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.