

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 Speech, Language, and Hearing Sciences** 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 	<ul style="list-style-type: none"> Provide subject matter expert support for procurement 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		

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"> • Submit Procurement Card receipts for allocation to the FSC technician, 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) 	
	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

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 technician, 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 technician, 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

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		

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"> 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: <ul style="list-style-type: none"> Scope of Work form Honoraria form Perform receiving and invoice approval in Marketplace 		<ul style="list-style-type: none"> As a Requestor 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) 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 		<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		

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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	Jack Damico	DocuSigned by: <i>Jack Damico</i> 10/19/2020
Business Manager	Raul San Agustin	DocuSigned by: <i>Raul San Agustin</i> 10/19/2020
FSC Manager	Lauren Stockwell	DocuSigned by: <i>Lauren E Stockwell</i> 10/23/2020
FSC Accounting Technician	Scott Senger	DocuSigned by: <i>Scott R Senger</i> 10/23/2020
Director of FSC Operations	John Horton	DocuSigned by: <i>John P. Horton</i> 10/23/2020

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