

Office of the Provost Shared Service Center



*Empowering Departments. Ensuring Compliance. Delivering
Exceptional Service.*

July 2025

Table of Contents

I. Overview

- Overview & Mission
- Establishing a Service Level Agreement (SLA) (*TBD*)
- Services Offered

II. Glossary

- Glossary of Terms
- Our Team

III. Payroll & Hiring Processes // Punchlists

- Process Mapping
- Punchlists
- New Hire Onboarding Checklist

I. Overview

Welcome to the Shared Services Center

Provost Office Finance Team – Relaunch 2025

Dear Colleagues,

Welcome to the newly relaunched **Shared Services Center (SSC)** under the Office of the Provost at UMBC. We're excited to reintroduce ourselves and share our commitment to providing consistent, efficient, and collaborative administrative support.

The SSC is a centralized resource designed to support departments with essential services in **human resources, payroll, finance, and grants administration**. By streamlining these functions, we aim to reduce administrative burden, strengthen partnerships with central offices, and ensure timely, compliant service; so you can focus on what matters most: your department's academic and research mission.

This relaunch marks a renewed focus on partnership. We're not just here to process paperwork, we're here to collaborate, troubleshoot, and support you every step of the way. Whether you're onboarding a new hire, navigating payroll deadlines, or preparing a budget amendment, our goal is to be a trusted and responsive partner.

Inside this handbook, you'll find practical guidance, glossary definitions, process maps, and compliance resources tailored to your daily work. We hope it becomes a helpful tool in your corner, and we encourage you to reach out with questions, ideas, or concerns at any time.

Thank you for being part of this collaborative effort. We're truly glad to be working with you.

Warmly,

The Provost Office Finance Team

Shared Services Center

University of Maryland, Baltimore County

Establishing a Service Level Agreement (SLA) *(TBD)*

We are in the process of developing a formal Service Level Agreement (SLA) that outlines response times, processing expectations, and shared responsibilities between AAOU SSC and the departments we serve. This SLA will provide a clear framework to ensure mutual accountability and improve communication.

More details will be shared in future updates to this handbook.

Services Offered

The AAOU SSC currently offers support in the following service areas:

Human Resources & Payroll

- New hires, rehires, and contract renewals
- Terminations and pay rate changes
- Payroll stipend authorizations
- Timesheet approver and chart string updates
- Position and funding changes
- Paper timesheet support

Accounting & Finance

- Accounts payable and invoice processing
- Payment and wire transfer requests
- Purchase order (PO) management and closures
- Budget amendments and journal entries
- Chart string maintenance and approver updates

Financial Planning & Analysis

- In-year forecasting of available funds
- Long term strategic planning
- Alignment of the budget submission to forecasts and strategic plans
- Financial modeling, salary modeling

Grants Support

- Award setup coordination
- Cost transfers and retroactive funding corrections
- Closeout support and effort reporting guidance

We are continuously evaluating opportunities to enhance and expand our services based on departmental needs and institutional priorities.

II. Glossary

Payroll & Hiring Terms

New Hire:

Someone who has never earned a paycheck from UMBC and is being added to UMBC's payroll for the first time. The employee must complete an onboarding form, I-9 form, and tax withholding forms.

Concurrent Hire/Add:

An active UMBC employee who is being added to payroll in another position to perform work that is separate from their initial position. The employee does not need to complete any forms, unless they need to update their tax withholding status for the year.

Rehire:

Someone who has previously earned a paycheck from UMBC but is no longer in an active position. The employee does not need to complete an onboarding form, but an updated I-9 form and tax withholding forms may be required.

Contract Renewal:

An active UMBC employee who is working in a contractual position and will continue performing the same work in that same position over a new period of time.

Bulk Hiring Event:

A group of 10 or more employees who need to be hired within the same time frame. A hiring planning meeting should be scheduled prior to submitting the bulk hiring event request. A spreadsheet with the list of the employees and some identifying information is prepared by the department, and AAOU SSC staff review the HR staff of all names on the list. Concurrent hires and rehires can be processed via the bulk hire ticket, but any new hires must have a separate new hire ticket submitted in order to track the individual I-9 completion.

Submit Completed Pre-Hire Forms

If an employee needs access to UMBC systems prior to their first day of work, the department can [send the employee a Pre-Hire form](#) to complete as soon as an offer is made. The completed Pre-Hire can be included with the New Hire RT ticket and AAOU SSC staff will submit that and add it to the employee's personnel file.

Termination

The process of ending an employee's appointment, either voluntarily (resignation, retirement) or involuntarily (layoff, dismissal), which must be documented and processed through official channels to ensure accurate pay and system updates.

Pay Rate Changes

An update to an employee's hourly wage or salary rate due to promotion, reclassification, equity adjustment, or other authorized reasons. This change requires formal documentation and approval.

Position Changes

Adjustments to an employee's job role, classification, or position number, which may affect pay, duties, reporting structure, or department.

Funding Change (DBE Update)

A revision to the funding source(s) paying an employee's salary, typically updated in the payroll system (DBE = Department Budget Entity). Often submitted due to budget reallocation or grant changes.

Retro Adjustment

A correction applied to pay for a previous pay period, often due to late entries, pay rate errors, or retroactive funding changes. Requires documentation of the change and justification.

Paper Timesheet Submission

Manual entry and submission of employee hours worked via paper forms when electronic systems are unavailable or not appropriate for the employee type.

Payroll Stipend Pay Authorization

The process to authorize and process supplemental payments (stipends) for employees performing duties outside their regular job description or contract, typically for a fixed duration or purpose.

Update Timesheet Approver(s)

Changing or adding authorized individuals in the system who are responsible for reviewing and approving employee time entries.

Chart String Maintenance

The process of creating, modifying, or retiring financial chart strings (accounting codes) that determine where expenses are charged in the financial system.

Update Chart String Approvers

The task of updating the list of individuals who are authorized to review and approve expenses or transactions associated with specific chart strings.

Accounting & Finance Terms

Accounts Payable

A department or function responsible for managing money the institution owes to vendors and suppliers for goods and services received.

Invoice Payments

Processing and issuing payments to vendors based on submitted invoices, confirming that the goods or services were received and approved.

Payment Requests

Requests submitted by departments to pay vendors or individuals for services or goods, especially when no purchase order was issued beforehand.

Wire Transfers

Electronic funds transfers used to send money directly to external bank accounts, often for international or high-value payments. Requires additional documentation and approval.

Budget Amendments

Adjustments made to a department's or project's financial plan, such as reallocating funds between categories or updating projected expenses.

Journal Entries

Accounting records used to correct, reclassify, or move financial transactions between accounts. Must be documented and balanced.

Purchasing

The formal process of acquiring goods and services, including creating purchase orders (POs), securing bids, and ensuring compliance with procurement policies.

PO Closure

The act of closing a purchase order after all goods/services have been received and paid for, or if the PO is no longer needed. This helps release encumbered funds.

Financial Planning & Analysis Terms

Forecast

A projection of future financial performance, typically for a specific period, based on current trends, assumptions, and available information, used for planning and decision-making.

Fund Balance

The cumulative surplus (deficit) in governmental or non-profit accounting, representing the net resources available for future spending or obligations.

Carry-forward

Fund balance specifically from State Supported departments. Calculated by adding prior Carry Forward to Actual Revenue + Current Budget - Actual Expense.

Net Assets

Fund balance specifically from Auxiliary and Self-Supported departments. Calculated by adding prior Net Assets to actual Revenue - Actual Expense

Variance to Forecast

The difference between an actual financial result and the amount that was projected in the latest financial forecast, indicating accuracy of the prior projection.

Variance to Budget

The difference between an actual financial result and the amount that was planned or allocated in the approved budget, highlighting deviations from original financial plans.

Current Unrestricted (CUR) Funds

Resources provided to the institution with no restrictions on their use. These resources are separated into three categories, which are State Support, Auxiliary, and Self-Support.

State Supported Funds

Comprised primarily of tuition revenue and funding from the State. This makes up the largest share of the budget and is used to support the primary academic and instructional mission of the campus.

Auxiliary Funds

Captures non-academic operations that are self-supporting or self-funded that do not rely on allocations from the State Supported budget to operate. Residential Life, Dining Services, and the Bookstore are all examples of auxiliary units on campus.

Self Supported Funds

Includes academic programs that generate their own revenue to support their operation. Examples of programs in the Self Support budget include Summer and Winter programs, professional programs offered through DPS, and Faculty Start-Up costs supported with DRIF.

Current Restricted (CR) Funds

Sponsored by outside entities such as the federal government, state, or the private sector that can only be used for very specific purposes. For example, this includes grants we receive for research projects, Pell grants and other designated scholarships.

Capital Expenditure (CapEx):

Funds used by an organization to acquire, upgrade, or maintain long-term physical assets, such as property, plant, and equipment (PP&E), that are expected to provide benefits for more than one fiscal period. These investments are capitalized on the balance sheet and depreciated over their useful life, rather than expensed immediately.

Grants Terms

Award Setup

The process of establishing a new sponsored award in the institution's financial system, allowing

for spending to begin. This includes assigning chart strings or accounts and uploading award documents.

Budget Period

The span of time within the grant's overall duration during which funds are authorized to be spent. Each grant may have one or more budget periods with specific start and end dates.

Cost Share

The portion of project costs not paid by the sponsor but committed by the institution or a third party. It may be mandatory (required by the sponsor) or voluntary.

Effort Reporting

A federally required method to confirm that salaries and wages charged to sponsored projects reflect the actual effort spent on those projects.

Expense Reallocation

The process of transferring an expense from one funding source to another, often to correct errors or align spending with the appropriate project or grant.

No-Cost Extension (NCE)

An extension of a grant's end date without additional funding from the sponsor. This allows the continuation of work and spending of remaining funds beyond the original end date.

Pre-Award Spending

Costs incurred before an official award start date, with sponsor approval. These expenses must comply with the sponsor's terms and are typically limited to a specified time window.

Principal Investigator (PI)

The individual responsible for the overall management and direction of a sponsored project, including scientific, administrative, and financial oversight.

Restricted Funds

Funds provided by external sponsors that must be spent in accordance with specific terms, conditions, or guidelines.

Subaward/Subrecipient

An agreement issued to another organization to carry out a portion of the programmatic effort under a sponsored project. The subrecipient is accountable for managing funds and meeting project goals.

Sponsor

An external organization, such as a federal agency, foundation, or corporation, that provides funding for a research or service project.

Uniform Guidance (2 CFR 200)

A set of federal regulations that establish principles for administering and managing federal grants and cooperative agreements, including cost principles and audit requirements.

Closeout

The final phase of a grant's lifecycle where financial, performance, and administrative reports are submitted and the account is reconciled and closed.

Our Team

Who we are & how to reach us!

The Provost Office Finance Team is your Shared Services Center (SSC), here to support departments with human resources, payroll, finance, and grants administration. We are a team of dedicated professionals committed to providing timely, accurate, and collaborative support to help your department thrive.

If you ever have a question or need assistance, feel free to stop by, call, email, or send a General Inquiry or specialized ticket through our ticketing system. We understand that emergencies happen. If you find yourself in need of direct assistance, please contact your payroll preparer for assistance via WebEx so we can properly assist you, submit a request on your behalf, etc.

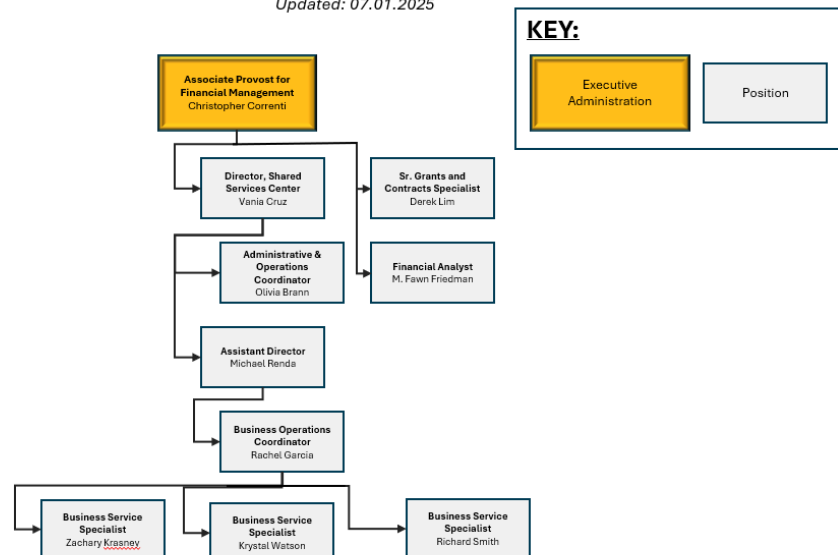
We also encourage you to get to know your department's payroll preparer. They are a key partner in many SSC processes and often your first point of contact for time-sensitive matters like hiring, time entry, and contract renewals. To find out who your department's payroll preparer is, make sure to head to our website for the complete list.

Working together ensures smoother processing, better communication, and stronger outcomes for everyone.



Office of the Provost – Finance Team Organizational Chart

Updated: 07.01.2025



Christopher Correnti - *Associate Provost for Financial Management*
ccorre70@umbc.edu
410-455-2676

Vania Cruz - *SSC Director*
vcruz@umbc.edu
410-455-6732

Mike Renda - *SSC Assistant Director*
mrenda@umbc.edu
410-455-8726

Fawn Friedman - *Financial Analyst*
fawn@umbc.edu

Derek Prouty - *Sr. Grants and Contracts Specialist*
derekprouty@umbc.edu
410-455-3670

Rachel Garcia - *Business Operations Coordinator*
garcia5@umbc.edu
443-612-8902

Oli Brann - *Administrative & Operations Coordinator*
obrann@umbc.edu
443-612-8901

Zack Krasney - *Business Services Specialist*
zkrasney@umbc.edu
410-455-1917

Richard Smith - *Business Services Specialist*
rsmith27@umbc.edu
410-455-6756

Krystal Watson - *Business Services Specialist*
rsmith27@umbc.edu

III. Payroll & Hiring Processes // Punchlists

Process maps and punch lists were developed to bring clarity, consistency, and accountability to key administrative workflows supported by the Shared Services Center. The **process maps** visually outline the step-by-step flow of each transaction, identifying who is responsible at each stage and where dependencies lie. The **punch lists** serve as detailed checklists to ensure all required actions and documents are completed before a request is submitted. Together, these tools are designed to help administrative staff avoid common delays, reduce errors, and maintain compliance across HR, payroll, finance, and grant-related activities.