Travel & Expense Management
Approver Guide
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**Introduction**

For approvers in the Travel and Expense Management (TEM) workflow, an approver will perform the following steps:

1. Open the email notification and click on a link to Workflow, click on a link to the TEM review point to review the document details in TEM ...see pg.
2. Review supporting documents in Nolij ...see pg.
3. After review, approve/disapprove the document.

Documents may require more than one approval. Emails for multiple approvers may go to the next approver on the approval chain.

**Travel Documents: TEM**

WWU is implementing TEM to standardize and automate our manual travel processes, and provide best-in-class travel services. TEM features include:

- Automatic calculation of per diem for meals and lodging, based on the destination
- Automatic calculation of mileage rates
- Automatic creation of encumbrances for travel authorizations
- Easy generation of expense reports
- Electronic pre-defined approvals, by both supervisors and budget authorities

For travelers, TEM provides a user-friendly interface where they can:

- Request travel authorizations which include estimated expenses
- Request advances against their TA
- Create travel reimbursements for actual expenses
- Query on the approval status of their travel documents
- Appoint *delegates*, i.e. staff who act on their behalf to create documents

For approvers, TEM provides a similar interface whether they can:

- Review the itinerary, expenses, funding strings and other details of a TA or TR
- Review the document’s approval history

When a travel authorization is approved, the traveler can turn this into a reimbursement with one click of a button. All details on the TA will be copied into a reimbursement document, and details can then be modified as necessary to match actual expenses.
Approvals: Workflow

Workflow manages the approvals processing for TEM. Each approver will receive an email when it is their turn to approve a document. This includes a link to a workflow form which:

- shows summary information for that travel document
- provides a link to TEM where the approver can review document details and approval history
- provides buttons to mark the document as Approved, Denied, or Returned for Correction
- provides a comment box for the approver to explain why a document was Denied or Returned for Correction

If an approver will be out of the office, they can appoint a proxy to act on their behalf to approve documents. Proxies will receive the same email as the approver, and will be able to perform the same review and approval steps in workflow and TEM.

Supporting Documents: Nolij

Receipts and other supporting documents must be scanned and copied to the TEM Nolij application.

TEM Nolij access will be granted to travelers, delegates, approvers, and proxies so that:
- Travelers/delegates can attach images of their receipts when they submit travel documents
- Approvers/proxies can review these attachments when deciding whether to approve

Here are some of the features of Nolij:
- A separate folder is automatically created in Nolij for each travel document: the folder name is the document number.
- Travelers/delegates can scan receipts to a directory (e.g. network drive, My Documents), then drag-and-drop copies of those images into the Nolij folder.
- Scanned images can be in JPF, TIF, or GIF format.
- Travelers can also attach other documents such as PDF files, Excel spreadsheets, or Word documents.

For more information on TEM, visit: www.wwu.edu/bs/travel/tem
TEM Document Types

Three types of travel documents can go through approvals. Each travel document is given a unique document number, and the document type can be identified by the first two letters of that document number. For example, travel authorization document numbers all start with “TA”, e.g. TA000112.

The table below shows the type of documents that can be created in TEM. More importantly, it also shows what you are being asked to approve for each document type:

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Doc# Starts</th>
<th>What are you approving for this document type?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel Authorization</td>
<td>TA</td>
<td>You are approving the act of travel and estimated expenses. TAs are submitted prior to start of travel.</td>
</tr>
<tr>
<td>Travel Advance</td>
<td>TV</td>
<td>You are approving an advance of funds against a TA. Advances are optionally requested with a TA.</td>
</tr>
<tr>
<td>Travel Reimbursement</td>
<td>TR</td>
<td>You are approving the reimbursement of actual expenses. TRs can be submitted before or after travel has occurred.</td>
</tr>
</tbody>
</table>
Stages of TEM Approval

TEM uses pre-defined approvals. No ad-hoc (“spur-of-the-moment”, “FYI”) approvals are allowed. Travel documents will go through several stages of approval, depending on the document type.

Travel authorizations and advances go through three stages of approval ~

1) Travel Desk
   - Ensures no violations of travel policy
   - Approver: Travel Desk (Erica Dean)

2) Supervisory
   - Approves the act of travel
   - Approvers: Supervisor(s) for each traveler, as identified on the traveler’s enrollment form

3) Budget authority
   - Approves estimated expenses
   - Approvers: BAs set up as approvers in TEM queues
     - Queues are largely based on Orgn code
     - For expenses against a grant fund, RSP will also approve
     - For expenses against chart 2, Foundation will also approve

Reimbursements go through two stages of approval ~

1) Travel Desk
   - Ensures no violations of travel policy
   - Approvers: Same as for TA’s

2) Budget authority
   - Approves actual expenses
   - Approvers: Same as for TA’s

Approvals flow automatically from one stage to the next:

• TAs will automatically be routed first to the Travel Desk, then to the traveler’s supervisory approvers, and finally to the appropriate budget authority approvers. When the last budget authority has approved, the TA will be marked “Approved” in TEM.

• TRs will automatically be routed first to the Travel Desk and then to the appropriate budget authority approvers. When the last budget authority has approved, the TR will be marked “Approved” in TEM.

Note: For any given document, no one needs to approve more than once. For example, if you are acting as both a supervisory and budget authority approver, you will approve only once.
Approver Email Notification

**Approver action:** Open the email, click on the *Workflow link.*

Email notification is sent to each approver in turn, as they become “next” on the approval chain. Notifications are sent to the approver’s WWU email address. If an approver has appointed a proxy, their proxy will receive a “Cc” copy of the email.

Here’s a sample email. In this case, approval is being requested for both a travel authorization and an advance, for traveler Leslie Pinkston. This email went to approver Wanna VanCuren, with a CC to her proxy Emmett Folk:

![Sample Email]

The email subject line shows the following information:

- Traveler name
- Travel document number(s)

The email body shows the following information:

- Travel document number(s)
- Traveler name
- Entered By *(person who entered the document, i.e. the traveler or their delegate)*
- Purpose/Description of trip
- Comments *(additional information on this trip, e.g. travel justification)*
- Reimbursement Amount
- Advance Amount and Comments *(if an advance was requested)*
Workflow – Summary information

**Approver action:** Review, then click on the Travel & Expense Page link.

**Note:** When workflow initially opens, you will be asked to sign on with your universal login and password.

Here’s a sample of the workflow page that opens from the email Workflow link:

![Workflow Page Screenshot]

1. **Review**

Workflow displays more information than the email, providing a high-level overview of what you are being asked to approve, including:

- Document number(s)
- Traveler name
- Traveler affiliation (Employee, Non-employee, Student)
- Report Type (Foreign Travel, In State Travel, Out of State Travel)
• Entered By  *(person who entered the document, i.e. the traveler or their delegate)*
• Purpose/Description of trip
• Comments  *(additional information on this trip, e.g. travel justification)*
• Expense subtotals:
  o Expense Amount = non-per-diem expenses
  o Per Diem Amount = per-diem expenses
  o Reimbursable Amount = amount to be reimbursed to the traveler
  o Non-Reimbursable Amount = expenses paid by Western - included as part of the trip total cost, but not reimbursable to the traveler
  o Total Amount = total trip cost, for both reimbursable and non-reimbursable expenses
• Advance Amount and Comment  *(if an advance was requested)*

Workflow does not show the expense item breakdown or approval history – those details are available when you click on the Travel and Expense Page link.
TEM – Document Details

**Approver action:** Review expense breakdown and other details.

*Note: This screen will be probably be minimized when it first opens. To see more detail, use the scroll bar at the right-hand side of the screen, or expand the window to its maximum size by clicking on the Maximize button (top right-hand corner of the window).*

Here’s a sample of the TEM review screen that opens from the workflow Travel and Expense Page link:

![TEM Review Screen Example](image)

Several pages are available, through links at the left and bottom of the screen. These pages show you information not seen on the email or in workflow:

- **Preview Report, page 1:** Traveler’s itinerary
- **Preview Report, page 2:** Reimbursable expense item breakdown
- **Preview Report, page 3:** Funding summary by FOAPAL
- **Preview Report, page 4:** Non-reimbursable expense item breakdown
- **Status History:** Approval history for the document(s)
- **Related Documents:** For a TA, any related advance. For a reimbursement, the TA that preceded it (if one was entered).
Preview Report, page 1

This is the default page when the TEM review screen first opens. The screen shot below shows the details visible when this page is maximized. In addition to information previously seen on the email or in workflow, here you can see the traveler’s itinerary:

- “From” = the city they are departing from, and the date/time of that departure
- “To” = their destination city, and the date/time they return
- If there is more than one “leg” to their trip, this section will show multiple records

For more information on TEM, visit: www.wwu.edu/bfs/travel/tem
Preview Report, page 2

This page shows the total reimbursable amount at the top, and the expense item breakdown below that. The reimbursable total is what will be paid to the traveler. Expense items are sorted by date:

Expense items can be expanded to show their funding by clicking on the button.

When you click that button, the item will expand to look like this:
Or... to expand all expense items at once, click on the **Expand All** link:

![Expand All link](image1)

When you click on that link, the items will expand to look like this. To collapse the items back down, click on the **Collapse All** link:

![Collapse All link](image2)
Preview Report, page 3

This page shows the funding summary by FOAPAL for the reimbursable amount:

![Funding Summary Table]

**Note:** “FOAPAL” is an acronym for “Fund, Organization, Account, Program, Activity, Location”.

For more information on TEM, visit: [www.wvu.edu/bis/travel/tem](http://www.wvu.edu/bis/travel/tem)
Preview Report, page 4

This page shows the non-reimbursable expense item breakdown. These items form part of the total cost of the trip, but will not be reimbursed to the traveler. These items will have been paid for separately, e.g. via pcard or purchase order.

You can expand items by clicking on the blue arrow, or all items by clicking on the Expand All link:

![Expense Item Breakdown]

[Last Update: 1-May-13, 4:30 PM]

For more information on TEM, visit: [www.wwu.edu/bs/travel/tem]
Status History

To see the history of approvals for this document, click on the Status History link:

There are two tabs available on this page:

- “Authorization and Advance Report” = shows the overall status of the document. If this is a TA which also includes an advance, the screen will be split to show both documents.
- “Workflow Approvals” = shows the sequence of actions taken by previous approvers.

Note: The “View or Submit Report” button currently does not work.
This is what information on the “Workflow Approvals” tab looks like. Events are listed with the most recent event at the top, and earlier events in descending order below it. You can see the date/time each approver was notified (Status = “Pending approval”), the date/time they took action, what action was taken (Status = “Approved” or “Returned for Correction”), and any comments they made:

### Philadelphia 4/6/13 (TA000112 - Submitted)

**Leslie Pinkston (ID: W00034095)**

#### Advance

<table>
<thead>
<tr>
<th>Report ID</th>
<th>Status</th>
<th>Status Date</th>
<th>Approver</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>TV000056</td>
<td>Pending approval</td>
<td>Mar 14, 2013 11:45 AM</td>
<td>Wanna W VanCuren</td>
<td></td>
</tr>
<tr>
<td>TV000056</td>
<td>Approved</td>
<td>Mar 14, 2013 11:45 AM</td>
<td>Nancy Jean Larson</td>
<td></td>
</tr>
<tr>
<td>TV000056</td>
<td>Pending approval</td>
<td>Mar 14, 2013 11:44 AM</td>
<td>Nancy Jean Larson</td>
<td></td>
</tr>
<tr>
<td>TV000056</td>
<td>Approved</td>
<td>Mar 14, 2013 11:43 AM</td>
<td>Erica L Dean-Crawford</td>
<td></td>
</tr>
<tr>
<td>TV000056</td>
<td>Pending approval</td>
<td>Mar 14, 2013 11:41 AM</td>
<td>Erica L Dean-Crawford</td>
<td></td>
</tr>
</tbody>
</table>

#### Authorization

<table>
<thead>
<tr>
<th>Report ID</th>
<th>Status</th>
<th>Status Date</th>
<th>Approver</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>TA000112</td>
<td>Pending approval</td>
<td>Mar 14, 2013 11:45 AM</td>
<td>Wanna W VanCuren</td>
<td></td>
</tr>
<tr>
<td>TA000112</td>
<td>Approved</td>
<td>Mar 14, 2013 11:45 AM</td>
<td>Nancy Jean Larson</td>
<td></td>
</tr>
<tr>
<td>TA000112</td>
<td>Pending approval</td>
<td>Mar 14, 2013 11:44 AM</td>
<td>Nancy Jean Larson</td>
<td></td>
</tr>
<tr>
<td>TA000112</td>
<td>Approved</td>
<td>Mar 14, 2013 11:43 AM</td>
<td>Erica L Dean-Crawford</td>
<td></td>
</tr>
<tr>
<td>TA000112</td>
<td>Pending approval</td>
<td>Mar 14, 2013 11:41 AM</td>
<td>Erica L Dean-Crawford</td>
<td></td>
</tr>
<tr>
<td>TA000112</td>
<td>Pending approval</td>
<td>Mar 14, 2013 11:39 AM</td>
<td>Leslie Ann Pinkston</td>
<td></td>
</tr>
<tr>
<td>TA000112</td>
<td>Pending approval</td>
<td>Mar 14, 2013 11:39 AM</td>
<td>Leslie Ann Pinkston</td>
<td></td>
</tr>
</tbody>
</table>

You can adjust the width of the columns by hovering your mouse over the intersection between column headers until it turns to the symbol. Then click and hold down your left mouse button, and drag to the left to make the column narrower, or the right to make it wider:
**Related Documents**

To see documents associated with the one you are reviewing, click on the Related Documents link:

- If you are approving a TA with an advance, both the TA and TV documents will be listed here
- If you are approving a TR (reimbursement) and a TA preceded it, both the TA and TR documents will be listed here
To see more details on a travel advance, double-click on the “TV” document record:

And this additional information will be displayed:

This page is also useful when you are being asked to approve a reimbursement, and want to compare expense item and funding details to the preceding TA. In that case, double-click on the TA document number – the screen will redraw to display all the details of that TA.
Nolij – Attachments

**Approver action:** Open document folder, review attachments.

For each travel document, a dedicated folder is automatically created in the Nolij TEM application. The folder name will always be the document number. For example, when travel authorization TA000112 is keyed, a Nolij folder named “TA000112” is automatically created.

Before the traveler submits their document for approval, they must copy the required supporting documents into that document’s Nolij folder, so that they’re available for approver review. If these documents include scanned receipts, the scans must be legible when viewed in Nolij.

The definition of “required supporting documents” varies, depending on the type of document and departmental practice:

- **TA:** Departmental requirements for TA supporting documents differ: some have a checklist that is used prior to travel, and they may wish to see that copied to Nolij.
- **TR:** All expense reimbursements require supporting documents in the form of hotel bills, photocopied receipts, etc.

**Open “Travel Documents”**

To open the Nolij application for TEM:

1) Log in to myWestern.
2) Select the “Employee” tab.
3) Look for the “Technology Tools” pane.
4) In that pane, click on the Nolij web link.

When Nolij opens, check the top right-corner of the screen for the application name. If this does not default to “Travel Documents”, then click on that field, and a drop-down list will appear. Select “Travel Documents” from the list:

[Image of drop-down list with highlighted options]

1. Click here
2. Select this

For more information on TEM, visit: [www.wwu.edu/bis/travel/tem](http://www.wwu.edu/bis/travel/tem)
Here’s an example of an attachment displayed in Nolij. In this case, the attachment is a PDF version of a hotel reservation, attached to the folder for travel authorization TA000112:

1. Enter document number here
2. Document folder appears here
3. Document attachments are listed here
4. Selected attachment displays here
5. Logout button
Search for attachments

Type the document # into the search field. Hit <Enter>.

Note: Searches are case-sensitive, so enter “TA” or “TR” in uppercase.

You can do wildcard searches with the % character...or search using the two fields that appear to the right of Report ID: Report Name and Name. Some examples:

- **Report ID:** Enter **TA%112** (instead of having to type the entire number)
- **Report Name:** Enter **Philadelphia%** to find all reports that start with that city
- **Name:** Enter **Leslie%** to find all travelers that have that first name
- **Name:** Enter **%Pinkston** to find all travelers that have that last name
Attachment legibility

With the rollout of TEM, our policy on travel attachment retention will be “scan and toss”. In other words, we will advise departments they can throw away their paper receipts once the reimbursement is paid. **With this new policy, the Nolij attachment becomes the original for travel receipts. Therefore, it is essential that approvers ensure all attachments are legible in Nolij.**

Scanned receipts are the attachments with the highest risk for poor legibility. **If scanned receipts are too faint, please contact the traveler (or their delegate). Ask them to re-scan their receipts with the scanner set to a darker toner setting, and then re-load that image into Nolij.**

**Approvers should not approve a travel document if its attachments are not legible.**

Logging out

When you’re ready to exit Nolij Web, you can’t just close the window... you must log out, or it will give you an error message.

Click on the “Logout” button which appears in the top right-hand corner of the screen.
Workflow – Approval decision

**Approver action:** Select “Approve”, “Deny”, or “Return for Correction”. Enter comments, click on the Complete button.

Once you have reviewed the document details and Nolij attachment, you can return to the workflow page and approve or disapprove the document. Your choices are:

- **Approve** (for TA’s with an advance, the advance will also be approved)
- **Deny**
- **Return for Correction** (for TA’s with an advance, the advance will be canceled)

If you select Approve, comments are optional. However, if you select Deny or Return for Correction, you must enter comments:

- If denying, explain why the document is being denied
- If returning for correction, explain what needs to be corrected, so that the traveler or delegate can make the changes and resubmit it for re-approval.

For more information on TEM, visit: [www.wwu.edu/bos/travel/tem](http://www.wwu.edu/bos/travel/tem)
After you click on Complete, the approval action you selected determines what happens next. If you selected “Approve”, the document will move on to the next step; if you selected “Deny”, processing ends for that document; if you selected “Return for Correction”, the document will go back to the traveler for correction.

The details on what happens after each of the approval actions:

- If this was not the last approval, email is sent to the traveler saying “Document Approved”.
- If this was the last approval:
  - Document status is changed to “Approved”.
  - Email is sent to the traveler saying “Document Approved”.
  - Document posts (TA posts and encumbrance)

**Traveler cannot resubmit the document**

Approval routing ends. Document status is changed to “Approval Denied”.

Mail is sent to the traveler saying “Document Denied”.

**for Correction**

- Traveler can correct document status is changed to “Returned for Correction”.
- Email is sent to the traveler saying “Document Returned”.

**Traveler can correct**

- Or TA with an advance, the advance is canceled (if the traveler wants an advance is canceled).
- Document status is changed to “Returned for Correcting Advance”.
- Mail is sent to the traveler saying “Document Returned for Correcting Advance”.

For more information on TEM, visit: www.wwu.edu/bss/travel/tem
Appendix A: Alternate budget authority approvers

TEM budget authority approval queues are pre-defined, and automate the approval routing for estimated and actual expenses. Each budget authority queue is set up with one primary approver and one alternate approver. Normally, expenses will be approved by the primary approver. But under some circumstances, approval will be routed to the alternate approver instead of the primary approver.

When does the alternate approve? When both of these conditions are true:
1) Expenses are hitting the budget string defined for that queue.
2) The queue’s primary approver is also the traveler.

Using alternate approvers ensures that no traveler can act as an approver for their own TEM expenses.

<table>
<thead>
<tr>
<th>Example to illustrate how this works:</th>
</tr>
</thead>
<tbody>
<tr>
<td>e for Organization 5336-Financial Syste</td>
</tr>
<tr>
<td>rimary = Wanna VanCuren</td>
</tr>
<tr>
<td>lternate = Nicole Goodman</td>
</tr>
<tr>
<td>y, Wanna approves when other people</td>
</tr>
<tr>
<td>ste, Nicole approves when Wanna is tr</td>
</tr>
</tbody>
</table>

| #1: |
| raveler: Sharon Colman |
| xpenses: Paid out of Orgn 5336 |
| pprover: **Wanna VanCuren** *(prim)* |

| #2: |
| raveler: Wanna VanCuren |
| xpenses: Paid out of Orgn 5336 |
| pprover: **Nicole Goodman** *(alter)* |

Q: Is the alternate a “backup” approver? Can they approve when the primary approver is away?

A: No, they are not a backup approver. If approvers need a backup approver, they can go into Workflow and appoint a proxy. The proxy will be CC’d on all their approval notification emails, and can act on their behalf to approve/disapprove TEM transactions. See Appendix B for information on how to appoint a proxy.