Full-Service Support Model

**DEDICATED PURCHASING & TRAVEL PROCESSING**
Primary + 1 backup

**ON-SITE ADMIN SUPPORT**
Current Admin + Additional Solutions

**EXPERT RESEARCH SUPPORT**
Primary + 2 backups

**EXPERIMENTAL SUPPORT**
Primary + 1 backup

**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

**Department Cluster**
- Department Group A
- Department Group B
- Department Group C

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**Financial Affairs Support Team (FAST)**

Each cluster will have a unique email address. Departments email their cluster for assistance: fcfast1@uga.edu.

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

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**FAST Responsibilities**

**Payroll**
- Hiring/Termination
- Graduate Student funding
- Leave of Absences
- Retire/Rehire
- Summer faculty pay

**Financial**
- Status/balance on non-restricted funds
- Budget development & projections
- Fund type usage
- Compliance
- Department Sales & Service management
- Fiscal year-end close out of non-restricted funds
- Departmental indirect cost fund management

**General**
- First level contact...
- Policy distribution
- How do I....?
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.

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

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.

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

[Diagram showing Department Cluster and Business Services Center (BSC)]

**Business Services Center (BSC)**

Each cluster will have a unique email address. Departments email their cluster for assistance: 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....?
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

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

Financial Affairs Support Team (FAST) Cluster 1

Research Enterprise Support Team (REST) Cluster 1

Fiscal Affairs Manager A
Fiscal Affairs Manager B
Fiscal Affairs Manager C

Grants & Contracts Professional A
Grants & Contracts Professional B
Grants & Contracts Professional C

Departmental Cluster Sample

Department Group A
- Fiscal Affairs Manager A
- Grants & Contracts Professional A

Department Group B
- Fiscal Affairs Manager B
- Grants & Contracts Professional B

Department Group C
- Fiscal Affairs Manager C
- Grants & Contracts Professional C
Graduate Student Payroll Workflow
Process is currently being piloted in four Franklin College departments

**Department Cluster**
- 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.

**Financial Affairs Support Team (FAST)**
- 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.
- 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

**Personnel and Payroll Team (P&P)**
- 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.