Helpful TEM Questions & Answers

1. Can an Apple computer be used to access TEM?
   A: Yes. Internet Explorer (version 7, 8 or 9) is the preferred browser for TEM. However, if Internet Explorer is not available, Mozilla Firefox is an acceptable alternative.

2. Must the WorkFlow ID be included in the profile for every user of TEM?
   A: No. Only approvers are required to have their WorkFlow ID in the profile. If not included, the approval cannot be forwarded to the person.

3. Does the delegate receive a copy of the email that the traveler receives when the travel is approved, sent back for correction, or denied?
   A: Yes, if the delegate initiates the travel authorization or expense report.

4. Can a delegate make changes to a TA or TR that are returned for corrections?
   A: Yes. The delegate is sent an email when the travel document is returned for corrections. They can then log in to TEM, make the changes, and re-submit the document for traveler review.

5. What expenses are processed through TEM and what expenses are not?
   A: All travel & registration expenses are processed through TEM. Those are any expenses for subsistence (M&IE & lodging) and transportation. All other expenses will be reimbursed through the Direct Pay process. Some examples of these expenses are: supplies, research subject payments, or shipping.

Travel Authorizations (TAs)

6. How is travel handled for non-employee travelers (i.e. volunteers, elders, candidates, etc.)?
   A: In these special situations, the MAU Travel Auditor should be contacted for assistance and direction.

7. How is last minute travel handled – backdating TA’s?
   A: The report date of the TA needs to be the date you are initiating the document. Please also add a justification in the comments section for why a TA is being initiated after the trip took place.
8. How do I do a mileage travel authorization for the fiscal year in TEM?

A: You will submit a travel authorization (TA) for the estimated mileage for the FY and submit partial expense reports (TRs) off of the TA. When you submit your TR you will receive a message to “Confirm Final” (“Is this your final Expense Report for this Authorization?”) select <No>. This will leave the encumbrance open for this TA until a final expense report is submitted or the budget is released.

9. What is the difference between the TEM itinerary and the airline itinerary?

A: The TEM itinerary represents the time a traveler is in travel status. That is when the traveler leaves his/her work or duty station and returns to his/her work or duty station. The airline itinerary shows only the flight time and not the time in travel status. Since the university bases the amount of per diem that is authorized off of time in travel status this is what needs to be entered through TEM.

10. My trip has multiple destinations/legs. How do I document that in TEM?

A: There are 2 ways to accomplish this. The scenario provided is for a traveler in travel status from 6:00am on 7/9 to 7/21 at 8:30pm.

**Itinerary Entry Method #1**
Using the method shown below to enter itinerary information into TEM will allow the system to calculate the per diem for you.

From: Jul 09, 2013 06:00 AM
Fairbanks, Alaska

To: Jul 11, 2013 11:30 PM
Clackamas, Oregon

From: Jul 12, 2013 12:00 AM
Clackamas, Oregon

To: Jul 17, 2013 11:59 PM
COEUR D'ALENE, Idaho

From: Jul 18, 2013 12:00 AM
COEUR D'ALENE, Idaho

To: Jul 20, 2013 11:59 PM
Seattle, Washington

From: Jul 21, 2013 12:00 AM
Seattle, Washington

To: Jul 21, 2013 8:30 PM
Fairbanks, Alaska

**Itinerary Entry Method #2**
The method below will show only the time in travel status and not the individual locations traveled to. You can define the location for each day by changing the per diem to the correct location in the Estimated Expenses section of the TA.

From: Jul 09, 2013 06:00 AM
Fairbanks, Alaska

To: Jul 21, 2013 8:30 PM
Fairbanks, Alaska
11. My trip will combine business and personal travel. How do I document that in TEM?

   A: Record just the business dates of travel in TEM. Use the comments box to add your personal travel dates and location. Be sure that a comparison airfare itinerary has been printed to establish the allowable cost of the airfare. You will include the comparison with your expense report scanned documents.

12. How should multipurpose trips be set up? (i.e. a trip that includes a conference and a meeting, etc.)

   A: TEM only allows one purpose to be designated for each TA. A good rule of thumb is to follow the 80-20 rule. If 80% of the trip is for one purpose, use that purpose on the TA. You may also make note of the dual purposes for the trip in the comments section of the TA. For further guidance on this issue, please contact your MAU Travel Auditor for assistance.

**Travel Authorizations (TAs) - Expenses**

13. How do we handle it if the price of the airline ticket changes between when the TA is started and the actual purchase time?

   A: Since the TA is defined as "the official approval for documentation of all estimated costs associated with a specific trip" (UA Regulation R.05.02.06A.2.h) and the TR is defined as "the official document used by the traveler and the department to approve actual travel costs and travel dates associated with an authorized trip" (UA Regulation R.05.02.06A.2.i) the amount of the ticket can be trued up on the expense report.

14. How do I claim less than the allowable per diem?

   A: After entering your itinerary into TEM a box will come up asking you to Confirm Per Diem, select <No>. Then in the Estimated Expenses tab select expense type Meals - Actuals. Enter in the amount that you want to claim per day that is less than the allowable amount in the Receipt Amount field. Also, in the Description field note "claiming less than allowable per diem." You can use the recurring expenses button to populate the amount of days you will claim or you can enter this for each day.

15. What backup is needed for my departmental travel card reconciliation when the funding source used to purchase the airfare is different than the funding on the TA?

   A: Add in the comment section "Airfare funding source: FUND-ORG." Print out the TA summary report or detail report which will show the airfare cost & funding source used.
16. What can I use as back-up documentation for my departmental travel card reconciliation with the new TEM system?

   A: Print out a copy of the travel authorization summary report or detail report which will show the airfare cost.

**Travel Authorizations (TAs) - Funding**

17. Can terminated funds be used?

   A: No, terminated funds cannot be used.

18. What are the new travel account codes?

   A: The new account codes are:
   
   2501 -- Airfare
   2502 -- Lodging
   2503 -- Meals/Per Diem
   2504 -- Rental Car
   2505 – Transportation - NOT airfare
   2506 -- Local / Mileage
   2507 – Miscellaneous

19. How do we identify funding for an outside agency on the TEM itinerary?

   A: Only UA-paid costs are included therefore it should not be included as an itemized cost. This information can be added to the comment field to identify that cost on the itinerary.

20. How do I document more than one funding source for a single TA?

   A: When creating a new TA, the funding that defaults from your TEM profile may be modified. Click the <Edit> icon in the Funding Default section of the New Report window. You may add additional lines of accounting and adjust the percentages allocated to each (make sure the percentages total to 100). When creating individual expenses on the TA, you may also edit the funding that is assigned to each expense.

**Expense Reports (TRs)**

21. How do I initiate a TR?

   A: First you will highlight the applicable TA by clicking it once and then click the Generate Expense Report button. All expense reports must be tied to an approved TA.
**Expense Reports (TRs) - Backup**

22. A detail summary is required backup documentation for my expense report (TR). How do I print that?

   A: Once you have completed your expense report in TEM, click the <View or Submit> button to review the information. At the bottom of the page, click the <Print> button and click the check box next to Detail Report in the Print Report box that displays and click <OK>. Save the Detail Expense Report that displays in PDF format and submit it with the backup for the trip.

23. What is the naming convention for the .pdf documents that will be uploaded into OnBase?

   A: After combining all backup for a particular trip into one .pdf document, that document should be saved using the following formatting:

   ER NUMBER_LASTNAME
   (ex. ER000115_Traveler)

   The backup document should then be submitted to the appropriate MAU travel auditor.

**TEM Error Messages**

24. What does the following error message mean? "The following Travel & Expense Reimbursement Report has encountered an error when generating a transaction in Banner Finance."

   A: This means that the month has closed for the report date used on the TA or TR. You will need to change the report date to today’s date and resubmit.

25. What does the yellow triangle next to the amount of the expenses mean?

   A: This means that there is not a funding source entered in the General Information tab. You can either add funding for each expense, or delete the expenses, add funding in the General Information tab, refresh the system, and re-enter the expenses now with funding attached.