Concur – Transforming Travel

Wave 4 – Expense Delegates Training Session 1
Key Features and Tool Overview

September 14, 2020
Concur Overview

- Industry leader for travel/expense management
- Widely used among higher education and Academic Medical Centers
  - Harvard, Princeton, Cornell, Penn, MIT, Johns Hopkins, Notre Dame, USC, UCLA, MD Anderson, Mayo Clinic
- SAP Partner acquired in 2014
- Concur implementation is part of the overall Duke SAP S/4 migration plan – first component in the S/4 plan
- Travel management – World Travel Service (WTS)
## Wave 4 Participants and Partners

<table>
<thead>
<tr>
<th>Participants</th>
<th>Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duke Finance</td>
<td>ETR</td>
</tr>
<tr>
<td>Duke Press</td>
<td>Disbursement Services</td>
</tr>
<tr>
<td>Duke Police</td>
<td>ASM</td>
</tr>
<tr>
<td>TIP</td>
<td>Corporate Card Services</td>
</tr>
<tr>
<td>Heart Center</td>
<td>Office of Education</td>
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<tr>
<td>Psychiatry</td>
<td></td>
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<tr>
<td>OIPM</td>
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<tr>
<td>Law School</td>
<td></td>
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<tr>
<td>Duke Engage</td>
<td></td>
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<tr>
<td>Kenan Institute</td>
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</tr>
</tbody>
</table>
Project launched.

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

March 2019
Project launched.
Included 15 business units and 1350 card holders.

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

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

May 2020
Decision to transition Concur to virtual implementation model.

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

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>Pilot</td>
<td></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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<tr>
<td>DUHS Governmental Relations</td>
<td>Sanford School</td>
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<tr>
<td>Duke Regional Hospital</td>
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<td></td>
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</tr>
<tr>
<td><strong>Wave 1</strong></td>
<td></td>
<td></td>
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<tr>
<td>Alumni Affairs</td>
<td>Clinical Labs</td>
<td>Arts and Sciences Administration</td>
<td>Anesthesiology</td>
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<tr>
<td>Athletics</td>
<td>PRMO</td>
<td>Computer Science</td>
<td>DCRI</td>
</tr>
<tr>
<td>Audit, Risk, and Compliance</td>
<td>Engineering</td>
<td>Engineering</td>
<td>Medical Center Development</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Libraries</td>
<td>Neurology</td>
</tr>
<tr>
<td></td>
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<td>Romance Languages</td>
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<tr>
<td></td>
<td></td>
<td>Undergrad Admissions</td>
<td></td>
</tr>
<tr>
<td>CAMC</td>
<td>DUHS</td>
<td>Provost Area</td>
<td>School of Medicine</td>
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<tr>
<td></td>
<td></td>
<td><strong>Wave 2</strong></td>
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<tr>
<td></td>
<td>Duke Gardens</td>
<td>Duke Lemur Center</td>
<td>Immunology</td>
</tr>
<tr>
<td></td>
<td>Duke Forest</td>
<td>Provost Admin. &amp; Finance</td>
<td></td>
</tr>
<tr>
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<td></td>
<td><strong>Wave 3</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Duke Chapel</td>
<td>Duke Raleigh Hospital</td>
<td>Mathematics</td>
</tr>
<tr>
<td></td>
<td>Sustainability</td>
<td>Divinity School</td>
<td></td>
</tr>
</tbody>
</table>
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
Concur Features cont’d....

- New roles
  - Expense Delegate (Concur’s term of initiators) – creates expense reports on behalf of an employee.
    - Works best when expense delegate supports a small number of employees.
  - Travel Arranger – books travel on behalf of an employee using the employee’s credit card information.
    - Only necessary if business unit is using Concur to book travel.
    - Employee must assign his/her travel arrangers.
Big Changes

- Only two types of expense reports
  - Travel
  - Non-travel
  - Corporate card and out-of-pocket reimbursements can be included in each type of report.

- Employee submits expense report – starting workflow

- Expense reports are not opened once posted to the ledger
  - Eliminates expense reports routing multiple times.

- Discontinue option to “reassign” corporate card transactions

- Duke incurs a charge for each expense report entered
  - Think about “bundling” differently
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
Select Icon
# Report Header - Travel

## Create a New Expense Report

### Report Header

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

### Trip Information

<table>
<thead>
<tr>
<th>Trip Name</th>
<th>Trip Start Date</th>
<th>First Day Departure Time</th>
<th>Trip End Date</th>
<th>Return Day Arrival Time</th>
<th>Trip Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Traveler Information

<table>
<thead>
<tr>
<th>Traveler Type</th>
<th>Trip Type</th>
<th>Additional Information</th>
<th>Comment To/From Approvers/Processors</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Company Information

<table>
<thead>
<tr>
<th>Company Code</th>
<th>Cost Object Type</th>
<th>Cost Center/WBSE/AO</th>
</tr>
</thead>
<tbody>
<tr>
<td>(0810) Duke University</td>
<td>(CC) Cost Center</td>
<td>Duke of Educ F1</td>
</tr>
</tbody>
</table>

### Requests

- Athletic Team Travel-698400
- Domestic Development-699000
- Domestic-698800
- International Development-699100
- International-698700
- Non-Travel
- Recruitment-6982800
- Write Off-Assigned-695685
- Write Off-Unassigned-695695
Report Header – Non-Travel

Create a New Expense Report

1. Type of Report: *DU-Non-Travel Report
2. Report Purpose: Dropdown menu with options like Conference, Duke Engage, General Business Trip/Offsite Meetings, etc.
3. Report Name, Report Start Date, Report End Date, Report Type: Non-Travel
4. User Type, Company Code: (0010) Duke University

Cost Object Type, Cost Center/WBESE/O: (CC) Cost Center, (15733205) OFC OF EDUC Fr
Manage Expenses – 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></td>
<td>10/24/2019</td>
<td>$874.73</td>
</tr>
<tr>
<td>Fabulous Market Washington, District of Columbia</td>
<td>Lunch</td>
<td></td>
<td>11/18/2019</td>
<td>$115.43</td>
</tr>
<tr>
<td>WASHINGTON MELROSE FSB Washington, District of Columbia</td>
<td>Lodging</td>
<td></td>
<td>12/27/2019</td>
<td>$399.55</td>
</tr>
<tr>
<td>LACOCINA Mebane, North Carolina</td>
<td>Dinner</td>
<td></td>
<td>02/01/2020</td>
<td>$78.82</td>
</tr>
<tr>
<td>FS TechSmith 877-3278914, CA</td>
<td>095900-Personal/Non-Allowable</td>
<td></td>
<td>04/29/2020</td>
<td>$192.60</td>
</tr>
<tr>
<td>Postage/Shipping 6993000 Mebane, North Carolina</td>
<td>Postage/Shipping</td>
<td></td>
<td>05/19/2020</td>
<td>$33.42</td>
</tr>
<tr>
<td>AMAZON Mtp4 US*M78524210 Morrisville, North Carolina</td>
<td>Books/Journals/Publications-646100</td>
<td></td>
<td>05/20/2020</td>
<td>$33.42</td>
</tr>
<tr>
<td>AMAZON Mtp4 US*M7856740 Amzon.com/bill, WA</td>
<td>Books/Journals/Publications-646100</td>
<td></td>
<td>05/20/2020</td>
<td>$33.42</td>
</tr>
</tbody>
</table>
Manage Expenses Expense Detail

Gwen Test Trip

1. Lunch
   Fabulous Market, Washington, D
   11/15/2019
   $11.43
   $11.43

2. Expense Type: Lunch
   Transaction Date: 11/15/2019
   Report/Trip Purpose: Domestic Business Trip/Office
   Trip Type: Domestic
   Enter Vendor Name: Fabulous Market
   City of Purchase: Washington, District of Columbia
   Amount: 11.43 USD

3. Receipt Image
   Fabulous Market receipt
   18 Nov 2019 1:10:14 PM
   Transaction 145402
   Credit Card Sale
   Visa 3609
   Subtotal: $4.48
   Tax: $0.96
   Total: $5.44
   Tip: $1.00
Manage Expenses Details – 693200 and 696000
Manage Expenses – Itemization

1. Save, Itemize, Allocate, Attach Receipt, Cancel

2. Total Amount: $11.43 | Itemized: $0.00 | Remaining: $11.43
Manage Expenses – Allocation

1. Allocate

2. Allocate for Report: Gwen Test Trip

Expense List
- Allocate Selected Expenses
- Clear Selections
- Summary

Select Group
- Date
- Expense Type
- Amount

Allocations
- Allocate By
- Add New Allocation
- Delete Selected Allocations
- Favorites
- Add to Favorites

Percentage
- Company Code
- Cost Object
- Cost Center
- Code

- 114.3
  - (0010) Duke Univer...
  - (CC) Cost Center
  - (1573206) OF...
  - 0016-CC-1573...
Manage Expenses – Messages

Hard Errors 🔄

Warnings 🔄
Manage Expenses – Submitting Report

Delegate View

1. Delete Report
2. Notify Employee

Employee View

3. Delete Report
4. Submit Report

Employee Notification

From: AutoNotification@concersolutions.com <autoNotification@concersolutions.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 Name: test
Report Date: 05/16/2020

View Report

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

1. Left side

2. Right side

3. Expense details with options to send back to user, approve, or approve and forward.

4. Summary page with options to view details, receipts, and print/email.
Mobile Application
Mobile Application – Expense It

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

1. Analyzing receipt
   Average processing time: < 1 min

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

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

4. Credit Card Charge
   $192.60
   Apr 29
   FS *TechSmith

5. Receipt
   Feb 28

6. Receipt
   Feb 17

7. Dinner
   Feb 1

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

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

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

11. Credit Card Charge
    $192.60
    Apr 29
    FS *TechSmith

12. Receipt
    Feb 28

13. Receipt
    Feb 17

14. Dinner
    Feb 1

15. Amount
    $56.27 USD

16. Expense Type
    Lunch

17. Date
    June 18, 2020

18. Location
    Denver, Colorado

19. MOVE TO REPORT
## 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>WASHINGTON MELROSE F&amp;B</td>
<td>Lodging</td>
<td></td>
<td>12/27/2019</td>
<td>$309.56</td>
</tr>
<tr>
<td>LA COCINA Mebane, North Carolina</td>
<td>Dinner</td>
<td></td>
<td>02/01/2020</td>
<td>$78.82</td>
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<tr>
<td>FS &quot;TechSmith 877-3278914, CA</td>
<td>895600-Personal/Non Allow...</td>
<td></td>
<td>04/29/2020</td>
<td>$192.60</td>
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<td>Postage/Shipping-693600 Mebane, N...</td>
<td>Postage/Shipping-693600</td>
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<td>05/19/2020</td>
<td>$38.42</td>
</tr>
<tr>
<td>AMZN Mktp US*M765J6740 Amzn.com...</td>
<td>Books/Journals/Publications...</td>
<td></td>
<td>05/28/2020</td>
<td>$38.42</td>
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<tr>
<td>Hacienda Colorado Denver, Colorado</td>
<td>Lunch</td>
<td></td>
<td>06/18/2020</td>
<td>$58.27</td>
</tr>
</tbody>
</table>

## AVAILABLE RECEIPTS

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- 
- 
- 
- 
-
Mobile Application – Foreign Currency

1. Scanning the receipt
2. Importing expenses into the application
3. Converting and matching expenses
Wave 4 Implementation Plan
Expense Delegates

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!
  - Opportunity to ask questions once you’ve experienced the tool
Wave 4 Implementation Plan
Tool Access – Go Live Phase 1

- Go Live – Phase 1 – September 24
  - Employee profile set-up
    - Must be completed by the employee
    - Quick Reference Guides available
      - Getting Started for Employees
      - Getting Started for Expense Delegates and Travel Arrangers
    - Video demonstrating use is available.
  - Please note: The process of creating Concur accounts and loading expense delegates begins 9/21.
Wave 4 Implementation Plan
Tool Access – Go Live Phase 2

- Go Live – Phase 2 – September 28
  - Corporate card interface begins
  - Begin creating/approving expense reports

- Wave 5 – Kick–off late September
Your Role

- Participate in training
  - Review videos – Setting Up Concur Profile
  - Session 2 – Focus – Business Processes and FAQs

- Re-evaluate strategy for managing expense reports
  - Avoid submitting expense reports with one transaction

- Review Dedicated Concur Website
  - concur.duke.edu
    - Quick Reference Guides
    - Reference Materials
    - FAQs

- Dedicated Concur website and email
  - concur.duke.edu and Concur-ExpenseSupport@Duke.edu
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
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