Town Hall Meeting

UC Travel & Expense Management Improvement Project

Online Request & approval
Online Booking
Mobile itinerary, receipts and approvals
Online expense reports and approvals

Robert F. Ambach, SVP Finance & Administration
Peter E. Landgren, SVP for Academic Affairs and Interim Provost
Challenges in UC Travel Process

- Very limited Duty of Care information
- Manual system, paper based & dependent on mail
- Over 65% of travelers are new or infrequent travelers
- No central campus support for improvements, training
- Approximately 3,000 distinct travelers annually
- Over 60% of travel is to conferences
- Approximately 9,750 travel reimbursement forms processed annually
- Travel Spend – Over $20 million annually
PROJECT STRUCTURE

Executive Project Sponsors
- Robert F. Ambach, SVP Finance/Administration
- Peter E. Landgren, SVP for Academic Affairs and Interim Provost

Project Sponsor
- Tom Guerin, Associate Vice President, Administration & Finance

Steering Committee
- Nelson Vincent, VP & CIO, Information Technology
- Tom Guerin, Associate Vice President, Administration & Finance
- Neil Holsing, Associate Dean, COM Operations & Finance
- Anita Ingram, Assistant Vice President, Chief Risk Officer
- Carol Metzger, Assistant Vice President, A&F Controllers Office
- Pat Kowalski, Vice President, Finance
- Kathy Qualls, Senior Vice Provost, Provost Business & Financial Affairs
<table>
<thead>
<tr>
<th>Name</th>
<th>Department</th>
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<tbody>
<tr>
<td>Karen Goodwin</td>
<td>Office of the Provost</td>
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<tr>
<td>Ron Cushing/Anne Fugard</td>
<td>International Affairs</td>
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<tr>
<td>Deb Weinstein</td>
<td>Student Affairs</td>
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<tr>
<td>Michelle Cooper</td>
<td>College of Medicine</td>
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<td>Tim Schraffenberger</td>
<td>College of Engineering</td>
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<td>Jennifer Scott/Holly Johnson</td>
<td>CECH</td>
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<td>Lee Armstrong/Molly Zweig</td>
<td>Lindner College of Business</td>
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<td>Anita Ingram</td>
<td>Risk Management</td>
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<tr>
<td>Omar Banks/Bryan Dean</td>
<td>Athletics</td>
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<tr>
<td>Diane White</td>
<td>College of Conservatory &amp; Music</td>
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<tr>
<td>Tara Wood</td>
<td>Export Control</td>
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<td>Gary Hunt</td>
<td>Treasurer</td>
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<td>Robin Pittman</td>
<td>Core Systems</td>
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<tr>
<td>Martine Ryan</td>
<td>Administration &amp; Finance</td>
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<tr>
<td>Edith Starbuck</td>
<td>AHC – Health Sciences Library – Faculty Senate Appointee</td>
</tr>
<tr>
<td>Laura Nabors</td>
<td>School of Human Services, CECH – Faculty Senate Appointee</td>
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<td>John Ungruhe</td>
<td>RES SRS Accounting</td>
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<td>Charity Curry</td>
<td>A&amp;S Business Office</td>
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# Core Project Team Members

(Also members of the TAC)

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<tr>
<th>Name</th>
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<tr>
<td>Chad Anton</td>
<td>Central Purchasing – Pcard &amp; Operations</td>
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<td>Larry Caras</td>
<td>Accounts Payable</td>
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<td>Chris Diersing</td>
<td>Core Systems</td>
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<td>Tom Guerin</td>
<td>Administration &amp; Finance</td>
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<td>Terry Kunky</td>
<td>UCiT Project Management Office</td>
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<td>Carol Metzger</td>
<td>Controller</td>
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<td>Ericka Reaves</td>
<td>Travel Office Manager</td>
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<tr>
<td>Christine Street</td>
<td>Business Core Systems/HR/Training</td>
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<tr>
<td>Bobbie Whitehead</td>
<td>Travel Office System Administrator</td>
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Background Information

- A broad review of university travel was conducted with participation from academic, financial and administrative units.
- Best-in-class solutions were assessed resulting in support to create a central university travel office and implement a travel information management system.
- UC is implementing Concur for use university-wide.
- Will this impact me?
  - If you travel, or if you purchase items with a University Purchasing Card, you will be utilizing the new Concur Travel & Expense system.
Travel & Expense Project Goals

- Establish Duty Of Care Program University-Wide
- Streamline Travel & Expense Processes
- Improve Traveler Experience
- Create a centralized Travel Resource Office
UC’s Concur solution is fully automated throughout the T&E Lifecycle, with information transmitted from UC’s travel agency and its purchasing card populating the system automatically.
**Current vs. Future state – Travel Request**

### Current State
- Travel Request must be routed manually to one or more approvers before travel can be booked
  - Signatures required – travel and approvers
  - Route often via campus mail
  - Potential to pay higher rates/lost discounts due to processing times

### Future State
- Travel Request is highly automated and can be approved in Concur
  - Delegates may submit Request on behalf of traveler
  - Routed for approval electronically
  - Ability to delegate to other approvers
  - Electronic approval replaces signature
## Current vs. Future State – Payment & Receipts

### Current State

**P-card**
- Requires paper receipts
  - Missing or lost paper receipts
- Non-travel reconciled in UC Flex
- Paper A113 Travel expense form must be signed and sent via campus mail for processing
- Manual signature approvals
  - May require multiple signatures
  - Delays when approver is out of office

**Personal card & cash**
- Requires paper receipts
  - Missing or lost paper receipts
- Travel and non-travel forms must be signed and sent via campus mail for processing
- Manual signature approvals
  - May require multiple signatures
  - Delays when approver is out of office

### Future State

**P-card (maximizes automation through file feeds)**
- Transactions are populated in Concur from VISA
- Travel & non-travel reconciled in the same system
- Reimbursement processed in same system upon approval
- E-receipts available for many travel expenses (i.e. air, hotel, car rental, etc.)
- Picture of receipts to automtate expense report item (Expense-It)
- Automated approval routing

**Personal card & cash (manual input required)**
- **Reimbursement occurs after the trip is completed including conference fees and airfare**
- Expense line items must be created in Concur
- E-receipts not available
- Picture of receipts can be used to support expense report item (Expense-It)
- Automated approval routing
Concur Automation Summary

- Import Account Codes
- Import List of Approvers
- VISA Upload Employee UC Purchasing Cards
- Upload Travel Agency Information
- UC Single Sign On
- Import Employee File
Concur Features and Benefits

The new system will offer enhanced features, including:

- **Improved experience**: Create a highly automated travel and expense process for users

- **Mobile capabilities**: submit/approve travel requests, receive your itinerary and submit/approve expense reports via your mobile device

- **Single sign-on**: Log into the system with your UC 6 + 2 and network password

- **Integrated travel and expense**: Concur integrates HR & FI data with the services of UC’s purchasing card provider and travel agency to provide dynamic itineraries and capture UC purchasing card expenses

- **Smart expenses**: Itinerary data captured at the time travel is booked and is updated when changes are made through the system, UC purchasing card charges and many electronic receipts are automatically populated in the expense report

- **Less paper**: Eliminate the need to collect, manage and store paper receipts

- **E-receipts**: Attach receipt images to a report instead of mailing paper receipts

- **Vendor discounts**: Experience lower costs as UC leverages its buying power
Key Project Decisions

- Concur will serve as UC’s sole mechanism for travel requests and expense management, including requests for business expense reimbursements.
- UC will continue to provide a one-card solution (P-Card) to serve travel and non-travel expenses.
  - P-Cards maximize system automation. All expense transactions will be transmitted by VISA daily into Concur for monthly expense reporting of both travel and non-travel expenses, automating the entry of these transaction details.
  - Use of personal charge cards is supported but requires manual transaction entry.
- AAA will continue as UC’s travel agency in the UC Concur system.
  - UC’s contract with STA will remain in place for faculty-led student group travel. Their itineraries, and those of other travel sources used, will be shared with Concur to enable duty of care.
- **Meal per diems standard – no standard meal receipts required**
- **No receipts required for any purchases up to twenty-five dollars**
- **Reimbursement occurs after trip is completed including conference fees and airfare**
- Two travel GL strings: Domestic and International.
- General GL strings will continue to be used as they are today.
Key Project Deliverables

- Project team testing – completed in November
  - The UC Project Team validated the test Concur system, reporting items requiring correction back to Concur and re-testing
- End User Testing – completed in December
  - The user testing team was comprised of several colleges and departments from across the University during the month of December
  - Pilot Launch – Selected volunteer areas from across the University will be trained starting on February 7, and will begin using the live Concur system on February 27 for travel and non-travel (P-card Expense) transactions
- University-wide implementation
  - Training development is underway and will begin in March
  - Training will consist of both “classroom” training and online training, and local super-users
  - Additional training materials will be available prior to and after program launch
  - All web training will include closed caption feature
  - University-wide rollout will begin on April 27
  - Full campus rollout target end date - July 1st (to coincide with Fiscal Year, 2018)
What can you do?

- Please validate:
  - Position-to-Position accuracy in HR system
  - Cost Object Approver listing in Controller table
- Consider acquiring purchasing cards where appropriate
- Watch for training schedules
- Inform UC’s travel office of special needs or concerns
Ask now, but for those that arise later please:
Contact Ericka Reaves at 556-2342 or Ericka.Reaves@UC.edu or,

Send them to:
CONCURQUESTIONS@UC.EDU

And please visit the new UC Travel & Expense website: www.uc.edu/af/travel