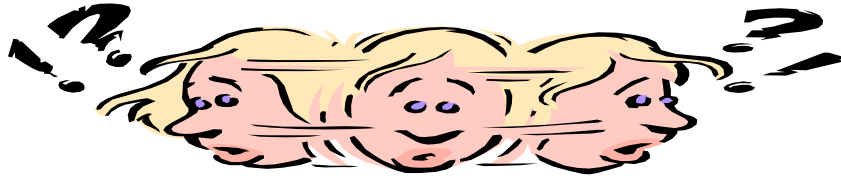


**Financial Services Support Center (FSSC)
Banner 8 Update FAQ's
277-3457**



Helpful Answers:

Will the Financial Services Support Center (FSSC) be open during the Banner upgrade?

Yes, the FSSC will be open. You can contact us by logging into fastinfo.unm.edu and selecting Chat or Ask a Question or you can call us at 277-3457.

Are Financial Services Offices open during the Banner upgrade?

Yes, for a complete listing of Financial Services offices see the: Offices of Financial Services link at the Office of the VP for HSC/UNM Finance & University Controller's website: <http://www.unm.edu/~conweb/index.html>

What is available and not available during the Banner upgrade?

<http://it.unm.edu/erp/index.html>

Availability of Payroll Information:

Due to the unavailability of the system, employees may want to print out their pay stub and or their benefits & deductions for employment verification or other purposes during the outage.

Can I use my PCard?

Yes, except PCard orders cannot be processed through LoboMart due to the unavailability of the system.

Will travel advances be processed, particularly, if it was approved on Friday before the outage?

Yes, if your document(s) are approved before 12:00 noon Friday, March 12th.

What is the deadline to prepare labor redistributions?

Departments have until 5:00 PM, Tuesday, 3/9/10, to initiate and complete all labor redistributions in Banner form PZAREDS. Access to PZAREDS will be removed at 5:00 PM, Tuesday, 3/9/10.

Is Accounts Payable going to be issuing checks during Banner 8 production outage?

Due to the unavailability of the system, AP will not be issuing checks. You can use your PCard for approved purchases.

**Do you have questions in regards to the Banner 8 Upgrade?
Below are some answers you may find helpful.**

Can I submit a PCard exception?

Yes, they will be processed within 24 hours as always.

Can I reallocate my PCard charges?

Due to the unavailability of the system, no, PCard charges cannot be reallocated until after the upgrade.

Will I still have ten days to reallocate my PCard?

Yes, departments will still have the full ten days to reallocate after Banner 8 is implemented. Charges will not be hit Banner, therefore, pcard users will not be penalized for not reallocating their pcard.

Can I use LoboMart to process requisitions or PCard Purchases?

Due to the unavailability of the system, no, LoboMart will be disabled. However, you can use your PCard outside of LoboMart.

Can I submit change orders?

Yes, the Change Order web form will continue to be active, but due to the unavailability of the system, requests will not be able to be processed until after the upgrade.

Can I submit an SPQ form?

Yes, the SPQ web form will continue to be active, but due to the unavailability of the system, requests will not be able to be processed until after the upgrade.

Will Purchasing be able to issue POs?

Due to the unavailability of the system Purchasing will not be able to issue any POs.

Can I submit a vendor add/change request?

Yes, the Vendor add/Change request web form will continue to be active, but due to the unavailability of the system, requests will not be able to be processed until after the upgrade.

Can a payment be processed via wire transfer?

Only if the transaction is in approved status prior to Monday, March 15th.

Can I pick up a check?

Only if permission was granted and the check was printed before Monday, March 15th.

Will payees receive direct deposits?

Due to the unavailability of the system, only direct deposits initiated by Accounts Payable prior to Monday, March 15th can be posted by financial institutions to payee's accounts.

What can I do to ensure my payment gets paid before the Banner 8 production outage?

Plan ahead; get your document(s) approved before 12:00 Noon Friday, March 12th.

What do I do if a vendor calls that they have not received their check?

Due to the unavailability of the system, AP will not be able to research payment status, have the vendor contact the responsible department.

Will payments be issued to subcontractors?

Due to the unavailability of the system, no payments to subcontractors will be issued during the upgrade.

Will payments be applied to contracts/grants and Non-Student A/R (NSAR) during this time?

Payments will be received and deposited, however, due to the unavailability of the system, these payments will not be applied to the actual invoice until after the upgrade is complete.

Will bills be run?

Due to the unavailability of the system, bills will not be run. However, if an emergency situation occurs we will be able to do a manual bill.

Can departments still send legacy loads to FSM?

Due to the unavailability of the system, no uploads or fuploads will be loaded into Banner. Departments can continue to email FSM their uploads or fuploads for processing after the upgrade.

Can I get change?

Yes, unavailability of the system does NOT affect the Cashier's hours.

Can I make departmental deposits at the Cashiers?

Yes, Cashiers will accept money lists; however, due to the unavailability of the system, manual receipts will be issued. Locked deposit bags can also be deposited in the drop box vault at the south end of the main campus Cashiers dept. Deposits will be processed after the upgrade.

Will postings and approvals be on?

Due to the unavailability of the system, postings and approvals will be disabled. There is no impact since no transactions are being entered in the system.

Can I make changes to my approval queues?

Due to the unavailability of the system, we will not be able to process the changes. Requests can be sent to FSM, for processing after the upgrade.

Can I request closeout property reports for an award that is closing?

Due to the unavailability of the system, no, but if you contact Inventory Control you can send in your information to start the process.

Can I submit a SUB Request for Pre-Approval form?

Yes, the SUB Request for Pre-Approval web form will continue to be active, but due to the unavailability of the system, requests will not be able to be processed until after the upgrade.

Will any modifications to my contract/grant be processed?

Due to the unavailability of the system, no-cost extensions, RTSF form requests, grant set ups, or award closeouts will not be processed in Banner during the upgrade.

Will Financial Services Offices be approving petty cash transactions?

Due to the unavailability of the system, we will not be able to approve petty cash. Cashiers hours will not be affected.

Will Financial Services Offices be approving any JVs during the outage?

Due to the unavailability of the system, we will not be able to approve JV's. Documents will be processed after the upgrade.

Will I be able to change requests for Mail Stop Codes?

Due to the unavailability of the system, we will not be able to process Mail Stop Code changes. Change requests will be processed after the upgrade.

Will I be able to request new Organization codes or make changes to current ones?

Due to the unavailability of the system, we will not be able to process requests. Forms can be sent to FSM, for processing after the upgrade.

Will Inventory Control issue any new asset tags for new purchases?

Due to the unavailability of the system, no, new asset tags will be processed after the upgrade.

Will LoboSource be available for Vendors to submit bids/proposals?

Yes, LoboSource will be available.

Will we be able to look up information in Banner about our assets?

Due to the unavailability of the system, you will not be able to look up information. However, if you contact Inventory Control we can get the information for you from our database.

Will we still be able to send out bulk mailings?

Yes. The mailing lists used for departmental bulk mailings will retain data/information as of the last refresh on Wednesday, March 10. The mailing lists will not be updated during that period.

If you have additional questions or comments please contact the FSSC at 277-3475.