UNIVERSITY OF ILLINOIS
AT URBANA-CHAMPAIGN

2013 BUSINESS LEADERSHIP CONFERENCE

Travel and Expense Management (TEM) Update: Tips and Tricks

March 11, 2013
10:30 - 11:45 am
&
3:15 – 4:30 pm

Destination Success
Workshop Presenters

• Name: Kandra Miller  
  Title: Assistant Director – University Payables  
  Contact Information: kmiller3@uillinois.edu

• Name: Darren Strater  
  Title: Associate Director – University Payables  
  Contact Information: dstrater@uillinois.edu
Please ...

• Turn off cell phones.
• Any Tip with an * means there is a job aid for it on the TEM Resource Page.
• Avoid side conversations.
• Keep questions for the Questions/Concerns segment towards the end of the presentation.
• Sign the attendance roster.
• Complete the evaluation at the end of the workshop.
Workshop Objectives

• TEM Information
• Tips and Tricks
• Workshop Summary
• Testimonials
• Questions and Concerns
TEM Information

• In the last twelve months we have exported 167,419 expense reports to Banner.

• As of the end of February 2013 we have 30,777 enrolled users in TEM.

• 3278 Active T-Cards.
TEM Help Desk Activity
Tip # 1
The TEM Resource Page!

• This should be the first place you go if you have a question.

• It’s the best source for the most up-to-date TEM information.

• There are over 50 job aids covering everything from advances to workflow statuses.

• Listen to previously conducted webinars.

• Register for Open Labs and Webinars
Tip # 1

http://www.obfs.uillinois.edu/tem-resources/

• New and improved look.

• Note that there’s a search box.

• Create a shortcut on your desktop to the TEM Resource Page.

• Log into TEM right from the Resource Page.
Tip # 2*

Everyone needs to have at least 1 Creator Proxy.

Manager Approvers and Charge Code Reviewers need at least 1 Reviewer Proxy.
Tip # 2*

• It can come in handy if you are sick, out for an extended amount of time, leave your current department or leave the university.

• Admins can create ER’s for Faculty and other staff that don’t have the time to create their own.
Tip # 2*

TEM: Travel & Expense Management

Welcome, Darren J. Strater | Sign Out

My Info

My Documents [0] | Documents To Review [0] | Outstanding Charges [0]

Search My Documents

Action | Title | Type | Tracking Number | Total | Activity Name | Created | Pending

No data to display

WEB LINKS:
- TEM Resource Page
- Travel Warnings - Bureau of Consular Affairs
Tip # 2*

Enter the changes in the user profile and click Update Profile.

Title

☐ I am out of office

Update Profile
Tip # 3*

Know What Your Inbox is Telling you!

<table>
<thead>
<tr>
<th>Action</th>
<th>Title</th>
<th>Type</th>
<th>Tracking Number</th>
<th>Total</th>
<th>Activity Name</th>
<th>Created</th>
<th>Pending</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>disrater test arr travel</td>
<td></td>
<td>ER00002206</td>
<td>$0.00</td>
<td>ER Create</td>
<td>2/8/13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>test arranged travel</td>
<td></td>
<td>ER00002205</td>
<td>$0.00</td>
<td>ER Create</td>
<td>2/8/13</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Duplicate Payments</td>
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<td>ER00002194</td>
<td>$139.68</td>
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<td>2/6/13</td>
<td>AutoApprovalBkg Robot</td>
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<td></td>
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<td></td>
<td>ER00002151</td>
<td>$119.48</td>
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<td>1/15/13</td>
<td>AutoApprovalBkg Robot</td>
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<tr>
<td></td>
<td>Tammy Z Denver 12/2012</td>
<td></td>
<td>ER00002114</td>
<td>$166.31</td>
<td>ER Create</td>
<td>1/4/13</td>
<td></td>
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<tr>
<td></td>
<td>Ziegler to CA 12/2012</td>
<td></td>
<td>ER00002113</td>
<td>$508.94</td>
<td>ER Charge Code Manager Review</td>
<td>1/4/13</td>
<td>Mike Long</td>
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<tr>
<td></td>
<td>Weekly Arranged Travel</td>
<td></td>
<td>ER00002110</td>
<td>$1,024.51</td>
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<td>Mike Long</td>
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<tr>
<td></td>
<td>test oconus</td>
<td></td>
<td>ER00002103</td>
<td>$292.40</td>
<td>ER Pre-Pay Audit (XM)</td>
<td>1/2/13</td>
<td>ER: Employee Reimbursement Auditors</td>
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<tr>
<td></td>
<td>test new ERLI</td>
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<td>ER00002077</td>
<td>$69.00</td>
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<tr>
<td></td>
<td>141885</td>
<td></td>
<td>ER00002076</td>
<td>$350.00</td>
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<td>-500</td>
<td></td>
<td>ER00002074</td>
<td>$128.00</td>
<td>ER Pre-Pay Audit (XM)</td>
<td>12/6/12</td>
<td>ER: Employee Reimbursement Auditors</td>
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</table>
### Tip # 3*

**Know what your Inbox is telling you!**

<table>
<thead>
<tr>
<th>Activity Name</th>
<th>Pending</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>ER Charge Code Manager Review</td>
<td>Name of Charge Code Reviewer</td>
<td>This ER is ready for Charge Code review and it lists the Reviewer by name.</td>
</tr>
<tr>
<td>ER Create</td>
<td>(Blank)</td>
<td>An ER is being created or has been rejected.</td>
</tr>
<tr>
<td>ER Export</td>
<td>ExportDoc Robot</td>
<td>ER is in the process of being exported to Banner.</td>
</tr>
<tr>
<td>ER Manager Review</td>
<td>Name of Manager Reviewer</td>
<td>This ER is ready for Manager review and it lists the Reviewer by name.</td>
</tr>
<tr>
<td>ER Post-Export Exception</td>
<td>ER Exception Handling Administrators</td>
<td>There is a problem with the ER and it was not exported to Banner.</td>
</tr>
<tr>
<td>ER Pre-Pay Audit (XM)</td>
<td>ER: Upay Auditors</td>
<td>The ER is in University Payables and is waiting for approval.</td>
</tr>
<tr>
<td>ER Receipt Hold</td>
<td>AutoApprovalBkg Robot</td>
<td>The ER has been submitted by the creator and the system is waiting for the Document images to be matched to the electronic report.</td>
</tr>
<tr>
<td>ER Verify</td>
<td>ERExportVerify Robot</td>
<td>Waiting to see if Banner will accept the ER for TEM.</td>
</tr>
</tbody>
</table>
T-Card Stats

• 16,218 airline ticket purchases using the T-Card.

• 12,655 hotel purchases using the T-Card.

• 1,009 car rental purchases using the T-Card.
Tip # 4* Use your T-Card!

• The T-Card is a charge card used by University employees to purchase qualified travel expenses, business meals and Catering with a University-contracted caterer.

• It is a University paid, University liability MasterCard® which may be used to relieve the employee from significant out of pocket expenses.
T-Card Roles* Training, Controls, Audits and Exceptions

- T-Card Roles: Cardholder/Unit Travel Arranger/Department Card Manager (DCM)

- Controls: MCC, Required Training, STL, CL, Prohibited/Restricted Listings

- Audits – fraud, abuse, or misuse

- T-Card Exception Requests
T-Card Tips

• Make sure Employee is in TEM
• Send T-Card Authorization/Agreement and Application form and the DCM Bank application to UPAY Card Services.
• Make sure Employee has completed training and passed the certification quiz.
• Make sure to attach the T-Card purchase to the ER.
T-Card Tips

• All airfare purchased with T-Card must be purchased through a University contracted Travel Agency.

• Grad students may be issued T-Cards, but not undergraduate students

• Timely processing of T-Card Transactions, i.e. airfare-now /rest of trip expense at completion
T-Card Trick

Credit Card Transactions

To attach transactions, select them in the Unattached list and click Attach. To unattach transactions, select them in the Attached list and click Unattach. Click Done to go to your items list.

Attached Transactions (0)

Unattach

No data to display

Unattach

Unattached Transactions (4)

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Date</th>
<th>Amount</th>
<th>Status</th>
<th>Folio</th>
<th>Merchant</th>
<th>City</th>
<th>Card Type</th>
<th>Card Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airfare</td>
<td>8/14/06</td>
<td>$418.76</td>
<td></td>
<td></td>
<td>SPHERION</td>
<td>954-308-7600</td>
<td>MasterCard</td>
<td>XXXXXXXXXXX99999</td>
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<tr>
<td>Lodging</td>
<td>8/27/07</td>
<td>$369.51</td>
<td></td>
<td></td>
<td>HAMPTON INN AT THE TIP</td>
<td>FAIRFIELD</td>
<td>MasterCard</td>
<td>XXXXXXXXXXX99999</td>
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<tr>
<td>Lodging</td>
<td>3/2/11</td>
<td>$166.31</td>
<td></td>
<td></td>
<td>MARRIOTT 337C3 DENVER</td>
<td>GOLDEN</td>
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<tr>
<td>Program Advance</td>
<td>10/1/12</td>
<td>$1,500.00</td>
<td></td>
<td></td>
<td>University of Illinois - PROGRAM ADV REQUEST</td>
<td>N/A</td>
<td>Cash Advance Requests</td>
<td>XXXXXXXXXXX7040</td>
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</tbody>
</table>

Done
T-Card Trick

Select an expense type and click Done.

Expense Type: Business Meals - Dinner

Done  Cancel
# T-Card Trick

Credit Card Transactions

To attach transactions, select them in the Unattached list and click Attach. To unattach transactions, select them in the Attached list and click Unattach. Click Done to go to your items list.

## Attached Transactions (0)

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Date</th>
<th>Amount</th>
<th>Status</th>
<th>Folio</th>
<th>Merchant</th>
<th>City</th>
<th>Card Type</th>
<th>Card Account</th>
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No data to display

## Unattached Transactions (4)

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<th>Merchant</th>
<th>City</th>
<th>Card Type</th>
<th>Card Account</th>
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<tbody>
<tr>
<td>Airfare</td>
<td>8/14/06</td>
<td>$418.76</td>
<td></td>
<td></td>
<td>SPHERION</td>
<td>954-308-7600</td>
<td>MasterCard</td>
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<tr>
<td>Lodging</td>
<td>8/27/07</td>
<td>$369.51</td>
<td></td>
<td></td>
<td>HAMPTON INN AT THE TIP</td>
<td>FAIRFIELD</td>
<td>MasterCard</td>
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<td>Business Meals - Dinner</td>
<td>3/2/11</td>
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<td>MARRIOTT 337C3 DENVER</td>
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<td>Program Advance</td>
<td>10/1/12</td>
<td>$1,500.00</td>
<td></td>
<td></td>
<td>University of Illinois - PROGRAM ADV REQUEST</td>
<td>N/A</td>
<td>Cash Advance Requests</td>
<td>X000000000X7040</td>
</tr>
</tbody>
</table>

[Done](#)
Tip # 4 Reasons an ER is Rejected

1. Incorrect and/or Incomplete Business Purpose (i.e., using “Employee Travel” instead of “Arranged Travel”)
2. Incorrect Banner UIN Number and/or incorrect/expired/inactive address type/sequence
3. Incorrect Expense Types (using “General Services” as a “catch all” expense type)
4. Incomplete/illegible back-up documentation (Proof of Conference Lodging not included, T-Card transaction not attached)
Tips/Tricks to Avoid Rejections

• Get in the mindset of Who, What, When, Where, and Why when entering the business purpose. Think about if you are arranging travel for someone else, or reimbursing an employee for travel and use the appropriate purpose. Business Meals should use the purpose Employee Travel/Meals/T-Card, not Employee Miscellaneous Reimbursement. Review the TEM Resource Page

• Use Banner Form FTMVEND (VEND)* and research this information. Be sure to read FOATEXT. Double check the expired address field and/or ensure the “inactive” address field is not checked.
Tips/Tricks to Avoid Rejections

• It is important to use the correct expense type and not lump expenses together. Be aware that certain expense types have different IRS tax reporting requirements. Work with OBFS Accounting to determine best expense types to use for various purposes.

• Check the view receipts tab after scanning.
Tips/Tricks UPAY wants you to know

• Do not use the “attach documents” button

• Multiple T-Card Charges can be on the same ER
  • Airfare and Booking Fee
  • Original charge and credit
  • Multiple airfare charges for multiple travelers

• Check FTMVEND* and read FOATEXT, it will provide valuable information on whether or not the Banner UIN Number is accurate and address information is valid and current.
Tips UPAY Auditors want you to know

• More information is better. Think of what an auditor would be looking at, and be sure to explain anything which an auditor might not be familiar.

• Review job aids on Advances*, and Advance Closing*.
Enhancements and Goals

• Completed: ER# on ledger statement

• Very soon: Reports from Decision Support

• Soon: TEM Upgrade to version 8.2

• Coming: Electronic T-Card application tool for DCMs

• On the horizon: One Card Program vs Two Cards
Testimonials

- Personally, I love TEM. To be able to click on and see an ER status at any given moment is a great tool. Also, the fact that the professors and students can submit them from anywhere—instead of having to physically be in the office to sign a piece of paper—is great.

B.H. • Office Manager

UIUC
Testimonials

- I just wanted to let you know that the TEM system is great, and I really enjoy working in it. This system has made my job processing vendor payments and reimbursements much faster. I also want to say that the TEM classes and webinars are very helpful too.

E.L.G. • Account Tech III

UIC
I use the TEM system frequently for travel reimbursements, application fee refunds, and vendor payments. My favorite features are the proxy feature and that TEM allows me to see exactly where my expense report is in the process. The system is user friendly and basically walks you through the process to complete an expense report. We have found several advantages of using TEM; the biggest is reimbursements are paid much faster than before. Our office really enjoys this system; it cuts down on paper use and saves a lot of time when preparing expense reports.

D. O. • Office Administrator
UIS
THANK YOU for adding the ER # in the document reference column on monthly statements. I am whizzing through my statements now because I don't have to look up each TM # in FOIDOCH!!

C. C. • Office Support Associate

UIUC
Testimonials

• I was asked to contact you regarding my recent airline ticket purchases. The overall experience proved to be positive, although there were a few issues over miscommunication. However, we ended up saving a considerable amount of money (close to $250!) on one particular ticket with the agency’s help, getting a huge savings compared with the price quoted on AmericanAirlines.com. I’ve also been very satisfied with subsequent ticket purchases.

J.S. • Office Manager
UIUC
Testimonials

• I LOVE this new system so kudos to you and OBFS for implementing this!

T.H. • Associate Director

UIUC
Questions / Concerns?
Contact Information

For TEM Questions:
Contact: OBFS UPAY Customer Service
E-mail: TEMhelp@uillinois.edu
Phone: 217-333-6583 or 888-872-9953

For T-Card Questions:
Contact: OBFS UPAY Corporate Card Office
E-mail: cco@uillinois.edu
Phone: 217-244-9300 or 800-260-9113
Thank you.