

Foreign Travel Approval System: FAQ

Getting Started & General Questions

How do I access the Foreign Travel Approval System and submit a request?

The Foreign Travel Approval System can be accessed at the following link: <https://app4.ttuhscc.edu/ForeignTravelApproval/>. You are required to log in using your eRaider ID and password. For additional information about the system, visit the Office of Global Health website at <https://www.ttuhscc.edu/global-health/foreign-travel-approval.aspx>.

After I log in to the system, how do I start a request?

Select the **Begin New Foreign Travel Packet** link and select the appropriate option.

Can I submit a request on behalf of my supervisor or team member?

Yes, you can submit a request on behalf of a traveler by starting a new Foreign Travel Packet and selecting the **Employee Traveler – Requesting for Someone Else** option.

Please note: Delegates can submit requests and complete forms on behalf of travelers. They cannot set up dependent information for travelers.

What is the timeframe for the approval of a submitted foreign travel request? In other words, how soon before my planned travel abroad should I start the process to ensure all steps are completed prior to travel?

The time it takes for a request to route through the system depends on several factors, including the timely response of approvers. With that in mind, we recommend beginning the process at least 3 months prior to travel abroad. Requests can be submitted earlier than 3 months. In addition, there may be instances when requests can be routed through the system in less than 3 months.

If you have a request that is a rush, we recommend submitting the online request then emailing your designated approver 1 and approver 2 as well as the Office of Global Health to ensure all parties are aware that a pending request needs to be reviewed as quickly as possible.

Step 1: Institutional Approval for Foreign Travel

I noticed I have to provide a funding source. What if TTUHSC funds are NOT being used?

If a traveler will not use TTUHSC funds for travel related expenses, you can note that in the **FOP** field and note \$0 in the **Estimated Cost** field.

What if multiple funds are being used to cover travel expenses?

The **FOP** field is able to contain multiple FOPs. Please list all FOPs being used. You can separate them with a comma or semicolon.

What if my trip includes travel to more than one country? Should I submit one request or multiple requests?

If there is no break in travel, meaning you will go directly from one country to the next without returning to the U.S., we recommend submitting one travel request that includes all countries of travel. Both the **City** and **Country** fields are able to accommodate more than one city or country. They can be separated using a comma or semicolon.

*What information do I need to include in the **Purpose** field?*

In this field you will need to provide details about the reason for travel abroad as well as the justification and benefit to the institution. Be as detailed as possible and include any information you think is relevant to approving the request.

Who is my First Level Approver?

The First Level Approver is the person who approves travel requests at the departmental level. It could include the department director, the department chair, or an admin designated to make these decisions.

What if I don't have a First Level Approver? For instance, what if I am the department director or department chair?

If this is the case, you do not have to provide a Level 1 Approver. You can proceed to selecting the Level 2 Approver.

Who is my Second Level Approver?

The Second Level Approver is the person who approves travel requests at the division level. It could be a dean, vice president, provost, or admin designated to make these decisions.

What if I submit the Institutional Approval for Foreign Travel form then realize I made an error that needs to be corrected?

To correct an error, return to the Foreign Travel Approval System and select **Review Status of Approval or Cancel a Request** from the main menu. After selecting the link, use the request number provided in the notification email to find the appropriate request. Select the request, scroll down to make the correction, then select the **Update** button.

Please note, edits cannot be made to the request after approval by the Office of the President.

I noticed in the email notification I received that my request was assigned a Request Number. What is this number?

This is the number assigned to a request as it routes through the approval process. It can be used to locate a request in the system if you wish to check the approval status or make a correction to the request. It can also be used when completing Steps 2-4.

How do I check the status of my request to see if it has been approved?

Travelers will receive email notification of any change made to the Institutional Approval for Foreign Travel form. In addition, you can check the status online by returning to the Foreign Travel Approval System, logging in, and selecting the **Review Status of Approval or Cancel a Request** link from the main menu.

When my travel request was approved, I noticed I now have both a Request Number and an Approval Number. What is the difference between these two numbers?

The Request Number helps you locate a request as it routes through the approval process. The Approval Number is the number assigned after the request has been approved by the Office of the President. The Approval Number is important because it will be the number you provide when completing the Travel Application (Step 2) and Travel Voucher (Step 4) if TTUHSC funds will be used for travel expenses. When completing the Travel Application or Travel Voucher, the Approval Number **MUST** be included in the **Business Purpose** field.

After I receive notification that my request has been approved am I finished?

No, the Institutional Approval for Foreign Travel is only Step 1. You must return to the Foreign Travel Approval System as directed in the email notification to complete the additional Steps.

Step 2: Travel Application

How do I complete Step 2?

After you receive notification of approval, log back into the Foreign Travel Approval System and select the **Review Status of Foreign Travel Packet** link from the main menu. Locate the appropriate request then choose **Select**. The additional steps that must be completed will populate.

I noticed a green progress bar. What is this?

The progress bar will note the progress of your Foreign Travel Packet. When all steps have been completed, the progress bar will display 100%.

Step 2 is the completion of the Travel Application. How do I know if I need to complete a Travel Application?

Any traveler using TTUHSC funds for travel-related expenses must complete a Travel Application. To complete a Travel Application, select the **TTUHSC funds will be used for travel expenses** option. Additional information will populate. Select the **TTUHSC Travel 2.0** link which will direct you to the Travel 2.0 system to complete a Travel Application.

Step 2 is requesting a Travel Application number. What is this number and where do I find it?

The Travel Application number will be assigned by the Travel 2.0 system and provided to the traveler after the Travel Application has been completed. After you receive this number, you must log into the Foreign Travel Approval System, return to Step 2, include the number, and select **Save Number**. When the number is saved, the progress bar will update and the date completed will populate for Step 2. After completing Step 2, please proceed to Step 3.

What if I'm not using TTUHSC funds for travel expenses?

Select the **TTUHSC funds will NOT be used for travel expenses** option and proceed to Step 3.

Step 3: Emergency Form(s)

How do I complete Step 3?

Return to the Foreign Travel Approval System. Log in using your eRaider ID and password. From the main menu, select **Review Status of Foreign Travel Packet**. Locate the appropriate request and choose **Select**. Scroll down to Step 3.

Step 3 includes two Packet Type options. Which one do I select?

If you are leading a group of students abroad for educational purposes, select the first option: **International Programs for Students**.

If this does not apply to you, select **All Other TTUHSC Travel**.

After I select the appropriate Packet Type option what do I do?

The emergency form(s) will populate based on the Packet Type selected. Select the link to the form(s) and complete the form(s) as directed.

Why is the Trip Information form asking about travel to additional countries?

Occasionally travel abroad will include short side trips to additional countries. If this is the case for your travel, please provide this information so that we can monitor travel for safety & security reasons. You will only need to include countries not included on the original request. In addition, please do NOT include countries of flight layovers.

Why do I need to include my flight information?

TTUHSC provides international health and medical evacuation insurance for all team members traveling abroad at no cost to the traveler. Providing your flight information is a form of registration. It lets the Office of Global Health know TTUHSC has travelers utilizing the insurance. In addition, the flight itinerary is forwarded to OnCall International, the TTU System insurance provider, so that they will have record of the traveler. This allows OnCall to be prepared to assist should a medical, safety, or security issue arise.

My flight information wouldn't upload.

Please make sure you are attaching a txt, pdf, doc, docx, jpg, png, or gif document. In addition, please make sure the document is smaller than 4MG.

What if my flight itinerary is on more than one document? For instance, what if I purchased my flights separately or through different airlines?

Please attach all documents or copy and paste all information into one document.

Why do I need to include information on any dependent traveling with me?

In addition to providing international health/medical evacuation insurance to TTUHSC team members, the insurance is available for purchase for any dependents traveling with the team member.

So that TTUHSC and the insurance provider will have a record of these dependents, you must provide their demographic information as well as their flight itinerary. To do so, 1) set up your dependent using the **Dependent Information** link, 2) designate if a dependent will be traveling with you on the Dependents portion of the online form, 3) select if insurance is needed by choosing the **Include Insurance** box, then 4) select **Add To Trip**.

After the dependent has been added, the dependent's name will appear in the **Dependents selected to travel on this trip** box. Choose **select** next to the dependent's name. The dependent's name should populate in the fields provided. Next, select **Choose File** and upload the dependent's flight itinerary.

PLEASE NOTE: International Health and medical evacuation insurance must be purchased for dependents. To do so, contact the Office of Global Health who will provide the cost based on number of days abroad and payment link.

What if my dependent's flight itinerary is the same as mine? Do I still need to include it?

You must include flight information for the dependent as well as the traveler in order to avoid a system error. This also helps the Office of Global Health and the insurance provider recognize the dependent as a separate traveler.

Where do I find a copy of the international health/medical evacuation insurance card?

A link to the current insurance document is included with the online Trip Information form in the Insurance section. Select the link then print or download a copy. If you forget to do this, you may contact the Office of Global Health and we will provide a copy of the insurance card.

What if I can't complete the form(s) in one session?

At any point you can select the **Save** button at the bottom of the screen and return to the forms at a later time by logging back into the Foreign Travel Approval System and selecting the **Review Status of Foreign Travel Packet** link. Locate the request, choose select, and complete the form(s). When the form(s) is complete, select **Submit**.

After I submitted the form(s) I received an email notification that my Foreign Travel Packet is completed. What do I do next?

After the form(s) has been submitted, Steps 2 & 3 are completed. You will receive email notification and you will notice the progress bar is at 100%. This means you have received all approvals, completed all necessary pre-departure steps, and are ready to travel abroad. Yay! We wish you safe travels!

PLEASE NOTE: Travelers using TTUHSC funds for travel-related expenses MUST return to the Foreign Travel Approval System at the conclusion of travel abroad to complete Step 4, the Travel Voucher. After logging into the Foreign Travel Approval System, select **Review Status of Foreign Travel Packet, locate the request, choose **select**, and then scroll down to Step 4. Select the **TTUHSC Travel 2.0** link which will direct you to the Travel 2.0 system to complete a Travel Voucher in order to receive reimbursement of expenses.**

Step 4: Travel Voucher

Do I need to complete a Travel Voucher?

Travelers using TTUHSC funds for travel-related expenses must complete a Travel Voucher to receive reimbursement of expenses after the conclusion of the travel abroad.

To do so, return to the Foreign Travel Approval System, log into the system using your eRaider ID and password, select **Review Status of Foreign Travel Packet**, locate the request, choose **select**, and then scroll down to Step 4 and select the **TTUHSC Travel 2.0** link which will direct you to the Travel 2.0 system.

When do I complete Step 4?

Step 4 is complete after you return from travel abroad.

Approvers

I received an email notifying me that an Institutional Approval for Foreign Travel request is ready for review and approval. What do I do?

If you received this email, you have been identified as a Departmental Level (Approval Level 1) or Division Level (Approval Level 2) approver. Select the link at the bottom of the email. This will take you to the Foreign Travel Approval System where you will log in using your eRaider ID and password. Using the Request Number provided in the email, locate the request. Choose **select** to review the request by scrolling down until you see **Travel Approval Request Details**. After reviewing the request, scroll up to the approver section and select **Approved or Not Approved** from the Approver Decision dropdown box. You may also include comments in the **Comments** field.

What if I notice an error on the request or additional information needs to be provided before approving?

To return the request to the traveler for corrections, select **Not Approved** from the Approver Decision dropdown box and use the **Comments** field to provide information about the requested correction/revision. After the traveler makes the correction, you will receive a new email notifying you to review the updated request. You will then need to select **Approved or Not Approved** from the Approver Decision dropdown box.

Setting Up Dependents

Why do I need to include information on any dependent traveling with me?

This is included for insurance purposes. For additional information, please see the question above in the Step 3: Emergency Form(s) section.

I have dependents traveling with me. How do I provide their information?

You can set this up one of two ways:

1. While completing the Traveler Information Sheet, you can select the **Dependent Information** link and provide the information requested.

2. You can log into the Foreign Travel Approval System using your eRaider ID and password then select the **Dependent Information** link provided on the main menu.

After selecting the link, scroll down to the Add/Edit Dependent section and provide the information requested. After providing the information, select **Save Dependent Information**.

Please note, if you are participating in an International Program for Students, there will be additional forms to complete for your dependents. To do so, select the appropriate dependent from the Dependent(s) table, then scroll down to the bottom of the screen and select the **Forms for Dependents Traveling with International Programs for Students** link.

I have provided my dependent's information but I need to make a correction. How do I do this?

In the Foreign Travel Approval System, select the **Dependent Information** link on the main menu. Locate the appropriate dependent in the Dependent(s) table. Choose **Select**. Make the correction then select the **Update Dependent** button in the Add/Edit Dependent section.

If you are participating in an International Program for Students and the correction you need to make is on the additional dependent forms, select the dependent from the Dependent(s) table, then scroll to the bottom of the screen and select the **Forms for Dependents Traveling with International Programs for Students** link. Make the correction, then select the **Submit Health/Emergency Treatment Authorization** button.

I am setting up my dependents but I don't have time to complete the process. What should I do?

You can select **Save** at any time and return to the Foreign Travel Approval System to complete the forms. To do so, log in using your eRaider ID and password, select the **Dependent Information** link on the main menu, choose **Select** next to the appropriate dependent and complete the information.

For additional questions about the TTUHSC Foreign Travel Approval System, please contact the Office of Global Health at globalhealth@ttuhsc.edu or call 806-743-2901.