Travel for Share Service Center – AS IS  “Request for Travel PO”

**Traveler**

START

Request for Travel PO

Request can be made by e-mail, phone call or office visit

**Dept Admin/ Requestor**

From P2

P6

NO

From P2

P8

Go To P1

A

P2

YES

Travel pre-approved

P1

Enter Travel PO

System automatically verifies Budget Available

Funds Available?

NO

Go To P1

B

YES

PO number generated

**Financial Manager/ Designee**

P1

Review/Approve Travel PO

PO Approved?

NO

Contact Requestor Phone or email

Go To P1

C

YES

**General Accountant**

P1

Review/Approval Travel PO

PO Approved?

NO

Contact Requestor Phone or email

End

YES

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Request for either Cash Advance, Registration fees, Travelennium, Hotel – e-mail, phone call or office visit

PO Exist?  
NO  Go To P1D
YES

Travel Advance?  
NO  Go To P3E
YES

Hotel or Registration Fee?  
NO
YES

Travelennium  
YES  E-mail Or Call to book Airfare
NO

Complete & Print Check Request Form (10)
Hand Off Financial Manager

Complete & Print Travel Advance Form
Hand Off Financial Manager

Hand Off
Travel for Shared Service Center – AS IS  “Reimbursement”

**Accountant III**

1. **Review/Correct Approve**
   - Correct? **YES**
   - **Owe Univ?** **NO**
   - **Generate AP check transaction**
   - **Direct Deposit?** **NO**
   - **Empl pickup/ Mail Check**
   - **Call/e-mail Requestor for clarification & Correct form**
   - **YES**

2. **From P4 K**
   - P9 P10 P11 P12 P13 P15 P16

**Genera Accountant**

1. **Review/Correct Approve**
   - Correct? **YES**
   - **Generate AP check transaction**
   - **Direct Deposit?** **NO**
   - **Empl pickup/ Mail Check**
   - **Call/e-mail Requestor for clarification & Correct form**
   - **YES**

2. **From P4 L**
   - P9 P10 P11 P12 P13 P15 P16

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Please Read First:
The issues and pain points identified during the As Is Process Mapping workshop and the Analysis workshop are noted below. The Issue is numbered and its Root Cause Analysis is in red text, preceded by RCA prefix.

1. Incomplete/Inaccurate information provided from Traveler to Dept. Admin/Requester, missing information, wrong information, wrong index number
   RCA: Traveler does not provide all or the correct information when requesting a travel Purchase Order

2. Budget Revisions have to be processed to transfer money if funds are not available, slows down the process
   RCA: Funds have not been allocated for the travel prior to request

3. Group Purchase Orders to cover several people traveling
   RCA: Departments want to simplify the process by not creating individual POs

4. Travel Purchase Order training materials on BF training materials site is outdated and does not reflect current process
   RCA: Documentation has not been updated since 2006, who would be the owners?

5. Travel Advances have to be copied, filed and maintain for processing travel claim at later dates
   RCA: Have to maintain copies of travel advance request in order to document when completing travel claim in the future

6. Last minute request to travel
   RCA: Poor planning by the traveler or departments

7. Copy of registration forms are not submitted with the pre-payment request (Form 10)
   RCA: Lack of training and documented procedures

8. No Purchase Order requested prior to travel
   RCA: This is not a mandated procedure by the University, a suggested procedure. Only have to have a PO created and approved by time a travel claim is submitted

9. Travel claims omit any pre-payments made prior to travel (registration, advances, Travelennium)
   RCA: Lack of training documentation available on how to complete the form

10. Travel claims missing required receipts
    RCA: Traveler does not provide them, requester and approvers don’t verify for receipts
Pains & Issues: con’t

11. Forms are paper and have to be handed off for signatures
RCA: There isn’t an electronic forms in place

12. Travel claim has three format options, excel, web base and pdf. When printed, layout is not standardized
RCA: In the past forms were created to accommodate user preferences

13. Out dated claim forms are used
RCA: Claim forms are saved to desktops and then re-used

14. Lack of training materials on how to create a travel claim and how to interpret travel policy
RCA: There isn’t a guideline or FAQ page how to complete a travel claim

15. Common errors on travel claims pertain to understanding on to use the CONUS site and determine per diem
RCA: There isn’t a guideline or FAQ page how to complete a travel claim

16. University has not considered mandating Direct deposit as the preferred payment method for employees travel reimbursements
RCA: University has recommended this as the preferred method, but employees are not encouraged to participate in direct deposit for travel