TravelWayne 201 – Hands On Session

Last updated August 3, 2012

In follow up to your TW101 class

- TravelWayne automates the travel request, reservation booking, expense report and approval process for Wayne State employee travel – Guest, Team and group travel to be released as phase two

- This solution also introduces several improvements in the overall process:
  - New streamlined travel policy – issued April 1, 2012
  - New travel agency – Conlin Travel
  - New travel card – JPMorgan Chase
  - Direct deposit for expense reimbursement

We reviewed these main sections

- Profile updates
- Travel Request - estimated expenses
- Travel Request Approval
- Travel Booking
- Mobile Apps
- National / Emerald Club
- Expense report – header & expense segments
- Expense report review & summary
- Payments – Travel card and your reimbursement

Phase 1: What's now / what's next

TravelWayne

What's now

- All employee travel
  - Including Athlete's individual travel activities
- Students that act as employees and that are not part of group travels
- Monthly mileage will be processed in TravelWayne

What's next

- In progress travels
  - Travel started with AAA and the TAER form prior to your Go Live date will be finalized with the TAER process
- Department travel cards
- Group/Team travel
- Guest & Student travel
- These expenses are being targeted for spring 2013

Travel policy & new websites

TravelWayne

Travel Policy for: Wayne State University - Windows Internet Explorer

https://concursolutions.com/twPopup/travel_rules_popup.asp

Travel Policy for: Wayne State University

Close

Travel Policy Group: Default Travel Class (Wayne State University)

Flight
- The Least Cost Logical Airfare is the least cost fare that is: cheapest on plane only, any carrier, fewest stops, within company default time window, using airports preferred by the user
- Air Fare is greater than the least cost logical airfare plus 150 dollars - Log For Reports

Flight - Class of Service
- Cabin classes allowed: First class, Business class when Flight distance is greater than 1 M - Log For Reports
- Cabin classes allowed: First class, Business class when Marketing airline is in Amtrak - Log For Reports

Car
- Car size exceeds company preferred size of Intermediate Car - Log For Reports
- Car vendor is not preferred - Log For Reports

Hotel
- Rate description contains any of text 'non-refundable,nonrefundable,advance purchase,deposit' - Show, but Do Not Allow
- Hotel Rate is greater than the lowest rate at the hotel plus 25 dollars - Log For Reports
- Hotel Rate is greater than the location rate or $200 - Log For Reports

When you book a trip, Conlin Travel (Wayne State University) will generate an itinerary.
If any company travel policies are violated, we forward that information to the person responsible for approving your travel; otherwise the trip will be automatically approved.

Close

Done   Internet | Protected Mode: On   90%

- The University Travel Policy is represented in the configuration of the system – please visit Travel.Wayne.edu for the most current information on the system and link to Conlin Travel Hub

Today's agenda to include

- Profile updates required
- Creating a travel request for:
  a. Yourself or another
  b. Cost segment estimates
- Submitting travel request for approval:
  a. For yourself or another
  b. Add a step before the listed approver
  c. Notification of approval
- Booking a trip for yourself or another

Today's agenda to include (cont.)

- Creating an expense report for:
  a. For yourself or another
  b. Detailed expense line entry
  c. Itemizing the Hotel Folio
  d. Allocating Expenses
  e. E-Receipts and attaching other receipts
  f. Submitting for approval
  g. Approve and forward process
  h. Notification of approval
- Reviewing and approving expense reports

Go to user profile

Go to the online system here

Update your user profile

- Change your time zone, date format, or language
- Update your personal information
- Set up a delegate
- Set up a travel assistant
- Set up credit cards
- Set up bank information
- (Recommended) Concur mobile apps registration
- (Recommended) E-Receipts activation

The Concur homepage

- The Homepage can be sorted to fit your preferences for priority viewing
- Please refer to the Homepage Job Aid for details
- Let's move to the "Profile" selection to the right on the toolbar

Your Concur profile

- This is the most important section for getting starting in TravelWayne – Your personalized profile must be updated for your specific information – please review every screen
- You will need to advise your travelers to review it closely and update as needed or you can provide them a template for data to be entered on their behalf – DON'T FORGET TO HIT SAVE

Go to Conlin Travel Profile Presentation

Go to the Conlin Screen – Profile Logon

Go to Travel Request

Go to the online system here

travel smarter with

TravelWayne powered by Concur, Conlin Travel and Chase MasterCard

Payment
Check or Direct Deposit

Travel Request

Trip approval required

Concur Online Booking

Book Trip

Conlin Travel
People. Technology. Results.
Agent

Your TravelWayne Experience

Expense Report

Auto-populate expense report entries

Chase MasterCard

Travel Event

Mobile Apps

Travel Wayne

Travel request header

Travel request header

- Please begin the data entry for your travel request header page – we are all going to Las Vegas

- Remember to click the save tab when complete before going to the next option - Segments

Travel request segment

- Estimated expenses for the trip are entered to provide the approver the details of the trip
- Remember to click the save tab when complete before going to the next option - Segments

18

Travel Request

Travel request segment - airfare

- Please be sure to review the selections available – begin typing the locations or 3 – digit short name for the airport if known

19

Travel request segment - hotel

- As with other segments, provide the level of data required for your travel approver to know enough details of the trip to access for approval

- Departments may require more than just the expense segment amount

- Don't forget to hit "save" as you move to the next segment

Travel request segment - meal

- Your meal estimate should follow the policy guidelines (See GSA Tables for per diems)
- Departments may require more details in the comments section if a meal will be a group event or business meal
- Don't forget to hit "save" as you move to the next segment

Travel request segment - summary

| | | | PDF | E-Mail | Print | Close |

Booking Business Travel

Request ID : **33CA**
Minimum Departure Date : **05/24/2012**
Approval Status : **Not Submitted**

List of Travel Request Exceptions

Message
You indicated you are attending a conference; return to the request header and attach the conference invitation.
You indicated you are attending a conference; return to the request header and attach the conference invitation.
You indicated you are attending a conference; return to the request header and attach the conference invitation.
You indicated you are attending a conference; return to the request header and attach the conference invitation.

Employee Name : **Train1, Train1**
Email Address : travelwayne@wayne.edu
Default Manager Name : **Train0, Train0**
Default Manager Email : travelwayne@wayne.edu
Country : **UNITED STATES**
Org Unit 2-Dept ID : **Accounting**

Sender Name : **Train1, Train1**
Email Address : travelwayne@wayne.edu
Default Manager Name : **Train0, Train0**
Default Manager Email : travelwayne@wayne.edu
Country : **UNITED STATES**

- Using the Print/Email Tab – generate a summary for your review online

Travel request segment - summary

Segments
Air Ticket
Foreign Amount : $425.00
05/24/2012   Detroit Wayne County Arpt (US) – McCarran Intl (US)
05/27/2012   McCarran Intl (US) – Detroit Wayne County Arpt (US)
Allocations :   100.00% ($200.00) Payroll-Accounting
Dining
Foreign Amount : $200.00
05/24/2012   05/27/2012
Allocations :   100.00% ($600.00) Payroll-Accounting
Hotel Reservation
Foreign Amount : $600.00
05/24/2012   Las Vegas (US)   05/27/2012
Allocations :   100.00% ($425.00) Payroll-Accounting
Air Ticket
Foreign Amount : $425.00
05/27/2012   McCarran Intl (US) – Detroit Wayne County Arpt (US)
05/24/2012   Detroit Wayne County Arpt (US) – McCarran Intl (US)
Allocations :   100.00% ($425.00) Payroll-Accounting

Expenses				
Transaction Date	**Expense Type**	**Business purpose**	**Foreign Amount**	**Amount**
05/24/2012	Airfare		$425.00	$425.00
05/24/2012	Lodging		$600.00	$600.00
05/24/2012	Fixed Meals		$200.00	$200.00

Printed on 05/21/2012 6:11 PM

- Using the Print/Email Tab – generate a summary for your review online before submission

Travel Request – Submission

Travel Request 33CA
Trip Title (Short Description): Attend Educational Conference

Status: Submitted & Pending Approval
Amount: $1,225.00

| Attachments ▾ | Print / Email ▾ | Cancel Travel Request | Recall |

Tabs: Travel Request Header | Segments | Approval Flow | **Audit Trail**

Travel Request Level

Date/Time	Updated By	Action	Description
05/21/2012 6:18 PM	Train1,Train1	Approval Status Change	Status changed from Not Submitted to Submitted Comment:
05/21/2012 6:18 PM	Train1,Train1	Approval Status Change	Status changed from Submitted to Submitted & Pending Approval Comment:

Entry Level

Date/Time	Updated By	Action	Description

Segment Level

Date/Time	Updated By	Action	Description
05/21/2012 6:18 PM	Train1,Train1	Exception	You indicated you are attending a conference; return to the request header and attach the conference invitation.
05/21/2012 6:18 PM	Train1,Train1	Exception	You indicated you are attending a conference; return to the request header and attach the conference invitation.

- Review the Travel Request Status screen for possible Exceptions (need to attach Conference agenda)

travel smarter with

TravelWayne powered by Concur, Conlin Travel and Chase MasterCard

Go to Conlin Travel Booking Presentation

Go to the Conlin Screen – Booking Logon

travel smarter with

TravelWayne powered by Concur, Conlin Travel and Chase MasterCard

Payment | Travel Request

Check or Direct Deposit

Approval Required

Trip approval required

Expense Report

Your TravelWayne Experience

Concur
Online Booking

Book Trip

Conlin Travel
People. Technology. Results.
Agent

Travel card statement reconciliation

Expense report for travel card charges may be required

Auto-populate expense report entries

Chase MasterCard

Travel Event

Mobile Apps

Travel Wayne

27

Create an expense report from the approved travel request in Concur

- Choosing the correct line item, launch to the expense report using the Expense Report Icon as shown above

Expense report - header information from the approved travel request

- Complete the header screen by entering the TR # and the and any other required items - Next

Expense report - header completed

Expense Center - Train21 Train21

Create a New Expense Report

Report Header

Destination	**Travel Type**	**Trip Title (Short Description)**	**Business Purpose**
Washington DC	Out of State Travel	Conference	Regional Engagement

Date of Departure	**Date of Return**
04/06/2012	04/19/2012

Index	**Trip Detailed Description**	**Student Travel Reward?**	Guest?	Student?	**Accompanied By:**
(147291) Academic College Enrichment S	Presentation of the research findings WSU	No			

Report Date	**Travel Request ID**	**Comment**	**Dept ID**	**Address**	**City**
05/24/2012	225U		Anatomy	5700 AAB	Detroit

State/Province	**Country**	**Zip/Postal Code**
MI	US	48202

Travel Requests

	Add	Remove

	Request Name	**Request ID**	**Cancelled**	**Request Total**	**Amount Approved**	**Amount Remaining**
	Conference	225U	No	$1,875.00	$1,875.00	$1,875.00

- Complete the header screen by entering the TR # and the and any other required items - Next

30

Meal itinerary needed for per diem calculation

- Complete the required information for date of departure and click "Save "
- Complete the required information for date of return and click "Next"

Meal itinerary needed for per diem calculation

- Complete the required fields to generate the per diem meal expense reimbursements

Meal itinerary needed for per diem calculation

- Complete the required fields to generate the per diem meal expense reimbursements - Save

Meals to be excluded from per diem calculation

- Complete the required information and click "Done "

Expense report – meal line items created from the meal itinerary

35

Expense report – import card charges

Conference

⊕ New Expense	Import	Details ▾	Receipts ▾	Print / Email ▾

Expenses   Delete   Copy   View ▾ «

☐	Date ▾	Expense	Amount	Requested
	Adding New Expense			
☐	04/19/2012	**Fixed Meals** Washington, District c	$35.00	$35.00
☐	04/18/2012	**Fixed Meals** Washington, District c	$71.00	$71.00
☐	04/17/2012	**Fixed Meals** Washington, District c	$71.00	$71.00
☐	04/16/2012	**Fixed Meals** Washington, District c	$71.00	$71.00
☐	04/15/2012	**Fixed Meals** Washington, District c	$71.00	$71.00
☐	04/14/2012	**Fixed Meals** Washington, District c	$71.00	$71.00
☐	04/13/2012	**Fixed Meals** Washington, District c	$71.00	$71.00
☐	04/12/2012	**Fixed Meals** Washington, District c	$71.00	$71.00
☐	04/11/2012	**Fixed Meals** Washington, District c	$71.00	$71.00

	TOTAL AMOUNT	TOTAL REQUESTED
	$928.00	**$928.00**

Smart Expenses

Import ▾	Match	Unmatch

☐		Expense Detail	Expense	Date
	⊟ **Corporate Card Charges**			
☐ ⊖		PRO SPORTS CLUB BELLEVUE,WA	Undefined	05/14/2011
☐ ⊖		BEAR CREEK GC 431 WOODINVILLE...	Undefined	05/11/2011
☐ ⊖		Sheraton ALEXANDRIA,VA	Hotel	05/08/2011
☐ ⊖		DORAL WAY MIA MIAMI,FL	Undefined	05/08/2011
☐ ⊖		BLUE DOOR AT DELANO MIAMI BE...	Undefined	05/07/2011

36

Expense report – import card charges

- Select the credit card charges to be added to this expense report and click on the "import" tab

Imported card charge - Hotel

	Date ▾	Expense	Amount	Requested
☐		**Expenses** Delete Copy View ▾ «		
		Adding New Expense		
	04/10/2012	Washington, District of Columbia	$71.00	$71.00
☐	04/09/2012	**Fixed Meals** Washington, District of Columbia	$71.00	$71.00
☐	04/08/2012	**Fixed Meals** Washington, District of Columbia	$71.00	$71.00
☐	04/07/2012	**Fixed Meals** Washington, District of Columbia	$71.00	$71.00
☐	04/06/2012	**Fixed Meals** Washington, District of Columbia	$41.00	$41.00
☐	05/08/2011	**Hotel** SHERATON SUITES, Alexandria, Virginia	$209.85	$209.85

	TOTAL AMOUNT	TOTAL REQUESTED
	$1,137.85	**$1,137.85**

Expense report - meals

Mark the actual meal receipt as a 'personal expense' when declaring fixed meals (per diem). The traveler will need to pay JPMorgan Chase for these personal expenses – which should be offset by the per diem payment to the traveler from WSU.

Imported card charge details

- Move the pointer to the expense line icons to reveal the attached card receipt data

Itemize the hotel expenses

• Enter the hotel folio details by day

Itemize the hotel expenses

- Enter the hotel folio details by day - "save itemizations"

Hotel expenses –receipt required

- Receipt image required icon – receipt must be attached to complete the report

Uploading a receipt image

- Uploading the receipt image

Add a new out-of-pocket expense item

Submit expense report for approval

Final Review □ ✕

User Submit

By clicking on the 'Accept & Submit' button, I certify that:

1. This is a true and accurate accounting of expenses incurred to accomplish official business for Wayne State University and there are no expenses claimed as reimbursable which relate to personal or unallowable expenses.

2. All required receipt images have been attached to this report.

3. I have not received, nor will I receive, reimbursement from any other source(s) for the expenses claimed.

4. In the event of overpayment or if payment is received from another source for any portion of the expenses claimed I assume responsibility for repaying Wayne State University in full for those expenses.

Accept & Submit | **Cancel**

Expense report summary

Report Submit Status - Conference   ×

This report was submitted successfully.
Approver: Train0, Train0

Expense Report

Report Total :	$1,192.85
Less Personal Amount :	$0.00
Amount Claimed :	$1,192.85
Amount Rejected :	$0.00

Company Disbursements

Amount Due Employee :	$983.00
Amount Due TEST Corp Card :	$209.85
Total Paid By Company :	$1,192.85

Employee Disbursements

Amount Owed Company :	$0.00
Total Owed By Employee :	$0.00

Close

47

Expense report submitted

Homepage status of transactions

Expense report – receipts

Stop the receipt runaround

- email

- mobile photo

- scan and upload

Expense report - receipts

Receipts on the go
smartphone photo

Take a picture of your receipt on your smartphone via the Concur mobile application

Expense report - receipts

Or eliminate paper with

E-receipts:

- ### Save time

- ### Improve accuracy

Elect to receive e-receipts within your user profile

Expense report - receipts

- Concur e-receipt partners (representative list)

Training opportunities

Introduction to TravelWayne – 101

- Introduction and a review of the basics of how to use TravelWayne
- 2 hours lecture-style including a brief online demo and Q&A

Hands-on Training - 201

- Register through Pipeline - by invitation only from your BAO - registration is required
- Recommended for department administrators and expert users
- 2 ½ hours - lab setting - hands-on exercises covering Travel Request, Booking & Expense

Office hours for hands-on assistance

- Open session – no agenda – bring your questions
- Lab setting

On-line Training Aids

- Quick Reference Guides & Program Details located at **Travel.Wayne.edu**

Conlin Travel Hub

- Online booking training videos, Travel information & more located at **Conlintravelhub.com/wsu**

Training is available but not required

TravelWayne support options

- Call **313-577-TRIP** (8747) for TravelWayne support options

- Visit **Travel.Wayne.edu** to view the travel policy and information to help you get started

- Visit **www.conlintravelhub.com/wsu** for a wealth of travel tips, online booking training videos and much more

- Contact your **unit's Expert User(s)** for assistance. They are ready to help you get started.

Q & A