

September 30, 2021

FinPro Help Desk Transition Updates

As you know, the Office of University Controller (OUC) and the Procurement Service Center (PSC) are [reorganizing how we deliver help desk and training functions](#). The OUC's Finance & Procurement Help Desk is transitioning *procurement-related assistance* to the new PSC Service Desk. The OUC will continue to provide *finance-related assistance* through the OUC's redesigned Financial Services & Solutions unit.

Where to Get Help: A Guide to Transition

We've created a [new website](#) to tell you where to get help, during and after the FinPro Help Desk transition.

Contact the new PSC Service Desk about:

- Payment Status/Invoice Inquiries
- Booking Travel
- Reimbursements
- Procurement/Travel Cards
- Concur
- CU Marketplace
- Purchase Orders
- PA, NRI, SSP/Other PSC Forms
- Supplier Questions

The new PSC Service Desk email is PSC@cu.edu. The FinProHelp@cu.edu email will forward to the PSC Service Desk through Dec 31. The FinProHelp phone 303.837.2161 is the new PSC Service Desk phone.

Contact the new OUC Financial Services & Solutions team about:

- CU-Data/m-Fin reports
- Finance System (FIN)
- Fiscal Compliance
- Propriety of Expenses/Sensitive Expenses
- Recognition & Training
- Gift Cards
- Fundraising Events/Other Accounting Handbook Procedures
- Cash Receipt/Other OUC Forms
- OUC's CPE Program

The new Financial Services & Solutions email will be announced soon. Continue to use FinProHelp@cu.edu until new email is announced.

Other Resources/Offices:

- All org units: continue to contact your [campus controller's office](#) as you have in the past (*this has not changed*)
- CU Denver | CU Anschutz Medical Campus org units: continue to contact your campus [Fiscal Compliance team](#) as you have in the past – for questions on Fiscal Compliance, Propriety of Expenses, Sensitive Expenses, Recognition & Training, Gift Cards, etc. (*this has not changed*)

We encourage you to check out the new [Where to Get Help: A Guide to Transition](#) website. Use the Questions & Feedback form at the bottom of the page to request additional information or share your comments.

Supply Chain Constraints/Recommendations

Although manufacturers are catching up to demand, there are still supply chain/logistical issues regarding delivery. Trucks, ports, and shipping are experiencing labor constraints, causing product to be delayed – in some cases, taking 3-15 times longer to get from point A to point B. Be proactive in ordering goods and utilize our catalog suppliers (most of whom have warehouses in the Denver metro area) as much as possible.

Scientific & Research Category - Update

Plastic consumables still have significant lead times and PPE items (gloves, N95 masks) could potentially go back to allocation for some suppliers in the next few months. CU's primary supplier for lab supplies, Fisher Scientific, is shipping more quickly than many industry competitors, and Medline has made significant changes to their transportation logistics to shorten lead times. Still, you should procure items needed through the remainder of 2021 as soon as possible. If you need help, email Scientific & Research Category Manager Bethany.Highfill@cu.edu.

Plastics (continued constraints):

Pipettes and tips, centrifuge tubes, media bottles, cryogenic vials, cell culture plastics, plastic tubing, sharps containers, specimen collection, polypropylene bottles, tubes, racks, etc.

Equipment using Computer Chips (continued significant constraints):

ULTs, biosafety cabinets, centrifuges

Chemicals (continued constraints):

Production chemicals/GMP life science (salts/buffers, tris, HEPES), polypropylene-based chemicals, ethyl acetate

Safety/PPE (continued constraints):

Nitrile and sterile gloves, apparel, respiratory-N95, sterile PPE, spill control, packaging

Glassware (stabilizing):

Disposable glass (tubes, vials, pipettes), reusable glass (beakers, flasks, cylinders)

IT Category - No Change

Laptops are experiencing delays up to three months due to the tightened supply of semiconductor chips and display glass. CU's primary laptop supplier, Dell, is shipping more quickly than many industry competitors, and CDW is another resource, so check these catalog suppliers first. For assistance, contact IT Category Manager Bryan.Pasternak@cu.edu.

Equipment using Computer Chips (continued significant constraints):

Laptop computers, desktops

Workplace Solutions Category - No Change

CU customers should expect delivery of devices ~5-7 weeks after Xerox/Konica Minolta receive the PO. (Supplies should not be affected.)

Temporary labor services are impacted due to a tight labor market. If you need assistance, contact Workplace Solutions Category Manager Annie.Becker@cu.edu.

For food-related questions, contact Senior Purchasing Services Manager Shondel.Baum@cu.edu.

Copier/MFD Equipment (emerging constraint)

Temporary Labor Services (emerging constraint due to tight labor market)

Food (continued constraints):

Flour, wheat, meat, fruits, vegetables, fats, oils