FAQ's

1. Q: Where can I find training materials regarding an online journal entry?

   A: http://comptroller.syr.edu/resources/journal-entry/

2. Q: What additional steps are required when entering a sponsored online journal entry?

   A: There must be an attachment of the related documentation for the request and the appropriate post award administrator in OSA must be on the To: line of the notification.

3. Q: How do I personalize my JE entry screen?

   A: On the Lines tab, locate and click on the Personalize hyperlink in the Lines box. A new window will open. Follow the instructions located in the new window. Click OK. It will return you to the Lines box and it will save your changes. Note: You can also change the order of the columns in the Lines box.

4. Q: When should an attachment be added when entering an online journal entry?

   A: The best time to add an attachment(s) is at the beginning right after filling out the header section.

5. Q: If I am attaching a document with the authorized signature for the chart string being charged or credited, do I still need to notify the authorized individual for that department?

   A: No. If they have already signed off on the charge or credit and the attached document includes their signature, then they do not need to receive a notification when the journal entry is entered.

6. Q: When I print my online journal entry, some of the fields get cut off. How do I print it so that all fields are visible?

   A: On the Lines tab, locate the *Process field. Use the dropdown to select the Print Journal option. Click on the Process button. Click on the Report Manager hyperlink. Locate the Status column within the Report List box. It should say "Posted". If not, click on the Refresh button periodically until it does. Locate and click on the GLX7502 – GLX7502.pdf hyperlink located in the Description column of the Report List box. Click Print or save the document as a pdf outside of the PeopleSoft system.

7. Q: Once a journal entry has been entered and saved, can I delete and replace or add additional attachments?

   A: Yes. Deletion & replacement and adding additional attachments can occur at any time prior to approval of a journal entry by the individuals notified.

8. Q: If I delete and replace or add additional attachments after I have notified the authorized individual(s), will they automatically be notified of the changes?

   A: No. If you delete and replace or add additional attachments, you must re-notify all parties indicating that the attachment was changed using the message area on the notify tab.

9. Q: Will sponsored journal entries that impact my chart string be posted to the GL on a regular basis without using the notification process?

   A: Yes. Sponsored journal entries based on different agreements or standing ID's will be posted. Examples of these types of journal entries are: billing by ITS and OCPDC, Dining Services, Parking Services, Lubin House and Greenberg House.

10. Q: Does everyone have access to do sponsored journal entries?

    A: No. Not everyone can create one. This responsibility is based on their role level security in the FAST system as requested by their department's Information Coordinator.

11. Q: I'm entering a sponsored journal entry that impacts another department on campus. Who should I notify?

    A: For interdepartmental sponsored journal entries you are required to send a notification to ***every*** department impacted by the entry, including OSA for any chart strings including a "project tail." You can use the department contact list on the OSA website to determine who your post award administrator (or their backup) is. You must click on the **"Notify"** button and select the **"Worklist"** delivery option for each recipient who will be impacted by the journal entry.

12. Q: When I notify someone about the journal entry, will it automatically go to their worklist?

    A: The default settings for the Journal Notification tab are as follows:

    - User ID's entered in the TO line will receive an email and the item will appear on their worklist. All approvers should be notified using the TO line.
    - User ID's entered in the CC line will receive an email only. This function is only to make individuals aware of the journal entry but does not necessarily require an action or their approval.

13. Q: What do I do if I disagree with any part of the journal lines that impact my chart string?

    A: You must contact the Originator of the entry to resolve any issues

14. Q: I entered a sponsored journal entry and I don't see that it has been posted yet. Why don't I see it on the GL?

    A: First, verify whether or not the **"Completed"** box has been checked. If checked, the entry has been approved by ALL impacted departments and is in the workflow to be processed. If not, the Originator should contact all impacted departments to determine the reason for the delay.

15. Q: If I don't finish entering a journal entry, can I save it and return to complete it at a later time?

    A: Yes. This is done by saving the journal entry, noting the Journal ID number and date of entry. It can then be found by:

    - Go to the Create/update journal Entries page
    - Click on the Find an Existing Value tab
    - Business Unit must equal SYRUN
    - Enter the noted Journal ID
    - Enter the noted Journal Date
    - Clear out all other fields
    - Click on the Search button

16. Q: What if I don't know my Journal ID or Journal Date? Can I still locate my journal entry?

    A: Yes. It can be found by:
    - Go to the Create/update journal Entries page
    - Click on the Find an Existing Value tab
    - Business Unit must equal SYRUN
    - Enter a Journal Date or a Journal Date range or change the date criteria to "not =" "t" if the original Journal was not entered today
    - As the originator you can enter your User ID
    - Click on the Search button

17. Q: How do I perform a monthly review to ensure that all the journal entries that I have entered have been posted and/or are not in error status?

    A: Follow these steps

    - Go to the Create/update journal Entries page
    - Click on the Find an Existing Value tab
    - Business Unit must equal SYRUN
    - Enter a Journal Date range for the time period being reviewed
    - Enter the Journal Header Status as NOT EQUAL to Posted
    - As the originator you can enter your User ID
    - Click on the Search button

    If any entries are returned, you will need to click on each hyperlink line to review the individual entry and address any issues.

    Otherwise you will receive a message stating that "No matching values were found".

18. Q: What if a change is required after a sponsored journal entry has been entered, saved, edited, notified, and reviewed via the Worklist?

    A: Only OSA staff can revise a sponsored journal entry at this point.

    - If the impacted department or the originating department determines the entry needs to be revised, the originating department must contact OSA.
    - OSA will then speak with both parties to resolve the issue, make revisions to the entry, and note any changes to the entry in the header description along with the revision date.
    - Once the entry is corrected, OSA will, after successful audit review, post the entry.
    - If the issue cannot be resolved, OSA will delete the entry.

19. Q: What is the cutoff date for entering a sponsored journal entry in order to have it posted by the end of the month?

    A: The deadline for month end posting is 3pm on the 3rd to last business day of the month.

20. Q: What is the cutoff date for entering a sponsored journal entry in order to have it posted in time for year- end processing?

    A: The deadline for year-end posting is determined by Year End sponsored cut off dates. Please refer to the Year End calendar posted on the Comptroller's website.

21. Q: What is the cutoff date for entering a sponsored journal entry in order to have it posted by the end of the project?

    A: The deadline for project end posting is 3pm on the 3rd to last business day prior to 30 days after the project end date or sooner if specific sponsor award requires completion at an earlier date.

22. Q: What is the cutoff date for entering a sponsored journal entry in order to have it posted by the break for green days?

    A: The deadline for posting prior to the green days break is determined by Disbursements' processing cutoff dates. The cutoff is 3pm on the business day prior to the Disbursements cutoff date.