

## **GENERAL SERVICES AND RELATED POLICIES**

Revised: March 2008 - Approved by the Chief Administrative Officer

### **Cheque Requests**

Some services and occasionally goods can only be paid for by cheque. With regard to budget holders described in the section "Purchasing" below, the same applies. In cases of cheque requests, the appropriate "Authorization for Payment" form [see Forms] can be obtained from Accounting and that budget holder or his/her delegate should approve this specific request. A particular budget department holder is individually responsible for notifying or authorizing individuals who are given delegated authority to charge items to their budget. Again, specific information is required:

Payee  
Amount to be paid  
Account to be charged  
Signature of authorization

"Authorization for Payment" forms must be issued in a timely fashion and coded by the budget holder.

### **Hourly Payroll**

Non-salaried faculty/staff are paid via time sheets [see "Payroll Hours Form" under Forms]. We have only one version, and it must be submitted to the Payroll Coordinator (Ursula Boyd) prior to the defined cut off for that pay period. Time sheets must be authorized and coded by the budget holder. Any wage payment throughout the year to employed individuals (students) must be done through payroll time sheets.

### **Internet at Home (updated May 2009)**

Accessing your Email from home - once you have connected to the Internet, you can check your email by entering the URL for UWO's webmail system into your browser - ce.uwo.ca  
Enter the same user name and password you use at work.

If you do not have Internet service at home, Faculty and staff at Huron with UWO computer accounts are eligible for 40 hours of dial-in connect time per month at no charge. This modem service is provided by UWO ITS and information is available at:

<http://www.uwo.ca/its/accounting/offcampus-access.html>.

### **Keys**

Faculty members are issued with an office key and a key to the Administrative Wing of the College which is located off the Faculty/Staff parking area.

### **Mail**

Faculty and staff of Huron University College have the use of a mailroom that can process regular mail, along with any other courier service. If you should need to courier an item it has to be given to the mail clerk directly. Staff and faculty alike are to pay for the postage of their

personal mail. College business mail is covered by the College, however, courier charges for letters of reference for students are not covered by the College. Mail drop offs are located in the following areas: Registrar's Office, Accounting Office, Alumni & Community Development, and the Information Desk. All faculty and administrative departments are provided with a mailbox located next to the photocopier room.

## **Office Supplies**

Limited basic stationary supplies are kept on hand in the mailroom, however, should you require an item that is not in stock, and you are a faculty member, please see your Dean's Assistant to have an item approved and ordered. If you are a staff member, please inquire through your respective budget responsibility center (see Purchasing). Large items, (i.e., filing cabinets, chairs, lights, desks, etc.) must be cleared through your department budgetary head (see Purchasing for a list of budget holders). All supplies taken from the mailroom must be recorded for proper department billing.

## **Telephone/Fax System Policies**

### **Background**

Huron University College (HUC) manages its own telephone system. This means that Huron owns and operates an in-house switch with a view to limiting the per-trunk costs of the local service provider (Bell). Huron also owns and manages its own voice mail system. We share a long distance plan with The University of Western Ontario, whose long distance provider "picks" our long distance calls and then bills us according to their plan.

### **Access**

HUC provides access to telephones to all faculty and staff, although a shared office may provide only one telephone. Telephone sets should be obtained through the Department of Communications and IT to ensure compatibility with our switch. Normally a supply of spare telephone sets and parts (curly cords, line cords of varying length) is kept by the Communications and IT Department for replacement purposes. The Department also lends out a conference telephone to faculty and staff.

### **Moves, Adds & Changes**

Requests for moving or replacing sets or for repairs can be made by email to [hglenden@huron.uwo.ca](mailto:hglenden@huron.uwo.ca) or [kknowles@huron.uwo.ca](mailto:kknowles@huron.uwo.ca). Costs for new phone sets will be billed to your department & approvals will be sought from your Department's budget manager. Regular repairs are normally covered under the general telephone budget allowance.

### **Monitoring**

The duration, frequency, timing and costs of all calls are captured by our in-house Call Data Recorder and reports are printed monthly and callers are asked to identify and pay for personal long distance calls. It is expected that local or long distance personal calls will be kept to a minimum, and unusual usage patterns may be reported to your Department's budget manager.

The costs assigned to personal calls are at standard rates and are paid directly to HUC's Accounting Department.

### **Staff Absences**

For absences of longer than a day, it is the staff member's responsibility to record a greeting in the voicemail system directing callers to appropriate alternate numbers. Arrangements can also

be made to extend our regular 30-message 14-day voicemail retention policy through the Communications and IT Department.

#### Fax installations

HUC discourages the installation of “dedicated” (i.e. 2-way) FAX machines in each department since each requires an additional trunk line billed at Bell’s business rate. Departments are encouraged to use the existing FAX machines and/or the FAX service at the Information Desk. FAX machines that are only used for outgoing FAXes are not a problem. Personal faxes for faculty and staff are at the rate of 5 pages (excluding cover sheet) for \$1.50, and additional pages at \$.50, plus long distance charges.

#### Privacy

All voicemail messages are kept private by the user’s password but this password may be deleted by the Communications and IT Department in exceptional cases, for example, if it is deemed necessary to gain access to a staff member’s voicemail to record an absence greeting, or if there are security issues.

#### Work Orders

Work Order Request forms (see sample under Forms on the Huron Web site) can be obtained from the Information Desk. Please clearly indicate the location of the request and a brief description of the work requested. Once completed, keep the white copy for your records, and submit the yellow copy to the Maintenance Department.

To report work that requires minor maintenance or housekeeping, please obtain a work order form. A supply is kept by the Assistant to the Chief Administrative Officer and from the Information Desk. Complete the form, keep the bottom copy, and send the form to the attention of Maintenance through the interoffice mail. If the request is urgent, please take the form to the Maintenance Office between the hours of 8:30 am and 3:30 pm.

#### Visa Cards

Visa cards are only available to departmental budget holders, unless otherwise authorized. Please see the Assistant to the Chief Administrative Officer for further details.

The request and reason for the issuance of the card should include the signature of the budget holder of the area. Please also include the credit limit requested. Visa bills are received by the individual holding the card. Bills, with the receipts, along with the accounts to be charged, should be provided to the Assistant to the Chief Administrative Officer for payment. If the receipt of the bill is close to the due date, please take the bill, with the receipts, to the Assistant to the CAO to ensure payment is made before the due date.