

The University of Texas  
Rio Grande Valley™

FINANCE AND FISCAL REPORTING

**COST CENTER PROCESS**

**Key Member Update**

**Manager – Alt. Approver – Reconciler**

**ONLY**

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# NOTICE

**BEFORE BEGINNING THE MONTHLY FINANCIAL RECONCILIATION PROCESS  
PLEASE REVIEW & UNDERSTAND THE CONTENTS OF THIS TRAINING DOCUMENT.**

**Additionally, we invite you to periodically Check For UPDATES, REVISIONS, or MODIFICATIONS to this  
Document on BLACKBOARD:**

[https://mycourses.utrgv.edu/webapps/blackboard/content/listContentEditable.jsp?content\\_id=\\_8284114\\_1&course\\_id=\\_61417\\_1](https://mycourses.utrgv.edu/webapps/blackboard/content/listContentEditable.jsp?content_id=_8284114_1&course_id=_61417_1)

**Accounting & Reporting Resources Webpage:**

<https://www.utrgv.edu/finance-and-fiscal-reporting/departments/accounting-and-reporting/resources/index.htm>

**If you have any comments, concerns, or questions please do not hesitate to contact Training Coordinator  
([accountingandtimekeepingtraining@utrgv.edu](mailto:accountingandtimekeepingtraining@utrgv.edu)) or Accounting and Reporting ([accountingandreporting@utrgv.edu](mailto:accountingandreporting@utrgv.edu))**

**For PROJECT (GRANTS) SPECIFIC issues/concerns please contact your Grants Accountant**

1. Please login at <http://SUPPORT.UTRGV.EDU>
2. Click on **INFORMATION TECHNOLOGY** button then click on **Get Access!** (the screen will change)
3. Then click on REQUEST ACCESS button
4. In the following fields please enter the associated information:
  - Category:** PeopleSoft Financials
  - Resource:** PeopleSoft –General Ledger
  - Description:** As part of duties and responsibilities as Cost Center Creation/Approval, I will need access to the following in the PeopleSoft **PRD** environment:
    - UTZ\_FI\_GL\_JOURNAL\_INQUIRY
    - UTZ\_FI\_GL\_LEDGER\_INQUIRY
    - UTZ\_FI\_GL\_QRY\_ACCGRP
    - UTZ\_FI\_GL\_ACCT\_RECONCILIATION
    - UTZ\_FI\_GL\_COSTCENTER\_APPROVAL
    - UTZ\_FI\_GL\_CHARTFLD\_REQUEST
    - UTZ\_FI\_GL\_JOURNAL\_ENTRY (note: if you already are a Reconciler ONLY add this role to your request because you already have access to the others listed above)*
5. Click on **Request** button
6. EULA agreement: Emailed to you for approval

# Locating Training Materials

- Blackboard: UTRGV Peoplesoft Academy: <https://mycourses.utrgv.edu/>
- UTRGV Division of Finance & Business Affairs, Finance and Fiscal Reporting, Accounting and Reporting, Resources webpage at <https://www.utrgv.edu/finance-and-fiscal-reporting/departments/accounting-and-reporting/resources/index.htm>

# NOTICE TO ALL COST CENTER MANAGERS

- **PROCEDURE:** The Cost Center Manager (CCM) assigned to a Cost Center at the end of each annual certification period is held responsible for submitting the Cost Center certification for that period regardless of when the CCM assumed this role. The annual certification entails (to the best of the CCM's knowledge and belief) that ALL transactions posted to the cost center comply with fund restrictions as well as applicable regulations and laws.
- **ACTION:** It is the new Cost Center Manager's responsibility to obtain a partial off-line certification (in writing) from the outgoing Cost Center Manager, covering transactions within the certification period. If the CCM has changed numerous times during the FY, the outgoing CCM should have a certification on file from the previous outgoing CCM. Obtain copies of those partial certifications as well. These partial certifications will be used by the new CCM as justification to support his/her annual financial certification.

# NOTICE

- The **COST CENTER PROCESS** applies **ONLY** to **NON-SPONSORED Cost Centers**.
- For changes to **PROJECTS (i.e., Grants related)** please reach out to your **Grants Accountant** for specific information on how to initiate changes to project profile, specifically with regards to changing/updating team member(s).
- To maintain proper segregation of duties in **SAHARA**, employees can only be assigned a security role of either the **“Approver”** or **“Reconciler”** role.
- Employees can either be a Cost Center/Project Manager or a Cost Center/Project Reconciler for all their assigned cost centers/projects. Employees cannot have both roles assigned.

# NOTICE

- **PLEASE NOTE:** It may take a couple of business days for the changes to propagate throughout the entire PeopleSoft system.
- This may mean a delay with KEY MEMBER changes being applied to *iShop*, *iTravel+*, *PAF* systems as the change(s) are not immediately recognized.
- Until the update is made in all systems, **PREVIOUS** Key Members may continue to receive approval requests and other such notifications. This is only temporary until the updates have propagated throughout the entire system.

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# UPDATING A COST CENTER KEY MEMBER

# DECISION MATRIX: UPDATING A COST CENTER

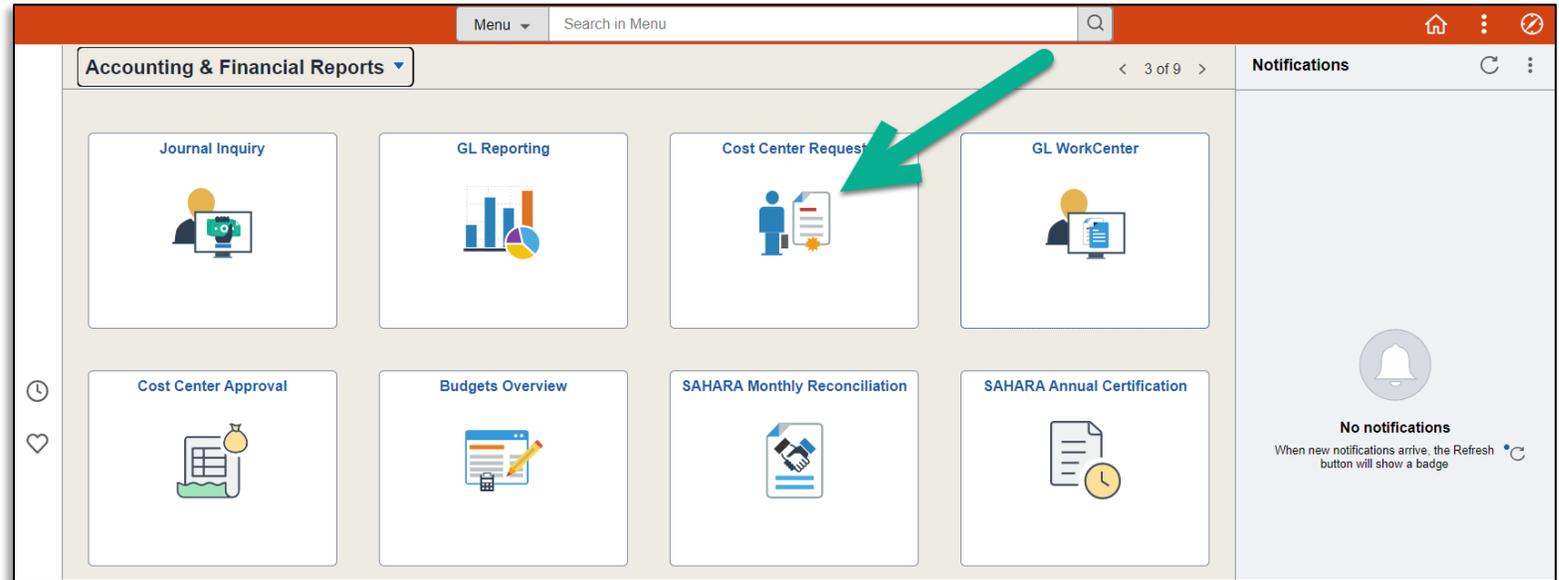
TO UPDATE	THE ACTION TO TAKE
COST CENTER (Non-Restricted) for KEY MEMBER Update (i.e., Manager, Reconciler, Alternate Approver, etc.)	Use the process in this section. <b>NOTE:</b> <i>This can be used to TEMPORARILY assign someone to perform RECONCILER or MANAGER duties while primary RECONCILER or MANAGER is out on <b>FMLA, LEAVE OF ABSENCE</b>, or any other extended period Absence type.</i>
COST CENTER (Non-Restricted) for updating FUND, BUDGET, DESCRIPTION, FUNCTION	Communicate with <a href="mailto:AccountingandReporting@utrgv.edu">AccountingandReporting@utrgv.edu</a> and provide information on what you are requesting to modify and why.
<b>PROJECT – GRANTS/PROJECT</b> (any component requiring change)	Communicate with Grants Accounting to obtain guidance on using the Project Key Member Update form. There is <b>NO</b> direct entry by staff for this process. All entry to UPDATE Projects is done through a back-office process. Please visit: <a href="https://www.utrgv.edu/research/for-researchers/forms-policies-guidelines/index.htm">https://www.utrgv.edu/research/for-researchers/forms-policies-guidelines/index.htm</a>

# Navigate to Update A Cost Center

Log in to **PeopleSoft** using your credentials.

- From the **Employee Self Service** drop-down menu select **Accounting & Financial Reports** landing page.

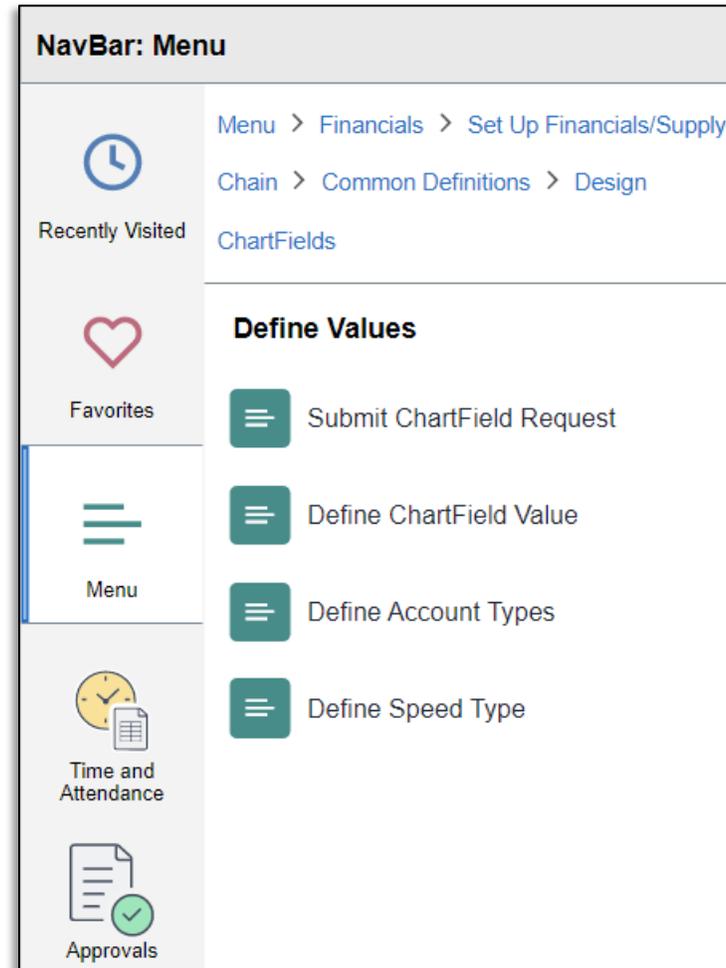
- Select **Cost Center Request** tile.



# Navigate to Update A Cost Center

## Alternate Navigation to ChartField Request

- Log in to PeopleSoft using your credentials
  - Use the NavBar
  - Menu
  - Financials
  - Set Up Financials/Supply Chain
  - Common Definitions
  - Design ChartFields
  - Define Values
  - Submit ChartField Request



# Locate the existing Cost Center

- In the Add a New Value screen
- Populate the available fields as indicated below:

**ChartField Request**

**Add a New Value**

\*Request ID

\*SetID

\*Field Name

\*Field Action

Field Value

Fields	Values
Request ID	NEXT (default)
SetID	UTRGV (default)
Field Name	Select CHARTFIELD1 from magnifying glass look up option
Field Action	<b>Update</b>
Field Value	Enter the correct & complete COST CENTER number to be changed (i.e., 31000123)

 **VERY IMPORTANT!**

- Click **Add** once complete

# Updating the existing Cost Center

Screen changes. At the top is the page's header information:  
Enter your office/department telephone number.

<b>Request ID</b>	NEXT	<b>SetID</b>	UTRGV
<b>Request Status</b>	Newly Created	<b>Field Name</b>	CHARTFIELD1
<b>Field Action</b>	Update		31000311
<b>Telephone</b>	<input type="text" value="956 665-3000"/>	<b>Email ID</b>	<input type="text" value="david.guerra@utrgv.edu"/>

Your email address will be pre-populated.  
Should Accounting need to contact you, they will do so by email.

# Updating the existing Cost Center: CORE INFORMATION

**DO THIS FIRST**, CHANGE the EFFECTIVE DATE to TODAY'S DATE Do this first before anything else as failing to do so will create errors within PeopleSoft and it will get **REJECTED**.

Once Rejected, you will need to create a **NEW** request.

- Do **NOT** leave the original "Effective Date" on the request
- Yes, some original dates may go back to 01/01/1902

**Core Information**

\*Effective Date 12/01/2021

\*Status Active

\*Description Rehab Service-Instruction Sup

\*Short Description RehSrvInnsS

Long Description

Attributes

**Business Justification**

**Calendar**

December 2021

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Current Date >

**IMPORTANT: DO NOT CHANGE OR ALTER ANYTHING ELSE IN THIS SECTION UNTIL YOU HAVE CHANGED THE DATE IN THE EFFECTIVE DATE FIELD TO TODAY'S DATE**

# Updating the existing Cost Center: BUSINESS JUSTIFICATION

- Select the **NEW** Key Members' EID information using the **Prompt** link.

- **IMPORTANT:** For **Manager& Reconciler** please verify that individual in either role does not already have the other role assigned for a different Cost Center or Project.

- **IMPORTANT:** Employees can not have both roles assigned, it is either CC/Project Manager or CC/Project Reconciler.

**Business Justification**

Non-Budget Request

*(01) Cost Center Manager	<input type="text"/>	<a href="#">Prompt</a>
	<input type="text"/>	<a href="#">Prompt</a>
*(02) Cost Center Alt. Approver	<input type="text"/>	<a href="#">Prompt</a>
	<input type="text"/>	<a href="#">Prompt</a>
*(03) Cost Center Reconciler	<input type="text"/>	<a href="#">Prompt</a>
	<input type="text"/>	<a href="#">Prompt</a>
*(04) Cost Center Dean/Director	<input type="text"/>	<a href="#">Prompt</a>
	<input type="text"/>	<a href="#">Prompt</a>
*(05) Divisional Vice President	<input type="text"/>	<a href="#">Prompt</a>

# Updating the existing Cost Center: BUSINESS JUSTIFICATION

In KEY MEMBER UPDATE process, you are only required to make the changes for items marked (01) to (05)

- Do **not** modify, add, or delete items marked (06) through (10)
- Do **not** modify, add, or delete content in the fields marked: Capital, Employee Benefits, Maintenance and Operations, Operating, Other, Revenue, Salaries, Scholarships, Travel, and Wages.
- Use Attachments to add content justifying the changes being made (i.e., email requesting the change)

Business Justification

Non-Budget Request Prompt

\*(01) Cost Center Manager  Prompt

\*(02) Cost Center Alt. Approver  Prompt

\*(03) Cost Center Reconciler  Prompt

\*(04) Cost Center Dean/Director  Prompt

\*(05) Divisional Vice President  Prompt

(06) Cost Center Accountant  Prompt

(07) Department  Prompt

(08) Function  Prompt

(09) Fund Code  Prompt

(10) SpeedType  Prompt

Capital

Employee Benefits

Maintenance and Operations

Operating

Other

Revenue

Salaries

Scholarships

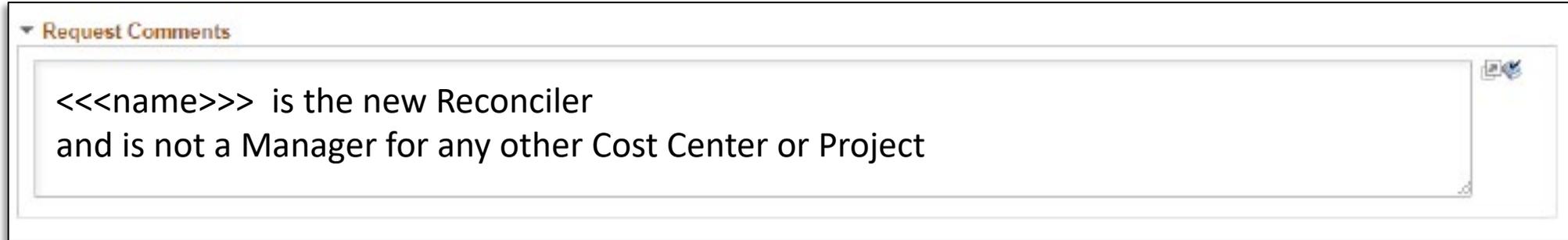
Travel

Wages

Attachments (0) ChartField Instructions

## Updating the existing Cost Center: REQUEST COMMENTS

1. Click on right pointing triangle next to word Request Comments
2. In the Request Comments field enter appropriate narrative as to what changes you are making and why you are making them.
3. Remember, the changes being made apply **ONLY** to individual Key Members.
4. If update involves changing Manager and/or Reconciler, please make note that verification was done ensuring that different role was not previously assigned to other Cost Center and/or Projects.



Request Comments

<<<name>>> is the new Reconciler  
and is not a Manager for any other Cost Center or Project

# Updating the existing Cost Center: THREE REQUIRED QUESTIONS TO ANSWER

Before you can submit the **KEY MEMBER UPDATE** you will be required to enter answers to the three (3) questions that appear at the bottom of the screen.

Because you are updating Key Members, enter **“Key Member Update Only”** in each answer box, there is NO need to add anything else to the answer box.

The screenshot shows a web form titled "Request Comments" with a "Questions" section. It contains three required questions, each with a corresponding answer box. The answers provided for all three questions are "Key Member Update Only".

**Request Comments**

**Questions**

\*1. Description, Purpose, and Benefits (Please be specific) - Answer questions below  
What is the purpose of tracking expenses and/or revenues in this Cost Center?  
Answer: Key Member Update Only

\*2. Function (see definition on "ChartField Instructions" link) - Answer questions below  
Function must coincide with who/what is benefiting from the expenses recorded in the Cost Center.  
Answer: Key Member Update Only

\*3. Source of Funds - Answer questions below  
Where are the funds to support this new Cost Center coming from? Ex: Gift, Donation, Grant, Sales of services or merchandise, Transfer from another Cost Center, etc. (It will be funded via transfer from another Cost Center, provide Cost Center number and description. These can include transfer from institutional funds for...)  
Answer: Key Member Update Only

## Updating the existing Cost Center: SUBMIT THE REQUEST

1. Save the request by clicking the **Save** button on the bottom left corner

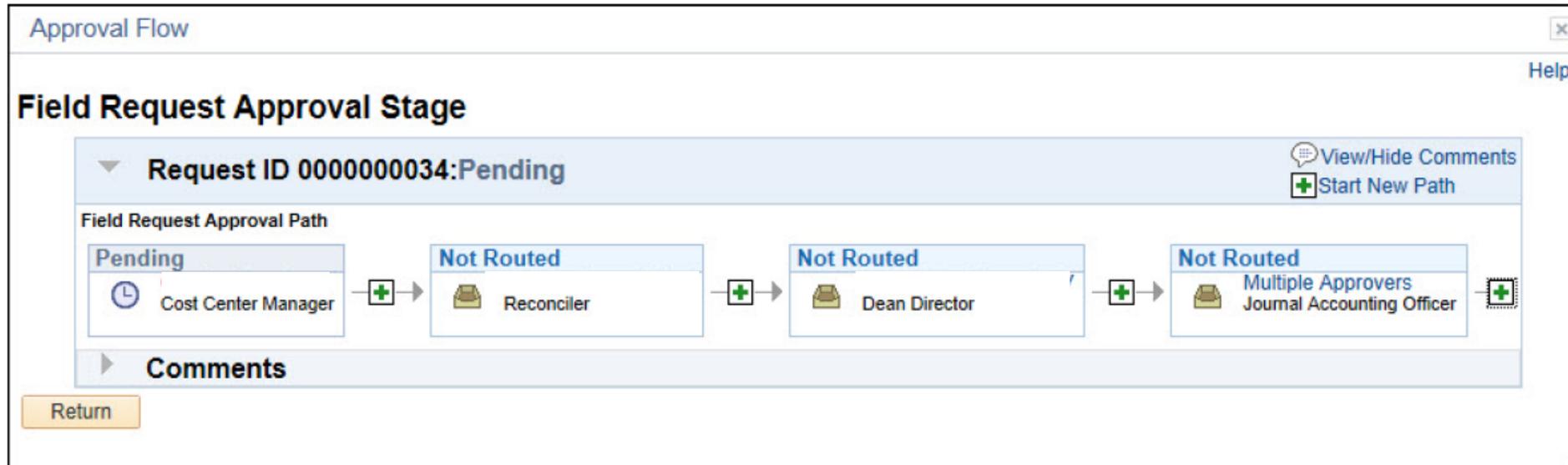


2. Once saved, select **Submit for Approval** from **Request Action** dropdown
3. Click **Go**
4. Once submitted the Request Action will turn gray and a link to **View Approval Flow** will appear.

Request Action	<input type="text" value=""/>	<input type="button" value="Go"/>	<a href="#">View Approval Flow</a>
Requester	David G Guerra		
Entered By	David G Guerra	Entered Date/Time	03/04/2022 2:46PM
Updated By	David G Guerra	Updated Date/Time	03/04/2022 2:47PM

# Updating the existing Cost Center: SUBMITTING THE REQUEST

Review the Approval Flow by clicking the **View Approval Flow** link



# How A Request Can Stop / Deny A Cost Center Request

Should there come a time, or a situation arises to STOP the requested Cost Center from being created (i.e., duplicate entries) the requester can take the following action(s)

In PeopleSoft 9.2 Login & Navigate to Employee Self Service

- > Accounting & Financial Reports
- > Cost Center Request

Click on **Find an Existing Value** button.

ChartField Request

Search in Menu

New Window | Help

Add a New Value

Find an Existing Value

\*Request ID NEXT

\*SetID JTRGV

\*Field No. Q

\*Field Action Add

Field Value Q

Add

# How A Request Can Stop / Deny A Cost Center Request

Should there come a time, or a situation arises to STOP the requested Cost Center from being created (i.e., duplicate entries) the requester can take the following action(s)

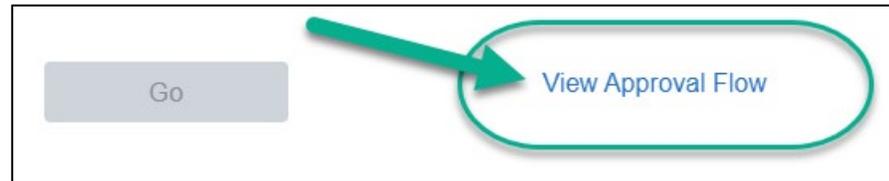
On the **Find an Existing Value** screen:  
Enter your unique search parameters  
such as **Request ID**.  
Click **SEARCH** button

In **Search Results**, locate & click on the  
requested **COST CENTER**

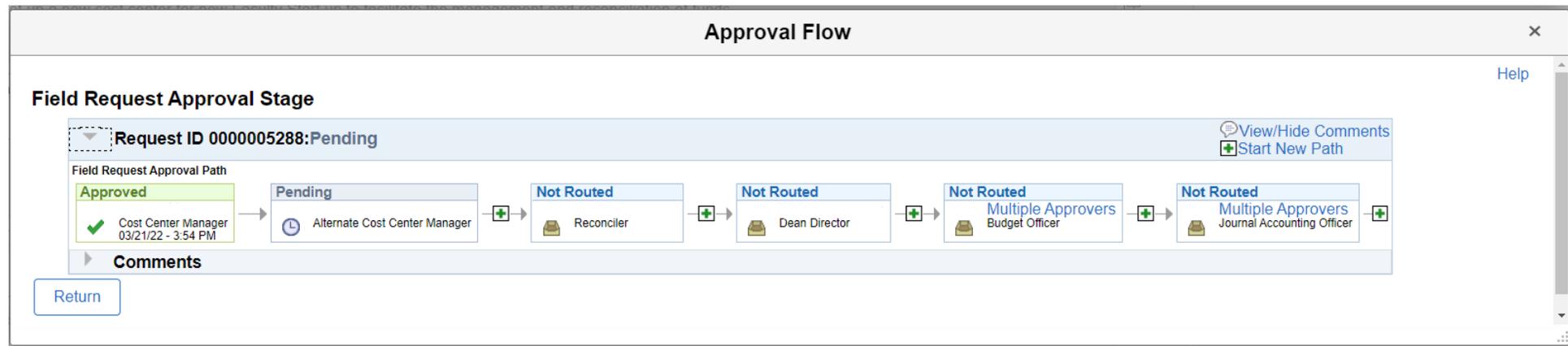
The screenshot shows the 'Find an Existing Value' search interface. At the top, there is a navigation bar with a search icon and the text 'Search in Menu'. Below this is the title 'ChartField Request' and a sub-header 'Find an Existing Value' with an 'Add a New Value' button. The main section is titled 'Search Criteria' and includes a note: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There are two search history sections: 'Recent Searches' and 'Saved Searches', both with dropdown menus. The search criteria section contains several fields: 'Request ID' (dropdown: 'begins with', text input), '\*SetID' (dropdown: '=', text input: 'UTRGV'), 'Field Name' (dropdown: 'begins with', text input), 'Field Action' (dropdown: '=', dropdown: 'Add'), 'Field Value' (dropdown: 'begins with', text input), 'Request Status' (dropdown: '=', dropdown: 'Newly Created'), 'Requester' (dropdown: 'begins with', text input), and 'Entered By' (dropdown: 'begins with', text input). At the bottom, there is a 'Show fewer options' link, a 'Case Sensitive' checkbox, and 'Search' and 'Clear' buttons.

# Stop / Deny A Cost Center Request

Once you are on the screen containing the Cost Center information you submitted, scroll down to the bottom, look for and click on View Approval Flow link

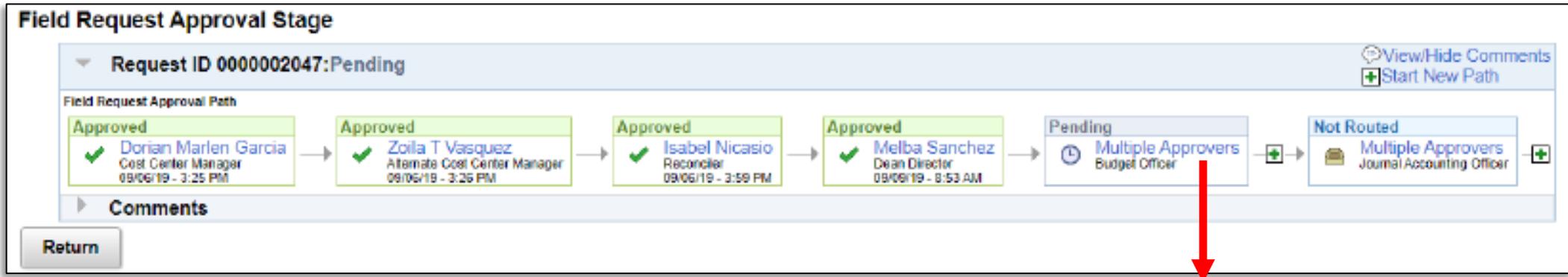


A Pop-Up will appear showing the current status of the request.

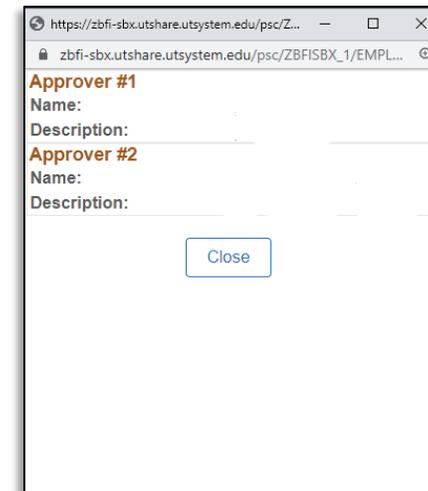
A screenshot of a pop-up window titled "Approval Flow". The window has a close button (X) in the top right corner and a "Help" link. Below the title bar, there is a section for "Field Request Approval Stage" with a dropdown menu showing "Request ID 000005288: Pending". To the right of this are two links: "View/Hide Comments" and "Start New Path". Below this is a "Field Request Approval Path" section showing a sequence of stages: 1. "Approved" (green box) with a checkmark icon, "Cost Center Manager", and timestamp "03/21/22 - 3:54 PM". 2. "Pending" (blue box) with a clock icon, "Alternate Cost Center Manager". 3. "Not Routed" (blue box) with a plus icon, "Reconciler". 4. "Not Routed" (blue box) with a plus icon, "Dean Director". 5. "Not Routed" (blue box) with a plus icon, "Multiple Approvers Budget Officer". 6. "Not Routed" (blue box) with a plus icon, "Multiple Approvers Journal Accounting Officer". Below the path is a "Comments" section with a plus icon. At the bottom left is a "Return" button.

# Stop / Deny A Cost Center Request

In the Approval Flow status find the next individual(s) in line and reach out to them asking to **DENY** the request.

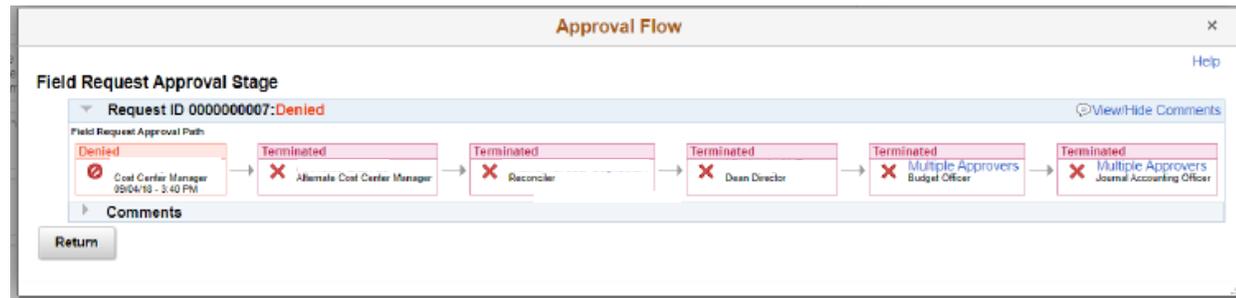


For Multiple Approvers, click on the words “Multiple Approvers” (MAs) a new pop-up will appear with the names of the MAs



# Stop / Deny A Cost Center Request

Once the Cost Center Request has been denied, all further actions are terminated. Additionally, refer to the comments section if you are unaware as to why the Cost Center Request was denied.



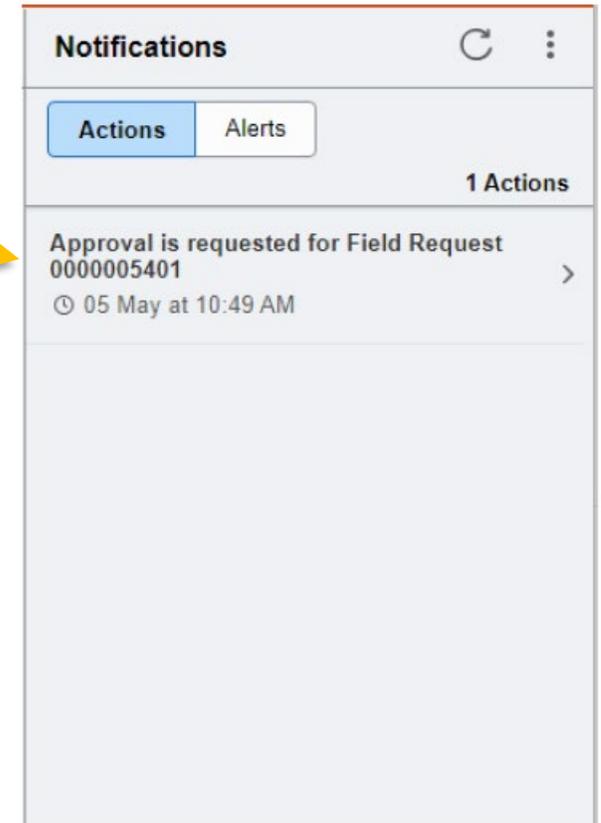
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# Approve a Cost Center Request

## Approving Cost Center Request or Update

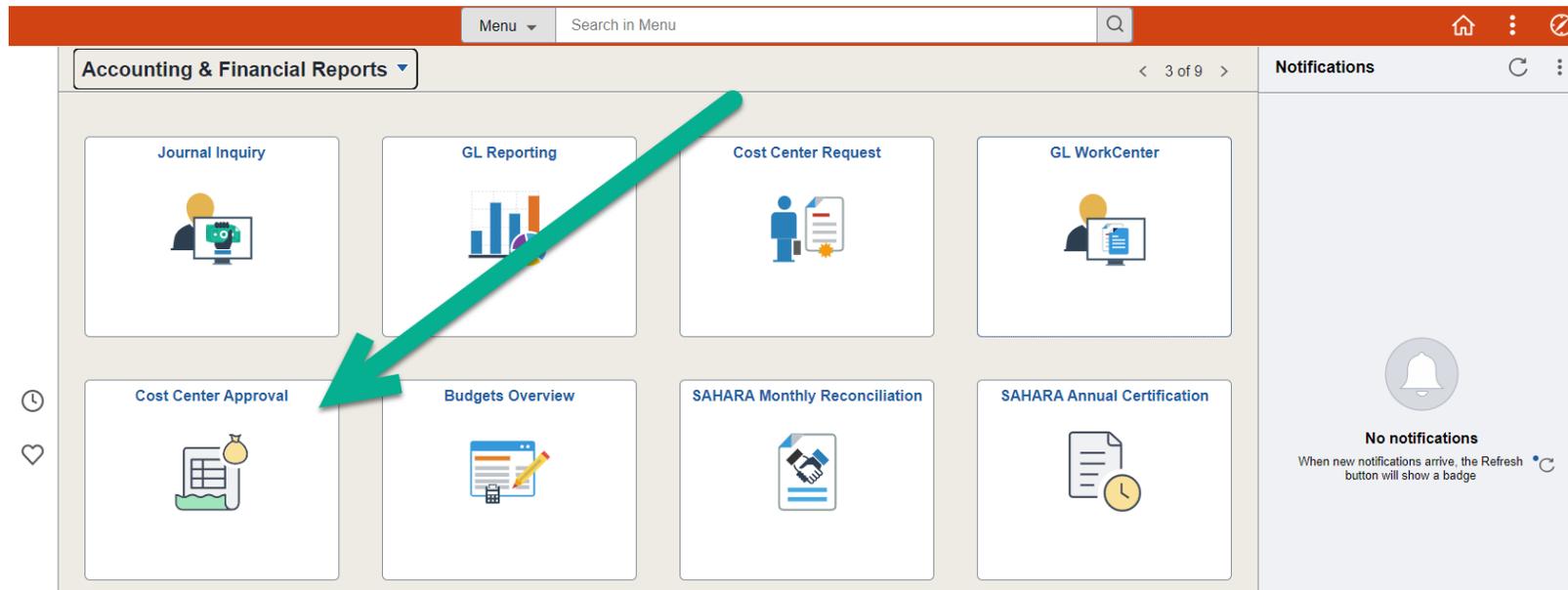
In the Notifications section Actions/Alerts are revealed.

Pending approvals will appear in the **ACTIONS** section. You can click on this link to take you to the Approve, Deny, Hold, Pushback screen.



# Approving Cost Center Request or Update

...or you can Navigate to the COST CENTER APPROVAL tile in the Accounting and Financial Reports landing page of Peoplesoft



# Approving Cost Center Request or Update

The image below shows the default settings for this page.

If you need to, the parameter settings can be changed, otherwise, click on SEARCH button.

The screenshot shows a web interface for 'Manage Business Request Approval'. At the top, there is a navigation bar with a back arrow, a refresh icon, a heart icon, and a search box labeled 'Search in Menu'. Below the navigation bar is a header section with the title 'Manage Business Request Approval'. The main content area is titled 'Search Requests' and contains a search form. The form includes the following fields: 'Request ID' (text input), 'Requester' (text input), 'SetID' (text input with 'UTRGV' entered), 'Field Name' (text input), 'Field Action' (dropdown menu with 'Add' selected), 'Field Value' (text input), '\*Approval Status' (dropdown menu with 'Pending' selected), and 'Functional Area' (dropdown menu). There is also an unchecked checkbox labeled 'Exclude Blank Value'. At the bottom of the form are two buttons: 'Search' and 'Clear'. A note above the form reads: 'To locate business requests that require your approval (or business requests that previously required your approval), edit the criteria fields and click the Search button.'

...the screen changes.

# Approving Cost Center Request or Update

Clicking on Request ID link (A) will reveal the data entered for this request

Clicking on Attachments link (B) will allow you to review any attachments added to the request.



The screenshot shows a web interface for 'Business Requests'. At the top, there are tabs for 'Request Details' and 'More Details'. Below the tabs is a table with columns: 'Select', 'Request ID', 'Source', 'Field Name', 'Field Action', 'Field Value', and 'Attachments (0)'. A red box highlights the 'Request ID' '0000000040', with a red arrow labeled 'A' pointing to it. Another red box highlights the 'Attachments (0)' link, with a red arrow labeled 'B' pointing to it. Below the table are buttons for 'Approve', 'Deny', 'Hold', and 'Pushback'. The interface also includes a 'Personalize | Find' menu and pagination controls showing '1 of 1'.

Select	Request ID	Source	Field Name	Field Action	Field Value	Attachments (0)
<input type="checkbox"/>	0000000040	UTRGV	CHARTFIELD1	Add	PEND1	Attachments (0)

# Updating the existing Cost Center: SUBMITTING THE REQUEST

Accounting & Financial Reports

Manage Business Request Approval

ChartField Request Approval

Request ID: 000003144  
Request Status: Pending Approval  
Field Action: Add  
Telephone: 956/665-3089

SetID: UTRGV  
Field Name: CHARTFIELD1  
Field Value: DG1  
Email ID: david.guarra@utrgv.edu

Core Information

\*Effective Date: 10/27/2020  
\*Status: Active  
\*Description: here is a long description of  
\*Short Description: 1234567890

Business Justification

Non-Budget Request

*(01) Cost Center Manager	6001245932	Prompt
*(02) Cost Center Alt. Approver	6001033137	Prompt
*(03) Cost Center Reconciler	6001033138	Prompt
*(04) Cost Center Dean/Director	6001133365	Prompt
*(05) Divisional Vice President	1000319360	Prompt
(06) Cost Center Accountant		Prompt
(07) Department		Prompt
(08) Function		Prompt
(09) Fund Code		
(10) SpeedType		

Capital	0.000
Employee Benefits	0.500
Maintenance and Operations	0.000
Operating	0.000

A

The ChartField Request Approval screen displays the initial entry information for APPROVER(s) to review.



# Updating the existing Cost Center: SUBMITTING THE REQUEST

The screenshot shows a web interface for managing business requests. At the top, there is a 'Comments' section with a text area and an 'Add Comments' button. Below this is a 'Business Requests' table with columns: Select, Request ID, SetID, Field Name, Field Action, Field Value, and Attachments (0). The first row in the table has a checked checkbox in the 'Select' column, a Request ID of 000003692, SetID of UTRGV, Field Name of CHARTFIELD1, Field Action of Add, and Field Value of DG3. A yellow arrow points from the 'Add Comments' button to the text area. A green arrow points from the right-pointing triangle in the 'Select' column of the first row to the 'Add Comments' button. Below the table are 'Approve', 'Deny', 'Hold', and 'Pushback' buttons.

Select	Request ID	SetID	Field Name	Field Action	Field Value	Attachments (0)
<input checked="" type="checkbox"/>	000003692	UTRGV	CHARTFIELD1	Add	DG3	

Should COMMENTS need to be added, especially for DENY or PUSHBACK.

click on the CHECKBOX in the *Select* Column

Next, click on right pointing triangle just above and to the left of Approve, Deny, Hold, Pushback buttons.

Enter comments.

Then click on **Add Comments**

# Updating the existing Cost Center: SUBMITTING THE REQUEST

The screenshot shows a web interface for 'Business Requests'. At the top, there are four buttons: 'Approve', 'Deny', 'Hold', and 'Pushback'. Below these is a table with columns: 'Select', 'Request ID', 'Set', 'CHAFFIELD1', 'Add', 'Hold', and 'Attachments (0)'. A callout box with a black border and white background contains the text: 'When ready to Approve, Deny, Hold, or Pushback please click on the appropriate button'. Four red arrows point from the callout box to each of the four buttons at the top of the interface.

Select	Request ID	Set	CHAFFIELD1	Add	Hold	Attachments (0)
<input checked="" type="checkbox"/>	0000003682	UTRGV				

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# **FOLLOW-UP TO COMPLETION**

# LOCATE PENDING UPDATES

**ChartField Request**  
Enter any information you have and click Search. Leave fields blank for a list of all values.

▼ Search Criteria

Request ID begins with

SetID =

Field Name begins with

Field Action =

Field Value begins with

Request Status =

Requester begins with

Entered By begins with

Code Sensitive

Search Results

View All

Request ID	SetID	Field Name	Field Action	Field Value	Request Status	Requester	Entered By
000000005	UTRGV	CHARTFIELD01	Update	34000227	Pending	6001154290	6001154290
000000029	UTRGV	CHARTFIELD01	Update	21000315	Pending	6001245060	6001245060

1. Login to PeopleSoft
2. Navigate to Accounting & Financial Reports > Cost Center Request
3. Click on Find An Existing Value tab
4. Populate ONLY the following fields:
  - SetID = UTRGV
  - Field Action = Update
  - Request Status = Pending Approval
5. Click Search button
  - Search Results will display any Updates that remain as Pending.
  - Click on the Request ID line to open Update Request content.

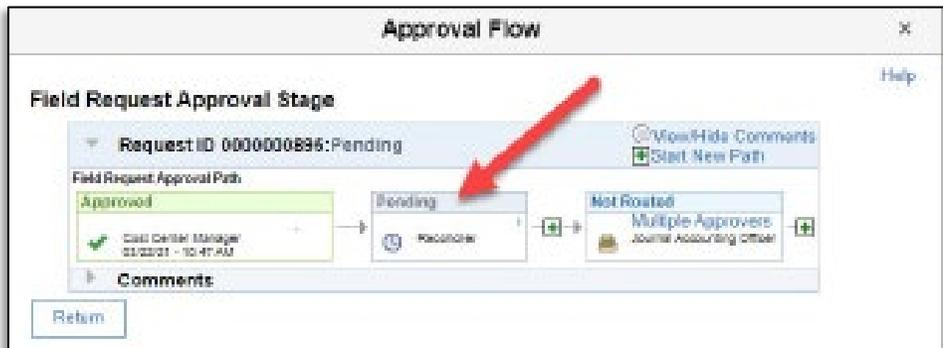
# LOCATE PENDING UPDATES



Scroll down until you see **View Approval Flow** link, click on it.

A pop-up will appear

Look for the Key Member position that shows PENDING. In example image, pending approval shows for the new RECONCILER.



Reach out to that pending key member to complete the approval process.

Next page explains process for what to do if the individual that is PENDING is no longer with the department or university.

# Resolving PENDING Updates

What to do when an individual in Cost Center Update status is PENDING and no longer with the university:



Short Description - Please provide a short description of your service request. For example, "New service such as software, network line, etc." ⓘ

Service Request Description - The more information you provide here, the easier it will be for the IT Service Desk to fulfill your request. ⓘ

1. Visit <http://support.utrgv.edu> & Sign in
2. Click on Information Technology button, screen changes
3. Click on Submit a Ticket (far left side), screen changes
4. Another Submit a Ticket link will appear, click on it.
5. Screen changes again to the IT Help page.
6. Click on General Service Request link, screen changes
7. Populate the Short Description and Service Request Description fields & include the following info:
  - COST CENTER ID #
  - REQUEST ID #
  - Why cancelling this request(i.e., staff member no longer with the university)

# Contact Us:

Training Coordinator: [AccountingandTimekeepingTraining@utrgv.edu](mailto:AccountingandTimekeepingTraining@utrgv.edu)

Accounting and Reporting: [AccountingandReporting@utrgv.edu](mailto:AccountingandReporting@utrgv.edu)

WWW: <https://www.utrgv.edu/finance-and-fiscal-reporting/departments/accounting-and-reporting/index.htm>



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