



## Recharge Operation Questionnaire

Questionnaire Submission Date:

Date Last Updated:

Recharge Operation Name:  
Recharge Accounts (GL/SL):  
Exec Level #/ Department #:

When was this recharge first established (Mo/Yr)?

### ***Operations Management***

Recharge Operation Manager: \_\_\_\_\_  
Title: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Email: \_\_\_\_\_

### ***Financial Management***

Financial Administrator: \_\_\_\_\_  
Title: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Email: \_\_\_\_\_

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## Recharge Status Confirmation

- 1) Is the service identifiable as opposed to general?  
Yes                      No
  
- 2) Is service regular and continuing?  
Yes                      No
  
- 3) Is service unique or specialized enough to warrant recharging?  
Yes                      No
  
- 4) Is there need for this service by more than one department/activity/project?  
Yes                      No

## Recharge Customers

5) Identify the types of customers served by the recharge operation (*check all that apply*):

University of Chicago departments – federal grants and contracts

University of Chicago departments – non-federal grants and contracts

University of Chicago departments - other non-grant/contract funds

External - UC faculty/student/staff personal use

External affiliated institutions

All other external – general public, corporations, non-profits, etc.

Other not shown above

## Recharge Revenue

6) Please answer the following questions:

|   |     |    |
|---|-----|----|
| a. Is revenue by service charged to separate revenue sub accounts?  | Yes | No |
| i. If no, how is revenue by service tracked so that it can easily be provided for the FY in case of an audit? |     |    |

|  |     |    |
|--|-----|----|
| b. Is external revenue charged to subaccounts 0800-0819? | Yes | No |
| i. If no, explain.                                       |     |    |

|  |     |    |
|--|-----|----|
| c. Is internal revenue charged to subaccounts 0820-0899? | Yes | No |
| i. If no, explain.                                       |     |    |

|   |     |    |
|---|-----|----|
| d. Does the internal revenue subaccount indicate ledger charged<br>( <i>i.e. sub 082x = L2, 084x = L4, 085x = L5, 086x = L6, 087x = L7</i> )? | Yes | No |
| i. If no, explain ( <i>see section 6.0 in Recharge Procedure Manual</i> ) and provide plan for moving toward compliance.                      |     |    |

- |  |     |    |
|--|-----|----|
| e. Is revenue recognized ( <i>i.e. charged to the recharge account</i> )                                   | Yes | No |
| <b><u>in the month services are provided</u></b> rather than when users are billed or payment is received? |     |    |
| i. If no, explain see section 6.2 and 6.3 in Recharge Procedure Manual.                                    |     |    |

### Recharge Description

- 7) Describe the purpose and nature of this recharge operation and the services provided to customers.

### Recharge Service Justification

- 8) Provide justification for the goods/services provided by the recharge (*ex. convenience, cost, control, lack of providers*). Please provide a complete description of the reason for the recharge.

### Recharge Benefit to University

- 9) Provide information as to whether this service or similar service is available elsewhere either within the University or outside the University. If the recharge operation cannot provide the service at a comparable cost, describe the benefit to the University for providing this service as opposed to procuring the service from an outside vendor.

## Recharge Financial Reviews

10) Please answer the following questions:

- |   |   |     |    |
|---|---|-----|----|
| a.  | Are fund balances reviewed at least quarterly throughout the fiscal year to ensure the recharge is operating on a breakeven basis and to identify any large surpluses/deficits that are not due to timing issues? | Yes | No |
| i. If no, explain.  |   |     |    |
|   |   |     |    |
| b.  | Are charges to the recharge account monitored throughout the year to ensure unallowable costs ( <i>ex. business meals, equipment expense, etc.</i> ) are not charged?   | Yes | No |
| i. If no, explain.  |   |     |    |
|   |   |     |    |
| c.  | Is the unallowable fringe benefit expense ( <i>difference between federal and other benefit eligible rate = dependent tuition remission</i> ) transferred off of the recharge account annually?                   | Yes | No |
| i. If no, explain. If not, it must be covered by excess external revenue ( <i>i.e. revenue from external rates above the internal rate</i> ). |   |     |    |
|   |   |     |    |
| d.  | Is a process in place to ensure that the proper subaccounts are used for revenue, subsidies and other transactions?   | Yes | No |
| i. If no, explain.  |   |     |    |
|   |   |     |    |

## Recharge Related Expenses

- 11) Are **all** recharge related costs (*including direct administrative support for billing, questionnaire/rate template completion and other accounting/administrative functions*) charged to the recharge accounts? This should exclude unallowable expenses, federally funded costs and equipment depreciation not included in rates. Yes No
- a. If any recharge related costs are not charged to the recharge account, identify types of expenses, account numbers charged and reason not charged to the recharge account (*see section 3.2 of Recharge Procedure Manual*).

## Recharge Federal Support

- 12) Does this recharge receive Federal Support? Yes No
- a. If yes, what is the account number for the Federal award?
- b. If yes, will this support continue or only for one year?
- c. If yes, what types of expenses are covered by the Federal award? **If the support is for salaries/benefits, provide the individuals by name/title/amount of support.**

## Recharge Billing

- 13) Please answer the following questions:
- a. How do users submit requests for goods/services (*by phone, email, in person, electronic system, etc.*)?

- b. What billing system is used to invoice users (*internal & external*)? Provide the name of the system (*if applicable*) and describe.
- c. How do users receive invoices (*i.e. upon request, automatically from a system, attached within ACCTS, etc.*)?
- d. Is revenue recorded on the recharge account in the month services are provided (*as per the Recharge Policy Manual*)? Yes No
- i. If not, explain and provide plan for moving toward compliance.
- e. How are records of usage accumulated and maintained? (***The recharge operation is responsible for billing only incurred charges; therefore, it is imperative that the recharge operation have mechanisms in place to accurately capture usage and those associated records be maintained in accordance with University record retention policy.***)
- f. Who processes the billing?
- i. Is their effort charged to the recharge account? Yes No
- ii. If no, explain.

- |     |   |     |    |
|-----|---|-----|----|
| g.  | Is billing processed monthly?   | Yes | No |
| i.  | If no, provide frequency information and the reason why it is not done monthly.     |     |    |
|     |   |     |    |
| h.  | Are billing transactions processed through ACCTS?                                   | Yes | No |
| i.  | If yes, are DDs or JEs used to process the transactions?                            | DD  | JE |
| 1.  | If JE, is supporting documentation uploaded to ACCTS?                               | Yes | No |
| a.  | Please describe the type of supporting documentation.                               |     |    |
|     |   |     |    |
| ii. | If no, provide the name and description of the system used to process transactions. |     |    |

### Recharge Differential Pricing

- 14) Identify any instances of differential pricing (*i.e. pricing either lower or higher than the normal established billing rate*). These can be discounts (*ex. volume, off-peak hours, other discounts*) or deterrent fees (*ex. rush fees*).
- |    |  |     |    |
|----|--|-----|----|
| a. | Are there any instances when services are priced lower than the normal established billing rates?  | Yes | No |
| i. | If yes, provide reason for lower cost ( <i>ex. higher volume = economies of scale, off-peak hours = less recharge supervision/support</i> ). |     |    |
|    |  |     |    |
| b. | Are there any instances when services are priced higher than the normal established billing rates?   | Yes | No |

- ii. If yes, provide reason for higher cost (*ex. rush job = overtime hours*).

### Recharge Subsidies

15) Please answer the following questions:

- |    |  |     |    |
|----|--|-----|----|
| a. | Is the recharge annually subsidized due to pricing recharge goods/services below cost?   | Yes | No |
| i. | If yes, explain why rates are not increased to reflect actual cost ( <i>ex. services are priced consistently with peer institutions, faculty is not able/willing to pay a higher price and division has agreed to subsidize</i> ). |     |    |

### Allocating Recharge Costs to Services

16) Please answer the following questions:

- |    |   |     |    |
|----|---|-----|----|
| a. | Does the recharge only have 1 service? <b>If yes, skip b.</b>   | Yes | No |
| b. | If no, who provides the recharge cost per service allocation?<br>Recharge Financial Manager, Operations Manager, Faculty, other?  |     |    |
| c. | Describe the methodology for allocating labor costs to each recharge good/service ( <i>ex. manager's estimate of effort required to provide each good/service or other methodology</i> ).   |     |    |
| d. | Describe the methodology for allocating non-labor costs to each recharge good/service ( <i>ex. certain costs only apply to specific services (service contracts), other costs allocated to services equally or based on revenue % or other methodology</i> ). |     |    |



## Recharge Expense Projections

17) Please answer the following questions:

- a. Who provides projections of labor and non-labor costs for the recharge? Recharge Financial Manager, Operations Manager, Faculty, other?
- b. Describe the methodology for projecting labor costs for the recharge (*ex. start with prior year salaries and increase for any merit increases*).
- c. Describe the methodology for projecting non-labor costs for the recharge (*ex. start with prior year costs and increase by certain percentage, know certain costs in advance like service agreements*)?