Concur Service Advisory Board Meeting, April 17, 2019

Attendees: Mark McCulloch, Laurie Jacoby, Brooke Millett-Montgomery, Brian Strait, Angie Peatow, Jody Bleisch, Josh Buetow, Adam Unger, Stacy Williams-Wright, Bethany Robinson, Kayleen Cautrell, Teri Rowe, Jim Klenke, Mike DeMartini, Della Green, Brian Strait, Leann Ford, Brian Conley

Absent: Katy Malloy Brady, Brady Nittman, Naomi Crow, Krista Dillon, Marcia Walker, John Marcetta

Group Focus:

Mark explained that the focus of the CSAB group is about determining and recommending procedure and process, rather than policy. The purpose of the group is not to change policy but might weigh in on recommendations. The board deals with how Concur is administered as a software program.

Discussion regarding inviting faculty to be a part of the CSAB group:

HR requested to know if the board contains a faculty representative.

Senate keeps a list of the meetings where CSAB meetings could be published.

Mark to contact University Senate to find out interest in board participation and to have our meetings listed in their calendar.

It was suggested that while meetings are open to campus, guests are there to observe, not participate in the business of the group. Post-meeting feedback is welcomed. Need to determine how feedback is received (CSAB email, blog, travel@uoregon.edu)

Sub Committee Reports:

New User Interface

Concur has not yet published a hard date that clients will need to have migrated to the new UI. ETA is sometime in 2020 and Concur will communicate this date with at least six months advance notice in order for clients to prepare for the change. Concur is still working out inconsistencies and improvements for the new UI based on beta tester feedback.

Recommendation from the subcommittee is to wait to move campus into the new user interface for as long as Concur will allow. When Concur announces their hard date, then UO can comprise our rollout plan.

Recommendation to do a soft roll out, piloting with a few departments, develop new step by step procedure manual, then migrate the rest of campus.

Mike DeMartini demonstrated:

- Larger box for business purpose language in the header
- New report timeline feature with summary of comments and approval flow in addition to existing audit trail
- Import and create are merged into one button “Add Expense”
• New UI allows for varying lodging nightly rates to be entered on the front end rather than having to edit after homogenous itemization. User is asked if the room rate is the same every night or not the same, if the rate is not the same a grid opens where user can populate the fields with the individual nightly rates.
• Icons are not the same as in the current interface, but the same information is all in the expense line item.
• Level three card data is coming into the line item detail.

Cost object approval

Brian, Kayleen, Brady, Katy, Naomi, Stacy, and Val Whelan are on this committee.

Primarily the work of this sub-committee has been research as there is a level of intricacy with using Cost Object Approval

Brian Strait spoke with three universities which are using cost object approval in Concur, Temple, Florida State, and Houston Community College.

There are three ways to implement cost object approval

• Option 1-List Validation Cost Object, where there is one approver for a list of indices. The cost object approval is built into the workflow based on the list.
• Option 2 incorporates (cost?) levels which Brian does not prefer, you have to have the list of approver and each approver has a level of which they approve. You have to maintain a list of levels that people can approve. (is the level based on dollar amount?)
• Option 3 is a hybrid of these two.

Each of the schools will provide more information on how their system works. Brian is waiting for feedback from each of the schools.

Amanda and Curt are our contacts at Concur to help as UO further develop Cost Object Approval.

Request Submit on behalf of Traveler

Group did not discuss sub committee’s recommendations in light of new business (booking tool discussion). Will continue work in subcommittee and present at next quarterly CSAB meeting.

Other Business:

Booking Tool Discussion-The Travel Office has been consulting with Concur representatives Curt McKee and Amanda Rowinski after the internal UO Concur team met to define these issues in booking tool:

• Travel itineraries inconsistently flowing into the traveler profile - some allow booking of additional travel products (car, hotel), some don’t.
• Occasionally bookings happen under the delegate name as opposed to the traveler. These instances are rare and noticed prior to ticketing. User needs to cancel and either start over and/or contact the travel agency for assistance. Two of the universities that Brian has spoken with experience this issue too. (Brooke’s thought-How are these schools dealing with this when it occurs?)
Many school’s traveler’s generally book their own airfare so this is not an error they are likely to encounter.

Others have delegates booking for travelers so will be diligent in double checking their bookings.

- Unused tickets are not visible in Concur and Concur indicates they are not receiving TMC files. (TMCs are manually sending a monthly report to travel office)
- Other issues include limited Amtrak schedules displaying.

Concur believes there are some inconsistencies with the TMC set-ups and their information flow back and forth from Concur to bank to UO.

Travel Office has or is scheduling with Concur team and TMCs for working conference calls.

**Further group discussion on what departments are seeing in the booking tool**

There are a lot of search options available when filling in the request header and airfare segments such as float plane terminals, train station options, private airports, etc. Can we limit airport selections in the booking tool to only show airports that offer commercial service? If there is a need to flying into a specialty airport, the traveler could go through the travel agency. There are some instances where groups do fly into a float plane airport.

**ExpenseIt**

ExpenseIt is operational. We have 8000 UO Concur users and at last report we had about 1500 who have downloaded the SAP Concur mobile app. Call to travel coordinators to talk up advantages of using mobile app with users with one of the biggest benefits being the camera for receipt capture with OCR technology.

**Fiscal Year End**

Fiscal year accrual – Phil Davis is getting a more detailed view of expenses that are on reports now, he can see line item allocation in order to build his accrual.

The data will be pulled from reports that have been submitted.

Last year expenses were accrued and they were not yet approved by the department and this is a concern for departments. Conversely, the expenses have to be dealt with in some manner by the end of the year. We still have the liability on our books.

Last year we had request amounts accrued, this will not be happening this year.

Departments can request a snapshot of what their accrual may look like right now. Brian is still looking at this report and getting deeper in to the itemizations in order to get departments some meaningful data.

**Department Reconciliation In General**

Internal Concur team has been working with units who have requested assistance with reconciliation to their Shadow system. IDR reports need to have the document reference that comes into Banner from
Concur. This allows the user to get back to the Concur report. Team is working to get reports from Concur and the IDR report from Banner with a macro in order to match items and provide subtotals so that people can reconcile to their shadow system.

BAO will be holding trainings when this new information is ready to be shared.

**Process for reporting on outstanding one and lodge card expenses not reconciled**

Mark discussed that his IT team is working on reports for unsubmitted reports and expenses not assigned to reports. We are working on a communication strategy to send reports to a more targeted audience including Level 3 or 5 budget manager. Budget managers can then push out communication to their unit’s travelers/delegates to get reports created and submitted timely.

**Group Maintenance**

Laurie encouraged attendees to work on getting the internal team their travelers assigned to groups to assist with reporting, bulk approver uploads and workflow changes. Group lists including traveler name and 95# can be uploaded to forms.uoregon.edu.

Be aware that travelers who travel for multiple department could be reassigned to another group. There is no mechanism within Concur to indicate they already have an assignment.