



On-Sight: Lead Travel Expense Submission Frequently Asked Questions

Why can't I see the "Travel Expense" module on the On-Sight App?

Only a certain security level has access to this feature, check with your manager to make sure you have the correct security level within On-Sight.

I know I am traveling, but I don't see my travel request listed in the On-Sight App.

Only formally approved travel requests appear in On-Sight, check with your manager to confirm you're traveling, and they can follow up on your behalf to ensure your travel request is formally approved.

I have conflicting travel requests listed in the On-Sight App.

Escalate to your manager ASAP! There might be a reasonable explanation, but conflicting requests could also be a mistake.

I forgot to add expenses to an Expense Report that I already submitted.

Notify the assigned Travel Specialist from the Corporate Planning Team and submit the additional expenses manually via a Manual Expense Report. However, your Manual Expense Report could be denied if it is submitted too long after the show concluded.

I added the wrong expenses to my Expense Report.

If your expense report is not yet submitted, simply remove the details from the expense and replace it with the correct details. If your expense report has already been submitted, escalate to the Travel Specialist from the Corporate Planning Team and ask them how they prefer you correct the mistake (this will depend on the severity of the mistake).

I had a Travel Expense in On-Sight that I was adding expenses to, but it has disappeared.

Most likely, the 10 days allotted to submit expenses (based on your Travel Out Date) expired and your expenses were automatically submitted. To confirm, look for the report in your email and notify your Travel Specialist if you have more expenses to add to confirm whether they will still accept late expenses past the 10 days.

When submitting Travel Expenses, I am not receiving an email with a copy of the Expense Report.

The email will be sent to the same email address used to login to the On-Sight App. Make sure to check your junk/spam email in case your email account flagged Nth Degree's email as "suspicious". Otherwise, reach out to your manager so that they may escalate on your behalf to the IT Team.

I submitted my Expense Report, but I have not received my reimbursement.

The Corporate Planning Team will notify you when they submit your expenses for payment. After they have submitted the expenses, you should receive them within 7 days. If you have not received them in this timeframe, reach out to the assigned Travel Specialist.

Additional Questions?

Regarding Expense Reimbursement

Contact the assigned Travel Specialist from the Corporate Planning Team with any questions regarding the reimbursement of your expenses.

Regarding On-Sight Travel Expense Module

If On-Sight is not working as outlined in the Standard Operation Procedure, escalate to your manager so that they may escalate internally on your behalf to our IT Team.