



Procure-to-Pay Training for The Shared Services Office

# INTRO TO PROCURE-TO-PAY



## Expectations



Sign the attendance sheet at the beginning and end of the session.



Refrain from engaging in disruptive side conversations.



Silence cell phones, and minimize usage during training.



Check your e-mail during breaks only.



Participate actively, and share your experiences.



Complete the post-training survey prior to leaving this session.

# Icebreaker

This activity is aimed at getting participants to build rapport with each other.

- Introduce yourself to someone you don't already know
- Exchange names and one interesting fact about each other
- Introduce your new acquaintance
- Then, give a brief introduction about yourself





# Table of Contents

Lesson	Duration
Course Introduction	15 min
Lesson 1: Overview of Procure-to-Pay	20 min
Lesson 2: Preferred Purchasing Methods	20 min
Lesson 3: Systems Overview	30 min
Lesson 4: ServiceNow and Procurement	30 min
Lesson 5: Policies & Ethics	30 min
Course Wrap-up	5 min

## Course Objectives

Upon completing this course, you will be able to:

- Describe the available purchasing channels at the University of Chicago
- Explain why using preferred vendors is important
- Use the Buying Guide in ServiceNow
- List and explain each Procure-to-Pay system
- Describe University of Chicago's preferred purchasing methods
- Initiate vendor set-up and modify requests in ServiceNow
- Differentiate between a preferred vendor and a contracted vendor
- Understand where to find Procurement policies
- Identify supporting documentation required for reimbursable payments

## Procure-to-Pay Training

# LESSON 1: Overview of Procure-to-Pay



# Lesson Objectives


Upon completing this lesson, you will be able to:

- Describe the available purchasing channels at the University of Chicago
- Identify various roles within Procure-to-Pay



# The SHARED SERVICES OFFICE

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*"Strive not to be a  
success, but rather to be  
of value."*

**— Albert Einstein**

The Shared Services Office serves University of Chicago faculty and staff who need assistance with administrative matters relating to Human Resources and Procure-to-Pay. The office's ownership and rapid resolution of requests, questions, and issues allows faculty and staff to focus on the University's core mission of research, teaching, and advancing academic pursuits.

By assisting with Procurement-to-Pay related matters, you help faculty and staff access the items they need to successfully conduct their research and educate students, as well as ensure the University proactively manages spending



# Overview of Procure-to-Pay

## What is Procurement?



Procurement is the act of finding and buying goods or services from an external source.

Every item purchased – from travel, to office supplies, to research equipment – is done through the procurement process.

# Overview of Procure-to-Pay

## How do you Procure?

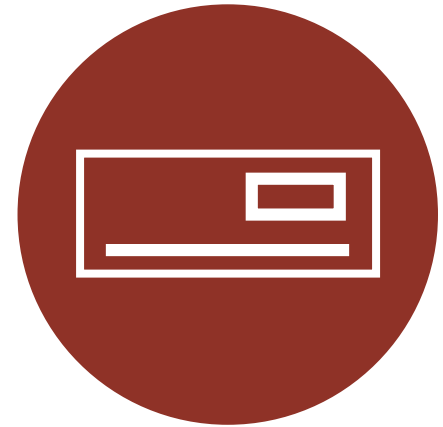
There are three paths for procuring goods and services at the University of Chicago:



**Purchase  
Order**



**GEMS  
Program**



**Check  
Request**

# Overview of Procure-to-Pay

## Purchase Order (PO) and BuySite



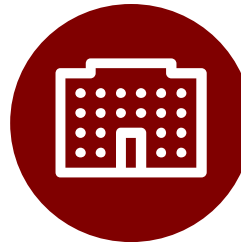
### A Purchase Order (PO) is:

- A commercial document issued to a vendor, indicating types, quantities, and agreed prices
- A contract containing terms and conditions of sale that protect the University
- Used to authorize a supplier to begin work

There are  
two ways to  
generate a  
PO



**BuySite** is the online tool used to create requisitions and generate Purchase Orders.



The **ServiceNow Contracts** form is how new contract requests are initiated. Once terms are negotiated and agreed, a contract is executed and a PO is written against the contract.

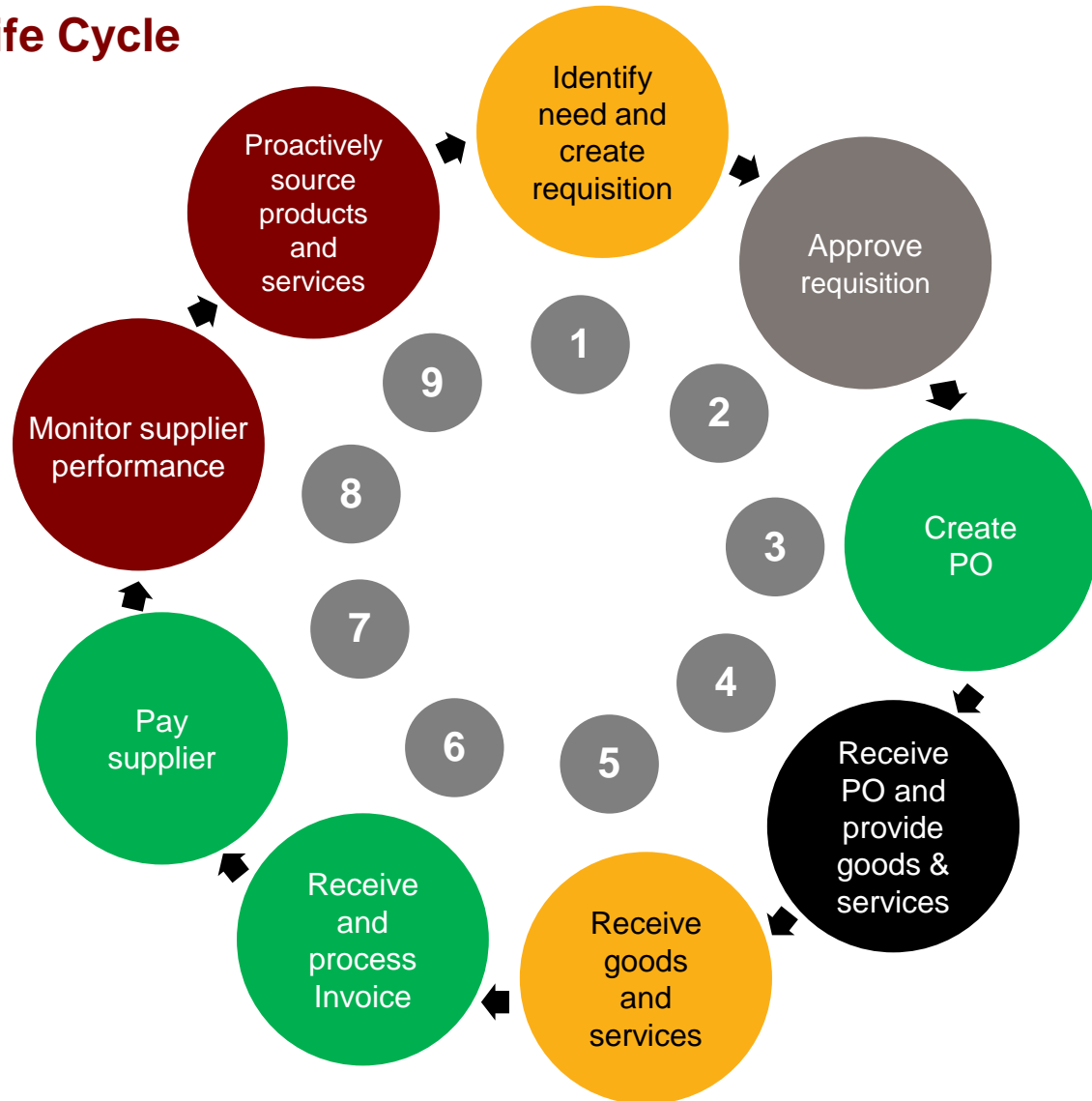


# Overview of Procure-to-Pay

## Purchase Order (PO) Life Cycle

### Task Owners

- Departmental Requestor
- Vendor
- Shared Services Office
- Procurement Services
- Department and Procurement/SSO (as required)



# Overview of Procure-to-Pay

## General Expense Management System (GEMS) Program

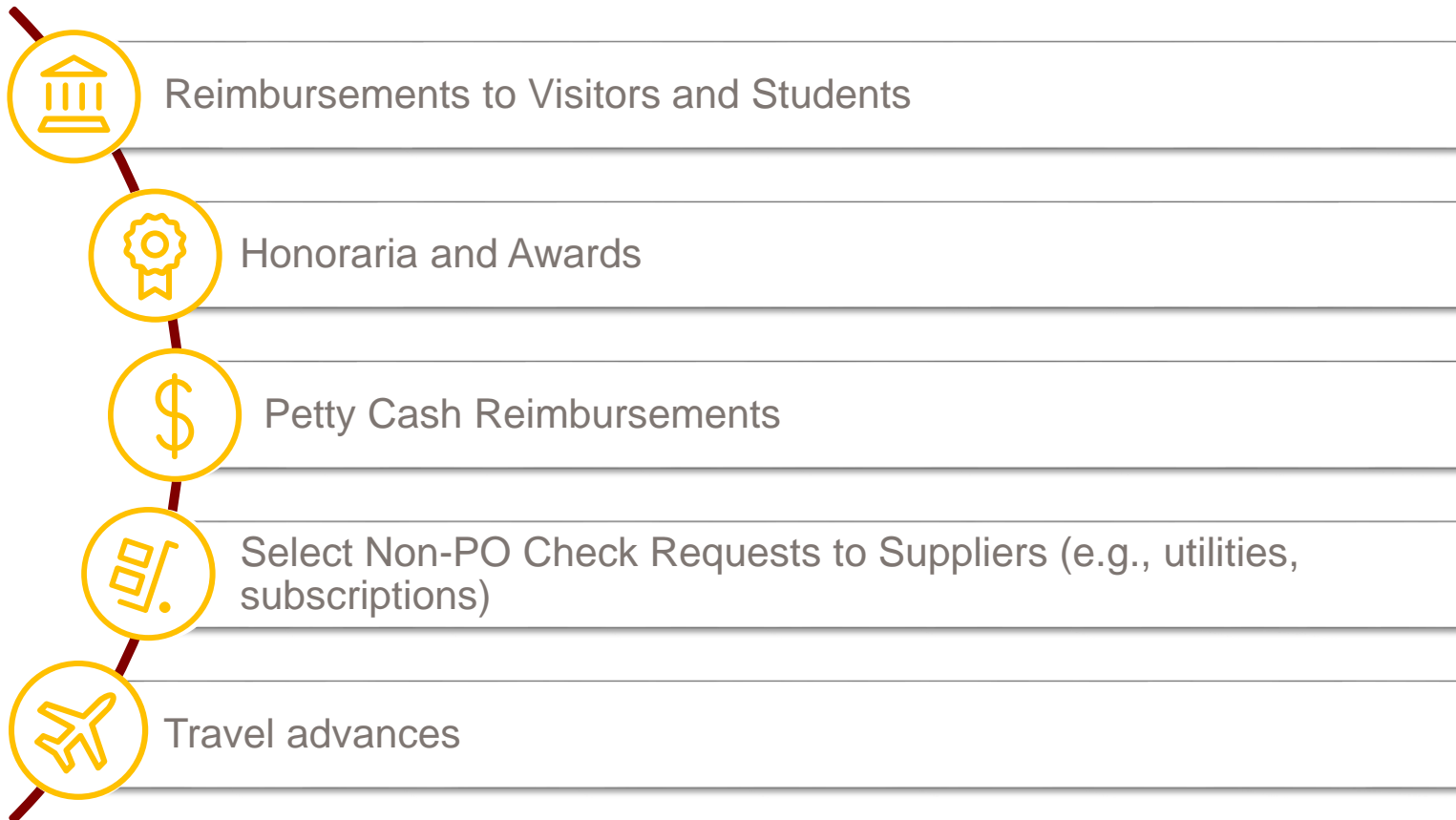
- The GEMS program is the University's expense management solution that streamlines employee business expenses.
- It is comprised of a web-based application (GEMS system) that works in conjunction with the University's corporate credit card, the GEMS card.



# Overview of Procure-to-Pay

## Check Request

A check request is used for purchases of certain goods or services which are not practical to be processed by Purchase Order. Check requests can be issued for payment for certain permitted expense types. The most common check requests are:





# Overview of Procure-to-Pay

## Roles within Procure-to-Pay and the Shared Services Office

### Procurement Services

- Establish strategic sources of supply for commonly purchased categories
- Responsible for University-wide policy, procedures, systems & strategy
- Provide University-wide support and oversight for large transactions
- Responsible for transactional review and approval above \$100k

### Shared Services Office

- Provide first level of support to answer procurement and payment inquiries
- Responsible for transactional review and approval between \$10K-\$100K

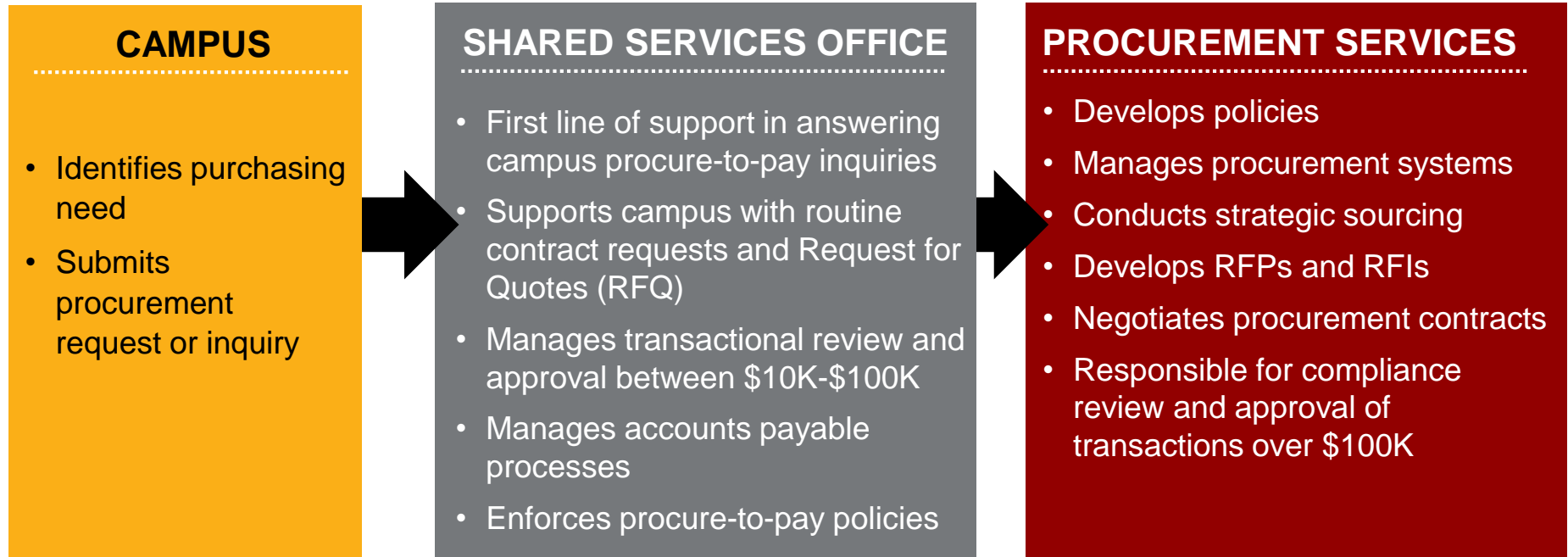
### Department Heads

- Determine purchasing needs for the Department
- Ensure University procedures are followed for all departmental purchases

# Overview of Procure-to-Pay

## How does the Shared Services Office Support Campus in Procure-to-Pay?

The Shared Services Office assists Procurement Services in managing and monitoring some transactional Procure-to-Pay activity. The Shared Services Office and Procurement Services work in tandem to support University purchasing needs.



# Knowledge Check



## True or False

Awards, travel advances, and petty cash reimbursements are all valid check request payment types?

- A. TRUE
- B. FALSE



# Knowledge Check



## True or False

Awards, travel advances, and petty cash reimbursements are all valid check request payment types?

- ☒ A. TRUE
- ☐ B. FALSE

## Procure-to-Pay Training

# LESSON 2: Preferred Purchasing Methods



# Lesson Objectives

Upon completing this lesson, you will be able:

- Explain why using preferred vendors is important
- Use the Buying Guide in ServiceNow

# Preferred Purchasing Methods

## Preferred and Contracted Vendors



Preferred  
Vendors

**Preferred Vendors** are those that have been awarded a contract by Purchasing Services as part of a competitive evaluation for use by all departments and schools. Benefits of using a preferred vendor include:

- Maximizes value to the university
- Ease of ordering
- Improved efficiency since departments are not required to solicit bids when choosing to utilize a preferred vendor
- Savings from increased purchasing power
- Reduced risk due to negotiated contract protections

Employees should use a preferred vendor whenever possible.



Contracted  
Vendors

**Contracted Vendors** are vendors that the university has an existing contract with irrespective of whether it is a preferred vendor.



# Preferred Purchasing Methods

## When to Use Different Payment Channels



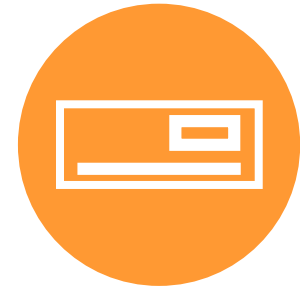
### BuySite *Purchase Orders*

- Commonly purchased goods or services
- Catalog and non-catalog purchases
- Blanket and standing orders



### GEMS System *Credit Card Expense*

- Travel Expenses
- Low-dollar Business Expenses
- Out-of-pocket expenses for employees (\$500 and below)



### ePayment *Check Request*

- Payment vehicle for various Non-PO items (reimbursement for visitors, honoraria, etc.)

# Preferred Purchasing Methods

## The Buying Guide

The Buying Guide in ServiceNow is an interactive tool that can help campus identify the proper purchasing channel, preferred vendor(s), as well as relative procurement policies when procuring different goods and services.

Home > Shared Services Catalog > Procurement/Payment > Buying Guide

### Buying Guide

Determine Preferred Purchasing Method and Vendor

Please use this interactive tool to help you determine the preferred purchasing method and vendor(s) for specific goods or services. If you have any questions about how to complete this form, feel free to contact Shared Services at XXX-XXX-XXXX.

All fields marked with an asterisk \* are required.

\* Which type of goods/services would you like to procure?

Event Services

X

▼

Which category of this type of goods/services would you like to procure?

Catering

X

▼

Preferred Purchasing Details

**Preferred Purchasing Method:**  
GEMS Card

**Preferred Vendors:**  
La Petite Pastry Shop, Inc.

**Additional Vendors Under Contract:**

**Subaccount(s):**  
3000-3099  
4900-4999

**Additional Information:**  
N/A

# Preferred Purchasing Methods

## General Purchasing Guidelines

1

Treat purchases as if spending your own money—compare sources, prices, time of delivery, references from other users at the University.

2

If not comfortable in making a spending decision, engage the Shared Services Office or Procurement Services.

3

Collect and submit all required documentation for purchases.

4

Use the University's Preferred Supplier Contracts when purchasing common items—the cost analysis and price justification are already done for you.

# Knowledge Check



## True or False

ePayment is used for catalog and non-catalog purchases?

A. TRUE

B. FALSE



# Knowledge Check



## True or False

ePayment is used for catalog and non-catalog purchases?

A. TRUE

☒ B. FALSE

# Knowledge Check



## Sequence

Put the Purchase Order Life Cycle steps in order from first to last

- Proactively source products and services
- Pay supplier
- Identify need and create requisition
- Receive and process invoice
- Receive goods and services
- Approve requisition
- Receive PO and provide goods & services
- Monitor supplier performance
- Create PO

# Knowledge Check



## Sequence

Put the Purchase Order Life Cycle steps in order from first to last

1. Identify need and create requisition
2. Approve requisition
3. Create PO
4. Receive PO and provide goods & services
5. Receive goods and services
6. Receive and process invoice
7. Pay supplier
8. Monitor supplier performance
9. Proactively source products and services



## Procure-to-Pay Training

# LESSON 3: Systems Overview





# Lesson Objective

Upon completing this lesson, you will be able to:

- List and explain each procure-to-pay system type
- Understand roles in BuySite
- Understand the difference between the GEMS card and GEMS expense system

# System Overview

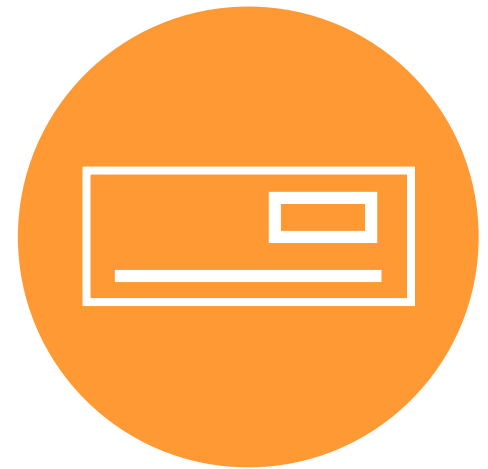
## System Types



**BuySite**



**GEMS  
Program**



**ePayment**

# System Overview

## System Types



**BuySite**



**GEMS  
Program**



**ePayment**

# System Overview

## BuySite

BuySite is the University's web-based purchase order system that allows you to make purchases from authorized suppliers.

### BuySite Roles



#### Requisitioner

- Selects items for purchasing
- Fills out required fields
- Submits the requisition



#### Approver

- Reviews requisition
- Approves or rejects as appropriate

# System Overview

## Demonstration – BuySite

THE UNIVERSITY OF  
CHICAGO

[Shop](#) > [Shopping](#) > [Shopping Home](#) > [Home/Shop](#)

Shop
Everything
Go

[Go to: advanced search](#) | [favorites](#) | [forms](#) | [non-catalog item](#) | [quick order](#)
Browse: [suppliers](#) | [categories](#) | [contracts](#)

### OptiFreight Logistics

Beginning February 18th, BuySite purchase orders will ship via a new inbound freight program through [OptiFreight Logistics/Cardinal Health](#). This program is designed to reduce the cost of inbound freight on product purchases. OptiFreight Logistics serves as a third party intermediary between the University, FedEx, and our suppliers. (February 2016)

### New Supplier Spotlight

- [Mercury Promotions & Fulfillment](#): Promotional Products (July, 2015)

### Site-Licensed Software

Microsoft Office 2016 for Mac, Office 2016 Pro Plus for Windows and Windows 10 ENT are now available to Departments. Click [HERE](#) to purchase.

### Research

Fisher Scientific  
Chemistry Storeroom

Fisher Scientific  
Gordon Storeroom

affymetrix  
eBioscience  
Affymetrix & eBioscience Items

BIO-RAD

Cell Signalling  
Technologies

Coriotech  
Takara

Womankind Scientific  
Woman-Owned Small Business

IDT

LIFE TECHNOLOGIES CORP

MATHESON  
Lab Coats

Promega

RAININ  
Pipetting 360

Roche

QIAGEN

VWR  
INTERNATIONAL

### Office Products/Services

MERCURY  
Promotional Products

UCHICAGO  
CATERING

STAPLES

maximum  
graphics  
Stationery - Business Cards



# System Overview

## System Types



**BuySite**



**GEMS  
Program**



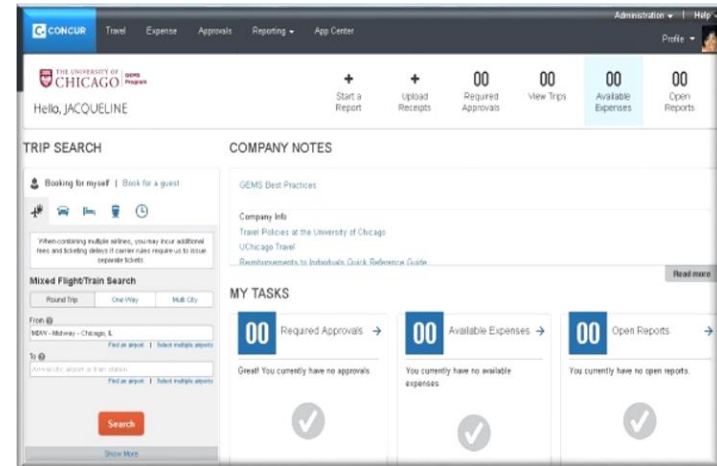
**ePayment**

# System Overview

## Demonstration – General Expense Management System (GEMS)



**GEMS Card** is the University's corporate credit card that is a MasterCard issued through JP Morgan Chase Bank. The card provides authorized staff a convenient method of paying for small dollar purchases and travel expenses.



**GEMS Expense System (Concur)** is a web-based tool which allows for electronic reconciliation and approval of business-related expenses incurred by staff. The tool handles corporate card expenses and “out-of-pocket” reimbursements.

**Roles:** Cardholders, delegates, expense users and approvers

# System Overview

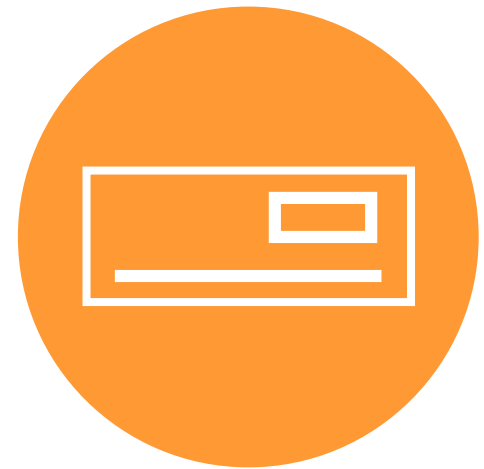
## System Types



**BuySite**



**GEMS  
Program**



**ePayment**

# System Overview

## Demonstration – ePayment

The ePayment system is used to process check requests for purchases of limited goods or services which are not required to be processed on a Purchase Order.

### Payment Request Form

**Caution:** Please do not use the back and forward browser buttons, this may cause system and data errors.

By accessing this site, I am aware that University policy prohibits unauthorized usage

**\* Required Fields**

-- Select --  
Supplier/Vendor  
Independent Contractor  
U of C Student  
U of C Employee  
Visitor  
Other

Allowed to be processed via ePayment Request when a Travel Request is processed using the GEMS system <https://gems.uchicago.edu>.

**What Type of Payment? \***

Non-Travel Payment Request



# Knowledge Check



## Multiple Choice

BuySite is...

- A. a web-based purchase order system that allows you to make purchases from authorized suppliers
- B. a web-based tool which allows for electronic reconciliation and approval of staffs business related expenses
- C. a tool used to process check requests for purchases of limited goods or services which are not required to be processed on a Purchase Order

# Knowledge Check



## Multiple Choice

BuySite is...

- ☒ A. a web-based purchase order system that allows you to make purchases from authorized suppliers
- ☐ B. a web-based tool which allows for electronic reconciliation and approval of staffs business related expenses
- ☐ C. a tool used to process check requests for purchases of limited goods or services which are not required to be processed on a Purchase Order



## Procure-to-Pay Training

# LESSON 4: ServiceNow and Procurement





## Lesson Objective

Upon completing this lesson, you will be able to:

- Explain the purpose of ServiceNow
- Use ServiceNow to complete a Contracts or Project Request
- Initiate vendor set-up and modify requests in ServiceNow

# System Overview

## ServiceNow




ServiceNow is a University portal that allows staff to submit electronic requests for the Shared Services Office and Procurement Services. It also enables users to track, manage, escalate tickets.

# System Overview

## Demonstration –ServiceNow Contract Request

KM Katie My Requests



Search

Service Catalog Knowledge Base Ask a Question Live Chat

Home > Shared Services Catalog > Procurement/Payment > Procurement Contract Review

### Procurement Contract Review


Submit a contract for review and execution

Please use this form to request a review of a contract received from a vendor prior to contract execution. If you have any questions about how to complete this form, feel free to contact Shared Services at XXX-XXX-XXXX.


All fields marked with an asterisk \* are required.

Submitter Information

Who is submitting this form?




Katie Mailey (t-9kmail)



\*What is the submitter's department?

# System Overview

## Demonstration – New Supplier Creation

 THE UNIVERSITY OF  
CHICAGO  
Shared Services Project

Search IT Self-Service

Submit a Request   My Requests   Find Services   Get Answers   Live Chat   Rebekah Krikke

Home > Shared Services Catalog > Procurement/Payment Requests > Vendor Set-up or Modify

### Vendor Set-up or Modify

Set-up a new vendor or modify information about an existing vendor.

Please use this form if you anticipate doing business with a vendor (supplier, independent contractor, or payee) that is new to the University of Chicago. This form can also be used to modify information related to an existing vendor or to add a vendor into BuySite.

If you have any questions about how to complete this form, feel free to contact Shared Services at XXX-XXX-XXXX.

All fields marked with an asterisk \* are required.

Submitter Information

Who is submitting this form?

Rebekah Krikke (rkrikke)

What is the submitter's department?

## Procure-to-Pay Training

# LESSON 5: Policies & Ethics





# Lesson Objectives

Upon completing this lesson, you will be able:

- Identify some of the major policies that guide purchasing at the University of Chicago
- Differentiate between reimbursable and non-reimbursable payment types
- Identify supporting documentation required for reimbursable payments

# Procure-to-Pay Ethics

## Purchasing Ethics



Avoid conflicts of interest (even situations that cause a perception of conflict)



Maintain confidentiality of confidential information entrusted to you



Exercise good judgment in giving or receiving gifts or entertainment

# Policies

## Important Procure-to-Pay Policies

### Policy U600

Policy U600 is the **Conflict of Interest** policy. As a basic condition of employment, all University staff must act in the University's best interest with matters related to employment and other University activities.



[Click to view Policy U600](#)

### Policy 1201

Policy 1201 is the **governing policy for procurement**. It covers items such as compliance, reimbursable and non-reimbursable expenses, responsibilities, and authorizations.



[Click to view Policy 1201](#)

### Policy 1206

Policy 1206 (**Gifts to Other Not-for-Profit and Charitable Organizations**) covers what types of gifts and donations are allowable



[Click to view Policy 1206](#)

### Policy 1218

Policy 1218 (**Payments of Human Subject Fees**) details guidelines for human subject fees.



[Click to view Policy 1218](#)

# Policies

## Procure-to-Pay Policies

### Policy 1201

Authority and Responsibility for Procuring Goods and Services



[Click to view Policy 1201](#)

### Policy 1202

Travel Policies and Procedures



[Click to view Policy 1202](#)

### Policy 1203

Approval of Non-Payroll Expenditures



[Click to view Policy 1203](#)

### Policy 1204

Non-Audit Services by University Auditors



[Click to view Policy 1204](#)

### Policy 1205

Minority-Owned, Women-Owned, and Small Business Enterprises Procurement Policy



[Click to view Policy 1205](#)

### Policy 1206

Gifts to Other Not-for-Profit and Charitable Organizations



[Click to view Policy 1206](#)

### Policy 1207

Institutional Membership Fees and Dues



[Click to view Policy 1207](#)

# Policies

## Procure-to-Pay Policies

### Policy 1208

Individual Professional, Business and Technical  
Organization Membership Fees and Dues



[Click to view Policy 1208](#)

### Policy 1209

Membership Fees and Dues for Social, Dining, Airline  
and Hotel Clubs



[Click to view Policy 1209](#)

### Policy 1210

Parking Fees



[Click to view Policy 1210](#)

### Policy 1211

Gifts Based on University/Employee Relationships



[Click to view Policy 1211](#)

### Policy 1212

Gifts to Non-Employees



[Click to view Policy 1212](#)

### Policy 1213

Authority to Lease, Buy, and Sell Real Estate



[Click to view Policy 1213](#)

### Policy 1214

Non-Salary Cash Advances



[Click to view Policy 1214](#)

# Policies

## Procure-to-Pay Policies

### Policy 1215

Retention of Outside Legal Counsel



[Click to view Policy 1215](#)

### Policy 1216

Authority for Settlement of Workers' Compensation and Liability Claims



[Click to view Policy 1216](#)

### Policy 1217

Donor and Volunteer Gift Policy



[Click to view Policy 1217](#)

### Policy 1218

Payments of Human Subject Fees



[Click to view Policy 1218](#)



# Procure-to-Pay Policies

## GEMS/ ePayment Reimbursement Requirements

### Rule 1

**Receipts are required for all expenses of \$75 or more.**

The two exceptions to this rule are business meals and hotel/lodging expenses which must have receipts regardless of dollar amounts.

### Rule 2

**All receipts must sufficiently detail the item(s) that were purchased.**

Credit card statements, vendor statements, quotes, acknowledgements and copies of cancelled personal checks submitted without other supporting documentation are not considered adequate.

### Rule 3

**All expenses must be adequately documented whether or not a receipt is required.**

A description of the good or service purchased/business purpose, date of purchase, and amount of expense must accompany all requests for reimbursement or payment.

### Rule 4

**Proof of Payment is required.** The individual should always furnish a paid bill or proof that the payment has been made. For example, the bill should show “Paid”, “0 balance due” or some similar language.

### Rule 5

**Lost receipts.** If a person loses a receipt, he/she must provide a note acknowledging the receipt(s) was lost, confirm they will not be reimbursed from another source, include a description of the item(s) that were purchased, business purpose, date of occurrence, and amount of expense.

# Knowledge Check



## Multiple Choice

Policy 1201...

- A. covers what types of gifts and donations are allowable
- B. covers items such as compliance, reimbursable and non-reimbursable expenses, responsibilities, and authorizations
- C. details guidelines for human subject fees

# Knowledge Check



## Multiple Choice

Policy 1201...

- A. covers what types of gifts and donations are allowable
- ☒ B. covers items such as compliance, reimbursable and non-reimbursable expenses, responsibilities, and authorizations
- C. details guidelines for human subject fees

# ***BLANK***

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# ***BUSTER***

- **Divide into teams of approximately equal size**
- **The facilitator will pose a question to each team on a rotating basis**
- **Each team has one chance to answer the question posed by the facilitator**
- **Teams earn 1 point for each correct response**

# ***BLANK*** ***BUSTER***

Q1

The definition of procurement is:  
the act of finding and buying goods or  

---

from an external source



# ***BLANK*** ***BUSTER***

Q1

The definition of procurement is:  
the act of finding and buying goods or  
**services**  
from an external source



# ***BLANK*** ***BUSTER***

**Q2**

The three paths to procurement at UChicago are:

1. Purchase order
2. GEMS program
3. \_\_\_\_\_

# ***BLANK***

---

# ***BUSTER***

**Q2**

The three paths to procurement at UChicago are:

1. Purchase order
2. GEMS program
3. **Check Request**



# ***BLANK*** ***BUSTER***

**Q3**

The two ways to initiate a Purchase Order at the University are:

1. \_\_\_\_\_
2. ServiceNow Contracts

# ***BLANK*** ***BUSTER***

**Q3**

The two ways to initiate a Purchase Order at the University are:

1. **BuySite**
2. ServiceNow Contracts



# ***BLANK*** ***BUSTER***

**Q4**

**A Preferred Vendor is**  
a vendor who has been awarded a  
contract by UChicago Purchasing  
Services as part of a competitive  
evaluation for use by

---

departments and schools

# ***BLANK*** ***BUSTER***

**Q4**

**A Preferred Vendor is**  
a vendor who has been awarded a  
contract by UChicago Purchasing  
Services as part of a competitive  
evaluation for use by  
**all**  
departments and schools



# ***BLANK***

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# ***BUSTER***

**Q5**

A \_\_\_\_\_ **Vendor**  
is a vendor with whom the University  
has an existing contract;  
it may or may not be a preferred vendor.

# ***BLANK*** ***BUSTER***

**Q5**

A **Contracted** Vendor  
is a vendor with whom the University  
has an existing contract;  
it may or may not be a preferred vendor.



# ***BLANK***

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# ***BUSTER***

**Q6**

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is the purchasing channel UChicago personnel should use for the following procurement types:

- Travel Expenses
- Low-dollar Business Expenses
- Out-of-pocket expenses for employees (\$500 and below)

# **BLANK** **BUSTER**

Q6

## **GEMS Credit Card**

is the purchasing channel UChicago personnel should use for the following procurement types:

- Travel Expenses
- Low-dollar Business Expenses
- Out-of-pocket expenses for employees (\$500 and below)



# ***BLANK*** ***BUSTER***

Q7

---

is the UChicago system used to submit and process check requests for purchases of limited goods or services which are not required to be processed on a Purchase Order.

# ***BLANK*** ***BUSTER***

**Q7**

## **ePayment**

is the UChicago system used to submit and process check requests for purchases of limited goods or services which are not required to be processed on a Purchase Order.



# ***BLANK*** ***BUSTER***

Q8

The \_\_\_\_\_  
in ServiceNow is a tool that can help  
campus identify the proper purchasing  
channel, preferred vendor(s), and relative  
procurement policies when procuring  
different goods and services.

# ***BLANK*** ***BUSTER***

Q8

The **Buying Guide**  
in ServiceNow is a tool that can help  
campus identify the proper purchasing  
channel, preferred vendor(s), and relative  
procurement policies when procuring  
different goods and services.



# ***BLANK*** ***BUSTER***

Q9

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is a University portal that allows staff to submit electronic requests for the Shared Services Office and Procurement Services.

It also enables users to track, manage, escalate tickets.

# ***BLANK*** ***BUSTER***

Q9

## **ServiceNow**

is a University portal that allows staff to submit electronic requests for the Shared Services Office and Procurement Services.

It also enables users to track, manage, escalate tickets.



# ***BLANK***

---

# ***BUSTER***

**Q10**

University Conflict of Interest Policy  
(U600) states:

“As a basic condition of employment, all  
University staff employees have a duty to  
act in the University’s \_\_\_\_\_  
in connection with matters arising from or  
related to their employment and other  
University activities.”

# ***BLANK***

---

# ***BUSTER***

Q10

University Conflict of Interest Policy  
(U600) states:

“As a basic condition of employment, all University staff employees have a duty to act in the University’s **best interest** in connection with matters arising from or related to their employment and other University activities.”



## Course Wrap-Up



### POLICIES

- Policy 1201 – Procurement Policy ([Click to view Policy 1201](#))
- Policy 1206 – Non-Profit and Charitable Gifts ([Click to view Policy 1206](#))
- Policy 1218 – Human Subject Fees ([Click to view Policy 1218](#))



### JOB AIDS

- How to Request a Contract Review in ServiceNow
- How to Submit a Vendor Set-up or Modify Request in ServiceNow
- What is Changing with Check Requests