

Service Expectations

The Accounts Payable Department and its customers agree to the service expectations and working assumptions listed below. These service expectations are meant to monitor the more critical elements of the services provided and are not meant to reflect the comprehensive services offered by the Accounts Payable Department. The productivity indicators reflected below are not listed in any order of priority.

Process	Service Expectation	Service Metric (how will this be measured)
Invoice processing	Invoice processing and scanning will be completed within 7 to 10 business days after receipt. First in, First out (assuming all necessary documentation is provided and no invoice exceptions are encountered).	Invoice/Inquiry status is accessible within 7 to 10 business days of receipt of invoice.
Emergency check requests	These will be processed on a contingency basis during normal working hours. Requests received by 12pm will be processed same day. After 12pm, it will be processed the following business day.	Requests denoted as emergency are turned around within 24 hours.
Payment remittances	Remittances, produced in the form of check, ACH, Epayables or wire, will be performed 3 times per week (MWF).	Payment clearing documents can be reviewed in SAP BW reporting.
Customer inquiry responses	Response to email inquiries will be within one business day.	Review of accounts payable inquiry email boxes.
Vendor records	Requests for add/changes will be completed within 7 days or less providing all required documentation accompanies the request.	Management audits vendor recording against dates of requests.
Vendor statement review	Monthly review of all large vendor statements	Open invoices are reviewed and coordinated between management and invoice exceptions analyst.

Service Constraints

- **Workload** - Increase in workload, such as back log due to power outages or fiscal year end closing, may result in temporary reduction of service level delivery.
- **Conformance Requirements** - Finance policy changes and Internal Revenue regulations **may** alter procedures and service delivery timeframes.
- **Dependencies** – Achievement of our service level commitment is dependent upon customer compliance with the policies and procedures of Boston University and the Accounts Payable Department.