What’s New?
Travel Forms and More

July 2016
Julie Hughes, Travel & Complex Payment Supervisor
Agenda

• Goals for Travel Changes
• Travel Advances Exception Basis
• Maximization of P-card usage
• Prepayments to Vendors Only
• Delegated Authority
• Form Review
• Questions and Answers
Goals for Travel Process Changes

- Decrease processing time, paper, and associated costs
  - Reduce at least 1,500 requests for prepayments and advances
  - Utilize tools available for processing payments more efficiently
  - Reduce 4,000+ travel reimbursements to be pre-audited

- Increase transparency and department knowledge/accountability
  - Emphasize importance of departmental review
  - Training and communication efforts increased
    - Clearer understanding of travel process and requirements
    - Better customer service
    - Detailed review within department administrative units that are closer to the source of information

- All changes Effective July 1, 2016
Travel Advance Exception Basis

Travelers should expect some out of pocket expenses when traveling that will be reimbursed after submitting a travel reimbursement.

- Travel Advance can be requested when this presents a difficulty
  - Travel more than 1 week
  - International travel
  - Student/Group travel
  - Unable to use Personal Funds

- July 1 moved to a separate request form (not part of Travel form package)
Maximization of P-card Usage

• Travel costs that need to be paid before and during travel (e.g., registration, airfare, and hotel) should be made using a University Purchasing Card (p-card)

• Department required to have at least one p-card – July 1

• Most cost effective tool for travel prepayments – Streamlines process

• Department controls the purchase

• Eliminates the need for paper checks and voucher codes

• Vendor setup is not required

• Less out of pocket expense for the traveler
Maximization of P-card Usage

• Departments can have multiple card holders that can be managed with few reconcilers and approvers
  • Example: Advancement/Development/Alumni Affairs
    • Multiple card holders 20-30
    • Have administrative staff as reconcilers (just as departments that have admins to process travel paperwork)
    • They upload receipt to Works and complete TR for traveler

• Not more work different work
Prepayments to Vendors Only

• Effective **July 1**

• If a vendor does not take VISA (purchasing card) payments
  • Utilize DPR form (with support) to prepay travel expense to vendor

• Will no longer process prepayment requests that effectively reimburse the traveler for expenses prepaid by traveler’s personal funds
  • Traveler can seek reimbursement for expenses paid with personal funds with the travel reimbursement form when the trip is completed
Delegated Authority

• **Review of travel reimbursements are delegated to the departments for reimbursements that meet the Delegated Authority criteria**
  • No process changes within the department:
    • Ensuring the reimbursement is in accordance with University travel policies
    • Signatures certify that reimbursement requests are an accurate statement of expenses incurred
  • Fund Owners
    • Responsibility for reviewing and approving travel by employees and guests of the University
  • Travel Office
    • Will not pre-audit those Delegated Authority reimbursements
    • Will post-audit on a sample basis
    • Will report on findings of post-audit
    • Will target training initiatives based on audit results
  • Delegated Authority provides visibility, increases departmental accountability, and reduces Travel Office processing time

• **GOAL: IMPROVE THE TRAVEL PAYMENT PROCESS AT UNC CHARLOTTE**
  • Reduce processing time (3 business days or less) within defined risk levels
  • Put responsibility of departmental funds in the hands of those who manage them
  • Allow the central travel office to better provide targeted, ongoing customer service, issue up-to-date guidance, and monitor compliance with travel policies
Delegated Authority

• Move to Risk-based approach

• Confirmed with UNC-GA, No requirement for 100% pre-payment audit of travel expenses

• Researched other UNC Institutions
  • UNC-Chapel Hill currently has a delegated authority program
  • Larger schools (UNC-CH, NC State, ECU) automated their travel processes
    • Automation: mitigates error risks/quicker/more accurate

• Program has been vetted through key constituencies:
  • Internal Audit
  • NC Office of the State Auditor
  • Grants & Contracts Administration
  • Campus Business Officers Advisory Panel
  • Key management positions (AVC for Finance; VC for Business Affairs; Cabinet)

• Piloted the program since May 2014
  • 18 departments participated
  • Over 700 delegated approval TR processed since 9/30/15
  • Sample have been “post-audited” by Travel
    • Minimal exceptions noted
    • Average of $3.51 over-reimbursed per reimbursement audited
    • 97.5% confidence level on those unaudited
    • Average 1 day processing time in Travel Office
Delegated Authority

• **Post-audit procedures:**
  • Documented and consistently administered
  • Post-audit sample size determined to obtain a 95% confidence level
  • Data collected to identify errors and their associated dollar values
  • Data will be used to report results to departments
    • Training/educational purposes
    • Assess the effectiveness of the program
  • Supplemented with ongoing training and enhanced available resources (updated forms, manual, guides, and FAQs)

• Delegated Authority process intended to be in place until an automated travel solution is adopted
Delegated Authority

• Campus Wide Delegated Authority – July 1 – New Forms Identify this - DA

• Criteria (must meet ALL of the following):
  • Reimbursement requests of $500 or less (reimbursable to the traveler),
  • The trip is not to an international destination,
  • No travel advance was issued, and
  • The reimbursement request is submitted within 60 days after the return date.

• Reimbursement requests that qualify for delegated authority:
  • Will be processed directly for payment,
  • Will not be pre-audited by the Travel Office prior to payment,
  • Will be post-audited on a sample basis, and
  • Audit reports will be sent periodically to departmental fund managers.

• All reimbursement requests should be thoroughly reviewed, approved, and signed before submitting them to the Travel Office for processing

• Certain activities lend themselves to higher institutional reputation risk, such as international travel. These higher-risk reimbursements will continue to be reviewed by the Travel Office prior to reimbursement being made.
Travel Form Changes - Review

• Prepayments to vendors – DPR – (demo)

• Travel Advance form – separate form – (demo)
  • Header, all fields need to be completed
  • Only employees quality – no drop-down
  • Error Messages, resolve before printing/signing
  • Meal Log for group travel added to form
    • Business Purpose carries over
    • Estimated Per Diem chart available

• Travel Package – TA/TR
  • Updated with new criteria
  • Delegated Authority criteria
  • Changes based on customer feedback
  • Required fields
  • Error messages
Travel Form Changes - Review

- Travel Package – Travel Authorization – (demo)
  - Required Header Fields
  - Traveler email address added
  - Estimated Expenses can be total or breakdown
  - Funding – at least 1 fund, up to 3 funds
  - Approval items Section IV – Personal Days question required
    - Same day cost comparison required
  - Error Messages, resolve before printing/signing
  - Print and employee traveler and supervisor signs
- Travel Package - Travel Reimbursement – (demo)
  - If TA completed on a previous version, can key directly on the TR form
  - Required Header Fields
  - Required Personal Days Field
  - Mileage – enter miles, select appropriate rate
  - Per Diem Meals, enter amounts, can enter different amounts for group or International Rates, unhide for additional dates up to 30
  - Removed Prepaid Expense Section, Other Travel Expenses
  - Error Messages, resolve before printing/signing
  - Delegated Authority – DA = Approved for Delegated Authority
Travel Form Changes - Review

- Travel Checklist
  - Helpful tool to know what documentation is required
  - Has option for completion dates to be recorded
    - TA
    - Receipts submitted by traveler
    - Fund Approver
    - TR Complete and submitted to Travel
  - Is not required but can be submitted with travel reimbursement package
- Group Travel List
- Rates Tab
- Line by Line Guidance
- Related Links

- We will not accept old TR forms after July 1
  - Trips started with an older version of the Travel package with the Authorization form, complete the Travel reimbursement using the new 7/1 form
  - Helps ensure trips that meet the DA criteria are noted as such and processed accordingly
Additional Travel Initiatives

• New Electronic Travel Authorization (eTA) in the works – in “beta” (test) version
  • Make the Authorization process easier
  • Testing phase, hope to have it rolled out end of July
  • Optional - Not mandatory at this time
  • eTA Demo

• Ability for Departments to scan directly into our Imaging System
  • Hope to have this more finalized and tested in July
  • Certain Document types only
  • Possibly rolled out in August
  • Enables departments to submit forms and documentation without submitting a hard-copy to our office
  • Department retains original in office
Additional Training/Info

• Additional “What’s New? Travel Forms and More
  • 7/12
  • Cone 210
  • 2:00-3:00 pm

• Travel Drop In Sessions
  • Come with any question, problem, or for form help
  • Travel Staff on hand for assistance
  • 7/19 - 10:00-11:00 am
  • 7/27 – 2:00-3:00 pm

• Travel Office Contacts:
  • Travel@uncc.edu
  • Jane Hawes (A-E)
  • Vacant (F-Lh)
  • Chris Maynard (Li-R)
  • Wendy Haigler (S-Z)
  • Vendor Set up and Travel Advance Reconciliation – Melanie Stricklin
  • Travel & Complex Payment Supervisor – Julie Hughes
  • Associate Controller – Ron Sanders
Questions?