

# **The Ledger**

*A Newsletter of the University Controller's Organization*

Website: <http://www.controller.vt.edu>

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Vol. E, No. 54

October 11, 2007

## **LODGING RATES CHANGE**

Effective October 1, 2007, certain lodging rates and meals and incidental expense (M&IE) limits have been modified. The In-State standard lodging rate has been increased to \$70 and Blacksburg is now listed with an allowable lodging rate of \$77 and an M&IE rate of \$54. Please note that some seasonal timeframes, that affect lodging rates, have also been changed.

The updated changes can be seen at <http://www.co.vt.edu/Procedures/p20335r.html>.

## **INVOICE IMAGES AVAILABLE TO DEPARTMENTS**

The Controller's Office is pleased to announce that the invoice viewer system is now ready for departments to access. All invoices, payment documents and supporting documentation, except for travel reimbursements, received in the Controller's Office since July 1, 2007 have been scanned and are available for viewing using the new invoice viewer.

The invoice viewer is located on HokieSpa. To access HokieSpa go to:

[https://banweb.banner.vt.edu/ssb/prod/twbkwbis.P\\_WWWLogin](https://banweb.banner.vt.edu/ssb/prod/twbkwbis.P_WWWLogin)

Login using your PID and password. The invoice viewer is located at the bottom of the main menu in HokieSpa.

You will be able to view scanned images of invoices by either entering a PO# or the Banner invoice number.

Invoices and payment documents are scanned daily in the Controller's Office after entry into Banner. Normally, the invoice image is available two business days after it is entered in Banner. Please note that this is not a reporting system. The invoice viewer is only intended to provide departments with a scanned image of an invoice and should not be used to replace monthly reports or reconciliations.

## **BOOKING AIRLINE TICKETS THROUGH A TRAVEL AGENCY**

At the time of booking, please verify each detail of the itinerary for accuracy. Make certain that the name on the reservation matches the traveler's driver's license or passport. Don't make the reservation for "Chris Traveler" if the driver's license shows the name as Christopher, Christian or Christine Traveler. Passengers are often denied boarding if the name doesn't match the I.D. Please make sure the dates, the times and the destinations are correct. The majority of airline tickets are non-refundable once they have been issued and fees apply for any changes. There is only a 24 hour window to void tickets once they have been issued. After that point, travel agencies are at the mercy of the airlines. Even though some travel agencies don't charge a fee, they must collect fees charged by the airlines. Fees can range from a minimum of \$75.00 to hundreds of dollars and travel agencies want to avoid passing along these fees to Virginia Tech.

Travel agencies should be e-mailing proposed reservations to the traveler and/or the travel planner for approval prior to ticketing. If there is anything that is not accurate, the travel agencies have the opportunity to correct it before the ticket is issued. Even after the ticket is issued, travel agencies have a 24 hour grace period to void the ticket. After that point in time, the airlines will do very little to help travel agencies and therefore, they have limited options to help you. By taking these simple measures, our travel agencies can provide better customer service to Virginia Tech.