HOW TO BE SUCCESSFUL IN IMPLEMENTING A MANAGED TRAVEL PROGRAM WITH AN ELECTRONIC EXPENSE REPORTING AND BOOKING TOOL

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OBJECTIVES

- How to develop a strategic view of your travel and expense program to drive control and compliance while improving the experience for your internal customers.
- How to deploy an electronic travel and expense system to constituents that are used to excel worksheets or carbon copy triplicates.
- How to build a sustainable system that recognizes privacy issues while providing a duty of care program that the institution can rely on in times of crisis.
ABOUT THE UNIVERSITY OF TULSA

Located in Tulsa, Oklahoma, Private, Not-for-Profit

FY17 Operating Budget: $200 Million

$5m Airfare, $2.2m lodging, $800k car

Total Enrollment: 4897

Total Employment: 1345

Mandated Program for Air booking
ABOUT CONCOUR

Headquarters: Bellevue, WA

Integrated Travel, Expense and Invoice Solutions

Higher Education Team

400+ Higher Education Institutions
OUR STORY

- Tulsa video
- Tulsa’s process and roadmap from paper to electronic
ASSUMPTION OF HIGHER ED SPEND

A very conservative approach!
RPMG STUDY

- T&E Best practices

- Conducted every two years
STRATEGIES FOR MANAGING TRAVEL SPEND

- Booking lower class auto rentals: 65%
- Staying in less expensive hotels and less expensive rooms: 73%
- Flying with lower class airline tickets: 78%
- Controlling cost of travel management administration: 67%
- Tighter enforcement of travel policies: 90%
- Consolidating air travel on to fewer select airlines: 43%
- Consolidating hotel stays to fewer select companies: 49%
- Consolidating auto rentals to fewer select companies: 59%
- Use of travel card data to justify demand for lower prices from vendors: 51%
END TO END PROCESS COST

- Paper-based expense report processing
- Electronic, pre-populated with travel card data
VALUE: PRE-TRIP

Before the trip (Company in Control) Policy and Sourcing

Policy
- Improved compliance
- Policy reporting
- Reduced TMC leakage
- Information Manager
- Ancilliary fee reporting

Sourcing
- Better data = Better Supplier Management
- Contract negotiation
- Deal performance monitoring
Value: During Trip

During the trip (Cardholder in Control) Booking, Payment and Travel

Book

- Get more value from TMC
- POS data capture provides downstream process efficiencies
- Better predictability of subsequent processes
- TMC end to end efficiency

Pay

- Reduction of risk
- Reduction of Fraud
- Credit limits reduced on individual cards

Travel

- Safety and Security
- Locate your employees more easily
- Available credit
**Value: After-Trip**

After the trip (Company & Traveler in Control) Expense and Report

**Expense**
- Improved efficiency
- Better Reconciliation
- Pre-populated Company Reference Fields
- Company Account Integration with Expense Management Systems to enable you to leverage your Tech Investments

**Report**
- More Actionable Data
- Holistic view of all T&E Spend Within Information Manager
IMPROVED EFFICIENCIES

- Reuse of airline tickets
- Spend negotiated contracts driven by market share shift
- Reduced cash advances
- Increase card spend --> greater rebate
- Risk tracking system for travelers
- Dynamic budget reporting
BEST PRACTICES DURING IMPLEMENTATION

- Strong Executive Sponsorship
- Early and Frequent End User Communication
- Flexibility
  - Rethink existing processes
  - Consider best practices
- Simplicity
  - Start Simple, layering complexity over time
- Understand the Scope
Travel Risk Management in Higher Education is complicated

What does duty of care *really* mean to your institution?
Without access to more data, you cannot support all of your students, faculty, and staff.
Disparate Processes = Disparate Data
IN TIME OF EMERGENCY......

Who is traveling on behalf of the university?
And where are they now?

How do I know if something goes wrong?
And how do I then reach them?
Knowing what I know now, I would have...

- Improved Change management
- Focused on a T&E “team”
- Launched Travel and Expense together
- Developed a more comprehensive policy
WRAP UP

- It is more than just "automating the expense process"
- Critical: It touches everyone in the institution.
  - Personal and emotional
  - Reimbursements and finances
- Change management
  - Easy implementation and focus on HE culture
- You’re not alone, your peers are here to help
Q&A