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## *Key Frequently Asked Questions From Expense Super User Training*

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### *Question*

### *Response*

#### **EX**

##### **Batch Schedule**

Will the batch schedule be configured during cut-over weekend?

The batch schedule will be configured during the cutover activities for both pre-production and production.

How will we know which processes are included in the batch schedule and how often these processes will occur throughout the day?

Schools will be given instructions and information pertaining to the batch schedule during cutover activities.

##### **Budget Check**

What happens when you budget check from the summary approvals page?

The items you have selected for budget checking will disappear from the summary approvals page when "budget check" is pressed. You can click the Refresh button until the transaction reappear. Because you cannot track the progress of budget checking from this page, we recommend not running budget checking from this page.

##### **Configuration**

For delivered expense types, can institutions change the names/descriptions (i.e., mileage tier 2).

Yes. Institutions can update the descriptions for Expense Types. Please keep in mind for mileage expense types that mileage rates can change, thus a description that includes the mileage reimbursement rate amount is not recommended.

Will changes to Expense Types and Expense Type Groups in our pre-production environments be exported to production?

No. Any changes made to Expense Types or Expense Type Groups in pre-production will not be exported to your production environments.

#### **EFT**

If our institution uses direct deposit for HRMS payroll, but is not planning on using EFT for Expenses, what steps should we perform?

OIIT will provide a job aid outlining additional manual steps to assist schools who are in this situation during the cut-over weekend. No action needs taken by schools before cut-over.

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#### **EFT**

Our institution requires that Cash Advance Payments be checks, not EFTs. Will PeopleSoft allow us to set a default payment method for Cash Advances?

No, as delivered, the default payment method applies to all Expense transactions. To “manually override” the default payment method for cash advances, go to the Update Staged Payments page and set the payment method to CHK prior to running pay cycle for the cash advance payments.

If an employee receives their paycheck via direct deposit, but always wants their Expense reimbursement by check, can the employee make that change in Financials?

No - the BOR\_EX\_EMPLOY\_DATA role grants access to the payment method field. And, even if an employee has this role, they cannot update their own payment method; they must request an update by someone else with this role.

#### **Employee Data**

Where should employees make changes to their address and banking information?

Employees should make these changes in HRMS. The information will be sent to Financials via App. Messenger and posted to the Financials tables using the EX\_EE\_UPDATE process (via the Process Scheduler) every 2 hours.□□(Except for CHK banking information)

If a bank change is made in Finance, will the next HR sync override this update?

Changes to an employee’s direct deposit/ bank information should be made in HRMS. If an employee wishes to continue direct deposit for HRMS payroll, but wishes to receive a check for Expense transactions, an Expense Administrator will need to make a manual change to the employee’s profile. This is made on Bank Accounts tab of an employee’s User Profile. The employee sync process between HRMS and Expenses (EX\_EE\_UPDATE) will not override this manual change. Later, if the employee decides to return to direct deposit for expenses, the Expense Administrator will need to re-enter the bank account information to match HRMS bank setup. Subsequent updates to bank account in HRMS will resume syncing to Finance. If a bank change from one EFT bank account to another EFT bank account in Finance (but not in HRMS), the change may be overwritten with HRMS information when EX\_EE\_UPDATE runs again.

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#### **Employee Data**

Can an institution grey out the option to have a Cash Advance source be EFT if they wish for all of their cash advances to be checks?

The system cannot be altered to limit cash advances to checks at this time. Please consider the following work-arounds:

1-Training/Communication – Inform employees that your institution will only pay cash advances by - Update Staged Payments ; 2- Before an expenses paycycle is run, an institution can review staged cash advance payments separately from staged expense report payments. While reviewing this information, a user can manually change the cash advances to system checks, instead of EFTs. See business process document EX.030.032 for guidance on updating staged payments.

What about changes in home department – does that information get sent to Expenses?

Yes, this information is sent to Financials via the App. Messenger; it is updated in the Expense tables when the EX\_EE\_UPDATE process runs.

Recommendation on who should run EX\_EE\_UPDATE and how frequent

The EX\_EE\_UPDATE will be included in the delivered batch schedule. It will run 4 times throughout the day, every two hours. It will also run in the nightly batch process. If this process needs to be run ad hoc, either the Expense Administrator or the Workflow Administrator can perform this function.

How often will synchronization occur for password and email address changes?

Password and email address changes from HRMS synch to Financials on an “almost real time” basis. App. Messenger, which transmits the changes, is constantly polling the system for updates and sending changes.

Does the App. Messenger carry forward all banking changes?

No. App. Messenger only carries forward banking changes for employees who use the direct deposit (EFT) payment method in HRMS. If an employee elects to use System Check as the payment method in HRMS and/or Expenses, App. Messenger will not apply any changes in banking information. Such changes must be manually applied in Expenses.

#### **Escalation**

Is the expenses escalation timeout based on calendar days or business days?

The timeout duration is based on calendar days; an email will be sent on transactions not acted upon in the prescribed time frame, unless the transaction has been placed “on hold” by an approver.

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#### **FSA**

Will HRMS payroll continue to feed information on FSA balances by SSN after cut-over?

HRMS provides both the employee id and the social security number when it populates PERS\_SERV\_BOR. All we have to do is change the accounting entry definition when we switch from social to employee id. The payroll interface does not require any modifications.

Because a department will be hard coded for FSA reimbursements, will an institution be able to "turn on" the reviewer level so that they can have a second approval for FSA's?

Expenses workflow is delivered as model to institutions for FSA transactions. At this time, an additional approval level for FSAs is not an option.

What activities do the institutions who outsource FSA's need to perform at cutover? Will their payroll balances continue to be tracked by SSN?

Institutions who use a 3rd party provider will not have to transfer the FSA balances as they are maintained in the 3rd party system. It is my understanding; these schools do not interface their open item keys when they book payroll distributions. Since they don't have open item, they will not have to transfer the balances between social security number and employee id.

#### **Log In**

Who has access to the Self-Service Portal and who has access to the Core System?

As a general rule, travelers and approvers should perform their functions in the Self-Service Portal. Expenses administrators, Workflow Administrators and Cash Advance Administrators must perform their duties in the Core system. As AP Auditors can be a hybrid between Approver and Administrator, AP Auditors could perform their approval duties in either the Self-Service portal or the Core system.

Date to release script to expose Expenses self service to users in the HR self service portal. I believe I heard at Go Live.

Correct – the Travel and Expenses link will not be available in the HR self-service portal until Go-Live.

Does the HRMS team have to do anything in order to make T&E Link available to users in the HR Self Service portal?

No; OIIT will handle activation of the link as a part of go-live cutover.

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#### **Log In**

Will core HRMS and Financials users log into PeopleSoft using the same "page" used by casual users?

No – core users will not access PeopleSoft via the Self Service portal deployed to casual users. They will use the "EMPLOYEE" portal, which has a separate URL. Having said that, if a casual user has the EMPLOYEE portal URL, they will be able to log into PeopleSoft ... and their access may allow them to see transactions for other employees.

Where will casual ePro and Expense users log into PeopleSoft -- the HRMS or Financials system?

If the user plans to enter an Expense transaction, he/she will log into the HRMS system.  
If the user plans to enter a requisition in ePro, he/she will log into the Financials system.

#### **Multiple Departments**

If an employee's paycheck is funded by two or more departments in HRMS, which department will the system pull into the Expenses module as the employee's primary department?

The system uses the department from the JOB table in HRMS to populate the department in the Expenses User Profile.

#### **My System Profile**

Difference between My System Profile between HR and Expenses and how they integrate (i.e. address changes, email address, password changes)

First, the differences between My System Profile in HR and in Expenses/Finance.  
In My System Profile HR you can change your password, change or set up forgotten password help and change your email address.  
In My System Profile Finance/Expenses you can change your password, add an alternate user for ePro/Expenses Workflow, and set an email for Finance only.

Will the Email Verification Query be a delivered query?

This is not a delivered query, but the UPK EX.010.080 has specific instructions on how to run this query.

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#### **My System Profile**

If I have two profiles, do I have to make changes in both places?

Yes and No. Only your login password is automatically synch'd between HR and Financials.

Account lockout, password expiration, and personalization settings are not synch'd between the two System Profiles. These changes will be maintained separately in HRMS and Financials.

Will my Financials password ever expire?

Yes. Financials passwords will expire after 180 days (the same time period used in HRMS). This expiration requirement applies to casual and core Financials users.

Let me be sure I understand ... if I fill in an alternate user in My System Profile, my "alternate" will receive my ePro and my Expense transactions for approval?

Yes, Alternate Users receive both groups of transactions.

REMINDER: Alternate Users must also have the requisite security roles in order to successfully process transactions routed to them.

Both of the System Profile pages store an email address. If I change my email address in one system, what happens to my email address in my other System Profile?

If you change your email address in HR using My System Profile, the change is sent to Financials. If you change your email address in Financials using My System Profile, the change is not sent to HRMS.

Does the upgrade process automatically enable the worklist flag and the email flag on an employee's "My System Profile"?

The initial sync from HRMS to Finance (performed during cutover) will automatically set both flags to "Y"

How many "My System Profile" components will we have in 8.9?

Two – one in HRMS and one in Financials.

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#### **My System Profile**

What other differences exist between the HRMS and Financials "My System Profile?"

My System Profile in Financials includes Alternate User functionality, which allows workflow approvers to send Expense and ePro transactions to another approver while he/she is on vacation or on leave for a period of time.

The HRMS System Profile includes Forgotten Password Help functionality (also displayed in Financials, but not functional).

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#### **Per Diem Rates**

Can our Institution change out of state per diem rates to only default to maximum amounts for the state?

An institution will need to perform a substantial manual effort to limit per diem rates both at cut-over, and each time an update is provided to these tables by OIIT through a release. If an institution still wishes to pursue this path, assistance can be provided during pre-production and production activities.

As a work-around, please consider that the system per diems are guidelines and that employees and approvers can change these amounts easily.

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#### **Petty Cash**

Petty Cash reimbursements be handled through AP or Expenses?

Petty cash reimbursements should be processed through Accounts Payable.

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#### **Pre-Noting**

How does pre-noting work for EX payments?

The employee's pre-note status in HRMS is transferred to Expenses during cut-over. Thus, if an employee has been pre-noted in HRMS, they will also have a pre-note status of confirmed in Expenses.

If I have successfully "pre-noted" my direct deposit employees in HRMS, will I also have to wait for a pre-note cycle on the Financials side after we go live with Expenses?

No, the pre-note status of EFT employees will be programmatically updated during cutover. Separate pre-noting in Financials for Expense payments will not be required.

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#### **Production Support**

How will I know whether I have an App. Messenger issue?

Go to PeopleTools > Integration Broker > Monitoring > Asynchronous Services ... look for transactions with a Result other than "Done."

If we have "issues" related to login or App. Messenger functionality, to whom should we direct our concerns?

HRMS users (Core & Casual) – HRMS Help Desk  
 Expense users – HRMS Help Desk  
 ePro users – Financials Help Desk  
 Core Financials users – Financials Help Desk  
 App. Messenger issues – Financials Help Desk

#### **Report Manager**

Do users have to log into PeopleSoft in order to view report output?

No, reports can be "sent to" PeopleSoft users via Report Manager ... but they can also be sent to non-PeopleSoft users via email.  Report distribution information is stored as a part of the run control.

#### **Security**

Are there plans for a test period related to casual and core user security and access to Expenses via the Self Service portal?

Yes, institutions will have full access to their Pre-Production environments until go-live weekend. During this "set up" period, users may log in, enter sample transactions, submit and approve those transactions via workflow.



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#### **Splits**

If two employees share a hotel room how should this be handled?

The State's Continuous Audit guidelines require that employee travel be tracked separately by employee. As institutional procedures may differ on this issue, the following information is provided to address how the "system" can handle this issue. Only one EMPLID can be associated with an Expense Report. You cannot split an expense (such as lodging) to another EMPLID on a single expense report. If an employee pays for the entire hotel bill, it is possible to perform a journal re-class in General Ledger to correctly split the charges between employees. Because travel accounts are setup as open item accounts, a GL user can associate the charges with a specific employee and it will flow through to continuous audit.

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#### **Student Travel**

For those students who are also employed by the institution, when they travel for reasons not related to their employment (i.e., sports travel), how should their travel be processed? (Through Expenses or AP?)  
What are the Continuous Audit implications?

It is recommended that student travel be processed through Accounts Payable rather than Expenses.

Regarding Continuous Audit, the key question is what account number is being charged for this travel? If it is a team travel account (65xxxx) then it is appropriate and acceptable for this to be processed through AP and will not impact CA. However, if it is charged to a Per Diem Account (75xxxx), this will be a conflict for Continuous Audit if the Student is included in both the Salary and Per Diem CA reports and will be rejected by DOAA. If the travel is related to the student's employment and is charged to the Employee Travel account (64xxxx), it will be continuous audit reportable.

Note: Workstudy students are not charged to CA payroll reportable accounts and will never appear in the Salary file and should always be charged to a non reportable CA account in AP.

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#### **Team Travel**

How should a coach separate his/her expenses from the team's expenses when he/she pays for all expenses?

There are five delivered expense types related to team travel which are coded to account 650100. Due to Continuous Audit requirements, the coach, or any employee, should use the regular expense types (Breakfast, Lodging, etc) for his/her portion of the expenses. The Team expense types should be used for the team member's portion (non-employees) whose expenses should be charged to 650100 and which are not reported on continuous audit.

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#### **Travel Authorizations**

What is your policy for time period on travel authorizations and expense report? For example, if someone travels three days a week to various locations (or the same location), do they do one TA and ER per week? Day? Month? We know from our previous conversations with you all that your policy is one TA to on ER, which we endorse. Just wondering how you handle the "Blanket" TA situations...

We have not set a time policy or time period for expense reports or travel authorizations. Each institution will be able to make their own decision on this issue. In correspondence with schools, we have heard that some want an expense report/travel authorization limited to a contiguous date range. Others have chosen to allow multiple trips within a one month range to be included on the same report. We are recommending that Standing Travel Authorizations be handled outside of PeopleSoft. We have not recommended a set time period for what defines a standing authorization (e.g. one month, a semester, full year).

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#### **Workflow**

Are there segregation of duties issues for AP Auditors who also run paycycles?

Sound business practices dictate that the approval function and the custodial function should remain segregated. As such, an approver should not also have access to run paycycles. Due to limited personnel at some institutions, however, this cannot be avoided. Please check with the audit resources at your institution if you have questions pertaining to the appropriate segregation of duties.

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If you deny a line can you still approve the transaction?

Yes. You can deny a line item, but the overall transaction can still be approved.

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##### **Workflow**

What happens if the AP Auditor changes the department on a transaction? If it isn't required to be re-approved by the new Department Manager doesn't this create an audit risk?

The AP Auditor can make changes to chartfields, including changing the department. If a department is changed, the system does not require additional approvals (such as the new department manager). If your institution requires the new department manager's electronic approval, the AP Auditor can send the transaction back to the employee and he/she will need to re-submit it. Then, the approval process will begin again with DM1, DM2, Project/Grant (if applicable), Reviewer and back to the AP Auditor.

##### **Year-End**

At year end, is there a system cut-off for when employees can no longer enter transactions in the Expenses system?

No, at this time there is no system functionality to restrict Expense transaction submission.