Concur – Travel Transformation Wave 4– Working Session

Friday, September 4, 2020

Session Objectives

- Review workflow – key differences and required data for Wave 4 launch.

- Discuss roles and how data for roles is maintained.

- Define important features of Concur and application at Duke.

- Describe business process changes.

- Explain recommended methodology for processing expense reports.

Workflow Approvals

- Assigned Departmental Approvers or SAP Supervisor Relationship

- Funding Approvers
  - All funding sources approve a report.
  - Travel Alternate Approver 1 used, if provided.
  - If not provided RFP 1 or GM 1.

- Travel Alternate Approver 2, RFP 2, GM 2 – not used in Concur

- Delegate approvers (back-up) set in SAP Security Tool

- *A back-up is a back-up is a back-up.*

Workflow Approval
Go-live – Required Actions

▸ Review and update your business unit's workflow spreadsheet.

◦ Looking at each organizational unit, indicate who should be the primary approvers (either department or funding sources).

◦ For the department approvers assigned to their owning organizational unit, identify an alternate department approver to avoid a workflow step being skipped.

◦ Supervisor Model – we will load primary approver only. Information can be reviewed in iForms.

◦ For anyone identified as a primary approver, go to the SAP Security Tool and identify the approver delegate.
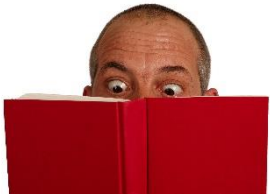
Workflow Approval
Go-live Required Actions – continued

◦ Identify funding source approvers outside of your business unit – they need to be included.

◦ Identify positions owned by your organizational unit but operationally supported outside your organizational unit.

***Read** the instructions provided.*
If you are copying and pasting your current workflow into the new spreadsheet, you aren't providing the necessary information to establish workflow in Concur.

Workflow Approval
After Go-Live Required Actions – continued

- Update data using the same method used today – spreadsheet or master data to make changes.

  ◦ Approver delegates must be maintained in the SAP Security Tool.

    - Remember – Concur will only pull master data from the Alt Travel Approver 1, GM 1, or RFP 1.

    - Access is position based.

Workflow Approvals – Questions

What questions do you have regarding workflow and workflow approvals?

Underlying Principal

- Concur is designed with the premise that in most instances an employee creates his/her own expense report.

- Business units should take the opportunity to evaluate how and when expense delegates are used.

  ◦ Business units can use a mixed model where some employees create their own expense reports and others have expense delegates who support them.

- Business units who adopt a model where employees create their own expense reports are the most successful transitioning to Concur.

Establishing Expense Delegates

▸ The purpose of expense delegates is to create expense reports.

  ◦ Reports will provide access to information for those who need to see data, but not create reports.

▸ Good News! The number of expense delegates (initiators) will be reduced.

Establishing Expense Delegates
Go-Live Required Actions

▸ Review expense delegates (initiators)

- Provide expense delegate information on the appropriate tab of the Setup Spreadsheet.

  - Communicate changes within business unit.

- As changes occur, update and submit the Set-up Spreadsheet.

  - Accepted by business manager or business unit designee.

- Do you have expense delegates who support faculty/staff in other business units?

  - If these business units are not already in Concur, expense delegates will need to support them in the current tool until their business unit goes live with Concur.

- Org unit access will be granted on a case-by-case basis.

Audit Rules

▸ Audit rules provide the opportunity to enforce Duke policy and provide reminders designed to prevent reports from being returned or highlight specific situations for approvers.

▸ Two types:
  ◦ Warning ⚠ – does not prevent submission.
  ◦ Error 🛑 – cannot be submitted until corrected.

▸ Triggered by "Save" or "Submit".

Missing Receipts
Exception Message Trigger

▸ Cannot submit an expense report if receipts are not attached.

▸ Hard error triggered when expense report is *submitted* into workflow.

▸ The submit action is performed by employee not expense delegate.

Bottom-line = Faculty/Staff member receives system notification when an expense report is ready for submission, but receives a hard error when he/she selects submit.

Go-live Phase 1
Setting Profiles

- Action is required by *ALL* those who will use the tool.

- Personal information:
  - Name must be name that appears on government issued identification – air travel
    - We will load from SAP and then fields are editable and should be maintained by employee in Concur.
  - Add mobile numbers to profile.

- Travel
  - Travel program numbers – frequent flyer and award numbers.
  - Travel preferences.

Go-live Phase 1
Setting Profiles – continued

▸ Expense
  ◦ Validate email – allows e-receipts.
  ◦ Default cost objects cannot be changed in Concur.
    • Information will be populated through SAP.
    • Travel default established by Personal Data Change iForm or position defaults are used.

▸ Mobile Apps
  ◦ Concur Mobile
  ◦ TripIt Pro
  ◦ PIN established through Concur is required.

Go-live Phase 1
Setting Profiles – continued

- What is your strategy?
  - Distribute initial communication by September 11.
    - Sample will be provided on September 8.
  - Quick Reference Guide is available.
    - Getting Started for Employees
    - Getting Started for Expense Delegates/Travel Arrangers
  - A welcome email with detailed information will be sent to all new card holders. ETR will send week of 9/21/2020.
  - "High touch" may be necessary.
  - Worksheets to help expense delegates/travel arrangers with frequent flyer information.

Go-live Phase 1
Setting Profiles – continued

▸ What is your strategy (continued)?

◦ If employee has a Concur account, the address should be updated to Duke email address or deactivated.

◦ Email address is the assigned Duke email address not a Duke alias address. Working with OIT to identify employees with an alias.

Business Process Changes

- Reduction in the number of expense types available.

  - Effort to create a more manageable list of expense types in Concur.

  - Review the list of available expense types in the travel and non-travel report.

    - Reach out to ET&R if expense types need to be added.

- If expense type is not available in Concur…

  - Expense type – Unsupported MCC code available.

    - Posts to G/L 696200 – Miscellaneous.

  - JV can be used to move charge once it posts – excluding the untimely posting expenses.

Business Process Changes
Continued

- Enhanced supporting documentation requirements for certain expense types Examples include:

  ◦ Vendor field required if not auto populated

  ◦ Ability to save frequently used attendees

- Per diem for lodging on international travel is no longer allowed.

- Conference registration fees can no longer be reimbursed in advance.

Business Process Changes
Continued

▸ Corporate card transactions cannot be reassigned.

▸ Expense reports cannot be re-opened once posted to the ledger.

◦ Report Reference free text field is available to allow trips to be linked.

◦ Recommend frequent use of this field to support reporting.

Report Reference

Organizing Expenses
Driving Factors

▸ Concur bills Duke based upon the number of expense reports submitted.

▸ Cost of expense report with one receipt is equivalent to the cost of an expense report with many receipts.

▸ Travel expense types are available in a non-travel report.

▸ Corporate card expenses and out-of-pocket expenses can be included in all types of reports.

Organizing Expenses
Think About Bundling Differently!

- Bundle non-travel expenses bi-weekly.
- For travel:
  - Include all expenses occurring during the travel dates in an expense report.
  - Travel expenses that are incurred outside of the travel dates (airline tickets, conference registration fees), will be included in an expense report and may be bundled with other future dated travel expenses.
    - Example: Three airfares for an employee are booked and expensed in March for travel in July. All three of these may be included in one travel expense report.

Organizing Expenses
Think About Bundling Differently! – continued

▶ For travel:
  ◦ It is no longer about putting all costs for a trip in one expense report.
  ◦ It is about accurately providing detail on each expense so those expenses can be grouped together through reports.
  ◦ Leverage the use of the Report Reference field to differentiate between trips by using name of conference, purpose of trip, etc.
    • Business units can run reports using the Report Reference field.

Organizing Expenses
Think About Bundling Differently! – continued

- Balance the need to control the number of expense reports with timely posting of expenses.

  ◦ Focus should be on bundling transactions to minimize expense reports.

  ◦ Schedule an activity on the calendar to process expense reports. This will avoid untimely postings.

  ◦ Each week, assigned and unassigned reports are sent to assist with managing corporate card charges.

Lessons Learned

- Be thoughtful about how you name expense reports:
  - Include the dates in the name of the expense report
    - Training Expenses – January 2020
    - Airline Travel booked in January 2020
    - NCURA Conference – May 2020
    - Business Expenses – February 2020
- When including unrelated expenses in a single report, use the Report Reference field to label specifics with the expense.

Report Reference

Reports

- Concur has a wide variety of standard reports available for use.
  - Reference handout for recommended reports.
- Business Intelligence (BI) Manager role assigned to business managers to run reports in Concur.
  - Business managers can assign two back-ups to have the same access.
  - ASM is working to identify an attribute that will allow more users to access reports.
- Reports are based on the SAP hierarchy.

Reports
Continued

- Assigned_Unassigned

  o Displays all outstanding corporate card transactions for the specified date range.

- Concur Expense Report Approval Status

  o Displays where an expense report is in the approval process.

- DU-Employee Details

  o Displays basic information about employees, their approvers, and their organizational units

- Expense Report Summary

  o Displays all data elements included in an expense report

- DU-Expense Accrual

  o Displays all transactions (assigned and unassigned) that have not posted to the ledger

Reports
Continued

- Outstanding Corporate Card Charges

  - Each Monday, a push report is sent to Business Managers and TRaC Reps with assigned and unassigned transactions.

    - This same report is sent the first Monday of the calendar month to Management Centers.

- Untimely Corporate Card Charges

  - Each Wednesday, a push report is sent to Business Managers and TRaC Reps of all untimely corporate card charges.

    - This same report is sent the first Wednesday of the calendar month to Management Centers.

Reports
Continued

- Workflow Status Report in SAP

  - Includes Concur expense reports based on the previous day's status.

Line Item Reports

- From a SAP line item report
  - Receipts are available.
  - Work is currently underway to make a modified travel summary available.

- Travel summary is available in Concur.

- New document type specific to Concur transactions.
  - YS – Concur Acctg. Doc.

Email Notifications

▶ Concur offers a variety of system generated email notifications.

▶ Based upon pilot feedback, some email notifications were turned off.

  ◦ Employees can turn them back on in their Profile Settings.

  ◦ Employees must turn on notifications for approval delegates to receive emails.

Email Notifications
Continued

▸ Escalation emails are used in the approval process to ensure expense reports are moving forward through the approval process.

- After 20 days, the expense report is escalated for approval.

  - Departmental/Supervisor approval level – goes to the approver's approver.

  - Funding Source – moves to the next approval step.

  - Any optional approvals – moves to the next approval steps.

  - ETR business process is to forward an expense report as required to ensure all approval steps are complete.

- When escalation occurs, the approver also receives an email notification that the expense report has been removed from workflow.

Communication

- Communication to cardholders
  - General information to all cardholders about Concur.
  - Getting Started with Concur
    - Focus on importance of setting up profiles.
    - Sent to cardholders as their department goes live with the tool.

- Communication to new cardholders regarding expense report policies and procedures.
  - Will include Getting Started with Concur

Training

- Sessions for TRaC Reps/Expense Delegates for Wave 4

  - Monday, September 24 – 10:00 – 11:00

    - Focus on a tool overview and will watch videos

  - Tuesday, September 29 – 10:00 – 11:30

    - After they have been given access to the tool. Focus on FAQs.

- Launch Session for this group – September 23 – 9:00 – 10:00

  - Time for final questions and reminders.

  - Registration link distributed this afternoon.

Training
Continued

- Concur.duke.edu

  ◦ Dedicated website

  ◦ Quick Reference Guides

  ◦ Video demos

  ◦ Online Micro-learning – development underway

- Dedicated email address for support: Concur-ExpenseSupport@duke.edu

Next Steps

- Homework Due: Friday, September 11

- Distribute training link to all TRaC Reps and Expense Delegates.

- Have people enroll in training!

- Have employees maintain paper receipts to validate Concur functionality.

- Review concur.duke.edu