What comments do you have on the impact of Cornerstone implementation on your workload?

You need a lot of patience and team work with your staff.

We need a better way of handling questions about issues with Cornerstone.

The lack of organization and coordination has been difficult to manage. It is so difficult to find a clear answer and so much time is wasted.

Lack of direction and lack of clear instructions with account numbers have caused weeks of delay in processing expense reimbursement. This is after several repeated requests for clear information and account numbers.

The system was implemented and was not properly tested. It was implemented before it was really ready to properly launch. Now we are trying to fix the problems and trying to do work but cannot (for example) for fear the accounting strings are still wrong and do not want to have to correct any work done now because they are wrong. No check were cut for over a month, overwhelming the wire processing. Hence becoming help desk. Even the instructions on how to navigate were incorrect.

Please review the payroll processes. The PeopleSoft system makes things much more complicated.

I don't think they should have rolled this out university wide when it doesn't work. My expense reports are still going to approvers that have nothing to do with our department after repeated request to correct the issue. I have suppliers calling asking for their payments of which I can do nothing about. People are furious.

Quite apart from the several week long blackout periods and general buggy and glitchiness of the system in general both of which slowed the learning process down greatly, they could not have chosen a worse time of year to implement this change. The workload is already very heavy at the beginning of an academic year. The in person training sessions are great for a general overview but they are incredibly time consuming and not very helpful on a unit specific basis. The online sessions are incomplete. There are still tasks that I do not know how to do that are not covered in the online training sessions. In fact, I have been recruited by our business department to give inter-department training session regarding cash deposits/journals to assist my colleagues as I am the only one who had to dig in and figure it out. I have done 3 individual sessions throughout the semester and will do a group session today.

The system is still not fully functioning which annoying to say the least. However, when it is up and running without errors, I think it will help alleviate some of those old RIAS hiccups. I think implementing the change during the Fall semester is causing a lot of frustrations considering many departments deal with new/incoming students.   Time will tell. Thank you.

What comments do you have on the impact of Cornerstone implementation on your workload?

The new travel portal was designed for faculty/staff to create and submit their own reimbursement.expenses, although I have found most are not doing their own. Also, many of my PO's did not roll over into SciQuest. I had to generate new PO's. Double the workload. Many invoices have not been paid. I have spent much time resubmitting invoices from months ago. I have vendors contacting me.

The training was partial in my opinion. The help desk, not too helpful. Everytime you call you get a different answer. Still trying to place the same two check requests for two weeks. Still waiting for help. Expense reports take over two weeks before you get reimbursed. The paper system was faster.

The system itself is transparent but when it hits a block it is hard to get a straight answer from procurement, so you spend a lot of time being bounced around or ignored trying to get the issue straighten out.

The additional work is ridiculous. PLUS when there are problems with MarketPlace you rarely get to speak to someone or you get different answers. It is extremely frustrationing.

It seems as though more training and preparation was needed before implementation of the new expense management system. Many colleagues are having reimbursement delayed due to hic-cups in the new system.

Navigating through Cornerstone adds several layers of clicks to arrive at the desired task page. The task tabs are not prominently or consistently placed for for easy navigation.

The expense management requires so many extra steps to add business lines, task codes, etc. The system should be streamlined so that iniital information input should trigger automatic entry of related information. There are so many times when I have to search for a number (business line, etc.) instead of just being able to write it in. In addition there are a couple of places where the same information needs to be entered more than once.

Rutgers needs to increase the number of staff to handle all the changes that have occurred. All aspects of Cornerstone are difficult and cumbersome to use. The expense management system is horrible. The chart of accounts makes every transaction extremely complicated and time-consuming. There is no way the current number of staff will be able to handle the new Rutgers fiscal systems going forward. Rutgers is going to have to increase its staff, period.

The training was not sufficient. We needed more hands on training rather than online training.

the process of getting reimbursed for travel expenses is much more complicated and time consuming

Cornerstone has made the Rutgers University no longer efficient. It made it where more mistake can be made, information is hard to find and any one can access other department accounts. To much check and balance where its not need, but not enough where it is.

nothing

It's extremely frustrating and tasks are repeated several times. I had an order rejected four times because no one was giving me the proper instructions and I was receiving different instructions from different staff. It seems clear that no one really knows what they're doing or what the correct processes are.

this doesn't really affect my work. We had some brief training about how to submit work efforts and travel reimbursements. I wish that there was more training available. I feel like that was not well planned out. Overall though this doesn't really impact my day to day work

I continue to consider it a temporary situation and believe that things will be better.

Many reports are having to be created manually and this is putting extra work on several department.

This has caused severe anxiety for me. I spend 80% of my day trying to navigate my way around Cornerstone and feel so disorganized because of other work having to be put aside. Also, the timing of this implementation was the absolute worse!

I think the workload has increased but not just from Cornerstone. It is also repeated task that need to be completed right away and not getting proper instruction on task…………etc.

What comments do you have on the impact of Cornerstone implementation on your workload?

The stress level of trying to get things accomplished in a system that does not work is immense. Dealing with vendors who want payment. Speakers who want honoraria. Faculty that want reimbursement. Accounts that cannot be reconciled. Mostly inept, uninformed Cornerstone employees who are supposed to know the system and answer questions. They don't get back to you. They give wrong information if you actually get to speak to someone. The worst part was that at the Cornerstone trainings each Cornerstone trainer gave different information about how to process requisitions. So everyone thought they were getting processed but they weren't. Terrible inadequate training that was not even coordinated amongst themselves. How could they buy a system without testing it first. They don't even say who was responsible for this horror show. They say it was for transparency and less work but I don't see any transparency and more work hoisted on the staff. Mostly on grades 3 and 4. I think the newspapers should be aware of the amount of money spent on this nightmare system and how the employees are affected and that a "renowned" institution like Rutgers could let this happen. How Rutgers is not paying its vendors and the no longer want to deliver gods or deal with Rutgers. A system that is still not working after 4 months. Also I did not hear one thing from upper management that they are aware of what the employees are going thru and thank the employees for their patience and hard work. Frustration, stress, anxiety, sleepless nights and tension in the department are just a few of the impacts.

Since nothing with this new system works, we continually try to process the same thing over and over again. When you call the help desk, their mailbox is full or the person on the other end says not even to put in a ticket because nobody knows the answers! It is a disaster and causes so much stress, I was in tears more than once.

The training was woefully inadequate. Especially for Financial Management and Reporting. The online "training" seems to be just for higher level accounting, not for every day tasks. They took away perfectly good tools (REX, Discoverer), and now I have no idea how to easily & quickly find account information. Payroll has been great, but Procurement and Financials are a joke - no one ever provides any useful help. Help requests have gone unanswered. It's like I got dropped in the desert with no water or road map!

As is the case with anything at RU, there was not enough consideration to the unique operation that is Rutgers, its operations or the work for once the ground. RU has always operated in a fiscally unusual way (pockets of monies within accounts, special deals where dollars equate research time, etc.) and this system is less flexible with those type of operations.

What comments do you have on the impact of Cornerstone implementation on your workload?

The setup process for implementation required a lot of administrative set up on my end. It seemed that it was up to me to figure everything out. There was additional pressure from my supervisors to get things done despite vague and scattered support for getting set up. Very stressful.

My workload is extremely impacted from this implementation. The Cornerstone implementation does not seem like it was well thought out or tested and has created an abundance of issues. One task now takes much more time and because I cannot get accurate financial info from Oracle, it is very hard to reconcile the grant accounts that are assigned to me and much more difficult to provide PI's with account balances and forecasts. Unfortunately with more time that passes, more problems are coming up making it much more difficult to get my job done effectively, let alone efficiently.

Applications keep returning to me for things that have or haven't been done. When they are acknowledged there is always a new rule. The printed pages we have for instructions with pictures never look like the screens we see online. I'm tempted to quit because I must be too old to learn this stuff.

multiple calls from vendors requesting payment on past-due invoices, vendors or us not informed of change, changing to net 45, no formal letter to vendors, no script for us on how to answer vendors questions, no response from Purchasing after sending multiple emails and/or voice messages

I have anxiety because I am not able to deliver on my duties as quickly and efficiently as I once did. It reflects negatively on my job performance.

They should have worked with admins to plan the roll out in a way that hasn't been this kind of disaster.

Procurement and Invocie processing (SciQuest) does not work well at all. Vendors are not getting paid and it is hard to handle those vendor calls - we have 45 day net policy, but this has been far exceeded in many instances.

The system was not ready to be rolled out and the (or more) users should have been part of the planning. There are impacts that affect us that were probably not thought to be an issue (i.e. not being able to access items in the "old" RIAS system for historical and reference purposes.

Having to deal with suppliers who have not been paid has taken a great deal of time. They are calling for payment. Emergency check requests are not going out.....this is a nightmare!

What comments do you have on the impact of Cornerstone implementation on your workload?

I would be content with an easily accessible reference guide to self-diagnose problems I'm having with the system, but find that I must return to online video tutorials which are often cumbersome and don't allow easy look-up.

I am handling the workload but feel stressed most of the time.

This system integration has a multitude of issues.

If this was a real company we would have been out of business a long long time ago. We have been told the new system will not have all bugs worked out for another 4 years so there seems to be no near term solution.

The implementation of the Cornerstone project is likely to be temporary as all the glitches are worked through. Having said that, I was disappointed with the "milestones" and rollout of the system implementation. There was not enough time given to checking account strings and the need for additional project codes. The extra work in Cornerstone stems largely from this poor planning.

There seems to be a covert reorganization happening, causing a shift of the workload without any discussion or warning.

Impact on me has been minimal because I only use the new system to engage speakers. Impact on some of my colleagues has been greater. We have all helped out where we can.

Why did we switch - what was the reasoning behind the change? Why was there so little training given to staff? The implementation of Cornerstone was handled very badly.

Many suppliers/vendors calling and showing up to office wanting to know why their payment for services have been so long and not having the proper answer to give. Also the turn around time for the help desk is longer than the 24hrs they say it will take to get back to me. It is hard to find someone that knows the answers to the questions or problems I have.

I was expecting a few hiccups the first few weeks after the implementation but this fiasco is worse than I could've ever imagined. Going blind, not knowing how much money we have available to spend on restricted funds and grant funds is maddening. The account clean up that awaits us after all the issues get fixed will require departments to hire extra help/work overtime since the clean up and reconciliation of accounts will be a job in itself

It is unfortunate that SciQuest and Oracle are not compatible enough with each other.

What comments do you have on the impact of Cornerstone implementation on your workload?

Everything takes longer, and I still don't have the same functionality as I did before the changeover occurred. I had hoped that the kinks would mostly be ironed out by now, and the fact that there are still so many problems (getting vendors paid, finding out what expenses have hit our accounts or not) is exhausting and stress-inducing. Things are improving, but I think the problems and the cleanup from them will extend well into 2017.

I often work through lunch to get things processed and questions on processing some items takes a long time to get answered so instead of getting the item completed it goes in a pile to be handled another day. More training should have been given and the system should have been put off until it was somewhat operational like when the RIAS transition happened. It has raised the stress level up due to lack of communication, vendor's threatening calls and issues with processing items sometimes 2-3 times before they go through.

I have many consultants that their PO's were not converted over to the new system. they haven't been paid, are not happy. Rutgers is not doing anything to help them, because I do not think Procurement or Accounts payable know the system well enough to help anyone. I have vendors that will not allow me to order from them since they have not been paid..I do know that procurement and accounts payable are overwhelmed but they are also adding to our workload when they say to contact the vendor and straighten it out yourself. I can go on but I am sure you have heard all this already and much more...Cornerstone needs to be either be upgraded to meet our needs or find something that does.

While I am able to manage, I would be more effective at what I do if I did not have to constantly call Procurement, fill out "add user" or "add approver" forms. Also, when system updates happen communicate them more clearer. I had no idea that after adding an approved vendor there was a 48 hour waiting time before expenses could be submitted- this would have saved me a lot of frustration in trying to get multiple check requests submitted. Also, make "history" section clearer with what is happening with my requests behind the scenes. Often times notes are are to decipher and leaves me actually questioning what is happening with my PO or Check Request; constant searching and checking. Also, the biggest complaint is entering PR or Check Requests and leaving them in a Shopping Cart. I like to be able to get ahead of my work and start the process, but with SciQuest- this is not possible because something always happens; amount goes to "0", combines with other requests for same vendor, I cant find the cart, etc. ---this would save me a lot of time to have these entered and ready to go...but it does not work! Overall, I feel delayed in how I accomplish my tasks and constantly feel like I am missing something because of the systems processes and wait times. Because of this, I now have to track everything separately which also causes more work.

Cornerstone has roughly doubled the time that it takes me to submit reimbursements for expenses

What comments do you have on the impact of Cornerstone implementation on your workload?

With no back-up and over 50 faculty, the reimbursements take up so much of my time. The procurement, however, is quicker.

Cornerstone reminds me of the roll out of RIAS in 2002. So many glitches and no one knew what was what. It took years to fix that. Is it going to take years to fix this system also?

It seems that it is not fully understood by the people implementing the system and we have to deal with the issues, which holds back progress.

I'd like to know what the union is going to do about this; and not six months down the road. You either a) drag your feet and wait for issues to resolve then tell union members you have a solution to the problem when we no longer need you; or b) tell union members you are working on the issues and stay silent until the problem goes away. What are we paying dues for anyway? I, and other members of my department have come to YOU with problems, only to be told you were working on it. Two years later, we still get the same answer from you. You won't do anything about this issue, so stop wasting time on it and start working on things that matter, like getting us bumping rights like every other state worker in NJ has; protecting us from layoffs. And yes, I know of at least 10 people who will not be coming back from Christmas break. Hmmm, haven't seen you mention that anywhere. Oh thank you URA and Lucye for saving our jobs. Oh, and it's not my job to tell you whose been laid off, do your job and find out and assist these people. But you won't. If there was a way I could stop paying union dues, believe me, I'd do it.

It feels like this implementation wasn't tested properly! There are gaps in some process. You start on A, B is missing, and end up in C. Nobody wants to answer their phone and the ticketing system is absolutely ridiculous. This upgrade should've been done in phases. Something that used to take me 5 minutes now takes me over an hour because of the multiple steps and kick backs!

What comments do you have on the impact of Cornerstone implementation on your workload?

I have been spending an inordinate amount of time getting invoices paid - making sure the invoices are in Marketplace, fielding phone calls from vendors about the seriously over due invoices.   Rejecting purchase orders that aren't done correctly because the training was so vague, assisting with the creation of POs that come back because of a systems error - it took over a month to create a PO for a vendor who was in the system. In the Expense Management module most of the reports that should be coming to me don't, when they do come I have to reject them because they are filled out incorrectly because there was poor training, there is still tons of confusion whether if the GL string needs to be in there if the expenses are going to a project. I can't reconcile because the data is mostly garbage. No one answers the help desk phone, tickets are closed and no one has addressed the issue - so much wasted time.

It's not so much the workload as the purchasing system doesn't work, nothing is being paid, vendors are calling me, reports are not available, etc., etc. The project should not have been rolled out until it was capable of working!!!!!!!!!!!!! RIAS was a dream compared to this.

Figure out a way to make expense management better. I had to submit my report 3 different times to obtain results. New account numbers were given out and they never notified anyone and it held my report up again. It took a month and a half for a report to get approved. Also, if a report does get rejected why does it have to go back to the top approver again? It should just got back to the BO even AFTER supervisors have approved, it is ridiculous.

There are many things that are not correct in the system but like any system the glitches need to be worked out. Hopefully soon.

Total waste of money, simple ordering tasks require 3 to 4 times long to complete. My time that should be spent helping students not wasting time on a poorly designed and implemented system.

I am overwhelmed and worried because I cannot keep up.

What comments do you have on the impact of Cornerstone implementation on your workload?

It has caused lots of stress and tension among the staff and faculty. As staff, we were not given the proper information and instructions on how to process the transactions.   We are working "in the dark" because we do not have reports that shows us how to retrieve the information that has been posted.   We are expected to take over 8 hours of our time to look at youtube videos that does not make sense at all. I am no longer staying late. I leave at my scheduled time and have decided that if it cannot be done, it will wait for the next day. My department does not have a business manager for the past few months and lots of things need to be fixed (mapping was done incorrectly) and because I do the financials, they expect me to "fix" the problem.   I refuse to do it because I am not getting "acting" business manager's pay.   If I was in my 60's I would quit in a heartbeat. This university does not care about the staff.

They never should have implemented the system until it was perfected. I am doing reimbursements multiply times as the system does not recognize new suppliers which I have to enter into the system.

"Workload" is not an enormous issue for me, yet, but my entire job is affected. As mentioned, awards received prior to the shutdown were not all processed in REX/with GCA, etc. Awards received since are essentially on hold, but delays in processing have led to a need to rebudget and re-create documents.

Not enough training AFTER Cornerstone was implemented (now that we have the program in front of us).   Should implement an online chat to answer questions regarding Cornerstone.

Cornerstone is a complete disaster. I have to repeatedly submit requisitions and pray that they will go through the system. The amount of glitches is ridiculous and the training was scant.

This has increased the workload of our entire department in MANY aspects. In my opinion, if there was in person training, things may be more clear. Most people I speak to have had to teach themselves in all the new processes as only online training has been made available. I know I personally learn better/faster with instruction where I can interact with an instructor where questions are able to be asked.

What comments do you have on the impact of Cornerstone implementation on your workload?

I spend so much time trying to submit the same requisitons and neither I nor my business manager can get the correct answer from the procurement help desk. We have gotten multiple answers for the same problems. We spend so much time trying to work through Cornerstone that other duties get neglected. What took me minutes in RIAS now takes weeks (including turn around time) in Cornerstone. Our vendors aren't getting paid which takes more of my time to try and explain the situation with them. I am extremely unhappy with how Cornerstone has been implemented and the resources provided to "help" us.

The workload seems to have tripled due to the time it takes to do each task. I don't understand how we have a financial management system that calculates the quantity of 1, and not in dollars. Also why if we are on a system are we having to do an excel spreadsheet for a check request? We should have just left the Taber form. Why do we get mixed messages: First we were told not to send invoices to invoice processing, now we are told to send invoices to invoice processing. I question how this system was tested for Rutgers needs.

The cornerstone implementation has been, so far, a resounding failure. Many businesses large and small contact me on a daily basis asking for payment for invoices dating back into the summer and threatening to put us on credit hold and some have already. I am repeating tasks because they are issues with vendors in the system or having to repeatedly follow up about issues that should be resolved. I have contacted the "Help Desk" multiple times for various issues and the only response I receive is an email with a ticket number and no other follow up and cannot receive an answer when I follow up.

In my opinion, this new system for reimbursement is overwhelming and adds so much more work to each and every reimbursement I process. It has made my workday unbearable. There are too many steps to follow and too many details to enter. On a scale of one to ten I would rate it a zero.

It's the pressure of vendors to get paid and the submitting invoices two, three, four times and still not being entered into system. Vendors do not know AP's contact information so they call our dept. which has no control. The constant phone calls daily is disruptive and AP has given absolutely no guidance on how we should respond. And they don't return calls or emails. Vendors are getting angry with me or pleading for money and all I can do is send email to David Amador that does not get answered. It has been very stressful and I can't get my normal work completed.

Vendors are calling us directly looking for payment which in turn causes us to have to do a spreadsheet and resubmit those invoices which were already sent up once when old system was in place and then again since the new system is in place and often with new PO numbers because PO's didn't transfer to the new system.

What comments do you have on the impact of Cornerstone implementation on your workload?

Rutgers should produce MANUALS and explanations of the new system, do additional hands on training. PowerPoint demos are ridiculous, on line manuals (step 1 etc) would solve 99% of the porblems of trial and error

Open-Ended Response

I have received my first write up and the threat of more

Suppliers reaching out to me daily because they have not received their payment for services already performed. There not a clear way of knowing if invoice were already paid without having search through all the PO's and even the history on that is unclear.   Returned requisitions - it has taken at times more than a month for someone to give me an answer as to why it has been returned after numerous times of entering them in.   There have been changes to some account numbers that are not made aware of until after the requisition has been returned which then requires resubmitting the information to process.   The time it takes for the supplier to actually be active in the system in not accurate which can also is a cause for the return and more work.

It has been very stressful

Even though everyone is in the same boat, this is inane. Upper management should have considered how we use these tools to perform our tasks. It's just sloppy.

Someone should actually check the software before being sent-(Making sure it works). Training should be provided to all Rutgers employees.

I don't even know where to begin to describe the extra effort involved to process the simplest of transactions, but one of the most cumbersome aspects (of several) is faculty education, management, and support. A collective frustration is the false messaging that this financial management system would be "easier than RIAS".

What comments do you have on the impact of Cornerstone implementation on your workload?

The expense reimbursements are much more work than before since every receipt must be scanned, emailed, detached, named and uploaded. Each receipt requires a screen of info to be filled out. The employees were all supposed to prepare their own reimbursements, but in my dept. it is optional.   Of course, since they are not being encouraged, the staff have to prepare them. There should have been training programs for the other employees and they also should have learned about the new chart of accounts, etc. Another problem is that when there is a problem with the reimbursement, the emails from the auditor, which used to go to my business manager, come to me. I don't have time to be writing back and forth with employees about what is wrong/missing from their reimbursement. Also, the amount of emails coming from all of these systems is overwhelming. I am constantly trying to keep up with my inbox. There are many nights when I toss and turn and can't fall asleep because I am so stressed out about all of this extra work. In addition, with some of these systems, things aren't working properly, and I spend so much time with the help desk. Why couldn't they have rolled these systems out with everything working properly? It has been a nightmare since Oct. when Cornerstone was rolled out.

My biggest issue with Cornerstone is the lack of support regarding questions or problems. The help desks were supposed to respond to all queries within 24 hours but they take several days, sometimes over a week, to respond. The response is often short and unhelpful. I think it would also be helpful to have someone from each school/department to work closely with the project team so there is someone on sight to help with questions.

if better training was provided to the entire Rutgers community that is using these systems my workload wouldn't have exploded

I work mostly with grants. we were not able to obtain financial reports. New accounts are not being set up this creates a backlog of many tasks that will need to be completed later when the system is finally functioning (salary reallocation, journal entries, account clean ups). It causes me tremendous stress because there will be mistakes and issues created by the backlog, when I think about it it causes tremendous anxiety

Many tasks must be repeated due to system glitches causing 4 - 5 times the effort that should be necessary. The new system does not have the same reports available as the old system so the same task is taking me 4 - 5 times as long. The help center is extremely backlogged, and not really helpful - they are reading from the same power point presentations we received. What's the point in that? I can read myself.

Cornerstone has increased EVERYONE"S workload, and decreased their productivity.

What comments do you have on the impact of Cornerstone implementation on your workload?

Launching all these new programs without testing them was the universities first mistake. Having no manuals available with screen shots was the second error. The lack of training in a university as well know as Rutgers is simply embarrassing. With all the professors we have, it is unacceptable to have no training or training offered by an outside company who are unfamiliar with the Rutgers systems. I have never seen anything like this. Even when the university launched Peoplesoft (which was a disaster), it was better than Cornerstone. Most of the Help Desk staff cannot answer a simple question. It takes days to get a return phone call, and then the problem is not resolved. My work load had tripled. Do you know that I spent 3.5 weeks trying to process 4 tabers? First, the drop down menu disappeared. Then, the submit button disappeared. Next, the attachment button didn't work. Then, next boxes appeared. It was a mess. Moreover, it wasted hours of my time. As an approver, I cannot access my budget. I don't understand anything in the Reports Module for running a report. The narrator drones on and on using word/phrases I am unfamiliar with. I took this course and didn't understand anything. I have tried the Power Point module with voice over. It is completely useless. WHEN WILL THERE BE SOME IN PERSON TRAINING. How can anyone do their job when these new systems don't work, no one can answer a question, there is no in person training, and there are no step by step instructions. It is absurd.

When we can finally invoice, there will be a backlog of invoicing, closeouts and we will be expected to get it all done with no overtime.

It has been frustrating and this new system has brought on more anxiety.

doing more

This system has been a HORRIBLE experience for me. There's no communication, slow responses, and no real training given.

There is too much follow-up involved with getting invoices paid on time. Some orders are also held up because other invoices from the same company have not been paid.

What should have happened was to roll out with a small group of beta testers, one person from each sector, to test for about 90 days. THEN we should have analyzed the feedback to work through any kinks. THEN a roll out should have happened.

What comments do you have on the impact of Cornerstone implementation on your workload?

I am ashamed to work for a university that has so little regard, if any, for how people have to work. Montclair University sued ORACLE because Montclair felt they were duped by Oracle. Why then did Rutgers sign on? How much is this costing us?

I'm spending hours tracking down why invoices haven't been paid, resubmitting them and writing repeat emails in order to get vendors paid. I spend a great deal of time managing vendors, explaining that they will get paid eventually, please be patient and please continue to work with us. It's time consuming and very stressful. I can't give vendors reliable information about the status of their invoices because the accounts payable group is so overwhelmed that they don't answer emails in a timely fashion. This is damaging vendor relationships and increasing workload as I research new vendors.

It was implemented at the wrong time of year. More testing of the system should have been done before implementing. RIAS should have ran alongside (shadowed) the new system. Not to have vendors paid from the RIAS PO's is totally inexcusable. Administrators learned how to use the new system pretty easily and yet the backend doesn't work. We in turn get the calls from our vendors and we have no information for them. And we are scrambling to get them paid somehow.

It is extremely stressful - vendors, suppliers are not getting paid and they are looking to us for answers

Impacts: taking the time to do the trainings is doubly frustrating - there are hours of training, and it then turns out to be useless because the systems do not work. Time is wasted phoning around to try to get help, since the communications from Cornerstone are also worse than useless, consisting mostly of patting themselves on the back for "going live" (although I note that has dropped off lately as the systems continue to fail.) We get next to no communication from Cornerstone. I am totally flabbergasted that they allowed the Travel Expense Report system to "go live" when they *knew* that the approvers had not even been entered into the system, thus rendering it incapable of processing travel reports. Was anyone told this? No! We were told to submit travel expense reports which then had to be withdrawn (via means that had not even been determined at that point) and resubmitted. More impacts to come in the future, as the new system has mapped subcodes incorrectly, which will probably have to be corrected into the foreseeable future.