Concur Wave 4
Kick-Off Session

Friday, August 28, 2020
Wave 4 Participants

- Duke Finance
- Duke Press
- Duke Police
- TIP
- Heart Center
- Psychiatry
- OIPM
- Law School
- Duke Engage
- Kenan Institute
Concur Implementation Partners

- **ETR**
  - Barbara Holbrook
  - Jennifer Earley

- **Disbursement Services**
  - Robin Miller
  - Nikki Berry

- **ASM**
  - Don Witten
  - Todd Orr

- **Corporate Card Services**
  - Sherri Bass
  - Gail Bullock
  - Tori Nevois

- **Office of Education**
  - Kristin Lawrence
  - Gwen Hall–DiFabio
**Duke Initiative – A Timeline**

**October 2019**
- Pilot launched.
- Included 7 business units and 800 card holders.

**March 2020**
- Duke priorities shifted to support global response to COVID-19.

**September 2020**
- Wave 4 will launch via virtual implementation model. Includes 10 business units and 750 card holders.

**March 2019**
- Project launched.

**February 2020**
- Wave 1 launched.
- Included 15 business units and 1350 card holders.

**May 2020**
- Decision to transition Concur to virtual implementation model.

**Spring 2021**
- Concur implementation complete across the institution.
## Business Units Using Concur

<table>
<thead>
<tr>
<th>CAMC</th>
<th>DUHS</th>
<th>Provost Area</th>
<th>School of Medicine</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pilot</td>
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<tr>
<td>Development Office</td>
<td>Duke Home Care and Hospice</td>
<td>Fuqua</td>
<td>Pediatrics</td>
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<td>DUHS Governmental Relations</td>
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<td>Duke Regional Hospital</td>
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</tr>
<tr>
<td>Wave 1</td>
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<td>Alumni Affairs</td>
<td>Clinical Labs</td>
<td>Arts and Sciences Administration</td>
<td>Anesthesiology</td>
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<td>Athletics</td>
<td>PRMO</td>
<td>Computer Science</td>
<td>DCRI</td>
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<td>Audit, Risk, and Compliance</td>
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<td>Engineering</td>
<td>Medical Center Development</td>
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<td>Libraries</td>
<td>Neurology</td>
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<td>Romance Languages</td>
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<td></td>
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<td>Undergrad Admissions</td>
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</table>
## Business Units Using Concur

*Continued*

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<tr>
<td><strong>Wave 2</strong></td>
<td></td>
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<tr>
<td>Duke Gardens</td>
<td></td>
<td>Duke Lemur Center</td>
<td>Immunology</td>
</tr>
<tr>
<td>Duke Forest</td>
<td></td>
<td>Provost Admin. &amp; Finance</td>
<td></td>
</tr>
<tr>
<td><strong>Wave 3</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duke Chapel</td>
<td>Duke Raleigh Hospital</td>
<td>Mathematics</td>
<td>CVD – Licensing &amp; Ventures</td>
</tr>
<tr>
<td>Sustainability</td>
<td></td>
<td>Divinity School</td>
<td></td>
</tr>
</tbody>
</table>
Business Units Using Concur—cont’d…

- Concur expense reports processed to date:
  - Number of reports – 11,222
  - $7,364,111.49
Concur Features

- E-receipts for major airlines, hotel chains, rental car, and ride sharing agencies
  - Eliminates the need to collect paper receipts for many types of transactions
  - Automatically matches with corporate card charges

- Online edits
  - Minimizes errors and the need to return expense reports

- Automatic currency conversion (even from a photo of a scanned foreign receipt).
  - Conversion rate may be slightly off, but initiators/TRaC Reps will have an opportunity to edit and align with corporate card charge.

- Enhanced workflow
  - Provides approval steps for each funding source
Concur Features cont’d….

- **Increased processing efficiency**
  - Tool is user centric and works best when user creates the expense report

- **Mobile App**
  - Interfaces a photo of receipt directly to travel tool
  - Uploads images automatically and creates the expense item

- **Email Option**
  - Photos of receipts or scanned receipts can be emailed to a designated email address and receipts will be linked to the applicable corporate card charge.

- **Online Tool for booking Travel**
  - Travel management – World Travel Service (WTS)
  - Supports all major airlines (including Southwest), hotels and car rentals
    - Includes matrixed price comparisons
Let’s take a Look!

COVID-19 Community Update
For the latest updates & information visit Duke’s Coronavirus Response website.

Duke Concur Travel & Expense Management

Duke is currently in Wave 1 of the implementation strategy, please check the Implementation Plan page for information about rollout of the institution wide.
Acting as a Delegate

Actions required *whenever* a delegate is being used.
### Expense Page

### Manage Expenses

#### ACTIVE REPORTS

<table>
<thead>
<tr>
<th>NOT SUBMITTED</th>
<th>NOT SUBMITTED</th>
<th>SUBMITTED</th>
<th>SUBMITTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gwen Hall-DiFabio</td>
<td>Gwen Test 2 2.28.2020</td>
<td>February - March Expense Report</td>
<td></td>
</tr>
</tbody>
</table>

- **Gwen Hall-DiFabio**: $31.73
- **Gwen Test 2 2.28.2020**: $73.47
- **February - March Expense Report**: $2,323.40

#### AVAILABLE EXPENSES

<table>
<thead>
<tr>
<th>Expense Detail</th>
<th>Expense Type</th>
<th>Source</th>
<th>Date</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>HILTON San Francisco, California</td>
<td>Lodging</td>
<td>10/24/2019</td>
<td>$874.73</td>
<td></td>
</tr>
<tr>
<td>Fabulous Market Washington, District</td>
<td>Lunch</td>
<td>11/18/2019</td>
<td>$11.43</td>
<td></td>
</tr>
<tr>
<td>WASHINGTON MELROSE F&amp;B Washington</td>
<td>Lodging</td>
<td>12/27/2019</td>
<td>$399.56</td>
<td></td>
</tr>
<tr>
<td>LA COCINA Mebane, North Carolina</td>
<td>Dinner</td>
<td>02/01/2020</td>
<td>$78.82</td>
<td></td>
</tr>
<tr>
<td>F.S *TechSmith 877-3278914 CA</td>
<td>695600-Personal/Non Allow.</td>
<td>04/29/2020</td>
<td>$192.50</td>
<td></td>
</tr>
<tr>
<td>Postage/Shipping-693600 Mebane, No...</td>
<td>Postage/Shipping-693600</td>
<td>05/19/2020</td>
<td>$38.42</td>
<td></td>
</tr>
<tr>
<td>AMZN Mktg US'M73024Z02 Morrisville...</td>
<td>Books/Journals/Publications...</td>
<td>05/20/2020</td>
<td>$38.60</td>
<td></td>
</tr>
<tr>
<td>AMZN Mktg US'M785J6740 Amzn.com...</td>
<td>Books/Journals/Publications...</td>
<td>05/28/2020</td>
<td>$38.42</td>
<td></td>
</tr>
</tbody>
</table>

#### AVAILABLE RECEIPTS

- **Upload New Receipt**: Click here or drag & drop files to upload new receipt images.
FABULOUS MARKET
2424 PENNSYLVANIA AVE NW
WASHINGTON, DC 20037
2022930049

18-Nov-2019 1:59:14P
Transaction 145452

1 Deer Park $1.49
1 Chicken Caesar Salad $7.99

Subtotal $9.48
Tax $0.95

Total $10.43
Tip $1.00

CREDIT CARD SALE $11.43
VISA 3689
18-Nov-2019 1:59:50P
$11.43 Method: EMV
VISA CREDIT XXXXXXXXXX3689
BARBARA HOLBROOK
Ref #: 932200594910 | Auth #: 073460
MID: *******7994
AID: A000000031010
AthNtwkNm: VISA
SIGNATURE VERIFIED

$73.47
Report Header – Travel

Create a New Expense Report

1. Type of Report
2. Report Key
3. Trip Purpose
4. Additional Information
5. Cost Center/WWISE/AC

Requests:
- Athletic Team Travel-698400
- Domestic Development-699000
- Domestic-698800
- International Development-699100
- International-698700
- Non-Travel
- Recruitment-692800
- Write Off-Assigned-695685
- Write Off-Unassigned-695695
## Report Header – Non-Travel

### Create a New Expense Report

<table>
<thead>
<tr>
<th>Type of Report</th>
<th>Report Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>*DU-Non-Travel Report</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Report Start Date</th>
<th>Report End Date</th>
<th>Report Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>User Type</th>
<th>Report Type</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Non-Travel</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Company Code</th>
<th>Cost Object Type</th>
<th>Cost Center/ICB/EO</th>
</tr>
</thead>
<tbody>
<tr>
<td>(0010) Duke University</td>
<td>(CC) Cost Center</td>
<td>(1573205) OFC OF EDUC Fr</td>
</tr>
</tbody>
</table>

1. Type of Report
2. Report Purpose dropdown
3. Report Type
4. Company Code

Options in Report Purpose dropdown:
- Conference
- Duke Engage
- General Business Trip/Offsite Meetings
- Global Education Office
- Home Care Visits
- Other
- Recruitment - Faculty/Staff
- Recruitment - Students
- Research
- Talent Identification Program
- Trainer Travel
- Training/Continuing Education
Manage Expenses – Available Expenses

1. Gwen Test Trip

2. Available Expenses
Manage Expenses Expense Detail

1. Expense Type: Lunch, Amount: $11.43
   Transaction Date: 11/15/2019
   Report/Trip Purpose: General Business Trip/Office
   Trip Type: Domestic Business Trip
   City of Purchase: Washington, District of Columbia
2. Payment Type: Out of Pocket
   Amount: $11.43 USD
3. Receipt Image:
   Receipt from Fabulous Market, Washington, D.C.

Receipt Image:

Date: 18 Nov 2019
Transaction: 145462
Item 1: Deer Pate
   $1.49
Item 2: Chicken Caesar Salad
   $17.99
Subtotal: $19.48
Tax: $0.99
Total: $20.47
Method: DM
   A00000500010986 A000000000000
   Signature: Verified

19
# Manage Expenses Details – 693200 and 696000

![Image of expense management interface](image)

1. **Expense 1 (693200)**
   - **Expense Type**: Entertainment/Events
   - **Transaction Date**: 06/18/2020
   - **Business Purpose**: Needed for Video work
   - **Enter Vendor Name**: Office Depot
   - **Amount**: 50.00 USD

2. **Expense 2 (696000)**
   - **Expense Type**: Business Meeting
   - **Transaction Date**: 06/18/2020
   - **Business Purpose**: Needed for Video work
   - **Enter Vendor Name**: Office Depot
   - **Amount**: 50.00 USD
   - **Has attendee information been provided?**

**Attendees**

- **Attendee Name**: LAWRENCE, KRISTIN A
- **Attendee Title**: Faculty/Staff/Situ
- **Attendee Count**: 1
- **Amount**: 50.00 USD

**Attendees**

- **Attendee Name**: LAWRENCE, KRISTIN A
- **Attendee Title**: Faculty/Staff/Situ
- **Attendee Count**: 1
- **Amount**: 50.00 USD
Manage Expenses – Itemization

1. Click on the "Save" button.

2. Navigate to the "Itemization" section and select the appropriate expense type for the transaction. The total amount, itemized amount, and remaining amount are displayed.
Manage Expenses – Allocation

[Diagram of an expense allocation system with annotations 1 and 2]

1. Allocate
2. Allocations for Report: Gwen Test Trip

Expense List: Allocate Selected Expenses, Clear Selections, Summary

Allocate: By, Amount

Add New Allocation: Allocate selected, Favorites

Allocate By: Company Code, Cost Object, Cost Center, Code

Allocate: Percentage, Amount

Total: $11.43, Allocated: $11.43 (100%), Remaining: $0.00 (0%)
Manage Expenses – Messages

Hard Errors 🚨
Warnings 🚧
Manage Expenses – Submitting Report

Delegate View

Delete Report  Notify Employee

1

Employee View

Delete Report  Submit Report

3

Employee Notification

From: AutoNotification@concursolutions.com <autoNotification@concursolutions.com>
Sent: Thursday, June 18, 2020 12:30 PM
To: Kristin Lawrence <kristin.lawrence@duke.edu>
Subject: Report Ready for Submission

Report Ready for Submission

Report Ready for Submission

Report Name: test
Report Date: 06/16/2020

View Report

This email was sent by: SAP Concur - 501 108th Ave NE, Bellevue, WA 98004, USA
Approval

1. Expense Report Pending Your Approval

You have a report pending your approval.

- Report Name: KRISTIN A. LAWRENCE
- Report Purpose: Kristin Test OOP
- Requested Amount: $14.55 USD

2. Approvals

Expense Reports

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Employee</th>
<th>Report Date</th>
<th>Amount Due Employee</th>
<th>Requested Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kristin Test OOP</td>
<td>LAWRENCE, KRISTIN</td>
<td>09/10/2020</td>
<td>$14.55</td>
<td>$14.55</td>
</tr>
</tbody>
</table>
Approval cont’d…

1. Left side

2. Right side

3. Expandable panel

4. Approval options

[Image of approval interface with labels for left and right sides]
Mobile Application – Expense It

1. Preview Image
2. Confirm Amount
3. What is the amount on this receipt?
   - Correct: 56.27
   - Incorrect
Mobile Application – Expense It cont’d…

4. Analyzing receipt
   Average processing time: < 1 min

   Books/Journals/Publication...
   May 28
   AMZN Mktp US*M785J6740
   $38.42

   Postage/Shipping-693600
   May 19
   Mebane, North Carolina
   $38.42

   Credit Card Charge
   Apr 29
   FS *TechSmith
   $192.60

   Receipt
   Feb 28

   Receipt
   Feb 17

   Dinner
   Feb 1

5. SAP Concur
   1:01 PM
   Concur
   Your receipt(s) are ready to be reviewed.

   Books/Journals/Publication...
   May 28
   AMZN Mktp US*M785J6740
   $38.42

   Postage/Shipping-693600
   May 19
   Mebane, North Carolina
   $38.42

   Credit Card Charge
   Apr 29
   FS *TechSmith
   $192.60

   Receipt
   Feb 28

   Receipt
   Feb 17

   Dinner
   Feb 1

6. Expense
   Amount
   $56.27 USD

   Expense Type
   Lunch

   Date
   June 18, 2020

   Location
   Denver, Colorado

   MOVE TO REPORT
### AVAILABLE EXPENSES

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<td></td>
<td>05/28/2020</td>
<td>$38.42</td>
</tr>
<tr>
<td>Hacienda Colorado Denver, Colorado</td>
<td>Lunch</td>
<td></td>
<td>06/18/2020</td>
<td>$58.27</td>
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</tbody>
</table>

### AVAILABLE RECEIPTS
Mobile Application – Foreign Currency

1. Scanned receipt
2. Available expenses table
3. Expenses transaction details
Wave 4 Implementation Plan

Business Unit Leadership

Kick–Off Session – August 28
  ◦ Homework
    • Watch videos that demonstrate tool functionality
    • Watch video explaining delegates

Working Session – September 4 – 8:30 – 10:00
  ◦ Homework
    • Workflow Spreadsheets – September 11

Go–Live Session – September 23 – 9:00 – 10:00
  ◦ Homework
    • Implement
Wave 4 Implementation Plan cont’d...

TRaC Reps/Delegates

- Initiator/Delegate Training Session 1 – September 14 10:00 – 11:00
  - Homework
    - Watch videos that demonstrate tool functionality

- Initiator/Delegate Training Session 2 – September 29 10:00 – 11:30
  - Tool will be live!
  - Questions and Answer Session
    - FAQs and submitted questions
Wave 4 Implementation Plan cont’d …

- Go Live – Phase 1 – September 24
  - Employee profile set-up
    - Must be completed by the employee
- Go Live – Phase 2 – September 28
  - Corporate card interface begins
  - Begin creating/approving expense reports

- Wave 5 – Kicking-off late September
Your Role

- Transition Spend to the appropriate purchasing method
- Evaluate cardholder profiles
- Review opportunities to reduce the number of initiators, if applicable
  - Some initiators have access for view purposes only
  - Reports can be used for this purpose
- Re-evaluate strategy for managing expense reports
  - Avoid submitting expense reports with one transaction
- Spreadsheet will be sent to assist in reviewing corporate card spend, cardholder profiles, and initiators
Your Role cont’d...

- Participate in roll-out training session
- Working session – Business Managers, TRaC Reps, finance support – September 4
  - Review tool functionality in more detail
  - Discuss approval workflow
  - Review actions required before go-live
- Overview sessions – TRaC Reps and initiators/delegates
- Online learning and Quick Reference Guides
  - Travelers/Card Holders
  - Delegates/Travel Arrangers
- Dedicated Concur website and email
  - concur.duke.edu and Concur–ExpenseSupport@Duke.edu
References
Concur E-receipt Partners

- **Airlines**
  - United
  - Delta
  - American
  - British Air

- **Car Rental**
  - Hertz
  - Avis
  - Budget
  - Enterprise
  - National

- **Hotels**
  - IHG Group (Holiday Inn, InterContinental)
  - Hilton (DoubleTree, Hampton Inn)
  - Hyatt
  - Marriott/Starwood

- **Ride Sharing**
  - Uber
  - Lyft
E-receipt Partners – Duke Corporate Card Transactions for FY19

Airlines

- E-Receipt Partner: 71.8%
- Non-Partner: 28.2%

Hotels

- E-Receipt Partner: 61.5%
- Non-Partner: 38.5%

Rental Cars

- E-Receipt Partner: 93.7%
- Non-Partner: 6.3%
### E-Receipt in Expense Report

#### Trip to Pittsburgh - Research

<table>
<thead>
<tr>
<th>Date</th>
<th>Expense</th>
<th>Amount</th>
<th>Requested</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/07/2015</td>
<td>Car Rental, Hertz, PA</td>
<td>$343.30</td>
<td>$343.30</td>
</tr>
<tr>
<td>08/07/2015</td>
<td>Dinner, Cafe Monte, PA</td>
<td>$46.76</td>
<td>$46.76</td>
</tr>
<tr>
<td>08/07/2015</td>
<td>Hotel, Hampton Inn, PA</td>
<td>$323.23</td>
<td>$304.83</td>
</tr>
<tr>
<td>08/08/2015</td>
<td>Hotel</td>
<td>$130.00</td>
<td>$130.00</td>
</tr>
<tr>
<td>08/08/2015</td>
<td>Hotel Tax</td>
<td>$17.00</td>
<td>$17.00</td>
</tr>
<tr>
<td>08/08/2015</td>
<td>Parking</td>
<td>$10.00</td>
<td>$10.00</td>
</tr>
<tr>
<td>08/08/2015</td>
<td>Milkbar Movie</td>
<td>$8.45</td>
<td>$8.45</td>
</tr>
<tr>
<td>08/08/2015</td>
<td>Milkbar Movie</td>
<td>$9.95</td>
<td>$9.95</td>
</tr>
<tr>
<td>08/09/2015</td>
<td>Dinner</td>
<td>$116.74</td>
<td>$116.74</td>
</tr>
<tr>
<td>08/09/2015</td>
<td>Internet</td>
<td>$10.35</td>
<td>$10.35</td>
</tr>
<tr>
<td>08/09/2015</td>
<td>Incident</td>
<td>$2.00</td>
<td>$2.00</td>
</tr>
<tr>
<td>08/09/2015</td>
<td>Gifts</td>
<td>$4.95</td>
<td>$4.95</td>
</tr>
<tr>
<td>08/09/2015</td>
<td>Laundry</td>
<td>$5.69</td>
<td>$5.69</td>
</tr>
<tr>
<td>08/07/2015</td>
<td>Office Supplies</td>
<td>$68.23</td>
<td>$68.23</td>
</tr>
<tr>
<td>09/20/2015</td>
<td>Airfare</td>
<td>$346.20</td>
<td>$346.20</td>
</tr>
</tbody>
</table>

**Total Amount:** $1,126.81  
**Total Requested:** $1,108.41
Concur Mobility

Concur Mobile App
- Review Expenses
- Approve Expense Reports
- Calculate Mileage
- Pictures of receipts load data to Concur

Tripit Pro
- Free version
- Itinerary Manager
- Neighborhood safety scores
- Share itineraries
- Terminal and gate reminders
- Security wait times
- Airport navigation