



Current Service Levels

Additional information regarding the processes outlined below, including the most up to date templates, can be found on our [website](#).

Request Type**	P&C Review Service Level *	Additional Information
Procurement		<p>*Service Levels are standard goals for the P&CS Department, they are subject to change. Service Levels may vary based on complexity, changes or updates involved with the Service Request.</p> <p>**Incomplete requests or requests submitted on the incorrect template will be returned or cancelled, and may result in significant delays to the review process.</p> <p>***Due to staff shortages, you may experience delays in response and processing times. We appreciate your patience as we work on prioritizing contract requests.</p>
• Reviewing Requisitions	Up to 30 business days	
• Processing Purchase Orders (PO)	Up to 30 business days	
• PO Amendment Requests	Up to 30 business days	
• Emergent PO's	24-48 hours	
Contracts		
• Standard Contract Review	30-90 business days***	
ProCards		
• Processing New ProCard Requests	5-10 business days	
• Processing Update Requests	5-10 business days	
• Increasing ProCard Limit	24-48 hours	
• Purchase Approval Request	5 business days	
Miscellaneous		
• Gift Card Request	Up to 5 business days, dependent on the Accounting Department for Funding Source	
• Direct Payment Request		