Guided Expense Tool "GET" Overview

Pilot Summary & Background

The Guided Expense Tool "GET" was developed in response to campus requests for a more intuitive tool for submitting travel and expense reimbursement.

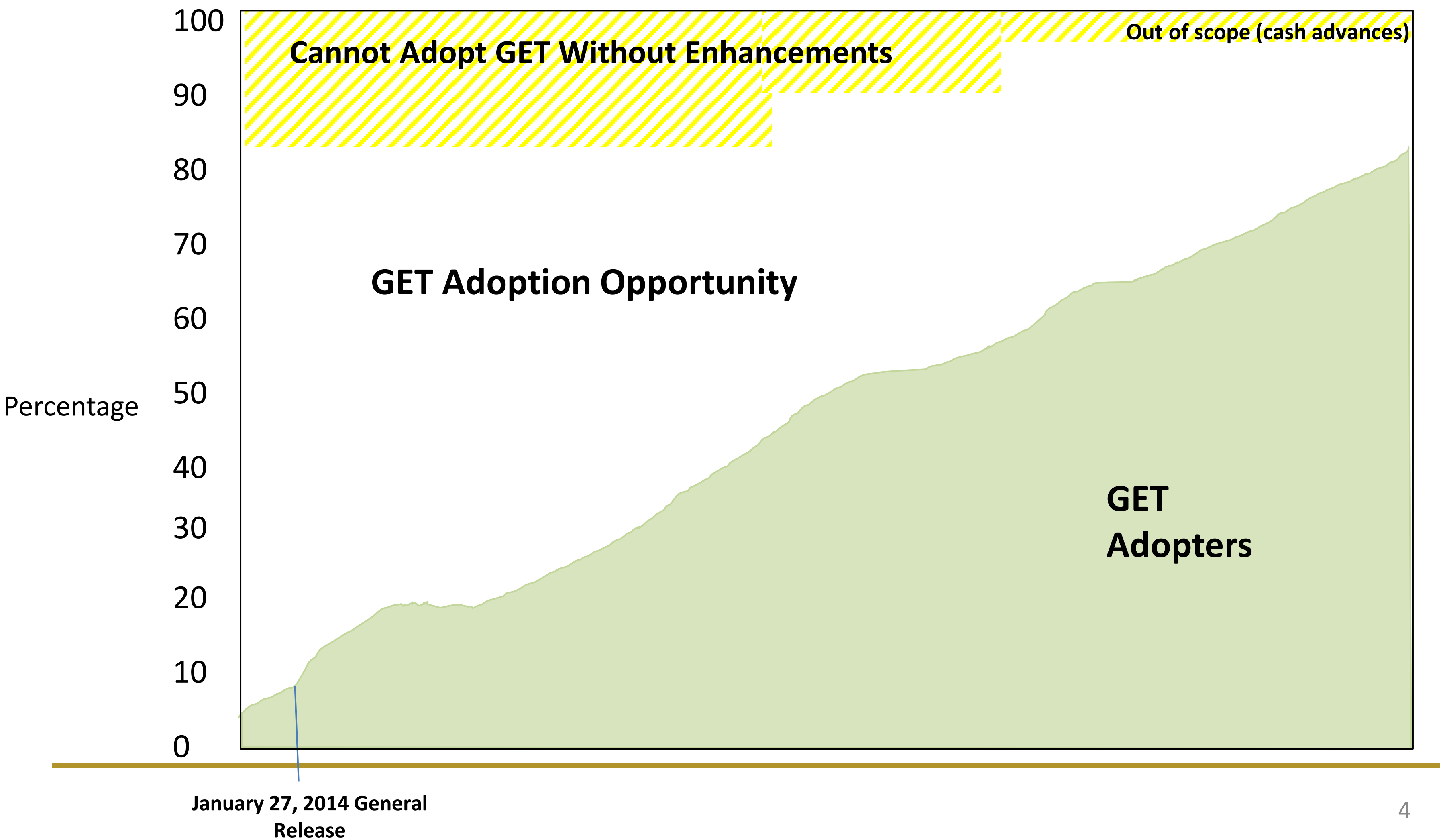
Pilot activity:

- June through December 2013
- 19 Divisions participated
- 700 Unique users
- Over 1100 expense reports submitted
- High customer satisfaction reported
  - 96% of Travelers & Alternates who responded to the survey would recommend GET to their colleagues

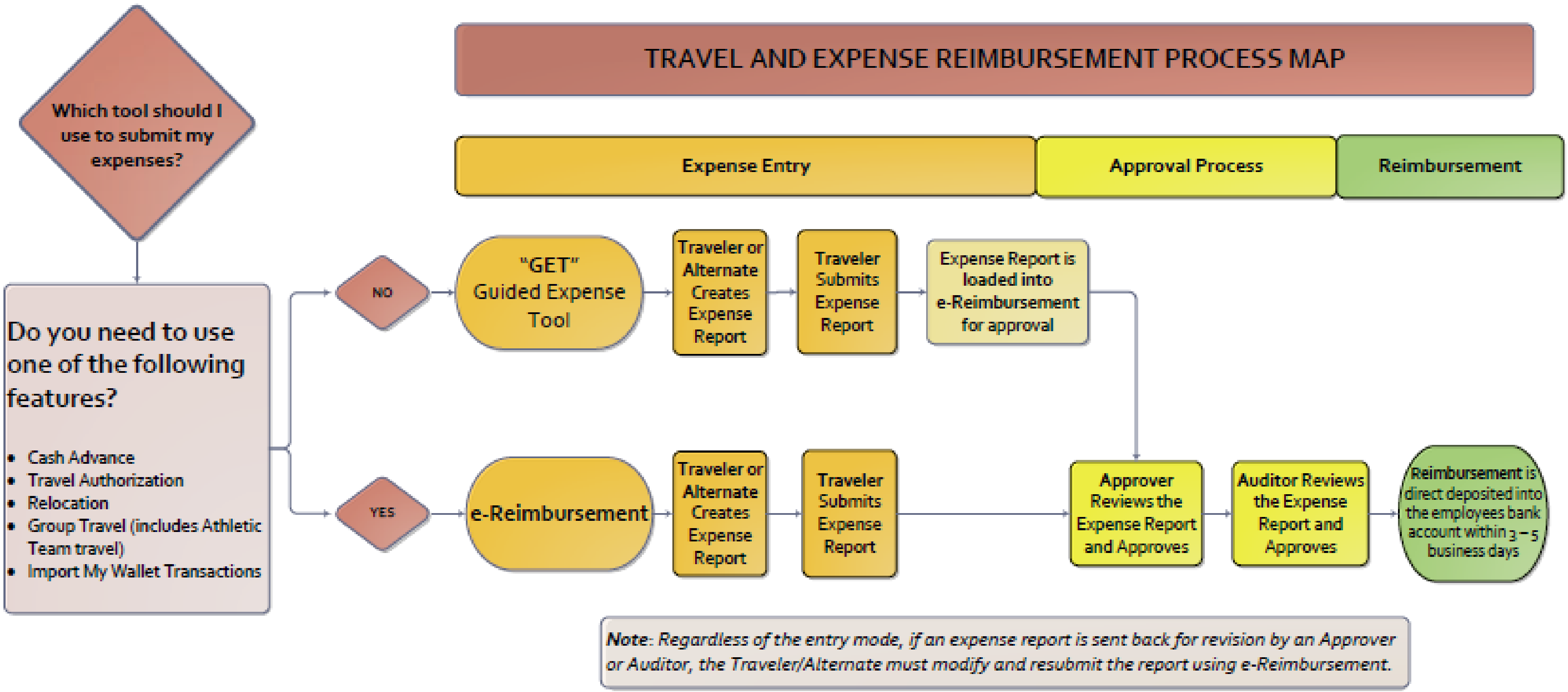
Current Activity and Goals

- Go-Live date was January 27, 2014
- Usage report as of February 26, 2014
  - Over 1,500 Unique Users
  - Over 2,500 Expense Reports Created
- 80% adoption rate over the next year
- Introduce all new Travelers and Alternates to GET as the primary tool for submission of expense reimbursement
- Develop a tool that will promote timely submissions of expense reports
- Ongoing development will continue based on project goals and customer feedback

Adoption and Development



WORKFLOW


TRAVEL AND EXPENSE REIMBURSEMENT PROCESS MAP
Which tool should I use to submit my expenses?
Do you need to use one of the following features?
• Cash Advance
• Travel Authorization
• Relocation
• Group Travel (includes Athletic Team travel)
• Import My Wallet Transactions
Expense Entry
Approval Process
Reimbursement
NO
"GET" Guided Expense Tool
Traveler or Alternate Creates Expense Report
Traveler Submits Expense Report
Expense Report is loaded into e-Reimbursement for approval
YES
e-Reimbursement
Traveler or Alternate Creates Expense Report
Traveler Submits Expense Report
Approver Reviews the Expense Report and Approves
Auditor Reviews the Expense Report and Approves
Reimbursement is direct deposited into the employees bank account within 3 – 5 business days
Note: Regardless of the entry mode, if an expense report is sent back for revision by an Approver or Auditor, the Traveler/Alternate must modify and resubmit the report using e-Reimbursement.

The Process

- Expense reports created and submitted using GET are loaded into e-Reimbursement for approval and are loaded in as status “Approvals in Process”.

- Once a GET report is submitted, it becomes an e-Reimbursement report. The report will have two (2) transaction ID #’s – a GET ID# and an e-Reimbursement ID#.

- If a GET expense report is sent back by an Approver or Auditor during the approval process, the report will need to be revised and resubmitted using e-Reimbursement.

- Once a GET report is submitted, the status of the expense report will need to be viewed in e-Reimbursement using the e-Reimbursement expense report #.

The Process

- Alternates can be added directly into GET or e-Reimbursement. If an alternate is added directly into GET, it is immediately available in GET, but not in e-Reimbursement. If an Alternate is added directly into e-Reimbursement, they are immediately available in e-Reimbursement, but will need overnight processing to be available in GET.

- The process for non-employee profiles set-ups has not changed. Non-employee profiles are available in e-Reimbursement and GET. Overnight processing needs to occur for non-employee profiles to be available in GET.

- When expense reports are submitted, they are queued in batches to be loaded into e-Reimbursement for approval. The load process is automatic and occurs a couple times a day.

- E-mail notifications will occur throughout the workflow process.

- The payment process has not changed. All payments are generated by e-Reimbursement. Payment history can be viewed using e-Reimbursement or WISDM.

Entry Tips

- Expenses are categorized in a way that is intuitive to the Traveler/Alternate. For example, Flight, Baggage, Seat Cancel/Change Fee and Travel Agency Fee are all found in the "Air Travel" category. Regardless of how expenses are categorized or labeled in GET, when the report is loaded into e-Reimbursement, the proper categories are selected. ***Note****: A single expense line or an expense category can be deleted if not needed.*

- GET guides employees through the entry process and makes assumptions for which expenses they will need to enter based on how the Traveler/Alternate responded to questions asked at the beginning of the report creation. For instance, based on the dates entered for their departure and return, GET will predetermine whether a Lodging category is added to the expense report, or based on the times of departure and return, GET will reduce the allowed maximum for a meal claim.

- My Corporate Card transactions can be entered manually into GET. My Corporate Card transactions that are manually entered into GET and approved by the Approver/Auditor will be paid to US Bank on behalf of the Traveler. At this time, My Corporate Card transactions cannot be imported using the My Wallet functionality.

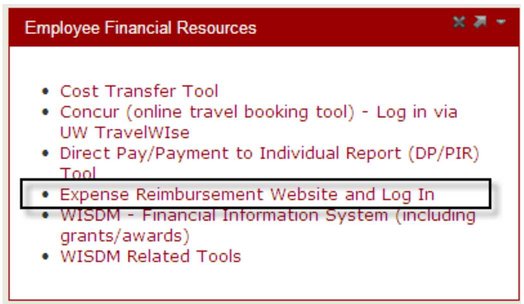
- Online help can be found throughout the tool by clicking on the "Help" links.

- To print a report, click on Tools >Printer-Friendly View.

Resources

- Website updates:
- http://www.bussvc.wisc.edu/acct/e-Re/index.html

- Changes to My UW Services tab



- Support Structure and Customer Feedback
  - Report a Bug
  - DoIT Help Desk

- To scheduled an in-house demonstrations contact: Stefanie Merucci at smerucci@bussvc.wisc.edu

- GET reimbursed at: https://get.wisc.edu