UQ Travel Initiatives Summary

UQ Travel Improvement Project

Policy
Simple, principles-based policy.

Procedure
How to travel at UQ.

Systems & Tools
Simplify & automate the travel process for travellers.

Increasing Value
Maximise value from UQ's existing travel budget.

Current as at 24 March 2017

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Policy

Initiative	Previous Practice	Improvement	Benefits
1 Travel preferred suppliers	Travellers used **48 different travel management** companies and **various booking methods**.	UQ staff are required to use the UQ approved supplier, Campus Travel. Domestic bookings can be made using the [Online Booking Tool](#) (OBT). For international bookings, contact the Campus Travel team by email at uq@campustravel.com.au.	• Ability to quickly **locate travellers**, **reducing risk** and increasing ability to provide assistance (particularly overseas). • **Maximise buying power** to negotiate better pricing.
2 Travel pre-trip approval form	Domestic travel required up to **5 approvals** for the UniFi approval form. International travel required up to **6 levels** of approval.	Domestic pre-trip form is **not** required. International pre-trip form is required.	• **Improved user** experience. • **Process efficiency** – estimated saving of 3,300 hours per year for staff.
3 Domestic airfares	**Increasing** and **inconsistent** costs for domestic airfares.	All domestic airfares to be Economy class (except for Senate members who are not staff or students).	• Cost **savings**.
4 International airfares	**Increasing** and **inconsistent** costs for international airfares.	All international airfares to be Economy class (except for Senate and USMG members, and travellers undertaking duties as a Senate member when the flight is >7 continuous hours). *An appropriate USMG member may use their discretion to authorise other travellers for flights >7 continuous hours.*	• Cost **savings**.

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	Initiative	Previous Practice	Improvement	Benefits
5	High Risk Destinations	DVC(I) approved travel to high risk destinations (DFAT level 3 and 4).	**No travel permitted** to **DFAT level 4 destinations**, unless approved by a VCC member (currently DVC-EE). **Travel permitted to DFAT level 3 destinations**, upon approval of appropriate a USMG member (currently DVC-EE). Travellers must seek high risk destination approval at least 10 business days prior to departure. Visit the DFAT Smart Traveller [website](#) for current travel advice (the UQ [Travel website](#) includes a live feed and look up tool directly from DFAT Smart Traveller).	• **Risk reduction** – clear responsibilities and guidelines when seeking permission to travel to DFAT level 3 and 4 destinations. • **Quick access** to **latest travel advice** alerts through the UQ [Travel website](#)
6	Buying smarter for the UQ traveller	**Large % of airfares** booked at the **highest rate** and on QANTAS despite cheaper options available.	*Best Fare* should be selected while meeting the business requirements. *Best Fare* is defined as the most direct and economical airfare available at the time of booking via the University's approved supplier and systems.	• Cost **savings**.
7	Reducing Risk to the University		No more than 50% of the VCC are to travel in the same craft/vehicle at the same time.	• **Reduces risk** of losing all senior leadership in one event.
8	Dual Purpose Travel (*a trip with both business and private components*).	Dual purpose travel was allowed. UniFi form requests details of private days as part of travel. Any Fringe Benefits Tax (FBT) liability is payable by the traveller.	Dual purpose travel is allowed, where specifically authorised. It's the traveller's responsibility to consult with a Finance Officer prior to booking travel to avoid an FBT liability. Further guidance is provided in the *[UQ Dual Purpose Travel Guide](#)*. If you are planning any private days during University travel, a DPT [Domestic](#) or [International](#) Calculator must be completed and attached when seeking approval to travel.	• **Simplifies** policy, transfers responsibility to traveller to ensure Australian Taxation Office (FBT) **compliance**.

Procedure

	Initiative	Previous Practice	Improvement	Benefits
9	Domestic travel approval	Domestic travel required UniFi approval form and up to **5 approvals**.	Obtain written approval (e.g. email) from Supervisor for domestic travel. Traveller to retain copies of the written approval for Insurance, Tax and Audit purposes. **No UniFi pre-trip approval form required for domestic travel.**	• **Improve**d user experience. • **Process efficiency** – estimated saving of 3,300 hours per year for staff.
10	International travel approval	International approval required UniFi approval form and up to **6 approvals**.	Staff are required to complete a UniFi Travel Request form for international travel. **Minor changes** have been made in the "Field Trip approval" step. Updated UniFi International Travel Workflow training material is available on Blackboard. **International pre-trip approval in UniFi will be turned off. Travel Plans will be submitted in the new Expense Management System (Q3 2017)**	• **Reduce** approval time – avoid losing nominated fares.
11	Payment of travel booking fees	Travellers business unit **paid for** travel **booking fees**.	All travel booking fees from UQ preferred supplier Campus Travel email uq@campustravel.com.au and the Online Booking tool (OBT) are absorbed centrally.	• **Maximise buying power** to negotiate **better pricing**.
12	Risk assessment/ field trips	**Only 4%** of UniFi travel requests included detailed risk assessment details. **Inconsistent** use of field trip approval step across UQ.	Management of activity related risk to be removed from the travel approval process. Activity risk to be a line management responsibility using the OHS Work Off-Campus Procedure (PPL). Documentation to be managed locally for now. Plans to digitise the WOC Plan documentation in Q3, 2017.	• **Simplified** and **streamlined** process, removal of duplicate activities. • **Increased** safety compliance.
13	Paying for travel	Travellers used **multiple payment methods**. **Lack of transparency of costs** associated to travel.	**Pre-departure** travel expenses: 1. UQ Corporate Credit Cards or Purchase Order through preferred suppliers and tools. **While travelling** expenses (in order of preference): 1. UQ Corporate Credit Card 2. Obtain Receipts - claim reimbursement on return 3. Travel Card.	• **Consistency** for all staff. • **Increased compliance** with policy and spend control.

Systems & Tools

	Initiative	Previous Practice	Improvement	Benefits
14	**Removal of pre-trip approval form for domestic travel**	UniFi form was required for domestic travel approvals. Up to **5 levels** of approval.	Obtain written approval (e.g. email) from Supervisor for domestic travel. Traveller and approver to retain copies of the written approval for Insurance, Tax and Audit purposes. No UniFi pre-trip approval form required for domestic travel.	• **Improved** user experience. • Process **efficiencies**.
15	**Domestic Travel Card Load**	Domestic Travel Card loading was **slow and complicated**, embedded in pre-trip approval form via UniFi. Requesting additional funds can be **time consuming**.	For travellers without a Corporate Credit Card, a new Domestic Travel Card Load application in UniFi is available. Only 1 approval required by a Financial delegate. UniFi training material for the **new Domestic Travel Card Load** process is available on Blackboard.	• Significant efficiencies by **reducing red tape**. • **Improved** user experience, **providing faster access** to funds. • **Reduced process steps.**
16	On-Line Booking Tool (OBT)	Over complicated and localised travel booking processes made booking travel time consuming for UQ staff.	Domestic travel can be booked directly through the Online Booking tool using a UQ Corporate Credit Card or Purchase Order. Simple OBT how-to guides are available on the Travel website.	• OBT System **enables work flow automation**, reducing steps and **simplifying travel**. • **Reduced** transaction / booking fees. • Real-time bookings **will instantly secure** the preferred travel itinerary.
17	**UQ Travel Website-** https://travel.uq .edu.au/	Old website was **not user friendly**, **lacked up to date travel advice,** was not easily accessible whilst travelling.	Dedicated travel website a 'one-stop shop' that anticipates and meets the information needs of UQ travellers, including emergency alerts.	• **Increase** knowledge of latest travel alerts, travel processes and policy in one central online location. • Travellers **can easily access** UQ travel information from anywhere in the world. • **Less reliance** on Finance staff for information.

Increasing Value

	Initiative	Previous Practice	Improvement	Benefits
18	Airline pricing	UQ currently member of University sector pricing arrangement.	Use buying power of UQ and Travel Management Company to negotiate improved pricing.	• Cost **savings**.
19	**Preferred travel suppliers**	Staff booked through **48 different travel agents**. **Lack of visibility** made locating travellers very difficult. Only 50% of domestic and 70% of international bookings were made through our recommended Travel Agent, Campus Travel.	Greater transparency and duty of care as UQ staff will book travel through either the Online Booking tool or through the preferred supplier, Campus Travel, email uq@campustravel.com.au. Note: there are a few exceptions to booking through Campus Travel e.g. a conference package.	• Ability to quickly **locate travellers, reducing risk** and increasing ability to provide assistance (particularly overseas). • **Standardisation** of processes and tools leading to **process efficiencies**. • **Maximise buying power** for fees. • **Maximise buying power** for airlines, accommodation and car hire deals.
20	Accommodation	**Low visibility** of UQ travellers location. **Low utilisation** of UQ's discounted accommodation deals, indicates travellers who book accommodation themselves are missing leveraging UQ's corporate discounted rates.	Leverage accommodation through the UQ's buying power. All accommodation to be booked through the Online Booking Tool or directly through Campus Travel to access reduced rates. Exceptions are conference packages.	• **Reducing risk** and enabling UQ to locate travelling staff quickly in emergency situations. • **Maximising buying power**.

21	**UQ Travel Newsletter "Going Places"**		An opportunity for UQ staff to receive a dedicated travel newsletter, providing up to date travel alerts, corporate discounts and offers.	• **More engaged** UQ Community
				  • Staff informed quickly of travel alerts, discounts and offers.
				  • Staff **save time and money** on personal travel offers.

Information and Support

PPL	• 1.90.01 University Travel Management - New Travel Policy and Procedure • 9.45.05 Travel Expense Forms and Calculators - FBS forms
Website	• Travel website - https://travel.uq.edu.au/
Support	• Travel policy advice – travel@uq.edu.au • UniFi System – fbs.support@uq.edu.au

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