PeopleSoft (PS) Travel & Expense
Frequently Asked Questions (FAQ’s)

ACCESS RELATED QUESTIONS

- I am logged into PeopleSoft HRMS, why do I not see the Expenses WorkCenter tile?
  - The Expenses WorkCenter is only available in the PeopleSoft Finance module, not HRMS.

- How do I get access to the PeopleSoft Finance Module?
  - Please request the access from the ConnectUND webpage within the UND page. Click the Finance menu option to expand and then select Finance. Once there you can download the appropriate access form.

- Where can I locate the instructions for the Duo Authentication required by PeopleSoft Finance?
  - CILT webpage, Tech Support menu dropdown, Accounts & Authentication, Duo Two-Factor Authentication (click here)

- Where is the link to access PeopleSoft Finance?
  - My UND, Finance tile (click here)

ENTRY/REPORT CREATION RELATED QUESTIONS

- Should I attach my receipts in the header or on the individual expense line?
  - At this time, we will allow receipts to be attached in either location. Auditing the receipts is much easier if they are attached on the line of the expense, but that required each receipt to be saved and uploaded as a separate file.

- Why do I need to input a ticket number for an airline ticket reimbursement?
  - Each ticket is assigned a unique number that should be entered to ensure we are not reimbursing for the same ticket twice. Baggage receipts entered as a separate receipt from the airline ticket should have a “B” appended to the original ticket number when entering the ticket number or it will be flagged as a duplicate.

- Is there a shortcut to change the funding for my entire expense report?
  - Yes! Once one expense line has been created, the option to change funding for the entire report is achieved by going to the “Actions” in the upper right corner of the report. Click the dropdown arrow and select “Default Accounting for Report” and click “GO”.

- Can someone else complete my expense report for me?
  - One or more “Delegates” can be assigned to enter/complete an expense report for an individual, but the individual receiving the reimbursement will need to submit the report once it is completed. Please work with Payment Services to assign delegates.
I can’t submit my report – the check box to certify my expenses isn’t available. What do I need to do?
  - Verify that you do not have any warnings or errors showing on your report that need to be addressed. Click the “Refresh” button at the bottom to update the screen.

How long should I keep the paper copy of my receipts?
  - The paper copy should be retained in the department for one year from the date the report was submitted.

Can I change the defaulted per diem amount?
  - You can replace the GSA defaulted per diem with a lesser amount only. Please note that any per diem deductions for the day will NOT be deducted and these will need to be manually computed.

I copied from a previous report, do I need to attach new receipts?
  - Yes! Copied expense reports do not bring over the attached receipts.

Will the per diem rates for my travel outside the continental U.S. automatically populate?
  - International per diem rates will not auto populate at this time. You will need to obtain them from the Defense Travel Management Office and calculate the total of the Local Meals and the Local Incidental columns to obtain your per diem amount.

How long should I keep the paper copy of my receipts?
  - The paper copy should be retained in the department for one year from the date the report was submitted.

How can I, a delegate completing a report for another individual, let them know the report is ready to be submitted?
  - On the bottom left side of the report, there is a Notify button. Clicking Notify will open an email screen where you can start the email to notify the traveler/reimbursee that their report is ready to submit.

Do I need to enter a separate expense line for each day of lodging?
  - Only if you are staying in different hotels. If you are staying for multiple days at the same hotel and have a single receipt for this lodging, you can enter the total and document the number of days – there is a field for the number of days.

Do I need to enter a separate expense line for each day of meal per diem?
  - Yes, you will need a separate expense line for each day of meal per diem. Each day is needed to document the meals that are not selected for reimbursement using the Per Diem Deductions box.

If I am traveling to more than one location in the same trip, how do I enter the multiple destinations?
  - Each expense line will show a Location for the expense. When entering travel expenses, the location will pull from the Default Location entered in the header at the top of the report, but can be updated as needed on the individual expense line(s). If the Default Location is left blank in the header, each expense line location will need to be filled in at the time the travel expense is entered.
Can I save my expense report and come back later to finish it?
  o Yes, there is a save for later option in the upper right corner of the report. This will assign a report id and you can come back to it later to complete and submit.

I can’t find the appropriate mileage rate, what should I do?
  o Mileage rates are assigned to transportation IDs. The appropriate ID needs to be assigned to each individual. If you do not see the ID you need, please contact Payment Services so that they can assign it to the traveler.

Can I enter round trip mileage on one expense line?
  o Yes, even if the mileage spanned more than one day. Please note that expense managers and auditors should be able to verify the amount of miles traveled within a reasonable amount. If extra miles are being claimed, an explanation should be documented in the notes.

If I assign a delegate to enter reports on my behalf, can I still enter expense reports for myself?
  o Yes, either you or your delegate(s) will be able to enter reports on your behalf.

How do I adjust the per diem for meals I am not claiming?
  o Once the line for the meal expense has been entered, the per diem for a complete day should auto-populate the amount based on the location entered. Click on the Per Diem Deductions for that line. When the per diem info box opens, click the meal(s) you are NOT claiming. This will deduct that meal from your expense line total.

How do I enter a lesser mileage rate than the standard?
  o Transportation rates are assigned to individual requesting the reimbursement. If the necessary transportation rate is not showing up in the available dropdown, please contact Payment Services to have the rate assigned to the traveler.

What information should go in the Report Description box?
  o The report description should clarify the business purpose selected above. This field will only allow 30 characters so any other important details should be recorded in the notes so that the Who, What, When, Where, Why, and How is clearly defined.

APPROVAL RELATED QUESTIONS
  ❖ I cannot see the receipts attached in the expense report. When I click on them nothing happens.
    o Please check that your popup blocker is not on and preventing the viewing of the receipts. If this doesn’t work you’ll need to file a ticket for technical assistance.
  ❖ Can the Expense Manager change the funding of the report/expense?
    o Yes, the Expense Manager can update the funding chartfields of the expense report. If any changes are made to a funding source, a budget check will need to be run and the report will need to show a valid budget check before the Expense Manager can approve the report.
I cannot approve the expense report – the approve button is “grayed out”, how can I fix this?
  o  A valid budget check is required before the report can be approved. Check the status of the report in the upper left section of the header of the report. If the Budget Status says “Error”, the report funding needs to be corrected – contact your finance representative. If the Budget Status says “Not Budget Checked” then it will be budget checked in the next cycle (runs every 15 minutes). A manual budget check may be run by clicking Budget Options and selecting “Budget Check”.

Can I have someone else approve expense reports in my absence?
  o  Yes, you can assigned your expense reports to another approver in your System Profile. Please confirm with Payment Services that the individual filling in for you has been assigned the approver role.

What happens if I deny the expense report?
  o  The reimbursement will not be processed and the report cannot be retrieved or resubmitted.

Who should check the Receipt Verified boxes?
  o  Receipt Verified should be checked by the expense manager once they have reviewed the receipt(s) and confirmed that the appropriate receipt for the correct amount has been attached to the expense report.