

# Faculty & Division Finance Service Catalogue

# Purpose of the Faculty & Divisions Finance Service Catalogue

The intent of the Finance Service Catalogue is to provide guidance on how Finance and the Business work together to achieve outcomes that benefit the University as a whole.

This document has been written using simple language as it aims to support conversations and clarify:

- The **services** the business will receive from Finance
- What is **required** from the business to enable the effective delivery of services from Finance
- The appropriate Finance **contact point** for each service

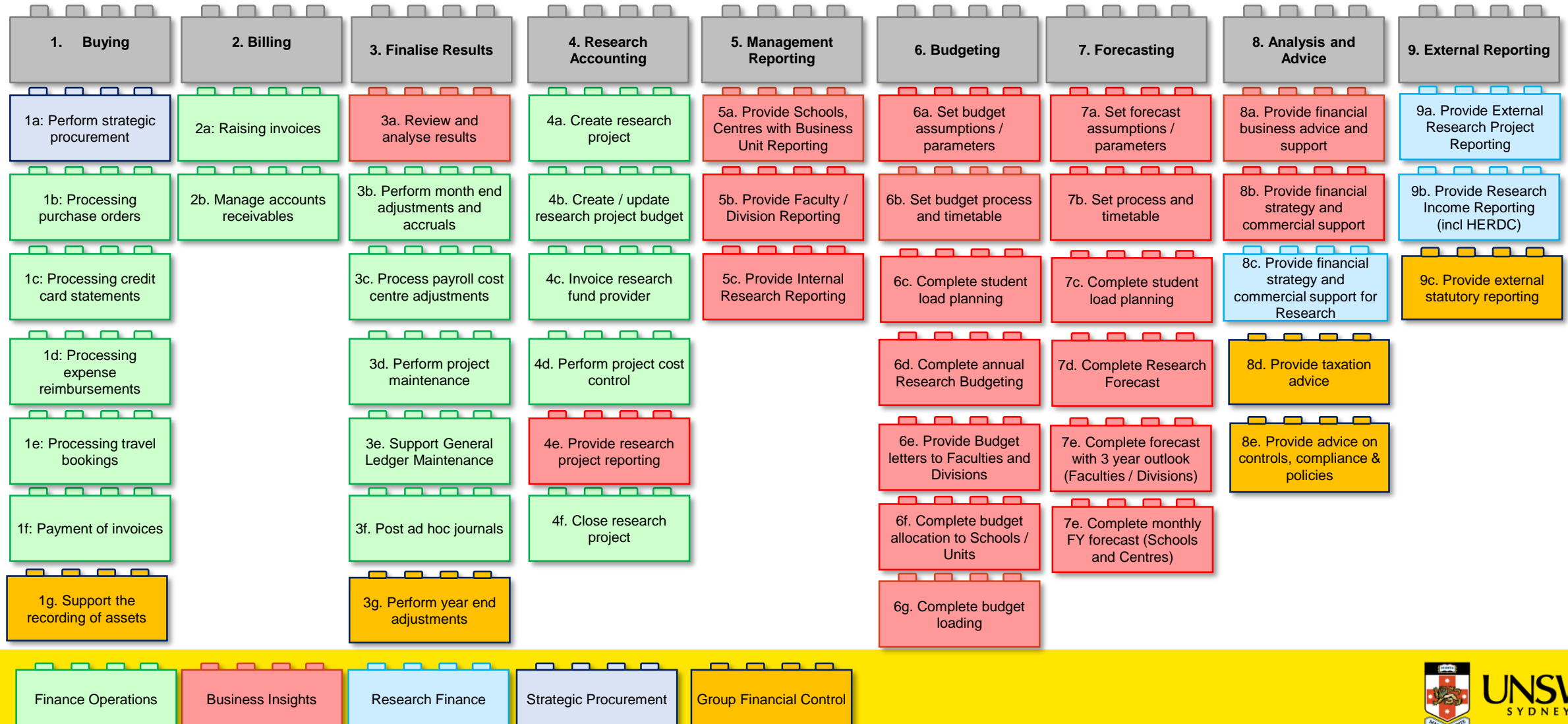
Finance sees itself as a service provider to **Faculties and Divisions**, which for the purpose of this document have been referred to as “***the Business***”.

# Finance services to Faculties and Divisions

*Providing Great Customer Service*



## Finance Services: Faculties and Divisions





# Services explained in more detail

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1. Provide support with buying goods and services

2. Provide support with billing customers external to UNSW

3. Record and finalise the financial results

4. Perform Research Accounting activities

5. Discuss the performance of the business

6. Facilitate the annual Budget Process

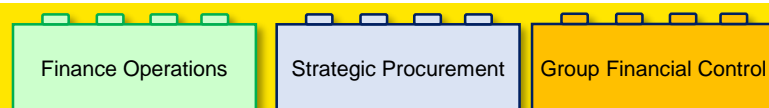
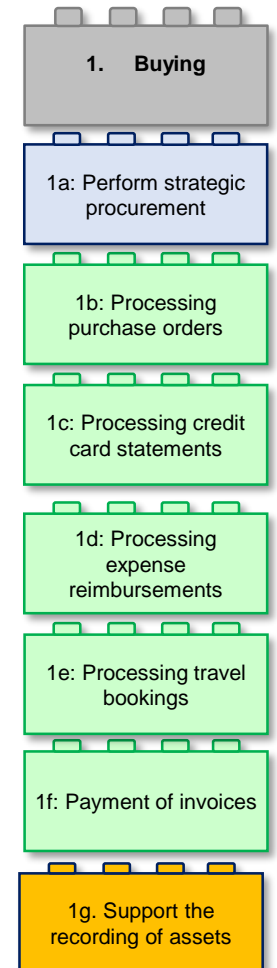
7. Facilitate the completion of Forecasts

8. Provide analysis and advice to improve business outcomes

9. Complete Financial Reporting on Research projects

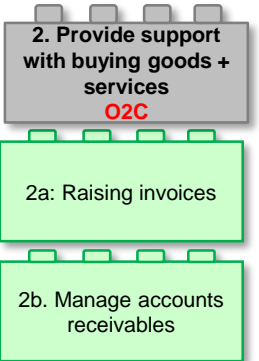
# 1. Provide support with buying goods and services

Summary Service Description	
Service Description	Support the purchase of goods and services via Purchase Orders, UNSW credit card or reimbursement of expenses paid by an employee on behalf of UNSW. Finance processes compliant expenditure, that is appropriately approved and supported by the correct documentation.
Scope of Services	<ul style="list-style-type: none"> <li>• Creation of new suppliers and maintenance of existing suppliers</li> <li>• Provide training, guidance and support on the UNSW Finance policies and procedures, including financial delegations.</li> <li>• Processing of travel (including flights, accommodation, hire car, etc.)</li> <li>• Processing of expense reimbursements</li> <li>• Processing and reconciliation of credit card transactions</li> <li>• Provide the ability and support to enable the business to process spend transactions themselves (e.g. credit card receipts into the finance system)</li> <li>• Review expenses to ensure correct documentation has been provided and approvals have been obtained</li> <li>• Negotiate contracts for UNSW wide suppliers and monitor performance</li> </ul>
Timeframes	In accordance with published Service Level Agreements
Business (service recipients)	All UNSW Divisions and Faculties, Departments, Schools and Centres.
Business' responsibilities	<ul style="list-style-type: none"> <li>• Perform business-specific checks for expenditure, including reconciling expenses, ensuring the correct project and general ledger accounts are used and ensuring appropriate documentation has been provided to support each transaction</li> <li>• Request a purchase order as a commitment has been entered into</li> <li>• Approve all purchases (purchase orders, travel, expense reimbursements and credit card transactions), in accordance with UNSW expenditure policies and financial delegations.</li> <li>• Ensure all expenses are in compliance with UNSW Procurement Policy and procedures, providing required documentation and approval of spend and purchasing for research projects must be in compliance with Sponsors' terms and conditions ("allowable expenditure")</li> <li>• Ensuring finance delegations for expenditure are current and reviewed twice a year for appropriateness</li> </ul>



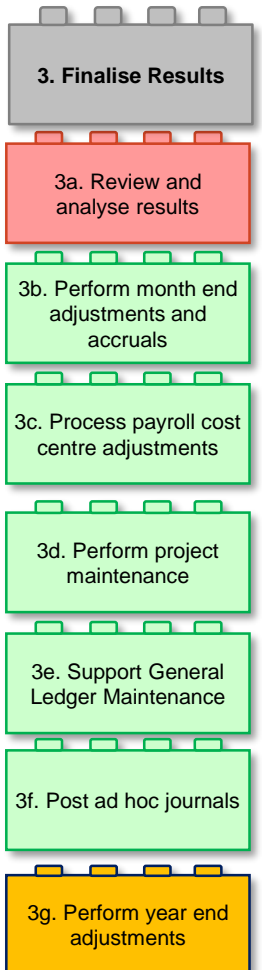
## 2. Provide support with billing customers external to UNSW

Summary Service Description	
Service Description	<ul style="list-style-type: none"><li>• Creating invoices to be billed to customers external to UNSW</li><li>• Managing the collection and receipting process for monies received by UNSW</li></ul>
Scope of Services	<ul style="list-style-type: none"><li>• Maintenance of UNSW customer master list</li><li>• Creation of customer invoices and credit notes</li><li>• Recording and reconciling money received by the University</li><li>• Monitor outstanding receipts to determine when unpaid invoices are escalated to the business for further action</li><li>• Perform a customer risk assessment to assess if UNSW should do business with existing or potential customers (<i>not offered at this time</i>)</li><li>• Processing write-offs</li></ul>
Timeframes	In accordance with published Service Level Agreements
Business (service recipients)	All UNSW Divisions and Faculties, Departments, Schools and Centres.
Business' responsibilities	<ul style="list-style-type: none"><li>• Provide all required information as outlined in the Request for Tax Invoice form</li><li>• Provide guidance regarding who and how to follow up with customers who have not paid their invoice on time</li></ul>



# 3. Record and finalise the financial results

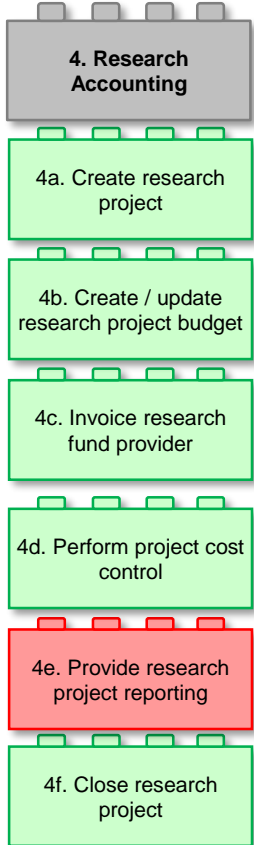
Summary Service Description	
Service Description	Finalise the monthly financial result to ensure it is materially correct for inclusion in internal performance and external compliance reporting. The financial data will be used to enable analysis, management reporting and decision-making
Scope of Services	<ul style="list-style-type: none"> <li>Investigate queries for revenue or expenses with a material transaction value</li> <li>Process manual adjustments to the monthly financial result</li> <li>Monitor the status of payroll adjustments and check employees are charged to the correct project and entity</li> <li>Open and close projects and allocate project budget</li> <li>Ensure approved entity restructures are reflected in the finance system</li> </ul>
Timeframes	<ul style="list-style-type: none"> <li>Activities to be completed in line with the published period end calendar <ul style="list-style-type: none"> <li><i>Note: The month end process commences on the last Sunday of each month</i></li> </ul> </li> <li>Processing of journals, payroll adjustments and project code changes will occur once required documentation is completed and approved. They will be processed in accordance with the period end calendar. <ul style="list-style-type: none"> <li><i>Note: Finance will endeavour to process all adjustments in the month they are received, otherwise they will be processed the next month</i></li> </ul> </li> </ul>
Business (service recipients)	Faculty Executive Directors, Division Heads, General Manager, School Managers, Heads of Schools, Directors, Unit Managers
Business' responsibilities	<ul style="list-style-type: none"> <li>Provide approvals for payroll adjustments and changes to projects (open, close and budget allocation) or the centre structure in accordance with the month end timetable. Specific timings will be communicated by Finance at the previous results meeting.</li> <li>Inform Finance of any unbudgeted revenue or expenses during the monthly Finance meeting</li> <li>Provide business approval for the transfer of costs or revenue to or from a business outside of your direct business area</li> <li>Request and approve adjustments to the financial result</li> </ul>



# 4. Perform Research Accounting activities

## Summary Service Description

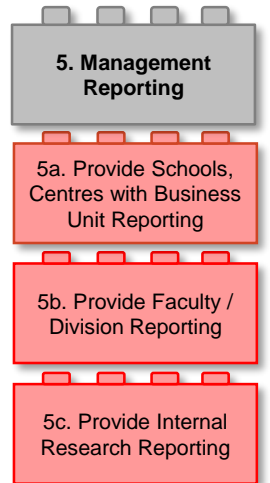
Service Provider	Research Finance
Service Description	<ul style="list-style-type: none"> <li>Support the financial management of research projects, including processing transactions, allocating expenses and assisting with invoicing and purchase orders) and providing reports and support to researchers</li> </ul>
Scope of Services	<ul style="list-style-type: none"> <li>Open and set-up research projects in NSF, including allocation of project budgets, in accordance with the Budget Release Confirmation ("BRC") document</li> <li>Process approved changes to research projects in NSF (amend project budgets, account for indirect cost recoveries and close projects)</li> <li>Process manual adjustments against research projects</li> <li>Assist with invoicing and purchase orders relating to the collection and distribution of research funds</li> <li>Provide exception reporting on project expenses to Chief Investigators and School Managers so they can manage compliance with allowable expenditure</li> <li>Provide support, analysis and specialist research accounting related advice to the Business (e.g. complete calculations and forecasting activities)</li> <li>Support Chief Investigators with project reporting to enable them to effectively manage their research funds (budgets) and monitor deficits or surpluses</li> </ul>
Timeframes	As per service level agreements
Business (service recipients)	<ul style="list-style-type: none"> <li>Chief Investigators ("CI's") and Researchers</li> <li>School Managers &amp; administrative staff</li> </ul>
Business' responsibilities	<ul style="list-style-type: none"> <li>Chief Investigators (and any nominated financial delegate) to review and ensure compliance with grant / fund sponsors spend conditions and UNSW expense policies</li> <li>Chief Investigators (or a nominee with financial delegation) are required to approve spend of Research funds</li> <li>As budget owners, Chief Investigators are required to review their research project financial reports, monitor balances and ensure allocated budgets are not exceeded</li> <li>Research Grants &amp; Contracts ensure complete and accurate details are maintained within InfoEd and included in the associated notifications (e.g. project opening requests, budget release confirmation, invoicing alerts, project closure requests, etc.)</li> <li>RGC to inform Chief Investigators when project codes have been created and ready for use, or when they have been closed ("inactive")</li> <li>RGC to confirm UNSW's interpretation of research grant / fund sponsors spend conditions (i.e. what is considered "allowable spend")</li> </ul>





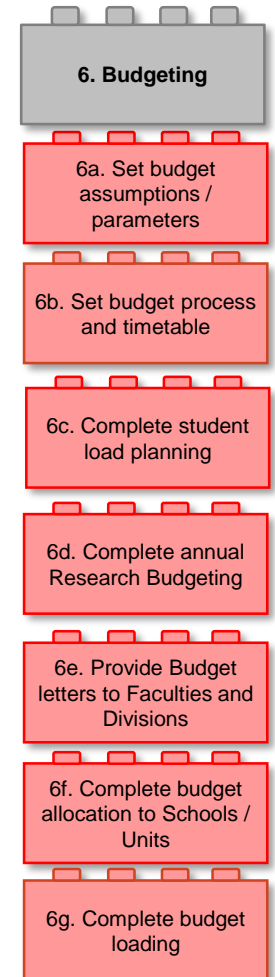
# 5. Discuss the performance of the business

Summary Service Description	
Service Description	<p><b>School, Centre, Unit and Project Owner</b></p> <ul style="list-style-type: none"> <li>Monthly face to face meeting to discuss the performance of the business. The meetings will discuss both financial and non-financial information to provide insight into the performance of the business and any actions required to achieve the full year budget / forecast.</li> </ul> <p><b>Faculties and Divisions</b></p> <ul style="list-style-type: none"> <li>Provide a monthly business performance report with insightful commentary to understand the business result. The report will be followed up by a meeting to discuss the report and to highlight potential risks and opportunities that may impact on the business.</li> </ul>
Scope of Services	<p><b>School, Centre, Unit and Project Owner</b></p> <ul style="list-style-type: none"> <li>Provision of online reporting informs a monthly discussion. The reporting includes all fund types (operating, confederated, and restricted) and covers both financial and non-financial information. The monthly discussions will focus on providing insights that are actionable or highlight an emerging risk / opportunity.</li> </ul> <p><b>Faculties and Divisions</b></p> <ul style="list-style-type: none"> <li>A monthly report will be produced that includes financial and non-financial information on the performance of the business</li> </ul>
Timeframes	<ul style="list-style-type: none"> <li>Faculty / Division report to be emailed as per the published period end calendar</li> <li>Meetings to be held with the Business on a monthly basis (where required)</li> </ul>
Business (service recipients)	Faculty Executive Directors, Division Heads, General Manager, School Managers, Heads of Schools, Directors, Unit Managers
Business' responsibilities	<ul style="list-style-type: none"> <li>Attend monthly meetings with Finance to review the business performance and agree on action for both the business and finance to deliver</li> <li>Provide feedback to Finance on issues or concerns with the business</li> </ul>



# 6. Facilitate the annual budget process

Summary Service Description	
Service Description	<ul style="list-style-type: none"> <li>Facilitate the completion of the annual budgets for each School, Department and Centre. These budgets roll up to the total Faculty and Division budgets and are loaded into the finance systems to enable monthly performance reporting (e.g. measure variance against budgets).</li> <li>The Faculty and Division budgets are reconciled to the Budget Letters</li> </ul>
Scope of Services	<ul style="list-style-type: none"> <li>Setting and agreeing assumptions to be used in the creation of budgets</li> <li>Creating and communicating the budget process and timetable</li> <li>Provision of budget letters to each Faculty and Division</li> <li>Allocation of the Faculty / Division budget to Schools, Departments and Centres</li> <li>Loading the budget into the finance systems to enable reporting</li> </ul>
Timeframes	<ul style="list-style-type: none"> <li>Timetable is set annually and communicated by Finance</li> <li>The process and detailed task list are updated based on feedback after the annual budget process. This is communicated prior to the commencement of the budget.</li> </ul>
Business (service recipients)	Faculty Executive Directors, Division Heads, General Manager, School Managers, Heads of Schools, Directors, Unit Managers
Business' responsibilities	<ul style="list-style-type: none"> <li>Approve the Faculty / Division specific assumptions (e.g. student load projections or a change in volume, price or complexity of a product or service)</li> <li>Approve the budget allocation to Schools, Departments and Centres in accordance with the timetable or as agreed with the local Finance team</li> <li>Participate in the budget process to ensure the budget reflects the business' goals and objectives</li> <li>Respond to the Budget Letter in accordance with instructions</li> </ul>



# 7. Facilitate the completion of business forecasts

Summary Service Description	
Service Description	<p><b>Faculties and Divisions</b></p> <ul style="list-style-type: none"> <li>Facilitate the completion of a forecast for inclusion in the UNSW Group forecast. The forecast will be updated each semester and will cover the current year plus the following two years.</li> </ul> <p><b>School / Centre or Unit</b></p> <ul style="list-style-type: none"> <li>Complete a full year review of the current financial year plans and align these in the finance systems. This will be performed monthly and uploaded into the finance systems to enable reporting as required.</li> </ul>
Scope of Services	<p><b>Faculties and Divisions</b></p> <ul style="list-style-type: none"> <li>Setting and agreeing assumptions to be used in the forecast</li> <li>Creating and communicating the forecast process and timetable</li> <li>Facilitating the completion of the Faculty / Division forecast</li> <li>Loading the forecast into the finance systems to enable reporting</li> </ul> <p><b>School / Centre or Unit</b></p> <ul style="list-style-type: none"> <li>Monthly review of the allocation of revenue and expenses to reflect the expected business performance plans within the total Faculty / Divisional forecast.</li> </ul>
Timeframes	As per the group timetable
Business (service recipients)	Faculty Executive Directors, Division Heads, General Manager, School Managers, Heads of Schools, Directors, Unit Managers
Business' responsibilities	<ul style="list-style-type: none"> <li>Approve assumptions for input into the forecast process (e.g. student load projections)</li> <li>Participate in the forecast process to ensure the forecast reflects the business' performance and revised goals and objectives</li> <li>Evaluate the impact of all opportunities and risks included in the forecast</li> <li>Approve the forecast at the Faculty / Division for consolidation into the Group forecast</li> </ul>

## 7. Forecasting

7a. Set forecast assumptions / parameters

7b. Set process and timetable

7c. Complete student load planning

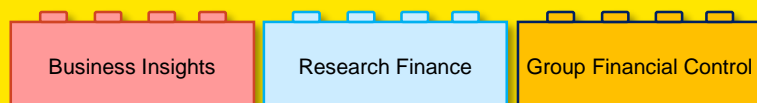
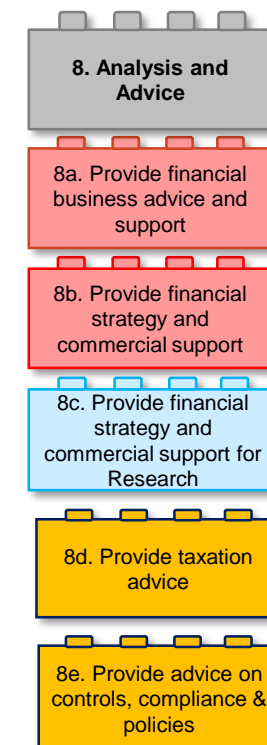
7d. Complete Research Forecast

7e. Complete forecast with 3 year outlook (Faculties / Divisions)

7e. Complete monthly FY forecast (Schools and Centres)

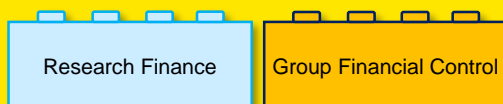
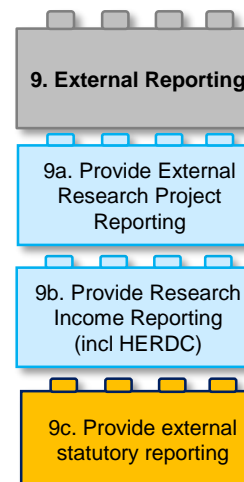
# 8. Provide analysis and advice to improve business outcomes

Summary Service Description	
Service Description	<ul style="list-style-type: none"> <li>Provide financial support, insight, guidance and recommendations to enable decision making. The analysis and advice focuses on creating value to the business or managing risks and taking opportunities.</li> <li>Provide strategic advice and support to assist in the long-term performance, planning and management of the business</li> </ul>
Scope of Services	<p>The analysis and advice should:</p> <ul style="list-style-type: none"> <li>Support the business strategy delivery</li> <li>Improve the understanding of the business or lead to an increase in value creation</li> <li>Contextualise the business results and analysis within UNSW</li> <li>Support the implementation of S25 to the business</li> <li>Interpret and clarify finance concepts and policies</li> <li>Provide advice and explain the impact of controls and tax, including Goods and Service Tax (GST) and Fringe Benefits Tax (FBT)</li> <li>Be supported by financial modelling</li> </ul>
Timeframes	As agreed between the business and Finance.
Business (service recipients)	Faculty Executive Directors, Division Heads, General Manager, School Managers, Heads of Schools, Directors, Unit Managers
Business' responsibilities	<ul style="list-style-type: none"> <li>Notify Finance of any issues that may impact on business performance and outcomes</li> <li>Participate in the analysis and review of the advice and agree on actions for both the business and Finance to deliver</li> </ul>



# 9. Complete Financial Reporting of Research Projects

Summary Service Description	
Service Description	<ul style="list-style-type: none"> <li>Complete financial statements and acquittals for external Research fund providers (government and non-government)</li> <li>Facilitate and submit the Higher Education Research Data Collection (HERDC) return to Department to Education and Training</li> </ul>
Scope of Services	<ul style="list-style-type: none"> <li>Provision of timely and accurate financial statements and acquittals to external research fund providers including government bodies (ARC, NHMRC, etc.) and non-government organisations (Research contracts).</li> <li>Periodically perform 'after the fact' checks that expenditure is compliant with research funding rules (i.e. allowable expenditure). If a clarification regarding "allowable spend" rules is required, contact RGC to confirm the UNSW determination.</li> <li>Preparation and delivery of the Higher Education Research Data Collection (HERDC) submission regarding research income reporting to the Department of Education and Training, per stipulated timeframes, ensuring compliance to HERDC specifications.</li> </ul>
Timeframes	In accordance with timeframes specified by the external stakeholders
Business (service recipients)	<ul style="list-style-type: none"> <li>Chancellor and Vice-Chancellor (President)</li> <li>Deans and Faculty Executive Directors</li> <li>Division of Research, including DVC-Research and Research Grants and Contracts (RGC)</li> <li>Chief Investigators</li> </ul>
Business' responsibilities	<ul style="list-style-type: none"> <li>As budget owners, Chief Investigators are expected to review their research project financial reports, monitor balances and ensure allocated budgets are not exceeded. CI's have responsibility to review transactions and request Research Finance to process any required adjustments.</li> <li>Chief Investigators (and any nominated financial delegate) to review and ensure compliance with grant / fund sponsors spend conditions and UNSW Finance policies</li> <li>Where a determination is required, RGC to confirm UNSW's interpretation of research grant / fund sponsors spend conditions (i.e. what is considered "allowable spend")</li> <li>Chief Investigators review Financial Statements and Acquittals prior to submission to fund providers</li> <li>RGC to submit/lodge all Financial Statements and Acquittals to fund providers (except NHMRC, which will be submitted by Research Finance)</li> <li>DVCR to review and provide feedback on draft HERDC returns and endorse the finalised HERDC return</li> <li>Vice Chancellor to review and provide feedback / approve the finalised HERDC return</li> </ul>



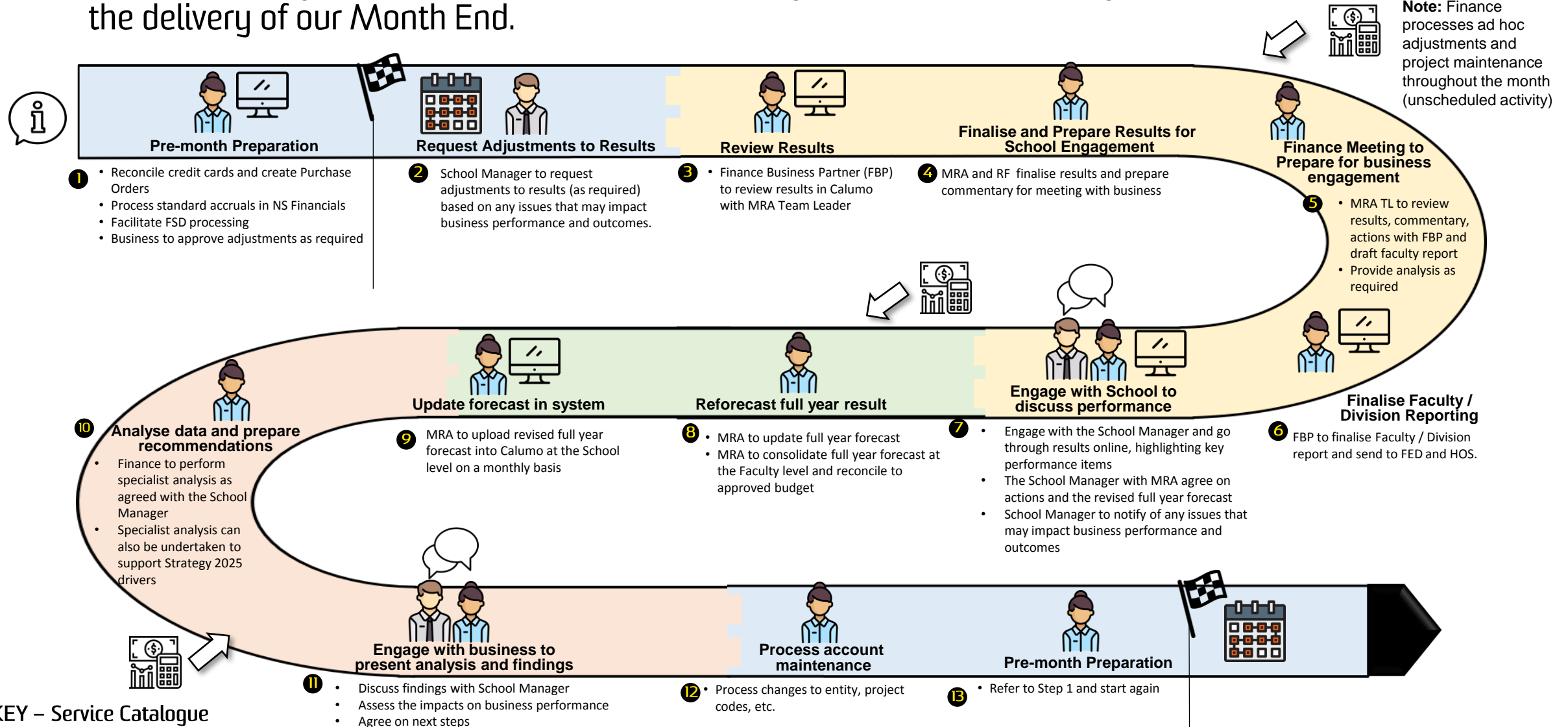
# Scenario Walkthroughs

“Bringing our services to life”



# Month End for the School of Chemical Engineering

This walkthrough demonstrates how four of the key services in our catalogue underpin the delivery of our Month End.



KEY – Service Catalogue



3. Record and Finalise the Financial Results

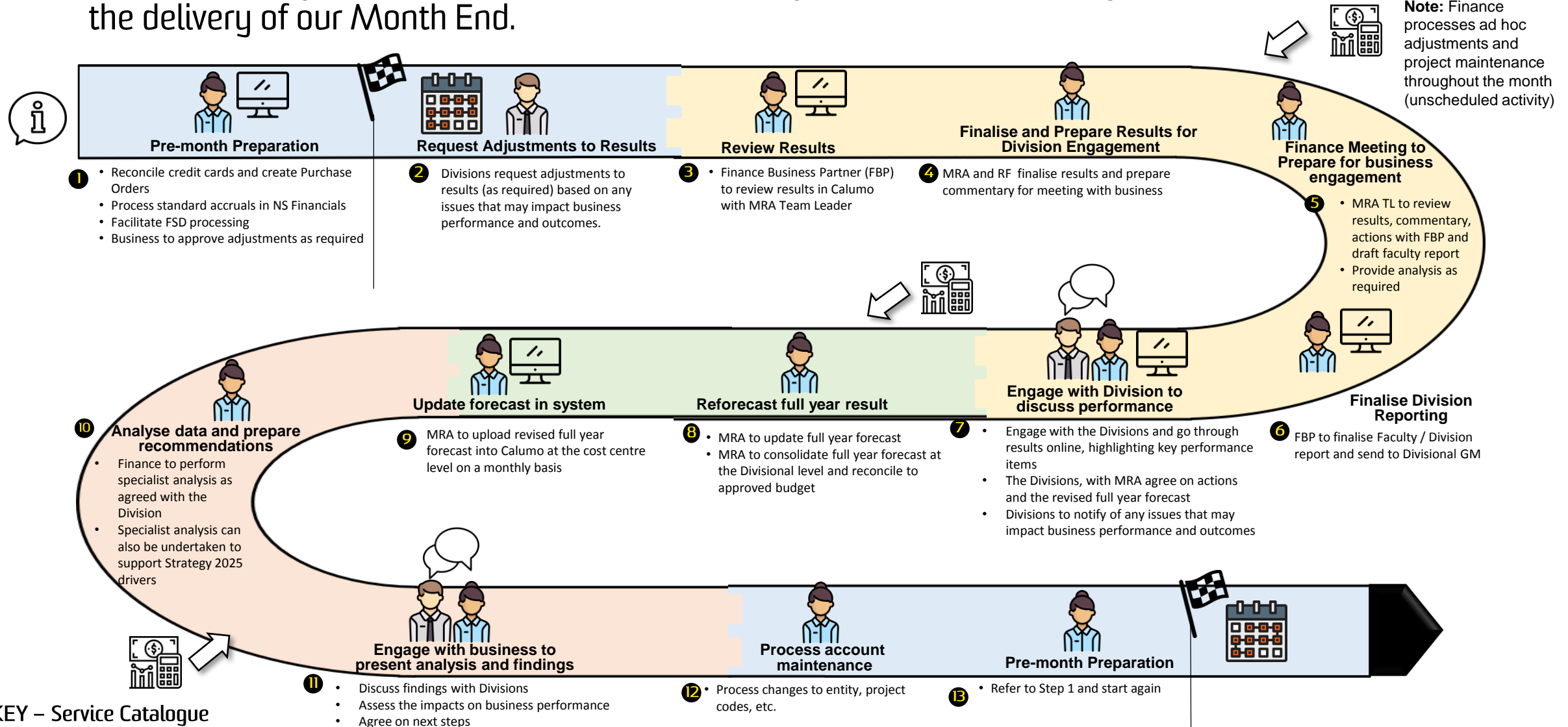
5. Discuss the performance of the business

7. Facilitate the completion of Forecasts

8. Provide analysis and advice to improve business outcomes

# Month End for a Division

This walkthrough demonstrates how four of the key services in our catalogue underpin the delivery of our Month End.



KEY – Service Catalogue



3. Record and Finalise the Financial Results

5. Discuss the performance of the business

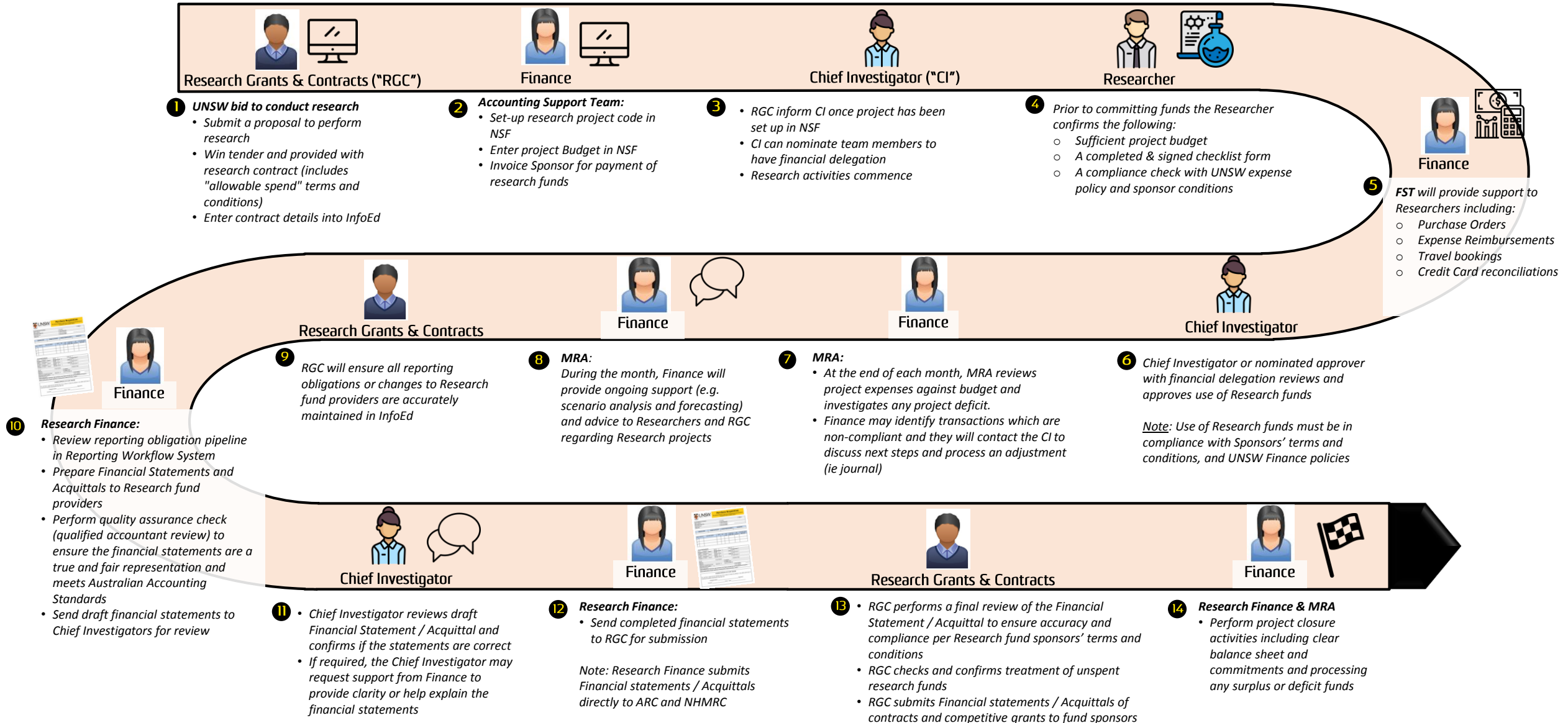
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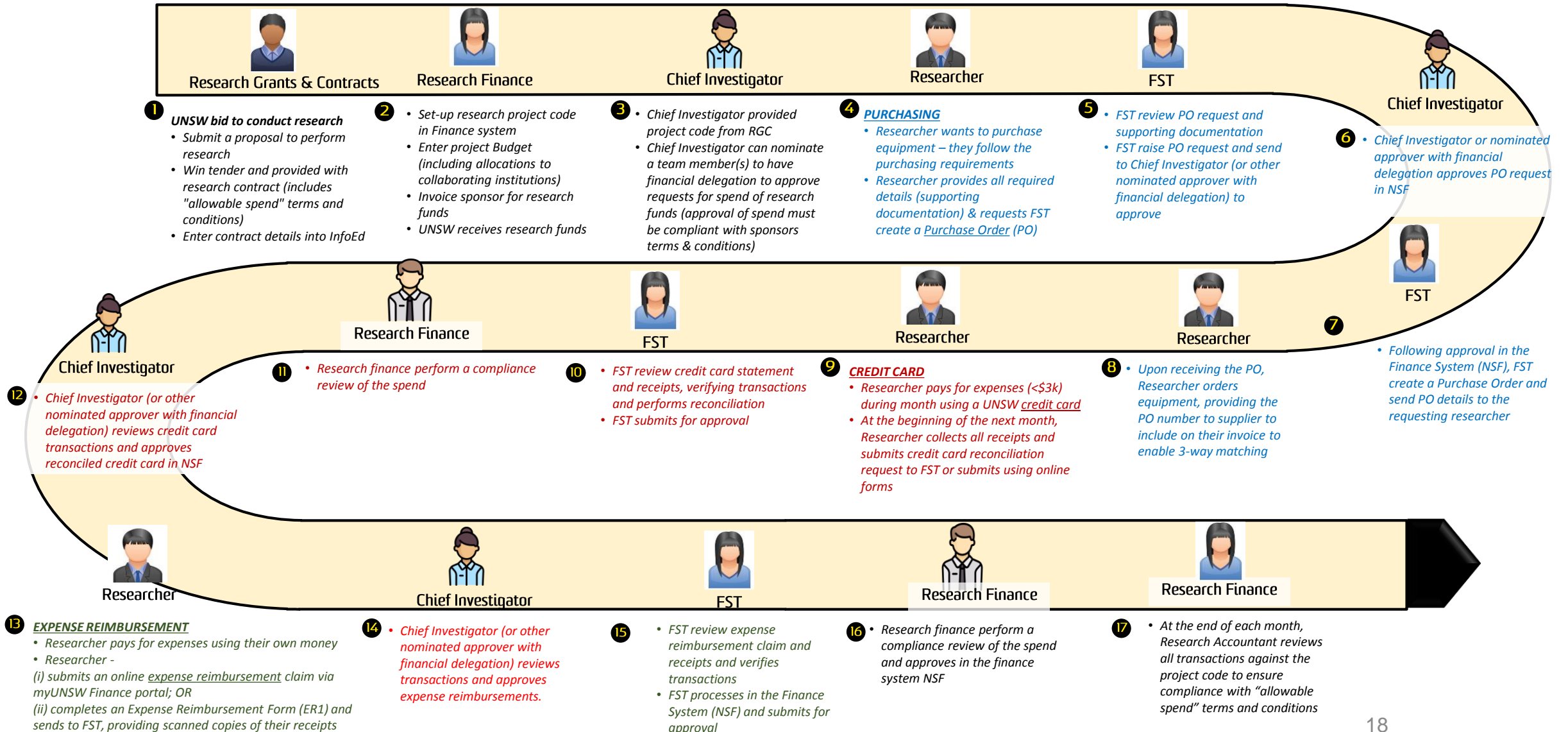
# Research Accounting (End-to-End)

This walkthrough demonstrates the Research Accounting project life-cycle from project opening through to providing the Financial Acquittal to the fund provider



# Research Accounting (From Project Opening to Month-end)

This walkthrough demonstrates various steps in the Research Accounting life-cycle up to the end of the month



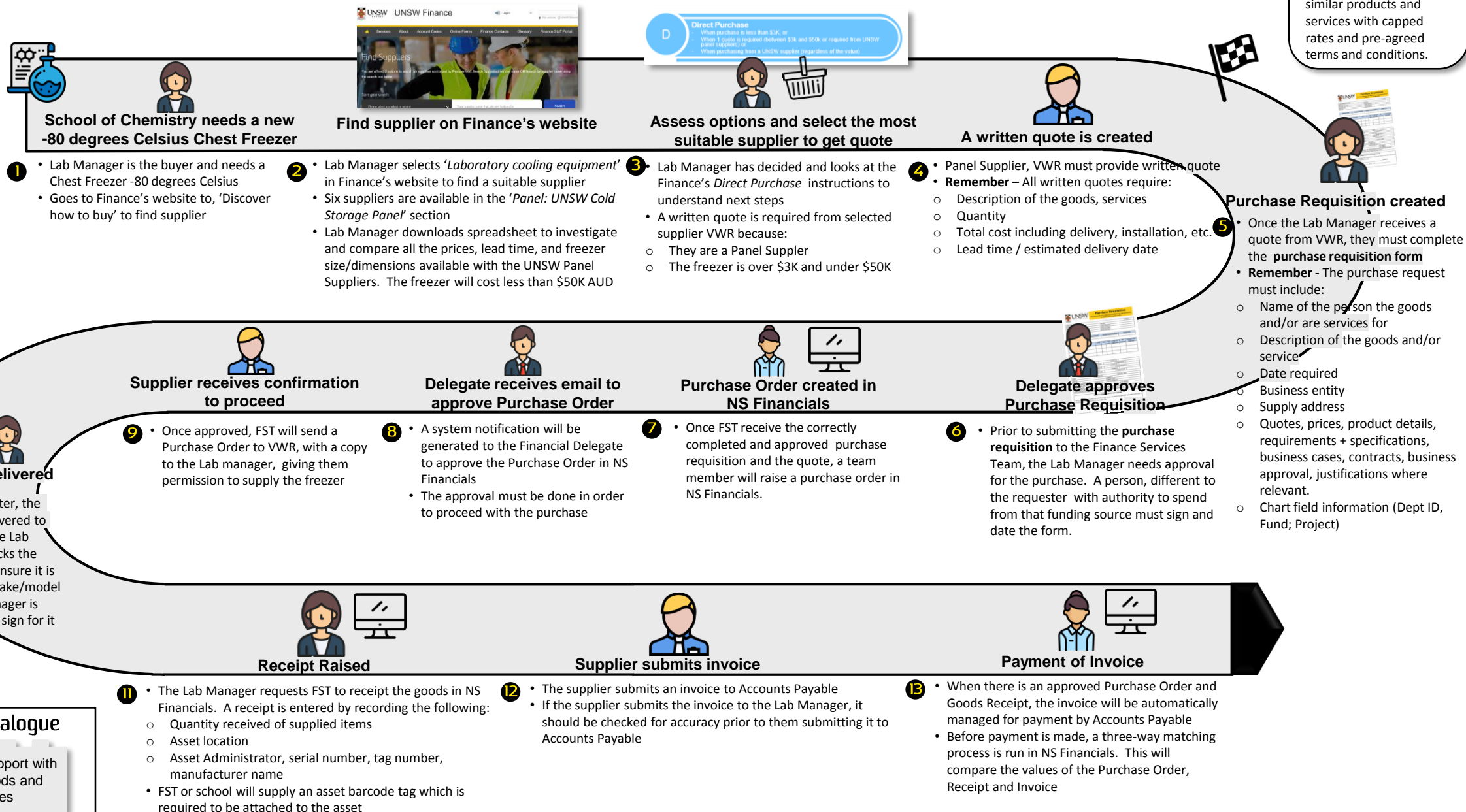
# D

## Purchasing equipment for the School of Chemistry

### Purchasing equipment through a UNSW Panel Supplier



**UNSW Panel Suppliers** are **multiple** suppliers appointed to a panel for similar products and services with capped rates and pre-agreed terms and conditions.



#### KEY – Service Catalogue



1. Provide support with buying goods and services