Wayne State University
General/Cost Accounting
Customer Service Standards

	Turn Around Time	
Standard	**Regular**	**Peak***
Banner FOAPAL Setup		
Index/FOAPL Requests	One Week	Two Weeks
Organization Code Request (Financial & HR)	One Week	Two Weeks
Departmental Journal Voucher Requests	Two Weeks	Two Weeks
General Billing (Non-Student):		
Invoice Requests	One Week	Two Weeks
Detail Codes (General, SAR, Financial Aid)	Three Days	One Week
New Customer Establishments	One Week	One Week
CLDR's Approval	One Week	One Week
Responding to Emails/Phone Calls	Two Days	Three Days
AP Invoice Approvals (Accounting Approval Only)	One Day (Same Day before 4pm)	Two Days (Next business day)
Declaration of Surplus	One Week	One Week
Service Center Requests	One Month	Two Months
Sale of Equipment - to terminating employees	Two Weeks	Two Weeks
Sale of Equipment - for employees transferring to other Universities	One Month	1.5 Months

* Accounting & Cost Accounting Peak October - December

If circumstances exist which prohibit completion of task within the specified timeframe,
requesters will be notified