# UNIVERSITY of FLORIDA





# Agenda

- Project Overview
- Booking Tool
- Payment Options
- Paying for Travel Examples

# **UF GO Timely Topics Series**

#### **Topics**

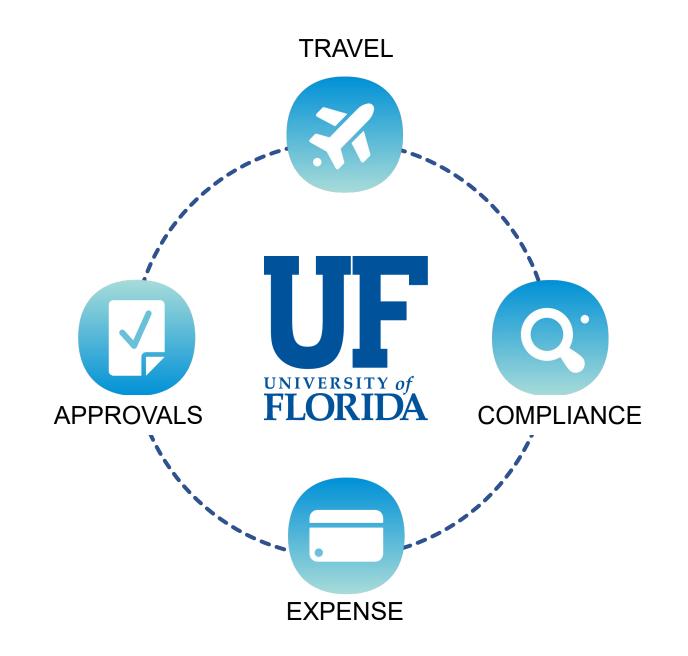
- Completed
  - System Overview and User Types
  - PCard Transactions in an Expense Report
  - Travel Request & Report / General Reimbursements Report
- Today: Booking Tool & Payment Options
- Next: Guest Travel

#### **Format**

- 60 90 minute recorded sessions
- Present on each of the topics for 30 45 minutes
- Remaining time work through scenarios and answer questions

# **Project Goals**

- Redefine the campus travel and reimbursement experience
- Seamless PCard integration
- Streamline and simplify processes
- Elevate compliance
- Increase transparency and spend visibility
- Identify cost savings opportunities



## **Our Commitment to You**

- Comprehensive website
- Ready, Set, UF GO newsletter
- Just-in-time training alongside system introduction
- User-friendly guides

#### **UNIVERSITY** of FLORIDA



https://cfo.ufl.edu/initiatives/uf-go/

# **Project Status**

#### **Status**

- Continue Timely Topics sessions
- College / Department visits
- Finalizing integration with myUFL

#### **Timeline**

- Preparation for a small pilot group
- Transition to production environment
- Stay tuned for wider campus implementation

# Key Changes

### Be on the lookout for key changes!

Highlight potential impacts to your unit's Travel and PCard processes

# **BOOKING TOOL**

# **Primary User Modules\***



Submit a Travel Request or request a cash advance



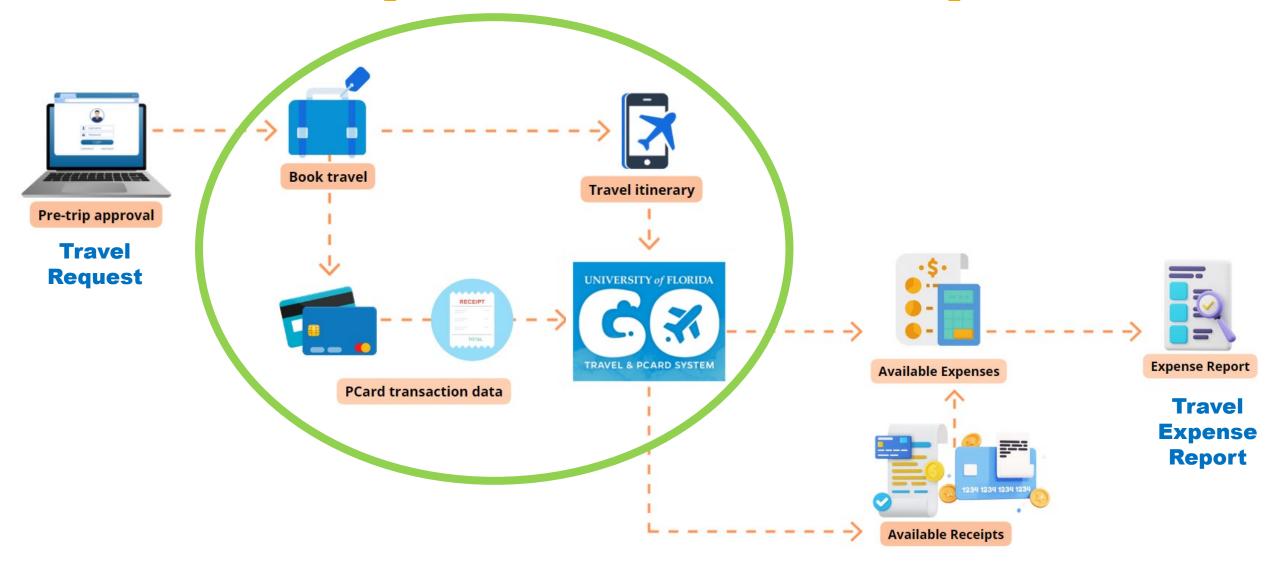
**Book travel** on Concur platform, supported by World Travel Services



Submit Travel, PCard, Employee Reimbursement expense report

<sup>\*</sup>Also supports guest travel

# **Travel Request to Travel Report**



# **Current State**



# **Booking Travel Today**

- 2-3 booking sites visited per trip
- 81 minutes booking domestic travel
- 32 minutes spent on domestic travel ERs and 76 minutes for international travel ERs
- PCard transactions entered twice in MyUFL (PCard Module + Expense Report)





# **Future State**

## **World Travel Service**







UF's authorized agency for all travel needs



Available online or by phone



24/7 designated booking support and by-phone assistance



Management of unused airline tickets



Adheres to UF travel policy

# **Booking Platform**

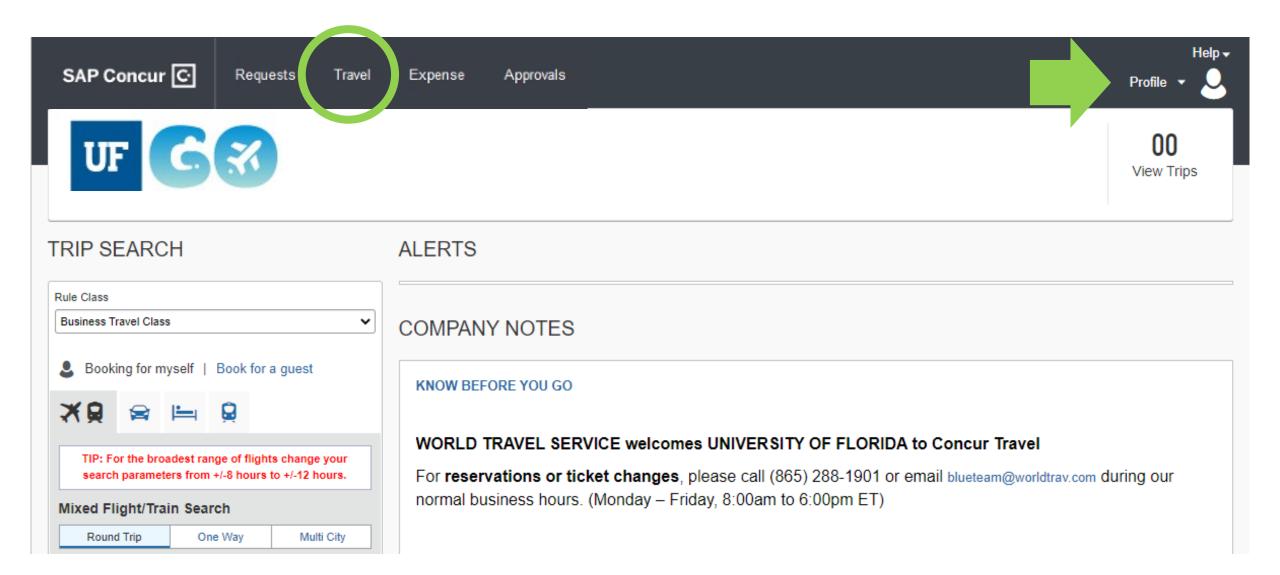




- Comparable pricing to other booking websites
- Leverage overall UF spend
- Negotiated discount rates with major vendors
- Itinerary feeds into Expense module
- Alerts users of UF policies and guidelines
- Management of unused airline tickets

# **Integrated Booking Tool**





# **Initial Set-up**

#### Can be completed ONLY by the User

#### Profile Options

Select one of the following to customize your user profile.

#### Personal Information

Your home address and emergancy contact information.

#### Company Information

Your company name and business address or your remote location address.

#### Credit Card Information

You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service.

#### E-Receipt Activation

participating vendors.

#### Travel Vacation Reassignment

Going to be out of the office? Configure your backup travel manager.

#### Request Preferences

Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action,

#### System Settings

Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?

#### Contact Information

How can we contact you about your travel arrangements?

#### **Setup Travel Assistants**

You can allow other people within your companies to book trips and enter expenses for you.

#### **Travel Profile Options**

Carner, rioto, roman our and other travel-related preferences.

#### **Expense Delegates**

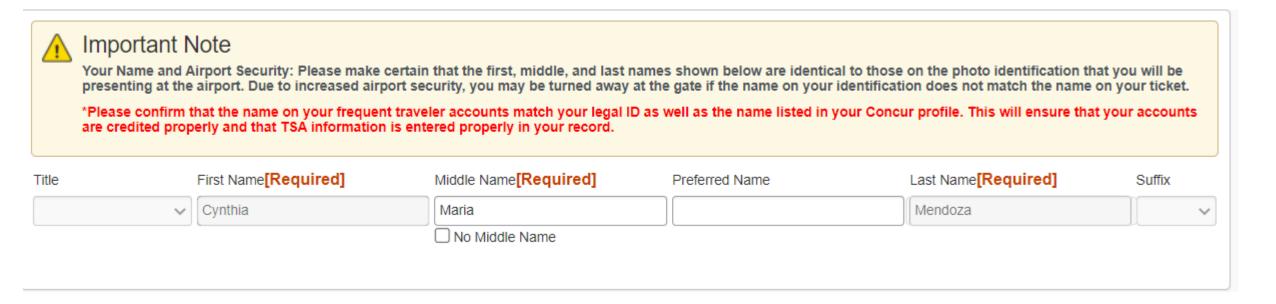
Delegates are employees who are allowed to perform work on behalf of other employees.

#### **Expense Preferences**

Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

## **Personal Information**





- Employee name information feeds directly from HR system
- If first or last name change is needed, it must be completed through the process developed by UF HR

# Key Changes

# Travelers must verify name in UF GO reflects legal name on traveling documents

- Name changes must be completed through UF HR
- Middle name can be modified directly in the UF GO profile

# **Travel Assistant/Arranger**





**Travel Assistant** 

- An employee who can arrange travel or have visibility into a user's travel itineraries
- Travel Assistants are also referred to as Arrangers in UF GO
- A traveler can have more than one arranger/assistant
- An arranger/assistant can book for more than one traveler

# **Travel Assistant/Arranger**



Ursa User Traveler



Delegate

An employee authorized to **prepare** transactions on behalf of another person. Can **also** arrange travel when authorized



**Travel Assistant** 

An employee who can **arrange travel** or have visibility into a user's travel itineraries

# **Travel Assistant/Arranger**



Shared services team member



Ursa User Traveler



**Travel Assistant** 

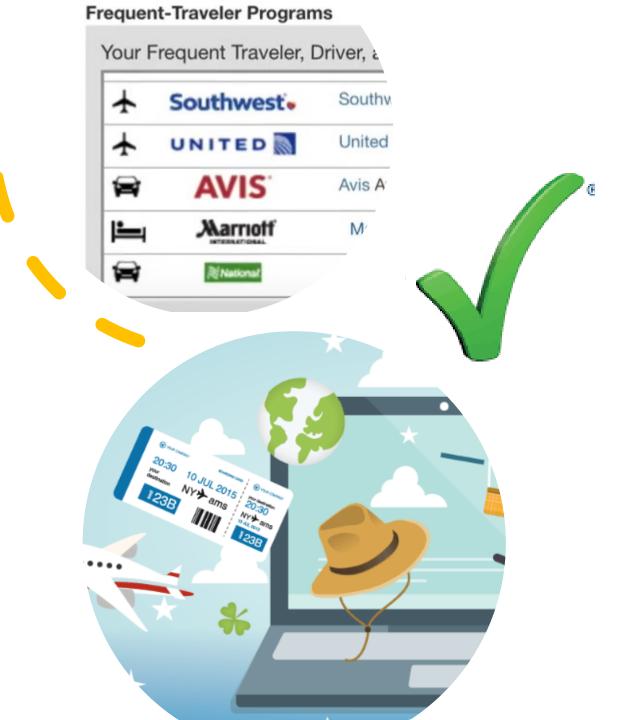
**Executive Assistant** 

# Key Changes

Travelers can designate a Travel Assistant in addition to having a Delegate in UF GO

# Travel Profile Options

- Frequent traveler programs
- TSA Pre-check information
- Travel preferences (car rental type, hotel room type, aisle seat, etc.)
- Credit card information
- Emergency contact



## **E-Receipts**

When opted into, e-receipts are automatically collected

































# Continuing Guidelines...

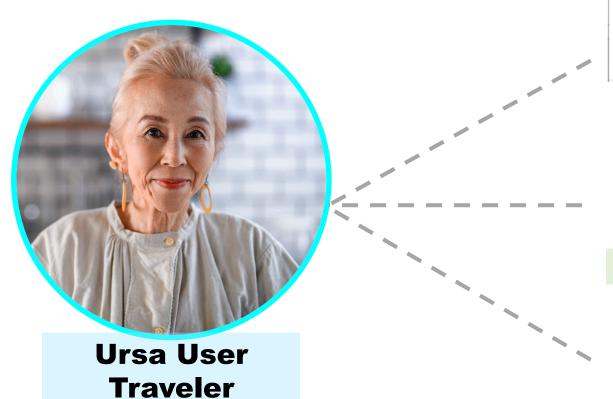
- A Travel Request should be entered prior to booking
- A cost comparison is required when a trip includes personal travel
- University contracts should be used

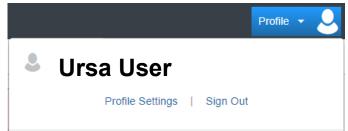


# **BOOKING TOOL FUNCTIONALITY**

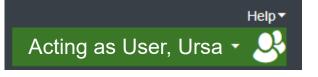
# **Booking in UF GO**



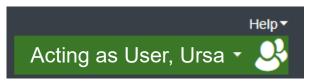






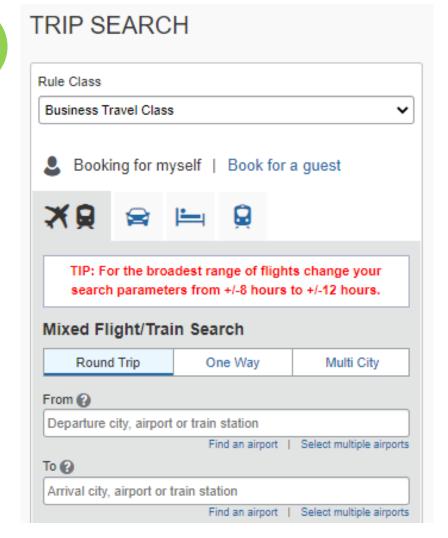


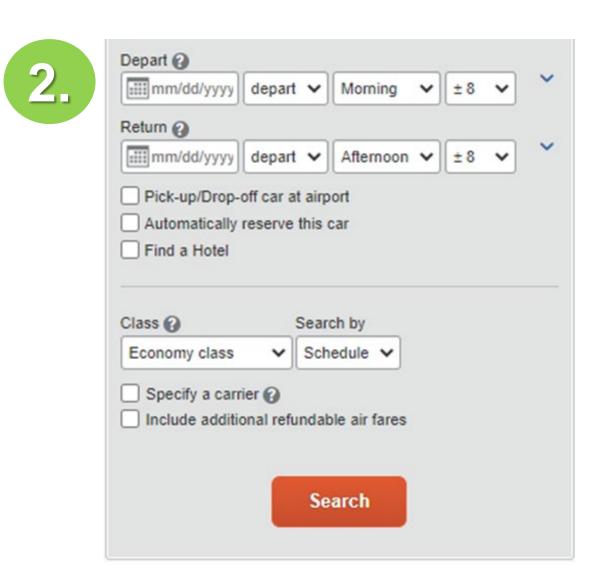




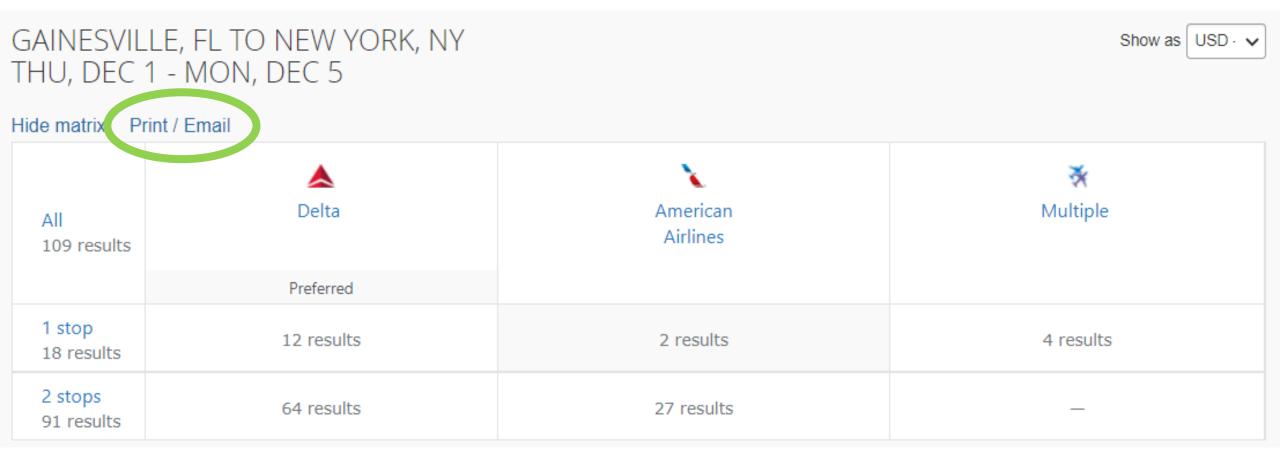
## **Search Function**

1.

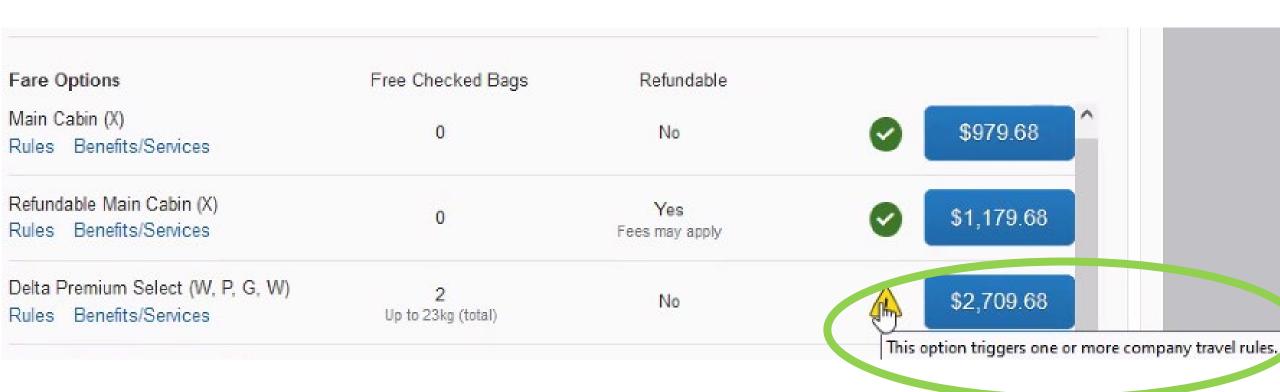




# Available Flights Matrix



# Flight Options



- Will warn traveler an option is out-of-compliance, may require additional justification as to why something is booked outside UF guidelines
- Recommend calling World Travel for complex travel or travel with a spouse





#### This is a Non-Refundable Ticket

Customers holding NON-REFUNDABLE type tickets may USUALLY cancel their journey, and reuse these tickets to any destination in the carrier's system, within one year following the DATE OF ISSUE (READ THE FARE RULES to be certain this applies). Reservations MUST be cancelled by the intended (original) departure day, or tickets will be void and have NO value for future use. These rules apply to DOMESTIC ticketing only.

By completing this booking, you agree to the fare rules and restrictions and hazardous goods policy.

**Back** 

**Reserve Flight and Continue** 

#### Travel Details

#### TRIP OVERVIEW

I want to...

Print Itinerary E-mail Itinerary Trip Name: Trip from Gainesville to New York (Edit)

Start Date: December 01, 2022 End Date: December 05, 2022

Created: November 16, 2022, Ursa User (Modified:

November 16, 2022)

Description: (No Description Available) (Edit)

Agency Record Locator: QBHSB5

Passengers: Ursa User

Total Estimated Cost: \$637.20 USD (Details)



Airfare must be ticketed by: 11/17/2022 11:30 PM Eastern

Change frequent flyer program

#### Add to your Itinerary



Car



Hotel

# Itinerary

# Information is compiled in UF GO

#### **RESERVATIONS**

Thursday, December 01, 2022



#### Flight Gainesville, FL (GNV) to Atlanta, GA (ATL)

Cancel all Air

**Delta 2678** 

Departure: 06:00 AM

Gainesville Airport (GNV)
Duration: 1 hour, 19 minutes

Nonstop

Arrival: 07:19 AM

Atlanta Hartsfield-Jackson Intl Airport (ATL)

Terminal: S

**Additional Details** 

Aircraft: Boeing 717

E-Ticket

Cabin: MAIN CABIN (H)

Distance: 301 miles

Status: Confirmed

Confirmation: GEXXPB

56 min layover at Atlanta Hartsfield-Jackson Intl Airport (ATL)

#### Flight Atlanta, GA (ATL) to New York, NY (JFK)

Delta 2269

Departure: 08:15 AM

Atlanta Hartsfield-Jackson Intl Airport (ATL)

Terminal: S

Duration: 2 hours, 16 minutes

Nonstop

Arrival: 10:31 AM

New York John F. Kennedy Intl Airport (JFK)

Terminal: 4

Additional Details

Aircraft: Boeing 737-900

E-Ticket

Cabin: MAIN CABIN (H)

Confirmation: GEXXPB

Status: Confirmed

Seat: 35F (confirmed)

Seat: 24E (confirmed)

Change seat

Change seat

Distance: 759 miles

O

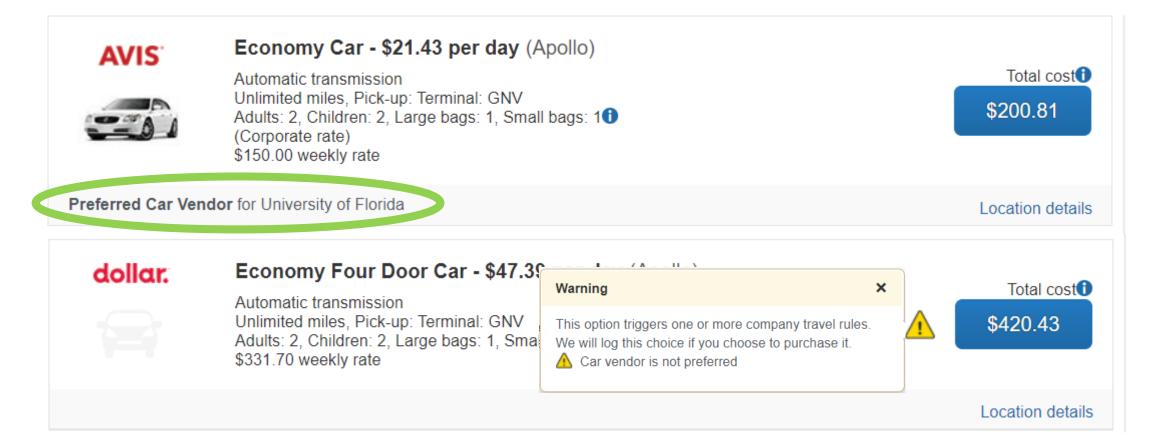
Add to your Itinerary

## **Available Car Rental Matrix**

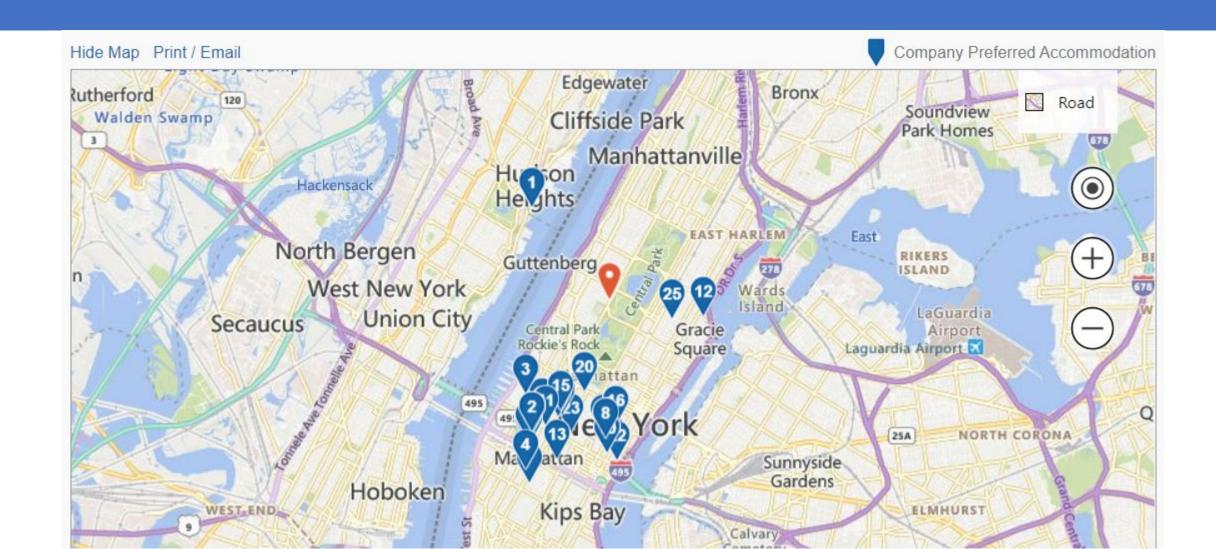
All 50 results	Economy	Compact	Intermediate	Standard	Full-size	Min
enterprise  Most Preferred	244.81	244.81	253.38	275.66	275.66	430.
Most Preferred	244.81	244.81	253.38	275.66	275.66	430.
AVIS Preferred	200.81	200.81	215.07	229.33	229.33	270.
<b>B∪dget</b> Preferred	200.81	200.81	215.07	229.33	229.33	270.

# **Car Rental Options**

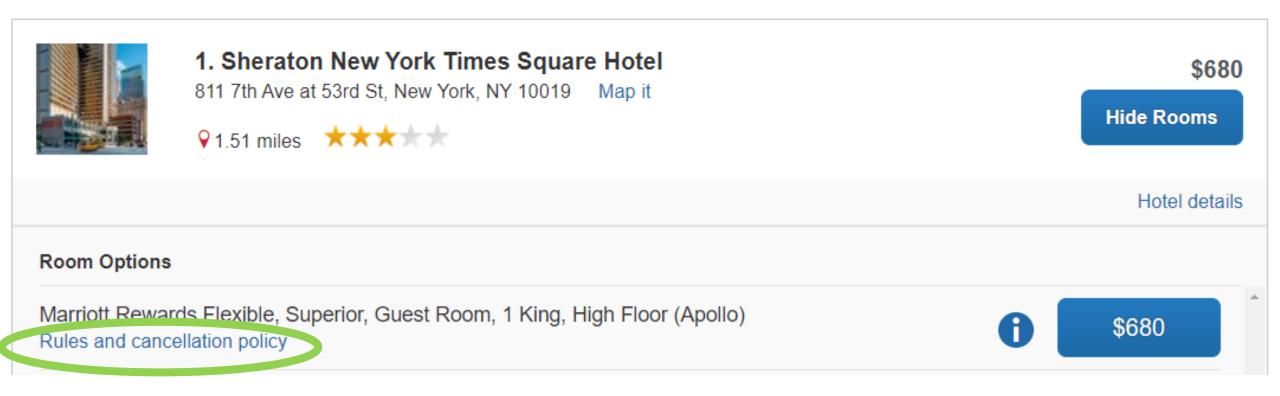
- Preferred vendors will list at the top of the matrix
- A credit card is NOT needed to book a car rental reservation. It is needed at the time of pick-up



# **Hotel Map**



# **Hotel Options**



- Each hotel has their own rules and cancellation policy
- Some hotels require a deposit while others do not



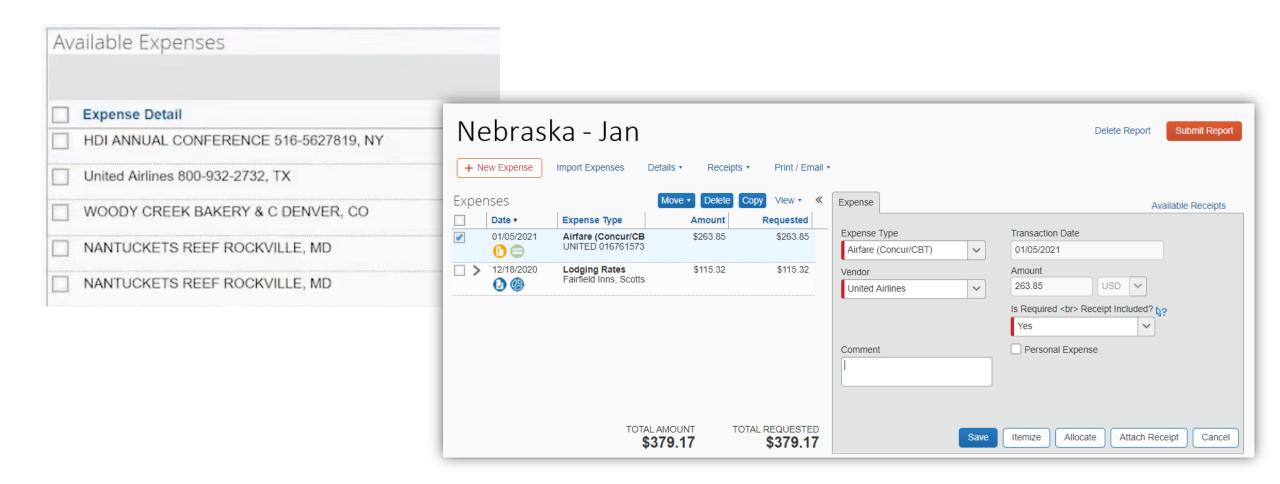
# Booking tool will be required for airfare, car rental, hotel, and train/rail

\*Exceptions will be addressed on a case-by-case

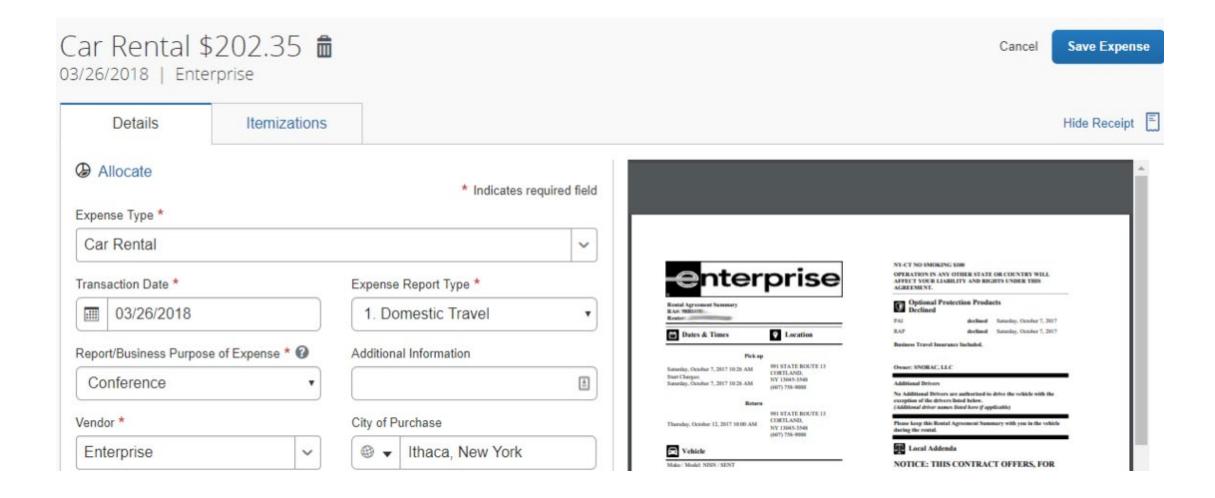
When attending a conference with block rates, hotels may be booked outside UF GO

# **PCard Transaction Import**

Charges made with PCard are imported for reconciliation

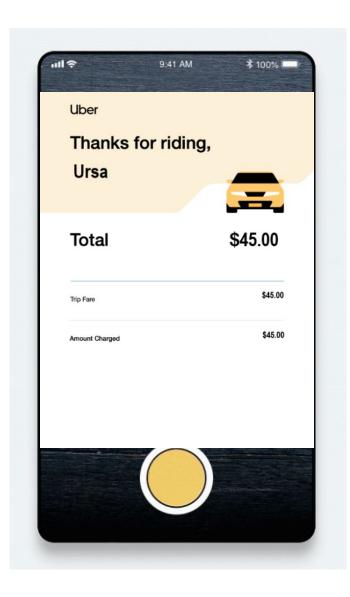


# **Expense Reports**



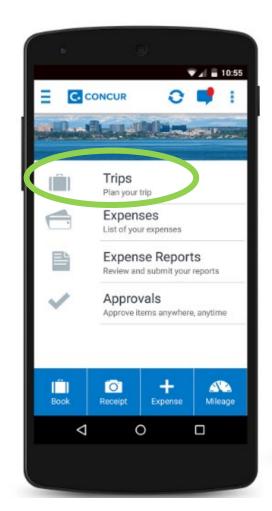
## Receipts in UF GO

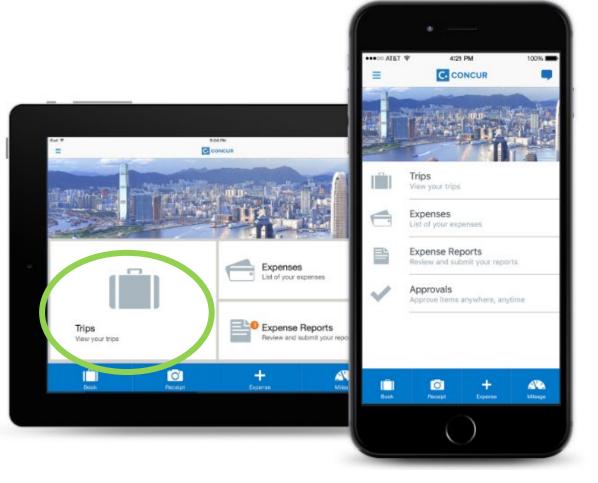


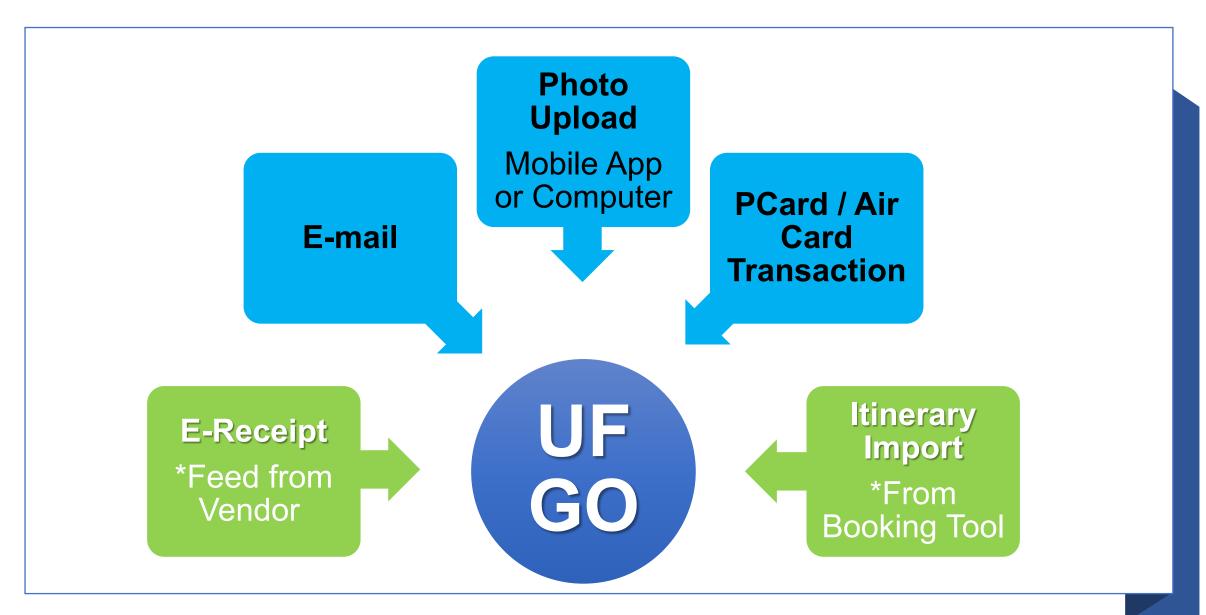


- Pictures of receipts taken via the in-app camera or emailed to <u>receipts@expenseit.com</u> will help the system pre-populate:
  - Expense Type
  - Transaction Date
  - Vendor Name
  - Amount
- Available in the system as soon as the receipt is uploaded

# **Mobile App**







#### **Consolidation in One Platform**

# PAYMENT OPTIONS

(Air Card, PCard, Personal Funds)

# UF GO Payment Options

#### Air Card \*NEW\*

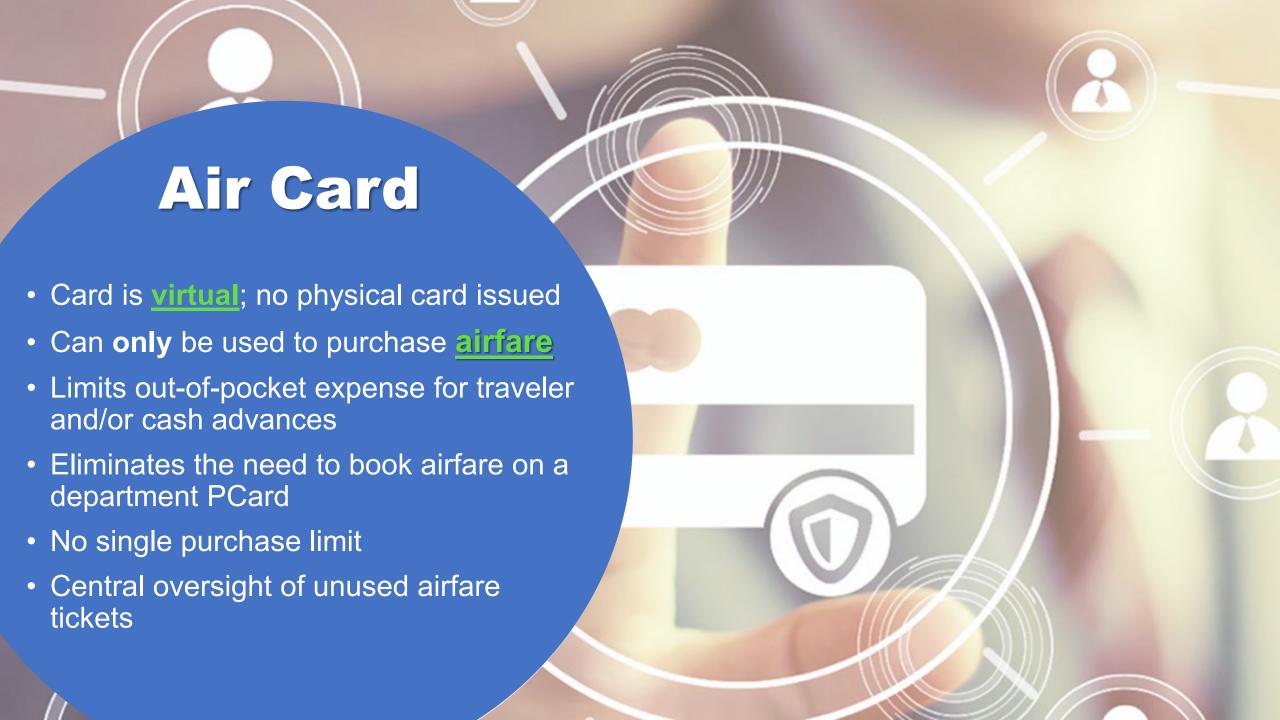
Virtual card embedded in UF GO

#### **PCard**

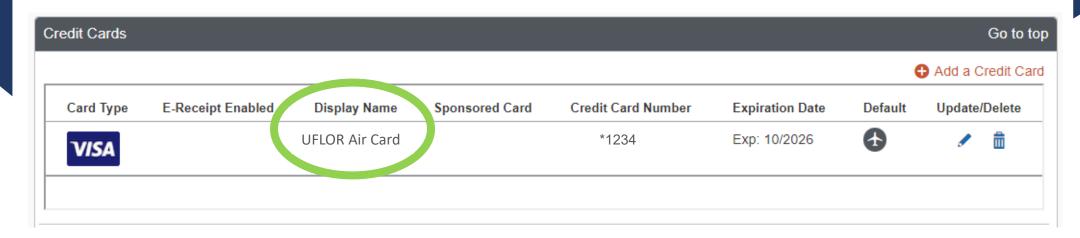
Leverage existing payment method

#### **Personal Funds**

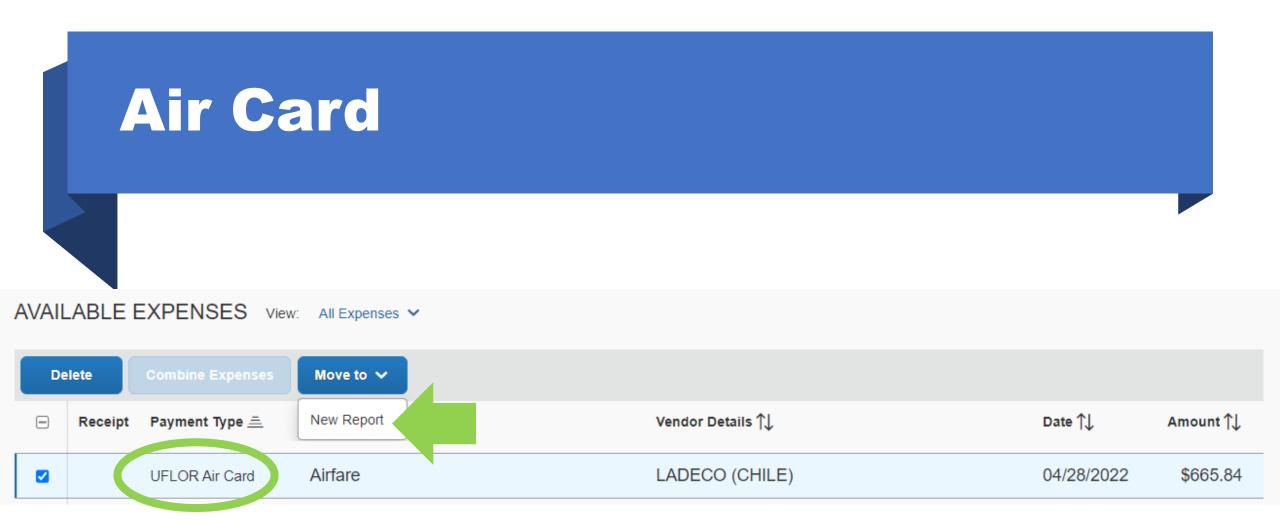
Flexibility to satisfy preference of users



#### **Air Card**



- Available in all UF GO profiles to purchase airfare (UFFND trips should not use the UFLOR Air Card)
- World Travel provides booking information to the credit card company to match the charge with the traveler
- Can be used for Guest travelers



Transaction will appear on the traveler's profile approximately 5 days after purchase is made

# Key Changes

UFLOR Air Card is an integrated payment method in UF GO for users to purchase airfare



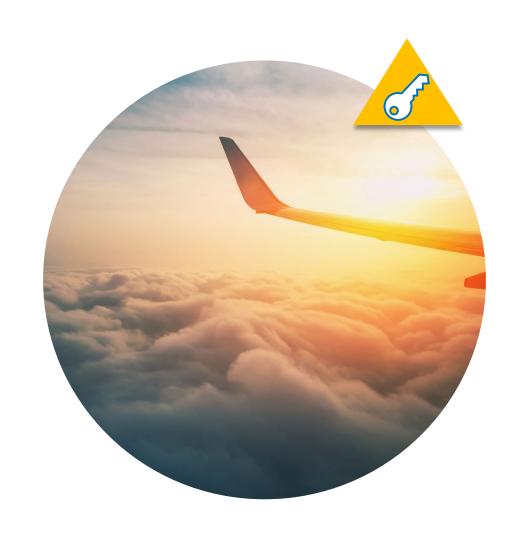
### **UF PCard**

UF preferred payment option!

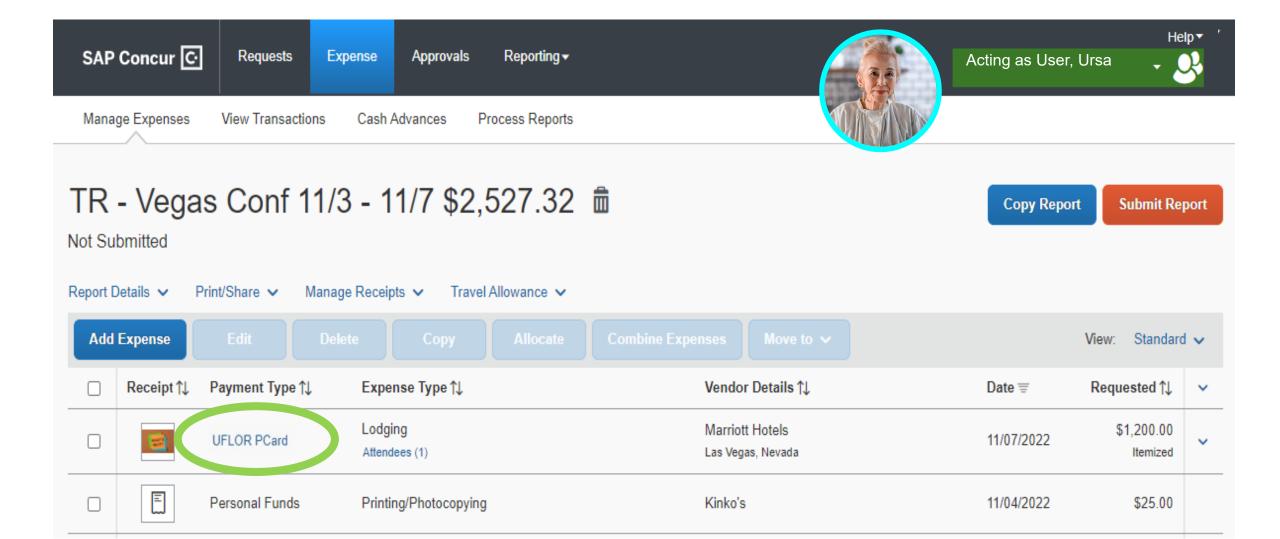
- Reduces financial burden on employees traveling for official UF business
- Frequent travelers should have and use their own PCard to pay for travel expenses
- Transactions feed into UF GO and system alerts users via email
- UF GO uses PCard charge information and travel itinerary to help complete the expense report

# PCard Charges in Travel Reports

- Travel expenses paid with a PCard will be reconciled <u>once</u> in a Travel Report
- Travel PCard charges should be reconciled and added to a Travel Report when available
- Travel PCard charges will be submitted as part of a Travel Report after a trip ends
  - Charges may be pending until the traveler returns
- Travel PCard charges will need to be processed within 15 days of the trip end date



# **Travel Report with PCard Charges**





### Mitigating PCard Risk

- Spend limits
- MCC codes
- Transaction audit
- Card suspension for noncompliance, inactivity, and upon request
- Departmental internal controls
- **NEW**: Detect by Oversight (AI)

# Personal Funds

- Flexibility based on users' preference
- Reimbursement for personal payment occurs upon trip completion



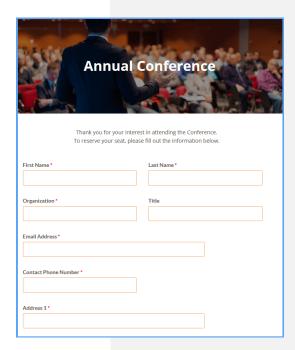
# Key Changes

# The UF GO system is user-centric; this means travel charges should be paid under the user's name

- Frequent travelers should incur expenses on their own PCard or personal funds
- There is a workaround to assist with the expense reports of infrequent travelers
  - It breaks the holistic view of an individual's travel and duplicates work

# PAYING FOR TRAVEL EXPENSES

## The UF GO system is user-centric

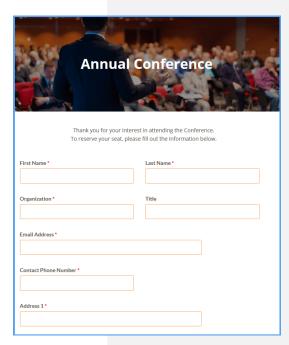


A charge can only be expensed under the profile of the cardholder / incurred expense

## The UF GO system is user-centric



- Ursa is the traveler
- Needs a Travel Request



A charge can only be expensed under the profile of the cardholder / incurred expense



- Dan is the PCard holder
- Responsible for purchases on his PCard

# SCENARIO 1: PCARD / AIR CARD

# **Travel Request**

- Ursa is going to a conference
- Her trip's Travel Request is created under Ursa's UF GO profile
  - Travel Request creates the encumbrance on budget-based funds

- The UFLOR Air Card is used to purchase airfare
- Ursa's PCard is used to purchase the hotel and conference registration



#### **Travel Request**

- Airfare
- Hotel
- Conference registration
- Meals
- Additional expenses

#### PCard / Air Card Scenario

Upon Ursa's return, one Travel Report is created. It includes:

- PCard charges
- UFLOR Air Card charges
- Meal reimbursement





# **Ursa's Travel Report**

Report Details V Print/Share V Manage Receipts V Travel Allowance V								
Add Expense Edit Delete Copy Allocate Combine Expenses Move to View: Standard V							· ~	
	Receipt †	Payment Type ↑	Expense Type ↑↓	Vendor Details ↑↓	Date <del>≡</del>	Requested ↑↓	~	
		UFLOR PCard	Lodging Attendees (1)	Marriott Hotels Las Vegas, Nevada	11/07/2022	\$1,200.00 Itemized	~	
		UFLOR PCard	Printing/Photocopying	Kinko's	11/04/2022	\$25.00		
		UFLOR PCard	Ground Transportation Attendees (1)	Uber	11/04/2022	\$45.00		
		UFLOR PCard	Ground Transportation Attendees (1)	Uber	11/03/2022	\$45.00		
		Personal Funds	Travel Meals - Domestic		11/03/2022	\$116.00		
	William Towns Town	UFLOR Air Card	Airfare Attendees (1)	Delta Air Lines Las Vegas, Nevada	05/28/2022	\$384.77		
		UFLOR PCard	Conferences/Seminar/Workshop Registrati Attendees (1)	ion Used Merchandise and Secondhand Las Vegas, Nevada	11/21/2021	\$711.55		
						\$2,527.32		

# SCENARIO 2: WORKAROUND

# **Travel Request**

- Ursa is going to a conference
- Her trip's Travel Request is created under Ursa's UF GO profile
  - Travel Request creates the encumbrance on budget-based funds
- Ursa pays for her flight and hotel with personal funds
- Dan Delegate uses his **PCard** to buy Ursa's conference registration



#### **Travel Request**

- Airfare
- Hotel
- Conference registration
- Meals
- Additional expenses

#### **Workaround Scenario**

Upon Ursa's return, two travel reports are needed

- Ursa's Travel Report in her UF GO profile for her flight, hotel, and meal reimbursement
- Dan's Travel Report in his UF GO profile for the conference registration
  - Ursa's Travel Request number must be referenced
  - Limited to airfare, agent fees, train, conference registration, hotel, car rental, fuel, phone, internet, parking, tolls





Ursa's

Travel

Request



Travel Report

# **Ursa's Travel Report**



**Ursa User** 

Report Details V Print/Share V Manage Receipts V Travel Allowance V								
Add	Expense	Edit D				View: Standard	~	
	Receipt↑,	Payment Type ↑↓	Expense Type ↑↓	Vendor Details ↑↓	Date <del>=</del>	Requested ↑↓	~	
	E	Personal Funds	Lodging Attendees (1)	Marriott Hotels Las Vegas, Nevada	11/07/2022	\$1,200.00 Itemized	~	
	E	UFLOR PCard	Printing/Photocopying	Kinko's	11/04/2022	\$25.00		
		UFLOR PCard	Ground Transportation Attendees (1)	Uber	11/04/2022	\$45.00		
		Personal Funds	Ground Transportation Attendees (1)	Uber	11/03/2022	\$45.00		
		Personal Funds	Travel Meals - Domestic		11/03/2022	\$116.00		
	With the second of the second	Personal Funds	Airfare Attendees (1)	Delta Air Lines Las Vegas, Nevada	05/28/2022	\$384.77		

# **Dan's Travel Report**



**Dan Delegate** 

Report I	Details 🗸	Print/Share V M	Manage Receipts V Trave	el Allowance 🗸					
Add	Expense	Edit	Delete Copy	Allocate	ombine Expenses			View: Standard	d 🗸
	Receipt ↑↓	Payment Type 🕽	Expense Type ↑↓		Vendor	r Details ↑↓	Date <del>≡</del>	Requested ↑↓	~
		UFLOR PCard	Conferences/Seminar/Workshop Registration Attendees (1)			Used Merchandise and Secondhand Las Vegas, Nevada		\$711.55	



# Possible Concerns

- Duplication of expense reports (UF gets charged for each)
- Limited use of mobile tools and E-receipts
- Loss of itinerary information
- Loss of holistic travel visibility
- Encumbrance liquidation

# SCENARIO 3: PERSONAL FUNDS

# **Travel Request**

- Ursa is going to a conference
- Her trip's Travel Request is created under Ursa's UF GO profile
  - Travel Request creates the encumbrance on budget-based funds

 Ursa uses her personal funds to purchase the airfare, hotel, and conference registration



#### **Travel Request**

- Airfare
- Hotel
- Conference registration
- Meals
- Additional expenses

#### **Personal Funds Scenario**

Upon Ursa's return, one Travel Report is created

- Report includes all expenses she paid with personal funds
- Ursa can be reimbursed once the trip is complete





# **Ursa's Travel Report**

Report Details V Print/Share V Manage Receipts V Travel Allowance V								
Add	Add Expense Edit Delete Copy Allocate Combine Expenses Move to View: Standard V							
	Receipt †	Payment Type 🕽	Expense Type ↑↓	Vendor Details ↑↓	Date <del>≡</del>	Requested ↑↓	~	
		Personal Funds	Lodging Attendees (1)	Marriott Hotels Las Vegas, Nevada	11/07/2022	\$1,200.00 Itemized	~	
		Personal Funds	Printing/Photocopying	Kinko's	11/04/2022	\$25.00		
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		Personal Funds	Travel Meals - Domestic		11/03/2022	\$116.00		
	Water State of State	Personal Funds	Airfare Attendees (1)	Delta Air Lines Las Vegas, Nevada	05/28/2022	\$384.77		
		Personal Funds	Conferences/Seminar/Workshop Registration Attendees (1)	on Used Merchandise and Secondhand Las Vegas, Nevada	11/21/2021	\$711.55		
						\$2,527.32		





- 1. Travelers must verify name in UF GO reflects legal name in traveling documents
- 2. Travelers can designate a Travel Assistant in addition to having a Delegate in UF GO
- The booking tool will be required for airfare, car rental, hotel, and train/rail
- UFLOR Air Card is an integrated payment method in UF GO for users to purchase airfare
- 5. The UF GO system is user-centric; this means travel charges should be paid under the user's name



- 1. New expense categories are mapped based on Request and Trip Type to existing account codes in the General Ledger
- Estimated travel expenses that will be paid with a PCard will encumber on budget-based funds
- If a PCard charge is travel-related, it must be assigned to a Travel Report as soon as the charge is available
- 4. Remaining cash advance must be accounted in the Travel Report using the **Cash Advance Return** expense type



- 1. PCard charges will be processed by or while acting as a delegate for the cardholder
- 2. PCard expense reports can be submitted every 7 days, best practice is to submit every 14 days
- 3. Account codes will no longer be entered for PCard charges; Expense Types will be selected instead
- 4. Travel and PCard will have one Financial Approver for each Department ID



- 1. Multiple PCard transactions = One Expense Report
- 2. Only the **user** (ex. Traveler/PCard holder) can submit their own request and/or expense report
- 3. Supervisor must approve Travel Request
- 4. Travel and PCard will have one primary and one secondary approver for each Department ID

We hope you join us in our future sessions!

**Questions?**