**Attachment- Quality Control Procedures & Examples**

**Departmental Role and Responsibilities:**

* Each department must identify an individual who will act as the designated scanner operator for travel expense documents. This is to insure the integrity and accuracy for travel expense documentation. In most instances, this will be Business Managers with existing signature authority to approve travel vouchers but may also include individuals approved to submit scans by the Department Head. If an additional individual is designated, this approval must be submitted via email to the Travel Supervisor. The traveler cannot scan and/or submit their own documents.
* Only documents received from a person authorized to send scanned travel reimbursement requests will be accepted by the Travel department; others will be returned to the sender unprocessed.

**Departmental Scanner Responsibilities:**

* The scanner operator must ensure all documents are legible (the print quality must be good enough so that the image is not distorted such as having wavy lines, dark or light spots or misalignment)
* All designated scanner operators have the responsibility to scan, cleanup, rotate, attribute and annotate documents.
* Inventory all pages to ensure accuracy of the completed travel document.

**Scanned document requirements:**

* The required file format is PDF.
* Document preparation will include inventorying pages, unpacking, unfolding, unbinding fasteners (removing paper clips, staples, etc.), repairing damaged pages, smoothing out pages, and rotating pages to show alignment in one orientation.
* Clear adhesive tape should not be placed on top of important information when prepping for sending or scanning.  Scanners do not read through clear adhesive tape; thus, anything under the tape, while legible to the human eye, is not legible to the scanner. (ex. **do not tape over cash register receipts as the print disappears**.)
* Receipts with faint print should be copied and darkened for scanning.
* Tape small receipts to an 8 ½ x 11 white sheet of paper.
* Be sure to tape all four sides to white paper.
* Be sure to remove all sticky notes.
* Do not use highlighters to mark names, invoice numbers or important information.  The highlights scan as blacked out.
* Do black out sensitive information such as Social Security Numbers and personal credit card numbers.
* **All pages need to be straight and the correct direction for readability when viewing.**
* Group like size documents together to minimize changes in paper size settings.
* The correct page size needs to be used so items are not cut off and/or space is not wasted
* Travel vouchers and the associated documentation/receipts should be scanned in its entirety and one PDF file created for each unique voucher.
* Signature stamps and/or electronic approvals are not acceptable.

**Example - illegible/Not acceptable scanned receipts:**

In this example, clear tape covered important information on this scanned receipt

