



# Technology Innovation Showcase 2012



## **Travel Project State Accounting Office**

The purpose of the Travel Project is to provide an automated and holistic solution to the travel and reservation expense reimbursement process used by the state of Georgia.

As part of the project, SAO awarded a statewide contract to Travel Inc. to serve as the single travel agency through which agencies would make travel reservations. SAO also awarded a contract to Concur Solutions to procure and implement its travel and expense software. As of June 30, 2012, 11 agencies had begun using the solution, which is branded as TeamWorks Travel & Expense. In FY 2013, SAO anticipates continuing the rollout in additional agencies.

TeamWorks Travel & Expense is a web-based end-to-end travel solution hosted by Concur Solution, which has been integrated with the state's instance of PeopleSoft (TeamWorks Financials), the University System of Georgia's instance of PeopleSoft (Georgia First) and Travel Inc. The solution is configured so that master data, such as employee information and the Chart of Accounts, are fed automatically from TeamWorks Financials, TeamWorks Human Capital Management and/or Georgia First. In addition, TeamWorks Travel & Expense utilizes e-receipt functionality that stores an image electronically, and expense reports are automatically routed to approvers by e-mail. Finally, users are able to utilize mobile application functionality to create, review and submit expense reports directly from any smartphone.

Prior to this project, agencies were faced with a process that relied on phone calls to book reservations, paper expense reports that were physically routed and signed by approvers, travel audits to ensure company with policy and minimal reporting capability.

Once the project is fully implemented, agencies will be able to make reservations and receive reimbursements without picking up a phone, fill out a paper form or submit paper receipts. This will allow agencies to save time on auditing expense reports, experience less instances of noncompliance with policy and utilize enhanced reporting capabilities. The state will have visibility into spend by category — such as airfare, hotel and rental cars — in order to negotiate more favorable rates. In addition, agencies will be able to identify areas related to travel that can be streamlined, consolidated or improved.

### Employee benefits

- Reduces the amount of time for employee reimbursements
- Eliminates the need to collect, manage and store paper receipts
- Supports online approval of reimbursements through workflow
- Provides updated status of travel reimbursement by e-mail

### Agency benefits

- Reduces processing and auditing time
- Eliminates re-entering of expense information into financial systems
- Strengthens compliance with state policies and procedures

### State benefits

- Provides better visibility into spending patterns
- Provides increased reporting to identify travel spend and missed savings opportunities
- Improves negotiations with vendors regarding price and service concessions
- Provides information to shape the overall travel strategy for the state