

## **Travel Survey April 2010 Summary of Survey Responses**

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

The following summary separates survey responses into broad categories. The number in parentheses represents the total number of responses for the category. Examples of representative responses are also included.

### **Question 1: What are the 5 most common errors you see on travel request forms?**

- Incomplete supporting documentation (42): missing documents, explanations, cost comparisons
- Calculation errors (24): wrong FAR rate used, incorrect per diem calculation
- Input errors (21): incorrect travel legs, incorrect destination (airport instead of conference location)
- Incomplete justification/purposes (17): missing benefit to UH, class coverage information
- Incorrect number of days claimed, personal days not outlined (17)
- Unjustified/undocumented lodging > FAR (9)
- Errors in advance request (7): overestimated claim, claimed for expenses not allowed on advance
- Submission errors (4): submitted day of departure or later

### **Question 2: What are the 5 most common errors you see on travel completion forms?**

- Incomplete supporting documentation (44): missing/inadequate receipts
- Missing explanations (24): itinerary changes, reason for car size
- Calculation errors (13): wrong FAR used, incorrect per diem calculation
- Unallowable expenses claimed (11): tip, auto insurance, frequent flyer surcharge on rental car
- Input errors (9): subcode errors, account information section incorrect
- Submission errors (9): not timely, wrong form, insufficient copies

**Question 3: What are the 5 most common questions you get from faculty about how to complete travel forms?**

- Questions about completing the forms (15): personal travel included, another campus involved, how to use eTravel
- Why do I need to ... (15): provide justification for URC travel, complete a form for no-cost travel, provide lodging comparison for conference hotel, print and submit paper documents
- Questions about supporting documents (7): what receipts are needed, what constitutes proof of payment
- Questions about travel advances (7): what can be claimed on advance
- Processing questions (7): routing form, using PCard, when do I get my reimbursement
- Questions about allowable expenses (5): car, train, lodging > FAR
- Do I need to submit a travel form if... (4): personal, no-cost, for another campus, airfare only

**Question 4: What are the 5 most common questions you get from support staff about how to complete travel forms?**

- Processing questions (28): mixed UH/UHF funds, airfare payment that includes personal travel, travel for students/volunteers/non-employees, what goes in justification/purpose section, what can be included in advance, how to amend travel
- Questions about calculations (22): how to complete JV section, how to fill out lodging portion, when is M&IE reduced for meals provided, how to calculate costs among multiple accounts, how to convert foreign currency
- Questions about allowable expenses (21): what is allowable, where to find per diem rates, how to reduce M&IE for personal time, what is business destination
- Questions about supporting documents (19): what is needed if personal time included, how to obtain airfare quotations if personal trip included, when is proof of payment required, what is a valid receipt
- Questions about completing the forms (8): how to handle personal time, where to list internet charges, what subcode to use, how to complete itinerary if traveling by car/train between destinations
- What if... (5): itinerary changes, receipts lost, traveler late in submitting completion

**Question 5: In addition to expenses previously defined as allowable/not allowable, what other expenses should be addressed?**

- Internet connection fee and use charges (12)
- Itinerary change/cancellation fees, business and personal reasons (7)
- Toll fees (4)
- Train fares/Eurail pass (4)
- Airfare travel insurance (3)
- Hotel resort fees (3)
- Metro fare (2)
- Gas charges for rental car (2)
- Optional services such as road safety, GPS for rental car (2)
- Purchase of books/supplies etc. while on official travel (2)
  
- Note: 25 other types of expenses were also suggested; see detailed responses for more information.

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

- Procedures/guidelines (11): update travel APM with eTravel information, identify documents required for request and completion, develop guidelines on processing travel with personal stops, clarify price reasonableness requirement for conference hotel
- System issues (6): single system for UH & RCUH, form for individuals not in PeopleSoft, drop down menus for supplemental information
- Processing issues (6): travel card, submission deadlines
- Routing (5): electronic routing, electronic signatures, enable business office to electronically retract from Disbursing, what documents must go to Disbursing