TRAVEL AND EXPENSE REIMBURSEMENT SYSTEM

Presented by:

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Learning Objectives:

• Obtain a general overview of UB’s Concur initiative

• Recognize your role

• Understand implementation and university support
Moving Toward Operational Excellence:

Developing the Concur Implementation Plan

- Dean/VP one-on-one meetings
- Internal meetings to discuss process improvement projects
- Vendor presentations
- Selection of the Concur software solutions
- Formation of the UB Concur Implementation Team
- Training and phased rollout to university
Concur Team:

• Business Compliance and Internal Controls
• Business Reporting and Systems
• Enterprise Application Services
• Financial Management
• Internal Audit
• Procurement Services
• Travel Services
What is Concur:

- The University at Buffalo’s online travel and expense reimbursement system

- Authorized faculty and staff can use Concur to book travel and will use it to submit business travel and non-travel expenses for reimbursement

- Concur will replace the current process of submitting paper receipts, travel vouchers and Reimbursement or Advance Payment (RAP) forms for reimbursement
Benefits of Concur:

To UB
• All funds solution
• Built-in account security
• Supports green and space utilization initiatives

To Departments
• Increased efficiency
• Electronic audit trail of workflow and expense report status

To Travelers
• Mobile app functionality available
• Faster processing of reimbursements
• Replaces RAP forms and vouchers
Benefits of Concur:

Duty of Care

Locate and Active Monitoring

• Works with Request and Travel modules
• Shows where UB travelers are currently located in the world
• Ability to contact travelers in areas of risk to assess their safety
Concur Modules:

Expense (Required)
- Everyone must use to submit and process business travel and non-travel expense reimbursements

Request (Optional)
- Departments can use to formally request and approve anticipated expenses

Travel (Optional)
- Travelers can use the online booking tool to create a travel itinerary
- Contracted through The Travel Team Inc.
- No service fees charged to use
Roles in Concur:

Traveler
  • Individuals who travel on behalf of UB will submit business travel expenses for reimbursement

Non-Traveler
  • Individuals who will submit business non-travel expenses for reimbursement

Supervisor
  • Individuals designated as time and attendance supervisors will review and approve employee expense reports

Cost Approver
  • Individuals designated as authorized signatories on accounts will allocate expenses to the correct account
Workflow Process in Concur:

- Traveler or Non-Traveler
- Supervisor
- Cost Approver
  - Sponsored Projects Services Approver (if RF Sponsored funds)
  - Processor in Travel Office
Creating Operational Efficiencies

with a New Process

following the same Travel Guidelines
Log in to Concur:
Go to: www.buffalo.edu/travel-expense-system
Explore the Concur Home Page: Complete Your Profile

- TRIP SEARCH
- COMPANY NOTES
- MY TASKS
  - 02 Open Requests
  - 01 Available Expenses
  - 00 Open Reports

Welcome to Concur
Concur is the University at Buffalo’s new system for processing business travel and non-travel expense reimbursements.
- Concur streamlines the reimbursement process by eliminating paper receipts and vouchers and gives users the mobility to create and submit expense reports on the go.
- Use Concur to book travel reservations and submit business travel and non-travel expenses for reimbursement.

Upon your first time logging into Concur:

MY TRIPS (0)
You currently have no upcoming trips.
Create a Travel Expense Report in Concur: Complete the Expense Report Header

Report Header:
- Report Name: Trip to Seattle, WA
- Report Type: Travel
- Funding Account Source: State
- Report Purpose: Conference Attendee
- Business Purpose: Concur Conference
- UB Affiliation: Staff

Details:
- Start Date: 11/07/2017
- End Date: 11/09/2017
- Comment
- Starting Address/State/Zip: 310 Crofts Hall, Buffalo, NY 14260
- Destination Address/State/Zip: 1501 6th Ave, Seattle, WA 98101
- Start Time: 7:00 AM
- End Time: 5:00 PM

Travel Allowances:
- Is this a Travel Reimbursement?
  - Yes
  - No

Next >>
Create a Travel Expense Report in Concur:
Complete the Travel Itinerary

Travel Allowances For Report: Trip to Seattle, WA

<table>
<thead>
<tr>
<th>Date/Location</th>
<th>Exclude Breakfast</th>
<th>Exclude Dinner</th>
<th>Allowance</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/07/2017</td>
<td></td>
<td></td>
<td>$59.00</td>
</tr>
<tr>
<td>Seattle, Washington</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/08/2017</td>
<td></td>
<td></td>
<td>$74.00</td>
</tr>
<tr>
<td>Seattle, Washington</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/09/2017</td>
<td></td>
<td></td>
<td>$15.00</td>
</tr>
<tr>
<td>Seattle, Washington</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Create a Travel Expense Report in Concur: Select Available Expense Types

### Trip to Seattle, WA

<table>
<thead>
<tr>
<th>Date</th>
<th>Expense Type</th>
<th>Amount</th>
<th>Requested</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/09/2017</td>
<td>Daily Meal Allowance</td>
<td>$15.00</td>
<td>$15.00</td>
</tr>
<tr>
<td>11/08/2017</td>
<td>Daily Meal Allowance</td>
<td>$74.00</td>
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</tr>
</tbody>
</table>

#### New Expense

- **Expense Type**: [Select available expense types]

**To create a new expense, click the appropriate expense type below or type the expense type in the field above. To edit an existing expense, click the expense on the left side of the page.**

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**Recently Used Expense Types**

- **Airfare**: Hotel/Airbnb

**All Expense Types**

- **01. Travel Expenses**: Hotel/Airbnb, Flight, Car Rental, Car Rental Fuel, Car Service/Taxi, Car Service/Maintenance, Charter Bus/Transfer, Fleet Fuel, Parking
- **03. Transportation**: Airfare, Airline Fees, Car Rental, Car Rental Fuel, Car Service/Taxi, Car Service/Maintenance, Charter Bus/Transfer, Fleet Fuel, Parking
- **04. Entertainment**: Group Meals/Entertainment 10+ Attendees, Dinners, Concerts, Sporting Events, Theater, Attractions, Other Entertainment
- **05. Office Expenses**: Non-Deductible Computer Equipment/Software, Office Supplies/Software, Postage, Printing/Photocopying/Stationery
- **06. Communications**: Internet/Online Fees, Mobile/Cellular Phone, Telephone/Fax
- **07. Fees**: Booking Fees
- **08. Other**: Fees/Dues, Food Products-Grocery/Bulk, Gift Cards, Lab Supplies, Marketing/Promotional Costs, Miscellaneous, Non-Reimbursable/Personal Expense, Relocation Expenses, Repairs/Maintenance
- **09. University at Buffalo Foundation Only**: Alcoholic Beverages, Awards-Non Staff, Awards-Staff, Donations
Submit Expense Report — Routes to Supervisor, then to Cost Approver: Receive Email Notification to Approve
Transitioning to Concur:

• **Pre-Implementation**
  • Travel and Expense Team and UBOs develop department training plans
  • Travel and Expense Team communicates with department liaisons about Concur training schedule

• **Implementation**
  • Liaisons act as point of contact for Concur training and support in each department
  • Liaisons attend training sessions and assist in introducing Concur to their department
  • Training resources and support provided to all travel and non-travel staff, Supervisors and Cost Approvers

• **Post Implementation**
  • Travel and Expense Team follows up with UBOs and department liaisons
  • Travel and Expense Team provides ongoing training and support
Transitioning to Concur:

Department Responsibilities

- During the transition to Concur, it is recommended that units put in place preventative measures to safeguard against duplicate travel and expense reimbursements from being submitted for payment.

- Department Cost Approvers should have controls in place to prevent duplicate transaction approvals that could occur during the switch from paper to online reimbursements.
Concur Training and Support:

**Training:**
- Go to the Travel and Expense Reimbursement System webpage: [www.buffalo.edu/travel-expense-system](http://www.buffalo.edu/travel-expense-system)

**Support:**
- Email: [ubs-travel-expense-support@buffalo.edu](mailto:ubs-travel-expense-support@buffalo.edu)
- Coming soon, call: 716-645-XXXX