



Regional Support Levels – FY2023

Regular Service:

Included in Annual Support / Reporting fees

Chargeable Service:

\$500 / day for services provided at the district (Four hours or more)

\$250 + \$60 per hour for services provided at the district (less than four hours)

\$60 / hour for services beyond data entry performed at Region V

\$50 / hour for data entry and bank reconciliation services

Reporting Support (independent of application system)

UFARS / Finance and STAR / Payroll

Regular Service:

- Unlimited telephone and email support
- Fiscal Year-End session and resource packet
- Fall and Winter Finance sessions
- Calendar Year-End session
- Periodic reporting bulletins
- Review of UFARS codes and year-end data
- Other group training sessions as needed for districts or auditors
- Review/assistance with district specific spreadsheets, entries, or forms requiring 30 minutes or less
- Business Manager, UFARS and Payroll training for new staff during first year of employment
- Annual Spring Conference at “member rate”
- Group budgeting sessions
- Access to secured spreadsheets and templates

Chargeable Service:

- District visits as requested
- Individualized training after one year of employment
- Research/creation/assistance with district specific spreadsheets, entries or forms requiring more than 30 minutes
- Individualized budgeting assistance
- Assistance on specialized projects agreed to between Region V and district
- Emergency Services requested by district

MARSS / Student

Regular Service:

- Unlimited telephone and email support
- Compiling district-wide data from building level files
- Editing district-wide data
- Error corrections of data file
- Review of MARSS data for commonly miscoded items
- Submission of MARSS data to the MDE
- Annual MARSS 101 workshop and Annual MARSS End-of-Year session
- Periodic training sessions as needed
- Ad-hoc reporting as needed

Chargeable Service:

- Individualized training
- Training of staff at district
- Problem resolutions at district

Regional Support Levels – FY2023



SMART Systems Support

Regular Service:

- Licensing of SMART software
- Semi-annual updates and enhancements to SMART software
- Unlimited telephone and email support
- Attendance at training / topic sessions
- Remote access training available (Bomgar and/or Shadow options)
- Group software training for district staff at Region V office
- In-district training for new staff during first year of employment
- Training for Administrators on use of SMART
- Training for implementation of SMART Systems modules within the first year
- Electronic UFARS submission
- Report/Setup modification as requested
- User Security setup/modification as requested
- Assistance with budget import/export
- Conversion of account code activity as requested
- Transfer of payroll account code activity as requested
- Submission of 1099 forms electronically to agencies
- Electronic submission of W2 forms to agencies
- Consultation on reporting to administration and board
- Training on reporting to all agencies
- Update all tax tables as required
- Setup of staff budgeting database
- Training on the Utilization of SMART for ACA reporting
- Assistance with the setup of data automation (such as Rate Tables)

Chargeable Service:

- Monthly bank reconciliation
- Additional days of training for staff with a district longer than one year
- Emergency personnel backup
- Purchase/printing of W2 forms
- Purchase/printing of 1099 forms
- Individualized refresher training for staff
- Bringing Modules up to date that have not been maintained
- TimeClocks Plus support (separate fee structure)
- TimeTracker Module and Support

Hardware Support on SMART

Shared Server:

- Provide Microsoft Server hardware
- Provide Microsoft Server software including Reporting Services and RDS
- Install SMART system releases and updates
- Backup data on a regular daily schedule
- Planning for disaster recovery
- Provide support for SMART and TimeClock Plus technical issues

In-District Server:

- Provide releases and updates for SMART application software
- Review SMART operational procedures and backups periodically
- Restore SMART database (hard drive crash, etc.) as needed from backups
- Support district technical person on SMART related issues