

## **Where to Get Help: A Guide to Transition** <sup>[1]</sup>

The Office of University Controller (OUC) and Procurement Service Center (PSC) have reorganized how they deliver help desk and training functions <sup>[2]</sup>. As part of this restructuring, the OUC's Finance & Procurement Help Desk (FinProHelp) has transitioned into two new units: The OUC's Financial Services & Solutions (FSS) team continues to provide *finance-related assistance* previously available from FinProHelp. The PSC Service Desk now provides *procurement-related assistance* previously delivered by FinProHelp. This Guide tells you where to get help after the FinPro Help Desk transition.



### **PSC SERVICE DESK**

*Email: [PSC@cu.edu](mailto:PSC@cu.edu)* <sup>[3]</sup>.

*Call: 303.837.2161*



### **OUC FINANCIAL SERVICES & SOLUTIONS**

*Email: [FSS@cu.edu](mailto:FSS@cu.edu)* <sup>[4]</sup>.



## OTHER RESOURCES/OFFICES

### ***Contact 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
- 1099 Questions

### ***Contact Financial Services & Solutions about:***

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

### ***Contact the offices listed for assistance with the designated topics:***

- Campus Controllers' Offices <sup>[5]</sup> - continue to contact your campus finance office as you have in the past
- CU Denver|CU Anschutz Medical Campus Fiscal Compliance <sup>[6]</sup> - Fiscal Compliance, Propriety of Expenses, Sensitive Expenses, Recognition & Training, Gift Cards
- UIS/Campus IT Offices <sup>[7]</sup> - Portal Issues (access, login, etc.)

- Employee Services - [Benefits](#) [8]
- Employee Services - [HCM](#) [9]
- Employee Services - [Payroll](#) [10]
- Employee Services - [Scope of Work \(SOW\)](#) [11]
- Campus Bursar's Offices - BRS Payments
- Campus Security Coordinators - [Enterprise System Access](#) [12]

**Have a question or feedback?**

## **Questions & Feedback** [13]

**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**

Controller

**Groups audience:**

Controller

**Source URL:**<https://www.cu.edu/controller/where-get-help-guide-transition>

### **Links**

[1] <https://www.cu.edu/controller/where-get-help-guide-transition> [2] <https://www.cu.edu/controller/finance-procurement-services-reorganization-ouc-updates> [3] <mailto:PSC@cu.edu> [4] <mailto:FSS@cu.edu> [5] <https://www.cu.edu/controller/campus-controllers-finance-offices> [6] <mailto:FS-Compliance@ucdenver.edu> [7] <https://www.cu.edu/service-desk> [8] <https://www.cu.edu/employee-services/benefits-wellness> [9] <https://www.cu.edu/hcm-community> [10] <https://www.cu.edu/employee-services/employee-payroll> [11] <https://www.cu.edu/employee-services/collaborative-hr-services/cu-campuses/scope-work-sow-independent-contractor> [12] <https://www.cu.edu/uis/access-it-security/request-access/campus-access-coordinators> [13] <https://www.cu.edu/controller/forms/questions-feedback-0>