Requesting HR Support

There are multiple ways to open a ticket to request help:

- Go to shareddirectories.berkeley.edu and click on Submit a ticket.
- Call 664-9000, choose option 3 for HR/APS support and follow the prompts.
- Email hrapscts@berkeley.edu
- Go to blu.berkeley.edu and click on Campus Shared Services. Then click on "Submit Ticket Here"

CSS HR partner: Najah Trotty (ntrotty@berkeley.edu; 664-9786). CSS HR forms: http://diversity.berkeley.edu/forms

Requesting IT Support

CSSIT now provides IT support to all E&I staff. This includes computer support (setup, troubleshooting, security issues, device moves, printer configuration), application support (Adobe Suite, Microsoft Office, BConnected, BearBuy, BIF/RAIRS, CalTime, CalPlanning), general IT support (including phones and network), and equipment purchases. Please note: CSSIT does not support E&I program-specific databases like Fishbowl, SCARAB, and Quarry—please contact your local staff for those systems.

There are multiple ways to open a ticket to request help:

- Go to shareddirectories.berkeley.edu and click on Submit a ticket (see below for a detailed walk thru)
- Call 664-9000, choose option 1 for IT support and follow the prompts
- Email hrapschelp@berkeley.edu
- Go to blu.berkeley.edu and click on Campus Shared Services. Then click on "Submit Ticket Here"

Purchasing IT-related products and services

1. Email your program approver (see next page) with detailed information on what you want to order.
2. The program approver will provide funding information and then forward to the program procurement lead, who is responsible for opening a ticket with CSSIT.

The following items/services are handled by CSSIT: desktop computers, laptops, tablets, smartphones, landlines, and printers. A CSSIT tech will deliver the item(s) to your location and handle any necessary set-up or data migration. When selecting a new copier, CSSIT recommends departments lease a copier through the UCSF/Berkeley print management program.

Note: CSSIT support may be limited, or unavailable, if you choose to order non-JACS standard computers. (JACS computers are the campus-recommended Mac and PC models.)

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Business and Financial Services (B&FS)

**For all B&FS transactions in E&I:**
All transactions require approval by the program approver. The program approver will identify a funding source (chartstring or fund name), add it to the email request, and forward to the program procurement lead for action. The email serves as electronic approval.

<table>
<thead>
<tr>
<th>Transaction type</th>
<th>You need to:</th>
<th>System used</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Purchasing</strong></td>
<td>Email your program approver with details on items/services to be purchased. If you would like CSS to purchase your item on a bluCard please indicate so in your email.</td>
<td>BearBuy</td>
</tr>
<tr>
<td>(See the IT section for instructions on purchasing computers, cell and landline phones, tablets, etc)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Pre-Approval</strong></td>
<td>Email your program approver with a proposed amount and purpose of your request and justification. You need an affirmative response from your program approver for the request to be considered pre-approved.</td>
<td>BearBuy request submitted by program procurement lead</td>
</tr>
<tr>
<td>(When required by your department for payment request, travel requests, entertainment.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Payment Requests</strong></td>
<td>Email your designated program approver with your request. If you want to pick up a check, or have it delivered to the dept, please indicate that in your email. Reimbursement requests should include scans of the detailed original receipt(s) with reason for purchase. Request should be emailed to program approver.</td>
<td>BearBuy</td>
</tr>
<tr>
<td>(Honorariums, reimbursements for employees, etc)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Entertainment Reimbursement Requests</strong></td>
<td>Pre-approval from program approver is required. Provide original receipts in chronological order to Program Procurement Lead and set up a time to sign completed Entertainment Reimbursement Claim Form. <em>(Original signatures from you and the program approver are required on the form.)</em></td>
<td>BearBuy request w/signed entertainment reimbursement request form, emails, and electronic receipts</td>
</tr>
<tr>
<td><strong>Travel Reimbursement</strong></td>
<td>Pre-approval from program approver may be required; check ahead of time with your approver. Traveler should provide original receipts in chronological order to Program Procurement Lead and set up a time to sign completed Travel Reimbursement Claim Form. <em>(Original signatures from you and the program approver are required on the form.)</em></td>
<td>BearBuy request w/signed travel reimbursement request form, emails, and electronic receipts</td>
</tr>
<tr>
<td><strong>Catering</strong></td>
<td>Pre-approval from program approver is required. Email your program approver with details on the catering request in advance. Be sure to include all information that will be required for placing the order.</td>
<td>Program Procurement Lead submits approved catering request to vendor in BearBuy</td>
</tr>
<tr>
<td><strong>Student Awards/Stipends</strong></td>
<td>Email your departmental DSAS preparer with information about the student receiving the award. Check with your DSAS preparer for required forms and information that you need to submit. Each program will have a designated DSAS reviewer as well.</td>
<td>Designated DSAS preparer enters in DSAS</td>
</tr>
<tr>
<td><strong>BluCard (dept-held)</strong></td>
<td>Email your program approver with the items/services you need to purchase and indicate the need to purchase on the program bluCard. The program approver will forward the request to the the dept bluCard holder to complete the order.</td>
<td>The cardholder must reconcile in BFS</td>
</tr>
<tr>
<td><strong>Campus Recharge Services</strong></td>
<td>Email your program approver with information about the service you require. Services might include mail services, media services, printing requests, classroom requests and room rentals, criminal background checks (coordinate w/HR), meeting &amp; event spaces</td>
<td>IOC</td>
</tr>
<tr>
<td><strong>Checks and donations</strong></td>
<td>Gift donations <em>(i.e., checks from donors)</em> must be submitted to Marguerite Judson. Be sure to identify your program and include any pertinent handling instructions with your check. Questions regarding online giving should be directed to Marguerite Judson. Business checks <em>(invoices, overpayments, etc)</em> should be delivered immediately to Rhonda Robinson.</td>
<td>CDS</td>
</tr>
<tr>
<td><strong>Cash advance</strong></td>
<td>CEP only—for authorized student travel only. Email your program approver with details on the request and include a line item explaining what the cash is to be used for. Requests must be submitted to your program approver at least 1 month in advance.</td>
<td>BearBuy must be reconciled immediately after trip</td>
</tr>
</tbody>
</table>

* If a Program Manager is submitting for reimbursement, approval goes to the Executive Director.

** If you make last-minute purchases, or purchases from non-Bear Buy vendors, you may use a personal credit card or a US Bank Travel Card and then submit your expenses for entertainment reimbursement. *(US Bank Travel cards are personal credit cards that employees may use for business expenses and then submit for reimbursement.)