

The Finance Department Services include:

- Customer creation
- Receiving, recording and banking of revenue
- Management of student fees and other income.

- Management of debtors
- Management of creditors
- Processing of payments
- Reconciliation of supplier statements
- Financial advisory services
- Payroll management
- Business planning
- Financial controls
- Risk management
- Coordination of Income generating activities

- Cash management
- Banking
- Preparation of management reports
- Preparation of financial statements
- Ad hoc report requests
- Budget preparation and control
- Investments
- Fuel card management
- Maintenance of Fixed Assets Register
- Periodical stocktaking exercises

UNIVERSITY BUSINESS CENTRE SERVICE DELIVERY COMMITMENTS

Service	Requirements	Cost	Timeline
Telephone calls	Our telephones will be answered promptly.	Nil	Answer to calls within two (2) rings.
Reception	Prompt attention	Nil	Attend to you within ten (10) minutes of your arrival
Issuance of goods from the store	<ul style="list-style-type: none"> • Issue Pro-forma invoice to process payment for goods 		<ul style="list-style-type: none"> • 2mins per item • 5 mins • 2mins

	<ul style="list-style-type: none"> • Receive payment details/analyze/record • Locate relevant invoice • Remove required items from shelf • Confirm quantity with customer • Acknowledge receipt of goods • Pack & load issued items • Update bin cards 	Cost of required items	<ul style="list-style-type: none"> • 2 mins per item • 1 min per item • 3 mins • 2 mins per load • 2 mins per item
Receive goods from Supplier	<ul style="list-style-type: none"> • Receive delivery note • Locate LPO and analyse against delivery note • Confirm quantities/specifications against LPO • Acknowledge goods delivered • Put at designated area for inspection • Store inspected items in the respective shelves/area & update bin cards 	LPO amount	<ul style="list-style-type: none"> • 1 min • 2 mins • 5 mins per item • 5mins • 10 mins • 10 mins per item
Restocking	<ul style="list-style-type: none"> • Monitor stock levels • Identify quantities required • Seek approval to procure • Put a request to Procurement Manager 	Nil	<ul style="list-style-type: none"> • Weekly • 1 day • 1 day • 1 day
Handling Complaints	<ul style="list-style-type: none"> • Acknowledge complaints received. • Take appropriate action and communicate 	Nil	<ul style="list-style-type: none"> • 1 day • 6 days (max.)
Back orders	<ul style="list-style-type: none"> • Record items not issued • Inform customer when inventory is replenished. 	Nil	<ul style="list-style-type: none"> • Immediate • 1 day • Every Monday

	<ul style="list-style-type: none"> Analyze unissued items 		
Air travel	<ul style="list-style-type: none"> Receive request, analyze & record Booking E-mail booking information to customer Booking confirmation if customer is satisfied Prepare requisition for the service Process LPO Scan/e-mail LPO Procure ticket <ul style="list-style-type: none"> E-mail ticket information to customer 	Cost of Air-ticket	<ul style="list-style-type: none"> 5 mins 3 mins per person 3 mins 2 mins 10 mins 20 mins 10 mins Immediate on LPO immediate
Hotel Accommodation	<ul style="list-style-type: none"> Receive request, analyze & record Booking E-mail booking information to customer Booking confirmation if customer is satisfied Prepare requisition for the service Process LPO Scan/e-mail LPO E-mail hotel information to customer 	Cost of Accommodation	<ul style="list-style-type: none"> 5mins 1 day 3 mins 2 mins 10 mins 20 mins 10 mins Immediate on confirmation from hotel
Supply of Royal Satima Mineral water	<p>Internal Sales</p> <ul style="list-style-type: none"> Receive order & prepare proforma invoice Receive payment details/analyze/record Locate relevant invoice Remove required quantity 	Cost of required water	<ul style="list-style-type: none"> 5mins 5 mins 2mins 2 mins per load 5 mins 5 mins

	<ul style="list-style-type: none"> • Confirm quantity with customer • Acknowledge receipt of the water • Load issued water • Update bin cards <p>External sales</p> <ul style="list-style-type: none"> • Receive order • Remove required quantity • Update bin cards • Prepare delivery note/invoice • Prepare to deliver the water 		<ul style="list-style-type: none"> • 2 mins per load • 2 mins per item • 5 mins • 2 mins per load • 2mins per item • 10 mins • 30 mins
Feedback	<ul style="list-style-type: none"> • Open suggestion box/record • Record E-mail and telephone feedback • Analyze and record action taken 	Nil	<ul style="list-style-type: none"> • Every Friday • Immediately as received • 1 day

You can give us feedback by filling the feedback form available in the office, telephone or send email as provided below:

Accessibility

The Business Centre will be open during official working days Monday to Friday

Morning 8.00am-1.00 pm; Afternoon: 2.00 pm ó 5,00 pm

The Offices are located along Harry Thuku road, Behind School of Engineering,

All enquiries should be addressed to:-

The Manager, University Business Centre, P.O Box 30197-00100 Nairobi Kenya

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