



FINANCIAL SERVICES

INTRODUCING THE FINANCIAL SERVICES SUPPORT CENTER (FSSC)

The Financial Services Support Center (FSSC) is the latest effort to increase and improve customer service and support to the University's Financial Services community. The goal of the FSSC is to provide the highest level of support to UNM's Banner Finance users.

FSSC began receiving Ask A Question (AAQ's) from fastinfo.unm.edu on February 18th.

On Monday February 25, we began receiving your "Chat NOW" requests from fastinfo.unm.edu.

On Monday March 3, 2008, our phone lines will be operational! Call us at **277-FinanceHeLP (3457)** for all Financial Services questions, problems or issues. Our hours will be 8:00 AM to 12:00 noon and 1:00 PM to 5:00, Monday thru Friday.

Employees from Financial Services will staff the FSSC. This will include Fiscal Services Tech's, Accountants and Administrative support from the VP, HSC/UNM Finance University Controller's area.

FSSC staff will share knowledge from their respective Financial Services offices:

Accounts Payable, Banking & Taxation, Contracts & Grant Accounting, Finance Systems Management, General Accounting, Property Accounting and Purchasing.

UPCOMING EVENTS

Monday March 3, 2008 the new FSSC will begin taking calls. Call FSSC at: 277-Finance**HeLP** (277-3457).

Monday March 3, 2008 Finance Self Service will be available (see page 2)

CURRENT EVENTS

Friday February 29, 2008, Approval Queues Change for Requisitions was implemented. Financial Services offices will no longer be required to approve requisitions for goods up to \$5,000.

WHAT DOES THIS MEAN FOR ME?

Need Banner Finance help?
Need Finance Self Service help?
Contact the FSSC by going to fastinfo.unm.edu, where you can submit an AAQ or go to CHAT Now. You can also contact us by calling 277-FHLP.



UNM | FINANCIAL SERVICES SUPPORT CENTER

www.unm.edu/~fssc MSC 01 1290 Phone 277-FHLP

FINANCE SELF SERVICE GOES LIVE ON 3/3/08

Finance Self Service provides an intuitive user-friendly interface to INB Banner via LoboWeb.

The interface is similar to Employee Self-Service and Budget Planner Self-Service, but focuses on specific Finance transaction processing.

Features include “Point and Click” drill-down functionality for querying, viewing and processing finance transactions.

This alleviates much of the cumbersome, inconsistent and complex “navigational” issues users experience with Banner INB.

Using Self Service you will be able to:

- Approve PRs, JVs and DPIs and View Document Approval history.
- Query Finance Transactions with drill down capabilities to access detailed information and viewing of related documents.
- Export/download capabilities to Excel for further analysis

Future Functionality of Self Service will include:

- Integrated DP-EZ information
- Initiate simple Journal Vouchers
- Integration with Xtender document management.

Myth Busters

Lucy: “Hey Louie I called Purchasing to ask them to approve my PR and they said they don’t approve PR’s.”

Louie: “That’s right, Purchasing processes the PR’s and generates a purchase order but only after your PR has been approved at the department and by Financial Services.”



FAQ's

Each newsletter will include some FAQ's that the FSSC has received, as well as the Fast Info Answer ID's for the questions.

Louie: “Hey Lucy, I typed *DPEZ Paid* in Fast Info and received 109 answers! I can't possibly look at all of them.”

Lucy: “Actually Louie, try this: In the Department/Subject Area Select *Administrative Finance* from the drop down list, and this will narrow the answers returned to 57.

If that is still too many, in the Enter words to search for here box type: *DPEZ + paid* and 27 answers are returned. Finally try this, type: *+ DPEZ + paid* and you'll get only 3 answers found!”

(Based on searches performed 2/29/08)

A screenshot of the LoboWeb search interface. It shows a dropdown menu for "Department/Subject Area" with "All" selected. To the right is a search box with the text "Enter words to search for here: Search Tips" and a "Search" button. Below the search box is a "What to look for:" dropdown menu with "Phrases" selected. In the bottom right corner, there is a logo that says "Powered by RIGHT NOW".

For additional search tips click on the words Search Tips in Fast Info.

Please e-mail questions or comments to:
FSSC@salud.unm.edu