DFA Conversations: Concur Travel

February 24, 2020
Agenda

• **Project Closeout**
  – Thank You and Congratulations!
  – Metrics - # of Travelers, # of Arrangers/Delegates, # of T&M cards

• **Current Activities & Changes Resulting from Implementation**
  – Transition from legacy trip system to Concur – now read-only system
  – Changes to Direct Billing for Air Travel (AAA, STT, Frosch)
  – CTP new name
  – Available Training Options including upcoming Lunch & Learn
  – End User Support

• **Future Enhancements & Changes to the System**
  – New User Experience (UI): Soliciting “pilot users”
  – Expense Assistant – by Trip or by Month
  – Express Air Checkout
  – Real Act I.D.
  – Solicit User List Feedback
Project Closeout
Congratulations
## Onboarding Metrics

<table>
<thead>
<tr>
<th>Month</th>
<th>Invited to Concur</th>
<th>T&amp;M Card Apps Sent, In Process &amp; Completed</th>
<th>Attended Training</th>
<th>Blog Site Visits</th>
<th>User Support Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>202</td>
<td>116</td>
<td>114</td>
<td>871</td>
<td>N/A</td>
</tr>
<tr>
<td>February</td>
<td>350</td>
<td>210</td>
<td>211</td>
<td>1,223</td>
<td>N/A</td>
</tr>
<tr>
<td>March</td>
<td>253</td>
<td>174</td>
<td>91</td>
<td>1,409</td>
<td>N/A</td>
</tr>
<tr>
<td>April</td>
<td>201</td>
<td>209, 83, 122</td>
<td>75</td>
<td>1,310</td>
<td>N/A</td>
</tr>
<tr>
<td>May</td>
<td>317</td>
<td>147, 80, 64</td>
<td>39</td>
<td>1,224</td>
<td>N/A</td>
</tr>
<tr>
<td>June</td>
<td>148</td>
<td>162, 96, 64</td>
<td>50</td>
<td>936</td>
<td>N/A</td>
</tr>
<tr>
<td>July</td>
<td>251</td>
<td>218, 92, 115</td>
<td>191*</td>
<td>1,234</td>
<td>216</td>
</tr>
<tr>
<td>August</td>
<td>310</td>
<td>302, 120, 171</td>
<td>153</td>
<td>1,446</td>
<td>283</td>
</tr>
<tr>
<td>September</td>
<td>1,111</td>
<td>917, 479, 493</td>
<td>348</td>
<td>2,063</td>
<td>332</td>
</tr>
<tr>
<td>October</td>
<td>1,006</td>
<td>824, 534, 259</td>
<td>365</td>
<td>2,470</td>
<td>442</td>
</tr>
<tr>
<td>November</td>
<td>598</td>
<td>508, 287, 214</td>
<td>324</td>
<td>2,161</td>
<td>308</td>
</tr>
<tr>
<td>December</td>
<td>156</td>
<td>182, 58, 124</td>
<td>169</td>
<td>1,479</td>
<td>240</td>
</tr>
</tbody>
</table>
# 12 Month Rolling Travel Statistics

<table>
<thead>
<tr>
<th>System</th>
<th>Count</th>
<th>%</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legacy</td>
<td>6285</td>
<td>75%</td>
<td>16501</td>
<td>56%</td>
</tr>
<tr>
<td>Concur</td>
<td>3457</td>
<td>41%*</td>
<td>12943</td>
<td>44%*</td>
</tr>
<tr>
<td>Total</td>
<td>8,352**</td>
<td>100%</td>
<td>26,893</td>
<td>100%</td>
</tr>
</tbody>
</table>

* For FY18, 10% of travelers and 15% of trips occurred in Concur.

** 1390 travelers submitted trips in both Legacy and Concur systems in 2019.

<table>
<thead>
<tr>
<th>Trips per Traveler</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>46%</td>
</tr>
<tr>
<td>Two</td>
<td>19%</td>
</tr>
<tr>
<td>Three</td>
<td>10%</td>
</tr>
<tr>
<td>Four or more</td>
<td>25%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>per Traveler</th>
<th>Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average</td>
<td>3.3</td>
</tr>
<tr>
<td>Median</td>
<td>2</td>
</tr>
<tr>
<td>Maximum</td>
<td>62</td>
</tr>
</tbody>
</table>
Concur Metrics – Trips & Expense Reports

Number of Trips

Number of Expense Reports by Staff Type

PRIMARY_AFFILIATION

E  F  I  L  S  X

2K

1K

0K

2017 Qtr 3  2017 Qtr 4  2018 Qtr 1  2018 Qtr 2  2018 Qtr 3  2018 Qtr 4  2019 Qtr 1  2019 Qtr 2  2019 Qtr 3  2019 Qtr 4
Concur Metrics – T&M Card Usage

T&M Card Spend 4th Quarter 2019 - $3,650,828
Concur Metrics – Payment Type

Number of Expenses by Payment Type

- Cornell Corp Card
- Out of Pocket
- Pre-Paid/Other Method

Number of Expenses by Expense Type

- Cash Advance Return
- Cornell Corp Card
- Out of Pocket
- Pre-Paid/Other Method

Percent of Expenses by Time Period ($)

- Payment Type
- Cash Advance Return
- Cornell Corp Card
- Out of Pocket
- Pre-Paid/Other Method

Percent of Expenses by Employee Type ($)

- Payment Type
- Cash Advance Return
- Cornell Corp Card
- Out of Pocket
- Pre-Paid/Other Method

E=Staff(2702), F=Faculty(511)
User Survey Results

Functionality Satisfaction - Pilot and Rollout

As of January 20, 2020 – 492 responses
Q&A Session
Current Activities & Changes
Corporate Travel Planners (CTP)

- Corporate Travel Planners (CTP) who is our travel booking agency within Concur has been acquired by Corporate Travel Management (CTM).

- Continue to operate as a separate business unit for the foreseeable future with little actionable changes (at least for the next 12-18 months).

- CTP President, Christy Prescott signed a 9-year contract to continue leading their business.

- No changes necessary in our financial records, CTP continues as its present entity.
Based on feedback and survey results, we have been reviewing email notifications and making some necessary modifications.

Recently, we updated the 45 and 60-day email reminder notifications for outstanding T&M card transactions.
Dear Sherry Guernsey,

You have 1 Travel and Meal (T&M) card transactions that are **more than 60 days old** and have not been added or submitted on an expense report.

**If the trip has not yet occurred**, you can add these transactions to an expense report for that trip to avoid receiving this message.

**If the trip has occurred**, you should add these transactions to your expense report for this trip and submit it now.

**Company Card Transactions**

<table>
<thead>
<tr>
<th>Date</th>
<th>Vendor</th>
<th>Transaction Amount</th>
<th>Posted Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/27/2019</td>
<td>CONCUR TECHNOLOGIES IN</td>
<td>995.00 USD</td>
<td>995.00 USD</td>
</tr>
</tbody>
</table>

**Log in to Concur** to view these transactions.

**How to add card transactions to an expense report (video).**

Please contact your local business service center or **concur-support@cornell.edu** if you have any questions.
Email Notifications

• We do not have the ability to update the New Company Card Transaction email that cardholders receive when the transaction is first posted in Concur.

• This email notification is important to quickly identify any potentially fraudulent activity. We encourage Travelers/Expense Delegates to review these charges.

![SAP Concur Email Notification](image-url)
Travel & Meal Card Reminders

• If you suspect fraudulent activity or your card is lost/stolen, please contact U.S. Bank immediately. They will close your card and reissue you a new one.

• Options to review card transactions:
  1. Log in to Concur and under the Expense tab, you will see a link to View Transactions. This allows you to view all card transactions that have posted in Concur.
  2. Obtain login access for U.S. Bank. Contact Card Programs if you are interested.
  3. Review your monthly cardholder statement

Note: You have 60-days from the posting date of the transaction to report any fraudulent activity.
Concur Training Offerings & End User Support

• Concur Trainings are now available to sign up via CU Learn

• One-hour sessions are provided two times a month
  – TRAVEL 100: Profile Set-up*
  – TRAVEL 101: Booking Travel
  – TRAVEL 102: Creating an Expense*

* Pre-recorded sessions

• We encourage you to check out the job aids, tutorials, pre-recorded sessions, FAQ’s, etc. on the Travel Blog, https://blogs.cornell.edu/travel

• If you need assistance, please reach out to your local BSC
Changes to Direct Billing for Air Travel

- **Reminder**: AAA, Stovroff & Taylor Travel, Frosch Travel to name a few are no longer able to direct bill Cornell.

- At time of booking we ask that you pay for the air travel via a credit card; preferably the Travel & Meal card or a personal credit card.

Note: Local hotels still have the ability to direct bill Cornell. The hotel bill is then paid using a T&M card minus any personal/non-reimbursable expenses.
The travel policy is under final review by the EVP and CFO.

The policy will be sent to the policy office within the next couple of weeks to be posted as an interim policy. It will replace University Policy 3.2, Travel Expenses and the existing 3.3 policy for Concur users will go away.

The Travel Policy Editorial Committee is continuing to meet and will be updating the procedures section which will be web-based.

DFA Travel website will be reorganized to include travel and Concur procedures.

Legacy Trip System is now a read-only system.
Q&A Session
Future Enhancements & Changes
Future Enhancements

- Plan for migration to a new user experience for Concur Expense
  - Change will only affect Travelers and Expense Delegates at this time
  - Soliciting for “pilot users”

- Expense Assistant – auto generated report either by trip or by month

- Express Air Checkout
  - When booking only air travel in Concur, fewer clicks to complete the booking.

- Load Concur travel data into Kuali Data Warehouse for campus access

- Future Lunch & Learns
Concur Reporting via KDW/OBIEE

• Concerns
  – Concur application roles do not provide as much flexibility in sharing access to trip detail as campus users need.
  – The university has a very limited number of Concur reporting licenses.
  – The provided reporting tool is non-intuitive with a high learning curve.

• Solution
  – Extract data from Concur and load into KDW
  – Build OBIEE dashboards and subject areas

• Benefits
  – Can be made available broadly across campus without license restrictions
  – Will provide access in a tool already familiar to campus users

• Limitations
  – Will not provide access to receipt images and other attachments
  – Will be a subset of Concur data
  – Will require some ongoing staff effort to maintain the integration
Travel User List Communication

- We are decommissioning the Concur User List and creating a new e-list, Cornell Travel-L.

- The new e-list will be used to communicate travel-related information such as changes to procedures, mileage rates, etc., not just specific to Concur.

- We will initially populate the listserv with all Concur users who have submitted expense reports in Concur.

- The list is an opt-in list, so anyone can subscribe or unsubscribe themselves.
What REAL ID Means to You

• Coming October 1, 2020, the federal government will require your drivers license, permit or ID card to be REAL ID compliant if you wish to use it as identification to board a domestic flight (within the U.S.) or enter military bases or certain federal facilities.

• Enhanced drivers license, permit or non-driver ID and valid U.S. Passport or already REAL ID compliant and can be used to board a flight.

• Visit www.dhs.gov for more REAL ID information.
Q&A Session