



## *Financial Services - Frequently Asked Questions*

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### **Journal Entries**

#### **This is my first time filling out the JE form, where is the resource materials?**

The resource materials can be found on The Commons – Resources Tab. The financial partner who is assigned to your school/department is the best resource if you are preparing JE for the first time. Accounting Department also offers JE HELP LAB, you may attend the JE help lab. To find out when JE help lab is offered, contact your financial partner.

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#### **Where do I send the JE form with supporting document to process?**

Email your JE form with supporting document to Accounting, General Ledger inbox. When you type recipient address, select the address from address book.

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#### **I received undeliverable message when I tried to email the JE form with supporting documents, who is the contact to resolve this issue?**

Try to select the recipient address from the address book rather than typing the address. If it doesn't work, send the email to DoTs Hotline with the screen shot of undeliverable message.

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#### **How long does it take to process JE once I email it to Accounting, General Ledger inbox?**

Once Accounting Department receives the JE, it will take 3-5 business days to process the JE if there is no issue with the submitted JE form and the supporting documents.

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### **Why couldn't I see the submitted JE in the school/department GL even though it is already processed?**

Once JE is processed, it has to be released and posted in Lawson. When JE is posted in Lawson, then it will appear on the school/department GL. If the JE is posted in the current month and the previous month is not closed then you may not see the posted JE in your school/department GL.

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