TEM Frequently Asked Questions

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GENERAL TEM QUESTIONS

Q: Where can I find training and step by step guides for the TEM module?
A: On the Business and Financial Services website: www.busfin.colostate.edu under Campus Services, Travel Services, or Trainings links.

Q: What format should my attachments be in?
A: All attachments need to be in PDF only.

Q: What do I do with the travel receipts?
A: The original travel receipts will be kept at the department for the required time period. The receipts will also need to be scanned and attached to the TR document. They must be saved as PDF. Most travel receipts need to be saved for 3 years, but see the CSU Financial Rules, Rule 10 on the Business and Financial Services website for the record retention information.

Q: What if the traveler lost their travel receipts?
A: You will need to complete the Missing Receipts Documentation located on the BFS website.

Q: What is the fiscal officer?
A: The fiscal officer is the Kuali term for account approver.

Q: Can the fiscal officer of an account be reimbursed for travel from that account?
A: Yes, the fiscal officer can be reimbursed from the account for travel expenses. However, we still need a separation of duties so when a traveler is also the fiscal officer the document needs to be ad hoc'd to the department ORG approver group for approval.

Q: What is the DHA?
A: The DHA is the Department Higher Authority is the person(s) in a department who approve time off and travel within that department. All DHAs for a department should be listed in the Travel Group for that department. When an Ad Hoc Group Request travel request is sent to the travel group only one of the DHAs will need to approve the trip

Q: How does international travel route? Is the process still through International Programs, or is it all in Kuali?
A: When a TA is submitted, nightly Risk Management will receive a full load of all international trip types. Per their review the travel and document creator will receive the email approval for the trip, and/or an additional travel waiver to complete if needed. The email approval from Risk Management needs to be attached to the TA once received. However, the document will need to be routed via ad hoc approve to the Ad Hoc Group Request.

Q: How do I ad hoc a document?
A: In the Ad Hoc Recipients, under Action Requested within the Ad Hoc Group Requests, select "approve" from the drop down and click the magnifying glass next to it. Type in trav-xxxx (traveler's primary department number) then click search and return value. Be sure to click the **add** button. Once the document is submitted it will route to the ad hoc approver first.

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Q: Who do I need to ad hoc the TA and TR documents to?
A: Only the TA document needs to be ad hoc to the Ad Hoc Group Request for out of state and international travel. The department listed on the traveler's profile should also be where the Ad Hoc Group Request is sent. TRs do not need to be ad hoc'd as TAs are required if there is not a blanket authorization in place for your department.

Q: What if my TR was disapproved because of the Group Ad Hoc Request?
A: This means that the TA was not routed for the proper approval and you will need to amend the original TA to add the Group Ad Hoc Request. To amend the TA, you will open the original TA and select 'Amend' at the bottom of the screen. Once the new document loads scroll down to Ad Hoc Recipients, under Action Requested within the Ad Hoc Group Requests, select "approve" from the drop down and click the magnifying glass next to it. Type in trav-xxxx (traveler's primary department number) then click search and return value. Be sure to click the **add** button. Once the document is submitted it will route to the ad hoc approver first. Once the TAA has all the approvals and is 'final', you will need to recreate the TR.

Q: Why can't I find a traveler in the system when I search for them? It says "unable to return value".
A: Ensure that the traveler has a TEM Profile set up (search for traveler in TEM Profile search), by clicking the "create new from KIM" in the right corner of the TEM Profile. Then search for the person. If it says "create new profile" next to their name under Actions then their TEM profile has not been created and must by created before any travel documents can be done for the traveler. You will only have the "create new profile" button if you are set up as an Arranger for this traveler. If traveler has a TEM Profile already created make sure that the traveler is in the same department as the travel arranger. If the traveler is in a different department, the travel arranger will need to be added to the traveler's TEM Profile as an arranger.

Q: One of my travelers recently came to my department from a different department on campus and I cannot access their TEM Profile. How do I gain access?
A: When a traveler changes departments either they or the prior arranger will need to edit the TEM Profile. Type "Traveler moved to department XXXX" in the description and explanation boxes. No other changes are needed. When the document is submitted the profile will update to the new department and any arranger in the new department should then have access to the TEM Profile.

Q: Why do I not do a TA for out-of-state visitors to campus?
A: This is considered in-state travel, so only a TR is required. You are still able to process a TA, but it is not required, and in the TA you will select in-state travel.

Q: I sent information to have a non-employee set up so that I could assign a TEM Profile for them. How long does this take and how will I know when it's ready to go?
A: This typically has a 2 business day turn-around, but depending on volume of requests it could take longer. When it is complete, the requestor will receive an FYI in their action list letting them know the customer has been set up.

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Q: What if the non-employee has already traveled for CSU and has an existing Profile created by a different department?
A: If the non-employee already has an existing TEM Profile you will need to be added as an arranger to the existing profile by A/P when they receive the additional TEM AR customer form.

Q: When booking a ghostcard, what number do I give them?
A: You will first create the TA, with the traveler, destination and trip dates and click save. Once you click either save or submit the TEM document number will auto-populate at the top of the document. This is the number you will provide.

Q: I need to purchase airfare because I do not want the price to go up, but I am unsure of the travel details. Can I still get the T number without the expenses entered?
A: Yes, enter the traveler, destination and trip dates then click save. This will generate the T number so you can purchase airfare through the ghostcard. If you need to lock in a price and are waiting the two business day for the A/R Customer, you can enter yourself as the traveler along with the destination and trip dates, then save. This will generate the T number to purchase the airfare, and once the A/R Customer is set up, change the traveler from you to the customer. Before you purchase via the ghostcard it is good practice to have approval to purchase before you buy.

Q: What does the workflow look like for travel documents?
A: See workflow chart on the [Travel Services website] located under Campus Servicers, Travel Services, and Training. If you are unable to find it, please contact the [BFS TEM Users email] to answer your questions.

Q: How do I submit a travel advance?
A: You will submit a travel advance using the TA document. The travel advance can be submitted at any time, but payment will not be made to the traveler until 10 days prior to the trip. This will be verified when it arrives at travel. The payments will be via ACH and go into the account the traveler's salary is paid into. A check will no longer be issued. Only CSU Employees and students can receive travel advances. If a travel advance check is needed to be picked up or printed for a traveler please select the check enclosure box on the "Travel Advance Accounting Lines" tab and also provide specific check handling instructions in the notes and attachments on the TA document.

Q: How does the traveler approve a travel advance?
A: The TA document will route to the traveler when an advance is requested on a TA document. The traveler must check the box certifying the funds will be used for University business before approving. If the advance is for a student non-employee, then the initiator must check this box before submitting the TA. This is the only time that an initiator should check the travel advance box. If this box is checked by the initiator the document will not route to the traveler for approval.

Q: My traveler did not use the full amount of the travel advance that was issued. How do I refund the excess amount to the travel account?
A: You will need to prepare a cash receipt document and deposit the amount with the cashier's office. When preparing the cash receipt you will want to use account number 2410300 and object code 1425. Please add the cash receipt document number to the TR document for the traveler in the notes and

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attachments section. Once travel has the cash receipt document number they will create a credit memo to clear the balance from the travelers outstanding advance amount.

Q: I have submitted a TA but forgot to put in the Travel Advance or other necessary expenses. How can I add the travel advance and/or other expenses?
A: Once the TA is final, go to the bottom of the TA and click the "amend" button. This will allow you to edit the TA to add the travel advance and/or expenses. The TA cannot be amended if the TA is still enroute, or a TR has been created.

Q: The traveler's trip dates have changed prior to them leaving on their trip, but my TA is already final. Do I need to do anything to update the dates?
A: Yes, you will need to "amend" your final TA by clicking amend at the bottom of the document. These trip dates must be updated for insurance reasons and ad hoc'd to the Ad Hoc Group Request for approval again. If this is an international trip, this allows risk management to be able find them in case of an emergency. This will also generate a new approval email from Risk Management that will need to be attached to the amended TA.

Q: How long does it take a Travel Advance to hit the traveler's bank account?
A: We recommend having the TA with the travel advance request through required approvals 10 business days prior to travel begin date. See our Schedule for Direct Deposits for more information.

Q: How do I find a travel document I have saved or submitted?
A: On the BFS website there is a How to Search for Travel Documents guide.

Q: Can I check to see who needs to approve my document next?
A: Yes, you can check any document that you have access to and see who is waiting to approve. To do this open the document and scroll to the bottom to the 'Route Log' tab and open it. Here you can find who created the document, who has approved, and who still needs to approve. (This is also how travel services will check for proper approval on documents)

Q: How do I see if a traveler has been paid?
A: See page 7 of the How to Search for Travel Documents on how to see if a traveler has been paid.

Q: When searching for a document, why do I get the message "Warning for this Section: 1 rows were filtered for security purposes"?
A: This message populates when an individual is not the traveler or travel arranger for the traveler, and is a security setting of the system.

Q: Why is my DHA, fiscal officer or other individuals unable to view the travel document after approving it?
A: After the travel document has left the action list, if the individual is not the traveler, or set up as a travel arranger for the traveler, they will be unable to see the travel document because of the Kuali security settings.

Q: How do I remove a document I have already attached?

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A: There is not an option to remove a document once you attach it. We recommend just adding a note to disregard the attachment.

Q: When a traveler is traveling for a department that is not his/her primary department, which Travel Group approves the travel?
A: The traveler's primary department (listed under address on their TEM Profile) should always be the travel group where the Ad Hoc Group Request is sent.

Q: Do I need to fill out the explanation field?
A: We recommend always filling out the explanation field. If the document is created or enroute 60 days or more, this becomes a required field. This section explains the business purpose of the trip. If you do not fill this out and submit it, and your document is still enroute 60 days after travel, the approvers are unable to edit and will need to disapprove the document as they receive an error message that this travel is delinquent.

Q: When submitting or approving a document, why do I get a duplicate error message?
A: If there is travel with the same dates, traveler name and location you will get an error to let you know the travel has already been submitted. However, this also pulls in travel documents that have been disapproved. If you are re-submitting a document that was disapproved, you will most likely get this message, but it is ok since the other document is disapproved and not an active document.

Q: Is there an email group that is specific to the travel module? If so, how do I join?
A: There is a listserv called "Travel_Arrangers" that you can join by going to the ACNS website and subscribing to a Non-Course mailing list. Select "Travel_Arrangers" from the drop down, enter your email and name, then click submit. Once you sign up you will receive all emails that are sent out to this group.

Q: If I created a TA for an employee and the individual no longer works here, how do I get the TR past the traveler for approval or disapproval from the fiscal officer?
A: In the notes and attachments section of the TR, add a note explaining the employee is no longer employed at CSU. Then contact KFS Operations to move this to the fiscal officer for approval via email at BFS_KFS_Operations@mail.colostate.edu with the subject line "TR for Employee no longer at University" provide the documents number, a brief explanation, and that you approve the travel on behalf of the employee.

Q: If I need to reimburse a former employee who no longer works here, but I have not created a travel document, what steps do I need to do?
A: Since no travel documents (TA or TR) have been created for this travel, you will need to set up them up as a non-employee as an AR Customer. Once they are added to the system, you will create their TEM Profile. Once the profile is created then you will be able to find the traveler to be able to complete and submit the travel documents.

TEM PROFILE QUESTIONS

Q: What is a TEM Profile?

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A: A TEM profile is the Traveler's profile that includes information such as the emergency contacts, default account number, campus delivery, travel arrangers, etc. A TEM Profile must be created for the traveler before travel documents can be created/submitted.

Q: How do I create a TEM Profile for an employee?
A: Click on the TEM Profile button on the main menu screen of KFS. Once in the TEM Profile Lookup screen in the top right corner you will click "create new from KIM" (see below if creating a profile for a non-employee). From there you can search for your employee. An actions column will appear. If it is blank, that means you do not have access to that employee. If it says "Create new profile", the traveler's profile has not been created, and you have access to create it. If it says "edit profile" it means the TEM Profile has been created, and you have access to make any additional changes.

Q: How do I search for an employee's TEM Profile?
A: Click on the TEM Profile button on the main menu screen of KFS. Once in the TEM Profile Lookup screen you can search for an employee. If they populate and there is the option to "edit profile" you have access to their TEM Profile. If there is no option, then you do not have access to their TEM Profile. If they do not populate, their TEM Profile has not been created or the traveler has not set up their EID.

Q: If I have a student employee who is traveling with CSU, but is not related to their job what type of traveler are they?
A: If the student employee is not traveling for work, they will be set up as an A/R Customer.

Q: How do I add a non-employee?
A: First, you will complete the A/R Customer Form and email it to BFS_TEM_Customer@Mail.colostate.edu with the subject line "TEM Customer Form." Once the nonemployee is added to KFS, you will receive an FYI in your action list letting you know they have been set up. Second, click on the TEM Profile button. Once in the TEM Profile Lookup screen, in the top right corner you will click "create new from customer". From there you can search for your non-employee. When searching we recommend using the asterisk. For example, if you are looking for John Doe, in the Customer Name type "*John Doe*".

Q: If a traveler has a non-employee TEM Profile but they are now an employee how do I update their TEM profile to make it and employee profile?
A: The profile cannot be updated, you will need to create a new employee TEM Profile for the traveler.

Q: In the traveler's TEM Profile, the Campus Delivery is incorrect. How do I edit that?
A: Make sure the employee's department information was updated in Oracle, if so, email bfs_kfs_operations@Mail.Colostate.edu to have your campus delivery corrected. As the subject line put "Update Campus Delivery address for TEM". Let them know what your ename, current Campus Delivery on TEM Profile, and what the updated Campus Delivery needs to be. If the phone number is incorrect, that has to be updated in Oracle through your departments HR Liaison. The email address cannot be updated as it must be the CSU email address.

Q: On the TEM Profile do I have to put a default account number?
A: It is recommended but not required.

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Q: Do I need to update my default account number in the TEM Profile if the account is closed or expired?
A: Yes, you will need to edit the TEM Profile to update the account number to one that is opened or is not expired.

Q: Who can add an arranger for a traveler?
A: To add an arranger to the traveler by using the TEM Profile, only the traveler, any arrangers listed on the traveler's TEM profile, or anyone who filled out the Travel Arranger Access form for that department can add an arranger to the TEM Profile. To add an arranger via the Travel Arranger document, anyone can add themselves as an arranger for a traveler. Once submitted it routes to the traveler for approval. A TA and/or TR cannot be submitted until the document is final (TEM Profile changes are final once submitted, Travel Arranger documents are final after the traveler approves).

Q: Does the traveler have to have a travel arranger?
A: No, travelers can create their own travel documents, but we recommend having two travel arrangers. This allows multiple people to complete the travel documents for the traveler. Please DO NOT check the Primary Arranger box.

Q: If a traveler has multiple arrangers, can one arranger start a document, and once it is a saved can another arranger finish the document before it is submitted?
A: Yes, if the document is saved, but not submitted, an arranger for the same traveler can edit and/or complete the travel document as long as the traveler does not have a primary arranger designated in the TEM Profile.

Q: What do I put as the birth date?
A: If it is an employee put the birth date of 01/01/1900, for students 01/01/1915.

Q: Is the emergency contact a required field?
A: This field needs to be completed with an emergency contact for the traveler so they can be reached in case of an emergency. Also, any time a travel document is created it requires an emergency contact to be added. By adding in the TEM Profile this saves time in the future for the travel arranger creating the document.

Q: Can I delete an emergency contact?
A: An emergency contact cannot be deleted, but it can be edited to a different individual and contact information.

Q: What do I put in the Credit Card section?
A: Do not fill this section out, leave blank.

Q: What do I put in the Driver's License section?
A: For employees leave this section blank. For students set up through the A/R Customer, put their student ID number in the Driver's License number section. This identifies the A/R Customer as a CSU Student.

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TRAVEL AUTHORIZATION & TRAVEL REIMBURSEMENT QUESTIONS

A: What is a Travel Authorization?
Q; A Travel Authorization, also called TA, is the pre-trip document. This needs to be completed before the trip occurs for out of state, international travel and to receive travel advances. If a person is traveling in-state, if there is a blanket authorization in place, this does not need to be filled out unless airfare is booked using the Ghost Card or traveler is requesting an advance. All TAs must be routed for approval using the Ad Hoc Group Request.

Q: What is a Travel Reimbursement?
A: The Travel Reimbursement, also called TR, is the post-trip. This is completed after the traveler returns from their trip. For in-state travel without airfare or an advance this is the only document needed, if a blanket authorization is in place.

Q: If a traveler is starting their trip within the United States and it's also International, can I do this in one document?
A: Yes, this can be done in one document. For the trip type you *must* select "International" and put the primary destination as the first international stop. Then in the per diem section you will update the primary destination to match the dates that the traveler is in each location. The Accommodation section is not required for travel within the US, so for the Accommodation type select "other" and for Hotel and Address type "N/A". This portion will need to be completed for the international portion. Click here for an example. If you do not select "international" as the trip type, the approval email from Risk Management will not be sent.

Q: If a traveler will be in multiple locations throughout their trip, can I do this in one document?
A: Yes, this can be done in one document. For the trip type you will select the primary destination of the first stop. Then in the per diem section you will update the primary destination to match the dates the traveler is in each location.

Q: What is object code 6050 on the Travel Authorization (TA) document?
A: 6050 is the travel encumbrance object code. When travel is booked on the TA, an encumbrance is booked to object code 6050 in the amount of the reimbursable portion of the TA. This is reversed out when the TR is completed. If the final reimbursement checkbox is not selected, then only the actual expense being reimbursed is reversed. To reverse out the full amount either check the final reimbursement checkbox on the TR, or open the TR document and click the "close TA" button.

Q: Can I submit a $0.00 (no cost) TA for insurance and approval purposes only?
A: Yes, a no cost TA can be submitted by creating a TA as normal and selecting Other Expense from the Estimated Expenses section and then checking the 'Non-Reimbursable' box. An account number will still be required in the accounting lines. Once submitted the authorization will not encumber the account. No cost TAs should be routed to the Ad Hoc Group Request even if no reimbursement is expected.

Q: How many times can I amend my TA?

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A: A TA can be amended unlimited times until the TR is created. Once the TR is created, the TA cannot be amended. However, if the TR is canceled or disapproved a new amendment can be created. If a TR is disapproved by Travel Services for not have the Group Ad Hoc, an amendment can be created to route for approval using the Ad Hoc Group Request.

Q: What is the blanket TA checkbox?
A: Leave this box unchecked.

Q: What is the insurance liability check box?
A: Leave this box unchecked.

Q: Why can I not enter mileage in the Expense tab?
A: You must click "add" on the right side before entering mileage. After clicking the add button the expense line will expand so that you can enter the number of miles. The amount will then be calculated from this entry.

Q: Why do I get an error message when entering airfare expense?
A: After entering the required information in the expense line you must click "add" on the right side of the expense line. This will expand the expense line and allow additional information to be added. Be sure to add the airfare source code from the drop down menu and add a note to the "notes" box. Notes should say either "ghost card" or provide justification for an internet purchase. Expenses cannot be saved until this is done.

Q: When preparing International travel why am I prompted to enter under the Emergency Contact Information a traveler's cell or other contact number during the trip even though it is in the TEM Profile?
A: This will be the in-country emergency contact number that the traveler will use while traveling (ex: hotel phone number).

Q: What is the final reimbursement check box?
A: The final reimbursement check box is on the TR document and when it is clicked, reverses out the full encumbrance that was booked on the TA. We recommend checking this box if all the travel expenses are booked on the TR you are submitting. If the box is checked, and it is discovered other items need to also be reimbursed, another TR can be created for that reimbursement from the original TA. This only reverses out the travel encumbrance on the account.

Q: If I select "Other" from the expense drop down does it allow different object codes?
A: No, it defaults the misc. travel object code based on trip type and traveler status (employee vs. nonemployee).

Q: If I have a non-employee travel for a sponsored account (53), how do I use the participant travel object code?
A: Select PT – Participant Travel in the expense type section to recognize the expenses to 6653 object code. This can only be used for non-employees on a 53 account.

Q: What do I put in the Business Purpose section?

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A: In this section you will put the location of the trip and the return date.

Q: When I have split funding, why do I get an error that my accounting lines must equal the amount of my document after I have tried to submit my document?
A: First, ensure you have added each accounting line you want to total the dollar amount or percentage. If you have, then make sure that you have clicked "assign accounts" after entering all accounts you would like to use. Click the "restart accounting lines box" or remove all accounts and amounts from the accounting lines field. Re-enter the accounts in the assign accounts section. Then click "assign accounts" in the lower left portion of the Assign Accounts tab under the accounting lines. This should allocate all expenses to the correct accounts and object codes.

Q: I have already done a TA but why can I not process a new reimbursement for this? Or when I click on the TA, why is there not a button for "new reimbursement"?
A: If the TA is not final, there will not be the option. Also, if a TR was created by clicking on the "new reimbursement", but is still enroute (not final), there will not be an option. Once the TR is final, then the "new reimbursement" can be used, this may be on the TAC document which can be found under the 'View Related Documents' tab. This can also happen if you are not an arranger for this traveler.

Q: When someone is traveling to Fort Collins from out of state (i.e. candidate coming to interview) should I select trip type of Out of State with Fort Collins as the destination?
A: In-State travel should be selected as trip type code. This will ensure the correct per diem rates are pulled in.

Q: What if the traveler lives out of state and travels within their home state?
A: A TA must first be completed, and out of state must be selected as the trip type.

Q: What if my employee wants a check and not ACH payment?
A: Under Payment information check the 'check enclosure' box and in the Notes & Attachments section add a note to where the check should be mailed.

Q: When do I need to use the Notes and Attachments section?
A: All receipts must be attached in PDF format to this section. Also, justification for any expenses outside the norm (i.e. business class, 4WD vehicles, etc.), approval email from risk management for international travel, and approval documents from international programs for students traveling internationally.

Q: What is the send button in the Notes and Attachments section?
A: This is not required. When adding notes and/or attachments to your document, it gives you the action to ad hoc a person or group an FYI about your note. If you want to do this, you must also hit the "send" button. That will send this document to their action list as an FYI to see the note. This will not hold up the routing process.

Q: Do I have to select "receipt" as document type in the TR?
A: When attaching your receipt, you must select "receipt" as the type. If receipts are required and this is not selected, the document will not let you submit saying receipts must be attached.

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Q: What if our mileage rate is less than the state mileage rate?
A: Select "Other" as the expense type, and in the notes and attachments section explain why you are using this rate and show the calculation (i.e. 50 miles x $0.20 = $10.00). Reimbursement for gas mileage cannot exceed the rate set by the state.

Q: For mileage do I still need to attach Mapquest support?
A: If the mileage appears reasonable, we do not request support. However, if the mileage seems unreasonable (i.e. 300 miles to DIA), then explain it and attach the Mapquest support. If you do not, Travel Services will request an explanation, and it will delay the approval of the Travel Reimbursement.

Q: What if the traveler is taking a personal day during the travel?
A: In the per diem table check the "personal" checkbox for that date and it will delete all per diems related to the personal travel day. If the personal travel is international, it still requires the accommodation to be entered.

Q: What is the difference between adding the per diem in the per diem table and using the expense section to add per diem?
A: The per diem table auto populates the per diem by meal for each day of the trip with the percentage adjustment for the first and last days of travel. This table only allows you to delete or decrease a per diem amount for a meal, but does not let you adjust the daily amount up. If you prefer to enter them in one by one, or you do not give the full per diem amount, then you can use the Expense section by selecting Breakfast, Lunch, or Dinner. In the note section just put "meals".

Q: Can I make adjustments to the per diem table?
A: Per diem lodging, and miles can be adjusted. Per diem meal amounts can only be decreased or deleted per meal (i.e. a meal is provided). It will not let you adjust the daily per diem amounts higher than the per diem rate.

Q: Can we split-fund an encumbrance for airfare via the ghostcard on a TA?
A: Since this is a non-reimbursable expense, this is not encumbered when the TA is submitted.

Q: Who needs to approve the TA?
A: The TA needs to be approved by the Fiscal Officer and Department Higher Authority. If a travel advance is requested, it will also route to the traveler for approval.

Q: How does my TA route to get the required approvals?
A: The TA will automatically route to the Fiscal Officer, but will need to be ad hoc **APPROVED** to the traveler's primary department travel group using the Ad Hoc Group Request.

Q: What if I forgot to ad hoc the DHA?
A: Once the TA document is final, you will need to create a TAA (amendment) and ad hoc the DHA on that document.
Q: Who needs to approve the TR?
A: the TR needs to be approved by the Traveler, Fiscal Officer, and Travel Services.

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Q: What is the "cancel TA" button?
A: This button will cancel the TA document. This is used when a TA was created, but the trip was cancelled, and you do not need to create a TR. However, if you close the TA and need to create a TR for the trip, a new TA must be created.

Q: Who can click the "cancel TA" button?
A: Any Travel Arranger for the Traveler can click the button. If the Traveler created the TA, the Traveler will also have access to click "cancel TA". If the Traveler did not create it, then only the Travel Arrangers listed on the Traveler's TEM profile will have access to cancel the TA.

Q: What is the "close TA" button on the bottom of the TA?
A: The "close TA" button relieves the encumbrance on the account. If the Final Reimbursement isn't checked on the TR, then you can select the "close TA" at the bottom of the TA to remove the remaining encumbrance on the account for this trip. This creates a Travel Authorization Close (TAC) document. If another TR needs to be created from the closed TA you will need to open the TAC document which can be found in the View Related Documents tab of the TA.

Q: Who can click the "close TA" button to relieve the encumbrance?
A: Only the Travel Arrangers listed on the Traveler's TEM profile will have access to click "close TA". Even if the Travel Arranger didn't create the document, as long as they are on the Traveler's profile as an Arranger they will have access. The Traveler and Fiscal Officer on the account do not have access, only the Travel Arranger.

Q: After submitting my TA and/or TR, how do I make changes to the expenses if needed?
A: Changes cannot be made once the document is submitted. The document has to be disapproved or final to make the change. If the document is final, and an item needs to be added, there is not an amend button on the TR. You can click "new reimbursement" on the TA to create another TR for the additional reimbursement, if there is no "new reimbursement' option, check the 'View Related Documents' tab for a TAC, the 'new reimbursement option will be on this document. To make changes to a final TA, you can click the "amend" button at the bottom of the TA, as long as no reimbursements have been made from the TA.

Q: I have amended my TA, but cannot find the "new reimbursement" button at the bottom of my TA. Where did it go?
A: Since your TA was amended you will need to open your TAA (Travel Authorization Amend) document. To find this document number you can use the view related documents tab in your original TA. Once you open your TAA, as long as it is final, and no TRs are in route, you will be able to click the "new reimbursement" button.