Shared Service Center
Requesting Travel Purchase Orders and Travel Reimbursement

Pre-Trip Activities – Process Flow

The Shared Service Center (SSC) is ready to help you begin the process of traveling on University business with:

- The creation of a Travel Purchase Order (International requires 21 days advance of departure date), and with
- The Travel Reimbursement process once you have completed your travel.

Note that the SSC is currently providing support for in-state & out-of-state domestic, International, and Blanket travel for staff and faculty travel only. Additional services are anticipated at a later date for student travel. The SSC does not make hotel or travel reservations.

Before requesting a Travel Purchase Order number from the SSC, you should have the following:

1. Prior approval from your department manager or chair for this travel;
2. Had a conversation with your Business Officer to ensure availability of funds;
3. Your username (UUID);
4. Your destination(s);
5. Date(s) of travel (departure/return);
6. The department index number(s) to be charged (6-digit number, for example, 222000 – see Step 2 for assistance.)
7. An estimate of the amount needed for your travel purchase order. (There is a travel worksheet available on the Shared Services website under Forms and also within the Help Desk system that will help you with this.)
1. From the Shared Services website, click on SSC Helpdesk (http://www.memphis.edu/ssc/index.php)
2. Log in to the SSC Help Desk system with your **user ID and password**

Also note that under the “My Profile” page, your profile auto-populates with your full name, organization, position and UUID.
3. To request a Travel Purchase Order, select "Create a Ticket", then Select “Domestic/International Travel (Includes Blanket Travel)"
4. Enter the requested information on the ticket details. A red asterisk “*” indicates a required field.

Enter the Index Number(s) and the estimated amount for the trip (i.e. 4500.00 do not enter a $ sign). For help with estimating expenses, click the link to the Travel Worksheet.

Note – Blanket Travel purchase orders are used for multiple trips or for one time destinations with several staff members. Shared Services will update the space for the P.O. number once it has been approved.
5. Enter the purpose of your trip in the Message Details box. If attending a Conference, Convention, or Symposium, upload a scanned copy of the brochure by selecting “Upload file(s)”.

Once this is completed, click “Submit”. You will receive a return message confirming your submission.
Requesting Travel Reimbursement

Post Trip Activities – Process Flow

1. To follow up, inquire, submit expenses for reimbursement after you travel, or to submit new travel dates for _Blanket Travel_ tickets go to “View Tickets”. Note that all correspondence from the SSC to you and from you to the SSC should be done via the Help Desk. Per _University Travel Policy_, all travel reimbursement claims must be submitted within 30 days of the completed travel.

The Help Desk system will automatically send a reminder if no receipts have been received within 14 days after your travel and at the end of each month for _Blanket_ purchase order requests.

All required travel receipts must be scanned and uploaded to the SSC via the Help Desk ticket.

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2. Select the **ticket name** (i.e. Conference or Conference Trip) that you want to view.

![View Tickets](image)

3. Once the ticket is opened, select **“Click to Reply Below”**.

**Note** - Multiple entries can be made to the *same* ticket. For Blanket Travel P.O.’s enter the details for each subsequent trip in the Message Details section. A new ticket is **not** required if traveling under the same P.O.

![View Ticket](image)
4. To upload all scanned receipts (.DOC, .JPG, & .PDF), select “Add File” & “Browse” to upload the documents from your computer. **The maximum file upload is 1MB. Your file will not be uploaded if the file is larger.**

5. Indicate in **Message Details** that the receipts are attached, and hit “Send” which completes your request for reimbursement.

**Next Steps:**

6. Shared Services will create your travel expense claim. It will be uploaded to the Help Desk system under the same ticket number. You will be notified by email when it is ready to review.
7. You will review the expense report for correctness. *If it is correct*, print it out, attach your original receipts, and deliver to your financial manager for approval and signature.
8. The financial manager returns the expense claim to Shared Services, who then updates your Help Desk ticket.
9. The Shared Services Center takes your expense claim to Accounting for payment.
10. If the expense claim appears to have discrepancies, you must contact the Shared Services Center through the Help Desk system for further assistance.

**Points to Remember:**

- Reimbursement is sent directly to the employee via Direct Deposit or Check
- For faster reimbursement, we suggest that you complete the Authorization for Direct Deposit form and return to General Accounting (Admin 275) along with a voided check. This is in addition to your direct deposit you have for your payroll. [http://www.memphis.edu/accounting/pdf/vendordeposit.pdf](http://www.memphis.edu/accounting/pdf/vendordeposit.pdf)

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