

Chico State Enterprises Announcements

Monday, August 29, 2022

Update on Service Delays in CSE Accounts Payable and Notification of Upcoming Organizational Changes

In the last several months Chico State Enterprises (CSE) administration advised you of significant service delays in processing times in the Accounts Payable unit. Working through the backlog while onboarding and training new staff has taken a huge effort but is yielding some critical, albeit at times painful, information and insights into our operations.

The good news is that we have recruited some great new talent, and although still on a learning curve, the team is hard-working and the backlog is nearly current in terms of meeting our published processing times. However, we have learned that some of our internal documentation is limited and inconsistent, therefore guidance provided to project personnel is at times confusing and often incomplete.

Structural Changes

Upon reviewing the volume and complexities of issues involved in accounts payable and procurement, we have determined that additional management capability, subject matter expertise and experience with best business practices is needed in the procurement area. For this reason, I wish to announce that the CSE will be recruiting for a Procurement Services Manager and we will separate these activities from the Accounts Payable area. At the same time, the Procurement Services Manager and the Accounts Payable Manager will work in close collaboration as we revamp processes, guidelines, and establish back-up capability in each area.

Business Software Systems

Also revealed in the last several months is the significant under-utilization of our business software to accommodate the growing volume of transactions processed by CSE Finance and Accounting. For this reason, we have asked the Accounts Payable Manager, Jenny Javor, to gradually reduce her time spent in the procurement area (as the new manager gets up to speed) to devote a significant percentage of her time to process and systems improvements as well as systems training.

Clearer Guidelines

Lastly, upon discovering the extent to which many procurement forms were outdated or lacked clear guidance, several staff have been working diligently to revise forms, create new ones, and provide clear guidance to account holders. You will begin seeing some of these changes beginning this week.

We sincerely apologize for the inconveniences and problems these issues have caused and thank you for your patience as CSE Administration continues working through these important changes. Our expectation is that, with the first batch of revised forms and guidance, you will see some improvements effective immediately. In the meantime, I will keep you apprised as the search gets underway for a Procurement Services Manager.

Mary Sidney
CEO, Chico State Enterprises