

## Frequent Q&A

### **Q. What do I do if I find something incorrect on my reconciliation?**

**A.** Contact the department that generated the entry (HPY-Budget, 0000-Accounting, etc.) in order to determine the next step in getting it fixed.

### **Q. Do I still sign off and have my BA sign off even when there are mistakes?**

**A.** Yes. You both still need to sign, just indicate on the reconciliation what the mistakes are and that they are being researched.

### **Q. If I need a new department and cost center what should I do?**

**A.** First, submit a "Request Add-Change Department & BA" form through DocuSign. After you are notified that the new department was created then submit "Request to Add/Change a Cost Center" form through DocuSign.

### **Q. When to use the "Request Add Change Department & BA" form in DocuSign?**

**A.** If you need to create a new department or if the name or budget authority for a current department needs to be changed.

### **Q. When to use the "Request to Add-Change Cost Center" form in DocuSign?**

**A.** If you need to create a new cost center or if the name, or function needs to be corrected, or if the cost center needs to be moved to another department. If the fund on a cost center needs to be changed you need to create a new cost center.

### **Q. Can we run a reconciliation report in the middle of the month?**

**A.** Only to find out information. The actual account reconciliation needs to be run between the date your department is notified that the period is closed and ready for accounts reconciliations and the deadline.

### **Q. Fringes and a non-payroll journals showing up on their reconciliations for line A3000.**

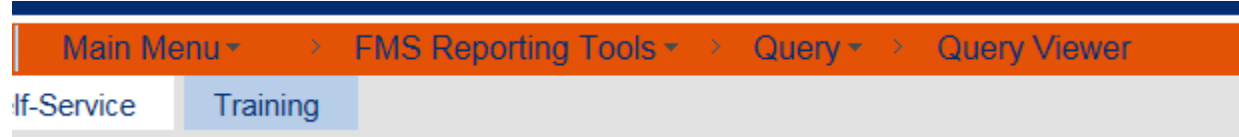
**A.** Every month a journal is prepared to transfer funds to the A3000 lines to cover the current month's fringe amounts. After this entry is made there should not be a budget variance on the A3000 line of their budgets.

### **Q. Currently the backup for Pro-Card reconciliation is cumbersome and time consuming. We are having to attach a copy of each receipt to each line. Is there an easier process?**

**A.** According to our internal audit department it is okay to have one pdf of the statement and all corresponding receipts attached just to the first line. Some admins are attaching to the largest dollar amount, instead of the first line. (Note: after the training there was a discussion with Financial Services regarding this topic, they indicated they prefer each line has the attachment which would accommodate easier research in the future. However, this does take up valuable server space. This particular topic is now being reviewed for proper methodology).

**Q. Where do you go to run queries?**

A.



**Q. If I find I need to correct something who do I contact:**

- A. Vouchers - [Accounts Payable@uttyler.edu](mailto:Accounts_Payable@uttyler.edu)
- Travel charges – [Travel Docs@uttyler.edu](mailto:Travel_Docs@uttyler.edu)
- Custodial charges – Becky McAfee
- Gas charges – Shelby Carter
- Utilities – Bonnie Davis
- Printer and copier charges – Todd Haines
- Telephone or line drop charges – Greg Mekalip
- Postage – Michelle Fortner
- Deposits – [Cashiers@uttyler.edu](mailto:Cashiers@uttyler.edu)
- Payroll – [budget@uttyler.edu](mailto:budget@uttyler.edu)
- Journal Entries – [journal\\_request@uttyler.edu](mailto:journal_request@uttyler.edu)
- Budget transfers – [budget@uttyler.edu](mailto:budget@uttyler.edu)