Accounting Services: A New Delivery Model

March 2010
Project Recap

- **Challenges Today**
  - Competing priorities for staff
    - Limits focus
    - Impacts timelines
  - Multiple points of contact for customers
    - Limits view across funds

- **Goals for the Change**
  - Customer focus
    - Single point of contact
    - Total financial picture
  - Specialization
  - Shared services center perspective
Current State

- General and Designated Funds
- Agency Funds
- Gift and Endowment Funds
- Plant Funds
- Auxiliary Funds

Schools and Colleges
Health System
Vice President Areas

Accounting Services:
A New Delivery Model
Future State

Schools and Colleges
Health System
Vice President Areas

Customer Service

- General and Designated Funds
- Agency Funds
- Gift and Endowment Funds
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Accounting Services: A New Delivery Model
Benefits of the New Model

- Customer Focused Teams
  - Single Point of Contact for Funds Inquiries
  - Total financial picture focus
  - More opportunities to interface with campus
  - Focus on customer support/consulting
  - Identify and share best practices
  - Coordination with Sponsored Programs customer service

- Retains Specialization
  - Debt
  - Capital Assets
  - Endowments
  - Banking

- KPIs to Manage Team and Measure Service
Streamlined Customer Contacts

Someone in Medical School needs to reach…

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<thead>
<tr>
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<th>TODAY</th>
<th>FUTURE</th>
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<tbody>
<tr>
<td>General Fund</td>
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<td>Auxiliary Funds</td>
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Core Functional Responsibilities

- **Customer Service**
  - Maintain current customer service support
    - Training – internal/external
    - Manage endowment processes with departments; overall endowment managed in Internal Accounting
    - Journal review and analytics
    - Establish/maintain PGs, ShortCodes and Endowments within established turnaround times
    - Coordinate with customers to correct transaction errors
    - Process transactions (e.g. fund plant construction projects)
    - Account reconciliations
    - Yearend closing
  - Focus areas as we go forward
    - Primary customer contact point (non-sponsored)
    - Total financial picture understanding of the customers’ business
    - Consulting with customers in conjunction with Financial Reporting and ITS
    - Shared services center perspective

- **Internal Accounting & Reporting**
  - Operations and Institutional
    - Management reporting
    - Compliance reporting
    - Manage month-end/yearend closing
    - Unallocated funds
    - Lease payments
    - Identify voucher corrections
    - Wire, draft & manual payments
    - Merchant credit card journal processing
    - Journal processing for cash receipts
    - NSF check processing
    - Exception reporting (transaction analysis, data integrity)
    - Monitoring & analyzing activity and balances
    - Account reconciliations
    - Yearend closing
  - Banking Reconciliations & Services
    - Internal bank reporting
    - Institutional cash reconciliation
    - Escheats
  - Debt Accounting
  - Capital Asset Accounting
Transition

- March 22\textsuperscript{nd} effective date
- Customer service coordinators
- SOA contacts will be updated
- Customer service meetings
Key Contacts

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Questions?