Concur Travel & Expense System
Townhall
February 7th, 2023
A Message from Dr. Jarrell
Agenda

Comments from Dr. Dawn Rhodes
Project Timeline Update
eTravel to Concur
Changes
Naming Conventions
Workflow/Approvers
Training
Questions
Comments from Dr. Dawn Rhodes
Four Phase Project Approach

Phase 1
Project Planning
Jan – April 2022

Phase 2
Preparation & Design
April – September 2022

Phase 3
Testing and Implementation
June – Fall 2022

Phase 4
Go Live and Stabilization
Pilot – Nov 2022, Feb 2023
University – April 2023
Dates You Need To Know

- University Wide Concur Go Live – Monday, April 10th
- eTravel Sunset Date – Friday, April 7th
- Primary Cost Center Authorization Forms (Fully Approved) – Friday, March 31st
- Primary Travel Administrator Authorization Forms (Fully Approved) – Friday, March 31st
eTravel to Concur

- If your Travel Request or Expense Reimbursement is FULLY APPROVED by Friday, April 7th it will be processed in eTravel.

- You must print your fully approved Travel Request from eTravel and attach it to your Concur Expense Reimbursement

- eTravel will be available to print fully approved Travel Requests until Friday, April 28th

- eTravel data is being moved to Quantum Analytics
eTravel – Travel Request

Is it FULLY APPROVED by April 7th?

Yes – Fully Approved

No – not fully approved

Start over in Concur

Print a copy to pdf by April 28th

Attach to Concur Expense Reimbursement

Oh no – is it past April 28th and you did not print a copy??
eTravel – Expense Reimbursement

Is it FULLY APPROVED by April 7th?

- Yes – Fully Approved
  - It will be processed and reimbursed no later then Friday, April 28th

- No – not fully approved
  - Start over in Concur

Note: If your expense reimbursement in eTravel is returned by Central Office AFTER April 7\textsuperscript{th} you will need to process a new expense reimbursement in Concur
Travel and Expense Process

Request
- In Concur, start a travel request
- Complete estimates for anticipated travel expenses
- Confirm allocation information
- Attach supporting documentation e.g., conference agenda or invitation from host
- Submit request for approval

Book
- Use approved request to build the itinerary for easy booking in Concur
- Airfare must be booked through Concur¹
- Hotel and car rental can be booked in Concur or independently
- Provide payment method

Travel
- Itinerary can be printed or loaded to a phone using TripIt
- Retain all receipts obtained during the trip, including receipts for services booked via Concur
- Receipts can be uploaded to Concur during or after the trip using ExpenseIt

Submit
- After the trip, use the approved request to build an Expense Report²
- Add out-of-pocket expenses
- Upload receipts
- Review payment allocations
- Submit for approval³
- Payment via paycheck 2-4 weeks after approval

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¹Advanced approval for an exception may be requested. Flights can be paid directly by UMB or by the traveler.
²If the reimbursement is not for a UMB employee, the payment is made using a NONPO Invoice.
³If an expense report is submitted 60 days after the last day of travel, the expenses become taxable. Expense reports not submitted within 6 months cannot be reimbursed.
Travel and Expense Changes

- GSA Rate Used – Including Incidentals – No More Subtracting the $5.00!
- Mileage Automatically Calculated – Maps are Imbedded!
- Create Request Form Optional for Business Expenses in Concur
- Remove Central Office Approval for Expense Reimbursements Meeting Certain Criteria (under $75 or allowance based only - mileage & per diem)
- Require Airfare to be Booked Through Concur - Exceptions routed to CBFO
- Airfare Paid by Personal Credit Card Reimbursed after Trip
- Requests not done prior to trip require expense report approval by CBFO
Travel Naming Conventions

T = Travel
A = Authorization (Request)
E = Expense (Report)
2022 = Calendar Year
LQ = Traveler
StLouis = Destination (City for Domestic, Country for International)
Business Expense Naming Conventions

- **B** = Business
- **A** = Authorization (Request)
- **E** = Expense (Report)
- **2022** = Calendar Year
- **LQ** = Employee
- **NovCell** = Brief Description
Concur **Travel Request** Approval Workflow Upon Submitting

- **Department’s Travel Admin Approval**
- **International Approval**
- **Supervisor Approval**
- **Cost Center Approval**
- **CBFO Approval**
- **Concur Booking Completed**
- **Request Approved**

- Required if travel destination is considered high or extreme risk
- Only if traveler is an employee; otherwise this step is skipped
- This step is skipped if UMB will not be paying any travel costs
- Triggered if there is departure from procedure
- Workflow awaits booking if traveler/user indicated they would use Concur for booking

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Concur **Travel Expense Reimbursement** Approval Workflow Upon Submitting – Employee Only

- **Department’s Travel Admin Approval**
- **Supervisor Approval**
- **Cost Center Approval**
- **CBFO Approval**
- **UMB Central Office Approval**

- Triggered if there was not a travel request approved or if airfare was booked outside Concur
- $75 and above and includes receipt based expenses
Policy Exceptions
Or: How to get your Travel Request or Expense Report sent to Dawn for approval

Request:
• Select Exception Booking

Expense:
• Include Airfare booked outside of Concur
• Submit an Expense Report WITHOUT an approved Travel Request
  • Only in-state trips without hotel or car rentals do not need an approved Travel Request
Delegate vs Travel Admin

Delegate - Traveler

Prepares Travel Requests, Expense Reports, and books travel on behalf of the traveler

Notes:
• The traveler has to setup the delegate themselves
• The delegate cannot SUBMIT for employees, only prepare
• The Employee Traveler must login, review, and submit

Delegate - Approver

Delegates can approve Requests and Expense Reports on behalf of the approver

Notes:
• The Primary Approver has to setup the delegate themselves
• The delegate will need to fill out a security request form to have the correct access
• Delegation is all approval roles or nothing

Travel Administrator

Reviews Travel Requests and Expense Reports for policy compliance

Notes:
• One Primary Travel Administrator per Org – can delegate
• The delegate will need to fill out a security request form to have the correct access
• Delegation is all approval roles or nothing
**Approvers**

- **Cost Center Approvers** will need to request security access
  - There is only one Primary Cost Center Approver per Org
  - The Primary Cost Center Approver must delegate to others

- **Supervisors** (based on HRMS timesheets) will be automatically granted access

- **Travel Administrators** will be required to go to training and then request security access
  - There is only one Primary Travel Administrator per Org
  - The Primary Travel Administrator must delegate to others

<table>
<thead>
<tr>
<th>Approver</th>
<th>Level</th>
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<tbody>
<tr>
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[Security Request Form Link]
Approver and Delegate FAQs

Can there be more than one Cost Center Approver or Travel Administrator?
Yes – there will be ONE Primary Cost Center Approver or Primary Travel Administrator and they can delegate to up to 99 others

Can the Cost Center Approver and Travel Administrator be the same person?
Yes

Do Approvers and their Delegates get notified of an outstanding Request/Expense Report?
Yes – both the Approvers and the Delegates will get an email when they have an outstanding Request/Expense Report; email notifications can be turned off by user

Do Approvers/Delegates need to fill out security forms?
Yes – there is a Primary Cost Center Approver request form, a Primary Travel Administrator request form, and a Delegate Request Form

What happens if we do not fill out any forms?
If no forms are filled out and your areas do not have Cost Center Approvers or Travel Administrators then Requests and Expense Reports will not be able to be processed
# Training

<table>
<thead>
<tr>
<th>Traveler Type</th>
<th>Intro To Concur (Self Study)</th>
<th>Travel Requests</th>
<th>Booking Travel</th>
<th>Expense Reports</th>
<th>Approving Travel</th>
<th>Business Expense Reimbursement (Self Study)</th>
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- Intro to Concur and Business Expense Reimbursement courses are Self Study for All Users
- Travel Admin training is required

Self Study

Instructor Led

✓ = Recommended
Training

• Existing scheduled training will be paused
  • Classes scheduled after Feb 8 will be cancelled

• Additional instructor led training will be offered for Travel Administrators
  • Travel Administrators are REQUIRED to attend training
  • Additional classes will be offered the weeks of March 6 and March 13

• New large group training will be offered for Travelers and Approvers
  • New classes will be offered the weeks of March 20, March 27, and April 3

• Look for details in The Elm

• Laura Pogliano – the Concur Training Lead – will be in touch with more details

User aides and training materials are available here
Questions