



# SumTotal Expense Frequently Asked Questions

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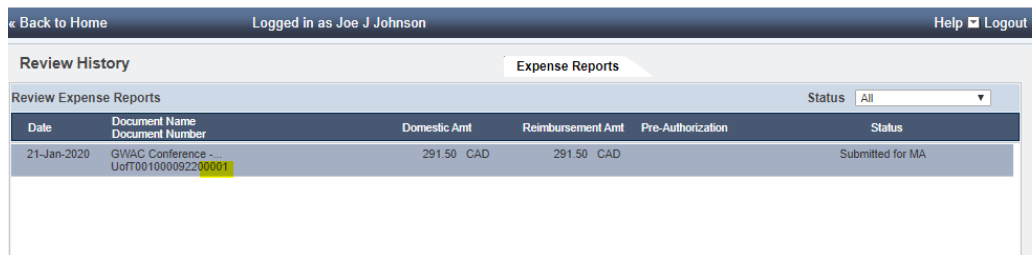
## 1. Who do I contact if I need assistance?

For any questions or training on submitting or approving expense claims, contact the Financial Services SumTotal administrator – Patti Infanti at 403-329-5182 or patti.infanti@uleth.ca.

## 2. What do I do with my supporting documentation?

Once your claim has been submitted, you will need to submit your original receipts to Financial Services (unless you are specifically asked to submit them to someone within your department). All original receipts are to be inserted into a White Expense Claim Envelope. Receipts are not required for per diem or mileage expenses. This envelope is similar to the large Brown Interoffice Mail envelope, but it is white and states at the top: FOR ONLINE EXPENSE PROFESSIONAL DEVELOPMENT CLAIM USE ONLY RECEIPT SUBMISSIONS

- Cross off the previous name (unless the envelope is new) and write your name, department, and claim number.
  - The claim number is the last four digits of the Report Number starting with UofL on your claim.
    - The Report Number is found by looking at the upper right-hand side of the printed Expense Report – Summary Report or by clicking “Review History” from the Welcome screen. Look at claim in question to see the report number under the report description. (The report number of the claim below is #0001.)



The screenshot shows a web interface for reviewing expense reports. At the top, there is a navigation bar with "Back to Home", "Logged in as Joe J Johnson", and "Help Logout". Below this is a "Review History" section with a sub-tab for "Expense Reports". A "Review Expense Reports" table is displayed with a "Status" dropdown menu set to "All". The table has columns for Date, Document Name, Document Number, Domestic Amt, Reimbursement Amt, Pre-Authorization, and Status. One report is listed with a date of 21-Jan-2020, document name "GWAC Conference", and document number "UofL001000092200001". The domestic and reimbursement amounts are both 291.50 CAD, and the status is "Submitted for MA".

Date	Document Name	Document Number	Domestic Amt	Reimbursement Amt	Pre-Authorization	Status
21-Jan-2020	GWAC Conference	UofL001000092200001	291.50 CAD	291.50 CAD		Submitted for MA

- This envelope can be put in the interoffice mail to automatically come to Financial Services or can be dropped off to Financial Services directly (AH178 Anderson Hall).
- If you are sending in your receipts from off campus, you can mail them in an envelope (make sure you include your name and claim number with the receipts) to:

The University of Lethbridge  
Financial Services  
4401 University Drive W  
Lethbridge, AB T1K 3M4

### **3. What type of supporting documentation is required?**

Submit original supporting documentation detailing the transaction, including the name of the vendor, a description of the goods or service, the purchase amount and the GST amount. Examples include a detailed cash register receipt, invoice, credit card receipt with an item description, printed on-line order document or conference registration. Include a conference agenda or some other documentation which lists the presentations, if you were one of the presenters.

Proof of payment must be clearly indicated on the document or provided as a separate document. Examples include a credit card statement, money order receipt or cancelled cheque. Proof of payment without transaction detail is not acceptable.

Financial Services does not require a hard copy of the printed expense report, but you must submit your original receipts. A previously submitted claim can be viewed on-line in the claim history, making printed copies unnecessary.

### **4. How do I print my expense claim report?**

The “print” option is available once you complete your report, submit your report, or open your previously submitted report by accessing it from ‘Report History’.

#### ➤ Print Options

- Report Summary (default) - shows Submitter name, Document number, Report name, Status, Document totals, Summary of expenses, and financial code charged
- Detailed Report – shows all above info along with descriptions and comments
  - Note – this report will list Receipt Status, but the receipts are no longer recorded online so ignore this statement.

### **5. What if I click on a drop-down list but nothing happens?**

This is most likely a Pop-up issue. Look for a pop-up blocker message somewhere on your screen, such as an information bar appearing in a toolbar at the top of your screen. Right click on the information bar and choose ‘Always allow pop-ups from this site’, or from the Tools menu select ‘Pop-up Blocker’, and then ‘Turn Off Pop-up Blocker’.

The steps to disable a Pop-up Blocker will vary depending on the browser (Chrome, Safari, Internet Explorer). For help, contact the Financial Services SumTotal administrator (see question 1). If you continue to experience problems, contact the Help Desk at 329-2490 or [help@uleth.ca](mailto:help@uleth.ca).

### **6. Can I access SumTotal Expense software from my home computer?**

Yes, if your home computer is connected to the internet and uses the web browser Chrome (version 57 or greater), Internet Explorer (version 11 or greater), Safari (version 10 or greater). The online claim system can be accessed through the Bridge: <http://bridge.uleth.ca>

The recommended Browsers are Internet Explorer, Chrome, and Safari. **Do not use** Firefox or Edge.

## 7. What should I include in the report name?

The report name is mandatory and should be meaningful to you, unique to each expense report, and should reflect the reason for the claim. The name you choose may be used in the future to distinguish the report from a list of several reports, so include details. (i.e. 2019 CPA Conference – Edmonton)

## 8. What financial code do I choose?

The financial codes available are specific to each user. For instance, if you are the Chair of your department the code you select will be followed by '-Chair'.

If the financial code that you need is not showing, contact the Financial Services SumTotal administrator to have this added to your profile (see question 1). ***If the box is empty – you most likely have a pop-up blocker. If so, please allow pop-ups from this site (contact Financial Services for assistance if needed).***

If you do not know which Financial Code to use, check with your supervisor.

The following explanations will assist you in choosing the correct financial code and to avoid unnecessary delays in the processing of your claim.

- Research accounts are generally displayed as the initials of the grant holder, and the last name of the grant holder or a description of the grant, followed by the fund number.
  - The principal investigator of a grant will use the financial code that includes '- PI' or '-Princ Inv'
  - Assistants or other individuals will use the financial code that does not include '- PI' or '-Princ Inv'
- If you have been granted faculty travel, choose the financial code, '*\_Department Name ULeth Travel Fund*' or '*\_Department Name ULeth Travel Fund-Position*.' If you have been granted Arts & Science faculty travel, the code is '*\_A&S Faculty Travel*'.
- To charge an expense to professional development, choose the financial code '*\_Department Prof Sup*'. Again, the code is specific to your current position. For example, '*\_Department-Chair Prof Sup*'.

## 9. How do I charge one expense to multiple financial codes?

If you need to charge one expense line to two or more separate financial codes, you can create a split allocation. This is done after clicking "Allocation" to get to the accounting page. Once there, click on "Create split allocation". You then have a choice of splitting your expense by 'Percentage' or 'Allocation Amt'. (The default is percentage so it may be easier to change this to 'Allocation Amt' unless you are splitting the expense 50/50.)

- Type in the allocation amount for the first financial code, choose the correct financial code, and then click “Add Split Item”.
- After you have added the split item, you will see the remaining amount to allocate.
- Type in the remaining amount or percentage you wish to charge to the next financial code in the Allocation Amt.
- Change the financial code to the one you wish to charge and again click “Add Split Item”.
- Once you have fully allocated your expense, you will see “Remaining Amt 0.00” and Remaining % 0.00%”.
- Click Done to get back to the ‘Add Expense’ tab.

Click “Add Expense” to add your expense to the expense claim.

Things to note when splitting expenses:

- If your expense is in a foreign currency, you should calculate the CAD equivalent prior to splitting the expense and change the currency to CAD. If paid by credit card, use the amount charged on your credit card. Otherwise, you can see the exchange rate on the website “<https://www.xe.com/currencytables/?from=CAD&date=2020-01-27>”. (Change the date to the date paid the expense and use the rate under CAD per Unit).
- If a portion of the expense is personal, you can follow the steps to split the allocation and check off the “personal” box and that portion of the expense will not be included on your expense reimbursement.

### **10. When entering a claim, do I have to fill in all the fields?**

No. Required fields are indicated by a red asterisk to the right of the field. The fields that appear onscreen are dynamically updated based on the expense type. For example, daily per diems require the number of units (days) and meal (receipts) require a list of attendees.

Fields without a red asterisk are optional, with the exception of the description field. Although no red asterisk appears next to description, this is a required field.

### **11. Is the region where I paid for the item or where the item comes from?**

Choose the region that you incurred the expense (if you are in a foreign country and that country is not listed – choose the closest one). This choice will determine the GST/PST as well as the currency.

The region you choose drives the GST and PST automatically calculated by the on-line expense system.

### **12. Where can I view or change the tax information?**

Applicable taxes are calculated for each expense item depending on the region you choose. For instance, if British Columbia is the selected region, the system will automatically calculate GST and PST. In some cases, such as meals, airfare and accommodations, the GST may not be calculated

correctly. You can change the amount of GST by clicking on the 'Tax Info' tab while in the 'Expense View'. Highlight the contents of the GST field and type in the correct amount. Click on 'Tax Info' again to close the window and return to the expense.

### **13. Can I change the exchange rate if I am charged a different rate?**

Yes. The SumTotal Expense exchange rates are updated on a regular basis by the Financial Services SumTotal administrator. If the exchange rate that appears varies from what you paid, you can override the default rate. To change the rate, highlight the contents of the exchange rate field and enter the actual rate.

If you paid foreign currency with your credit card, you can change the drop-down currency to CAD and type in the amount charged to your credit card in Canadian funds. If doing this, please include the credit card statement with your receipts and black out any unnecessary and personal information.

### **14. How do I approve online expense claims?**

Expense Claim approvals are completed through the Online Expense Claim System. You may be an expense claim approver because you are the approver of the financial code being charged or you supervise the person submitting an expense claim.

**Note: Financial Services has developed some courses to assist you in your role as an approver. There is a specific course for approving expense claims. If you have not already taken this Moodle course, please contact Patti Infanti ([patti.infanti@uleth.ca](mailto:patti.infanti@uleth.ca) or 403-329-5182) to get access to this course.**

Approvers will be contacted by e-mail when a claim is awaiting approval. To access the Online Expense claim system – follow the steps below.

Sign into the Bridge – then click on:

Finance  Personal Reimbursements  Online Expense Claim  Continue

**Note: Do not use the Browser "Edge" to approve expense claims as this is not currently working.**

- Click on "View Documents to Approve" found under 'Management Actions' on the Welcome screen.
- Expense claims that are waiting for your approval will be listed. Click on the claim and then click "Open" to see the details.
- Click on the expense lines to see the details and explanations in the description.
- Click on "Allocation" to see what financial code has been charged.
- After reviewing the financial code, click "Done" to get back to the Expense view.
- Continue to review the expenses by clicking on the Next button. (Note: the order may change as you review the expenses.)
- Once you have reviewed the expenses and are satisfied that they are acceptable, click "Done". (See Question 15 for instructions on rejecting an expense line or the entire claim.)

- From this screen, you can click on the “Print” Button to see the overview of expenses as well as the financial code charged or Click “Continue” to take you to the Submit screen.
- Click “Submit” to approve the claim.

Approvers can view a previously approved claim by clicking on ‘View Documents to Approve’ on the home page, and then on the ‘Approval History’ tab.

Note: Payments are processed through Accounts Payable every Thursday. Claims finalized by Wednesday night will be processed in the following day’s payment run. If you are the final approver, you may want to check for expense claim approvals on Wednesdays.

### **15. As an approver, what if I don’t approve of the expense claim?**

If you do not agree with the expense or the financial code being used, you need to reject the line or lines that are incorrect and put your comments in the pop-up box as to what changes are requested.

Alternatively, to reject the whole claim, you can click “Back to Home” and then “View Documents to Approve”.

- Click on the box beside the claim you want to reject and click “reject”. You will need to put a comment in the pop-up box and the submitter will need to resubmit the claim with the corrections or delete the claim.

### **16. How can I view the status of my on-line claim?**

To check the status of your online claim, follow these steps:

- Sign into the expense claim system.
- Click on “Review History” found under ‘Personal Actions’ on the left side of the Welcome screen.
- Click on the claim in question. The details will appear at the bottom of the screen.
- Click on the “Event History” tab found about halfway down the page.
- The Event History tab will display when the claim was submitted and each approver the claim has passed through. Use your scroll bar to the right of the Event History tab to view all items.
- Once your claim has been submitted, the status of the claim will be “Submitted for MA”.
- Once the claim passes through all approvers, it will read “Approval Complete”.
- Click on each of the “+” to expand the information.
- If the last entry still shows “Submitted for MA”, the name listed by that last entry will show the approver who has yet to review/approve your claim.
- Once the status is “Approval Complete”, that date will determine your payment date.
- Financial Services currently processes payments every Thursday morning.
- If your claim has reached “Approval Complete” by Wednesday evening, it will be included in the following day’s payment run.
- Within five days after the payment run, you will receive an email from RBC advising you of payment (this may go into your Junk Mail folder the first time).

- Once you receive that email, the payment will be directly deposited to your bank (the same bank account that your payroll is deposited) from one to three days after that email depending on your bank.

### **17. What if my claim has been rejected?**

If an approver has rejected your claim, you will be notified via automatic email from [finance.expense@uleth.ca](mailto:finance.expense@uleth.ca) that will include the reason for the rejection. You can correct this claim and re-submit it with the corrections rather than submitting a new expense claim. You can also delete the rejected claim.

Click on the link provided in the email or sign directly into the Expense Claim system.

You will find your rejected claim under the area “Select Document to Complete”.

- Click on the document to open it.
- To view the rejection details – click on the “Event History” tab and click on the last “+” to read the rejection details.
- You will be able to access each of the expense claim lines to correct the line(s) that need to be corrected or expense lines can be deleted.
- Resubmit your claim.
- A pop-up box will appear, and you will need to put in a comment.
- Your claim will go through the approval process again, but you will not need to re-submit receipts.

If you have submitted an expense claim in error or need to make changes, please contact the approver if known or the Financial Services SumTotal administrator to reject your claim.

You can then correct and resubmit the claim or delete the claim from your profile under ‘Select Document to Complete’ by clicking on the box beside the rejected claim and clicking “delete”.

### **18. How do I get access to a new financial code not listed in my choices?**

If the financial code that you need is not showing, contact the Financial Services SumTotal administrator (See question 1) to have this added to your profile. *If the box is empty – you most likely have a pop-up blocker. If so, please allow pop-ups from this site (contact Financial Services for assistance if needed).*