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
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/](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

### 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

### 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

### 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