

**USP FINANCE SECTION
SERVICE LEVEL AGREEMENT**

1.0 Date and history

Finance Section SLA Version	Version 1.0
Responsibility	Executive Director Finance
Approved by SMT	8 February 2017
Date for next review	8 February 2019

2.0 Introduction

The Finance Section provides support and advice to the University on all financial matters as set out in the sections mission statement:

Mission Statement

- Support the University to achieve its strategic goals within financial frameworks to ensure long term sustainability of the University;
- Deliver high quality services to all stakeholders;
- Continue to develop and operate working processes that deliver effective and efficient financial services;
- Acquire, develop and retain high quality financial expertise.

3.0 Overview of the Agreement

This document is the Service Level Agreement between the Finance Section and the University. The purpose of this document is to describe the key services Finance Section provides and the quality standards Finance have agreed to commit in the service delivery to internal stakeholders.

This agreement attempts to summarize the services provided to the University community, set forth expectations for all parties and outline how oversight and feedback will be provided in resolving any problems relating to the delivery of the service.

4.0 Length of Service Level Agreement and review date

This agreement will be reviewed annually. Any changes made to this agreement will be signed off by the Executive Director Finance and endorsed by the Senior Management Team (SMT).

5.0 Responsibility

The Finance Section is under the management of Executive Director Finance, Kolinio Boila, Ext 32054, email: Kolinio boila@usp.ac.fj. He is the Chief Financial Officer of the University and reports directly to the Vice-Chancellor and President.

The Finance Section administers the financial operations of the University, including procurement, payroll, finance system support, accounts receivable (cashier, debtors' collection), student fees, accounts payable (to staff and vendors), financial accounting, management accounting, financial planning, administration support, asset accounting, and treasury operations.

6.0 Services

Below are the turnaround target for the key units in Finance:

Units	Finance Section Turnaround targets	Point of Contact
<p>Procurement</p> <p>The Procurement Unit assist all Schools, Departments and Faculties of the University to obtain maximum value for money in the procurement of any goods and services whilst observing the principles of best purchasing practice, accountability and transparency.</p>	<ul style="list-style-type: none"> • Tenders – Award within 6 to 8 weeks of receiving the completed ITB from the proposing faculty / section to issue purchase order. • Processing of Purchase Requisitions (PRs) to orders (other than Tender cases) – 3 working day. • Customs Clearance – 3 working days. • Acknowledge emails received within the same day and resolve queries/issues within 3 working days. 	<p>Procurement Manager Mr. Salesh Kumar salesh.m.kumar@usp.ac.fj (32) 32782</p> <p>A full listing of staff contact in Procurement is available on http://www.usp.ac.fj/index.php?id=3333</p>
<p>Payroll</p> <p>The Payroll Unit is responsible for</p> <ul style="list-style-type: none"> • Timely and accurate salary payment to all Laucala staff • Providing a cost effective and professional service that allows the University to fulfil its statutory and contractual obligations both internally and externally in Fiji • Supporting the regional campuses in processing payroll. 	<ul style="list-style-type: none"> • Timely and accurate salary payment to all staff. This also includes tax, superannuation deduction and voluntary deduction. The payroll schedule are: <ul style="list-style-type: none"> ○ Professional Staff, Academic Staff (MM) and Senior Management Team (SP) are paid on the 24th of every month ○ Intermediate and Junior (FN), Hourly Staff (UF) and Laucala Non Staff (NF) are paid on fortnightly basis by Wednesdays of the second week. • Superannuation, PAYE tax and voluntary dues for the month are paid at the end of the month. • Acknowledge emails received within the same day and resolve queries/issues within 3 working days. 	<p>Payroll Team Leader Ms. Shobhna Kiran shobhna.kiran@usp.ac.fj (32) 32807</p> <p>A full listing of staff contact in Payroll is available on http://www.usp.ac.fj/index.php?id=9208</p>
<p>Finance System Support</p> <p>The Finance Systems unit is primarily</p>	<ul style="list-style-type: none"> • Meet agreed project timeline. • Acknowledge & Resolve queries critical data or 	<p>Finance Systems Manager Sunil Padarath</p>

Units	Finance Section Turnaround targets	Point of Contact
<p>responsible for</p> <ul style="list-style-type: none"> The management, operation, maintenance, upgrade and ongoing support and development of the University's financial information systems. Ensuring general system and non-system related controls are adequate and operational and that all finance users adhere to the controls put in place. 	<p>critical systems issues) – 1 working day.</p> <ul style="list-style-type: none"> Acknowledge emails received within the same day and resolve queries/issues within 3 working days. 	<p>padarath_s@usp.ac.fj (32) 32295</p> <p>A full listing of staff contact in Finance Systems is available on http://www.usp.ac.fj/index.php?id=19463</p>
<p>Accounts Receivable</p> <p>The Accounts Receivable unit is responsible for</p> <ul style="list-style-type: none"> revenue collection and reporting to all USP stakeholders The financial aspects of student's studies at USP, from invoicing sponsors and private students to receipting, uploading of payments and releasing of student holds. disbursing allowances for Graduate Assistants and USP administered scholarships Processing of student refunds. 	<ul style="list-style-type: none"> Accurate & timely invoicing of all students & sponsors. Invoicing to be released on every 1st day of lecture for every Semester. Student Refunds withdrawal of fees are processed within 5 working days upon withdrawal. Disburse allowances for Graduate Assistants before the 10th of every month. Student Holds are released within 1 working day after receipt of full documentation by Finance. Accurate & timely invoicing of all debtors – 1 working day. Acknowledge emails received within the same day and resolve queries/issues within 3 working days. 	<p>Accountant (Accounts Receivable) Joan Prasad prasad_j@usp.ac.fj (32) 32160</p> <p>A full listing of staff contact in Accounts Receivable is available on http://www.usp.ac.fj/index.php?id=bursary_student_affa</p>
<p>Accounts Payable</p> <p>The primary objective of Accounts Payable Unit is to accurately process payments to staff, students and vendors in a timely manner so as to efficiently support the University in delivering excellence in its teaching and research roles, as well as support the students in achieving maximum value from their learning</p>	<ul style="list-style-type: none"> Payments to Local Vendors are processed within 30 days. Payments to Overseas Vendors within 12 working days of receipt of documents. Ensure compliance with FRCA and RBF regulations. Staff and Student related claims (Per Diems, Mileage, Accountable Advances, Miscellaneous Claims, Petty Cash Reimbursements,,etc.) – payments within 3 working days. 	<p>Accountant (Accounts Payable) Veronica Yuen harm_v@usp.ac.fj (32) 32273</p> <p>A full listing of staff contact in Accounts Payable is available on</p>

Units	Finance Section Turnaround targets	Point of Contact
experiences.	<ul style="list-style-type: none"> • Acknowledge emails received within the same day and resolve queries/issues within 3 working days. • (Timelines above are subject to complete and accurate payment documentation being received by AP Unit, and volume of payment documents received). 	http://www.usp.ac.fj/index.php?id=9127
<p>Management Accounting</p> <p>The primary objective is to support the University in the timely, accurate recording, financial analysis and delivery of financial and management accounting services to all our 14 campuses in the twelve member countries. They cover Financial Accounting, Management Accounting, Treasury Accounting, Tax, Internal Audit and External Audit, Project Accounting and Fixed Assets</p>	<ul style="list-style-type: none"> • Monthly accounts are released to SMT, HOD and HOS on 10th of the following month. • Administration financial reports are released to each respective SMT and HOD on the third week of the following month. • Regional campus financial reports are released to each Campus Directors on the 15th of the following month. • New account codes are opened within two days of request. • Acknowledge emails received within the same day and resolve queries/issues within 3 working days. 	<p>Manager Accounting Nilesh Prasad nilesh.l.prasad@usp.ac.fj (32) 32688</p> <p>A full listing of staff contact in Management Accounting is available on http://www.usp.ac.fj/index.php?id=9128</p>

7.0 Normal Office Hours

Finance Section is opened from Monday to Friday from 8.00am to 4.30pm. The Cashier is opened from Monday to Friday from 8.15am to 4.15pm. Cashier hours are normally extended in certain peak periods such as graduation week and will be publicised to the USP community before hand. The Section will close only on public holidays or any normal days approved by the Vice Chancellor for University closure.

8.0 Performance Indicators

The Finance Department aims to deliver a high quality, professional, efficient and cost-effective service that meets the requirements of the University. Regular reporting will be done to measure hoe these targets have been met.

9.0 Customer Feedback

We welcome constructive feedback on the services provided by the Section. Comments should be sent to individual section managers and copied to the Executive Director of Finance. We will carry out an annual survey, in the form of a user questionnaire, of the effectiveness of our services.

10.0 Complaints

The section's standard is to resolve the complaint within 3 – 5 working days, but any queries which involve external bodies e.g. banks, tax authority, will inevitably take longer. In such cases the complainant will be advised of the possible timescale and kept informed of progress.

Complaints should be made in the first instance to the individuals identified in 6.0. If issues cannot be resolved, then they should be raised to the Executive Director Finance.

Appendix A

Glossary

The following abbreviations have been used in the text in order to shorten and simplify the SLA:

SMT	Senior Management Team
HOD	Head of Departments
HOS	Head of Schools
SLA	Service Level Agreement
FRCA	Fiji Revenue and Customs Authority
RBF	Reserve Bank of Fiji
IDN	Internal Debit Note
SRO	Store Requisition Order

Document review and approval

Revision history

Version	Author (Name & Designation)	Date	Revision
1.0	Kolinio Boila, Executive Director Finance	8/02/17	Original submission

This document has been reviewed and approved by

Management Authority	Date Approved
Senior Management Team	8 February 2017