

How to create a Travel Authorization request in Service Now

Step One: Log into Service Now with your UTSA email address and passphrase. The website address is listed below.

<https://utsa.service-now.com/bsc>

Step Two:

The screenshot shows the UTSA Business Service Center (BSC) website. At the top, the UTSA logo and name are displayed. Navigation links include 'UTSA Home', 'myUTSA', 'UTSA Today', 'Maps', 'Directory', and 'Enterprise Services'. Below these are buttons for 'Apply', 'Visit', and 'Request Information'. The main navigation bar includes 'SERVICE CATALOG', 'KNOWLEDGE BASE', 'MY CASES', and 'LOG IN'. The central heading reads 'Welcome to the Business Service Center'. A search bar is present. Three main service buttons are visible: 'BSC FINANCIAL FORMS' (with a dollar sign icon), 'BSC HR FORMS' (with a group of people icon), and 'KNOWLEDGE BASE' (with a document icon). Below these are three sections: 'POPULAR SERVICES', 'MY OPEN CASES' (showing 'No Records Found'), and 'POPULAR KNOWLEDGE ARTICLES' (showing 'No content to display'). The footer contains copyright information, contact details, and social media icons for Facebook, Twitter, YouTube, LinkedIn, and Instagram.

Click BSC Financial Forms

Step Three:

The screenshot displays the UTSA Business Service Center website. At the top, the UTSA logo and name are visible, along with navigation links for 'UTSA Home', 'myUTSA', 'UTSA Today', 'Maps', 'Directory', and 'Enterprise Services'. Below this, there are buttons for 'Apply', 'Visit', and 'Request Information'. The main navigation bar includes 'SERVICE CATALOG', 'KNOWLEDGE BASE', and 'MY CASES', with a user profile for 'TEMPESTT PONCZY'.

The breadcrumb trail shows 'HOME > BUSINESS SERVICE CENTER > ALL CATEGORIES'. A search bar is present on the right. On the left, a 'CATEGORIES' sidebar lists 'Financial' and 'HR'. The main content area features a 'Popular Items' grid with six items:

- Procurement Request**: Procurement Request. View Details
- Invoice Payment Request**: Invoice Payment Request. View Details
- Miscellaneous eForm Request**: All other eform types of request. View Details
- New/Rehire Request Form**: For Fixed Term Track, Tenure Tenure Track, Student Employee, and Staff New & Re-Hires. View Details
- Expense Reimbursement - No...**: Please complete this form for any non-travel expense reimbursement. Note - taxes cannot be reimbursed. View Details
- Travel Authorization**: Travel Authorization. View Details

An orange callout box with an arrow points to the 'Travel Authorization' item, containing the text: 'Click on Travel Authorization Link to create Travel Authorization Request'.

The footer contains copyright information: '© 2020 The University of Texas at San Antonio | One UTSA Circle San Antonio, TX 78249 | Information 210-458-4011'. It also lists various links: 'Campus Alerts | Jobs | Required Links | Policies | UT System | Report Fraud | Nondiscrimination and Title IX | Counseling/Mental Health' and 'Produced by University Marketing'. Social media icons for Facebook, Twitter, YouTube, LinkedIn, and Instagram are also present.

Step Four:

Please fill out **ALL** information with Red Asterisk

Travel Authorization

* Indicates required

* Requested For (First, Last Name)

Employee ID

Department

* Business Service Center

* Destination (city, state)

* Do any of the following apply

* Departure Date

* Return Date

* Reason for Travel (describe the University business to be transacted)

* Benefit to the University

* Disposition of Duties

Is a Travel Advance requested?

Are traveling expenses being shared with another employee?

Required information

Destination (city, state)

Do any of the following apply

Departure Date

Return Date

Reason for Travel (describe the University business to be transacted)

Benefit to the University

Disposition of Duties

*Reason for Travel (describe the University business to be transacted)

*Benefit to the University

*Disposition of Duties

Is a Travel Advance requested?

Are traveling expenses being shared with another employee?

Is any portion of this trip paid by UTSA?

Do you have a One Card?

Reimbursement Info

For the below fields, only enter costs paid or reimbursed by UTSA

Reimbursement Info

As a reminder, all open travel authorizations must be closed through the Expense Reimbursement - Travel [include link] form (even those at no cost to the university)

Estimated Meals

If meals are more than the allowed GSA, please provide justification 

Estimated Lodging

Required information

Business Service Center

Destination (city, state)

Do any of the following apply

Departure Date

Return Date

Reason for Travel (describe the University business to be transacted)

Benefit to the University

Disposition of Duties

Fill in **ALL applicable fields with requested amounts**. For more information regarding per diems and lodging rates you can click on the orange hyperlink and it will take you the GSA website where you can find the rates by city and state.

If lodging is more than the allowed GSA rate, please provide justification 

<https://fmx.cpa.texas.gov/fmx/travel/texttravel/rates/current.php> 

Estimated Mileage (View current rate at link below) 

<https://fmx.cpa.texas.gov/fmx/travel/texttravel/rates/current.php> 

Estimated Ground Transportation

Estimated Parking

Estimated Airfare

Estimated Registration Fee

Estimated Other Costs

Please describe "Other Costs"

Submit

Required information

Business Service Center

Destination (city, state)

Do any of the following apply

Departure Date

Return Date

Reason for Travel (describe the University business to be transacted)

Benefit to the University

Disposition of Duties

Step Five:

Please describe "Other Costs"

Total Estimate Travel Cost

Cost Center/Project ID(s)

Add **Remove All**

Actions	Cost Center/Project ID	Amount
No data to display		

Notes to BSC

 Add attachments

Click add to provide cost center or project ID information and how much to charge each funding source

Submit

Required information

- Business Service Center**
- Destination (city, state)**
- Do any of the following apply**
- Departure Date** **Return Date**
- Reason for Travel (describe the University business to be transacted)**
- Benefit to the University**
- Disposition of Duties**

Step Six:

The screenshot shows a web application interface with a modal dialog box titled "Add Row". The dialog contains the following fields and controls:

- *Cost Center/Project ID**: A text input field containing "DFM001".
- *Amount**: A dropdown menu with the selected option "Use % or dollar amount".
- Amount Input**: A text input field containing ".01".
- Buttons**: "Cancel" and "Add" buttons at the bottom right of the dialog.

An orange callout box on the right side of the dialog contains the following text:

Fill In cost center / Project ID information then click Add. If, the travel is funded by multiple cost centers, repeat step 5 until all cost centers are listed on the request.

The background of the application shows a form for "Estimated Other Costs" with various input fields and a table area that currently displays "No data to display".

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Campus Alerts | Jobs | Required Links | Policies | UT System | Report Fraud | Nondiscrimination and Title IX | Counseling/Mental Health

Step Seven:

Estimated Other Costs

Please describe "Other Costs"

Total Estimate Travel Cost

Cost Center/Project ID(s)

Add Remove All

Actions	Cost Center/Project ID	Amount
	DFM001	.01
	DFM002	.01
	DFM003	.01

Notes to BSC

Submit

Required information

- Business Service Center
- Destination (city, state)
- Do any of the following apply
- Departure Date Return Date
- Reason for Travel (describe the University business to be transacted)
- Benefit to the University
- Disposition of Duties

Add attachments

Select add attachments to upload all documents associated with your TA request.

(If applicable): Please remember to attach all funding approval emails and memos.

Step Eight:

Total Estimate Travel Cost

Cost Center/Project ID(s)

Add Remove All

Actions	Cost Center/Project ID	Amount
	DFM001	.01
	DFM002	.01
	DFM003	.01

Notes to BSC

Add attachments

Submit

Once everything is completely filled out and all documents have been attached click submit.

Required information

- Business Service Center
- Destination (city, state)
- Do any of the following apply
- Departure Date Return Date
- Reason for Travel (describe the University business to be transacted)
- Benefit to the University
- Disposition of Duties