

Frequently Asked Questions:

Air Travel:

What if I have a credit on a ticket issued by a travel agency that is no longer on the approved list? The travel agency that issued the ticket will continue to service any subsequent credits and reissues of that ticket. Travel will work with former travel agencies and the State Travel Management Program (STMP) to facilitate the completion of any pending credits or reissues.

Can I still use the internet to purchase airline tickets? Yes, you can continue to use the internet to obtain airline tickets as long as you follow the University's Internet Airline ticket policy

(www.colostate.edu/Depts/BusFin/trvquickrefguide.html).

When do I have to start working with the new travel agencies? April, 1, 2005 is when the contracts with the new agencies go into place.

Pre Trip Voucher:

Do I create an amendment if I need to change a pre trip voucher after it has been approved? No. An amendment is a payment document and is only used when reimbursing an individual for additional trip expenses. If you need to change a pre trip voucher just open the voucher and make the necessary changes. Be sure to route the adjusted voucher for approvals if your changes increase the estimates by more than 15%, or if you have made significant changes to the itinerary (dates of travel, destinations, etc.)

Post Trip Voucher:

Does the traveler need to sign the Post-Trip Voucher? Does that also include amendments? Yes. All post trip vouchers and amendments must be signed under traveler certification by the traveler. Exceptions: 1. Traveler is a remote individual and you have a travel voucher signature delegation form or other previously approved internal form for that traveler. 2. Traveler is a non-employee.

Do I need original itemized receipts for meal reimbursements? You no longer need meal receipts to claim per diem.

State Travel Card:

Why do I need a State Travel Card? What are the benefits? The State Travel Card provides Collision Damage waiver insurance on rental cars. It is also required when purchasing internet airline tickets. The cardholder will not incur a late fee if payment is made within 59 days.

What if my State Travel Card was suspended due to late payments? Send an email to Travel indicating when account was paid in full. Travel will request USbank reinstate the account. The credit department within USbank will impose restrictions on some defaulted accounts. Restrictions we are informed of will be communicated with the cardholder.

CSU Travel Form:

I've heard there is a new version of Adobe Acrobat - 7.0 do I need to purchase this in order to process travel documents? No. If you do purchase Adobe Acrobat 7.0 however, you will need to download the template that will work in that version of Adobe. You will find this template on the main travel website under applications and forms.

<http://www.colostate.edu/Depts/BusFin/trv.html>

Can I use Acrobat Reader to process travel documents? Yes. You will not be able to save your documents with reader nor will you be able to import or export your preparer/traveler data. If you process a large amount of travel you might want to consider buying the full version of Adobe Acrobat.

I currently have Adobe Acrobat 5.0 (or 6.0) installed on my PC. Can I continue to use this version to process travel documents? Yes. If you are currently using Adobe Acrobat 5.0 or Adobe Acrobat 6.0 you can continue to process travel documents the way you have been in the past. You will use the template that will work with Adobe 5.0 and 6.0. You will find this template on the main travel website under applications and forms.

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