

Finance FAQs

Resources for Office Managers Intranet Link: <https://intranet.publiccounsel.net/cfo/office-resources/>

Frequently Used Emails

Traditional Payments = invoices@publiccounsel.net	Standard agency-provided services, office supplies, postage, etc.
Packing Slips = packingslips@publiccounsel.net	Provide signed off/approved packing slips from your department's orders
Travel = travel@publiccounsel.net	Concur/Travel-related questions/inquiries
Business Cards = businesscards@publiccounsel.net	Submit your business card order requests to HR
Vendor Info = vendorinfo@publiccounsel.net	Request change of vendor info – address, legal name, EFT payments, etc.
Facilities = facilities@cpcs.officespacesoftware.com	Office-related questions/inquiries/requests (tickets opened via Visual Directory)
Finance = finance@publiccounsel.net	Any other inquiries/requests that don't fall into above categories

Need/Desired Result	Action To Take	Notes
OFFICE SUPPLIES AND OFFICE-RELATED SERVICES		
I need toner/ink for my non-Xerox printer	Email Carlos (VP of Sales) at c.hernandez@camoffice.com with: 1) Toner Model 2) Quantity of items 3) Create Personal Purchase Order (PO) # 4) Your Name 5) Delivery Address	A minimum of 2 items is required to place an order. Reference: https://intranet.publiccounsel.net/cfo/toner/ Questions regarding your order can be sent to the Traditional Payments Team
I need assistance with my office's Xerox printer	For Xerox Services, call 866-237-9728, option #1 For Xerox Supplies, call 866-237-9728, option #2	Toner & other user-serviceable parts are fully covered under CPCS' lease. *9-character serial # will be required – accessed via "machine status" on copier
I need copy paper for my office	Login to your Staples Business Advantage account via https://www.staplesadvantage.com and order	Any # of cases of paper can be ordered as there is NO minimum required with Staples
My office needs postage or shipping supplies to mail items via Stamps.com	Please reach out to invoices@publiccounsel.net and they can create an account for you or can enable postage funding for your linked meter, as needed. Supplies can be bought at: https://supplies.stamps.com/	This account will allow you to: 1) Print stamps 2) Order stamp rolls or sheets (please order multiples to save \$\$) 3) Order Label Makers 4) Order Shipping scales
I need a UPS (United Parcel Service) account to be able to ship from my office	Email invoices@publiccounsel.net and an account will be created for you that will be linked to CPCS' main account.	This will allow you to ship packages and create/print shipping labels from any PC. UPS Support: https://www.ups.com/us/en/support/shipping-support.page Reference: https://intranet.publiccounsel.net/cfo/ups/
Someone in my office needs to order business cards	Download a copy of 1 of the following forms and send the completed doc to businesscards@publiccounsel.net : CPCS Logo for Staff Attn CPCS Family Justice Advocates (FJA) CPCS Investigators	*Cards are ordered bi-weekly, on pay days. **Please allow up to 4 weeks for shipment. ***Intranet page reference: https://intranet.publiccounsel.net/hr/human-resource-forms/
My office needs CPCS return address envelopes	Send a copy of your envelope (proof) to invoices@publiccounsel.net with your request and they will place the order with Bay State Envelope.	*Minimum order = 1 case/2,500 envelopes **Specify window or non-window envelopes ***Allow a lead time of 2-3 weeks.
I need to order other office supplies	Login to your Staples Business account and place your order. If you don't have an active account, email invoices@publiccounsel.net to have one established.	Once your order is received, send a signed-off/initialed copy of the packing slip to packingslips@publiccounsel.net signifying your approval.
How much money is left in my Staples budget for the current fiscal year?	Please refer to the intranet page: https://intranet.publiccounsel.net/cfo/office-supplies/	If you have additional questions after reviewing this Intranet page, please reach out to invoices@publiccounsel.net .
I received an order and have a packing slip	Email the document included in your shipment (i.e., packing slip/delivery ticket/etc.) to our packingslips@publiccounsel.net email only – <i>please include your initials or written approval AND date received when forwarding.</i>	*If approval and/or date is not provided, someone from Traditional Payments will need to confirm with you

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Someone in my office needs office supplies, yet the products(s) on Staples are not <i>CPCS Preferred Items</i>	Email the item # and name from Staples to invoices@publiccounsel.net and we'll forward to our Staples contact for review and a possible reduction in price	Any items not “preferred” can be requested with the vendor contact – send anything and everything that you may be purchasing to us to ensure we’re getting the best prices possible
FACILITIES SERVICES		
I realized that our first aid kit wasn’t replenished last month	Email Facilities and let them know	Cintas (vendor) should be replenishing any first aid kit supplies monthly.
My office needs shredding services		Your office should be serviced monthly by our vendor, VitalShred.
I have any other office- or facilities-related request to make	Click into Visual Directory site, https://cpcs.officespacesoftware.com/visual-directory/ , click <i>Requests</i> , followed by <i>Create a Request</i> – this will open a ticket with the Facilities team	i.e., assistance with restrooms, office temperature, furniture, lighting, water coolers, kitchen sinks, door locks, etc.
IT SERVICES		
I, or someone in my office, needs a new computer mouse or keyboard	Click into the CPCS Help Desk Portal and open a ticket up with IT to request new equipment	**IT stocks certain computer equipment to have on hand
TRAVEL-CONCUR		
I have questions regarding travel reimbursements (including in Concur)	Email travel@publiccounsel.net to inquire about your question.	Reference: https://intranet.publiccounsel.net/cfo/travel/
I have new staff who requires access to Concur for reimbursement purposes		EMPLOYEE ID REQUIRED FOR ACCESS – please wait at least 1 week after staff starts to ensure ID is configured and communicated to Finance/Travel.
I am locked out of Concur or am having issues with the two-factor authentication code in Concur		
VENDOR MANAGEMENT		
I’m currently a staff attorney but will be transitioning to a private attorney soon	Email vendorinfo@publiccounsel.net and ask for the next steps on how to become a private attorney.	
An expert/vendor can’t find the assigned attorney to send their bill to	Email vendorinfo@publiccounsel.net to have the attorney added.	
PAYMENT STATUS - VENDORWEB		
A CPCS Vendor/Expert or CPCS Staff w/o Ivanti VPN needs to Verify Payment Date/Status	Click https://massfinance.state.ma.us/VendorWeb/vendor.asp?login=1 , which anyone can utilize.	Vendor Customer #/ID is required with last 4 of vendor’s tax ID.
I (CPCS Staff with Ivanti VPN access) need to Verify Payment Date/Status	Click http://www.comptroller.state.ma.us:8080/ to search.	Ivanti VPN is required to access this link, able to search by vendor name.