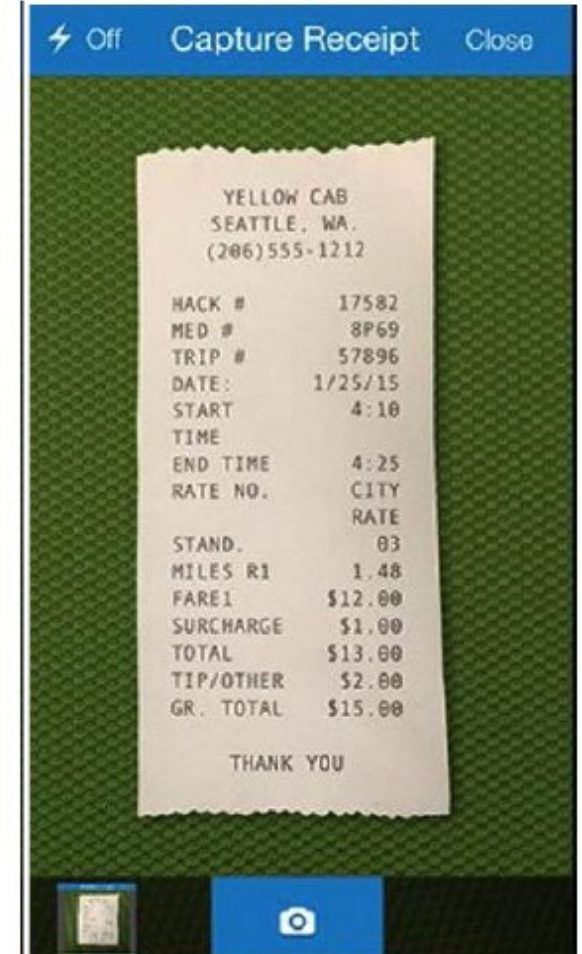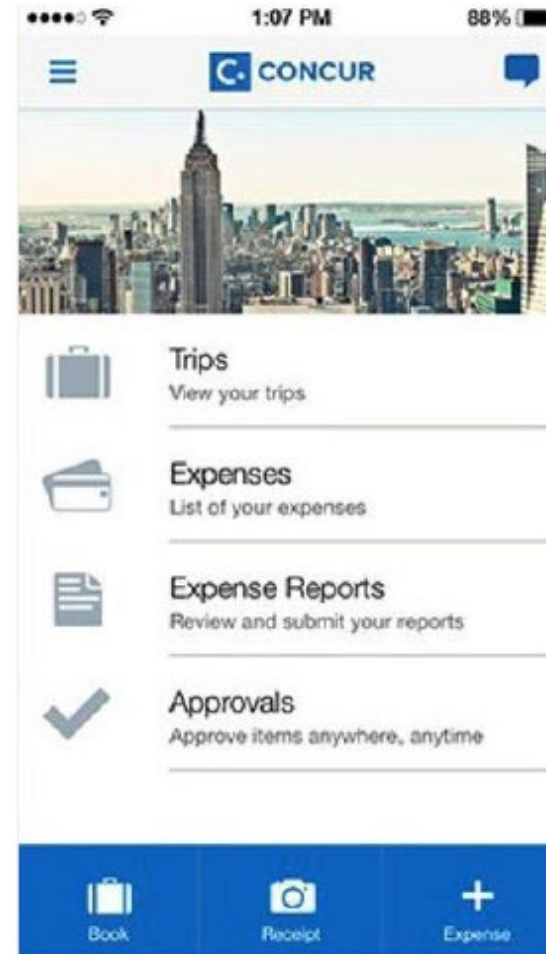# Concur Touchbase

Agenda

➤ General Overview

➤ Website reminder

➤ Tips from the Travel Desk

➤ Questions asked in Advance
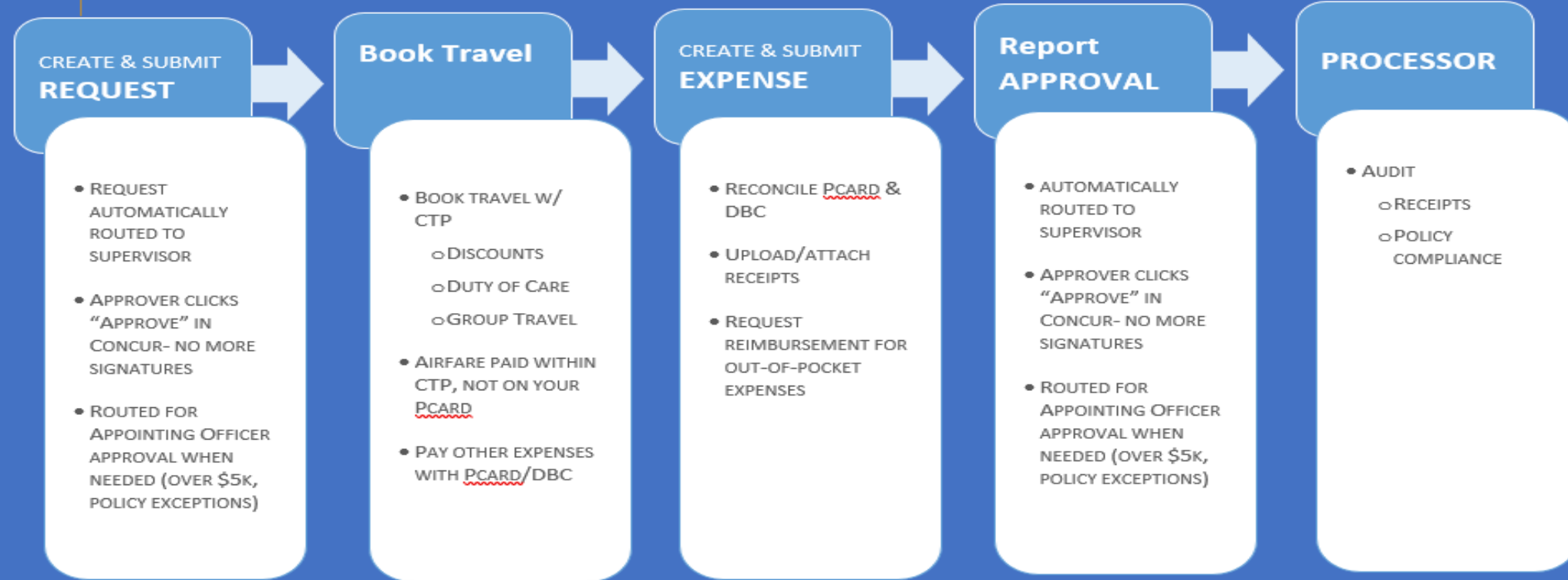
➤ Open floor

Concur Overview

- Request
  - What is it
  - When to use it
- Travel
  - When to use it
  - When to call the Agent
- Expense
  - Best Practices
- Mobile App

Concur

CREATE & SUBMIT REQUEST

- REQUEST AUTOMATICALLY ROUTED TO SUPERVISOR
- APPROVER CLICKS "APPROVE" IN CONCUR- NO MORE SIGNATURES
- ROUTED FOR APPOINTING OFFICER APPROVAL WHEN NEEDED (OVER $5K, POLICY EXCEPTIONS)

Book Travel

- BOOK TRAVEL W/ CTP
  - DISCOUNTS
  - DUTY OF CARE
  - GROUP TRAVEL
- AIRFARE PAID WITHIN CTP, NOT ON YOUR PCARD
- PAY OTHER EXPENSES WITH PCARD/DBC

CREATE & SUBMIT EXPENSE

- RECONCILE PCARD & DBC
- UPLOAD/ATTACH RECEIPTS
- REQUEST REIMBURSEMENT FOR OUT-OF-POCKET EXPENSES

Report APPROVAL

- AUTOMATICALLY ROUTED TO SUPERVISOR
- APPROVER CLICKS "APPROVE" IN CONCUR- NO MORE SIGNATURES
- ROUTED FOR APPOINTING OFFICER APPROVAL WHEN NEEDED (OVER $5K, POLICY EXCEPTIONS)

PROCESSOR

- AUDIT
  - RECEIPTS
  - POLICY COMPLIANCE

Banner
Expenses post to Banner the day after Processor step is complete. Doc type CONxxxxx

OnBase
Images of expense reports and receipts will continue to be stored in OnBase

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University Travel Website

- Where to find information
  - Per Diem
  - Policy
  - Expense Types
  - Direct Deposit Form
- FAQ Page
- Training Page

- https://www.gvsu.edu/busfin/concur-university-travel-and-expense-management-54.htm

Tips from the Travel Desk

- How to batch edit expenses (this makes itemizing hotels a lot less painful)
  - Concur allows you to Batch Edit Business Purpose and FOAP!
    - Select the transactions you want to Edit
    - Click on Edit
    - Fill in the business Purpose, FOAP or Comments

- Did you know you can Email receipts?
  - If the receipt is a body of the email, you can forward the email directly
  - You can also send an email with a PDF attached
    - Print an email to PDF
    - Scan at a scanner
    - Receive in PDF from Vendor then forward
  - Send email with to receipts@concur.com from your GVSU email address
  - This adds the receipt to your Available Receipts in concur

Tips from the Travel Desk

- Guest reports are intended to be used for Guests of the University or Students that require reimbursement
  - Do not use this for employees
  - It's not an alternative to someone setting you up as a delegate
  - If you submit a guest report for a student, provide their G#.
  - If you don't change the Policy field on the Expense report header to guest, you will get a check for the expenses you submit.

- Pcard vs out of pocket. Pay close attention to the payment type!
  - Expenses submitted as out of pocket will generate a reimbursement.
  - If the pcard expense hasn't been fed in, you cannot create it manually.
    - It can take 2-10 days for a vendor to post their card transactions, so a charge feeds to you

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Tips from the Travel Desk

- Faculty Travel – Faculty travel requirements are a bit different than staff's travel requirements.
    - If Faculty is even partially paying for their travel, they can book their travel any way they would like and they are not required to use the travel agency. We will still reimburse the fees the University has agreed to reimburse.
    - If the University is paying for their travel completely, we encourage them to use our travel agent, but we understand this direction can be confusing, so we don't press it with them.
    - We are looking into other options for this and will communicate that with the Provost blessing when we do.

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Questions - Request

- Regarding the Request in the beginning. Should all the pieces of the conference be on 1 request? If yes, for example, registration for a conference is assigned to 7096 Professional Development and then it asks for a Transaction date. This transaction date has not happened as it is just in the request phase.

  - Requests are an estimate, enter dates of when the conference will be for conference registration fees. When completing a request, know that the information here is only an estimate and will not post to the FOAP directly from the request. An Expense report must be created and that is the FOAP that is used to determine where to post the expenses.

  - Note that Requests are intended to be a way to request approval for travel. You may have emailed a manager previously with this information and now you are entering it here instead. Your department may use it for whatever level of detail they would like, some require the registration, some require mileage and meals, some only require the big expense items. At this time, our office only requires a Request be completed for Airfare, non-conference lodging and rental cars being booked within Concur or with the travel agent. Stay tuned for an update on this process soon, it will make this a bit easier to manage.

Questions - Request

- As I am playing around with Concur, how can I delete my "test" request?
  - Open the Request and then click on the trash can icon next to the Request name

- Other Questions?

Questions - Expense

- Can we combine expense reports? Ie Travel expenses paid in advance, out of pocket for that month and normal Pcard transactions?
  - Yes! The best business practice is to create one Report a month. On that report, add expenses incurred during that month.
    - Pay for a Conference and the flight in April, but it's not until July? Add it to April's expense report, that's when we incurred the charge.
    - You should include any out-of-pocket reimbursement requests for the month on that same report, as well as day to day Pcard transactions, ie Amazon charges.
    - Create one report at the beginning of the month and continue to add your expenses to that same report all month. We encourage one report a month wherever possible.
  - Some departments or expenditures may require an individual report for those expenses – perhaps a Grant requires something specific, or you are participating in a Study Abroad trip, but have non-study abroad expenses. In those scenarios you may need to complete individual reports, but we do not encourage creating a report each time you have a new expense
  - The University also pays Concur by the number of reports we process, by submitting a report once a month, it helps keep the costs to the University lower.

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Questions - Expense

- Sometimes I have several different FOAPS that need to be assigned to dozens of PCard transactions every month. Is there any way that the assigned FOAP can be displayed on the screen which shows all the transactions before the Pcard report is submitted? It would be great to see all assigned FOAPs at a glance without having to drill down into each transaction to verify that they are correct.
  - Yes! When looking at your report, go to the Report Details option. Then select Allocation Summary. This should give you the breakdown

- In Concur, my office manager suggested creating a new report for all the month's expenses. If I do that and by the end of the month don't have any charges to submit, what should I do? Submit it with a total of $0? Just delete it?
  - There is no need to create a report until you have your first expense for the month. If you do create one that you do not need, if you click on the report and open it, there is a Garbage can icon, just click that and it will delete your report. Any transactions on the report at the time will be returned to Available Expenses.

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Questions - Expense

- I'm looking for some support in better tracking budgetary expenses within concur. It seems to me that because my faculty can now assign the foaps, my unit and professional development budgets have blended quite a bit. Can you please recommend some ways to better manage this for the upcoming school year?

- Because my unit head can now approve requests without my involvement, I'm wondering if Concur has a mechanism to require my approval before the unit heads?

  - This should encompass both of these questions: In many departments, the Admin is the first approver OR the admin is a delegate and is creating all of the reports for faculty, as things were set pre-Concur. This allows the Admin to manage the FOAPS used and manage the budget and PD funds a bit better. Being the approver would give the Admin access to some reporting within Concur that will give you information such as report history by employee, expense types used by employee, reimbursements by employee. I would encourage discussing with your Unit Head to see if this is an option. You could then forward the report to your unit head if they still need to approve.
  - The other option is that you are the Previewer for the Approver. What that means is that you delegate into your unit heads Concur account and can review any reports ready for approval and edit them, prior to them approving. You have the option to mark it Ready for Review and then they can log in and approve the report.

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Questions - Expense

- Am I able to edit on behalf of the person for whom I am a delegate? Previously to concur, I was able to track our professional development budget dollars quite easily.
    - Yes! If you are a Delegate for an individual, you can create and/or edit their reports. They ultimately need to click on Submit once ready though, but there is an option, if you are creating reports, where you can click on "ready for review" and that alerts them it's ready to submit

- Do you have any tips for searching Fund and program codes? My office manager has them all memorized and has been able to help me, but if I ever want to fill out my reports without her, I'm lost.
    - In Concur you can search by name if you know it, but I would recommend that you work with your office manager to create a list in Excel to note all of the FOP's you may need to use. This will help with Concur and also if you are managing invoices within Onbase.

- I filled out travel for my supervisor last month by I don't believe she has her bank account linked. Does she just receive a check? How does she get reimbursed?
    - Reimbursements are paid to their Default Travel payment address. Some people have completed a Travel Direct Deposit form at some point and they receive their reimbursements via EFT, others never have and receive a check payment to their Permanent Address on file. There is a Direct Deposit Form on the University Travel website that anyone can fill out to get future reimbursements paid via EFT.

Questions - Expense

- How to reconcile expense when the staff owes money back to the university?
  - If someone use their Pcard for personal charges, they should use the expense type "Personal/Non-Reimbursable" in Concur, post it to your dept FOP and submit that entry on a report like any other expense. They then need to write a check to GVSU for that amount and submit it to the Travel team at 2015 JHZ with a note identifying their name, FOP and ideally the Report name they are reimbursing for. The Travel tea will then deposit the check to the FOP used in Concur to offset the charge.

- Is there any way to have "recently used" Business Purposes come back? They used to be there before we went live with Concur.
  - We are going to look into this! But in the meantime, use the Batch Edit option

- Other questions?

Questions asked live during session

- What does policy say about booking a hotel to teach at a distance location? Eg Detroit Center, Traverse City

  - Hotels should be booked in Concur. If we have a "handshake" agreement with the hotel and the rate does not show up in Concur, you can book directly with them. You will see this with hotels local to our campus locations. This is also true for conference rates.

- I have a lot of questions regarding non-stop flights in Concur. Should I have people to call the travel agent instead of just doing online and searching in Concur?

  - We have learned that Allegiant is not in Concur. You may book Allegiant outside of Concur. Another point to note when you search for flights in Concur, the default search window is +/- 3 hours. You may need to adjust this window to get the flight you want.

  - You can call the agent as well, but this will cost $25 to book over the phone instead of $5 for booking online.

- How much advance notice is needed when requesting a declining balance debit card?

  - DBC and Pcards take about 3 weeks to arrive. Plan accordingly.

Questions asked live during session

- If you have a declining balance card or pcard you don't need receipts for individual meals? I understood when you were being reimbursed that I didn't need receipts.

  - All card purchases require a receipt, including parking, tolls, and meals. If you pay out of pocket and claim per diem, no receipt needed. Also, parking and tolls paid out of pocket don't require receipts up to $75

- Is there a quick process for adding attendees?

  - Groups. You will add attendees once. Then check the box next to each name and create a group. You can then go to Attendee Groups and add the group to future expenses.

- How to see FOAPS w/o drilling down? Reporting?

  - We are going to look into what additional options we have here both for viewing FOAPS on the Report and to see if there is some reporting options that might help.

- How to admins become a first approver?

  - This should be discussed with your divisional admin (Dean admin). They should have worked with your AO and Dept managers to determine who should be the appropriate approvers within your department. They can add you as an approver. You may also decide that you should have a Preview for approver role which is assigned in the Delegation process. Of note, the approver can still approver without the previewer review, so you need to communicate with your Approver to ensure you are on the same page as to what the process is.

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Questions asked live during session

- I review for the approver but I cannot make any changes without sending the report back. Is that a setting that needs to be changed by the approver?

  - You can change the FOP on a report, but you cannot change the Expense type. The reason for this is so that the appropriate Compliance rules can be set on the Expense Type when the user selects it. To change the FOP, you can select on the individual expense line and on the right-hand side you can update the FOP

- Is Concur still going to have limited Account Codes available going forwarded or will more be added? I use several miscellaneous account codes for tracking but they are not all available within concur.

  - Concur has the most-used account codes. Only widely-used accounts can be added. Concur recommended a max of 30 expense types, and we are well over that. It is a balance. We will review periodically to see if there are additional account types that should be added.

- Is there any way to have "recently used" Business Purposes come back?

  - Looking into it! You could use the Batch Edit process to update many at once

Questions asked live during session

- Itineraries. Do leaving times play into per diem?

  - Most important thing when creating an itinerary is to make sure there are two lines. One line is for your departing day. One line is for your return day.

  - Itineraries can't cross days, even for guest reports. Adjust the dates for guest itineraries when you run into this, so the dates of travel don't overlap, and note the real dates of travel in the comments.

  - Expenses and adjustment tab- check the boxes for meals/days you want to EXCLUDE from the report.

- Reporting

  - Individual user- Change view from active reports to a different date range to view past reports, download receipts, etc.

  - Approvers- Reporting > Intelligence BI Manager. Pre-built reports. Business and finance can build reports

  - Reach out to Business and Finance if you need a specific report built.

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Resources

- University Travel Website
  - Training
  - FAQ
  - Addtl Information
- travel@gvsu.edu
- Procurement website