PSFIN v9.2 Expenses End-User Train-the-Trainer

Participant Guide

Version 1.0

Georgia*FIRST* Financials

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Information Technology Services
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Introduction

This PSFIN Expenses End-User Train-the-Trainer Participant Guide is designed to help you learn how to best train your institutional end-users for using the Expense module after the upgrade to PSFIN v9.2.

Before this Train-the-Trainer training, all participants should view the PSFIN v9Upgrade Expenses video that can be accessed here. The purpose of the video is to prepare you on the basics of the Expense module, as well as highlight some of those aspects of the module that are changing. This video is only 15 minutes long, but it will prepare you for this training.

This PSFIN Expenses End-User Train-the-Trainer class consists of five lessons, plus a bonus lesson at the end for those institutions that use Travel Authorizations and/or Cash Advances:

- Lesson 1: Registration and Profiles
- Lesson 2: Basics of Expense Workflow
- Lesson 3: Training Travelers
- Lesson 4: Training Approvers
- Lesson 5: Helpful Hints for Training End-Users
- Bonus Lesson: Training Travelers on Travel Authorizations and Cash Advances

Because not every institution uses Travel Authorizations and Cash Advances, we are holding a separate lesson on these items at the end of the training day. This will occur after all other training has been completed. For those participants from institutions that do not use these Expense transactions, they may end leave for the day. However, if they wish to learn more about these Expense transactions, they are welcome to stay.

There will also be plenty of time at the conclusion of the training for questions and answers.

Lesson 1: Registration and Profiles

The majority of end-users in Expenses, which are your Travelers and Approvers, access PeopleSoft Financials (PSFIN) through the Self-Service portal. This portal provides end-users access to the application without having to go through the more structured security registration for additional PSFIN access.

For those travelers and approvers who have been using Expenses in PSFIN v8.9, there is no need for them to re-register. All information will carry over to PSFIN v9.2.

In this lesson, we are going to walk through how new users register themselves for PSFIN Self-Service, as well as how they access their individual profile. We'll also show you how users can authorize another end-user to enter expense transaction on their behalf.

Self-Service Registration

New users who just need access to PeopleSoft Self-Service can self-register. By doing so, the end-user creates their own user name. By their first day of employment, the employee should have been loaded into PSFIN from the HR/Payroll application. New users who need access to additional modules in PeopleSoft are considered core-users. These core-users may self-register in the Self-Service portal; however, they will still need their Local Security Administrator to grant additional access according to their position.

The link for PSFIN Self-Service is: http://fprod-selfservice.gafirst.usg.edu

PSFIN Self-Service is available 24-hours a day, 7 days a week. Please note that the standard maintenance window is from 11:00 p.m. to 7:00 a.m. ITS reserves the right to perform any needed maintenance that may be necessary during that time frame. Whenever possible, advanced notice is provided. However, if you have a user try to access the database between 11:00 p.m. and 7:00 a.m. and they are unable to access it successfully, it generally means that maintenance is being performed. This rarely happens, but is possible.

Register as a New Self-Service User

1. Go to http://fprod-selfservice.gafirst.usg.edu.
2. Select "**Register For My Account**"
3. Enter the following information and then click the **Next** button:
    a. Date of Birth (mm/dd/yyyy)
    b. SSN (last four digits)
    c. Home Zip Code (5 digits)
4. Select **Next**
    a. This pulls up your job row and asks you if you want to create an account for your specified institution
5. Select **Next**
6. Create a **User ID** and **Password**
7. Log out of the system and log back in (using URL in Step 1) with your new User ID and password

System Profile

An end-user's System Profile is all the important employee information needed to process Expense Reports and ensure that payment is properly made. Much of the information comes from the HR/Payroll Application, including employee address, bank accounts, and organizational information.

While in the HR/Payroll Application (ADP), the employee must check "Make Sure Sweep Excess Funds or Net Remaining Pay" for the bank account information that is to be used in Expense transactions.

Employees can also edit parts of their system profile, including the default Chartfield values (where their transactions are charged), an originating location, and default payment type. When setting defaults, the traveler can always override them on an individual transaction. Please check with your institution regarding who is actually responsible for setting the employee's default Chartfield values.

Delegating Entry Authority

This feature allows a user to designate another person at their institution to input Expense transactions on their behalf. For example, a Dean may wish for his/her Administrative Assistant to enter Expense transactions. This feature enables this to happen.

Edit System Profile

1. After logging in, select **Employee Self-Service**
2. Select **Profiles and Preferences**
3. Select **Review/Edit Profile**
4. Review information under **Employee Data** tab (comes from HR/Payroll Application)
5. Select **Organizational Data** tab
   a. If authorized, enter default Chartfield values expense transactions are charged to
   b. If you are an approver, we will review the steps for assigning a designated approver in a later lesson.
6. Select **User Defaults** tab
   a. Under **Default Creation Method**:
      i. Select the default method for creating expense transactions
   b. Under **Expense Defaults**:
      i. If the end-user generally travels for the same purpose, select a **Business Purpose** from the drop down
      ii. Using the **Look Up** icon, search for and enter the **Originating Location**
      iii. If the end-user generally uses the same payment type and wishes to set a default, use the **Look Up** icon for **Payment Type**.
   c. Under **Expense Type Defaults**, you can select your most frequently used Expense Types. By doing so, you can specify the payment type, billing type and preferred merchant (if applicable) for each selected expense type so you can avoid re-entering this information each time you select it.
      i. Select Emp Air Travel in the Expense Type list drop down
      ii. Select Prepaid Air – (AP) in the Payment Type drop down if your air travel is typically paid directly by Accounts Payable to the Airline or Travel agency; do not select Prepaid Air if you normally pay for this yourself and are reimbursed

          iii.   The Billing Type should always be set to Internal

7. Select **Bank Accounts** tab
    a. Verify the information regarding bank account. This information is sent from the HR/Payroll Application.
    b. If Payment Method is Electronic Funds Transfer, review the Bank Account Info to ensure information is accurate.
8. Save your changes

Delegate Entry Authority

1. After logging in, select **Employee Self-Service**
2. Select **Profiles and Preferences**
3. Select **Delegate Entry Authority**
4. Add a row by clicking the **+** button
5. Enter the User ID of the person you are giving authority to enter Expense transactions on your behalf or select the Look Up icon and search for the user.
6. Select the **Save** button.

Lesson 2: Basics of Expense Workflow

Workflow is the functionality that sends a transaction to an approver to take action on. Expenses has been using Workflow since it was introduced during the upgrade to PSFIN v8.9. In PSFIN v9.2, Expenses workflow is still being used to move transactions for electronic approvals. There are still five delivered stages of Workflow in Expenses from which institutions may choose to use. The entire process begins when a Traveler submits an Expense Transaction.

Traveler Submits
EX Transaction

Stage 1: Dept Level 1 Approval

Stage 2: Dept Level 2 Approval

Stage 3: Project/Grant Approval

Stage 4: Reviewer

Stage 5: AP Auditor

Available for Payment
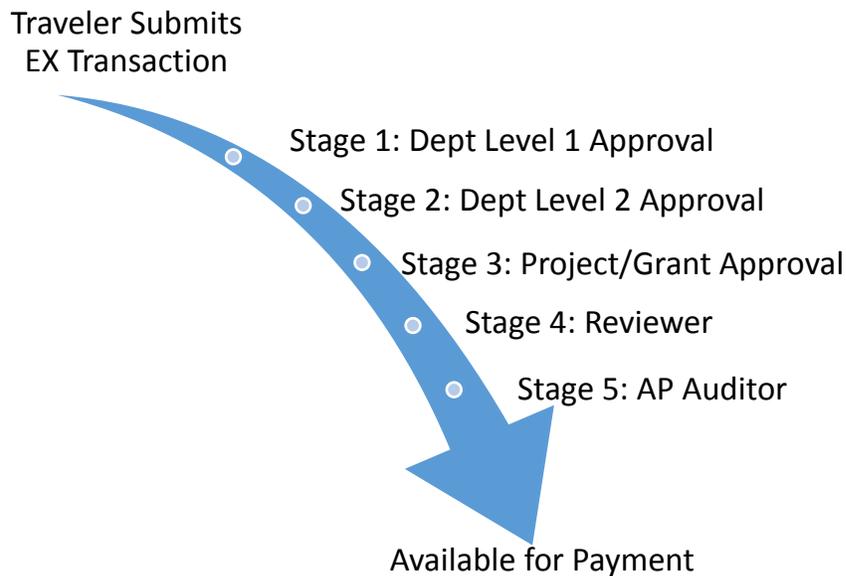
Stage 1: Department Level 1 Approval
- A required level of approval for all EX transactions
- Looks at the Department chartfield to determine which approver receives the transaction

Stage 2: Department Level 2 Approval
- An optional level of approval
- Provides an additional department approval level
- Looks at the Department chartfield to determine which approver receives the transaction

Stage 3: Project/Grant Approval
- Optional level of approval
- Used if a Project or Grant is indicated in the EX transaction
- Looks at the Project ID chartfield to determine which approver receives the transaction

Stage 4: Reviewer
- Optional level of approval

- Not necessarily an approval stage, but more of a notification stage
- Reviewers "review" the EX transaction before it moves on
- Looks at the Department chartfield to determine which reviewer receives the transaction

Stage 5: AP Auditor
- Required level of approval and final level of approval for all Expense Reports and Cash Advances
- Once approved by AP Auditor, available for payment
- Now have the ability to approve a line in an Expense Report that was denied by a prior approver

How Transactions Move Through Workflow

Once a traveler submits an expense transaction online, it enters Workflow. Workflow moves the transaction to the appropriate approver and is stored in their Worklist. The transaction sits at one stage at a time. In other words, no one else in the Workflow chain will see the transaction until Department Level 1 Approval is complete.

In the Reviewers and AP Auditors stages, there are often pooled approvers. For stages with pooled approvers, a transaction will sit in all approvers' Worklists in that pool. Once one approver in the pool takes action upon the transaction, it is removed from the other pooled approvers.

When a traveler submits an Expense Transaction and it enters Workflow, the traveler cannot retrieve it. If for some reason the traveler needs to make edits to the transaction, they will have to ask the approver who is currently working on it to send it back.

Lesson 3: Training Travelers

This lesson concentrates on training end-users to enter Expense Reports. Because not all institutions use Travel Authorizations and Cash Advances, instruction on entering those items is being held until the end of the class.

End-Users enter Expense Reports in order to be reimbursed for travel or to be reimbursed for other employee expenditures (dependent on institution policy). In the Expense module, almost all tasks can be completed online now.

1. Traveler enters Expense Report online
    a. Scan and attach electronic copies of receipts to Expense Report
    b. Traveler electronically signs Expense Report and attests the report is accurate and travel was conducting for business purposes.
2. Traveler submits Expense Report online and Workflow sends it first approver
3. Approver(s) approve/deny Expense Report online
    a. Receipts are verified online
4. Final approval online comes from AP Auditor
    a. Expense Report available for payment

All necessary notifications for Expense reports are sent via email. This includes notifying approvers when they have a transaction requiring their attention and notifying travelers when their Expense Report has been approved for payment, paid, or denied.

Expense Report Fields

Expense Report Header Fields
- Name: Name of the traveler
- Business Purpose: Required; all Expense Reports must indicate its purpose (i.e., Attend Meeting, Attend Training, etc.)

- Report Description: Required; Free text field to enter Expense Report description
  - Best Practice Suggestion: Description should be descriptive enough for travelers and approvers to easily identify the Expense Report
- Reference: This field is not used
- Destination Location: Indicates where the traveler went
- Attachments: Use link to attach electronic files, such as supporting and required receipts; files stay with the Expense Report
- Other information: As the Traveler enters expense lines, the total number of lines and running total for reimbursement are listed in the header

Expense Report Lines Fields

- Expand All/Collapse All: Use links to display or hide information about expense line
- Quick-Fill: New feature allowing travelers to enter an expense line for multiple days
  - Traveler enters date range and selects applicable expense types
  - Traveler indicates if expense type applies to one day or all days in the date range
  - Currently, travelers should not include meals on first and last day of travel using Quick Fill. The feature does not allow for automatic 25% deduction (explained below)
  - Once expense types are added as expense lines, traveler can edit each line appropriately
- Date: Date the expense was incurred
- Expense Type: Select from available expense types, such as mileage, lunch, parking, etc. Commercial Transportation is a new expense type
- Description: Each expense line has its own description field so that travelers can further define an expense line if needed
- Payment Type: Select how expense was paid
  - The general term of "Credit Card" has been added to this list
- Amount: Amount traveler is seeking for reimbursement
  - Some expense types will automatically determine the reimbursement amount, such as meals and mileage
- Accounting Details: Chartstring charged for the expense line
  - Loaded from defaults on employee profile but can be adjusted
  - Also dictates which approver receives transaction

Expense Report – Mileage

When logging mileage, travelers now simply need to enter their total miles traveled and their commute/personal miles. Travelers no longer need to enter their odometer readings. After selecting an Expense Type of mileage, the Mileage Entry Detail page appears. The Traveler enters the total miles traveled, as well as any Commute and/or Personal miles.

Expense Report – Meals

When logging meals, the State of Georgia's directive is to deduct 25% from per diem on the first and last day of travel. To easily perform this task, after a Traveler selects a meal expense type, they may select the "First or Last Day of Travel" link. This brings up the "Deductions for First or Last Day of Travel" page.

If this meal was on the first or last day of travel, the traveler selects the Deduction flag to apply the deduction percentage of 25%. The adjusted amount is then carried over to the Expense Report.

As the Traveler enters expense items, if he/she must stop their entries for a while and come back to it later, they can select the Save for Later link to save their Expense report.

When the Traveler has finished entering expense items, he/she selects the Summary and Submit link. This brings up the Summary page that details the total amount due to the employee. In version 9.2., before an employee can submit the Expense Report for approval, he/she must select the Expense Report verification checkbox. This is where the employee indicates the expense report is true and accurate, and the expenses were incurred as part of their job. This electronic verification is the equivalent of the employee signing the printed expense report.

Once the verification checkbox is selected, the "Submit Expense Report" button is enabled.

Enter an Expense Report from a Blank Report

1. After logging into Self-Service, select **Employee Self-Service**.
2. Select **Expense Report**
3. Select **Create/Modify**
4. Enter the **General Information** for the expense report:
    a. Select the appropriate **Business Purpose** from the drop down
    b. Enter a description in the **Report Description** field
    c. Enter/Select the **Destination Location**
5. If you have attachments for your expense report, select the **Attachments** link; otherwise skip to step #6.
    a. Select the **Add Attachment** button
    b. Select the **Browse** button, search for your file and select it
    c. Select the **Upload** button
    d. The attachment appears in the Expense Report Attachments window
    e. Enter a description for the attachment in the **Description** field
    f. Select the **OK** button
    g. Repeat steps for additional attachments
6. For expenses that occur each day of the trip, select the **Quick Fill** link
    a. Enter a date or a range of dates
    b. With a checkmark, select the expense type that applies to one day or all days
    c. Click **OK**
    d. Complete any missing detail on the **Quick Fill** lines you just added
    e. To add additional lines, click the **+** button
7. For each expense:
    a. Enter/select date in the **Expense Date** field
    b. In the **Expense Type** drop down, select the appropriate expense type
    c. Enter a **description** for the **Expense Type** if needed
    d. Update the **Payment Type** if needed
    e. Enter the **amount** (if not automatically entered based on Expense Type)

8. For mileage continue. Otherwise skip to step #9.
   a. For the Expense Type, select the appropriate mileage type
   b. Enter/select the originating location
   c. The **Payment Type** should be **N/A (e.g. Mileage)**
   d. Select the **Reimbursable Miles** link (if the Mileage Details pop-up does not automatically display)
   e. In the Mileage Details pop-up, enter the total miles traveled that day
   f. Enter personal and/or commute miles
   g. Click **OK**
9. For meals on first and last day of travel, continue. Otherwise skip to step #10.
   a. Select the **First or Last day of Travel** link.
   b. Check the **Deduction** flag
   c. Click **OK**
   d. The per diem amount will have been deducted by 25% to meet the state requirement of 75% reimbursement
10. To copy expense lines, select **Copy Expense Lines** from the Actions drop down menu; otherwise go to step #11.
    a. Click **GO**
    b. In the **Copy Expense Lines** window, you can either copy the expense line to a single date or a range of dates. You also have the option to include weekends or holidays
    c. Enter a date in the **To Date** field
    d. Check to box to select the expense line you wish to copy
    e. Click **OK**
11. To save the expense report for later, select the **Save for Later** button.
12. Click the **Summary and Submit** link
13. To submit the Expense Report for approval, you must first check the verification checkbox indicating the travel was for official business.
14. After checking the verification selection the **Submit Expense Report** button becomes enabled. Click the **Submit Expense Report** button to submit the Expense Report for approval

Viewing an Expense Report

As the Expense Report moves through Workflow, it will have different statuses.

- Pending
- Submitted
- Pending Approval
- Approved
- Paid

At times, Travelers may need to view an Expense Report that has been submitted to verify information or to just check on its status.

Modifying an Expense Report

If a Traveler has saved an Expense Report and not yet submitted it, he/she can modify it and then submit it for approval. The Expense Report must be in a "Pending" status in order to be modified. If the Expense Report has already begun the approval process, the Traveler cannot modify it. The Traveler will have to contact the approver that is currently working on it and ask the approver to send it back to him/her. This is determined by viewing a submitted expense report.

Printing an Expense Report

Travelers can print their Expense Reports at any stage in the process if needed. When printing, the Expense Report opens as a PDF file in a new tab.

Deleting an Expense Report

Travelers can delete an Expense Report that they have saved but not yet submitted. Only Expense Reports in a Pending status can be deleted.

View a Submitted Expense Report

1. After logging into PSFIN Self Service, select **Employee Self-Service**
2. Select **Travel and Expenses**
3. Select **Expense Report**
4. Select **View**
5. Enter the **Expense Report ID** and click **Search** or click **Search** (with the ID field blank) display all Expense Reports
6. Select the **Expense Report ID** link to view the transaction
7. The Expense Report is displayed in a read-only format
8. To view the specifics of a particular expense line, select the **Expand Section** arrow on the appropriate line. You can also select the **Expand All** link to expand all lines
9. The **Approval History** section displays the approval levels and names of the approvers (if not pooled) which are still required for the transaction
10. The **Action History** section displays any actions that have been taken on the transaction

Modify an Expense Report

1. After logging into Self-Service, select **Employee Self-Service**.
2. Select **Expense Report**
3. Select **Create/Modify**
4. On the **Find an Existing Value** tab, enter the **Expense Report ID** and click **Search** or click **Search** (with the ID field blank) to display all Expense Reports available for modification.
5. Select the **Expense Report ID** link to modify it.
6. Modify the Expense Report in the same fashion as you created it.

Print an Expense Report

1. After logging into PSFIN Self Service, select **Employee Self-Service**
2. Select **Travel and Expenses**
3. Select **Expense Report**
4. Select **Print**

5. Enter the **Expense Report ID** and click **Search** or click **Search** (with the ID field blank) to display all Expense Reports
6. Select the **Expense Report ID** link to view the transaction
7. A read-only view of the Expense Report is displayed
8. Select the **Print Expense Report** link
9. A new window/tab will automatically open which will display the printed expense report. *Note*: This may take several minutes
10. Use the print function on your browser to print the report after it displays
11. When you have finished viewing and/or printing the report, close the report window to return to the Expense Report view page

Delete an Expense Report

1. After logging into PSFIN Self Service, select **Employee Self-Service**
2. Select **Travel and Expenses**
3. Select **Expense Report**
4. Select **Delete**
5. Enter the **Expense Report ID** or click **Search** and locate the expense report needing to be deleted
6. Put a checkmark in the appropriate box to select the expense report you wish to delete
7. Select the **Delete Selected Report(s)** button
8. The Delete Confirmation message is displayed

Reviewing Employee Expense History

End-Users can easily review their past expense history. By doing so, they can view all transactions that have been submitted and have been paid, denied, or closed. If an end-user has delegated authority to another person for Expense transactions, that other person can also review the end-user's Expense History.

Reviewing Payments

End-Users can also review all payments they have received from Expense Transactions. This feature lists all Expense payments for an employee.

Review Employee Expense History

1. After logging into PSFIN Self-Service, select **Manager Self-Service**
2. Select **Travel and Expense Center**
3. Select **Review Expense History**
4. Enter the **Employee ID**
5. If desired, you can specify the following:
   a. From Date
   b. To Date
   c. Transaction Type: All, Cash Advances, Travel Authorizations, or Expense Reports

Review Payments

1. After logging into PSFIN Self-Service, select **Manager Self-Service**

2. Select **Travel and Expense Center**
3. Select **Review Payments**
4. Click **Search**. The system automatically searches for transactions under your User ID.
5. Use the **Employee Expense Payments** page to view, by check number, payments to an employee for cash advance and expense report transactions
6. Click an entry in the **Payment Reference** column
7. You can click the **ID** link to view the original transaction
8. Click **Return to Search** to return to the list of expense payments

Lesson 4: Training Approvers

Expense Approvers have the responsibility of working on expense transactions assigned to them. In Lesson 2, we detailed how Workflow operates in Expenses. Once a Traveler submits an Expense Report, it enters Workflow and is transmitted to the appropriate approver. In this lesson, we are going to cover all of those things that you need to share with your Expense approvers. As a reminder, we are providing instruction on how to use the application. This lesson does not detail State of Georgia and BOR travel policies and directives.

Responsibilities of Being an Approver

The responsibilities of being an approver are somewhat dependent upon the institution. However, there are some common responsibilities all Expense Approvers share:

- Being knowledgeable of travel rules and regulations
- Working Expense transactions in a timely manner
- Understanding where they fall in Expense Workflow
- Designating another person as their approver for their own Expense transactions
- Setting up an alternate approver when they know they are going to be out of the office and unable to work Expense transactions in a timely manner

Notification Methods

Approvers are notified of an Expense transaction requiring their attention via email and by viewing their Worklist in PSFIN. When Workflow sends an Expense transaction to an Approver, the system generates an email for that Approver indicating that an item is in their Worklist. Within this email is a link to the Expense transaction in the Worklist. If the Approver is currently logged into PSFIN, the link takes them directly to the transaction in the Worklist. If the Approver is not currently logged into PSFIN, the link takes them to the log-in page.

Approvers can also view their Worklist to see all transactions that are awaiting their action.

Worklist

The Worklist link is always at the top of the page (upper-right corner), as well as in the Main Menu in the application. Once in the Worklist, all transactions requiring an Approver's attention is listed, along with the date. If the Detail View is displayed, the date and time that the transaction was submitted is listed (instead of just the date).

Transactions follow this naming convention:

- TAApproval = Travel Authorizations
- ERApproval = Expense Reports
- CAApproval = Cash Advances

When an Approver is ready to review a transactions, he/she can select the appropriate transaction link in the Worklist.

Approver Options for Expense Transactions

An Approver has several options when working on an Expense transaction: Approve, Deny, Send Back, Hold, and Budget Check.

Approve

When an Approver "approves" an Expense transaction, it is then removed from that Approver's Worklist and is sent to the next Approver in line. If there are no additional approvers to act upon the transaction, the transaction is then listed with the status of "Approved."

Approvers cannot "approve" an Expense Report or Travel Authorization until it has a Valid Budget Check status. Budget Checking is run during a nightly batch process, however, if the approver does not want to wait for the batch process, he/she can complete Budget Checking online as an approval option (see below).

Deny

Approvers have the ability to deny an entire transaction or just individual lines within that transaction. When an Approver denies an entire transaction, the traveler is notified. A traveler is unable to resubmit a transaction that has been denied. In this new version of PeopleSoft, if an Approver denies an Expense line because he/she believes it is not an allowable expense, a subsequent Approver may "un-deny" the denied line. This is especially helpful for AP Auditors who have final approval authority for Expense Reports, and are generally the most knowledgeable in what is allowed and not allowed for reimbursement.

When denying a transaction or particular lines, it is recommended best practice to include the reason for denial. That way the Traveler knows why there was a denial.

Send Back

An Approver can send back a transaction to the Traveler if needed. This enables the Traveler to correct or revise the transaction and resubmit it. This can be done if the Approver sees something that needs fixing, or if the Traveler notices an error, wishes to correct it, and asks the Approver to send back the transaction.

Transactions that are sent back to the traveler must go through the entire Workflow again after being revised and resubmitted.

Hold

If needed, an Approver can place an Expense transaction on hold. This is useful in case the Approver needs additional time to work the transaction. If placed on hold, the status of the transaction changes from "Submitted for Approval" to "Approval in Process." And the transaction stays in that Approver's worklist until action is taken. The traveler will be able to see which Approver is holding the transaction.

Budget Check

The first Approver in the Workflow for Expense Reports and Travel Authorizations will also see the option to Budget Check the transaction. Before any approvals can be taken on an Expense Report or Travel Authorization, it must have a Valid Budget Checking status.

Budget Checking is the process where the system determines if there are sufficient funds to pay for the transaction. Budget checking happens automatically on Expense transactions during a nightly batch process. Therefore, if the "Approve" button is not enabled for the first Approver, the transaction does not yet have a Valid budget check status.

If the transaction has not gone through Budget Checking yet and the Approver does not want to wait for the batch process, the Approver may initiate Budget Checking online by selecting the Budget Check button. Approvers should know that online budget checking may take a minute or so.

If the transaction has gone through Budget Checking and has failed, the Budget checking error must be corrected before it can be re-budget checked and subsequently approved. There are a few reasons why a transaction fails budget checking, including:

- The Chartfields indicated on an expense line are incorrect
- There are insufficient funds
- The budget is permanently or temporarily closed
- No budget exists

Institutions should communicate with their end-users who is responsible for handling transactions that fail budget checking.

Work an Expense Report as an Approver

1. After logging into PSFIN (Self-Service or Core), select the **Worklist** link in the top right corner of the page or in the main menu
2. In the Worklist, select an **Expense Report** by clicking its link
3. The transaction summary page appears; review the transaction for accuracy and compliance to travel rules and regulations
4. Review details of the Expense Report by clicking on the **Expense Report Detail** link in the bottom right corner of the page
5. If the Expense Report has not been budget checked yet, do one of the following:
   a. Wait for the nightly batch Budget Checking process to run and come back to the transaction the following day
   b. Perform online Budget Checking by clicking the **Budget Options** link; then click the **Budget Check** button
      i. If Budget check runs successfully, the Budget check status will be valid
      ii. If Budget check fails, the error will need to be resolved before it can be approved
   c. Note: A **Valid** budget check status is only required if you intend to approve the expense report
6. Select one of the following by clicking the appropriate button:

   a. **Approve**
   b. **Send Back**: Make sure to include comments as to why you are sending back the Expense Report to the traveler and what needs correcting
   c. **Hold**
   d. **Deny**: Make sure to include comments as to why you are denying the Expense Report
   e. Save Changes
7. Click **OK**

Verifying Expense Report Receipts

Certain expense types require travelers to submit a receipt for reimbursement. In PSFIN v9.2, Travelers may now scan their receipts and attach an electronic copy to their Expense Report. At some point before being approved for payment, an Approver should verify the required receipts are attached/submitted. Institutions should designate which approver level is responsible for verifying expense report receipts. One way to verify Expense Report receipts is via an online page.

Verify Expense Report Receipts Online

1. After logging into PSFIN (Self-Service or Core), select the **Worklist** link in the top right corner of the page or in the main menu
2. In the Worklist, select an **Expense Report** by clicking its link
3. The **Verify Receipts** checkbox can be enabled by any of the approval levels on Expense Report Transactions. Once the checkbox is enabled, this selection is maintained throughout the remainder of the approval process (in the event that the AP Auditor is not the first approver to verify receipts)
4. Manually compare the receipts submitted by the traveler to the entries on the expense report. When you are satisfied that sufficient documentation was provided to justify the expense(s), click the **Receipts Received** box.
5. Ensure that the Budget Status is **Valid** and click the **Approve** button
6. Click **OK**

Assigning a Designated Approver

PSFIN does not allow Approvers to approve their own Expense transactions. Therefore, all Approvers should set up their own designated Approver for when they need to submit an Expense transaction. The exception to this is if the Approver is part of an approval pool. In this situation, if a pool approver submits an expense transaction, it will simply go to all other approvers in the pool (Reviewers or AP Auditors). Institutions should inform Approvers who their designated approvers should be.

Specifying Alternate User Routing

One of the responsibilities of an Expense Approver is to act upon assigned expense transactions in a timely manner. If an Approver is going to be unable to work expense transactions for a time, then that Approver should specify an alternate approver to fill in. This is often needed if an Approver is going to be out of the office on vacation, or on business and unable to work expense transactions.

When specifying an alternate user for approvals, the Approver specifies the alternate user and the date range that the alternate is assigned. During that date range, any new transactions that are submitted

will be routed to the alternate approver. During that date, if there are any transactions already existing in the original Approver's Worklist, they will continue to sit in the original Approver's Worklist.

Reassigning Approval Work

If needed, an Approver may reassign an expense transaction to another approver if they are unable to work on it. Approvers are only able to reassign transactions that are currently sitting in their Worklist. (Expense Administrators have the ability to reassign from any Approver's Worklist.) This may be helpful if an Approver is called out of the office on an emergency and knows that they will be unable to properly work an Expense transaction. They can reassign those transactions currently in their Worklist to another approver.

Assign a Designated Approver

1. After logging into Self-Service, select **Employee Self-Service**
2. Select **Profiles and Preferences**
3. Select **Review/Edit Profile**
4. Select the **Organizational Data** tab
5. If you know the **User ID** of the employee you wish to name as a designated approver, enter the value directly into the Designated Approver field. Otherwise, use the Look-up icon to search for the User ID
6. Select an entry in the User ID column to specify your designated approver
7. Select **Save**

Specify Alternate User Routing

1. After logging in, select **My System Profile**
2. Select **Profiles and Preferences**
3. Select **Review/Edit Profile**
4. Under the **Alternate User** section in the **Description** field, enter (or search for) the User ID of the person you want to work your Expense transactions in your absence
5. Enter the beginning date in the **From Date**
6. Enter the ending date of this alternate user routing in the **To Date** field
7. Do not adjust the Workflow attributes on this page
8. Select **Save**

Reassign an Expense Transaction

1. After logging into Self-Service, select **Manager Self-Service**
2. Select **Manage Expenses Security**
3. Select the **Reassign Approval Work** link
4. Note:
   a. The system will generate an error and terminate the reassign operation if you attempt to reassign a transaction to yourself
   b. If you reassign a transaction who happens to be the originator of the transaction (the traveler), the system will perform the reassignment, but the individual will receive an error message indicating that they are not authorized to approve a transaction that they submitted

5. To select one transaction to reassign, select it with the checkbox. To select all transactions in your Worklist to reassign, click **Select All**.
6. Use the **Look Up** icon next to the **Reassign Work To** field to select who you want to route the transactions to and select the appropriate person in the **User ID** column
7. Select the **Reassign** button
8. Select the **Home** link

Lesson 5: Helpful Hints for Training End-Users

One of the more challenging part of an application upgrade is dealing with end-users' resistance to change. This is a common reaction and occurs in almost every upgrade. Therefore, a large part of training your institutional end-users is helping them prepare for the change.

Preparing End-Users for Change

One way to help your end-users overcome their resistance to change is to properly frame the upcoming change. Instead of just saying, "PSFIN is being upgraded so we need to instruct you on how to use the changed application now," consider communicating how there is new functionality designed to make it easier to enter Expense Reports.

There are certain bits of information that you can communicate with your End-Users to help them be more receptive to the upgraded application, including:

- The EX module has a cleaner and faster interface
- End-users no longer have to navigate to a separate page to see all of their Expense Report line details; instead, they can use the "Expand All" option to see everything on their screen, including the Accounting Details
- End-users can attach electronic files to their Expense Reports, allowing the use of scanned receipts
- The new Quick-Fill function makes the entry of the same expense types for multiple days quick and easy
- Travelers no longer have to include odometer readings for mileage; instead they simply need to enter the total miles, along with their personal and commute miles
- The application allows travelers to easily designate their first and last day of travel for per diem

Train-the-Trainer Kit for Expenses

There have been various items created for you to use when training your end-users on Expenses. The materials include lesson plans, supporting PowerPoint slides, and information for job aids. All items are created and provided to you with little to no formatting. This enables you to apply your own formatting or copy and paste into your own documentation. These materials are stored on the GeorgiaFIRST website.

Additional Tips for Training End Users

- Consider offering multiple opportunities for users to attend training
- Consider chunking up the training into small sessions if possible
- Consider allowing hands-on training so end-users can practice in a safe environment

Bonus Lesson: Training Travelers on Travel Authorizations and Cash Advances

This bonus lesson details how to enter Travel Authorizations and Cash Advances, as well as how to apply a Travel Authorization and/or a Cash Advance to an Expense Report. These tasks are being presented in a bonus lesson because only a percentage of institutions use these types of transactions.

Travel Authorizations

A Travel Authorization is a request for future travel. In the Expense module, travelers may create and submit Travel Authorizations so that it goes through Workflow approvals and gets budget checked to create a pre-encumbrance.

When creating a Travel Authorization, travelers specify the expenses they anticipate they will incur during their travel. If your institution uses Travel Authorizations, then Travelers can apply approved Travel Authorizations to an Expense Report after travel is completed. If your institution used Travel Authorizations in PSFIN v8.9, you will notice that very little has changed with this type of transaction.

Once submitted, a Travel Authorization is budget checked and goes through the Workflow process for approvals (AP Auditor Approval not required for Travel Authorizations).

Create and Submit a Travel Authorization

1. After logging into PSFIN Self-Service, select **Employee Self-Service**
2. Select **Travel Authorization**
3. Select **Create/Modify**
4. In the **Description** field, enter a short explanation of your planned travel
5. Select the appropriate **Business Purpose** in the drop down list
6. Enter or search/select the **Destination Location**
7. In the **Date From** field, enter the starting date of travel (only future dates can be entered on travel authorizations)
8. In the **Date To** field, enter the ending date of travel
9. To add attachments to your Travel Authorization, select the **Attachments** link
10. Select the **Accounting Defaults** link
    a. Chartfield information is populated from your **User Profile**, yet it is good practice to review this information to ensure it is accurate and applicable to your current transaction
    b. To edit/update a chartfield for the entire Travel Authorization (each transaction line), update the information here under the **Accounting Defaults** link; to edit/update a chartfield just for a particular line, that is done after adding the line to the Travel Authorization
    c. After reviewing and/or editing Chartfields, click **OK**
11. For each expense type you wish to add to the Travel Authorization:
    a. Select the **Expense Type** drop down and select the Expense Type
    b. Enter the applicable date for the Expense type

     c.   Select the **Payment type** for the Expense type to show how you will pay for the expense. If the expense type is mileage, select N/A (e.g. Mileage)

     d.   Select the **Detail** link at the end of the row

     e.   Enter the details for the expense line (fields are based on the expense type)

         i.   For mileage, you will need to enter the miles, the originating location and the destination location

12. After adding all lines to the Travel Authorization, select the **Check for Errors** button. This confirms that all lines have been entered correctly. Lines with errors are marked with a red flag.

13. To save the Travel Authorization without submitting, select **Save for Later**

14. To submit the Travel Authorization for approval, select **Submit**

Modifying a Travel Authorization

If a Traveler has saved a Travel Authorization and not yet submitted it, he/she can modify it and then submit it for approval. The Travel Authorization must be in a "Pending" status in order to be modified. If the Travel Authorization has already begun the approval process, the Traveler cannot modify it. The Traveler will have to contact the approver who is currently working on it and ask the approver to send it back to him/her. This is determined by viewing a submitted Travel Authorization.

Viewing Travel Authorization

As the Travel Authorization moves through Workflow, it will have different statuses.

- Pending
- Submitted
- Pending Approval
- Approved

At times, Travelers may need to view a Travel Authorization that has been submitted to verify information or to check on its status and see where it is in the approval workflow.

Printing Travel Authorization

Travelers can print their Travel Authorizations at any stage in the process if needed. When printing, the Travel Authorization opens as a PDF file in a new tab.

Deleting Travel Authorization

Travelers can delete a Travel Authorization that is in a "Pending" status. This means that the Travel Authorization has been saved but not yet submitted for approval. A Travel Authorization that has been completely approved may not be deleted.

Canceling Travel Authorization

If an employee has an approved Travel Authorization and their trip has been canceled, they will need to cancel their Travel Authorization. In order to cancel a Travel Authorization, it must be fully approved through all required approval levels.

Modify a Travel Authorization

1. After logging into Self-Service, select **Employee Self-Service**.
2. Select **Travel Authorization**

3. Select **Create/Modify**
4. On the **Find an Existing Value** tab, enter the **Travel Authorization ID** and click **Search** or click **Search** (with the ID field blank) to display all Travel Authorizations available for modification.
5. Select the **Travel Authorization ID** link to modify it.
6. Modify the Travel Authorization in the same fashion as you created it.

View a Submitted Travel Authorization

1. After logging into PSFIN Self Service, select **Employee Self-Service**
2. Select **Travel and Expenses**
3. Select **Travel Authorization**
4. Select **View**
5. Enter the **Travel Authorization ID** and click **Search** or click **Search** (with the ID field blank) to display all Travel Authorizations available for modification.
6. Select the **Travel Authorization ID** link to view the transaction
7. The Travel Authorization is displayed in a read-only format
8. The **Approval History** section displays the approval levels and names of the approvers (if not pooled) which are still required for the transaction
9. The **Action History** section displays any actions that have been taken on the transaction

Print a Travel Authorization

1. After logging into PSFIN Self Service, select **Employee Self-Service**
2. Select **Travel and Expenses**
3. Select **Travel Authorization**
4. Select **Print**
5. Enter the **Travel Authorization ID** and click **Search** or click **Search** (with the ID field blank) to display all Travel Authorizations
6. Select the **Travel Authorization ID** link to view the transaction
7. A read-only view of the Travel Authorization is displayed
8. Select the **Print Travel Authorization** link
9. A new window/tab will automatically open which will display the printed travel authorization. Note that this may take several minutes
10. Use the print function on your browser to print the report after it displays
11. When you have finished viewing and/or printing the report, close the report window to return to the Travel Authorization view page

Delete Travel Authorization

1. After logging into PSFIN Self Service, select **Employee Self-Service**
2. Select **Travel and Expenses**
3. Select **Travel Authorization**
4. Select **Delete**
5. Enter the **Travel Authorization ID** or click **Search** and locate the Travel Authorization needing to be deleted
6. Put a checkmark in the appropriate box to select the travel authorization you wish to delete
7. Select the **Delete Selected Authorization(s)** button

8. The Delete Confirmation message is displayed

Cancel a Travel Authorization

1. After logging into PSFIN Self Service, select **Employee Self-Service**
2. Select **Travel and Expenses**
3. Select **Travel Authorization**
4. Select **Cancel**
5. The **Cancel Approved Travel Authorization** page displays all travel authorization requests that have been fully approved, but not applied to an Expense Report
6. Click the **Select** checkbox for the travel authorization request(s) you wish to cancel
7. Click the **Cancel Selected Travel Authorization(s)** button
8. The Canceling Approved Travel Authorization feature automatically budget checks the transaction to reverse the encumbrances that are associated with the Travel Authorizations that are being closed.
9. Click **OK**

Cash Advances

A Cash Advance is used to help minimize the impact of business travel on employee personal finances. If used at an institution, an employee can request a Cash Advance before traveling, which can then be reconciled against the resulting Expense Report. If the employee receives more funds through the Cash Advance than were actually needed, they reimburse the institution by submitting payment (personal check).

If your institution used Cash Advances in PSFIN v8.9, there are just a couple of changes. End-users may now attach supporting documentation to the Cash Advance. Also, the Cash Advance verification by the employee verifying that the funds are going to be used in conjunction with official business and that they will repay any unused funds can now be done online.

When creating a Cash Advance, please note Chartfields cannot be updated on a Cash Advance transaction as they can on an Expense Report or Travel Authorization. It is recommended the traveler ensures that a Fund Code is populated on their User Profile before creating a Cash Advance. If there is no Fund Code, the traveler must enter one. Institutions that use Cash Advances should inform travelers of the Fund Code, Program, and Class fields that must be used for this type of transaction. This way, travelers can verify and edit their User Profile if needed before creating the Cash Advance.

Create a Cash Advance

1. After logging into PSFIN Self-Service, select **Employee Self-Service**
2. Select **Cash Advance**
3. Select **Create/Modify**
4. On the **Add a New Value** tab, ensure your EmplID is populated in the **User** field and select the **Add** button
5. Select the appropriate **Business Purpose** in the drop down list
6. Enter a description for the business purpose in the **Advance Description** field
7. If needed, you can add attachments to your Cash Advance by selecting the **Attachments** link
8. Select the method in which you wish to receive the cash advance in the **Source** drop down list

9. In the **Description**, indicate how the Cash Advance is going to be used (i.e., 3 nights lodging, meals and mileage)
10. Enter the requested cash advance amount in the **Amount** field
11. If needed, you can select **Save For Later** if you are not ready to submit. If you are ready to submit, check the **box** to acknowledge the submission statement "By checking this box, I certify the advances submitted are accurate and comply with expense policy."
12. Select the **Submit Cash Advance** button (becomes enabled after checking the submission statement box)
13. Click **OK**

Modifying a Cash Advance

If a Traveler has saved a Cash Advance and not yet submitted it, he/she can modify it and then submit it for approval. The Cash Advance must be in a "Pending" status in order to be modified. If the Cash Advance has already begun the approval process, the Traveler cannot modify it. The Traveler will have to contact the approver that is currently working on it and ask the approver to send it back to him/her. This is determined by viewing a submitted Cash Advance.

View Cash Advance

As the Cash Advance moves through Workflow, it will have different statuses.

- Pending
- Submitted
- Pending Approval
- Approved
- Paid

At times, Travelers may need to view a Cash Advance that has been submitted to verify information or to just check on its status.

Printing a Cash Advance

Travelers can print a Cash Advance report at any stage in the process if needed. When printing, the Cash Advance opens as a PDF file in a new tab.

Delete Cash Advance

Cash Advances that are in a "Pending" status may be deleted. This means the Cash Advance has been saved but not yet submitted for approval. A Cash Advance that has been completely approved may not be deleted.

Cash Advances That Are Not Used

If your traveler has received a Cash Advance and ends up not needing the advance because their trip was canceled, your institution will need to have a process communicated to employees as to how to return the Cash Advance. The Expense Administrator can then reconcile the Cash Advance, indicating the employee returned the advance.

Modify a Cash Advance

1. After logging into Self-Service, select **Employee Self-Service**.

2. Select **Cash Advance**
3. Select **Create/Modify**
4. On the **Find an Existing Value** tab, enter the **Cash Advance ID** and click **Search** or click **Search** (with the ID field blank) to display all Cash Advances available for modification.
5. Select the **Cash Advance ID** link to modify it.
6. Modify the Cash Advance in the same fashion as you created it.

View a Cash Advance

1. After logging into PSFIN Self Service, select **Employee Self-Service**
2. Select **Travel and Expenses**
3. Select **Cash Advance**
4. Select **View**
5. Enter the **Cash Advance ID** and click **Search** or click **Search** (with the ID field blank) to display all Cash Advances
6. Select the **Cash Advance ID** link to view the transaction
7. The Cash Advance is displayed in a read-only format
8. The **Approval History** section displays the approval levels and names of the approvers (if not pooled) which are still required for the transaction
9. The **Action History** section displays any actions that have been taken on the transaction

Print a Cash Advance

1. After logging into PSFIN Self Service, select **Employee Self-Service**
2. Select **Travel and Expenses**
3. Select **Cash Advance**
4. Select **Print**
5. Enter the **Cash Advance ID** and click **Search** or click **Search** (with the ID field blank) to display all Cash Advances
6. Select the **Cash Advance ID** link to view the transaction
7. A read-only view of the Cash Advance is displayed
8. Select the **View Printable Version** link
9. A new window/tab will automatically open which will display the printed cash advance.
   Note: This may take several minutes
10. Use the print function on your browser to print the report after it displays
11. When you have finished viewing and/or printing the report, close the report window to return to the Cash Advance view page

Deleting Cash Advance

1. After logging into PSFIN Self Service, select **Employee Self-Service**
2. Select **Travel and Expenses**
3. Select **Cash Advance**
4. Select **Delete**
5. Enter the **Cash Advance ID** or click **Search** and locate the advance needing to be deleted
6. Put a checkmark in the appropriate box to select the cash advance you wish to delete
7. Select the **Delete Selected Advance(s)** button

8. The Delete Confirmation message is displayed

Applying a Travel Authorization to an Expense Report

When a Travel Authorization is created and approved, the Traveler must apply that Travel Authorization to their Expense Report. This releases the encumbered funds and creates an expenditure when the Expense Report is budget checked.

To create an Expense Report and apply an approved Travel Authorization to it, the traveler uses the "Quick Start" option to apply a Travel Authorization. When that happens, all approved Travel Authorization lines populate the Expense Report. The Traveler is then able to edit the Expense Report as needed. However, if the Traveler needs to add additional Expense lines (that were not on the Travel Authorization), they should be added after all Travel Authorization lines, which must remain in the same order on the Expense Report as on the Travel Authorization.

If an approved Travel Authorization line does not apply to an Expense Report, the Traveler should not delete that line from the Expense Report. Instead, the traveler should add another line at the end of the expense report and credit the exact amount that was approved through the Travel Authorization. This ensures that the amounts offset.

Applying a Cash Advance to an Expense Report

If a Cash Advance was provided for travel, it must be applied to the appropriate Expense Report. If a Travel Authorization was not created, the Traveler should create an Expense Report and add all expense lines. After all lines have been added, the Traveler chooses the option "Apply/View Cash Advance(s)" through the Actions drop down menu (which replaces the Quick Start menu after a line has been added).

The Traveler inputs the Cash Advance ID and applies it to the Expense Report. If the expenses are less than the Cash Advance, the traveler must reimburse the institution.

Applying a Travel Authorization and a Cash Advance to an Expense Report

If both a Travel Authorization and a Cash Advance exist for travel, then both must be applied to the corresponding Expense Report. Travelers should begin by creating an Expense Report and using the "Quick Start" menu to apply their Travel Authorization. After all lines have been edited or added, the Traveler then applies the Cash Advance by selecting the Actions menu.

Apply a Travel Authorization to an Expense Report

1. Log into PSFIN Self Service and select **Employee Self Service**
2. Select **Travel and Expenses**
3. Select **Expense Reports**
4. Select **Create/Modify**
5. From the **Quick Start** menu that reads "**Populate From**" in the upper right corner of the page, select **A Travel Authorization** and click **GO**.
6. In the window that displays, select the Travel Authorization you wish to apply.
7. The Travel Authorization lines are applied to the Expense Report
   a. Make any necessary changes to the Expense Report

8. **Submit** the Expense Report for approval

Apply a Cash Advance to an Expense Report

1. Log into PSFIN Self Service and select **Employee Self Service**
2. Select **Travel and Expenses**
3. Select **Expense Reports**
4. Select **Create/Modify**
5. Add all expense lines for the Expense Report
6. From the **Actions** drop down menu in the upper right corner of the page, **select Apply/View Cash Advance(s)** and click **GO**
7. Enter the **Cash Advance ID** or use the **Look Up** icon
   a. If using the Look Up icon, select an "**Advance**" and click **OK**
   b. The Cash Advance ID and Total Applied will populate on the Apply Cash Advance(s) page
   c. Click **OK** to return to the Expense Report
8. Submit the Expense Report

Apply a Travel Authorization and a Cash Advance to an Expense Report

1. Log into PSFIN Self Service and select **Employee Self Service**
2. Select **Travel and Expenses**
3. Select **Expense Reports**
4. Select **Create/Modify**
5. From the **Quick Start** menu that reads "**Populate From**" in the upper right corner of the page, select **A Travel Authorization** and click **GO**.
6. In the window that displays, select the Travel Authorization you wish to apply.
7. The Travel Authorization lines are applied to the Expense Report
   a. Make any necessary changes to the Expense Report
8. From the **Actions** drop down menu in the upper right corner of the page, select **Apply/View Cash Advance(s)** and click **GO**
9. Enter **the Cash Advance ID** or use the **Look Up** icon
   a. If using the Look Up icon, select an "**Advance**" and click **OK**
   b. The Cash Advance ID and Total Applied will populate on the Apply Cash Advance(s) page
   c. Click **OK** to return to the Expense Report
10. Submit the Expense Report