

Oracle for Schools – quick reference guide on where to go for support

Query Type	Contact
I cannot access Finance elements of Oracle or the Simplified Loader	Please raise a query online by following this guidance: Support arrangements School support service
I am experiencing technical issues with a financial element of Oracle or Simplified Loader	Please raise a query online by following this guidance: Support arrangements School support service
I do not understand how to complete a finance process: income banking, internal billing or processing income or petty cash	Please contact the SchoolsTransactionalServicesQueries@birmingham.gov.uk mailbox
A supplier I have previously paid is not appearing on the Simplified Loader	Please contact the Data Validation Team via vendordata@birmingham.gov.uk
I have a new supplier I need to raise an invoice form	Please contact the Data Validation Team via vendordata@birmingham.gov.uk
I have submitted an invoice to the simplified loader, but a supplier has not received payment	The Schools Payments Team at SchoolsPaymentEnquiries@birmingham.gov.uk
I am a Form Raiser or Form Authoriser, and I cannot access Oracle	Please email SHRSPortalhelpdesk@birmingham.gov.uk
I am Form Raiser or Form Authoriser and I have a HR related query	In the first instance visit the hrforschools.org.uk website for guidance on HR matters, you will need to register and sign in. Alternately please email the named HR Officer(s) for your establishment.
I have a payroll query	Please email schoolspayroll@birmingham.gov.uk
I have a new Finance User, how do I get them Oracle and Simplified Loader access	<p>Please raise a query online by following this guidance: Support arrangements School support service.</p> <p>In your request please detail:</p> <ul style="list-style-type: none"> • If your school is EPA, cheque-book or non-cheque book • If your school purchases HR services from BCC • What the new employee requires accessibility for <ul style="list-style-type: none"> ➤ Internal Billing Approval ➤ Invoice/ Petty Cash processing ➤ Income Banking processing

Query Type	Contact
I have a new Form Raiser or Form Authoriser in my school, how do I get them Oracle access	To assign a new role holder an existing role holder must complete the new role holder form available on the hrforschools.org.uk website at Oracle cloud role holders - new, amendments and leavers forms . The form will then be processed, and you will receive an email confirmation from Portalsecurity@birmingham.gov.uk . once the role has been assigned. For enquiries regarding role holders please contact Portalsecurity@birmingham.gov.uk .
I have a Form Raiser or Form Authoriser leaving or no longer carrying out the FA/FR role. How do I get these permissions removed?	To remove a role holder, an existing role holder must complete the leaver role holder form available on the hrforschools.org.uk website at Oracle cloud role holders - new, amendments and leavers forms . You must be registered and signed in to access this. For enquiries regarding role holders please contact Portalsecurity@birmingham.gov.uk .
I cannot access Finance elements of Oracle or the Simplified Loader	Please raise a query online by following this online guidance: Support arrangements School support service .

Contact Information

If you need to escalate a query, or your query cannot be resolved via the options above, you can get in touch with the service contacts listed below. To assist us in helping you, please share any prior communication or IT Service Desk reference numbers.

Subject	Contact
HR	Paul Crossley: paul.crossley@birmingham.gov.uk and Heather Wheeler-Jones: Heather.Wheeler-Jones@birmingham.gov.uk
Payroll	Seamus Cooney: seamus.cooney@birmingham.gov.uk .
Procurement	Nickey Parmar-Knight: Nickey.Parmar-Knight@birmingham.gov.uk Ross Adams: Ross.Adams@birmingham.gov.uk Clare D'Agostino: Clare.DAgostino@birmingham.gov.uk
Finance	Husham Khan: Husham.Khan@birmingham.gov.uk (Head of Schools' Financial Services)
Mailbox for Finance related transactional queries	Email any transactional query relating to Accounts Payable, Accounts Receivable, Cashbooks, Payroll or Pensions to the SchoolsTransactionalServicesQueries@birmingham.gov.uk mailbox. The council's Transactional Services will manage incoming queries and aim to reply within 48hrs, with a response that provides an expected resolution date or a review date.
Schools Relationship Managers	Karen Davies, Primary Lead: karen.davies@birmingham.gov.uk Chris Etheridge, Secondary Lead: chris.etheridge@birmingham.gov.uk