



Service Agreement

Business Operations

FY19 through FY23 Budget Information

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
	Business Operations				
Service Unit Allocation for Primary Unit	\$ 3,163,888	\$ 5,297,008	\$ 3,996,712	\$ 4,138,706	\$ 4,480,701

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
One Stop Student Services	One-Stop provides customer service in the areas of Student Financial Aid, Student Account Services, Registration, and Campus ID card services in a single, convenient location. You can access One-Stop online, by phone, or in person on the second floor of Twamley Hall.	X	X		6
Procurement & Payment Services	Responsible for the procurement and payment of goods and services; the campus wide P-card program; coordinating RFP's and Invitations for Bid; conducting competitive bidding processes; vendor negotiations; contract management; construction contracts and procurement; monitoring compliance with the State and NDUS policies and procedures; and refinement to include user guides, training, forms, and paperless processing.	X			7
Resource Planning & Allocation	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	X			9

	<p>policies, developing financial decision support tools, financial modeling, data visualization, and developing long range goals, objectives and plans.</p> <p>With the partnership of the Shared Service Center, our goal is to help units; from transactions to forecasting.</p>				
<p>Shared Service Center</p>	<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		11

Name of Service Unit:	Office of the Associate Vice President for Finance
Contact:	Karla Mongeon-Stewart, 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 and faculty
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. • Evaluates current policies and practices and recommends changes/improvements as needed. • Formulates and administers policies and procedures and develops long-range strategic goals, objectives and plans. • Provides leadership of MIRA, the University's incentive-based resource allocation model. • Provides leadership for Asset Management, Athletics Business Operations, Controller, Facilities Business Office, Grants & Contracts Accounting, Procurement & Payment Services, Resource Planning & Allocation, Shared Service Center, Treasury, UND Print & Mail Center, and all related departments. • Provides financial leadership for Athletics. • 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, 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 of all the systems that feed to the general ledger. • Contract manager of the bookstore • Provides leadership responsibilities: treasury, asset management, journal entries, financial reporting, external auditor relations, financial surveys, leases, and accountants on the Controller's team.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	One Stop Student Services
Contact:	Matthew Lukach, Student Account Relations Manager
Web address:	https://UND.edu/one-stop/
Brief Description:	<p>One-Stop provides customer service in the areas of Student Financial Aid, Student Account Services, Registration, and Campus ID card services in a single, convenient location. You can access One-Stop online, by phone, or in person on the second floor of Twamley Hall.</p> <p>The Student Finance Office provides services through setup of billing, refunding, and waiver processing.</p>
Customers Eligible to Request Service:	Students, families, staff, faculty, external customers
Core Services Specifics:	<ul style="list-style-type: none"> • Provides student and family customer service in a timely and efficient manner; answers questions over the phone, email, chat and in-person. • Provides collection services on UND Accounts Receivables (\$2 million in accounts over 121 past due on 965 unique accounts of which 22 are companies not individuals). • Assists with answering questions and providing guidance to UND's student body (13,400 students) about billing, residency, payment options, financial aid, refunds, registration, and other campus related questions that a new or returning student or family may ask. • Produces and distributes UND ID Cards and retrieve finger biometrics for dining access. • Conducts outreach messages related to retention for campus departments. • Monitors and updates UND's Chatbot.
Recharge Services:	N/A
Premium Services:	TSA Badging for Aerospace for airport security.

Name of Service Unit:	Procurement & Payment Services
Contact:	Laura Nelson, Director of PPS
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; the campus wide P-card program; coordinating RFP's and Invitations for Bid; conducting competitive bidding processes; vendor negotiations; contract management; construction contracts and procurement; monitoring compliance with the State and NDUS policies and procedures; and refinement to include user guides, training, forms, and paperless processing.
Customers Eligible to Request Service:	Staff, faculty, external supplies
Core Services Specifics:	<ul style="list-style-type: none"> • Responsible for procurement of goods and services valued over \$10,000 (\$142 million in annual spend). • Issues and awards bids within 4 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). • 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). • Processes electronic and paper payments within 30 days. • Issues payments via ACH, Virtual Card, Single Use Account, check, and wire. • Performs sample audit payments for compliance. • Provides Supplier setup, 1099 reporting, and W-9/W-8 BEN collection (8,230 vendors paid annually). • Performs audit and approval of travel and expense payments. • 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 (550 cards with annual spend of \$17 million). • Manages General Ledger transactions including Journal Vouchers

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

Name of Service Unit:	Resource Planning & Allocation
Contact:	Odella Fuqua, 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. We analyze 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. • As required by the North Dakota University System (NDUS), we are responsible for the Biennial and Annual Budget Process and any reporting of information to the state and legislators at their request. We serve as primary liaison for providing financial and budget information to the NDUS. In addition, we audit and upload 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) and Strategic Planning Online (SPOL). Requests are typically acknowledged and processed within two business days.

	<ul style="list-style-type: none">• 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:	Odella Fuqua, 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 customer 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.