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Finance & Procurement Services Reorg: FinProHelp Phone Updates [1]

September 2, 2021 by normandy.roden [2]

As we discussed last week, the Office of University Controller (OUC) and the Procurement Service Center (PSC) are reorganizing how we deliver Help Desk and Training Services. In the past, these solutions for both finance and procurement were provided by the OUC's Finance & Procurement Business Services team, including the FinPro Help Desk. While this has worked well over the years, our offices feel that optimal customer service at this time will be delivered by separating the two functions and enabling each office to focus on its core mission. Therefore, responsibility for Help Desk and Training *for procurement* will transfer from the OUC to the PSC. **For FinPro Help Desk service transition, the timeframe is August-October 2021.**

Here's what to expect for FinPro Help Desk phone service this week ... and during the next several weeks:

- **9/7/21:** During our Sept-Oct transition, FinProHelp phone hours will be 10am-noon and 1-3pm (M-F). Use email during hours the phones are not available.
- **Special note for 9/9/21-9/15/21:** Due to staffing limitations, **FinProHelp phone service will not be available this week.** Email to FinProHelp@cu.edu [3] will be monitored, with delays. If inquiry is urgent, type URGENT as first word of email Subject.

We encourage you to visit the OUC [4] and PSC [5] Reorganization websites for additional details and ongoing updates throughout the full transition period, August-November 2021.

As part of the process, we look forward to hearing from **you**. Feel free to share your thoughts with us:

- Office of University Controller (OUC) Questions & Feedback form [6]
- Procurement Service Center (PSC) Questions & Feedback form [7]

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