

# **Governance Service and Finance Monthly Billing Volume Consolidation and Bill Production**

## **SOP manual for all Agencies**

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*Standard operation procedures for delivering NSW Businesslink's products  
and services*

Version: 0.1

March 2011

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#### **Review panel**

The review panel for this document is:

Manager, Corporate Finance

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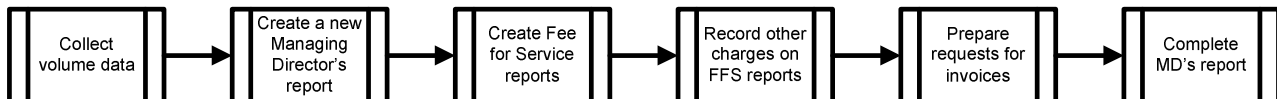
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## Introduction

### Purpose

The purpose of this document is to provide standard operating procedures for monthly fee for service (FFS) volume collection, billing and FFS reports to agencies.

### Overall process flow



## Fee for Service Billing timeline

	EOM Task	-3	-2	-1	1	2	3	4	5	Responsible	Comments
1	Pricing volume templates distributed									Product Analyst	
2	Volume templates completed									Various	
3	Volume template accuracy verified										
4	Volume templates authorised					1200				Product owner	
5	Volume templates returned									Various	
6	Volume templates received and collated									Product Analyst	
7	Fee for service reports completed						1300				
8	Fee for service reports reviewed and checked									Business Analyst	
9	Request for invoices prepared						1400			Product Analyst	For SPA, JJ, AA, AHO only
10	Summary of Service Schedules prepared						1400				For CS, HNSW, ADHC only
11	Authority to invoice approved						1400			CFO	All agencies: Request for Tax Invoice & Summary of Service Schedules
12	Authority to invoice delivered to AR						1400			Product Analyst	
13	AR invoicing and collection processes									Various	
14	MD's report completed							COB		Product Analyst	
15	FFS reports distributed to client agencies								COB		

**Legend**

Corporate Finance	Metric providers	Product owners	Accounts Receivable
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## Audience

The audience for this document includes:

- Process Owner: Corporate Finance
- Product Analyst
- Corporate Finance Staff
- Service Metric Providers
- Product Managers
- Service Owners
- Business Leadership Team (BLT)

## Roles and responsibilities

Role	Responsibilities
Product Manager	Signs off on monthly Billing Volumes – confirming key controls and process compliance.
Product Owner	Responsible for developing and publishing data collection procedures, checking and validating billing data, ensuring that data maintenance complies with audit requirements / potential billing queries, and sending data on a monthly basis (or as agreed) to Corporate Finance.
Service Owners	Develops and maintains Data collection procedures and is responsible for ensuring that data regarding strategic, tactical and operational outcomes and KPIs is captured and stored.
Service Metric Provider	Responsible for ensuring that processes are followed to accurately capture the metrics; obtaining volume data; storing data in line with audit requirements and potential billing queries and providing billing data for review each month by the product owner.
Corporate Finance	Responsible for monthly billing and reporting activities as well as advising Businesslink management on product pricing matters.  They are also responsible for overseeing that the billing and reporting process is performed in accordance with the agreed quality and timeframes.  Corporate Finance analyses and reports on monthly revenue and budgets.

## How to read this document

### Keystrokes and buttons

Buttons and keys are referred to square brackets around them, for example:

- Click [OK] means click on the button on the screen with 'OK' on it with the left button of your mouse.
- Press [Enter] *means press the Enter key on your keyboard.*

Where you are required to hold down one key and press another, the instruction will be something like this:

- Press [Ctrl]+[C] to copy the data *means hold down the Ctrl key on your keyboard and then press the letter 'c'.*

"Clicking" means clicking with the left button of your mouse unless instructed otherwise.

### Typing into fields

Where you are required to type data in to fields, the instruction will be something like this:

- Type your user name in the *User* field.

Field names are always in italics and if you are required to type in something literal, it will be in between single quotation marks. For example:

- - Type '110' in the *Client* field and then press [Enter].

If there are several fields that need to be completed on a screen, the instruction will be something like this:

- Complete the following fields on the SAP log on screen and then press [Enter] when finished:

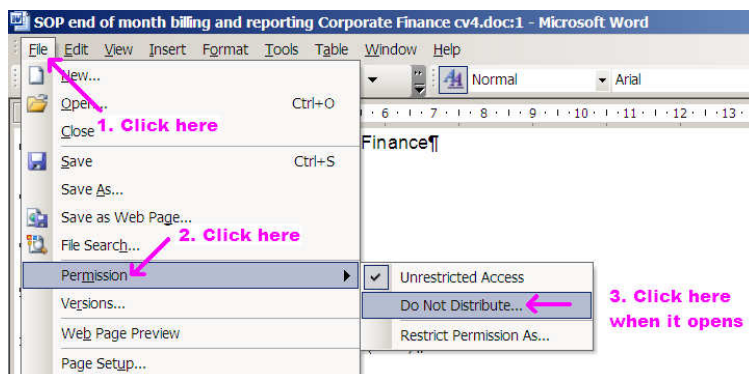
Field	Particulars
<i>Client</i>	Type '110'.
<i>User</i>	Type your user name.
<i>Password</i>	Type your password.



## Menus

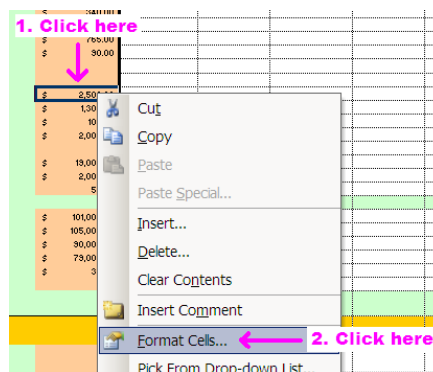
Where you are required to use the menu at the top of the screen, the instruction will be something like this:

- From the menu, select **File** → **Permission** → **Do Not Distribute** means click the *File* menu, then click *Permission* and then click *Do Not Distribute* from the sub-menu.



Pop-up menus are usually activated by clicking with the right button of your mouse. The instruction will be something like this:

- Right-click on the cell and select **Format Cells** means click the cell with the right button of your mouse and then click *Format Cells* on the pop-up menu.



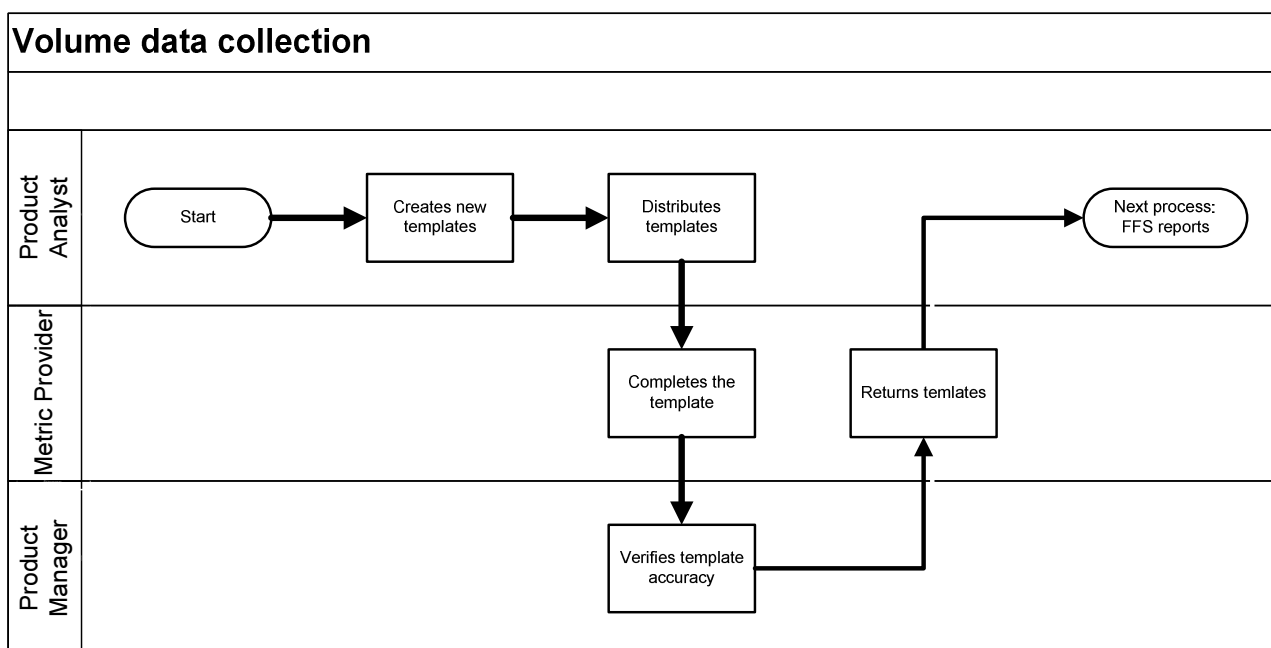
# Collecting volume data

## Overview

Volume data is captured each month to generate monthly fee for service invoices and reports. At the end of each month, the Product Analyst prepares and issues templates to metric providers and product managers for completion. Metric providers enter actual volume data and make adjustments to previous volume data for billing purposes.

The completed templates are returned to the Product Analyst who collates them and then uses the data to produce Fee for Services reports.

## Process flow



## Procedures

This process requires the completion of the following procedures:

Procedure	Performed by	To be completed by
1. Creating new volume templates	Product analyst	Three working days before month end
2. Distributing the volume templates	Product analyst	Three working days before month end
3. Completing the volume templates	Metric providers	First working day of the month
4. Verifying template accuracy	Service owners	First working day of the month

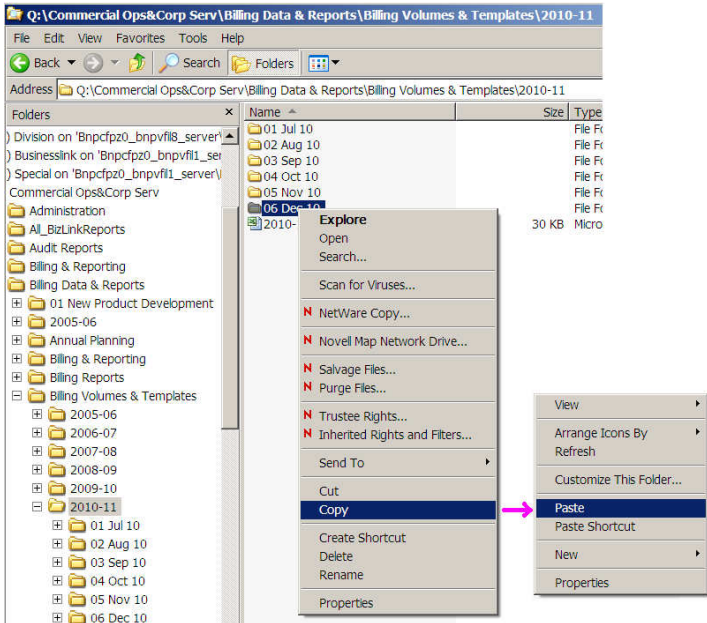
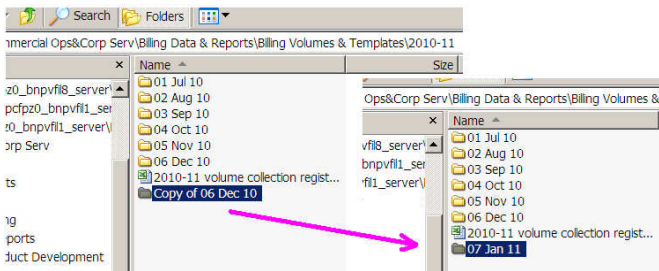
5. Signing off and returning the template	Product managers	Noon - second working day of the month
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## 1. Creating new volume templates

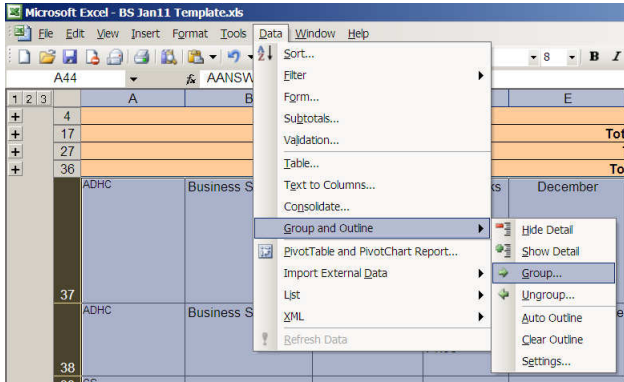
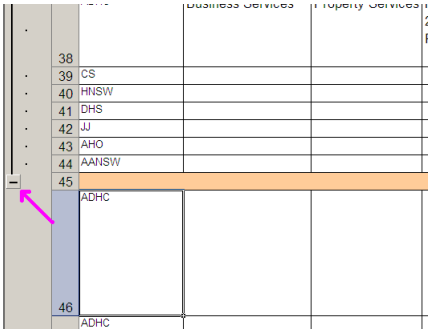
The Product Analyst creates new volume templates from the previous month's files.

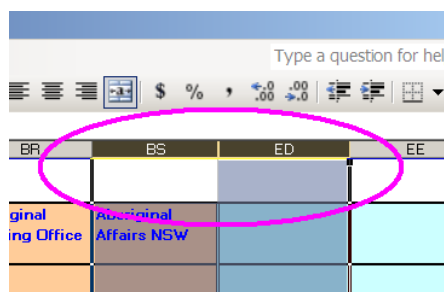
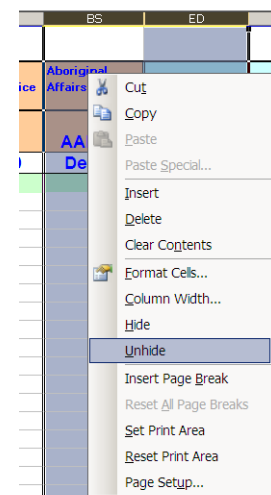
This task is to be completed three working days before month end.

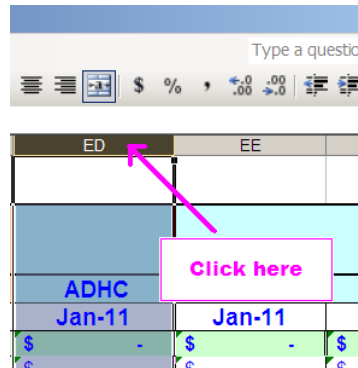
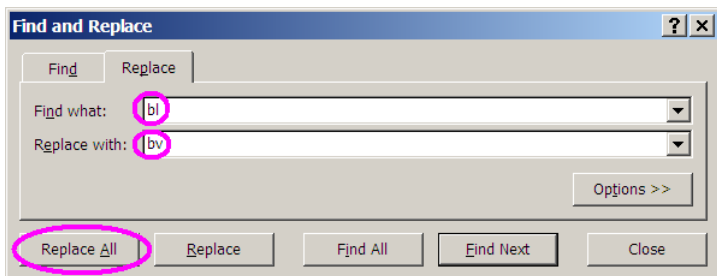
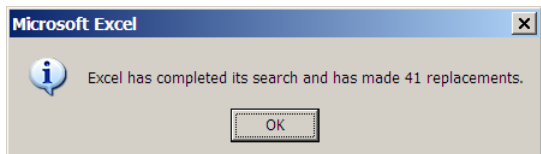
Follow the steps below to create new volume templates:

Step	Action	Key points
1.	Browse to the Billing Volumes & Templates folder.	<ul style="list-style-type: none"> <li>The path to the Billing Volumes &amp; Templates folder is Q:\Commercial Ops&amp;Corp Serv\Billing Data &amp; Reports\Billing Volumes &amp; Templates\</li> </ul>
2.	Create a new folder for the month by copying the previous month's folder.	<ul style="list-style-type: none"> <li>Open the folder for the current financial year.</li> <li>Right-click the previous month's folder and select <b>Copy</b>.</li> <li>Right-click in the right window and select Paste to create a new folder.</li> </ul>  <ul style="list-style-type: none"> <li>Select the new folder, press [F2] and rename it to reflect the current month. For example if, the previous month's folder is <i>06 Dec 10</i>, the new folder's name would be <i>07 Jan 11</i>.</li> </ul> 

Step	Action	Key points
3.	Clear the previous month's source files.	<ul style="list-style-type: none"> <li>• Delete all the files in the new folder except the master templates. Do <b>not</b> delete the following files:</li> <li>• BS (month year).xls</li> <li>• FS (month year).xls</li> <li>• HR (month year).xls</li> <li>• IT (month year).xls</li> </ul>
4.	Rename master templates.	<ul style="list-style-type: none"> <li>• For each template file, select the file, press [F2] and rename it to reflect the current month. For example if the current month is January 2011, then the Business Services template would be named <i>BS Jan 11 Template.xls</i>.</li> </ul>
5.	Delete supporting documents from the previous month.	<ul style="list-style-type: none"> <li>• Delete all files in sub-folders.</li> </ul>
6.	Open the newly created template file.	

Step	Action	Key points
7.	Update the <i>Adjustment</i> tab.	<ul style="list-style-type: none"> <li>Select the previous month's rows including the total row.</li> <li>Copy the selected rows.</li> <li>Paste the copied rows into the cell below the previous month's totals.</li> <li>Select the previous month's data rows and from the <b>Data</b> menu select <b>Group and Outline</b> → <b>Group</b>.</li> </ul> <p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>Do not select the total row for the previous month.</li> <li>Do not delete the agency columns.</li> </ol>  <ul style="list-style-type: none"> <li>Click the minus sign next to the newly group cells to hide them.</li> </ul>  <ul style="list-style-type: none"> <li>Delete any data from the previous month in the pasted cells.</li> <li>Replace the month in the total row with the current month.</li> <li>Save the file.</li> </ul>
8.	Update the <i>Volume</i> tab heading	<ul style="list-style-type: none"> <li>Click the Volume tab.</li> <li>Change heading at cell A1 to the current month.</li> </ul>

Step	Action	Key points
9.	Display the actuals columns for the current month	<ul style="list-style-type: none"> <li>Display the hidden columns:</li> <li>Select the last data column for the previous month and first total column.  <b>Hint:</b> There will be hidden cells between these columns. It looks like columns are missing.</li> </ul>  <ul style="list-style-type: none"> <li>Right-click on one of the selected columns and from the menu, select <b>Unhide</b>.</li> </ul>  <ul style="list-style-type: none"> <li>Hide future months columns:</li> <li>Select the columns from the next month through to column <i>ED</i>.</li> <li>Right-click and from the menu select <b>Hide</b>.</li> </ul>
10.	Copy existing non-standard entries to the new month	<ul style="list-style-type: none"> <li>Refer to the previous month's data and copy any cells that are highlighted with a yellow background and red text.</li> <li>Paste them into the corresponding cells for the new month.</li> </ul>

Step	Action	Key points
11.	Update the <i>Current Month Calculation</i> column for each client (columns ED to EK)	<ul style="list-style-type: none"> <li>Note down the columns for both the previous and current month's actuals for the client. For example, for December 2010, ADHC actuals were entered in column BL.</li> <li>Select the Current Month Calculation column for the client. For example, for ADHC, it is column ED.</li> </ul>  <ul style="list-style-type: none"> <li>Press [Ctrl]+[H] to display the <i>Find and Replace</i> box.</li> <li>Type the previous month's actuals column for the client in the <i>Find what</i> field. For example, if the previous month is December 2010 and client is ADHC, you would type 'BL'.</li> <li>Type the current month's actuals column for the client in the <i>Replace with</i> field. For example, if the current month is January 2011 and client is ADHC, you would type 'BV'.</li> <li>Click [Replace All].</li> </ul>  <ul style="list-style-type: none"> <li>A message will display with the number of replacements made. Click [OK].</li> </ul>  <ul style="list-style-type: none"> <li>Click [Close]. The Find and Replace box closes.</li> <li>Repeat this step for the remaining client columns.</li> <li>Save the file.</li> </ul> <p><b>Note:</b> Make you sure you repeat this step for all client agencies.</p>
12.	Repeat steps 6 – 12 for all remaining template files.	

Step	Action	Key points
13.	Next procedure	<i>2. Distributing the volume templates</i>

## 2. Distributing the volume templates

The Product Analyst distributes the new volume templates to metric providers by email. Completed templates are to be returned by COB on the first working day of the month.

This task is to be completed three working days before month end.

Follow the steps below to distribute the volume templates:

Step	Action	Key points
1.	Distribute the new volume templates by email.	<ul style="list-style-type: none"> <li>Refer to the Volume templates distribution list on page 84.</li> <li>Include the return date (first working day of the month) for the return of the completed templates in the email.</li> </ul>
2.	Create a reminder and follow up if required.	<ul style="list-style-type: none"> <li>Create a reminder in Outlook for the second working day of the month to follow up any templates that have not been returned.</li> </ul>

## 3. Completing the volume templates

Metric providers use their own procedures to complete the volume templates and return them to the Product Analyst.



#### 4. Verifying template accuracy

Service owners or production coordinators review the completed templates for accuracy and investigate any abnormalities.

This task is to be completed on the second working day of the month.

Follow the steps below to verify template's accuracy:

Step	Action	Key points
1.	Review raw data and complete the billing template with summary data	<ul style="list-style-type: none"><li>• Review data:</li><li>• Check abnormalities of volumes or significant variations from previous months and investigate by liaising with service metric provider.</li><li>• Investigate billing anomalies and comment on significant variations in volume from previous months. Obtain and review commentary from service metric providers on trends in volume data. Update commentary as appropriate for submission to clients in the Fee for Service report</li><li>• Record adjustments for previous months with commentary on the Adjustments tab of the billing template. Comments must explain the reason for the adjustments and actions required to address in the future.</li></ul>
2.	Obtain approval.	<ul style="list-style-type: none"><li>• Send the template to the product owner for sign off and approval.</li></ul>
3.	Save the file on the team drive.	<ul style="list-style-type: none"><li>• Save source data on team drive according to audit requirements.</li><li>• Maintain hard copy records as specified in the product SOP.</li></ul>

## 5. Signing off and returning the template

The product manager approves the template.

This task is to be completed before 12 noon on the second working day of the month.

Follow the steps below to sign off the template:

Step	Action	Key points
1.	Check the template data.	<ul style="list-style-type: none"><li>• Check the template data for reasonableness.</li><li>• Confirm that control points are in place and have been monitored.</li></ul>
2.	Return the template	<ul style="list-style-type: none"><li>• Email the template to the Product Analyst, Corporate Finance advising the data has been approved.</li></ul>

## Procedure check lists

### Volume templates distributed

- ☐ Business Services
- ☐ Financial Services
- ☐ Human Resources
- ☐ IT Services

See *Volume templates distribution list* on 84 for the recipients.

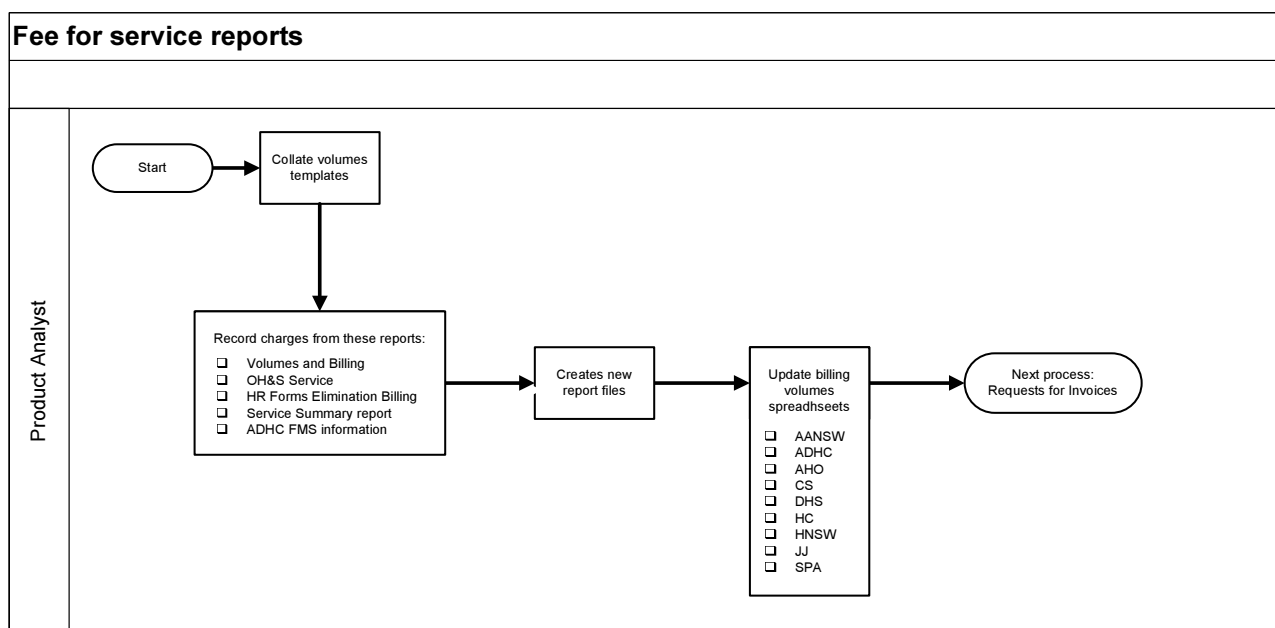
# Creating Fee for Service reports

## Overview

The Product Analyst prepares Fee for Service reports from volume data received from the metric providers.

The reports provide information on volume data and trends, the cost for products provided during the previous month and commentary on any significant variations from previous months.

## Process flow



## Procedures

This process requires the completion of the following procedures:

### Notes:

- All procedures are performed by the Product Analyst
- All procedures are to be completed by the 13:00 on the third working day of the month,
- Procedures 4 to 8 must be completed for all nine agency report files.

- 1. Collating the templates*
- 2. Recording other charges on the master templates*
- 3. Creating new FFS report files*
- 4. Updating the Adjustment Schedule tab*
- 5. Updating the Trends tab*
- 6. Updating the Charts tab*
- 7. Updating the Summary tab*
- 8. Updating the Introduction and Cover Sheet tabs*

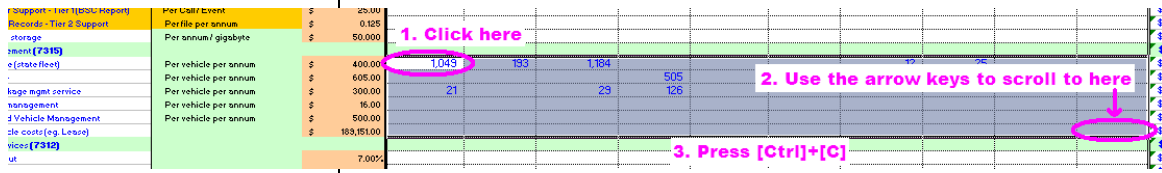
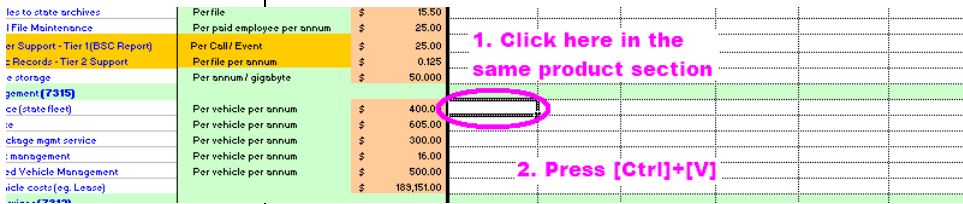
### 1. Collating the templates

The Product Analyst collates the templates as they are received from the metric providers. As metric providers include information regarding non-standard and billing information not captured in the templates, the Product Analyst also updates the master templates with this information when collating the templates.

This task is to be completed by the second working day of the month.

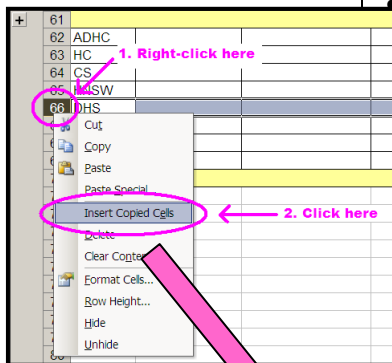
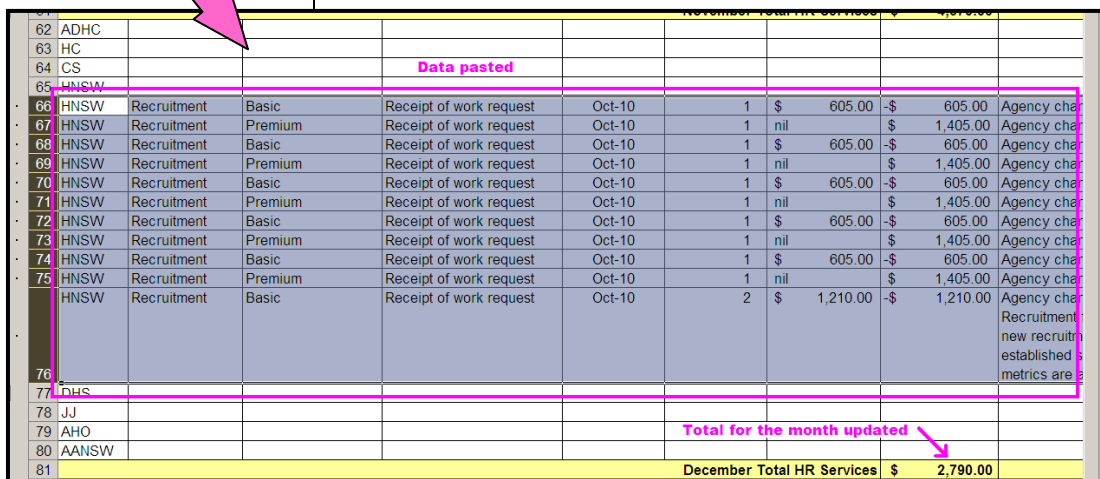
**Note:** Repeat this procedure for each data file as it is returned. Refer to the *Volume templates* reference on page 88 for a guide as to the files you should have when all templates have been returned and collated.

Follow the steps below to collate the templates:

Step	Action	Key points
1.	Save the returned volume data file.	<ul style="list-style-type: none"> <li>Detach the file from the email and save in folder for the month.</li> <li>Name the file so that you can easily identify where they came from. For example, if the business services template was from Fleet Management, then you would name the file something like BS-Fleet MMMYY Template.xls where MMMYY is the month and year.</li> <li>Save any supporting documentation in a sub-folder under the month's volume data folder.</li> </ul>
2.	Open the master template file and the returned volume data file	
3.	Copy the data from the returned sheet to the clipboard.	<ul style="list-style-type: none"> <li>Open the returned file with the metric provider's data.</li> <li>On the Volume tab, scroll to the product section with the data for the month just ended.</li> <li>Copy the entire section for all clients for the month.</li> </ul> <p>Hint: Click in the top left cell for the section, hold down the shift key and use the arrow keys to scroll to the bottom right cell for the section and then press Ctrl]+[C] to copy it to the clipboard.</p> 
4.	Paste the data into the master sheet	<ul style="list-style-type: none"> <li>Paste the data (as values) into the same product section for the month.</li> <li>Check total amounts back to the template to ensure that calculations are correct.</li> <li>Save the file.</li> </ul> <p>Hint: Click in the top left cell for the section and then press Ctrl]+[V] to paste the copied from the clipboard into the product section.</p> 

Step	Action	Key points
5.	Check any volumes and amounts in red	<ul style="list-style-type: none"> <li>Volumes and amounts in red should generally not change from month to month. If there has been a change, contact the sender of the volume template, requesting an explanation by COB the same day.</li> </ul>
6.	Copy any adjustments from the returned sheet to the clipboard.	<ul style="list-style-type: none"> <li>Go back to the returned file and copy any rows with adjustments.</li> </ul> <p>Hint: Click to select the first row with an adjustment, hold down [Shift] and then click the last row with an adjustment and then press [Ctrl]+[C].</p>

62	ADHC									
63	HC									
64	SS									
65	HNSW	Recruitment	Basic	Receipt of work request	Oct-10	1	\$ 605.00	-\$ 605.00	Agency char	
66	HNSW	Recruitment	Premium	Receipt of work request	Oct-10	1	nil	\$ 1,405.00	Agency char	
67	HNSW	Recruitment	Basic	Receipt of work request	Oct-10	1	\$ 605.00	-\$ 605.00	Agency char	
68	HNSW	Recruitment	Premium	Receipt of work request	Oct-10	1	nil	\$ 1,405.00	Agency char	
69	HNSW	Recruitment	Basic	Receipt of work request	Oct-10	1	\$ 605.00	-\$ 605.00	Agency char	
70	HNSW	Recruitment	Premium	Receipt of work request	Oct-10	1	nil	\$ 1,405.00	Agency char	
71	HNSW	Recruitment	Basic	Receipt of work request	Oct-10	1	\$ 605.00	-\$ 605.00	Agency char	
72	HNSW	Recruitment	Premium	Receipt of work request	Oct-10	1	nil	\$ 1,405.00	Agency char	
73	HNSW	Recruitment	Basic	Receipt of work request	Oct-10	1	\$ 605.00	-\$ 605.00	Agency char	
74	HNSW	Recruitment	Premium	Receipt of work request	Oct-10	1	nil	\$ 1,405.00	Agency char	
75	HNSW	Recruitment	Basic	Receipt of work request	Oct-10	2	\$ 1,210.00	-\$ 1,210.00	Agency char	
76	DHS								Recruitment : new recruitm	
77	JJ								established s	
78	AHO								metrics are a	
79	AANSW									
80	December Total HR Services							\$ 2,790.00		
81										

Step	Action	Key points						
7.	Copy the adjustments from the returned sheet to the clipboard.	<ul style="list-style-type: none"><li>Go back to the master file and use the following as an example:</li><li>Right-click the row with the client for the adjustment and then select Insert Copied Cells.</li></ul> Save the file.						
								
								
8.	Check Property Services amounts and volumes	<ul style="list-style-type: none"><li>Print the accompanying summary sheet.</li><li>Check that all amounts and volumes are accurately reflected in the master template.</li></ul>						
9.	Enter non-standard fees and other other charges (if any).	<ul style="list-style-type: none"><li>Are there any reports attached to the email with charges that need to be entered manually?</li></ul> <table><tr><th>If...</th><th>Then do this...</th></tr><tr><td>yes</td><td><ul style="list-style-type: none"><li>go to 2. <i>Recording other charges on the</i> .</li></ul></td></tr><tr><td>no</td><td><ul style="list-style-type: none"><li>if there are more volume templates to collated go back to step 1</li><li>if all volume templates have been collated, then go to 3. <i>Creating new FFS report files.</i></li></ul></td></tr></table>	If...	Then do this...	yes	<ul style="list-style-type: none"><li>go to 2. <i>Recording other charges on the</i> .</li></ul>	no	<ul style="list-style-type: none"><li>if there are more volume templates to collated go back to step 1</li><li>if all volume templates have been collated, then go to 3. <i>Creating new FFS report files.</i></li></ul>
If...	Then do this...							
yes	<ul style="list-style-type: none"><li>go to 2. <i>Recording other charges on the</i> .</li></ul>							
no	<ul style="list-style-type: none"><li>if there are more volume templates to collated go back to step 1</li><li>if all volume templates have been collated, then go to 3. <i>Creating new FFS report files.</i></li></ul>							

## 2. Recording other charges on the master templates

The Product Analyst receives information regarding non-standard and some standard fees not captured in the templates via a series of reports from the Business Service Centre. The reports are received in PDF or XLS and the fees must be entered manually on the master report files for the month.

The reports received are:

- Volumes and Billing
- HR Forms Elimination Billing
- OH&S Service

Step	Action	Key points												
1.	Detach and open the report.	<ul style="list-style-type: none"><li>• Detach the report and save it in a sub-folder under the templates folder for the month.</li><li>• Open the report.</li></ul>												
2.	Deal with the report	<ul style="list-style-type: none"><li>• What is the report?<table><tr><th>If...</th><th>Then do this...</th></tr><tr><td>Volumes and Billing</td><td><ul style="list-style-type: none"><li>• go to 2a) <i>Checking Volumes and Billing report information.</i></li></ul></td></tr><tr><td>OH&amp;S Service</td><td><ul style="list-style-type: none"><li>• go to 2b). <i>Entering OH&amp;S Service report information.</i></li></ul></td></tr><tr><td>HR Forms Elimination Billing</td><td><ul style="list-style-type: none"><li>• go to 2c) Entering HR Forms Elimination Billing report information</li></ul></td></tr><tr><td>Service Summary report</td><td><ul style="list-style-type: none"><li>• go to 2d) <i>Entering Queanbeyan Government Service Centre information.</i></li></ul></td></tr><tr><td>ADHC FMS information</td><td><ul style="list-style-type: none"><li>• go to 2e) <i>Entering ADHC FMS information.</i></li></ul></td></tr></table></li></ul>	If...	Then do this...	Volumes and Billing	<ul style="list-style-type: none"><li>• go to 2a) <i>Checking Volumes and Billing report information.</i></li></ul>	OH&S Service	<ul style="list-style-type: none"><li>• go to 2b). <i>Entering OH&amp;S Service report information.</i></li></ul>	HR Forms Elimination Billing	<ul style="list-style-type: none"><li>• go to 2c) Entering HR Forms Elimination Billing report information</li></ul>	Service Summary report	<ul style="list-style-type: none"><li>• go to 2d) <i>Entering Queanbeyan Government Service Centre information.</i></li></ul>	ADHC FMS information	<ul style="list-style-type: none"><li>• go to 2e) <i>Entering ADHC FMS information.</i></li></ul>
If...	Then do this...													
Volumes and Billing	<ul style="list-style-type: none"><li>• go to 2a) <i>Checking Volumes and Billing report information.</i></li></ul>													
OH&S Service	<ul style="list-style-type: none"><li>• go to 2b). <i>Entering OH&amp;S Service report information.</i></li></ul>													
HR Forms Elimination Billing	<ul style="list-style-type: none"><li>• go to 2c) Entering HR Forms Elimination Billing report information</li></ul>													
Service Summary report	<ul style="list-style-type: none"><li>• go to 2d) <i>Entering Queanbeyan Government Service Centre information.</i></li></ul>													
ADHC FMS information	<ul style="list-style-type: none"><li>• go to 2e) <i>Entering ADHC FMS information.</i></li></ul>													

### 2a) Checking Volumes and Billing report information

The Volumes and Billing report is received from the Business Service Centre by email as a PDF file. The file name is *BSC Billing Report YY-YY MMM.pdf*. The data should already have been entered into the billing template and is to be checked only. If there are any discrepancies, Accounts Payable is to be advised.



Follow the steps below to enter HR Forms Elimination Billing report information:

Step	Action	Key points
1.	Enter volumes for electronic records volumes.	<ul style="list-style-type: none"> <li>Open the BS-Records template. For example, if the report was for January 2011, the file would be <i>BS-Records Jan11 Template.xls</i>.</li> <li>Scroll to row 14 (ERDM User Support Tier 1)</li> <li>Check that for each agency, the volumes entered on the template agree with the volumes on the Volumes and Billing Report.</li> </ul>

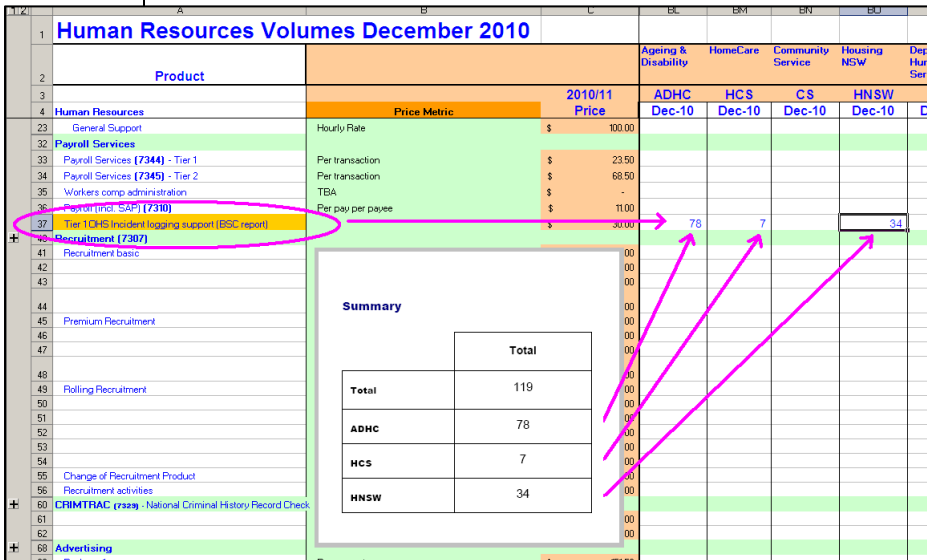
- Do the amounts on the template agree with the amounts on the report?

If...	Do this...
Yes	<ul style="list-style-type: none"> <li>Save and close the file.</li> <li>Go to the next step.</li> </ul>
No	<ul style="list-style-type: none"> <li>Advise Accounts Payable of the discrepancies by email.</li> <li>Save and close the file.</li> <li>Go to the next step.</li> </ul>

Step	Action	Key points						
2.	Enter expense card volumes.	<ul style="list-style-type: none"><li>Open the FS-AP template. For example, if the report was for January 2011, the file would be <i>FS AP Jan 11 Template.xls</i>.</li><li>Scroll to row 19 (Expense &amp; Card Management User Support - Tier 1)</li><li>Check that for each agency, the volumes entered on the template agree with the volumes on the Volumes and Billing Report.</li><li>Do the amounts on the template agree with the amounts on the report?</li></ul> <table><tr><th>If...</th><th>Do this...</th></tr><tr><td>Yes</td><td><ul style="list-style-type: none"><li>Save and close the file.</li></ul></td></tr><tr><td>No</td><td><ul style="list-style-type: none"><li>Advise Accounts Payable of the discrepancies by email.</li><li>Save and close the file.</li></ul></td></tr></table>	If...	Do this...	Yes	<ul style="list-style-type: none"><li>Save and close the file.</li></ul>	No	<ul style="list-style-type: none"><li>Advise Accounts Payable of the discrepancies by email.</li><li>Save and close the file.</li></ul>
If...	Do this...							
Yes	<ul style="list-style-type: none"><li>Save and close the file.</li></ul>							
No	<ul style="list-style-type: none"><li>Advise Accounts Payable of the discrepancies by email.</li><li>Save and close the file.</li></ul>							
3.	Work with the next template	<ul style="list-style-type: none"><li>If there are more templates to be collated:<ul style="list-style-type: none"><li>go to 1. <i>Collating the templates</i>.</li><li>go to 3. <i>Creating new FFS report files</i>.</li></ul></li></ul>						

## 2b). Entering OH&S Service report information

Follow the steps below to enter OH&S Service report information:

Step	Action	Key points
1.	Enter non-standard charges for CS and HNSW	<ul style="list-style-type: none"> <li>Open the HR master file template. For example, if the report was for November 2010, the file would be <i>HR Nov10 Template.xls</i>.</li> <li>Scroll to row 37 - Tier 1 OHS Incident logging support (BSC report)</li> <li>Enter the totals for ADHC, HCS and HNSW in their columns for the month.</li> <li>Save and close the file.</li> </ul>
		
2.	Work with the next template	<ul style="list-style-type: none"> <li>If there are more templates to be collated: <ul style="list-style-type: none"> <li>go to 1. <i>Collating the templates</i>.</li> <li>go to 3. <i>Creating new FFS report files</i>.</li> </ul> </li> </ul>

## 2c) Entering HR Forms Elimination Billing report information

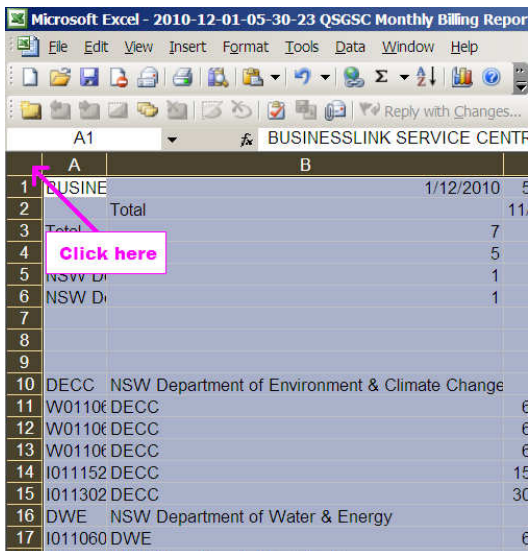
Follow the steps below to enter HR Forms Elimination Billing report information:

Step	Action	Key points
1.	Enter non-standard charges for CS and HNSW	<ul style="list-style-type: none"> <li>Open the HR master file template. For example, if the report was for November 2010, the file would be <i>HR Nov10 Template.xls</i>.</li> <li>Scroll to row 90 (Establishment Tier 2)</li> <li>Enter the total for DOCS total in the CS column for the month.</li> <li>Enter the HNSW total for the month in the HNSW column.</li> </ul>
		<p>The screenshot shows the HR Forms Elimination Billing report template. The template includes columns for Product, Price Metric, Price, and Services (CS, HNSW, DHS). Rows 90-96 show Establishment Tiers 1 through 5. A 'Client Agency' section at the bottom shows a table with columns for BL, DOCS, and HNSW. Arrows point from the instructions to the relevant cells in the template.</p>
2.	Work with the next template	<ul style="list-style-type: none"> <li>If there are more templates to be collated: <ul style="list-style-type: none"> <li>go to 1. <i>Collating the templates</i>.</li> <li>go to 3. <i>Creating new FFS report files</i>.</li> </ul> </li> </ul>

## 2d) Entering Queanbeyan Government Service Centre information

Ticket volumes and service charges are received from the Queanbeyan Government Service Centre as Excel spreadsheets.

Follow the steps below to enter Queanbeyan Government Service Centre information:

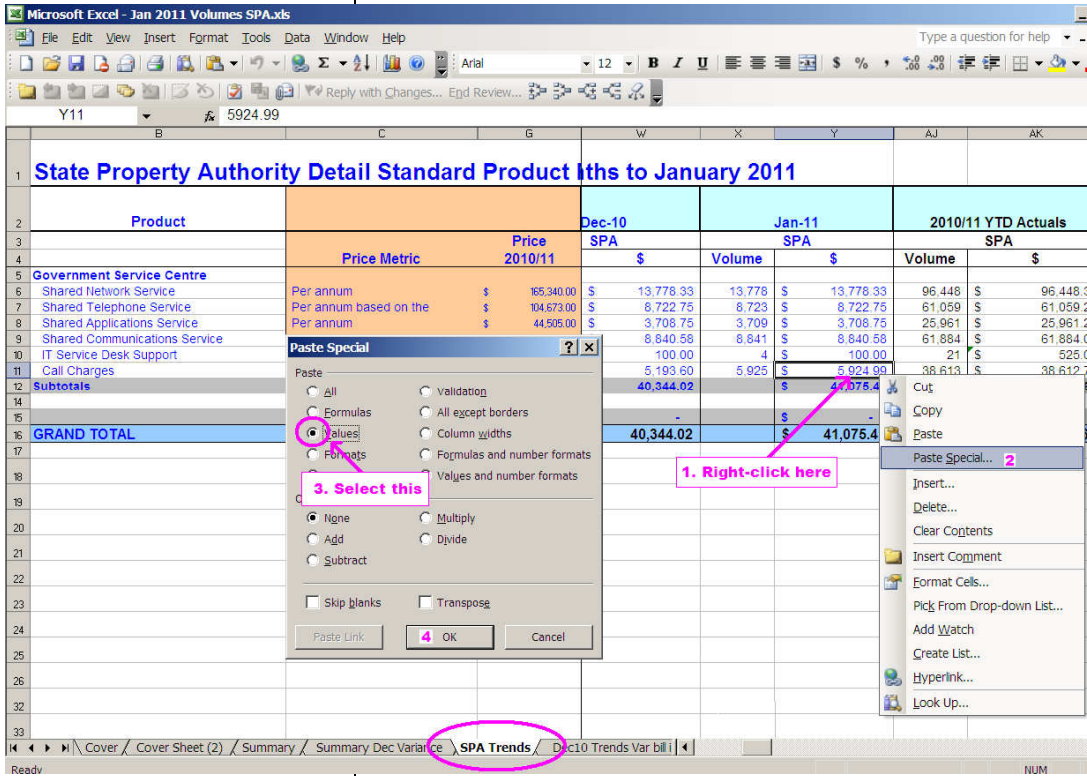
Step	Action	Key points
1.	Open the report files	<ul style="list-style-type: none"> <li>Open the following files:</li> <li>Service Summary Report</li> <li>QSGSC Monthly Billing Report</li> <li>SPA Volumes report (<i>MMM YYYY Volumes SPA.xls</i> under the Billing Reports folder)</li> </ul>
2.	Copy the ticket volumes.	<ul style="list-style-type: none"> <li>Switch to QSGSC Monthly Billing Report.</li> <li>Copy the entire worksheet. <b>Hint:</b> Click in the top left corner and then press [Ctrl]+[C].</li> </ul> 
3.	Paste the ticket volumes in the volumes template master.	<ul style="list-style-type: none"> <li>Switch to the SPA Volumes report and paste the data from the clipboard. <b>Hint:</b> Click in the top left corner and then press [Ctrl]+[P].</li> </ul>
4.	Copy the call charges report.	<ul style="list-style-type: none"> <li>Switch to the Service Summary Report.</li> <li>Click the <b>Summary</b> tab.</li> <li>Copy the entire worksheet. <b>Hint:</b> Click in the top left corner and then press [Ctrl]+[C].</li> </ul>

Step	Action	Key points
5.	Paste the call charges report.	<ul style="list-style-type: none"> <li>Switch to the SPA Volumes report.</li> <li>Click the Call Charges Report tab</li> <li>Paste the data from the clipboard. <b>Hint:</b> Click in the top left corner and then press [Ctrl]+[P].</li> </ul>
6.	Copy the call charges Grand Total to the clipboard.	<ul style="list-style-type: none"> <li>Scroll to the Grand Total at the bottom of the sheet and copy the amount.. <b>Hint:</b> Press [Ctrl]+[End] to get there quickly and then press [Ctrl]+[C].</li> </ul>

Microsoft Excel - Jan 2011 Volumes SPA.xls

	A	B	C	D	E	F
80						
81		SPA		\$61.82	\$61.82	
82			Calls to 13 Numbers	\$2.73	\$2.73	
83			Calls to Mobiles	\$31.67	\$31.67	
84			Local (NDD1)	\$10.32	\$10.32	
85			NDD over 25 Km	\$17.10	\$17.10	
86						
87		Spare		\$0.04	\$0.04	
88			Calls to 13 Numbers	\$0.04	\$0.04	
89						
90		Service & Equipment		\$3,389.62	\$3,389.62	
91		OFT		\$3,389.62	\$3,389.62	
92				\$3,389.62	\$3,389.62	
93						
94		Directory Charges		\$106.24	\$106.24	
95		OFT		\$106.24	\$106.24	
96				\$106.24	\$106.24	
97						
98		Grand Total		\$11,118.59	\$11,118.59	
99						
100						

Dec10 IT Service Centre Report / Jan11 IT Service Centre Report / Jan11 Call Charges Report

Step	Action	Key points
7.	Paste the call charges Grand Total on to the <b>SPA Trends</b> tab.	<ul style="list-style-type: none"> <li>Click the <b>SPA Trends</b> tab.</li> <li>Right-click the <i>Call Charges</i> actual and select <b>Paste Special</b>.</li> <li>Select [Values] and then click [OK].</li> </ul>
		
8.	Save and close the file.	

## 2e) Entering ADHC FMS information

ADHC FMS-Application support and maintenance charges are received from the Projects & Property Solutions group as Excel spreadsheets.

Follow the steps below to enter ADHC FMS information:

Step	Action	Key points
1.	Save the reports.	<ul style="list-style-type: none"> <li>Detach the FMI Billing Framework Report and save in a sub-directory of the folder for the month.</li> </ul>
2.	Open the report files	<ul style="list-style-type: none"> <li>Open the following files:</li> <li>FMI Billing Framework report</li> <li>ADHC Volumes report (<i>MMM YYYY Volumes ADHC.xls</i> under the Billing Reports folder)</li> </ul>

Step	Action	Key points
3.	Copy the Monthly Billing Total.	<ul style="list-style-type: none"> <li>Switch to FMI Billing Framework report.</li> <li>Copy the Monthly Billing Total for the month.</li> <li>entire worksheet.</li> </ul> <p><b>Hint:</b> Click in the top left corner and then press [Ctrl]+[C].</p>

Microsoft Excel - BZ-6493 - FMI Billing Framework v1 0 - 31-01-2011.xls

File Edit View Insert Format Tools Data Window Help

Type a question for help

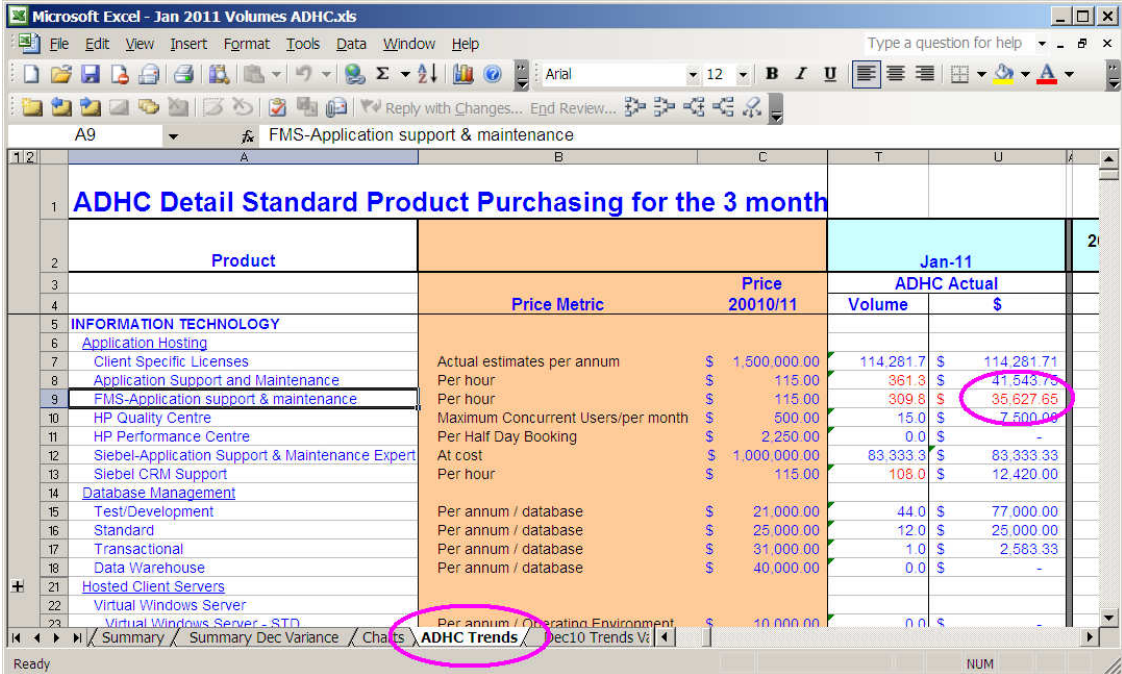
AL25 =SUM(AL22:AL24)

	A	AI	AJ	AK	AL
2					
3		Oct-10	Nov-10	Dec-10	Jan-11
18	BZ-6493-26 WS6 FMS Change Request	\$0.00	\$0.00	\$0.00	\$0.00
19	BZ-6493-27 WS7 FMS Implementation	\$301,418.70	\$72,680.15	\$31,818.23	\$7,020.67
20	BZ-6493-28 WS8 Project Closure	\$0.00	\$0.00	\$0.00	\$0.00
21					
22	<b>Total</b>	\$461,996.49	\$244,228.85	\$153,632.03	\$35,627.65
23					
24	Recovery YTD (Feb 09) @ 25% per month	\$0.00	\$0.00	\$0.00	\$0.00
25	<b>Monthly Billing</b>	\$461,996.49	\$244,228.85	\$153,632.03	\$35,627.65
26	Conversion to ASG Hours @ \$120/Hr. From 01/07/2010 @ \$115/Hr	4,017	2,124	1,336	310
27					

Consolidated Summary

Ready NUM



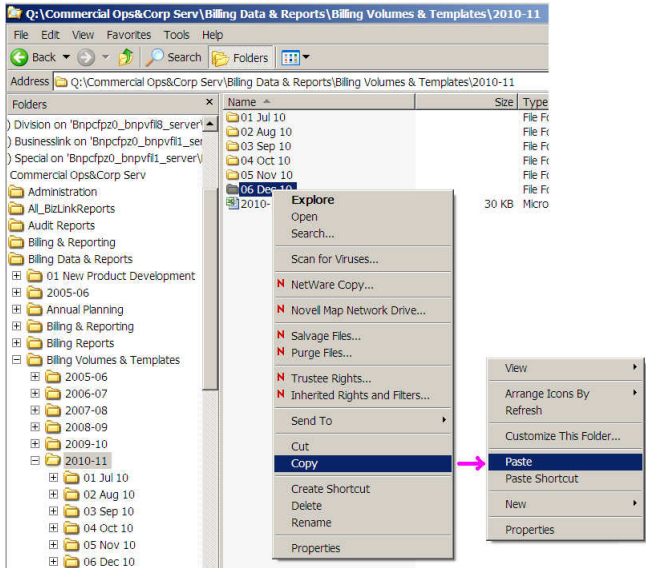
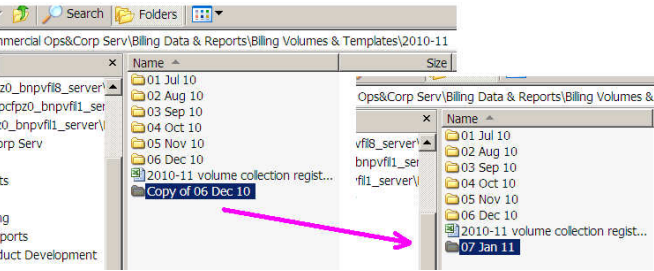
Step	Action	Key points
4.	Paste the Monthly Billing Total in the ADHC Volumes report.	<ul style="list-style-type: none"> <li>Switch to the ADHC Volumes report and paste the data from the clipboard as a value:</li> <li>Click the <b>ADHC Trends</b> tab.</li> <li>Right-click FMS-Application support &amp; maintenance actual figure for the month and select <b>Paste Special</b>.</li> <li>On the <i>Paste Special</i> box, select Values and then click [OK].</li> </ul>
	 <p>The screenshot shows an Excel spreadsheet titled 'Microsoft Excel - Jan 2011 Volumes ADHC.xls'. The spreadsheet displays a table with columns for Product, Price Metric, Price 20010/11, and ADHC Actual (Volume and \$). The 'ADHC Trends' tab is selected. The 'FMS-Application support &amp; maintenance' row is highlighted, and the 'Actual' column for Jan-11 is circled in red.</p>	
5.	Work with the next template	<ul style="list-style-type: none"> <li>If there are more templates to be collated: <ul style="list-style-type: none"> <li>go to 1. <i>Collating the templates</i>.</li> <li>go to 3. <i>Creating new FFS report files</i>.</li> </ul> </li> </ul>

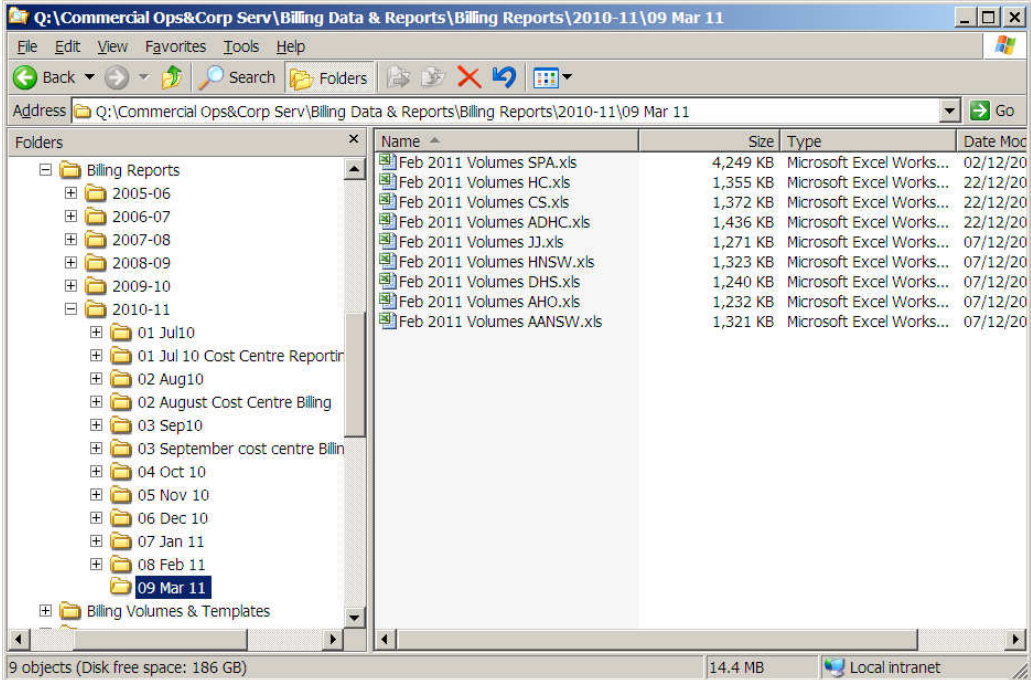
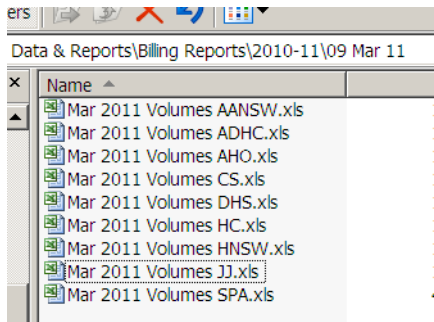
### 3. Creating new FFS report files

The Product Analyst creates a new folder and files for the month's reports.

Follow the steps below to create new report file:

Step	Action	Key points
1.	Browse to the report folder.	For example, if the current financial year is 2010-2011, the report folder would be Q:\Commercial Ops&Corp Serv\Billing Data & Reports\Billing Reports\2010-11\.

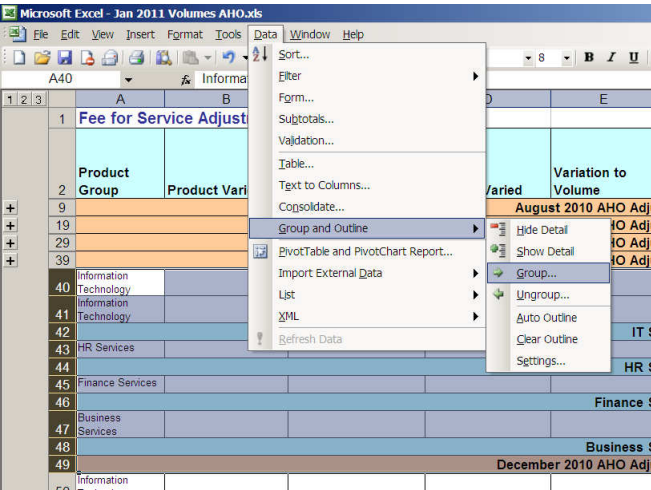
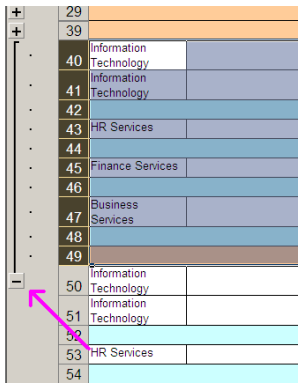
Step	Action	Key points
2.	Create a new folder for the current month by copying the previous month's folder.	<ul style="list-style-type: none"> <li>Open the folder for the current financial year.</li> <li>Right-click the previous month's folder and select Copy.</li> <li>Right-click in the right window and select Paste to create a new folder.</li> </ul>  <ul style="list-style-type: none"> <li>Select the new folder, press F2 and rename it to reflect the current month. For example if, the previous month's folder is <i>06 Dec 10</i>, the new folder's name would be <i>07 Jan 11</i>.</li> </ul> 

Step	Action	Key points
3.	Delete obsolete files	<ul style="list-style-type: none"> <li>Delete all spreadsheet files <b>except</b> those that conform to the following naming convention:   <code>[month year] Volumes [agency].xls</code>   For example, if you had just copied the February 2011 folder to create the folder for March, then the new folder should look like this:</li> </ul> 
4.	Rename files for the new month.	<ul style="list-style-type: none"> <li>For example, if the current month was March 2011, then the folder should look like this:</li> </ul> 
5.	Next Procedure	4. Updating the Adjustment Schedule tab

#### 4. Updating the Adjustment Schedule tab

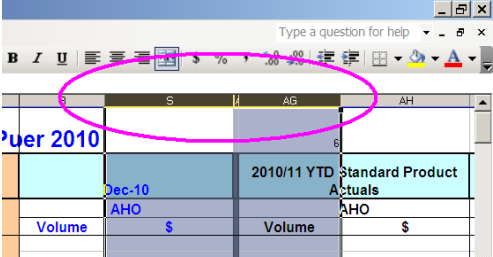
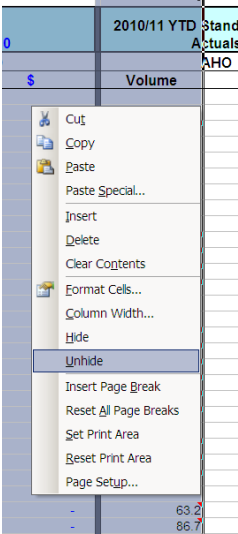
Follow the steps below to update the Adjustment Schedule tab:

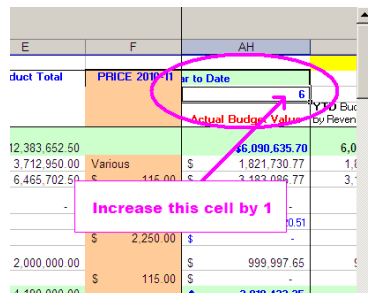
Step	Action	Key points
1.	Open the report file.	

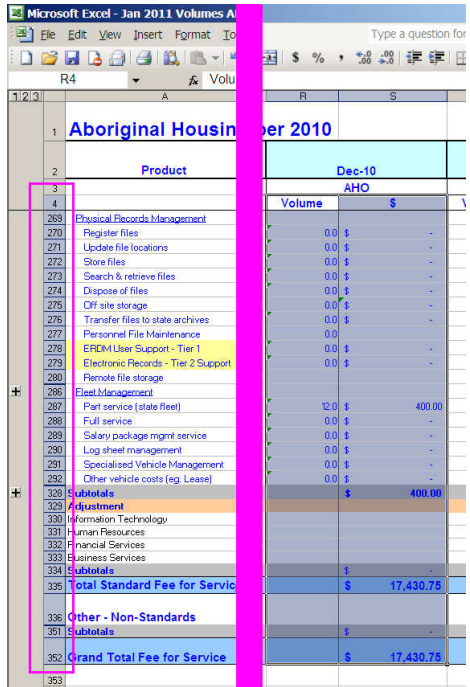
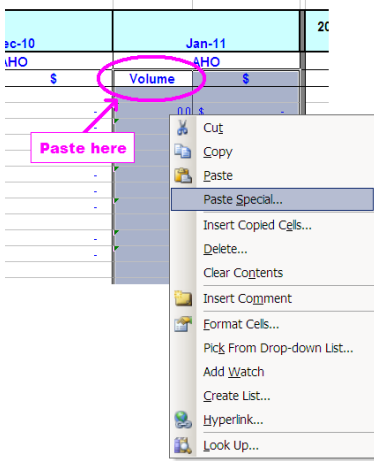
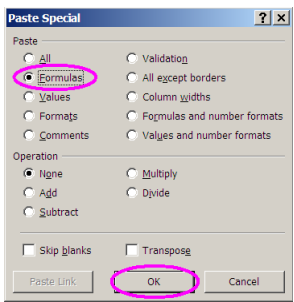
Step	Action	Key points
2.	Roll over the adjustment schedule	<ul style="list-style-type: none"> <li>Click the Adjustment Schedule tab.</li> <li>Select the previous month's rows including the total row.</li> <li>Copy the selected rows.</li> <li>Paste the copied rows into the cell below the previous month's totals.</li> <li>Select the previous month's data rows and from the <b>Data</b> menu select <b>Group and Outline</b> → <b>Group</b>.</li> </ul> <p><b>Note:</b> Make sure you do not select the total row for the previous month.</p>  <ul style="list-style-type: none"> <li>Click the minus sign next to the newly group cells to hide them.</li> </ul>  <ul style="list-style-type: none"> <li>Delete any data from the previous month in the pasted cells. <b>Note:</b> Do not delete the agency columns.</li> <li>Replace the month in the total row with the current month.</li> <li>Save the file.</li> </ul>
3.	Next procedure	5. Updating the Trends tab

## 5. Updating the Trends tab

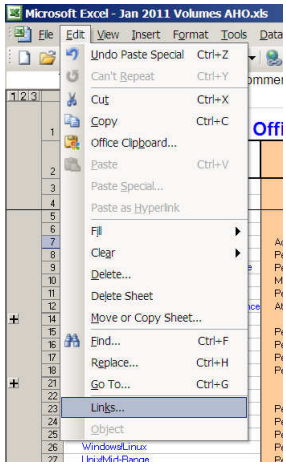
Follow the steps below to update the Adjustment Schedule tab:

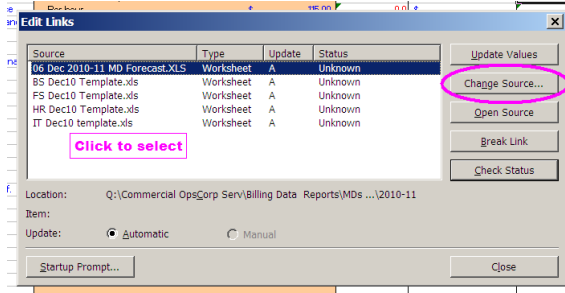
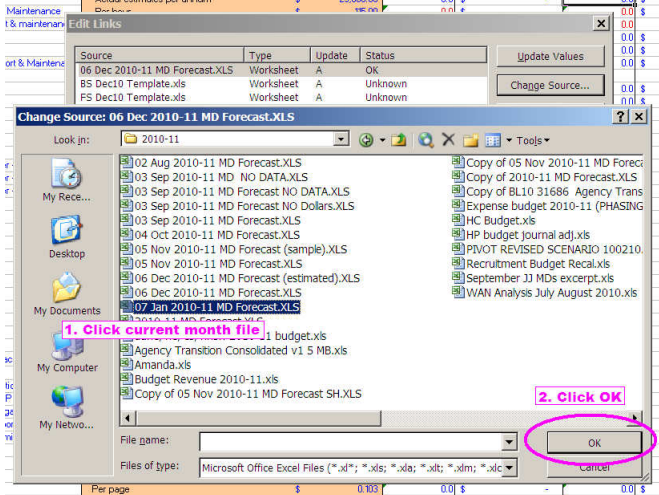
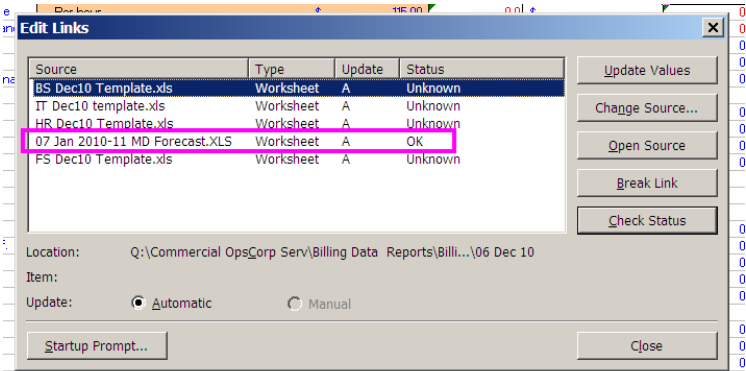
Step	Action	Key points
1.	Display the current month's columns on the Trends tab.	<ul style="list-style-type: none"> <li>Click the <b>Trends</b> tab.</li> <li>Display the hidden columns:</li> <li>Select the last data column for the previous month and the 2010/11 YTD Standard Product Actuals column. <b>Hint:</b> There will be hidden cells between these columns. It looks like columns are missing.</li> </ul>  <ul style="list-style-type: none"> <li>Right-click on one of the selected columns and from the menu select <b>Unhide</b>.</li> </ul> 
2.	Hide future months' columns.	<ul style="list-style-type: none"> <li>Select the columns from the next month through to column AE.</li> <li>Right-click and from the menu select <b>Hide</b>.</li> </ul>

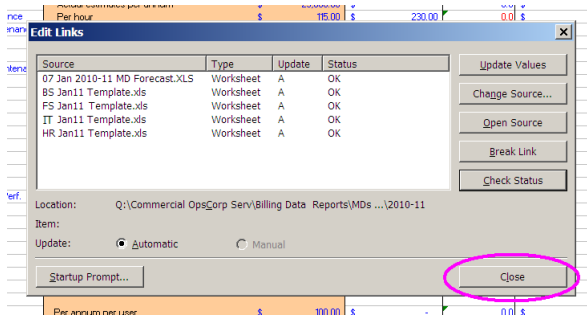
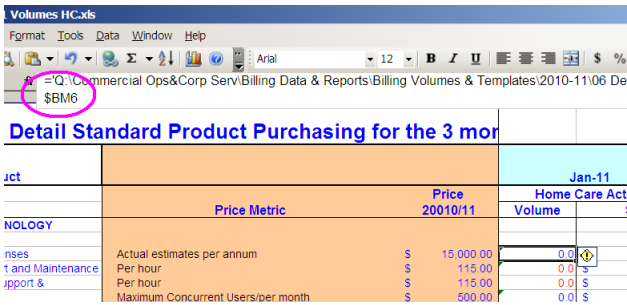
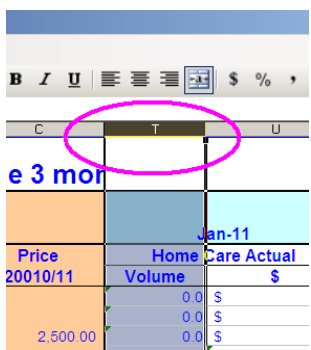
Step	Action	Key points																										
3.	Update the month number.	<ul style="list-style-type: none"><li>Scroll to cell AG1 and increase the number in by one.</li></ul>  <ul style="list-style-type: none"><li>Use the following table as a guide:</li></ul> <table><tr><th>If the month is...</th><th>Value for AH3...</th></tr><tr><td>July</td><td>1</td></tr><tr><td>August</td><td>2</td></tr><tr><td>September</td><td>3</td></tr><tr><td>October</td><td>4</td></tr><tr><td>November</td><td>5</td></tr><tr><td>December</td><td>6</td></tr><tr><td>January</td><td>7</td></tr><tr><td>February</td><td>8</td></tr><tr><td>March</td><td>9</td></tr><tr><td>April</td><td>10</td></tr><tr><td>May</td><td>11</td></tr><tr><td>June</td><td>12</td></tr></table>	If the month is...	Value for AH3...	July	1	August	2	September	3	October	4	November	5	December	6	January	7	February	8	March	9	April	10	May	11	June	12
If the month is...	Value for AH3...																											
July	1																											
August	2																											
September	3																											
October	4																											
November	5																											
December	6																											
January	7																											
February	8																											
March	9																											
April	10																											
May	11																											
June	12																											

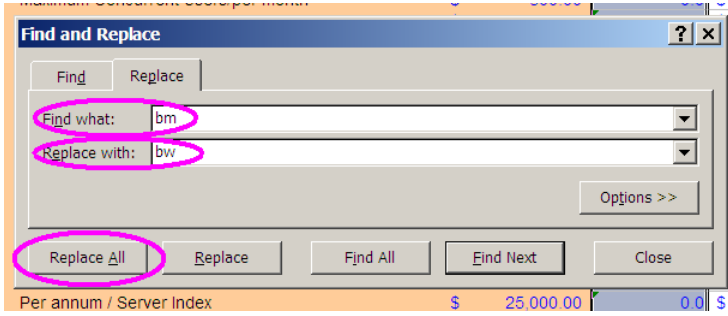
Step	Action	Key points
4.	Copy the data from the previous month to the current month.	<ul style="list-style-type: none"> <li>Copy the data from the previous month.</li> <li>Select all cells in both the <i>Volume</i> and \$ columns from row 4 though to row 352.</li> <li>Press [Ctrl]+[C].</li> </ul>  <ul style="list-style-type: none"> <li>Right-click in the Volume cell at row 4 for the new month and select <b>Paste Special</b>.</li>  <li>On the Paste Special box, select <b>Formulas</b> and then click [OK].</li>  <p><i>The copied data is pasted into the cells.</i></p> </ul>



Step	Action	Key points
5.	Update the linked files (1).	<ul style="list-style-type: none"><li>From the Edit menu, select <b>Links...</b></li></ul> 

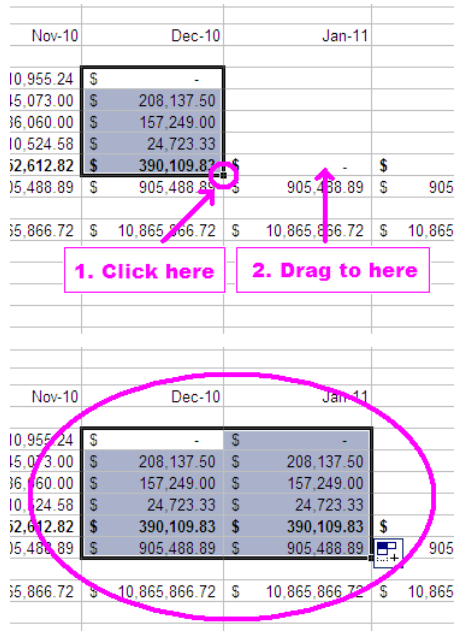
Step	Action	Key points
6.	Update the linked files (2).	<ul style="list-style-type: none"> <li>On the Edit Links box, replace all the linked files with the current month's.</li> <li>Click on the files.</li> <li>Click [Change Source].</li> </ul>  <ul style="list-style-type: none"> <li>Browse to the folder with the current month's files.</li> <li>Select the current month's data file.</li> <li>Click [OK].</li> </ul>  <ul style="list-style-type: none"> <li>The Change source box closes and the Edit Links box is updated.</li> </ul> 

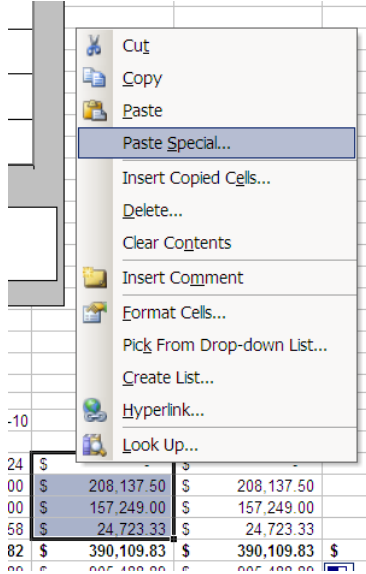
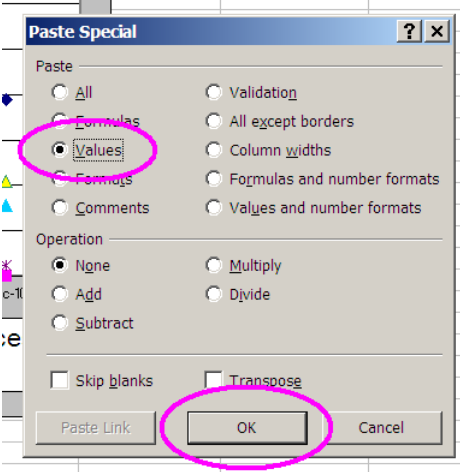
Step	Action	Key points
7.	Update the linked files (3).	<ul style="list-style-type: none"> <li>Repeat step 6 for all linked files. When complete, the Edit Links box should look like this:  </li> <li>Click [Close] when finished.</li> </ul>
8.	Update formulas (1).	<ul style="list-style-type: none"> <li>Click on one of the cells in the Volume column for the current month and note the linked column.  </li> <li>Select the Volume column for current month and then press [Ctrl]+[H] to display the Find and Replace box.  </li> </ul>

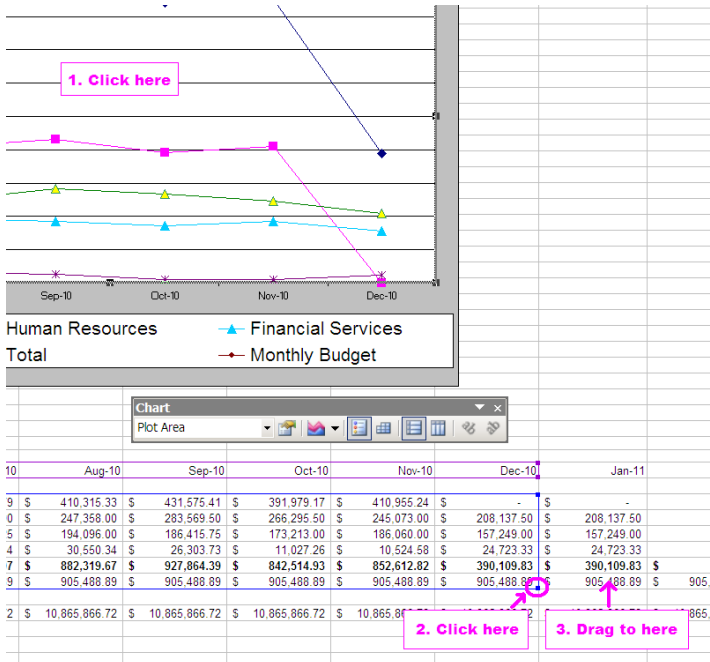
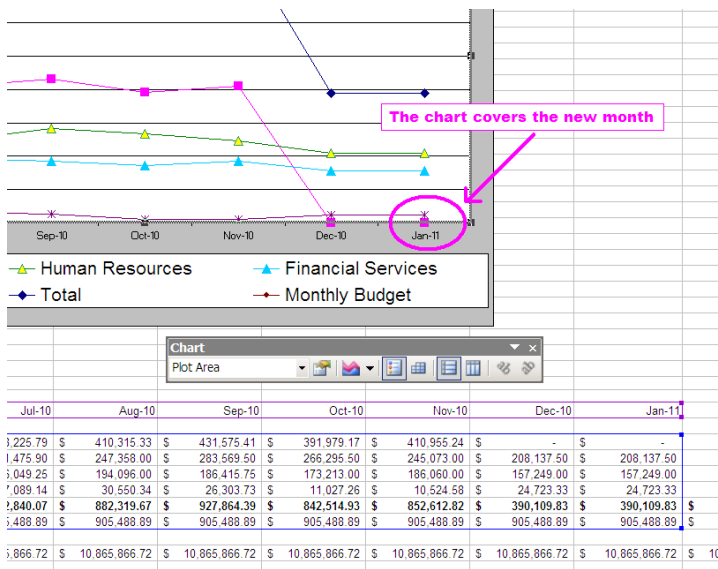
Step	Action	Key points
9.	Update formulas (2).	<ul style="list-style-type: none"> <li>On the Find and Replace box:</li> <li>Type the current linked column in the Find and Replace field.</li> <li>Type new linked column in the Replace with field. See: <i>Column update matrix</i> on page 89 for the column to use.</li> <li>Click [Replace All]. A message will display the number of replacements made.</li> </ul> 
10.	Save the file.	
11.	Next procedure	6. <i>Updating the Charts tab.</i>

## 6. Updating the Charts tab

Follow the steps below to update the Charts tab:

Step	Action	Key points
1.	Click the <b>Charts</b> tab.	
2.	Copy the previous month's data to the current month.	<ul style="list-style-type: none"> <li>Select the data for the previous month.</li> <li>Move the cursor to the lower right corner of the selected cells. The cursor will change to a plus sign (+).</li> <li>Hold the down the left button and drag the cursor one cell to right. <i>That data is copied to the current month.</i></li> </ul>  <p>The screenshots illustrate the data transfer process. The first screenshot shows a selection of data for Nov-10 (rows 10,955.24 to 15,488.89) with a plus sign cursor at the bottom right. A pink box labeled '1. Click here' points to the plus sign. The second screenshot shows the same data copied to Jan-11, with a pink circle highlighting the copied area. A pink box labeled '2. Drag to here' points to the plus sign at the bottom right of the copied area.</p>

Step	Action	Key points
3.	Preserve the previous month's data.	<ul style="list-style-type: none"> <li>Select and copy the previous month's data.</li> <li>Right-click and select <b>Paste Special</b>.</li> </ul>  <ul style="list-style-type: none"> <li>Select Values and then click [OK].</li> </ul> 

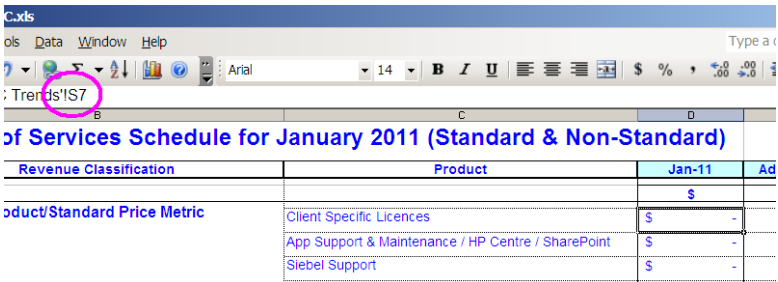
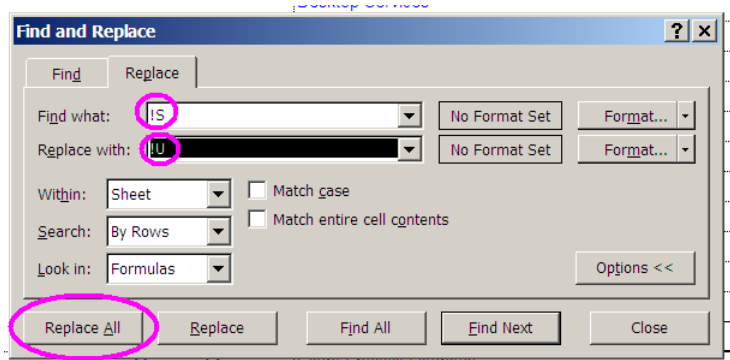
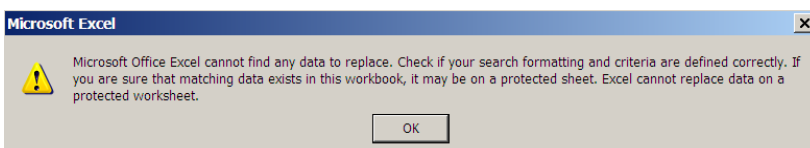
Step	Action	Key points
4.	Update the chart range to include the new month.	<ul style="list-style-type: none"> <li>Click inside the chart. The data range for the chart is highlighted.</li> <li>Move the cursor to bottom right of the select range. The cursor changes to a plus sign (+).</li> <li>Hold down the right button and drag one cell to the right.</li> </ul> 
		<p>This is the result:</p> 
5.	Save the file.	
6.	Next procedure	7. Updating the Summary tab

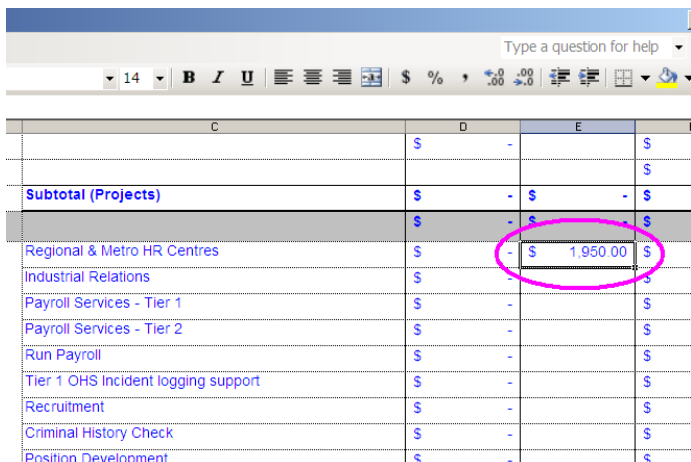
## 7. Updating the Summary tab

Follow the steps below to update the Summary tab:

Step	Action	Key points
1.	Update the month for the report.	<ul style="list-style-type: none"><li>• Update cell A1 to reflect the month for the report.</li><li>• Type the first day of the report month in DD/MM/YY format in cell D2.</li></ul>

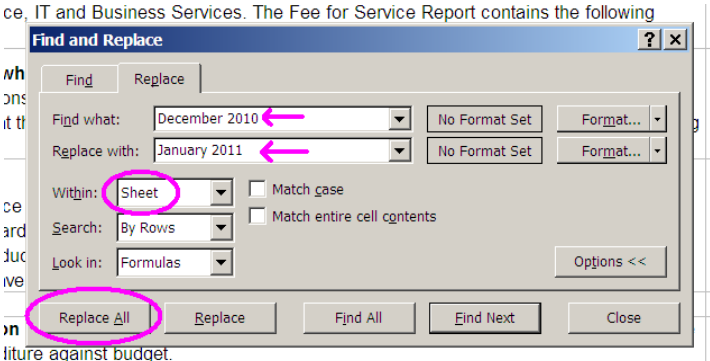


Step	Action	Key points
2.	Update links	<ul style="list-style-type: none"> <li>Click on one of the cells in the month column and note the linked column.</li> </ul>  <ul style="list-style-type: none"> <li>In column D, update the links to Trends tab by incrementing the linked cell by two. For example, if the cells are linked to column S, you would link the cells to column U:</li> <li>Select column D.</li> <li>Press [Ctrl]+[H].</li> <li>In the <i>Find what</i> field, type '\$' followed the current linked column.</li> <li>In the <i>Replace with</i> field type '\$' followed by the new linked column.</li> <li>Click [Replace All]. A message will display the number of replacements made.</li> </ul>  <ul style="list-style-type: none"> <li>Click [Replace All], clear the message until the following message displays:</li> </ul> 

Step	Action	Key points																																																																						
3.	Delete any values in the Adjustments column.	<ul style="list-style-type: none"><li>Locate and delete any values in the Adjustments column (column E)</li></ul>  <table><tr><th></th><th>C</th><th>D</th><th>E</th><th>F</th></tr><tr><td></td><td></td><td>\$ -</td><td></td><td>\$</td></tr><tr><td></td><td></td><td></td><td></td><td>\$</td></tr><tr><td>Subtotal (Projects)</td><td></td><td>\$ -</td><td>\$ -</td><td>\$</td></tr><tr><td></td><td></td><td>\$ -</td><td>\$ -</td><td>\$</td></tr><tr><td>Regional &amp; Metro HR Centres</td><td></td><td>\$ -</td><td>\$ 1,950.00</td><td>\$</td></tr><tr><td>Industrial Relations</td><td></td><td>\$ -</td><td></td><td>\$</td></tr><tr><td>Payroll Services - Tier 1</td><td></td><td>\$ -</td><td></td><td>\$</td></tr><tr><td>Payroll Services - Tier 2</td><td></td><td>\$ -</td><td></td><td>\$</td></tr><tr><td>Run Payroll</td><td></td><td>\$ -</td><td></td><td>\$</td></tr><tr><td>Tier 1 OHS Incident logging support</td><td></td><td>\$ -</td><td></td><td>\$</td></tr><tr><td>Recruitment</td><td></td><td>\$ -</td><td></td><td>\$</td></tr><tr><td>Criminal History Check</td><td></td><td>\$ -</td><td></td><td>\$</td></tr><tr><td>Position Development</td><td></td><td>\$ -</td><td></td><td>\$</td></tr></table>		C	D	E	F			\$ -		\$					\$	Subtotal (Projects)		\$ -	\$ -	\$			\$ -	\$ -	\$	Regional & Metro HR Centres		\$ -	\$ 1,950.00	\$	Industrial Relations		\$ -		\$	Payroll Services - Tier 1		\$ -		\$	Payroll Services - Tier 2		\$ -		\$	Run Payroll		\$ -		\$	Tier 1 OHS Incident logging support		\$ -		\$	Recruitment		\$ -		\$	Criminal History Check		\$ -		\$	Position Development		\$ -		\$
	C	D	E	F																																																																				
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Position Development		\$ -		\$																																																																				
4.	Save the file.																																																																							
5.	Next procedure	8. Updating the Introduction and Cover Sheet tabs																																																																						

## 8. Updating the Introduction and Cover Sheet tabs

Follow the steps below to update the Introduction and Cover Sheet tabs:

Step	Action	Key points
1.	Update the Introduction tab.	<ul style="list-style-type: none"> <li>Click the <b>Introduction</b> tab.</li> <li>Replace the previous month with the month of the report:</li> <li>Press [Ctrl]+[H] to open the <i>Find and Replace</i> box.</li> <li>Click [Options].</li> <li>Type the previous month in the <i>Find what</i> field.</li> <li>Type the month of the report in <i>Replace with</i> field.</li> <li>Select <b>Sheet</b> from the <i>Within</i> drop down list.</li> <li>Click [Replace All]. A message will display the number of replacements made.</li> </ul>  <ul style="list-style-type: none"> <li>Save the file.</li> </ul>
2.	Update the Cover Sheet (2) tab.	<ul style="list-style-type: none"> <li>Click the <b>Cover Sheet (2)</b> tab.</li> <li>Replace the previous month with the month of the report. Refer to Step1 for the steps.</li> </ul>
3.	Update the Cover Sheet tab.	<ul style="list-style-type: none"> <li>Click the <b>Cover Sheet</b> tab.</li> <li>Replace the previous month with the month of the report. Refer to Step1 for the steps.</li> <li>Save the file.</li> </ul>
4.	Next procedure	<ul style="list-style-type: none"> <li>Repeat the following procedures until you have updated all files: <ul style="list-style-type: none"> <li>4. Updating the Adjustment Schedule tab</li> <li>5. Updating the Trends tab</li> <li>6. Updating the Charts tab</li> <li>7. Updating the Summary tab</li> <li>8. Updating the Introduction and Cover Sheet tabs</li> </ul> </li> </ul>

## Procedure checklists

### Authorised volume templates returned

- ☐ Fleet volume data received from Business Services
- ☐ Property volume data received from Business Services
- ☐ Records management volume data received from Business Services
- ☐ AP volume data received from Financial Services
- ☐ AR volume data received from Financial Services
- ☐ OFS and Tax volume data received from Financial Services
- ☐ Payroll volume data received from Human Resources
- ☐ HR volume data received from Human Resources
- ☐ Recruitment volume data received from Human Resources
- ☐ Volume data received from IT Services

### Volume templates collated

- ☐ Business Services standard volume data entered
- ☐ Business Services adjustments entered
- ☐ Financial Services standard volume data entered
- ☐ Financial Services adjustments entered
- ☐ Human Resources standard volume data entered
- ☐ Human Resources adjustments entered
- ☐ IT Services data standard volume data entered
- ☐ IT Services data adjustments entered

**Agency reports created and updated**☐ Volumes AANSW☐ Volumes ADHC☐ Volumes AHO☐ Volumes CS☐ Volumes DHS☐ Volumes HC☐ Volumes HNSW☐ Volumes JJ☐ Volumes SPA

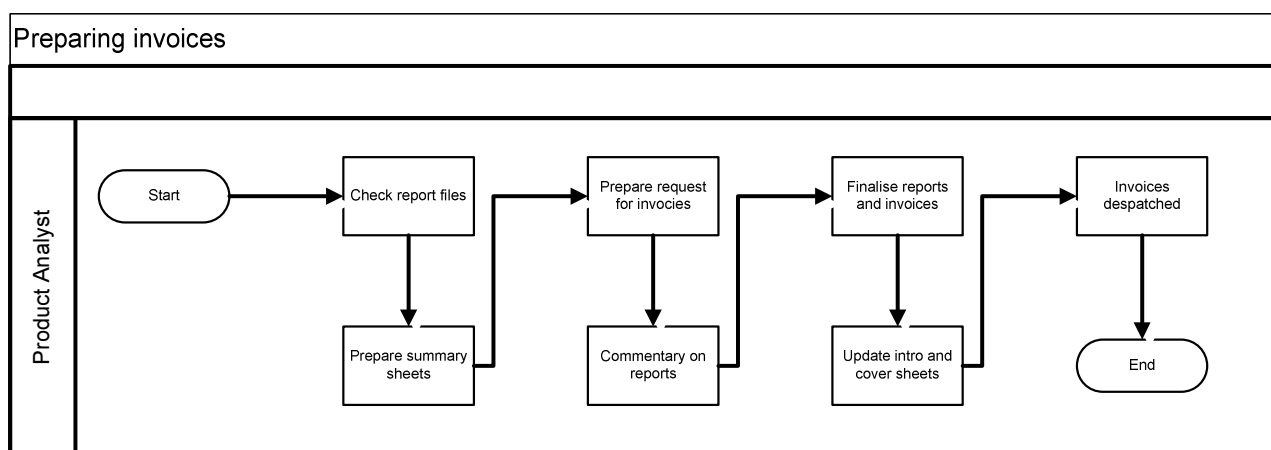
# Preparing requests for invoices

## Overview

The Product Analyst completes the billing process by preparing requests for invoice for Accounts Receivable as well as distributing fee for service reports to the client agencies.

Accounts Receivable prepares and despatch the final invoices.

## Process flow



## Procedures

Procedure	Performed by	Date to completed by
1. Checking the report files	Product analyst	Third working day
2. Preparing the summary sheets	Product analyst	Third working day
3. Reviewing the reports	Product analyst and checking officer	Third working day
3. Preparing the request for invoices	Product analyst	Third working day – 1400
4. Adding commentary to reports	Product analyst	Third working day
5. Finalising the reports and invoices	Product analyst	Third working day – 1400
6. Distributing reports and invoices	Product analyst and checking officer	Fifth working day

## 1. Checking the report files

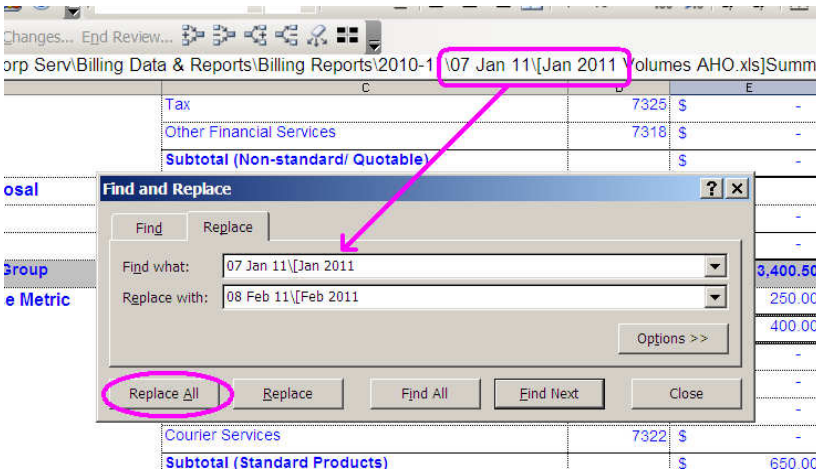
The Product Analyst checks all the report files to ensure that they are accurate before proceeding. This procedure must be repeated for each volume report file. A second check by another officer is performed later in the process.

Follow the steps below to check the report files:

Step	Action	Key points
1.	Check the <b>Adjustment</b> tab.	<ul style="list-style-type: none"> <li>Refer to the returned volumes templates and ensure that all adjustments have been correctly entered. The files are located in the <i>Q:\Commercial Ops&amp;Corp Serv\Billing Data &amp; Reports\Billing Volumes &amp; Templates</i> folder for the year and month.</li> </ul>
2.	Check the <b>Trends</b> tab.	<ul style="list-style-type: none"> <li>Ensure that all links for the current month actual volumes point to the master volume templates for the month.</li> <li>Ensure that all links in the current month budget columns point to the current month's MD's Forecast Report, located at <i>Q:\Commercial Ops&amp;Corp Serv\Billing Data &amp; Reports\MDs Report</i>.</li> </ul>
3.	Check the <b>Charts</b> tab.	<ul style="list-style-type: none"> <li>Ensure that chart includes data for the current month.</li> <li>Ensure that values for each division are displayed instead of links.</li> </ul>
4.	Check the <b>Summary</b> tab.	<ul style="list-style-type: none"> <li>Ensure that the current month is displayed in the heading.</li> <li>Ensure that all links in column point to current on the <b>Trends</b> tab.</li> </ul>
5.	Save and print.	<ul style="list-style-type: none"> <li>Print the following tabs: <ul style="list-style-type: none"> <li>- Summary</li> <li>- Charts</li> <li>- Trends</li> <li>- Adjustments</li> </ul> </li> </ul>
6.	Repeat steps 2 to 6 for each agency report file.	
7.	Next procedure	<i>2. Preparing the summary sheets</i>

## 2. Preparing the summary sheets

Follow the steps below to prepare the adjustment sheets:

Step	Action	Key points
1.	Browse to the Billing Reports folder for the month.	<ul style="list-style-type: none"> <li>The path to the Billing Volumes &amp; Templates folder is Q:\Commercial Ops&amp;Corp Serv\Billing Data &amp; Reports\Billing Reports\</li> </ul>
2.	Copy and paste the previous month's report	<ul style="list-style-type: none"> <li>Copy and paste the previous month's report into the current month's folder.</li> <li>Rename the file to reflect the current month.</li> </ul>
3.	Update links.	<ul style="list-style-type: none"> <li>Update all links so that point to the current month's reports.</li> <li>Click the first tab.</li> <li>Hold down [Shift] and click the last tab.</li> <li>Press [Ctrl]+[H]</li> <li>Replace the previous month with the current month and then click [Replace All].</li> </ul> <p>In the following example, January's report has been rolled to over February's:</p> 
4.	Save, print and close the file.	
5.	Get a second officer to review and check the reports.	<ul style="list-style-type: none"> <li>Take all paperwork to a second officer for checking.</li> <li>Next procedure: 3. <i>Reviewing the reports.</i></li> </ul>



### 3. Reviewing the reports

A second officer checks the accuracy of the data in the reports by reviewing the reports for large variances and checking that certain amounts reconcile.

Follow the steps below to review the report:

Step	Action	Key points
1.	Review the <i>Trend</i> report.	<ul style="list-style-type: none"><li>• Review the Trend report for each agency, paying attention to the following:<ul style="list-style-type: none"><li>- Variations greater of more 10% from the previous month's report are to be highlighted and investigated by liaising with the Product Owner.</li><li>- Check non-standard and volume exceptions.</li><li>- If there errors, discuss adjustments with the Product Manager and update and comment all relevant spreadsheets and templates as required.</li></ul></li><li>• Corporate Finance Checking Officer initials the Trend report to indicate it has been checked.</li></ul>

Step	Action	Key points
2.	Check adjustments for the month.	<ul style="list-style-type: none"> <li>Check that the monthly adjustments subtotals on the Fee for Service report agrees with the monthly subtotal on the adjustment sheet.</li> <li>Use the following example as a guide:</li> </ul>

Fee for Service Adjustment Schedule 2010/11

Product Group	Product Varied	Service / Process Varied	Month/s Varied	Variation to Volume	\$ Previously billed to client	\$ Variation	Comment/Reason for Variation
August 2010 HC Adjustment Total							-\$536.78
September 2010 HC Adjustment Total							\$0.00
October 2010 HC Adjustment Total							\$800.00
November 2010 HC Adjustment Total							\$1,950.00
December 2010 HC Adjustment Total							\$0.00
January 2011 HC Adjustment Total							\$0.00
HR Services	Establishment	Establishment Tier 1	Jan-11	84.0	\$ -	\$ 2,100.00	Data reports ran but not completed in time for January billing
HR Services	Establishment	Establishment Tier 2	Jan-11	31.0	\$ -	\$ 2,170.00	as above
HR Services							
HR Services Total							\$4,270.00
February 2011 HC Adjustment Total							\$4,270.00
HC Adjustment Total							\$6,483.22

Home Care Detail Standard Product Purchasing for the 3 months to February 2011

Product	Price Metric	Price 2010/11	Dec-10 Home Care Actual Volume	Jan-11 Home Care Actual Volume	Feb-11 Home Care Actual Volume	2010/11 YTD Standard Product Actuals Home Care	2010/11 YTD Budget Home Care	2010/11 Annual Budget Home Care
<b>Support Services</b>								
Office Print out	Per page	10%	0.00	0.00	0.00	49,468	\$34,752.86	\$12,000.00
Planned & Preventative maintenance	Tier 1 event	\$ 80.00	0.00	0.00	0.00	-	\$0.00	\$0.00
Respirator maintenance	Tier 2 event	\$ 170.00	0.00	0.00	0.00	-	\$0.00	\$0.00
	Tier 3 event	\$ 240.00	0.00	0.00	0.00	-	\$0.00	\$0.00
	Tier 4 event	\$ 310.00	0.00	0.00	0.00	-	\$0.00	\$0.00
	Tier 5 event	\$ 780.00	0.00	0.00	0.00	-	\$0.00	\$0.00
Hourly rate	Per hour	\$ 80.00	0.00	0.00	0.00	-	\$0.00	\$0.00
Per lease	Per lease	0.00	0.00	0.00	0.00	-	\$0.00	\$0.00
Building waste removal (management)	Per lease	0.00	0.00	0.00	0.00	-	\$0.00	\$0.00
Lease negotiation	Quoted price	\$ 2,800.00	0.00	0.00	0.00	-	\$0.00	\$0.00
Lease management	Per lease	\$ 1,200.00	0.00	0.00	0.00	-	\$0.00	\$0.00
Business Case development	per hour	\$ 100.00	0.00	0.00	0.00	-	\$0.00	\$0.00
Lease setup	Per quote	\$ 2,000.00	0.00	0.00	0.00	-	\$0.00	\$0.00
Acquisition management	Per quote	\$ 19,000.00	0.00	0.00	0.00	-	\$0.00	\$0.00
Disposal management	Per disposal	\$ 2,000.00	0.00	0.00	0.00	-	\$0.00	\$0.00
Building investigation	Per quote	\$ 2,000.00	0.00	0.00	0.00	-	\$0.00	\$0.00
Leasehold works	Per quote	\$ 2,000.00	0.00	0.00	0.00	-	\$0.00	\$0.00
<b>Office Services</b>								
Office Services	Annual rate per FTE	\$ 101,000.00	0.00	0.00	0.00	-	\$0.00	\$0.00
Tier 1	Per FTE	\$ 180,000.00	0.00	0.00	0.00	-	\$0.00	\$0.00
Tier 2	Per FTE	\$ 170,000.00	0.00	0.00	0.00	-	\$0.00	\$0.00
Tier 3	Per FTE	\$ 170,000.00	0.00	0.00	0.00	-	\$0.00	\$0.00
Per run	Per run	\$ 37.00	0.00	0.00	0.00	-	\$0.00	\$0.00
<b>Subtotal</b>	Refer to Adjustment Schedule		\$ 2,769.52	\$ 20,830.52	\$ 10,859.55	\$ 188,559.48	\$180,164.32	\$210,818.88
<b>Adjustments</b>								
Information Technology								
Human Resources								
Financial Services								
Business Services								
<b>Subtotal</b>								
<b>Total Standard Fee for Service</b>			\$ 862,430.96	\$ 769,853.54	\$ 550,497.61	\$6,350,534.01	\$6,355,897.86	\$10,365,366.72
<b>Other - Non-Standard Services</b>								
<b>Grand Total Fee for Service</b>			\$ 862,430.96	\$ 769,853.54	\$ 550,497.61	\$6,350,534.01	\$6,355,897.86	\$10,365,366.72

These two figures should agree

- If the amounts do not agree, the checking officer and the Product Analyst work together to locate errors, liaising with the Product Manager and metric providers as required.

Step	Action	Key points																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																				
3.	Check the year to date adjustments total.	<ul style="list-style-type: none"><li>Check that the year to date adjustments subtotals on the Fee for Service report agrees with the year to date subtotal on the adjustment sheet.</li><li>Use the following example as a guide:</li></ul>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																				
<p>Fee for Service Adjustment Schedule 2010/11</p> <table><thead><tr><th>Product Group</th><th>Product Varied</th><th>Service / Process Varied</th><th>Month/s Varied</th><th>Variation to Volume</th><th>\$ Previously billed to client</th><th>\$ Variation</th><th>Comment/Reason for Variation</th></tr></thead><tbody><tr><td colspan="7">August 2010 HC Adjustment Total</td><td>-\$536.78</td></tr><tr><td colspan="7">September 2010 HC Adjustment Total</td><td>\$0.00</td></tr><tr><td colspan="7">October 2010 HC Adjustment Total</td><td>\$800.00</td></tr><tr><td colspan="7">November 2010 HC Adjustment Total</td><td>\$1,950.00</td></tr><tr><td colspan="7">December 2010 HC Adjustment Total</td><td>\$0.00</td></tr><tr><td colspan="7">January 2011 HC Adjustment Total</td><td>\$0.00</td></tr><tr><td>HR Services</td><td>Establishment</td><td>Establishment Tier 1</td><td>Jan-11</td><td>84.0</td><td>\$ -</td><td>\$ 2,100.00</td><td>Data reports ran but not completed in time for January billing</td></tr><tr><td>HR Services</td><td>Establishment</td><td>Establishment Tier 2</td><td>Jan-11</td><td>31.0</td><td>\$ -</td><td>\$ 2,170.00</td><td>as above</td></tr><tr><td>HR Services</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td colspan="7">HR Services Total</td><td>\$4,270.00</td></tr><tr><td colspan="7">February 2011 HC Adjustment Total</td><td>\$4,270.00</td></tr><tr><td colspan="7">HC Adjustment Total</td><td>\$8,483.22</td></tr></tbody></table> <p>Home Care Detail Standard Product Purchasing for the 3 months to February 2011</p> <table><thead><tr><th rowspan="2">Product</th><th rowspan="2">Price Metric</th><th rowspan="2">Price 200/0/11</th><th colspan="2">Dec-10</th><th colspan="2">Jan-11</th><th colspan="2">Feb-11</th><th colspan="2">2010/11 YTD Standard Product Actuals</th><th colspan="2">2010/11 YTD Budget</th><th colspan="2">2010/11 Annual Budget</th></tr><tr><th>Volume</th><th>Home Care Actual</th><th>Volume</th><th>Home Care Actual</th><th>Volume</th><th>Home Care Actual</th><th>Volume</th><th>Home Care</th><th>Volume</th><th>Home Care</th><th>Volume</th><th>Home Care</th></tr></thead><tbody><tr><td colspan="15">Respite Services</td></tr><tr><td>Office Hours</td><td></td><td>71%</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td></tr><tr><td>Travelling</td><td></td><td>81%</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td></tr><tr><td>Planned &amp; Respite maintenance</td><td></td><td>1.24%</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td></tr><tr><td>Respite Assistance</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Tier 1 event</td><td></td><td>\$ 88.00</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td></tr><tr><td>Tier 2 event</td><td></td><td>\$ 176.00</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td></tr><tr><td>Tier 3 event</td><td></td><td>\$ 340.00</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td></tr><tr><td>Tier 4 event</td><td></td><td>\$ 616.00</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td></tr><tr><td>Tier 5 event</td><td></td><td>\$ 784.00</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td></tr><tr><td>Hourly rate</td><td></td><td>\$ 80.00</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td></tr><tr><td>Per diem</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>Per hour</td><td></td><td>\$ 2,800.00</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td></tr><tr><td>Quoted price</td><td></td><td>\$ 1,300.00</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td><td>0.0</td></tr><tr><td>Per hour</td><td></td><td>\$ 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Metric	Price 200/0/11	Dec-10		Jan-11		Feb-11		2010/11 YTD Standard Product Actuals		2010/11 YTD Budget		2010/11 Annual Budget		Volume	Home Care Actual	Volume	Home Care Actual	Volume	Home Care Actual	Volume	Home Care	Volume	Home Care	Volume	Home Care	Respite Services															Office Hours		71%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Travelling		81%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Planned & Respite maintenance		1.24%	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Respite Assistance															Tier 1 event		\$ 88.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Tier 2 event		\$ 176.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Tier 3 event		\$ 340.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Tier 4 event		\$ 616.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Tier 5 event		\$ 784.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Hourly rate		\$ 80.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per diem															Per hour		\$ 2,800.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Quoted price		\$ 1,300.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per hour		\$ 100.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 2,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per night		\$ 18,000.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	Per day/night		\$ 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Tier 1 event		\$ 88.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								
Tier 2 event		\$ 176.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								
Tier 3 event		\$ 340.00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								
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### 3. Preparing the request for invoices

For clients except SPA, the total billing amount is recorded on the invoice. The SPA invoice is itemised.

Follow the steps below to prepare the request for invoices:

Step	Action	Key points
1.	Copy and paste the previous month's invoices	<ul style="list-style-type: none"> <li>Copy and paste the previous month's invoices into the current month's folder.</li> <li>Rename the files to reflect the current month.</li> </ul>
2.	Copy the SPA invoice data	<ul style="list-style-type: none"> <li>Open the SPA Volumes report for the month.</li> <li>Click the <b>Summary</b> tab.</li> <li>Select and copy cells D6 to D12 inclusive.</li> </ul>

Microsoft Excel - Jan 2011 Volumes SPA.xls

File Edit View Insert Format Tools Data Window Help

Type a question for help

F6 =D6+E6

Schedule for January 2011

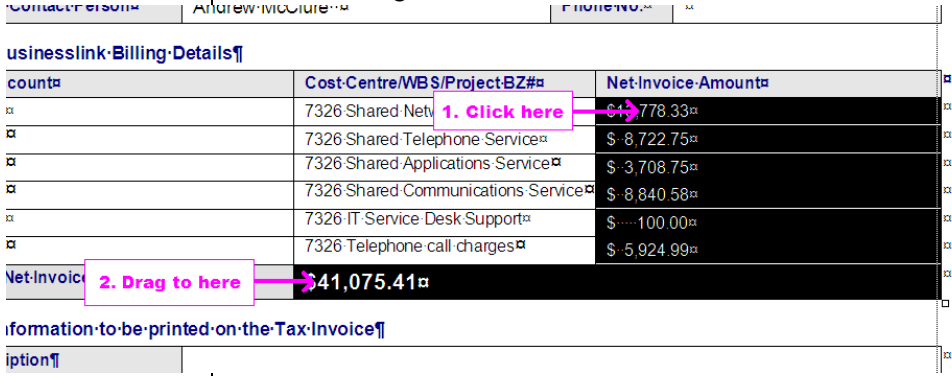
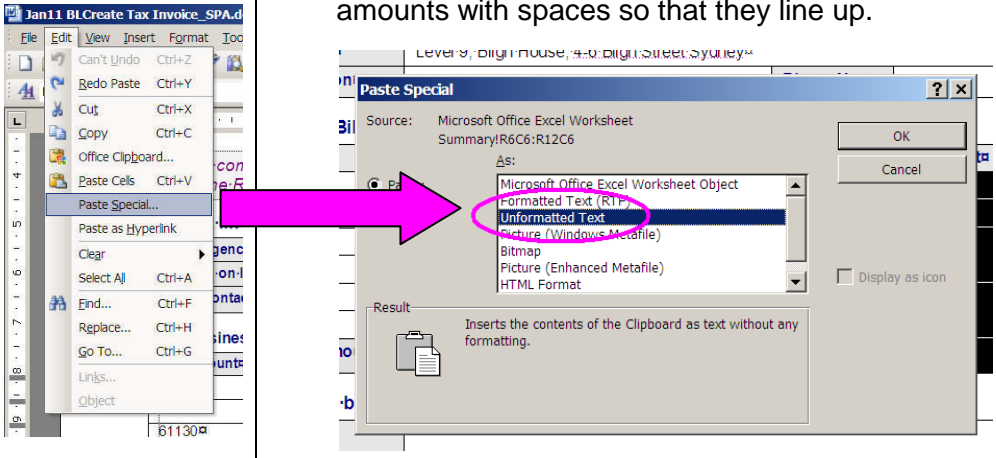
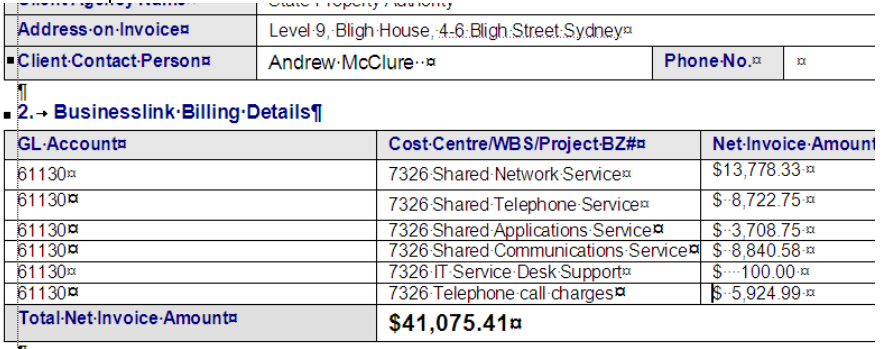
	Product	Jan-11	Adjustment	Total	Note
6	Shared Network Service	\$ 13,776.33		\$ 13,776.33	
7	Shared Telephone Service	\$ 8,722.75		\$ 8,722.75	
8	Shared Applications Service	\$ 3,708.75		\$ 3,708.75	
9	Shared Communications Service	\$ 8,840.58		\$ 8,840.58	
10	IT Service Desk Support	\$ 100.00		\$ 100.00	
11	Call Charges	\$ 5,924.99		\$ 5,924.99	
12	Subtotal (Standard Products)	\$ 41,075.41		\$ 41,075.41	

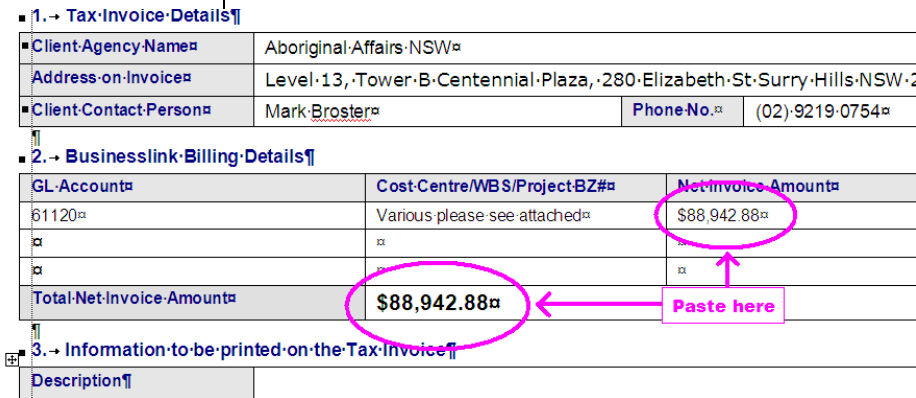
Please Invoice to Government Service Centre - Cost Centre

41,000.41

Summary

Sum= \$ 82,150.81 NUM

Step	Action	Key points
3.	Paste the SPA invoice data.	<ul style="list-style-type: none"> <li>Switch to the SPA invoice document.</li> <li>Select all the cells in the Net Invoice Amount column including the total.</li> </ul>  <p>Information to be printed on the Tax Invoice</p> <p>Option</p> <ul style="list-style-type: none"> <li>Paste the invoice amounts as plain text and pad out the amounts with spaces so that they line up.</li> </ul>  <ul style="list-style-type: none"> <li>Change the font size to 8 point for the item amounts.</li> </ul> <p>This is the result:</p> 

Step	Action	Key points
4.	Copy and paste the invoice amounts for the remaining clients.	<ul style="list-style-type: none"> <li>Open the agency Volumes report for the month.</li> <li>Click the <b>Trends</b> tab.</li> <li>Select and copy the <i>Grand Total Fee for Service</i> amount for the month.</li> <li>Switch to the agency invoice document.</li> <li>Paste the invoice amounts as plain text.</li> </ul>  <p>The screenshot shows the 'Businesslink Billing Details' report. It includes a table with columns: GL Account#, Cost Centre/WBS/Project BZ#, and Net Invoice Amount#. The 'Total Net Invoice Amount' is highlighted with a pink circle and labeled '\$88,942.88'. A pink arrow points from this value to a pink box labeled 'Paste here'.</p>
5.	Save and print all requests for invoice.	

#### 4. Adding commentary to reports

Metric providers send commentary on the data they provide by email. The Product Analyst records commentary on the **Introduction** tab on each agency report.

#### 5. Finalising the reports and invoices

Follow the steps to finalise the reports and invoices:

Step	Action	Key points
1.	Create PDFs	<ul style="list-style-type: none"> <li>Create PDF files of all fee for service reports and save the files in the PDF folder for the month.</li> </ul>
2.	Obtain authorisation	<ul style="list-style-type: none"> <li>Take all paperwork to the Chief Financial Officer for approval.</li> </ul>

## 6. Distributing reports and invoices

Follow the steps below to distribute reports and invoices to the recipients:

Step	Action	Key points
1.	Send requests for invoices and reports to Accounts Receivable.	<ul style="list-style-type: none"><li>• Email the following documents to Accounts Receivable:<ul style="list-style-type: none"><li>- SPA Fee for Service report.</li><li>- scanned SPA invoices</li><li>- summary sheet.</li></ul></li></ul>
2.	Email the summary sheet.	<ul style="list-style-type: none"><li>• Email the summary sheet to the Financial Accountant.</li></ul>
3.	Deliver the signed hard copy invoice requests to Accounts Receivable.	
4.	Distribute the fee for service reports to the client agencies.	<ul style="list-style-type: none"><li>• Email the Excel versions reports to the client agencies. See <i>Agency FFS and volumes reports distribution list</i> on page 5.</li></ul>
5.	Advise Corporate Finance	<ul style="list-style-type: none"><li>• Email Corporate Finance that month end fee for service reporting is complete.</li></ul>

## Procedure checklists

### Checking officer review check list

Agency	Trend variances checked	Adjustments checked	Non-standard charges checked	Actuals reconciled
AANSW	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ADHC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AHO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DHS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HNSW	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
JJ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

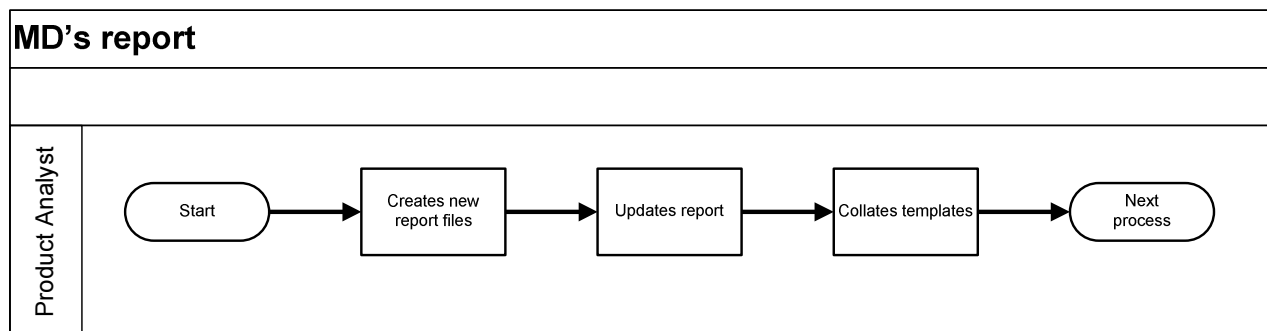


# Managing Director's forecast report

## Overview

Each month, the Product Analyst prepares the Managing Director's report by rolling over the previous month's reports and updating it with data received.

## Process flow



## Procedure

This process requires the completion of the following procedures:

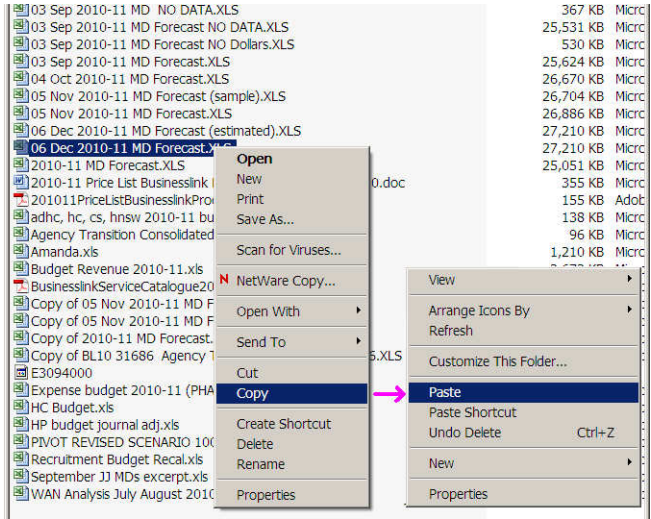
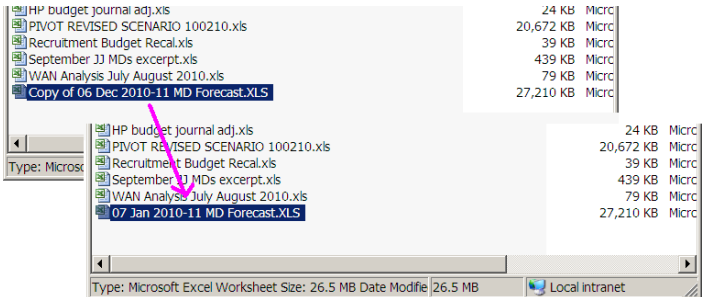
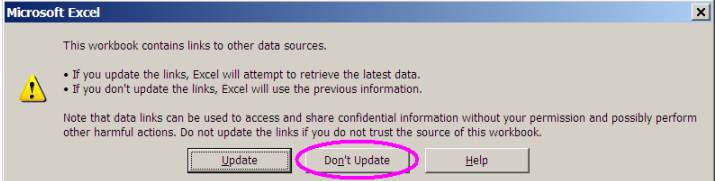
Procedure	Performed by	Date to completed by
1. Creating a new managing director's forecast report	Product analyst	Three working days before month end
2. Updating the Managing Director's report	Product analyst	Fourth working day



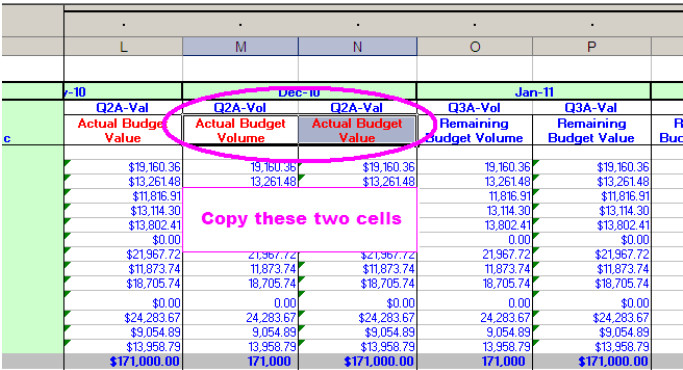
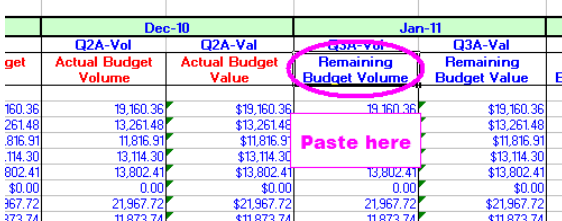
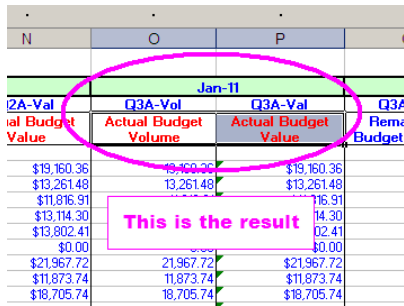
### 1. Creating a new managing director's forecast report

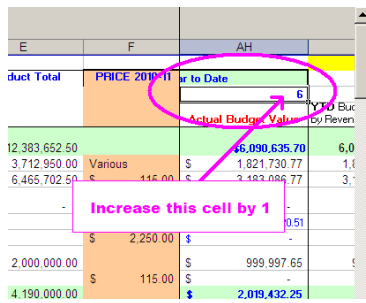
The Product Analyst creates a new managing director's forecast report from the previous month's file. This task is to be completed five working days before month end.

Follow the steps below to create a new managing director's forecast report:

Step	Action	Key points
1.	Browse to the <i>MDs Report</i> folder.	<ul style="list-style-type: none"> <li>The path to the Managing Director's report is Q:\Commercial Ops&amp;Corp Serv\Billing Data &amp; Reports\MDs Report\.</li> </ul>

Step	Action	Key points
2.	Create a new file for the month by copying the previous month's file.	<ul style="list-style-type: none"> <li>Right-click the previous month's file and select <b>Copy</b>.</li> <li>Right-click in the right window and select <b>Paste</b> to create a new file.</li> </ul>  <ul style="list-style-type: none"> <li>Select the new file, press F2 and rename it to reflect the current month. For example if, the previous month's file is <i>06 Dec 2010-11 MD Forecast.XLS</i>, the new folder's name would be <i>07 Jan 2010-11 MD Forecast.XLS</i>.</li> </ul> 
3.	Open the newly created file.	<ul style="list-style-type: none"> <li>If the following message displays, click [Don't Update].</li> </ul> 

Step	Action	Key points
4.	Update the year to date budget amounts for each client.	<ul style="list-style-type: none"> <li>Click the <b>DCOM Budget</b> tab for the current financial year. For example, if the current financial is 2010 – 2011, then this tab would be named DCOM 10-11 Budget. Hint: The quickest way to get to this tab is to: <ul style="list-style-type: none"> <li>Click  to scroll the last tab.</li> <li>Keep clicking  until you can see the DCOM Budget tab.</li> <li>Click the DCOM Budget tab.</li> <li>Scroll to and select the two cells in row 4 for the previous month. Hint: They will be the last cells with the text Actual Budget Volume.</li> <li>Press [Ctrl]-[C] to copy both cells to the clipboard.</li> </ul> </li> </ul>  <ul style="list-style-type: none"> <li>Scroll to the first cell in row 4 for the next month. Hint: They will be the first cells with the text <i>Remaining Budget Volume</i>.</li> </ul>  <ul style="list-style-type: none"> <li>Press [Ctrl]-[V] to paste the text.</li> </ul> 

Step	Action	Key points																										
5.	Update all other client budget tabs.	<ul style="list-style-type: none"><li>Repeat 4 step following client agency <b>budget</b> tabs:<ul style="list-style-type: none"><li>SPA</li><li>AANSW</li><li>AHO</li><li>JJ</li><li>DHS</li><li>HNSW</li><li>HC</li><li>CD</li><li>ADHC</li><li>Businesslink</li></ul></li></ul>																										
6.	Update the month number on the <b>Businesslink budget</b> tab.	<ul style="list-style-type: none"><li>Perform this task on the Businesslink budget tab only.</li><li>Scroll to cell AH3 and increase the number in by one.</li></ul> <div></div> <ul style="list-style-type: none"><li>Use the following table as a guide:</li></ul> <table><tr><th>If the month is...</th><th>Value for AH3...</th></tr><tr><td>July</td><td>1</td></tr><tr><td>August</td><td>2</td></tr><tr><td>September</td><td>3</td></tr><tr><td>October</td><td>4</td></tr><tr><td>November</td><td>5</td></tr><tr><td>December</td><td>6</td></tr><tr><td>January</td><td>7</td></tr><tr><td>February</td><td>8</td></tr><tr><td>March</td><td>9</td></tr><tr><td>April</td><td>10</td></tr><tr><td>May</td><td>11</td></tr><tr><td>June</td><td>12</td></tr></table>	If the month is...	Value for AH3...	July	1	August	2	September	3	October	4	November	5	December	6	January	7	February	8	March	9	April	10	May	11	June	12
If the month is...	Value for AH3...																											
July	1																											
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March	9																											
April	10																											
May	11																											
June	12																											
7.	Save and close the file.																											

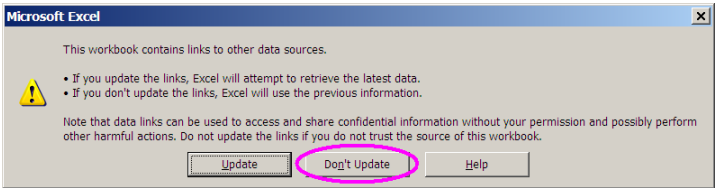
## 2. Updating the Managing Director's report

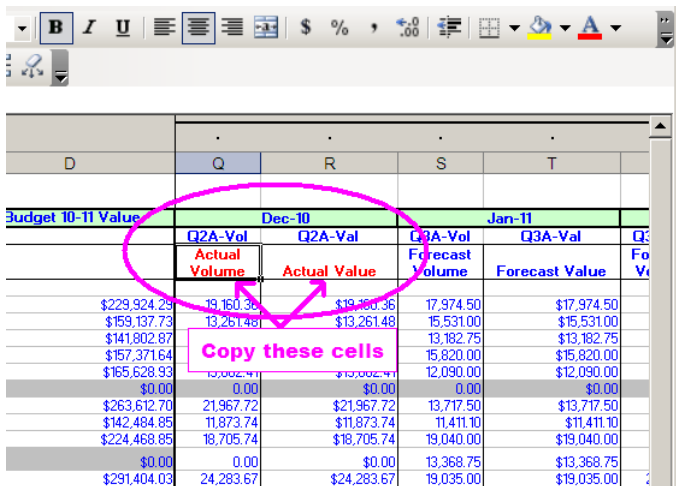
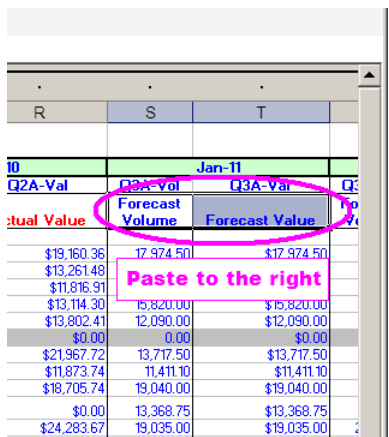
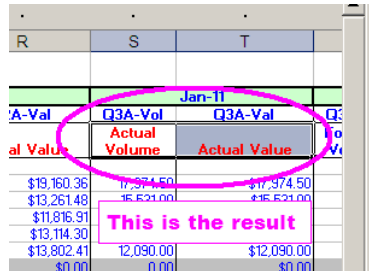
This procedure requires the completion of the following tasks:

- a) Updating the column headings
- b) Updating the agency trends tabs
- c) Updating the Board Summary Table tab
- d) Updating the Comparison tab

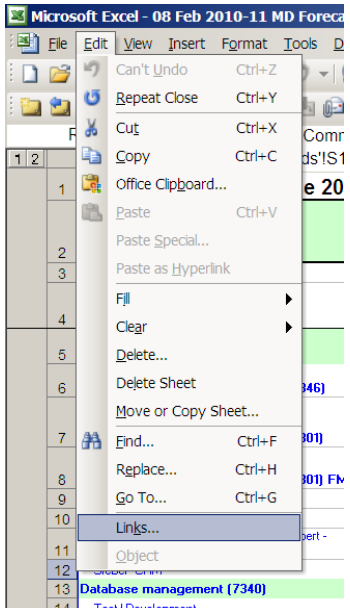
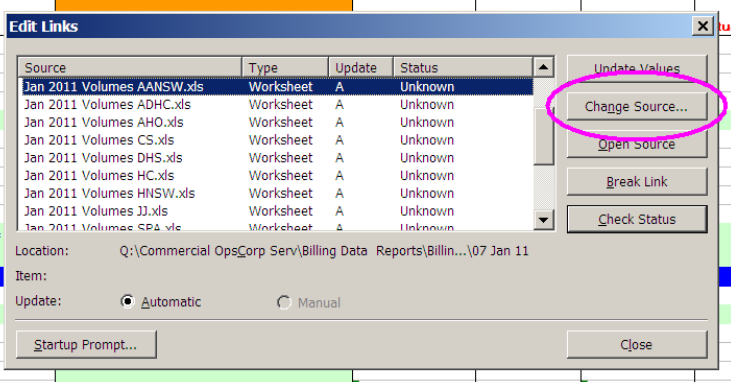
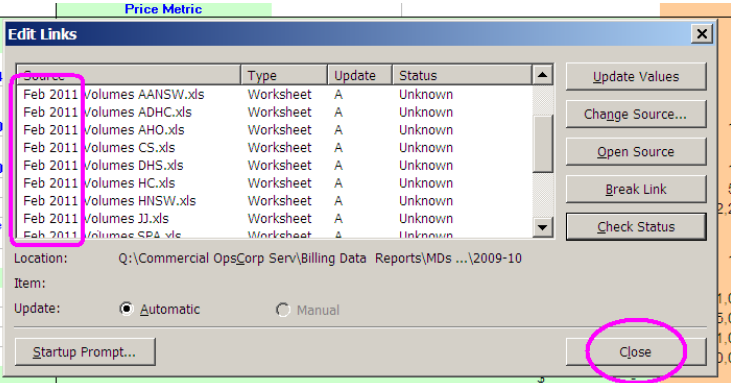
### a) Updating the column headings

Follow the steps below to update the column headings:

Step	Action	Key points
1.	Open the Managing Director's report for the month.	<ul style="list-style-type: none"><li>If the following message displays, click [Don't Update].</li></ul> 

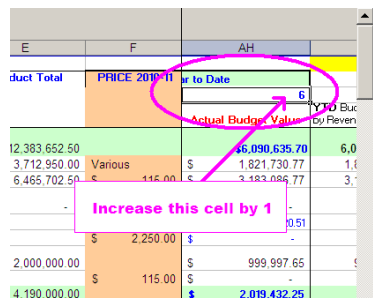
Step	Action	Key points
2.	Update the year to date actual amounts for each client.	<ul style="list-style-type: none"> <li>Click the DCOM tab.</li> <li>Scroll to and select the two cells in row 4 for the previous month. Hint: They will be the last cells with the text Actual Volume and Actual Value.</li> <li>Press [Ctrl]-[C] to copy both cells to the clipboard.</li> </ul> 
		<ul style="list-style-type: none"> <li>Scroll to the first cell in row 4 for the next month. Hint: They will be the first cells with the text Forecast Volume and Forecast Value.</li> </ul> 
		<ul style="list-style-type: none"> <li>Press [Ctrl]-[V] to paste the text.</li> </ul> 

Step	Action	Key points
3.	Update all client tabs.	<ul style="list-style-type: none"><li>• Repeat step 2 following client budget tabs:<ul style="list-style-type: none"><li>- SPA Trends</li><li>- AANSW Trends</li><li>- AHO Trends</li><li>- JJ Trends</li><li>- DHS Trends</li><li>- HNSW Trends</li><li>- HC Trends</li><li>- CD Trends</li><li>- ADHC Trends</li><li>- Businesslink</li></ul></li></ul>

Step	Action	Key points
4.	Update file links to the current month's volumes reports.	<ul style="list-style-type: none"> <li>Select Edit → Links.  </li> <li>Click one of the linked volume report files and then click [Change Source...].  </li> <li>Select the current month's volume report for the agency.</li> <li>Repeat this step until all current month agency volume reports have been linked. For example if the current month was February 2011, the screen should look like this:  </li> <li>Click [Close].</li> </ul>

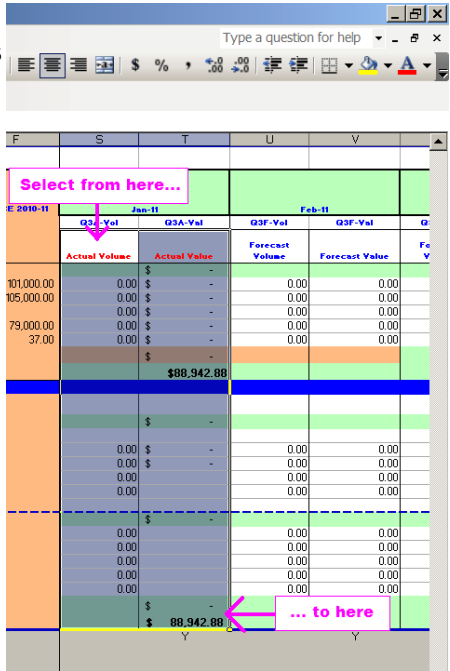
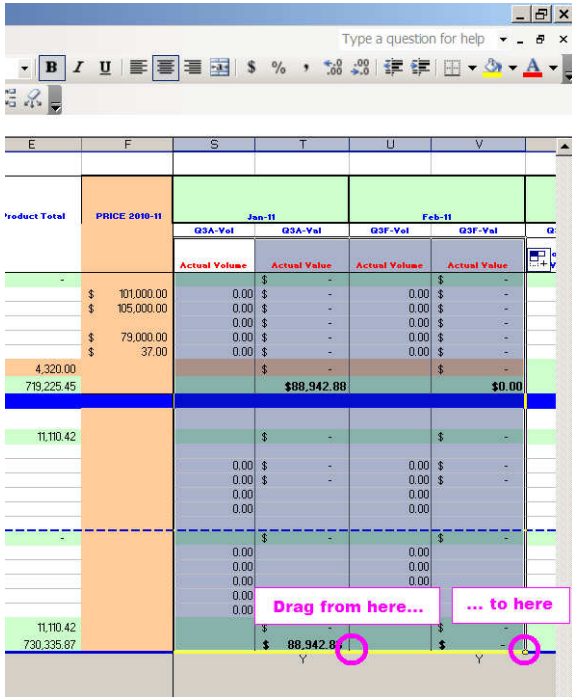
Version: 1.0 - 7 March 2011

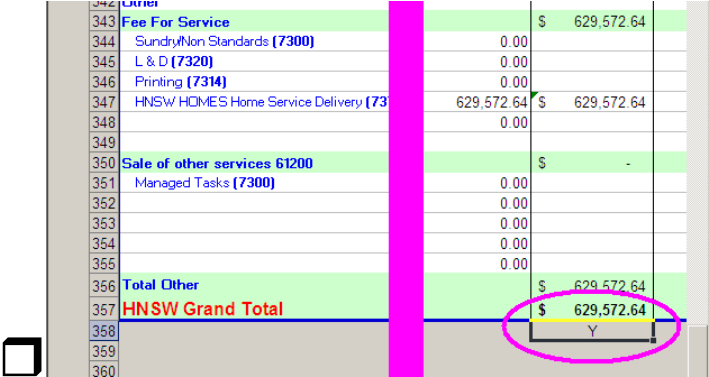


Step	Action	Key points																										
5.	Update the month number on the <b>Businesslink budget</b> tab.	<ul style="list-style-type: none"><li>Perform this task on the Businesslink budget tab only.</li><li>Scroll to cell AH3 and increase the number in it by one.</li></ul>  <ul style="list-style-type: none"><li>Use the following table as a guide:</li></ul> <table><tr><th>If the month is...</th><th>Value for AH3...</th></tr><tr><td>July</td><td>1</td></tr><tr><td>August</td><td>2</td></tr><tr><td>September</td><td>3</td></tr><tr><td>October</td><td>4</td></tr><tr><td>November</td><td>5</td></tr><tr><td>December</td><td>6</td></tr><tr><td>January</td><td>7</td></tr><tr><td>February</td><td>8</td></tr><tr><td>March</td><td>9</td></tr><tr><td>April</td><td>10</td></tr><tr><td>May</td><td>11</td></tr><tr><td>June</td><td>12</td></tr></table>	If the month is...	Value for AH3...	July	1	August	2	September	3	October	4	November	5	December	6	January	7	February	8	March	9	April	10	May	11	June	12
If the month is...	Value for AH3...																											
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May	11																											
June	12																											
6.	Next procedure	<ul style="list-style-type: none"><li>Updating the agency trends tabs</li></ul>																										

## b) Updating the agency trends tabs

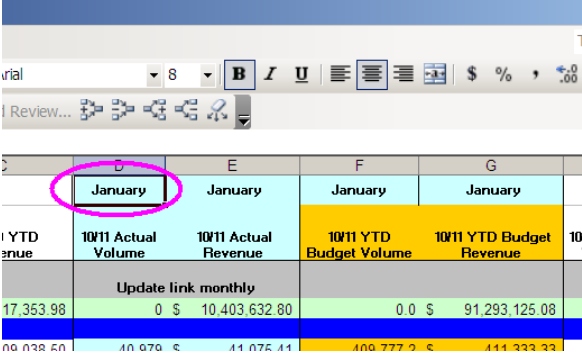
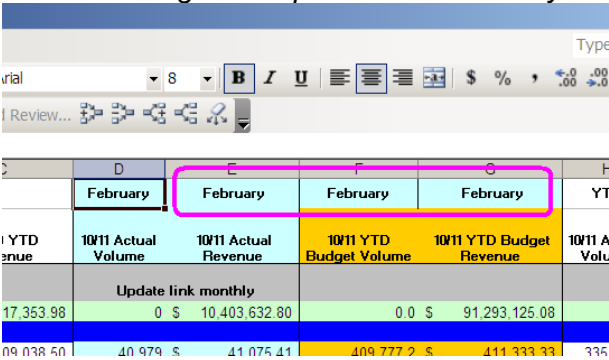
Follow the steps below to update the agency trends tabs:

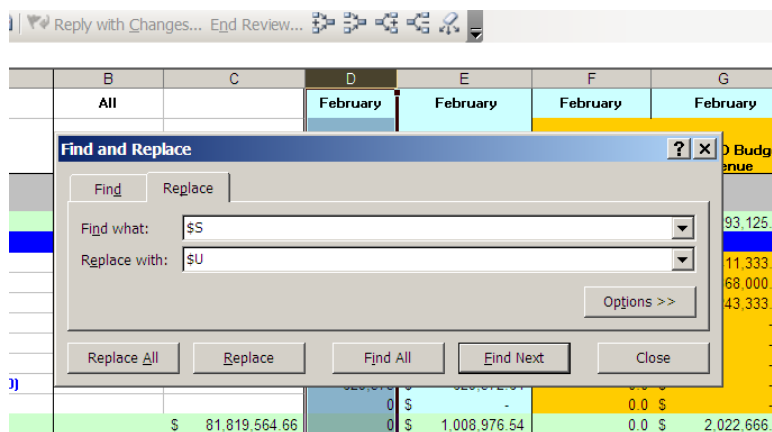
Step	Action	Key points
1.	Update the current month's data columns.	<ul style="list-style-type: none"> <li>Select the previous month's data columns from the cells with <i>Actual Volume</i> and <i>Actual Value</i> to the monthly total.</li> </ul>  <ul style="list-style-type: none"> <li>Move the cursor over the bottom right edge of the selected area and when the cursor changes to a + sign, drag to include the current month's columns.</li> </ul> 

Step	Action	Key points
2.	Check that adjusted amounts have been included.	<ul style="list-style-type: none"> <li>Look at the cell under the Grand Total value for the month.</li> <li>If the cell is displaying 'Y', then go to the next step.</li> <li>If the cell is displaying 'N', open the volumes report for the agency for the month and manually add adjusted amounts.</li> </ul> 
3.	Repeat steps 1 and 2 to update all client trends tabs.	<ul style="list-style-type: none"> <li>Update the client <b>trends</b> tabs: <ul style="list-style-type: none"> <li>- SPA Trends</li> <li>- AANSW Trends</li> <li>- AHO Trends</li> <li>- JJ Trends</li> <li>- DHS Trends</li> <li>- HNSW Trends</li> <li>- HC Trends</li> <li>- CD Trends</li> <li>- ADHC Trends</li> </ul> </li> </ul>

### c) Updating the Board Summary Table tab

Follow the steps below to update the **Board Summary Table** tab:

Step	Action	Key points
1.	Click the <b>Board Summary Table</b> tab:	
2.	Update the month.	<ul style="list-style-type: none"> <li>Scroll to cell D1 and type the current month.</li> </ul>  <p>The cells to right are updated automatically.</p> 

Step	Action	Key points																										
3.	Update the links on column D so that they point to the current month's actual volumes on the <b>Businesslink Trends</b> tab.	<ul style="list-style-type: none"><li>• Select column D.</li><li>• Press [Ctrl]+[H] to open the Find and Replace box.</li><li>• On the Find and Replace box:</li><li>• Type the previous month's linked column in the Find what field.</li><li>• Type current month's linked column in the Replace with field.</li><li>• Click [OK].</li></ul> <div></div> <p><i>This example rolls the report over from January to February.</i></p> <p><b>Notes:</b></p> <ul style="list-style-type: none"><li>• Make sure the columns being replaced started with '\$' to indicate that they are links.</li><li>• Use the following table as a guide.</li></ul> <table><tr><th>Month</th><th>Column</th></tr><tr><td>July</td><td>G</td></tr><tr><td>August</td><td>I</td></tr><tr><td>September</td><td>K</td></tr><tr><td>October</td><td>M</td></tr><tr><td>November</td><td>O</td></tr><tr><td>December</td><td>Q</td></tr><tr><td>January</td><td>S</td></tr><tr><td>February</td><td>U</td></tr><tr><td>March</td><td>W</td></tr><tr><td>April</td><td>Y</td></tr><tr><td>May</td><td>AA</td></tr><tr><td>June</td><td>AC</td></tr></table>	Month	Column	July	G	August	I	September	K	October	M	November	O	December	Q	January	S	February	U	March	W	April	Y	May	AA	June	AC
Month	Column																											
July	G																											
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October	M																											
November	O																											
December	Q																											
January	S																											
February	U																											
March	W																											
April	Y																											
May	AA																											
June	AC																											

Step	Action	Key points																										
4.	Update the links on column E so that they point to the current month's actual revenues on the <b>Businesslink Trends</b> tab.	<ul style="list-style-type: none"><li>• Select column E.</li><li>• Press [Ctrl]+[H] to open the Find and Replace box.</li><li>• On the Find and Replace box:</li><li>• Type the previous month's linked column in the Find what field.</li><li>• Type current month's linked column in the Replace with field.</li><li>• Click [OK].</li></ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"><li>• Make sure the columns being replaced started with '\$' to indicate that they are links.</li><li>• Use the following table as a guide.</li></ul> <table><tr><th>Month</th><th>Column</th></tr><tr><td>July</td><td>H</td></tr><tr><td>August</td><td>J</td></tr><tr><td>September</td><td>L</td></tr><tr><td>October</td><td>N</td></tr><tr><td>November</td><td>P</td></tr><tr><td>December</td><td>R</td></tr><tr><td>January</td><td>T</td></tr><tr><td>February</td><td>V</td></tr><tr><td>March</td><td>X</td></tr><tr><td>April</td><td>Z</td></tr><tr><td>May</td><td>AB</td></tr><tr><td>June</td><td>AD</td></tr></table>	Month	Column	July	H	August	J	September	L	October	N	November	P	December	R	January	T	February	V	March	X	April	Z	May	AB	June	AD
Month	Column																											
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August	J																											
September	L																											
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November	P																											
December	R																											
January	T																											
February	V																											
March	X																											
April	Z																											
May	AB																											
June	AD																											

Step	Action	Key points
5.	Check all totals	<ul style="list-style-type: none"> <li>The <i>FFS + Other Total</i> for each agency must agree with the Grand Total on the agency trends tab.</li> </ul>
350	Consolidated FFS + Other	0.0 \$ 161,136,918.64 0 \$ 11,412,609.34 0.0 \$
351		
352		
353	ADHC	
689	ADHC FFS Total	\$ 27,810,076.96 0 \$ 3,618,759.59 0.0 \$
690		
691	ADHC FAaS (7372)	149,020 \$ 149,020.00 0.0 \$
692	ADHC Seniors Card Services (7376)	0 \$ - 0.0 \$
693	ADHC Seniors Information Line (7377)	0 \$ - 0.0 \$
694	ADHC FFS + Other Total	\$ 27,810,076.96 149,020 \$ 3,767,779.59 0.0 \$
695		
696		
697	HC	
1033	HC FFS Total	\$ 6,678,584. 0 \$ 0.0 \$
1034		
1035		
1036		
1037		
1038		

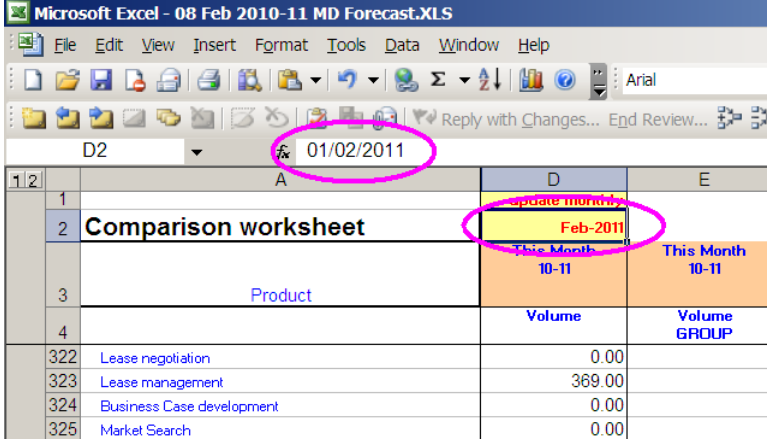
*In this example, the highlighted figure must be agree with the Grand Total on the **ADHC Trends** tab.*

- Do all FFS totals agree?

If...	Then do this...
Yes	<input type="checkbox"/> go to Updating the Comparison tab.
No	<input type="checkbox"/> go back to Step 3 and check that all links are correct.

#### d) Updating the Comparison tab

Follow the steps below to update the Comparison tab:

Step	Action	Key points
1.	Click the <b>Comparison</b> tab.	
2.	Update the current month.	<ul style="list-style-type: none"> <li>Scroll to cell D1 and type the current month in dd/mm/yyyy format.</li> </ul>  <p>The screenshot shows the 'Comparison worksheet' in Microsoft Excel. The formula bar at the top displays '01/02/2011' for cell D1, which is circled in pink. Below it, cell D2 contains 'Feb-2011', also circled in pink. The worksheet has columns for 'Product', 'Volume', and 'Volume GROUP'. The data rows show 'Lease negotiation' with a volume of 0.00, 'Lease management' with a volume of 369.00, 'Business Case development' with a volume of 0.00, and 'Market Search' with a volume of 0.00.</p>



Step	Action	Key points
3.	Update the links on columns with volumes so that they point to the current month's actual volumes on the <b>Businesslink Trends</b> tab.	<ul style="list-style-type: none"> <li>Select columns D and K.</li> <li>Press [Ctrl]+[H] to open the Find and Replace box.</li> <li>On the Find and Replace box:</li> <li>Type the previous month's linked column in the Find what field.</li> <li>Type current month's linked column in the <i>Replace with</i> field.</li> <li>Click [OK].</li> </ul>

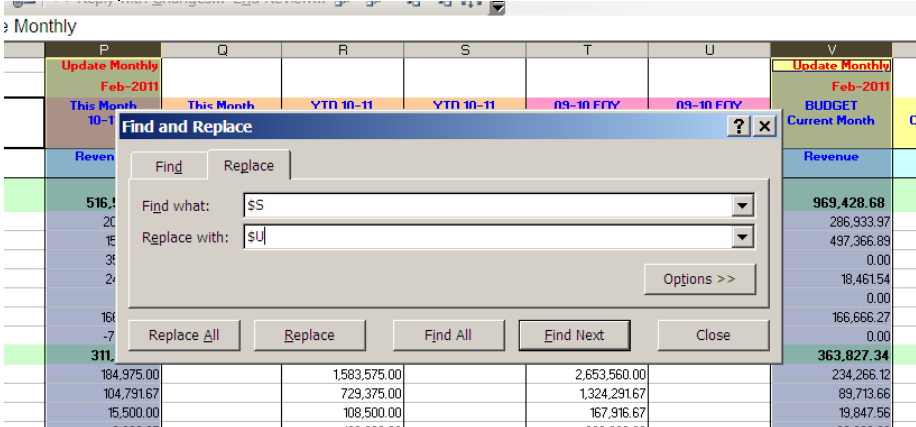
The screenshot shows the 'Find and Replace' dialog box in Microsoft Excel. The 'Find what' field contains '\$S' and the 'Replace with' field contains '\$U'. The dialog is open over a spreadsheet. The spreadsheet has columns labeled D, E, G, H, I, J, and K. Column D is labeled 'This Month 10-11' and 'Volume'. Column K is labeled 'Current Month' and 'Volume'. The spreadsheet shows numerical data for various months, including January, February, March, April, May, and June.

*This example rolls the report over from January to February.*

**Notes:**

- Make sure the columns being replaced started with '\$' to indicate that they are links.
- Use the following table as a guide.

Month	Column
July	G
August	I
September	K
October	M
November	O
December	Q
January	S
February	U
March	W
April	Y
May	AA
June	AC

Step	Action	Key points																										
4.	Update the links on column with revenues so that they point to the current month's actual revenues on the <b>Businesslink Trends</b> tab.	<ul style="list-style-type: none"><li>• Select columns P and V.</li><li>• Press [Ctrl]+[H] to open the Find and Replace box.</li><li>• On the Find and Replace box:</li><li>• Type the previous month's linked column in the Find what field.</li><li>• Type current month's linked column in the <i>Replace with</i> field.</li><li>• Click [OK].</li></ul>																										
<div></div> <div><b>Notes:</b><ul style="list-style-type: none"><li>• Make sure the columns being replaced started with '\$' to indicate that they are links.</li><li>• Use the following table as a guide.</li></ul></div> <table><thead><tr><th>Month</th><th>Column</th></tr></thead><tbody><tr><td>July</td><td>H</td></tr><tr><td>August</td><td>J</td></tr><tr><td>September</td><td>L</td></tr><tr><td>October</td><td>N</td></tr><tr><td>November</td><td>P</td></tr><tr><td>December</td><td>R</td></tr><tr><td>January</td><td>T</td></tr><tr><td>February</td><td>V</td></tr><tr><td>March</td><td>X</td></tr><tr><td>April</td><td>Z</td></tr><tr><td>May</td><td>AB</td></tr><tr><td>June</td><td>AD</td></tr></tbody></table>			Month	Column	July	H	August	J	September	L	October	N	November	P	December	R	January	T	February	V	March	X	April	Z	May	AB	June	AD
Month	Column																											
July	H																											
August	J																											
September	L																											
October	N																											
November	P																											
December	R																											
January	T																											
February	V																											
March	X																											
April	Z																											
May	AB																											
June	AD																											
5.	Save and close the file.																											

**Procedure checklist**

- ☐ New MD's report created
- ☐ All tabs updated
- ☐ Checked report distributed

## Reference section

### Volume templates distribution list

#### IT template

Position or Title	Name
Production Coordinator ADHC	
Production Coordinator HNSW	
Production Coordinator CS	
Production Coordinator BL	
Manager, Service Management, Businesslink (cc)	Phillip Frost
Manager, Corporate Finance, Businesslink (cc)	Susan Herald
Business Analyst, Corporate Finance, Businesslink (cc)	Derek Lewis
Finance Officer, Corporate Finance, Businesslink (cc)	Tony Donohoe

#### HR template

Position or Title	Name
Business Manager, Human Resource Services, Businesslink	David Haynes
Specialist Payroll Analyst, Payroll Operations, Businesslink	Natalie Davis
Practice Manager, HR Services, Businesslink	Oriana Groves
Project Manager, Workforce Solutions, Businesslink	Christine Hiebler
Manager - Establishment Unit, Workforce Solutions, Businesslink	Scott Churchin
Service Delivery Manager, Human Resource Services, Businesslink	Elizabeth Tonkin
Human Resource Consultant, Bizlink Employee Relations, Businesslink	Lesley Jennings
Team Leader, Workforce Solutions, Businesslink	Deborah Cunningham
Manager, Human Resource Services, Businesslink (cc)	Ruth Sun
Manager Payroll Services, Payroll Operations, Businesslink (cc)	Sharlene Kelly
Manager Recruitment, Workforce Solutions, Businesslink (cc)	Anthea Arnol
Business Analyst, HR Management Solutions, Businesslink (cc)	Penelope Corney
Manager, Corporate Finance, Businesslink (cc)	Susan Herald

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Position or Title	Name
Business Analyst, Corporate Finance, Businesslink (cc)	Derek Lewis

### Financial Services template

Position or Title	Name
Manager - Finance Transactions, Businesslink	Craig Napper
Manager – Accounts Receivable, Businesslink	Justin Pinkus
Financial Accountant, Businesslink	Mark Russell
Team Leader Accounts Receivable, Businesslink	Nicolas Katsouras
Manager, Corporate Finance, Businesslink (cc)	Susan Herald
Business Analyst, Corporate Finance, Businesslink (cc)	Derek Lewis

### Business Services template

Position or Title	Name
Team Leader, Records, Projects & Property Solutions, Businesslink	Linda Trovato
Manager Fleet Services, Businesslink	Paul Varga
Manager Property Services, Businesslink	Robert Smith
Property Projects (PropertyProjects@dhs.nsw.gov.au)	
Business Analyst, Business Services, Businesslink	Paul Francis
Project Coordinator, Project Office, Businesslink	Justine Nicholson
Director, Projects & Property Solutions, Businesslink	Tarun Gauri
Manager - Business Support, Businesslink	Dean Broderick
Manager, Corporate Finance, Businesslink (cc)	Susan Herald
Business Analyst, Corporate Finance, Businesslink (cc)	Derek Lewis
Senior Budget Officer, Businesslink (cc)	Michael Bridge

## Agency FFS and volumes reports distribution list

### Ageing, Disability & Home Care

Position or Title	Name
Executive Director ICT,	Russel Stanton
A/Director Business Systems and Projects	Steve Sloan
Deputy Director-General	Alastair Hunter
Chief Finance Officer	Stephen Mudge
Executive Director	Steve O'Neil
Systems Support Coordinator, DADHC Corporate	Fouad Antonios
Executive Director SAMP	Jonathan Wassell
Executive Director, Strategic Human Resources	Ian Peters
Business Analyst, DADHC Corporate	Gregory Chilton

### Housing NSW

Position or Title	Name
Accountant, Corporate Finance & Planning	Lochana Jayasinghe
Acting DCIO & Project Director	McLaren Burgoyne
A/Chief Information Officer	Melissa McCabe
Executive Director, Strategic Corporate Services, Office of Director General	Cliff Haynes
A/Director, People & Organisation Performance	Alan Bedford
Acting Director People & Organisation Performance	Denis Aslanis
Business Manager	Rick Towerton

### Juvenile Justice

Position or Title	Name
Deputy Chief Executive	John Hubby
Chief Information Officer	Troy Workman
	Suzanne Mathieson

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**Aboriginal Affair NSW**

Position or Title	Name
	Mark Broster
	Luzvilla Viray

**Aboriginal Housing Office**

Position or Title	Name
Contracts & Relationship Manager	Joseph Stanecki
Acting Business Service Manager	Julie Morgan

**Community Services**

Position or Title	Name
Director, Corporate HR	Leon Newbery
a/Chief Information Officer	Greg Lansom
Director, Finance	Carol Limbo
Director, Asset Management Services	Russell Smith
Corporate Accountant	Elsa Tse
Executive Assistant, Corporate HR	Tracey Green (cc)
Executive Assistant to A/Chief Information Officer	Robyn Lassman (cc)
Infrastructure Service Delivery Manager	Simon Geraghty (cc)
Strategic Budget Accountant	Brian Falconer (cc)
	Lisa Duong (cc)
Financial Business Analyst	Marielle Gonzales (cc)
Senior Project Officer, Budget & Resources	Ross Neville (cc)

## File reference

### Volume templates

File	Purpose
BS MMMYY Template.xls	Master Business Services template
BS-Fleet MMMYY Template.xls	Volume data received from Business Services
BS-Property MMMYY Template.xls	Volume data received from Business Services
BS-Records MMMYY Template.xls	Volume data received from Business Services
FS MMMYY Template.xls	Master Financial Services template
FS-AP MMMYY Template.xls	Volume data received from Financial Services
FS-AR MMMYY Template.xls	Volume data received from Financial Services
FS-OFS & Tax MMMYY Template.xls	Volume data received from Financial Services
HR MMMYY Template.xls	Master Human Resources template
HR-Payroll MMMYY Template.xls	Volume data received from Human Resources
HR-PD MMMYY Template.xls	Volume data received from Human Resources
HR-Recruitment MMMYY Template.xls	Volume data received from Human Resources
HR-Reg&Met MMMYY Template.xls	Volume data received from Human Resources
IT MMMYY template.xls	Master IT Services template
IT Monthly Volumes MMMYY.xls	Volume data received from IT Services



## Column update matrix

Use this table to adjust formulas when updating the Trends tab on the fee for service reports.

Month	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Agency	Column to link to											
ADHC	N	X	AH	AR	BB	BL	BV	CF	CP	CZ	DJ	DT
HC	O	Y	AI	AS	BC	BM	BW	CG	CQ	DA	DK	DU
CS	P	Z	AJ	AT	BD	BN	BX	CH	CR	DB	DL	DV
HNSW	Q	AA	AK	AU	BE	BO	BY	CI	CS	DC	DM	DW
DHS	R	AB	AL	AV	BF	BP	BZ	CJ	CT	DD	DN	DX
JJ	S	AC	AM	AW	BG	BQ	CA	CK	CU	DE	DO	DY
AHO	T	AD	AN	AX	BH	BR	CB	CL	CV	DF	DP	DZ
AANSW	U	AE	AO	AY	BI	BS	CC	CM	CW	DG	DQ	EA
DCOM	V	AF	AP	AZ	BJ	BT	CD	CN	CX	DH	DR	EB
SPA	W	AG	AQ	BA	BK	BU	CE	CO	CY	DI	DS	EC

## Checklists

### Volume report checklist

Volumes Report	Adjustment tab	Trends tab	Charts tab	Summary tab
AANSW	<ul style="list-style-type: none"> <li>• All adjustments correct</li> <li>• Printed</li> </ul>	<ul style="list-style-type: none"> <li>• Current month actual volumes links correct</li> <li>• Budget columns links correct</li> <li>• Printed</li> </ul>	<ul style="list-style-type: none"> <li>• Chart includes current month data</li> <li>• Values for each division displayed</li> <li>• Printed</li> </ul>	<ul style="list-style-type: none"> <li>• Current month in heading.</li> <li>• All links in column D correct</li> <li>• Printed</li> </ul>
ADHC	<ul style="list-style-type: none"> <li>• All adjustments correct</li> <li>• Printed</li> </ul>	<ul style="list-style-type: none"> <li>• Current month actual volumes links correct</li> <li>• Budget columns links correct</li> <li>• Printed</li> </ul>	<ul style="list-style-type: none"> <li>• Chart includes current month data</li> <li>• Values for each division displayed</li> <li>• Printed</li> </ul>	<ul style="list-style-type: none"> <li>• Current month in heading.</li> <li>• All links in column D correct</li> <li>• Printed</li> </ul>
AHO	<ul style="list-style-type: none"> <li>• All adjustments correct</li> <li>• Printed</li> </ul>	<ul style="list-style-type: none"> <li>• Current month actual volumes links correct</li> <li>• Budget columns links correct</li> <li>• Printed</li> </ul>	<ul style="list-style-type: none"> <li>• Chart includes current month data</li> <li>• Values for each division displayed</li> <li>• Printed</li> </ul>	<ul style="list-style-type: none"> <li>• Current month in heading.</li> <li>• All links in column D correct</li> <li>• Printed</li> </ul>
CS	<ul style="list-style-type: none"> <li>• All adjustments correct</li> <li>• Printed</li> </ul>	<ul style="list-style-type: none"> <li>• Current month actual volumes links correct</li> <li>• Budget columns links correct</li> <li>• Printed</li> </ul>	<ul style="list-style-type: none"> <li>• Chart includes current month data</li> <li>• Values for each division displayed</li> <li>• Printed</li> </ul>	<ul style="list-style-type: none"> <li>• Current month in heading.</li> <li>• All links in column D correct</li> <li>• Printed</li> </ul>

Volumes Report	Adjustment tab	Trends tab	Charts tab	Summary tab
DHS	<ul style="list-style-type: none"> <li>All adjustments correct</li> <li>Printed</li> </ul>	<ul style="list-style-type: none"> <li>Current month actual volumes links correct</li> <li>Budget columns links correct</li> <li>Printed</li> </ul>	<ul style="list-style-type: none"> <li>Chart includes current month data</li> <li>Values for each division displayed</li> <li>Printed</li> </ul>	<ul style="list-style-type: none"> <li>Current month in heading.</li> <li>All links in column D correct</li> <li>Printed</li> </ul>
HC	<ul style="list-style-type: none"> <li>All adjustments correct</li> <li>Printed</li> </ul>	<ul style="list-style-type: none"> <li>Current month actual volumes links correct</li> <li>Budget columns links correct</li> <li>Printed</li> </ul>	<ul style="list-style-type: none"> <li>Chart includes current month data</li> <li>Values for each division displayed</li> <li>Printed</li> </ul>	<ul style="list-style-type: none"> <li>Current month in heading.</li> <li>All links in column D correct</li> <li>Printed</li> </ul>
HNSW	<ul style="list-style-type: none"> <li>All adjustments correct</li> <li>Printed</li> </ul>	<ul style="list-style-type: none"> <li>Current month actual volumes links correct</li> <li>Budget columns links correct</li> <li>Printed</li> </ul>	<ul style="list-style-type: none"> <li>Chart includes current month data</li> <li>Values for each division displayed</li> <li>Printed</li> </ul>	<ul style="list-style-type: none"> <li>Current month in heading.</li> <li>All links in column D correct</li> <li>Printed</li> </ul>
JJ	<ul style="list-style-type: none"> <li>All adjustments correct</li> <li>Printed</li> </ul>	<ul style="list-style-type: none"> <li>Current month actual volumes links correct</li> <li>Budget columns links correct</li> <li>Printed</li> </ul>	<ul style="list-style-type: none"> <li>Chart includes current month data</li> <li>Values for each division displayed</li> <li>Printed</li> </ul>	<ul style="list-style-type: none"> <li>Current month in heading.</li> <li>All links in column D correct</li> <li>Printed</li> </ul>
SPA	<ul style="list-style-type: none"> <li>All adjustments correct</li> <li>Printed</li> </ul>	<ul style="list-style-type: none"> <li>Current month actual volumes links correct</li> <li>Budget columns links correct</li> <li>Printed</li> </ul>	<ul style="list-style-type: none"> <li>Chart includes current month data</li> <li>Values for each division displayed</li> <li>Printed</li> </ul>	<ul style="list-style-type: none"> <li>Current month in heading.</li> <li>All links in column D correct</li> <li>Printed</li> </ul>

## Glossary of terms and definitions

Term	Definition
<b>Key Performance Indicators (KPI)</b>	The means by which quality targets are measured.
<b>Measurement rules</b>	Any rules used to calculate the value of a performance measure, for instance, exclusions from the calculation, timing for inclusion or pro-rata value of calculations.
<b>Non-standard volumes</b>	Reflects agency-agreed deviations from the standard price list
<b>Process</b>	An activity or stream of activities performed in the delivery of a service.
<b>Process owner</b>	The person responsible for ensuring that the Process is delivered in accordance with the agreed quality and timeframes. The Process owner is also responsible for ensuring that data (regarding Quality KPIs and pricing/pilling metrics) is captured (and stored) as per the agreed Service Delivery Framework.
<b>Product</b>	A standard high-level business function or deliverable that is made up of <i>services</i> and <i>processes</i> .
<b>Product groups</b>	Product groups include HR, IT and Finance.
<b>Product owner</b>	The person ultimately accountable for the delivery of the product (and the associated Services and Processes) and the overall management of the product-related costs and revenues.
<b>Service</b>	A stream of related and/or integrated Processes that deliver a standard business outcome. This is represented by the second-line in the Service Provisioning Model hierarchy.
<b>Service owner</b>	The person responsible for the review and monitoring of the delivery of the service (in terms of resource planning, provision of tools (and any associated coaching), quality (and timeliness) of delivery and compliance with agreed service targets.
<b>Standard volumes</b>	Reflects the current price list

# Appendix

## Sample documents

- Consolidated Fee for Service Report
- Request to create a Tax Invoice (Debtor)
- Summary sheet



## **Doing business with NSW Businesslink**

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State Property Authority

Consolidated  
Fee for Service Report

February 2011

## Table of Contents

### Page

Summary of Service Schedule - February 2011	3
Pricing Analysis - February 2011 By Billing Metric	4
IT Service Centre Report (February 2011 Actual)	5

### Disclaimer

NSW Businesslink makes no warranties, express or implied, by operation of law or otherwise, relating to this document, the products or the computer products described herein.

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### Contact

Please forward any questions or concerns via phone or email.

Email: [products@bizlink.nsw.gov.au](mailto:products@bizlink.nsw.gov.au)

Phone: 9765 3823 Product Management Group

## State Property Authority Summary of Services Schedule for February 2011

Product Group	Revenue Classification	Product	Feb-11	Adjustment	Total	Notes
			\$	\$	\$	
Government Service Centre	Standard Product/Standard Price Metric	Shared Network Service	\$ 13,778.33		\$ 13,778.33	
		Shared Telephone Service	\$ 8,722.75		\$ 8,722.75	
		Shared Applications Service	\$ 3,708.75		\$ 3,708.75	
		Shared Communications Service	\$ 8,840.58		\$ 8,840.58	
		IT Service Desk Support	\$ 25.00		\$ 25.00	
		Call Charges	\$ 4,235.36		\$ 4,235.36	
		<b>Subtotal (Standard Products)</b>	<b>\$ 39,310.78</b>	<b>\$ -</b>	<b>\$ 39,310.78</b>	
	<b>Total - Information Technology Product Group</b>		<b>\$ 39,310.78</b>	<b>\$ -</b>	<b>\$ 39,310.78</b>	



**State Property Authority Detail Standard Product Purchasing for the 3 months to February 2011**

Product		Dec-10 SPA		Jan-11 SPA		Feb-11 SPA		2010/11 YTD Actuals SPA		2010/11 YTD Budget SPA		2010/11 Annual Budget SPA	
	Price Metric      Price 2010/11	Volume	\$	Volume	\$	Volume	\$	Volume	\$	Volume	\$	Volume	\$
<b>Government Service Centre</b>													
Shared Network Service	Per annum      \$      165,340.00	13,778	\$      13,778.33	13,778	\$      13,778.33	13,778	\$      13,778.33	110,227	\$      110,226.67	87,018.28	\$      87,018.28	208,843.88	\$      208,843.88
Shared Telephone Service	Per annum based on the provision      \$      104,673.00	8,723	\$      8,722.75	8,723	\$      8,722.75	8,723	\$      8,722.75	69,782	\$      69,782.00	55,089.30	\$      55,089.30	132,214.32	\$      132,214.32
Shared Applications Service	Per annum      \$      44,505.00	3,709	\$      3,708.75	3,709	\$      3,708.75	3,709	\$      3,708.75	29,670	\$      29,670.00	23,422.94	\$      23,422.94	56,215.05	\$      56,215.05
Shared Communications Service	Per annum      \$      106,087.00	8,841	\$      8,840.58	8,841	\$      8,840.58	8,841	\$      8,840.58	70,725	\$      70,724.67	55,833.49	\$      55,833.49	134,000.37	\$      134,000.37
IT Service Desk Support	Per incident      \$      25.00	4	\$      100.00	4	\$      100.00	1	\$      25.00	22	\$      550.00	40.53	\$      1,013.13	97.26	\$      2,431.50
Call Charges	Per call based on charge sub type      \$      187,258.00	5,194	\$      5,193.60	5,925	\$      5,924.99	4,235	\$      4,235.36	42,848	\$      42,848.08	34,706.20	\$      34,706.20	83,294.87	\$      83,294.87
<b>Subtotals</b>			<b>\$      40,344.02</b>		<b>\$      41,075.41</b>		<b>\$      39,310.78</b>		<b>\$      323,801.41</b>		<b>\$      257,083.33</b>		<b>\$      617,000.00</b>
			\$      -		\$      -		\$      -		\$      -		\$      -		\$      -
<b>GRAND TOTAL</b>			<b>\$      40,344.02</b>		<b>\$      41,075.41</b>		<b>\$      39,310.78</b>		<b>\$      323,801.41</b>		<b>\$      257,083.33</b>		<b>\$      617,000.00</b>

<b>BUSINESSLINK SERVICE CENTRE REPORT</b>	<b>1/03/2011</b>	<b>5:30:41 AM</b>	<b>1/02/2011 to 28/02/2011</b>	<b>Queanbeyan Shared Government Service Centre related tickets</b>
	<b>Total</b>		<b>Jan-00</b>	
<b>Total</b>	<b>1</b>		<b>4</b>	
NSW Department of Environment & Climate Change	1		1	

W102102546	DECC	10-Feb-2011 PHONES/PABX	activate data/phone outlet 5:21 in QGSC
------------	------	-------------------------	---

## Request to create a Tax Invoice (Debtor)

Please complete this form to invoice a client for work performed.  
 Send the Request to [Accounts-Receivable@bizlink.nsw.gov.au](mailto:Accounts-Receivable@bizlink.nsw.gov.au)

### 1. Tax Invoice Details

<b>Client Agency Name</b>	State Property Authority		
<b>Address on Invoice</b>	Level 9, Bligh House, 4-6 Bligh Street Sydney		
<b>Client Contact Person</b>	Andrew McClure	<b>Phone No.</b>	

### 2. Businesslink Billing Details

GL Account	Cost Centre/WBS/Project BZ#	Net Invoice Amount
61130	7326 Shared Network Service	\$13,778.33
61130	7326 Shared Telephone Service	\$ 8,722.75
61130	7326 Shared Applications Service	\$ 3,708.75
61130	7326 Shared Communications Service	\$ 8,840.58
61130	7326 IT Service Desk Support	\$ 25.00
61130	7326 Telephone call charges	\$ 4,235.36
<b>Total Net Invoice Amount</b>	<b>\$39,310.78</b>	

### 3. Information to be printed on the Tax Invoice

<b>Description</b> Ensure all charges are itemised for client review	<b>Businesslink Fee For Services February 2011</b>			
<b>Businesslink Product / Service</b>	Non Standard	<b>Client Agency Request Number</b>		<b>Businesslink Reference</b> <b>Revenue Centre 7326</b>
<b>Attachments Provided</b>	February 2011 Fee for Service Report			

### 4. Requested by

<b>Name</b>	Amanda Dinh		
<b>Unit/Office</b>	Corporate Finance	<b>Phone No.</b>	9765 3602

### 5. Approved by (Product Owner or name of Client on Closure Form)

<b>Name</b>		<b>Phone No.</b>	
<b>Position</b>			

SUNDRY DEBTORS USE ONLY			AR Number	
<b>Received On</b>		<b>Tax Inv. Issued</b>		<b>Tax Invoice No</b>
<b>NET Invoice Amount</b>		<b>GST</b>		<b>Total Invoice</b>

# ADHC Summary of Services Schedule for February 2011 (Standard & Non-Standard)

Product Group	Revenue Classification	Product	Revenue Centre	Total	% GST
				\$	
Information Technology	Standard Product/Standard Price Metric	Client Specific Licences	7346	\$ -	\$ -
		Application Support & Maintenance / HP Centre	7301	\$ -	\$ -
		Siebel Support & Siebel CRM Support hours	7305	\$ 83,333.33	\$ 91,666.67
		Database Management	7340	\$ -	\$ -
		Hosted Client Servers	7342	\$ -	\$ -
		Network Services	7352	\$ -	\$ -
		Desktop Services	7350	\$ -	\$ -
		Email Services	7354	\$ -	\$ -
		Telephony Services	7356	\$ -	\$ -
		Printer Services Support	7358	\$ -	\$ -
		Complete Print Service	7367	\$ -	\$ -
		Remote Access	7364	\$ -	\$ -
		Mobile Email	7366	\$ -	\$ -
		WAN	7304	\$ -	\$ -
		Data Storage	7324	\$ -	\$ -
		RISC Services	7336	\$ -	\$ -
		IT User Support	7303	\$ -	\$ -
		<b>Subtotal (Standard Products)</b>		\$ 83,333.33	\$ 91,666.67
	Non-Standard/Requiring Service Request Form	Client Specific Licences	7346	\$ -	\$ -
		Application Support & Maintenance	7301	\$ -	\$ -
		Siebel Support	7305	\$ -	\$ -
		Database Management	7340	\$ -	\$ -
		Hosted Client Servers	7342	\$ -	\$ -
		Core Infrastructure	7302	\$ -	\$ -
		WAN	7304	\$ -	\$ -
		Data Storage	7324	\$ -	\$ -
		RISC Services	7336	\$ -	\$ -
		IT User Support	7303	\$ -	\$ -
		<b>Subtotal (Non-standard/ Quotable)</b>		\$ -	\$ -
		<b>Projects/Requiring Project Proposal</b>			
		Recurrent		\$ -	\$ -
		Capital (Invoiced at Month End)		\$ -	\$ -
		<b>Subtotal (Projects)</b>		\$ -	\$ -
	<b>Total - Information Technology Product Group</b>			\$ 83,333.33	\$ 91,666.67
Human Resources	Standard Product/Standard Price Metric	Regional & Metro HR Centres	7306	\$ -	\$ -
		Industrial Relations	7308	\$ -	\$ -
		Payroll Services - Tier 1	7344	\$ -	\$ -
		Payroll Services - Tier 2	7345	\$ -	\$ -
		Run Payroll	7310	\$ -	\$ -
		Tier 1 OHS Incident logging support	7344	\$ -	\$ -
		Recruitment	7307	\$ -	\$ -
		Criminal History Check	7329	\$ -	\$ -
		Position Development	7327	\$ -	\$ -
		Establishment	7328	\$ -	\$ -
		<b>Subtotal (Standard Products)</b>		\$ -	\$ -
	Non-Standard/Requiring Service Request Form	Regional & Metro HR Centres	7306	\$ -	\$ -
		Industrial Relations	7308	\$ -	\$ -
		Payroll Services - Tier 1	7344	\$ 5,826.46	\$ 6,409.11
		Payroll Services - Tier 2	7345	\$ -	\$ -
		Tier 1 OHS Incident logging support	7344	\$ -	\$ -
		Run Payroll	7310	\$ -	\$ -
		Recruitment	7307	\$ -	\$ -
		Criminal History Check	7329	\$ -	\$ -
		Position Development	7327	\$ -	\$ -
		Establishment	7309	\$ -	\$ -
		<b>Subtotal (Non-standard/ Quotable)</b>		\$ 5,826.46	\$ 6,409.11
	Projects/Requiring Project Proposal				
		Recurrent		\$ -	\$ -
		<b>Sub-total (Projects)</b>		\$ -	\$ -
	<b>Total - HR Services Product Group</b>			\$ 5,826.46	\$ 6,409.11
Financial Services	Standard Product/Standard Price Metric	Accounts Payable	7316	\$ -	\$ -
		Accounts Receivable	7317	\$ -	\$ -
		Tax	7325	\$ -	\$ -
		Other Financial Services	7318	\$ -	\$ -
		<b>Subtotal (Standard Products)</b>		\$ -	\$ -
	Non-Standard/Requiring Service Request Form	Accounts Payable	7316	\$ -	\$ -
		Accounts Receivable	7317	\$ -	\$ -
		Tax	7325	\$ -	\$ -
		Other Financial Services	7318	\$ -	\$ -
		<b>Subtotal (Non-standard/ Quotable)</b>		\$ -	\$ -
	Projects/Requiring Project Proposal				
		Recurrent		\$ -	\$ -
		<b>Sub-total (Projects)</b>		\$ -	\$ -
	<b>Total - Financial Services Product Group</b>			\$ -	\$ -
Business Services	Standard Product/Standard Price Metric	Physical Records Management	7311	\$ -	\$ -
		Fleet Management	7315	\$ -	\$ -
		Printing Services	7314	\$ -	\$ -
		Property Services	7312	\$ -	\$ -
		Office Services	7313	\$ 39,458.33	\$ 43,404.17
		Courier Services	7322	\$ -	\$ -
		<b>Subtotal (Standard Products)</b>		\$ 39,458.33	\$ 43,404.17
	Non-Standard/Requiring Service Request Form	Physical Records Management	7311	\$ -	\$ -
		Fleet Management	7315	\$ -	\$ -
		Printing Services	7314	\$ -	\$ -
		Property Services	7312	\$ -	\$ -
		Office Services	7313	\$ -	\$ -
		Courier Services	7322	\$ -	\$ -
		<b>Subtotal (Non-standard/ Quotable)</b>		\$ -	\$ -
	Projects/Requiring Project Proposal				
		Recurrent		\$ -	\$ -
		<b>Sub-total (Projects)</b>		\$ -	\$ -
	<b>Total - Business Services Product Group</b>			\$ 39,458.33	\$ 43,404.17
<b>Disbursements Total (All products)</b>				\$ -	\$ -
<b>GRAND TOTAL</b>				\$ 128,618.13	\$ 141,479.94
<b>Recurrent Expenditure</b>					
				\$ 122,792	
				\$ 5,826	
				\$ -	
				\$ 149,020	\$ 163,922.00
<b>Total - Recurrent Expenditure</b>				\$ 277,638	\$ 305,402

# Community Services Summary of Services Schedule for February 2011 (Standard & Non-Standard)

Product Group	Revenue Classification	Product	Revenue Centre	Total	% GST
				\$	
Information Technology	Standard Product/Standard Price Metric	Client Specific Licences	7346	\$ -	\$ -
		Application Support & Maintenance / HP Centre	7301	\$ -	\$ -
		Siebel Support & Siebel CRM Support hours	7305	\$ 83,333.33	\$ 91,666.66 BZ-7152-02-001-01
		Database Management	7340	\$ -	\$ -
		Hosted Client Servers	7342	\$ -	\$ -
		Network Services	7352	\$ -	\$ -
		Desktop Services	7350	\$ -	\$ -
		Email Services	7354	\$ -	\$ -
		Telephony Services	7356	\$ -	\$ -
		Printer Services Support	7358	\$ -	\$ -
		Complete Print Service	7367	\$ -	\$ -
		Remote Access	7364	\$ -	\$ -
		Mobile Email	7366	\$ -	\$ -
		WAN	7304	\$ -	\$ -
		Data Storage	7324	\$ -	\$ -
		RISC Services	7336	\$ -	\$ -
		IT User Support	7303	\$ -	\$ -
		<b>Subtotal (Standard Products)</b>		\$ 83,333.33	\$ 91,666.66
	Non-Standard/Requiring Service Request Form	Client Specific Licences	7346	\$ -	\$ -
		Application Support & Maintenance	7301	\$ -	\$ -
		Siebel Support	7305	\$ -	\$ -
		Database Management	7340	\$ -	\$ -
		Hosted Client Servers	7342	\$ -	\$ -
		Core Infrastructure	7302	\$ -	\$ -
		WAN	7304	\$ -	\$ -
		Data Storage	7324	\$ -	\$ -
		RISC Services	7336	\$ -	\$ -
		IT User Support	7303	\$ -	\$ -
		<b>Subtotal (Non-standard/ Quotable)</b>		\$ -	\$ -
	Projects/Requiring Project Proposal				
		Recurrent		\$ -	\$ -
		Capital (Invoiced at Month End)		\$ -	\$ -
		<b>Subtotal (Projects)</b>		\$ -	\$ -
	<b>Total - Information Technology Product Group</b>			\$ 83,333.33	\$ 91,666.66
Human Resources	Standard Product/Standard Price Metric	Regional & Metro HR Centres	7306	\$ -	\$ -
		Industrial Relations	7308	\$ -	\$ -
		Payroll Services - Tier 1	7344	\$ -	\$ -
		Payroll Services - Tier 2	7345	\$ -	\$ -
		Run Payroll	7310	\$ -	\$ -
		Tier 1 OHS Incident logging support	7344	\$ -	\$ -
		Recruitment	7307	\$ -	\$ -
		Criminal History Check	7329	\$ -	\$ -
		Position Development	7327	\$ -	\$ -
		Establishment	7328	\$ -	\$ -
		<b>Subtotal (Standard Products)</b>		\$ -	\$ -
	Non-Standard/Requiring Service Request Form	Regional & Metro HR Centres	7306	\$ -	\$ -
		Industrial Relations	7308	\$ -	\$ -
		Payroll Services - Tier 1	7344	\$ -	\$ -
		Payroll Services - Tier 2	7345	\$ -	\$ -
		Tier 1 OHS Incident logging support	7344	\$ -	\$ -
		Run Payroll	7310	\$ -	\$ -
		Recruitment	7307	\$ -	\$ -
		Criminal History Check	7329	\$ -	\$ -
		Position Development	7327	\$ -	\$ -
		Establishment	7309	\$ -	\$ -
		<b>Subtotal (Non-standard/ Quotable)</b>		\$ -	\$ -
	Projects/Requiring Project Proposal				
		Recurrent		\$ -	\$ -
		<b>Sub-total (Projects)</b>		\$ -	\$ -
	<b>Total - HR Services Product Group</b>			\$ -	\$ -
Financial Services	Standard Product/Standard Price Metric	Accounts Payable	7316	\$ -	\$ -
		Accounts Receivable	7317	\$ -	\$ -
		Tax	7325	\$ -	\$ -
		Other Financial Services	7318	\$ -	\$ -
		<b>Subtotal (Standard Products)</b>		\$ -	\$ -
	Non-Standard/Requiring Service Request Form	Accounts Payable	7316	\$ -	\$ -
		Accounts Receivable	7317	\$ -	\$ -
		Tax	7325	\$ -	\$ -
		Other Financial Services	7318	\$ -	\$ -
		<b>Subtotal (Non-standard/ Quotable)</b>		\$ -	\$ -
	Projects/Requiring Project Proposal				
		Recurrent		\$ -	\$ -
		<b>Sub-total (Projects)</b>		\$ -	\$ -
	<b>Total - Financial Services Product Group</b>			\$ -	\$ -
Business Services	Standard Product/Standard Price Metric	Physical Records Management	7311	\$ -	\$ -
		Fleet Management	7315	\$ -	\$ -
		Printing Services	7314	\$ -	\$ -
		Property Services	7312	\$ -	\$ -
		Office Services	7313	\$ 32,875.00	\$ 36,162.50
		Courier Services	7322	\$ -	\$ -
		<b>Subtotal (Standard Products)</b>		\$ 32,875.00	\$ 36,162.50
	Non-Standard/Requiring Service Request Form	Physical Records Management	7311	\$ -	\$ -
		Fleet Management	7315	\$ -	\$ -
		Printing Services	7314	\$ -	\$ -
		Property Services	7312	\$ -	\$ -
		Office Services	7313	\$ -	\$ -
		Courier Services	7322	\$ -	\$ -
		<b>Subtotal (Non-standard/ Quotable)</b>		\$ -	\$ -
	Projects/Requiring Project Proposal				
		Recurrent		\$ -	\$ -
		<b>Sub-total (Projects)</b>		\$ -	\$ -
	<b>Total - Business Services Product Group</b>			\$ 32,875.00	\$ 36,162.50
<b>Disbursements Total (All products)</b>				\$ -	\$ -
<b>GRAND TOTAL</b>				\$ 116,208.33	\$ 127,829.16 Y

# Home Care Summary of Services Schedule for February 2011 (Standard & Non-Standard)

Product Group	Revenue Classification	Product	Revenue Centre	Total		
				\$		
Information Technology	Standard Product/Standard Price Metric	Client Specific Licences	7346	\$	-	
		Application Support & Maintenance / HP Centre	7301	\$	-	
		Siebel Support & Siebel CRM Support hours	7305	\$	-	
		Database Management	7340	\$	-	
		Hosted Client Servers	7342	\$	-	
		Network Services	7352	\$	-	
		Desktop Services	7350	\$	-	
		Email Services	7354	\$	-	
		Telephony Services	7356	\$	-	
		Printer Services Support	7358	\$	-	
		Complete Print Service	7367	\$	-	
		Remote Access	7364	\$	-	
		Mobile Email	7366	\$	-	
		WAN	7304	\$	-	
		Data Storage	7324	\$	-	
		RISC Services	7336	\$	-	
		IT User Support	7303	\$	-	
		Subtotal (Standard Products)		\$	-	
		Non-Standard/Requiring Service Request Form	Client Specific Licences	7346	\$	-
			Application Support & Maintenance	7301	\$	-
	Siebel Support		7305	\$	-	
	Database Management		7340	\$	-	
	Hosted Client Servers		7342	\$	-	
	Core Infrastructure		7302	\$	-	
	WAN		7304	\$	-	
	Data Storage		7324	\$	-	
	RISC Services		7336	\$	-	
	IT User Support		7303	\$	-	
	Subtotal (Non-standard/ Quotable)			\$	-	
	Projects/Requiring Project Proposal					
		Recurrent		\$	-	
		Capital (Invoiced at Month End)		\$	-	
		Subtotal (Projects)		\$	-	
	Total - Information Technology Product Group				\$	-
	Human Resources	Standard Product/Standard Price Metric	Regional & Metro HR Centres	7306	\$	-
			Industrial Relations	7308	\$	-
			Payroll Services - Tier 1	7344	\$	-
			Payroll Services - Tier 2	7345	\$	-
			Run Payroll	7310	\$	-
			Tier 1 OHS Incident logging support	7344	\$	-
			Recruitment	7307	\$	-
			Criminal History Check	7329	\$	-
			Position Development	7327	\$	-
Establishment			7328	\$	-	
Subtotal (Standard Products)				\$	-	
Non-Standard/Requiring Service Request Form			Regional & Metro HR Centres	7306	\$	-
			Industrial Relations	7308	\$	-
		Payroll Services - Tier 1	7344	\$	-	
		Payroll Services - Tier 2	7345	\$	-	
		Tier 1 OHS Incident logging support	7344	\$	-	
		Run Payroll	7310	\$	-	
		Recruitment	7307	\$	-	
		Criminal History Check	7329	\$	-	
		Position Development	7327	\$	-	
		Establishment	7309	\$	-	
		Subtotal (Non-standard/ Quotable)		\$	-	
Projects/Requiring Project Proposal						
		Recurrent		\$	-	
		Sub-total (Projects)		\$	-	
Total - HR Services Product Group				\$	-	
Financial Services		Standard Product/Standard Price Metric	Accounts Payable	7316	\$	-
			Accounts Receivable	7317	\$	-
			Tax	7325	\$	-
			Other Financial Services	7318	\$	-
			Subtotal (Standard Products)		\$	-
		Non-Standard/Requiring Service Request Form	Accounts Payable	7316	\$	-
			Accounts Receivable	7317	\$	-
			Tax	7325	\$	-
	Other Financial Services		7318	\$	-	
	Subtotal (Non-standard/ Quotable)			\$	-	
	Projects/Requiring Project Proposal					
		Recurrent		\$	-	
		Sub-total (Projects)		\$	-	
	Total - Financial Services Product Group				\$	-
Business Services	Standard Product/Standard Price Metric	Physical Records Management	7311	\$	-	
		Fleet Management	7315	\$	-	
		Printing Services	7314	\$	-	
		Property Services	7312	\$	-	
		Office Services	7313	\$	-	
		Courier Services	7322	\$	-	
		Subtotal (Standard Products)		\$	-	
	Non-Standard/Requiring Service Request Form	Physical Records Management	7311	\$	-	
		Fleet Management	7315	\$	-	
		Printing Services	7314	\$	-	
		Property Services	7312	\$	-	
		Office Services	7313	\$	-	
		Courier Services	7322	\$	-	
		Subtotal (Non-standard/ Quotable)		\$	-	
	Projects/Requiring Project Proposal					
		Recurrent		\$	-	
		Sub-total (Projects)				
	Total - Business Services Product Group				\$	-
Disbursements Total (All products)				\$	-	
GRAND TOTAL				\$	-	

# HNSW Summary of Services Schedule for February 2011 (Standard & Non-Standard)

Product Group	Revenue Classification	Product	Revenue Centre	Total	
				\$	
Information Technology	Standard Product/Standard Price Metric	Client Specific Licences	7346	\$ -	\$ -
		Application Support & Maintenance / HP Centre	7301	\$ -	\$ -
		Siebel Support & Siebel CRM Support hours	7305	\$ -	\$ -
		Database Management	7340	\$ -	\$ -
		Hosted Client Servers	7342	\$ -	\$ -
		Network Services	7352	\$ -	\$ -
		Desktop Services	7350	\$ -	\$ -
		Email Services	7354	\$ -	\$ -
		Telephony Services	7356	\$ -	\$ -
		Printer Services Support	7358	\$ -	\$ -
		Complete Print Service	7367	\$ -	\$ -
		Remote Access	7364	\$ -	\$ -
		Mobile Email	7366	\$ -	\$ -
		WAN	7304	\$ -	\$ -
		Data Storage	7324	\$ -	\$ -
		RISC Services	7336	\$ -	\$ -
		IT User Support	7303	\$ -	\$ -
		<b>Subtotal (Standard Products)</b>		\$ -	\$ -
	Non-Standard/Requiring Service Request Form	Client Specific Licences	7346	\$ -	\$ -
		Application Support & Maintenance	7301	\$ -	\$ -
		Siebel Support	7305	\$ -	\$ -
		Database Management	7340	\$ -	\$ -
		Hosted Client Servers	7342	\$ -	\$ -
		Core Infrastructure	7302	\$ -	\$ -
		WAN	7304	\$ -	\$ -
		Data Storage	7324	\$ -	\$ -
		RISC Services	7336	\$ -	\$ -
		IT User Support	7303	\$ -	\$ -
		<b>Subtotal (Non-standard/ Quotable)</b>		\$ -	\$ -
	Projects/Requiring Project Proposal				
		Recurrent		\$ -	\$ -
		Capital (Invoiced at Month End)		\$ -	\$ -
		<b>Subtotal (Projects)</b>		\$ -	\$ -
	<b>Total - Information Technology Product Group</b>			\$ -	\$ -
Human Resources	Standard Product/Standard Price Metric	Regional & Metro HR Centres	7306	\$ -	\$ -
		Industrial Relations	7308	\$ -	\$ -
		Payroll Services - Tier 1	7344	\$ -	\$ -
		Payroll Services - Tier 2	7345	\$ -	\$ -
		Run Payroll	7310	\$ -	\$ -
		Tier 1 OHS Incident logging support	7344	\$ -	\$ -
		Recruitment	7307	\$ -	\$ -
		Criminal History Check	7329	\$ -	\$ -
		Position Development	7327	\$ -	\$ -
		Establishment	7328	\$ -	\$ -
		<b>Subtotal (Standard Products)</b>		\$ -	\$ -
	Non-Standard/Requiring Service Request Form	Regional & Metro HR Centres	7306	\$ -	\$ -
		Industrial Relations	7308	\$ -	\$ -
		Payroll Services - Tier 1	7344	\$ -	\$ -
		Payroll Services - Tier 2	7345	\$ -	\$ -
		Tier 1 OHS Incident logging support	7344	\$ -	\$ -
		Run Payroll	7310	\$ -	\$ -
		Recruitment	7307	\$ -	\$ -
		Criminal History Check	7329	\$ -	\$ -
		Position Development	7327	\$ -	\$ -
		Establishment	7309	\$ -	\$ -
		<b>Subtotal (Non-standard/ Quotable)</b>		\$ -	\$ -
	Projects/Requiring Project Proposal				
		Recurrent		\$ -	\$ -
		<b>Sub-total (Projects)</b>		\$ -	\$ -
	<b>Total - HR Services Product Group</b>			\$ -	\$ -
Financial Services	Standard Product/Standard Price Metric	Accounts Payable	7316	\$ -	\$ -
		Accounts Receivable	7317	\$ -	\$ -
		Tax	7325	\$ -	\$ -
		Other Financial Services	7318	\$ -	\$ -
		<b>Subtotal (Standard Products)</b>		\$ -	\$ -
	Non-Standard/Requiring Service Request Form	Accounts Payable	7316	\$ -	\$ -
		Accounts Receivable	7317	\$ -	\$ -
		Tax	7325	\$ -	\$ -
		Other Financial Services	7318	\$ -	\$ -
		<b>Subtotal (Non-standard/ Quotable)</b>		\$ -	\$ -
	Projects/Requiring Project Proposal				
		Recurrent		\$ -	\$ -
		<b>Sub-total (Projects)</b>		\$ -	\$ -
	<b>Total - Financial Services Product Group</b>			\$ -	\$ -
Business Services	Standard Product/Standard Price Metric	Physical Records Management	7311	\$ -	\$ -
		Fleet Management	7315	\$ -	\$ -
		Printing Services	7314	\$ -	\$ -
		Property Services	7312	\$ -	\$ -
		Office Services	7313	\$ -	\$ -
		Courier Services	7322	\$ -	\$ -
		<b>Subtotal (Standard Products)</b>		\$ -	\$ -
	Non-Standard/Requiring Service Request Form	Physical Records Management	7311	\$ -	\$ -
		Fleet Management	7315	\$ -	\$ -
		Printing Services	7314	\$ -	\$ -
		Property Services	7312	\$ -	\$ -
		Office Services	7313	\$ -	\$ -
		Courier Services	7322	\$ -	\$ -
		<b>Subtotal (Non-standard/ Quotable)</b>		\$ -	\$ -
	Projects/Requiring Project Proposal				
		Recurrent		\$ -	\$ -
		<b>Sub-total (Projects)</b>		\$ -	\$ -
	<b>Total - Business Services Product Group</b>			\$ -	\$ -
<b>Disbursements Total (All products)</b>				\$ -	\$ -
<b>GRAND TOTAL</b>				\$ -	\$ -
<b>Recurrent Expenditure</b>					
			Product	\$ -	
			Non-Std Services	\$ -	
			Projects	\$ -	
			HOMES Service	7370	\$ 629,573
<b>Total - Recurrent Expenditure</b>				\$ 629,573	\$ 692,529.90

\* GST

692,529.90

Y

692,530

# DHS Summary of Services Schedule for February 2011 (Standard & Non-Standard)

Product Group	Revenue Classification	Product	Revenue Centre	Total	+ GST	
				\$		
Information Technology	Standard Product/Standard Price Metric	Client Specific Licences	7346	\$ -	\$ -	
		Application Support & Maintenance / HP Centre	7301	\$ -	\$ -	
		Siebel Support & Siebel CRM Support hours	7305	\$ -	\$ -	
		Database Management	7340	\$ -	\$ -	
		Hosted Client Servers	7342	\$ -	\$ -	
		Network Services	7352	\$ -	\$ -	
		Desktop Services	7350	\$ -	\$ -	
		Email Services	7354	\$ -	\$ -	
		Telephony Services	7356	\$ -	\$ -	
		Printer Services Support	7358	\$ -	\$ -	
		Complete Print Service	7367	\$ -	\$ -	
		Remote Access	7364	\$ -	\$ -	
		Mobile Email	7366	\$ -	\$ -	
		WAN	7304	\$ -	\$ -	
		Data Storage	7324	\$ -	\$ -	
		RISC Services	7336	\$ -	\$ -	
		IT User Support	7303	\$ -	\$ -	
			Subtotal (Standard Products)		\$ -	\$ -
	Non-Standard/Requiring Service Request Form	Client Specific Licences	7346	\$ -	\$ -	
		Application Support & Maintenance	7301	\$ -	\$ -	
		Siebel Support	7305	\$ -	\$ -	
		Database Management	7340	\$ -	\$ -	
		Hosted Client Servers	7342	\$ -	\$ -	
		Core Infrastructure	7302	\$ -	\$ -	
		WAN	7304	\$ -	\$ -	
		Data Storage	7324	\$ -	\$ -	
		RISC Services	7336	\$ -	\$ -	
		IT User Support	7303	\$ -	\$ -	
			Subtotal (Non-standard/ Quotable)		\$ -	\$ -
	Projects/Requiring Project Proposal				\$ -	\$ -
		Recurrent		\$ -	\$ -	\$ -
		Capital (Invoiced at Month End)		\$ -	\$ -	\$ -
			Subtotal (Projects)		\$ -	\$ -
	Total - Information Technology Product Group			\$ -	\$ -	\$ -
Human Resources	Standard Product/Standard Price Metric	Regional & Metro HR Centres	7306	\$ -	\$ -	
		Industrial Relations	7308	\$ -	\$ -	
		Payroll Services - Tier 1	7344	\$ -	\$ -	
		Payroll Services - Tier 2	7345	\$ -	\$ -	
		Run Payroll	7310	\$ -	\$ -	
		Tier 1 OHS Incident logging support	7344	\$ -	\$ -	
		Recruitment	7307	\$ -	\$ -	
		Criminal History Check	7329	\$ -	\$ -	
		Position Development	7327	\$ -	\$ -	
		Establishment	7328	\$ -	\$ -	
			Subtotal (Standard Products)		\$ -	\$ -
	Non-Standard/Requiring Service Request Form	Regional & Metro HR Centres	7306	\$ -	\$ -	
		Industrial Relations	7308	\$ -	\$ -	
		Payroll Services - Tier 1	7344	\$ -	\$ -	
		Payroll Services - Tier 2	7345	\$ -	\$ -	
		Tier 1 OHS Incident logging support	7344	\$ -	\$ -	
		Run Payroll	7310	\$ -	\$ -	
		Recruitment	7307	\$ -	\$ -	
		Criminal History Check	7329	\$ -	\$ -	
		Position Development	7327	\$ -	\$ -	
		Establishment	7309	\$ -	\$ -	
			Subtotal (Non-standard/ Quotable)		\$ -	\$ -
	Projects/Requiring Project Proposal				\$ -	\$ -
		Recurrent		\$ -	\$ -	\$ -
			Sub-total (Projects)		\$ -	\$ -
	Total - HR Services Product Group			\$ -	\$ -	\$ -
Financial Services	Standard Product/Standard Price Metric	Accounts Payable	7316	\$ -	\$ -	
		Accounts Receivable	7317	\$ -	\$ -	
		Tax	7325	\$ -	\$ -	
		Other Financial Services	7318	\$ -	\$ -	
			Subtotal (Standard Products)		\$ -	\$ -
	Non-Standard/Requiring Service Request Form	Accounts Payable	7316	\$ -	\$ -	
		Accounts Receivable	7317	\$ -	\$ -	
		Tax	7325	\$ -	\$ -	
		Other Financial Services	7318	\$ -	\$ -	
			Subtotal (Non-standard/ Quotable)		\$ -	\$ -
	Projects/Requiring Project Proposal				\$ -	\$ -
		Recurrent		\$ -	\$ -	\$ -
			Sub-total (Projects)		\$ -	\$ -
	Total - Financial Services Product Group			\$ -	\$ -	\$ -
Business Services	Standard Product/Standard Price Metric	Physical Records Management	7311	\$ -	\$ -	
		Fleet Management	7315	\$ -	\$ -	
		Printing Services	7314	\$ -	\$ -	
		Property Services	7312	\$ -	\$ -	
		Office Services	7313	\$ 8,416.67	\$ 9,258.33	
		Courier Services	7322	\$ -	\$ -	
			Subtotal (Standard Products)		\$ 8,416.67	\$ 9,258.33
	Non-Standard/Requiring Service Request Form	Physical Records Management	7311	\$ -	\$ -	
		Fleet Management	7315	\$ 1,800.00	\$ 1,980.00	
		Printing Services	7314	\$ -	\$ -	
		Property Services	7312	\$ -	\$ -	
		Office Services	7313	\$ 1,116.67	\$ 1,228.33	
		Courier Services	7322	\$ -	\$ -	
			Subtotal (Non-standard/ Quotable)		\$ 2,916.67	\$ 3,208.33
	Projects/Requiring Project Proposal				\$ -	\$ -
		Recurrent		\$ -	\$ -	\$ -
			Sub-total (Projects)		\$ -	\$ -
	Total - Business Services Product Group			\$ 11,333.33	\$ 12,466.67	\$ 12,466.67
Disbursements Total (All products)			\$ -	\$ -	\$ -	
GRAND TOTAL			\$ 11,333.33	\$ 12,466.67	\$ 12,466.67	



Juvenile Justice Summary of Services Schedule for February 2011 (Standard & Non-Standard)

Product Group	Revenue Classification	Product	Revenue Centre	Total	* GST
				\$	
Information Technology	Standard Product/Standard Price Metric	Client Specific Licences	7346	\$ -	\$ -
		Application Support & Maintenance / HP Centre	7301	\$ -	\$ -
		Siebel Support & Siebel CRM Support hours	7305	\$ -	\$ -
		Database Management	7340	\$ -	\$ -
		Hosted Client Servers	7342	\$ -	\$ -
		Network Services	7352	\$ -	\$ -
		Desktop Services	7350	\$ -	\$ -
		Email Services	7354	\$ -	\$ -
		Telephony Services	7356	\$ -	\$ -
		Printer Services Support	7358	\$ -	\$ -
		Complete Print Service	7367	\$ -	\$ -
		Remote Access	7364	\$ -	\$ -
		Mobile Email	7366	\$ -	\$ -
		WAN	7304	\$ -	\$ -
		Data Storage	7324	\$ -	\$ -
		RISC Services	7336	\$ -	\$ -
		IT User Support	7303	\$ -	\$ -
		<b>Subtotal (Standard Products)</b>		\$ -	\$ -
	Non-Standard/Requiring Service Request Form	Client Specific Licences	7346	\$ -	\$ -
		Application Support & Maintenance	7301	\$ -	\$ -
		Siebel Support	7305	\$ -	\$ -
		Database Management	7340	\$ -	\$ -
		Hosted Client Servers	7342	\$ -	\$ -
		Core Infrastructure	7302	\$ -	\$ -
		WAN	7304	\$ -	\$ -
		Data Storage	7324	\$ -	\$ -
		RISC Services	7336	\$ -	\$ -
		IT User Support	7303	\$ -	\$ -
		<b>Subtotal (Non-standard/ Quotable)</b>		\$ -	\$ -
	Projects/Requiring Project Proposal			\$ -	\$ -
		Recurrent		\$ -	\$ -
		Capital (Invoiced at Month End)		\$ -	\$ -
		<b>Subtotal (Projects)</b>		\$ -	\$ -
	<b>Total - Information Technology Product Group</b>			\$ -	\$ -
Human Resources	Standard Product/Standard Price Metric	Regional & Metro HR Centres	7306	\$ -	\$ -
		Industrial Relations	7308	\$ -	\$ -
		Payroll Services - Tier 1	7344	\$ -	\$ -
		Payroll Services - Tier 2	7345	\$ -	\$ -
		Run Payroll	7310	\$ -	\$ -
		Tier 1 OHS Incident logging support	7344	\$ -	\$ -
		Recruitment	7307	\$ -	\$ -
		Criminal History Check	7329	\$ -	\$ -
		Position Development	7327	\$ -	\$ -
		Establishment	7328	\$ -	\$ -
		<b>Subtotal (Standard Products)</b>		\$ -	\$ -
	Non-Standard/Requiring Service Request Form	Regional & Metro HR Centres	7306	\$ -	\$ -
		Industrial Relations	7308	\$ -	\$ -
		Payroll Services - Tier 1	7344	\$ -	\$ -
		Payroll Services - Tier 2	7345	\$ -	\$ -
		Tier 1 OHS Incident logging support	7344	\$ -	\$ -
		Run Payroll	7310	\$ -	\$ -
		Recruitment	7307	\$ -	\$ -
		Criminal History Check	7329	\$ -	\$ -
		Position Development	7327	\$ -	\$ -
		Establishment	7309	\$ -	\$ -
		<b>Subtotal (Non-standard/ Quotable)</b>		\$ -	\$ -
	Projects/Requiring Project Proposal			\$ -	\$ -
		Recurrent		\$ -	\$ -
		<b>Sub-total (Projects)</b>		\$ -	\$ -
	<b>Total - HR Services Product Group</b>			\$ -	\$ -
Financial Services	Standard Product/Standard Price Metric	Accounts Payable	7316	\$ -	\$ -
		Accounts Receivable	7317	\$ -	\$ -
		Tax	7325	\$ -	\$ -
		Other Financial Services	7318	\$ -	\$ -
		<b>Subtotal (Standard Products)</b>		\$ -	\$ -
	Non-Standard/Requiring Service Request Form	Accounts Payable	7316	\$ -	\$ -
		Accounts Receivable	7317	\$ -	\$ -
		Tax	7325	\$ -	\$ -
		Other Financial Services	7318	\$ -	\$ -
		<b>Subtotal (Non-standard/ Quotable)</b>		\$ -	\$ -
	Projects/Requiring Project Proposal			\$ -	\$ -
		Recurrent		\$ -	\$ -
		<b>Sub-total (Projects)</b>		\$ -	\$ -
	<b>Total - Financial Services Product Group</b>			\$ -	\$ -
Business Services	Standard Product/Standard Price Metric	Physical Records Management	7311	\$ -	\$ -
		Fleet Management	7315	\$ -	\$ -
		Printing Services	7314	\$ -	\$ -
		Property Services	7312	\$ -	\$ -
		Office Services	7313	\$ -	\$ -
		Courier Services	7322	\$ -	\$ -
		<b>Subtotal (Standard Products)</b>		\$ -	\$ -
	Non-Standard/Requiring Service Request Form	Physical Records Management	7311	\$ -	\$ -
		Fleet Management	7315	\$ -	\$ -
		Printing Services	7314	\$ -	\$ -
		Property Services	7312	\$ -	\$ -
		Office Services	7313	\$ -	\$ -
		Courier Services	7322	\$ -	\$ -
		<b>Subtotal (Non-standard/ Quotable)</b>		\$ -	\$ -
	Projects/Requiring Project Proposal			\$ -	\$ -
		Recurrent		\$ -	\$ -
		<b>Sub-total (Projects)</b>		\$ -	\$ -
	<b>Total - Business Services Product Group</b>			\$ -	\$ -
<b>Disbursements Total (All products)</b>				\$ -	\$ -
<b>GRAND TOTAL</b>				\$ -	\$ -

# AHO Summary of Services Schedule for February 2011 (Standard & Non-Standard)

Product Group	Revenue Classification	Product	Revenue Centre	Total	* GST	
				\$		
Information Technology	Standard Product/Standard Price Metric	Client Specific Licences	7346	\$ -	\$	
		Application Support & Maintenance / HP Centre	7301	\$ -	\$	
		Siebel Support & Siebel CRM Support hours	7305	\$ -	\$	
		Database Management	7340	\$ -	\$	
		Hosted Client Servers	7342	\$ -	\$	
		Network Services	7352	\$ -	\$	
		Desktop Services	7350	\$ -	\$	
		Email Services	7354	\$ -	\$	
		Telephony Services	7356	\$ -	\$	
		Printer Services Support	7358	\$ -	\$	
		Complete Print Service	7367	\$ -	\$	
		Remote Access	7364	\$ -	\$	
		Mobile Email	7366	\$ -	\$	
		WAN	7304	\$ -	\$	
		Data Storage	7324	\$ -	\$	
		RISC Services	7336	\$ -	\$	
		IT User Support	7303	\$ -	\$	
		Subtotal (Standard Products)		\$ -	\$	
		Non-Standard/Requiring Service Request Form	Client Specific Licences	7346	\$ -	\$
			Application Support & Maintenance	7301	\$ -	\$
	Siebel Support		7305	\$ -	\$	
	Database Management		7340	\$ -	\$	
	Hosted Client Servers		7342	\$ -	\$	
	Core Infrastructure		7302	\$ -	\$	
	WAN		7304	\$ -	\$	
	Data Storage		7324	\$ -	\$	
	RISC Services		7336	\$ -	\$	
	IT User Support		7303	\$ -	\$	
	Subtotal (Non-standard/ Quotable)		\$ -	\$		
	Projects/Requiring Project Proposal			\$ -	\$	
		Recurrent		\$ -	\$	
		Capital (Invoiced at Month End)		\$ -	\$	
	Subtotal (Projects)		\$ -	\$		
	Total - Information Technology Product Group			\$ -	\$	
	Human Resources	Standard Product/Standard Price Metric	Regional & Metro HR Centres	7306	\$ -	\$
			Industrial Relations	7308	\$ -	\$
Payroll Services - Tier 1			7344	\$ -	\$	
Payroll Services - Tier 2			7345	\$ -	\$	
Run Payroll			7310	\$ -	\$	
Tier 1 OHS Incident logging support			7344	\$ -	\$	
Recruitment			7307	\$ -	\$	
Criminal History Check			7329	\$ -	\$	
Position Development			7327	\$ -	\$	
Establishment			7328	\$ -	\$	
Subtotal (Standard Products)				\$ -	\$	
Non-Standard/Requiring Service Request Form			Regional & Metro HR Centres	7306	\$ -	\$
			Industrial Relations	7308	\$ -	\$
		Payroll Services - Tier 1	7344	\$ -	\$	
		Payroll Services - Tier 2	7345	\$ -	\$	
		Tier 1 OHS Incident logging support	7344	\$ -	\$	
		Run Payroll	7310	\$ -	\$	
		Recruitment	7307	\$ -	\$	
		Criminal History Check	7329	\$ -	\$	
		Position Development	7327	\$ -	\$	
		Establishment	7309	\$ -	\$	
		Subtotal (Non-standard/ Quotable)		\$ -	\$	
		Projects/Requiring Project Proposal			\$ -	\$
			Recurrent		\$ -	\$
Sub-total (Projects)			\$ -	\$		
Total - HR Services Product Group			\$ -	\$		
Financial Services		Standard Product/Standard Price Metric	Accounts Payable	7316	\$ -	\$
	Accounts Receivable		7317	\$ -	\$	
	Tax		7325	\$ -	\$	
	Other Financial Services		7318	\$ -	\$	
	Subtotal (Standard Products)			\$ -	\$	
	Non-Standard/Requiring Service Request Form	Accounts Payable	7316	\$ -	\$	
		Accounts Receivable	7317	\$ -	\$	
		Tax	7325	\$ -	\$	
		Other Financial Services	7318	\$ -	\$	
		Subtotal (Non-standard/ Quotable)		\$ -	\$	
	Projects/Requiring Project Proposal			\$ -	\$	
		Recurrent		\$ -	\$	
	Sub-total (Projects)		\$ -	\$		
	Total - Financial Services Product Group			\$ -	\$	
	Business Services	Standard Product/Standard Price Metric	Physical Records Management	7311	\$ -	\$
Fleet Management			7315	\$ -	\$	
Printing Services			7314	\$ -	\$	
Property Services			7312	\$ -	\$	
Office Services			7313	\$ -	\$	
Courier Services			7322	\$ -	\$	
Subtotal (Standard Products)				\$ -	\$	
Non-Standard/Requiring Service Request Form			Physical Records Management	7311	\$ -	\$
			Fleet Management	7315	\$ -	\$
			Printing Services	7314	\$ -	\$
		Property Services	7312	\$ -	\$	
		Office Services	7313	\$ -	\$	
		Courier Services	7322	\$ -	\$	
Subtotal (Non-standard/ Quotable)			\$ -	\$		
Projects/Requiring Project Proposal				\$ -	\$	
		Recurrent		\$ -	\$	
Sub-total (Projects)			\$ -	\$		
Total - Business Services Product Group			\$ -	\$		
Disbursements Total (All products)			\$ -	\$		
GRAND TOTAL			\$ -	\$		

Aboriginal Affairs NSW Summary of Services Schedule for February 2011 (Standard & Non-Standard)

Product Group	Revenue Classification	Product	Revenue Centre	Total		
				\$		
Information Technology	Standard Product/Standard Price Metric	Client Specific Licences	7346	\$	-	
		Application Support & Maintenance / HP Centre	7301	\$	-	
		Siebel Support & Siebel CRM Support hours	7305	\$	-	
		Database Management	7340	\$	-	
		Hosted Client Servers	7342	\$	-	
		Network Services	7352	\$	-	
		Desktop Services	7350	\$	-	
		Email Services	7354	\$	-	
		Telephony Services	7356	\$	-	
		Printer Services Support	7358	\$	-	
		Complete Print Service	7367	\$	-	
		Remote Access	7364	\$	-	
		Mobile Email	7366	\$	-	
		WAN	7304	\$	-	
		Data Storage	7324	\$	-	
		RISC Services	7336	\$	-	
		IT User Support	7303	\$	-	
		Subtotal (Standard Products)		\$	-	
		Non-Standard/Requiring Service Request Form	Client Specific Licences	7346	\$	-
			Application Support & Maintenance	7301	\$	-
	Siebel Support		7305	\$	-	
	Database Management		7340	\$	-	
	Hosted Client Servers		7342	\$	-	
	Core Infrastructure		7302	\$	-	
	WAN		7304	\$	-	
	Data Storage		7324	\$	-	
	RISC Services		7336	\$	-	
	IT User Support		7303	\$	-	
	Subtotal (Non-standard/ Quotable)			\$	-	
	Projects/Requiring Project Proposal					
		Recurrent		\$	-	
		Capital (Invoiced at Month End)		\$	-	
		Subtotal (Projects)		\$	-	
	Total - Information Technology Product Group			\$	-	
	Human Resources	Standard Product/Standard Price Metric	Regional & Metro HR Centres	7306	\$	-
			Industrial Relations	7308	\$	-
			Payroll Services - Tier 1	7344	\$	-
			Payroll Services - Tier 2	7345	\$	-
			Run Payroll	7310	\$	-
			Tier 1 OHS Incident logging support	7344	\$	-
			Recruitment	7307	\$	-
Criminal History Check			7329	\$	-	
Position Development			7327	\$	-	
Establishment			7328	\$	-	
Subtotal (Standard Products)				\$	-	
Non-Standard/Requiring Service Request Form			Regional & Metro HR Centres	7306	\$	-
			Industrial Relations	7308	\$	-
		Payroll Services - Tier 1	7344	\$	-	
		Payroll Services - Tier 2	7345	\$	-	
		Tier 1 OHS Incident logging support	7344	\$	-	
		Run Payroll	7310	\$	-	
		Recruitment	7307	\$	-	
		Criminal History Check	7329	\$	-	
		Position Development	7327	\$	-	
		Establishment	7309	\$	-	
		Subtotal (Non-standard/ Quotable)		\$	-	
Projects/Requiring Project Proposal						
		Recurrent		\$	-	
		Sub-total (Projects)		\$	-	
Total - HR Services Product Group			\$	-		
Financial Services		Standard Product/Standard Price Metric	Accounts Payable	7316	\$	-
			Accounts Receivable	7317	\$	-
			Tax	7325	\$	-
			Other Financial Services	7318	\$	-
	Subtotal (Standard Products)			\$	-	
	Non-Standard/Requiring Service Request Form	Accounts Payable	7316	\$	-	
		Accounts Receivable	7317	\$	-	
		Tax	7325	\$	-	
		Other Financial Services	7318	\$	-	
		Subtotal (Non-standard/ Quotable)		\$	-	
	Projects/Requiring Project Proposal					
		Recurrent		\$	-	
		Sub-total (Projects)		\$	-	
	Total - Financial Services Product Group			\$	-	
	Business Services	Y	Physical Records Management	7311	\$	-
Fleet Management			7315	\$	-	
Printing Services			7314	\$	-	
Property Services			7312	\$	-	
Office Services			7313	\$	-	
Courier Services			7322	\$	-	
Subtotal (Standard Products)				\$	-	
Non-Standard/Requiring Service Request Form			Physical Records Management	7311	\$	-
			Fleet Management	7315	\$	-
			Printing Services	7314	\$	-
		Property Services	7312	\$	-	
		Office Services	7313	\$	-	
Courier Services		7322	\$	-		
Subtotal (Non-standard/ Quotable)			\$	-		
Projects/Requiring Project Proposal						
		Recurrent		\$	-	
		Sub-total (Projects)		\$	-	
Total - Business Services Product Group			\$	-		
Disbursements Total (All products)			\$	-		
GRAND TOTAL			\$	-		

## State Property Authority Summary of Services Schedule for February 2011

Product Group	Revenue Classification	Product	Feb-11	Adjustment	Total	Notes
			\$	\$	\$	
Government Service Centre	Standard Product/Standard Price Metric	Shared Network Service	\$ 13,778.33	\$ -	\$ 13,778.33	
		Shared Telephone Service	\$ 8,722.75	\$ -	\$ 8,722.75	
		Shared Applications Service	\$ 3,708.75	\$ -	\$ 3,708.75	
		Shared Communications Service	\$ 8,840.58	\$ -	\$ 8,840.58	
		IT Service Desk Support	\$ -	\$ -	\$ -	
		Call Charges	\$ -	\$ -	\$ -	
		<b>Subtotal (Standard Products)</b>	<b>\$ 35,050.42</b>	<b>\$ -</b>	<b>\$ 35,050.42</b>	
	<b>Total - Information Technology Product Group</b>		<b>\$ 35,050.42</b>	<b>\$ -</b>	<b>\$ 35,050.42</b>	