

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

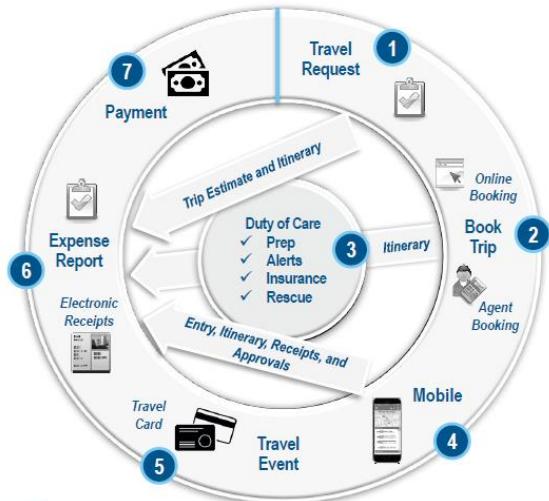


EGENCIA – Travel Management Company

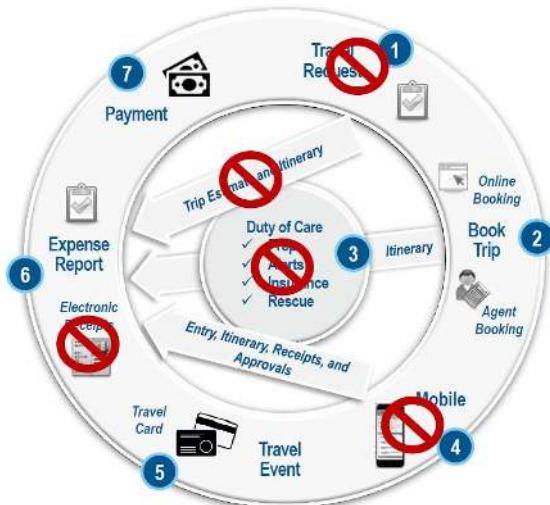
- Primarily Online Booking and Support
- Less than 15% adoption rate of all bookings
- No SLA on support, pricing or other services

Travel & Expense Lifecycle

Best Practice

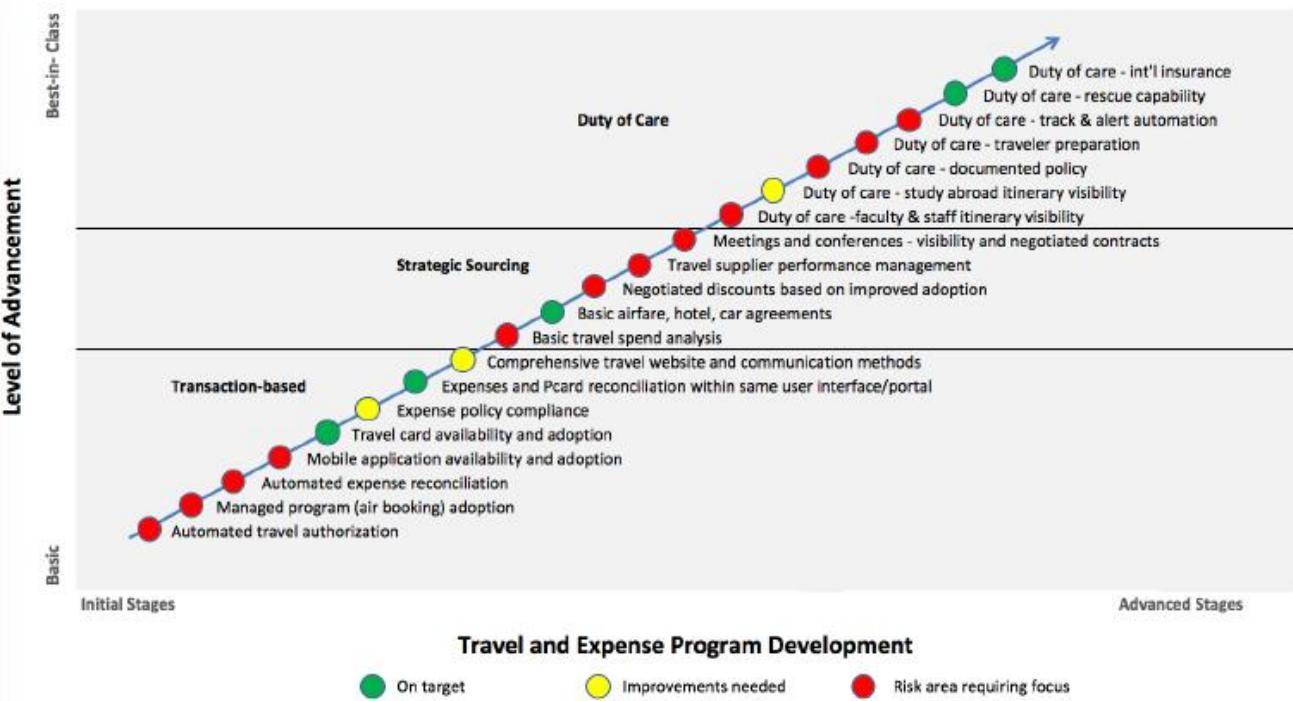


UD 2017



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

C. CONCUR.

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.

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

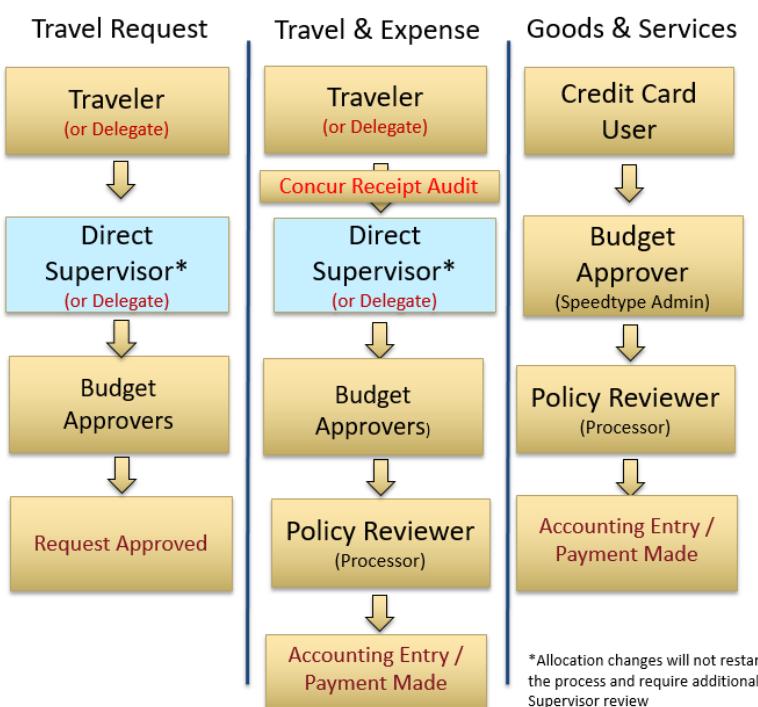
Concur T&E

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



- ✓ 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

Concur – New Functionality

- Fly America Act Compliance

The screenshot shows a flight search results page for a trip from Philadelphia, PA to Atlanta, GA on Monday, June 17. The results are sorted by stops. Two flight options are displayed:

- American Airlines**: Departing at 12:25p PHL → 02:36p ATL. Nonstop. Economy class. **Select** button (circled in red).
- Delta**: Departing at 03:36p ATL → 06:00a CDG. Nonstop. Economy class. **Select** button.

A tooltip for the American Airlines flight states: "This option is Fly America Act with Open Skies Exceptions compliant." Below the flights, a note indicates: "11h 35m / American Airlines 1684, Delta 82 - [View seats](#) Embraer 190, Boeing 777-200LR (Apollo)".

Below the first flight, there is another set of results:

- American Airlines**: Departing at 12:25p PHL → 02:36p ATL. Nonstop. Economy class. **Select** button.
- Air France¹**: Departing at 03:36p ATL → 06:00a CDG. Nonstop. Economy class. **Select** button.

A note below the Air France flight says: "1 Air France 3611 operated by Delta". Below these flights, a note indicates: "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?

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