

Who to Contact with Questions

There are several general mailboxes to email questions with. These emails are connected to and supported by ticketing systems. All inquiries are logged and tracked for resolutions.

Additional Resources: The [Finance & Procurement Knowledge Base](#) and the [Human Resources Knowledge Base](#) house reference guides and video tutorials on various topics within Oracle Finance and HCM.

| Group | Email | When to use this Group |
|------------------|--|--|
| Accounts Payable | ap@gmhec.org | <ul style="list-style-type: none"> This is for all users to direct all accounts payable questions and to report issues/ problems Invoices, Expense Reports, P-Card Reconciliations, Payments, Suppliers, 1099s |
| Payroll | payroll@gmhec.org | <ul style="list-style-type: none"> This is for all users to direct questions, concerns about their paychecks and W-2s Example: I did not receive my paycheck or direct deposit; My pay amount is incorrect This is also for institutional tax set up questions |
| Human Resources | CC – peoplecenter@champlain.edu | <ul style="list-style-type: none"> This is for all users to contact their respective HR Department for questions such as: PTO, CTO and Vacation Default expense accounts Timesheets, Position Management (termination and new hires) and Stipend Payments <p>Note: For tax questions for foreign nationals, use middleburytaxoffice@middlebury.edu; for domestic taxes use payroll@gmhec.org</p> |
| | MIDD – hcm@gmhec.org | |
| | SMC – officeofhumanresources@smcvt.edu | |
| | GMHEC – peopleservices@gmhec.org | |
| Benefits | benefits@gmhec.org | <ul style="list-style-type: none"> This is for questions related to benefits Medical, Dental, Vision, FSA, HSA, HRA, Retirement, Open Enrollment, Benefit On-Boarding & Off-Boarding, 1095s |
| Oracle Access | CC – champsupport@champlain.edu MIDD – helpdesk@middlebury.edu SMC – ithelp@smcvt.edu GMHEC – champsupport@champlain.edu | <ul style="list-style-type: none"> This is for all users to report issues or questions related to Oracle sign-on and Multi-Factor Authentication (MFA) |

| | | |
|--|--|--|
| | | |
|--|--|--|