Travel at IU

Chrome River

- Dynamic message app on the welcome page for posting relevant info
- New filters added to standard reports like Chart and Org
- RC level analytics access for RC Fiscal Officers
- Updated delinquency warning messages to include Accountable Plan language (120-day and 365-day flags) Travel Policy update pending
- Ability to remove attachments that contain sensitive data
- P-Card Object Code Tiles – more of them, adding number, all are available for itemization
- Statements – Testing a statements feed from US Bank that will bundle statement transactions for more efficient reconciliation.
## Travel at IU

**Travel.iu.edu**

- **New content coming soon!**
  - Search feature
  - Cater to new travelers and travel arrangers
  - More intuitive and user friendly
  - Fillable forms and quick start guides
  - 3-minute how-to videos for Chrome River reports

### Egencia

*Compliance friendly, online booking tool for IU pay or You pay flights and hotels.*

- Travelers and travel arrangers
- **Traveler Center** has user guides on 16 topics related to arranging, booking and managing travel
- Mobile App for assistance during your trip
- New…Hotels.com price match program that automatically recalculates your invoice when lower rates are found and feeds the credit to your ewallet.
Training Roadmap

Relevant content for travelers, delegates, approvers & arrangers across multiple channels including:

- Hands-on
- Zoom sessions
- Short videos published at travel.iu.edu
- Quick guides published at travel.iu.edu
Travel at IU

Continuous Improvement Projects

*Non-Employee Travel Review*

Aim: Make it easier for travel arrangers (especially new arrangers) to book travel for non-employees.

Process Improvement:

- **Non-employee Quick Start Guide for Travel Arrangers** – A reference guide for the six essential steps required for setting up non-employee travel.
- **Non-Employee Travel Worksheet** – An online/offline fillable form to guide you through the Traveler’s information required for booking and reimbursing travel.

Reimagining Travel

Aim: Become a leading institution in Travel Management by creating a travel model that considers issues 5-10 years into the future that executive management, fiscal officers and travelers will be faced with. Our white paper will:

- **Predict the travel landscape 5-10 into the future** that will impact IU’s leaders, fiscal officers and travelers
- **Identify best practices** at corporations, government and peer institutions
- **Present emerging technology** for automating booking, compliance and payments.
# IU Pre-Paid Travel Menu

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Designated Agency</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air &amp; Hotel</td>
<td>Egencia</td>
<td>Employees, Nonemployees &amp; Students</td>
</tr>
<tr>
<td>Airport Shuttle</td>
<td>Classic Touch Rental</td>
<td></td>
</tr>
<tr>
<td>Airport Shuttle</td>
<td>Go Express</td>
<td></td>
</tr>
<tr>
<td>Air</td>
<td>Altour, Bliss Travel, Travel Leaders</td>
<td>Group travel. Complex trips First Class Travel for VIP guests</td>
</tr>
<tr>
<td>Direct Bill Hotel</td>
<td>Hotels by Campus</td>
<td>Nonemployees only</td>
</tr>
<tr>
<td>Vehicle Rental</td>
<td>Motor Pool</td>
<td>Employees</td>
</tr>
<tr>
<td>Car Rental</td>
<td>Enterprise/National</td>
<td>Employees &amp; Students</td>
</tr>
<tr>
<td>International Travel</td>
<td>Chrome River Cash Advance</td>
<td></td>
</tr>
<tr>
<td>Air, Hotel &amp; Ground Transportation</td>
<td>Meeting Card</td>
<td>Student Groups of 3 or more</td>
</tr>
<tr>
<td>Conference Registration Fee</td>
<td>P-Card</td>
<td>Employees &amp; Students</td>
</tr>
</tbody>
</table>

*Be prepared to provide:* Employee or Student Name & ID Number, IU Account Info, Buy IU Supplier Name and Number (Nonemployee), Agency Billing Number, P-Card/Meeting Card Account Information
Why Was My Travel Reimbursement Returned?

1. **Business Purpose is too vague or uses acronyms**
   - Make the business connection required for accountable plan in a concise/specific statement.
     - Returned: Meeting with partners for grant.
     - Accepted: Traveled to meet with faculty members from San Diego University to seek involvement in the institute on juvenile delinquency.

2. **No Proof of Payment ($0.00 balance due, credit card last 4)**
   - A valid receipt/paid invoice shows the payment method used and a $0.00 balance due. Itineraries, quotes, confirmations, folio, etc. that do not include proof of payment will be returned.
     - Flight and car rental claims are the most frequently returned items for receipt issues.

3. **Flight was paid with points**
   - Points have no cash value and are not reimbursable.
Why Was My Travel Reimbursement Returned?

4. Expense prepaid by IU was entered as a reimbursement instead of a reconciled item.
   - IU prepaid items are fed to the expense owner’s ewallet and should be added to a travel report and reconciled. The *Pay Me Amount* should be $0.00.

5. Per Diem submitted without Lodging details.
   - Meal per diem rates are based upon the lodging location. If lodging isn’t claimed in the same report as per diem, then the lodging details need to be provided in the “Lodging Violation” flag that is triggered when submitting the report.
     - Acceptable: I stayed with family in Baltimore, Maryland.

6. You paid for someone else’s travel without prior approval from FO and/or Travel Management and submitted the claim without a complete audit record.
   - Exceptions can be made for hardship and alternative payment tools exist. Please consult Travel Management prior to booking for help building a compliant claim.
Why Was My Travel Reimbursement Returned?

7. Forgot to mark first and last trip date as Travel Day when claiming per diem.
   • Every trip requires two travel days when claiming per diem (pays at 75%)
   • Hint: It’s not a personal day if you were traveling to/from the business destination.
   • Red eye flights – Arrival day can be claimed as a travel day.

8. Submitted a claim not related to a Travel Advance that is not fully paid.
   • If you have a positive cash advance bank (ex. $1020.53) you must not submit a claim that is not related to the trip/account funded by the cash advance, until the balance has been fully deducted ($0.00).
     o May impact grant account general ledger entries and won’t offset the 8410 object code
     o If a non-employee reimbursement is submitted, it will not pay them.

9. The claim was not submitted in 120 days per Accountable Plan compliance
   • Claims submitted 121-365 days are sent to IU Tax for payroll reporting.
   • Substantiate and return any excess cash advance funds within 120 days of trip end date.
   • Claims over 365 days are not reimbursable.
Why Was My Travel Reimbursement Returned?

Is my add-on purchase reimbursable?

<table>
<thead>
<tr>
<th>Expense</th>
<th>Allowable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checked bag</td>
<td>✓</td>
</tr>
<tr>
<td>Early bird check in</td>
<td>✓</td>
</tr>
<tr>
<td>Internet</td>
<td>✓</td>
</tr>
<tr>
<td>Parking fees</td>
<td>✓</td>
</tr>
<tr>
<td>Taxi between airport and hotel</td>
<td>✓</td>
</tr>
<tr>
<td>Tips for taxi &amp; shuttles</td>
<td>✓</td>
</tr>
<tr>
<td>Toll charges</td>
<td>✓</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expense</th>
<th>Not Allowable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upgrade from Economy Class Air</td>
<td>✗</td>
</tr>
<tr>
<td>Trip/Flight/Car rental insurance</td>
<td>✗</td>
</tr>
<tr>
<td>Car upgrade, personal add-ons</td>
<td>✗</td>
</tr>
<tr>
<td>Cell phone charges</td>
<td>✗</td>
</tr>
<tr>
<td>Laundry service</td>
<td>✗</td>
</tr>
<tr>
<td>Tips for housekeeping</td>
<td>✗</td>
</tr>
<tr>
<td>Shipping/Printing charges</td>
<td>✗</td>
</tr>
</tbody>
</table>
P-Card Program Updates

• New Policy FIN-PURCH-07 governs the use of P-Cards and Meeting Cards.
• P-Card transaction limit is $4999.00. (Fiscal Officer may enforce a lower limit)
• P-Card can be used for hospitality payments instead of blanket POs.
  • Catering agreements require signature by the contract manager prior to P-Card payment.
• Join IU Amazon Business to use IU’s tax exemption. Email Pcardhlp@iu.edu
• New object code tiles are available in Chrome River:
  • All object code tiles are now available for itemization
  • Selection of Buy IU and limited use object code tiles
  • P-Card User Group created to improve Chrome River experience for P-Card users and approvers.