

**CENTRAL WASHINGTON UNIVERSITY
MYCWU TRAVEL AND EXPENSE CENTER**



**FREQUENTLY ASKED
QUESTIONS**

REVISION MANAGEMENT PROCESS

REVISION HISTORY

Date	Action	By	Page(s)
03/15/13	Draft Created	Tina Short	All
6/22/16	Revisions	Hayley Harrell	All

APPROVAL HISTORY

Date Approved	Approved By	Signature (optional)
8/19/13	Anna Fischer	

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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?

You have not been set up in the system to enter on behalf of other travelers. Please send an email to traveldeskc@cwu.edu and include the traveler's CWU ID. CC the traveler on the email.

It is in your best interest to have the traveler submit their own travel documents (SAAM 10.10.15, SAAM 10.80.20, CWUR 3-50-205)

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?

*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 by following these instructions:*

- 1.) Click on your **Employee** tab in MyCWU*
 - 2.) Click "Travel and Expense Center" from the left hand **Travel** menu*
 - 3.) Click "**Create/Modify**" hyperlink under the appropriate category (Travel Authorizations or Expense Reports)*
 - 4.) Click the blue "**Find an Existing Value**" tab*
 - 5.) Search by the report ID number or by traveler's last name, edit as needed.*
-

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

Log into MyCWU through the main Central Washington University website (www.cwu.edu)

*Navigate to the **Travel** menu in the left-hand menu under your **Employee** tab,*

OR

*Navigate using the Main Menu bar at the top of MyCWU: **Main Menu > Employee Self Service > Travel and Expense Center > Travel Authorization (Create) or Expense Report (Create)**. 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 TRAVEL AND EXPENSE CENTER. HOW DO I GET IT ADDED?

Before contacting the Travel Desk, please attempt the following:


- Search by the first three letters of the city
- Search by the first three letters of the county
- In the location drop down menu, select "Description" and search by city name

If you cannot locate your destination after these attempts, please email your request to traveldeskc@cwu.edu.

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.

*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.*

If you are seeing the "GL Unit" highlighted in your accounting details, it is because some portion of the speedkey did not register in the designated field. Please re-enter your speedkey into the appropriate fields, being sure that numbers populate for the "Fund" and "Program" fields.

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.

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

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

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.*

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.*

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?

All CWU employees should have access to create Travel Authorizations and Expense Reports through MyCWU. However, some employees and students may experience issues based around hire date and employment status.

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

Q8: HOW DO I CREATE A TRAVEL AUTHORIZATION OR EXPENSE REPORT FOR AN INDIVIDUAL THAT IS NOT A CWU EMPLOYEE?

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>

When you submit the form, include both the employee responsible for entering the travel documents, as well as the direct approver for this travel.

Q9: WHY MUST I CANCEL A TRAVEL AUTHORIZATION WHICH WILL NOT BE USED?

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.

Send an email to traveldeskt@cwu.edu to have this authorization cancelled. Include the authorization number, as well as the traveler's full name.

Q10: CAN A TRAVEL AUTHORIZATION BE CANCELED BEFORE IT HAS BEEN APPROVED?

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 traveldeskt@cwu.edu or dialing 963-1986.*

Q11: CAN A TRAVEL AUTHORIZATION BE DELETED AFTER IT HAS BEEN APPROVED?

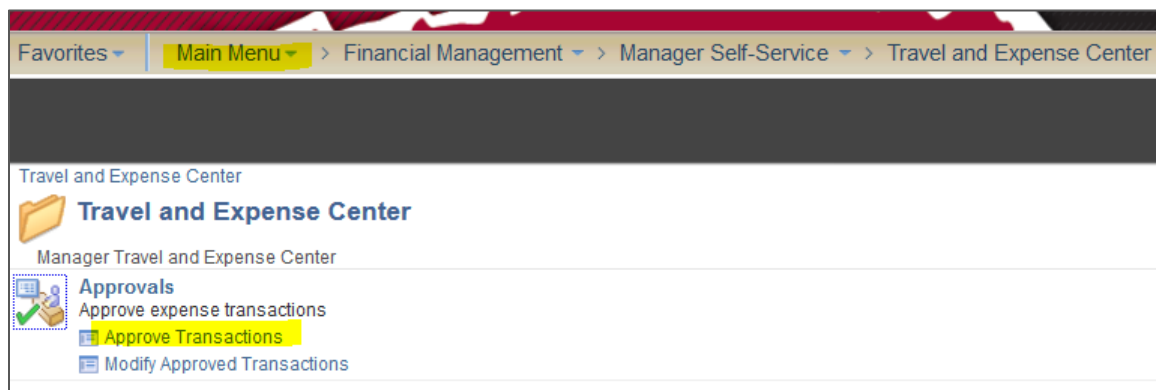
No, after it has been approved, a Travel Authorization cannot be deleted, but it can be canceled.

APPROVER FAQs

Q12: I CANNOT APPROVE A TRAVEL AUTHORIZATION OR EXPENSE REPORT.

Follow this navigation in MyCWU:

Main Menu > Manager Self Service > Travel and Expense Center > Approve Transactions (See screenshot below)



If you have additional questions or problems approving a travel authorization or expense report, email traveldeskt@cwu.edu or call 963-1986.

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?

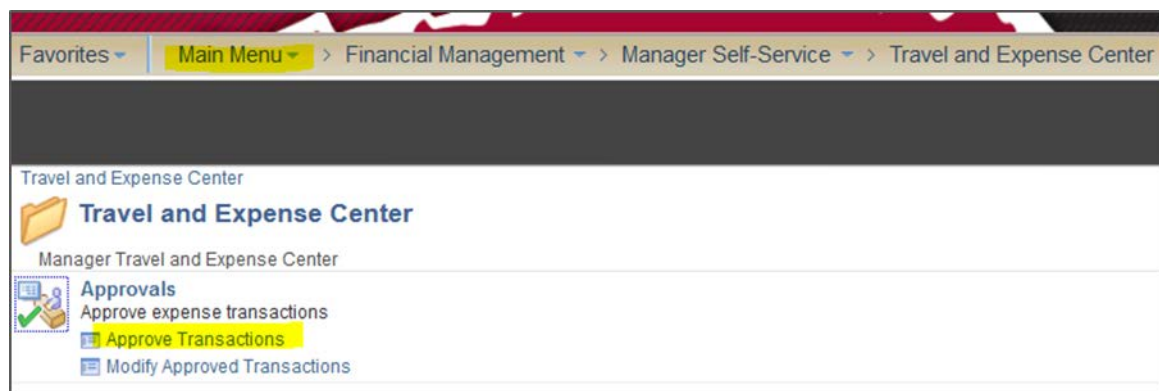
In the event of unscheduled absences, the Travel Office can be contacted at traveldeskt@cwu.edu to reassign the work. You will need to provide the name and Employee ID of both the person whose workflow will be forwarded and the person who will have the approval workflow delegated to them.

Q14: HOW DO I APPROVE TRAVEL?

Approvers will receive automated emails once a travel document is ready for their review and approval. The email subject line will 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 FMS link within the email and it will log you into the system. If this doesn't seem to get you to the approval page, please navigate to the following in MyCWU:

Main Menu > Manager Self Service > Travel and Expense Center > Approve Transactions (See screenshot below)



Q15: CAN THE APPROVER DELETE A TRAVEL AUTHORIZATION?

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 worklist and use the **Deny** button at the bottom of the 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 worklist and use the **Send Back** button at the bottom of the 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 Travel Authorization must be completed and **Saved for Later**. When the “Save for Later” button is clicked and a report ID is generated, a Cash Advance hyperlink will become available at the bottom of the Travel Authorization.

Once you click the “Create a Cash Advance” hyperlink, you will be directed to a new window. Please enter the cash advance amount (maximum amount is combined total of meals and lodging per diem for the trip). Please also indicate whether you would like this advance issued via check or direct-deposit (ACH).

Advances are typically released seven days prior to traveling. The traveler will receive a detailed email from the Travel Desk explaining the next steps.

Q17: WHERE AND WHEN DO I PICK UP MY CASH ADVANCE?

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. Send an email to traveldeskt@cwu.edu, and include your cash advance number in the subject line.

All cash advances are released 7 days prior to your date of travel. It may take an extra day or two for your bank to deposit the funds into your account.

Q18: WHAT IF THERE IS MONEY LEFT OVER FROM THE CASH ADVANCE?

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 2105600001 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?

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.

For each expense, simply list the correct budget number (or speedkey) for the appropriate amount of funding. This is done on the “Accounting Detail” of each expense line:

Amount	*GL Unit	Speed Key	Monetary Amount	Currency Code	Account	Oper Unit	Fund	Dept	Program	Compo
202.00	CWUID	[redacted]	202.00 USD	53810	0	211700				

Q20: WHERE DOES MY EXPENSE REPORT GO AFTER I SUBMIT IT?

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. The travel desk is always the last stop for the Expense Report in approval workflow.

You can **VIEW** your Expense Report at any time after submitting it to see where it is the approval process.

To view the approval routing for your Expense Report, navigate to the following in MyCWU: **Main Menu > 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?

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 or Travel Desk. 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?

If you have any questions, please visit the Travel website to reference our user guides (www.cwu.edu/financial-affairs/travel). You may also email traveldes@cwu.edu or call 509-963-1986.

Q23: DO I HAVE TO BUDGET CHECK TRAVEL AUTHORIZATIONS?

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?

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.