Traveller Role

User Guide for the E-Travel System

If you are a traveller, you will find in this guide all the information you need to prepare a request form to obtain preauthorisation to travel, prepare a cash advance request, and prepare your expense reimbursement form.
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REQUEST

HOW TO CREATE A REQUEST (PRE-APPROVAL FOR TRAVEL)
FOR: Non-APUO members only

As per Policy 21, pre-approval of travel expenses is required for all non-APUO members.

- Go to the Requests page.
- Click Create New > New Request.

- Create a Request Name. (Suggestion: Use “destination city – travel dates”)
- Continue filling in the required fields marked with a red bar.
- Fill in the Cash Advance amount if you require an advance.
- Select the Segments tab.
- Click on an Icon to create a segment.

NOTE: Before you submit your request, you must first fill out at least one segment or expense item. (To know which icon represents what expense, you can hover over each image with your mouse and see the description of each icon)
• Click **Save** after each segment you fill in.
• Repeat for all estimated expenses.
• For expenses not listed on the Segments page, click on the **Expenses** tab.
• When finished, click the **Submit Request** button.

The **Status** of your request will say “Submitted & Pending Approval — (the name of your supervisor).” Once your status says “Approved,” you can begin creating an expense report.

**HOW TO REQUEST A CASH ADVANCE IF YOU ARE A MEMBER OF THE APUO**

As per method 16-11, only employees may request an advance for anticipated travel expenses by submitting no later than fifteen (15) days prior to departure the Request for authorization to travel form approved and signed by the Authorized Approver. Employees must immediately return any advances for which the event has been cancelled or postponed beyond one month.

If you are a member of the APUO and you would like to have a cash advance, you must create a request form. See the instruction in the previous section.

**RETURNING AN UNUSED CASH ADVANCE**

If you have not used your entire cash advance, simply attach a cheque written to the University of Ottawa to your report when you submit it.
EXPENSES

HOW TO CREATE AN EXPENSE REPORT (DETAILED)

For members of the APUO who did not receive a cash advance, you can go directly to the next section.

Once your request has been approved, you can begin creating a new expense report.

- Click on the Expense tab at the top of the Home Page.
- Click on Create New Report.

- The Create a New Expense window will open. Click on Add.

- Select the request you want to work on. Click Add.
NOTE: Once you click Add, all the information you entered for the Request will appear in the fields so you do not need to retype it. You will need to verify that all the information is correct (ex. Dates, FOAP).

- If everything is correct, click **Next** on the bottom right corner.
MEMBERS OF THE APUO who did not receive a cash advance:

- Click on the Expense tab at the top of the Home Page. Click on Create New Report.

- Create a report name.
- Enter all the required information in the field marked with a red line.
- Click the Next button on the bottom right corner.

HOW TO CREATE AN ITINERARY FOR PER DIEM ALLOWANCES

To claim per diem amounts for meal expenses, an itinerary of the trip must be created as a foundation for the daily per diem calculation. APUO members automatically receive the per diem amount but still need to create an itinerary in order to calculate the per diem rates based on the country they are travelling to.
A pop-up window will appear. Now you can begin entering your itinerary info.

- Enter your **Depart from (city)**.
- Enter the **Date** you departed (in MM/DD/YYYY format). You can do this easily using the calendar icon beside the date field.
- Enter the **Time** you departed (e.g. 7 a.m., 10:26 p.m.).
- Enter the **Arrive in (city)**.
- Enter the **Date** you arrived.
- Enter the **Time** you arrived.
- Click **Save**. Notice the details have moved to the left side of the screen.

![Itinerary Info page](image)

**NOTE:** You must enter the itinerary details for all stops on the way to the final destination. A new Itinerary Info page will open every time you click Save.
Example: A flight from Ottawa to Las Vegas has a two-hour layover in Newark.

- Enter the flight info for Ottawa to Newark.
- Click Save. Notice the details have moved to the left side of the screen.
- Another itinerary window will open with the Depart from (city) already filled in with Newark.
- Fill in the itinerary details for Newark to Las Vegas.
- Click Save.
- Enter your return trip details the same way you entered the departure details, including all stops to your final destination.
- Click Save. The details will move to the left side of the screen.
- When you are finished entering all your itinerary details, click Next.
Notice the itinerary you just created is at the top of the pop-up window. Other available itineraries are listed below. Click Done.

If you have meals included in your trip (ex. Lunch is provided at a conference) you need to lower your daily allowance by clicking the box for the days your meals are provided.

**HOW CAN I CONSULT MY REIMBURSABLE ALLOWANCES SUMMARY**
You can view your daily per diem allowances at any time from the Expense Report page:

- Click on Details > Reimbursable Allowances Summary.
- The Travel Allowances window will open.
- Notice the Allowance Limit column. This shows you your maximum reimbursable amount. This window also shows you the Expense Total, Above Allowable Limit and your Reimbursable Amount.

**NOTE:** For APUO members, the allowance limit includes the per diem for incidentals.

**HOW TO LOWER YOUR DAILY PER DIEM ALLOWANCE**
If you are an APUO member, you automatically receive the maximum daily allowance limit, which includes incidentals. You are able to lower, or offset, that amount if you do not want to claim the maximum daily allowance.
- Select the expense type **Daily Allowance Per Diem Offset**.
- Enter the **Transaction Date**.
- Enter the **City of Purchase**.
- In the **Amount** field, enter the amount you want to lower your daily allowance by with a negative number. (For example, you do not want to claim the incidental amount, so you will enter -$17.30.)
- Click on the **Travel Allowance** check box.
- Click **Save**.

**EXPLORING THE EXPENSES MODULE**

Let’s take a look at the Expenses window. This is where you can enter your expenses, view reports, manage your receipts and submit your expense report.

The **left side** of the screen shows you the expenses you have entered. You can click on any one of them at any time to view the details or make any changes. Make sure you click **Save** if any changes have been made.

Also on the left you will see the Total Amount and the Total Requested:
NOTE: The Total Amount and Total Requested amounts may differ. If you have any personal expenses or non-reimbursable expenses on any business receipts, they will not be included in your Total Amount.

Under the report title, you will see three drop-down menus with useful tools. Below is a list of those most commonly used:

<table>
<thead>
<tr>
<th>DETAILS</th>
<th>RECEIPTS</th>
<th>PRINT/EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports</td>
<td>Attach Receipt Images</td>
<td>Save as PDF</td>
</tr>
<tr>
<td>Cash Advances</td>
<td>View Available Receipts</td>
<td>Email</td>
</tr>
<tr>
<td>Travel Allowances</td>
<td>Missing Receipt Affidavit</td>
<td>Print</td>
</tr>
</tbody>
</table>

The right side of the screen will show a list of Expense Types for you to choose from. You can select from the list of Frequently Used Expense Types or from the list of All Expense Types.

ENTERING EXPENSES

The expense types are listed under major categories: travel expenses, transportation, meals, other and fees. For each expense incurred, select the appropriate expense type, fill in the required fields and attach any required receipts.

NOTE: You must enter all expenses you see on your receipts, even if they are personal. For all personal expenses (e.g. alcohol on meal receipts), check the box Personal Expenses for the expense type.
Most expense types are straightforward, asking you to enter only a few required fields. Let’s look at a couple of expense types that require further explanation.

**EXPENSE TYPE: MEALS**

- Click on a meal category: Breakfast, Lunch or Dinner.
- Enter the Transaction Date.
- Enter the City of Purchase.
- Enter the Amount.
- Check the box for Travel Allowance or Personal Expense.

**NOTE:** The meal was in Las Vegas and paid in US dollars. E-Travel calculates the exchange rate for you. If you have a credit card statement that shows a different exchange rate from the one given by E-Travel, simply change the Rate and make sure you attach and include your statement with the expense report as a supporting document.

**HOW TO ITEMIZE YOUR HOTEL RECEIPT**

- Click Hotel under the Travel Expenses category.
- Enter the Transaction Date shown on the hotel receipt.
- Enter the Vendor name (the name of the hotel chain) or choose from the drop-down menu.
- Enter the City of Purchase.
- Enter the Amount.
After all the required fields have been filled in, you need to itemize your nightly lodging expenses. This window prompts you to enter your room rate and taxes and any additional fees that are charged nightly (e.g. parking).

- Click the **Itemize** button located at the bottom right of your screen to open the **Nightly Lodging Expenses** tab.
- Enter the **Check-in Date**.
- Enter the **Check-out Date**.
- The **Number of Nights** will be calculated automatically.
- Enter the **Room Rate**. (Don’t worry if the rate is not the same for every night. You can change the nightly rate later.)
- Enter the **Room Tax**.
- Enter any other taxes charged nightly.
- Enter any additional nightly charges.
- Click the **Save Itemizations** button. The nightly hotel expenses can now be seen on the left side of the screen.
Notice that each item is listed with a check box beside it. You can select any item to make changes to, such as the room rate and the room tax if the nightly rates are different, or you can mark the expense as personal if necessary.

- Click the box on the line with the amount you want to change.
- Change the Amount.
- Click Save.
HOW TO CALCULATE YOUR PERSONAL CAR MILEAGE

When you select the expense item Personal Car Mileage, a pop-up window will appear with the mileage calculator. This tool calculates how many kilometres you travelled and how much your reimbursement will be.

- Line 1: Enter the address you departed from. Press Tab.
- Line 2: Enter the address you drove to. Press Tab.
- Line 3: Enter the address you drove to once you returned and click Calculate Route, or:
  - If it was a round trip (i.e. you are returning to the same address you departed from), click Make Round Trip and the route will be calculated.
- Click the Add Mileage to Expense button.

This will bring you to another window where you must fill in the required fields and list anyone who accompanied you in your car.
• Enter the **Transaction Date**.
• Enter the **Purpose of the Trip**.
• Notice the **Distance** and **Amount** are calculated for you.
• Add Attendees.
• Click Save.

**HOW TO ADD ATTENDEES**
This function could be used when you select the Business Meals or the Personal Car mileage expenses types.

![Attendees screenshot]

• Click **New Attendee**.
• Fill in the required fields.
• Click **Save**, or **Save & Add Another** to add more attendees.
• Repeat for all attendees.
• Click **Save**.

If you set up your Favourite Attendees in Profile Settings:
• Click **Favourites**.
• A window will pop up where you can select attendees from your **Favourites List, Recently Used** or **Attendee Groups**.
• Click **Add to Expense**.
• Click **Close**.

**HOW TO ENTER YOUR EXPENSE THAT HAS BEEN PAID WITH THE PCARD**
As per Policy 21, all travel arrangements processed using the Pcard should be considered a prepaid expense and be recorded as a travel advance.

If you have used the Pcard to make a purchase, such as airline tickets or a hotel room, there are two steps you need to complete.

**Step 1: Reconcile the transaction in FAST**
• Use the Travel Advance account 71191
• Enter comments that will help you trace the transaction for reimbursement (e.g. PO).
• Record the total **without** taxes.
NOTE: By using the Travel Advance account 71191, you will have the necessary audit trail for proper follow-up and you will also avoid reimbursing travellers for expenses that have already been paid with a Pcard.

Step 2: Complete the expense in E-Travel

- Select the expense type **PCARD Advance**.
- Enter the required fields marked with a red bar.
- Enter the total **Amount** as a negative number, including all taxes.
  - In the **Comment** box, enter the Pcard batch number.

HOW TO ALLOCATE YOUR EXPENSES

When you created a new expense report, you allocated all your expenses in your expense report to one fund. E-Travel also allows you to allocate individual expenses if necessary. This way, if you have different funds covering the expenses of your trip, they can be allocated appropriately.

**OPTION 1**

Once all the details have been entered into an expense type:
• Click the **Allocate** button on the bottom right.
• The **Allocations** window will open.
• You can choose to allocate a percentage or an amount by clicking the **Allocate By** drop-down menu.
• Enter **Percentage** or **Amount**, **Fund** and **Org**.
• If you are not allocating 100%, click **Add New Allocation**.
• Again enter **Percentage** or **Amount**, **Fund** and **Org**.
• Click **Save** and then click **OK**.
• Click **Done**.

Once all your expenses have been entered:

• Click **Details > Allocations**.
• The **Allocations** window will open.
• Choose the expense you want to allocate.
• You can choose to allocate a percentage or an amount by clicking the **Allocate By** drop-down menu.
• Enter **Percentage** or **Amount**, **Fund** and **Org**.
• If you are not allocating 100%, click **Add New Allocation**.
• Again enter **Percentage** or **Amount**, **Fund** and **Org**.
• Click **Save** and then click **OK**.
• Click **Done**.

When you are finished allocating your expenses, you will see the Allocation icon on the expense line.
NOTE: You can allocate more than one expense at a time by checking the boxes beside the expenses in the Allocations for Report window and clicking Allocate Selected Expenses.

HOW TO ATTACH YOUR RECEIPTS
As per Procedure 16-11, original itemized receipts, boarding passes, conference programs or any other supporting documentation must be attached when requesting a travel reimbursement.

For expense types that need a receipt, you will see one of two icons on the Expense Type line:

<table>
<thead>
<tr>
<th>Expense entries that require a receipt will display the Receipt Image Required icon.</th>
<th>When you attach the receipt to the expense, the icon changes to the Receipt Received icon.</th>
</tr>
</thead>
</table>

Receipts can be:
- Pictures of receipts taken with a smart phone or tablet
- Scanned copies on your computer
- Emailed to Concur to upload to your Available Receipts

Email pictures from your smart phone or tablet and attach

Once your email address has been verified in your profile settings, you can easily email pictures of receipts taken by your smart phone or tablet to your Available Receipts.

NOTE: You are able to have multiple email addresses verified at one time. This way you can upload receipts from your cell phone as well as from your University Outlook account.

- Take a picture.
- Email the picture to receipts@concur.com.
- Within a few minutes, the image should appear in your Available Receipts.
- To view your emailed receipts, click on the Expense header.
- Scroll down to Available Receipts.
Upload receipts from your computer and attach

You can also upload receipts from your desktop computer or laptop. To upload a receipt, you must have your expense report open.

- Click Receipts > Attach Receipt Images.
- Click the Browse button.
- Choose the file(s) you would like to attach (PNG, JPG, JPEG, PDF, HTML, TIF or TIFF files) and click Open.
- Click the Upload button.
- If the image was uploaded successfully, the “Files Selected for uploading” section will read “attached.”
- Click Close.
- To view your newly uploaded image, click Receipts > View Available Receipts.

Attach receipt images to an expense item

There are several ways you can attach receipt images to your expense item:

**OPTION 1**
• With your expense item open, click the **Attach Receipt** button located on the bottom right.

• A window will appear with your available receipts. Here you also have the option to upload any receipts you still need to attach.
• Check the box beside the receipt image you want to attach.
• Click **Attach**.

**OPTION 2**
• Click Receipts > View Available Receipts. On the right side of the screen, you will see all your available receipts.
• On the left side of the screen, check the box beside the expense item that needs a receipt image.
• Click the green upload button located on the far left of the receipt you want to attach.
• If the image is successfully attached, it will disappear from your Available Receipts.

**OPTION 3**

![Image of E-Travel interface](image_url)

• Click Receipts > View Available Receipts.
• On the right side of the screen, you will see all your available receipts.
• Click and hold the image you want to attach.
• Drag the image over to the expense item you want it attached to and unclick.
• If the image is successfully attached, it will disappear from your Available Receipts.

To un-attach a receipt image

• To view the attached receipt, hover over the blue Receipt Received icon.
• The receipt image will open in a pop-up window. Click Detach from Entry.
• A new window will appear with this message: Are you sure that you want to detach the receipt image from the selected expense entry?
• Click Yes.

**ATTACHING A MISSING RECEIPT AFFIDAVIT**

If you are unable to provide an itemized receipt for your expense, E-Travel allows you to digitally sign an affidavit that can be submitted instead of the receipt image.
• On the Expense Report page, click Receipts > Missing Receipt Affidavit.
• To create an affidavit, choose from the expenses listed that require a receipt.
• Click Accept & Create.
• Once the affidavit is attached, you will be asked to write an explanation in the comment box.
• Write a Comment and then click Save. Notice the blue Has Comment icon appears next to your expense item.

**NOTE:** This affidavit must be done by the person requesting the reimbursement. It cannot be done by a delegate. If you are a delegate, notify the individual that their expense report is ready except for one missing receipt. If necessary, provide them with procedures on submitting the missing receipt affidavit.

**HOW TO SUBMIT YOUR EXPENSE CLAIM**

Now that you have completed itemizing all your expenses and have attached your receipts, along with any necessary missing receipt affidavits, you are ready to submit. Before you submit, review any exceptions that need attention. Click on the Show Exceptions button. (If you do not have any exceptions, you will not see the Show Exceptions button and you can skip this step.)

**YELLOW ICONS:** This a warning message regarding a specific expense. The system will allow you to submit even if you have this warning message. Review yellow icon items to see if a change should be made based on policy.
These items must be fixed before your report can be submitted. All red icons must be cleared before the system will allow you to submit successfully.

### SUBMITTING YOUR EXPENSE REPORT

- Click the **Submit Report** button located in the top right corner.
- The **Final Review** window will open. Review the information for accuracy and make any necessary changes.
- You can **Print, Attach Receipt Images** and **View Receipts**.
- Click **Accept & Submit**.

If your report cannot be submitted successfully, a message will appear notifying you of any exceptions or errors that need to be fixed. Correct any errors and try to resubmit. If further help is required, contact your **E-Travel Office**.

### HOW TO ADD A CASH ADVANCE TO AN EXPENSE REPORT

- On the Expense Report page, click **Details**.
- A drop-down menu will appear; under **Cash Advances**, click **Available**.
- Select the check box for one or more cash advances that you want to associate with the current expense report.
- Click **Assign Cash Advance to Report**.
MOBILE APP
HOW TO USE THE EXPENSEIT MOBILE APP

Transformez vos reçus en rapport de dépenses! L’application ExpenseIT conçue par Concur facilite cette tâche en créant, détaillant et catégorisant automatiquement votre dépense, selon l’image de votre reçu.

Télécharger l’application

Accéder à l’application en utilisant votre nom d’utilisateur et votre mot de passe Concur

Configuration de votre compte
Exporter automatiquement vos dépenses dans Concur:
ON: Les charges sont exportées automatiquement à votre compte Concur où vous pouvez faire des modifications si nécessaire.
OFF: Modifiez vos dépenses dans ExpenseIT avant qu’ils ne soient envoyés à Concur

Notification:
Aimeriez-vous être informé une fois que vos reçus ont été analysés soit par messages électroniques ou directement sur votre appareil mobile?

* ExpenseIT Pro envoie des reçus aux fins d’analyse en utilisant une combinaison de technologie et d’une équipe qui travaille ensemble pour créer vos dépenses à partir de vos reçus. Une fois le reçu analysé, vous pouvez apporter des modifications si nécessaire, soit dans l’application directement ou dans Concur.

Turn your receipts into an Expense Report! The ExpenseIt app from Concur makes it even easier by automatically creating, itemizing and categorizing an expense entry, with the receipt image attached.

Download the App on your mobile device

Access the application using your Concur user name and password

Account Settings
Automatically export expenses to Concur:
ON: Expenses are automatically exported to your Concur account where you can make any necessary modifications.
OFF: Modify your expenses within ExpenseIt before they are sent to Concur

Notification:
Would you like to be notified once your receipts have been analysed either by e-mail or directly on your mobile device?

*ExpenseIT Pro sends receipts for analysis using a combination of technology and a team that works together to create your expenses from your receipts. Once the receipt has been analyzed, you can make changes if necessary, either in the application directly or in Concur.
Prendre en photo vos reçus
En suivant les 3 étapes faciles suivantes, vous pourrez soumettre votre rapport de remboursement rapidement :
1. Ouvrir l’application et prenez une photo de votre reçu (ou téléchargez vos images de votre galerie d’image).
2. Réviser l’image et assurez-vous que celle-ci est claire et lisible.
3. Appuyer sur exporter.

Taking photos of your receipts
Follow these 3 easy steps to quickly submit your expense report:
1. Open the application and take a photo of your receipt or upload the receipt from your receipt gallery
2. Review the image to ensure that it is clear and legible.
3. Clic « Use »

Itémisation de factures d’hôtel
Soumettre votre reçu tel que décrit ci-dessus et Expenselt Pro s’occupera de l’itémisation de votre reçu pour vous, séparant les taxes, les tarifs de chambre par nuit, les repas, etc.

Hotel Expense Itemization
Submit your receipts as described above and Expenselt Pro will take care of your hotel itemization, separate the taxes, room charges and miscellaneous charges.

Reçus électroniques
Vous avez un reçu qui vous a été envoyé par message électronique ? Transférez-le à receipts@expenseit.com. C’est la manière la plus rapide de joindre un reçu électronique tel que votre facture d’hôtel.

Electronic Receipts
You received receipts via e-mail? Forward them to receipts@expenseit.com. This is the fastest way to attach an electronic receipt such as a hotel receipt.

Maintenant que vos dépenses ont été créées, compléter votre rapport de dépenses à l’aide de Concur mobile, ou via le Web.

Now that your expenses have been created, complete your expense report within Concur mobile, or via the web.