FAQ

Why is the Amount Submitted different from the Total Paid? (Reimbursement Expenses)

There are two main reasons why Amount Submitted and Total Paid for a Reimbursement Expense may not match.

1. All lines were paid. However, the sum that was submitted is different from the sum that ISS calculated.
2. Not all lines were paid. Certain lines may not be paid for various reasons. In these cases, click the memo button on the line to see a note about why the line was not paid.

Why is the Amount Submitted different from the Total Paid? (Mileage Expenses)

There are three main reasons why Amount Submitted and Total Paid for a Mileage Expense may not match.

1. The most common reason is a rounding issue. Lines of a mileage expense are calculated on a per-line basis (miles * rate). The totals of the lines are then summed. You may calculate a slightly different number if you multiply the rate by the sum of the miles.
2. The rate used on the submitted expense may have been the incorrect rate.
3. Certain lines may not be paid for various reasons. Click the memo button on the line to see a note about why the line was not paid.

Why is Gross Earnings different from the Total Budget Cost (Timesheets)

Gross Earnings is the amount paid to the staff person. Total Budget Cost is the amount that was charged to the budget. Gross Earnings does not include fringe, while Total Budget Cost does include fringe, so Total Budget Cost will usually be higher than Gross Earnings.

What do the different colored columns in the Budget Summary mean?

Each new column color on the Budget Summary denotes an amendment to the budget for that fiscal year.

How do I download documents associated with a timesheet or expense?

To download documents associated with a timesheet or expense:

1. Navigate to the Item Detail for the timesheet or expense.
2. Click View for a specific line, or View All Images to see all images related to a timesheet or expense.
3. Scroll to the bottom of the carousel window and click Download.

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