

# Agenda

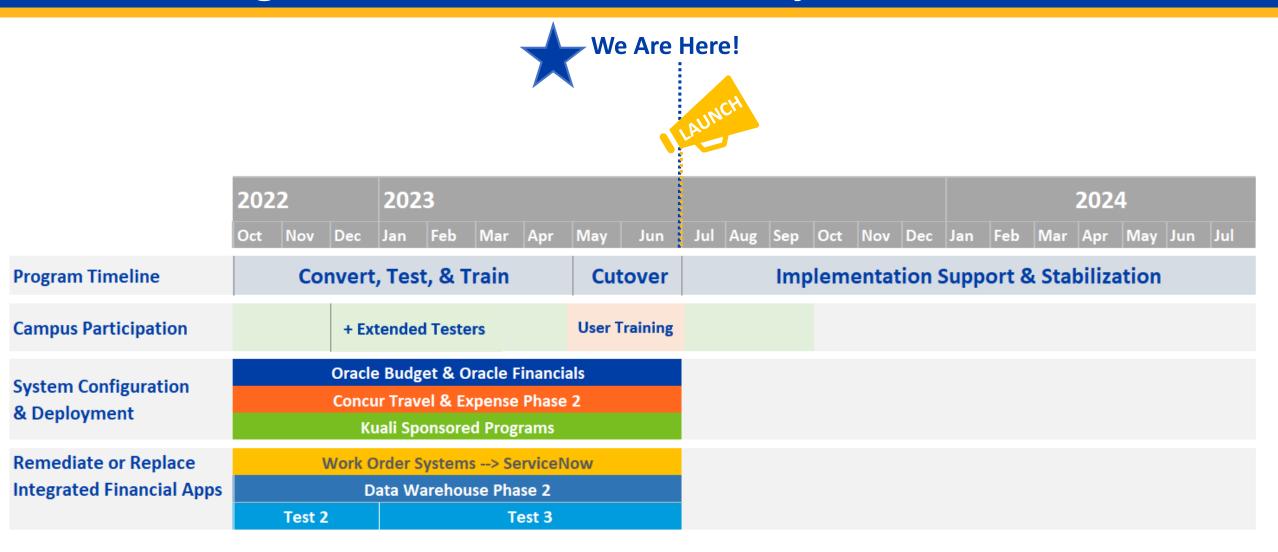
UC Riverside has embarked on an important effort to update financial processes and systems across the campus. The program team hosts Town Halls as part of our efforts to prepare and educate the campus' faculty and staff on related changes and preparation activities.

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

TOPIC	PRESENTER
Welcome & Timeline	Asirra Suguitan & Gerry Bomotti
Stabilization Support	Laura Virgil & Josh Hoerger
Training Updates	Helen Kotke
Oracle COA Management Updates	Stephanie Flores
Launch Updates	Bobbi McCracken
Procure to Pay Updates	Joe Andreu
Question & Answer	Josh Hoerger

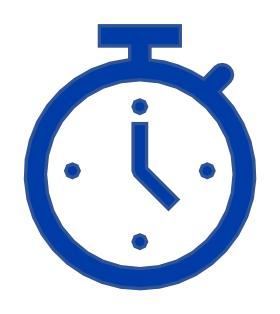


# **Modernizing UC Riverside's Financial Systems**





# COUNTDOWN TO JULY 1, 2023



CALENDAR DAYS

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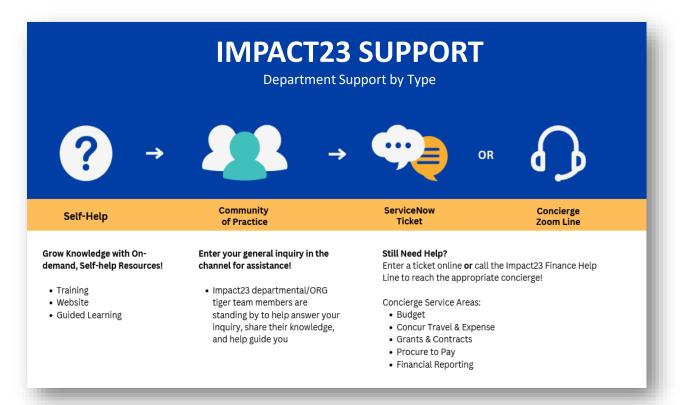


# **Support Overview**

**Stabilization Channels** 

Laura Virgil & Josh Hoerger







Support | Impact23 (ucr.edu)

ABOUT - STAY CONNECTED - CUTOVER & FYE CLOSE CONCUR - KUALI ET ORACLE - REPORTING TRAINING - SUPPORT -

#### Self-Help

Grow your knowledge and enhance your expertise through convenient, on-demand resources, including the Impact23 website, comprehensive training, and guided learning support.

TRAINING RESOURCES



#### **Community of Practice**

Join the Impact23 Community of Practice! By utilizing your organization's dedicated channel and connecting in the finance community channels, department colleagues are ready to assist you, share valuable knowledge, and help guide you during stabilization.

JOIN CHANNELS NOW!



#### 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.

IMPACT23 CALENDAR

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#### Request Help Ticket

Find answers, request services, or get help from our team by submitting a request help ticket in the Finance and Administration Support portal.

SUBMIT A TICKET



#### Concierge Helpline

Finance and Administration concierge agents are knowledgeable representatives who answer your call to address your inquiries, troubleshoot issues, and collaborate with you to find colutions.

TALK TO AGENT

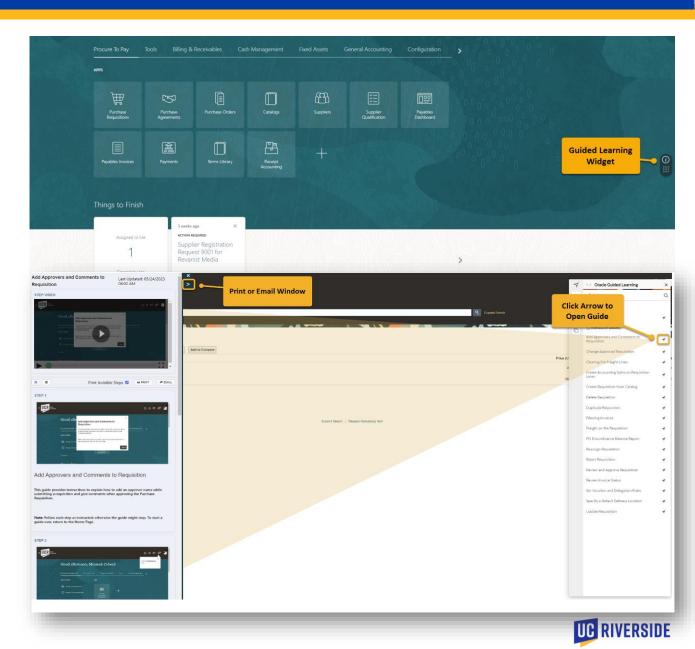




# **Guided Learning - OGL + WalkMe**

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.
  - Visit <u>Oracle Guided Learning | Impact23 (ucr.edu)</u> for information on How to Install Oracle Guided Learning Extension Manually.
- WalkMe
  - ServiceNow Work Order Systems: WalkMe should be automatically installed in the ServiceNow environment.



# # slack

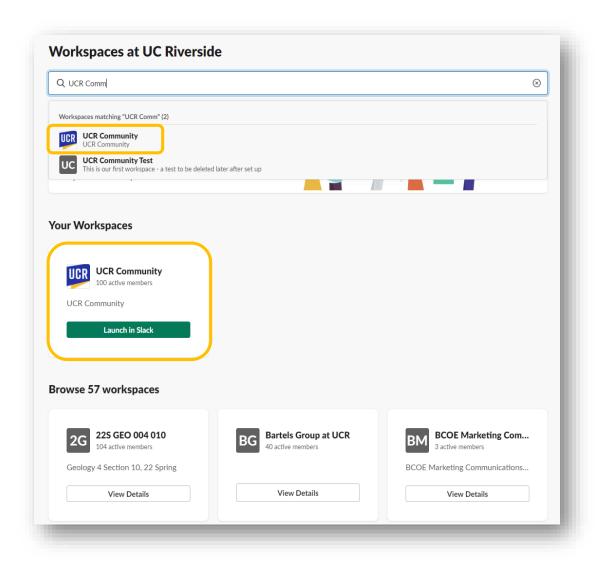
- Impact23 Program Participants (Department SMEs, SMAs and Extended Testers) will continue supporting their Orgs during stabilization through Slack.
- Departments should use Org-level Slack channels (#financesupport) for inquiries before resorting to helpline calls or ticket submissions.
- Departments 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 <u>ucr.slack.com</u>
- Click "Sign in with CAS" and enter your UCR credentials: <u>first.last@ucr.edu</u> > <u>netid@ucr.edu</u>!
- Once your UCR Slack account is set up and activated, you can join the UCR Community workspace





### How to Find and Join a Channel

Channels are dedicated spaces within a workspace for specific topics, teams, or projects. To find channels within Slack:

- 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.
- Click the green Join button to join the channel.
- Search: #financecop-travelexp

  Search results for "#financecop-travelexp"

  Messages 0 Files 1 Channels 1 People 0

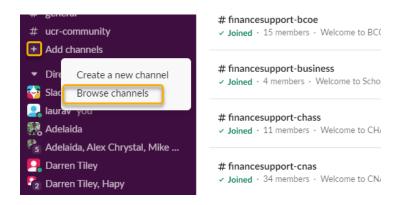
  Workspaces V Organizations V Channel type V Exclude channels I'm in Only my channels

  Sort: Most relevant V Show: 20 results per page V

  # financecop-travelexp
  1 member

  Give feedback

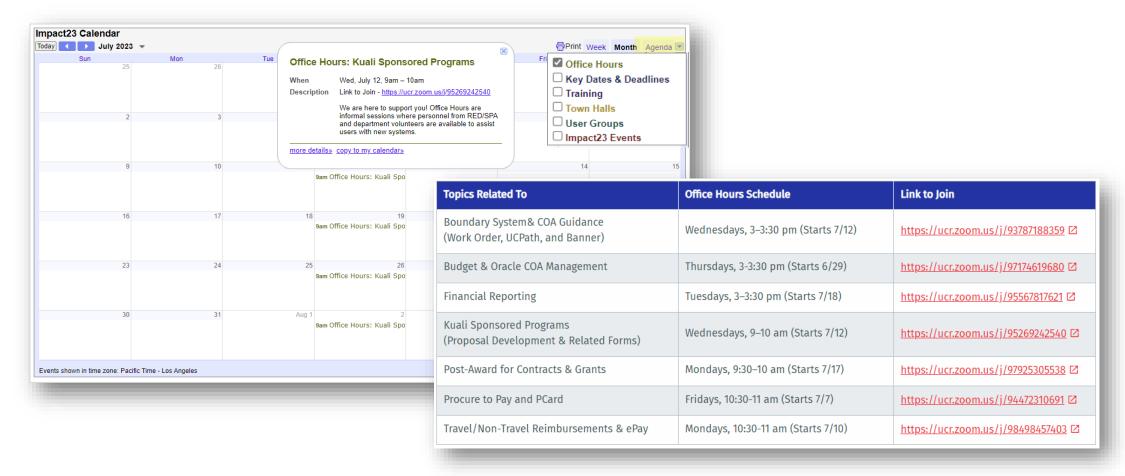
- 1. Click + Add channels
- Select Browse channels
- Type the name of the channel you're looking for (for example: #financecop-travelexp) or select a channel as it pops up.





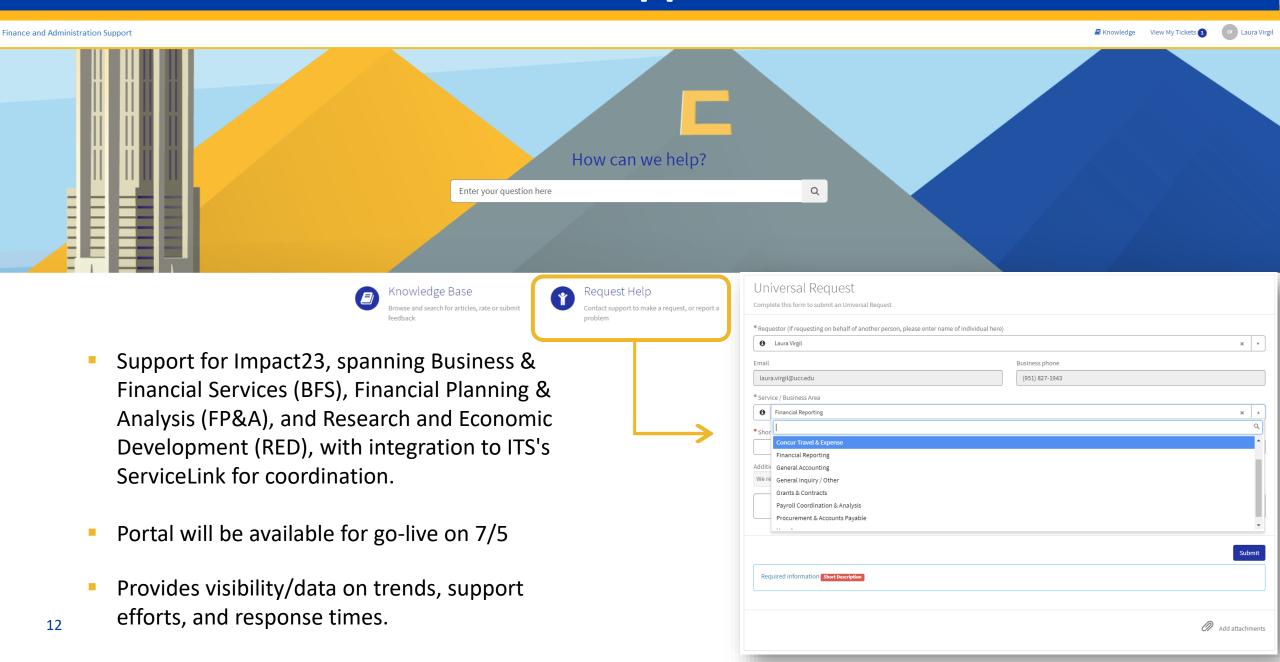
# **Office Hours Support**

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.





# Finance and Administration Support - ServiceNow



# **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







A designated agent will answer depending on the main menu selection.

#### Voicemail

If agents are unavailable, caller will be directed to voicemail and called back later.

# **Training Updates**

**Revised Processes** 

Helen Kotke



# Finance Administration & Practices (UC Learning Center Library)

Other Sub-Libraries Financial Managers Faculty, Researcher **Foundational** Requester **Complete Foundational Training First** & CFAO & PD/PI **Training Specialized Processes** & Programs Department UCR Finance and Department Analyst Oracle: Budget & Oracle: Budget & Transactor Research Systems Oracle: Financial WBT WBT WBT Financial Systems Financial Systems SAA Training Management for Academics Introduction Introduction Oracle: General Ledger Oracle: Buying and Paying **PCard Training** Oracle for Academics Reporting Tools & UCR Chart of UCR Chart of Accounts Oracle: Budget Dashboards Accounts Travel & Entertainment Kuali & Oracle: Card Concur: Travel Contracts & Grants Reimbursements Oracle: Project PCI DSS Security for Academics Portfolio Management Awareness Training Oracle: Financial Reporting Tools & for Oracle: Requester (SAT) Approvals Dashboards Contracts & Grants Concur for Academics Cash Handling: The Concur: Non-Travel Kuali: Proposal Basics Reimbursements Development Oracle: Financial Oracle: Budget **Boundary Systems** Enterprise Kuali: Research Development Oracle: Budget Accountability Online & Tools Systems & Tools Development Foundation Gift Fund **Details Report** Contracts & Grants Oracle: Financial Overview Oracle: Budget Workshop Management Workshop for Academics Workshop Oracle: Reporting Advanced Financial Oracle: Buying and Tools & Dashboards Paying Workshop UCR Finance and Research Reporting Oracle: Project Portfolio Oracle: Financial Workshop Systems for Academics Management for Contracts Management Reporting & Grants Workshop Workshop Workshop

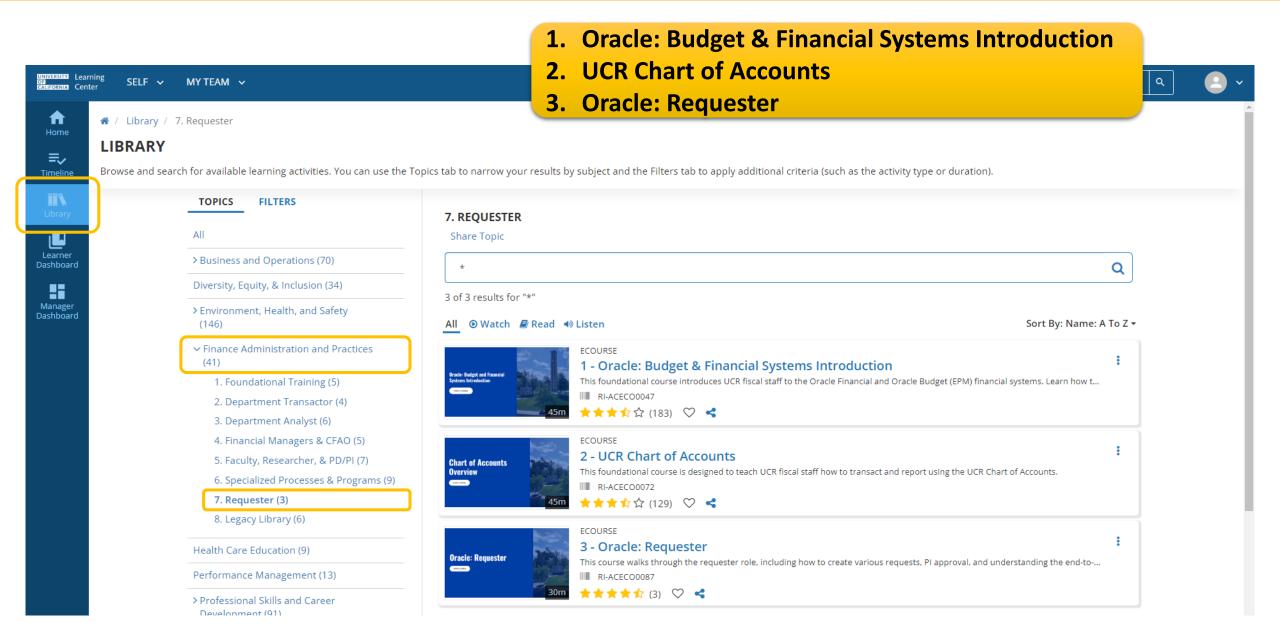
Key:

**New Courses** 

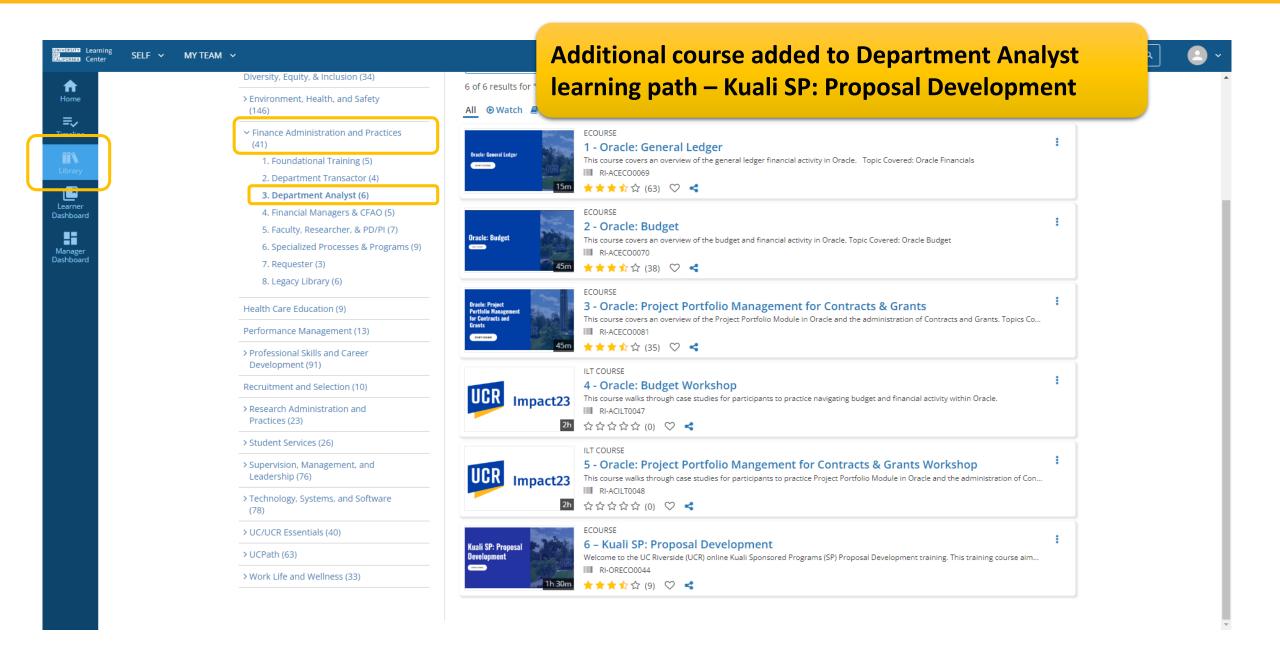
**Currently Available** 

Post Go-live UCR

# Requester Learning Path – NEW!



# Analyst Learning Path – Kuali SP: Proposal Development



# Oracle Login





# **Changes since Training Creation**

\*\*Updates to Online Training and Workshops In Process\*\*

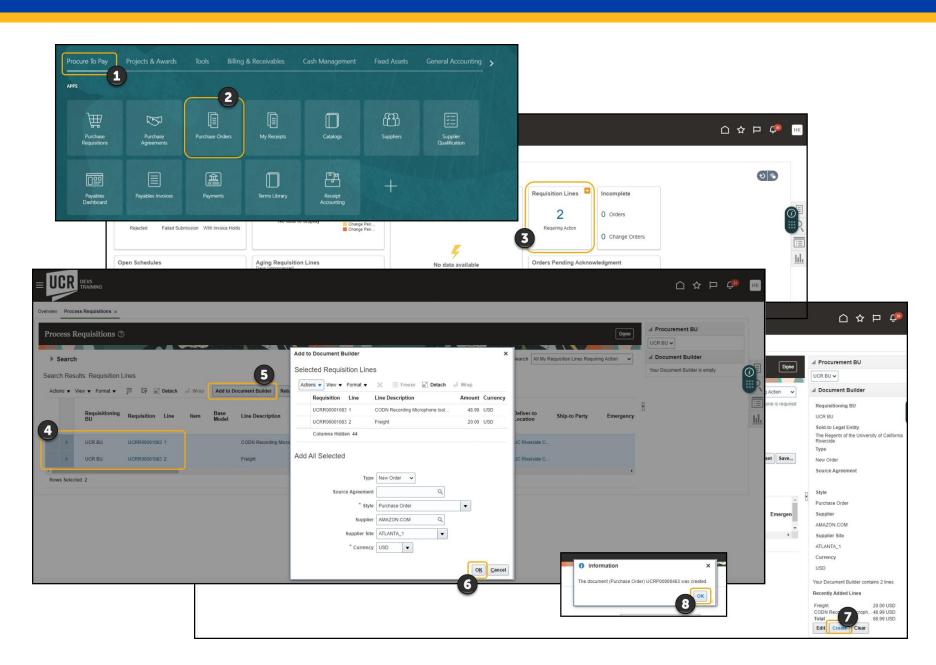


### **PO Creation – Transactor Reminder**

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

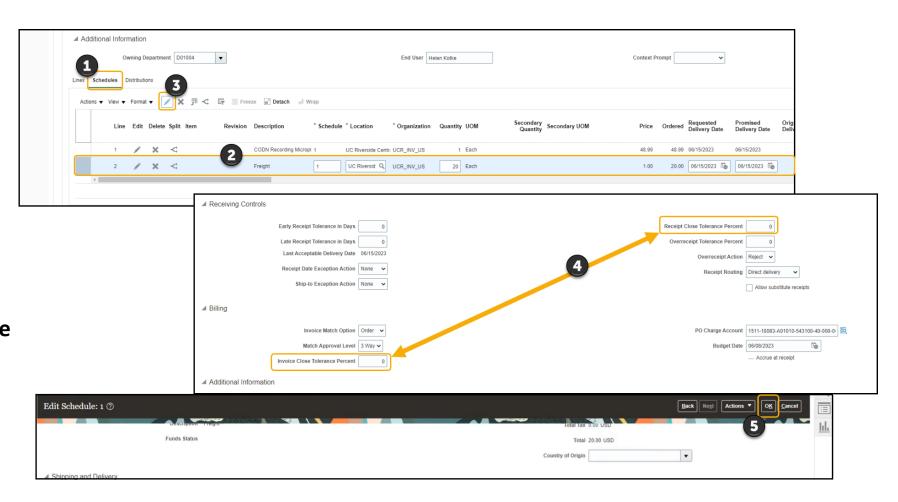


### **Freight – Transactor Reminder**

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
- Update Receipt Close Tolerance Percent and the Invoice Close Tolerance Percent to 100
- 5. Once done, click **OK**

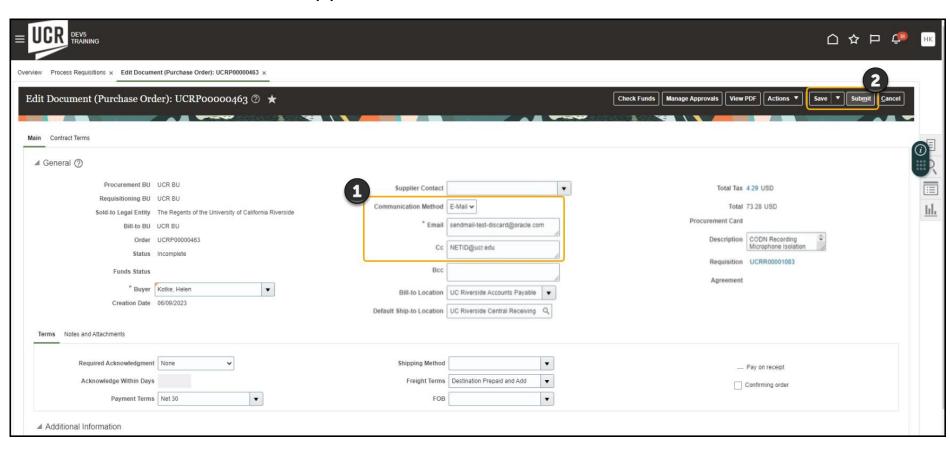


### **Communicate PO – Transactor Reminder**

#### 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**



### **Worklist Creation**

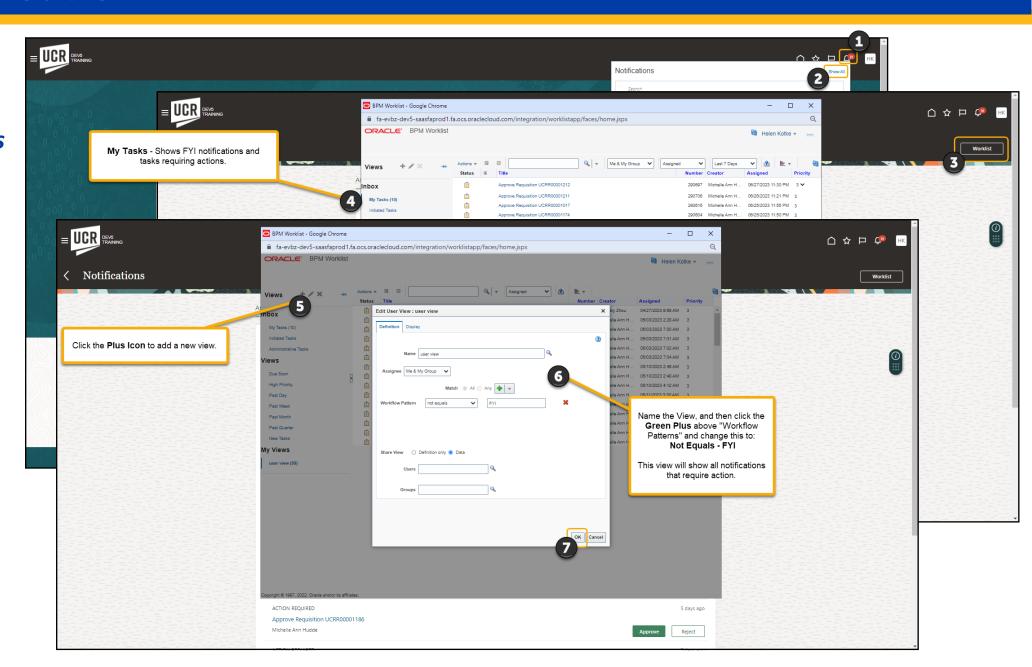
The worklist is a helpful way to manage notifications within Oracle.

#### **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.

ACTION REQUIRED

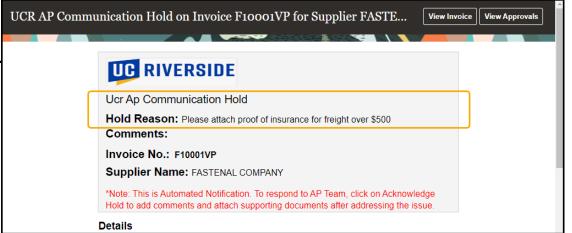
UCR AP Communication Hold on Invoice F10001VP for Supplier FASTENAL COMPANY
Sahin Nguyen

#### 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**

Hold Reason	Description	
Account Ordered	Amount billed exceeds amount ordered.	
Account Received	Account billed exceeds amount received.	
Cannot close PO	Cannot close PO before schedule is fully delivered.	
Cannot try PO close	Cannot close PO because invoice has unreleased holds.	
Consume Quantity	Billed quantity exceeds consumed quantity.	
Final matching	PO was already final matched to another invoice.	
Insufficient funds	Insufficient funds exist for this invoice.	
Maximum consumed quantity	Billed quantity exceeds consumed quantity by tolerance amount.	
Maximum ordered amount	Billed amount exceeds ordered amount by tolerance amount.	
Maximum received quantity	Billed quantity exceeds received quantity by tolerance amount.	
Maximum scheduled amount	Variance between invoice and schedule amount exceeds limit.	
Ordered Quantity	Billed quantity exceeds ordered quantity.	
PO not approved	Invoice matched to unapproved purchase order.	
Price	Invoice price exceeds purchase order price for PO or receipt matched invoice line and exceeds consumption	
	advice price for consumption advice price for consumption advice matched invoice line.	
Quality	Billed quantity exceeds accepted quantity.	
Received quantity	Billed quantity exceeds received quantity.	
Receiving exception	Exception exists for purchase order receipt.	
UCR AP Communication	Reason documented by AP. Review comment, take action	
	(if appropriate), write a comment back to AP, and acknowledge the hold.	

<u>Department Action – Invoice System Holds QRG</u>



# **Department Action Hold Reasons**

Hold Reason	Description	
Account Ordered	Amount billed exceeds amount ordered.	
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Cannot close PO	Cannot close PO before schedule is fully delivered.	
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Final matching	PO was already final matched to another invoice.	
Insufficient funds	Insufficient funds exist for this invoice.	
Maximum consumed quantity	Billed quantity exceeds consumed quantity by tolerance amount.	
Maximum ordered amount	Billed amount exceeds ordered amount by tolerance amount.	
Maximum received quantity	Billed quantity exceeds received quantity by tolerance amount.	
Maximum scheduled amount	Variance between invoice and schedule amount exceeds limit.	
Ordered Quantity	Billed quantity exceeds ordered quantity.	
PO not approved	Invoice matched to unapproved purchase order.	
Price	Invoice price exceeds purchase order price for PO or receipt	
	matched invoice line and exceeds consumption advice price for	
	consumption advice price for consumption advice matched	
	invoice line.	
Quality	Billed quantity exceeds accepted quantity.	
Received quantity	Billed quantity exceeds received quantity.	
Receiving exception	Exception exists for purchase order receipt.	
UCR AP Communication	Reason documented by AP. Review comment, take action	
	(if appropriate), write a comment back to AP, and acknowledge	
	the hold.	



<u>Department Action – Invoice</u> <u>System Holds QRG</u>



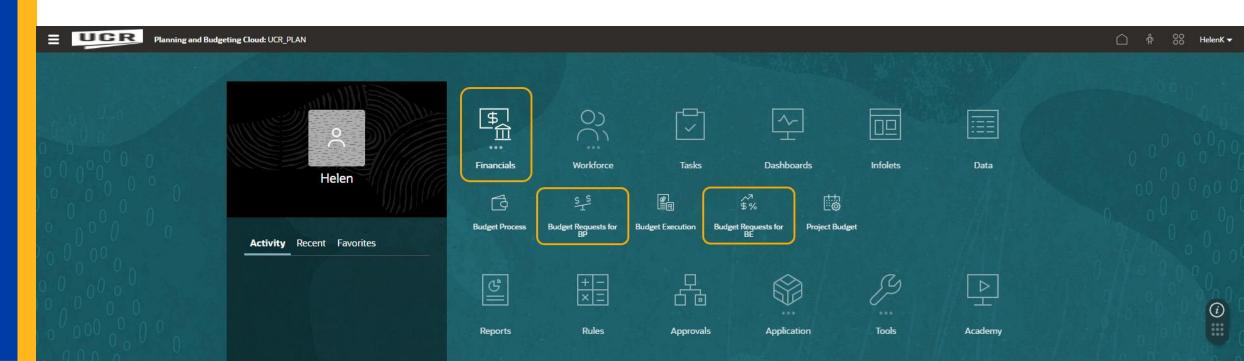
# **Oracle Budget - New Cards (Tiles)**

#### **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**

Report Name	Previously known as	Description
All Funds Summary	EMP_CORPORATE_FINANCIAL _FUND_SUMMARY	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.
Activity Summary	EPM_CORPORTAE_FINANCIAL _BY_ACTIVITY	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.
Carryforward Report		*Could potentially be renamed Rollover Report* This report shows the rollover balances for the last 3 years at consolidated activity and fund viewpoints.
Deficit Analysis Report		This report shows only Activity/Fund/Function combinations that have a negative balance (deficit) at the total BC level.
Deficit Analysis with Flex Detail	Deficit Analysis with Fund Grouping	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
Expandable Fund Summary	EPM_CORPORATE_FINANCIAL _EXPANDABLE	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).
Faculty Non Project Portfolio Report		This report is based on the Flex 2 dimension. It provides an overview of Faculty balances by Fund.



# **Oracle Budget – Updated Report Naming**

Report Name	Previously known as	Description
Fund Summary by Activity	EPM_COPROPORATE_FINANCI	This report allows you to view fund budget, expense, encumbrance, and
	AL_DETAIL_BY_FUND	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.
Fund Summary Report	EPM_CORPORATE_FINANCIAL	This report allows you to view fund budget, expense, encumbrance, and
	_BY_FUNCTION	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.
Staffing Position List Detail	STAFFING SUMMARY BY BC	This report provides workforce details by COA of filled positions and
	SELECTION	unfilled positions to have a sum of total staffing by employee and job code
		detail.
Staffing Summary		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.
Variance Report for Expense		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.



# **Oracle Budget – Updated Report Naming**

Report Name	Previously known as	Description
Variance Report for Expense -	VARIANCE REPORT FOR	You must select between final or OEP working budget. The report sorts by
Expandable	EXPENSE - DETAILED VERSION	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.
Variance Report for Revenue		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.
Variance Report for Revenue -	VARIANCE REPORT FOR	You must select between final or OEP working budget. The report sorts it
Expandable	REVENUE - DETAILED	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.



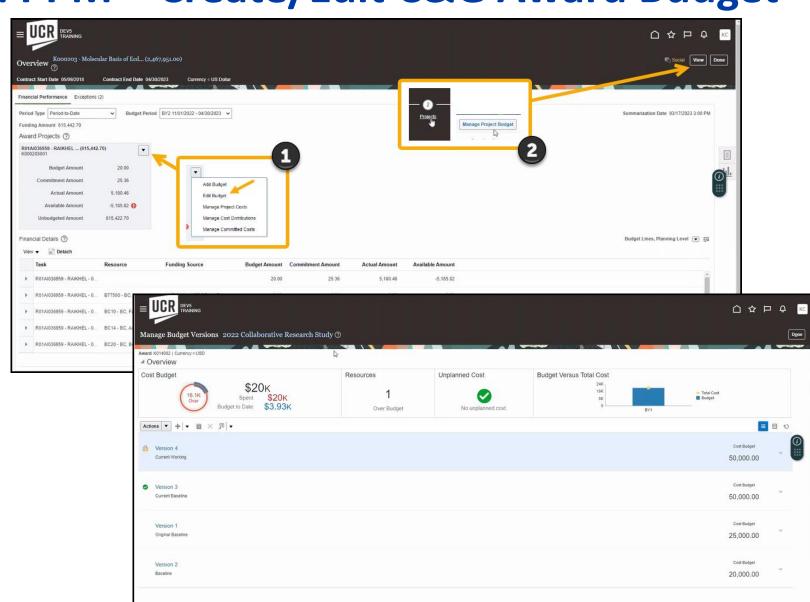
# Oracle Financials: PPM - Create/Edit C&G Award Budget

# Creating or Editing a Budget in PPM

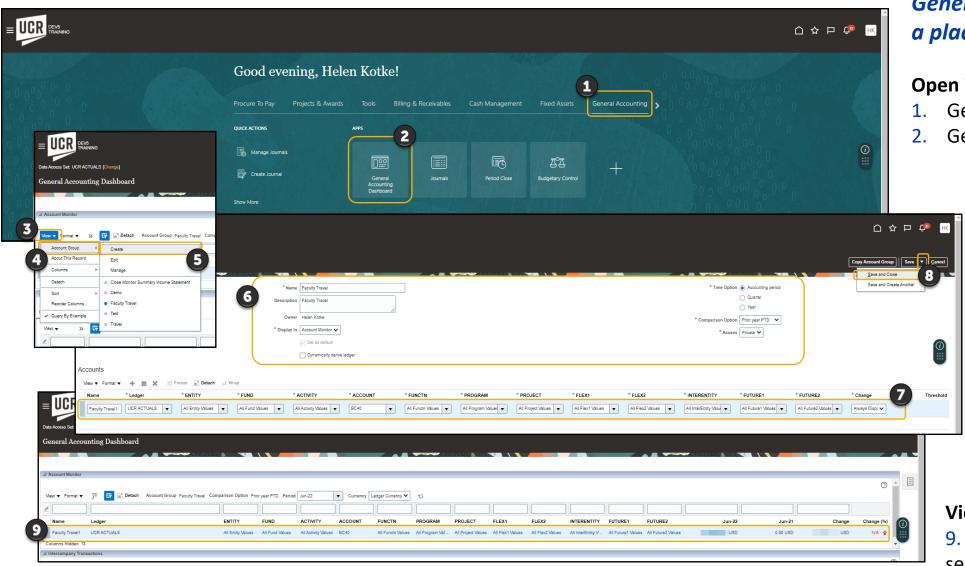
- Awards
- Task Card > Manage Awards
- Search For/Select desired C&G Award
- Two paths:
  - 1. Dropdown > Edit Award
  - View button > Projects > Manage Project

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:**

- General Accounting
- General Accounting Dashboard

#### **Create an Account Group**

- 3. View
- 4. Account Group
- 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

# **Looker Training & Communication – August 2023**

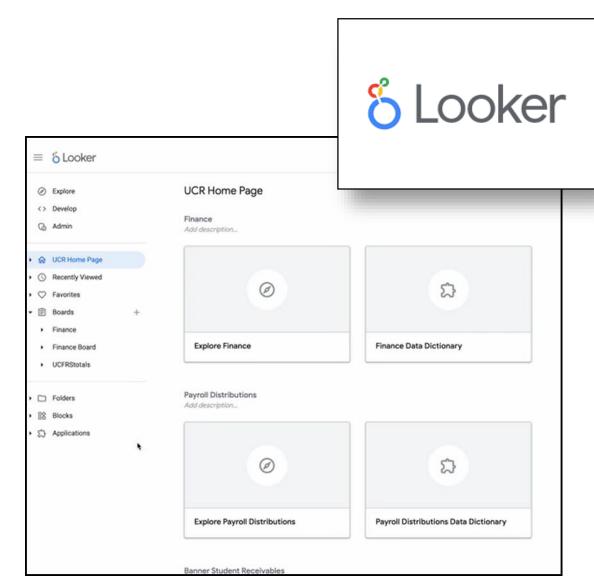
#### **Current Training Available:**

- Reporting Tools and Dashboards (Web-based training/Workshop)
- Video Walkthroughs:
  - Looker Finance
  - 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 <u>Chart of Accounts</u> <u>Overview</u> 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.

#### Training & Tools

#### Access & Training

- UC Learning Center (LMS)
- UCR Enterprise Directory
- Enterprise Access Control System
- Enterprise Systems Access Instructions
- · EACS Accountability Report

#### Tools

- ITS Website and Service Center
- UCPath Portal
- · UC Retirement At Your Service
- Fidelity NetBenefits
- UCnet
- DocuSign
- UCPath Project Updates
- Manage MyAccount
- · R'Projects: Project Intake
- Zimride
- · UC Policies and Procedures
- IJCR Policies and Procedures
- Delegations of Authority
- · FMS (Facilities Management System)
- UCPath ServiceLink Forms
- TechAlerts
- One-Time Payment Tool
- Encumbrance Tools & Tips
- iTravel Web Support
- Reporting Systems @ UCR
- · Oracle COA Golden Tree Viewer
- UCRFS Golden Tree Viewer
- UCRFS Legacy Reports Website
- Expiring Funds Notification System
- UCR HRMS Job Code Information
- Course Catalog Search
- Adoptions & Insights
- Web Recharge Rates
- Workfront
- Workplace Health and Wellness

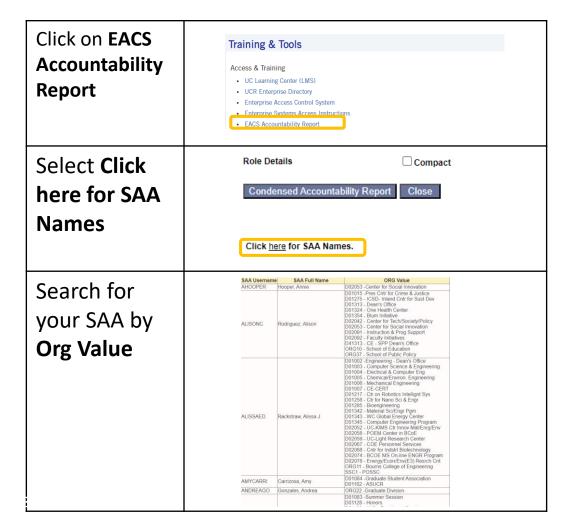
# **Launch Updates**

Bobbi McCracken

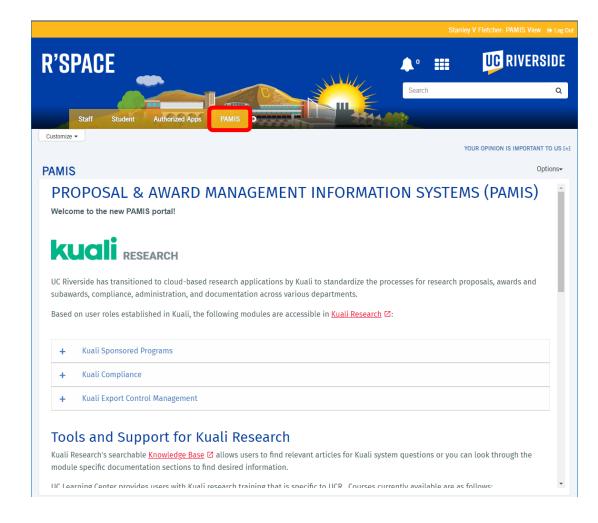


### Things to Know...

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:



Links to new applications will be made available in R'Space under Tools, Authorized Apps, or the new PAMIS tab.



# Things to Know...

**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 <a href="July 3rd deadline">July 3rd deadline</a>. 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**

Joe Andreu



### **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 <u>Save Jaggaer Favorite Shopping Lists</u> update due to eBuy read-only status, Central Procurement made pdf copies of favorite lists that are available here: <a href="https://drive.google.com/drive/folders/1B1Y6WwDWdo8QMEQkiqEx\_ujeT00erAHS?usp=sharing">https://drive.google.com/drive/folders/1B1Y6WwDWdo8QMEQkiqEx\_ujeT00erAHS?usp=sharing</a>

