



**Trinity College Dublin**

Coláiste na Tríonóide, Baile Átha Cliath

The University of Dublin

## **Financial Services Division 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 FSD email account within 24 hours of receipt, with every effort to provide a full response within 5 working days.
- Host regular financial training sessions and workshops to ensure that relevant Trinity staff members have the appropriate skills to manage their finances.
- Provide budget holders with up-to-date financial information on a monthly basis.
- Set up new research grants within 48 hours of receipt of the signed contractual documentation and ensure the timely submission of authorised Sponsor claims.
- Set up new capital projects within 48 hours of receipt of (a) the completed Project Set-up Form and (b) where applicable, the CRG/COG Approval Decision and Project Financial Plan.
- Provide a professional post-award management service for both research and capital projects.
- Process all valid invoices, payments and reimbursement expense claims efficiently and promptly as per the published payment schedules and subject to the correct application of legislative requirements and University policies.
- Provide credit control support to the University for debtor invoices in terms of monthly statements, reminder letters to customers, monthly reports, and detailed outstanding debts.
- Aim to answer 90% of calls to the FIS Support Helpdesk within 60 seconds and acknowledge email queries within 24 hours of receipt, with every effort to provide a full response within 5 working days (queries of a technical nature may require external support).
- Ensure that preferred Trinity suppliers are the primary source for goods and service requirements.
- Reconcile all tax returns and annual tax reports and submit to the Revenue on or before the statutory due dates.
- Support project sponsors and stakeholders by developing models and information for the assessment, reporting and monitoring of major strategic projects.
- Provide relevant and timely resource planning information in support of the Baseline Budgeting Model (BBM) to Faculties and Divisions, based on the parameters and timelines agreed by Board/Planning Group.