

SCTEM

SOCIETY FOR COLLEGIATE TRAVEL
& EXPENSE MANAGEMENT

iINNOVATION@SCTEM

Virginia Commonwealth University

Sarah O'Neill University Travel & Corporate Card Manager





VIRGINIA COMMONWEALTH UNIVERSITY

- Richmond, Virginia
- Approximately 25,000 full-time students
- 2,264 faculty
- \$270 million in Research
- Students from 108 countries

Our School



VIRGINIA COMMONWEALTH UNIVERSITY

Travel Program

- Our Team – Two Travel Analysts
- Travelers – Faculty, staff, researchers, students, athletes
- Approximately \$17m in travel spend annually
- Christopherson Business Travel, OBT powered by Concur
- Chrome River expense management
- Adoption rate – 100% expense, 94% TMC, 60% OBT



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Challenge

- VCU Corporate Rewards accounts
 - Delta Airlines Sky Bonus
 - United Airlines Perks Plus
 - American Airlines Business Extra
- Because of the success of the mandatory requirement for airfare to be purchased through Christopherson Business Travel, the university was accumulating a large number of points
- We had no equitable way to distribute these points to our business travelers
- Process needed to have minimal administrative effort



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Solution

- Utilize points programs to support the university's core mission to student
- Partnered with Global Education Office (GEO) who added these vouchers to an established scholarship awards process
- GEO's mission is to expand VCU's role on the world stage and increasing our global footprint



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Results

- We're in our second year of the program and have awarded 23 vouchers
- Careful consideration is given to the sustainability of the program based on our volume of spend
- Cut off dates for voucher redemption, know location and dates of trip prior to claiming points
- Faculty and staff are pleased that an indirect result of a mandatory requirement to book airfare through CBT resulted in direct support to students



VCU

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Tips for the Future

- This program gives direct student support and is not a cost saving measure
- Our university is passionate about global education, but this could be for any area of study
- Utilize processes already in place: financial aid, grant proposals, scholarships