Concur Service Advisory Board
Meeting Minutes
January 22, 2021

Attending: Laurie Jacoby, Brooke Millett, Kayleen Cautrell, Mark McCulloch, Jim Klenke, Brian Strait, Mike DeMartini, Brian Conley, Della Green, Josh Buetow, Elizabeth Backus, Jon Marchetta, Yousef Alrahmani, Flo Hoskinson, Teri Rowe, Angie Peatow, Jody Bleisch, Naomi Crow, John Beeson

Mark welcomed the group, lead introductions, and reviewed the charge of the Concur Service Advisory Board group:

- maintainers of the system
- work alongside users in order to maximize the use of the product
- Board makes recommendations for business practice and software configuration
- Welcome to new members Elizabeth Backus (faculty representation) and Yousef Alrahmani (SPS representation)

Travel Policy changes update: The policy recommendations have been vetted by VP Finance Jamie Moffit, we are waiting for comment from HR and United Academics. Kelly is committed to bringing the policy recommendations to the UO Policy Advisory Council in March after which they will be made available for public comment. Proposed updates:

- Mandate all UO business travel is administered though the UO Managed Travel Program.
- UO Lodge cards are used for purchase of airline tickets through Concur booking tool or TMC,
- Concur Request required for Duty of Care and budget planning,
- One Card corporate card recommended.
- Additional changes include source of per diem, new GDS meal breakdown, defines business location for lodging, allows taxi for personal meal.
Travel related to the pandemic:

- CDC, State, and airline guidelines remain fluid travel situation since March 15 when UO travel was suspended. Approval for “essential” travel was opened to departmental approval and then COVID numbers began to increase in the fall, and the Travel Advisory Group (TAG) tightened review and approval for all travel except campus to campus. Current process is a.) department head approval in writing, b.) TAG Smartsheet registration which lines out risk mitigation, travel/business activities, and c.) Acknowledgement of Risk form signed by traveler. Concur Request contains the approval workflow where all forms are attached for review and approval.

- There have been a handful of airline ticket approved (some immediately cancelled due to COVID), most approved travel is research related and involves motor vehicle transport. Athletics has started moving student athletic teams. But there are currently no predictions or plans related to other business travel.

UATP Process:

- Our four contracted airlines are auditing UO’s unused/cancelled airline tickets to load credits to a UATP card. The UATP Card functions like a pre-paid credit card and can be used for future airfare purchases with that specific airline.

- To credit funds back to the departments for their canceled qualifying tickets, a JV will be processed which credits the original index used for the airfare purchase and debits a travel clearing fund.

- The UATP cards will be used to purchase new airfare instead of the USB Lodge Cards, a JV will be processed monthly for each airline to credit the clearing fund and debit the department for the purchase. UO Athletics has agreed to use the UATP cards to keep the accounting process with one TMC and one department. Because they have started traveling, they will be able to exhaust the funds quickly for team travel. Important Note: There is no monetary benefit to Athletics. Their indices will be charged to clearing fund holding the UATP credits.

- The Travel Office has access to administrative dashboards for each card to obtain monthly spend reports and verify the balance of cards.
UO Ticket Pool program:

- Unused tickets are normally available to exchange for one year. The UO owns many tickets that go unused every year – often purchased for guests who ended up not traveling.
- To mitigate this unused spend, the travel office will review the unused ticket list and pull into a ticket pool those tickets with 3 months/90 days validity remaining. Tickets can be used/exchanged first come first serve for any UO business traveler needing to buy a ticket. The list of available tickets will be forwarded to the TMC.
- Credits will be utilized on a first come first served basis to be exchanged for the most benefit. New traveler is responsible for any fare addition or fees. The credits are available for business only itineraries, not including personal time.
- Della and Kayleen requested that the travel office check with the department approver for these tickets due to expire to provide a last opportunity for the original traveler/department to use before releasing to the TMC. Travel Office agreed to try this: a reminder note will be sent to the approver with a deadline to contact the travel office if there is a intention to claim the ticket for the original traveler/department.
- Airlines have started to extend expiration dates. Travel office is working with the TMC to update the Unused Ticket report with this new info (rules and dates are fluid and the report is static so will be challenging)

One card for non-travel expenses - proposal:

- As a convenience during COVID, faculty are using their personal cards for paper submission fees, rather than department PCard. They are refunded by the UO via a Banner invoice.
- If their paper is not accepted the institution refunds the submitter. If a faculty has paid with their personal card and receives UO reimbursement, there is no way to track if they also receive reimbursement from the institution. If employees could use their One card, it would allow better visibility for the process. Faculty would not be out of pocket requiring a reimbursement, and a refund would process back to Concur rather than the faculty person needing to pay back the UO.
- Normally Teri would have her faculty use the departmental P-card. But when a faculty member is working remotely, logged onto a website
submitting a report, they need to pay the fee at the time they submit the paper. PCard controls make the process difficult in a remote work environment.

Discussion:

- Brian indicates this is possible, but we will need to make decisions and choices regarding the Concur workflows and mechanics. One Card is currently set up with Expense Types and policy specifically for travel purchases.
- Travel Expense reports (One Card) are more expensive to process on the Concur contract than p-card reports, about $12 vs $4.
- Process where we temporarily toggle a report as a p-card is tricky with many people required to maintain the system
- Group will need to determine if benefit justifies the work and maintenance involved

Questions:

- Do we issue p-cards to individuals? Would they have a p-card and a one card for their different uses?
- P-cards for individuals as opposed to departments: this is a change from how the p-card program is currently administered.
- John Beeson is open to exploring possible options
- One Card usage was tightened up as cardholders were using the travel expense card for supplies – tents, shovels, etc. while traveling. The card program was not originally intended for supplies. The travel expense process in Concur was not set up to accommodation anything other than travel related expense. If we allow for paper submissions, it could become confusing for cardholders to know what the card is used for and we would need to be open to offering and configuring for many other business related expense.
- Elizabeth makes people go through the training to become a p-card user and then she has one card dedicated to those faculty who need to purchase business related items.

Recommendation is to create a sub-committee to review options, process and make recommendations. Brian and John will chair.
Duty of care

• SAP service provider is sunsetting the LOCATE product in Sept. 2021. A stakeholder team is in the process of reviewing and choosing a new service provider. Four companies are under consideration.

• Concur Locate is the duty of care platform within Concur enabling us to determine location and travel dates of UO business travelers and to act as a communication tool with them in case of emergency. When COVID required we locate travelers in March, we became aware, as did SAP, of the shortfalls of the LOCATE platform. Rather than rework the program, they are closing it and recommending service providers companies who have more viable solutions for duty of care.

• For same product offering, cost of new provider will stay the same as currently contracted with Concur Locate.

• Flo is optimistic about the vendors reviewed thus far. There will be some cost savings as we will be able to eliminate a current contract and work with one vendor instead of two, as well as utilize other services that the vendors have that will amplify our duty of care efforts. There are also communications tools that can be used beyond duty of care.

• Upon booking the traveler receives pretravel advisories for their destination. This communication is logged.

• There is an emergency/check in button that travelers can push and then they can be tracked in order for the service provider to reach out for assistance and communicate this back to UO.

Request for Third level approver – Update:

• This can be added into the workflow for whoever wants to use it.

• We achieve allowing one or two approvers by including a skip step in the workflow if a second approver is not assigned. We can configure a third approver with the same methodology. Departments will need to consider that this will increase the time to get the report through all approvers to payment. We need to make sure we have a solid use case.

• Currently departments requiring a third approver are using the “Approve and Forward” button. Brian Conley is using when a COD faculty is doing work for a different department.

• The configuration of the workflow gets more complicated with additional approval layers.
• If we have a subset of users that need a specific workflow, please consult with Brian Strait so that he can work out a dynamic workflow that can be based on criteria presented into the report. Workflow may trigger on any variety of data points in the report including index, traveler type, user group, etc.

Default approver for statement (PCard) reports:

• On the approver page there is a section where you can select a default approver for statement reports (p-card approver), rather than adding at the report level. The approver pre-populates when a statement report is submitted.
• Travel Office or the PCard administrator can add assign these for departments if desired.
• Having a default statement approver is more secure from an audit perspective and additional approvers may be added to workflow if necessary.

New business:

Update on new user interface: On Hold by UO until SAP Concur makes the new UI available in their Company Billed Statement product which we use for PCard processing. We may see a roll out by end of the year.