

**FINANCIAL  
SERVICES  
DEPARTMENT**



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**Gilberto Villegas Jr.**  
**Chief Financial Officer**

## **SERVICE GUARANTEES**

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### **ACCOUNTS PAYABLE**

If Requisitions and/or Demands are prepared in conformance with County Policies and received by Financial Services by Five (5:00) PM on Tuesday, we will have accurate checks issued by the end of the following week...

...Or we will issue a manual check or provide a reasonable explanation for the delay in payment to the Payee.

### **COMPLIANCE**

All "Open" Purchase Orders Requisitions requests that are in conformance with County Policies will have a purchase order issued within three (3) business days...

...Or we will type a Manual Open Purchase Order and ensure delivery to the vendor.

### **FINANCIAL REPORTING**

We will issue the most recent published audited financial statements within Two (2) weeks of written request...

...Or we will either overnight ship or personally deliver copy and waive applicable fees.

We will contact employees requesting assistance with system's inquiries and/or reports within Two (2) days...

...Or personally train employees and deliver required reports.

### **GENERAL LEDGER**

Board of Supervisor approved budget modifications will be posted in the General Ledger by month's end...

...Or we will apologize and post them within a day of notification.

We will process and post all Adjusting and/or Correcting Journal Entries that are in conformance with County Policies within Five (5) business days of request received...

...Or we will apologize and post them within a day of notification.

### **PAYROLL**

We will have accurate employee pay checks available for distribution by Eight (8:00) AM on paydays...

...Or we will issue manual check by the next business day for Payroll division errors,

...Or we will correct error on the next payroll run for Agency/Employee errors.

### **ALL DIVISIONS**

**We will adhere to all our service guarantees set forth in our annual year-end processing schedules...**

**...Or we will take full responsibility of the consequences of issuing late financial statements and other reports**

**We will ensure that your transactions are completed, processed, and recorded in adherence to County Policies, State Statute, and applicable Accounting Principles...**

**...Or we contact you and advice on the appropriate corrective action.**