

# NEWSLETTER

March 2025

HELLO

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## CRC Ticketing System - HelpSpot

The **Customer Resource Center (CRC)** is excited to announce the launch of a new helpdesk **ticketing system** designed to improve support and service for our eMARS users.

**HelpSpot** is a powerful helpdesk software that streamlines customer support by offering features like ticket management, automation, and reporting. It helps teams efficiently track and resolve customer inquiries, enhance communication, and improve response times.

Now, when you contact CRC for assistance, a **helpdesk ticket** will be automatically created. This new system allows us to **track requests more efficiently**, enhance **training opportunities**, and improve quality assurance to better serve you.

Additionally, the ticketing system will **generate our email responses**, ensuring consistency and better documentation of support interactions. As with any new system, we expect a few **adjustments** along the way. If you notice anything unusual in email correspondence, please let us know—we appreciate your patience and feedback as we refine the process.

## HelpSpot- Continued

We are excited about this enhancement and look forward to continuing to provide you with **efficient and effective support**. Thank you for your cooperation as we implement this new tool.

Please send all requests to the **Customer Resource Center (CRC)** at [Finance.CRCGroup@ky.gov](mailto:Finance.CRCGroup@ky.gov).

These requests can include but are not limited to:

- Password Reset
- Security Questions
- Payment Questions
- Transaction Error Questions
- Accounting Questions
- Training Questions
- Vendor Activation
- Vendor Modification
- Vendor Questions



Ph: 502-564-9641

Toll free: 877-973-4357

[Finance.CRCGroup@ky.gov](mailto:Finance.CRCGroup@ky.gov)

## Kentucky Vendor Self Service VSS

Please encourage your vendors to register themselves on our [Vendor Self Service](#) website. By registering and activating their account on VSS, they will be able to add/update Addresses and Contacts, as well as add/update Commodity codes for potential business opportunities. If eligible, 1099s will also be available for download in February. Links to updated vendor user guides will be provided in next quarter's newsletter as well as posted on the VSS Home Page.

Keep in mind - EFT/Direct Deposit updates can only be completed by Finance CRC utilizing the SAS-63 form located [Here](#).

\* The eMARS financial link resolves to Vendor Self Service when outside the COT firewall.



## Password Resets

1. Send all requests to our group email box: [Finance.CRCGroup@ky.gov](mailto:Finance.CRCGroup@ky.gov)
2. In your **subject line** please state: Password Reset AND 4.0 eMARS OR the older 3.10 eMARS OR if it is for Reporting.
3. In the email body **please provide** your **User ID** and your name or at least have an email signature.

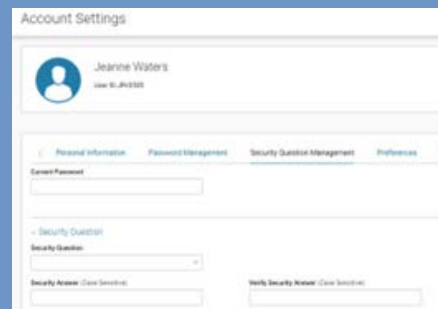
Your ID is **required** for the Reporting reset requests.

\*\*\*Once successfully logged into eMARS 4.0, complete the steps below so that you can reset your password in the future.

- Click on your profile in the top right corner and click Account Settings.



- Click the Security Question Management tab and complete the section.



You must use the following criteria when changing your password:  
8-16 characters (must contain letters, numbers and special character combination)

Must have at least one lower case and one upper case character  
Must contain one of the following special characters: . @ # \$ % - (period, at sign, pound sign, dollar sign, percent sign, dash)

The new password cannot be similar to your previous 12 passwords.

**DO NOT ALLOW YOUR BROWSER TO SAVE YOUR PASSWORD.**

Keep in mind eMARS 3.10, eMARS 4.0, and eMARS Reporting all have different logon credentials.

## FORUM & TEAMS REMINDER EMARS REPORT DEVELOPER COMMUNITY

Report developers are required to join the eMARS reporting discussion forum hosted on the MyPURPOSE platform. This forum is the primary vehicle for dispensing information to the developer community. The days of email blasts are over.

In addition to announcements, the forum is comprised of an expanding array of resources, including how-to guides, universe abstracts, universe modifications and additions, and statewide report query changes. It is also a centralized location for developers to collaborate and share development experience and knowledge.

There are currently several on-going projects discussed on the forum that will result in agencies potentially losing queries if not addressed.

Locate the MyPurpose icon on your desktop and select the MyCOMMUNITY option and join eMARS Reporting Central.



The screenshot shows the MyPURPOSE website interface. At the top, the logo "MyPURPOSE" is displayed in green and blue, with the tagline "Grow. Learn. Lead. Serve." in green. Below the logo is a navigation menu with links: Home, Need Assistance?, Profile, Connect, Learning, Performance, and Open Opportunities. The main content area is titled "eMARS Reporting Central" and "Topics". It features a table with the following data:

Report Id:	Information & Advice	Commonwealth of Kentucky	Page: 1 of ∞
Dept:	All Departments Welcome	eMARS Financial System	Run Date: Any Date
Cabinet:	All Cabinets Welcome	eMARS Reporting Central	Run Time: Any Time
Help Code	Help Code Description	ID Name requesting help	ID Name providing help
1	Ask a reporting question	You	You
2	Troubleshooting advice	You	You
3	Universe Modifications	You	You
4	eMARS Upgrades	You	You
5	Training Resources	You	You

At the bottom of the page, there is a label "eMARS Reporting Central" and an "Options" dropdown menu.

If your agency is not able to access the MyPurpose/MyCommunity site, please contact the eMARS Reporting Lead at [Dave.Sumner@ky.gov](mailto:Dave.Sumner@ky.gov).



## Upcoming eMARS Training

April 15, 2025 - Intro to eMARS for Beginners – In Person

April 22, 2025 - Intro to eMARS for Beginners – TEAMS

May 14, 2025 - Intro to eMARS for Beginners – In Person

May 20, 2025 - Intro to eMARS for Beginners – TEAMS

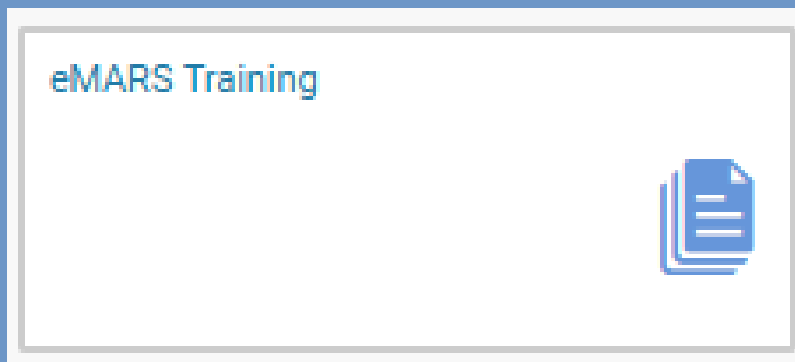
June 18, 2025 - Intro to eMARS for Beginners – In Person

June 24, 2025 - Intro to eMARS for Beginners – TEAMS


These sessions are intended for new users to eMARS.



For those looking for instructions outside of the above sessions, eMARS 4 has a great feature located on most home/landing pages called the eMARS Training widget.



There is self-guided video, How to Guides and manuals on all eMARS subjects/functional areas. Please use these materials when looking for answers to errors, common questions and instructions on how to.

eMARS 4.0 Training	
NAME	
 eMARS 4.0 Treasury Process Requests	
 eMARS 4.0 KBUD	
 eMARS 4.0 Manuals & How To Guides	
 eMARS 4.0 Reporting (Fiori)	
 eMARS 4.0 Recorded Meetings, Events, & Presentations	
 eMARS 4.0 Self Guided Videos	

## Treasury - Updated Check Cancellation Form

A revision to the Check Cancellation Form is now available. This is the bridge that needed crossed to allow the cancellation process to become completely paperless. This revision consolidates previous versions, permits process standardization, and faster processing times. The new layout also ensures funds are returned more accurately and consistently.

Once cancellations are processed by Treasury, a confirmation email will be sent back to the submitter to confirm the funds have been placed back to the agencies chart of accounts.

Form Location: [HERE](#)

### 1: Notable Changes:

- **Electronic Submission Only:**

Form is no longer formatted to be printed as to move forward to a paperless processing for check cancellations. Forms should be filled out and sent via email to Treasury Check Cancellations [TreasuryCheckCancellations@ky.gov](mailto:TreasuryCheckCancellations@ky.gov) in the original excel spreadsheet format.

- **Consolidation of versions (Tabs) within the form**

Removed different versions (previously "Form A", "Form B", and "Form C". CR5 Form tabs have been consolidated to one tab titled "COA – return Funds" where all available fields in eMARS Chart of Accounts should have a location to be included as needed

### Tabs within the new excel spreadsheet cancellation form.

- **Instructions Sheet:** Please read, the instructions have been updated to reflect changes.
- **Check Listing:** The agency must include all checks to be cancelled. Check numbers **MUST** be 8 digits, check amounts entered are totaled and auto filled into the COA – Return Funds Check listing total to eliminate mismatching totals.
- **COA – Return Funds:** The issuing agency is to include all required Chart of Accounts (COA) information as to where Treasury is to credit funds back for the cancellation

### 2: Effective Date of New Form: (Effective Date: 07/01/2025)

Previous / older versions of the Cancellation form will no longer be accepted for processing check cancellation requests.

a. Cancellations submitted via older forms, printed and physically mailed to Treasury, on or after the effective date will not be processed.

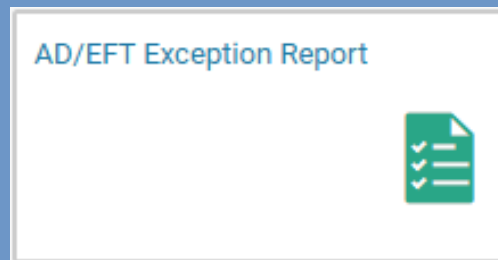
b. Forms submitted on previous versions will have an email notification sent to the agency contact listed on the form. This notification will instruct them to complete the new version of the form to comply with the standardization of the paperless process.

c. Physical copies of old forms received at Treasury will be returned to the agency. Treasury will not scan and email copies of such received requests..

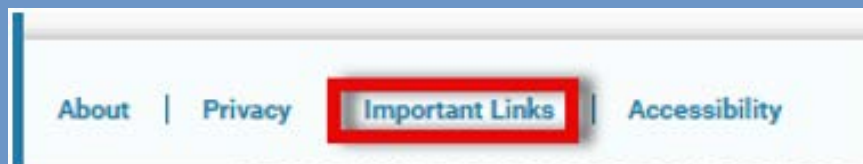
## eMARS Homepage Enhancements: Improved Access for Payables and Disbursements

The Office of Statewide Accounting Services (SAS) is pleased to announce recent updates to the eMARS Homepages designed to enhance user accessibility and efficiency.

One of the most notable updates has been made to the **Payables and Disbursements Homepage**. A new **Quick Link Tile** has been added, providing direct access to the **AD/EFT Homepage**. This enhancement allows agency users to quickly and easily check the status of vendor payments, including identifying any **failed checks or EFT payments**. This streamlined access will assist agencies in resolving payment issues more efficiently.



Additionally, **important resource links** have been added to the **footer of the eMARS Homepages**. These links provide quick access to key Finance-related websites, ensuring users can easily navigate to critical resources without leaving the eMARS environment.



We encourage users to explore these new features and take advantage of the improved navigation tools. If you have any questions or need further assistance, please contact the **Customer Resource Center (CRC)** at [Finance.CRCGroup@ky.gov](mailto:Finance.CRCGroup@ky.gov).

