Electronic Ticket System

New Options Available as of January 2010

- Insert the complete email address (valid UGA address only) instead of the UGA MyID to send tickets to Approvers. The UGA MyID will continue to work as well.

- Upload Debit/Credit Data (CSV format). See Page 12.

- Bulk Change Object Codes. See Page 18.

- Export Line Items to Excel. See Page 10.

- Create Copy was changed to Create Duplicate eTicket to avoid confusion with printing.
Instructions for the Electronic Ticket System (eTicket)

1. Go to the following URL address.  [https://eticket.uga.edu](https://eticket.uga.edu)

2. Once you are able to see the login page, enter your UGA MyID for your login and your UGA MyID password for the password. For example, if you are jdoe@uga.edu, you would enter jdoe as your login and your password for that email account as the password. (If you do not know your UGA MyID, please visit the MyID website at [https://myid.uga.edu](https://myid.uga.edu). There will be a selection on the left that says Forgotten my MyID or MyID password. Click on it and follow the prompts).

3. Once you have entered your login and password on the login page, you will enter the Main Menu.

![Main Menu](https://example.com/main_menu.png)

Figure 1 Main Menu

4. Choose either “Create Charge Ticket” or “Create Payment Ticket”. If you are unsure which to choose, remember that if you have an invoice from another department seeking funds due to them, select “Create Payment Ticket”. If you are charging other departments for services or products that your department supplied, choose “Create Charge Ticket”. Keep in mind that the backup should verify that the buying department(s) gave permission to charge their account. Visit the following link for further details on the differences between payments and charges. [http://policies.uga.edu/FA/nodes/view/830/Intra-University-Charges-and-Credits](http://policies.uga.edu/FA/nodes/view/830/Intra-University-Charges-and-Credits)
5. Once you have chosen payment or charge, you are ready to begin entering information. The first four tabs - Information, Credits, Debits, and Attachments must be completed. The Notes/Comments tab is optional. Please note: The Attachment tab is not required for pre-approved selling departments.

![Electronic Ticket System - Modify Ticket 2010-03](image)

Figure 2 Tab Options

6. Notice that the Electronic Ticket System has assigned an eTicket number to this transaction in the upper left hand corner of the Information Tab. In this example, I have chosen to create a payment and it’s been assigned eTicket #2010-053. It’s a good idea to make a note of this number for tracking purposes. Pay attention to the warning and error messages. The system will notify you if an account is overdrawn or inactive, but it will allow you to continue. However, if an account is overdrawn, please make sure this situation is corrected. If an account is inactive, please change the account to an active account OR insert a comment explaining why the charge should post to the inactive account. These situations usually arise with grants that are awaiting final charges before closing completely. All other warnings should prevent the ticket from being submitted until it is corrected.
A. Information Tab – See Figure 3 below.
   1. Choose your department number by keying it into the Department field or using the pull down menu.
   2. Enter the dates of service(s) manually or using the calendar. You will need to enter a To and From date. If it’s one date, you will need to put the same date for To and From.
   3. Enter the Invoice Number, if applicable. **Please note: If one invoice number should appear for all accounts involved, type the invoice number in the Information tab only. You do NOT have to retype this invoice number in the credit and debit tabs by each account. If there are different invoice numbers for different accounts (mainly useful for direct charges that are posting more than one invoice for several accounts), then you will need to type the invoice numbers with the appropriate accounts within the Credit and Debit tabs. If no invoice number is indicated, the Financial Accounting System will default to inserting the eTicket number as the invoice number. It will appear on the account status report with an E, the last digit of the fiscal year, and the remaining eTicket number (for example, E0-53).
   4. Enter a description for Services Rendered.
   5. Choose the Update button at the bottom of the screen and then continue to the next tab.

![Figure 3 Information Tab](image-url)
B. Credits Tab - Enter the account(s), object(s), and amount(s) to be credited. See the note on A3 regarding invoice numbers. See Figure 4 for screen shot.

C. Debits Tab - Enter the account(s), object(s), and amount(s) to be debited. See the note on A3 regarding invoice numbers. See Figure 5.
D. Attachments Tab – Choose +Add to choose the file that should be attached for backup. Accounting prefers one file that will list the backup in the same order the debits are entered on the Debits Tab. If you have one file per invoice, please consider saving these as one PDF file with all the appropriate pages. Once you’ve chosen the file(s), select “Upload”. Note: Entertainment forms and Honorariums should also be attached in this section, when appropriate. See Figure 6.

![Figure 6 Attachments Tab](image)

E. Notes/Comments Tab – Enter any additional comments as necessary. This section may also be updated later by Approvers, Contracts & Grants or Accounting regarding any additional information or circumstance that may arise. See Figure 7. Email notifications are not sent out when comments are added.

![Figure 7 Notes/Comments Tab](image)
7. Once the payment or charge eTicket is complete, go back to the Information Tab and at the bottom right of the screen you should see the Workflow Actions now say “Submit for Approval”. Insert the complete email address or UGA MyID of the person who is responsible for approving such charges/payments and select the “Submit for Approval” button. You can also choose Search to find your Approver. **A second individual MUST approve the eTicket. The initiator and approver may not be the same person.** Once the approver reviews the ticket, they may send it to another approver by choosing “Approve and Forward”, if necessary. See Figure 8.

![Figure 8 Submit for Approval](image-url)
8. The approver should receive an email notification that the eTicket is waiting for their approval. They will log onto the system with their UGA MyID and password. They should review the ticket, make changes or additions if necessary, and then choose Approve, Reject, Forward (sends to another approver without your approval), or Approve and Forward (you approve it, but it needs to go to another approver before finalizing). The following screen shot, Figure 9, shows this an eTicket from the Approver’s screen.

![Figure 9 Approver's view and options](image)

9. Once “Approve” is chosen, the eTicket will be routed to either Contracts & Grants or Accounting, depending on the type of accounts involved. You should be able to track the ticket at any time by choosing Quick Search and entering the eTicket number from the Main Menu, or using the Browse My Tickets option in the main menu. If the ticket is rejected for any reason, you should receive notification. Make the necessary corrections and then resubmit. **PLEASE NOTE:** If a ticket is rejected, you have to create a copy (this is an option in the upper right hand corner, “Create Duplicate eTicket”), make the necessary changes and resubmit the ticket as a new eTicket #.
Other options:

Quick Search – This option is available on the Main Menu. Enter the eTicket number to view the ticket and see the details, status or history of a ticket. See Figure 1 for the Quick Search option and Figure 10 for the results of a Quick Search. The workflow information is at the bottom of the eTicket.

![Quick Search result](image)

Print Ticket – Allows you to print the ticket and/or save it as a PDF. See Figure 12, upper right hand corner.

Create Duplicate eTicket – Allows you to create an exact copy of a payment or charge form. You will have to reattach backup. This is typically useful for departments who bill services on a quarterly basis and have little to no changes to make to a prior charge transaction. See Figure 12, upper right hand corner.
View history – Allows you to view a history of any changes that were made to the ticket, including object code or account changes. See Figure 11 for the View History screen. Notice the account was changed by Accounting due to the original account being inactive in our example. See Figure 12 to view the option to choose View History in the upper right hand corner.

Figure 11 View History
Export Line Items to Excel – This new feature allows users to export debit and credit information (account numbers, object codes, amounts and invoice numbers) from the eTicket System to Excel. See Figure 12 for the option to choose Export Line Items to Excel in the upper right hand corner. See Figure 13 for an example of the output export to Excel.
Browse My Tickets – Allows different search options if you do not know the eTicket number to use for a Quick Search. See Figure 1 for the Browse My Tickets button on the Main Menu. See Figure 14 and Figure 14a to see the options and results.
NEW OPTIONS as of January 2010 for transactions involving multiple lines:

**Upload Debit/Credit Data (CSV format)** - You may notice a new option in the Credit and Debit tabs for “Upload Debit/Credit Data (CSV format)”. This option is very helpful for departments who have multiple accounts to debit for charges. You can enter simple information into an Excel spreadsheet, save it as a CSV file, and then upload the information to the eTicket System. Please note: Although this option is available to use in the Payment Ticket type, it would be highly unusual for this to be a necessity to do for Payment tickets. Do NOT use this option to pay several invoices on one payment ticket for several different departments as this will cause the eTicket to be rejected by Accounting for many different problems.

1. After choosing the appropriate type of eTicket (Create Charge Ticket or Create Payment Ticket), enter the information as usual on the Information Tab.
2. Choose either the Credit or Debit tab to access the “Upload Debit/Credit Data (CSV format)”. See Figure 15. The option is in red colored type listed above the Invoice# box. Put the mouse over the option and choose it. A new window will open on top. See Figure 16.
3. When the Upload CSV box opens, you may need to choose **Template** if you need it or **Sample File**. The file download box will open and ask if you want to Open, Save, or Cancel either file. You may choose Save and browse where you want the file to be saved (keep this file for future use) and then open it in Excel to input the data, or you may go ahead and Open it. Either way, be sure to save this template. The template already has the headers in place for guidance and the Sample File can be used as a starting template as well. See Figure 17.
4. Once you have inserted the information into the Excel template, save it as a CSV file and name the file as you see fit. See Figure 18 for an example of information in the Excel file. See Figure 19 for saving it as a CSV file (notice the Save as type: at the bottom). In this example, there is one big credit and several debits. Each debit also has a different invoice numbers inserted into the Memo column. Invoice numbers may not be longer than eight digits.

Figure 18 Excel information

Figure 19 Save as CSV type
5. Now that you have saved the Debit and Credit information in an Excel file, CSV format, you are ready to add the file to the eTicket. The window that opened earlier (Figure 16) should still be open. Choose the +Add button, browse to find the file you saved, double click the file or highlight it and choose the Open button. You should see the information from the Excel file inserted below and it will indicate if there are any problems. You may have to scroll to see everything if there is a long list. In this example, I have two invalid account numbers (had to scroll down to see second one). See Figure 20 and 21 to view the invalid accounts. Anytime you see an error, this means the information was NOT uploaded. You will need to choose Cancel (see the Cancel button at the bottom of Figure 20) and Open Excel, make the necessary corrections, resave the csv file, and try uploading it to the same eTicket again.

![Figure 20 Invalid Account #1](image-url)
6. After choosing the Cancel button when errors have prevented progress, the eTicket System reverts back to the Credits or Debits tab depending on which one you had opened when you first chose the Upload Option. After correcting the errors in Excel, choose the Upload option in the same eTicket once again and then choose +Add when the Upload CSV file window reopens. If there are no errors that will prevent further progress, the data will be listed once again at the bottom and there will be two buttons, Submit and Cancel, listed below the data. See Figure 22. If all appears to be fine, choose Submit. The Upload window will close and you should see the account(s) that were listed in the Excel file as a credits will be in the Credits tab and the debits will be in the Debits Tab of the eTicket System just as they would appear if you had keyed them directly into the system. See Figure 23 and Figure 24.
Figure 22 Upload with no errors indicated
### Figure 23 Credits Tab after file upload

<table>
<thead>
<tr>
<th>#</th>
<th>Account</th>
<th>Account Description</th>
<th>Object</th>
<th>Object Description</th>
<th>Amount</th>
<th>Invoice</th>
<th>Invoice #</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>51502N033000</td>
<td>PRINTING</td>
<td>43440</td>
<td>SALES - OTHER</td>
<td>$15,206.15</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Figure 24 Debits tab after file upload

<table>
<thead>
<tr>
<th>#</th>
<th>Account</th>
<th>Account Description</th>
<th>Object</th>
<th>Object Description</th>
<th>Amount</th>
<th>Invoice</th>
<th>Invoice #</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1011GH268000</td>
<td>SCHOOL OF LAW</td>
<td>74220</td>
<td>PRINTING - ON CAMPUS</td>
<td>$312.00</td>
<td></td>
<td>706353</td>
<td>Edit</td>
</tr>
<tr>
<td>2</td>
<td>1021RR206194</td>
<td>VET MED SUPP ALLEN</td>
<td>74220</td>
<td>PRINTING - ON CAMPUS</td>
<td>$3,393.00</td>
<td></td>
<td>706355</td>
<td>Edit</td>
</tr>
<tr>
<td>3</td>
<td>1021RX054038</td>
<td>UGARF/CG&amp;TECH COMM CONN</td>
<td>74220</td>
<td>PRINTING - ON CAMPUS</td>
<td>$118.00</td>
<td></td>
<td>706392</td>
<td>Edit</td>
</tr>
<tr>
<td>4</td>
<td>1021DE250105</td>
<td>PSO SERVICES</td>
<td>74220</td>
<td>PRINTING - ON CAMPUS</td>
<td>$130.00</td>
<td></td>
<td>706372</td>
<td>Edit</td>
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<tr>
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<td>74220</td>
<td>PRINTING - ON CAMPUS</td>
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<td>Edit</td>
</tr>
<tr>
<td>6</td>
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<td>74220</td>
<td>PRINTING - ON CAMPUS</td>
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<td></td>
<td>706371</td>
<td>Edit</td>
</tr>
<tr>
<td>7</td>
<td>1031DE250105</td>
<td>FACES EXT SALES AND SERVICES</td>
<td>74220</td>
<td>PRINTING - ON CAMPUS</td>
<td>$5,000.00</td>
<td></td>
<td>706325</td>
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<tr>
<td>8</td>
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<td>74220</td>
<td>PRINTING - ON CAMPUS</td>
<td>$75.00</td>
<td></td>
<td>706369</td>
<td>Edit</td>
</tr>
<tr>
<td>9</td>
<td>1041GT256015</td>
<td>LIBRARIES SLC OPERATIONS</td>
<td>74220</td>
<td>PRINTING - ON CAMPUS</td>
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<td></td>
<td>706375</td>
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</tr>
<tr>
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<td>HONORS PROGRAM</td>
<td>74220</td>
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<td></td>
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<td>Edit</td>
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<td>74220</td>
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<td></td>
<td>706352</td>
<td>Edit</td>
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<td>12</td>
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<td>74220</td>
<td>PRINTING - ON CAMPUS</td>
<td>$55.00</td>
<td></td>
<td>706364</td>
<td>Edit</td>
</tr>
<tr>
<td>13</td>
<td>1055S826025</td>
<td>PHARMACY - STUDENT AFFAIRS</td>
<td>74220</td>
<td>PRINTING - ON CAMPUS</td>
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<td></td>
<td>706293</td>
<td>Edit</td>
</tr>
<tr>
<td>14</td>
<td>1086GA551000</td>
<td>SCHOOL OF ECOLOGY</td>
<td>74220</td>
<td>PRINTING - ON CAMPUS</td>
<td>$75.00</td>
<td></td>
<td>706386</td>
<td>Edit</td>
</tr>
</tbody>
</table>
7. At this point you should complete the eTicket as usual (Attachments, any applicable Notes/Comments that you want to add, and then submit to an approver).

**Bulk Change Object Codes** – This option is very helpful if there are multiple accounts listed with an incorrect object code. Instead of editing each line for each account, you may use this option to perform a mass edit. For example, let’s say an Initiator notices after uploading a CSV file that the wrong object code was listed; or perhaps an Approver notices that the Initiator submitted a ticket for approval and had the object code incorrect for all the accounts debited. You may edit the ticket, choose either the Credits or Debits tab depending on where the error is, and choose **Bulk Change Object Codes**.

1. See Figure 25 for an example of debit listed with an incorrect object code 71400 when it should be 74220 for the Printing Department.

![Figure 25 Incorrect codes for multiple lines](image)

2. Choose “Bulk Change Object Codes”. A window will open and you should insert the Old Object Code (which would be the object code that you want to change) and insert the New Object Code (the code you want to change to use). See Figure 26.
Figure 26 Bulk changing object codes

3. Choose Submit and the object codes should be changed. See earlier Figure 24.
4. If you were the Initiator who made the change, complete the ticket as usual and submit to your Approver. If you were the Approver who made the change, complete your review of the ticket and then make the appropriate Workflow decision as usual (Approve, Reject, Forward, Approve and Forward).