USS CUSTOMER SERVICE CONTACT

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→ **Backup support:**

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Julie Bergeon  
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Email: uss-nursing@uiowa.edu

All USS staff have access to all USS email accounts to provide optimum coverage.  
USS aims to provide the highest level of service possible to campus.
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TRAVEL PROCESS OVERVIEW

1. Determine Funding Source(s)
2. Submit Trip Request Form
3. USS completes Travel Request in Protrav (not the traveler)
4. Travel arrangements and paying for registration and airfare can be completed
5. Travel reimbursement (happens only after the trip)
Determine your source of funds (MFK/MFKs)

Create a folder for tracking purposes

You might have more than one source of funding (mfk).

Do you have a startup fund or professional development account? You can see them online 24/7, see the green box below.

Did you get an email regarding an award or request to travel on behalf of CON? The $ amount & mfk should be listed.

Options for Travel Funds (if you do not have startup or professional development accounts)

There are several options to request funds for conference travel.

- Fill out application for Faculty Services Dev. funds (send to Brenda Van Dee)
- Request funds from Teaching in Higher Education Travel Award
- International Travel – Request funds from International Programs Travel Award
TRIP REQUEST

Shared Services prepares and initiates trip request in the Protrav system

- Traveler submits template with the following information to uss-nursing@uiowa.edu:
  - Purpose of travel
  - Destination
  - Departure / return dates of travel
  - Any personal travel dates
  - Traveler contact information (optional)
  - Conference weblink (or agenda, if available)
  - College of Nursing account to charge (or MFK)

- USS will create the trip and submit the form to Workflow. The form will route to the traveler’s workflow inbox first and then supervisor/admin for final approval. Please review details for accuracy.
  - Workflow completion is required prior to traveling or paying for travel expenses.
Reasons for a trip request

- Protects you in case of accident or illness while traveling
- Provides information about your whereabouts in case of an emergency
- Required in order to pay expenses and/or reimburse you!
- Travel requests should be completed through workflow prior to departure or paying, this includes in-state travel as well
1. Registration can be charged to USS pcards. Contact USS to set up at time to use their pcard. You will need the link to the conference registration.

2. Register on your own and be reimbursed after the trip.

Paying for Registration, there are two options
1. It is recommended that you use the University’s preferred travel agent Campus Travel Agency Partner (CTP) to book your airfare.
   • Contact information can be found here: https://www.ctp-travel.com/ (next slide has full info)
   • Inform CTP to contact Shared Services for pcard payment.

2. Purchase your own ticket. Travel expenses will be reimbursed only after trip has been completed.
New Campus Travel Agency Partner (as of 8/1/24)

Campus Travel Partner (CTP)

- Phone: (877)288-7585 | (978)319-6231
- Email: uiowa@ctptravelservices.com
- Hours: 8:00 AM – 6:00 PM CT, Monday – Friday
- Emergency After Hours: 6:00 PM – 8:00 AM CT, Monday – Friday, Weekends & Holidays
- Website: https://www.ctp-travel.com/
Airfare info to have ready when contacting Destinations Unlimited

- Your name, as it appears on your driver’s license
- Date of birth
- Phone number for emergency’s only
- Departure day/time and return day/time
- City of departure and destination city
- Where you prefer to sit on the plane
- Flight options will be sent to you to pick the best flight times that work best for you.
## Booking Lodging

<table>
<thead>
<tr>
<th>Scenarios</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book room at conference selected hotel</td>
<td>If conference hotel is full, check for conference offered alternative hotels</td>
</tr>
<tr>
<td></td>
<td>If no alternative hotels available, lodging should be reasonable and meet business needs</td>
</tr>
</tbody>
</table>

Let USS know if you have questions when booking your hotel.
Pursuant to 80.45A, beginning Jan. 1, 2022, all in-state lodging providers must complete the Department of Public Safety’s Human Trafficking Prevention Training certification to receive public funds for University of Iowa employee lodging, conferences, meetings, banquets, or any state-funded event. All of the lodging provider’s employees must complete the training to be certified.

**FAQs**

If a lodging provider is not certified, state funds cannot be used for travel reimbursement or any other expense. Purchasing has reached out to all the local contracted hotels to encourage their compliance. University of Iowa employees must confirm a lodging provider has received the Human Trafficking Prevention Training certification at [https://stophtiowa.org/certified-locations](https://stophtiowa.org/certified-locations) prior to expending or committing public funds for in-state travel lodging, conferences, meetings, banquets, or any state-funded event.

Employees who stay at non-certified facilities will not be reimbursed. USS can assist you if you need help in confirming your hotel is certified but you are still responsible to book your own room.
When sharing a hotel room, separate receipts, if possible

When one individual pays for other person(s) sharing the room, the individual paying should claim the full amount. Provide the other traveler’s name and USS will split the expense on the TEV.

Travelers should not reimburse each other.

The person not paying should claim no hotel expense.

When the room is shared with a colleague from another institution, that person’s name and affiliation should be noted in the comments section.
Ground Transportation: Mileage

- Mileage is reimbursed if your personal vehicle is used for UI travel.
  - Mileage rates differ depending on distance
  - Google maps will be used to verify miles driven
  - Gasoline is not reimbursed
Fleet Services Vehicle

Contact USS with the following information:

- Date(s) of service (pickup/drop off times)
- Destination
- Drivers - names and number of drivers
  - Driving records will be checked
  - Valid drivers license required (license number)
- Account that will be paying
Fleet Services Vehicles

Pick up at Fleet Services (or Motor Pool) on the end of Harrison Street

Can leave your personal car with a lot permit in parking lot adjacent to Motor Pool

Gasoline credit card in the glove box
Ground Transportation, during travel

- Shuttle, taxi, Uber, Lyft or train provide receipts whenever possible (only business-related travel will be reimbursed)
- Provide dates of service and points of travel
- Include tips
Use the University’s contracted vendor for car rental—National/Enterprise. 
[Enterprise link](#) for booking

Employees are expected to use this contract to obtain sufficient insurance coverage.

Must be an Economy/Standard sized car

Provide justification for the use of a Rental Car
Meals Departure

On day of departure, you must leave prior to:
• 6 a.m. to claim breakfast
• 11 a.m. to claim lunch
• 5:30 p.m. to claim dinner
Meals Return

On day of return you must arrive home after:

- 8 a.m. to claim breakfast
- 1 p.m. to claim lunch
- 7:30 p.m. to claim dinner
# Documentation for Travel Expense Vouchers

<table>
<thead>
<tr>
<th>Allowable Expense</th>
<th>Receipt/Documentation Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference/WorkshopRegistrations</td>
<td>Registration form or other conference materials that verify the amount charged (to pcard or out-of-pocket) and specify what is included in the registration. The documentation should also specify which meals, if any, were included.</td>
</tr>
<tr>
<td><strong>Airfare</strong> <em>(Including exchange fees and travel agency service fees)</em></td>
<td>Itinerary provided by the travel agency at the time of booking that shows routing, dates, and class of service.</td>
</tr>
<tr>
<td>Hotel Deposits</td>
<td>Housing form, email or other documentation from the hotel or housing bureau that verifies the amount of deposit required and charged.</td>
</tr>
<tr>
<td>Lodging</td>
<td>Final Check out folio, showing an itemization of all nightly room charges, taxes and other business-related expenses</td>
</tr>
<tr>
<td>Meals while in Travel Status</td>
<td>Actual meal costs, up to the per diem amount for that destination are allowed. Alcohol is not allowed in travel-status meals. Meals provided by the conference cannot be claimed for reimbursement.</td>
</tr>
<tr>
<td>Rental Cars and gas for rental car</td>
<td>Final itemized receipt given upon return of car, showing an itemization of all charges, including daily/weekly rate, refueling charges, taxes, etc. The rental agreement given at the time of rental is not sufficient.</td>
</tr>
<tr>
<td>Other Ground Transportation</td>
<td>Rail—itinerary or receipt given by travel agency at time of booking. Shuttle service—receipt given at time service is provided (unless charge is posted in advance of service).</td>
</tr>
<tr>
<td><strong>Individual Meals in Travel Status</strong></td>
<td>No receipt required if individual expense is under $75.00</td>
</tr>
<tr>
<td><strong>Airline Baggage Fees</strong></td>
<td>No receipt required if individual expense is under $75.00</td>
</tr>
<tr>
<td><strong>Taxi/Shuttle</strong></td>
<td>No receipt required if individual expense is under $75.00</td>
</tr>
<tr>
<td><strong>Gasoline for Rental Vehicle</strong></td>
<td>No receipt required if individual expense is under $75.00</td>
</tr>
</tbody>
</table>
AFTER THE TRIP: REQUESTING TRAVEL EXPENSE REIMBURSEMENT

Traveler sends an email (or uses Protrav Mobile App) to send the following information to Shared Services (uss-nursing@uiowa.edu):

- Trip dates/destination (or trip number if available) and specific out of pocket expenses as incurred and with required supporting documentation.
- List of all expenses occurred out of pocket:
  - Mileage – total miles traveled round trip.
  - Meals – Out of pocket **actual** meal costs. Note meals included at conference.
    - Include departure time and return time if you submit meal reimbursements
  - Other expenses: hotel, car rental, baggage tips, airfare, etc. if applicable
  - Documentation required to support expenses should be attached to the email, if app was not used.

USS staff:

- Will create a travel expense voucher (TEV) in a timely fashion, verify correct documentation is attached and correct MFK and iacct, and expenses are in compliance with UI policy.
- Will submit the TEV to workflow, routing first to the traveler for verification of expenses and then proceeding through normal departmental workflow approval.
PROTRAV MOBILE APP

- Try the new ProTrav Mobile App exclusively for USS customers
- Take pictures of receipts with your phone and they will send directly to your USS representative!

open [this link](#) on your iPhone (this is **NOT** an Apple Store app)

[click here](#) to download from the Google Play store
USS Protrav Mobile App
Take a picture of your receipts and they will automatically be emailed to your USS representative—no need to remember their email!

Text message USS with your out-of-pocket expenses!
Getting Started: Android

→ The app can be downloaded from this link:

→ Launch the app and tap Register Device (lower right corner of the screen)
  • After registration is complete, you will have access to all functions of the application
Getting Started: Apple

Open this link in your phone to view instructions and download the app: https://protrav.bo.uiowa.edu/net/Content/mobile/dl.html

This is NOT in Apple Store

Click here to download the file
Getting Started: Apple

Remaining steps:

- When you launch the app and the “Untrusted Enterprise Developer” dialog appears, click Cancel.

  This step adds Device Management to Settings.

- Tap Settings > General > Device Management.
  
  Note: If profiles are installed on your device, the setting is called Profiles & Device Management.

  - Tap organization to change settings

  - In the dialog that appears, tap Trust

    - Note: If you are not connected to the internet, a “Not Verified” message appears. Connect the device to the internet and tap the Verify App button.

- Open the app and tap Register Device (lower right corner of the screen)

  - After registration is complete, you will have access to all functions of the application
Main Menu

Tap wheel and select option to send a copy of all messages to yourself

Menu bar

Receipt pictures and messages are saved here. The arrow buttons indicate messages that have not been sent to USS. Tap the arrow button to send.

Tap here to take a picture of your receipts

Send copy of all messages to self
Main Menu

Menu bar

- Send all unsent
- Delete all sent
- Delete All
- Add message

Receipt #1
10/7/2019, 11:52:20 AM

Receipt #2
10/7/2019, 11:54:43 AM

Recent trip
10/7/2019, 11:56:50 AM

Receipt #17 (subject line)
10/7/2019, 1:49:20 PM

Receipt #18
10/7/2019, 11:14:11 PM

Test sharing photo already on phone
10/23/2019, 11:29:58 AM

Test sharing photo already on phone C...
10/23/2019, 11:31:58 AM

Test sending photo already on phone n...
10/23/2019, 11:34:14 AM

Test sending photo already on phone ...
10/23/2019, 11:37:04 AM

Test sending picture already on pho...
10/23/2019, 11:38:43 AM

Status: Online, Registered

IOWA
Message with Receipt

First line of your message will be the subject line

Following lines will be the message body

Tap to confirm

Status: Offline

Status: Online, Registered
Text Only Message

First line of your message will be the subject line.

Following lines will be the message body.

Tap here to create a message without a receipt attached.

Tap menu bar, then send.
Resending messages

- From the main page, tap the message to be resent
- Tap the menu bar and select resend
CUSTOMER FEEDBACK

Our customers have the opportunity to escalate feedback regarding USS service quality to the following individuals:

Lindsey Sears
USS Supervisor
Office: 319-467-1724
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Weston Marling
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