Oct. 6, 2014

Current Status

Web Travel and P-Card are back online after being offline for 30 minutes today for several bug fixes.

Top Issues

Receiving Purchase Orders: There is an issue with Receiving on POs entered that originated in FRS. In ConnectCarolina, requestors can receive on any Purchase Order that began as a requisition in the system. For Purchase Orders that originated in FRS, and were manually entered with the original PO number beginning with ‘P’ or ‘W’, the receiving will need to be done by the buyer on the PO. For this group of Purchase Orders, please navigate to Purchasing>Purchase Orders>Review PO Information>Purchase Orders and inquire on specific W or P Purchase Order. Print the screen, mark which lines need to be received as well as what Received Quantity or Received Amount should be if line not being received in full. Scan the marked up page and attach to an email address that is being set up today and will be communicated tomorrow. After receipt of the scanned attachment, the appropriate buyer will be contacted to add the receipt in system.

Campus Voucher: In ConnectCarolina, once a voucher has been processed in any manner (approval routings, voucher post, payments, etc.) it can no longer be deleted. Instead, it must be closed. More info on this topic is in a memo to be released later today.

Commitment Accounting Reminders:

- Please make sure when you are using an OSR chartfield string, that you complete all 7 required chartfields. Those are: Fund, Source, Account, Department, PC Business Unit, Project ID, and Activity ID.
- Some GT forms have been submitted without Activity ID populated. Don’t forget to populate that field.

Important Reminders

Training Reminders:

- Campus trainers, please be sure to mark attendance for all your classes. We are verifying class attendance before granting security access, so if attendance is not marked, it looks like the person was registered for class but did not attend.
- Reminder: To sign up for classes, please ask your TIP to send Anita Collins an email with the name of the person and the name and date of the class.
**Ticket Tips:** Please include as much information as possible in your Web Submit ticket, including document numbers, screen shots and any specifics about your problem.

**Access:** If a user does not have the correct access, please contact the Help Desk.

**System Availability:** Detailed information about system availability is available at [http://ccinfo.unc.edu/getting-help-after-go-live/](http://ccinfo.unc.edu/getting-help-after-go-live/). ePro will be available 24/7. ConnectCarolina Finance is available 7 a.m. – 7 p.m., Monday – Friday; and from 7 a.m. Saturday to 6 a.m. Sunday; with a maintenance outage window Sunday from 6 a.m. to 1 p.m. Full 24 hour access is expected to be restored in November.

**Resources and Documentation**

Join us for a Requesting Source Chartfield Value Requests webinar tomorrow, Oct. 7 at 10 a.m. Visit the [ccinfo webinar](http://ccinfo.unc.edu) page for more info.

At [ccinfo.unc.edu](http://ccinfo.unc.edu), you can find [resource documents](http://ccinfo.unc.edu) including student guides, 101 documents and recorded webinars. Computer-based training sessions on a variety of topics are also available.

**Questions**

**Functional:** Functional, business process or other general questions – plus any tips you have to offer – can be added to the [ConnectCarolina user discussion forums](http://connectcarolina.unc.edu).

**Technical:** All technical questions should be directed to the Business Systems Help Desk at 919-962-HELP, or submitted via a help ticket online at help.unc.edu (select ConnectCarolina > ConnectCarolina Finance > the appropriate area of concern). Your help ticket will be answered by a team dedicated to working on Finance questions and issues. Business Systems Help Desk hours are 8 a.m. to 6 p.m.

*Suggestions for content can be emailed to janet_kelly-scholle@unc.edu.*