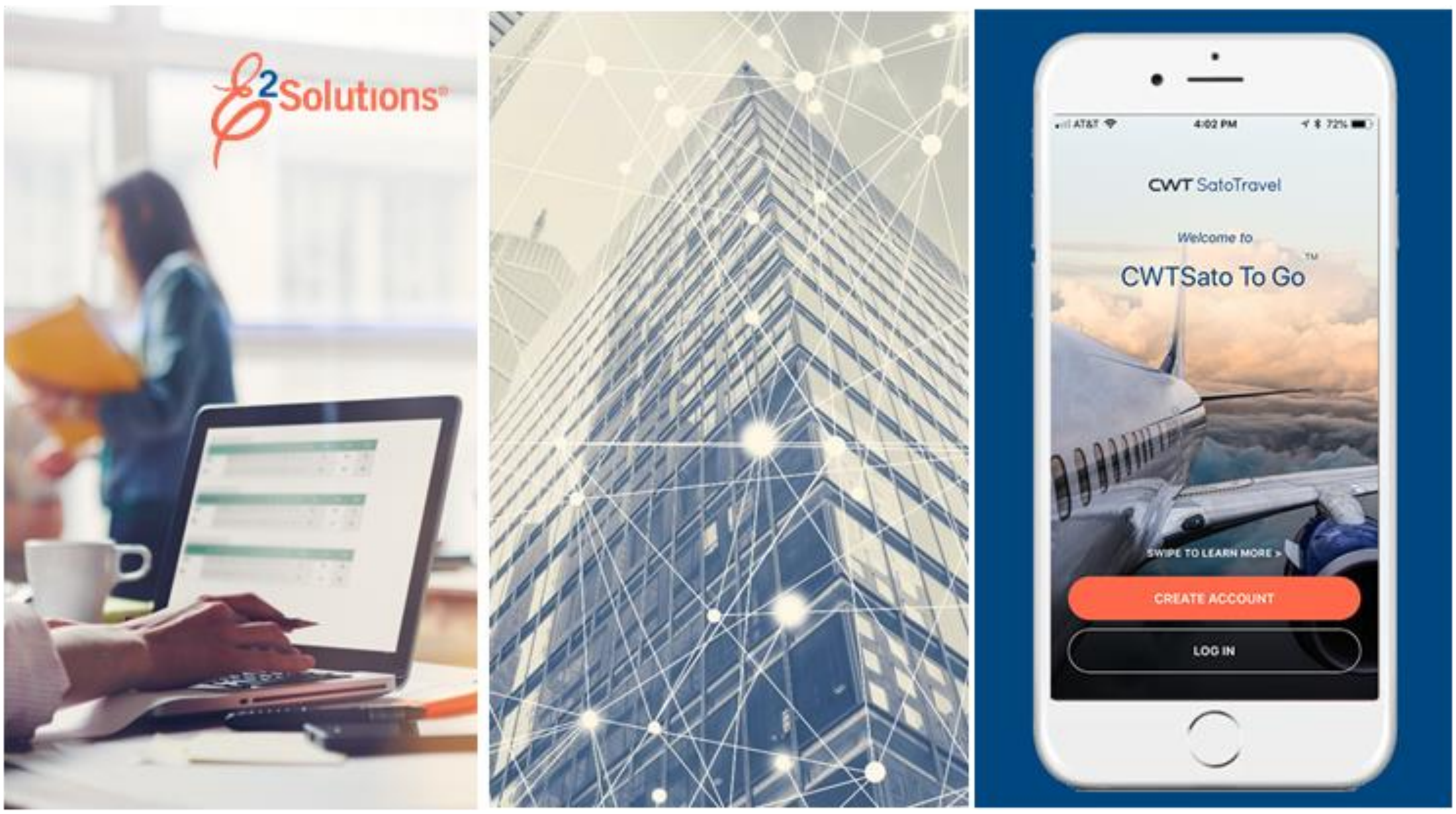


UG55: Approving Local Travel Claims

Approving Reimbursement Requests for Local Travel
Release 21.1 | April 2021

CWT SatoTravel

Table of Contents

1 Introduction

This document contains information regarding the local travel claim approval process for E2 Solutions users utilizing both Federal Travel Regulations (FTR) and Joint Travel Regulations (JTR). Features and options specific to JTR functionality will be indicated when possible. Additionally, many FTR and JTR features and functionality may be subject to your agency's configurations.

2 Understanding the Approval Process

In E2 Solutions (E2), a local travel claim is generally considered to be an accounting of business expenses that were incurred while conducting official business in the area (typically, within a 50-mile radius) of the traveler's local permanent duty station (home site). A local travel claim can include expenses for up to 60 days. The guide covers the approval process for local travel claims and reclaim local travel vouchers..

***NOTE**: Since a local travel claim is a request for reimbursement of local travel expenses, the claim is considered a type of voucher in E2. While this document and the user interface primarily use the term "claim," you may see the term "voucher" used as well. "Local travel claim" and "local travel voucher" are two different names for the same document, and can be used interchangeably*.

2.1 Routing Pools

As an approver, you are assigned to one or more routing pools. Routing pools may include a primary approver, who is automatically assigned to approve all documents within the pool. If a routing pool does not have a primary approver, E2 makes the local travel claim (known as a document for routing purposes) available to all approvers in the pool until an approver takes action on the document (i.e., approves or returns for revision).

2.2 Routing Rules

Travel policy managers configure sets of rules that define when a document requires approval. These rules are known as routing rules. Routing rules specify the approval event triggers, the approval action required, and the pool of approvers (routing pool) authorized to perform the approval process.

Documents are dynamically routed through these sets of rules; approvals may occur at multiple levels within the management hierarchy. These rule sets may be simple or complex, static or frequently changed. Routing rules can be applied to all travelers in an office or workgroup, or to individual travelers.

2.3 Approver Actions

When a document enters the approval process, E2 analyzes the routing rules and determines whether a rule triggers an approval event. If an approval event is triggered, E2 assigns the document to the appropriate approver, or pool of approvers, for action. E2 notifies you via email when there is a document assigned to you for approval.

Approvers review local travel claims, ensuring that:

- The claim is within travel policy
- Expenses are correctly documented
- The correct account has been selected to fund the claim

If the claim is within guidelines, or properly justified when outside of guidelines, you typically approve the local travel claim. Depending on the applicable routing rules, the claim may be passed to another approval level. If you are the last approver for a local travel claim, the traveler is notified that their claim has been approved for payment.

2.3.1 Additional Actions

As an approver, you can also take other actions on the claim, including:

- Add a document number (if enabled)
- Add remarks and attach documentation
- Make funding changes, including allocations and selected accounts

If there are problems with the local travel claim that prevent your approval and that you cannot change, you can return the claim for revision.

3 Opening a Local Travel Claim Pending Your Approval

E2 provides access to approver functions through the **My Approvals** option on the task bar. Complete the following steps to get started with the approval process.

1. Click **My Approvals** on the task bar. This displays the Pending Approvals page, which lists all documents that are assigned to you for approval (i.e., pending your approval).

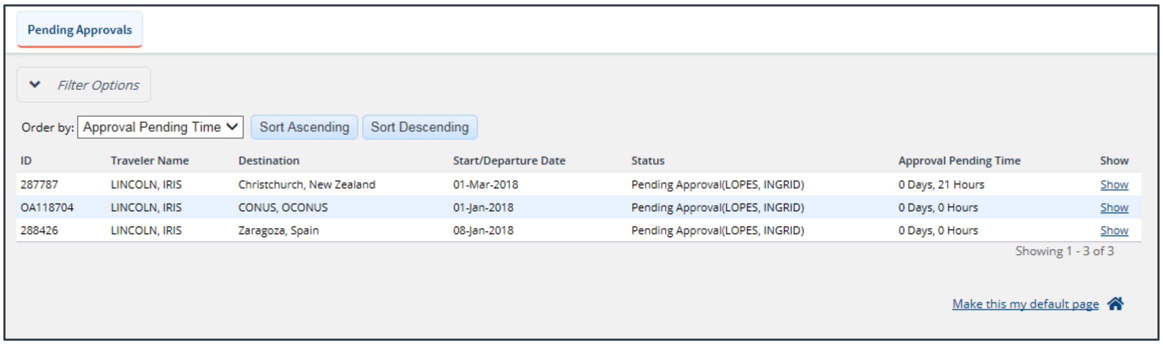


Figure 1: My Approvals — Pending Approvals tab

2. If necessary, use the Filter Options section to filter the list to all local travel claims pending your approval.
   a. Click the **Filter Options** tab to expand the section and view the filter options available for that page.

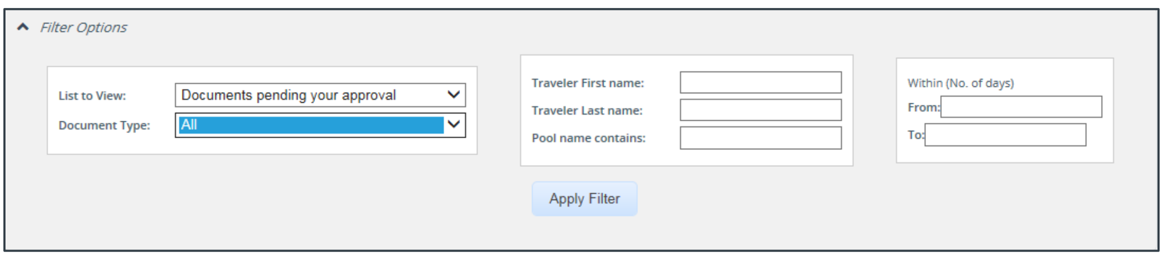
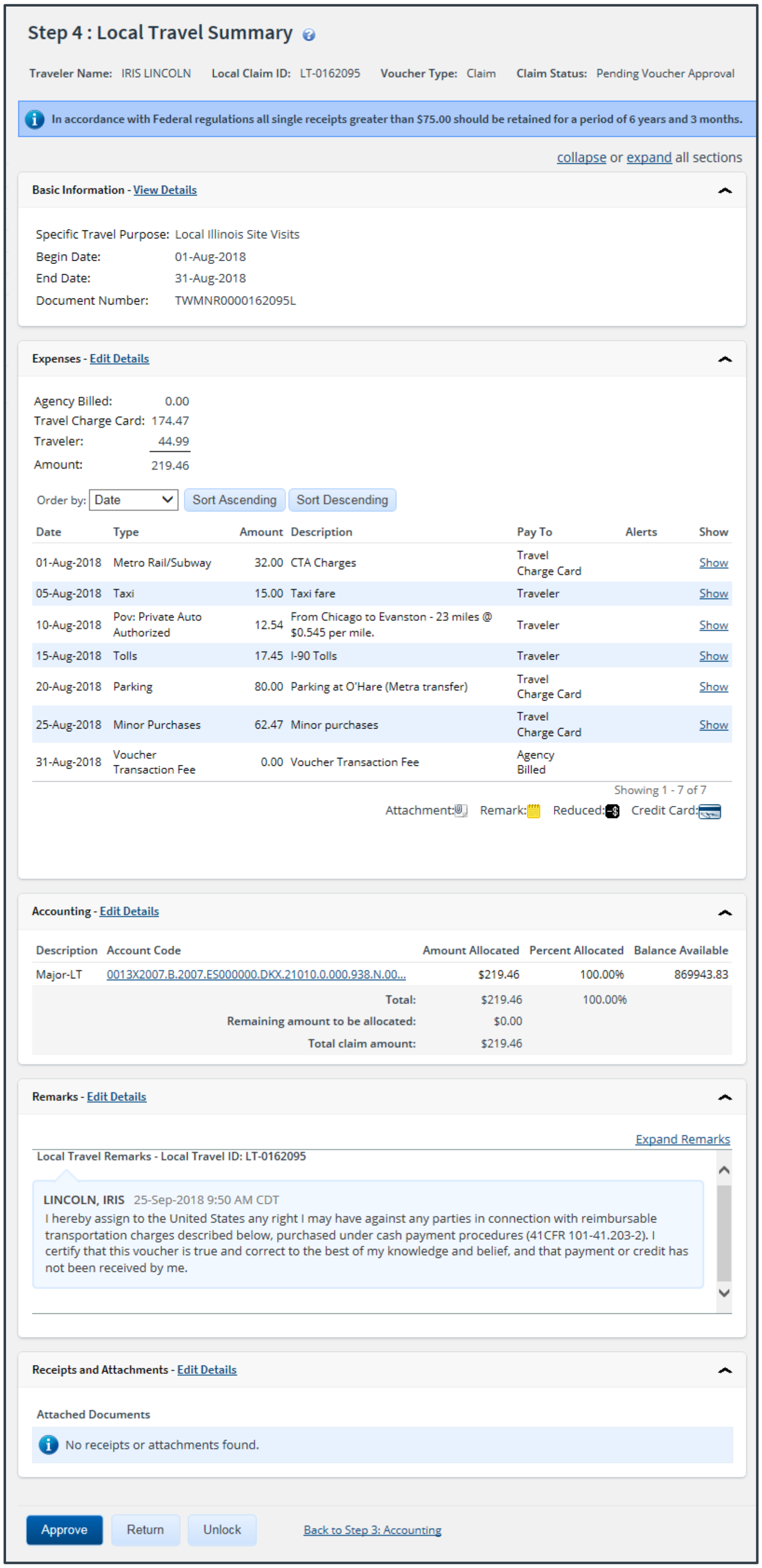


Figure 2: Pending Approvals — Filter Options

   b. Select *Documents pending your approval* from the **List to View** drop-down list.
   c. Select *Local Travel and Misc. Claims* from the **Document Type** drop-down list to limit the list to only local travel claims pending your approval.
   d. Enter any additional filtering criteria to limit the number of search results returned.
   e. Click **Apply Filter** to generate a new list matching your search criteria.
3. Locate the claim in the list.
4. Click the **Show** link. This displays the local travel claim's Summary page.



Step 4 : Local Travel Summary

Traveler Name: IRIS LINCOLN **Local Claim ID:** LT-0162095 **Voucher Type:** Claim **Claim Status:** Pending Voucher Approval

In accordance with Federal regulations all single receipts greater than $75.00 should be retained for a period of 6 years and 3 months.

collapse or expand all sections

Basic Information - View Details

Specific Travel Purpose:	Local Illinois Site Visits
Begin Date:	01-Aug-2018
End Date:	31-Aug-2018
Document Number:	TWMNR0000162095L

Expenses - Edit Details

Agency Billed:	0.00
Travel Charge Card:	174.47
Traveler:	44.99
Amount:	219.46

Order by: Date Sort Ascending Sort Descending

Date	Type	Amount	Description	Pay To	Alerts	Show
01-Aug-2018	Metro Rail/Subway	32.00	CTA Charges	Travel Charge Card		Show
05-Aug-2018	Taxi	15.00	Taxi fare	Traveler		Show
10-Aug-2018	Pov: Private Auto Authorized	12.54	From Chicago to Evanston - 23 miles @ $0.545 per mile.	Traveler		Show
15-Aug-2018	Tolls	17.45	I-90 Tolls	Traveler		Show
20-Aug-2018	Parking	80.00	Parking at O'Hare (Metra transfer)	Travel Charge Card		Show
25-Aug-2018	Minor Purchases	62.47	Minor purchases	Travel Charge Card		Show
31-Aug-2018	Voucher Transaction Fee	0.00	Voucher Transaction Fee	Agency Billed		

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Attachment: Remark: Reduced: Credit Card:

Accounting - Edit Details

Description	Account Code	Amount Allocated	Percent Allocated	Balance Available
Major-LT	0013X2007.B.2007.ES000000.DKX.21010.0.000.938.N.00...	$219.46	100.00%	869943.83
	Total:	$219.46	100.00%	
	Remaining amount to be allocated:	$0.00		
	Total claim amount:	$219.46		

Remarks - Edit Details

Expand Remarks

Local Travel Remarks - Local Travel ID: LT-0162095

LINCOLN, IRIS 25-Sep-2018 9:50 AM CDT
I hereby assign to the United States any right I may have against any parties in connection with reimbursable transportation charges described below, purchased under cash payment procedures (41CFR 101-41.203-2). I certify that this voucher is true and correct to the best of my knowledge and belief, and that payment or credit has not been received by me.

Receipts and Attachments - Edit Details

Attached Documents

No receipts or attachments found.

Approve Return Unlock Back to Step 3: Accounting

Figure 3: Local Travel Summary — Claim Pending Voucher Approval

5. Verify the claim is locked to you.
6. Use the Summary page to review the local travel claim. If you need to see additional information or make changes to a section, click the **View Details** or **Edit Details** link for that section. Be sure to save your changes.
7. Return to the Summary page when you are done making changes to a section.

3.1 Local Travel Claim Dashboard

If the Local Travel Claim Dashboard page displays, click the **Show** link of the claim you wish to review. The Claim Dashboard provides general information and access to all documents associated with the local travel claim (i.e., parent local travel claim and reclaim local travel vouchers).

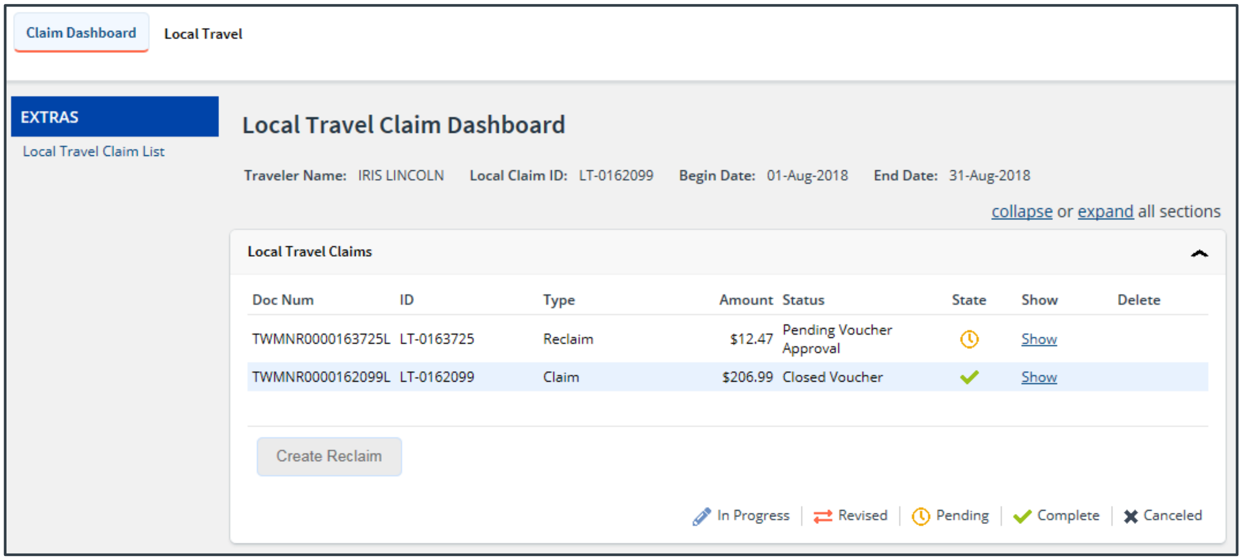


Figure 4: Local Travel Claim Dashboard — Local travel claim pending voucher approval

3.2 Lock the Local Travel Claim

Locking a document prevents any other approver from taking action on that document. You cannot approve a local travel claim (or take any other action) unless it is locked.

- If you are the primary approver in your routing pool, the claim is typically assigned to you for approval, and it should already be locked when you open it. The claim is locked to you if the **Unlock** link displays in the Other Actions section, and the **Unlock** button appears at the bottom of the page.
- If the **Lock** link displays in the Other Actions section, and the **Lock** button appears at the bottom of the page, the document is not currently locked to any approver. Click the **Lock** lick (or **Lock** button) to continue.

4 Reviewing Basic Information

The Basic Information section is the first section on the local travel claim's Summary page.

Figure 5: Local Travel Claim Summary — Basic Information section

Basic information for a local travel claim includes:

- Type of travel

  NOTE*: When required by travel policy, the* ***Type of Travel*** *field is shown as the first item in the Basic Information section. When not required, the field does not display.*

- Specific travel purpose
- Begin and end dates
- Document number

4.1 Document Number

E2 typically generates a unique document number for each local travel claim. Some financial systems, however, are configured to require or allow users to enter a custom document number. If a customer document number is required or allowed, the **Document Number** field is enabled on the local travel claim's Basic Information page.

NOTE*: This is an optional feature that may not be available to you. Even if this field is enabled, you may not need to add the information. Consult your workgroup's travel policies for appropriate actions.*

4.1.1 Rules

The following rules apply to a custom document number.

- The number can be added at any time, but it must be added to the document by final approval.
- The number can be changed at any time before the document is interfaced with the financial system.
- Characters can be entered in any case; E2 converts all characters to upper case.
- The number must meet the format required by the financial system.

4.1.2 Adding or Changing a Custom Document Number

Complete the following steps.

1. Click the **Edit Details** link in the Basic Information section of the local travel claim's Summary page. This displays the Basic Information page.

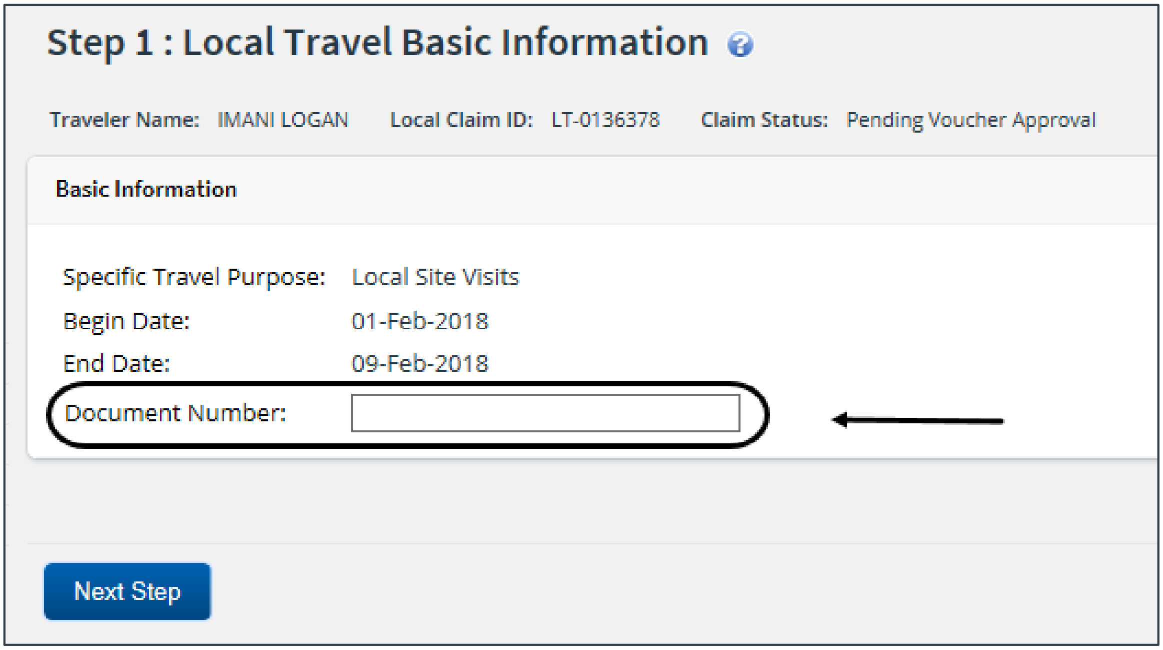


Figure 6: Local Travel Basic Information — Document Number field

2. Enter the document number, using the appropriate format, in the **Document Number** field. (Float the pointer over the field to display format information in the hover text.)
3. Click **Save**.

5 Reviewing Expenses

The Expenses section of the Summary page displays general expense information from the local travel claim. Review the expenses for the claim to be sure they are within travel policy guidelines. Click a **Show** link to view additional details about the corresponding expense, including remarks and receipts.

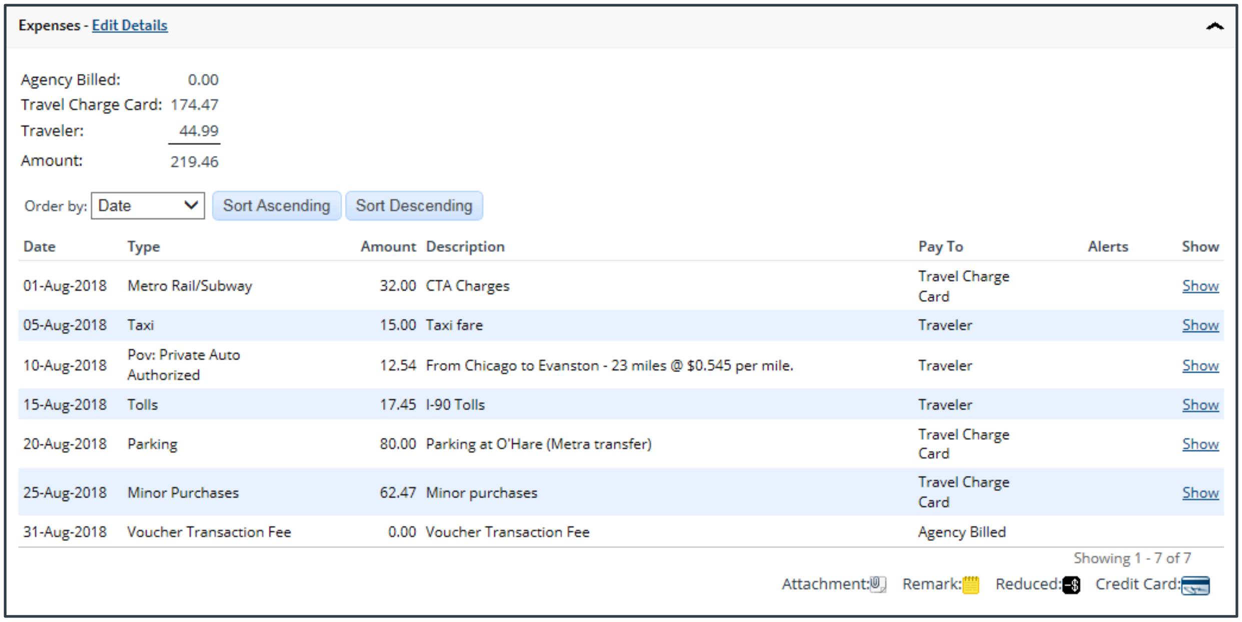


Figure 7: Local Travel Summary — Expenses section

TIP*: Icons in the Alerts column identify expenses with special situations or conditions.*

5.1 Viewing Remarks

Complete the following steps to review the remarks associated with a particular expense.

1. Locate the expense in the Expenses section on the local travel claim's Summary page.
2. Click the **Show** link. This displays the Edit Expense window, which defaults to the **Detail** tab.
3. Click the **Remarks** tab.

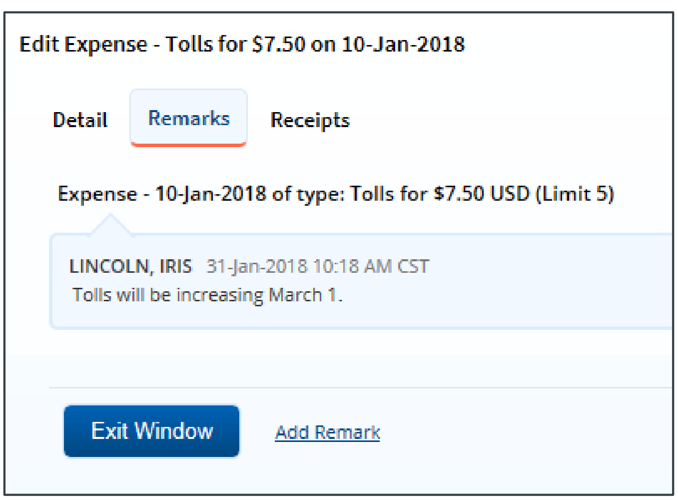


Figure 8: Edit Expense — Remarks tab, Existing remark

4. Review the remarks.

   ***TIP**: Click the **Add Remark** link to add a remark to the expense.*

5. Click **Exit Window** to close the View Expense window and return to the Summary page.

5.2 Viewing Receipts

Complete the following steps to review the receipts associated with a particular expense.

1. Locate the expense in the Expenses section on the local travel claim's Summary page.
2. Click the **Show** link. This displays the Edit Expense window, which defaults to the **Detail** tab.
3. Click the **Receipts** tab.

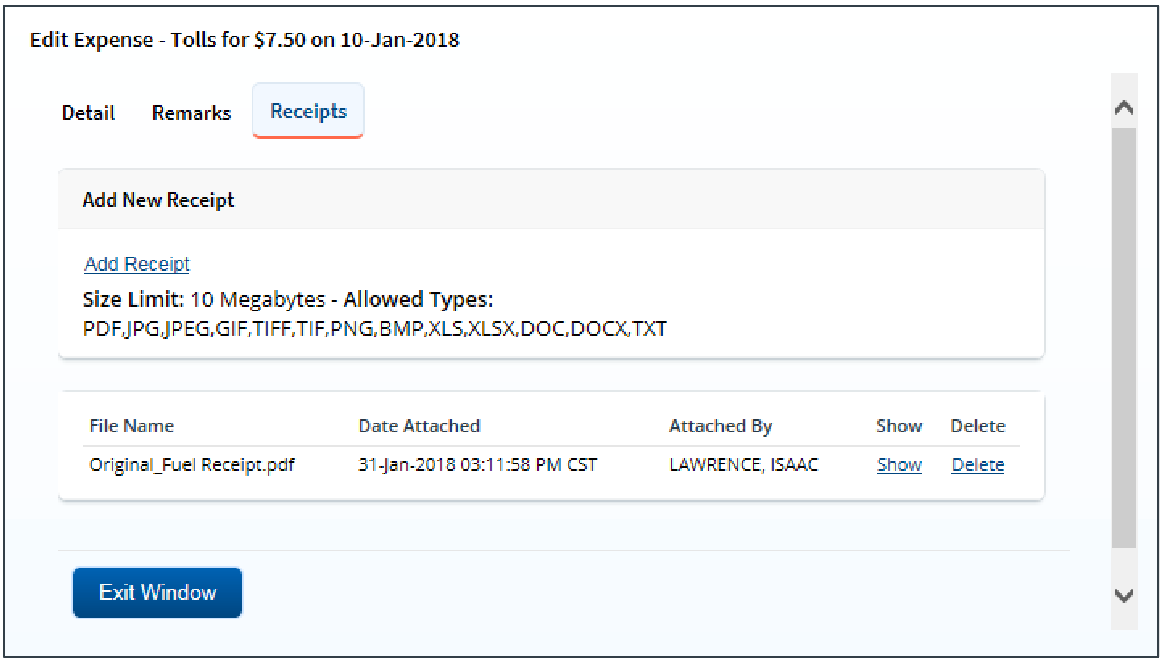


Figure 9: Edit Expense — Receipts tab

4. Locate the receipt in the list.
5. Click the **Show** link to open the attachment.

   ***TIP**: Click the **Add Receipt** link to attach a receipt or other document to the expense*.

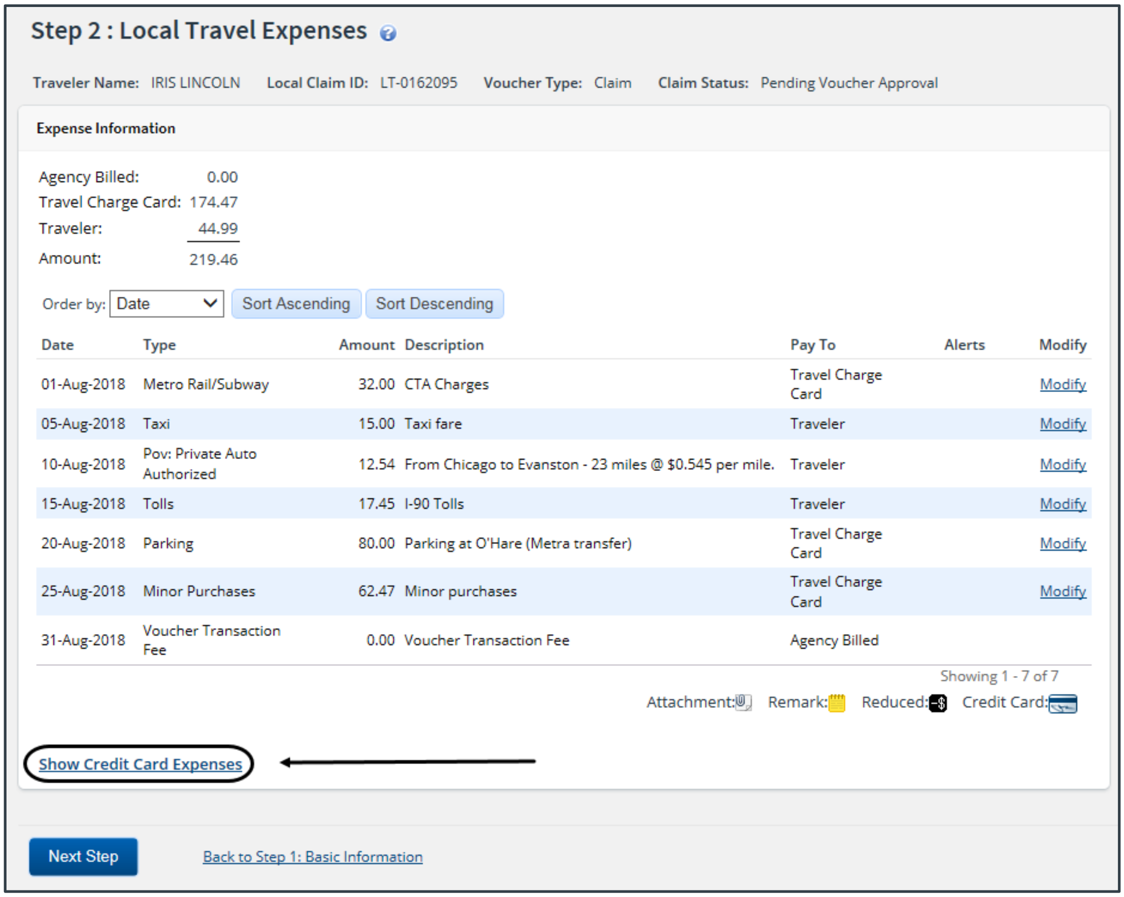
6. Click **Exit Window** to close the Edit Expense window and return to the Summary page.

5.3 Reviewing Travel Charge Card Transaction Details

When the credit card icon ( ) appears for an expense on the Summary page, you can view additional information about the TCC transaction associated with the expense, as well as other TCC transactions that remain in the user's list.

Complete the following steps.

1. Click the **View Details** link in the Expenses section of the Summary page. This displays the local travel claim's Expenses page.



Step 2 : Local Travel Expenses

Traveler Name: IRIS LINCOLN **Local Claim ID:** LT-0162095 **Voucher Type:** Claim **Claim Status:** Pending Voucher Approval

Expense Information

Agency Billed:	0.00
Travel Charge Card:	174.47
Traveler:	44.99
Amount:	219.46

Order by: Date Sort Ascending Sort Descending

Date	Type	Amount	Description	Pay To	Alerts	Modify
01-Aug-2018	Metro Rail/Subway	32.00	CTA Charges	Travel Charge Card		Modify
05-Aug-2018	Taxi	15.00	Taxi fare	Traveler		Modify
10-Aug-2018	Pov: Private Auto Authorized	12.54	From Chicago to Evanston - 23 miles @ $0.545 per mile.	Traveler		Modify
15-Aug-2018	Tolls	17.45	I-90 Tolls	Traveler		Modify
20-Aug-2018	Parking	80.00	Parking at O'Hare (Metra transfer)	Travel Charge Card		Modify
25-Aug-2018	Minor Purchases	62.47	Minor purchases	Travel Charge Card		Modify
31-Aug-2018	Voucher Transaction Fee	0.00	Voucher Transaction Fee	Agency Billed		

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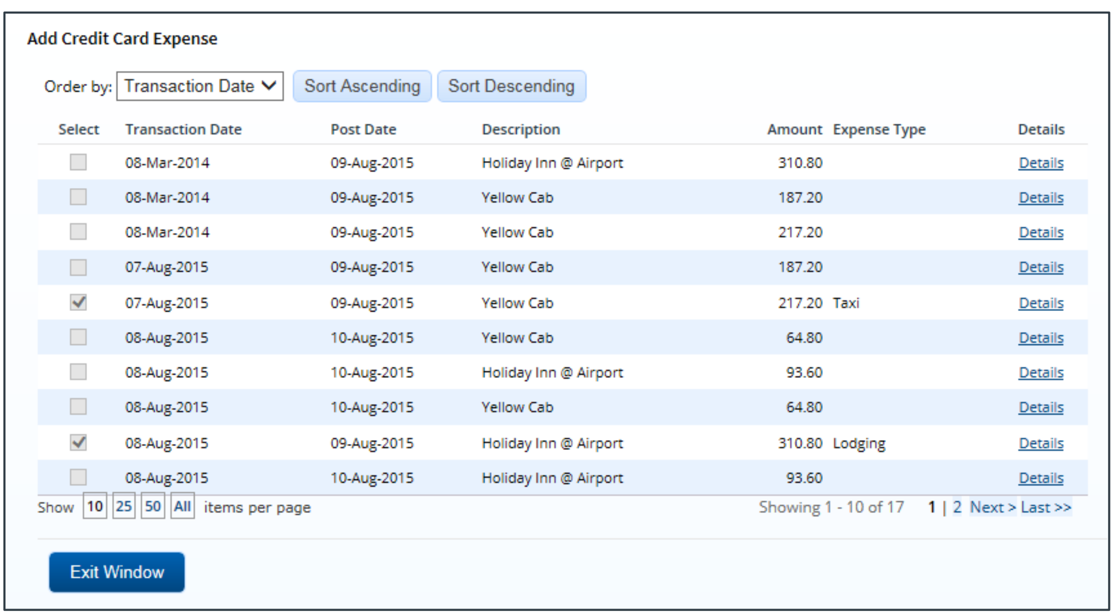
Attachment: Remark: Reduced: Credit Card:

Show Credit Card Expenses

Next Step Back to Step 1: Basic Information

Figure 10: Local Travel Expenses — Show Credit Card Expenses link

2. Click the **Show Credit Card Expenses** link. This displays the Add Credit Card Expense window. Expenses associated with the local travel claim are shown as selected (i.e., a check mark in the **Select** field).



Add Credit Card Expense

Order by: Transaction Date Sort Ascending Sort Descending

Select	Transaction Date	Post Date	Description	Amount	Expense Type	Details
☐	08-Mar-2014	09-Aug-2015	Holiday Inn @ Airport	310.80		Details
☐	08-Mar-2014	09-Aug-2015	Yellow Cab	187.20		Details
☐	08-Mar-2014	09-Aug-2015	Yellow Cab	217.20		Details
☐	07-Aug-2015	09-Aug-2015	Yellow Cab	187.20		Details
☑	07-Aug-2015	09-Aug-2015	Yellow Cab	217.20	Taxi	Details
☐	08-Aug-2015	10-Aug-2015	Yellow Cab	64.80		Details
☐	08-Aug-2015	10-Aug-2015	Holiday Inn @ Airport	93.60		Details
☐	08-Aug-2015	10-Aug-2015	Yellow Cab	64.80		Details
☑	08-Aug-2015	09-Aug-2015	Holiday Inn @ Airport	310.80	Lodging	Details
☐	08-Aug-2015	10-Aug-2015	Holiday Inn @ Airport	93.60		Details

Show 10 25 50 All items per page Showing 1 - 10 of 17 1 | 2 Next > Last >>

Exit Window

Figure 11: Add Credit Card Expense window

3. Locate the transaction and the expense in the list.
4. Click the **Details** link. This displays the Credit Card Expense Detail window.
   - Click the **Detail** tab to view information about the TCC transaction and the expense(s) associated with the transaction. (This tab is selected by default.)
   - Click the **Remarks** tab to view all remarks associated with the transaction. You can also enter a remark. (If you enter a remark, be sure to save your entry.)
   - Click the **Receipts** tab to view all receipts associated with the transaction. You can also attach a receipt or other documentation.

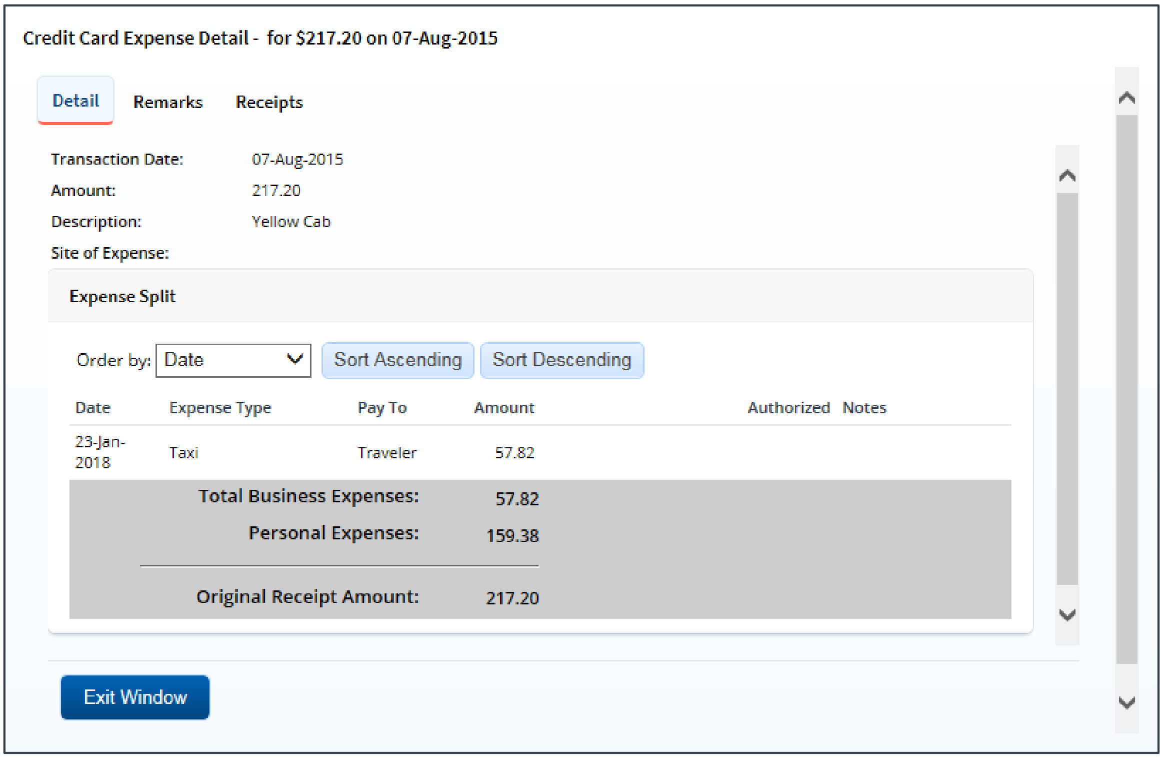


Figure 12: Credit Card Expense Detail — Transportation or Other General Expense

5. Click **Exit Window** to close the Credit Card Expense Detail window and return to the Add Credit Card Expense window.
6. Click **Exit Window** to close the Add Credit Card Expense window and return to the local travel claim's Expenses page.

5.4 Reducing Expenses

Under certain circumstances, you can reduce an expense on a local travel claim and still approve the claim, rather than return the entire claim to the traveler for revision.

NOTE*: The* ***Allow Approver to Reduce Local Travel Expenses*** *field for your major customer must be set to* Yes *for this feature to be enabled. Contact your E2 system administrator for more information*.

Complete the following steps to reduce a claimed expense.

1. Click the **Edit Details** link in the Expenses section of the Local Travel Summary page. This displays the Local Travel Expenses page.
2. Click the **Modify** link for the expense. This displays the Edit Expense window.

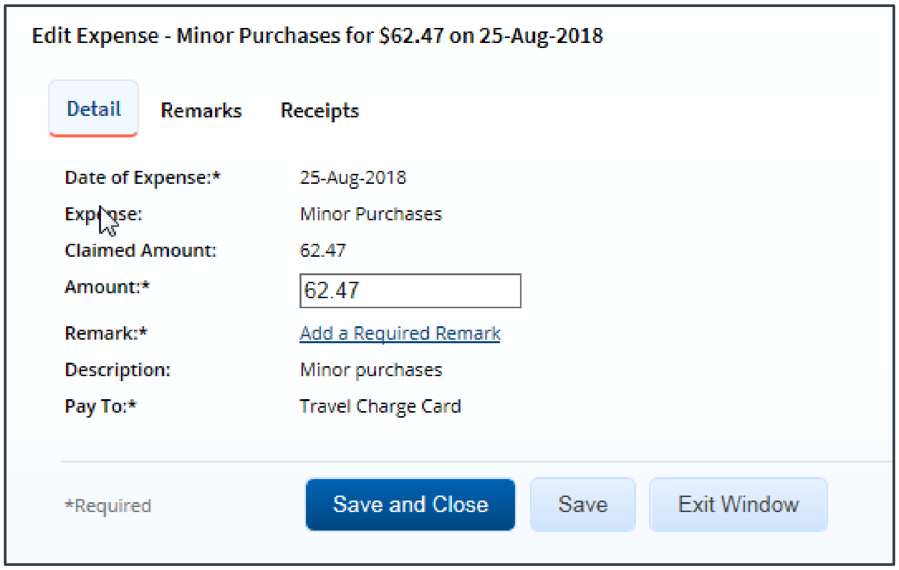


Figure 13: Edit Expense — Detail tab

3. Enter the reduced amount in the **Amount** field.

   NOTE: *If the user entered the amount in a foreign currency, be sure you enter the reduced amount in the same currency. You cannot change the selected currency code.*

4. Click the **Add a Required Remark** link. The window expands, allowing you to enter a remark.

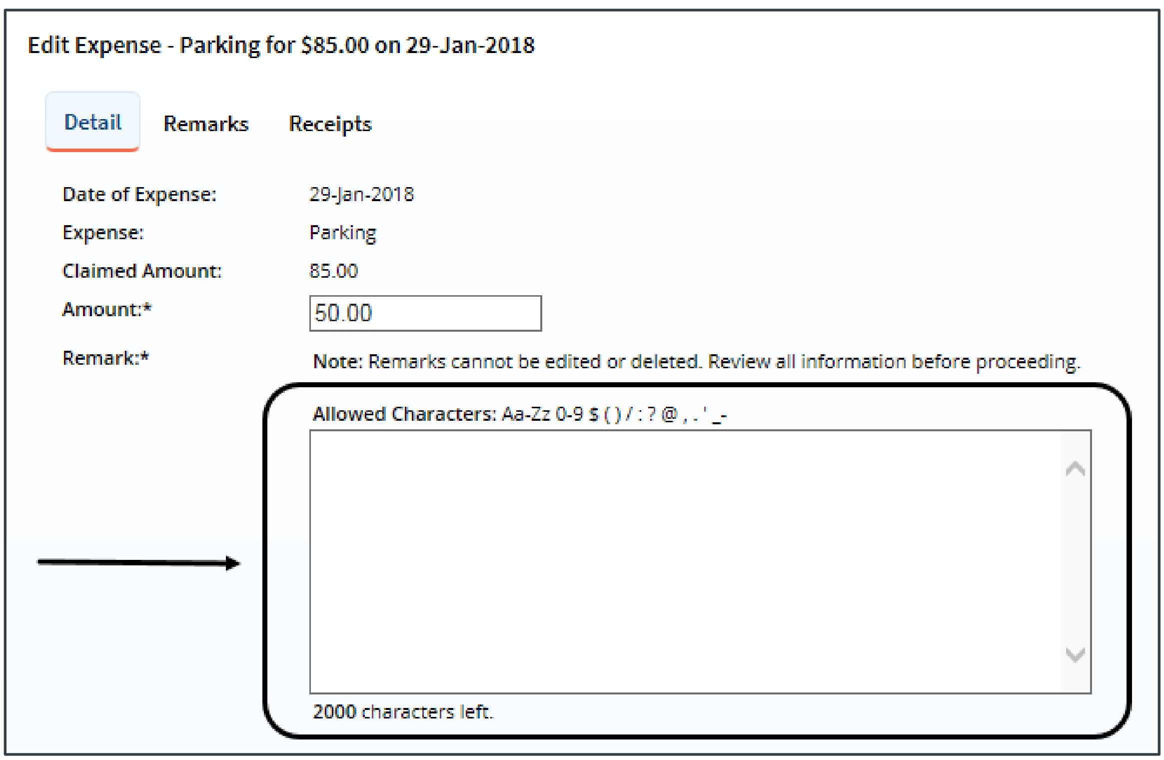


Figure 14: Edit Expense — Detail tab, Remark field

5. Enter your remarks and review them. Remarks cannot be edited or deleted after you save them; make any changes before saving.

***TIP**: Avoid copying and pasting text from other applications. Doing so may result in invalid character errors.*

6. Click **Save and Close** to close the Edit Expense window and return to the Local Travel Expenses page.

6 Reviewing Accounting

Before a local travel claim can receive final approval, an account must be selected to fund the claim. Travel policies differ; fund selection may be done by the traveler, or selection may be restricted to the approver. Regardless of travel policy, approvers should always review the account code selection and, if available, review the fund balance in the selected account.

The Accounting section on the local travel claim's Summary page shows the account selected to fund the expenses, as well as the amount allocated to the fund. Expenses must be completely allocated prior to final approval of the claim.

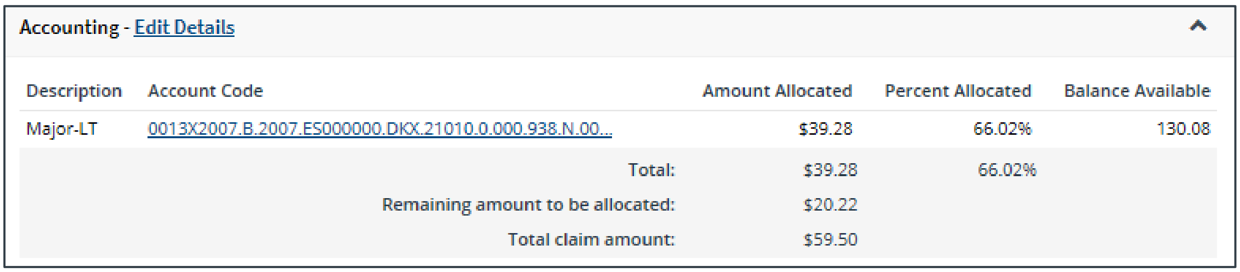


Figure 15: Local Travel Summary — Accounting section

Complete the following steps.

1. Review the account selected to fund the claim.
2. If you need to make funding selections, or change existing funding selections or allocations, click the **Edit Details** link in the Accounting section header. This displays the local travel claim's Accounting page.

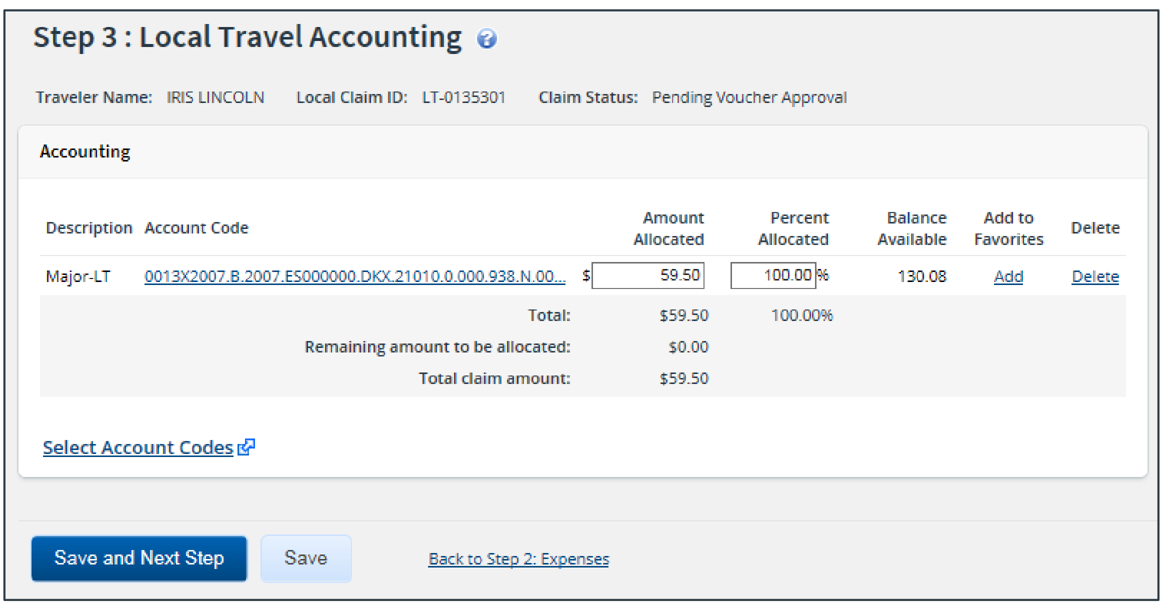


Figure 16: Local Travel Accounting — Claim pending voucher approval

3. Make changes or select accounts.
   - Click the **Account Code** link to view segment details for the selected account code. (Click **Exit Window** to close the segment details window.)

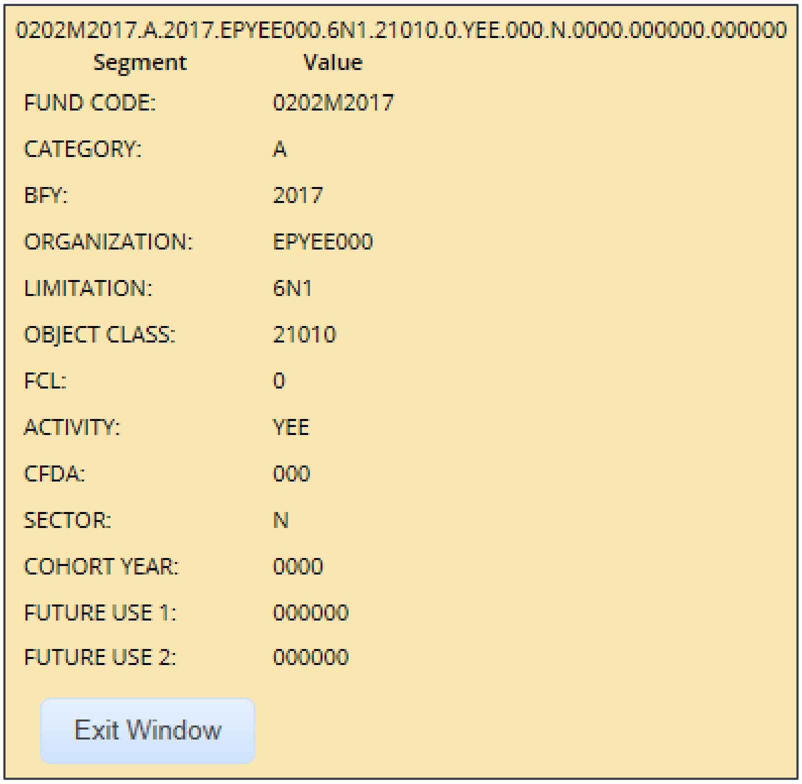


Figure 17: Account Code Segment Details

- If you need to adjust allocations between multiple accounts, enter the appropriate amounts in the **Amount Allocated** or **Percent Allocated** field for each account.
- Click the **Add** link to save the account code as a favorite.
- Click the **Delete** link to remove the account from the claim.
- If you need to select accounts to fund expenses, click the **Select Account Codes** link to find new accounts or select accounts from favorites.
- Click the **Split Funding** link if there are multiple accounts to fund expenses, and you need to identify certain expense types or all expenses on specific dates to be funded from particular accounts.

4. Click **Save** to save your changes.

6.1 Select Account Codes from a Favorites List

Complete the following steps to select account codes for the local travel claim that have been saved to a favorites list.

1. Click the **Select Account Codes** link. This displays the Account Code Selection window.

   ***NOTE**: If favorites are available to you, the window defaults to the **Select Account Codes** tab. This tab displays any time favorite accounts are available, even if you do not have a personal favorites list within your profile.*

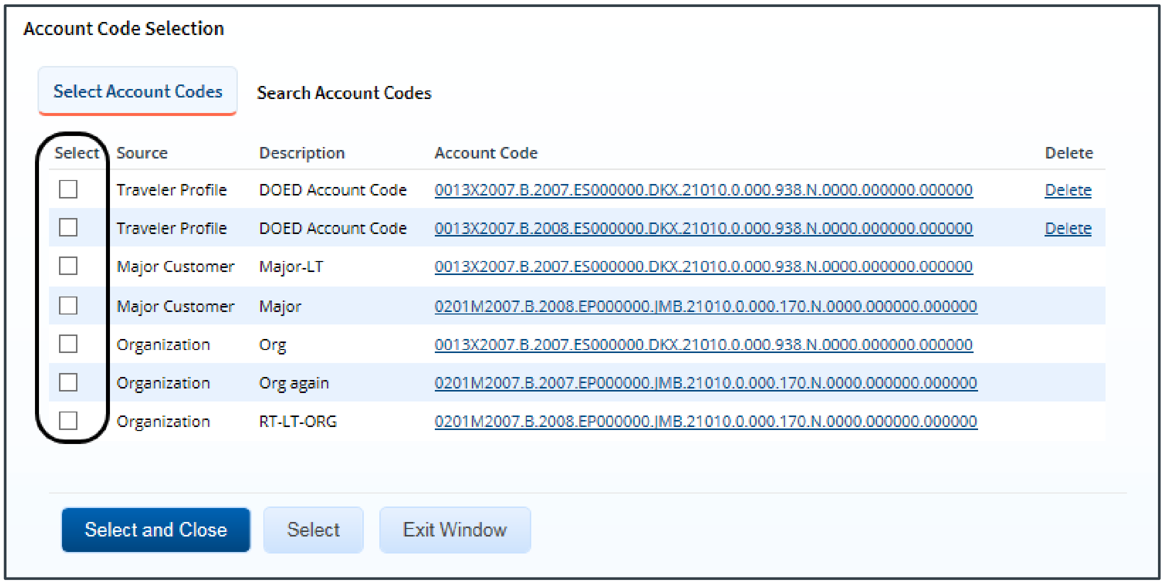


Figure 18: Account Code Selection — Select Account Codes tab

2. Click the **Select** check box to the left of each code you want to use to fund the claim.
3. Click **Select and Close** to save your selection(s), close the Account Code Selection window, and return to the local travel claim's Accounting page.

6.2 Search for Account Codes

Complete the following steps to search for specific account codes.

1. Click the **Select Account Codes** link. This displays the Account Code Selection window.
2. Click the **Search Account Codes** tab.

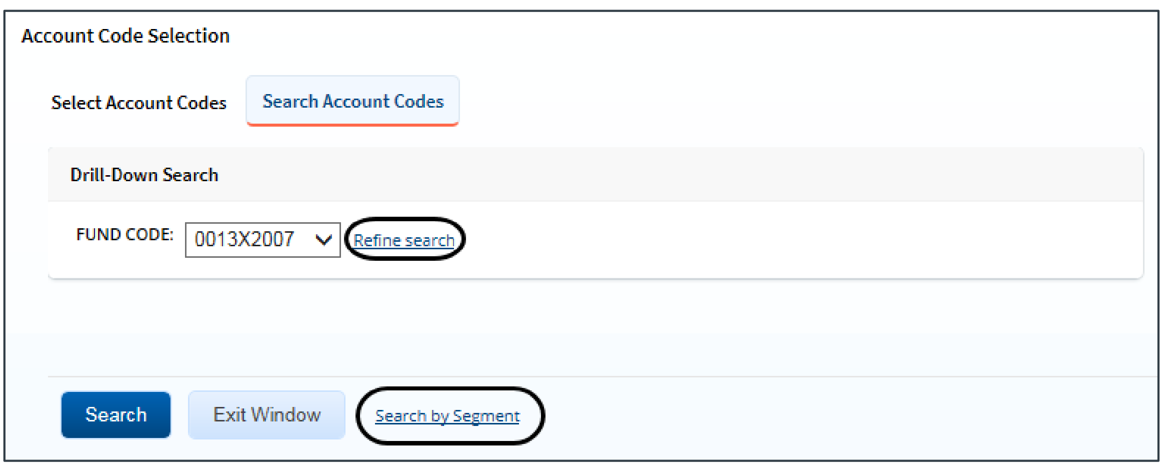


Figure 19: Account Code Selection — Search Account Codes tab

3. Locate the account code.
   - **Drill-down method** (default) – This option allows you to search for account codes by drilling down through the segments of each code.
     i. Select a value from the drop-down list.
     ii. Click the **Refine search** link. A list displays for the next segment.
     iii. Repeat steps i–ii until you have selected the necessary search criteria.

iv. Click **Search** to display the list of account codes matching your search criteria.

- **Segment method** – This option allows you to search for a segment with specific information, such as a department, program, or funding year.
  i. Click the **Search by Segment** link.
  ii. Enter the segment information to use as search criteria in the appropriate field(s).
  iii. Click **Search** to display the list of account codes matching your search criteria.

4. Click the **Select** check box to the left of each code you want to use to fund the claim.
5. Click **Select and Close** to save your selection(s), close the Account Code Selection window, and return to the local travel claim's Accounting page.

6.3 Add a Dimensional Account Code

Complete the following steps to add a dimensional account code to the local travel claim.

NOTE*: Dimensional account codes are not supported by all financial systems. If the* ***Add Account Codes*** *tab is not available, your agency financial system does not support this feature*.

1. Click the **Select Account Codes** link. This displays the Account Code Selection window.
2. Click the **Add Account Codes** tab.

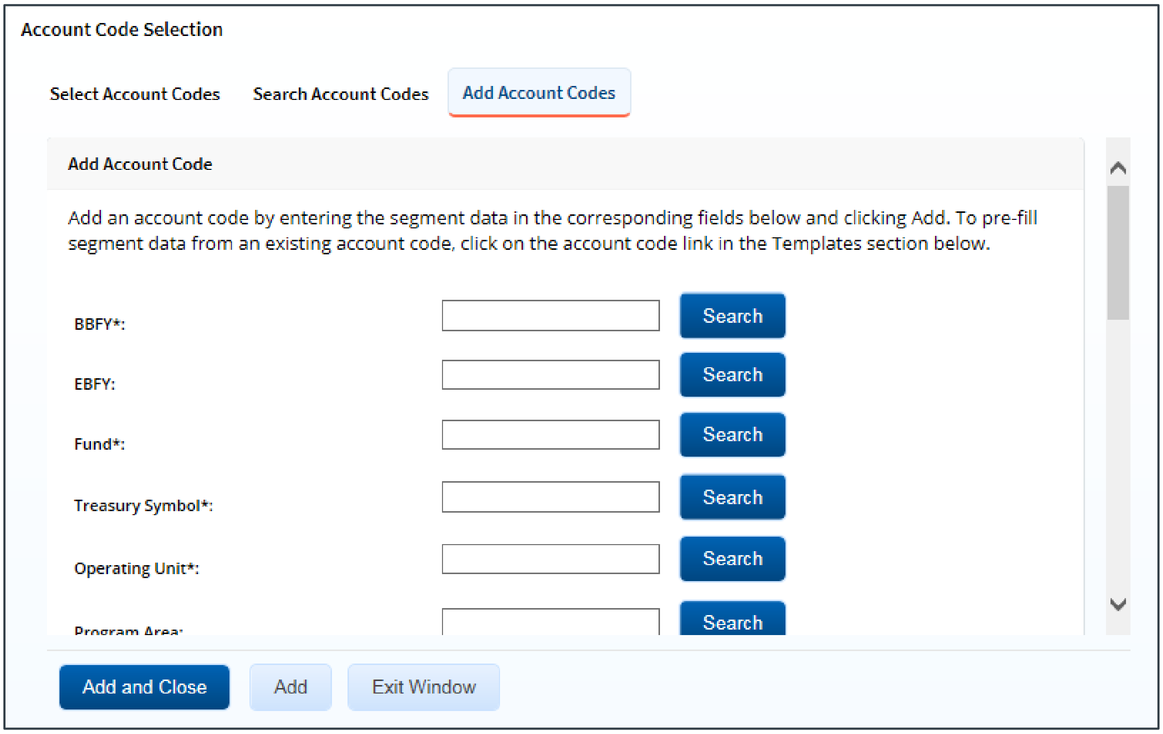


Figure 20: Account Code Selection — Add Account Codes tab

3. Enter segment values in each field, or click the **Search** button next to a field to select from a list of values in the Dimensional Accounting Code Search window. You can also enter one or more characters of the segment value or description in a field, and then click **Search** to limit the list to segment values and descriptions that start with the entered data.

   TIP*: To see information about a segment, including the maximum length, float the pointer over the segment field to view the associated hover text*.

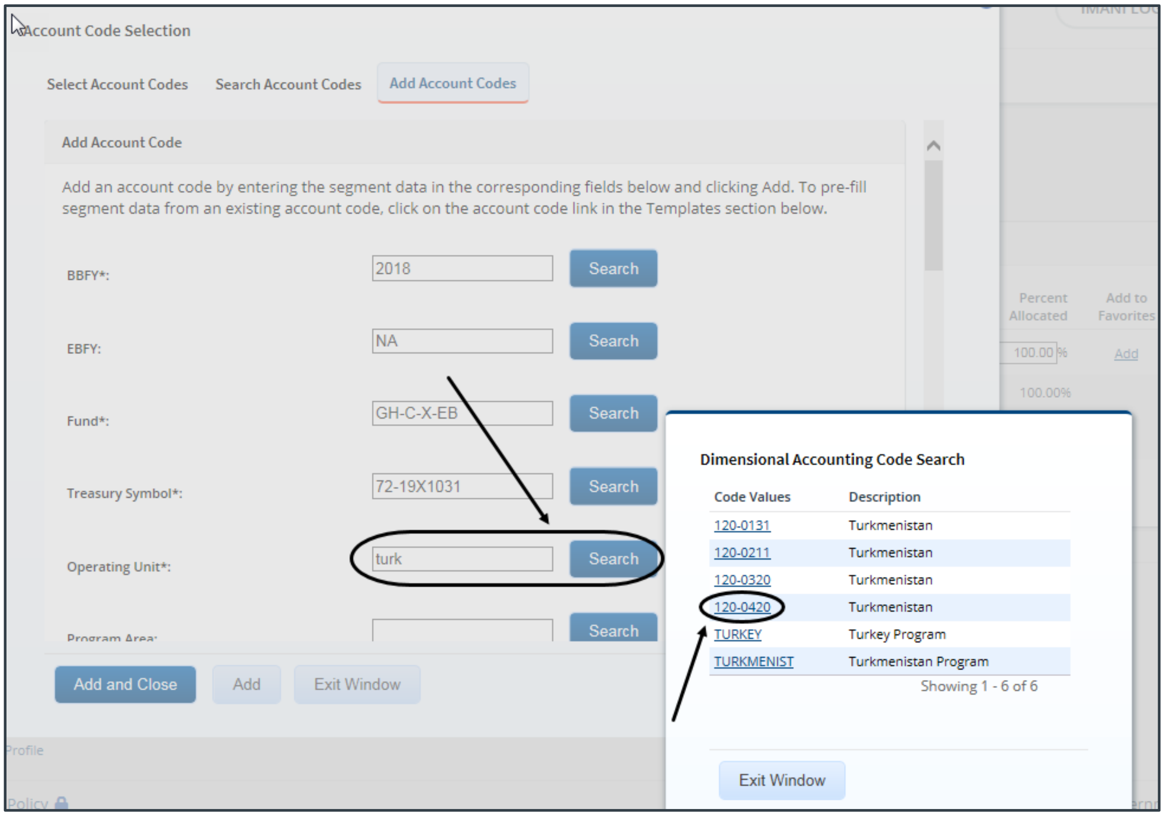


Figure 21: Dimensional Accounting Code Search

4. Click **Add and Close** to add the newly created dimensional account code to the local travel claim, close the Account Code Selection window, and return to the claim's Accounting page.

6.3.1 Accounting Code Templates

Account code templates allow you to prepopulate all or part of a dimensional account code, and then alter or add segment values as needed. Any account code already associated with the local travel claim appears in the Trip Accounting Code Templates section on the **Add Account Codes** tab of the Account Code Selection window. Favorite account codes are listed in the Favorite Account Code Templates section.

Select a template from either section, and then scroll to the top of the tab to enter or search for the remaining segment values.

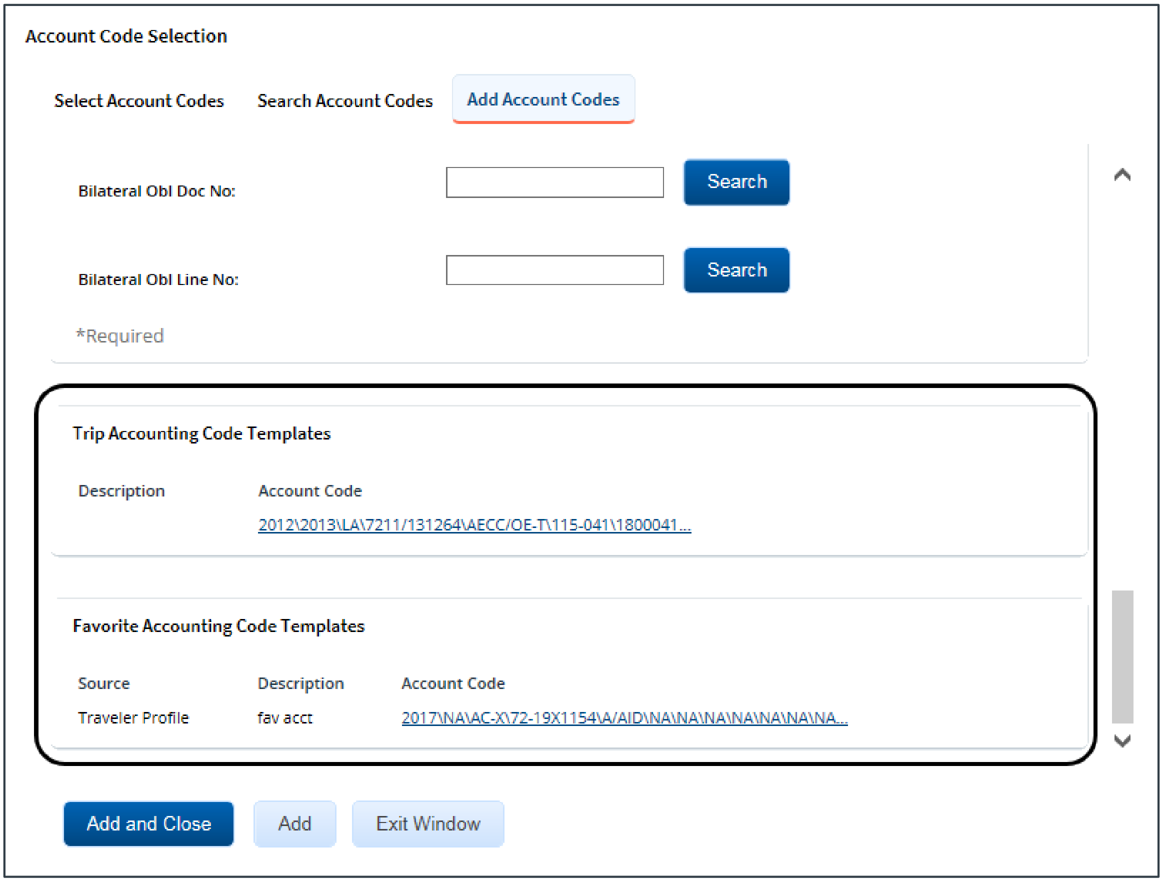


Figure 22: Account Code Selection — Accounting Code Templates

6.4 Split Funding

If you select multiple accounts to fund expenses, you can also specify whether all expenses of a specific type are funded from one or more accounts, or that all expenses in a range of dates are funded from specific accounts. This feature is called split funding.

6.4.1 Split Funding by Expense Type

Complete the following steps to fund certain expense types from specific accounts.

1. Click the **Split Funding** link. This displays the Split Funding window.

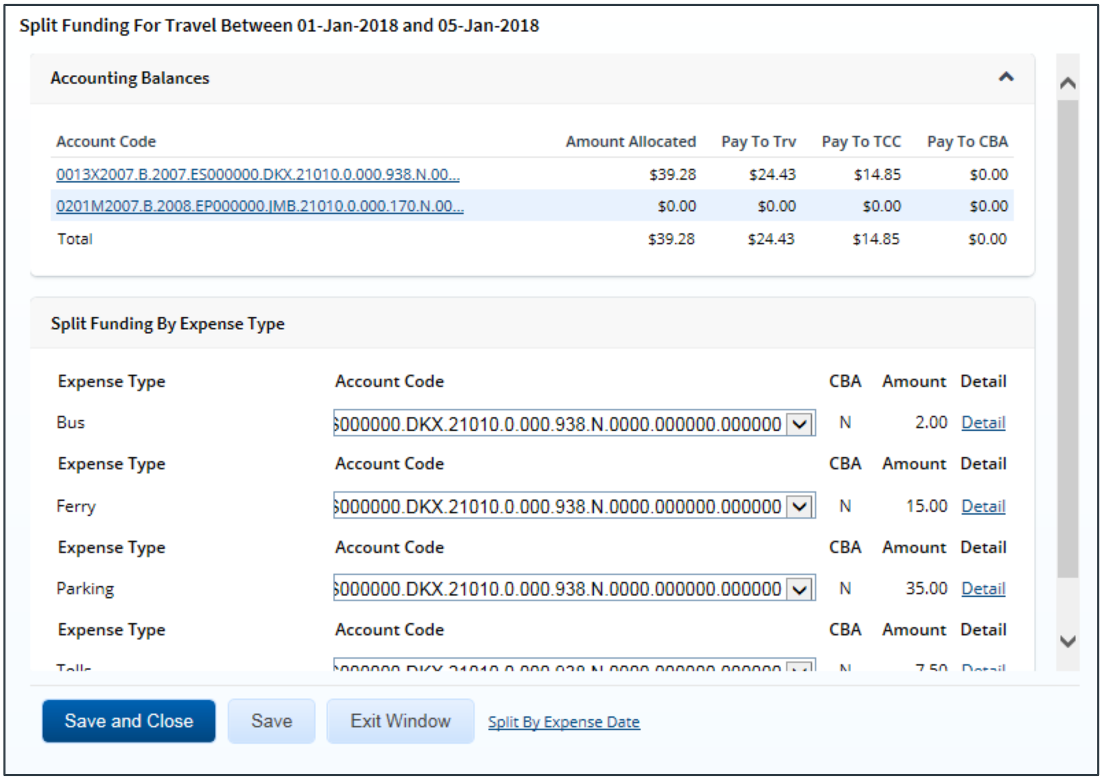


Figure 23: Local Travel Claim — Split Funding window

2. Select the account to fund each type of expense.
   - To fund an expense type from a single account, select the account from the **Account Code** drop-down list.
   - If you want to fund an expense from more than one account, complete the following steps:
     i. Click the **Detail** link for the expense type. This expands the section for that expense type.
     ii. Enter the amount of the expense you want to fund from each account in the corresponding **Amount** field.

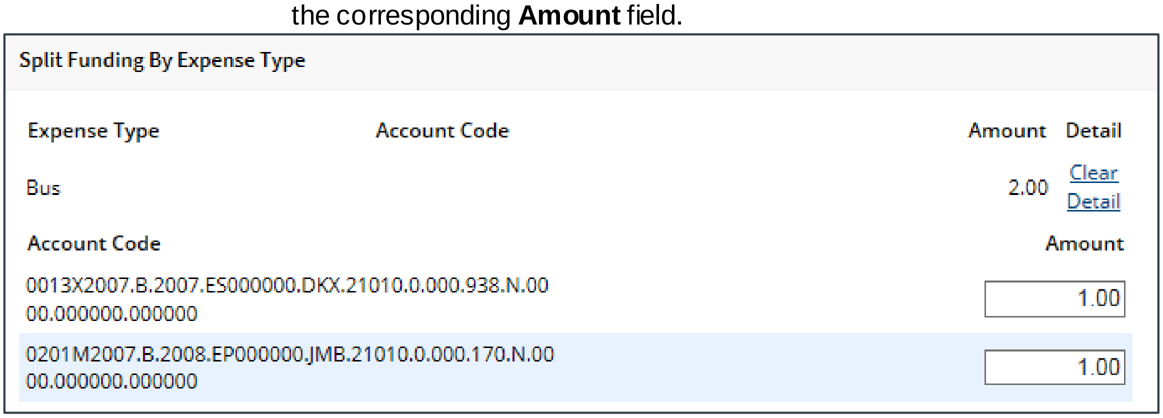


Figure 24: Split Funding — Expense Type Detail

3. Click **Save and Close** to save your selections, close the Split Funding window, and return to the local travel claim's Accounting page.

6.4.2 Split Funding by Expense Date

Complete the following steps to fund expenses on specific dates from specific accounts.

1. Click the **Split Funding** link. This displays the Split Funding window.
2. Click the **Split by Expense Date** link. This displays the Split Funding by Expense Date section in the window.

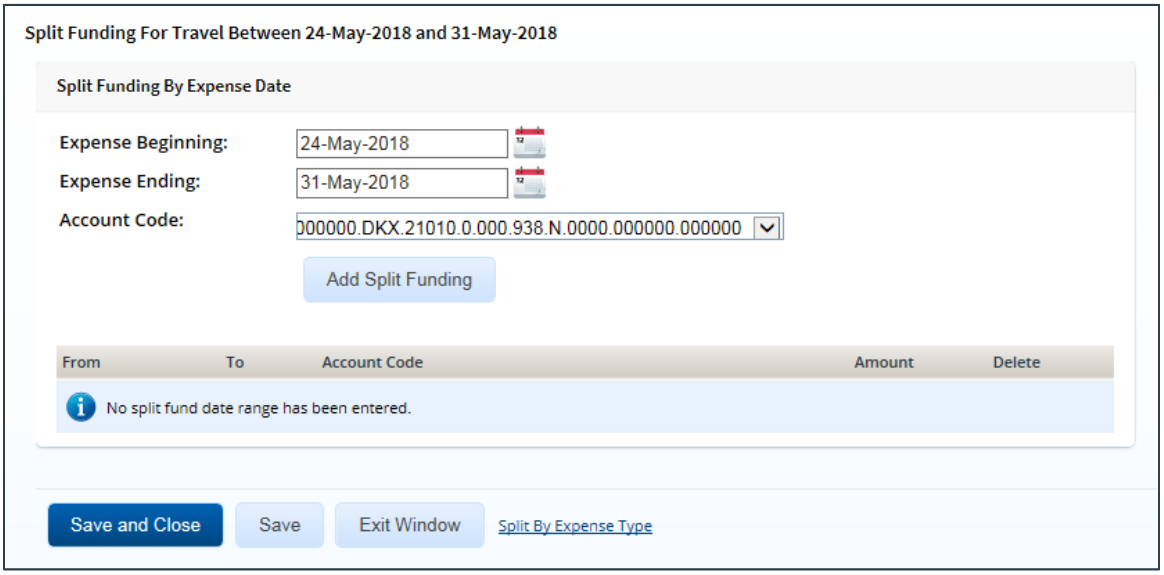


Figure 25: Split Funding — Split Funding by Expense Date

3. Select the date range for the funding.
   - **Expense Beginning** – Enter the beginning date of the range in the field, or click the calendar icon to select a date from the drop-down calendar.
   - **Expense Ending** – Enter the ending date of the range in the field, or click the calendar icon to select a date from the drop-down calendar.
4. Select the account to use for funding from the **Account Code** drop-down list.
5. Click **Add Split Funding**. The details for the established date range display in the data grid below the button.
6. Repeat steps 3–5 until you have funded all of your estimated expenses.
7. Click **Save and Close** to save your selections, close the Split Funding window, and return to the local travel claim's Accounting page.

7 Reviewing Remarks, Receipts, and Attachments

The local travel claim's Summary page includes the Remarks and Receipts and Attachments sections. These sections allow you to view all document and expense-level remarks, receipts, and attachments before you complete your approval task.

7.1 Remarks

Travelers can add explanatory remarks to a specific expense or to the entire claim document. The Expenses section on the Summary page allows you to review a remark associated with a specific expense; the Remarks section shows all remarks for the document, including remarks associated with the entire claim or a claimed expense.

***TIP**: Click the **Edit Details** link in the Remarks section header to add a remark to the local travel claim.*

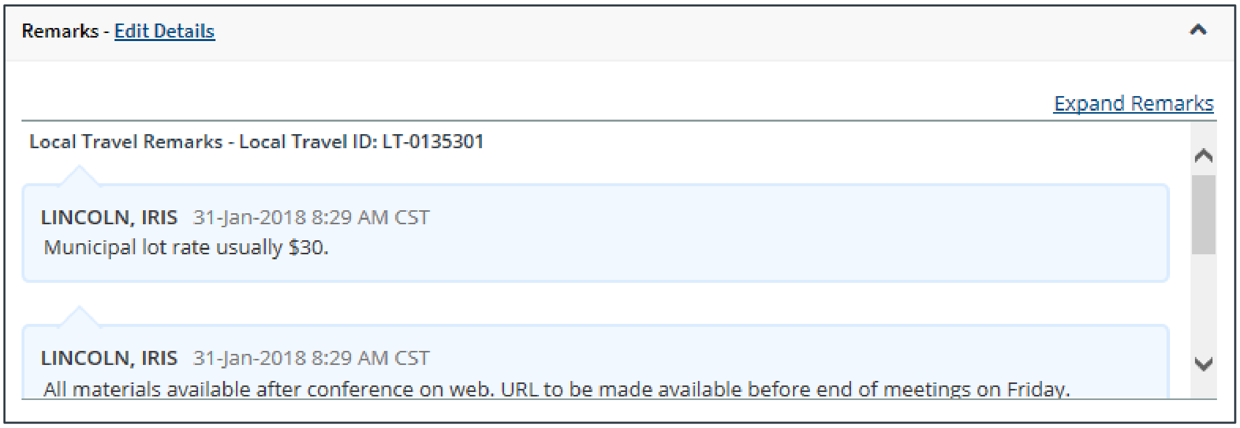


Figure 26: Local Travel Summary — Remarks section

7.2 Receipts and Attachments

Like remarks, travelers can attach a receipt or other document to a specific expense or to the entire claim document. The Receipts and Attachments section allows you to review all receipts or documents attached to the claim or to a specific claimed expense.

***TIP**: Click the **Show** link to view the attached document or receipt.*

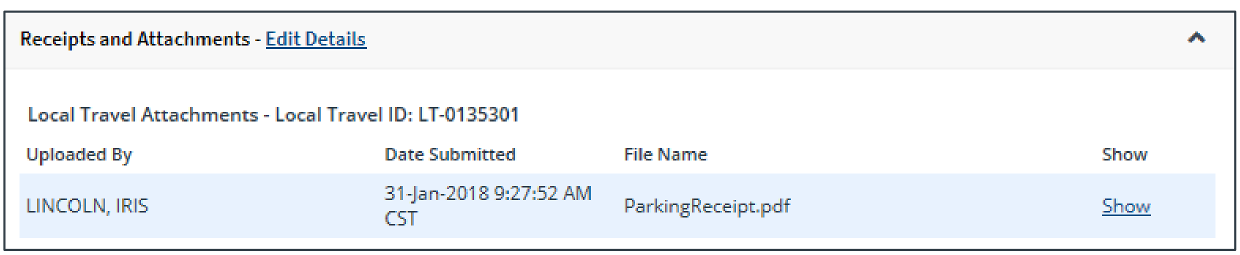


Figure 27: Local Travel Summary — Receipts and Attachments section

8 Completing the Approval Process

When you have finished reviewing the local travel claim, you have three options:

- Approve the claim
- Return the claim for revision
- Unlock the claim, so another approver within your routing pool can access the document and take action on it

8.1 Approving the Claim

Complete the following steps.

1. Click **Approve** on the local travel claim's Summary page. This displays a Confirm Action window.
2. Click **Confirm**. Claim validation occurs.
   - Errors that prevent the claim from being approved appear at the top of the Summary page. Correct the errors, and then click **Approve** again. Your Pending Approvals list displays a message that the claim was successfully approved and the trip is removed from the list.
   - If this is a final approval and your agency's financial system is appropriately interfaced with E2, the claim is submitted for real-time validation. Success or error messages from this validation process may display. In the case of claim approval failure, contact your agency's financial system help desk for assistance.

8.2 Returning the Claim for Revision

A local travel claim can be returned for revision to the traveler or a prior approver, based on the setting of the **Approver Can Return Document To** field in the Minor Customer Settings (i.e., Step 8: Minor Customer Approval Settings, DOCUMENT ROUTING). Refer to *AG50 – Hierarchy and Settings* for more information on this field.

NOTE*: When a local travel claim is returned to an approver, the status of the document will display as* Pending Approval*; when the claim is returned to the traveler, the status of the document will display as* Revised*.*

8.2.1 Traveler Only

When the **Approver Can Return Document To** field is set to *Traveler Only*, a local travel claim may be returned only to the traveler for revision. Complete the following steps.

1. Click the **Return** button at the bottom of the Summary page. This displays a Confirm Action window.

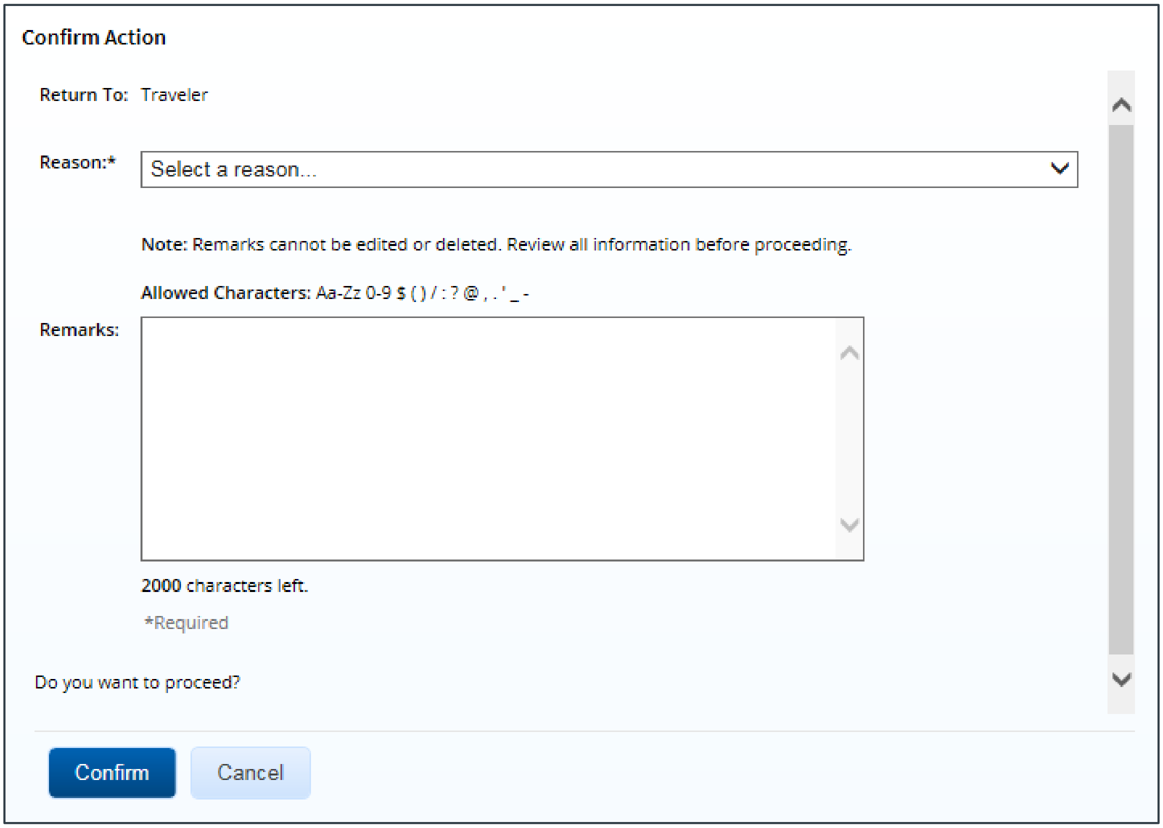


Figure 28: Confirm Action — Return to Traveler

2. The **Return To** field defaults to *Traveler* and cannot be modified. Select the reason you are returning the local travel claim from the **Reason** drop-down list.
3. Enter any necessary remarks in the **Remarks** field.

   TIP*: Review your remarks before clicking* ***Confirm****. Remarks cannot be edited or deleted after you send them*.

4. Click **Confirm** to return the local travel claim.

8.2.2 Traveler or Approver

When the **Approver Can Return Document To** field is set to *Traveler or Any Prior Approval Level*, a local travel claim may be returned to the traveler or a prior approver for revision (provided the approver returning the document is the second or higher approver for the local travel claim). The document will be returned to either the primary approver, if one exists, or the entire routing pool with instructions.

NOTE*: If you are the first level approver on the local travel claim, your only option is to return the document to the traveler. When you click* ***Return****, the Confirm Action window appears similar to that in the previous figure – the* ***Return To*** *field defaults to* Traveler *and is disabled*.

Complete the following steps.

1. Click the **Return** button at the bottom of the Summary page. This displays the Confirm Action window.
2. Select the person or group to whom you are returning the local travel claim from the **Return To** drop-down list.

- The drop-down list displays the *Traveler* option as well as all previous approval pools.
- If an approval pool has a primary approver, that person's name appears in parentheses to the right of the name of the approval pool (e.g., Routing Pool 1 (Doe, John C.)).

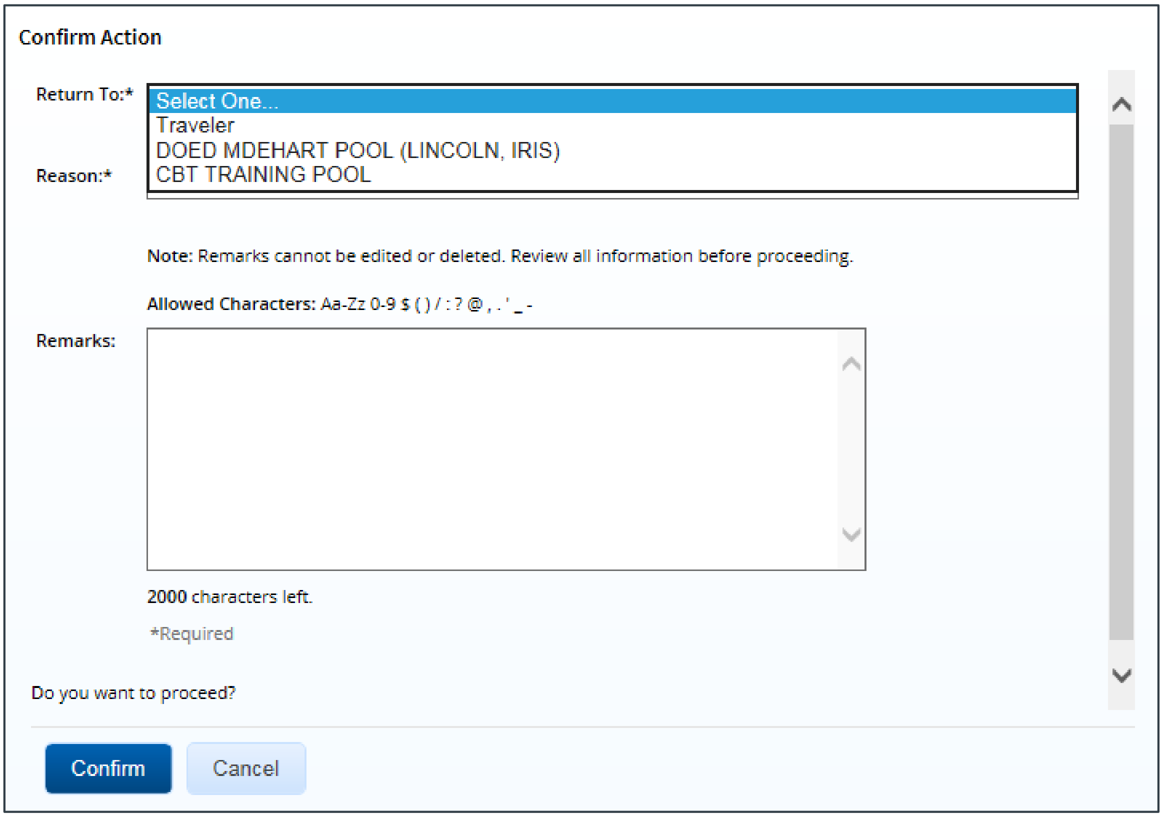


Figure 29: Confirm Action — Return to Traveler or Approval Pool

3. Select the reason you are returning the local travel claim from the **Reason** drop-down list.
4. Enter any necessary remarks in the **Remarks** field.

   TIP: *Review your remarks before clicking* ***Confirm***. *Remarks cannot be edited or deleted after you send them*.

5. Click **Confirm** to return the local travel claim.

8.3 Making the Claim Available to Another Approver

There may be times when you need to allow another approver in the routing pool access to the local travel claim. If this situation occurs and the claim is locked to you, you must unlock it. Unlocking the claim makes it available to other approvers in the routing pool.

Click the **Unlock** link in the Other Actions section, or scroll to the bottom of the local travel claim's Summary page and click the **Unlock** button.

9 Other Actions Available

The Other Actions section contains links to actions you may want to perform while approving a claim, including:

- Adding remarks
- Adding or deleting attachments
- Printing the claim
- Viewing claim history
- Viewing the routing path
- Viewing routing history

9.1 Add Remarks

Complete the following steps to view or add remarks for the local travel claim.

1. Click the **Remarks** link in the Other Actions section. This displays the Remarks window. The **View Remarks** tab lists all claim-level remarks that currently exist for the local travel claim. (Use the Remarks section of the local travel claim's Summary page to view all remarks.)
2. Click the **Add Remarks** tab.
3. Enter your remarks and review them. Remarks cannot be edited or deleted after you save them; make any changes before saving.

   TIP*: Avoid copying and pasting text from other applications. Doing so may result in invalid character errors.*

4. Click **Save and Close** to save your remarks and close the Remarks window.

9.2 Add or Delete Receipts and Attachments

If receipts and attachments already exist on the claim, use the Receipts and Attachments section of the local travel claim's Summary page to view them. Complete the following steps to attach a document to the claim.

1. Click the **Attachments** link in the Other Actions section. This displays the Local Travel Attachments window. The maximum file size and allowed file type information display below the **Add Attachment** link.
2. Click the **Add Attachment** link. This displays the system Choose File window.
3. Select the PDF file you want to attach to the local travel claim.
4. Click **Open**. You are returned to the Local Travel Attachments window. A success message displays when the document is attached, and the new document appears in the list.
5. Click the **Show** link to view the document.

   TIP*: If this is not the document you want attached to the local travel claim, click* ***Delete*** *to remove the file. You are able to delete attached files at any time prior to final approval, as long as you have edit privileges for the document.*

6. Click **Exit Window**.

9.3 Print the Claim

Click the **Printable Local Voucher** link in the Other Actions section to display the local travel claim as a PDF file in a new browser window. Click the **Print** icon to print the document.

9.4 View Claim History

Click the **View Claim History** link in the Other Actions section to display the View History page. This page allows you to view an audit trail of actions taken on the claim, showing you not only a description of the event that occurred, but also the name of the person associated with the event. Claim history includes:

- Date and time the claim was created
- Names of users who made changes to the claim
- Date and time the claim was approved
- Claim approver's E2 user name

9.5 View the Routing Path

When a local travel claim has been submitted for approval, it is sent on a specific path that may include multiple approval steps, which are triggered by a set of rules applied to the claim. Click the **View Routing Path** link in the Other Actions section to display the View Routing Path page, which allows you to view the approval path for the claim and, if allowed, make minor changes.

The View Routing Path page lists all of the steps in the approval path for the local travel claim, and includes the following information:

- **Step** – The number of the step in the path.
- **Approver Pool** – The name of the approver group assigned to the step. The person who approves the claim is a member of this approver group.
- **Approval Reason** – The rule that triggered the approval step.
- **Action** – The action to be taken. Some steps are informational only, while others require an approval.
- **Reserved By** – The name of the approver who is currently responsible for completing this step.

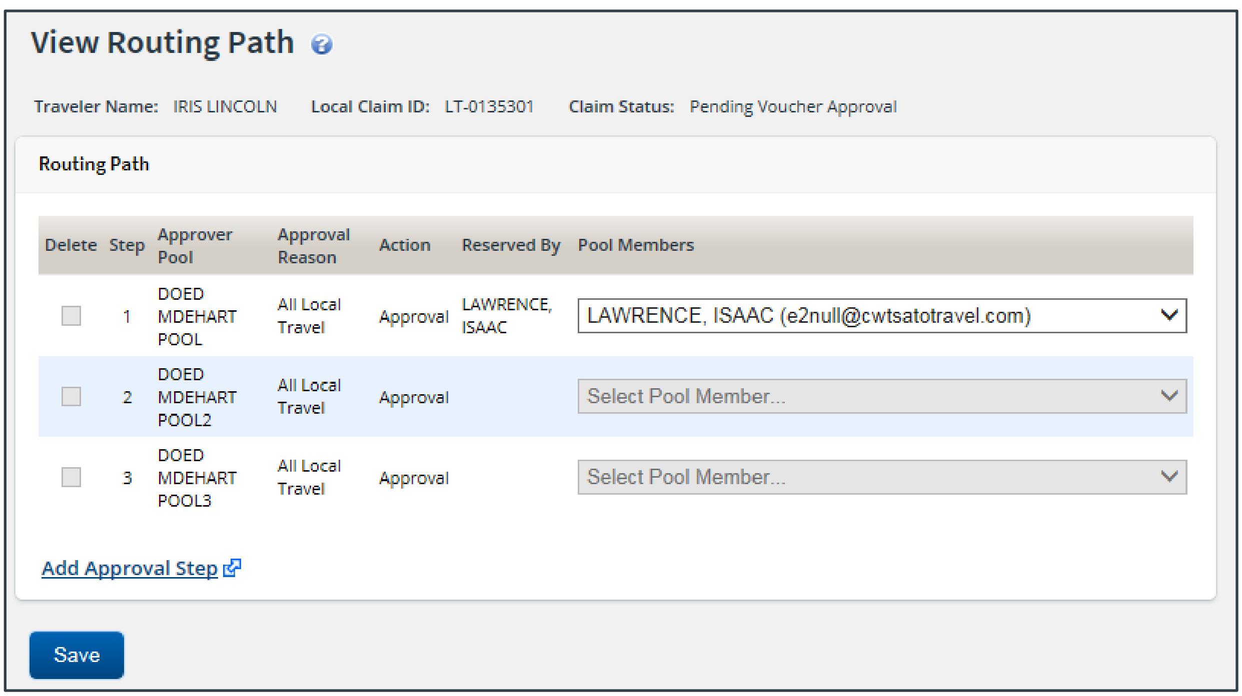


Figure 30: View Routing Path — Local Travel Claim

9.5.1 Change the Approver

If the local travel claim has a status of *Pending Approval*, you can change the approver responsible for the current step. The **Pool Members** drop-down list displays all members of the approver group associated with the approval step. For example, if the current approver is unavailable, you can select another approver from the same group to handle the claim.

Complete the following steps to change the approver.

1. Click the **View Routing Path** link in the Other Actions section. This displays the View Routing Path page.
2. Select the new approver from the **Pool Members** drop-down list.
3. Click **Save** to save your changes.

9.6 View Routing History

Click the **View Routing History** link in the Other Actions section to display the View Routing History page. This page allows you to view an audit trail of routing events for the claim, including the date and time of the event, action that triggered the event, and the event details.

10 Revision History

Date	Description	Release
04/2021	Added section 1 (Introduction)	21.1
07/2020	Updated screen shots	20.2
10/2019	Updated title page graphic and copyright information	19.3
03/2019	Copyright and logo updates	19.1

12/2018	• Added section 4.4 (Reducing Expenses)
	• Deleted:
	  ○ Figure 8 (Local Travel Claim Summary – Foreign currency expenses)
	  ○ Figure 9 (Edit Expense – Detail tab)
	• Updated:
	  ○ Figure 3 (Local Travel Summary page)
	  ○ Figure 4 (Local Travel Claim Dashboard)
	  ○ Figure 7 (Local Travel Claim Summary – Expenses section)
	  ○ Figure 10 (Local Travel Claim Expenses – Show Credit Card Expenses link)
	  ○ Section 2.1 (Local Travel Claim Dashboard)
	  ○ Section 4 (Reviewing Expenses)
	  ○ Section 4.1 (Viewing Remarks)
	  ○ Section 4.2 (Viewing Receipts)
		18.4

09/2018	Added section 2.1 (Local Travel Claim Dashboard)	18.3
06/2018	Updated figure 24 (Split Funding – Split Funding by Expense Date fields)	18.2
03/2018	• Updated images throughout the document • Updated section 2 (Opening a Local Travel Claim Pending Your Approval) for the **Filter Options** tab now available	18.1
01/2018	Document formatting and layout changes	17.4
06/2017	Updated section 4.2 (Returning the Claim for Revision) for the new feature that allows you to return the local travel claim to the traveler or any prior approver	17.2
03/2017	Updated the Receipts tab image in section 3.2.2 (Viewing Receipts) for the new 10 MB file size allowed for attachments	17.1
01/2017	• Updated section 3.2, Reviewing Expenses, for expenses in foreign currency (includes new images) • Updated section 3.3.4.1, Split by Expense Type, with new image	16.4
06/2016	• Updated copyright • Updated section 3.5, Reviewing Receipts, with "Receipts and Attachments" image; removed reference to **Display Faxed Documents** link • Updated section 5, Other Actions Available, to show **deleting** as an option for Receipts and Attachments	16.2
07/2015	Formatting	15.3

Date	Description	Release
06/2014	• Updated dimensional account code search information in section 3.3.3, Adding a Dimensional Account Code • Clarification for View Routing Path in section 5, Other Actions Available • Updated images and list name in section 3.3.4, Split Funding	ETS2/14.2
01/2013	Copyright updates	ETS2
10/2012	General availability	ETS2

11 Trademark and Copyright

CWTSatoTravel Web Site: http://www.cwtsatotravel.com