BUSINESS & FINANCE SUPPORT PLAN
MODIFIED SERVICES

Vice President of Business & Finance Office

OFFICE HOURS
The Vice President of Business & Finance office will be working remotely Monday-Friday, 8:00 am-5:00 pm. Our staff is dedicated to answering your emails, phone messages, and instant messages (IM) in a timely manner. Please contact us if you have any questions.

Business & Finance: business-finance@csuchico.edu
Dolores Yates: dmyates@csuchico.edu
Rachel Koontz: rckoontz@csuchico.edu

Skype:
Dolores Yates & Rachel Koontz available Monday-Friday, 8:00 am-5:00 pm

Microsoft Teams
Dolores Yates & Rachel Koontz available Monday-Friday, 8:00 am-5:00 pm

PHONE INQUIRIES
The main phone number for the VPBF office, (530) 898-6231, has been set up to be answered via email. Please leave a voice mail and Rachel Koontz or Dolores Yates will return the call.

Please note: Ann Sherman does not have voice mail. If you are unable to reach her by email, please call and leave a message at (530) 898-6231.

VP MEETINGS
Please contact Dolores or Rachel if you wish to be added to Ann Sherman’s calendar.

Ann Sherman will be working remotely. All meeting requests should be set up as a Zoom meeting until further notice.

Meetings that have already been scheduled will be converted to Zoom. Please contact Dolores or Rachel if a Zoom meeting is not possible.

SUSPENDED SERVICES
The University recognizes it may no longer be possible to secure actual signatures on documents. Until further notice, departments can accept emails from mail.csuchico.edu and csuchico.edu accounts if physical signatures cannot be obtained. This process is solely for internal approvals. Emails may NOT contain level 1 or level 2 data, such as social security numbers, medical records, or bank or credit card information. Please contact Dolores Yates, dmyates@csuchico.edu, if a wet signature is required.
Audit Services

CONTACT INFORMATION

EMAIL

Annabel Grimm: agrimm@csuchico.edu
Rachel Koontz: rckoontz@csuchico.edu

INSTANT MESSAGING (IM)

Skype:
Annabel Grimm & Rachel Koontz available Monday-Friday, 8:00 am-5:00 pm

Microsoft Teams
Annabel Grimm & Rachel Koontz available Monday-Friday, 8:00 am-5:00 pm

PHONE INQUIRIES

You can leave a voice mail for Annabel Grimm at (530) 898-3709. Voicemails will be transferred to email and will be answered promptly. If you are unable to reach her, please contact Rachel Koontz, rckoontz@csuchico.edu.

EMAIL INQUIRES

Annabel Grimm’s email (agrimm@csuchico.edu) is still active and being monitored during business hours.

AUDIT MEETINGS

Annabel Grimm will be working remotely. All meeting requests should be set up as a Zoom meeting until further notice. Please contact Rachel or Annabel to set up a meeting.

Meetings that have already been scheduled will be converted to Zoom. Please contact Rachel if a Zoom meeting is not possible.

UPDATES FROM THE CHANCELLOR’S OFFICE

For more information on Audits from the CSU Chancellor’s Office, or to look up information on past audits, please visit: https://www2.calstate.edu/csu-system/administration/audit-and-advisory-services
SUBMITTING TICKETS

BITS is working remotely in all situations possible. There are some exceptions, such as with UPD system support.

The best way to get help from BITS is to open a Team Dynamix (TDx) ticket. Tickets are monitored by all BITS team members.

- Direct link to all Business & Finance TDx tickets: https://support.csuchico.edu/TDClient/1984/Portal/Requests/ServiceCatalog?CategoryID=8045

Some business areas have specific TDx tickets.

- FMS Specific Support Tickets: https://support.csuchico.edu/TDClient/1984/Portal/Requests/ServiceCatalog?CategoryID=8046
- Financial Services Specific Tickets: https://support.csuchico.edu/TDClient/1984/Portal/Requests/ServiceCatalog?CategoryID=9514
- HR Specific Support Tickets: https://support.csuchico.edu/TDClient/1984/Portal/Requests/ServiceCatalog?CategoryID=9107
- UPD Specific Support Tickets: https://support.csuchico.edu/TDClient/1984/Portal/Requests/ServiceCatalog?CategoryID=9519

Requests for Data or Reports: https://support.csuchico.edu/TDClient/1984/Portal/Requests/ServiceCatalog?CategoryID=2753

REMOTE SUPPORT

A variety of tools will be used to support the users of Business and Finance as our teams work remotely. These will vary depending upon what support is needed. Some examples include the use of the TDx ticketing system itself and through delivered notifications, Zoom, Bomgar session (remote desktop support sessions), Skype for Business and phone calls.

SUSPENDED SERVICES

In person support is currently suspended. All IT support is being done remotely except in rare circumstances where in person support is the only option (e.g. UPD system support).

OTHER RELEVANT INFORMATION

UPD and EOC after-hours support remains in place and contacts remain unchanged.
Bus Reservations

BUS RESERVATIONS
Bus Reservations has suspended services for the remainder of the semester.
If you need assistance:
Call: 530-898-6117
Email: hclong@csuchico.edu or kheuton@csuchico.edu
Web: https://www.csuchico.edu/busr/index.shtml

SUSPENDED SERVICES
All services have been cancelled for the remainder of the semester.
Environmental Health and Safety

OFFICE HOURS

The EHS office will be intermittently and minimally staffed from Monday-Friday, 8:00 am-5:00 pm. Staff will monitor email and phones during business hours.

For general questions, please contact Kathy Kinch. For specific questions, please email staff members directly, or the EHS phone directory with the number below.

- **Call:** 530-898-5126
- **Email:** KKinch@csuchico.edu (general questions)
- **Web:** [www.csuchico.edu/EHS](http://www.csuchico.edu/EHS)

Safety concerns specifically related to COVID-19 should be directed to the Chico State Emergency Operations Center (EOC) for proper routing and evaluation.

- **Call:** 530-898-4180
- **Email:** EOC@csuchico.edu

**EMERGENCY PREPAREDNESS**

All planned emergency preparedness activities are suspended until further notice.

If you have non-urgent questions related to emergency preparedness activities, contact Yvette Streeter:

- **Call:** 530-898-5126
- **Email:** ystreeter@csuchico.edu
- **Web:** [https://www.csuchico.edu/emergencyprep/index.shtml](https://www.csuchico.edu/emergencyprep/index.shtml)

**SUSPENDED SERVICES**

Suspended services include:

- Food Permits
- In person training for Risk and Safety Solutions (RSS)
- Ergonomic evaluations
- Hazardous waste pick-ups
Facilities Management and Services

ADMINISTRATION & BUSINESS SERVICES
Administration and Business Services for FMS will be working remotely Monday-Friday, 7:00 am-4:30 pm.
If you need assistance:
Call: 530-898-6222  
Email: fmscustomersupport@csuchico.edu  
Web: https://www.csuchico.edu/fms/

BOILER CHILLER PLANT
The boiler chiller plant is operating with one operator per shift monitoring the plant 24/7, and two 4-hour shifts per week monitoring equipment rooms. All additional staff are available on-call.
If you need assistance:
Call: 530-898-5555  
Email: fmscustomersupport@csuchico.edu  
Web: https://www.csuchico.edu/fms/bcp.shtml

BUILDING MAINTENANCE
All staff are on-call.
If you need assistance:
Call: 530-898-5555  
Email: fmscustomersupport@csuchico.edu  
Web: https://www.csuchico.edu/fms/

CAMPUS SUSTAINABILITY
The campus sustainability team is working remotely Monday-Friday, 8:00 am-4:30 pm.
If you need assistance:
Call: 530-898-3875  
Email: Cheri Chastain cchastain@csuchico.edu  
Web: https://www.csuchico.edu/fms/sustainability.shtml

CUSTODIAL SERVICES
Custodial is working has three staff members working Monday-Friday, 10 am-2 pm. All additional staff are available on-call.
If you need assistance:
Call: 530-898-5555  
Email: fmscustomersupport@csuchico.edu  
Web: https://www.csuchico.edu/fms/services/custodial-services.shtml
FMS (Continued)

DESIGN & CONSTRUCTION
Design and Construction is staffed remotely Monday-Friday, 8:00 am-4:30 pm.
If you need assistance:
  Call: 530-898-5653
  Email: fmscustomersupport@csuchico.edu
  Web: https://www.csuchico.edu/fms/services/design-construction.shtml

GROUNDS & LANDSCAPING
Grounds and Landscaping is operating with one staff member Monday-Friday, 5:00 am-Noon. All additional staff are available on-call.
If you need assistance:
  Call: 530-898-5555
  Email: fmscustomersupport@csuchico.edu
  Web: https://www.csuchico.edu/fms/grounds-landscaping.shtml

LOGISTICS & TRANSPORTATION
Logistics and Transportation is on-call only.
If you need assistance:
  Call: 530-898-5555
  Email: fmscustomersupport@csuchico.edu
  Web: https://www.csuchico.edu/fms/

MOVING SERVICES
Moving Services is on-call only.
If you need assistance:
  Call: 530-898-5555
  Email: fmscustomersupport@csuchico.edu
  Web: https://www.csuchico.edu/fms/services/moving-box.shtml
Financial Services

OFFICE HOURS
The office of Financial Services is staffed and working remotely Monday-Friday, 8:00 am-5:00 pm.

If you need assistance:
   Email: FINCFS@csuchico.edu
   Web: www.csuchico.edu/fin

For the latest, up-to-date information see Financial Services COVID-19 Processes.

For any questions related to Financial Services or if you can’t reach one of our departments, please contact:
   Stacie Corona, AVP Financial Services
   scorona@csuchico.edu or using Skype
   530-898-5730

   Kathleen Huber, Administrative Support Coordinator
   kahuber@csuchico.edu

CFS SECURITY AUTHORIZATION FORMS
Please email completed CFS Security Authorization Forms to FINCFS@csuchico.edu for processing. Approvals in the form of digital signatures or forwarded emails from CSU addresses are being accepted.

As of 4/15/20
BUSINESS & FINANCE SUPPORT PLAN
MODIFIED SERVICES

Accounts Payable

OFFICE HOURS
The Accounts Payable office will be working remotely Monday-Friday, 8:00 am-5:00 pm.

Procurement and Payment Specialists dedicated to each campus department continue to provide primary support for all “procure-to-pay” needs. Visit https://www.csuchico.edu/purc/procure-to-pay.shtml for assignment and contact information.

For the latest, up-to-date information see Financial Services COVID-19 Processes.

TRAVEL
All travel is suspended through May 31, 2020. Exceptions must be approved by the President.

Both paper and Concur Travel & Expense activity will continue to be processed in order to close loops on all outstanding travel in addition to those canceled due to COVID-19.

APPROVED INVOICES
If approved invoices are sent via email, they will be reviewed for payment processing. Please do not send a hardcopy of invoices submitted electronically, as we want to avoid duplicated efforts. In addition, please have the authorized signature authority for your department electronically sign the document or communicate what is being approved in their approval email (i.e. vendor name and amount). Given the environment, we want to be diligent about ensuring confirmation of expense approval.

We have created a temporary workflow process where you can “drop” approved invoices in a designated Box folder for the AP team. We will retrieve those invoices and continue processing for payment if they are complete and have appropriate approvals, if required. We are hopeful this will assist with expediting review and processing of invoices and cut down on internal shuffling of documents via email. If you have any questions about this option, contact your designated Payment Specialist or accountspayable@csuchico.edu and we will get you access to this folder.

PROCARD USE & RECONCILIATION
ProCard use remains the same. Contact your Procurement Specialist for code issues, limit changes, or general needs. Reconciliation should be done using CFS. If feasible, please scan all receipts and forward the digital reconciliation package to accountspayable@csuchico.edu. This submission should include the reconciliation summary form with electronic signature or email approval email from the cardholder’s approving official. If receipts cannot be scanned for electronic submission please contact Janita at japierce@csuchico.edu to discuss delivery options.
SUSPENDED SERVICES

Until further notice, the Petty Cash reimbursement process is suspended. If you need to purchase something that you will be asking for reimbursement, please contact your designated buyer to discuss before purchase is made.

OTHER RELEVANT INFORMATION

Please consider signing up for direct deposit for Accounts Payable reimbursements. If you are already signed up for direct deposit through Payroll, please complete the Direct Deposit Authorization form and send directly to Melissa Taylor at mltaylor@csuchico.edu. Do not send copies of voided checks, and please reach out if you need assistance before the form is sent.

As of 4/15/20
OFFICE HOURS

The Financial Accounting & Reporting team will be answering voicemails Monday-Friday, 8:00 am-5:00 pm. Voicemails will route to individual emails for each staff member.

If you need assistance:

Call: 530-898-5103 (voicemail only)
Email: far@csuchico.edu

For the latest, up-to-date information see Financial Services COVID-19 Processes.

GENERAL ACCOUNTING TASKS & DOCUMENTS

Please submit all requests via the FAR email address above and team members will respond via email or schedule a phone call to discuss any questions you may have. This includes communication for requests for journal entries, inquiries regarding transactions in Insight or the CFS Data Warehouse, inquiries about billing, and any other item requiring assistance.

CAF DOCUMENTS

CAF documents can be passed to service centers via email. Fillable versions of the CAF documents can be found on our Forms page.

As of 4/15/20
Procurement & Contract Services

OFFICE HOURS

Procurement and Payment Specialists are available remotely Monday-Friday, 8:00 am-5:00 pm. They will continue to provide primary support for all “procure-to-pay” needs and can help with the acquisition of University related purchases. Visit www.csuchico.edu/purc for assignment and contact information.

For the latest, up-to-date information see Financial Services COVID-19 Processes.

PURCHASE ORDERS & CONTRACTS

Purchase requisitions for supplies and services should be submitted via CFS (PeopleSoft) online. Attachments, (quotes, forms, contracts, etc.) can either be attached to the requisition within CFS, or emailed directly to the department’s Procurement Specialist. Electronic & Information Technology purchases still require the submission and approval of ITPR prior to purchase. Visit https://support.csuchico.edu/TDNext for information.

Cancellation or delay of items or services already contracted can be complex. Your Department Procurement Specialist can help with the legal language and work through the options with the supplier. Reach out to them as soon as possible for help if needed.

EMPLOYEE REIMBURSEMENTS

Employee reimbursement should only be used when no other procurement method is available. Contact your department’s Procurement Specialist for the pre-approval process. As a reminder, off-campus use forms must be approved and filed with the Property Management Office for University property to be taken off-campus. Items purchased to support the temporary telecommuting program must be returned to campus at the conclusion of the program.

TELECOMMUTING SUPPLIES DURING COVID-19 EMERGENCY

See Campus Online Ordering for guidelines on the ordering of office supplies for home delivery with your personal credit card while working remotely.

SHIPPING

Items purchased for University business should only be shipped to the University’s Shipping & Receiving department. Shipping items to a home or off-campus address using University funds is not allowed. Please contact your Procurement Specialist for help. Visit Shipping & Receiving website at www.csuchico.edu/busy for more information or call 530-898-5115 to arrange pickup.

SUSPENDED SERVICES

Notary Services are suspended until further notice.  

As of 4/15/20
For the most current information, please refer to the Student Financial Services website at: https://www.csuchico.edu/sfin/index.shtml

PHONE HOURS
Staff will be remotely answering phone lines Monday-Friday, 10:00 a.m. to 3:00 p.m.

CHECK DISTRIBUTION
Please refer to the Student Financial Services website for check distribution dates and times.

The mailing of checks is encouraged. Please email cash@csuchico.edu to request your check be mailed, and be sure to include your student/empl ID number and full mailing address.

REFUNDS
Student Financial Services will be on campus to print refund checks on Tuesdays, 9:30 am-11:30 am. These refund checks include financial aid, parking, housing, and short-term loans.

Financial aid refunds will continue with their regular schedule. For checks, all financial aid refunds will continue to be sent in the mail (no in-person pick up). Students signed up for direct deposit will see credits automatically deposited into their account on Thursdays.

Short-term loan checks will be reduced to once a week.

ANNUAL FUND
Student Financial Services will be on campus to batch donations on: Wednesdays from 8:30 am-12:00 pm.

RECEIPTING
Student Financial Services will be on campus to receipt mailed in payments on: Wednesdays from 8:30 am -12 pm.

SUSPENDED SERVICES
In-person payments (cash) and petty cash reimbursements are now on hold.
Human Resources Service Center

SUPPORT
All Human Resources departments will be working remotely Monday-Friday, 8:00 am-5:00 pm. If you need assistance:

FRONT SERVICE DESK
Email: humanresources@csuchico.edu
Web: www.csuchico.edu/hr

PAYROLL
Email: payroll@csuchico.edu
Web: www.csuchico.edu/hr/payroll
Contact your Payroll Technician Directly: https://www.csuchico.edu/hr/payroll/tech.shtml

EMPLOYMENT SERVICES
Email: humanresources@csuchico.edu
Web: www.csuchico.edu/hr/employment

CLASSIFICATION AND COMPENSATION
Email: classification@csuchico.edu
Web: www.csuchico.edu/hr/classcomp

HUMAN RESOURCES INFORMATION SYSTEMS
Email: ycmartini@csuchico.edu and hrsecurity@csuchico.edu (PeopleSoft Access)
Web: www.csuchico.edu/hr/hris

PROFESSIONAL DEVELOPMENT
- Fee Waiver forms can be emailed to feewaivers@csuchico.edu
- Performance evaluations can be emailed to pdev@csuchico.edu
- Conflict of Interest Form 700’s are due June 1, 2020. Questions can be forwarded to form700@csuchico.edu. Completed and signed documents can be mailed to:

Human Resources Service Center
CSU, Chico
400 W. First St.
Chico, CA 95929–0010

Email: pdev@csuchico.edu
Web: www.csuchico.edu/hr/pdev and www.csuchico.edu/training

BENEFITS/EMPLOYEE LEAVES AND WORKERS’ COMPENSATION
Email: benefits@csuchico.edu & leaves-workcomp@csuchico.edu
Web: www.csuchico.edu/hr/benefits & www.csuchico.edu/hr/elwc

LABOR RELATIONS
Email: humanresources@csuchico.edu
Web: www.csuchico.edu/hr/labr
Title IX and Clery Reporting

CLERY REPORTING

The University Clery Unit will be working remotely Monday-Friday, 8:00 am-5:00 pm, with on-call Timely Warning support 24/7.

Call: 530-898-6184
Email: clery@csuchico.edu or cpahlka@csuchico.edu

Clery reporting should occur as normal with all Campus Security Authorities (CSAs) expected to report Clery crimes using the CSA reporting link on Clery website: https://www.csuchico.edu/clery/

Evaluations for Timely Warnings and Emergency Notifications will occur as normal. Any questions can be directed to clery@csuchico.edu.

TITLE IX/DHR INVESTIGATIONS & SUPPORT

The Title IX/DHR Office will be working remotely Monday-Friday, 8:00 am-5:00 pm.

REPORTS & ACCOMMODATIONS

Reports are taken through email or phone via any of the contact information provided below and managed through the online Maxient system. Accommodations are provided under after assessment by Rob, Denise, and Regina, and are accomplished remotely.

Title IX Office: titleix@csuchico.edu
Dylan Saake: dsaake@csuchico.edu or call 530-898-3116
Regina Bennett: rabennett@csuchico.edu or call 530-898-4949
Robert Morton: ramorton@csuchico.edu
Denise Hardy: dhardy@csuchico.edu

INVESTIGATIONS

All investigations are moving forward under online methods. Formal complaints are submitted via online methods. Interviews, report writing, and hearings are conducted remotely. Rob and Denise are the principal investigators.
Mail, Shipping & Receiving

MAIL
Mail Services will be minimally staffed from **Monday-Friday, 8:00 am-12:00 pm**.

All campus mail will be held unless previous arrangements have been made for delivery or pick-up. Pick-up is available by appointment only.

To schedule an appointment or if you need assistance:
- **Call**: 530-898-5326
- **Email**: mailroom@csuchico.edu
- **Web**: www.csuchico.edu/busv

SHIPPING & RECEIVING
Shipping & Receiving will be minimally staffed from **Monday-Friday, 7:30 am-12:00pm and 1:00 pm-4:30 pm**.

Shipments will continue to be received and held at the FMS Warehouse.

To arrange delivery or pick-up options:
- **Call**: 530-898-5115
- **Email**: shipping@csuchico.edu
- **Web**: www.csuchico.edu/busv
- **Location**: [https://goo.gl/maps/Lxe4ueB1d8cHjVs7](https://goo.gl/maps/Lxe4ueB1d8cHjVs7)
Risk Management

RISK MANAGEMENT

The office of Risk Management is fully staffed and working remotely Monday-Friday, 8:00 am-5:00 pm.

If you need assistance:

Email: risk@csuchico.edu
Web: www.csuchico.edu/risk

Questions specifically related to COVID-19 should be directed to the Chico State Emergency Operations Center (EOC) for proper routing and evaluation.

Call: 530-898-4180
Email: EOC@csuchico.edu

Questions related Risk Management, Subpoenas or Public Records Act Requests should be directed to one or more of the following Risk Management contacts.

Karen Heuton, Administrative Support Assistant
kheuton@csuchico.edu
530-898-6279

Lori Rice, Administrative Support Coordinator
lrmice@csuchico.edu
530-898-6043

Mike Thorpe, Director of Risk Management & Business Services
methorpe@csuchico.edu
530-898-5566

OTHER RELEVANT INFORMATION

Responses to subpoenas and Public Records Act requests will be delayed as campus has transitioned to a predominantly virtual working environment.
Staff Council

CONTACT INFORMATION

The office of Staff Council is working remotely **Monday-Friday, 8:00 am-5:00 pm**.

If you need assistance, please contact Mary Bowman or Tawnie Peterson via email or Microsoft Teams.

**Email:**
Mary Bowman: mebowman@csuchico.edu
Tawnie Peterson: tpeterson@csuchico.edu
Staff Council Office: stac@csuchico.edu

**Phone Inquiries**
You can leave a voice mail for the Staff Council Office and Mary Bowman at (530) 898-5905. Voicemails will be transferred to email and will be answered promptly.
OFFICE HOURS

The University Budget Office will be working remotely **Monday-Friday, 8:00 am-5:00 pm.**

University Budget Office staff are doing everything we can to continue business as usual while working remotely. Please feel free to email us if you need any help with your budget or need assistance and if you leave your phone number, we will also be happy to call you back. Email contact info is below:

- **Budget Office:** budgetcfs@csuchico.edu
- **Rebecca Joyner:** rjoyner@csuchico.edu
- **Eileen Chavez:** esaiello@csuchico.edu
- **Jessica Anderson:** jranderson@csuchico.edu
- **Josh James:** jhjames@csuchico.edu

BUDGET TRANSFERS

Budget Transfers will continue to be processed as usual. Please continue using the Budget Transfer template and email your requests to budgetcfs@csuchico.edu to get them posted.

STAFF ACTION FORMS

Staff Action Forms will continue to be processed using email and electronic signoffs.

SUSPENDED SERVICES

Monthly in-person trainings for CFS Data Warehouse and the Budget Pivot Projection Tool are suspended until further notice. We are still available to answer any of your questions about the CFS Data Warehouse or Budget Tool via email or phone so feel free to reach out to us.
University Police

POLICE PREVENTATIVE PATROL AND 9-1-1 DISPATCH

Services remain as normally staffed and scheduled. Available 24/7.

Call: 530-898-5555 – answered 24/7
       (9-1-1 in an emergency)
Email: upddispatch@csuchico.edu
Web: https://www.csuchico.edu/up/

SUSPENDED SERVICES

The LiveScan and Lost and Found services at the Information Center have been suspended. Please call the UPD dispatcher at 530-898-5555 for a list of businesses providing LiveScan Services. Lost and Found may be brought to the UPD Lobby.

An appointment is needed to claim found or evidentiary property. Please call 530-898-5555.

OTHER RELEVANT INFORMATION

Dispatchers are pre-screening medical service calls to ensure that first responders may arrive on scene safe and prepared to fully carry out their duties. If you call UPD with a medical call, please disclose as much information as possible to dispatch, including any COVID-19 symptoms of those in need of assistance.

Commander Christopher Nicodemus is serving as the lead administrator for the department with Chief Reid assigned to the Emergency Operations Center.