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## ANSWERS TO MOST FREQUENTLY ASKED QUESTIONS

### **1. How long does it take to get a check after the travel voucher has been sent to University Accounting?**

University Accounting normally audits the claim within 48 hours of receipt. The claim is then entered for payment and forwarded electronically to the Office of Management and Enterprise Services. If there are no problems, a check will be mailed out 2 to 3 business days after approval by University Accounting. New vendor setup and mailing address updates could delay payment by an additional 2 to 3 business days. Travelers with direct deposit will receive their deposit 2 to 3 business days after approval, and should receive an emailed notification of deposit from OMES.

### **2. How will I know if the travel voucher was "rejected" either by OSU Travel or the Office of Management and Enterprise Services?**

If the OSU Travel Section has questions regarding the travel voucher, we will attempt to contact the preparer within 48 hours of receipt by University Accounting. If for some reason, the travel voucher is rejected by the Office of Management and Enterprise Services, the Travel Section of University Accounting will notify the preparer.

### **3. What are the most common reasons claims are rejected?**

The three most common reasons travel vouchers are rejected are: 1) expense calculations are incorrect, 2) the incorrect travel voucher form is used, and 3) a document evidencing a designated lodging site does not contain the required information or is missing.

### **4. When an employee takes vacation immediately before, during or after his/her trip, how can I calculate what the employee may be reimbursed?**

This situation is quite common but varies considerably with each situation. The most common scenario is that the employee chooses to drive their family to the conference site and remain for vacation after the conference has ended. In this situation, the employee may be reimbursed mileage up to the cost of a round-trip economy class airline ticket to the same destination. The employee may be reimbursed only the single occupancy rate of the designated hotel while at the conference and may not claim any additional expenses for their family. In the calculation of meals or per diem, the employee must follow the same 24 hour rule as other employees flying to the conference, or 48 hour rule for international trips. If a rental car is used for a combination of official and personal use, the cost must be prorated to limit reimbursement to the percentage of business miles on the rental car.

### **5. What receipts and/or documentation need to be kept by the employee while traveling?**

The following original receipts are required and must be submitted with the travel voucher:

Lodging receipt - the receipt must be a billing from the hotel itemizing the room rate, occupancy, tax, and other charges billed to the room. The claimant's name must appear on the hotel bill to receive reimbursement. Payment for lodging must be evidenced by a zero balance at the bottom or a copy of a credit card statement showing payment.

Airline ticket - the airline receipt which includes the name, amount, class accommodations, destination cities and the name of the airline or travel agency.

Car rental - the receipt must indicate the miles traveled, itemized charges, the dates the vehicle was checked in and out, and the cost.

Registration fees - the receipt must include the attendee's name, name of the conference hosts, amount paid, and itemized list of charges.

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Any receipt over \$25.00 must be kept in order to claim reimbursement. Most miscellaneous supplies receipts require a receipt regardless of amount.

**6. How do I determine the status of an unpaid travel voucher?**

To determine the status of an unpaid travel voucher, email the Travel Section of University Accounting at [travel@okstate.edu](mailto:travel@okstate.edu). Provide the travel voucher number (T#), claimant's name, and claimant's campus wide ID.

**7. Sometimes travel transactions appear on the Accounting reports before checks are received. Explain.**

After the travel voucher is received and approved by University Accounting, the voucher is then used by University Accounting to input into the OSU financial system. If the voucher is keyed close to the end of the month, it may appear on the Accounting reports before the travel check has been processed. If the claim is rejected by the Office of Management and Enterprise Services and returned to OSU, it is not removed from the Accounting reports, but instead corrected and returned to OMES.

**8. Where can I find the applicable per diem and lodging rates for the city in which I'm staying?**

[www.gsa.gov](http://www.gsa.gov)

Effective July 1, 2001, reimbursement rates follow those of the Federal Government. They vary by city, and may be looked up at this website.

**9. Which is the correct form to use for my travel: in-state, out-of-state, or out-of country?**

The in-state travel voucher should be used for any employee travel where the meeting site, conference site, or otherwise destination is located within Oklahoma's state borders. The out-of-state travel voucher should be used for employee travel where the meeting site, conference site, or otherwise destination is located outside of Oklahoma's borders but within the 50 United States or other U.S. territories, such as Puerto Rico, Guam, U.S. Virgin Islands, etc.. The out-of-country voucher should be used for any travel where the destination is outside of United States borders and outside any U.S. territory.