Roles in Concur Travel & Expense

March 2, 2023
(Encore presentation of 1/30/23 session)

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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 and workflow in Concur are slightly different than our current system.
- 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 Method

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

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

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

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

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

- Travel Admin and Fiscal Approver
  - Multiple people hold the roles for each dept
  - Any person holding the role can perform the approval for the dept
- Supervisor
  - Specific Supervisor is selected from the list of supervisors on each request or expense report
Current System Roles - Who has them?

In TBE:

Electronic Travel/Business Expense (TBE) Form Home Page

- My eTravel/Business Expense Worklist
  - Work 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:
CONCUR SYSTEM ROLES
Concur System Roles - Duties

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

- **Traveler- Non-employee**
  - Provides information to *Traveler 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**
  - *New functionality* - 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](https://www.umaryland.edu/media/umb/af/fs/travel/Concur-role-descriptions-posted.pdf)

<table>
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<th>Role</th>
<th>Responsibilities</th>
<th>Who Can Hold This Role?</th>
<th>For Which Traveler Types Can I Initiate?</th>
<th>For Which Traveler Types Can I Submit For Approval?</th>
<th>For Which Traveler Types Can I Approve?</th>
<th>How Do I Request This Role?</th>
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Concur System Roles - Access Method

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

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

- **Traveler Delegate**
  - For employees - Added by Employee Traveler via Profile settings
  - 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 Method cont’d

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

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

- Primary Supervisor
  - Assigned to an employee by Payroll Rep via timesheet 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 Method

- **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)
- Highlighted column checkboxes apply to Traveler delegates
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)
- Highlighted column checkboxes apply to Approver delegates
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?

Concur User Authorization Form is only used for Approver Delegates, Non-employee travelers, and Affiliates who are approvers or traveler delegates.
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 - click on Profile and click in Search by field
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
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)
QUESTIONS
Upcoming Events

- Wednesday, 3/8 at 10-11: Travel Talks (next bi-weekly meeting)
  - Presented by OOTC Travel Team
  - See OOTC Travel website for more details:
    https://www.umaryland.edu/controller/disbursements/travel/