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1.0 **GENERAL OVERVIEW**

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

1. Accounting
   - Accounts Payable
   - Controller
   - Extramural Funds
   - General Accounting
   - Payroll
   - Travel
2. Business Contracts
3. Cashiers
4. Equipment Management
5. Procurement Services
   - Purchasing
   - ProCard
6. Student Business Services

2.0 **MISSION STATEMENT**

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

3.0 **DESCRIPTION OF SERVICES**

**Access/Controls:** Coordinate, establish, and/or document general campus internal controls. Establish department and application System Access Administrators (SAAs).

**Accounts Payable:** 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.

**Banking/Treasury:** Reconciliation of various UCR bank accounts for deposits and disbursements. Responsible for issuing EFT and check payments. Cash management activities.

**Business Contracts:** Execute revenue generating and other (non-C&G, non-real estate) agreements on behalf of the campus

**Cashiering/Cash Handling:** Accepts on-line student payments; accepts mailed in and in-person payments; accepts low volume/in frequent department deposit for units not utilizing armored car pick up. Review of cash handling units. Coordinates credit card merchant activities and secure payment gateway.
C&G Post Award administration: Responsible for invoicing and financial reporting per the terms and conditions of the award and to maximize cash flow as well as follow up on outstanding receivables to minimize write-offs; coordinate completion of payroll certifications and cost share reporting; assignment of contract and grant fund numbers; monthly IDC calculations and annual IDC recovery distributions.

External Audit Coordination of fiscal year end, R&D, SFA, 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.

Equipment Inventory management, reporting and audit compliance: Coordinate with departments on appropriate coding, provide property tags within 30 days of payment of equipment, coordinate annual inventory confirmation and bi-annual physical inventory validation.

General Ledger: Production to meet the needs of the campus and Office of the President (OP) reporting requirements. Establishes new UCRFS FAUs such as account, fund, function, cost center, and project codes (activity codes handled by FPA). Coordinates inter-location transfer of funds, intercampus recharges, and other campus journal entries. Advises campus on accounting related policy and procedures.

Endowment/Gift: Process gift fee, gift allocations, endowment income distributions and administrative cost recovery, new gift fund establishment.

Fiscal Closing: Coordination of campus closing steps to align with OP closing deadlines for UC annual financial statements, preparation of closing related journals, exhibits and reports.

Payroll: Processes payroll computes, tax payments and reporting, withholding, deductions, garnishments, benefits account reconciliation, leave benefit payments, implementation of merit and other salary programs, non-resident tax withholding and reporting as required by law, regulations and UC policy.

Plant: Coordination of fiscal and calendar year capitalization, reporting of fixed assets to OP, coordination of contractor payments, stop notices, prevailing wage claims, debt reporting and recording.

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 agreement, and administer the procurement card program.

Student Business Services: Responsible for student tuition and fee billing, non-student billing, collections, student loan processing and entrance/exit conferencing, and tax reporting.
Travel/ePay: Processes travel and non-PO related transaction in accordance with the various UC policies and procedures. Coordinate traveler profile interface with Connexxus. Manage US Bank Travel card program.

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 system and notifications (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, Payroll 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.

Two major BFS projects currently underway:
1. UCPath Pilot implementation (payroll and GL portions)
2. SIS Replacement-Banner Billing/receivables module and CashNet implementation for student portal and payments

4.0 SERVICE PERFORMANCE

The following performance measures are based upon the functional area receiving complete documentation/information to take immediate action.

Accounts Payable:
- Process invoices per the payment terms of the purchase order while taking advantage of prompt payment discounts when applicable (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 and/or if vendor invoices are not mailed directly to Accounts Payable from the vendor.)
- Respond to vendor add/modification requests within two business days.
- Standard practice/control is that physical checks will be mailed to payee.

Banking:
- Accounts Payable EFT payments will be generated daily
- Accounts Payable paper check-writes three times per week.

Business Contracts: improved transparency in the process will be developed in FY2016 and examination of delegations of authority.

Main Cashiers Office:
- Open from 9-12, 1-3 daily
• Availability of on-line payments for students

Extramural Funds:
• Assignment of contract and grant fund numbers within two business days
• Generate invoices per the terms and conditions of the awards and follow up on outstanding receivables to minimize write-offs
• Generate standard financial reporting per the terms and conditions of the awards
• Coordinate payroll certifications to ensure 100% completion within 45 days of issuance

Equipment Management:
• Provide property tags within 30 days of payment of equipment
• Coordinate 100% completion of annual certification and bi-annual verifications

General Ledger:
• 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).

iTravel/ePay:
• Act on 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) while continuing to use audit sampling on low risk travel items.

Payroll:
• Payment of employees as required by law and UC policy
• Promptly process separation/termination/late payment requests
• Prompt payment of taxes and other deductions
• Issuance of tax documents within regulatory requirements

SBS:
• Assess campus fees per agreed upon timelines for the quarter.
• Monitor receivables and collection activities to maintain Tuition and Fee chargebacks to less than .25% of total receivables.

Procurement:

The standard purchase order turnaround times indicated below are an average and do not include the Client’s departmental processing time required for approval and submission to Procurement Services. In addition, dollar value is not always indicative of the complexity of an order and times may vary; departments will be notified when it is expected the indicated times cannot be met with the reason for the delay.

<table>
<thead>
<tr>
<th>Purchase Order Dollar Value (excludes DAPO’s)</th>
<th>Standard Turnaround Time (Business Days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2,500-$24,999</td>
<td>3</td>
</tr>
<tr>
<td>$25,000-$49,999</td>
<td>5</td>
</tr>
</tbody>
</table>
$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 RFB/RFP) Predicated on receiving complete scope of work from client. 25

5.0 **INCREMENTAL SERVICES OFFERED**

The Service Level Agreements (SLA) with HDRS for Student Business Services/Cashiers (2.75 FTE) and Procurement (2FTE) will remain in place.

FPA proposed the elimination of campus recharges for the use of campus Secure Pay Gateway and that these costs be centrally funded; please note the majority of the recharge associated the gateway are related to a recharge from C&C for the staffing associated with maintain the gateway.

6.0 **OUT OF SCOPE DEPARTMENTS**

Below is a listing of departments that are not covered by this agreement. This includes departments where one off service level agreements may exists.

<table>
<thead>
<tr>
<th>Department</th>
<th>Activity</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

7.0 **AREAS FOR POTENTIAL OUTSOURCING**

[This section will be used as a placeholder to reference services that are allowable for outsourcing. This will be dependent on decisions made in conjunction with the governance committee and the service provider.]

8.0 **GOVERNANCE**

[This section will be used as a placeholder to reference governance policies as determined by governance committee. This will include policies to govern modifications and updates to the service level agreement, ownership and contact information for agreement.]
9.0 **Key Performance Indicators**

[This section will be used as a placeholder for UCR to set Key Performance Indicator for the service area.]

Signatures

We have read the attached contract and terms and hereby forge an agreement according to the conditions stated therein:

<table>
<thead>
<tr>
<th>Business Unit Representative</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Provider Representative</td>
<td>Date</td>
</tr>
<tr>
<td>Vice Chancellor</td>
<td>Date</td>
</tr>
</tbody>
</table>