

Service Expectations

The Payroll 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 Payroll Department. The productivity indicators reflected below are not listed in any order of priority.

Process	Service Expectation	Service Metric (how will this be measured)
Email inquiries	Acknowledge receipt of emails &/or provide response within 24 hours. Ensure that response is delivered within 2 business days for matters that would require further research in order to complete.	Individual and Functional email boxes will be regularly monitored by staff. Customer feedback may be used as gauge to assess customer experience and improve, as necessary.
Phone Calls	Guarantee staffed telephone support during office hours. Incoming phone calls will be answered promptly. A response will be provided during the call, whenever possible. A call back at the earliest opportunity will be provided for matters that would require further research.	It is standard practice for staff to be available to attend to phone calls during office hours.
Off-Cycle Payment and Check Re-issue Requests	Email requests (for missed payments during regular weekly or monthly payroll, check re-issues, and check/ACH reversals) received will be processed during Off-Cycle payroll run every Friday at noon. Checks can be picked up in the Payroll office after 2:00 p.m. the day of the off-cycle run. Related Link: http://www.bu.edu/payroll/services/check-reissue-request/	Process is supported by the Payroll team and monitored by Payroll management. Spreadsheet will be maintained to track requests and frequency.
Payroll Processing	Weekly payroll is run to pay students and BU non-exempt employees. Monthly payroll is run to pay BU exempt employees. Ensuring payments are accurately and timely processed.	Process is supported by Payroll team and monitored by Payroll management.

Processing Garnishments	Wage garnishment will be effected as a result of a court order. Deductions will continue until the garnishment is completed or a release is received.	Process is supported by Payroll management to ensure compliance.
Overpayments and Payroll Claims	Regular system report on overpayments and claims will be generated for required action in accordance with BU policy and procedure.	Process is monitored by Payroll management. Monthly metrics will be provided to report on total overpayment amounts, outstanding overpayments, and collected reimbursements.
Pay-Outs of Unpaid Vacation for Terminated Faculty or Staff	Payment will be processed in the next regular payroll area run.	Process is supported by Payroll team and monitored by Payroll management.
Duplicate W-2	Requests for W-2 reprints will be processed as soon as received. Related Link: http://www.bu.edu/payroll/services/duplicate-w-2-request/	Process is supported by Payroll team.
Documentation	Important documents/information will be scanned and stored electronically for easy retrieval and reference.	Ensure that hard copies of documents/ information will be securely disposed and electronically stored for data protection.

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 Payroll Department