

# State Travel Management Innovation with Automation

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State of Colorado



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- Lenora Kingston, State Travel Manager
- Recent accomplishments include:
  - SGTP "Best 2004 Travel Management Program"
  - 2005 Executive Director's Award
  - SGTP "2006 Certificate of Achievement" award
  - 2007 NBTA CSR Committee Chair
  - The appointment support's the numerous State of Colorado 'greening' & environmental initiatives



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# Travel program strategy . . .

- *Participation*
  - *Teamwork*
    - *Consensus*
      - *Creativity*
        - *Action*

**Streamline  
Processes**

**Maximize  
Automation**



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# Available automated systems . . .

- On-line Booking Tools
- On-line Expense Reporting Tools
- ‘End-to-End’ Travel Procurement Solutions
- T&E Card On-line Management Tools
- Ground Transportation Automation
  - Taxis, Shuttles, Black Car
  - On-line Booking – Credit Card Payment
  - Expense Reporting

**TOO COSTLY!**



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# Use of existing automation . . .

- Develop policies around automated processes
- Requires vendor cooperation
- Be creative! Think ‘outside of the box’
- Test to ‘tweak’
- Communicate, communicate, communicate
- Implement



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# Travel card . . .

- STMP report of **ALL** accounts that are **INACTIVE** accounts within the past 13 months.
- **AUTOMATICALLY - “V9 Voluntarily Closed”**
- List of closed accounts provided to each State Agency
  - Alert the cardholder that their card has been closed.
  - 1 month grace period to re-open
  - Online Management Tool/Access Online
- Process reduces the amount of exposure to fraud



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# Immediate results . . .

- **91% REDUCTION**
  - # of in-active accounts



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# Rental car . . .

## Claims Management

Re: Vendor File Number: DX1219BC4  
Date of Loss: 09/18/07

Dear Sir,

This letter is in reference to the damage incurred while you were renting our vehicle. In accordance with our agreement with the State of Colorado, you must complete the following:

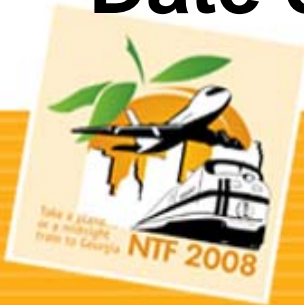
1. Travel Cardholder/renter is required to file CDW claim with VISA
2. VISA claim **MUST** be filed within 45 days from the date of loss  
(Minimal information is needed to file the claim with VISA)
3. Contact the State Travel Management Program for assistance at:  
[www.colorado.gov/travel](http://www.colorado.gov/travel) or [lenora.kingston@state.co.us](mailto:lenora.kingston@state.co.us)



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# Email notification . . .

- **State Agency, Institution of Higher Education or Political Subdivision:** Department of Health
- **Renter:** John Doe
- **Damage Type:** Crack Left Rear Bumper
- **Contract #:** 649009
- **Claim #:** DX1216BR6
- **Date of Incident:** 5/16/08



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# Results . . .

- Reduction in claims management
- Reduction in liability exposure
- Traveler Accountability
- 2007 Risk Management Award



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# NEW automation . . .

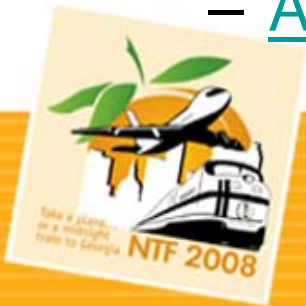
- Use of Internal Resources
- Reduce ANNUAL fees
- Maintain control
- Ability to EASILY modify
- Cost effective



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# In-State Lodging . . .

- *“Invitation to Participate”*
  - Benchmark off of GSA Per Diem
- FULLY-Automated Processing
  - On-line registration process
  - “CLICK” Submit
    - Email to vendor & STMP reps
    - Quick review of submission
  - “CLICK” Approved
    - CONGRATULATORY email notice to property
  - AUTOMATIC Website UPDATE!



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# Results . . .

- Avoid MANUAL input
  - Prior to automation over 200 faxed responses
- Dissemination of workload
- Instant response to property
- Time SAVINGS!



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# Vendor reporting . . .

- Travel Agency Quarterly Reporting
  - State Price Agreement T&C's
  - Air ticketing detail
  - 10 Agency data to merge
- AUTOMATED Online Quarterly Reporting
  - Vendor pre-registers (password protected)
  - Data AUTOMATICALLY consolidated



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# Results . . .

- Avoid MANUAL input of data
  - Increase accuracy
- Dissemination of workload
- Consolidation of data
- Vendor Management
  - Time stamped submissions
  - Online audit tracking
  - Accountability



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Thank-you for your time &  
attention!



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