This document describes university travel procedures using the Banner Travel and Expense Management System (TEMS). This is a companion document to the TEMS User Guide, a step-by-step tutorial prepared by the Information Technology Training & Development Office.

These documents should be used in conjunction with other travel guidelines and state travel policy available on the EWU Travel Accounting website. For assistance, contact EWU Travel Accounting at 509-359-2249.

Procedures described in this document include the following:

- How to get access to TEMS
- TEMS user roles
- Explanation of expense types and payment methods
- Paying for transportation or registration fees
- Requesting a cash advance and repayment procedures
- Routing documents for approval
- Cancelling a Travel Authorization
- Attachments and document retention requirements
- TEMS document types
- Using a Proxy
- Delegate / Approver Changes and Employee Separations
- Considerations for travel crossing the fiscal year or in the next fiscal year
- Known system issues / How to Report Errors
- Getting Help
- Frequently Asked Questions (FAQs)

TEMS Function Overview

The Travel and Expense Management System (TEMS) is an online expense authorization and reimbursement module that is part of the Banner enterprise system; it is designed specifically for processing travel. Travel requests and approvals are routed electronically using Workflow, an application that generates email notifications prompting users for actions. In this paper-free environment the status of each travel document is tracked throughout the process. Transactions (encumbrances, cash advances and expenses) automatically post in Banner Finance after review and approval by the EWU Travel Accounting Office.

TEMS Roles

There are three different types of TEMS users.

a. **Traveler** – the employee traveling on university business.
b. **Approver** – the person(s) approving university business travel. Approvers typically include the traveler’s supervisor and budget authority. There can be multiple approvers depending on funding source(s), procurement methods, destination, and other departmental needs. Approval notifications are sent via email prompting action in Workflow. Approvals routing is further described later in this document.

c. **Delegate** – typically the departmental travel coordinator/preparer (who might also be the P-card and/or CTA cardholder). The delegate acts on behalf of the traveler(s) to facilitate travel authorization and expense processing. A delegate can be assigned to multiple travelers. Also, a traveler can have more than one delegate.

**Overview of how to travel using TEMS**

1. **Initial set up**
   
a. Get TEMS training through the [OIT Training Scheduler](#).6
   
b. Access to TEMS will be available upon completing training.

2. **Log into TEMS** – it’s web-based and available off-campus. If on campus, use the [Banner secure links](#) to access TEMS. If off campus (outside the EWU network), navigate to the [EWU Travel Accounting](#) site.7

3. **Update your profile in TEMS if needed**
   
a. Set your supervisor as your approver.
   
b. Review and select your current mailing address; update through Self-Service Banner (EagleNet) if needed.
   
c. Update your funding default if needed; it facilitates expense allocation.
   
d. You must log out of TEMS before profile changes become active.

4. **Create a new Travel Authorization (TA)**8
   
a. The trip report name should be entered as: Destination (first city) followed by the date. Example: Seattle MM-DD-YY

   **Note:** The report date determines the posting date in Banner Finance. In most cases, the report date should be the current date (default). Do not enter a

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4 Use of a delegate is encouraged for those employees who travel infrequently or need assistance with TEMS. Contact your supervisor or college business office to determine if a delegate exists within your unit.

5 If acting as a Delegate click on the Delegate tab, select the traveler, and then begin acting on their behalf. When the TA is complete, submit to Traveler for review. Note: Travelers must first assign the delegate in their profile. Only the traveler can request a cash advance.

6 If your department is included in the phased roll-out then you will be directed to the OIT Training Scheduler to enroll for TEMS training. Once completed, you’ll be provided access to TEMS via the welcome email. Contact EWU Travel Accounting for questions about the departmental roll-out schedule.

7 System requirements: TEMS is compatible with most operating systems and web browsers. If using an Apple PC, use the Firefox browser rather than Safari (if adding attachments). Note that TEMS requires Adobe Flash and JAVA. There is no mobile app.

8 For future trips, you can copy an existing TA instead of creating a new one.
report date within a fiscal period that is already closed in Banner Finance. Contact EWU Travel Accounting for assistance if needed.

b. TEMS does not procure transportation automatically – it doesn’t purchase an airline ticket or pay for a rental car. What it does provide is prompting for user action by selecting the applicable payment method and routing the document to the appropriate cardholder(s). Initiate transportation procurement by selecting the appropriate “Paid By” method from the dropdown list.

i. **Department**: This signals your department CTA cardholder\(^9\) to pay for transportation and/or your P-card holder to pay for conference registration. Enter the vendor name (or travel agency) and phone number in the description field.

ii. **Travel Accounting**: This signals the EWU Travel Accounting Office to pay for transportation using the central CTA card; the expenses will be distributed to the Banner Index Code(s) assigned to the TA. This method can also be used to pay for expenses that cannot be procured using the CTA or P-Card; a check will be sent to the vendor address provided. Attach the invoice or other supporting detail.

Note: The supervisor should route the TA to your cardholder(s) before final routing to EWU Travel Accounting. Refer to routing instructions later in this document.

Compared to our paper-driven process, the payment method selection takes the place of the transportation request.

**P-Card and CTA Cardholders**: When a new TA is created, TEMS generates the next available TA document number which can be used (by the cardholder) as a control number to authorize/track purchases. Reference the TA number when distributing expenses in PaymentNet.

c. Select the applicable expense type; see **Appendix B** for definitions.

d. Attach supporting documents. PDF format is preferred (do not use MS Office formats).\(^10\) File size is limited to 1 MB each, but there’s no limit to the number of files that can be attached. Examples include:
   i. Airline flight itinerary (or airfare quote)
   ii. Conference agenda (shows any meals provided) and registration form

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\(^9\) CTA (central travel account) is a credit card account issued through EWU Travel Accounting to a designated EWU employee for departmental purchase of transportation expenses. Contact EWU Travel Accounting for more information. P-Cards (purchasing cards) are credit cards issued through the EWU Purchasing Department for purchase of allowable items including conference registration fees. Contact the EWU Purchasing Department for more information.

\(^10\) PDF (Portable Document Format) is a file format used to present documents in a manner independent of application software, hardware, and operating systems (source: Wikipedia). Contact the **OIT HelpDesk** if you need assistance with PDF files.
iii. Any other materials needed to assist the P-Card and/or CTA
cardholders with procurement and supporting documentation

e. If needed choose “LODGING – Exception Needed” (either in-state or out-of-
state) from the expense type dropdown list and enter the estimated amount
that exceeds the standard lodging rate. The amount can be assigned to each
day using the repeat function. Enter the reason for the exception as allowed
by state travel policy (see EWU Travel Accounting site for details). This is how
your supervisor approves a lodging exception.

5. Cash advances
   a. Cash advances can be requested using TEMS; see the TEMS User Guide.

   b. Account for advances upon return from trip by completing the Expense
      Report. Return any excess portion to the SFS Cashier’s Office. The Cashier will
      use detail code 6417 to record the recovery and should reference your TA
      number associated with the cash advance. Scan and attach your receipt to the
      Expense Report prior to submission. If you misplace your receipt, ask the SFS
      Cashiers Office for a duplicate.

   Note: ACH direct deposit is much faster and more efficient than getting a paper
   check by mail. The direct deposit form is available from the EWU Accounts Payable
   website. Frequent travelers can provide further efficiencies by applying for the EWU
   corporate travel card (no need for cash advances).

6. Routing for approvals – Travel Authorization
   a. The traveler user profile within TEMS contains the first approver (should
      always be the traveler’s supervisor). This is where the document is routed for
      the first approval upon submission. Any additional approvals are routed as
      needed on an ad hoc basis. Approval notifications are sent via email
      prompting action in Workflow.

   b. Route the document for additional approvals as needed:
      i. **Budget authority** – for each Index code used to pay expenses.

      ii. **CTA cardholder** – for transportation procurement. The vendor name
          (or travel agency) and phone number must be included in the
          description field. Attach the flight itinerary to assist the CTA holder
          with airline ticket purchases.

      iii. **P-card holder** – for conference registration payment. The vendor
           name and phone number must be included in the description field.
           Attach the registration form or include the website URL for online
           registration.

      iv. **Department VP or designee** – required for travel to foreign countries
          (excluding British Columbia) or Hawaii.
v. **EWU Grants Office** – for sponsored programs (most Index 5 codes). Approve and forward for additional approval to: nml@ewu.edu

vi. **Final Approval (Send to Travel Accounting)** – for compliance review and final approval/payment. Once approved, the document status will change from “Submitted” to “Approved”. Financial transactions such as encumbrances, advances or expenses will post to Banner Finance with reference to the source document.

**Note:** If unsure where to send the document next, route it back to the Delegate (if available) who will forward the document for additional approvals as needed. For additional assistance, contact EWU Travel Accounting.

7. Upon return from trip, log into TEMS, select the associated TA and click “Generate Expense Report”.

   a. The TA will be copied into a new Expense Report. Assign the report name (generally same as the TA), enter the report date, and traveler affiliation. The report date determines the posting date in Banner Finance.

   **Note:** Do not enter a report date within a fiscal period that is already closed in Banner Finance. Contact EWU Travel Accounting for assistance if needed.

   b. Enter allowable expenses and adjust meal allowances as needed; see **TEMS User Guide** for instructions.

   c. Enter lodging tax separately; it is not included in the per diem lodging allowance. Choose expense type “LODGING – Taxes” (either in-state or out-of state). Use the repeat function to claim lodging tax for each day.

   d. Attach supporting documents. Collect/scan your original receipts and attach those documents to your Expense Report within TEMS. PDF format is preferred (do not use MS Office formats). There is no limit to the number of files (documents) that can be attached but each file is limited to 1 MB. **To reduce the size of scanned documents, reduce resolution to 300 dpi and use black and white rather than color.**

   e. Submit the Expense Report to your direct supervisor who will review and select **Final Approval (send to Travel Accounting)** for compliance review and payment.
payment within five business days. If corrections are needed, the document will be returned via Workflow with comments.

8. Pre-trip reimbursements: Out-of-pocket purchases such as airfare or conference registrations may be reimbursed pre-trip using the Expense Reports (TR) function after the Travel Authorization (TA) is approved. Attach receipts. When you initiate the Travel Expense report, a dialog box will pop up asking if this is your final reimbursement: Say “No”. This action keeps your TA and encumbrance open so that you can submit another expense report upon return from trip.

9. Cancelling a trip
   a. Return any cash advance to the SFS Cashiers Office.
   b. Release the budget in TEMS; see instructions in the TEMS User Guide.

10. TEMS Document Types12
    a. Travel documents post to Banner Finance using a unique two letter prefix:
       i. TA – Travel Authorization (encumbrances)
       ii. TR – Expense Report (expenses, encumbrance liquidation)
       iii. TV – Cash advance (general ledger account only)
       iv. TJ – Cash advance recovery (general ledger account only)

11. Delegate / Approver Changes and Employee Separations
    a. Contact EWU Travel Accounting for instructions.

12. Setting a Proxy
    a. A proxy acts on behalf of the Approver. See instructions in the TEMS User Guide or contact EWU Travel Accounting for assistance.

13. Considerations for travel crossing fiscal years or in the next fiscal year
    a. The report date on the TA and Expense Report determines the posting date in Banner Finance.
       i. For travel crossing fiscal years, determine which fiscal year budget should be used and enter the report date accordingly – June for old year, July for new year. For old year, the TR must be dated June 30. Do not enter a TA in the old year and then use July for the Expense Report date; the encumbrance will not be rolled forward until early August and payment cannot be processed timely.
       ii. For next year travel, the report date should be July 1 or later for both the TA and Expense Report.

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12 Fiscal personnel: posting activities in Banner Finance are as follows:
- TA approved – encumbrance posts to assigned index code(s).
- TR approved – encumbrance is reversed and expense is posted.
- Cash advances are not encumbered (posts to a general ledger account monitored by EWU Travel Accounting).
14. Getting Help
   a. Contact EWU Travel Accounting for questions about TEMS travel procedures or functionality.

   b. If you experience a system error or have issues with Workflow, submit a ticket through the OIT HelpDesk. Select “I need help with Banner Travel and Expense” from the dropdown list.

15. Reporting Errors / Known System Issues
   a. If you experience a system error, take a screenshot and submit a ticket through the OIT HelpDesk. Select “I need help with Banner Travel and Expense” from the dropdown list. Describe the steps taken prior to encountering the error.

   b. There are known system issues with TEMS which are under review with the software manufacturer. Users may encounter “An unspecified constraint violation exception has occurred” when populating or modifying the itinerary (see Appendix C for example). Click the OK button twice to clear the error and continue.
Frequently Asked Questions (FAQs) for TEMS:

1. **I’m new to Eastern. How do I get started with TEMS for university business travel?**
   - Contact EWU Travel Accounting. If your department is included in the phased roll-out then you will be directed to the OIT Training Scheduler to enroll for TEMS training. Once completed, you’ll be provided access to TEMS via the welcome email.

2. **I’m tech savvy. Do I really need to attend TEMS training?**
   - At present, only classroom instruction is available. Online training options are being explored.

3. **I attended training but I don’t remember how to use TEMS. Where can I find help?**
   - See the [TEMS website](#) to access the user guides and other materials. Contact EWU Travel Accounting for further assistance.

4. **I don’t remember my TEMS logon or password. What should I do?**
   - Your TEMS logon ID and password is the same that is used to access the campus network (if using SSO). Alternatively, use your EagleNet logon ID and password (PIN) to access TEMS directly. Submit an OIT HelpDesk ticket to request a password reset, if needed.

5. **I made a mistake on my TA and it’s already been submitted. What should I do now?**
   - Several options may be possible depending on the status of the TA. Contact EWU Travel Accounting and provide the TA number.
### Appendix B: TEMS Expense Types

<table>
<thead>
<tr>
<th>Name</th>
<th>Group</th>
<th>Account</th>
<th>When to Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>LODGING - Standard Rate</td>
<td>Lodging</td>
<td>71710</td>
<td>System calculated based on destination where lodging is obtain for the night.</td>
</tr>
<tr>
<td>LODGING- Exception Needed (In-State)</td>
<td>Lodging</td>
<td>71710</td>
<td>Use when in-state lodging costs exceed max per diem; enter reason in description box.</td>
</tr>
<tr>
<td>LODGING- Exception Needed (Out-of-State)</td>
<td>Lodging</td>
<td>71720</td>
<td>Use when out-of-state lodging costs exceed max per diem; enter reason in description box.</td>
</tr>
<tr>
<td>LODGING- Group</td>
<td>Lodging</td>
<td>71710</td>
<td>Use for group travel lodging</td>
</tr>
<tr>
<td>LODGING- Resort fee / Safe Warranty</td>
<td>Other</td>
<td>71740</td>
<td>Use for mandatory hotel charges; not part of per diem</td>
</tr>
<tr>
<td>LODGING- Taxes (In-State)</td>
<td>Lodging</td>
<td>71710</td>
<td>Separately enter lodging in-state lodging taxes; it's not included in the allowance calculation.</td>
</tr>
<tr>
<td>LODGING- Taxes (Out-of-State)</td>
<td>Lodging</td>
<td>71720</td>
<td>Separately enter lodging out-of-state lodging taxes; it's not included in the allowance calculation.</td>
</tr>
<tr>
<td>MEAL - Standard Rate</td>
<td>Meals</td>
<td>71710</td>
<td>System calculated based on destination where lodging is obtain for the night.</td>
</tr>
<tr>
<td>MEAL- Group, Breakfast</td>
<td>Meals</td>
<td>71710</td>
<td>Use for group travel breakfast</td>
</tr>
<tr>
<td>MEAL- Group, Lunch</td>
<td>Meals</td>
<td>71710</td>
<td>Use for group travel lunch</td>
</tr>
<tr>
<td>MEAL- Group, Dinner</td>
<td>Meals</td>
<td>71710</td>
<td>Use for group travel dinner</td>
</tr>
<tr>
<td>MISC-Conference Registration</td>
<td>Other</td>
<td>71461</td>
<td>Use for conference and other similar registration fees.</td>
</tr>
<tr>
<td>MISC-Internet</td>
<td>Other</td>
<td>71740</td>
<td>Use for internet use charges</td>
</tr>
<tr>
<td>MISC-Other (Desc Req'd)</td>
<td>Other</td>
<td>71740</td>
<td>Other travel-related expenses (description required); attach receipts.</td>
</tr>
<tr>
<td>TRANS - Airfare (In State)</td>
<td>Transportation</td>
<td>71712</td>
<td>Use for in-state airline ticket expenses.</td>
</tr>
<tr>
<td>TRANS - Airfare (Out of State)</td>
<td>Transportation</td>
<td>71722</td>
<td>Use for out-of-state airline ticket expenses.</td>
</tr>
<tr>
<td>TRANS - EWU Motor Pool</td>
<td>Transportation</td>
<td>71740</td>
<td>Use for EWU motor pool charges; these are non-reimbursable (charged via Journal Voucher).</td>
</tr>
<tr>
<td>TRANS - Gas / Fuel</td>
<td>Transportation</td>
<td>71740</td>
<td>Use for reimbursement for gas/fuel charges; attach receipts.</td>
</tr>
<tr>
<td>TRANS - Ground Transportation</td>
<td>Transportation</td>
<td>71740</td>
<td>Use for taxi, shuttle, transit, ferry, etc.; attach receipts for charges exceeding $50.</td>
</tr>
<tr>
<td>TRANS - Mileage (POV)</td>
<td>Transportation</td>
<td>71730</td>
<td>Enter the number of round trip and vicinity miles when using personal vehicles.</td>
</tr>
<tr>
<td>TRANS - Parking</td>
<td>Transportation</td>
<td>71740</td>
<td>Use of parking fee reimbursement.</td>
</tr>
<tr>
<td>TRANS - Rental Car</td>
<td>Transportation</td>
<td>71740</td>
<td>Use of rental car charges/reimbursement.</td>
</tr>
</tbody>
</table>
Appendix C: Screenshot of system error message