See all there is to know about budget & finance can feel daunting. The Support Framework: Your Guide to Finding Help is designed to help the Budget & Finance community, including faculty or staff with financial responsibilities, identify their resources based on the following questions:

- **Who can I call?**
  - Call the UC San Diego Finance Help Line! Knowledgeable agents are standing by to assist you and answer questions.

- **Where can I find help?**
  - Click to access the UCSD BI Consumer JR role is required to access the report. It contains links to commonly used reports. Find it on the Administration tab under Budget & Finance on bah.ucsd.edu.

- **What can I do on my own?**
  - By popular demand and based on input from attendees of Fund Manager Office Hours, we have created a report object that contains links to commonly used reports. Find it on the Administration tab under Budget & Finance on bah.ucsd.edu.

- **How do I get help?**
  - **Join the Internal Controls Office Hours to ask questions regarding the internal controls guidance posted on the Internal Controls Blink page.** Every Monday @ 11:00am - 12:00pm
  - **Watch recorded office hours and more on our UC San Diego Budget & Finance YouTube channel.**

- **Is there a training program for me?**
  - **Camp IPPS** is back with 30 instructor-led zoom courses spanning hot topics in Oracle, Concur, Payables, Logistics, and more! August 15-19, 2022

- **What if I have a question about travel reimbursement?**
  - **UC San Diego Travel: Before You Go** takes you through the UC San Diego travel policy and the trip reconciliation procedure, including summarized guidelines and on-demand resources. Faculty and staff will learn about the Concur processes for claiming travel expenses on a Travel Expense Report.
  - **9:00am - 11:00am** Thursday, July 28, 2022

- **How do I manage payments?**
  - **UC San Diego Procure-to-Pay Office Hours** is a required prerequisite for registration. This course includes hands-on instruction on the use of Oracle Procurement & Payables. It focuses on topics such as searching across UC San Diego requisitions and POs, closing POs, processing nonPO payments, and checking invoice status. This course will be especially valuable for individuals responsible for departmental purchases who want to further their understanding of buying on campus.
  - **Thursday, July 21, 2022 @ 9:00am - 11:00am**

- **How do I manage expense reimbursement?**
  - **Concur: Event and Expense Reimbursements** is designed for preparers, hosts/payees, and financial managers who are familiar with policy and guidelines and on-demand resources. Faculty and staff who travel or book business travel can further their understanding of preauthorization, booking travel via Concur, prepaying with the Travel & Entertainment Card, and how to take advantage of TripIt Pro. It is recommended that travelers and preparers also attend the UC San Diego Travel: Before You Go course before the trip concludes.
  - **9:00am - 11:00am** Thursday, July 28, 2022

- **What if I want to learn about the expense reconciliation process in Concur?**
  - **Concur: Event and Expense Reimbursements** is designed for preparers, hosts/payees, and financial managers who are familiar with policy and guidelines and on-demand resources. Faculty and staff who travel or book business travel can further their understanding of preauthorization, booking travel via Concur, prepaying with the Travel & Entertainment Card, and how to take advantage of TripIt Pro. It is recommended that travelers and preparers also attend the UC San Diego Travel: Before You Go course before the trip concludes.
  - **9:00am - 11:00am** Thursday, July 14, 2022

- **What if I want to research OCGA internal controls?**
  - **Join the Internal Controls Office Hours to ask questions regarding the internal controls guidance posted on the Internal Controls Blink page.** Every Monday @ 11:00am - 12:00pm

- **How do I report an invoice status issue?**
  - **11:00am - 12:00pm** Thursday, July 21, 2022

- **What if there is a delay in Concur?**
  - **Stop by the Procure-to-Pay Office Hours this week!** We are excited to announce a major enhancement to the Payment Request form in Services & Support! Attaching a separate PDF form to each request is no longer required. Detailed questions will appear right on the Services & Support form based on the payment category selected and will walk you through the process (e.g. when Gifts & Awards is selected, information about unusual business practices will appear). Note that supporting documentation is still required and Blink links are provided for additional guidance.
  - **9:00am - 11:00am** Thursday, July 21, 2022

- **What if I have a question about invoices?**
  - **10:00am - 11:00am** Thursday, July 21, 2022

- **How do I troubleshoot a report issue?**
  - **11:00am - 12:00pm** Thursday, July 21, 2022

- **What if there is an issue with a report or transaction?**
  - **11:00am - 12:00pm** Thursday, July 21, 2022

- **What if I need to make a change to a purchase order?**
  - **11:00am - 12:00pm** Thursday, July 21, 2022

- **How do I manage a purchase order?**
  - **11:00am - 12:00pm** Thursday, July 21, 2022

- **What if I have a question about payments?**
  - **11:00am - 12:00pm** Thursday, July 21, 2022

- **What if I need help billing?**
  - **11:00am - 12:00pm** Thursday, July 21, 2022

- **What if I have a question about funds?**
  - **11:00am - 12:00pm** Thursday, July 21, 2022

- **What if I need assistance with the Research Administration Activity Dashboard?**
  - **11:00am - 12:00pm** Thursday, July 21, 2022

- **What if I need help with Procure-to-Pay?**
  - **11:00am - 12:00pm** Thursday, July 21, 2022

- **What if I need help with Budget & Finance related integrations?**
  - **11:00am - 12:00pm** Thursday, July 21, 2022

- **What if I have a question about Business Analytics?**
  - **11:00am - 12:00pm** Thursday, July 21, 2022

- **What if I need help with the Research Administration Activity Dashboard?**
  - **11:00am - 12:00pm** Thursday, July 21, 2022

- **What if I need help with the Budget & Finance community?**
  - **11:00am - 12:00pm** Thursday, July 21, 2022

- **What if I need help with the Budget & Finance community?**
  - **11:00am - 12:00pm** Thursday, July 21, 2022
Who can help escalate?

How do I suggest enhancements?

Bookmark or download a copy for quick links to various resources available to you.

Each Tuesday, the Weekly Digest provides important updates related to Budget & Finance, including Oracle Financials Cloud and Concur Travel & Expense. Our goal is to deliver timely information that matters to you.

Not sure where to find answers? Get started using our Support Framework.

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