

<b>Division:</b> Corporate Finance Division (CFD)			
<b>Service Statement Title:</b> Provide Internal Accounting and Financial Resource Management Services		<b>End User(s) of Service:</b> Faculty/Department staff	
Page 1 of 4			
<b>Service Description:</b> Provide, maintain and enhance the financial accounting infrastructure, related policies and procedures for the efficient processing and reporting of finances. Specific components include financial accounting, corporate receivables, asset management, grant & donation management, accounting and taxation compliance. This service also includes systems support/development, advisory and communications services, technical accounting and taxation advice to senior management of the University.			
<b>Key Performance Indicators for this Service</b>			
<b>KPI:</b> 90% of users report that they are satisfied overall, or better with the services provided. <b>Measured by:</b> Customer satisfaction survey to key faculty staff identified by use, conducted annually			
Activity/Sub Service	Corporate Finance Responsibilities	Faculty Responsibilities	Other Information
Financial Accounting	<p>Provide and maintain financial accounting infrastructure (i.e. Chart of Accounts, holding accounts etc)</p> <p>Assist users in understanding financial policies and procedures to ensure accounting &amp; taxation compliance and maintain cash flow.</p> <p>Provide specialist advice on all taxation and accounting matters to all areas of the university including senior management</p> <p>Update and communicate to all Monash staff any changes or developments to financial policy and practices</p> <p>Communicate and ensure appropriate lead times in relation to close-off dates. For example, 6 weeks notice to faculties before Year End.</p> <p>Maintain departmental and faculty balances within the Treasury Portfolio</p>	<p>Ensure users are trained in financial and taxation procedures &amp; policies to ensure compliance</p> <p>Ensure accurate and timely processing of financial transactions</p> <p>Provide key contact personnel as members of the Finance Reference Group and Key Admin group email list.</p> <p>Provide methods of communication to ensure faculty wide coverage.</p> <p>Ensure that close of financial period time deadlines are met and adhered to (i.e. end of financial year close off, month-end processing, FBT)</p>	<p><b>Service Availability:</b> Monash business operating hours</p> <p><b>First point of contact</b></p> <ol style="list-style-type: none"> <li><a href="mailto:GST@adm.monash.edu.au">GST@adm.monash.edu.au</a> or <a href="mailto:FBT@adm.monash.edu.au">FBT@adm.monash.edu.au</a></li> <li>Financial Accountant (Accounting Support) ex 55922 or Tax Accountant (Tax Support) ex 56859</li> </ol> <p><b>Problem escalation in event of service difficulty</b></p> <ol style="list-style-type: none"> <li>Financial Accountant (Accounting Support) ex 55922 or Tax Accountant (Tax Support) ex 56859</li> <li>Group Accountant ex 56852</li> <li>Divisional Director ex 55309</li> </ol> <p><b>Critical service dependencies</b></p> <p>ITS to ensure SAP systems infrastructure SAP training provided by ITS (IAS)</p> <p><b>External Dependencies</b></p> <p>Australian Tax Office and External Tax Consultants</p> <p><b>References</b></p> <p><a href="http://www.adm.monash.edu/finance/">http://www.adm.monash.edu/finance/</a> for policies, procedures,</p>

<b>Division:</b> Corporate Finance Division (CFD)			
	and Common Fund on behalf of Departments and Faculties.		procedures, key updates and bulletins
<p>Oversee/manage decentralised corporate receivable system, debtor reporting and University Faculty/Department follow-up.</p> <p>Create and maintain debtors in the SAP finance system to enable invoicing</p> <p>Creation of Merchant IDs for E-Commerce and EFTPoS payments</p>	<p>Provide advice to Faculties and Departments in regards to the processing of compliant invoices and the follow-up of outstanding debts</p> <p>Provide accurate reporting of outstanding debts via monthly automated reports to Resource Managers and Cost Centre managers</p> <p>Provide ongoing assistance to departments with invoice activities related to decentralised accounts receivable. All assistance requests to be acted upon within 2 work days from request, (i.e cancellation of invoices regeneration of invoices)</p> <p>Ensure debtor creation and maintenance processed within 2 work days from request.</p> <p>Co-ordinate with bank to establish merchant IDs for faculties/departments and manage the operation of the ongoing credit card facilities.</p>	<p>Ensure users are trained in financial policies and procedures to ensure compliant transaction processing</p> <p>Ensure Departments follow-up outstanding debts, which they have raised and have not been paid within Monash payment terms.</p> <p>Ensure timely and accurate submission of monies received for banking.</p> <p>Ensure users supply all relevant information when requesting the creation of new debtors.</p> <p>Ensure users supply all relevant information when requesting the creation of a new merchant ID</p>	<p><b>Service Availability</b> Monash business operating hours</p> <p><b>First point of contact</b>  <a href="mailto:corporate-receivables-l@adm.monash.edu.au">corporate-receivables-l@adm.monash.edu.au</a>  Corporate receivable staff ex 56952</p> <p><b>Problem escalation in event of service difficulty</b></p> <ol style="list-style-type: none"> <li>1. Corporate Receivables Supervisor ex 56953</li> <li>2. Treasurer ex 55924</li> <li>3. Divisional Director ex 55309</li> </ol> <p><b>Critical service dependencies</b></p> <p>SAP training provided by ITS (IAS)</p> <p>ITS to ensure SAP infrastructure</p> <p>Cashiers (SSSD) to process monies received for invoices on a timely basis</p> <p><b>References</b>  <a href="http://www.adm.monash.edu/finance/">http://www.adm.monash.edu/finance/</a> for policies, procedures, procedures, key updates and bulletins</p>
<p>Asset management - items valued at \$5000 and above</p>	<p>Provide specialist advice on asset accounting related matters.</p> <p>Maintain/update the asset register database within SAP including relevant central financial transactions.</p> <p>Ensure provision of the Bar-coding Systems for the faculties. Provide initial training of Faculty/Department staff in its use and upon request.</p> <p>Maintain &amp; enhance Asset Accounting and Stocktaking systems.</p>	<p>Ensure users are trained in Asset policies and procedures to ensure compliant and timely processing</p> <p>Ensure that stock take updates are processed on a progressive basis and completed by 30<sup>th</sup> June each year.</p> <p>Ensure all purchases are processed correctly and all assets (purchased or free of charge) are recorded in the Asset register using a correct class.</p> <p>All relevant assets have a barcode label</p>	<p><b>Service Availability</b> Monash business operating hours</p> <p><b>First point of contact</b></p> <ol style="list-style-type: none"> <li>1. SAP Help Desk ex 56990</li> <li>2. Assets officer ex 56036</li> </ol> <p><b>Problem escalation in event of service difficulty</b></p> <ol style="list-style-type: none"> <li>1. Assets Manager ex 55976</li> <li>2. Group Accountant ex 56852 / Finance Project Manager re system ex 56005</li> <li>3. Divisional Director ex 55309</li> </ol>

<b>Division:</b> Corporate Finance Division (CFD)			
		<p>attached for identification purposes.</p> <p>Provide key contact personnel as members of the Finance Reference Group and Key Admin group email list.</p> <p>Provide methods of communication to ensure faculty wide coverage.</p>	<p><b>Critical service dependencies</b></p> <p>SAP training provided by ITS (IAS)</p> <p>ITS to ensure SAP infrastructure</p> <p>ITS SAP help desk</p> <p>ITS SAP Help desk log all Finance systems related calls at the time of call</p> <p><b>References</b></p> <p><a href="http://www.adm.monash.edu/finance/">http://www.adm.monash.edu/finance/</a> for policies, procedures, procedures, key updates and bulletins</p>
<p>Finance and Purchasing Systems maintenance and development</p>	<p>Maintain and enhance the Finance and Purchasing systems. This includes:</p> <ul style="list-style-type: none"> <li>• System configuration</li> <li>• Staff user access and security profiles</li> <li>• Financial authorities (within Audit and Risk guidelines)</li> <li>• Maintaining electronic gateways to the university bank (for activities such as salaries payments, credit card payments and staff reimbursement).</li> <li>• Maintenance of system interfaces</li> <li>• e-commerce processes</li> </ul> <p>Maintain and enhance business processes for efficient processing of financial transactions for faculty staff</p> <p>In consultation with the Faculties (through the Finance Reference group), identify, design and develop opportunities for automating financial and purchasing business processes</p> <p>Maintain the Continuous Business</p>	<p>Ensure users are trained in the use of the corporate financial systems</p> <p>Maintain awareness of current policy with regards to financial authorisation.</p> <p>Accurate and timely processing of financial transactions</p> <p>Identify inefficient Faculty financial practices that may be appropriate for automation</p> <p>Provide key contact personnel as members of the Finance Reference Group and Key Admin group email list.</p> <p>Provide methods of communication to ensure faculty wide coverage.</p>	<p><b>Service Availability</b></p> <p>24 x 7 - minus planned downtime for maintenance and disaster recovery drills.</p> <p><b>First point of contact</b></p> <ol style="list-style-type: none"> <li>1. SAP help desk ex 56990</li> <li>2. Business Process owner (business process) ex 56026/ Systems Manager (systems issue) ex 55978</li> <li>3. Finance Project Manager ex 56005</li> </ol> <p><b>Problem escalation in event of service difficulty</b></p> <ol style="list-style-type: none"> <li>1. Business Process owner (business process) ex 56026/ Systems Manager (systems issue) ex 55978</li> <li>2. Finance Project Manager ex 56005</li> <li>3. Divisional Director ex 55309</li> </ol> <p><b>Services excluded</b></p> <p>SAP training provided by ITS (IAS)</p> <p>ITS SAP Help desk</p> <p><b>Critical service dependencies</b></p> <p>ITS to provide IT environment and support for critical systems SAP, One Stop and Callista</p> <p>SSSD to ensure timely creation of new SAP user accounts</p> <p>IAS to deliver SAP training before SAP user account is created</p>

<b>Division:</b> Corporate Finance Division (CFD)			
	Improvement (CBI) programme to roll out modules and functionality to deliver better service and ease of use to our faculty client base.		<p>ITS SAP Help desk log all Finance systems related calls at the time of call</p> <p>ITS to ensure Heat call logging system is properly configured to ensure escalation of calls are forwarded to Corporate Finance as soon as they are logged</p> <p><b>References</b></p> <p><a href="http://www.adm.monash.edu/finance/">http://www.adm.monash.edu/finance/</a> for procedure and policy</p> <p><a href="http://adm.monash.edu/ias/SAP/index.html">http://adm.monash.edu/ias/SAP/index.html</a> for SAP training</p>
Accounting support for the management of grants and donations including research related funds	<p>Establish finance system codes for grants within 2 days after receiving clearance from Research Grants and Ethics, and within 2 working days of receipt of all required documentation for other grants and donations.</p> <p>Provide financial reports to relevant granting bodies in accordance with stipulated conditions</p>	<p>Staff are trained in research and finance policies and procedures</p> <p>Provide necessary documentation and information to Corporate Finance to support the establishment of appropriate codes. (If external research - documentation must be sent to Research Grants and Ethics first)</p> <p>Ensure correct and timely expenditure of research funds in accordance with grant conditions</p> <p>Ensure income, expenditure and commitments for grant and donation related funds are correctly costed in the finance system.</p>	<p><b>Service Availability</b> Monash business operating hours</p> <p><b>First point of contact</b></p> <p>RGEB (Research approval stage) or Grants and Donations staff (all other queries )</p> <p><b>Problem escalation in event of service difficulty</b></p> <ol style="list-style-type: none"> <li>1. Grants and Donations Supervisor (Accounting support) ex 55932 or RGEB Manager (Research approvals) ex 53006</li> <li>2. Disbursements Manager ex 55962</li> <li>3. Group Accountant ex 56852</li> <li>4. Divisional Director ex 55309</li> </ol> <p><b>Critical service dependencies</b></p> <p>Research Grants and Ethics Branch (RGEB) to determine whether grant/donation/contract is "Research" and provide clearance to Corporate Finance to establish appropriate research related code in the finance system</p> <p>ITS to provide IT environment and support for critical systems SAP and Research Master</p> <p><b>References</b></p> <p><a href="http://www.monash.edu.au/resgrant/">http://www.monash.edu.au/resgrant/</a></p> <p><a href="http://www.adm.monash.edu/finance/">http://www.adm.monash.edu/finance/</a> for policy &amp; procedures</p>