

LANL Staff Augmentation Program

Supplier Frequently Asked Questions (FAQs)

1. How do I log into Fieldglass?

Suppliers (or subcontractors) will log into Fieldglass with the username and password provided by their administrator who added them. If a new user needs to be added, the administrator of the supplier's account will need to leverage the "Company Set-up Wizard" to add the new user.

2. How and when will suppliers be notified if a security clearance is required?

Suppliers will be notified within the job posting if a security clearance is required. Suppliers will not need to initiate this until receiving an offer letter from AgileOne.

3. Are suppliers required to enter the accurate pay rate or can \$1.00 be entered?

Pilot suppliers are not required to enter an accurate pay rate, at this time.

4. If a supplier is only paying out standard time (ST) rates to workers, should all time will be submitted in ST?

All time should be recorded as ST hours for exempt employees. Only non-exempt contingent workers are eligible for overtime compensation.

5. Do taxes have to be submitted as a separate expense line item?

Hotel taxes should be submitted as a separate line item using the Expense Type Room Tax.

6. Is there a cap on how much can be reimbursed for the Meal & Incidental Expenses (M&IE) expense code?

M&IE expenses will be paid at the appropriate General Services Administration (GSA) rate in accordance with the subcontract.

7. How will suppliers get invoicing reports?

Suppliers may utilize the Analytics section within Fieldglass to obtain reporting information.

8. Who from LANL will be available to help input charge codes?

The Managed Service Provider (MSP), hiring manager and budget analyst all have the authority to add charge codes or projects/tasks.

9. How should extended stay worker expenses be submitted? Day-by-day, one monthly expense sheet? (e.g. they get a per diem of \$60 per day, monthly hotel reimbursement, etc.; there is no receipt for them to attach)

Extended stay workers should submit their expense sheets monthly. If staying in a hotel, a receipt should be provided. Otherwise, an email confirming the worker is extended stay will suffice for the room rate receipt (M&IE does not require a receipt).

10. How is per diem entered, and if exceeded, is there a work around?

The total amount of per diem being claimed should be entered on a single M&IE expense code line. If the per diem is incorrect, the expense sheet will be sent back to the worker for corrections.

11. What attachments are required for an expenses submission?

A copy of any applicable receipts. At this time, M&IE is the only expense that does not require a receipt.

For any other questions or assistance, please reach out to agileone@lanl.gov.