WHO

DO

I CALL?

Office of the Controller
The Ohio State University
March 2015

The “Who Do I Call?” document is available at:
http://controller.osu.edu/ftd/whodolcall.shtm
“Who Do I Call?” is a comprehensive list of individuals to call or customer service email addresses to contact for assistance with fiscal matters. This document is available online at The Office of the Controller's website:

http://controller.osu.edu/ftd/whodolcall.shtml

We hope this resource tool is informative. Please contact me if you have any comments, suggestions or additions.

Char Jessie
Program Manager
Financial Training
(614) 292-3357
Jessie.1@osu.edu
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WHO DO I CALL FOR…

PURCHASING (PO’S AND REQUISITIONS)

Purchasing is the department that has the authority to purchase goods and services from external vendors by issuing purchase orders on behalf of the university.

- Who do I call if I have problems with using the Financials system as a Requisitioner or Delegated Buyer?
  
  Ask Purchasing  
  (614) 292-2694  
  BF-PRSM-OSUPUR@osu.edu

- Who do I call about purchase order problems, change orders, or corrections needed to an existing purchase order?
  
  Ask Purchasing  
  (614) 292-2694  
  BF-PRSM-OSUPUR@osu.edu

- Who do I call to find out what can or cannot be requested on a Blanket purchase order?
  
  Ask Purchasing  
  (614) 292-2694  
  BF-PRSM-OSUPUR@osu.edu

- Who do I call if I need assistance with performing a vendor search?
  
  Jean Sharp  
  (614)292-0915  
  Naglersharp.1@osu.edu

- Who do I call if I have a question regarding Purchasing’s “Vendor Registration and Bid Information” system (the web-based bid posting process)?
  
  Jeff Ulrich  
  (614) 688-3626  
  Ulrich.78@osu.edu

- Who do I call to get a credit reference or bank letter of reference requested by a vendor?
  
  Jean Sharp  
  (614)292-0915  
  Naglersharp.1@osu.edu

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• Additional information is available on the Purchasing website:
  http://purchasing.osu.edu/aboutus/contactus.aspx

MBE/EDGE

The Purchasing Department guides and supports the university’s ongoing commitment to encourage business opportunities and diversity among its suppliers. It is the university’s goal to procure approximately 15% of its goods and services from State of Ohio Certified Minority Business Enterprises (MBE), and 5% from certified Encouraging Diversity, Growth and Equity (EDGE) businesses.

• Who do I call if I have questions about the MBE/EDGE?
  Cris Penn  Bob Quinn
  (614) 688-4940  or  (614) 292-1686
  Penn.4@osu.edu  Quinn.106@osu.edu

• Who do I call if my area is having difficulty finding minority-owned businesses?
  Cris Penn  Bob Quinn
  (614) 688-4940  or  (614) 292-1686
  Penn.4@osu.edu  Quinn.106@osu.edu

• Who do I call with a reporting question on minority business?
  Cris Penn  Bob Quinn
  (614) 688-4940  or  (614) 292-1686
  Penn.4@osu.edu  Quinn.106@osu.edu

• Additional information is available on the Minority Business Program website:
  http://mbe-edge.osu.edu/

STORES

The Stores department supports the academic, medical and research functions of the university. Store is integrated with Purchasing and Receiving. By using electronic order capabilities through eProcurement technology and a coordinated delivery system, Stores is able to provide same or next day delivery on thousands of items.

• Who do I call if I have business-related questions regarding eStores?
  Christine Cihon
  (614) 688-8285
  Cihon.2@osu.edu
• Who do I call if I have questions about the “eStores My Quote” supplier website?

Christine Cihon
(614) 688-8285
Cihon.2@osu.edu

• Who do I call to find out which Stores products are environmentally friendly alternatives as part of the Stores’ Green Alternatives Program?

Stores Customer Service Center
(614) 292-2694
stores@osu.edu

• Additional information is available on the Stores website:
  http://osustores.osu.edu/

RECEIVING AND MAIL INFORMATION

The Receiving and Mail Services Department administers receipt, delivery and mail functions on behalf of the university community.

• Who do I call in Receiving if they received my goods, but I don’t have them?

Stores Customer Service Center
(614) 292-2694
stores@osu.edu

• Who do I call if I have questions on how to record “receipt of goods” in the Financials system if I received the goods in my department instead of through Central Receiving?

Stores Customer Service Center
(614) 292-2694
stores@osu.edu

• Who do I call with questions about online tracking options for my package?

Stores Customer Service Center
(614) 292-2694
stores@osu.edu

• Additional information is available on the Receiving website:
  http://receivingandmail.osu.edu

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ACCOUNTS PAYABLE INFORMATION

The Division of Accounts Payable is responsible for printing and disbursing checks and electronic payments for goods and services purchased by university departments. The department also issues reimbursement and refund checks to individuals when needed.

INVOICE PROCESSING

- **Who do I call to expedite payment of an invoice, or about general inquiries regarding invoices?**
  Deborah Durant  
  (614) 247-7166  
  Durant.28@osu.edu

- **Who do I call if a vendor says the university is on “credit hold” and will not ship goods or provide services to us?**
  Deborah Durant  
  (614) 247-7166  
  Durant.28@osu.edu

- **Who do I call to get a copy of the sales tax exemption form?**
  The sales tax exemption form is no longer provided by Accounts Payable. It is available on Accounting’s web page on the Office of the Controller’s website:  
  http://controller.osu.edu/forms/forms.shtm#tax

- **Who do I call to get a copy of a document that has been processed in Accounts Payable?**
  Invoices are scanned and imaged by central Accounts Payable, and are available online in the Financials system or through the Office of the Controller website:  
  http://controller.osu.edu/, click “View Invoice”.
  Deborah Durant  
  (614) 247-7166  
  Durant.28@osu.edu

PREP (PAYMENT REQUEST ENTRY PAGE)

- **Who do I call to find out how to get access to PREP?**
  Your senior fiscal officer or supervisor must request access for you through OCIO Data Security.

- **Who do I call if I have questions about payment requests or using PREP?**
  Deborah Durant  
  (614) 247-7166  
  Durant.28@osu.edu
• Who do I call if I have created a payment request using PREP and I need to find out the check number and date of payment?

The information is available to you through the Procurement Inquiry Tools in the Financials system. If you cannot locate the payment information, contact: Accounts Payable, (614) 292-6831.

HONORARIA INFORMATION

• Who do I call for tax treaty information when I am paying someone from another country?

Diane Goubeaux  
(614) 688-4978  
Goubeaux.18@osu.edu

• Who do I call regarding problems with honoraria payments?

For non-resident aliens' honoraria payments, contact:

Diane Goubeaux  
(614) 688-4978  
Goubeaux.18@osu.edu

• For all other questions regarding honoraria payments, contact:

Diane Goubeaux  
(614) 688-4978  
Goubeaux.18@osu.edu

CREDIT MEMO PROCESSING

• Who do I call if Accounts Payable includes a credit on a check and the vendor misapplies it?

Jan Giangardella  
(614) 688-4979  
Giangardella.10@osu.edu

CHECK RUN INFORMATION

• Who do I call if I need a special check cut immediately?

These requests should be rare. If you have a special circumstance that warrants a check being issued out of the normal check run days, contact:

Deborah Durant  
(614) 247-7166  
Durant.28@osu.edu
• Who do I call to see if a refund check has been issued?

Deborah Durant
(614) 247-7166
Durant.28@osu.edu

• Who do I call in Accounts Payable if I need a foreign draft?

Diane Goubeaux
(614) 688-4978
Goubeaux.18@osu.edu

Sharon Marquis
(614) 688-5680
Marquis.1@osu.edu

• Who do I call to have a “stop payment” placed on a check that was issued by Accounts Payable?

Sharon Marquis
(614) 688-5680
Marquis.1@osu.edu

• Who do I call to obtain a copy of a canceled check issued by the university?

Sharon Marquis
(614) 688-5680
Marquis.1@osu.edu

DIRECT DEPOSITS

• Who do I call regarding direct deposits processed by Accounts Payable?

Diane Goubeaux
(614) 688-4978
Goubeaux.18@osu.edu

• Additional information is available on the Accounts Payable website:

http://controller.osu.edu/ap/ap-home.shtm

If you have additional questions or problems regarding an Accounts Payable issue, you can email your requests to: aphelpdesk@osu.edu. You will receive a response from a staff member in Accounts Payable by the next business day.

PREVAILING WAGE INFORMATION

• Who do I contact regarding a prevailing wage issue?

You may email your question to: prevailingwage@osu.edu

• Who do I call if an invoice is on hold for approval due to a prevailing wage issue?

Jody Stephens
Prevailing Wage Coordinator
(614) 292-0174
• Additional information is available at the following website:
  http://fod.osu.edu/vendor/

PCARD PROGRAM INFORMATION

The PCard is one of the university’s preferred procurement methods for the purchase of goods/services and travel expenses necessary to conduct university business.

• Who do I call regarding PCard Policy questions?
  The PCard Policy is hosted at the following website:
  http://busfin.osu.edu/FileStore/PDFs/223_PurchasingCard.pdf
  For additional questions, contact:
  PCard Office
  (614) 292-9290
  PCard@osu.edu

• Who do I call if I tried to purchase something with a PCard, and the sale was declined?
  Declines can be due to a variety of reasons (for example: exceeding transaction/cycle limits). The Card Manager or Cardholder should contact the bank at (800) 685-4039 to verify reason for decline. If further assistance is needed, contact:
  PCard Office
  (614) 292-9290
  PCard@osu.edu

• Who do I call if there is an incorrect transaction on my bank statement?
  PCard Office
  (614) 292-9290
  PCard@osu.edu

• How can I change the information on an existing PCard account?
  An approved Maintenance Form must be submitted to the PCard Office before changes can be made to an existing account: http://controller.osu.edu/forms/forms.shtm#pcard

• Who do I call to report a lost or stolen PCard?
  Lost, stolen or fraudulently used cards must be reported immediately, as all charges made to your account before it is cancelled are the liability of the University.
  Follow the steps referenced below:
  • Call the Bank at (800) 685-4039 immediately. In order to expedite delivery of a replacement card, caller must request a “rush delivery”
  • Notify the College/VP Area’s Senior Fiscal Officer and/or Service Center.

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• Contact the PCard Office (614-292-9290)
• If the card has been stolen or fraudulently used, call the local or campus police.
• Advise your Financial System Reallocator/Approver and any other individuals who are maintaining new account information records.

PCard Office
(614) 292-9290
PCard@osu.edu

• Additional information is available on the PCard Program website:
  http://controller.osu.edu/pcard/pcard-home.shtm

TRAVEL INFORMATION

The Travel Office is responsible for overseeing the performance and functionality of the eTravel system as well as providing system, policy and training support.

• Who do I call regarding Travel Policy questions?
  The Travel Policy is hosted at the following website:
  For additional questions, contact:
  Travel Office
  (614) 292-9290
  Travel@osu.edu

• Who do I call if I have questions about per diem, mileage or foreign exchange rates?
  Travel Office
  (614) 292-9290
  Travel@osu.edu

• Who do I call regarding eTravel System questions or problems?
  Travel Office
  (614) 292-9290
  Travel@osu.edu

• How can I get access to the eTravel System?
  Access to the eTravel system can be requested from OCIO Data Security upon successful completion of the required training based upon your role in the system.
  Travel Training: http://controller.osu.edu/online/online-travel.shtm
  Access Request: access@osu.edu or Online Form

• Additional information is available on the Travel website:
  https://osutravel.osu.edu
EXPEDITING INFORMATION

The Expediting Office is responsible for resolving discrepancies with invoices that result in match exceptions in the Financials system. In addition, the Expediting Office can assist Service Centers with the closure of purchase orders to release unused funds.

- **Where can I get information regarding the Match Exception Process?**
  
  http://controller.osu.edu/expedite/expedite-match.shtm

- **Who do I call if I have a question regarding a Match Exception?**

  Expediting Office  
  (614) 688-8653  
  Expediting@osu.edu

- **Additional information is available on the Expediting website:**

  http://controller.osu.edu/expedite/expedite-home.shtm

- **Where can I get information about when to close a PO?**

  http://controller.osu.edu/expedite/expedite-closure.shtm

- **What options are available for PO Closure?**

  1. **Self-Serve Access**  
     
     Available to Service Center Staff to improve efficiencies in PO Closure. Service Centers may request access through Data Security to perform their own PO Closure Process internally.

     Access the Expediting website and see the job aid:  
     Service Center Business Process Instructions for PO Closure

  2. **PO Closure Request Form**  
     
     Submit PO Closure Request to an Expediting Associate. PO Closure requests will be processed within 10 business days (exceptions may apply).

ASSET MANAGEMENT

The Office of Asset Management is responsible for tracking, and helping departments track the university's capitalized moveable assets.

- **Who do I call about Asset Management policies?**

  DeeAnn Willis-Berry  
  (614) 688-4788  
  Willis-Berry.1@osu.edu
• Who do I call about inventory tagging?
  Kathy Krutsch  
  (614) 292-6048  
  Krutsch.4@osu.edu

• Who do I call about Office of Sponsored Programs (formerly known as OSURF) assets or OSP equipment inventory issues?
  Adam French  
  (614) 247-4296  
  French.556@osu.edu

• Can a professor that is leaving the university take with him items that were purchased with grant money?
  No. For policy information, contact:
  DeeAnn Willis-Berry  
  (614) 688-4788  
  Willis-Berry.1@osu.edu

• Who do I call if I have questions about changing the location of a piece of capitalized equipment?
  Angie Herbert  
  (614) 688-4408  
  Herbert.27@osu.edu

• Who do I call if an asset is still on my Physical Inventory Report even though I have already sent it to Surplus or sold it to another department on campus?
  DeeAnn Willis-Berry  
  (614) 688-4788  
  Willis-Berry.1@osu.edu

• Who do I call if I need to find out how to dispose of or retire a fixed asset such as an air conditioning unit?
  DeeAnn Willis-Berry  
  (614) 688-4788  
  Willis-Berry.1@osu.edu

• Who do I call if I have to dispose of items such as out-dated computers etc., which are listed on our “Physical Equipment and Inventory Review” report?
  DeeAnn Willis-Berry  
  (614) 688-4788  
  Willis-Berry.1@osu.edu
• **Who do I call to obtain an Asset Management form?**

  Access Asset Management website: [http://controller.osu.edu/forms/forms.shtm#am](http://controller.osu.edu/forms/forms.shtm#am)

  For additional questions, or if you need assistance in completing the form, contact:

  DeeAnn Willis-Berry  
  (614) 688-4788  
  Willis-Berry.1@osu.edu

• **Additional information is available on the Asset Management website:**

  [http://controller.osu.edu/am/am-home.shtm](http://controller.osu.edu/am/am-home.shtm)

**SURPLUS MATERIALS DISPOSAL INFORMATION**

Surplus Materials Disposal is responsible for the proper disposition of university assets by making them available for reassignment to other departments, through sales to the general public, or by donating, recycling or scrapping, all in accordance with university policy and governmental regulations.

• **Who do I call to find out how to get rid of old computers?**

  Michele Tiburzi  
  (614) 688-3545  
  Tiburzi.1@osu.edu

• **Who do I call to find out how to donate equipment or other items to churches, schools, youth groups, etc.?**

  You must work with Surplus and contact:

  Michele Tiburzi  
  (614) 688-3545  
  Tiburzi.1@osu.edu

• **Who do I call to find out how to sell or give equipment to one of our staff members?**

  University policy does not permit departments to sell or give equipment to staff members. Surplus Materials Disposal is the proper outlet for all assets which are no longer in service. For further questions, contact:

  Michele Tiburzi  
  (614) 688-3545  
  Tiburzi.1@osu.edu

• **Who do I call for information about the Surplus Property Management System?**

  Michele Tiburzi  
  (614) 688-3545  
  Tiburzi.1@osu.edu
• Who do I call about system training?
  Surplus Property Management System online training is available in Carmen:
  
  http://carmen.osu.edu

  For additional questions or assistance, contact:

  Michele Tiburzi
  (614) 688-3545
  Tiburzi.1@osu.edu

• Who do I call for assistance in setting up my department in the Surplus Property Management System?

  Systems Development Help Desk
  (614) 247-4848
  surplus-access@osu.edu

• Additional information is available on the Surplus Materials Disposal website:

  http://surplus.osu.edu/

TRAINING INFORMATION

FINANCIAL TRAINING AND DOCUMENTATION

Financial Training and Documentation is responsible for providing instructor-led workshops and Carmen online courses for the university’s financial policies and procedures.

• Who do I call to find out what training I need?

  Char Jessie
  (614) 292-3357
  Jessie.1@osu.edu

  For a chart that describes various job responsibilities and the training that will help you prepare for them, be sure to visit the website “What Training Should I Take?”

  http://ocio.osu.edu/services/service-details/hrfin/training/whattraining

• Are there any training courses that are required?

  Yes. Depending on your role, there are online courses and workshops that you must attend. For a chart that outlines the Financial Training Workshop Prerequisites, visit the following website: http://controller.osu.edu/ftd/FinTrainWorkshopPrereqs.pdf

  For additional information, contact:

  Char Jessie
  (614) 292-3357
  Jessie.1@osu.edu
• Who do I call to register for training workshops?

A self-registration method is used. Financial Training workshops are offered under the heading “Financial Concepts and Policies” at the following website:

http://ocio.osu.edu/services/service-details/hrfin/training/trainingregistration/

Please view our Enroll in Workshop tutorial for detailed instructions at the following website: http://controller.osu.edu/ftd/tutguides.shtm

If you need assistance when registering for a Financial Training and Documentation workshop, contact:

Jon Rudolph
(614) 292-8316
Rudolph.13@osu.edu

• Who do I call to find out what online courses are available?

Online training courses are available through Carmen. For information about the various courses available, visit the online training website:

http://controller.osu.edu/online/online-home.shtm

• Who do I call if I am interested in becoming a volunteer presenter for the Financial Training program?

Char Jessie
(614) 292-3357
Jessie.1@osu.edu

OFFICE OF THE CHIEF INFORMATION OFFICER (OCIO)

The Office of the Chief Information Officer (OCIO) provides technical training (classroom format) in the use of the Financials and HR systems, and online training on basic financial topics.

• Who do I call to find out about technical training on the use of the Financials system?

To register for technical training classes, consult the OCIO website:

http://ocio.osu.edu/services/service-details/hrfin/training/

If you need assistance accessing the online registration system when registering for the technical training, contact:

Teresa Gosser
(614) 688-4518
Gosser.7@osu.edu
• **Who do I call if I need to cancel my registration in a workshop?**

  You must cancel your registration online via the OCIO website 24 hours prior to the date of the workshop:

  [http://ocio.osu.edu/services/service-details/hrfin/training/trainingregistration/](http://ocio.osu.edu/services/service-details/hrfin/training/trainingregistration/)

  If you need assistance or have difficulty accessing the system, contact:

  Teresa Gosser  
  (614) 688-4518  
  Gosser.7@osu.edu

• **Who do I call when I need to change or add information to my personal profile in the online registration system?**

  You can update your information on the training website where you register for classes by choosing “Information We Have About You” (instead of choosing “Class Catalog”).

  If you need assistance, contact:

  Teresa Gosser  
  (614) 688-4518  
  Gosser.7@osu.edu

• **Who do I call for information on accessing OCIO’s online fiscal training?**

  Teresa Gosser  
  (614) 688-4518  
  Gosser.7@osu.edu

**PURCHASING TRAINING**

• **Who do I call for training to become a Requisitioner or Delegated Buyer?**

  Online courses are available on Carmen for various system roles: [https://carmen.osu.edu/](https://carmen.osu.edu/)

  For more specific questions or one-on-one consultation, contact:

  Char Jessie  
  (614) 292-3357  
  Jessie.1@osu.edu

**TRAVEL TRAINING**

• **Who do I call regarding training for the eTravel system?**

  Online courses are available on Carmen for various system roles: [https://carmen.osu.edu/](https://carmen.osu.edu/)

  For more specific questions or one-on-one consultation, contact:

  Travel Office  
  (614) 292-9290  
  Travel@osu.edu
PCARD TRAINING

- Who do I call regarding training for the PCard Program?

  Online courses are available at Carmen: https://carmen.osu.edu/

  For more specific questions or one-on-one consultation, contact:

    PCard Program Office
    (614) 292-9290
    PCard@osu.edu

ACCOUNTING INFORMATION

The Division of Accounting maintains the university’s General Ledger and the ChartField; issues monthly General Ledger reports within the eReports portal to all university colleges and departments; and produces the university's monthly financial report.

- Who do I call to obtain the monthly closing schedule?

  Any staff member in Accounting can assist you; however the best resource is the Accounting website: http://controller.osu.edu/acc/acc-home.shtm

- Who do I call to set up a new ChartField value (e.g. org, fund)?

  Rob Hupp
  (614) 688-4519
  Hupp.1@osu.edu

- Who do I call if I get an “error” message when I enter ChartField information into the Journal Entry pages in the Financials system?

  Rob Hupp
  (614) 688-4519
  Hupp.1@osu.edu

- Who do I call if the journal page indicates that I do not have access to a particular Organization number?

  You should contact your senior fiscal officer for your college or VP area. Your senior fiscal officer can request access for you through Data Security at: Access@osu.edu

- If I see an Operator ID Code of “External,” who do I call to find out which department entered the transaction?

  The panel “Source Code” identifies the billing department. If you cannot determine the billing department, contact:

    Rob Hupp
    (614) 688-4519
    Hupp.1@osu.edu

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• Who do I call to obtain the university’s Federal Employer Identification number, commonly known as our “Tax ID” number?

Scott Gill
(614) 292-7540
Gill.414@osu.edu

For other Tax related issues, please refer to the Tax Compliance section of the Controller’s Office web page: http://controller.osu.edu/acc/tax-home.shtm

• Who do I call to find out if my earnings or plant fund has been set up to earn interest on its cash balances?

Rob Hupp
(614) 688-4519
Hupp.1@osu.edu

• Who do I call to see if my earnings fund has been set up to pay university overhead?

Rob Hupp
(614) 688-4519
Hupp.1@osu.edu

• Who do I call if I have a question regarding the temporary investment rate?

Rob Hupp
(614) 688-4519
Hupp.1@osu.edu

• For all other questions, email the GL Help Desk:

GLHelpdesk@osu.edu

• Additional information is available on the Accounting website:

http://controller.osu.edu/acc/acc-home.shtm

EREPOR TS INFORMATION

eReports are Reports that are accessed online through the university’s reporting tool, eReports Portal. The eReports (Brio) Portal is the university’s web-based reporting tool that allows users to search for, retrieve and execute reports for Human Resources and Financial information.

• Who do I call to find out how I get access to the Financial and Human Resource reports?

Your senior fiscal officer for your college or department can assist you in gaining access to the system.
• Who do I call if I cannot find a particular standard monthly General Ledger report on eReports?
  Rob Hupp
  (614) 688-4519
  Hupp.1@osu.edu

• Who do I call for assistance in setting up simplified flex or flex reports in eReports?
  Rob Hupp
  (614) 688-4519
  Hupp.1@osu.edu

• Who do I call if I am having difficulty finding a list of valid ChartField values or node names to be used in simplified flex and flex reports?
  Rob Hupp
  (614) 688-4519
  Hupp.1@osu.edu

FINANCIAL PLANNING AND ANALYSIS (FORMERLY KNOWN AS RESOURCE PLANNING)

Financial Planning and Analysis coordinates long range planning and development of the budget for The Ohio State University including alternative strategies to maximize resource availability; coordinates data for Board of Regents' subsidy model; and provides management information analyses from university databases and performs special studies using these data.

• Who do I call if I need help entering GFSA (General Funds Spending Authority) or PBA (Present Budget Allocation) transfers:
  Kristany Berger
  (614) 247-7273
  Berger.263@osu.edu

• Who do I call if I need help entering Fund Transfers:
  Rob Hupp
  (614) 688-4519
  Hupp.1@osu.edu

• Who do I call to find out new budget information, overhead rates, etc?
  You should contact your financial analyst in the Office of Financial Planning and Analysis. Each department at the university has an assigned financial analyst for their college or VP area.
  Susan Ballinger
  (614) 247-8205
  Ballinger.56@osu.edu
  or
  Kristany Berger
  (614) 247-7273
  Berger.263@osu.edu

• Additional information is available on their website:
  http://www.rpia.ohio-state.edu/
PAYMENTS MADE TO THE UNIVERSITY: RECEIVING, PROCESSING, AND RECONCILING

- Who do I call to find out how to accept charge card payments?
  Carole Fallon  
  (614) 292-7792  
  Fallon.82@osu.edu

- Who do I call to find out how to accept charge card payments via the Internet?
  Carole Fallon  
  (614) 292-7792  
  Fallon.82@osu.edu

- Who do I call with questions regarding charge card transactions received for payment that cannot be reconciled?
  Amy McMahon  
  (614) 688-4118  
  McMahon.100@osu.edu

- Who do I call regarding a problem with a deposit made on behalf of our department?
  Jeannette Bilas  
  (614) 292-4822  
  Bilas.1@osu.edu

- Who do I call if I received a payment for goods or services and the check received for payment bounced?
  Office of the University Bursar - Collections  
  (614) 292-1056, Option 2  
  collections@osu.edu

- Who do I call to order endorsement stamps for check deposits or customized deposit slips?
  Gay Thompson  
  (614) 292-6261  
  Thompson.1123@osu.edu
PETTY CASH AND CHANGE FUND INFORMATION

A petty cash fund is a limited dollar account used to purchase goods when the university's present procurement system is not cost effective and when the dollar amount is low. A change fund is used exclusively to provide money for making change for university approved department sales, and is reconciled on a daily basis.

- Who do I call to set up a petty cash or change fund in our department?
  Natalie Darner  
  (614) 688-3659  
  Darner.12@osu.edu

- Who do I call if I have questions regarding our petty cash or change fund?
  Natalie Darner  
  (614) 688-3659  
  Darner.12@osu.edu

OTHER CASH MANAGEMENT INFORMATION

- Who do I call to find out how to send electronic transfers of funds?
  Diane Goubeaux  
  (614) 688-4978  
  Goubeaux.18@osu.edu
  or
  Sharon Marquis  
  (614) 688-5680  
  Marquis.1@osu.edu

- Who do I call to confirm monies received by wire transfer or electronic fund transfer?
  Jeannette Bilas  
  (614) 292-4822  
  Bilas.1@osu.edu

- Who do I call to find out how to receive electronic transfers of funds?
  Jeannette Bilas  
  (614) 292-4822  
  Bilas.1@osu.edu

- Who do I call if I want to open a bank account, lockbox or obtain other banking and cash management services for my department?
  Thomas Hatch  
  (614) 688-3651  
  Hatch.32@osu.edu

  Note: For security reasons, departments are rarely permitted to open their own bank accounts.

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Who do I call if a theft occurs?

Contact University Police to report the theft: (614) 292-2121

Contact Internal Audit: (614) 292-9680

Who do I call to locate the nearest Deposit Center?

Amy McMahon
(614) 688-4118
McMahon.100@osu.edu

Information regarding cash handling is available on the Internal Audit website:


Who do I call if there is an insurance claim regarding anything stolen (either cash or non-cash assets such as vehicles, computers, etc.), or if I have insurance questions?

Terry Rodeman
(614) 247-8840
Rodeman.5@osu.edu

Note: You must notify the University Police and file a report: (614) 292-2121

ACCOUNTS RECEIVABLE INFORMATION

The University Bursar’s Office, manages the collection of delinquent outstanding debts owed to the university; i.e., overdue tuition fees, returned checks, and various service bills. In addition, legal matters associated with the collection of these receivables are handled.

Who do I call if I have a question on how to record a receivable?

Tricia Privette
(614) 688-3728
Privette.3@osu.edu

To find out how much the collection fee is for items referred to the University Bursar’s Office such as returned checks, finance charges, etc., please refer to the Departmental Collections User Guide at the following website:

http://www.treasurer.ohio-state.edu/PDFs/DeptCollectionsUsersGuide.pdf

Who do I call if I want to adjust a receivable that was submitted to the Bursar’s Office for my department?

Carinna Butters
(614) 292-2376
Butters.6@osu.edu
GIFT-RELATED INFORMATION

- Who do I call if I have received a gift check for the university?

  Many colleges and departments have a development officer who can assist you. To find a directory of University Development Staff members, go to:

  http://giveto.osu.edu/staffdirectory/index.asp

  If you need additional assistance regarding gift processing, fund descriptions or setting up gift funds, contact:

  Kristyn Wooten
  (614) 292-3170
  Wooten.83@osu.edu

ENDOWMENT INFORMATION

Endowment Administration administers the fund accounting and financial reporting functions for the University Endowment. This area oversees endowment funds; distributing income to each account at the beginning of each fiscal year and as new gifts are received during the year.

- Who do I call to get an endowment transfer form to transfer endowment income or other university monies to the endowment principal?

  The Endowment Transfer Form is available on the Office of the Controller’s website at:

  https://controller.osu.edu/forms/EndowTransfer.pdf

  If you have any questions, please contact:

  Terry Ahmed
  (614) 688-4201
  Ahmed.216@osu.edu

- Who do I call to find out endowment principal, market value, or projected distribution for an endowment fund?

  For the latest information on endowment funds, visit our Endowment Descriptions and Balances page located on the Office of the Controller’s website at:

  http://controller.osu.edu/acc/endow-home.shtm. You may search by keyword, fund number, fund list or college to find specific fund information.

  If you need additional information or have questions regarding the use of the site, contact:

  Terry Ahmed
  (614) 688-4201
  Ahmed.216@osu.edu
MISCELLANEOUS QUESTIONS

- Who do I call regarding payroll entries on my reports?

  For questions about the HR System, contact Human Resource Information System Help Desk (HRIS): (614) 688-0130, hris@osu.edu

JOB AIDS

Unfortunately, there is not one location for all of the job aids you might need. The majority can be found on the two websites shown below:

1. Quick Reference Guides

   http://controller.osu.edu/ftd/tutguides.shtm

   These financial guides are useful tools when reconciling your GL Reports:

   - Reports – Explanation of Fields
   - Funds typically used by an academic department
   - Interpreting your balance sheet
   - Chart showing how to use debits and credits
   - Online ChartField Tutorial

2. ASSIST – Online Help Tool for the HR and Financials system

   http://ocio.osu.edu/services/service-details/hrfin/training/assist/

WHERE IS…?

- Accounting, Division of Office of the Controller
  2020 Blankenship Hall
  901 Woody Hayes Drive
  Columbus, Ohio 43210-4016
  Fax (614) 688-3572
  http://controller.osu.edu/acc/acc-home.shtm

- Accounts Payable, Division of Office of the Controller
  2010 Blankenship Hall
  901 Woody Hayes Drive
  Columbus, Ohio 43210-4016
  Phone (614) 292-6831
  Fax (614) 292-2294
  http://controller.osu.edu/ap/ap-home.shtm

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• **Asset Management, Office of**  
  Office of the Controller  
  2070 Blankenship Hall  
  901 Woody Hayes Drive  
  Columbus, Ohio 43210-4016  
  Phone (614) 292-6048  
  Fax (614) 292-1121  
  [http://controller.osu.edu/am/am-home.shtm](http://controller.osu.edu/am/am-home.shtm)

• **Endowment Administration**  
  Office of the Controller  
  2034 Blankenship Hall  
  901 Woody Hayes Drive  
  Columbus, OH 43210-4016  
  Email: BF-EndowmentAccounting@osu.edu  
  [http://controller.osu.edu/acc/endow-home.shtm](http://controller.osu.edu/acc/endow-home.shtm)

• **Financial Services, Office of (formerly the Office of the Treasurer)**  
  o **Bank Reconciliation**  
  o **Business Continuity**  
  o **Debt Management**  
  o **Enterprise Risk Management and Insurance**  
  o **Treasury Administration, Accounting and Reporting**  
  o **Treasury Management**  
  Gateway Building, Suite 400  
  1590 N High Street  
  Columbus, OH 43201  
  Phone (614) 292-6261  
  [http://www.financialservices.ohio-state.edu/](http://www.financialservices.ohio-state.edu/)

• **Financial Services, Office of (formerly the Office of the Treasurer)**  
  o **University Bursar, Office of**  
  o **Student Accounting and Reconciliation**  
  o **Student Loan Services**  
  Student Academic Services Building  
  2nd Floor – Room 240  
  281 W. Lane Avenue  
  Columbus, OH 43210-1132  
  Phone (614) 292-1056  
  [http://www.treasurer.ohio-state.edu/Bursar/default.aspx](http://www.treasurer.ohio-state.edu/Bursar/default.aspx)

• **Financial Training & Documentation**  
  Office of the Controller  
  120 Stores & Receiving Building  
  2650 Kenny Road  
  Columbus, OH 43201-4340  
  Phone (614) 292-8411  
  [http://controller.osu.edu/ftd/ftd-home.shtm](http://controller.osu.edu/ftd/ftd-home.shtm)
• Payroll Services  
  Office of the Controller  
  Blankenship Hall, 2nd Floor  
  901 Woody Hayes Drive  
  Columbus, OH 43210  
  (614) 292-2311  
  http://controller.osu.edu/pay/pay-home.shtm  

• Purchasing, Stores, Receiving, and Mail Services  
  Stores & Receiving Building  
  2650 Kenny Road  
  Columbus, OH 43210  
  Phone (614) 688-8200  
  Fax (614) 292-6913  
  http://purchasing.osu.edu/  
  http://osustores.osu.edu/  
  http://receivingandmail.osu.edu/  

• Surplus Materials Disposal  
  Office of the Controller  
  2650 Kenny Road  
  Columbus, Ohio 43201  
  Phone (614) 292-8733  
  Fax (614) 292-3218  
  http://surplus.osu.edu/  

• Travel, PCard and Expediting Programs  
  2008 Blankenship Hall  
  901 Woody Hayes Drive  
  Columbus, Ohio 43210  
  Phone (614) 292-9290  
  Fax (614) 247-7121  
  https://osutravel.osu.edu/  
  http://controller.osu.edu/pcard/pcard-home.shtm  
  http://controller.osu.edu/expedite/expedite-home.shtm