

Travel and Expense Redesign Initiative

Improving the travel experience

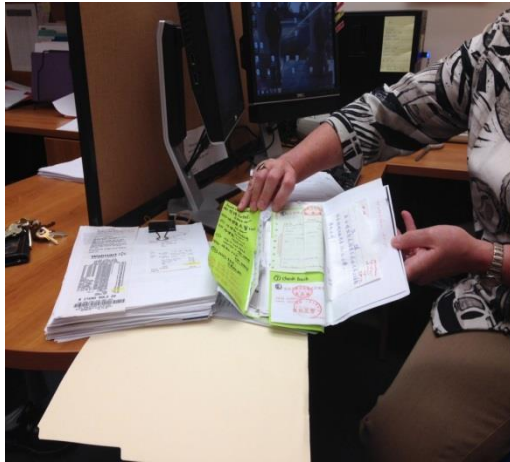
To advance Teaching, Learning, Research, and Service

Initiative Goals

- Streamline the travel booking and expense management processes
- Enhance ability to provide assistance due to travel disruptions (duty of care reporting)
- Enhance compliance with [Federal Export control regulations](#)
- Better air, hotel, and rental car pricing

UVA Travel Today

- \$40m in total travel expenditures, in top five spend categories (approximately \$25m in airline, hotel, rental car)
- 23,000 trip reimbursements
- 5700 travelers
- Highly Distributed Activities



Travel and Expense Redesign Initiative
Procurement & Supplier Diversity Services in partnership with Organizational Excellence

For further information, please contact John McHugh (jmv7) or Mary Brackett (mcb6m)

| Data Source | Key Findings |
|---|---|
| 44 Focus group sessions with 316 participants | <ul style="list-style-type: none"> • Multiple sets of rules are confusing • No data entry standards |
| Support staff reimbursement time study | <ul style="list-style-type: none"> • Actual expenses take almost 3x longer than per diem but cost is only 3% higher |
| Benchmark Study of Administrative Services | <ul style="list-style-type: none"> • Process cost is \$85 per travel reimbursement |
| Payment voucher data analysis | <ul style="list-style-type: none"> • 16% error rate |
| Process mapping | <ul style="list-style-type: none"> • Low levels of automation • Duplication in preparation and approval processes |
| Peer Benchmarking | <ul style="list-style-type: none"> • Travel Office • Travel Card • Integrated electronic workflow |

Engage. Simplify. Enable the Mission.