Guide to E-Mailing Travel Receipts

Overview

OnBase is Travel Management Service's solution for storing trip receipt images and other required documentation. These travel documents can now be scanned and sent directly to OnBase as email attachments to expedite trip reimbursement processing.

This guide explains the necessary steps for successful electronic receipt submission.

- Process Instructions
- Document Retention Responsibilities

Emailing Receipts Quick Facts:

Send attachments to Receipts@IU.edu

Subject line must be DocID: xxxxxxxxx

Process Instructions

Follow the steps below to email hardcopy or electronic receipts directly to the OnBase client for automatic identification and storage. Receipts must be received through the methods below, or via traditional mail, before any reimbursements can be processed.

Scan and Email Hard Copy Receipts

Follow the steps below to submit receipt images using a standard office scanner.

> **NOTE:** *Consult the manufacturer's guide or your LSP for specific scanning instructions for your scanner model.*

1. Scan your trip coversheet along with all associated receipts and supporting documents. Select PDF as the file type and either send the file by scanner generated email to yourself or save the file to your computer.

2. Review the scanned file for completeness and clarity.

3. After quality review, access the trip in Travel@IU using either the "View my Trips" link (for travelers) or "View my travelers" link (for Arrangers). On the "Travel Activity" screen, hover over the "Submitted" status. A "Send Receipts" box will appear (see below).

Travel Activity:						need help?
new trip						
Depart	Destination	Trip Name	Trip Id	Stage	Status	Options
08/11/2012	INDIANAPOLIS, IN	TRMS	1104522	Waiting For Receipts	SUBMITTED	view
07/01/2012	INDIANAPOLIS, IN	RICE2.0 - TEST ADMIN INITIATOR	1104222	In Reimbursement	Send Receipts SAVED	request reimbursement
05/06/2012	MINNEAPOLIS, MN	BIG 10 CONF 2012	1086915	Reimbursement Approved	APPROVED	request supplemental
04/16/2012	ATLANTA, GA	NAPCP	1071249	Reimbursement Approved	APPROVED	request supplemental

4. Click on the envelope icon in the "Status" field. An email will automatically be generated with the appropriate header information (receipts@iu.edu in the "To" field and the DocID: xxxxxxxxxx in the "Subject" field)

5. Attach the scanned receipts and/or supporting documentation and send the message.

> **NOTE:** *If sending a manual email (not using the "Send Receipts" functionality within Travel@IU) enter the full document ID number for the associated trip in the subject line of the email, attached the scanned receipts and documentation, and forward to receipts@iu.edu. The ID number can be found below the barcode on the trip coversheet.*

Forward Email Receipts

Certain emailed receipts, like Hotels.com confirmation pages, can now be forwarded directly to OnBase. Follow the steps below to easily submit receipts received via email for OnBase storage.

1. In Outlook, select the appropriate email and click **Forward**.

2. Complete the **To** and **Subject** fields as follows:

> **To:** receipts@iu.edu
> **Subject: DocID:** *xxxxxxxxxx*

> **NOTE:** *Enter the full document ID number for the associated trip in place of the string of Xs shown above. The ID number can be found below the barcode on the trip coversheet. Please ensure that the Doc ID is a correct match before sending.* **Mislabeled emails will be lost.**

3. **Send** the message.

> **NOTES:**
> - *Cell phone pictures of receipts must contain the word "Receipt" in the file name for the image to be accepted into OnBase.*
> - *If sending multiple emails for the same reimbursement document , the emails must be sent in immediate succession to ensure that all of the necessary supporting documentation is present at the time the document is processed.*

Results

Upon completing either of the procedures above, the forwarded message is queued for processing by the OnBase client. The initiator will receive an automated email in reply, with the associated Doc ID still displayed in the subject line (due to the batching process confirmation emails may take up to 15 minutes to receive). The email will contain one of the following messages:

SUCCESS: HTML message or attached file was converted/processed successfully…
Indicates that the forwarded email or attached files have been uploaded to OnBase successfully.

WARNING: HTML message was not converted to PDF because it did not contain any keywords…
Indicates that the forwarded email contained HTML content, but not any of the keywords the program looks for to indicate it is a receipt. If the message was a receipt, save it as a PDF and send it as an attachment.

WARNING: Attached file [*filename*] was removed due to restricted file type…
Indicates that the referenced file was not processed, because it was not a PDF file and it did not contain the 'receipt' keyword. If the file should be processed, please change its name to include 'receipt' and send it again.

ERROR: Could not convert HTML message to PDF…
The message could not be converted. Save the receipt as a PDF and send it as an attachment.

Travel Management Services will review the uploaded images in OnBase for accuracy, completeness and policy compliance. The trip will then be routed to the appropriate fiscal representative for final reimbursement approval.

Document Retention Responsibilities

Departments, travelers and arrangers are encouraged to retain source documentation for disbursed or cancelled payments up to one year for added security. However, departments, travelers and/or arrangers are required to retain supporting documentation until payment is disbursed or cancelled.

To ensure all reimbursements for a given trip have been fully processed, arrangers or fiscal officers can take any of the following steps:

- Have the traveler confirm that payment has been received for the full requested reimbursement.

- Check the payment tab in Travel@IU against the requested amount shown in the Reimbursements and Destination sections of the Trip Document to confirm that full payment has been received.

- Use the custom Travel Trip Payments report in IUIE to identify all trips with pending or processed reimbursements. Simply specify the Chart, Org and Account Number, and a date range of trips to report on.

    The report can be found in IUIE in the following folder location:

Departmental Reporting > Travel > Travel Trip Payments

Please Note: *At the present time, in order to view receipts in Travel@IU, a web browser other than Internet Explorer 8 must be used (e.g., Safari, FireFox, Internet Explorer 9, etc.)*

Questions and issues may be emailed to travelbl@indiana.edu.