Travel Express Frequently Asked Questions

Travel Express includes several benefits for agencies, including:

- Agencies can set up their own users, approval levels, etc.
- A Travel/Training Request form with routing and approval options
- Scanned documents can be attached
- Improved routing and approval options
- Ability to use a lesser mileage rate than state policy allows
- Departure and arrival times entered in increments of a minute
- An area to note direct-billed costs or paid by another organization
- Better reporting

For additional information, view the user manual and training videos, or contact dsahelpline@sco.idaho.gov, or call 332-8827 and they will be happy to assist you.

Q. Is the Travel Request used only for travel expenses or can I request a reimbursement for another type of expense?
A. While travel reimbursements are the most frequent use, you can also use the application to request reimbursement for non-travel related expenses, such as a training seminar or a conference. See Voucher for a Non-Travel Event.

Q. Can I scan and upload receipts and other documentation?
A. Yes, you can scan receipts, itineraries, meeting agendas, etc., and attach the scanned documents to your request and/or voucher. See Attach a Scanned Document.

Q. Can a person be assigned as a proxy to create travel vouchers for other people in our agency?
A. Yes. The agency's Travel Express administrator can assign proxies who will be able to create travel requests or vouchers for other people in the agency. See Add a Proxy User.

Q. Are reports available?
A. On the Reports section of the application, audit, request, and voucher reports can be created at any time. A printable version of an individual request or voucher is also available. See Reports. Also see Processed Documents.

Q. How do I calculate each day's per diem amounts?
A. Per Diem amounts are automatically calculated. You can change the allowed meal dollar amounts or select the individual breakfast, lunch, or dinner meals that were actually taken and the allowed amounts will be automatically re-calculated.

Q. What if my agency uses a different mileage or meal rate than the state policy allows?
A. The Travel Express administrator can set specific mileage rates for your agency (not to not exceed the rates approved by the Board of Examiners) and the allowed mileage amounts will be calculated from those rates. The meal rates can be changed directly when creating the request or voucher. See Administration.

Q. Do I have to complete a request before I can submit a voucher?
A. No, you can create a voucher without an approved request. Your agency will determine whether or not to use the Travel Express request form. See Create a Voucher.

Q. Can I use the application for reimbursement for travel outside the contiguous United States?
A. Yes. However, the allowed per diem rates must be manually entered. Per Diem rates for outside the contiguous United States can be found on the GSA Web site. See International, Alaska, and Hawaii Travel Per Diem.

Q. How do I find out if a travel voucher has been routed for payment to a traveler or vendor?
A. The application has a Processed Documents section which allows you to search for a voucher (or request) that has been processed and sent to STARS. There is also a Reports section with audit, request, and voucher reports that can be run at any time. See Reports. Also see Processed Documents.

Q. What if some expenses will be billed directly to the State?
A. In the 'Paid By Other' section, you can enter expenses that will be billed directly. These expenses will not be calculated in the Due To/Due From amount.

Q. Will my social security number be used and if so will it be visible?
A. Because certain types of reimbursements may be taxable, we are required to use your social security number when creating the travel voucher. However, it is not displayed in the application or printed on any reports.

Q. Is there a deadline at the end of the day to get transactions completed in order to get payments issued?
A. Travel requests and vouchers can be entered in the application any time. However, as with other SCO Web applications, travel vouchers should be approved and routed to STARS by approximately 6:30 PM MST in order to be processed overnight.

Q: Can I submit a voucher that has a zero dollar amount (expenses were paid for or were direct billed)?
A. Yes, Idaho Code requires either an SCO form or an approved agency form to submit *all* expenses.

Q. How do I access travel documents from the old version of the application?
A. For copies of previously processed travel documents, contact dsahelpline@sco.idaho.gov or call 332-8827 and they will be happy to provide them to you.

Q. Is there training available?
A. Yes, you can contact SCOtrainer@sco.idaho.gov to schedule training for your agency. There are also interactive videos on the SCO Web site.

Q. How do I sign up?
A. Contact Suanne (skora@sco.idaho.gov) or Patti (peverill@sco.idaho.gov) and they will assist you in implementing the application.