Billing and Payment Operations
Nicole Delhomme

- Customer support (liaison with One Stop Student Service center, escalated inquiries, communication, web text)
- Bad debt recovery for student accounts (aging review, collection contact, promise-to-pay, collection agency assignment)
- Third-party sponsored student program administration
- Bankruptcy review
- Campus bank deposit coordination and processing
- Incoming ACH/Wire claiming
- AR payment posting (student and non-student)
- Petty cash / research subject pay card coordination

System Administration
Pam Creason
John Aczon

- Student AR system transaction quality assurance (produce invoices and statements, reports, create customers, maintain item/product codes, SME testing, account maintenance, payment application)
- Customer support (marketing, education, account inquiries, user training)
- CDS administration. System security, SME testing

Faculty Home Loans
Student Institutional Loans
Nomifique Chico
Miriam Hudson
Kwan Kim

- Faculty home loan program coordination
- Student institutional loan issuance (loan document production, disbursement creation, receivables creation, document retention)
- Loan servicer relationship / new institutional loan program setup
- Perkins/HPSL/Institutional Loan administration, counseling and collections
- Bad debt recovery for non-student accounts (aging review, collection contact, promise-to-pay, collection agency assignment)

Reconciliation Clearing / Data Analysis
Hui Xie

- Review and clear balance sheet reconciliations
- Journal entries
- Unit performance metrics
- Special projects

Credit Card Coordination
Timi Adegbite

- Merchant coordination (account set-up, business process consultation, advise departments regarding credit card acceptance policy)
- Campus PCI compliance
University of California, Berkeley
BFS Business Systems

Tracy Okamura
Director

FIS Security
Barbara Scullion

FIS Security
Justin Whitmer

FIS Financials
Chanden Deep

AP Analyst
Bhumika Jasani

GL Analyst
Richard Burge
Mauricio Sosa
-vacant-
-vacant-

Automated Testing

Digital Communications
Specialist
Roy McNeill

FIS Program
Gopi Margam

FIS Grants
Anoop Hirdani

Grants Analyst
Teja Pichikala
Neen Sharma
Fenny Teng
Rajesh Koppanathi
-vacant-

- System Access Review
- BFS security
- SARA request system
- General ledger module
- UCOP reporting
- Month end close coordination
- Chartfields
- Combo edit maintenance
- Batch interfaces – journals
- HCM interface
- BIBS module
- Accounts payable module
- Batch interfaces – vouchers
- BearBuy interface to AP/PO
- Supplier interfaces
- Maintenance patching
- Unit and Regression Testing
- System implementations and upgrades
- Special projects
- Communications and Change Management
- Grants, contracts, projects and commitment control modules
- Phoebe interface
- CBR processing
- PPS Payroll Suspense Clearing
- AR, billing, and eBill modules
- Billing interfaces
- Invoice formats
- Aging and dunning processes
- Billing and AR month end close
- New billing and AR business unit setup
- UCPATH Integration for employee data
- CGA Month end close
- Effort Reporting Interfaces

- Campus application integrations
- Business process improvement and mapping
- Requirements gathering & modifications
- Query writing
- System documentation
- UCPATH ChartField and COA Validation Interfaces

Last updated: January 2020