



Millersville University

OFFICE OF INTERNATIONAL
PROGRAMS AND SERVICES

MAPS: MARAUDERS ABROAD PROGRAMS

PROGRAM LEADER
GUIDE



EDUCATION ABROAD TEAM



Dr. Christina Kinney
Associate Director of Education Abroad & Partnerships
Christina.Kinney@millersville.edu

Manages the overall MAPS process. Reviews MAPS Program Proposals on behalf of IPS. Moderates MAPS meetings/presentations and acts as a liaison between Program Leaders and other MU campus offices.



Dr. Jason Petula
Faculty Coordinator of Internationalization
Jason.Petula@millersville.edu

Leads the Comprehensive Internationalization Advisory Board. Meets with current and potential MAPS Program Leaders to brainstorm new program designs and assist with issues or concerns. Reviews MAPS Program Proposals on behalf of IPS.



Ms. Dawn Wharram
Education Abroad Advisor
Kristin.Thomson@millersville.edu

Advises all students on program options and monitors them from application through re-entry activities. Answers student-related questions, assists students in completing paperwork.



Ms. Regina Sanchez Alcalde
Graduate Assistant
Education.Abroad.GA@millersville.edu

Answers student-related questions, assists students in completing paperwork. Sends financial and applicant updates to Program Leaders. Assists the team as-needed.



Ms. Cindy Rodriguez
Department Secretary
Cindy.Rodriguez@millersville.edu

Assists in MAPS participant payment deposits, program-related purchases, refunds, and reimbursements.

EDUCATION ABROAD CONTACT INFORMATION

Office of International Programs and Services (IPS)

Lyle Hall, First Floor

40 Dilworth Road

Millersville, PA, USA 17551

General Business Hours: Monday-Friday 8:30 AM - 4:30 PM

Main Office Phone Number: 717-871-7506

Education Abroad Email: Education.Abroad@Millersville.edu

Emergency Line (For use while abroad): **+1-717-871-5506**

TABLE OF CONTENTS

MAPS Proposals Budget and Financial Planning	3
Program Leader Responsibilities.....	3
Program Reserve.....	3
Budget Surplus and Deficits.....	3
Program Leader Costs.....	4
Miscellaneous Budget Planning Topics.....	4
Vendors and Contracts	5
Financial Management & Fund Centers	5
Participant Payments	6
Collecting Payments.....	6
Participant Refunds.....	6
Study Abroad Financial Policies.....	7
Making Program-Related Payments	7
Program Leader Reimbursements.....	8
Millersville Travel Request Process	9
Travel Requests.....	9
Travel Expense Vouchers.....	10
Receipt Information.....	10
Re-Entry Program Leader Task List	10

NOTE: This document is updated regularly as policies and procedures across campus offices change or IPS learns new information.

Updated as of **11/23/2021**

MAPS PROGRAM BUDGETS AND FINANCIAL PLANNING

Program Leader Responsibilities:

Program Leaders (PL) are responsible for ensuring all program-related costs are listed on the program budget that PLs submit as part of their MAPS Proposal. PLs are responsible for ensuring the payment plan for participants is sufficient to cover all program expenses, unless additional funding sources are included. If applicable, a description of how additional funding sources will be used should be included. PLs are responsible for ensuring that program costs are not excessive or insufficient, and that program surpluses and deficits are within reasonable margins. PLs are responsible for outstanding payments or program deficits.

Program Reserve:

Exchange rates, currency trends, and fluctuations in the market are key factors when budgeting for an international program months in advance. To cover unexpected charges, IPS requires a 3% program reserve to be added to the Estimated Total, before the cost per participant is calculated. Program Leaders may reasonably increase the reserve % as-needed.

Budget Surplus: (Updated)

Additional program money left over at the end of a program will be moved to a MAPS Overflow account managed by IPS. Millersville University does not intend to profit from MU student participants. 100% of the money moved to this account will be reinvested in MU students by assisting Program Leaders and future MAPS programs.

- Scenario A: If the surplus is less than or equal to the 3% program reserve listed on the approved budget, IPS will move all surplus funds into the MAPS Overflow account.
- Scenario B: If the surplus is greater than the 3% program reserve listed on the approved budget, IPS will move all surplus funds into the MAPS Overflow account. The 3% reserve funds will remain in the account while the difference will be earmarked for the specific Program Leader's future MAPS program.

PLs will be provided a MAPS Fund Center Receipt listing account information, including if there was a surplus or deficit and the amount that was earmarked for their future use (if applicable). PLs should keep this receipt for their records. When starting a new MAPS Proposal, PLs should indicate to IPS they wish to apply the funds to the program or gift it to another Program Leader.

Budget Deficits:

IPS may be able to assist Program Leaders in making up small financial shortfalls – if funds are available in the MAPS Overflow account. Should a Program Leader spend significantly over their approved budget, IPS will meet with the Program Leader, their Department Chair or Dean, or other campus stakeholders to discuss financial options how to make up the difference.

Program Leader Costs:

The program budget can be constructed so that participant contributions via the *program charge*, may fund all of the Program Leader(s)' expenses. PL expenses for the following categories can be covered through this method: *transportation to/from U.S. point of departure, airfare, in-country travel, accommodations, meals, international cell data/ Wi-Fi for emergency communication, admission to events/ tours/ excursions, immigration fees such as passport, visa or entry/visitor fees, and other program-related expenses*. **NOTE:** Vaccinations and health-related testing can be covered by participant funds, *only* when the trip country/region/ or city lists them as an entry requirement.

Number of Participants:

Establishing a reasonable per-participant program charge will assist with recruitment and marketing and will allow PLs to budget more accurately. However, occasionally programs lack the minimum required applicants to run a financially viable program, or there may be a cost-benefit to limiting the number of participants. It is important for Program Leader(s) to choose an achievable and appropriate number of participants when creating the program budget. Contingency or alternative financial plans should be put in place to help reduce the risk of program cancellation based on under or over-recruitment.

If the minimum number of participants needed to make the program run has not been met by the program application deadline but the numbers are close, the deadline can be extended for additional marketing and recruitment. Should the issue persist, at an appropriate point the Program Leader will need to determine if they can financially continue to offer the program without the minimum number of participants. If the program includes an academic class, the Program Leader must request approval from their Dean to permit the class to continue while under-enrolled.

Program Charge:

While the Program Charge is one of several costs a participant will pay toward a MAPS program, the Program Charge includes any program-related expenses. The Program leader determines the amount of the charge on the proposal's Budget Worksheet. A PL decides what is and is not included in the charge, though IPS recommends including most major costs.

Any increase to the participants' costs via the Program Charge or their out-of-pocket expenses after the application has been opened, risks application withdrawals and possible program cancellation due to under-enrollment. Changes should not significantly increase the cost of the program nor reduce the quality of the program for participants.

NOTE: In the event the program costs change significantly, Program Leader(s) must submit a revised budget worksheet and payment plan to IPS at Education.Abroad@millersville.edu so that the program brochure page can be updated and applicants can be informed.

Individual vs. Group Costs:

Wherever possible, list costs on the budget as per-participant costs rather than a lump sum tied to a certain number of participants. Your budget can then be more easily adjusted as the number of participants fluctuate.

Exchange Rate(s):

If applicable, enter a conservative estimate for exchange rates to allow yourself a buffer in the event of significant rate fluctuations. High-travel months tend to be when exchange rates can change drastically.

Meal Expenses:

As a general principle, group meals in the program budget should cover both the Program Leader(s) and participants. Individual meals for the Program Leader(s) should be included in the section of the program budget listing Program Leaders' expenses and will be reimbursed through the Travel Expense Voucher with funds from the participants' program charge. Individual participant meals should be paid for out-of-pocket by the participants. Estimates for out-of-pocket expenses should be noted on the program budget worksheet.

VENDORS AND CONTRACTS

Contact Information: If Program Leaders are utilizing the services of a travel or study abroad vendor, they need to provide IPS with the contact information. This will be needed to pay invoices or make payments. Email the following information to Education.Abroad@millersville.edu with the subject line: *MAPS Vendor Information for [Name]*.

- Vendor Name
- Vendor Address
- Contact Name (First and Last)
- Contact Email Address
- Contact Phone Number

Vendor ID:

To pay via wire/bank transfer, the vendor will need to be on file and be assigned a Vendor ID. IPS will complete a Request for Vendor ID and work with the vendor to complete any tax forms such as a W8 (International vendor) or a W9 (U.S. vendor) form, which is required for Millersville to pay invoices.

- <https://www.millersville.edu/accounting/accountingforms.php>

Vendor Contracts:

Program Leaders are not permitted to sign contracts or agreements related to their MAPS program. If a vendor requires a contract, email the agreement/contract to Education.Abroad@millersville.edu with the subject line: *MAPS Vendor Contract for [Name]*.

IPS will submit the contract to Purchasing and Campus Services for review and signature. The Procurement Manager will review and notify all parties involved if the contract needs changes or edits. They will also sign the document after approval. This process can take about 2 weeks but could take longer during high volume times throughout the year.

PLs should familiarize themselves with the following sections for all contracts:

- Refund policies and important dates
- Cancellation and withdrawal policies
- Requirements or obligations

FINANCIAL MANAGEMENT AND FUND CENTER CREATION

Financial Management:

The Office of International Programs & Services (IPS) is the financial manager of all MAPS programs' cost/fund centers. IPS will review and approve the program budget and payment plan during the MAPS proposal review process. When a Program Leader secures outside funding or grants for a program, the Program Leaders Department and/or College will also approve the program budget. IPS will be the liaison with campus offices to ensure all Millersville University policies and regulations are being adhered to.

MAPS Fund Center Management

Upon approval of the MAPS Program Proposal, IPS will contact the Accounting and Budget Office to create a unique fund center for the trip. The cost center will be specific to each MAPS *program* and *term* and IPS will be the financial managers of the account. Recurring MAPS programs will not be permitted to

roll over existing accounts to a new year. However, a deferred program which has not yet started receiving payments will be permitted to do so.

IPS will notify PLs of the fund center information once received by Accounting and Budget. All participant payments will be deposited to this account. All program expenses should be posted to this account. IPS will close the specific account following the completion of the program.

NOTE: Outside funding such as grants should NOT be deposited or transferred to the assigned MAPS fund center. These funds should remain under your, or your department/college's, financial management.

COLLECTING PARTICIPANT PAYMENTS

Collecting Participant Payments:

IPS will collect all payments from participants and deposit the funds into the assigned fund center. IPS will additionally track applicants' payment progress and update Program Leaders near each payment deadline to the status of their account.

IPS accepts *checks, money orders, or cash* (though not recommended for large payments). All payments via check must be made out to Millersville University. Detailed payment instructions are provided to participants on the virtual program brochure as well as on their application. Payments can be submitted in person on the first floor of Lyle Hall or mailed to the following address:

ATTN: MAPS Study Abroad
International Programs and Services
Lyle Hall, First Floor
40 Dilworth Rd.
Millersville, PA 17551

NOTE: Payments should NOT be submitted or mailed to the Office of Student Accounts.

Participant Refunds: (New)

On the MAPS proposal, PLs determine if the deposit is refundable or non-refundable. If an applicant withdraws and the deposit was refundable, IPS will automatically refund the deposit. If the deposit is non-refundable, and/or if the applicant submitted several payments, the Program Leaders should determine if anything can be refunded to the student and notify IPS via email to Education.Abroad@millersville.edu.

IPS will complete a Refund Request Form for the withdrawn student(s) and submit the form to The Office of Student Accounts. A refund may take up to 30 days from their receipt of this form.

- <https://www.millersville.edu/osa/files/departmentalrefundrequest.pdf>

Participant's Financial Policies: (New)

- All study abroad participants must sign the Study Abroad Financial Policies on their application. A full description of these policies can be viewed on the Study Abroad Website.
https://international.millersville.edu/index.cfm?FuseAction=Abroad.ViewLink&Parent_ID=50218250-5056-BA1F-7168D1CF02327FEF&Link_ID=092F5C75-5056-BA1F-738A3FC96A89EFD4

The policies include information on:

- The \$50 Study Abroad Application Fee
- Refund eligibility
- Financial notes regarding program cancellation or program withdrawal
- Participants' outstanding bills
- Scholarships

Sample text from policy:

- MU MAPS Program: Program charges are paid to IPS for Program Leaders to use as down-payments to secure group booking rates for housing, transportation, and other program-related costs. Therefore, participants *are not guaranteed to be fully reimbursed* any of the program charge paid to MU. The Program Leader will *make every reasonable effort* to provide a *full and/or partial refund or equivalent cost vouchers*.

MAKING PAYMENTS

Making Payments Prior to Travel: (Updated)

Program Leader(s) can make payments or deposits and bookings in several ways.

- 1. OPTION 1: Make a payment with your University Purchase Card.** If you have a purchase card (Pcard) through your academic department, use the Pcard to pay the charge. When you reconcile the Pcard you can charge the payment to the program's assigned fund center. For PLs that lead trips often, it is recommended you request a Pcard with your department.

Notes for University Card usage:

- Purchase Card Information: Review the Purchasing Card Policy for detailed notes on limitations and use. <https://www.millersville.edu/purchasing/purchasing-card-info/index.php>
- There is a \$1,000 single transaction limit and a \$3,000 monthly transaction limit. The \$1,000 limit includes ALL fees (shipping, handling, or set-up).
- Orders over \$1,000 must be approved by Purchasing and Campus Services. The Program Leader can contact Purchasing and Campus Services before making payments via credit card, so that credit card transaction limits can be raised for larger deposits and bookings. Purchasing can either override the card limits for 24 hours for an exact purchase amount, or can override the limits for a month up to an approved higher limit. When requesting an override, it is recommended to request a monthly override at a higher limit to make program payments easier.
- There is a \$21,000 threshold. If you are using a vendor above that threshold, additional permissions will be required. Inform IPS immediately.
- It is NOT permissible to split a large bill into multiple transactions, each less than the threshold.

- Be sure to consider credit card fees when considering this method of payment.
2. **OPTION 2: Request IPS make a payment with IPS' Purchase Card.** If you do not have a Pcard and do not intend to request one, you may work with IPS to pay on your behalf. IPS will pay the cost using the IPS Pcard and will reconcile the charges to the specific program's fund center during reconciliation. Email Cindy Rodriguez Cindy.Rodriguez@millersville.edu and cc Christina Kinney Christina.Kinney@millersville.edu to request a payment. You must provide detailed information for payment including:
- A link to an online payment portal or online bill,
 - An invoice which allows for online or call-in credit card payment,
 - Or detailed information about the vendor needed to make the payment over-the-phone.

NOTE: IPS will process PCard payments within 72 business hours of receipt/notice of a bill.

3. **OPTION 3: Request IPS make a wire/bank transfer payment.** This option is good for making large lump sum payments, but it can take several weeks for payment to be disbursed. Be sure to notify the vendor of this timeline. IPS will complete a purchase request and Direct Payment Form to pay qualifying invoices to vendors out of the program's cost center. Email a detailed invoice and vendor contact information to Cindy Rodriguez Cindy.Rodriguez@millersville.edu and cc Christina Kinney Christina.Kinney@millersville.edu. The following vendor information is required by IPS to make a payment via an invoice:
- Vendor Name
 - Vendor Address
 - Contact Name (First and Last)
 - Contact Email Address
 - Contact Phone Number

NOTE: IPS will process the purchase request and direct payment form within 72 business hours of receipt/notice of a bill. MU's Accounts Payable pays invoices within (30) days of receipt of this paperwork. Be sure to consider payment deadlines when requesting this payment method.

- <https://www.millersville.edu/purchasing/sap/>
- <https://www.millersville.edu/accounting/accountingforms.php>

4. **OPTION 4: Make a payment with your personal credit/debit card.** Millersville University and IPS do not recommend using personal credit/debit cards to make program deposits or payments. IPS cannot guarantee that you will be appropriately refunded or reimbursed during instances of extenuating circumstances such as last-minute and mass-cancellation of MAPS programs. When at all possible, PLs should utilize payment option #2.

To determine if a charge is reimbursable, the cost must be determined to be "travel-related" or "program-related". In a MAPS program the lines between these terms are often blurred so it is important to carefully describe the charges in any reimbursement requests.

- "Travel-related" expenses are reimbursed through the Travel Request/ Expense Voucher process (refer to that section below). You can review the travel management information to determine what is considered a travel-related expense.
<https://www.millersville.edu/accounting/travel/>

- For “Program-related” expenses or non-travel-related expenses, PLs may not be reimbursed for these expenses put on their personal credit/debit card. You can request approval in writing before purchase and Accounting and Budget can make exceptions on an individual basis. Since IPS has access to the approved budget worksheet, IPS can advocate for reimbursement. To request reimbursement for a program-related charge, complete a Direct Payment Form. Submit to form to IPS and we will provide supplemental information, such as the program budget, and submit the documents on your behalf. <https://www.millersville.edu/accounting/accountingforms.php>

Making Payments While Abroad: (Updated)

Program Leader(s) can make payments while abroad in the following ways:

1. **OPTION 1: Make a payment with your University Travel Card:** Faculty and staff are eligible for a university [travel card](#) to charge expenses while they are abroad. Travel cards can be used for minimal charges pre-planned in the program budget and for emergency purposes while abroad.

Program Leader(s) are responsible for adhering to all guidelines and policies set in place. Travel card expenses are paid solely by the traveler – and are equivalent to a personal credit card. It is the Program Leader’s responsibility to pay and submit reimbursement of expenses upon their return. Detailed information is located on the travel information website.

<https://www.millersville.edu/accounting/travel/>

Notes for Travel Card usage:

- International Fees: The contract with Bank of American includes international fees when the vendor or business is an international vendor. These fees are between 1-4%.
- International Use Preparation: The Program Leader(s) must contact Purchasing and Campus Services immediately before the trip so the credit card Merchant Category Codes (MCC) can be opened for use abroad.

2. **OPTION 2: Make a payment with your personal credit/debit card.** Refer to the previous section for information on reimbursement through this method.

MILLERSVILLE TRAVEL REQUEST PROCESS

Travel Request (TR) – Prior to Departure:

Program Leader(s) and Secondary Leader(s), including non-Millersville employees, are responsible for completing a Travel Request individually. The form is essential for covering employees and volunteers in the event of a worker’s compensation incident as well as reimbursing certain costs.

- Faculty and staff complete the Travel Request Form through their Employee Self-Service account. If you have not used the ESS for Travel Requests before, IPS recommends that you set aside a good amount of time to review the guides and complete the request. The system can take some time to learn the first time. <https://www.millersville.edu/logins/>
- Non-Millersville Program Leaders will need to complete the paper form and are subject to limitations. Refer to the Travel Procedures for Guests for more information. <https://www.millersville.edu/accounting/travel/>
- Travel Request Forms should use the MAPS program’s assigned fund center, unless using additional funding sources or other arrangements have been with your department/college to

cover your travel costs. If you use the MAPS program's cost center, the TR will be submitted to the Office of International Programs & Services for initial approval.

- It is important to know that TRs *encumber money in the assigned cost center*, so it is recommended to wait on completing the TR until all large vendor payments have been made. If you complete a TR too early, you will be encumbering funds you will need to make vendor payments and program deposits. **IPS recommends that TRs are completed about one month prior to departure.**
- Program Leaders will need to attach a list of student participants to their TR. After the application deadline and participants have been selected, IPS will email a detailed list of participants to the PL. The list will include their contact information, passport information, and other important details PLs may need for vendor bookings.
- Estimated costs on the TR must match costs provided on the approved MAPS proposal budget worksheet. The TR should only include costs that need to be reimbursed to the Program Leader directly: Such as individual meals expenses- when not included in group meals, mileage, and gratuities.

Travel Expense Voucher – Upon Return:

Program Leader(s) are responsible for completing a Travel Expense Voucher upon return from the trip. Refer to the Travel Expense Regulations policy and website resources for detailed descriptions of what is and is not eligible for reimbursement.

- Faculty and staff complete the Travel Expense Voucher through their Employee Self-Service account. <https://www.millersville.edu/logins/>
- Non-Millersville Program Leaders will need to complete the paper form and are subject to limitations. Refer to the Travel Procedures for Guests for more information. <https://www.millersville.edu/accounting/travel/>
- Must be submitted within 90 days of the last day of travel to be eligible for reimbursement.

Receipt Information: (Updated)

- Program Leader(s) are responsible for obtaining original and itemized receipts for all expenses incurred both prior to the trip and while traveling. These receipts must be attached to your credit card statements or attached to the Travel Expense Voucher upon your return.
- When traveling with other employees, travelers must obtain and submit separate receipts.
- For receipts in a foreign language: Write on the receipt what it was for.
- For receipts in a foreign currency: Mark on the receipt what the exchange rate was that day.
- When a receipt cannot be obtained, a Program Leader may utilize IPS' MAPS Receipt Form to capture the expense and related details. These hand-written receipts must connect to a charge that is accounted for in the approved program budget, and it must be documented that it was the only receipt process available (Ex. Using a rikshaw for transportation). IPS and Accounting and Budget will review these receipts individually for reimbursement eligibility. https://international.millersville.edu/customtags/ct_FileRetrieve.cfm?File_ID=0307727D70753F730D0004730004721C010F040A1A01007F061C71027002710601010776720371710D04

RE-ENTRY PROGRAM LEADER FINANCIAL TASK LIST

1. Complete a Travel Expense Voucher through Employee Self Service within 90 days.
2. Post-Trip MU PCard / Travel Card Updates: The Program Leader(s) should contact the Purchasing Office after the trip so their card limits and MCC codes can be reverted back until the next trip.

3. Confirm with IPS that all vendors have been paid.
4. Closing the Fund Center: When you return from the trip and confirm that all outstanding payments have been made, IPS will clear and close the program's cost center. Refer to the previous section on program surplus and program deficits.
5. Save the MAPS Fund Center Receipt in your files. IPS will provide this document via email when the Fund Center is closed to provide transparency about any leftover funds.