E-TRAVEL FAQS

E-Travel is the University of Ottawa’s bilingual online travel reimbursement solution, developed by Concur Technologies and used by faculty, employees and approved travellers. All travel expenses are to be submitted using E-Travel.


This guide contains information regarding the demonstration videos and the training that are available, the name of the resources persons in each faculty or services, the contact information for the E-Travel deployment project team and instructions on how to get technical support from Concur.

REQUESTS

How do I log in to Concur to create a request or expense report?

Go to www.uottawa.ca/financial-resources/etravel, click on LOGIN TO CONCUR and enter your University of Ottawa Outlook email address and password. See How to login to Concur in the User Guide – General guide – page 2.

Where do I verify my email address?

You can verify your email address in the personal information section of your profile settings. See Email Address in the General guide - page 6.

How do I submit my request?

Once you have created a new request and have filled out at least one segment or expense type, click on the red Submit Request button. See How to create an expense report in the User guide – Traveller, page 4.

Can I request a cash advance in E-Travel?

Yes, you can request a cash advance in E-Travel. When you are creating a new request, fill in the field Cash Advance Amount to request a cash advance. See How to create a request (pre-approval for travel) in the User guide – Traveller, page 2.

How do I create a request for someone else (i.e. act as a delegate)?

If you are acting on behalf of someone else, log in to Concur as yourself, click on Profile and enter a name where it says Administer for another user. See How to act as a delegate in the User guide – Delegate, page 2.
How do I know if my request has been approved?

You will receive an email notification in your University of Ottawa Outlook email account letting you know that your request has been approved. You can also log in to Concur and check the status column in your active requests to see if your request has been approved. Once it has been approved, you can start a new expense report.

Are there user guides for requests?

Yes, there is a user guide called How to create a request (pre-approval for travel) in the User guide – Traveller, page 2.

**EXPENSES**

How do I create a new expense report?

Once your request has been approved, you can start a new expense report. See How to create an expense report in the User guide – Traveller, page 4.

How do I create an itinerary for per diem allowances?

It is important that you create an itinerary so that your daily per diem allowances can be calculated. See How to create an itinerary for per diem allowances in the User guide – Traveller, page 5.

Where do I find my reimbursable per diem allowances?

You can find your per diem allowances by clicking on Details and choosing Reimbursable Allowances Summary from the drop-down menu. See How can I consult my reimbursable allowances summary in the User guide – Traveller, page 8.

How do I reduce the total reimbursable per diem allowance?

If you are an APUO member, you automatically receive the maximum per diem allowance per day for meals and incidentals. You can reduce the total by choosing the expense type. See How to lower your daily per diem allowance in the User guide – Traveller, page 8. Enter an amount starting with a minus sign.

How do I attach a cash advance to an expense report?

If you are creating an expense report and have not yet attached a cash advance, you can do this at any time. See How to add a cash advance to an expense report in the User guide – Traveller, page 23.

How do I itemize a hotel expense?

When entering a hotel expense, you are asked to itemize your nightly lodging expenses. See How to itemize your hotel receipt in the User guide – Traveller, page 11.

How do I calculate personal car mileage?

Driving your personal vehicle is the most economical way of travelling to and from your destination? E-Travel has an easy-to-use mileage calculator that is very similar to Google Maps or MapQuest. See How to calculate your personal car mileage in the User guide – Traveller, page 13.
Do I include the tip in the total amount for a meal?

Yes, include the tip in the total amount for any meal.

Can I allocate expenses to more than one FOAP?

When you create a new request, you enter a default FOAP for all expenses. You can charge individual or groups of expenses to a different FOAP at any time. See How to allocate your expenses in the User guide – Traveller, page 15.

How do I print the details of an expense report?

When you submit your expense report, you must include the expense itemizations. See How to print and submit your expense claim in the User guide – Traveller, page 21.

My report won’t submit. What do I do?

If your report won’t submit, check to make sure you do not have any red exceptions. E-Travel will allow you to submit your report if you have yellow exceptions but not if you have red ones. Correct any red exceptions and try to submit your report again. If you continue to have problems, contact your Faculty or Service E-Travel Champion.

I submitted my report. What do I do now?

After you click on the Submit Report button, you must print your report (if you have not already done so) and give it to your Compliance Officer along with all your receipts and supporting documents. Take direction from your immediate supervisor on how he or she would like you to submit the paper copies. See Administrative procedure for submitting an expense report in the General guide, page 15.

Are there user guides for expenses?

Yes, there is a user guide called How to create an expense report in the User guide – Traveller, page 4.

**RECEIPTS**

What receipts are required?

If you are a non-APUO member, you must provide detailed itemized receipts for all expenses.

If you are an APUO member, you do not need receipts for meals but must provide detailed itemized receipts for any other expense.

Sometimes other supporting documents, such as a credit card statement, could be required. Include them if you think they will help your claim.

How do I attach receipts to an expense type?

There are several ways you can attach a receipt to your expense type. See How to attach your receipts in the User guide – Traveller, page 17.

How do I upload a receipt image?
You can upload a receipt image from your Android smart phone, tablet, laptop or desktop computer. See *How to attach your receipts* in the *User guide –Traveller, page 17*.

How do I see my uploaded receipts?

Your uploaded receipts can be seen in your Available Receipts. You can do this more than one way. See *How to attach your receipts* in the *User guide –Traveller, page 17*.

Can I take pictures of receipts with my cell phone and add them to my expense report?

Yes, you can take pictures with your phone and add them to your expense report. See *How to attach your receipts* in the *User guide –Traveller, page 17*.

I lost my receipt. Can I still get reimbursed?

Yes, you can still get a reimbursement if you have lost your receipt. You must attach a missing receipt affidavit to the expense type. See *Attaching a missing receipt affidavit* in the *User guide –Traveller, page 20*.

**APPROVING REQUESTS AND EXPENSE REPORTS**

How do I know if there is a report that needs approval?

You will receive an email notification in your University of Ottawa Outlook email account. You can also see your queue of reports waiting for approval in Required Approvals. See *How to approve requests to travel* in the *User Guide - Approver, page 2* or *User Guide - Approver, page 5*.

How do I return a report to the traveller?

If you have found any mistakes or you do not approve the expense report, click on Send Back to User.

**EXPENSE REIMBURSEMENT**

Where can I see the status of my expense report?

You can see the status of your expense report by clicking on the Expense header. In this window, you will see your active reports and the status of each report.

How do I pay back unused cash advance amounts?

If you did not use the entire cash advance given to you prior to departure, write a cheque to the University of Ottawa for the difference and attach it to your expense report.