Agenda

- Project Overview
- Booking Tool
- Payment Options
- Paying for Travel Examples
UF GO Timely Topics Series

Topics
• **Completed**
  • System Overview and User Types
  • PCard Transactions in an Expense Report
  • Travel Request & Report / General Reimbursements Report

• **Today:** Booking Tool & Payment Options

• **Next:** Guest Travel

Format
• 60 – 90 minute recorded sessions
• Present on each of the topics for 30 – 45 minutes
• Remaining time work through scenarios and answer questions
Project Goals

• **Redefine** the campus travel and reimbursement experience
• Seamless **PCard integration**
• **Streamline** and **simplify** processes
• **Elevate** **compliance**
• Increase transparency and spend visibility
• **Identify cost savings opportunities**
Our Commitment to You

• Comprehensive website
• *Ready, Set, UF GO* newsletter
• Just-in-time training alongside system introduction
• User-friendly guides

https://cfo.ufl.edu/initiatives/uf-go/
Project Status

Status

• Continue Timely Topics sessions
• College / Department visits
• Finalizing integration with myUFL

Timeline

• Preparation for a small pilot group
• Transition to production environment
• Stay tuned for wider campus implementation
Be on the lookout for key changes!

Highlight potential impacts to your unit’s Travel and PCard processes
BOOKING TOOL
Primary User Modules*

REQUEST
Submit a Travel Request or request a cash advance

TRAVEL
Book travel on Concur platform, supported by World Travel Services

SUBMIT EXPENSES
Submit Travel, PCard, Employee Reimbursement expense report

*Also supports guest travel
Travel Request to Travel Report

Pre-trip approval

Travel Request

Book travel

PCard transaction data

Travel itinerary

Available Expenses

Available Receipts

Expense Report

Travel Expense Report
Current State
Booking
Travel Today

• 2-3 booking sites visited per trip
• 81 minutes booking domestic travel
• 32 minutes spent on domestic travel ERs and 76 minutes for international travel ERs
• PCard transactions entered twice in MyUFL (PCard Module + Expense Report)
Future State
World Travel Service

- UF's authorized agency for all travel needs
- Available online or by phone
- 24/7 designated booking support and by-phone assistance
- Management of unused airline tickets
- Adheres to UF travel policy
Booking Platform

- Comparable pricing to other booking websites
- Leverage overall UF spend
- Negotiated discount rates with major vendors
- Itinerary feeds into Expense module
- Alerts users of UF policies and guidelines
- Management of unused airline tickets
Integrated Booking Tool

TRIP SEARCH

ALERTS

COMPANY NOTES

KNOW BEFORE YOU GO

WORLD TRAVEL SERVICE welcomes UNIVERSITY OF FLORIDA to Concur Travel

For reservations or ticket changes, please call (865) 288-1901 or email bluesteam@worldtrav.com during our normal business hours. (Monday – Friday, 8:00am to 6:00pm ET)
Initial Set-up

Can be completed ONLY by the User

Profile Options

- Personal Information
  Your home address and emergency contact information.
- Company Information
  Your company name and business address or your remote location address.
- Credit Card Information
  You can store your credit card information here so you don’t have to re-enter it each time you purchase an item or service.
- E-Receipt Activation
  Enable e-receipts to automatically receive electronic receipts from participating vendors.
- Setup Travel Assistants
  You can allow other people within your company to book trips and enter expenses for you.
- Travel Profile Options
  Cater, Hotel, Rental Car and other travel-related preferences.
- System Settings
  Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?
- Contact Information
  How can we contact you about your travel arrangements?
- System Preferences
  Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.
- Expense Delegates
  Delegates are employees who are allowed to perform work on behalf of other employees.
- Expense Preferences
  Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.
Personal Information

Employee name information feeds directly from HR system
If first or last name change is needed, it must be completed through the process developed by UF HR
Travelers must verify name in UF GO reflects legal name on traveling documents

- Name changes must be completed through UF HR
- Middle name can be modified directly in the UF GO profile
Travel Assistant/Arranger

• An employee who can **arrange travel** or have visibility into a user’s travel itineraries

• Travel Assistants are also referred to as Arrangers in UF GO

• A traveler can have more than one arranger/assistant

• An arranger/assistant can book for more than one traveler
Travel Assistant/Arranger

An employee authorized to **prepare** transactions on behalf of another person. Can **also** arrange travel when authorized.

An employee who can **arrange travel** or have visibility into a user’s travel itineraries.

---

Ursa User Traveler

Delegate

Travel Assistant
Travel Assistant/Arranger

Ursa User Traveler

Delegate

Shared services team member

Travel Assistant

Executive Assistant
Travelers can designate a Travel Assistant in addition to having a Delegate in UF GO
Travel Profile Options

- Frequent traveler programs
- TSA Pre-check information
- Travel preferences (car rental type, hotel room type, aisle seat, etc.)
- Credit card information
- Emergency contact
E-Receipts

When opted into, e-receipts are automatically collected
Continuing Guidelines...

- A Travel Request should be entered prior to booking
- A cost comparison is required when a trip includes personal travel
- University contracts should be used
BOOKING TOOL FUNCTIONALITY
Search Function

1. **TRIP SEARCH**
   - Rule Class: Business Travel Class
   - Booking for myself | Book for a guest
   - TIP: For the broadest range of flights change your search parameters from +/-6 hours to +/-12 hours.

2. **Search Interface**
   - Depart (mm/dd/yyyy) depart Morning ± 8
   - Return (mm/dd/yyyy) depart Afternoon ± 8
   - Options: Pick-up/Drop-off car at airport, Automatically reserve this car, Find a Hotel
   - Class: Economy class
   - Search by: Schedule
   - Additional options: Specify a carrier, Include additional refundable air fares
   - Search button
## Available Flights Matrix

### GAINESVILLE, FL TO NEW YORK, NY

**THU, DEC 1 - MON, DEC 5**

<table>
<thead>
<tr>
<th>Hide matrix</th>
<th>Print / Email</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All</strong></td>
<td>109 results</td>
</tr>
<tr>
<td><strong>1 stop</strong></td>
<td>18 results</td>
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<tr>
<td><strong>2 stops</strong></td>
<td>91 results</td>
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<table>
<thead>
<tr>
<th>Delta</th>
<th>American Airlines</th>
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</thead>
<tbody>
<tr>
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<td>12 results</td>
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<td>64 results</td>
<td>4 results</td>
</tr>
<tr>
<td></td>
<td></td>
<td>27 results</td>
</tr>
</tbody>
</table>
Flight Options

- Will warn traveler an option is out-of-compliance, may require additional justification as to why something is booked outside UF guidelines
- Recommend calling World Travel for complex travel or travel with a spouse
This is a Non-Refundable Ticket

Customers holding NON-REFUNDABLE type tickets may USUALLY cancel their journey, and reuse these tickets to any destination in the carrier’s system, within one year following the DATE OF ISSUE (READ THE FARE RULES to be certain this applies). Reservations MUST be cancelled by the intended (original) departure day, or tickets will be void and have NO value for future use. These rules apply to DOMESTIC ticketing only.

By completing this booking, you agree to the fare rules and restrictions and hazardous goods policy.

Travel Details

TRIP OVERVIEW

I want to...
Print Itinerary
E-mail Itinerary

Trip Name: Trip from Gainesville to New York (Edit)
Start Date: December 01, 2022
End Date: December 05, 2022
Created: November 16, 2022, Ursa User (Modified: November 16, 2022)
Description: (No Description Available) (Edit)
Agency Record Locator: QBHSB5
Passengers: Ursa User
Total Estimated Cost: $837.20 USD (Details)

Airfare must be ticketed by 11/17/2022 11:30 PM Eastern
Change frequent flyer program

Add to your Itinerary
Car
Hotel
Itinerary

Information is compiled in UF GO
<table>
<thead>
<tr>
<th></th>
<th>Economy</th>
<th>Compact</th>
<th>Intermediate</th>
<th>Standard</th>
<th>Full-size</th>
<th>Mini</th>
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<td></td>
</tr>
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<tr>
<td>Most Preferred</td>
<td>244.81</td>
<td>244.81</td>
<td>253.38</td>
<td>275.66</td>
<td>275.66</td>
<td>430.18</td>
</tr>
<tr>
<td><strong>Most Preferred</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AVIS</strong></td>
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<td>200.81</td>
<td>215.07</td>
<td>229.33</td>
<td>229.33</td>
<td>270.35</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Budget</strong></td>
<td>200.81</td>
<td>200.81</td>
<td>215.07</td>
<td>229.33</td>
<td>229.33</td>
<td>270.35</td>
</tr>
</tbody>
</table>
Car Rental Options

- Preferred vendors will list at the top of the matrix
- A credit card is NOT needed to book a car rental reservation. It is needed at the time of pick-up
Hotel Options

• Each hotel has their own rules and cancellation policy
• Some hotels require a deposit while others do not
Booking tool will be required for airfare, car rental, hotel, and train/rail

*Exceptions will be addressed on a case-by-case

When attending a conference with block rates, hotels may be booked outside UF GO
PCard Transaction Import

Charges made with PCard are imported for reconciliation
Expense Reports

Car Rental $202.35
03/26/2018 | Enterprise

- **Expense Type**: Car Rental
- **Transaction Date**: 03/26/2018
- **Report/Business Purpose of Expense**: Conference
- **City of Purchase**: Ithaca, New York
- **Vendor**: Enterprise

**Expense Report Type**: 1. Domestic Travel

(Copy of receipt showing dates and details)
Receipts in UF GO

- Pictures of receipts taken via the in-app camera or emailed to receipts@expenseit.com will help the system pre-populate:
  - Expense Type
  - Transaction Date
  - Vendor Name
  - Amount
- Available in the system as soon as the receipt is uploaded
Mobile App
Consolidation in One Platform

E-mail

Photo Upload
Mobile App or Computer

PCard / Air Card Transaction

E-Receipt
*Feed from Vendor

Itinerary Import
*From Booking Tool

UF GO

Consolidation in One Platform
PAYMENT OPTIONS
(Air Card, PCard, Personal Funds)
UF GO
Payment Options

Air Card *NEW*
- Virtual card embedded in UF GO

PCard
- Leverage existing payment method

Personal Funds
- Flexibility to satisfy preference of users
Air Card

- Card is **virtual**; no physical card issued
- Can **only** be used to purchase **airfare**
- Limits out-of-pocket expense for traveler and/or cash advances
- Eliminates the need to book airfare on a department PCard
- No single purchase limit
- Central oversight of unused airfare tickets
Air Card

- Available in all UF GO profiles to purchase airfare (UFFND trips should not use the UFLOR Air Card)
- World Travel provides booking information to the credit card company to match the charge with the traveler
- Can be used for Guest travelers
Air Card

Transaction will appear on the traveler’s profile approximately 5 days after purchase is made.
UFLOR Air Card is an integrated payment method in UF GO for users to purchase airfare.
UF PCard

• Reduces financial burden on employees traveling for official UF business

• Frequent travelers should have and use their own PCard to pay for travel expenses

• Transactions feed into UF GO and system alerts users via email

• UF GO uses PCard charge information and travel itinerary to help complete the expense report
PCard Charges in Travel Reports

• Travel expenses paid with a PCard will be reconciled once in a Travel Report.

• Travel PCard charges should be reconciled and added to a Travel Report when available.

• Travel PCard charges will be submitted as part of a Travel Report after a trip ends.
  - Charges may be pending until the traveler returns.

• Travel PCard charges will need to be processed within 15 days of the trip end date.
### Travel Report with PCard Charges

**TR - Vegas Conf 11/3 - 11/7 $2,527.32**

Not Submitted

<table>
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<th>Vendor Details</th>
<th>Date</th>
<th>Requested</th>
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<tbody>
<tr>
<td><img src="image" alt="UFLOR PCard" /></td>
<td></td>
<td>Lodging</td>
<td>Marriott Hotels, Las Vegas, Nevada</td>
<td>11/07/2022</td>
<td>$1,200.00 itemized</td>
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<tr>
<td>Personal Funds</td>
<td></td>
<td>Printing/Photocopying</td>
<td>Kinko's</td>
<td>11/04/2022</td>
<td>$25.00</td>
</tr>
</tbody>
</table>
Mitigating PCard Risk

• Spend limits
• MCC codes
• Transaction audit
• Card suspension for non-compliance, inactivity, and upon request
• Departmental internal controls
• **NEW:** Detect by Oversight (AI)
Personal Funds

- Flexibility based on users’ preference
- Reimbursement for personal payment occurs upon trip completion

<table>
<thead>
<tr>
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<tr>
<td></td>
<td></td>
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<tr>
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<td>Ground Transportation Attendees (1)</td>
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</table>
The UF GO system is user-centric; this means travel charges should be paid under the user’s name

- Frequent travelers should incur expenses on their own PCard or personal funds
- There is a workaround to assist with the expense reports of infrequent travelers
  - It breaks the holistic view of an individual’s travel and duplicates work
PAYING FOR TRAVEL EXPENSES
The UF GO system is user-centric

A charge can only be expensed under the profile of the cardholder / incurred expense
The UF GO system is user-centric

- **Ursa User**
  - Ursa is the traveler
  - Needs a Travel Request

- **Dan Delegate**
  - Dan is the PCard holder
  - Responsible for purchases on his PCard

A charge can **only** be expensed under the profile of the cardholder / incurred expense.
SCENARIO 1: PCARD / AIR CARD
Travel Request

• Ursa is going to a conference
• Her trip’s Travel Request is created under Ursa’s UF GO profile
  • Travel Request creates the encumbrance on budget-based funds

• The UFLOR Air Card is used to purchase airfare
• Ursa’s PCard is used to purchase the hotel and conference registration
PCard / Air Card Scenario

Upon Ursa’s return, one Travel Report is created. It includes:

- PCard charges
- UFLOR Air Card charges
- Meal reimbursement
### Ursa’s Travel Report

<table>
<thead>
<tr>
<th>Receipt Type</th>
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<th>Vendor Details</th>
<th>Date</th>
<th>Requested</th>
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<td>Marriott Hotels, Las Vegas, Nevada</td>
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</tr>
<tr>
<td>Personal Funds</td>
<td>Travel Meals - Domestic</td>
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<td>$116.00</td>
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<tr>
<td>UFLOR Air Card</td>
<td>Airfare</td>
<td>Delta Air Lines, Las Vegas, Nevada</td>
<td>05/28/2022</td>
<td>$384.77</td>
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<tr>
<td>UFLOR PCard</td>
<td>Conferences/Seminar/Workshop Registration</td>
<td>Used Merchandise and Secondhand, Las Vegas, Nevada</td>
<td>11/21/2021</td>
<td>$711.55</td>
<td></td>
</tr>
</tbody>
</table>

**Total**: $2,527.32
SCENARIO 2: WORKAROUND
Travel Request

- Ursa is going to a conference
- Her trip’s Travel Request is created under Ursa’s UF GO profile
  - Travel Request creates the encumbrance on budget-based funds

- Ursa pays for her flight and hotel with personal funds
- Dan Delegate uses his PCard to buy Ursa’s conference registration

Travel Request

- Airfare
- Hotel
- Conference registration
- Meals
- Additional expenses
Workaround Scenario

Upon Ursa’s return, two travel reports are needed

- Ursa’s **Travel Report** in her UF GO profile for her flight, hotel, and meal reimbursement

- Dan’s **Travel Report** in his UF GO profile for the conference registration
  - Ursa’s Travel Request number must be referenced
  - Limited to airfare, agent fees, train, conference registration, hotel, car rental, fuel, phone, internet, parking, tolls
# Ursa’s Travel Report

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<thead>
<tr>
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<td>$384.77</td>
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</table>
### Dan’s Travel Report

<table>
<thead>
<tr>
<th>Report Details</th>
<th>Print/Share</th>
<th>Manage Receipts</th>
<th>Travel Allowance</th>
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<td><strong>Edit</strong></td>
<td><strong>Delete</strong></td>
<td><strong>Copy</strong></td>
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<td>Used Merchandise and Secondhand</td>
<td>11/21/2021</td>
<td>$711.55</td>
</tr>
</tbody>
</table>

- **Attendees**: (1)
- Location: Las Vegas, Nevada
Possible Concerns

- Duplication of expense reports (UF gets charged for each)
- Limited use of mobile tools and E-receipts
- Loss of itinerary information
- Loss of holistic travel visibility
- Encumbrance liquidation
SCENARIO 3: PERSONAL FUNDS
Travel Request

• Ursa is going to a conference

• Her trip’s Travel Request is created under Ursa’s UF GO profile
  • Travel Request creates the encumbrance on budget-based funds

• Ursa uses her personal funds to purchase the airfare, hotel, and conference registration
Personal Funds Scenario

Upon Ursa’s return, one Travel Report is created

• Report includes all expenses she paid with personal funds

• Ursa can be reimbursed once the trip is complete
<table>
<thead>
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<th>Expense Type</th>
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<td>$711.55</td>
</tr>
</tbody>
</table>

Total: $2,527.32
YOUR UNIT
Key Changes Session 4

1. Travelers must verify name in UF GO reflects legal name in traveling documents

2. Travelers can designate a Travel Assistant in addition to having a Delegate in UF GO

3. The booking tool will be required for airfare, car rental, hotel, and train/rail

4. UFLOR Air Card is an integrated payment method in UF GO for users to purchase airfare

5. The UF GO system is user-centric; this means travel charges should be paid under the user’s name
Key Changes Session 3

1. New expense categories are mapped based on Request and Trip Type to existing account codes in the General Ledger

2. Estimated travel expenses that will be paid with a PCard will encumber on budget-based funds

3. If a PCard charge is travel-related, it must be assigned to a Travel Report as soon as the charge is available

4. Remaining cash advance must be accounted in the Travel Report using the **Cash Advance Return** expense type
Key Changes Session 2

1. PCard charges will be processed by or while acting as a delegate for the cardholder

2. PCard expense reports can be submitted every 7 days, best practice is to submit every 14 days

3. Account codes will no longer be entered for PCard charges; Expense Types will be selected instead

4. Travel and PCard will have one Financial Approver for each Department ID
1. Multiple PCard transactions = One Expense Report

2. Only the user (ex. Traveler/PCard holder) can submit their own request and/or expense report

3. Supervisor must approve Travel Request

4. Travel and PCard will have one primary and one secondary approver for each Department ID
We hope you join us in our future sessions!

Questions?