TEMS

Frequently Asked Questions (FAQ's)

GENERAL INFORMATION

Question: How can my agency gain access to TEMS?

Answer: Please contact OFM TEMS help desk at:
Phone: 360-407-8182 or Email: TravelHelp@ofm.wa.gov

Question: How bad will it be if I click OK on that message, "Are you sure you want to navigate away from this page? Your changes will not be saved. Press OK to continue or Cancel to stay on this page"?

Answer: The "Navigate Away" message displays when you add or modify data on the screen and then click the Cancel button. The message is checking whether you intend to cancel what you've entered. If you click OK on the message, the system will cancel what you've entered, close that screen and redirect you to the prior screen. You will not exit TEMS.

LOGIN (How a TEMS user gains access)

Question: How do I get access to TEMS?

Answer: TEMS is administered at the agency level. Contact your Agency Administrator or Travel Help Desk for system access. Your agency contact for TEMS may be found through this address: https://fortress.wa.gov/ofm/classes/temshelp/

Question: I copied my temporary password into the login screen and it won't work. What do I do?

Answer: If you are trying to copy the temporary password into the login screen make sure that you only copy end-to-end by dragging the mouse over the password. If you still have problems contact your TEMS Agency Administrator.

Question: What information do I need to access TEMS?

Answer: TEMS requires a User ID, Agency Number, and Password access. This information will be provided to you by your TEMS Agency Administrator after you are set-up for access.

Question: Who do I call if I forgot my password?

Answer: TEMS has a "Forgot Password" feature on the login page. Click the "forgot Password" link and key-in your User ID and Agency Number. TEMS will send a temporary password to the email address contained in your profile. Upon entering the temporary password, TEMS will prompt you to input a permanent password. This feature will only work if you have a valid email address in your profile. Your TEMS Agency Administrator also has the capability to reset your password.

Question: How often will I have to change my password?

Answer: Password intervals are configured by agency. Intervals can be 30, 60, 90, or 120 days and the system will prompt you when it expires. Contact your TEMS Agency Administrator for your agency's interval.

Question: Does the TEMS password have to be in a specific format?

Answer: Yes, TEMS uses a hardened password format. Refer to the following link for more information on the password structure: https://fortress.wa.gov/ofm/classes/temshelp/passwords.htm

Question: Help! The system says I am locked out. What do I do?

Answer: After five (5) unsuccessful attempts to log in, TEMS initiates a "lock out". Please use the "Forgot Password" feature first, if you still cannot login in then contact your TEMS Agency Administrator to reset your password.

REQUESTOR (Traveler who Request Reimbursement)

Question: How do I request travel reimbursement through TEMS?

Answer: To request reimbursement for you business travel, record your travel expenses for each trip, then attach the trips to a reimbursement request and route the request for approval and payment. Step-by-step instructions are available in the "Reference Guide" under the Help link.

Question: How often may I submit reimbursement requests?

Answer: That depends on your agency policy. Contact your agency travel help desk for information regarding your agency's policy.

Question: How do I select the person to route my reimbursement request to for approval?

Answer: Go to your Profile tab, open it, and select a default Approver for whom to route the reimbursement request. You may also change who you route to at the time you are sending a reimbursement request when you need to send to a different Approver rather then you default.

Question: I selected two locations from the Location drop-down lists of cities and TEMS was unable to calculate the point-to-point, why?

Answer: Mileages are provided for most of the cities in the Location drop-down lists. Most likely, when TEMS is unable to provide the point-to-point mileage, either the "From" or "To" location or both are not know to the system.

Question: Why doesn't TEMS calculate point-to-point mileage when I use the "Type in a city" location option?

Answer: TEMS interprets all locations as unknown locations when using the "Type in a city" option.

Question: Can I override system-provided point-to-point mileage?

Answer: Yes, system provided mileage may be manually overridden.

Question: How do I delete a trip or reimbursement request?

Answer: Once trips and reimbursement requests are saved, they cannot be deleted from TEMS. However, saved trips and reimbursement requests may be inactivated by you, as the Requestor, or by your Preparer, if you've assigned someone.

Question: How do I navigate within a trip or reimbursement request?

Answer: When navigating the TEMS you will general be using the Tab key or mouse to begin the process of entering data into TEMS.

NOTE: Do not use the enter key when inputting data as this may open up screens before you are ready for them. The Enter key can be used to select a button when used in conjunction with the Tab key to move from box to box.

Question: My reimbursement request was sent to the wrong person. How did that happen?

Answer: When you are preparing to Send your reimbursement, TEMS displays a routing list of all the agency's approver. If you have recorded a default approver in your Profiled, that person will be at the top of the list and TEMS will route to that person. If you have not recorded a default Approver in your Profile and you do not select an Approver from the routing list, TEMS will route to the first Approver listed.

Question: I thought I send my Reimbursement Request to an Approver but it is not showing on the Approver's review screen. Where could it be?

Answer: To check this out, please consider the following:

a) Check who you sent it to. On the Reimbursement tab look at the "Status" column as it will display where your Reimbursement Request is. If it was submitted to an Approver that you did not intend to send to, ask that approver to return the reimbursement request to you or forward to the correct Approver.

b) Did you close the browser (clicking on the X in the top right corner) immediately after clicking "OK" on the TEMS screen? If so, the routing action may be delayed but should complete.

c) Contact your agency's Help Desk for assistance at any time.

APPROVER (Manager who can approve Travel)

Question: What are some things that I should consider when reviewing trips/reimbursement requests?

Answer: Within the Review Tab section of the TEMS "Reference Guide" is a sub-section called "Suggested Review Steps" (page 62) that details some of the items that you should look for as a minimum. The "Reference Guide" is available under the Help link.

Question: When I review a reimbursement request that contains multiple trips and one or more of the trips have problems, can I partially approve the reimbursement request?

Answer: No, the trips contained on a reimbursement request are treated as one. TEMS does not allow partial approval. The reimbursement request should be returned to the Requestor for correction and later submission. The Requestor may remove the problem trips completely or correct them, and resubmit.

Question: Another Approver has delegated me to review and approve on their behalf. How can I access their Review Tab?

Answer: The "Switch Approver" link will appear in your "Tasks" section of the TEMS Home screen once another Approver has delegated you to review and approve on their behalf. Within the Approver section of the TEMS "Reference Guide" is a sub-section called "Switch Approver" (page 68) for more information on this functionality.

Question: After I review a reimbursement request, what processing options do I have?

Answer: TEMS provides three processing options: Approve, Deny, or Return for Changes. Within the Approver section of the TEMS "Reference Guide" you will find the options listed on page 65. The "Reference Guide" is available under the Help link.

Question: As an Approver, can I change any values entered on a reimbursement request?

Answer: Yes, an Approver may modify any of the following fields: mileage reimbursement rate, breakfast amount, lunch amount, dinner amount, taxable meal designation, lodging claim, lodging tax, lodging exceptions, travel advance, and amount requested. Your actions will be recorded by TEMS in the History.

FISCAL (Accounting Office who process Travel)

Question: How do I get access to TEMS Fiscal Suite?

Answer: Once you're set-up for access to TEMS and assigned the role of Fiscal, the Fiscal Suite link will be available to you in the Tasks section of your Home Screen.

Question: Is there a way I can see all reimbursement details on one screen?

Answer: Yes, use the Print button within each reimbursement request; it will display a summary on the screen before it prints. This Reimbursement Request Report provides most of the trip and reimbursement request information needed to perform a review. The Reimbursement Request Report opens as a separate window which allows it to be open at the same time as the reimbursement request. A review is able to toggle between the two or even view them at the same time if you have dual monitors.

Question: What is the purpose of the Refresh button?

Answer: The Refresh button is a function in the Review and Batch Tabs. The button provides a manual refresh (new view) of the Review and Batch screens. If any new reimbursement requests were received during your current session, the Refresh button updates the listings on the Review and Batch Screens.

Question: Why is the reimbursement request and all attached trips marked as "Read Only" within the Batch tab?

Answer: Modifications to reimbursement request and attached trips can only be done in the Review tab. Once the reimbursement request is sent to batch, it is in Read Only format. If modifications need to be made to the reimbursement request when it is in the Batch tab, it must be sent back to the Review tab.

Question: What statuses of reimbursement requests can I query on?

Answer: The query can only be used to search for reimbursement request with a "processed for payment" status.

Question: How does the "Returned" functionality work?

Answer: Active "returned" reimbursement requests may be view via the Returned Tab. The term "returned" refers to active reimbursement request that have either a processing action of "Deny" or "Returned for Changes" and in which Fiscal initiated the action. The returned reimbursement requests can be viewed in the format of a reimbursement request report. Reimbursement requests that have been inactivated, or been processed for payment cannot be viewed using this functionality.

Question: Can I access TVS information through TEMS?

Answer: Yes, only Fiscal and Agency Administrators have this capability. Fiscal can access the TVS data through a link in the Tasks section of the home screen called "TVS Historical Report". This functionality works similar to the TEMS query feature. The major difference is that the TVS historical Report query can be used to search on all TVS statuses from "unsubmitted" to "processed for payment".

Question: What does the "In Use" Icon on the Review screen mean?

Answer: The "In Use" icon identifies Reimbursement Requests that are "In Use" by another Fiscal user. You can still view the Reimbursement Request but it will be in read only.

Question: I am ready to send a Reimbursement Request to batch. Should I save it prior to approving it for batch?

Answer: You should "Save & Continue" throughout the process and especially when you are getting ready to sent to batch.

Question: What are some things that I should consider when reviewing trips/reimbursement requests?

Answer: Within the Review Tab section of the TEMS "Reference Guide" is a sub-section called "Suggested Review Steps" (pages 80-81) that details some of the items that you should look for as a minimum. The "Reference Guide" is available under the Help link.

Question: When I review a reimbursement request that contains multiple trips and one or more of the trips have problems, can I partially approve the reimbursement request?

Answer: No, the trips contained on a reimbursement request are treated as one. TEMS does not allow partial approval. The reimbursement request should be returned to the Requestor for correction and later submission. The Requestor may remove the problem trips completely or correct them, and resubmit.

Question: After I review a reimbursement request, what processing options do I have?

Answer: TEMS provides three processing options: Approve, Deny, or Return for Changes. Within the Approver section of the TEMS "Reference Guide" you will find the options listed on page 83. The "Reference Guide" is available under the Help link.

Question: Why is the number of transactions in my TEMS batch less than the number computed in the subsequent AFRS batch?

Answer: "The Master Index (MI) allows agencies the flexibility to split expenditures among several coding lines without having to enter each line individually. When the MI is pushed to AFRS from TEMS it will explode the MI and the batch count could be different if the MI has a split. The AFRS system shows the new count based on the MI explosion and the agency will need to adjust their entered batch to match. For additional information on MI's please go to System Document at this link http://swfs.ofm.wa.gov/Reference/contentsnew.asp"