



Travel and Expense Management Acquisition Process

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University of Colorado

Boulder | Colorado Springs | Denver | Anschutz Medical Campus





Huron Education is dedicated to serving higher education and academic medical center institutions.

Our Professionals have worked with more than 95 of the top 100 research institutions and numerous universities of all sizes.

We deliver solutions that span all functional areas including human resources, finance and accounting, procurement, travel and expense, facilities, information technology, research administration, student administration, auxiliary enterprises, among others.

Our Procurement Solutions team has worked with over 75 higher education institutions across more than 200 procurement related projects, [including travel and expense](#).



Travel and Expense Management

- Travel program assessment and improvement
- Technology and TMC selection, planning, and implementation
- Optimization
- Change management/business process transformation



Procurement / Payables Transformation

- Source to Settle operational assessment and improvement
- Organizational redesign and development
- Technology selection, planning, implementation, and optimization
- Program and change management



Spend Analysis and Strategic Sourcing

- Spend analytics
- Category expertise
- Sourcing strategy advisory
- Bid event and negotiation support
- Knowledge transfer and training

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FOUR CAMPUSES, ONE UNIVERSITY

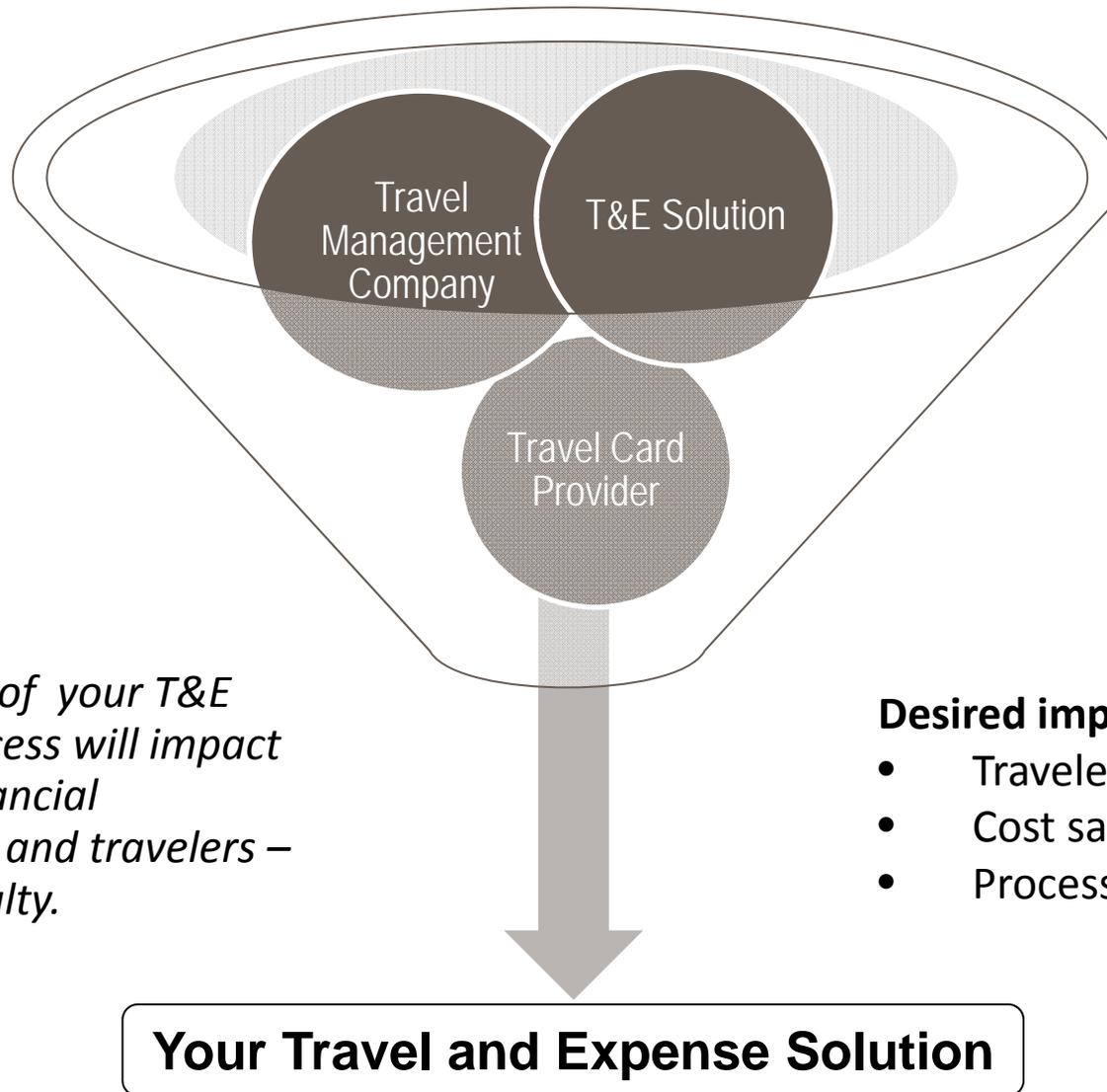


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Travel and Expense Automation

Multiple vendors comprise the overall T&E solution



The outcome of your T&E selection process will impact university financial opportunities and travelers – including faculty.

Desired improvements:

- Traveler experience
- Cost savings
- Process efficiencies

Agenda

Building the components necessary for a successful T&E vendor selection

- Required actions for best results
- Identifying your travel and expense (T&E) requirements
- Assembling the selection committee
- Conducting selection (RFP) process

Required Actions for Best Results

T&E Solution Selection

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- Focus on the big picture – do not settle for automating what you do today
- Emphasize the team building components of the solution selection program
- Underscore the value of end-to-end integration, mobile, and analytics

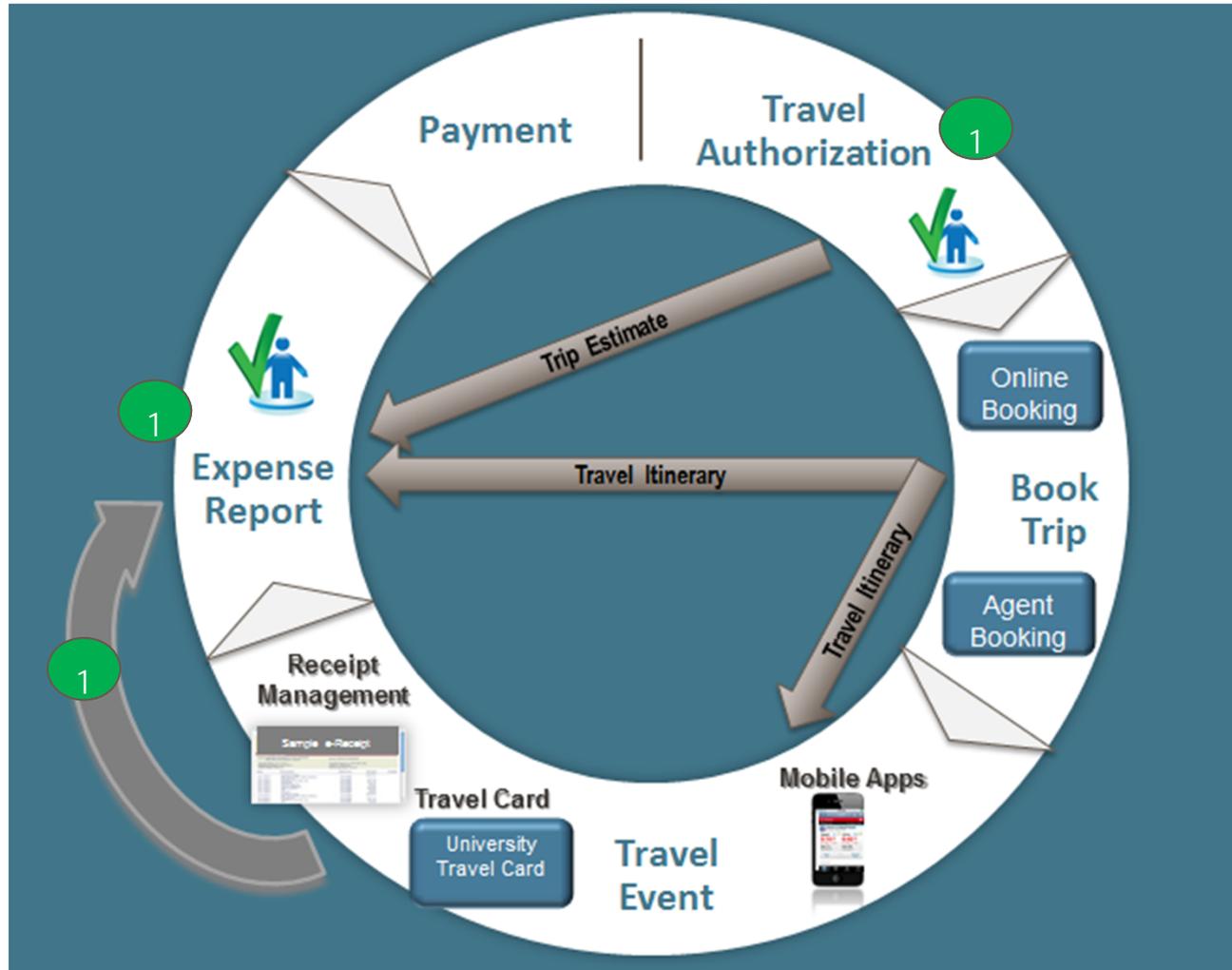
Travel and Expense (T&E) Automation

Travel and expense end to end life cycle



Breaking Down the T&E Process

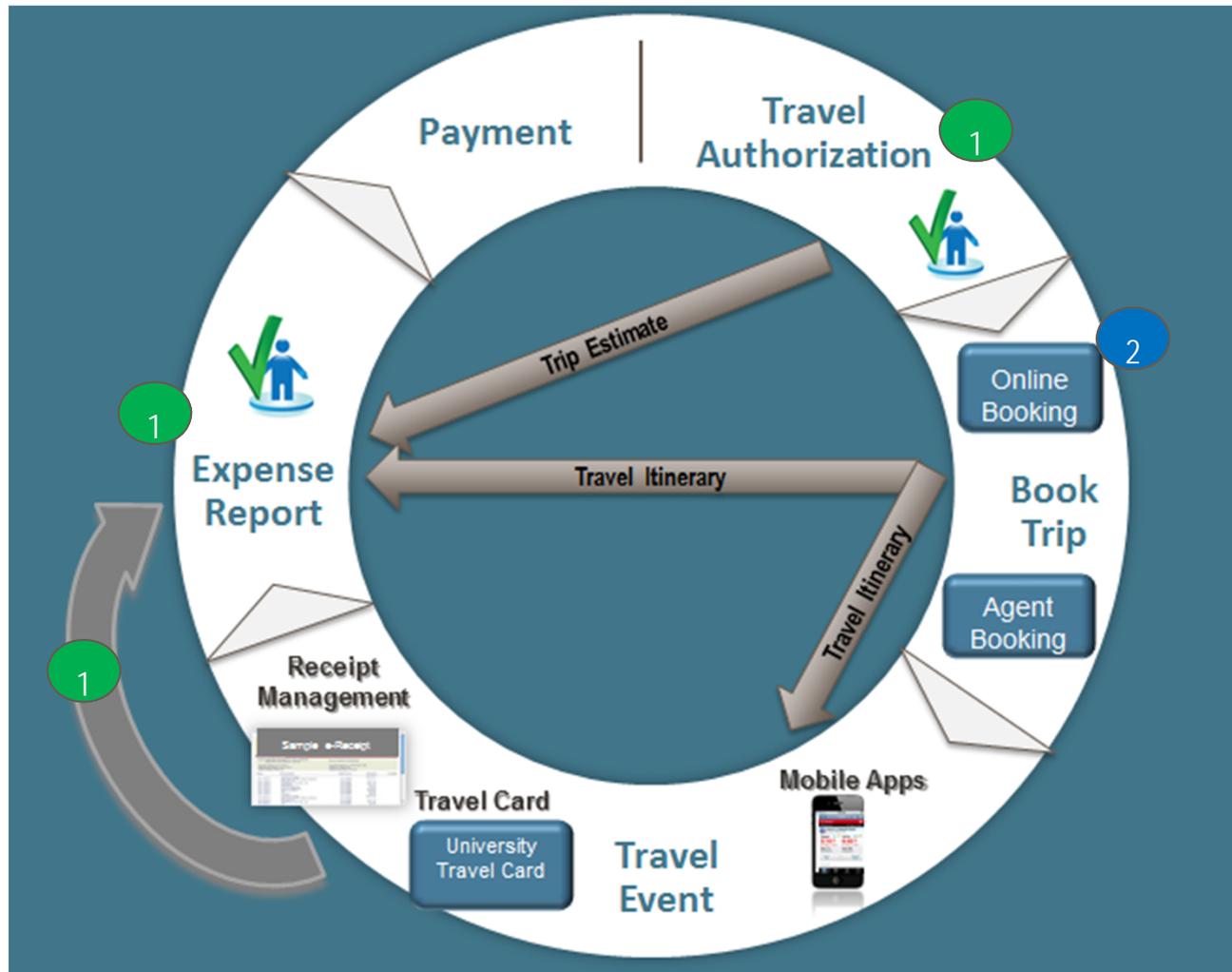
Determine what elements need to be sourced for your solution



1. Basic expense solution

Breaking Down the T&E Process

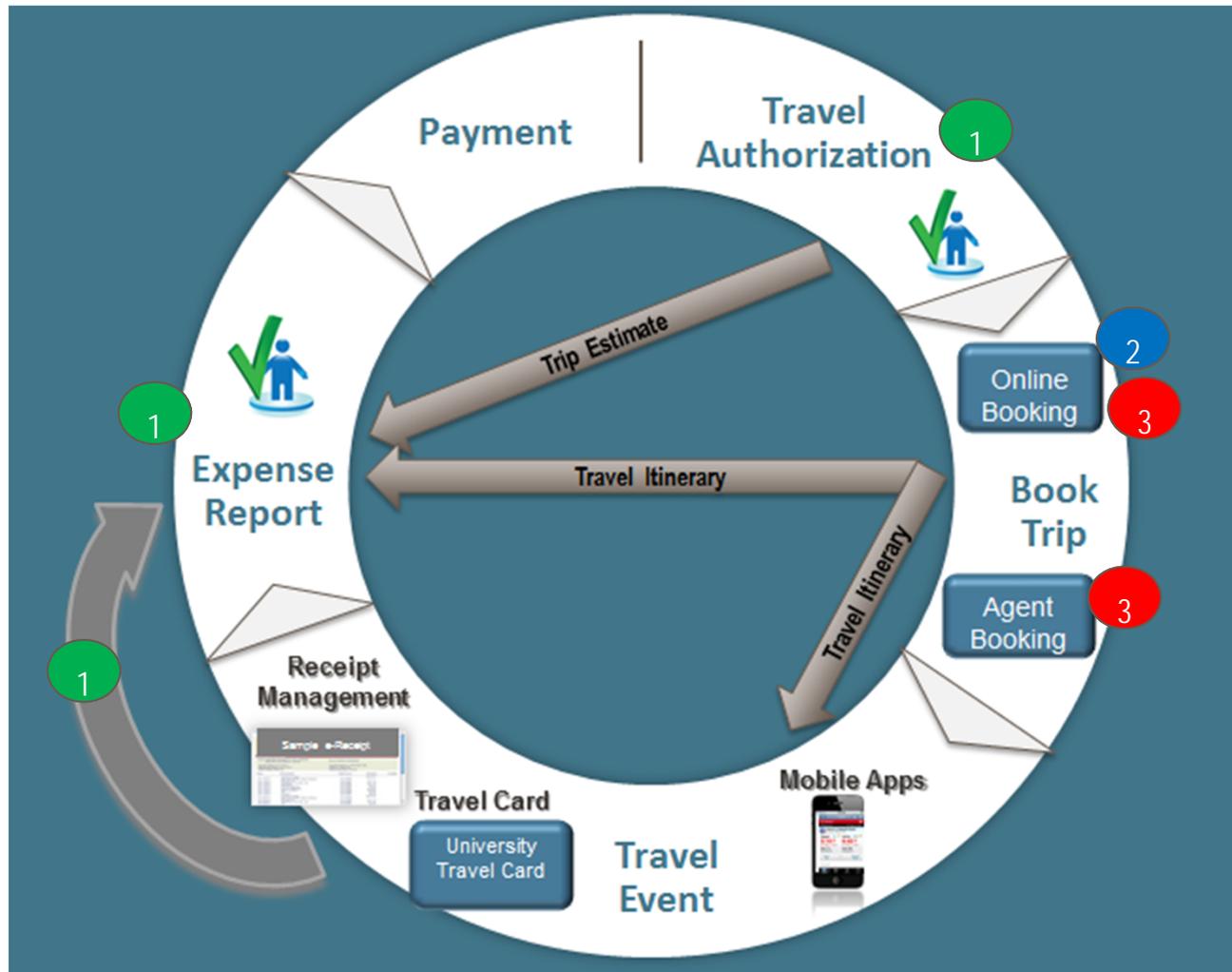
Determine what elements need to be sourced for your solution



1. Basic expense solution
2. Online booking tool

Breaking Down the T&E Process

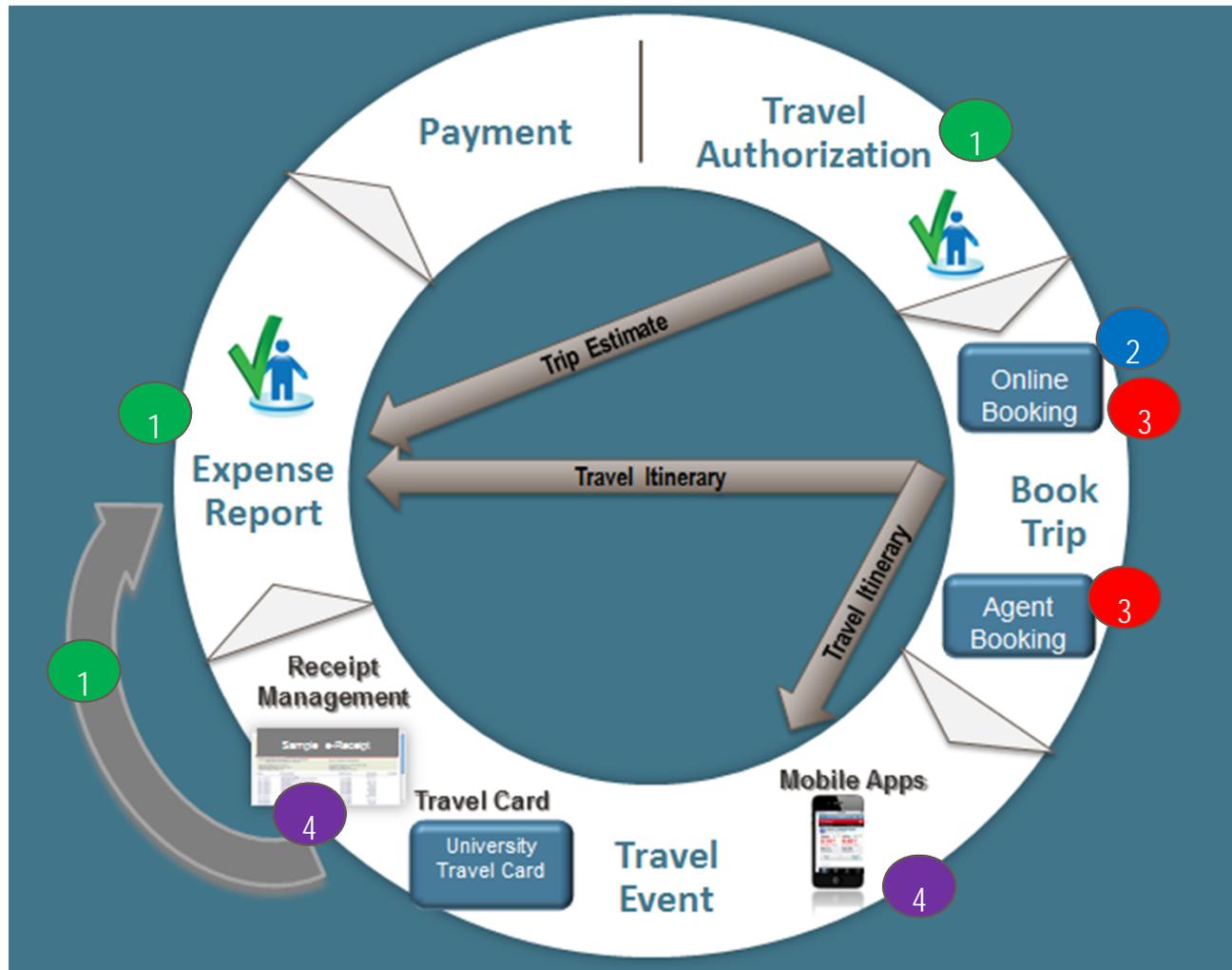
Determine what elements need to be sourced for your solution



1. Basic expense solution
2. Online booking tool
3. Travel Management Company (TMC)
 - Online booking fulfillment
 - Agent assistance

Breaking Down the T&E Process

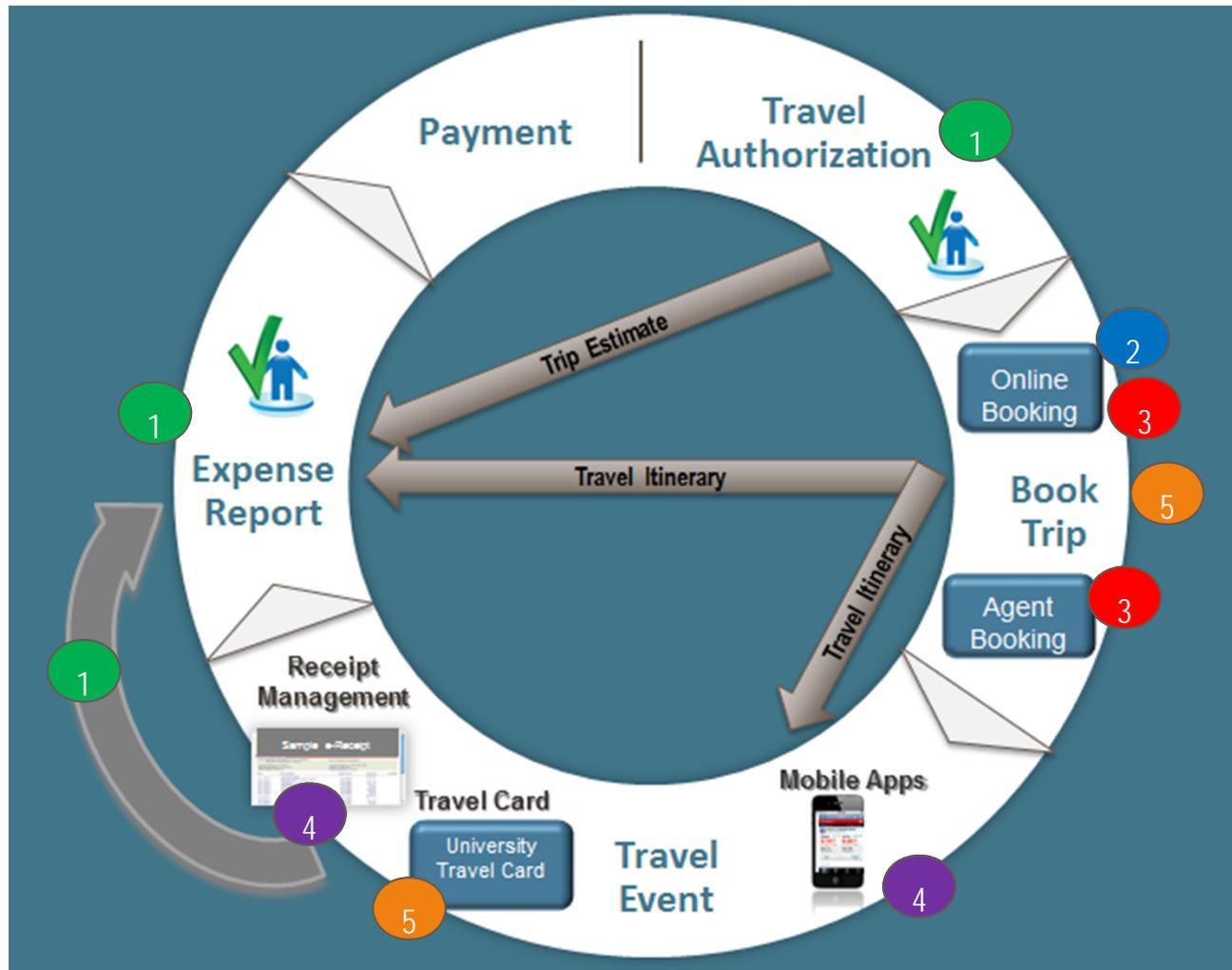
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1. Basic expense solution
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3. Travel Management Company (TMC)
 - Online booking fulfillment
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4. Advanced solution features, as part of a T&E solution

Breaking Down the T&E Process

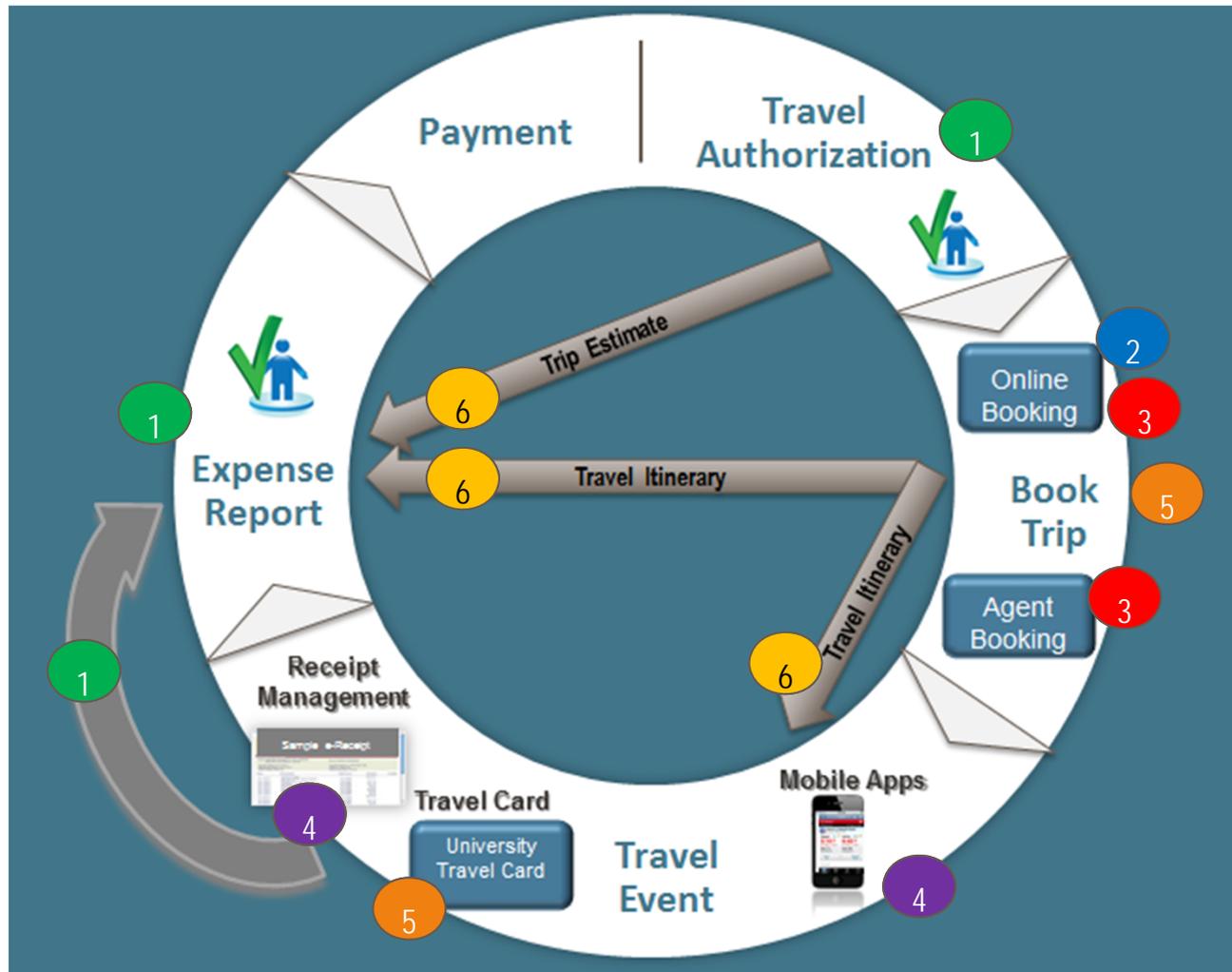
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1. Basic expense solution
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4. Advanced solution features, as part of a T&E solution
5. Travel card for airfare booking and in travel charges

Breaking Down the T&E Process

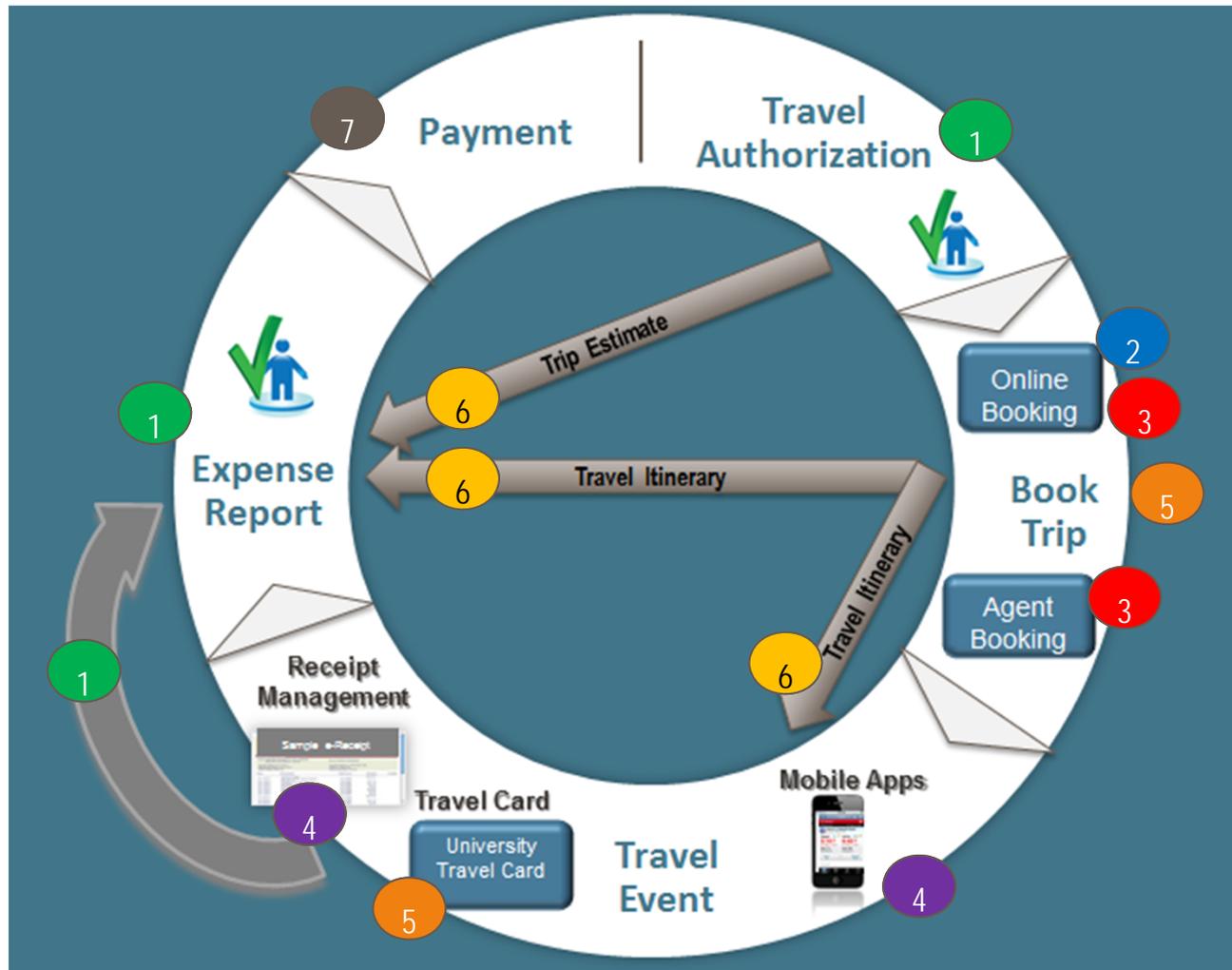
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1. Basic expense solution
2. Online booking tool
3. Travel Management Company (TMC)
 - Online booking fulfillment
 - Agent assistance
4. Advanced solution features, as part of a T&E solution
5. Travel card for airfare booking and in travel charges
6. End-to-end T&E integrations

Breaking Down the T&E Process

Determine what elements need to be sourced for your solution



1. Basic expense solution
2. Online booking tool
3. Travel Management Company (TMC)
 - Online booking fulfillment
 - Agent assistance
4. Advanced solution features, as part of a T&E solution
5. Travel card for airfare booking and in travel charges
6. End-to-end T&E integrations
7. Reimbursements via AP and/or Payroll

Addressing the Big Picture and Future Value

How the University of Colorado (CU) viewed their T&E solution prior to vendor selection



- **Automation of the expense solution**
 - Identified best practices
 - Addressed audit findings
 - Strived to make the reimbursement process faster
- **Automation of the online booking tool**
 - Identified that the best practice was to consolidate to one TMC
 - Established RFP criteria for our TMC selection
 - Customer service
 - Travel fulfillment
 - Cost
 - Technology capabilities

Addressing the Big Picture and Future Value

How the University of Colorado (CU) viewed their T&E solution prior to vendor selection



- **Addressed our corporate card program to meet both traveler and university needs**
 - Implemented a corporate-liability travel card
 - Relieved the traveler of personal cash flow challenges for “in travel” charges
 - Provided CU with rebates
 - Implemented a ghost card for our airfare purchased through the online booking or agent assisted reservations
 - Relieved the traveler of personal cash flow challenges for one of the largest travel charges that is often purchased a month or more in advance of the trip
 - Provided CU with rebates
 - Obtained rebates from these new corporate card programs which began to pay for the cost of the T&E solution

The Selection Process

Break it down to actionable steps

1. Define the big picture

- Your vision for the university's travel program, solution and services

2. Establish your core selection committee

- Executive sponsors, Functional SMEs, and Project team

3. Establish a travel advisory group of campus stakeholders and influencers

- Administrators and faculty that represent frequent and infrequent travels
- Athletics, study abroad and others that represent unique travel needs

4. Define the goals for the selection committee

- “Must improves” across policy, processes, and visibility (traveler locations & spend)
- Shared goals across all constituents on the selection team
- Communications – methods and frequency to keep all informed and the process moving

The Selection Process

Break it down to actionable steps

5. Build your requirements

- Individual travel, group travel, guest travel, international, travel, and athletics
- Reporting! Understand what information you need out of the automation for travel sourcing, compliance, and overall travel and expense program improvements

6. Build your RFPs and measurement matrix

- Technology solution, Travel Management Company, and travel card
- Remember to include focus on Implementation and deployment support

7. Post your RFPs

- Understand the vendor landscape as it relates to your big picture

8. Ensure short list and presentations focus on:

- Requirements and the vendor's ability to support your travel program vision
- Ease of use and intuitiveness
- Length of implementation and their ability to support your campus rollout strategy

Duration of Selection Process

CU's experience on how to streamline the selection process



- Your goal should be to source the T&E solution provider, TMC, and travel card solution within 6 months
 - Must haves:
 - Executive support to address issues and needs along the path to selection
 - Focused staff and efforts to ensure proper discussions, thoughts, details, and documentation is in place for the selection process
 - Tight project plan to ensure the process does not derail
- Travel Card Program
 - There are several university travel card consortiums that can aid in your selection and negotiations
- TMC and online booking tool
 - Went out to bid in October and awarded in January

Challenges

What should I be prepared for when embarking on this adventure?



- Managing the selection process so things do not get “off the rail”
- Getting senior leadership to pull the trigger on a purchase that impacts millions of dollars
 - Technology and services costs
 - Supported by savings opportunities
 - Credit card rebates
 - Process efficiencies
 - Vendor discounts
 - Compliance that reduces leakage
 - Supported by benefits that impact many constituents
 - Improved traveler experience through mobile technology
 - Reduced administrative costs through automation
 - Increased visibility to spend
 - Compliance to policy
- Timing of the deployment of T&E elements may be based on your executives willingness to support various components

Food for Thought

Contrasting platforms, approaches, and pricing models to consider

Additional considerations while conducting your selection process

Platform of the T&E provider	Software as a Service (SaaS)	On-premise
Approaches to online booking tool (OBT)	<ul style="list-style-type: none">Travel software provider is the OBT supplierTMC is the travel services provider	<ul style="list-style-type: none">Travel Management Company is the prime supplier for both OBT and travel services
Pricing method	Per expense transaction	Flat-fee

Questions and Answers