### Wayne State University
### General/Cost Accounting
### Customer Service Standards

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

* Accounting & Cost Accounting Peak October - December

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