Travel Program

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

Concur Benefits for Cornell Travelers

Tracking Cash Advances

Concur Benefits for Cornell Travelers

Booking and Expense Integration
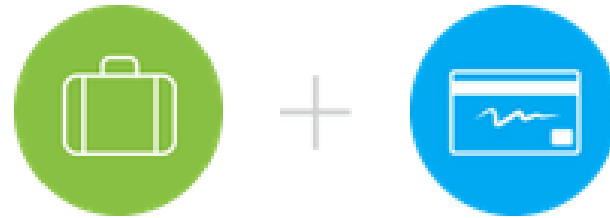
Streamlined—from start to finish.

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
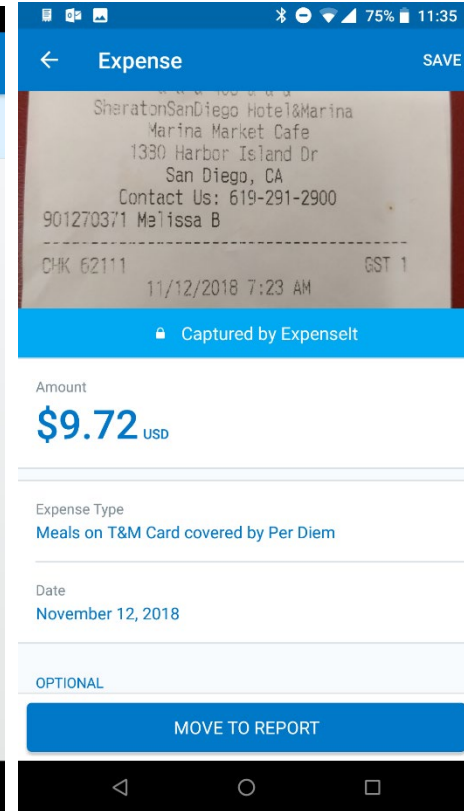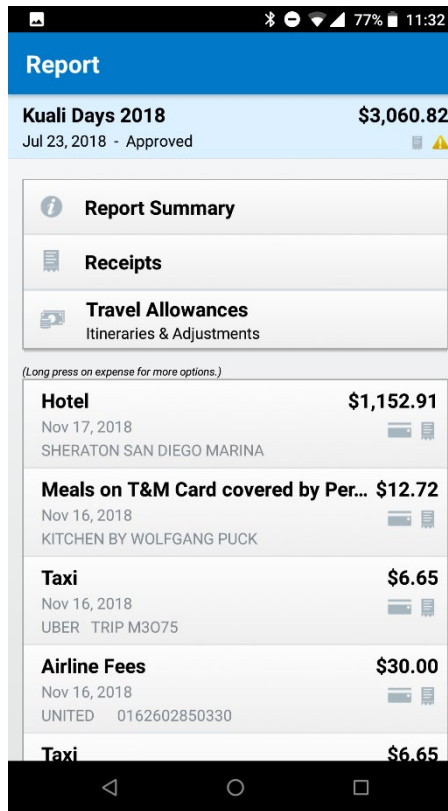
- Tax exempt number printed on card

Eligibility: Two trips per year

Cornell University
NYS Sales Tax Exempt: EX-106514

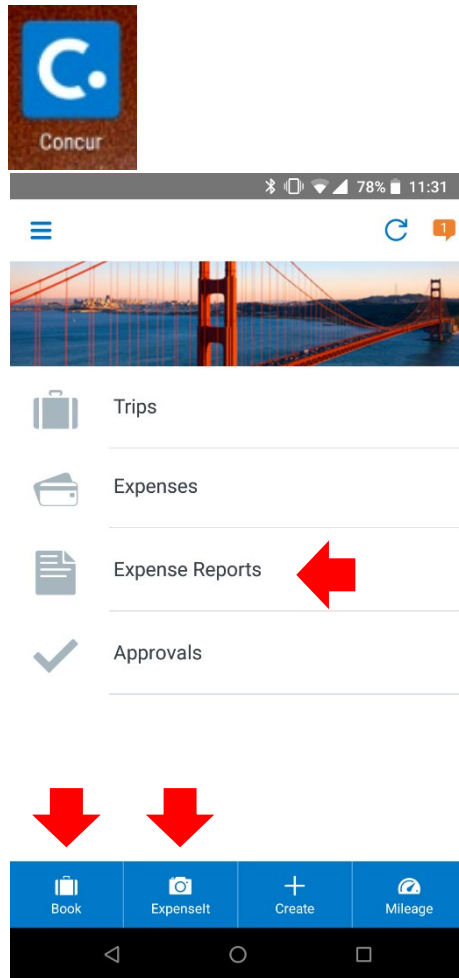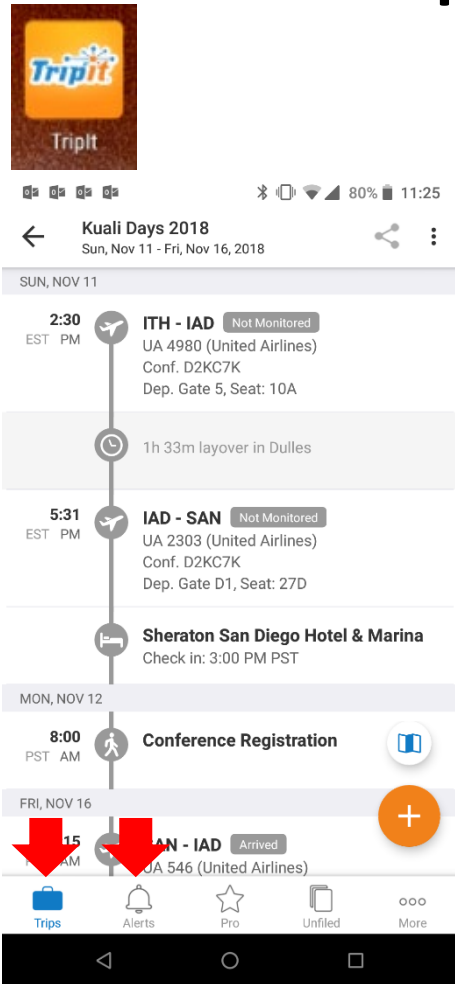BUSINESS TRAVEL

4000 1234 5678 9010

VALID THRU 12/14

CARDHOLDER NAME

VISA

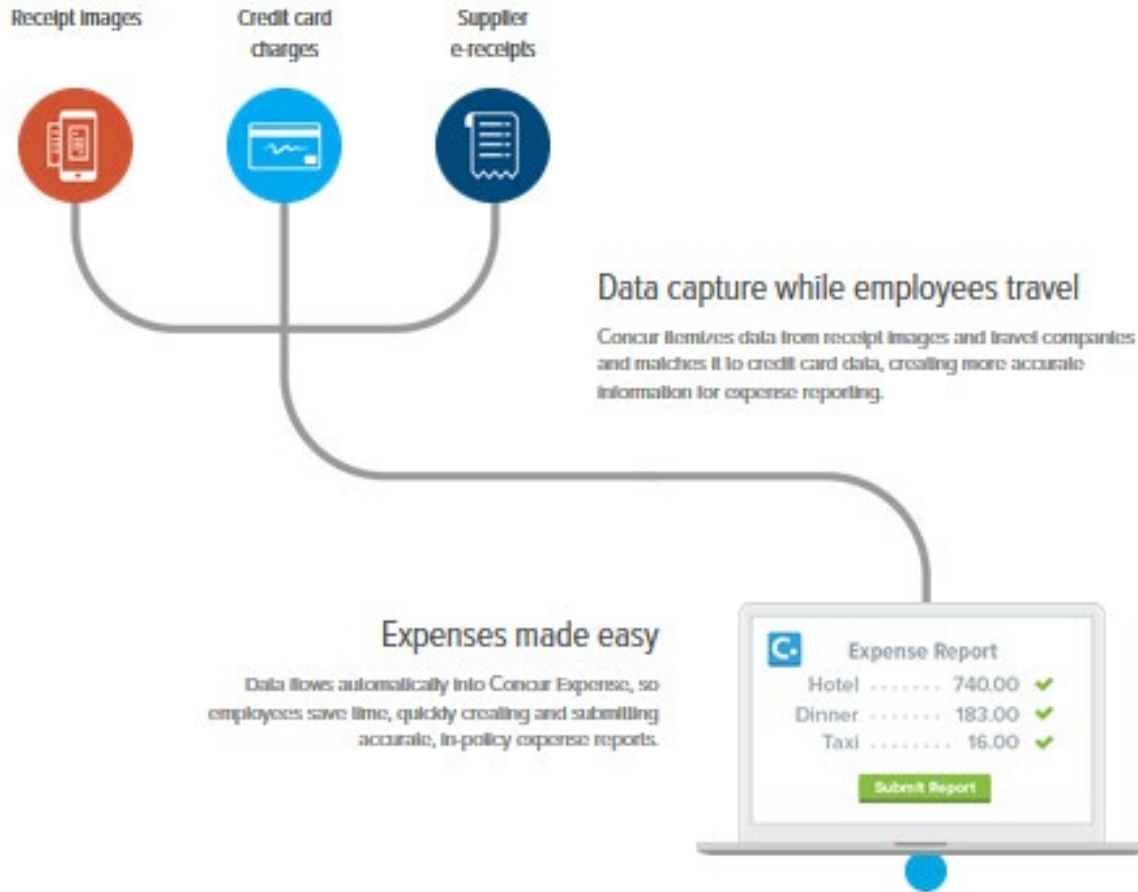# Concur Benefits for Cornell Travelers

The Mobile Apps

Concur Benefits for Cornell Travelers

e-Receipts

Concur Benefits for Cornell Travelers

Streamlined computation of mileage and per-diem

Concur Benefits for Cornell Travelers

Strong delegation support

– *Travelers who don't make travel arrangements or enter expense report data today will not be required to with 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 Supervisor/BI Manager	The traveler's Supervisor who is listed in Workday.
KFS Org Manager/Cost Object Approver (COA)	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.
Expense Processor	A person who is responsible for reviewing and approving expense reports for policy compliance.
Cash Advance Approver	A person in DFA who will issue the cash advance.
Administrators	A central role within DFA who will oversee the system.
Report Users	An individual who utilizes the Concur Business Intelligent Module for reporting purposes.

Concur Workflow

Request	Expense Report
*HR Supervisor *KFS Org Manager	*KFS Org Manager *Expense Processor Additional routing for Recruitment-Athletics and Executive Travel

Q&A

Pilot Experience
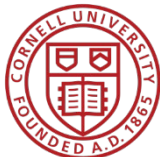
Concur Metrics

2018	Travelers		Trips	
System	Count	%	Count	%
Legacy	7280	88%	21,228	82%
Concur	986	12%	4,755	18%
Total	8039*	100%	25,748	100%

* 227 travelers submitted trips in both Legacy and Concur systems during 2018

Credit Card Transactions

Expense Reports

21

Faculty Activity Metrics

	Number of Faculty	Number of Colleges/Units	Number of Transactions
Bookings	25	5	208
Travel & Meal Card	42	6	1510
Expense Reports	81	8	694

As of 1/8/19

Pilot User Survey Results

Functionality Satisfaction - All Users

Legend: Very satisfied, Somewhat satisfield, Somewhat dissatisfied, Not at all satisfied
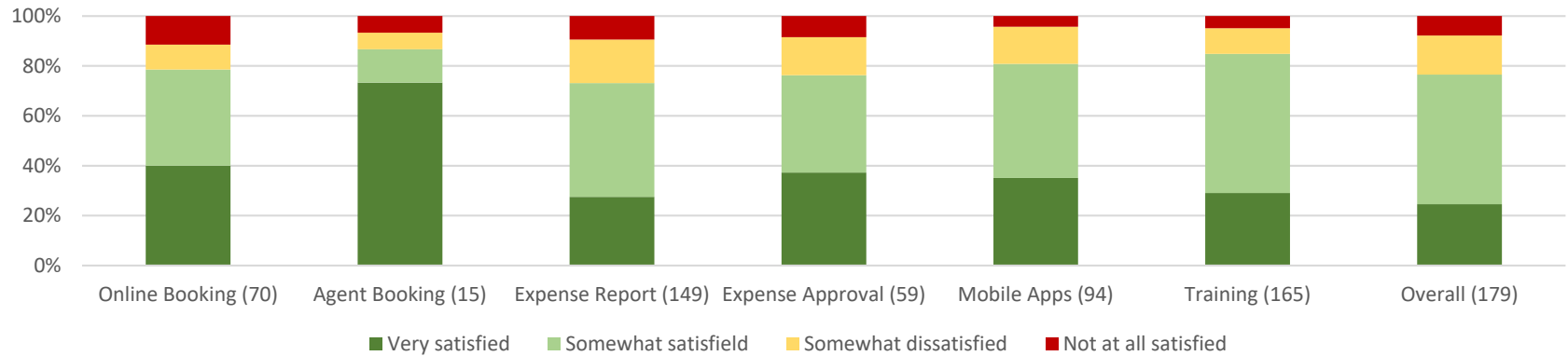
Categories: Online Booking (70), Agent Booking (15), Expense Report (149), Expense Approval (59), Mobile Apps (94), Training (165), Overall (179)

Functionality Satisfaction - Faculty

Legend: Very satisfied, Somewhat satisfield, Somewhat dissatisfied, Not at all satisfied

Categories: Online Booking (7), Agent Booking (1), Expense Report (9), Expense Approval (7), Mobile Apps (4), Training (13), Overall (15)
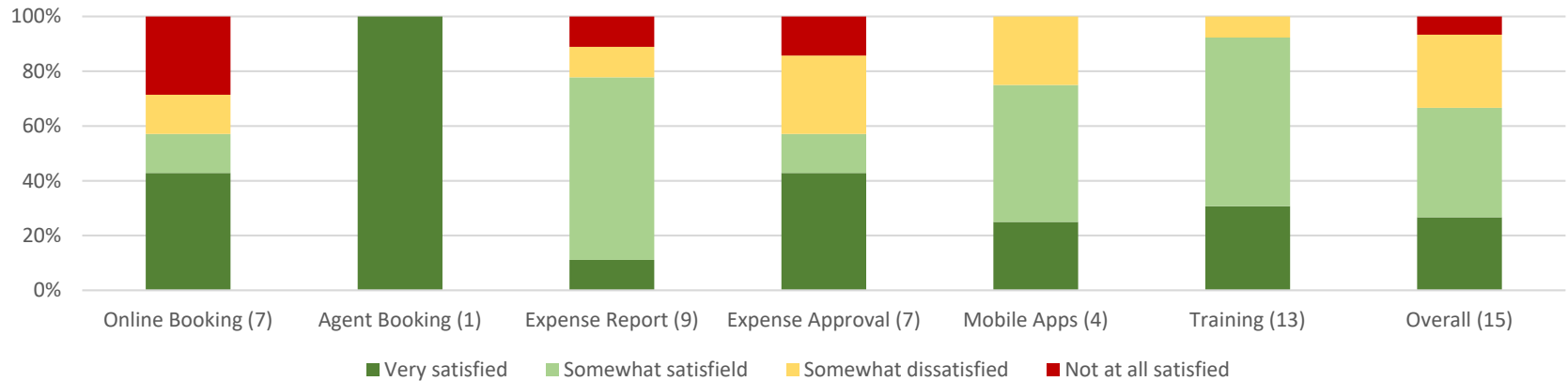
As of 1/8/19 – 232 responses, 15 faculty

What to Expect During Onboarding

Concur Travel Project

Cornell Travel & Meal Card

Travel and Meal Card - Application

Part 1: To Be Completed and Signed by Applicant

Legal Name: **Test** _____ (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: **nlg6** _____ Employee ID: _____

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

Applicant's Agreement with Cornell University:

I am requesting a university Travel and Meal Card because my arrange travel for others, and/or host local business meals, at l Card portion of the Buying Manual, referenced in University Po I attest that:

- I have read the Travel and Meal Card portion of the Bu www.dfa.cornell.edu/procurement/buyers/manual.
- I have read University Policy 3.2, Travel Expenses, located at www.dfa.cornell.edu/sites/default/files/vol3_2.pdf.
- I will use the Travel and Meal Card only for the payment of business-related expenses as described in the Travel Card section of the Buying Manual and in University Policy 3.2, Travel Expenses.
- I understand that misuse of university funds is cause for disciplinary action including termination of employment

---

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.

Supervisor's Signature and Date: _Natasha Aumick_
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:

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

CONCUR

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.

30

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/

	Blog	http://blogs.cornell.edu/travel/
	Yammer	*search for Concur*
	Problems	*concur-support@cornell.edu*