

Frequently Asked Questions About the Financial Service Center

1. Why was the Financial Service Center (FSC) created?

The FSC was created in 1999 to provide comprehensive reporting for ACOG's Districts and Sections. The FSC serves only the Districts and Sections, and does not have any responsibilities at the national level. The FSC prepares monthly reports for all of the Districts and Sections, deposits funds received, writes checks, and provides any assistance required by District or Section officers or staff.

2. How is the FSC staffed?

The FSC has three full time staff members. These are:

Steve Cathcart, CPA – Director	202-314-2347	scathcart@acog.org
Di Liu – Senior Accountant	202-314-2348	dliu@acog.org
Shanitra Gladden – A/P	202-314-2349	sgladden@acog.org

The FSC also has a toll free line, which is 800-281-1551. It rings on all three staff extensions, although Steve usually picks it up. This means that callers normally speak directly to a staff member during normal working hours, which are 8:30 am to 5:00 pm, Monday through Friday. The FSC also has a direct fax number, 202-863-5414, which is routed directly to the FSC staff via the ACOG email system.

3. How does the FSC process checks?

The FSC prepares checks twice each week, on Tuesday and Thursday. Check requests are normally processed in 48 hours. Delays in processing checks are typically due to missing documentation, missing signatures, or because W-9's are not on file for payments for honoraria, which require Federal income tax reporting.

4. Explain the "dual reporting" structure.

When the FSC was created, all districts and sections utilized the same reporting structure. This used separate reports for general operations, annual meetings, special funds, and included a summary report for them. Based on the response from many ACOG sections, it was clear that this structure was overly complex and unnecessary for them. The FSC therefore developed a new structure for those sections. These are the "Simplified" reports that are now used for the majority of ACOG sections. The differences between the standard reports and the simplified reports will be discussed during the orientation.