Meeting:  DFA Conversations – February 28, 2019

Executive Sponsor:  Bill Sibert

Concur Application:  Dan Dwyer

Program Administrator:  Sherry Guernsey
Agenda

• Components and benefits of Concur
• How it works
• Pilot experience
• What to expect during onboarding
• Learn more about Concur
Components & Benefits
The Expense Report that Writes Itself

Video link: https://youtu.be/7V12G-s_fd0
Primary Components of Concur

- **Request** – dept. pre-trip approval process & cash advances
- **Travel** – book airfare, hotel, car rentals & rail
- **Expense** – create expense reports
- **Risk Messaging** – duty of care communications

- **Mobile apps**
  - Manage bookings, expense reports
  - Consolidated itinerary
  - Flight schedule information and alerts
  - Receipt capture with optical character recognition (OCR) technology

- **Travel Agent Services** (Corporate Travel Planners)

- **Integrated new Travel & Meal Card**
Concur Benefits for Cornell Travelers

Tracking Cash Advances
Concur Benefits for Cornell Travelers

Booking and Expense Integration

Streamlined—from start to finish.

Employees can easily book travel from a smartphone or desktop browser, while itineraries and credit card charges are automatically and accurately captured. The expense report is nearly complete upon return, and audit and approval processes are faster, saving additional time and costs.
Benefits for Booking Travel in Concur

• Online or agent assist bookings available
• Automatically receive Cornell discounted rates
• Ability to book hotels with conference room rates
• Track unused airline tickets
• Automatically generates itinerary - used for determining and calculating your per diem
Concur Benefits for Cornell Travelers

Cornell Travel & Meal (T&M) Card

- Corporate-liability card where university will pay the bill
- Direct pay airfare without processing invoices
- Automatic feed of transactions into expense reports
- University harvested rebates to support traveler services
- Does not preclude traveler from earning reward points/miles from hotels and airlines.
- Conference registration processing by traveler
- Guest and visitor travel with unit held card
- Tax exempt number printed on card

Eligibility: Two trips per year
Concur Benefits for Cornell Travelers

The Mobile Apps

- Triplt
- Concur

Kuali Days 2018
Sun, Nov 11 - Fri, Nov 16, 2018

- Trips
- Expenses
- Expense Reports
- Approvals

Report
Kuali Days 2018
Jul 23, 2018 - Approved

- Report Summary
- Receipts
- Travel Allowances
- Itineraries & Adjustments

Hotel
Nov 17, 2018
SHERATON SAN DIEGO MARINA

Meals on T&M Card covered by Per Diem
Nov 16, 2018
KITCHEN BY WOLFGANG PUCK

Airline Fees
Nov 16, 2018
UNITED 0162602850330

Taxi
Dec 17, 2018
UBER TRIP M3075

Amount
$9.72 USD

Concur Travel Project
Concur Benefits for Cornell Travelers

e-Receipts

Data capture while employees travel
Concur itemizes data from receipt images and travel company charges and matches it to credit card data, creating more accurate information for expense reporting.

Expenses made easy
Data flows automatically into Concur Expense, so employees save time, quickly creating and submitting accurate, in-policy expense reports.
Concur Benefits for Cornell Travelers

Streamlined computation of mileage and per-diem
Strong delegation support

– Travelers who don’t make travel arrangements or enter expense report data today will not be required to benefit from Concur tomorrow.

Flexibility without mandate

– While mobile apps, corporate credit card and electronic receipts will appeal to many travelers, they are not required to benefit from Concur.
Q&A
How It All Works Together
Concur Roles

Traveler
A person who travels on behalf of university business.

Travel Arranger
An individual who books travel on behalf of a traveler. *(aka: Arrangers/Assistants)*

Expense Delegate
An individual who can create an expense report on behalf of a traveler.

Supervisor/HR
The traveler's Supervisor who is listed in Workday.

Supervisor/BI Manager
An individual responsible for the accuracy for the account charged and that the expenditure is appropriate for the account function on a Request and Expense report.

KFS Org Manager/Cost Object Approver (COA)
A person who is responsible for reviewing and approving expense reports for policy compliance.

Expense Processor
A person in DFA who will issue the cash advance.

Cash Advance Approver
A central role within DFA who will oversee the system.

Administrators
An individual who utilizes the Concur Business Intelligent Module for reporting purposes.
Concur Workflow

Request

*HR Supervisor
*KFS Org Manager

Expense Report

*KFS Org Manager
*Expense Processor
Additional routing for Recruitment-Athletics and Executive Travel
Q&A
Pilot Experience
## Concur Metrics

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<tr>
<th>System</th>
<th>Count</th>
<th>%</th>
<th>Count</th>
<th>%</th>
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<tr>
<td>Legacy</td>
<td>7280</td>
<td>88%</td>
<td>21,228</td>
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<td>Concur</td>
<td>986</td>
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<td>4,755</td>
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<td>Total</td>
<td>8039*</td>
<td>100%</td>
<td>25,748</td>
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* 227 travelers submitted trips in both Legacy and Concur systems during 2018

### Credit Card Transactions

### Expense Reports

- Expense Reports Staff
- Expense Reports Faculty
Faculty Activity Metrics

<table>
<thead>
<tr>
<th>Number of Faculty</th>
<th>Number of Colleges/Units</th>
<th>Number of Transactions</th>
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<tr>
<td>Bookings</td>
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<td>5</td>
</tr>
<tr>
<td>Travel &amp; Meal Card</td>
<td>42</td>
<td>6</td>
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<tr>
<td>Expense Reports</td>
<td>81</td>
<td>8</td>
</tr>
</tbody>
</table>

As of 1/8/19
Pilot User Survey Results

Functionality Satisfaction - All Users

Functionality Satisfaction - Faculty

As of 1/8/19 – 232 responses, 15 faculty
What to Expect During Onboarding
Travel and Meal Card - Application

**Part 1: To Be Completed and Signed by Applicant**

Legal Name: ___________________________(must match identification used for travel)

Home address:
Line 1: 123 Main St

Line 2 (optional): __________________________

City, State, Zip: Ithaca

Phones: Office 2554548 Home: __________________________

Net ID: __________ Employee ID: __________

Note: The issuing bank requires Cornell to submit your home address as your unique identifier in place of your social security number; Cornell is contractually obligated to keep your personal information confidential.

**Applicant’s Agreement with Cornell University:**

I am requesting a university Travel and Meal Card because my work requires me to arrange travel for others, and/or host local business meals, at Cornell. I attest that:

- I have read the Travel and Meal Card portion of the Buying Manual, referenced in University Policy 3.25, Procurement of Goods and Services.

- I will contact my FTC/BSC in the event that the applicant is on any type of leave that is greater than 30 days or for an unknown duration, or terminates his/her position.

- I am responsible for assisting the FTC/BSC Director in suspending or revoking the Travel and Meal Card, if requested.

**Supervisor’s Signature and Date:** Natasha Aumick (Oct 10, 2017)

If you have questions on the travel card application process, please contact Credit Card Programs at: creditcards@cornell.edu or (607) 255-4548/5039.

**Part 4: To Be Completed by Card Programs**

Create date: __________________________
Notes: __________________________

I approve the individual named on this application to apply for a Travel and Meal Card and attest that:

- The applicant is required to travel for business, arrange travel for others, and/or host local business meals, at least once per year, as described in the Travel and Meal Card portion of the Buying Manual, referenced in University Policy 3.25, Procurement of Goods and Services.

- I will contact my FTC/BSC in the event that the applicant is on any type of leave that is greater than 30 days or for an unknown duration, or terminates his/her position.

- I am responsible for assisting the FTC/BSC Director in suspending or revoking the Travel and Meal Card, if requested.
High-Level Steps for Onboarding

- Communication to travelers and assistants (multiple emails)
- Enable access to the system
- Travel & Meal Card application, to those eligible
- Training, support and monitoring
Communication with Staff & Faculty

• Options and flexibility
  – Unit Implementation Partner (TBD)
  – Our experience is that working closely with your staff can provide the best first experience with Concur
  – Keeping the people who assist others with travel informed is best the way to transfer knowledge
  – Communication, train-the-trainer & support options
Onboarding Communications

• Introduction to Concur (Unit Implementation Partner)
• Welcome to Concur with training information
• Watch for your Travel & Meal Card, if eligible
• Begin using Concur Now!
• Follow-up survey 60 days after training
2019 Cornell Project Implementation Timeline*

**JANUARY**
The Law School, the Graduate School, University Counsel, units reporting to the vice presidents for University Relations, units reporting to the vice provosts for Academic Affairs, International Affairs, Academic Innovation, and Engagement and Land-Grant Affairs.

**FEBRUARY**
University Libraries and several units reporting the Senior Vice Provost for Research.

**MARCH**
Units reporting to the Senior Vice Provost for Research, administrative groups in the colleges of Engineering, Agriculture and Life Sciences and Human Ecology.

**APRIL**
The College of Architecture, Art and Planning; the remainder of the Law School; a group in the College of Veterinary Medicine; and more groups in the colleges of Engineering, Agriculture and Life Sciences, and Human Ecology.

**MAY**
The colleges of Engineering, Veterinary Medicine, Agriculture and Life Sciences and Human Ecology.
JUNE
The colleges of Engineering, Veterinary Medicine, Agriculture and Life Sciences and Human Ecology.

JULY
The colleges of Engineering, Agriculture and Life Sciences and Human Ecology.

AUGUST
The colleges of Engineering, Agriculture and Life Sciences and Human Ecology.

SEPTEMBER
The SC Johnson College of Business and the colleges of Agriculture and Life Sciences and Human Ecology.

OCTOBER
The College of Arts and Sciences, Computer Information Sciences, and the colleges of Agriculture and Life Sciences and Human Ecology.

NOVEMBER
The colleges of Agriculture and Life Sciences and Human Ecology.
Learn more about Concur
Training & Guides

- FAQs
- Getting started in 8 steps
- Short videos
- One-page quick start guides
- Recorded Zoom sessions

http://blogs.cornell.edu/travel/

Yammer: search for Concur

Problems: concur-support@cornell.edu