

Finance Department Customer Charter

The Finance Department at the University of Limerick provides financial leadership that supports the University's mission of achieving excellence in teaching, learning and research. This is achieved through: adherence to regulatory governance and legislation, providing a broad portfolio of financial services and maintaining financial stability.

The Finance Department seeks to ensure that customer requirements are determined and met. As the Finance customer base is spread across a wide range of internal and external customers, the Department aims to provide effective and efficient services that meet customer needs.

Financial Services Provided to You:

Banking and Treasury, Budget Support, Capital Projects Accounting, Expense Claims and Payments, Financial Reporting and Audits, Financial Systems Control, Fixed Assets Control, Management Reporting, Procurement Controls, Purchasing Controls, Purchase Payments, Research Finance, Resource Allocation, Staff and Pensions Payroll, Student Fees.

Finance Department Engagement:

Professionalism and Competence

- Deliver services in a professional, consistent and timely manner

Responsiveness

- Respond to customer queries promptly and comprehensively

Support

- Provide clear guidance on university finance policies and services
- Provide University staff with relevant training

Dignity and Respect

- Treat customers with dignity and respect at all times
- Respond to customer feedback as outlined in our service procedures

Customer Engagement:

- Follow policies and procedures relating to services
- Work with Finance staff to meet required service deadlines
- Avail of training sessions provided by the Department
- Provide feedback to us on our performance
- Deal with Customer complaints quickly and effectively

What we can do for you:

- Ensure our website is kept up to-date with our latest service information.
- Provide access to our Financial Systems so that you can use our Online Services.
- Provide training on all financial systems.
- Pay your Staff Travel and Subsistence claims within a week of submission of fully authorized online claims.
- We aim to pay all Invoices 'on-time' within our 15 or 30 day credit terms.
- Our Payroll Staff are committed to processing your salary payments on time and to comply with all statutory obligations.
- To provide professional procurement advice and a framework of contracts, systems and procedures to enable departments to achieve best value in the purchase of goods and services.
- To conduct tenders in line with Government and EU guidelines and achieve best value for money.
- Our Accounts Research Office will provide budget and financial support for research project proposals.
- The Research staff will process approvals for research financial transactions promptly - Purchase Requisitions within 24 Hours, Expenses reviewed within 48 Hours.
- We will assist PI's in managing their research project budget, expenditure approval for pay and non-pay including recruitment, student financial aid, fees, research debtors, budget amendments.
- Prepare financial reports for research activity in-line with funding providers' timelines.
- Facilitate and manage audits and prepare financial aspects of audit files.
- We will actively engage with you and try to resolve all issues within a timely manner.

What you can do for us:

- Use our website to look up our Services, Processes and Policies documentation.
- Request to be registered on the Online Financial Systems.
- Attend training sessions as provided.
- Familiarise yourself with our Travel and Subsistence Policy. Attach your Receipts with your online claim.
- Familiarise yourself with our Terms and Condition of Purchase
- Ensure that all payroll information is submitted and authorised via Core Portal by the second Friday of each month.
- To consult with us on the procurement of ALL equipment and services where the contract value is more than €25,000, excluding VAT, before the procurement process begins.
- To comply with central contracts and not participate in off contract buying.
- Researchers should engage early with us and inform us of your requirements for grant budget at an early stage.
- Ensure Purchase requisitions and expense claims are entered accurately with appropriate documentation and explanations attached.
- Familiarise yourself with Terms and Conditions of research agreements and relevant finance policies and utilise our online financial services on Agresso to review cost centre activity.
- Review and respond promptly.
- Be aware of the funding body terms and conditions that have been signed up to.
- Contact us using our generic email accounts with any queries.



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