



## OwlPay - Frequently Asked Questions (FAQs)

### Job Aid 5

**1. Where can I find my entire accounting chart string?**

A list of Speed Chart Numbers can be found on the Budget & Planning web site at:

<https://fiscalservices.kennesaw.edu/budget/>

**2. Which account number do I use?**

Refer to [Account Codes Short List](#) for a list of the most used account #'s.

**3. Can I save my information as a template?**

No. Not at this time.

**4. Is OwlPay web based? Will my link work with multiple browsers?**

Yes. OwlPay works with Internet Explorer, Firefox, Chrome, etc. **Firefox** is recommended.

Certain versions of Internet Explorer will not attach documents correctly.

**5. If I have multiple invoices, can I combine them in one Request?**

Yes. However, you must separate each invoice on its own line.

**6. Will my department chart string populate automatically?**

No. You must select your primary speed chart. This will automatically trigger the budget managers as the first and second approver. If you have additional budgets to add you must add a line and then the Ad Hoc approvers will populate.

**7. If a Request canceled, can it be re-submitted?**

No. You will not be able to complete any actions after a Request has been canceled.

**8. If a Request is returned, what do I do?**

You will receive an email. Click on the link in the email and follow the instructions in the Comments section and re-submit with comments or attach additional documentation.

**9. What do I enter for the Request title?**

Examples: May-June Phone Reimbursements; Petty Cash January 2014.

**10. What do I enter for the Request line description?**

Include the business purpose for this expense. Examples: Monthly phone allowance for May-June for business calls; KSU membership to ABC Institute to further our students' career goals.

**11. Are approvers automatically routed in OwlPay?**

Yes. The first approvers are department approvers, i.e. Business Manager and Department Head. Ad Hoc approvers can be added after the Department Head or Business Manager per your department standards.

**12. Can I add an approver to the approval path?**

Yes. You can insert additional approvers (Ad Hoc Approvers) if necessary for your department and if the individual is also setup as an Approver in the system. Human Resources will need to be added if the payment is for a service or stipend to an individual or the Stipend vendor. The Grant's office will need to be added for Grant related expenses.

**13. Do I have to send the original invoices/receipts to AP when I create an OwlPay request?**

No. Your attached scanned documents are all that is required.

**14. Is it possible to enter private comments that only approvers/department heads can view?**

No. Comments on the system are not private as they are always subject to the Open Records Act.

**15. Once I approve a Request, do I have access to track its progress?**

Yes. You can view it under **View My Requests**. The status will update as it is moved through the system.

**16. I cannot get a document to attach to my Request. I get errors when I try.**

Sometimes a document will not attach to a requisition because the file name is too long, try shortening the file name, removing special characters or exiting Internet Explorer and using Mozilla Firefox.

**17. I need to approve a Request but the attached file will not open.**

Adjust or fix the pop-up settings in your browser.

**18. I need to pay an invoice, but the vendor is not in the system. How do I get a vendor added?**

The vendor will need to complete and submit a Vendor Registration Form to receive payment. Once Vendor Registration has entered the vendor in PeopleSoft there will be a one business day delay to populate in OwlPay.

**19. Can I process a voucher adjustment in OwlPay?**

If a voucher has previously been processed through AP and a change needs to be made you can enter it in OwlPay. The primary speed chart selected should belong to the budget that you are charging (debit amount). The speed chart that was charged originally should be a negative amount (credit amount).

**20. How do I process a credit memo in OwlPay?**

If you receive a credit memo after an invoice has been paid, forward it to [vendor@kennesaw.edu](mailto:vendor@kennesaw.edu) or submit a service request via [service.kennesaw.edu/ofs](http://service.kennesaw.edu/ofs). However, if you have an invoice and a credit memo and they total  $\geq$  \$0.00 then you can enter each as a separate line in OwlPay. Do not enter credit memos by themselves in OwlPay.

**21. How do I pre-pay an item for the next fiscal year?**

If a vendor needs to be paid in the current fiscal year but the event or conference isn't until next year, you can pre-pay and use funds from the next fiscal year. Use account 132100 and identify the payment as a pre-paid item in the Special Instructions box. Example: PRE-PAY item for FY2016.

**22. What if my department head doesn't approve in time?**

AP will get an escalation notice after 6 days of inactivity. The end user and business manager will receive another notification that a payment is awaiting their approval.

**23. Can I search all requests I have entered or approved?**

Yes. Requesters click on **View All My OwlPay Requests** and all requests will be listed. Approvers click on **View My OwlPay Requests for Approvers**.

**24. How many lines can I add to the Request?**

There is a limit of 10 lines per request. If you have more than 10 invoices or 10 different speed charts a new request will need to be made.

**25. When I type the vendor number starting with the zeroes, it creates an error message.**

Use Firefox or Chrome OR don't type the zeroes at the beginning of the vendor number.