Welcome to Campus Shared Services!

Goldman School of Public Policy

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# Contacting Campus Shared Services
## Goldman School of Public Policy

## When you need assistance with...

### Business & Financial Services (B&FS)

Inquiries in the following subject areas should be directed to the individual indicated:

- **BearBuy or Payments**: Alexis Kurland-Deeds at 4-4074, aekd@berkeley.edu
- **Entertainment**: Victoria Kuo at 4-4045, vkuo@berkeley.edu
- **Travel**: Tina Chan at 4-4049, tcchan@berkeley.edu

Inquiries regarding specific BearBuy transactions or TRV/ENT reimbursements should be directed to the CSS team member who processed the transaction on your behalf (if known):

- Gayle Allerson at 4-4073, gma456@berkeley.edu
- Teresa Granados at 4-4044, teresa_granados@berkeley.edu
- David Lau at 4-4050, dlau@berkeley.edu
- Dhundup Tsering at 4-4041, tsering@berkeley.edu
- Jeff Yenchek at 4-4051, yenchek@berkeley.edu
- Mildred Cavestany at 4-4043, mcavestany@berkeley.edu
- Ben Cheung at 4-4047, ben.cheung@berkeley.edu
- Adriana Trenado at 4-4046, frivas@berkeley.edu

Should you experience any problems with the services you receive from CSS B&FS, please contact:

- Joe Magliaro, Supervisor at 4-4048, ajmagliaro@berkeley.edu
- Kerrie Andow, CSS B&FS Deputy Director at 4-9392, kandow@berkeley.edu

### Human Resources/ Academic Personnel Support (HR/APS)

- Payroll Partner: Clara Fiedler at 4-9585, cfiedler@berkeley.edu
- Backup to Payroll Partner: Nancy Armijo at 4-9333, nancyarmijo@berkeley.edu
- HR Partner: Emily Martinez at 4-9617, emartinez24@berkeley.edu

Should you experience any problems with the service you receive from CSS HR/Payroll, please contact:

- Cynthia Davis, Payroll & Timekeeping Supervisor at 664-9416, crdavis@berkeley.edu
- Emily Gayton, First Contact Resolution Supervisor at 4-9357, emily.gayton@berkeley.edu
- Cheryl Drassinower, HR Service Delivery Manager at 4-4130, cheryljd@berkeley.edu
- Suong Ives, CSS HR/APS Director at 4-9389, suongives@berkeley.edu

### Information Technology (IT)

Submit a service request for IT support:

- **Phone**: 4-9000, option 1
- **E-mail**: itcsshelp@berkeley.edu
- **Submit a ticket at**: blu.berkeley.edu

### Research Administration (RA)

Research Administrator: Valena Mann at 666-3765, vmm@berkeley.edu

Should you experience any problems with the services you receive from your CSS RA, please contact:

- Sarah Guittierrez, Contracts & Grants Manager at 2-3537, sarahguittierrez@berkeley.edu
- Karen Wilson, CSS RA Director at 4-4126, kmwilson@berkeley.edu

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**If there is a need to escalate feedback regarding CSS service quality in any area:**

- Darryln Swift, CSS Service Quality Director at 4-9297, dswift@berkeley.edu
- Thera Kalmijn, CSS Chief Operating Officer at 3-7308, therakalmijn@berkeley.edu
### 3 Ways to Request Service:
1. BearBuy - make purchases, submit reimbursement request forms, and place Business Contract Facilitation requests
2. E-mail us at bnfscsshelp@berkeley.edu
3. Call us at 510-664-9000, option 2.

### Using BearBuy to make a CSS Business & Financial Services Request

<table>
<thead>
<tr>
<th>When you need...</th>
<th>You can...</th>
<th>CSS will...</th>
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</table>
| to make a purchase | 1. Log in to BearBuy and shop for the goods or services you need.  
2. When you have finished adding the items you need to your BearBuy shopping cart, click **View Cart Details**.  
3. Enter your **Org Node** if it is not already present.  
4. Enter your **Chartstring**.  
5. Click ‘Submit’, or follow your department instructions for approval. | CSS will obtain and verify the required data, create the requisition, and communicate with the requestor as needed to complete the transaction. |
| a personal Travel or Entertainment reimbursement | 1. Download and complete the appropriate form for your expense type: Domestic Travel, International Travel, or Entertainment - these forms can be found on the CSS website.  
2. Obtain unit and accounting approvals (signatures) on the request form as needed.  
3. Scan the form, receipts, and supporting documents (itinerary, etc.) as a PDF file.  
4. Log in to BearBuy and navigate to the new CSS Form: **CSS Non-Purchase Request Form**. (BearBuy/Go to: forms/Shared/Campus Shared Services).  
5. Populate traveler or host name and contact fields.  
6. Select the **activity type** from the drop down menu.  
7. Enter an **item description** and an **estimated reimbursement amount** (the estimate need not be exact).  
8. Attach the PDF from instruction #3 by clicking **Internal Attachments**.  
9. Click ‘Go’ (next to ‘Add and go to cart’).  
10. Click **view cart details**.  
11. Enter your **Org Node** if it is not already present.  
12. Select the ‘submit’ option using the button at the top right of the screen. | CSS will process all payment/reimbursement requests, and communicate with the requestor as needed to complete the transaction. CSS will also review all transactions for campus compliance. |
| to request Business Contract Facilitation | 1. Log in to BearBuy and navigate to the new CSS Form: **CSS Non-Purchase Request Form**.  
2. Enter the department contact name, email and phone number.  
3. Select the **activity type** from the drop down menu.  
4. Under **Item Description**, provide a brief explanation of your need (for example: Is this a business contract or professional services?)  
5. Enter an estimated transaction/recharge/contract amount in the **Estimated Amount** field; or enter ‘1.’  
6. Attach any supporting documents by clicking **Internal Attachments**.  
7. Click ‘Go’ (next to ‘Add and go to cart’).  
8. Click **view cart details**.  
9. Enter your **Org Node** if it is not already present.  
10. Select the ‘submit’ option using the button at the top right of the screen. | CSS will review the contract proposal, obtain and verify the necessary information to complete the contract packet, coordinate with the Business Contracts Office (BCO) if necessary, and communicate with the requestor as needed to complete the transaction. |
## Non-BearBuy CSS Business & Financial Services Requests

<table>
<thead>
<tr>
<th>When you need...</th>
<th>You can...</th>
<th>CSS will...</th>
</tr>
</thead>
<tbody>
<tr>
<td>a recharge</td>
<td>You can submit your recharge request via e-mail at <a href="mailto:bnfscsshelp@berkeley.edu">bnfscsshelp@berkeley.edu</a>, or call us at 510-664-9000, option 2.</td>
<td>CSS will provide recharge (IOC) billing transactions and reconciliation, prepare recharge journals, prepare statements, and communicate with the requestor as needed to complete the transaction.</td>
</tr>
<tr>
<td>BluCard reconciliation</td>
<td>CSS does not perform BluCard reconciliations. Please contact <a href="mailto:blucard@berkeley.edu">blucard@berkeley.edu</a> for assistance.</td>
<td></td>
</tr>
<tr>
<td>check deposits/cash handling</td>
<td>CSS does not perform check deposits or cash handling. Please contact OE Transformational Support Services at <a href="mailto:TSS@berkeley.edu">TSS@berkeley.edu</a>.</td>
<td></td>
</tr>
<tr>
<td>travel reservations</td>
<td>CSS does not book travel reservations. Please contact <a href="mailto:connexxus@berkeley.edu">connexxus@berkeley.edu</a> for assistance in using the online booking service, Connexxus.</td>
<td></td>
</tr>
</tbody>
</table>

CSS aims to provide the highest level of service possible to the campus. Our clients have the ability to escalate feedback regarding CSS service quality to the Service Team Lead listed above, or to:

- Jim Wogan, CSS B&FS Director, jimwogan@berkeley.edu
- Darrylyn Swift, CSS Service Quality Director, dswift@berkeley.edu
- Thera Kalmijn, CSS Chief Operating Officer, therakalmijn@berkeley.edu

Questions? Comments? Contact Us!

sharedservices@berkeley.edu  510-664-9000  sharedservices.berkeley.edu
# Transitioning to Campus Shared Services

## Information Technology

**3 Ways to Request Service:**

1. Call us at 510-664-9000, option 1 - *preferred method!*
2. Submit a ticket at [blu.berkeley.edu](http://blu.berkeley.edu) (click on the “Campus Shared Services” link at the top)
3. E-mail us at [itcsshelp@berkeley.edu](mailto:itcsshelp@berkeley.edu).

### When you need...

<table>
<thead>
<tr>
<th>End User Device Support</th>
<th>Application Support</th>
<th>Device Procurement</th>
<th>Device Provisioning</th>
</tr>
</thead>
<tbody>
<tr>
<td>• General troubleshooting</td>
<td>• BearBuy</td>
<td>• Desktops</td>
<td>• Desktops</td>
</tr>
<tr>
<td>• User setup</td>
<td>• Cal Planning</td>
<td>• Laptops</td>
<td>• Laptops</td>
</tr>
<tr>
<td>• Install/ upgrade software or hardware</td>
<td>• Cal Time</td>
<td>• Smart Phones</td>
<td>• Smart Phones</td>
</tr>
<tr>
<td>• Printer/Multi-Functional Device (MFD) support</td>
<td>• Cal Answers</td>
<td>• Tablets</td>
<td>• Tablets</td>
</tr>
<tr>
<td>• Employee/Department device moves</td>
<td>• bCal</td>
<td>• Printers</td>
<td>• Tablets</td>
</tr>
<tr>
<td>• Security issues</td>
<td>• bMail</td>
<td></td>
<td></td>
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<tr>
<td>• Active Directory changes</td>
<td>• bDrive</td>
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<td></td>
<td>• Box.net</td>
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<tr>
<td></td>
<td>• BFS/BAIRS</td>
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</tbody>
</table>

### You can...

For service, please contact CSS IT via methods 1 - 3 listed above.
For fastest service, please call 510-664-9000, option 1 to speak to a CSS IT professional.

### CSS will...

CSS IT will provide in-person, remote, and remote-with-customer support to answer questions and resolve issues.

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CSS Business and Financial Services aims to provide the highest level of service possible to the campus. Our clients have the ability to escalate feedback regarding CSS service quality:

- Jerry Yerardi, CSS IT Director, [yerardijerry@berkeley.edu](mailto:yerardijerry@berkeley.edu)
- Darrylyn Swift, CSS Service Quality Director, [dswift@berkeley.edu](mailto:dswift@berkeley.edu)
- Thera Kalmijn, CSS Chief Operating Officer, [therakalmijn@berkeley.edu](mailto:therakalmijn@berkeley.edu)

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**Questions? Comments? Contact Us!**

- [sharedservices@berkeley.edu](mailto:sharedservices@berkeley.edu)
- 510-664-9000
- [sharedservices.berkeley.edu](http://sharedservices.berkeley.edu)
- [blu.berkeley.edu](http://blu.berkeley.edu)
4 Ways to Request Service:
1. Call CSS HR/APS at 510-664-9000, option 3
2. Submit a ticket at blu.berkeley.edu (click on the “Campus Shared Services” link at the top)
3. E-mail us at hrapscsshelp@berkeley.edu
4. Contact your HR Partner directly

<table>
<thead>
<tr>
<th>When you need...</th>
<th>You can...</th>
<th>CSS will...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recruitment</td>
<td>You can submit your request via any method above.</td>
<td>The Recruitment team will schedule an intake meeting. CSS will work with you to identify the position #, job description, position type, and recruitment plan.</td>
</tr>
<tr>
<td>Benefits</td>
<td>You can submit your request via any method above.</td>
<td>The First Contact Resolution team will assist you with most questions. You may also be referred to the Benefits and Leaves team.</td>
</tr>
<tr>
<td>Leaves Administration</td>
<td>As soon as an employee determines that a leave is needed, or if the supervisor is informed of the need for a leave, submit a service request or request for consultation via any method above.</td>
<td>CSS HR/APS will assess the situation, provide consultation or advice to the employee, or consult/advise with the supervisor.</td>
</tr>
<tr>
<td>Advisory and Employee Relations</td>
<td>You can submit your request via any method above.</td>
<td>Your HR Business Partner will work with you to address the situation.</td>
</tr>
<tr>
<td>Payroll and Timekeeping</td>
<td>Notify CSS HR/APS via any method above with any questions, or when there is a situation involving leave without pay.</td>
<td>CSS HR/APS will ensure timely and accurate pay to employees and will work to provide timely and accurate resolutions to timekeeping or payroll issues.</td>
</tr>
<tr>
<td>Pre-Employment Activities (Onboarding)</td>
<td>You can submit your request via any method above.</td>
<td>CSS HR/APS will coordinate background checks, create the employment contract, and complete new hire paperwork with employees.</td>
</tr>
<tr>
<td>Employee Lifecycle</td>
<td>Notify CSS HR/APS of the changes via any method above. For voluntary separations, provide employee resignation letter.</td>
<td>CSS HR/APS will input changes in HCM and other systems as required, process final pay, and send any necessary notification letters.</td>
</tr>
<tr>
<td>Visas and Immigration</td>
<td>Contact CSS HR/APS staff via any method above for visa processing, questions, and renewal.</td>
<td>Full service, consultation, advisory services and coordination with the Berkeley International Office is provided.</td>
</tr>
<tr>
<td>Compensation</td>
<td>Submit your request and any necessary documents via any method above. For classifications or reclassifications, please provide job description and org chart. For STAR awards, please submit completed form.</td>
<td>CSS HR/APS will assist with development of job descriptions, interface with Central HR Compensation, process salary adjustments and awards, and provide letters for employees.</td>
</tr>
</tbody>
</table>

CSS aims to provide the highest level of service possible to the campus. Our clients have the ability to escalate feedback regarding CSS service quality to the Senior Business Partner listed above, or to:

- Cheryl Drassinower, HR Service Delivery Manager, cheryljd@berkeley.edu
- Suong Ives, CSS HR/APS Director, suongives@berkeley.edu
- Darrylyn Swift, CSS Service Quality Director, dswift@berkeley.edu
- Thera Kalmijn, CSS Chief Operating Officer, therakalmijn@berkeley.edu

Questions? Comments? Contact Us!

sharedservices@berkeley.edu  510-664-9000  sharedservices.berkeley.edu  blu.berkeley.edu
### 4 Ways to Request Service:

1. Preferred method is to contact your assigned Contracts & Grants Manager (Sarah Gutierrez, sarahgutierrez@berkeley.edu)
2. E-mail CSS at racsshelp@berkeley.edu
3. Call CSS at 510-664-9000, option 4
4. Submit a ticket at blu.berkeley.edu (click on the “Campus Shared Services” link at the top)

<table>
<thead>
<tr>
<th>When you need...</th>
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</thead>
<tbody>
<tr>
<td><strong>Pre-Award Services</strong></td>
<td>Preferred Method - contact your assigned Contracts &amp; Grants Manager: Sarah Gutierrez, <a href="mailto:sarahgutierrez@berkeley.edu">sarahgutierrez@berkeley.edu</a>, 510-642-3537</td>
</tr>
<tr>
<td>• Proposal Preparation</td>
<td>You are also welcome to contact CSS RA via phone, e-mail, or by submitting a request through the Blu portal.</td>
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<tr>
<td>• Award Setup</td>
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<td>• Compliance Support</td>
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<td><strong>Post-Award Services</strong></td>
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<tr>
<td>• Award Management</td>
<td></td>
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<tr>
<td>• Award Closeout</td>
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<tr>
<td>• Compliance Support</td>
<td></td>
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<tr>
<td><strong>Fund Management</strong></td>
<td></td>
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<tr>
<td>• Faculty-designated Funding (e.g., sponsored awards, research gifts, start-up, retention, etc.)</td>
<td></td>
</tr>
<tr>
<td>• Compliance Support</td>
<td></td>
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<tr>
<td><strong>Research Gift Coordination</strong></td>
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</tr>
</tbody>
</table>

CSS aims to provide the highest level of service possible to the campus. Our clients have the ability to escalate feedback regarding CSS service quality to the Service Team Lead listed above, or to:

- Karen M. Wilson, CSS Research Administration Director, kmwilson@berkeley.edu
- Darrylyn Swift, CSS Service Quality Director, dswift@berkeley.edu
- Thera Kalmijn, CSS Chief Operating Officer, therakalmijn@berkeley.edu

Questions? Comments? Contact Us!

sharedservices@berkeley.edu  510-664-9000  sharedservices.berkeley.edu  blu.berkeley.edu
Using CSS Mail Pouches

CSS mail pouches are provided for your convenience. You are welcome to send mail to CSS via the pouches or via regular campus mail.

Mail Pouch Process:
1. Place items to be sent in a yellow campus mail envelope
2. Label the campus mail envelope with the CSS mail code - 7600
3. **Place the campus mail envelope into a blue CSS mail pouch**
4. Deposit the CSS mail pouch into a campus mail bin or drop off at your department mail room
5. For CSS mail pouches picked up before 11am - same day delivery to CSS
6. For CSS mail pouches picked up after 11am - next morning delivery to CSS

Please note: CSS mail pouches are delivered same day only when pouches are picked up from campus departments before 11am. Pouches picked up after 11am will be delivered to CSS the next morning.

Human Resources/ Academic Personnel Support mail is considered confidential