

(UNIVERSITY ONLY)

## Changes to Pre-Paid/Direct Bill Airfare Process within Compass

Effective May 28, 2010, all airfare charges that were designated as “pre-paid/direct bill” by the Emory Travel Agencies are no longer found within the traveler’s Wallet within Compass. The only charges within the traveler’s Wallet moving forward will be expenses charged to a traveler’s AMEX Corporate Card.

Beginning May 28, when you arrange for your airfare and designate it to be direct billed to your SmartKey, it will now automatically be charged against the SmartKey provided at the time of booking. (This is identical to how pre-paid/direct bill charges were handled in FAS.)

For the traveler, there are no changes in the booking process.

**Note:** Please remember that the preferred method of payment for airfare is your Emory AMEX Corporate Card.

### Answers to Your Questions:

***Where are my pre-paid direct bill airfare charges now? They were in My Wallet, but they’ve disappeared.***

If you had remaining pre-paid direct billed airfare charges in your wallet and had not completed an expense report for them yet, we removed those charges from your wallet on May 28. Central Payment Services will begin to do a direct journal to the designated SmartKey by June 30, 2010 on your behalf.

***What about those airfare bookings I arrange today and select to direct bill them to my SmartKey? How are they handled?***

All new airfare charges (booked May 29 and later) will post automatically on a monthly basis through a journal entry on your behalf.

***What SmartKey are you going to charge?***

We will use the SmartKey you provided to the agency upon booking.

***But I want my Expense Report to reflect the entire trip and now pre-paid airfare is not included.***

In the comments section of the expense report, indicate your airfare amount and indicate it was already charged to the SmartKey. Then, include the airfare receipt as documentation.

***Now I remember there are some charges that should have gone into My Wallet but I never saw them there. What happened to those?***

They will be included in the charges we will journal by June 30.

***What if I already imported these pre-paid airfare charges from My Wallet and completed an expense report for them? Will I be double charged?***

No, prior to automatically charging your SmartKey by June 30, we will ensure that it was not already charged to your SmartKey.

***How do I see these charges?***

You will be able to review your charges using the **General Ledger>Review Financial Information>Ledger** tool in Compass. You will see the traveler’s name, date of trip, and ticket number. If you are not familiar with the tool, you may go to the Compass training site and review the supplemental job aids at this location:

[http://compass.emory.edu/training/trn\\_gl.html](http://compass.emory.edu/training/trn_gl.html)

***It's after June 30 and I still don't see my direct billed airfare charges. Where are they?***

We post charges monthly. If you don't see your charges by the twenty-fifth of the month, provide your name, email address, traveler's name, agency used, date of purchase and ticket amount in an email and send to [actspay@emory.edu](mailto:actspay@emory.edu).

***My airfare charges went to the wrong SmartKey. How do I get it to the right one?***

The SmartKey charged was the one provided at the time of booking. You will need to do a journal transfer to move it from the wrong SmartKey to the right one.

***If my airfare is directly charged to my SmartKey without going through a Compass Expense Report, how will the airfare charges be reviewed?***

Individuals with department or project budget responsibilities will be able to review airfare charges using the normal Compass reporting tools.

Central Payment Services will also provide monthly reporting of all direct billed airfare by department to your Business Officer for approval.