Published on *University of Colorado* (https://www.cu.edu)

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

November 30, 2023

Looking for advice regarding a financial or procurement system ... form ... or process?

A little over two years ago, the Office of University Controller (OUC) and the Procurement Service Center (PSC) reorganized how they delivered help desk and training functions. As part of this restructuring, the OUC's consolidated Finance & Procurement Help Desk (FinProHelp) transitioned into two separate units -- one in each of the two offices.

We still field questions from departments about where they should go with specific technical and policy/procedural issues -- so the OUC's **Help webpage** (www.cu.edu/controller/help [2]) includes contact information for other offices and not just our own. For a quick summary, note that:

- The OUC's new Financial Services & Solutions [3]team focuses on training modalities/methods and content related to finance, financial reporting, fiscal roles/responsibilities, and the OUC’s Continuing Professional Education Program. Our unit continues to provide the finance-related assistance previously available from FinProHelp -- as well as guidance on certain financial procedures (like Sensitive Expenses) that used to be considered PSC procedures. You can reach us by emailing FSS@cu.edu [4].
- The PSC's new Customer Success & Organizational Excellence [5] unit includes the PSC Service Desk, which answers questions related to purchasing, payables, and travel. The Service Desk now provides much of the procurement-related assistance previously delivered by FinProHelp. You can reach them by emailing PSC@cu.edu [6] or calling 303.837.2161 (the former FinProHelp number).

For additional information on where to go for help, see the FSS Help webpage [2].

Questions? Use the Feedback webform at the bottom of FSS Help [2].

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