



TO: UCD Faculty & Staff

**FROM: Sandy Hicks
Assistant Vice President & Chief Procurement Officer**

DATE: March 29, 2011

RE: Travel Update

Moving Forward with Travel

For some time now, the University of Colorado has stressed the need for greater efficiency in the University's travel operations. There are many aspects to a better travel business process, including improvements to travel authorization and booking procedures, and enhanced reporting capabilities. Cost savings are clearly a major focus – but so is service...flexibility...and accountability. In pursuit of these goals, a Travel Council comprised of campus representatives was established. The Procurement Service Center (PSC) received guidance from this council and after discussions about the travel process, the PSC will be implementing some key changes to travel policies and procedures this spring, including:

New agency: Christopherson Business Travel

Effective March 30, Christopherson Business Travel will be added to our list of approved travel agencies. Boulder Travel will drop off the list per their request. All other current approved agencies continue to be available, pending further notice. This overlap in service is designed to assure a smooth and convenient transition to new policies and procedures. Ultimately, Christopherson Business Travel will be our only approved travel agency, by having demonstrated best value to the University through the RFP (Request for Proposal) process and in accordance with recommended best practices for Concur Travel. Christopherson Business Travel has extensive experience with higher education institutions and research funded travel.

Many of you commented on how happy you were to meet some of the local Christopherson Business Travel team members at the recent PSC Open Houses. We look forward to the CU community establishing a strong partnership with Christopherson Business Travel professionals, and we know that their university travel expertise will serve you well.

New online booking system: Concur Travel

Effective May 2, we will be implementing Concur Travel as our online travel management system. Concur Travel will provide 24/7 air, hotel, and rental car searches and bookings. In addition, it will facilitate trip preparation by applying individual travel preferences, simplify the creation of expense reports, and making available e-receipts (electronic receipts) from participating vendors. If you prefer personal service or have complicated travel plans, you may always call Christopherson Business Travel to receive direct assistance from a professional travel agent.

Reduced services fees

Among the benefits of Concur Travel and Christopherson Business Travel are reduced travel agency fees (\$9 for online bookings in Concur Travel, \$20 for Christopherson Business Travel agent-assisted bookings).

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Training

There will be training available on the new travel system. We have scheduled multiple sessions over an extended time period (mid-April to early May) at all campuses...and we encourage you to sign up now for the session of your choice. The registration website is <http://www.surveymonkey.com/s/CUConcurTravelTraining>. After the initial training offerings, travel training will be offered on an ongoing basis at all campuses. We'll let you know the schedule of monthly classes in the near future.

Working together through the change

We look forward to working with the University community to ensure a smooth transition to the new travel system. As always – we welcome your thoughts on the process and the results. Email CUTravel@cu.edu. We look forward to hearing from you.

Please share this information with your colleagues who travel.