UC Riverside has embarked on an important effort to update financial processes and systems across the campus. The program team hosts Town Halls as part of our efforts to prepare and educate the campus’ faculty and staff on related changes and preparation activities.

This Town Hall is recorded and will be posted to the Impact23 website under News & Events (Recorded Events).

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>PRESENTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome &amp; Timeline</td>
<td>Asirra Suguitan &amp; Gerry Bomotti</td>
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<tr>
<td>Stabilization Support</td>
<td>Laura Virgil &amp; Josh Hoerger</td>
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<tr>
<td>Training Updates</td>
<td>Helen Kotke</td>
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<td>Oracle COA Management Updates</td>
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<td>Bobbi McCracken</td>
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<td>Procure to Pay Updates</td>
<td>Joe Andreu</td>
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<tr>
<td>Question &amp; Answer</td>
<td>Josh Hoerger</td>
</tr>
</tbody>
</table>
# Modernizing UC Riverside's Financial Systems

We Are Here!

## Implementation Timeline

<table>
<thead>
<tr>
<th>Year</th>
<th>Convert, Test, &amp; Train</th>
<th>Cutover</th>
<th>Implementation Support &amp; Stabilization</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2023</td>
<td>Program Timeline</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Campus Participation</td>
<td>+ Extended Testers</td>
<td>User Training</td>
</tr>
<tr>
<td></td>
<td>System Configuration &amp; Deployment</td>
<td>Oracle Budget &amp; Oracle Financials</td>
<td>Concur Travel &amp; Expense Phase 2</td>
</tr>
<tr>
<td></td>
<td>Remediate or Replace</td>
<td>Work Order Systems --&gt; ServiceNow</td>
<td>Data Warehouse Phase 2</td>
</tr>
<tr>
<td></td>
<td>Integrated Financial Apps</td>
<td>Test 2</td>
<td>Test 3</td>
</tr>
</tbody>
</table>

[Implementation Timeline | Impact23 (ucr.edu)]
Support Overview

Stabilization Channels

Laura Virgil & Josh Hoerger
IMPACT23 SUPPORT
Department Support by Type

Self-Help
- Grow Knowledge with On-demand, Self-help Resources
  - Training
  - Website
  - Guided Learning

Community of Practice
- Enter your general inquiry in the channel for assistance
  - Impact23 departmental OR 6
tiger team members are standing by to help answer your inquiry, share their knowledge, and help guide you

ServiceNow Ticket
- STILL NEED HELP?
  Enter a ticket online or call the Impact23 Finance Help Line to reach the appropriate concierge

Concierge Zoom Line
- Concierge Service Areas
  - Budget
  - Concur Travel & Expense
  - Grants & Contracts
  - Procure to Pay
  - Financial Reporting
Guided Learning is a knowledge tool that lives within UC Riverside’s new financial applications. The tool provides real-time, step-by-step guidance to complete tasks and activities, and is configured to the university’s business processes.

- **Oracle Guided Learning**
  - *Oracle Financials, Oracle COA Management, and Oracle Budget:*
    A Chrome extension is required to access OGL in these environments.

- **WalkMe**
  - *ServiceNow Work Order Systems:*
    WalkMe should be automatically installed in the ServiceNow environment.
- Impact23 Program Participants (Department SMEs, SMAs and Extended Testers) will continue supporting their Orgs during stabilization through Slack.

- Departments should use Org-level Slack channels (#financesupport) for inquiries **before resorting to helpline calls or ticket submissions**.

- Departments can use CoP channels (#financecop) to crowdsource answers and share knowledge.

- Slack was selected for its accessibility advantages over other platforms like MS Teams. The current MS Teams CoP will be retired after go-live.

- Join an upcoming Slack information session to discover how to utilize the platform and join your preferred channels!
  - **Thursday, July 6, 1-1:30 pm**
  - **Monday, July 10, 10-10:30 am**
How to Join a Slack Workspace

A Slack workspace is made up of channels. It is a virtual environment where teams and communities collaborate, and it serves as a centralized hub for communication, file sharing, and project management. Each workspace is unique and can be customized to suit the needs of its members.

To join the **UCR Community** Slack workspace:

1. Go to [ucr.slack.com](http://ucr.slack.com)
2. Click “Sign in with CAS” and enter your UCR credentials: first.last@ucr.edu > netid@ucr.edu
3. Once your UCR Slack account is set up and activated, you can join the **UCR Community** workspace
Channels are dedicated spaces within a workspace for specific topics, teams, or projects. To find channels within Slack:

1. Use the search bar at the top of the Slack interface. Then click the # Channels filter.
2. Type the name of the channel you’re looking for (for example: #financecop-travelexp) or keywords related to your interests.
3. Click the green Join button to join the channel.

1. Click + Add channels
2. Select Browse channels
3. Type the name of the channel you’re looking for (for example: #financecop-travelexp) or select a channel as it pops up.
Office Hours Support

Office hours are informal sessions where personnel from central offices and department volunteers are available to assist users who have access to our new finance and research systems. Office hours are a valuable opportunity to interact with colleagues and get your specific questions addressed.
- Support for Impact23, spanning Business & Financial Services (BFS), Financial Planning & Analysis (FP&A), and Research and Economic Development (RED), with integration to ITS's ServiceLink for coordination.
- Portal will be available for go-live on 7/5
- Provides visibility/data on trends, support efforts, and response times.
Concierge Helpline

Finance and Administration Concierge Helpline agents are knowledgeable representatives who can address your inquiries, troubleshoot issues, and collaborate with you to find solutions. Additional instructions are posted on the Impact23 website for the helpline calling process.

**Hours of Operation**
Monday – Friday: 9:00 am – 4:00 pm
*Closed for lunch from 12:00 p.m. - 1:00 p.m.*
*Concierge #: Available 7/6*
Training Updates

Revised Processes

Helen Kotke
1. Oracle: Budget & Financial Systems Introduction
2. UCR Chart of Accounts
3. Oracle: Requester
Additional course added to Department Analyst learning path – Kuali SP: Proposal Development
Oracle Login
Changes since Training Creation

**Updates to Online Training and Workshops In Process**
For transactors, when a requisition has completed the approval routing, it will return to the transactor for action!

Create a Purchase Order
1. Procure to Pay
2. Purchase Orders
3. Select the Requisition Lines Requiring Actions
4. Select all rows associated with the specific requisition number
5. Add to document builder
6. Click OK
7. Click Create
8. A confirmation pop-up will appear. Click OK
If there is a freight line, bring the Receipt Close Tolerance Percent and the Invoice Close Tolerance Percent to 100.

**Complete Freight**

1. In the Additional Information section, select Schedules
2. Select the **Freight** line
3. Click the **Pencil** icon to edit
4. Update **Receipt Close Tolerance Percent** and the **Invoice Close Tolerance Percent** to 100
5. Once done, click **OK**
Communicate PO – Transactor Reminder

*Communicate the PO to the supplier via e-mail.*

**Communicate to Supplier**
1. Select **E-Mail** as the **Communication Method**
2. Confirm the email address is correct for the **supplier**
3. If desired, **enter your email** in the **CC** field to receive a copy of the email
4. Click **Save** and **Submit**
The worklist is a helpful way to manage notifications within Oracle.

Open Worklist:
1. Click bell icon
2. Select Show all
3. Click Worklist
4. My Tasks – Shows all notifications

Create a View:
5. Click the plus icon
6. Enter a name and workflow pattern
7. Once set, click OK
AP Invoice Report

Invoice Holds in Oracle Financials

- **System Hold** – Automatic hold created by the system
- **AP Communication Hold** – Hold identified by AP. Reason documented by AP.

Review comment, take action (if appropriate), write a comment back to AP, and acknowledge the hold.

How will you know that an invoice is on hold?

- **AP Communication Hold** – System notification (bell icon/worklist) or UCR AP Report for Invoices
- **System Hold** – UCR AP Report for Invoices

How to run the report:

- Open the report
  - **Magnifying glass** – Search “AP Invoice”; uncheck exact match; location - all; sub-folder checked; type - report
  - **Folders** – shared folders/custom/UCR/reports/financials/accounts payable/BI
- Select the **Owning Department**
- Select the **Output Type** and click **Apply**
- Review the **Hold Reason column** in the report to determine if any should be remedied by the department
# Department Action Hold Reasons

<table>
<thead>
<tr>
<th>Hold Reason</th>
<th>Description</th>
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<tbody>
<tr>
<td>Account Ordered</td>
<td>Amount billed exceeds amount ordered.</td>
</tr>
<tr>
<td>Account Received</td>
<td>Account billed exceeds amount received.</td>
</tr>
<tr>
<td>Cannot close PO</td>
<td>Cannot close PO before schedule is fully delivered.</td>
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<td>Cannot try PO close</td>
<td>Cannot close PO because invoice has unreleased holds.</td>
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<tr>
<td>Consume Quantity</td>
<td>Billed quantity exceeds consumed quantity.</td>
</tr>
<tr>
<td>Final matching</td>
<td>PO was already final matched to another invoice.</td>
</tr>
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<td>Insufficient funds</td>
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</tr>
<tr>
<td>Maximum consumed quantity</td>
<td>Billed quantity exceeds consumed quantity by tolerance amount.</td>
</tr>
<tr>
<td>Maximum ordered amount</td>
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<td>Variance between invoice and schedule amount exceeds limit.</td>
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<td>Billed quantity exceeds ordered quantity.</td>
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<td>PO not approved</td>
<td>Invoice matched to unapproved purchase order.</td>
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<td>Price</td>
<td>Invoice price exceeds purchase order price for PO or receipt matched invoice line and exceeds consumption advice price for consumption advice matched invoice line.</td>
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<tr>
<td>Quality</td>
<td>Billed quantity exceeds accepted quantity.</td>
</tr>
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<td>Received quantity</td>
<td>Billed quantity exceeds received quantity.</td>
</tr>
<tr>
<td>Receiving exception</td>
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**Department Action – Invoice System Holds QRG**
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Department Action – Invoice System Holds QRG

Overview
This page outlines the steps to be taken when a hold is placed on an invoice in the AUP system due to a hold reason. The steps are as follows:

1. Open the AUP (AP) 
2. Open the UCR AP Communication field 
3. Document the hold reason and provide the necessary details for each hold reason. 

Refer to the table above for a list of hold reasons and their corresponding descriptions. 

Department Action Hold Reasons Overview

- **Department Action**
  - Invoice System Holds QRG

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Oracle Budget - New Cards (Tiles)

**Budget Execution (moving funds)**
- Managing the current fiscal year’s budget

**Budget Request (requesting funds)**
- Request to increase the GL Working Budget from either Dean/VC resources or Central Budget Office resources.
- **Budget Request for BP** (Budget Process – Next fiscal year)
- **Budget Request for BE** (Budget Execution – Current fiscal year)
# Oracle Budget – Updated Report Naming

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Previously known as</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Funds Summary</td>
<td>EMP_CORPORATE_FINANCIAL_FUND_SUMMARY</td>
<td>This report allows you to view fund budget, expense, encumbrance, and balance detail by COA with subtotals at the fund-function-activity combination level. This report allows you to see all funds at once.</td>
</tr>
<tr>
<td>Activity Summary</td>
<td>EPM_CORPORTAE_FINANCIAL_BY_ACTIVITY</td>
<td>This report allows you to view fund budget, expense, encumbrance, and balance detail by COA with subtotals at the activity level. This report allows you to select an activity or see all activities at once and will show all funds.</td>
</tr>
<tr>
<td>Carryforward Report</td>
<td></td>
<td><em>Could potentially be renamed Rollover Report</em> This report shows the rollover balances for the last 3 years at consolidated activity and fund viewpoints.</td>
</tr>
<tr>
<td>Deficit Analysis Report</td>
<td></td>
<td>This report shows only Activity/Fund/Function combinations that have a negative balance (deficit) at the total BC level.</td>
</tr>
<tr>
<td>Deficit Analysis with Flex Detail</td>
<td>Deficit Analysis with Fund Grouping</td>
<td>This report shows only Activity/Fund/Function combinations that have a negative balance (deficit) at the total BC level and includes flex values in the details</td>
</tr>
<tr>
<td>Expandable Fund Summary</td>
<td>EPM_CORPORATE_FINANCIAL_EXPANDABLE</td>
<td>This report allows you to view the fund budget, expense, encumbrance, and balance detail at the highest level by Fund and BC with the option to expand down into the function and activity nodes. This report is useful for orgs that like to see total function balances quickly. (Must be viewed in HTML to be expandable).</td>
</tr>
<tr>
<td>Faculty Non Project Portfolio Report</td>
<td></td>
<td>This report is based on the Flex 2 dimension. It provides an overview of Faculty balances by Fund.</td>
</tr>
</tbody>
</table>

Report Index on Impact23 Website

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# Oracle Budget – Updated Report Naming

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</thead>
<tbody>
<tr>
<td>Fund Summary by Activity</td>
<td>EPM_COPROPORATE_FINANCIAL_DETAIL_BY_FUND</td>
<td>This report allows you to view fund budget, expense, encumbrance, and balance detail by COA with subtotals at the fund-activity-function combination level. This report allows you to see only one fund at a time. But you can view all orgs at once as well.</td>
</tr>
<tr>
<td>Fund Summary Report</td>
<td>EPM_CORPORATE_FINANCIAL_BY_FUNCTION</td>
<td>This report allows you to view fund budget, expense, encumbrance, and balance detail by COA with subtotals at the fund-function combination level. This report allows you to select a fund or see all funds simultaneously.</td>
</tr>
<tr>
<td>Staffing Position List Detail</td>
<td>STAFFING SUMMARY BY BC SELECTION</td>
<td>This report provides workforce details by COA of filled positions and unfilled positions to have a sum of total staffing by employee and job code detail.</td>
</tr>
<tr>
<td>Staffing Summary</td>
<td></td>
<td>This report provides workforce details by COA of filled positions versus unfilled positions to have a sum of total staffing and compare that sum to Total Budget in financials sub-totaled by activity. You can filter down to the COA level or view it from any level of the activity tree including campus-wide. This forces you to select a BC so that you only see one BC at a time.</td>
</tr>
<tr>
<td>Variance Report for Expense</td>
<td></td>
<td>This report shows the variance between budget and actuals. You must select between final or OEP working budget and the report sorts by activity fund combination. You can select any level of the ORG tree. When viewed in HTML, you can drill down into more detail for the function and BC detail. Only shows expense BCs.</td>
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Report Index on Impact23 Website
# Oracle Budget – Updated Report Naming

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<tr>
<td>Variance Report for Expense - Expandable</td>
<td>VARIANCE REPORT FOR EXPENSE - DETAILED VERSION</td>
<td>You must select between final or OEP working budget. The report sorts by activity fund combination. You can select any level of the ORG tree. When viewed in HTML, you can drill down into more detail for the function and BC detail. Only shows expense BCs.</td>
</tr>
<tr>
<td>Variance Report for Revenue</td>
<td></td>
<td>This report shows the difference between budget and actuals. You must select between final or OEP working budget. The report sorts by activity-fund-function combination. You can select any level of the ORG tree. Only shows Revenue BCs.</td>
</tr>
<tr>
<td>Variance Report for Revenue - Expandable</td>
<td>VARIANCE REPORT FOR REVENUE - DETAILED</td>
<td>You must select between final or OEP working budget. The report sorts it by activity fund combination. You can select any level of the ORG tree. When viewed in HTML, you can drill down into more detail for the function and BC detail. Only shows revenue BCs.</td>
</tr>
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</table>

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Oracle Financials: PPM – Create/Edit C&G Award Budget

Creating or Editing a Budget in PPM

- Awards
- Task Card > Manage Awards
- Search For/Select desired C&G Award

Two paths:
1. Dropdown > Edit Award
2. View button > Projects > Manage Project

From here the process is the same
- Create or select Version
- Update BCs
**General Accounting Dashboard**

**General Accounting Dashboard is a place to compare values**

**Open Worklist:**
1. General Accounting
2. General Accounting Dashboard

**Create an Account Group**
3. View
4. Account Group
5. Create
6. Name the view and give the description. Enter the time option, comparison period, and indicate it to be private.
7. Select the COA values to filter results
8. Click Save and Close from the save dropdown

**View Results**
9. With the view selected, the selected COA and comparisons will display
Current Training Available:

• Reporting Tools and Dashboards (Web-based training/Workshop)
• Video Walkthroughs:
  • [Link to Looker – Finance]
  • [Link to Looker – Payroll Distributions]

Upcoming Training:

• Updated Reporting Tools and Dashboard
• Case Study Demo Videos
  • Looker – Finance
  • Looker – Payroll Distributions

Additional communication and support information to come as we progress towards early August when there will be a month's worth of data within the system.
Oracle COA Management

Deployment Update

Stephanie Flores
Oracle COA Management Update

- The new Chart of Accounts (COA) management tool, Oracle COA Management has launched and is available as an App in R'Space!

- To initiate a request, please consult your CFAO for guidance on the process for your Org and they can provide a step-by-step guide, if necessary.

- Prior to submitting a request, it is important to familiarize yourself with the guidelines for COA values and descriptions found in the Chart of Accounts Overview training.

- Turn on Oracle Guided Learning for guidance:
  How to Install Oracle Guided Learning Extension Manually

- Attend Office Hours starting at 3:00 pm today!
  Link to Join – https://ucr.zoom.us/j/97174619680

- The new Oracle COA Golden Tree Viewer is in R'Space under Tools. Changes initiated and approved in the Oracle COA Management production environment will be visible in the new Golden Tree Viewer on 7/5.
Launch Updates

Bobbi McCracken
Things to Know…

Please collaborate with your **Department SAA** to ensure you have the necessary roles for go-live and as new systems become available. To find your Department SAA in R’Space:

- **Click on EACS Accountability Report**
- **Select Click here for SAA Names**
- **Search for your SAA by Org Value**

Links to new applications will be made available in R’Space under Tools, Authorized Apps, or the new PAMIS tab.
An urgent action is required to facilitate the conversion of eBuy purchase orders. Please immediately assign the following EACS Oracle Financial role:

- **“UCR Purchasing Department Fiscal Approver JR” (Approver):** Assign this role to the financial manager(s) in your respective Accountability Structures before July 3rd. This action is crucial for the smooth execution of Purchase Order conversion activities that the Central Procurement team will undertake to modify purchase orders that were only partially converted (e.g., POs with negative lines). Without these role assignments, these manual corrections will fail workflow processing.

- **“UCR Purchasing Department Transactor JR”:** This role will provide access to initiate change order requests to make any necessary adjustments/corrections and add COA values such as Flex1 & Flex2 to converted POs, as appropriate. We kindly request your immediate attention and cooperation in ensuring these roles are assigned to the appropriate individuals in EACS (Oracle Financials application) before the specified July 3rd deadline. This will ensure the PO conversion process will run smoothly.

- **“UCR Purchasing Receiving JR”:** This role is essential to ensure POs can be promptly received. Receiving is a critical action to enable payment to our suppliers. Remember Oracle only allows one Receiver per PO. If the designated Receiver on the PO needs to be updated, Department Transactors will have the ability to process a change order to initiate the update. The change order routes to the UCR Purchasing Department Fiscal Approver JR and all changes will be captured in the Document Change History.

- **“UCR Payable Department Fiscal Approver JR” (Approver).** Assign this role to the financial manager(s) in your respective Accountability Structure. This action will ensure that invoices over $10K can appropriately route for approval to ensure prompt payment to our suppliers.
Things to Know...

- The replacement for **Web Recharge** will deploy after go-live.

- **Looker**, the replacement for UCRFSTotals, will be accessible on or before August 1. We will provide training and communication as the rollout progresses. Stay tuned for updates on the availability and instructions for using Looker.

- The complexity of transactions in the **Work Order systems** has increased, which means that the flow of data may not be immediately visible. Please be aware of this potential delay in data visibility when working with Work Order transactions.

- While not having a **Flex1 budget** will not prevent you from utilizing the segment, it will impact your reporting until the budgets are set up by the department. Please note that until the budgets are established, there may be limitations in your reporting related to the Flex1 budget (Faculty portfolio non-C&G).
Procure to Pay Updates
Procure-to-Pay Updates

- New PCard distributions are ~90% complete
- Emails have been sent to cardholders whose PCards have arrived. If you did not receive this email but are expecting a card, please email david.ramos@ucr.edu to troubleshoot.
- If your department is located off campus, or you work 100% remotely, please contact David Ramos to coordinate delivery.
- Due to the complexities of the new procure-to-pay processes, departments are encouraged to use a PCard for all authorized purchases under $10K.
- Announcement Save Jaggaer Favorite Shopping Lists update – due to eBuy read-only status, Central Procurement made pdf copies of favorite lists that are available here: https://drive.google.com/drive/folders/1B1Y6WwDWdo8QMEQkiqEx_ujeT00erAHS?usp=sharing
Question & Answer

Enter your questions in the Q&A feature
Thank you!

Email: Impact23@ucr.edu
Website: Impact23.ucr.edu