Freshservice End User FAQ – Finance Department

This FAQ is customized for common service requests and incidents related to the department. It is aligned with ITIL practices to support effective service delivery and user satisfaction.

## How do I submit an expense reimbursement request?

Use the 'Expense Reimbursement' form found in the Service Catalog under Finance. Upload your receipts for processing.

## Who do I contact if a payment is delayed?

Submit an Incident Ticket with the invoice number and date. Finance will respond according to the SLA defined for payment resolution.

## Can I get help with budget access or reports?

Yes. File a Service Request titled 'Budget Access Request'. Include the department, reporting period, and justification.

## Are financial documents handled securely?

Yes. Finance tickets are handled with restricted permissions. Only authorized users in the Finance team can view or edit your request.

## How long does it take to process a finance ticket?

SLAs vary by request type. Expense reimbursements typically take 3–5 business days. Invoices and budget approvals may take longer depending on complexity.