Concur Information for U-M Units

For a printed copy of today’s presentation use the following:
http://www.procurement.umich.edu/travel_expense-sys.html
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

- Improved internal controls and compliance (protects the U-M)
- Provides meaningful spend reporting
- Negotiating power for the U-M
- Standardizes
- Automates
- Eliminates paper
Benefits for the Employee

- Guides employees to follow U-M policy
- Provides employees U-M negotiated rates for business travel
- Minimizes data entry and approval routing time
- 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** – 
   November 15, 2010 – 35%

5. **Remaining U-M Employees** – 
   February 15, 2011 – 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 Guest or Student reimbursement
What Can You Do in Concur?

Enter out-of-pocket expenses for reimbursement
What Can You Do in Concur?

Import P-Card expenses
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

P-Card Cycle Quick Reference:
http://www.procurement.umich.edu/travel_expense-sys.html
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

You are also able to attach other supporting documentation

Receipt Retention document
http://www.procurement.umich.edu/travel_expense-sys.html
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.

Round Trip ☐ One Way ☐ Multi-Segment

Departure City

DTW - Detroit Wayne County Arpt - Detroit, MI

Arrival City

Depart

depart ☐ 9:00am ☐ ± 3

Return

depart ☐ 5:00pm ☐ ± 3

☐ Pick-up/Drop-off car at airport

☐ Find a Hotel

☐ Refundable only air fares

Class of service: Economy class

Search flights by:

☐ Price ☐ Schedule

Search
Benefits of Concur Travel

• Minimal booking fees
• U-M contract pricing is available
• Aggregate travel spend over time allows stronger negotiations & contracts
• TravelFocus will match competitor prices, if identical
• Credit for most un-used airline tickets
• Nightly “travel audit” process reviews reservations for possible savings
• Ease in creating expense reports
TravelFocus Resources

• Agent-Assisted Travel
  • Phone - 888-252-8504
    • Group Travel
    • International Travel
    • Multi-City Travel
    • General Travel Questions

• TravelFocus Information
  http://www.procurement.umich.edu/travelexpense.html
  • Features
  • Resources/Contact Information
  • Fee Structure
What Can You Do in Concur?

Elect to receive eReceipts

Current eReceipt Providers
http://www.concur.com/about/partners/travel-suppliers/e-receipt-providers.html
Travel & Expense Policies
(Per Diem)

Per diem = travel meals & incidentals

Current per diem rates
http://www.gsa.gov/
What Can You Do in Concur?

Approve expense reports

<table>
<thead>
<tr>
<th>Expense Reports (3)</th>
<th>Cash Advances (3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Name</td>
<td>Employee</td>
</tr>
<tr>
<td>Reimbursement</td>
<td>Elizabeth Employee</td>
</tr>
<tr>
<td>Physician’s Desk Reference</td>
<td></td>
</tr>
<tr>
<td>Travel</td>
<td>Edward Employee</td>
</tr>
<tr>
<td>HEUG Conference 2009</td>
<td></td>
</tr>
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<td>Physician’s Desk Reference</td>
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</tbody>
</table>
What Can You Do in Concur?

Request, approve, and apply Cash Advances to Expense Reports
Concur Accounting Information

Concur uses ShortCodes

Complete & submit the ShortCode form for each new ShortCode you need to create:
http://www.finops.umich.edu/accounting/chartfields/requesting

Form includes an instructions tab that contains submission information by Fund Area.
Concur Accounting Information

Concur displays Expense Types instead of Account values

Review Expense Type > Account mappings
http://www.procurement.umich.edu/travel_expense-sys.html
Concur Accounting Information

Certain expenses must still be excluded from the University’s Indirect Cost Recovery calculation

Financial Operations Indirect Cost Recovery resources:
Class Code Definitions:
http://www.finops.umich.edu/accounting/chartfields/class
Policy of ICRX Expenditures:
https://www.finops.umich.edu/programs/indirectcosts/excludedexpenditures
### What are the roles in Concur?

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee</td>
<td></td>
</tr>
<tr>
<td>Delegate</td>
<td></td>
</tr>
<tr>
<td>Approver</td>
<td></td>
</tr>
</tbody>
</table>
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
Audit

Approved expense reports may be audited by:

- Concur Audit Service
- Procurement Services Audit
How do I get started in Concur?

Comprehensive training for all key system tasks

Employee   |   Delegate   |   Approver
Training Link in Concur System

Can also be accessed via:
https://maislinc.umich.edu/mais/html/index.html
Concur Launches MyLINC
Employees & delegates should review the **Quick Start** materials together.

**Quick Start**

Quick Start materials are for the tasks that all U-M employees are required to do for themselves in Concur. (e.g. Delegates are unable to complete these tasks on behalf of other employees.) Quick Start simulations contain audio to assist you in understanding these key tasks. These materials are also available in the applicable task boxes below.

**Getting Started in Concur**

Simulation

**Modify a Concur Expense & Travel Profile and Enable eReceipts**

- Procedure - Modify Expense Profile
- Procedure - Modify Travel Profile
- Procedure - Enable eReceipts

Simulation (all three tasks)

**Submit a Concur Expense Report Prepared by Your Delegate**

Procedure | Simulation (contains audio)

Recommend scheduling 10 minutes to:

- Setup Expense & Travel Profile
- Review Submit a Concur Expense Report Prepared by Your Delegate simulation

Also includes the Getting Started in Concur Simulation – 7 minute “overview”
Concur Training Resources Page

It’s recommended that delegates or employees doing their own expense reporting take the 1 hour 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)
It’s required that approvers take the 30 minute approver eLearning course annually.

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Ongoing Support

• **ITS Help Desk**
  • Phone: 734-764-HELP
  • E-mail: itsadminhelpdesk@umich.edu
  • Web: http://www.mais.umich.edu/online_help_desk

• **Procurement Solutions Team**
  • Phone: 734-764-8212, option 1
  • E-mail: procurement.services@umich.edu
Thank You for Your Time Today