## REVISION MANAGEMENT PROCESS

## DOCUMENT INFORMATION

### REVISION HISTORY

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<td>Anna Fischer</td>
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**GENERAL TRAVEL SYSTEM FAQs**

**Q1:** I CANNOT CREATE TRAVEL AUTHORIZATION/EXPENSE REPORTS FOR OTHER PEOPLE IN MY DEPARTMENT. WHAT DO I DO?

A) You have not been set up in the system to enter on behalf of other people. Please send an email to traveldesk@cwu.edu and request the access to enter for that person in your department. Please include their employee id or student id and cc that person on the email.

**Q2:** I INADVERTENTLY SUBMITTED A TRAVEL AUTHORIZATION OR EXPENSE REPORT, AND THERE WAS A MISTAKE ON IT. HOW DO I GET IT BACK TO MAKE CORRECTIONS OR DELETE IT?

A: If this happens, you will need to contact the Approver of the Travel Authorization / Expense Report and request they **Send Back** the transaction to you. Once it has been returned, you will then be able to make any changes using the Create/Modify link and re-submit it.

**Q3:** HOW DO I ENTER A TRAVEL AUTHORIZATION OR EXPENSE REPORT?

A) Log into MyCWU on the CWU home page. If you have enabled the Travel pagelet to show on your Home page, click Travel and Expense Center link. Otherwise you can navigate Main Menu > Financial Management > Employee Self Service > Travel and Expense Center > Travel Authorization (Create/Modify) or Expense Report (Create/Modify).

If you need step by step instructions, refer to the user guides on the Travel website.

**Q4:** THE CITY THAT I’M TRAVELING TO IS NOT LISTED IN THE FMS SYSTEM. HOW DO I GET IT ADDED?

A) To get a city added to the system you will need to contact the CWU Travel Office at 963-1986 or email traveldesk@cwu.edu and request the location be added.
Q5: I'M CREATING A TRAVEL AUTHORIZATION OR EXPENSE REPORT AND RECEIVED AN ERROR MESSAGE THAT SAYS “HIGHLIGHTED FIELDS ARE REQUIRED”, BUT IT DOESN’T SHOW ME ANY HIGHLIGHTED FIELDS.

A) The reason you are receiving the error message is that a required field on an expense line item was not filled in. You'll want to go back through each line item that you have on the Travel Authorization / Expense Report and verify that you have all the required fields filled in. Most frequently, the **Payment Type** field on an expense line item is inadvertently being left blank.

To find details regarding the errors, click on the error icon. It will provide details on what data is missing. Often times the field will be highlighted in red that is missing data.

Example below…

Please enter or update the following information:

- Miles
- Amount Spent
- Accounting Detail -- Monetary amount cannot be 0 on distribution line 1.

Once you enter missing information, click on the “Check for Errors” button to find if you have all the required information.

Q6: HOW DO I KNOW WHICH AREA I SHOULD USE TO ENTER TRAVEL (TRAVEL AUTHORIZATION, EXPENSE REPORT, CASH ADVANCE)?

A) There are three main areas in the Travel and Expense Center.

1. **Travel Authorization**: Required for the following travel. In state, maximum lodging exception approval. 50 – mile lodging rule, All Cash advance requests. All out of state travel. All International travel.

2. **Cash Advance**: Requested by employees that would like to defer the costs of their travel upfront. Advances may not be used for airfare or personal vehicle mileage. Advances may only be requested from employees. Advances are based off of the approved authorization for the trip.

3. **Expense Report**: Required when there are travel expenses for which reimbursement is being requested from CWU employees and non-employees.
Q7: **What if I don’t seem to have access to Travel and Expense System?**

A) All University employees should have access to the Travel and Expense Center through MyCWU. Please follow the instructions carefully, and ensure that the navigation is done precisely. In this area it is particularly easy to think that the right spot in the menu has been clicked, when it actually has not been. Either enable the **Travel** pagelet through MyCWU Home > Content link or navigate to enter travel **Main Menu > Financial Management > Employee Self Service > Travel and Expense Center > Travel Authorization > Create/Modify OR Expense Report > Create/Modify** is required.

If you have problems with your access, please email traveldesk@cwu.edu

Q8: **How do I create a Travel Authorization or Expense Report for an individual that is not a CWU Employee?**

A) You will first need to submit an Online Travel Access Form for the non-employee. The form is located on the travel webpage under the forms list section. [http://www.cwu.edu/financial-affairs/travel-access-form](http://www.cwu.edu/financial-affairs/travel-access-form)

When you submit the form, include in the other detail section who will be entering the travel request for that person in the system or send an email to the traveldesk@cwu.edu and request to enter for the individual.

Q9: **Why must I cancel a Travel Authorization which will not be used?**

A) As soon as it is budget-checked, a Travel Authorization places an encumbrance against the budget which must somehow be removed. Typically it is removed when the Travel Authorization is used as the basis for creating an expense report—*however, when the typical process is not followed* (an expense report is not created from the Travel Authorization, or the trip is canceled), the Travel Authorization must be removed from the system in order to remove the encumbrance from the department’s budget.
Q10: **Can a Travel Authorization be canceled before it has been approved?**

A) No, before it has been approved, a Travel Authorization cannot be canceled, but it can be deleted by the traveler or the traveler’s delegate.

**NOTE:** If a Travel Authorization was canceled due to the trip not taken, and there is a requested Cash Advance, then the **Cash Advance** needs to be either **canceled** (if funds were not received) or **reconciled** (if funds were received - by returning them to the Cashier's Office and forwarding the cashier cash receipt to the travel desk MS 7470).

**NOTE:** Approved Cash Advances may only be canceled by the Travel Desk. To cancel the Cash Advance, contact the Travel Office by either emailing the traveldesk@cwu.edu or dialing 963-1986.

Q11: **Can a Travel Authorization be deleted after it has been approved?**

A) No, after it has been approved, a Travel Authorization cannot be deleted, but it can be canceled.

**Approver FAQs**

Q12: **I cannot approve a travel authorization or expense report.**

A) This could be caused by a couple of different things. The first could be your navigation into the approval screens. Navigation to approve once logged into MyCWU is either through FMS Approvals pagelet on the MyCWU Home Page or Main Menu > Financial Management > Manager Self Service > Travel and Expense Center > Approve Transactions. See below screen shot.
Q13: **The Department Approver for Travel is on Vacation or Out Sick. How do I forward the approval for Travel Authorizations/Expense Reports to someone else?**

A) In the event of unscheduled absences, the Travel Office can be contacted at traveldesk@cwu.edu to reassign the work. You will need to provide the name and Employee ID of both the person whose workflow will be forwarded and the person who will have the approval workflow delegated to them.

Q14: **How do I Approve Travel?**

A) Approvers receive emails. The emails subject line indicate whether it is an expense report or travel authorization (example Expense report 00000007 for Wellington, Wildcat requires your attention). The easiest way to get to the approval page is to click on the link within the email and it will log you into the system. Or you can log into MyCWU > click on Approve Travel Transactions under the FMS Approvals pagelet or navigate to Main Menu > Financial Management > Manager Self-Service > Travel and Expense Center > Approve Transactions.

There is a user guide called “Approving a Travel and Expense Transaction” that provides step by step details located on the Travel Website.
Q15: **CAN THE APPROVER DELETE A TRAVEL AUTHORIZATION?**

A) No, but s/he has two choices:

a. The approver can effectively close out a Travel Authorization by denying it. Open the Travel Authorization from the FMS Approvers pagelet and click on Approve Travel Transactions link and use the Deny button at the bottom of the Approve Transactions page. The traveler will receive an email that their Travel Authorization was denied.

b. The approver can return the Travel Authorization to the traveler so that the traveler or traveler’s delegate can delete it. Open the Travel Authorization from the FMS Approvers pagelet and click on Approve Travel Transactions link and use the Send Back button at the bottom of the Approve Transactions page. The traveler will receive an email notifying them that they need to take action on their travel authorization.

**CASH ADVANCES FAQs**

Q16: **HOW DO I GET A CASH ADVANCE FOR TRAVEL?**

A) A Travel Authorization must be completed and Saved for Later in order for a Cash Advance button to become available for use. Completing the Travel Authorization should be done well ahead of the departure date. If you need additional instructions on how to complete the Cash Advance refer to the Travel Website and user guide “Create a Travel Authorization from a blank form with a Cash Advance”.
Q17: Where and when do I pick up my Cash Advance?

A) Cash advances are delivered by direct deposit if you currently are set up for direct deposit through Payroll or Student Financials. Otherwise, a check will be mailed. You can request to pick up your cash advance check at the Cashiers office located in Barge Hall.

You must notify the travel desk if you wish to receive a check instead of direct deposit. To contact the Travel Office, either email the traveldesk@cwu.edu or dial 963-1986.

All cash advances are released 7 days prior to your date of travel.

Q18: What if there is money left over from the Cash Advance?

A) After returning from the trip, create an Expense Report from the Travel Authorization that was used. In the process of creating an Expense Report, the opportunity to apply the Cash Advance will be available.

Be very careful to apply only the amount that was spent. Any unused Cash Advance monies must be taken to the Cashiers office and deposited into Project ID 324865010 and Account 16902. The cash receipt that you receive should be attached to the Expense Report so the Cash Advance will properly be reconciled.

Expense Reports FAQs

Q19: What do I do when I have expenses related to multiple budgets?

A) If one expense will be charged to two or more departments, DO NOT split the expense. Instead, enter each part of the expense on a separate row on the front page of the Expense Report. Only in this manner can the appropriate individual approve each part of the expense.

Q20: Where does my Expense Report go after I submit it?

A) The system will automatically route the Expense Report to the appropriate approver by a process called workflow. The approver will receive a system generated email when it is their turn to review and approve the Expense Report.
You can VIEW your Expense Report at any time after submitting it to see where it is the approval process. The travel desk is always the last stop for the Expense Report in approval workflow.

To view the approval routing for your Expense Report, log into MyCWU and navigate to Main Menu > Financial Management > Employee Self Service > Expense Report > View. Under the Pending Actions section of the page, you can view the approval workflow. It will indicate what actions have been completed or are waiting for approval.

Q21: **What should I do with Receipts?**

A) After receipts have been scanned and attached to the Expense Report, all original receipts must be kept for six years at CWU. Receipts are to be kept in the Departments and not forwarded to the Accounts Payable Office. Ask your department secretary or administrative assistant what the process is for your Department. The receipts may need to be given to your secretary or administrative assistant or kept by you, the traveler. It is important that the receipts for your travel are easily assessable in case of auditor requests to review them. After six years, the receipts may be destroyed by shredding.

**MISCELLANEOUS FAQS**

Q22: **What are other ways I can get Questions Answered?**

A) If you have any questions, please visit the Travel website to reference our user guides or email traveldesk@cwu.edu or call 509-963-1986.

Q23: **Do I have to budget check travel authorizations?**

A) Budget checking is done automatically in a process ran by the Accounting Office. Travel authorizations/expense reports are budget checked daily.
Q24: What are the different levels of approval?

A) Travel is authorized by the traveler’s direct supervisor as determined by the employee’s position description on file with the Human Resources department.

Expenses for travel are approved by the project funding manager, as determined by the manager of a Project ID identified by the department and maintained in Peoplesoft by the Budget Office.

It is possible that the traveler’s supervisor and project funding manager are the same person. If this is the case, the system will accept one approval for both steps.

If there are multiple Project ID’s that are funding the travel expenses, the system will route the identified expenses for each Project ID to their respective approving Project ID manager.

If there is funding by a Grant or Foundation or Club Project ID, there will be an additional approval step from the respective Fund administration level.

International travel will obtain approval from the Provost or Vice President in addition to the traveler’s supervisor and project funding manager.