



UNIVERSITY OF NOTRE DAME



College of Arts & Letters
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University Travel

- \$28 - \$30M annual spend
- Approx 22k expense reports filed annually (mostly for travel)
- Many travelers use ATI; prefs trended toward on line options
- Existing University travel policy focuses on employee reimb.
- Many universities are looking at opportunities in travel mgmt
- Higher ed tends to lag behind in travel mgmt best practices
- Opportunities exist to provide guidance to travelers to assist with decisions, in process efficiencies, and even save money

Campus Travel

Current State Evaluation

Travel Booking

Strategic supplier for travel management (Anthony Travel) is not fully utilized

Users booking outside Anthony Travel are not receiving University contract pricing and receive little or no travel support

Lack of visibility into virtually all travel booked outside of Anthony Travel and/or the Amex travel card

Preferred supplier contracts are minimal

Many search for flights online and book through Anthony Travel – unnecessary front office time spent

Expense Reporting

Expense report completion is a time-intensive process for users

Submission process is very manual (printing receipts, tape to paper, signatures, inter-campus mail, etc.)

Users submit paper receipts for all charges

Lack of visibility as to where reports are in the reimbursement process after submission

Lack of policy knowledge at local campus offices necessitates 100% compliance review of reports

Campus Travel Recommendations

- Comprehensive travel program
- *travelND*; targeting improvements in:
 - Traveler satisfaction (#1)
 - Process efficiency
 - Policy compliance
 - Cost Savings



Anthony Travel

New Arrangement

Traditional:

- Walk-in, call-in service
- Direct charge to FOAPAL
- “Stranded traveler” support
- University preferred pricing
- Groups, special trips

Additional:

- On line, 24/7 availability
- Agent behind Concur booking tool
- \$30 fee elimination for basic svcs

Goal:

Comprehensive agreement aligned with new programs

travelND 's Concur System

- **Online Booking**
 - “Travelocity” type experience
 - 24/7 access
 - Booking air, hotel, auto, other
 - ND pricing included in system
 - Visibility to all choices
 - Anthony Travel support
 - Personal rewards numbers stored in profile
 - Payment Options
 - Reporting capabilities
- **Expense Management**
 - Electronic form, approvals & workflow
 - E-receipts
 - Integrated with booking tool and travel card
 - Policy compliance notifications and nudges
 - Reporting capabilities

Travel Card

- JP Morgan Chase Visa

- For business expenses
- Rewards opportunity
- Card Expenditures loaded into expense tool
- Election form available at <https://travel.nd.edu/>



- Transition from Amex:

- Visa card was made available to all Amex cardholders
- E-mail notifications thru Sep/Oct
- Amex phase out 11/1



Communications/Information

- ND Works articles (Jul & Sep issues)
- TravelND Website (travel.nd.edu)
- Inside ND Channel
- Campus Mtgs
- 1½ hour Go Live Training Sessions
- Help Desk; 631-4289 or travel@nd.edu



Timeline

- Oct 13; Campus Pilot Groups Go Live
- Oct 25; Early Adopters, Round 1
- Nov 1; Early Adopters, Round 2
- Nov 1; Amex deactivations
- Post Nov 1; Phase Rollout to Campus

Appendix

Why are we doing this?

University travelers are experiencing challenges both in booking travel and filing expense reports. Thus, the University is instituting a comprehensive new travel program, known as *travelND*, targeting improvements in:

- Traveler satisfaction
- Process efficiency
- Policy compliance
- Cost Savings

Who's involved?

- Team of Proc & Pymt Services staff, OIT
- Steering Committee representing all major colleges and departments
- Executive Team, incl. EVP & Provost Offices; sponsorship by John A-G
- Business Managers
- Key Campus Users

Key Objectives

- Implement a seamless booking-to-expense process with on-line tools
- Improve Travel Card program
- Anthony Travel to be preferred campus travel agency; expands role to support on-line travel
- Negotiate travel deals with suppliers (air, hotel, car) at preferred pricing
- Incorporate T&E policy into on-line tool
- Goal: Enhance user experience at lower cost

Impacted Users:

- University Business Travelers
- Expense report submitters/approvers

Timeline

- Pilot Groups ~ October
- Program Rollout ~thru Fall/Winter

Other Facts

- \$28-\$30M Annual Travel Spend
- 22,500 T&Es submitted annually