

# TRAVELWAYNE INTRO

*For the Traveler*



## WHAT IS TRAVELWAYNE?

TravelWayne is a new solution that automates the travel request, travel booking and expense report processes for Wayne State employees.

This solution introduces improvements beyond just the new online travel and expense solution, such as:

- New travel policy – issued April 1, 2012
- New travel agency – Conlin Travel
- New travel card – JP Morgan Chase
- WSU-negotiated savings available through TravelWayne booking or agency booking
- Online trip itinerary to organize all of your travel needs in one location
- Smartphone mobile applications to assist the travelers and approvers while away from the office
- Direct pay for expense reimbursement

## TRAVELWAYNE GO LIVE DATE

**Check with your  
BAO for your  
group's Go Live date**

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## TRAVELER BENEFITS INCLUDE:

### Ease of Use

- ✓ Front to end control of the travel experience
- ✓ Electronic approvals
- ✓ Simplified meal reimbursements
- ✓ Mobile app access

### Speed

- ✓ Auto-populated corporate travel card transactions in the traveler's expense report
- ✓ eReceipts from participating vendors
- ✓ 3-days for TravelWayne ACH payment after date of approval
- ✓ All other payments are processed within a 6-business days period after date of approval

### Efficiency

- ✓ Payment on behalf of employee to JP Morgan Chase for reimbursed expenses
- ✓ Real-time access to itinerary through Triplt Pro

### Cost Savings

- ✓ WSU-negotiated rates for top travel suppliers when using TravelWayne booking tool or contacting Conlin Travel agents

### Compliance

- ✓ Built-in travel policy provides exception warnings when bookings or expenses are out of policy

### Visibility

- ✓ Online history and reporting capabilities

## YOUR TRAVELWAYNE EXPERIENCE

TravelWayne brings together the best of technology and travel services to take you from the paper-based process we have today to an automated, service-focused travel experience.



### Travel Request

Travel Requests are entered online and will route to the appropriate manager for timely approvals

### Book Trip

For travel booking needs, users will have the option to utilize the TravelWayne online booking solution or to contact a Conlin Travel agent at 313-577-TRIP (8747).

### Travel Event

Go mobile with free apps for iPhone®, iPad®, Android™ and BlackBerry®! The Concur Mobile Application provides users with easy, remote access to TravelWayne. TripitPro organizes the traveler’s itinerary, provides travel updates and notification and monitors US economy-class airfare for airfare refund if the price drops.

### Expense Report

JP Morgan Chase Bank MasterCard eases the personal cash flow for travel expenses. Additionally, expenses incurred on the MasterCard will automatically populate the traveler’s expense report which reduces data entry.

### Payment

Wayne State University provides payment to clear the approved MasterCard charges once the expense report is approved. Employees are responsible for payment of personal expenses.



## NEW POLICIES STREAMLINE THE TRAVEL AND EXPENSE REPORTING PROCESS

The campus Disbursements department has worked closely with the Controller's office and key business affairs officers from across campus to finalize several policy changes that are intended to streamline the Travel Request and Expense Reimbursement processes.

### Highlights of the policy changes:

- Use of per diem rates as set by GSA, for all individual meals, no receipts required
- Same rules for domestic and international travel
- Less stringent airfare rules, balanced approach based on cost and schedule



## TRAVEL SAVING OPPORTUNITIES

Disbursements and Procurement and Strategic Sourcing have teamed up to bring cost savings to Wayne State travelers. TravelWayne provides travelers with access to discounts across our top travel suppliers when the TravelWayne online booking solution or Conlin Travel agents are utilized to book travel.

Contract savings that are available.

- Delta
- National rental car
  - Emerald Aisle card available for all travelers
- Enterprise rental car
- Park-n-Fly parking
- Metro Car sedan service (nationwide)
- Inn on Ferry Street hotel
- Detroit Marriott Renaissance Center
- Detroit Courtyard Downtown
- MotorCity Casino



## GETTING STARTED

1. An application form is available to request the JP Morgan Chase corporate travel card. Approved expenses are paid by the university to JPMorgan which eliminates /reduces your personal cash flow.
2. A link to the job aid on how to establish your user profile can be located at [travel.wayne.edu](http://travel.wayne.edu). Your profile must be established before your first travel booking.
3. Take advantage of the online training aids and the available training classes!

## TRAVELWAYNE SUPPORT OPTIONS

Your TravelWayne team has teamed up with Conlin Travel, Concur and JP Morgan Chase to provide comprehensive support for all of your travel needs. Whether you need assistance to book your travel, assistance on the road or help establishing your travel request and/or expense report – we are here to help you!

Support information to know:

### TravelWayne Information System: 313-577-TRIP (8747)

A support number has been established to address your travel questions or needs.

- Select 1 for Conlin Travel agent for booking airfare, hotel, car rental, international travel, or any agent related question
- Select 2 for Conlin Travel technical assistance with TravelWayne online reservations
- Select 3 for Concur support desk assistance with updating your user profile, creating your travel request, or processing your expense report online
- Select 4 for questions regarding the WSU travel credit card
  - For lost or replacement travel cards within the US, press 1 (JP Morgan Chase)
  - For lost or replacement travel cards outside of the US, press 2 (JP Morgan Chase)
  - For questions about how to apply for a travel card, press 3 (WSU Disbursements)
- Select 5 for Disbursements questions regarding travel reimbursement checks or general assistance

### Our TravelWayne Website

Visit [travel.wayne.edu](http://travel.wayne.edu) to view information to help you get started.

- Travel card application form
- Travel policy
- Frequently Asked Questions (FAQs)
- Training aids and class schedule
- Preferred vendors / contracts for travel savings

### Conlin Travel Hub

Our travel agency, Conlin Travel, has a wealth of travel information, tips and online booking training videos to also help you throughout your travels. Visit their website at [www.conlintravelhub.com/ws](http://www.conlintravelhub.com/ws).



## TRAINING OFFERINGS

- Training is available, but not required
  - **Introduction to TravelWayne**
    - 2 hours
    - Lecture style format
    - Introduction of the new process, review of the basics, and a live demonstration
    - Recommended for all users
  - **Hands-on training**
    - 2 ½ hours
    - Lab setting with hands-on exercises
    - Requires BAO approval to register.
    - Registration link will be provided by the BAO.
    - Recommended for department administrators and super users
    - Introduction to TravelWayne is recommended prior to this training session
  - **Office hours for hands-on assistance**
    - Open session – no agenda – bring your questions
    - Lab environment for hands-on assistance
  - **On-line training aids**
    - Quick Reference Guides
    - Training videos
    - Located at [travel.wayne.edu](http://travel.wayne.edu)
  - **Conlin Travel Hub**
    - Online booking training
    - Travel information
    - [Conlintravelhub.com/wsu](http://Conlintravelhub.com/wsu)

## TRAINING SCHEDULE

The training schedule is available on the [travel.wayne.edu](http://travel.wayne.edu) website. Review your options and sign up today!



## TOOLS TO ASSIST YOU AS YOU TRAVEL

Concur provides two free mobile apps for iPhone®, iPad®, Android™ and BlackBerry®.

**Concur mobile application** – brings all of your travel and approval needs to your smart device. You will have full access to the Concur solution to view itineraries, manage your out of pocket receipts, to enter expenses, and approve expenses.

1. First step to get started is to establish your Concur mobile app PIN (personal identification number) within your user profile.
2. Go to the appropriate marketplace to load the free mobile application.



**TripIt Pro** – provides an organized view of your travel itinerary and provides valuable monitoring of your flight status so you can focus on your work at hand.



TripIt Pro



Travel Wayne

- Master itinerary
- Calendar integration
- Flight alerts
- TripIt Groups

- Points tracker
- Airfare monitoring
- Alternate flights
- Inner Circle

TripIt Pro also allows you an opportunity to organize your points across your various airlines, hotels, and rental car companies.

The inner circle feature enables you to share your itinerary details with individuals you place in your 'Inner Circle'.

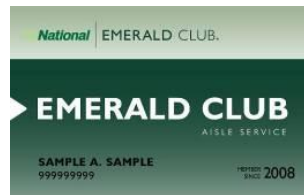
TripIt Pro will monitor US-based flights and will provide a refund if the price of your flight is reduced.

To get started, register for TripIt Pro within the Concur system and download the free application from your smart devices marketplace.

**National 'Emerald Club' membership** – improves your rental car experience.

It is as simple as ...

1. Pick your favorite car from their lot
2. Show your drivers license on the way out
3. You are on your way!



WSU-negotiated prices for National and Enterprise rentals are available via the online booking tool or Conlin Travel agent. Make sure you apply for your Emerald Club card today.

