

A department's ability to reconcile and close months is a measure of how well its users are performing in the system. To facilitate success for new and existing end users, FI\$Cal has dedicated resources to assist with month-end and year-end close activities.



### **FI\$Cal Service Center**

FI\$Cal Service Center (FSC) staff work in collaboration with staff from the Department of Finance and State Controller's Office to examine reports and queries and interpret errors to resolve incidents.



### **User Support Labs**

End users are able to attend online sessions and receive help from FI\$Cal subject matter experts in completing transactions that prevent them from closing periods.



### **Weekend Support**

FSC staff work on Saturdays from July through mid-September to support departments working overtime during the fiscal year-end close period.



### **Month-End Close/Year-End Close Ticket Express Lane**

The FSC prioritizes month-end and year-end close related tickets for resolution on transactions that are preventing departments from closing months.



### **Self-Reporting Tool**

This tool displays the steps for closing months, provides links to job aids on how to close months, and makes available queries and reports required to close months. The self-reporting tool is a one-stop "how-to" online manual for month-end close.



### **Department 360**

Available when logged into the FI\$Cal system, Department 360 allows end users and managers to easily monitor transactional progress, and find and correct errors that may be preventing close.



### **Ongoing Partner Support**

FI\$Cal works with the Department of Finance and the State Controller's Office to coordinate support and reporting for department users.



### **Month-End Close Automation Tool**

Automates month-end close and streamlines the process so that the system will automatically close the period if no errors are found for the chosen submodules or asset management/general ledger.