SERVICES GUIDE

PURPOSE
This document provides an overview of the services provided by Financial Shared Services (FSS), how to initiate a service or transaction and what tasks FSS complete to deliver each service.

CONTENT
• Scope of FSS
• How to contact FSS
• Accounts Payable
• Purchase Card
• Payments
• Accounts Receivable
• Master Files
• General Ledger Enquiry

Note: Further guidance and service details can be located on our webpage Financial Shared Services.

SCOPE
FSS undertakes financial transactional processing including accounts payable, accounts receivable, receipting, purchase cards, vendor maintenance and customer master files, asset management, journals and reconciliations for the following Colleges and Services Divisions:

• College of Arts and Social Sciences
• College of Asia & the Pacific
• College of Business & Economics
• College of Engineering and Computer Science
• College of Law
• College of Medicine, Biology & Environment
• College of Physical & Mathematical Sciences
• Facilities & Services
• Administration
• Innovation & Advancement
• Information Technology & Services
• Research Services Division
• International & Outreach

HOW TO CONTACT FSS
To simplify contacting FSS we have established a Customer Service Desk. Calls and emails are received centrally and the Customer Service Desk will respond immediately where possible otherwise, they will pass the query onto one of the streams to follow up and respond. Emails are tracked to monitor response times and provide analysis of query types to identify future training requirements.

Contact details for the Customer Services Desk are as follows:
• Telephone Ext 54777
• Email financial.shared.services@anu.edu.au
• Webpage FSS - Key forms and procedures

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ACCOUNTS PAYABLE

Overview:

All vendor invoices and reimbursements are scanned into our scanning software (OCR) and, where possible, will automatically populate key information. The scanned invoice and details are then uploaded into ES Financials to progress through our workflow (review and approval) process.

How do I get an invoice paid?

Invoices should be sent directly from the vendor to FSS for payment. FSS prefers non paper based invoices submitted in PDF format or scanned invoices to be emailed invoice.workflow@anu.edu.au directly from vendors. Invoices are either scanned or uploaded into our Kofax scanning software. FSS will then begin the workflow process at Step 1, see below.

Where a vendor cannot provide an emailed copy of the invoice, the paper copy must be sent to:

Accounts Payable
Australian National University
Chancery Building 10C
Canberra ACT 2601

If an invoice has been sent directly to you, either paper or PDF format, please send the invoice to invoice.workflow@anu.edu.au with the General Ledger Code (GLC), where known, a short description of the good and/or service received and identify Business Contact.

How do I get my reimbursement processed and paid?

Reimbursements must be completed on a standard reimbursement form and submitted to invoice.workflow@anu.edu.au Invoices are either scanned or uploaded into our Kofax scanning software. FSS will then begin the workflow process at Step 1, see below. Where forms are approved/signed before submission to FSS, FSS will complete all 5 workflow steps, see below.

What does FSS do?

Once FSS receives an invoice, it scans and uploads into ES Financials. The workflow process is as follows:

Step 1: FSS will check if the invoice is a valid ‘tax invoice’, if not it will be returned to the supplier for correction. FSS will add the natural account code, description (per standard descriptions), as well as the GLC if known. The Business Contact will be selected, if known. Where the Business Contact is not known, a default team will be selected for that area.

Step 2: Completed by the Business Contact in the College or Service Division confirming details and receipt of good and/or services, reviewing account code and description and input finance delegate.

Step 3: Completed by the Financial Delegate in the college or Service Division who approves the expenditure.

Step 4/5: FSS does a compliance check and uploads for payment. Compliance checking includes checking for FBT and asset forms and check payment details.

Payment: Payment is completed per vendor payment terms and a remittance advice is emailed (where we have the vendors email address) or sent by post.

Note: On average, invoices take 15 days before they are received and uploaded by FSS. This can lead to late payments where vendor payment terms are less than 28 days.

12 November 2015
PAYMENTS

Overview:
Invoices processed through Accounts Payable are paid by EFT, Telegraphic Wire Transfer, Overseas Drafts and only where necessary by cheque. Payments are made to domestic and international recipients.

How do I get an invoice paid?
Invoices must be submitted to invoice.workflow@anu.edu.au for processing before payment can be completed. If invoices are submitted late they may not meet the payment terms of vendors. It is essential that procedures are followed and appropriate approvals provided before payment is made to ensure the integrity of financial transactions at the ANU.

An urgent cheque/EFT payment may still be produced in very exceptional circumstances on application to the Financial Operations senior staff. Urgent payment requests must be sent to financial.shared.services@anu.edu.au.

What does FSS do?
FSS completes payment to agreed payment terms from date of invoice. Payment run frequency is provided at the following webpage payment runs.

PURCHASE CARD

Overview:
Purchase cards are used by the ANU for small value purchases and travelling expenses.

How do I get purchase card?
An ANU employee may request a purchase card by first, completing a Visa Purchasing Card Cardholder Request. The form must be signed by the cardholder applicant’s line manager and submitted to financial.shared.services@anu.edu.au.

What does FSS do?
FSS review the form for completion, and checks cardholder has appropriate delegation assigned.

How do I get my transactions processed?
FSS distribute cardholder reports monthly. These reports are used by the cardholder to detail transactions completed using their purchasing card including coding. Receipts must be attached to the cardholder report. Reports are then forwarded to the cardholder’s supervisor for review and approval. Once the cardholder’s supervisor has signed the cardholder report it is forwarded to FSS for processing.

What does FSS do?
FSS will enter the transactions into ES Financials. FSS will then review the details to ensure they are complete and correct and approve based upon the cardholder’s supervisor signature.

FSS will send exception reports to cardholders where transactions have not been cleared in a timely fashion (greater than 30 days).
ACCOUNTS RECEIVABLE

Overview:
FSS undertake debtor receipting, debtor management, invoicing, reporting and central receipting for on-campus cash receipts. We receive funds from domestic and international debtors.

How do I get an invoice raised?

Invoices are raised by FSS at the request of Colleges and Administration areas. Colleges and Administration areas need to submit their request on the ‘Request for Invoice’ form by emailing the completed form to debtors@anu.edu.au.

What does FSS do?

FSS will input the information into ES Financials and forward the invoice to the customer. Attachments are filed with the invoice request and can be accessed by request to financial.shared.services@anu.edu.au. FSS inputs the invoice number into Aries, where the grant number (Aries ID) is provided.
FSS receives payments from debtors and matches against outstanding monies in the debtor account.
FSS will contact debtors where there are overdue monies outstanding. A record of contacts with a customer will be maintained in the ES Financials system and reviewed monthly. Where overdue monies are greater than 90 days overdue, FSS will liaise with College or Service Division Finance to discuss next steps.

MASTER FILES

Overview:
Master file service provides a central service to set up, or make changes to vendors and customers. New purchase cards and updating cardholder information is also completed by this team. FSS create approximately 3,500 new vendors per annum.

How do I get a vendor created or details updated?

FSS will create or update an existing vendor file, when an invoice enters the accounts payable workflow that identifies this change. The vendor record change will occur prior to a payment being made.

If you need a new vendor setup to raise a purchase order or require a vendor’s details updated, you can submit vendor create or amend form or email a copy of the suppliers documentation. This could be a quotation or vendor letter to vendor.maintenance@anu.edu.au

How do I get a customer created or details updated?

Send an email to financial.shared.services@anu.edu.au with the relevant details of the required change.

What does FSS do?

FSS creates or reactivates a vendor or customer as required. Vendors are created using vendor sourced documents, invoice or letterhead, and then approved ready for use. Vendors can be created by completing the vendor create/amend form.

Customer creation requests are received by email, created and approved in ES Financials. Details essential for creating a customer are provided on our webpage Customer Create/Amend.
GENERAL LEDGER INTEGRITY

Overview:
FSS complete reconciliations and follow up of outstanding open items/advances, journals, asset maintenance and coordinate asset stocktakes.

How do I get a journal processed?
Journal requests, including description, must be submitted to financial.shared.services@anu.edu.au.

What does FSS do?
FSS enter journals, post to ES Financials and approve the journal when it comes directly from a Finance Team. Where it does not come from a Finance Team, FSS will refer back to the College/School Finance Team for approval.
Asset maintenance, including additions and deletions, will be completed by FSS upon a request from a College or Service Division.

ESCALATION PROCESS

If I am not getting a response to my request for processing, who do I escalate to?
If your request has not been responded to within a timely manner,

- In the first instance, escalate the issue with to the relevant FSS Team Leader directly.
- Where the request has not been resolved then escalate the issue to Manager Financial Operations and copy the Associate Director of Financial Operations & Transformation.
- If the issue still has not been resolved the Associate Director of Financial Operations & Transformation will engage the College Finance Manager to identify a solution.

Contacts:
- Manager Financial Operations  Patrick.price@anu.edu.au
- Team Leader Customer Service  Kirsten.mckinnon@anu.edu.au
- Team Leader Accounts Payable  erin.clements@anu.edu.au
- Team Leader Purchase Card  krisite.abdel-massih@anu.edu.au
- Team Leader Accounts Receivable  john.wolf@anu.edu.au
- Team Leader General Ledger Integrity  Yuney.chan@anu.edu.au

How do I give feedback?
Feedback about services provided or FSS performance can be given directly to Associate Director Financial Operations & Transformation by sending an email to Jeremy.hill@anu.edu.au.

12 November 2015