



Treasurer's Office Customer Charter

Standards of Service

We aim to:

- Treat our customers with courtesy and respect at all times and provide an efficient and transparent consultation process for queries and issues.
- Acknowledge email queries to the general Treasurer's Office email address: treasurers.office@tcd.ie within 24 hours of receipt with every effort to provide a full response within 5 working days.
- Advise students on all tuition and other fees and process all payments efficiently to ensure that students are registered on time.
- Ensure that all staff are paid accurately, on time and subject to the correct application of legislative and other deductions.
- Set up new research accounts within 48 hours of receipt of the signed contractual documentation.
- Ensure the timely submission of Sponsor claims upon receipt of Principal Investigator authorisation.
- Process all invoices, supplier payments and reimbursement expense claims efficiently and promptly as per the agreed payment schedules and subject to the correct application of legislative requirements and College policy.
- Provide credit control support to College for debtor invoices in terms of monthly statements, reminder letters to customers, monthly reports to College, and detailing outstanding debts.
- Guarantee that all tax returns and annual tax reports are reconciled and submitted to the Revenue on or before the statutory due dates.
- Ensure that preferred College suppliers are the primary source for goods and services requirements.
- Release tenders within 5 working days following specification agreement by all relevant purchasing parties.
- Upload financial reports to the Treasurer's Office website by the 11th working day of each month. This excludes reports impacted by year end (October to December).
- Upon receipt of accurate source data, provide relevant and timely Resource Planning Model (RPM) information to Faculties and Schools based on the parameters and timelines agreed by Board/Planning Group.



Ireland's EU Structural Funds
Programmes 2007 - 2013

Co-funded by the Irish Government
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