR – Processing



"Release manually" (defaults) controls the display to show only blocked invoices that match the criteria entered in Selection of blocked invoices Processing Release Manually O Release Automatically Move Cash Disc. Date DO NOT USE "Release Automatically" because a scheduled batch job will automatically release the blocked invoice if corrective measures have been taken

Invoice Reconciliation: ZMRBR - Blocking Procedure





Stochastically Blocked: This function not used.

Invoice Reconciliation: ZMRBR – Blocked Due to Variances



Release Blocked Invoice	s					
(D)						
Selection of Blocked Invoices						
Company Code	SC01 @	_	to		_	
Invoice Document			to			
Fiscal Year		_	to		_	<u> </u>
Vendor		_	to			
Posting Date]	to			⇒
Due Date]	to			⇒
Purchasing Group		_	to			4444444
User			to			=>
Plant			to			=>
Processing						
Release Manually	OR	elease Auto	omatic	ally		
☐ Move Cash Disc. Date						
Blocking Procedure	"RIO	CKAD F		to Varia	nces"	
Blocked Due to Variances			.			
O Manual Payment Block	(def:	ault) co	ontr	ols the	display	/ to
Stochastically Blocked						
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Display options	nave	e inaivi	aus	al items	DIOCKE	a aue
Variant	to 1/6	rionce	o ir	2 14/01/	motoh	
	to va	anance	35 II	າ 3-way	match	

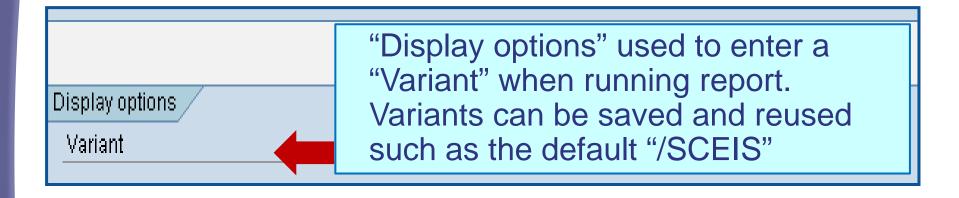
Invoice Reconciliation: ZMRBR – Manual Payment Block



Blocking Procedure	
Blocked Due to Variances Manual Payment Block Stochastically Blocked	"Manual Payment Block" will show only invoices that have been blocked manually by setting the payment block in the document header during invoice entry.
Display options Variant	

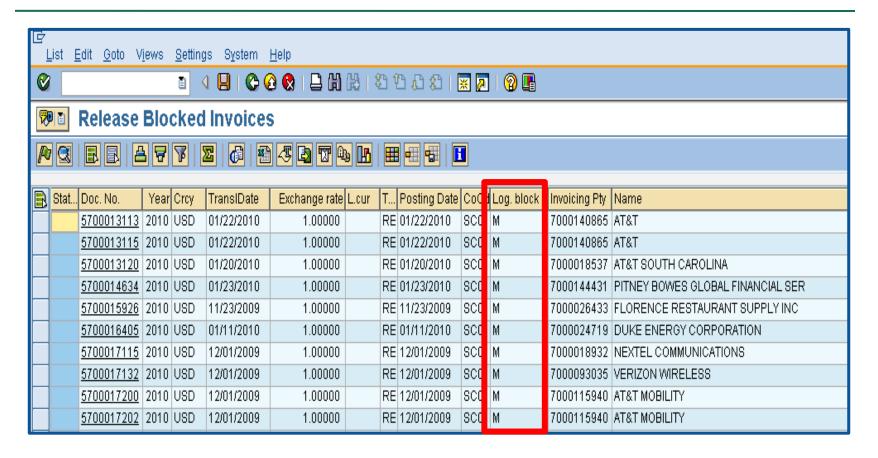
Invoice Reconciliation: ZMRBR – Display Options





Invoice Reconciliation: ZMRBR – Manual Blocks

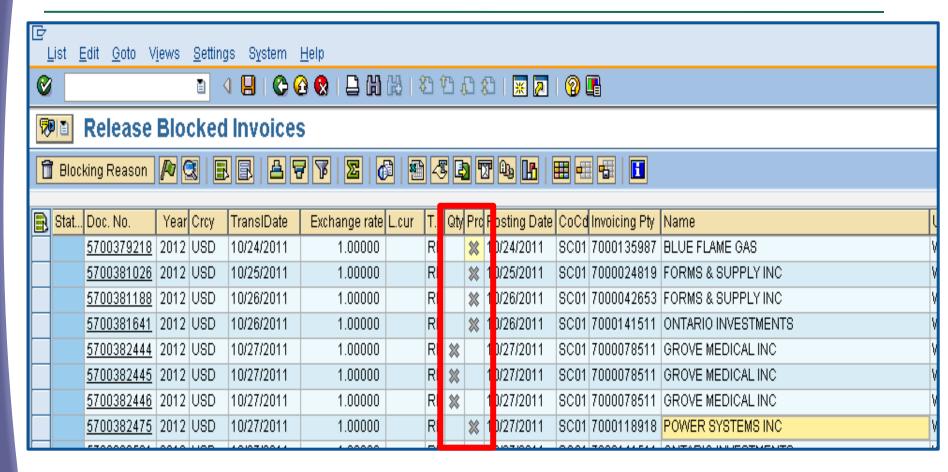




Displaying the Report showing Manual blocks

Invoice Reconciliation: ZMRBR – Blocks Due to Variances





Displaying the Report showing only blocks due to variances

Invoice Reconciliation: ZMRBR – Column Headings



Report results and display options

	Stat	Doc. No.	Year	Crev	TransiDate	Exchange rate L.cu	r T 1	Poetina Data	CoCd	Invoicing Pty	Name	User Name	Bline Date	Dy	Disc.1	Dv. I	Disc.
	Julai	5700370142		- 1	10/06/2011	1.00000					ALPHANUMERIC SYSTEMS INC	WF-BATCH	07/12/2011	Dy	0.000	0	0.000
┡		5700370142			10/06/2011	1.00000	1 1 -			7000031461		WF-BATCH	07/12/2011	0	0.000	U	
Н	-	5700370142			10/06/2011	1.00000				7000031461		WF-BATCH	07/12/2011	0	0.000	0	0.000
-	-	5700370142			10/06/2011	1.00000				7000031461		WF-BATCH	07/12/2011	0	0.000	0	0.000
Н	-	5700370142			10/06/2011	1.00000				7000031461		WF-BATCH	07/12/2011	0	0.000	n	0.000
Н	-	5700370142			10/06/2011	1.00000				7000031461		WF-BATCH	07/12/2011	0	0.000	0	0.000
Н	-	5700370142			10/28/2011	1.00000					BEAUFORT AUTO ELECTRIC	NHOARE	10/28/2011	22	0.000	0	0.000
Н	-	5700371933			11/07/2011	1.00000				70000000001	BEAUFORT AUTO ELECTRIC	NHOARE	11/07/2011	22	0.000	0	0.000
Н	-	5700371945			11/07/2011	1.00000				7000000000		KCHHABRIA	11/07/2011	22	0.000	0	0.000
Н	-	5700371946			11/07/2011	1.00000				7000000000		KCHHABRIA	11/07/2011	$\overline{}$			0.000
Н	-													22	0.000	0	
Н	_	5700371951			11/07/2011	1.00000				70000000001		KCHHABRIA	11/07/2011	22	0.000	0	0.000
Н		5700371952			11/07/2011	1.00000				70000000001		KCHHABRIA	11/07/2011	22	0.000	0	0.000
_	_	<u>5700371955</u>			11/07/2011	1.00000				70000000001		KCHHABRIA	11/07/2011	22	0.000	U	0.000
		<u>5700368703</u>			10/06/2011	1.00000					CHILDS VAULT CO	WF-BATCH	08/31/2011	0	0.000	0	0.000
		5700370267			10/06/2011	1.00000					GOODYEAR AUTO SERVICE CENTER	WF-BATCH	10/04/2011	22	0.000	0	0.000
		<u>5700370107</u>			10/06/2011	1.00000					HILL TIRE & AUTO CENTER	WF-BATCH	09/02/2011	0	0.000	0	0.000
		5700370108			10/06/2011	1.00000			SC01	7000011825		WF-BATCH	09/14/2011	22	0.000	0	0.000
		<u>5700370617</u>	2012	USD	10/07/2011	1.00000	RE 1	10/07/2011	SC01	7000030611	MAC PAPERS INC	WF-BATCH	08/10/2011	22	0.000	0	0.000
		5700370322	2012	USD	10/06/2011	1.00000	RE 1	10/06/2011	SC01	7000028467	PAPER PRO INC	WF-BATCH	09/29/2011	10	0.000	0	0.000
		<u>5700371034</u>	2012	USD	10/07/2011	1.00000	RE 1	10/07/2011	SC01	7000021906	PATTERSON MEDICAL	WF-BATCH	10/07/2011	0	0.000	0	0.000
		5700370467	2012	USD	10/07/2011	1.00000	RE	10/07/2011	SC01	7000002273	SAFE INDUSTRIES	WF-BATCH	09/14/2011	0	0.000	0	0.000
		5700369588	2012	USD	10/05/2011	1.00000	RE 1	10/05/2011	SC01	7000035281	SPECIALTY UNDERWRITERS LLC	WF-BATCH	10/06/2011	0	0.000	0	0.000
		5700369210	2012	USD	10/05/2011	1.00000	RE 1	10/05/2011	SC01	7000046167	US FOODSERVICE INC	WF-BATCH	10/04/2011	0	0.000	0	0.000
		5700369211	2012	USD	10/05/2011	1.00000	RE	10/05/2011	SC01	7000046167		WF-BATCH	10/04/2011	0	0.000	0	0.000

Column headings:

- Show the details of the blocked invoice, such as the invoice, associated PO and line item, the type of block (quantity, price, manual), etc.
- Select a column heading to sort and group details, such as by Name in our example above

Invoice Reconciliation: ZMRBR – Blocking Reason Indicators



_														
Stat	Doc. No.	Year Crcy	TransIDate	Exchange rate L.cur	T	Posting Date	CoCd	Qty	BlockR Pr.	Man	nvoicing Pty	Name	🗂 User Name 👚	Bline Date .
	<u>5700370142</u>	2012 USD	10/06/2011	1.00000	RE	10/06/2011	SC01		×		000031461	ALPHANUMERIC SYSTEMS INC	WF-BATCH	07/12/2011
	<u>5700370142</u>	2012 USD	10/06/2011	1.00000	RE	10/06/2011	SC01		*		000031461		WF-BATCH	07/12/2011
	<u>5700370142</u>	2012 USD	10/06/2011	1.00000	RE	10/06/2011	SC01		*		000031461		WF-BATCH	07/12/2011
	<u>5700370142</u>	2012 USD	10/06/2011	1.00000	RE	10/06/2011	SC01		*		000031461		WF-BATCH	07/12/2011
	<u>5700370142</u>	2012 USD	10/06/2011	1.00000	RE	10/06/2011	SC01		*		000031461		WF-BATCH	07/12/2011
	<u>5700370142</u>	2012 USD	10/06/2011	1.00000	RE	10/06/2011	SC01		*		000031461		WF-BATCH	07/12/2011
	<u>5700371933</u>	2012 USD	10/28/2011	1.00000	RE	10/28/2011	SC01	*	×		0000000001	BEAUFORT AUTO ELECTRIC	NHOARE	10/28/2011
	<u>5700371945</u>	2012 USD	11/07/2011	1.00000	RE	11/07/2011	SC01		*		0000000001		NHOARE	11/07/2011
	<u>5700371946</u>	2012 USD	11/07/2011	1.00000	RE	11/07/2011	SC01		×		0000000001		KCHHABRIA	11/07/2011
	<u>5700371948</u>	2012 USD	11/07/2011	1.00000	RE	11/07/2011	SC01		*		0000000001		KCHHABRIA	11/07/2011
	<u>5700371951</u>	2012 USD	11/07/2011	1.00000	RE	11/07/2011	SC01		*		0000000001		KCHHABRIA	11/07/2011
	<u>5700371952</u>	2012 USD	11/07/2011	1.00000	RE	11/07/2011	SC01		*		0000000001		KCHHABRIA	11/07/2011
	<u>5700371955</u>	2012 USD	11/07/2011	1.00000	RE	11/07/2011	SC01		*		0000000001		KCHHABRIA	11/07/2011
	<u>5700368703</u>	2012 USD	10/06/2011	1.00000	RE	10/06/2011	SC01		*		000162720	CHILDS VAULT CO	WF-BATCH	08/31/2011
	<u>5700370267</u>	2012 USD	10/06/2011	1.00000	RE	10/06/2011	SC01		*		000141411	GOODYEAR AUTO SERVICE CENTER	WF-BATCH	10/04/2011
	<u>5700370107</u>	2012 USD	10/06/2011	1.00000	RE	10/06/2011	SC01		*		000011825	HILL TIRE & AUTO CENTER	WF-BATCH	09/02/2011
	<u>5700370108</u>	2012 USD	10/06/2011	1.00000	RE	10/06/2011	SC01		*		000011825		WF-BATCH	09/14/2011
	<u>5700370617</u>	2012 USD	10/07/2011	1.00000	RE	10/07/2011	SC01		*		000030611	MAC PAPERS INC	WF-BATCH	08/10/2011
	<u>5700370322</u>	2012 USD	10/06/2011	1.00000	RE	10/06/2011	SC01		×		000028467	PAPER PRO INC	WF-BATCH	09/29/2011
	<u>5700371034</u>	2012 USD	10/07/2011	1.00000	RE	10/07/2011	SC01		*		000021906	PATTERSON MEDICAL	WF-BATCH	10/07/2011
	<u>5700370467</u>	2012 USD	10/07/2011	1.00000	RE	10/07/2011	SC01		×		000002273	SAFE INDUSTRIES	WF-BATCH	09/14/2011
	<u>5700369588</u>	2012 USD	10/05/2011	1.00000	RE	10/05/2011	SC01		*		000035281	SPECIALTY UNDERWRITERS LLC	WF-BATCH	10/06/2011
	<u>5700369210</u>	2012 USD	10/05/2011	1.00000	RE	10/05/2011	SC01	*			000046167	US FOODSERVICE INC	WF-BATCH	10/04/2011
	<u>5700369211</u>	2012 USD	10/05/2011	1.00000	RE	10/05/2011	SC01	*			000046167		WF-BATCH	10/04/2011

- Blocking reason indicator:
 - For each blocked invoice, an "X" will show in the appropriate column(s) to indicate the type of block on the invoice – Qty (quantity), Prc (price), or Man (manual)
 - Some invoices may be blocked for multiple reasons

Invoice Reconciliation: ZMRBR – Blocking Reason Indicators cont.

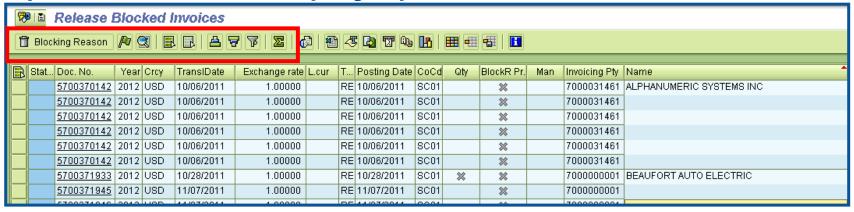


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Stat	Doc. No. Year C	Crcy	TransIDate	Exchange rate L.cur	T	Posting Date	CoCd	Invoicing Pt	Qty	Prc	Man	Name	User Name	Bline Date
	<u>5700368703</u> 2012 U	USD	10/06/2011	1.00000	RE	10/06/2011	SC01	700016272		×		CHILDS VAULT CO	WF-BATCH	08/31/2011
	<u>5700369210</u> 2012 U	USD	10/05/2011	1.00000	RE	10/05/2011	SC01	700004616	×			US FOODSERVICE INC	WF-BATCH	10/04/2011
	<u>5700369211</u> 2012 U	USD	10/05/2011	1.00000	RE	10/05/2011	SC01	700004616	*			US FOODSERVICE INC	WF-BATCH	10/04/2011
	5700369213 2012 U	USD	10/05/2011	1.00000	RE	10/05/2011	SC01	700004616	*			US FOODSERVICE INC	WF-BATCH	10/04/2011
	<u>5700369214</u> 2012 U	USD	10/05/2011	1.00000	RE	10/05/2011	SC01	700004616	*			US FOODSERVICE INC	WF-BATCH	10/04/2011
	5700369588 2012 U	USD	10/05/2011	1.00000	RE	10/05/2011	SC01	700003528		×		SPECIALTY UNDERWRITERS LLC	WF-BATCH	10/06/2011
	<u>5700370107</u> 2012 U	USD	10/06/2011	1.00000	RE	10/06/2011	SC01	700001182		×		HILL TIRE & AUTO CENTER	WF-BATCH	09/02/2011
	<u>5700370108</u> 2012 U	USD	10/06/2011	1.00000	RE	10/06/2011	SC01	700001182		×		HILL TIRE & AUTO CENTER	WF-BATCH	09/14/2011
	<u>5700370142</u> 2012 U	USD	10/06/2011	1.00000	RE	10/06/2011	SC01	700003146		×		ALPHANUMERIC SYSTEMS INC	WF-BATCH	07/12/2011
	<u>5700370142</u> 2012 U	USD	10/06/2011	1.00000	RE	10/06/2011	SC01	700003146		×		ALPHANUMERIC SYSTEMS INC	WF-BATCH	07/12/2011
	<u>5700370142</u> 2012 U	USD	10/06/2011	1.00000	RE	10/06/2011	SC01	700003146		×		ALPHANUMERIC SYSTEMS INC	WF-BATCH	07/12/2011
	<u>5700370142</u> 2012 U	USD	10/06/2011	1.00000	RE	10/06/2011	SC01	700003146		×		ALPHANUMERIC SYSTEMS INC	WF-BATCH	07/12/2011
	<u>5700370142</u> 2012 U	USD	10/06/2011	1.00000	RE	10/06/2011	SC01	700003146		×		ALPHANUMERIC SYSTEMS INC	WF-BATCH	07/12/2011
	5700370142 2012 U	USD	10/06/2011	1.00000	RE	10/06/2011	SC01	700003146		×		ALPHANUMERIC SYSTEMS INC	WF-BATCH	07/12/2011
	<u>5700370267</u> 2012 U	USD	10/06/2011	1.00000	RE	10/06/2011	SC01	700014141		×		GOODYEAR AUTO SERVICE CENTER	WF-BATCH	10/04/2011
	<u>5700370322</u> 2012 U	USD	10/06/2011	1.00000	RE	10/06/2011	SC01	700002846		*		PAPER PRO INC	WF-BATCH	09/29/2011
	<u>5700370467</u> 2012 U	USD	10/07/2011	1.00000	RE	10/07/2011	SC01	700000227		×		SAFE INDUSTRIES	WF-BATCH	09/14/2011
	<u>5700370617</u> 2012 U	USD	10/07/2011	1.00000	RE	10/07/2011	SC01	700003061		×		MAC PAPERS INC	WF-BATCH	08/10/2011
	<u>5700371034</u> 2012 U	USD	10/07/2011	1.00000	RE	10/07/2011	SC01	700002190		×		PATTERSON MEDICAL	WF-BATCH	10/07/2011
	<u>5700371933</u> 2012 U	USD	10/28/2011	1.00000	RE	10/28/2011	SC01	7000000000	*	×		BEAUFORT AUTO ELECTRIC	NHOARE	10/28/2011
	5700371945 2012 U	USD	11/07/2011	1.00000	RE	11/07/2011	SC01	700000000		×		BEAUFORT AUTO ELECTRIC	NHOARE	11/07/2011
	<u>5700371946</u> 2012 U	USD	11/07/2011	1.00000	RE	11/07/2011	SC01	7000000000		×		BEAUFORT AUTO ELECTRIC	KCHHABRIA	11/07/2011
	<u>5700371948</u> 2012 U	USD	11/07/2011	1.00000	RE	11/07/2011	SC01	700000000		×		BEAUFORT AUTO ELECTRIC	KCHHABRIA	11/07/2011
	<u>5700371951</u> 2012 U	USD	11/07/2011	1.00000	RE	11/07/2011	SC01	7000000000		*		BEAUFORT AUTO ELECTRIC	KCHHABRIA	11/07/2011
														4

- Blocking reason indicator (cont.):
 - When a blocking reason indicator is highlighted in yellow, it means that a transaction has been entered to correct the block; the blocked invoice will drop off of the report on the system's next payment processing run

Invoice Reconciliation: ZMRBR – Release Blocked Invoice Functions





- Release blocked invoice functions:
 - Do not use the Delete Blocking Reason or Release Invoice buttons – these functions should only be used by the Comptroller's Office

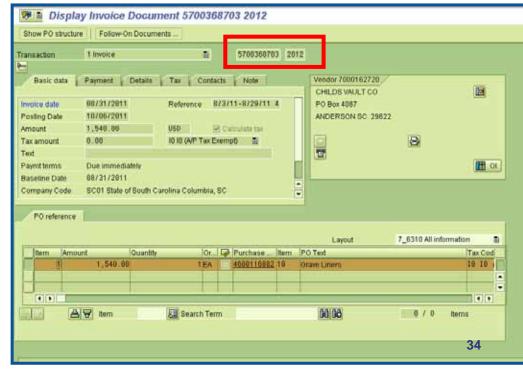


Invoice Reconciliation: ZMRBR – Display Document Links





- Display document links:
 - Select a field with a document link to "drill down" and open the document for review

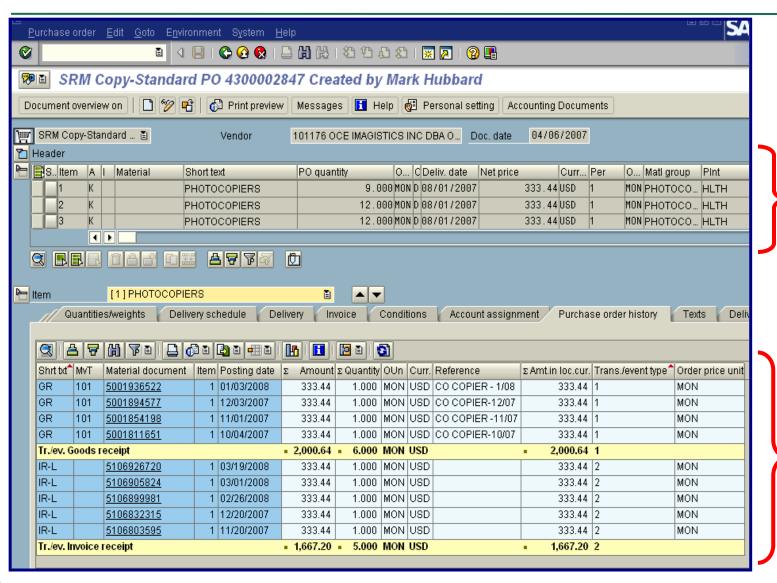




Analyze Blocked Invoices Transaction: ME23N

Invoice Reconciliation: ME23N



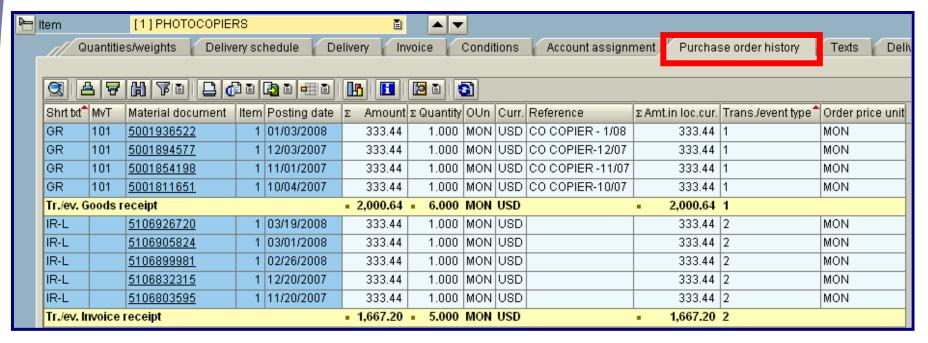


Line Item

Line Item Detail

Invoice Reconciliation: ME23N – Purchase Order History Tab





- In the line item detail section, select the Purchase order history tab for the appropriate line item
 - Goods Receipt documents and their corresponding details are displayed
 - Invoice documents and their corresponding details are displayed

Invoice Reconciliation: ME23N – Goods and Invoice Receipts



Shrt bt	MvT	Material document	Item	Posting date	Σ	Amount	Σ Quantity	OUn	Curr.	Reference	Σ Amt.in loc.cur.	Trans./event type*	Order price unit
GR	101	5001936522	1	01/03/2008		333.44	1.000	MON	USD	CO COPIER - 1/08	333.44	1	MON
GR	101	5001894577	1	12/03/2007		333.44	1.000	MON	USD	CO COPIER-12/07	333,44	1	MON
GR	101	5001854198	1	11/01/2007		333.44	1.000	MON	USD	CO COPIER -11/07	333.44	1	MON
GR	101	5001811651	1	10/04/2007		333.44	1.000	MON	USD	CO COPIER-10/07	333.44	1	MON
Tr./ev. G	oods	eceipt				2,000.64	• 6.000	MON	USD		2,000.64	1	
IR-L		5106926720	1	03/19/2008	П	333.44	1.000	MON	USD		333.44	2	MON
IR-L		5106905824	1	03/01/2008		333.44	1.000	MON	USD		333.44	2	MON
IR-L		5106899981	1	02/26/2008		333.44	1.000	MON	USD		333.44	2	MON
IR-L		5106832315	1	12/20/2007		333.44	1.000	MON	USD		333.44	2	MON
IR-L		5106803595	1	11/20/2007		333.44	1.000	MON	USD		333.44	2	MON
Tr./ev. In	rvoice	receipt		_		1,667.20	* 5.000	MON	USD		1,667.20	2	

- © Goods Receipts (GR) posted against the PO are grouped in the first section
- Invoice Receipts (IR-L) posted against the PO are grouped in the second section
 - The summary totals for each section are shown within yellow-highlighted rows



TOPIC 5: NEXT STEPS



Next Steps



Next Steps:

- Role Mapping Review
- Agency Training February 2012
 - § Identify employees to attend training
 - § Update existing purchasing, AP and year-end training
- Cut-over Strategy



TOPIC 6: SUPPORT AND REFERENCES



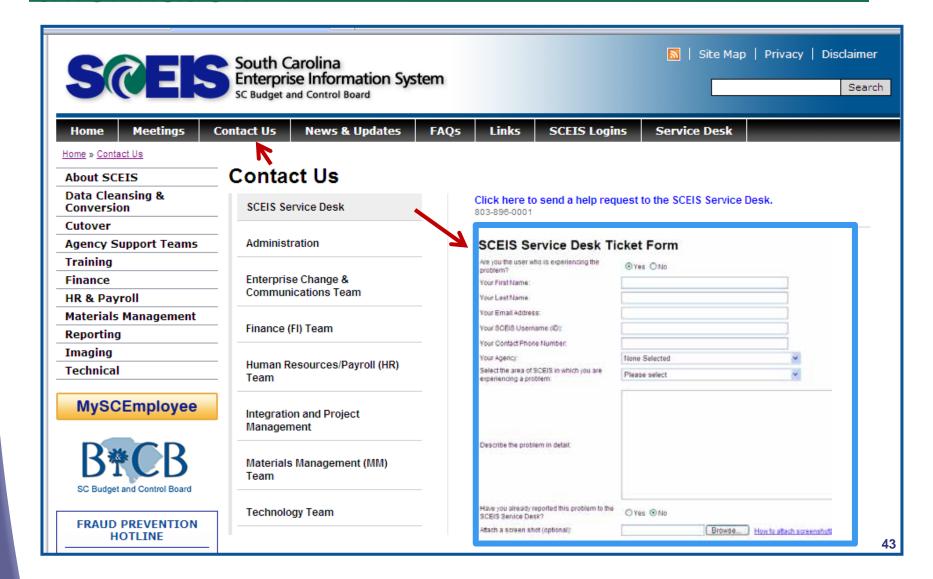
Additional Resources: SCEIS uPerform Documents





SCEIS Service Desk – Contact Information





Any Questions?





Evaluation and Quiz



Please complete the online course evaluation that will be emailed to you after this workshop.

Your input will help to shape future enhancements to the SCEIS End User Training Program