

Frequently Asked Questions

OIT Support

1. Whom can I contact when I have issues on my CATO, password and username?
 - You can always contact OIT when there is an issue on your CATO, password & username.
 - Here are the regular channels OIT has provided for support requests:
 - Submit a ticket here – <https://cnmisupport.haloitsm.com/portal/home>
 - How to create a login for HaloITSM <https://finance.gov.mp/halo-training/index.html>
 - Email Address: munishelp@dof.gov.mp
 - Phone Number: 670 322 1418

Contracts

1. I can't find my contract in MUNIS. I have my old contract number. What should I do?
 - If you can't find the contract, please email Don Camacho at d.camacho@dof.gov.mp or Julie Aldan at jd.aldan@dof.gov.mp
2. How do I pay an invoice on an existing PO or existing contract?
 - Email your invoice to AP at DOF. Make sure to include your PO/Contract number
2. I heard I wasn't supposed to use an Open PO for recurring payments to vendors, like a phone bill. How do I set up the contract?
 - You should be creating your own contracts.
 - How can I know who rejected my contract? You can see who rejected your contract and why in the Contract Entry program by searching for your contract, scrolling on the bottom of the page and clicking the **APPROVERS** button.



3. How do I resubmit my record/contract after it was rejected?
 - To re-submit your record, search for your contract and click on the Activate button on the top toolbar. Make sure you click on the Attach link to upload an electronic copy of your contract. After that, you can re-release your record.

Invoice Entry

1. I am trying to enter an invoice and it keeps saying 'duplicate invoice'. How will I be able to find the duplicate invoice?
2. Is the batch per vendor? Or I can make one batch for different vendors and invoices?
 - A batch is based on the fund the invoices are coming from. If the process is still unclear, I recommend creating a new batch per invoice.
3. After releasing the invoice entry, how do we view the approvers or the status?
 - The workflow in Invoice Entry is at the bottom of any invoice, there is a button that says, Approvers. Click it and from there you can view the approvers and status.
4. How do I do a memo pay, direct pay, petty cash reimbursement, or pay an invoice without an existing PO/Contract?
 - Use the "Invoice Entry" Program in MUNIS. The training video is called "Invoice Entry for End Users"

Travel

1. Where do I upload receipts for travel?
 - Fill out a payment voucher (the same process you used before MUNIS) and submit it to DOF.

MUNIS Help

If you have any questions that we haven't been able to answer we would love to hear from you. You can always send your question to munishelp@dof.gov.mp