

CU TRAVEL AND EXPENSE MANAGEMENT



Law School Overview

Agenda

- Welcome and Introductions
- Project Overview
- Travel
- Expense
- Access / Roles / Workflow
- Mobile Tools
- Reporting
- Training
- Questions

Welcome and Introductions



Introductions

Presenters:

- Ramon Bocarro, Director, Travel and Expense Management
- Ron Moraski, VP, Procurement Services
- Terry Park, Director, Application Support – Project Functional Lead
- Paul Reedy, AVP, Finance Service Management – Project Lead for Finance
- Kate Sheeran, AVP, Finance Administration – Project Change Management Lead

Audience and Q&A

Information presented in this webinar, which is a high-level overview of the University's new travel and expense management system, is relevant to:

- anyone who will be traveling on University business
- anyone who will be incurring business related expenses
- anyone who currently supports those who travel on University business or incur business related expenses
- anyone who today completes a Travel and Business Expense Report, either for themselves or others

If you have questions as we go through the presentation, please use the Q&A function to submit your question(s) and we will address at the end of the presentation.

Project Overview

Travel



Expense



Overview Objectives

- Introduce the University's new Travel and Expense Management system
- High level overview; web-based training available mid-June that provides more detail and system demonstrations

Why a New Travel & Expense Management System?

- Improve the traveler, administrator and approver travel and expense management experience, including the elimination of the paper based Travel and Business Expense Reports (TBERs).
- Identify opportunities to improve University travel and expense policies and procedures.
- Align policies and procedures with leading practices in higher education.
- Ensure compliance with policies and internal controls through system configuration.
- Establish reporting to improve the transparency of travel and business expense spend leading to sourcing opportunities and associated cost savings.

Project Scope

- Implement Concur Travel Online Booking Tool (OBT) and Concur Expense Management, including Concur mobile technologies.
- Introduce a managed Travel Program to support travelers and delegates through adoption of World Travel as our University Travel Management company (TMC).
- Integrate with ISOS for Duty of Care.

Benefits: What's in it for me?

In addition to what's just been outlined, there are a number of additional benefits associated with the University's new travel and expense management system:

- Ability to book travel and submit expense reports is now all in one place - Travel and Expense Portal
- No more receipts taped to paper: receipt images captured via mobile device or as an attachment to an email
- Can access Concur from any device:
 - Desktop
 - Laptop
 - Tablet
 - Mobile Phone
- Automatic system generated reminders and notifications to help with expense report management and approvals

Columbia Travel and Expense Portal

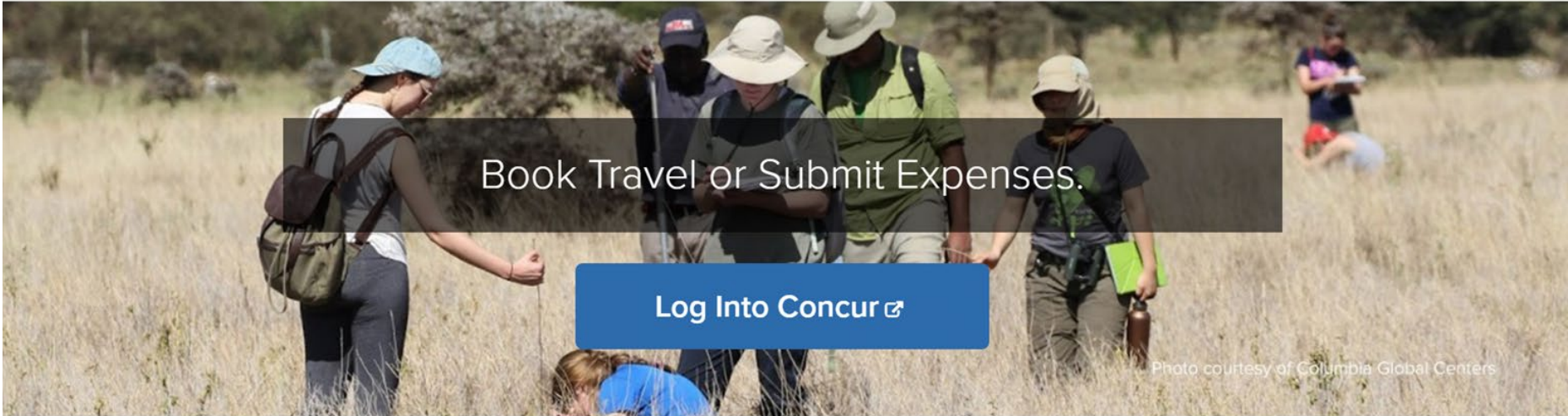
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Book Travel or Submit Expenses.

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Photo courtesy of Columbia Global Centers

What is Concur?

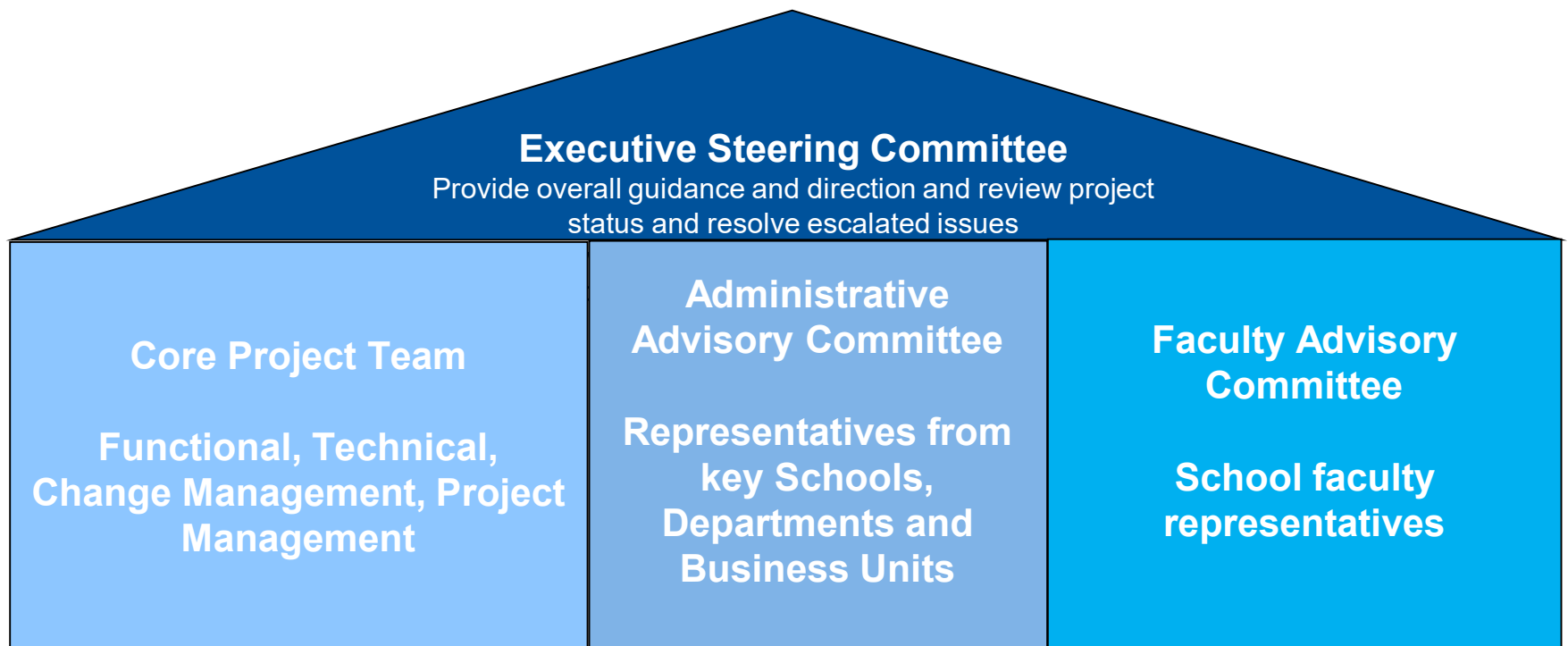
- Concur is a third party travel and expense management system.
- SAP hosted cloud based solution.
- Preferred solution and best in class for higher education.
- Columbia implementing three modules:
 - Request
 - Travel
 - Expense



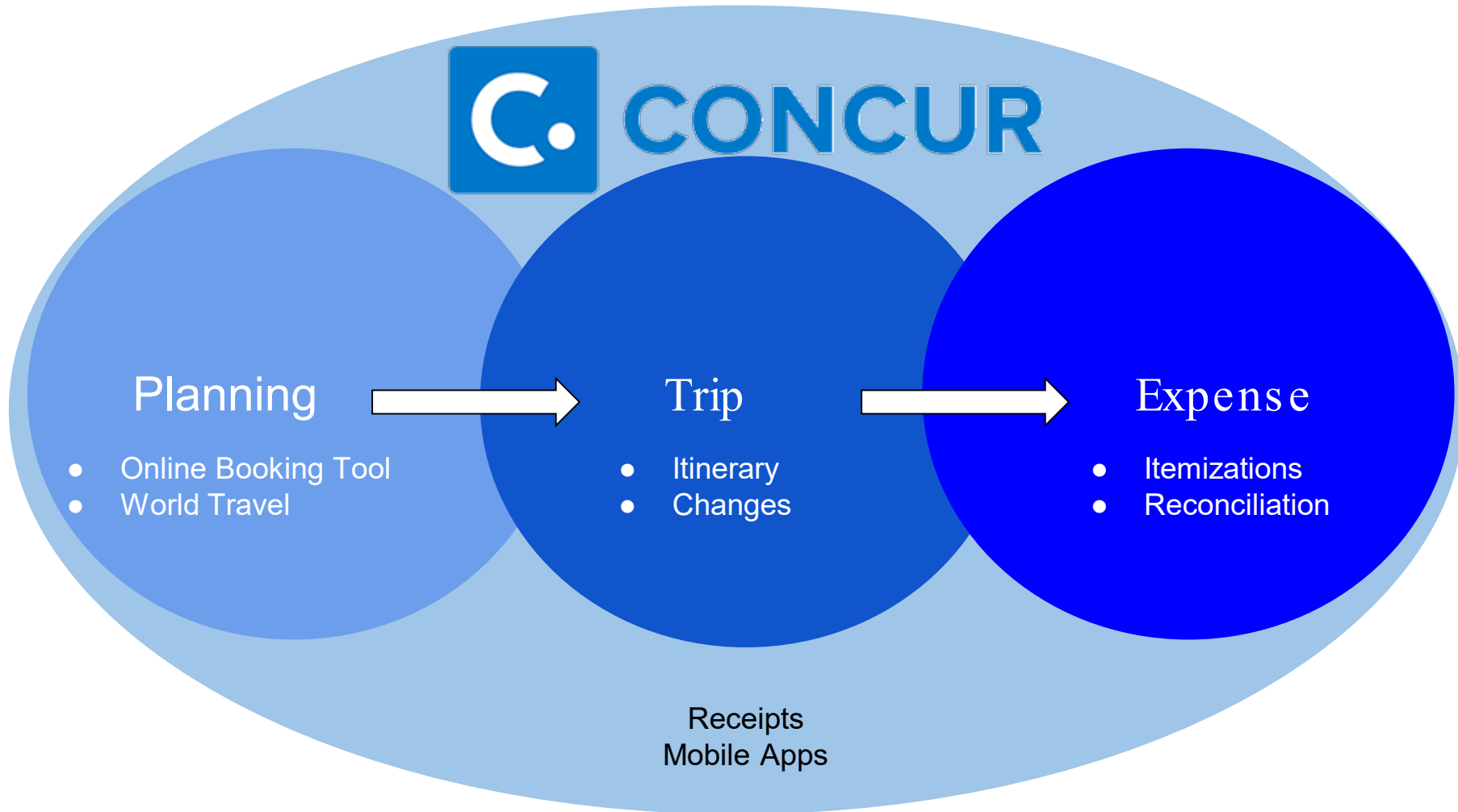
Go-Live Dates

- Pilot Launch - two phases:
 - Phase 1 launch targeted for July 13th - CUIT, Finance, Law and ZMBBI
 - Phase 2 launch targeted for August 3rd - Athletics, Business School (Admissions, EMBA, External Relations and Chazen Institute), International Center for AIDS Care and Treatment Programs (ICAP), Nursing, and Office of Alumni and Development (OAD)
- University-wide launch targeted for October 19th

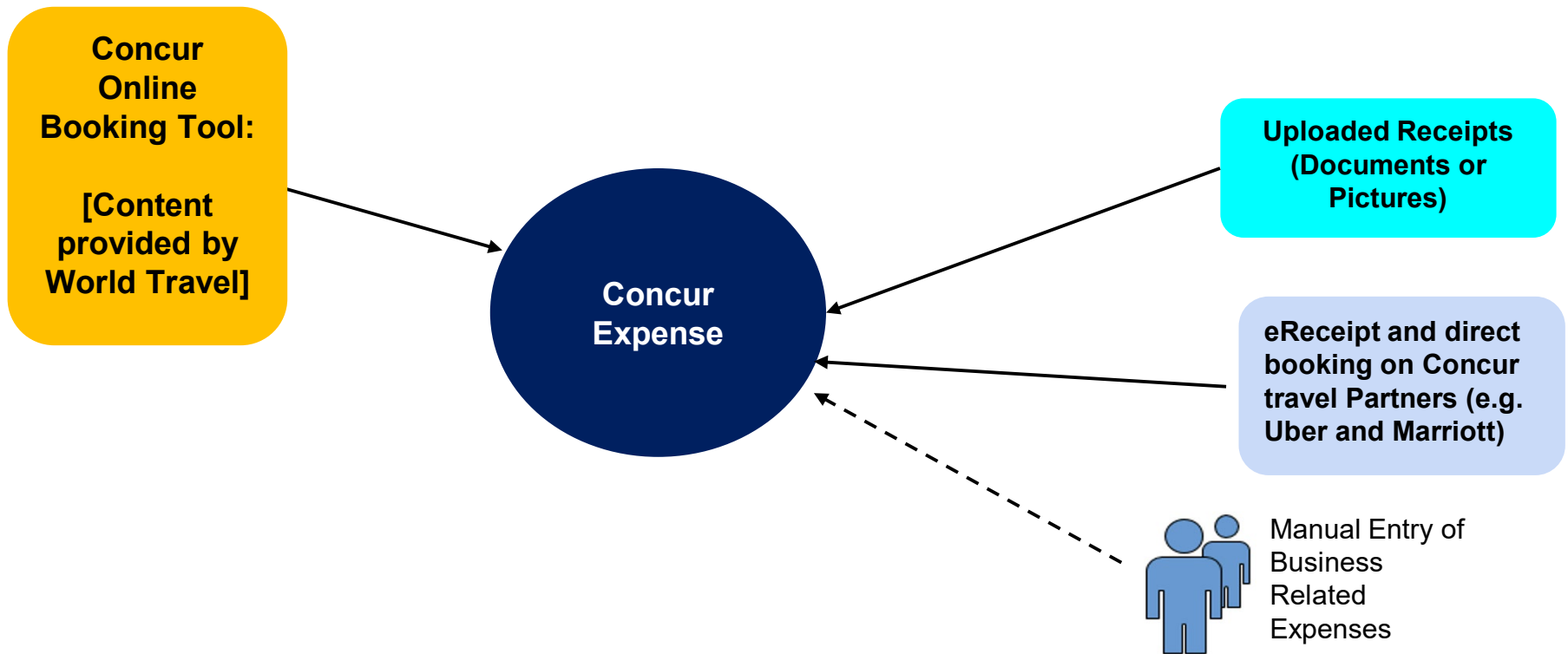
Project Governance



Solution Overview



Solution Overview



Solution Overview

- Two parts to our solution: 1) an online travel booking tool and 2) an expense management solution
- Our Online Booking Tool (run by World Travel on a Concur platform) provides users with a similar experience to other third party providers (e.g. Expedia, etc.) by providing flight and fare options from multiple carriers
- Users are not restricted to using Concur Travel, they can use other providers like Expedia, however....
- There are distinct advantages of using World Travel / Online Booking Tool:
 - Itineraries and receipt information for travel (air, rail, hotel, car) will be fed to and available in Concur Expense
 - Air or rail travel booked through World Travel using Central Pay method will be paid by the University – no out-of-pocket expense for the traveler
 - Registration with ISOS

Solution Overview

- Concur Expense Receipt and Itinerary data can be captured systematically
 - No more receipts taped to paper: receipt images captured via mobile device or as an attachment to an e-mail
 - Itineraries and receipts booked through Concur Travel Partners (e.g. Marriott) and e-receipts from connected vendors will be fed to and available in Concur Expense when configured
 - Corporate Card transactions will be fed nightly to and available in Concur Expense for reconciliation
 - Integration with ARC
 - Employees and students no longer need to be set up as a vendor
 - Information from Concur feeds into ARC and vouchers automatically created and approved
 - Information from Concur available in FDS reports

Concur for Travel

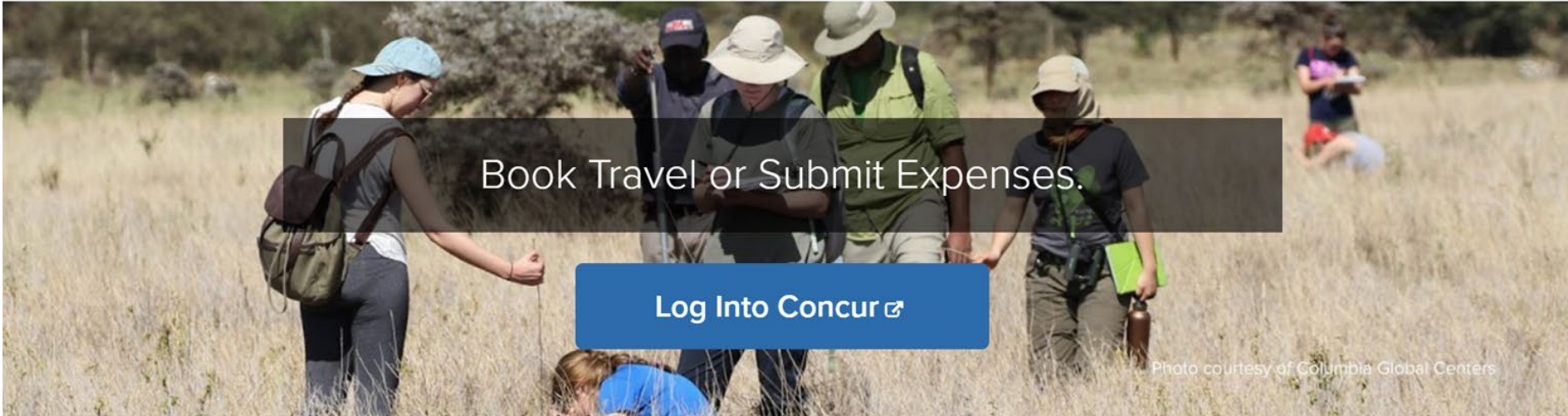
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Book Travel or Submit Expenses.

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Photo courtesy of Columbia Global Centers

Concur Request

Concur Request is used for:

- Pre-Trip Requests for planned travel (to obtain approval prior to incurring travel expenses)

In very limited-cases:

- Travel/Cash Advances for program or research start-ups or short-term operations

Concur Request: Pre-Trip

- A Pre-Trip Request is required to be submitted by any student (student employee or student non-employee) who has been given access to Concur Travel in order to be reimbursed for travel expenses.
- Law School requires Pre-Trip Request for all employee travel.
- If you are required to submit a Pre-Trip Request, you are not able to submit an Expense Report without the Pre-Trip approval attached.
- Approved Requests including those with Travel / Cash Advances allow the expense report to skip the initial approval step

Concur Travel

Concur Travel is Columbia's online booking tool run by World Travel Inc, (WTI), our Travel Management Company.

- Concur Travel utilizes a user friendly, familiar interface (Expedia, Orbitz, etc.) to book and purchase airfare / rail, reserve hotels, book rental cars.
- Itineraries and receipt information for travel (air, rail, hotel, car) are fed to and available in Concur Expense to assist with creation of Expense Reports
- On-screen alerts inform you if your flight, hotel or rental car options conform to University policies
- Air or rail booked through Concur Travel / WTI is paid for by the University utilizing Columbia Air/Rail Central Pay; no out-of-pocket expense for the traveler

Concur Travel - cont'd

- Concur Travel integrates with International SOS (ISOS), the University's travel emergency assistance provider. When traveling internationally, your information and trip details are automatically registered with ISOS. ISOS sends pre-trip advisory emails and travel alerts based upon your destination. ISOS is also able to assist with any medical or security related issues that may arise during your trips.
- Travel Arranger role
 - Ability to book travel through Concur for University guests and any Columbia affiliate who does not have an active Concur profile
 - Ability to book group travel and meetings through World Travel

Per Diem

The option of using per diem (a daily allowance for meal expenses) will be effective with Concur go-live.

- Available when traveling (not allowed on local business expenses)
- Per diem will be based on government (GSA - General Services Administration) rates by county traveled to, and will require itinerary information either fed from the travel booking tool or entered by the traveler, but no receipts required (only itinerary)
- Can lower the per diem rate, per local department policy or for budgetary considerations i.e. preserve grant funding
- Can choose to use actuals if prefer (actuals will require receipts)

Concur for Expense

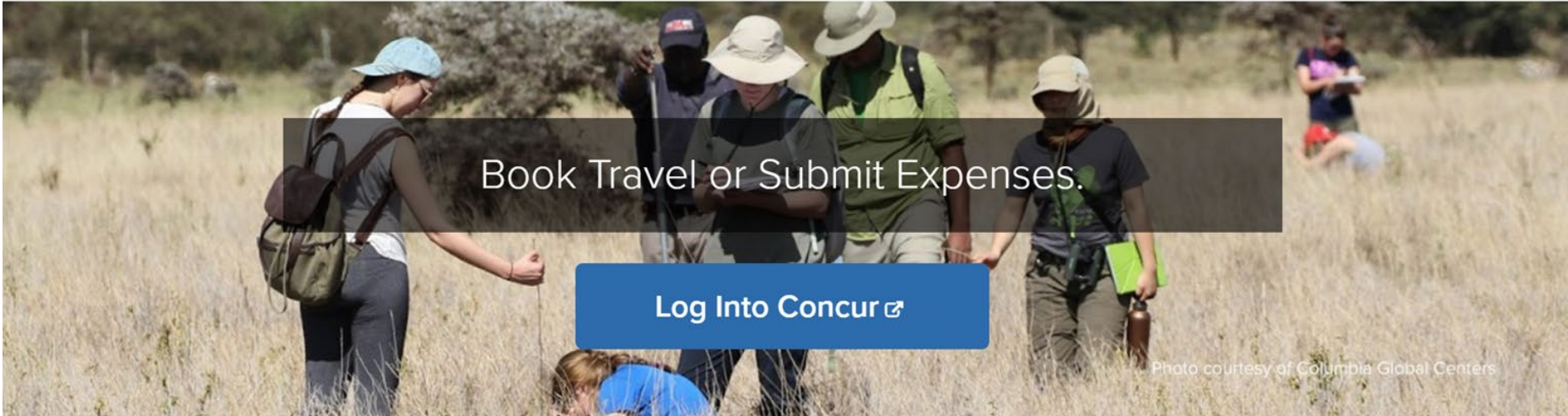
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Concur Expense

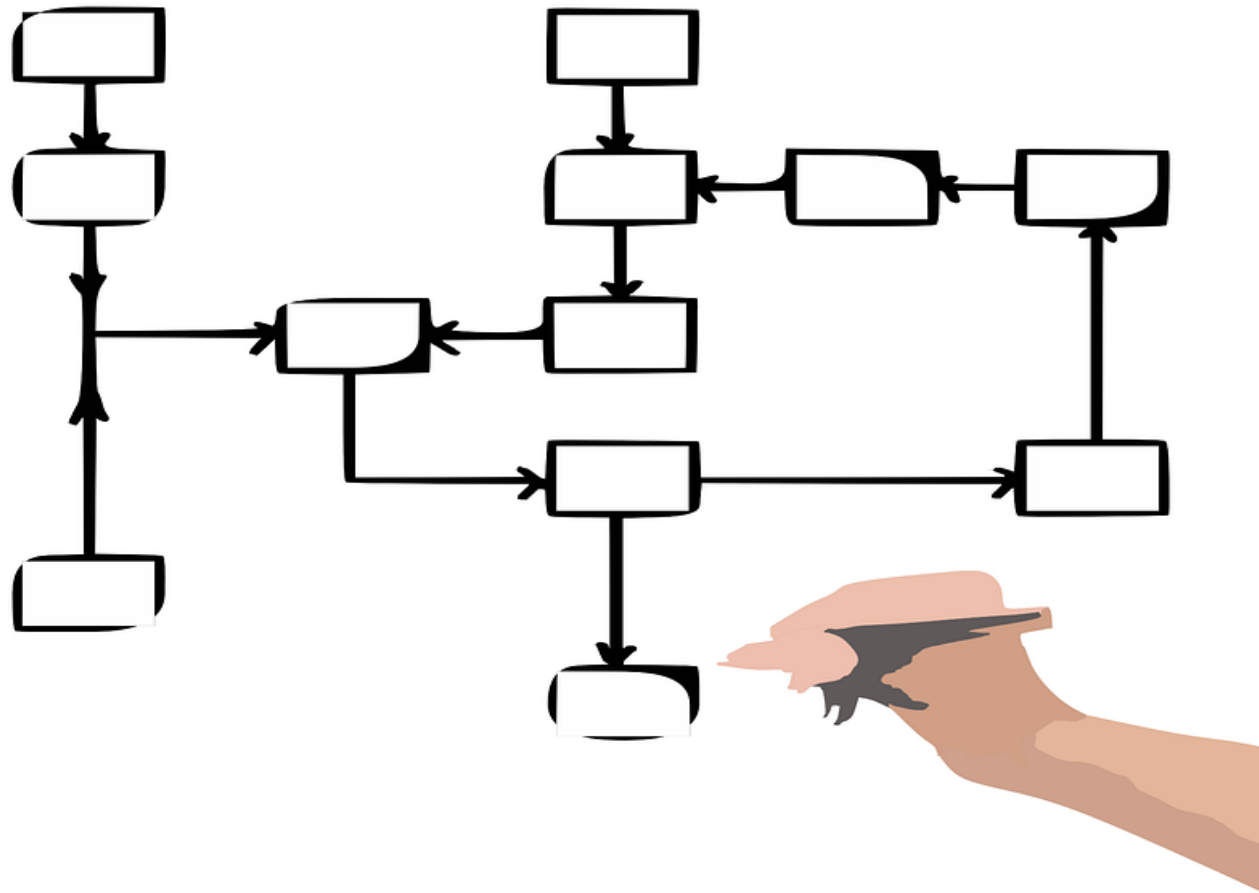
- No more receipts taped to paper: receipt images captured via mobile device or as an attachment to an email
- Itineraries and receipt information for travel (air, rail, hotel, car) booked through the Concur Online Booking Tool (OBT) will be fed to and available in Concur Expense for reconciliation
- Itineraries and receipts booked through Concur Travel Partners (e.g. Marriott) and e-receipts from connected vendors will be fed to and available in Concur Expense when configured
- Concur systematically checks for policy compliance and alerts you to most exceptions - helps with Expense Report preparation

Reimbursement of Expenses

Direct Deposit for Expense Reimbursement - effective with Concur go-live

- Enhance PAC to allow maintenance of Direct Deposit for AP Expense Reimbursement via Employee Self-Service (My.Columbia.edu Portal Page).
- Users will be able to select from existing Payroll Direct Deposit account(s) or add a new account.
- AP Direct Deposit Account will be defaulted to either the AP account associated with the current vendor profile OR the Payroll Direct Deposit Account. If there are no Direct Deposit Accounts then Check will be the payment method.

Access / Roles / Workflow



Concur Access

Ability to grant users access to:

- Travel and Expense
- Expense only (non-travelers)

The following employee groups will have default access to both Travel and Expense:

- Officers of Instruction
- Officers of Research
- Officers of the Libraries
- Officers of Administration

The following employee groups will have default access to Expense only:

- Administrative Support Staff (travel opt-in under review by the Law School)

Student employees and student non-employees will, by default, not have access to Travel or Expense, but can be opted in by Law School (under review).

Concur Roles: Approval

- **Supervisor (replaces wet signature on TBER):** Can be a Supervisor in Concur if:
 - A Supervisor in PAC *and*
 - Have completed Concur Approver training
- **Initial Reviewer (specific areas of the Law School, e.g. Student Services (for students) and Faculty Support Pools):** If no Supervisor assigned in Concur, expense transactions will route to Initial Reviewer for approval. Both Supervisors and Initial Reviewers are approving based on appropriateness / compliance with both central University and School / admin. unit policy.
- **Financial Approver (Law School Business Office):** Approving based on accurate / appropriate ChartStrings, budget impact and compliance with central University and School / admin. unit policy.
- **Senior Business Officer (Brendan Mallee, CFO):** Will receive Expense Reports with policy exceptions that require their approval.

Concur Roles: Delegates

Concur allows the delegation of authority to others.

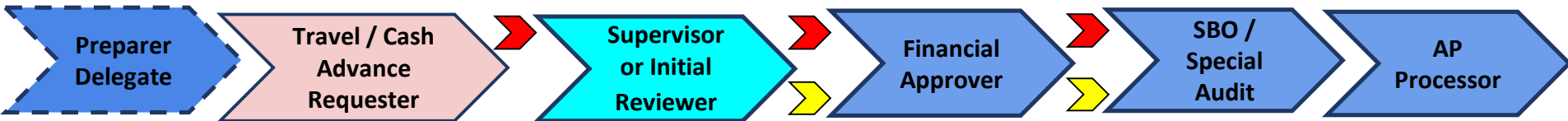
- **Travel Delegate:** Assigned by the traveler, has the authority to book travel on their behalf.
- **Approver Delegate:** Assigned by Initial Reviewers, Financial Approvers and Senior Business Officers; has the authority to approve on their behalf.
- **Preparer Delegate:** Assigned by the payee (person who has traveled / incurred business expenses); ability to prepare a Request or Expense Report for the payee, but not submit into workflow - only the payee can do that (equivalent to their signature on a TBER).
- **Preview Delegate:** Assigned by an Approver, ability to review / validate information on a Request or Expense Report that has been submitted into workflow, but has no approval authority.

Concur Request / Expense Workflow

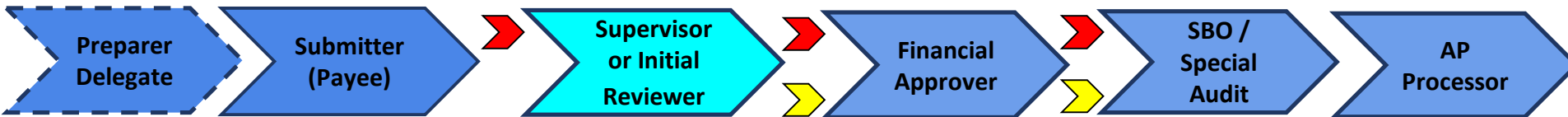
- **Request Workflow: Pre-Trip**



- **Request Workflow: Travel / Cash Advance**

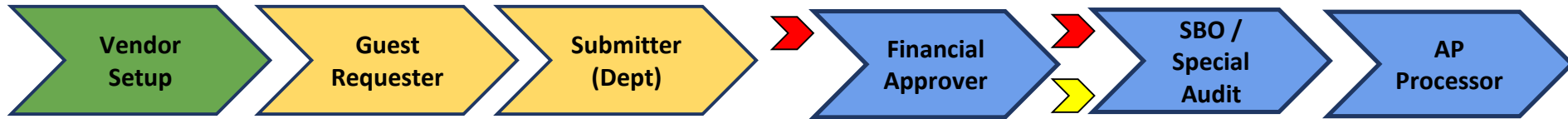


- **Expense Workflow**




- **Approver Delegate** - Assigned by approvers providing authorization to approve on behalf of
- **Preview Delegate** - Assigned by approvers providing ability to review / validate (no approval authority)
- **Ad Hoc** - Inserted manually into workflow by Approvers where additional review is necessary

Concur Expense Workflow for Guests



- Vendor Setup - list of vendors designated as “Guests” will be available to select from. Outside parties will need be setup via the ARC Vendor Maintenance process.
- Guest Requester - have the option to complete a Non-Profiled Payee Expense Web Form which can be submitted with supporting documentation to the Department for processing.
- Submitter - Department Submitter completes expense report and submits to the Financial Approver.

 **Approver Delegate** - Assigned by approvers providing authorization to approve on behalf of
Preview Delegate - Assigned by approvers providing ability to review / validate (no approval authority)

 **Ad Hoc** - Inserted manually into workflow by Approvers where additional review is necessary

Mobile Tools



Mobile Tools

Three mobile applications available to users (at no cost).

1. Concur Mobile
 - Book Travel
 - Capture Receipts
 - Approve Requests / Expense Reports

2. Triplt Pro
 - Itinerary monitoring with real-time flight alerts, flight check-in reminders, terminal and gate reminders.
 - Airport maps and step-by-step navigation

3. International SOS (ISOS)
 - One-click dialing to the closest ISOS Assistance Centre for immediate help
 - Mobile-friendly medical and security information to prepare to trips, with deeper content a tap away
 - Latest medical and security alerts, delivering travel advice before and during trips

Reporting



Reporting

- Individuals will be able to view their own expense reports
- Approvers and their delegates will be able to view expense reports awaiting their approval, as well as expense reports they have approved in the past
- Concur Reporting Managers:
 - Individuals entrusted to access data for an entire division and assign / maintain Reporting Manager delegates
 - Able to run reports for expense tracking, credit card / cash advance aging, student expenses, expense reports pending approval, etc.
 - Travel reports will be distributed by Procurement Travel Services
 - Roles assigned for pilot; post University-wide go-live, can apply for the role via the Financial Systems Security Application (FSSA)
 - Can assign up to two Reporting Manager delegates

Training



Training

Three Web-based Trainings:

- **Concur Travel and Expense**
 - Training for all users of the Concur platform (both travel and expense)
 - Completion of training not required to gain access to Concur but strongly encouraged
- **Concur Travel and Expense Approvers**
 - Training for any user of the Concur platform with one or more of the following roles: Supervisor, Initial Reviewer, Financial Approver, Senior Business Officer, Ad Hoc Approver
 - Expectation that the Concur Travel and Expense training is taken prior to the Approver training
 - Completion of training required in order to be given an Approver role

Questions

