Concur Travel & Expense System

Townhall
February 7th, 2023

A Message from Dr. Jarrell

Agenda

Comments from Dr. Dawn Rhodes

Project Timeline Update

eTravel to Concur
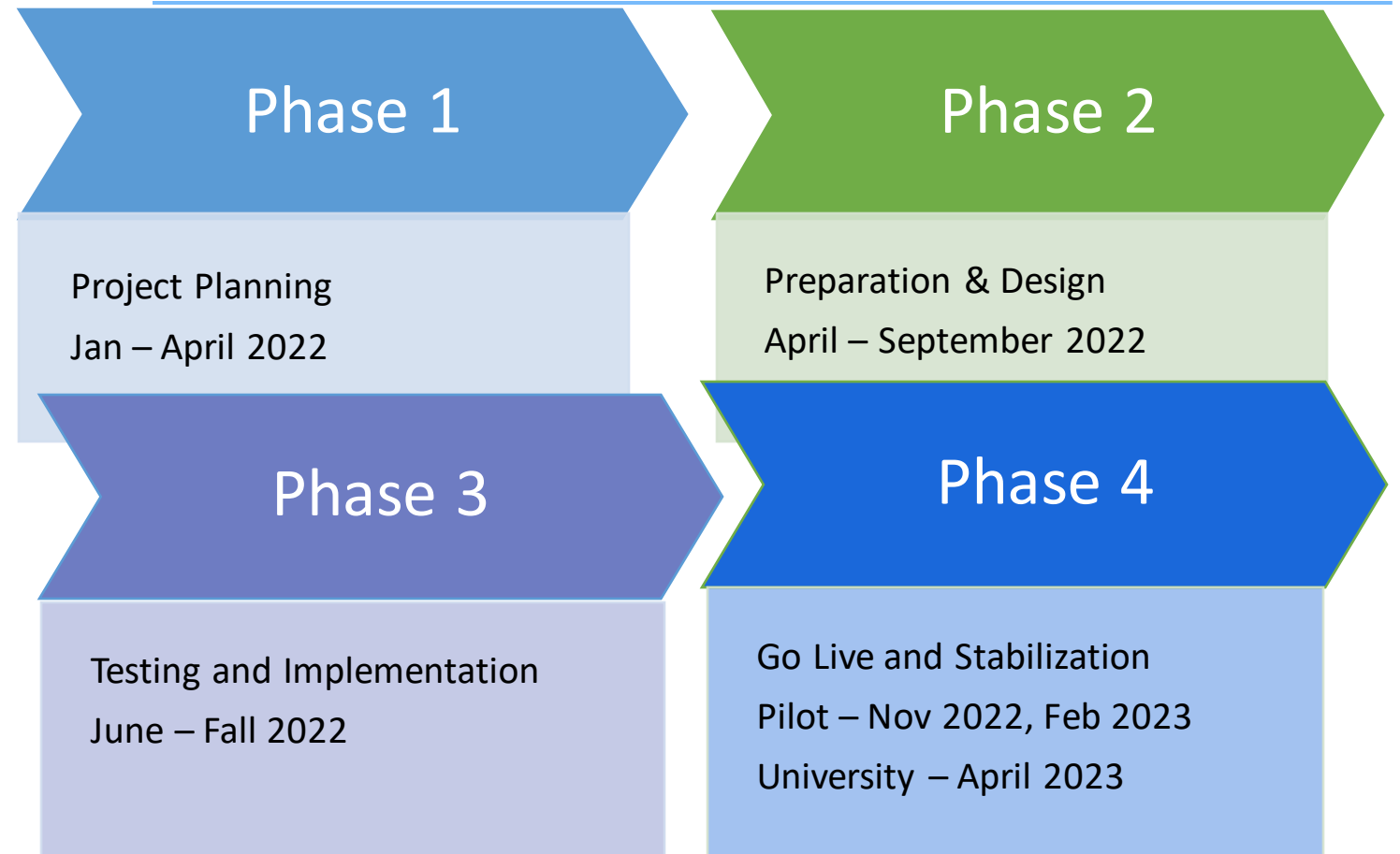
Changes

Naming Conventions

Workflow/Approvers

Training

Questions

Comments from Dr. Dawn Rhodes

Four Phase Project Approach

Project Timeline

Phase 1

Project Planning

Jan – April 2022

Phase 2

Preparation & Design

April – September 2022

Phase 3

Testing and Implementation

June – Fall 2022

Phase 4

Go Live and Stabilization

Pilot – Nov 2022, Feb 2023
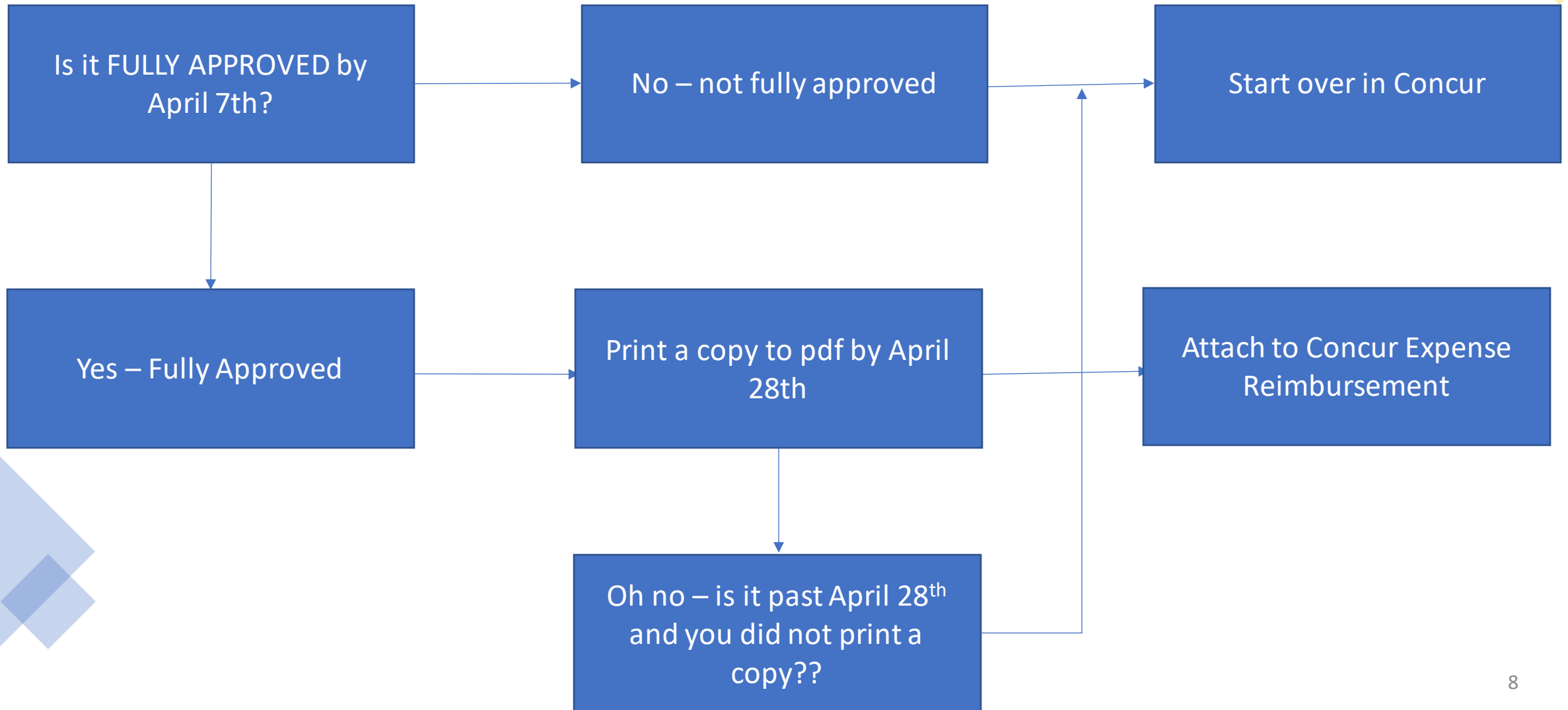
University – April 2023

Dates You Need To Know

Project Timeline

➢University Wide Concur Go Live – Monday, April 10th

➢eTravel Sunset Date – Friday, April 7th

➢Primary Cost Center Authorization Forms (Fully Approved) – Friday, March 31st

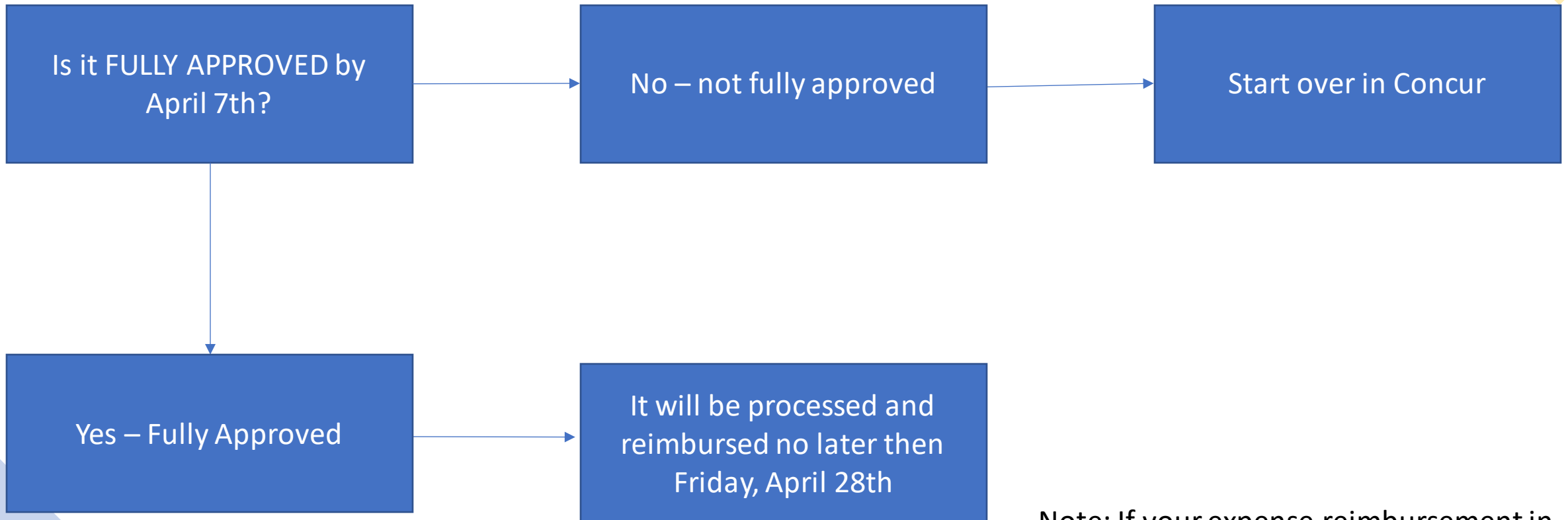➢Primary Travel Administrator Authorization Forms (Fully Approved) – Friday, March 31st

eTravel to Concur

- ➢ If your Travel Request or Expense Reimbursement is FULLY APPROVED by Friday, April 7th it will be processed in eTravel.

- ➢ You must print your fully approved Travel Request from eTravel and attach it to your Concur Expense Reimbursement

- ➢ eTravel will be available to print fully approved Travel Requests until Friday, April 28th

- ➢ eTravel data is being moved to Quantum Analytics

eTravel – Travel Request


```
Is it FULLY APPROVED by April 7th?  ──►  No – not fully approved  ──►  Start over in Concur
        │
        ▼
Yes – Fully Approved  ──►  Print a copy to pdf by April 28th  ──►  Attach to Concur Expense Reimbursement
                                    │
                                    ▼
                           Oh no – is it past April 28th and you did not print a copy??
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eTravel – Expense Reimbursement

Is it FULLY APPROVED by April 7th? → No – not fully approved → Start over in Concur

Yes – Fully Approved → It will be processed and reimbursed no later then Friday, April 28th
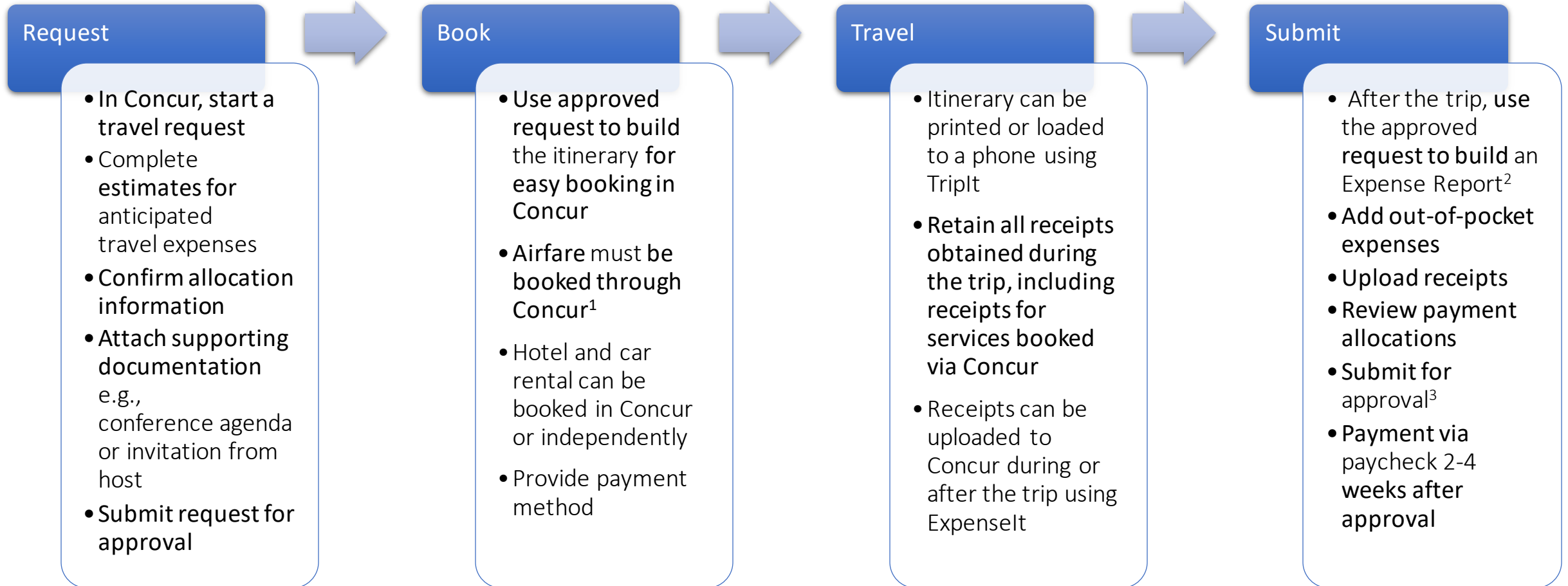
Note: If your expense reimbursement in eTravel is returned by Central Office AFTER April 7th you will need to process a new expense reimbursement in Concur

Travel and Expense Process

Request

- In Concur, start a travel request
- Complete estimates for anticipated travel expenses
- Confirm allocation information
- Attach supporting documentation e.g., conference agenda or invitation from host
- Submit request for approval

Book

- Use approved request to build the itinerary for easy booking in Concur
- Airfare must be booked through Concur[1]
- Hotel and car rental can be booked in Concur or independently
- Provide payment method

Travel

- Itinerary can be printed or loaded to a phone using TripIt
- Retain all receipts obtained during the trip, including receipts for services booked via Concur
- Receipts can be uploaded to Concur during or after the trip using ExpenseIt

Submit

- After the trip, use the approved request to build an Expense Report[2]
- Add out-of-pocket expenses
- Upload receipts
- Review payment allocations
- Submit for approval[3]
- Payment via paycheck 2-4 weeks after approval

[1]Advanced approval for an exception may be requested. Flights can be paid directly by UMB or by the traveler.
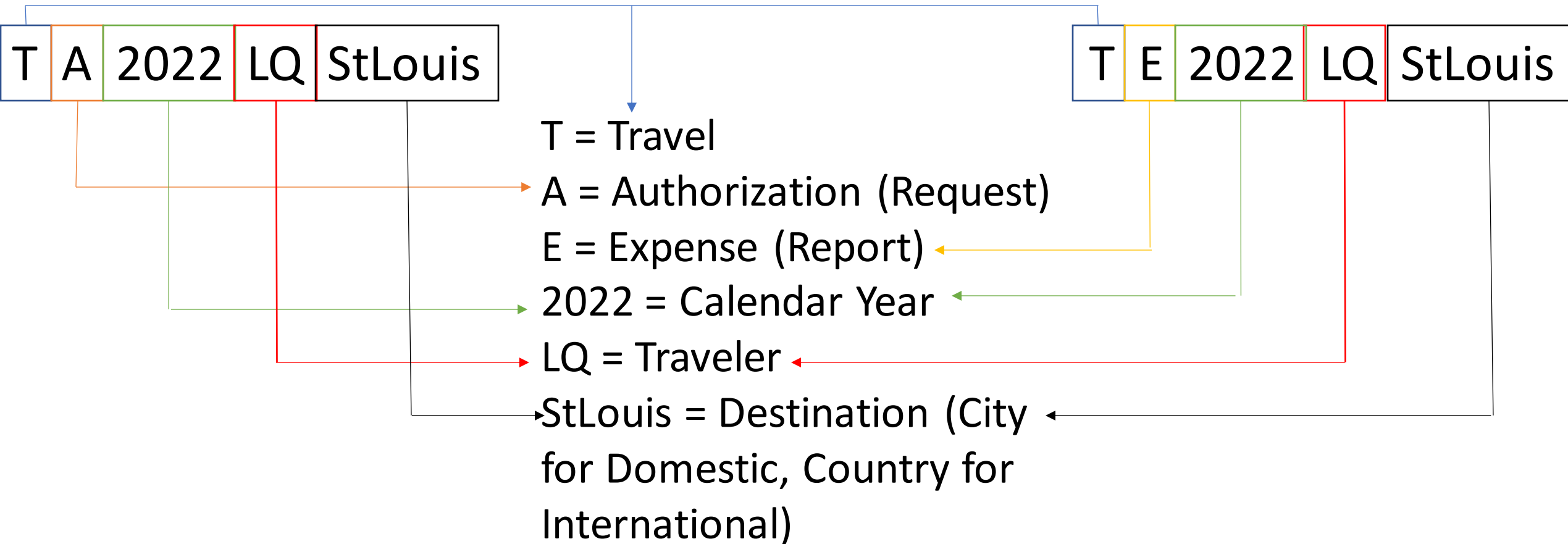
[2]If the reimbursement is not for a UMB employee, the payment is made using a NONPO Invoice.

[3]If an expense report is submitted 60 days after the last day of travel, the expenses become taxable. Expense reports not submitted within 6 months cannot be reimbursed.
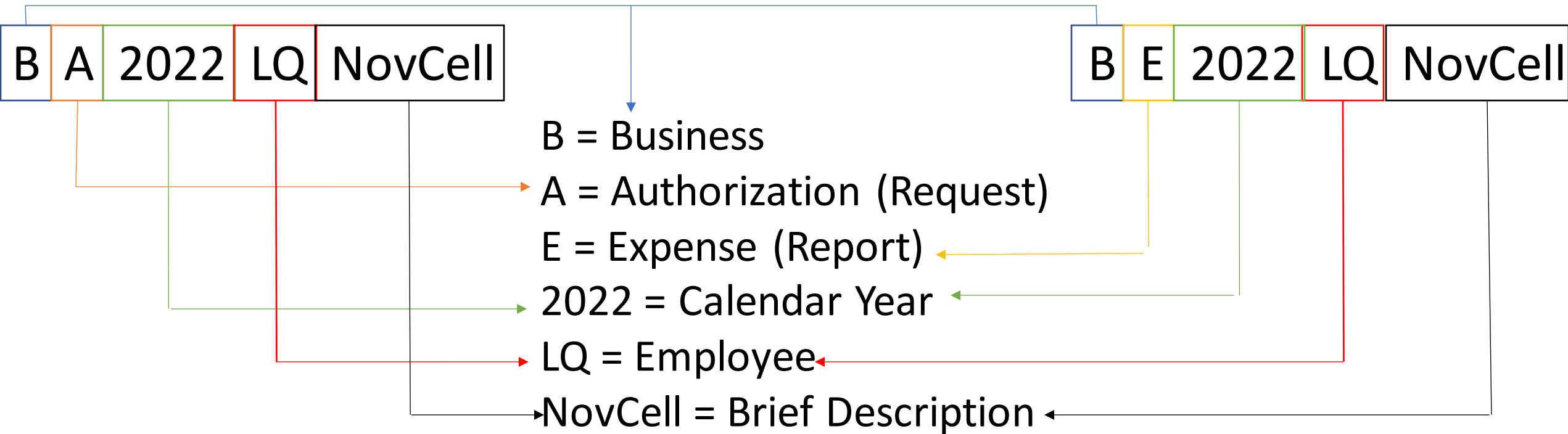
Travel and Expense Changes

➢ GSA Rate Used – Including Incidentals – No More Subtracting the $5.00!

➢ Mileage Automatically Calculated – Maps are Imbedded!

➢ Create Request Form Optional for Business Expenses in Concur

➢ Remove Central Office Approval for Expense Reimbursements Meeting Certain Criteria (under $75 or allowance based only- mileage & per diem)

➢ Require Airfare to be Booked Through Concur - Exceptions routed to CBFO

➢ Airfare Paid by Personal Credit Card Reimbursed after Trip

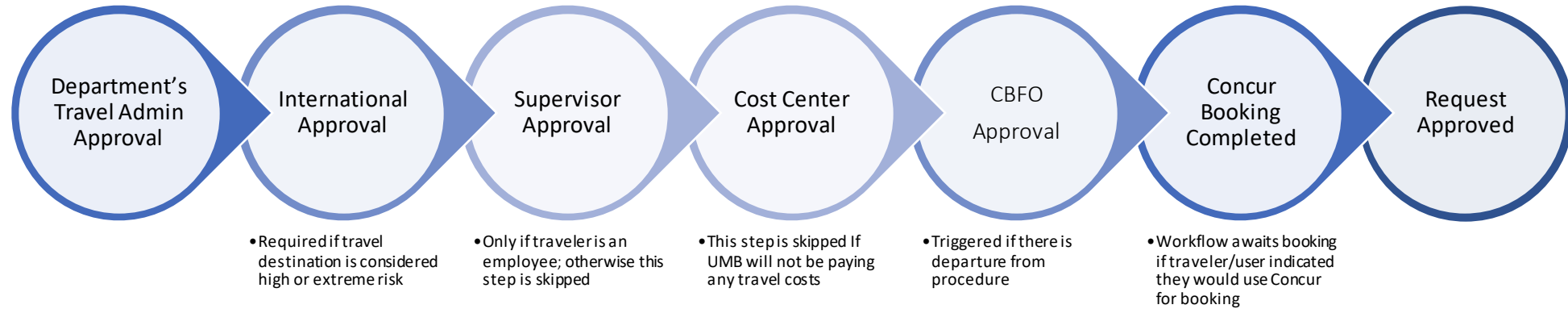➢ Requests not done prior to trip require expense report approval by CBFO

Travel Naming Conventions
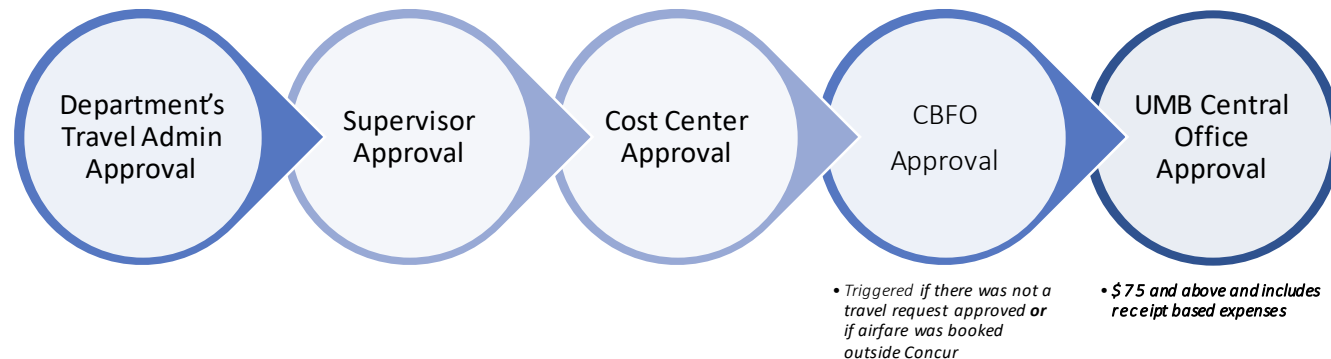
| T | A | 2022 | LQ | StLouis |

| T | E | 2022 | LQ | StLouis |

T = Travel

A = Authorization (Request)

E = Expense (Report)

2022 = Calendar Year

LQ = Traveler

StLouis = Destination (City for Domestic, Country for International)

Business Expense Naming Conventions

B	A	2022	LQ	NovCell

B	E	2022	LQ	NovCell

B = Business

A = Authorization (Request)

E = Expense (Report)

2022 = Calendar Year

LQ = Employee

NovCell = Brief Description

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Concur *Travel Request* Approval Workflow Upon Submitting

Department's Travel Admin Approval → International Approval → Supervisor Approval → Cost Center Approval → CBFO Approval → Concur Booking Completed → Request Approved

- Required if travel destination is considered high or extreme risk
- Only if traveler is an employee; otherwise this step is skipped
- This step is skipped If UMB will not be paying any travel costs
- Triggered if there is departure from procedure
- Workflow awaits booking if traveler/user indicated they would use Concur for booking

Concur *Travel Expense Reimbursement* Approval Workflow Upon Submitting – Employee Only

Department's Travel Admin Approval → Supervisor Approval → Cost Center Approval → CBFO Approval → UMB Central Office Approval

- *Triggered if there was not a travel request approved **or** if airfare was booked outside Concur*
- *$75 and above and includes receipt based expenses*

Policy Exceptions

Or: How to get your Travel Request or Expense Report sent to Dawn for approval

Request:

- Select Exception Booking

Create New Request

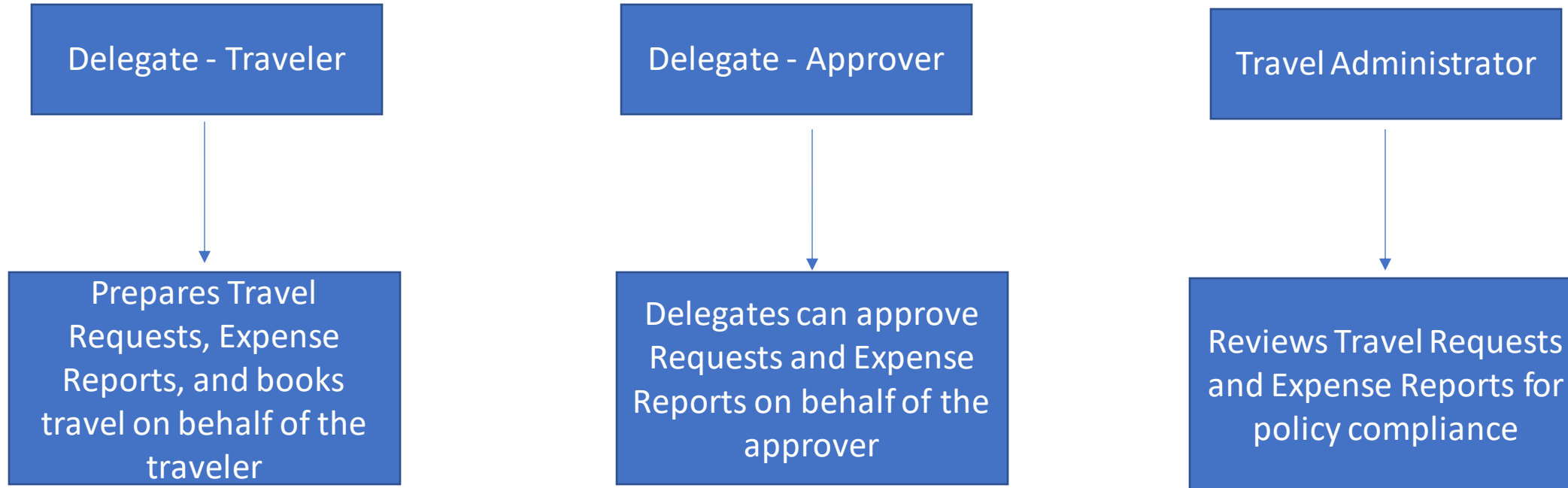Request Policy *

*Travel Request ⌄

How will you book your trip? *

Exception Booking ⌄

Expense:
- Include Airfare booked outside of Concur
- Submit an Expense Report WITHOUT an approved Travel Request
  - Only in-state trips without hotel or car rentals do not need an approved Travel Request

Delegate vs Travel Admin

Delegate - Traveler	Delegate - Approver	Travel Administrator
Prepares Travel Requests, Expense Reports, and books travel on behalf of the traveler	Delegates can approve Requests and Expense Reports on behalf of the approver	Reviews Travel Requests and Expense Reports for policy compliance

Notes:
- The traveler has to setup the delegate themselves
- The delegate cannot SUBMIT for employees, only prepare
- The Employee Traveler must login, review, and submit

Notes:
- The Primary Approver has to setup the delegate themselves
- The delegate will need to fill out a security request form to have the correct access
- Delegation is all approval roles or nothing

Notes:
- One Primary Travel Administrator per Org – can delegate
- The delegate will need to fill out a security request form to have the correct access
- Delegation is all approval roles or nothing

Approvers

- **Cost Center Approvers** will need to **request** security access
  - There is only one Primary Cost Center Approver per Org
  - The Primary Cost Center Approver must delegate to others

- **Supervisors** (based on HRMS timesheets) will be automatically **granted** access

- **Travel Administrators** will be **required** to go to training and then **request** security access
  - There is only one Primary Travel Administrator per Org
  - The Primary Travel Administrator must delegate to others

Approver	Level	Security Request
Cost Center	Org	Required
Supervisor	Employee	N/A
Travel Administrator	Employee	Required

Security Request Form Link

Approver and Delegate FAQs

Can there be more then one Cost Center Approver or Travel Administrator?

> Yes – there will be ONE Primary Cost Center Approver or Primary Travel Administrator and they can delegate to up to 99 others

Can the Cost Center Approver and Travel Administrator be the same person?

> Yes

Do Approvers and their Delegates get notified of an outstanding Request/Expense Report?

> Yes – both the Approvers and the Delegates will get an email when they have an outstanding Request/Expense Report; email notifications can be turned off by user

Do Approvers/Delegates need to fill out security forms?

> Yes – there is a Primary Cost Center Approver request form, a Primary Travel Administrator request form, and a Delegate Request Form

What happens if we do not fill out any forms?

> If no forms are filled out and your areas do not have Cost Center Approvers or Travel Administrators then Requests and Expense Reports will not be able to be processed

Training

Traveler Type	Intro To Concur (Self Study)	Travel Requests	Booking Travel	Expense Reports	Approving Travel	Business Expense Reimbursement (Self Study)
Travel Admin	✓	✓	✓	✓	✓	
Campus Traveler	✓	✓	✓	✓		✓
Supervisor	✓				✓	✓
Cost Center Approver	✓				✓	✓

Self Study
Instructor Led
✓ = Recommended

Intro to Concur and **Business Expense Reimbursement** courses are Self Study for All Users

Travel Admin training is **required**

Training

- Existing scheduled training will be paused
  - Classes scheduled after Feb 8 will be cancelled

- Additional instructor led training will be offered for Travel Administrators
  - Travel Administrators are REQUIRED to attend training
  - Additional classes will be offered the weeks of March 6 and March 13

- New large group training will be offered for Travelers and Approvers
  - New classes will be offered the weeks of March 20, March 27, and April 3

- Look for details in The Elm

- Laura Pogliano – the Concur Training Lead – will be in touch with more details

User aides and training materials are available [here](#)

Questions