

TRINITY UNIVERSITY

# Concur Request, Travel, and Expense

Implementation Training Presentation

TU Financial Services Center and Corporate Travel Planners

Fall 2016



# Today's Agenda

- Managed Travel Program: Overview of the new program components, benefits, tools, and procedures.
- Getting Started in Concur
- Concur Request Tool Demo
- Concur Travel Tool Demo
- Travel Card Discussion
- Concur Receipt Imaging Demo
- Concur Expense Tool Demo
- Concur Mobile App Demo
- Upcoming Trips Already Booked
- Concur Data Updates for New Employees, Accounts
- Summary of Procedural/Policy Changes
- Employee Resources

**Goal:** Give you the information and access to resources needed for you to successfully navigate this new system that should make everyone's life simpler when it comes to managing business travel!



# Managed Travel Program

## Introduction

- The new managed travel program and procedure will automate and standardize business travel including pre-trip authorization, booking travel, and expense reconciliation.
- All University employees who travel, as well as their assistants and administrators, will have access to the new automated system.  
**Students, Guests of the University, and Contractors will not have access.**
  - An employee may book airfare travel arrangements for a guest or student by requesting access from the FSC to “Book for a Guest”.
  - Travel requests and any out-of-pocket expenses for Student travel must be handled via the paper-based process.
  - Likewise, out-of-pocket expenses for guests/contractors must also be handled via the current process.



# Managed Travel Program

## Components

- Travel Expense Procurement: JP Morgan Chase Corporate Travel Card
  - Pcards may **no longer be used for travel expenses**.
  - Travel card expenses will **flow directly into your own Concur profile**.
- Travel Authorization: Concur Request for pre-travel authorization. Replaces TAAR form.
- Booking Travel: Concur Travel and Corporate Travel Planners. Employees are expected to book airfare through the Concur website whenever possible.
- Reconciling Travel Expenses: Concur Expense for submitting travel expenses and reimbursement requests.



# Managed Travel Program

## Benefits

- Convenience
  - Policy built into the system – no guessing.
  - Automated system including the approval routing workflow
  - Intuitive user interface
  - Triplt Pro
  - Receipt experience
- Duty of Care
  - Enhanced ability to identify and assist travelers in the event of an emergency
- Intelligence
  - Central data repository of Trinity employee business travel.
  - Enhanced Consistency and fairness with automated audit-rules and built-in policy.
  - Increases negotiating power for corporate rate contracts.
- Speed
  - Reduces pre and post-travel processing times



# Getting Started in Concur



# Before You Do Anything Else...

First time login to Concur

1. Apply for a Travel Card: [gotu.us/fsc](http://gotu.us/fsc) → Forms → Card Application
2. Login at [Concursolutions.com](http://Concursolutions.com) using your Trinity email ([acervant@trinity.edu](mailto:acervant@trinity.edu)) as the username, and your TU ID number, including any leading zeros, as your password. **If it does not work with the leading zero(s), try without.**
3. Update your Profile\*\*
4. “Verify” your email address
5. Activate “e-Receipts”
6. Assign your delegates and travel assistants.
7. On your mobile device, download the Concur App, Expenselt Pro app, and Triplt Pro app.

\*\*Refer to the [First Time Login Guide](#) on the FSC Concur Training Site for detailed instructions!





# Assigning Assistants/Delegates

## Assistants and Travel Arrangers:

- **Can perform Travel functions only (book travel) on behalf of another employee.**
- Click Profile → Profile Settings → Personal Information → Scroll to “Assistants and Travel Arrangers” section.
  1. Click [+] Add an Assistant
  2. Search your Assistant’s name and select.
  3. Check “Can book travel for me”, and Save. Note: “Primary” assistants receive all the same emails as the traveler, regardless of who books.

## Request and Expense Delegates:

- **Can prepare Requests and Expense reports for the user to submit. Delegates for approvers can review Requests and Expense reports and can indicate to the approver whether it is okay to approve. Can not submit or approve for a user themselves. Contact FSC with questions on temporary approval authority.**
- Click Profile → Profile Settings → Expense Delegates
  1. Click the blue Add button
  2. Search for your delegate and click Add
  3. Select which permissions you wish your delegate to have, and Save. Note: Temporary approval authority can only be assigned to a person with approver status in Concur & only when reg. approver is out for an extended period of time.





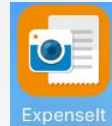
# Mobile Apps

## Concur Mobile App



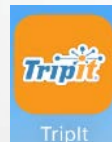
- Book Travel, View/Start Expense Reports, View Trip Information, Take pictures of receipts.
- Does not support Request or Approvals in our Configuration

## Concur Expenselt App



- Create Expenses for your reports by taking a picture of your receipt and exporting to Concur. While the Concur app does not actually create an expense for a picture of a receipt, Expenselt uses OCR technology to extract information from the receipt and create the line-item expense in the system!

## Triplt Pro App



- Free Subscription.
- When you sign into Concur on the web, you should see a banner notification about connecting Triplt Pro with your Concur account. Follow the instructions.
- Real-time flight alerts (delays, gate changes), track rewards and points, and more!

As a Trinity University employee, you are eligible for a free **Triplt Pro** subscription. [Learn More and Activate](#) Not right now

You haven't signed up to receive e-receipts. [Sign up here](#)



# Concur Request and Travel Demonstrations



# Concur Request

## Overview and Demo

- Replaces the paper TAAR (Travel Authorization and Advance Request) form for University employees.
- Employees will fill out the header information, which includes a name for your trip, start and end dates, destination, purpose and description, traveler type, budget account information, additional information, and **cash advance\***
- In addition, employees will indicate estimated expenses for the trip.
- Once submitted, the Travel Request will route for approval to the appropriate budget account approvers. Risk management and vice president will approve when necessary.
- **\*Note: Cash advances will only be issued in special circumstances. Not all users have ability by default. Contact FSC to gain access to request an advance.**

# Concur Travel



## Overview and Demo

- All employee business travel must be booked online through the Concur website, or over the phone with a Corporate Travel Planners agent.
  - There are no booking fees charged to the department for booking online through the Concur website.
  - \*Note: booking over the phone, known as “full-service” booking, will result in a booking fee for each airline ticket purchased.
- Certain expenses, like conference registration, cannot be purchased inside the Concur website. For this, or situations when certain discounts (for lodging, air, car rental) are only available by booking through the Conference website, you may do so and should use your travel card.
- Trouble Booking Travel: **CTP/Concur Online Help Desk M-F 8-6 CST: 877-727-5188**
- Travel booked outside of Concur: For anything that has to be booked outside of Concur: Forward email confirmation/itinerary (from your TU email address) to: **plans@concur.com**



# Travel Cards, Receipt Imaging, and Concur Expense

# Travel Cards



- The University now has two types of credit card programs:
  - Purchasing (Pcard): Supplies, Departmental Expenses.
  - Travel (Travel Card): Travel expenses ONLY.
- Employees may have both a Pcard and Travel card if necessary, but must separate expenses completely. **Travel expenses for employees cannot be charged to a Pcard after being implemented to Concur.**
- Travelers, (frequent or not), should apply for a travel card. Admin Assistants who will book travel/prepare expense reports on behalf of a user do not need a travel card. **The user they are working for should add their travel card as a payment type in their Concur profile, so the assistant can select it to pay in the booking process.**
  - Transactions on another person's card cannot be added to your expense report. Only from your own travel card and out-of-pocket.

# Travel Cards



- Reconciliation:
  - Expenses from the Travel Cards **feed directly into the user's Available Expenses in Concur**, to be assigned to reports. When submitted/approved reports are extracted on a weekly basis, they will be posted to Colleague and the General Ledger.
  - A master file of all MTD University travel card transactions will be posted weekly to a Concur clearing account code (54395). Transactions are cleared out of this clearing account and reassigned via report extracts from Concur posted on a weekly basis. A balance in the 54395 object code indicate that there are travel transactions in Concur that have not been added to a report – thus keeping the department up to date with actual travel card expenses even though a report may not yet have been submitted.



# Travel Card Transactions on Budget



Travel Card from PaymentNet		Concur Weekly Report Feed		CC Statement - Bank Draft (JE)	
Dr	Cr	Dr	Cr	Dr	Cr
XX-XXXXXXX-54395	10-0000000-20011	XX-XXXXXXX-XXXXX	XX-XXXXXXX-54395	10-0000000-20011	Cash
^^ Concur Clearing Object code	^^ Travel Card Clearing Acct	^^ Account indicated on user's expense report	^^ Concur Clearing Object code	^^ Travel Card Clearing Acct	

Extracted and posted weekly on Mondays.

Extracted and posted weekly on Mondays.

Debits without a credit in the 54395 object code are transactions in Concur that have not yet been assigned to a report. They will be credited when they are added to a report and the report is extracted and posted to the appropriate budget account(s).



# Concur Receipt Imaging

## Demo

- Expenselt App (more effective for receipts)
  - Sign in with Concur username and password
- Concur Mobile App (less effective for receipts)
  - Sign in with Concur username and password

## Alternate methods of getting receipts into Concur:

- E-Receipts: Activate e-receipts and all air, lodging, and car receipts from participating vendors will automatically go to your Concur profile.
- Scan: You can scan images of receipts to your computer using a scanner and import to your Receipt Library from your Expenses page.
- Email: If you receive a receipt via email, you can forward that email to [receipts@concur.com](mailto:receipts@concur.com).
  - Note: You will have had to “verify” your email address in your profile for this to work. When verified, Concur can associate information sent from that email address to your account.



# Concur Expense

## Demo

1. Starting your Expense Report
  - From a Request on your Requests page
  - From your Expenses Page
  - In the mobile app
2. Report Header and Attaching a Request to your Expense Report
3. Adding Expenses to a Report
  - Splitting expenses between budget accounts (Allocating)
  - Out of Pocket vs. Travel Card Expenses
  - Itemizing Expenses
  - Special Expense Types
    - Lodging vs. Group Lodging
    - Tip and Alcohol standalone Expenses
    - Group Meals
    - ATM Cash Advances
4. Adding Receipts to your Expenses (Receipt Imaging Demo)
5. Review and Submit your Expense Report

# Concur Expense

## Special Expense Types



### More on Special Expense Types

- Lodging vs. Group Lodging
  - Use Group Lodging when 2 or more rooms are on the same hotel bill
- Tip and Alcohol standalone Expenses
  - Tips and Alcohol as standalone expenses will always require a description/business purpose in “additional information”
- Group Meals
  - **<5 Attendees: Must Enter Names of All Guests**
    - Attendees → Advanced Search → Choose Attendee Type → Enter name → Search → Select attendee (or click “New Attendee” if no search results) → Enter Affiliation → Save.
    - **If Attendee is a Trinity Employee – Choose “Trinity User” Attendee Type.**
  - **5+ Attendees: Can enter Description of Group**
    - Attendees → Advanced Search → Choose “Group Event 5+ Attendees” Attendee Type → Describe Group/Event in “Event Name” → New Attendee → “Save” → Enter number of attendees in “Attendee Count”
- ATM Cash Advances
  - Only available in special international travel circumstances. Coordinate with the FSC if you believe you should be eligible for ATM cash advances for an international trip.

# Concur Expense

## Workflow and Data



1. User Submits Expense Report
2. Report is Routed to system-assigned budget account approvers
  - If user is the budget officer, report is routed to the user's supervisor.
  - If report is over \$5,000, will be routed to the appropriate VP for approval.
3. Report is Routed to FSC for final review and approval.
4. Report is batched with the next weekly report extract to post expenses to the general ledger and process reimbursement.
  - Extracts will be processed Monday mornings.

Note: The report may be sent back to the user by an approver at any point in the approval process for correction/clarification/etc. FSC will return reports if proper receipts are not attached.





# Almost Finished!





# Concur Mobile App

What is it good for?

- Manage Expenses
  - Add to a report
  - Start a report
- View upcoming trips
- Approvals

What is it *not* good for (what to always do on the computer)?

- Request: functionality for Request is not quite up and running
- Take pictures of receipts (Not as good as Expenselt app for this)

Mobile App Guide:

- From Concur Home Screen: Help → Training → Concur Mobile Travel and Expense App (click your phone type)





# Upcoming Trips Already Booked

## Trips Booked with Pcard and TAAR submitted

- You can use Concur to submit expense reports for these trips, with a few instructions to follow:
  1. **When on the trip, you may not use the Pcard for any travel expenses.** If you cannot get a travel card in time before you leave, it is probably better to complete this trip in the old procedure and start Concur with your next trip.
  2. Your corresponding Concur Request is required to be attached to your Expense Report header. For a trip that you have already submitted a TAAR for, just **enter the TAAR Control Number (CN#) in the “Additional Information”** box of the Expense Report header in lieu of attaching a Concur Request.
  3. Any pre-trip expenses **paid with a p-card** (Airfare, Registration, Etc) need to be entered to the report with **the payment type as “University Paid”**. This will ensure the transactions don’t post to the budget a second time.

# New Employees/Budget Accounts/ Approvers



New employees are updated in the Concur System on a weekly basis. The data is sourced from Colleague and a report is fed into the Concur system.

New budget accounts and their budget officers are also updated in the Concur System on a weekly basis, with data sourced from Colleague.

As data is not always perfect, please promptly let the FSC staff know if you notice issues that need to be addressed, for example:

- Your legal name, or any other personal information you can't change yourself are incorrect.
- You cannot sign in.
- You do not believe you should be assigned as the approver for a particular budget account.
- The approval workflow for a particular budget account needs to be adjusted, to add a step, take away a step, etc.
- You can't find a budget account you need.

# Summary of Procedural/Policy Changes



## Pre-Trip Process:

- Paper TAAR & e-TAAR forms replaced with Concur Request for Employee business travel.
- Traveler supervisor approval not a part of Concur Request Workflow, only Budget officer approval, Risk Management for international, and VP for trips estimated at over \$5,000.

## Booking Travel Arrangements:

- Employees should use Concur Travel to book all travel arrangements except in special circumstances.
- Trinity has a Travel Management Company (TMC) that processes all reservations booked through Concur.
- Travel arrangements should be booked with a Travel Card. Pcards can no longer be used for employee business travel expenses.
- Guest and Student airfare will be purchased through Concur using the University's central travel account. Request permission from the FSC to book for a guest/student in Concur.

## When Traveling:

- Use your Travel Card for all expenses (and take pictures of the receipts with the Expenselt app).

## Post Trip Process:

- Complete expense report in Concur (within 30 days from end of trip).

# Concur Support & Training Resources



## FSC Concur Training Site:

- [Gotu.us/fsc](http://gotu.us/fsc) → Concur Training; **Direct link is on Concur Homepage in Company notes.**
- Step-by-step guides for just about everything!

## Concur Training Videos and Guides for Travel, Request and Expense:

- From your Concur homepage: Help → Training
- Or: Help → Travel Help; Expense Help; or Request Help

## CTP Online Help Desk for Booking Travel: M-F, 8-6, **1-877-727-5188**

## Concur Customer Support for Request and Expense:

- From your Concur homepage: Help → Contact Support
  - Further instructions for contacting Concur Support for the first time can be found on the “Concur Support Resources” document located on the FSC Concur Training page.

## Problems Logging in, Name Changes, etc:

- Aaron Cervantez, FSC: [acervant@trinity.edu](mailto:acervant@trinity.edu); extension 8024



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