From Paper to Performance: The Concur Advantage

Presented by:
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The purpose of this presentation is to provide a high-level introduction and update on the Concur implementation.
Session objectives

- Introduction to Concur
- Share Concur workflows & screenshots
- Provide project timeline, training and help resource
- Answer your questions
Introduction to Concur
Concur

What is Concur?

The Concur Travel and Expense solution will allow you to request travel and complete your expense reports in one application.

➔ **Goals**: Modernize and streamline travel processes, improve user experience, reduce costs, ensure compliance, and provide real-time visibility into travel expenses.

➔ **Scope**: Implementation of Concur to replace current paper-heavy travel process.
Benefits to You

User-friendly experience

- Use one seamless and paperless process for creating and submitting expense reports for approval
- Automated approval workflows for requests and expense reports
- Get email notifications to keep you up-to-date
- Track your receipts easily
- Calculate mileage
- Calculate your travel allowance
- Receive reimbursements faster
Benefits to You

Purchasing card (p-card) automation

- All p-card transactions (travel and non-travel) will flow through Concur eliminating the Works system
- P-card transactions will be automatically imported
- Streamline your process by pre-populating information from the transaction into an expense report
Benefits to You

Mobile capabilities

- Create, submit, and approve expense reports using the SAP Concur mobile app (no need for paper!)
- Take a photo to upload your receipts (where this is permitted for tax and/or grant reporting purposes)
- Get flexibility by directly syncing the SAP Concur mobile app with the Web version
- Get reimbursed sooner for expenses by starting the workflow sooner
Your New Travel and Expense Process

1. Travel Request
   - Your Travel Spend
   - Capture card data
   - Match to expense or itinerary
   - Submit expense report for approval
   - Expense report approval
   - Reimbursement

2. Expense Report
   - Your Expense Spend
   - Capture receipt data
The Concur Request Header

Header Summary of Request Information for Request to travel including travel dates and Fund usage.

- Trip Name
- Trip Start Date
- Trip End Date
- Trip Type
- Employee Type
- Purpose
- Business Reason for Travel
- Destination City
- Destination Country
- Search by Country/Region
- Does this trip contain personal travel?
- Personal dates of travel
- Chart
- Org
- Fund
- Additional Information
- Comment
The Concur Request Page

A summary of expected request expenses. This is still an estimate.

Conference $2,246.00

Approved | Request ID: 336K

<table>
<thead>
<tr>
<th>REPORTS: 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
</tr>
<tr>
<td>$1,905.96</td>
</tr>
</tbody>
</table>

| EXPECTED EXPENSES |
|---|---|---|
| Expense type | Details | Date | Amount | Requested |
| Travel Allowances | Alexandria, Virginia | 04/12/2024 - 04/15/2024 | $146.00 | $146.00 |
| Hotel Reservation | Alexandria, Virginia | 04/12/2024 | $1,000.00 | $1,000.00 |
| Airfare | Charlotte (CLT) - Washington (DCA) : Round Trip | 04/12/2024 | $350.00 | $350.00 |
| Registration | 04/12/2024 | $650.00 | $650.00 |
| Taxi/Ground Transportation | 04/12/2024 | $100.00 | $100.00 |

$2,246.00
## The Concur Expense Report Header

**Header Summary of travel Expense Report Information including departure and arrival times**

| Report Header  |  |  |  |  |
|----------------|----------------|----------------|----------------|
| NC Finance Conference_MAY24 | $578.50 |  |  |
| **Trip Name** | **Employee Type** | **Trip Start Date** | **Trip End Date** | **Trip Type** |
| NC Finance Conference_MAY24 | Employee | 05/07/2024 | 05/08/2024 | In-State |
| **Personal Dates of Travel** |  |  |  |  |
| **Chart** | **Org** | **Fund** |  |  |
| UNC Charlotte (1) | Financial Services - UNC (11132) | Financial Services (117510) |  |
| **Additional Information** | **Report Currency** | **Approval Status** | **Personal Expenses** |  |
|  | US, Dollar | Not Submitted | 0 |  |
| **Amount Due Company** | 0 |  |  |  |
| **Amount Due Employee** | 0 |  |  |  |
| **Amount Due Company Card** | 578.5 |  |  |  |
| **Amount Company Paid** | 0 |  |  |  |
| **Total Amount Claimed** | 578.5 |  |  |  |
The Concur Expense Report Summary Page

Summary page of travel Expense Report by Expense type prior to submission
The Concur **P-card Transaction List Page**

*A list of all P-card transactions that have not been attached to an expense report.*

### Company Card Charges

<table>
<thead>
<tr>
<th>Card Activity</th>
<th>Time Period</th>
<th>Description</th>
<th>Expense Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Pcard - 9448</td>
<td>All Unused Charges</td>
<td>EASTWEST AIRLINES (AUSTRALIA) Durham</td>
<td>Airfare</td>
<td>$1,174.28</td>
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<tr>
<td></td>
<td></td>
<td>NOUNT COOK Durham</td>
<td>Airfare</td>
<td>$1,311.62</td>
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<tr>
<td></td>
<td></td>
<td>FUYANA AIRWAYS Durham</td>
<td>Airfare</td>
<td>$569.22</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AIR FRANCE Durham</td>
<td>Airfare</td>
<td>$1,318.08</td>
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<tr>
<td></td>
<td></td>
<td>ISLAND AIRLINE Durham</td>
<td>Airfare</td>
<td>$1,408.60</td>
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<tr>
<td></td>
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<td>CHINA AIRLINES Durham</td>
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<td></td>
<td>SINGAPORE AIRLINES Durham</td>
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<tr>
<td></td>
<td></td>
<td>AVIACO (SPAIN) Durham</td>
<td>Airfare</td>
<td>$1,370.80</td>
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<tr>
<td></td>
<td></td>
<td>JUGOSLAV AIR Durham</td>
<td>Airfare</td>
<td>$795.13</td>
</tr>
</tbody>
</table>

*TOTAL AMOUNT: $34,671.10*
### Header Summary of P-card Report Information

**Policy**
*UNCC-Test Non-Travel PCard*

**Report Name**
January NonTravel PCard

**Start Date**
01/01/2024

**End Date**
01/31/2024

**Business Purpose**
Business

<table>
<thead>
<tr>
<th>Chart</th>
<th>Org</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>UNC Charlotte (1)</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Business Affairs VC (10300)</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>VC Business Affairs (117500)</td>
<td></td>
</tr>
</tbody>
</table>

**Additional Information**

**Comments To/From Approvers/Processors**
The Concur P-card Report Page

Where reconciled P-card Transaction reports are summarized prior to submission
Concur General Travel Request Workflow

Travel request for In-State / Out-of-State

Employee/Delegate **Start**

1. Submit Travel Request

2. Approve Direct Supervisor

   Approved?

   Yes

   Grant funded?

   Yes

   Resolves & Resubmits e.g., budget or fund allocation

   No

   Returned to employee

3. Approve Grants & Contracts Administration

4. Approve Fund & Org

   No

   Employee/Delegate completes travel booking

An employee, delegate or supervisor can add additional approvers within any workflow step as needed
Concur General Expense Report (ER) Workflow

1. Submit Expense Report

2. Approve Direct Supervisor
   - If necessary, other approvers will be added e.g., grant funded travel ER will route to Grants and Contracts Administration (GCA) if international and to the Office of Research Services (ORS) if domestic (non-travel p-card ERs will route to ORS)

3. Approve Fund & Org
   - Compliant with all requirements?
     - Yes: End
     - No: Resolves & Resubmits e.g., budget or fund allocation

4. Audit Expense Report

5. Approved Sent for Payment

An employee, delegate or supervisor can add additional approvers within any workflow step as needed.
Timeline Overview

**Project Kickoff**
October 31, 2023

**Design Phase**
Nov. 2023 - Jan. 2024
Work with vendor to make decisions on the overall functionality and design of the system

**Testing and Configuration Phase**
February - June 2024
Continued configuration, Banner integration and testing in pre-production environment

**Go-Live**
August 1, 2024
Concur available to faculty and staff

**Training Phase**
Starting June 2024
Develop training for University employees
Concur Training and Help Resources

Summer and Fall 2024

● Multiple training formats
● Town halls
● All faculty and staff welcome and encouraged to attend!
● Ways to stay informed - your resources
  ○ Concur project webpage
  ○ Concur FAQ Knowledge Base
● Watch for communications!
Questions?
Thank You

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