Travel Policy in Higher Education

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Marie Peterson, The Ohio State University

Society of Collegiate Travel and Expense Management
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Agenda

- Introductions
- About OSU and Notre Dame
- Public vs Private Policy
- Policy Basics
- Building Travel Policy
- Updating Travel Policy
- Q&A Discussion

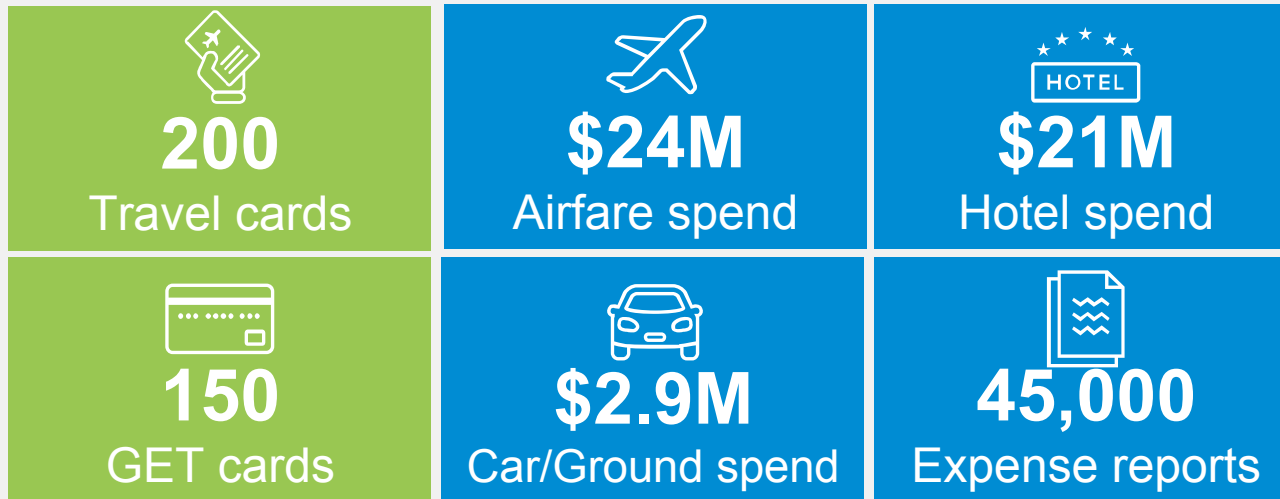# Marie Peterson, The Ohio State University

The Ohio State University

One of America's largest and most comprehensive higher education institutions, with a top-rated academic medical center, premier cancer hospital and research center.

1870
Year Founded

29,000
Faculty/staff

63,000
Students

THE OHIO STATE UNIVERSITY
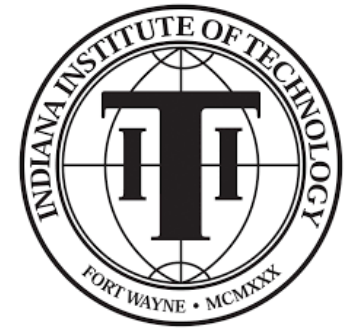
The Ohio State University
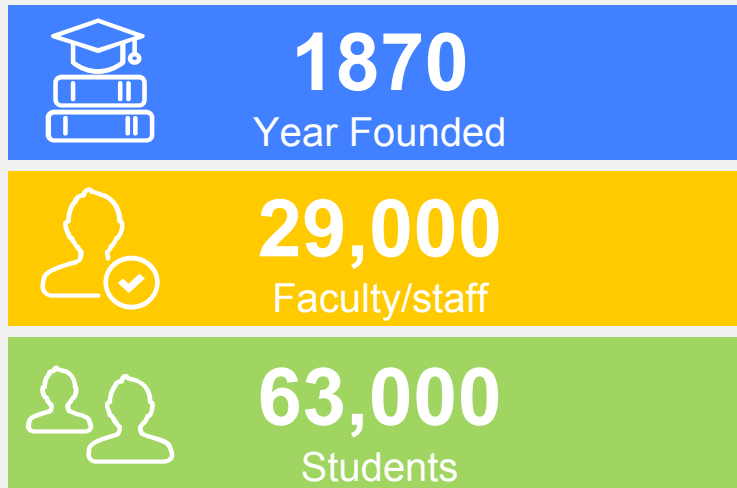
- Corporate Travel Planners (TMC)
    - Individual Business Travel
    - Concur Online Booking
- Uniglobe Travel Designers (TMC)
    - Group/Athletic Travel
- PNC Bank
    - Airfare Ghost Card
    - Travel Cards
    - GET Cards (w/ATM)
- eTravel (Authorization & Expense)
- Peoplesoft (ERP) ⇨ WorkDay (2018)

THE OHIO STATE UNIVERSITY

The Ohio State University

200 Travel cards	**$24M** Airfare spend	**$21M** Hotel spend
150 GET cards	**$2.9M** Car/Ground spend	**45,000** Expense reports

Vaibhav Agarwal, University of Notre Dame

University of Notre Dame

1842
Year Founded

5,000
Faculty/staff

12,000
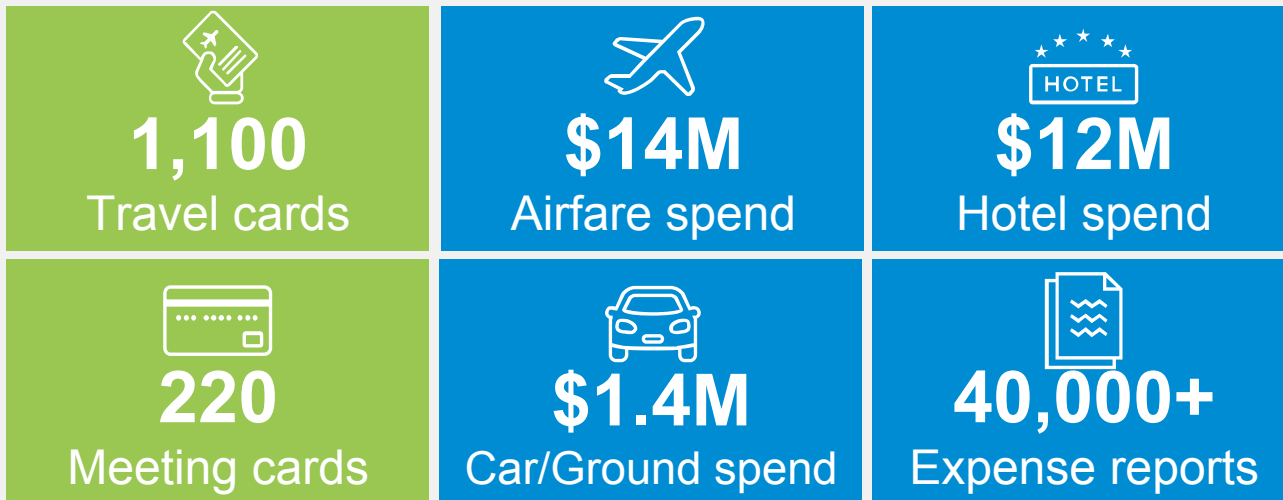Students

University of Notre Dame
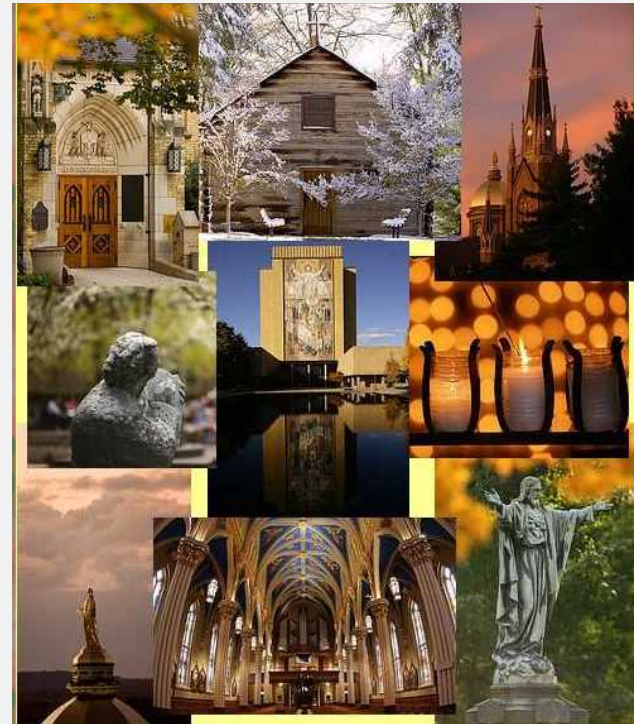
- Concur
  - Travel
  - Expense
  - TripIt Pro (Triplink)
  - Request
  - Statement Reports (P-Cards)
  - Intelligence (Cognos – full suite)
- AirPlus (ghost card for airline bookings)
- Chase (travel cards; IBIP – individuals; IBCP – meeting cards)
- Anthony Travel (TMC)
- Banner Finance (ERP)

University of Notre Dame

Private vs. Public Policy

➢ Governance
  - Private –board of trustees
  - Public – board of trustees AND state governance

➢ Funding Source
  - Private – endowment and tuition
  - Public – endowment, tuition and state funding

➢ Guiding Principles
  - Ethics Commission
  - IRS Accountable Plan
  - Compliance Committees

➢ Policy should:
- Avoid ambiguity (clear/concise)
- Identify values, expectations and controls
- Apply to all constituents
- Define exceptions (when applicable)
- Drive Compliance

➢ Policies are not "guidelines"

➢ Policies should not incorporate process
- Process changes should not require a policy change

1. Establish a Policy Development Support Team

2. Define Objectives and Expectations

3. Identify the Guiding Principles

4. Distinguish the Constituents

5. Develop the Framework Guidelines

6. Apply Writing Standards

7. Communicate, Publish and Distribute

Policy Development Support Team must have buy-in and collaboration with:

- ➢ College Provost/Dean/Leadership
- ➢ Internal Audit
- ➢ Purchasing/Finance
- ➢ TMC
- ➢ Other Institutions

2. Objectives & Expectations

➢ Outline the purpose for the policy

➢ Define the overall objective

➢ List the priority points of focus

➢ Determine timeline and deliverables

3. Guiding Principles

➢Institutional Values

➢Federal/State Governance

➢IRS Requirements

➢Faculty/Staff

➢Students/Groups

➢Athletes

➢Guests

➢Federally Funded Travelers

5. Framework Guidelines

➢ Structure/Format

➢ Formatting Standards

➢ Aesthetics

➢ Navigation

➢ Short/Simple

6. Writing Standards

➢Interpretation

➢Should vs. Must

➢Intentional silence (What not to include)

➢Avoid redundancy

➢Definitions and key words

7. Communicate & Distribute

➢ Communicate & Publish

- Be thorough – hit all internal resources
- Communicate through newsletters, noticeboards, etc.
- Post to websites, booking tools, etc.

➢ Distribute

- Multiple releases
- Updates and reminders
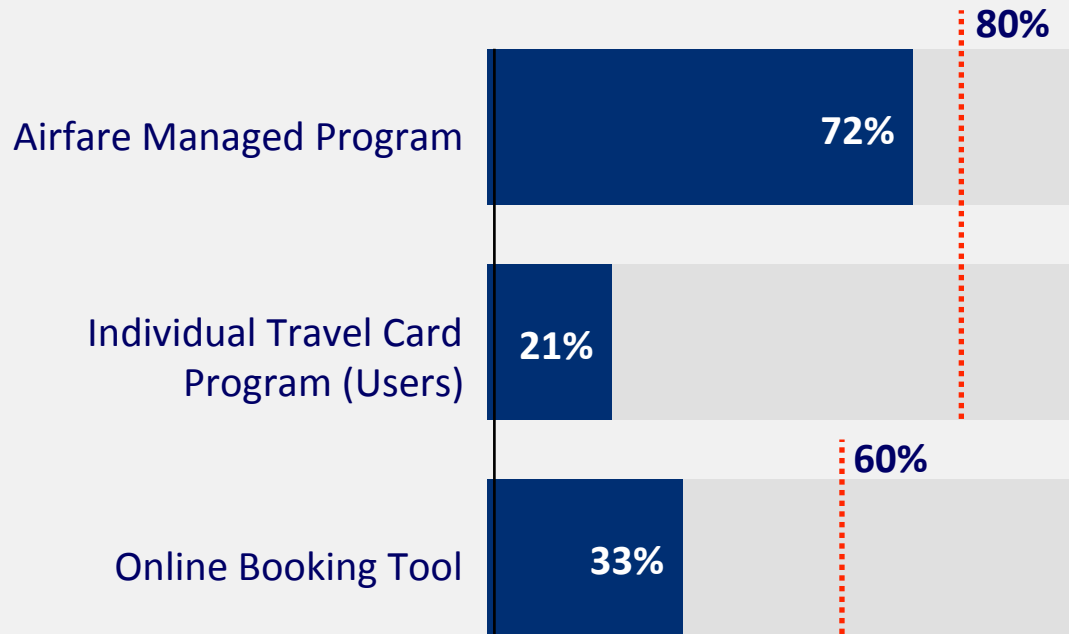- New employee onboarding
- Workgroup and scheduled discussions

Updating T&E Policies

➢ Regulatory changes

➢ Business changes
  - Clearly define need/requirement
  - Tie to overall strategic goals of the university
  - Use benchmark data where available to support business case for change
  - Clearly define exceptions
  - Test for "loop holes"
  - Measure progress

Policy Can Drive Performance

Airfare Managed Program — 72% (target 80%)

Individual Travel Card Program (Users) — 21%

Online Booking Tool — 33% (target 60%)

Recent T&E policy changes (January 2016) targeted to address these three metrics:

- Change in receipt threshold—
  $75 when travel card is used;
  $25 for personal card or cash
- Pre-trip reimbursement delayed until after the trip if paid using a credit card (e.g., not charged to the central Ghost Card)

Benchmarking Data

*Receipt limit for actual meals	$0	$25	$50	$75
If institution uses actual costs for meals, at what dollar level do you require receipts? *2014 Data	• **Notre Dame (current)** • Northwestern • Rutgers • Duke (w/o cc) • Emory (w/o cc) • Wisconsin	• **Proposed Notre Dame (w/o cc)** • U. Penn • Columbia • Vanderbilt • Washington Univ.	• Princeton • Duke (w/cc)	• **Proposed Notre Dame (w/cc)** • MIT • Chicago • Harvard • Stanford • Yale • Cornell • Emory (w/cc) • Rice • Carnegie Mellon • Iowa

Benchmarking Data

Receipt limit for non-meal expenses	$0	$25	$50	$75
At what dollar level do you require receipts for travel expenses? Other business expenses? *2014 Data*	• Northwestern • Duke (w/o cc) • Emory (w/o cc) • Rutgers • Penn State • Indiana • Michigan State • Wisconsin	• **Notre Dame (current)** • **Proposed Notre Dame* (w/o cc)** • Washington Univ. • Vanderbilt • Penn • Minnesota • Illinois	• Princeton • Duke (w/cc)	• **Proposed Notre Dame* (w/cc)** • MIT • Chicago • Harvard • Stanford • Cornell • Yale • Columbia • Rice • Carnegie Mellon • Emory (w/cc) • Iowa • Michigan • Purdue

Measuring Progress

Airline Bookings - Cash Reimbursements
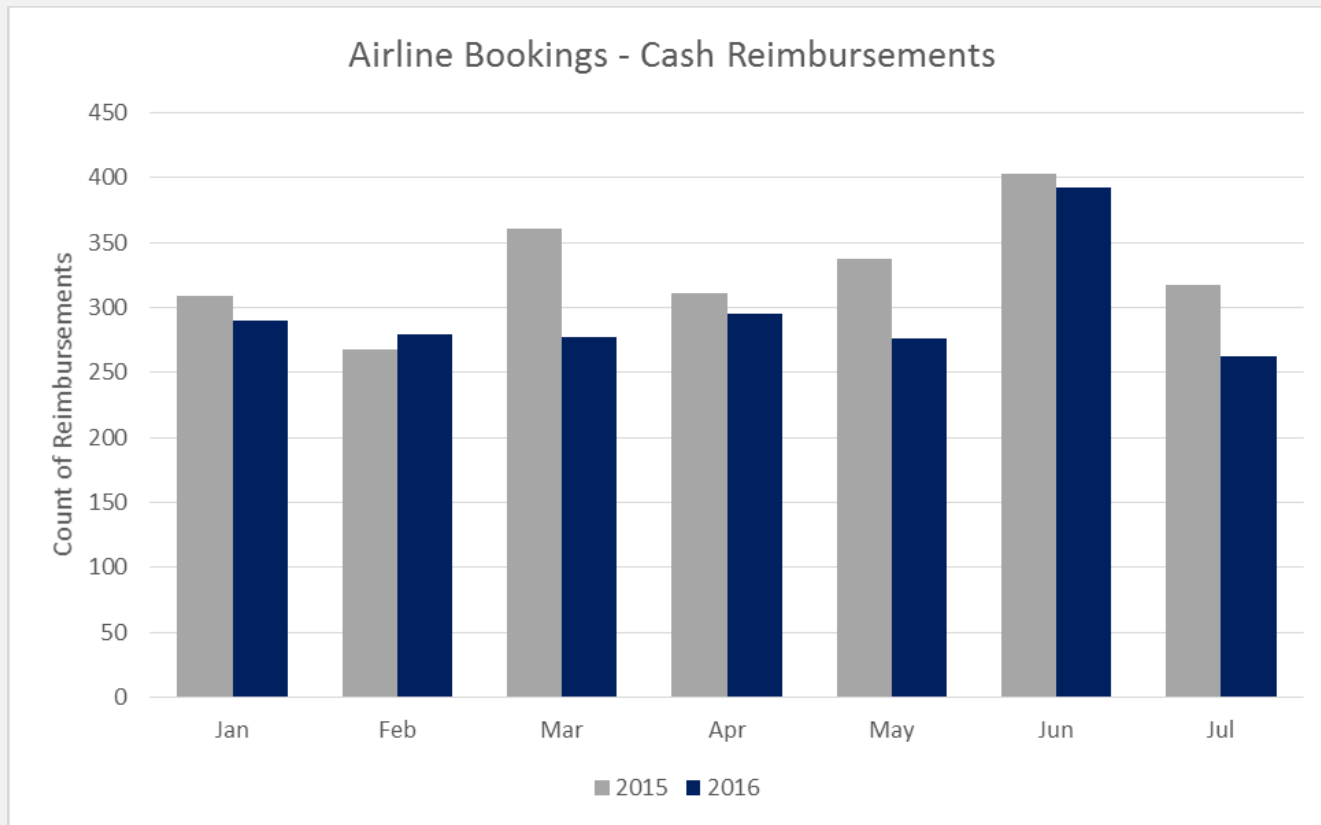
Overall reduction in reimbursements for Airline Bookings indicate policy change is effective but would like to see more improvements!

Notes:
- Amounts <$100 filtered to exclude airline ancillary fees

Questions & Answers

➢ Does your institution have an existing T&E Policy?

➢ What are some policy pain points that you currently experience?

➢ What are the key objectives for your institution's policy?

➢ How often is your institution's policy updated?

Contact Information

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  ND Policy: http://controller.nd.edu/assets/93684/travelpolicy_current.pdf

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  Email: Peterson.265@osu.edu

  OSU Policy: http://busfin.osu.edu/FileStore/PDFs/211_Travel.pdf