

# The Ledger

*A Newsletter of the University Controller's Organization*

Website: <http://www.controller.vt.edu>

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## International Travel Website

The Controller's Office has launched an international travel website as a resource for travelers and departments. The website pulls together information from multiple internal and external resources to assist travelers and departments involved with international travel. The information on the website is organized to assist employees, students, and non-employees. This information includes policies and procedures, frequently asked questions, resources and quick tips. Bookmark the site as a resource when planning your next international trip.

<http://travel.controller.vt.edu/>

## Travel and Expense Management URL Changing

On September 20, 2018 at 10 pm, the Travel and Expense Management (TEM) System's URL is changing due to upgrades. The new URL will be <https://apps.es.vt.edu/travel>. The new URL will not go live until 10 pm. Users who access the system from a bookmark will want to update the bookmark on Friday, September 21<sup>st</sup>. Users who access the system through Hokie Spa, will be automatically redirected to the new URL when they click on link for the TEM Application. You can also access the system by copying the URL into your browser.

## Travel and Expense - Frequently Asked Questions

When preparing a travel and expense reimbursement request, there are areas that can sometimes be confusing. Below are the answers to some commonly asked questions. Also, be sure to always provide all receipts, supporting documentation and other information regarding your trip when submitting your expense report.

- **What should I know when booking economy class airline tickets?**

Recently, airlines have created a new economy class airline ticket in order to compete in the low cost airfare market. Each airline can have a different name for this new level of economy class service; refer to the airlines website for additional information regarding each class of ticket.

Departments can elect to purchase either the lowest or standard economy class ticket based upon the needs of the department. However, please be aware there can be limitations on the lowest economy class ticket. For example, such tickets may not allow for carry-on bags, seat assignments prior to check in, flight changes or refunds/credit, passengers traveling together may not be seated together and may be the last to board the plane.

- **If I am submitting an expense reimbursement request for M&IE but I'm not claiming a lodging reimbursement, how do I support the M&IE rates that I have entered on my request?**

If you are requesting Meals & Incidental Expenses on your expense report and are not requesting reimbursement for lodging (i.e. the lodging cost have been covered by other means or other lodging accommodations have been made), please include the zip code of the lodging location in order to verify Meals & Incidental Expenses (M&IE) rates. The M&IE allocation is based upon your lodging location.

- **What should do if I am combining business and personal travel?**

If you combine business and personal travel, please include cost comparisons with your expense report. If you are flying to your destination, you will need to provide a printout of the cost of airfare for your business days of travel as well as the itinerary for your actual travel. If the cost of the airfare for business and personal is more than the cost of just business, the University can only reimburse airfare up to the cost of the business days of travel. If you are travelling by car to a destination that is more accessible by plane (example Orlando, Florida), please provide a cost comparison of the costs associated to flying to your destination. The University will reimburse the cost associated to the most direct and cost effective mode of transportation. All other expenses associated to personal days of travel are the responsibility of the traveler, not the university.

- **What should I do if my travel plans change unexpectedly?**

Please review the cancellation policies of the lodging location, airline and any other expense to determine what action may be needed if your travel plans are delayed or cancelled. It is important that the required actions are taken to avoid additional charges.

- **What should I do if I am charged an airline change fee or other additional airfare cost as the result of a change in my travel plans?**

In the event you incur an airline change fee or additional airfare costs related to a change in travel plans, please provide the original airline itinerary and revised airline itinerary for your flight. Please include an explanation as to the business reason for changing your travel plans.

Please be aware that you can change your airline ticket within 24 hours of ticketing without additional costs.

- **What do I need to know about travel dates?**

The traveler needs to insure that travel arrangements made personally or on their behalf are for the actual dates of travel. If you are traveling internationally to a destination that is more than 12 hours of flying time, be sure that the hotel booking begins on the date that you will arrive at your destination not the date that you leave on your trip.

Please contact Lynn Meadows, Travel Supervisor (231-8551 or [dlynnm06@vt.edu](mailto:dlynnm06@vt.edu)) with any questions.