

### **UNIVERSITY OF ILLINOIS**

AT URBANA-CHAMPAIGN

## 2011 BUSINESS LEADERSHIP CONFERENCE Travel & Expense Management

# System Overview

April 6, 2011

Business Leadership at Illinois: Partnering to Meet New Challenges



### Workshop Presenter(s)

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### Please ...

- Turn off cell phones.
- Avoid side conversations.
- Please hold questions until the end of the presentation.
- Sign the attendance roster.
- Complete the evaluation at the end of the workshop.



### Workshop Objectives

- This workshop will explain the business need for a travel & expense management system
- Data, objectives, timelines, and benefits for the project will be discussed
- Explain what processes, policies, and people the TEM system will impact
- Explain implementation, roll-out, and training for new system
- Provide screenshots of the new system
- Answer any questions regarding the system



### Why a Travel & Expense Management System?

- Streamline processes, reduce costs, and eliminate paper
- Facilitate the entry, accumulation, processing, and management of:
  - Travel related expenses
  - Employee reimbursement
  - Miscellaneous invoice payments
  - Reconciliation of expenses
- Critical business practice for large organizations and universities
- Cost effective means to service a multi-campus university
- Organize and manage vendor invoice payment and employee reimbursement information



### What is the Supporting Data for a TEM System?

- Increases at a rate of 10% to 12% per year
- Five business days to complete
- Average cost of \$30 to \$35 per voucher to complete (Source: Aberdeen Consulting)
- FY2007:
  - \$36 million dollars for travel related expenditures
  - 82,000 travel vouchers
  - 68,000 miscellaneous invoice vouchers
  - \$1.6 million on 221 purchase orders; travel-spend was smallest portion
  - \$2.7 million P-Card travel expenditures



### What are the Objectives of a TEM System?

- Online web-based system
- Improve and streamline current process and data management:
  - Reduce costs of processing invoices
  - Support the paperless initiative
  - Quicker turnaround time
  - Drive efficiencies of process
  - Minimize send backs (errors)
- Enforce customer service and University policies
- Decision support and financial management tools
- Capture and track spend data
- Improve policy and regulatory compliance
- Real-time visibility of status



### What is the History of the TEM System?





### What is the Current Direct Pay Process?

- 200,000+ paper vouchers yearly
- Manual processing:
  - Information is keyed into an Excel spreadsheet
  - Prints the Excel spreadsheet
  - Spreadsheet is manually routed for signature, authorization and submission
  - University Payables rekeys voucher information into Banner
- No visibility on voucher status
- Personal funds for University travel
- Units manually track pre-trip authorizations



### What is the Current Workflow?





### What is the Desired Reimbursement Process?

- Submit reimbursement voucher using a web page
- Request electronically routed to supervisor
- Request electronically routed to University Payables
- No re-keying voucher information into Banner
- Elimination of paper copies and receipts
- Visibility on voucher status
- Reduces need for personal funds for University travel
- Electronic process for pre-trip authorization



### What is the Desired Workflow?





### What are the Benefits of a TEM System?

- Web-based system accessible anywhere / anytime:
  - Submit reimbursements, obtain confirmation, and check payment status
  - Review, approve, audit, and process reimbursement
  - Attach scanned paper receipts
  - Increase visibility of status
- T-Card will limit out-of-pocket travel related expenses
- Reduced data entry via imported T-Card transactions
- Email notifications to minimize delays
- Reporting function to manage travel budgets and activities
- Decreased audit findings -----> Improved policy & compliance:
  - System functionality
  - Reporting



### What Processes will the TEM System Impact?

- Employee Reimbursement
  - Travel Reimbursement
  - Foreign Travel
  - Advance Clearing
  - Accruals
  - Deferrals
  - Petty Cash

- Miscellaneous Invoice Vouchers
  - Program Advance
  - Travel Advance
  - Grants & Contract Payments
  - One-time Vendor
  - 1099 Vouchers
  - Encumbrance
  - Honoraria

These are just a few of the processes that will be impacted by the TEM System.



### What Policies will the TEM System Impact?

- Section 15.1, Travel Regulations
- Section 15.2, Travel Advances and Program Advances
- Section 8, Accounts Payables
  - Section 8.12, Business Meals and Refreshments
  - Section 8.13, Allowability and Funding of Certain Expenditures
- Section 7.6, The University Purchasing Card (P-Card)
- New Policy The University Travel Card (T-Card)



### Who will the TEM System Impact?

- University employees who travel
- Office personnel responsible for completing travel and miscellaneous payment requests
- Business managers responsible for managing travel budgets and activities
- University Payables' staff
- Report writers and data analysts
- External partners and customers (e.g., the State of Illinois)



### What are the Roles/Functions in the TEM System?

#### Roles

- Traveler
  - Individual Traveler
  - Travel Arranger
- Manager
  - Approver
  - Charge Code Reviewer
- Audit
  - Pre-payment
  - Post-payment

#### Functions

- Users can have multiple roles
  - For example, 'power users'
- Proxy



### What is the Plan for Implementation?

- Rolled-out phase
- Unit Security Contacts (USC) responsible for granting access
- USCs and Business Information System (BIS) will setup security
- Unit contact, in partnership with project team, will communicate timeline
- Department Card Mangers (DCMs) will identify potential T-Card candidates and process applications
- CCO will process T-Card applications



### Will there be Training for the TEM System?

- Knowledge and Skills:
  - Working knowledge of travel and payables policies
  - OBFS Policies and Procedures
  - Travel Card (T-Card)
  - Ability to use web-based products
  - Basic computer skills
  - Email/attachments
  - Business objects
  - Reporting
  - Scan and Fax

- Web-based to include:
  - An overview of the TEM system
  - Training for T-Card P&P
  - Training for T-Card for the DCM
  - Simulations by roles:
    - Traveler
    - Manager
    - Auditor
  - Contact information



### What does the TEM System Look Like?

#### How do I create an Expense Report?

### Six Steps:

- 1. Select the Expense Report Icon
- 2. Complete the Document Header Information
- 3. Add the Travel Expenses
- 4. Print a Copy of the Receipt Coversheet
- 5. Submit the Report for Review and Approval
- 6. Route the Receipts to Accounts Payable



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### Features of the TEM Main Screen







### Step 1: Select the Expense Report Icon

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### Step 2: Complete the Document Header Information



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Facilitate training at UIC	Employee
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	5. Select an Affiliation from the drop-down
	6. Click the <b>Continue</b> command button







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Document Header Tracking #: ER00000128 Purpose: Reimbursement For Employee View/Edit Header Status/History Status: Create Owner: Karen Deering Created By: Karen Deering	Travel - To Traveler	<ul> <li>Use the Items tab to view your expense report items, or add a new item by clicking Add Expense.</li> <li>Airfare Add Expense</li> <li>You have 0 documents and files attached to this document. Attachments</li> <li>After adding all expenses click the Submit button to send your report for review.</li> </ul>					
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EXPENSE REPORT TRIP TO CHICAGO
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* Required Fields Additional Information Booking Agent Notes and Exceptions
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### Step 4: Print a Copy of the Receipt Coversheet

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### Step 4: Print a Copy of the Receipt Coversheet

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### Step 4: Print a Copy of the Receipt Coversheet



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### Step 4: Print a Copy of the Receipt Coversheet



Attach this cover sheet to your receipts.

Fax to: 602-282-3313

Remember to set your fax machine to fine mode before sending your document(s).

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### Step 5: Submit the Report for Review and Approval

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### Step 5: Submit the Report for Review and Approval

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### Workshop Summary

- System is currently in final testing phases
- When system testing is complete, will begin User Acceptance Testing with the TEM Focus Group
- System will initially be piloted to a small group of select units
- When pilot phase is complete, will be rolled out to units over a 12 month period – anticipate complete roll-out during FY12



# Questions / Concerns?