

A collage of four images on the left side of the slide: a green lawn with trees, a modern building with a glass facade, a classical building with columns, and a blue sky with clouds.

**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

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*Destination Success*

# Workshop Presenters

- Name: Kandra Miller  
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- Name: Darren Strater  
Title: Associate Director – University Payables  
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# 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.

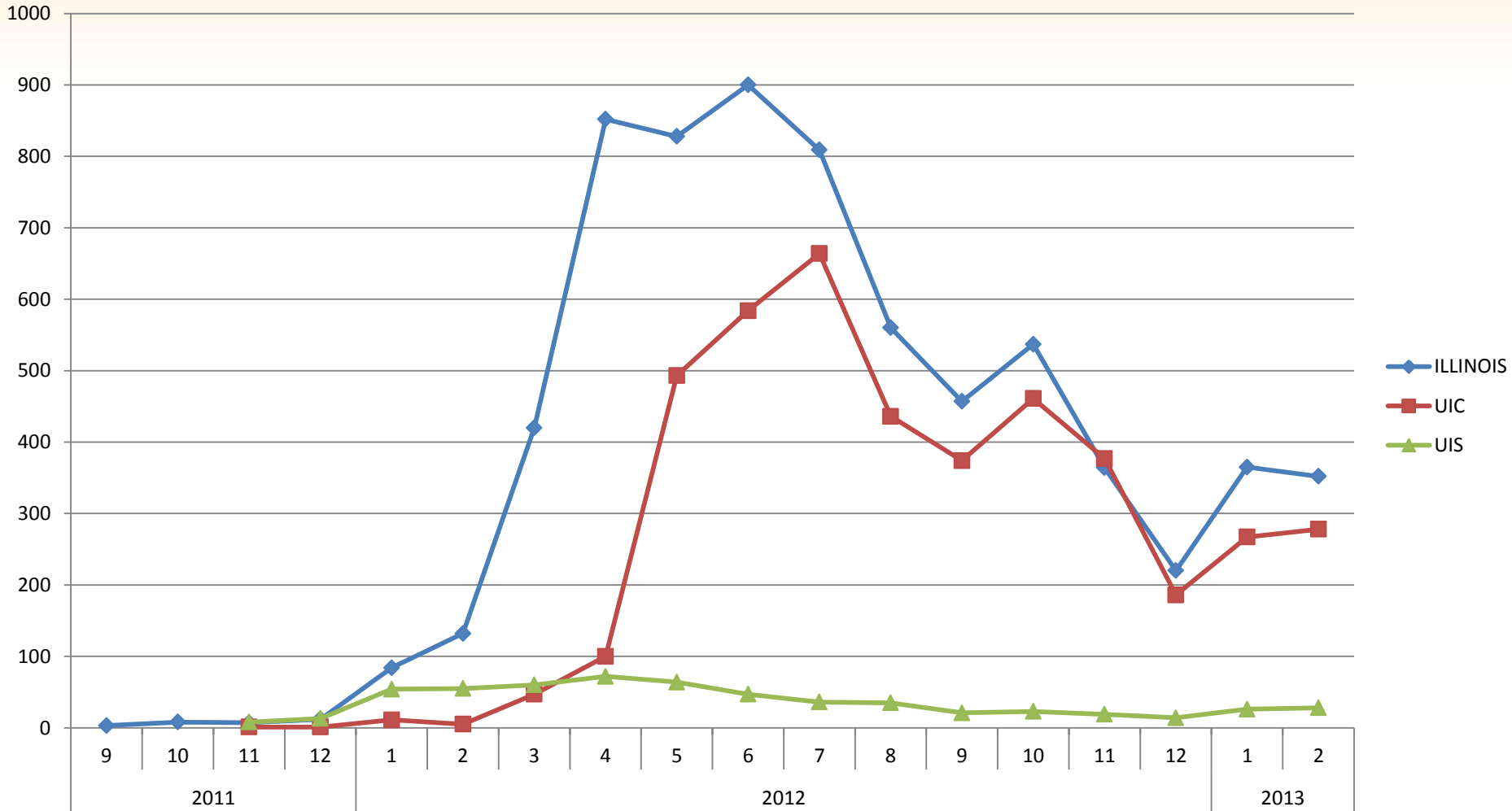
# Workshop Objectives

- 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\*



Welcome, Darren J Strater | [Sign Out](#)

MY INBOX

ADMIN

 My Info

## DOCUMENT

Create New:



Refresh Inbox

Filter Documents

Start Proxy

Open Inbox

My Documents [0]

Documents To Review [\*]

Outstanding Charges [0]



Search My Documents

Action	Title	Type					Tracking Number	Total	Activity Name	Created	Pending
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No data to display

## WEB LINKS:

- [TEM Resource Page](#)
- [Travel Warnings - Bureau of Consular Affairs](#)


# Tip # 2\*



Welcome, Darren J Strater | [Sign Out](#)

MY INBOX

ADMIN

 My Info

## MY INFO

Basic Information

**Creator Proxy**

**Reviewer Proxy**

Set Default Project

Manage My Corporate Data

Remove Items I've Entered

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!

My Documents [11] Documents To Review [0] Outstanding Charges [4]

Search My Documents

Action	Title	Type					Tracking Number	Total	Activity Name	Created	Pending
	dstrater test arr travel						ER00002206	\$0.00	ER Create	2/8/13	
	test arranged travel						ER00002205	\$0.00	ER Create	2/8/13	
	Duplicate Payments						ER00002194	\$139.68	ER Receipt Hold	2/6/13	AutoApprovalBkg Robot
	ERLI						ER00002151	\$119.48	ER Receipt Hold	1/15/13	AutoApprovalBkg Robot
	Tammy Z Denver 12/2012						ER00002114	\$166.31	ER Create	1/4/13	
	Ziegler to CA 12/2012						ER00002113	\$508.94	ER Charge Code Manager Review	1/4/13	Mike Long
	Weekly Arranged Travel						ER00002110	\$1,024.51	ER Charge Code Manager Review	1/4/13	Mike Long
	test oconus						ER00002103	\$292.40	ER Pre-Pay Audit (XM)	1/2/13	ER: Employee Reimbursement Auditors
	test new ERLI						ER00002077	\$69.00	ER Receipt Hold	12/11/12	AutoApprovalBkg Robot
	141865						ER00002076	\$350.00	ER Receipt Hold	12/11/12	AutoApprovalBkg Robot
	-500						ER00002074	\$128.00	ER Pre-Pay Audit (XM)	12/6/12	ER: Employee Reimbursement Auditors

# Tip # 3\*

## Know what your Inbox is telling you!

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

# 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<sup>®</sup> 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)

<input type="checkbox"/>	Expense Type	Date▲	Amount	Status	Folio	Merchant	City	Card Type	Card Account
No data to display									

### Unattached Transactions (4)

[Show Removed](#)

<input type="checkbox"/>		Expense Type	Date▲	Amount	Status	Folio	Merchant	City	Card Type	Card Account
<input type="checkbox"/>		Airfare	8/14/06	\$418.76			SPHERION	954-308-7600	MasterCard	XXXXXXXXXXXX9999
<input type="checkbox"/>		Lodging	8/27/07	\$369.51			HAMPTON INN AT THE TIP	FAIRFIELD	MasterCard	XXXXXXXXXXXX9999
<input type="checkbox"/>		Lodging	3/2/11	\$166.31			MARRIOTT 337C3 DENVER	GOLDEN	MasterCard	XXXXXXXXXXXX9999
<input type="checkbox"/>		Program Advance	10/1/12	\$1,500.00			University of Illinois - PROGRAM ADV REQUEST	N/A	Cash Advance Requests	XXXXXXXXXX7040

# T-Card Trick

EXPENSE REPORT **CHANGE EXPENSE TYPE**

Overview

Items

Notes

Exceptions

Overage

Credit Card Transactions → Select Expense Type

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)**

Unattach

<input type="checkbox"/>	Expense Type	Date▲	Amount	Status	Folio	Merchant	City	Card Type	Card Account
No data to display									

Unattach

**Unattached Transactions (4)**

Attach Remove [Show Removed](#)

<input type="checkbox"/>		Expense Type	Date▲	Amount	Status	Folio	Merchant	City	Card Type	Card Account
<input type="checkbox"/>			Airfare	8/14/06	\$418.76		SPHERION	954-308-7600	MasterCard	XXXXXXXXXXXX9999
<input type="checkbox"/>			Lodging	8/27/07	\$369.51		HAMPTON INN AT THE TIP	FAIRFIELD	MasterCard	XXXXXXXXXXXX9999
<input type="checkbox"/>			Business Meals - Dinner	3/2/11	\$166.31		MARRIOTT 337C3 DENVER	GOLDEN	MasterCard	XXXXXXXXXXXX9999
<input type="checkbox"/>			Program Advance	10/1/12	\$1,500.00		University of Illinois - PROGRAM ADV REQUEST	N/A	Cash Advance Requests	XXXXXXXXXX7040

Attach Remove

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*

# Testimonials

- 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*

# Testimonials

- *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](mailto: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](mailto:cco@uillinois.edu)

Phone: 217-244-9300 or 800-260-9113

Thank you.