



# Enterprise Travel Updates

*Kristi Johnson, Director*

October 4, 2022





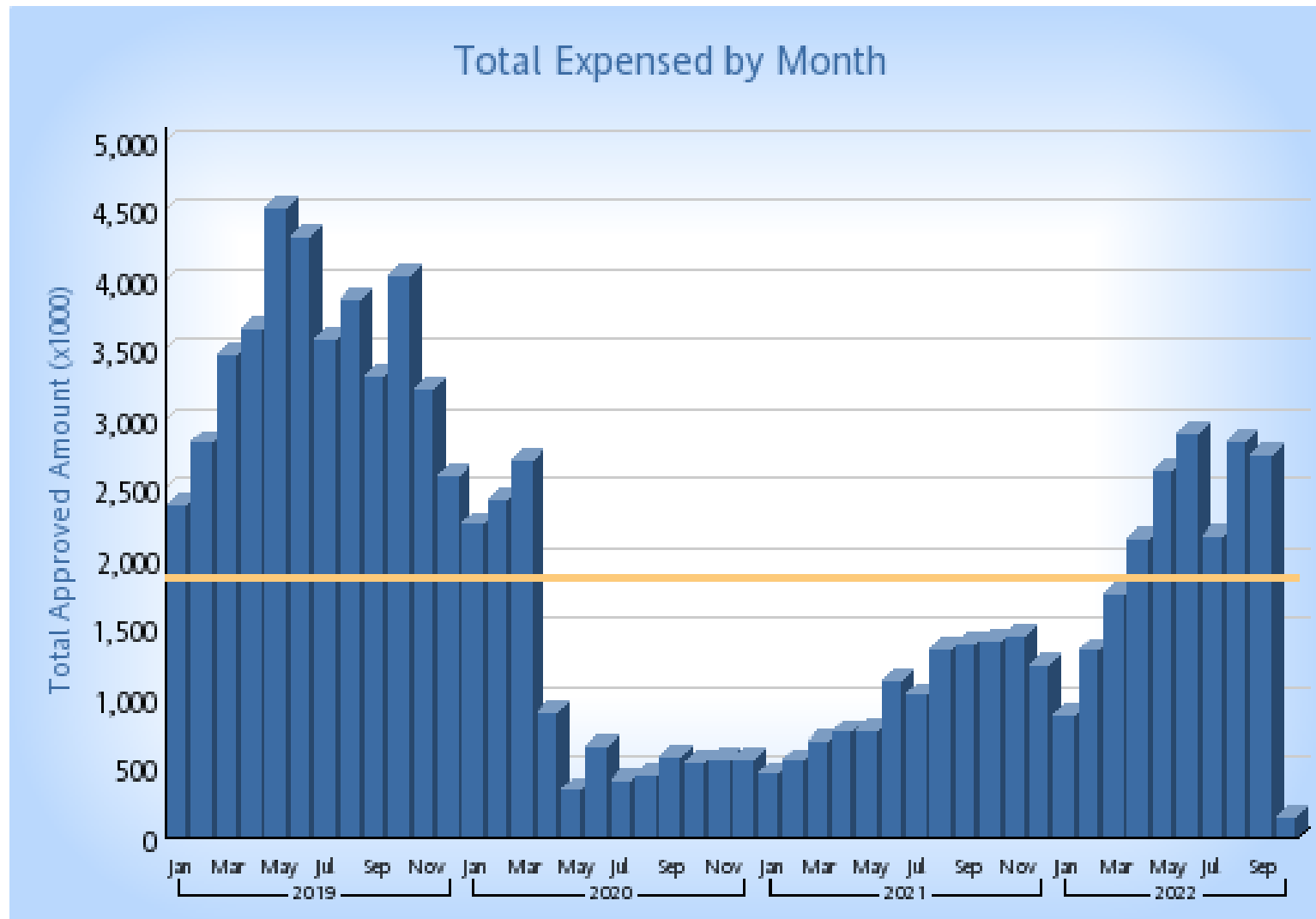
PACK YOUR BAGS,  
TRAVEL WILL BE BACK!

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# TRAVEL IS ON THE RISE

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# Total Expense Reports 2019-2022



# State Travel in 2022 and beyond...



**What to expect?**

# RENT A CAR



## RENTAL CARS



# Airline Credit Extensions



## FUN FACT

**Currently have 528 unused airfare credits....**

**\$199,727**

# Airline Cancellations

## What do I need to do now?

*If you have cancelled an airline flight, traveler should import the airline expense & travel agency fee Now.*

## How do you apply Southwest/Delta credits for next trip?

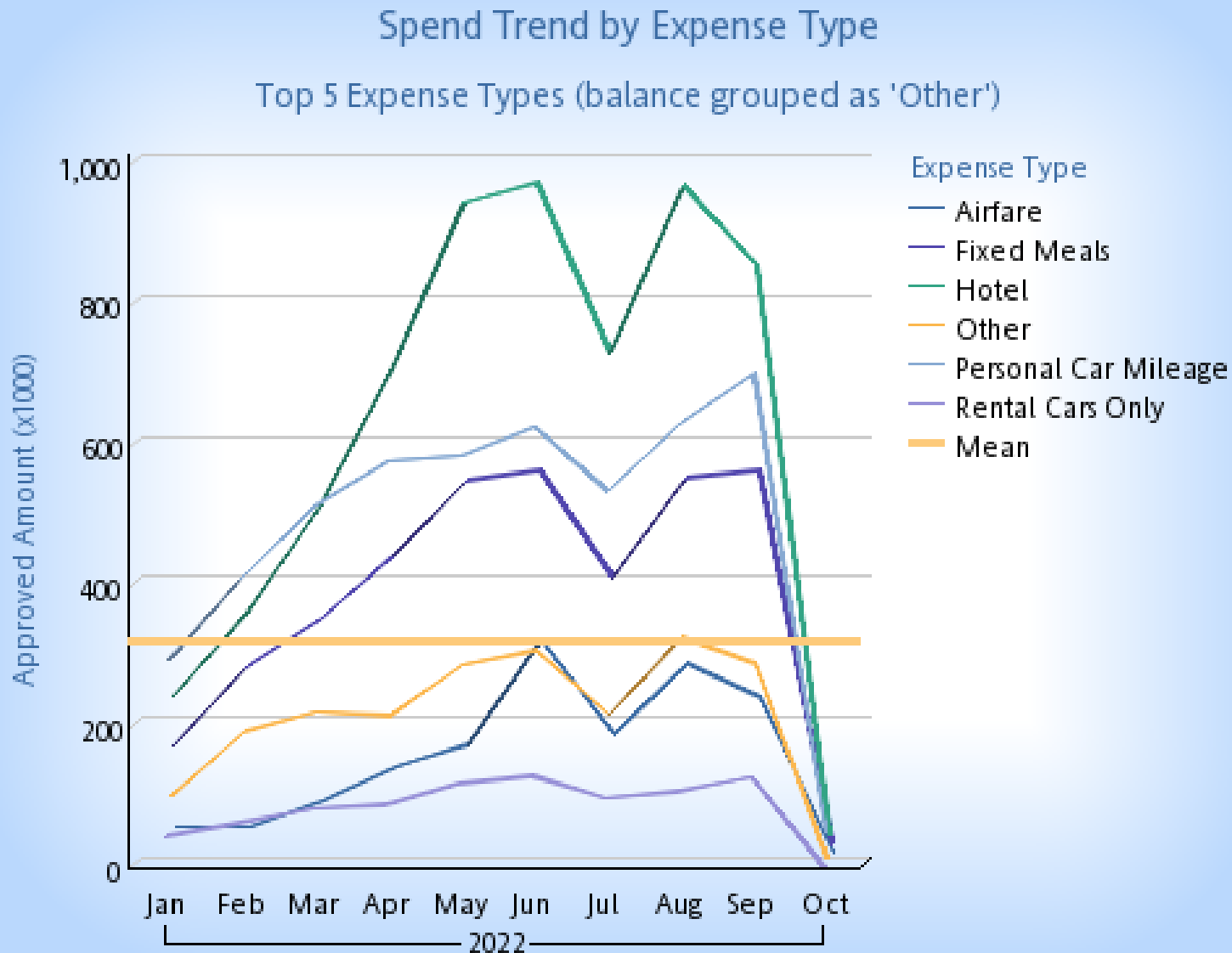
Traveler should contact the Travel Inc. for assistance with rebooking.

## Will I get charged for contacting the Travel Agency?

No, you will not get charged for contacting the Travel agency for assistance with **rebooking**

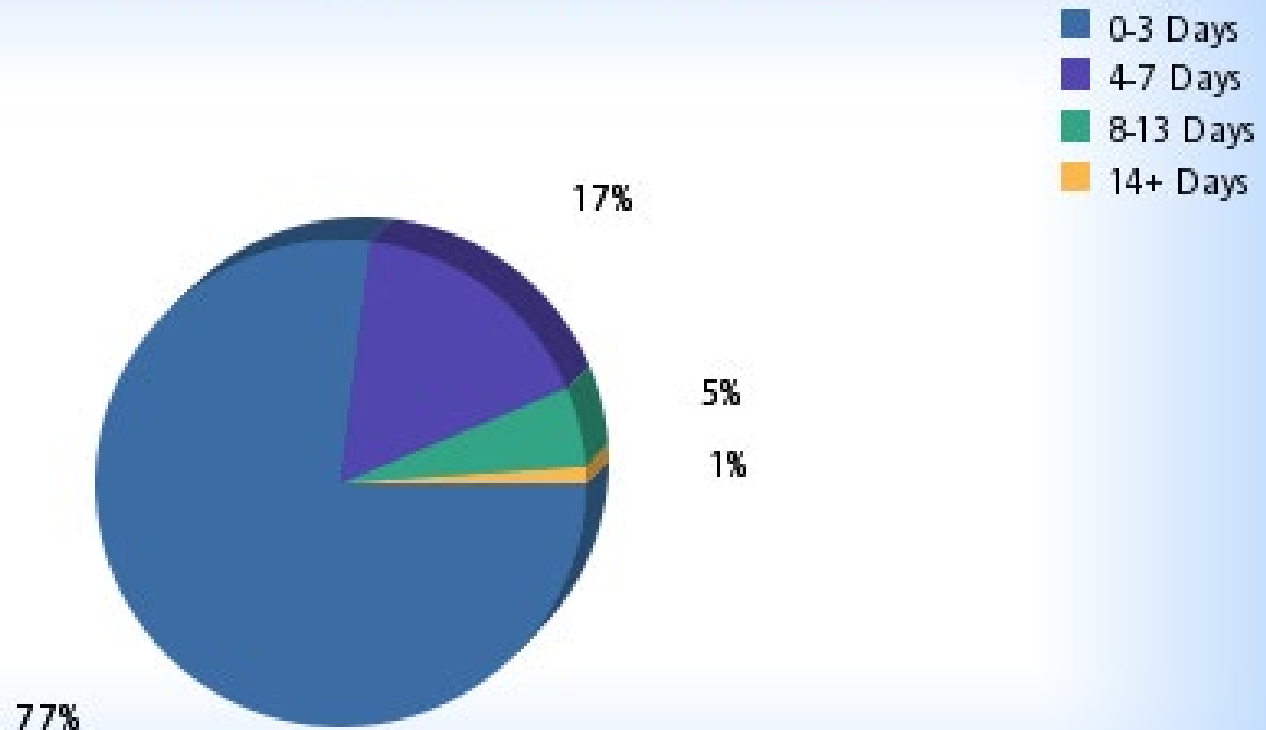


# Top 5 Travel Expense Types



# Approver Aging Report

Expense Report Approval Aging  
Submit to Last Approval In Calendar Days



# Travel Policy Updates

- Travelers traveling within the State of Georgia are eligible for up to \$50.00 of per diem to cover the cost of three (3) meals per day. Incidentals are not included in the daily per diem rate.

Breakfast = \$13.00    Lunch = \$14.00    Dinner = \$23.00

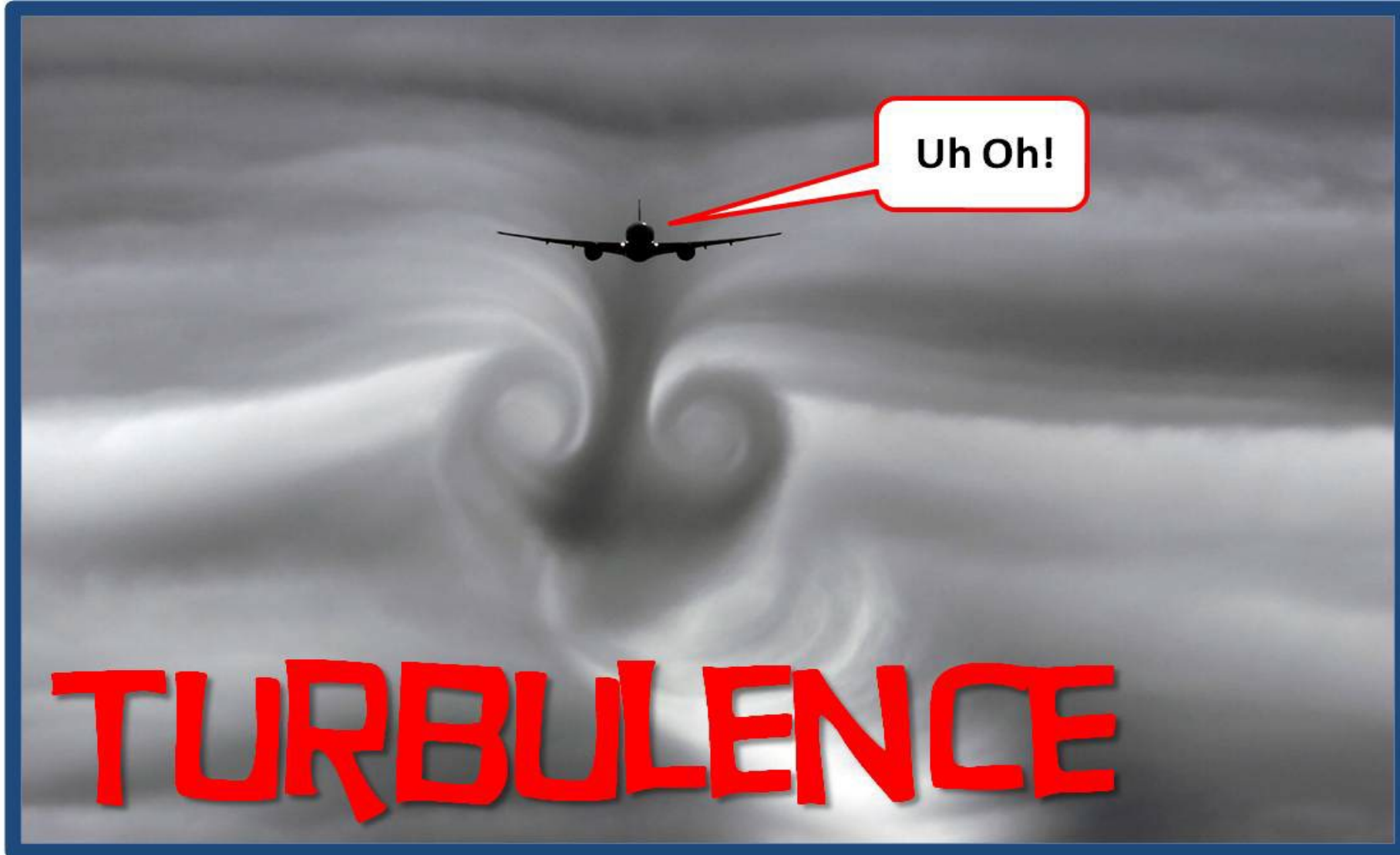
- The most cost-effective method of transportation that will accomplish the purpose of the travel should be selected. Agencies should use their own discretion when determining the most cost-effective ground transportation.
- Higher class/grade tickets, such as business class, premium select, business select, first class, and comfort are not reimbursable for domestic flights except for travel to/from Alaska and Hawaii. Higher grade tickets are allowable for international travel when approved in advance by the respective agency head or designee.
- A Traveler's commuting miles are considered personal mileage and, as such, are not reimbursable. Agencies should declare and communicate the employee's primary workstation location. If the residence is declared by the agency as the employee's primary workstation, then there are no commute miles, and all miles should be reimbursed.

# Travel Policy Updates

- Travelers on state business are allowed lodging expenses when their destination is located more than 50 miles from their residence AND they are away for more than twelve (12) hours.
- Lodging rentals obtained through vacation rental marketplaces such as Airbnb, HomeAway and VRBO are not considered commercial lodging facilities and should not be used while in travel status.
- The State will reimburse tips for shuttle, taxi, or ride share services, up to 20% of the total fare cost. Approvers should review these expenses prior to approving.

# Concur Mobile App





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# Vendor Management Updates

October 4, 2022



# Mitigate Fraud



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# Role of VMG

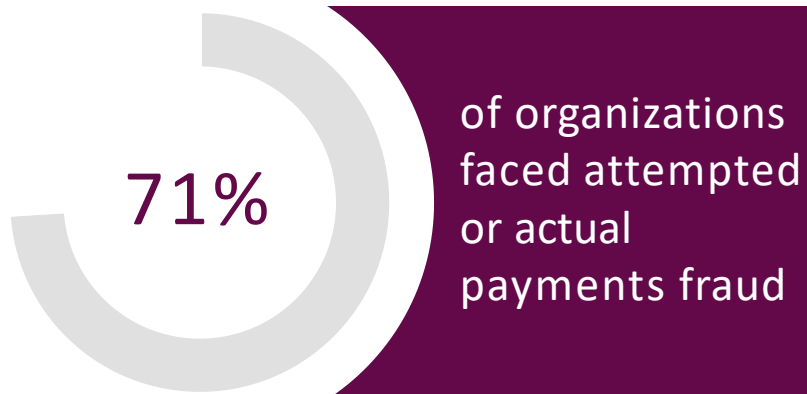
- Responsible for maintaining the Statewide vendor database
- Protect the State's Asset
- Exercise due diligence in obtaining and verifying vendor information
- Only communicate with registered vendor liaisons
- Provide limited information regarding rejections



# Payment fraud continues to be a significant business risk

## 2021 fraud statistics

It only takes one incident for your organization to be compromised



Companies of all sizes, across all industries are at risk

What are you doing to reduce your exposure?

# Role of Vendor Liaison

- Understand changes to Vendor Management Form
- Provide clear instruction to vendors
- Ensure all necessary documentation is attached
- Train new agency liaisons and end-users
- Review forms thoroughly to reduce errors and form rejection
- Sign and be accountable for form submission

# Common Reasons VMF's are Rejected

- ✓ Incomplete form (Sections)
- ✓ W-9 is not the current version
- ✓ Not completing the full bank account and routing number
- ✓ TIN# is not complete or does not match W-9
- ✓ Not submitting "Page 2" of VMF
- ✓ Contact information is not valid (phone #)



# Physical Address

- ✓ Only “physical addresses” on VMF’s will be approved for new vendors and reactivations
- ✓ Alternate addresses can be added as “additional address” on the VMF
- ✓ Additional information may be required to validate the supplier’s address

# FAQ's

**When VMF is incomplete or rejected, why can't a full explanation be provided?**

**The VMG primary responsibility is prevented fraud. We only communicate limited information so that suppliers will not “learn” our verification process. We do communicate the “section” of the form to assist the vendor liaison in locating the error.**

# FAQ's

**Why can't the supplier provide SAO with the information directly?**

**The VMG is not aware of potentially whom they are speaking with. As a result, we rely on the vendor liaisons to submit information on their behalf.**

**Please do not have suppliers contact the VMG directly to resolve any issues or answer any questions.**



# Vendor Automation Demo

October 4, 2022



# Vendor Automation

- Agencies will be utilizing Supplier Change Request (SCR) functionality Teamworks
- This automated tool will streamline vendor changes for **EXISTING** suppliers
- Increased data protection of vendor information/eliminate potential fraud
- All liaisons to electronically attach and submit documents in secure process
- Expedite vendor processing time
- Eliminate data entry errors by “requiring fields”
- Vendor Liaisons always know the status of their requests

# Requests Processed in SCR

- **EIN/SSI Number**
- **Reactivate/Deactivate Suppliers**
- **Name Changes**
- **Payment Altname**
- **Addresses**
- **Contacts**
- **Bank account information**
- **1099 Status**



# Role of Vendor Liaison

- Communicate SCR (supplier change request) form to suppliers
- Collect completed SCR form from the vendor
- Enter the requested changes in SCR page in Teamworks
- Make sure everything is complete and accurate
- Attach supporting documents in SCR (*Ex. W9 or SCR form*)
- Close the request electronically in Teamworks
- Teamworks will send an electronic email with SCR request number
- If vendor group rejects a request, you will receive notification via email

# Additional Reminders and Resources

## Resources

SAO Website-Vendor Management

[Vendor Payment Management](#)

Liaison Registration Form

[Agency Vendor Liaison Contact Registration](#)

FAQ's

[Vendor Management \(Agency\) FAQ's](#)

[Vendor Management \(General\) FAQ's](#)

List of Vendor Queries in TeamWorks

[Vendor Queries](#)

(Acct numbers partially masked)

**OVN001 Vendor\_ Search** (Use this query to determine if the vendor is already set up in TW's)

**OVN011 Vendor ACH Locations** (Use this query to determine if bank account is already set up)

# Questions?



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