

Procurement Services

Travel & Expense: CONCUR

Augie Maurelli

Assistant Vice President for Finance

askconcur@udel.edu



UD Travel & Expense

How did we get here?

UD Travel & Expense

Bank of America



BofA – Credit Card Program

- Over 4,700 credit cards outstanding
- Used to purchase anything under \$5,000

Bank of America



BofA Works – Credit Card Program and Allocation Tool

- No receipt retention within the system
- Credit Card Program Administrative Tool
- Due to use, coupled to the BofA Credit Card

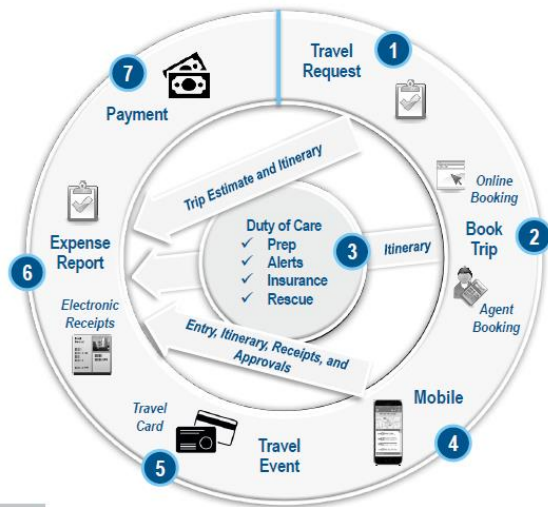


Egencia – Travel Management Company

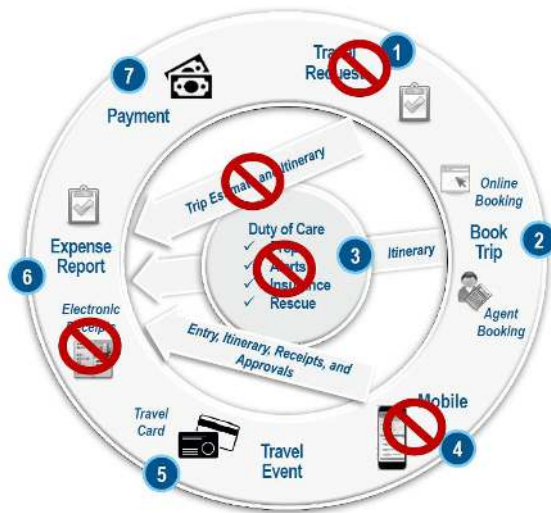
- Primarily Online Booking and Support
- Less than 15% adoption rate of all bookings
- No SLA on support, pricing or other services

Travel & Expense Lifecycle

Best Practice

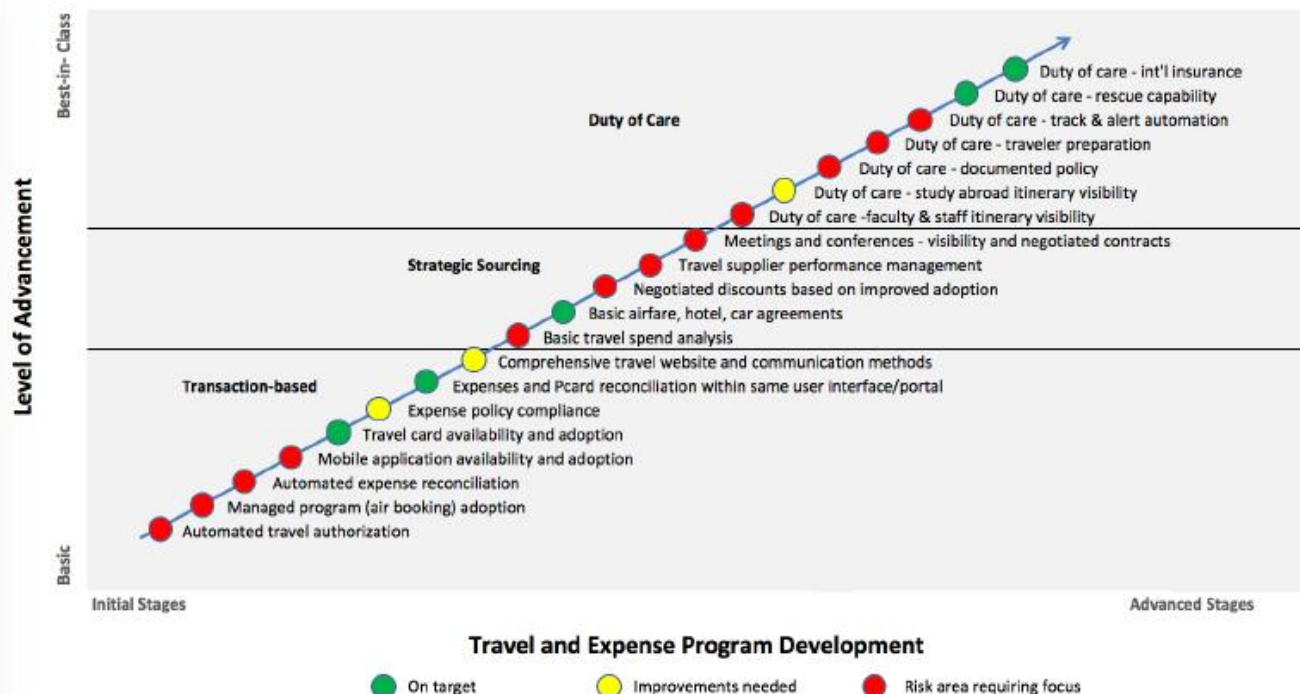


UD 2017



UD – T&E Program Assessment 2017

Measurement of T&E Program Adoption, Technology, and Process Efficiencies - University of Delaware



Travel & Expense Project Strategy



UD Travel & Expense

Future State

UD Travel & Expense –Future State

Bank of America



BofA – Credit Card Program

- Introduced new card – currently at 1,800 cards
- Maximizing Declining balance card



Concur – Best in Breed T&E Solution

- Over 300 Universities already deployed
- Complete Travel and Expense Solution
- Leverage Technology beyond current state



World Travel, Inc – Travel Management Company

- Price Match Guarantee
- 24/7 real person support
- Group Travel as well as individuals
- Leverage purchasing volume with travel companies

Benefits of Concur



Concur – Best in Breed T&E Solution

- Over 300 Universities already deployed
- UD Policy compliance built into the forms
- IRS Accountable Plan Rules apply
- Over 200 standard reports with ability to customize
- Ability to allocate in real time
- Easily handle international currency and receipts
- Mobile Ready
- Integrates with Travel Agency
- Offers Risk Messaging and Duty of Care platform

Benefits of World Travel



World Travel – Fully Integrated Travel Agency

- Over 300 Universities already deployed – University of Pennsylvania, Johns Hopkins, and Princeton
- Low Price Guarantee (Double the Difference)
- 24 /7 Real Person support
- Aware of UD Policies and will notify during booking
- Duty of Care Integration to several providers
- Leverage Technology beyond current state
- Well versed in Fly America / Friendly Skies

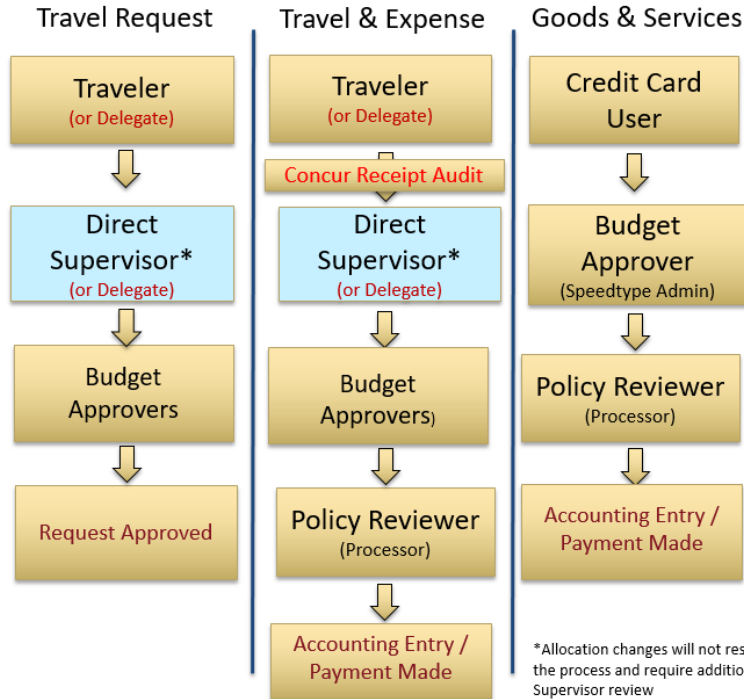
Concur T&E

How will it impact me?

Concur – UD Policy Modifications

- [Per Diem](#) – Automatically Calculates per GSA Schedule
- [Rideshare](#) – Allowable and can be linked to Concur profile
- [Lodging](#) – Encourage GSA Schedule, not mandatory
- [Lodging](#) – Community Marketplace (Air BNB) now allowable
- [Receipts over \\$25](#) – Form will not advance without one
 - Foreign Language no longer an issue
 - Digital Receipts in system are allowable by IRS Accountable Plan Rules
- [Travel](#) – Include Conference Itinerary (forward directly to Concur)
- [Travel](#) – Fly America is identified, call World for complex trips
- [Business Hosting](#) – Named Individuals (attach for groups more than 10)

Concur - Workflow



*Allocation changes will not restart the process and require additional Supervisor review

- ✓ Travel Requests can be auto-approved if faculty, but are dependent on department guidelines.
- ✓ Concur's Receipt Audit team will check receipts first-pass for correctness but will not audit to UD policy.
- ✓ If the Speedtype selected is a federal grant, the Sponsored Research office will review.
- ✓ No supervisor approval on Goods & Services
- ✓ Proxies/Delegates can assemble reports, but the actual traveler held accountable for the expenses must submit themselves.
- ✓ Use "Forward and Approve" as needed
- ✓ Approvers will be able to delegate approval authority to certain individuals

Concur T&E

Moving Forward

Concur – New Functionality

- Access to expense management and travel booking in one system
- SSO – no new credentials
- Employees automatically have profile set up
- UD Credit Card transactions and out-of-pocket expense reimbursements reconciled together on expense reports, not processed in separate queues

Report Totals

×

Expense Report

Report Total :	\$4,336.70
Less Personal Amount :	\$0.00
Amount Claimed :	\$4,336.70
Amount Rejected :	\$0.00
Amount Approved :	\$4,336.70

Company Disbursements

Amount Due Employee :	\$328.50
Amount Due UD Credit Card :	\$4,008.20
Total Paid By Company :	\$4,336.70

Employee Disbursements

Amount Owed Company :	\$0.00
Total Owed By Employee :	\$0.00

Close

Concur – New Functionality

- Fly America Act Compliance

The screenshot displays the Concur flight search interface. At the top, there are tabs for 'Depart' and 'Return'. Below these, the origin is set to 'Philadelphia, PA - Mon, Jun 17'. A search bar labeled 'Flight Number Search' with a magnifying glass icon and a 'Sorted By: Stops' dropdown menu are visible. A tooltip titled 'Fly America Act' with a close button (X) is shown, stating: 'This option is Fly America Act with Open Skies Exceptions compliant.' The tooltip points to a shield icon in the top right corner of the flight results section. The flight results are organized into two main sections. The first section shows two flight options: American Airlines (12:25p PHL → 02:36p ATL, Nonstop, Economy) and Delta (03:36p ATL → 06:00a CDG, Nonstop, Economy). Both have a 'Select' button. Below these, a summary line reads: '11h 35m / American Airlines 1684, Delta 82 - View seats Embraer 190, Boeing 777-200LR (Apollo)'. The second section shows two flight options: American Airlines (12:25p PHL → 02:36p ATL, Nonstop, Economy) and Air France (03:36p ATL → 06:00a CDG, Nonstop, Economy). A footnote indicates: '1 Air France 3611 operated by Delta'. Below these, another summary line reads: '11h 35m / American Airlines 1684, Air France 3611 - View seats Embraer 190, Boeing 777-200LR (Apollo)'. The 'Select' button for the Air France flight is highlighted with a red circle.

Depart Return

Philadelphia, PA - Mon, Jun 17

Flight Number Search Sorted By: Stops

Displaying Previous

Fly America Act

This option is Fly America Act with Open Skies Exceptions compliant.

American Airlines 12:25p PHL → 02:36p ATL Nonstop Economy **Select**

Delta 03:36p ATL → 06:00a CDG Nonstop Economy

11h 35m / American Airlines 1684, Delta 82 - [View seats](#)
Embraer 190, Boeing 777-200LR (Apollo)

American Airlines 12:25p PHL → 02:36p ATL Nonstop Economy **Select**

Air France¹ 03:36p ATL → 06:00a CDG Nonstop Economy

¹ Air France 3611 operated by Delta

11h 35m / American Airlines 1684, Air France 3611 - [View seats](#)
Embraer 190, Boeing 777-200LR (Apollo)

Concur – New Credit Cards

- Bank of America sends a file to Concur every night containing the charges that have posted to UD credit cards that day.
 - Your charges will appear in “Available Expenses” in your Concur Profile
- The new cards will be distributed to employees by their departments as their individual rollouts progress.
 - We anticipate complete card distribution by 6/30/19
 - Works Cards will be closed approximately 60 days after Concur Cards are distributed
- The employee will receive only one card which they can use for multiple departments
- There will NO LONGER be monthly statements – centrally billed, centrally paid card program with reconciliation now transpiring in Accounts Payable

Concur – New Credit Cards

- Now leveraging declining balance cards, those cards are white with a light grey design; credit cards are blue.
 - There is no longer a need for a separate DBC if cash access is needed; cash access can now be enabled on a UDCC on a temporary or permanent basis according to need.
- Card requests are no longer submitted via webform
- UD Credit Card Services Request can be submitted in Concur by the employee or their Concur Delegate
- The immediate HR Supervisor approves the card request.
- Departmental card policies vary, so we recommend discussing your card policy with employees when helping them set up their Concur profile.
- The employee submitting the request may also include additional approvers if desired

Concur – Training

- Most Liaisons on campus have attended departmental Getting Started and Expense Follow Up sessions, all trainings and Zoom sessions have been recorded
 - <http://www1.udel.edu/procurement/concur/concur-training.html>
- Liaisons from smaller UD departments will be invited to group training sessions with Procurement Services in June
- If there is a new Concur Liaison in your department who did not get to participate in your department Liaison training, please email askconcur@udel.edu and we will send them an invite to attend one of these sessions
- Liaison lists are located in the Concur portion of the procurement services website:
 - <http://www1.udel.edu/procurement/concur/concur-liaisons.html>

Questions?

askconcur@udel.edu