College of Human Ecology Service Agreement
Business Service Center and Nutritional Sciences

This Service Agreement represents the relationship between Human Ecology Business Service Center (BSC) and Nutritional Sciences (Customer Unit) for purposes of financial services. This Agreement supersedes the Standard Operating Procedures followed by units not represented by a Service Agreement, posted on the Human Ecology Business Service Center website.

I. OVERVIEW

The BSC will serve as stewards of our customers' resources and the University's resources and policies. The BSC's mission is to provide optimal financial support services to enrich the College's academic, research and extension programs. The BSC is committed to being responsive, courteous, professional and efficient. The BSC takes pride in our commitment to continuously improve and to uphold high quality service standards. The BSC will ensure the privacy and confidentiality of data, records, and communications. The BSC will continuously work to streamline administrative policies and procedures to minimize the burden on faculty and staff. The BSC will achieve their objectives by working collaboratively and by maintaining the integrity of the institution.

This Agreement clarifies the roles and responsibilities of the BSC and its staff and the Customer Unit. It is intended to delineate work flows and responsibilities, to enhance communication, and to define problem resolution paths.

This Agreement specifically identifies and addresses:
* Services provided by the BSC and processing time goals
* Division of responsibilities between the BSC and the Customer
* Service availability
* Reporting
* Problem resolution
* Periodic reviews

II. SERVICES

General categories of financial services provided by the BSC are listed below. The specific services available from the BSC are listed in **Appendix A**. As the services provided to the Customer Unit change, this Appendix will be updated. Specific procedures and responsibilities are detailed as appropriate in the appendix section.

A. Accounting Transactions

Including: establish new accounts; payroll account distribution and adjustment forms; journal entries; cash and check deposits; capital equipment acquisition and asset management.

B. Non-Payroll Disbursements
Including: travel reimbursements; payment requests; cash advance requests; APPS receiver processing; petty cash reimbursements, wire transfers.

C. Procurement
Including: procurement card processing; purchase/blanket order processing; assistance with bids or sole source justifications.

D. Account Review
Including: review of accounts to ensure charges are properly recorded, investigate transactions originating other than within Human Ecology, and confirm allocability and allowability of charges.

E. Financial Reporting
Including: exception reports (budget changes, accounts with zero or deficit balance and accounts with term dates); reconciliation of travel and participant fee advance accounts. The college utilizes Web Financials as an account information tool.

III. RESPONSIBILITIES and ACCOUNTABILITIES

The BSC will follow University policies and procedures at all times including insuring separation of duties, appropriate transaction authority, retention of records for items the BSC is responsible, timely completion of documentation and communication. The BSC and Customer Unit will partner to provide responsive and accurate financial support. The BSC and Customer Unit will continuously work to improve activities for efficiency and alter activities in accordance with internal and external audit findings.

The BSC has been granted payment approval, as defined in policy 4.2 Transaction Authority and Payment Approval; http://www.policy.cornell.edu/vol4_2.cfm. The BSC confirms the initiator of the transaction has the required authority, confirms goods or services have been received and resources are available to make the payment. The BSC confirms the type of payment is appropriate for the source of funds being used. The BSC ensures documentation is complete for each transaction, and that the transaction conforms to relevant university policies as well as terms and conditions of contracts and sponsor, donor or other restrictions. Because of the documentation responsibility, the BSC electronically attaches backup to university systems.

The Customer Unit is responsible for supplying information to the BSC in order to make these determinations. The Customer Unit is responsible for the financial management of the Unit. The Customer Unit is responsible for funds being spent timely, on target with a budget if applicable and to answer BSC questions on allow-ability on an account, and gather additional information, clarification or budget modification if needed. In providing quality service to all Unit faculty and staff, the Unit works closely with the BSC. A partnership is required to reach the mutually **inclusive** goals of each. **Appendix C** provides minimally required information for each type of transaction.

A valid business purpose, one that relays how the purchase/transaction supports the university mission, answers the questions who, what, where, why and how is supplied by the Customer Unit to the BSC.

The Customer Unit is responsible for effort certification. The Customer Unit is responsible for grant and contract management. The BSC will validate allocability of a transaction on an account with the Customer Unit when in question.

Responsibility resides with each respective unit for training of their staff.

Each Customer Unit is assigned a primary Business Service Representative(s) (BSR) within the BSC who is responsible for the daily operation of this Agreement. This representative will at all times comply with University policy, procedure and audit requirements. The BSR will collaborate with Customer Unit staff to develop business knowledge of each area so as to ensure appropriate judgment in accomplishing administrative activities, answering technical questions, and ensuring timely and effective attention to service issues pertinent to this Agreement. Each BSR also has a back-up support team to provide seamless assistance to Customer Unit.

Contact information for BSC support of Nutritional Science is found in **Appendix B**.

This Agreement will include standards regarding the timely forwarding of all documents for processing, providing accurate and complete information, procuring goods and services appropriately, and providing the necessary feedback to allow for adjustments that will provide better, more efficient service. The Customer Unit and the BSC will be proactive in partnering with each other and will be responsive to each other's requests.

Special agreements by function, unit, or account are attached to this Agreement, as necessary. All Agreements and overall service satisfaction will be reviewed in a joint meeting at least once per year to include the appropriate BSC staff, Customer Unit Head and Customer Unit Contact(s) as determined by the BSC Director and Customer Unit Head.

BSC staff will have full access to all financial information for the Customer Unit. BSC staff are required to sign a confidentiality agreement on an annual basis.

IV. SERVICE AVAILABILITY

The hours of operations of the BSC are 8:00 am to 4:30 pm, Monday through Thursday, and 8:00 am to 3:30 pm Friday. BSC staff may be reached at phone numbers and emails on Appendix B. The BSC fax number is 254-7207. An e-mail alert (Time Away Responder) and a voice mail (AUDIX) message will indicate BSC backup contact(s) for planned, scheduled absences.

V. REPORTING

The College utilizes Web Financials as an account information tool. Exception reports are based on month end data. Every attempt will be made by the BSC to distribute these reports fifteen days after the month closes. These reports include budget changes, accounts with zero or deficit balances and accounts with term dates.

The BSC goal is to distribute a reconciliation report showing outstanding travel and participant advances by the 15th of the month to the designated customer contact. Nutritional Sciences has designated this person to be Linda Mattison, with a copy to Beverly Gedvillas.

Any Account Distribution and Change Forms (ADAFs) not processed as intended will be brought to the Customer Unit's attention by the 10th of the month, for ADAFs submitted before the 20th of the prior month. Follow up with Payroll will be made by the BSC.

VI. PROBLEM RESOLUTION

Both the BSC and the Customer Unit will work together in good faith to achieve and maintain a positive working relationship. Problems, exceptions and performance issues should be noted and reported quickly.

In the event a financial hardship is incurred due to procedures not being followed by either the BSC or the Customer Unit, negotiations will take place to determine responsibility of cost. Negotiations will start with the Manager/Customer Unit Head and the Manager of the BSC and escalate as necessary.

VII. PERIODIC REVIEW

The BSC Manager will meet at least annually with the Customer Unit Head to specifically cover the items below. The Customer Unit Head will initiate the meeting.

* Current service performance
* Adequacy of current service standards
* Issues that may affect the delivery of future services
* Affirmation or revision of this Agreement to reflect services provided

The meeting may include other BSC and/or Unit representatives as determined by the BSC Manager and Customer Unit Head.

Both the BSC and the Customer Unit will approach this Agreement in the spirit of cooperation.

Manager/Customer Unit Head	Janine J Masse Manager, Business Service Center
Date 8/20/08	Date 8/20/2008

APPENDIX A: BSC Services Provided and Processing Time Goals

The BSC is committed to providing optimal financial support services by being responsive, courteous, professional and efficient. In addition to the following goals established for turn around times, we will make every effort to respond as quickly as possible to special requests and rush orders.

Please note, once a transaction has been completed by the BSC, additional time is needed for handling by other areas within the Division of Financial Affairs and Sponsored Financial Services. Typically it takes two weeks for a transaction to be processed through all systems.

All processing times begin upon receipt of all necessary information and documentation. The BSC will communicate directly with the transaction initiator, or a member of the DNS staff for any additional information or documentation.

A. Processing Time Goals

ADAFs – Account Distribution and Adjustment Forms **–** BSC will make every attempt to process within seven business days of request, however, reimbursements and purchase orders take priority over ADAFs, with the exception of the monthly deadline.

In order to be reflected in the current month's general ledger close, ADAFs generally must be submitted to Payroll by the 20th. Every effort will be made by the BSC to process ADAF requests submitted to the BSC two business days prior to the monthly deadline, generally the 18th of the month.

ADAF changes cannot be viewed on accounts via Brio and Web Financials until Payroll closes for the month. Any ADAFs not processed as anticipated will be reported to the Customer Unit 10 business days after the general ledger close of the month. Problems with processing will be addressed to Payroll by the BSC.

Advances; Travel and Participant Payment – BSC will make every effort to process within two business days. Recipient can anticipate receiving a check in approximately 12 business days. Direct deposit for payables is faster; anticipate a deposit within seven business days. Time estimated from day received in BSC with all appropriate documentation.

Cash and Check Deposits – BSC will make every effort to process either within five days of receipt, by the end of each work week, or when the aggregate total of funds reaches $1,000. Deposits are not booked to the general ledger until month end.

Invoice Problem Documents – BSC will make every effort to process within five business days.

JEMS – Journal Entry Management System **–** BSC will make every effort to process within seven business days of request; however reimbursements and purchase orders take priority over JEMS, with the exception of the monthly deadline.

In order to be reflected in the current month's general ledger close, JEMS must be submitted by the BSC to Disbursement Review and Tax by the third business day of the following month. Every effort will be made by the BSC to process JEMS requests submitted to the BSC one business day prior to the monthly deadline.

Entries should appear in Brio and Web Financials within three business days, occasionally Sponsored Program Services Accounting review may take longer.

New Account Requests – BSC will make every effort to process prior to month close. Unrestricted accounts usually appear in Brio and Web Financials within five business days. Restricted accounts, gift and sponsored take longer, usually ten business days.

Payment Requests – BSC will make every effort to process within three business days. Check should be cut within ten business days of BSC receiving all appropriate documentation.

Cornell check printing has been outsourced. Any checks marked for pick up at Day Hall or enclosures require the check to be mailed back to DFA for this additional processing, which will add time.

Petty Cash – Reimbursement up to $25 during normal BSC hours, when funds permit.

Procurement Card Release – BSC will make every effort to release before a charge auto clears, approximately ten days from transaction date, with receipt of all required information. Although not required by policy, effort is made to make one request to the cardholder for missing information before the charge auto clears. The transaction should appear in Brio and Web Financials within two business days of release.

Purchase Order/Blanket Orders, Web Requisitions – BSC will make every effort to process within three business days. Depending on the nature of the requisition and dollar amount of the order, as well as whether the requisition has all the necessary information, most standard orders will be issued a purchase order number within five business days of submission to the BSC. Delays may occur when a supplier is not in Cornell's database, or when insurance, bid requirements, single/sole source justification or other approvals are needed. Purchasing will solicit formal written bids for purchases over $10,000. If using a preferred supplier, bidding may not be required. Single/sole source justifications are required for all purchases over $10,000, where competition may be restricted due to technical specifications, proprietary information, method of distribution, upgrades of existing equipment, etc.

Purchase Orders for DQOs (Department Quick Orders) are available immediately. To qualify for a DQO, the order must be under $10,000, with an established, approved Cornell vendor and for commodities not requiring purchasing agent review. Checks enclosed with orders are also not eligible for a DQO.

For computer orders CHE Computing Services Group has requested the ship to addresses include the computer owner and the CSG representative. For example, a computer for Patrick Stover would be shipped to “Patrick Stover/Ewa Wdzieczak-Smering”.

The BSC will be responsible for tracking open purchase orders up until the purchase order number is assigned. An order that does not get a purchase order assigned within 10 business days, will be followed up with the appropriate office to determine the cause of the delay, and communicated with the initiator of the order.

Purchase Order Receivers – BSC will make every effort to process weekly. This requires confirmation goods/services have been received and department authorization to charge an account. Department Quick Orders under $2,500 do not require a receiver.

Travel Reimbursement – BSC will make every effort to review within three business days of receipt, and request clarification or missing information. Upon receipt of information, BSC will process reimbursement within three business days. Traveler can anticipate receiving a check in approximately twelve business days. Direct deposit for payables is quicker, approximately seven business days. Time estimated from day received in BSC with all appropriate documentation.

Wire Transfers – BSC will make every effort to process within three business days. Due to additional review required for wire transfers by Disbursement Review and Tax, Sponsored Program Services Accounting when applicable and Cash Management, recipient can expect a wire transfers approximately twelve business days from the time BSC receives all appropriate documentation.

B. Rush Orders

In exceptional circumstances there will be an order that needs to be placed sooner than the goal of three business days. In these instances, the Customer Unit will send an email to CHE-BSC-NS-Rush@cornell.edu. The subject line of the email will be in the following format, examples are below:

Email Subject Line Format:	**Type of Order – Faculty Name**
Examples:	PO – Stover
	Pay Req – Rasmussen

This email will go to the entire BSC team supporting the Customer Unit, as well as the BSC Manager, Director of Finance, and Executive Director of Administration for the Customer Unit. Appropriate supporting documentation, such as quotes, single/sole source justification form, must be attached to the email. Communications regarding the rush order will be handled through the email address, with the same subject line. In the unlikely event there are email problems, direct contact with the BSC via telephone or face to face is required.

The BSC will process the order as quickly as possible, the same day whenever possible. For orders requiring review by Supply Management Services, the BSC will make contact with SMS and explain the rush status, requesting a quick turn around. Orders placed on sponsored funds require review by Sponsored Financial Services. The BSC will maintain status of the order throughout the process and communicate this with the Customer Unit on a daily basis, as well as report back to the purchase order number (if applicable) as soon as it is made available. The Customer Unit will use this rush order process sparingly, acknowledging the time commitment involved by all parties.

Due to the complexity and number of people/offices involved with the purchase, capital equipment orders are not eligible to be rushed.

Vendors who have not previously conducted business with Cornell University are required to complete the Supplier Information Form, http://www.purchasing.cornell.edu/supplier.cfm. This necessary process will delay an order; the Customer Unit will communicate this delay to the initiator of the order.

APPENDIX B: BSC Contact Information for Nutritional Sciences

Ryan Heichel – Team Leader
255-2712, email rls55

Lori Dempsey
255-1848, email lmd63

DNS - 199, includes all accounts in department 199, CALS DNS.

	Office Professional and Admin Support
Arion	Gedvillas
Bensadoun	
Caudill	
Habicht	
Kazarinoff	
Latham	
Levitsky	
Lujan	
McCormick	
Nesheim	
Pinstrup-Andersen	
Soloway	
Strupp	
Thorbecke	

Christine Chouinard
255-1932, email cmc14

DNS – 399	**Office Professional and Admin Support**
Brenna	Canterbury
Campbell	Reeves
Frongillo	
Garza	
Haas	
NGSO (Bentley)	
Parker	
Parra	
Qi	
Qian	
Rasmussen	
Sahn	
Stark	
Stipanuk	
Stoltzfus	
Stover Lab	
Thonney	
Utermohlen	
Wilkins	
You	

APPENDIX B: BSC Contact Information for Nutritional Sciences

Nichole Lovejoy
255-2150, email nw39

DNS – 399	**Office Professional and Admin Support**
Bisogni	Armstrong
Brannon	Brown
Canfield	Daniels
Cassano	Duell
Devine	Graham
Director Accounts	Mattison
Dollahite	Owens
Doyle-Paddock	Schwenn
Gier	Soper
Gillespie	Stilson
Gu	Whiting
McDermid	Wixson
Morrison	
O'Brien	
Olson	
Pelletier	
Pelto	
Sobal	
Stover Pcard – DNS Director	
Travis	
Xian	

APPENDIX C: Required Information

Account Set-Up

*Request New Account Form, found at:
http://www.human.cornell.edu/che/Administration/Support_Services/Finance/bsc/upload/117.doc
*BSC questions will be addressed to the individual requesting the new account, generally financial management staff.

Account Distribution and Adjustment Form

*Payroll Account Distribution and Adjustment Form, found at:
http://www.payroll.cornell.edu/ADAF.cfm
*Appropriate backup is supplied to BSC.
*Valid business purpose is supplied on all ADAFs by the Customer Unit. A business purpose answers the questions: who authorized the change, how the change was validated against actual or anticipated activity. Note: BSC is the "Approver" for this form.
*BSC questions will be addressed to the individual requesting the ADAF, generally financial management staff.

Procurement Card Transactions

*The procurement cardholder is responsible for providing sufficient documentary evidence to the BSC for each purchase made on the procurement card immediately, a maximum of 10 calendar days after the transaction.
*The Procurement Card Receipt Transaction Form
http://www.human.cornell.edu/che/Administration/Support_Services/Finance/bsc/upload/PCard-Receipt_Transaction_Form_v20080821.pdf is recommended for cardholder ease.
*Documentary evidence includes: cardholder name, account number to charge, vendor name, date of purchase, description of item(s), quantity, unit price and total cost and business purpose.
*Detailed packing slip, copy of order form or email acknowledgement can serve as original receipt. Documentary evidence not included on the packing slip should be added by the cardholder.
*The cardholder is responsible for informing the vendor Cornell is exempt from New York State sales tax. If the vendor will not grant a sales tax exemption, cardholder must note the vendor's refusal on or with the receipt.
*Business purposes are supplied by the Customer Unit. A business purpose answers the questions: how does the purchase support the mission of the university, who, what, where, why and how is the purchase being used.
*BSC questions will be addressed to the p-card holder.

Small Dollar Purchases

*Reimbursement Request Form, found at:
http://www.human.cornell.edu/che/Administration/Support_Services/Finance/bsc/upload/Personal_Purchase_Reimbursement_Form_v20080821-2.pdf

*Business purposes are supplied by the Customer Unit. A business purpose answers the questions: how does the purchase support the mission of the university, who, what, where, why and how is the purchase being used.
*BSC questions will be addressed to the individual seeking reimbursement.

APPS Purchasing

*Web Form to be used for purchase requests over $500.
*Business purposes are supplied by the Customer Unit. A business purpose answers the questions: how does the purchase support the mission of the university, who, what, where, why and how is the purchase being used.
*Purchases less than or equal to $10,000 the Customer Unit may solicit competitive quotes, but they are not required.
*Purchases greater than $10,000 and less than or equal to $20,000, Supply Management Services will solicit formal quotations from a minimum of three responsible suppliers.
*Purchases greater than $20,000, Supply Management Services will solicit formal quotations from a minimum of five responsible suppliers.
*Single source/sole source purchase form is required when competition may not be feasible due to the nature of the commodity or a particular specification. The Customer Unit is responsible for the written justification; reasonableness of price must be established.
http://www.purchasing.cornell.edu/general.cfm
*BSC questions will be addressed to the initiator of the Web Form.

APPS Receiving

*Packing slips, date goods received, account number to charge and business purpose are required for confirmation of receipt. The Customer Unit is responsible for submitting this information immediately to the BSC, as payment to the vendor is dependent upon this information.
*Business purposes are supplied by the Customer Unit. A business purpose answers the questions: how does the purchase support the mission of the university, who, what, where, why and how is the purchase being used.
*BSC questions will be addressed to the faculty or staff name on the purchase order.

Cash and Check Deposits

*Customer Unit completes Non-Gift Check Information Form**:**
http://www.human.cornell.edu/che/Administration/Support_Services/Finance/bsc/upload/Deposit%20Form.xls
*Business purposes are supplied by the Customer Unit. A business purpose answers the questions: how does the deposit support the mission of the university, who, what, where, why and how the funds will be used.
*Sales tax will be recorded when applicable.
Note: Gift checks, envelopes and all documentation are given directly to CHE Alumni Affairs and Development.
*BSC questions will be addressed to the individual requesting the deposit, generally administrative staff.

Journals

*The BSC has standards for entering journal descriptions, which are applied across the college. In order to maintain these standards, the BSC will enter and approve all JEMS.

*Business purposes are supplied by the Customer Unit. A business purpose answers the questions: how does the transaction support the mission of the university, who, what, where, why and how is the transaction being used.
*BSC questions or clarification required will be addressed to the individual requesting the journal, generally financial management staff.

Late Cost Transfer

*Customer Unit is responsible for providing a valid late cost transfer justification. Please refer to policy 3.2, http://www.policy.cornell.edu/vol3_20.cfm
*BSC questions or clarification required will be addressed to the individual requesting the transfer, generally financial management staff.

Travel Advance and Travel Reimbursements

*Original receipts and all backup documentation are sent to BSC promptly, including documents authorizing account charges.
*Customer Unit enters trip into university trip system and each receipt is entered individually. For example, each taxi receipt is entered separately. The format used is: Vendor name, brief description. For example, "Holiday Inn, lodging".
*The Supervisor in the trip system must be supplied by the Customer Unit. For faculty, the 'supervisor' is the chair/director. For the director of Nutritional Science, Craig Higgins should be listed as 'supervisor', as designated by Dean Alan Mathios. For travelers without a Cornell netid, the account owner should be listed as the 'supervisor' on the Excel reimbursement form.
*Business purposes are supplied by the Customer Unit. A business purpose answers the questions: how does the trip support the mission of the university, who, what, where, when, why the trip took place. The business purpose contains travel dates, location and purpose of trip.
*Initiator of online trip forwards it to the BSC by changing the trip preparer to the BSR and sending the original receipts and all relevant backup to the same BSR.
*BSC questions will be addressed to the initiator of the trip reimbursement for form related questions. BSC questions will be addressed to the traveler for trip specific questions; the BSR will inform the original trip preparer (i.e. copy the original trip preparer on an email to traveler.)

Accounts Payable – Payment Requests

*Customer Unit sends completed Payment Request Form to BSR as reviewer, found at:
http://www.payments.cornell.edu/Request_Payments.cfm
*Business purposes are supplied by the Customer Unit. A business purpose answers the questions: how does the purchase support the mission of the university, who, what, where, why and how is the purchase being used.
*Original receipts and all backup documentation are promptly sent to the same BSR established as the reviewer, including documents authorizing account charges.
*BSC questions will be addressed to the initiator of the payment request.

Domestic and International Payment Forms (Previously Wire Transfers/Bank Drafts)

*Customer Unit completes Domestic Payment Form or International Payment Form, and sends to the BSC with all relevant backup documentation. Form can be found at:
http://www.payments.cornell.edu/General_Payments2.cfm

*Business purposes are supplied by the Customer Unit. A business purpose answers the questions: how does the purchase support the mission of the university, who, what, where, why and how is the purchase being used.
*BSC questions will be addressed to the initiator of the domestic or international payment forms.