

CATalyst UPDATE

Getting Answers to Your PeopleSoft Questions after July 3

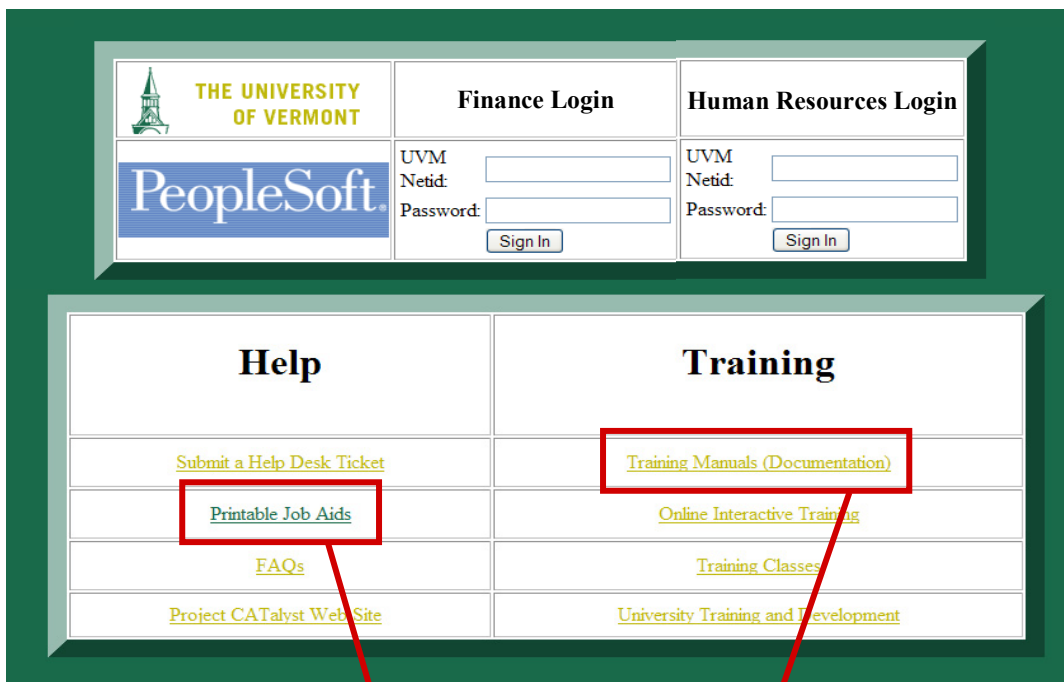
The following PeopleSoft modules will be going live on July 3, 2006: Finance, Budgets, Accounts Payable/Purchase Orders, Sponsored Projects (post award), and Time & Labor (for current Time Sheet users only). There are a number of ways to get answers to your questions, which one will work best depends upon the nature of the issue.

Your first option...

Whenever you have a question about PeopleSoft one of your best sources of information is your department's or unit's business manager. In many cases, they have received additional training in PeopleSoft and are a great source of information on the Chart of Accounts and chartstrings for example. In addition, if you have a question about access to certain PeopleSoft modules, your business manager will likely be the individual that will determine if access is appropriate for you.

Not sure how to complete a process?

Job aids and training manuals are the fastest ways to get help in completing standard processes. For example, you can't remember how to submit a requisition. Job aids are simple step-by-step instructions on how to complete a business process. Training manuals are more detailed descriptions of a business process including actual screenshots. You can find both by clicking on the appropriate links at the PeopleSoft Portal Page – *catalyst.uvm.edu*.



Printable Job Aids

Training Manuals

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Policy or procedure question?

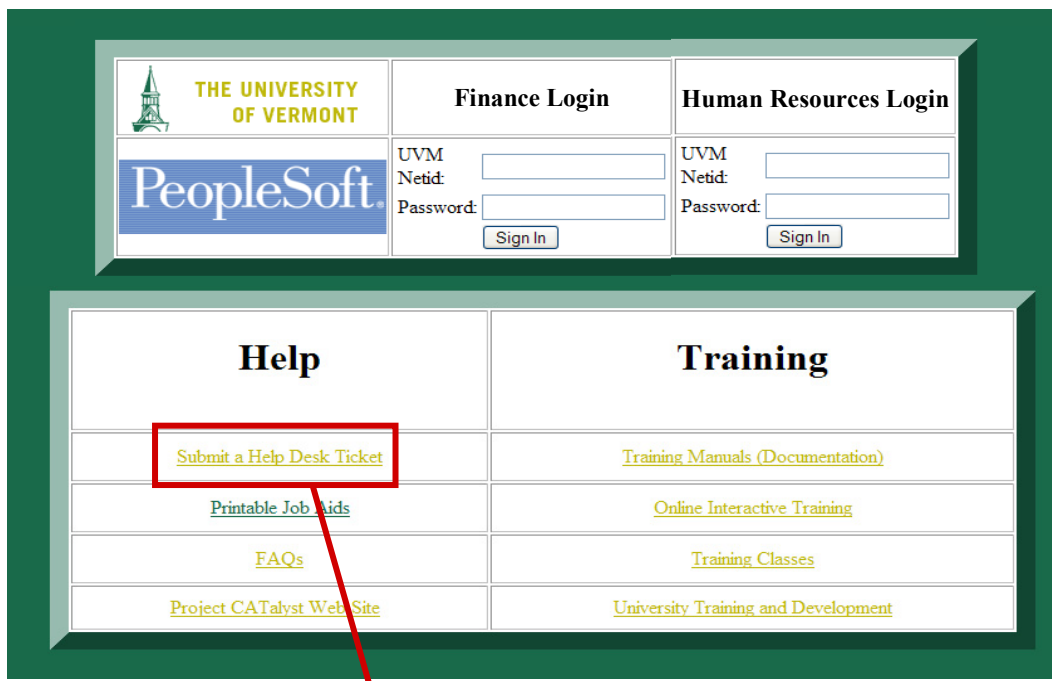
Questions such as, “Where do I send copies of my receipts?” or, “Has the procurement policy changed?” should be directed to the appropriate UVM functional area, Procurement Services or the Controller’s Office for example. They will be your best source for functional information.

Questions about your Chartstring?

The new Chart of Accounts and the resulting chartstrings will replace FRS accounts after July 3, 2006. If you are not sure of the correct chartstring to use, check with your department or unit’s budget builder. If you do not know who your budget builder is call FAB.

Have a software issue?

If you have tried the appropriate job aid or read through the training manual, checked with your business manager, and still cannot complete the desired business process or if you receive an error message while using PeopleSoft, you will need to submit a Footprints ticket. Footprints is a UVM-supported Web-based help desk program you can link to from the PeopleSoft portal page.



Link to Footprints

A few things to keep in mind when submitting a Footprints Help Desk Ticket:

1. Make sure you complete all required fields
2. Be as descriptive as possible about your request
 - What module you were in
 - The navigation you used to get there
 - What process you were trying to complete
 - Exactly what happened
3. If you have received an error code you can hit Shift>Print Screen, paste the screen shot into a Word document and attach the document to your Footprints submission.

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Any information that you can supply will allow us to provide you with a faster, more accurate response.

Your PeopleSoft Help Desk Ticket will be routed to the most appropriate person for a response. You will receive e-mail updates as action is taken on your ticket, allowing you to keep track of where it stands. You may also log into Footprints, click on “View Mine” and then the appropriate Help Desk Ticket # to view the status of your request and add to or edit any information you submitted.

Additional information sources

TYPE OF INFORMATION	LINK
Log in to PeopleSoft, find job aids, training manuals, and link to Footprints	catalyst.uvm.edu
General information about Project CATalyst and PeopleSoft	www.uvm.edu/catalyst
Send an e-mail to Project CATalyst	catalyst@uvm.edu
Procurement Services	http://www.uvm.edu/~procure/
PurCard	http://purcard.uvm.edu/
Send an e-mail to Procurement Services	procurement@uvm.edu
Controller’s Office	http://www.uvm.edu/~cntrlr/
Financial Analysis & Budgeting (FAB)	http://www.uvm.edu/~ofabweb/
Grant & Contract Accounting	http://www.uvm.edu/~gcaacct/
Human Resources	http://www.uvm.edu/~uvmhr/
Send an e-mail to HR-payroll	payroll@uvm.edu
Send an e-mail to HR-benefits	benefits@uvm.edu