# Georgia Institute of Technology

## “Who Do I Ask” Help Desk Groups

<table>
<thead>
<tr>
<th>EMAIL ADDRESS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:accounting.ask@business.gatech.edu">accounting.ask@business.gatech.edu</a></td>
<td>Accounting Policies and Procedures; General Accounting Questions and Reporting; Agency Funds; Balance Sheet Reconciliations; Annual Financial Report; Capital Assets Accounting; Georgia Tech Foundation (GTF) Accounting; Journal Entry Form/Routing/Copies; Petty Cash Funds</td>
</tr>
<tr>
<td><a href="mailto:am.ask@business.gatech.edu">am.ask@business.gatech.edu</a></td>
<td>Annual inventory, equipment questions, asset questions, system access, and surplus</td>
</tr>
<tr>
<td><a href="mailto:ap.ask@business.gatech.edu">ap.ask@business.gatech.edu</a></td>
<td>Trade or service vendor payment, policy &amp; procedures; request payment status; wire transfers; using check request form, WebNow access</td>
</tr>
<tr>
<td><a href="mailto:budgets.ask@business.gatech.edu">budgets.ask@business.gatech.edu</a></td>
<td>Budget Policies and Procedures; Internet Budgeting Solution (IBS) System; Original Budget Preparation; Budget Amendments; Establish A New Campus Department; Establishing New Campus Project ID’s; Budget Office Training Courses; Requesting Position Numbers; Requesting New Revenue Account Numbers</td>
</tr>
<tr>
<td><a href="mailto:bursar.ask@business.gatech.edu">bursar.ask@business.gatech.edu</a></td>
<td>Bursar Policies and Procedures; Daily Cash Deposits; Student Accounts; Invoicing External Customers; Non-Student Accounts Receivable; Petty Cash Replenishment; eCommerce Campus Solutions</td>
</tr>
<tr>
<td><a href="mailto:gc.ask@business.gatech.edu">gc.ask@business.gatech.edu</a></td>
<td>Grants &amp; Contracts Policies and Procedures; Sponsored Award Management; Closing Sponsored Funds; Project Expense &amp; Budget Report (PEB); Web Grants Management System or Report Access; Annual Statement of Reasonableness (ASR); Electronic Workload Assignment Form (eWAF); Rate Establishment for Campus Service Centers</td>
</tr>
<tr>
<td><a href="mailto:gl.ask@business.gatech.edu">gl.ask@business.gatech.edu</a></td>
<td>General Ledger (GL) Reports; GL Adhoc Reporting; Ledger Transaction Postings; Campus Service Unit (CSU) Journal Entries; Campus PCard (CPC) Journal Entries; GL Financial System Questions, GL Financial System Access; GL Training</td>
</tr>
<tr>
<td><a href="mailto:gtinsurance.ask@business.gatech.edu">gtinsurance.ask@business.gatech.edu</a></td>
<td>Insurance coverage questions, and Property &amp; Liability claims reporting</td>
</tr>
</tbody>
</table>
## “Who Do I Ask” Help Desk Groups

<table>
<thead>
<tr>
<th>Email Address</th>
<th>Issues Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:pay.ask@ohr.gatech.edu">pay.ask@ohr.gatech.edu</a></td>
<td>Payroll Policies and Procedures; Processing Employee Salaries and Wages; Personal Services Forms (PSFs); Biweekly Time Entry; Biweekly Time Sheets; Vacation and Sick Leave Reporting; Federal and State Tax Reporting; Federal Employee’s Withholding Allowance Certificate (Form W-4); Form W-2 Wage and Tax Statement; State of Georgia and Other State Withholding and Wage and Tax Statements; Employee Self Service</td>
</tr>
<tr>
<td><a href="mailto:pcard.ask@business.gatech.edu">pcard.ask@business.gatech.edu</a></td>
<td>New PCard; PCard policy &amp; procedures; Pcard updates; training</td>
</tr>
<tr>
<td><a href="mailto:procurement.help@business.gatech.edu">procurement.help@business.gatech.edu</a></td>
<td>Open Encumbrance reports; Requests for system access</td>
</tr>
<tr>
<td><a href="mailto:purchasing.ask@business.gatech.edu">purchasing.ask@business.gatech.edu</a></td>
<td>Policy &amp; procedure for trade or service vendors; contract signature requests; BuzzMart System Questions; BuzzMart Requisition Change Requests; BuzzMart System Access, Training and Questions</td>
</tr>
<tr>
<td><a href="mailto:spd.ask@business.gatech.edu">spd.ask@business.gatech.edu</a></td>
<td>Salary Planning and Distribution (SPD) Policies and Procedures; Salary and Fringe Benefit Encumbrances; Salary and Fringe Benefit Redistributions; Graduate Student Tuition Remission Charges; SPD System Access and Training</td>
</tr>
<tr>
<td><a href="mailto:travel.ask@business.gatech.edu">travel.ask@business.gatech.edu</a></td>
<td>Policy &amp; procedure for travel reimbursements; T&amp;E processes; travel for non-employees; direct billing of airfare; travel agency and local hotels</td>
</tr>
<tr>
<td><a href="mailto:vendor.help@business.gatech.edu">vendor.help@business.gatech.edu</a></td>
<td>Status checks for new vendors and vendor maintenance</td>
</tr>
</tbody>
</table>