



University of the Virgin Islands



ACCOUNTING AND PURCHASING DEPARTMENTS

SERVICE CHARTER

PROVIDING EXCEPTIONAL SERVICES TO THE UNIVERSITY COMMUNITY

2 JOHN BREWERS BAY
ST. THOMAS, U.S. VIRGIN ISLANDS 00802

JANUARY 2013

**ACCOUNTING AND PURCHASING DEPARTMENTS
SERVICE CHARTER 2013**

OUR SERVICE CHARTER

The Service Charter of the Accounting and Purchasing Departments tell you about:

- WHO WE ARE
- OUR VALUES
- WHAT WE DO
- OUR CLIENTS
- OUR SERVICES
- OUR COMMITMENT TO YOU
- OUR SERVICE GUARANTEE
- OUR SERVICE STANDARDS
- HOW WE WILL BE ACCOUNTABLE
- HOW YOU CAN HELP US
- INFORMATION ABOUT THE UNIVERSITY
- HOW TO CONTACT US

WHO WE ARE

- The University of the Virgin Islands Accounting and Purchasing departments represent a team of dedicated, hard working employees, who are committed to providing exceptional service to their clients; including students, faculty, and staff; meeting the needs of external and internal stakeholders, and fulfilling the mission and vision of the University of the Virgin Islands.

- **Accounting Mission:** We manage the assets and resources of the University, render obligations of accountability and stewardship, supply administrative and other support services, provide a service delivery system to meet the institution's administrative needs and requirements, and contain exposure to liability and other business risk.

- **Purchasing Mission:** We provide timely and efficient procurement of quality goods and services for the various academic, administrative, and research departments at the University at a reasonable price. We maintain reliable sources of supply, obtain competitive bids, negotiate contracts, consolidate University purchases when possible and issue purchase orders to vendors and manage the procurement card program.

- **Vision of Accounting and Purchasing:** The Accounting and Purchasing Departments will be known for providing exceptional, efficient, and effective accounting, purchasing and procurement services to clients and the University community.

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OUR VALUES

We embrace UVI's value system that embodies the principles, ideals and beliefs of its students, faculty, staff, administrators, and trustees, and forms the foundation for UVI's actions. Our values are:

- Students First
- Learning and Scholarship
- Excellence
- Teamwork
- Collegiality and Shared Governance
- Inclusiveness of Ideas
- Principled Leadership
- Supporting Our Community
- Effective Use of Technology
- Equitable Reward System

WHAT WE DO

Accounting Department:

- Managing day to day accounting functions of the University, including monthly reconciliations; journal entries; monthly and year end closing of University's books; overseeing internal and external reporting; and coordinating of audit preparation for independent auditors.
- Paying vendors and consultants, answering vendor inquiries, printing and mailing of Accounts Payable checks, processing travel advances and travel vouchers, credit card payments, researching and solving payment discrepancies.
- Posting revenue to the appropriate accounts and reconciling student loans.
- Auditing times sheets for errors; processing bi-weekly, monthly, and temporary payroll appointments; meeting processing deadlines; and assisting employee with payroll related questions.
- Posting of financial transactions including transfers, and deposits, to the appropriate accounts in Banner; investigating, reviewing, and correcting transaction errors via journal entries; maintaining accounting of scholarship programs, financial aid, and other restricted funds; preparing financial status reports and invoices as required by granting agencies.
- Entering budgets for restricted funds in Banner; monitoring grants to ensure audit compliance; approving check requisitions, purchase requisitions, and other transactions to determine compliance with approved budgets, University/department and Single A-133 procedures and requirements; and working closely with the project directors to provide accounting support.

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Purchasing Department:

- Ensuring the uninterrupted flow of educational, research, and administrative activities by obtaining and ensuring delivery of acceptable quality of goods and services at the right time and price.
- Developing reliable alternative sources of supply to meet the University's requirements.
- Developing and fostering positive relationships with vendors in order to preserve a good business reputation and obtain competitive prices.
- Complying in all respects with federal, and territorial laws, and all other applicable laws without qualification or evasion.
- Purchasing materials and services for the University's use at the maximum end use per dollar spent.
- Coordinating Inventory Management and Fixed Assets.
- Managing the use of the procurement credit card for small purchases.

OUR CLIENTS

- Students
- Faculty
- Staff
- Vendors
- Consultants
- Board of Trustees
- University Administration
- Alumni
- Donors
- Grantors
- Virgin Islands Community

OUR SERVICES

Accounting and purchasing departments provide the following services to their clients:

- Accounting and Operations
- Payroll Preparation and Services
- Accounts Payable and Disbursement
- Accounts Receivable and Collections
- Grants and Contracts Management
- Purchasing and Procurement Services

Our services meet the needs of our clients by ensuring timely payments to vendors, employees, and stakeholders, in addition to providing at all times a continuous supply

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of the goods and services necessary to support the University community in all facets of accounting, purchasing and procurement services.

OUR COMMITMENT TO YOU

We are committed to respecting the rights of our Clients, including:

- The right to review and appeal;
- The right to lodge a complaint;
- The right to privacy and confidentiality;
- The right to see information (i.e. Freedom of Information obligation [FOIA]);
- The right to access services, facilities and information in a manner which meets client needs.

OUR SERVICE GUARANTEE

To fulfill our service guarantee to you we are committed to having well trained and supportive staff and to developing and maintaining an open and accountable culture that is fair and reasonable in dealing with our clients.

We will provide you with quality service by:

- Identifying ourselves when we speak to you.
- Seeking to understand your requirements and to identifying what is important to you. We will listen actively and act responsively to your needs.
- Recognizing that clients have different needs and personalizing our services and advice in ways that fit those needs.
- Treating you with respect and courtesy, maintaining confidentiality where required.
- Giving you clear, accurate, timely and relevant information or help you find it
- Being clear and helpful in our dealings with you, giving reasons for our decisions.
- Respecting the confidentiality of personal information and using it only in accordance with the law.
- Acting with care and diligence as we prepare a response, conducting ourselves honestly and with integrity in accordance with a strict Code of Conduct.
- Referring inquiries we cannot answer to an appropriate source.
- Presenting our responses to your inquiries or letters clearly and concisely, using plain English, understandable graphics, or other means relevant to your needs. Generally, we will respond within fourteen (14) days of getting your letter. If this is not possible, we will indicate why we cannot and when you can expect a response. Our correspondence will include the name and telephone number of the person dealing with your letter.
- Ensuring that our recorded telephone, facsimile and Web services are kept current with the latest information, programs, services and products.
- Ensuring that our recorded telephone and facsimile services use concise wording and compact graphics.
- Ensuring that our Web site is easy to use and well set out.

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- Ensuring that all our services meet a well-defined client need.

In delivering our services, we promise to honor the University's "Top Seven" Service Promises:

- To smile
- To greet everyone we meet
- To know our jobs...and the university
- To treat your concern as our concern
- To follow up on everything
- To treat our co-workers as we would a customer

To always remember that communication courtesy matters

OUR SERVICE STANDARDS

This charter describes our main services and how we measure their effectiveness. The following table describes how we will measure how effective we are in delivering our core services to our Clients.

Our Services	Measures of effectiveness
Accounting and Operations	All charge backs, bank reconciliations and monthly closings will be processed within fifteen (15) days after the end of each month.
Payroll Preparation and Services	All employees will be paid on time, upon receipt of all necessary documents submitted to the Accounting department for processing. Tax forms, W-2, 1099 and 1098, will be processed within the guidelines outlined by the Internal Revenue Service (IRS).
Accounts Payable and Disbursements	All completed purchase orders will be processed within fifteen (15) business days of receipt of invoices and receiving reports.
Accounts Receivable and Collections	All completed and accurate checks requisitions will be processed within ten (10) business days. All invoices will be mailed out within fifteen (15) business days of each month or quarter. All cash draws will be done within thirty (30) business days, following the end of quarter.

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Grants and Contracts	<p>All revenues will be posted within five (5) business days of receipt of currency.</p> <p>New award numbers and corresponding budgets will be setup in Banner within ten (10) business days of receipt of proper documentation from pre-award officers and project directors.</p> <p>All reporting deadlines set by granting agencies will be met.</p>
Purchasing & Procurement	<p>All completed purchase requisitions will be converted to purchase orders within five (5) business days.</p> <p>All receiving reports will be processed within three (3) business days of receipt of documents.</p> <p>All packages will be distributed within one (1) business day of receipt.</p> <p>All posting of inter-departmental requisitions for inter-island travel will be entered on Banner within fifteen (15) business days after the end of each month.</p> <p>All procurement card transactions will be reconciled within fifteen (15) business days after the end of each month.</p>

The tables below show processing time service standards for our interaction with our clients. We aim to process 75% of cases within these service standards. However, the service standards are indicative only. Individual cases may be decided in longer or shorter periods than the service standard, depending on a range of factors, individual circumstances and the complexity of each case.

Telephone

Service Principles	Service Standards
Our telephones will be answered promptly.	We will respond to your calls within four (4) rings.
	We will answer queued calls to our Call Centers within two (2) minutes.
We will be courteous, professional and helpful.	When answering the telephone, we will provide you with our name and work area.

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	When we call you, we will provide you with our name, work area and the reason why we are calling.
We will be accessible by telephone during business hours.	All departmental business areas will have telephone service options during business hours.
	We will respond to your telephone messages within one (1) business day.
	Our recorded messages will be current and give appropriate contact details during absences.

In person

Service Principles	Service Standards
We will assist you promptly.	We will serve you within ten (10) minutes of your arrival, if you have an appointment.
	We will serve you within 20 minutes if you do not have an appointment.
	We will advise you, in advance, about any unexpected delays in attending to you.
We will be courteous, professional and helpful.	We will wear our name badges and identify ourselves.
	We will be neatly dressed and well presented.
We will be accessible.	All departmental business areas will have in-person service options.
	Our offices will be clean and comfortable, have clear signage and current, relevant information on display.

Interview

Service Principles	Service Standards
We will give reasonable notice of interviews.	We will advise you about interview arrangements in a timely manner. Where legislative timeframes apply, we will meet them.
	We will inform you of any changes in arrangements before your scheduled interview.
	We will see you within ten (10) minutes of your appointment time and advise you, in advance, of any

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	unexpected delays.
We will conduct interviews in a fair and reasonable manner.	We will consider the appropriateness of any interview and whether the required information could be obtained in another way.
We will actively address your diverse needs.	We will conduct interviews in locations that are as private and secure as possible and reflect the nature of the interview.

Written communication

Service Principles	Service Standards
We will respond to your correspondence promptly.	We will reply to all correspondence in a timely way using the most appropriate contact method – via telephone, in-person or in writing.
	We will acknowledge E-mail requests within one (1) working day of receipt, and provide you with a likely timeframe for our full response.
We will be courteous, professional and helpful.	We will provide accurate, helpful and timely responses that are relevant to your needs.
	We will identify ourselves and provide contact details in our written correspondence.
	We will record all of your correspondence on departmental databases and filing systems.
We will be accessible in writing	All departmental business areas will have mail contact options.
	We will use out-of-office E-mail messages when away from the office, and provide you with alternative contact details.

Applications and decisions

Service Principles	Service Standards
We will acknowledge applications promptly and inform you about the assessment process.	We will acknowledge all applications within seven (7) business days – unless we make a decision in that time.
	We will provide you with the details of any outstanding requirements, next steps and likely

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	processing times in a timely manner.
We will be courteous, professional and helpful.	We will identify ourselves and provide you with options for contacting us.
	We will let you know how and when you need to provide information to us.
	Where you have a nominated representative, we will communicate with your representative.
We will be open and accountable and tell you the reasons for our decisions.	We will provide you with clear and timely reasons for our decisions and advise you of any review rights.

Our information

Service Principles	Service Standards
We will provide clear, accurate, helpful and consistent information.	We will regularly review and update information to ensure it is current and meets your needs and expectations.

Your feedback

Service Principles	Service Standards
We value your compliments, complaints and suggestions.	We will invite feedback and provide appropriate contact details in our client information.
	We will acknowledge client feedback within one (1) business day of receipt.
	We will resolve client feedback received via the web, E-mail and telephone within ten (10) business days.
	We will resolve written client feedback received via the U.S. Postal Service, facsimile or courier within twenty (20) business days.

HOW WE WILL BE ACCOUNTABLE

We undertake to:

- Monitor our performances against the standards set out in this Charter, and publish the results in our Annual Report and other publications, which will be available upon request from our Public Relations Office. Performance information will also be provided on our web site.

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- Be open to feedback on our performance, and suggestions for improvement from our clients and the public and make adjustments to our programs and services based on the information we received.
- Publish information showing levels of satisfaction with our programs and services including complaints received and the resolution of those complaints.
- Provide explanations when our services do not meet acceptable standards of quality, timeliness or accuracy.
- Formally review the standards set out in this Charter once a year and make modifications where appropriate in light of your comments and in response to ongoing changes.
- Independently review our Charter at least every three years by inviting comments from clients, stakeholders and staff as part of the monitoring and review process.

HOW YOU CAN HELP US

- We welcome your views and comments as vital in helping us to monitor and improve the relevance and quality of our service to the community.
- We will consider all suggestions fully and promptly in our planning for service improvement and, wherever possible, we will respond immediately.
- We may occasionally seek your input to random surveys of how the community perceives our services and what services are needed, including assessments of our performance.

To help us help you we ask you to:

- Tell us if you have special needs so we can accommodate them;
- Let us know if you need an interpreter to use our services;
- Treat our staff with courtesy and respect;
- Attend scheduled meetings punctually;
- Respond to requests for information by the department accurately, thoroughly and in a timely manner;
- Provide us with changes in your circumstances promptly;
- Abide by any and all legal requirements and other obligations that clients are to meet in order to be eligible for services sought.

To help us Serve You Better

- Let us know as soon as possible when we do not meet your expectations. We will investigate your complaint and tell you what we have done about it.
- To help us give you the best possible service, we welcome suggestions for improvement to address any difficulties you are experiencing.
- We will try to resolve complaints satisfactorily and promptly. You can help us do this by providing clear details of relevant facts, persons and dates when you make a complaint.
- Complaints should be made to the person you have been dealing with (or that person's supervisor) or sent to our mailing address.
- Our Complaints Handling Policy which outlines the processes involved, including your review and appeal rights can be obtained from the Director of Public Information at 340-693-1057.

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HOW TO CONTACT US

For all reference inquiries:

Controller:	Muriel "Peggy" Smith
Postal Address:	2 John Brewers Bay
Telephone Number	340 693 1430
Facsimile Number	340 693 1436
E-mail:	psmith@live.uvi.edu
Website:	www.uvi.edu

Accounting Supervisor:	Sharleen Fahie
Postal Address:	2 John Brewers Bay
Telephone Number	340 693 1431
Facsimile Number	340 693 1436
E-mail:	sfahie@live.uvi.edu
Website:	www.uvi.edu

Grants and Contracts Supervisor:	Moriah Jacobs
Postal Address:	2 John Brewers Bay
Telephone Number	340 693 1443
Facsimile Number	340 693 1436
E-mail:	mjacobs@live.uvi.edu
Website:	www.uvi.edu

Purchasing & Procurement Supervisor:	Eric Christian
Postal Address:	2 John Brewers Bay
Telephone Number	340 693 1491
Facsimile Number	340 693 1485
E-mail:	echrist@live.uvi.edu
Website:	www.uvi.edu

To make a comment or a complaint:

Mail To:	Muriel "Peggy" Smith
Postal Address	2 John Brewers Bay
Telephone Number	340 693 1430
Facsimile Number	340 693 1436
Email:	psmith@live.uvi.edu
Website:	www.uvi.edu