Concur Travel and Expense Role Provisioning

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Concur Phase II Action Matrix

Attention! Effective July 3rd, all Concur Phase 1 routing in EACS will be deleted. Department SAAs are required to establish new routing assignments.

Phase 1 Role	Phase II Role	Roll to Phase II automatically in EACS?	SAA Action
Traveler	Concur User	Yes	Confirm role assignment and setup Concur routing
Travel Arranger	Concur Delegate	Yes	Confirm role assignment and setup Concur routing
Financial Previewer	Financial Previewer	No, new functionality	Confirm if role is needed, assign as appropriate and set up Concur routing
Financial Approver v1	Financial Approver v2	Yes	Confirm role assignment, assign role as needed, and setup Concur routing. Note: users cannot possess Department Head or Exception Approver role
Department Head - Cards	---	No	NA
---	Department Head	New role definition	New role; assign role for Moving/Relocation approvals as appropriate. Note: user cannot possess Financial Approver or Exceptional Approver (Org Head) roles.
Exception Approver	Exception Approver	Yes.	None. Role assigned by Central Office.
---	Department Card Admin	New Role	New role. Units with procurement cards must set up this role, a delegate to assist Procurement cardholders with distribution of charges to appropriate COA
---	PCard Holder	New role	New role. Assign role to all procurement cardholder in unit
Executive Previewer	Executive Previewer	Yes	None. Role assigned by Central Office
Executive Approver	Executive Approver	Yes	None. Role Assigned by Central Office

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Changes to Concur Roles

With the expansion of Concur to non-travel reimbursements and procurement card distributions, changes to Concur roles were necessary to address concerns raised by users and reduce complexity.

The new roles will apply to travel requests, travel reimbursements, non-travel reimbursements, and procurement card distributions.

The changes should:
- Simplify the experience for employees requesting reimbursement
- Ensure explicit routing when Previewers are defined
- Reduce approval delays when a designated individual is out of the office

To accomplish these improvements, SAAs will be required to perform updates in EACS. Additional guidance will be provided.

Concur Phase II roles are currently unavailable in EACS for provisioning.

New Concur Roles

- **Concur Users** can process Concur Request and Expense Reports for travel and non-travel reimbursements.

- **Concur Delegates** are optional for travel booking and transacting non-travel reimbursements (acting on another user's behalf). Additionally, Concur Delegates are assigned to a Concur User, not an accountability structure, which may impact those who prepare for multiple accountability structures. Concur Delegate assignments are limited to 250 per user, including guest travelers.

- **Financial Previewer** role(s) are optional. If defined, requests will be explicitly routed to this role before proceeding to the Financial Approver

  - **Primary Financial Previewer**
    Concur routing allows for the assignment of only one Financial Previewer per Accountability Structure, who will be listed as the previewer for Concur routing.

  - **Secondary Financial Previewer**
    Serves as the Financial Previewer's delegate, in case the Financial Previewer has other previewer or approval roles, the secondary previewer will have delegate access, even outside of named accountability structure.
    Note: A Secondary Financial Previewer is a delegate attached to an individual Primary Financial Previewer based on the EACS Concur Routing established, but not individual travelers or Accountability Structures.

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New Concur Roles

- **Financial Approver** is a required routed role by Accountability Structure

  - **Primary Financial Approver**
    Concur routing allows for the assignment of Financial Approvers per Accountability Structure, who will be listed as the Financial Approvers for Concur routing, including for T&E Card and PCard issuance requests.

  - **Secondary Financial Approvers**

    Serves as the Financial Approver's delegate(s), in case the Financial Approver has other preapproval or approval roles, the secondary approver will have delegate access, even outside of named accountability structure **Note:** A Secondary Financial Approver is a delegate attached to an <u>individual</u> Primary Financial Approver based on the EACS Concur Routing established, but not individual travelers or Accountability Structures.

    - This approach eliminates the need for employees requesting reimbursement to designated a financial approver and addresses delays when the approver is out of the office if the secondary role is utilized

- **Department Head** is required to be designated in EACS

  - Restricted to one per accountability structure.

  - Approves Relocation Expense Reports.

  - Financial Approvers, Department Heads, and Executive Approvers must be distinct users.

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New Concur Roles

- **Exceptional Approver/Delegate**—Required at the ORG level
  - **Delegated Exceptional Approver** users would require an understanding of how to handle an offline approval of a true exception, knowing they serve as a proxy.
  - Restricted to one per Org

- **PCardholder** (Company Billed Statements (CBS) User)
  - Users with the PCardholder role will have access to distribute PCard expenses in Concur.
  - Same approval flow with optional **Financial Previewer** and required **Financial Approver** will be used to approve distribution of PCard expenses.

- **Department Card Administrator (DCA)**
  - Delegate of the PCardholder and can distribute PCard expenses in Concur on behalf of the PCardholder. Note: if the Pcardholder completes the Pcard expense distribution, the expenses will route directly to Financial Previewer (if applicable) and Financial Approver.

Concur Routing

- **Phase 1 Concur Routing will be removed before 7/3/2023**
- **Phase 2 Concur Routing should be established beginning 7/3/2023**
  - Phase 2 Concur Routing addresses many of the issues experienced with the initial deployment
  - Department SAAs are strongly encouraged to create a Default Routing to minimize explicit routing and maintenance for each Concur User
  - Default Routing should use "All" Concur users with the most frequent workflow of Concur Delegates (if applicable), Financial Previewers (if applicable), and Financial Approvers in the unit
  - Define specific travel routing for exceptions to the default routing; and
- Remember an individual may only be designated as a Concur Delegate for up to 250 Concur Users across ALL Accountability Structures and Concur roles

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