iExpense: Frequently Asked Questions

1. How can I find out the status of my expense report?

To view the status of your report logon to MyJob and open the MU iExpense responsibility. You can view the status of all reports under Track Submitted Reports. This will give you the report status and the current approver for the report.

![Image of Track Submitted Expense Reports]

2. Can I withdraw my report?

Yes, you can withdraw your report at any time before it’s ready for payment. Under your MU iExpense responsibility under Track Submitted Reports there is a withdraw icon. Simply click on the icon and the expense report will be removed.

3. Can I save a report and retrieve it at a later time?

Yes, as long as you have added some transactions you can save and not lose your work. To retrieve them at a later time, open your MU iExpense responsibility and under Update Expense Reports you can find your reports that are in progress. Click on the report and continue completing your report.

![Image of Update Expense Reports]

4. My supervisor is not approving my report. Do they get a reminder?

Yes, an email notification is sent after 10 days of inactivity to remind approvers to take action. If no action is taken after another 10 days, then another reminder email will be sent. After another 10 days (30 days total) if there is still no action then the report will be escalated to the approver’s supervisor.
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5. Can I delegate someone else to create or edit my expense reports?

Yes, you can add one or more delegates to edit or create reports on your behalf. Remember that you, the employee, are accountable for proper documentation of the expenditures. You will receive an email notification to review and approve any expense reports that are submitted on your behalf.

To add a delegate, click on Access Authorizations in your MU iExpense responsibility. Then click on the Add Another Row button and search for the person to whom you wish to grant permission to enter on your behalf. Click Save.

6. Can I remove the person I gave access to?

Yes, you can remove them at any time by clicking the Remove icon next to their name. Click Save.

7. Can a student employee be my delegate?

Yes. Student employees may act as delegates on behalf of employees for the purpose of creating expense reports. However, to add a student as a delegate, first complete the Student iExpense User Application and email it to Amy Albrinck Schroeder, Comptroller’s Office for approval. If approved, the appropriate iExpense user responsibility will be granted to the student in MyJob, and at that time you will be able to add them as a delegate as shown above. Note that students must not submit their own expense reports via iExpense, until further notice.
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8. I have received an unidentified system error, what do I do?

There may be times when you receive some sort of unexplained error. First log off MyJob and try again. If that doesn’t clear the problem, clear your cache/browsing history in your internet browser and try once more. One of these suggestions should solve the problem. If not, contact the IT Services Help Desk.

9. I inadvertently used my P-Card for a personal expense. How do I handle this?

If you use your P-Card for a personal expense still record it in iExpense. Submit a separate expense report – only for that charge. Enter the Purpose of “Personal charge”. Use the “Office Expenses” Expense Type and enter “Personal charge” in the Justification field. Send a check (no cash) to Accounts Payable (Pam Kyles) with a copy of that iExpense report. If you submit your report in an envelope, clearly indicate “Check enclosed” in red marker on the front of the envelope.

10. I received the error message shown below, what does this mean?

Employees and delegates cannot be viewing the same expense report at the same time. If this happens you will receive the error.

11. When I click on the Request Information button I receive this error. What should I do?

Clear your browsing history, and try to Request Information again. This should correct the problem. If not, please contact the Help Desk.

12. I received the following error message – what should I do?

Typically this means that the employee’s default RC value is missing. You should contact Mary Jo Kuzma or Amy Albrinck Schroeder in the Comptroller’s Office to verify that is the case. If so, it’s a quick fix.
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13. I received the error “Select a valid value”. What should I do?

This error means that one of the account numbers is not correct. Unfortunately, the system does not tell you exactly which one. So you will need to update each account segment value, using the search button instead of entering it manually. When you search for the account number, if the value you wish to use is not shown in the dropdown list then you have found the invalid account number and a correction is needed. Double-check with whomever gave you that account number to use, or contact Mary Jo Kuzma in the Comptroller’s Office for assistance.

14. I am a delegate for someone with a credit card, but I don’t have access to MU Pcard iExpense so I cannot see their Pcard transactions. How do I get access?

Your manager needs to send an email to Amy Albrinck Schroeder in the Comptroller’s Office, requesting the *MU Pcard iExpense* responsibility be assigned to you. A draft email is provided below for your convenience. Note that this request must be approved by the Comptroller before it can be assigned.

*** DRAFT TEXT ***

I am requesting that [insert delegate’s name] be granted the *MU Pcard iExpense* responsibility in MyJob to be a delegate for [insert employee name(s)] in the [department/business unit name].

*** END DRAFT ***

15. All P-card holders should note the following and share with delegate(s) as needed.

As a reminder, there are two separate forms within iExpense; one for processing credit card (p-card) expenses and one for personal reimbursements. Please ensure that you are processing credit card transactions within the P-card iExpense process and standard personal reimbursements within the iExpense area (including mileage reimbursement). Be careful when you are updating any saved iExpense reports. Comingling reimbursable and P-card transactions on one report will result in a mismatch, causing increased time in the audit process, thus delaying payment.
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During iExpense training we showed you how the MyJob system combines regular iExpense reports with P-card iExpense reports on the Expenses Home screen. So, if you open a saved PCARD report while in the MU iExpense role, you are able to add cash-based and mileage transactions to that P-card report, but you cannot edit or attach receipts to any pre-existing P-card transaction lines, and you cannot add any new P-card lines. You will eventually be reimbursed correctly, but this comingling causes a delay.

When you go in to Update an iExpense report, make sure you are in the correlating user responsibility. If the report you wish to edit begins with IEXP, please make sure you are in the MU iExpense function. You’ll know this because there should not be a “Credit Card Transactions” option at the top of your screen.

MU iExpense looks like this:

MU P-card iExpense looks like this:

If you realize you are in the wrong place, just save your report and click on the Home link in the upper right on your screen. This takes you back to the main menu.

To reiterate:

- If you are manually entering your P-card transaction information, you are in the wrong place.
- If you are able to enter mileage on a P-card report, you are in the wrong place.
- Do not create one iExpense report for an event and comingle cash with P-card transactions.
- We need to keep the IEXP and PCARD reports separate.

Thank you for your cooperation.