



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 Benefits for Cornell Travelers

Tracking Cash Advances

The screenshot displays the Concur interface. The top navigation bar includes 'CONCUR', 'Requests', 'Expense', and 'App Center'. The 'Requests' section is active, showing options for 'Manage Requests', 'New Request', and 'Quick Search'. The 'Request' form includes fields for 'Request Policy' (set to '*Cash Advance Only'), 'Request Name', 'Start Date', 'Destination City', 'Destination Country', 'Traveler Type' (set to 'Employee'), 'Request/Trip Purpose', 'Business Purpose', and 'Comment to App'. Below this, there are fields for 'Chart' ((IT) ITHACA CAMPUS), 'Account' ((1253006) AGRICULTURAL SC...), 'Project Code', and 'Org Ref ID'. The 'Cash Advance' section includes 'Cash Advance Amount' (set to USD) and 'Cash Advance Comment'.

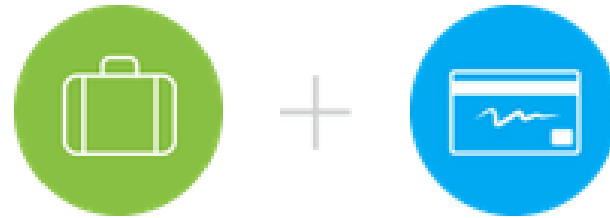
The 'Expense' section is also visible, showing 'Manage Expenses' and 'View Cash Advances'. The 'Cash Advance List' is titled 'Active Cash Advances' and contains the following table:

Cash Advance Name	Purpose	Status	Request Date	Request	Amount Reque...	Exchange Rate	Starting Balance	Available Balan...
<input type="checkbox"/> Scenario 2 International MSGSJ-USD		Pending Expense Cash Advance Administrator	12/08/2016	3373 Approved	\$600.00		Not Available	\$0.00
<input type="checkbox"/> SJ Test Scenario International 2-USD		Issued	12/07/2016	336T Approved	\$600.00	1.00000000	\$600.00	\$29.20
<input type="checkbox"/> Attend CHELF Conference-USD		Issued	12/07/2016	336R Approved	\$512.94	1.00000000	\$512.94	\$512.94



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

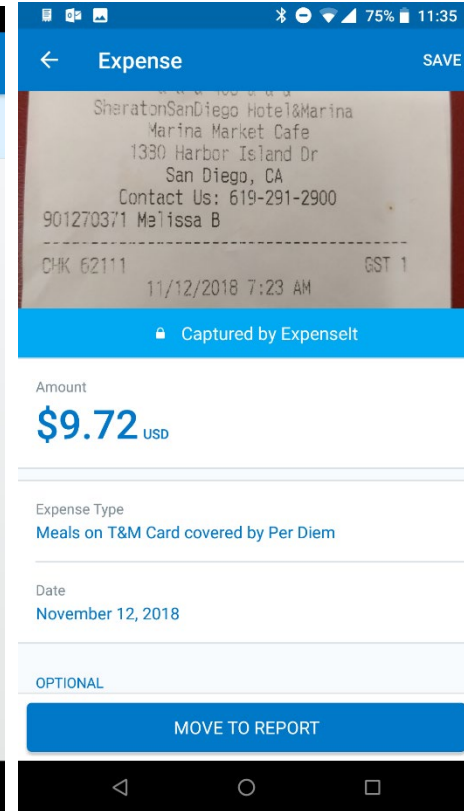
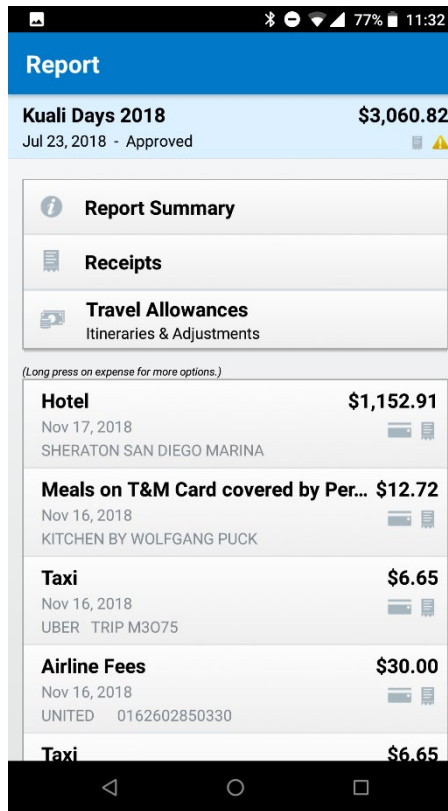
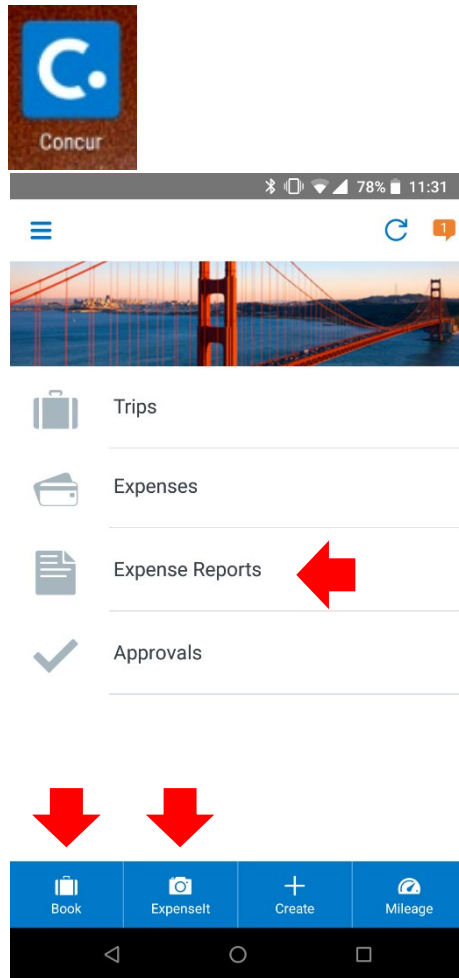
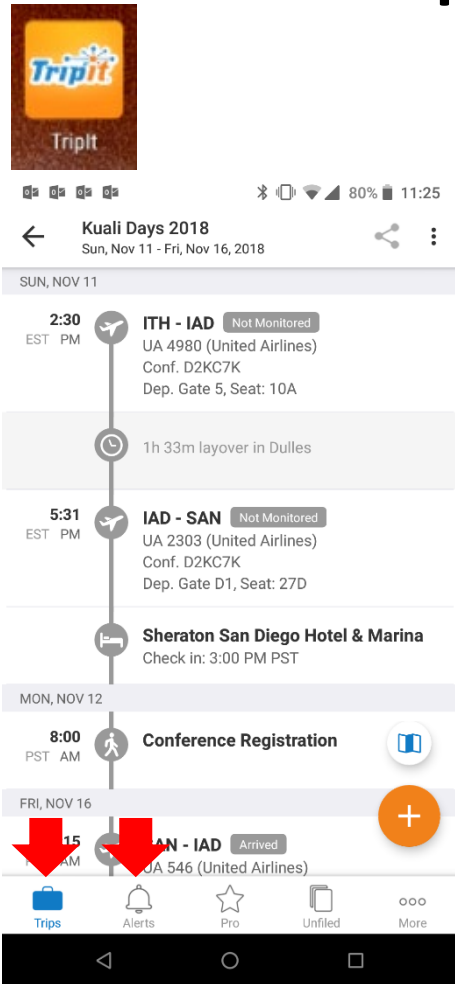


Eligibility: Two trips per year



Concur Benefits for Cornell Travelers

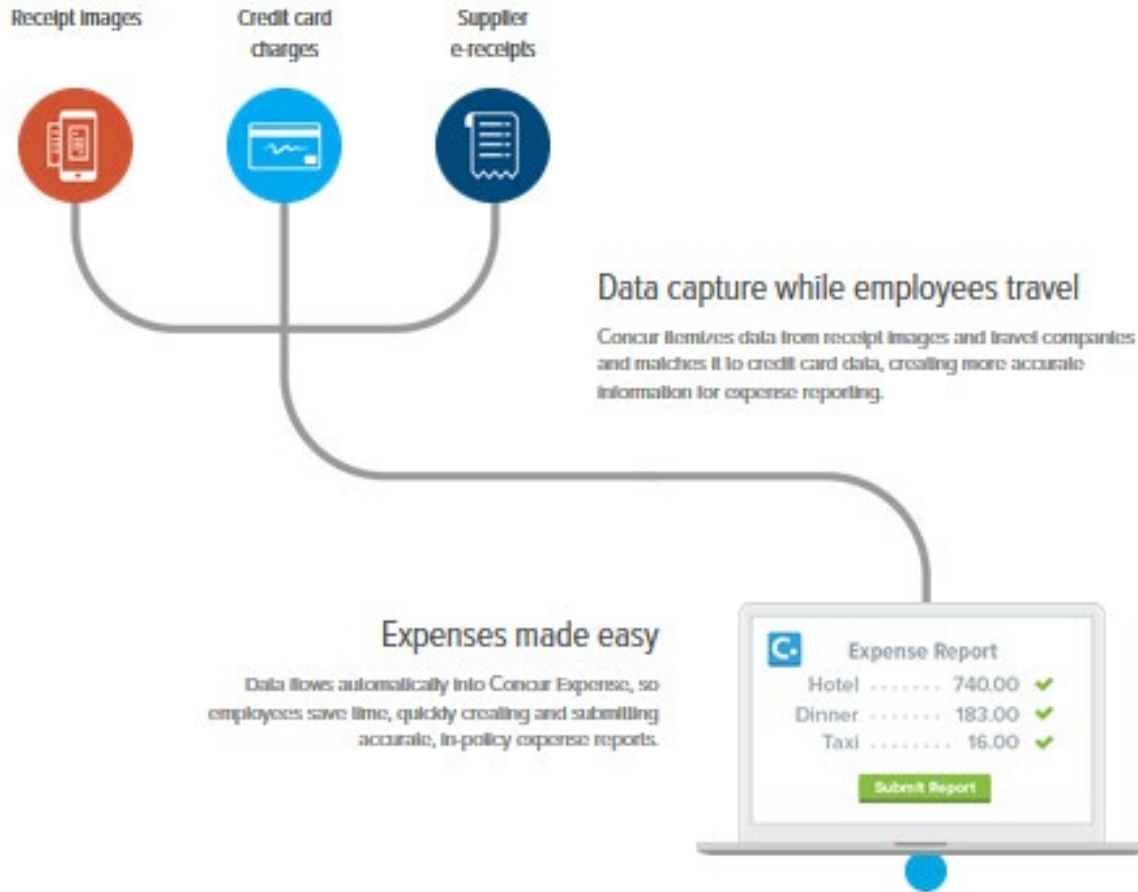
The Mobile Apps





Concur Benefits for Cornell Travelers

e-Receipts





Concur Benefits for Cornell Travelers

Streamlined computation of mileage and per-diem

Mileage Calculator

Avoid Tolls Avoid Highways

Waypoints

- A 341 Pine Tree Rd, Ithaca, NY 14850, US
- B 100 Wolf Rd, Albany, NY 12205, USA

159.0 MI
 Personal

Calculate Route Make Round Trip

Directions

Suggested routes:


- I-88 E 159 mi. About 2 hours 50 mins
- I-90 E 192 mi. About 3 hours 8 mins
- NY-13 N and US-20 E 160 mi. About 3 hours 26 mins

A E Hill Plaza, Ithaca, NY 14850, USA

159 mi. About 2 hours 50 mins

- Head south 233 ft
- Turn left toward E Hill Plaza 105 ft
- Turn right onto E Hill Plaza 390 ft
- Turn left onto Ellis Hollow Rd 3.8 mi
- Turn right onto Thomas Rd 2.4 mi

TOTAL PERSONAL 0.0 MI | TOTAL BUSINESS 159.0 MI



Travel Allowances For Report: Mileage

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Show dates from [] to [] Go

Exclude All	Date/Location	Breakfast Provided	Lunch Provided	Dinner Provided	Allowance
<input type="checkbox"/>	10/17/2016 Washington, District of Col...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$51.75
<input type="checkbox"/>	10/18/2016 Washington, District of Col...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$53.00
<input type="checkbox"/>	10/19/2016 Washington, District of Col...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$52.00
<input type="checkbox"/>	10/20/2016 Washington, District of Col...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$35.75
<input type="checkbox"/>	12/13/2016 Albany, New York	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$0.00



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

- *HR Supervisor
- *KFS Org Manager

Expense Report

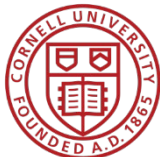
- *KFS Org Manager
 - *Expense Processor
- Additional routing for
Recruitment-Athletics
and Executive Travel



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





Faculty Activity Metrics

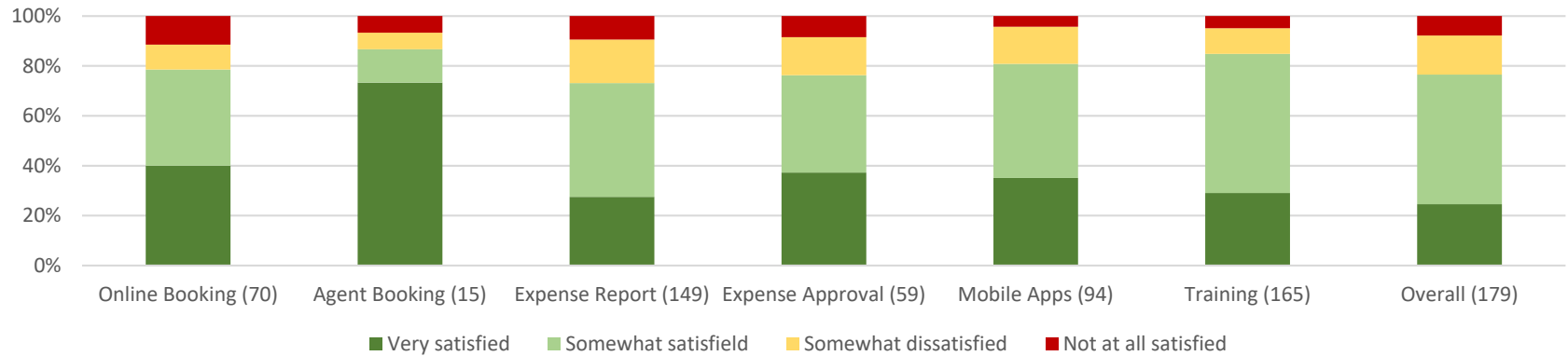
	Number of Faculty	Number of Colleges/Units	Number of Transactions
Bookings	25	5	208
Travel & Meal Card	42	6	1510
Expense Reports	81	8	694

As of 1/8/19

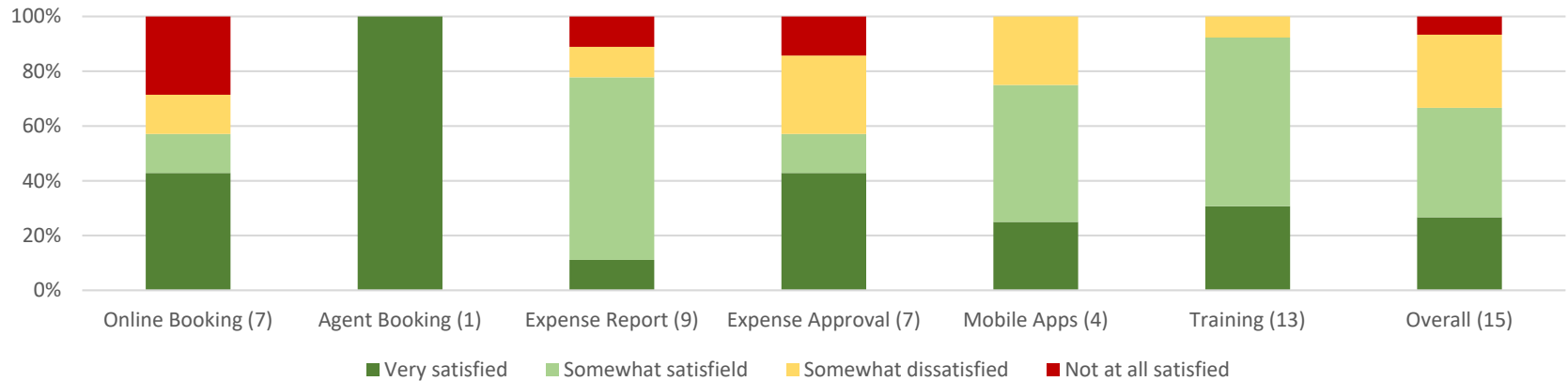


Pilot User Survey Results

Functionality Satisfaction - All Users



Functionality Satisfaction - Faculty



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 confidential.

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 I 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.
- 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.

Natasha Aumick

Supervisor's Signature and Date: 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

The screenshot shows a SharePoint project site for 'ITS Implementation' with a task list for 'AA&D - Athletics'. The task list includes the following items:

Seq	Title	Start Date	Due Date	Status	Assigned To	Predecessors	Concur Role	Phase	Orig	Dept
00	AA&D - Athletics			Not started			All	Phase 1	AA&D - Athletics	All
26a	Close Personal Liability cards			Not started	Kathy Ann Sheils		All	Phase 1	AA&D - Athletics	All
27	Send Implement Prep e-mail to FTC/BSC director and team leads			Not started	Sherry A. Guernsey		FTC/BSC Director	Phase 1	AA&D - Athletics	All
28	Send communications to associated partners			Not started	Sherry A. Guernsey			Phase 1	AA&D - Athletics	All
29	AA&D Go-Live			Not started				Phase 1	AA&D - Athletics	All
30	Send out Keys to the Kingdom message - state if org is requiring corporate card use			Not started	Jamie Parris			Phase 1	AA&D - Athletics	All
31	Send out reminder to FTC/BSC			Not started	Sherry A. Guernsey		All	Phase 1	AA&D - Athletics	All

The screenshot also shows a navigation pane on the left with options like Home, Implementation Checklist, Issues, Risks, Decisions, Change Request Log, Communications & Campus Readiness, Communications Timeline, Links, and Notebook. A table titled 'KFS Sprint' is visible in the main content area, showing progress for items 24, 25, and 26.



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*

FEBRUARY

University Libraries and several units reporting the Senior Vice Provost for Research.

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.

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.

MARCH

Units reporting to the Senior Vice Provost for Research, administrative 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.



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/>

The screenshot shows the Cornell University Travel at Cornell and Concur website. At the top, there is a navigation menu with links for HOME, NEWS, TESTIMONIALS, FREQUENTLY ASKED QUESTIONS, TRAINING AND GUIDES, and RESOURCES. A search bar is located in the top right corner. The main content area features a large image of a Cornell campus scene. Below the image, there is a 'Home' section with a welcome message and a link to 'Learn more'. A video player is embedded with the title 'Take a Look Around Concur Travel and Expense'. Below the video, there are two columns of news and alerts. The 'NEWS' column contains five links with dates. The 'CONCUR SERVICE ALERTS' column contains three alerts with dates and descriptions. On the right side, there is a 'Getting Started' section with a search bar and a list of 8 items: Getting Started with Concur, How To Log in to Concur, Navigating Concur, Navigating the Profile Options Page, Completing Personal Information, Completing Travel Preferences, Setting Up Delegates, and Adding Credit Cards. Below this is a 'Using Mobile Apps' section with a dropdown arrow. At the bottom, there is a 'Bookmarks' section with a list of 4 items: Basics of using Concur, Cornell Travel Portal, International Travel Policy, and Travel Expenses Policy for Concur Users. A final link 'Travel Tips (NetID login required)' is also present.



SUPPORT



Blog

<http://blogs.cornell.edu/travel/>



Yammer

search for Concur



Problems

concur-support@cornell.edu