APPLICATION FOR THE 2008 LARRY L. SAUTTER AWARD
UNIVERSITY OF CALIFORNIA

PROJECT TITLE:
MyTravel and Entertainment – Streamlined and integrated employee reimbursement and corporate card payment system for travel and entertainment related transactions

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Mike Allred  Project Sponsor
Radhika Prabhu  Project Manager
Cyndy Johnson  Lead Functional Subject Matter Expert
Sharon Henn  Functional Subject Matter Expert
Ross O’Brien  Functional Subject Matter Expert
Jonathan Keller  Lead Developer
Suzanne Sparrevoehn  Developer
Katie Stevens  Operations Lead
Karen Osborne  MyTravel Rollout Lead
Jim Rose  Rollout Support
Lia Scott  Education & Support Services
Jim Seibert  Education & Support Services

PROJECT SUMMARY
MyTravel is a web-based Travel and Entertainment (T&E) Expense Reimbursement and Reporting system. It was implemented with the strategic goal to improve the efficiencies and cost effectiveness of business processes at UC Davis including the Medical Center. MyTravel comprises of the following tightly integrated modules developed by Concur Technologies:
• Expense Module includes UCD single sign on authentication, pre-trip authorization and expense reporting, workflow for approvals, account allocation, report status dashboard, automated pre-population of corporate card charges, built-in polices and business rules and, automatic calculations.
• Imaging Module is linked with the expense module and allows for submission, retrieval and archival of all receipts as digital images. The cost of handling and storing paper receipts are eliminated and, also results in faster payment.
• Business Intelligence Reporting is a decision making module with reports to monitor, measure, and manage expense data. The reporting database is linked with the UCD Decision Support system.

In summary, MyTravel has streamlined the entire reimbursement process—from submission of expenses to approval and payment. The process improvements has resulted in reduced time for policy compliance review and expense report preparation, eliminated delays due to paper routing, ability to view and link corporate card, direct billed airfare and pre-trip payments, capture vendor spend data and clear report status visibility.

PROJECT DESCRIPTION

Background

Streamlining Travel and Entertainment Expense Reimbursement and Reporting process was ranked third in the UC Davis Information Technology Planning process conducted in 2003-2004 based on reviews conducted with Deans, Vice Chancellors, and Vice Provosts, as well as various campus-wide groups.

The old paper-based T&E process was laborious, disconnected and prone to several errors. Some of the main travel activities and related issues included:
• The traveler or admin staff created the paper travel voucher with the expense information and the department staff created the DaFIS document with the accounting information. This created dual and disconnected documents for the same travel resulting in duplication and inefficiencies.
• The paper voucher was not user-friendly and the traveler had no access to information regarding the status of their reimbursement.
• Due to the paper based process the voucher had no business rules to support policy compliance resulting in high error rate. In spite of department reviews, central Accounts Payable caught 40% of expense vouchers with errors (policy violations, numerical, advance information missing and incomplete approvals per policy).
• The paper voucher did not provide the traveler with corporate card charges, direct billed airfare and/or any travel advances making reconciliation cumbersome.
• Lost mail and the inability to electronically route T&E forms and receipts increased the turnaround time. The average turnaround time from the preparation of the expense voucher to checkwrite was 3 weeks.
• High labor and space costs associated with manual filing, research, access, and routing of paper documents.
• There was no way of validating the traveler certification or authorized approver signature in the paper voucher.
• Low negotiating power with vendors due to lack of data on hotel, airfare and car rental spend.
MyTravel Overview (http://mytravel.ucdavis.edu)

Key MyTravel Features
Some of the system features that have facilitated business process improvements include:

General Features
- MyTravel is completely web-based (not requiring any installation of software on user’s computers) and access is using the UC Davis Kerberos login.
- The traveler or their delegate has the ability to prepare the expense report. Departments can create non-employee traveler IDs and prepare non-employee’s expense reports.
- Ability to print or view the entire report as well as check status of a submitted expense report and view payment confirmation details.
- Pre-trip authorization and approval prior to travel (optional feature called Travel Request).

Expense Report Features
- The report captures both the T&E expense data as well as accounting information. Lodging expenses can be itemized. Individual and group travel expenses can be accounted for.
- Automatically enforces UC policy requirements (e.g. day Meals & Incidentals limits, required receipts). There are currently over 40 audit rules configured using the Expense Configuration Administrator.
- Corporate card charges and pre-trip payments (advances, CTS & YCAL) are fed into the system and automatically linked to the traveler using the Expense Imported Expenses Tool. Cash Advances are linked into the Cash Advances Tool.
- Incorporates commonly accessed resources, including per diem rate tables, mileage rates.
• Required receipts are imaged and stored in the system eliminating paper routing.

Approval and Audit Trail
• All required approvals by UC policy are built into the Expense Workflow Administrator. Only authenticated and authorized users can view the report, add comments and approve travel.
• Ad-hoc approval workflow step supports better compliance by capturing the required host certification and meets departmental operational needs for appropriate expense report review.
• Automatically logs information regarding certain events including report creation, movement of report from one stage to another, signature approval. Users can then view the audit trail in MyTravel.
• Email notifications to travelers and approvers as expense reports move through the system from submittal to approval to reimbursement.

Reporting
• Several Decision Support reports have been created for department administrators.
• Cognos analytics have been developed to review spend information, workload, expense tolerances, and trends.

MyTravel and Supporting Systems Interaction Model
MyTravel Workflow Process Model

Start → Prepare report; enter expense info → Add any imported expenses → Image required receipts on bar-coded sheet →

Employee Report? → Yes

Traveler submits report → Account Manager Approval/Disapproval → Dept Head Approval/Disapproval → Exception & Chancellor Approval/Disapproval → Accounts Payable Approval/Disapproval →

No

Delegate submits report

Approval/Disapproval → Accounts Payable Approval/Disapproval →

Approval/Disapproval → Dept Head Approval/Disapproval → Employee Report? →

return for correction

return for correction

return for correction

return for correction

return for correction

FIS

Checkwrite/EFT

End

Approvers

DaFIS

Traveler/Delegate
Benefits

- Provides an intuitive, easy to use web-based interface that is optimized to quickly and efficiently capture T&E data with built-in business rules for faculty and staff.Eliminates the dual voucher process.
- Supports an end-to-end T&E management solution that integrates the pre-trip authorization, cash advance request, actual expense reimbursement and receipt imaging process electronically.
- Easier and faster reconciliation of advances and clearing of corporate card charges by automatically linking all the charges to the traveler.
- Shorter turnaround time from expense report submission to reimbursement due to automated approvals and electronic routing of documentation. The average turnaround time has decreased from 3 weeks in the paper process to currently 7.5 days.
- Anticipate increasing T&E vendor discounts through strategic sourcing as more spend information is received and analyzed.
- No more paper! Labor and space costs associated with manual filing, research, access, and routing of paper documents and receipts have been eliminated.
- All certifications and approvals are captured online with only authenticated and authorized users having the ability to access the system and perform needed actions.
- Improved T&E policy compliance under which certain types of expenses are reimbursable such as meals, hotel and mileage.
- Reduced processing errors due to fewer entry and calculation errors.

The total number of reports and report amounts is shown below -

<table>
<thead>
<tr>
<th></th>
<th>Fiscal 2007</th>
<th>Fiscal 2008</th>
<th>Total</th>
<th>Fiscal 2009 (Projected)</th>
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<td>Amount Approved</td>
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<td>$19,412,276</td>
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<td># of Reports</td>
<td>7,148</td>
<td>32,922</td>
<td>40,070</td>
<td>65,000</td>
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MyTravel Training and Simulations
MyTravel tutorials (online simulations) can be found at [http://travel.ucdavis.edu/mytravel/help/tutorials/](http://travel.ucdavis.edu/mytravel/help/tutorials/). Other MyTravel related information can be viewed at the project website [http://travel.ucdavis.edu/mytravel/about.cfm](http://travel.ucdavis.edu/mytravel/about.cfm)

TECHNOLOGY UTILIZED
MyTravel is a web application:
- Load balanced Tomcat Application servers with J2EE Concur Expense application
- Oracle relational database
- Web services API utilized to create non-employee
- Import/Extract: XML import/export configuration file; Import/Extract flat files
- External validation: PL/SQL stored procedure utilized for real time validations like account entry
• Distributed Authentication Services: This is a UC Davis centrally managed service for authenticating affiliates such as student, staff and faculty
• Cognos business intelligence tools for reporting
• Pre-trip application: In-house java web application to request pre-trip payments

TIMEFRAME OF IMPLEMENTATION
October 2004: Project team formed, process analysis initiated for RFP requirements


March 2005 - October 2005: RFP Evaluation; Contract awarded to Concur Technologies;

October 2006 - May 2006: Implementation activities start; Analysis, design, system configuration and testing complete; system ready for deployment

July 2006: MyTravel pilot rollout

December 2006: Phased implementation begins

May 2008: MyTravel rollout complete

OBJECTIVE CUSTOMER SATISFACTION DATA
“The General Library participated in the pilot project as one of the first departments on campus to implement MyTravel, and we have been using the system since July 2006. The transition to MyTravel was extremely smooth for travelers and processors alike, and support from the implementation team was excellent. It has streamlined our travel and entertainment processing significantly including a substantial reduction in paperwork needing to be kept on file. As a delegate for all library travelers, I am easily able to verify the status of expense reports, as are the travelers themselves, which has reduced the number of phone and email inquiries regarding this information. User support for the system continues to be excellent with timely responses to inquiries, as well as regular news and updates on enhancements via email and from the MyTravel page.”

Debbie Ojakangas
Executive Assistant
Library Administration

"I find MyTravel so much easier and more user friendly then the old method of paper copies. This is also an easier way of tracking the reports when they are submitted on the system. I encourage any administrative assistant, or any one that may tend to be "put off" by MyTravel, to give it a try. It saves on time, which in-turn saves on money"

Carol Hairston
Clinical Pathology Div. Assistant
SOM Dept. of Pathology & Lab. Medicine
“In the beginning of the MyTravel implementation in late 2007, the Office of Research had experienced some challenges primarily with facilitating change in the departments and in the expediency of the payments once the reports were submitted to Accounts Payable. Although, through the entire system transition, the MyTravel facilitators and help desk support team were very responsive to me in working with the departments/units for system training and set-up. As of more recent, the MyTravel system has been completely utilized by the OR departments/units and the problems and questions have been increasingly infrequent, the payments much more expedient and the support continues to be responsive.”

Annette Davis
Financial Analyst
Office of Research

“We've been thoroughly impressed with the MyTravel System. It has not only greatly improved our turnaround time reimbursing our employees for their travel and entertainment expenses, but it has also equipped us with a tool that enables us to effectively manage all submitted expense reports. Expense reports are no longer "lost" in the mail and our departments are able to run their own inquiries concerning the status of any report. Additionally, they no longer have to file or store the hard copy documentation saving time and coveted space. Every week, we receive at least one compliment from our users via email or phone call expressing their appreciation of the new MyTravel system.”

Ross O'Brien
Assistant Manager
UCD Health System AP/Payroll Dept

“The new MyTravel system has provided a number of positive enhancements to processing travel reimbursements including faster reimbursements to the traveler, systemized entry of information; Comprehensive tracking and management of imported expenses per traveler profile allowing ease of assembling a ‘complete picture’ of an instance of travel or entertainment; Step-by-step logging of the routing procedure that provides audit details as the expense report moves from employee to final approval; Ability for employee and authorized personnel to electronically access a complete picture of travel at anytime, from any computer and because employee has full-access to the system, employees can execute their own research queries with a moderate level of success on their own expenses without having to rely upon and impact business office personnel with numerous queries.”

Rosemary Martin-Ocampo
Business Officer
Office of University Development