

MetroTravel Modernization



Finance Administration

Washington Metropolitan Area Transit Authority

April XX, 2026

Program History and Current Environment

From manual processes to a stable, policy-driven enterprise solution.

Program History

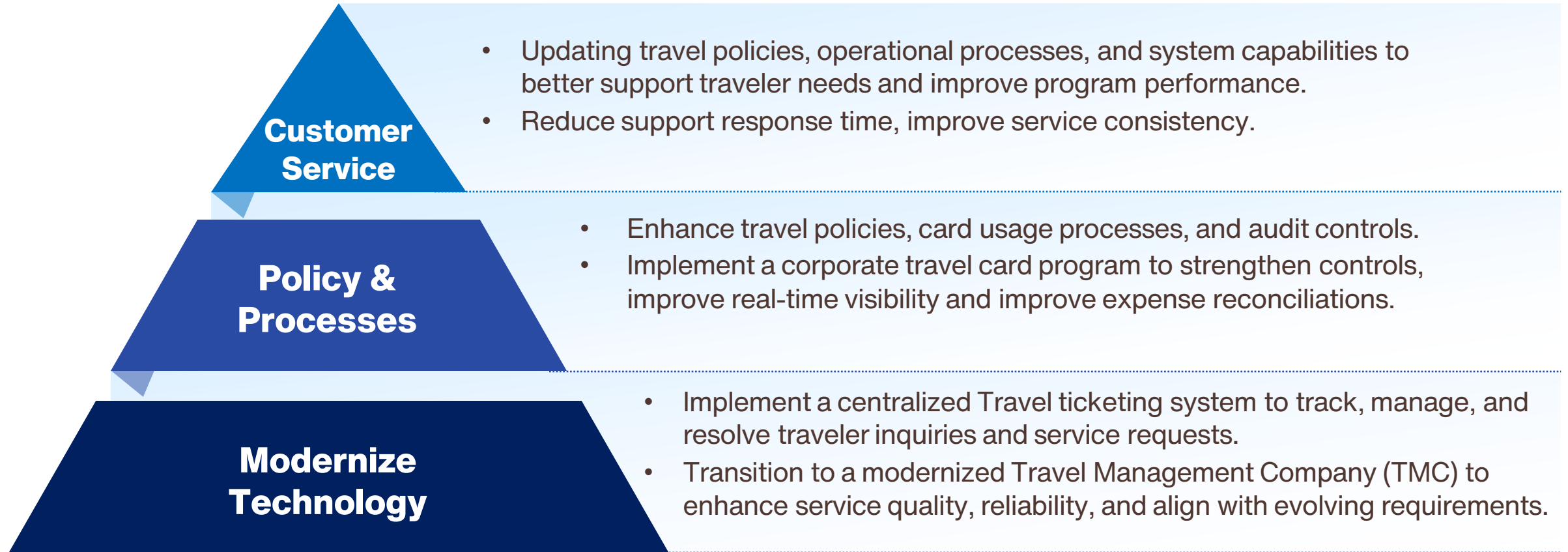
- Launched MetroTravel July 2024 to replace fragmented, paper/email-based travel processes with an enterprise-wide digital platform.
- Implemented SAP Concur Travel and Expense, automating travel authorizations and travel expense management, fully integrated with PeopleSoft and aligned to WMATA travel policy.
- New system introduces travel purchase controls, increased audit oversight, and enables real-time visibility into travel spend and compliance.

Today's Context

- Stable, technically sound Travel & Expense platform supporting 267 completed trips in 2025, totaling \$460,000
- Continual analysis of the travel program to identify opportunities for service enhancements and technical improvements.
- Developed a roadmap of operational and system improvements to further strengthen travel program efficiency, controls, and transparency.

MetroTravel Modernization

Improving the travel experience through functional technology, policy & process enhancements.



Program Delivery Roadmap (Sequenced)



Travel Support Ticketing System

Centralized Ticketing System for Travel Support Requests

The solution went live February 2026.

Policy & Program Enhancements

Enhancing policies and procedural frameworks to support upcoming initiatives.

In Progress

Travel Card Program (Pilot)

Design, build and deploy the pilot travel card program, including integration with Concur.

In Progress

Travel Mgmt. Co. Modernization

Upgrade to a tiered and advanced Travel Management provider.

In Progress

SAP Concur, ERP Integration

Integrate SAP Concur to Oracle to streamline travel financial processing.

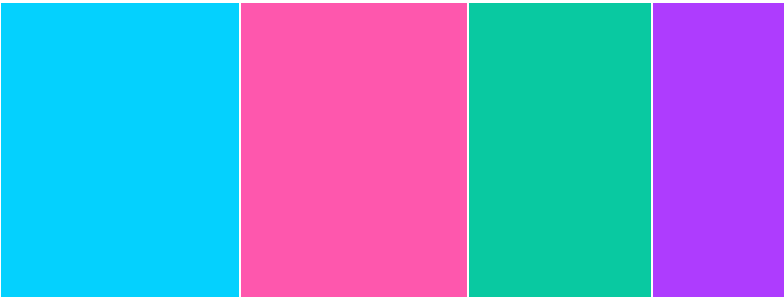
Upcoming Initiative

Travel Support Ticketing System

Prior Operating State

- Traveler inquiries were managed through multiple channels (email, phone, ad hoc requests) with limited visibility.
- Limited tracking of traveler issues made it difficult to measure service performance or identify recurring problems.

Chart Title



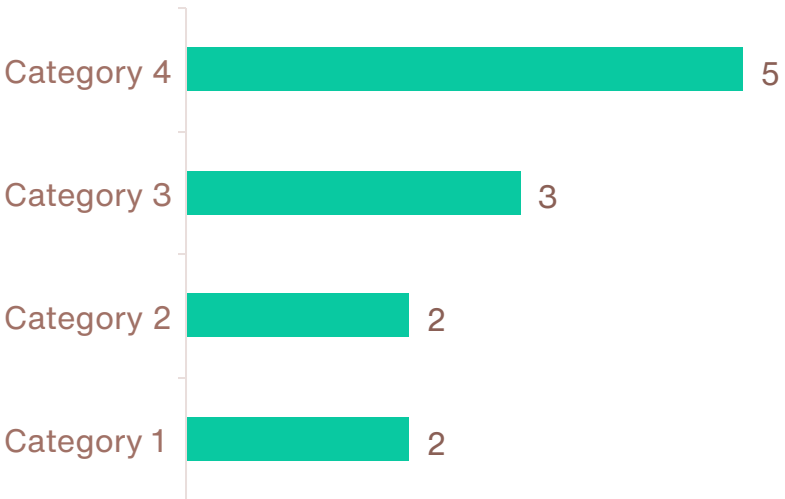
###
Weekly Travel Support Tickets Created

###
Weekly Travel Support Tickets Closed

Current State

- Centralized intake and routing ensure clear ownership of inquiries, streamline issue resolution, reduces response times, improves service consistency.
- Real-time ticket tracking and reporting provide visibility into service volumes, issue trends, and response metrics, enabling performance monitoring and program improvements.

Series 3



###
Travel Support Open Tickets

###
Travel Support Closed Tickets



Travel Card Program (Pilot)



Current Operating State

- Current travel practices rely on issuing cash advances, employees using personal credit cards and cash for travel expenses.
- Manual reconciliation and exception handling create significant back-office workload and inefficiencies.



Pilot Approach

- Pilot cohort includes 10 users across 6 departments, enabling cross-functional testing.
- Three-month pilot period focused on monitoring usage, controls, and traveler experience.
- Ongoing evaluation to document program outcomes and identify process improvements, policy adjustments, and system configurations prior to broader rollout.



Future State

- Deploy individual corporate travel cards to enable direct payment of travel expenses, reduce reliance on advances and personal cards, and streamline expense reconciliation.
- Travel cards will be issued to senior leadership, international travelers, and frequent travelers.

Travel Management Company (TMC) Modernization



Background

- WMATA’s current TMC (Uniglobe) contract is scheduled to sunset in November 2026
- Operational feedback has identified opportunities to improve customer support and travel bookings under Uniglobe
- Replacement procurement is required to ensure continuity of travel services



Scope

- Conduct a competitive procurement to select a modern, customer-focused TMC provider with tiered service offerings for agent-assisted bookings
- Solution includes an online booking platform fully compatible with SAP Concur



Current Status

- RFP development and stakeholder approval complete
- Procurement activities currently underway



Implementation Plan

- 3-month implementation effort beginning August 2026, including system configuration and testing

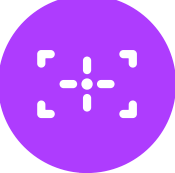
SAP Concur, ERP Integration

Aligning Travel with ERP Modernization Architecture



Governance Decision

- ERP PMO endorsed SAP Concur as WMATA’s travel expense platform.



Scope

- Integrate SAP Concur with Oracle Fusion to support travel expense processing, financial data synchronization, and alignment with ERP architecture.



Current Status

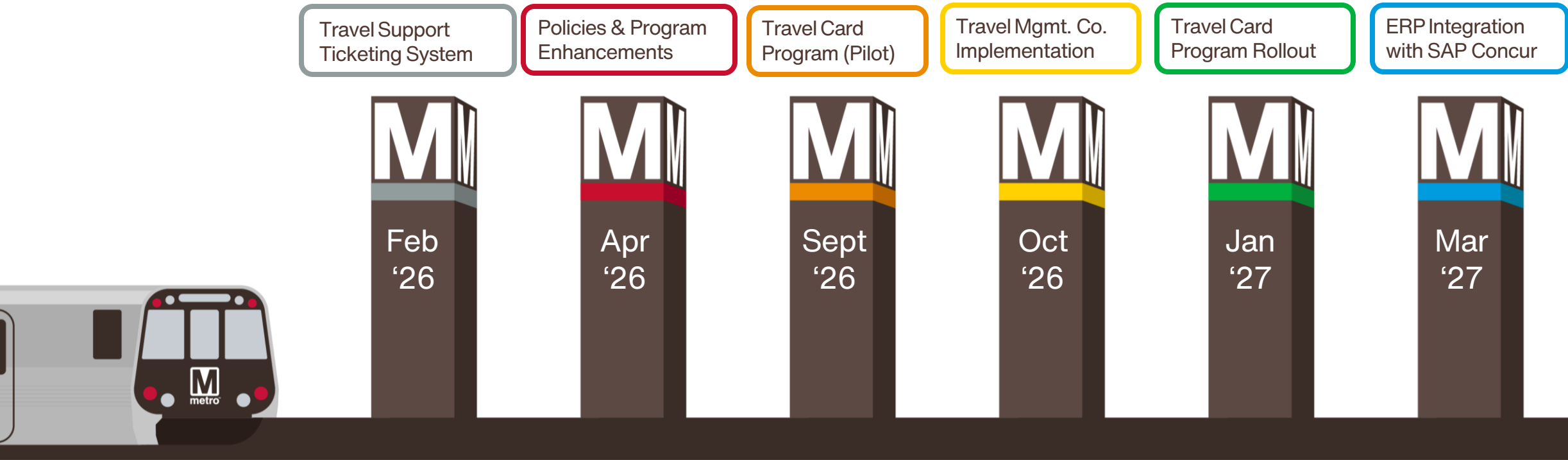
- Integration scope finalized and socialized with ERP PMO
- Procurement activities to onboard Concur integration partner underway



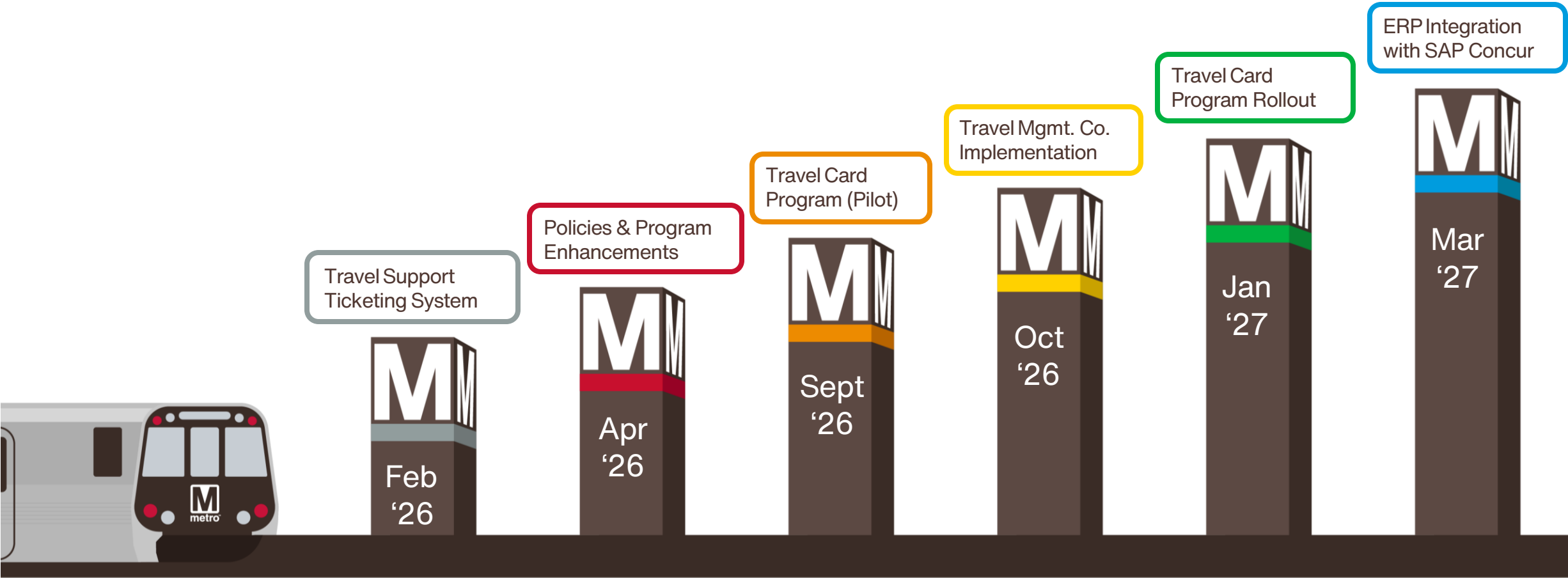
Implementation Plan

- 6-month integration effort beginning September 2026, including system design, integration, and testing.

Program Delivery Timeline – Version A



Program Delivery Timeline – Version B



Discussion Topics

Seeking executive alignment and support.



Executive Alignment on MetroTravel Roadmap

Confirm leadership support for upcoming MetroTravel initiatives, including the TMC replacement, corporate travel card program, and Concur ERP integration.



Policy Endorsements

Review and endorse proposed updates to travel policies to improve compliance, processes, and traveler experience.