Service Level Agreement

Business Financial Services

Jul 2017 – Jun 2018

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SLA Contact Information	
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Department & Services Directory	**Division: Business & Financial Services**
	
	Department: Accounting
	        Accounts Payable
	        Banking & Treasury
	        Extramural Funds
	        General Accounting & Plant
	        Payroll
	        Travel
	        Controls & Access
	        UCPath Payroll & GL Project
	
	Department: Procurement Services
	
	Department: Student Business Services
	        Cashiers
	        Banner Billing & Receivables Project
	
	Department: Business Contracts
	
	Department: Equipment Management

FY 16-17 [Unit Name] SLA Summary of Costs (section 3.0)		
Total Service Costs	**Total Overhead Costs**	**Total Unit Cost**
$7,107,334	**$520,009**	**$7,627,345**

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]

Service Line Summary				
Unit Service	Level of Service			Page #
	Core Service	Premium Service	Recharge Service	
Accounts Payable				
Responsible for processing out-going payments for goods and services on behalf of the campus in accordance with federal, state and university.	√			10
Banking/Treasury				
Responsible for all campus banking activities and cash management functions.	√			11
Business Contracts				
Responsible for executing revenue generating and other non-C&G, non-real estate agreements on behalf of the campus.	√			12

Cashiers Office (Main)				
Responsible for the acceptance and processing of incoming payments to the University, compliance with cash handling regulations and policies, and adherence to credit card processing standards.	√	√		13
Controls & Access				
Responsible for general campus internal controls and external audit coordination. BFS is the Functional Owner of many campus-based systems.	√			14
Extramural Fund Management				
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.	√			16
Equipment Management				
Responsible for the maintenance of equipment asset records in accordance with federal regulations, agency terms and university policy.	√			17
General Accounting & Plant				
Responsible for the integrity of the general ledger, and required closing and reporting activities. Responsible for accounting for construction (plant) related activities and	√			18

accounting for capitalizable assets (e.g. land, building, general improvements, etc.) in accordance with GAAP and University policy.				
Travel and other Non-PO payments Responsible for processing travel reimbursement and other payment requests in accordance with federal, state and university requirements.	√			20
Payroll Responsible for all processes related to the accurate and timely issuance of paychecks to university employees and related benefit assessments.	√			21
Student Business Services (SBS) Responsible for the student tuition billing, receivables, and collections in accordance with federal and university requirements. Oversees billing and collections for all non-tuition student accounts, departmental billing of non-student accounts, and campus based loans.	√	√		22
Procurement Services Coordinates campus purchasing activities, including procurement card, in accordance federal, state and university policies while satisfying customer requirements.	√	√		24

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UC Path Project-Payroll and General Ledger Responsible for the payroll and general ledger aspects of the UCPath deployment of a common HR/payroll system and shared business processed across the UC system for all its employees and the standardization of processes for the related Future-state Operating Model.	√*			25
Banner Project and CashNet Responsible for the billing, receivables, cashiering modules of the new student information system and the integrated payment portal.	√*			26

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 FY2016: 93,700
- Non-PO transactions (e.g. travel, ePay, utilities, etc.) processed in FY2016: 39,400
- AP vendor maintenance in FY2016: 6,800 +
- Rush checks in FY2016: 300

Banking/Treasury

- Paper checks issued in FY16: AP =40,801 Payroll = 17,382 ; SIS refunds= 22,263
- Electronic Fund Transfer (EFT) payments issued in FY16: AP=15,800 ; Payroll=139,200; SIS refunds= 44,800
- AP wire payments in FY 16 = 586
- Number of active Bank accounts = 19

Business Contracts

- Number of business contracts received for review in FY16: 530

Cashiers Office (Main)

- SIS/Banner Payment transactions in FY2016: 125,000
- Verification of Campus Departmental Deposits Recorded in FY2016: 18,000 (CCRRS numbers)

Extramural Fund Management

- Contract &Grant funds with activity in FY2016: 1,549
- C&G Expenditures (including Financial Aid) FY2016: $161,318,000

Equipment Management

- Total number of new equipment items added to inventory in FY2016: 555

General Accounting

- UCRFS General Ledger transactions in FY2016: 1,692,000
- Average number of business days to close month end general ledgers for transmission to UCOP in FY2016: 4.25 days

Travel

- Travel and ePay requests processed in FY2016: 37,000
- Average Travel reimbursement request Accounting Office processing days in FY2016: 7.4

Payroll

- W2s issues in Calendar Year (CY)2016: 13,200
- FY2016 salary and health benefit expenditures $453M Non-res aliens (employee and student) 3,500
- 1042S issued to non-resident aliens in CY2016 = 650

Student Business Services (SBS)

- Student billing invoices/charges generated in FY2016: $480M
- Chargebacks for FY2016: $995K
- Total number of 1098T issued: 28K for Tax Year 2016

- Student/Parent Calls Answered FY2016 - 16,431
- Student/Parent Emails responded to in FY2016: 6,293
- Total number of student ePromissory and TILA requirements met and loan pre-loan and exit counseling in FY2016: Preloans=4,100, Master Promissory Notes/Truth-in-Lending Act (MPNs/TILAs) = 1,100, Exits = 3,800
- Third Party Contract Billing: 51 sponsors and invoiced for $2,843,000
- Deferred Payment Plan Applications FY2016: 2,700

Procurement Services

- POs issued/Requisitions (new) in FY2016 including Department Authorized POs (DAPOs): 144,000
- Percent of purchases made via ProCard in FY2016: 19%

UC Path Project

- Projected implementation date: December 2017

SIS Replacement Project

- Banner Implementation Date: October 2016
- CashNet Implementation Date (students): October 2016

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3.0 COST SUMMARY TABLE

(A) Service Cost	FTE to Provide Service *(Must tie to Budget / Staffing template)*	Total Cost Driver per Total FTE* 4,704.22** *(Contact FP&A)*	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Service Cost
			Service Cost Summary Table			
Accounts Payable	5.75 FTE	122.26	$575,154	$0	$25,461	$600,615
Banking/Treasury	2.55FTE	67.57	$317.864	$0	$228	$318.092
Business Contracts	1.10 FTE	38.37	$180,478	$0	$0	$180,478
Cashiers Office (Main)	4.40 FTE	56.87	$267,535	$150,919	$63,224	$481,677
Extramural Fund Management	5.55 FTE	144.34	$678,991	$0	$475	$679,466
Equipment Management	1.00 FTE	19.28	$90,711	$0	$0	$90,711
General Accounting	3.90 FTE	97.15	$457,032	$0	$8,417	$465,449
Travel	3.55 FTE	72.09	$339,122	$0	$25,372	$364,494
Payroll	7.0 FTE	179.33	$843,587	$0	$600	$844,187
Student Business Services (SBS)	8.60 FTE	88.83	$417,856	$69,995	$538,137	$1,025,988

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Procurement Services	10.60 FTE	145.31	$683,573	$240,948	$510,813	$1,435,334
UC Path Project	1.20FTE* (other position funded from UC-Reimb.)	0.00	$0	$0	$112,113	$112,113
SIS Replacement Project	2.0 FTE	108.14	$508,730	$0	$0	$508,730
Total	57.20 FTE	1,139.54	$5,360,633	$461,862	$1,284,840	$7,107,334

	Overhead Cost Summary Table					
(B) Overhead Cost	FTE	Total Cost Driver per Total FTE* 4,704.22** *(Contact FP&A)*	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Overhead Cost
Admin / Overhead	3.0 FTE	110.40	$519,327	$0	$682	$520,009
Total	60.20 FTE	1,249.94	$5,879,960	$461,862	$1,285,522	$7,627,343

[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) ****4,704.22.**

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]

Name of Service:	Accounts Payable (Accounting)
Brief Description of Service:	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.
Web Address	http://accounting.ucr.edu/accounts_payable/
Service Level Agreement Specifics/Requirements of Service:	Standard payment Processing – Process invoices per the payment terms of the purchase order while taking advantage of prompt payment discounts when applicable, ensuring proper sales tax assessment, matching and match exception resolution, approval of higher cost items obtained, and vendor statement reconciliation (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.) Agreement based payment processing - Process payments for subcontract, construction, and other professional service agreements. Record Maintenance - PO vendor maintenance Voids/Re-issues 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. Reconciliation of payable balance sheet accounts
Staffing Requirements	• .15 FTE- Director • .6 FTE- Accounts Payable Supervisor • 1.5 FTE- Financial Services Analyst 2 • 3.0 FTE- Accounts Payable Assistants 3 • .50 FTE-Accounts Payable Assistant 2
Recharge Services	None
Premium Services	None
List units that do not pay to use 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.
Web Address	www.accounting.ucr.edu
Service Level Agreement Specifics/Requirements of Service:	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.) Process quarterly STIP assessments Disbursements Process and confirm electronic fund transfer (EFT) payments for AP- daily, PR, SIS Process check-write for AP- 3x/week and check print for PR-each Payroll compute, SIS – 1x/week Process wire payments Banking activities Record electronic deposits and other banking transactions to general ledger no less frequently than weekly Other banking activities (stop payments, stale dating, positive pay, debit filters, fraud affidavits, etc.) Other cash management activities (e.g. exploration of other disbursement and depository options, improvements to cash draws, reduce banking fees, etc.)
Staffing Requirements	.30 FTE- Accounting Manager 2 (Assistant Controller) .75 FTE- Gen Accountant 5 (Treasury Manager) 1.0 FTE Gen Accountant 3 (Cash) .25 FTE General Accounting Supervisor 2 .25 FTE Gen Accountant 2
Recharge Services	None
Premium Services	None
Service Cost Exclusions	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.
Web Address	http://procurement.ucr.edu/contracts/
Service Level Agreement Specifics/Requirements of Service:	Execute revenue generating and other (non-C&G, non-real estate) agreements on behalf of the campus
Staffing Requirements	0.1 FTE Director 1.0 FTE Contracts Admin 4
Recharge Services	None
Premium Services	None
Service Cost Exclusions	None

Name of Service:	**Cashiering Services (Main)**
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 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	http://sbs.ucr.edu/
Service Level Agreement Specifics/Requirements of Service:	**Payment handling** - 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. Acceptance and processing of mailed and in-person payments Acceptance and processing of department deposits for units not utilizing armored car pick-up. Daily verification recording of all campus cash deposits in Cash Collection Reconciliation and Reporting System (CCRRS). **Cash process** - Functional owner of the Cash Collection Reconciliation and Reporting System. Responsible for development of campus procedures for cash handling ensuring compliance with UC policy. Coordination of Armored Car services Annual review of cash handling units **Credit Card process** - Coordinate campus credit card activities and management of secure payment gateway including Payment Council Industry (PCI) standards compliance coordination In FY2017, it is anticipated that UCR will become a Level2 merchant (due to credit card activity), this will require increased PCI compliance activities
Staffing Requirements	.40 FTE- Fin Serv Mgr 2 (SBS/Cashier Director) 1.0 FTE- Fin Serv Supv 1 1.0 FTE-Financial Services Analyst 1 2.0 FTE- Cashiering Assistant 2
Recharge Services	None
Premium Services	Specific cashiering services provided to Housing services
Service Cost Exclusions	None

Name of Service:	Controls & Access (includes Controller, project management, financial applications, and general administrative support for the BFS operation)
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 and related controls.
Web Address	http://bfs.ucr.edu/
Service Level Agreement Specifics/Requirements of Service:	External audit coordination (year-end financial statement, annual federal compliance (formerly A-133) of SFA and R&D, annual NCAA, Sales & 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. Establish department and application System Access Administrators (SAAs), department and organization head roles. General administration, financial management, operations of the division. Project management for BFS related systems (UCPath-GL/PR*, SIS Replacement-GL*, Other BFS IT initiatives) and training Functional owner the following campus based systems: • UCR Financial System (UCRFS) • Cash Collection Reporting and Reconciliation System (CCRRS) • Contract and Gran 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) • Banner Billing Receivables module and CashNet Payment Gateway • 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) • Web Recharge.

Staffing Requirements	1.0 FTE Controller 1.0 FTE Executive Assistant 1.0 FTE Financial Services Analyst 3 * Project staff located under UCPath and Banner Service section—these positions are Partially funded with temporary project resources
Recharge Services	None
Premium Services	None
Service Cost Exclusions	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.
Web Address	http://accounting.ucr.edu/funds/
Service Level Agreement Specifics/Requirements of Service:	Post award administration activities: 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; collection of outstanding receivables-to minimize delinquent payments and write-offs; coordinate completion of payroll certifications and cost share reporting – ensure 100% completion within 45 days of issuance. Establishment of contract and grant, gift and endowment fund numbers within three business days of issuance of Notice of Award Post Award administration training Gather data for contact and grant related audits. IDC - Monthly Indirect Cost (IDC) calculations and annual IDC recovery distributions Assist with data collection for Facilities & Administration (F&A) rate negotiation Year-end IDC closing calculation and re-distribution of campus resources Other Fund Administration: Preparation of year-end closing of contracts, grants, gifts and endowments. Allocation of gift revenue and collection of campus gift fee, monthly. Allocation of endowment income annually by September.
Staffing Requirements	.30 FTE-Accounting Manager 2 (Assistant Controller) 1.0 FTE-Accounting Manager 1 .25 FTE-Treasury Manager 1.0 FTE-Financial Analyst 3 1.0 FTE General Accountant 3 2.0 FTE- General Accountant 2
Recharge Services	None
Premium Services	None
Service Cost Exclusions	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.
Web Address	http://bfs.ucr.edu/equipment/
Service Level Agreement Specifics/Requirements of Service:	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 Review fabrication requests and monitor completion Prepares Contract and Grant equipment reports to sponsors
Staffing Requirements	• 1.0 FTE- Financial Services Analyst 2
Recharge Services	None
Premium Services	None
Service Cost Exclusions	None

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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. 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.
Web Address	http://accounting.ucr.edu/general/
Service Level Agreement Specifics/Requirements of Service:	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 and publishes campus closing step annually in April; prepares closing related journals, exhibits and reports; and researches and resolves Corporate Financial System errors. Promptly process stop notice, retention, and prevailing wage claims on construction projects and coordinate with UC Office of General Counsel as necessary. Capital Asset Annual reporting (CFSAST) and bi-annual capitalization prepared in accordance with UC guidelines and timelines. Debt reporting and recording Timely sales & use tax remittance, reporting and data collection Reconciliations of various balance sheet accounts including financial control and transaction codes within 30 days of ledger closing. Audit out-going payments daily

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Staffing Requirements	.40 FTE- Accounting Manager 2 (Assistant Controller) .75 FTE- General Accounting Supervisor 2 1.0 FTE- General Accountant 3 .75 FTE-General Accountant 2 1.0 FTE- General Accounting Assistant 2 - Two to three part-time- Student Assistant 1
Recharge Services	None
Premium Services	None
Service Cost Exclusions	None

Name of Service:	**iTravel and Non-PO Payment Requests (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 and sundry payable accounts.
Web Address	http://accounting.ucr.edu/travel/
Service Level Agreement Specifics/Requirements of Service:	Request Processing - 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. Process travel advances, travel reimbursements and all other non-PO related payments Process withholding and taxable payments Annually issue 1099s; promptly respond to IRS B Notices Reconciliation of travel advances Coordinate issuance of US Bank Card for Travel & Entertainment cards and perform collections on delinquent accounts Coordinate issue resolution involving Connexxus related purchases Maintenance - Vendor maintenance for these categories of payments Respond to travelfeedback and ePayfeedback inquiries within two business days. Travel training and iTravel/ePay users group meetings, 3 times per year
Staffing Requirements	.15 FTE Director .40 FTE Accounts Payable Supervisor .50 FTE Financial Services Analyst 2 2.0 FTE Financial Services Analyst 1 .50 FTE Accounts Payable Assistant 2
Recharge Services	None
Premium Services	None
Service Cost Exclusions	None

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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.
Web Address	http://accounting.ucr.edu/payroll/
Service Level Agreement Specifics/Requirements of Service:	Payroll Processing - Process computation and payment of employee's pay as required by law and UC policy Prompt processing of separation/termination/late payment requests Coordination of PPS implementation of campus merit and other salary and benefit programs Payroll Tax reporting - Prompt payment of taxes and other deductions Issuance of tax documents (i.e., W2, 1042S) within regulatory requirements Non-resident alien Glacier reporting Perform benefits account and balance sheet account reconciliations with 30 days of ledger close. Coordinate quarterly PPS Users Group meetings Provide PPS training to campus payroll preparers quarterly. Ensure integrity of payroll subsidiary ledger (Distribution of Payroll Expense) Payroll and benefit balance sheet account reconciliations Benefit statement reconciliations Training and maintenance of system access
Staffing Requirements	• .20 FTE Payroll Manager 2-Director (note currently devote 80% time to UCPath project pilot implementation) • 1.0 FTE Payroll Supervisor 2 • 1.0 FTE Payroll Analyst 3 • 1.0 FTE General Accountant 3 • 2.0 FTE Payroll Analyst 2 • 1.0 FTE Payroll Assistant 2/Reception
Recharge Services	None
Premium Services	None
Service Cost Exclusions	None

Name of Service:	**Student Business Services (SBS)**
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.
Web Address	http://sbs.ucr.edu/
Service Level Agreement Specifics/Requirements of Service:	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 Monitor receivables and collection activities to maintain Tuition and Fee chargebacks to less than .25% of total receivables Pursue collection activities internally, as well as through third party collection agencies and Franchise Tax Board Refund Offset Responsible for 1098T tax reporting Ensure integrity of SIS/Banner subsidiary ledger Responsible for the billing and receivables modules of the Banner implementation Responsible for coordinating student disbursement activities (e.g. refunds, stipend payments, etc.) Responsible for student promissory note/TILA loan signing, pre-loan and exit counseling to ensure adherence to federal requirements. Manage student deferred payment plan and third-party contract receivables Contribute billing/receivable expertise to the One-Stop Shop format for students Provide timely responses to client (primarily student and parent) phone and email inquiries within 72 hours Reconcile monthly balance sheet accounts associated with billing, receivables and loans. Establishment of SIS sub-codes/Banner detail codes and new non-student accounts in Banner within 3 business days Provide campus Training on billing student and non-student charges/adjustments on Banner, receivables and reconciliation activities.
Staffing Requirements	.60 FTE- Financial Services Manager 2 (Director) (reflected under SIS Project-Josh) 1.0 FTE- Financial Services Supervisor 2 (Asst. Director) . (reflected under SIS Project-Edward) 1.0 FTE- Financial Services Analyst 2 1.0 FTE-Financial Analyst 2

	• 1.0 FTE-Data Systems Analyst 2 • 1.0 FTE- Sr. Collections Representative • 3.0 FTE – SBS Assistant 3* (0.75 FTE funded via premium services) • 2 Student Assistants • Banner and CashNet system support two FTE as outlined under SIS Project below
Recharge Services	None
Premium Services	Special billing and collections services related to Housing charges recorded in the student information system
Service Cost Exclusions	None

Name of Service:	**Procurement Services**	
Brief Description of Service:	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.	
Web Address	http://procurement.ucr.edu/procurement/	
Service Level Agreement Specifics/Requirements of Service:	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
	Leverage UC and campus based strategic sourcing agreements Administer the procurement card program and expand utilization. Provide campus training and conduct procure-to-pay user group meetings at least three time per year.	
Staffing Requirements	0.6 FTE Director 1.0 FTE- Procurement Manager 1 4.0 FTE- Procurement Analyst 4 (*includes one position funded via a special service level agreement with Dining) 4.0 FTE- Procurement Analyst 3 (*includes one position previously funded via a special service level agreement with Housing—see note below) 1.0 FTE- Procurement Analyst 2	
Recharge Services	None	
Premium Services	Service fees for the large volume of purchasing and operational support needed specifically for Dining. With the merger of Housing facilities into the Facilities unit as well as the re-organization of Facilities, Auxiliary services has requested to terminate one position in the Special Service Level agreement. Discussions are currently taking place with Facilities regarding the budget for this position.	
Service Cost Exclusions	None	

Name of Service:	**UC Path Pilot (BFS – Financial area)**
Brief Description of Service:	Deploy a common HR/payroll system and shared business processed across the UC system for all its employees.
Web Address	http://fomucpath.ucr.edu/about.html
Service Level Agreement Specifics/Requirements of Service:	Participate as a pilot campus in the UCPath initiative and campus Future-state Operating Model by providing functional expertise in the payroll and general ledger related areas. Key areas involving BFS include time reporting, salary distributions and adjustments, benefit assessments, and position management. Adhere to UCPath pilot timelines/deadlines for design, configuration, conversion, testing, etc. UCPath will replace UCR's current PPS system and will also emphasize and enhance shared services across the campus in the areas of routine payroll, benefits, leave management and workforce administration.
Staffing Requirements	Campus project specific funding: • 0.20 FTE Business System Analyst 4 • 1.0 FTE Payroll Analyst 2 • *Other BFS positions funded through UC-reimbursement include 0.80 FTE Payroll Manager 2, 0.80FTE Business Systems Analyst 4, 2.0 FTE Business System Analyst 3, and 5 campus subject matter experts ranging in time between 40%-100%.
Recharge Services	None
Premium Services	None
Service Cost Exclusions	None

Name of Service:	SIS Replacement Project (Banner) and CashNet
Brief Description of Service:	Implement new reliable, scalable, and flexible student information software system. Initial go live October 2016 for Winter 2017 registration; projected system stabilization and subsequent phases on project expected through December 2018. The implementation of Banner also required the implementation of a payment portal (CashNet) for bill presentment, electronic refunds, etc.
Web Address	http://oe.ucr.edu/new-student-information-system-banner/
Service Level Agreement Specifics/Requirements of Service:	Implementation of Banner will directly address the major limitations of SIS. Efficiency gains of Banner implementation include: •Improved self-service options, to include 24/7 access •Real-time access to Schedule of Classes during registration •Improved course planning •Improved course scheduling •Improved payment options, including Visa and Western Union and no fee for e-check •More Student Business Services processes will be online only, While ensuring the integrity and accessibility of systems billing, receivable, payment, collections, and general ledger data.
Staffing Requirements	Campus based project funding specific to SBS staff • 1.0 FTE Business System Analyst 4 • 1.0 FTE Business System Analyst 3 •
Recharge Services	None
Premium Services	None
Service Cost Exclusions	None