



Service Agreement

Business
Operations

FY20 through FY24 Budget Information*

	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
	Business Operations				
Service Unit Allocation for Primary Unit	\$ 3,369,656	\$ 3,256,927	\$ 3,334,707	\$ 3,871,049	\$ 4,599,430

*The FY20 budget did not include the controller’s department (was added in FY21).

Service Unit	Brief Description of Services	Core	Premium	Recharge	Page #
Office of the Associate Vice President for Finance	The Office of the Associate Vice President for Finance is responsible for assisting the Vice President for Finance/COO and providing leadership in the overall financial oversight of the University.	X			4
Controller's Office	Responsible for the preparation and issuance of UND financial statements and general ledger integrity. Responsible for departments of Treasury and Controller's accountant team and contract manager of the bookstore.	X			5
Procurement & Payment Services	Responsible for the procurement and payment of goods and services (campus wide totaling approx. \$280 million in annual spend); supplier setup and disbursement activities; the campus wide P-card program; conducting competitive bidding processes; vendor negotiations; contract management; construction contracts and procurement; administering UND procurement and contracting policies, monitoring compliance with the State and NDUS policies and procedures; administration of the campus procure-to-pay portal, UND Marketplace; documentation to include user guides, training, forms, and paperless processing.	X			6

Service Unit	Brief Description of Services	Core	Premium	Recharge	Page #
Resource Planning & Allocation	<p>Provides strategic leadership and continuous evaluation to ensure effective resource planning & allocation. Advises University leaders regarding the status of the overall financial conditions and provides integrated financial planning. Serves as a resource and strategic partner to the VPFO, Provost, and University leaders by providing advice, information, and recommendations on a wide variety of issues, as well as leading and implementing the formulation and administration of policies, developing financial decision support tools, financial modeling, data visualization, and developing long range goals, objectives, and plans.</p> <p>With the partnership with the Shared Service Center, our goal is to help units; from transactions to forecasting.</p>	X			8
Shared Service Center	<p>The mission of the Shared Service Center is to provide timely, accurate, and convenient financial services to customer’s departments in an efficient and effective manner, and in compliance with appropriate rules and regulations to enhance the instructional, research, and public service programs of the university in an environment that supports the needs of the university’s students, faculty, staff, and the community.</p> <p>With the partnership of Resource Planning and Allocation, our goal is to help units; from transactions to forecasting.</p>	X	X		10

Name of Service Unit:	Associate Vice President for Finance (Office of)
Contact:	Odella Fuqua, Associate Vice President for Finance
Web address:	https://campus.UND.edu/finance/index.html/
Brief Description:	The Office of the Associate Vice President for Finance is responsible for assisting the Vice President for Finance/COO and providing leadership in the overall financial oversight of the University.
Customers Eligible to Request Service:	Staff, faculty, students, and others university affiliates
Core Services Specifics:	<ul style="list-style-type: none"> • A resource for the financial oversight of the university by assisting the VP for Finance/COO in performance of work responsibilities. • Develop and lead short and long term administrative and fiscal strategies in alignment with UND’s strategic goals. • Evaluate current policies and practices and recommend changes/improvements as needed. • Formulate and administer policies and procedures and develop long-range strategic goals, objectives, and plans. • Provide leadership of the University’s incentive-based resource allocation budget model. • Provide leadership for Asset Management, Athletics Business Operations, Controller, Facilities Business Office, Procurement & Payment Services, Resource Planning & Allocation, Shared Service Center, Treasury, UND Print & Mail Center, and all related departments. • Promote and implement key technology needed to maximize operational efficiencies and safeguard University assets. • Champions for change and process improvement.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Controller's Office
Contact:	Sharon Loiland, Controller
Web address:	https://campus.UND.edu/finance/index.html/
Brief Description:	Responsible for the preparation and issuance of UND financial statements and general ledger integrity. Responsible for departments of Treasury and Controller's accountant team and contract manager of the bookstore.
Customers Eligible to Request Service:	Campus departments, North Dakota University System, external auditors, internal auditors, vendors, external bond rating agencies, surveyors, CTS, and state agencies.
Core Services Specifics:	<ul style="list-style-type: none"> • We ensure the integrity of the financial transactions while being transparent, practice exceptional customer service, practice continuous improvement, and ensure compliance with rules and regulations. • Prepares UND financial statement and is responsible for the data integrity of all the sub-systems that feed to the general ledger. • Contract manager of the bookstore • Provides leadership responsibilities: <ul style="list-style-type: none"> ○ Treasury ○ Credit card security and reporting ○ Asset Management ○ Journal entry workflow management and central review ○ Recharge centers ○ Debt ○ Internal and external financial reporting ○ External auditor relations ○ Financial surveys ○ Leases payable and receivable financial reporting ○ Subscription-based information technology arrangement (SBITA) financial reporting ○ Unrelated business income tax (UBIT) IRS Form 990-T reporting ○ IRS Form 1099 and 1042 reporting
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Procurement & Payment Services
Contact:	Tom Scrivener, Chief Procurement Officer
Web address:	https://campus.UND.edu/finance/procurement-and-payment-services/index.html
Brief Description:	Responsible for the procurement and payment of goods and services (campus wide totaling approx. \$280 million in annual spend); supplier setup and disbursement activities; the campus wide P-card program; conducting competitive bidding processes; vendor negotiations; contract management; construction contracts and procurement; administering UND procurement and contracting policies, monitoring compliance with the State and NDUS policies and procedures; administration of the campus procure-to-pay portal, UND Marketplace; documentation to include user guides, training, forms, and paperless processing.
Customers Eligible to Request Service:	Staff, faculty, external suppliers
Core Services Specifics:	<ul style="list-style-type: none"> • Responsible for procurements of goods and services valued over \$10,000. • Issues and awards bids within 6-8 weeks of completed requests. • Develops and maintains all RFP's, RFI's, and RFQ's within 3 to 6 months from start to contract issuance with completed request forms (completion of timeframe depends upon complexity and volume). • Reviews and approves/denies Alternate Procurement Requests within 2 weeks of receipt. • Issues and awards public improvement bids/RFP/RFI/RFQ within 3 to 6 months according to NDCC, SBHE, NDUS, UND and AIA contractual policies and rules (timeframe depends upon complexity and volume). • Process electronic and paper payments (via ACH, Single Use Account, check, and wire) within 30 days of a properly received invoice. • Maintenance and administration of the campus procure-to-pay portal, UND Marketplace, including the procurement contract repository. • Performs sample audit payments for compliance. • Executes supplier set up in accordance with stringent NDUS guidelines for payment fraud avoidance in UND Marketplace and Peoplesoft and facilitates tax reporting (1099s) for registered suppliers; for payments to research subjects which may or may not be tax reportable, the Principal Investigator is primarily responsible for record keeping and review/approval of payments – PPS facilitates payments and provides support as needed. • Performs review of all travel and expense payments.

	<ul style="list-style-type: none"> • Develops and maintains contract documents according to NDCC, SBHE, NDUS and UND contractual policies and rules. • Procure and maintain all paperwork on master leases for large equipment purchases and operating leases. • Monitors ending date and contract renewals (over 900 active contracts). • Performs data analysis of spend for process efficiencies, process improvements and savings. • Administers Purchasing Cards (approximately 550 cards with annual spend of \$17 million). • Manages General Ledger transactions including Journal Vouchers
Recharge Services:	N/A
Premium Services:	N/A
Key Metrics (Calendar Year 2023)	<ul style="list-style-type: none"> • Over 44,700 invoices were processed with an average processing time* of 3.3 days. • Average Requisition submission to Purchase Order issuance cycle time of 0.89 days. • Over \$285MM in Purchase Orders issued. • 106 Sourcing Events (>\$10K) managed. • 3068 Supplier Request (Add or Edit) forms processed. <p>*Invoice processing time measured as <i>time of invoice submission in UND Marketplace to 'ready-to-pay' in PeopleSoft Finance</i>, excluding supplier payment terms calculation or any adjustments for invoices submitted late.</p>

Name of Service Unit:	Resource Planning & Allocation
Contact:	Sarah Abentroth, Interim Director
Web address:	https://campus.UND.edu/finance/resource-planning-allocation/index.html/
Brief Description:	<p>Provides strategic leadership and continuous evaluation to ensure effective resource planning & allocation. Advises University leaders regarding the status of the overall financial conditions and provides integrated financial planning. Serves as a resource and strategic partner to the VPFO, Provost, and University leaders by providing advice, information, and recommendations on a wide variety of issues, as well as leading and implementing the formulation and administration of policies, developing financial decision support tools, financial modeling, data visualization, and developing long range goals, objectives, and plans.</p> <p>With the partnership with the Shared Service Center, our goal is to help units; from transactions to forecasting.</p>
Customers Eligible to Request Service:	Administration, Primary and Service Units
Core Services Specifics:	<ul style="list-style-type: none"> • Acts as a resource for Administration, Primary and Service units including analyzing information to provide trends and observations to the respective interested parties to assist with data supported decision making. • Leads the implementation and management of the incentive-based budget model, including developing procedures and processes, training, marketing, public relations, educational materials, facilitation, committee support, administrative support, etc. • Responsible for the Biennial and Annual Budget Process and any reporting of information to the state and legislators at their request and acts as the primary liaison for providing financial and budget information to the NDUS. • Audits and uploads budget journals within two days, and review and troubleshoot Position Funding Forms (PFF) prior to each payroll run. • Develops data analytic tools and calculators to assist the requesting units with their business questions. Supports/maintains tools and processes that have been developed. Requests are acknowledged within two business days and project timelines are mapped out and approved with involved parties. • Maintains users and training for the web applications of Oracle Planning & Budgeting Cloud Service (PBCS). Requests are typically acknowledged and processed within two business days. • Customizes data analysis and resource planning services, such as data analysis tools, calculators, models, charts, dashboards, brainstorming ideas, etc. Requests are acknowledged within two business days and project timelines are mapped out and approved with involved parties.

Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Shared Service Center
Contact:	Shawn Rosaasen, Assistant Director
Web address:	https://campus.UND.edu/finance/shared-service-center/index.html/
Brief Description:	<p>The mission of the Shared Service Center is to provide timely, accurate, and convenient financial services to customer’s departments in an efficient and effective manner, and in compliance with appropriate rules and regulations to enhance the instructional, research, and public service programs of the university in an environment that supports the needs of the university’s students, faculty, staff, and the community.</p> <p>With the partnership of Resource Planning and Allocation, our goal is to help units; from transactions to forecasting.</p>
Customers Eligible to Request Service:	Service units and primary units with SSC service agreements
Core Services Specifics:	<p><u>Accounts Payable – Payments to Others</u></p> <ul style="list-style-type: none"> • Review requisitions and approve in AP system. • Enter, review, and approve non-catalog orders. • Enter, review, and approve invoices. • Enter, review, and approve payment requests. • Assist with new supplier set up. • Assist with contract and agreement review and set up. • Assist with non-standard software or subscription approval. <p><u>Travel & Expense Entry</u></p> <ul style="list-style-type: none"> • Encumbers planned and approved trips and expenses. • Once trip is complete, or expenses are ready to be reimbursed, enters into the T&E module with appropriated attachments and routes for approvals. <p><u>Journal Voucher and Journal Entries</u></p> <ul style="list-style-type: none"> • Prepares and approves journal vouchers and journal entries for customers. <p><u>Purchasing Cards</u></p> <ul style="list-style-type: none"> • Assists with the reallocation of Pcard charges to different funding sources, at the request of the unit. • Emails monthly statement to cardholders as a reminder to prepare their required reporting, at the request of the unit. <p><u>Accounts Receivable - Billing (Invoicing), Deposits</u></p> <ul style="list-style-type: none"> • Prepares and approves accounts receivable documents and transactions. • Assists with credit card processing transactions via UND e-commerce vendors.

	<p><u>Reconciling/Reporting</u></p> <ul style="list-style-type: none"> • Tracks as amounts are being committed, including payroll and operating expenses, at the request of the unit. • Reconciles to the general ledger monthly and provides monthly reporting to unit contacts. <ul style="list-style-type: none"> ○ Monthly reports cover local, appropriated and alumni funds, as requested by the unit. • Updates projected balances with the assistance of the unit. • Assists with special needs such as specialized tracking or customized reports, as requested by the unit. <p><u>Payroll/Human Resources</u></p> <ul style="list-style-type: none"> • Assists units with posting and hiring temporary or positions that are appointed and not competitively hired. • Assists units with Prepare for Recruit payroll paperwork and budgeting for positions. • Prepares payroll paperwork as needed, including Additional Pays, Retros, Position Change, Position Funding Forms, etc. • If SSC prepares or approves payroll paperwork, SSC will verify Actuals ledgers. <p><u>Planning/Strategy</u></p> <ul style="list-style-type: none"> • Works with customers to financially forecast and run through planning scenarios. • Assists customers in understanding and preparing incentive-based budget reports. • Attends departmental finance or budget meetings with customers and helps in the presentation of financial materials. <p><u>Budgeting</u></p> <ul style="list-style-type: none"> • Prepares budget journals. • Assists with budgeting worksheet preparation. • Assists with entry into the Budget Module. <p><u>Alumni Fund Transactions</u></p> <ul style="list-style-type: none"> • Following UND’s standardized process, assists units with getting reimbursement for UND expenses via Alumni funds. • Runs reports for customers related to Alumni funds.
Recharge Services:	N/A
Premium Services:	All of the above services can be provided to Primary Units on a fee-for-service basis. Fee is based on estimated hours to perform tasks and charged at an hourly rate. Estimates are reviewed annually, and adjustments are discussed and made with customers.