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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 | [Forms Cabinet](http://www.financial.ualberta.ca/FormsCabinet.aspx)[Guide to Financial Management](http://www.financial.ualberta.ca/GuideToFinancialManagement) |
| Petty cash requestsRequests for deposit books and receipt booksInquiries in relation to cash deposits | 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 terminalsGeneral banking inquiries | 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  | [Forms Cabinet](http://www.financial.ualberta.ca/FormsCabinet.aspx)[Guide to Financial Management](http://www.financial.ualberta.ca/GuideToFinancialManagement) |
| Shipping, receiving, mail, courierMoving (office, equipment) and storageEquipment – asset tags, property identity labels, disposal/transfer/sale of equipmentCustoms (Importing and Exporting) | Distribution Services (Supply Management Services)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 AlbertaMaterials Management Building116 Street & 85 AvenueEdmonton, Alberta T6G 2R3 |
| PurchasingContracts with suppliers (individuals and businesses)Payment of supplier invoices and other non-payroll payments (Accounts Payable)GST, HST, VAT on paymentsTravel – booking travel, travel expenses, travel advancesGST, HST & VAT on travelCustoms (importing and exporting) | Supply Management Servicescustomerservice@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 AlbertaMaterials Management Building116 Street & 85 AvenueEdmonton, Alberta T6G 2R3 |
|  SupplyNetQuestions in relation to SupplyNet and related processes | Supply Management ServicesSupplyNet@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 | [Information Services & Technology](https://ist.ualberta.ca/)  |
| PeopleSoft Access* Financials
* HCM
* Campus Solutions

Grants 3.0 Access | aissecurityforms@ais.ualberta.ca  | [IST Enterprise Application Access](https://ist.ualberta.ca/services/enterprise-applications/enterprise-solutions)  |
| PeopleSoft Training Resources | Information Services and Technology2-10 General Services BuildingWalk Ins: 8:30 - 4:30 Mon-FriLive Chat & Phones: 7:30 - 7:30 Mon-FriPhone: (780) 492-9400Fax: (780) 492-1729Email: ist@ualberta.ca | [IST PeopleSoft Training](https://ist.ualberta.ca/es/enterprise-app/training)  |