Getting Help: Financial Services & Solutions (FSS) [1]

In September 2021, the Office of University Controller (OUC) and Procurement Service Center (PSC) reorganized how they deliver help desk and training functions. As part of this restructuring, the OUC’s longtime Finance & Procurement Help Desk (FinProHelp) transitioned into two new units:

- **The OUC’s Financial Services & Solutions (FSS) team** continues to provide *finance-related assistance* previously available from FinProHelp -- including guidance for formerly PSC procedures such as Sensitive Expenses, Official Functions, and Recognition & Training, and for those related forms.
- **The PSC Service Desk** now provides much of the *procurement-related assistance* previously delivered by FinProHelp -- focusing on the use of the CU Marketplace eprocurement system and the Concur Travel & Expense System.

For additional details on where to go to get answers to your questions, see below.

OUC FINANCIAL SERVICES & SOLUTIONS

Email: FSS@cu.edu [2].
Contact Financial Services & Solutions about:

- CU-Data/m-Fin reports
- Finance System (FIN)
- Journal Entries/JE Spreadsheets
- Fiscal Compliance
- Propriety of Expenses/Sensitive Expenses
- Official Functions
- Recognition & Training
- Gift Cards
- Fundraising Events
- Cash Receipt, Official Function/Other OUC Forms
- OUC’s Continuing Professional Education (CPE) Program

Contact PSC Service Desk about:

- Payment Status/Invoice Inquiries
Booking Travel
Reimbursements/Refunds
Procurement/Travel Cards
Concur
CU Marketplace
Purchase Orders
PA, NRI, SSP/Other PSC Forms
Supplier Questions
1099 Questions

Contact the offices listed for assistance with the designated topics:

- Campus Controllers’ Offices [4] - continue to contact your campus finance office as you have in the past
- CU Denver|CU Anschutz Medical Campus Fiscal Compliance [5] - Fiscal Compliance, Propriety of Expenses, Sensitive Expenses, Recognition & Training, Gift Cards
- UIS/Campus IT Offices [6] - Portal Issues (access, login, etc.)
- Employee Services - Benefits [7]
- Employee Services - HCM [8]
- Employee Services - Payroll [9]
- Employee Services - Scope of Work (SOW) [10]
- Campus Bursar's Offices - BRS Payments

Have a question or feedback?

Questions & Feedback [12]

Feedback or Question *

Your Name

Your Email Address

CAPTCHA
This question is for testing whether or not you are a human visitor and to prevent automated spam submissions.

Submit

Groups audience:
Controller

Source URL: https://www.cu.edu/controller/finance-procurement-help-desk-finprohelp

Links
services/collaborative-hr-services/cu-campuses/scope-work-sow-independent-contractor
[11] https://www.cu.edu/uis/access-it-security/request-access/campus-access-coordinators
[12] https://www.cu.edu/controller/forms/questions-feedback-0