

Top 30 FAQ's

Financial Services Division
Top 30 Q&A
2009

1: Using Banner, how can users search for a DP-EZ if they do not know the DP-EZ number?

- A. The user will not be able to do this.
- B. Banner forms FZIDPEZ and FOIDOCH can be used to help search for a DP-EZ. Users can also use Finance Self Service to search for the document.
- C. See FastInfo Answer ID 2423.
- D. Both B & C.

Answer: D

- FastInfo Answer ID 2423 lists step by step instructions for searching for a DP-EZ using Banner or Finance Self Service:

Banner Forms:

FZIDPEZ

FZADPEZ

FOADOCU

2: Using Banner, how do you identify if an Accounts Payable check has posted and cleared?

- A. Banner form FOIDOCH provides this information. If the check has cleared there will be a status indicator next to the check number.
- B. This information is not in Banner.
- C. See FastInfo Answer ID 1191.
- D. A and C.

Answer: D

- Banner form FOIDDOCH provides document history. This form will pull the information by DP-EZ (DPI), Purchase Order, Requisition Number, you can even enter a check number if you know it.
- If the check # is listed in FOIDDOCH, go to options and select check information. Banner Form FACHKH will provide additional information of the check.

3: When initiating Finance transactions why do some users get an NSF reject error?

- A. NSF reject occurs when the expense budget has been exceeded, as outlined in FastInfo 1429.
- B. This error is a warning, users can click through the error message and complete their transaction.
- C. This error states that the initiator must obtain signatures from the National Science Foundation before completing the transaction.
- D. This error occurs when users are using an incorrect Rule Class Code.

Answer: A

- There are several places a user can get NSF information.
- Fiscal Agent Website: <http://www.unm.edu/~fiscal/>.
- Budget Website (main campus): <http://www.unm.edu/~budget/>.
- Budget Website (HSC):
<http://hsc.unm.edu/about/budget/index.shtml>.
- FastInfo – Search for additional NSF answers.
- Users will ultimately have to process a JV to move budget. For detailed instructions on this process the user should be advised to contact their Budget Office.

4: How are Budget Transfers processed?

- A. They are initiated on a JV using Finance Self Service.
- B. They are initiated in Banner using FGAJVCQ, FGAJVCD, or FGAJVCM.
- C. FastInfo answer ID 511, provides information on creating a Budget Transfer.
- D. All of the above.

Answer: D

- A budget Transfer moves sources of funds between program codes and/or campuses.
- The security role of 'Department Transferor' must be approved by the Fiscal Agent before a user can obtain this role.
- The following websites can offer additional information:
 - ◆ Fiscal Agent Website: <http://www.unm.edu/~fiscal>.
 - ◆ Budget Website (main campus): <http://www.unm.edu/~budget/>.
 - ◆ Budget Website (HSC): <http://hsc.unm.edu/about/budget/index.shtml>.
- The above does not apply to budgets for restricted funds (sponsored projects).

#5: Using Banner, how can an individual determine the balance on a Fund or Grant?

- A. See FastInfo Answer ID 4995: FIRA-001 How to Determine Fund and Grant Balance.
- B. Contact the PI of the Fund or Grant for this information.
- C. Information is available in Hyperion.
- D. Users should be instructed to contact the C&G office.

Answer: A

- On the FSSC website see the Job Aid: FIRA-001 Fund and Grant Balances - How to determine, this lists step by step instructions to assist users.
- FastInfo Answer ID 4995. FIRA-001 lists step by step instructions to assist users.
- While the other options, (B, C & D) may apply the question is specific to Banner. Therefore, all other answers are incorrect.
- In addition to Banner, information can be found in Hyperion and in Finance Self Service.

6: The Signature Authorization form viewable in Xtender is accessible from what Banner form(s)?

- A. FTMACCI
- B. FRAGRNT
- C. FastInfo answer ID 4162 lists the forms.
- D. All of the above.

Answer: D

Signature Authorization Forms are scanned in Xtender and can be viewed in Banner from:

- FTMACCI: Account Index Maintenance Form.
- FRAGRNT: Grant Maintenance Form.

7: How do users request a new Chart of Accounts (COA) element?

- A. Refer to the COA Instructions on FSM's website and select 'Resources': www.unm.edu/~fsm.
- B. Contact the FSSC.
- C. FastInfo Answer ID 216 provides this information.
- D. All of the above.

Answer: D

- FastInfo Answer ID 216 addresses how to access and use the COA Application.
- When users call FSSC, we refer them to FastInfo Answer ID 216.
- FastInfo Answer ID 216 has the direct link to the UNM Banner Finance Chart of Accounts Application Instructions.
- FastInfo Answer ID 216 has a link to Fast Info Answer ID 1586 which helps users identify what security they need to request the COA Requestor role.

8: On Banner form PZAREDS, what does the error 'you do not have access to this Org' mean?

- A. You do not have security to the employee's hiring org.
- B. FastInfo Answer ID 3884 provides information on this error.
- C. The index you are using has an invalid Org code.
- D. A and B.

Answer: D

- This is specific to Labor Redistributions using the Banner Finance form PZAREDS.
- Hiring organization directly associates an employee with a department for each job they have at the University. See FastInfo answer ID 3998.
- The most common occurrence is Temp employees. Even though the dept has hired the temp employee, their hiring org would be Temp Services.
- FastInfo answer ID 3884 has additional detailed information.

#9: What Banner forms can be used to track the status of a Finance document?

- A. Banner Finance Approval Forms:
FOIAPPH
FOIAPHT
FOAAINP
- B. Banner Finance Query Forms:
FOIDDOCH
FGIJSUM
FGIDDOCR
- C. Banner Finance Forms referenced in FastInfo Answer ID 333.
- D. All of the above.

Answer: D

- FOIAPPH – Document Approval History Form.
- FOIAPHT – Approval History Form.
- FOAAINP – Document Approval Form.
- FOIDDOCH – Document History Form.
- FGIJSUM – Journal Voucher Summary Form.
- FGIDOCR – Document Retrieval Inquiry Form.
- FastInfo Answer ID 333 lists these and many more helpful forms.

#10: How does a user know what Finance Roles they need?

- A. They may copy a co-worker's access & review FastInfo 5288.
- B. They should ask their supervisor.
- C. They should review the Security Matrix.
- D. All of the Above.

Answer: D

- In some instances it has been recommended to copy the security of a co-worker with the same duties. This is an option in the Banner Authorization Request.
- They should ask their supervisor what roles they will need to complete their tasks.
- There is a job aid specific to Security. The Security Matrix is posted at the FSSC website and is available from FastInfo Answer ID 5228. The Security Matrix lists roles as they appear in the BAR as well as a brief description of the roles.

11: How does a user determine the status of a Labor Redistribution they have processed?

- A. Banner form PZAREDS lists the status.
- B. Hyperion Report FSH0001.
- C. ePrint Report PZROLRP.
- D. All of the Above.

Answer: D

- The Disposition column on the PZAREDS form will show the current status. For descriptions of disposition codes see the FSSC website: www.unm.edu/~fssc, select the Participant Guides link on the left. Page 33 has a list of the most common dispositions.
- Hyperion Report FSH0001 will only show the redistribution once it has been approved and posted in Banner. NOTE: Hyperion information is from the previous working day.
- ePrint Report PZROLRP provides a list of redistributions that have been completed but not yet approved. This is updated nightly and you must have security to access the report.
- FastInfo Answer ID 4874 provides information on all of the above.

12: How does a user know which account code to use?

- A. FastInfo Answer ID 384 will tell users what to select.
- B. The user should review the list of account codes and definitions on the Unrestricted Accounting's website.
- C. Accountants and/or Fiscal Monitors in either the Deans office or Financial Services can assist the user.
- D. All of the Above.

Answer: D

- FastInfo answer ID 384 provides information for users.
 - ◆ Links to the Account Code Definitions list.
 - ◆ Provides hints on querying in Banner.
 - ◆ Provides information on the ePrint report.
- If a user contacts the FSSC asking which account code to use, they are instructed to see FI 384, if they still can not figure out what to use we recommend they contact either an Accountant and/or Fiscal Monitor in either the Deans office or Financial Services Division office.

13: What is the maximum contribution an employee can make to his/her 403B?

- A. If you are under 50 you can contribute up to \$20,000.
- B. If you are over 50 you can contribute up to \$10,000.
- C. Your age does not matter the most you can contribute is \$100,000.00
- D. \$16,500 is the most you can contribute unless you are over 50 then the amount is \$22,000.

Answer: D

- The maximum annual contribution for 2009 is \$16,500 or \$22,000.00 if you are over 50 years old.

14: When entering time, how does a timekeeper know which earnings code to use for bereavement, jury duty...etc?

- A. Earn Code 300
- B. Leave the Earn Code Section Blank
- C. Select the most appropriate code from the drop down field.
- D. This is not recorded by the timekeeper.

Answer: A

- Earn Code 300: Other Paid Leave
- This earn code is used for both Bi-Weekly Employees (2R) and Monthly Employees (5R). This code is not available for your students or temp employees, since they are not eligible for this benefit.
- Timekeepers should refer to their Participant Guide: HRP TE 100 Department Time Entry for a list of Earn Codes. Only Timekeepers or Time Approver will need to know this information.
- Refer users to the HR/PR for assistance.

15: If a user asks what percentage of their indirect costs can be charged to their federal grant, what do you tell them?

- A. It is based on the amount the PI requested in the original proposal.
- B. It is the negotiated rate set with the agency and the Pre-Award Office, see FastInfo Answer ID 5433.
- C. It is the calculated percentage of the total award.
- D. There is no limit.

Answer: B

- FastInfo Answer ID 5433 states:
 - ◆ The amount of indirect costs are based on a set rate that is negotiated with the agency and UNM's Pre Award Office.
- The Pre-Award Services websites have additional information for users:
 - ◆ Links to Funding Agencies
 - ◆ Training Opportunities
 - ◆ Policies & Procedures
- Questions should be directed to the appropriate office
 - ◆ HSC:
<http://hsc.unm.edu/financialservices/preaward/index.shtml>
 - ◆ Main Campus: <http://research.unm.edu/>

16: If a user asks, 'What is the difference between a contract and grant?' What should you tell them?

- A. A Grant provides for the transfer of monies to a recipient in order to accomplish a public purpose. A Contract is a procurement mechanism for the purpose of acquiring services for the direct benefit or use of the sponsor.
- B. A Grant is monies given to UNM to purchase land. A Contract is the agreement to purchase land.
- C. A Grant is monies awarded only to UNM Freshmen. A Contract is a signed agreement by UNM Freshmen.
- D. A Grant is another word for Land Deed. A Contract is signed to ensure the Land will be occupied by UNM.

Answer: A

- A Grant provides for the transfer of the sponsor's money and/or property or services to a recipient in order to accomplish a public purpose.
- A Contract is a procurement mechanism for the purpose of acquiring services and or property for the direct benefit or use of the sponsor.
- These are processed by the Pre-Award and Contact & Grant Accounting offices of UNM.
- Point the users to FastInfo Answer ID 5434. or additional information and links to the appropriate offices.

17: How do users process Purchase Order receivers using Banner?

- A. Packing slips are sent to Accounts Payable.
- B. User will use the Banner form FPARCVD, see FastInfo Answer ID 235.
- C. Receivers are processed in LoboMart and fed to Banner.
- D. Receivers are not entered in Banner.

Answer: B

- Receivers are done on goods only NOT Services.
- Receivers are done for PO's only NOT P-Card orders.
- FastInfo Answer ID 235 provides links to assistance with receivers.
- Users can not receive more then what they originally purchased.
 - ◆ If there is a discrepancy in the quantity users are required to submit a PO Change/Mod form.
- Basic Receiving is taught in the Purchasing Class.
- There is a Job Aid available for users on the FSSC website.

18: Which of the following will provide a user with the balance of a Purchase Order?

- A. Banner Form FGIENCD.
- B. The PO Balance Report.
- C. FastInfo Answer ID 395.
- D. All of the Above

Answer: D

- Banner form FGIENCD will assist you with monitoring balances on PO's.
- There is a PO Balance Report available at the Purchasing Website: <http://www.unm.edu/~purch/>.
- FastInfo Answer ID 395 offers additional information.

19: How can you assist a user when they receive an error in LoboMart concerning mixing asset and non asset accounts?

- A. Instruct the user to process 2 different LoboMart orders one for Asset Account Codes the other for non Asset Account Codes.
- B. There are step by step instructions at the FSSC website titled: Splitting Asset and Non-Asset Account codes in LoboMart.
- C. FastInfo Answer ID 5402 will help users work through this error.
- D. B and C.

Answer: D

- Users can process LoboMart orders mixing Asset & Non Asset Account Codes.
- Step by step instructions (Job Aids) are located at the FSSC website.
- Encourage users to carefully follow the directions.
- FastInfo Answer ID 5402 has the link to the Job Aid.
- Do not recommend that users contact the Financial Services Division office (in the case Purchasing) directly. The FSSC logs every call, chat & AAQ. The preference is the user contacts FSSC.

20: When completing some online Finance web forms, how does a user get past the error 'Invalid email address'?

- A. The user should delete temp files, see FastInfo Answer ID 870.
- B. The user should delete cookies, see FastInfo Answer ID 870.
- C. The user should turn off AutoComplete, see Answer ID FastInfo 870.
- D. All of the above.

Answer: D

- This error may occur due to Internet Explorer's AutoComplete feature, or if the user mistypes their e-mail address.
- While the FSSC does not provide technical support this is a common error we will therefore assist users.
- FastInfo Answer ID 870 provides step by step instructions for the user to follow.

21: What is required when users prepare Outgoing Domestic Mail for pickup?

- A. Campus Mail should be placed in 'interoffice envelopes' and bundled together.
- B. Domestic Mail must have the Mailing Systems Bar-coded Label placed on it.
- C. Include instructions for shipment with your mail (i.e. 1st Class, Priority....)
- D. All of the above.

Answer: D

- The UNM Mailing Systems is the mail processing facility for the University of New Mexico (excluding University Hospital).
- The function of Mailing Systems is to process all mail:
 - ◆ Incoming
 - ◆ Outgoing
 - ◆ Bulk
 - ◆ Inter-Campus
- Employees should not have personal mail sent to a University office. Campus Mail should NOT be used for personal business.
- Mailing Systems' website:
<http://mailingsystems.unm.edu/index.htm>

22: What does a user need to do to send a shipment via Federal Express?

- A. Processes for using FedEx can be found on the Price Agreements page of the Purchasing website.
- B. Take your shipment directly to the nearest FedEx location.
- C. Call Mailing Systems for a special pick up.
- D. UNM does not use FedEx.

Answer: A

FastInfo Answer ID 523 provides a link to Purchasing' website

- The Purchasing website lists our UNM Price Agreements.
- UNM has an agreement with FedEx.
- The web page lists:
 - ◆ Category
 - ◆ Item
 - ◆ Contract number
 - ◆ Expiration date
 - ◆ Vendor contact
 - ◆ Encourage users to become familiar with this page.

23: What information can you provide to a department when they want to set up a lease for a copier?

- A. Encourage them to obtain a Quote from a UNM qualified Vendor.
- B. Instruct them to forward The Copier Management Program worksheet to University Services.
- C. Have them submit the online form: New Purchase Requisition (for University Services only). At: <http://universityservices.unm.edu/forms.htm>
- D. All of the above

Answer: D

The user will need to obtain:

- A Quote from a UNM qualified Vendor.

- A Copier Management Program worksheet from a UNM qualified Vendor.

- Submit the online form: New Purchase Requisition (for University Services only) at:

 - <http://universityservices.unm.edu/forms.htm>

- Deb Fondino, Associate Director of University Services will be happy to answer the users questions. Have your user contact her directly.

24: If a user calls you to ask what items require asset tags, how do you respond?

- A. Let them know, any item over \$5,000.00.
- B. And has a life of 1 year or greater, and is movable.
- C. Remind them that any computer requires a tag.
- D. All of the above.

Answer: D

Items that are considered equipment and meet the following 4 criteria:

- \$5,000.00 or more in cost.
- Movable.
- Life of 1 year or greater.
- All Computers are tagged regardless of cost.

25: If a user calls you asking ‘What types of payments are initiated using a DP-EZ?’ what do you tell him/her?

- A. Conference Fees or Honorariums are some examples.
- B. See FastInfo Answer ID 4437, for instructions on completing DP-EZs, and a link to the UNM Business Policy 4320.
- C. Any approved payment as stated in Policy 4320.
- D. All of the above.

Answer: D

- Rather than advise a user specifically, encourage them to See FastInfo 4437, for instructions on completing DP-EZs.
- The DP-EZ form has available types depending on what type of Payee you select.
- For example the payments types for a UNM employee are different than for a Student.

26: If a user wants a Special Exception approval to use his/her P-Card what do you tell them?

- A. Instruct the user to use a requisition rather than a special exception.
- B. Tell the user to submit the special exception request. There are links to this form at the Unrestricted Accounting offices websites. The form is at the Purchasing website:
<http://www.unm.edu/~purch/pcardtrain/exception.html>.
- C. Encourage users to read through the P-Card Policies and Procedures documentation at the Purchasing Website.
- D. B and C.

Answer: D

- ALWAYS encourage users to view the documentation available to them. See Fast Info Answer ID 1114.
- P-Card Policies and Procedures were written to help users determine what they can and cannot purchase.
- If a user is still confused about the policies encourage them to contact their P-Card rep at Purchasing.

#27: How do users obtain an inventory tag when a computer is purchased using their P-Card?

- A. The user will call the Inventory Control department to let them know a computer was purchased on the P-Card.
- B. FastInfo Answer ID 3581 provides instructions and a link to the correct form.
- C. Users can not purchase computers using a P-Card.
- D. Once your users submits their P-Card Transaction log, they will receive a tag.

Answer: B

- FastInfo Answer ID 3581 provides instructions and a link to the correct form.
- The user will need to submit the Property Accounting Computer Purchase Form. Links to this form is available from:
 - ◆ Electronic Forms link on MyUNM
 - ◆ Resources Link on the FSSC website
 - ◆ The Purchasing Website
- Failure to submit this form will result in a P-Card Violation.

28: Why would a user need to submit an SPQ?

- A. The SPQ form is used to distinguish an independent contractor from an employee.
- B. It is a process used by UNM to obtain information about independent contractors.
- C. To rule out a possible conflict of interest.
- D. All of the above.

Answer: D

- The University may purchase services from an independent contractor; however, the individual or firm providing the services must satisfy most of the common law factors that distinguish them from an employee.
- For a list of items the IRS focuses on, see the UNM Business Policy: 4325 – Purchasing Services from Independent Contractors.
- The SPQ is a web based form at Unrestricted Accounting, Main website.

#29: What is the Financial Services Main Office responsible for?

- A. Printing and issuing checks to vendors.
- B. Compliance of Financial Policies.
- C. Rules & Regulations adopted by the University.
- D. B and C.

Answer: D

- See the The Office of the Vice President for HSC/UNM Finance and University Controller's website:
 - ◆ <http://www.unm.edu/~conweb/>

30: When a user calls with questions on Finance related issues what should you tell him/her?

- A. Advise the user to call the appropriate Finance Services Division office.
- B. Advise the user to go to Fastinfo.unm.edu and search for commons solutions.
- C. Advise the user to call the FSSC.
- D. B and C.

Answer: D

- Encourage users to go to Fastinfo.unm.edu and search for answers.
- Encourage the user to contact FSSC by phone or by going through FastInfo.
- The FSSC was created to help provide consistent information to users.
- Help FSSC by recommending new Q&A's and providing feedback on Q&A that are already in FastInfo.