UNIVERSITY OF CALIFORNIA
UC RIVERSIDE

Service Level Agreement

Business &
Financial Services

Jul 2016 – Jun 2017

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1.0 EXECUTIVE SUMMARY

As part of the Business & Administrative Services organization, the mission of the division of Business and Financial Services (BFS) is to support research, instruction, and public service by providing prompt, reliable business services, financial services, and related information while balancing compliance with applicable laws, regulations, and policies.

The Business & Financial Services division of BAS is comprised of the following departments:

1. Accounting
    - Accounts Payable and Travel
    - Banking/Treasury
    - Controls and Access
    - Extramural Funds
    - General Accounting
    - Payroll
2. Business Contracts
3. Cashiers
4. Equipment Management
5. Procurement Services
    - Purchasing
    - Procurement Card (ProCard)
6. Student Business Services

BFS is the Functional Owner of the following campus based systems: UCR Financial System (UCRFS), Cash Collection Reporting and Reconciliation System (CCRRS), Contract and Grant Award and Notification System (eAward), Enterprise Access Control System (EACS), eBuy (purchasing system), iTravel (travel advance and reimbursement system), ePay (payment request system), Equipment Management System, Golden Tree Modification System (cost centers/project codes), Journal Documentation System, Ledger Reconciliation and Storage System (LRSS), Principal Investigator Web Reporting System (PIWRS), Payroll Certification System, Payroll Personnel System (PPS), SIS Billing/Receivables, Distribution of Payroll Expense Data Warehouse (SuperDOPE), Time & Attendance Reporting System (TARS), UCRFSTotals (GL and SIS Data Warehouse), iReport (electronic report retrieval system for PPS, SIS-Financial, Equipment Management), and Web Recharge.

2.0 SERVICE LINE SUMMARY

Service Line Summary				
Service	Level of Service			Page #
	Core Service	Premium Service	Recharge Service	
Unit Services				
Accounts Payable	√			04
Banking/ Treasury	√			05
Business Contracts	√			06
Cashiers Office (Main)	√	√		06
Controls & Access	√			07
Extramural Fund Management	√			08
Equipment Management	√			08
General Accounting	√			09
iTravel/ePay	√			10
Payroll	√			10
Student Business Services (SBS)	√	√		11
Procurement Services	√	√		12

3.0 GENERAL SERVICE OVERVIEW

[This section will be used to provide an overview of the statistics relevant to the unit – bullet format Statistics and facts need to be relevant to business operations. *For example, it's relevant to know that physical plant maintains x million square feet, as this affects service*]

W2s issues in Calendar Year 2015: 13,000 (FY2015 salary and benefit expenditures $490M)

Purchase Order (PO) Invoices processed in FY2015: 89,000

Non-PO transactions (e.g. travel, ePay) processed in FY2015: 37,000

Contract &Grant funds with activity in FY2015: 1,400

POs issued (new) in FY2015 including Department Authorized POs (DAPOs): 70,000

Student billings statements generated in FY2015: 205,000

Student payment transactions in FY2015: 184,000

AP checks issued: 40,000; AP Electronic Fund Transfer (EFT) payments issued: 14,000, Payroll checks issued: 15,000, Payroll EFT payments issued: 50,000 (approx.), Student Information System (SIS) checks refunds issued 21,000, SIS EFT refunds issued 48,000

UCRFS General Ledger transactions in FY2015: 1,639,000

4.0 SERVICE LINE DETAIL

Name of Service:	Accounts Payable (Accounting)
Brief Description of Service:	Process PO related invoice payments ensuring proper sales tax assessment, matching and match exception resolution, vendor statement reconciliation, tax payments, withholding, and reporting, and vendor maintenance.
Customers Eligible to Request Service:	All campus departments
Web Address	http://accounting.ucr.edu/accounts_payable/
Service Level Agreement Specifics:	• Enter invoices into UCRFS within 10 days of receipt in the Accounting Office. • Resolve match exceptions within 10 days of entry. • Process invoices per the payment terms of the purchase order while taking advantage of prompt payment discounts when applicable • Respond to vendor add/modification requests within two business days.
Recharge Services	None
Premium Services	None

Name of Service:	Banking/ Treasury (Accounting)
Brief Description of Service:	Responsible for all campus banking activities including bank reconciliation, bank relationships, disbursements (check, electronic fund transfer, wires), deposits, and stop payments; processing STIP; performing cash management and cash flow activities; and coordinating stale dating of checks.
Customers Eligible to Request Service:	All campus departments
Web Address	www.accounting.ucr.edu
Service Level Agreement Specifics:	Generate Accounts Payable related EFT payments daily Generate paper check payments for Accounts Payable related payments three times per week. Monthly reconciliation of UCR bank accounts for deposits and disbursements and managing related controls (e.g. positive pay files and exceptions, filters, bank confirmations, etc.) within 30 days of ledgers close. Generate paper check payments for Payroll related payments with each payroll compute. Generate paper check payments for student refund related payments three times per week. Generate wire payments as required. Record incoming electronic payments and other banking transactions to general ledger no less frequently than weekly. Participation in selection of UC's banking entities, current RFP for depository account
Recharge Services	None
Premium Services	None

Name of Service:	Business Contracts
Brief Description of Service:	Responsible for executing revenue generating and other non-C&G, non-real estate agreements on behalf of the campus.
Customers Eligible to Request Service:	All campus departments
Web Address	http://procurement.ucr.edu/contracts/
Service Level Agreement Specifics:	Standard templates will be processed within 7 business days; initial review of non-standard agreements conducted within 7 business days. Goal for FY 2017 is to improve transparency in the process and examine delegations of authority using templates.
Recharge Services	None
Premium Services	None

Name of Service:	Cashiering Services (Main)
Brief Description of Service:	The Main Cashier's Office for the campus is responsible for the acceptance and processing of incoming payments to the University, including student payments processed via GROWL; coordinating credit card compliance activities (PCI), coordinating armored car services; issuing petty cash funds. Provides oversight and guidance of other cashiering and sub-cashiering units and their internal controls.
Customers Eligible to Request Service:	All campus departments and students
Web Address	http://sbs.ucr.edu/
Service Level Agreement Specifics:	Ensure integrity and security of on-line student payments via credit card and e-check on GROWL and ensuring proper posting to the general ledger and student accounts. Acceptance and processing of mailed and in-person payments

	Acceptance and processing of department deposits for units not utilizing armored car pick-up. Annual review of cash handling units. Coordinates credit card merchant activities and secure payment gateway. Functional owner of the Cash Collection Reconciliation and Reporting System. Develop campus procedures for cash handling.
Recharge Services	None under new budget model (fee for secure gateway usage now included in core services). Expenditure transfers (NCTs) will continue to be processed for armored car services.
Premium Services	Specific cashiering services provided to Housing, Dining, & Residential services

Name of Service:	Controls and Access (Accounting)
Brief Description of Service:	Responsible for general campus internal controls by documenting and implementing controls for audit purposes, providing guidance to campus, and coordinating external audits. Responsible for maintenance of departmental Systems Access Administrators (SAA). Responsible for oversight of BFS systems (see list in Executive Summary) and related controls.
Customers Eligible to Request Service:	All campus departments
Web Address	http://bfs.ucr.edu/
Service Level Agreement Specifics:	External Audit Coordination of fiscal year end, Research & Development (R&D), Student Financial Aid (SFA), Athletics (NCAA), and other agency audits, where possible respond to the various requests for information by utilizing data in campus systems and minimize impact on campus departments. Develop and document campus internal controls for audit purposes Establish department and application System Access Administrators (SAAs). Minimize audit findings, disallowances and penalties Increase communication on policy requirements, training and system functionality
Recharge Services	None

Premium Services	None
Name of Service:	Extramural Funds Management (Accounting)
Brief Description of Service:	Provides post award administration of contracts and grants including fund establishment, financial reporting, invoicing, cash management, accounts receivable management, financial compliance oversight and audit support. Administers gift and endowment accounting activities include fund establishment, gift allocation, endowment income allocation, endowment administrative cost recovery, etc.
Customers Eligible to Request Service:	Campus departments with extramural funding
Web Address	http://accounting.ucr.edu/funds/
Service Level Agreement Specifics:	Assignment of contract and grant fund numbers within two business days of issuance of Notice of Award Generate invoices/drawdowns per the terms and conditions of the awards and follow up on outstanding receivables to minimize delinquent payments and write-offs Generate standard financial reporting per the terms and conditions of the awards Coordinate payroll certifications and cost sharing reporting to ensure 100% completion within 45 days of issuance Process gifts monthly Process endowment income annually by September Goal for FY2017 to re-implement training in conjunction with Research & Economic Development and Leaders of Excellence And Distinction (LEAD) group
Recharge Services	None
Premium Services	None

Name of Service:	Equipment Management
Brief Description of Service:	Reviews all transactions relating to the acquisition, modification, transfer and disposition of inventorial equipment assets in order to assist departments with the accuracy and maintenance of inventorial equipment records while adhering to University policy.

Customers Eligible to Request Service:	All campus departments
Web Address	http://bfs.ucr.edu/equipment/
Service Level Agreement Specifics:	Provide property tags within 30 days of payment of equipment invoice. Coordinate 100% completion of annual certification and bi-annual verifications Record and track inventorial campus assets in the equipment management system Goal for FY2017 is to transition off of IBM based Equipment Management system to web-based system
Recharge Services	None
Premium Services	None

Name of Service:	General Accounting (Accounting)
Brief Description of Service:	Responsible for the general ledger, month-end closing and reporting, and year-end closing and reporting. Responsibility for plant, loan, and non-extramural current fund accounting, inter-location transfer of funds, intercampus recharges, and reconciliation of various balance sheet accounts. Reporting of sales and use tax, unrelated business income tax. Audit and archiving of outgoing payments.
Customers Eligible to Request Service:	All campus departments
Web Address	http://accounting.ucr.edu/general/
Service Level Agreement Specifics:	Monthly ledgers will be made available to the campus by the 6th working day of the month (note: timeline will vary at fiscal year-end); GL transactions are updated in the data warehouse nightly (UCRFSTotals) Establishes new UCRFS cost center and project codes weekly Coordinates campus closing steps to align with OP closing deadlines for UC annual financial statements, preparation of closing related journals, exhibits and reports. Publish campus Fiscal Closing Steps by April of each year Promptly process stop notice and prevailing wage claims coordinating with UC Office of General Counsel as necessary. Reconciliation of balance sheet accounts within 30 days of ledger closing Audit disbursements daily.

Recharge Services	None
Premium Services	None

Name of Service:	iTravel/ ePay (Accounting)
Brief Description of Service:	Process travel reimbursement and non-PO payment requests. Campus coordination point for Connexxus and US Bank Travel Card. Process withholding and 1099 tax reporting. Reconciliation of travel advance accounts.
Customers Eligible to Request Service:	Faculty, staff, students with travel reimbursements and campus departments
Web Address	http://accounting.ucr.edu/travel/
Service Level Agreement Specifics:	Process iTravel/ePay requests within 10 business days of receipt in the Accounting Office queue (note: issuance of actual EFT or check can take up to three additional business days). Continued usage of audit sampling methodology on low risk travel items. Respond to travelfeedback and ePayfeedback inquiries within two business days. Provide training on travel to campus travel coordinators three times per year Coordinate iTravel and ePay User Group meetings 3 times per year.
Recharge Services	None
Premium Services	None

Name of Service:	Payroll (Accounting)
Brief Description of Service:	Participate in the UCPath pilot as the campus functional experts over payroll matters. Responsible for all processes related to the accurate and timely issuance of paychecks to university employees and related benefit assessments. Responsible for timely tax reporting. Performs payroll balance sheet account reconciliations and benefit statement reconciliations. Assist with implementation of campus salary and compensation programs.

	Co-functional owner of campus Time & Attendance Reporting System.
Customers Eligible to Request Service:	All University employees and campus departments
Web Address	http://accounting.ucr.edu/payroll/
Service Level Agreement Specifics:	Adhere to UCPath pilot timeline/deadlines Process computation and payment of employee's pay as required by law and UC policy Prompt processing of separation/termination/late payment requests Prompt payment of taxes and other deductions Issuance of tax documents within regulatory requirements Perform benefits account and balance sheet account reconciliations with 30 days of ledger close. Coordination of PPS implementation of campus merit and other salary programs Coordinate quarterly PPS Users Group meetings Provide PPS training to campus payroll preparers quarterly.
Recharge Services	None
Premium Services	None

Name of Service:	Student Business Services
Brief Description of Service:	Responsible for the Banner billing, receivable and cashiering module implementation according to campus timelines; including the CashNet implementation. Oversees billing and collections for all student accounts and department specific non-student accounts. Responsible for pre-loan and exit counseling.
Customers Eligible to Request Service:	All students and campus departments with department specific fees (e.g. course materials, professional fees, etc.) and/or billing to external entities.
Web Address	http://sbs.ucr.edu/
Service Level Agreement Specifics:	Adhere to the campus implementation timeline for Banner including training modules. Coordinate update of fee tables to ensure student tuition and fees billed per the campus timelines Monitor receivables and collection activities to maintain Tuition and Fee chargebacks to less than .25% of total receivables.

	Respond to billing and collection inquiries within one business day
Recharge Services	None
Premium Services	Billing and account reconciliation processed on behalf of Housing, Dining, & Residential services

Name of Service:	Procurement Services
Brief Description of Service:	Procurement Services: coordinates campus purchasing activities, procuring goods and services that meet customer needs for the best value, comply with state and federal laws and promote social responsibility, develop strategic sourcing agreements, and administer the procurement card program.
Customers Eligible to Request Service:	All campus departments
Web Address	http://procurement.ucr.edu/procurement/
Service Level Agreement Specifics:	

Purchase Order Dollar Value (excludes DAPO's)	Standard Turnaround Time (Business Days)
$2,500-$24,999	3
$25,000-$49,999	5
$50,000-$74,999	7
$75,000-$99,999	9
Greater than $100,000 (w/ accepted and approved Sole Source) Predicated on receiving complete scope of work from client.	12
Greater than $100,000 (requiring Request For Bid (RFB)/Request For Proposal (RFP)) Predicated on receiving complete scope of work from client.	25

Recharge Services	None
Premium Services	Service fees for the large volume of purchasing and operational support needed specifically for Housing, Dining & Residential Services.