UNIVERSITY OF TORONTO

Financial Services Department

FAST Tips

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issues with ERDD?

Here are a couple of common ERDD issues and how you can resolve them:

1a.   The claimant hasn't received their expense reimbursement.

All ERDDs will automatically be **"Parked"** if the amount of the claim is:

1) Equal to or greater than $10,000 for an appointed staff member or
2) Equal to or greater than $5,000 for non-appointed, casual staff member

The reimbursement will **NOT** be processed until copies of all related documentation are forwarded to Accounts Payable.

Send the front page of the Expense Report form to: **AP.FSD@utoronto.ca**

Once verified, Accounts Payable will post the parked document.

1b.   When entering an ERDD payment the message "*Vendor Blocked and Marked for Deletion"* appears.

Whenever a casual or full-time staff member has a gap in their employment or a change in their employment status (i.e., casual to full-time), the system will automatically block the vendor account (8XXXXX) that is associated with their HRIS record.

To correct this, email Accounts Payable (**AP.FSD@utoronto.ca**) with the **vendor account** and request to remove the block to enable you to process the ERDD payment.

Learn More:

- **Form:** Expense Report/Accountable Advance Settlement Form
  http://finance.utoronto.ca/wp-content/uploads/2016/03/exp_reimbursement_revised_April_1_2016.pdf

- **QRG:** Expense Reimbursement Direct Deposit
  http://finance.utoronto.ca/wp-content/uploads/2015/11/Expense-Reimbursement-Direct-Deposit-Create-Converted.pdf

- **FAQ:** ERDD
  http://finance.utoronto.ca/faqs/erdd/

- **QRG:** ERDD on the Web
  http://finance.utoronto.ca/wp-content/uploads/2016/01/erddwebbusoff.pdf

Are you running the recommended version of the SAP GUI?

To ensure the most reliable and consistent results when using FIS, ensure that the SAP GUI version installed on your machine is at least the 720 Final Release, Patch Level 4. Common indicators that the wrong version is installed include the inability to use MS Office integration or inconsistent formatting when downloading to excel.

To check the version, follow the steps below:

- From the main SAP menu, click
- Choose About… from the drop down list
- Confirm the "Release" and "Patch Level" (see below)
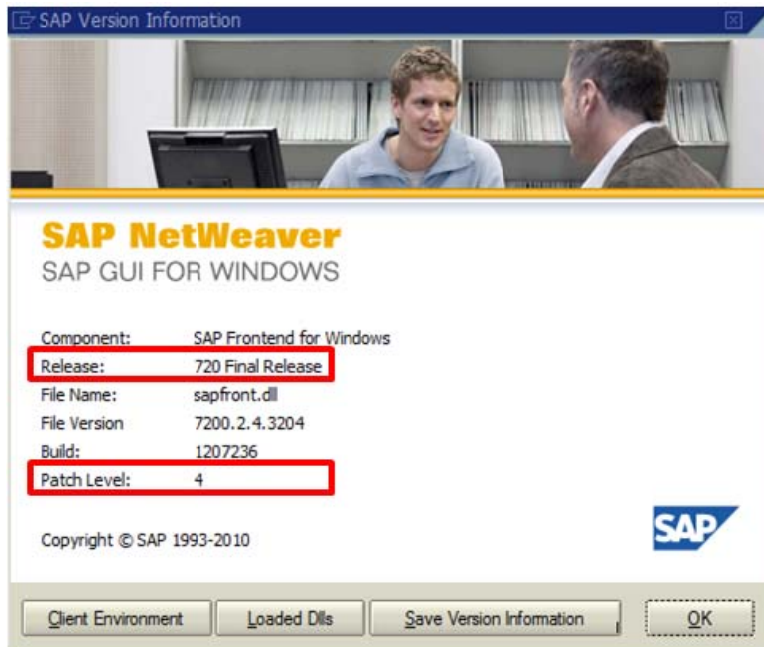
If you have determined that you do not have the up to date SAP GUI, you can download it at the URL below.

AMS Software Downloads   https://easi.its.utoronto.ca/help/software-hardware/

To obtain the required *UserID* and *Password* please contact **FAST.HELP@utoronto.ca**.

If you encounter any problems with installing the upgrade please contact you Faculty/Departmental IT support group or **WTS.HELP@utoronto.ca**.

Learn More:

Install Upgraded Version of SAP - email ITS Client Support
css.help@utoronto.ca

ONE-ON-ONE WORK SUPPORT

Get HELP FAST - Biweekly lunch time AMS support sessions - (FIS, HRIS, USHOP & RIS/MRA/MROL)

*LOCATION***:** 256 McCaul St., Room 103

Tuesday, August 12th	12:30pm – 2pm
Thursday, August 28th	12:30pm – 2pm

TRAINING

- FIS Workshop
  Managing Key & Other Refundable Deposits

  Learn More:
  http://finance.utoronto.ca/fast/fis-training/courses-workshops-course-materials/workshops/

- FIS Training Calendar
  http://finance.utoronto.ca/fast/fis-training/training-calendar/

- FAST Tips Newsletter - Archive
  http://finance.utoronto.ca/fast/fast-tips-newsletter-archive/

FAST STAFF

- Financial Advisory Services & Training (FAST)
  http://finance.utoronto.ca/fast/fast-team-contacts-and-faculty-representatives/

- Subscribe to AMS Listserv
  https://easi.its.utoronto.ca/help/ams-listserv/