

Service Expectations

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

Process	Service Expectation	Service Metric (how will this be measured)
Expense Report processing	Expense reports that are submitted within 30 days of the trip end date via the SAP Concur Travel & Expense system will be processed within 2 business days of arrival in Travel Services' expense report processing queue.	Concur Reporting and nightly file
Customer Responses	Emails sent to travelexpense@bu.edu or tcard@bu.edu will receive a response within a 2 hour timeframe. Phone calls and/or voicemails to staff members will be responded to within a 3 hour time frame (dependent on meeting and vacation schedules).	Travel Services Service Now Ticketing and reporting Customer feedback and VoIP phone reporting
Travel Card Application Review	Ensure all applications are complete and accurate and card holder has all necessary departmental approvals and an appropriate spending limit.	OnBase reporting and Metrics
Travel Card Application Processing	All correctly completed applications submitted online via OnBase where card holder has completed mandatory card training will be processed within 2 business days.	OnBase reporting, Access Online (US Bank) reporting, and customer feedback
Travel Management Company (TMC) relationship	Any issue with the partner TMC that is brought to the attention of Travel Services (including related itinerary #) will be escalated to agency operations within 2 business days.	Customer feedback
Wires & Advances	Wires and Advances received with all appropriate information attached, and no follow up needed, will be processed (sent to Accounts Payable for final entry) within 3 business days.	SAP reporting and customer feedback
Travel Personal Expense Payroll Deductions	Card holders will be notified each month prior to the monthly Payroll run of any and all personal expenses to be deducted from their upcoming paycheck. Notice will include amount and corresponding expense report keys. Related Link: http://www.bu.edu/payroll/services/duplicate-w-2-request/	SAP reporting, Office 360 Mail Merges

Returned Checks	Checks returned to Travel Services will be logged, and the expense report submitter notified, within 3 business days.	Customer feedback, returned check spreadsheet
Taxable Travel Reimbursements	Recipients of taxable travel reimbursements or vendor payments made on their behalf will be notified each month prior to monthly Payroll run. Notice will include exact taxable amount and corresponding expense report keys.	Concur Cognos Reporting, Office 360 Mail Merges
Credit Card Dunning	Non-compliant card holders and their supervisors will receive notices each month until card holder is in compliance.	Concur Cognos Reporting, Office 360 Mail Merges

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 Travel Services Department