UMass Lowell Online Travel Registry
Frequently Asked Questions (FAQs) for Administrative Users

Have a question not answered here?
Please email Rebecca Spanos, Payment Card & Travel Specialist, at rebecca_spanos@uml.edu

1. **What is the new online Travel Registry for?**
   Out-of-state and overnight travel by all Faculty, Staff, or Graduate Students that is funded by the university. Essentially, we moved the paper Pre-Travel Authorization Form to an online process. We have also incorporated the Faculty Request for Professional Absence in this process. These forms, and therefore the new online Travel Registry, is ONLY REQUIRED for out-of-state or overnight travel.

2. **How do I see travel within my department(s)?**
   Please remember, with Administrative Access you can view/edit all travel details for any traveler within your department(s). In order to view travel:
   a. [Click here](#) to login to the registry
   b. On the black navigation bar, click on “Registrants” and then “Search”
   c. You may either enter the name of the traveler you are looking for in the “Registrant Name” field or just click “Search” to see all travel within your department
   d. In your search results, you will see the unique, 5-digit registration ID number listed next to every travel registration
   e. When you click on the registration, you will be taken to the registration’s homepage. From here you can use the tabs titled Comments, Itinerary, Questionnaires (for the Pre-Travel Authorization Form and Request for Professional Absence), Materials (for links to the necessary forms for OIC) and Approvals to view and/or edit all of these details
   f. **Please Note:** once you’re viewing a registration’s homepage, the unique, 5-digit registration ID number is listed on the top, right-hand side of the page

3. **I have a colleague who needs Administrative Access to the Travel Registry but is not currently setup, what should they do?**
   Please email Rebecca the following details:
   a. Name of the User
   b. Phone Number
   c. Department(s) which you are requesting access to
   d. Name of Department Chair or Supervisor
4. **Why is the person I am searching for not coming up in the search results?**
   - There are two potential reasons:
     a. The Travel Registry uses the name and email address for all users as it appears in the public directory. Make sure to **always search by the name or email address** as it is listed in the directory.
     b. You are assigned access to view travel with the department(s) you have requested access to. If a traveler is assigned to a different department, you will not have access to their information. Please email Rebecca if you need access to additional departments.

5. **What should a student put in the Employee ID field?**
   - If the student does not have an employee ID they may use their Student ID.

6. **Do you have any directions I can follow?**
   - Yes, all directions are listed are on our website [here](#).

7. **How do I login?**
   - All UMass Faculty, Staff, and Graduate Students may login with the email address and corresponding password.

8. **What if the location I need is not listed in the locations list when I am entering the itinerary?**
   - The Travel Registry has many, but definitely not all, locations listed. If you need a location that is not listed, please email Rebecca and ask to have it added.

9. **How many approvals do travelers in my department need?**
   - This is a department-level decision and every department is different. Most administrative departments require one approval. Faculty must submit for approval from their Chairperson and Dean. Depending on the funding source of their travel, Faculty may also require approval from their PI and/or Provost.

   **ALL INTERNATIONAL TRAVEL** must be approved by the Office of Institutional Compliance in addition to the approvals above. When requesting approval, please type “Travel” into the Directory Search and select International_Travel@uml.edu.

10. **Why is a travel registration listed as Pending?**
    - All travel registrations are listed as pending until 1) approval has been received and 2) it has been marked as processed.

11. **I made a mistake on a traveler’s registration or a traveler made a mistake: how do I fix this?**
    - Please login and make the edit as appropriate – see question #2.
12. I used to include a copy of the Pre-Travel Authorization Form and Request for Professional Absence (Faculty only) with expense reports, now what do I do? Every registration created in the Travel Registry generates a unique, 5-digit registration ID number.

When submitting Expense Reports in PeopleSoft, please enter the Registration ID number in the Terra Dotta ID Field.

13. I need a registration I created to be deleted (the travel is not happening, it was a mistake, etc...). How do I get rid of this? Email Rebecca to ask to have it deleted. Please note that registrations that are deleted cannot be reinstated.

14. What is university-related travel? Please click here to review the definition and accompanying guidelines for university-related travel.