General Accounting & Travel Services (ATS)

Transaction / Service	AABS Processing Time	Due Date or Normal Estimated Time to Completion (all offices)	Possible Delays
Acknowledge or respond to customer email inquiries and phone calls/messages	1 business day	1 to 3 business days if research or communication with others in necessary.	Requests not sent to ats@tamu.edu; email/internet issues
Payment of Invoices	1 to 3 business days	FMO processes invoices based on the due date. 1 to 3 business days dependent on invoice.	Vendor not set up in AggieBuy (AB). Address in AB does not match address on invoice. AB invoice created at FMO - AABS requests and waits on a DCS to be submitted; DCS form is not correct; purchase not compliant with TAMU Guidelines for Disbursements; EIR purchase not made through PITO; Purchase/Contract not routed to Procurement/Contract Office (if needed); not sufficient funds in account; AggieBuy/Concur system issues; peak processing times (year end - in AABS and FMO)
Payment of Invoice (Justifiable Rush Requests - past due or within 5 days of due date)	1 to 3 business days	Invoice flagged as rush is reviewed within 24 hours by FMO. If rush is approved the payment will be released early. 1 to 3 business days.	Vendor not set up in AggieBuy. Address in AB does not match address on invoice. If AB invoice created at FMO - AABS requests and waits on a DCS to be submitted; DCS form is not correct; purchase not compliant with TAMU Guidelines for Disbursements; EIR purchase not made through PITO; Purchase/Contract not routed to Procurement/Contract Office (if needed); not sufficient funds in account; AggieBuy system issues; peak processing times (year end - in AABS and FMO)
AggieBuy Order Less than $10,000 or from Punch-Out Vendor	1 to 3 business days	PO is sent to vendor the same day that the requisition is approved and the PO is created. 1 to 3 business days in Procurement.	Purchase Request DCS not correct; purchase not compliant with TAMU Guidelines for Disbursements; EIR purchase not made through PITO; Contract/Agreement not routed to Procurement/Contract Office (if needed); not sufficient funds in account; AggieBuy system issues; peak processing times (year end - AABS and FMO)
Regular AggieBuy Order over $10,000 and not from a Punch-Out Vendor	1 to 3 business days	PO is sent to vendor the same day that the requisition is approved and the PO is created. 1 to 2 business days in Procurement unless contract has to be reviewed by Contract Office.	Bidding requirements; EIR purchase requiring VPAT or exception; delayed review and approval by Procurement/Contract Office due to backlog and/or negotiation process on contract.

Transaction / Service	AABS Processing Time	Due Date or Normal Estimated Time to Completion (all offices)	Possible Delays
Create Invoice for non-02 TAMU Vendor or non-TAMU Vendor	1 to 3 business days	2 to 3 business days	Customer not set up in TAMU system; account not set up in iPayments or to receive revenue.
Departmental Correction Request (DCR)	1 to 3 business days	2 to 3 business days	Corrections not allowed per TAMU Guidelines for Disbursements; original expense has not yet paid; not sufficient funds in account that is receiving the expense; research needed for complex transactions; timing of approvals outside AABS.
Payment Card Increases/Decreases	1 to 3 business days	1 to 2 business days	Peak processing at FMO
Payment Card Allocations in Concur	1 to 3 business days	1 to 3 business days	Receipts not received timely; DCS form is not correct; purchase not compliant with TAMU Guidelines for Disbursements; EIR purchase not made through PITO; Purchase/Contract not routed to Procurement/Contract Office (if needed); not sufficient funds in account; Concur system issues; peak processing times (year end - in AABS and FMO)
Concur Travel Requests	1 to 3 business days	Domestic Travel - 2 to 3 business days; Foreign Travel - may take 2 to 4 days longer	Incomplete/improper information completed by employee; purpose/benefit not provided or adequate; acronyms used; improper account; insufficient funds in account. Requests sent back to employee for correction. Delay in approvals outside of AABS.

Transaction / Service	AABS Processing Time	Due Date or Normal Estimated Time to Completion (all offices)	Possible Delays
Concur Expense Report Approval	3 business days	5 to 7 business days for complete approval and payment of reimbursement	Incomplete/improper information completed by employee; proper receipts not submitted/not submitted in a timely manner; improper account; insufficient funds in account. Expense report sent back to employee for correction. Peak processing times in AABS and/or FMO.
Travel Card Increases / Decreases	1 business day	Immediate once submitted to CitiDirect	Problems with CitiDirect
Transfer of Funds by iPayments IDT Request	1 to 3 business days	2 business days	Insufficient funds in account; peak processing timeframes
Deposits Into TAMU Accounts	1 to 2 business days	3 business days	Cash Transmittal Log not received or not complete/correct; Check not properly endorsed; account to be used either not set up in iPayments or not set up for revenue transactions.
Deposits Into Texas A&M Foundation Accounts	1 to 2 business days	3 business days	Checks not properly endorsed
Fund Transfers From TAMF Account to TAMU 02 Account	1 to 2 business days	Form submitted by ATS to TAMF within 3 business days; TAMF processing 7 to 14 business days	
Invoice Payments from TAMF Accounts	1 to 3 business days	Form submitted by ATS to TAMF within 3 business days; TAMF processing 7 to 14 business days	
End-of-Month Automated Financial Reports	After setup, the reports are automatic and recurring	Within the first week of the following month	Change in month-end closing schedule by FMO; technical issues
Departmental Budget Requests (DBR	1 to 3 business days	1 week	Incorrect/missing information to process request; availability of approvers
Account Management: New Account Requests New Support Account Requests New Dept/Sub-Dept Requests	1 to 3 business days	2 to 3 weeks	Incomplete/inaccurate information; availability of signers
Foundation Transfer Request: Account Transfer	1 to 3 business days	2 to 3 weeks	Availability of signers; incorrect/missing information
Ad Hoc Reporting	1 to 5 business days	Depending on the type of report (one-off, weekly, monthly), or urgency, due date can be 3 days to 4 weeks.	IF ad hoc report is from LF, not all information may be loaded.

Transaction / Service	AABS Processing Time	Due Date or Normal Estimated Time to Completion (all offices)	Possible Delays
Scholarship Accounting Services (SAS)			
AggieBuy Allocation of Invoice (to donors, lenders, etc.)	1 to 2 business days	1 to 2 business days after receipt of invoice	Insufficient or inaccurate information on the form or other backup; insufficient funds in account; peak processing timeframes; guidelines not followed depending on type or amount of purchase; final payment to vendor may also be delayed due to delay of signers in Scholarships & Financial Aid
FAID Validation Problems Resolved	1 to 5 business days from time problem identified	Within 5 business days for issues affecting students' accounts; 10 to 25 days after month end	Peak processing timeframes in AABS, SFA, or FMO; errors in statements or reports from FMO, OMEGA, or Compass
FAID Negative Funds Report	1 to 2 business days	For monthly meeting with Scholarships & Financial Aid (usually second Thursday of month) and/or to Judi Haas in SFA after FMO closes the prior month	Peak processing timeframes; errors in statements or reports from FMO or Compass; problems with Business Objects
Fund Requests or Departmental Budget Requests	1 to 2 business days	1 to 2 business days after receipt of request; total process 2 to 5 business days for DBRs and 5 to 10 business days for AFS or Foundation transfers	Insufficient or inaccurate information on the Request form or other backup; insufficient funds in account; peak processing timeframes; guidelines not followed depending on type of account; delays in approval by approver, FMO, or Budget Office
Account Reconciliation and problem resolution		By 30 days after FAMIS month end close	Peak processing timeframes; errors in statements or reports from FMO or Compass; problems with Business Objects; errors with OMEGA system.
TEXAS Grant Fund Requests	2 to 3 business days	5 to 15 days after month end for regular monthly requests; 1 to 7 business days prior to mid year deadline	Errors in FAMIS reports; delayed FMO month end close-outs; errors or delays in Compass or AR reports; delays in students accepting awards or changes to awards
TEXAS Grant and Top 10% EOY Reconcilialtion Analyses For State Reports	1 to 3 business days	1 to 3 business days after receipt of SFA and AABS Compass files and AR files	Delayed FMO month end close-outs and AR reports; errors or delays in Compass reports; delays in students accepting awards or changes to awards; problems matching students UIN or other ID when no SSN is available for student
Aggie License Plate State Vouchers/AB	1 to 2 business days	2 to 5 business days	Errors in AR reports or discrepancies between AR reports and Compass reports; delay in approvals; delays in receiving AR or Compass reports; delays in FMO processing
Compass Fund code set up	1 to 2 business days	2 to 10 business days	Insufficient or innacurate information on Request form or other backup; delays in SFA or SBS in processing request

Transaction / Service	AABS Processing Time	Due Date or Normal Estimated Time to Completion (all offices)	Possible Delays
Tuition Payment Requests	1 to 2 business days	Step (1) - When TWAPMTS open, posted to student account to 5 business days from receipt of "Request." When 3rd Party IDT, 3 to 7 days to post to student account. Step (2) - Posted to department FAMIS account approximately 1 month after semester start	Insufficient or inaccurate information on form or other backup; 3rd Party IDT form needs signature; insufficient funds in account; peak processing timeframes; guidelines not followed depending on type of account
Departmental Paper SFA Scholarship Requests	1 to 2 business days	2 to 4 business days from receipt of request	Insufficient or inaccurate information on form or other backup; insufficient funds in account; peak processing timeframes; guidelines not followed depending on type of account
Sponsored Contracts & Agreements (SCA)			
SSP account reconciliation and problem resolution	1 to 2 business days	By 30 days after FAMIS month end close	Peak processing timeframes; errors in statements or reports from FMO or Compass; problems with Business Objects; waiting on backup from department
Short Term Loan (STL) Weekly Funds Available Report	1 to 2 business days	1 to 2 business days after files received from SBS	Errors with file transfers from SBS; peak processing timeframes
STL Quarterly Meeting Reports	2 to 4 business days	Ready for quarterly meetings scheduled by, or as requested by, Scholarships & Financial Aid	Insufficient or inaccurate information on reports; peak processing timeframes; reports not available from SBS
Assistance with Sponsored Contract Budgets		1 to 3 business days after receipt of request and data (some contracts could take longer depending on the complexity)	Peak processing timeframes; missing information on scope of work and related budget items
Contract Expense Corrections (DCRs)	1 to 2 business days	2 to 10 business days after account review or department request	Insufficient or inaccurate information on form or other backup; insufficient funds in account; peak processing timeframes; approvers not available in department, FMO, or SRS
Concur Travel Review and Approval	1 to 2 business days	4 to 5 business days	Insufficient or inaccurate information on form or other backup; insufficient funds in account; peak processing timeframes
College Work Study (CWS) Payroll Corrections	2 to 5 business days	1 to 10 business days	Insufficient or inaccurate information on form or other backup; insufficient funds in account; peak processing timeframes; other system parts not processing PCT timely; slow approval of PCTs
CWS Projections / Budget to Actual Report Summary	1 to 3 business days	monthly/bi-weekly	Peak processing timeframes

Transaction / Service	AABS Processing Time	Due Date or Normal Estimated Time to Completion (all offices)	Possible Delays
CWS and FSEOG Estimates	2 to 5 business days	2 to 5 business days of receipt of funding levels (Tentative Funding received late-Jan to mid-Feb, Final Funding received mid-March)	Peak processing timeframes
Time & Effort Review and Certification	2 to 5 business days from date of notice that T&E is open for certification	Once every 6 months; due by the 45th day after end of period	Inaccurate data in Time & Effort system requiring payroll corrections; delay due to late notice of a contract or for routing for approval on corrections; peak processing timeframes; approvers no longer in same positions or at university; approver delay
Time & Effort Review and Re-Certification (after payroll correction)	2 to 5 business days from date of notice that T&E is open for re-certification	1 week due to PCT posting and T&E System processing schedule	Inaccurate data in Time & Effort system requiring payroll corrections; delay due to late notice of a contract or for routing for approval on corrections; peak processing timeframes; approvers no longer in same positions or at university; approver delay
Sponsored Contract Payroll Corrections, certified in T&E	2 to 5 business days	1 to 2 weeks	Delays in routing for approval additional routing required thru VPR; inaccurate information on correction request forms; peak processing timeframes; other department delays
Sponsored Contract Payroll Corrections, less than 90 days, not certified in T&E	2 to 5 business days	1 to 2 weeks	Delays in routing for approval; inaccurate information on correction request forms; peak processing timeframes
Sponsored Contract Payroll Corrections, greater than 90 days, not certified in T&E	2 to 5 business days	2 to 3 weeks	Delays in routing for approval additional routing required thru VPR; inaccurate information on correction request forms; peak processing timeframes
Interim Funding Requests	1 to 3 business days	2 to 25 business days	Peak processing timeframes; missing information needed to complete estimates; determination of backup account by unit approvals taking longer; SRS is behind; compliance documentation incomplete
Departmental Budget to Actual Sponsored Contract Reports	1 to 5 business days	2 to 7 business days - As needed for meetings or per department request	Peak processing timeframes; problems identified with recent expenses; waiting on information from other teams transaction info; errors in posting; unit may submit questions or changes or missing transaction information that would require process to start over
NSF FastLane Reporting	3 to 10 business days	Due Late September early October after close of Summer Stipends	Missing or discrepant information requiring research by OGS; peak processing timeframes
FAID Federal FISAP Data to SFA	2 to 5 business days for each area after data is available	Beginning of Sept, Dec (if needed)	Errors in FAMIS reports; delayed FMO month end close-outs or payroll posting; errors or delays in Compass reports; last minute changes to awards
Title IV - Monthly Account review for CWS and Reconciliation for Grants and problem resolution		By 30 days after FAMIS month end close	Peak processing timeframes; errors in statements or reports from FMO or Compass; problems with Business Objects; waiting on backup from department
CWS FAMIS Title / Object Code Table Maintenance Setup	2-10 business days after accounts received from Contract Admin	Due before 7/1	Delay in accounts being set up by Contract Administration
TXTC - Capstone Invoices	1-2 business days	Due dates vary depending on agreement	Delay in new customer setup; iPayment issues
EDBS CPB Audit	2-5 months	Due 1/31, 2nd Due Date 3/15, Last Due date 4/15	Inaccuarte reports; corrections needed; confirmation letter delay