

Travel Professionals Group

3rd Quarter, 2018

September 20, 2018

Presenter: Cindy Lyons,
Acting Assistant Controller

Agenda

1. What's New
2. International SOS – Guest Speaker Bonnie Bissonette
3. Supporting Documentation
4. Upcoming Events
5. Open Discussion and Questions

Part 1. What's New?

- FY2018 Travel Totaled over \$13.5 million!
- [Financial Services Travel Website](#)
 - Note the two interactive boxes on the left panel:
 - Notification when page content changes
 - Business Travel Feedback
- [LMS requirement for new Travel Administrators and Travel Approvers](#)
- TravelOn is now [Travel Leaders Corporate](#)
 - Visit <http://www.umaryland.edu/financialservices/disbursements/travel/travel-agencies/> for updated contact information



Part 1. What's New?

- Learning Management System →
(LMS) Requirement

<http://www.umaryland.edu/media/umb/af/fs/travel/Please-send-this-information-to-department-heads.pdf>

- Link to LMS Manual:

<http://www.umaryland.edu/media/umb/af/fs/travel/Manual-for-Completing-the-UMB-Business-Travel-Curriculum.pdf>

August 6, 2018

Please send this information to department heads, chairs, or other personnel who approve the CITS eForms User Authorization Form and System Access Agreement (<http://www.umaryland.edu/media/umb/cits/eForm-User-Athorization-Form.docx>).

The following requirement applies only to NEW Travel Administrators or Travel Approvers requesting Role access on or after September 1, 2018. It does not apply to anyone who is currently a Travel Administrator or Travel Approver.

It also does not apply to anyone who currently has a Role who subsequently requests an additional Role, or to anyone with an existing Role who transfers departments.

Beginning **September 1** an individual requesting the Travel Administrator or Travel Approver Role for the first time will be required to include a copy of the Business Travel Curriculum diploma with the CITS access request form. I have attached a sample diploma. The entire curriculum must be completed. There are six individual modules, each generates a certificate, **but the diploma for the complete curriculum must be attached to the CITS form.**

The Business Travel Curriculum is stored in the UMB Learning Management System. Instructions for completing the curriculum are available on the Financial Services – Travel – Training webpage: <http://www.umaryland.edu/financialservices/disbursements/travel/training/> Download the training manual here: <http://www.umaryland.edu/media/umb/af/fs/travel/Manual-for-Completing-the-UMB-Business-Travel-Curriculum.pdf>

We have periodically advertised this requirement during training sessions and meetings throughout the year and many of the current staff have already explored or completed the curriculum. All employees are encouraged to complete the curriculum.

Employees can complete the curriculum at any time before requesting Role access. Therefore, anyone anticipating Role access on or after September 1 is encouraged to complete the modules as soon as possible. Estimated completion time may take up to two hours, depending on the individual's experience with travel transactions. The curriculum does not need to be completed in one sitting. The LMS System will resume the module at the point where the employee paused the module.

Part 1. What's New?

• Pocket Guide for Business Travel

Taxis

Receipts required. Expenses for standard car services are allowable. Tips should not exceed 20% of the fare. Upgraded services such as limousines, chauffeur, premier, etc. will be reimbursed at a standard fare and tip.

Parking

Receipts required. Hourly parking and valet parking at airports and rail stations will be reimbursed at the lower, daily rate. Employees are not reimbursed for parking facilities located at their primary worksite.

Rental Cars

Receipts required. A Travel Request eForm is also required. Mileage reimbursement is not available. Sign the rental contract with the driver's name and University of Maryland, Baltimore/State of Maryland. Read the Procedures for important information on insurance provided to UMB employees and nonemployees.

Meals

Meals are reimbursed using standard and high cost per diem rates established by federal agencies. The maximum amount of expenses allowable for domestic travel meals is established by the [U.S. General Services Administration \(GSA\)](#) and the maximum amount of expenses allowable for international travel meals is established by the [U.S. Department of State](#). The Incidental Rates included in the GSA and Department of State rates are not reimbursable. Maximum rates are not entitlements. Operational Units have the authority to reduce payments based on availability of funds, availability of lower cost alternatives, specific requirements of funding sources, or reasonableness. Operational Units may request travelers to submit receipts to support meal expenses.

Read the Policy and the Procedures for details on allowable costs and reimbursement requirements.

Operational Units may use the standard meal rate or the rates stated on the applicable federal agency website. Visit the [UMB Travel Rates](#) page.

Overnight Trips

Meals taken on the day of departure and on the day of return are paid up to 75% of the total daily per diem.

Day Trips

Meals taken on one-day trips are reimbursed at the discretion of the Operational Unit. Receipts are required and reimbursement may not exceed the applicable per diem. The duration of the Business Travel must be at least eight hours. Restrictions on meal times apply.

Reimbursements are reported as taxable income to the recipient. Read the Employee Procedure for details. Nonemployees are not eligible for day-trip meals.

International Travel

All International Travel must be registered with the UMB International Registry - International SOS: <https://www.international SOS.com/MasterPortal/default.aspx?membnum=118CAS519702>

Read the Procedures for additional information on visas, travel warnings, translations, and conversions.

Training

All personnel are eligible to attend travel training sessions offered by Financial Services. Announcements are posted in the weekly ELM email newsletter. Online training is available through the [UMB Learning Management System](#). Read the [training manual](#) for instructions.

Need Help?

Email questions to travelhelp@umaryland.edu. Visit [eTravel Help](#) for help with the eTravel System.



POCKET GUIDE FOR BUSINESS TRAVEL

Visit the Financial Services Travel Webpage:
<http://www.umaryland.edu/financialservices/disbursements/travel/>

This Guide is available at:
<http://www.umaryland.edu/media/umb/af/fs/travel/pocket-guide.pdf>

This Guide is not intended for use in lieu of reading and complying with policies and procedures. The UMB Business Travel Policy VIII-11.00(A) and related Financial Services Procedures are available in the [UMB Policies and Procedures Library](#) under Financial Affairs.

General Policy

In the course of UMB business, UMB Employees and Nonemployees (e.g. Job applicants, lecturers, consultants, researchers, students, and other individuals) may travel on behalf of UMB. Individuals may be reimbursed using **UMB Funds** for allowable expenses that are directly related to the business purpose of the trip, evidenced by receipts and/or other supporting documentation, and fall within the guidelines set forth in the Policy and Procedures.

UMB Funds are all funds administered by UMB, regardless of fund source. UMB Funds include State-appropriated general funds, tuition, fees, other income, auxiliary funds, revolving/discretionary funds, Designated Research Initiative Funds, gifts, contract or grant revenues, and other restricted funds.

Business Travel expenses charged to **UMB Funds** must be **reasonable, necessary, allowable, and incurred to fulfill a bona fide business purpose of UMB**. The reasonableness of an expense depends upon many relevant factors, including the business purpose of the travel, the destination, and the duration of travel. **Allowable and unallowable expenses are described in the Financial Services Procedure – Business Travel.**

Pre-Approval

Appropriate approval is required prior to the commencement of travel as described in the Procedure.

A Travel Request eForm (TR) must be **fully approved prior to the departure date** for the following types of travel:

- International
 - Out-of-State (UMB Employees only)*
 - In-State Overnight (UMB Employees only)
 - Booked through a UMB contracted travel agency
 - Travel that includes a car rental
- *Out-of-State refers to travel outside Maryland and Washington, D.C.

Reimbursement

A Travel Expense eForm (TE) is required when seeking reimbursement for out-of-pocket expenses.

Nonemployee travelers must also complete and sign the [Nonemployee Business Travel Certification Form](#) (NBTC). The NBTC must be uploaded into the eTravel System with the TE.

TEs must be submitted in the eTravel System within 60 days from the Return Date. TEs submitted after 60 days are late and are reported as taxable income to the recipient. A [Late Submission Form](#) is required. Read the Employee Procedure for details.

A summary of allowable and unallowable miscellaneous expenses is available here: <http://www.umaryland.edu/financialservices/disbursements/travel/reimbursement/>

Lodging

UMB payments for lodging expenses are based on the standard room rate as evidenced on submitted receipts as described in Financial Services Procedures on Business Travel.

Visit the [federal per diem rate page](#) to determine reasonable rates for the location and time of year. Also consider local events that may impact hotel rates (e.g. sports, entertainment, large conferences, etc.). Feel free to visit the hotel's webpage to assess whether the hotel is luxurious, extravagant, charges

extra for city or harbor views, etc. Expenses incurred for personal preference or convenience will not be paid.

Transportation

Air/Rail Travel

Travelers are expected to purchase the least expensive logical fare via the most direct route. Payment requests for unreasonable or excessive costs may be denied. Read the Policy and the Procedures for details on allowable costs and reimbursement requirements.

Travel Agency

Coach/economy air and rail fares may be purchased through a contracted travel agency and billed directly to UMB. Visit [UMB Travel Agencies](#) for a list of contracted agencies. Charges for upgrades, personal travel, traveling companions, lodging, car rentals, personal preferences, or other charges must be paid with a personal credit card at the time of booking.

Paid by Individual

Authorized expenses paid with personal funds may be reimbursed up to the approved amount allowed by UMB policy.

Read the Policy and Procedure for additional requirements and restrictions on:

- air and rail travel other than coach/economy class
- federally funded air travel

Use of Personal Vehicle

Mileage is reimbursed at the mileage rate in effect at the time of travel. Visit the [UMB Travel Rates](#) webpage.

Employees must subtract commute mileage from the total business mileage if the trip occurs on a regularly scheduled workday and begins or ends at a location other than the employee's primary worksite. Read the Procedure for details.

Part 2. International SOS

– Presentation by Bonnie Bissonette

– International SOS Website:

https://www.internationalsos.com/Members_Home/login/clientaccess.cfm?custno=11BCAS519702

International SOS Questions?



Part 3. Supporting Documentation – Itineraries and Agendas

- “Itinerary” and “Agenda”
 - Terms are commonly used interchangeably
 - Have different meanings
- The itinerary or the agenda may be attached, but both are needed

Part 3. Supporting Documentation

- Itinerary refers to time and location
 - Dates
 - Destination

Part 3. Supporting Documentation

- Itinerary
 - Flight arrangements
 - General support for business travel dates listed on the eform, airport parking, etc.
 - Identifies traveler(s), seating class, costs, whether meals are provided, etc.

Part 3. Supporting Documentation

- Agenda
 - Conference Dates, location
 - UMB/traveler's role at the conference
 - Identifies whether meals are included with the cost of the conference
 - May support lodging rates

Part 3. Supporting Documentation

- Wish List Item! 

Working with CITS to write code that will transfer attachments in the TR form into the TE form.

Part 3. Supporting Documentation - Receipts

- Per IRS and State of Maryland, an itemized receipt is required to support:
 - Proof of payment
 - Expenses eligible for reimbursement/payment

Part 3. Supporting Documentation - Receipts

From the State Comptroller:

Reimbursement request shall include itemized receipts and such other supporting documentation of expenses. General Accounting Division (GAD) will not accept receipts with just the credit card charge, amount and signature.

Part 3. Supporting Documentation - Receipts

From page 25 of the Employee Procedure:

Itemized receipts, except for meals, Mileage, and as specified in Section XI E- Other Expenses, to support actual costs incurred and paid. It is not sufficient to submit only the credit card receipt showing the total charged. Receipts emailed by vendors to the traveler may be used if they contain required information.

Part 3. Supporting Documentation - Receipts

- A valid receipt **MUST** contain the following five elements:
 1. Name of vendor
 2. Transaction date
 3. Detailed description of goods or services purchased
 4. Amount paid
 5. Form of payment (note: generally, cash, check, or credit card is used; but sometimes frequent flyer miles or points are used)

Part 3. Supporting Documentation - Receipts

- Transportation also requires itinerary – starting and ending points, mileage, etc.
- Business meals also require list of attendees and business purpose

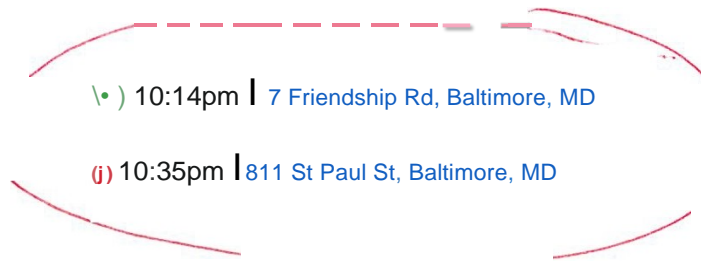
Part 3. Supporting Documentation - Receipts

- Acceptable – example

\$22.62

Thanks for choosing Uber, Pavlas

April 18, 2018 | uberX



11.61
miles

00:21:54
Trip time

uberX
Car

Part 3. Supporting Documentation - Receipts

- Acceptable – example for Mileage shows:
 - Starting and ending addresses
 - Mileage

Part 3. Supporting Documentation - Receipts

- Unacceptable
 - Screenshots of credit card activity
 - Documents that do not contain all of the required information
 - Hired car service receipts do not include pickup and drop-off locations, times, miles, breakdown of costs
 - Altered documents that inflate costs, or attempts at altering descriptions for unallowable charges
 - Whiteout used to cover “hourly parking”

Part 3. Supporting Documentation - Receipts

- Examples of Unacceptable Documentation that we have received!

Part 3. Supporting Documentation - Unacceptable Receipts

How was your experience?



\$700.00

Custom Amount	\$700.00
Total	\$700.00

ABC Driving Services
5700 Park Avenue
BALTIMORE, MD 21229

Part 3. Supporting Documentation – Unacceptable Receipts

- Airfare:

AUG152018

Southwest Airlines Payment

\$196.96

- Meal:



Part 3. Supporting Documentation – Unacceptable Receipts

- Mileage:



Part 3. Supporting Documentation – Unacceptable Receipt – Mileage Support

- Using “My Location” on a device does not indicate the starting address. Output reads “My Location.”

Supporting Documentation Questions?



Part 4. UPCOMING EVENTS

Part 4. Upcoming Events

Disbursements Workshop: Making Payments to Research Study Participants

September 26, 2018

10:00 – 12:00

School of Pharmacy, Room N111

To Register: myUMB>Enroll in UMB Systems
Training>Add Course>Course Type is Disbursements
Workshop

Part 4. Upcoming Events

Procurement Card Refresher Training

September 27, 2018

10:00 – 12:00

School of Pharmacy, Room N111

Registration is full. However, drop-ins are welcome.

Travel Professionals Group 4th Quarter Meeting

December 5, 2018

10:00 – 12:00

Location: School of Nursing, Room 130

myUMB>Enroll in UMB Systems Training>Add
Course>Course Type is Travel Professionals Group

Questions?

