

**What is CCOR?** CCOR stands for Cost Center Operating Report. It provides real time, on-demand cost center financial posting information along with estimates for weekly expenses which only post at the end of the month, such as depreciation. In addition, it will incorporate data from Kronos to provide more accurate weekly labor estimates. CCOR minimizes the need for site managers and unit controllers to re-key most information into the WOR, to evaluate their cost center’s weekly and month to date financial performance.

CCOR enables a direct view into our financial system of a cost center’s financial postings, creating a new level of real-time transparency and accuracy that our unit managers have been asking for.

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# What is happening?

A new dynamic report called CCOR has been developed which will be implemented in all Segments across North America.  The CCOR report will eventually replace the WOR report in UFS, which site managers and unit controllers currently use to estimate their cost center’s weekly financial performance.

Once the CCOR report is fully implemented, the WOR report will no longer be available in UFS.

Site managers will be able to easily access the CCOR report instead of the WOR through a link within the UFS application.

In addition, district managers, regional vice presidents and finance professionals who do not currently use UFS will be able to view the CCOR report using a web link.

The CCOR report will be made available first to pure P&L accounts, with other types of contracts receiving access to the report in early FY21.

# Why is this happening?

Our site managers and unit controllers have been telling us they need more real time information about their cost center finances, and that re-keying information into the WOR is a significant pain point.  In addition, some district managers ask their teams to re-enter WOR information again into a roll-up format in Excel, so that they can see how the district results are taking shape for the week.

CCOR helps our operational teams take back their time by reducing these pain points and redundant work.  It provides a real time view of information directly from our financial system, which can be seen as soon as financial information is posted.  In addition CCOR integrates key information which will reduce most of the re-keying unit mangers and unit controllers must currently do within the WOR, and provides roll-up information to district managers who may be asking their cost center teams to re-enter the information into a separate roll-up tool.

# When will this happen?

CCOR will be available to users at pure P&L contract accounts in August 2020. All users will be notified via email from the UFS Administrator Mailbox, once access has been assigned.

Users at accounts with other contract types, and District Managers, RVPs and Finance Professionals who do not currently have UFS access, will have access to CCOR in early FY21.

# What Will be Better as a Result?

Both UFS and non-UFS users will have real-time, on-demand visibility to unit financials as soon as the information is posted in our SAP system. As a result of CCOR and our cost center teams “thinking daily” (daily Kronos updates, cash entries etc.), they will be able to view financial performance for the current week and period to date. This will be especially beneficial during month end close, when information was formerly not available for review until the following morning.

In addition, site managers and unit controllers will no longer need to calculate and enter weekly account entries such as depreciation, payroll and sales, as they now do with the WOR. Instead, these entries will be automatically estimated using information in SAP and Kronos and will be visible in CCOR each day.

The number and types of information that site managers re-key into UFS to produce a weekly report will be significantly reduced, for example:

* Standard weekly account entries such as depreciation
* Weekly labor cost from Kronos
* Expenses not processed through UFS
* Entries to account for expenses transferred to the unit

 Site managers will have better information related to transfer journal entries at their fingertips, so they know who made the transfer and why.

District manages who now ask their site managers to provide them WOR data so that they can see how their district is performing will have direct access to this information in real time, and will no longer need to ask their teams to spend time providing this.

The CCOR information will also be available to Regional Vice Presidents and NorAm Finance professionals who previously did not have access to the WOR.

During occasions when there are technical difficulties leading to e-Vision or EDW financial cubes being delayed, the CCOR information will still be available.

Eventually CCOR will also be able to integrate information from Catertrax and non-client invoices to estimate weekly sales information.

In addition, the information captured in CCOR will lay the foundation for a more streamlined and automated flash process in the future (month end projection).

# What Will Change for People as a Result?

Once CCOR is fully implemented, site managers, unit controllers and some district managers will no longer use the WOR to monitor weekly cost center financial performance, they will use CCOR instead.

Site managers, unit controllers, operations leaders and finance will be able to see financial numbers as soon as they are posted – instead of waiting until the next morning to review. This will be especially helpful during month end close.

Site Managers and Unit Controllers will spend less time estimating weekly entries such as depreciation, payroll and sales, then entering them by hand into the UFS WOR.

Site managers and unit controllers will no longer need to spend time and effort sending WOR information to their district manager who request them for roll up.

District managers who request WOR information be sent to them for roll-up will be able to directly access this information at a detailed level on their own using CCOR via web link.

Regional vice presidents will be able to access summary CCOR information for their areas.

Site mangers, unit controllers, operations leaders and finance will have a powerful mechanism to increase visibility and communication regarding cost center financial accuracy, as they will be able to see if postings were entered on time and correctly.

Finance Shared Services employees will be able to use CCOR to see the impact of accounting entries in real time.

Segment and Transversal Finance will be able to monitor entries made by Finance Shared Services in real time to eliminate “surprises” and minimize follow-up calls of clarification.

Eventually, CCOR users will be able to see how accounting entries impact financial settlements & contractual obligations such as commissions, fees, and YTD calculations.

# What Won’t Change for People as a Result?

Site managers and unit controllers will still monitor their cost center performance on a weekly basis; however, they will use CCOR instead of the WOR.

Site managers will still need to continue to “think daily” or begin to do so if they are not already, so that financial information and estimates are as up to date as possible at all times.

# Frequently Asked Questions, originating from Operators

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| **Access** |  |
| Will my DM have access to CCOR? | Yes. Non UFS users can request access to SAP Fiori for CCOR and will access CCOR from MySodexo. |
| Will CCOR be Schools friendly? | Yes. Once the SCAS timing issue is addressed, CCOR will properly reflect the unit operating profit for Schools contract types. |
| When can I get access? | All P&L cost centers will be included in the initial rollout that should be completed by FY20 YE. Access to all other contract type units will come in FY21, once the SCAS timing issue is addressed. You will be notified via email from the UFS Administrator, once access has been granted. |
| **Timing** |  |
| When, how often does CCOR update? | Real time, on demand reports - once data is in SAP it will show on CCOR.  |
| How long after transmission from UFS will data be visible on CCOR? | Transmission data is pulled hourly from UFS. |
| **Function** |  |
| Will contractual billing in Fiori post to CCOR? | The invoice image will not show, but the dollar amount posting will show. Data will also show in your sales estimates. |
| When we post Fiori stats on BD+2 will the amounts be accrued for the period? | Yes. Month-end sales accruals will not change. |
| Will we get multi-unit rollup? | Yes. Rollup can be selected and will roll up all cost centers for a five-digit main loc. |
| Will there be a 50-Org level report? | Yes. The same reports that are contained within CCOR will be available for each level of hierarchy. |
| Will expense report charges post automatically? | Yes, approved expense reports reflect on CCOR after they post in SAP. |
| When does this get linked to E=Vision so both platforms are showing the same data? | E=Vision data reflects data posted in SAP as of yesterday. CCOR will be more current, showing real-time data.  |
| Is data from CCOR printable? | Yes. All reports in CCOR can be exported to Excel and printed. (Chrome, not IE) |
| Can reports be exported to Excel? | Yes. All reports can be exported to Excel fully expanded. |
| Will monthly charges (phone, outlook, depreciation, bank service fees, PCA system support, TMC, UFS, POS, etc.,) be spread through the month, or just hit in week posted? | 1. Currently there are only estimates for Fiori sales, depreciation, and payroll. Actual sales and expenses will show in CCOR when they are posted in SAP.
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| Will partial weeks be displayed? | 1. Yes.
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| Will transfers show both charged and credited cost center data? | Yes, both cost centers will show for UFS and FSS TJEs. It will also show transfer text, comments. |
| Will 111 data show on the CCOR? | Yes, functional area 111 and 116 will show in the CCOR reports. |
| **Labor** |  |
| When does Kronos data get pulled and updated in CCOR? | Estimates will be based on Kronos input, one day behind. Kronos data is pulled at the end of every day and used to create estimates the following morning. |
| Will labor transfers, completed in Kronos from one cost center to another, post on CCOR? | Yes. Anything that is in Kronos will come through in the nightly pulls and will reflect in the estimates. |
| Will Admin Labor estimates show weekly or biweekly? | Daily. If you update Kronos information daily, you will see estimates of labor expense as of a point in time. Actuals will post biweekly |
| Will daily Kronos totals show? | Kronos data is used to calculate the labor estimates. Actual postings will not change |
| Will taxes and fringes show on weekly estimates, or just base wage? | Tax and benefit estimates use the same percentages as the end-of-the-month accruals. |
| Will the labor accruals at the end of the month show as estimates? | The end-of-the-month accruals will post as actuals, just as they do today |
| Does the Weekly Estimate report look at future schedules that are in the system and put in an estimate of what to expect for labor based on those schedules? | No, it does not estimate for future weeks, but the request has been added to the list of future enhancements.  |
| **Reports** |  |
| What is the Monthly Summary Report? | Actuals and estimates side by side. You can drill down into values to compare |
| Is the monthly summary only at the end of the period, or does it show as values build during the month? | The monthly summary report is available throughout the month. |
| What is the Weekly Summary Report? | Actual and estimates by week ending date. Includes the Results column to represent a weekly view of revenue and expenses. |
| What is the Weekly Result Report? | The Result Column can be used as a weekly flash, as it contains both actual and estimated amounts for the week. The Weekly Result Report displays the Result Column for each week in the current month. |

# CCOR Estimate Reports & Result Column Logic

# Fiori Sales Estimate

The program looks for all unblocked invoices in the Billing Statistics Fiori application.

It then uses the last billed invoices and calculates the estimate as follows.

* Total Pre-Taxed Amount Billed divided by (Last Service Date – First Service Date) multiplied by the Number of Lapsed Days in the Current Week.

It posts a cumulative daily amount each day, ending with the full week’s amount on Friday or the last day of the month.

Calculation example for sales estimate in GL account 7001.4500 Revenue-Mandatory Board:

* Last posted pre-taxed invoiced amount for the month of June 2020 = $50,000
* Number of invoiced service days in June 2020 = 30 days (6/30/20 – 6/1/20)
* Estimated daily amount = $1,666.67
* Estimate for 6/10/2020 = $8,333.33 (5 days, 6/6/20 – 6/10/20)
* $50,000 / 30 days X 5 days = $8,333.33

It does not adjust past week’s estimates.

# Depreciation Estimate

The program selects all active assets and calculates depreciation for the full year, based on depreciation start and end date.

It then divides by the number of days in the fiscal year to arrive at the daily amount.

Finally, it multiplies the daily amount by the number of lapsed days in the current week.

It posts a cumulative daily amount each day, ending with the full week’s amount on Friday or the last day of the month.

It does not adjust past week’s estimates.

**NOTE:** Once a transaction posts in SAP, it is immediately reflected in CCOR. This includes transactions like a new equipment purchase - once the asset is setup in SAP, depreciation expense will increase to reflect the addition of the new asset, which means the estimate will also increase.

# Canada Payroll Estimate

Since we do not have Kronos data to base the estimates on, the program uses historical data and looks for Bi-Weekly wage activity type in the last rolling four weeks of activity postings.

If there are more than one week of postings, the program adds the total activity and divides by 28 days.

If there is only one week of postings, the program divides by 14 days.

If no activity is found in the last four weeks, the program will not post an estimate.

It then multiplies the daily amount by the number of lapsed days in the current week.

Benefits and taxes are calculated as follows.

* Hourly and part-time benefits at 9% of estimated hourly and part-time wages
* Admin benefits at 11.5% of estimated admin wages

The program posts a cumulative daily amount each day, ending with the full week’s amount on Friday or the last day of the month.

It does not adjust past week’s estimates.

# Kronos Payroll Estimate

EDW pulls a file from Kronos after 9:00pm ET every day and sends that file to SAP. SAP uses the file to calculate the US payroll estimates.

The export from Kronos contains all available pay codes and associated dollar amounts for worked cost center at the time of the pull.

* Pay differentials are not reflected in the export from Kronos since this calculation occurs in ADP, i.e. overtime.
* No value for part-time wages are included in the export from Kronos.

Kronos logic for pulling data is the span of the current fiscal weekend date (Friday and/or month end), beginning with the prior Saturday or first of the month.

The estimate program runs at 5:00am ET each day and references the Fixed Management Benefit (FMB) type setup in the Sodexo Client Accounting System (SCAS) for percentage values and general ledger accounts, as per the client contract terms.

Benefits and taxes are calculated as follows.

* Hourly benefits at 11% of estimated hourly wages
* Admin benefits at 15% of estimated admin wages

The program overrides the previous day’s estimate with the current day’s estimate each day.

It does not adjust past week’s estimates.

# Result Column Calculations

The Result Column can be used as a weekly flash, as it contains both actual and estimated amounts for each week of the current month.

Each week the result column displays the following.

* Posted actual sales and expenses for all accounts where an estimate is not present.
* In those general ledger accounts where an estimate is present, the column will display the actuals amounts plus the estimated amounts, less the actuals posted in the following doc types.
	+ Sales Estimate – Doc Types DS, OB and OC
	+ Depreciation Estimate – Doc Type AF
	+ Canada Payroll Estimate – Doc Types WH, WZ, P3 and PX
	+ US Payroll Estimate – Doc Types WW, W1, W2 and SP
* The program will calculate the unit operating profit based on the actuals and estimates displayed in each general ledger account

Calculation example for US payroll with an estimate in GL account 6410.0010 Admin. Wages:

* Actual admin. wages in all doc types = $2,500
* Actual admin. wages in doc types W1 & W2 = $1,400
* Estimated admin. wages = $700
* Results column = $1,800
* Actual Wages ($2,500) + Estimated Wages ($700) – Actual Wages in Doc Types W1 & W2 ($1,400) = Results ($1,800)

The estimated amounts will not change in previous weeks, but actuals may change due to back-dated postings.

# ****Where can I get additional information?****

The CCOR team will periodically host open orientation webcasts which will be listed in the new user welcome e-mail, in the monthly UFS newsletter, and on the [UFS Support Page, CCOR](https://us.sodexonet.com/home/tools-x0026-resources/guidelines-and-standards/operations/accountingx002c-finance-x0026-in/ufs-support-center-v2.html) section on Sodexo\_Net.

**For technical help options:**

* Submit a help ticket on the [Virtual Help Desk](https://selfservice.sodexosupport.com/HEAT/?Scope=SelfService&CommandId=NewServiceRequestByOfferingId&Tab=ServiceCatalog&Template=7203085C0F9343EAB2FA9B187EB85285)
* Call the UFS Help Desk at 1-888-667-9111, opt. 1, opt 2, opt 1
* Email Helpdeskufssupport.Noram@sodexo.com.

UFS Service Desk hours are posted on the UFS Launch Site.

**For general inquiries:** Reach out to the CCOR team at NorAm.UFSAdministrator@sodexo.com