Agenda

Project Timeline
Travel and Expense Process
Changes
Workflow/Approvers
Training
Demo
Questions
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, Jan 2023
University – Early 2023
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 Concur
- 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 Report
- Add out-of-pocket expenses
- Upload receipts
- Review payment allocations
- Submit for approval
- Payment via paycheck 2-4 weeks after approval

---
1 Advanced approval for an exception may be requested. Flights can be paid directly by UMB or by the traveler.
2 If the reimbursement is not for a UMB employee, the payment is made using a NONPO Invoice.
3 If 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 – No More Maps!
- Create Request Form for Business Expenses in Concur
- Remove Central Office Approval for Expense Reimbursements Meeting Certain Criteria (low dollar, low risk types)
- Require Airfare to be Booked Through Concur
- Airfare Paid by Personal Credit Card Reimbursed after Trip
Travel Naming Conventions

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

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

- **Department’s Travel Admin Approval**
- **International Approval** • Required if travel destination is considered high or extreme risk
- **Supervisor Approval** • Only if traveler is an employee; otherwise this step is skipped
- **Cost Center Approval** • This step is skipped if UMB will not be paying any travel costs
- **CBFO Approval** • Triggered if there is departure from procedure
- **Concur Booking Completed** • Workflow awaits booking if traveler/user indicated they would use Concur for booking

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

- **Department’s Travel Admin Approval**
- **Supervisor Approval**
- **Cost Center Approval**
- **CBFO Approval** • Triggered if there was not a travel request approved or if airfare was booked outside Concur
- **UMB Central Office Approval**
Approver Level Security Request Form Link

<table>
<thead>
<tr>
<th>Approver</th>
<th>Level</th>
<th>Security Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost Center</td>
<td>Org</td>
<td>Required</td>
</tr>
<tr>
<td>Supervisor</td>
<td>Employee</td>
<td>N/A</td>
</tr>
<tr>
<td>Travel Administrator</td>
<td>Employee</td>
<td>Required</td>
</tr>
</tbody>
</table>

- **Cost Center Approvers** will need to request security access.
- **Supervisors** will be automatically granted access.
- **Travel Administrators** will be required to go to training and then request security access.

[Security Request Form Link]
# 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>
</tr>
</thead>
<tbody>
<tr>
<td>Travel Admin</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Campus Traveler</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Supervisor</td>
<td>✔</td>
<td></td>
<td></td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Cost Center Approver</td>
<td>✔</td>
<td></td>
<td></td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
</tbody>
</table>

*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

• Travel Admins can begin registering December 7th
• Instructor led classes are for Travel Admins ONLY
  • Classes will begin January 17th, 2023 – February 24th, 2024
  • Multiple sessions of each class will be offered
  • You must register for Introduction to Concur Travel and Expense it is a prereq for ALL classes
    • This is a self study, user led class
• Look for an email from the Travel Training Lead – Laura Pogliano – with more details on registration

User aides and training materials are available [here](#)
Demo
Questions
Business Travel Policy and Procedure
December 7, 2022

Presenter:

Cindy Lyons, AVP and University Controller
Agenda
1. Policy
2. Procedure
3. Job Aids
4. Upcoming Events
5. Contact Information
6. Questions
Travel Website

Bookmark it!
UMB Policy VIII-11.00(A): Business Travel for Employees and Nonemployees

• Guiding principles for decision-making

• Authorizes procedures

• Revised policy is in progress
  – Added emphasis on safety and security
  – Includes the new Global Hub
Procedures on Business Travel for Employees and Nonemployees

- Describes rules on how to approve, book, and pay for travel expenses

- Two documents: Employee and Nonemployee

- Revised procedures are in progress
Procedure Changes - Highlights

• Concur enhancements

• Quantum Financials

• Global Hub

• Safety and security

• Enterprise Risk Management
Job Aids
(under construction)

• Detailed one-page documents
  – Narrative
  – Visual

• Specific topics
  – Meals
  – Mileage
  – Etc
TRAVEL AGENCY – IMPORTANT UPDATE

• Please discontinue charging Globetrotter and Omega travel to UMB as of December 23, 2022

• To prepare for Concur, the Globetrotter and Omega accounts will be closed on January 1, 2023
Upcoming Events

• Travel Talks – December 14 at 10:00
  – Bi-weekly, one-hour discussions
  – Excellent opportunity to ask specific questions
  – Everyone is welcome
  – https://umaryland.webex.com/umaryland/j.php?MTID=ma7f5771ea3e9cbf9a121de1f6130eb4d


Upcoming Events

• Travel Professionals Group Quarterly Meeting
  – Early February
  – Policy and Procedure
  – International Operations
  – Enterprise Risk Management

• Travel Leaders Travel Agency: Campus Presentation
  – Date TBD
Contact Information

• For questions or concerns related to travel, please email the travel desk at travelhelp@umaryland.edu
Questions?
International Operations
Overview
December 2022
International Travel

Dan Fabbro
International Travel Specialist

• Experience in international development and international security
• Lived, worked and traveled extensively in Europe and Southeast Asia

Watch the Global Hub Town Hall- available online at UMB’s YouTube page!
International Operations & the Global Hub

- Ensure support of UMB's global activities
- Provide specialized support to UMB units in procurement, finance, human resources, compliance, International Travel, and Safety and Security
- Facilitates and promotes robust risk management across all international operations.

For more information: [Global Hub - Welcome to the Global Hub (umaryland.edu)](https://www.umaryland.edu/globalhub/)

International Operations Team

Anna Schowengerdt
US
AVP International Operations

Mwanaisha Rashid
Kenya
International Human Resources Senior Manager @ 50%**

Paige Baum
US
Legal & Compliance Program Senior Specialist

Herty Cortez Diaz
US
Director, International Risk Management*

Isabel Nshimbi
Zambia
International IT Manager

Manager for International Finance & Procurement
US

David Ng'onamo
Malawi
Int'l Procurement Senior Specialist

Richard Nzinyangwa
Tanzania
Tassani Tanzania Int'l Senior Accountant

Ken Nisbet
US
International Safety & Security Manager*

Daniele Fabbro
US
Int'l Travel Specialist*
International Travel and Security

- International challenges and travel security
- Empower personnel
- Safety and security as enabler of UMB
  International Research and Programs
International Travel for Faculty, Staff, & Students

Global Hub: International Travel (umaryland.edu)

**STEP 1:** Take Personal Safety and Security Training  
**STEP 2:** Check destination country security ratings  
**STEP 3:** Sign International Traveler Attestation Form  
**STEP 4:** Request Travel Authorization  
**STEP 5:** Book your Travel with Travel Leaders  
**STEP 6:** Download International SOS
International Safety and Security

Ken Nisbet
International Safety and Security Manager

- 12+ years experience in international security risk management
- Lived, worked and traveled extensively in Sub-Saharan Africa and the Middle East
How International Operations supports you

Before You Go

• Learn at your own pace with recommended travel security courses via DisasterReady.org
How International Operations supports you

Before You Go

• Learn at your own pace with recommended travel security courses via DisasterReady.org

Stages of Personal Safety and Security

Humanitarian organisations establish policies and procedures to mitigate risks to its staff. Their effectiveness is dependent upon how fully they are put into practice by individual staff members. Level of preparedness, awareness of potential risks, appropriate attitude, behaviour, and response greatly help in mitigating risks.

The six stages of personal safety and security are:

1. Awareness
2. Vigilance
3. Mitigation
4. Defuse
5. Escape
6. Defence

Personal safety and security awareness module
How International Operations supports you

Before You Go

• Learn at your own pace with recommended travel security courses via DisasterReady.org
How International Operations supports you

Before You Go

- Learn at your own pace with recommended travel security courses via DisasterReady.org

Vehicle travel and road safety
How International Operations supports you

Before You Go

• Learn at your own pace with recommended travel security courses via DisasterReady.org
• Pre-departure safety and security briefings/meetings
How International Operations supports you

Before You Go

- Learn at your own pace with recommended travel security courses via DisasterReady.org
- Pre-departure security briefings
- Always available to discuss safety and security considerations for your international trips and projects overseas

Want to talk to us?

Need to talk to someone about safety and security while traveling? Contact us at globalhub@umd.edu.

If you are having a medical emergency, contact International SOS.

For non-medical emergencies, contact the International Safety & Security Incident Hotline.
How International Operations supports you

During Your Trip
• International SOS:
  • Available to all traveling on UMB’s behalf
  • Security and medical support, ranging from routine queries to evacuation
  • Sophisticated itinerary tracking system allows for IO to determine who is in the affected area of an incident
  • Additional information on International SOS and their mobile app can be found on the Global Hub
• UMB’s 24/7 International Incident Reporting line
  • Connect with IO’s Duty Officer for support and guidance as necessary
Any questions?

Reach out to us through:

- Global Hub Ticketing System
- Email: globalhub@umaryland.edu
- In-person or remote meetings