

# Full-Service Support Model

## DEDICATED PURCHASING & TRAVEL PROCESSING

Primary + 1 backup



## ON-SITE ADMIN SUPPORT

Current Admin + Additional Solutions



## Department



## EXPERT RESEARCH SUPPORT

Primary + 2 backups



## DEDICATED PERSONNEL & PAYROLL EXPERTS

Primary + 1 backup



## EXPERT FINANCIAL SUPPORT

Primary + 2 backups



**In this model, relationships are key.  
We will stay in touch...**

**In Person**



**By Phone**



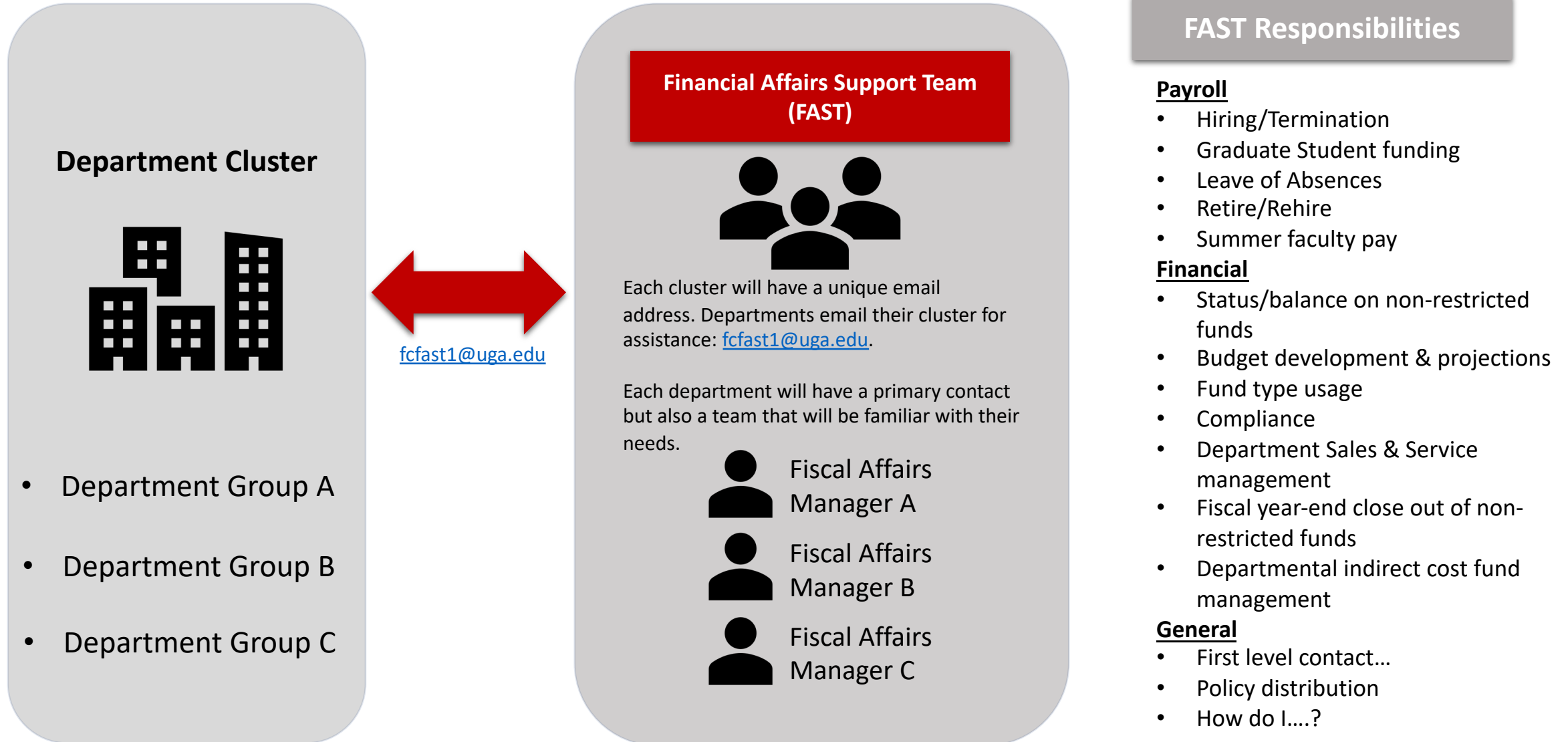
**By Email**



**By Ticket**

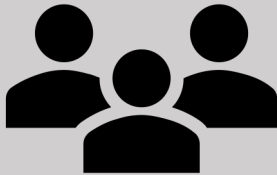


# Communication Between Departments and FAST Team



# Communication Between Departments and P&P Team

## Financial Affairs Support Team (FAST)



Departments will initiate personnel and payroll actions via FAST by emailing their cluster for assistance: [fcfast1@uga.edu](mailto:fcfast1@uga.edu).

Each FAST cluster will have a primary P&P contact but also a team that will be familiar with their needs.



Fiscal Affairs  
Manager A

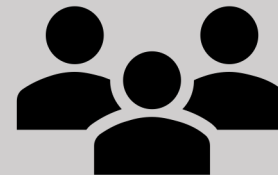


Fiscal Affairs  
Manager B



Fiscal Affairs  
Manager C

## Personnel and Payroll Team (P&P)



FAST will work in conjunction with P&P to ensure hiring, onboarding & budgetary compliance for all employees, including faculty, staff and students. Depending on the funding source, REST will be consulted to ensure appropriate budgetary conditions are met.



Payroll Partner A



Payroll Partner B



[fcpap1@uga.edu](mailto:fcpap1@uga.edu)

## P&P Responsibilities

### Hiring & Personnel

- Create and update position information
- Assist with departmental searches
- Process all direct hires
- Retire/rehires
- MyID & FOIT new hire requests
- Visa processing for all faculty, staff and visitors

### Payroll

- Ad Hoc & Position Funding Changes
- Overpayments
- Off-Cycle Check Requests
- Special Pay & Supplement Requests
- Faculty summer pay
- Ensure accurate payroll run

### General

- Policy distribution
- How do I...

# Communication Between Departments and REST Team


**Department Cluster**



- Department Group A
- Department Group B
- Department Group C






**Research Enterprise Support Team (REST)**



Each cluster will have a unique email address. Departments email their cluster for assistance: [fcrest1@uga.edu](mailto:fcrest1@uga.edu).

Each department will have a primary contact but also a team that will be familiar with their needs.

-  Grants & Contracts Professional A
-  Grants & Contracts Professional B
-  Grants & Contract Professional C

## REST Responsibilities

### Pre-Award Management

- Assist faculty in the preparation, review, and submission of external grant proposals.
- Develop and prepare detailed budgets, budget justifications, personnel documents, and other non-science proposal documents.
- Liaison between SPA and grant agency/sponsor.
- Complete internal proposal records in Grants Portal.

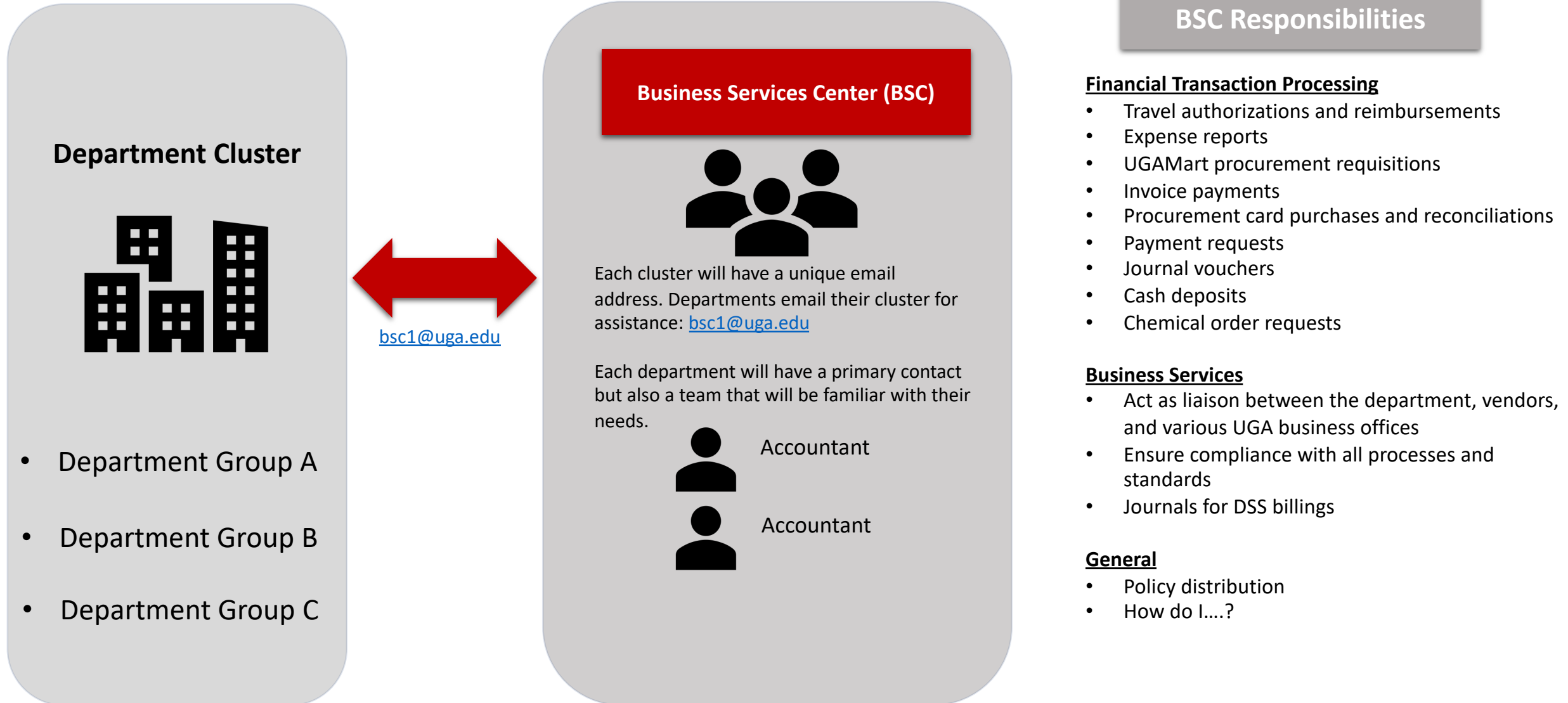
### Post-Award Management

- Monthly reconciliation/balance reports on faculty funds.
- Assist with re-budget requests, pending awards, no-cost extensions, etc.
- Compliance
- Assist faculty with effort planning and annual/end of project payroll certifications.
- Manage sub-awards/contracts.

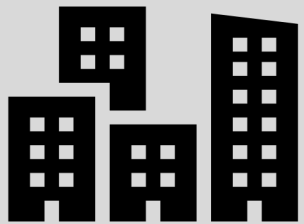
### General

- Policy distribution
- How do I....?

# Communication Between Departments and BSC



## Department Cluster



- Department Group A
- Department Group B
- Department Group C

## Business Services Center (BSC)



Each cluster will have a unique email address. Departments email their cluster for assistance: [bsc1@uga.edu](mailto:bsc1@uga.edu)

Each department will have a primary contact but also a team that will be familiar with their needs.



Accountant



Accountant

## BSC Responsibilities

### Financial Transaction Processing

- Travel authorizations and reimbursements
- Expense reports
- UGAMart procurement requisitions
- Invoice payments
- Procurement card purchases and reconciliations
- Payment requests
- Journal vouchers
- Cash deposits
- Chemical order requests

### Business Services

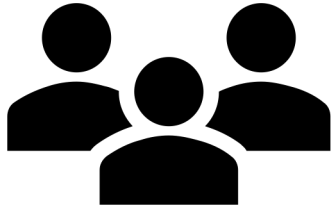
- Act as liaison between the department, vendors, and various UGA business offices
- Ensure compliance with all processes and standards
- Journals for DSS billings

### General


- Policy distribution
- How do I....?

# Departmental Cluster Sample


## Financial Affairs Support Team (FAST) Cluster 1




Each department will have a primary contact but also a team that will be familiar with their needs.

 Fiscal Affairs Manager A

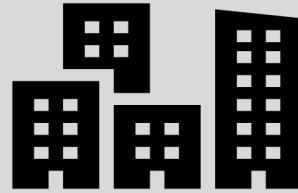


 Fiscal Affairs Manager B



 Fiscal Affairs Manager C

## Department Cluster 1



### Department Group A

- Department of Computer Science
- Institute for Artificial Intelligence
- African Studies Institute

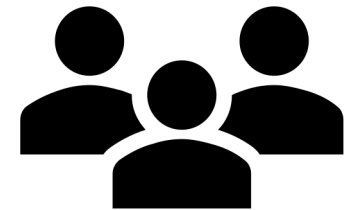
### Department Group B

- Department of Microbiology
- Criminal Justice Studies


### Department Group C

- Department of Physics and Astronomy
- Department of Philosophy
- Department of Comparative Literature and Intercultural Studies
- Department of Dance

## Research Enterprise Support Team (REST) Cluster 1




Each department will have a primary contact but also a team that will be familiar with their needs.

 Grants & Contracts Professional A



 Grants & Contracts Professional B



 Grants & Contracts Professional C

# Graduate Student Payroll Workflow

Process is currently being piloted in four Franklin College departments

## Department Cluster



 Department of Communication Studies  
Franklin College of Arts and Sciences  
UNIVERSITY OF GEORGIA

 Department of Linguistics  
Franklin College of Arts and Sciences  
UNIVERSITY OF GEORGIA

 Department of Mathematics  
Franklin College of Arts and Sciences  
UNIVERSITY OF GEORGIA

 Department of Statistics  
Franklin College of Arts and Sciences  
UNIVERSITY OF GEORGIA

## Financial Affairs Support Team (FAST)



Two-way communication between department and primary FAST contact.

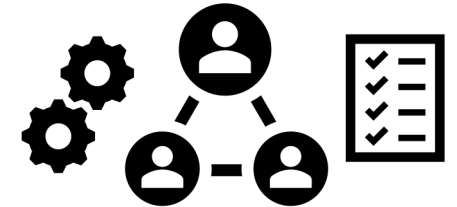
Tools Used:

- FAST provides list of currently employed students as a starting point
- Department provides information to their FAST contact on student appointments

- Each department will have a primary contact but also a team that will be familiar with their needs.
- FAST contact intakes the student information in a standard format that is easily interpreted by FAST and P&P teams.
- Current spreadsheet format includes:
  - Student name, Empl ID, position number(s), combo code(s), and compensation for FY
  - Past actuals and future projections are in one place.



## Personnel and Payroll Team (P&P)



- FAST uploads spreadsheet to shared channel on Microsoft Teams
  - Cell coding on the spreadsheet is used to indicate needed:
    - Position funding changes
    - Ad hocs
    - Terminations
    - Short Work Break
    - Future hiring needs
  - As the actions are submitted and validated the coding and comments in the spreadsheet change.
  - Anyone that looks at this spreadsheet will know:
    - What has happened
    - What is going to happen
    - What should happen
    - Where any needed actions are in the process
- P&P Team uses spreadsheet uploaded to Microsoft Teams channel to process the necessary actions to ensure students are paid correctly
  - These actions are validated at multiple points
    - Future Job Data query used for projected needs
    - Position funding to ensure paid from correct location
    - Estimated monthly payroll query is ran at the beginning of the month to ensure current month is correct and gives time to make any needed changes. This is marked on spreadsheet.
    - Validate monthly payroll is ran after pay sheets are generated and marked on spreadsheet