Web Travel: Beyond the Basics

May 24, 2006
Web Travel: Beyond the Basics

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How to Check Reimbursement Status

1.) **Find the Event Number** in the Web Travel System by entering the traveler's name in the Traveler Name field, then clicking on Start/Cont Travel, then Existing Trips, which will give you the 15 most recent trips. For additional trips, you can click on Trvlr by Depart Date.

2.) **Enter the Event Number** in the top center field.

3.) Under the **Browse** heading, **click on Daily Expense Detail** to see if expenses have been entered. If they have, go to the next step.

4.) **Click on Rmbrs Requests.** If the Rmbrs Requests screen reads **Not Confirmed**, the traveler needs to log in to AccessPlus to confirm the expenses. You can re-click the **Send E-mail** button to send another message to the traveler if you choose. This will not cause a duplicate. If the Rmbrs Requests screen reads **Confirmed**, continue to the next step.

5.) Under the **Routing** heading, **click on Route Reimbursement.** If the Route Reimbursement screen still has a **Route** button, it means the reimbursement has not been routed. If the expenses entered have been verified and are supported by receipts when required, the Route button should be clicked. If the Route button no longer appears, the screen should read **Reimbursement has been Routed.** To check the routing status you must switch from Web Travel to E-Forms Approval.

6.) In E-Forms Approval, **enter the Event #** in the E-Form Key field, change the E-Form Type to Travel, and click on **by E-Form Key.**

7.) Click on the underlined part of the reimbursement you are investigating.

8.) **Click on the View Routing button.** See the next page for more information.
Understanding the Routing Path as Displayed in E-Forms Approval

(Thanks to the people above who agreed to let us use an actual example with their names on it.)

1.) The routing path only displays what happened after the authorization or reimbursement was put into routing by the Verifier clicking the Route button on the Route Authorization or Route Reimbursement screen in Web Travel. The routing path does not reflect who entered the reimbursement or when the traveler confirmed expenses.

2.) The Name and Action Allowed columns display the expected routing path. The Action Taken and Action Taken By columns display the persons who actually took action. If the text is in red, it means that this person is the next person who must act.

3.) The approvers and proxies are determined by the departments, as they completed the Web Travel System Routing Forms. A separate routing form must be completed for each department code.

4.) Carol Elsberry was the person who had the Verifier role and routed the confirmed reimbursement for approval. If Carol also had been the approver for her department, she would have routed and approved in a single step.

5.) The authorization or reimbursement will route first to the traveler’s Vacation/Sick Leave (VSL) department, and then successively to the other funding departments. In this particular case, the sole funding source was outside the traveler’s VSL department. However, even if the VSL department was also funding the trip, the VSL department would approve only once.
6.) The traveler's VSL home was 01580, which would have been visible from the Web Travel record. The designated Approver for department code 01580 was Janice Berhow. Both Janice Berhow and her proxy would simultaneously receive an e-mail after Carol Elsberry put the reimbursement into routing. However, the approval step actually was performed by her proxy Janice Meyer. Once Janice Meyer had approved, Janice Berhow would no longer be able to approve, as it can only be approved once by each department code.

7.) The other funding source was associated with department code 40750, which is outside the employee's VSL home. Unlike the department code for the VSL home, the funding source's department code is not displayed in the Web Travel System. Department code 40750 has Sally Medford as the Approver. Sally Medford approved the reimbursement, although Sally will not be notified by e-mail that there is something to approve until Janice Berhow (or her proxy Janice Meyer) approves.

8.) After the last approver has approved, the reimbursement goes into the reimbursement queue. Reimbursements are released on Wednesday and Friday nights, and the traveler will be informed by e-mail on Wednesday or Friday night that the reimbursement will be in their bank account two business days later. (If the traveler still receives a payroll check instead of a direct deposit, s/he will receive a check for travel as well.) Travelers are notified by e-mail on Wednesday or Friday nights that their reimbursements are being sent to their bank accounts.

9.) The Accounting Office audits selected reimbursements, although this does not delay the reimbursement process. If your reimbursement is selected for audit, you will receive an e-mail prompting you to fax the relevant receipts to 294-3401. The audit message will be sent to the Designated Verifier/Faxer 1 listed on the Web Travel System routing form for the department code of the first funding source used. This may be a different department than the VSL department of the traveler.

(Exception: If the Designated Verifier/Faxer 2 was the person who entered or routed the reimbursement, the Designated Verifier/Faxer 2 will get the e-mail instead of Designated Verifier/Faxer 1.)
Expenses Entered by a Verifier on Behalf of the Traveler

- Expenses Entered on Behalf of the Traveler
  - Expenses are reasonable and supported by receipts?
    - No
      - Contact traveler to resolve, or reduce the claim.
    - Yes
      - Verifier reviews Daily Expense Detail for accuracy

- Verifier goes to Route Reimbursement, clicks E-mail Traveler for Confirmation
  - Traveler receives e-mail to prompt confirmation

- Traveler Confirms in Rmbrs Requests
  - Is the traveler an Approver, Proxy or Verifier?
    - No
    - Yes

(To enter on behalf of another employee, you must use the Ubusiness tab in AccessPlus and change the Traveler Name before clicking Start/Continue Travel.)

(This flowchart applies to both Authorizations and Reimbursements. However, there is no confirmation step for the traveler with an Authorization. Air Ticket Requisitions go directly to the travel agency. All persons designated as Approvers, Proxies and Verifiers have the ability to fax directly to the travel agency, unless their department has requested otherwise.)

(If your department has not already requested that you have access to the department code of the traveler, you will get a message saying that your access for that traveler has been denied. You can contact Carole Gill (4-5180) or Bill Cahill (4-5181) to get the new department code added to your permit.)

(Even after the traveler confirms, the Verifier can make changes, or the Approver can reject. The traveler is notified by e-mail if the Verifier changes an amount. The traveler does not need to reconfirm after the changes have been made by the Verifier, as the change usually will be to reduce the reimbursement. Or, the traveler could reject instead of confirming, which sends an e-mail back to the person who entered the expenses to make changes.)

(All off-campus Extension employees are treated as Verifiers. For other employees, the role is recognized per the Web Travel System Routing Form.)
E-mail is sent by the system to the person who entered and the #1 Desig. Verifier/Faxer.

(The traveler's Vacation Sick Leave Home is the first step in the routing path, so the #1 Designated Verifier/Faxer is the back-up for routing the traveler's confirmed reimbursement.)

Verifier (or #1 Des. Verifier/Faxer) goes to Route Reimbursement, clicks Route.

(In this example the expenses were entered on behalf of the traveler, based on the receipts provided. Therefore, the verification step [comparing expenses claimed to receipts submitted] does not have to be repeated before clicking the Route button. After the reimbursement is routed, the system sends an e-mail to an approver that it is ready to approve.)

(If the traveler is an Approver, Proxy or Verifier, s/he confirms, then MUST go to Route Reimbursement and click the Route button, as no e-mail is sent to the enterer to perform this function. When the travelers routes his/her own reimbursement, the approver MUST perform the verification step while approving.)

E-mail sent to Approver and Proxy.

(The first e-mail goes to the approver and proxies for the traveler's Vacation Sick Leave home. If another department is funding the travel, their approver and proxies will get an e-mail after the first department approves. If the traveler is an approver, there is not a proxy role available for the Vacation Sick Leave home approval, so the recipient of that e-mail MUST take action.)

Fund account correct, and within budget?

No Add Comment and Reject

(If an event is rejected, an e-mail is sent to the originator and any approver who approved before it was rejected. Someone must then go to Web Travel, unrout the reimbursement, fix it, and reroute it. The rejection does not prompt an e-mail to the traveler unless the traveler entered the expenses.)

Yes

(Approve)

(Reimbursement Queue)

(Web travel reimbursements are run Wednesday and Friday nights. The payment method is the same as is used for Payroll.)

Alternate routing process to prevent self-approval. Chairs route to deans, deans route to provost, etc.
Expenses are Entered by the Traveler

(All employees have ISU Travel-All under the Employee tab in AccessPlus and are able to enter their own expenses.)

Expense Entered by Traveler

Traveler Confirms in Rmbrs Requests

(After the traveler confirms, the traveler can no longer make changes. However, the Verifier can make changes, or the Approver can reject. Or, the traveler could reject instead of confirming, and then the verifier can correct the error and confirm.)

Is the traveler an Approver, Proxy or Verifier?

No (All off-campus Extension employees are treated as Verifiers. For other employees, the role is recognized per the Web Travel System Routing Form.)

Yes

E-mail sent to both the #1 and #2 Desig. Verifier/Faxers

Desig. Verifier/Faxer reviews Daily Expense Detail and receipts

Expenses are reasonable and supported by receipts?

No

No

Contact traveler to resolve, or reduce the claim.

Yes

(The e-mail is sent to the Desig. Verifier/Faxers of the traveler's Vacation/Sick Leave home, even if the Vacation Sick Leave home department is not funding the travel.)

(The traveler is notified by e-mail if the Verifier/Faxer changes an amount. The traveler does not need to re-confirm after the changes have been made by the Verifier/Faxer.)
(The Designated Verifier is notified that the traveler has confirmed expenses. However, the verifier should not route to the approver until s/he has reviewed the receipts.)

(The Approvers should be aware that when the traveler—and not the verifier—puts the event into routing, the verification step has not been performed. This obligates the Approvers to review receipts. One easy way to tell if this has happened is to view the routing path in E-Forms Approval. If the traveler and originator are the same person, the Approvers need to review receipts.)

(If the traveler is an Approver, Proxy or Verifier, s/he confirms, then MUST go to Route Reimbursement and click the Route button. This will send an e-mail to the approver that the event is ready to approve. If the traveler is an approver, there is not a proxy role available, so the recipient of the e-mail MUST take action.)

(The first e-mail goes to the approver and proxies for the traveler's Vacation Sick Leave home. If another department is funding the travel, their approver and proxies will get an e-mail after the first department approves.)

(If an event is rejected, an e-mail is sent to the originator and any approver who approved before it was rejected. Someone must then go to Web Travel, unroute the reimbursement, fix it, and re-route it. The rejection does not prompt an e-mail to the traveler unless the traveler entered the expenses.)

(The traveler receives no e-mail after the approval, but does receive an e-mail on Wednesday or Friday nights when the reimbursement job is run. The e-mail will indicate the day it will likely appear in the traveler's bank account.)

(Web travel reimbursements are run Wednesday and Friday nights. The payment method is the same as is used for Payroll.)
# Web Travel System Routing

<table>
<thead>
<tr>
<th>Department Name</th>
<th>Department Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routing for your department for Auth. / Reimbursements:</td>
<td>ISU ID number (not SSN#)</td>
</tr>
<tr>
<td>Approver</td>
<td>600957-</td>
</tr>
<tr>
<td>Individual FYI (Optional)</td>
<td>600957-</td>
</tr>
<tr>
<td>Proxy 1</td>
<td>600957-</td>
</tr>
<tr>
<td>Proxy 2</td>
<td>600957-</td>
</tr>
<tr>
<td>Chair/DEO's Name</td>
<td>600957-</td>
</tr>
<tr>
<td>Dean/VP's Name</td>
<td>600957-</td>
</tr>
<tr>
<td>Persons not listed above who will be Originating Authorizations/Reimbursements on behalf of others:</td>
<td>Dean's/VP's Dept. Code</td>
</tr>
<tr>
<td>Verifier 1</td>
<td>600957-</td>
</tr>
<tr>
<td>Verifier 2</td>
<td>600957-</td>
</tr>
<tr>
<td>Verifier 3</td>
<td>600957-</td>
</tr>
<tr>
<td>Verifier 4</td>
<td>600957-</td>
</tr>
</tbody>
</table>

Additional departments for which you will enter travel:

<table>
<thead>
<tr>
<th>Department Name</th>
<th>Department Code</th>
</tr>
</thead>
</table>

The maximum allowable dept. codes is 40. If you require more than six, attach a list to this form. All departments are given access to graduate students, who will appear as Dept. Code 99999.

**Designated Verifiers/Faxers** are responsible for:

a.) Reviewing and routing Authorizations and Reimbursements entered by Level 1 employees.
b.) Faxing Air Ticket Requisitions entered by Level 1 employees.

<table>
<thead>
<tr>
<th>Desig. Verifier/Faxer 1</th>
<th>600957-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desig. Verifier/Faxer 2</td>
<td>600957-</td>
</tr>
</tbody>
</table>

Typed name and phone number of person completing this form

Department Chair's Signature

You will need to complete a separate Web Travel System Routing form for each department code.
If you have a question about completing this form, please call (Insert Departmental Contact Phone # Here.)
When completed, return this form to (Bill Cahill, Accounting Office, 3606 ASB)
Navigating Between Web Travel and E-Forms Approval

A grid is presented below to help you to understand the sequence of steps and the system in which the step is taken. The shaded steps are skipped unless the reimbursement is rejected. The buttons to click are italicized.

<table>
<thead>
<tr>
<th>Step</th>
<th>Web Travel System</th>
<th>E-Forms Approval</th>
<th>E-Mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenses are Entered [Enter Expenses, then Allocate Expenses]</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Traveler is Prompted to Confirm (No E-mail is Sent if the Traveler enters His/Her Own Expenses)</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Traveler Confirms [Rmbrs Requests]</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Verifier is Notified</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Verifier Verifies and Routes [Daily Expense Detail, then Route Reimbursement]</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Approver and Proxies are Prompted to Approve</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Approver or Proxy Finds the Reimbursement [For Approval]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approver or Proxy Reviews [Additional Info] (From EFA to WTS)</td>
<td></td>
<td>(From WTS to EFA)</td>
<td></td>
</tr>
<tr>
<td>Approver or Proxy Clicks [Return to E-Forms Approval]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approver or Proxy Rejects [Add Comment, then Submit, then Return to Form, then Reject]</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Verifier (and Previous Approvers) are Notified</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Verifier Unroutes [Rmbrs Requests, then Unroute]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verifier Makes Correction [Daily Expense Detail, then click on date to be changed, enter changes, then Update/Refresh]</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Verifier Adjusts Accounts to be Charged (if necessary) [Allocate Expenses]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verifier Routes for Approval [Route Reimbursement]</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Approver and Proxies are Prompted to Approve</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Approver or Proxy Finds the Reimbursement [For Approval]</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Approver or Proxy Reviews [Additional Info] (From EFA to WTS)</td>
<td></td>
<td>(From WTS to EFA)</td>
<td></td>
</tr>
<tr>
<td>Approver or Proxy Clicks [Return to E-Forms Approval]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approver or Proxy Approves [Approve]</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
Tips for Increased Ease of Use

Selecting the Traveler Name

Your name always appears as the default Traveler Name. To enter another traveler's name, enter Last Name, then the First Name without a comma to separate the two.

If the expected name does not appear at the top of the list, try again by skipping the First Name. Only employees' names appear on the list of travelers, and many employees go by a different name than their official Human Resources name.

Non-employees must be reimbursed on an Honorarium or Expense Voucher.

Air Tickets

Do not attempt to take a shortcut by clicking first on Air Ticket Requisition. Ordering an air ticket still requires clicking on Start/Continue Travel. (Exception: If you are ordering an air ticket for a non-employee, you should skip Start/Continue Travel and click first on Non-ISU Employee.)

Do not forget to continue to the Air Ticket Fax screen to fax the information to the travel agency after completing the Air Ticket Requisition screen.

After faxing an air ticket, be sure to click the Continue button and complete the Justification field in the Travel Dates and Purpose screen. If you do not do this, the trip will not appear on the browsers of Existing Trips or Trvlr by Depart Date.

If an air ticket already has been billed intramurally, it cannot be updated in Web Travel. If you need to change travel dates or amounts, you must create a new Event # to fax a revised Air Ticket Requisition. There are two text lines at the bottom of the form that enable you to make reference to the original Air Ticket Requisition number. This will help the travel agent to make the connection between the two Air Ticket Requisition numbers.

If more than one fund account is used, the first fund account will be charged the service fee. However, whatever amount you enter for the first fund account will not be exceeded when the service charge is added. The balance of the ticket cost will be charged to the last fund account listed.
Entering Expenses

When preparing to enter the expenses, please search for an Event # that already was established by doing an Estimate Expenses (Authorization) or an Air Ticket Requisition. If you start a new Event #, the old Event # will appear on a browse as an uncompleted item.

The only Depart Times and Return Times that should be entered are the times you depart or return to Ames (or whatever is your official station). If you take a trip to South Carolina and mistakenly enter the times you left and returned to the hotel, the system will treat that as a day trip, and your meals will be recorded as taxable income.

Group meals (for interviews, etc.) should be listed entirely in the Miscellaneous Expenses -- Other field. The attendees and the business purpose must be stated.

Never change the Taxable Meals indicator from No to Yes. Taxable meals have nothing to do with sales tax. The IRS requires us to report as taxable income any meal reimbursement not requiring overnight travel, unless the primary purpose of the meal was to discuss business.

Never change the Taxable Meals indicator from Yes to No without indicating in the Other Comments field that the primary purpose of the meal was to discuss business with another person.

Confirming Expenses without an E-mail

Usually the traveler will receive an e-mail with a link to AccessPlus that will open to the confirmation screen. If the traveler does not have a valid e-mail address, or for some other reason did not receive an e-mail, s/he can still follow these instructions to confirm.

1. Log in to AccessPlus
2. Click on the Employee tab
3. Click on ISU Trvl - All Empl on the far left of the screen
4. Enter the six-digit event number in the Event # field at the top center of the screen
5. Click on Rmbrs Requests on the far left of the screen
6. Click on Confirm or Reject after reading the instructions on the screen

If the traveler does not know the Event #, s/he can click Start/Cont Travel, then Existing Trips to browse the trips available.
Allocating Expenses

The Allocate Expenses screen has two separate areas. Most users who are using only one or two fund accounts will find it easier to enter these accounts in the top section and click Allocate Now. If you enter the fund account(s) at the top and click the buttons at the bottom of the screen, you will get an error message.

Only use the Manual Allocation only if you must allocate individual expense categories among specific fund accounts.

If you make changes to expenses entered after you have allocated expenses, you must go back to Allocate Expenses to reallocate the revised amounts.

Normally you are limited to three fund accounts per reimbursement. Other options are to reallocate expenses and use up to three funds accounts for each of the five expense categories, or to do a Correction Voucher after the transaction has posted.

Browses

Click regularly on the browses for Completed/Unreimbursed Trips and Routed/Unreimbursed Trips to see trips that need action by either the traveler or someone in the routing chain. This will help to expedite reimbursements.

Stopping or Correcting a Reimbursement

The current person in the approval chain (if you click on the View Routing button in E-Forms Approval, this person’s name will be in red) can Reject a reimbursement in E-Forms Approval. After it has been rejected, anyone with routing capability (an Approver, Proxy or Verifier) can go to Web Travel, enter the Event#, click Rmbrs Requests, and click the Unroute button. Once unrouted, it can be adjusted and re-routed.

The last person to have routed the reimbursement also can go back into E-Forms Approval and Reject it, as long as the current person has not yet approved it.

The Originator (the person who clicked the Route button in Web Travel) can also go to E-Forms Approval and Reject it, as long as the first approver has not approved it.

Also, if you go to the Travel Dates/Purpose screen and change the Event Status to Cancel, it will stop any pending reimbursements.