Concur Interchange
Interchange Agenda

• Concur Basics
• Concur Tasks
• Concur Training Resources
• Closing Points & Questions
What is Concur?

Expense –
Expense reporting system for ALL expenses incurred by employees on behalf of the U-M (e.g. out-of-pocket or P-Card)

Travel –
Web-based reservation system providing competitive fares and discounts to U-M employees
Saves reservations as fully formatted Expenses which can be rapidly imported into Expense Reports
Benefits for the University

- Automates
- Standardizes
- Eliminates paper
- Improved internal controls
- Provides meaningful spend reporting
Benefit for the Employee

Reduces time to reimburse employees for out-of-pocket expenses
How is Concur Rolling Out?

1. **Pilot Population** –
   October 15, 2009 - 10%

2. **ITS** –
   April 15, 2010 - 1%

3. **Health System & Development** –
   July 15, 2010 – 32%

4. **Schools & Colleges** –
   TBD – 35%

5. **Remaining U-M Employees** –
   TBD – 22%
What is Changing? Staying?

What’s Changing?
• Non-PO Voucher
• P-Card
• Receipts
• Cash Advance

What’s NOT Changing?
• Non-PO Voucher continues to be used for:
  o Payment of Guest or Student Travel
  o Supplier payment (minimal use per SPG)
M-Pathways and Concur

M-Pathways
• Designed around key unit employees who are charged with assisting others to:
  • Reconcile P-Cards
  • Create Non-PO Vouchers or coordinate the submission of forms and Non-PO paperwork
  • Assemble and submit all P-Card & Non-PO Paperwork

Concur
• Each employee has the ability to:
  • Book and expense their own travel
  • Reconcile their own P-Cards
  • Submit reimbursements for their own out-of-pocket expenses
<table>
<thead>
<tr>
<th>Employee</th>
<th>Delegate</th>
<th>Approver</th>
</tr>
</thead>
</table>

What are the roles in Concur?
Employee

Concur is designed around the employee

All employees are encouraged to create and submit their own expense reports

• You are most familiar with the expenses
• You have the receipts
• It is more timely (Concur available 24x7)
• Sooner submitted, sooner reimbursed

Employees must at minimum set up their profiles and submit their expense reports
Delegate

Some units have chosen to utilize delegates to assist employees with:

- Expense report preparation
- Travel booking

Employees must authorize delegates to do these tasks on their behalf in their expense report and travel profiles.
Approver

Two types of approvers:
• Expense Report
• Cash Advance (if permitted by unit)

Employees define default approvers in profile setup

Employees (or approvers) can apply work flow to route expense report to multiple approvers
Concur Demo

Concur Profile Setup Demo
What Can You Do in Concur?

Book travel

Southwest Airlines offers special web fares that may be obtained by selecting the "SWABIZ" icon.

Your bookings will be completed at the carrier's site.

Departure City
DTW - Detroit Wayne County Arpt - Detroit, MI

Arrival City

Departure
9:00am

Return
5:00pm

Pick-up/Drop-off car at airport

Find a Hotel

Refundable only air fares

Class of service: Economy class

Search flights by: Price

Search
Benefits of Concur Travel

- Minimal booking fees
- Aggregate travel spend over time allows stronger negotiations & contracts
- Travel Focus will match competitor prices, if identical
- Credit for most un-used airline tickets
- Nightly “travel audit” process reviews reservations for possible savings
What Can You Do in Concur?

Elect to receive eReceipts

- Allows traveler to receive electronic detailed receipts (No need to attach/fax hard-copy receipts)
Concur Demo

Concur
Book Travel Demo
What Can You Do in Concur?

Enter out-of-pocket expenses for reimbursement
Concur Demo

Concur Out-of-Pocket Expense Report Demo
What Can You Do in Concur?

Import P-Card expenses
P-Card Cycle

P-Card Cycle deadlines still apply:

- **Daily:**
  Bank submits P-Card transactions to Concur
- **Last business day - 5:**
  Transactions expensed & submitted electronically
- **Last business day - 3:**
  Unit approves expense reports electronically
- **Last business day (5:00 p.m.):**
  U-M audits expense reports
- **First business day (subsequent month):**
  expense report built into vouchers and posted in M-Pathways
Concur Demo
Concur Demo

Concur Travel Expense Report Demo
Grouping Expenses

• Submitting expenses by P-Card cycle – all P-Card transactions are still subject to the P-Card Cycle
• Submitting expenses by trip
• Submitting expenses by hosting event
• Submitting out-of-pocket expenses promptly for quick reimbursement
• Submitting expenses based on approver preferences
What Can You Do in Concur?

Electronic receipt/support submission
Fax or attach receipts for expense reports

U of M Fax Receipt Cover Page

Attach Receipt Images
What Can You Do in Concur?

Approve expense reports

<table>
<thead>
<tr>
<th>Approval Queue</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Expense Reports (3)</strong></td>
</tr>
<tr>
<td>Report Name</td>
</tr>
<tr>
<td>Reimbursement</td>
</tr>
<tr>
<td>Travel HEUG Conference 2009</td>
</tr>
<tr>
<td>Reimbursement</td>
</tr>
</tbody>
</table>
Concur Demo

Concur
Approve
Expense Report
Demo
Audit

Approved expense reports may be audited by:

- Concur Audit Service
- Procurement Services Audit
When You Owe the University

You owe U-M (Pre-Concur)
- You write a check to the U-M
- You deposit the check at the Cashier’s Office or your Departmental Depositor handles the deposit
- You attach written confirmation of the Deposit to your Expense Report

If you owe U-M (Concur)
- Funds owed processed by U-M Payroll
- Funds deducted and itemized on your next paycheck (based on your payroll cycle)
How do I get started in Concur?

Comprehensive training for all key system tasks

Employee | Delegate | Approver
Training Link in Concur System

Concur™ Welcome, Amy Kristine Peters

My Concur  Travel  Expense  Profile  Help  Log Out

Company Info

EXPENSE TYPE CHANGES
Breakfast/Lunch has been split into two separate expense types.
Hosting Refreshments/Snacks has been added.
Hosting Beverages is now Hosting Alcoholic Beverages which requires you allocate as ICR Exempt: Yes.

TEMPORARY APPROVER NAVIGATION CHANGE
There has been a change in how temporary approvers need to access an expense report they need to approve. After logging into Concur, in the top right corner, select the Approver for whom You are administering expenses for. You can then scroll down to the Approval Queue, or click on Expense > Approve Reports.

UNIVERSITY OF MICHIGAN RESOURCES
Find out more about the new U-M Travel and Expense System and look up answers for Concur FAQs.
Utilize Concur Training & Resources (click the link, then click the arrow to the right to open the resource).
For system navigation help contact: maahledesk@umich.edu - 734.936.7900, opt 3
For answers to policy questions contact: procurement.services@umich.edu - 734.764.8212, opt 1
Concur Launches MyLINC

MyLINC

Concur Training and Resources

Progress Details

Document: Concur Training and Resources

Activity Description: This launch page links to all of the Concur training and documentation contained within My LINC. (9/15/09)
Employees & delegates should review the **Quick Start** materials together.
It’s recommended that delegates or employees doing their own expense reporting take the 1 hour expense reporting eLearning course

Concur Courses

Concur Travel & Expense Report Training - eLearning Course (TEE101)

The optional Concur Travel & Expense Report Training course provides U-M employees (or their delegates) the basic training resources for getting started in Concur, booking travel, creating and submitting expense reports, managing receipts, and understanding the approval process. (1 hour)

Concur Approver eLearning Course (TEE102)

This Concur Approver Training course addresses both the process for approving expense reports in Concur, and the business process and policies related to travel and expense approval at the U-M. This course is required annual training for all approvers. (30 minutes)
Concur Training Resources Page

It’s required that approvers take the 30 minute approver eLearning course annually.
Concur Training Resources Page

Can also be accessed via:

- My LINC Home Page
  http://maislinc.umich.edu/
- Procurement Web Site
  http://www.procurement.umich.edu/travel_expense-sys.html
Unit Brown Bags

Brown Bag presentations for Unit questions & concerns

Employees | Delegates | Approvers
Ongoing Support

- ITS Help Desk
- Procurement Services Tier 2
- Procurement Solutions Team
Want More Information?

Procurement Web Site:
http://www.procurement.umich.edu/travel_expense-sys.html

Procurement Solutions Team
734-764-8212, Option 1
procurement.services@umich.edu
Thank You for Your Time Today