UNIVERSITY OF CALIFORNIA
UCRIVERSIDE

Service Level Agreement

Business & Administrative Services

Jul 2017 – Jun 2018

SLA Contact Information	
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Department & Services Directory	**Georgianne Carlson – Associate Vice Chancellor/ CFAO BAS** **Andy Plumley – Assistant Vice Chancellor Auxiliary Services (for Mail Services)** **Andy Plumley – Assistant Vice Chancellor Auxiliary Services (for Shipping & Receiving)**

FY 17-18 BAS SLA Summary of Costs (section 3.0)		
Total Service Costs	**Total Overhead Costs**	**Total Unit Cost**
$2,432,340	**$1,705,199**	**$4,137,540**

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	
BAS Administration BAS provides cost effective and high quality business, support and administrative services that are vital to ensuring excellence in UCR's teaching, research, public service and patient care mission, and consistent with campus growth, enabling technology, and enhanced customer service.	√			05
Mail Services Mail Services provides mailing and shipping services to the campus at a maximum level of efficiency and accountability, while meeting the needs and expectations of customers.	√		√	05
Receiving/Shipping Receiving/Shipping is responsible for the receiving and distribution of shipments to campus departments.	√			07

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.]

BAS Administration

- The Office of the Vice Chancellor serves as the Central Organizational Office for BAS. The BAS organization consists of five divisions, which are comprised of 39 operational and administrative service departments.
- Provides leadership and oversight to optimize administrative and campus services to support campus growth.
- Implementation/Administration of the Vice Chancellor's special initiatives and other organization/campus-wide initiatives, including but not limited to BAS' annual Employee Engagement and Client Satisfaction Surveys, Value Based Contracting, Lean Education, Activity Based Costing and Balanced Scorecard.

Mail Services

- Delivers and pickup postal mail and packages once per day at over 150 locations across campus and the UC Intellicenter.
- Coordinates mail drop off and delivery with local U.S. post offices twice per day, in addition to metering all outgoing mail and sorting all incoming mail by delivery route.
- Provides retail mail and shipping services from two campus locations, including the sale of stamps and package shipping consultation and assistance.
- Bulk mailing service involving the processing of large volume mailing jobs, as requested by campus departments.

Receiving

- Receives and delivers over 50,000 packages and other items per year to campus departments and individuals.
- Shipment of hazardous materials, to ensure safety and compliance with regulations.
- Coordination of outbound shipments to ensure all applicable regulations are met.
- Receipt of controlled substances and secure delivery to Environmental Health and Safety services.

3.0 COST SUMMARY TABLE

[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.]

Service 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	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Service Cost
VC – BAS Admin	7.40	202.43	$952,296	0	0	$952,296
Mail Services	7.15	261.19	$1,188,005	$40,680	0	$1,228,685
Shipping/Receiving	2.25	53.43	$251,359	0	0	$251,359
Total	16.80	517.05	$2,391,660	$40,680	0	$2,432,340
Overhead Cost Summary Table						
(B) Overhead Cost	FTE	Total Cost Driver per Total FTE = 4,704.22	Total Cost from Fund 19900	Total Cost from Recharge and Premiums	Total Cost from Other Fund Sources	Total Overhead Cost
Admin / Overhead	4.6	362.48	$1,705,199	0	0	$1,705,199
Total	21.40	879.54	$3,616,926	0	0	$4,137,540

**The driver for unit costs are = 4,704.22 FTE (Academic* and Staff FTE). *Academic Staff includes Ladder-Rank Professors, Other Instructional Faculty, Other Academic Appointments, and Academic Student Appointments.

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:	BAS – Administration
Keywords:	
Revenue Units:	Schools and Colleges, Auxiliaries, Cost Pools (except Infrastructure)
Brief Description of Service:	The Business and Administrative Services organization consists of thirty nine operational and administrative campus service departments. The unit provides cost effective and high quality business, support, and administrative services that are vital to ensuring excellence in UCR's teaching, research, public service and patient care mission, and consistent with campus growth, enabling technology, and enhanced customer service.
Customers Eligible to Request Service:	Faculty, Staff, and Students
How is Service Requested:	In Person, Phone, E-mail
How is the Service Delivered:	In Person, Phone, E-mail
Service Level Agreement Specifics:	The unit oversees the divisions and departments that provide a variety of services to the entire campus including: Accounting, Business Agreements, Equipment Management, Procurement Services, SBS/Cashiers, Logistics Services, Mail Services, Printing & Reprographics, Shipping/ Receiving, Office of Emergency Management, Risk Management, Environmental Health & Safety, Dining Services, Housing Services, EEO/Affirmative Action, Employee and Labor Relations, Human Resources, Bookstore, Early Childhood Services, UCR Card Operations, Police, Fleet Services, Transportation & Parking Services, and Shared Services.
Recharge Services:	None
Premium Services:	None
Staffing Requirements:	12.0 FTE

Name of Service:	Mail Services
Keywords:	Mail, Postage, Non-profit, Messenger, Scotmail
Revenue Units:	Schools and Colleges, Auxiliaries, Cost Pools (except Infrastructure)
Brief Description of Service:	Mail Services strives to provide mailing and shipping services to the campus at a maximum level of efficiency and accountability while meeting the needs and expectations of customers.
Customers Eligible to Request Service:	Faculty, Staff, Students
How is Service Requested:	On-line Work Order System (preferred) E-mail
How is the Service Delivered:	In-person
Service Level Agreement Specifics:	The unit offers a wide range of services including Bulk Mail, Inter-Campus Mail, Incoming and Outgoing mail, Scotmail, Messenger Services, and most services offered by the United States Postal Service including certified, registered, express and insured mail. A detailed list of services are as follows: • Send Metered reply mail • Send Courtesy reply mail • Send Business reply mail • Mail delivery (1x a day) • Send Periodicals • Provide Express Mail Services • Provide Priority Mail Services • Provide First Class Mail Services • Provide Registered Mail Services • Provide Insured Mail Services • Provide Certified Mail Services • Process Return Receipts • Maintain mailing list / disk data conversions • Provide pressure sensitive labeling • Provide consultations • Send / Receive Domestic Express Mail • Send / Receive International Express Mail • Process Returns and Postage Due • Distribute UCR Lists
Recharge Services:	Mail Services provides rate-based incremental services at a higher level than the core level of service. If you are interested in these services and rates, please contact Mail Services.

	- Messenger Service - Stamps on Business reply mail - Folding and Inserting - International Express Mail - Labeling and Tabbing - Stamps For Resale
Premium Services:	None
Staffing Requirements:	7.15 FTE

Name of Service:	Receiving/Shipping
Keywords:	Receiving, Shipping, Delivery, Freight, Shipments, Bills of lading, Customs Declarations
Revenue Units:	Schools and Colleges, Auxiliaries, Cost Pools (except Infrastructure)
Brief Description of Service:	Receiving/Shipping is responsible for the receiving and distribution of shipments to campus departments.
Customers Eligible to Request Service:	Faculty, Staff
How is Service Requested:	Hazardous Material Shipment: http://hazmatshipping.ucr.edu/hazmat All other shipment requests: http://ucribm.ucr.edu/storehouse/eqwebrecv.html
How is the Service Delivered:	In person
Service Level Agreement Specifics:	Receiving is the designated receiving point for most inbound campus freight deliveries, providing services that include: • Inspecting deliveries for visible damage • Verifying freight bills for accuracy and signing as appropriate • Delivering items to departments and ensuring packages are signed for by department staff Shipping assists campus departments with: • Shipment of hazardous materials, to ensure safety and compliance with regulations • Coordination of outbound shipments to ensure Federal regulations are met • Preparation of bills of lading • Arrangement for shipment of packages • Assistance with Customs declarations Departments are responsible for packing materials for shipping, preparing a shipping request for each outbound shipment, obtaining a vendor return authorization (if applicable), and placing address labels on all packages.
Recharge Services:	None
Premium Services:	None
Staffing Requirements:	2.25 FTE