

Lessons Learned –Sharing Concur Experiences

Session Notes

August 2, 2013

Collectively, the below aspects of the system were listed as discussion topics of interest. These include a combination of reoccurring questions, best practices and helpful hints.

1. Requests in the Trip Log

Why are the requests remaining in the trip log after the trip has happened?

- If you are completely done with the request, you can close them. This will inactivate the request; you cannot go back into requests once it is closed, although it can be viewed under “View Requests” by selecting the “All Requests” option. Just a word of caution, if a request is “inactivated” prior to the expense report being created, you will not be able to join the request and expense report together.
- Although an all-inclusive expense report is preferred, in some cases you may need to create a supplemental expense report and would not want the request it to go away (i.e. rental cars, tolls, and international transactions tend to hit the card up to a month later).

Note: some experience the request disappears once you create the expense reports, others are having different experiences. The various experiences could be based on privileges – will be communicated to be Concur/tested.

2. Naming Conventions – Trip Header

Most are adopting their own naming conventions, and attempting to enforce for consistency.

Is naming important and what is this impacting?

- This is for the college/unit/departments benefit only – no central reporting purpose.
- Recommend not sending requests back if the naming convention is not consistent.

When dealing with international travel – the location is helpful in the header unless it is noted in the comments section.

- Risk management requests the cities and countries in the comments section for insurance purposes.
- The Travel Office will request to Concur that a section for destinations specific detail is added.

3. Attachments

Do they transfer from the request to the expense report?

- No - Issue has been brought to Concur for review
- Solution 1 – Attach to both the request and expense report
- Solution 2 - Comment on expense noting the attachment on the request (Please keep in mind that most travel requests are auto approved through Concur – meaning that attachments are not viewable by the fiscal approver. It would be a best practice to always include attachments to the expense report.

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Note: Also spurred a discussion on additional information that does not transfer from request to expense report (i.e. personal vehicle vs. university vehicle information)

- When viewing expense header you can see the comments from request – It could be useful to add comments related to information that does not transfer over. (question on whether this is accurate – to be researched)

Can you have multiple attachments to a line item? –Yes, you do this by “appending” the attachments.

4. Cost Comparisons (before or after)

What is the process? Can we get a cost comparison after the fact without the request being sent back?

Preference

Comparisons should be done before the trip when possible. An after-the-fact comparison may result in a lesser reimbursement.

After-the-Fact

Go out a month or two to do the cost comparison using closely matched data (i.e. days of week); add detailed notes with explanations. The Travel Office will accept these. **The cost comparison should be obtained from a site that brings up multiple airline results.**

Note: Attach the comparison to the relevant line item (i.e. airfare)

Tip: Attach misc. documents to a line item with a zero dollar amount. You can also attach at the header level.

- The Travel Office staff checks both locations.

5. Submitting/Resubmitting (correcting over and over)

Previously, if there were issues with the expense report it was sent back to the traveler from the Travel Office.

- The person receiving the request for corrections is not consistent across the board.
- **A consistent method should be implemented!**

It is strongly suggested that we do not use the system as a training tool or as the default mechanism to correct travelers. If there are recurring omissions of information or errors, it is recommended to provide training in person.

Can we be delegates if we are fiscal approvers?

- Yes. Because the attestation step cannot be delegated (i.e. the traveler has to submit), proper separation of duties exists.

Who should be making the corrections/changes? Traveler/Delegate vs. Approver

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Decision – Send changes to fiscal approver, while verbally communicating repeat errors to the appropriate person. Review the entire trip for errors and bundle them in the communication back to the fiscal approver so workflow is not triggered more than once.

Fiscal approvers can attach missing receipts.

Fiscal approvers can type in missing comments for expense types.

6. Contra Expenses

The screenshot shows the Concur Expenses interface. On the left, there is a table with columns for Transaction Date, Expense Type, Vendor Name, and Business Purpose. Two rows are visible, both dated 11/21/2012, with Expense Types 'Airfare Expense' and 'Airline Fees'. On the right, the 'Expense' details form is open for the 'Airline Fees' entry. The form includes fields for Expense Type (Airline Fees), Airline Fee Type Code (Other), Transaction Date (11/21/2012), Purpose of Travel (Development/Cultivation), City of Purchase (Indianapolis, Indiana), Vendor (AGENT FEE 0377168206043), Payment Type (JP Morgan Chase Visa), Amount (2.00 USD), Is Required Receipt Included? (No), Reviewed (No), and Approved Amount (2.00). A red box highlights the 'Comment' field, which is currently empty. At the bottom right, there are buttons for 'Save', 'Allocate', and 'Attach Receipt', with the 'Attach Receipt' button also highlighted by a red box. At the bottom left, there are summary fields for 'TOTAL AMOUNT' (\$467.60) and 'TOTAL APPROVED' (\$467.60).

Click on Expense Type to open the details on the right hand side. . . Click inside the Comment box to add comment. Click Attach Receipt to browse and attach receipt . . . Contra Expenses

How do you handle personal travel when using the Travel Card?

If the total charges from the travel visa card represents personal expenses and not business expenses, the expense type should be marked as “Personal Expense”

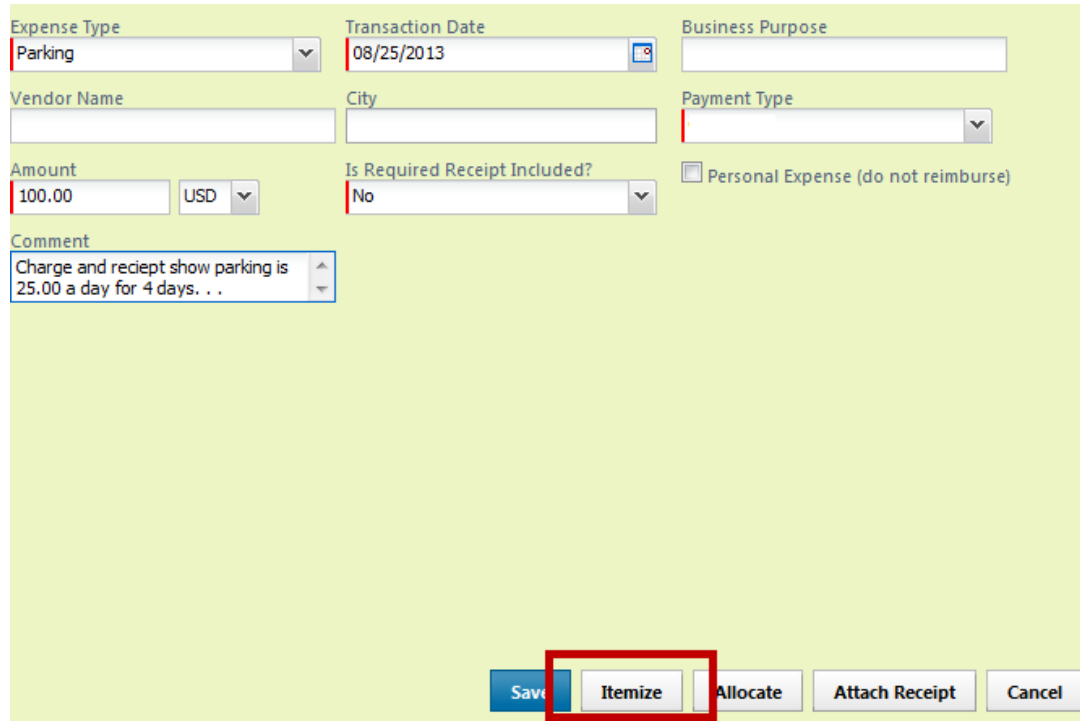
The screenshot shows the 'New Expense' form in Concur. The form is titled 'New Expense' and has a 'Receipt St' button in the top right corner. The form includes fields for Expense Type (Parking), Transaction Date (08/12/2013), Business Purpose, Vendor Name, City, Payment Type, Amount (25.00 USD), Is Required Receipt Included? (No), and a checkbox for 'Personal Expense (do not reimburse)' which is checked. A red box highlights the 'Personal Expense (do not reimburse)' checkbox. At the bottom, there is a 'Comment' field with the text: 'This parking charge is on the last day of the hotel, which was a personal day'.

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If the total charge from the travel visa card represents both business and personal expenses, click the “Itemize” button found towards the bottom. Note: Not all Expense Types can be itemized – if it cannot be “itemized” – the “Itemize” button will not be available.



The screenshot shows a web-based expense entry form with the following fields and controls:

- Expense Type:** Parking (dropdown menu)
- Transaction Date:** 08/25/2013 (calendar icon)
- Business Purpose:** (text input field)
- Vendor Name:** (text input field)
- City:** (text input field)
- Payment Type:** (dropdown menu)
- Amount:** 100.00 (text input) and USD (dropdown menu)
- Is Required Receipt Included?:** No (dropdown menu)
- Personal Expense (do not reimburse)**
- Comment:** Charge and receipt show parking is 25.00 a day for 4 days. . . (text area)

At the bottom of the form, there are five buttons: Save, Itemize, Allocate, Attach Receipt, and Cancel. The **Itemize** button is highlighted with a red rectangular box.

Itemizing provides the ability to mark a set amount as “personal expense” while leaving the rest of the charge as a business expense.

If itemizing a charge is unavailable or doesn’t reflect the best way to show personal vs. business expenses, use the “Contra Expense,” expense type “Reduction to Expenses.” This allows you to subtract a specific amount from the Expense report. Reduction to Expenses require a negative number, but are not marked “personal expense.”

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The screenshot shows a web-based expense entry form. The fields are as follows:

- Expense Type:** Reduction to Expenses (dropdown)
- Transaction Date:** 08/25/2013 (calendar icon)
- Business Purpose:** (empty text field)
- Vendor Name:** (empty text field)
- City:** (empty text field)
- Payment Type:** Cash (dropdown)
- Amount:** -75.12 (text field) and USD (dropdown)
- Is Required Receipt Included?:** No (dropdown)
- Personal Expense (do not reimburse):**
- Comment:** 75.12 is the car rental fee for 8/15 which was a personal day. (text area)

At the bottom of the form, there are five buttons: **Save** (highlighted with a red box), **Itemize**, **Allocate**, **Attach Receipt**, and **Cancel**.

- If you can itemize the expense, that is the best way to handle it.

Example: Parking expenses – pull into expense report – itemize it – save it – go back to the days that are personal and mark them as personal.

- If you purchased with the travel card, you must mark “card” or the card will not reconcile. (All travel card charges automatically have “Payment Type” JP Morgan Chase Visa. It is important that all Travel Visa Card charges are associated with the appropriate expense report. Travel Visa Card charges can be “imported” to the expense report. Travel Visa Card charges are reconciled through expense reports.
- Use a contra expense when an item is personal and you cannot itemize (i.e. airfare). (See screen shots above)

Example: You cannot itemize airfare, so you do a cost comparison. If the trip was more than the comparison, you add the excess as a contra expense and check as cash. (Payment type will automatically default to cash)

- You do need to allocate a contra expense as you do all expenses.

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7. Recalling a Request

At what point can you recall and make changes, without affecting the bookings?

- If you recall a request it will not change a booking.
- You cannot recall a request once the expense has been created (will not see this option any longer).

Who can recall a request?

- Traveler and a delegate only

Should an added expense be booked outside of Concur (i.e. airfare is booked and you need to go back and book a hotel)?

- You should be able to go back into your itinerary and add the items (i.e. car, hotel, etc.). You can view the itinerary and make changes by selecting Arrangers from Travel tab and then typing in date options to view itineraries. Click on the itinerary and select Change Trip, if available. If not available, you cannot add segments to the current trip.

The screenshot shows the Concur Travel interface. The 'Travel' tab is active, and the 'Arrangers' dropdown is open. A 'Display Options' box is highlighted, showing 'Next month' for the quick search. A 'Trip Actions' menu is open over a trip entry, listing options like 'View Itinerary', 'E-mail Itinerary', 'Change Trip', 'View Trip History', 'Create Template', 'Clone Trip', 'Share Trip', and 'Cancel Entire Trip'.

- If you cannot change trip, book other segments and in the request header use the drop down for Extension Of and select the original request. Type comment stating request reflects hotel reservations (or whatever segment you are doing) for travel request previously approved. . . .

The screenshot shows the 'Extension of' dropdown menu. The dropdown is set to '(3R4K) 438_GStetler_Dallas_9/9/13 - 9/12/'. The 'Comment' field contains the text: 'Adding hotel reservation to original approved request dated 07/12/2013.'

- Booking outside Concur is not the preferred method.

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8. Hyphenated Names

TIP: Change the hyphen to a period. Hyphenating names have been identified as a “stop” when submitting requests.

9. International Change Fees

There should be an “expense type” for international change fees. This has been added.

Classification

- a. Altour Fees – generally coming in with an expense type assigned to them
- b. Altour credits – import as you would any other credit (i.e. hotel)

10. Travel Card Cash Advances

If the cash advance amount requested is more than \$500 (whether through a single or multiple transactions), a hold will be placed on the card restricting its use.

- The traveler will need to contact Chase directly to lift this hold.
- Travelers need to be educated on the limit and this possible outcome if they exceed it.

11. Allocations/General Reports

The report for “Summary by Account”

- This has been taken to Concur recently. Cannot currently configure the system to show this. There is a roundabout way to get this information. One of Mary Bell’s staff members found it. We will make sure instructions get circulated.

**Reporting is an important issue. We will try and come up with examples to showcase at future DFA and Cluster Meetings.*

12. Expense Reports

Allocating

Do you have to allocate even though all going to account on the header? Yes, always.

Personal allocations are not allowed, but an audit rule will not allow you to move forward without allocating every expense.

- Audit rule has been removed until this system contradiction can be addressed.
- If not allocated, the entire amount will allocate to the account on the header.– however, the best practice is to always allocate.

Note: There is a check-box in the corner that you should check to ensure all lines are allocated.

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Approving

Do you approve or send back with you receive a request that is not allocated?

- The suggestion is to approve, but send an email or have a discussion with the person to correct future action.

13. Dollar Amounts v. Percentages

You can view report by dollar amounts – once you enter dollar amount it converts it back to percentages.

If you want to see the dollar amount - click the View button (found under the Expense List in Allocations) and select Summary. If the View button is gray and un-clickable – select “Save” and then it will be usable.

The screenshot shows the 'Allocations for Report: TEST CDavis 05072013' interface. The 'Expense List' tab is active, and the 'View' button is highlighted with a red box. An 'Allocation Summary' window is open, displaying a table with the following data:

Account Assignment	SIO	Amount
(21010000/4009001000/None) General Operatingl...		\$484.83
(41020000/4013009000/8000051354) D.H.H.S.JHea...		\$400.01

14. Issue - New employee in PA20, not Concur

This shouldn't be more than a one day lag.

*If your unit has been fully implemented for more than 30 days and there is a lag time longer than a day, then notify the Travel Office.

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15. Multiple Vendor #'s – How do we ensure accuracy?

Some folks have more than one PERNER; every PERNER has a vendor #.

- If you have continued issues you should work through them with the Travel Office.

**Travel Office will assist with these issues case-by-case, and address larger audience issues if relevant.*

16. Student Travel

Firm policies and practices need to be addressed and standardized.

****Action will be taken to put a collective practice in place.***

17. Best Practices – Using SIO's

Issue: There is no way to add SIO's when submitting a trip request.

- If you allocate the expenses on the request side you can add your SIO.
- SIOs are not included in the account assignment in the Report Header. Add the SIO through the Allocate button located within an Expense type listed in Segments or Expenses. The account assignment from the Report Header will be listed – click inside the SIO box and type an * and your SIO number. . . .

Percentage	* Account Assi...	SIO	Code
<input type="checkbox"/>	100	(41020000/4013...	(41020000/4013...

Type to search by: TEXT CODE EITHER

Text (Code)

- 4040350008 0300 / Vet Medicine (7500004442)
- 4040350009 03008 Science (7500004447)
- 4040350010 03009 Pharmacy (7500004455)
- 4040350011 03010 Nursing (7500004460)
- 4040350012 03011 Management (7500004466)
- 4040350013 03012 Education (7500004472)
- 4040350014 03013 CFS (7500004477)

18. Future Planning for Faculty and Staff Training

- A group of central and departmental travel staff will be convened to discuss ways to improve and support the travel process.

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19. Managing Approvals Across Cost Centers/Approving for Multiple Areas

How do you capture departmental limits in the system?

- In the comment sections

Fiscal Approvers

How do you locate a list of fiscal approvers from other areas?

The screenshot shows the 'Org Structure Attribute Report' interface. At the top, there is a search bar containing 'zhr_org_attribute'. Below this, the report title 'Org Structure Attribute Report' is displayed. The main form area includes several input fields: 'Attribute Value (begins with)' with the value '4019*', 'Org Unit Number', 'Position Number', and 'User ID'. There are also several checkboxes under the 'Fiscal Approval' section: 'Small Primary Fisc Appr (SPFA)', 'Large Primary Fisc Appr (LPFA)', 'SPS Pre-Audit', and 'Departmental Approval'. The 'Small Primary Fisc Appr (SPFA)' and 'Large Primary Fisc Appr (LPFA)' checkboxes are checked. The 'User ID' field is empty. The interface also features a toolbar with various icons for navigation and actions.

- Cognos license – run query (report in Concur)
- T-code: ZHR_org_attribute – enter 7-digit cost center
- There should be one large and one small fiscal approver.

Org Unit	Org Unit Description	Positi...	Position Description	Holder	User Na..	Attribute	Value	
50073602	Business Office Libraries	18359	Director Financial Affairs - Libra & PUP	Heather Oakley	HOAKLEY	LPFA	4024*	
333	Libraries	14610	Account Assistant	Amy Storms	ASTORMS	SPFA	4024001*	
50073602	Business Office Libraries	18359	Director Financial Affairs - Libra & PUP	Heather Oakley	HOAKLEY	LPFA		
333	Libraries	14610	Account Assistant	Amy Storms	ASTORMS	SPFA	4024002*	
50073602	Business Office Libraries	18359	Director Financial Affairs - Libra & PUP	Heather Oakley	HOAKLEY	LPFA		

- Cost Center located within the Account Assignment on the Report Header drives fiscal approval work flow
 - If split, will be sent to what is on the header
- Fiscal approver can approve without additional approvals

If supervisors want to view, you should approve as the fiscal approver and forward to supervisors as desired.

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20. 30-Day Notice Requirement

- Ignore; no action required.
- System sends out regardless; does not know when the travel is happening.
- Notification is either on or off – Can choose to ignore before trip notifications, but should be mindful of those following their trip
- Sending recommendation to Steering Committee to change the conditions for triggering the email from 30 days to 90 days.

21. Approval Chain – Including Supervisors (reimbursement side)

- Approvers can “approve it forward” to another approver

22. Allocating Non-Reimbursable Items (A non-reimbursable item that is included on a travel visa card, or as part of a receipt – should be marked as a personal expense. Charges marked as “personal expenses” are not allocated)

- Not addressed?

23. Trip Cancellations – Best Practices

- a. Allocations from Altour and credits

24. When an individual owes money after a trip, this is a post-tax deduction.

- a. Listed as “travel overpayment”

Items to be addressed with Concur/Tested

1. Attachments transferring from request to expense report (previously)
2. Allocation limits –transferring from request to expense (personal car mileage vs. university vehicle example – cannot tell which due to not transferring)
 - a. Put check box from request header and duplicate on expense header
3. Requests not disappearing in the trip log vs. Requests going away once an expense report is created.
 - a. Do folks with different privileges have different experiences? Test to determine.
4. Request that a section for location specific detail is added to the request/header.
5. “Summary by Account” report has been taken to Concur. Workaround available.

Other Action Items

1. Come up with reporting examples to showcase at future DFA and Cluster Meetings.
2. Put a collective approach in place surrounding student travel.
3. Convene a group of Travel Subject Matter Experts (Central and Departmental), and look for ways to continuously improve the system, process and ongoing support.