



Department of Administrative Services  
 Division of Finance  
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## Service Plan

Fiscal Year 2021

The Department of Administrative Services creates innovative solutions to transform government services. The mission of the Division of Finance is to provide fiscal leadership and quality financial systems, processes, and information. The Division is created by statute — 63A-3-101. Its duties are specified in Title 63A, Chapter 3. This Service Plan is prepared in compliance with Section 63A-1-111. Questions regarding the plan should be directed to John C. Reidhead, CPA, Director, at 801-957-7734 or at [jreidhead@utah.gov](mailto:jreidhead@utah.gov).

What are the services we provide?	What are the methods used to provide each service?	What are the standards of performance for each service?	What performance measures are used to gauge compliance with the standards?	
1. Exercise accounting control over state departments and agencies	1.1 Maintain statewide accounting policies and procedures.	Published electronically on the division's website.	GAAP, Internal Control, Federal Regulations, State Law	Customer satisfaction survey Unqualified audit opinion on CAFR.
	1.2 Assist with state Internal Service Fund accounting and budget forms.	Division accounting staff work closely with state agency accountants.	GAAP, Internal Control, Federal Regulations, State Law	Customer satisfaction survey Unqualified audit opinion on CAFR.
	1.3 Assist with Trust and Agency fund accounting and bank reconciliation review.	Division accounting staff work closely with state agency accountants.	GAAP, Internal Control, State Law	Customer satisfaction survey Unqualified audit opinion on CAFR.
	1.4 Organize and run meetings for budget and accounting officers and provide training to agency accountants.	Agency Coordinating Team (ACT) meetings held at least six times a year. Budget and Accounting (B&A) Officer's meetings held twice a year. Year End training given annually.	GAAP, Internal Control	Customer satisfaction survey Unqualified audit opinion on CAFR.
	1.5 Provide standard financial reports.	Published electronically on our Data Warehouse website.	Records on Data Warehouse are accurate and complete.  Data Warehouse is available each business day from 8:00 am to 5:00 pm.	Percent time system is available  Percent time system opens on time.  # of detail & summary records on Data Warehouse.
	1.6 Provide standard data queries.	Maintain a Data Warehouse of electronic records available for queries. Develop and maintain standard queries.	Records on Data Warehouse are accurate and complete.  Data Warehouse is available each business day from 8:00 am to 5:00 pm.	Percent time system is available  Percent time system opens on time.  # of detail & summary records on Data Warehouse.

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	1.7 Provide custom data queries. Beginning in FY2020, agencies will be required to pay the cost of developing custom queries they request.	Maintain a Data Warehouse of electronic records available for queries, assist agencies with their custom queries.	Records on Data Warehouse are accurate and complete.  Data Warehouse is available each business day from 8:00 am to 5:00 pm.	Percent time system is available  Percent time system opens on time.  # detail & summary records on Data Warehouse.
	1.8 Provide Budget Prep data to GOMB.	Download information from Data Warehouse and format as needed for GOMB.	Records on Data Warehouse are accurate and complete.  Data Warehouse is available each business day from 8:00 am to 5:00 pm.	Percent time system is available  Percent time system opens on time.  # Detail & summary records on Data Warehouse.
	1.9 Provide financial data to State agencies.	Download information from Data Warehouse and format as needed.	Records on Data Warehouse are accurate and complete.  Data Warehouse is available each business day from 8:00 am to 5:00 pm.	Percent time system is available  Percent time system opens on time.  # detail & summary records on Data Warehouse.
	1.10 Post audit samples of state agency payments for compliance with state policy and procedure.	Division post auditors review supporting documentation of sample payments and issue a report of findings to department or agency.	GAAP, Finance Policies, Internal Control	# of post audits completed # of post audit findings
	1.11 Cancel and replace State checks that are lost, stolen, or issued in error.	Process requests by agency personnel and payees to replace checks as needed.	Finance Policies, Internal Control	# of replaced warrants.
	1.12 Maintain disbursement related policies and procedures.	Published electronically on the division's website.	GAAP, Internal Control, Federal Regulations, Banking Standards.	Customer satisfaction survey Unqualified audit opinion on CAFR.
	1.13 Maintain accounting and travel forms for State agency use.	Published electronically on the division's website.	GAAP, Internal Control, Finance Policies.	# forms, Customer satisfaction survey.
	1.14 Establish a state-wide Internal Control Self-Assessment Program.	Develop and distribute internal control questionnaires (ICQs) which agencies use to document the assessment of their internal controls.	Committee of Sponsoring Organizations- COSO I – Internal Control Framework.	90% of agencies return each ICQ by the established deadline.  Agencies have sufficient controls in place to be able to answer yes to all questions or document the corrective action plan and date of correction.

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<b>2. Establish a comprehensive state accounting system</b>	2.1 Run and maintain the statewide accounting system: FINET.	FINET is available through a web based application and provides accounting functionality for state agencies, including: cash receipts, receivables, procurement, vendor payments, inter-agency payments, fixed assets, and inventory.	FINET system is available Monday thru Friday 7 am thru 8:00 pm and Saturday (unsupported) 7 am to 8:00 pm, except for 3rd Saturday when maintenance is necessary.  GAAP  # documents processed # accounting lines processed % of time systems open on time % of time systems available  Unqualified CAFR audit opinion  Customer satisfaction survey.	
	2.2 Administer the FINET Help Desk to assist FINET users statewide.	Provide assistance to state agency personnel who use FINET. Explain how to use the features of FINET and how to deal with error messages on their transactions.	Finance policies, Internal Control. Help Desk web and phone support is available each business day from 8 am to 5 pm. Calls are returned within 24 hours.	# of Help Desk calls logged, Customer satisfaction survey. # of inquiries resolved by FAQ database.
	2.3 Maintain FINET user security and workflow.	Set up security and workflow for FINET users based on properly approved security request forms submitted by agencies.	Internal Control, Auditing Standards	Customer satisfaction survey, Unqualified CAFR audit opinion
	2.4 Provide FINET training for users statewide.	Provide face-to-face classroom training, computer based training, and long distance training for those who cannot attend training in Salt Lake City.	GAAP, Finance Policies, Internal Control	Customer satisfaction survey, # classes, # students, # instructor hours.
	2.5 Assist agencies with FINET document suspense file clean up. Beginning in FY2020, agencies may be charged for significant document clean up incidents caused by an agency.	Notify agencies of documents that are in error, help them resolve the errors so the documents will post properly.	Internal Control, GAAP	Customer satisfaction survey
	2.6 Maintain statewide chart of accounts.	Maintain and setup accounting elements such as funds, appropriation units, departments, units, expenditure and revenue codes, etc. based on agencies requests, GAAP, and legislation.	GAAP, Internal Control, State Law	Customer satisfaction survey, Unqualified CAFR audit opinion.
	2.7 Maintain FINET cost accounting tables for agencies.	Set up tables for agencies to use for cost accounting purposes for federal grants and projects.	GAAP, Federal Regulations	Customer satisfaction survey, Unqualified Federal Single Audit opinion.

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	2.8 Coordinate new year budget start up for state agencies.	Work with agency accountants to ensure that appropriation, revenue, and expenditure budgets are properly set up in FINET.	GAAP, Budgetary Procedures, State Law
	2.9 Coordinate old year close-out of budgets.	Work with agency accountants to ensure all expenditures and revenues are recorded and budgets are closed out by deadlines set by statute.	GAAP, Budgetary Procedures, State Law
	2.10 Process FINET document interfaces from state agency subsidiary systems	Automated process to validate and process interfaces each day for payments, journal entries and other documents.	Internal control
	2.10 Maintain vendor information on FINET.	Agencies submit electronic requests for new vendors; the Division verifies information with the IRS, and then sets up the vendor so payments can be made by agencies.	Finance Policies, Internal Control, Federal Regulations, Banking Standards
<b>3. Set per diem rates for attendance at official meetings</b>	3.1 Set per diem rates for board meetings.	Publish rates in our policies and procedures available electronically on the Division's website.	State Law
<b>4. Adopt rules governing travel and travel expenses of executive branch</b>	4.1 Maintain statewide travel related policies and procedures	Published electronically on the Division's website.	GAAP, Finance Policies, DHRM rules, Federal Regulations, State Law, Internal Control.
<b>5. Provide fiscal procedures.</b>	5.1 Cash Management Improvement Act (CMIA) monitoring and reporting.	Analyze state agencies' federal draws and federal expenditures, and calculate interest on any over/under draws. Complete the annual agreement between the State and the federal government that governs federal draws.	Federal Regulations
	5.2 Fixed Asset monitoring.	Review agency fixed asset purchase reconciliations and physical inventory.	GAAP, Internal Control
			Approved Fed/State agreement, annual report submitted on time and accurate.
			Total value of state's fixed assets, # of fixed asset recons reviewed, Unqualified CAFR Audit opinion.

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	5.3 Lease monitoring and reporting.	Leases are reviewed and properly classified for financial reporting purposes.	GAAP, Internal Control	Unqualified CAFR Audit opinion.
	5.4 Bank reconciliation monitoring.	Review agency monthly bank reconciliations.	GAAP, Internal Control	# of bank account recons reviewed, Unqualified CAFR Audit opinion.
	5.5 Loan servicing and accounting.	Bill and collect loan payments from borrowers and perform accounting for loans. Maintain the loan accounting system that tracks approximately 4,000 loans serviced by the Division and the Department of Agriculture.	GAAP, Internal Control, State Law	# of loans on loan system, Customer satisfaction survey, Unqualified CAFR Audit opinion, Unqualified Federal Single Audit opinion.
	5.6 Revenue and receivable accounting and monitoring.	Monitor all major revenue types by comparing actual collections to budget. Lapse back excess dedicated credits to appropriate fund according to state law, analyze receivables and revenues for accuracy and completeness.	GAAP, Internal Control, State Law	# of revenue types monitored, Customer satisfaction survey, Unqualified CAFR Audit opinion.
	5.7 Legislative consulting.	Work with legislative staff on proposed legislation and give advice on other legislative issues.	State Law, GAAP	Customer satisfaction survey, Unqualified CAFR Audit opinion.
	5.8 Accounting consulting with agencies.	Work with agency staff and give advice and direction on accounting issues.	GAAP, Internal Control, State Law, Federal Regulations	Customer satisfaction survey, Unqualified CAFR Audit opinion.
	5.9 Various accounting services as prescribed by law.	Make accounting cash transactions/transfers between funds as required by state law and monitor fund balances.	GAAP, Internal Control, State Law	Customer satisfaction survey, Unqualified CAFR Audit opinion.
	5.10 Prepare the State's Comprehensive Annual Financial Report.	Compile financial information from Data Warehouse, state agencies, component units, and various other sources into an annual 200+ page report. Work with state auditors to ensure a timely audit of the report.	GAAP, State Law	Receive Certificate of Achievement for Excellence in Financial Reporting from GFOA.  % of scheduled tasks completed for CAFR  Unqualified CAFR Audit opinion.

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	5.11 Prepare annual Preliminary Report of State Surplus.	Compile state agency budget closing information and calculate General Fund and Education fund surplus or deficit as required by state law.	State Law	Report the General Fund and Education Fund calculated surplus/deficit to GOMB and the LFA by September 15.
	5.12 Prepare custom reports for state agencies and Legislative Fiscal Analyst.	Compile information from various sources into reports as requested by state agencies and the Legislative Fiscal Analyst.	GAAP, Internal Control	Customer satisfaction survey
	5.13 Prepare the statewide cost allocation plan and coordinate with the Federal Cost negotiators on issues related to the plan.	Compile information and make calculations as required by federal regulations to determine amount of central functions overhead that agencies may charge to their federal grants.	Federal Regulations	Customer satisfaction survey, Unqualified Federal Single Audit opinion.
	5.14 Prepare annual federal Single Audit Report schedules.	Compile information on federal grant revenues and expenditures from state agencies into schedules as required by federal regulations.	Federal Regulations	Customer satisfaction survey, Unqualified Federal Single Audit opinion.
	5.15 Serve as Federal Contact for Single Audit Issues.	Coordinate responses to federal agencies from state agencies in regards to questions and findings about federal grant expenditures.	Federal Regulations	Customer satisfaction survey, Unqualified Federal Single Audit opinion.
	5.16 Provide accounting for Termination Pools, OPEB Trust Funds, and Annual Leave Trust Funds.	Prepare accounting entries to record activity and payments. Reconcile accounts.	GAAP, State Law	Customer satisfaction survey, Unqualified CAFR Audit opinion.
	5.17 Fine surcharge accounting and allocations.	Make distributions to local and state governments and prepare entries to record activity. Reconcile accounts.	State Law	Customer satisfaction survey
	5.18 Maintain state payroll system and process employee pay checks and direct deposits.	Maintain core payroll system that processes over 22,000 employee paychecks every 2 weeks, transmit electronic file to bank for direct deposits, print checks for payments to employees.	GAAP, Federal Regulations, Banking Standards.	# of checks issued # active employees on SAP # off cycle checks Total value of payroll # of employees with time access to ESS Customer satisfaction survey % time systems open on time % of time systems available

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	5.19(a) Provide Employee Self Service (ESS) system.	Provide internet based system for entry of employee timesheets used by approximately 13,000 employees, plus provide online access to other employee information such as direct deposit bank account, reprinting of W2s, modifying of W4s, and reviewing past time sheets to all 22,000+ employees.	GAAP, Federal Regulations, DHRM Rules, Finance Policies.	# ESS time entry users Customer satisfaction survey.
	5.19(b) Provide an automated and paperless travel approval and reimbursement system.	Provide internet based Travel Module, a component of the SAP Payroll system. State employees can request approval and reimbursement for their travel through the Employee Self Service portal.	GAAP, Finance Policies, DHRM Rules, Federal Regulations, State Law, Internal Control.	# ESS travel entry users Customer satisfaction survey.
	5.20 Process employee timesheets.	Use timesheet information entered by employees, (either online with ESS, or manually entered into payroll system by payroll technicians) to calculate and process payroll.	Internal Control, Federal Regulations, DHRM Rules, Finance Policies.	# ESS time entry users Customer satisfaction survey.
	5.21 Prepare and distribute W2s.	Annually, make available electronic W-2 information and create hard copy W2s for employees that opt for hard copies. W-2s created will show employee's wages and taxes paid and distribute to 22,000+ employees.	Federal Regulations	W-2s are issued by deadline.  No notification of noncompliance from IRS.  Customer satisfaction survey.
	5.22 Process W4s.	Receive W4 forms from employees and update employee withholding data into payroll system. Employees can also update this information through ESS.	Federal Regulations.	Customer satisfaction survey,  No notification of noncompliance from IRS.
	5.23 Provide payroll system training to state agencies.	Train DHRM and state agency payroll technicians to use the statewide payroll system.	Internal Control, Federal Regulations, Finance Policies, DHRM Rules.	Customer satisfaction survey,  # of off-cycle checks.

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	5.24 Process retirements and terminations.	Enter retirement and termination data into payroll system as received from state agencies to ensure that employees final paychecks are accurate and all outstanding items are resolved.	Internal Control, Federal Regulations, Finance Policies, DHRM Rules, State Law.	Customer satisfaction survey, Unqualified CAFR Audit opinion.
	5.25 Process payroll garnishments.	Enter payroll garnishments for state employees into payroll system according to court order or other legal authority. Ensure that the garnishments are processed accurately until the court order has been satisfied.	Federal regulations, State Law	Customer satisfaction survey.
	5.26 Set up employee direct deposits.	Receive and process information from state employees as to where they would like their paychecks electronically deposited. Employees can also update this information in ESS.	Banking Standards.	Customer satisfaction survey.
	5.27 Leave tracking and accounting.	Payroll system calculates and tracks the earning and usage of annual, sick, excess, holiday, and other leave for state employees. This information is used to record any state liability for unused leave.	State Law, Internal Control, DHRM Rules, Finance Policies.	Customer satisfaction survey, Unqualified CAFR Audit opinion.
	5.28 Process employee voluntary deductions and 3 <sup>rd</sup> party payments.	Based on information from employees, set up deductions and payments on behalf of state employees for health insurance, employee unions, etc.	Federal and State Law	Customer satisfaction survey, Unqualified CAFR Audit opinion.
	5.29 Process employment related tax payments.	Withhold both the State and employee share of federal, state, and local taxes and remit them to proper taxing entity.	Federal and State Law	Customer satisfaction survey, No notice of noncompliance from taxing entities.
	5.30 Maintain Payroll system and ESS user security.	Enter new users and ensure that users are only granted security as authorized by state agencies and the Division of Finance.	Internal Control	Customer satisfaction survey, Unqualified CAFR Audit opinion.
	5.31 Make pay advices available online to employees through ESS.	Ensure pay checks and pay advices are available online through ESS.	Available online by the time direct deposits are distributed to employees.	Customer satisfaction survey.

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	5.32 Calculate FTEs.	Using information from the payroll system, including hours worked, to determine the amount of full time equivalents the state has employed periodically throughout the year. FTE reports are available in the Data Warehouse.	DHRM and Division of Finance agreed-upon policy.	Customer satisfaction survey.
	5.33 Provide labor detail data to state agencies through Data Warehouse.	Download detail payroll information from payroll system every 2 weeks and make that information available on Data Warehouse, including wages, hours worked, and other payroll information.	Records on Data Warehouse are accurate and complete, Data Warehouse is available each business day from 8:00 am to 5:00 pm.	Percent time system is available, # detail & summary records on data warehouse.
	5.34 Approve and monitor credit card acceptance by state agencies.	Assist in credit card setup and use. Authorize and control the use of credit cards. Analyze agency annual self-assessment questionnaire for compliance.	Payment Card Industry Data Security Standard (PCI), Internal Control, Finance Policies, DTS Policies.	Unqualified audit/review, agency compliance on annual self-assessment questionnaire.
	5.35 Maintain and serve as state administrator for the Federal Social Security 218 agreements.	Local governments must enter into 218 agreements with the Social Security administration to allow their employees to participate in the Medicare and Social Security programs. State Finance maintains these agreements and facilitates new agreements for new entities or changes to existing agreements.	Federal Regulations.	Customer satisfaction survey, no notices of noncompliance from Federal Social Security Administration.
	5.36 Maintain and operate Finder System.	Match amounts owed by individuals to the State, IRS, and other entities against State tax refunds. Garnish from these tax refunds amounts owed and distribute amounts collected.	State Law	Number of FINDER intercepts \$ Amount of FINDER intercepts
	5.37 Set up and approval of state agency contracts.	Receive and enter in FINET agency contracts. Review contracts for reasonableness and adherence to State policies.	State Purchasing rules, Internal Control	# new contracts processed # of contract modifications processed

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	5.38 Distribute Payment in Lieu of Taxes (PILT) federal payments to counties.	Annually, distribute PILT amounts to counties in accordance with federal regulations.	Federal regulations.	Customer satisfaction survey.
	5.39 Distribute Forest Reserve monies to counties.	Annually, distribute Forest Reserve monies to counties in accordance with federal regulations.	Federal Regulations.	Customer satisfaction survey.
	5.40 Distribute state tax refund checks.	Daily, pick up state tax refund checks from DTS printing center and take to central mail for mailing.	Timeliness and accuracy.	# Tax refunds processed and customer satisfaction survey.
	5.41 Distribute FINET payments to vendors and state agencies.	Daily, pick up FINET payment checks from DTS printing center and take to central mail for mailing.	Timeliness and accuracy.	# of pieces of mail, customer satisfaction survey.
	5.42 Issue 1099s to vendors	Annually, compile payment information from FINET and other state payments systems and issue 1099s according to federal regulations.	Federal Regulations.	# of 1099G issued for DWS # of 1099 Misc issued to vendors. Issued by IRS deadline No notice of noncompliance from IRS.
	5.43 Distribute state tax money to cities and counties based on amounts from Tax Commission.	Using the tax distribution system maintained by the Division, process and distribute tax collections to appropriation local government.	State Law.	Customer satisfaction survey.
	5.44 Distribute state appropriations to colleges and universities.	Every 2 weeks, distribute state appropriations to colleges and universities according to draw schedules.	State Law.	Customer satisfaction survey. Unqualified CAFR Audit opinion.
	5.45 Provide information about the status of payments to vendors and individuals.	Using the Payment Tracking and Finder Systems maintained by the Division to answer questions about whether a state payment has been issued, cleared the bank, or been garnished and for what reason.	Finance Policies.	Customer satisfaction survey.
	5.46 Waste Tire Recycling Fund accounting and payments.	Review, approve, and process requests for payments from tire recyclers out of the fund and post accounting entries to account for fund activity.	GAAP, State Law.	Customer satisfaction survey, Unqualified CAFR Audit opinion.

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	5.47 Run and maintain statewide Payment Tracking System (PTS).	Receive electronic files from most state payment systems such as MMIS, USDS, eREP, etc. and transmit information to bank on warrants, pay cards, and EFTs to be issued.	Banking Standards, Internal Control	# of Warrants, EFTs, and Pay card payments sent to bank.
	5.48 Process Post Conviction Fund payments	According to state law, review, approve and process payments to attorneys and other professionals for services provided on behalf of individuals on whom the death penalty has been imposed.	GAAP, State Law.	Customer satisfaction survey.
	5.49 Provide Judicial Conduct Commission (JCC) budgeting and accounting services.	Set up budgets and process payments for JCC.	GAAP, Internal Control	Customer satisfaction survey.
	5.50 Provide various services to Indigent Capital Trust Fund.	Provide accounting, contracting, payment processing services, and provide board staff and membership to Indigent Capital Trust Fund.	GAAP, State Law	Customer satisfaction survey.
	5.51 Issue quarterly FINELINE newsletter.	Write articles on accounting policies and issues that affect accountants statewide and issue newsletter electronically to state employees that have signed up to receive it.	Timeliness and meaningful communication with customers.	Customer satisfaction survey.
<b>6. Collecting and managing state receivables</b>	6.1 Collect receivables for state agencies.	Process interfaces from state agencies to OSDC Case Management System (CSM).  Allocate cases to 3rd party vendors, AG's Office, or OSDC staff.	Interfaces are current with no backlog.  During Placement Process CMS allocates cases to vendors etc.	100% Cases are placed within 1 week of agency request to OSDC. # of accounts placed for collection. \$ of accounts placed for collection. 100% of cases are placed every Tuesday morning.

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	6.2 Manage receivables.	<p>Monitor Performance of Collection effort</p> <p>Receive and apply money to debtor accounts.</p> <p>Interface to FINET to produce payments to victims and state agencies.</p> <p>Debt Collection Agency Reporting Tool (dcART) is available to state agencies to monitor collection processes.</p>	<p>Monthly review collection success.</p> <p>OSDC staff applies money in a timely manner.</p> <p>GAX entries weekly. (Cash receipts &amp; IETs done monthly.)</p> <p>dcART is available and agency personnel are trained to use the system.</p>	<p>Percentage of dollars back to the State.</p> <p>100% error free using all accounting policies and procedures.</p> <p># of payments received.</p> <p>\$ of payments received.</p> <p>Interfaces are run timely without errors.</p> <p>System is "up" 100%.</p>
<b>7. Develop consistent policies, procedures, and guidelines for accounting, reporting, collecting and writing off monies owed to the State.</b>	7.1 Maintain OSDC Policies and Procedures manual.	Produce and publish via the internet the statewide policies, procedures, and guidelines for accounting, reporting, and collecting accounts receivable.	Manual is up to date and available to all agencies via OSDC website.	Revised annually, or with FINET or State Law changes.

**What are the costs associated with each service?**

Most Division of Finance services are provided at no charge to State of Utah agencies and are funded by the State as appropriated programs. For those programs that charge for services, the fees are listed below:

Fee Description	Amount
FINANCE ADMINISTRATION	
<b>Financial Information Systems</b>	
FINET Interface Implementation (per hour)	\$65.44
FINET Interface Document Cleanup (per hour)	\$45.90

<b>Fee Description</b>	<b>Amount</b>
Custom Report and Dashboard Development and Maintenance	Actual Costs
Credit card payments Contract rebates	Variable
<b>Financial Reporting</b>	
Loan servicing	\$125.00
ISF Accounting Services	Actual cost
Cash Management Improvement Act (CMIA) Interest Calculation	Actual cost
Single Audit Billing to Office of the State Auditor	Actual cost
<b>Payables/Disbursing</b>	
<b>Disbursements</b>	
Tax Garnishment (3 <sup>rd</sup> Party)	\$10.00
Single Garnishment Collection Service	\$15.00
IRS collection service	\$25.00
<b>Payroll</b>	
Payroll Continuing Garnishment	\$25.00
STATE DEBT COLLECTION FUND	
Attorney / Legal fee	\$100.00 per hour
<b>Office of State Debt Collection</b>	
Corrections Tuition Fee	10% of tuition account balance
Collection Penalty	6.0%
Labor Commission Wage Claim Attorney Fees	
Labor Commission Wage Claims 10% of partial payments; 1/3 of claim or \$500, whichever is greater for full payments	Variable
Collection Interest	Prime + 2%
Post Judgment Interest	Variable
Administrative Collection 15.5% of amount collected (18.34% effective rate)	15.5%
Non-sufficient Check Collection	\$35.00
Non-sufficient Check Service Charge	\$20.00
Garnishment Request	Actual cost
Legal Document Service Greater of \$20 or actual cost	Actual cost
<b>Fee Description</b>	<b>Amount</b>

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Credit Card Processing Fee Charged to Collection Vendors	1.75%
Court Filing, Deposition/Transcript/Skip Tracing	Actual cost
<b>ISF – PURCHASING CARD</b>	
Credit card payments Contract rebates	Variable