Concur User Group

November 22, 2022
Agenda

• Travel-Related Updates
  • T&E Card Transaction Date Discrepancy Fixes
  • Travel Policy Updates
  • Concur Departmental Reports

• Booking Travel
  • Booking Business Travel in Concur
  • Booking with Anthony Travel directly
  • Basic booking reminders

• Concur Deep-Dives
  • Comments/Supporting Documentation
  • Itemization
  • Allocation

• Travel Support Channels and Q&A
Travel-Related Updates

Aver Smith
Travel & Entertainment Card (T&E Card)

T&E Card Transaction Dates in Concur

T&E Card transaction dates fed into Concur may differ from when the Traveler’s T&E Card was used (swiped) to make a purchase. The transaction date in Concur is based on the date the bank receives the charge from the vendor, which may differ from the date of purchase if the expense is reported to the bank at a later date (for ex., the following day). The Accounts Payable team has identified two scenarios affected by the T&E Card transaction date discrepancy:

1. Prepaid expenses on the T&E Card receive a red flag indicating expenses are outside the travel dates. ✓ Solution: An adjusted audit rule has been implemented to alleviate the prepaid expenses red flag error. To correct existing errors, open the expense and click “Save Expense” to re-evaluate the rule. Future prepaid expenses should automatically fall under the adjusted audit rule.

2. Meals purchased on the T&E Card receive a red flag when the meal date differs from the transaction date fed into Concur; this is due to the meal being calculated against a meal cap for a different day. ✓ Solution: A workaround has been identified to correct the meal cap calculation error. Meals consumed on a different day than the T&E Card transaction date should be itemized to add/change the meal date (see attached guidance).

Thank you to those that raised awareness of the transaction date discrepancy, and please continue to direct inquiries to the travel team at travelfeedback@ucr.edu.
# Email Reminder Notifications

## Notifications Launching in early December 2022

<table>
<thead>
<tr>
<th>Reminder</th>
<th>Action</th>
<th>Initial Timing</th>
<th>Received By</th>
</tr>
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</table>
| **Expense Report Ready For Review and Submission** | Employee Travelers will receive a reminder when an Expense Report prepared by their Delegated Travel Arranger is ready for their review and submission. | When Delegate clicks Ready for Review or Submit Report | • Traveler  
• Delegated Travel Arranger if “Receives Emails” is checked for the Traveler |
| **Unassigned T&E Card Transactions** | T&E Cardholder (Traveler) will receive a reminder for unassigned T&E Card transactions greater than 15 days old that have not been assigned to an Expense Report.  
Thereafter, the T&E Cardholder (Traveler) will receive a reminder for unassigned T&E Card transactions over 30, 45, & 60 days old.  
*After 60 days, Cardholder will receive notices every two weeks until unassigned card transactions are assigned to an Expense Report* | When the condition is met | • Traveler  
• Delegated Travel Arranger if “Receives Emails” is checked for the Traveler  
• 45 & 60 day notices will copy the Financial Approver |
| **Unsubmitted Travel Expense Report** | Employee Travelers will receive a reminder for any unsubmitted Expense Reports greater than 30, 45 & 60 days past the trip end date.*  
*After 60 days, Travelers will receive notices every two weeks until the Expense Report is submitted or expenses are reported as taxable income for employee* | 30 days after trip end date | • Traveler  
• Delegated Travel Arranger if “Receives Emails” is checked for the Traveler  
• 45 & 60 day notices will copy the Financial Approver |
# Concur Departmental Reports

**iReport - Departmental Concur Report Enhancements**

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Description</th>
<th>New or Enhancements</th>
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</table>
| **Concur Expense Details**  | This report displays by Department all Concur Expense Reports to date that are submitted and/or completed (paid). This report gives department support teams better visibility into the status of expense reports associated with their unit. | • A "Status Key" tab was added to provide definitions for both Approval and Payment Statuses.  
• Request ID associated with Expense Report was added to the far right column of the report.                                                                                           |
| **Card Aging Report**       | Development in progress                                                                                                                                                                                  |                                                                                                                                                                                                                     |
| **Cash Advance Delinquency**| Development in progress                                                                                                                                                                                  |                                                                                                                                                                                                                     |
## Travel Policy Updates

### Policies & Procedures | Business & Financial Services (ucr.edu)

<table>
<thead>
<tr>
<th>Policy # &amp; Title</th>
<th>Scope</th>
<th>Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td>900-20: Travel – Policy, Regulations, and Procedures</td>
<td>Travel Reimbursement Guidance</td>
<td>• Updated to replace iTravel with Concur information</td>
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<tr>
<td></td>
<td></td>
<td>• Addition of Pre-Trip Request guidance</td>
</tr>
<tr>
<td>900-80: Vehicle Rental and Hotel Accommodations</td>
<td>Guidance Concerning Employees Traveling on University Business</td>
<td>• Updated to replace iTravel with Concur information</td>
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<tr>
<td></td>
<td></td>
<td>• Updated to include Anthony Travel guidance</td>
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<tr>
<td></td>
<td></td>
<td>• Updated to include ConnexUC information – no longer allowing the use of POs</td>
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Booking Travel

Sandra Danford
Booking Business Travel in Concur

Ghost Card Reminders

- UCR Campus Ghost Card is for airfare charges only
- Traveler can select the UCR Campus Ghost Card when booking online but reservations must be finished by a Travel Arranger
  - Traveler is to place reservation on hold and notify Travel Arranger that the reservation is ready for completion

Traveler should not enter any information on the Trip Booking Information page. Traveler should select “Hold Trip” only.
Booking Business Travel in Concur

*Ghost Card Reminders*

- **Travel Arrangers** can add the approved Pre-Trip Request ID and select Next to continue the reservation process.
Booking Business Travel in Concur

Hotel, Car Rental, and personal card additions

- A personal or T&E Card will need to be entered for hotel and car rental
  - T&E cards are not automatically added; these need to be manually added once the cardholder receives a card
  - The Anthony Travel reservation service fee will be charged to this card. The venue will still require a card to be presented at the time of service for the room/car rental charges. The card presented at the car rental agency must match the card used for the reservation.

- Personal/T&E Card can be added during the reservation process or within the profile:
Booking Business Travel in Concur

Hotel, Car Rental, and personal card additions

Either selection will generate a pop up that will allow card information to be added to the profile.

Any cards added to the Traveler's profile will show in addition to the UCR Campus Ghost Card.
Booking with the Anthony Travel Agent

- Use of the Ghost Card is limited to the Travel Arranger and must be supported by an approved Pre-Trip Request ID
- Personal or T&E Card is required to be supplied for reservation of Hotel and Car Rental, and card presented at the Car Rental Agency must match the card used for the reservation
- Please be courteous to our agent at Anthony Travel
  - We have had reports of individuals being less than so.
  - While our agent at Anthony Travel can answer some questions regarding booking restrictions and policy, she is not fully versed in the travel policy.
  - Travelers should be seeking out information and guidance from their Travel Arranger
    - If answers cannot be sufficiently ascertained from policy or internal department discussion, Travel Arrangers can reach out to travelfeedback@ucr.edu for clarification
Concur Deep-Dives

Sandra Danford
Company Notes Enhancement

• Updated links on company notes in Concur

• Travel Booking Reminders - UCR Travelers can use the Concur Travel module to compare, select dates and prices, and book flights, hotels, and car rentals through Anthony Travel.

• You can still book with SWABIZ; check out the Company Notes in Concur for details.

• Effective 9/1/2022, purchases through BCD and UCTC should be paid using a corporate T&E Card, aPCard, or Out of Pocket - i.e., no Purchase Orders.
Comments/Supporting Documentation

Prepaid expenses and expenses not being claimed

- Per G-28, an expense report must be submitted even if no reimbursement is due to the travel
  - Expense reports are used to account for travel advances (both cash and non-cash), expenses incurred in connection with official University travel, and reimburse the traveler for any additional amounts due
  - Non-Cash advances are any expense prepaid on behalf of the traveler by UCR
    - Departments are responsible for ensuring all prepaid items are included on the traveler's expense report
    - We no longer have the soft reject feature, so comments are in the best interest of the department to avoid delays, and returns that require full rerouting, as well as for future audit purposes

- On occasion, travelers may have expenses that they are not claiming for various reasons (perhaps expenses were paid by another organization, funding is limited, the traveler is choosing not to claim an expense, etc.)
  - Including comments on the expense report to clarify why items that would typically be included are not being claimed is vital to provide clarification and allow for complete audit of the travel scenario:
    - Travel to a location an individual would typically fly to, but airfare is not being claimed
    - Meals being claimed but no lodging/transportation claimed
    - Other expenses that might be typically expected
Comments/Supporting Documentation

Other Scenarios

• **Personal time**: Comparisons completed at the time of booking need to be attached if expenses are prepaid.

• **Payment of expenses on behalf of others**: Proof of approved group travel must be attached.

• **Non-Employee Attestations**: Non-employees need to sign the attestation, and it must be uploaded to the Expense Report in Concur.

I certify this expense voucher is a true statement. The amounts claimed for reimbursement:
1) Are actual expenses incurred by me while on official University business for the dates indicated,
2) Exclude personal travel expenditures,
3) Do not include alcohol, and
4) Have not been reimbursed from any other source.

Original receipts have been provided to my departmental travel coordinator as required by UC business & Finance Bulletin C-28.

Signature: __________________________
Comments/Supporting Documentation

Non-Employee Attestation

1. Access via Print/Share and select Detailed Report – Non-Employee

2. Once signed by the Non-Employee, upload to Manage Receipts and then select Manage Attachments.

3. Select Add, select file to upload, and file will be added with the other documentation previously added.
Other Concur Reminders

- House hunting is a part of relocation and should not be submitted in Concur
  - These expenses must be included with the full relocation packet once relocation is completed

- Entertainment is currently not open in Concur
  - Entertainment reimbursement will not be available until Phase 2
  - Entertainment reimbursements should be submitted in Epay
  - T&E cards under the Corporate Liability program should not be used for entertainment as the expenses cannot be cleared in Concur

- Foreign individuals being reimbursed via wire payment
  - Need to select "Wire" for the payment method when creating the Concur expense
  - This cannot be updated by accounting and will require the expense be returned to be updated and then rerouted through full routing
Itemization

- Itemization has two main purposes
  - Lodging - to separate nightly rate from taxes/fees to allow for proper enforcement of GSA rates, policy limits, and audit rules
  - Changing expense type – when a receipt includes multiple expense types
    - Example being a lodging receipt that includes parking, meals taken in the room, etc.
      - These expenses can be broken out into appropriate expense types to ensure the proper account number is charged, policy limits, and audit rules are enforced for those expenses

- An additional purpose is to be able to adjust the date for card transactions on meals consumed on a day different than the transaction date as described in previous slides

- Itemizing receipts when it is not the above scenarios often results in additional flag warnings that are often unnecessary
  - System viewing items as potential duplicates
  - If the main expense will incur a yellow flag warning, every itemized line from the receipt may flag the same flag, adding to the total flag count (Ex. AB 1887)
  - This duplication of warning flags add to "Warning Fatigue" as well as unnecessary levels of review in some cases
Allocation

• Allocation has two main purposes
  • Changing the FAU for a specific expense or set of expenses
  • Adding multiple FAUs to be charged in addition to the default FAU

• Allocation can be made at the expense level if the specific expense needs to charged to a different FAU (ex. airfare that needs to be charged to a general fund rather than a Contract/Grant)

Allocations can be made as a percentage or as an amount
Allocation

- Allocation can also be made by selecting specific expense or selecting the all button.
Travel Support Channels

Self-Service Resources
- Find Published Guidance on the Impact23 website to Support your University Business [Travel and Expenses]
- Join the [Community of Practice] to Crowdsourc...[AP Team]

Travel and Expense Reimbursements and T&E Card
For Travel-related policy questions, technical or access issues, and T&E Card inquiries, contact our team through travel feedback.
E-mail: travelfeedback@ucr.edu

Anthony Travel
Anthony Travel is UC Riverside’s preferred Travel Management Company. For assistance with travel and booking a trip, including group travel, international or complex travel arrangements, or help to change an itinerary, contact Anthony Travel (Pre-Trip Request ID Required and Minimal Fees Apply).

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Question & Answer

Enter your questions into the Q&A feature