Overview of New Travel Management Company – CLASP Meeting

Presented by: Marta Herman; Erin Johson; Yi-Li van den Berg

October 27, 2026

URochester

Project Core Team Members



Accounts Payable – Project Owners

- Marta Herman
- Erin Johnson

Corporate Procurement

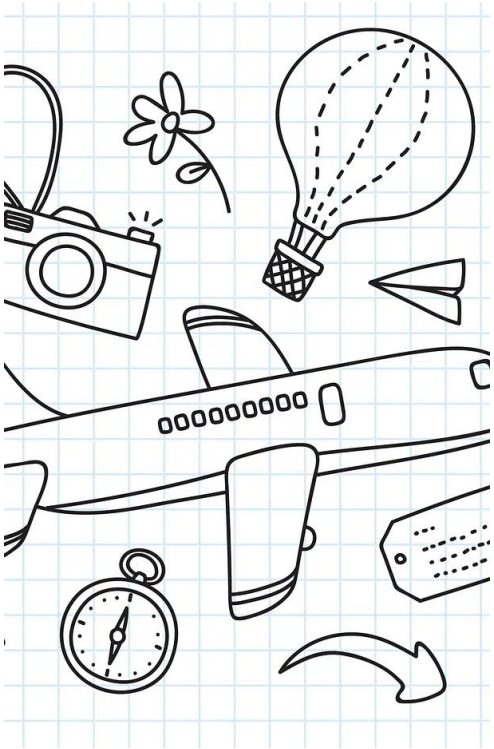
- Dan Colosi
- Melissa Murray
- Yi-Li van den Berg

Department Representatives

Background Information

- In 2025, Accounts Payable (AP) and Corporate Procurement identified several key issues with the current state:
  1. Ongoing compliance challenges, including out-of-policy bookings.
  2. Informal/unmanaged travel makes duty of care more difficult, that discounts more difficult to negotiate and actual obtain when not booked using centralized system (and therefore more difficult to contain costs).
  3. Increasing complexity due to growth in traveler volume, destinations, and evolving travel requirements.

- In 2026, we conducted the travel Request for Proposal (RFP).

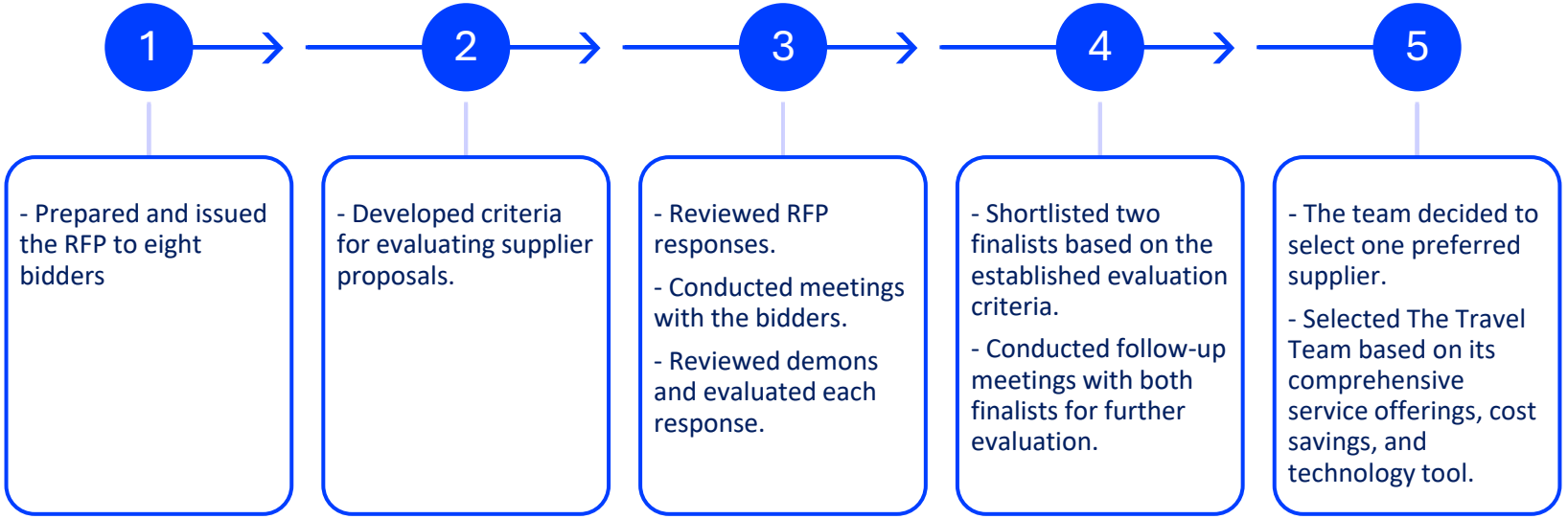


Bidders

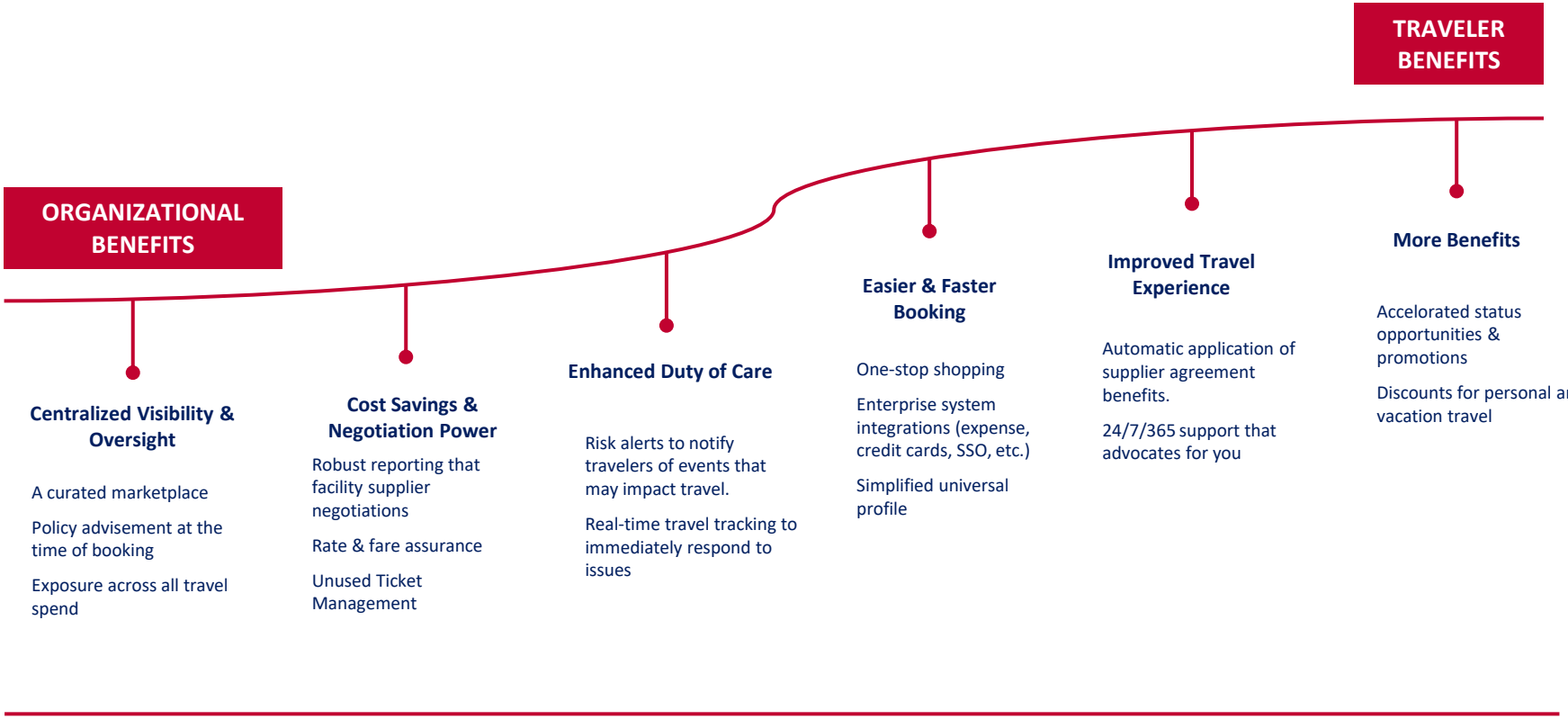


- Town & Country Travel – Incumbent
- Deprez Travel Group - Incumbent
- The Travel Team – New Preferred Travel Management Company
- Five other leading travel management companies

RFP and Supplier Selection – Key Steps

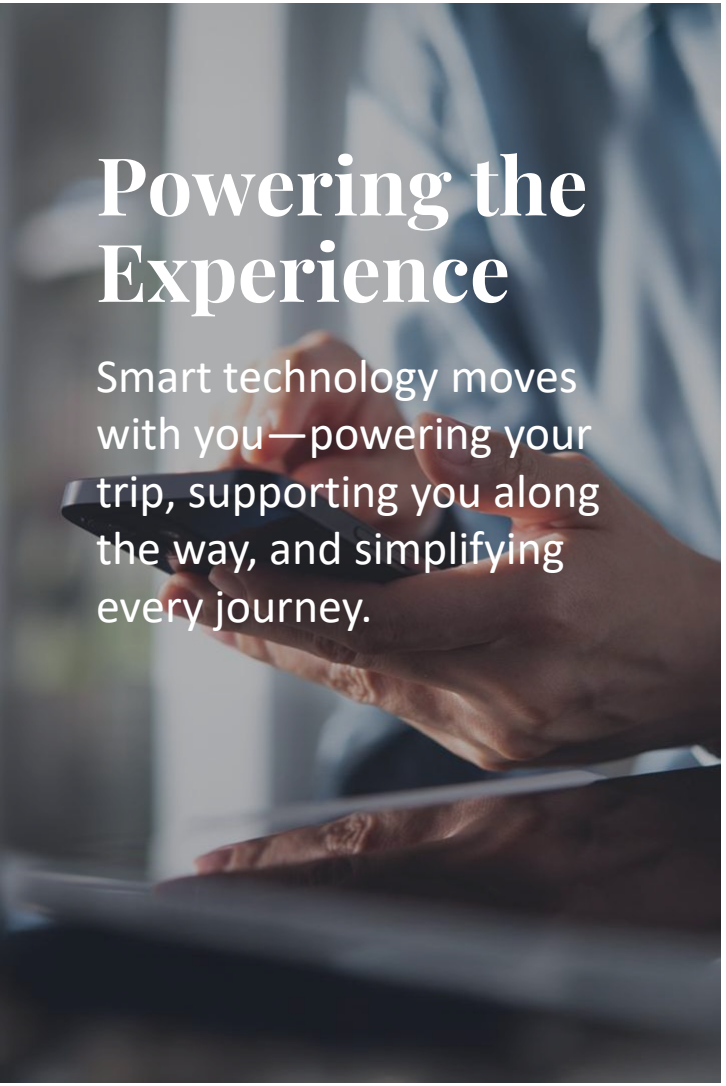


Benefits of a Managed Travel Program



Data source: thetravelteam.com

2495 Main Street, Suite 340, Buffalo, NY 14214



Service Offering

SAP Concur Travel – Market Leader in Travel Booking Technology. Book air, hotel, and car through a trusted platform that is fast, easy, and policy-compliant.

- SSO Enabled
- Automatic Profile Creation via HR Integration – verify your name matches government ID

Payment Flexibility – Airfare, rail and agency fees may be charged to the BTA or a card of your choice.

- Workday Spend Autorization no longer required to charge BTA.
- The BTA is available for Air or Rail bookings and agency fees.
- A card must be added to your profile for hotel & car reservations.

Traveler Benefits – Continue earning frequent traveler benefits plus take advantage of special offers and rates from The Travel Team

24/7/365 Support – Booking, service and disruption support is available 24/7/365

Duty of Care – Travel risk alerts on all bookings. Delivered to your inbox.

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Vacation Planning Benefits

Enjoy personalized vacation planning services available to you and your family through a trusted travel partner. The Travel Team is here to simplify your travel experience, offering tailored solutions for every type of getaway to help you make the most of your time off.

PERSONALIZED PLANNING

Plan with confidence leveraging advisors with expertise in all types of vacation travel

EXCLUSIVE ACCESS

Robust network of vetted travel suppliers for the most discerning of travelers

AI POWERED SELF-BOOKING

Complimentary access to The Travel Team's Vacation Platform with exclusive discounts



Training Schedule

https://adminfinance.rochester.edu/orientation-sessions-for-new-university-travel-management-company/



Orientation sessions

Orientation sessions for travelers and travel administrators will be offered September 29 through October 28. Sessions will include an introduction to The Travel Team, an overview of the services they provide, a demonstration of how reservations are made, and time for Q&A.

Zoom link: https://rochester.zoom.us/j/93332708959

Date	Time	Session
Tuesday, September 29	10am EST	Traveler
Wednesday, September 30	2pm EST	Travel Admin
Tuesday, October 6	2pm EST	Travel Admin
Thursday, October 8	10am EST	Traveler
Monday, October 12	2pm EST	Traveler and Travel Admin
Wednesday, October 21	10am EST	Traveler and Travel Admin
Friday , October 23	10am EST	Traveler and Travel Admin
Wednesday, October 28	2pm EST	Traveler and Travel Admin

Recorded sessions

Select **Traveler** or **Travel Admin** to view the recorded session.

The Travel Team Contact Information

The Travel Team is University of Rochester's travel management partner providing support services for all of your travel needs. If you'd like to speak to someone, please use the information below:

For Concur Travel functionality and/or profile assistance:	For personalized assistance with International and complex Domestic reservations:
585-310-5262	585-310-5262
online@thetravelteam.com	UR@thetravelteam.com
9:00am-5:30pm ET M-F	8:00am-6:00pm ET M-F

To request group travel or meeting planning support click here.

CHAT NOW!

The Travel Team, Inc.

2495 Main St., Suite 340

Buffalo, NY 14214

Phone: 585-310-5262

Email: UR@thetravelteam.com

Online booking tool: Concur

Note: Employees can also request access to book Guest (Nonemployee) travel online in Concur. Email requests to Online@thetravelteam.com and provide the guests name and email.

THANK YOU

