Business Travel at
Michigan State University

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Debbie Gulliver
University Travel Manager
Serving Michigan State University…

- Travel Reimbursement
- Travel & Research Advance Administration
- Education
- MSU Policies & Procedures
- Strategic Travel Contract Management
- Travel Vendor Relationships
- Fly America Act
- Regional Travel Coalition
- Meeting Planner Program

- Travel Task Force
- Corporate Travel Credit Card Administration
- Direct Billing
- Departmental Consultations
- Traveler Assistance Programs
- Campus Outreach
Bolder by Design

- **Enhance** the student experience
- **Enrich** community, economic, & family life
- **Expand** international reach
- **Increase** research opportunities
- **Strengthen** stewardship
- **Advance** our culture of high performance
Meeting the Challenge:

- Preferred Travel Agencies
- Travel Centric Travel Policies
- Automating Processes
- Travel Programs
- Travel Apps
It Takes a Village…

…to Support Our Travelers

• Before

• During

• After
MSU Needs All Travelers to Have:

- Direct Bill Application (if MSU Faculty/Staff)
- Profile (through Concur Travel)
- Emergency Contact Information – Current
- Approved Pre-Trip Authorization every time they travel whether or not there is MSU funding
- If International Travel, trip is registered in the Travelers Database prior to departure

…for the “Village” to Support Its Travelers.
The Village Gives Back…

• How?
Bolder by Design…Moving Forward

Enhance, Enrich, Expand, Increase, Strengthen, Advance:

- Organized Duty of Care Structure – reaching out to all of our travelers worldwide
- Strategic Contracts-Buying Power
- Automated Reimbursement, Mobile Receipts
- Alternative Payment Methods
- “I’ve Got an App for That”
- Reporting – Planning & Budgeting
Closing Comments, Questions, and Thank you!

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