Expense Reimbursement Process

This document provides Help Desk staff an overview of the Expense Reimbursement process. Forms processing and tasks specific to the Employee/Submitter, Approver and Accounting Office are explained.

NOTE: Throughout these instructions there are references to other sets of instructions (e.g., Update Your Profile). To access these instructions, go to the CalATERS website, click Travel Advance & Expense Reimbursement, then select a role (e.g., Employee, Preparer, Submitter, Approver, Accounting or Help Desk). Then select the specific instructions.

Help Desk staff can use the Logon As privilege (if authorized) to access Expense Reimbursement forms that need problem resolution. The Logon As privilege is provided by SCO and is requested by your department. Refer to instructions for Sign In and Access Problems.

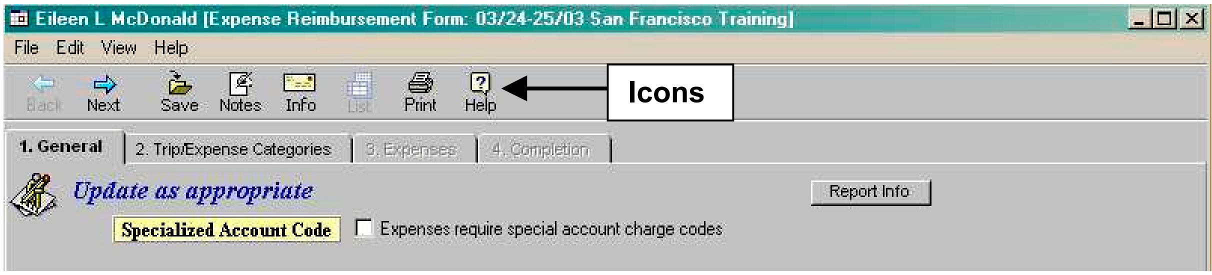
Table of Contents

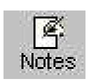
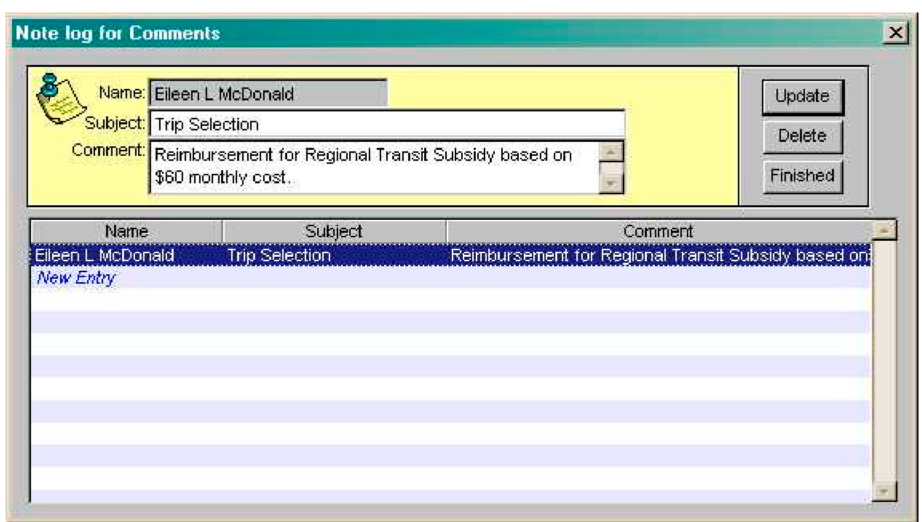
Table of Contents

Continued on next page.

I. Overview of Icons

Icons are available on most screens within CalATERS. The following section explains the purpose and use of icons available on the Expense Reimbursement form.



ICONS - Are used to perform the following functions:	
	Moves backward to the previous tab.
	Moves forward to the next tab.
	Saves the form.
	Opens the Note Log. Displays any Notes that were added by the employee/submitter, approver(s), or the accounting office. Notes can be added during the processing of the form. Also, the system will automatically generate a note in the Note Log with information regarding the reason a form was returned or disapproved by an approver. 

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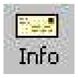
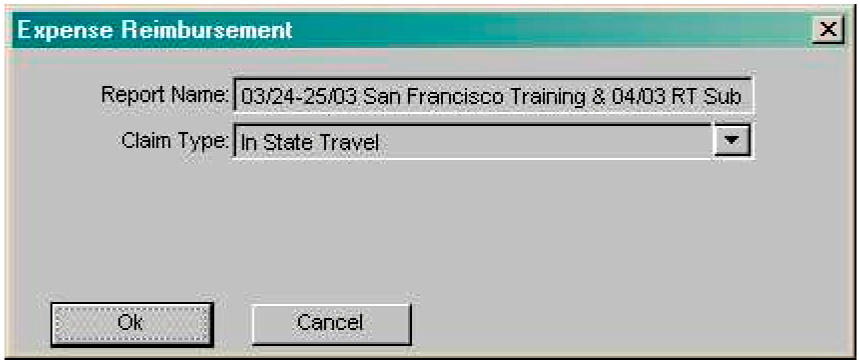
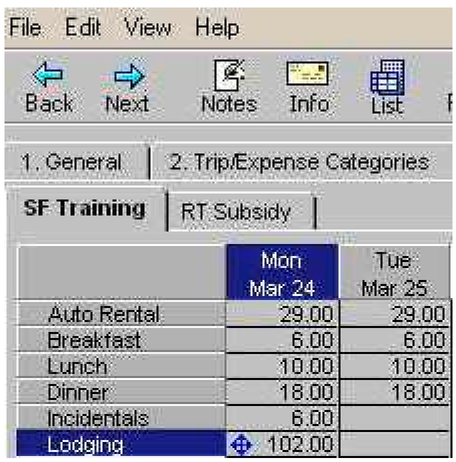
I. Overview of Icons (continued)

ICONS - Are used to perform the following functions:	
	Displays the **Report Name** and **Claim Type**. 
	Displays the expenses on the **Expense** tab on a Grid format.  Icon changes from **Grid** to **List** .

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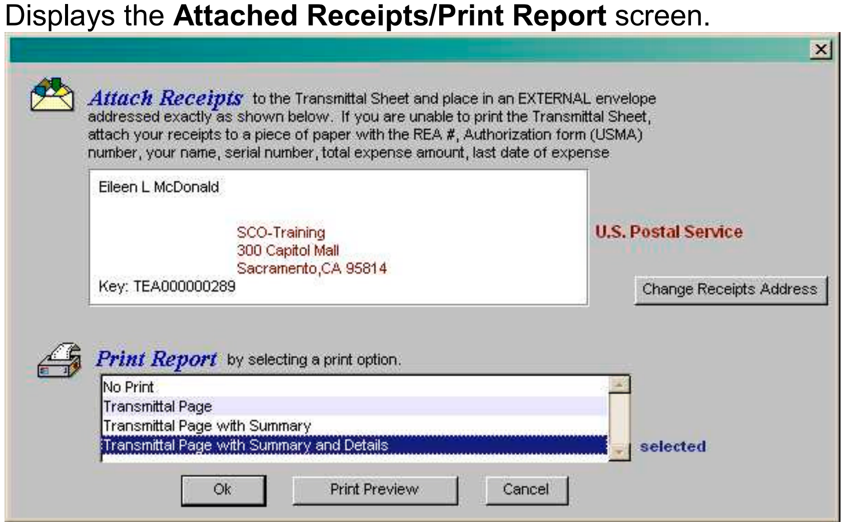
I. Overview of Icons (continued)

ICONS - Are used to perform the following functions:

Displays the expenses on the **Expense** tab in a List format.

Displays the **Attached Receipts/Print Report** screen.



The employee/submitter can change a receipt address and can select from a number of different Print options for their transmittal and summary sheets.

Note: *Department's receipt policies vary, your department may require receipts be forwarded directly to the employee's first level approver.*

Provides help information and access to other areas within the CalATERS website, such as Definitions, Instructions, etc.

II. From Draft to Submission – Employee to Approver

Refer to Create Expense Reimbursement, Special Account Coding, or Long Term Assignment instructions for detailed or quick path information on how to complete Expense Reimbursement forms.

The following pages outline issues the employee/submiiter may encounter when processing Expense Reimbursement forms from draft to submission.

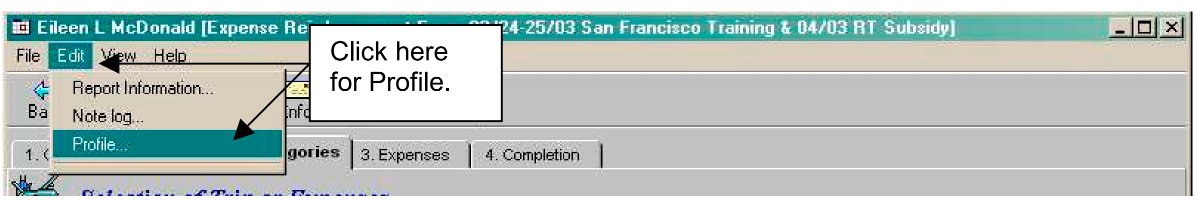
Profile Information

Before creating a new Expense Reimbursement the employee should verify that their **Profile** information has not changed. When a submitter or preparer is creating a form for an employee, they should verify with the employee that Profile information is correct. Changes may include appointment to a new classification, changing your approver, appointed to supervisory from rank & file, name or address change, etc. Refer to Update Your Profile instructions.

Profile information used for a specific Expense Reimbursement is viewable from any screen within the Expense Reimbursement request. The system will take a "snap shot" image of the Profile at the time the Expense Reimbursement is created. The system uses the information on the "snap shot" image to audit the form. Updates to the Profile will not change the "snap shot" image attached to the form.

If Profile information that impacts the auditing of the form is inaccurate, the form should be returned or disapproved. The Profile must be corrected then a new form must be created.

To access the employee Profile, click **Edit** from the **Menu Bar**, and then click **Profile**. The Profile screen will display.



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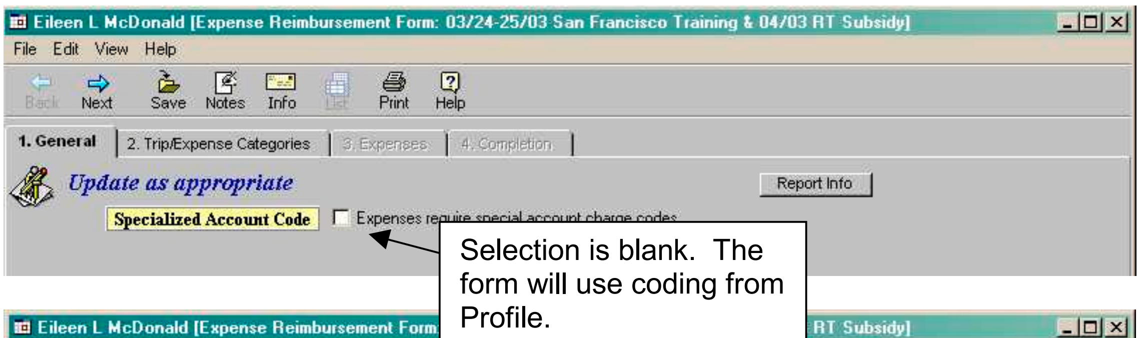
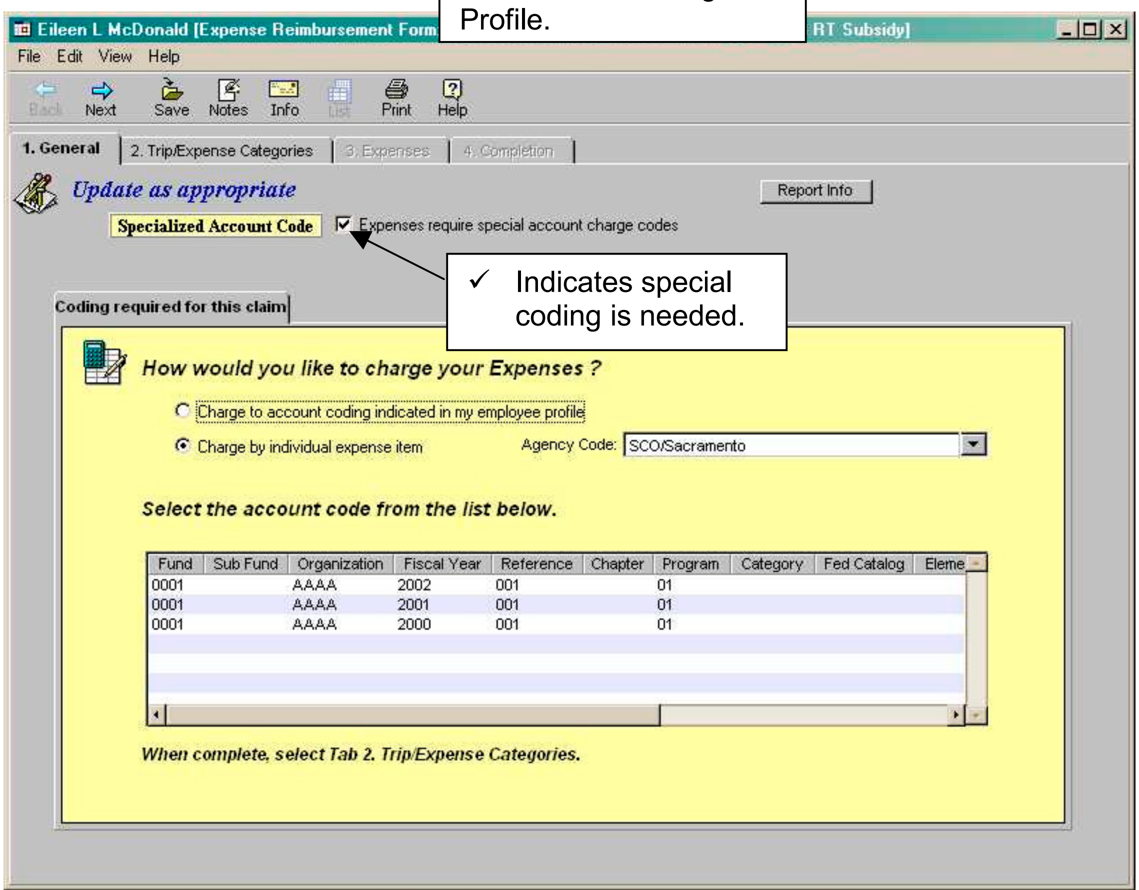
II. From Draft to Submission – Employee to Approver

1. General Tab

The **General** tab can be used to select Specialized Account Coding. If no special coding is required, or if employees/submitters of the department do not specify this coding, the selection should be left blank. ***Note:*** *Once Trip Types are added to tab **2. Trip/Expense Categories**, the employee/submitter cannot go back to tab **1. General** and select specialized account coding, except when the form is submitted and subsequently returned to the employee/submitter. Only the Accounting Office can modify the General tab after trips have been added.*





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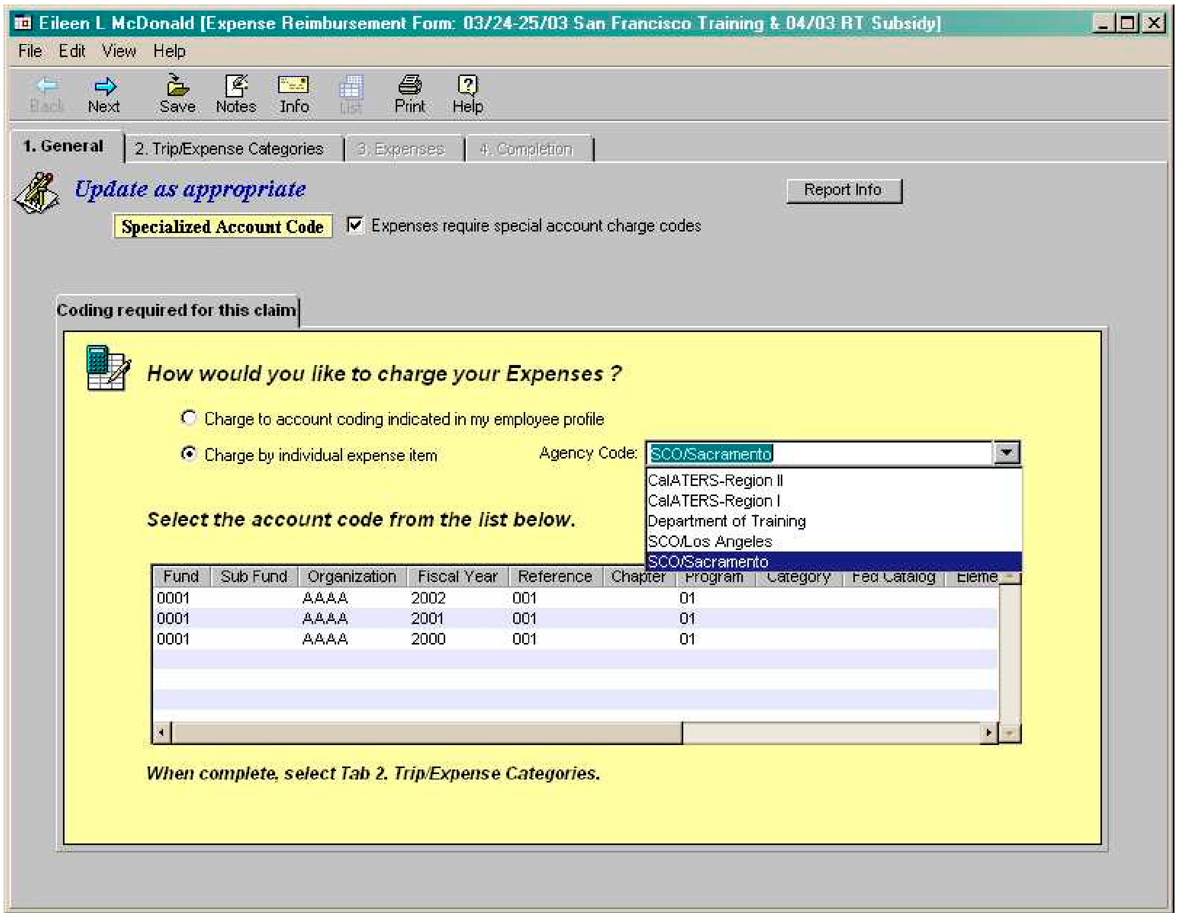
II. From Draft to Submission – Employee to Approver (continued)

1. General Tab (continued)

If Specialized Account Coding is selected, the employee/submitter/preparer has the option to charge individual expense items to an account code other than the one indicated in the Profile. Refer to the Special Account Coding instructions on the CalATERS website.



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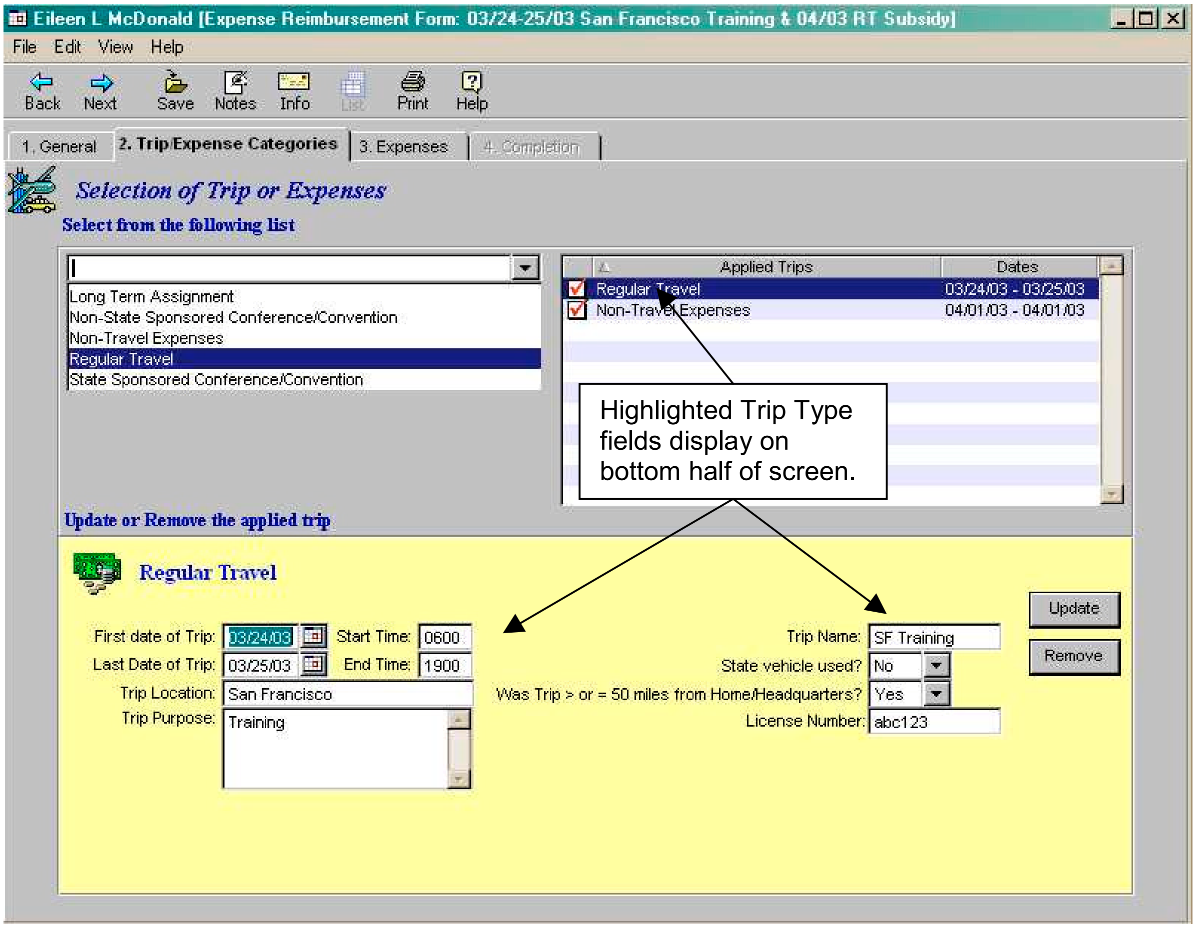
II. From Draft to Submission – Employee to Approver (continued)

2. Trip/Expense Categories Tab

The **Trip/Expense Categories** tab is used to select the type of trip or non-travel expenses. The fields available/displayed on the bottom half of the screen depend upon the trip type selected/highlighted in the Applied Trip area.



Selection of trip(s) or non-travel expenses:

Limit on trips
Four trips (same trip types or different trip types) can be applied to one form. If more are required, an additional Expense Reimbursement form must be created and submitted.

Continued on next page.

II. From Draft to Submission – Employee to Approver (continued)

2. Trip/Expense Categories Tab (continued)

Review Items and Exceptions
A Review Items and Exceptions screen will display when Non-State or State Sponsored Conference/Convention trips are requested.

Continued on next page.

II. From Draft to Submission – Employee to Approver (continued)

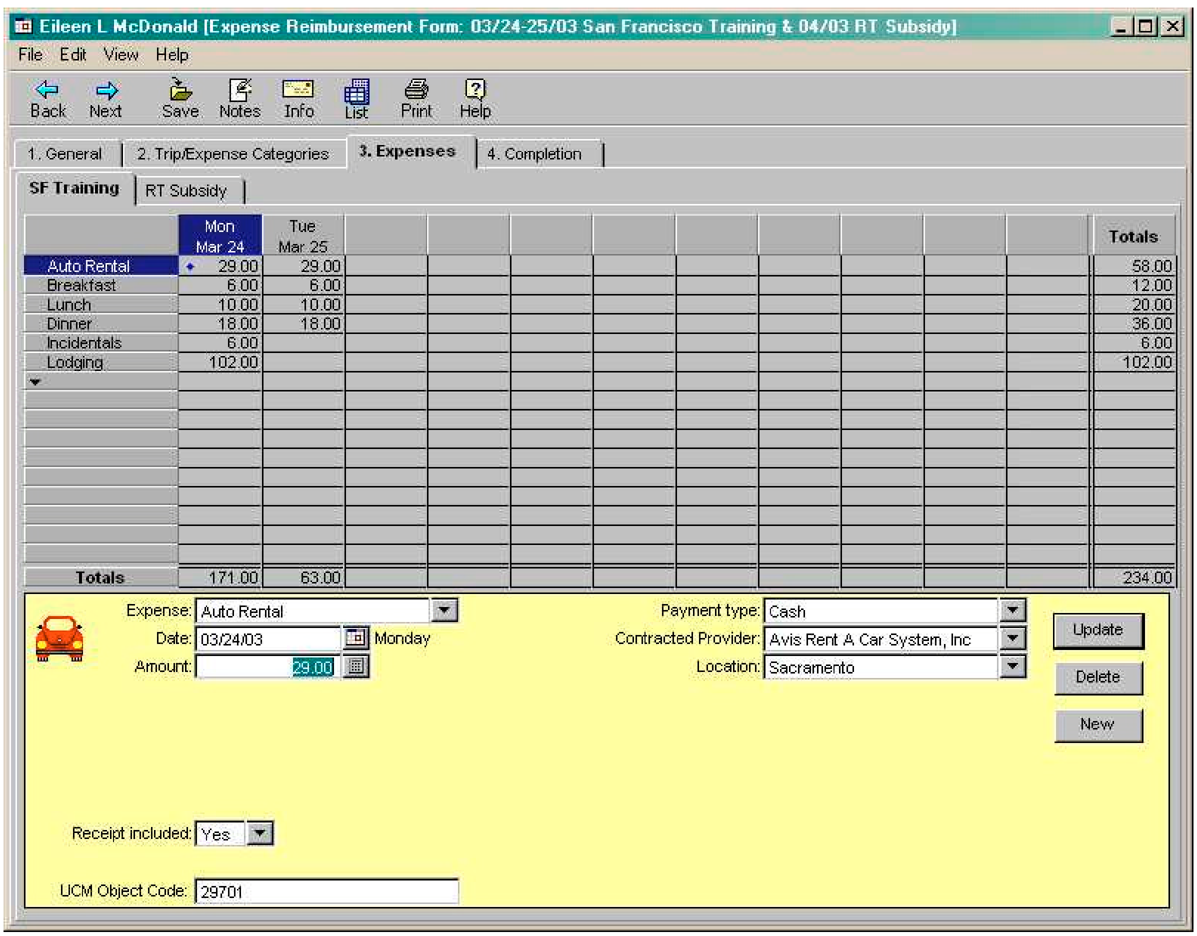
<u>3. Expenses Tab</u>

The **Expenses** tab is used to itemize expenses for each trip. This tab can be viewed in a grid or list format (see **Icons** section for more information). The sample below is the grid format.

The expenses that are available for selection for each trip depend upon the trip type selected on tab **2. Trip/Expense Categories**. For instance, LTA expenses are only displayed in the expense drop-down list if an LTA trip type was selected on tab 2.

The fields displayed at the bottom of the screen depend upon the expense selected. Expenses can be claimed as Cash, Direct Charge (pre-paid by the State or using a General Services card), or Corporate Card (a state issued credit card, such as American Express, where the employee versus the state receives the bill). ***Note:*** *Rules for selecting expenses and expense limits are applied based upon the employee's collective bargaining description on the Profile record attached to the Expense Reimbursement.*

The fields displayed may be different based on the role viewing the expense (e.g., Employee versus Accounting Office Staff). When Accounting staff view tab **3. Expense**, additional fields such as, Taxable, Reportable and Account fields may display. See section **IV. Review Form – Accounting Office to Final Approval**.



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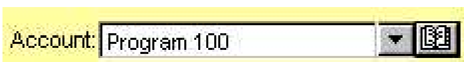
II. From Draft to Submission – Employee to Approver (continued)

3. Expenses Tab (continued)

Selection of expenses:

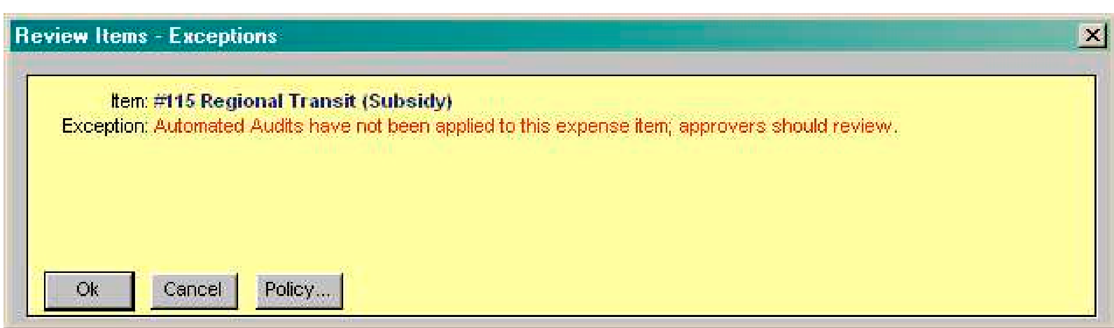
Incidentals – the system will allow one incidental per 24-hour period. If the employee claims the Incidental expense on the first day and your office does not allow this, return the form back to the employee/submitter with instruction to delete the first day Incidental and add the Incidental to the last day of the trip. These instructions can be added using the **Notes** feature.

Account field
This field is used to further define account coding information associated with the expense, for instance, it can be used when an expense needs to be charged to a specific grant or program. Accounting staff can modify this field. Refer to the Special Account Coding instructions on the CalATERS website.



Long Term Assignment
For Long Term Assignments (LTA), the employee's Profile must indicate LTA start and end dates and LTA address. For retroactive LTA claims where the LTA information has been removed from the Profile, the Profile should be updated to reflect the LTA dates at the time the expenses occurred. Once the Expense Reimbursement is created, the Profile should be updated to reflect current information. Refer to Update Your Profile and Long Term Assignment instructions.

Review Items and Exceptions
Messages are generated when approval is required, the expense requires reviewing, or the rules criteria have been transgressed. When a transgression occurs and an Exception Message is generated, the employee may be asked to provide additional substantiation regarding the expense or the system may consider the expense a "Hard Stop" which will not allow the employee/submitter to update the expense. Hard Stop messages may also be encounter on the Review Items screen. The employee/submitter cannot update the Expense Reimbursement until all Hard Stops are resolved or the expense is deleted.

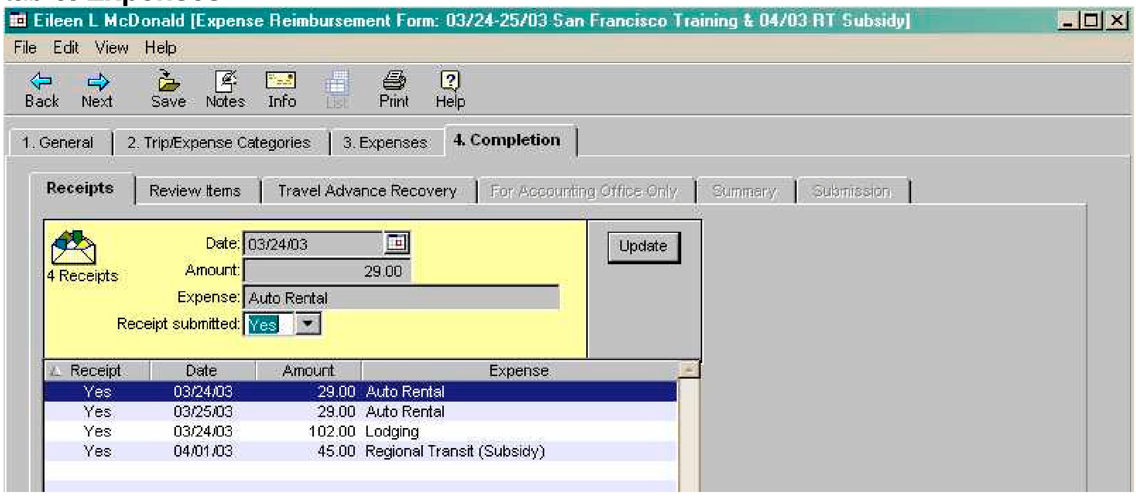


II. From Draft to Submission – Employee to Approver (continued)

4. Completion Tab

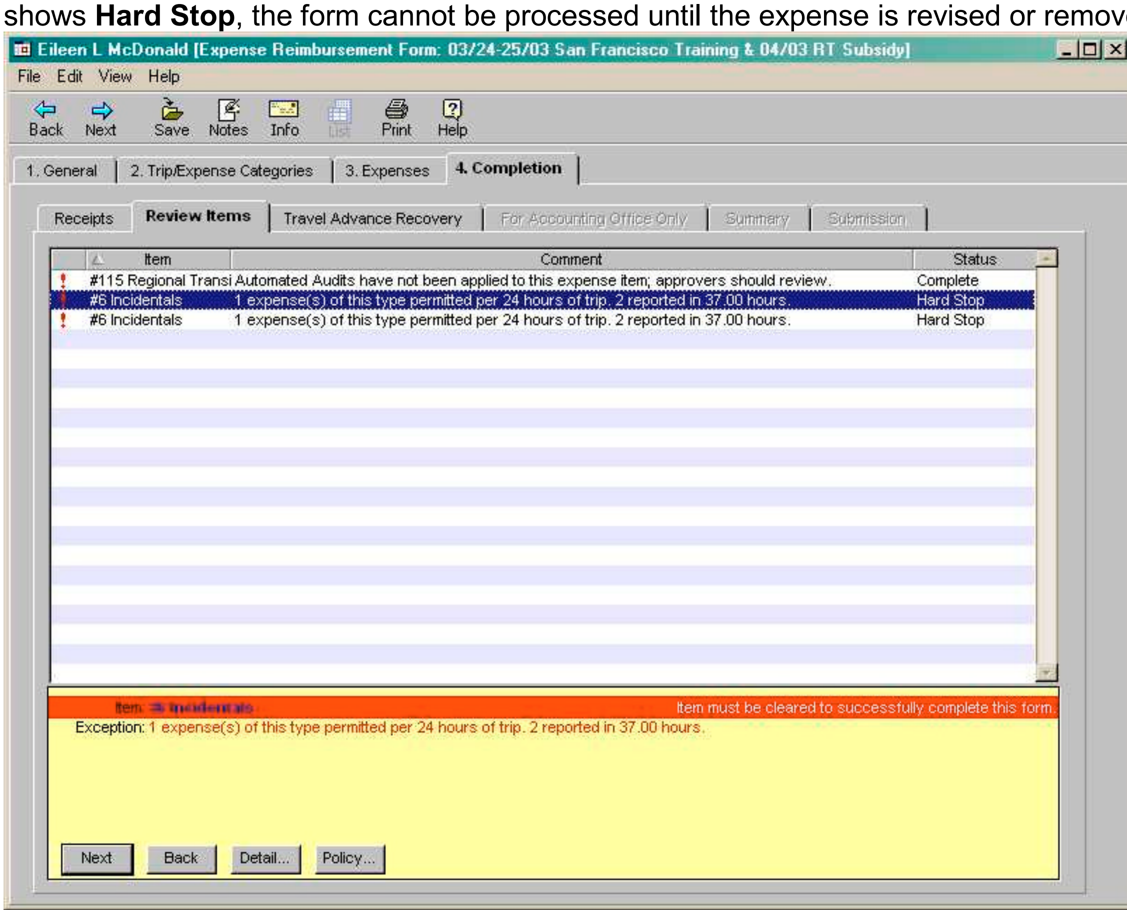
Receipts

The receipts tab will display only if expenses requiring receipts were listed for any trip on tab **3. Expenses**.



Review Items

The Review Items tab will display only if prior approval was required or if an expense requires additional information or the expense is an exception to a rule. If the Status field shows **Hard Stop**, the form cannot be processed until the expense is revised or removed.



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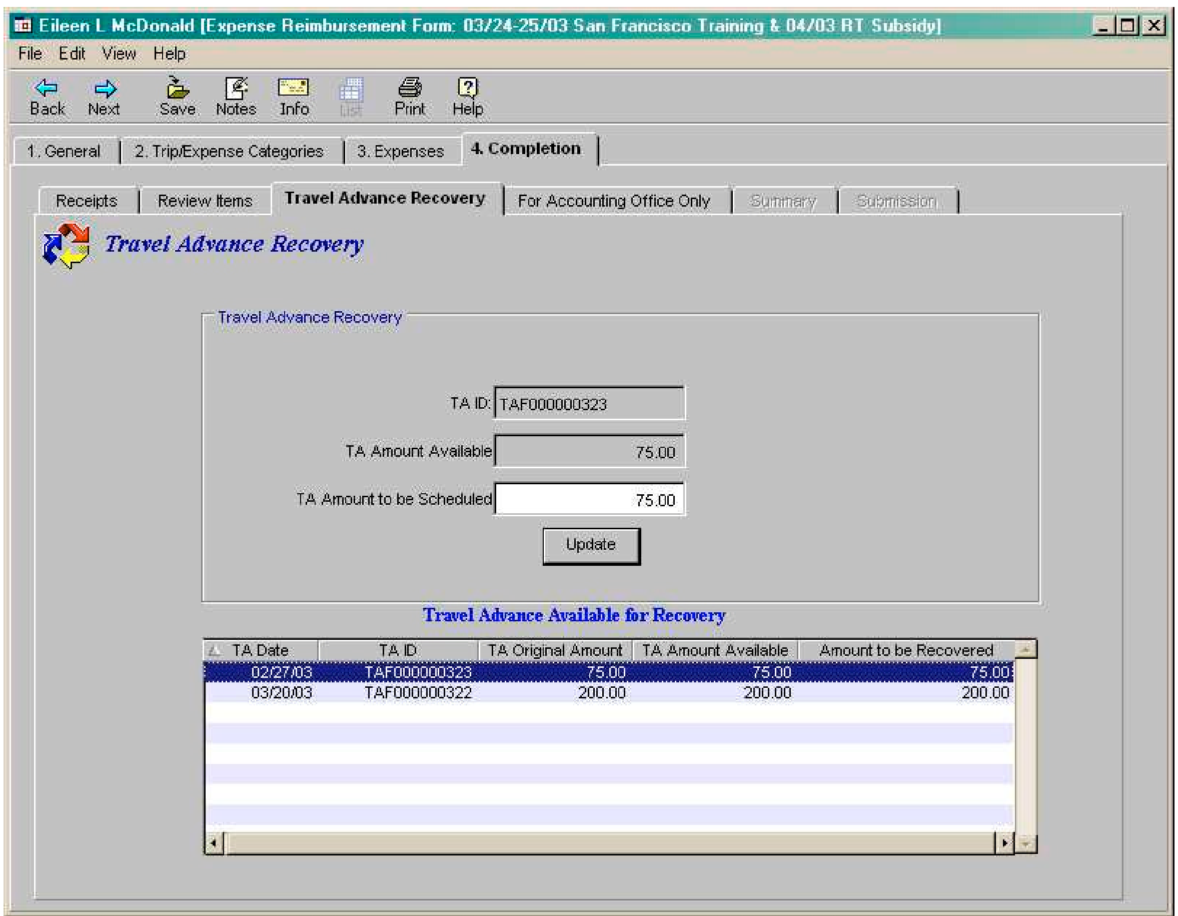
II. From Draft to Submission – Employee to Approver (continued)

4. Completion Tab (continued)

Travel Advance Recovery

The **Travel Advance Recovery** screen displays the outstanding Travel Advance amount to be recovered from this Expense Reimbursement. CalATERS will deduct the maximum amount from all outstanding Travel Advances. Only the accounting office has the capability to adjust the amounts scheduled for recovery.

On the **Travel Advance Recovery** screen, the employee/submitter and approver(s) can view, but not adjust, any outstanding Travel Advance amounts to be recovered from the Expense Reimbursement. The Accounting Office will have the capability to reduce or schedule the maximum amount available for recovery for outstanding Travel Advances.



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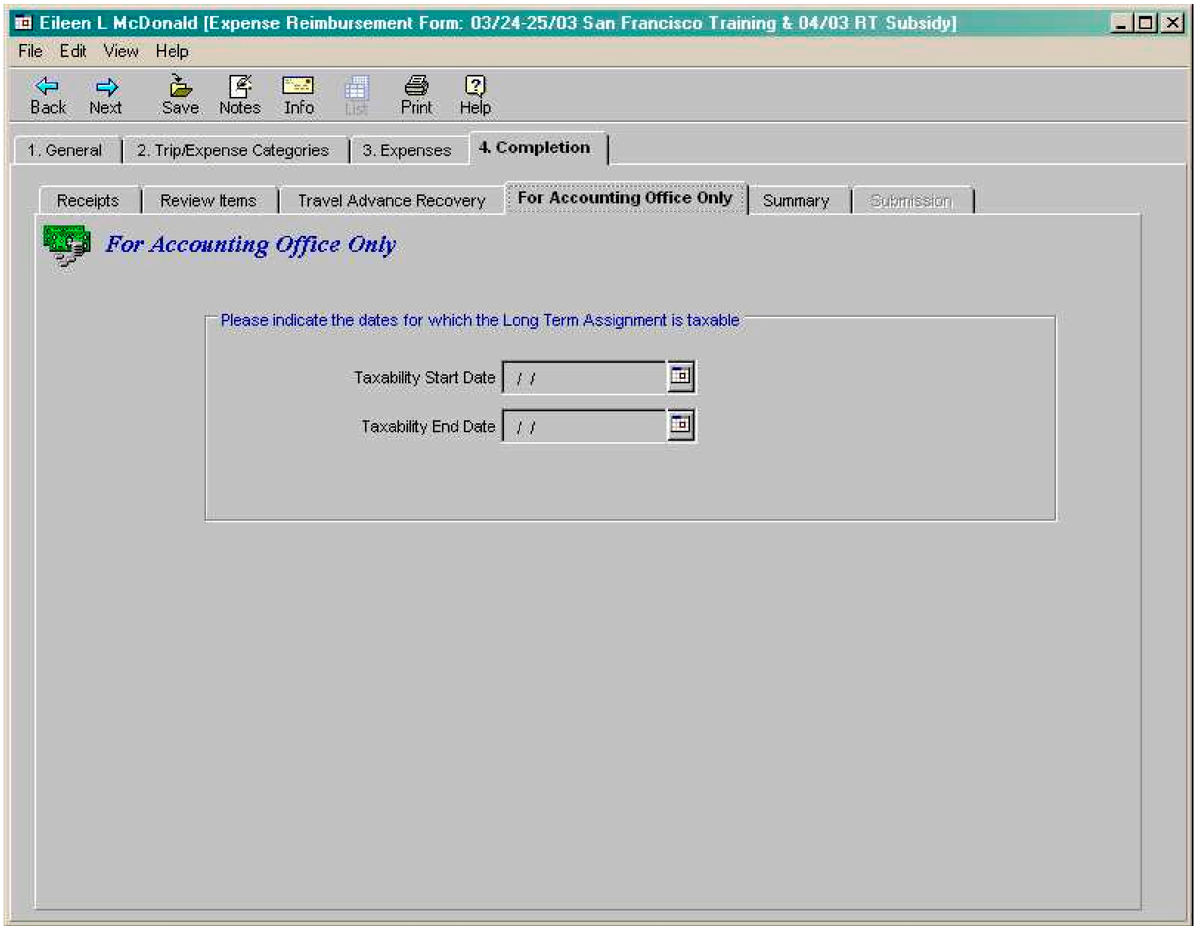
II. From Draft to Submission – Employee to Approver (continued)

4. Completion Tab (continued)

For Accounting Use Only

This screen is used by the Accounting Office to enter the Start and End dates for taxability while on a Long Term Assignment of one year or longer.



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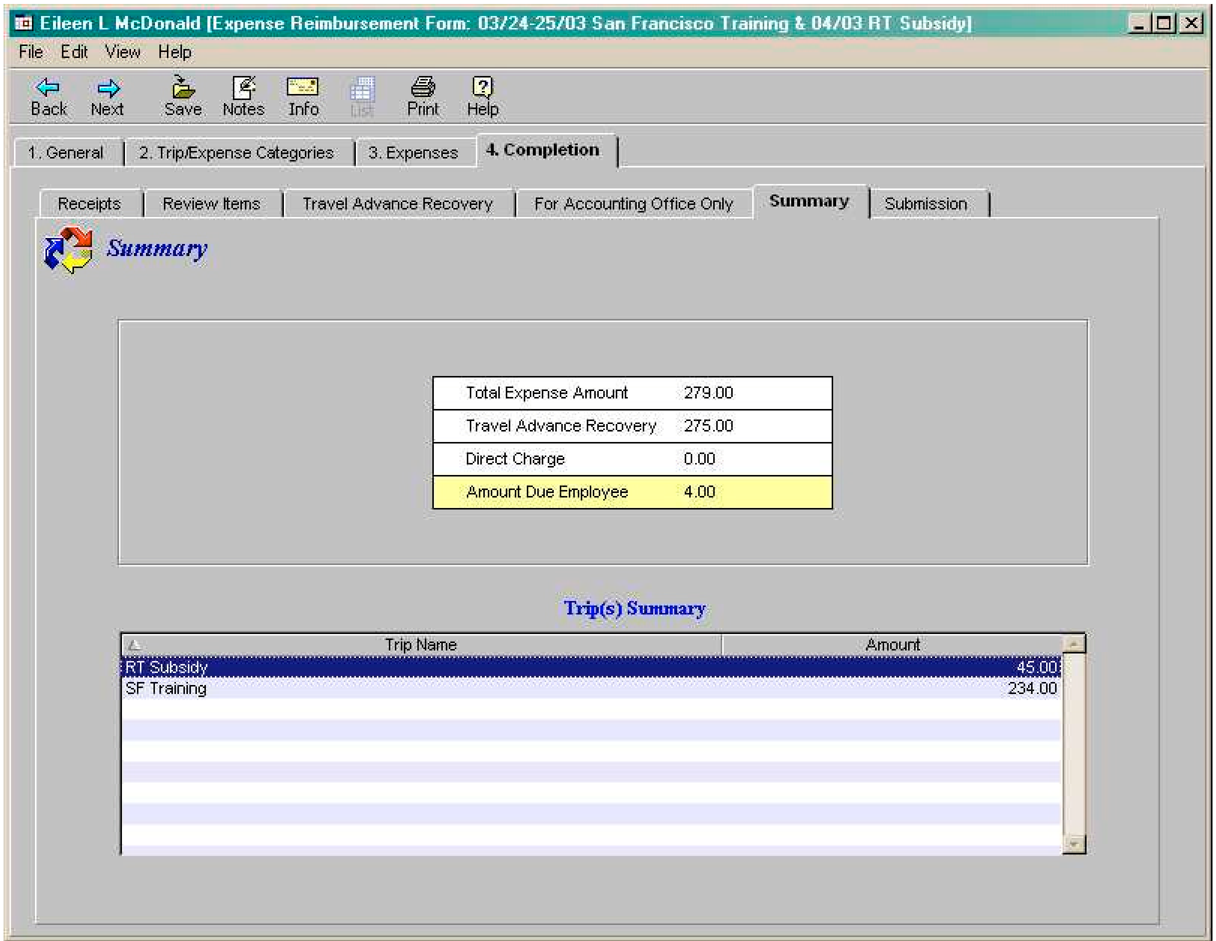
II. From Draft to Submission – Employee to Approver (continued)

4. Completion Tab (continued)

Summary

This screen reflects the total from the **Expense** listing minus **Travel Advance Recovery** and **Direct Charge** amounts. The **Amount Due Employee** represents the reimbursable amount (including Cash and Corporate Card payment types).



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II. From Draft to Submission – Employee to Approver (continued)

4. Completion Tab (continued)

Submission

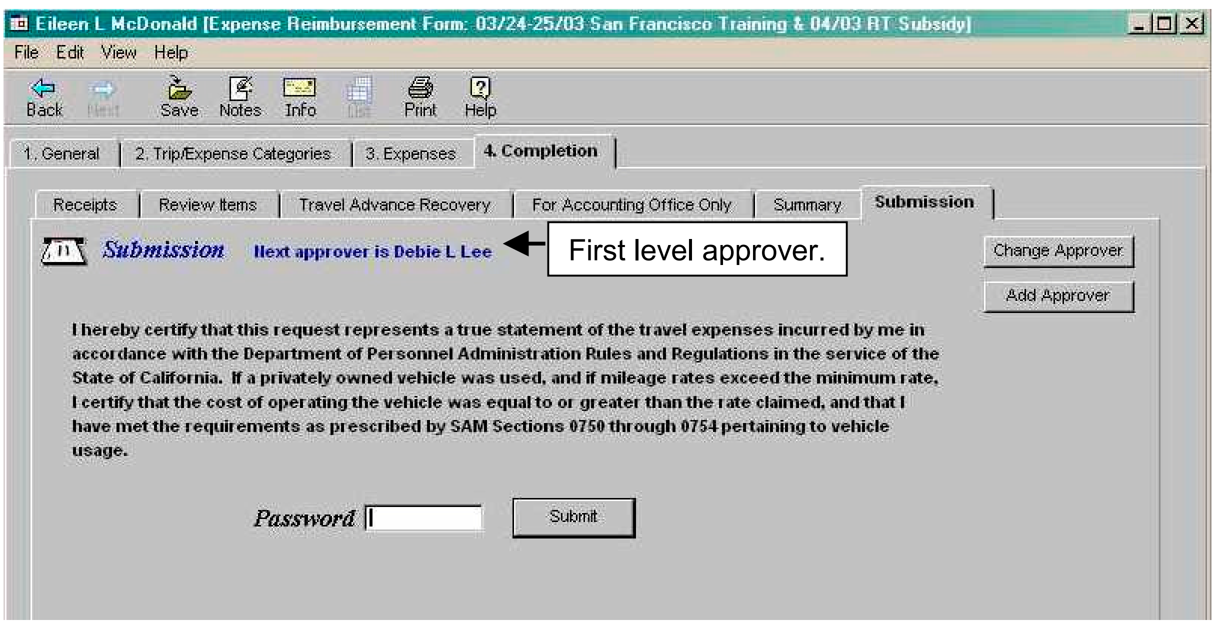
The submission tab displays on draft forms, prior to being submitted by the employee /submitter.

The name of the employee's first level approver is displayed. The first level approver (default approver) is specified in the employee's Profile. Refer to Update Your Profile instructions.

The Change Approver button is used by employees/submitters to select an alternate approver (other than the Default Approver) or to assign a first level approver when an approver is not displayed.

The Add Approver button is used to add another level of approval.
To submit the form, the employee/submitter enters their password and clicks the

Submit button. An e-mail is sent to the first level approver.

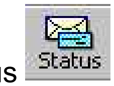


Submission Routing

When the form is submitted, it will go to the employee's first level approver (default approver) or an alternate approver (with a copy to the default approver) if the employee/submitter changed the approver. An e-mail notification will be sent to the approver and the form will be available for review in the approver's Work Queue with a status of **Action**. The form has a status of **Submitted** on the employee/submitter's Work Queue.

Note: When a submitter submits the form, a copy will be sent to the employee.

III. Review Form – Approver to Accounting Office

To check the status of a form after it has been submitted, use the Form Status  button from the Work Queue.

Refer to Approve Expense Reimbursement from the Approver role for detailed instructions on approving an Expense Reimbursement.

View Profile Information

When the form is opened, the approver can view the employee's Profile that is associated with the Expense Reimbursement request by clicking **Edit**, then **Profile**.

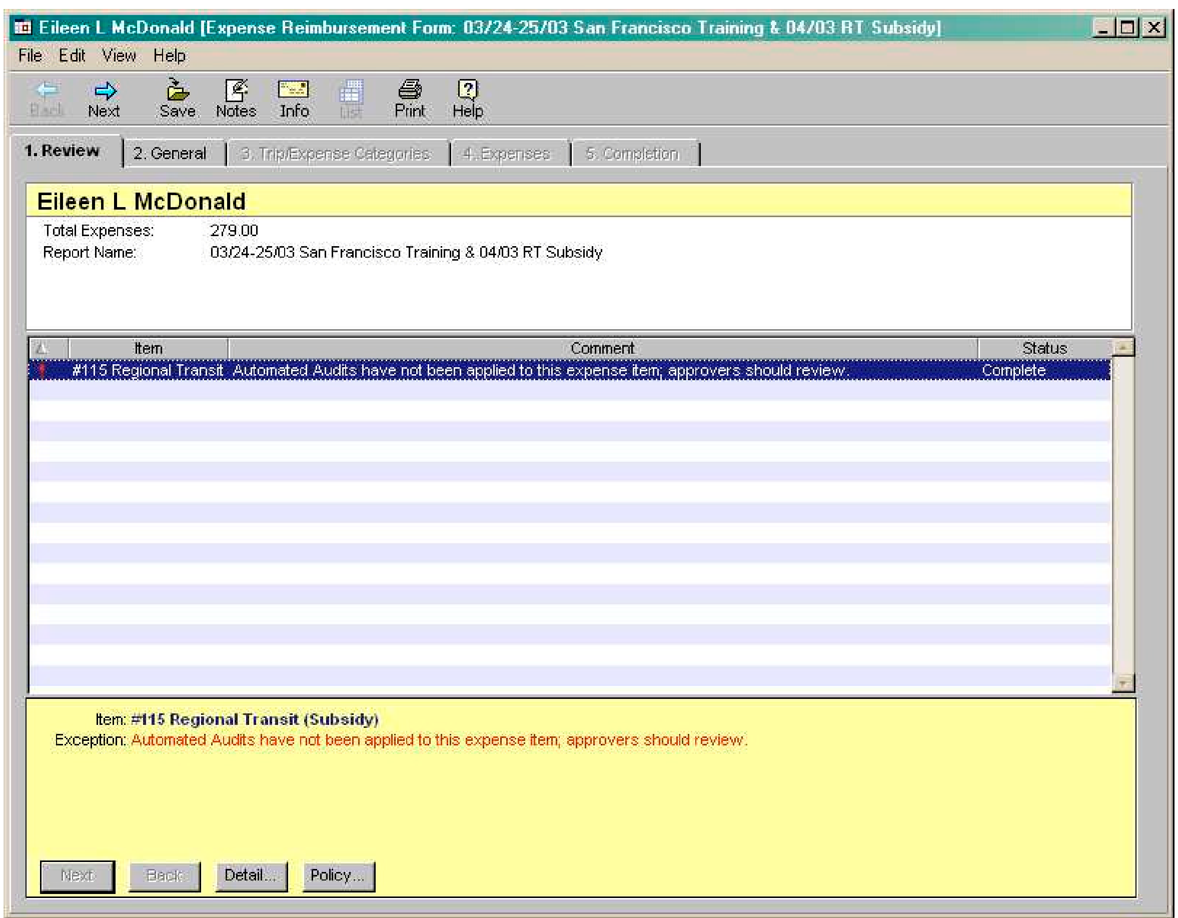
The Profile screen will display. To exit the Profile, click the  button or the .

Note: The Profile can be accessed from any tab within the Expense Reimbursement form.

For more information, refer to View User's Profile instructions.

1. Review Tab

For the approver, the view of the form is arranged slightly different from the employee/submitter's view of the form. The first tab that appears is the **Review** tab. This lists any exceptions or mandatory review items.



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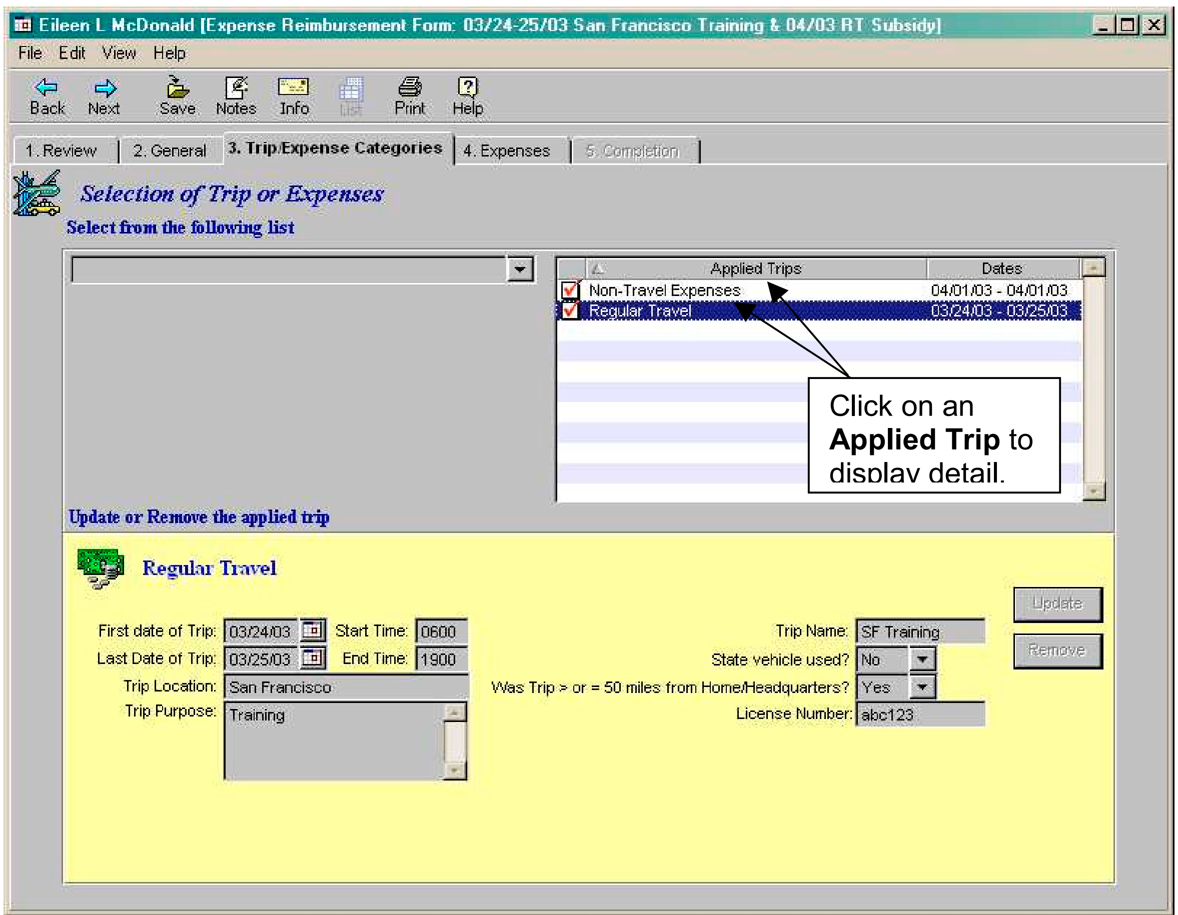
III. Review Form – Approver to Accounting Office (continued)

2. General Tab

This tab is the same as tab **1. General** for the employee/submitter. This tab is used to indicate Specialized Account Coding. If no special coding is required, or if employees/submitters of the department do not specify this coding, the selection will be left blank. The approver cannot change information on this screen.

3. Trip/Expense Categories Tab

This tab is the same as tab **2. Trip/Expense Categories** for the employee/submitter. If detailed information is not displayed, click on an **Applied Trip** to view detail. The approver cannot modify information on this screen.



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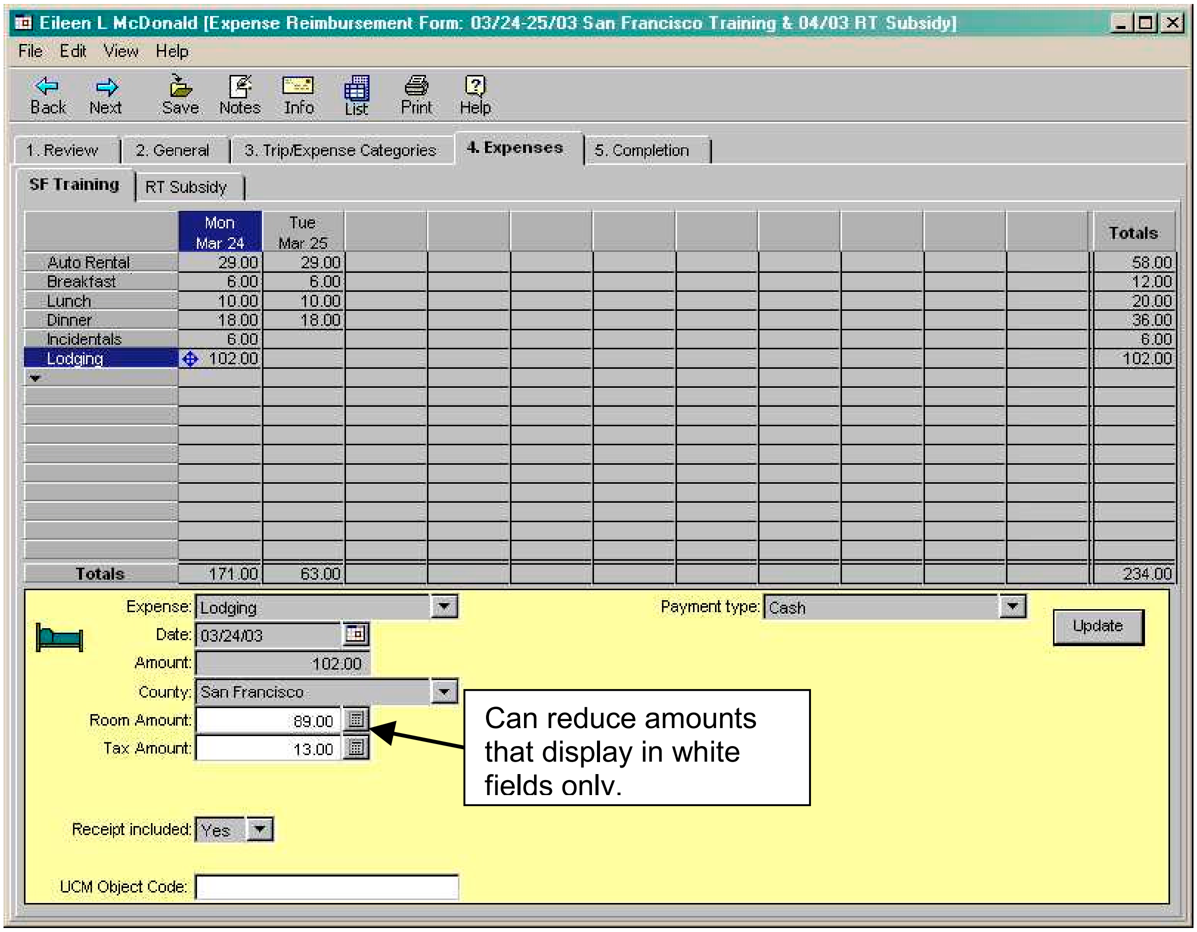
III. Review Form – Approver to Accounting Office (continued)

4. Expenses Tab

This tab is the same as tab **3. Expenses** for the employee/submitter. Approvers can reduce expense amounts. If expenses are adjusted, the Approver will be prompted at the **Approve/Return tab** (last screen in the review process) to provide an adjustment reason.



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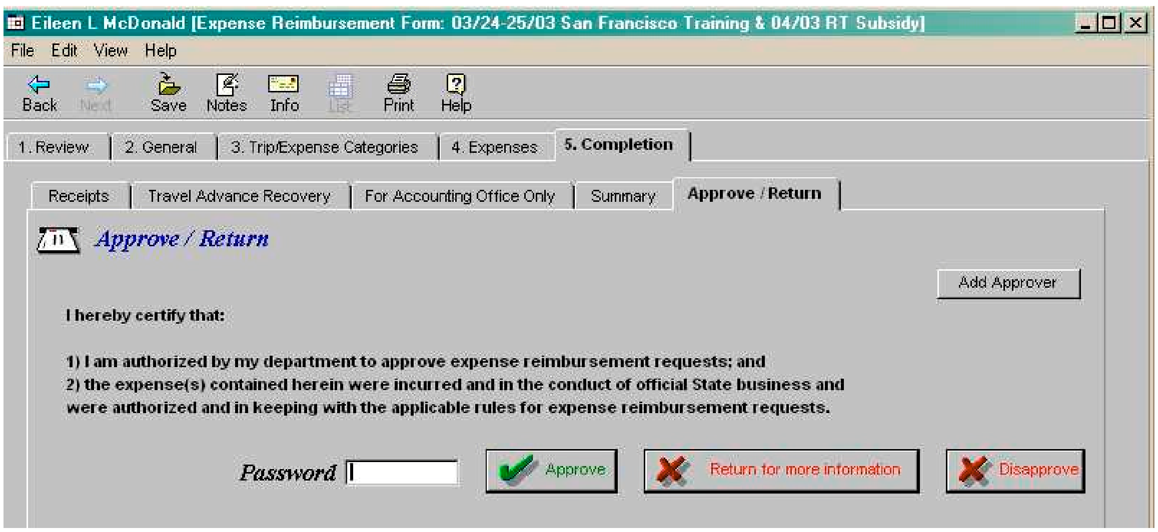
5. Completion Tab

This tab is the same as tab **4. Completion** for the employee/submitter. The **Receipts**, **Travel Advance Recovery**, **For Accounting Office Only** and **Summary** tabs function the same as for the employee/submitter.

The **Approve/Return** tab only displays for approvers and accounting office staff. This tab is used to Approve, Return for More Information, or Disapprove a form and can be used to add an additional approver.



Approve

If the form is approved, it will go to any additional approvers or to the Accounting Office. When the form is approved, the approver's Work Queue will display a status of **Approved**, while the employee/submitter's Work Queue will continue to display a status of **Submitted**, until the Accounting Office approves the form. The form will display in the next approver's Work Queue, or the Accounting Office's pooled Work Queue, with a status of **Action**.

Returned for More Information

A form can be returned to the employee/submitter or any approver who approved the form. A reason for return will be required. When a form is returned to the employee/submitter the status of the form on the Approver's Work Queue and employee/submitter's Work Queue will display **Returned**. Once the form is corrected, it can be resubmitted for pay and the status will change to **Submitted** for the employee/submitter and **Action** for the approver.

Disapprove

When a form is disapproved it will be returned to the employee/submitter's Work Queue with a Status of **Disapproved**. Approver's Work Queue will also display a Status of **Disapproved**. Disapproved forms cannot be resubmitted.

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III. Review Form – Approver to Accounting Office (continued)

Adjustment Screen

If an approver has made an adjustment to an expense or amount to be collected on the Travel Advance Recovery tab, the Adjustment screen will appear after the form is Approved, Returned for More Information or Disapproved.

The Adjustment screen may also display if an expense was adjusted, then changed back to the original amount. If this is the case, **Other** may be selected and “No adjustments made” can be indicated.

1) Click the down arrow. Click on one of the options, then click Ok.
2) When **Other** is selected key reason (limited to 50 characters).
3) Click the Ok button.

Click on the down arrow to display options, then click on the desired option.

Key in the reason when **Other** is selected, then click on OK.

Once the Adjustment screen is complete, the action requested for the Expense Reimbursement (i.e., approved, returned or disapproved) will be performed and an e-mail notification will be sent to the employee/submitter regarding the adjustment.

To check the status of a form after it has been approved, use the Form Status Status button from the Work Queue.

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IV. Review Form - Accounting Office to Final Approval

Refer to Approve Expense Reimbursement instructions from the Accounting role for detailed information on how to approve an Expense Reimbursement.

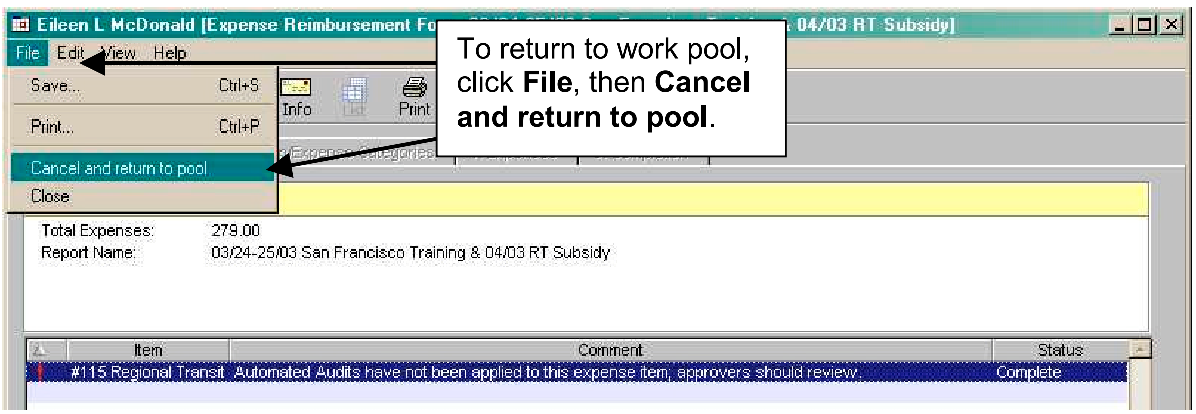
Accounting Staff Work Pool

After an Expense Reimbursement is approved by supervisors/managers, the form will be forwarded to the "Department Technician Group" (work pool). Your department CalATERS Coordinator will submit to the State Controller's Office a request to authorize access to the work pool.

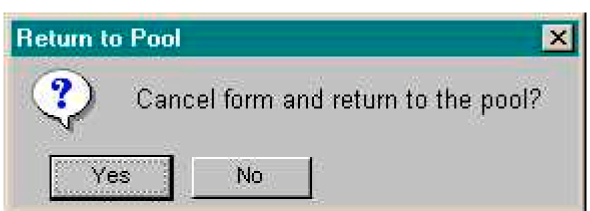
All "work pool" forms will be included on the accounting staff's Work Queue along with any forms that they have created/submitted. Forms requiring accounting office approval are identified with a **Status** of **Action**.

IMPORTANT: When accounting staff open an Expense Reimbursement form for review, they must either act on the form or return the form to the work pool using the **Cancel and return to pool** function. If the form is not exited via the **Cancel and return to pool** method, the form will not be available for review by other accounting staff.

Cancel and return to pool



The **Return to Pool** confirmation box appears, click **Yes**.



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IV. Review Form - Accounting Office to Final Approval (continued)

When accounting staff open an Expense Reimbursement form for review (**Status** of **Action**), their view of the form is similar to that of the approvers.

View Profile Information

When the form is opened the accounting office can view the employee's Profile that is associated with the Expense Reimbursement request by clicking **Edit**, then **Profile**.

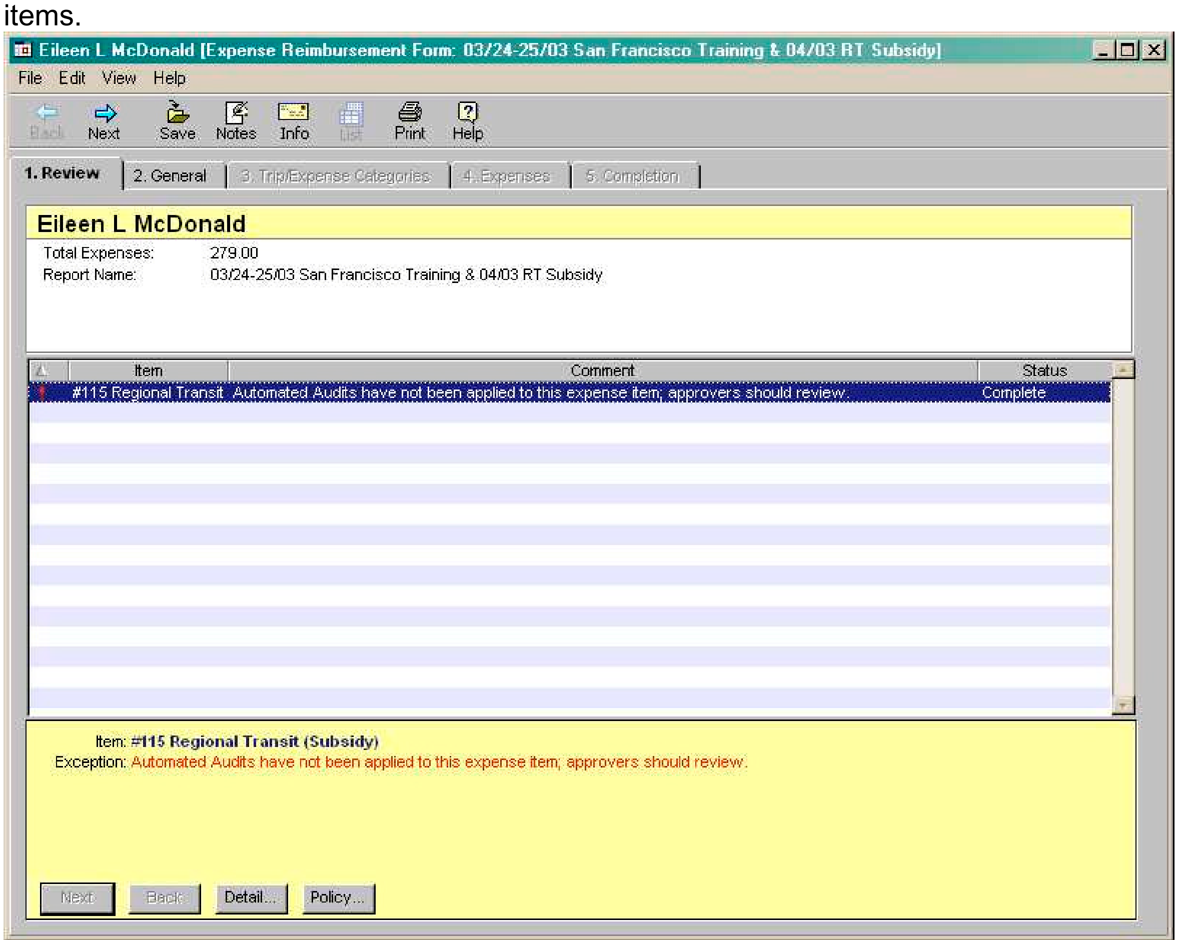
The Profile screen will display. To exit the Profile, click the Cancel button or the ☒.

Note: The Profile can be accessed from any tab within the Expense Reimbursement form.

For more information, refer to View User's Profile.

1. Review Tab

The first tab that appears is the **Review** tab. This lists any exceptions or mandatory review items.



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IV. Review Form - Accounting Office to Final Approval (continued)

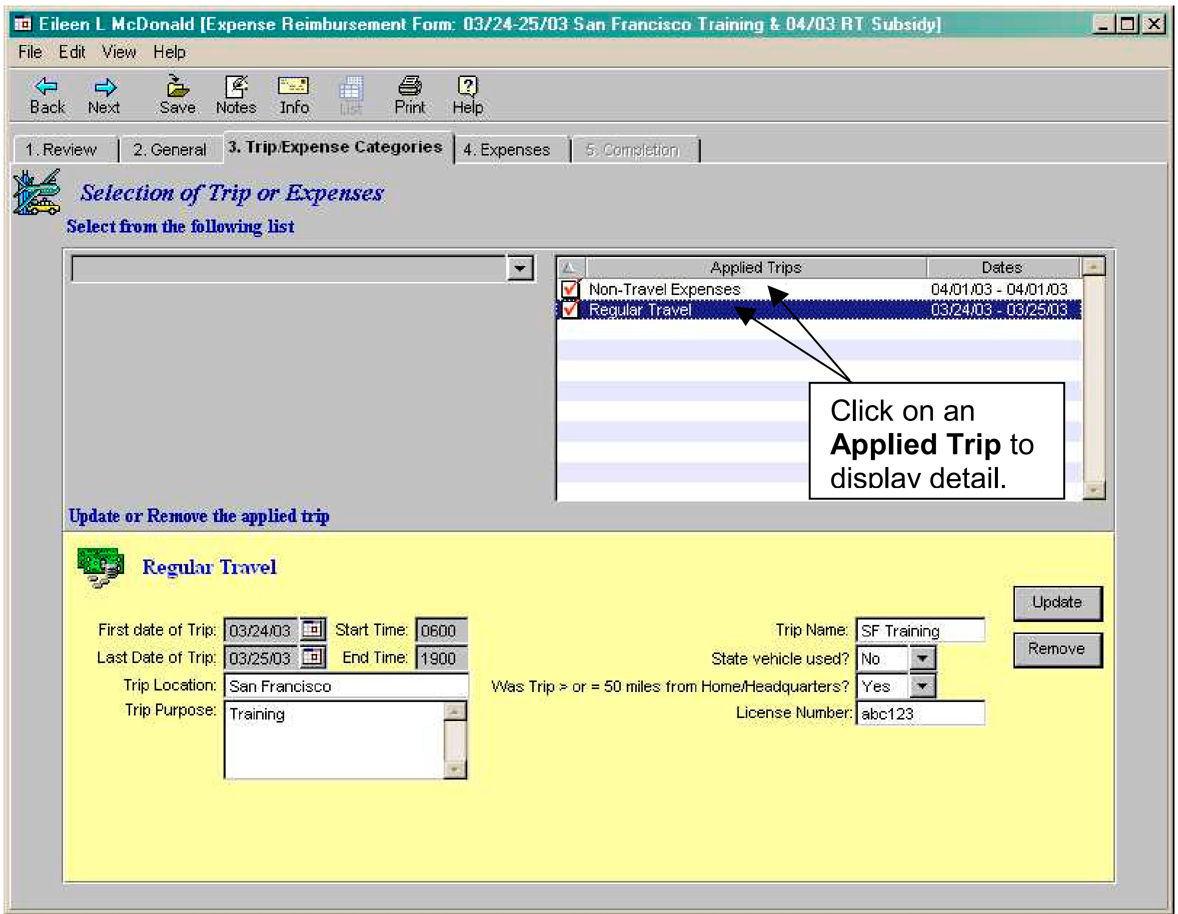
2. General Tab

This tab is the same as tab **1. General** for the employee/submitter. This tab is used to indicate Specialized Account Coding. If no special coding is required, or if employee/submitters of the department do not specify this coding, the selection will be left blank. The Accounting Office can add or modify this information.

3. Trip/Expense Categories Tab

This tab is the same as tab **2. Trip/Expense Categories** for the employee/submitter. If detailed information is not displayed, click on an **Applied Trip** to view detail.

The accounting office can update or remove information on the Trip/Expense Categories tab.



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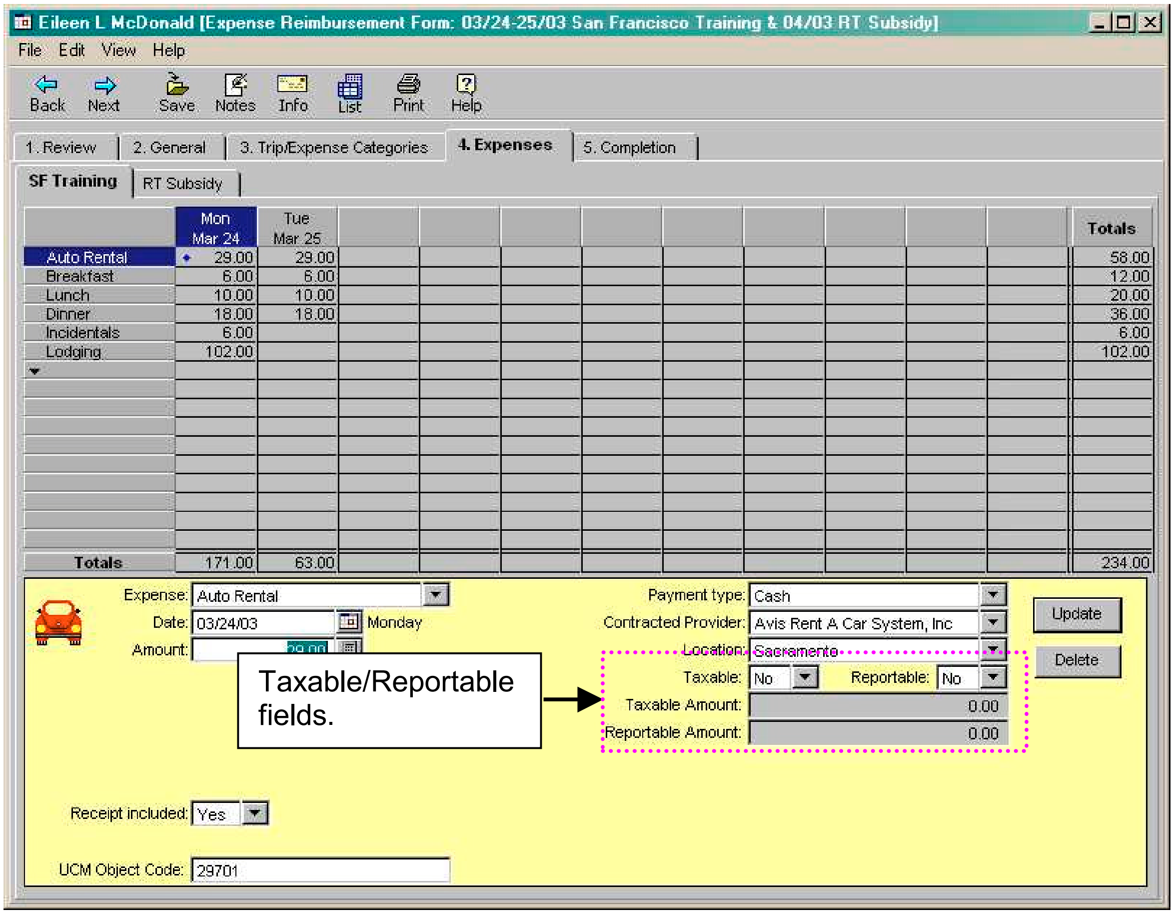
IV. Review Form - Accounting Office to Final Approval (continued)

4. Expenses Tab

This tab is similar to the tab **3. Expenses** for the employee/submitter. The accounting office can adjust expense amounts, delete expense amounts, indicate taxability and reportability, and add or change account coding on the Expenses tab. If expenses are adjusted, the Accounting staff will be prompted at the **Approve/Return tab** to provide an adjustment reason.



Taxable/Reportable fields

For all transactions identified on CalATERS as taxable/reportable, the system will automatically generate transactions in the State Controller's Non-Uniformed State Payroll System (Non-USPS). These transactions were previously requested on the form STD.676 Non-USPS Adjustment Request – Payments (Fringe Benefit/Employee Business Expense).

The system or accounting staff can use the **Taxable** (Yes/No), **Reportable** (Yes/No), **Taxable Amount** and **Reportable Amount** fields to indicate taxability and reportability for each expense.

IMPORTANT: Some expenses will be automatically identified by the system as taxable/reportable, for example, Specialize/Modified Auto Mileage.

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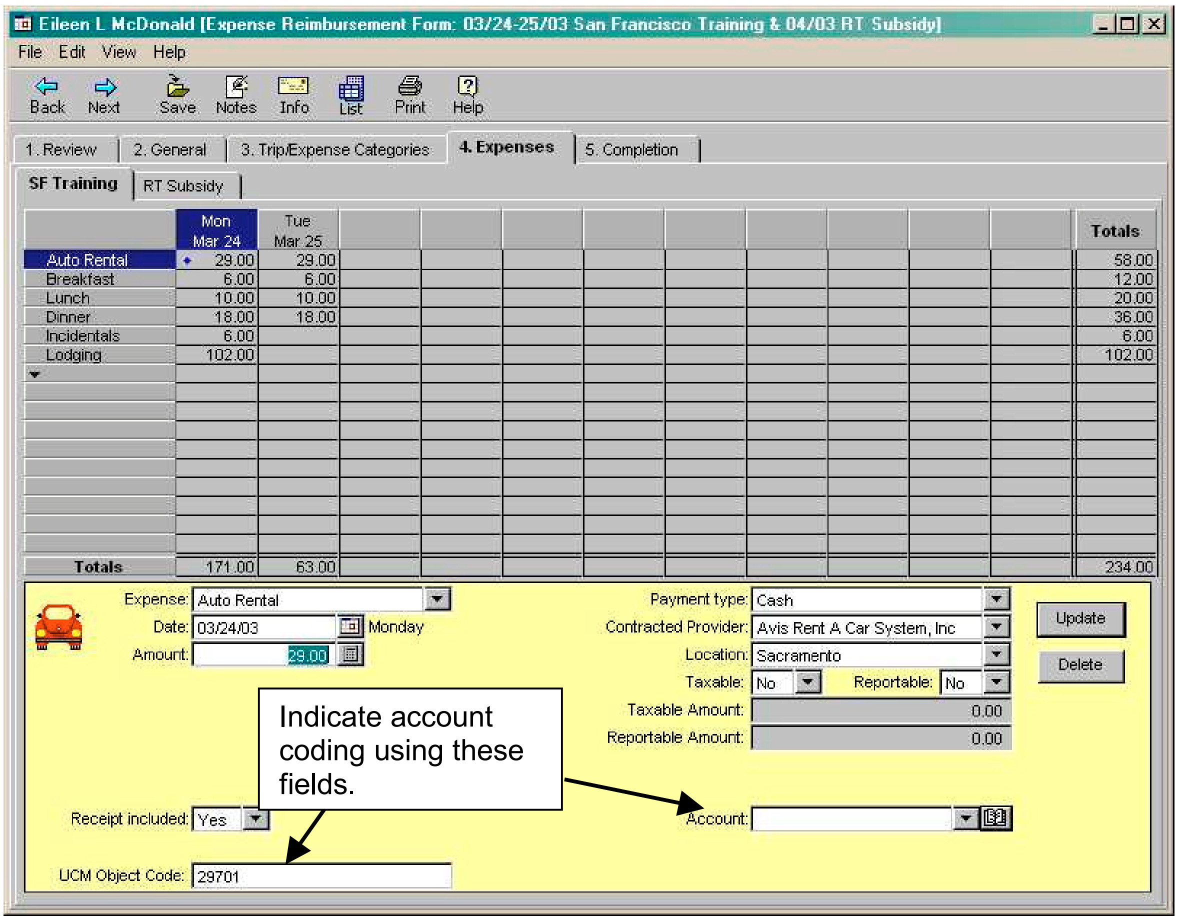
IV. Review Form - Accounting Office to Final Approval (continued)

UCM Object Code field

This field will identify the object code associated with the expense. A table defined by your department determines this code. This field can be modified. If the code is incorrect and requires a change to the table contact the person in your department responsible for requesting CalATERS table updates.

Account field

This field is used to further define account coding information associated with the expense, for instance, it can be used when an expense needs to be charged to a specific grant or program. Accounting staff can modify this field. Refer to the Approve Expense Reimbursement instructions from the Accounting role.



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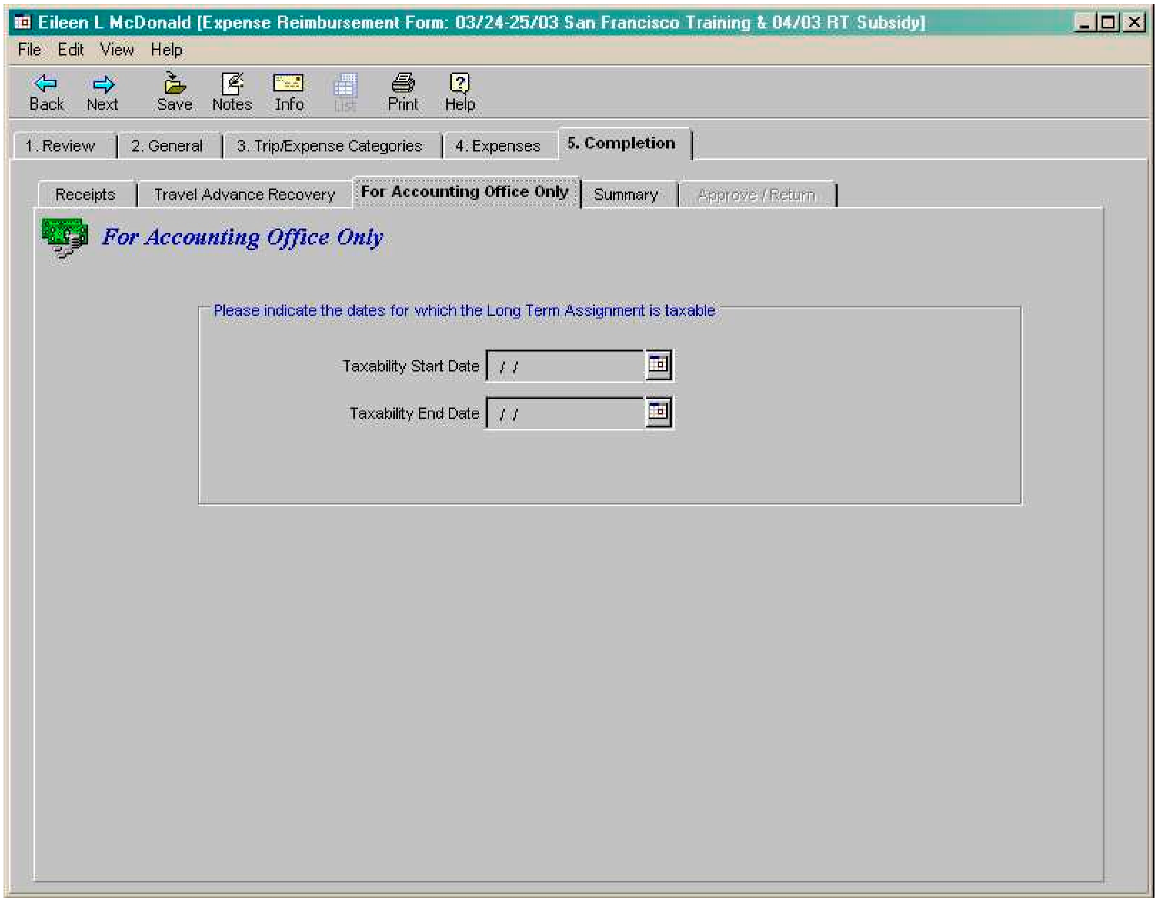
IV. Review Form - Accounting Office to Final Approval (continued)

5. Completion Tab

This tab is the same as tab **4. Completion** for the employee/submitter. The **Receipts**, **Travel Advance Recovery**, **For Accounting Office Only** and **Summary** tabs function the same as for the employee/submitter.

For Accounting Use Only

This screen is used by the Accounting Office to enter the Start and End dates for taxability while on a Long Term Assignment of one year or longer.



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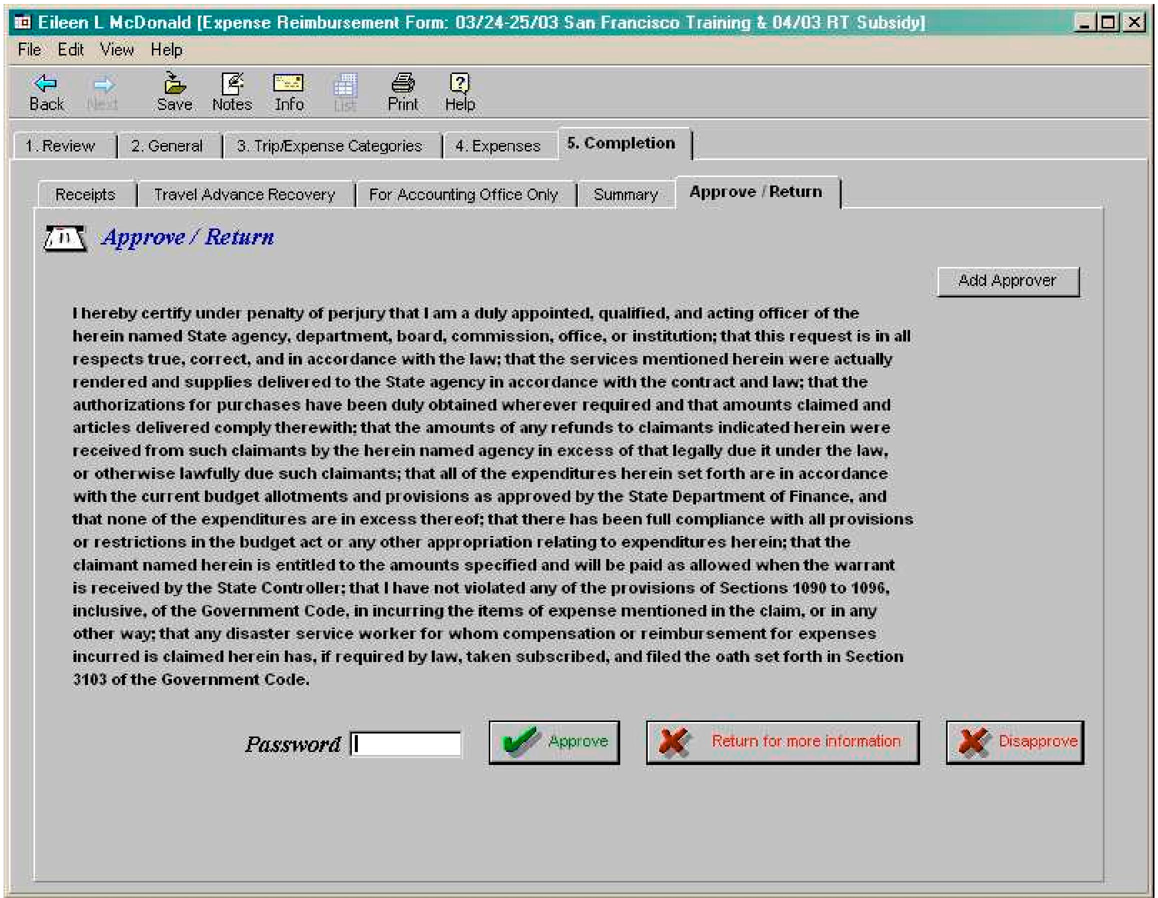
IV. Review Form - Accounting Office to Final Approval (continued)

5. Completion Tab (continued)

The **Approve/Return** tab only displays for approvers and accounting staff. This tab is used to Approve, Return for More Information, or Disapprove a form and can be used to add an additional approver.



Approve
If the form is approved, it will be forwarded to any additional approvers or when applicable, to the State Controller's Office for pre-auditing and then to "final approval" and payment. When the form is approved, the accounting office's pooled Work Queue will display a status of **Approved**. The approver's Work Queue will continue to display a status of **Approved**. The employee/submitter's Work Queue will continue to display a status of **Submitted**, until payment is issued, then the status will change to **Completed**.

Return for more information
A form can be returned to the employee/submitter or any approver who approved the form. A reason for return will be required. When a form is returned to the employee/submitter the status of the form on the Accounting Office Work Queue and Employee/Submitter's Work Queue will display **Returned**. **Note**: The Approver's Work Queue will not change to **Returned**. Once the form is corrected, it can be resubmitted for approval.

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IV. Review Form - Accounting Office to Final Approval (continued)

Disapprove
When a form is disapproved it will be returned to the employee/submitter's Work Queue with a Status of **Disapproved**. Approver's Work Queue will also display a Status of **Disapproved**. Disapproved forms cannot be resubmitted.

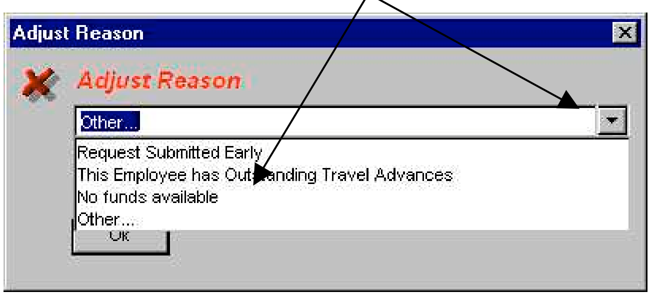
Adjustment Screen
If an approver has made an adjustment to an expense or amount to be collected on the Travel Advance Recovery tab, the Adjustment screen will appear after the form is Approved, Returned for More Information or Disapproved.

The Adjustment screen may also display if an expense was adjusted, then changed back to the original amount. If this is the case, **Other** may be selected and "No adjustments made" can be indicated.

1) Click the down arrow. Click on one of the options, then click Ok.
2) When **Other** is selected key reason (limited to 50 characters.
3) Click the Ok button.

Click on the down arrow to display options, then click on the desired option.

Key in the reason when **Other** is selected, then click on OK.



Once the Adjustment screen is complete, the action requested for the Expense Reimbursement (i.e., approved, returned or disapproved) will be performed and an e-mail notification will be sent to the employee/submitter regarding the adjustment.

To check the status of a form after it has been approved, use the Form Status Status button from the Work Queue.