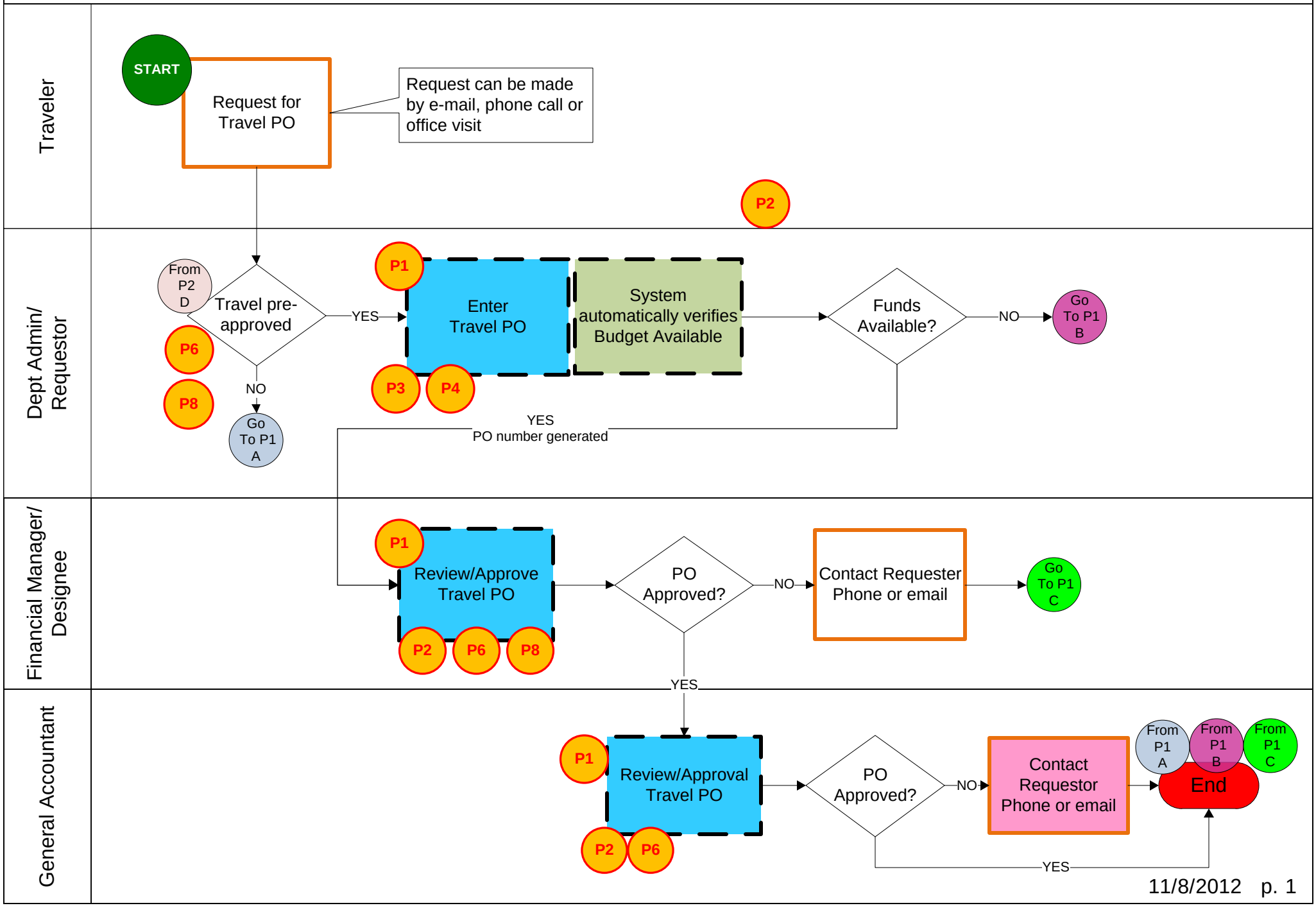
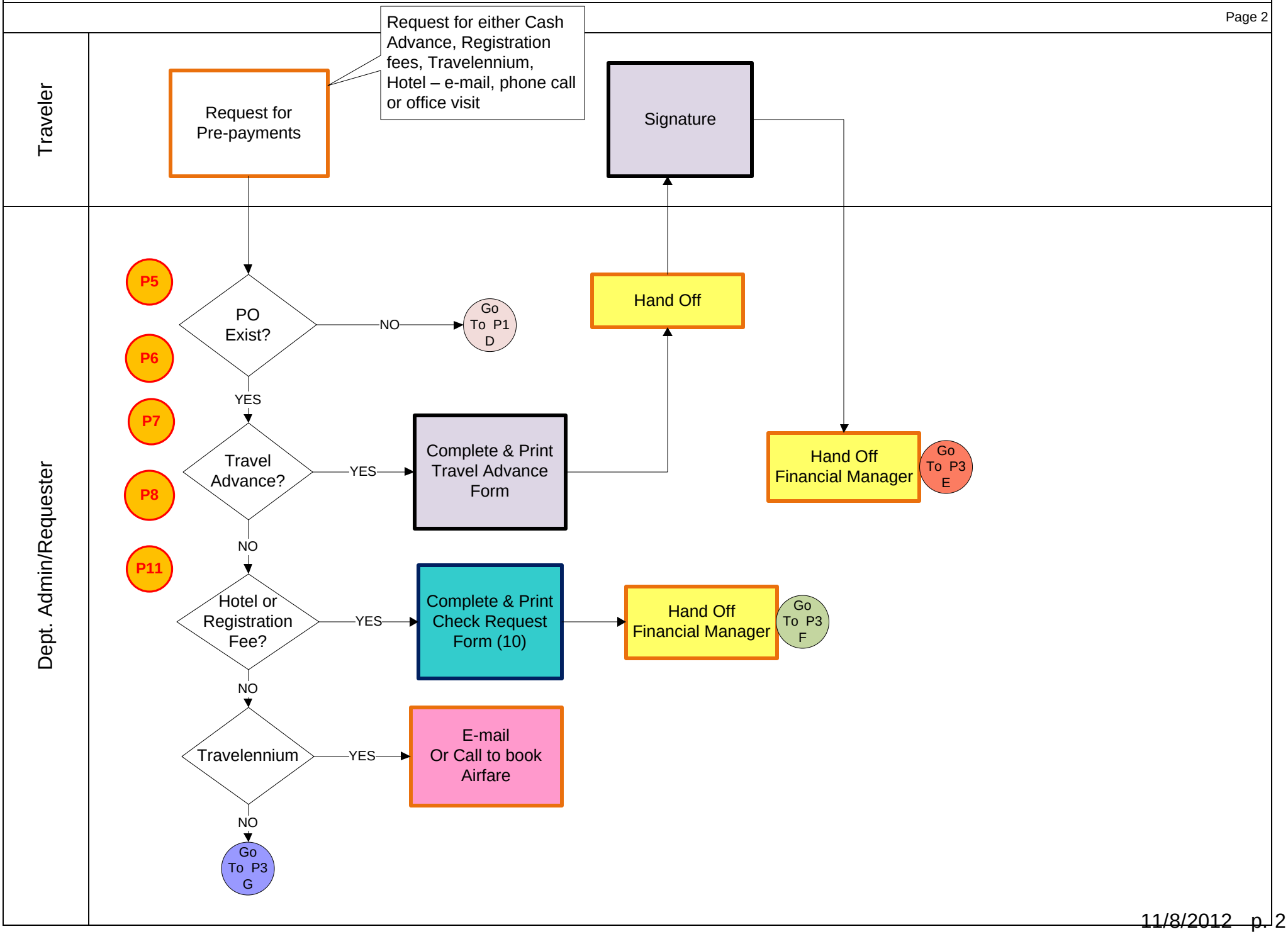
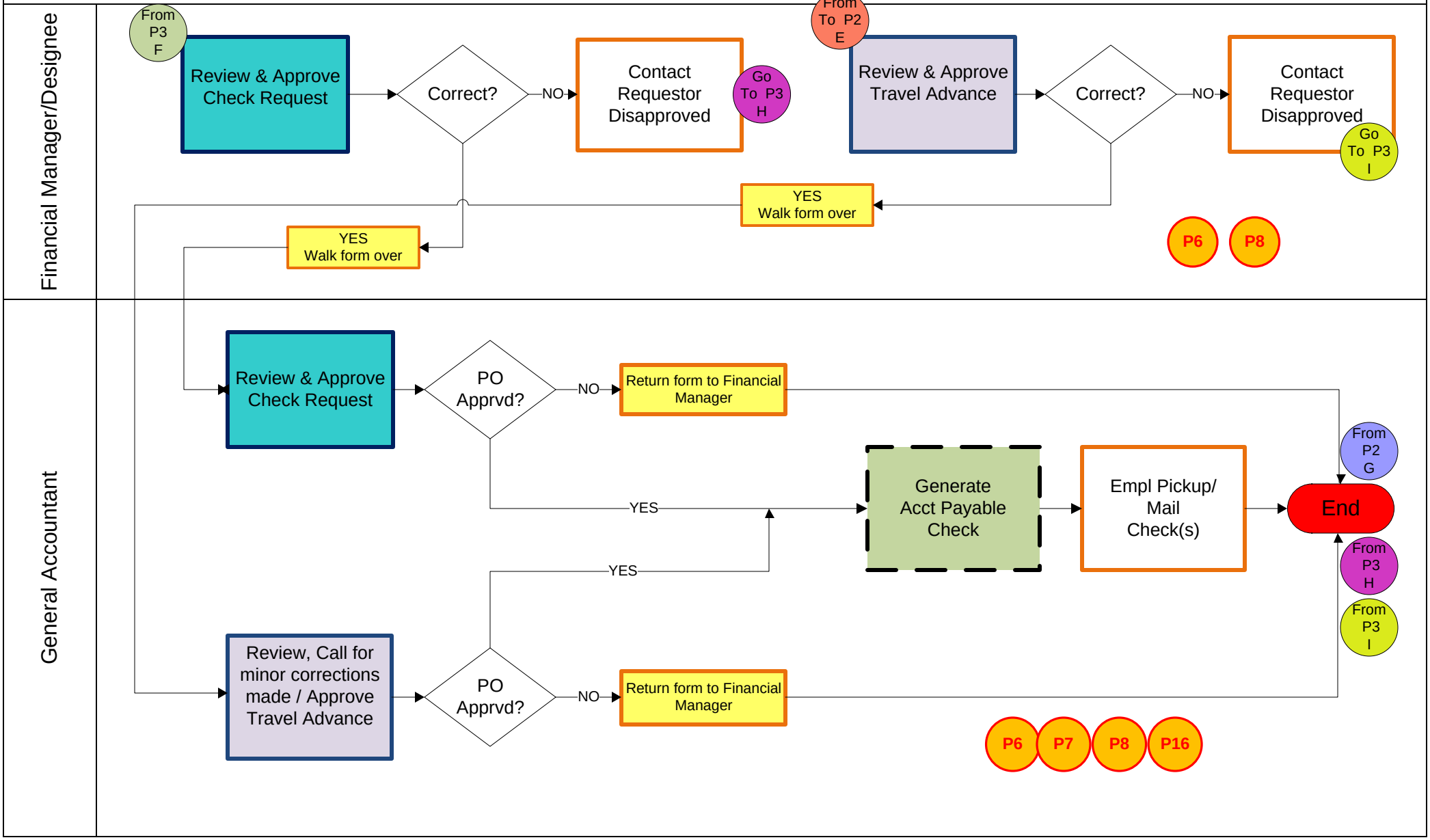
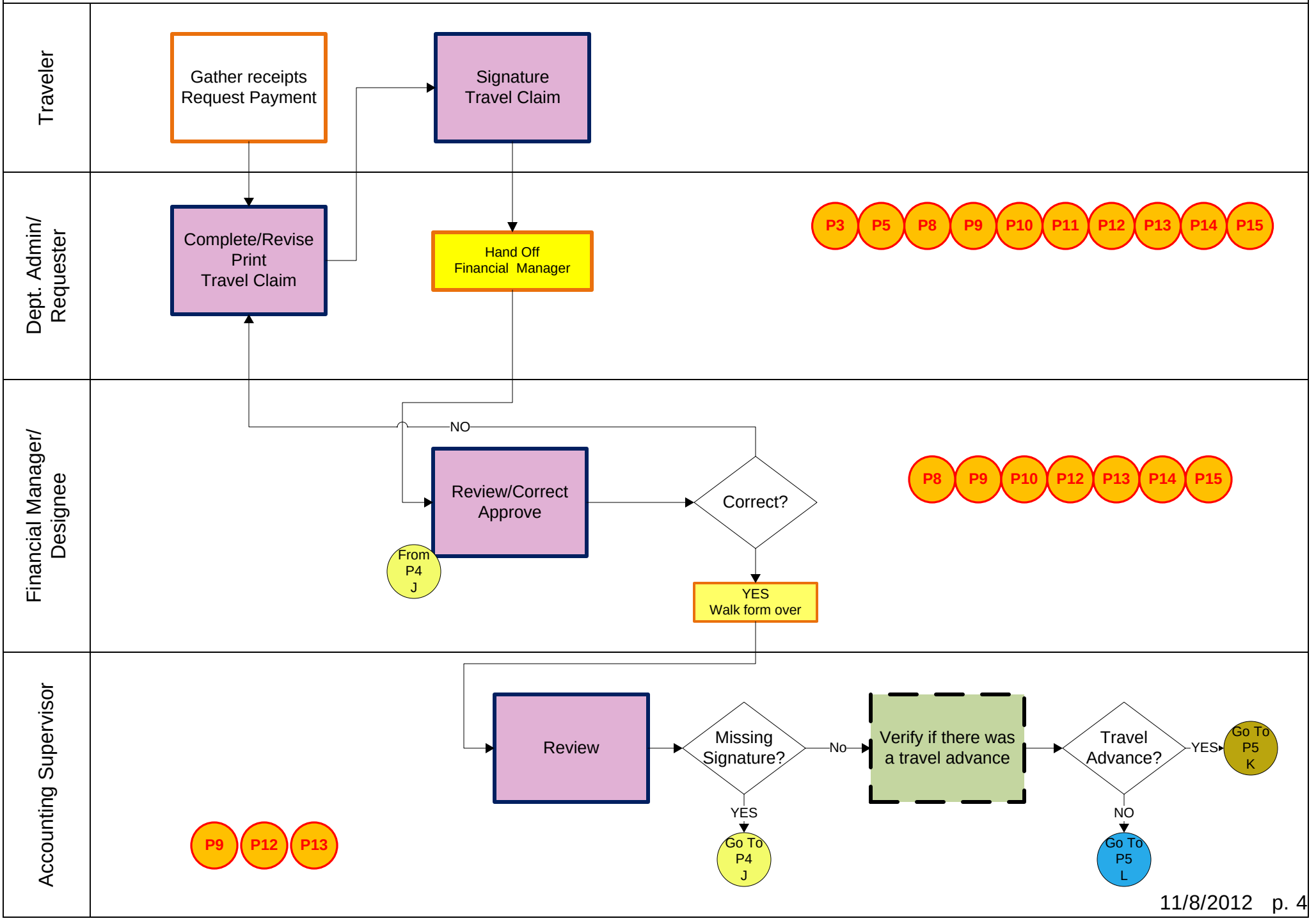
Travel for Share Service Center – AS IS "Request for Travel PO"

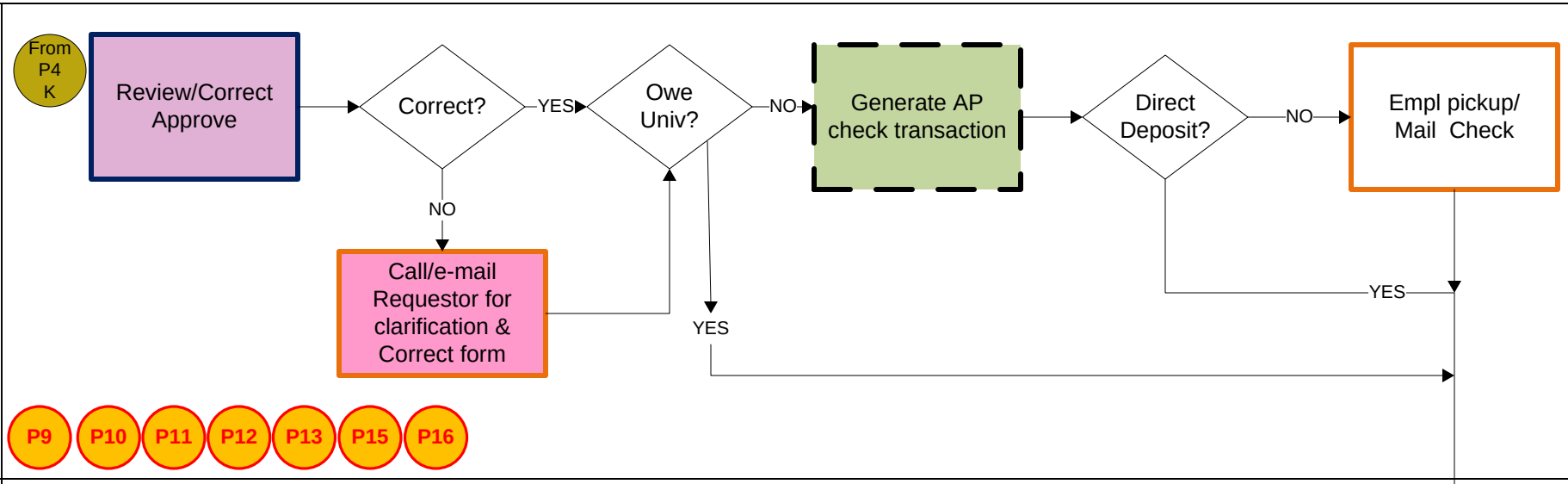


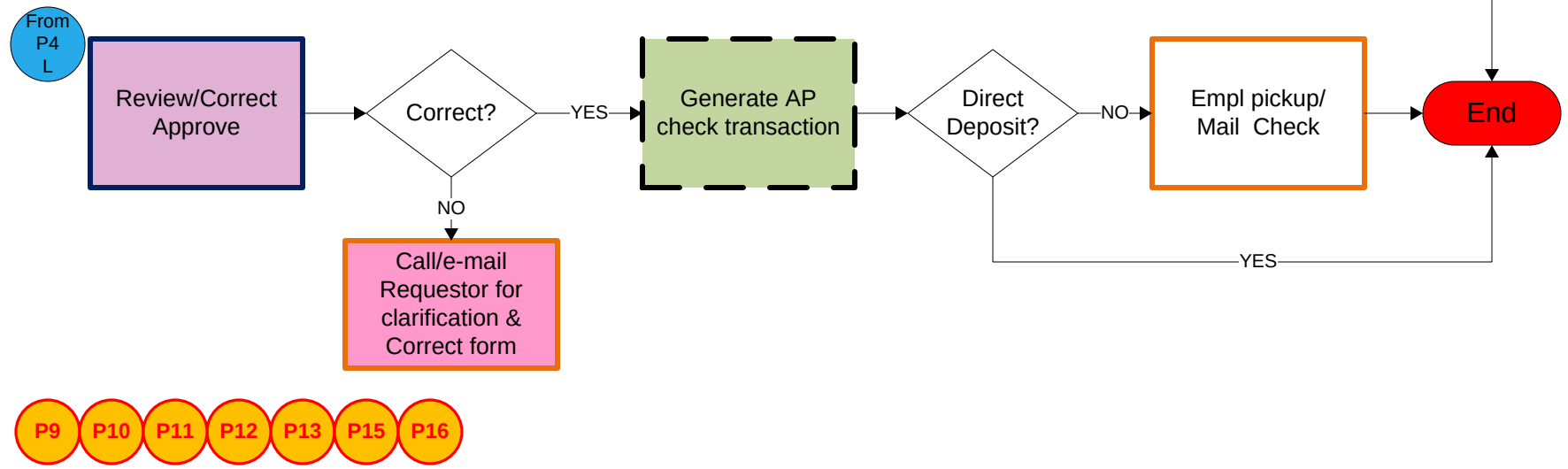
Travel For Shared Service Center – AS IS "Request for Pre-Payments"



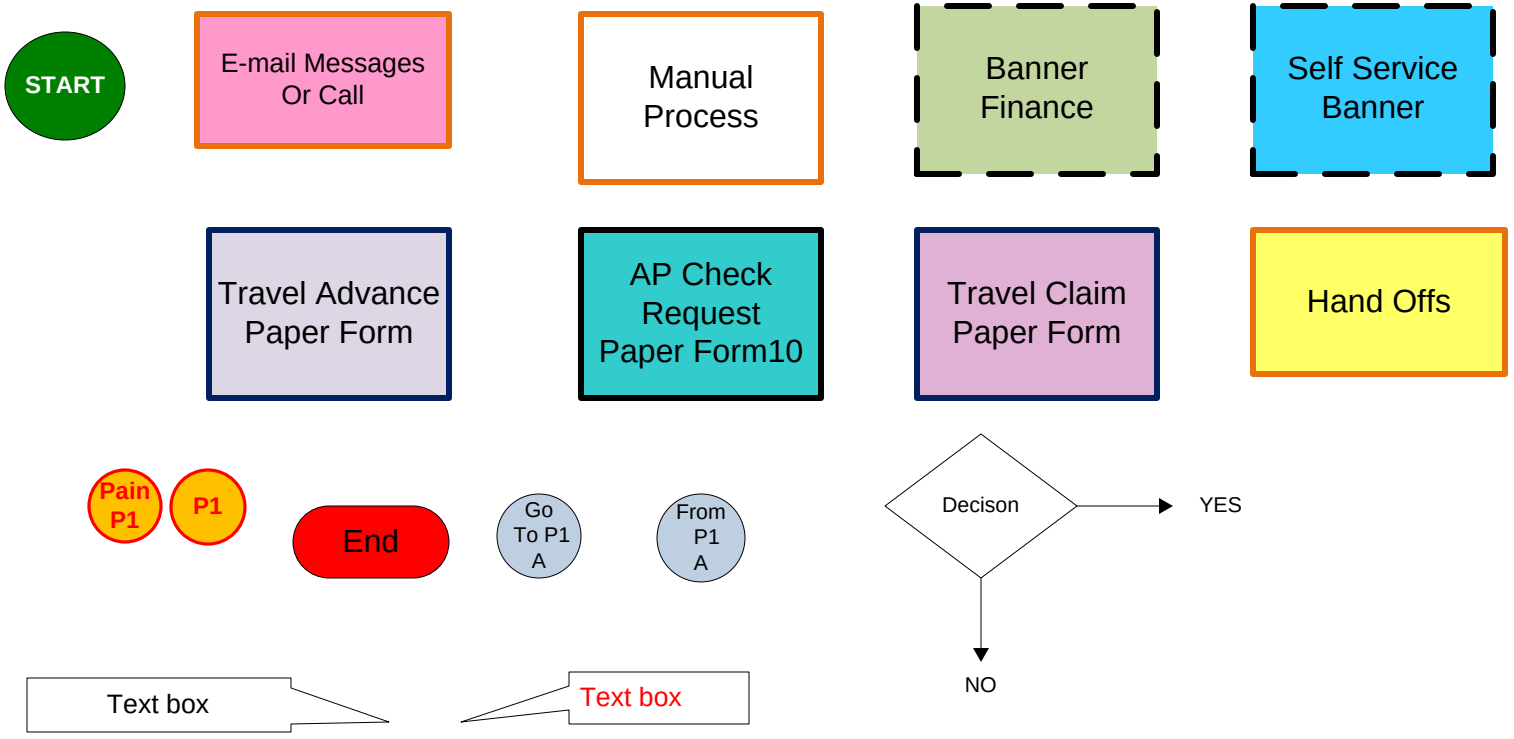

Financial Manager/Designee
From P3 F
Review & Approve Check Request
Correct?
NO
Contact Requestor Disapproved
Go To P3 H
From To P2 E
Review & Approve Travel Advance
Correct?
NO
Contact Requestor Disapproved
Go To P3 I
YES Walk form over
YES Walk form over
P6
P8
General Accountant
Review & Approve Check Request
PO Apprvd?
NO
Return form to Financial Manager
YES
Generate Acct Payable Check
Empl Pickup/ Mail Check(s)
From P2 G
End
From P3 H
From P3 I
YES
Review, Call for minor corrections made / Approve Travel Advance
PO Apprvd?
NO
Return form to Financial Manager
P6
P7
P8
P16


Traveler
Gather receipts
Request Payment
Signature
Travel Claim
Dept. Admin/
Requester
Complete/Revise
Print
Travel Claim
Hand Off
Financial Manager
P3
P5
P8
P9
P10
P11
P12
P13
P14
P15
Financial Manager/
Designee
NO
Review/Correct
Approve
From
P4
J
Correct?
YES
Walk form over
P8
P9
P10
P12
P13
P14
P15
Accounting Supervisor
Review
Missing
Signature?
No
Verify if there was
a travel advance
Travel
Advance?
YES
Go To
P5
K
YES
Go To
P4
J
NO
Go To
P5
L
P9
P12
P13


Accountant III
From P4 K
Review/Correct Approve
Correct?
YES
Owe Univ?
NO
Generate AP check transaction
Direct Deposit?
NO
Empl pickup/ Mail Check
NO
Call/e-mail Requestor for clarification & Correct form
YES
YES
P9
P10
P11
P12
P13
P15
P16


Genera Accountant
From P4 L
Review/Correct Approve
Correct?
YES
Generate AP check transaction
Direct Deposit?
NO
Empl pickup/ Mail Check
End
NO
Call/e-mail Requestor for clarification & Correct form
YES
P9
P10
P11
P12
P13
P15
P16

Legends


START
E-mail Messages Or Call
Manual Process
Banner Finance
Self Service Banner
Travel Advance Paper Form
AP Check Request Paper Form10
Travel Claim Paper Form
Hand Offs
Pain P1
P1
End
Go To P1 A
From P1 A
Decison
YES
NO
Text box
Text box

Pains & Issues:

Please Read First:
The issues and pain points identified during the As Is Process Mapping workshop and the Analysis workshop are noted below. The Issue is numbered and its Root Cause Analysis is in red text, preceded by RCA prefix.

1. Incomplete/Inaccurate information provided from Traveler to Dept. Admin/Requester, missing information, wrong information, wrong index number
RCA: Traveler does not provide all or the correct information when requesting a travel Purchase Order

2. Budget Revisions have to be processed to transfer money if funds are not available, slows down the process
RCA: Funds have not been allocated for the travel prior to request

3. Group Purchase Orders to cover several people traveling
RCA: Departments want to simplify the process by not creating individual POs

4. Travel Purchase Order training materials on BF training materials site is outdated and does not reflect current process
RCA: Documentation has not been updated since 2006, who would be the owners?

5. Travel Advances have to be copied, filed and maintain for processing travel claim at later dates
RCA: Have to maintain copies of travel advance request in order to document when completing travel claim in the future

6. Last minute request to travel
RCA: Poor planning by the traveler or departments

7. Copy of registration forms are not submitted with the pre-payment request (Form 10)
RCA: Lack of training and documented procedures

8. No Purchase Order requested prior to travel
RCA: This is not a mandated procedure by the University, a suggested procedure. Only have to have a PO created and approved by time a travel claim is submitted

9.Travel claims omit any pre-payments made prior to travel (registration, advances, Travelennium)
RCA: Lack of training documentation available on how to complete the form

10. Travel claims missing required receipts
RCA: Traveler does not provide them, requester and approvers don't verify for receipts

Pains & Issues: con't

11. Forms are paper and have to be handed off for signatures
RCA: There isn't an electronic forms in place

12. Travel claim has three format options, excel, web base and pdf. When printed, layout is not standardized
RCA: In the past forms were created to accommodate user preferences

13. Out dated claim forms are used
RCA: Claim forms are saved to desktops and then re-used

14. Lack of training materials on how to create a travel claim and how to interpret travel policy
RCA: There isn't a guideline or FAQ page how to complete a travel claim

15. Common errors on travel claims pertain to understanding on to use the CONUS site and determine per diem
RCA: There isn't a guideline or FAQ page how to complete a travel claim

16. University has not considered mandating Direct deposit as the preferred payment method for employees travel reimbursements
RCA: University has recommended this as the preferred method, but employees are not encouraged to participate in direct deposit for travel