Concur Travel & Expense System

Townhall Presentation

July 11, 2022
Agenda

Project Introduction
Project Scope
Project Timeline
Comments from Executive Sponsors
Project Team
Videos
Questions
Reasons and Rationale for Why the Change

- **SAFETY & SECURITY SYSTEMS UPDATE DEMANDS**
- **LEGACY TRAVEL SYSTEM BASED ON OUTDATED TECHNOLOGY**
- **CURRENT CLOUD SOLUTIONS ENHANCEMENT UPGRADES**
- **TIME SAVING PROCESS IMPROVEMENTS**
What’s Changing - Areas of Enhancement

- Integrated Travel Booking
- Multi-Level Workflow and Approvals
- Integrated International Safety Management
- Robust Reporting and Analytics Tool in Real Time
- Mobile Travel Application
Scope of the Project

- **Implement**
  - Implement a modern, SaaS-based T&E solution that is best in class.

- **Increase**
  - Increase the efficiency of UMB T&E processes through automation and configurable workflow.

- **Increase**
  - Increase the access to and ability to use travel data and related financial data to make business decisions.

- **Increase**
  - Increase transparency and compliance on travel and business expense spending to demonstrate responsible stewardship of resources from state, federal and private funders.

- **Provide**
  - Provide tools to travelers from booking to reimbursement that is flexible yet allows UMB to protect travelers.
Scope of the Project

Reduce
- Reduce UMB stakeholder reliance on supplementary systems to support their reporting.

Reduce
- Reduce the effort, cost, and time to apply patches and upgrades that deliver new functionality.

Adopt
- Adopt a flexible technology platform with a high degree of usability.

Adopt
- Adopt a technology that provides users with the flexibility to access the system and accomplish work tasks via mobile platforms.
Benefits for Employees (end users)
Reduce the time spent making travel reservations
Minimize the hassle of getting reimbursed for expenses
Allow on-the-go capabilities through user friendly mobile applications
Provide pre-populated expense reports
In compliance with UMB policies and procedures
All Training will be on-line
Concur Experts available for user needs via Concur Helpdesk

Benefits for UMB
Drive travel and expense policy compliance
Gain better visibility to travel and expense spending
Unify the travel and expense process
Eliminate the need to collect, manage and store paper receipts
Leverage our buying power with vendors
Fulfill our international safety responsibilities efficiently and effectively
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
- University – Jan 2023
Executive Sponsors

Scott Bitner, Vice President for Finance and Auxiliary Services and Deputy Chief Financial Officer

Diane Faranetta, Associate Vice President, Enterprise Applications
Central Office Functional Team

- Luke Quell
  Functional Project Manager
- Lynell Griffin
  OOTC
- Jennifer Thompson
  MAS
- Susan McKechnie
  Lead
- India Taylor
  OOTC
- Laura Pogliano
  BA
  Training
- John Jensen
  Lead
- Kerri Williams-Tong
  OOTC
- Willa Fan
  BA
  Analysis
- Debbie Tatum
  OOTC
- Libre' McAdory
  BA
  Reporting
- Alex Zouras-Wieneke
  OOTC
CITS Technical Team

Lakshmi Kinnera
Technical Project Manager

Nagaraju Daramukkala
Integration Lead

Laura Broy
Testing Lead

June Doerr
Security Lead

Raghu Guddanti
Integration Analyst
Subject
Matter
Experts (SMEs) from Schools/Departments, Business Unit

Bonnie Bissonnette - CGE
Raymond Dudeck - OAA
Cheryl Fuller - SSW
Dean Glorioso - MCL
Shauna Guest - SOP
Kelli Sattler - SOM
John Yurich – CASS
Herty Diaz Cortez - MGIC
In coordination with SMEs and Advisory Council, the following decisions have been made:

- Require an Approved Travel Request Before Booking Through Concur
- Require Air/Rail to be Booked Through Concur
- Travelers Will Only Be Reimbursed for Expenses After Trip
- Create Request Form for Business Expenses in Concur
- Remove Central Office Approval for Expense Reimbursements Meeting Certain Criteria (low dollar, low risk types)
SAP Concur Video Links

Creating and Submitting a Request – 2 min

Booking a Flight – 5 min

Creating a Travel Expense Report – 2 min

Creating a Business Expense Report – 2 min
Questions