SARA Phase 3

Training Guide

“Electronic Business Travel Workflow”
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<th>Description</th>
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Overview
This guide is meant to be used as a tool for training all the role owners involved in the business travel workflow and it describes the different apps.

The screen shots of the tiles and apps reflect the current implementation status. Please note that the arrangement and labeling of the Fiori Launchpad tiles are still subject to change.

1.1 Glossary

<table>
<thead>
<tr>
<th>Term / Abbreviation</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>eDRM</td>
<td>Electronic Business Travel Management</td>
</tr>
<tr>
<td>SARA</td>
<td>SAP at RWTH Aachen University</td>
</tr>
<tr>
<td>ZHV</td>
<td>Central University Administration</td>
</tr>
</tbody>
</table>
2. Fiori Launchpad

2.1 Launching the Application

The following link can be used to sign in to the system via Single Sign-On:
https://sapportal.zhv.rwth-aachen.de/services

We recommend using either Mozilla Firefox or Google Chrome. Any of the other browsers may cause minor malfunctions in the system.

The sign-on link will be posted on our Intranet portal in the future.

2.2 Apps

Depending on the Launchpad settings and the user's assigned roles, the following tile groups will be shown:
Overview of the relevant apps:

<table>
<thead>
<tr>
<th>Tile</th>
<th>App</th>
</tr>
</thead>
<tbody>
<tr>
<td>My travel requests incl. extensions</td>
<td>App for entering travel requests</td>
</tr>
<tr>
<td>Travel Agency Mail</td>
<td>App for generating an email request to a travel agency</td>
</tr>
<tr>
<td>-------------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>Mail to travel agency</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Means of transport</th>
<th>App for booking travel services (trains, hotels, rental cars, etc)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procurement</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Advances</th>
<th>App for requesting travel advances</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer App</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>My expense reports</th>
<th>App for entering travel expense reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extension incl. extensions</td>
<td></td>
</tr>
</tbody>
</table>
| Report  
| ZTV_RTA_III  
| Evaluation accordingly | Tile for calling up the RWTH report entitled ZTV_RTA_III |
| My Inbox  
| All Items | App for processing items of the task inbox |
| My Outbox  
| All elements | App for viewing outbound tasks of the workflow |
| Auswahl  
| Assistenzen | App for selecting a travel assistant |

Please note: The names of the tiles in the test system are preliminary and still subject to change.

2.3 Personalizing Your Home Page

The Launchpad settings can be adjusted according to personal preference. You may:
- Change the names of tile groups that are determined by different roles – deleting them, however, is not possible).
- Create new tile groups
- Change the order of tiles in a tile group.
- Change how tiles are assigned to tile groups.

**Drag and Drop**
In the Launchpad view, you can rearrange tiles within a tile group or move a tile to another group by using drag and drop.

**Customizing Your Home Page**
To personalize your home page, click the user icon in the upper left corner and then choose the Edit Home Page button:
The Launchpad will now be launched in configuration mode:

Here you can also drag a tile to a new location in a group, or move a tile to another group. You can furthermore change the order of tile groups.

You can create new tile groups:

Delete newly created tile groups:

Or change the name of a tile group by clicking on the tile group name.
Apps that are not included in any predefined tile group can also be added to the Launchpad here:
To do this, click on the blank tile with the + symbol within a tile group

All the tiles you are authorized to access will be displayed:

If you know the name of a tile, you can type it in the search field at the top right:

The list of tiles will be filtered according to the search term:
Clicking the button on the bottom right of a tile causes it to move to the empty spot in a tile group:

"My Inbox" was added to group "My Home"

The home button at the top left takes you back to the Launchpad configuration screen where you will see the newly added tile:
The button on the bottom right closes the Launchpad configuration process and the regular Launchpad screen is displayed.

3. Travel Assistant

When you open the “Travel assistant” app you will see the following screen:

<table>
<thead>
<tr>
<th>SAP Fiori Auswahl Assistenzen</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Birgit Willms</td>
</tr>
</tbody>
</table>

The status of persons not possessing the “Travel assistant” function is displayed as “inactive”.

To change this, select the desired person and click the button. You will see the following message:

☑️ Success

Status has been changed

In the overview, the status of the selected person has changed from “Inactive” to “Active”: 
Now they can apply for allocation of a travel number on behalf of the traveler, for instance.

4. Travel Requests

4.1 Travel Requests App

Filter and Results
Launching the app takes you to an overview area with various fields for searching and filtering your travel requests. Below you will find a list of results, showing all the travel requests found:

<table>
<thead>
<tr>
<th>Name</th>
<th>Kostenstelle</th>
<th>Kostenstellenbeschreibung</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birgit Williams</td>
<td>80060</td>
<td></td>
<td>Aktiv</td>
</tr>
</tbody>
</table>

The various buttons allow you to:

- **Adapt Filters**: Adapt the criteria for a filter range.
- **Create a new travel request**.
- **Copy**: Copy a selected request.
- **Delete**: Delete the selected request.
- **Rearrange the list of requests**.
- **Sort the list of requests into groups**.
- **Choose which columns will be displayed in the list of requests**.
Opening a Request
Clicking on one of the requests in the list will open it in display mode.

Clicking on [Edit] at the top right will launch the edit mode.

4.2 Acting as a Delegate (Assistant function)
To act on behalf of someone else, choose their name in the “Employee Name” field.

Shown on this list are both, your own name as well as all the names of your co-workers on whose behalf you are authorized to act.
After choosing a name, you will see only the travel requests for this person.

4.3 Creating a Travel Request

Creating a New Request

You can create a new request by clicking the plus button:
**Copying an Existing Request**

You can copy a request by choosing the **Copy** button. In the list view, with a request highlighted, the button is on the left. It is on the right after a request has already been selected and is subsequently shown in detail.

After clicking the button, the system will ask for the start date and reason for travel.

![Copy Form](Image)

4.4 **Editing Existing Requests**

**Entering Data**

First, you must always fill out the required input fields marked with a red *. Otherwise you won’t be able to save your entries:

**Required input fields in the Details area:**

- Start date and time (default value = 8:00)
- End date and time (default value = 17:00 /24-hour clock)
- Start time of your regular working hours
- End time of your regular working hours
- Country = Destination country
- City
- Reason for travel

In case of international travel, you must also enter a full address (needed for the A1 certificate)
Additional information area

- **Cost Center**: for each travel request, the traveler’s cost center must be entered. If travelers are only assigned one cost center, the system will select it automatically. If users are assigned more than one cost center, the correct cost center must be selected. The selected cost center will not be checked for correctness until the request has been submitted.

- **Approver**: for each travel request, the traveler’s approver must be recorded. If only one approver is responsible for the selected cost center, the system will automatically select them. If travelers are assigned more than one approver, they must actively select the desired approver for each request. The selected role of approver will not be checked for correctness until the request has been submitted.

The "Approver" role is selected using the drop down menu for the cost center:

Further information

- **Cost center**:
  It is necessary to fill in the number of UnRAVeL: 080060!

- **Approver**: 
• **A.I.D.A. Hotel and A.I.D.A. Participation Fee**: if the box is checked, an e-mail will automatically be sent to rafael@rwth-aachen.de to apply for an A.I.D.A. Card after the application has been approved.

  ![A.I.D.A. Hotel and Participation Fee](image)

• **Health Insurance Status**: 
  
  This information is only needed for a trip abroad in order to apply for the A1 Certificate.

  ![Health Insurance Status](image)

  When you click on the button, you will be offered the following choices:

  ![Insurance Choices](image)

  You have to choose one insurance type.
Type of travel, company-specific

It travel does not result in any costs or only serves to prevent accidents, this can be specified in the field “Type of travel, company-specific”:

If the value "accident preven./no costs" is set, no estimated costs can be entered in the request.

Cost allocation

When you are creating a request, the dummy PSP/WBS element 1311501083000000 is suggested by the system for cost allocation.

Reason: You cannot create a travel request in the system without specifying cost allocation.

Travelers can replace the dummy PSP/WBS element with the correct PSP/WBS element if they already know it at this time. Otherwise, it is the responsibility of the approver to set the correct PSP/WBS element before approving the request in the workflow.

When the request is saved, the system checks whether the PSP/WBS element is allowed for trips. Further checks regarding the PSP/WBS element will only take place within the workflow (see section 8.1.7 Approving a Task).

1. Click on the PSP/WBS element and then click Delete:
2. Then click on the small arrow. A new window will open to the right. A new PSP/WBS element must be entered. Then click Apply.

3. The new PSP/WBS element will only be displayed after the request has been saved.
The estimated costs for travel can be entered here, but it is not mandatory to do so. The university institutions can decide for themselves whether these fields are to be used. The entries do not commit travelers to anything.

The travel expense "daily allowance" (only visible when clicking on the "other" button) is automatically calculated by the system and cannot be modified by the user. The calculated daily allowance will only be displayed after the request has been saved.

If the value "accident prevention/cost neutral" is set in the field "type of trip company-specific", no estimated costs can be entered in the request.
**Attachments**

Receipts can be attached to the request under "Business Documents" (business documents are filed in document management system d.3). Only the file formats PDF, JPG, TXT, and PNG are permitted. When entering a new travel request, you will only be able to upload receipts after having saved the request.

**Attaching a receipt:**

To do this, click the button.

A pop-up opens in which you can enter details about the receipt:

---

**Upload Business Document**

*Document Type:*

*File Path:*

*Description:*

---

[Image of pop-up window for uploading business document]
Possible Document Types:

Upload Business Document

*Document Type:

- JPG receipt for trip
- PDF receipt for trip
- PNG receipt for trip
- TXT receipt for trip

Note: No special characters or umlauts (ü, ö, ä) may be entered in the receipt name, otherwise the receipt name will not be accepted.
Please name your documents descriptive e.g. “Invitation”.

Clicking on an attachment opens the receipt in a new browser window.

Saving a Request

To save a request without triggering the approval workflow click the Save button.

When a new request is saved, a new trip number is assigned to it. The trip number will not be displayed in the app, however until the request has been approved.

4.5 Deleting a Request

Click on the Delete button to delete a request. The button is on the left when in list view (request highlighted), or on the right after a request has been selected and is shown in detail.
The button is only active for open requests; requests with pending or approved status cannot be deleted.

4.6 Submitting an Application for Approval

Once you have entered all the required data, the request can be submitted for approval by clicking on the submit button.

The request receives the status "pending" and the current agent in the workflow is displayed:

![Pending Request](image)

The request can no longer be modified by the traveler or the assistant. If you press the edit button, this message will appear:

![Error Message](image)

4.7 Travel Request Workflow

Approval Workflow:

1. The approver specified in the request receives the first approval task. He or she must replace the dummy PSP/WBS element in the request with the correct PSP/WBS element, or if the traveler has already entered another PSP/WBS element, check whether it is correct.
2. After the approver has approved the task, all responsible accountants will receive their next task. The accountants are determined on the basis of the PSP/WBS element of the trip.
3. As soon as an accountant has approved the task, he/she receives another task in which to select the signer if there is more than one. To select the signer click on "open task."
4. In a last step, the selected signer will be sent a task.
Approving One's Own Travel Advance

The following applies to each clearance level:

- If there is only one approver for a clearance level, who also happens to be the traveler, then the traveler is allowed to approve his or her own travel advance and receives a task.

- If there is more than one approving authority for a clearance level, the traveler is not allowed to approve his or her own travel advance and does not receive a task.

The handling of apps for the workflow (for approving or rejecting tasks) is described in chapter 8 Workflow.

Once the last agent in the workflow has approved his or her task, the request status is set to “approved” and the trip number will be displayed:

Once a request has been approved, it cannot be modified anymore – neither by the traveler nor by the assistant. If you click on the “edit” button, the following message will appear:

If the traveler or the assistant wish to make any changes to the request after it has been approved – for example in case a trip is extended by a day – they must first contact department 8.3 by telephone.

Afterwards the request may be modified again; it must, however, be approved once more via the workflow.
5. Travel Advances

5.1 Travel Advances App

The filter function and list of results are identical to the travel requests app, as is the structure of fields displayed on the screen.

The list of results shows the following travel requests:

- Approved travel requests with a trip ending on a future date.
- Travel requests containing an advance request that have not yet been submitted for approval. These requests have the status "advance open". You can only change such requests if the end of the trip is still in the future.
- Travel requests containing an advance request that have been submitted for approval. These requests have the status "advance payment pending".
- Travel requests containing an advance request that have been approved. These requests have the status "advance approved".

Travel requests with the value "accident prevention/cost-neutral" in the field "enterprise-specific trip type" are not displayed in the advance app. Since no costs are incurred on such trips, no advance can be requested.

Travel requests with the status "advance payment open", "advance payment outstanding" or "advance payment approved" are only displayed in the Advances app – they are no longer visible in the My Travel Requests app.

Example:

5.2 Acting as a Delegate (Assistant function)

The assistant function works in the same way as in the travel request app.

5.3 Entering an Advance Request

Advance requests can only be entered after a travel request has already been approved.

To enter an advance, open an approved request and click on edit.

The “Details”, “Cost allocation”, or “Estimated costs” tabs cannot be modified with the exception of the editor field.
Only the “Advances” and “Attachments” tabs can be edited.

To enter an advance request, click on the “+ button” and in the new line type the amount of the advance requested.

If necessary, documents can be added as attachments (works analogously to the travel request app).
You cannot create, copy, or delete travel requests in the Advances App.

**Saving an Advance Request**
To save an advance request, without triggering the approval workflow click the “Save” button.
5.4 Submitting an Advance for Approval
Once an advance request has been completed, it can be submitted for approval by clicking the Save and Send button.

The request is given the status Pending - displayed in the app as "Advance pending":

![Advance pending status](image)

After this point, it cannot be modified anymore – neither by the traveler nor by the assistant. If you click on the "edit" button, the following message will appear:

⚠️ Error

Outstanding advance may not be changed

5.5 Advances Workflow

Approval Workflow:
1. The responsible accountants receive the first task. The accountants are determined on the basis of the PSP/WBS element of the trip.
2. Once an accountant has approved the task, he/she will receive another task in which to select the signer if there is more than one. To select the signer click on "Open task".
3. The selected signer receives the next task.
4. As a final step, the employees of Division 8.3 – Travel Management each receive one task.

Approving One’s Own Travel Advance

The following applies to each clearance level:
- If there is only one approver for a clearance level, who also happens to be the traveler, then the traveler is allowed to approve his or her own travel advance and receives a task.
- If there is more than one approving authority for a clearance level, the traveler is not allowed to approve his or her own travel advance and does not receive a task.
The handling of apps for the workflow (for approving or rejecting tasks) is described in chapter 8 Workflow.

Once the last agent in the workflow has approved his or her task, the request is set to approved status and will be displayed in the app as "Advance Approved".

Once it has been approved, an advance cannot be modified anymore – neither by the traveler nor by the assistant. If you press the “edit” button, this message will appear:

⚠️ Error
Approved advance may not be changed

If the traveler or assistant wish to make any changes to the advance at a later date, the request must first be reopened by Division 8.3 Travel Management. After a brief consultation (telephone, e-mail) with Division 8.3, you will be able to edit the travel request once they have reset it to "Status open."

After modification, the request must be approved once again via the advances workflow.

6. Booking Travel Services

6.1 Sending an Inquiry to a Travel Agency via App

Filter and Results
Filter and results as well as the assistant function work the same way as in the My Travel Requests app.

The list of results shows all travel requests with trips ending in the future or today. Non-approved requests (without trip number) are also shown, so that the traveler can obtain a cost estimate from a travel agency in advance in order to be able to enter the estimated costs in the request.

Travel requests with the value "accident prevention/no costs" in the field "Type of travel, company-specific" are not displayed in this Travel Agency Mail app. Since no costs are incurred for such trips, no travel services can be booked.
Emailing a Travel Agency

The traveler/assistant selects a travel request from the list. A list of the available travel agencies is shown on the right of the detail area.

After selecting the desired travel agency and clicking the button, a pop-up with various mail texts and a new email window linked to the Microsoft mail program will open in the system (subject and recipient are filled in).
Please copy and paste the text into your e-mail program and delete the unnecessary text passages!

Dear Sir or Madam

For the business trip from 6.1.2020, 09:00:00 till 6.1.2020, 18:00:00 to Hagen the travel number 3000075615 was assigned by the business travel management of the RWTH Aachen. My personal number is 70001240.

Please provide me with a flight offer for the specified travel period.

Desired departure airport:

Destination airport:

Time frame: Departure at the earliest; Arrival at the latest:

Return flight at the latest from: Arrival at the latest:

Please provide me with a train offer for the specified travel period.

Desired railway station:

Destination railway station:

Time frame: Departure at the earliest; Arrival at the latest:

Return journey at the earliest from: Arrival at the latest:

I would like to combine the business trip with a private stay. My service in Hagen takes from 5.1.2020, 09:00:00 to 6.1.2020, 18:00:00. The RWTH only reimburses me for the costs that would have been incurred for the necessary duration of the business trip. Please provide me with a flight offer for the period required to carry out the on-site service.

Desired departure airport:

Destination airport:

Time frame: Departure at the earliest; Arrival at the latest:

Return flight at the latest from: Arrival at the latest:

Detailed information about the private stay: XXX

Other services (e.g. rental car, hotel or visa) are required: XXX

Free text for further information:

Thank you for your support. If you have any questions, please contact me by e-mail or by phone at XXX.

Yours sincerely,

[Email content]

Users can copy and paste suitable text from the pop-up into the email and further adapt it according to their wishes. When finished, the email can be immediately sent out.

6.2 Booking App
Filter and Results
Filter and results as well as the assistant function work the same way as the travel requests app.

The list of results shows all travel requests with trips ending in the future or today. Travel requests with the value "accident prevention/no costs" in the field "Type of travel, company-specific" are not displayed in the E-mail app. Since no costs are incurred on such trips, no travel services can be booked.

Booking tiles
The traveler/assistant selects a travel request from the list.
In the details window on the right, tiles for the available booking portals are displayed.

If you click on a booking tile, a second window is opened showing – in some cases, depending on the booking portal – an explanatory text and below it the booking link(s).

Example: Deutsche Bahn:
With Deutsche Bahn and HRS, the booking link only becomes visible when you click on the check mark for the data protection notice:

By clicking on the link below, you will be forwarded to the BIBE Booking Engine. There you can book a train ticket for this trip. The costs will be borne by RWTH, paid right away and assigned to your trip.

The below link is valid for this trip only. If you want to book a train ticket for another trip, it is mandatory to use the link provided in the context of the other trip.

☐ consent to the transfer of the above data to the Deutsche Bahn.

☑ I consent to the transfer of the above data to the Deutsche Bahn
Example: Europcar:

3000075656
Dortmund

Europcar

Request form
Booking information and conditions

Example: University Business and Service Vehicles

3000075656
Dortmund

Transportlogistik

Please make a driving request to Department 11.1:

Passenger transportation to the destination
Passenger transportation to the airport

If a booking link is clicked, the booking page opens in a new browser window.
7. Travel Expense Reports

7.1 My Expense Reports App

When you open the app, a list of the approved travel requests will be shown on the left. The first request is set to open automatically and is shown in detail on the right.

To edit an expense report, click the “Edit” button on the bottom right. The report can be modified either in the details window or in full screen mode (with the expense reports list hidden):

![Edit and Full Screen Button]

7.2 Acting as a Delegate (Assistant function)

In order to act on behalf of others, you have to hold the IDM role of assistant.

You select the person on whose behalf you are acting by clicking on the filter button at the bottom left:

A pop-up window will appear with the following filter options:
Clicking on "User" opens a list with the persons on whose behalf you are authorized to act.

After choosing someone’s name, you will see only the travel requests for this person.
7.3 Creating a Travel Expense Report

A new request is created via the "Plus" button at the bottom left. There are two options:

1. From Available Trip = Creating an expense report from an approved travel request
2. New = Creating an expense report without an existing request

Creating an Expense Report from a Travel Request

The system displays a pop-up window showing a list of all approved travel requests with trips that have already been completed.

No expense report can be created for approved travel requests with trips ending at a future date. Likewise, no expense report can be created for travel requests with the value "accident prevention/no-cost" in the field "Company-specific trip type" (expense report is created by Business Travel Management in department 8.3 directly in the SAP system).

<table>
<thead>
<tr>
<th>Available Trip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fortbildung</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hagen, Germany</td>
</tr>
<tr>
<td>17.08.2019</td>
</tr>
</tbody>
</table>

After selecting a specific travel request, you must specify the desired trip template.

<table>
<thead>
<tr>
<th>Select Expense Report Template</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search</td>
</tr>
<tr>
<td>Inland trip</td>
</tr>
<tr>
<td>Abroad trip</td>
</tr>
<tr>
<td>Short business trip</td>
</tr>
</tbody>
</table>
Creating an Expense Report Without a Corresponding Travel Request

You can only generate an expense report without a corresponding travel request if you use the "Short business trip" template. If you choose another template, you cannot create an expense report. In those cases you must first create a travel request before you can be reimbursed for a trip.

Likewise, you can only duplicate expense reports by using the "Short business trip" template.

7.4 Editing an Expense Report

When you create an expense report, the relevant data from an approved request is automatically filled in:

The travel dates can be changed as long as the revised dates still lie in the past.

Trips Abroad

When traveling abroad, the border crossing is entered by using the "Border crossing done" button:
The cost center cannot be modified in the expense report.

If there are several approvers in a university institution, the traveler can choose between them. The approver only appears in the workflow if there are significant differences between the original travel request and the subsequent expense report.

The name of the person currently working on and submitting the expense report is displayed in the WF agent field.

Cost assignment
The PSP/WBS element can no longer be modified in the expense report.

Documentation:
The assignment of documents works in the same way as in the My Travel Requests app.

7.5 Recording Expenses

Please note: If you generated the expense report from a request, the expenses listed are not automatically transferred from the estimated costs (travel services) of the request. This is because specific fields are predefined for each expense type. When you create an expense entry, some of these fields are required fields and must be filled in. Expenses are displayed in the right-hand area and can be entered there:
A pop-up with all the different expense types opens in the system. You can select several expense types at the same time (by checking the box in front) and increase the number of receipts for one expense type using the "+" button:

If you click on "OK" at the end of the pop-up, receipts are generated for all selected expense types. Now you have to open each receipt and enter the relevant data.
By clicking the "Back" button above the expense details you can return to the expense report overview:

Depending on the type of expense, a receipt can contain mandatory fields and/or a predefined text in the comment field. This applies in particular to cases where justifications according to the State Travel Expenses Act are required for expense types.

Example: "Accom. per diems"
This is where the daily allowance is calculated. If the traveler has taken advantage of free meals, the corresponding fields for breakfast, lunch or dinner are removed by clicking on them, so that the meals are deducted from the daily allowance.
Example: Train tickets

**Expense Details**

- **Amount**: 50.00 EUR
- **Expense Date**: 12.09.2019
- **Business Purpose**
- **Description**: 2. Class

**Comment**

- 1st class:
- Increased space required due to work on confidential records
- At least a 3 hour drive without change
- Others:
- Explanation missing piers impression
- No control by train attendants
- Mobile phone ticket

**Booking Data**
Example: Hotel rooms

For your information: The distance traveled must be recorded under the expense type "Mileage". There is a separate list for other expense types. This is published by Division 8.3.

Please note: Credit card receipts are added to trips in the SAP system by Division 8.3 and cannot be added or deleted manually using the app.

In the receipt overview, the credit card receipts are listed with the remark "Receipt not checked":

A receipt is only checked after clicking save; at which point the remark is replaced by the document date:

Credit card receipts cannot be deleted and only few fields can be modified (for example, the city for expense type "Accommodation/Hotel domestic invoice").
Saving an Expense Report
To save an expense report without triggering the approval workflow click the “Save” button.

The button is only active for open expense reports, those with pending or approved status cannot be deleted.

7.6 Submitting an Expense Report for Approval
Once you have entered all the required data, the expense report can be submitted for approval by clicking the "Submit" button.

A confirmation pop-up is displayed:

Besprechung

Leinsberg, Germany
August 15, 2019 - August 15, 2019

Total Reimbursement 100,00 EUR
Total Expenses 246,00 EUR

I assure that my information is complete and correct. I have actually incurred the expenses stated.

The report receives submitted status:
And in the field “WF agent,” the name of the employee currently processing the expense report is displayed:

![WF agent: Jana Mathar](image)

After this point, the expense report cannot be modified anymore – neither by the traveler nor by the assistant. If you click the “edit” button, the following message will appear:

### 7.7 Expense Reports Workflow

**Approval Workflow:**
1. The system checks whether the step "Approver" is relevant: the step is only relevant if the destination country has changed between submission of the travel request and expense report or if the duration of the trip has been extended by more than 3 days.
2. All involved accountants receive a task. The accountants are determined on the basis of the PSP/WBS element of the trip.
3. Once an accountant has approved his or her task, he/she will receive another task in which to select the signer in case there is more than one. To select a signer click on "open task.”
4. The selected signer receives the next task.
5. As a final step, the employees of Division 8.3 Travel Management each receive one task.

**Approving One’s Own Expense Report:**
The following applies to each clearance level:
- If there is only one approver for a clearance level, who also happens to be the traveler, then the traveler is allowed to approve his or her own expense report and receives a task.
- If there is more than one approver for a clearance level, the traveler is not allowed to approve his or her own expense report and does not receive a task.

The use of apps for this workflow (for approving or rejecting tasks) is described in chapter 7 Workflow.

Once the last agent in the workflow has approved his or her task, the expense report is set to approved:
Once an expense report has been approved, it cannot be modified anymore – neither by travelers nor by assistants. If you click the “edit” button, the following message will appear:

If the traveler or assistant wish to make changes to the expense report at a later date, he/she must contact Travel Management in Division 8.3 so that the expense report can be reopened. Afterwards the expense report can be modified again; it must, however, be approved once more via the workflow.

7.8 Definition of Trip Status Messages in the Expense Report App

Once you have entered all required data, the expense report can be submitted for approval by clicking the “Submit” button.

The report receives the status “Submitted”:

Once the expense report has reached Division 8.3, the status changes to "Transferred":

As soon as travel expenses are reimbursed, the status changes to "Reimbursed".
8. Workflow

There are two types of tasks with user interaction:

- Approval task
- Selection of the signer

8.1 Approval Task

Approval tasks are generated

- if travelers or assistants submit a travel request, an advance request or an expense report.
- if a workflow agent has approved the task and there is still another approval step to follow.

An approval task can be used to approve or reject a trip (request, advance or expense report).

8.1.1 My Inbox App - Inbox Task

The title of the task indicates whether it is a trip request, a trip advance, or trip expenses.

The title also contains the following:

- The reason for travel
- The name of the traveler
- The role of the current workflow agent (approver, accountant, ...)

Example: An Inbox task that is part of a trip request workflow:
Example: Example: Inbox task for a trip advances workflow:

Example: Inbound task for a trip expenses workflow
If an approver is involved in the expenses workflow, the task will contain remarks pointing out the differences between the request and the expense report that are relevant for a review:
8.1.2 Reviewing / Modifying a Trip

The trip (request, advance or expense report) for the task is linked in the tab "Related objects". Here you can open the corresponding trip for review/modifications.

Request task

The trip number won’t be visible until a request has been approved.

If a travel request is opened from a task, the workflow agent is permitted to modify the data in the request.

Example: The approver must change the PSP/WBS element in the cost assignment if required.

Advances/Expenses Task:

The trip number is visible here:
In contrast to a request, the workflow agent is not permitted to modify the advances/expenses data.

8.1.3 Forwarding a Task to Others
If needed, a task can be forwarded to someone else to continue processing the task.

A dialog box appears, in which the name of the person to whom the task is to be forwarded can be entered:

Once you have selected a person, you can enter a note for the recipient:
8.1.4 Sending a Query

Via the share button -> Send e-mail an e-mail can be sent to any recipient to ask them questions:

The system generates a new e-mail via the Windows mail program (subject and mail text are preset). You have to enter a recipient and if necessary you can modify both the subject and mail text:
8.1.5 Other Functions

Showing the log:
The log only displays actions for the current task:

Reserving a task
You can use the "Claim" function to block a task exclusively for yourself, so that the task is no longer visible to the other recipients of the task in the inbox. This function may be relevant for the approval step for the "Accounting" or "Training" role, since there may be several agents for a task here.

You can release a reserved task again for all recipients by clicking the "Release" button:

8.1.6 Rejecting a Task
If the trip (request, advances or expenses) does not meet the required specifications and/or data/documents are missing, the task can be rejected. The rejection ends the workflow and the trip is reset to "Open" status so that the traveler/assistant can correct the data and submit the trip again. The approval process starts all over again.
Reasons must be given for rejecting a trip:

Submit Decision

You selected "Reject".

Add Note (Optional)

Submit Cancel

If no entry is made here, the following error message appears:

⚠️ Error

Cannot process task. For more information, see the details.

Show Details

⚠️ Error

Cannot process task. For more information, see the details.

Enter a reason for the rejection.

OK
The reason must be entered:

Submit Decision

You selected "Reject".

No, too late

Submit  Cancel

If the trip is rejected, the traveler/assistant receives an e-mail about the rejection.

8.1.7 Approving a Task

If the trip (request, advances or expenses) meets the specifications and is complete, the task can be approved.

For an approval, stating a reason is optional.

Submit Decision

You selected "Approve".

ok!

Submit  Cancel

The following checks are carried out during approval:
- Exactly one PSP/WBS element with 100% cost assignment must be set.
- The Dummy PSP/WBS element must no longer be set.
- The agent currently processing the task must be responsible for the cost center of the PSP/WBS element (check against IDM role).
Example: Error message if the dummy PSP/WBS element has not been replaced by another:

⚠️ Error

Cannot process task. For more information, see the details.

Exchange the proposal PSP element 131150108300000 for a real PSP trip.

After approval has been granted, the next agent will receive a task. **Note:** If you are the next agent in the workflow (keyword `self-approver`), you must refresh the App display by pressing **F5** in order to see the new task.

Reasons entered by previous agents can be viewed in the "Comments" tab. Here you can also enter further comments.

For example, for tasks in the last level "Signer":

![Image of task details]
Once an agent in the role of “accountant” has approved an approval task, he/she will receive another task in which to select the signer if there is more than one. See Chapter: 8.2 Selection of Signer.

**Note:** To see the new task you must refresh the App Display by pressing F5.

A trip will only receive approved status and the traveler/assistant will only be able to see the trip number in the app after all agents in a workflow have approved it:

![Image of approved trip status in app]

The traveler/assistant receives an email regarding final approval. If a traveler has applied for an A.I.D.A. card as part of a travel request, an A.I.D.A. E-mail will be sent (to the traveler/assistant and to rafael@rwth-aachen.de) at the same time.

### 8.1.8 App: My Outbox - Outbox Task

The agent working on a task receives an entry in the "My Outbox" app for an approved or rejected task.

**Example:** Outbox task in a travel request workflow:

![Image of My Outbox app with approved trips]
Reasons entered by previous agents can be seen in the "Comments" tab.

8.2 Selection of Signer

The task “Selection of Signer” is generated when an agent in the “Accounting” role approves an approval task. Then he/she will receive another task in which to select the signer if there is more than one.

Please note: In order to be able to see the new task, you must first refresh the app display by pressing the F5 function key.
8.2.1 App: My Inbox - Inbox task

Example: An inbox task that is part of a request workflow:

To select the signer choose the button:

A pop-up will then open up in which you can select the signer:

After you have selected the signer, you can close the browser window. You only have to select a signer if there is more than one at the institute in question.
8.2.2 App: My Outbox - Outbox Task
Example: Outbox task in a travel request workflow:

![Outbox task example](image)

9. Travel Activity Reports
The RWTH report "Evaluation according to Trip Activity Type" transaction ZTV_RTA_III can be called up using a separate tile. The evaluation provides an overview of all trips within a cost center.

![Report example](image)
Please note: To ensure that the report can be executed quickly, some fields, such as the personnel number, trip number, date and country, should be filled in. The more fields are filled, the faster the report is called up.

The prerequisite for using the report is that the "Accounting" role has been assigned to certain cost centers.

The report is only intended for accounting. This means that if someone does not have the Accounting role, they cannot see/select the report.

ZTV_RTA_III gives a clear overview of the trips. After executing the report, the corresponding trips are listed together with the trip data.

Explanation of the fields in the report output:

In the image above you can see who travels, when, where, why and with which trip number. The selected trip template is displayed in the template field:

- Z1 = Domestic trip
- Z2 = Trip abroad
- Z5 = Short business trip
- PL = Trip is still in the planning phase
The RAG field indicates whether it is a business trip (R), further training (F - only affects the ZHV) or a short business trip (G).

The accident prevention trips all show the letter 'U' in the RAU field.

You can see the SAP status of the trip in the description fields:

<table>
<thead>
<tr>
<th>Approval</th>
<th>Expenses</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request recorded request approved</td>
<td>to be settled</td>
<td>the advance has been submitted to Div. 8.3</td>
</tr>
<tr>
<td>Request approved</td>
<td>settled</td>
<td>the advance has been processed by Div. 8.3</td>
</tr>
<tr>
<td>Trip approved</td>
<td>forwarded to FI</td>
<td>the advance has been forwarded to Accounts Payable for payment</td>
</tr>
</tbody>
</table>

The catering field always contains an 'X' if a daily allowance has been paid. The Type field provides information about the project type.

The last four fields provide information about the total cost of the trip. Here you can see how much travelers have personally paid in advance as well as what payments have already been made by RWTH – either through an employee’s A.I.D.A. card or by having paid for travel services for which RWTH has an agreement with the providers. The date of the last transfer is displayed at the end.

If you switch back to the first picture, you will notice that the trip number is underlined. Clicking on the trip number takes you to the individual view of the trip.
To see the receipts uploaded by the traveler, you have to go back to the trip, select the line, and click on the button.
You can see the ticket by clicking the glasses icon.
Please contact Division 8.3 – Travel Management and Benefits Office – if you have any questions or comments.