### FAQ/SOPs Related to the Coronavirus (COVID-19)

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A. Human Resources
For key information see HR website: https://hr.iu.edu/relations/coronavirus.html

- Recording time off during COVID-19
  - Regardless of when scheduled and the reason for usage, vacation and PTO taken the period between March 10 and a date yet to be determined will not count towards the annual usage limit. Use the following codes below to record this time:
    - VNL (vacation no limit) code for support and service staff
    - PNL (PTO no limit) code for professional staff.
    - Employees who have exhausted all accruals (VAC, PTO, SICK, COMP, HOL, etc) would use AWB (absent without pay with time-off accruals.)
  - Beginning July 1, 2020, if employees need to be away from work due to COVID-19 related illness, isolation, or childcare and cannot work remotely, the Families First Coronavirus Act (FFCRA) makes several options available to all employees. For absences not related to COVID-19, or for staff who do not qualify for FFCRA, with supervisor approval, staff may use accrued vacation/PTO without it counting toward annual limits or be absent without pay. Staff may also use income protection/PTO Sick leave consistent with the applicable policy. Please discuss plans with your supervisor.
  - COVID-19 Time off Information: https://hr.iu.edu/relations/coronavirus/faq-c.html#loaded
  - If you have other specific questions, you may contact AskHR (askHR@iu.edu).

- On Campus Work
  - All faculty and staff need to review and sign the Community Responsibility Acknowledgement before returning to campus.

- Working Remotely
  - Employees are expected to telecommute or work on campus if they have been approved to do so by their unit head. During this time, unit heads are encouraged to be as flexible as possible to help staff and temporary employees telecommute (work from home) where at all possible.
  - https://hr.iu.edu/relations/coronavirus/faq-f.html#loaded

- New Positions
  - Hiring freeze until further notice from President McRobbie
  - UHR Hiring & Onboarding: https://hr.iu.edu/relations/coronavirus/faq-g.html#loaded
  - Mission critical staff position hiring exception form: https://obap-fireform.eas.iu.edu/online/pageforms/index/83bdbe65-27c4-4ff6-e580-08d7d67b268b
  - Staff Exception form FAQ: https://cats.indiana.edu/kb-activities/s-z_staff-position-approval-request.html

- Additional Pay
  - No additional pay per President McRobbie.
  - Staff Exception form: https://obap-fireform.eas.iu.edu/online/pageforms/index/83bdbe65-27c4-4ff6-e580-08d7d67b268b
• Staff Exception form FAQ: https://cats.indiana.edu/kb-activities/s-z_staff-position-approval-request.html

• Illness
  • If you are feeling ill, stay home. Do not come to work. Call your medical provider if feverish.
  • Anyone testing positive for COVID-19 should communicate this information to the Office of Public Safety (AVPpsia@iu.edu). Also use this email for questions related to COVID-19, or see FAQ: https://coronavirus.iu.edu/faq/index.html
  • Deans, Vice Provosts, and Directors have the ability to send people home if they are showing any symptoms.
  • Review the Medical Guidance on symptoms and testing: https://coronavirus.iu.edu/medical-guidance/

B. Payroll
FMS has made the decision to work remotely until the end of the year. Staff will be available via phones and email. Please use email to contact your FMS payclerk if possible. If you have an emergency, you can submit the FMS Support Form (https://fms.iu.edu/support) and someone will contact you for assistance. The customer service number will also be monitored: 812-855-0375.
  • Paper checks are only printed 1 time per week and will be mailed to the employee. Please remind employees to sign up for direct deposit.

C. Financial Management Services
FMS staff will be working remotely as much as possible until further notice. See update on FMS support during COVID-19. This change impacts all areas of FMS (https://fms.iu.edu). During this time, staff will continue to provide expertise and support in as timely a manner as possible. The majority of FMS teams will be available via email and phone. However, during this time, please use the methods outlined below when contacting these areas.
  • Accounts Payable fmsaphlp@indiana.edu
  • FMS Customer Service https://fms.iu.edu/support
  • University Collection & Loan Services iuloans@iu.edu

Check printing on the Bloomington campus will be limited; checks will be printed on Monday, Wednesday, and Friday only. These changes impact check printing only. ACH payments, also known as direct deposit, will still be processed on a daily basis. Payroll checks for employees without direct deposit setup will be mailed pending address verification.

Please submit any questions using the FMS Support Form.

D. Procurement
  • Allowable purchases for employees working remotely
    • Units have discretion to determine allowable purchases for office supplies/equipment at home, but should make an effort to use existing equipment.
    • Ship to non-IU addresses in Buy.IU: https://purchasing.iu.edu/policies/pdf/SOP-PURCH-23-Ship-to-Non-IU-Address.pdf
• **Mask and PPE (Personal Protection Equipment)**
  - Face coverings are mandatory in campus buildings and on campus transportation. They are also mandatory in outdoor spaces when physical distancing is difficult. Read the full guidance: [https://fall2020.iu.edu/news/interimguidancemasks071620_final.pdf](https://fall2020.iu.edu/news/interimguidancemasks071620_final.pdf)
  - Starting July 1, 2020, allocated items, such as masks and hand sanitizer, should no longer be purchased by individual departments via traditional procurement methods such as BUY.IU or P-Card. More information and order form: [https://purchasing.iu.edu/covid/covid-ppe.php](https://purchasing.iu.edu/covid/covid-ppe.php)
  - Information on ordering plexiglass shield: [https://purchasing.iu.edu/covid/covid-plexiglass.php](https://purchasing.iu.edu/covid/covid-plexiglass.php)

• **Cancellation Fees/Refund of Deposit**
  - Contact Purchasing if there are any issues with a supplier trying to charge a cancellation fee or hold deposit for events cancelled or postponed.
  - If credit has been received for an event, but must be used in a short time frame, 6 months or less, ask supplier to extend or get Purchasing’s help.
  - Contact Kathi Sipes ([aksipes@iu.edu](mailto:aksipes@iu.edu)) or group e-mail ([purpro@iu.edu](mailto:purpro@iu.edu)) with following information:
    - PO Number
    - Date of Event
    - Supplier
    - Contact information for supplier
    - Description of Event/Services
    - Total Compensation
    - Amt of Refund/Credit/Financial loss

• **Independent Contractors Approval**
  All independent contractors being paid $5,000 or more need approval before a requisition can be submitted.
  - Submit approval form: [https://obap-fireform.eas.iu.edu/online/pageforms/index/83bdbe65-27c4-4ff6-e580-08d7d67b268b](https://obap-fireform.eas.iu.edu/online/pageforms/index/83bdbe65-27c4-4ff6-e580-08d7d67b268b)
  - Independent Contractors form FAQ: [https://cats.indiana.edu/kb-activities/g-k_independent-contractor-form.html](https://cats.indiana.edu/kb-activities/g-k_independent-contractor-form.html)
  - Once you have the approval you can then submit a Requisition for the services. Please attach a copy of the email approval to the Requisition for Purchasing. If you have any questions, please contact purchasing.

This applies to every independent contractor that will be paid $5,000 or more regardless of supplier status in BUY.IU. Additionally, this applies to requisitions that are still in process.

• **Where can I see updates from Purchasing?**
  Please visit Procurement’s COVID-19 Resource Center: [https://purchasing.iu.edu/covid/covid.php](https://purchasing.iu.edu/covid/covid.php)
E. Travel
- Only essential travel is permitted and must be preapproved prior to the trip. https://travel.iu.edu/covid/Travel-Approval-Request-Form.pdf
- Travel must be booked via a Designated Travel Agency or the travel will not be reimbursable unless approved by an EVP, VP, Chancellor, Dean, or their designee. See FAQ for more information: https://travel.iu.edu/covid/covid19-faq.shtml

F. Costs Related to COVID-19
- Tracking Costs
  A new project code, COVID, has been set up to track costs the campus incurs related to responding to the impacts of COVID-19. Internal systems include the project code field, however, for external transactions such as UPS shipments a separate account or sub account should be used to track costs. Buy.IU and Chrome River have features where the transaction can be marked as COVID related.

- Identifying Costs
  Costs recorded using project code COVID should be those over and above what is budgeted and expected by the unit and should only include those related to activities specifically tied to COVID-19. Examples are anticipated to include: additional staffing or supplies, cancellation fees, student and other refunds, maintenance of labs/facilities, etc. Costs could be related to travel, attending/hosting a conference, reduced operations, facilities management, program cancellations, etc. At this time, existing employees’ time spent on responding to COVID-19 should not be tracked or recorded in the COVID project code.

- Sponsored Research
  See important announcements: https://research.iu.edu/news-events/announcements/index.html

G. Campus Mail & Accountable Mail
- Campus Mail
  - Mail Services will resume pickup and delivery to departments once the department has requested the service to restart. See the full announcement
  - Visit Campus Mail website for updates: https://mailsvc.indiana.edu/

- Accountable Mail
• Treasury is changing deposits amount and timing for deposits. Deposits can be reduced to weekly if your department is working remotely, regardless of the amount, for those departments still receiving funds. Awaiting deposit must be kept in a secure, locked device until deposited. If your department is working on campus resume normal banking procedures that were in place before the pandemic.
• IUPD and bank pickup Fridays only.

• **IUF Deposits**
  Effective immediately, IUF deposits must be mailed to their lockbox. This will allow IUF to continue to record and issue tax receipts to donors remotely.
  The lockbox address is:
  
  IU Foundation
  P.O. Box 6460
  Indianapolis, IN 46206-6460

**H. International Students**
The Office of International Services (OIS) is in continual, direct communication with IU’s international student population, so the first guidance is always to direct the international student to consult with the advisors in OIS. There are links on their website ([https://ois.iu.edu/](https://ois.iu.edu/)) about how to contact them currently while students and employees are working from home, and they also have a full webpage with specific advice for international students on COVID-19 ([https://ois.iu.edu/coronavirus/index.html](https://ois.iu.edu/coronavirus/index.html)).

• The OIS continues to offer modest emergency funding for international students facing severe financial hardship, through the same procedure as they normally administer. International students have been reminded of this in recent communications.

**I. Building Security**
Deans may limit access to their buildings as long as fire code is not violated.

**J. Information Technology**
1. **Services to facilitate working remotely:**
   • IUanyWare: [https://uits.iu.edu/iuanyware](https://uits.iu.edu/iuanyware)
   • IU VPN (OneStart): [https://one.iu.edu/task/iu/iu-vpn](https://one.iu.edu/task/iu/iu-vpn)
   
   **Important information about using virtual private network VPN** (from IT Community Partnerships on behalf of Campus Networks):
   ▪ Unless you need to connect to a service that requires VPN, you do not need to use it. Since using VPN routes traffic through IU, you may have a better experience connecting to external systems like Canvas and Zoom if you don’t use VPN. You also don’t need to use VPN for most IU services like email. Use VPN when you need to access on-campus resources like shared network drives or the WCMS.
   ▪ **If you are using unknown or untrusted public Wi-Fi** to transmit confidential financial data, or data protected by federal laws, such as FERPA and HIPAA data, VPN is needed to encrypt data.
The KB doc [Keep working during prolonged campus or building closures](kb.iu.edu/d/home) gives guidance for not only using VPN but also valuable guidance for those working (or taking classes) from home. **Some things to keep in mind about VPN:**

- You cannot use VPN while on campus
- Use VPN only when:
  - You are trying to access a service you can't get to another way like a shared network drive
  - You do not trust the internet connection you are using
  - Your IT Pro has told you that you need to use VPN
- You don't need a VPN connection to:
  - Use learning tools, such as Canvas, Zoom, or Kaltura
  - Read your IU email over the web
  - Work with your files in Box
- See [kb.iu.edu/d/home](kb.iu.edu/d/home) for more details.
- See also [keepteaching.iu.edu](keepteaching.iu.edu).

### K. Bursar

Students that have account questions or need financial assistance should be directed to Student Central at [scu@indiana.edu](mailto:scu@indiana.edu).

1. **Late Fees**
   - Late payment fees will likely resume with the September due date. If there are students who need longer exemptions from late fees, departments can email [bursar@indiana.edu](mailto:bursar@indiana.edu). If the student has concerns about late fees they should contact [scu@indiana.edu](mailto:scu@indiana.edu).

2. **Past Due Encumbrance Threshold Increased**
   - The past due encumbrance threshold will be increased from $200 to $5,000. Students who have accounts in collections or write-off will still be encumbered.

3. **Bursar is processing deposits daily.**
   - If you are on campus, deposits can be sent via [accountable mail](mailto:accountable mail) or IUPD. Accountable mail is running daily and IUPD is running every Friday. Contact [banking@indiana.edu](mailto:banking@indiana.edu) to schedule IUPD pick-up.
   - If you are off-campus, such as an external agency, check deposits can be mailed using USPS to the office of the bursar at the following address:

     Office of the Bursar
     Poplars W101
     400 E 7th Street
     Bloomington, IN 47405

   - If you have questions regarding deposits or change orders, contact [banking@indiana.edu](mailto:banking@indiana.edu).
   - Change order requests can be made [here](link).
L. COVID-19 Websites

- IU COVID-19 website: https://coronavirus.iu.edu/
- Presidential Statements: https://president.iu.edu/speeches/statements/index.html
- HR IU Employees and Coronavirus COVID-19: https://hr.iu.edu/relations/coronavirus.html#loaded
- HR Hiring FAQ: https://hr.iu.edu/relations/coronavirus/faq-g.html#loaded
- Wells Library COVID-19 updates: https://dev.libraries.indiana.edu/library-covid19
- Guidance for Research Operations at IU: https://research.iu.edu/coronavirus/#ora
- Fall 2020: https://fall2020.iu.edu/