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| **TRANSACTIONAL ITEMS** |  |  |
| **WHAT DO I NEED HELP WITH?  WHAT TOPIC DO I HAVE QUESTIONS ABOUT?** | **WHO SHOULD I CONTACT?** | **ADDITIONAL INFORMATION** |
| Accounts receivable inquiries:   * Customer account setup * Customer billing | [fsar@ualberta.ca](mailto:fsar@ualberta.ca) | [Forms Cabinet](http://www.financial.ualberta.ca/FormsCabinet.aspx)  [Guide to Financial Management](http://www.financial.ualberta.ca/GuideToFinancialManagement) |
| Petty cash requests  Requests for deposit books and receipt books  Inquiries in relation to cash deposits | [fs.cashier@ualberta.ca](mailto:fs.cashier@ualberta.ca) | [Forms Cabinet](http://www.financial.ualberta.ca/FormsCabinet.aspx)  [Guide to Financial Management](http://www.financial.ualberta.ca/GuideToFinancialManagement) |
| Electronic fund transfers (EFT)  Inquiries in relation to Moneris terminals  General banking inquiries | [fsbanking@ualberta.ca](mailto:fsbanking@ualberta.ca) | [Forms Cabinet](http://www.financial.ualberta.ca/FormsCabinet.aspx)  [Guide to Financial Management](http://www.financial.ualberta.ca/GuideToFinancialManagement) |
| Revenue inquiries   * Internal sales * External sales * Cost Recoveries * GST | [revenue.procedure@ualberta.ca](mailto:revenue.procedure@ualberta.ca) | [Forms Cabinet](http://www.financial.ualberta.ca/FormsCabinet.aspx)  [Guide to Financial Management](http://www.financial.ualberta.ca/GuideToFinancialManagement) |
| Shipping, receiving, mail, courier  Moving (office, equipment) and storage  Equipment – asset tags, property identity labels, disposal/transfer/sale of equipment  Customs (Importing and Exporting) | Distribution Services (Supply Management Services)  [dispatcher@ualberta.ca](mailto:dispatcher@ualberta.ca)  780.492.4122 | [Supply Management Services](http://www.sms.ualberta.ca/)  [Forms Cabinet](http://www.financial.ualberta.ca/FormsCabinet.aspx)  Mailing Address:  University of Alberta  Materials Management Building  116 Street & 85 Avenue  Edmonton, Alberta T6G 2R3 |
| Purchasing  Contracts with suppliers (individuals and businesses)  Payment of supplier invoices and other non-payroll payments (Accounts Payable)  GST, HST, VAT on payments  Travel – booking travel, travel expenses, travel advances  GST, HST & VAT on travel  Customs (importing and exporting) | Supply Management Services  [customerservice@sms.ualberta.ca](mailto:customerservice@sms.ualberta.ca)  (780) 492-4668 | [Supply Management Services](http://www.sms.ualberta.ca/)  [Forms Cabinet](http://www.financial.ualberta.ca/FormsCabinet.aspx)  Mailing Address:  University of Alberta  Materials Management Building  116 Street & 85 Avenue  Edmonton, Alberta T6G 2R3 |
| SupplyNet  Questions in relation to SupplyNet and related processes | Supply Management Services  [SupplyNet@sms.ualberta.ca](mailto:SupplyNet@sms.ualberta.ca) | Supply Management Services  [sms.ualberta.ca/SupplyNet](http://www.sms.ualberta.ca/SupplyNet.aspx) |
| uPlan System   * Security access * Training * General inquiries | uPlan@ualberta.ca | [Resource Planning](https://www.ualberta.ca/risk-management/resource-planning) |
| Inquires on institutional budgets and planning | rp@ualberta.ca | [Resource Planning](https://www.ualberta.ca/risk-management/resource-planning) |
| Payroll Inquiries (includes all non-budget salary items) | Shared Services  [Staff Service Centre](https://www.ualberta.ca/services/staff-service-centre/index.html) | [Pay and tax information](https://www.ualberta.ca/human-resources-health-safety-environment/benefits-and-pay/pay/index.html) |
| Posted transaction inquires   * Identifying journal mask for follow-up e.g. BKS - Bookstore | For a list of contact names and emails by journal mask run PS Query - AAA\_JL\_MASK | [Guide to Financial Management](http://www.financial.ualberta.ca/GuideToFinancialManagement) |
| PS Help   * nVision report will not run * cannot process interface journal * electronic workflow approvals | [ist@ualberta.ca](mailto:ist@ualberta.ca) | [Information Services & Technology](https://ist.ualberta.ca/) |
| PeopleSoft Access   * Financials * HCM * Campus Solutions   Grants 3.0 Access | [aissecurityforms@ais.ualberta.ca](mailto:aissecurityforms@ais.ualberta.ca) | [IST Enterprise Application Access](https://ist.ualberta.ca/services/enterprise-applications/enterprise-solutions) |
| PeopleSoft Training Resources | Information Services and Technology  2-10 General Services Building  Walk Ins: 8:30 - 4:30 Mon-Fri  Live Chat & Phones: 7:30 - 7:30 Mon-Fri  Phone: (780) 492-9400  Fax: (780) 492-1729  [Email: ist@ualberta.ca](mailto:Email:%20ist@ualberta.ca) | [IST PeopleSoft Training](https://ist.ualberta.ca/es/enterprise-app/training) |