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 are sent directly to OnBase using the 'send receipts' button in the 'supporting document' tab of the Travel Reimbursement document. Doing so generates an email with a pre-populated subject line and "to" field. Attach receipts in PDF form, and send.

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* **KFSID:XXXXXXXX**

Process Instructions

Follow the steps below to email electronic receipts directly to the OnBase client for automatic identification and storage. Receipts can be sent via the 'send receipts' button, or by manually emailing receipts@iu.edu with the correct subject line.

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 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 submitted Travel Reimbursement document in TEM using the Travel Reimbursement document search tool via the Kuali Enterprise Dashboard. Towards the bottom of the document you will see a 'supporting documents' tab. Click 'show' and then click on the 'send receipts' button that appears.

After scanning your receipts, click 'send receipts' to electronically distribute them. This will generate an email message with the correct 'To' and 'Subject' line populated.
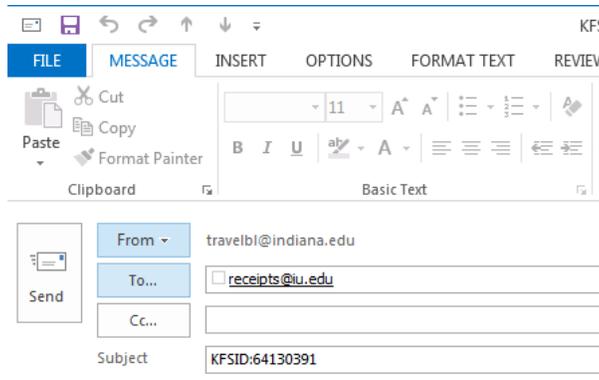
4. Attach the scanned receipts and/or supporting documentation and send the message.

    NOTE: *If sending a manual email (not using the "Send Receipts" functionality within TEM) the document/KFSID number can be found in the upper right hand corner of your reimbursement, in the "Doc Nbr" field.*

    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 Nbr still displayed in the subject line (due to the batching process confirmation emails may take up to 15 minutes to receive).

    NOTE: If you do not receive a confirmation email, you can check to see if receipts successfully attached by accessing the reimbursement document and opening the 'supporting documents' tab. If the 'view receipts' button is there, documents were uploaded and can be viewed.

    The confirmation 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. Once the document is approved by Travel, it will then be routed to the appropriate fiscal representative(s) for final reimbursement approval.

Document Retention Responsibilities

Where receipts are necessary, PDF scans of these receipts must accompany travel reimbursement requests. Departments should keep originals on file in accordance with IU's data retention policies.

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 pre-disbursement processor tab in TEM on the reimbursement document to confirm that full payment has sent. Click on 'disbursement info' for payment details.

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