



UNITED STATES
POSTAL SERVICE®

eTravel

Helpful Hints for
Getting Prompt
Payment

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Ensure prompt payment
of your eTravel expense report
by following these helpful hints
from Headquarters Accounting.

The Basics

- Access the eTravel web site. From the corporate intranet — *<http://blue.usps.gov>* — click on “Headquarters,” then “Finance,” and then “eTravel,” or just type “etravel” into your Web browser’s address field and click Enter. Then key in your user name and password.
- Review Concur Central. This is eTravel’s home page — the first page you see when you enter the eTravel system. Here, you will find helpful information on “Company News” and “Tip of the Day.”
- Know your eTravel Coordinator. Go to *<http://etravelhelp>*, select “Coordinators,” and then “Search for a Coordinator.”
- Watch those hyphens. Do not insert hyphens in finance or social security numbers. The eTravel system does not allow hyphens with those numbers. Using hyphens interferes with your payment.
- Use eTravel for more than travel payments. You can also use eTravel for other approved reimbursements, such as training registration fees or local travel in excess of \$15.

- Training tools. Web-based training modules are now available. “Concur Classroom” is available on the eTravel Restricted Information page.

Keep Information Current

- Keep your “My Profile” information current. Your eTravel profile information is located in the “My Info” page. Ensure that this information stays current — especially your e-mail address and business telephone number. Sometimes these are the only ways we can contact you. Also verify your e-mail address. (If you have an office e-mail account, be sure your account is activated with an internet address so that information can reach you by e-mail.) Call 1-800-USPS-HELP (i.e., 1-800-877-7435), choose the option for IT Support Services, then for District IT Support Services, and then tell them you want to receive internet e-mails for eTravel.
- Keep your credit card number current. Notify the eTravel Help Desk at 1-800-USPS-HELP (i.e., 1-800-877-7435), choose Options 1, then 2, and then 7 whenever you change your Citibank credit card number.

Create Your Expense Report

- Use a unique report name on the report header. In the “Report Name” field, type your first initial and full last name, followed by your travel destination or purpose and the date range of travel (for example, JSMITH DC 5/1-5/02). Use a different report name for each expense report. You can edit your report name in the “Summary” page.

- Separate tax from the room rate in the hotel itemization. The Postal Service is exempt from paying taxes. However, if you do pay tax for whatever reason, separate the tax from the room charge under “Itemize.” If you do not pay taxes, include the words “tax exempt” in the hotel “Description” field so that your approving manager will not question your report.
- Ensure that you check “Includes first day of trip” and “Includes last day of trip” boxes on your per diem entry. You must check these fields for the per diem to be calculated correctly. The “First Day” and “Last Day” boxes may appear in multiple per diem entries, and other lines may have neither checked (i.e., multi-leg trips).
- Use your government travel card for airfare, car rental, and parking. This will reduce the number of receipts sent to Back Office Processing (the office that processes eTravel receipts).
- Explain cost comparison, exceptions, etc. using the “Report Remarks” button. This feature allows you to provide details about certain expenses so that you can help reduce or eliminate potential questions by the approving manager.
- Verify trip dates. Ensure that the dates in “Expense Entry” are within the dates of the trip or explain the difference (for example, per diem dates and hotel stay).
- Provide receipts for all expenses of \$50 or more, unless you bring the expenses into the eTravel report from the “Company Card” page. An exception is a hotel bill, which must always be submitted with your receipt report.

- Select the proper “Payment Type” for where your payment should go. Payment type “Gov’t. Travel Card” sends money to the travel card provider. Payment type “Other” sends money to your financial institution. Payment type “Master Billed” reconciles the cost of master billed expenses to the appropriate finance number.
- Check the “Personal Expense” box to indicate that you should not be paid for the expense. For example, room service in a hotel is not a reimbursable expense. However, personal car mileage is a reimbursable expense, so you should not check the “Personal Expense” box for this expense.

Mail Your Receipt Report

- When required, print and mail the original barcoded “Receipt Report” (not the “Detail Report”) to Back Office Processing. Back Office Processing does not need the detail sheet.
- Attach only those receipts requested on the barcoded “Receipt Report.” Examples are your hotel bill and receipts for purchases of \$50 or more that are not added to your report using the Company Card feature. Do not send any loose receipts. If the receipt is not listed on the Receipt Report, do not send it.
- Treat each barcoded “Receipt Report” separately. Do not staple together multiple barcode Receipt Reports — stapling together multiple reports causes errors in scanning. However, you can mail multiple reports together.

- Mail your barcoded “Receipt Report,” when required, as soon as you submit your report. It is not always necessary to print Receipt Reports. Look at it on-line first to determine if you should mail the “Receipt Report.”

Everyone except officers and Office of Inspector General personnel must send Receipt Reports to the following address:

ETRAVEL
BACK OFFICE PROCESSING
ST LOUIS ASC
PO BOX 80109
ST LOUIS MO 63180-0109

The address on a “Receipt Report” will fit in a window envelope.

- Edit corrections when you get a resubmit notice from Back Office Processing. Send your corrected eTravel expense report back to your approving manager for approval.

New Options for Fall 2002

- New and revised expense type options will take the confusion out of an expense entry. “Travel Agency Fee” will be added, and “ATM Fee” will be renamed “ATM/Cash Advance Fees.”
- The Report Header will be modified. “Trip Start Date” and “Trip End Date” will be required entries. A “Local Tracking” text field of 25 spaces will be added to the report header.
- You will be able to change your designated bank account for eTravel electronic fund transfer in PostalEASE (eTravel Net to Bank). You can change your eTravel Net to Bank on the PostalEASE web page or by calling PostalEASE at 1-877-477-3273.

Electronic Expense Report System for the U.S. Postal Service



Keep this “Helpful Hints” brochure handy, and use it along with the eTravel Quickstart Guide as a reference for actions that can speed your eTravel payment.

eTravel password reset:
1-800-USPS-HELP
(1-800-877-7435)

Select Options 0, then 1, then 2,
and then 2.