

DFA Conversations: Concur Travel

February 24, 2020





Agenda

- **Project Closeout**
 - Thank You and Congratulations!
 - Metrics - # of Travelers, # of Arrangers/Delegates, # of T&M cards
- **Current Activities & Changes Resulting from Implementation**
 - Transition from legacy trip system to Concur – now read-only system
 - Changes to Direct Billing for Air Travel (AAA, STT, Frosch)
 - CTP new name
 - Available Training Options including upcoming Lunch & Learn
 - End User Support
- **Future Enhancements & Changes to the System**
 - New User Experience (UI): Soliciting “pilot users”
 - Expense Assistant – by Trip or by Month
 - Express Air Checkout
 - Real Act I.D.
 - Solicit User List Feedback

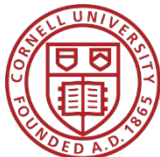


Project Closeout





Congratulations!



Onboarding Metrics

Month	Invited to Concur	T&M Card Apps Sent, In Process & Completed	Attended Training	Blog Site Visits	User Support Tickets
January	202	116	114	871	N/A
February	350	210	211	1,223	N/A
March	253	174	91	1,409	N/A
April	201	209, 83, 122	75	1,310	N/A
May	317	147, 80, 64	39	1,224	N/A
June	148	162, 96, 64	50	936	N/A
July	251	218, 92, 115	191*	1,234	216
August	310	302, 120, 171	153	1,446	283
September	1,111	917, 479, 493	348	2,063	332
October	1,006	824, 534, 259	365	2,470	442
November	598	508, 287, 214	324	2,161	308
December	156	182, 58, 124	169	1,479	240



12 Month Rolling Travel Statistics

System	Travelers		Trips	
	Count	%	Count	%
Legacy	6285	75%	16501	56%
Concur	3457	41%*	12943	44%*
Total	8,352**	100%	26,893	100%

* For FY18, 10% of travelers and 15% of trips occurred in Concur.

** 1390 travelers submitted trips in both Legacy and Concur systems in 2019.

Trips	per Traveler	%
One	3,657	46%
Two	1,509	19%
Three	833	10%
Four or more	2,023	25%

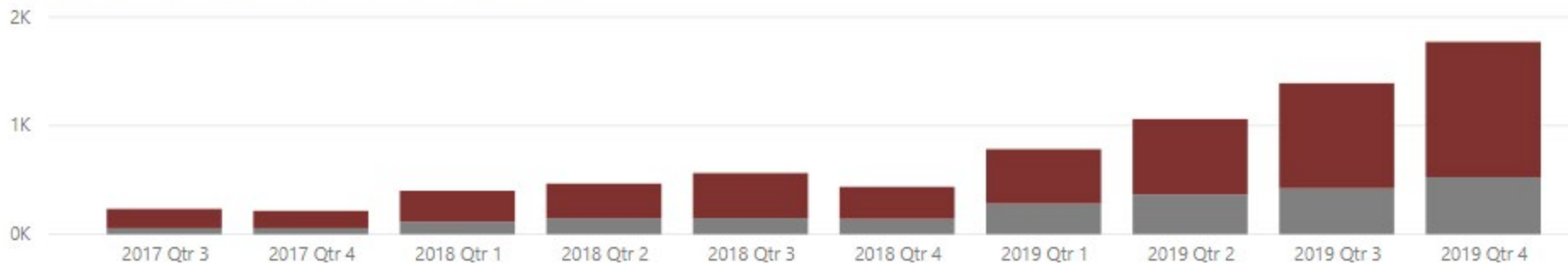
per Traveler	Trips
Average	3.3
Median	2
Maximum	62



Concur Metrics – Trips & Expense Reports

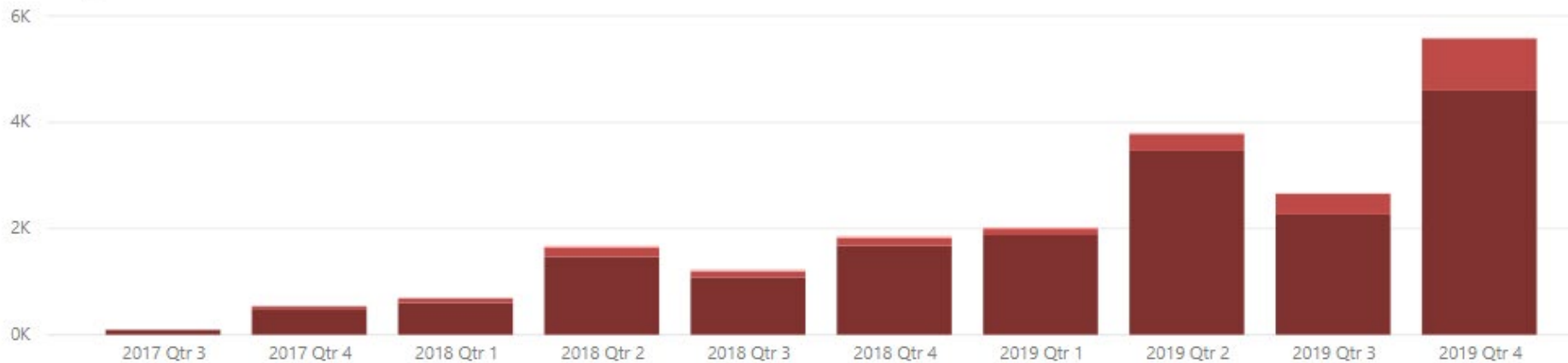
Number of Trips

Agency Name ● (Blank) ● Corporate Travel Planners (Cornell Univ)



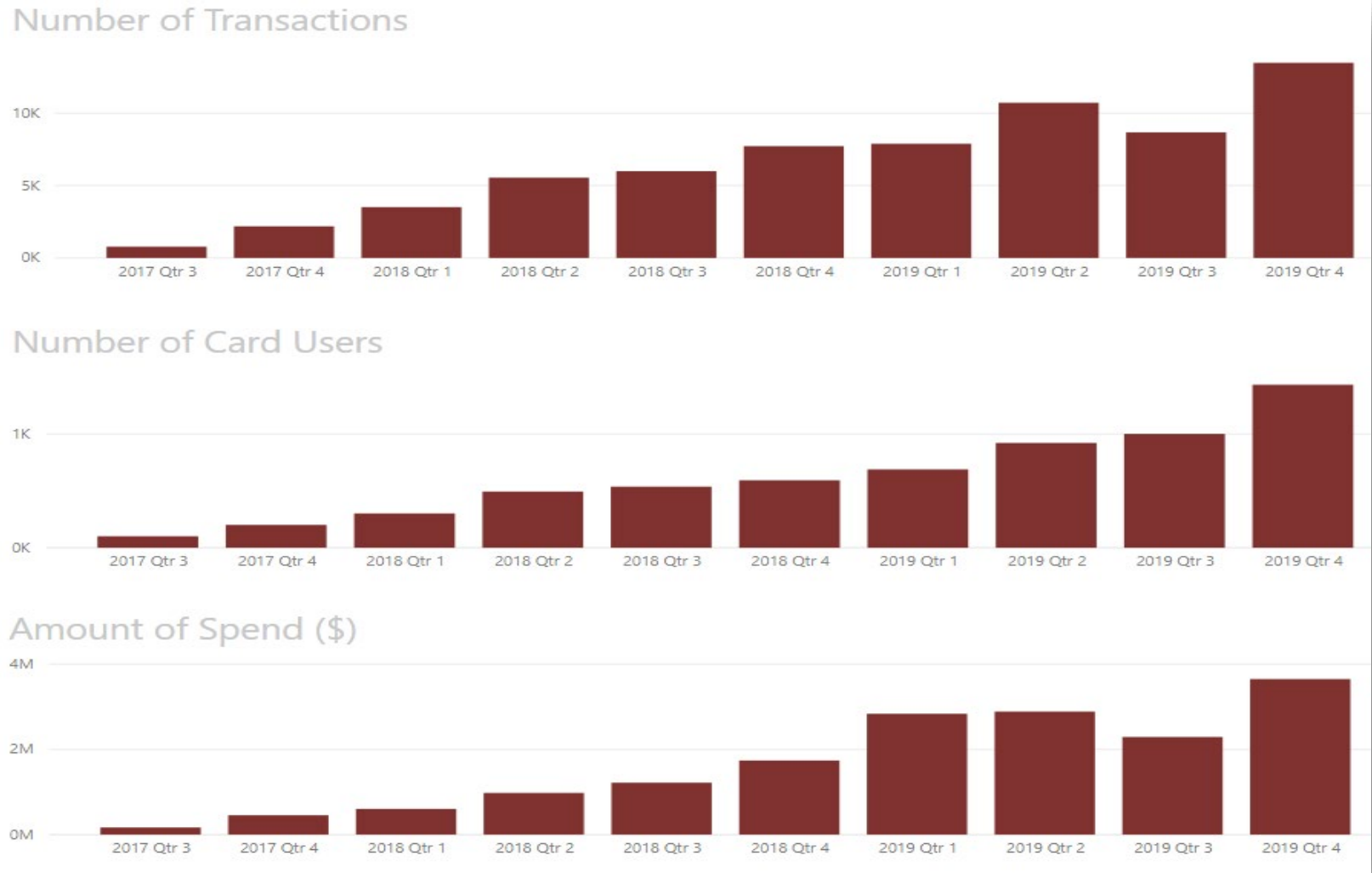
Number of Expense Reports by Staff Type

PRIMARY_AFFILIATION ● E ● F ● I ● L ● S ● X





Concur Metrics – T&M Card Usage

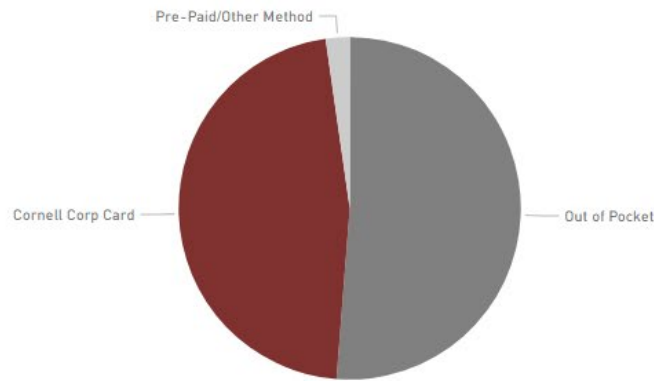


T&M Card Spend 4th Quarter 2019 - \$3,650,828

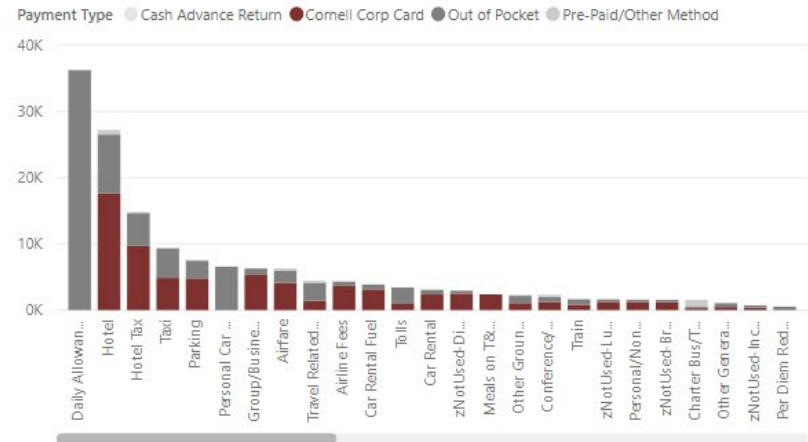


Concur Metrics – Payment Type

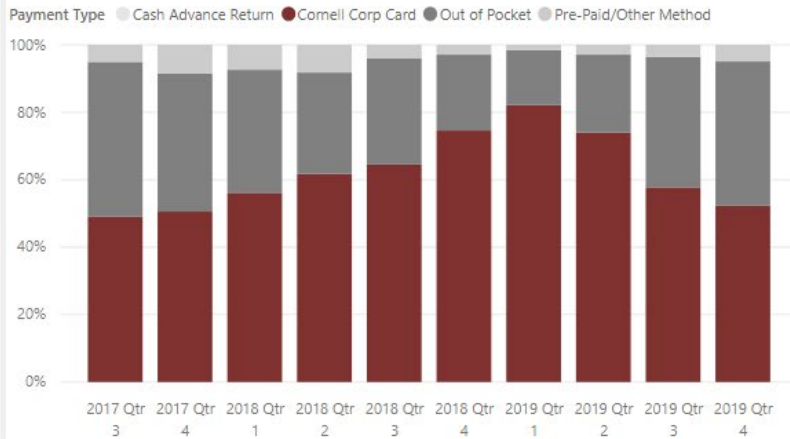
Number of Expenses by Payment Type



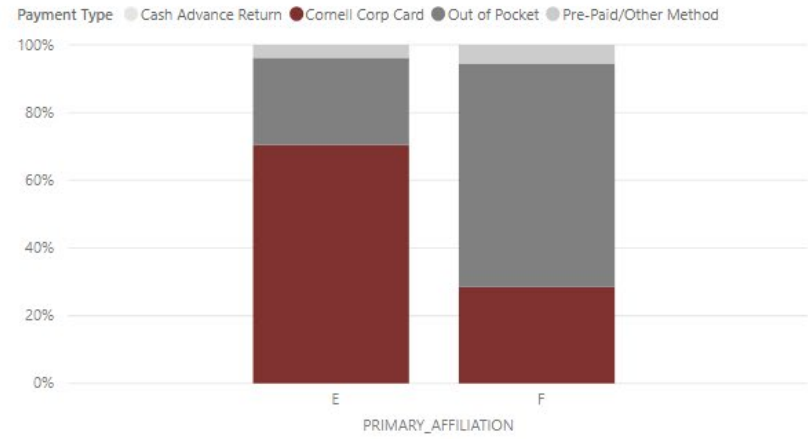
Number of Expenses by Expense Type



Percent of Expenses by Time Period (\$)



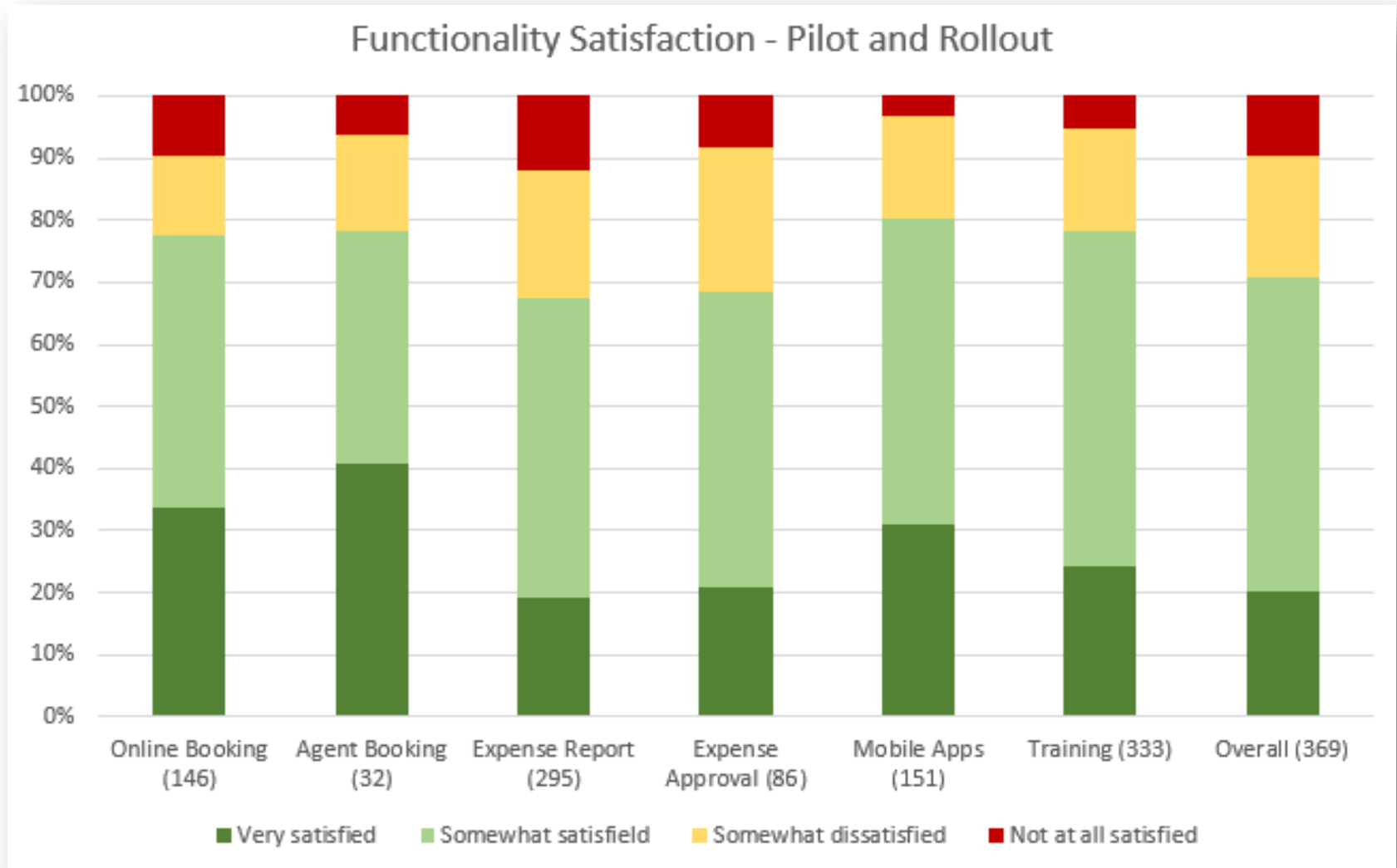
Percent of Expenses by Employee Type (\$)



E=Staff(2702), F=Faculty(511)



User Survey Results



As of January 20, 2020 – 492 responses



Q&A Session





Current Activities & Changes





Corporate Travel Planners (CTP)

- Corporate Travel Planners (CTP) who is our travel booking agency within Concur has been acquired by Corporate Travel Management (CTM).
- Continue to operate as a separate business unit for the foreseeable future with little actionable changes (at least for the next 12-18 months).
- CTP President, Christy Prescott signed a 9-year contract to continue leading their business.
- No changes necessary in our financial records, CTP continues as its present entity.



Email Notifications

- Based on feedback and survey results, we have been reviewing email notifications and making some necessary modifications.
- Recently, we updated the 45 and 60-day email reminder notifications for outstanding T&M card transactions.



Dear Sherry Guernsey,

You have 1 Travel and Meal (T&M) card transactions that are **more than 60 days old** and have not been added or submitted on an expense report.

If the trip has not yet occurred, you can add these transactions to an expense report for that trip to avoid receiving this message.

If the trip has occurred, you should add these transactions to your expense report for this trip and submit it now.

Company Card Transactions

Company Card Transactions

<u>Date</u>	<u>Vendor</u>	<u>Transaction Amount</u>	<u>Posted Amount</u>
11/27/2019	CONCUR TECHNOLOGIES IN	995.00 USD	995.00 USD

[Log in to Concur](#) to view these transactions.

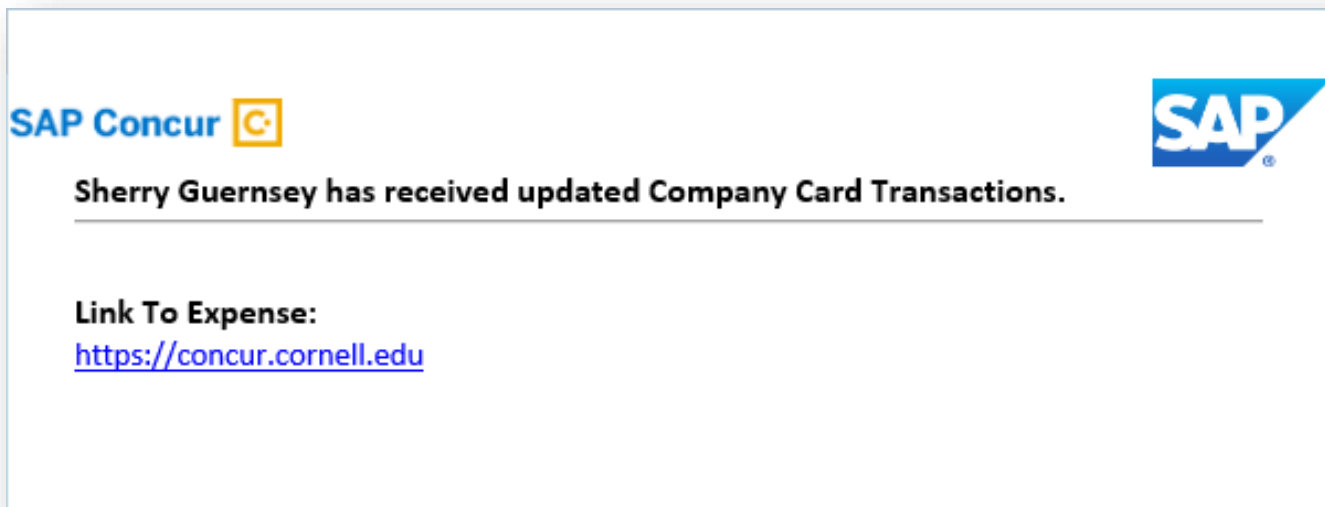
[How to add card transactions to an expense report \(video\)](#).

Please contact your local business service center or concur-support@cornell.edu if you have any questions.



Email Notifications

- We do not have the ability to update the New Company Card Transaction email that cardholders receive when the transaction is first posted in Concur.
- This email notification is important to quickly identify any potentially fraudulent activity. We encourage Travelers/Expense Delegates to review these charges.





Travel & Meal Card Reminders

- If you suspect fraudulent activity or your card is lost/stolen, please contact U.S. Bank immediately. They will close your card and reissue you a new one.
- Options to review card transactions:
 1. Log in to Concur and under the Expense tab, you will see a link to View Transactions. This allows you to view all card transactions that have posted in Concur.
 2. Obtain login access for U.S. Bank. Contact Card Programs if you are interested.
 3. Review your monthly cardholder statement

Note: You have 60-days from the posting date of the transaction to report any fraudulent activity.



Concur Training Offerings & End User Support

- Concur Trainings are now available to sign up via CU Learn
- One-hour sessions are provided two times a month
 - TRAVEL 100: Profile Set-up*
 - TRAVEL 101: Booking Travel
 - TRAVEL 102: Creating an Expense*

* Pre-recorded sessions

- We encourage you to check out the job aids, tutorials, pre-recorded sessions, FAQ's, etc. on the Travel Blog, <https://blogs.cornell.edu/travel>
- If you need assistance, please reach out to your local BSC



Changes to Direct Billing for Air Travel

- **Reminder:** AAA, Stovroff & Taylor Travel, Frosch Travel to name a few are no longer able to direct bill Cornell.
- At time of booking we ask that you pay for the air travel via a credit card; preferably the Travel & Meal card or a personal credit card.

Note: Local hotels still have the ability to direct bill Cornell. The hotel bill is then paid using a T&M card minus any personal/non-reimbursable expenses.



Final Implementation Changes

- The travel policy is under final review by the EVP and CFO.
- The policy will be sent to the policy office within the next couple of weeks to be posted as an interim policy. It will replace University Policy 3.2, Travel Expenses and the existing 3.3 policy for Concur users will go away.
- The Travel Policy Editorial Committee is continuing to meet and will be updating the procedures section which will be web-based.
- DFA Travel website will be reorganized to include travel and Concur procedures.
- Legacy Trip System is now a read-only system.



Q&A Session





Future Enhancements & Changes





Future Enhancements



- Plan for migration to a new user experience for Concur Expense
 - Change will only affect Travelers and Expense Delegates at this time
 - Soliciting for “pilot users”
- Expense Assistant – auto generated report either by trip or by month
- Express Air Checkout
 - When booking only air travel in Concur, fewer clicks to complete the booking.
- Load Concur travel data into Quali Data Warehouse for campus access
- Future Lunch & Learns



Concur Reporting via KDW/OBIEE

- **Concerns**
 - Concur application roles do not provide as much flexibility in sharing access to trip detail as campus users need.
 - The university has a very limited number of Concur reporting licenses.
 - The provided reporting tool is non-intuitive with a high learning curve.
- **Solution**
 - Extract data from Concur and load into KDW
 - Build OBIEE dashboards and subject areas
- **Benefits**
 - Can be made available broadly across campus without license restrictions
 - Will provide access in a tool already familiar to campus users
- **Limitations**
 - Will not provide access to receipt images and other attachments
 - Will be a subset of Concur data
 - Will require some ongoing staff effort to maintain the integration





Travel User List Communication

- We are decommissioning the Concur User List and creating a new e-list, Cornell Travel-L.
- The new e-list will be used to communicate travel-related information such as changes to procedures, mileage rates, etc., not just specific to Concur.
- We will initially populate the listserv with all Concur users who have submitted expense reports in Concur.
- The list is an opt-in list, so anyone can subscribe or unsubscribe themselves.





What REAL ID Means to You

- Coming October 1, 2020, the federal government will require your drivers license, permit or ID card to be REAL ID compliant if you wish to use it as identification to board a domestic flight (within the U.S.) or enter military bases or certain federal facilities.
- Enhanced drivers license, permit or non-driver ID and valid U.S. Passport or already REAL ID compliant and can be used to board a flight.
- Visit www.dhs.gov for more REAL ID information.



Q&A Session

