Travel & Expense Management System Overview

April 6, 2011
Workshop Presenter(s)

• Name: Steve Wiggs  
  Title: Director, University Payables  
  Contact Information: swiggs@uillinois.edu

• Name: Darren Strater  
  Title: Assistant Director, University Payables  
  Contact Information: dstrater@uillinois.edu
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?

- **July 2009**: Request for Proposal (RFP)
- **Aug/Sept 2009**: System Demo
- **January 2010**: Board of Trustees Approved
- **February 2010**: Infor Global Solutions
- **March 2010**: Kick-Off
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?

Traveler/Unit
- Personal Funds, P-Card
- 60 days
- Complete expense form
- Attach supporting docs
- Copy and forward

University Payables Direct Pay
- Manual audit
- Manual re-enter Banner
- Scan and index

University Payables Customer Service
- Reimbursement includes direct deposit, debit card, or paper check
- E-mail notification
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?

**Traveler/Unit**
- Minimal personal funds
- Electronic submission
- Electronic routing/approval

**University Payables Direct Pay**
- No re-keying of data
- Pre-payment auditing
- Automatically populates to Banner

**University Payables Customer Service**
- Reimbursement includes direct deposit, debit card, or paper check
- E-mail notification
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?

<table>
<thead>
<tr>
<th>Employee Reimbursement</th>
<th>Miscellaneous Invoice Vouchers</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Travel Reimbursement</td>
<td>- Program Advance</td>
</tr>
<tr>
<td>- Foreign Travel</td>
<td>- Travel Advance</td>
</tr>
<tr>
<td>- Advance Clearing</td>
<td>- Grants &amp; Contract Payments</td>
</tr>
<tr>
<td>- Accruals</td>
<td>- One-time Vendor</td>
</tr>
<tr>
<td>- Deferrals</td>
<td>- 1099 Vouchers</td>
</tr>
<tr>
<td>- Petty Cash</td>
<td>- Encumbrance</td>
</tr>
<tr>
<td></td>
<td>- Honoraria</td>
</tr>
</tbody>
</table>

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
- USC's and Business Information System (BIS) will setup security
- Unit contact, in partnership with project team, will communicate timeline
- Department Card Managers (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
Features of the TEM Main Screen

- Profile and Sign Out Link
- Web Links
- Document Tabs
- Expense Report and Travel Plan
Step 1: Select the Expense Report Icon

1. Click the **Expense Report** icon next to Create New:
Step 2: Complete the Document Header Information

2. Enter a unique **Report Title**
3. Select a **Purpose** from the drop-down
4. Enter the **Business Purpose/Justification**
5. Select an **Affiliation** from the drop-down
6. Click the **Continue** command button
Step 3: Add the Travel Expenses

Overview Tab

Document Header

Status/History

Financial Overview

Features of the Expense Report Screen
Step 3: Add the Travel Expenses

7. Select an expense type from the drop-down (e.g., Airfare)
8. Click the **Add Expense** command button
Step 3: Add the Travel Expenses

Features of the Expense Report Screen:

- Icons and Report Total
- Current Expense Item
- Standard Information
- Additional Information
- Notes and Exceptions
Step 3: Add the Travel Expenses

9. Enter the **Standard Information**

10. Select **Additional Information**

11. Click **Save**
Step 3: Add the Travel Expenses

12. Select **Additional Expenses**

13. Click **Add Expense**
Step 3: Add the Travel Expenses

14. Enter the **Standard Information**

15. Click **Save**
Step 4: Print a Copy of the Receipt Coversheet

16. Click **Print**
Step 4: Print a Copy of the Receipt Coversheet

17. Click Select
Step 4: Print a Copy of the Receipt Coversheet

18. a. Click **Print**

---

**The Expense Report**

<table>
<thead>
<tr>
<th>Expense Category</th>
<th>Amount</th>
<th>Approved Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mileage</td>
<td>$79.56</td>
<td></td>
</tr>
<tr>
<td>Airfare</td>
<td>$291.25</td>
<td>$291.25</td>
</tr>
</tbody>
</table>

**Account Distribution**

- **Account:** 123456-99-F100011-024048-P204001-A37FF23-L209222
- **Amount:** $370.81

**Expense Details**

- **Type:** Airfare
- **Date of Expense:** Feb 4, 2011
- **Transaction Amount:** $291.25
- **Purpose:** Reimbursement for Employee Travel - To Traveler
- **Payment Method:** University Travel Card
- **Vendor:** Southwest Airlines
Step 4: Print a Copy of the Receipt Coversheet

18. b. Click **Print**

The Expense Report - Receipt Coversheet
Step 5: Submit the Report for Review and Approval

19. Click Submit
Step 5: Submit the Report for Review and Approval

20. Click Continue
### Infor Expense Management

#### My Document Tabs

<table>
<thead>
<tr>
<th>Action</th>
<th>Title</th>
<th>Type</th>
<th>Tracking Number</th>
<th>Total</th>
<th>Activity Name</th>
<th>Created</th>
<th>Pending</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Trip to Chicago</td>
<td></td>
<td>ER00000128</td>
<td>$370.81</td>
<td>ER Receipt Hold</td>
<td>2/4/11</td>
<td>AutoApprovalBkg Robot</td>
</tr>
</tbody>
</table>

**WEB LINKS:**
- Travel Policy
- C-FOPAL FAQs
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?