

# TRAVEL FAQs

## August 1, 2024

### APPROVALS/WORKFLOW:

1. How are Requests and Expenses approved in SAP Concur? **The System is set up to automatically route for all approvals.**
2. Where do the Requests and Expenses route for approval in SAP Concur?
  - a. **All items route first to the employee's supervisor. This is the supervisor listed in Banner HR. Think of it as the individual who approves the employee's timesheet and/or leave requests.**
  - b. **The second automated routing is to the FOAPAL(s), or Cost Object Approver(s) (COA) as indicated on the document. Routing is based on the org listed in the FOAPAL.**
  - c. **If the fund is a grant, the system will automatically route to the Grant Approver, you do not need to forward it to them.**
  - d. **Supervisor's, COA approvers, or the Grant Approver may forward the document to others for approval.**
  - e. **The final approval step for an Expense Report is in the Accounts Payable area. They are unable to make changes so if they have questions, they will return the document for clarification.**
  - f. **After approved by Accounts Payable, the document will be transmitted to Banner in the next nightly automatic feed and await the normal check processing on the next Tuesday or Thursday.**
3. I am an approver, but need to be away on sabbatical or an extended leave. What will happen to documents that need my approval?
  - a. **Log into Concur, go to your employee profile, select Expense Delegates and add at least two individuals who can be temporary approvers.**
  - b. **The reason to add two is individuals cannot approve their own documents even when they are logged in as a delegate.**
4. I am an approver, how long do I have to approve a document? **Thirty (30) days.**
5. What happens to a document if I forget to approve it within the thirty (30) day timeframe? **The system will remove the document from your approval queue and return it to the individual who submitted it.**
6. I submitted a Request or Report in Concur and received a message from [AutoNotification@concur.com](mailto:AutoNotification@concur.com) with a Status Change Comment of "Approval time expired and was returned to sender". What does this mean and what should I do? **It means the approver did not review and approve your document within 30 days of your submission. You should resubmit the document and let your approver know it is available for them to approve.**

### **CLEANING REQUEST LIBRARY:**

1. How do I clean up my library once a request shows approved? **Once your Request is approved and you have turned it into a Report, you may open the request and click the blue “Close Request” button.**
2. I have closed a Request and can no longer see it in my library, where can I find it? **In your Request library, you may change the “View” by clicking on the drop down and selecting “Closed”. All Closed requests will appear.**

### **DELEGATES:**

1. How do I assign a delegate to assist me with my travel requests, travel reimbursements (expense report) or p-card transactions? **Log into Concur, go to your employee profile, select Expense Delegates, add the delegate, and check the boxes for “Can Prepare”, “Can View Receipts”, and if you would like them to see your emails as you have the preferences set in Concur, check the box for “Receives Emails”.**
2. I have receipts in a pdf for someone who I am the delegate for, how do I get them into their Concur account? **There are multiple ways, but the simplest would be to attach them to an email and send the email to [receipts@concur.com](mailto:receipts@concur.com) and place the individual’s full email address in the subject line.**
3. I have assigned someone as my delegate, but they are no longer going to be assisting me, how do I remove their ability to be my delegate? **Log into Concur, go to your employee profile, click on Expense Delegates, find the individual in your listing, check the box at the beginning of their line, click the blue Delete button.**

### **GENERAL:**

1. What should be reported in a Travel expense report? **All expenses associated with official University business should be reported on the expense report regardless of when or how the expense was paid. Expenses above the approved travel amount should be reported as non-reimbursable – insufficient budget expenses.**
2. Can we use Travel Leaders for booking official University business travel? **No. The University does not have a contract with Travel Leaders for university business travel. The current contract with Travel Leaders is only for faculty recruitment.**
3. Will there be a travel agency to help with bookings? **Not at this time.**
4. How do we show entertainment, i.e. a traveler takes an alumni and potential donor out to eat while in travel status?
  - a. **The traveler would mark the box for the meal on the travel allowance screen showing it as being provided.**
  - b. **Tip no more than 20% of the pre-tax total.**
  - c. **The system will require you to enter the business purpose of the meal.**
  - d. **Choose “Business Meals” as the Expense type.**
    - i. **Click on Attendees and list the attendees or**
    - ii. **Write on the itemized receipt the names of those eating.**
5. Can student organizations get a p-card? **No.**

6. If a personal charge was accidentally processed on the University credit card or if the travel advance was actually more than the allowable amount how would the traveler reimburse the University? **The traveler may write a check or provide cash to their department to deposit. If the traveler would prefer to pay with a credit card, they would need to obtain the completed deposit form from their department and take it to the Cashier's window to make the credit card payment.**
7. How do I receive reimbursement for items I had to purchase for business purposes while traveling, i.e. office supplies, Wi-Fi, etc. **You may use a university credit card for the purchase or personal funds, obtain an itemized receipt, use the "Other Travel" expense type, explain the business purpose of the purchase and include the receipt with the expense report within SAP Concur.**
8. The conference hotel is booked, and I made arrangements close by, but will require me to take an Uber/taxi to the conference each day. May I request reimbursement for these charges? **Yes. Provide an itemized receipt with your expense report.**
9. I am traveling to multiple locations for official University business, which per diem should I use? **The system will automatically assign the per diem rate based on the locations entered in Travel Allowance.**
10. When I report the departure and return time on the expense report, does this include travel time to/from the airport? **Yes. The official departure and return time should begin as soon as you leave for the travel.**
11. Sometimes I receive a flash sale from Southwest in the evening and only have a few hours. How can I take advantage of this and save the University money? **It is encouraged to use a university p-card. If you do not have one and use a personal card, please realize you will not be reimbursed for the purchase until after the travel when you submit the travel expense report.**
12. If I use a personal credit card for travel expenses which are not being reimbursed by the University, but are official University travel costs how do I show this on the travel expense report? **All official University travel costs should be included on the expense report, choose the appropriate expense type and select the appropriate non-reimbursable code.**
13. I am traveling with a group and one individual will be making the travel arrangements and charging them to a university p-card. How do we account for this in the travel expense report? **When processing the University credit card payment on the Travel Expense Report, please list those traveling in the comment section and then allocate the cost among the FOAPAL(s). Each traveler requesting a reimbursement would show their portion of the cost on the travel expense report and select "University Paid" as the payment type.**
14. At what point do I need to have a flight comparison to determine the reimbursement for personal vehicle mileage/rental car versus flying? **Beginning August 1, 2024, the University has determined any travel over 400 miles utilizing a vehicle needs to have a flight comparison. The University will reimburse the least expensive option over the 400 miles. Therefore, mileage under 400 miles one-way does not need to have the flight comparison, but a flight comparison is required for one-way mileage over 400 miles.**

### **KCI PARKING:**

1. I will be traveling from the KCI airport, where should I park? **The University will pay for the Park Air Express outdoor parking.**
2. Does the University have a corporate account for the Park Air Express at the KCI Airport? **The University has submitted the paperwork for the account and more information will be provided once this has been approved.**

### **LODGING:**

1. Can traveler's request Government (GSA) rate's when making lodging reservations? **Yes. Washburn University is considered a political subdivision and is a publicly funded university.**
2. What document do I show for proof Washburn University qualifies for the GSA rate? **Take your employee identification card with you along with a copy of Washburn University's W-9. The W-9 may be found on the Accounting website in the Forms section.**
3. Can the conference lodging rate be reimbursed instead of the lodging per diem? **Yes. The conference agenda including the conference rate must be attached to the expense report.**
4. May I stay in an Airbnb or VRBO and obtain the GSA per diem rate? **Yes, you may, but if the rate is higher than the GSA rate, you will be reimbursed the GSA rate or if attending a conference, up to the conference rate. The conference agenda including the conference rate must be attached to the expense report. If the rate is lower, you will receive the actual amount paid, rather than the GSA rate.**
5. I am attending a conference, but the conference hotel is already sold out. What should I do? **Proceed with making lodging arrangements and the University will provide reimbursement up to the conference rate. The conference agenda including the conference rate must be attached to the expense report, plus a statement from the conference hotel stating the conference was sold out.**
6. What if my actual lodging expense which I paid is less than the GSA rate? **You will be reimbursed for the actual amount spent on lodging, up to the GSA rate. See additional FAQ questions for allowable exceptions.**
7. I plan to stay additional days for personal travel, how do I split the payment? **When making the hotel reservation, request to have the personal days on a separate credit card.**
8. The lodging is asking for pre-payment, what is allowable? **You may only pre-pay for lodging with the University p-card.**

### **MEALS AND INCIDENTALS:**

1. Will itemized meal receipts be required? **No. The only time an itemized meal receipt would be required is if a traveler conducts official University entertainment and takes someone out to eat while in travel status. Utilize the "Business Meal" expense type.**
2. For grants will an itemized meal receipt still be required? **No**
3. Do continental breakfasts or heavy hour devours count as a meal? **No.**
4. When meals are included does the reduction include the incidental rate? **No.**

5. I am attending a conference, and all meals are being provided for the day, will I receive a Meals and Incidentals per diem for the day? **Yes, you will receive the Incidental portion of the per diem.**
6. A conference meal doesn't meet health/religious needs, can I request the per diem rate instead? **First, request of the conference a meal which meets your dietary needs. If this is not available, request approval from your supervisor to eat elsewhere and obtain the per diem rate. If approved, this needs to be stated on the expense report in the Comments section, as well as on the conference agenda next to the meal, and you would not click the meal as being provided.**

#### **P-CARDS:**

1. What is the difference between university credit card, p-card, one card? **None. These all refer to the credit card issued by Washburn University.**
2. How do I request a p-card? **Complete the Application available on the Purchasing website <https://www.washburn.edu/faculty-staff/purchasing/files/Washburn-University-One-Card-Application.pdf> and send to Purchasing.**
3. How long does it take to receive a p-card? **Allow up to two weeks from the time the completed application is submitted to Purchasing.**
4. If my travel will exceed my daily limit or monthly limit, what should I do? **At least two weeks prior to the trip, complete the increase request form available at <https://www.washburn.edu/faculty-staff/purchasing/files/Washburn-University-One-Card-Application.pdf> and send to Purchasing.**
5. I have heard there is an issue with P-cards and fraud, what happens if this occurs? **Call the number on the US Bank card as soon as possible to report the fraud. After contacting US Bank, contact Purchasing. Fraudulent charges on a Pcard will still need to be reconciled on a Pcard expense report. Use the non reimbursable expense type and attach a statement about the fraudulent charge, including when US Bank was contacted.**
6. Can student organizations get a p-card? **No.**

#### **SAME DAY TRAVEL:**

1. I travel but on most trips I return each day to my official workstation. Am I allowed to claim for meals when I return the same day? **Yes. When the employee is required to travel on official university business for over five (5) hours, the employee will receive 50% off the daily meal and incidental per diem.**
2. Can I show multiple one day trips on a single expense report? **Yes. It is easiest to add a Travel Allowance for each one day trip.**

#### **VEHICLE RENTALS:**

1. Do I need to pay for the vehicle rental insurance offered by the rental agency? **This depends on the location where you are obtaining the rental. If the rental is in the United States, you do NOT need to purchase this additional insurance. If the rental is in a foreign country, you SHOULD purchase this additional insurance.**
2. How do I obtain a copy of the University vehicle insurance for rental vehicles used in the United States? **This certificate of coverage may be found on the Finance site.**

3. Does the University vehicle insurance cover student drivers on official university business? **University insurance for students is identical to coverage for employees. Coverage applies only when on official university business and while operating a rental or a Washburn University owned vehicle.**
4. I am renting a vehicle; may I use the University credit card for fuel purchases for this rental? **Yes. Please retain the itemized receipt to upload when processing the payment.**
5. I am carpooling with others to an event, how should the payment be processed and how should this be listed on the travel expense report? **When processing the University credit card payment, please list those traveling in the comment section and then allocate the cost among the FOAPAL(s). Each traveler would show their portion of the rental cost on the travel expense report and show it as being paid with the p-card or if the p-card has already been reconciled as "University Paid".**
6. May I rent a vehicle for my commute to the KCI airport? **No. Vehicle rentals will not be reimbursable to or from the KCI airport.**

**TRAINING:**

1. Where may I find training materials? **Training materials including handouts with screenshots and videos are available on the Accounting website.**
2. Who do I reach out to if I have questions? **First, reach out to your department travel contact. If they are unable to assist, you may reach out to Accounts Payable at extension 2044 or Finance at extension 1859.**