

Division: Corporate Finance Division (CFD)			
Service Statement Title: Process supplier invoices and claim forms		End User(s) of Service: Faculty staff and students	
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Service Description: Process relevant supplier invoices and claim forms in a timely manner in accordance with University policy and procedures			
Key Performance Indicators for this Service			
<p>KPI 1: 95% of claim forms processed within 10 working days of receipt of claim and all required supporting documentation. Measured by: System generated report measuring process date against receipt date.</p> <p>KPI 2: 97% of Vendors paid in accordance with Monash University payment terms or agreed payment terms upon departments entering invoices within correct timeframe. Measured by: System generated report measuring payment date compared to SAP invoice date plus payment term</p> <p>KPI 3: 95% of MasterCard applications processed and forwarded to Westpac within 5 working days of receipt Measured by: Physical sampling of application documentation comparing receipt stamp dates with the date forwarded to Westpac</p>			
Activity/Sub Service	Corporate Finance Responsibilities	Faculty Responsibilities	Other Information
Process relevant supplier invoices	<p>Provide specialist advice and liaise with faculties/departments in regards to documentation compliance (e.g. consultancy agreement to support vendor creation, authorisation, GST/FBT requirements)</p> <p>Provide processing of all payments through EFT, cheque or Citibank overseas payments system according to Monash University payment terms or agreed payment terms</p>	<p>Ensure users are trained in financial and taxation policies & procedures to ensure compliant transaction processing</p> <p>Provide compliant documentation in accordance with Monash finance policies & procedures</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>Service Availability Business operating hours</p> <p>First point of contact Disbursements staff</p> <p>Problem escalation in event of service difficulty</p> <ol style="list-style-type: none"> 1. Disbursements Supervisor ex 55933 2. Disbursements Manager ex 55962 3. Group Accountant ex 56852 4. Divisional Director ex 55309 <p>Critical service dependencies SAP training provided by ITS (IAS) ITS to ensure systems infrastructure for SAP Facilities and Services internal mail delivery service</p> <p>External dependencies Westpac and Citibank electronic gateways</p> <p>References http://www.adm.monash.edu/finance/ for policy & procedures</p>

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<p>Create and maintain vendors in the SAP finance system to enable payment processing</p>	<p>Provide specialist advice and liaise with faculties/departments in regards to documentation compliance (e.g. consultancy agreement) to support vendor creation</p> <p>Vendor creation and maintenance processed within 48 hours of request.</p>	<p>Ensure users are trained in financial and taxation policies & procedures to ensure compliant transaction processing</p> <p>Ensure users supply all relevant information when requesting the creation of new vendors.</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>Service Availability Business operating hours</p> <p>First point of contact Disbursements staff</p> <p>Problem escalation in event of service difficulty</p> <ol style="list-style-type: none"> 1. Disbursements Supervisor ex 55933 2. Disbursements Manager ex 55962 3. Group Accountant ex 56852 4. Divisional Director ex 55309 <p>Critical service dependencies ITS to ensure systems infrastructure for SAP SAP training provided by ITS (IAS)</p>
<p>Manage Corporate MasterCard Credit card applications and ongoing maintenance</p> <p>Process all monthly staff AMEX card statements</p>	<p>Ensure MasterCard applications are processed and forwarded to Westpac within 5 working days of receipt.</p> <p>Ensure Amex claim forms are processed within 5 working days of form receipt and all required supporting documentation. If the claim and correct supporting documentation has been delivered before the cut-off date but has not been processed in time, the card holder will not be charged late fees.</p>	<p>Ensure users are trained in financial and taxation policies & procedures to ensure compliant and timely transaction processing of Corporate Credit card</p> <p>Ensure compliant invoice/receipt documentation is obtained and available</p> <p>Ensure all compliant AMEX credit card claims are sent to Corporate Finance by the monthly cut-off dates to avoid late fees.</p>	<p>Service Availability Business operating hours</p> <p>First point of contact http://www.adm.monash.edu/finance/Finance_Forms.html#3</p> <p>Grants and Donations clerk for Corporate Credit card Disbursements Officer for AMEX statements</p> <p>Problem escalation in event of service difficulty</p> <ol style="list-style-type: none"> 1. Disbursements Supervisor ex 55933 2. Disbursements Manager ex 55962 3. Group Accountant ex 56852 4. Divisional Director ex 55309 <p>Critical service dependencies ITS to ensure systems infrastructure for SAP SAP training provided by ITS (IAS) Facilities and Services internal mail delivery service</p> <p>External dependencies Westpac electronic gateway</p>
<p>Process claim forms</p>	<p>Ensure claims forms are processed within 10 working days upon receipt of</p>	<p>Staff provide all required information and compliant documentation in</p>	<p>Service Availability Business operating hours</p> <p>First point of contact</p>

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	<p>all required supporting documentation to provide payments through EFT, cheque or Citibank overseas payments system</p> <p>Ensure that incomplete/invalid claim forms are returned via internal mail the same day as the fault is detected stating reason for return.</p> <p>Provide specialist advice and liaise with faculties/departments in regards to documentation compliance (e.g., authorisation, GST/FBT requirements).</p>	<p>accordance with Monash finance policies & procedures when submitting claim forms.</p> <p>Students are advised of the process and relevant documentation required.</p>	<p>http://www.adm.monash.edu/finance/Finance_Forms.html download form</p> <p>Disbursements staff</p> <p>Problem escalation in event of service difficulty</p> <ol style="list-style-type: none"> 1. Disbursements Supervisor ex 55933 2. Disbursements Manager ex 55962 3. Group Accountant ex 56852 4. Divisional Director ex 55309 <p>Critical service dependencies</p> <p>ITS to ensure systems infrastructure for SAP</p> <p>Westpac and Citibank electronic gateways</p> <p>References</p> <p>http://www.adm.monash.edu/finance/ for policy & procedures</p> <p>Services Excluded</p> <p>Follow up with vendors to provide compliant vendor documentation</p> <p>Disputation and follow up of cardholder transactions</p>
Communication of key dates	Communicate Year-end processing deadlines 6 weeks before year-end.	Provide methods of communication to ensure faculty wide coverage.	<p>Service Availability Business operating hours</p> <p>First point of contact</p> <p>Disbursements staff</p> <p>Problem escalation in event of service difficulty</p> <ol style="list-style-type: none"> 1. Disbursements Supervisor ex 55933 2. Disbursements Manager ex 55962 3. Group Accountant ex 56852 4. Divisional Director ex 55309 <p>References</p> <p>http://www.adm.monash.edu/finance/ for policy & procedures</p>