In the Support Framework: Your Guide to Finding Help

Where do I go to find answers? Get started using our Support Framework where you can:
- **Bookmark** or link to various resources available to you.
- Submit a request for guidance on how to arrange a moving company service for household moves.
- **Opt Out** or remove a required Travel & Entertainment Card.
- **Manage** or staff with financial responsibilities, identify their resources based on the following questions:
- **Submit** them for approval before the respective fiscal close cutoff dates.
- **Review** transactions from Available Expenses onto the proper Expense Report(s) and, as applicable, expenses within a reasonable period of time. Add expenses and move any pending card charges.
- UC San Diego travelers, hosts, and cardholders must adequately account to the University for their expenses. Knowledgeable agents are standing by to assist you and answer your questions. Bring your issue to office hours and phone a friend.

Support Framework

The Support Framework is designed to help the Budget & Finance community, including faculty and staff with financial responsibilities, identify their resources based on the following questions:

- **Financial Operations topics:**
  - Procurement
  - Oracle: Buying and Paying for PO Requisitioners
  - Equipment Asset Management
  - Cash & Merchant Services
  - Accounts Receivable
  - PPM Strategic Design
  - Researcher Dashboard, but will be standalone and searchable by award, project, and project-award combination.

- **Business Analytics Hub**
  - The new Expanded Project Summary Report will be available starting Tuesday, April 19, 2022.

- ** UC San Diego Budget & Finance YouTube channel**
  - Watch recorded office hours and more on our UC San Diego Budget & Finance YouTube channel here!

- **Upcoming Report Release:**
  - Expanded Project Summary Report

- **On April 15, 2022, we reintroduced the Financial Operations team.**
  - Previously, our office hours only covered Accounts Receivable-related topics. We are happy to announce that our monthly Financial Operations Office Hours will now cover a broader range of topics.

- **In Case You Missed It!**
  - Our goal is to deliver timely information that matters to you.

- **Focus on topics such as shopping for and purchasing goods and services, searching across UC systems and websites for contracts and purchase orders, and more.**

- **This new Expanded Project Summary Report will offer the drill through pages of the Faculty and Researcher Dashboard.**

- **Be sure to try out the different calendar views in the upper right corner!**

- **Researcher Dashboard**
  - Click to access the Researcher Dashboard, which showcases a consolidated view of Office Hours, In Case You Missed It!, and other important updates.

- **Introducing Financial Operations: Relaunch of Office Hours**
  - Bring your financial questions and ideas to our office hours and phone a friend.

- **UC San Diego Finance Help Line!**
  - Call the UC San Diego Finance Help Line! We look forward to hearing from you!

- **Fiscal Year Close Preparations**
  - This live course will include an in-depth explanation of Concur processes related to meetings, travel, and expenses. Arranging Moving Company Service will be a required T&E Card Action Request. You can rewatch this live presentation in the UC San Diego Budget & Finance YouTube channel.

- **Oracle: Buying and Paying for PO Requisitioners**
  - This course includes hands-on instruction on the use of Oracle Procurement & Payables. It focuses on topics such as shopping for and purchasing goods and services, searching across UC systems and websites for contracts and purchase orders, and more. The course will be especially valuable for individuals responsible for departmental budget and finance-related activities.

- **Oracle Procurement & Payables eCourse**
  - This course will be especially valuable for individuals responsible for departmental budget and finance-related activities.

- **Thursday, April 21, 2022**
  - Introduction to Oracle Procurement & Payables eCourse

- **Thursday, April 28, 2022**
  - Fiscal Year Close Preparations
  - UC San Diego travelers, hosts, and cardholders must adequately account to the University for their expenses. Knowledgeable agents are standing by to assist you and answer your questions. Bring your issue to office hours and phone a friend.
  - Each Tuesday, the Weekly Digest provides important updates related to budget, finance, and operations topics:
    - **Oracle Procurement & Payables**
    - **Equipment Asset Management**
    - **Cash & Merchant Services**
    - **Accounts Receivable**

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