

Quantum Systems: Frequently Asked Questions

Area	Question	Answer
PCard	Will I receive email notifications that I have a PCard purchase to approve?	There will be email notifications for Expense Reports that need to be approved or have been rejected. You will not receive emails when individual PCard transactions are added to your queue.
	How do we deal with sales tax that is being disputed?	In the description of the item, enter "Sales Tax dispute in process."
	Is there an Expense Type for Sales tax?	Not at this time.
	Can you copy/paste the Account Combo from one expense item on the report to another, or does the Account Combo need to be re-entered for each item?	You can copy the Account combo, or the project data, to other lines in the expense report by right-clicking, choosing Select All, then copy.
	Can you reallocate one expense line item to two different charge accounts (split the expense)?	Yes. Additional information on this split will be provided before the 10/2 Go Live.
	In Raven, I can run PCard reports. Can I still do this in Quantum Financials?	Not in Quantum Financials, but you can query PCard data in Quantum Analytics. From the Budget to Actuals Details report, you can drilldown into expenses by sponsored project, category, and Account Combo. (It will show you the SOAPF.)
	As an approver, do I reject the entire expense report if one line is bad?	Yes. You can reject the report with a comment to remove/correct the incorrect line. The initiator can delete the line, add it again, and route it back to you.
	There is a requirement that each billing cycle the cardholder must review & sign off on all transactions within 7 days of receiving the Visa statement. Is this still true, and how do I meet this requirement in Quantum Financials?	The requirement is that the Cardholder must review the transactions on the PCard statement within 7 days of receipt of the monthly Visa statement. These guidelines have not changed. In Quantum you can prepare, submit and/or approve reallocations at any time. Multiple reports can be submitted throughout the month. This will allow the charges to be posted to the Account Combos or sponsored Projects as soon as you want to see them posted. You can access all items routed to you via the Notification Bell on

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		the Quantum Home page. PCard Approvers should log into Quantum daily.
	I see that an Account Combo for an expense defaults into the screen from the bank. Can I override that?	The process has not changed. A default accounting string is established at the time a PCard is set up as guided by the PCard application. Yes, the accounting string is easily updated by searching for the correct accounting string.
	Can the approver see expense items the reallocator has not created an expense report for?	No.
Purchase Requisitions & Receiving	Can users request for items to be added to the internal catalog? What is the process for this?	No, because they are competitive contracts.
	There are some instances when users will telephone in an order. What is the process behind this? They want to eliminate the possibility of there being two Purchase Orders being created for one order. Would they telephone the order and still enter it into the system?	Users should not be calling in orders unless it's on a P-card.
	Where does the user put the supplier's Tax ID? Is there a designated area for this? Will the user still attach the W-9?	Unlike PeopleSoft, there is no way to secure this information on a requisition. Strategic Sourcing and Acquisition Services will contact the vendor and obtain a W-9.
	Do Catalog Requisitions have a dollar limit? Ex: If the purchase is over 25k, then approval is needed for the PO?	No, because they are competitive contracts.
	Can I search for requisitions that I did not create?	Users with the role of Preparer can search for all requisitions.
	How do I find a list of my temporary requisitions?	In Manage Requisitions Search, change the Requisitioning BU field to UMB. You can also search by Requisition number using the prefix for temporary requisitions: "TRQ".

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	Can an Approver “un-claim” a requisition if I know they know they are going on vacation or unavailable for a certain period of time?	Yes. Choose the “Release” option located in the Actions button in the Approve Requisition page for a specific requisition.
	Can I identify the Approver who has “claimed” my requisition?	When a requisition is claimed by an Approver, the Preparer or Requester will go to the Approval History to see who has claimed their requisition.
	Where can I find the lifecycle information for my requisition?	Go to the View Lifecycle page to see the complete business process of your requisition.
	Has there been a policy change to sole source? Today for SSW they only use the sole source for requisitions over 25k. The supplier that they put on the requisition is usually the supplier that they want to be picked. They never attach a sole source unless the requisition is over 25k.	You do not need to provide a sole source attachment If the subrecipient requisition is under 25k, you can provide a quote. If it’s a service consulting requisition, provide a scope of work.
	Can the user edit a temporary requisition after submission?	No, the user must cancel the temporary requisition and create another one.
	If an approver claims a requisition and they fall ill, what happens to the requisition? Can someone override it and release it? Who is that person?	The requisition will remain with the person who has claimed it. Reach out to Strategic Sourcing and Acquisition Services to override.
	Do Catalog Requisitions have a dollar limit? Ex: If the purchase is over 25k, then the PO must be created by the buyer?	No, they do not have a dollar limit.
	How do I register a new supplier for PO?	The buyer is the one registering the supplier. The end user is just going into the system and creating their requisition. On the requisition page, click the “New Supplier” checkbox and use the free form textboxes to enter in the supplier’s information. The buyer will take this information and use it to register the supplier. Do not use the “Request Supplier” option for PO. The request will automatically be rejected.
	Does AP email the user when it's time to create a receipt?	The user will receive a “Receipt Confirmation” email.

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	As an approver, how do I search for Requisitions submitted by my requesters.	Click the notification bell > Enter Requisition Number in search field > Click Search Icon
Debit Memo (Journal Entries)	Is there a system warning if the sponsored Project I'm using for a Debit Memo is about to expire?	You will not receive a warning. However, when the accounting is validated, if the validation fails, you'll be able to click the Validation link and review the error and that error message will supply the end date on the sponsored project.
	What if an approver for Debit Memos is absent? How will my Debit Memo get approved?	Debit Memos are routed to organizational approvers, which often exist in a group. Any other approver in that group can work on your request. It is important that multiple approvers are established for each Org.
	Can I create recurring entries to save time? I saw a link for recurring entries.	That functionality has not currently been configured to work in Quantum Financials. Make sure you put that on the "wishlist" in the training evaluation or email the Quantum team at quantumfinancials@umaryland.edu .
	Who is the Approver Organization in the Show More link on the Debit Memo?	The Approver Organization should always be the organization taking on the expense in the cost transfer.
	How do I know who the Debit Memo approver is supposed to be?	Debit Memos are routed via workflow. The approver can be found under Invoice Actions > View Approval and Notification History link. Additionally, if you have a role with access to the Procurement > Purchase Requisitions page, there is a dashboard report of all Department AP Approvers. Department AP Approvers are set up for each Org and have access to approve Requisitions and NONPO Invoices as well as Debit Memos.
	Can I back date accounting transfers?	The Accounting Date for a transfer will always be in the current open month and generally should be left as the current date. However, it can be back-dated within the

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		<p>current month if there is a business reason to do so. If a transfer was entered in one month but not approved, it will be swept to the next month as part of the monthly closing process. It will then be dated the 1st of the new month. On a sponsored Project, the Expenditure Item Date and Budget date should be back-dated to a date before the grant project has expired.</p>
	<p>If I give my Debit Memos an Invoice Group designation, and someone in another department uses the same designation, will we be able to view each others Debit Memos when searching for them?</p>	<p>Yes. A search using an Invoice group identifier will return all Debit Memos with the same identifier. It is strongly recommended that you preface the Invoice Group name with your EMPLID. Note- using a group designation does not limit the ability to see other Debit Memos. It is just an aid for searching for the Debit Memos you want to see.</p>
	<p>I'm in a small department. Can I hold both the Debit Memo initiator and AP Department Approver roles?</p>	<p>Yes. You can hold both roles. However, you will not be able to approve your own accounting transfers.</p>
	<p>I am an approver for Debit Memos. Will I receive an email notification that there are accounting transfers for my department to approve?</p>	<p>Yes. You will receive an e-mail notification. You will also receive a notification via the Notification bell on the Quantum Financials Home page. Notifications are updated hourly in Quantum. We recommend that you review the Notification bell icon each day.</p>
	<p>What if a Department AP Approver "Claims" a Debit Memo, is absent for some reason and does not continue the approval process?</p>	<p>If an approver "Claims" a Debit Memo it can only be processed by that approver unless that approver releases it. Caution should be used when using the Claim function in case there is an unexpected absence before the transaction is approved or rejected.</p>
	<p>If an approver approves a Debit Memo, and they've made a mistake and should have rejected it, what's the remedy?</p>	<p>An email can be sent to the Central Office approver (Bryan Mack) asking to reject the Debit Memo. Otherwise a new Debit Memo will be needed to fix the mistake.</p>
	<p>Is an approver allowed to edit a line of distribution? If so, does the Debit Memo then route to another approver?</p>	<p>An approver should not edit a line but should add a comment and reject the Debit Memo instead.</p>

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	If you edit the budget date and expenditure item date to transfer a cost to an expired project, how will that affect our audits?	As long as the Debit Memo is in compliance with the Cost Transfers Policy there should be no audit problem. See the policy for the documentation and approvals required, which should be attached to the Debit Memo.
	What's the timeframe for transferring a cost to an expired project? For example, 90 days after project ending ?	See the Cost Transfers Policy. More than 90 days after the original transaction posted requires explanation and PI approval which should be attached to the Debit Memo.
	Will SPAC still review these accounting transfers?	They are being routed to Financial Services for approval. SPAC can review as needed.
	Who will approve my role as a Debit Memo initiator if I'm the Administrator for the department?	Everyone has a supervisor. A department chair or an appropriate fiscal person in the Dean's office would be appropriate for approving roles for an Administrator.
	Are we using credit memo from this same screen to move revenue between accounts?	No, revenue transfers should still be via Debit Memo. Note: all of the transactions are debits and credits.
	Can we still call SPAC and ask them to override a date for a project that ended? Can I use the Request Override Action on the Invoice actions button to request an override	There is no override functionality related to grants. If a debit memo needs to be done for a grant past the end date, the Expenditure Item date and a Budget Date must be changed to fall within the grant period. We have not identified any Override Actions that departmental users would request. This functionality is primarily for 3-way matching exceptions related to PO Invoices.
	If there's a budget of 10 thousand for example, and I transfer costs that exceed that total budget, does the DM fail validation? Can a cost transfer exceed total budget	Budget warnings are only warnings. They will not stop the transactions. They are meant to bring budget issues to the attention of the user.
	What does the Check Funds action do on the Invoice actions button do?	The Check Funds action is invoked when the transaction is Validated. It does not need to be run separately. There is no budget checking for non-sponsored accounts. For sponsored accounts, there is a check against the budget and a warning is generated if the transaction will exceed the budget but the transaction will not fail.

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	If I enter an dollar amount in the Amount field on the Debit Memo screen, will I receive a notification error?	If you enter an amount other than 0\$ in the Debit memo screen, the system will not validate the transaction. The screen will display an error.
	I will need access to be able to enter Journal Entries, but I never took the course.	To be able to create a debit memo, you'll need to take a Webex or in person session. After that, you'll complete the online Quantum user authorization form, asking for the Debit Memo and UMB Business unit. The links to the role and form information is on the Training and Support page of the Quantum Financials website.
	Where can I find a master list of organization numbers for use in selecting the org to approve the debit memo?	You will see the list of organization numbers in the dropdown on the Org# for Approval Routing field.
	What is the 'Purpose' used for account combination field?	You can find information about the new Chart of Account values via the Quantum webpage. You should also view the Chart of Accounts presentation there. Each school/department decided how to use the Activity and Purpose segments of the account combo.
	What does "unaccounted" mean in the debit memo screens and on the dashboard when I'm viewing debit memo line items?	"Unaccounted" indicates the accounting program that runs at night has not run yet.
	Will I receive notification if the system puts the debit memo on hold?	No, there is no official notification. However, the debit memo will not be validated, and you won't be able to route it for approval until the error is corrected.
	If my debit memo impacts more than once department, do I need approval from both departments?	No. You are only able to select one approving organization. If there are multiple lines that impact multiple departments, select your own organization as the approving org.
	Can someone edit my debit memo without my knowledge?	No. Debit memos are visible to all, but not able to be edited.

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	Can I print my debit memo?	You can only print a debit memo in Quantum Financials by using the Print function on your browser. There is no pdf file generated from a debit memo.
	What's the correct way to enter my debit memo lines?	<p>Revenue normally has a credit balance and Expense normally has a debit balance.</p> <p>Add a line with a negative (-) amount to credit the account and a line with a positive amount (+) to debit the account.</p> <p>For Revenue: A Positive line decreases revenue, and a negative line increases revenue.</p> <p>For Expenses: A Positive line increases expenses and a negative decreases expenses.</p>
Customer Billing and Collections	Will I be able to reprint or print all my bills at once?	Completing a bill creates a pdf of the bill. You can choose to print it when you complete the bill, or at a later time. You must print each bill individually.
	Can I duplicate a customer bill if the bills recur regularly?	Yes, see Training Topic, Duplicate an Existing Bill. You can duplicate a bill, then change the customer or amounts, etc.
	Where can I find information on the Memo Lines I should be using in a customer bill?	<p>The Memo Line identifies the Organization-Activity-Purpose-Source-Function. You can find these values by using the Quantum Financials Crosswalk to enter your legacy project number, and translate those values into a Quantum Account Combo. Training documentation on the Crosswalk is available via the portal at eUMB Financials > Quantum > Crosswalk/Mapping tables.</p> <p>Sometime after go-live you will be given the opportunity to</p>

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		change the Description of the Memo Line to be more meaningful. However, the name of the Memo Line cannot change.
	Can I search for bills by my legacy invoice or project number? That's how I search today.	There are many search options available including the legacy invoice number; however, you will not be able to search by your former project number.
	Who do we select (in general) for a Billing Contact? (for ex., should it be the person creating the bill?)	It is the same person they used to identify on the bill. Ideally it should be a person who can answer "why am I getting this bill?"
	If a customer doesn't exist, what's the turnaround time for getting that customer created?	The legacy track record has been within 24 hours. It might take longer in the next few weeks just because the system is new to the central staff too but we want to be able to stick to 24 hours under normal circumstances.
	If a dept decides to use two billing specialists, one to create, one to complete/review/print, are these two specialists designated as Creator and Reviewer in the system, or are all billing specialists equal?	All billing specialists are created equal. It is by business process only that a dept can decide they want two people to be part of the process.
	What if there are several billing specialists in a dept but we only want certain persons reviewing/completing for other specific persons?	That will need to be by dept business process too. I would suggest that a search be saved that includes the field "Created By" so that the dept can isolate the bills that they want to treat differently based on who created them. As a reminder, multiple searches can be saved
	Are bills secured by department or user? Will I see all incomplete bills on my dashboard, no matter what dept created them?	There is no security for bills. All billing specialists will see all bills. This is why we suggest users add the Transaction Type to their search results view AND create a saved search which is the default and runs automatically for only their transaction type.
	Can any billing specialist open any customer bill?	Yes. It's important that you pay attention to attributes of the bill, such as Transaction Type, which designates the department. The Transaction Type is key and should be the first field that users look at when they open a bill that is still editable.

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NONPO Invoicing (Check Requests)	Will I still Need Signatures on Documents for Supplier Requests?	Yes, if in the past a wet signature is required by the State, that requirement is ongoing
	How many attachments can I add to a NONPO Invoice?	You can add as many attachments as needed, in these formats: Excel, PDF, Word
	Can I print all the attachments at once?	Attachments must be printed individually
	Is there a way to duplicate a check request so I don't have to complete all the fields each time?	A check request must be completed individually each time
	How long does it take a supplier to get approved?	In general, the approval process on a new supplier registration should take approximately three days.
	I'm an approver for check requests. Will I still receive an email notification that I have check requests to approve?	Yes- all approvers will receive an e-mail notification. In addition, approvers will receive a notification via the Notification bell on the Quantum Financials Homepage. It is recommended that you review the Notification bell icon each day. Notifications are updated hourly in Quantum.
	I frequently process check requests that are high priority. Can I somehow place a priority status on a NONPO Invoice?	Currently there is not a priority status available in Quantum NONPO invoices. However, you can view who the approver is and, outside the system, contact them to ask the check request be reviewed immediately.
	Is there a way to copy a line in the line items section of the check request?	Currently, there is no "copy line" function.
	We were told last year not to use a State Payment (PUR02) for moving expenses or employee reimbursements. Are we using NONPO Invoicing for State payments for moving expenses and empl reimbursements?	You can use a State payment for employee reimbursements. Do not use a State payment for moving expenses.

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	Is the function “Create User Account” being used in the Supplier registration screens? It’s on the Contact popup screen.	No. The Create User Account will not be used.
	Will I see just my own invoices on the dashboard, or is the security wide open to let me see all others’ invoices?	You will see your invoices as well as other invoices within the system.
	If others across Quantum Financials can see my NONPO invoices, are they able to open them, and edit them?	Anyone can open an invoice. The status of an invoice determines when it can be edited and what fields can be edited. There is a log on each invoice that shows who created the invoice and who processed the last activity on an invoice. It will be imperative for approvers to ensure that they are approving valid transactions
	Will my invoice fail validation if I’m using a sponsored project that closed? Will it still validate if it’s within the 90 day grace period?	As long as the transaction is within the budget period, it will process—even during the 90 day grace period. If validation fails, you can click on the link to see additional information as to why it failed. There is no hard stop set up for validation and budget check. There should be a warning, but the transaction will be allowed to go through.
	<i>If I’m an approver</i> , where can I find the type of payment requested (State, GWF, etc.,) on the NONPO invoice?	If there is a question about a supplier registration request, please contact Disbursements. The Disbursements’ website will be updated with specific contact information.
	Who do I contact if I need to talk to my supplier approver—Accounts Payable?	If there is a question about a supplier registration request, please contact Disbursements. The Disbursements’ website will be updated with specific contact information.
	Who physically mails the check to the supplier?	State payments are mailed by the State of Maryland. Working fund checks must be picked up by the requesting department. Disbursements does not mail checks.
	For Working Fund, do I still need ‘wet’ signatures? If so, is it the same process that I use today—walking the paperwork over to Accounts Payable?	Yes. You are still required to send or deliver all backup documentation to Accounts Payable. This is a State requirement that has not changed.
	Can I see in Quantum that the State has kept a payment due to delinquent taxes?	No. You will not be able to see this in Quantum.
	Does the supplier registration feature take the place of the form I used to use?	No. The supplier registration feature allows suppliers to be created for invoicing purposes.

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	Can I upload a spreadsheet to create several NONPO Invoices at once?	This feature will not be available at go live. We hope to implement this feature in the near future.
	If there are multiple check requests for Study participants, how is that handled now?	If multiple study participant check requests are entered for you to approve, you can still have the PI only sign one hard copy cover sheet with the participants list attached. Financial Services - Disbursements will need the list of participants to tie the PI signature and supporting documentation to the check requests entered in Quantum.
	What's the difference between the Expenditure Org and the Project Owning Dept in the project fields on the NONPO Invoice screen?	The Expenditure Org is the equivalent of the Transaction Dept in eUMB. It represents the Org of the person who is generating the transaction. Since we allow anyone to charge any project we use this field to identify transactions that were originated outside of the project owning dept. Of course the Project Owning Dept is the Org responsible for the project.
	How do we avoid putting a Social Security Number in the NONPO Invoice Supplier Registration screen if I'm creating a patient reimbursement or a Study Participant payment request?	If you choose "Individual" as the Tax Organization Type, a pop up screen will appear requiring a Social Security Number. A business decision has been made that you'll enter text in that field: Enter None, Not Applicable, etc. If your entry already exists, you'll receive an error, so enter None or Not Applicable with a number after it. The text entries will be used by Central Office to find all Individuals who have been created as "suppliers" in Quantum. The paperwork submitted to Accounts Payable can have the individual's SSN, but the Quantum screen cannot.
	How does a supplier get a check now?	The check cutting and mailing process has not changed.
	I'm getting an error on Workflow for my NONPO invoice. I am using a sponsored project number.	You MUST enter the sponsored project number on the project line item in the Details icon all the way to the right of the line. Without the project number and Owner Organization in the Details, you'll receive an error.
	I see my supplier when I do a search, but when I try to select him on the NONPO Invoice screen, he isn't there? Why is my supplier not available for NONPO invoicing?	The departments must request the NONPO business unit to be added to the supplier and give the justification. They can do so by sending an email to all of the following people:

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		<p>lpendleton@umaryland.edu kwoolridge@umaryland.edu kwilliamstong@umaryland.edu</p>
Volume Based Billing (Certain Grants & Contracts)	Is there a way to add multiple lines to one billing event?	The user will need to create another billing event to add additional lines. An option the user has is to add an attachment with the additional lines. This method should only be used if the sponsor is okay with this.
	Will I be notified when the invoice is sent to the sponsor?	The user will be cc'd on the email sent to the sponsor.
	How do I create multiple lines for a billing event?	The user can either fill out the billing event form for each line item or they can include the lines in an attachment (only if the sponsor is okay with this)
	Will other users be able to access Conversations created in OSN?	The user will have to join the Conversation in order to see the details within.
	How is SPAC notified when an event has been created?	They will receive a notification.
Reports and Analytics	Can I save my own reports?	Yes. Click the Gear icon (Page Options icon) at the top right corner of the screen. Select Save Current Customization. This will open a window where you can name your report. You can also select an option to make this your default report.

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	How can I cancel a report I have started? The spinning clock is displayed and I do not want to wait to get the result.	Click the Gear icon (Page Options icon) at the top right corner of the screen. Select the Clear My Customization option. This will stop your report from running and allow you to reset all the Dashboard prompts or to run a report you have saved.
	Can I use one report I saved as the basis to create and save another?	Yes. Once you have saved a report, you can make changes to it and use the Gear icon (Page Options) to give it a new name. Choose the <i>Save Current Customization</i> option and name the report. If you give the new report the same name as one that already exists, Quantum Analytics will open a confirmation window with the following prompt: <i>A saved customization with the same name already exists. Do you wish to replace it?</i> Select yes to overwrite or select No to return to the Save Current Customization window and give it a unique name.
	Some of my subtotals have zero values, can I get rid of them?	Yes, right click on the Category label and choose the option Show Subtotal, None.
	I drilled down in my result one too many times, can I go back one or more steps?	Yes, under each answer grid are hyperlinks that enable you to return or go back. If you drill once, the hyperlink Return only appears to allow you to go back to the original answer. If you drill more than once, the Back hyperlink will also be available, letting you go back one drill at a time. The Return hyperlink will then return you to the original answer.
Planning and Budgeting		