



# *Service Level Agreement*

**Business and  
Financial Services**  
**Jul 2018 – Jun 2019**

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<b>SLA Contact Information</b>	
<p><b>SLA Doc Contacts:</b></p> <p>Bobbi McCracken                      Assoc. Vice Chancellor-                      Business &amp; Financial Services                      and Controller</p>	<p><b>Email:</b></p> <p><a href="mailto:bobbi.mccracken@ucr.edu">bobbi.mccracken@ucr.edu</a></p>
<p><b>Department &amp; Services Directory</b></p>	<p><b>Division: <u>Business &amp; Financial Services</u></b></p> <p><b>Department: Accounting</b>                      Accounts Payable                      Banking &amp; Treasury                      Extramural Funds                      General Accounting &amp; Plant                      Payroll Coordination and Analysis                      Travel                      Controls &amp; Access</p> <p><b>Department: Procurement Services</b></p> <p><b>Department: Student Business Services</b>                      Billing &amp; Collections                      Main Cashiers</p> <p><b>Department: Business Contracts</b></p> <p><b>Department: Equipment Management</b></p>

<b>FY 16-17 [Unit Name] SLA Summary of Costs (section 3.0)</b>		
<b>Total Service Costs</b>	<b>Total Overhead Costs</b>	<b>Total Unit Cost</b>
<b>\$7,822,244</b>	<b>\$584,256</b>	<b>\$8,406,500</b>

**1.0 SERVICE SUMMARY**

[This section will be used to list the various service lines or functions of the unit with tables below the summary for details on each service]

<b>Service Line Summary</b>				
<b>Unit Service</b>	<b>Level of Service</b>			<b>Page #</b>
	<b>Core Service</b>	<b>Premium Service</b>	<b>Recharge Service</b>	
<b>Accounts Payable</b>				
Responsible for processing out-going payments for goods and services on behalf of the campus in accordance with federal, state and university requirements.	√			11
<b>Banking/Treasury</b>				
Responsible for all campus banking activities and cash management functions.	√			13
<b>Business Contracts</b>				
Responsible for executing revenue generating and other non-C&G, non-real estate agreements on behalf of the campus.	√			14

<b>Cashiers Office (Main)</b>				
Responsible for the acceptance and processing of incoming payments to the University, -campus compliance with cash handling regulations and policies, and Payment Card Industry (PCI) Compliance on the campus. Responsible for oversight and integrity of Cash Collection Reporting and Reconciliation System (CCRRS) and campus payment gateway (CashNet) for departments to accept electronic payments.	√	√		15
<b>Controls &amp; Access</b>				
Responsible for general campus internal controls and external audit coordination. BFS is the Functional Owner of many campus-based systems.	√			16
<b>Equipment Management</b>				
Responsible for the maintenance of equipment asset records in accordance with federal regulations, agency terms and university policy.	√			18
<b>Extramural Fund Management</b>				
Responsible for post award administration of contracts and grants in accordance with federal regulations, agency terms, and university policy. Administers gift and endowment accounting activities.	√			19
<b>General Accounting &amp; Plant</b>	√			21

Responsible for the integrity of the general ledger, and required closing and reporting activities. Responsible for accounting for construction (plant) related activities and accounting for capitalizable assets (e.g. land, building, general improvements, etc.) in accordance with GAAP and University policy.				
<b>iTravel and other Non-PO payments</b>				
Responsible for processing travel reimbursement and other payment requests in accordance with federal, state and university requirements.	√			23
<b>Payroll Coordination and Analysis</b>				
With the implementation of UCPATH, this unit serves as a coordination point with UCPC and the four shared services centers on payroll and related reconciliation processes. Responsible for the payroll and general ledger aspects of the UCPATH deployment. Pilot stabilization and on-going deferred functionality.	√			24
<b>Procurement Services</b>				
Coordinates campus purchasing activities, including procurement card, in accordance federal, state and university policies while satisfying customer requirements.	√	√		26
<b>Student Business Services (SBS)</b>	√	√		27

Responsible for the student, non-student, and campus based loans billing, receivables, and collections in accordance with federal and university requirements. Responsible for the billing, receivables, cashiering modules of the student information system (BANNER) and the integrated student financial portal (CashNET) with billing presentment and payment acceptance.				
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**2.0 STATISTICS AND FACTS RELEVANT TO 1.0 SERVICE SUMMARY**

[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.* Do not include benchmarks here.]

**Accounts Payable**

- Purchase Order (PO) Invoices processed in FY2018: 102,400
- Non-PO transactions (e.g. travel, ePay, utilities, etc.) processed in FY2018: 33,800
- Rush checks in FY2018: 700

**Banking/Treasury**

- Paper checks issued in FY18:  
 Accounts Payable =39,400  
 Payroll (transitioned to UCPath in December 2017) = 9,200  
 SIS refunds= 23,600
- Electronic Fund Transfer (EFT) payments issued in FY18:  
 Accounts Payable=18,800  
 Payroll=142,900  
 SIS refunds= 44,100
- AP wire payments in FY 18 = 600
- Number of active Bank accounts beginning of FY18 = 15

**Business Contracts**

- Number of new business contracts and amendments received for review in FY18: 550

**Cashiers Office (Main)**

- SIS/Banner Payment transactions in FY18: 158,300
- Student/Parent initiated transaction through self-service in FY18: 140,000
- Verification of Campus Departmental Deposits Recorded in FY2018: 16,000 (CCRRS numbers)
- Active Credit Card Merchant accounts in FY18: 65

**Extramural Fund Management**

- Contract & Grant funds with activity in FY18: 1,700
- C&G Expenditures (including Financial Aid and F&A) FY2018 (in \$1,000):

Federal	\$79,711
Federal Grant Student Fin Aid	57,086
State	7,394

Local	2,250
Private Contracts	23,145
Private Grants	7,726
TOTAL	\$177,312

**Equipment Management**

- Total number of new equipment items added to inventory in FY18: 600

**General Accounting**

- UCRFS General Ledger transactions in FY18: 1,533,600
- Average number of business days to close month end general ledgers for transmission to UCOP in FY18: 6 days

**iTravel**

- Travel and ePay requests processed in FY18: 33,400
- Average Travel reimbursement request Accounting Office processing days in FY18: 4

**Payroll Coordination and Analysis**

- CY2017 Total Gross Payroll \$435M
- Non-res aliens (employee and student) as of 06/2018: 3,600
- 1042S issued to non-resident aliens in CY2017 = 760
- UCPath implementation date: December 2017
- FAU tool deployment (simple transactions): March 2018
- SCT Tool deployment (simple transactions): June 2018

**Procurement Services**

- POs issued/Requisitions (new) in FY18 including Department Authorized POs (DAPOs): 72,700
- ProCard transactions in FY18: 26,300

**Student Business Services (SBS)**

- Student and non-student charges assessed in Banner: 2,590,200 transactions and \$672,508,627
- Bill presentment and statement generation FY18: 287,900
- Total number of 1098T issued for Tax Year 2017: 38K
- Student/Parent Calls Answered FY18 – 14,500



- Student/Parent Emails responded to in FY18: 7,200
- Total number of student loan pre-loan and exit counseling in FY18: Preloans=4,400 and Exits = 6,700
- Third Party Contract Billing in FY18: sponsors and invoiced for \$3,966,900
- Deferred Payment Plan Applications FY18: 4,100
- Student Refunds Disbursed/Generated FY18: 72,100

**3.0 COST SUMMARY TABLE**

Service Cost Summary Table						
(A) Service Cost	FTE to Provide Service <i>(Must tie to Budget / Staffing template)</i>	Total Cost Driver per Total FTE* <b>4,884.78**</b> <i>(Contact FP&amp;A)</i>	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Service Cost
<b>Accounts Payable</b>	5.75 FTE	135.22	\$660,521	\$0	\$36,279	\$696,800
<b>Banking/Treasury</b>	2.55 FTE	74.82	\$365,475	\$0	\$2,873	\$368,348
<b>Business Contracts</b>	1.10 FTE	42.99	\$210,000	\$0	\$0	\$210,000
<b>Cashiers Office (Main)</b>	4.40 FTE	64.45	\$314,846	\$162,715	\$19,820	\$497,381
<b>Equipment Management</b>	1.00 FTE	21.58	\$105,395	\$0	\$0	\$105,395
<b>Extramural Fund Management</b>	5.55 FTE	146.86	\$717,358	\$0	\$4,913	\$722,271
<b>General Accounting</b>	3.90 FTE	106.67	\$521,076	\$0	\$7,308	\$528,384
<b>iTravel</b>	3.55 FTE	76.42	\$373,303	\$0	\$32,415	\$405,718
<b>Payroll Coordination and Analysis</b>	6.00 FTE	121.09	\$591,500	\$0	\$238,178	\$829,678
<b>Procurement Services</b>	12.60 FTE	119.44	\$583,439	\$244,085	\$1,083,154	\$1,910,678

<b>Student Business Services (SBS)</b>	11.60 FTE	109.83	\$536,514	\$66,195	\$944,883	\$1,547,591
<b>Total</b>	58.00 FTE	1,019.37	\$4,979,427	\$472,995	\$2,369,823	\$7,822,244
<b>Overhead Cost Summary Table</b>						
<b>(B) Overhead Cost</b>	<b>FTE</b>	<b>Total Cost Driver per Total FTE* 4,704.22** <i>(Contact FP&amp;A)</i></b>	<b>Total Cost from Fund 19900</b>	<b>Total Cost from Recharge and Premiums</b>	<b>Total Cost from Other Fund Sources</b>	<b>Total Overhead Cost</b>
<b>Admin / Overhead</b>	3.00 FTE	118.60	\$579,333	\$0	\$4,922	\$584,256
<b>Total</b>	61.00 FTE	1,137.98	\$5,558,760	\$472,995	\$2,374,745	\$8,406,500

[This section will be used to display: (A) Service Cost and FTE information for all services. (B) Overhead Cost which is defined as costs not directly tied to any specific service line. Examples include Deans/Vice Chancellors, CFAO, Budget/Finance Staff, S&E that does not support a specific service line.]

\*The driver for unit costs are (Contact FP&A) **\*\*4,884.78.**

**4.0 SERVICE LINE DETAIL**

[This section will be used to provide details on each service – start each service on the top of a page]

<b>Name of Service:</b>	<b>Accounts Payable (Accounting)</b>
<b>Brief Description of Service:</b>	Process invoice payments ensuring adherence to purchase order payment terms, proper sales tax assessment, matching and match exception resolution, vendor statement reconciliation, tax withholding and reporting, and vendor maintenance.
<b>Web Address</b>	<a href="http://accounting.ucr.edu/accounts_payable/">http://accounting.ucr.edu/accounts_payable/</a>
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<p><b>Standard payment Processing –</b></p> <ul style="list-style-type: none"> <li>▪ Enter invoices into UCRFS within 10 days of receipt in the Accounting Office.</li> <li>▪ Process invoices per the payment terms of the purchase order while taking advantage of prompt payment discounts when applicable.</li> <li>▪ Ensuring proper sales tax assessment.</li> <li>▪ Matching and match exception resolution within 10 days of entry.</li> <li>▪ Approval of higher cost items obtained.</li> <li>▪ Vendor statement reconciliation.</li> </ul> <p>(Notes: The timing assumes that vendor invoices are sent directly to Accounts Payable from the vendor. Two-way matching rules are used for lower cost items. Delays may occur when purchase orders are not approved for payment by the receiving department and/or when price/quantities do not agree with purchase order.)</p> <p><b>Other processes -</b></p> <ul style="list-style-type: none"> <li>▪ Process payments for subcontract, construction, and other professional service agreements.</li> <li>▪ Record Maintenance.</li> <li>▪ PO vendor maintenance.</li> <li>▪ Respond to vendor add/modification requests within two business days.</li> <li>▪ Voids/Re-issues.</li> <li>▪ Standard practice/control is that physical checks will be mailed to payee. Check pick-ups and special handling must be limited given the staffing resources.</li> <li>▪ Reconciliation of payable balance sheet accounts</li> </ul>

Staffing Requirements	<ul style="list-style-type: none"><li>• 0.15 FTE- Director</li><li>• 0.60 FTE- Accounts Payable Supervisor</li><li>• 1.50 FTE- Financial Services Analyst 2</li><li>• 3.00 FTE- Accounts Payable Assistants 3</li><li>• 0.50 FTE-Accounts Payable Assistant 2</li><li>• One part-time Student Assistant 1</li></ul>
Recharge Services	None
Premium Services	None
List units that do not pay to use services	None

Name of Service:	<b>Banking/Treasury (Accounting)</b>
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.
Web Address	<a href="http://www.accounting.ucr.edu">www.accounting.ucr.edu</a>
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> <li>▪ Monthly reconciliation of all UCR Bank accounts (depository, disbursements for AP, PR, and SIS) and managing related controls (e.g. positive pay files and exceptions, filters, bank confirmations, etc.).</li> <li>▪ Process quarterly STIP assessments.</li> <li>▪ Disbursements.</li> <li>▪ Process and confirm electronic fund transfer (EFT) payments for AP and SIS daily.</li> <li>▪ Process check-write for AP- 3x/week and check print for SIS – 1x/week.</li> <li>▪ Process wire payments.</li> <li>▪ Banking activities.</li> <li>▪ Record electronic deposits and other banking transactions to general ledger no less frequently than weekly.</li> <li>▪ Other banking activities (stop payments, stale dating, positive pay, debit filters, fraud affidavits, etc.).</li> <li>▪ Other cash management activities (e.g. exploration of other disbursement and depository options, improvements to cash draws, reduce banking fees, etc.).</li> </ul>
Staffing Requirements	<ul style="list-style-type: none"> <li>● 0.30 FTE- Accounting Manager 2 (Assistant Controller)</li> <li>● 0.75 FTE- Gen Accountant 5 (Treasury Manager)</li> <li>● 1.00 FTE Gen Accountant 3 (Cash)</li> <li>● 0.25 FTE General Accounting Supervisor 2</li> <li>● 0.25 FTE Gen Accountant 2</li> </ul>
Recharge Services	None
Premium Services	None
Service Cost Exclusions	None

<b>Name of Service:</b>	<b>Business Contracts</b>
<b>Brief Description of Service:</b>	Responsible for executing revenue generating and other non-C&G, non-real estate agreements on behalf of the campus.
<b>Web Address</b>	<a href="http://procurement.ucr.edu/contracts/">http://procurement.ucr.edu/contracts/</a>
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<p>Execute revenue generating and other (non-C&amp;G, non-real estate) agreements on behalf of the campus</p> <ul style="list-style-type: none"> <li>▪ Standard templates will be processed within 7 business days.</li> <li>▪ Initial review of non-standard agreements conducted within 5 business days.</li> </ul>
<b>Staffing Requirements</b>	<ul style="list-style-type: none"> <li>• 0.1 FTE Director</li> <li>• 1.0 FTE Contracts Admin 4</li> </ul>
<b>Recharge Services</b>	None
<b>Premium Services</b>	None
<b>Service Cost Exclusions</b>	None

Name of Service:	<b>Cashiering Services (Main)</b>
Brief Description of Service:	The Main Cashier’s Office is responsible for the acceptance and processing of incoming payments to the University, including student payments processed via CASHNet; coordinating cash handling and credit card compliance activities (PCI), coordinating armored car services; and issuing petty cash and change funds. Provides oversight and guidance of other cashiering and sub-cashiering units and their internal controls.
Web Address	<a href="http://sbs.ucr.edu/">http://sbs.ucr.edu/</a>
Service Level Agreement Specifics/Requirements of Service:	<p><b>Payment handling</b> - Ensure integrity and security of on-line student payments via credit card, western union transfer and e-check on CASHNet and ensuring proper posting to the general ledger and student accounts on Banner.</p> <ul style="list-style-type: none"> <li>▪ Cashiers initiated processing as needed (not initiated by student/parent) via the payment portal.</li> <li>▪ Acceptance and processing of mailed and in-person payments within 1 business day.</li> <li>▪ Acceptance and processing of department deposits for units not utilizing armored car pick-up.</li> <li>▪ Daily verification recording of all campus cash deposits in Cash Collection Reconciliation and Reporting System (CCRRS).</li> </ul> <p><b>Cash Handling</b> - Functional owner of the Cash Collection Reconciliation and Reporting System.</p> <ul style="list-style-type: none"> <li>▪ Responsible for development of campus procedures for cash handling ensuring compliance with UC policy.</li> <li>▪ Coordination of Armored Car services as appropriate</li> <li>▪ Annual review of cash handling units</li> </ul> <p><b>Credit Card Handling</b> - Coordinate campus credit card activities and management of secure payment gateway including Payment Council Industry (PCI) standards compliance coordination at Level 2 PCI compliance standards.</p>
Staffing Requirements	<ul style="list-style-type: none"> <li>• 0.40 FTE- Fin Serv Mgr 2 (SBS/Cashier Director )</li> <li>• 1.0 FTE- Fin Serv Supv 1</li> <li>• 1.0 FTE-Financial Services Analyst 1</li> <li>• 2.0 FTE- Cashiering Assistant 2</li> </ul>
Recharge Services	None
Premium Services	Specific cashiering services provided to Housing services
Service Cost Exclusions	None



<b>Name of Service:</b>	<b>Controls &amp; Access (includes Controller, project management, financial applications, and general administrative support for the BFS operation)</b>
<b>Brief Description of Service:</b>	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 and related controls.
<b>Web Address</b>	<a href="http://bfs.ucr.edu/">http://bfs.ucr.edu/</a>
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<p>External audit coordination (year-end financial statement, annual federal compliance (formerly A-133) of SFA and R&amp;D, annual NCAA, Sales &amp; Use Tax audits (3 year cycle), external agencies, and other financial related external audits) responding to the various requests for information by utilizing data in campus systems and minimize impact on campus departments. Coordinate, establish, and/or document general campus internal controls.</p> <p>Establish department and application System Access Administrators (SAAs), department and organization head roles. General administration, financial management, and operations of the division.</p> <p>Project management for BFS related systems and training.</p> <p>Functional owner for the following campus based systems:</p> <ul style="list-style-type: none"> <li>▪ UCR Financial System (UCRFS)</li> <li>▪ Cash Collection Reporting and Reconciliation System (CCRRS)</li> <li>▪ Contract and Grant award system and notifications (eAward)</li> <li>▪ Enterprise Access Control System (EACS)</li> <li>▪ eBuy (purchasing system)</li> <li>▪ iTravel (travel advance and reimbursement system)</li> <li>▪ ePay (payment request system)</li> <li>▪ Asset Management System (AMS)</li> <li>▪ Golden Tree Modification System (cost centers/project codes)</li> <li>▪ Journal Documentation System</li> <li>▪ Ledger Reconciliation and Storage System (LRSS)</li> <li>▪ Principal Investigator Web Reporting System (PIWRS)</li> <li>▪ Payroll Certification System</li> <li>▪ Banner Billing Receivables module and CashNet Payment Gateway</li> <li>▪ Payroll Distribution of Payroll Expense Data Warehouse (SuperDOPE)</li> <li>▪ Time &amp; Attendance Reporting System (TARS)</li> <li>▪ UCRFSTotals (GL and SIS Data Warehouse)</li> <li>▪ iReport (electronic report retrieval system for UCPATH, SIS-Financial, Equipment Management)</li> <li>▪ Web Recharge.</li> <li>▪ Campus Receivable Collector (CRC)</li> <li>▪ UCPATH GL related processes including Salary Cost Transfer Tool (SCT) and FAU Change Request Tool</li> </ul>

Staffing Requirements	<ul style="list-style-type: none"><li>• 1.0 FTE Controller</li><li>• 1.0 FTE Executive Assistant</li><li>• 1.0 FTE Financial Analyst 3</li></ul>
Recharge Services	None
Premium Services	None
Service Cost Exclusions	None

<b>Name of Service:</b>	<b>Equipment Management</b>
<b>Brief Description of Service:</b>	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.
<b>Web Address</b>	<a href="http://bfs.ucr.edu/equipment/">http://bfs.ucr.edu/equipment/</a>
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<ul style="list-style-type: none"> <li>▪ Provide property tags within 30 days of payment of equipment invoice.</li> <li>▪ Coordinate 100% completion of annual certification and bi-annual verifications.</li> <li>▪ Record and track inventorial campus assets in the equipment asset system.</li> <li>▪ Review fabrication requests and monitor completion.</li> <li>▪ Prepares Contract and Grant equipment reports to sponsors.</li> </ul>
<b>Staffing Requirements</b>	<ul style="list-style-type: none"> <li>• 1.0 FTE- Financial Services Analyst 2</li> </ul>
<b>Recharge Services</b>	None
<b>Premium Services</b>	None
<b>Service Cost Exclusions</b>	None

Name of Service:	<b>Extramural Funds Management (Accounting)</b>
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.
Web Address	<a href="http://accounting.ucr.edu/funds/">http://accounting.ucr.edu/funds/</a>
Service Level Agreement Specifics/Requirements of Service:	<p><b>Post award administration activities</b></p> <ul style="list-style-type: none"> <li>▪ Responsible for standard invoicing/drawdowns and financial reporting for contract and grant funds per the terms and conditions of the award while maximizing cash flow.</li> <li>▪ Collection of outstanding receivables-to minimize delinquent payments and write-offs.</li> <li>▪ Coordinate completion of payroll certifications and cost share reporting – ensure 100% completion within 45 days of issuance.</li> <li>▪ Establishment of contract and grant, gift and endowment fund numbers within three business days of issuance of Notice of Award or other documentation</li> <li>▪ Post Award administration training.</li> <li>▪ Gather data for contract and grant related audits.</li> <li>▪ Monthly Indirect Cost (IDC) calculations and annual IDC recovery distributions.</li> <li>▪ Assist with data collection for Facilities &amp; Administration (F&amp;A) rate negotiation.</li> <li>▪ Year-end IDC closing calculation and re-distribution of campus resources.</li> </ul> <p><b>Other Fund Administration</b></p> <ul style="list-style-type: none"> <li>▪ Preparation of year-end closing of contracts, grants, gifts and endowments.</li> <li>▪ Allocation of gift revenue and collection of campus gift fee, monthly.</li> <li>▪ Allocation of endowment income annually by September.</li> </ul>
Staffing Requirements	<ul style="list-style-type: none"> <li>• 0.30 FTE-Accounting Manager 2 (Assistant Controller)</li> <li>• 1.00 FTE-Accounting Manager 1</li> </ul>

	<ul style="list-style-type: none"><li>• 0.25 FTE-Treasury Manager</li><li>• 1.00 FTE-Financial Analyst 3</li><li>• 1.00 FTE General Accountant 3</li><li>• 2.00 FTE- General Accountant 2</li></ul>
Recharge Services	None
Premium Services	None
Service Cost Exclusions	None

<p><b>Name of Service:</b></p>	<p><b>General Accounting (Accounting)</b></p>
<p><b>Brief Description of Service:</b></p>	<p>Responsible for the general ledger, month-end closing and reporting, and year-end closing and reporting. Responsible for annual reporting and semi-annual capitalization of land, building, general improvement, infrastructure, library, special collections, software, and other assets. 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. Coordination of annual NCAA audit and tri-annual sales and use tax audit. Monitor completion of department ledger reconciliations. Audit and archiving of outgoing payments.</p>
<p><b>Web Address</b></p>	<p><a href="http://accounting.ucr.edu/general/">http://accounting.ucr.edu/general/</a></p>
<p><b>Service Level Agreement Specifics/Requirements of Service:</b></p>	<ul style="list-style-type: none"> <li>▪ Monthly ledgers will be made available to the campus by the 6th business day of the month (note: timeline will vary at fiscal year-end); GL transactions are updated in the data warehouse nightly (UCRFSTotals).</li> <li>▪ Establishes new UCRFS cost center and project codes weekly.</li> <li>▪ Coordinates campus closing steps to align with OP closing deadlines for UC annual financial statements and publishes campus closing step annually in April; prepares closing related journals, exhibits and reports; and researches and resolves Corporate Financial System errors.</li> <li>▪ Promptly process stop notice, retention, and prevailing wage claims on construction projects and coordinate with UC Office of General Counsel as necessary.</li> <li>▪ Capital Asset Annual reporting (CFSAST) and bi-annual capitalization prepared in accordance with UC guidelines and timelines.</li> <li>▪ Debt reporting and recording</li> <li>▪ Timely sales &amp; use tax remittance, reporting and data collection.</li> <li>▪ Reconciliations of various balance sheet accounts including financial control and transaction codes within 30 days of ledger closing.</li> <li>▪ Audit out-going payments daily.</li> <li>▪ Intercampus Order/Charge (IOC) – GA’s goal is to processed within 5 business days.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Interlocation Transfer of Funds (ITF) - processed with month end closing if received by 9 business days before the end of the calendar month.</li> </ul>
Staffing Requirements	<ul style="list-style-type: none"> <li>• 0.40 FTE- Accounting Manager 2 (Assistant Controller)</li> <li>• 0.75 FTE- General Accounting Supervisor 2</li> <li>• 1.00 FTE- General Accountant 3</li> <li>• 0.75 FTE-General Accountant 2</li> <li>• 1.00 FTE- General Accounting Assistant 2</li> <li>• Three part-time- Student Assistant 1</li> </ul>
Recharge Services	None
Premium Services	None
Service Cost Exclusions	None

<b>Name of Service:</b>	<b>iTravel and Non-PO Payment Requests (Accounting)</b>
<b>Brief Description of Service:</b>	Process travel reimbursement and non-PO payment requests. Campus coordination point for Connexus and US Bank Travel Card. Process withholding and 1099 tax reporting. Reconciliation of travel advance and sundry payable accounts.
<b>Web Address</b>	<a href="http://accounting.ucr.edu/travel/">http://accounting.ucr.edu/travel/</a>
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Process travel advances, travel reimbursements and all other non-PO related payments.</li> <li>▪ Process withholding and taxable payments.</li> <li>▪ Annually issue 1099s; promptly respond to IRS B Notices</li> <li>▪ Reconciliation of travel advances.</li> <li>▪ Coordinate issuance of US Bank Card for Travel &amp; Entertainment cards and perform collections on delinquent accounts</li> <li>▪ Coordinate issue resolution involving Connexus related purchases.</li> <li>▪ Vendor maintenance for these categories of payments.</li> <li>▪ Respond to travelfeedback and ePayfeedback inquiries within two business days.</li> <li>▪ Travel training and iTravel/ePay users group meetings, 3 times per year.</li> </ul>
<b>Staffing Requirements</b>	<ul style="list-style-type: none"> <li>● 0.15 FTE Director</li> <li>● 0.40 FTE Accounts Payable Supervisor</li> <li>● 0.50 FTE Financial Services Analyst 2</li> <li>● 2.00 FTE Financial Services Analyst 1</li> <li>● 0.50 FTE Accounts Payable Assistant 2</li> </ul>
<b>Recharge Services</b>	None
<b>Premium Services</b>	None
<b>Service Cost Exclusions</b>	None



Name of Service:	<b>Payroll Coordination and Analysis (Accounting)</b>
Brief Description of Service:	<p>Lead payroll and GL related UCPath stabilization, local system remediation/enhancement and future deployment activities. Serves as a coordination point with UCPC and the four shared services centers on payroll and other related processes. Responsible for UCPath integration, interface, and reconciliation processes</p>
Web Address	<a href="http://accounting.ucr.edu/payroll/">http://accounting.ucr.edu/payroll/</a>
Service Level Agreement Specifics/Requirements of Service:	<ul style="list-style-type: none"> <li>▪ Coordination point for UCPC and SSCs on payroll and GL matters.</li> <li>▪ Coordinate urgent payment requests with UCPC</li> <li>▪ Issuance of tax documents (i.e., 1042S) within regulatory requirements.</li> <li>▪ Coordinate non-resident alien Glacier reporting.</li> <li>▪ Perform balance sheet account reconciliations with 30 days of ledger close.</li> <li>▪ Coordinate quarterly UCPath BFS Users Group meetings.</li> <li>▪ Ensure integrity of payroll subsidiary ledger (Distribution of Payroll Expense).</li> <li>▪ Continue to actively participate in the stabilization of UCPath and future deployment activities. <ul style="list-style-type: none"> <li>▪ Key areas still needing work: time reporting, salary distributions and adjustments, benefit assessments, and position management.</li> <li>▪ Continue to troubleshoot and maintain the FAU tool and SCT tool.</li> <li>▪ Research and resolve data integrity issues and lack of accurate reporting.</li> <li>▪ Assess Ledger posting for unique groups (ie: Graduate student fees, summer salary, etc.).</li> </ul> </li> </ul> <p>In addition, with other UC campuses coming on-board in the coming FY, UCR processes needs to be continually monitored for any indirect impacts.</p>
Staffing Requirements	<ul style="list-style-type: none"> <li>● 1.0 FTE Business System Analyst 4</li> <li>● 2.0 FTE Business System Analyst 3</li> <li>● 1.0 FTE Payroll Analyst 3</li> <li>● 1.0 FTE General Accountant 3</li> <li>● 1.0 FTE Payroll Analyst 2</li> </ul>

Recharge Services	None
Premium Services	None
Service Cost Exclusions	None

<b>Name of Service:</b>	<b>Procurement Services</b>															
<b>Brief Description of Service:</b>	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.															
<b>Web Address</b>	<a href="http://procurement.ucr.edu/procurement/">http://procurement.ucr.edu/procurement/</a>															
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;">Purchase Order Dollar Value (excludes DAPO's)</th> <th style="width: 30%;">Standard Turnaround Time (Business Days)</th> </tr> </thead> <tbody> <tr> <td>\$5,000-\$24,999</td> <td style="text-align: center;">3</td> </tr> <tr> <td>\$25,000-\$49,999</td> <td style="text-align: center;">5</td> </tr> <tr> <td>\$50,000-\$74,999</td> <td style="text-align: center;">7</td> </tr> <tr> <td>\$75,000-\$99,999</td> <td style="text-align: center;">9</td> </tr> <tr> <td>Greater than \$100,000 (w/ accepted and approved Sole Source) Predicated on receiving complete scope of work from client.</td> <td style="text-align: center;">12</td> </tr> <tr> <td>Greater than \$100,000 (requiring Request For Bid (RFB)/Request For Proposal (RFP)) Predicated on receiving complete scope of work from client.</td> <td style="text-align: center;">25</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>▪ Leverage UC and campus based strategic sourcing agreements</li> <li>▪ Development of supplier agreements to facilitate recurring campus procurements.</li> <li>▪ Administer the procurement card program and expand utilization.</li> <li>▪ Provide campus training and conduct procure-to-pay user group meetings at least three time per year.</li> </ul>		Purchase Order Dollar Value (excludes DAPO's)	Standard Turnaround Time (Business Days)	\$5,000-\$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
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<b>Staffing Requirements</b>	<ul style="list-style-type: none"> <li>● 0.6 FTE Director</li> <li>● 1.0 FTE- Procurement Manager 1</li> <li>● 5.0 FTE- Procurement Analyst 4 (*includes one position funded via a special service level agreement with Dining)</li> <li>● 5.0 FTE- Procurement Analyst 3 (*includes one position funded via a special service level agreement with Facilities—see note below)</li> <li>● 1.0 FTE- Procurement Analyst 2</li> </ul>															
<b>Recharge Services</b>	None															
<b>Premium Services</b>	Service fees for the large volume of purchasing and operational support needed specifically for Auxiliary's Dining and Facilities.															
<b>Service Cost Exclusions</b>	None															

<b>Name of Service:</b>	<b>Student Business Services (SBS)</b>
<b>Brief Description of Service:</b>	Responsible for the Banner billing, receivable and cashiering module; including the CashNet implementation. Oversees billing and collections for all student accounts and non-student accounts. Banner system stabilization, upgrades (Banner 9), and subsequent phases on project expected through December 2018.
<b>Web Address</b>	<a href="http://sbs.ucr.edu/">http://sbs.ucr.edu/</a>
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<ul style="list-style-type: none"> <li>▪ Ensure student accounts are assessed proper tuition/ fees, and-campus housing per agreed upon timelines for the quarter by maintaining Tuition/ fee, housing, and exemption (discounts)- tables.</li> <li>▪ Bill presentment by 15<sup>th</sup> of each month (Tuition &amp; Fee billing: Fall-8/15; Winter-11/15, Spring-2/15) and non-student billing paper statements by the end of each month.</li> <li>▪ Monitor receivables and collection activities to maintain Tuition and Fee chargebacks to less than .25% of total receivables.</li> <li>▪ Pursue collection activities internally, as well as through third party collection agencies and Franchise Tax Board Refund Offset.</li> <li>▪ Responsible for 1098T tax reporting (TCRS to notify student when available by 1/31).</li> <li>▪ Ensure integrity of SIS/Banner subsidiary ledger.</li> <li>▪ Responsible for ensuring the integrity and accessibility of the billing and receivables modules of Banner and administration of CASHnet to provide secure payment portal for student payments.</li> <li>▪ Responsible for coordinating student disbursement activities (e.g. refunds, stipend payments, etc.) ensuring meets federal Title IV cash management rules.</li> <li>▪ Responsible for student promissory note/TILA loan signing, pre-loan and exit counseling to ensure adherence to federal requirements.</li> <li>▪ Administor and manage student deferred payment plan and third-party contract receivables.</li> <li>▪ Contribute billing/receivable expertise to the One-Stop Shop format for students.</li> <li>▪ Provide timely responses to client (primarily student and parent) phone and email inquiries within 72 hours.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Reconcile monthly balance sheet accounts associated with billing, receivables and loans.</li> <li>▪ Establishment of SIS sub-codes/Banner detail codes and new non-student accounts in Banner within 3 business days.</li> <li>▪ Provide campus Training on billing student and non-student charges/adjustments on Banner, receivables and reconciliation activities.</li> <li>▪ Responsible for institutional and campus bases student loans, emergency loads, and coordination of debts on all bankruptcy proceedings sent to the campus.</li> <li>▪ Coordinate PCI compliance activities annually.</li> </ul>
<p><b>Staffing Requirements</b></p>	<ul style="list-style-type: none"> <li>● 0.60 FTE- Financial Services Manager 2 (Director)</li> <li>● 1.0 FTE – Cash Handling Coordinator</li> <li>● 1.0 FTE - Financial Services Supervisor 2 (Asst. Director)</li> <li>● 1.0 FTE – Business System Analyst 3</li> <li>● 1.0 FTE- Financial Services Analyst 2</li> <li>● 1.0 FTE – Financial Analyst 3</li> <li>● 1.0 FTE - Financial Analyst 2</li> <li>● 1.0 FTE - Data Systems Analyst 2</li> <li>● 1.0 FTE - Sr. Collections Representative</li> <li>● 3.0 FTE – SBS Assistant 3* (0.75 FTE funded via premium services)</li> <li>● Two Student Interns</li> </ul>
<p><b>Recharge Services</b></p>	<p>None</p>
<p><b>Premium Services</b></p>	<p>Managing Housing fee tables, late fee assessment, consolidating billing, custom reports, deposit refunds, and collections services related to Housing charges recorded in the student information system</p>
<p><b>Service Cost Exclusions</b></p>	<p>None</p>