

## **SPA SERVICE STANDARDS**

- **COMMUNICATION:**
  - All e-mail/voicemail will be answered within one (1) business day of receipt.
- **PROPOSAL PROCESSING:**
  - Proposals will be reviewed and processed within five (5) business days.
  - Electronic system (eraCommons, Fastlane, etc.) IDs will be established within one (1) business day of request.
- **AWARD ACTIVITIES:**
  - Award and associated cost-share FOAPALS are contingent on receipt of required paperwork (i.e., IRB approval) and will be established within five (5) to 10 business days, dependent on complexity and timing as it relates to proposal deadlines.
  - GFAs and related documents will be available for viewing via Dashboard within 10 business days of action.
  - Cost transfer requests will be posted to Banner within 10 business days of receipt of appropriate request (Expenditure Transfer Request Form).
  - Cost-share funding transfers will be completed within 10 business days of receipt and/or verification of budget and source information from department (or within 10 business days of expiration of time period allotted for same).
  - Initial review of requisitions and CORs in queue within five (5) business days. Result is approval/rejection or forward to Export Control Officer for additional review.
  - Requests for changes to award (no-cost extension, rebudget, change in PI, etc.) will be processed within five (5) business days of receipt of complete and accurate information.
  - Award end date notification will occur at 90 and 30 day intervals prior to end date.
  - Award closeout in Banner will take place within 90 days of FSR submission if no outstanding/pending charges to project; 180 days for fixed price projects.
- **CONTRACT AND SUBCONTRACT PROCESSING:**
  - Contracts will be sent to legal within two (2) business days of receiving complete information (contract, affirmation memo and sponsor contact info, at minimum).
  - SPA will sign agreements within two (2) business days of receipt of legal approval.
  - Contracts will be sent to the appropriate sponsor within two (2) business days of complete Institutional sign off.
  - Subcontract issuance will occur within 10 business days of award establishment.
  - Subcontract invoices will be sent to departments for review within three (3) business days of receipt.