

RIT FINANCE

MATTERS

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Oracle News

Oracle News

[Introducing the New Customer Support Team](#)

[Employee Self Serve Update](#)

[How to Log Out of Oracle](#)

[Controller's Office News](#)

[Staff Updates](#)

[Sponsored Programs Financial Management Services Office](#)

["Additional Payment" Refresher](#)

["Invoice Payment" Form Review](#)

["Federal Express Billing" Reminder](#)

[Travel & Procurement Card Updates](#)

[Access to Payroll Reports](#)

Introducing the New Customer Support Team

Lots of changes have taken place at RIT over the last few years, especially with our enterprise wide financial and human resource systems. We went live with Oracle General Ledger, Purchasing and Accounts Payable in October of 1998. We have since converted our Human Resources and Payroll systems to Oracle (July 1999), and implemented Kronos Automated Time and Attendance (July 1999). We introduced the Employee Self Serve applications in the spring of 2002 (read more in the Employee Self Serve Update) and we assisted HR with the roll out of the Manager Self Serve applications beginning last fall.

To enable the Controller's Office to better support the evolving needs of the RIT campus community, we are pleased to announce the formation of the **Customer Support Team** comprised of [David Castro](#), [Janet Ortolani](#) (formerly from the Payroll Office) and [Sean Cartwright](#) (formerly part of the FAST Team). Please visit the new [Customer Support](#) web page to learn more about how David, Janet and Sean can assist you with accessing and utilizing information found in the Institute's financial & HR software applications.



[\(Return to top\)](#)

Employee Self Serve Update

Did you know that you can view your pay slip, change your home address, change your tax withholding information (W-4), and complete or change your direct deposit information on line? To sign on to Employee Self Serve, all you need is your Oracle User Name and Password. To learn more, follow the instructions in the [How to Employee Self Serve Card](#), or call [Janet Ortolani](#), F & A Customer Support Team, at ext. 5-4905.

Web sites to visit:

[Customer Support](#)

Coming soon to Employee Self Serve: View your benefits on line!