

Accounts Payable & Travel 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**	AP & T Review Service Level*	Additional Information
CSUBUY Procure to Pay (All Business Units)		*Service Levels are standard goals for the AP&T Department, they are subject to change. Service Levels may vary based on complexity, changes or updates involved with the Payment Request. **Incomplete requests or requests submitted on the incorrect template will be returned or canceled and may result in significant delays to the review process.
Hospitality Requisition Review	Up to 5-7 business days	
Voucher Creation from Invoice Email	Up to 5-7 business days	
Payment in Advance	Up to 1-2 business days	
AP Review	Up to 5-7 business days	
AP Manager Review	Up to 5-7 business days	
Common Financial System (CFS)		
Invoice Approvals	Up to 10-14 business days	
Cancel/Reissue Checks	Up to 1-2 business days	
Concur		
Supplier Files (Concur Only)		
Vendor Creation/Maintenance (204 Form)	Up to 3-5 business days	
EFT/ACH Add or Change Request	Up to 1-2 business days	
Travel Card		
New Travel Card Requests	Up to 1-2 business days	
Travel Card Limit Increases	Up to 1-2 business days	
Reimbursement		
Employee – Non-Travel Expense Report	Up to 6-8 weeks	
Travel		
Travel Requests	Up to 1-2 business days	
Domestic Travel Expense Report	Up to 6-8 weeks	
International Travel Expense Report	Up to 6-8 weeks	
Non-Employee Travel Expense Report	Up to 6-8 weeks	