

From Paper to Performance: The Concur Advantage

Presented by:

Elizabeth Palian, Director of Financial Applications Support

Laura Korleski, Concur Functional Administrator

Amy Hisler, Controller

*The purpose of this webinar is to provide updates and a “sneak peek” of
the Concur travel request process*



Tips for a meaningful and engaging session



- 1. We don't have access to your camera or microphone.**
We can't see or hear you - make yourself comfortable in your own space!
- 2. Use the Q&A button to ask a question.**
You can submit your questions throughout the presentation.
- 3. Do not use third-party AI bots.**
To create a transparent environment, AI assistants will be excluded.
- 4. Use the closed caption feature for a live transcript.**
You can follow along with our presenters.
- 5. The presentation and recording will be posted to the project webpage.**
Check the project webpage to get access to this and other resources.

Session Objectives

- **Meet the team**
- **Introduction to Concur & common tasks**
- **Learn more about the Travel Allowance**
- **Share Concur travel Request process “sneak peek”**
- **Provide project timeline, cutover and training plans, and help resources**
- **Answer your questions**



Concur Project **Team** Introductions

Sponsors



Anne Brown
special asst to the VCBA



Amy Hisler
controller



Jaime Calvao
project manager



Laura Korleski
*Concur functional
administrator*



Heather
*executive director
OneIT BA support*



Elizabeth Palian
*director financial
applications support*



Jerri Painter
*disbursements
manager*



Julie Hughes
*IT business systems
analyst*



Gina Smith
*business & tech.
applications specialist*



Lisa Dooley
*business process
analyst*

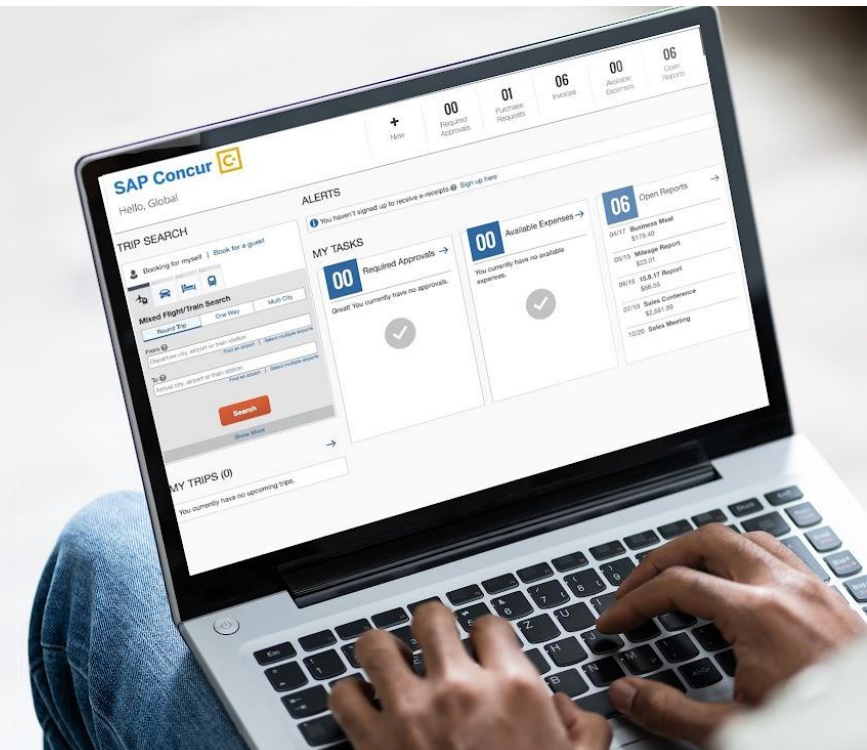


Concur Processes

What is Concur?

Concur is a tool that will allow you to request travel and complete your purchasing card expense reports in one application. There's also an optional booking tool.

- **Goals**: Modernize and streamline travel processes, improve user experience, provide real-time visibility into travel expenses, reduce costs, and ensure compliance.
- **Scope**: Implementation of Concur to replace current paper-heavy travel process.



Two Separate Processes, **One Application**

Travel Process



Purchasing Card Process



Request

1

Submit a Request
to travel



Booking

2

Book (optional) /
Make travel
arrangements



Expense Report

3

Submit a travel
Expense Report



Reconcile

Reconcile all
p-card
transactions

Travel Process **1** of 3: **Request** to Travel

1



Request

- Travelers start by requesting formal permission to travel - called a **Travel Request**
- The **Travel Request** replaces what is known today as the Travel Authorization (TA)

Travel Process 2 of 3: Book / Make Travel Arrangements

2



Booking

- Purchase airline tickets and make hotel reservations on your own, through Concur's online booking tool or directly with a CBT agent (optional)
- Travel management company agreement with Christopherson Business Travel (CBT)

Travel Process 3 of 3: Submit Travel Expense Report

3



Submit expense
report for approval

- Traveler's submit an Expense Report including documentation for all trip expenses, including those to be reimbursed
- The Travel **Expense Report** replaces what is known today as the Travel Reimbursement & Expense Report (TRER)

Purchasing Card **Expense Report**



Reconcile

Reconcile all p-card transactions

- Purchasing card (p-card) holders must submit an accounting for all p-card transactions (reconciled)
- This replaces the current process p-card holders or reconcilers complete in the Bank of America Works system
- Traveler's p-card expenses will be added and reconciled on the Travel Expense report
- All other p-card expenses will be added and reconciled on the p-card Expense report
 - This includes travel related expenses charged to a card other than the traveler's card

Request and Expense Report **Approvals** in Concur



→
*Minimum 2 levels of
approval required*



Travel Requests and Expense Reports will require at least 2 levels of approval - supervisor and a departmental finance approver, referred to in Concur as the Cost Object Approver.

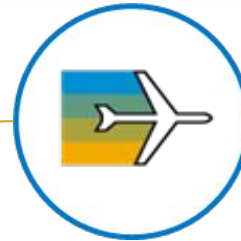


Roles in Concur

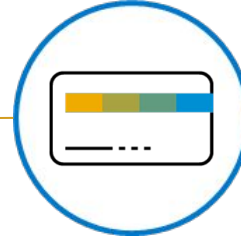


Concur

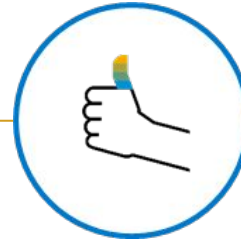
Each role can identify someone else to complete a task on their behalf.



Traveler



Purchasing Card Holder



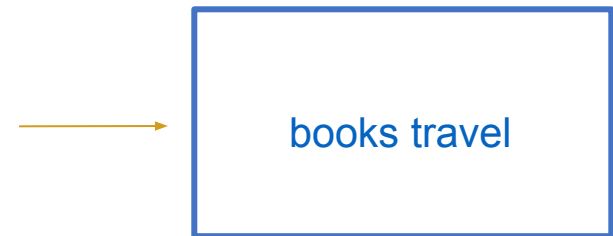
Approver



Travel Arranger

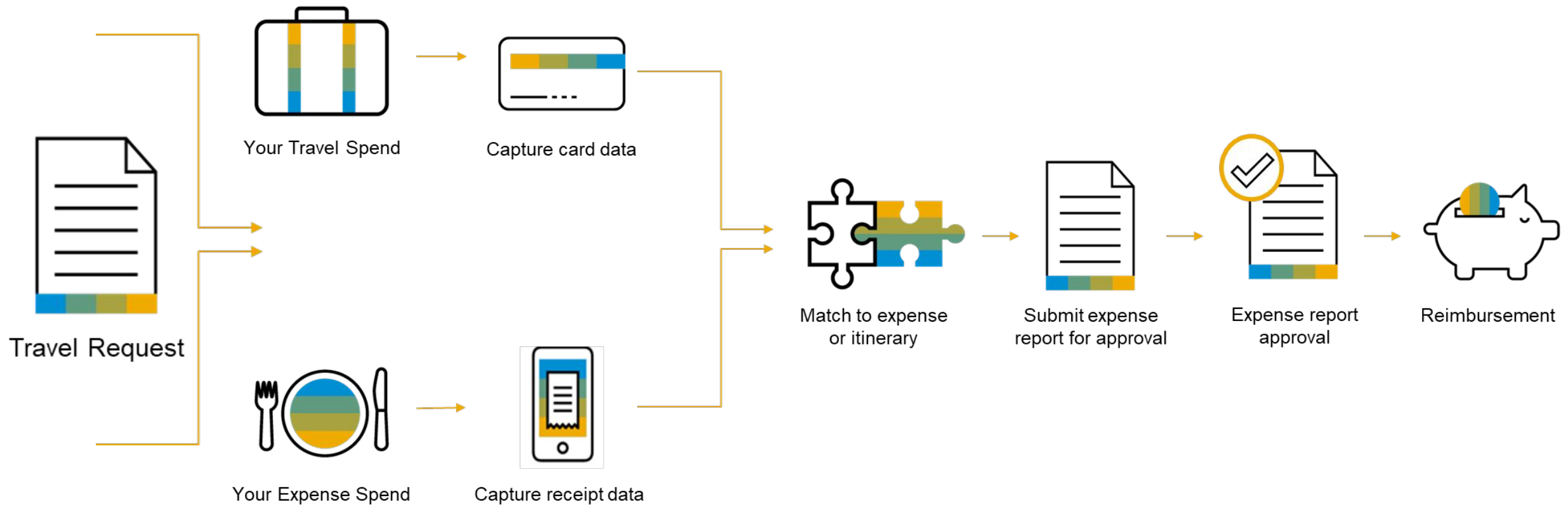


Delegate





Your New Travel and Expense Process



A hand holding a brown paper coffee cup with a black lid, set against a blurred background of city lights and a crowd. The background features out-of-focus lights in shades of yellow, orange, and blue, suggesting an urban or transit environment. A dark green horizontal bar is overlaid on the left side of the image, containing the text.

Concur Travel Allowance

Travel Allowance (Meal Rate) Update



Travel Allowance

Reimbursement Details

Adjustments

Here you can declare any free meals received to reduce your daily allowance. You can also claim additional allowances, for example if you stayed overnight with friends or family. Days can be excluded from your trip, for example if you are on personal leave. Always refer to your company policy guidelines.

View: Reimbursement Details

| Date | Location | Rate Type | Rate Amount | Factor | Calculated Amount | Reimbursement Amount |
|-----------------|-------------------------|-----------|-------------|--------|-------------------|----------------------|
| Mon, 09/09/2024 | Savannah, UNITED STATES | Meals | \$64.00 | 0.75 | \$48.00 | \$48.00 |
| Tue, 09/10/2024 | Savannah, UNITED STATES | Meals | \$64.00 | 1 | \$64.00 | \$64.00 |
| Wed, 09/11/2024 | Savannah, UNITED STATES | Meals | \$64.00 | 1 | \$64.00 | \$64.00 |
| Thu, 09/12/2024 | Savannah, UNITED STATES | Meals | \$64.00 | 0.75 | \$48.00 | \$48.00 |

Total: \$224.00

FAQ: [What will the meal reimbursement rates be when Concur goes live?](#)

Back

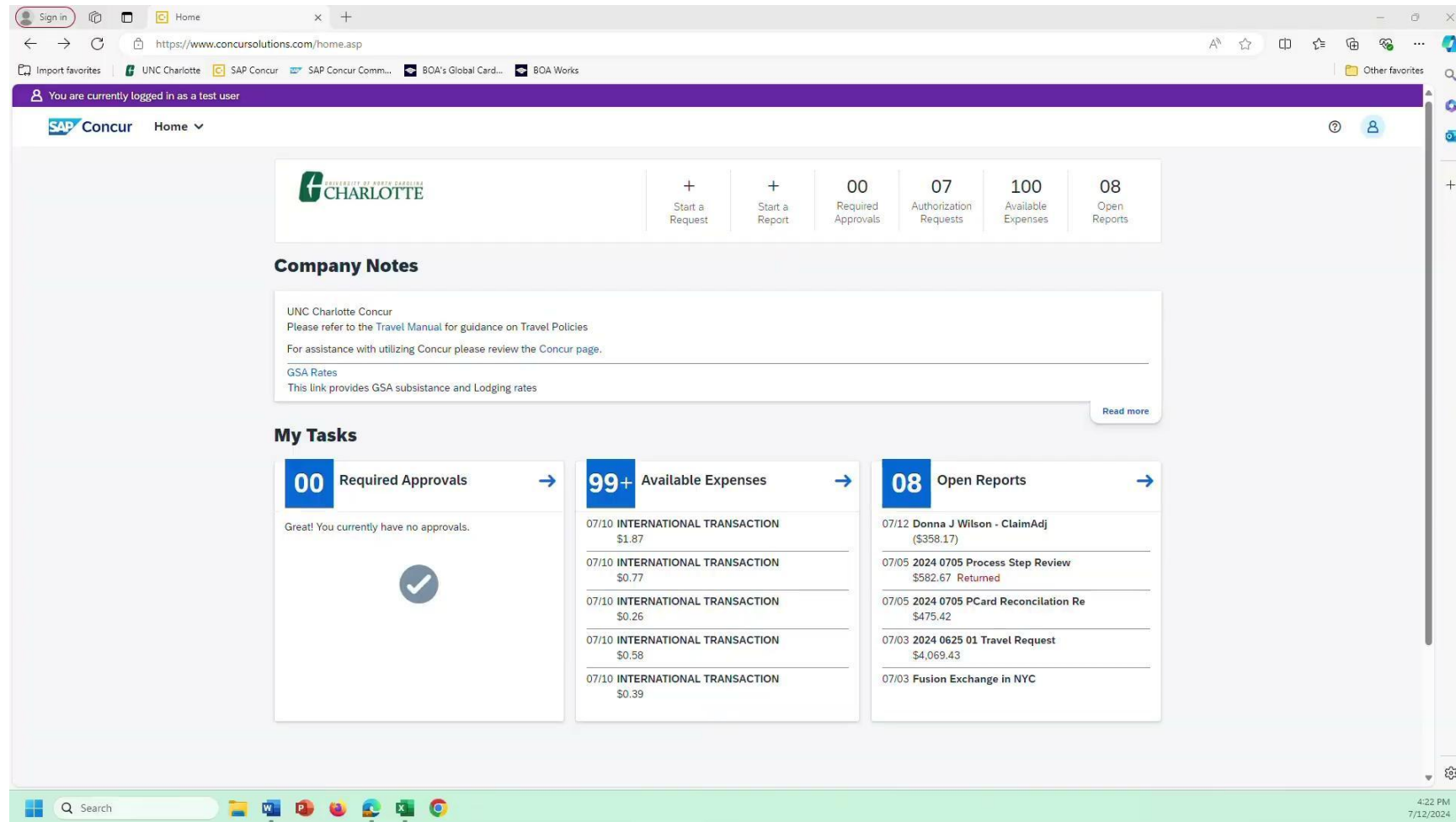
Finish Cancel

A woman with long brown hair, wearing a grey sweater, is shown in profile, looking down at her smartphone. She is sitting in a dark green airport-style seat. The background is a blurred, busy airport terminal with many people walking and structural elements like beams and lights. A dark green horizontal banner is overlaid on the image, containing the text.

“Sneak Peek” of Concur Travel Request Process

“Sneak Peek” of Concur Travel Request Process

Select video image to watch this overview



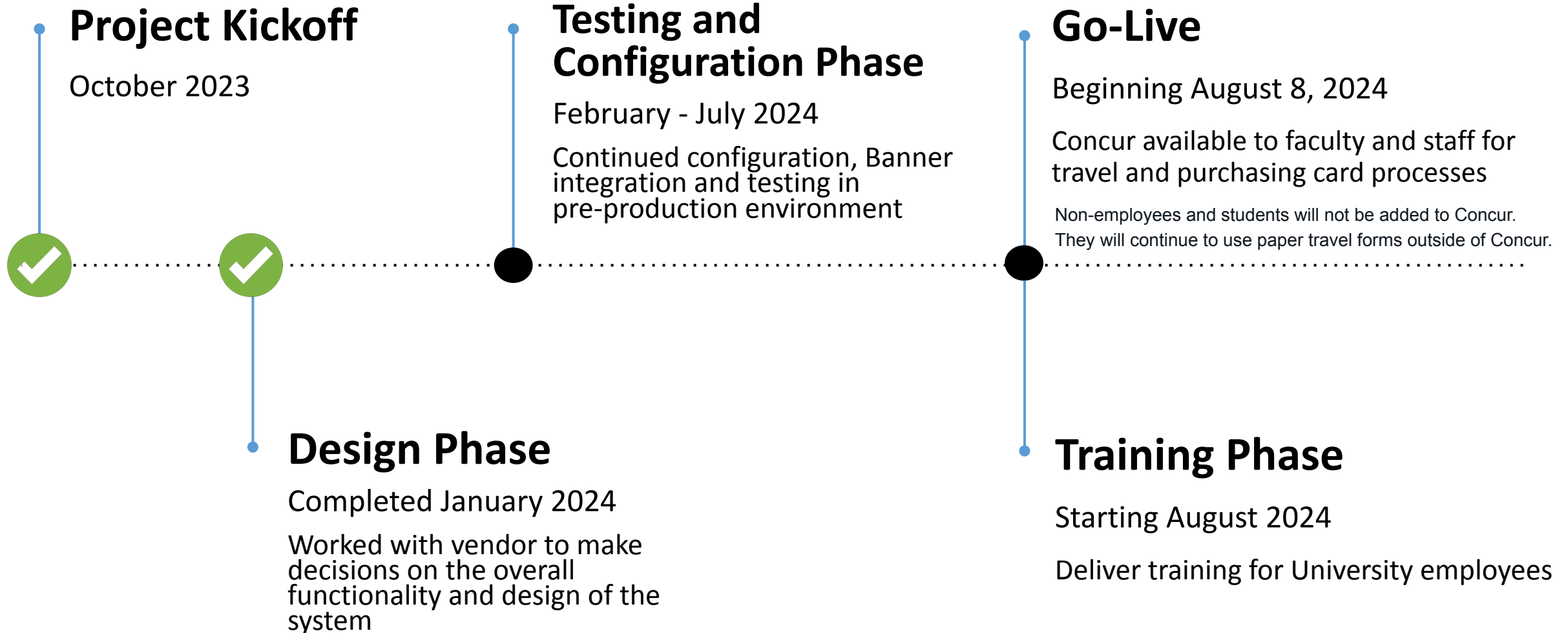
The screenshot displays the SAP Concur user interface for UNC Charlotte. At the top, a navigation bar includes the SAP Concur logo and a 'Home' dropdown. Below this, a dashboard provides a quick overview of key metrics: 'Start a Request', 'Start a Report', '00 Required Approvals', '07 Authorization Requests', '100 Available Expenses', and '08 Open Reports'. A 'Company Notes' section contains information about travel policies and GSA rates. The 'My Tasks' section is divided into three columns: 'Required Approvals' (00), 'Available Expenses' (99+), and 'Open Reports' (08). The 'Available Expenses' and 'Open Reports' columns list specific transactions and reports with their respective dates and amounts.

| Task Category | Count | Item | Amount |
|--------------------|-------|---|-------------------|
| Required Approvals | 00 | None | None |
| Available Expenses | 99+ | 07/10 INTERNATIONAL TRANSACTION | \$1.87 |
| | | 07/10 INTERNATIONAL TRANSACTION | \$0.77 |
| | | 07/10 INTERNATIONAL TRANSACTION | \$0.26 |
| | | 07/10 INTERNATIONAL TRANSACTION | \$0.58 |
| | | 07/10 INTERNATIONAL TRANSACTION | \$0.39 |
| Open Reports | 08 | 07/12 Donna J Wilson - ClaimAdj | (\$358.17) |
| | | 07/05 2024 0705 Process Step Review | \$582.67 Returned |
| | | 07/05 2024 0705 PCard Reconciliation Re | \$475.42 |
| | | 07/03 2024 0625 01 Travel Request | \$4,069.43 |
| | | 07/03 Fusion Exchange in NYC | |



Concur Timeline + Resources + Next Steps

Timeline Overview



Concur **Cutover** Plans - Important Dates



The first day users will be able to log in to Concur is **August 8**

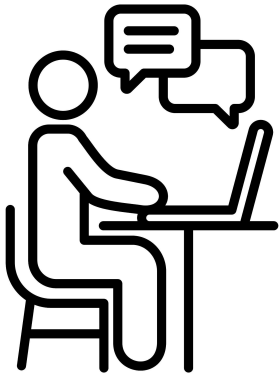


August 8: A travel Request will need to be entered in Concur for travel occurring *on or after* August 8. The reimbursement will follow.

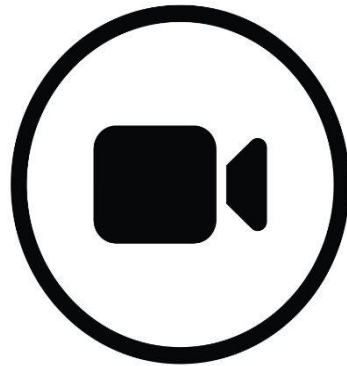


August 7: Purchasing card transactions occurring *after* August 7 will be posted to Concur.

Concur **Training** Plans



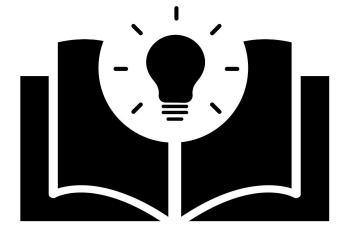
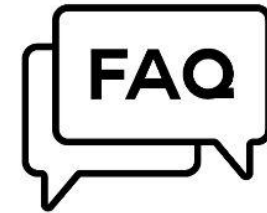
Live virtual
instructor led
training



Recordings of
instructor led
training



Live
open mic
sessions

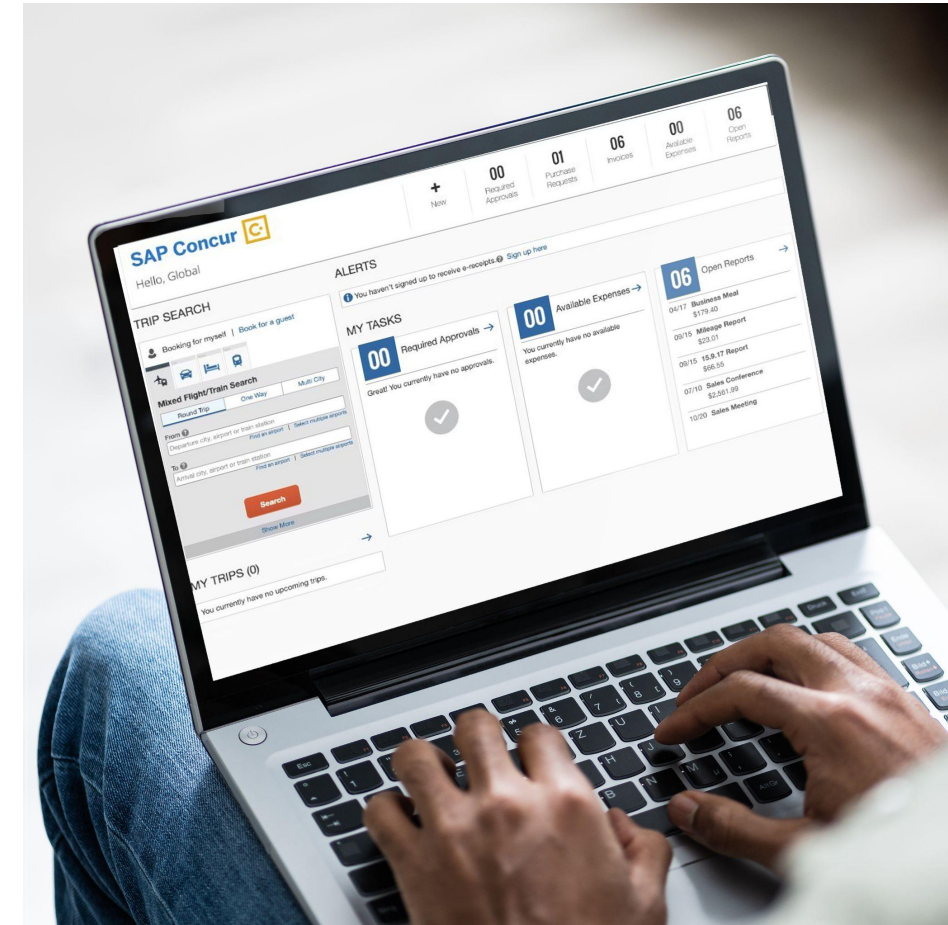


Online
instructional
guidance

Concur Training and Help Resources

Summer and Fall 2024

- Multiple [training formats](#)
- Town halls (June - July)
- All faculty and staff welcome and encouraged to attend!
- Ways to stay informed - your resources
 - Read your Niner Insider
 - [Concur project webpage](#)
 - Concur [FAQ Knowledge Base](#)
- Questions and feedback - email concur-project-group@charlotte.edu
- Watch for communications!



A man with glasses and a brown shirt is sitting at a desk, smiling while looking at his smartphone. He is in an office environment with a yellow chair and a glass of water visible in the foreground. A green banner with white text is overlaid on the left side of the image.

Your FAQs Answered!

Overview - What employees have been asking

Should employees wait until after Concur goes live to submit future travel requests?

Does Concur handle currency conversions for international travel?

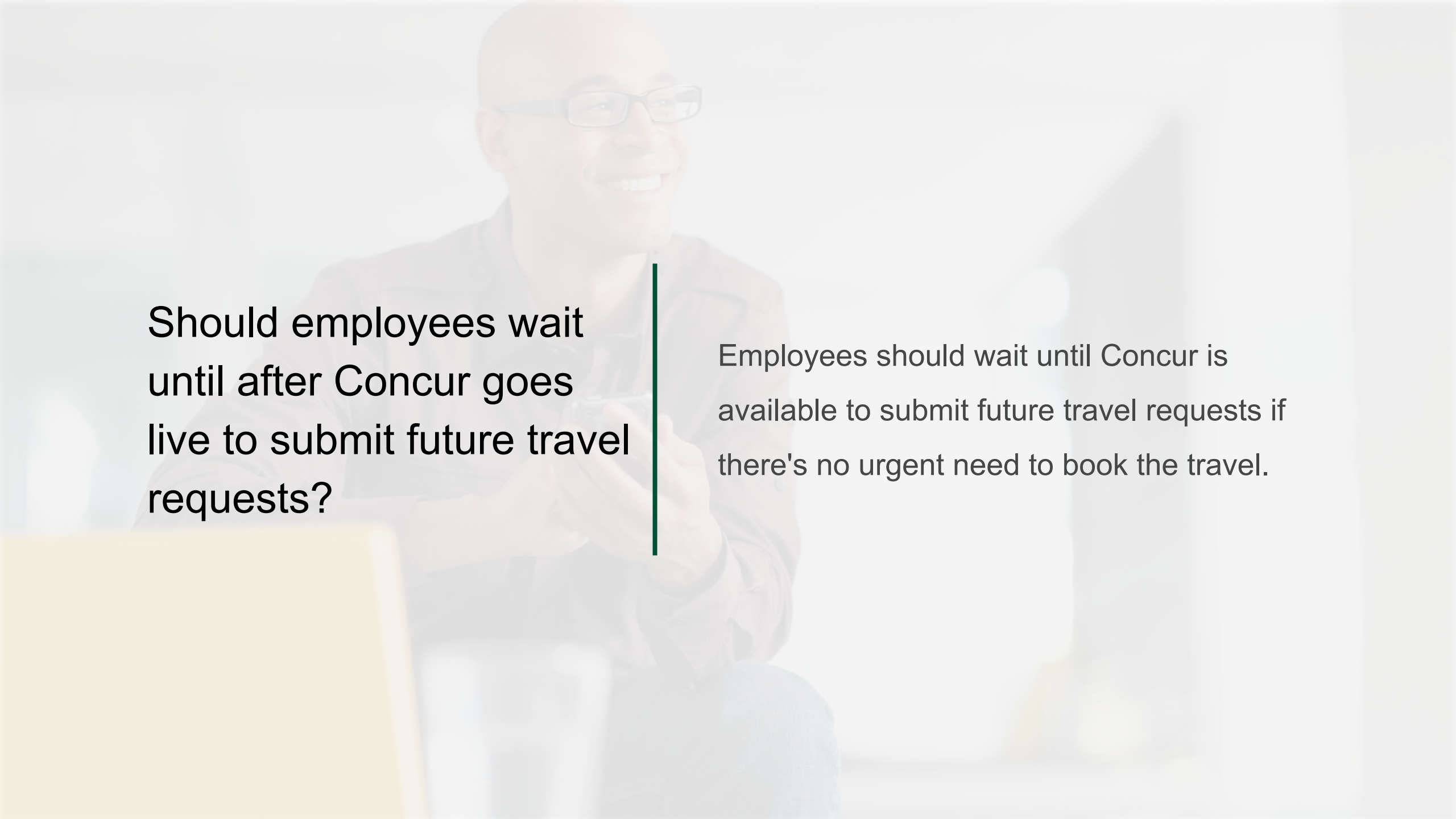
Will non-travel purchasing card transactions still be managed in Works?

Can blanket travel requests be entered in Concur?

If the wrong fund number is entered, can the approver change the fund allocation?

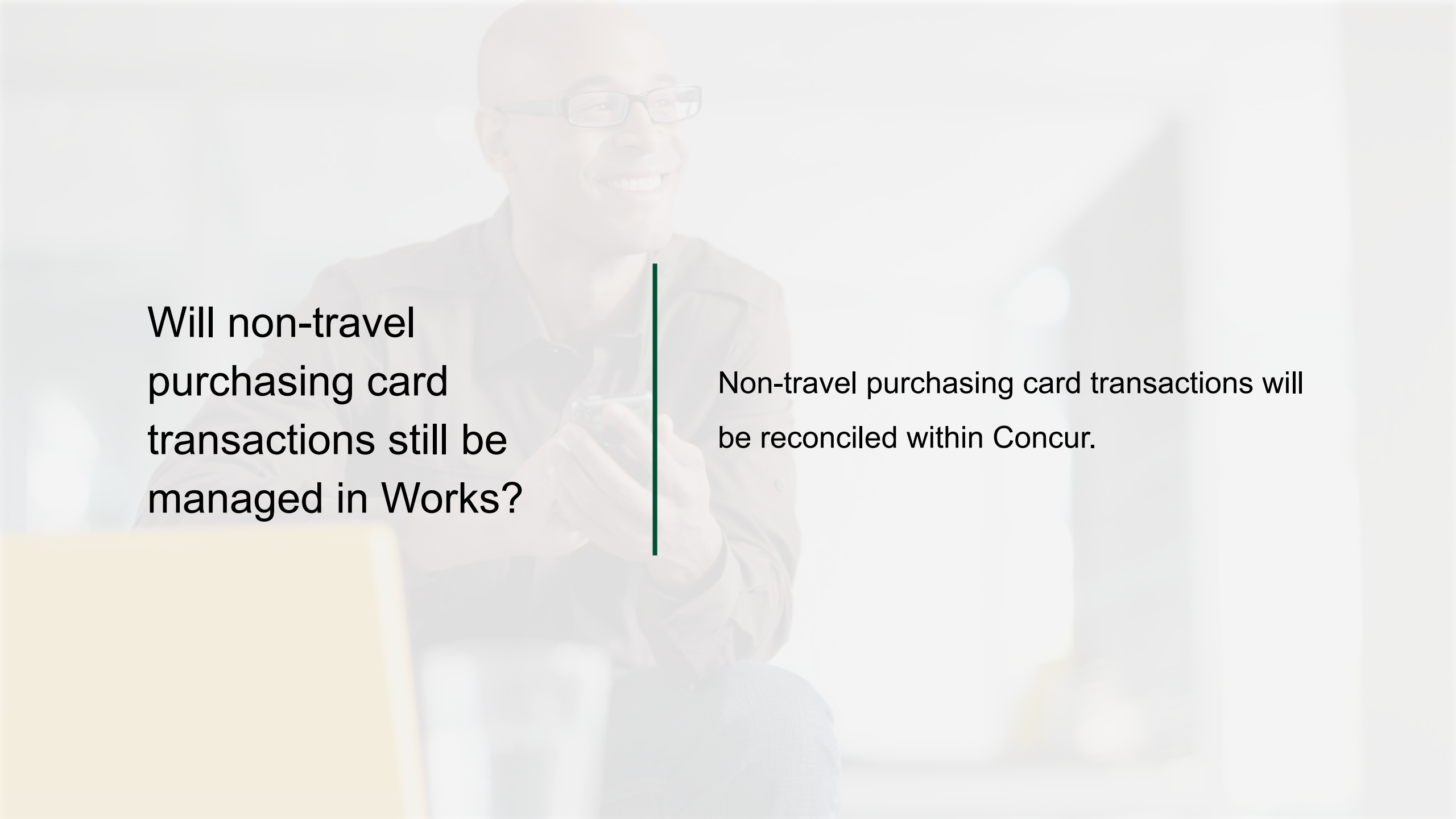
Who will be able to access and attend training sessions?



A man with glasses and a dark shirt is sitting and smiling while looking at a smartphone. The background is a bright, out-of-focus office setting. A vertical green line is positioned to the right of the question text.

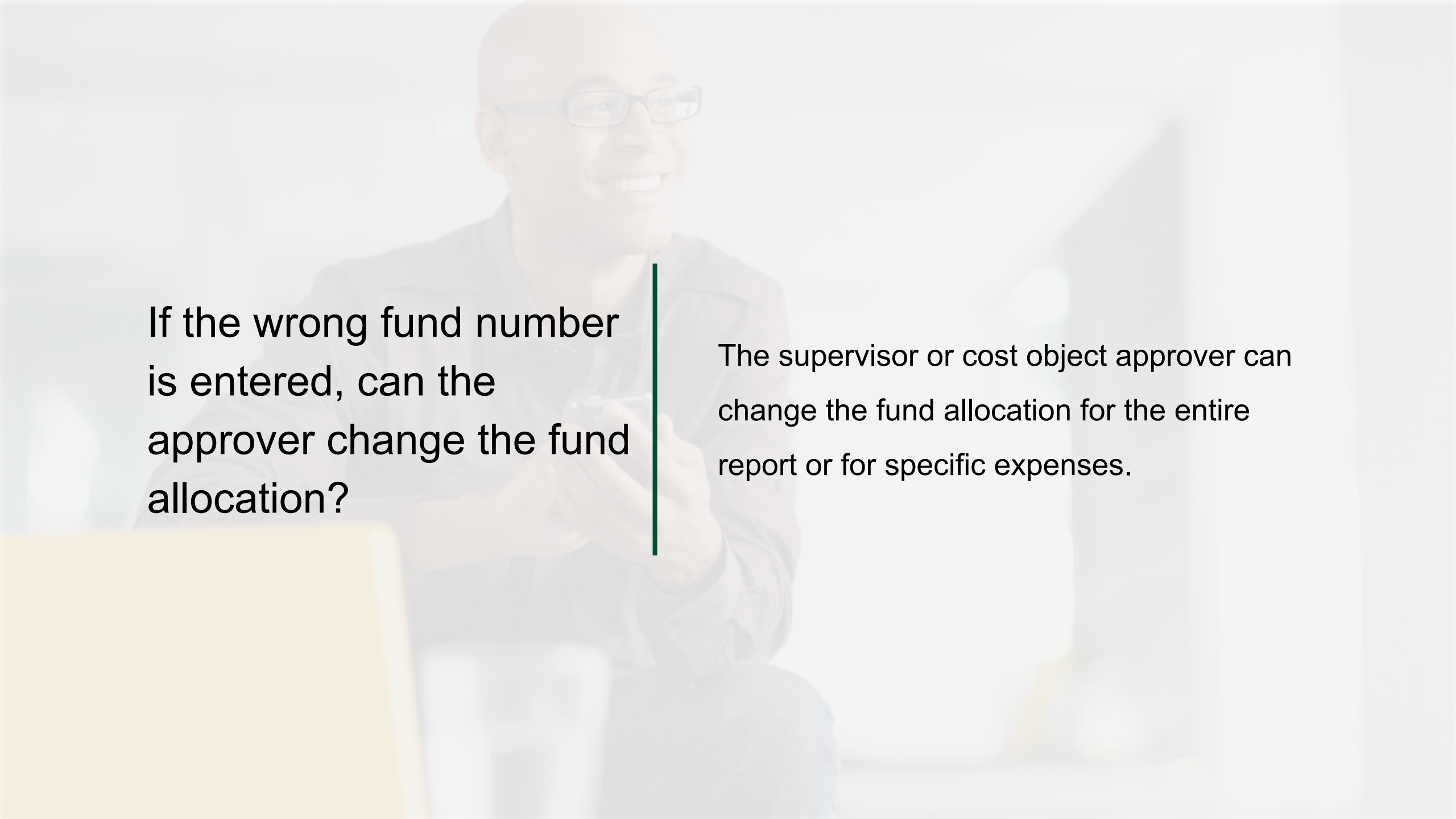
Should employees wait until after Concur goes live to submit future travel requests?

Employees should wait until Concur is available to submit future travel requests if there's no urgent need to book the travel.

A man with glasses and a dark shirt is smiling and looking at his smartphone. The background is a bright, out-of-focus office setting. A vertical green line is positioned between the question and the answer.

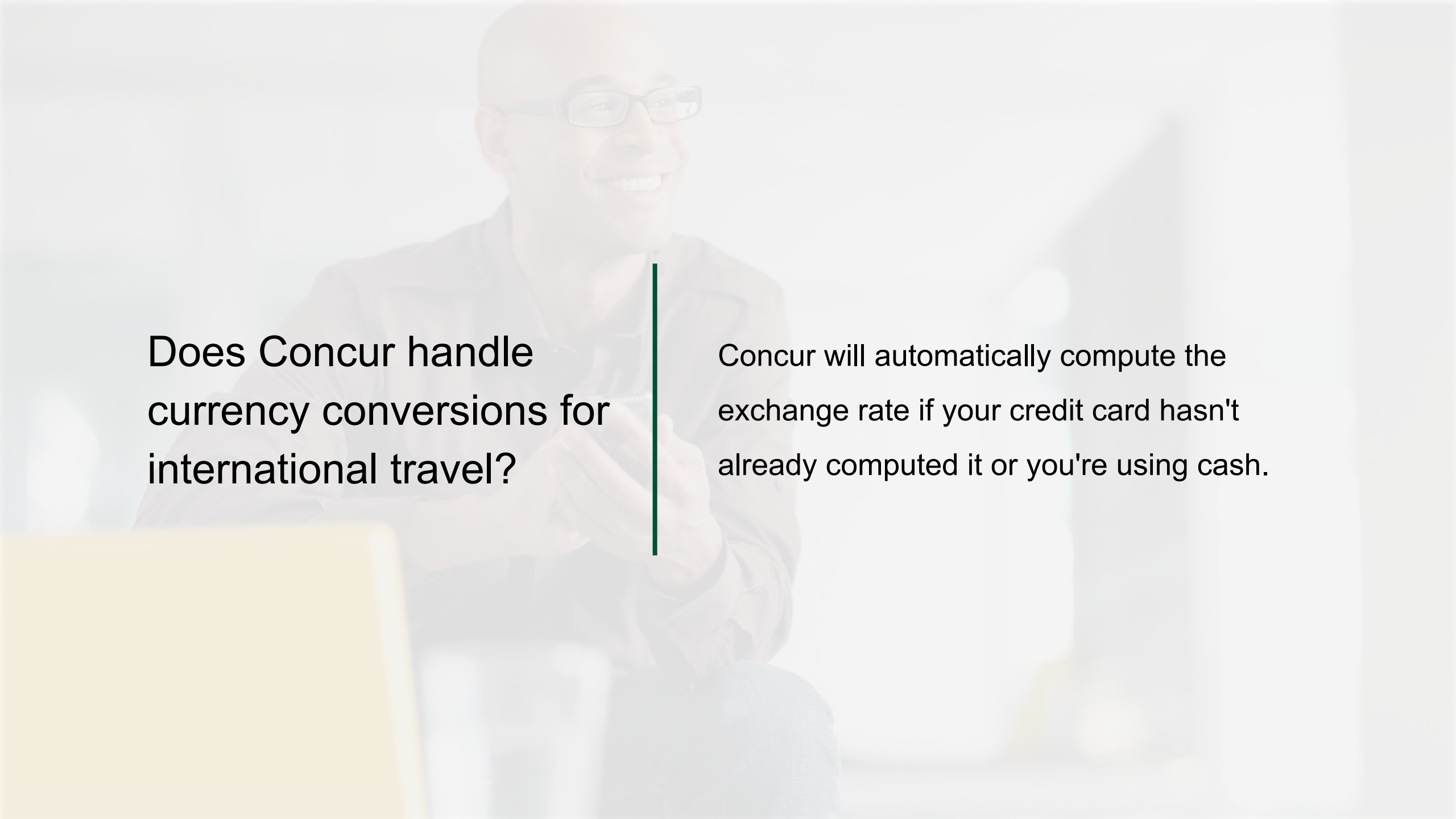
Will non-travel
purchasing card
transactions still be
managed in Works?

Non-travel purchasing card transactions will
be reconciled within Concur.

A smiling man with glasses is looking at a smartphone. The background is a bright, out-of-focus office setting. A vertical green line is positioned to the right of the question text.

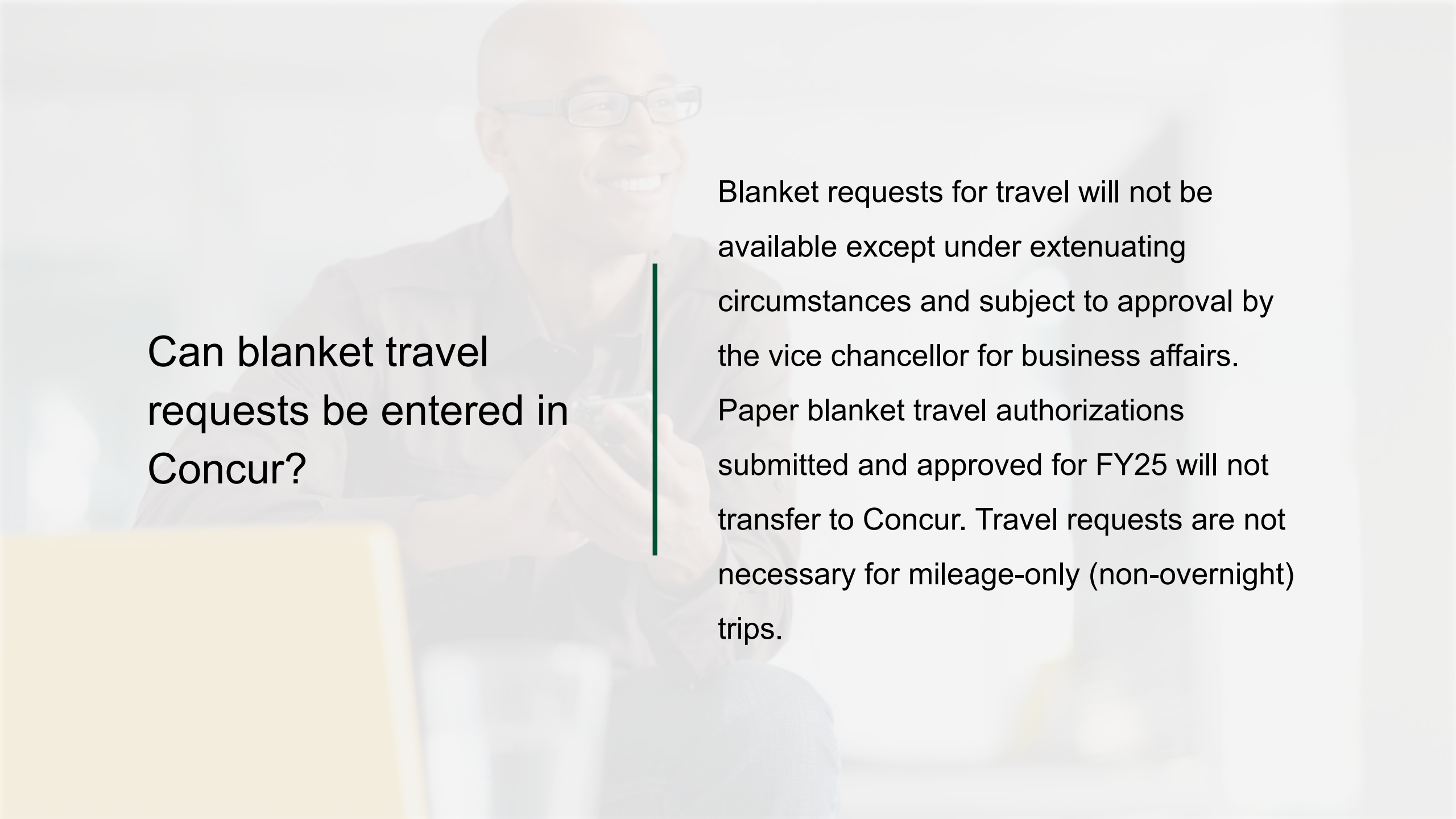
If the wrong fund number is entered, can the approver change the fund allocation?

The supervisor or cost object approver can change the fund allocation for the entire report or for specific expenses.

A smiling man with glasses is looking at his phone. The background is a blurred office setting with a computer monitor and a yellow chair.

Does Concur handle
currency conversions for
international travel?


Concur will automatically compute the
exchange rate if your credit card hasn't
already computed it or you're using cash.

A background image of a man with glasses, smiling and looking at a smartphone. The image is faded and serves as a backdrop for the text.

Can blanket travel requests be entered in Concur?

Blanket requests for travel will not be available except under extenuating circumstances and subject to approval by the vice chancellor for business affairs.

Paper blanket travel authorizations submitted and approved for FY25 will not transfer to Concur. Travel requests are not necessary for mileage-only (non-overnight) trips.

A background image of a man with glasses, smiling and looking at a smartphone. The image is faded and serves as a backdrop for the text.

Who will be able to access and attend the Concur training sessions?

All UNC Charlotte faculty, and staff and graduate assistants will be able to access training materials and attend Concur training sessions.

A young woman with curly hair, wearing a yellow sweater, smiling and holding a bowl of soup. The background is blurred, suggesting an indoor setting.

Additional Questions?

Thank You

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Have more questions? Email concur-project-group@charlotte.edu