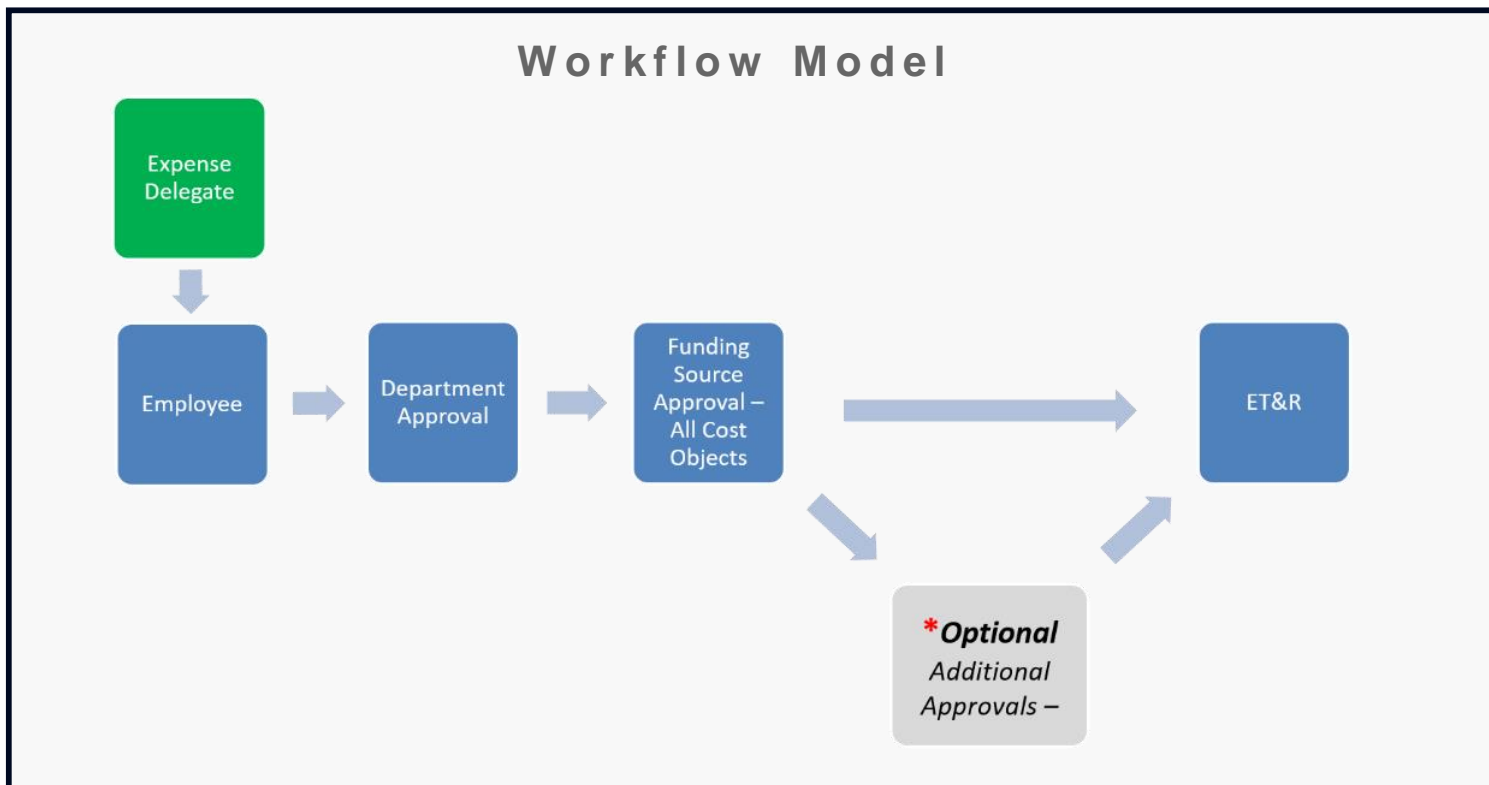# UPDATING WORKFLOW

Overview: *Workflow approvals for Concur involve several workflow steps. Workflow steps include:*
- *Updating departmental approvers (page 2);*
- *Updating funding source approvers (page 3);*
- *Updating optional approvers (page 4);*
- *Updating alternate approvers (page 5);*
- *Updating Concur back-up approvers (page 6).*

Concur workflow begins when an employee submits his/her expense report for approval. While an expense delegate may create the report, the notify action is not part of workflow.

Workflow Model

Expense Delegate → Employee → Department Approval → Funding Source Approval – All Cost Objects → ET&R

*Optional Additional Approvals –

Please note: *Optional approvals include funding thresholds and management center approvals.*

Questions? Visit Contact Information at concur.duke.edu or email Concur-ExpenseSupport@duke.edu.

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UPDATING WORKFLOW

Departmental Approval

Department Approval

Business units have two options for managing the departmental approvals. Business units can use:
- *Supervisor Approval model*
- *Department Designee approval model.*

Each method is updated differently as outlined below.

Supervisor Approval Model

Step 1

The Supervisor approval model leverages the SAP supervisor relationship which is updated nightly in Concur. Only the person in the primary position is pulled. Supervisor approval is updated via iForms so coordinate with the Department Payroll Representative. Instructions can be found here.

> ***Please note:*** *Concur does not recognize back-up approvers set in iForms. Concur back-ups are set in the Security Tool.*

Departmental Designee

Use the instructions provided by Employee Travel & Reimbursement (ETR) in the Concur Workflow & Expense Delegate Set-Up Instructions and Spreadsheet. Updated spreadsheets should be sent to Concur-ExpenseSupport@duke.edu. ETR will accept spreadsheets from business managers or those designated by the business manager.

Step 1

*On the **Approvers** tab, in the **Org Unit for Approval** column (Column A), provide the Org Unit that requires approvers.*

Step 2

*In **Columns B-E,** provide the Approver's Name, DUID, Position Number and Owning org unit of the employee who will serve as the primary approver of expense reports for employees who positions are assigned to the org unit listed.*

> ***Please note:*** *There can only be one primary approver assigned to each organizational unit. Concur back-ups are set in the Security Tool.*

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UPDATING WORKFLOW

Funding Source Approval

<table><tr><td>Funding Source Approval – All Cost Objects</td><td>

Company 10 *– SAP master data is used to determine the primary funding source approver. Workflow will route to the Alternate Travel 1 field. If that is not populated, workflow routes to the Grant Manager 1 field for WBSEs and Responsible Financial Person 1 field for cost centers. If master data is not populated, workflow routes to the Funding Approver assigned at the organizational unit level.*</td></tr></table>

DUHS *– SAP master data is typically not populated. Since master data fields are empty, workflow routes to the Funding Approver assigned at the organizational unit level.*

Use the instructions provided by ETR in the Concur Workflow & Expense Delegate Set-Up Instructions and Spreadsheet. Updated spreadsheets should be sent to Concur-ExpenseSupport@duke.edu*. ETR will accept spreadsheets from business managers or those designated by the business manager.*

Funding Source Approvers – Company Code 0010

Step 1

- *Update the Alternate Travel 1, Grant Manager 1, or Responsible Financial Person 1 based on the cost object being populated. Instructions for updating master data for WBS elements can be found* here*. Instructions for updating master data for cost centers can be found* here*.*

Step 2

- *Update the Funding Approver assigned at the organizational unit level. Workflow will route here if master data is not updated. On the **Approvers** tab of the spreadsheet, in the **Funding Approver (TV_FUNDING)** section, in columns F-H, provide the Name, DUID, and Position Number of the employee who will serve as the primary approver of expense reports for cost objects assigned to the organizational unit listed.*

Questions? Visit Contact Information at concur.duke.edu or email Concur-ExpenseSupport@duke.edu.

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UPDATING WORKFLOW

Funding Source Approval - Continued

Funding Source Approval – All Cost Objects

Funding Source Approvers – DUHS

Step 1

- *Update the Funding Approver assigned at the organizational unit level. Workflow will route here if master data is not updated. On the **Approvers** tab of the spreadsheet, in the **Funding Approver (TV_FUNDING)** section, in columns F-H, provide the Name, DUID, and Position Number of the employee who will serve as the primary approver of expense reports for cost objects assigned to the organizational unit listed.*

Optional Additional Approvals

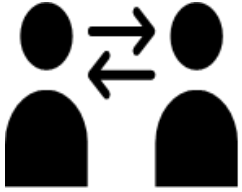***Optional** Additional Approvals –

Business units have the option of adding other approvers to their workflow for expense reports that exceed defined dollar thresholds. If thresholds are used, business units set the threshold amount and identify the appropriate approver.

Step 1

- *On the **Approvers** tab of the spreadsheet, in the **$ Threshold Approver (TV_DEPT)** section, in columns I-L, provide the Name, DUID, and Position Number of the employee who will serve as the primary approver and the $ Threshold of the expense reports requiring this approval for cost objects assigned to the organizational unit listed*

Questions? Visit Contact Information at concur.duke.edu or email Concur-ExpenseSupport@duke.edu.

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UPDATING WORKFLOW

Alternate Approvers

Sound internal controls are an important component of the workflow process supporting expense report approvals. The following guidance supports these internal controls:

- *An employee cannot approve any type of expense report at the department approval level for an individual in his/her supervisory chain.*
- *An employee cannot approve his/his own expense report.*

*Due to this guidance, **Alternate Approvers** must be established. Use the Concur Workflow & Expense Delegate Set-Up Instructions and Spreadsheet provided by Employee Travel & Reimbursement and follow the necessary steps below.*

Alternate Approvers

Step 1

*In the **Alternate Approvers Tab**, in the **Employee** Section**, Columns B-E**, provide the Org Unit, Name, DUID, Position Number of the employees whose expense reports cannot be approved by the person assigned as the department approver for their org unit. Please refer to the Approver tab in the spreadsheet to identify impacted individuals.*

> ***Please note:*** *An employee assigned as the primary approver for their owning organizational unit requires an alternate approver.*

Step 2

*In the **Alternate Approvers Tab,** in the **Alternate Approver** Section**, Columns F-H**, provide the Name, DUID, and Position Number of the employee who can approve in place of the department designee assigned to the org unit.*

> ***Please note:*** *There can only be one primary approver assigned to each org unit.*

Questions? Visit Contact Information at concur.duke.edu
or email Concur-ExpenseSupport@duke.edu.

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UPDATING WORKFLOW

Additional Items to Know about Concur Workflow

- *Workflow approver back-ups are assigned at the employee level and are specific to Concur. Back-up approvers must to be assigned for each approver. This is completed in the Security Tool in Duke@Work. Please review the Adding Backup Approvers in Concur QRG found here.*

- *As changes occur in your business unit, the Concur Workflow & Expense Delegate Set-Up Spreadsheet will need to be submitted to ET&R by the individual designated in the business unit to update the changes.*

- *If you have questions about the workflow process or completing the spreadsheet, please reach out to Employee Travel and Reimbursement at Concur-ExpenseSupport@duke.edu.*

Questions? Visit Contact Information at concur.duke.edu
or email Concur-ExpenseSupport@duke.edu.

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