

Frequently Asked Questions about Travel

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A. TRIP TRANSACTION – GENERAL

1. *Can you provide an overview of the TRIP screen?*

For an in-depth discussion of the TRIP screen, you should attend a Travel Hands-On class. There are different areas of the TRIP screen. When you first go into TRIP, you will see the overview section to the left and the travel manager area on the right. The overview section contains a folder with all of your open trips and another folder with any paid trips. The travel manager includes links to a new travel request and a new travel expense report, links to helpful websites and documents, and an area of subsequent activities for open trips. You will initiate a new trip with the links on the top of the travel manager. You may modify trips by using the overview section or the subsequent activities section. When working in the overview section, you should single-click on the trip item and then click the button for the action you wish to take. To display a trip request or expense, you would single-click on the appropriate item and then click on the button with the eyeglasses. To change, you would click on the button with the pencil. You can also change the split on the TRIP screen to provide a broader view of the overview section. The status fields on the overview screen are helpful in tracking the trip. This is important as only one active workflow process is allowed for a trip at any given time. When you open (or create) a travel request or expense, the entry fields for the item will appear in place of the travel manager. Likewise, when you display a request or expense, the display screen will appear in place of the travel manager.

2. *What is the significance of the first digit(s) of the trip number?*

It corresponds to the campus personnel area that is associated with the traveler's primary cost center. For example:

- 1 – Knoxville
 - 2 – Space Institute
 - 3 – University Support
 - 4 – Chattanooga
 - 5 – Martin
 - 7 – Memphis and Graduate School of Medicine
 - 11 – Institute of Agriculture (Experiment, Extension, and Vet Med)
 - 13, 14, 15 – Institute for Public Service
 - 17 – University-Wide Information and all Guest Travelers
- All guest travelers will have trip numbers beginning with 17.

3. *Why do I not have an option to enter travel expenses for a trip after I have already entered the travel request?*

If you have not set the trip transaction to show all “subsequent activities,” it will only show you the items you may work on next . If the request hasn’t been approved yet, the expenses cannot be entered on the expense report. However, you can – and should – set the TRIP transaction to show all subsequent activities. This will show you the line for the expense report as soon as the travel request is entered. For information on making this setting, you may access documentation from the TRIP transaction by choosing Help >> IRIS Help on the main menu bar. You will want to choose the lesson “TRIP – Set Defaults” or the document “TRIP – Initial Settings for Travel.”

4. *What links are available from the Travel Manager?*

- University Travel Fiscal Policy
- IRIS Travel Website and Forms
- University Travel TN Per Diems
- State Travel TN Per Diems (General Reimbursement Schedule)
- Out-of-State CONUS Per Diems - United States
- Out-of-State CONUS Per Diems – International
- City/County Search
- Calculate Mileage Between Cities (MapQuest)
- Foreign Currency Conversion Calculator

Additional information is available from the IRIS website. From the main IRIS homepage, click on “Travel System” (on the left side of the page under the heading “Functions”.) If there are other items you would like on the Travel System webpage, we would like to hear from you. Please e-mail irishelpdesk@tennessee.edu

5. *Where can you see a traveler’s primary cost assignment?*

In transaction PA20 – Display HR Master Data, select the “Org” tab and display “Organizational Assignment”. The primary cost center is in “Enterprise Structure” section. It is also shown on the travel request overview and the travel expense results page. If you do not have authorization to view a person in TRIP or PA20, you may still locate their primary cost center. You will use the matchcode for “Personnel no.” in PA20. Click on the “UT Employee Search” tab. Enter your search criteria and bring up the list of matching employees. The primary cost center will be one of the items in the list.

6. *How long do trips remain in the TRIP transaction?*

Unless a trip is deleted, it will remain in the IRIS system. There are settings you can use to control which trips are displayed in the TRIP transaction. You

may choose to display all trips, trips in the last 12 months, or trips in the calendar year. For more information on these settings, see the document “TRIP – Initial Settings for Travel” or the lesson “Trip – Set Defaults.” Both of these are available by selecting Help >> IRIS Help from the main menu bar in the TRIP transaction.

7. *How do I display a travel request?*

To display a travel request, click once on the appropriate request in the Overview section of the TRIP Travel Manager and then click on the display icon in the overview section of the screen.

8. *How can I delete a travel request?*

If the travel request or expense report has not been transferred for payment processing, you can delete the trip yourself. Otherwise, the Treasurer’s Office will need to cancel it. You will be able to tell whether the trip has been transferred for payment processing from the status on the trip. If the trip shows “Request (or expense) approved/to be settled”, you can delete the trip. If the status is “Request (or expense) approved/transferred to FI”, then you must send an e-mail to Cindy Stockdale to cancel the request. If the request is canceled in this manner, it will continue to appear in the overview area of the TRIP screen, but will not be an active trip. If your TRIP settings are set to show trips within the last 12 months, it will eventually disappear from the active list of trips. If the trip is in any status other than “transferred to FI”, you can delete it by clicking on the trip in the overview section, and then clicking on the delete button.

9. *Is there any way to copy an old trip and use it as a template for a new trip?*

There is not a way to copy a travel request. We are investigating the options for the travel expense report. On the travel manager, the line for “Create Travel Expense Report” has two parts. The “With Ref.” text at the end of the line is a separate link. If you click on that item, it will provide you information to choose an existing trip as a template. We are still investigating this functionality. We will send more information on this functionality when it is available.

B. USING THE “REASON” FIELD

1. *What if you don’t have enough room in the reason field?*

Enter an abbreviated reason in the “reason for trip” and indicate “(see comments).” In the comments section, elaborate on the trip reason including an unabbreviated conference/meeting name (if applicable).

2.

C. ADDITIONAL DESTINATIONS

1. ***How do you handle multiple destinations for one day on an expense report?***

Use the “Additional Destinations” area. In this area, you can specify a second destination and provide the starting “Date” and “Time” for that location. You can specify multiple locations for the same date and specify a different starting time. The first destination in this area is titled “Trip Destination” and is copied from the destination provided in “General Trip Data”. If your expense report will only record in-state mileage with no other expenses to be reimbursed, you may simplify the expense report quite a bit. For this situation, choose one day within the travel period when no other travel has occurred, and use this day as both the “Start of Trip” and “End of Trip”. Enter “Mileage for various cities in TN” as the destination. In the “Comments” area of “General Trip Data”, specify “Mileage for (specify period) – See attached log”. Enter the total number of miles to be reimbursed in the “Mileage and Per Diem Reimbursement” area. Don’t forget to enter an in-state code in the region field!! Attach the log to the expense report and send it to your business office. If you are recording mileage only, it is allowable to include travel to out-of-state locations if they are within a 50-mile radius.

2. ***How can I insert an additional destination between two destinations that have already been entered?***

In the additional destinations section, there is a button labeled “Create Addnl Destination”. Click on the button and a new destination line will be added at the bottom (right above the “Trip End” line). However, you can enter a date that falls between the destinations that are currently in the list. When you press enter, the list will be re-ordered in date and time order. Please note that you do not have to list the city the traveler is flying into as a destination if it is different than their final destination.

3. ***What do the date and time on the additional destinations mean?***

These fields indicated the arrival date and time at the destination.

D. ALTERNATIVE COST ASSIGNMENTS

1. How can I specify if a department has agreed to pay a specific amount toward a trip?

It **is not** possible to do specific amounts on the **travel request** – only percentages, but it is good to provide some information here so the request will route to the approver of the cost center/WBS element who is covering part of the costs. You will need to estimate what percentage this amount is of the amount you enter as “Estimated Costs”. Specify this percentage for the appropriate cost center or WBS element in the “Alternative Cost Assignment for the Whole Trip”. You should indicate in the comments the specific amount to be covered by the other cost center/WBS element.

It **is** possible to do specific amounts on the **expense report**, but it must be done through the “Expense Receipts” section. If you have specified “Alternative Cost Assignment for the Whole Trip” on the request, it will have copied over to the expense report. You will need to clear the “Alternative Cost Assignment for the Whole Trip” entries in the “General Trip Data” section on the expense report because this area is used to assign costs based on percentage.

To enter the specific cost assignment, you will need to choose one or more receipts for the specific amount. For example, if one cost center was to pay \$200 and the lodging receipt was for \$500, you could apply the \$200 against the lodging receipt. You would choose the appropriate expense type (“Lodging Non-conference”, in this example) and access the “Alternative Expense Receipt Cost Assignment”. Open the “Enhance Cost Assignment” window by clicking on the button at the far right of this area. In this window, there is an area in the upper right corner titled “Assignment”. Change the selection from “Percentage” to “Absolute”. In the grid area at the bottom of this window, the first column will change from “% Distrib” to “Distribution”. In this column, enter the specific amount (\$200 in our example) and specify the cost center or WBS element in the appropriate column. The amount over the specific cost assignment (\$300 for our example) will be applied to the traveler’s primary cost center. When you return to the expense type screen, it will show the cost assignment as a percentage, but don’t worry – the TRIP screen likes to show percentages, but it really will be handled as a specific dollar amount.

2. What if a department has agreed to pay a specific amount toward a trip but the only expenditures are the per diem charges?

In this case, you would enter the meals in the Expense Receipts section using the expense type “Meals, Actual.” You would still enter the amount that would be provided by the per diem instead of the actual cost of the meals.

Use the “Alternative Expense Receipt Cost Assignment” to enter the cost center or WBS that will be charged and the actual amount that will be charged to it. You should also include in the description that you are using “Meals, Actual” in order to do absolute cost assignment. **If you use this method,**

be sure that “Per Diem Reimbursement of Meals” is not checked. Otherwise, the expense statement will include a double reimbursement of meals.

E. TRAVEL EXPENSE STATEMENTS

1. *What information is required in the expense statement?*

In addition to the applicable receipts, you must include the destination, reason for the trip, and the appropriate region code.

If you do not specify a region code, the per diem reimbursement amounts for lodging and meals will be set to the minimum reimbursement amount. Setting the proper region code determines the allowable reimbursement amounts for the trip location.

2. *I’m ready to save my expense report. What do I do?*

A travel expense report may have only one workflow in process at a time, so you need to make sure that all of the information is correct before submitting for approval. When you have completed the expense report and are ready to save it, remember to first click “No” when asked if you are ready to submit the document for approval. Click on the Results button and review the “print” version of the expense report. If everything looks good, print the expense report for the traveler to sign and submit with the receipts. Then, you may return to the expense report entry screen, click “save”, and reply “Yes” that you are ready to submit for approval.

3. *Would it be possible to get a “park” button for TRIP Expense reports?*

There will not be a park button on TRIP. However, when you save an expense report and indicate “No” to the prompt about submitting for approval, it is the same effect as parking.

4. *If my traveler is not local, do I have to mail the expense report for his/her signature?*

If you have someone who is traveling and they are not located near you, there are some alternatives to the signature on the expense report. A new T-3 has been designed that matches the layout on the TRIP transaction. The traveler may complete and sign the T-3. When you complete the expense report, you should submit the expense report, T-3 with the traveler’s signature, and receipts to your business office. There are times that even the T-3 may be difficult to obtain, especially in the case of a guest traveler who may have already provided the service and returned home. For these instances, you may alternatively have the person provide a letter/memo as long as it contains an

itemized list of expenses and the traveler's signature. If a T-3 or a letter is used for acquiring the traveler's signature, indicate "see attached T-3 (or letter) for signature" on the signature line of the expense report. It is acceptable for the T-3 or letter to be a faxed document. It is also acceptable for the information to be e-mailed.

5. *When do I use "ZZZ" provider codes?*

The "ZZZ" codes are available for expenses for airfare, rental cars, and hotels. If the provider that you use is not in the drop down list, choose "ZZZ" and specify the provider name in description field. Some departments have indicated that they use the description field to indicate a specific hotel within a chain. They might specify "HH" as their hotel code and indicate "Airport Hilton" in the description. It is fine to do this but not required.

6. *What type of expense would you report as Communications/Internet"?*

This would cover any business-related internet access charges the traveler incurs. The specific reason for the communications charges should be detailed in the description of the expense receipt.

7. *What does the error message "Errors in Simulation" mean?*

This is a generic error message that just means an error is occurring in the expense report. The most common reason for the message is a region code is not entered on all of the additional destinations or expense receipts. The region field for the first destination is copied from the "General Trip Data", but additional destinations must have the regions specified as well.

See more information in the section "Using the Region Field" below. If you've checked these items and they appear to be okay, click on the "results" button to obtain more information. The resulting message may be equally cryptic, but you can send an e-mail with this information to irishelpdesk@tennessee.edu for assistance. The second message will give us more information to identify the problem.

F. USING THE "REGION" FIELD

1. *Can you provide any advice on using the "Region" field?*

The region is a way of identifying the location to determine the per diem reimbursement amounts for lodging and meals. However, the region must be entered even if you are only recording mileage and do not have meals or hotels

included in your reimbursement. There are links from the Travel Manager page that provide more information on reimbursement rates. Some users are opening two IRIS sessions so they can have one session for their TRIP entry and a second session to access the links of the Travel Manager screen.

If you do not enter a region field, you may see a message like “Approved Travel Request required for Expenses”. That is because the region lets the system know whether the trip is in-state or out-of-state.

For travel through January 14, 2007, the type of region code that must be used for a particular trip depends upon the travel rates under which the individual is traveling. Most travelers for the university travel under “University” travel rates. However, travelers may be required to travel under “Federal” or “State” travel rates by particular federal or state grants or contracts.

For travel through January 14, 2007, the type of region code also depends upon whether the trip is in-state or out-of-state.

See the table below for information on choosing the appropriate region code according to the travel rates used and the type of travel through **January 14, 2007**.

If the individual is traveling through January 14, 2007 under:	Use:	For travel that is:	Then choose:
University rates	University region codes	In-state	TN1U or TN2U
		Out-of-state	CONUS region codes
State rates	State region codes	In-state	TN1S, TN2S or TN3S
		Out-of-state	CONUS region codes
Federal rates	Federal region codes	In-state or out-of-state	CONUS region codes

See the table below for information on choosing the appropriate region code according to the travel rates used and the type of travel **on or after January 15, 2007**.

If the individual is traveling January 15, 2007 or after under:	For all travel (domestic or foreign) choose:
University rates	CONUS region codes
State rates	CONUS region codes
Federal rates	CONUS region codes

If an in-state trip to be reimbursed using either “University rates” or “State rates” begins on or before January 14, 2007 and ends on or after January 15, 2007, you must enter an additional destination with the CONUS region code for the portion of the trip beginning at 12:01 am on January 15, 2007. This type of additional entry for the new region code will also be required for any “Lodging” expenses.

2. *Where can you find the region on the Travel Expense Report form?*

The region code is not listed on the form, but the text associated with the region code is listed in the first box under “Itinerary”. The box will contain other information such as the trip reason and destination. The region text will look something like “Nashville, TN” (for region code TN/NA) or “Cities Not Listed” for region code TN/). This is the format the approvers and reviewers will see in workflow so this is the only way they will have of identifying the region.

G. TRAVEL REIMBURSEMENT RATES

1. *When would you use rates other than university rates?*

You would not use university rates if your traveler is traveling under a grant or contract (i.e. a WBS Element, also sometimes called an “R” account) that specifies state or federal rates.

2. *If I have travel with multiple destinations, involving both university rates and state rates, what do I indicate for “Trip Type, Statutory”?*

The “Trip Type, Statutory” field in the per diem section of the screen should indicate the rates for the first destination. In the additional destinations section, you will enter the region and the “Trip Type, Statutory” for each destination after the first one.

3. *When using state rates, how do we handle the 75% allowance on first and last days of travel?*

Use the appropriate region and “Trip Type, Statutory” for state rates and indicate that you are using per diems. For the first and last day of the trip, access the “Deductions” section for meal and accommodations and check the boxes to deduct all the meals for the first and last day from the per diem. In the expense receipts section, make an entry for the first day and the last day using the “Meals, Actuals” expense type and use the 75% amount. Indicate in the comments for the “Meals, Actuals” expense that it is for the 75% allowance on the state rate.

4. *How do I deal with per diem reimbursements for partial days?*

The new Travel fiscal policy will not allow the partial reimbursement in the same way as before. The system will now provide meal reimbursements based on the number of hours in the day that the person is traveling:

Up to 6 hours – 25 % of the per diem

Up to 12 hours -- 50 % of the per diem

Up to 18 hours – 75 % of the per diem

Over 18 hours – 100 % of the per diem

This is why it is important to accurately represent the starting and ending times on first and last days of the travel on the travel expense report.

Do NOT use the deductions table in the “Meals and Accommodations” section to adjust for partial days. The system knows how to reimburse for meals on partial days, and you could actually interfere with a meal reimbursement that the traveler should receive. Another option is to use the “Meals, Actual” expense type to reimburse for less than the per diem amount.

H. ENTERING MILEAGE REIMBURSEMENTS

1. *How do I record parking fees with a monthly mileage reimbursement?*

You can have parking reimbursements included with your monthly mileage reimbursement. You need to make an entry with the expense type “Parking” for each parking receipt that you have. You will need to indicate the actual date(s) on the parking receipt. The date on the parking receipt will probably not fall within the trip “To” and “From” dates since you are specifying one day within the mileage period. If this is the case, you will see the message “Date not within Trip Duration”. This is a warning message only. You will be able to continue entering expenses or saving the expense report. Optionally, you can have one expense receipt for parking, and in the comments field for that expense list all the various parking receipts, the dates, and the reasons.

2. *What do I do if I need a reimbursement for meals with the monthly mileage?*

It is allowable to include a reimbursement for an *occasional* meal when you are completing one expense report for monthly (or periodic) mileage. Use the “Meals, Actuals” expense type and record the actual day of the meal. The date on the meal receipt will probably not fall within the trip “To” and “From” dates since you are specifying one day within the mileage period. If this is the case, you will see the message “Date not within Trip Duration”. This is a warning message only. You will be able to continue entering expenses or saving the expense report.

3. *How do I indicate mileage on a one day trip?*

You should include a line item for each leg of the trip. For example, if you were making a day trip from Knoxville to Nashville, you would have two entries in the “Miles/KM Distribution” section. One line would indicate a starting location of Knoxville and an ending location of Nashville, and the second line would indicate a starting location of Nashville and an ending location of Knoxville.

4. *What if my traveler has local travel mileage on a trip?*

This can be handled in a couple of ways:

- (1) You may enter an additional line in the “Miles/KM Distribution” section and mark it as “Local travel” in the destination fields.
- (2) You may include it in the amount for one of the legs of the trip and indicate “Includes local traffic” in the comments.

5. *What do you do about mileage if you are traveling in a university vehicle?*

If you are traveling in a university vehicle, you should indicate 1 mile in the “Miles/Km” field and choose “UT Automobile” in the vehicle type. The reason to enter 1 in the “Miles/KM” field is to trigger the system to recognize an entry in the mileage section. “UT Automobile” has a zero mileage rate so that no cost will be calculated. This is just to record that fact that a UT automobile was used.

6. *When do you include the number of passengers in the mileage section?*

You only indicate number of passengers when being reimbursed for mileage in a private aircraft.

7. How do you enter a request if someone will be driving to an airport and needs reimbursement for that mileage but will then be traveling out of state or out of the country?

On a travel request, the first destination should show the person's ultimate destination so the workflow routes properly since different approvals may be required if the person is traveling outside of the state or outside of the country. When you complete the expense report after the travel is completed, you can then make the adjustments to include a destination to the airport for mileage or overnight lodging en route to the ultimate destination. The expense report should record any destination where expenses were incurred. If you have a lay-over for a few hours at an airport but no additional expenses were incurred, you do not need to enter that as a destination.

I. AIRFARE

1. How is direct-billed airfare handled?

A travel request must be created for anyone whose airfare will be direct billed in order to obtain a trip number, including guests and others normally not required to have one. Complete the T-25 - Application for Direct Bill of Airfare. Once the request has been processed, the Treasurer's Office will record the expense on the expense report as "Airfare Company Paid". This is the only expense type that the department will not enter on a travel expense request.

Direct-billing of airfare is available only for guest travelers and students.

2. If the airfare is traveler-paid and the traveler has purchased it ahead of time, can a reimbursement be done before the trip?

Yes, you should initiate the expense report and enter the amount for the airfare reimbursement with the expense type "Airfare Traveler Paid". Complete all the steps necessary for any travel expense reimbursement including: verify the expense statement and have the traveler sign it, submit the expense statement in TRIP to workflow, attach the receipts to the printed expense statement and submit to the business office. After the trip is completed, return to this same expense statement and enter the additional receipts. The airfare will still be listed as an expense item, and it may look as if the traveler is going to be reimbursed for the airfare again, but the system knows that the airfare has been reimbursed already and will cut the check only for the newly entered expense receipts. **DO NOT DELETE OR CHANGE THE EXPENSE RECEIPT FOR THE AIRFARE THAT HAS ALREADY BEEN PAID.** If you do, it will assume that the airfare was paid in error and will deduct the amount of the airfare from the rest of the reimbursement.

3. *If a traveler changes their flight plans, does the university pay the incurred fees?*

If it the change is business related or something that can't be helped (like canceled flight due to weather) then the incurred fees will be reimbursed as long as there is a good receipt and an explanation.

4. *What do you do if the airfare has been reimbursed to the traveler before the trip but he/she has a last minute schedule change that results in additional expenses (and the change is business-related)?*

You should make a second entry for "Airfare Traveler Paid" with the additional expenditure amount. Use the comments to explain why the additional expense occurred.

5. *How are travel packages handled?*

The trip transaction now contains a new expense receipt type, Travel Package. A T-24 worksheet is provided for employees to estimate a breakdown of airfare versus hotel costs when a travel package has been obtained. This worksheet must be attached to the travel expense form if the traveler used a travel package that combines airfare and hotel costs and the travel package receipt does not report the two costs separately.

J. LODGING

1. *Why must you enter room expenditures and room taxes as two separate expense receipts instead of as one lump sum?*

Room rates differ based upon the region used for the travel. When you enter a standard room expenditure (not a conference hotel expenditure), you should enter the room rate separately so the system can verify it against the allowable room rate for the specified region. If the taxes were included in that expense receipt, it would overstate the room expenditure and could result in a traveler's reimbursement being lowered. You would enter the room rate expenditures as "Lodging Non-conference" and the room taxes as "Lodging Taxes Non-conference". Since there is not a set rate when staying at a conference hotel, the room taxes can be combined with the room rate and entered as "Lodging Conference Hotel."

2. *What should you do if the hotel direct-bills for the lodging expense?*

Enter the expense as "Lodging Company Paid." The reimbursement to the traveler will not include this amount, but it is important to have it recorded here to track the entire cost of the travel.

Invoices for direct-billed lodging should be sent to the Treasurer's Office for processing. They should NOT be processed by the department.

3. *What expense type do you use for a room deposit?*

Enter the room deposit as expense type "Lodging Non-conference."

4. *When would you use "Lodging, Penalties and Fees"?*

If you have to cancel a room reservation, the hotel may charge a cancellation fee. Also, some travelers have incurred a fee to switch to a non-smoking room if they have neglected to request a non-smoking room when making the registration.

5. *How do you handle the reimbursement when two people share a hotel room?*

Each person must submit their own expenses for reimbursement. Both travelers should request their own receipt. If it is not possible for both parties to get a receipt, they can make a copy and indicate what amount each traveler is paying and reference the other traveler.

6. *How do you record lodging and utilities expenses for an extended period?*

This is particularly significant for the Ag campus with students in the Forestry and Wildlife programs. Since they could have other trips come up during the period of the lodging expenditures, the lodging expenditures should be handled much as the reimbursements when a person has only monthly in-state mileage to various cities. Choose one day during the lodging period to use as both the starting and ending day of the expense report. If there are multiple students using the facility, use the expense type "Lodging, Group Travel". If there is only one person or if group travel isn't applicable, use "Lodging Non-conference" as the expense type. You can enter one expense receipt for the rent and one for the utilities. When entering the expense receipt information, specify the entire lodging period instead of just the one day that you entered as the starting and ending date of the trip. It would also be helpful to attach a log specifying the nights of the lodging. Comments should also be added for clarification of this special situation.

K. TRAVEL POLICY– ENTERTAINMENT AND EXCEPTIONS

1. *What should I do if I have an expense that is an exception to policy?*

There are several expense types to identify policy exceptions: “Lodging (Exception)”, “Meals (Exception)”, and “Other Exceptions to Policy”. Be aware that exceptions to policy require approval from both the campus business officer and the Treasurer of the university. Exceptions to policy should be used rarely. If you do have a legitimate policy exception, be sure to include sufficient documentation in the expense receipt comments.

2. *Should entertainment expenses be recorded as an exception to policy?*

No, there is an “entertainment” expense type that you should use for reimbursement of qualifying entertainment expenses. Itemized receipts are required by state law. When entering entertainment expenses, be sure to include information on “What, Who, When, Where, and Why”: The “What” is the expense type, “Entertainment.” Some people have recorded Entertainment as “Meals (Exception)” or “Meals, Actual”. This is NOT correct. The “Who” is a list of the participants and should be included in the participants field. If all of the participants won’t fit in this field, indicate “See comments” and include a list of participants there. The “When” is entered on the same line as the amount next to the “On” label. The “Where” should be on the attached receipt and can also be designated in the comments. The “Why” should be listed in the “Description”. As with the participants, if more room is needed indicate “See comments” and include additional information there. If per diems are being claimed for meals and you have an entertainment expense, that meal should be deducted from the per diems.

The department head can approve entertainment costs that are less than \$500. Trips with travel costs of \$500 or above will also route to the appropriate Campus Business Office for approval. Some campuses require advance approval at the campus level for entertainment costs of \$500 or above.

L. PRINTING TRAVEL REQUESTS AND EXPENSE REPORTS

1. *What do you do if you are having problems printing the travel request or expense statement?*

If you are trying to print the request or expense statement from the Overview section and the printer button on the menu bar does not work, click on the request or expense display portion of the screen and right-click to bring up a list of options. From this list of options, choose “print”. You will see a box with the available Windows printers. (This is different from most transactions which usually allow you to specify a designated IRIS printer). If the approvers wish to

print a request or expense report, this is the same method they would use to print from the inbox.

2. *Some of the fields on the travel statement are cut off? How do I fix this?*

If you are printing the expense statement from the “Results” button while you are entering or editing an expense statement, the normal IRIS printing screen is used. When you click the print button on the menu bar, you will see the print screen list. If you see “Local” listed as the output device, this may be the cause of the problem you are having. Local printing is not recommended and it is not possible for the IRIS Helpdesk to troubleshoot local printing. SAP does not support local printing. It is recommended that you set a departmental printer to be a designated IRIS printer. To do this, your printer must be a networked printer. You will need to complete the “IRIS System Printer Request Form”, which is available on the IRIS web site (<http://iris.tennessee.edu>) on the “Getting Started” page. Once you have completed the form, submit it to irishelpdesk@tennessee.edu.

M. TRAVEL RECEIPTS

1. *Who should we send our receipts to?*

For the Knoxville campus, the receipts should be sent to the Treasurer’s Office. For all other campuses, the receipts should be sent to your campus business office. The receipts should be accompanied by the signed expense report. If you are using another document to provide the traveler’s signature, the expense report should be on top with the signature document following it.

2. *What should be the order of documents submitted to Business Office?*

When you send the TRIP expense information to your business office, the expense report should always be on top, with the pages in numerical order. The signature page should **NOT** precede other pages within the request. If the traveler has submitted a T-3 or memo for the signature document, it should be placed behind the expense report, followed by the receipts. The receipts should be attached in the order listed on the expense statement. When you enter receipts into TRIP, a receipt number is generated. This number is **NOT** important to the travel auditors – **DO NOT PUT THE RECEIPTS IN ORDER BY THIS NUMBER** unless that is the order in which they appear on the expense statement. If you have someone whose expenses cannot be entered in TRIP

(for example, a guest traveler in withdrawn status or someone on a personal services contract), the T-6 or memo should be on top with the receipts attached behind it.

3. *Do we need to include a copy of the travel request when we send the signed expense report and the receipts?*

No, a paper copy of the IRIS travel request does not need to be submitted with the expense report. The travel request will have the same trip number as the expense report, which will make it easy for the business offices to find information from the travel request, if needed, when auditing an expense report.

4. *Are gasoline receipts required when filling up a rental car?*

Currently a receipt is not required if the gasoline purchase is less than \$50. All expenses that are \$50 or more require a receipt.

N. TRAVEL WORKFLOW AND APPROVALS

1. *How should I handle a change to an expense report that has been rejected?*

When someone rejects an expense report that you have entered, you should receive an item in your inbox. If you do not receive the rejection in your inbox, please e-mail irishelpdesk@tennessee.edu. The rejected work item will give you three options:

Acknowledge and Remove from Inbox – this option gets rid of the work item entirely. Do not choose this option unless you should not have entered the trip at all or the trip has been canceled or rescheduled.

Change Expense Request – this is the option you should choose to make changes to the expense report. You should use this technique instead of going back to TRIP to make your changes. As with the original entry, you will make your changes, save your changes without submitting to workflow, and review the results. Once the expense report looks correct and you have printed the correct version, save again and submit to workflow.

Cancel and keep work item in inbox – this option allows you to leave the work item for now and return to it when you are ready to make changes.

If someone rejected the item accidentally, use the *Change Expense Request* option. You will not need to make any changes – just click the “save” button again. Since you have already printed this version of the expense report, you may immediately submit it to workflow.

2. *Why am I seeing the message “Trip XXXXXXXXXXXX is pending workflow approval, trip cannot be changed”?*

The travel system may have only one workflow in process for travel. If you have submitted an expense report and attempt to make another change to it, you will see this message. Use report ZWF_HISTORY to find the location of the item in the workflow path. This report will show you whose inbox has the work item. Contact that person and ask them to reject the item. See the previous item for changing an expense report that has been rejected.

3. *Why am I seeing the message “Expenses have been entered for trip XXXXXXXXXXXX; Trip Request cannot be changed.”?*

You can make changes to a Travel Request and resubmit it for approval up to the time at which a Travel Expense Report is created. Once the Expense Report is saved, the Travel Request can no longer be changed. Any changes to the trip must then be made to the Travel Expense Report. These changes must be explained In the Comments section.

4. *What approvals does the travel system require?*

The travel request must be approved by the approver of the funds center associated with the traveler’s primary cost center. It also routes for approval to the departmental approver for any funds center that is represented in the “Alternative Cost Assignment for Entire Trip” section. If the department head is traveling, the request must also be approved by the approver of a higher-level funds center. For international travel, the request must be approved by the chancellor or vice president or his/her substitute.

The travel expense report must be approved by the departmental approver of any funds center paying for a portion of the trip. As stated in policy, a

department head may approve his/her own travel expenses. If a department head is uncomfortable with this, he/she may forward the work item to the dean (or director, etc.) for approval as long as that person is also an IRIS user. Entertainment expenses over \$500 must be approved by the campus business officer. Any exceptions to policy must be approved by the campus business officer and the Treasurer of the university.

5. *What if the Department Head is uncomfortable approving his/her travel but the dean (or director, etc.) is not an IRIS user?*

They may obtain approval outside of IRIS by e-mail, memo, etc. from the person they wish to approve the travel expenses then approve the travel in workflow.

6. *Why doesn't the expense statement first route to the audit/campus business office and then to the departmental approvers after all of the issues on entry and receipts have been worked out?*

The travel audit staff in the business offices needs to know that the department has approved all of the expenses before they begin their audits. Also, the department heads need to approve any changes or additions made to an expense statement. To minimize the workflow traffic, you should enter all expenses, save the expense report without submitting to workflow, and review the results.

7. *How do I request information on travel workflow in ZWF_HISTORY?*

When you first access ZWF_HISTORY, the "Parked Document" tab is displayed. Click on the Travel tab. You will need to specify the personnel number of the traveler, the trip number, or the funds center of the cost center paying for all or part of the trip (or you may enter a funds center range). The ZWF_HISTORY report is color-coded. The line that displays in green shows the inbox of the user who currently has the work item. You can identify the approver/reviewer who needs to process a work item by looking for the green line. On a completed workflow, there will not be a green line. The lines that are blue are already approved.

8. *How long does it take for an expense report to be processed after the departmental approval is completed?*

The processing time can vary, depending upon many different factors, but as a general rule, you can expect 3-5 days. Before the campus travel audit staff can start the audit process, they must have both the approved travel expense report in their workflow inbox and the printed results report with the traveler's signature and the attached paper receipts. If your expense report includes items such as entertainment, policy exceptions, etc., there are additional approvals that are required after the departmental approval but before the expense report is routed to the business office audit staff. Also, keep in mind that the business office can not audit the expense report until the receipts arrive in their office, so this may also introduce a delay.

9. *My department's approver is leaving for vacation. How will we get travel approved in his/her absence?*

All approvers should establish a personal substitute who can approve travel and other work items in his/her absence. If there is not a substitute, all approvals for that funds center will have to wait for that approver. There is no other way to get these approved.

10. *Can a departmental reviewer add an internal order number or make other changes?*

No. The reviewer should reject the work item and have the originator add the internal order or make any other correction. When the reviewer rejects the work item, he/she will be prompted to add a reason for the rejection and can indicate the information that needs to be corrected. The work item will route to the originator's inbox and he/she will see the rejection reason. The same is true for departmental approvers. Any travel work item that needs changes should be rejected to route back to the originator for changes.

11. *Is anyone allowed to edit a trip that is in workflow?*

Only the CBO-level travel auditors are allowed to change a travel work item.

12. *How do I find the rejection reason for a rejected trip request or expense report?*

When either a Trip Request or Trip Expense is rejected, the system asks the person rejecting the request to provide a reason for rejection. This information is collected in the form of a SAP Office document and is carried in the workflow as an attachment. When the originator of the workflow is informed that it has been rejected the work item will have an attachment containing the reason for rejection. The reason for rejection can be displayed in any of the following three ways:

- a) The system will display a quick link to the attachment in the Preview Pane (lower right corner) of the originator's Business Workplace Inbox after he/she highlights the rejection notification work item. The link will look something like -- "Office Document: Reason for Rejection" and one can simply click on the link to display the document.
- b) The reason for rejection can also be displayed by Right-mouse clicking on the rejection work item and choosing Attachment-->Display attachment.
- c) If one is not the originator, one can display the reason for rejection by choosing the View: Workflow Objects Tab within the Workflow Log and clicking on the link to the SAP Office Document.

13. *Why wasn't my approver prompted to enter a rejection reason?*

If the person who rejected the work item is the actual departmental approver, he/she will receive a prompt to provide a rejection reason immediately after rejecting a travel request or expense. If the person who rejected the item is a substitute approver acting on the behalf of the actual approver, he/she will not receive the automatic prompt. Instead, an additional work item will be routed to the substitute approver, asking for the rejection reason. It is vital that the substitute approvers look for these in their inbox after rejecting a travel work item. The travel request or expense work item will not return to the originator until the rejection reason has been provided.

O. ADDITIONAL CHANGES TO TRAVEL REQUESTS AND EXPENSE REPORTS

1. *Is it possible to do a retroactive travel request?*

The system will allow you to, but according to policy you should not. Auditors may monitor the system for travel authorizations approved after the travel period.

2. *What should I do if I've submitted an expense report and I realize I need to make a change to it?*

Only one workflow is allowed to be in process for an expense report. Use report ZWF_HISTORY to find the location of the item in the workflow path. This report will show you whose inbox has the work item. Contact that person and ask them to reject the item. When you request a rejection of an expense work item, be sure to track the location of the printed documentation and receipts.

3. *What if some of the trip details change after the travel request has been approved?*

If no expenditures have been entered for the trip, you may alter the travel request and send it back through workflow. If an expense report has been created for the trip, you cannot make any changes to the travel request – all changes must be made on the expense report. Any changes to the trip, especially the start date, first destination, or reason must be explained in the comments section on the travel expense report. Changes to the start and end times do not need to be explained.

4. *What if I have additional receipts to enter for a trip after a reimbursement check has already been written?*

You will enter additional receipts on the same expense report as the original receipts. This allows the system to track the expenses for the entire trip. Your expense report will include all of the trip expenses, but the system knows how much is to be reimbursed. **DO NOT DELETE EXPENSE RECEIPTS THAT HAVE ALREADY BEEN PAID.** This will result in the traveler's reimbursement check being short the amount of the deleted receipts. If you have submitted expenses several times on an expense report, you may want to track the amount of each reimbursement in the comments. This will make it easier to reconcile your ledgers. The comments will also help the travel auditors understand why only some of the travel receipts are present. If you have an expense report in workflow when you are ready to enter additional receipts, you must wait until the current workflow has been completed before entering the additional expenses. Only one workflow may be in process for an expense report.

WAIT at least 24 hours from the time the Treasurer's Office/Campus Business Office approves the payment of the trip before you process any additional expenses. Otherwise, the payment for the approved expenses get hung up in the system.

P. TRAVEL REIMBURSEMENT PAYMENT

1. *How do I know payment has been made?*

For information on reviewing the payment history for a trip see <http://rwd.tennessee.edu/nav/travel/file368/index.htm> . This document includes information on looking up the clearing information for an employee's travel paid by direct deposit, as well as looking up check numbers for guest travelers and any employee reimbursements processed before November 8, 2006

2. *How often is the payment process run?*

The payment settlement is run every morning and will write checks for anything that has already processed the current morning or any payments not processed on the previous day. Remember that a trip will not be processed for payment until the final approval from the travel audit office, and the travel auditors cannot complete their approval until they have the expense report and receipts in hand. For fiscal year-end, two payment runs will be processed each day until June is closed. One run will be for reimbursements affecting old fiscal year funding and one run will be for the new fiscal year.

3. *If a travel check is returned, where does it go?*

All returned checks to the Treasurer's Office, Accounts Payable section. They will contact the respective campus business office about the returned check.

4. *When did direct deposit become effective for travel reimbursement?*

November 8, 2006. Travel reimbursements scheduled for payment on or after November 8, 2006 will be direct deposited.

5. *Who is affected?*

All employees who have direct deposit for payroll. Guests of the University and employees who do not direct deposit their payroll will continue to receive a travel reimbursement check mailed to their home address. Employees who

are not currently participating in the direct deposit program are encouraged to enroll.

6. *How can an employee designate a different bank account for their travel reimbursements?*

Employees can obtain a form from their Campus Payroll Office or from the web at <http://payroll.tennessee.edu/Direct%20Deposit/direct%20deposit.doc>. The completed and signed form must be forwarded to the employee's Campus Payroll Office. The form can be completed at any time and will be effective once an employee's record has been updated by their Campus Payroll Office.

7. *What is required if an employee wishes to have their travel reimbursement deposited to the same account as their payroll?*

No action is required. Reimbursements for travel will be direct deposited into employee's payroll bank account if they do not complete a new direct deposit agreement.

8. *How will employees know when a reimbursement has been direct deposited?*

An email will be sent to the employee when the direct deposit has been initiated. The email will identify the trip(s) included in the reimbursement and when the funds will be available to the employee. The email **will not** contain bank accounts or any other sensitive personal data.

9. *Why would a traveler receive the direct deposit but not the email notification?*

If a traveler's LDAP forwarding address is not valid, the e-mail will be returned as "undeliverable". Travelers should check their LDAP forwarding addresses to make sure they are correct.

10. Since there are no check numbers associated with direct deposit how do I find out if payment has been made to the traveler's bank account?

For information on reviewing the payment history for a trip see <http://rwd.tennessee.edu/nav/travel/file368/index.htm> . This document includes information on looking up the clearing information for an employee's travel paid by direct deposit, as well as looking up check numbers for guest travelers and any employee reimbursements processed before November 8, 2006.

Q. TRAVEL REPORTING

1. Will there be any reports to help us track travel requests and expenses?

Three new travel reports have been released. The report transaction codes are:
ZTV_S_AHR_61016401 - General Trip Data/Trip Totals
ZTV_S_AHR_61016402 - Trip Receipts
ZTV_S_AHR_61016403 - Trip Receipts Without Gen. Trip Data
These reports are available from the following IRIS menu path:
IRIS Reporting >> Financial >> Travel >> General Trip Data/Trip Totals.
If you do not enter any selection criteria for the report, all trips for which you have access will be displayed. On the results screen, you may click on the personnel number to display information on the traveler. You may click on the trip number to see additional details of the trip. Documentation for these reports is available by clicking "Help">>"IRIS Help" within the report transaction.

2. How will the travel items appear on my ledgers and other reports?

The document number that appears on the general ledger reports is the "7" accounting document number that appears on the *Payment History*. The trip number appears as the ASSGMT number in the item description.

3. What is the best way to reconcile travel expenditures on the ledger?

For reconciling ledgers, you can use **FMRP_RFFMEP1FX-F1 Postings**, which provides both the trip number and the financial document number. Select the **/Travel** variant to display only the commitment items related to travel and conference registration fees. For more information see section 14.0 of the

Travel Training Handout that is available at <http://rwd.tennessee.edu/nav/travel/file416/index.htm>.

R. CONFERENCE TRAVEL

1. *How is conference registration handled?*

They are handled mostly in the same way as they were before IRIS. There is a new version of the T-30 form you should use, which contains a place to specify the trip number and the personnel number. The new T-30 is available on the IRIS web site. If the conference is out-of-state, you will need to complete a travel request, as with any other out-of-state travel. You will obtain the trip number for the T-30 from the travel request. Whether the conference is in-state or out-of-state, you will need to go ahead and start the expense report. If you do not need a travel request, you will obtain the trip number for the T-30 from the expense report. You will need to add an expense receipt for "Reg/Conf/Train Company Paid". In the comments for this receipt, add a note that this amount is not to be reimbursed to the employee and is for informational purposes only. Also, note anything that is included in the registration fee, such as meals. **Do NOT check the per diem reimbursement for meals at this time!** If you do, it will go ahead and cut a check for the traveler before they even attend the conference. You do not need to print the expense report at this time. You DO need to send the expense report for approval so the Business Office can match the T-30 to the expense report. The T-30 form should be sent to the Business Office for processing. After the traveler attends the conference and you are ready to enter additional expenses, you will need to change the expense report that includes the pre-paid registration. The conference registration is marked as company-paid and included in the total expenses for the trip. However, the company paid items are NOT included in the amount to be reimbursed to the traveler. The system knows the amount that is to be reimbursed to the employee.

2. *Can you pay for conference registrations with a departmental procurement card?*

No, but some campuses have a central procurement card that is used for this purpose. Conference registrations must be handled as described above.

3. *Can the "Lodging Conference Hotel" expense type be used for anything other than an actual conference?*

Anytime there is a large group of people meeting in a central area with a designated meeting place, conference hotel designation can be used. The group needs to be a large group – not just 3 or 4 people. But, if you are having a large national collaborative meeting, conference hotel designations should apply. Please indicate the details in the comments for the expense receipt. Also, if you have any correspondence from the person arranging the meeting regarding hotel accommodations, it would be helpful to attach that with your room receipts.

4. *What do you do if the traveler is attending a conference but no rooms are available at the conference hotel?*

If there is an approved overflow hotel for the conference, the traveler may be reimbursed for an amount up to the rate of the actual conference hotel. For this situation, you would use expense type “Lodging Conference Hotel” and should indicate in the comments that this was an overflow for the conference hotel. You cannot be reimbursed more than the official conference hotel rate. You also need to add an explanation why you are staying at the alternative hotel.

5. *When entering the estimated costs of a conference trip, should you also include the actual conference fees?*

Yes, as well as any other company-paid expenses.

S. FOREIGN TRAVEL

1. *What do I do if I have several foreign destinations in one trip, but I'm not sure of the exact dates I will be going to different foreign cities?*

You should provide the information that you have at the time listing the destinations that you know. The point of doing the travel request, though, is to get the approval to travel, and in this case, to a foreign destination. It is fine to include the approximate times of travel to the different cities and put the actual dates when you complete the expense request. Also, if there are additional destinations that come up during the travel, those can be added on the expense statement as well.

2. *If I need to enter a reimbursement for foreign travel, what currency do I use?*

All reimbursements are to be entered in US dollars. The conversion calculations from the foreign currency must be done manually and shown on each receipt. However, there is now a link to a foreign currency conversion calculator on the Travel Manager screen.

The conversion rate should be obtained for each day of the traveler's foreign travel and each receipt should be calculated with the conversion rate for the date on the receipt.

3. *Do we list the currency conversion in the expense report?*

No, the conversion only needs to be listed on the receipts. Each individual receipt must show the conversion from the foreign currency using the conversion rate for the date on the receipt.

4. *How do you record a reimbursement for a foreign national who is returning to their home country to renew a VISA?*

If they are returning home just to have their VISA renewed, this is NOT a reimbursable trip – those are personal expenses. However, if they are in their home country and renew their VISA while they are there then the actual VISA charge would be entered as "Other expenses".

T. GUEST TRAVEL

1. *Who should be set up as a guest traveler?*

Persons such as interviewees for a job who are not currently recorded in the IRIS system should be set up as guest travelers. Persons such as guest lecturers should be set up as guest travelers, as long as they are not being paid through a personal services contract. Anyone else who is not an employee of the university, and is not on a personal services contract, and who needs reimbursement of travel expense should be set up as a guest traveler. Anyone who has a personnel number established for the purposes of being a guest traveler and who later becomes an employee will keep the same personnel number when they become an employee.

An e-form is available to request the personnel number for a guest traveler. The transaction code for this e -form is ZPHRRECORD000. The IRIS menu path is Human Resources >> Personnel Management >> Administration >> HR Master Data. The e-form is used to request personnel numbers for Friends, Pending Employees, and Guest Travelers. You will want to make sure to select the option for Guest Travelers. The e-form will be routed through the workflow system and automatically create the guest, so most of the processing time will depend upon approvals being done in a timely manner. Documentation for the Guest Traveler request is available from within the IRIS system by selecting Help >> IRIS Help from the menu bar within transaction ZPHRRECORD000. There are several documents available. Be sure to choose the document for the Guest Traveler.

2. *Will guest travelers be terminated after 6 months?*

No. More information will be forthcoming about how long guest travelers will remain active in the system, but it will be longer than 6 months.

3. *How long does it take to have a personnel number established for a guest traveler?*

An e-form is available to request the personnel number for a guest traveler. The e-form should make it quicker to establish a personnel number for a guest traveler. The transaction code for this e -form is ZPHRRECORD000. The IRIS menu path is Human Resources >> Personnel Management >> Administration >> HR Master Data. The e-form is used to request personnel numbers for Friends, Pending Employees, and Guest Travelers. You will want to make sure to select the option for Guest Travelers. The e-form will be routed through the workflow system and automatically create the guest, so most of the processing time will depend upon approvals being done in a timely manner. Documentation for the Guest Traveler request is available from within the IRIS system by selecting Help >> IRIS Help from the menu bar within transaction ZPHRRECORD000. There are several documents available. Be sure to choose the document for the Guest Traveler.

4. *Who approves the request to establish a guest traveler?*

A guest traveler request is approved based on the person initiating the guest traveler request in ZPHRRECORD000. The approver is determined based on the primary cost center of the person initiating the request. There are other approval levels that may occur after this. The approval path is determined on a campus by campus basis. You can use the ZWF_HISTORY report to track the request through the approval path.

5. *How do I change the address on a guest traveler?*

Just as with an employee, you will change the address stored in the personnel record. To do this, you must use the Personal Data Form and complete the Permanent Residence section. The Personal Data Form is available from the IRIS web site. For guest travelers, you can e-mail or fax the information to Cindy Stockdale. The fax number is 865-974-2701.

6. *Is it possible to reimburse guest travelers at out-of-state rates for their meals?*

No, the new travel policy indicates that guest travelers will receive meal reimbursements based on the location at which the expenses are incurred. Everyone should comply and use the in-state regions for travel inside the state of Tennessee.

7. *Is it necessary to complete a travel request for guest travelers?*

Guest travelers do not generally need to have an approved travel request. The only exception to this is when the airfare for the guest traveler is direct-billed to the university. A travel request must be initiated for a trip with direct-billed airfare in order to obtain a trip number. This trip number should be recorded on the T-25.

8. *If your guest traveler has a permanent address that is a foreign address, but they are in the US for several months or a year, can the reimbursement be mailed to their US address?*

Yes, just enter the US address in the permanent address fields.

9. *What do I do if the travel dates change after a guest traveler request has been entered?*

If the travel dates change to a later date, you should be fine. If the travel dates change and will be occurring earlier than indicated on the guest traveler request, you will need to change the effective date of the guest traveler. If the guest traveler request has not been finalized, use the ZWF_HISTORY report to find whose inbox currently has the request. Contact that person and ask them to reject the request. The work item will return to the

originator's inbox. Access the work item within the inbox and change the dates on the request. If the guest traveler request has been processed and a personnel number has been assigned, you must e-mail you Campus Business Office (in Knoxville, e-mail the Treasurer's Office). You should provide the personnel number and the new start date.

10. *If I set someone up as a guest traveler and later want to hire that person, what is the procedure?*

If you set someone up as a guest traveler and later want to hire that person and the guest traveler is still in active status on IRIS, you would complete a Personnel Change paper form and indicate this is a Transfer Friend to Employee action. If the guest traveler is in withdrawn status on IRIS, you would process an Initial Hire/Rehire of Employee paper form and indicate this is a Rehire Employee action.

11. *Will a guest traveler always have the same personnel number, even if they change from being a guest traveler?*

Yes, the personnel number will always remain the same for the person. If the person is hired, their personnel number as an employee will be the same as the personnel number assigned for the guest traveler status. This is particularly desirable when you have an interviewee that you are paying as guest travelers with the anticipation of hiring.

12. *What information is required on the guest traveler form?*

You must provide social security number, address (where the reimbursement check will be mailed), residency status, nationality, effective date for the traveler's personnel number to be active, and the travel period.

It is vital to verify the accuracy of the address information as this is the location to which the reimbursement check will be mailed.

The travel period should be entered in the comments section. It is a good idea to pad the travel period with a few extra days in case the trip dates are altered.

13. *When I enter expenses for a guest traveler, why do I get an error message that the expenses cannot be charged?*

When you enter expenses for a guest traveler and press the save button, you may see a message that reads: "Expenses cannot be charged to E170145021. Please distribute." This error message is displayed because all guest travelers

are assigned to E170145021 as their primary cost center, but expenses cannot be charged to E170145021. You must enter an alternative cost assignment to charge the expenses to the cost center(s) and/or WBS element(s) that will cover the cost of the trip.

14. *What is the difference between a friend and a guest traveler?*

A guest traveler is one type of friend. Other types of friends are volunteers, affiliated (such as, ORNL employees), clinical, etc. All types of friends can be reimbursed for travel. In general, a guest traveler is a person who will not have an extended relationship with UT. This person will not need to provide as much information to be entered into IRIS and will not be associated with a department at the university. A friend that is a type other than guest traveler usually has a longer relationship with the university. This person will have a job title, will be associated with a department, and will sometimes use other university services such as parking, libraries, or building access.

U. GROUP TRAVEL

1. *If you are processing group travel, should you enter a receipt for each meal?*

It is recommended to bundle the receipts for breakfast, lunch, and dinner and enter one receipt for each day's meals with the expense type "Meals, Group Travel". If there are a different number of people at each meal, you should make a separate entry for each meal.

2. *How many people are considered to be a group for group travel?*

5 or more

V. STUDENT TRAVEL

1. *How do you reimburse students for travel?*

If the student is also an employee of the university, the reimbursement must be entered by someone who is authorized to the student's primary cost center.

2. *If a group of students is traveling, does each individual student have to be set up as a guest traveler?*

It depends upon how you plan to do the reimbursements. If the students incur individual expenses to be reimbursed, each of them must be set up as a guest traveler. If the students are traveling in a group with another university representative who is the group leader, the group leader may pay the expenses and submit the expenses for the group under his/her expense statement. The group leader would record his own receipts as for any other reimbursement and would use the “group” expense types (“Lodging, Group Travel”, “Meals, Group Travel”) to record the expenses for the group. You should include documentation on who is included in the group. This can be done in the comments section for the overall trip or a list can be attached to the expense statement.

3. *How do you handle the reimbursement if a student is traveling and a professor is paying for the student’s expenses?*

It should be handled like group travel. For the student’s expenses, the “group” expense types should be used. All receipts for the professor and the student must be submitted together.

W. TRAVELER STATUS

1. *How do I reimburse travel expenses for someone who used to be an employee but is in withdrawn status?*

If you need to pay travel to a person who is already in the system, but in a withdrawn status, it must be paid using the new T-6 form. You should complete the T-6, attach receipts, and send to your business office for processing. Do NOT submit a request to “rehire” the person as a guest traveler.

2. *How do I pay travel for someone who is paid on a personal services contract?*

If a person is on a personal services contract and is also an active university employee, the travel should be handled in IRIS with the TRIP transaction. Travel that is being paid as part of a personal services contract for a non-employee should be handled by submitting a T-6 (with attached receipts) to

your central business office. These items will then be forwarded to the Treasurer's Office for processing.

3. *What if I've requested someone be set up as a guest traveler and then discover that they are actually being paid on a personal services contract?*

You should reimburse their expenses with a T-6.

X. T-6 TRAVEL FORM

1. *Who should be reimbursed using the T-6 form?*

Anyone who has a personnel number in IRIS but is also in withdrawn status should be reimbursed using the T-6. This includes retirees, casual laborers, and persons who have left the university but still have an affiliation that requires the university to reimburse their travel. Also, anyone who is paid on a personal services contract should be reimbursed with the T-6.

2. *Do you ever see the T-6 form going away for former employees?*

The problem with reimbursing those in a withdrawn status is a technical issue, and we are continuing to check into other solutions.

3. *Why do you have to use the T-6 when the person already has a personnel number?*

There are several categories of employees who must remain in withdrawn status, such as persons who are casual laborers and retirees. Guest travelers cannot be in a withdrawn status.

If a person changes from withdrawn status back to active status, such as a retiree who returns to the university on a part-time basis, the person's travel can be reimbursed using TRIP once the person's personnel record reflect their active status.

Y. TRAVEL SECURITY

1. ***Why can't I enter requests or expenses for a person when my department is paying for the trip?***

In order to access someone within the TRIP transaction, you must have authorization to the person – i.e. the person must have a primary cost center or a cost distribution that falls within the funds center(s) you have authorization for. If you do not have authorization to the person, you should contact their home department to have them enter the travel request and expenses.

2. ***What do we do if we need to enter travel information for a student who is in one of our programs but who works for a different department.***

You can only enter travel for someone if you have access to either his/her primary cost center/funds center or to one of his/her payroll distribution funds/funds center. If you do not have access to these areas, the travel information must be entered by someone in the traveler's primary cost center.

Z. MISCELLANEOUS

1. ***If someone is traveling for business reasons but at no cost to UT, should we still do a travel request?***

For in-state travel, it is a departmental preference. Many departments are doing this to get a complete look of the travel by their departments – not just travel expenditures. For out-of-state travel, the travel request should be created for insurance purposes. For a travel request of this nature, enter 0 for "Estimated Costs" and indicate "At no cost to UT" in the comments.

2. ***Is it allowable for a traveler to drive to a distant destination rather than fly?***

Policy states that travel must be by the most direct route. Most travel destinations, when driving, can be reached within a day's travel. In some rare instances, an overnight, en-route hotel stay is needed. If more than one night is needed, an explanation must be given.

3. *How do I handle a trip that includes personal travel?*

You should include all of the days of the travel, business and personal, when entering the “Start of Trip” and “End of Trip”. In the “Reason” field specify the business reason and include the notation “& personal”. When personal travel is involved, always add an additional destination, specify the location of the personal travel and indicate the reason as “personal”. So, a trip to Bethesda, Maryland with personal time in Washington, DC would show “Bethesda, Maryland” as the first destination and “Washington, DC (personal)” as an additional destination. For the personal days, the per diem reimbursements should be adjusted in the “Deductions” section. In this section, you should check each meal that should be deducted from the per diem reimbursement. Just as in the old method of processing travel, you will need to manually calculate any reimbursement amounts for receipts that are to be broken out between personal days and business days.

4. *How are trips encumbered?*

The travel request is not truly encumbered although there is some information about travel requests on the ledger report. When the travel expense report is saved, an encumbrance is created. The expense report will continue to show as an encumbrance until it is fully approved, audited, and transferred to the financial system. Once it hits the financial system, it shows as a posted expense and the encumbrance is automatically relieved. If you want to record an encumbrance when setting up the travel request, you should use a funds reservation. If you do this, be sure to remove the funds reservation when you create the expense report.

5. *What do you do if you have deleted a trip out of the travel program and it is still showing up as an encumbrance?*

Contact the IRIS Help Desk and they will contact someone to delete the encumbrance for you.

6. *How are advances being handled?*

Advances are still being handled as they always have. For more information on handling advances, contact your Campus Business Office.