

Fiscal Administrators Meeting  
 Areas to Monitor: November 1, 2023

| Area to Monitor                                    | Description   | Action   |
|--|---|--|
| <b>UPDATE: Education Benefit</b>                   | Deadline for using Education Benefits for this calendar year is December 15 <sup>th</sup> , 2023.   |  |
| <b>UPDATE: Customer Portal for Solution Center</b> | Launched in early October 2023; ~170 requests to enroll to date. If you would like to request access, please send to askfinance@virginia.edu. | Additional behind-the-scenes work does occur at the T1 level that is not visible to the user always. If anyone has concerns about the speed in which their case is being reviewed, a best practice is to call the Solution Center ((434) 924-3400) |

Q&A

| Questions   | Answers   | OTHER COMMENTARY  |
|---|---|---|
| <b>UPDATE: Customer Portal for Solution Center</b>  |   | User  |
| Is the preference that cases not be submitted via the portal, but instead to continue be submitted via email to askfinance? | No preference. They will be entered into the same queue either way.                   | You cannot submit an attachment if you submit a case in the portal, so it will be preferable to send these types of requests through askfinance@virginia.edu  |
| <b>UPDATE: 90-day aging T&amp;E Card</b>  |   | Blog article on this topic: <a href="https://uvafinance.blogspot.com/2023/10/new-penalty-for-t-cards-with-aging.html">https://uvafinance.blogspot.com/2023/10/new-penalty-for-t-cards-with-aging.html</a> |
| How should proceed if need an extension?  | Send a query to AskFinance@virginia.edu; Send a query to Card@virginia.edu if urgent. |   |
| <b>UPDATE: PO/Requisition Closing Process</b>   |   | Please request access by sending an email to <a href="mailto:askfinance@virginia.edu">askfinance@virginia.edu</a>   |

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|--|---------------------------------------|--|
|  |                                       |  |
| Can the "Purchase Orders targeted for Closing or Cancellation" report be run by Cost Center? | Yes, via worktag area/column.         |  |
| Will the report allow us to query on CCH (cost center hierarchy)?                            | This is currently being investigated. |  |