# Fiscal and audit services Shared Services

# Service Partnership Agreement

The Service Partnership Agreement (SPA) supports a collaborative partnership between UW Bothell Fiscal and Audit Services Shared Services and participating units. This agreement applies to all units that opt-in to Shared Services and includes the scope of services to be provided, establishes expectations for all parties, and outlines how oversight and feedback will be provided.

Table of Contents

[Section I. Shared Services Overview 3](#_Toc511221887)

[Objectives 3](#_Toc511221888)

[Shared Services Offered 3](#_Toc511221889)

[Service Partnership Agreement 3](#_Toc511221890)

[Section II. Contacting Shared Services 4](#_Toc511221891)

[Section III. Governance and Unit Participation 4](#_Toc511221892)

[Shared Services Organizational Structure 4](#_Toc511221893)

[Section IV. Shared Services Funding Model and Cost of Services 5](#_Toc511221894)

[Section V. Service Responsibilities 6](#_Toc511221895)

[Section VI. Feedback Mechanisms 7](#_Toc511221896)

[Feedback 7](#_Toc511221897)

[Escalation Process 7](#_Toc511221898)

[Section VII. Continuous Improvement 7](#_Toc511221899)

[Section VIII. Performance Standards and Metrics 7](#_Toc511221900)

[Section IX. Shared Services Agreement 8](#_Toc511221901)

[Appendix. Roles and Responsibilities for Services Offered 9](#_Toc511221902)

[Costing Allocation Coordinator 9](#_Toc511221903)

[eReimbursement 10](#_Toc511221904)

[eTravel 11](#_Toc511221905)

[I-9 Coordinator 12](#_Toc511221906)

## Section I. Shared Services Overview

### Objectives

A shared service is a business model that allows organizations to leverage resources across the entire organization and provide services to multiple business units resulting in lower costs, higher productivity, increased compliance and improved customer service.

Shared services objectives and features:

* Customer-focused
* Reliable
* High skill, potentially lower cost
* Lower risk, increased compliance
* Opt-In model
* Centrally funded
* Flexible/adaptive
* Focus on quality and continuous improvement

### Shared Services Offered

Shared Services offers campus units the following service options:

* Costing Allocation Coordinator
* eReimbursement
* eTravel
* I-9 Coordinator

Detailed guides describing the scope of services provided can be accessed in the appendix.

### Service Partnership Agreement

The Service Partnership Agreement (SPA) supports a collaborative partnership between UW Bothell Fiscal and Audit Services Shared Services (SS) and participating units. This agreement applies to all units that opt-in to Shared Services and includes the scope of services to be provided, establishes expectations for all parties, and outlines how oversight and feedback will be provided.

The SPA will be reviewed with customer units at least annually and when new services are offered.

## Section II. Contacting Shared Services

**Standard Hours of Operation:** Monday – Friday, 8:00am – 5pm. Shared Services is closed on all University holidays.

|  |  |
| --- | --- |
| **Shared Services Physical Address**Box 35852519128 112th Ave NE, Suite 102Bothell, WA 98011 | **Shared Services E-mail Contacts*** Costing Allocation Coordinator: uwbworkdaysupport@uw.edu
* eReimbursement: uwbtrav@uw.edu
* eTravel: uwbtrav@uw.edu
* I-9 Coordinator: uwbworkdaysupport@uw.edu
 |
| **Shared Services Website**<http://www.uwb.edu/finance/shared-services> |

## Section III. Governance and Unit Participation

### Shared Services Organizational Structure

Fiscal and Audit Services Shared Services is a department under Planning and Administration at UW Bothell. The Director of Fiscal and Audit Services reports directly to the Vice Chancellor of Planning and Administration. FAS organizational structure can be accessed on the [Fiscal and Audit Services website](http://www.uwb.edu/getattachment/finance/org-chart.pdf).

Shared Services was formed in 2017 by the following groups:

**Executive Sponsors**

* Ruth Johnson, Vice Chancellor for Planning and Administration
* Susan Jeffords, Vice Chancellor for Academic Affairs
* Provides oversight and approval

**Planning Group**

* Plans and facilitates discussion for Launch Committee and Working Groups

**Launch Committee**

* Provides broad recommendations and support
* Communicates out information
* Provides campus perspective

Shared Services established the following committee:

**Customer Partnership Committee**

* Joint effort between Shared Services and representatives from participating customer units
* Share updates, collaborate, provide input and suggestions, and continuously improve processes
* Ad-hoc workgroups can be added when needed
* The following committees have been created for current Shared Services offerings:
	+ eReimbursement and eTravel: Point Person Committee
	+ I-9 Coordinator: Form I-9 Committee
	+ Costing Allocation Coordinator: Costing Allocation Committee

## Section IV. Shared Services Funding Model and Cost of Services

Fiscal and Audit Services Shared Services is centrally funded for Costing Allocation Coordinator, eReimbursement and eTravel, and I-9 Coordinator shared services offerings. There is no cost for units to opt-in for Shared Services at this time.

Shared Services offerings are opt-in; utilization of Shared Services is not mandatory.

## Section V. Service Responsibilities

Shared Services encompasses standards and expectations for all parties involved. Shared Services and units both agree to the following fundamental responsibilities:

|  |  |
| --- | --- |
| **Responsibilities of Shared Services** | **Responsibilities of Units** |
| * Provide appropriate staffing and oversight to ensure the best practices approach in providing service at agreed upon service levels.
 | * Utilize services per this agreement and embrace best practices utilized by Shared Services. Communicate and train locally on procedures.
 |
| * Develop and follow clear, efficient processes which are in compliance with policies and procedures.
 | * Follow Shared Services processes and procedures.
 |
| * Complete service requests in a timely manner, as outlined in the SPA.
 | * Provide documentation and information to Shared Services staff. Review and provide final approval for transactions in timely fashion.
 |
| * Communicate with units about information or changes pertaining to Shared Services procedures.
 | * Help disseminate information within the unit to promote the use of Shared Services.
 |
| * Provide training to units as needed for new procedures.
 | * As needed, consult Shared Services staff with questions.
 |
| * Be responsive to suggestions to improve effectiveness or efficiency.
 | * Communicate clearly and keep Shared Services fully informed.
 |
| * Units will be contacted if an issue is identified with a transaction. Follow-up will continue until the problem is resolved.
 | * Make good faith effort to resolve issues directly with Shared Services staff and/or appropriate Shared Services Supervisor/Manager.
 |
| * Utilize available technology.
 | * Utilize technology changes.
 |

## Section VI. Feedback Mechanisms

### Feedback

Shared Services is committed to understanding customer needs and welcomes all feedback. Biannual surveys and Customer Partnership Committee meetings will be conducted to assess client satisfaction and implement continued process improvement.

### Escalation Process

Units can escalate feedback or concerns with service directly to Jenny Albrecht (Assistant Director) at 425-352-5185 or jennya1@uw.edu or Kendra Yoshimoto (Director) at 425-352-3804 or kyoshi@uw.edu.

## Section VII. Continuous Improvement

Continuous improvement encompasses ongoing improvement of processes and services offered to our customer units. Shared Services views continuous improvement as key to operation effectiveness and efficiencies. Shared Services is committed to regular communication with customers and the campus community.

## Section VIII. Performance Standards and Metrics

Shared Services is working with UW Bothell Information Technologies to implement a tracking and reporting system. Once a tracking system is selected and established, Shared Services will be able to issue performance reports and metrics. Shared Services will also be able to issue an annual report to the customer groups once a tracking system is established.

## Section IX. Shared Services Agreement

Our unit will opt-in to the following Shared Services and we agree to the expectations in this agreement.

Unit Name Effective Start Date

[ ]  Costing Allocation Coordinator

Option for Shared Services to function as Primary or Backup. Select one:

[ ]  Primary: Shared Services will perform all Costing Allocations for unit

[ ]  Backup: Shared Services will only perform Costing Allocations for unit when requested

[ ]  eReimbursement

[ ]  eTravel

[ ]  I-9 Coordinator

Option for Shared Services to function as Primary or Backup. Select one:

[ ]  Primary: Shared Services will perform I-9 Coordinator role for each new hire in unit

[ ]  Backup: Shared Services will perform I-9 Coordinator role for unit when requested

Parties always have the option of terminating this agreement. If the contract is no longer being followed, if the parties have ceased business operations or if the contract can no longer be faithfully performed, the parties may formally terminate the agreement by submitting a termination in writing.

**Unit Management**

Print Name and Title

Signature

Date

**Fiscal and Audit Services Director**

Kendra Yoshimoto, Director

Print Name and Title

Signature

Date

##

## Appendix. Roles and Responsibilities for Services Offered

### Costing Allocation Coordinator

Roles and Responsibilities for the Costing Allocation Coordinator Shared Services role are listed below.

|  |
| --- |
| **Documentation*** [Costing Allocation Process Map](http://www.uwb.edu/getattachment/finance/forms-and-guides/Costing-Allocation-Process-Map.pdf)
* [Costing Allocation Calculator](http://www.uwb.edu/getattachment/finance/forms-and-guides/Costing-Allocation-Calculator.xlsx)
 |
| **Form** |
| * [Costing Allocation Change Request Form](http://www.uwb.edu/getattachment/finance/forms-and-guides/Costing-Allocation-Change-Request-Form.docx)
 |
|  |
| **Unit Responsibilities**  |
| * Meet with UWB Workday Support Team to learn process
* Requestor has budget authority
* Completes the Costing Allocation Change Request Form or spreadsheet by the deadline. *Note: A standardized spreadsheet will be created with the pilot units*
 |
| * Sends the completed form or spreadsheet to uwbworkdaysupport@uw.edu
 |
|  |
| **Shared Services Responsibilities** |
| * Enters the costing allocation change requests into Workday
 |
| * Sends a completion confirmation e-mail to the requestor
 |
| **Unit Responsibilities*** Reconciles budget once payroll is processed
 |

### eReimbursement

Roles and Responsibilities for eReimbursement Shared Services are listed below.

|  |
| --- |
| **Documentation*** [eReimbursement Process Map](http://www.uwb.edu/getattachment/finance/forms-and-guides/eReimbursement-Process-Map.pdf)
* [eReimbursement Tip Sheet](http://www.uwb.edu/getattachment/finance/forms-and-guides/eReimbursement-Tips.docx)
 |
| **Form** |
| * [eReimbursement Claim Form](http://www.uwb.edu/getattachment/finance/forms-and-guides/eReimbursement-Claim-Form.pdf)
 |
|  |
| **Purchaser Responsibilities**  |
| * Attests that all charges incurred for UW business are:
	+ valid and appropriate
	+ most economical
	+ same expenses have not been and will not otherwise be claimed and reimbursed
* Completes the eReimbursement Claim Form
 |
| * Provides supporting documentation and receipts to the unit Point Person
 |
|  |
| **Department** **Point Person Responsibilities** |
| * Meet with Shared Services to learn the process
* Assists purchaser with documentation requirements and completion of the eReimbursement Claim Form
* Communicates with Purchaser and Preparer
* Ensures purchaser was not previously reimbursed for the same expense
* Ensures budget number(s) and PCA codes (if applicable) are included on eReimbursement Claim Form
* Reviews the eReimbursement Claim Form to ensure expense request matches documentation, all documentation is included and form is complete
* Sends one PDF document with all information to uwbtrav@uw.edu
 |
| **Shared Services Responsibilities*** Processes reimbursement requests within five business days of receipt, if there are no follow-up questions

 **Preparer** |
| * Communicates with Point Person
* Reviews reimbursement submission for compliance with Shared Services and University policies
 |
| * Enters reimbursement request into Ariba system within five business days of receipt
* Ensures all receipts are valid and attached to expense report
* Submits reimbursement request in Ariba system

  **Compliance Approver*** Reviews reimbursement to confirm adherence to Shared Services and University policies
* Verifies all receipts are included
* Reviews reimbursement are directly work related, most economical and necessary for university business
* Approves or denies reimbursement
 |
|  |
| **Department** **Funding Approver** |
| * Reviews designated budget numbers(s) and funding source(s)
* Approves or denies reimbursement
 |
|  |

### eTravel

Roles and Responsibilities for eTravel Shared Services are listed below.

|  |  |
| --- | --- |
| **Documentation*** [eTravel Process Map](http://www.uwb.edu/getattachment/finance/forms-and-guides/eTravel-Process-Map.pdf)
* [Traveler Tips](http://www.uwb.edu/getattachment/finance/forms-and-guides/Traveler-Tips.docx)
* [Student Traveler Tips](http://www.uwb.edu/getattachment/finance/forms-and-guides/Student-Traveler-Tips.docx)
 | * [Visitor Travel Tips](http://www.uwb.edu/getattachment/finance/forms-and-guides/Visitor-Travel-Tips.docx)
* [Comparison Airfare Tips](http://www.uwb.edu/getattachment/finance/forms-and-guides/Comparison-Airfare-Tips.docx)
* [Christopherson Business Travel (CBT) Tips](http://www.uwb.edu/getattachment/finance/forms-and-guides/Christopherson-Business-Travel-%28CBT%29-Tips.docx)
 |
| **Forms** |
| * [eTravel Claim Form](http://www.uwb.edu/getattachment/finance/forms-and-guides/eTravel-Claim-Form.pdf)
* [Pre-Travel Approval Form](http://www.uwb.edu/getattachment/finance/forms-and-guides/Pre-Travel-Approval-Form.pdf)
 |
|  |
| **Traveler Responsibilities**  |
| * Attests that all charges incurred for UW business are:
	+ valid and appropriate
	+ most economical
	+ same expenses have not been and will not otherwise be claimed and reimbursed
* Completes the eTravel Claim Form
 |
| * Provides supporting documentation and receipts to the unit Point Person
 |
|  |
| **Point Person Responsibilities** |
| * Meet with Shared Services to learn the process
* Assists traveler with documentation requirements and completion of the Travel Reimbursement Claim Form
* Communicates with Purchaser and Preparer
* Ensures traveler was not previously reimbursed for the same expense
* Ensures budget number(s) and PCA codes (if applicable) are included on eTravel Claim Form
* Reviews the eTravel Claim Form to ensure expense request matches documentation, all documentation is included and form is complete
* Sends one PDF document with all information to uwbtrav@uw.edu
 |
| **Shared Services Responsibilities*** Processes reimbursement requests within five business days of receipt, if there are no follow-up questions

 **Preparer** |
| * Communicates with Point Person
* Reviews reimbursement submission for compliance with Shared Services and University policies
 |
| * Enters reimbursement request into Ariba system
* Ensures all receipts are valid and attached to expense report
* Submits reimbursement request in Ariba system

  **Compliance Approver*** Reviews reimbursement to confirm adherence to Shared Services and University policies
* Verifies all receipts are included
* Reviews reimbursement are directly work related, most economical and necessary for university business
* Approves or denies reimbursement
 |
| **Department** **Funding Approver** |
| * Reviews designated budget numbers(s) and funding source(s)
* Approves or denies reimbursement
 |

### I-9 Coordinator

Roles and Responsibilities for the I-9 Coordinator Shared Services role are listed below.

|  |
| --- |
| **Documentation*** [Form I-9 Process Map](http://www.uwb.edu/getattachment/finance/forms-and-guides/Form-I-9-Process-Map.pdf)
* [Form I-9 Process Map – Remote Employee](http://www.uwb.edu/getattachment/finance/forms-and-guides/Form-I-9-Process-Map-Remote-Employees.pdf)
* [Form I-9: Lists of Acceptable Documents](http://www.uwb.edu/getattachment/finance/forms-and-guides/Form-I-9-List-of-Acceptable-Documents.pdf?lang=en-US)
* [Form I-9 Tip Sheet](http://www.uwb.edu/getattachment/finance/forms-and-guides/Form-I-9-Tips.docx)
 |
| **Forms** |
| * Software System
* Complete in [Workday](https://isc.uw.edu/): <https://isc.uw.edu/>
 |
| **Unit Responsibilities**  |
|  **Supervisor*** Meet with UWB Workday Support Team to learn process
* Ensures Form I-9 is complete for each new employee within three business days of employee’s start date
* Ensures new employee completes section 1 of Form I-9 prior to scheduling appointment with the Workday Support Team
* Schedules appointment for new employee to meet with the WST to complete Section 2 on Form I-9
* Ensures new employee brings all required documentation (originals) to meeting with WST
* If the Form I-9 is not completed within three business days of employee’s start date, send a reason for non-compliance to the WST for entry into Workday

 **New Employee*** Completes Section 1 prior to meeting with WST
* Meets with WST within three business days of start date
* Brings required documentation (originals) to meeting with WST
 |
|  |
| **Shared Services Responsibilities** |
| * Completes Section 2 of Form I-9 in Workday for new employee
* Documents unit’s reason for non-compliance if Form I-9 is not completed within three business days of start date
* If new employee does not attend scheduled meeting with WST, the WST would notify the supervisor for the supervisor to contact the employee
 |
|  |