State of Tennessee

edison

A Bright Idea for State Government

Travel Manual: Approvers

for the

State of Tennessee
Edison Project

May 3, 2016

Contents

Reassign Approval Work

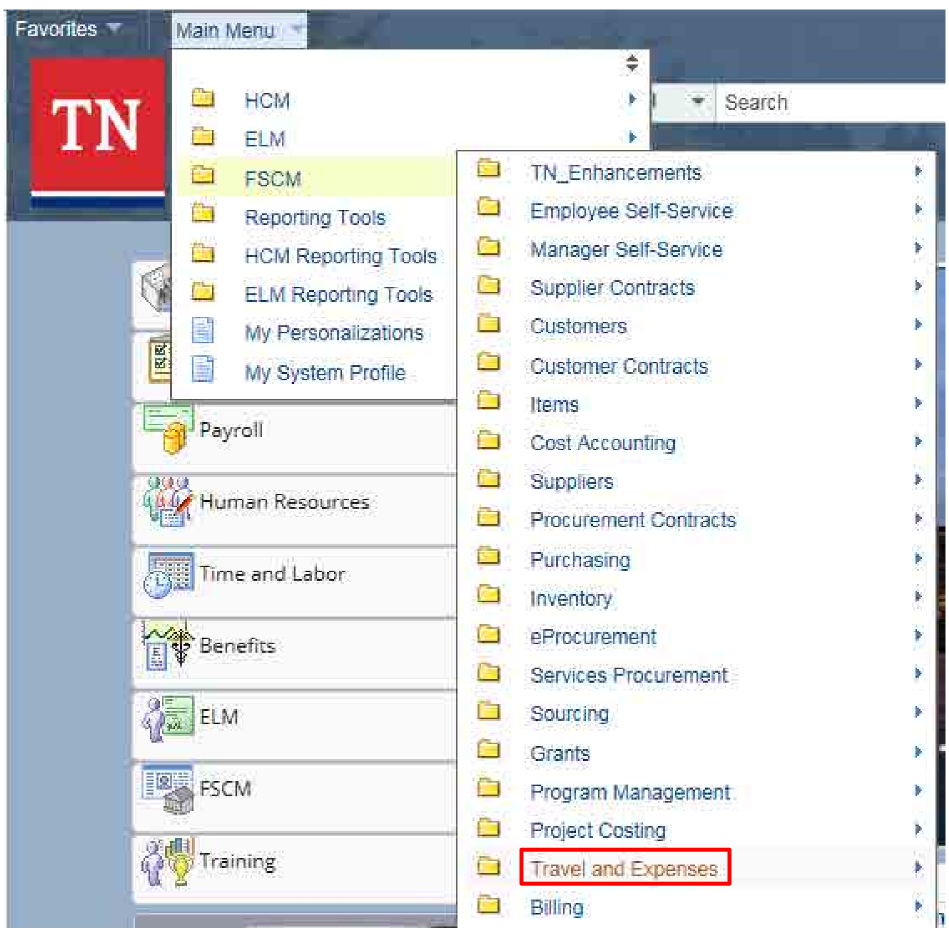
An approver may reassign a travel claim from one approver's worklist to another. You must have a travel approval role in Edison to have access to reassign travel claims.

Step 1.

Click the **Main Menu** link and then select **FSCM**.

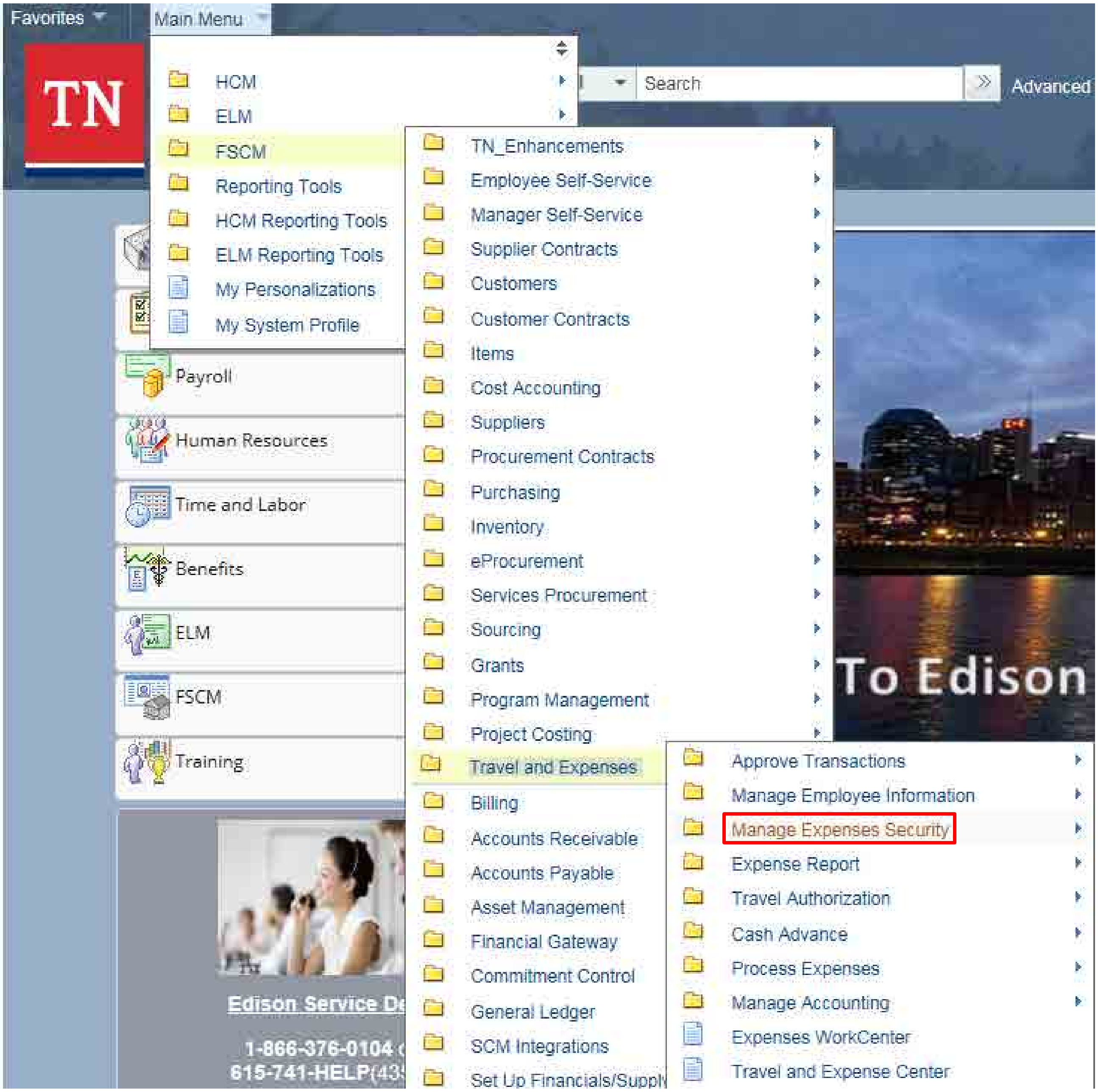
Step 2.

Click the **Travel and Expenses** link.



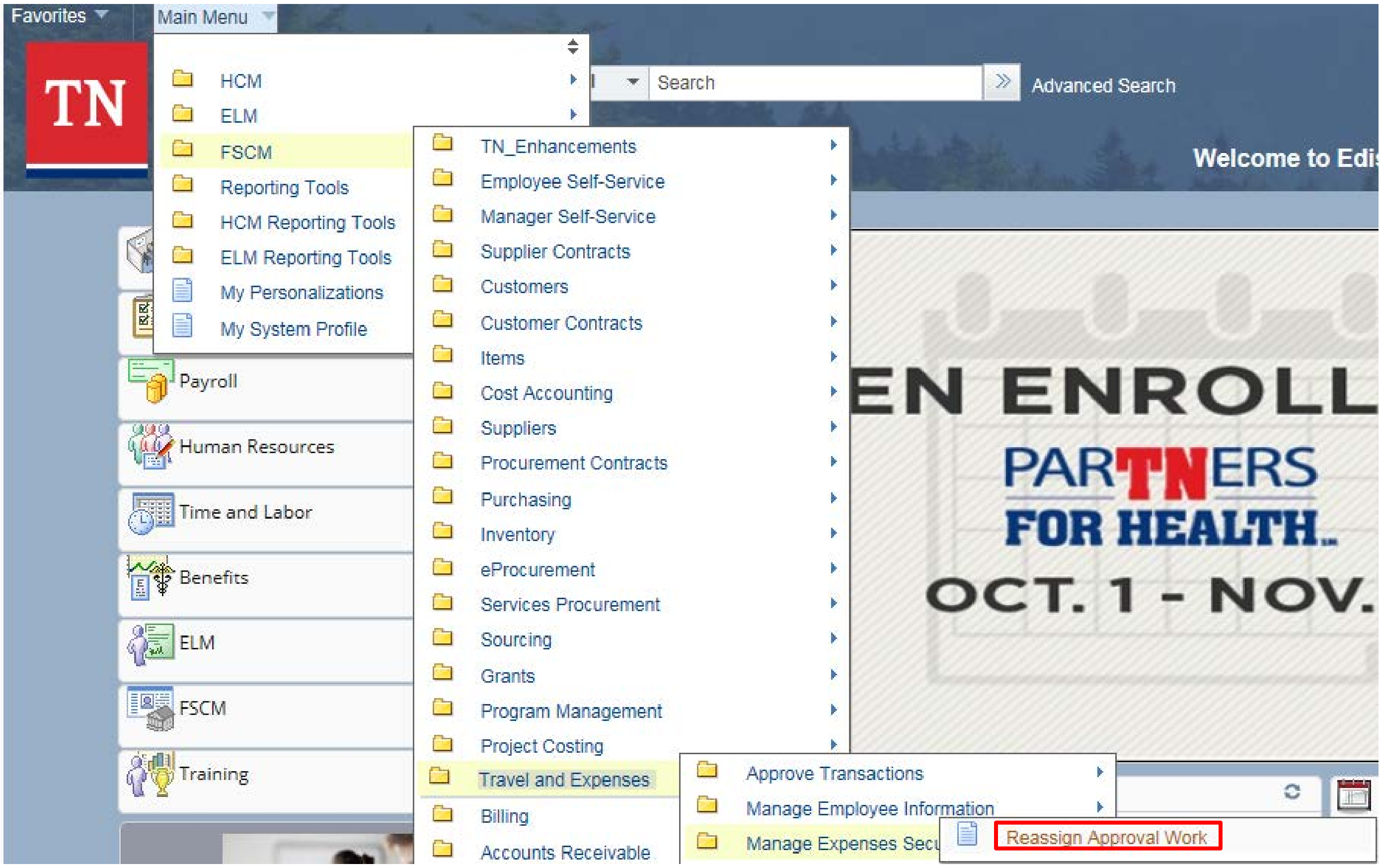
Step 3.

Click the **Manage Expenses Security** link.



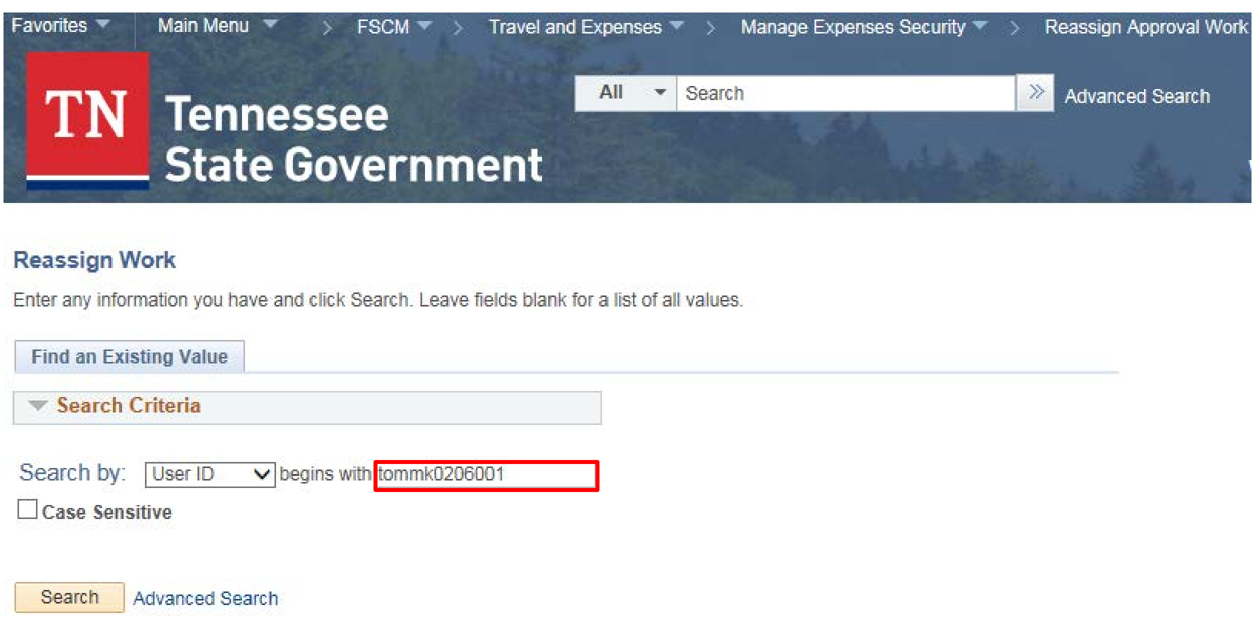
Step 4.

Click the **Reassign Approval Work** link.



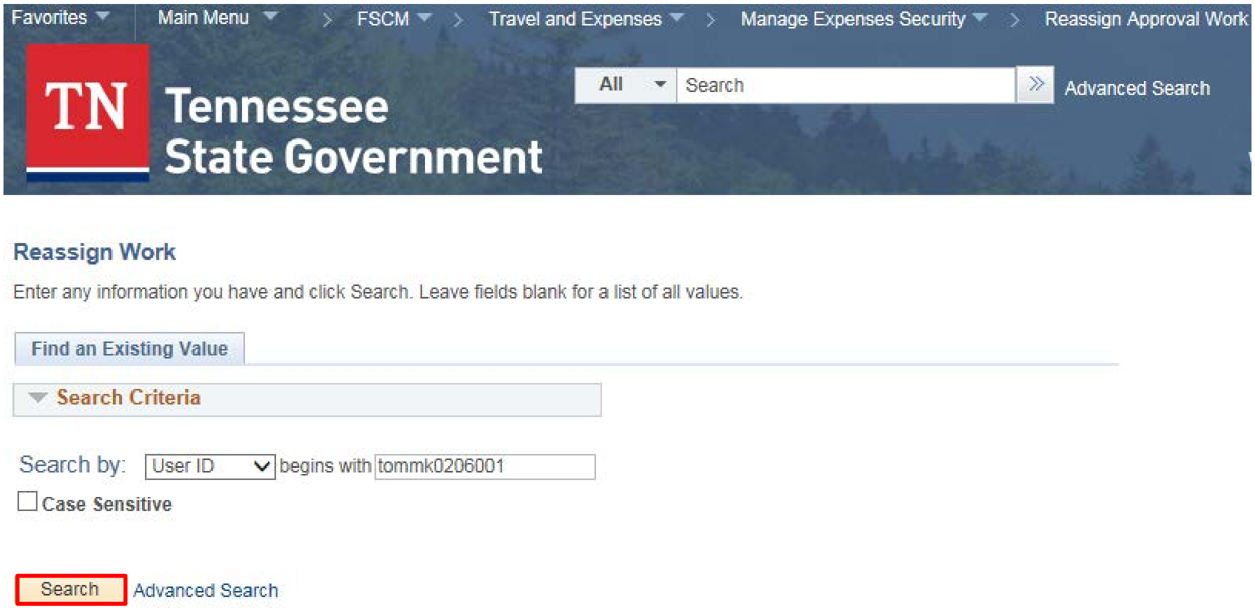
Step 5.

Enter the **Edison User Id** of the individual whose approval list the claim is located on.



Step 6.

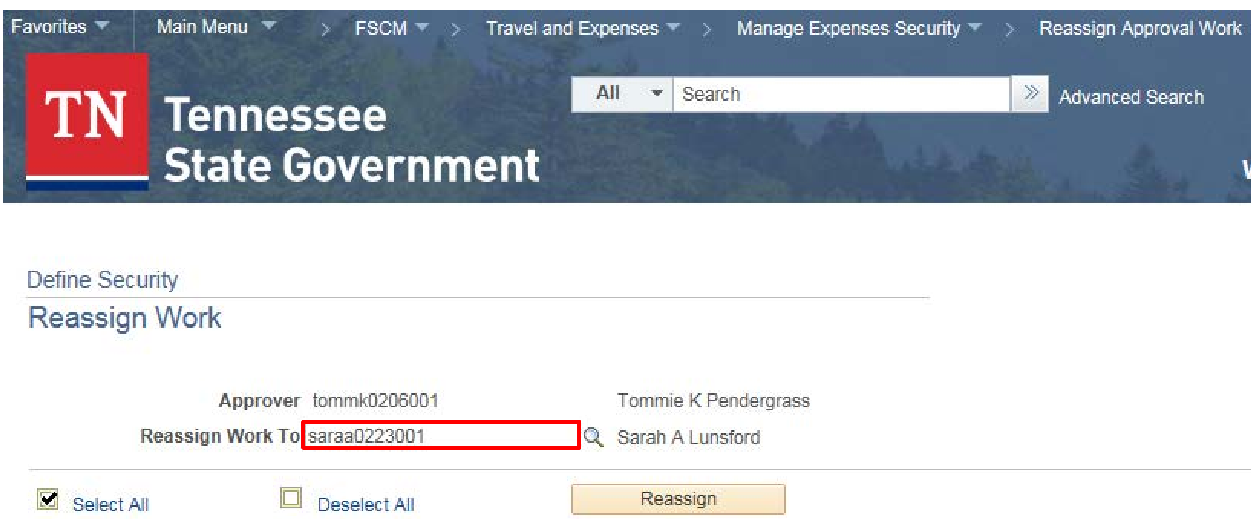
Click the **Search** button.



Step 7.

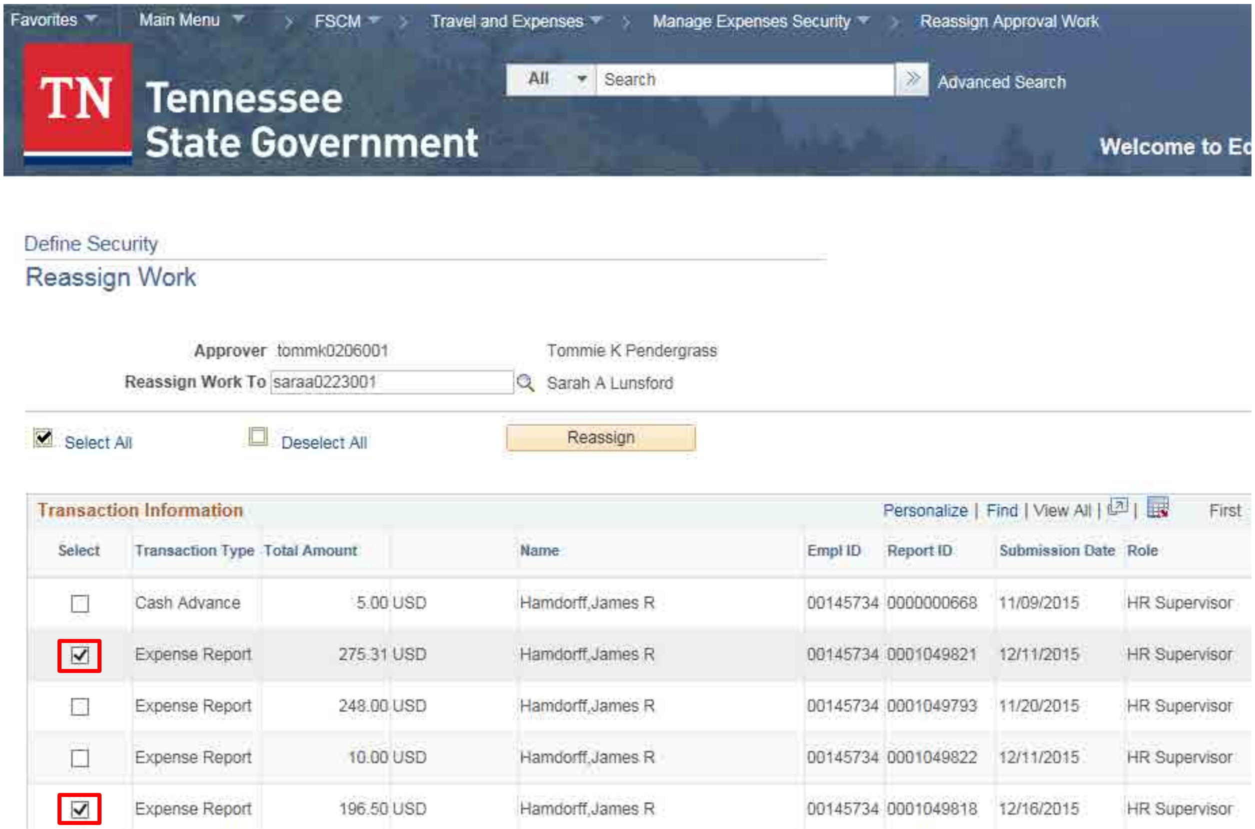
The **Reassign Work** page displays all travel claims currently on the approver's worklist.

In the "**Reassign Work To:**" field, enter the **Edison User ID** of the individual you wish to reassign the claim to. This would be the individual who needs to take approval action on the claim.



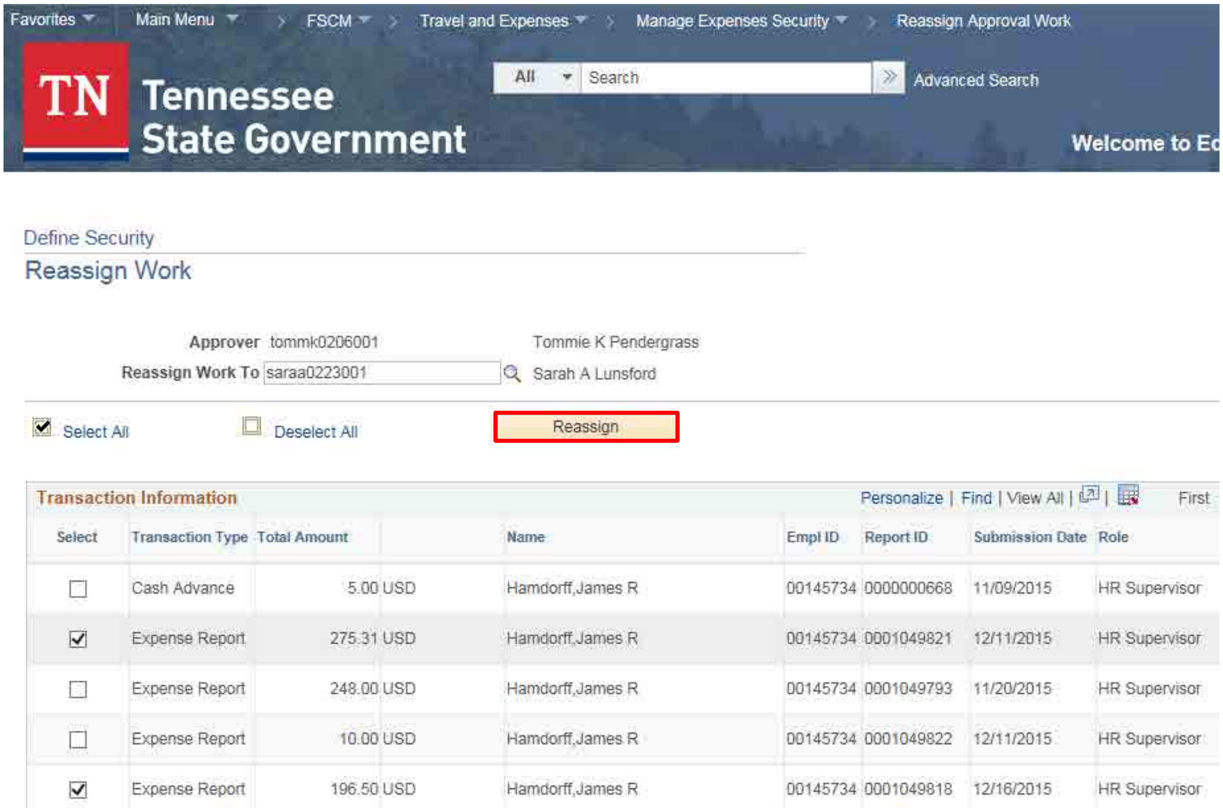
Step 8.

Click on the **checkbox(s)** beside the travel claim(s)s that need to be reassigned to **place a checkmark** in the box thereby selecting the transaction(s).



Step 9.

Click the **Reassign** button. Claim(s) will disappear from current approver's worklist and route to the new approvers.



Step 10:

You have now successfully Reassigned Approval Work.

End of Procedure.

Budget Checking Travel Claims

Prior to approving an **Expense Report** OR **Travel Authorization**, the claim must have a "**Valid**" budget status.

Step 1.

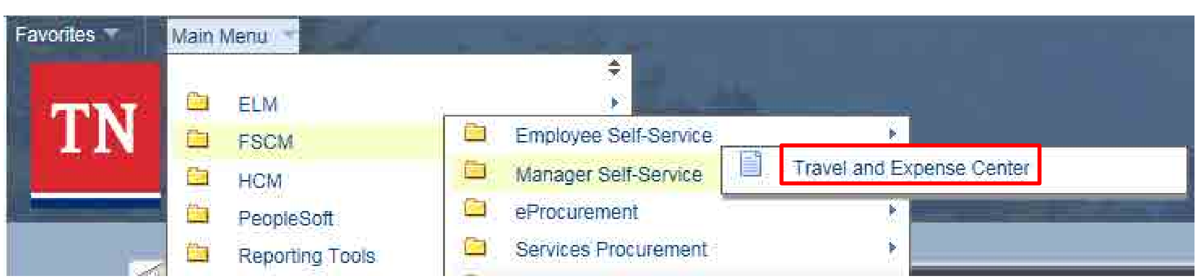
Click the **Main Menu** link and then select **FSCM**.

Step 2.

Click the **Manager Self Service** link.

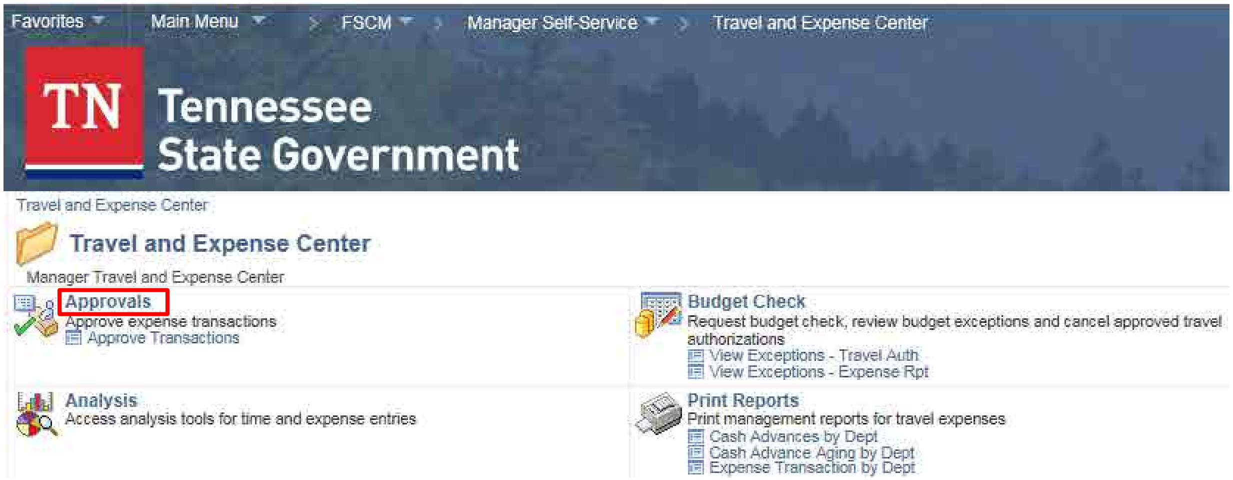
Step 3.

Click the **Travel and Expense Center** link.



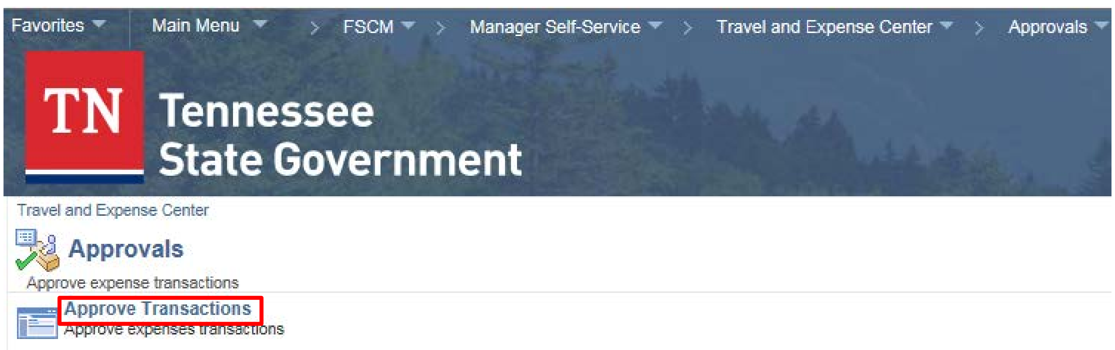
Step 4.

Click the **Approvals** link.



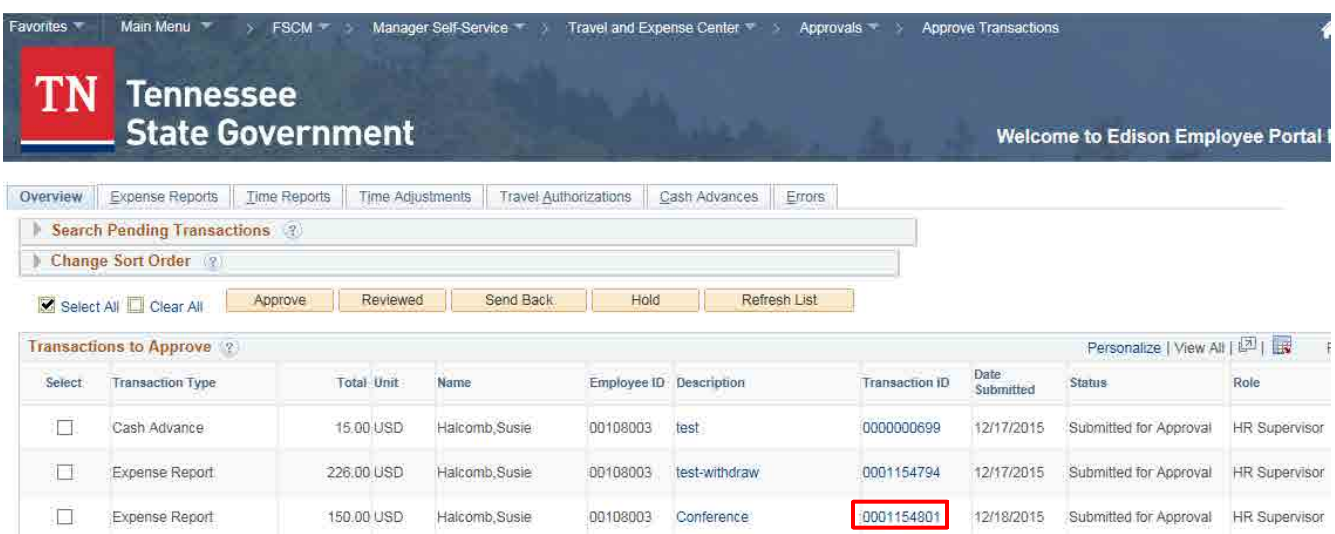
Step 5.

Click the **Approve Transactions** link.



Step 6.

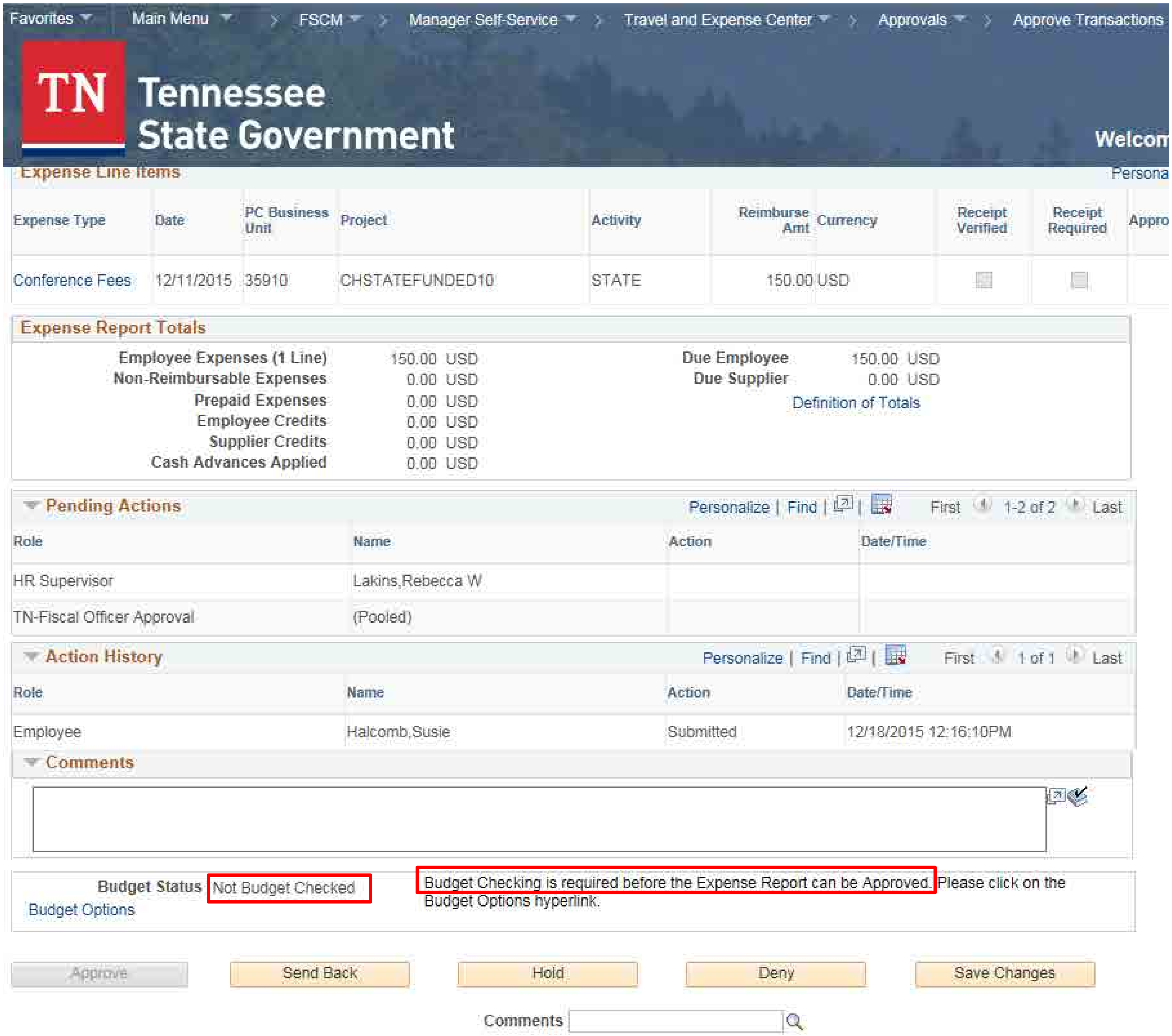
Click on the appropriate **Report ID** (OR **Authorization ID**) under the "**Transaction ID**" column for the claim you are reviewing and approving. This will take you into the claim.



Step 7.

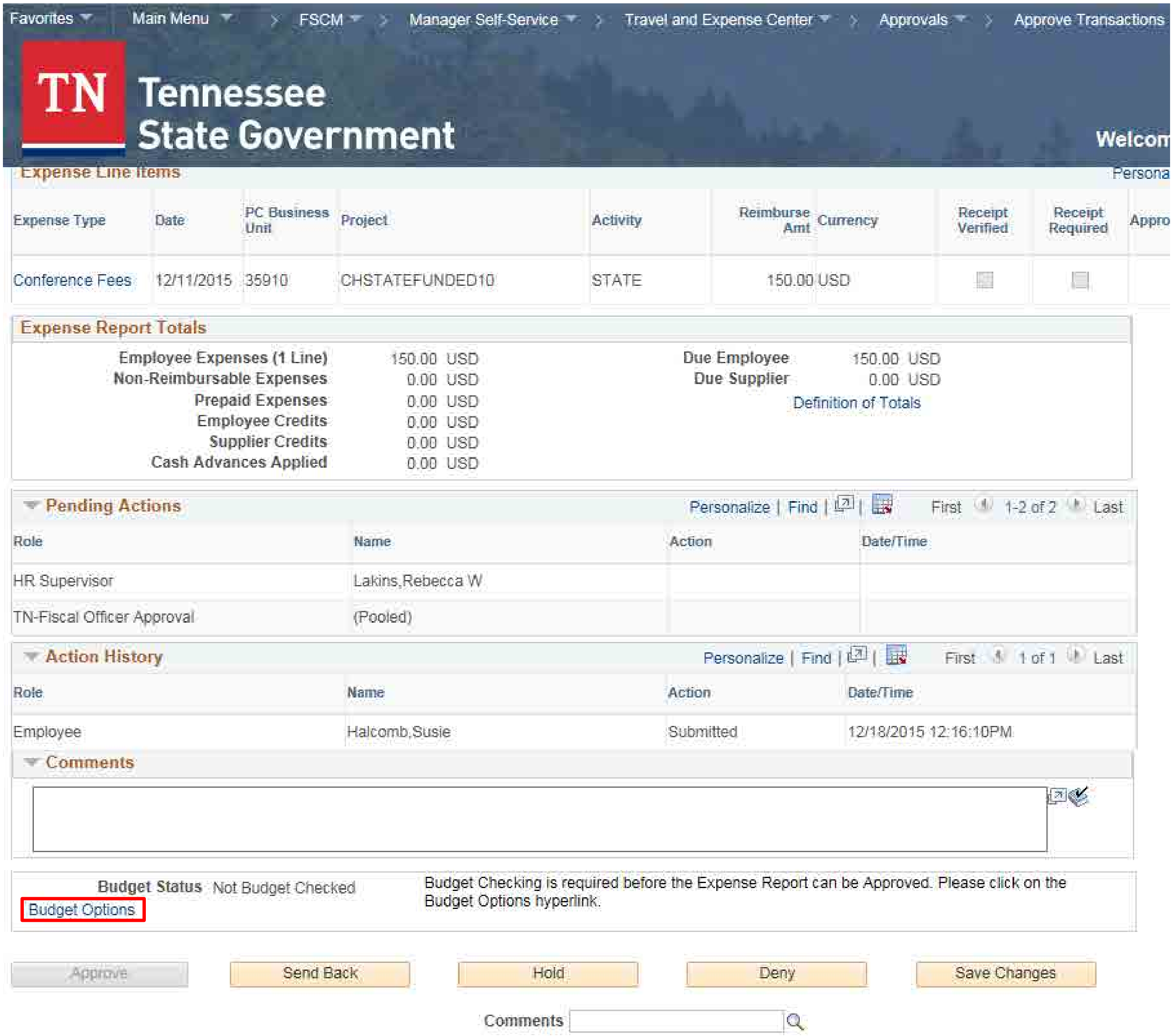
Scroll to the bottom of the page and verify the budget status is "**Not Budget Checked**".

NOTICE: *The "Approve" button is grayed out due to the claim not being budget checked. The claim must be budget checked prior to approval.*



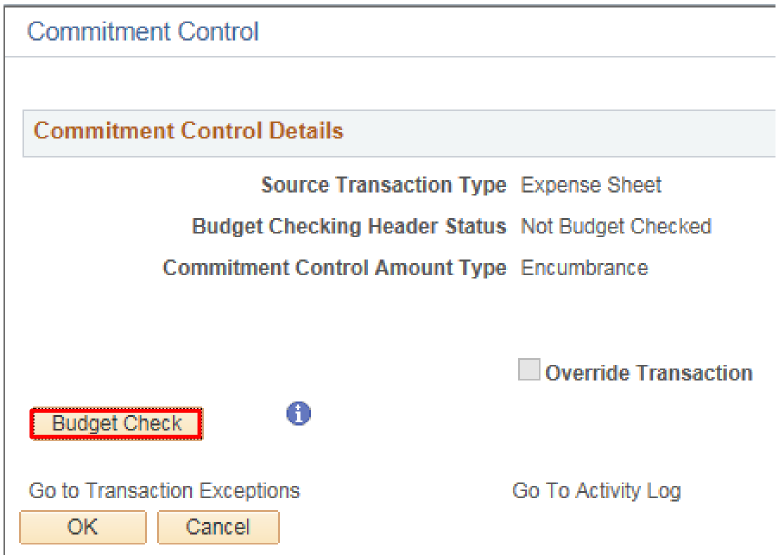
Step 8.

Click on the “**Budget Options**” blue hyperlink.



Step 9.

Click the "**Budget Check**" button to budget check the claim. This may take a few minutes, let the page continue spinning until complete.



Step 10.

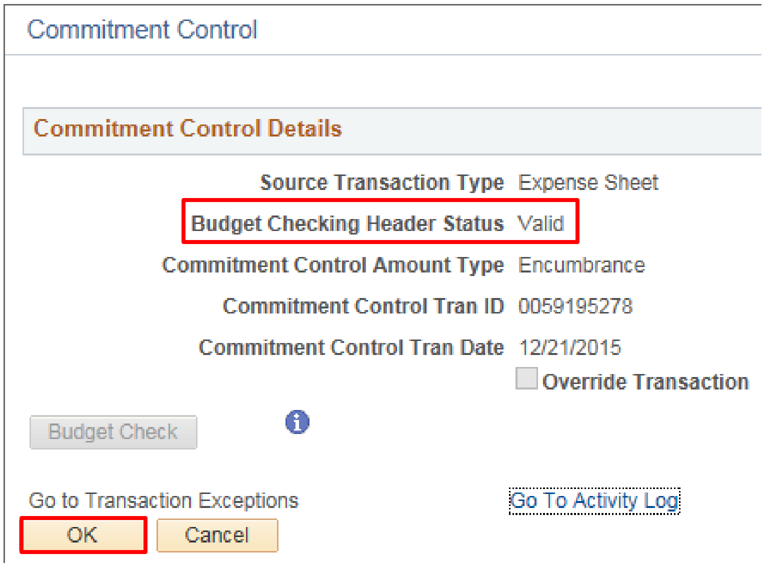
If a message is generated stating there are "**Budget Warnings**", these are OK. Click the "OK" button, and then click the "No" button. You may ignore this message and proceed with approving the claim.

If a message is generated stating there is a "**Budget Error**", this is an issue. The travel claim cannot be approved until the budget error is resolved. Follow the steps below to resolve the error:

a) Review the "**Budget Error Guidelines**" section in this document to understand the error received.
b) Contact your Budget Department and/or Fiscal Office regarding the Budget Error in order to find out how to resolve the particular error.
c) If further assistance is needed, contact the Edison Help Desk (741-HELP).

Step 11.

After budget checking is complete, the status will update to “**Valid**”. You may click the **OK** button, and proceed with approving the claim.



Step 12.

You have now successfully Budget Checked a Travel Claim.

End of Procedure.

Viewing Notes and Attachments Prior to Approval

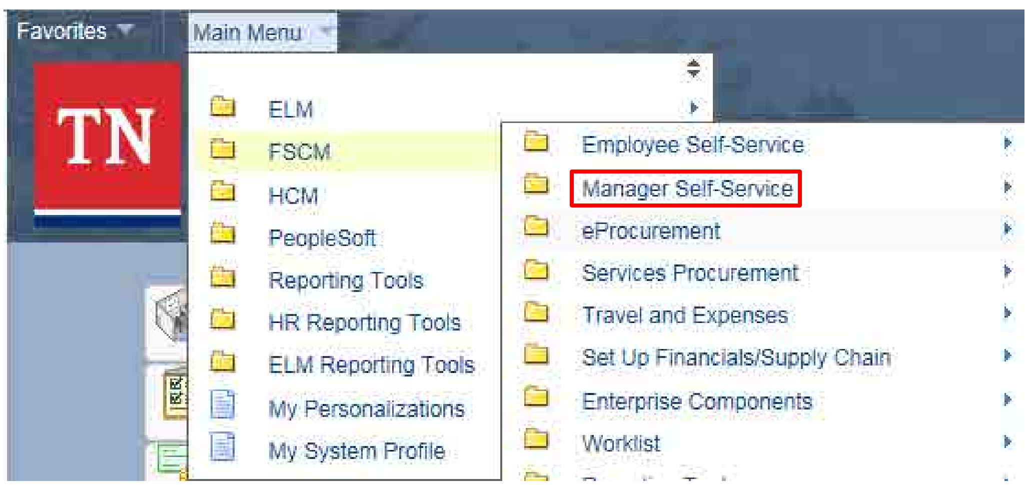
In this scenario, we will review the Notes and Attachments added by the employee prior to approval of an expense report.

Step 1.

Click the **Main Menu** link and then select **FSCM**.

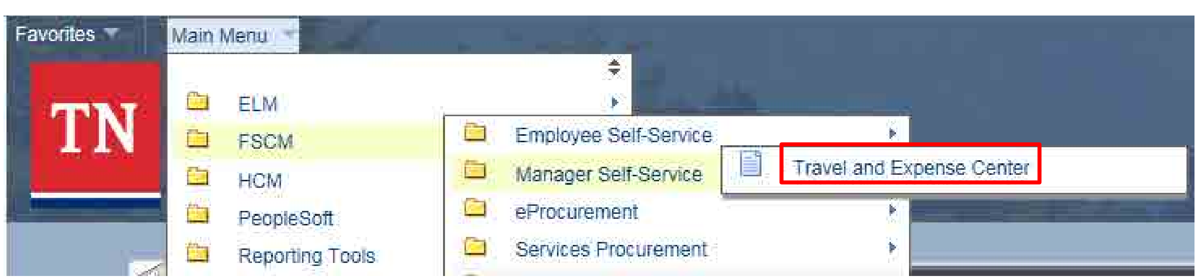
Step 2.

Click the **Manager Self Service** link.



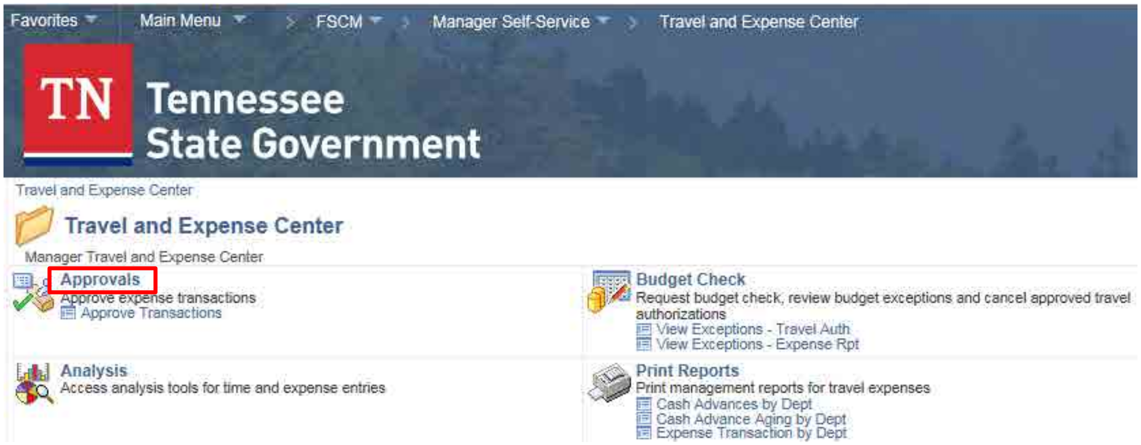
Step 3.

Click the **Travel and Expense Center** link.



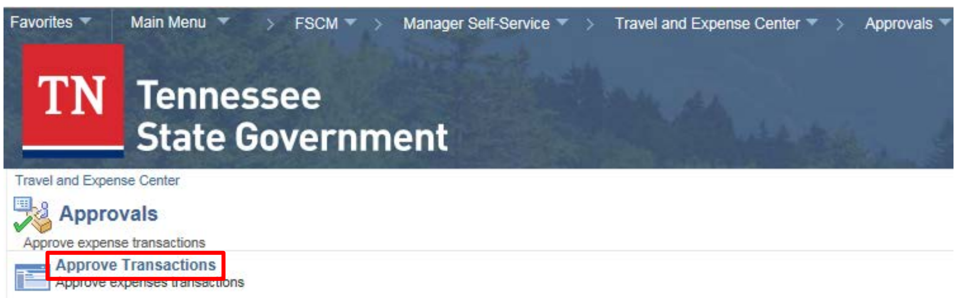
Step 4.

Click the **Approvals** link.



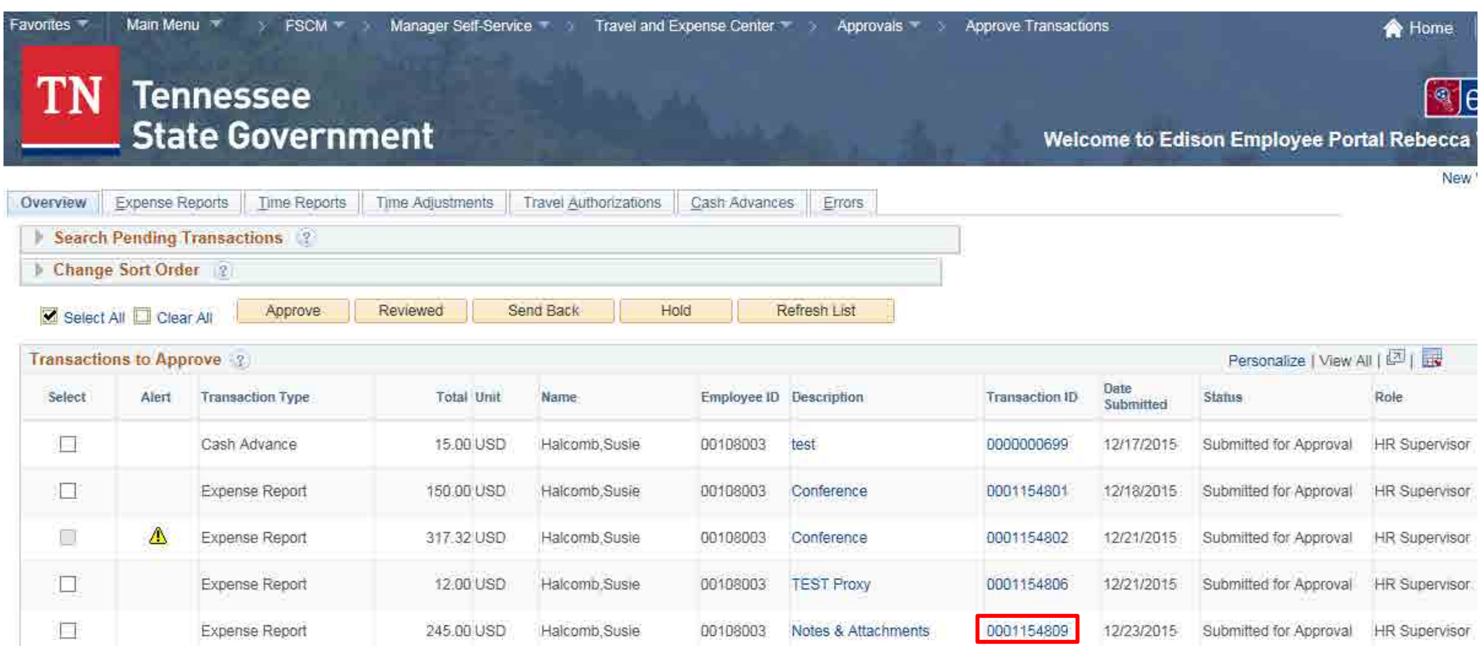
Step 5.

Click the **Approve Transactions** link.



Step 6.

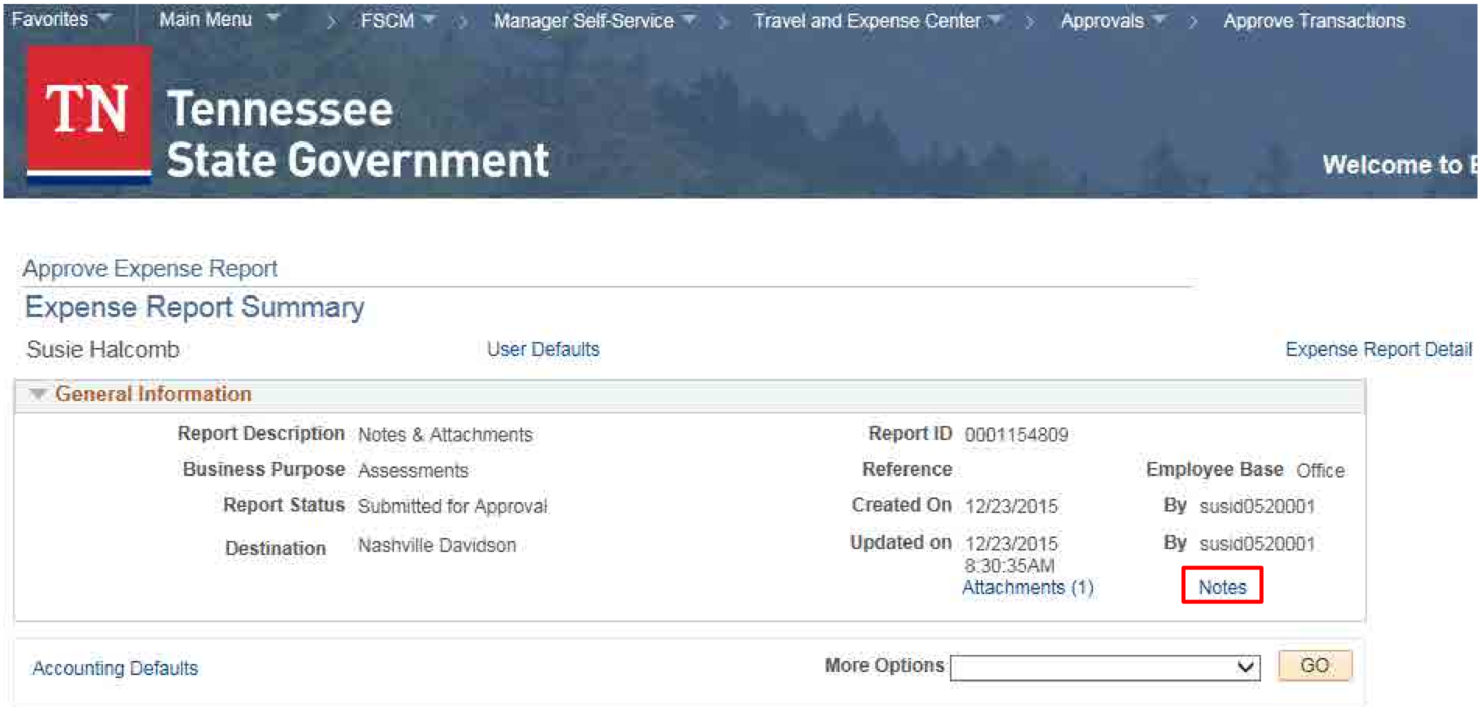
Click on the appropriate **Report ID** under the "**Transaction ID**" column for the claim you are reviewing and approving. This will take you into the claim.



Step 7.

Any **comments** included on an expense report are now added in **Notes**.

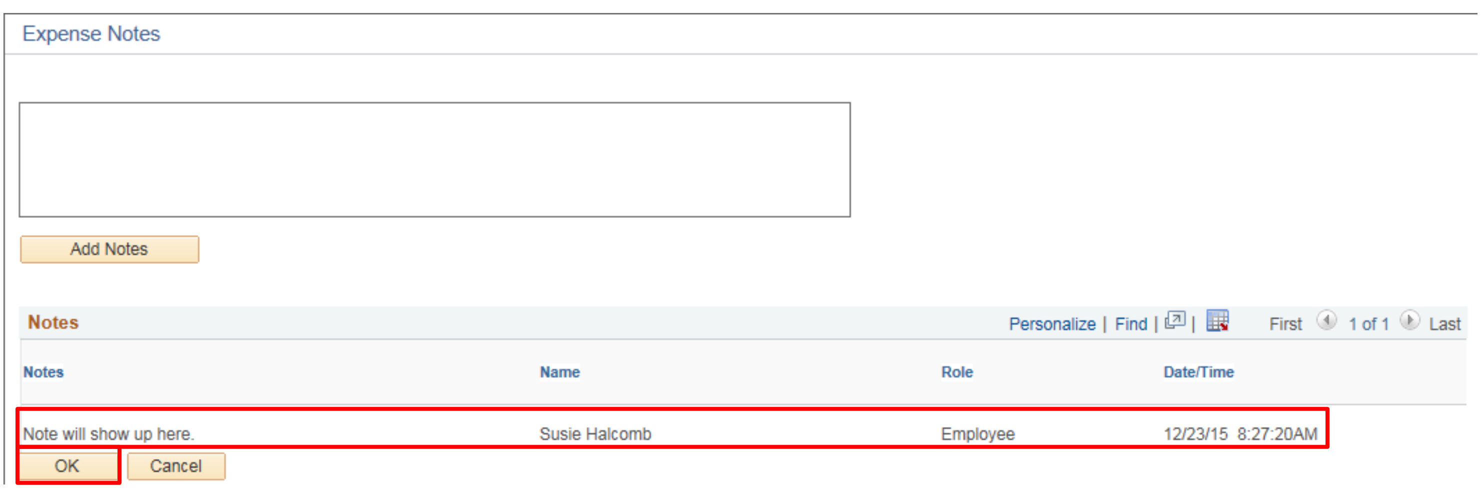
Click on the **Notes** link to view any notes included on the report.



Step 8.

Any **comments** added on an expense report display under the **Notes** section with the **comment**, **name** of user who added the note, their **role**, and the **date** and **time** the note was added.

Click the **OK** button to return to the expense report approval page.

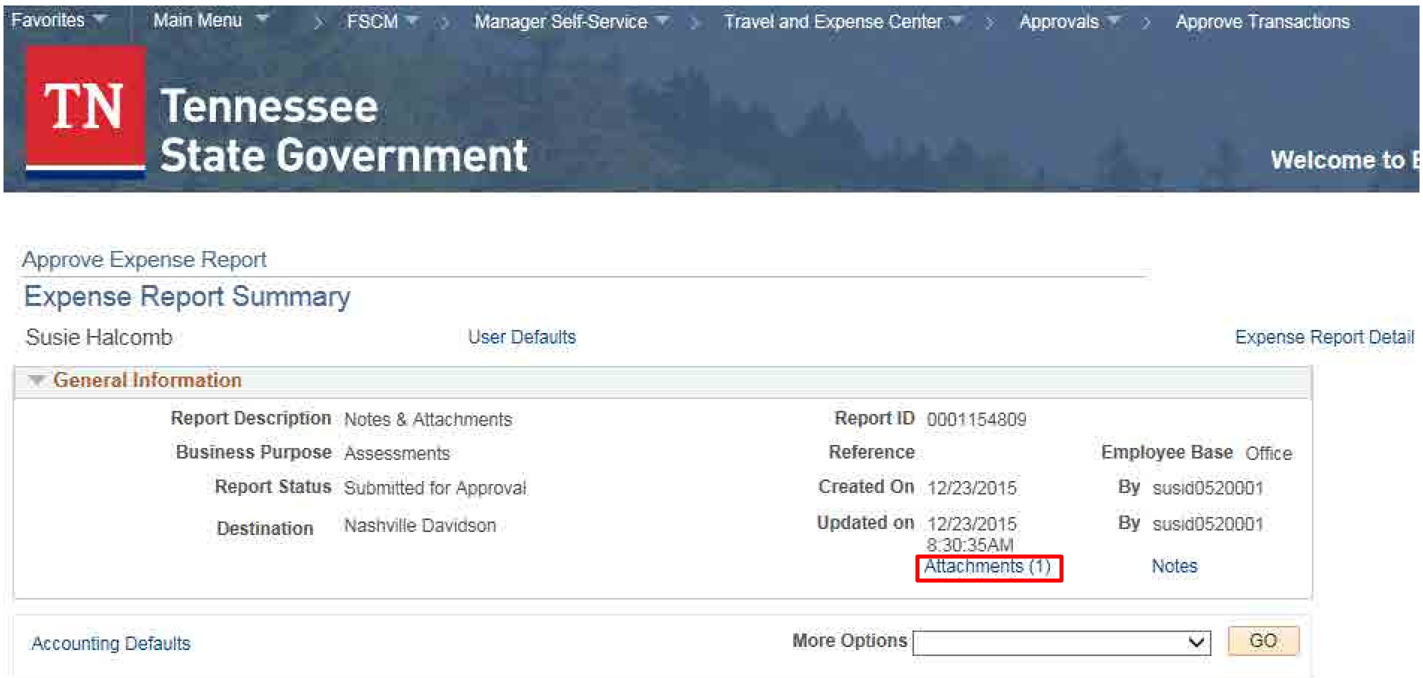


Step 9.

If an attachment has been uploaded to the travel claim an **Attachments** link will appear on the page to allow the approver access to view or download the attached file.

If there is <u>no</u> **Attachments** link visible on the page, then no documents are attached to the claim. The link is <u>only</u> visible when attachments exist.

Click on the **Attachments** link.



Step 10.

The **Expense Report Attachments** page displays the **File Name**, **Description** of the attachment, **User ID** and **Name** of who attached the file, and the **Date** and **Time** the file was attached.

Click on the **Link** containing the **file name**.

Note: *An approver can <u>only</u> view an attachment and <u>does not</u> have access to upload a new attachment or delete an existing one. Only the employee or proxy has access to add and delete attachments.*

Step 11.

There is the option to either **Open** the file or **Save** it to your computer.

Step 12.

You have successfully reviewed notes and attachments prior to approval.

End of Procedure.

Approving a Travel Claim

In this scenario, we will approve an expense report.

Step 1.

Click the **Main Menu** link and then select **FSCM**.

Step 2.

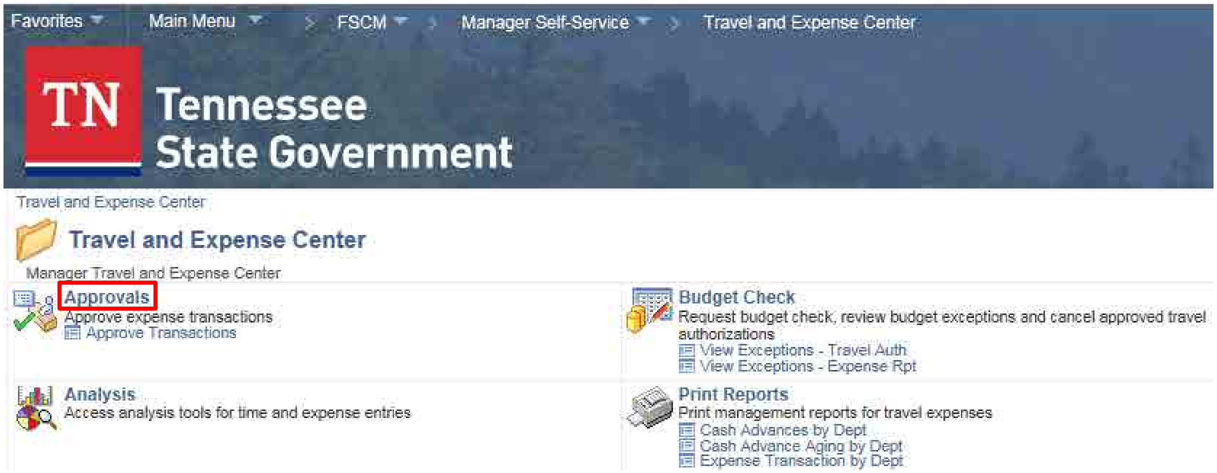
Click the **Manager Self Service** link.

Step 3.

Click the **Travel and Expense Center** link.

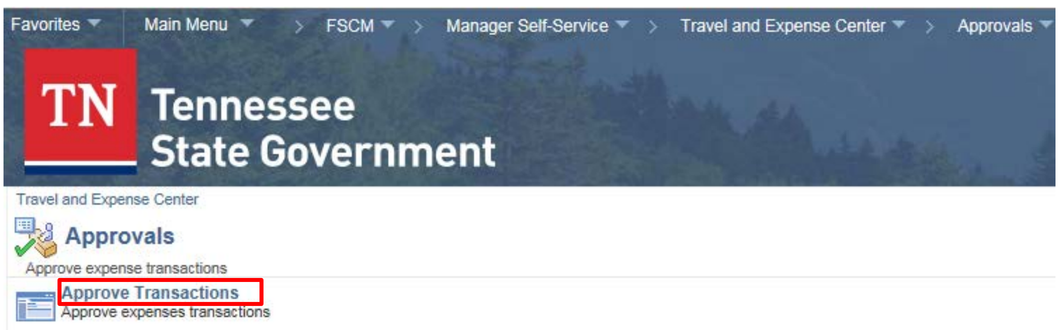
Step 4.

Click the **Approvals** link.



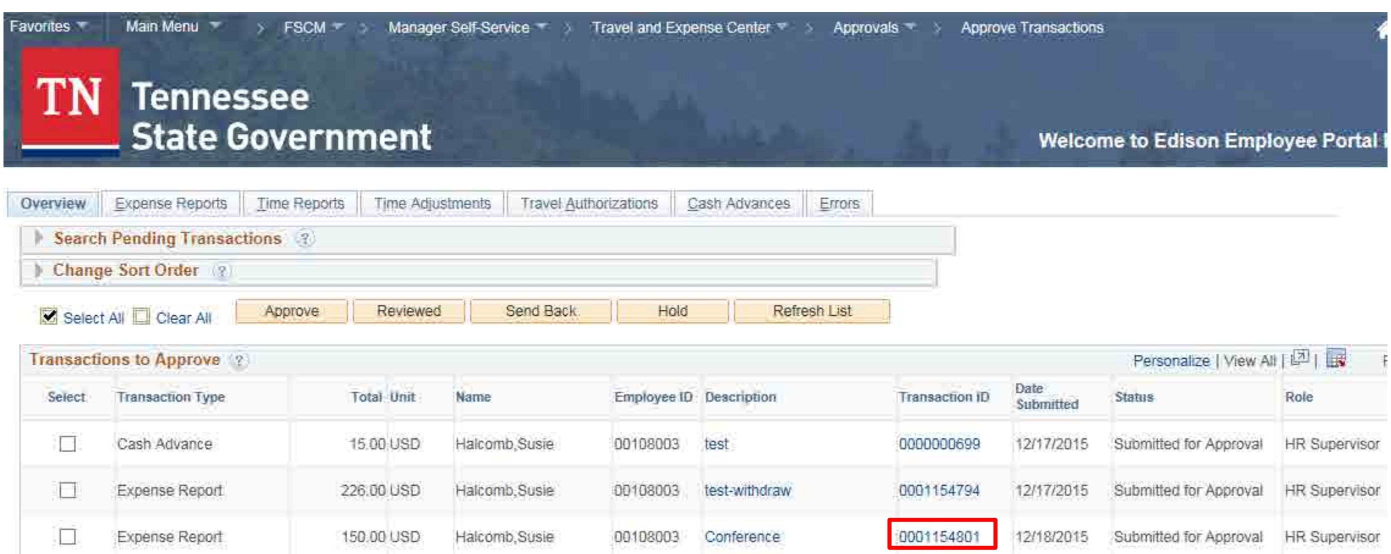
Step 5.

Click the **Approve Transactions** link.



Step 6.

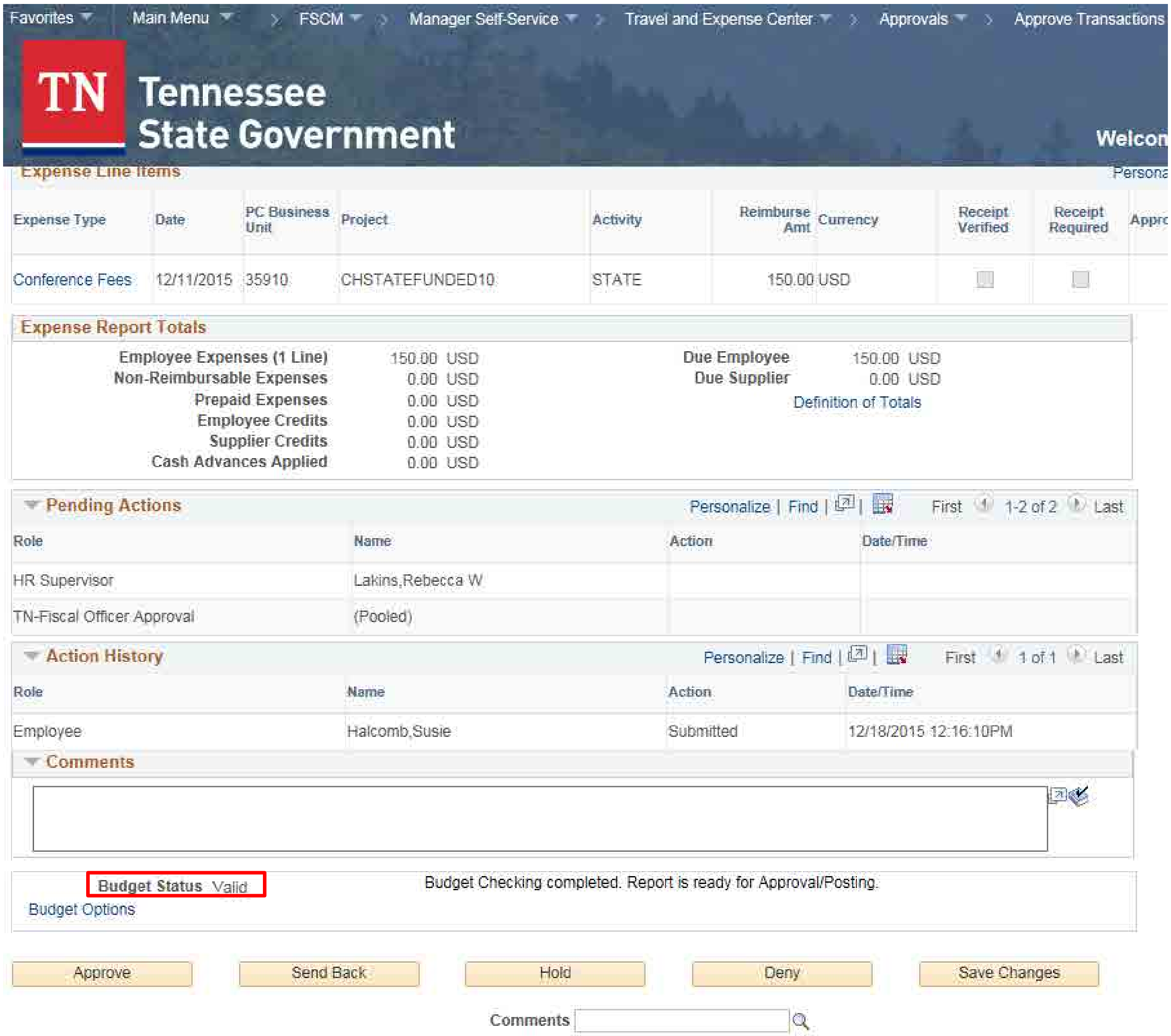
Click on the appropriate **Report ID** (OR **Authorization ID**) under the "**Transaction ID**" column for the claim you are reviewing and approving. This will take you into the claim.



Step 7.

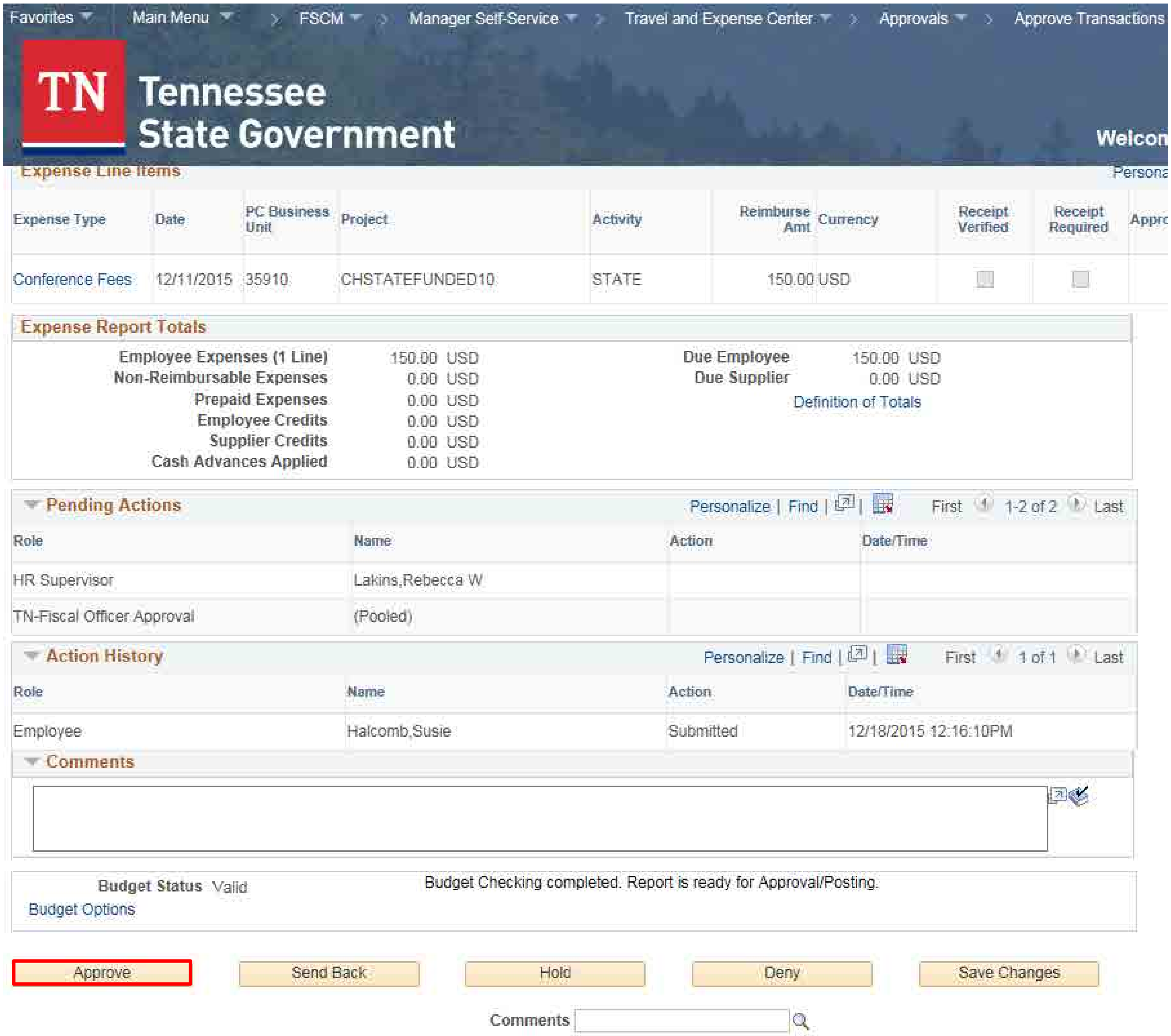
Scroll to the bottom of the page and verify the budget status is "**Valid**". If the claim has a budget status of "**Not Budget Checked**", please see the" **Budget Checking Travel Claims**" section in this document.

NOTICE: *The "Approve" button will be grayed out if the claim has not been budget checked. The claim must be budget checked prior to approval.*



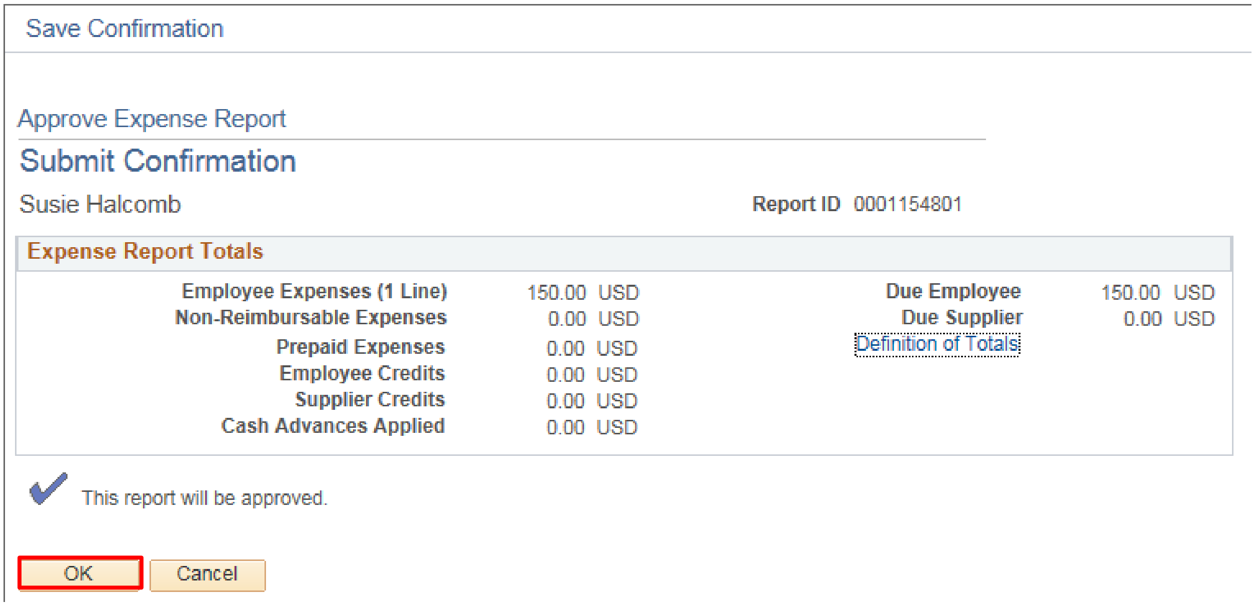
Step 8.

Click the **Approve** button.



Step 9.

Click the **OK** button. The claim will disappear from your worklist and will route to the next approver needed.



Step 10.

You have now successfully Approved a Travel Claim.

End of Procedure.

Sending Back a Travel Claim

In this scenario, we will send back an expense report for revision.

Step 1.

Click the **Main Menu** link and then select **FSCM**.

Step 2.

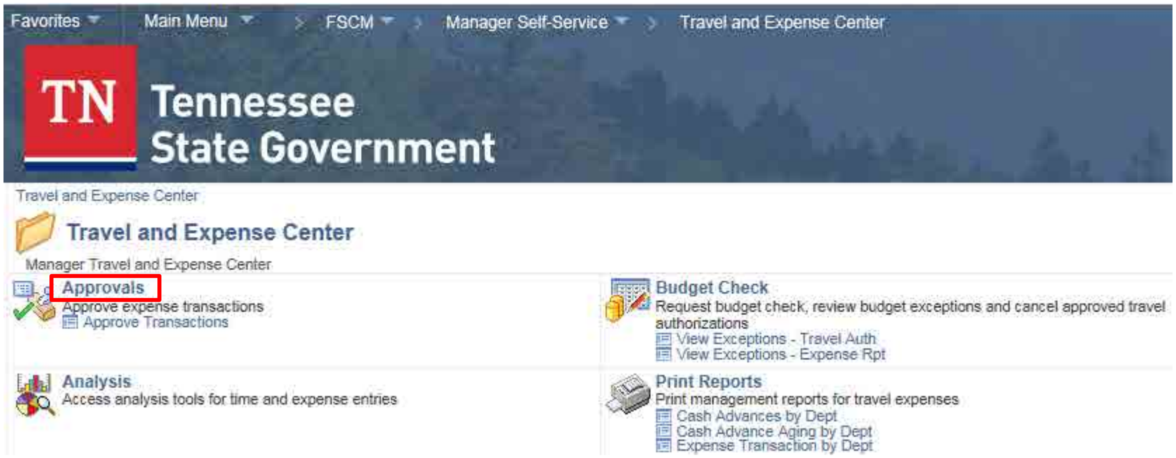
Click the **Manager Self Service** link.

Step 3.

Click the **Travel and Expense Center** link.

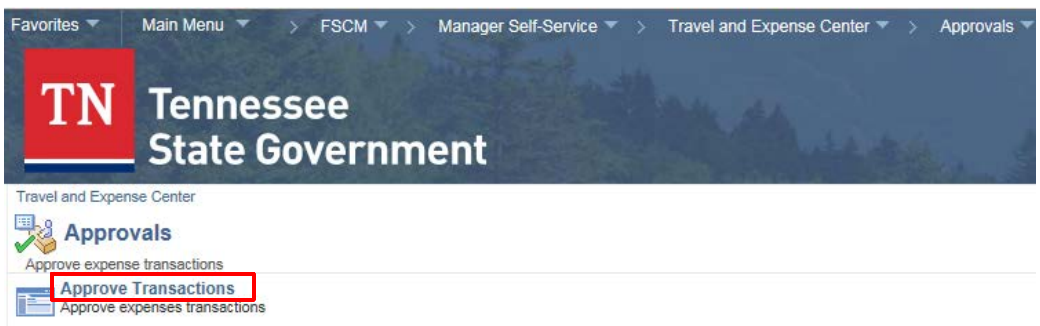
Step 4.

Click the **Approvals** link.



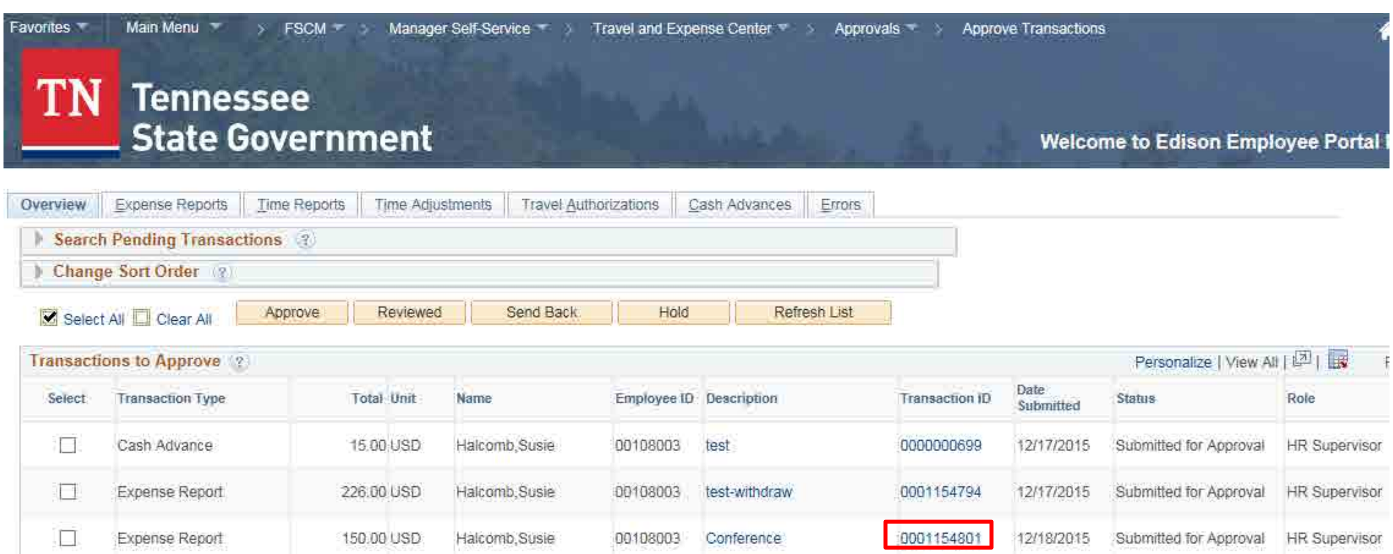
Step 5.

Click the **Approve Transactions** link.



Step 6.

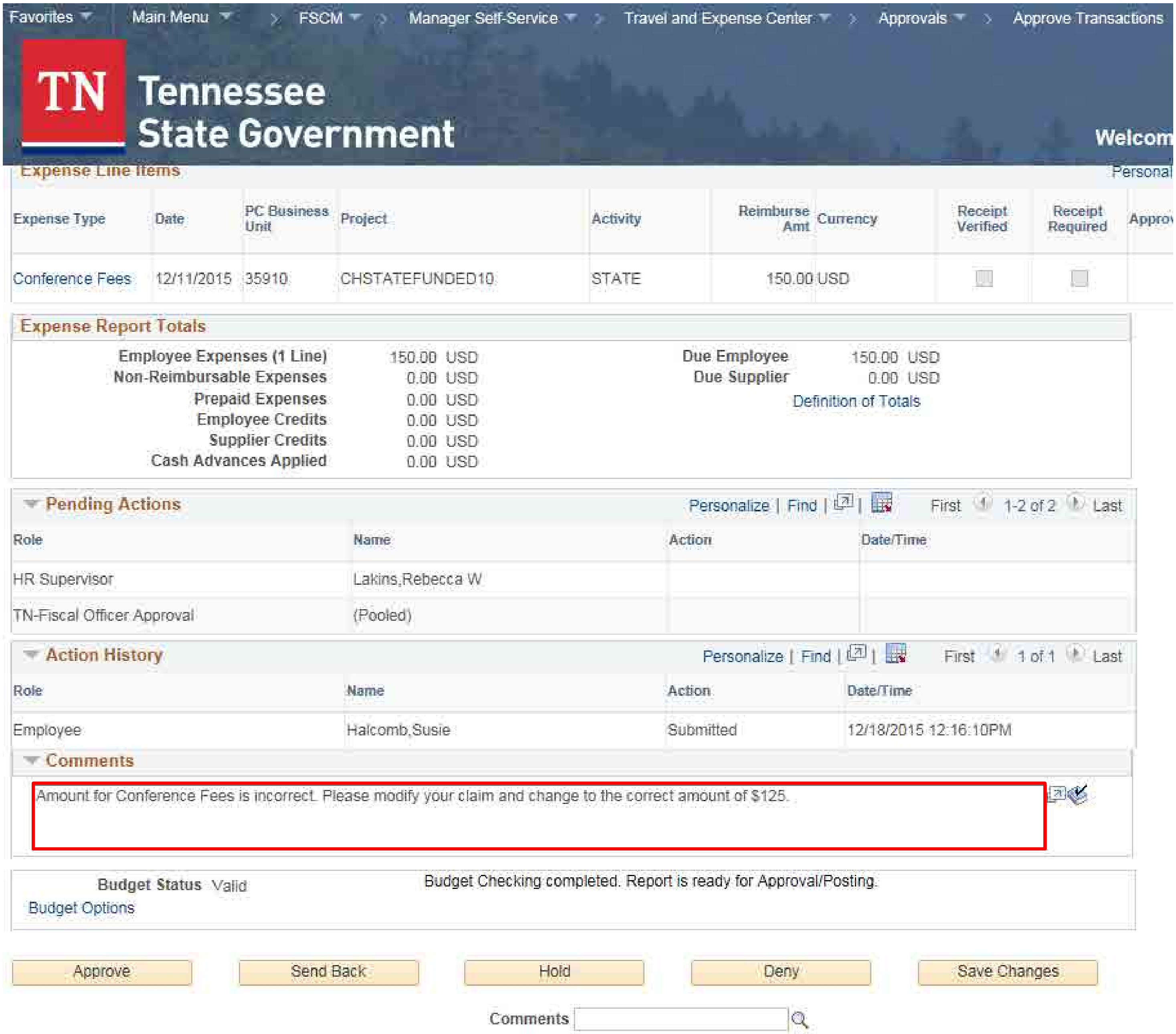
Click on the appropriate **Report ID** (OR **Authorization ID**) under the "**Transaction ID**" column for the claim you are reviewing and approving. This will take you into the claim.



Step 7.

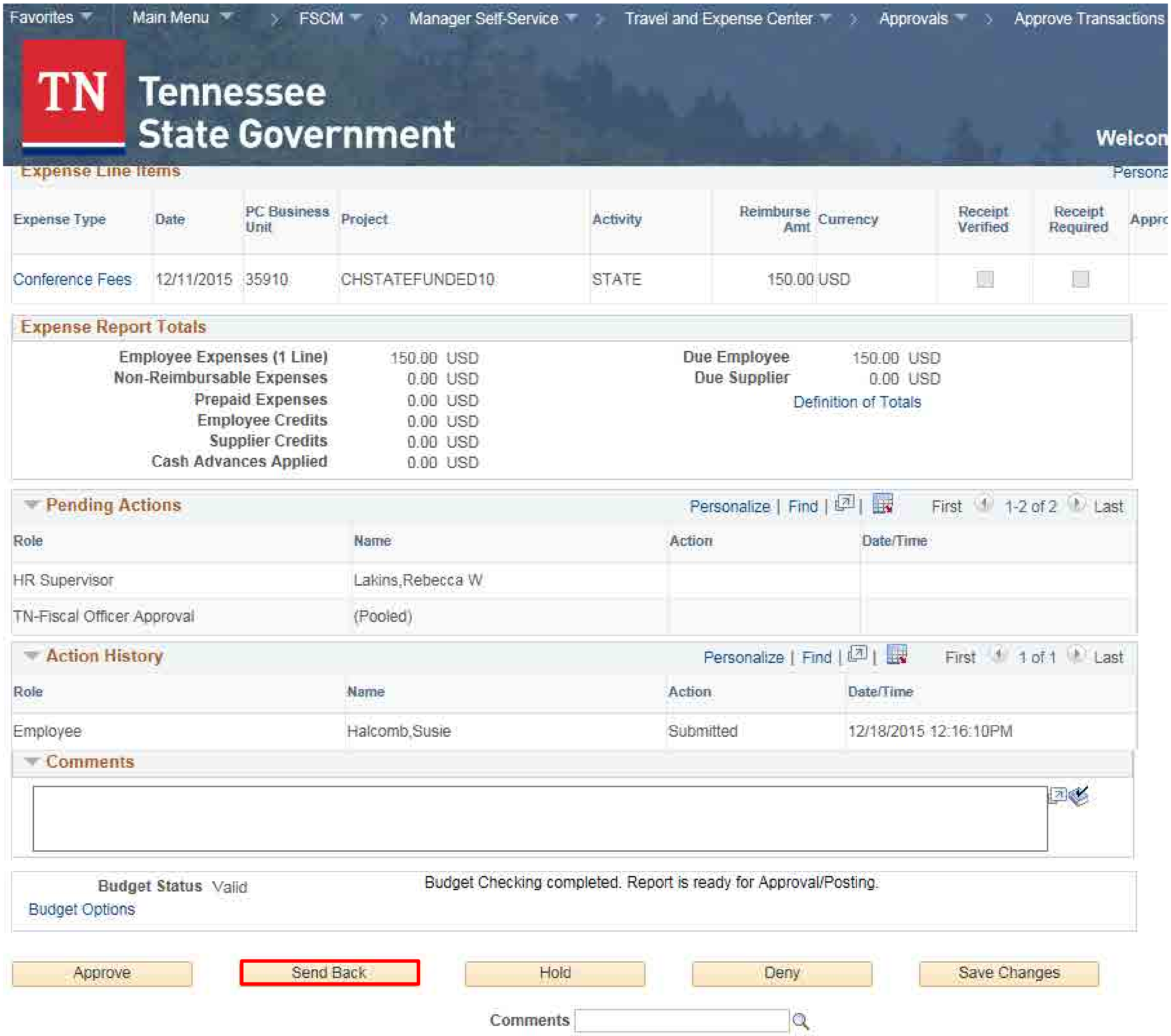
A Comment is required when sending back a travel claim.

Enter a **Comment** in the "**Comments**" box (*located above the budget status section*) explaining why the claim is being sent back to the employee and include any additional details (*revisions the employee needs to make, etc.*).



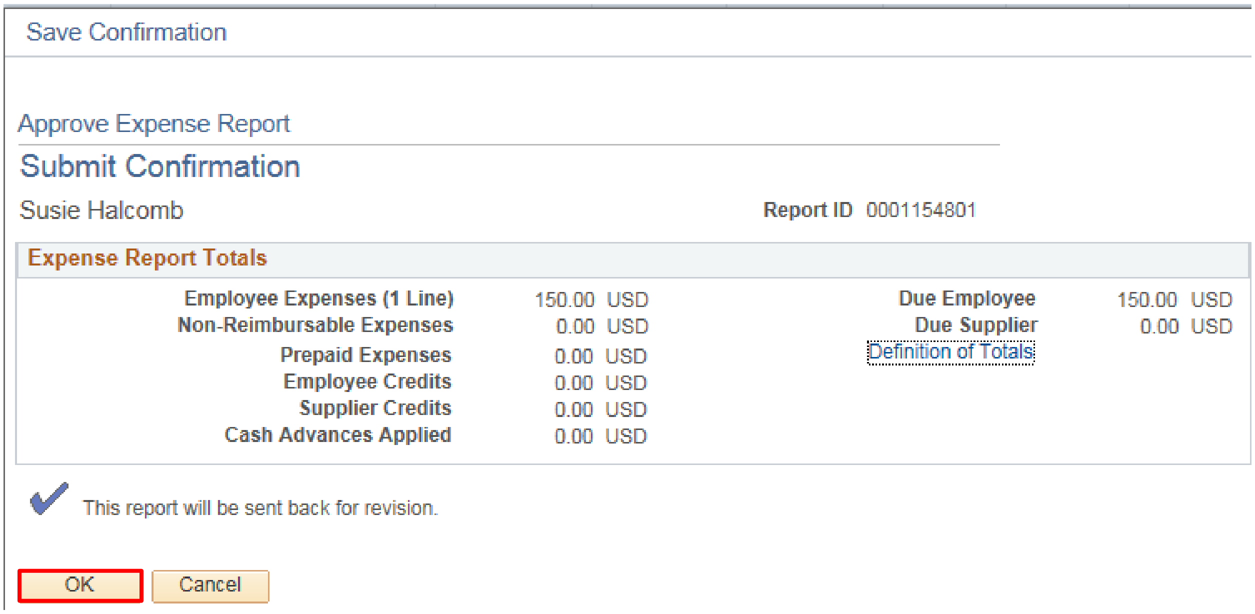
Step 8.

Click the **Send Back** button.



Step 9.

Click the **OK** button. The claim will disappear from your worklist and will return to the employee and allow them to modify.



Step 10.

You have now successfully Sent Back a Travel Claim.

End of Procedure.

Denying a Travel Claim

In this scenario, we will deny an expense report preventing the claim from being modified and resubmitted.

Step 1.

Click the **Main Menu** link and then select **FSCM**.

Step 2.

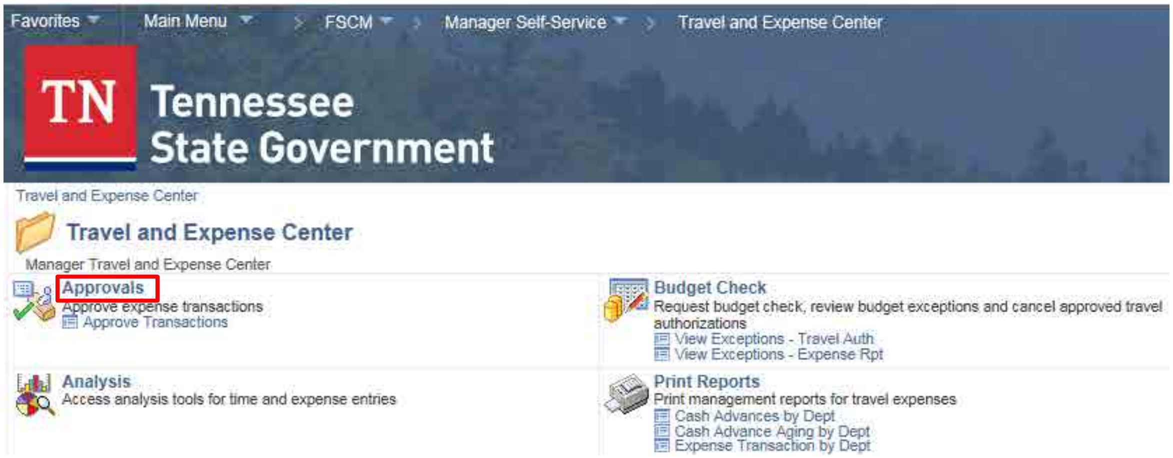
Click the **Manager Self Service** link.

Step 3.

Click the **Travel and Expense Center** link.

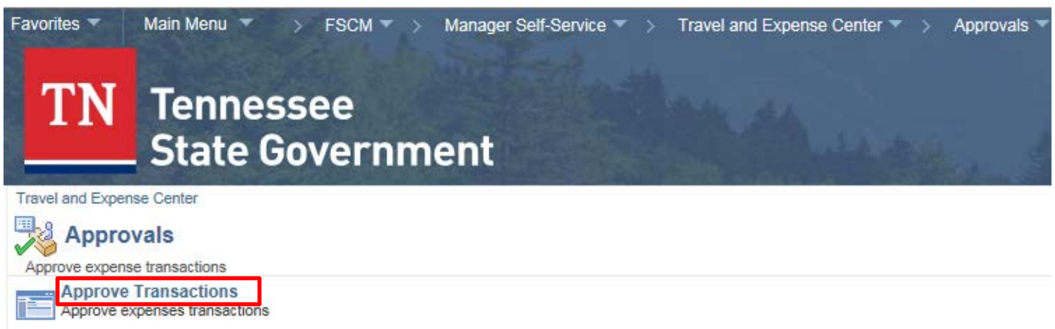
Step 4.

Click the **Approvals** link.



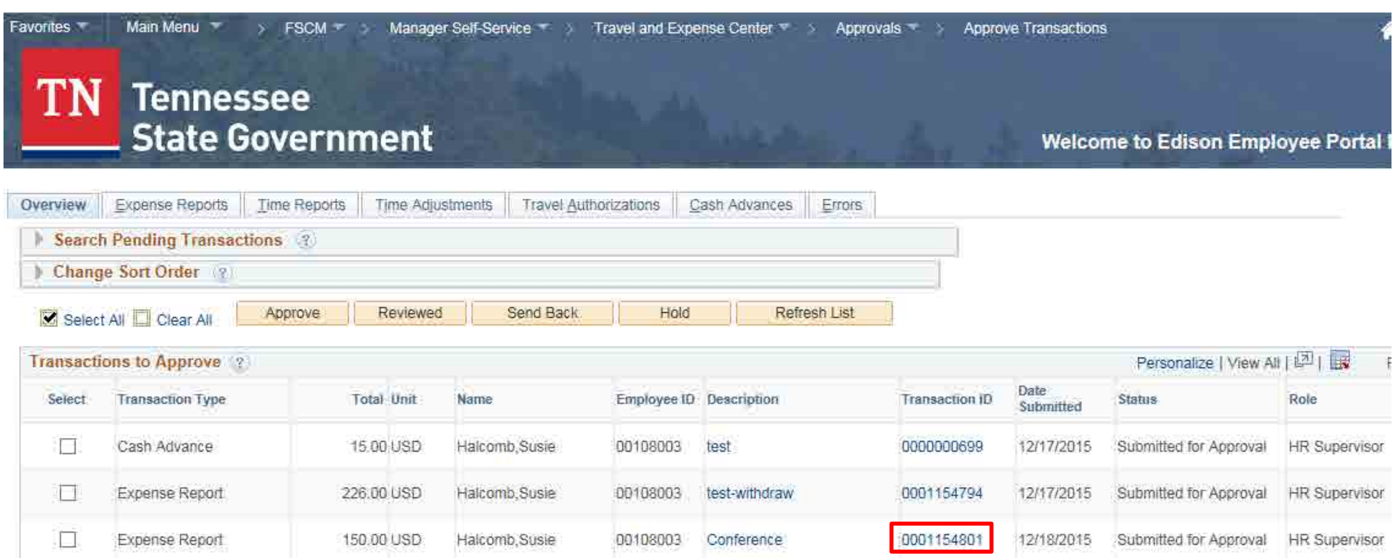
Step 5.

Click the **Approve Transactions** link.



Step 6.

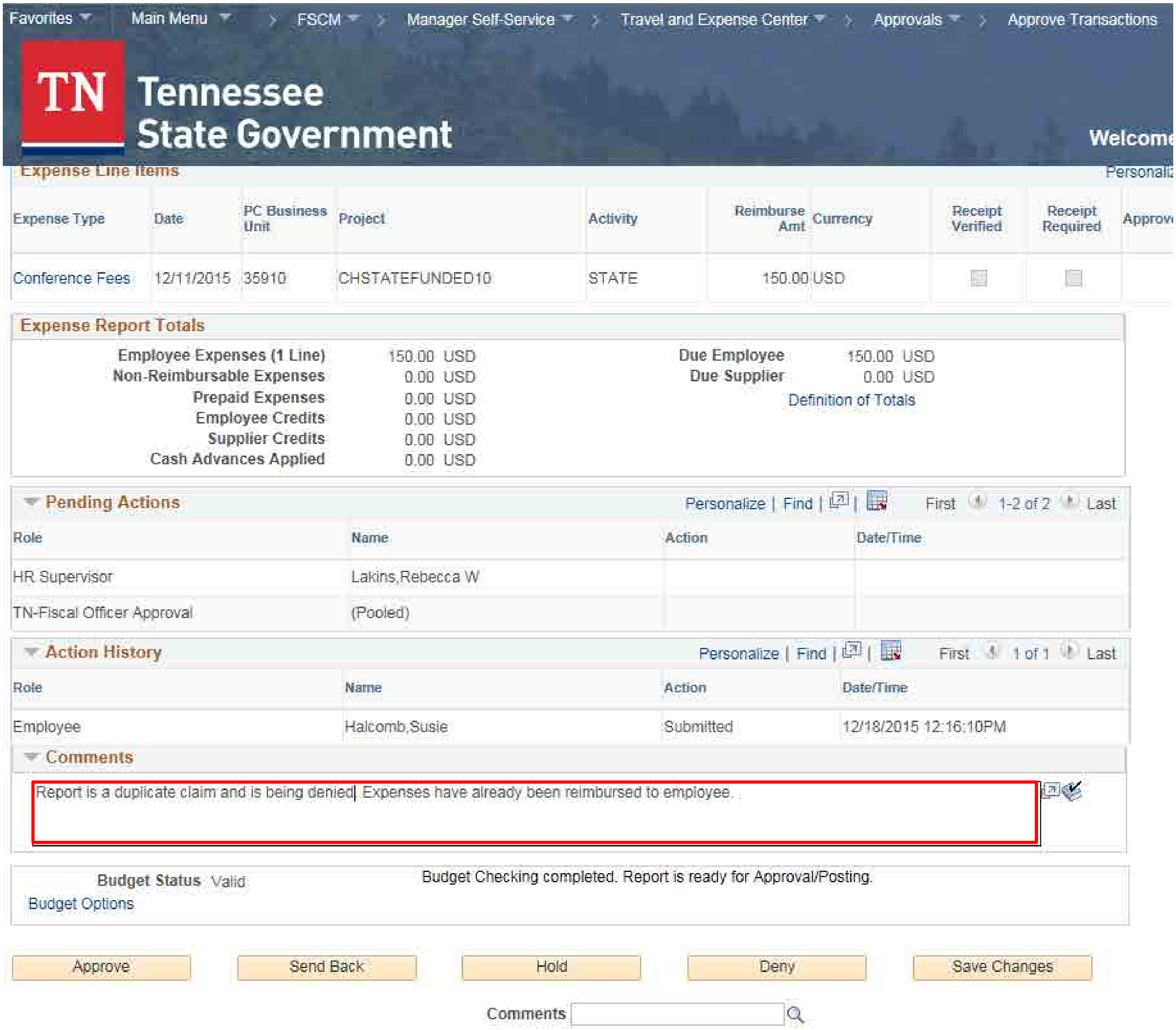
Click on the appropriate **Report ID** (OR **Authorization ID**) under the "**Transaction ID**" column for the claim you are reviewing and approving. This will take you into the claim.



Step 7.

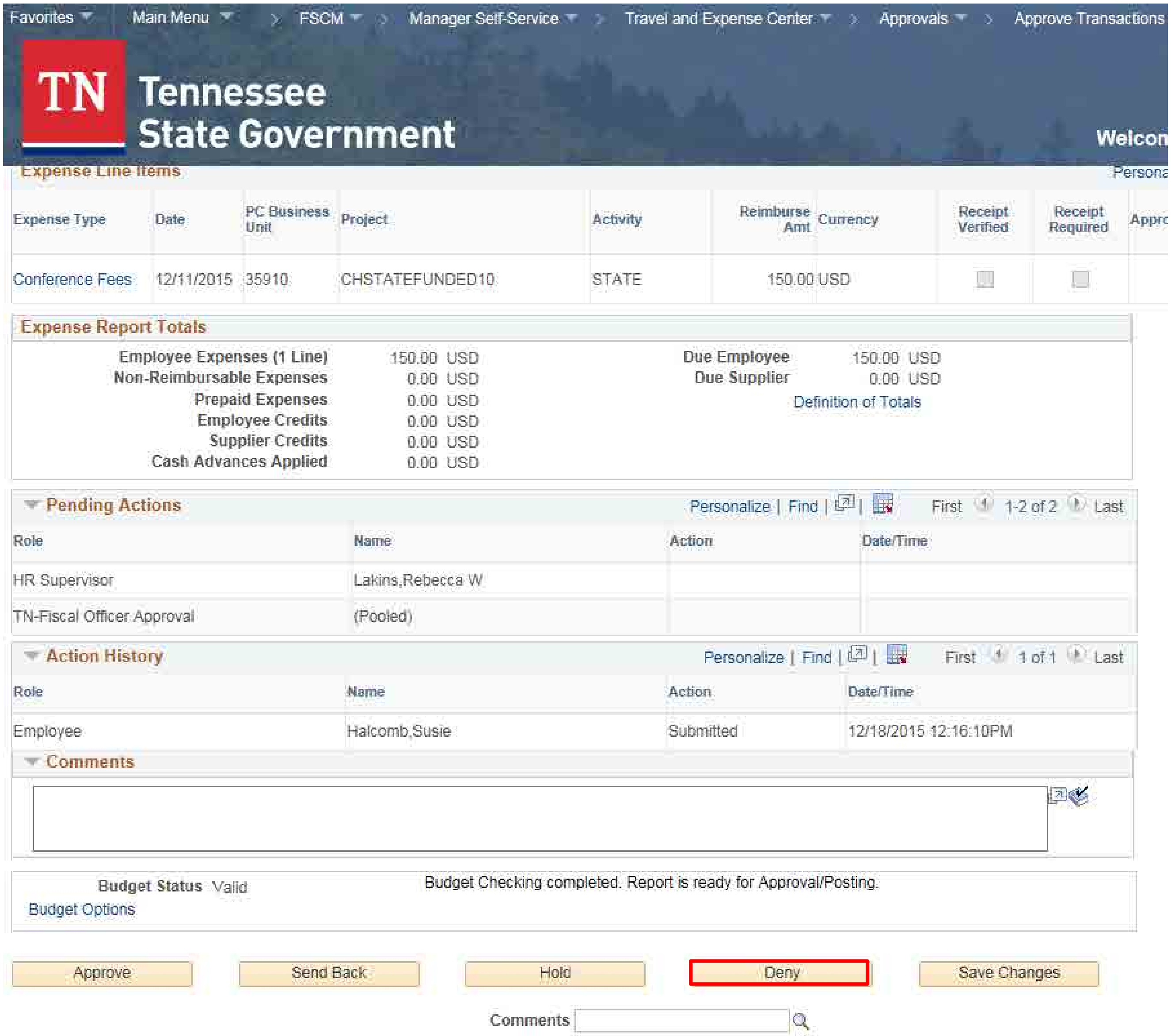
A Comment is required when denying a travel claim.

Enter a **Comment** in the “**Comments**” box (*located above the budget status section*) explaining why the claim is being denied.



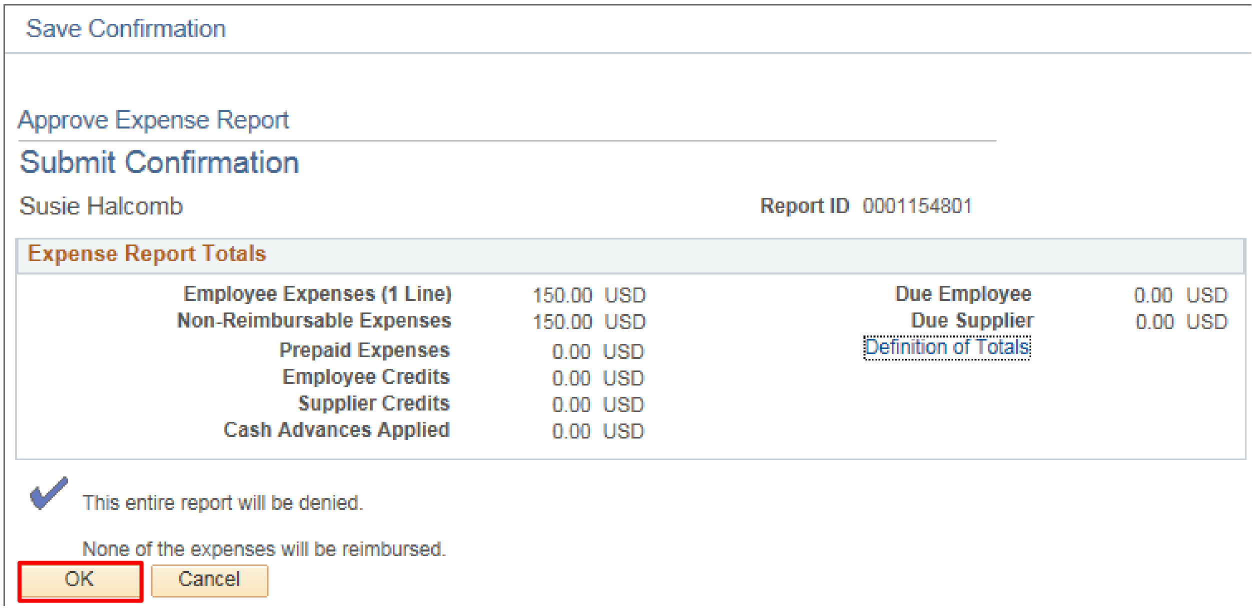
Step 8.

Click the **Deny** button.



Step 9.

Click the **OK** button. The claim will disappear from your worklist and the status will update to **Denied**. The employee <u>cannot</u> modify a claim that is **Denied**.



Step 10.

You have now successfully Denied a Travel Claim.

End of Procedure.

Review Travel Claim with Exceptions

When a travel claim has an exception the claim will display on the **Approve Transactions** page with the **checkbox grayed out** under the "Select" column and a **yellow triangle** on the line.

The approver must drill into the claim to view any exceptions that exist and take action on the claim from a different page. The approver cannot take any action on the claim from the main **Approve Transactions** page.

Step 1.

One example of an exception is "**Duplicates Exist**". A "**Duplicates Exist**" exception means an expense line contains the exact same "**Date**", "**Expense Type**", "**Payment Type**", and "**Amount**" on another expense line for the same claim OR a different claim.

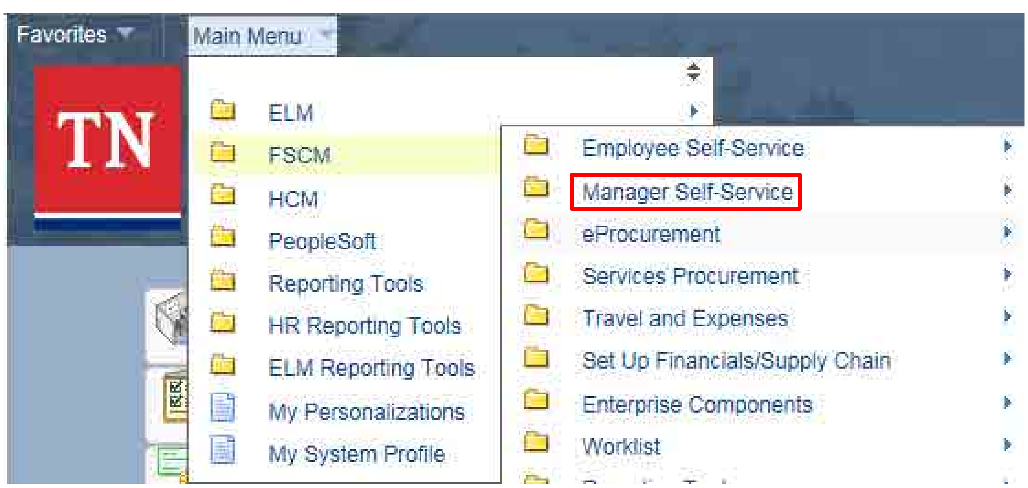
In this scenario we will be demonstrating an expense report with a "**Duplicates Exist**" exception.

Step 2.

Click the **Main Menu** link and then select **FSCM**.

Step 2.

Click the **Manager Self Service** link.

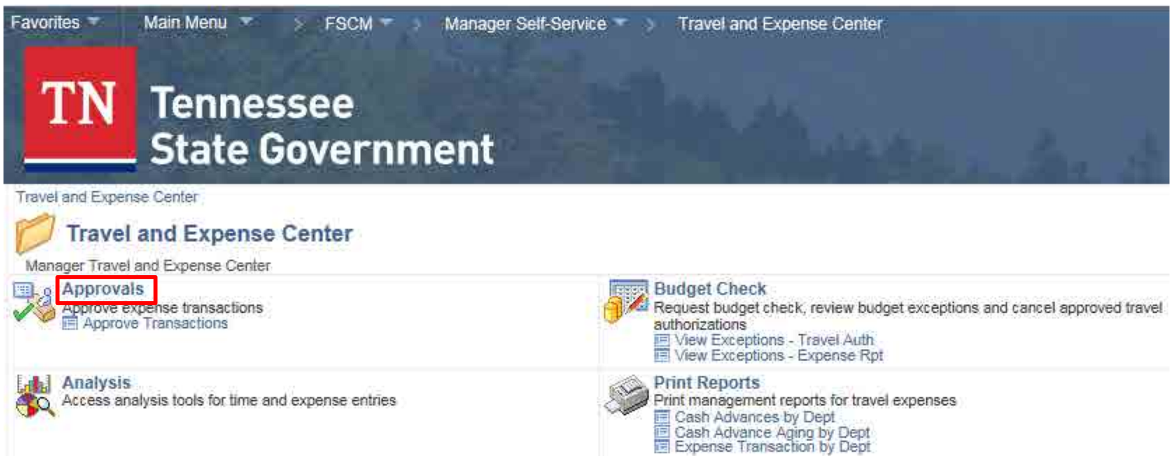


Step 3.

Click the **Travel and Expense Center** link.

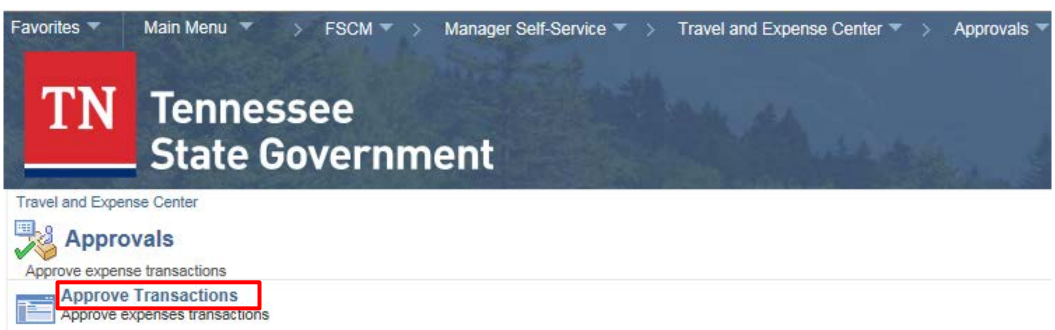
Step 4.

Click the **Approvals** link.



Step 5.

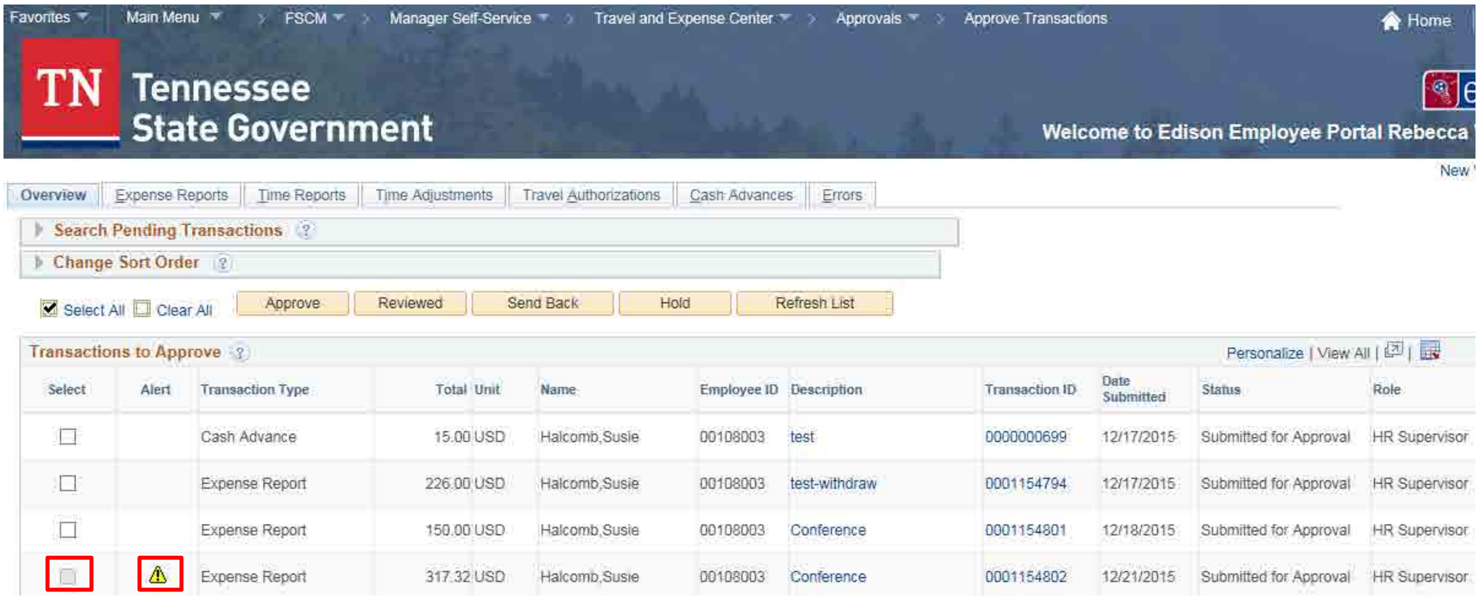
Click the **Approve Transactions** link.



Step 6.

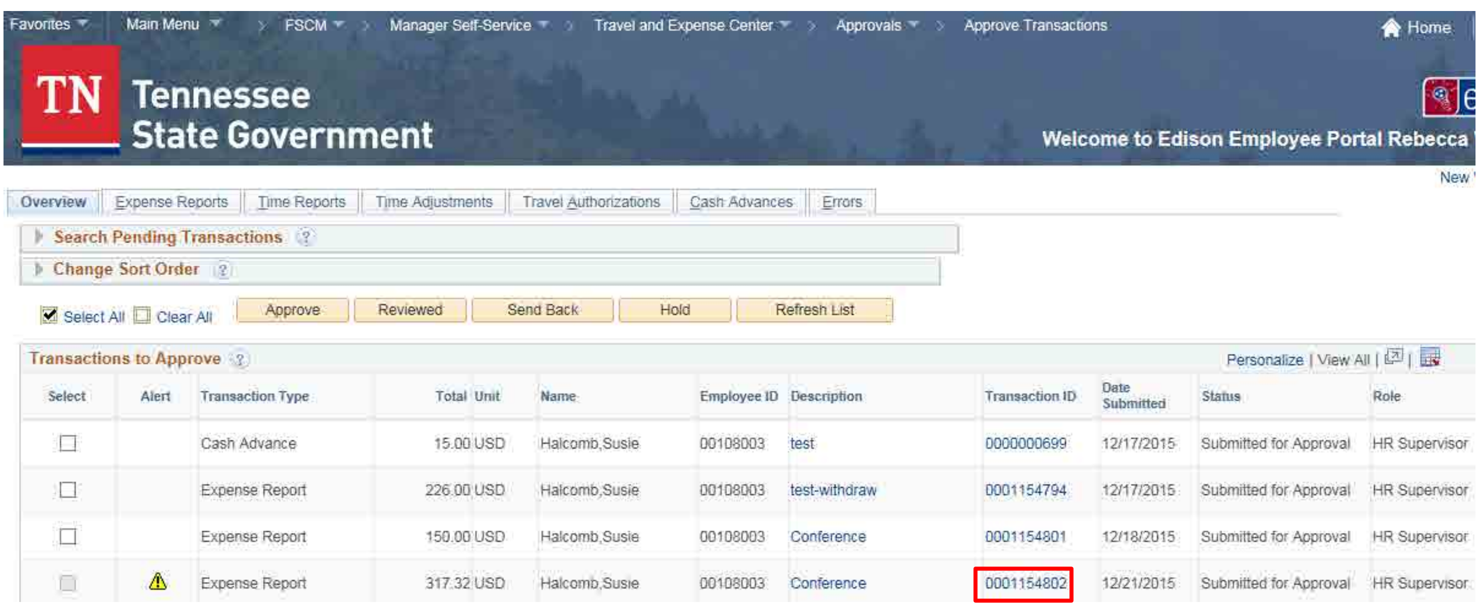
Under the “**Select**” column the **checkbox is grayed out** preventing you from selecting the box. Additionally, a **yellow triangle** appears on the line alerting you to a potential issue.

The claim cannot be approved on this page, and you will need to check to verify if there is an exception on the claim.



Step 7.

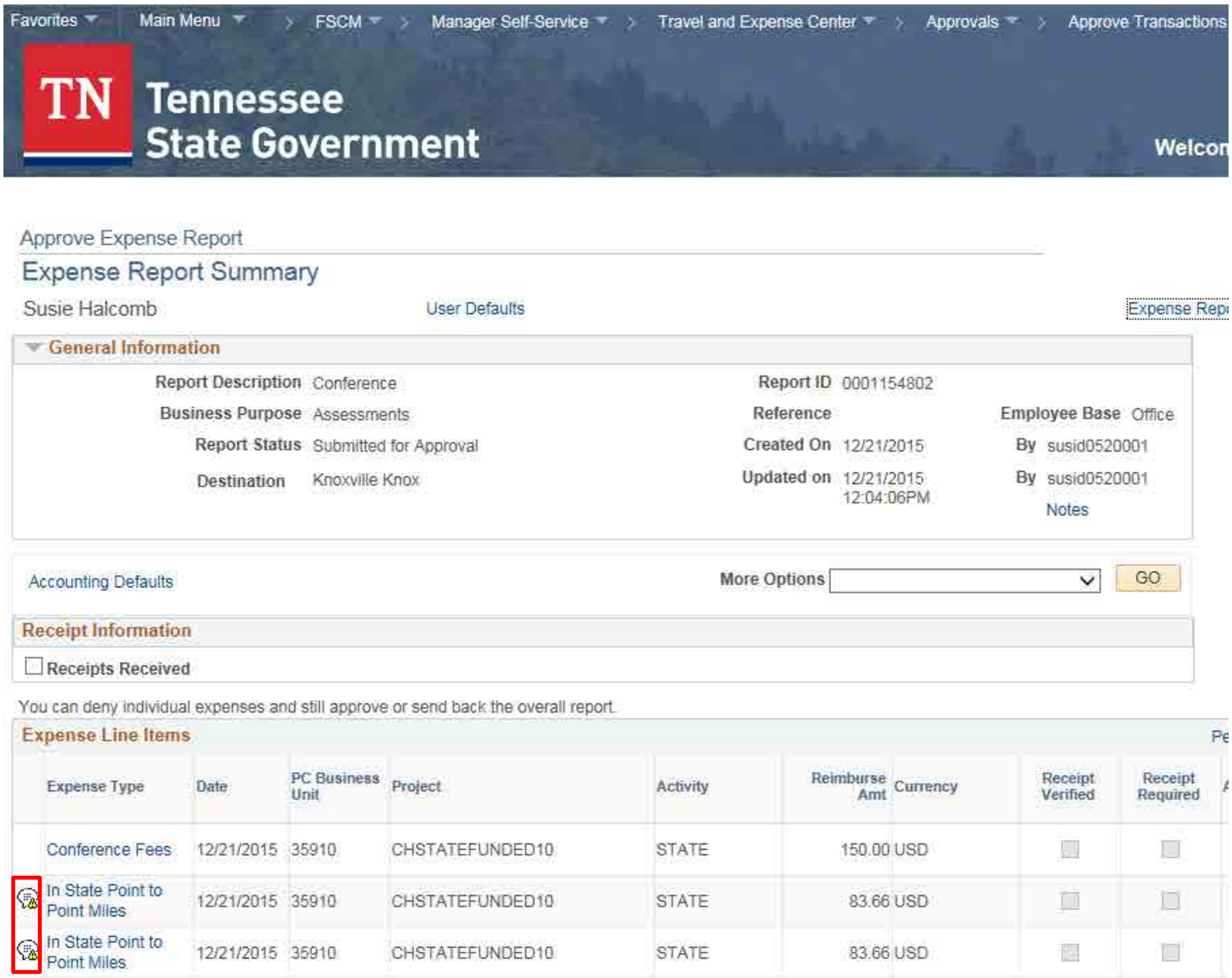
Click on the appropriate **Report ID** (**Authorization or Advance ID**) under the “**Transaction ID**” column for the claim you are reviewing and approving. This will take you into the claim.



Step 8.

For this scenario, since there are duplicate exception lines on this claim **exception bubbles** appear beside the lines to show the approver there is an exception.

NOTICE: *Both of these lines have duplicate exception line bubbles due to the "**Date**", "**Expense Type**", "**Payment Type**", and "**Amount**" being the exact same on both lines.*

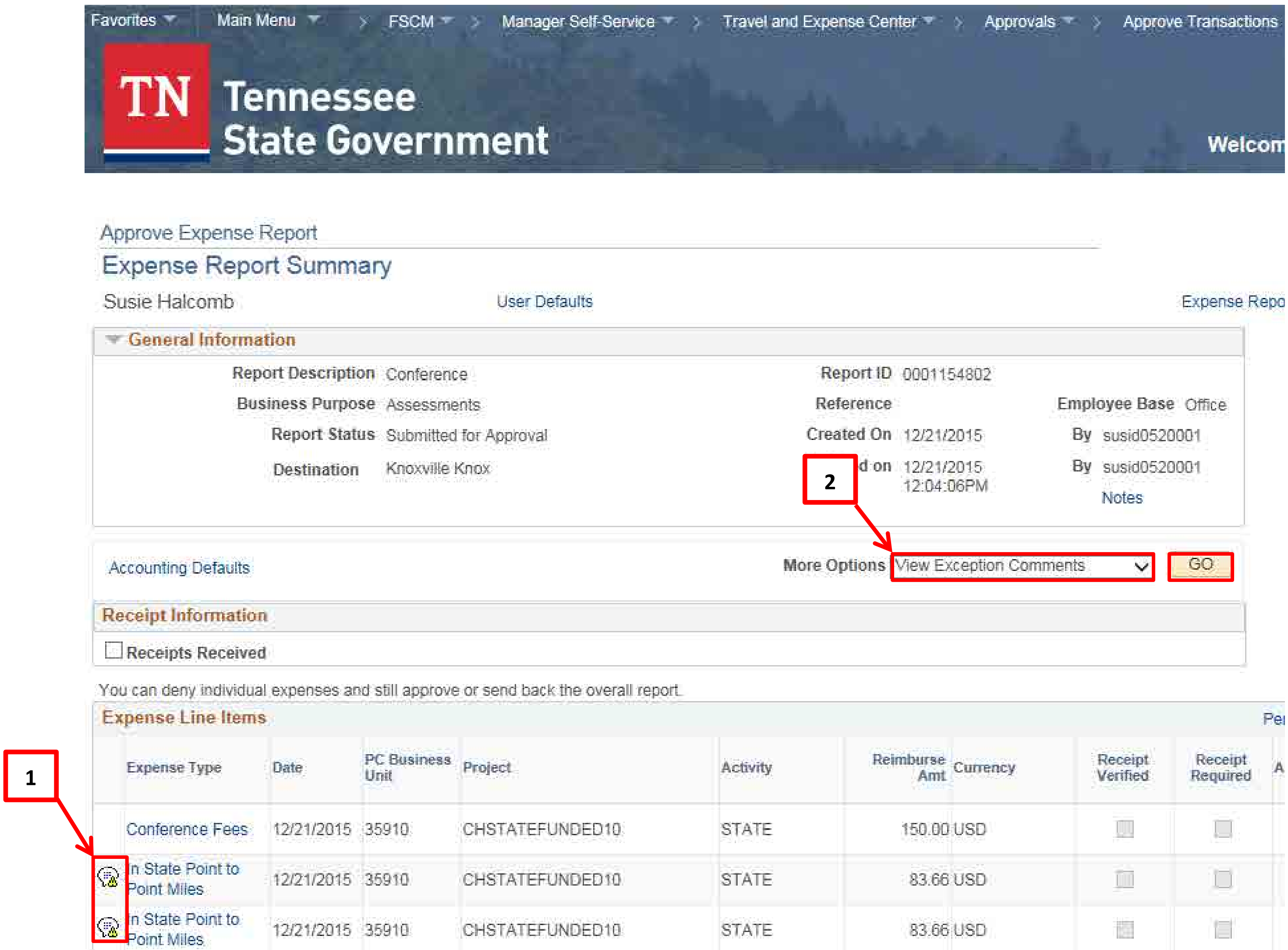


Step 9.

There are two ways an approver can access viewing exception comments. Both take the approver to the same page.

Use one of the options listed below to view exception comments.

1. Click on the **Exception Bubbles** icon
2. Select the dropdown beside "**More Options**" and choose, "**View Exception Comments**". Click "**Go**".



Step 10

On the **View Exception Comments and Risks** page each line on the claim is listed and what exception exists (if any) under the "**Exception**" column. The "**Comment**" column explains why the line has this particular exception.

A "**Duplicates Exist**" exception is generated to alert the approver that there is a possibility the expense has already been paid on a different claim. The system is wanting the approver to **view the exception to verify if the expense should still be paid**.

NOTICE: *In the "**Comment**" column for our scenario it explains the line is a duplicate of the same report id. This means the same claim has the duplicate line. If a different claim has the same line it will display a different id.*

Approve Expense Report

View Exception Comments and Risks

Report ID 0001154802

General Information

Report Description Conference

Business Purpose Assessments

Reference

Exception Information

Line		Exception	Comment
1	Conference Fees	None	No exceptions associated with this line.
2	In State Point to Point Miles	Duplicates Exist	Expense line is a duplicate of Line 3, Sheet Id 0001154802. Date 2015-12-21, Amt Spent 83.66 USD.
3	In State Point to Point Miles	Duplicates Exist	Expense line is a duplicate of Line 2, Sheet Id 0001154802. Date 2015-12-21, Amt Spent 83.66 USD.

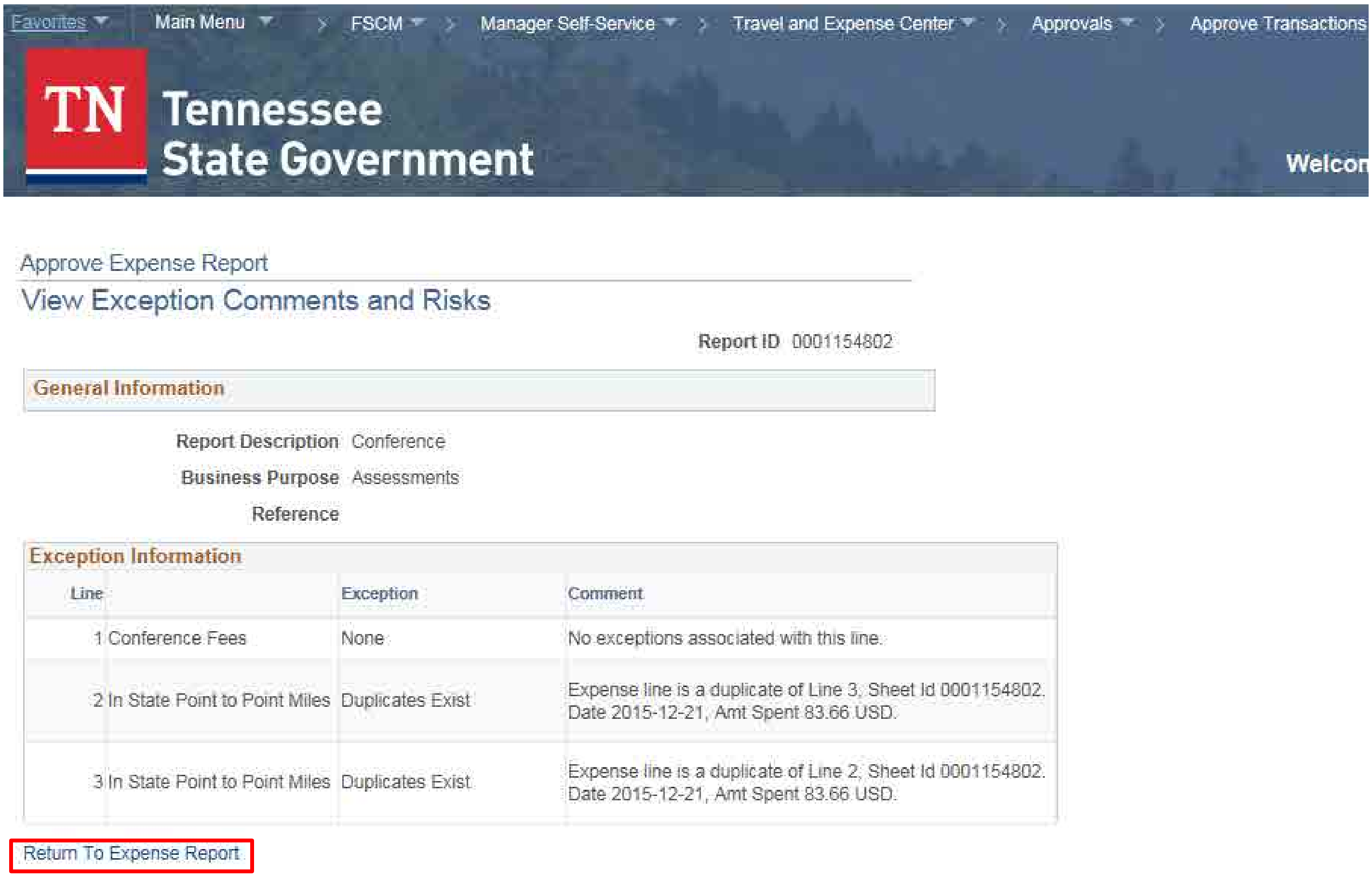
Return To Expense Report

Step 11.

Note: *In some cases a claim may display an exception, but after reviewing it is discovered that no true issue exists and the claim should still be paid.*

In our scenario, the report has a duplicate line of another on the same report. After reviewing the expenses on both lines we discovered on one line the employee traveled to their destination, and the other line the employee returned on the same day. The employee has not been reimbursed for either expense line yet and the claim should still be paid.

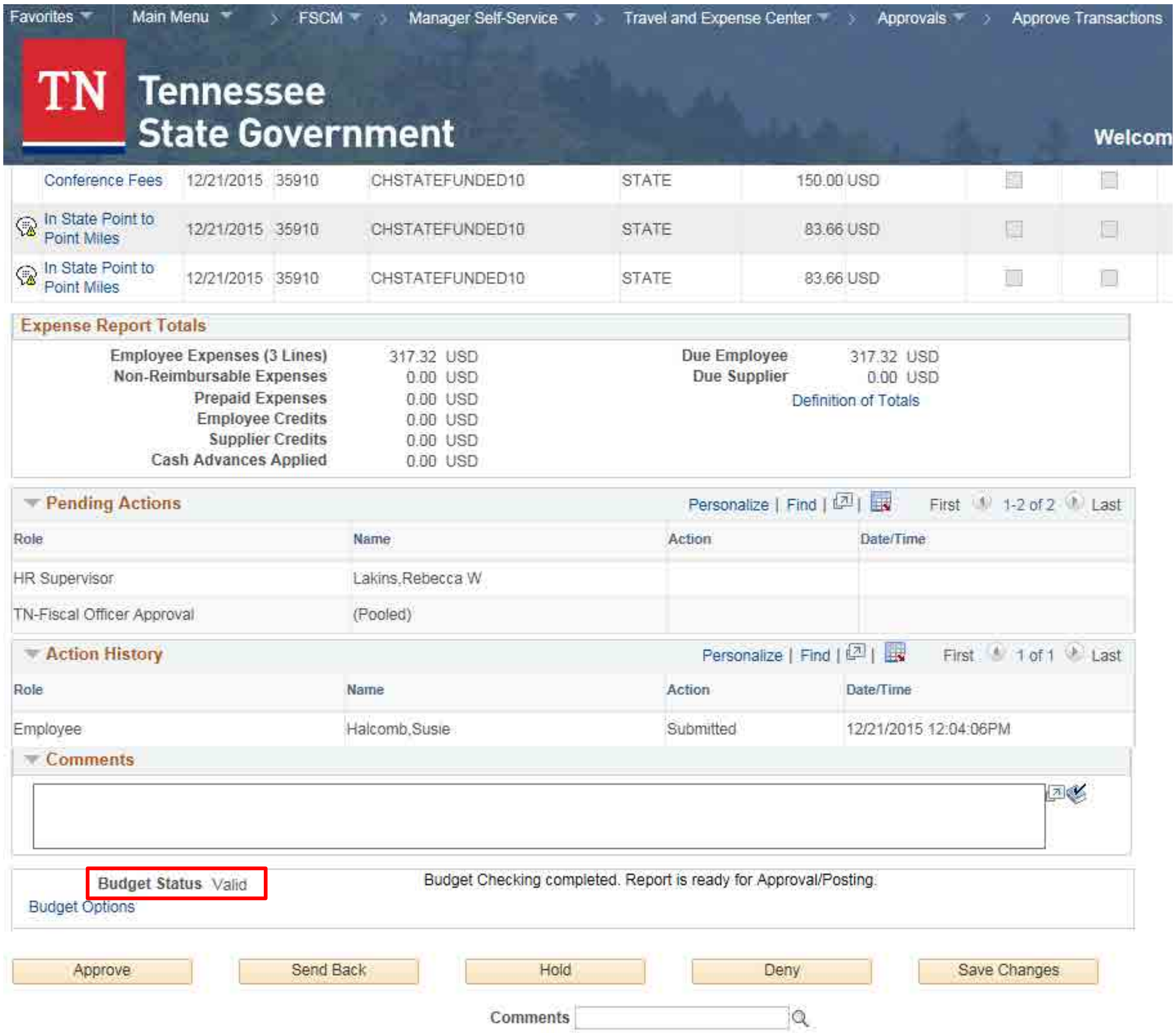
After viewing the exception comments, click the “**Return to Expense Report**” link.



Step 12.

Scroll to the bottom of the page and verify the budget status is "**Valid**". If the claim has a budget status of "**Not Budget Checked**", please see the **Budget Checking Travel Claims** section in this manual.

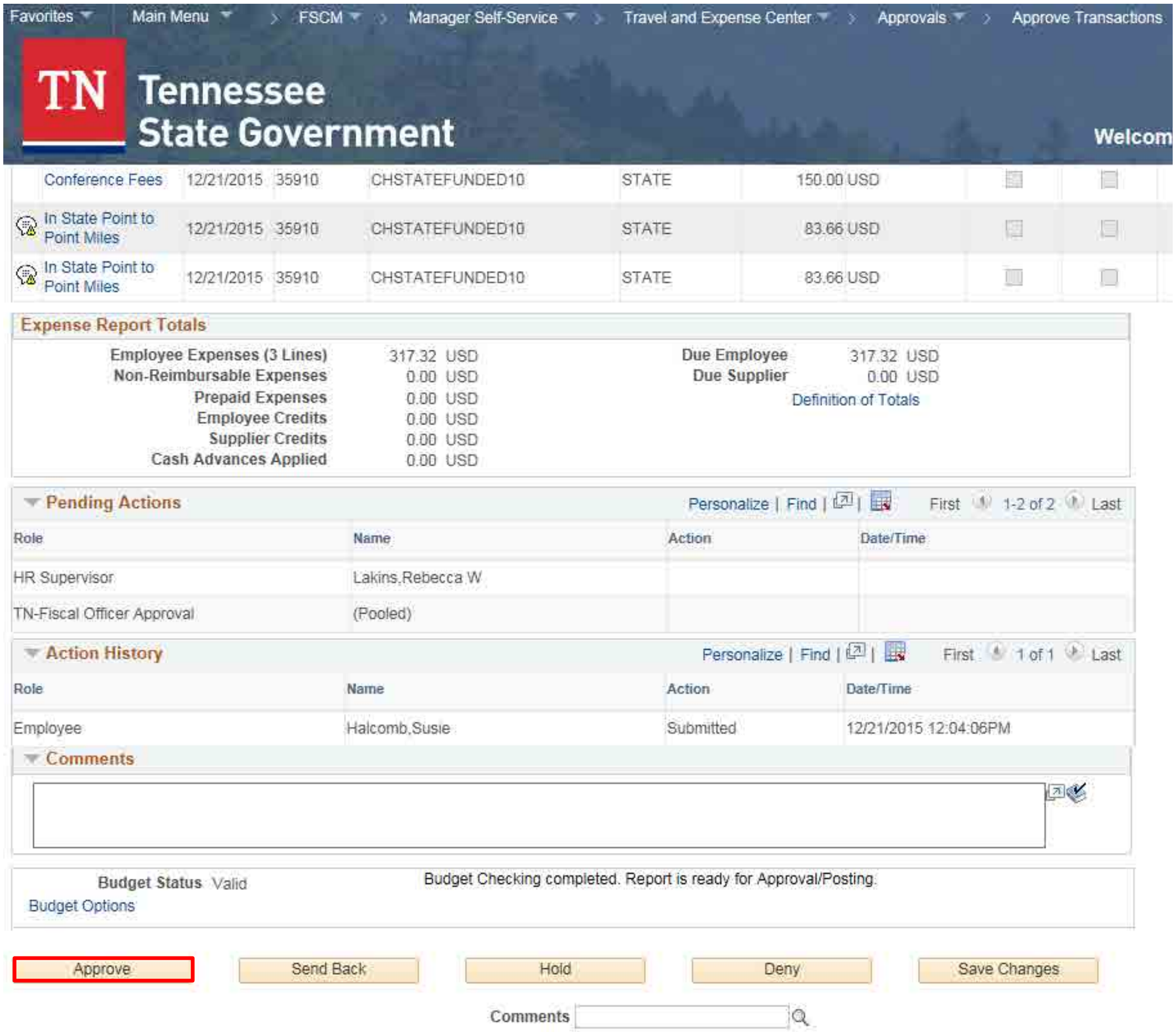
NOTICE: *The "Approve" button will be grayed out if the claim has not been budget checked. The claim must be budget checked prior to approval.*



Step 13.

If the travel claim should still be approved (*no true issues were found*), or needs to be sent back or denied, then scroll to the bottom of the page and click the "**Approve**", "**Send Back**", OR "**Deny**" button.

In our scenario, the report has no true issues and needs to be approved. Scroll to the bottom of the page and click the "**Approve**" button.



Step 14.

You have now successfully viewed and approved a travel claim with exceptions.

End of Procedure.

View Budget Exceptions on Travel Claims

For research purposes an approver can view budget exceptions on expense reports and travel authorizations if they have the **Report ID or Authorization ID** for the report that currently has a **budget error**.

Note: *The budget error can only be viewed if the claim is still remaining on the approver's worklist.*

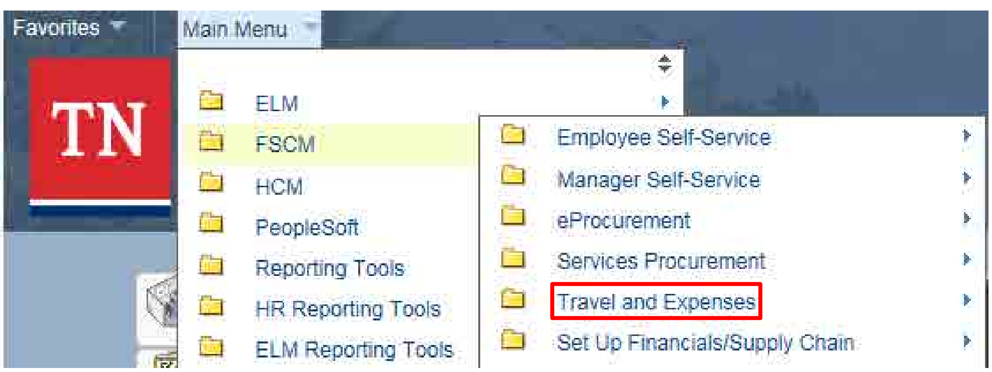
To have access to view budget exceptions on travel claims you must have the Travel Inquiry role.

Step 1.

Click the **Main Menu** link and then select **FSCM**.

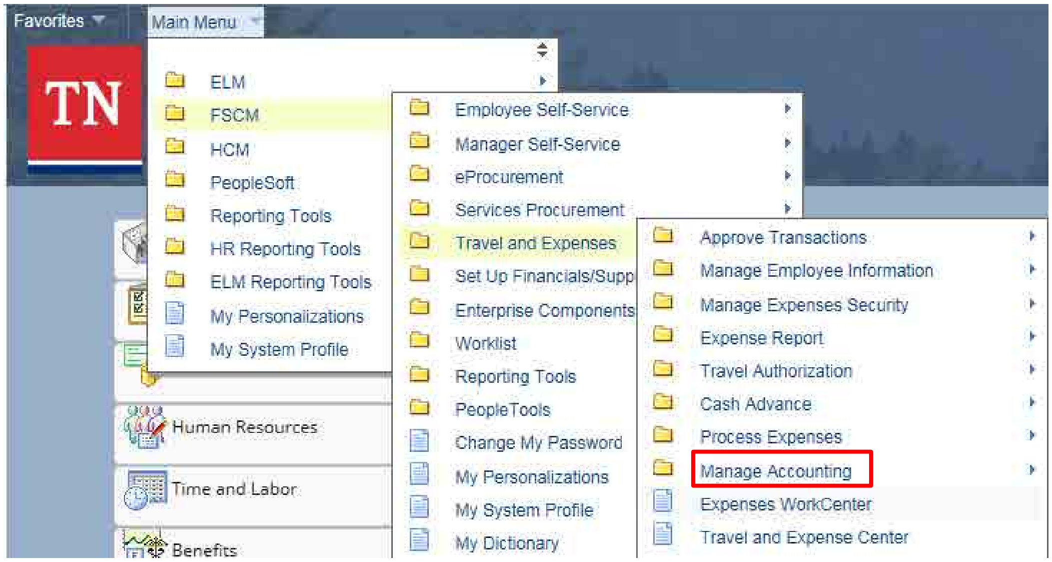
Step 2.

Click the **Travel and Expenses** link.



Step 3.

Click the **Manage Accounting** link.

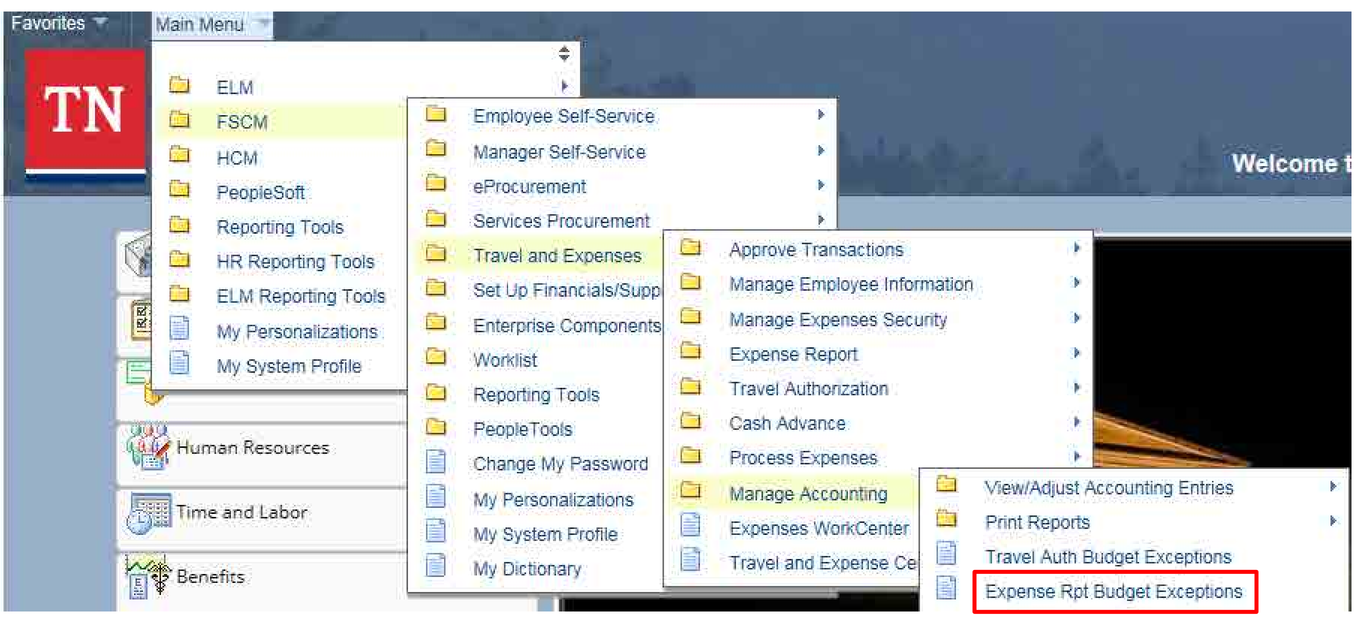


Step 4.

To view Budget Exceptions on a **travel authorization**, click on the **Travel Auth Budget Exceptions** link.

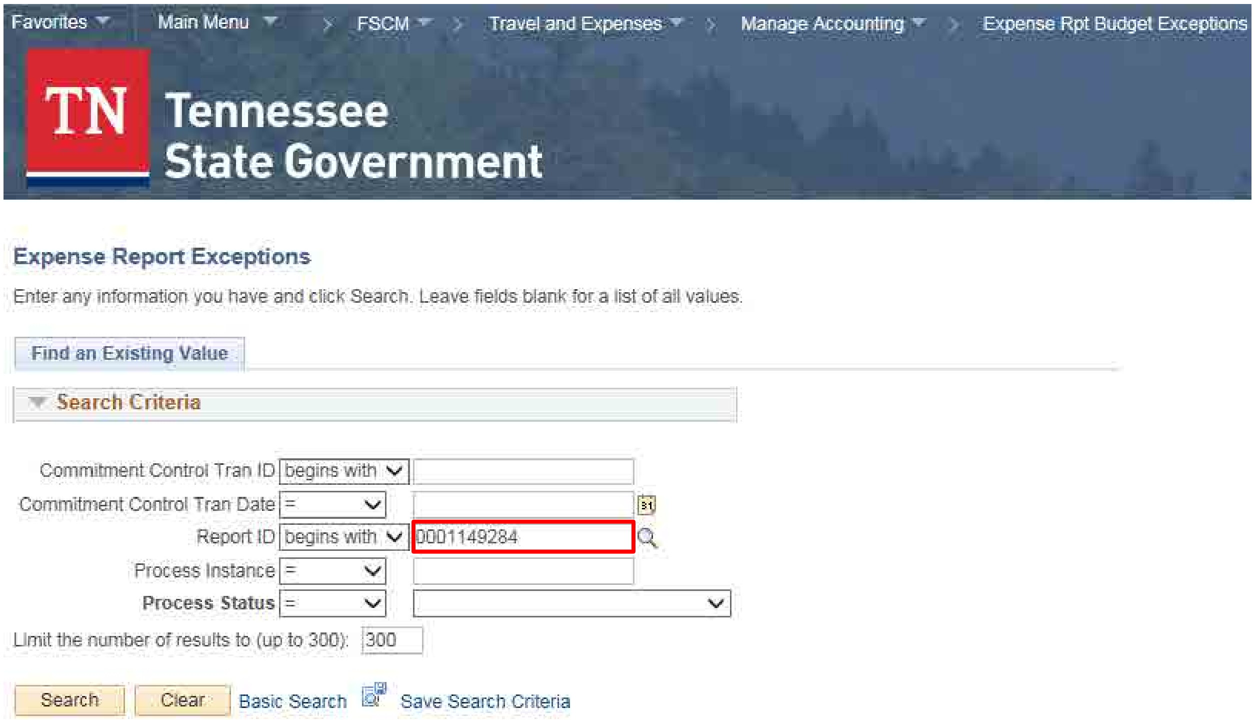
To view Budget Exceptions on an **expense report**, click on the **Expense Rpt Budget Exceptions** link.

For this scenario, we will look at a budget exception on an **expense report**. Click on the **Expense Rpt Budget Exceptions** link.



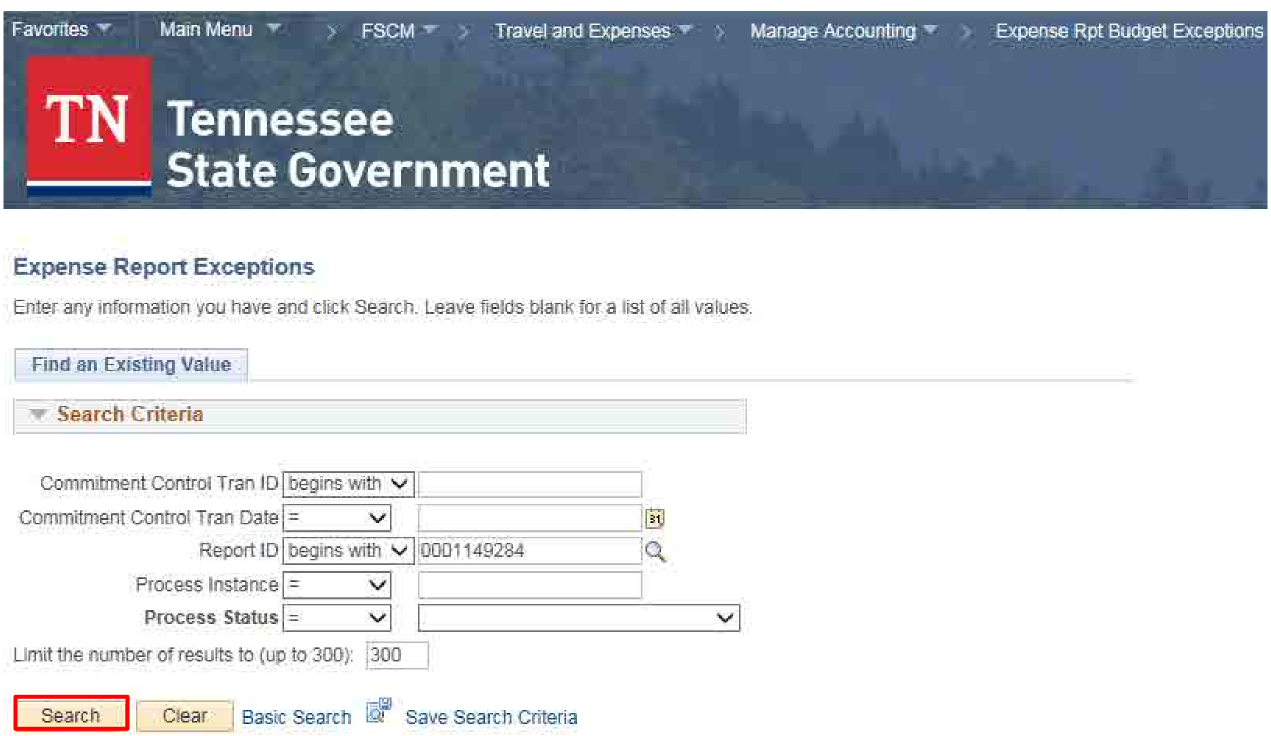
Step 5.

Enter a **Report ID** for an expense report that currently has a budget exception.



Step 6.

Click **Search** button.



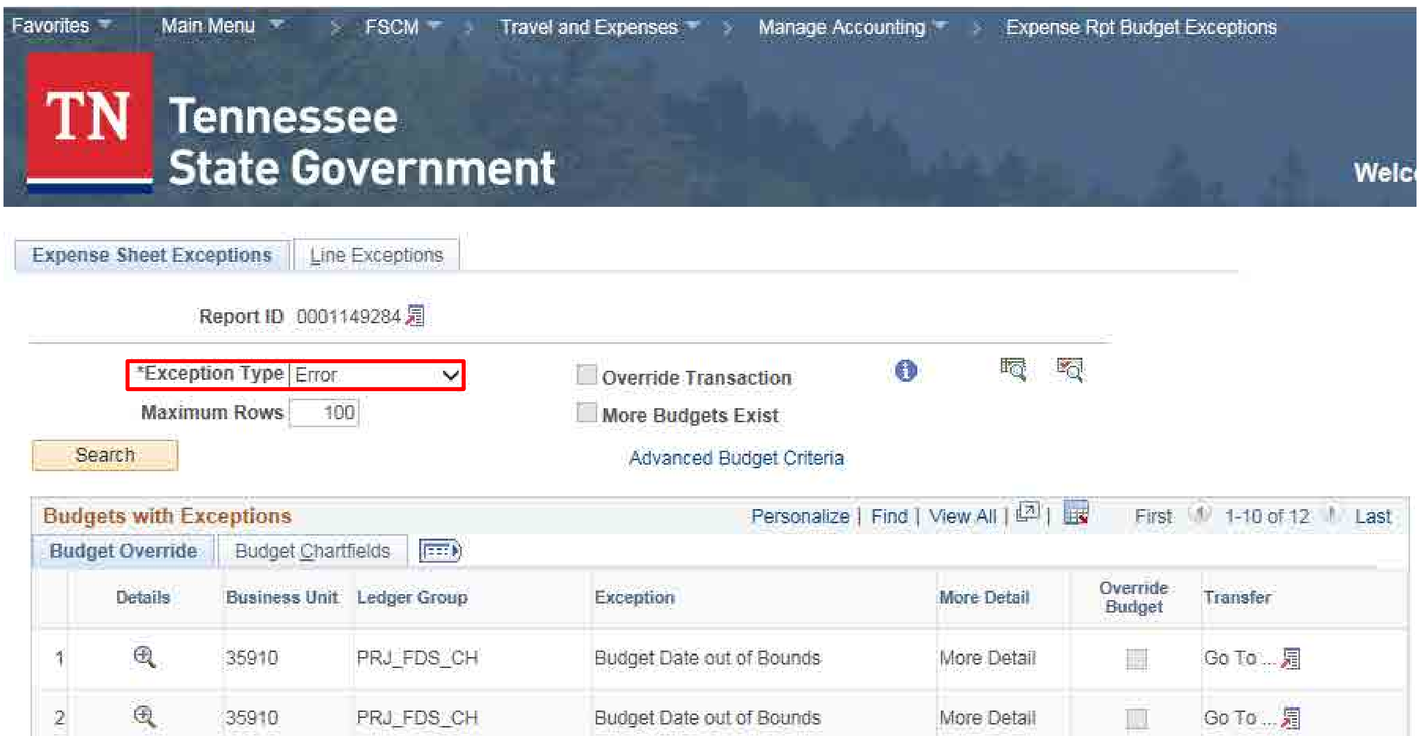
Step 7.

Review the **Exception Type** to confirm the exception is an issue.

- If the travel claim has an **Exception Type** of "**Warning**", then this is <u>not an issue</u> and the claim can still be approved while in a Warning budget status.

- If the travel claim has an **Exception Type** of "**Error**", then this is <u>is an issue</u>. Review the "Budget Error Guidelines" provided after this step, and then contact your Agency's Budget Department and/or Fiscal Office to locate a resolution for the issue.

In this scenario, the **Exception Type** for the expense report is in "**Error**". This is an issue and we must review the budget exception to determine the cause of issue.



Budget Error Guidelines

Review the budget exception to determine the cause for the error. The following **budget exceptions** are explained in greater detail below.

Budget Date Out of Bounds

The **budget date** for the travel claim is not in-between the **start** and **ending dates** for the **Project ID** used on the expense line distribution. A new Project ID may need to be used where the budget date will fall in-between the start and end dates to resolve the issue.

Note: *Contact your Agency's Budget Department and/or Fiscal Office for guidance.*

Exceeds Budget Tolerance

The combination of accounting chartfields (department, fund, account, project, etc.) used on the claim are **over budget** (your budget is overspent). You may need to change one or more of the accounting chartfield values used on the expense line(s) or add more funds to the budget to resolve the error.

Note: *Contact your Agency's Budget Department and/or Fiscal Office for guidance.*

No Budget Exists

A **budget has not been set up** for the combination of accounting chartfields (department, fund, account, project, etc.) used on the travel claim.

Note: *Contact your Agency's Budget Department and/or Fiscal Office for guidance.*

Ref'd Doc Has Been Finalized

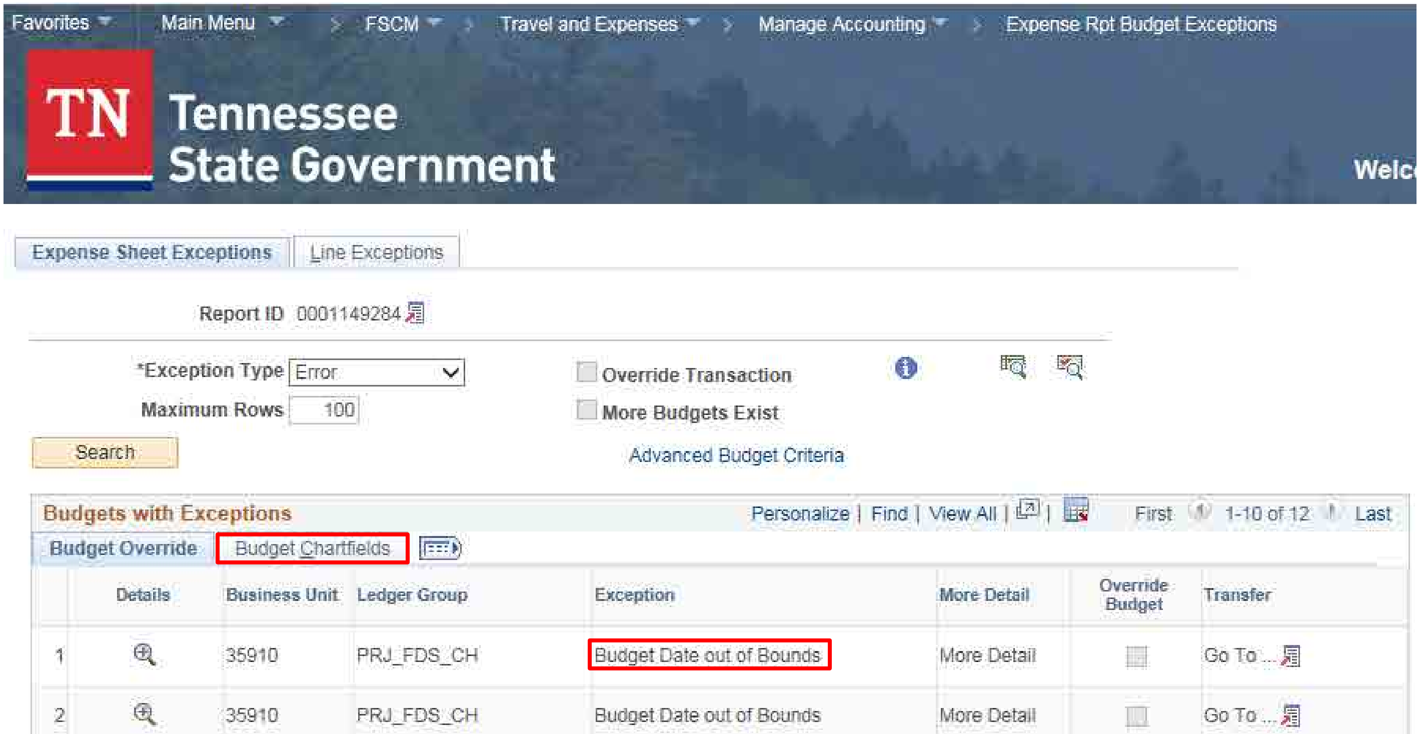
The system has experienced issues linking the expense lines from the expense report to the associated travel authorization to liquidate the authorization.

Note: *Contact the Edison Help Desk (615-741-4357) for guidance.*

Step 8.

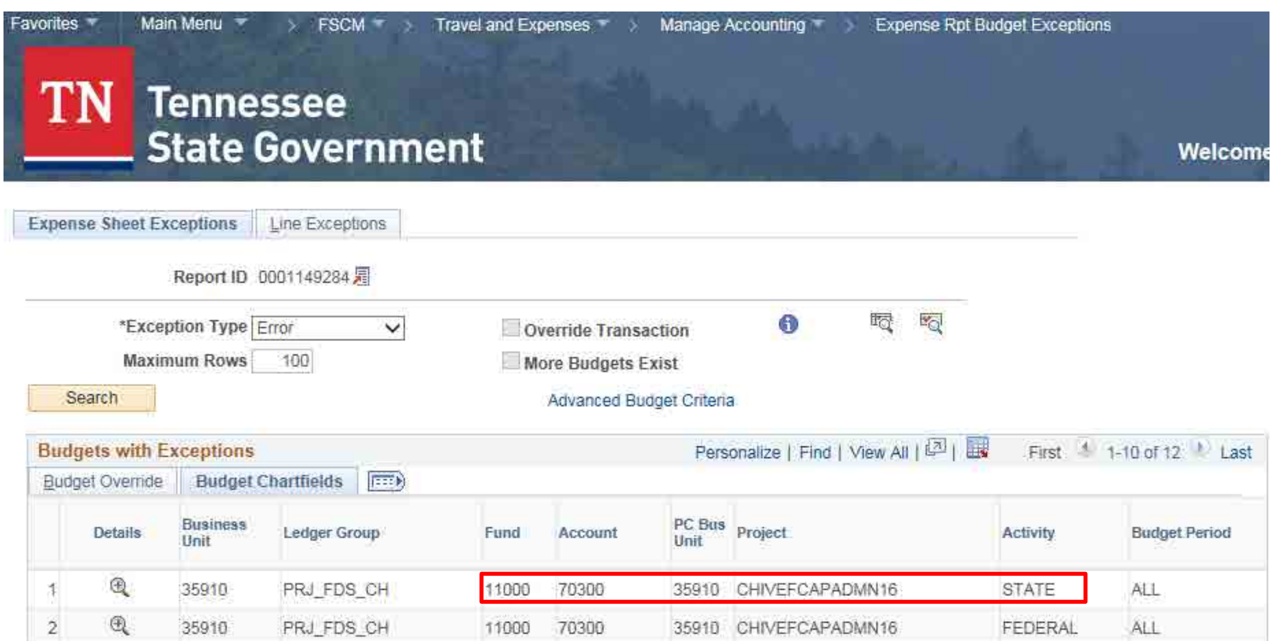
For this scenario, the expense report has a **budget exception** of "**Budget Date Out of Bounds**".

Click on the **Budget Chartfields** tab to view the accounting chartfields from the expense line causing the error.



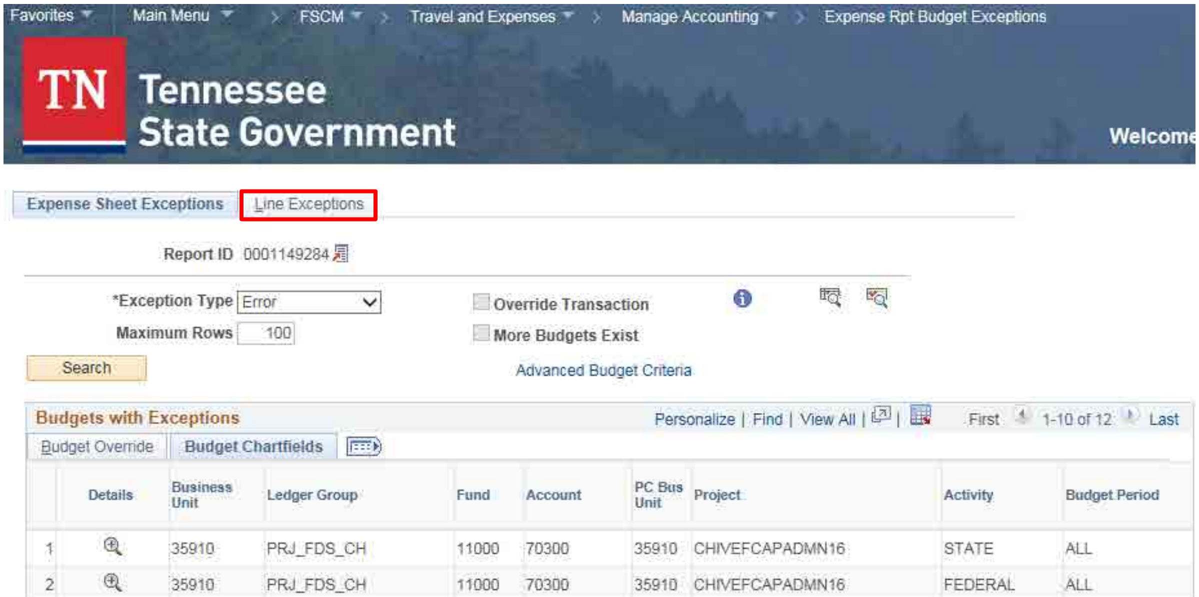
Step 9.

After reviewing the "**Budget Exception Guidelines**" section located right before Step 8, we discovered for this particular error the budget date for the claim is not in-between the start and end dates of the Project ID used on the expense lines.



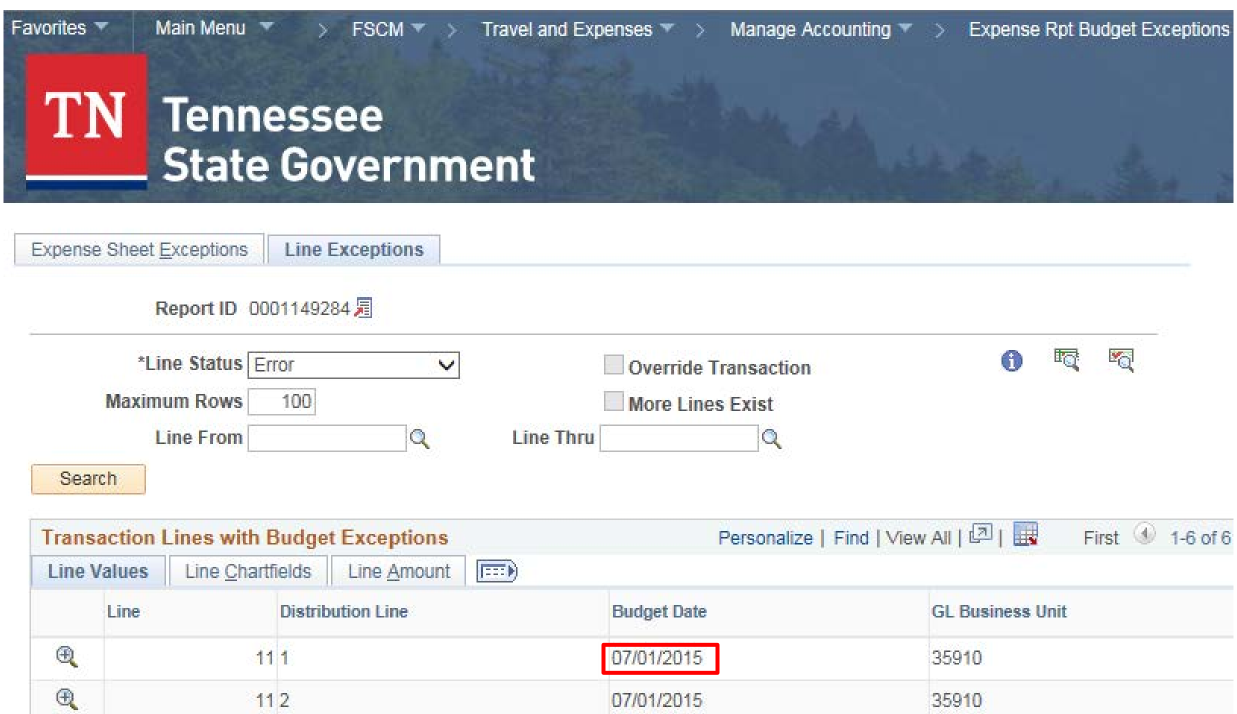
Step 10.

Click on the **Line Exceptions** tab to view the **Budget Date** for the expense report.



Step 11.

The **budget date** for the expense report is "**7/1/2015**". Contact your **Agency's Budget Department** and/or **Fiscal Office** for guidance on how to resolve the error now that you are able to explain the cause for the error.



Step 12.

You have now successfully Viewed Budget Exceptions on a Travel Claim.

End of Procedure.

View and Print Expense Reports

For research purposes an approver can view and/or print an employee's expense reports if they have the **Employee ID** or **Report ID** for the report they wish to view.

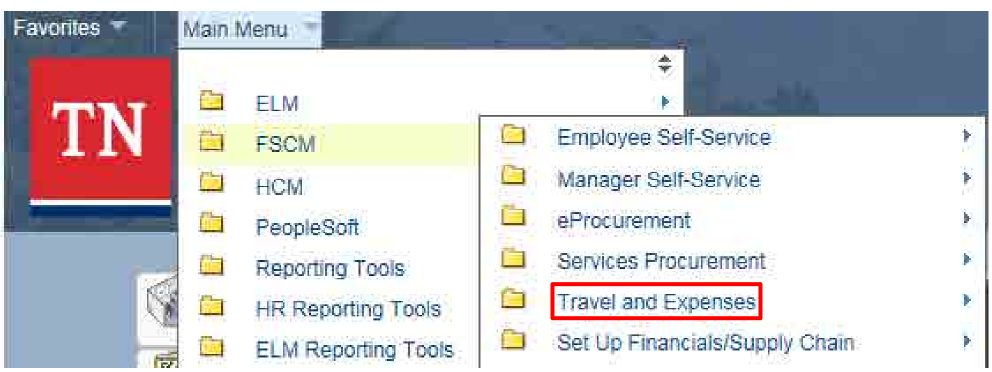
To have access to view and print employee travel claims you must have the Travel Inquiry role.

Step 1.

Click the **Main Menu** link and then select **FSCM**.

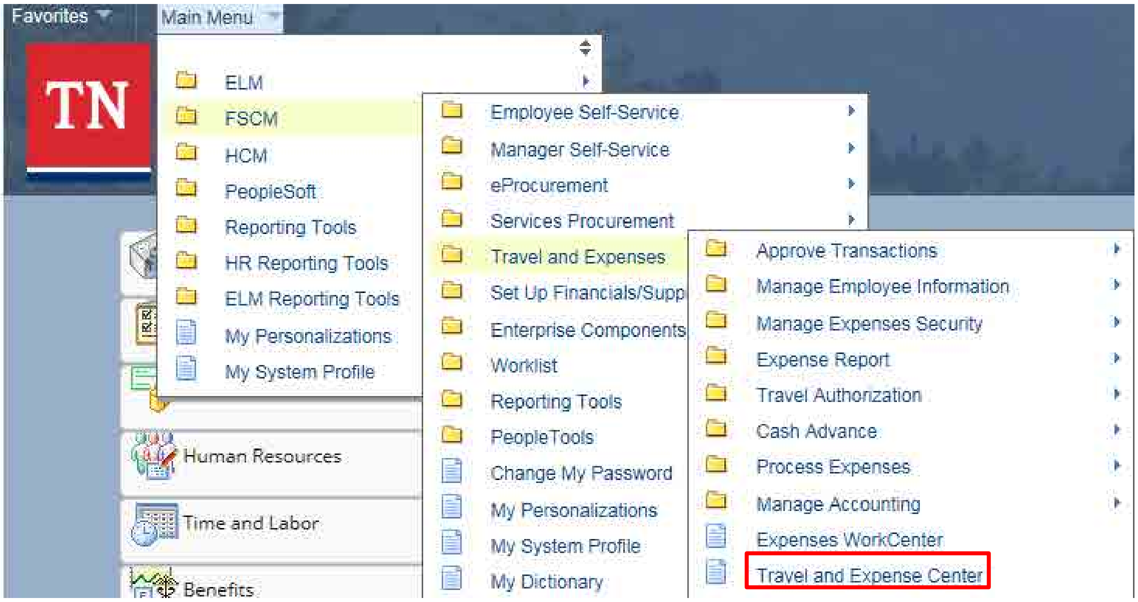
Step 2.

Click the **Travel and Expenses** link.



Step 3.

Click the **Travel and Expense Center** link.

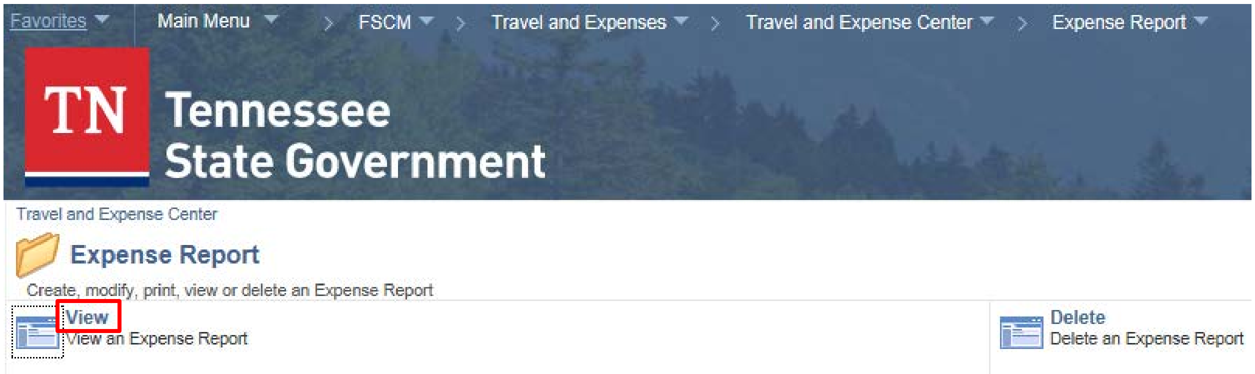


Step 4.

Click the **Expense Reports** link.

Step 5.

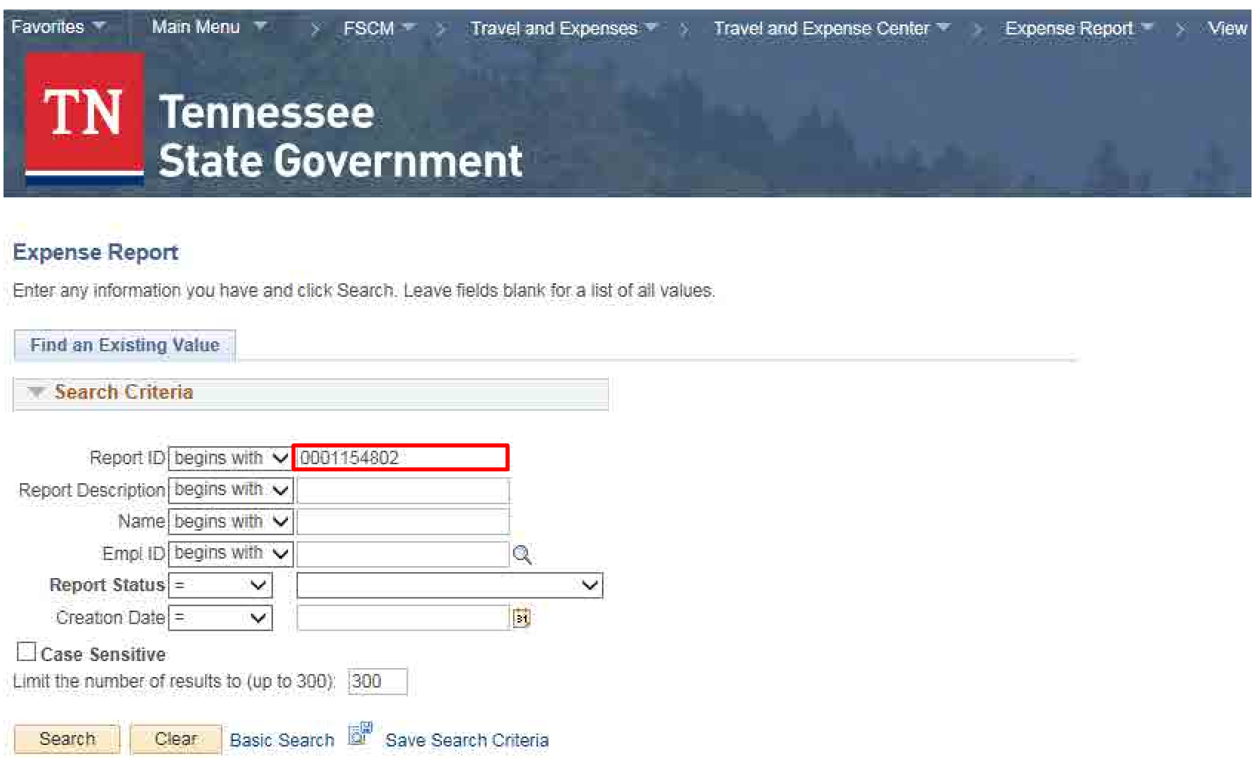
Click the **View** link.



Step 6.

Enter the **Report ID** for the expense report you wish to view and/or print.

Note: *You may also enter the Employee ID instead to search by that criteria.*

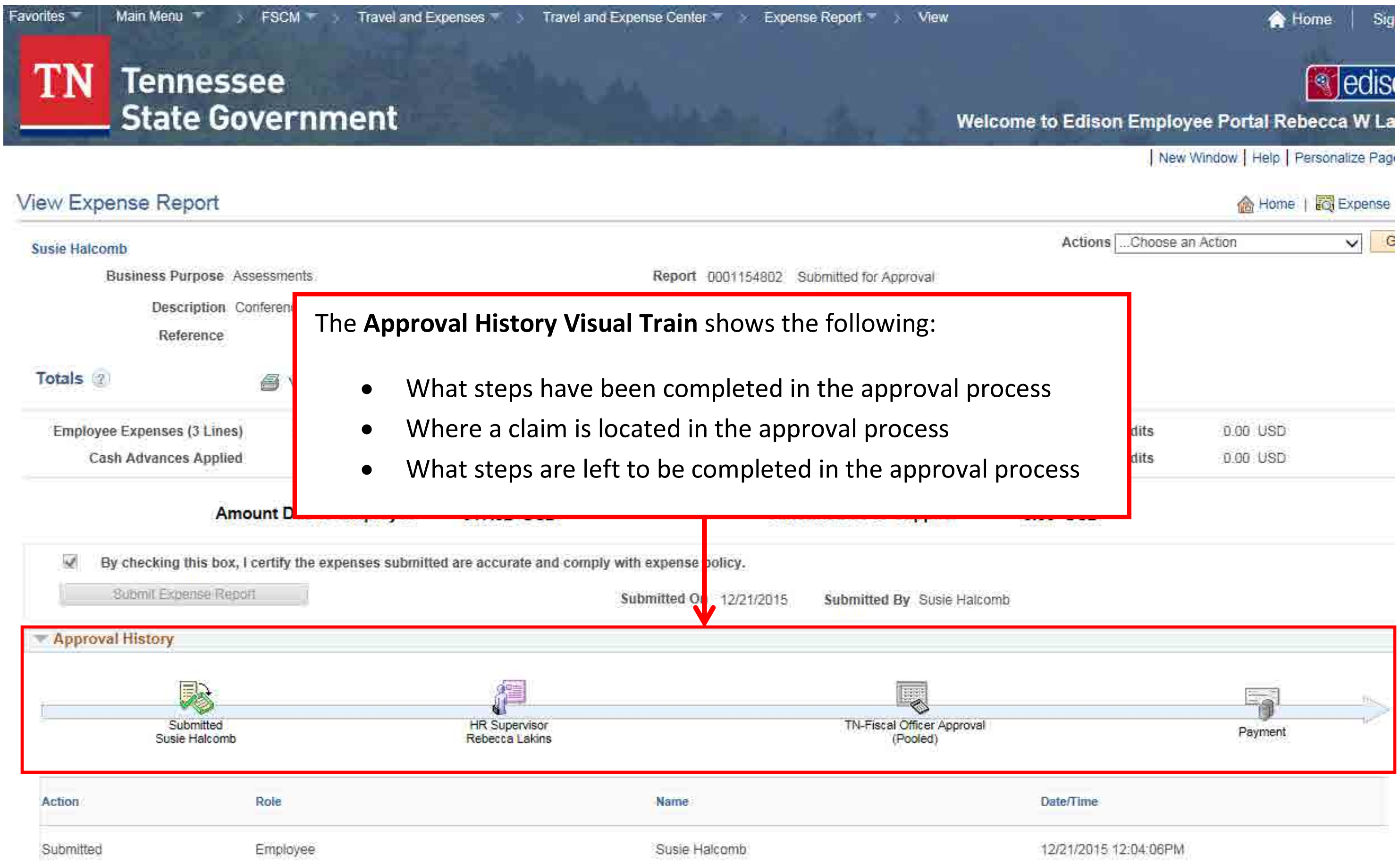


Step 7.

Click the **Search** button.

Step 8.

Review the **Approval History** section visual train. This section displays a **Visual Train** showing the full workflow process of the expense report and where the report is at in the process.



Step 9.

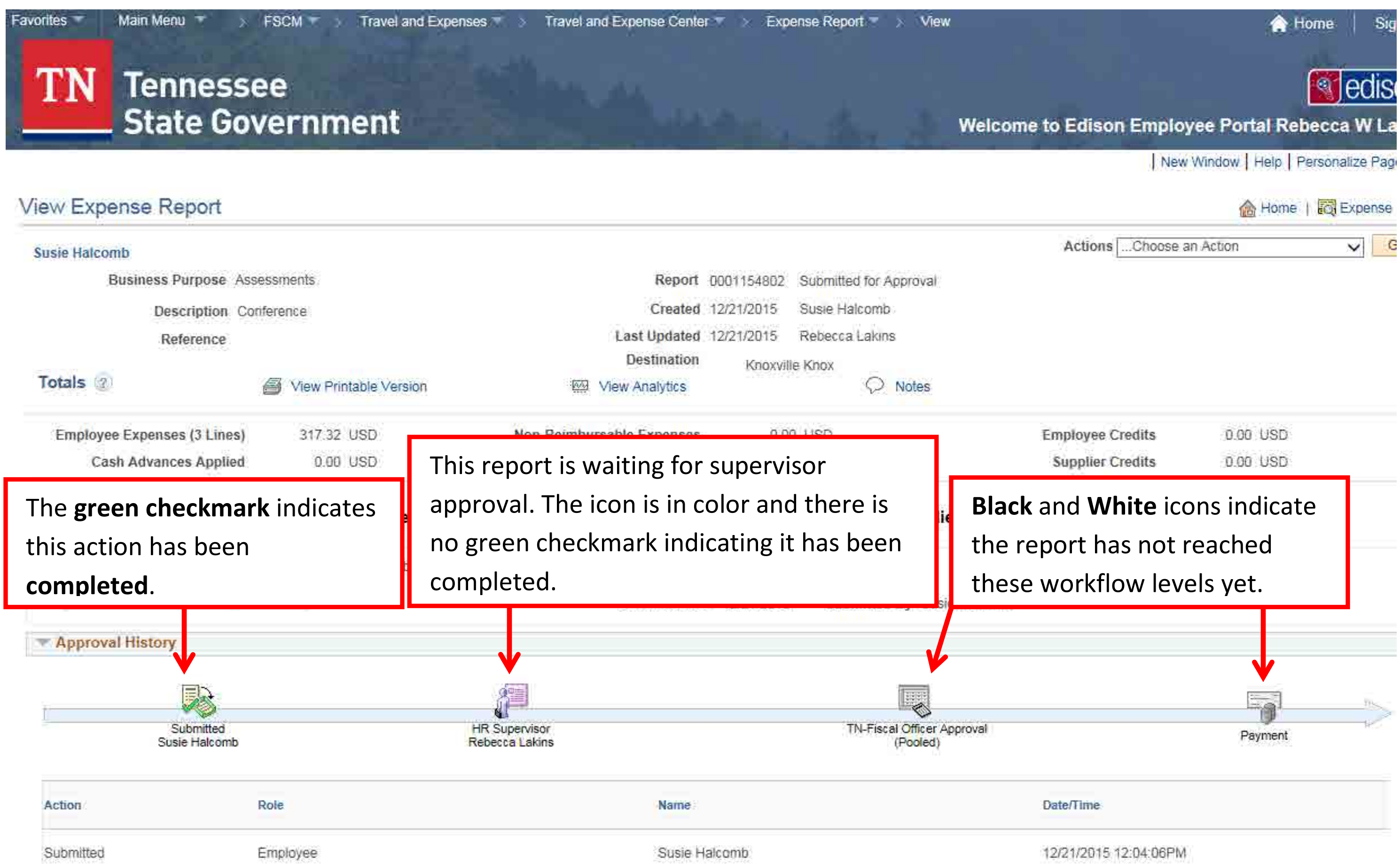
Approval History Visual Train Guidelines

- The colored icon displays a **green checkmark** when approval action has been **completed**.
- The report is **located** at the workflow level that contains a **colored icon** with <u>no</u> green checkmark
- Icons in **black and white** are **pending** actions and the report has not yet reached those particular workflow levels.

Step 10.

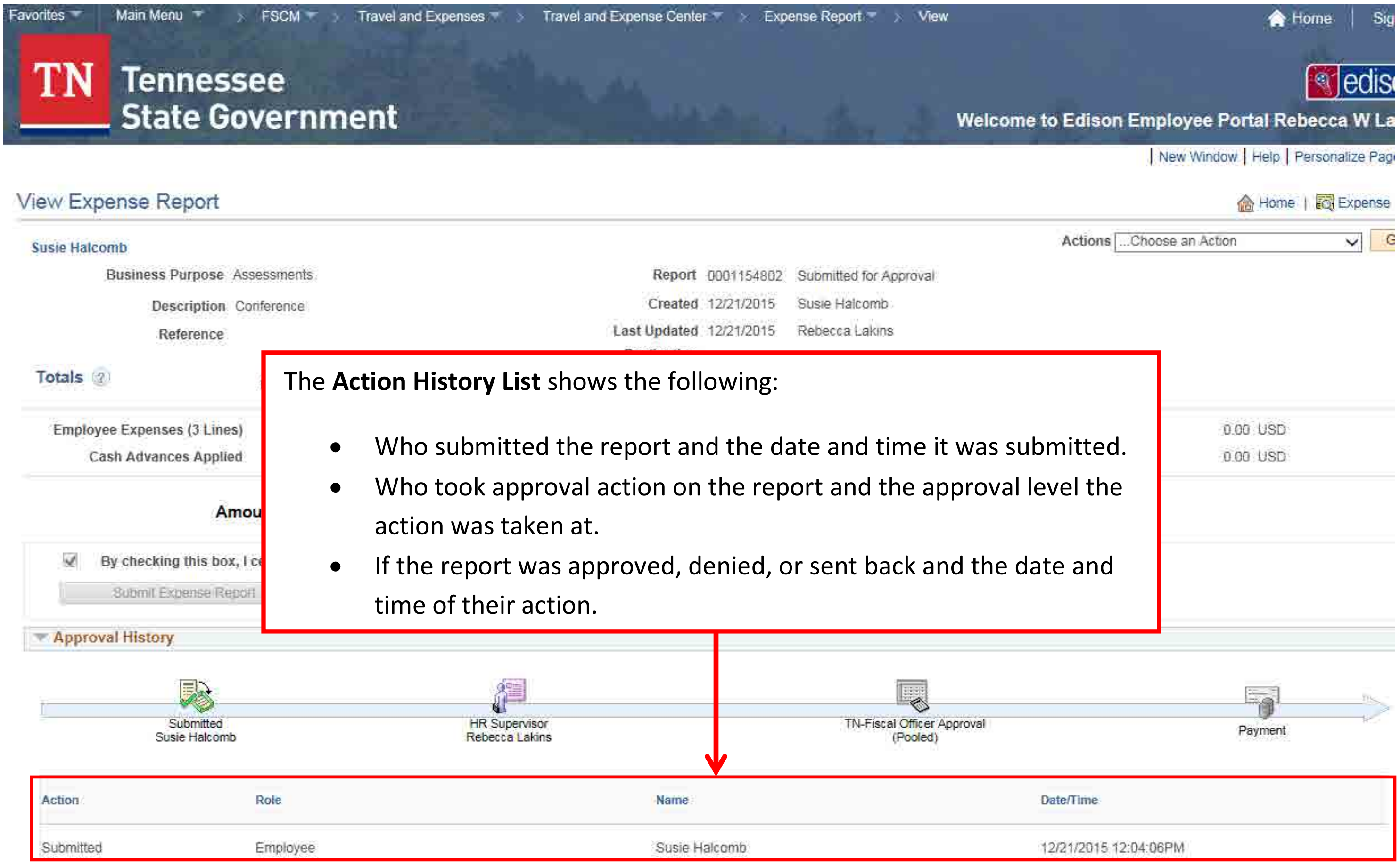
Notice in the expense report shown below the **Approval History Visual Train** displays the "**HR Supervisor**" icon in color along with the name of the approver the report routed to.

The "**HR Supervisor**" colored icon does <u>not</u> display a green checkmark like the "**Submitted**" icon does, so this approval level has not been completed. The report is awaiting approval in the HR Supervisor's worklist.



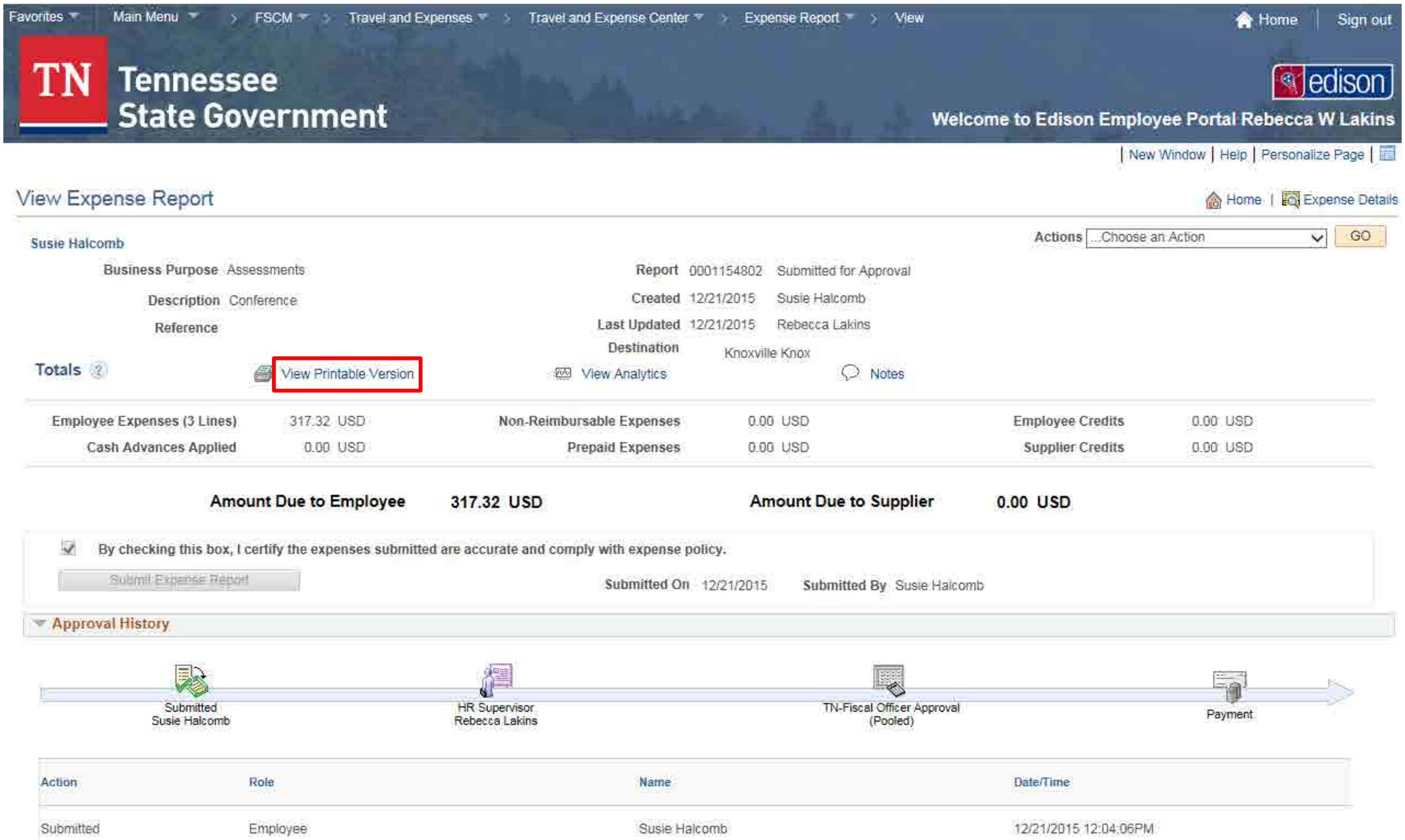
Step 11.

Below the **Approval History Visual Train** section is a list of approval actions, where you can review actions that have been taken on your travel claim.



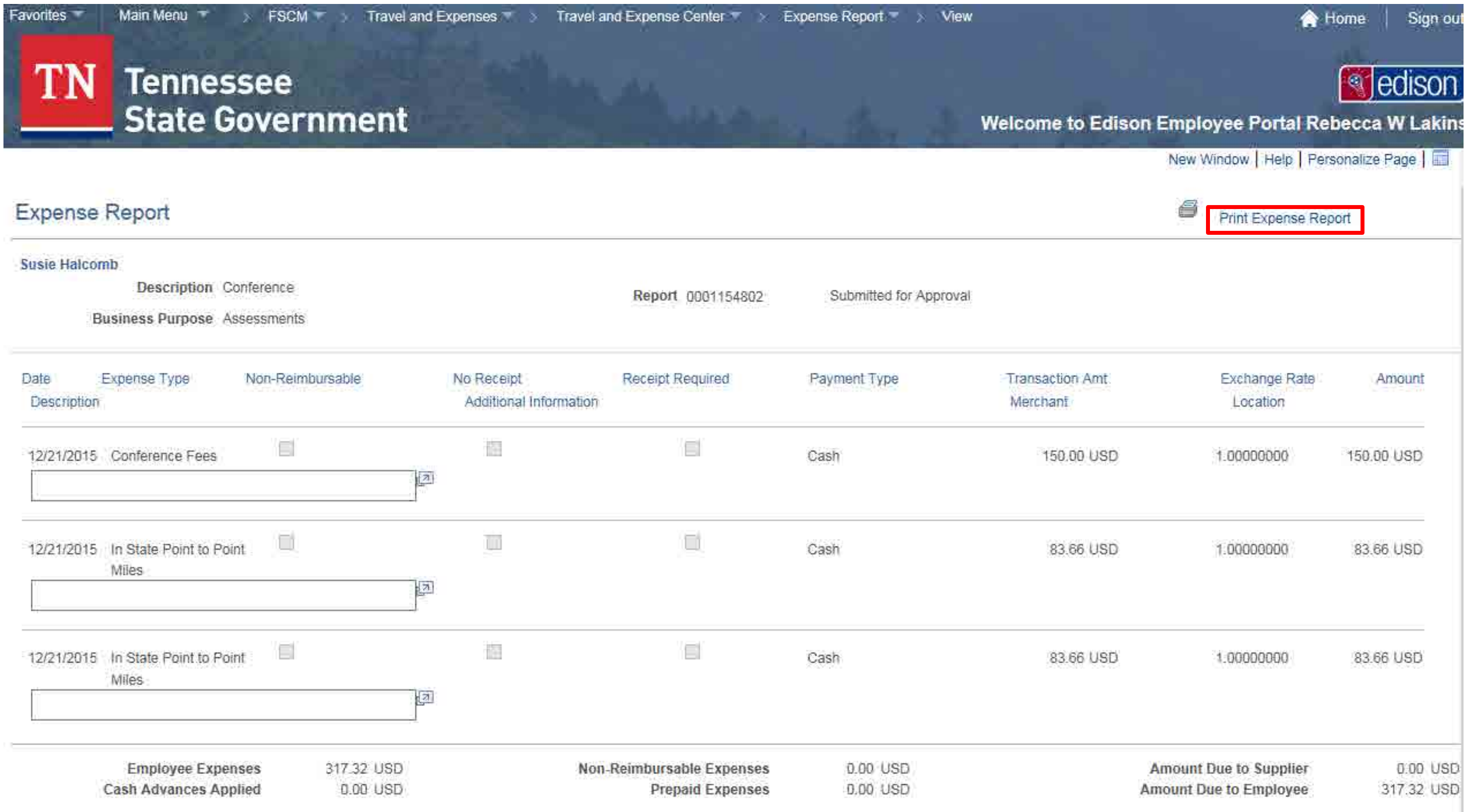
Step 12.

Click the **View Printable Version** link.



Step 13.

You may print the page displayed using your browser's print feature, or click the **Print Expense Report** link in the upper right corner to open the report in a **PDF** file.



Step 14.

There is the option to either **open** or **save** the report as a **PDF** file.

Step 15.

You have now successfully Viewed and Printed an Expense Report.

End of Procedure.

View and Print Travel Authorizations

For research purposes an approver can view and/or print employee's travel authorizations if they have the **Employee ID** or **Authorization ID** for the claim they wish to view.

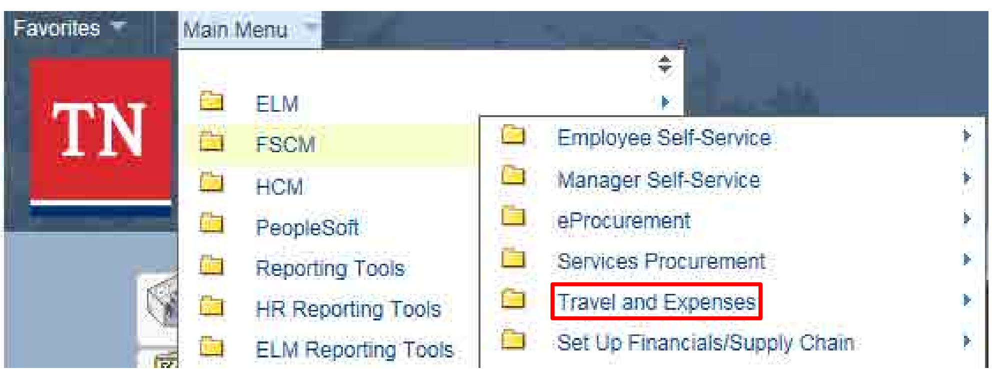
To have access to view and print employee travel claims you must have the Travel Inquiry role.

Step 1.

Click the **Main Menu** link and then select **FSCM**.

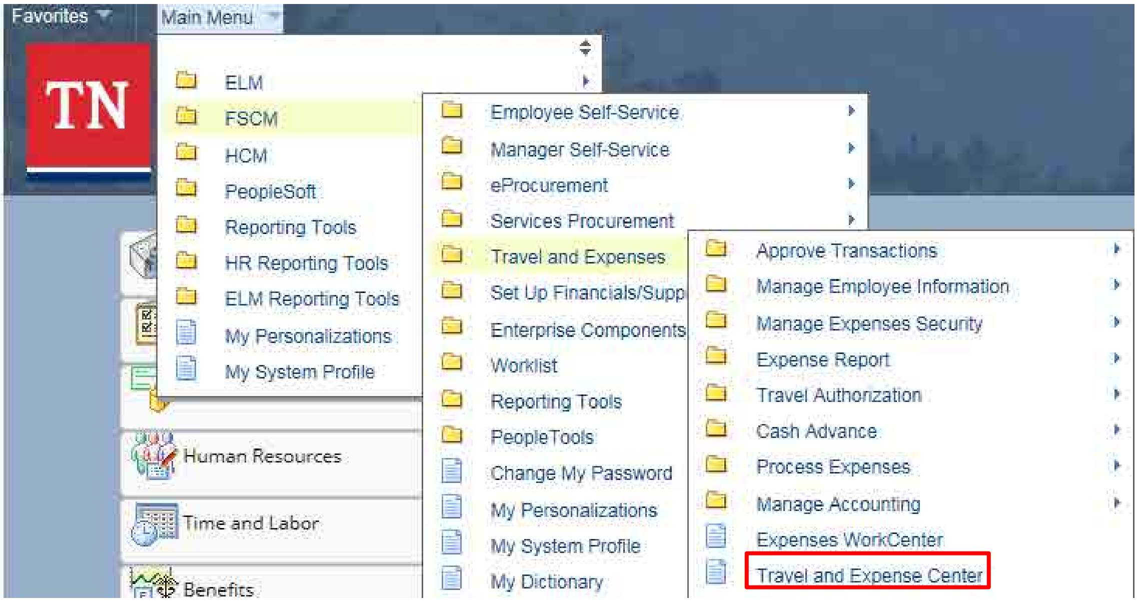
Step 2.

Click the **Travel and Expenses** link.



Step 3.

Click the **Travel and Expense Center** link.

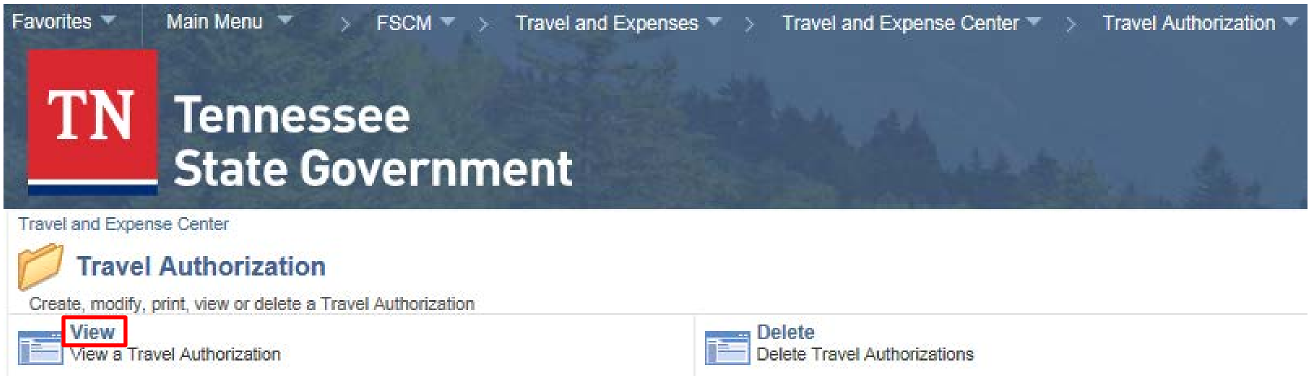


Step 4.

Click the **Travel Authorizations** link.

Step 5.

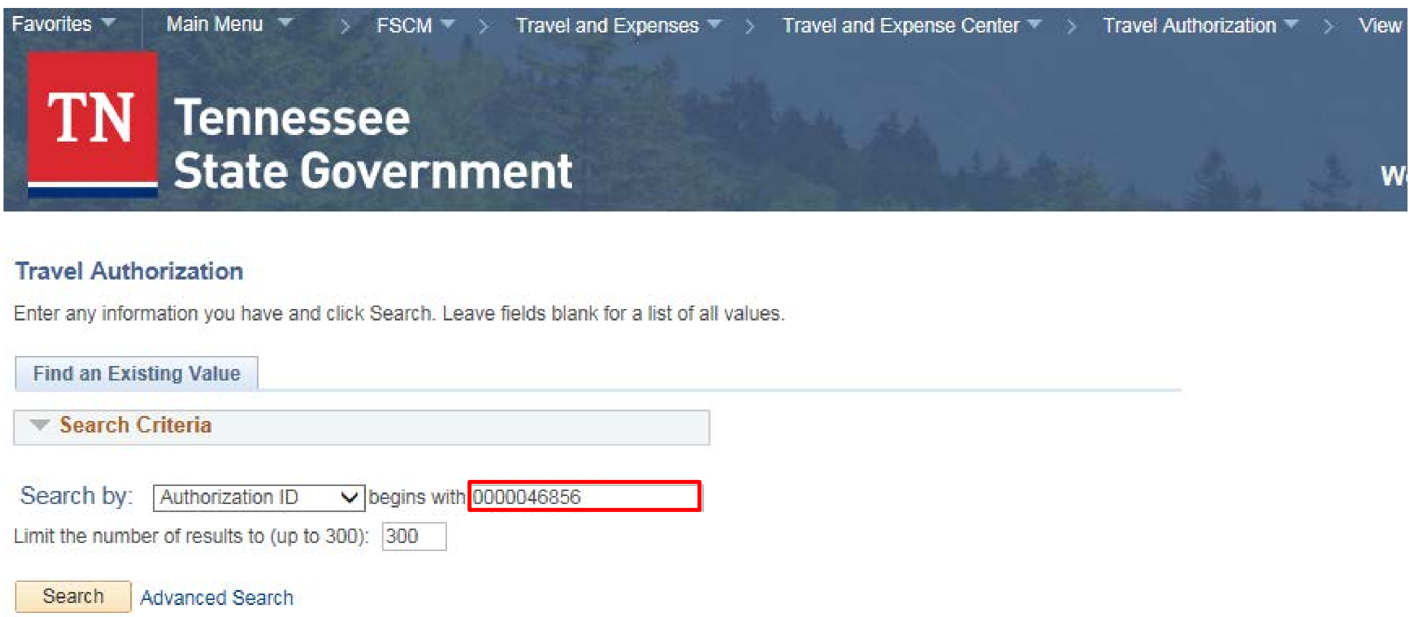
Click the **View** link.



Step 6.

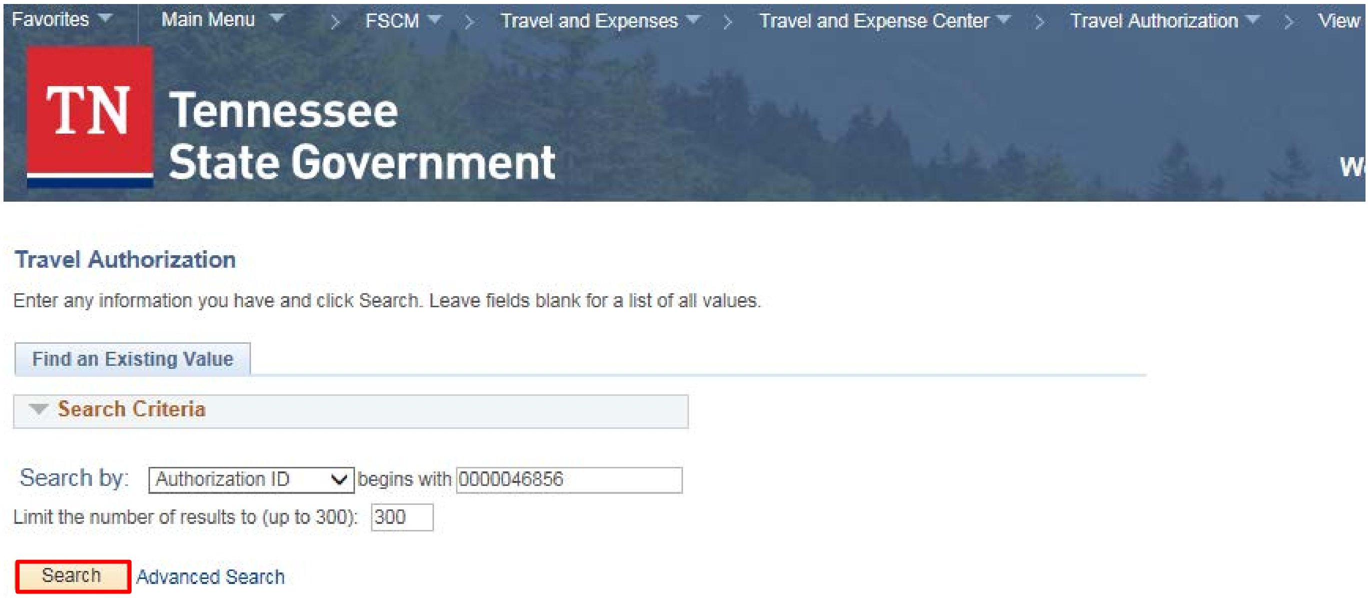
Enter the **Authorization ID** for the travel authorization you wish to view and/or print.

Note: *You may also select the dropdown and choose the Employee ID search option.*



Step 7.

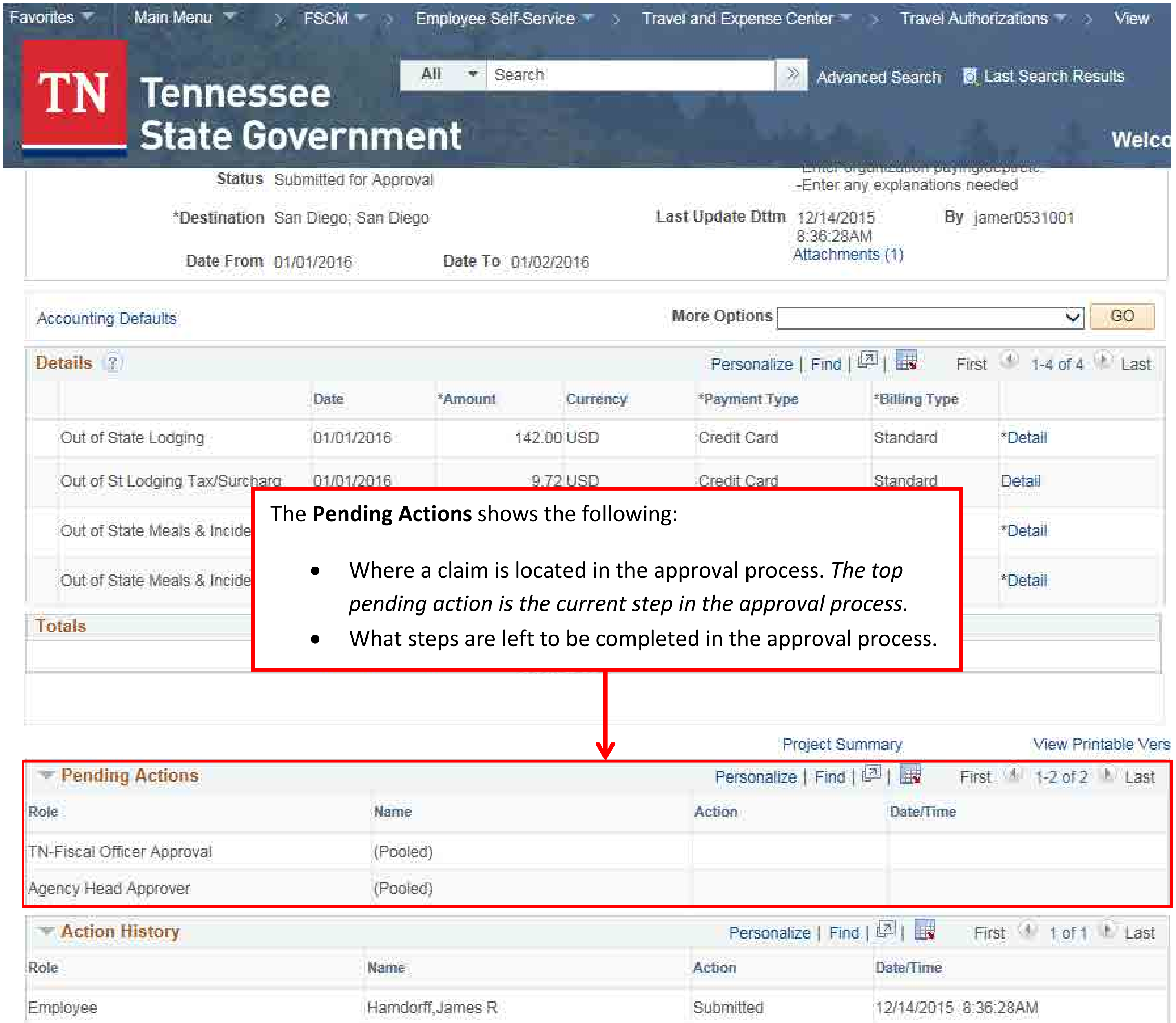
Click the **Search** button.



Step 8.

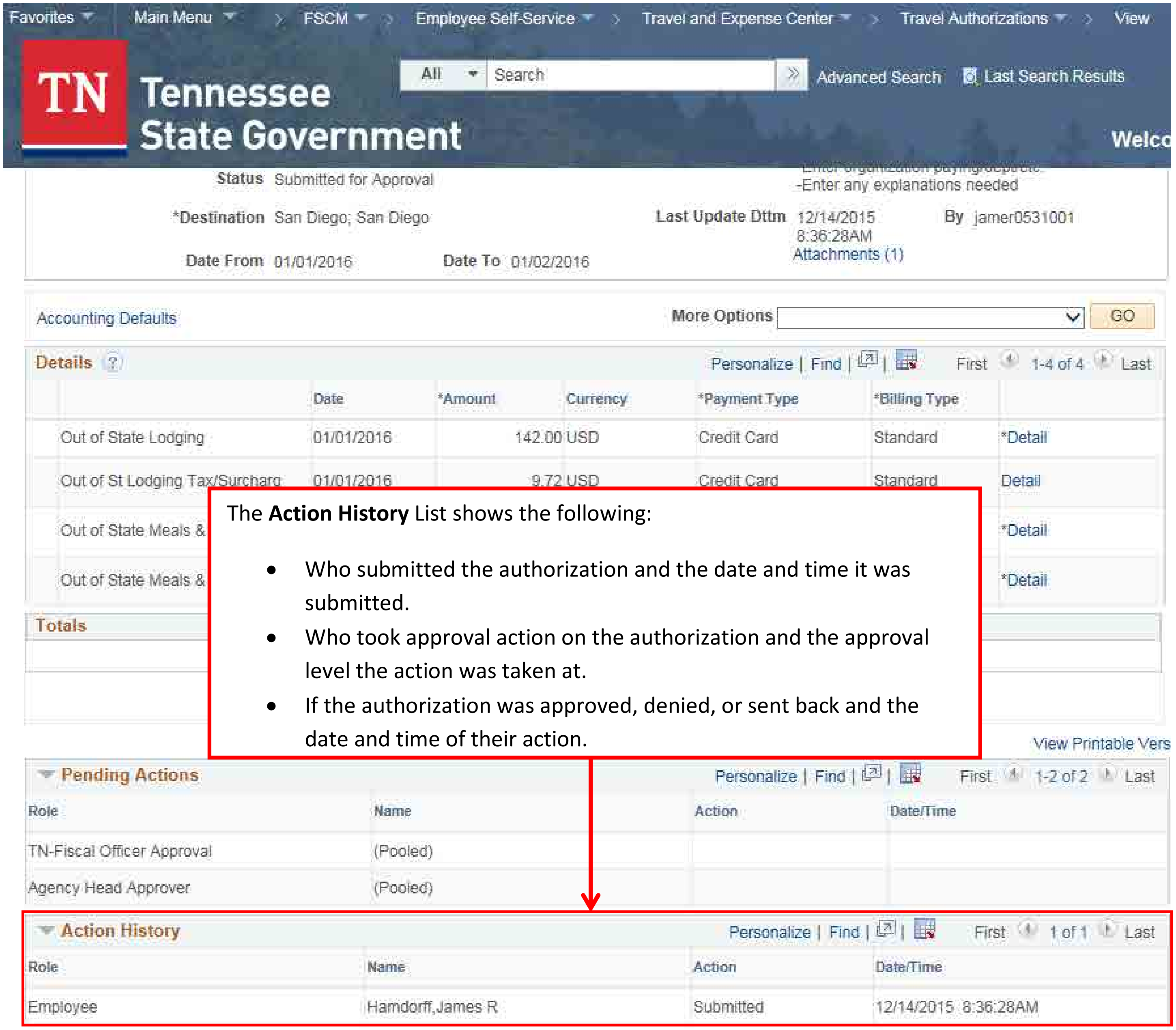
Scroll to the bottom of the page and locate the "**Pending Actions**" section. This section displays a listing of every approval level needing to approve the travel authorization before it is fully Approved.

In the "**Pending Actions**" section, if the authorization lists the "**HR Supervisor**" and the Supervisor's name then the supervisor has not approved the authorization yet, but it is in their worklist awaiting approval.



Step 9.

Locate the “**Action History**” section. This section lists all approval actions that have taken place on the authorization.



Step 10.

Click the **View Printable Version** link.

NOTICE: This link is currently unavailable on the page due to a system bug. A fix will be provided soon to correct the issue.

Step 11.

Print the page using your browser's print feature.

Step 12.

You have now successfully Viewed and Printed a Travel Authorization.

End of Procedure.

View and Print Cash Advances

For research purposes an approver can view and/or print employee's cash advances if they have the **Employee ID** or **Advance ID** for the claim they wish to view.

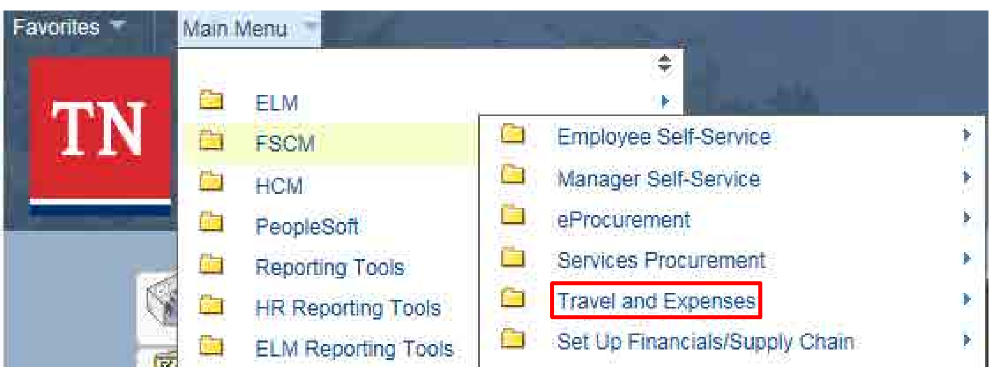
To have access to view employee travel claims you must have the Travel Inquiry role.

Step 1.

Click the **Main Menu** link and then select **FSCM**.

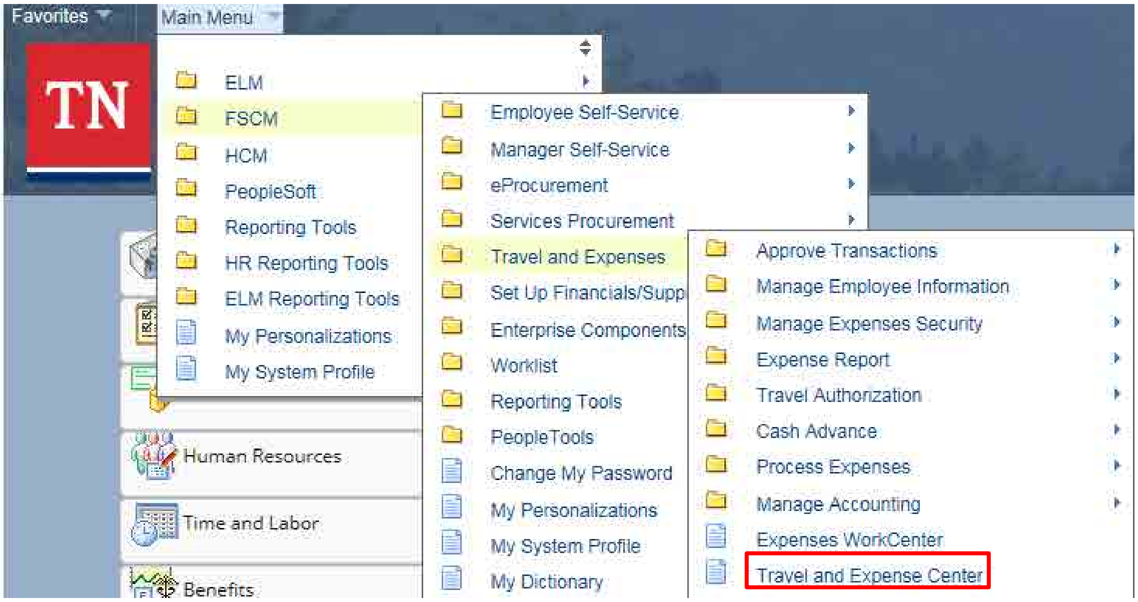
Step 2.

Click the **Travel and Expenses** link.



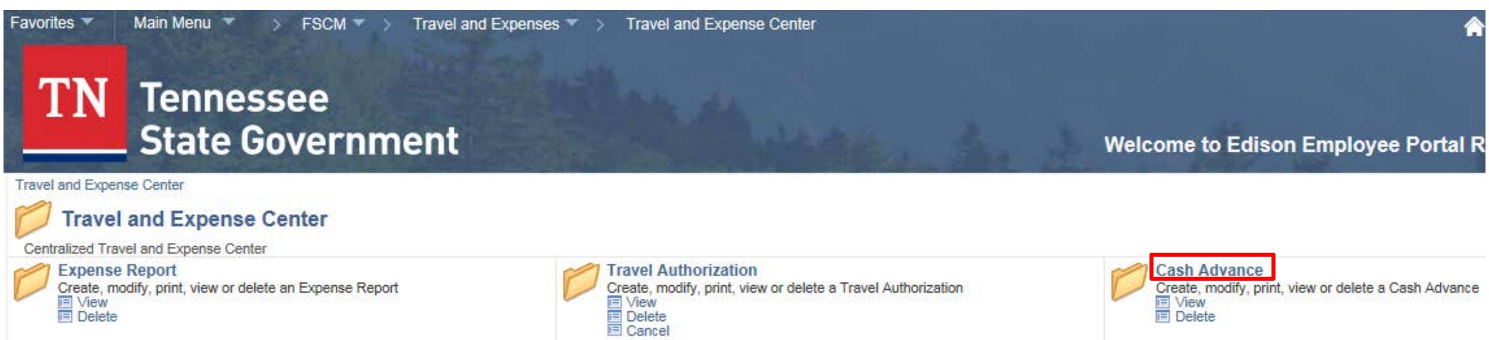
Step 3.

Click the **Travel and Expense Center** link.



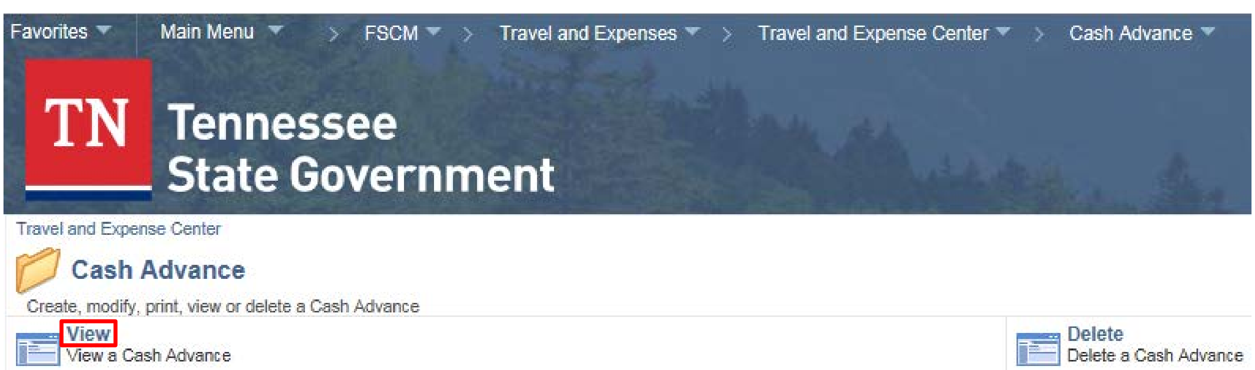
Step 4.

Click the **Cash Advances** link.



Step 5.

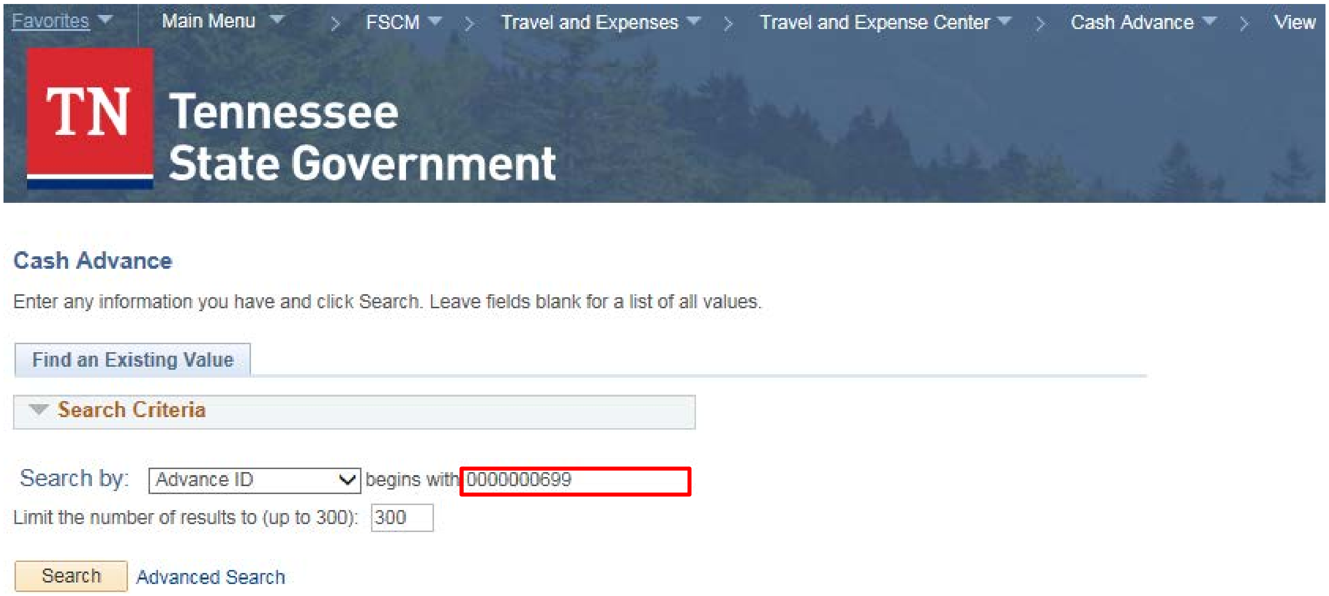
Click the **View** link.



Step 6.

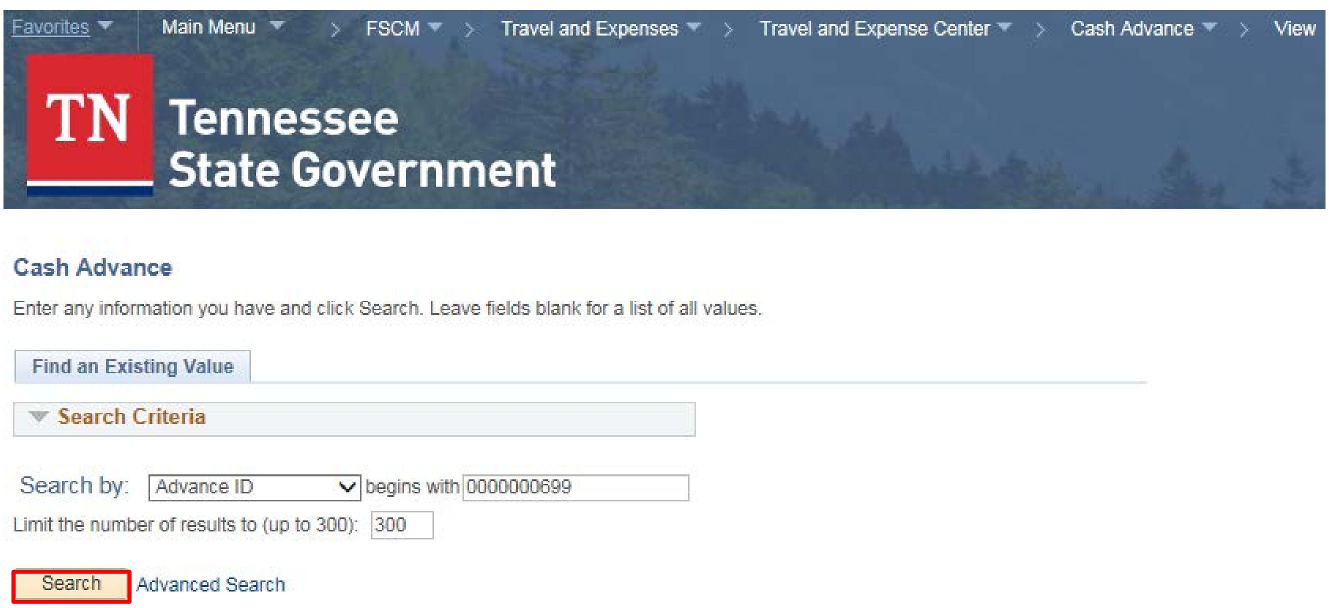
Enter the **Advance ID** for the cash advance you wish to view.

Note: *You may also select the dropdown and choose the Employee ID search option.*



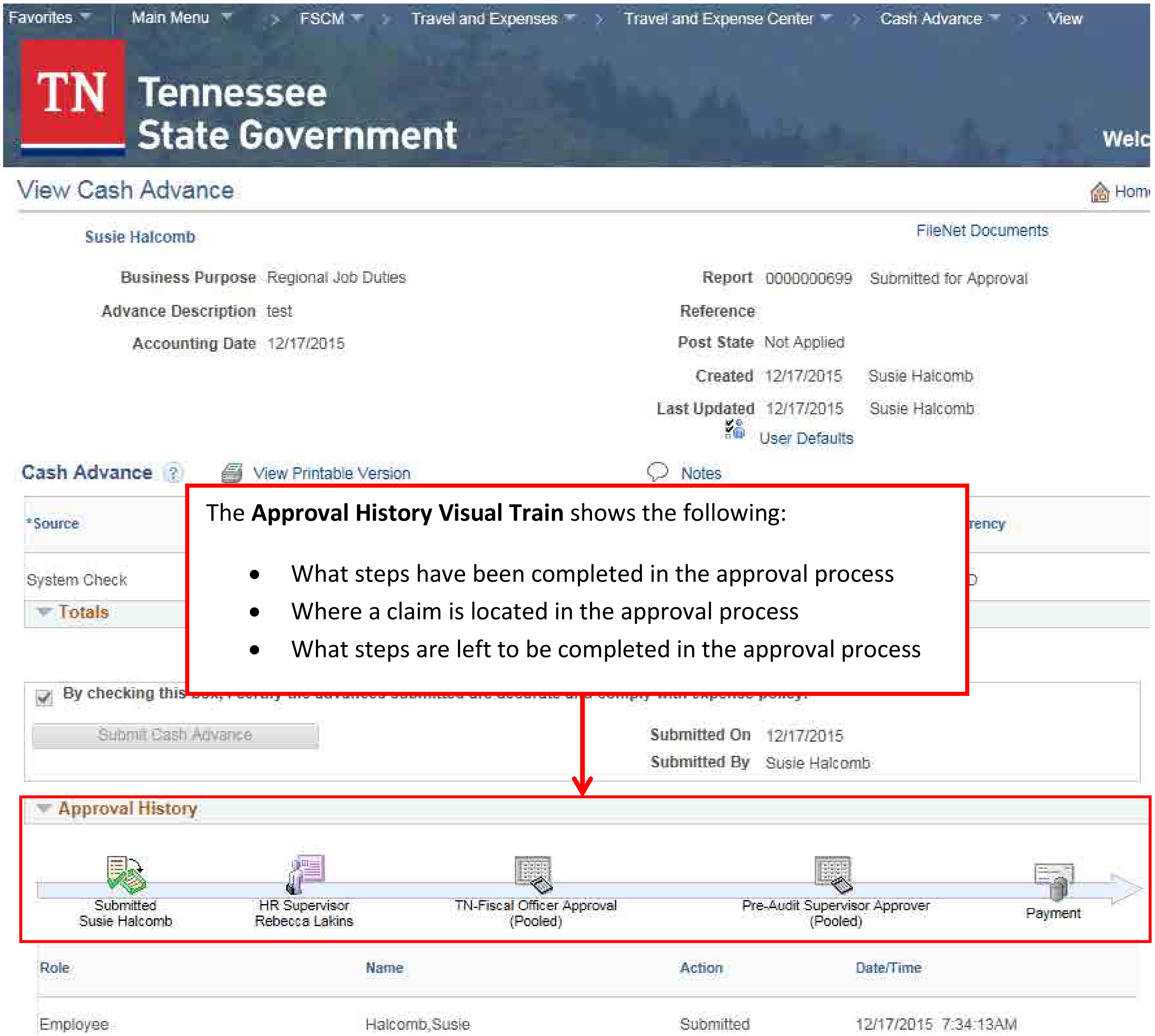
Step 7.

Click the **Search** button.



Step 8.

Review the **Approval History** section visual train. This section displays a **Visual Train** showing the full workflow process of the cash advance and where the advance is at in the process.



Step 9.

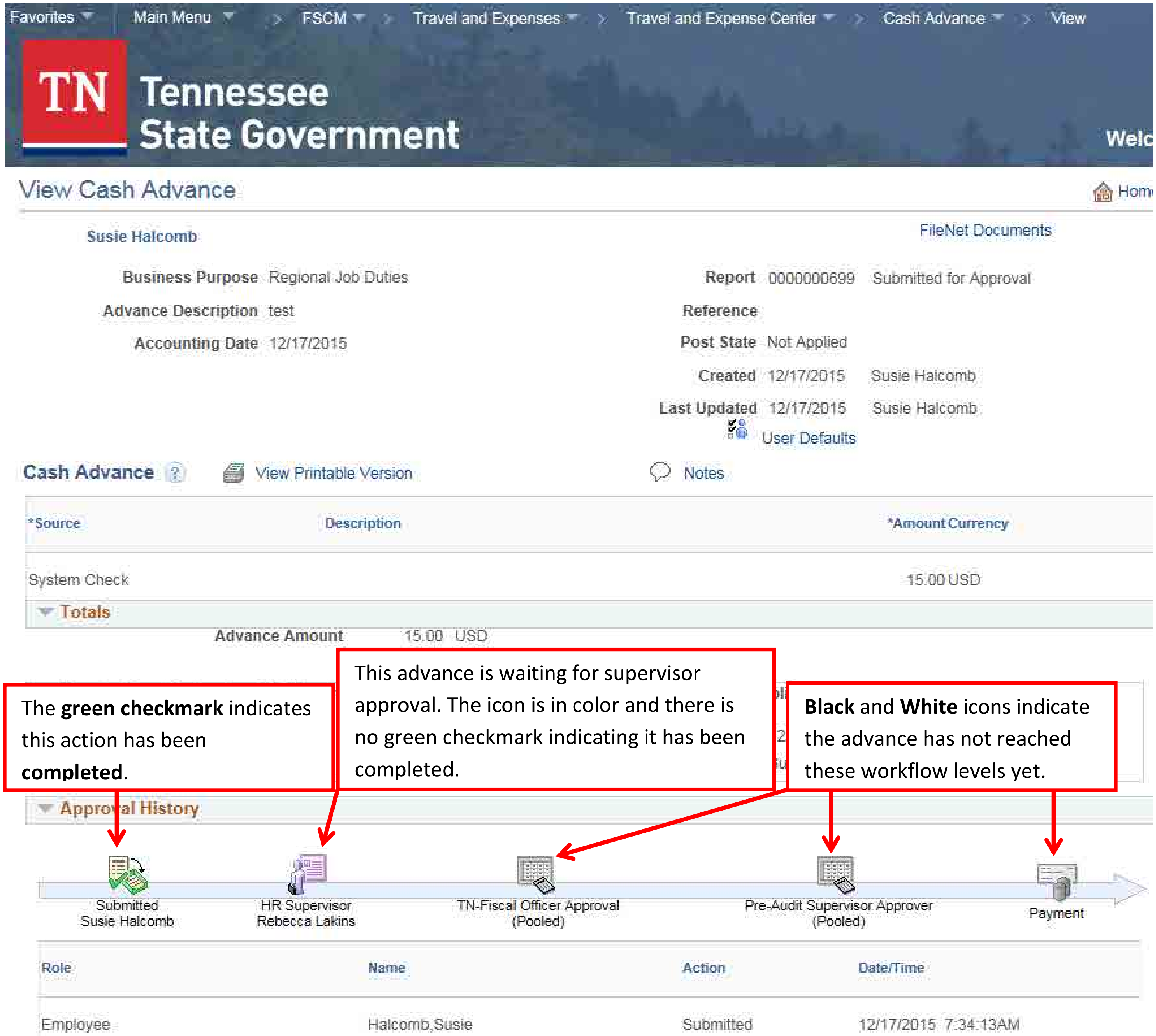
Approval History Visual Train Guidelines

- The colored icon displays a **green checkmark** when approval action has been **completed**.
- The advance is **located** at the workflow level that contains a **colored icon** with no green checkmark
- Icons in **black and white** are **pending** actions and the advance has not yet reached those particular workflow levels.

Step 10.

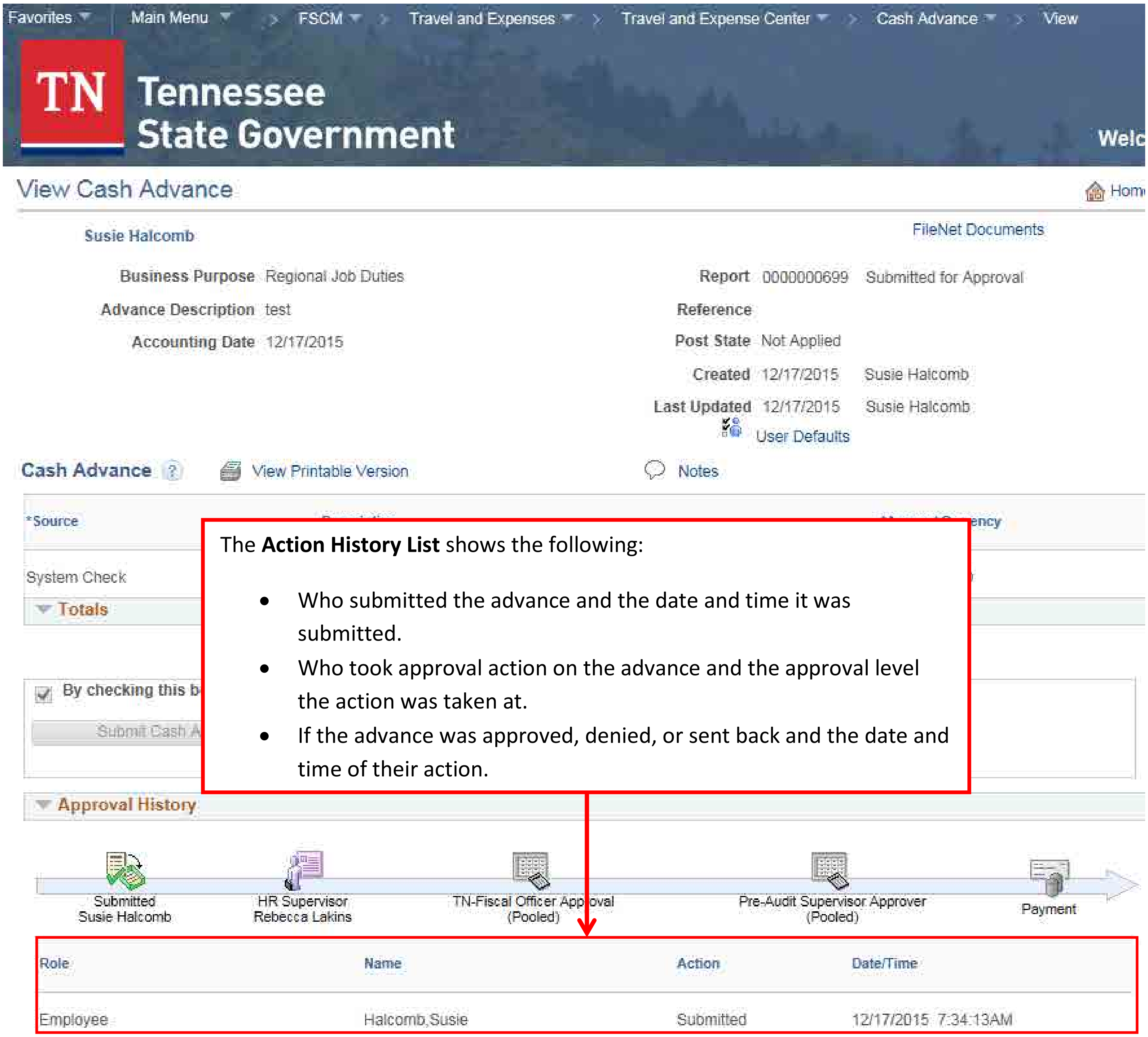
Notice in the cash advance shown below the **Approval History Visual Train** displays the "**HR Supervisor**" icon in color along with the name of the approver the report routed to.

The "**HR Supervisor**" colored icon does not display a green checkmark like the "**Submitted**" icon does, so this approval level has not been completed. The advance is awaiting approval in the HR Supervisor's worklist.



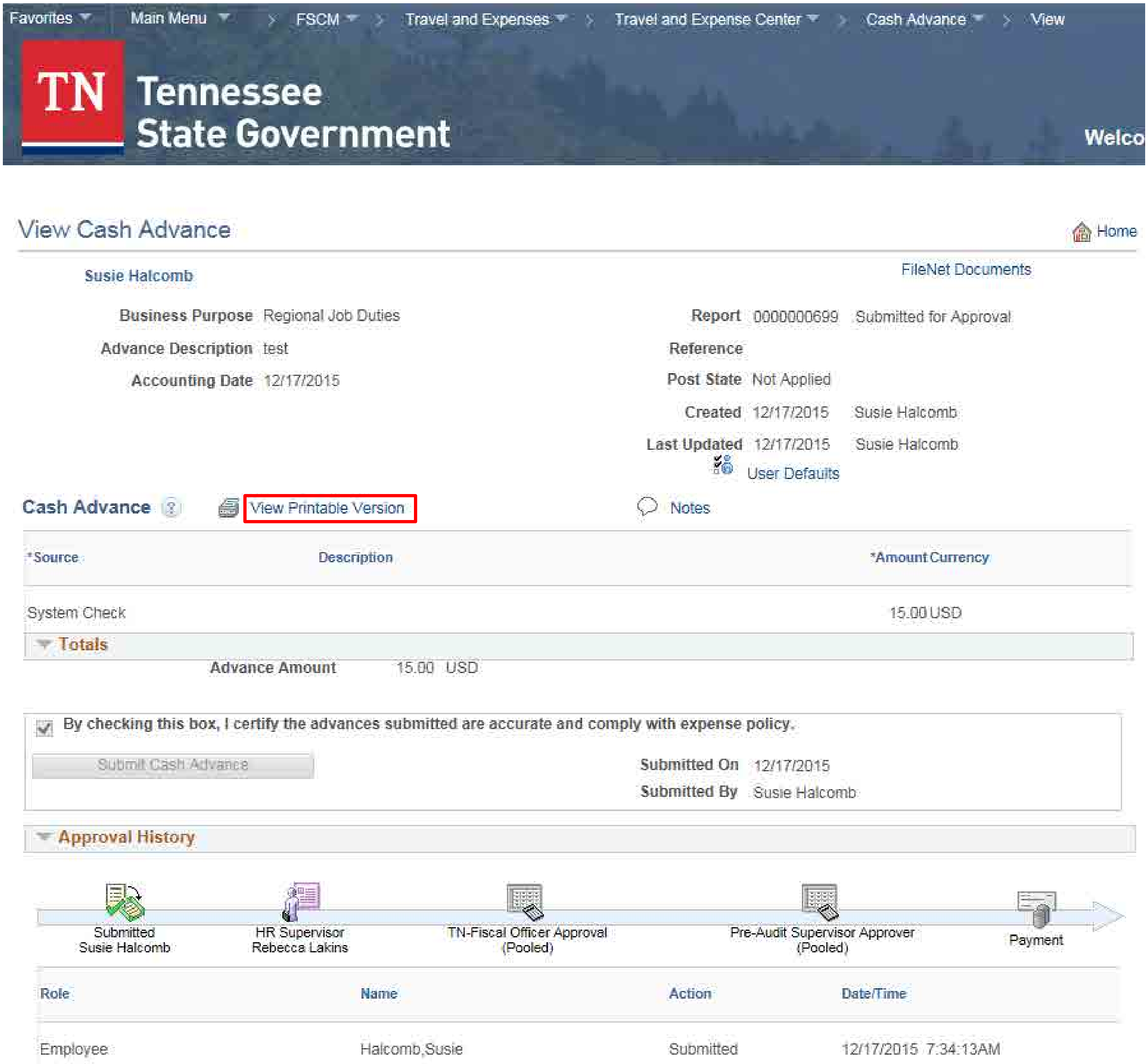
Step 11.

Below the **Approval History Visual Train** section is a list of approval actions, where you can review actions that have been taken on your travel claim.



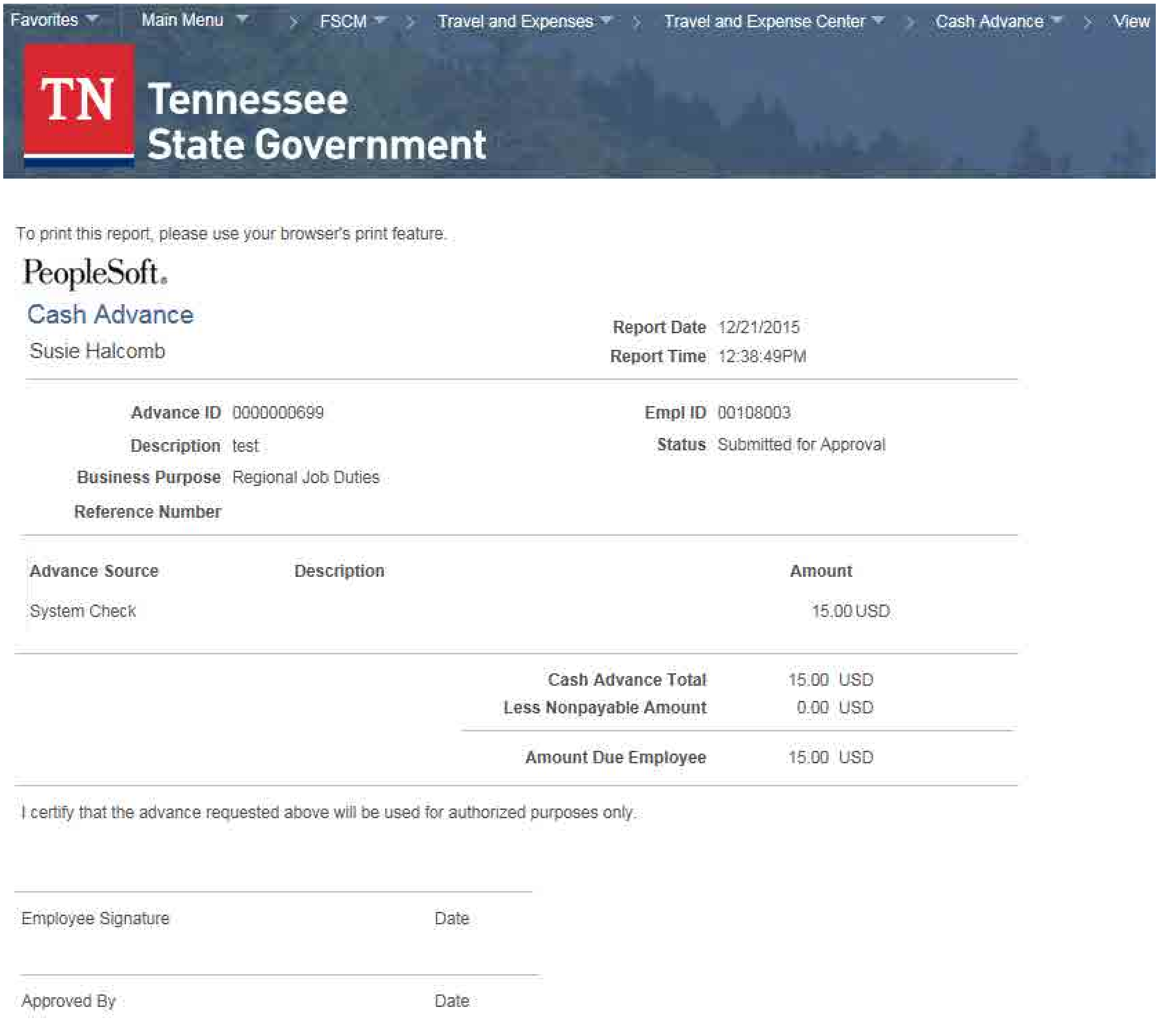
Step 12.

Click the **View Printable Version** link.



Step 13.

You may **print** the page through your **browser's print feature**.



To print this report, please use your browser's print feature.

PeopleSoft.

Cash Advance

Susie Halcomb

Report Date 12/21/2015
Report Time 12:38:49PM

Advance ID 0000000699
Description test
Business Purpose Regional Job Duties
Reference Number

Empl ID 00108003
Status Submitted for Approval

Advance Source	Description	Amount
System Check		15.00 USD

Cash Advance Total	15.00 USD
Less Nonpayable Amount	0.00 USD
Amount Due Employee	15.00 USD

I certify that the advance requested above will be used for authorized purposes only.

Employee Signature Date

Approved By Date

Step 14.

You have now successfully Viewed and Printed a Cash Advance.

End of Procedure.