Project Fast Lane
Improving Travel and Expense

Project Kickoff
December 2022
Topics

- Project Background
  - Travel & Expense – Important Functions that Need Improvement
  - Travel & Expense by the Numbers
  - Why Project Fast Lane?
  - Expected Benefits

- Technology Preview

- Project Information
  - Project Summary
  - Project Team
  - Timeline
  - Campus Engagement & Communication

- Questions/Staying Connected
Project Background
## Travel & Expense – Important Functions that Need Improvement

### System-wide Impact and Challenges

**Impact**
- Thousands of employees conduct business travel and/or incur business and travel expenses

**Challenges**
- Business & travel expense processes are clunky, manual, inefficient, & time-consuming
- Business & travel expense technology is antiquated and not integrated

### Addressing the Challenges - Progress to Date

**Updating Policies and Standards**
- In July of 2022, UMass Board approved updated **Business & Travel Expense Policy & Standards**
- System-wide team is working on an updated **Travel Policy and Standards**

**Investing in New Technology**
- Campuses worked together to select a new travel registry technology (HX Global)
- Campuses worked together to select a new business & travel expense technology (Concur)

### Next Step – Project Fast Lane

**Improve Business & Travel Expense**
- Consolidate activities into one comprehensive project - “Project Fast Lane”
- Greatest potential level of improvement across policy, process, and technology

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University of Massachusetts

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# Travel and Expense by the Numbers (CY 2022)

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees Traveled</td>
<td>5,700</td>
</tr>
<tr>
<td>Out of State Trips</td>
<td>3,500</td>
</tr>
<tr>
<td>In-State Trips</td>
<td>1,700</td>
</tr>
<tr>
<td>International Trips</td>
<td>900</td>
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<tr>
<td>Employees Reimbursed</td>
<td>6,300</td>
</tr>
<tr>
<td>Employees with Bank Card</td>
<td>3,600</td>
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<tr>
<td>Total Expense Reports</td>
<td>37,000</td>
</tr>
<tr>
<td>Total Expense Reports $</td>
<td>$45M</td>
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</tbody>
</table>

*These numbers are approaching pre-covid volume*
Project Fast Lane - The Tollbooth Analogy

The Old Way
- Waiting in long lines
- Taking a ticket from a tollbooth operator
- Trying to find change

• Fast Lane
• EZ Pass

The Improved Way
- No tollbooth lines
- Transponder/plate image
- Direct connection to bank/credit card
Project Fast Lane – Improving Travel & Expense

The Current Way
- Complex processes
- Antiquated technology
- Time-consuming, slow

The Improved Way
- Streamlined process
- Modern, integrated technology
- Efficient, “fast”
Project Fast Lane - Expected Benefits

**Speed**
- 50% less time to register and book a trip
- 40% less time to complete an expense report
- 50% less time to reimburse expenses

**Efficiency**
- 35% more efficient expense handling
- 40% more efficient auditing staff

**Accuracy**
- 40% reduction in lost receipts
- 65% more compliant expense reports

Source: International Data Corporation
Technology Preview
Future Technology Overview

**SAP Concur - Travel & Expense**
- Used by hundreds of universities
- Online travel booking
- Expense report creation and approval
- Will replace Peoplesoft Expense, Docusign exception/approval forms, Egencia*, & Buyways bank card expense reports

*Does not impact relationship with other Travel Management Companies

**HX Global – Travel Registry**
- Global provider of travel risk management services
- Travel pre-approval and traveler notifications
- Will replace Terra Dotta
Future Technology Features

**Travel Registration, Travel Booking, Expense Reporting**
- Intuitive, modern look and feel
- Mobile app access
- Self-service travel booking with access to University rates/discounts
- Digital receipt capture
- Integrated travel registration/pre-approval/booking
- Integration with bank card for expense reporting
- Integrated UMass policy to prevent or highlight exceptions
- Direct cost allocation in expense report (reduce cost re-allocation)

**Approval Process**
- Configurable workflow/flexible by campus, department
- Automated notifications, approvals, returns

**Reporting, Audit, and Traveler Notification Capabilities**
- Advanced traveler notification capabilities
- Improved capabilities for audit and compliance
Technology – Current to Future

Current – 5 different systems with limited integration

- Terra Dotta
- Egencia
- Peoplesoft*
- Buyways
- Docusign

*Peoplesoft used for UMPO and UMD

Future – 2 systems, well integrated

- HX Global
- SAP Concur

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Project Information
Project Fast Lane - Summary

Goal / Key Project Components

- Improve business & travel expense functions
- Update policies/standards, streamline processes, upgrade technology, enhance support

Campus Involvement

- System-wide Project Team(s) and Governance
- Focus Groups
- Employee/departmental input and feedback

Important Milestones

- December 2022 – Project Fast Lane begins (policy/standards work underway)
- April 2023 – Updated Travel Policy Board of Trustees vote
- Summer 2023 – New T&E Process Pilot Rollout (participants and schedule TBD)
- Fall 2023 – New T&E Process Campus Rollouts (schedule TBD)
## Campus Teams

<table>
<thead>
<tr>
<th>Campus</th>
<th>Business &amp; Travel Expense Team Policy, Standards, Technology</th>
<th>Travel Policy Core Stakeholders</th>
<th>Travel Registry Technology Team</th>
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<tbody>
<tr>
<td>Amherst</td>
<td>Frank Sousa, Denise Storm, Ray Rex, Patty Roper</td>
<td>Kalpen Trivedi</td>
<td>Andrea Drake</td>
</tr>
<tr>
<td>Boston</td>
<td>Patricia Overko, Chris Giuliani, Rebecca Hansen, Sharon DeLeskey</td>
<td>Shaun Morgan</td>
<td>Justin Comeau</td>
</tr>
<tr>
<td>Dartmouth</td>
<td>Suzanne Audet, Jillian George</td>
<td>Michael LaGrassa</td>
<td>Michael LaGrassa</td>
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<tr>
<td>Lowell</td>
<td>Sharon-Anne Mapes, Eileen Trott</td>
<td>Rick Wood</td>
<td>Eileen Trott, Fern MacKinnon</td>
</tr>
<tr>
<td>UMass Chan</td>
<td>Marcy Culverwell, Jenn Robinson, Amy Miarecki, Bethanne Giehl</td>
<td>Teresa Zash</td>
<td>Teresa Zash</td>
</tr>
</tbody>
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# President’s Office Team

<table>
<thead>
<tr>
<th>Department</th>
<th>Representatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Innovation Team</td>
<td>David Nero, Mike Greer, Jacob Sturtz, Mike Ricciardi, Jason MacFadyen, Mike Rizk, Holly Wang</td>
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<tr>
<td>Employee Services Team - Travel and Expense</td>
<td>Jeff Gull, Caitrin Merrill, Lori McKiel</td>
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<tr>
<td>Unified Procurement Services Team</td>
<td>Brian Girard, Rob Hyde, Amanda Onwuka, Claudia Cortes, Ashley Hunter</td>
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<tr>
<td>Controller</td>
<td>Patrick Hitchcock, Deirdre Delaney</td>
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<tr>
<td>A&amp;F/Risk Management</td>
<td>Matt Gorzkowicz, Christine Packard</td>
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<tr>
<td>Treasury</td>
<td>Andrew Russell</td>
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<tr>
<td>Human Resources</td>
<td>John Dunlap</td>
</tr>
<tr>
<td>Office of General Counsel</td>
<td>Alyssa Cherubino, John Chayrigues, Andrew Karberg</td>
</tr>
<tr>
<td>UITS</td>
<td>Shawn Skelly, Scott Szajna, Kristina England, Jason Rowe, Kathy Sawyer, Ben Collins, Frank Butler</td>
</tr>
</tbody>
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Project Fast Lane - Timeline

Oct 22 | Nov 22 | Dec 22 | Jan 23 | April 23 | June 23 | Summer 23 | Fall 23

Concur Travel & Expense
- Procurement
- Contract/Prep
- Planning/Kickoff
- Setup, Integration, Testing
- Pilot Phase
- Campus Rollout

HX Global Travel Registry
- Procurement
- Contract/Prep
- Planning/Kickoff
- Setup, Integration, Testing
- Pilot Phase
- Campus Rollout

Travel Policy & Standards
- Initial Policy Draft
- Stakeholder Review
- Final Draft/BOT Initial
- Draft Standards
- BOT Vote
- Finalize and Communicate Standards
- Roll Out

Business and Travel Expense Standards
- Draft updates
- Issue update

Travel & Expense Support
- Planning
- Transition to Employee Services Team
- Develop training materials and support processes
- New process employee training & support

Communication & Campus Engagement

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Campus Engagement & Communication

**Campus Focus Groups**
- Targeted input and feedback from department representatives engaged in significant travel & expense activity
- Some by each campus, some system-wide

**Communication & Input**
- Project Website (umassp.edu/projectfastlane)
- Monthly Newsletters (emailed)
- Campus Town Halls
- System-wide Virtual Town Halls
Thank You!
Questions/Discussion

Stay Connected
https://www.umassp.edu/projectfastlane
email--David Nero, dnero@umassp.edu