

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 Biochemistry** by the **Financial Service Center (FSC)**. Each section identifies the responsibilities of all parties and the expected processing time for each particular task.

General FSC Support	Department Responsibility	FSC Accounting Technician Responsibility	FSC Manager Responsibility	
	<ul style="list-style-type: none"> 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 Process and approve Payment Authorization form requests 	<ul style="list-style-type: none"> Provide subject matter expert support for procurement Quality customer service 	<ul style="list-style-type: none"> Manage/process A&S Moving Expense payment process Marketplace Incompatible Access quarterly reporting 	
	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

Procurement Card Allocation	Department Responsibility		FSC Accounting Technician Responsibility		FSC Manager Responsibility	
	<ul style="list-style-type: none"> • Create Procurement Card reports in the Concur Expense System either for themselves or as delegates for faculty • Allocate Procurement Card expenses • Request submission of expense report by cardholder as necessary 		<ul style="list-style-type: none"> • Back-up delegate as needed to create Procurement Card reports in the Concur Expense System • Provide procurement support, including guidance on policy, procedure, and general allowability questions 		<ul style="list-style-type: none"> • Provide approval authority for Procurement Card reports as the Approving Official (AO) 	
	Task Description			Expected FSC Processing Time		
	Creation of monthly expense report			N/A		
	Allocating transactions			N/A		
	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

Reimbursement and Travel Card	Department Responsibility	FSC Accounting Technician Responsibility	FSC Manager Responsibility
	<ul style="list-style-type: none"> • Submit requests for employee and non-employee reimbursement to the FSC via department’s office manager, to include: <ul style="list-style-type: none"> - 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: <ul style="list-style-type: none"> - Itemized receipts - Completed FSC Travel Reimbursement Reconciliation Request form - Back-up documentation • Certify/Submit Concur expense report when notified to do so 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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

Marketplace Purchase Orders	Department Responsibility	FSC Accounting Technician Responsibility	FSC Manager Responsibility
	<ul style="list-style-type: none"> • As a Requester in Marketplace, process: <ul style="list-style-type: none"> - Purchase Order (PO) <\$10,000 - Purchase Order Requisition (PR) >\$10,000 - Payment Voucher (PV) - Standing Purchase Order (SPO) • As an Approver, review and approve requisitions and invoices in Marketplace • Invite companies/individuals to the Supplier Portal to be vendored in Marketplace • Complete and obtain HR approval for: <ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> • Back-up Requestor/Approver role for departments, to include creation of: <ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> • 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	James A. Goodrich	DocuSigned by: <i>Jim Goodrich</i> 9/24/2020
Finance Manager	Angie Branson	DocuSigned by: <i>Angela Branson</i> 9/24/2020
FSC Manager	Lauren Stockwell	DocuSigned by: <i>Lauren E Stockwell</i> 9/25/2020
FSC Accounting Technician	Scott Senger	DocuSigned by: <i>Scott R Senger</i> 9/24/2020
Director of FSC Operations	John Horton	DocuSigned by: <i>John P. Horton</i> 9/25/2020

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