Oct. 8, 2014

This Finance Division Daily Update email is for Business Managers, MOU Leads, Finance TIPs, Finance Campus Working Groups and Finance Division staff. Finance will send these daily updates as needed through the go-live and immediate post-go-live periods. Please share with the ConnectCarolina Finance users in your school/division.

Current Status

ePro 8.9 is back online in view-only mode. Notices are in place to advise the user that 8.9 will not process transactions.

Top Issues

Web Travel: More bug fixes took place last night.
Month-End Close: September month-end close took place overnight on Oct. 6. This was the last month-end close in FRS. This data will be converted to ConnectCarolina and posted this weekend.
Contracts and Grants Budgets: Office of Sponsored Research staff are the only users able to update OSR budget.
Healthcare Staff: Healthcare employees have been loaded as users into ConnectCarolina and they should have had access as of yesterday, Oct. 7. If there are outliers and some are not loaded, let us know. Please include staff’s Onyen and PID in the help ticket!
Campus Voucher Create: If an invoice was held due to go-live, and is now being processed, please note the following: You cannot update the payment terms per Disbursement Services. The scheduled due date is calculated to be 30 days is from invoice date on the document you received. If there is a critical need for payment, reach out to Tammy Jorgensen in Disbursement Services directly, but only if there is an urgent need for payment.
Missing Vendors: Missing Vendors: If a vendor is missing when the user tries to enter a voucher or update campus vendor, please take the following steps:

- Look up the vendor in inquiry.
  - If the vendor exists, open a Remedy ticket and supply vendor ID and PID (if employee or student).
  - If the vendor doesn’t exist, it was not converted. Submitting a Remedy ticket is not needed. The user needs to create a new “add vendor” request through the Campus Vendor functionality.

Note that if a vendor is missing and the user is trying to complete a transaction related to travel or a travel reimbursement, they must enter a remedy ticket with the PID of the vendor for which the travel transaction is being completed.
**Trust and Revenue Budgets:** We are working on correcting the issues with end dates for these budgets. We hope to have that resolved later this week.

**ePro 9.1:**
- Now more visible in Portal! Once on connectcarolina.unc.edu, look under *either* the Finance or Self Service buttons on the left. The link to the Vendor Catalog/ePro is at the bottom of both lists.
- **Correction:** Apple is not back online in ePro 9.1 Vendor Catalog. It is expected to be back online very soon. Apologies for the error.
- Fisher Scientific: Legacy logic in production may have caused some users to have access to multiple Fisher Vendor catalogs. The issue was corrected last night.

**P-Card:** All transactions in P-Card should be current as of yesterday, Oct. 7. If you find that P-Card has been mapped incorrectly, please reach out directly to Hua Shen to see how they were mapped.

**Important Reminders**

**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.

**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 9.1 is 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**

At [ccinfo.unc.edu](http://ccinfo.unc.edu), you can find resource documents including student guides, 101 documents and recorded webinars. [Computer-based training](http://ccinfo.unc.edu) 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.

**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](mailto:janet.kelly-scholle@unc.edu).*