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# Finance & Procurement Services Reorganization-Where to Get Help [1]

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As discussed in previous communications, the Office of University Controller (OUC) and Procurement Service Center (PSC) have reorganized how they 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 areas, enabling each office to focus on its core mission. Therefore, in fall 2021, responsibility for *procurement* help desk/training transferred from the OUC to the PSC. As part of this restructuring:

- The OUC has redesigned its Finance & Procurement Business Services team. The new team – Financial Services & Solutions [2] – focuses on training modalities/methods and content related to finance, financial reporting, fiscal roles/responsibilities, and the OUC's Continuing Professional Education Program. This unit continues to provide the finance-related assistance previously available from FinProHelp. You can reach us by emailing FSS@cu.edu [3].
- The PSC has restructured to form a new unit – Customer Success & Organizational Excellence [4], including a PSC Service Desk – to deliver help desk, training, and other services for purchasing, payables, travel, and related areas. The PSC Service Desk now provides the procurement-related assistance previously delivered by FinProHelp. You can reach them by emailing PSC@cu.edu [5] or calling 303.837.2161 (the former FinProHelp number).

For additional information on where to go for help, see our Guide to Transition website [6].

**Questions?** Use the Feedback webform at the bottom of the Transition website … or contact FSS Director Normandy Roden [7].

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**Links**
[1] https://www.cu.edu/controller/office-university-controller-news/february-16-2022-edition/finance-procurement-services [2] https://www.cu.edu/controller/policies/ouc-org-chart [3] mailto:FSS@cu.edu [4] https://www.cu.edu/psc/policies/psc-organizational-chart [5] mailto:PSC@cu.edu [6] https://www.cu.edu/controller/where-get-help-guide-transition [7] mailto:normandy.roden@cu.edu