Travel Request System (TRS) Guide

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Travel Request System Introduction

All travel authorizations and reimbursements are processed using the Travel Request System (TRS) (https://travel.gmu.edu). First time users will login to the TRS using their Mason NetID and password, complete a user profile and enter Authorized Approver/Supervisor information. Approval for travel authorizations and reimbursements is completed through Banner Workflow. Travelers/delegates do not need to obtain manual signatures on travel documents. Documentation and receipts must be uploaded and attached to travel documents for approver review. Original documentation/receipts should be retained until the traveler has received the reimbursement. If the Travel Office is unable to verify uploaded receipts, original documents may be requested. Business travel requirements are outlined in University Policy 2101, Travel Authorization and Reimbursement.

Delegate Instructions

To enter travel information for a Mason employee/Mason student, candidate or other non-Mason traveler it is necessary to complete the “Optional” information before logging into the Travel Request system. The individual must have a Mason “G” number in order to process travel documents. To receive a “G” number, the traveler must complete the Substitute W-9 (U.S. Citizen) or the W-8BEN (Certificate of Foreign Status) and fax the document to Accounts Payable at 703-993-2589. The most current version of these forms may be found on the Fiscal Services website.

1. Enter the Email address for the individual traveler
2. Select the traveler’s Mason affiliation from the drop-down then select “Delegate Login”
3. Login using YOUR NetID and password
4. When asked if the traveler has a “G” number, select “Yes” to confirm. If traveler does not have a “G” number, cancel and logout of the system. See instruction above for “G” number request.
5. Complete the “Personal Information” for the traveler then select “Submit”
6. Verify information is correct and select “Enter Travel”

7. Select type of travel and enter Trip Information

8. For candidates or non-Mason travelers the delegate must provide the Authorized Approver/Supervisor’s NetID (for Mason employees, the Authorized Approver/Supervisor’s NetID will populate based on the traveler’s profile). The Authorized Approver/Supervisor may be the search committee chair or the fund/org approver for the department. Delegates should defer to department policy to determine the approver and then enter the individuals’ NetID into the Authorized Approver/Supervisor’s NetID field.

9. Select the department that will incur the travel charges, provide the primary fund/org and select an approver from the drop down list. (Users may add more than more fund/org)

10. If there are additional approvers who must approve the travel document, enter the NetID in the Optional Approvers field and select to approve “Before” or “After” the Authorized Approver/Supervisor. This will prompt an approval request email to be sent to the optional approver. This is not a required field.

11. Continue to add travel information as needed.

12. On the Information Verification screen select “Click here to add documentation/receipts...” to upload and attach documentation/receipt as needed. Required Receipts must be uploaded and attached to the travel document in order to receive reimbursement. Original receipts should be retained by the traveler until reimbursement of expenses is received.

13. Once all travel expenses have been entered users may select “email document” from the bottom menu. This will prompt an email to the traveler. Delegates should complete this step when processing a travel document for a non-Mason individual. Verify that all information is correct and then click “Send” to send the email.

14. You will receive a message that an email has been sent. Do not click the “Main Menu” option. Instead, click on the browser’s “back” button twice, to return to the travel summary.

15. Select “submit for approval,” review the document and then select “Continue.”

16. Add Preparer Comments is desired and then click “Yes.”
17. Mason affiliated travelers will receive a Banner Workflow request to approve the travel document.
18. Non-Mason individuals will not receive an electronic approval request.
19. Please note that non-Mason travelers must sign or otherwise acknowledge receipt of the Travel Reimbursement voucher. Departments may accept an email approval from the non-Mason traveler or a physical signature on the Travel Reimbursement.

**Traveler Instructions**

1. Go to [https://travel.gmu.edu](https://travel.gmu.edu) and select “Traveler Login.” Access from off campus and other remote locations requires VPN sign in. If working as a delegate, complete the “optional” information before logging into the system.
2. Verify that personal information and Authorized Approver/Supervisor information is current and correct. To update, select “Edit User Info.”
3. Select “Enter Travel” to continue. Choose an option from the Main Menu and select continue:
   a. Initiate Authorization – To begin an authorization when overnight travel costs exceed $1,000 or the trip includes lodging over the basic rate
   b. Initiate Reimbursement – To begin a reimbursement for transportation only, a one-day trip, standard overnight trip (under $1,000)
   c. View/Edit Authorization/Reimbursement – To view a submitted authorization or reimbursement and to initiate a reimbursement after a completed trip when an authorization was previously approved
   d. View Authorization/Reimbursement Approval – To view the approval status of a document and/or the document history
   e. Print authorization/reimbursement – To print an authorization or reimbursement
   f. Delegate Overview – Allows view only access to documents the user has prepared on behalf of others
   g. Approver Overview – Allows view only access to documents the user has approved/returned for corrections
   h. Edit user Information – To update personal or Authorized Approver/Supervisor information for traveler

**Initiate Authorization**

To begin a travel authorization select “Initiate Authorization” and then continue. Identify if the trip will be within the 48 contiguous United States or an International trip outside the 48 contiguous United States (including Alaska, Hawaii, Puerto Rico, or other U.S. territories) and then select continue.

1. The Trip name is a combination of the traveler’s NetID (pre-populated), month of travel, year of travel and the travel destination - use destination city, not conference name (Example: hstrange-June-2016-Sarasota)
2. Complete remaining items for Trip Information and verify that the “Authorized Approver/Supervisor’s NetID” field is correct. If you plan to host a business meal place a checkmark in the corresponding box.
3. Next, complete the fund/org Information. Select a department from the dropdown menu and enter the primary fund/org for the travel expenses. After entering a fund/org, a list of approvers will be available in the Approver field. Choose the appropriate approver from the dropdown list. If 100% funding is not available, make the appropriate notation to the right of the Department field – either a % or a $ amount. Repeat entries for other funds/orgs that may be charged for the travel.
4. If there are additional approvers who must approve the travel document, enter the approver NetID in the fields provided and select to approve “Before” or “After” the Authorized Approver/Supervisor. This will prompt an approval request email to be sent to the optional approver. This is not a required field.

5. Enter information related to Primary Transportation charges and select continue. Primary transportation is the mode of transit taken to the destination. *(Transportation in the local destination area or to/from the airport/train station are considered Secondary Transportation and will be entered later)* Select Continue.

6. Enter Secondary Transportation, such as vans, taxis, etc. in the next section and estimate costs. Select Continue.

7. Select a location from the drop down list. If the location is not listed, choose the “Other location NOT listed above” field and enter the city and state. Enter arrival and departure dates, if not automatically populated, and select Continue.
8. Basic and conference lodging rates for the location will be displayed. These rates do NOT include tax. All lodging information must be entered. If lodging rate is more than the basic rate, but less than the conference rate, put a check next to the conference lodging rate and provide a justification. If sharing a room, complete the Room Sharing fields.

![Lodging Information]

9. Enter a description for the event including any registration fee or meals that will be provided during the conference. A link to the conference agenda may be provided in the Comments Section (Step 13 below) for approver’s review. A conference agenda that shows meals provided must be uploaded and attached to the Travel Reimbursement Voucher.

![Event Information]

10. Complete the Car Rental section if a car rental is planned and click Continue.

11. Enter any miscellaneous expenses (e.g. tolls, taxi, luggage) into the Estimated Misc. Expenses field. Ensure that a total amount is entered in the “Total estimated misc. expense” field. If no expenses are expected leave the fields blank and click continue.

12. Review the authorization summary and make any corrections necessary by clicking “Edit Info” in the appropriate field.

13. Select “Click here to upload receipts/documentation,” to upload and attach items to the travel document. For Reimbursements, required receipts must be attached.

![Receipts / Documentation]
14. Review the upload instructions and then select “Choose File” under the Add file section. Select the file from your computer.

15. Place a check in the box, noting that you have not attached any sensitive data. Then click “Upload File.”

16. The uploaded file will be displayed as shown below. Click “Delete this file” to delete the file otherwise continue to attach documentation as noted above.

17. When all files have been attached, select “Continue.”

18. The traveler may enter comments. Please use this field to provide details or explanations of unusual expenses. A link to the conference agenda may be provided for the approver’s review.

19. Once reviewed, click the “Submit for approval” button at the bottom of the summary. The traveler will again review the information and then select “Continue.” When prompted to enter comments, the traveler may choose to enter additional comments or leave the space blank.

20. If no additional edits are necessary, select “Yes” to submit the document and begin the Banner Workflow for approvals.

21. Traveler should see the following message:

22. The authorization may not be edited/changed when it is in the approval process.

23. Click Main Menu to return to the TRS main menu. Users will receive an email stating that the document has been submitted for approval. Once all approvals have been recorded, users will receive an email stating that the document has completed the approval process.
View Authorization/Reimbursement Approval

A traveler may wish to view document status. This allows traveler to verify that an Authorization and/or Reimbursement has been approved. Users may also View travel documents and approval history.

1. Select “View Authorization/Reimbursement Approval” from the Main Menu and click continue.
2. All trips that have been processed in TRS will display. The Approval Status column will display “Approved” or “Pending.”

<table>
<thead>
<tr>
<th>Trip Name</th>
<th>Document Type</th>
<th>Approval Status</th>
<th>Last Update</th>
<th>View Document/History</th>
</tr>
</thead>
<tbody>
<tr>
<td>hstrange-July-Test 14 Iot R</td>
<td>Auth</td>
<td>Approved</td>
<td>05/11/2016</td>
<td>View Document/History</td>
</tr>
<tr>
<td>hstrange-July-Test 4 Ext A</td>
<td>Auth</td>
<td>Approved</td>
<td>05/09/2016</td>
<td>View Document/History</td>
</tr>
<tr>
<td>hstrange-July-Test 4 Ext A</td>
<td>Reimb</td>
<td>Approved</td>
<td>05/09/2016</td>
<td>View Document/History</td>
</tr>
<tr>
<td>hstrange-June-Fairfax</td>
<td>Auth</td>
<td>Approved</td>
<td>05/09/2016</td>
<td>View Document/History</td>
</tr>
<tr>
<td>hstrange-June-Fairfax</td>
<td>Reimb</td>
<td>Approved</td>
<td>05/10/2016</td>
<td>View Document/History</td>
</tr>
<tr>
<td>hstrange-June-Maryland</td>
<td>Auth</td>
<td>Pending</td>
<td>05/17/2016</td>
<td>View Document/History</td>
</tr>
</tbody>
</table>

3. To view a document or check on “Pending” status click on “View Document/History”
4. In the example above, the traveler “hstrange” has initiated and submitted a document. The document has been approved by the Authorized Approver/Supervisor “mstrauch” and the fund/org approver “lkemp.”

5. To view the document click “View Document”

6. To return to the Document Status page click the “back” button.

7. To return to the Main Menu, click the “Main Menu” button.

**Initiate Reimbursement**

1. Open a Firefox internet browser (VPN required for remote use). Go to [https://travel.gmu.edu](https://travel.gmu.edu) and select “Traveler Login.”

2. Verify that personal information and Authorized Approver/Supervisor information is current and correct.

3. Choose “View/Edit Authorization/Reimbursement” and locate the trip name. Click “Initiate Reimbursement” to begin.

**View/Edit Trip**

```
<table>
<thead>
<tr>
<th>Authorizations</th>
<th>Trip Type</th>
<th>Trip Name</th>
<th>Depart Date</th>
<th>Return Date</th>
<th>Reimbursements</th>
<th>Delete Trip</th>
</tr>
</thead>
<tbody>
<tr>
<td>hstrange-</td>
<td>International</td>
<td>hstrange-</td>
<td>May-</td>
<td>05/01/2016</td>
<td>05/05/2016</td>
<td>Initiate Reimbursement</td>
</tr>
</tbody>
</table>
```

4. The following message will appear: *Note: Once a reimbursement has been initiated for this trip, the authorization cannot be edited. To start the reimbursement, select “continue”. Otherwise, select “back” to review the authorization or “main menu” to view/edit the authorization.*

5. Select Continue to begin the reimbursement.

6. Update all estimated expenses to reflect the actual amount to be reimbursed based on available receipts. Select “edit info” under the appropriate section heading to edit that section. Once edits are complete, select continue to return to the summary page.

7. Select “Click here to upload receipts/documentation,” to upload and attach items to the travel document. If documents were previously attached, select “Manage Uploads.” *For Reimbursements, required receipts must be attached.*

**Receipts / Documentation**

```
Click here to upload receipts / documentation
```

8. Review the upload instructions and then select “Choose File” under the Add file section. Select the file from your computer.

9. Place a check in the box, noting that you have not attached any sensitive data. Then click “Upload File.”
10. The uploaded file will be displayed as shown below. Click “Delete this file” to delete the file otherwise continue to attach documentation as noted above.

11. When all files have been attached, select “Continue.”
12. The traveler may enter comments. Please use this field to provide details or explanations of unusual expenses.
13. Once all edits are recorded, select “Submit for approval” located at the bottom of the summary page.

14. The traveler will again review the information and then select “Continue.” When prompted to enter comments, the traveler may choose to enter additional comments or leave the space blank.
15. If no additional edits are necessary, select “Yes” to submit the document to Banner Workflow for approvals. The following pop-up will appear for additional user reference.
16. Click OK in the pop-up window. Traveler should then see the following message:

![Message](image)

17. Click Main Menu to return to the TRS main menu. Users will receive an email stating that the document has been submitted for approval. Once all approvals have been recorded, users will receive an email stating that the document has completed the approval process.

**International Destination Authorization**

1. Select “Initiate Authorization” from the Main Menu and then choose “International trip”. The Trip name is a combination of the travelers NetID (pre-populated), month of travel, year of travel and the travel destination - not conference name (Example: hstrange-May-2016-Bermuda)

2. Complete remaining items for Trip Information and verify that the “Authorized Approver/Supervisor’s NetID” field is correct. If you plan to host a business meal, place a checkmark in the corresponding box. **Note: The Office of Research Integrity and Assurance (ORIA) must approve travel authorization in advance for all travelers to a comprehensively embargoed country/region and for ITAR travelers to a militarily embargoed country/region.**
3. Next, complete the Fund/Org Information. Select a department from the dropdown menu and enter the primary fund/org for the travel expenses. After a fund/org is entered, a list of approvers will be available in the Approver field. Choose the appropriate approver from the dropdown list. If 100% funding will not be available, make the appropriate notation to the right of the Department field – either a % or a $ amount. To charge more than one fund/org, complete another entry and adjust the percent (%) appropriated to each fund/org.

4. Complete the Emergency Contact Information and U.S. Department of State Registry section.

![Emergency Contact Information and U.S. Department of State Registry](image)

5. If there are additional approvers who must approve the travel document, enter the approver NetID in the fields provided and select to approve “Before” or “After” the Authorized Approver/Supervisor. This will prompt an approval request email to be sent to the optional approver. *This is not a required field.*

![Optional Approvers](image)

6. Enter information related to Primary Transportation charges and select continue. Primary transportation is the mode of transit taken to the destination. *(Transportation in the local destination area or to/from the airport is considered Secondary Transportation and will be entered later).* When federal funds will be charged, provisions of the Fly America Act are applicable. Enter the name of the air carrier into the Airline field if federal funds are allocated for the travel.

*Note: For more information on DOD funded travel, the Fly America Act and Open Skies agreement with EU, Japan, Switzerland, and Australia; please access: [http://osp.gmu.edu/financial-compliance/#FAA](http://osp.gmu.edu/financial-compliance/#FAA)*
7. Click Continue and enter Secondary Transportation information. Secondary Transportation is transportation to/from the airport and/or transportation in the destination location. Complete fields as necessary and select Continue.

1. Enter location information by typing a city name and choosing a country from the drop down menu. Next, view the lodging maximums and meals and incidental expenses (M&IE) rates by selecting “click here” after the appropriate description. Once you select “click here” a new browser will open to the U.S. Department of State website. Select the country and city from the drop down menu and record the maximum lodging and M&IE rates on the TRS form. To view the M&IE rate allocation, select “click here” to open the rate breakdown. Find the M&IE rate for the travel location and record the breakfast, lunch, dinner and incidental amounts on the TRS form.
2. For Lodging, the basic rate and the conference rate will be listed. These rates are NOT inclusive of taxes and lodging surcharges. All lodging information must be entered before continuing to the next option. If the lodging rate is more than the basic rate listed but less than the conference rate, the traveler must put a check next to the conference lodging rate and provide a justification. If sharing a room, the traveler must complete the Room Sharing fields.
3. Enter a description for the event including any registration fee or meals that will be provided during the conference. A link to the conference agenda may be provided in the Comments Section (Step 14 below) for approver’s review. Traveler must attach a conference agenda to his/her reimbursement request to verify included meals.

<table>
<thead>
<tr>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please enter event #1 information for SARASOTA(SARASOTA)</td>
</tr>
<tr>
<td>Name of conference or Description of event:</td>
</tr>
<tr>
<td>Registration fee:</td>
</tr>
<tr>
<td>Conference meals - DO NOT include meals provided on trip departure(06/29/2016) and return(06/30/2016) dates:</td>
</tr>
<tr>
<td>Number of free breakfasts:</td>
</tr>
<tr>
<td>Number of free lunches:</td>
</tr>
<tr>
<td>Number of free dinners:</td>
</tr>
</tbody>
</table>

4. Complete the Car Rental section if a car rental is planned and then click continue.

5. Enter any miscellaneous expenses (e.g. tolls, taxi, luggage) in the Estimated Misc. Expenses field. Ensure that a total amount is entered in the “Total estimated misc. expense” field. If no expenses are expected, leave the fields blank and click continue.

6. Review the authorization summary and make any corrections necessary by clicking “Edit Info” in the appropriate field.

7. Select “Click here to upload receipts/documentation,” to upload and attach items to the travel document. For Reimbursements, required receipts must be attached.

<table>
<thead>
<tr>
<th>Receipts / Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click here to upload receipts / documentation</td>
</tr>
</tbody>
</table>

8. Review the upload instructions and then select “Choose File” under the Add file section. Select the file from your computer.

9. Place a check in the box, noting that you have not attached any sensitive data. Then click “Upload File.”

<table>
<thead>
<tr>
<th>Add file</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose File</td>
</tr>
<tr>
<td>☑ Traveler/delegate understands that sensitive data should not be uploaded to TRS and agrees that George Mason University is not responsible if uploaded files contain sensitive data.</td>
</tr>
<tr>
<td>Upload File</td>
</tr>
</tbody>
</table>

10. The uploaded file will be displayed as shown below. Click “Delete this file” to delete the file otherwise continue to attach documentation as noted above.

<table>
<thead>
<tr>
<th>Current receipts/documentation for trip: hstrange-February-2017-Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>X Delete this file</td>
</tr>
</tbody>
</table>
11. When all files have been attached, select “Continue.”
12. The traveler may enter comments as necessary. Please use this field to provide details or explanations of unusual expenses. A link to the conference agenda may be provided for the approver’s review.
13. Once reviewed, click the “Submit for approval” button at the bottom of the summary. The traveler will again review the information and then select “Continue.” When prompted to enter comments, the traveler may choose to enter additional comments or leave the space blank.
14. If no additional edits are necessary, select “Yes” to submit the document to Banner Workflow for approvals.
15. Traveler should see the following message:

![Travel Request Form]

16. The traveler may not edit the authorization document while it is in the approval process.
17. Click Main Menu to return to the TRS main menu.

For additional information on University Policy 2101, please refer to the University Policy page: [http://universitypolicy.gmu.edu/responsible-office/fiscal-services/](http://universitypolicy.gmu.edu/responsible-office/fiscal-services/). The Travel Manual and quick guides may be accessed through the Fiscal Services webpage: [http://fiscal.gmu.edu/travel/](http://fiscal.gmu.edu/travel/).
Approver Instructions

Authorized Approvers/Supervisors, Fund/Org Approvers and Optional Approvers must review and monitor all travel authorization and reimbursement documents before electronically approving within the TRS. Approval certifies that the travel and expenses were necessary and incurred while on official Mason business.

1. Approvers will receive an email from travel@gmu.edu when a travel document is submitted.

   Please [click here](travel@gmu.edu) to login to Banner Workflow to approve/return this travel document for trip: jadams15-November-2019-Old Dominion University

   PLEASE NOTE: When off campus or on a wireless campus connection, you must first connect to Mason’s VPN to access the University’s administrative systems. If you don’t have VPN (Cisco AnyConnect) and 2FA software installed, visit [this IT Services webpage](https://www.gmu.edu/services/information-technology/virtual-private-network) and click on the “2FA” and “VPN” links for download instructions. For need assistance with these installations, contact the ITS Support Center at Ext. 38870.

   More information on approver actions is given below the travel document.

2. Approvers may click on the Workflow link in the body of the email, which will open the Banner Workflow application and prompt the user to enter his/her username (NetID) and password.

3. Approvers will select the document and review the travel information and related expenses.

4. Attached documentation may be viewed by selecting the “Click here to view supporting…” link within the travel document. Note: Off-campus approvers must use the Mason Virtual Private Network (VPN) in order to view trip documentation files. VPN may be required when connected via wireless on-campus locations.

5. Once reviewed, the approver will select one of the two options located in the “Action” box:
   a. Approve to approve the document as submitted
   b. Return to submitter with comments – to return the document to the traveler for corrections. Comments must be entered in the “Reason” box to inform the traveler of requested changes. Approver will use this option to deny the traveler’s request in its entirety by entering “Trip request is denied” in the “Reason” box.

6. Next, approver must choose from the three options at the bottom of the page:
   a. Complete – to save your selection and move document to next approver
   b. Save & Close – to save your work and retain the document in your Workflow folder. The document will not move to the next approver or be processed further.
c. Cancel – to exit the document without making changes, saving or approving the document and return to the worklist

7. Once completed or returned, the traveler receives an email notification of the document status.

8. If a trip is returned, the traveler will be able to review the comments, make requested changes and resubmit. If the traveler resubmits the document, the approval process will begin again.

9. All electronic approvals/returns related to the original document will be date/time stamped at the end of document.

The “Approver Overview” option from the main menu allows Approvers to view related documentation and approval status for trips they have taken action on.

<table>
<thead>
<tr>
<th>Activity Date</th>
<th>Performer</th>
<th>Performer Type</th>
<th>Performer Action</th>
<th>Performer Comments</th>
<th>Document</th>
<th>Receipts / Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/09/2016</td>
<td>lstrange</td>
<td>Initiator</td>
<td>Submitted</td>
<td>Test Only</td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/09/2016</td>
<td>mstranch</td>
<td>Traveler</td>
<td>Approved</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08/09/2016</td>
<td>lkemp</td>
<td>Supervisor</td>
<td>Returned</td>
<td>Test Only</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>