Roles in Concur Travel & Expense

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**Background and Objectives**

- In early 2022, SAP Concur was chosen to replace the current home-grown system for processing travel requests and travel or business expense reimbursements.
- Roles for access to the new system are slightly different.
- It is imperative for departments to understand and then assign the roles to appropriate people to provide the best experience to all users.
- Attendees should be able to make better decisions about setting up user access after this presentation.
CURRENT SYSTEM ROLES- REVIEW
Current System Roles - Duties

- **Traveler- Employee**
  - Prepares Requests and Expense Reports or
  - Provides information to Travel Admin to prepare forms

- **Traveler- Non-employee**
  - Provides information to Travel Admin to prepare forms

- **Travel Admin**
  - Prepares Requests and Expense Reports on behalf of employee or non-employee travelers
  - Affirms that travel requests and expense reports are compliant with UMB policies and procedures

- **Supervisor**
  - Affirms that travel is appropriate for the job duties

- **Fiscal Approver**
  - Affirms that the costs of travel are within the budget and scope of the specified funding sources
Current System Roles- Access

- Traveler- Employee
  - Integrated with HRMS

- Traveler- Non-employee
  - Added directly in system by Travel Admin

- Travel Admin
  - Assigned to a dept via eUMB access form
  - Requires full training

- Supervisor
  - Assigned to a dept by Travel Admin via setup table in HRMS

- Fiscal Approver
  - Assigned to a dept via access form
Current System Roles- Assignment

- Travel Admin and Fiscal Approver
  - Multiple people hold the roles for each department
  - Any person holding the role can perform the approval

- Supervisor
  - Specific Supervisor is selected from the list of supervisors on each form
Current System Roles- Who has them?

In TBE:

![Electronic Travel/Business Expense (TBE) Form Home Page]

- **My eTravel/Business Expense Worklist**: View the Travel/Business Expense forms that have been routed to you.
- **Start an eTravel/Business Expense Form**: Start a new Travel/Business Expense form.
- **Resubmit, Change, or Withdraw an eTravel/Business Expense Form**: Make changes to an eTravel/Business Expense form that has been recycled or needs to be updated. Only forms that have not had final approval or been processed into the system will be accessible.
- **Evaluate an eTravel/Business Expense Form**: Evaluate an eTravel/Business Expense form that has been routed to you for approval. Only forms awaiting your approval will be accessible. This page will allow you to search for a specific travel form.
- **View an eTravel/Business Expense Form**: View a recently submitted eTravel/Business Expense form, including information about its handling so far. This is a read-only view.
- **eTravel/Business Expense Reports**: Run Online Queries to generate eTravel/Business Expense related Reports.

Then:

![UI/UX Travel Queriesteets]

- **Travel Request Queries**:
  - Traveler Itinerary By Date Range
  - International Travel Itinerary By Date Range

- **Travel Expense Queries**:
  - Travel Expense Claims By Project
  - Travel Expense Claims By Account
  - List of Travel Expense Details
  - List of Travel Expense Claims with Travel Itinerary

- **Travel Workflow Queries**:
  - Agens Report
  - List of Travel Request & Expense Workflow Status

- **Travel Setup Queries**:
  - Travel Supervisors List
  - Travel Administrators List
  - Travel Approvers List
  - List of Travel Supervisors by Department
  - List of Travel Administrators by Department
  - List of Travel Approvers by Department
  - List of Departments without Travel Administrators
  - List of Departments without Travel Approvers
CONCUR SYSTEM ROLES
Concur System Roles - Duties

- **Traveler - Employee**
  - Prepares Requests and Expense Reports or
  - Provides information to Travel Delegate to prepare forms

- **Traveler - Non-employee**
  - Provides information to Travel Delegate to prepare requests

- **NEW Role - Traveler Delegate**
  - Prepares Requests and Expense Reports on behalf of employee or non-employee travelers

- **NEW Role - Travel Assistant/Arranger**
  - Books flights, hotels, car rentals or trains on-line in Concur for travelers

- **Travel Admin [Approver]**
  - Affirms that travel requests and expense reports are compliant with UMB policies and procedures

- **Supervisor [Approver]**
  - Affirms that travel is appropriate for the job duties

- **Cost Center Approver**
  - Affirms that the costs of travel are within the budget and scope of the specified funding sources
Concur System Roles- Duties

Additional information regarding the duties can be found in a summarized table on the Office of the Controller's website:

https://www.umaryland.edu/media/umb/af/fs/travel/Concur-role-descriptions-posted.pdf
Concur System Roles- Access

- **Traveler- Employee**
  - Integrated with HRMS

- **Traveler- Non-employee**
  - Added by Travel Admin via “User Authorization” access form

- **Traveler Delegate**
  - For employees- Added by Employee Traveler via delegation
  - For Non-employees- Added by Travel Admin via “User Authorization” access form

- **Travel Assistant/Arranger**
  - For employees- Added by Employee Traveler via Profile settings
  - For non-employees- Same as the Traveler Delegate per the "User Authorization" access form
Concur System Roles- Access

- **Travel Admin- Primary**
  - Assigned to an employee based on Department via “Primary Travel Admin” access form
  - Assigned to non-employees via “User Authorization” access form
  - Requires instructor-led training

- **Travel Admin- Delegate**
  - Assigned to departments via Primary Travel Admin delegation
  - Assigned to Approver role via “User Authorization” access form
  - Requires instructor-led training
Concur System Roles- Access cont’d

- Primary Supervisor
  - Assigned to an employee by Payroll Rep via setup table in HRMS

- Supervisor Delegate
  - Assigned to an employee via Primary Supervisor delegation

- Primary Cost Center Approver
  - Assigned to a Department via “Primary Cost Center Approver” access form

- Cost Center Approver Delegate
  - Assigned to departments via Primary Cost Center Approver delegation
Concur System Roles- Assignment

- Travel Admin
  - Primary is assigned to each employee and non-employee
- Supervisor
  - Primary is assigned to each employee
- Cost Center Approver
  - Primary is assigned to each department
Concur System Roles - Who has them?

- On-line view of Supervisor and Travel Admin is under Profile - Request Approvers or Expense Approvers (they can’t be different)
Concur System Roles - Who has them?

- On-line view of Traveler Delegates is under Profile - Request Delegates or Expense Delegates (they can’t be different)
Concur System
Roles- Who has them?

- On-line view of Approver Delegates is under Profile- Request Delegates or Expense Delegates (they can’t be different)
Concur System Roles - Who has them?

- On-line view of Travel Assistants/Arrangers is under Profile - Travel Settings - Assistants/Arrangers
Concur System Roles- Who has them?

- No On-line view of Cost Center Approvers
- Expect to have a report in the future
Where are the access forms?
Where are the access forms?

<table>
<thead>
<tr>
<th>Concur</th>
<th>Concur Primary Travel Administrator Form</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Concur Primary Cost Center Approver Form</td>
</tr>
<tr>
<td></td>
<td>Concur User Authorization Form</td>
</tr>
</tbody>
</table>

Concur User Authorization Form is only used for Approver Delegates, Non-employee travelers, and Non-employee approvers (ex. “Affiliates”)
WHAT YOU NEED TO KNOW
Traveler Delegate vs Travel Admin

- In current system the Travel Admin (TA) role performs duties of both Traveler Delegate and TA Approver in Concur
- Depts need to decide who should really be the TA
  - Must have full knowledge of Policies & Procedures
  - Must be able to confront travelers who are out of compliance
  - Think twice about admin assistants who are needed to just enter forms for others
- For employees- TAs who are also traveler delegates will have to touch forms twice- as the preparer and approver- since employee can modify the form after preparer creates form
- For non-employees- TAs cannot be a traveler delegate- system won’t let a person “submit” and approve the same form as TA
Approver Delegation

- Technically there is only one “Approver” role in Concur
- The Approver role is given to users who are a Travel Admin (TA), Supervisor or Cost Center Approver (CCA)
- The Approver role a user receives is based on where the user name is assigned- Ex. Default Approver, Default Approver 2, or Cost Center table
- We allow users to be:
  - TA and Supervisor
  - TA and CCA
  - Supervisor and CCA
- No one should perform all 3 roles on a transaction
Approver Delegation

- Major consideration for Approver delegates is that delegates inherit ALL approver roles for the person who is delegating
- Example - Bodie is a user who is a Primary Travel Admin and a Supervisor. If Bodie wants Miles to also be a TA then Miles will also become a Supervisor for the employees that Bodie supervises
  - Must be careful because a Supervisor should never be subordinate to a Traveler
- Ideally all delegation should go “up” the org chart
  - The person with the least number of Approver roles should be named the “Primary Travel Admin” or “Primary Cost Center Approver” who can delegate to others with multiple approver roles
  - Example solution- Miles should be the Primary TA who delegates to Bodie
How does a delegate approve?

- Delegates for each approver “Act as” primary approver
  - Not a common worklist like current system
- Delegates sign on as themselves via SSO (Single Sign On)
- Then they “start a session” where they “act as other user” and see the Primary Approver’s dashboard
- Delegates do not see the forms to be approved until they start a session as the Primary Approver
  - *This is reason why letting delegates receive emails is important*
How does a delegate approve?

- Ex- GB delegated approver role to SM
- Logged in as SM
- 00 Required Approvals
- Multiple Menu options at top
How does a delegate approve?

- Start session as GB
How does a delegate approve?

- SM is "acting as" GB
  - 01 Required Approvals
  - Only Approvals Menu option at top
What happens when Primary changes?

- A new Primary TA or CCA access form must be submitted
- The form will cause the existing primary to be overwritten
  - This is desired when someone leaves but becomes a problem when the user should have submitted a User Authorization form (to be a delegate) and submitted the primary form instead
  - Someone who understands this should be reviewing the access forms; access form only requires Dept Head approval
- The new Primary approver must reassign the delegates that were established by the previous Primary approver
What happens when Delegates change?

- A new User Authorization access form must be submitted for new delegate
- The Primary approver must delete the old delegate and add the new delegate
QUESTIONS
Where can I get help with roles?

- This presentation and link to recording will be posted for future reference
- Question- Who should I assign the roles to?
  - Luke Quell- Concur Functional Project Manager- has been meeting with groups in schools/depts by request (lquell@umaryland.edu)
  - Susan McKechnie and John Jensen- Concur Functional Co-leads are available for one-on-one questions/emails (smckechnie@umaryland.edu or jjensen@umaryland.edu)
- Question- What forms should I use or any issues submitting forms?
  - Help Desk (help@umaryland.edu)
Upcoming Events

- Wednesday, 2/1 at 10-noon: Changes to the Business Travel Policy and Procedure
  - Presented by Office of the Controller (OOTC)

- Tuesday, 2/7 at 11-noon: Concur Town Hall
  - Presented by Concur Project Team

- Wednesday, 2/8 at 10-11: Travel Talks (next bi-weekly meeting)
  - Presented by OOTC Travel Team