

Project Fast Lane

Improving Travel and Expense



Project Kickoff
December 2022



University of Massachusetts

Amherst • Boston • Dartmouth • Lowell • Medical School • UMassOnline

INTERNAL USE ONLY

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

Travel and Expense by the Numbers (CY 2022)



5,700 employees traveled



3,500 out of state trips



1,700 in-state trips



900 international trips



6,300 employees reimbursed



3,600 employees with bank card



37,000 total expense reports



\$45M total expense reports

These numbers are approaching pre-covid volume

Project Fast Lane - The Tollbooth Analogy

Vehicle Type	1/4 mi	1/2 mi	3/4 mi	1 mi	1 1/4 mi	1 1/2 mi	1 3/4 mi	2 mi	2 1/4 mi	2 1/2 mi	2 3/4 mi	3 mi	3 1/4 mi	3 1/2 mi	3 3/4 mi	4 mi	4 1/4 mi	4 1/2 mi	4 3/4 mi	5 mi
ALPHA	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
BETA	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
GAMMA	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
DELTA	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
EPA	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
FEDERAL	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
STATE	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
LOCAL	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
NATIONAL	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
INTERNATIONAL	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
EUROPEAN	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
AFRICAN	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
ASIAN	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
OCEANIC	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
AMERICAN	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
CANADIAN	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
MEXICAN	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
CUBAN	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
CARIBBEAN	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
CENTRAL AMERICAN	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50
SOUTH AMERICAN	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50	0.50

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

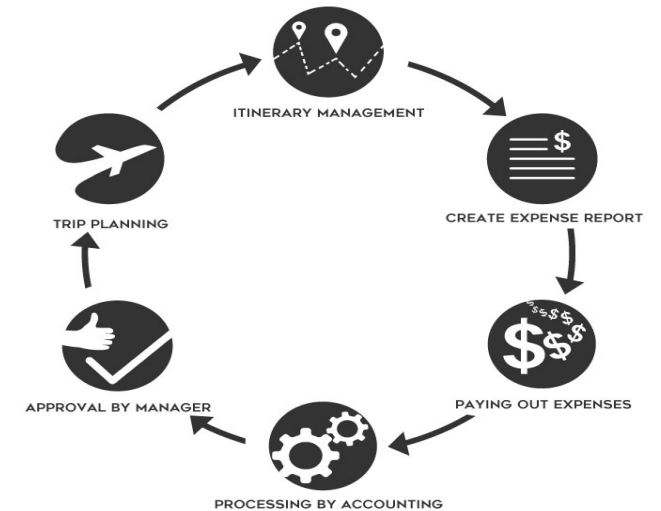


Project Fast Lane



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

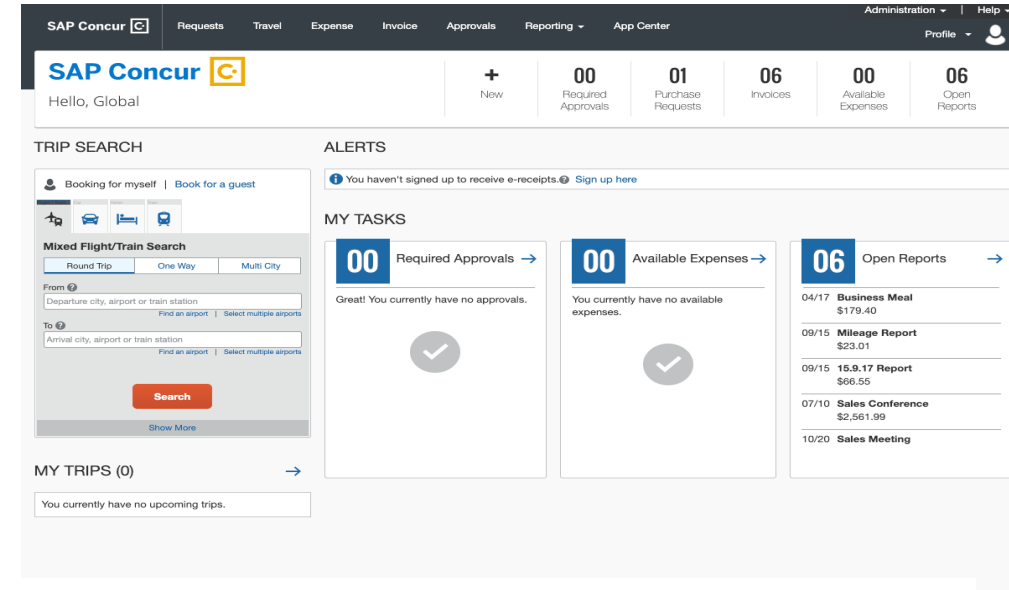
Technology Preview

Future Technology Overview

SAP Concur - Travel & Expense

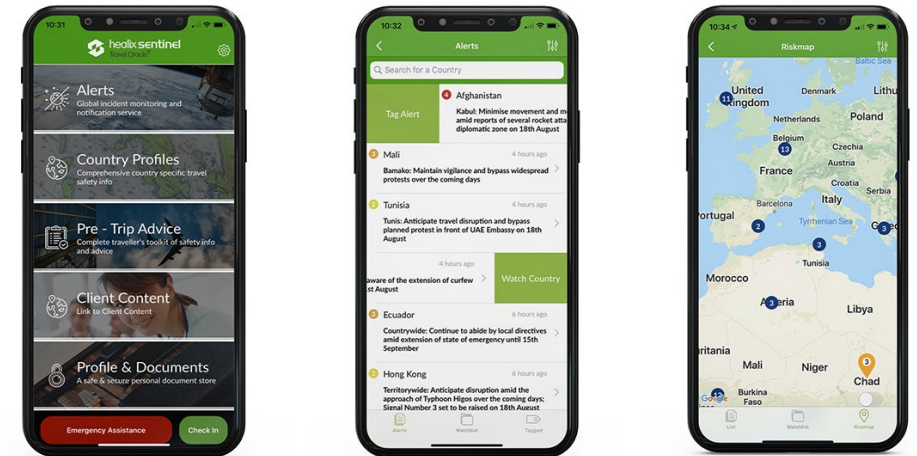
- Used by hundreds of universities
- Online travel booking
- Expense report creation and approval
- Will replace Peoplesoft Expense, Docusign exception/approval forms, Egencia*, & Buyways bank card expense reports

*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

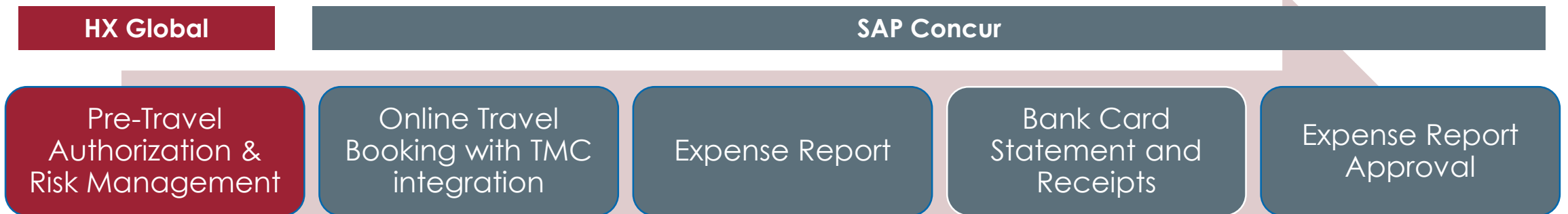
Technology – Current to Future

Current – 5 different systems with limited integration

**Peoplesoft used for UMPO and UMD*



Future – 2 systems, well integrated



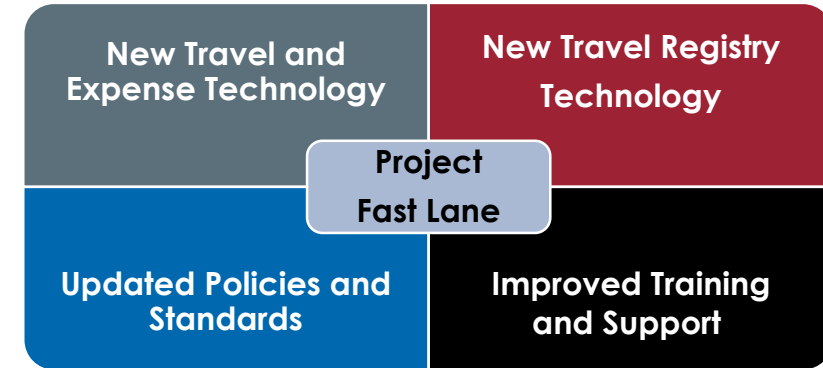
Project Information

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

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

President's Office Team

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

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
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HX Global Travel Registry	Procurement	Contract/ Prep	Planning/ Kickoff	Setup, Integration, Testing			Pilot Phase	Campus Rollout
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Travel Policy & Standards	Initial Policy Draft	Stakeholder Review	Final Draft/ BOT Initial	Draft Standards	BOT Vote	Finalize and Communicate Standards	Roll Out
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Business and Travel Expense Standards	Draft updates		Issue update	
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Travel & Expense Support	Planning	Transition to Employee Services Team		Develop training materials and support processes	New process employee training & support
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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

Project Fast Lane



Stay Connected

<https://www.umassp.edu/projectfastlane>
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