OOTC Current Initiatives and Projects

❖ Customer Service Excellence Survey sent to 775 employees and 800 students

❖ Staff Experience Survey Results

❖ Quantum HCM/Payroll System Implementation

❖ Sample of “Partnerships” with UMB offices
  ❖ International Operations - Procure to Pay (Maryland Global Initiatives Corp)
  ❖ Center for Global Engagement – Student Academic Travel Policy and Procedures
  ❖ SAFE Center, EMBRACE – Making payments to clients
  ❖ CITS – PCI Compliance
  ❖ All Schools and Budget Office – Streamline Student Tuition and Fees Model
  ❖ Human Resources – GED Program, Out-of-State Workers
OOTC- Student Financial Services

Jordan Nixon, MBA - Assistant Controller
OOTC - Student Financial Services

**Mission Statement:** We strive to provide exceptional customer service through providing helpful & knowledgeable assistance to UMB students in a timely manner.

**The Approach:** To enhance the UMB student experience by providing innovative and comprehensive services along with exceptional customer service, allowing students the ability to focus on achieving their academic goals.
OOTC - Student Financial Services

Our Team is responsible for the assessment & collection of UMB’s student account receivable totaling over $197,000,000 for FY24.

<table>
<thead>
<tr>
<th></th>
<th>Total Charges (Tuition, Fees, Insurance, and Housing)</th>
<th>Internal Payments &amp; Tuition Remission processed</th>
<th>Student Refunds Processed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand Total</td>
<td>197,992,532</td>
<td>9,019,148</td>
<td>65,326,733</td>
</tr>
</tbody>
</table>

Student Accounts Receivable Transfers to CCU as of June 2023 was 0.09%

SFS Services Include:
- Student Account Customer Service
- Student Refunds
- Student Health Insurance Plan (SHIP)
- USM Tuition Remission & Internal Payments
- Third Party Billing
- 1098-Ts, Tuition Statements
- University Cashier’s Office
OOTC- Student Financial Services Customer Service Initiatives

Internal efficiencies to enhance the student experience:

• Real-time account activity, eBills and online payment options via the TouchNet integration.
• Electronic consent and delivery of 1098-T tax statements.
• Delivering student and departmental forms via DocuSign and ImageNow workflows.

Bi-Annual SFS Team customer service training:

• SFS customer service standards to uphold UMB and A&F core values.
• Customer service guidelines and email response templates.

Providing responsive customer service to students via StudentAccountHelp@umaryland.edu email, in person or over the phone.

Presenting at new student orientations and resource fairs each semester.

University Cashier’s Office appointment booking system:

• Departmental Deposits
• General Working Fund check pickup
OOTC- Payroll Services

Candace Chow, MBA - Assistant Controller
OOTC- PS Team Members

- Candace Chow - Assistant Controller - Payroll
- Shanay Smith - Acting Payroll Manager
- Roksana Mazdeyasni - Payroll Accountant
- Celeste Williams - Payroll Accountant
- Nkiruka Onwuka (Kiki) - Payroll Processing Associate
- Glenda Habeych-Randall - HCM Project Payroll Lead
OOTC-Payroll Services- Overview

- Process bi-weekly payroll for 8000+ active employees
- Work closely with payroll reps and administrators from Campus schools and departments and process submitted forms:
  - Payroll adjustment forms
  - Overpayments
  - Stopping and Reissuing a payroll check (paper checks lost in mail)
  - Foreign national employees tax form packets
  - Review employees tax forms
- Troubleshoot payroll and Commitment Accounting related issues
# OOTC-Payroll Services - Overview

<table>
<thead>
<tr>
<th>Submitted By Campus Schools/Depts</th>
<th>FY23 (July 22-June 23)</th>
<th>FY24 (July 23 - Jan 24)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payroll Adjustments</td>
<td>4,228</td>
<td>2,906</td>
</tr>
<tr>
<td>Overpayments</td>
<td>107</td>
<td>96</td>
</tr>
<tr>
<td>Review Foreign National employees new hire paperwork</td>
<td>956</td>
<td>432</td>
</tr>
<tr>
<td>Stop payments</td>
<td>105</td>
<td>43</td>
</tr>
<tr>
<td>Review tax/DD forms</td>
<td>2,695</td>
<td>1,674</td>
</tr>
<tr>
<td>Rejected forms from CPB</td>
<td>480</td>
<td>289</td>
</tr>
</tbody>
</table>
OOTC-Payroll Services- Customer Service Initiative

• Monthly drop-in sessions
• Payroll related Job Aids to provide
  • clear instructions on how to do a work task to prevent mistakes
  • Standardized procedures
• Hold regular payroll reps meeting to discuss updates, training, and reminders
• Payroll Reps/Administrators are encouraged to email Payroll Help for immediate assistance
OOTC – Financial Services:

Disbursements
General Accounting
Financial Reporting

Alex Zouras-Wieneke, CPA
Deputy Controller
OOTC - Disbursements

Lynell Griffin, MBA - Assistant Controller
Mission Statement

Our mission is to provide accurate, timely, and compliant payments of goods and services while building cohesive partnerships with our suppliers and campus community, maintaining a high level of customer service, and upholding the core values of the University.
OOTC - Disbursements

The Disbursements Team

Lynell Griffin
Assistant Controller

Tina Nitz
Manager

Gina Baker
Program Specialist/Supervisor

Kenyatta Woolridge
Sr. Program Specialist/Supervisor

Damon West
Disbursements Specialist/Supervisor
OOTC - Disbursements

The Disbursements Team

Cherylann Baribeault
Accounting Associate

Brandi Baylor
Accounting Associate

Donna Coates
Program Specialist

Katrina Foster
Accounting Associate

Stephanie Fuller
Accounting Associate

Mahogany Gorden
Accounting Associate

India Lewis-Taylor
Travel Program Specialist

Nikki McCormick
Accounting Associate

Chris Smoker
Accounting Associate

Joanne Thompson
Accounting Associate
Responsibilities and Duties

❖ Manage and Administer University-Wide Disbursement Operations

❖ Payment Types Processed:
  ➢ PO and NON-PO
  ➢ General Working Fund
  ➢ Wire (Federal and International)
  ➢ Travel (Employees, Non-Employees, and Students)

❖ Manage Supplier Registration

❖ Interpret and Adhere to Policy/Procedures (State, USM, and UMB)
OOTC - Disbursements

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount 1</th>
<th>Amount 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>PO</td>
<td>17,993</td>
<td>$242M</td>
</tr>
<tr>
<td>NonPO State</td>
<td>9,044</td>
<td>$127M</td>
</tr>
<tr>
<td>GWF</td>
<td>5,173</td>
<td>$2.3M</td>
</tr>
<tr>
<td>Travel</td>
<td>7,281</td>
<td>$3.8M</td>
</tr>
</tbody>
</table>

FY23 Payments Processed Stats
Customer Service Initiatives

✓ Provide workshops and information sessions
  ➢ Biweekly Travel Talks
  ➢ Quarterly Travel Professionals Group
  ➢ Procure 2 Pay (collaboration with SSAS)

✓ DL email box for inquiries

✓ Upcoming – virtual office hours and routine workshops for other payment types e.g. GWF/Study participant
OOTC - General Accounting

Ajibola Akintola, CPA - Director
Mission Statement

Our mission is to provide exceptional accounting and professional services to the University while maintaining a high level of customer service and upholding the core values of the University.
OOTC - General Accounting

Team Members

❖ Ajibola Akintola, Director
❖ Roshawn Nelson, Accounting Supervisor
❖ Nicole King, Accountant
❖ Briana Griffin, Accounting Associate
Responsibilities and Duties

❖ Asset Management
❖ Customer Billing System/Accounts Receivable (NON SPON)
❖ Interagency Transfers (RSTARS)
❖ Monthly Reconciliation of various accounts
❖ PCard Accounting
❖ Equipment Loan Program
❖ Common Trust Fund
❖ Month End/Year End Close Out
FY23 Customer Billing System Stats

$283M Total Bills added to CBS in FY2023

$272M Total Payments Posted to Bills in FY2023

$891K Total Sent to Central Collections in 2023
<table>
<thead>
<tr>
<th>FY 23 Inter Agency Transfer Volume</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Count of Requests</td>
<td>• 659</td>
</tr>
<tr>
<td>Total Transfers Outgoing</td>
<td>• $55M</td>
</tr>
<tr>
<td>Total Transfers Incoming</td>
<td>• $383M</td>
</tr>
</tbody>
</table>
OOTC – General Accounting

Customer Service Initiatives

✓ Provide workshops and information sessions
  ➢ Asset Management
  ➢ Deposits and Collections (collaboration with SFS and SPAC)
  ➢ Weekly Q&A for Capital Inventory Process

✓ DL email box for inquiries
✓ Upcoming – virtual office hours
Mission Statement

Our mission is to provide accurate and timely financial information while promoting transparency and collaboration across the campus community, maintaining a high level of customer service, and upholding the core values of the University.
OOTC – Financial Reporting

Responsibilities and Duties

❖ Manage Daily Accounting Transfers (Debit Memos/Journals)
❖ Prepare Financial Statements (Interim/Annual)
❖ Coordinate Annual Financial Statement Audit
❖ Track and Monitor Account Reconciliations
❖ Prepare External Financial Surveys
❖ Manage Unrelated Business Income Transactions (UBIT)
❖ Track and Monitor Lease Transactions

**Fun Fact – Bryan is an official member of the National Association of Professional Bureaucrats (NATAPROBU)**
UMB financial statements

✓ Prepared in accordance with the Governmental Accounting Standards Board (GASB) and University System of Maryland requirements.

✓ Primary ledger is based on the current financial resources basis and must be converted to accrual basis GASB via a secondary GAAP ledger.

✓ High transaction volume and complex organizational structure complicates financial reporting. Raw trial balance report has 35,000 rows of data.

✓ Financial Reports and auditor opinions are available on the OOTC Webpage Financial Reports - Office of the Controller (umaryland.edu)
OOTC – Financial Reporting

Debit Memos
10,000

Journals
31,000

FY 2023 Accounting Transfers Volume
End