

INTERIOR BUSINESS CENTER
FINANCIAL MANAGEMENT DIRECTORATE
CUSTOMER BULLETIN
February 12, 2021

TOPIC: IBC FMD IPP Helpdesk Migration

The Interior Business Center (IBC) Financial Management Directorate (FMD) is migrating the FMD Invoice Processing Platform (IPP) Support Helpdesk to the OCIO Customer Support Center (CSC) effective April 1, 2021. As a result, users will not be able to email the FMD IPP Support Helpdesk with IPP inquiries. All IPP related inquiries will need to be sent to the OCIO CSC Helpdesk as indicated under New Contact Information below. The OCIO CSC Helpdesk is used for all existing Oracle Federal Financials (OFF) Financial Service issues and this action is being taken to simplify submitting all OFF related issues to one helpdesk.

The details of this planned change are outlined as follows:

System Name: Invoice Processing Platform (IPP)

Planned Change Date: 04/01/2021

Issue Description: The IBC FMD IPP Support Helpdesk is migrating to the OCIO CSC Helpdesk.

Customer/Staff Impacted: All IBC FMD IPP Customers.

New Contact Information:

Email: financialservices_helpdesk@ios.doi.gov staffed from 7am – 7:30pm EST

Phone: (720) 673-9958, Option 6 staffed from 7am – 7:30pm EST

For all IPP related inquiries, use the email or telephone number above.

Recommendations:

By **Email:** Include the word 'IPP' in the subject line of the email.

Example Subject Line: "IPP – Vendor is unable to invoice against a Purchase Order"

By **Phone:** Tell the financialservices_helpdesk@ios.doi.gov representative the issue is related to the IPP application.