FAQs & Scenarios
eTravel System

1. How do I get access to the eTravel System?

   - All UMB employees have access to the eTravel System as a Traveler.
   - The CITS eForm User Authorization Form is required for the Traveler Administrator and Traveler Approver roles.
   - The department's Travel Administrator assigns the Supervisor role in the eTravel System.
   - Read Determine the Role(s) You Will Fulfill in eTravel for additional information on roles.

2. What types of training are available for the eTravel System?
   - Two types of online training are available:
     i. Log into MyUMB. Navigate to the tutorials on the eTravel System:
        1. UMB Systems Tutorials Browser > eForms > eTravel

     ii. The UMB Learning Management System Business Travel Policy and Procedure curriculum contains a module on the eTravel System. In order to complete the module, the five preceding modules on the Travel Policy and Procedures must be completed. The UMB Learning Management System is available on the Human Resource Services website:
        1. About UMB > Human Resource Services > Learning Management System > Click the Library Books on the toolbar > Business Travel Policy and Procedure
        2. Read the Manual on How to Complete the UMB Business Travel Policy and Procedure Curriculum in the Learning Management System.

3. Why do I keep receiving reminder emails stating that an eForm is still pending?
   - Two types of emails are generated 10 calendar days after an eForm has been submitted:
     i. Reminder email that an eForm is still pending approval. This email is sent to the traveler:
        The eTravel Form(s) listed below are outstanding. Please log into the eTravel System and select "View an eTravel Form" to view the next approver in the workflow queue or contact your travel administrator for additional information.

     Note that no action is required by the traveler unless the traveler is the next person in the workflow to approve the eForm.

ii. Action email stating that an action is required. This email is sent to the next person in the workflow:

> *Our system indicates that there are eTravel Form(s) in your queue that require action. Please take the necessary action to review and submit the pending form(s) into workflow or take the necessary action to withdraw the form(s).*

- The emails are sent every day, beginning on the tenth calendar day until the eForm is fully approved.
- If the traveler is the next person to approve the eForm, the traveler will receive two emails until the eForm is fully approved.

4. How can I check the status of an eForm?
- Log into the eTravel System.
- Click View an eTravel Form.
- Enter the Form ID, Empl ID, or traveler's name.
- Scroll down the page and Click Next.
- The Process Visualizer shows the status of the eForm and the next approver in the workflow.

5. How can I check to see when I will get reimbursed?
- Log into the eTravel System.
- Click View an eTravel Form.
- Enter the Form ID, Empl ID, or your name.
- If the form has been approved by Financial Services there should be a pay date visible in the upper right-hand corner of the View Travel Expense Form page.
- If no date is visible, scroll down the page and Click Next.
- The Process Visualizer shows the status of the eForm and the next approver in the workflow.

6. If I have trouble with the eTravel System what should I do?
- Send an email to travelhelp@umaryland.edu

7. I don't see my question here. Where can I get additional help?
- Email questions to travelhelp@umaryland.edu

Scenarios

I. Kathy is an employee who returned from her trip on February 2, 2018. On May 25 she enters her travel expense form into the eTravel System. Kathy is required to complete the Late

Submission Form acknowledging her late submission and that the expense reimbursement will be included in her taxable income and reported with her wages on her W-2.

II. Jill is a nonemployee who returned from a trip on February 10, 2018. On May 25 she submits her receipts to the Travel Administrator for entry into the eTravel System. Jill does not want the travel expenses reported to the IRS so she asks the Travel Administrator to withdraw the reimbursement request.

III. Karen submitted a travel expense form and noticed an error in her submission. She needs to contact the next approver in the workflow (see FAQ #4) and request that the form be recycled so that she can make her corrections.

IV. John submitted a travel request form and noticed that he inadvertently omitted part of his trip. The travel request has already been fully approved. John needs to submit a new travel request and include a comment stating that the new travel request replaces the previous one.