Arts and Sciences Financial Service Center
Service Level Agreement and Expectations

The following Service Level Agreement (SLA) details the support provided to the **Department of Anthropology** by the **Financial Service Center** (FSC). Each section identifies the responsibilities of all parties and the expected processing time for each particular task.

<table>
<tr><th rowspan="2">General FSC Support</th><th>Department Responsibility</th><th>FSC Accounting Technician Responsibility</th><th>FSC Managers and Lead Technician Responsibility</th></tr>
<tr><td>

- Review the Marketplace Incompatible Access report when applicable for proper spending practices
- Submit Moving Request payment documentation to leisa.hesebeck@colorado.edu per A&S Moving Expense policy
- Submit Payment Authorization (PA) requests by email to the FSC, including any documentation necessary for processing

</td><td>

- Provide subject matter expert support for procurement
- Quality customer service
- Process Payment Authorization form requests

</td><td>

- Manage/process A&S Moving Expense payment process
- Marketplace Incompatible Access quarterly reporting
- Provide approval authority for PA forms processed by the FSC technician

</td></tr>
</table>

Task Description	Expected FSC Processing Time
Respond to phone calls/emails	Within 1 business day
Sort and manage incoming email/scan requests	Daily
Meet with department personnel	At least bi-annually, more if requested/necessary
Creation of Payment Authorization requests	Within 3 business days of receipt of all required information and documentation
Approval of Payment Authorization requests	Within 1 business day of receipt of all required documentation
Submit Payment Authorization form to the Procurement Service Center (PSC)	Within 1 business day of receiving signed documentation

Arts and Sciences Financial Service Center
Service Level Agreement and Expectations

<table>
<tr><td rowspan="2">Procurement Card Allocation</td><td>Department Responsibility</td><td>FSC Accounting Technician Responsibility</td><td>FSC Managers and Lead Technician Responsibility</td></tr>
<tr><td>Submit Procurement Card receipts for allocation to the FSC via department's office manager, to include:
- Itemized receipt
- Completed FSC Procurement Card Purchase Receipt form
- Back-up documentation
Certify/Submit Procurement Card reports when notified to do so</td><td>Create Procurement Card reports in the Concur Expense System as delegates
Allocate Procurement Card expenses
Request submission of expense report by cardholder</td><td>Provide approval authority for Procurement Card reports as the Approving Official (AO)</td></tr>
</table>

Task Description	Expected FSC Processing Time
Creation of monthly expense report	Throughout month and/or within 3 business days of FSC deadline (currently 25th of month)
Allocating transactions	Throughout month and/or within 3 business days of FSC deadline (currently 25th of month) after receipt of all required information and documentation
Approval of monthly expense report	Approving Official (AO) approval within 3 business days of report being submitted in Concur
Issuance of Warnings/Violations	Per Procurement Service Center (PSC) policy

Arts and Sciences Financial Service Center
Service Level Agreement and Expectations

	Department Responsibility	FSC Accounting Technician Responsibility	FSC Managers and Lead Technician Responsibility
Reimbursement and Travel Card	- Submit requests for employee and non-employee reimbursement to the FSC via department's office manager, to include: - Itemized receipts for all expenses - Proof of payment - Completed FSC Travel Reimbursement Reconciliation Request form or FSC Non Travel Reimbursement Request Form - Back-up documentation - Submit Travel Card receipts for allocation to the FSC via department's office manager, to include: - Itemized receipts - Completed FSC Travel Reimbursement Reconciliation Request form - Back-up documentation - Certify/Submit Concur expense report when notified to do so	- Create travel and non-travel reimbursement reports in the Concur Expense System as delegate - Allocate Travel Card expenses - Request submission of expense reports by employee - Create Non-Employee Reimbursement-International (NRI) form when applicable - Request submission of Concur expense report by cardholder	- Provide approval authority for reports created in the Concur Expense System - Provide approval authority for NRI forms processed by the FSC technician

Task Description	Expected FSC Processing Time
Creation of Reimbursement or Reconciliation (Travel Card) requests – Employee and Non-Employee	Within 3 business days of receipt of all required information and documentation
Approval of Reimbursement/Reconciliation (Travel Card) requests – Employee and Non-Employee	Within 1 business day of receipt of all required documentation
Submit Non-Employee-International reimbursements to the International Tax Specialists	Within 1 business day of receiving signed documentation

Arts and Sciences Financial Service Center
Service Level Agreement and Expectations

<table>
<tr><th rowspan="2">Accounting (Journal Entries)</th><th>Department Responsibility</th><th>FSC Accounting Technician Responsibility</th><th>FSC Managers and Lead Technician Responsibility</th></tr>
<tr>
<td>

Perform monthly reconciliation of department speedtypes
Submit a request by FSC JE Request Form for:
- Journal Entries
- Cash Transfers
Submit a request for Budget Journal Entries (fund 10 to 10) using asbjerequest@colorado.edu
Process and deposit cash, checks and credit card settlements as needed

</td>
<td>

Create manual Journal Entries and Cash Transfers
Assist departments with Speedtype reconciliation when needed
An FSC technician will process Budget Journal Entries and will confirm transfer completion with the requestor
Assist departments with Cash Receipt form upon request, to include guidance with account codes, description and the remarks area

</td>
<td>

Provide approval authority for Journal Entries and Cash Transfers

</td>
</tr>
</table>

Task Description	Expected FSC Processing Time
Creation/Approval of Journal Entries/Cash Transfers (FSC portion)	Within 3 business days of receipt of all required information and documentation and/or by campus imposed deadlines
Deposit of Cash Receipts	Daily

Arts and Sciences Financial Service Center
Service Level Agreement and Expectations

	Department Responsibility	FSC Accounting Technician Responsibility	FSC Managers and Lead Technician Responsibility
Marketplace Purchase Orders	• As a Requester in Marketplace, process: - Purchase Order (PO) <$10,000 - Purchase Order Requisition (PR) >$10,000 - Payment Voucher (PV) - Standing Purchase Order (SPO) • Invite companies/individuals to the Supplier Portal to be vendored in Marketplace • Complete and obtain HR approval for: - Scope of Work form - Honoraria form • Perform receiving and invoice approval in Marketplace • Submit change orders as needed to changeorder@cu.edu • Track Purchase Orders through to the payment to vendor	• Back-up Requestor/Approver role for departments, to include creation of: - Purchase Order (PO) <$10,000 - Purchase Order Requisition (PR) >$10,000 - Payment Voucher (PV) - Standing Purchase Order (SPO) • Back-up approver for invoices and match exceptions in Marketplace • Assist departments in review/resolution of Marketplace payment	• Back-up Requestor/Approver role for departments • Back-up approver for invoices and match exceptions in Marketplace

Task Description	Expected FSC Processing Time
Creation/Approval of Purchase Requisitions	Within 3 business days of receipt of all required information/documentation
Creation/Approval of Departmental Purchase Orders	Within 3 business days of receipt of all required information/documentation
Creation/Approval of Standing Purchase Order Requisitions	Within 3 business days of receipt of all required information/documentation
Creation/Approval of Payment Vouchers	Within 3 business days of receipt of all required information/documentation
Invoice approval	Within 3 business days of receipt of all required information/documentation

Arts and Sciences Financial Service Center
Service Level Agreement and Expectations

Required information and documentation mentioned above includes, but is not limited to:

- FSC form or email stating a valid business purpose for each purchase and speedtype(s) for allocation
- Valid receipts with itemization and proof of payment (when applicable)
- FIN reports showing details and available balances for JE's and Cash Transfers

Service Level Expectations represent processing time at the FSC only. Timeframes to issue payment vary and are managed by the Procurement Service Center (PSC). For more information or to check on a payment, contact FinProHelp@cu.edu.

Service Level Agreement Approval

The following table identifies all management authorities that have reviewed the SLA and approve of its current state. This agreement will be revisited after (1.) a five year period has elapsed or (2.) any of the signees vacates their current position, in which case all signees, to include the replacement staff, will review and sign.

Authority	Name	Signature and date
Department Chair	Jerry Jacka	*Jerry Jacka* 1/15/2020
Office Manager	Diana Wilson	*Diana Wilson* 1/15/2020
FSC Manager	Leisa Hesebeck	*Leisa Hesebeck* 1/16/2020
FSC Accounting Technician	Hannah Flatten	*Hannah Flatten* 1/16/2020
Director of FSC Operations	John Horton	*John P. Horton* 1/16/2020

*All signatures will be routed through DocuSign. All signees are requested to save a copy of the approved agreement