

Diversity Travel

Received by e-mail on 15-5-2025

Upcoming Developments:

- **Improved search function:** Users will be able to set filters in advance instead of after loading results.
- **New flight display format:** Return flights will no longer be shown as combined options. Instead, users will first select their outbound flight and then their return flight, similar to airline websites.
- **Website optimization:** Efforts are ongoing to improve overall website speed.
- **Long-stay:** As mentioned before, DT and EUR will agree on alternatives (Airbnb) for stays longer than 3 weeks, as long as those stays are registered in the duty-of-care tool.
- **Pre-tip approval and imbedded budgets:** not possible yet as there is no integration with SAP and the Online Booking Tool (OBT). With Oracle coming up, it might be possible in the future.

Feedback from the session:

- **General issues:** It became clear that many faculties are experiencing the same challenges.
- **Trains:** Not always easy to find routes in the OBT.
- **Search function:** Slow, and results are limited compared to other search engines like Skyscanner and Google Flights.
- **Flights:** If a flight is added to the basket and the fare expires, the entire search must be restarted.
- **Limited long-stay accommodation options:** no good alternatives to Airbnb, see earlier comment on upcoming developments.

Other feedback:

- **Cost allocation:** WBS numbers (2nd WBS) and ERIM.
- **Invoicing:** Insufficient travel details, especially regarding hotel stays (number of nights unknown).
- **EUR internal decision-making, policy, and communication:**
 - Many employees still do not understand why we must work with a corporate travel agent. The answer is simple: we are spending too much on business travel and are required to adhere to EU

procurement regulations. DT (or a similar provider) is therefore necessary.

- **Uncertainties regarding what falls within or outside Diversity Travel's scope:**
 - o Domestic public transport such as buses, trains, and trams à **OUT OF SCOPE and can be booked/ purchased by employee and reimbursed**
 - o Certain train routes that are difficult to book via the OBT. DT will share a flow chart specifying which steps to make in which scenario (and whether to book via OBT, Olive team or yourself)
- **Improvements needed in EUR communication with faculties and services (feedback given to John):**
 - o The DT page is not findable via MyEUR search.
 - o The DT page is cluttered and overloaded with information, making it difficult to quickly find the right details.
 - o The current communication flow sometimes prevents updates from reaching the right people. More attention is needed for EUR-wide communication, ideally through newsletters.