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

	Department Responsibility	**FSC Accounting Technician Responsibility**	**FSC Manager Responsibility**
General FSC Support	• 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. Payments may include: -Student Awards/Scholarships -Non-Student Awards/Scholarships -Petty cash replenishment -Refunds	• Provide subject matter expert support for procurement and accounting • Quality customer service • Process Payment Authorization form requests	• Manage/process A&S Moving Expense payment process • Marketplace Incompatible Access quarterly reporting • Provide approval authority for PA forms processed by the FSC technician

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	As needed
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

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	Department Responsibility	FSC Accounting Technician Responsibility	FSC Manager Responsibility
Procurement Card Allocation	• 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	• Create Procurement Card reports in the Concur Expense System as delegates • Allocate Procurement Card expenses • Request submission of expense report by cardholder	• Provide approval authority for Procurement Card reports as the Approving Official (AO) • Provide signature authority for Procurement Card applications and update forms as the Approving Official (AO)

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

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	Department Responsibility	FSC Accounting Technician Responsibility	FSC Manager 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 • Provide signature authority for Travel Card applications (typically by chair or director) • 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

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<table>
<tr>
<td rowspan="3">Accounting (Journal Entries)</td>
<td>Department Responsibility</td>
<td>FSC Accounting Technician Responsibility</td>
<td>FSC Manager Responsibility</td>
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- Perform 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
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- 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
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- Provide approval authority for Journal Entries and Cash Transfers
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<tr>
<td colspan="1">Task Description</td>
<td colspan="2">Expected FSC Processing Time</td>
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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

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	Department Responsibility	FSC Accounting Technician Responsibility	FSC Manager Responsibility
Marketplace Purchase Orders	• Submit Purchase Order requests to the FSC via the CU Marketplace Request Form • 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	• As a Requestor in Marketplace, process: - 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 • 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 • 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

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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

When the FSC technician is unavailable on leave, the department will be notified who they can contact for support. The Service Level Expectations will remain in place during this time.

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	Patrick Greaney	*Patrick Greaney*	11/25/2020
Program Assistant	Karen Hawley	*Karen Hawley*	11/24/2020
FSC Manager	Barret Bukauskas	*Barret Bukauskas*	11/25/2020
FSC Accounting Technician	Niculina Craciun	*Niculina Craciun*	11/25/2020
Director of FSC Operations	John Horton	*John P. Horton*	11/25/2020

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

Revised 11/24/20