



# Travel Management Processes

Quick Overview

# Travel Expense: Global template



## What do we want

- One unique global travel management end-to-end process will be available for all units
- One state of the art travel management system with flexible and modern functions
- Cost- and service oriented process design
- Outstanding transparency and compliance



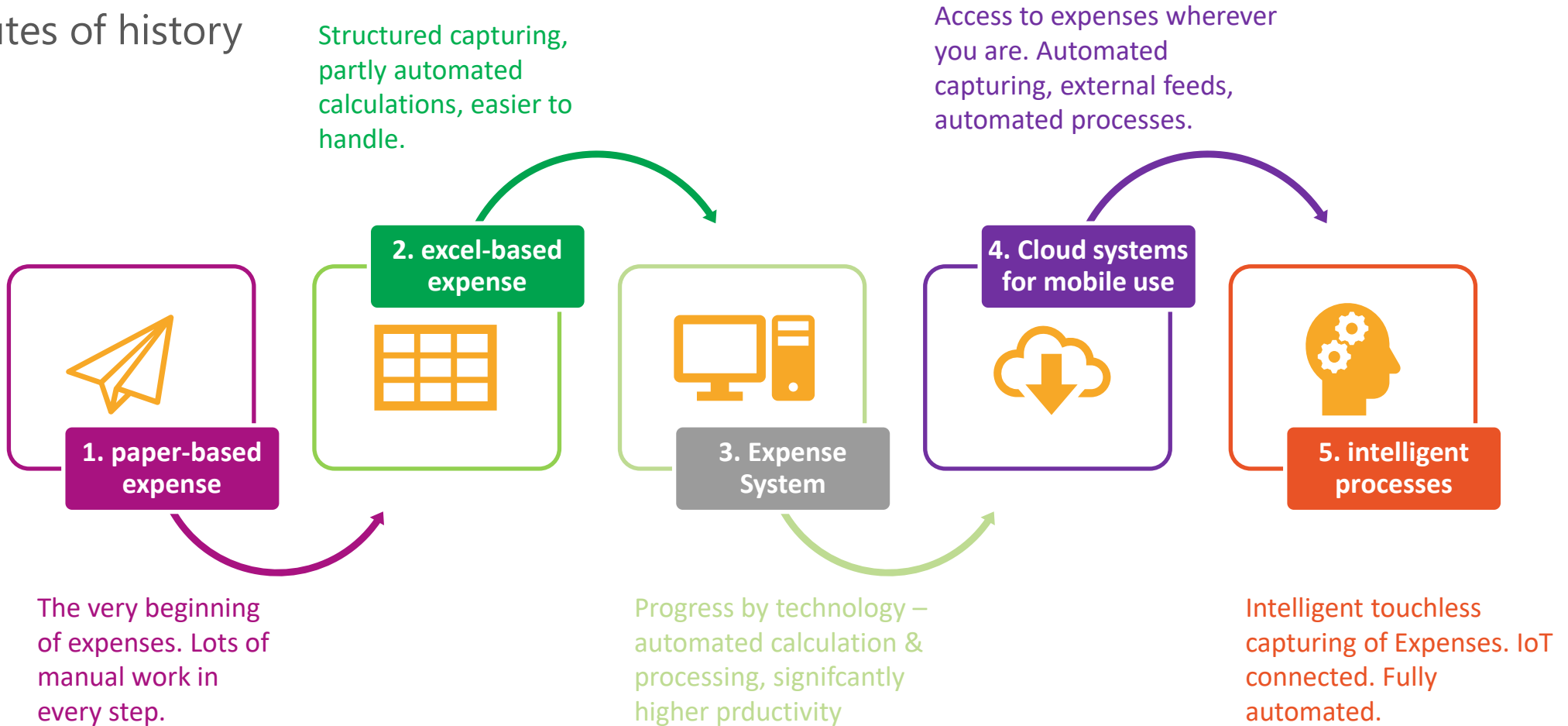
## How do we do that

- Empower travelers
- Select one global system
- Define frontend, settings and processes centrally on a global level
- Evaluate local legal and internal requirements
- Mandatory and optional components can be configured according to local needs

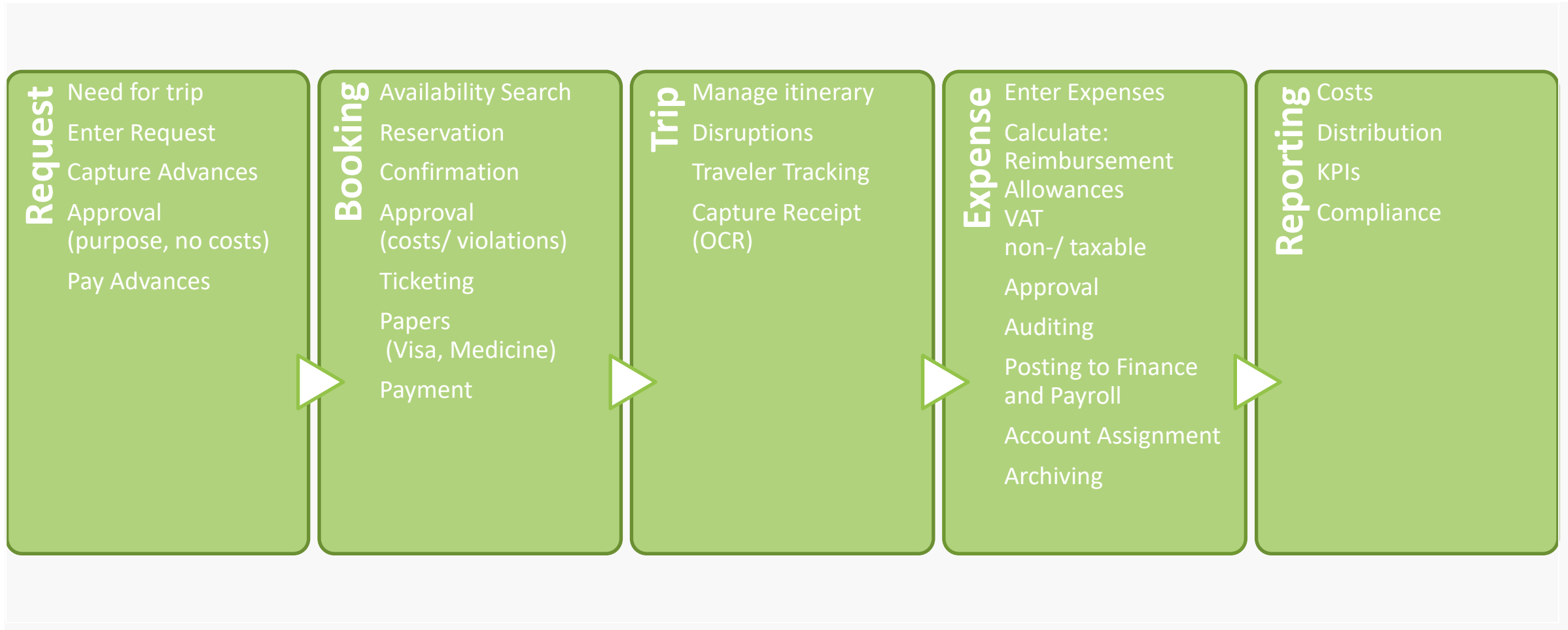


# The evolution of expense claims

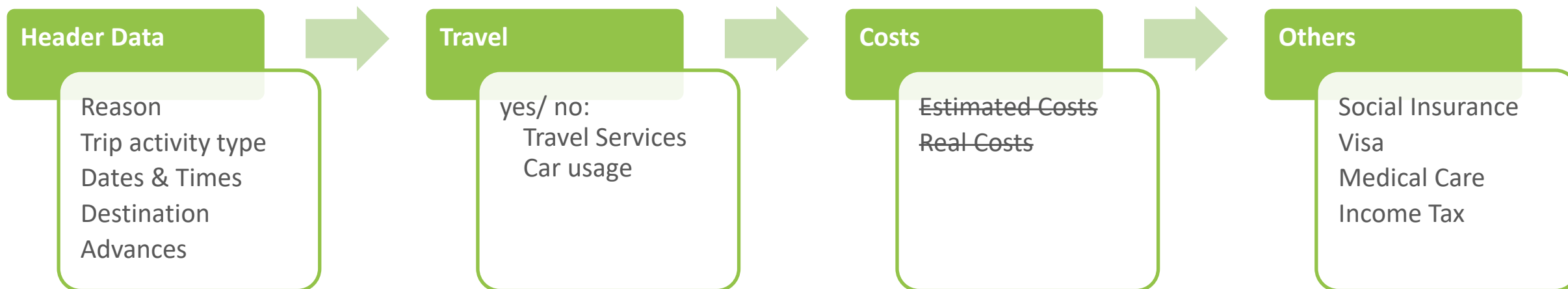
## 5 minutes of history



# Business Trip: Subprocesses



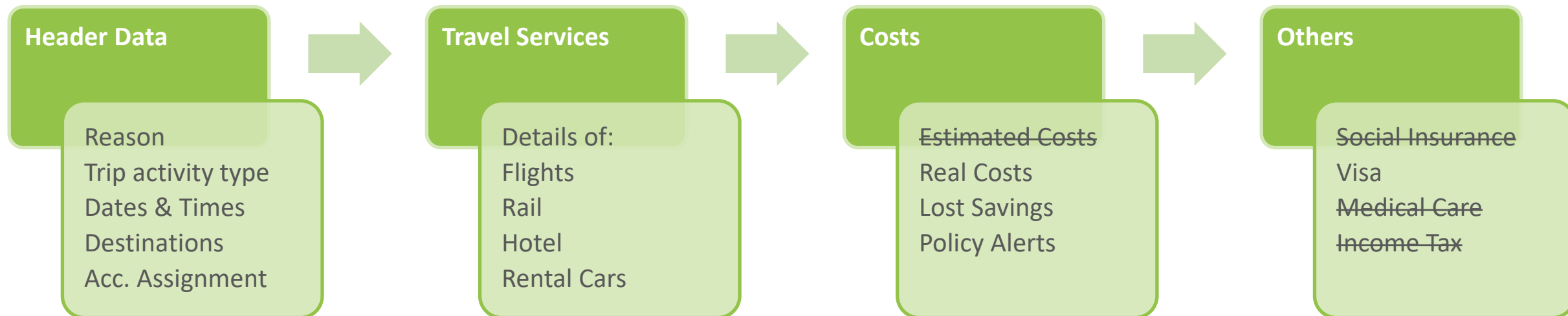
# Travel Request Elements



Pre-Booking Approval: WHAT do you want to approve? And why at all?

- Do you have a need for manager's information, or really for a documented approval? (e.g. pharma industry)
- How many requests get rejected per year, and for which reason? Automotive sample: 2 of 15.000 get rejected.
- Book as fast as you can if you know you need to leave. Don't slow down the process by asking for approvals.  
**It WILL affect your flight price.**
- **BEFORE booking, you can only approve business need.** Playing around with "estimated costs" is useless, as prices will change. Employees are wasting time while trying to find out the "estimated price" in non-authorized channels.
- **Remember: all online bookings are IN POLICY for the best price available**
- **Streamlined solution: Passive Approval.** Send infomail to manager instead of decision tasks. Consider people's time!

# Travel Booking Elements



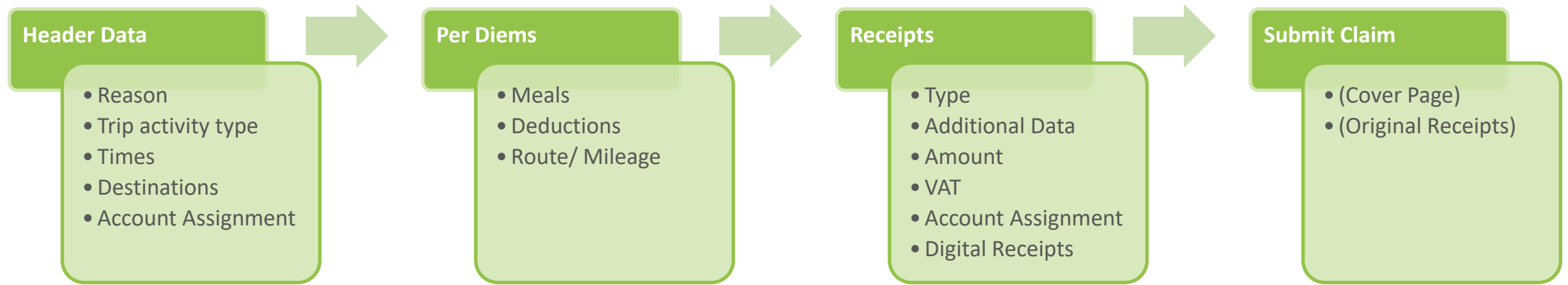
**Approval after Booking: WHAT do you want to approve? And why at all?**

All bookings are IN POLICY for the BEST AVAILABLE PRICE. Cancellation may cost penalty fees.

**Reasonable use case.** Manager confirms business need and real costs. (the only reliable point of time to indicate costs), or simply gets informed.

**Streamlined solution: Passive Approval.** Send infomail to manager instead of decision tasks. Consider people's time!

# Expense Elements



All Expenses (booking, out of pockets, entertainment) will be part of the expense claim.

- **Approval use case: document management decision**, information on costs occurred
- Will infomail for line manager be sufficient as well?
- The line manager is not a tax expert, and not intended to become one
- Claims are audited by experts based on system rules



## Validate

- Completeness
- Legal Compliance
- Internal Compliance
- Plausibility

## Investigate

- Missing claims
- Incomplete claims
- Missing receipts
- Receipts with errors

## Decide

- Accept and release
- Change and release
- Reject and send back  
(not recommended)
- Ask for more facts  
(not recommended)

→ System can support standard checks and select for auditing!  
This will save a lot of workload!

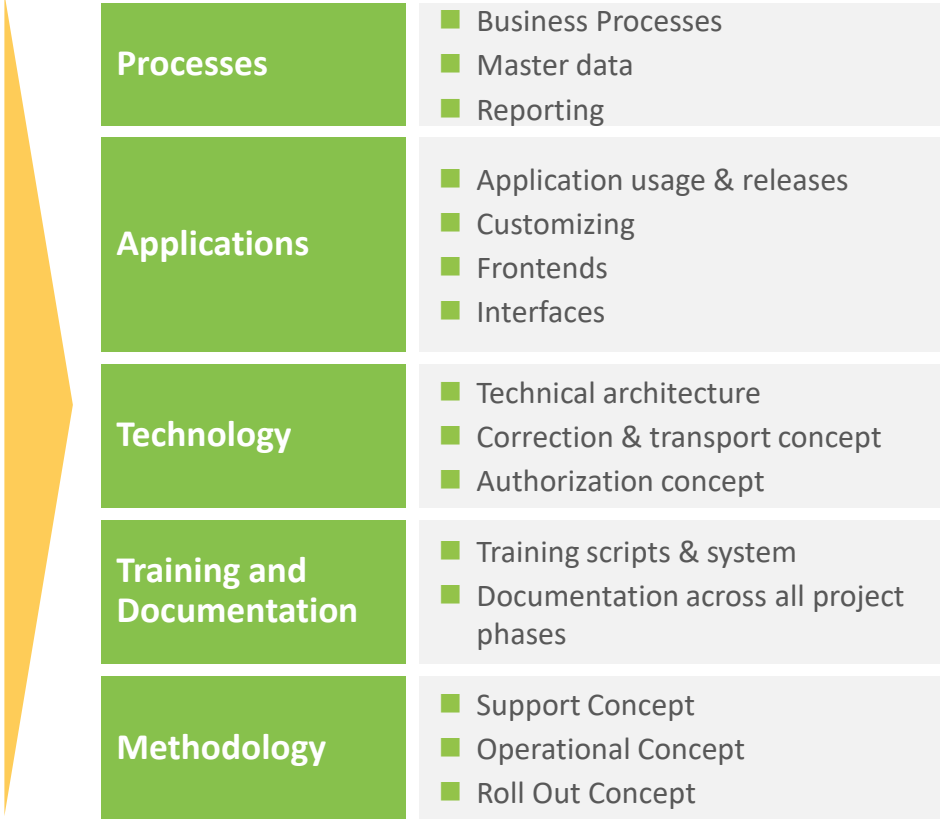
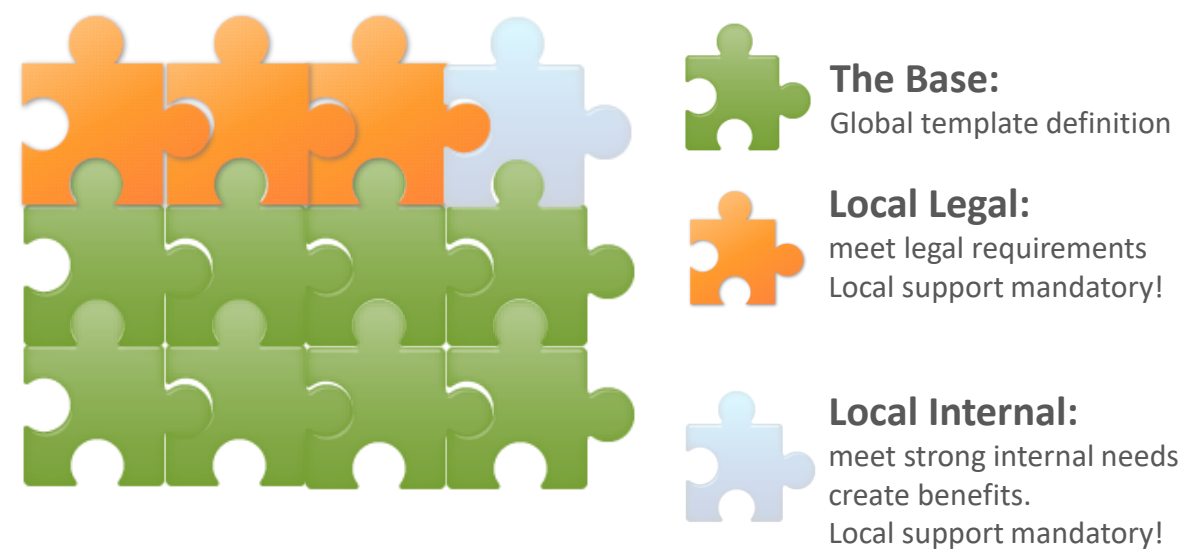


## Business Case

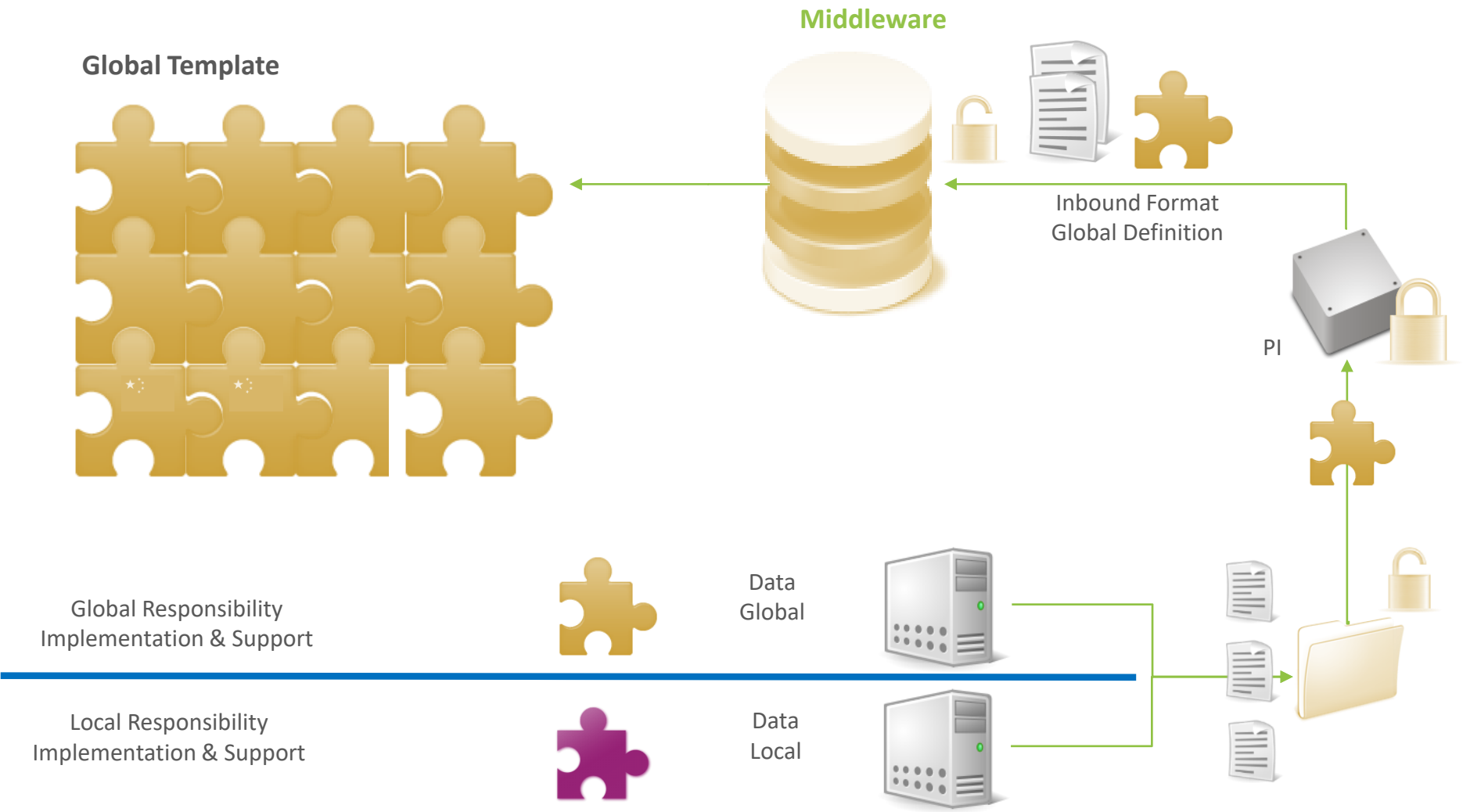
- Generally, four use cases:
  - domestic VAT – usually active today
  - VAT EU – rarely active
  - VAT non-EU with agreement – higher efforts
  - VAT non-EU without agreement – not recommended
- VAT EU can be up to 27%
- In average, 12% of VAT can be reclaimed quite easily
- More shares are possible, but with higher effort
- Potential savings for 2.5 Mio € EU-travel costs: 300.000 €
- In average, some +/- 10% of EU-volume

	Highest	Lowest
Standard VAT 	Hungary 27%	Luxembourg 15%
Hotel 	Denmark 25%	BE/NL/PRT 6%
Restaurant/Meals 	Hungary 27%	Luxembourg 3%
Domestic Transport 	Hungary 27%	Ireland/UK 0%

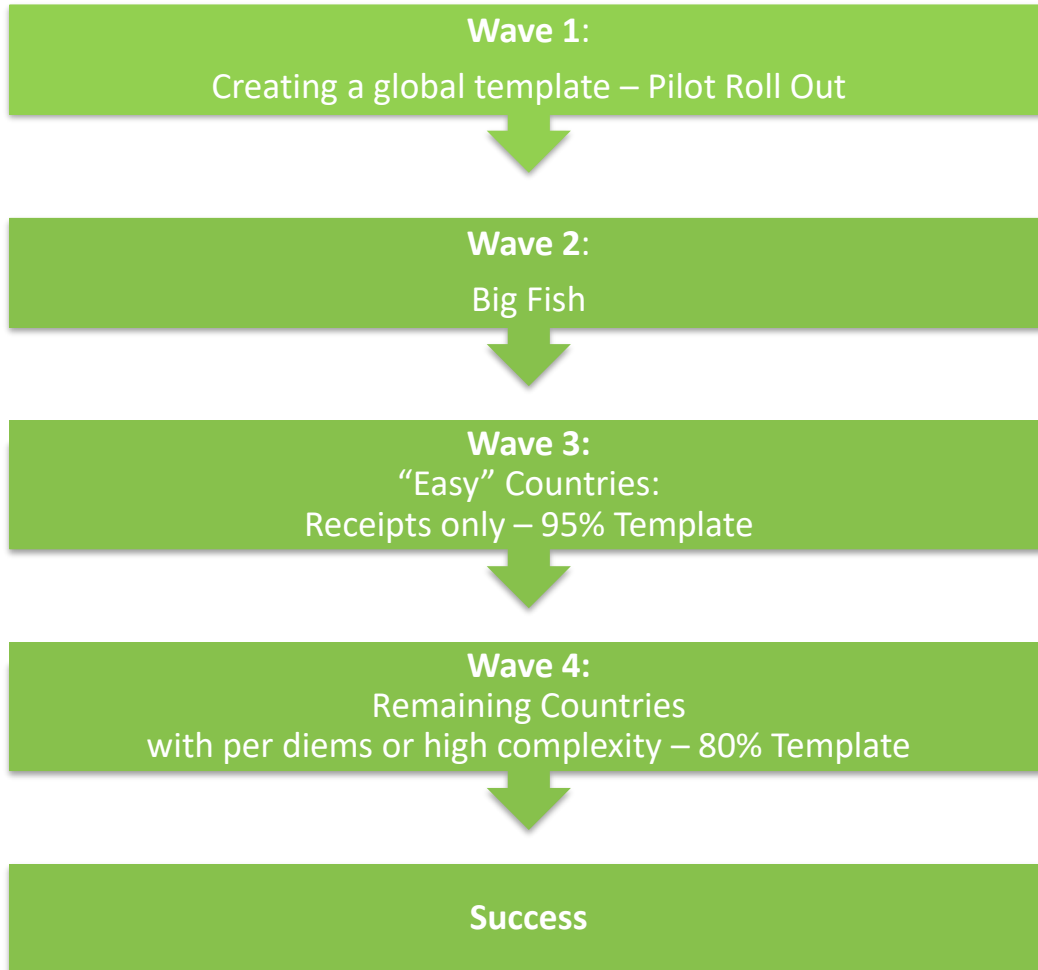
# Global Template Definition



**A Template is a reusable standardized solution integrating the global and local requirements**



# How to create success



## Full Template

- Covers all business processes
- Complete template is developed first
- Local specifics do not exist

## Partial Template

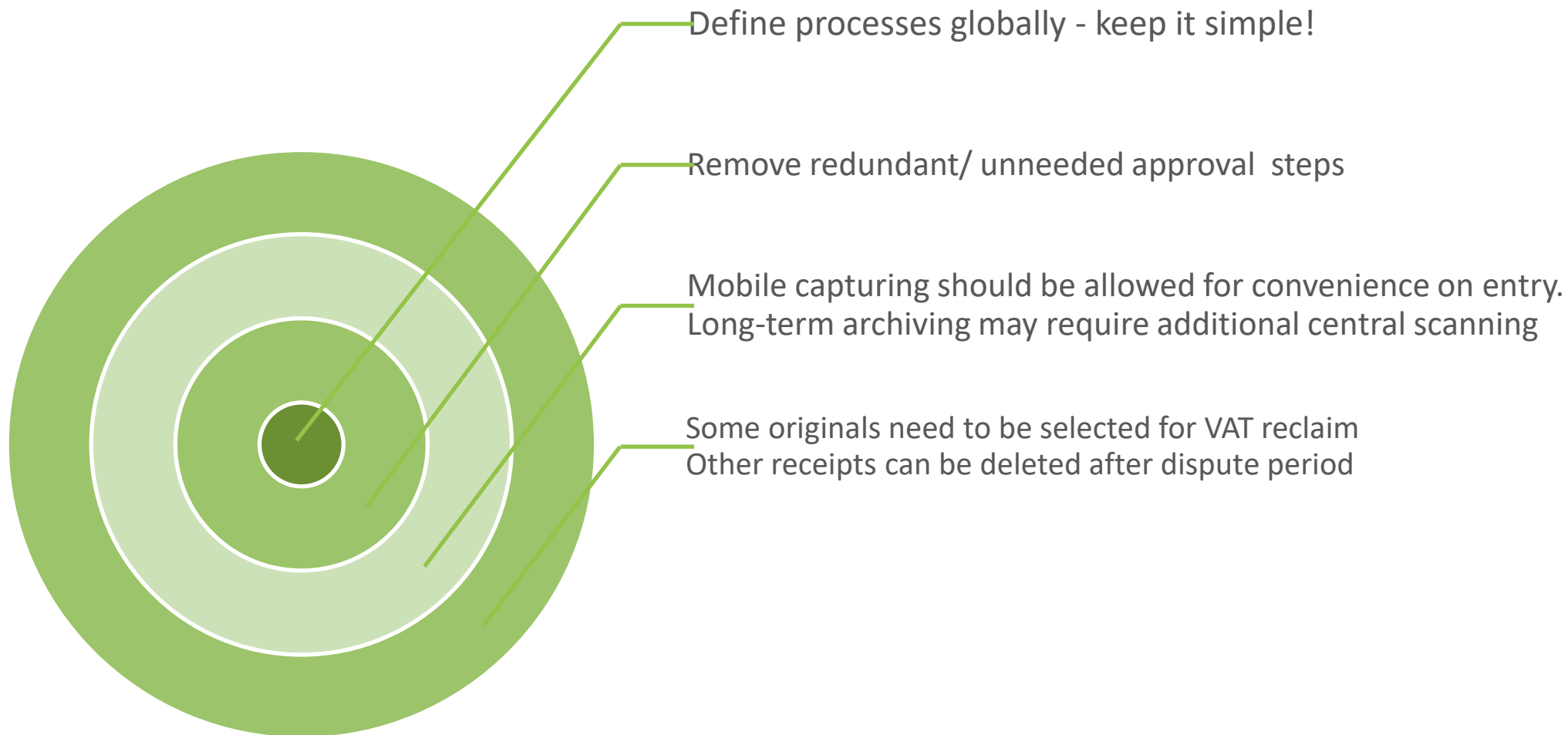
- Covers only global processes
- Only common global parts of the template are developed first
- Local specifics are developed individually within each entity

## Pilot Rollback

- Covers only processes of the first entity in the beginning
- Pilot becomes template system
- Following entities have to redo some parts

## Iterative template

- Covers only processes of the first entity in the beginning
- Template is adapted and enhanced each time
- All entities have to redo some parts



# Happy to support you!

Our expert team will help with anything around business travel. We create success.

