

**Catholic University of America
Accounts Payable Department
Customer Service Agreement**

University Role

The Accounts Payable Department, which is part of the Office of the Controller, processes vendor payments and employee reimbursements for the University. The types of payments processed include:

- Payment for invoices related to a Purchase Order;
- Payments requested on Direct Payment Forms;
- Travel and other types of employee reimbursements;
- Reimbursement of petty cash funds; and
- Foreign currency vouchers.

Mission

The Accounts Payable department is a business area dedicated to supporting the overall mission of The Catholic University of America and to operational and customer service excellence. We strive to provide excellent service to our partners, staff and vendors in an energetic and courteous manner and to ensure the accuracy in the processing of vendor invoices, reimbursements, and check requests.

Service Expectations

The Accounts Payable department agrees to the service expectations and the working assumptions listed below. These service expectations are intended to monitor the critical elements of services provided.

Processing Timeframe

Direct Payment forms, employee reimbursements, petty cash vouchers, foreign currency vouchers and payments from purchase orders will be processed in 5-7 business days. The disbursement process may take a few days longer in the days preceding the Christmas Holidays and in the two weeks following quarter-end and year-end closings due to the high volume of paperwork to be processed. We encourage you to try to submit your request with extra lead time during those periods so that we can ensure your payment is disbursed on time. The 5-7 business day timeframe assumes the following:

- There are no system-identified budget exceptions caused by lack of funding or an incorrect chartfield combination;
- Documentation is complete and approved by an authorized fund manager;
- Vendor application is complete (for new vendors);
- If the type of payment requires a Purchase Requisition, the resulting Purchase Order must be finalized. (Please contact Procurement Services if you have questions about the purchase requisition process.)
- Travel advances will be issued two weeks to a month prior to the travel date.

Checks are printed on Monday, Wednesday and Friday of each week. If one of those days is a holiday, AP generally remains on that schedule unless there is a high volume of checks.

Status Updates

Occasionally an issue will arise that delays our processing of your payment request. When a delay occurs or if we require some further information from you, we will contact you within 24 hours of identifying that problem. If we have not received the information required within one week, we will contact you again via email and every week thereafter. If the issue involves a purchase order, we will copy Procurement Services on any email communications.

Response Time

Emails and phone calls will be returned within 48 hours. If an analyst is not in the office, voicemail greetings and email out-of-office responses will indicate who can be contacted if the issue is urgent. If you have an issue with our response time, please contact the Accounts Payable Director.

Emergency Checks

We will always do our best to assist you quickly, but we cannot always guarantee that a check can be cut with short notice. All emergency requests must be approved by the Director of Accounts Payable. These requests will only be approved if there is a valid associated purchase order (if applicable) and there are no budgetary issues with the account chartfield being used. The Controller will monitor the number of emergency requests by department.

Website

The [Accounts Payable website](#) is a helpful resource for many standard questions. The following are included on the website, and we encourage you to utilize this helpful tool:

- [Frequently Asked Questions](#);
- [Travel page – Travel Expense Form, policies, procedures and helpful links](#);
- [Finance orientation materials, including an Accounts Payable section](#);
- [University policies related to payments](#);
- [Expense account code listing](#);

Customer Service Contact

For any customer service issues, the Accounts Payable Director will be happy to assist you. Please contact us if you are not satisfied with the level of service you received. Please also contact the Accounts Payable Director if you have any recommended additions to our website.