

The UF logo consists of the letters 'UF' in a white, bold, sans-serif font, centered within a solid orange square. The background of the slide is a blue-tinted photograph of a modern building with a glass facade and a wide set of stairs leading up to the entrance.

UF

The HURON logo features a stylized white icon of two interlocking shapes on the left, followed by the word 'HURON' in a white, bold, sans-serif font.

HURON

CFO Roundtable

June 2022 Meeting



JUNE 22, 2022

huronconsultinggroup.com

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UF GO Project
Overview

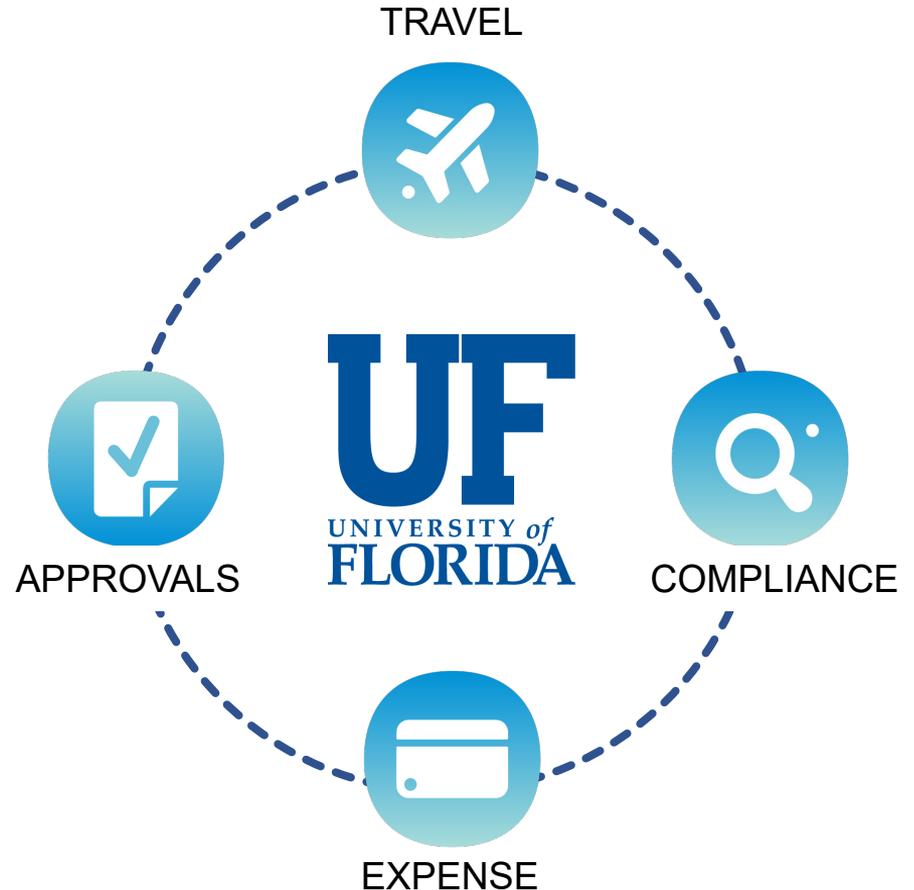
UNIVERSITY *of* FLORIDA



TRAVEL & PCARD SYSTEM

PROJECT GOALS

- **Redefine** the campus travel and reimbursement experience
- **Streamline** and **simplify** processes
- Increase transparency and **spend visibility**
- Seamless **PCard integration**
- Elevate **compliance**
- **Identify** sourcing opportunities associated with **cost savings**



UNIFIED PLATFORM

TRAVEL

Create Travel
Requests

Book Travel

Manage Receipts

Create Expense
Reports



TRAVEL & PCARD

PCARD

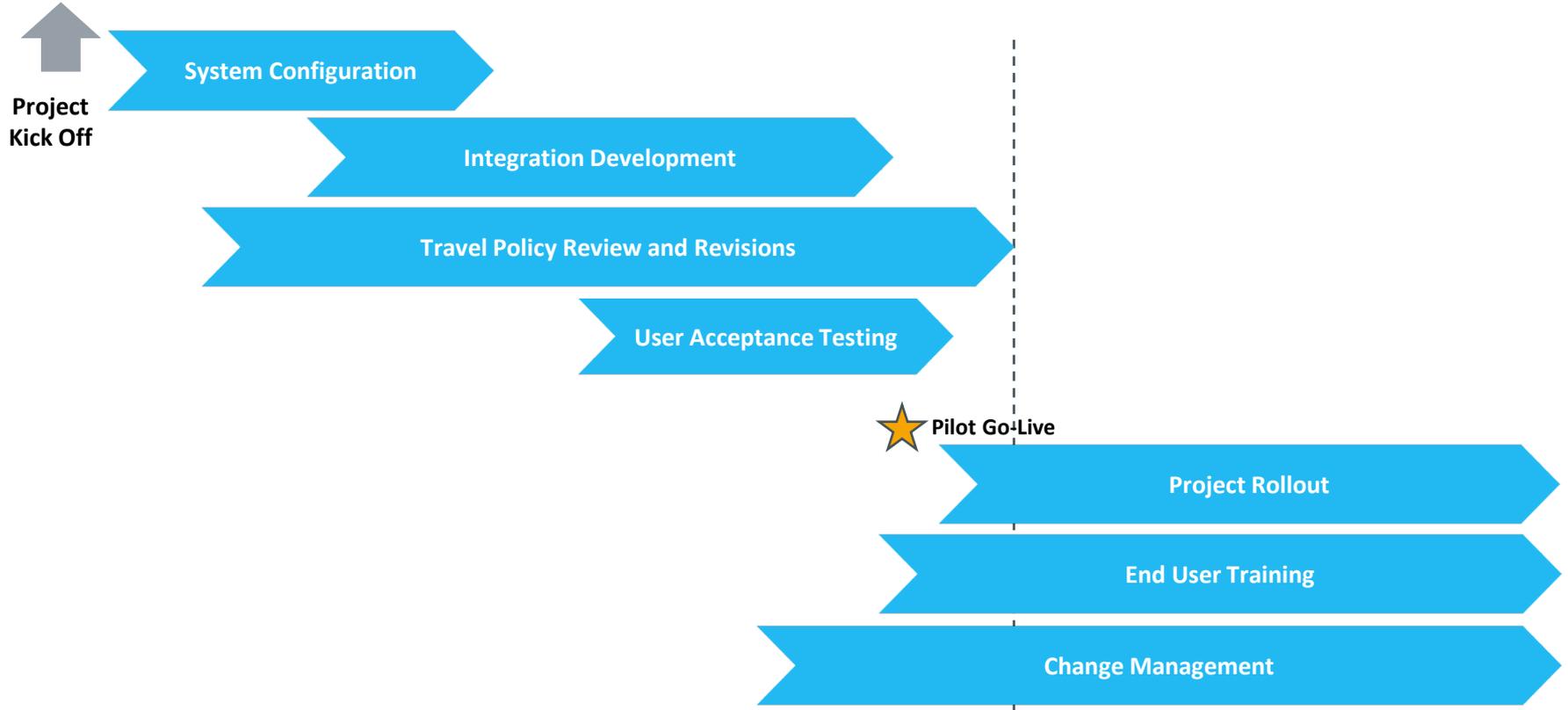
Manage Receipts

Create Expense
Reports

Reconcile
Transactions

TIMELINE

2021 - 2022



SYSTEM MODULES*



**PRE-TRIP
APPROVAL**
Cash Advance
Request



BOOKING TRAVEL
By World Travel
Agency on Concur
Platform



SUBMIT EXPENSES
Travel
PCard
Employee Reimbursement

**Also supports guest travel*

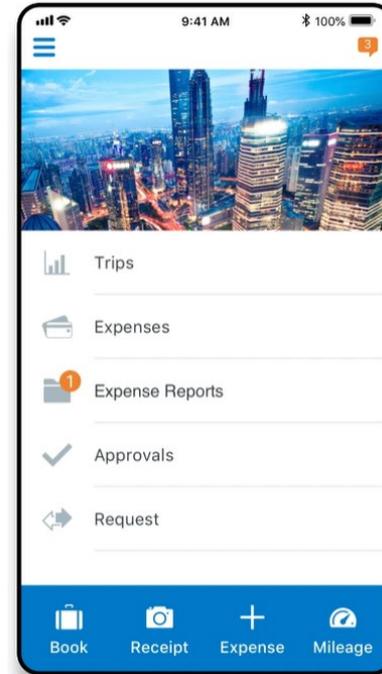
SYSTEM ACCESS

Mobile app on phone or tablet

One.UF

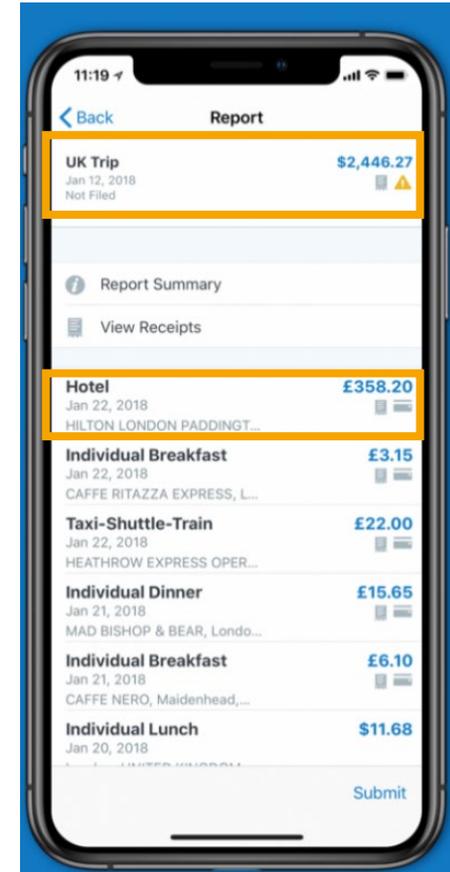
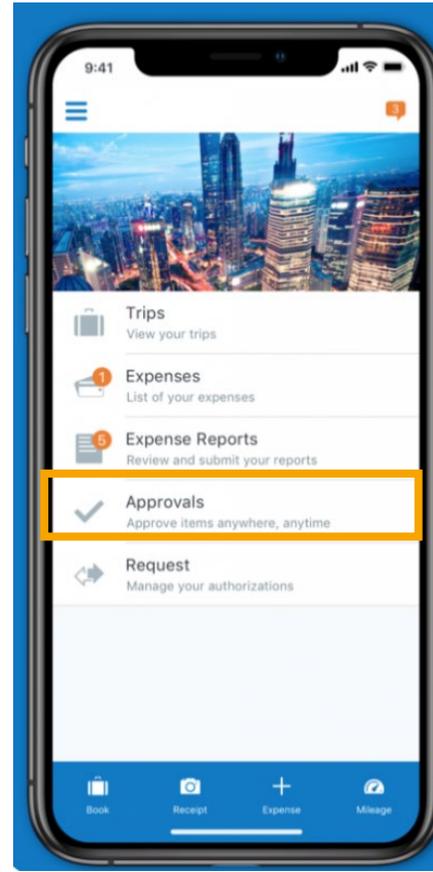
UF GO Travel & PCard

UF GO is a unified travel and PCard system through which UF faculty and staff complete travel requests, file travel expense reports and reconcile all PCard charges.



MOBILE APPROVALS

- Approver has ability to view itemized transactions
- Built-in policy rules that are highlighted for further action
- Can Approve or Send Back for corrections



APPROVAL

Allows for easy tracking of report status every step of the way as it moves through the workflow

Approval Flow



Claim Summary

SUBMITTED
Chatterton, Richard 26/06/2018

SUBMITTED & PENDING APPROVAL
Chatterton, Richard 26/06/2018

APPROVED
Tran, John 27/06/2018

AUTO APPROVED
System, Concur 27/06/2018

AUTO APPROVED
System, Concur 27/06/2018

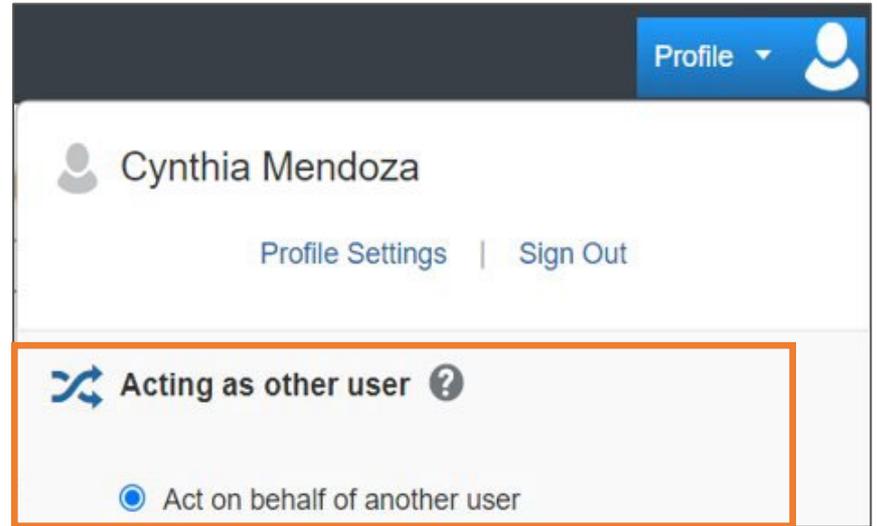
AUTO APPROVED
System, Concur 27/06/2018

APPROVED
Khadka, Saroj 27/06/2018

SECURITY ROLES: DELEGATES

Concur allows the delegation of authority to others.

- Request & Expense Delegate
- Approver Delegate
- Travel Assistant/Arranger



Visit the UFGO webpage to learn more about delegation of authority

BOOKING TOOL



Flight Search

Round Trip | One Way | Multi City

From ?
Departure city, airport or train station
[Find an airport](#) | [Select multiple airports](#)

To ?
Arrival city, airport or train station
[Find an airport](#) | [Select multiple airports](#)

Trip Library | Templates | Tools

Trip Summary

SEATTLE, WA TO MEMPHIS, TN
MON, AUG 20 - FRI, AUG 24

Select Flights

Round Trip
SEA - MEM
Depart: Mon, 08/20/2018
Return: Fri, 08/24/2018

Finalize Trip

Hide matrix | Print / Email

All 64 results	 American Airlines	 United	 Delta	 Alaska Airlines
1 stop 64 results	24 results	14 results	24 results	2 results

Select from the flight option(s) below to price and view fare options for all flights.

Depart | Return

Seattle, WA - Mon, Aug 20

Flight Number Search Sorted By: Depart - Earliest

Displaying: 64 out of 64 results.
Previous | Page: 1 of 7 | Next | All

 06:00a SEA → 11:57a DFW American Airlines	Nonstop	Economy	<input type="button" value="Select"/>
02:10p DFW → 03:36p MEM American Airlines	Nonstop	Economy	

Mimics popular
booking platforms

WORLD TRAVEL SERVICE

- UF's authorized agency for all travel needs
- 24/7 designated booking support and by-phone assistance
- Management of unused airline tickets
- Adheres to UF travel policy
- Pre-negotiated pricing
- Can be used for personal travel



TRAVELER PROFILE

Frequent-Traveler Programs

Your Frequent Traveler, Driver, and Hotel Guest Programs

	Southwest	Southwest Rapid Rewards
	UNITED	United Mileage Plus
	AVIS	Avis Avis Wizard PREFERRED
	Marriott	Marriott International (EM) Marriott (All) (EM) Marriott Bonvoy
	National	National Emerald Club

Connect to frequent traveler programs

Travel Profile Options

Select one of the following to customize your travel profile.

Don't show travel introduction page

Air Travel Preferences

What is your home airport? Which airline do you like to use? Do you have any seating or meal preferences?

Hotel Preferences

Which hotel chain do you prefer? Do you have any room preferences?

Assistant Information

Do you have a secretary or assistant who makes your travel arrangements or updates your schedule?

Car Rental Preferences

Which car rental companies do you prefer to use? Do you belong to any car-rental discount clubs?

International Travel Information

If you travel internationally, we'll need some information about your passport, visas, and citizenship.

MANAGING RECEIPTS



Upload receipt to mobile app



E-mail picture



Email e-receipt



MACHINE LEARNING TECHNOLOGY

- Solution processes the data and identifies items like date, vendor, expense type
- Matches to expense entry in UF GO Expense
- Automatically reviews for policy exceptions before routing to Approver
- Flags anomalies



E-RECEIPTS

When opted into, e-receipts are **automatically collected and matched**

Aer Lingus 


HILTON
WORLDWIDE

AirTran
AIRWAYS

Budget


CARLSON
REZIDOR
HOTEL GROUP


SOUTHWEST™


AIR CANADA

 LA QUINTA
BY WYNDHAM

 TAXI MAGIC

Hertz®

 **interjet**

starwood
Hotels and
Resorts

 **enterprise**

 **Marriott**

IHG
InterContinental Hotels Group

 **australia**

EXPENSE REPORTS

Car Rental \$202.35 

03/26/2018 | Enterprise

Cancel [Save Expense](#)

[Details](#) [Itemizations](#) [Hide Receipt](#) 

 [Allocate](#) * Indicates required field

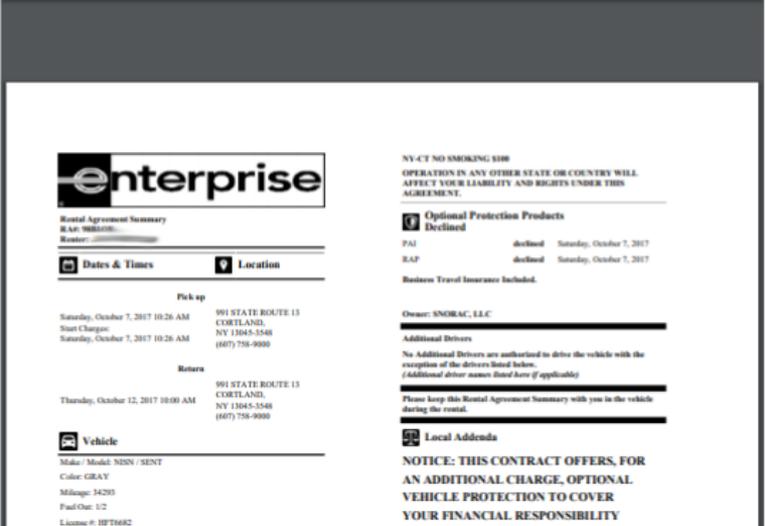
Expense Type *

Transaction Date * Expense Report Type *

Report/Business Purpose of Expense * Additional Information

Vendor * City of Purchase

Payment Type *



enterprise

Rental Agreement Summary
R# 18020180
Renter: [REDACTED]

Dates & Times **Location**

Pick up
Saturday, October 7, 2017 10:26 AM CORTLAND, NY 13045-3548 (607) 758-9900
Start Charge:
Saturday, October 7, 2017 10:26 AM

Returns
Thursday, October 12, 2017 10:00 AM 991 STATE ROUTE 13 CORTLAND, NY 13045-3548 (607) 758-9900

Vehicle
Make / Model: NISSAN / SENTRA
Color: GRAY
Mileage: 34293
Fuel On: 1/2
License #: HP16682

NV-CT NO SMOKING 1000
OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

Optional Protection Products
Declined

FAP	declined	Saturday, October 7, 2017
EAP	declined	Saturday, October 7, 2017

Business Travel Insurance Included.

Owner: SNORAC, LLC

Additional Drivers

No Additional Drivers are authorized to drive the vehicle with the exception of the drivers listed below.
(Additional driver names listed here if applicable)

Please keep this Rental Agreement Summary with you in the vehicle during the rental.

Local Address

NOTICE: THIS CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, OPTIONAL VEHICLE PROTECTION TO COVER YOUR FINANCIAL RESPONSIBILITY

ITINERARY

Itinerary Import function and Per-diem calculation

Available Itineraries

Current Itineraries ▼ Delete

Departure City	Date and Time
- Itinerary: LNittoli_WashingtonDC_5.12.17	
Denver, Colorado	05/08/2017 10
Washington, District of Columbia	05/12/2017 05

2 Available Itineraries 3 Expenses & Adjustments

to Go

Date/Location ▲	Breakfast Provided	Lunch Provided	Dinner Provided
<input type="checkbox"/> 12/06/2016 Washington, District of Colu...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 12/07/2016 Washington, District of Colu...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 12/08/2016 Washington, District of Colu...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 12/09/2016 Washington, District of Colu...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 12/10/2016 Washington, District of Colu...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 12/11/2016 Washington, District of Colu...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A group of five hands, all wearing dark blue business suit sleeves, are raised in a gesture of approval, giving thumbs up. The hands are arranged in a circle, with the thumbs pointing towards the center. The background is a blurred, dark greyish-blue with some bokeh light spots. The word "COMPLIANCE" is written in a bold, white, sans-serif font across the center of the image, overlaid on the hands.

COMPLIANCE

PCARD TRANSACTION IMPORT

Nightly import of transactions from the bank into available transactions.

Available Expenses

- Expense Detail
- HDI ANNUAL CONFERENCE 516-5627819, NY
- United Airlines 800-932-2732, TX
- WOODY CREEK BAKERY & C DENVER, CO
- NANTUCKET'S REEF ROCKVILLE, MD
- NANTUCKET'S REEF ROCKVILLE, MD

Nebraska - Jan

[+ New Expense](#) [Import Expenses](#) [Details](#) [Receipts](#) [Print / Email](#) [Delete Report](#) [Submit Report](#)

Expenses

<input type="checkbox"/>	Date	Expense Type	Amount	Requested
<input checked="" type="checkbox"/>	01/05/2021	Airfare (Concur/CB UNITED 016761573)	\$263.85	\$263.85
<input type="checkbox"/>	12/18/2020	Lodging Rates Fairfield Inns, Scotts	\$115.32	\$115.32

TOTAL AMOUNT **\$379.17** TOTAL REQUESTED **\$379.17**

Expense

Expense Type: Airfare (Concur/CBT) Transaction Date: 01/05/2021

Vendor: United Airlines Amount: 263.85 USD

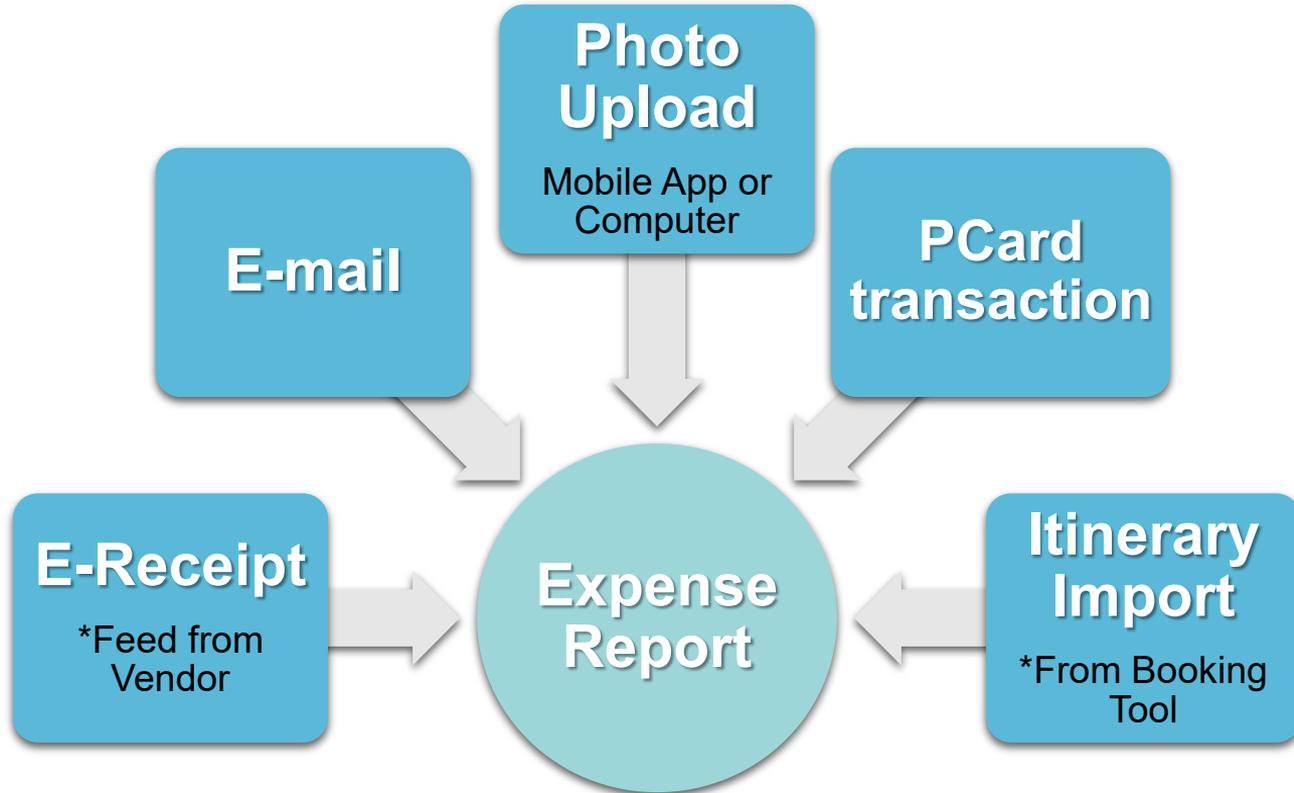
Is Required
 Receipt Included? [?](#)
Yes

Comment:

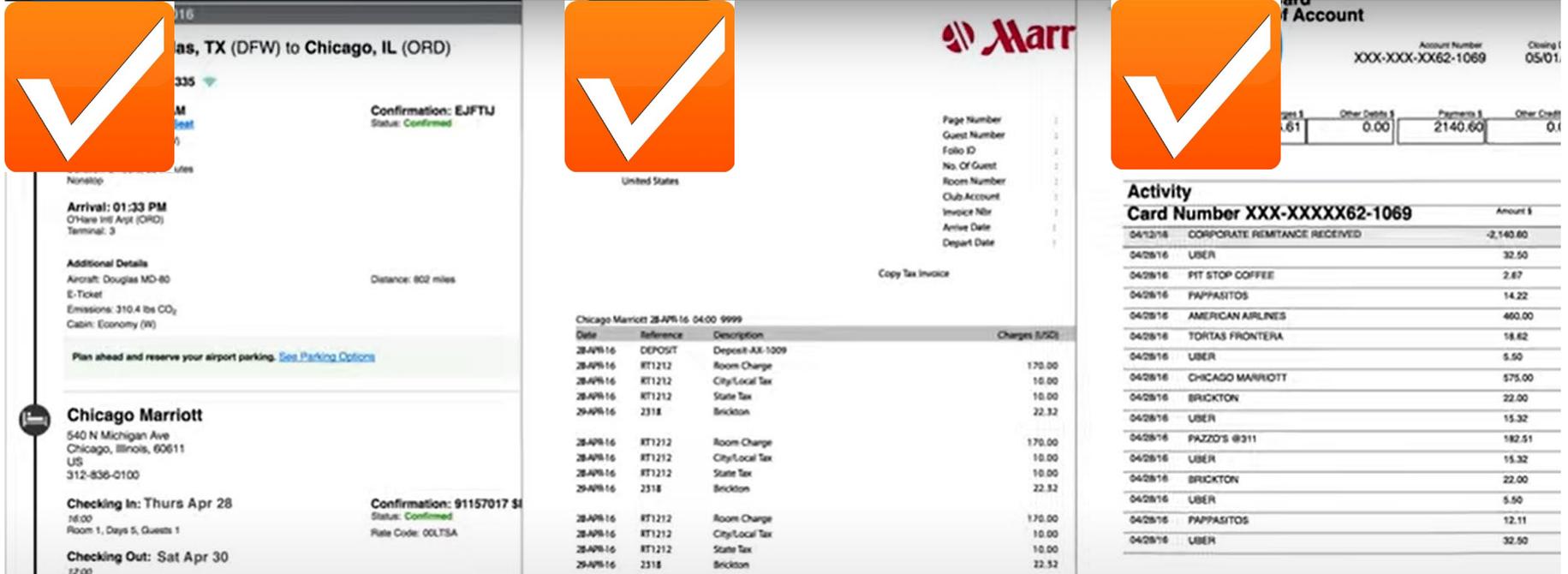
Personal Expense

[Save](#) [Itemize](#) [Allocate](#) [Attach Receipt](#) [Cancel](#)

CONSOLIDATION IN ONE PLATFORM



DATA VERIFICATION



The image displays three screenshots of travel-related documents, each with a large orange checkmark icon overlaid in the top-left corner, signifying verification.

- Left Screenshot (Itinerary):** Shows flight details for a route from Dallas, TX (DFW) to Chicago, IL (ORD). It includes arrival information (01:33 PM), additional details like aircraft (Douglas MD-80) and emissions (310.4 lbs CO₂), and hotel information for Chicago Marriott (540 N Michigan Ave). Confirmation: EJFTJU, Status: Confirmed.
- Middle Screenshot (Receipt):** A copy tax invoice for Chicago Marriott 28APR16 04:00 9999. It lists charges in USD, including deposit, room charge, taxes, and brickton fees.
- Right Screenshot (PCard Statement):** A credit card statement for Card Number XXX-XXXX62-1069. It shows activity for the month of April 2016, including corporate remittance received and various expenses like Uber, coffee, and travel.

3-way match: Itinerary - Receipt - PCard

GOOGLE MAPS INTEGRATION

- Auto-calculation of mileage, either one-way or round trip
- Modify stops as needed
- Mobile friendly
- Mileage expense added to report

The screenshot displays the Google Maps Mileage Calculator interface. The title bar reads "Mileage Calculator". There are checkboxes for "Avoid Tolls" and "Avoid Highways". The "Waypoints" section shows two points: "Elmore Hall for Administrative Services, A" and "Orlando International Airport (MCO), 1 J", with a total distance of 122.2 MI and a "Personal" checkbox. Below the waypoints are "Calculate Route" and "Make Round Trip" buttons. The "Directions" section lists suggested routes: "I-75 S and Florida's Turnpike 122 mi. About 2 hours 4 mins", "I-75 S 136 mi. About 2 hours 39 mins", and "I-75 S and FL-40 E 140 mi. About 2 hours 41 mins". A red pin labeled "A" is placed at "971 Elmore Drive, Gainesville, FL 32607, USA". The map shows a blue route from Gainesville to Orlando. At the bottom, a summary table shows "TOTAL PERSONAL 0.0 MI" and "TOTAL BUSINESS 122.2 MI". A blue button "Add Mileage to Expense" and a "Cancel" button are at the bottom right.

Category	Mileage
TOTAL PERSONAL	0.0 MI
TOTAL BUSINESS	122.2 MI

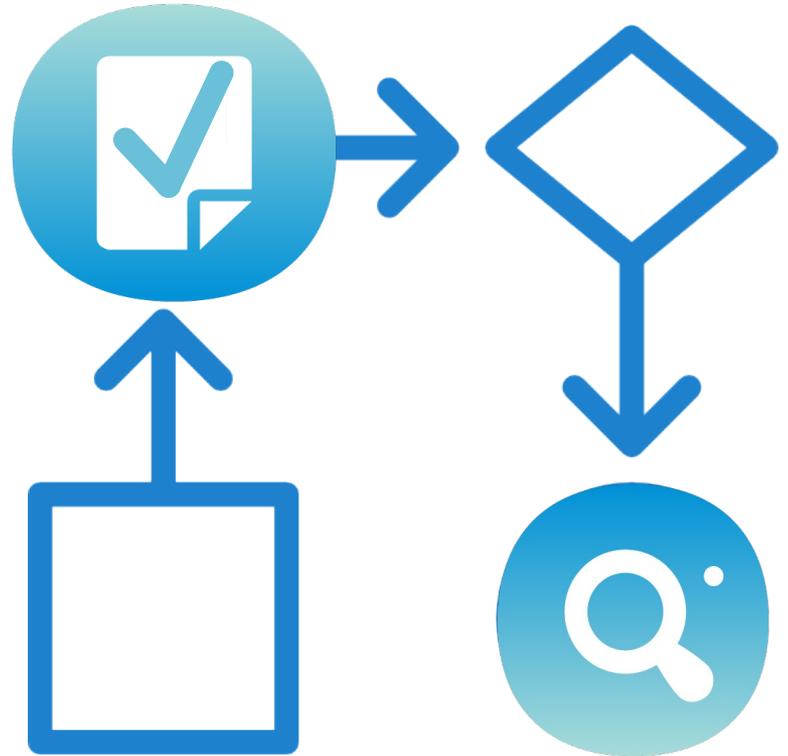
CURRENCY CONVERSION

- Provides currency conversion within the system
- Conversion is based on transaction location and date

Amount *	Currency *
<input type="text" value="600.00"/>	<input type="text" value="UK, Pound Sterling"/> <input type="button" value="v"/>
Conversion Rate *	Reverse
<input type="text" value="1 GBP = 1.20812736838333"/>	<input type="text" value="USD"/>
Amount in USD *	
<input type="text" value="724.88"/>	

INTEGRATED COMPLIANCE

- System rules such as:
 - Federally funded research (Fly America Act)
 - Flight class restrictions
 - GSA Rates updates
- Built-in review by RISC and Contracts & Grants
- Additional information:
 - Bringing UF property off-site
 - Dates of personal travel



INTEGRATED COMPLIANCE

- In-Progress: Linking to UF International Registry
- Registry provides [CISI Health Insurance Plan Coverage and Travel Assistance](#):
 - 24-hr emergency telephone assistance
 - Medical referrals overseas
 - Travel assistance: lost passport, lost luggage, emergency cash



REPORTING

Transparency in Spend – Visibility & Expense Control

POLICY EXCEPTIONS

Top 10 Employees | Year-to-Date

Employee

[Wallen, Brett](#)

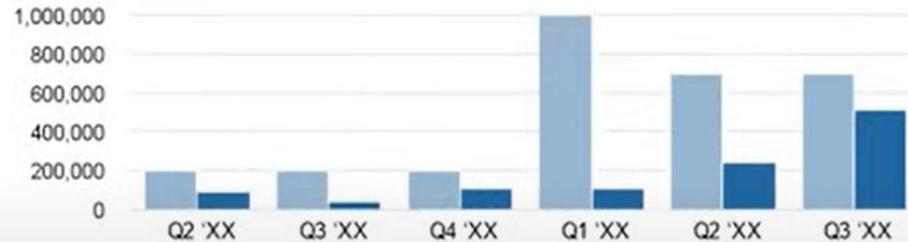
[Staples, Randall A](#)

SPEND OVERVIEW ⓘ

Amounts in USD

Spend Overview Total: 1,096,788

■ Budget ■ Spent



FUTURE TRIPS ⓘ

9

6,354 USD in booked reservations

AI – CONCUR DETECT BY



- AI and machine learning automatically analyze reports to identify behaviors and patterns that create risk
- Speeds up the review process
 - Finds suspicious spending activity before payment
 - Analyzes trends and patterns to identify fraud or misuse
- Cross-checks expenses to identify if a transaction is valid while uncovering violations

<input type="checkbox"/>	Type ▾	Priority ▾	Confidence ▾
<input checked="" type="checkbox"/>	Expense Outlier	<div><div style="width: 25%;"></div></div>	<div><div style="width: 25%;"></div></div>
<input type="checkbox"/>	Expense Outlier	<div><div style="width: 25%;"></div></div>	<div><div style="width: 25%;"></div></div>
<input type="checkbox"/>	Expense Outlier	<div><div style="width: 25%;"></div></div>	<div><div style="width: 25%;"></div></div>
<input type="checkbox"/>	Expense Line Suspicious Keyword	<div><div style="width: 50%;"></div></div>	<div><div style="width: 75%;"></div></div>
<input type="checkbox"/>	Travel Card Policy Misuse	<div><div style="width: 35%;"></div></div>	<div><div style="width: 35%;"></div></div>
<input type="checkbox"/>	Travel Card Policy Misuse	<div><div style="width: 25%;"></div></div>	<div><div style="width: 50%;"></div></div>
<input type="checkbox"/>	Expense Excessive Daily Meals	<div><div style="width: 50%;"></div></div>	<div><div style="width: 50%;"></div></div>
<input type="checkbox"/>	Travel Card Policy Misuse	<div><div style="width: 25%;"></div></div>	<div><div style="width: 25%;"></div></div>

AI – CONCUR DETECT BY OVERSIGHT

Summary **Entities** Exceptions Messages

Name Travel Fraud Risk - 11712200000049 **Potential Impact** 950.08

Owner Tawn Gutermuth **Priority**

Status Under Review **Confidence**

Reason Code **Documents**

Description of Exception
Card Transaction at [Tiffany & Co.](#) may violate company's travel policy.

Report Name: Allen Travel Expenses
Report Number: 2898346
Report Receipts: [View Images](#)

Employee	Tran Date	Tran Amount	USD Amount	Expense Type	Expense Description	Expense Receipt
Allen Dimeo	Feb 15, 2020	USD 950.08	USD 950.08	HOTEL	Misc search translate	View Image

Indicators

- ▲ Transaction in high risk merchant category: **5944-JEWELRY, WATCH, CLOCK, AND SILVERWARE STORES**
- ▲ Transaction made on a weekend
- ▲ MCC is rarely used
- ▲ Expense appears to be misclassified

FOLLOW OUR PROGRESS



[ENGAGEMENT](#)

[FAQ](#)

[ROLES](#)

[PEOPLE](#)

COMING SOON: A UNIFIED TRAVEL & PCARD SYSTEM

In Fall 2022, the university will introduce **UF GO**, a new travel and PCard system that will enable faculty and staff to upload, review and report travel and PCard expenses on the go.

NEXT STEPS

- Refining of system after latest round of user testing
- User testing of system with real scenarios
- Refinement of training solutions
- **Pilot Go-Live – September 2022**
- **Phased Roll Out begins – Fall of 2022**

UF GO TEAM LEADERS



Kelsey Prange

PCard Administrator



Victoria Peprah-Asante

Associate Controller



Cynthia Mendoza

Project Manager



Please submit any questions to cmmendoza@ufl.edu or through the UF GO website: <https://cfo.ufl.edu/initiatives/uf-go/>