



CASE STUDY

TRAVEL EXPENSE MANAGEMENT SOLUTION FOR AIRLINE
PROJECT: ETHIOPIAN AIRLINES



PURPOSE

The aim of the SAP-integrated application was to cover the process of Business Trip accounting and settling expenses in the books of accounts of organization. It ensured that the Travel Expense Report is linked to the Travel Request so generated. It carries the complete history of travel request and travel expense report against one trip number only. Organizations can further track the number of trips availed by an employee during a particular period. Various reports are generated using Personnel No.

INTRODUCTION

Before Orane's Travel solution was implemented, Ethiopian Airline's crew had to manually apply for the reimbursement Process by first requesting a trip. Once the trip had been approved by their managers, the trip was sent across various departments. There was no integration with the company's internal systems and everything was done manually. The expense claims had to be submitted and processed after the trip, which wasted valuable work time for the employee and audit department alike. There was no easy way to track meaningful and accurate evidence.



Orane's Travel and Expense solution is a SAP integrated solution that links all phases of travel management – from the initial request to planning and online booking to the submission and settlement of travel expenses – in one integrated process. It provides an automated solution that helps your company streamline travel processes, reduce administrative tasks, consolidate all booking and expense data in one place, increase employee compliance with travel guidelines, and work with preferred travel suppliers and agencies.

This particular instance of the system was implemented on a simple admin-client interface where employees could request trips along with the requisite details. Once their trip was approved, they could send in estimated expenses for their trip.

The system stored expenses for various countries and managed expense data in different currencies. By Thursday, the system stored expense data for the entirety of the next week. Simple counters were implemented at each airport wherein employees could simply get their identity authenticated and collect their reimbursement at the airport itself

IMPLEMENTATION

- 1) The implementation was done in the form of a secure application form on the user-end. The data of the trip and requirements of the same had to be entered and a booking request was created for the employee to review. All data was stored into secure database.
- 2) Once the data had been fed, the employee entered estimated costs and the reason for the expense requests.
- 3) The manager/auditor consequently approved or disapproved each expense claim.
- 4) The business trip was completed.
- 5) Expense claims had been integrated with Accounts, Controlling and Payroll. The entire process was automated.
- 6) Employees could collect the owed money from the airport.

KEY BENEFITS

1. All Employee expenses and out-of-pocket expenses would be recorded by employees and authorized by approving managers online.
2. Travel Expense Report in SAP can again capture respective information for each expense type like receipt date, purpose, location; amount whereas in the existing process separate form is filled for entertainment expenses.
3. The process will greatly reduce administrative time and efforts, through systemization of this process.
4. Realize savings through the ability to set better travel policies and increase compliance.
5. Improve clarity of travel processes and costs with integration of travel data into preconfigured reports and dashboards using business intelligence solutions.
6. Increase traveler satisfaction with easier processes and faster reimbursement.
7. Integration of the work of the Accounts, Control and Payroll Department.

BUSINESS PROCESSES COVERED

1. Travel advance approval process for crew of the airlines.
2. Travel request approval for training.
3. Travel request for cross functional travel.

4. Crew Members Travel advance settlement.
5. Process steps Corporate Credit Card Transactions.
6. Process related to payment or recovery of travel advance after settlement (payroll).
7. Disbursement of travel advance amount to employees.
8. Disbursement of travel advance amount to crew member.
9. Automated taxation on each expense line.

SUMMARY

Orane's Travel and Expense Solution facilitated the streamlining of the travel and expense reimbursement process for Ethiopian Airlines. From a complicated and multi-faceted process that required coordination between different Departments of the organization, every step was incorporated into a single error-free process. The data was deployed securely and records of each transaction were maintained without hassle. The system managed data in different currencies and locations.

