

DFA Administrative Directive: #AD 60-02

Internal Campus Events Cost Recovery

1.0 PURPOSE

Beginning 2012-13, OPC will change the billing process only for supporting internal events. Instead of sending invoices for individual events, OPC will reconcile support costs for these internal events at year end. This change in how OPC invoices applies to internal events only. It is expected that this will reduce the current time for departments and OPC to process charges for individual events one at a time. This change is intended to improve customer service through the elimination of individual internal event cost recovery processing.

2.0 BACKGROUND

As part of the Division of Finance & Administration's organizational effectiveness (LEAN) program, OPC has reviewed its process for billing internal events. OPC assessed that problem existed with this process because our customers often had questions and disputes about individual event charges. Many hours are spent addressing these, all for the purpose of transferring funds between general fund accounts.

In response to our customers' needs, OPC initiated a LEAN project to improve customer satisfaction, and "lean up" our operations by eliminating individual invoicing for internal events. By doing this, OPC determined that the department would free up at least 2,500 hours of OPC's labor (based on last FY data).

3.0 OVERVIEW

The invoicing process for recovering costs associated with internal events required labor to estimate, invoice, and respond to inquiries and complaints was evaluated to be excessive. Using LEAN principles, OPC staff mapped the process and determined that efficiencies would be gained by eliminating some of the steps associated with the cost recovery process.

The Charge-back Policy as adopted remains the same. The only change under this administrative directive is the process in which OPC will invoice for recovering costs for internal events.

4.0 PROCEDURES

Internal events that are scheduled to be held on campus will be booked using R25. Actual costs associated with these events will be recovered from general fund central pool at year end. Auxiliaries and external entities will continue to be billed per individual event. Please note that these internal event costs are not "free" and require Department approval as previously required.

5.0 CITATIONS AND LINKS:

By Executive Order 847, Policy Statement on Facilities Maintenance, OPC is mandated to recover direct and indirect costs of supporting events, including those that are internal.

<http://www.calstate.edu/eo/EO-847.pdf>

The campus charge-back policy in effect (**FA.01.003-Policy on Chargebacks**) can be found at:

<http://policy.csuci.edu/FA/01/FA.01.003.htm>

6.0 DEFINITIONS

- a. Internal event: any event scheduled by a campus department and funded from a general fund account that will be held at CI.
- b. Cost Recovery: billing individual departments for OPC's time and materials used for any event scheduled for the campus.
- c. R25: CI's software that captures event activities, whereby a customer can book an event or identify available venues, and receive approval for an event that was booked using the software.

7.0 CONTACTS

Dave Chakraborty, AVP for Operations, Planning & Construction
Office: Arroyo Hall
Phone: (805) 437-8461 Ext. 8461

8.0 REVISION TRACKING

Document Title: INTERNAL CAMPUS EVENTS COST RECOVERY

Author: Dave Chakraborty

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Revision History

Revised By	Summary of Revisions	Date
YT	Clarify application of AD 60-02	20-Sept-2012

Review / Approval History

Reviewed By	Action (Reviewed, Recommended or Approved)