

December 18, 2012

PSC Reorganization Enhances Service

We're delighted to announce a recent reorganization to better meet our mission for the University.

Effective Jan 1, the structure of several PSC units and the responsibilities of several PSC staff members will be realigned to enhance strategic planning, operations, and customer service. Our updated [Organization Chart](#) provides the full spectrum of reorganizational change. Following are some of the highlights:

- **Charlene Lydick** is now the Director of Procurement Operations. Charlene continues to be responsible for the contract administrator, purchasing agent, small business, and administrative/vendor units of the PSC.
- **Michael Fox** becomes the PSC's Director of Strategic Procurement. New employee Kathy Chang joins his group as a Supplier Relationship Specialist.
- **Danielle Hinz**, formerly CU Marketplace Manager, transitions to the Travel & Commercial Card section as its new Director. Danielle's experience as Procurement Card Manager in the past serves her well in this move.
- **Amy Gannon** continues her overall responsibility for CU Marketplace and adds Payable Services to her duty list as Director of Procurement Systems & Payable Services.
- **Gloria Chavez** and **Brandy Lombardi** take on supervisory responsibilities as Payable Services Team Leads. Both step up from their previous positions as Payables Specialists.
- **Betty Heimansohn** draws on her systems design expertise to become the new Procurement Systems Analyst.

We encourage you to familiarize yourself with the role and title changes. And we look forward to serving you effectively and efficiently from our newly reorganized state.

Steve Fincher Retirement

Congratulations to Steve Fincher on his retirement at the end of December after 19+ years of service to CU.

Steve began his CU career in October 1993 as a Contracts Administrator on the Boulder campus. In 1999, he joined the newly-formed Procurement Service Center. Steve has been involved in numerous major projects on behalf of CU, including revision of the University's Procurement Rules and Fiscal Procedures.

A big thank you to him for all he has done. Steve has exciting plans to keep busy in retirement and we wish him well in his next adventures.

New Marketplace Suppliers

The PSC is pleased to announce two new CU Marketplace suppliers: Complete Book and New England Biolabs. Each supplier brings unique contributions to CU's purchasing community.

Complete Book offers a punch-out catalog online in the Marketplace with over two million books and publications available for immediate delivery. Complete Book uses both technology and strategic relationships with media publishers to support volume purchases as well as to provide hard-to-find publications.

New England Biolabs offers a hosted catalog directly in the Marketplace. NEB is a world leader in the production and supply of reagents for the life science industry. It provides a large selection of recombinant and native enzymes for genomic research, as well as products related to proteomics and drug discovery.

Questions? Contact duane.tucker@cu.edu or 303.764.3453.

FinProHelp Chat is Now Available

Now you have a new way to communicate with the Finance & Procurement Help Desk consultants: FinProHelp Chat!

Just look for the Chat icon on the PSC website. You'll find it on our Contact page as well as on the Forms, Policies & Procedures, and Training & Help pages. When Chat is online, clicking the button initiates a live communication. When Chat is offline, clicking the button allows you to email a question to FinProHelp.

Concur Training & Help Improved

Looking to learn more about Concur Travel or Concur Expense? The Training & Help portion of the PSC website has recently been redesigned to provide more intuitive and more comprehensive access to the full array of relevant learning options.

Concur assistance is now more immediately available through the following 3 pages: [Booking Travel](#), [Reconciling Travel](#), and [Reconciling Procurement Card](#). The revised pages offer: SkillSoft training via Online Courses; step-by-step guides, quick reference guides, and video demos via Learning Resources; request forms for customized In-Person Training; and, contact info for the FinPro Help Desk.

We encourage you to take a look. Then – if you have a question – use the contact information to ask the FinPro Help Desk!