

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 Mathematics** 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 Submit Payment Authorization (PA) requests by email to the FSC, including any documentation necessary for processing. Payments may include: <ul style="list-style-type: none"> -Student Awards/Scholarships -Non-Student Awards/Scholarships -Petty cash replenishment -Refunds | <ul style="list-style-type: none"> Provide subject matter expert support for procurement and accounting Quality customer service Process Payment Authorization form requests | <ul style="list-style-type: none"> 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 | 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 | |

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| Procurement Card Allocation | Department Responsibility | | FSC Accounting Technician Responsibility | | FSC Manager Responsibility | |
|------------------------------------|--|--|---|--|---|--|
| | <ul style="list-style-type: none"> • Submit Procurement Card receipts for allocation to the FSC via department’s office manager, to include: <ul style="list-style-type: none"> - Itemized receipt - Completed FSC Procurement Card Purchase Receipt form - Back-up documentation • Certify/Submit Procurement Card reports when notified to do so | | <ul style="list-style-type: none"> • Create Procurement Card reports in the Concur Expense System as delegates • Allocate Procurement Card expenses • Request submission of expense report by cardholder | | <ul style="list-style-type: none"> • 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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| 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 • Provide signature authority for Travel Card applications (typically by chair or director) • Certify/Submit Concur expense report when notified to do so • Create and approve Non-Employee Reimbursement-International (NRI) form | <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 Concur expense reports by cardholder | <ul style="list-style-type: none"> • Provide approval authority for reports created in the Concur Expense System |
| | 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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| Accounting (Journal Entries) | Department Responsibility | FSC Accounting Technician Responsibility | FSC Manager Responsibility | |
| | <ul style="list-style-type: none"> • Perform monthly reconciliation of department speedtypes • Submit a request by FSC JE Request Form for: <ul style="list-style-type: none"> - 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 | <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Provide approval authority for Journal Entries and Cash Transfers | |
| | 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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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 | Alexander Gorokhovskiy | DocuSigned by: <i>Alexander Gorokhovskiy</i> 11/11/2020 |
| Office Manager | Donna Maes | DocuSigned by: <i>Donna Maes</i> 11/11/2020 |
| FSC Manager | Leisa Hesebeck | DocuSigned by: <i>Leisa Hesebeck</i> 11/12/2020 |
| FSC Accounting Technician | Tracey Seward | DocuSigned by: <i>Tracey Seward</i> 11/12/2020 |
| Director of FSC Operations | John Horton | DocuSigned by: <i>John P. Horton</i> 11/12/2020 |

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