

## Travel and Card Services - Service Expectations

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

Process	Service Expectation	Service Metric (how this will be measured)
Expense Report processing	Expense reports submitted within 30 days of the trip end date via SAP Concur Travel & Expense will be processed within 2 business days of arrival in Travel and Card Services' expense report processing queue.	Concur Reporting and nightly file
Customer Responses	Emails sent to <a href="mailto:travelexpense@bu.edu">travelexpense@bu.edu</a> or <a href="mailto:tcards@bu.edu">tcards@bu.edu</a> will receive a response within 2 hours. Phone calls and/or voicemails to staff members will be responded to within 3 hours (dependent on meeting and vacation schedules).	Travel and Card Services Service Now Ticketing and reporting; Customer feedback and VoIP phone reporting
BU OneCard Application Review	Ensure all applications are complete and accurate, and card holder has all necessary departmental approvals and appropriate spending limit.	Concur Request and Metrics
BU OneCard Application Processing	All correctly completed applications submitted online via Concur Request will be processed within 2 business days provided that card holder has completed mandatory card training.	Concur Request, Access Online (US Bank) reporting, and customer feedback
Christopherson Business Travel (CBT) relationship	Any issue with CBT (BU's Travel Management Company) that is brought to the attention of Travel and Card 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: <a href="https://www.bu.edu/payroll/payroll-for-payroll-coordinators/duplicate-w-2-request/">https://www.bu.edu/payroll/payroll-for-payroll-coordinators/duplicate-w-2-request/</a>	SAP reporting, Office 360 Mail Merges
Returned Checks	Checks returned to Travel and Card 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 (e.g., backlog due to power outage or fiscal year end) may result in temporary reduction of service level delivery.
Conformance Requirements	Finance policy changes and Internal Revenue regulations <b>may</b> 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 and Card Services Department.