MOST FREQUENTLY ASKED QUESTIONS

QUESTION: HOW DO I REGISTER NEW EXPRESS USERS?

Only Department Proxies have access to register new Express users. After logging in to Express, click on the **Department Proxy** link from the main page. You will see the link to register a new user and will be prompted for the employees' 9-digit UID. New user registrations are loaded overnight and the user will be automatically added to your proxy list the following day.

Remember, only active UCM employees can be registered in Express. All other travelers should be reimbursed as a non-employee.

QUESTION: HOW DO I CREATE AN EXPENSE REPORT FOR MYSELF?

To create a reimbursement for yourself, simply log in to Express and click on **Expense Reports.** To create a new expense report, click the **Create New** icon and start entering your line items.

QUESTION: WHAT DOES "RECEIPTS HOLD" ACTIVITY MEAN?

Receipts Hold activity means that the paperwork you submitted was not found in the imaging system. If your TR has been in Receipts Hold activity for more than 24 hours, please try the following:

1. Refax all paperwork, including the Express cover sheet with barcode.
2. Print out a fresh copy of the Express cover sheet with barcode and try re-faxing.
3. Try faxing from a different fax machine.

If you have tried all of the above and your TR remains in Receipts Hold activity, please submit a Right Now Help Request. Be sure to indicate the date and time of your most recent fax (within 5 minutes) and whether or not you are able to electronically view the receipts by clicking on the **View Receipts** icon.

QUESTION: WHAT DOES "ER MANAGER" ACTIVITY MEAN?

ER Manager activity indicates that the TR is pending review by the department approver. The department approver should have received an email notification that an expense report was sent to them for review.

QUESTION: HOW DO I PROXY FOR ANOTHER EMPLOYEE?

If you need to enter an expense report for someone else who is an active UCM employee, you will need to proxy into their Express account. After logging in to your Express account, click on **Expense Reports.** If your DSA has designated you as a proxy (either for specific individuals or an entire department), you will see a Proxy tab.

Click the **Proxy** tab and either:

- Enter the traveler's Express ID into the box and click Go
- Click the binoculars to search for and select the traveler

Once you have proxied into the traveler's account, click the **Create New** icon to start a new expense report.

QUESTION: HOW DO I FIND A LIST OF ALL EXPENSE REPORTS I HAVE SUBMITTED?

To find a complete list of all expense reports (TRs) you have submitted, click on the **Search documents I have submitted** link from the traveler's account. Leaving the search parameters blank will pull up a complete list of all TRs from this version of Express.

Remember, if you are acting as the proxy, you must search documents in the **traveler's** account, not your personal account.

QUESTION: DOES THE TRAVELER NEED TO SIGN THE PAPERWORK?

All employees are required to sign off on their travel and entertainment expenses. If your department does not route the TR to the employee for electronic approval (**Owner Review),** then they must sign the Express cover sheet before the paperwork is faxed in.

A signature is not required for non-employee reimbursements.

QUESTION: HOW DO I CREATE AN EXPENSE REPORT FOR A NON-EMPLOYEE?

To process non-employee reimbursements in Express, just create a new TR under your name and make sure you do the following three steps:

1. Select **Non-employee reimbursement** for the document purpose.
2. Select the non-employee reimbursement (**NER) Expense Type** for each line item. For instance, instead of selecting "Airfare" you should select "Airfare (NER)".
3. Selecting the NER Expense Type will add a **Guest field** to the line item. Create a Guest profile for the traveler (this is where you can input the address where the check will be sent) and add the Guest to each line item on the Expense Report. Remember to add the Guest to all line items within itemizations.

Since you created the TR under your own profile, it will have your name attached to it (it looks kind of disconcerting to see your name there), but as long as the above three steps have been followed, the check will be issued to the person entered in the Guest field. To help distinguish these non-employee reimbursements, you might find it helpful to enter the traveler's name in the title of the Expense Report.

QUESTION: WHAT DOES "ER AUDITORS" ACTIVITY MEAN?

Expense Reports in **ER Auditors** activity have been routed to travel Accounting for review. Travel Accounting makes every effort to process expense reports within five business days of receipt in their ques. Processing can be slowed if required documentation is missing or if exceptions to policy are requested.

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QUESTION: WHAT IS A "REQUEST FOR MORE INFORMATION" AND HOW DO I RESPOND?

If Travel Accounting needs clarification about an Expense Report, they will send a **Request For More Information.** This request generates an email to the traveler and, if applicable, the proxy who created the Expense Report. When an Expense Report is sent back with the Request For More Information, the department cannot edit any line items – they only have access to add a note and electronically return the Expense Report to Travel Accounting.

To respond to the Request For More Information:

- Log in to the Express system and click the **Expense Reports** link.
- If you are responding on behalf of the traveler, proxy into their Expense account.
- Scroll down to find the Expense Report under the **Returned For More Information** header.
- Click the **file folder icon** to view the Expense Report.
- Click the **Notes** tab to view the question from Travel Accounting and to add your own note in response.
- Click the **Submit** link to electronically return the Expense Report to travel Accounting.

QUESTION: WHY CAN'T I VIEW MY FAXED RECEIPTS?

All pages sent to the express fax line (310-405-6120) are automatically scanned into an imaging system and identified by the barcode on the Express cover sheet. Even if you have confirmation from your fax machine that a fax was successfully sent, it does not necessarily mean that an image was successfully scanned.

If you can view some, but not all of your faxed pages, it is likely that another barcode in your receipts is interfering with your image. Each time a barcode is scanned by the imaging system, it is assigned to a new document. For instance, if you fax a total of five pages, but can only view the first three pages, it is likely that there is a barcode on page four that the system is identifying as a new image. Please check your receipts and make sure to strike through all barcodes except the one on the Express cover sheet. You will need to re-fax all pages to update your image.

If you receive a "User Does Not Have Access To The Barcode" error and cannot view any of your faxed pages, it is likely that something is interfering with the barcode on the Express cover sheet. Common problems include.

- Dirt or scratches on the sending fax machine causing lines to run down page on the receiving fax. These lines interrupt the barcode and the imaging system cannot assign the image to the correct document. Try having your fax machine cleaned/serviced or try sending your fax fro a different machine.
- The print margins are set too wide when printing the Express cover sheet causing part of the barcode to be cut off. Try decreasing your print margins and compare the printed page to the image on your computer screen to make sure the full barcode is printing.
- Unclear images that the imaging system cannot detect. Try printing a fresh cover sheet and make sure your fax resolution is set to Fine mode before re-faxing.

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QUESTION: WHAT DOES "OWNER REVIEW" ACTIVITY MEAN?

Per UC policy, all employees must sign off on their travel and entertainment reimbursement requests. Some departments have chosen to capture this certification electronically instead of having the traveler sign the paper voucher. This is done through an additional step in the workflow where the Expense Report is sent to the document owner for review. When a TR is in **Owner Review** activity, it is pending for the traveler's approval before it can be sent to the Department Approver for review.

Owners can approve their expense reports by clicking the **Approve** button on the email notification they receive or by logging in to the Express website, opening the TR and clicking the **Submit** button.

QUESTION: WHY IS THE FOREIGN PER DIEM RATE COMING UP AT $1?

Foreign per diem rates are automatically loaded into the Expense Report based on the Date entered and the **Location** selected for the line item. The per diem rate comes up as $1 when a user selects a Location they have added to the system instead of selecting one of the pre-populated choices. If the city traveled to is not on the pre-populated list for that country, you should select "Other" as the Location.

QUESTION: WHICH OBJECT CODES ARE ASSIGNED TO ENTERTAINMENT EXPENSES?

Object codes are automatically assigned by the Expense system based on the **Expense Type** selected.

Entertainment – Other expenses are non-food/beverage items purchased in conjunction with an Entertainment event. Examples of such expenses include paper goods, decorations and furniture rentals. Line items marked Entertainment – Other will be assigned to object code 3307.

Entertainment – Meals (Breakfast, Lunch, Dinner, Light Refreshment) are assigned to object code 3308 or 3310, depending on whether the **Unallowable field** is marked yes or no.

- Marking the Unallowable field 'Yes" indicates that alcohol and/or spousal attendance was included in the Entertainment expense. Line items market Unallowable – Yes will be assigned to object code 3308.
- Marking the Unallowable field "No" indicates that no alcohol or spousal attendance was included in the Entertainment expense. Line items marked Unallowable – No will be assigned to object code 3310.

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QUESTION: WHERE DO I INCLUDE THE LIST OF ATTENDEES FOR ENTERTAINMENT EXPENSES?

The names, titles and affiliations of all Entertainment event attendees should be added to the **Guest Field** for the line item in order to show an accurate per person breakdown of the expense. Address information is not required for these guests.

If your event included more that 15 attendees, you are not expected to add each individual to the Guest field. Instead, add one guest profile to the line item – use “Multiple” for the First Name, “Guest” for the Last Name and “Various” for the Title and Affiliation. Even though you are not required to input each guest into the system, the complete guest list is still required for documentation purposes and should be included with the faxed receipts.

Since the line item only has one guest assigned, you will likely be prompted for a business justification for exceeding the per person Entertainment limits before saving the line item. Use this field to indicate the total number of guests (i.e. “30 guests @ $10 each”) and to note where the complete list of attendees can be found (i.e. “see faxed receipts”).

For Non-Employee Reimbursements, only one guest can be added to the line item because payment is generated to the person listed in the Guest field. If you are creating a Non-Employee Reimbursement that includes Entertainment expenses, add only the person receiving the reimbursement to the Guest field and include the complete list of attendees in the Notes field or with the faxed receipts.

QUESTION: HOW DO I USE EXPRESS TO PAY MY CORPORATE CARD EXPENSES?

Your Corporate Travel & Entertainment Card account is linked to your Express account and any line item with Corporate Card selected as the **Payment Type** will be paid directly from UCM to the card provider with no out-of-pocket expense to the employee.

You can enter Corporate Card expenses by either:

- Clicking on the **Transactions** button and selecting the expenses from the list. Selecting transactions from the list will pre-populate most of the line item details fields.
- Manually adding the line item, entering all line item details and selecting **Corporate Card** as the Payment Type. It is a good idea to also remove any expense entered manually from the Transactions tab to avoid confusion about what has been submitted for reimbursement.