

OLD DOMINION UNIVERSITY
ACCOUNTS PAYABLE PROCEDURE MANUAL

TITLE: Common Travel Reimbursement Errors to Avoid

Proc #: 6-704

A. PURPOSE

The purpose of this procedure is to provide guidance to travelers on the most common errors that occur that could cause their travel expense reimbursement to be delayed or rejected. Avoiding these common errors and ensuring that your travel reimbursements are completed correctly and submitted by the deadlines will help to expedite your reimbursement.

B. DESIGNATED STAFF & RESPONSIBLE DEPARTMENT(S)

Individual travelers
Budget Unit Directors
Accounts Payable

C. PROCESSING CYCLE

Daily or upon need arising for business travel

D. REQUIRED RESOURCE MATERIALS

Pre-Approval Request – online in Chrome River
Expense Report – online in Chrome River
Hotel Zero Balance Receipt
Misc. Receipts

E. GOVERNING POLICIES AND PROCEDURES

CAPP Section 20335 – “Travel Regulations”
University Policies #1051 – Business Travel Policy
Internal Revenue Code Sections Governing Business Expenses
Accounts Payable Policies and Procedures

F. CROSS REFERENCE TO OTHER PROCEDURES

CAPP Topic # 20310, “Expenditures”
CAPP Topic # 20315, “Prompt Payment”
CAPP Topic # 20336, “Agency Travel Processing”
U.S. General Services Administration (GSA) CONUS and OCONUS Rates
ODU Training Materials
Chrome River Training Guide

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G. OTHER ODU OFFICES IMPACTED

University Departments

H. INVOLVEMENT EXTERNAL TO ODU

Vendors providing travel related goods or services to ODU employees on official University business.

I. PROCEDURE:

1. No **Pre-Approval Request** input or approved in the Chrome River system - **required for all international travel.**
2. Daily expenses are not shown separately – **REQUIRED.**
3. Expense Report submitted more than 60 days after and no explanation is recorded in Comments section of the Expense Report in the Chrome River system.
4. Special approval form(s), supporting documents or authorized emails not attached (i.e., Pre-Approval Request in Chrome River).
5. Justification not recorded on Expense Report for what appear to be excessive lodging and/or meal expenses - **REQUIRED – must be approved by the Budget Unit Director or the Director of Procurement Services.**

The Expense Report is automatically routed to the Budget Unit Director or the Director of Procurement Services for approval of excess lodging or meals after the trip or event. Justification for the excess lodging rate must be recorded in the Comments section of the Expense Report.

Justification for Excess Lodging

- Conference hotel
 - No other hotel rooms available within reasonable distance
 - Conference hotel booked
 - Other (provide explanation)
6. No supporting bills, receipts, invoices – be sure to provide a zero-balance hotel bill. The payment method is required for items that can be

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procured with the Small Purchasing Charge Card - PCard. – **REQUIRED.**

7. No hard-copy confirmation of expenses (payment page) if online methods were used to procure services – **REQUIRED.**
8. Expense Report not submitted in English for international reimbursements – **REQUIRED.**
9. Supporting bills, receipts, and invoices do not equal amounts claimed
10. No purpose of travel selected – **REQUIRED – Expense Report cannot be saved in Chrome River without this information.**
11. The Pre-Approval Request or Expense Report is input in Chrome River by the delegate but the report is not **electronically submitted** by the traveler or **electronically approved** by the supervisor or Budget Unit Director – **REQUIRED.**
12. Car rental insurance claimed - this is not allowed.
13. Add on GPS charges – **NOT ALLOWED**
14. No budget code provided - **REQUIRED – Pre-Approval Request or Expense Report cannot be saved if this information is not completed.**
15. Refueling **fees** for rental vehicles - not allowed - reimbursement for actual expenses for gas/oil allowed with supporting receipts.
16. Failure to attach a cost analysis for personal vehicle usage for daily mileage at 200 miles or more – **REQUIRED.**
17. Failure to indicate the city and state where the hotel is located when meal per diems are being claimed. Departments can choose to reimburse employees for actual meal expenditures, not to exceed the amounts shown on the GSA CONUS and OCONUS rate table for the specified meals, but must supply receipts when this is the case. If using the M&IE per diem, do NOT attach meal receipts. The Chrome River system will automatically calculate the allowable per diem based on the location (city and state) input for in-state and out-of-state destinations when the M&IE expense type is selected.
18. Failure to attach a copy of the travel guidelines from a grant, local fund, or contract OR a memo signed by the Principal Investigator/budget unit

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director indicating that there are no special travel guidelines contained in the grant, local fund or contract. **(REQUIRED). If the grant or contract is *silent* on the issue, the travel guidelines apply.**

19. Failure to attach documentation of the cost of a single room and the cost for additional persons sharing the room when 2 or more sharing the room - **REQUIRED.**
20. Failure to record the actual hotel rate and hotel taxes on separate lines using the Expense Types for Lodging and Lodging Taxes when preparing the Expense Report - **REQUIRED.**

Records Retention:

All original travel documentation for reimbursements processed in Chrome River must be centrally maintained in a department file for a minimum of three (3) years and/or until audited by the Auditor of Public Accounts (APA) and/or Department of Accounts (DOA) per CAPP Topic 20310. After three years, all records may be disposed of in accordance with the University's Records Management Program.

Contacts:

For questions regarding this procedure and/or practice contact the Accounts Payable Manager at 683-4813 or the Accounts Payable Travel Supervisor at 683-5020.