Colorado State University

TEM Travel Document Processing

2016 PDI:

Travel Tips for TEM document submission and the most common document errors

Presented by Campus Services
and Travel Services

Business and Financial Services

To deliver efficient and effective business and financial services to our customers in support of the University's mission of education, research, public service and extension.

http://busfin.colostate.edu/default.aspx

Three main issues that can cause delayed reimbursements for the traveler

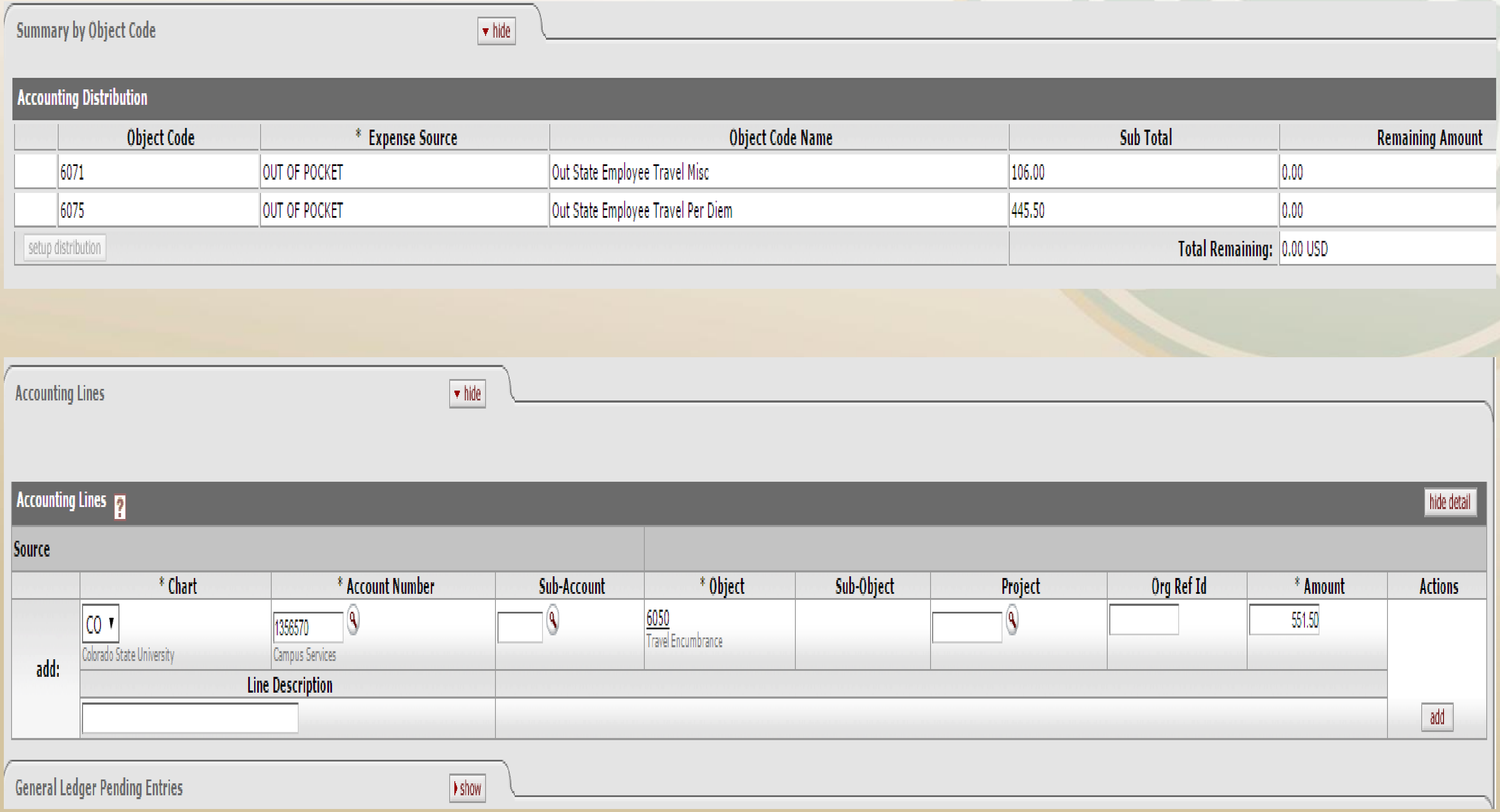
1. Documents are not able to be submitted by travel arranger
    - Documents produce errors that do not allow saving/submitting

2. Documents have not been through proper approval process
    - DHA approval process, RMI, OIP
    - Reviewed once travel has received

3. Documents are returned to department with questions
    - Travel department will email department, return to FO, or ask for additional information

Documents that are not able to be submitted by Arranger

- **Accounting Lines Not in Balance**
- Most common error we see
- Most errors occur when there is split funding / >1 object code
- Errors only on TR documents, TA only uses 6050 object code
- Error message typically occurs when the “assign accounts” is not used



Summary by Object Code ▾ hide

Accounting Distribution

	Object Code	* Expense Source	Object Code Name	Sub Total	Remaining Amount
	6071	OUT OF POCKET	Out State Employee Travel Misc	106.00	0.00
	6075	OUT OF POCKET	Out State Employee Travel Per Diem	445.50	0.00
setup distribution				Total Remaining:	0.00 USD

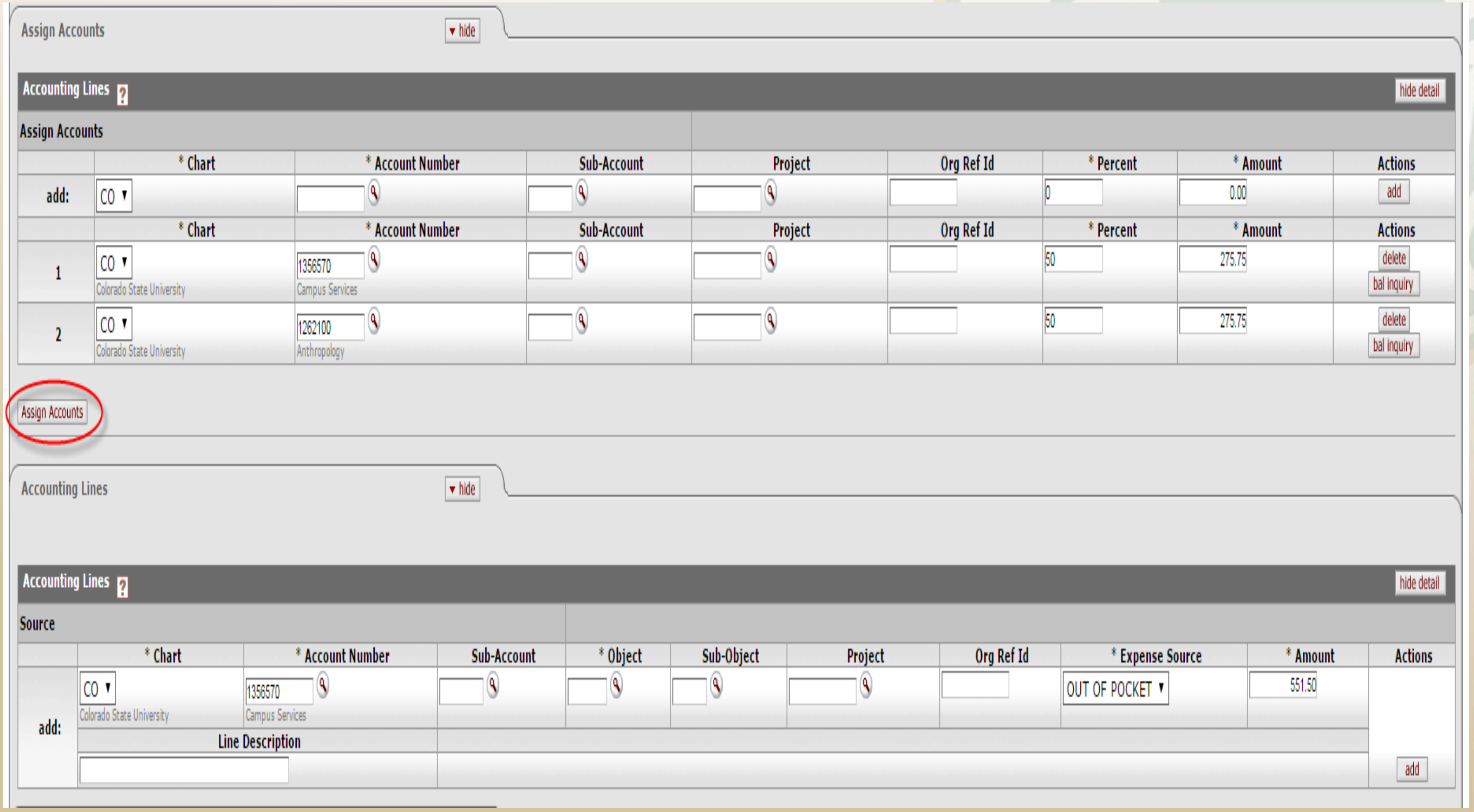
Accounting Lines ▾ hide

Accounting Lines ? hide detail

Source

	* Chart	* Account Number	Sub-Account	* Object	Sub-Object	Project	Org Ref Id	* Amount	Actions
add:	CO ▾ Colorado State University	1356570 Campus Services		6050 Travel Encumbrance				551.50	add
	Line Description								

General Ledger Pending Entries ▸ show



Assign Accounts ▾ hide

Accounting Lines ?   hide detail

Assign Accounts

	* Chart	* Account Number	Sub-Account	Project	Org Ref Id	* Percent	* Amount	Actions
add:	CO					0	0.00	add
	*** Chart**	*** Account Number**	**Sub-Account**	**Project**	**Org Ref Id**	*** Percent**	*** Amount**	**Actions**
1	CO Colorado State University	1356570 Campus Services				50	275.75	delete bal inquiry
2	CO Colorado State University	1262100 Anthropology				50	275.75	delete bal inquiry

Assign Accounts

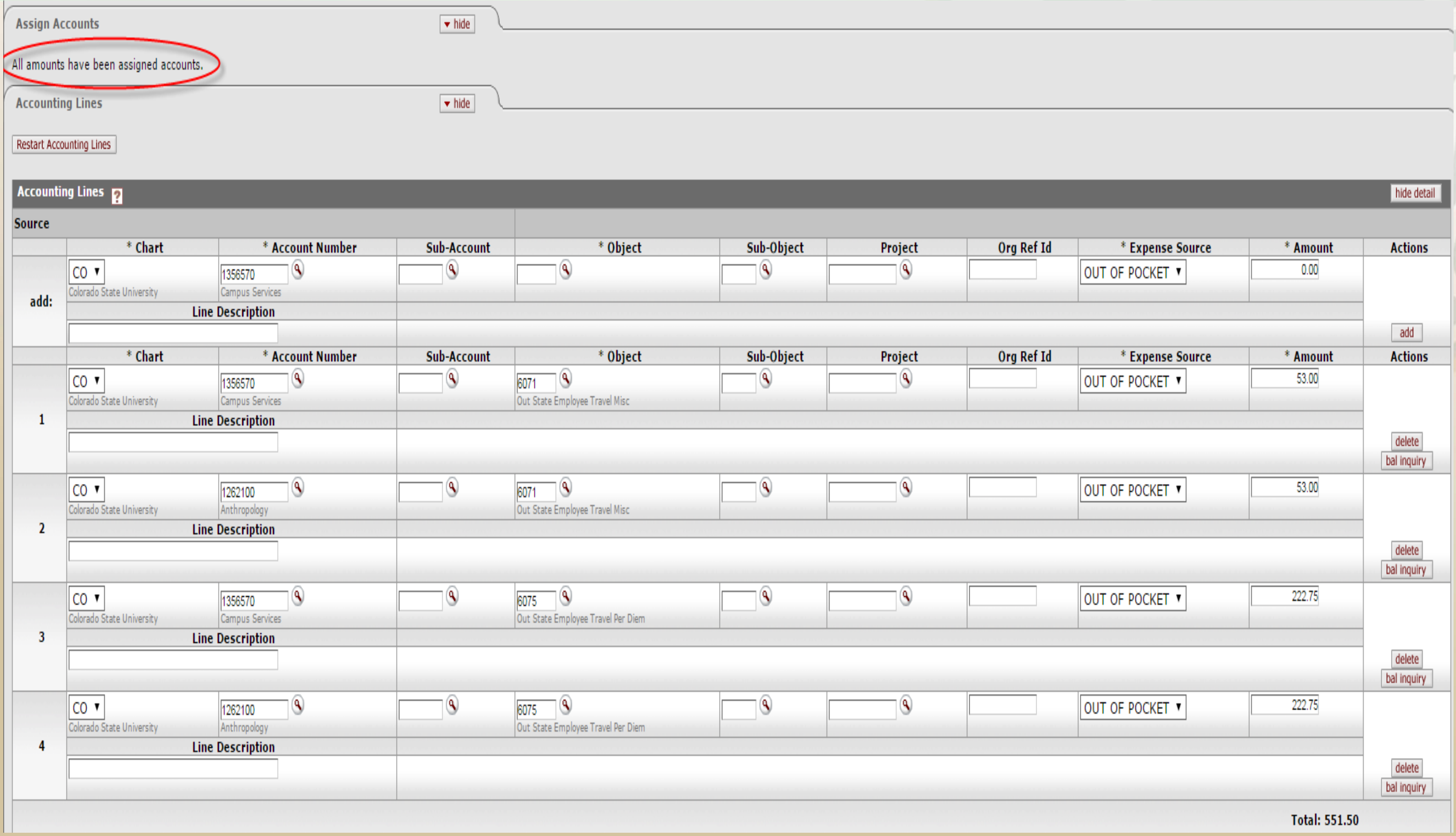
Accounting Lines ▾ hide

Accounting Lines ?   hide detail

Source

	* Chart	* Account Number	Sub-Account	* Object	Sub-Object	Project	Org Ref Id	* Expense Source	* Amount	Actions
add:	CO Colorado State University	1356570 Campus Services						OUT OF POCKET	551.50	
	Line Description									add

Colorado State University


Assign Accounts
▾ hide

All amounts have been assigned accounts.

Accounting Lines
▾ hide
Restart Accounting Lines
Accounting Lines ?
hide detail

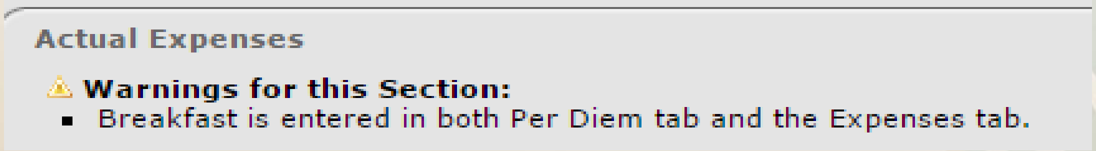
Source

	* Chart	* Account Number	Sub-Account	* Object	Sub-Object	Project	Org Ref Id	* Expense Source	* Amount	Actions
add:	CO Colorado State University	1356570 Campus Services						OUT OF POCKET	0.00	add
1	CO Colorado State University	1356570 Campus Services		6071 Out State Employee Travel Misc				OUT OF POCKET	53.00	delete bal inquiry
2	CO Colorado State University	1262100 Anthropology		6071 Out State Employee Travel Misc				OUT OF POCKET	53.00	delete bal inquiry
3	CO Colorado State University	1356570 Campus Services		6075 Out State Employee Travel Per Diem				OUT OF POCKET	222.75	delete bal inquiry
4	CO Colorado State University	1262100 Anthropology		6075 Out State Employee Travel Per Diem				OUT OF POCKET	222.75	delete bal inquiry

Line Description

Total: 551.50

Per diem and Group Meals



Actual Expenses

⚠ **Warnings for this Section:**

- Breakfast is entered in both Per Diem tab and the Expenses tab.

- Error message occurs on documents with Group travel
- Per diem is claimed for traveler and GB, GN, or GD is selected as expense type for Group Meals
- To avoid this error you will leave the per diem table for traveler and then select GO – Group Other for the group meals expense on the Actual Expenses Tab

- **Book airfare for Non-Employees**

- TEM Customer form needs to be submitted for all non-employee travelers

- TA document can be STARTED and SAVED to obtain T-Number to give to travel agency

- Enter yourself as the traveler, then save the document. Use the T-Number to book airfare, then change traveler once the non-employee has been entered by A/P

- If traveler is traveling **TO** Fort Collins, this is considered an In-State trip and Fort Collins should be listed as destination.

- **Cannot copy existing document**
- All TA documents should have the copy button
- TR documents can be copied ONLY if the TR does not have a related TA document
- If TR document was created from an existing TA any additional reimbursements must be created using the “new reimbursement” button on the TA

- **Need to close or cancel TA**

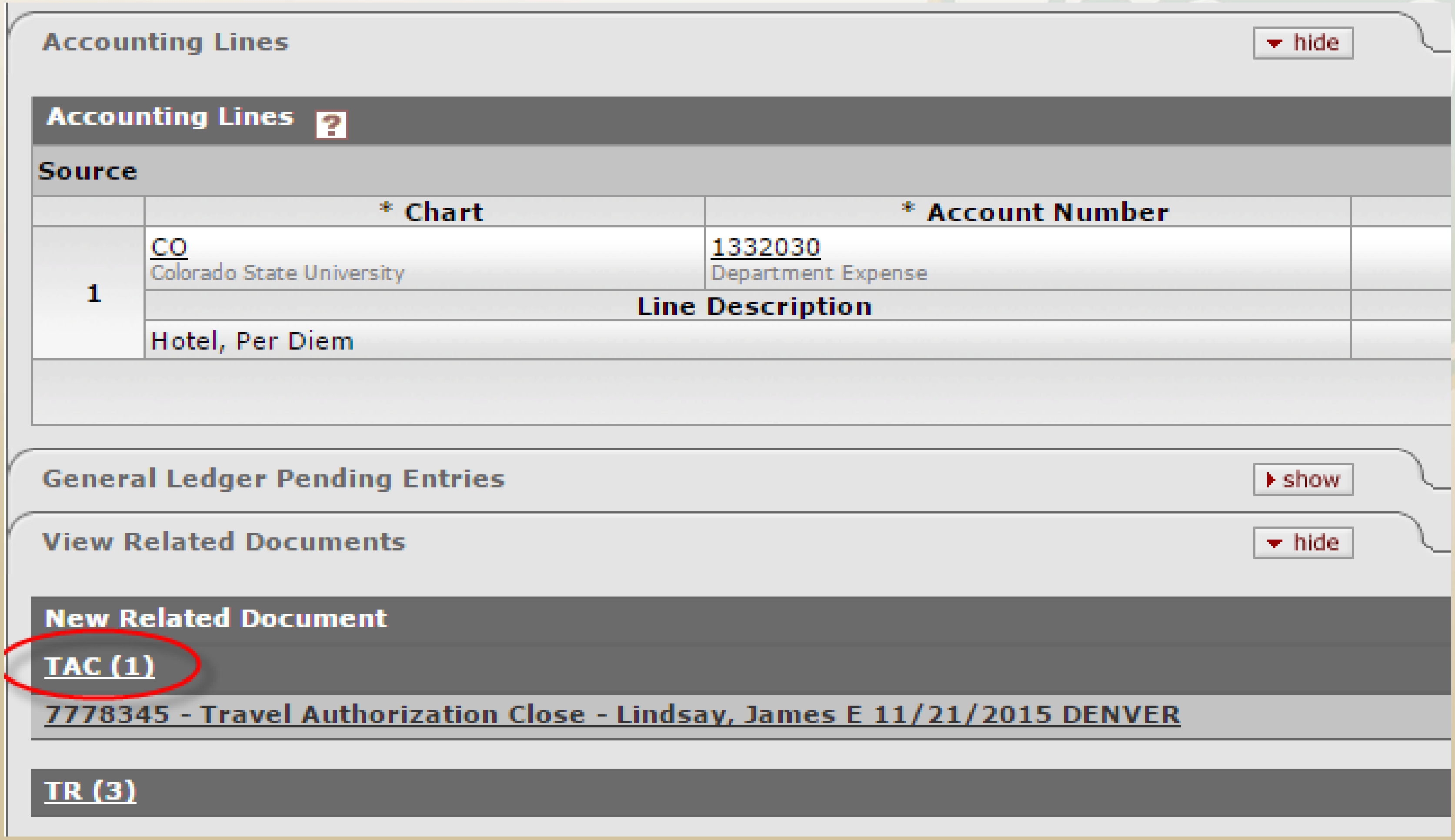
- Any TA document that has had a related reimbursement will need to be closed.
  - Can be closed by clicking the “Close TA” button or by selecting final reimbursement box on TR document

- Any TA document that has not had a related reimbursement will need to be cancelled if reimbursement will not be issued (typically Ghostcard airfare or no cost trips)
  - Can be cancelled by clicking the “Cancel TA” button

- If the Close TA or Cancel TA button is not on the TA document then the TA may still be enroute, there may be a pending reimbursement, or it may have been closed on a TR document by selecting Final Reimbursement box

TA has been closed but new expense has been submitted

- Even if the TA has been closed a new reimbursement can be processed for the trip.
- When the TA is closed a new document is created automatically. This is called a Travel Authorization Close document or TAC
- You can find this number by opening the TA and viewing related documents. Find this document number and then open that document and there should be a “new reimbursement” button just like you would see on a TA.



Accounting Lines

Accounting Lines

Source

	* Chart	* Account Number
1	CO Colorado State University	1332030 Department Expense
	Line Description	
	Hotel, Per Diem	

General Ledger Pending Entries

View Related Documents

New Related Document

TAC (1)

7778345 - Travel Authorization Close - Lindsay, James E 11/21/2015 DENVER

TR (3)

Documents that do not have the proper approvals

- **Department Higher Authority (DHA) approval**
- **Please double check the Add button is clicked before submission**
- DHA must be ad hoc’d on the **TA**. If trip only has TR then ad hoc must be on TR.
- Approval email can be attached instead of ad hoc.
- If ad hoc is forgotten then approval email must be attached to the **TA.**
- Ad hoc approve cannot be added after TA document has been submitted

- **Risk Management and OIP for Intl Travel**
- Risk Management approval (and waiver if applicable) needs to be attached to the **TA** document for all employees
- All approvals from International Programs needs to be attached to **TA** for all CSU students traveling abroad
- If a TAA document is submitted for International travel a new approval should be attached showing any change in trip itinerary.

- **Airfare Ticket Upgrades**
- If tickets are upgraded for medical purposes the Business Officer must approve all non-permanent medical upgrades. Add approval to Notes and Attachments
- All ticket upgrades related to permanent disability or medical condition must have OEO approval. If approval is given by OEO a memo will be sent to Travel from OEO stating the upgrade is necessary for the specific traveler(s)
- Include any upgrade explanation as required by CSU Financial Rule 5.15.2 in the Notes and Attachments

Documents that are returned to the department with Questions

- **Missing and Incomplete Information**

- Receipts are incomplete, not legible, or do not match travel dates. If statement is submitted provide itemized breakdown. Make sure all receipts/attachments are in PDF format

- Internet Airfare, justification for internet purchase is not entered on the document

- The purpose of the trip is not adequately described in either the Explanation box or Notes and Attachments
    - Please explain what the purpose is and how CSU benefits
    - Do not leave explanation box blank (60 days delinquent)

- **Missing and Incomplete Information**
- Please provide International Hotel Information. We receive very vague and incomplete information on some International documents
- Some departments have DHA’s that are also the fiscal officer for the account.
  - Only one approval is needed, does not need to be ad hoc’d but please put a note in the Notes and Attachments section so that we know. DHA = FO.

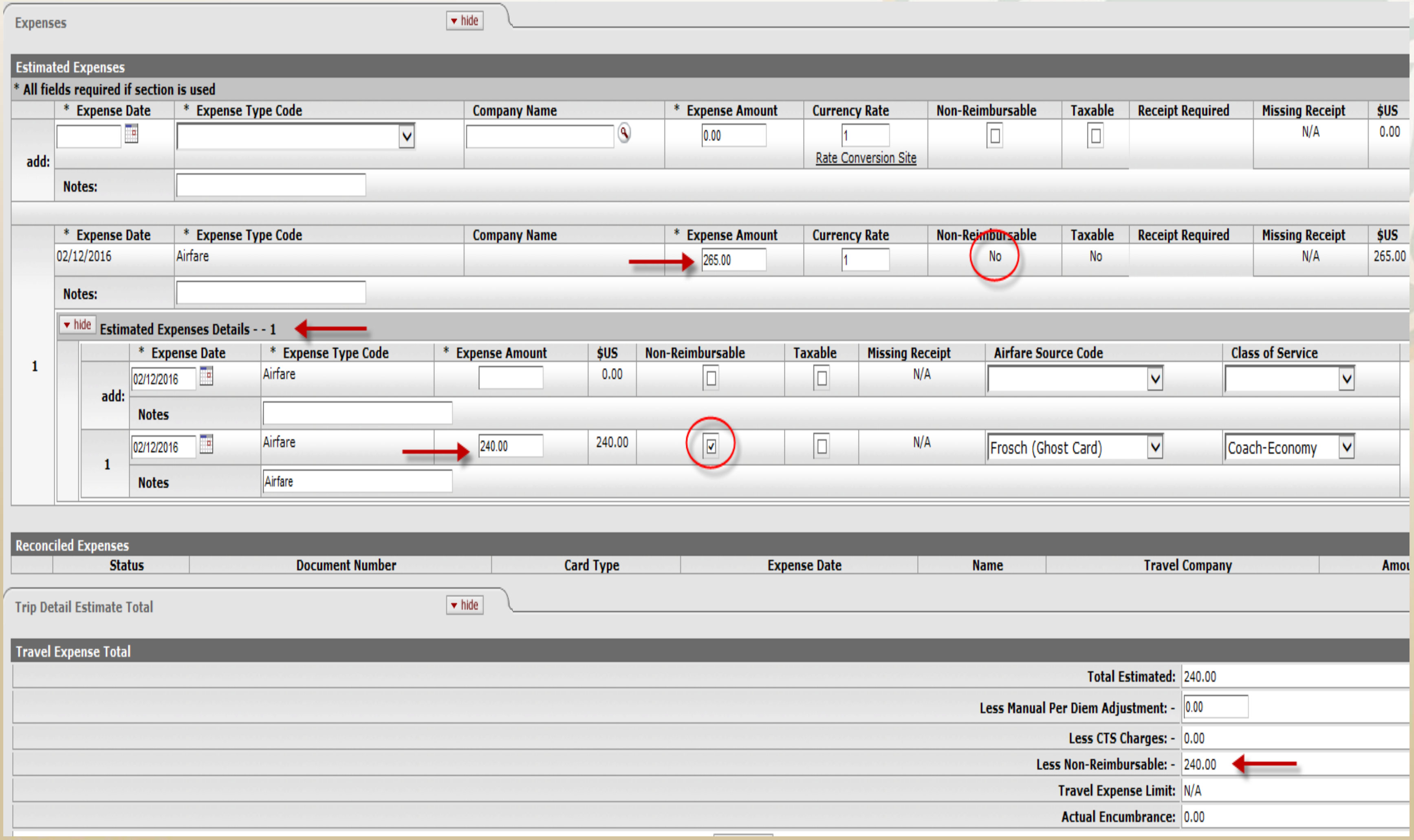
* If traveler is also DHA and FO this needs to be ad hoc’d to Higher Authority so traveler is not approving their own travel documents. These are routed to Campus Services for review

- **Missing and Incomplete Information**

- If travel document is returned to FO please have the FO check the document. Many times the FO just approves without making the necessary changes

- If a document is returned to the department please send us an email that it has been resubmitted. This will keep the document from being sent to the back of our action list and speed up the reimbursement

- **Expense amounts are incorrect**
- Many times expense amounts are submitted but are unable to be changed by the FO
- Travel does change (reduce only) amounts when support does not match document
  - A notice of adjustment is filled out and an Acknowledge Ad Hoc is sent to the arranger
- Travel does not always have ability to change amounts. Accounting lines can become an issue when amounts are changed. Some documents have to be disapproved so amounts can be adjusted
- Expense detail section. This will override the expense amounts in the main expense line



Expenses ▾ hide

Estimated Expenses

* All fields required if section is used

	* Expense Date	* Expense Type Code	Company Name	* Expense Amount	Currency Rate	Non-Reimbursable	Taxable	Receipt Required	Missing Receipt	$US
add:				0.00	1 Rate Conversion Site	☐	☐		N/A	0.00
	Notes:									

	* Expense Date	* Expense Type Code	Company Name	* Expense Amount	Currency Rate	Non-Reimbursable	Taxable	Receipt Required	Missing Receipt	$US
1	02/12/2016	Airfare		265.00	1	No	No		N/A	265.00
	Notes:									

▾ hide Estimated Expenses Details - - 1

	* Expense Date	* Expense Type Code	* Expense Amount	$US	Non-Reimbursable	Taxable	Missing Receipt	Airfare Source Code	Class of Service
add:	02/12/2016	Airfare		0.00	☐	☐	N/A		
	Notes								
1	02/12/2016	Airfare	240.00	240.00	☑	☐	N/A	Frosch (Ghost Card)	Coach-Economy
	Notes	Airfare							

Reconciled Expenses

Status	Document Number	Card Type	Expense Date	Name	Travel Company	Amou

Trip Detail Estimate Total ▾ hide

Travel Expense Total

Total Estimated:	240.00
Less Manual Per Diem Adjustment: -	0.00
Less CTS Charges: -	0.00
Less Non-Reimbursable: -	240.00
Travel Expense Limit:	N/A
Actual Encumbrance:	0.00

Travel Advances

- Customer Invoice is created when advance is issued

- Credit Memos offset this invoice until the balance is zero

- Credit Memo automatically generated when reimbursement is processed

- If reimbursement is less than advance then funds are collected from traveler.
  - Department prepares Cash Receipt and deposits funds to 2410300-1425
  - Notify Travel department and give the cash receipt number

- Travel department will create Credit Memo for all advance payments done on cash receipts

- **BFS TRAVEL RESOURCES**
- **Travel website**
  - **http://busfin.colostate.edu/trv.aspx**
  - **FAQ, forms, training guides, workflow charts, links**
  - **Contact Information**
  - **Updates on what documents currently being processed**
- **BFS TEM User email**
  - **Bfs_tem_users_questions@mail.colostate.edu**
  - **Central email designed to improve response time**
- **TEM Arranger listserv**
  - **Sign up on ACNS website to receive updates intended for travel arrangers**