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## Travel Issues and Escalation

Dear Travel Customers,

In the time since domestic travel restrictions were lifted, the USF Travel team (Travel) has seen increasing volumes of expense reports for audit and payment processing.

A number of these are non-compliant with USF travel guidelines which are primarily based upon Florida State Statute.

Traditionally, compliance issues on expense reports have been resolved via communication back and forth between the central reviewer and transaction submitter. However, the Travel team is operating with significantly reduced staff versus pre-pandemic levels, so basic incompleteness issues (i.e., documentation) will be returned directly to the submitter for completion. In addition, significant compliance issues will be escalated to the submitter's supervisor, college/unit fiscal leadership and/or Travel Expenditure Policy Committee representative for the VP area.

Travel offers periodic training on USF travel rules and requirements (register in GEMS). Additional resources to guide users with compliance, including the Travel Manual, Travel Checklist, Travel Pocket Guide, user training and guidance on transaction submittal are available on the USF Travel webpages <https://www.usf.edu/business-finance/controller/payment-services/travel.aspx>.

As a reminder, use of USF PCard is strongly encouraged wherever possible so travelers don't outlay personal funds on behalf of the university while they await reimbursement.

We thank you for your patience and cooperation.

Any questions may be directed to [travelhelp@usf.edu](mailto:travelhelp@usf.edu).

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