

## Travel Survey April 2010: Responses Received

Survey sent to Manoa AO/FO's via Talk Story listserv. Total participants = 48.

Question 1. What are the 5 most common errors you see on travel request forms?		
Responses	Frequency of Response	
<b>Incomplete supporting documentation</b>		<b>42</b>
Missing documents: conference brochure, registration, itinerary, invitation to speak/acceptance, excess lodging form, prior approval form for non-US carrier, requisition for conference fee/airfare, FAR per diem print-out, quotes for airfare	21	
Missing explanations: travel expense variations, i.e. why car larger than compact needed; why traveler claiming M&IE less than FAR; list of other travelers with reference to travel doc #	7	
Missing cost comparison of most direct route to conference when including personal travel	8	
Missing signatures; missing approvals from other depts (Dept A pays, traveler works for Dept B)	4	
Under estimated: not all estimated expenses included (parking, car rental, gas, airport shuttle, taxi, baggage fees, lodging etc missing)	2	
<b>Incomplete justification/purpose</b>		<b>17</b>
Missing what, where, when; benefit to UH/how relates to duties/grant	11	
Missing class coverage (duties/courses/who will substitute)	6	
<b>Incorrect number of days claimed; personal days not outlined</b>		<b>17</b>
<b>Calculation errors</b>		<b>24</b>
Wrong FAR rate used (wrong destination, not current)	17	
FAR rate not input	2	
Incorrect per diem calculation	2	
Estimated expenditures total does not equal account information total.		
Wrong estimation of lodging (not including taxes in calculation)		
Multi-funded: calculations for each fund are not completed, especially when using UHF and UH funds		
<b>Unjustified/undocumented lodging &gt; FAR</b>		<b>9</b>
Missing hotel confirmation with hotel rates and cost of two comparable hotels to show reasonableness of hotel cost		
<b>Advance errors</b>		<b>7</b>
Overestimated claim	2	
Travel advance amount includes excess lodging		
Claimed expense not listed on request		
Insufficient lead time to request advance		
Including taxi/shuttle service or baggage fees in advance request		
Missing receipt/proof of payment for items requested on travel advance		

<b>Input errors</b>		<b>21</b>
Incorrect logging of travel legs/use of stopover box: using EZ itinerary when they actually have connecting flights, using multi-leg if no direct flight	4	
Incorrect destination listed (airport city not conference city)	4	
Subcode errors (RCUH forms)	2	
No account code provided	2	
Wrong BU and/or payroll number listed	2	
Forgetting to MINUS out the personal days under the MINUS DAYS column.		
Itinerary type. Fail to select "At no cost to UH" when type applies.		
Type of travel (i.e. UH or non-UH)		
Selecting wrong accounting method		
Nickname instead of employee's legal name		
Not listing all business destinations (unknown at time of request if outside party makes arrangements)		
Traveler selecting the wrong Business Office		
<b>Submission errors</b>		<b>4</b>
Submitting travel request day of departure or after travel commences	2	
P-Card purchases of airfare prior to TRA being submitted to Fiscal		
Form not printed on pink paper		

<b>Question 2. What are the 5 most common errors you see on travel completion forms?</b>		
Responses	Frequency of Response	
	<b>Incomplete supporting documentation</b>	
Missing original receipts or certification of expense, receipts do not corroborate expense, receipts inadequate; internet confirmation used as original receipt	16	
Supporting documents (i.e. hotel bill) do not show zero balance	6	
Wrong conversion rate/missing conversion rate for foreign travel.	5	
Missing boarding passes	5	
Errors when personal days are included in the travel (no airfare comparison, prorate calculation in error), not including details of personal days taken	4	
Taxi receipts do not have from/to locations.	2	
FAR not attached	2	
Excess lodging not pre-approved		
Claiming mileage but mileage form is not attached.		
Claim for baggage or taxi which was paid in behalf of another traveler w/o supporting documentation		
Itinerary does not reflect actual traveling time		
<b>Missing Explanations</b>		<b>24</b>
Missing explanation for deviation from travel request (delay/early return, associated cost, etc)	11	
No clarification of expenses on lodging receipt; ie total includes internet, phone calls, meals, parking; not itemized	6	
No explanation why rented an intermediate size car or larger.	4	
No explanation if room rate was for single occupancy when traveler stayed		
Claiming a higher amount than provided receipts		
No explanation for claiming less days than entitled for M&IE		
<b>Calculation Errors</b>		<b>13</b>
Wrong FAR rate used (airport city instead of destination city; dates of travel changed since TR submitted; traveler stayed overnight en route).	4	
Per-diem calculated incorrectly (esp. mult. destination and/or personal stops)	2	
Excess baggage claim incorrect	2	
Lodging amount not adjusted to reflect actual instead of estimated	2	
Connecting cities are treated as business destinations.		
Incorrect allocation of costs among multiple accounts		
Traveler did not fill in the actual expenses--just left it as it was on the request.		
<b>Unallowable Expenses Claimed</b>		<b>11</b>
Rental car claim includes frequent flyer surcharge.	4	
Claiming for tip	3	
Claiming for auto insurance	2	
Claiming personal expenses as business related		

Claiming meal receipts (don't understand included in M&IE)		
<b>Input Errors</b>		<b>9</b>
When manual option is selected, account Information section is not filled out correctly.	4	
Subcode errors.	3	
Receipts are attached, but costs are not included on form		
Corrections on travel request not carried forward to travel completion form (i.e. allowable rates)		
<b>Submission Errors</b>		<b>9</b>
Completions are not submitted by programs in a timely manner.	3	
Support staff are requiring travelers to submit proof of payment for all receipts.		
Submits a Travel Request Revision instead of a Travel Completion		
Traveler claims too much of a travel advance and ends up having to repay the university on the completion.		
Insufficient copies		
Incomplete signatures		
Form not printed on blue paper		

### 3. What are the 5 most common questions you get from faculty about how to complete travel forms?

#### Do I need to submit a travel form if:

Airfare charged to PCard, no other costs

Traveler was asked to attend and another campus is paying

For a personal trip (on duty vs. off duty period)

For no-cost travels

#### Supporting Documents

What receipts do I need to save and submit with my travel completion? **(7 responses)**

What happens if I lose a receipt? Or if I never got a receipt?

Can I turn in copies of receipts?

What supporting documents do I submit? **(2 responses)**

I misplaced my boarding stub. What do I do?

What exactly is sufficient proof of payment (like if a hotel folio just list the itemized breakdown, "Visa/MC Payment" and the amount nothing else is that enough)

#### Completing the Forms

What account number to use

Which campus will approve travel paperwork, if another campus account is used

What is my justification?

How do I submit for reimbursement of additional expenses?

What is my destination's FAR / where do I get the FAR?

How to create a completion

How to complete the proposed itinerary portion.

They ask for the eTravel website.

How to get lodging comparisons and airfare business vs. business+personal comparisons.

Unfamiliar with the eTravel system and need help creating the request and completion.

What subcode do I use?

How to calculate M&IE when we pay for lunch at the conference.

Do I submit one form or two forms if I am attending 2 events on the same trip?

How much information is needed on the request (dates and justification only, no estimated cost)

Where to claim a reimbursement.

#### Allowable Expenses

Can a train/car be used if it's cheaper, even if it takes longer, ie: indirect routing to destination?

What can I claim for reimbursement?

Can I rent a car or am I required to take a taxi/shuttle?

Can I be reimbursed for dinner with a colleague?

Can my actual lodging exceed the FAR?

#### Travel Advances

Can I get an advance even though the travel is 4 days or less

What can be included in my travel advance? **(3 responses)**

Can I claim everything as an advance (e.g. M&IE, lodging, airfare, conference fee, taxi), even if some expenses are estimated (e.g. ground transportation).

Do I need to adjust my M&IE for meals provided by the conference?
How soon does the travel request need to be submitted if claiming a travel advance?
<b>Other Processing Questions</b>
How do I route the form?
Can I use my p-card to pay for the car rental?
Other options besides personal credit card for booking flights
Can a traveler take "comp time" for working on weekends or at night while on travel?
How long will it take to get my reimbursement? <b>(2 responses)</b>
When should I submit the travel request?
<b>Why:</b>
Why is it so hard and complicated to fill in?
Why do I have to provide a justification when I already did one for the URC/other funding source application?
Why do I have to provide the receipts/boarding passes?
Why do I have to turn in a travel form during the breaks?
Why do I have to turn in a travel form if no cost?
Why do I have to print and submit the hard copy travel document when I already submitted it on-line?
Why do I have to use my credit card to front the charges for the hotel cost?
Why do I have to submit boarding pass stubs if I have an e-ticket?
Why can't travel insurance be reimbursed if I know that my schedule is uncertain? It would benefit the University should my travel plans change.
Why is e-mail conference registration confirmation not acceptable (e.g. email shows 0 balance due, but does not include information regarding credit card used)?
Why do I have to do a completion?
Why is the lodging comparison needed when staying at the host conference hotel?
Why is a percent benefit breakdown necessary if they are charging more than one extramural account?
Why is the FMIS 4D needed if they are missing a receipt?
Why is justification required for excess lodging, hotel phone/internet use, non compact/subcompact car rental?

<b>4. What are the 5 most common questions you get from support staff about how to complete travel forms?</b>
<b>Supporting Documents</b>
What support documents needed for travel if personal time included / leave form required? <b>(4 responses)</b>
How many quotes do you need to obtain if the lodging rate exceeds the FAR rate?
How do you do airline flight quotations when your trip involves business and personal time?
What is the maximum amount you can claim for reimbursement when a receipt is missing?
Are ticket stubs required upon return?
Is an itinerary, boarding passes, e-ticket required for travel completion? <b>(3 responses)</b>
When is a proof of payment (ex. copy of credit card statement) required?
When is a training request required?
What is a valid receipt / is handwritten receipt okay <b>(3 responses)</b>
Uncertain as to what supporting documents to attach.
Whether or not the receipts need to be in chronological order.
What to do when more than \$50 of receipts are missing
<b>Completing the Forms</b>
How to note changes in Estimated Expenditures
How to fill out itinerary if traveler drives or catches train during trip to different destinations.
The traveler's flight was delayed X hours due to a mechanical problem. Do I input the scheduled or actual departure/arrival times on eTravel?
How do I handle traveler's personal time on business trip (calculate M&IE, proper notation on travel doc., etc.)
Where to put internet charges, include in lodging since it's on the hotel bill, or input as a separate line item?
How to fill out forms (RCUH and UH differences)
What subcode do I use? <b>(2 responses)</b>
<b>Calculations</b>
How to enter different FAR rates if trip continues into following month.
How to fill out lodging portion (need to fill in total cost and days claim to get actual rate).
How to fill in JV section for travel advance.
How do I fill in the travel request/completion when it involves UHF and UH funding, multiple funding?
How do I record partial payments?
How do I split the lodging when there is multiple funding and the accounting method is by fixed amount?
How to allocate costs among multiple accounts <b>(2 responses)</b>
How to enter meal reductions/do I reduce M&IE for conference meals? When do you reduce M&IE for meals provided? <b>(2 responses)</b>
Calculation of M&IE when personal days are involved. <b>(5 responses)</b>
Does the FAR lodging rate include taxes?
Do I need to adjust the traveler's M&IE for breakfast that was provided by the hotel? (Breakfast included in room rate).

Difference between M&IE & Lodging and Per Diem
If traveler stays at several different hotels, each w/different lodging rates, how is that reflected on the travel completion?
how to breakout/document package deals.
How do I convert foreign currency?
How to calculate M&IE when a traveler crosses the international dateline
<b>Allowable Expenses</b>
Type of RAC insurance allowable when traveling out-of-state
Can a traveler claim taxi fare from the airport to their residence when they return from a trip?
What expenses are allowable? <b>(5 responses)</b>
Where to find per diem/M&IE rates <b>(3 responses)</b>
What can be claimed as an advance? <b>(3 responses)</b>
Is a rental car allowable if the traveler is staying at the conference venue?
If part of the day is business-related, and the rest of the day is personal, how is the M&IE calculated?
If a traveler has personal time attached either to the beginning of the travel or at the end of the travel, is M&IE allowed for departure or arrival?
how many per diem/M&IE days entitled to claim.
Which M&IE rates to claim if traveler lodged in a different location than the place of the competition/conference <b>(2 responses)</b>
If things are needed for the trip and are purchased prior to the trip, if it can be claimed on the travel.
How to determine the actual business destination (to determine FAR)
<b>Processing Questions</b>
How do you process travel requests with mixed UHF and UH funds?
How do you process payment for airfare when personal travel is involved?
Can airfare be charged to the P-Card, and the traveler reimburse UH for their personal portion?
What is the latest date that travel paperwork must be submitted, in order to receive an advance
Is there a way to see that an advance or reimbursement check has been issued
Is another signed hardcopy needed, if anything is changed on the travel forms
Who needs to sign as "Approving Authority"
Can the travel paperwork be deleted out of the system or is a travel completion needed, if the airfare must be used at a later date and the rest of the trip has been canceled
Is a travel request required for a personal trip (on duty vs off duty period)?
What can I include in the traveler's travel advance?
How do you handle travel for students, volunteers, non-employees? Clarify what they are eligible to receive, proper subcodes (reportable, taxable, non-reportable, non-taxable), etc. Reimbursement on travel doc, or PO?
Do we need Dean/Director approval?
What to include in the "Justification" section/ purpose / benefit to UH <b>(4 responses)</b>
What to put in the "Coverage of Duties" section
What leg ID number to use when the costs cover more than one leg (such as airfare)

how to complete JV To Reverse Advance section (Manual Acctg only)
how to indicate "pre-board time",
if claiming less than entitled per diem/M&IE days/\$, how to explain on travel.
"What is the work you will be doing if you are stopping at this particular city?"
When do they fill out the Form 4A or the worksheet for RCUH travel
How much information do they need to put on the request (can they just put the dates and why they are going - no estimated cost)
How do I handle/route travel paid by two different campuses? Is the routing handled differently if one campus pays for airfare by Pcard (no reimbursement to traveler) and another campus reimburses for M&IE & parking vs both campuses reimbursing traveler for different expenditures?
Can a traveler purchase their own tickets?
How to amend travel for a change in itinerary
How to prepare a travel completion if the traveler did not submit a travel request
<b>What if...</b>
What if receipts aren't provided for in the TC?
Does a change in itinerary need to be justified?
The traveler does not want to turn in the travel request. What do I tell them if they don't want to turn it in?
The employee has not turned completed his travel document since his return 2 weeks ago, what do I do?
What do I do if the traveler lost his/her receipts?

**Question 5. The following list of possible travel expenditures will be defined as allowable/not allowable, with additional comments regarding documentation. What other expenses should be added to this list?**

Airfare, including discount coupons, eTickets  
 ATM fees  
 Automobile rental  
 Automobile rental, insurance premiums, intra-state  
 Automobile rental, insurance premiums, out-of-state  
 Baggage, excess charges or mandatory handling charge  
 Bumping, additional per diem  
 Bus fares  
 Certificates (birth, health, identification)  
 Conference fees  
 Currency exchange fees  
 Fax fees  
 Gifts  
 Lodging, including excess lodging  
 Inoculations  
 Laundry  
 Meals, M&IE  
 Mileage, automobile  
 Parking fees  
 Passport, visa  
 Registration fee  
 Taxi fares  
 Telephone fees  
 Tips  
 Traffic fines, towing charges  
 Transportation  
 Trans-ocean travel by surface ship  
 Traveler's checks fees  
 Vehicles – direct expenses

Responses	Frequency of Response
<b>Transportation Related:</b>	
Itinerary change/cancellation fees, business and personal reasons	7
Toll fees	4
Train fares/Eurail pass	4
Airfare travel insurance	3
Metro fare	2
Expand on allowable transportation types (ferry, superferry, hydroplane, gondola, conference held on a cruise ship)	1

Fly America Act	1
Departure charge (foreign airports)	1
Transportation "Class" of service. First class, business class, coach class, etc. for air, train, and other forms of transportation. (Is it true that "first class" train ticket means a reserved seat?)	1
<b>Automobile rental:</b>	
Gas Charges	2
Optional services such as road safety, GPS	2
Automobile rental - additional drivers if more than 1 employee traveling	1
Rental surcharges and fees	1
Clarify allowable auto rental insurance charges	1
Vehicle type (size justification)	1
Frequent flyer surcharge on car rental invoices	1
<b>Hotel Related:</b>	
Hotel resort fees	3
Late checkout charge	1
Hotel key replacement charge	1
Hotel safes	1
"Deposit" for hotel when not cancelled timely	1
Hotel movies	1
Bed and breakfast places	1
<b>Communication Related:</b>	
Internet connection fee and use charges	12
Phone Cards	1
<b>Other</b>	
Purchase of books/supplies, etc. while on research travel or at conference	2
Foreign transaction fees on credit card charges (e.g. hotel)	1
Medical Evacuation and Emergency Repatriation Insurance	1
Wire Transfer/Western Union Service Fees;	1
Tour or facility admission fees (eg museums, parks)	1
Abstract fees	1
Another traveler's expenses	1
Services performed in a foreign country (interpreters, guides)	1
Travel packages...air, hotel and car for one cost	1
Recommend that object code be identified for allowable expenditures	1

**6. Please list any suggestions you have for improving the travel review and approval process.**

**System issues**

Have a single system for UH and RCUH, and across campuses (UHH fiscal is handled by RCUH people, and they are unable/unwilling to use eTravel; eTravel is easier to use since itself calculates and it pulls information nicely from the request; RCUH is not as user friendly). **(2 responses)**

System check of estimated expenditures total vs account information total, preparer cannot submit unless matches

Use drop down menus: for FAR rates, for current account numbers per campus

Could a generic form (like FMIS-4) be created in eTravel to generate travel docs for those (casual hires, students, non-employees) not in PeopleSoft? **(2 responses)**

**Routing**

Is there a way in Profiler we can select the Approvers for each Traveler and have it electronically routed?

Enable Business Office to retract travel submitted electronically to Disbursing Office

Does the UH have a position on electronic signatures? Are they "legal"?

Do the travel documents have to go to Disbursing?

Online submission only, original signatures needed.

**Processing Issues**

Require request to be submitted to FO at least 15 days prior to departure

Does anyone check on the make up of time lost during off duty period?

I believe the key to processing travels efficiently is communication between staff & faculty. If the traveler is able to provide information in a timely manner, then the staff should be able to process the travel requests/completions quickly.

What is status of the travel card?

We ask our Department Secretaries to redact confidential information (birth date, SSN, address, etc.). This isn't really a policy, but I still think that it's good practice...especially with all the fraud these days...

Standardize review process/documentation requested among clerks.

**Procedures/Guidelines**

Update Travel APM with the new eTravel process, other updates **(2 responses)**

Include guidelines on how to process travel with personal stops.

Provide rules/guide booklet for faculty on travel policies and submittal guidelines.

Identify documents required for request and completion such as boarding passes, reprint of FAR, actual e-ticket payment/invoice, etc. **(2 responses)**

PEOPLE ARE MAKING TAX FREE MONEY ON PER DIEM! M&IE RATES ARE LIKE BONUSES. AND HOTELS SHOULD HAVE A REASONABLE LIMIT SO THAT THEY DON'T BOOK \$200+ HOTELS. Also, travelers that go on personal side trips should fork more of the airfare bill and not get travel time back. The University is too lenient on

It would be helpful to include a stronger policy for departments getting the appropriate approvals for someone not in their department to travel on their funds. We find out after-the-fact that someone in our department has traveled because the traveler sees it as a no-cost to their department, but they still need to get the appropriate approvals to travel on work time.

The travel process is actually not complicated. It is quite straight forward.

Can the "approval" be separated from the advance? We usually need the Travel Request approved in order to generate the airfare or conference fees payments. However we don't want the travel advance to be processed too early.

Clarify whether an alternate hotel must be selected versus the conference hotel and whether cost price reasonableness still needs to be done -- seems to be inconsistent among departments