



# FINANCIAL TRAINING

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# WHO DO I CALL?

Office of the Controller  
The Ohio State University  
August 2009

The "Who Do I Call?" document is available at:  
<http://www.ctrl.ohio-state.edu/ftd/whodolcall.shtm>





# INTRODUCTION

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“Who Do I Call?” is a comprehensive list of contacts to call for assistance with fiscal matters. We update this list on a quarterly basis.

We hope you find the list useful. Please contact me if you have any comments, suggestions or additions.

Char Jessie  
Program Manager, Financial Training  
(614) 292-3357  
[Jessie.1@osu.edu](mailto:Jessie.1@osu.edu)



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# WHO DO I CALL FOR...

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## **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?**

Peg Schmidt  
(614) 688-8615  
[Schmidt.243@osu.edu](mailto:Schmidt.243@osu.edu)

- **Who do I call about Purchase Order problems, change orders, or corrections needed to an existing Purchase Order?**

Sue Burge  
(614) 292-9737  
[Burge.3@osu.edu](mailto:Burge.3@osu.edu)

or

Connie Hammond  
(614) 688-8127  
[Hammond.3@osu.edu](mailto:Hammond.3@osu.edu)

- **Who do I call to find out what can or cannot be requested on a Blanket Purchase Order?**

Sue Burge  
(614) 292-9737  
[Burge.3@osu.edu](mailto:Burge.3@osu.edu)

or

Connie Hammond  
(614) 688-8127  
[Hammond.3@osu.edu](mailto:Hammond.3@osu.edu)

- **Who do I call if I have questions regarding the Purchase Order Closure form?**

Connie Hammond  
(614) 688-8127  
[Hammond.3@osu.edu](mailto:Hammond.3@osu.edu)

- **Who do I call if I need assistance with performing a vendor search?**

Paulette Duffey  
(614) 688-8752  
[Duffey.40@osu.edu](mailto:Duffey.40@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)?**

Sue Ledin  
(614) 292-7394  
[Ledin.2@osu.edu](mailto:Ledin.2@osu.edu)

- **Who do I call to get a credit reference or bank letter of reference requested by a vendor?**

Paulette Duffey  
(614) 688-8752  
[Duffey.40@osu.edu](mailto:Duffey.40@osu.edu)

- **Additional information is available on the Purchasing website at:**

<http://purchasing.osu.edu>

## **MINORITY BUSINESS INITIATIVE**

- **Who do I call if I have questions about the Minority Business Initiative?**

Bob Quinn  
(614) 292-1686  
[Quinn.106@osu.edu](mailto:Quinn.106@osu.edu)

- **Who do I call if my area is having difficulty finding minority-owned businesses?**

Bob Quinn  
(614) 292-1686  
[Quinn.106@osu.edu](mailto:Quinn.106@osu.edu)

- **Who do I call with a reporting question on minority business?**

Bob Quinn  
(614) 292-1686  
[Quinn.106@osu.edu](mailto:Quinn.106@osu.edu)

- **Additional information is available on the Minority Business Program website at:**

<http://purchasing.osu.edu/minoritybiz/index.asp>

## **STORES**

- **Who do I call if I have questions about the ibuy website?**

Lauren Cappuzzello  
(614) 292-1596  
[ibuy@osu.edu](mailto:ibuy@osu.edu)

- **Who do I call if I have business-related questions regarding the ibuy website?**

Christine Cihon  
(614) 688-8285  
[Cihon.2@osu.edu](mailto:Cihon.2@osu.edu)

- **Who do I call if I have technical-related questions regarding the ibuy website?**

Darryl Jordan  
(614) 247-8186  
[Jordan.270@osu.edu](mailto:Jordan.270@osu.edu)

- **Who do I call to find out which Stores products are environmentally friendly alternatives in the Stores' Green Alternatives Program?**

Stores Customer Service Center  
(614) 292-2694  
[osustores.osu.edu/](http://osustores.osu.edu/)

- **Additional information is available on the Stores website at:**

<http://osustores.osu.edu/>

## RECEIVING INFORMATION

Receiving is the department that accepts shipments from external vendors on behalf of the university.

- **Who do I call in Receiving if they received my goods, but I don't have them?**

Stores Customer Service Center  
(614) 292-2694  
[osustores.osu.edu/tabfiles/contact.asp](http://osustores.osu.edu/tabfiles/contact.asp)

- **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  
[osustores.osu.edu/tabfiles/contact.asp](http://osustores.osu.edu/tabfiles/contact.asp)

- **Additional information is available on the Receiving website at:**

<http://receivingandmail.osu.edu>

## ACCOUNTS PAYABLE INFORMATION

Accounts Payable is the department that makes payments on behalf of the university to external vendors and payees. 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](mailto: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?**

Carla Jackson  
(614) 688-4958  
[Jackson.554@osu.edu](mailto:Jackson.554@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 webpage on the Office of the Controller's website at:

<http://www.ctrl.ohio-state.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 PeopleSoft Financials or through the Office of the Controller website at: <http://www.ctrl.ohio-state.edu/>, click "View Invoice".

Deborah Durant  
(614) 247-7166  
[Durant.28@osu.edu](mailto: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 OIT 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](mailto:Durant.28@osu.edu)

or

Carla Jackson  
(614) 688-4958  
[Jackson.554@osu.edu](mailto:Jackson.554@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](mailto:Goubeaux.18@osu.edu)

or

Deborah Durant  
(614) 247-7166  
[Durant.28@osu.edu](mailto:Durant.28@osu.edu)

- **Who do I call regarding problems with honoraria payments?**

For non-resident aliens' honoraria payments call:

Diane Goubeaux  
(614) 688-4978  
[Goubeaux.18@osu.edu](mailto:Goubeaux.18@osu.edu)

or

Deborah Durant  
(614) 247-7166  
[Durant.28@osu.edu](mailto:Durant.28@osu.edu)

For all other questions regarding honoraria payments call:

Deborah Durant  
(614) 247-7166  
[Durant.28@osu.edu](mailto:Durant.28@osu.edu)

## CREDIT MEMO PROCESSING

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

Carla Jackson  
(614) 688-4958  
[Jackson.554@osu.edu](mailto:Jackson.554@osu.edu)

or

Deborah Durant  
(614) 247-7166  
[Durant.28@osu.edu](mailto:Durant.28@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, you should contact:

Deborah Durant  
(614) 247-7166  
[Durant.28@osu.edu](mailto:Durant.28@osu.edu)

or

Carla Jackson  
(614) 688-4958  
[Jackson.554@osu.edu](mailto:Jackson.554@osu.edu)

- **Who do I call when I am checking to see if a refund check has been issued?**

Deborah Durant  
(614) 247-7166  
[Durant.28@osu.edu](mailto: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](mailto:Goubeaux.18@osu.edu)

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

Sharon Marquis  
(614) 688-5680  
[Marquis.1@osu.edu](mailto:Marquis.1@osu.edu)

- **Who do I call if I need to obtain a copy of a canceled check issued by the university?**

Sharon Marquis  
(614) 688-5680  
[Marquis.1@osu.edu](mailto:Marquis.1@osu.edu)

## **DIRECT DEPOSITS**

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

Erin Slucher  
(614) 688-5465  
[Slucher.3@osu.edu](mailto:Slucher.3@osu.edu)

or

Deborah Durant  
(614) 247-7166  
[Durant.28@osu.edu](mailto:Durant.28@osu.edu)

- **Additional information is available on the Accounts Payable website at:**

<http://www.ctrl.ohio-state.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](mailto:aphelpdesk@osu.edu). You will receive a response from a staff member in Accounts Payable by the next business day.

## PCARD PROGRAM INFORMATION

There are three types of cards:

1. The Purchasing Card is a purchasing tool that permits departments to make small dollar purchases instead of using the requisition and purchase order process.
2. The Travel Card is issued to an individual to purchase airline, hotel and rental car services only.
3. The group/extended Travel (GET) Card is issued to an individual for business travel-related expenses for two or more travelers or for an individual's travel that spans seven or more consecutive days.

Forms and policy information are available on the PCard Program website at:

<http://purchasing.osu.edu/pcard>

- **Who do I call if I have difficulty completing the Application form?**

Brian VanVranken  
(614) 292-9019  
[VanVranken.2@osu.edu](mailto:VanVranken.2@osu.edu)

or

PCard Office  
(614) 292-9290  
[pcard@prs.us.ohio-state.edu](mailto:pcard@prs.us.ohio-state.edu)

- **Who do I call if I have a policy or procedure question?**

Brian VanVranken  
(614) 292-9019  
[VanVranken.2@osu.edu](mailto:VanVranken.2@osu.edu)

or

PCard Office  
(614) 292-9290  
[pcard@prs.us.ohio-state.edu](mailto:pcard@prs.us.ohio-state.edu)

- **Where can I find information about what I can or cannot buy when I use a PCard?**

You can access a complete listing of blocked or unallowable commodities on the PCard Program website at:

<http://purchasing.osu.edu/pcard>

- **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 Purchasing Card Manager or Card Holder should contact the bank at (800) 685-4039 to verify reason for decline. If further assistance is needed, contact one of the following:

Brian VanVranken  
(614) 292-9019  
[VanVranken.2@osu.edu](mailto:VanVranken.2@osu.edu)

or

PCard Office  
(614) 292-9290  
[pcard@prs.us.ohio-state.edu](mailto:pcard@prs.us.ohio-state.edu)

- **Who do I call if there is an incorrect transaction on my bank statement?**

Brian VanVranken  
(614) 292-9019  
[VanVranken.2@osu.edu](mailto:VanVranken.2@osu.edu)

or

PCard Office  
(614) 292-9290  
[pcard@prs.us.ohio-state.edu](mailto:pcard@prs.us.ohio-state.edu)

- **How can I change the information on an existing application for a PCard?**

An approved Maintenance Form must be submitted to the PCard Office before changes can be made to an existing account.

<http://purchasing.osu.edu/pcard/forms/forms.asp>

- **Who do I call if someone has lost a PCard?**

There are 3 important steps that you must take:

1. Call the Bank at (800) 685-4039 immediately to report the lost or stolen card
2. If the card was stolen on OSU property, call OSU Police at (614) 292-2121
3. Contact the PCard office to advise them of the situation and to request a replacement card:

Brian VanVranken  
(614) 292-9019  
[VanVranken.2@osu.edu](mailto:VanVranken.2@osu.edu)

or

PCard Office  
(614) 292-9290  
[pcard@prs.us.ohio-state.edu](mailto:pcard@prs.us.ohio-state.edu)

- **Additional information is available on the PCard Program website at:**

<http://purchasing.osu.edu/pcard/loststolen/lost.asp>

## TRAVEL INFORMATION

- **Who do I call regarding Travel Policy questions?**

The University's Travel Policies are hosted at the Travel Office website:

<http://busops.osu.edu/travel.php>.

For additional questions, contact:

Jane Marlow (614) 292-9290 <a href="mailto:Marlow.2@osu.edu">Marlow.2@osu.edu</a>	or	Brian VanVranken (614) 292-9290 <a href="mailto:VanVranken.2@osu.edu">VanVranken.2@osu.edu</a>	or	Marie Peterson (614) 292-9290 <a href="mailto:Peterson.265@osu.edu">Peterson.265@osu.edu</a>
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- **Who do I call to find out what kind of receipts are needed from travelers?**

Jane Marlow (614) 292-9290 <a href="mailto:Marlow.2@osu.edu">Marlow.2@osu.edu</a>	or	Brian VanVranken (614) 292-9290 <a href="mailto:VanVranken.2@osu.edu">VanVranken.2@osu.edu</a>	or	Marie Peterson (614) 292-9290 <a href="mailto:Peterson.265@osu.edu">Peterson.265@osu.edu</a>
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- **Who do I call to find out if we have to have a Travel Request in place before someone goes on travel status?**

Jane Marlow (614) 292-9290 <a href="mailto:Marlow.2@osu.edu">Marlow.2@osu.edu</a>	or	Brian VanVranken (614) 292-9290 <a href="mailto:VanVranken.2@osu.edu">VanVranken.2@osu.edu</a>	or	Marie Peterson (614) 292-9290 <a href="mailto:Peterson.265@osu.edu">Peterson.265@osu.edu</a>
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- **Who do I call if I have questions about per diem, mileage or foreign exchange rates?**

Jane Marlow (614) 292-9290 <a href="mailto:Marlow.2@osu.edu">Marlow.2@osu.edu</a>	or	Brian VanVranken (614) 292-9290 <a href="mailto:VanVranken.2@osu.edu">VanVranken.2@osu.edu</a>	or	Marie Peterson (614) 292-9290 <a href="mailto:Peterson.265@osu.edu">Peterson.265@osu.edu</a>
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Visit the Travel Office website: <http://busops.osu.edu/travel.php>

- **Who do I call regarding eTravel System questions or problems?**

Jane Marlow (614) 292-9290 <a href="mailto:Marlow.2@osu.edu">Marlow.2@osu.edu</a>	or	Brian VanVranken (614) 292-9290 <a href="mailto:VanVranken.2@osu.edu">VanVranken.2@osu.edu</a>	or	Marie Peterson (614) 292-9290 <a href="mailto:Peterson.265@osu.edu">Peterson.265@osu.edu</a>
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- **How can I get access to the eTravel System?**

An approved [System Access Request](#) form must be submitted to OIT to establish system access:

To access form, visit the Travel Office website at:

<http://busops.osu.edu/travelforms.php>

- **Additional information is available on the Travel website at:**

<http://busops.osu.edu/travel/php>

## 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](mailto:Willis-Berry.1@osu.edu)

- **Who do I call about inventory tagging?**

Kathy Krutsch  
(614) 292-6048  
[Krutsch.4@osu.edu](mailto:Krutsch.4@osu.edu)

- **Who do I call about Office of Sponsored Programs (formerly known as OSURF) assets or OSP equipment inventory issues?**

Kevin Olsen  
(614) 247-6090  
[Olsen.98@osu.edu](mailto:Olsen.98@osu.edu)

or

Michael Bogart  
(614) 292-0844  
[Bogart.17@osu.edu](mailto:Bogart.17@osu.edu)

- **Can a Professor who 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](mailto: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](mailto:Herbert.27@osu.edu)

or

Berrin Bilerel  
(614) 688-4519  
[Bilerel.1@osu.edu](mailto:Bilerel.1@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](mailto: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](mailto: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](mailto:Willis-Berry.1@osu.edu)

- **Who do I call to obtain an Asset Management form?**

All forms are available through the Asset Management website at:

<http://www.ctrl.ohio-state.edu/forms/forms.shtm#am>

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

DeeAnn Willis-Berry  
(614) 688-4788  
[Willis-Berry.1@osu.edu](mailto:Willis-Berry.1@osu.edu)

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

<http://www.ctrl.ohio-state.edu/am/am-home.shtm>

## **SURPLUS MATERIALS DISPOSAL INFORMATION**

Surplus is the university department that disposes of university assets either through resale or elimination.

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

Michele Tiburzi  
(614) 688-3545  
[Tiburzi.1@osu.edu](mailto: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](mailto:Tiburzi.1@osu.edu)

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

Michele Tiburzi  
(614) 688-3545  
[Tiburzi.1@osu.edu](mailto: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](mailto:Tiburzi.1@osu.edu)

- **Who do I call about system training?**

Michele Tiburzi  
(614) 688-3545  
[Tiburzi.1@osu.edu](mailto: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) 292-3432  
[CTL-HelpDesk @ busfin.osu.edu](mailto:CTL-HelpDesk@busfin.osu.edu)

- **Additional information is available on the Surplus Materials Disposal website:**

<http://www.ctrl.ohio-state.edu/smd/smd-home.shtm>

## TRAINING INFORMATION

### OFFICE OF FINANCIAL TRAINING AND DOCUMENTATION

The Office of Financial Training and Documentation is responsible for providing training in 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](mailto: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?” located at:

<http://www.oit.ohio-state.edu/hrfin/whattraining.html>

- **Who do I call to sign up for training classes?**

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

<http://www.oit.ohio-state.edu/hrfin/trainingregistration.html>

Please view our **Enroll in Workshop** tutorial for detailed instructions at the following website:

<http://www.ctrl.ohio-state.edu/ftd/tutguides.shtm>

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

Jon Rudolph  
(614) 292-8316  
[Rudolph.13@osu.edu](mailto:Rudolph.13@osu.edu)

or

Jonnie Wilson  
(614) 292-8411  
[Wilson.44@osu.edu](mailto:Wilson.44@osu.edu)

- **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](mailto:Jessie.1@osu.edu)

## OFFICE OF INFORMATION TECHNOLOGY

The Office of Information Technology 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 OIT website at:

<http://www.oit.ohio-state.edu/hrfin/trainingregistration.html>

If you need assistance accessing the online registration system when signing up for the technical training classes you can call:

Darcey Hile  
(614) 247-7828  
[trngnotif@osu.edu](mailto:trngnotif@osu.edu)

- **Who do I call if I need to cancel my registration in a class?**

You must cancel your registration online via the OIT website at:

<http://www.oit.ohio-state.edu/hrfin/trainingregistration.html>

If you need assistance or have difficulty accessing the system you can call:

Darcey Hile  
(614) 247-7828  
[trngnotif@osu.edu](mailto:trngnotif@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 this information yourself 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 you can call:

Darcey Hile  
(614) 247-7828  
[trngnotif@osu.edu](mailto:trngnotif@osu.edu)

- **Who do I call for information on accessing OIT's online fiscal training?**

Teresa Gosser  
(614) 688-4518  
[Gosser.7@osu.edu](mailto:Gosser.7@osu.edu)

## **PURCHASING TRAINING**

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

Peggy Schmidt  
(614) 688-8615  
[Schmidt.243@osu.edu](mailto:Schmidt.243@osu.edu)

## **TRAVEL TRAINING**

- **Who do I call regarding training on the Travel System?**

An online tutorial for Approvers and Initiators is available at the Travel website:

<https://assist-erp.osu.edu/assistTravel/index.html>

or

[http://busops.osu.edu/travelforms/Travel41\\_approver\\_training\\_web.ppt](http://busops.osu.edu/travelforms/Travel41_approver_training_web.ppt)

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

Jane Marlow  
(614) 292-9290  
[Marlow.2@osu.edu](mailto:Marlow.2@osu.edu)

or

Marie Peterson  
(614) 292-9290  
[Peterson.265@osu.edu](mailto:Peterson.265@osu.edu)

## **ACCOUNTING INFORMATION**

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

- **Who do I call to find out the monthly closing schedule?**

Any staff member in Accounting can assist you; however the best resource is the Accounting website:

<http://www.ctrl.ohio-state.edu/acc/acc-home.shtm>

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

Mike Baker  
(614) 688-3218  
[Baker.79@osu.edu](mailto:Baker.79@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?**

Mike Baker  
(614) 688-3218  
[Baker.79@osu.edu](mailto:Baker.79@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](mailto:Access@osu.edu)

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

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

Rob Hupp  
(614) 688-4519  
[Hupp.1@osu.edu](mailto:Hupp.1@osu.edu)

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

Jodi Kessler  
(614) 292-7540  
[Kessler.91@osu.edu](mailto:Kessler.91@osu.edu)

For other Tax related issues, please refer to the [Tax Compliance](#) section of the Controller’s Office webpage.

<http://www.ctrl.ohio-state.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](mailto: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](mailto:Hupp.1@osu.edu)

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

Mike Baker	or	Rob Hupp
(614) 688-3218		(614) 688-4519
<a href="mailto:Baker.79@osu.edu">Baker.79@osu.edu</a>		<a href="mailto:Hupp.1@osu.edu">Hupp.1@osu.edu</a>

- **For all other questions, you can email the GL Help Desk at:**

[GLhelpdesk@osu.edu](mailto:GLhelpdesk@osu.edu)

- **Additional information is available on the Accounting website at:**

<http://www.ctrl.ohio-state.edu/acc/acc-home.shtm>

## **EREPORTS 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 to get paper-based reports in my department?**

Your Senior Fiscal Officer for your college or department can identify the individual(s) that receive the reports for your area.

- **Who do I call to change my report distribution number?**

Rob Hupp  
(614) 688-4519  
[Hupp.1@osu.edu](mailto:Hupp.1@osu.edu)

- **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](mailto: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](mailto: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](mailto:Hupp.1@osu.edu)

## **RESOURCE PLANNING INFORMATION (RPIA)**

- **Who do I call if I need help entering GFSA (General Funds Spending Authority) or PBA (Present Budget Allocation) transfers:**

John Boyer  
(614) 688-4121  
[Boyer.40@osu.edu](mailto:Boyer.40@osu.edu)

- **Who do I call if I need help entering Fund Transfers:**

John Boyer  
(614) 688-4121  
[Boyer.40@osu.edu](mailto:Boyer.40@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 University Resource Planning. Each department at the university has an assigned financial analyst for their college or VP area.

John Boyer  
(614) 688-4121  
[Boyer.40@osu.edu](mailto:Boyer.40@osu.edu)

or

Ruth Burns  
(614) 688-4135  
[Burns.46@osu.edu](mailto:Burns.46@osu.edu)

or

Debbie Pelley  
(614) 292-9447  
[Pelley.4@osu.edu](mailto:Pelley.4@osu.edu)

- **Additional information is available on their website at:**

<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](mailto: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](mailto:Fallon.82@osu.edu)

- **Who do I call with questions regarding charge card transactions received for payment that cannot be reconciled?**

Jeannette Bilas  
(614) 292-4822  
[Bilas.1@osu.edu](mailto:Bilas.1@osu.edu)

or

David Jones  
(614) 688-3659  
[Jones.1976@osu.edu](mailto:Jones.1976@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](mailto:Bilas.1@osu.edu)

- **Who do I call if I received a payment for goods or services and the check received for payment bounced?**

Deborah Bohanan  
(614) 292-7574  
[Bohanan.1@osu.edu](mailto:Bohanan.1@osu.edu)

## PETTY CASH AND CHANGE FUND INFORMATION

- **Who do I call to set up a petty cash or change fund in our department?**

David Jones  
(614) 688-3659  
[Jones.1976@osu.edu](mailto:Jones.1976@osu.edu)

- **Who do I call if I have questions regarding our petty cash or change fund?**

David Jones  
(614) 688-3659  
[Jones.1976@osu.edu](mailto:Jones.1976@osu.edu)

## OTHER CASH MANAGEMENT INFORMATION

- **Who do I call to find out how to send electronic transfers of funds?**

Sharon Marquis  
(614) 688-5680  
[Marquis.1@osu.edu](mailto: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](mailto:Bilas.1@osu.edu)

- **Who do I call if I want to open a bank account for my department?**

Sandya Wickramanayake  
(614) 292-8121  
[Wickramanayake.1@osu.edu](mailto:Wickramanayake.1@osu.edu)

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

- **Who do I call if a theft occurs?**

You must contact University Police to report the theft:

(614) 292-2121

You should contact Internal Audit:

(614) 292-9680

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

[http://www.ia.ohio-state.edu/Theft\\_Fraud.asp](http://www.ia.ohio-state.edu/Theft_Fraud.asp)

- **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?**

Gabby Reissland

(614) 247-8840

[Reissland.1@osu.edu](mailto:Reissland.1@osu.edu)

You must notify the University Police and file a report:

(614) 292-2121

## ACCOUNTS RECEIVABLE INFORMATION

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

Tricia Privette  
(614) 688-3728  
[Privette.3@osu.edu](mailto:Privette.3@osu.edu)

- **Who do I call if I billed a customer for goods or services and they have not paid the university within the payment terms of the invoice (i.e. the invoice is now considered past due)?**

Deborah Bohanan  
(614) 292-7574  
[Bohanan.1@osu.edu](mailto:Bohanan.1@osu.edu)

- **Who do I call to find out how much the collection fee is for items referred to the Accounts Receivable Office such as returned checks, unpaid bills, etc?**

Deborah Bohanan  
(614) 292-7574  
[Bohanan.1@osu.edu](mailto:Bohanan.1@osu.edu)

- **Who do I call if I want to write off a receivable for my department?**

Deborah Bohanan  
(614) 292-7574  
[Bohanan.1@osu.edu](mailto:Bohanan.1@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://www.giveto.osu.edu/areas/directory.asp>

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

Kristyn Carman  
(614) 292-2141  
[Carman.4@osu.edu](mailto:Carman.4@osu.edu)

## **ENDOWMENT INFORMATION:**

- **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 Financial Services' website at: <http://www.treasurer.ohio-state.edu>. Click on the tab "Staff" at the top of the page and then click on "Endowment Transfer Form" which is the last selection under the "Endowment" section. If you have any questions, please contact:

Gary Leimbach  
(614) 688-3652  
[Leimbach.4@osu.edu](mailto:Leimbach.4@osu.edu)

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

This information is available on the Office of Financial Services' website at: <http://www.treasurer.ohio-state.edu>. For individual fund balances (and abbreviated fund descriptions), click on the tab "Endowment" at the top of the page and then click on "Descriptions and Balances." If you require more detailed information, then go back to the top of page and click on the tab "Staff" and scroll down and choose any of the different reports listed under "Endowment."

**Note:** If you have never used this portion of the site (“Staff”), the following steps must be taken first:

1. Make sure you have an active OSU Internet User name and password
2. You must contact Gary Leimbach and request access to the Treasurer’s system

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

Gary Leimbach  
(614) 688-3652  
[Leimbach.4@osu.edu](mailto:Leimbach.4@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](mailto: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://www.ctrl.ohio-state.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

<http://www.oit.ohio-state.edu/hrfin/assist.html>

ASSIST is the online help tool for the HR and Financials Systems.

## WHERE IS...?

- **Division of Accounts Payable**  
**Office of the Controller**  
901 Woody Hayes Drive,  
2010 Blankenship Hall  
Columbus, Ohio 43210-4016  
Phone (614) 292-6831  
Fax (614) 292-2294  
<http://www.ctrl.ohio-state.edu/ap/ap-home.shtm>
  
- **Purchasing**
- **Stores, Receiving, and Mail Services**
- **PCard and Travel Office**  
2650 Kenny Road  
Stores & Receiving Building  
Columbus, Ohio 43210  
Phone: 614-688-8200  
Fax: 614-292-6913  
<http://purchasing.osu.edu/>  
<http://osustores.osu.edu/>  
<http://receivingandmail.osu.edu/>  
<http://purchasing.osu.edu/pcard/>  
<http://busops.osu.edu/travel.php>
  
- **Division of Accounting**  
**Office of the Controller**  
901 Woody Hayes Drive  
2020 Blankenship Hall  
Columbus, Ohio 43210-4016  
Phone (614) 292-4156  
Fax (614) 688-3572  
<http://www.ctrl.ohio-state.edu/acc/acc-home.shtm>
  
- **Office of Asset Management**  
**Office of the Controller**  
901 Woody Hayes Drive  
2070 Blankenship Hall  
Columbus, Ohio 43210-4016  
Phone (614) 292-6048  
Fax (614) 292-1121  
<http://www.ctrl.ohio-state.edu/am/am-home.shtm>

- **Surplus Materials Disposal  
Office of the Controller**  
1165 Kinnear Road  
Columbus, OH 43212  
Phone (614) 292-8733  
Fax (614) 292-3218  
<http://www.ctrl.ohio-state.edu/smd/smd-home.shtm>
  
- **Office of Human Resources**  
Payroll Information  
1590 North High Street  
Suite 300  
Columbus, OH 43201-2190  
(614) 292-2311  
<http://www.hr.osu.edu/payroll/>
  
- **Office of Financial Services (formerly the Office of the Treasurer)**  
Riverwatch Tower, Suite B  
364 W. Lane Avenue  
Columbus, OH 43201-4340  
Phone (614) 292-6261  
<http://www.treasurer.ohio-state.edu/>