NAVIGATING CONCUR
&
TRAVEL POLICY

Presenters: Meg Mitchell, Travel Services

Kim Brown, CAS Admin. Operations

University at Buffalo The State University of New York

Concur and Travel

During this presentation, we will discuss what every traveler should know before they go on their trip.

We will discuss:

- Per diems

- Travel Documentation

- What modules to use and when?

- Who should allocate and when?

- Workflow

New & Upcoming Enhancements

- AI – Request Assistance

- Reporting

- New Home Page Design

- Duty Of Care

CAS Reimbursement and Procurement Team

Kim Brown from the CAS Reimbursement and Procurement team will discuss:

- How do they assist faculty and staff?

- What are the benefits?

- Testimonials

COMMUNICATE WITH YOUR DEPARTMENT

- Do you need pre-approval to travel?
  - Are you lodging overnight?
  - Are you going to a country on the travel warning list?

- Will you submit actual meal receipts or claim per diem meals?

- What account will be used to reimburse your expenses?

Review Per Diem Rates

- Review the GSA Lodging and Meal Per Diem Rates

  - Go to buffalo.edu/business-travel

  - In Quick Links on the Traveling for Business website, click Per Diem Rates

  - In Quick Links on the Traveling for Business website, click Per Diem Meal Allowances Breakdown

- Review the Lodging Per Diem Rates

 - Is the conference single room rate higher than the per diem rate?

Guidelines for Per Diem Meals

- Follow 7:00 a.m to 7:00 p.m. Rule

    - Departure date

        - If you depart your home BEFORE 7:00 a.m. you are eligible for breakfast on that day.

    - Return date

        - If you return home AFTER 7:00 p.m. you are eligible for dinner on that day.

- No Reimbursement for Provided Meals

    - If you are provided a meal, you are not eligible for the per diem meal reimbursement.

- No Reimbursement for Lunch

Required Travel Documentation

- Purpose of Travel:
  - Conference or meeting agenda, program, invite, etc.
  - Do not include links to conferences. They do expire.
- Flight Itinerary
  - Showing dates, times, fare class, proof of payment
- Conference Single Room Rate
- Itemized Lodging Bill
  - Showing zero balance
- Itemized Car Rental Receipt
- Taxi, Uber, Lyft Receipts
- Tolls and Parking Receipts

Travel Document Checklist

- Trip purpose or title of conference
- Date of travel
- Original airline itinerary with proof of payment
- Original itemized lodging bill (showing zero balance due)
- Documentation of conference single room rate
- Conference agenda, program, or schedule at a glance from the program
- Original itemized final car rental receipt
- Original gasoline receipts (for car rental only)
- Original taxi receipts for airport or hotel transportation
- Original tolls (can use E-ZPass online statement) or parking receipts
- Currency conversion documentation when using foreign currency
- Original signatures on travel vouchers

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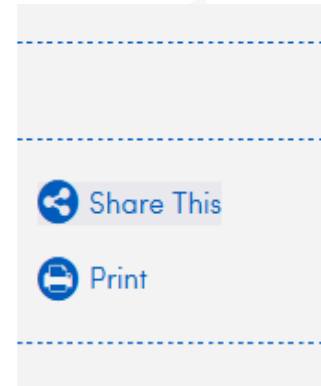
Combining Personal & Business Travel

- Provide a Price Comparison

  - Flight itinerary containing UB business dates

  - Flight itinerary containing actual travel dates

  - You will be reimbursed the lesser of the two fares.

Holiday Party Reminder

- Holiday parties are a non-travel expense.

- Holiday parties may not be paid with state and RF funds.

- If using UBF funds, the costs should be modest and reasonable.

- Costs should be restricted to the per diem rates on the GSA website.

Anyone who has an active appointment is required to use the Concur system

Request and Expense Reports Required in Concur.
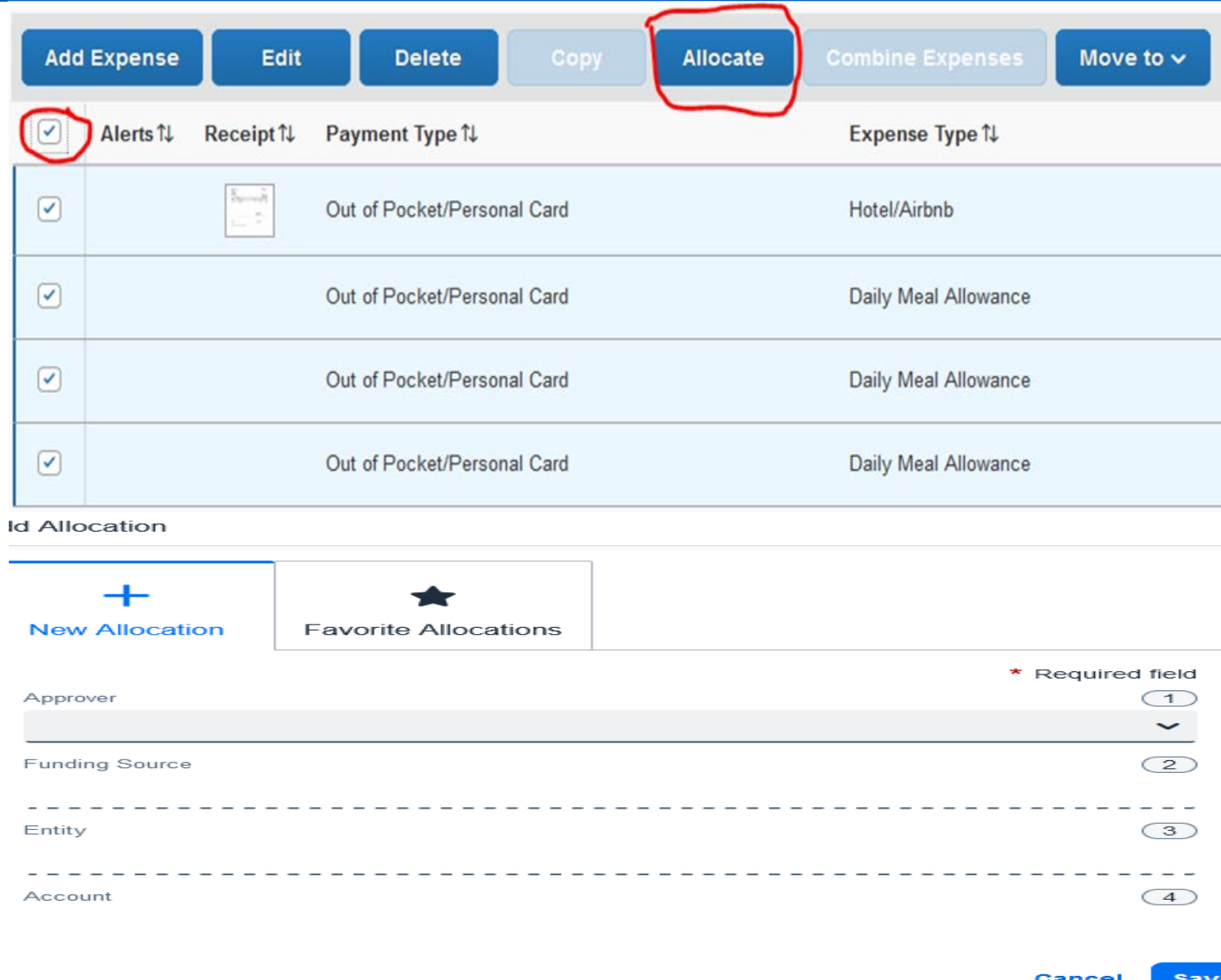
- Before your trip, create a request report for your pre-approval. This does not generate a payment.

- The travel module is not required but highly recommended. This is the online booking tool. It will assist in the upcoming Duty of Care program as well as sustainability data.

- When you return, create the expense report from your approved request.
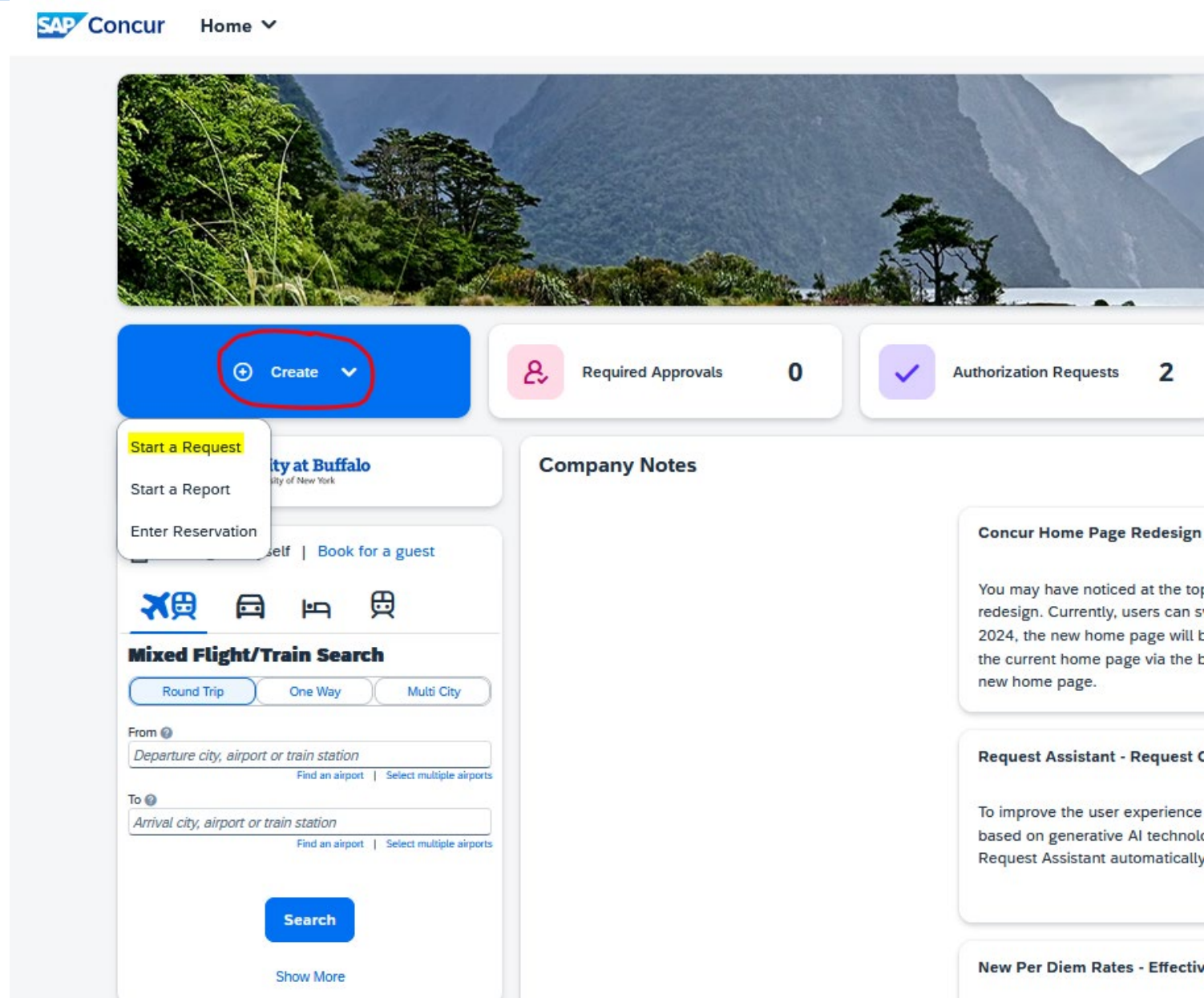
Allocate - Traveler

A traveler can allocate and add an account to their expense report.

- Check off the expenses

- Allocate

- Fill in:

  - Approver (type last name)

  - Funding Source (drop down)

  - Entity (drop down)

  - Account (drop down)

Allocate – Cost Approver

A Cost Approver can allocate and add an account to their expense report.

- Details, Allocate

- Check off expenses

- Select "Allocate Selected Expenses"

- Fill in:

  - Approver (type last name)

  - Funding Source (drop down)

  - Entity (drop down)

  - Account (drop down)

  - Funding Fiscal year

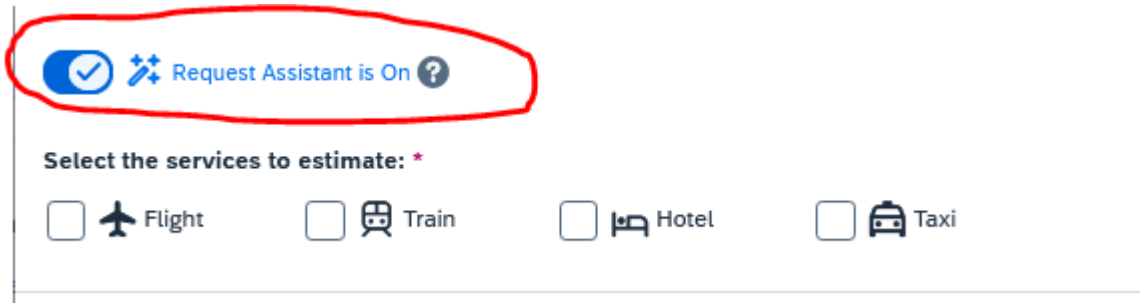# Travel and Expense System Workflow

Traveler or Non-Traveler

↓

Supervisor (Time and attendance)

↓

Cost Approver

Sponsored Projects Services Approver
(if RF Sponsored funds)

Processor in Travel Office
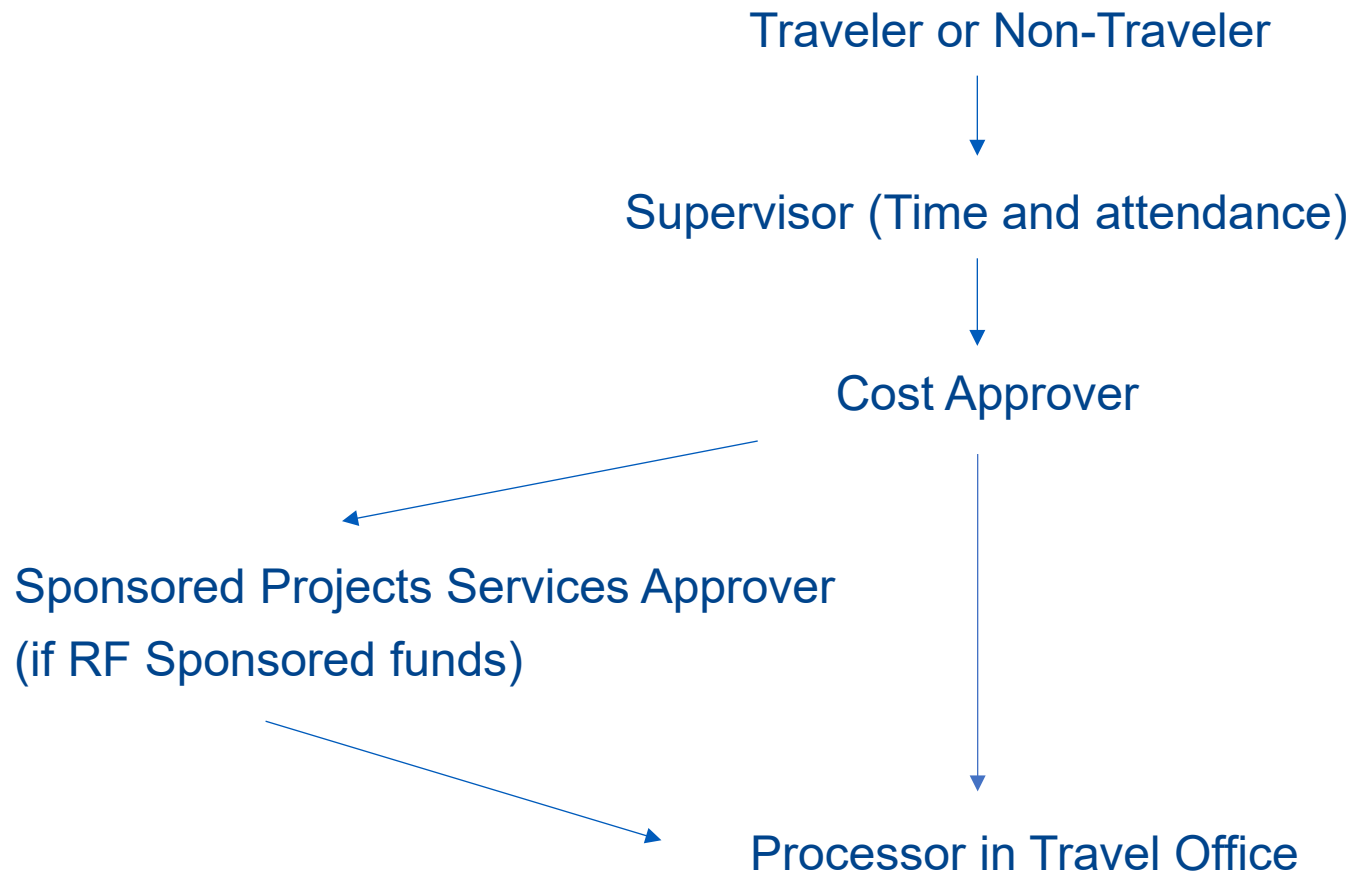
AI – Request Assistance

- Request Assistance is an optional feature that you can use when creating your request reports. AI technology provides travel cost estimates for easier review and comparison.

- You can choose not to use Request Assistance by switching it off at the bottom of the request report.

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How to Use Request Assistance

- Complete the Report Header.

- There will be an extra field to complete: "From City".

- At the bottom, you will select which services you need and then select "Generate Expenses"

Request Assistant ✕

✦ **Request Estimate** **$1,000.00**

"I need to travel from Greater Buffalo International (Airport - BUF), Buffalo, New York to Atlanta, Georgia from 12/01/2024 to 12/04/2024. I require Flight, Hotel, Taxi."

Flight **$425.00**

Buffalo, US - Atlanta, US

There are popular airline routes from Buffalo (BUF) to Atlanta (ATL) with major airlines such as Delta, Southwest, and American Airlines. The average round-trip airfare for this route is around 350 to 500 USD.

Hide Additional Criteria

Class
[Economy ▾]

Connection
[One Stop ▾]

Hotel **$450.00**

Atlanta, US

The average cost for 3 nights of lodging in Atlanta ranges from 300 to 600 USD for a standard hotel.

Show Additional Criteria

Taxi **$125.00**

Atlanta, US

The estimated cost for taxi transportation within Atlanta for 3 days is approximately 100 to 150 USD.

✦ **Regenerate**

Back   Cancel   **Create Request**

EXPECTED EXPENSES

Add Edit Delete Allocate

|	Expense type↓↑	Details↓↑	Date↓⌥	Amount↓↑	Requested↓↑
☐	Hotel Reservation	Atlanta, Georgia	12/02/2024	$450.00	$450.00
☐	Car Service/Taxi	Atlanta, Georgia, UNITED STATESAtlanta, Georgia	12/02/2024	$125.00	$125.00
☐	Air Ticket	Buffalo (BUF) - Atlanta (ATL) : Round Trip	12/02/2024	$425.00	$425.00
					$1,000.00

Concur Reporting

- Concur reports can be utilized to measure how well your unit is performing with your travel and reimbursement process. These KPI's (key performance indicators) will assist your finance staff in determining where there are areas for improvement.

- Reports can be emailed directly to designated finance staff in your unit on a weekly, monthly, quarterly, or yearly basis.

  ➢ Contact ubtravel@buffalo.edu to set up the delivery of these reports.

- There are a few key reports that we recommend units review.

  ➢ Workflow Aging: this report identifies when travel occurred and who completed the expense report, date when the report was submitted and sent to the next workflow step, and when the report was approved for reimbursement.

  ➢ Reasons Reports are Sent Back: this report identifies the reasons why expense reports were returned.

Duty of Care

- At a time when global emergencies are becoming more frequent, less predictable, and more unstable, UB has determined that a robust Duty of Care service provider is in the best interests of our university for the health and safety of our faculty, staff, and students including those studying abroad.

- The benefits of a Duty of Care program include:
  - ➤ Increased Service Level
  - ➤ Evacuation Support
  - ➤ Point of Contact for Health Issues
  - ➤ Decreased administrative burden for UB
  - ➤ Single Point of Contact for UBPD
  - ➤ Boots-on-the-ground Support

ASSISTANCE APP
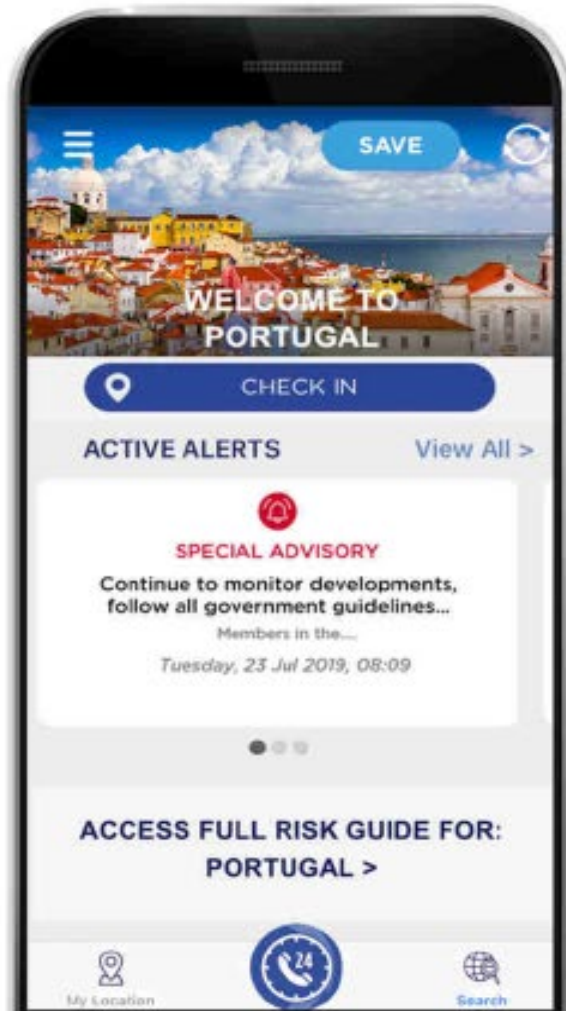
ALERTS

Up to date alerts about incidents and events that may adversely affect travelers, including advice and guidance for staying safe and healthy

ASSISTANCE

If you need routine advice, click on the 'Call for Assistance' button. The call will be directed to the nearest International SOS assistance center

LIVE CHAT

Chat with Assistance Center security & medical professionals. Send photos & short videos to provide visual information to support requests.

Concur Home Page Redesign

Travel and Expense System Support

- Review Tip Sheets and Videos

    - Go to buffalo.edu/travel-expense-system

- Contact Business Services Customer Support

    - Email: ubs-travel-expense-support@buffalo.edu

    - Call: 716-645-4500, press 2 for travel and expense system

    - Live Chat: go to buffalo.edu/travel-expense-system and click the Live Chat button

University at Buffalo The State University of New York

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CAS SHARED SERVICES MODEL
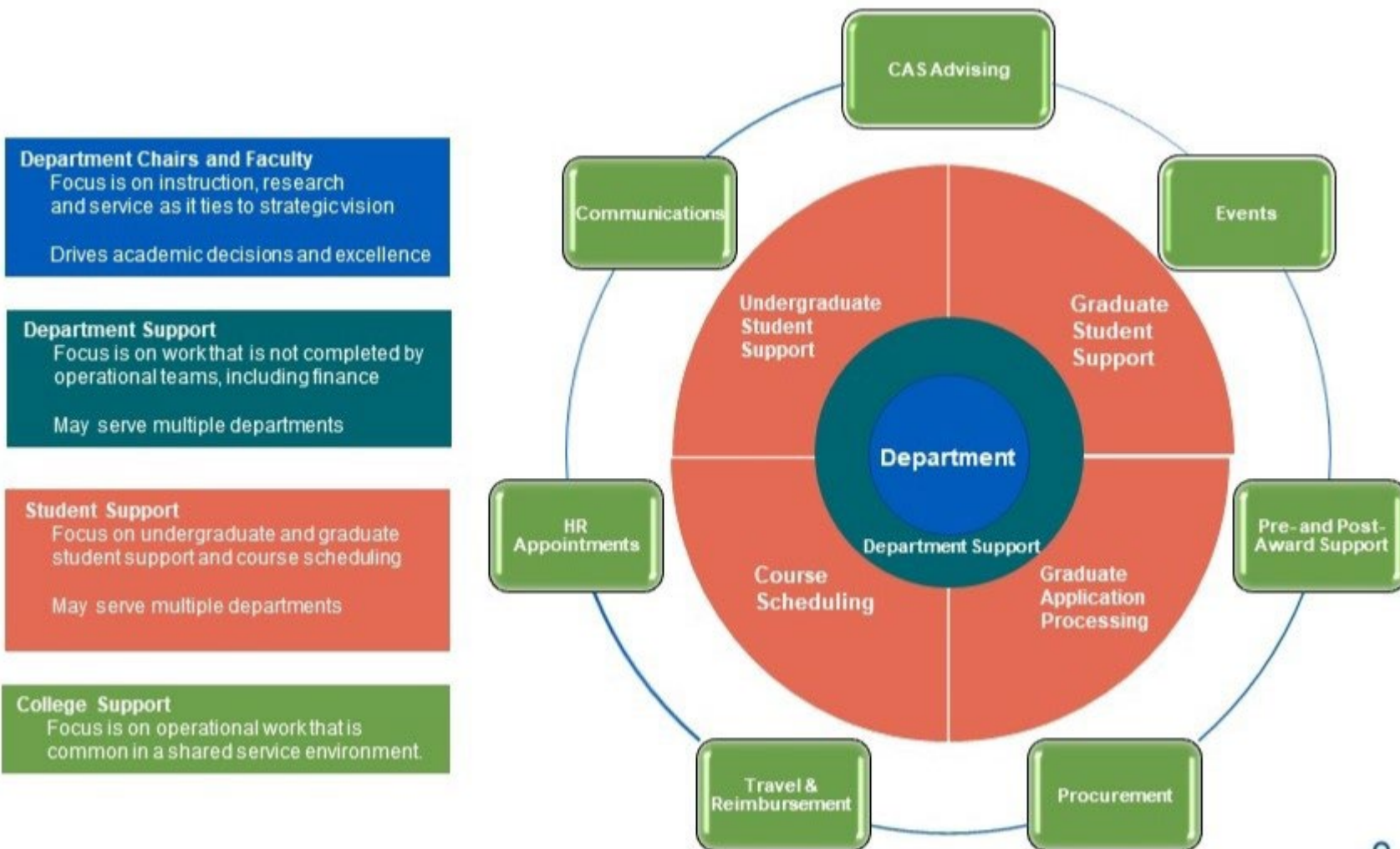
CAS RP TEAM'S KEY SERVICES

The CAS RP Team serves as the primary liaison on travel, reimbursement and procurement policies and guidelines between CAS Departments and University Central Offices. This includes Central Financial Management, Business Services, UBF, Central Procurement and Accounts Payable.

Travel

- **Service Center for travel related issues, such as planning for unusual travel**
- **Advise on travel policy and procedure questions**

Reimbursement

- **Act as Delegates for CAS faculty and staff in Concur by:**
  - *Creating Pre-Approval Travel Requests*
  - *Creating Expense Reports for both travel and non-travel reimbursements*
  - *Reconciling NET and UBF AmEx pcards*
- **Advise on Reimbursement policies and the Allowable Use of Funds Policy**
- **Assist with Exception Requests for Allowable Use of Funds and Travel Policies**

Procurement

- **Act as Delegates for CAS Faculty and Staff in ShopBlue (or e-Req) by:**
  - *Preparing requisitions to purchase commodities or services*
  - *Submitting receivers for delivered commodities or services*
  - *Preparing Lab Animal orders*
  - *Processing RF Independent Contractors*
- **Advise on procurement policies and procedures, including the Allowable Use of Funds, Confirming Received, thresholds, etc**
- **Act as back-up pcard support for departments if the department lacks the proper pcard**

CAS REIMBURSEMENT & PROCUREMENT (RP) TEAM

The **RP Team** reports up to the College **U**nit **B**usiness **O**fficer (Ann Segarra). Current team members include:

- **Kimberly Brown**, Team Lead, Finance and Training Manager

- **Four Reimbursement & Procurement Specialists**

  - **Donna Grant**

  - **Kristen Guadagno**

  - **Madeline Milroy**

  - **Teresa Olverd**

THREE WAYS TO SUBMIT A REQUEST

- Email cas-reimbursement-procurement@buffalo.edu

- Use the online portal
  - https://casbuffalo.issuetrak.com
  - Login using your UBIT credentials

- Call 716-645-1302

Once requests are submitted via email or online, the request goes into the Team's ticketing system and the submitter is assigned to a team member who then processes the request.

SUBMIT A
REQUEST

STATISTICS

Service Requests by Month
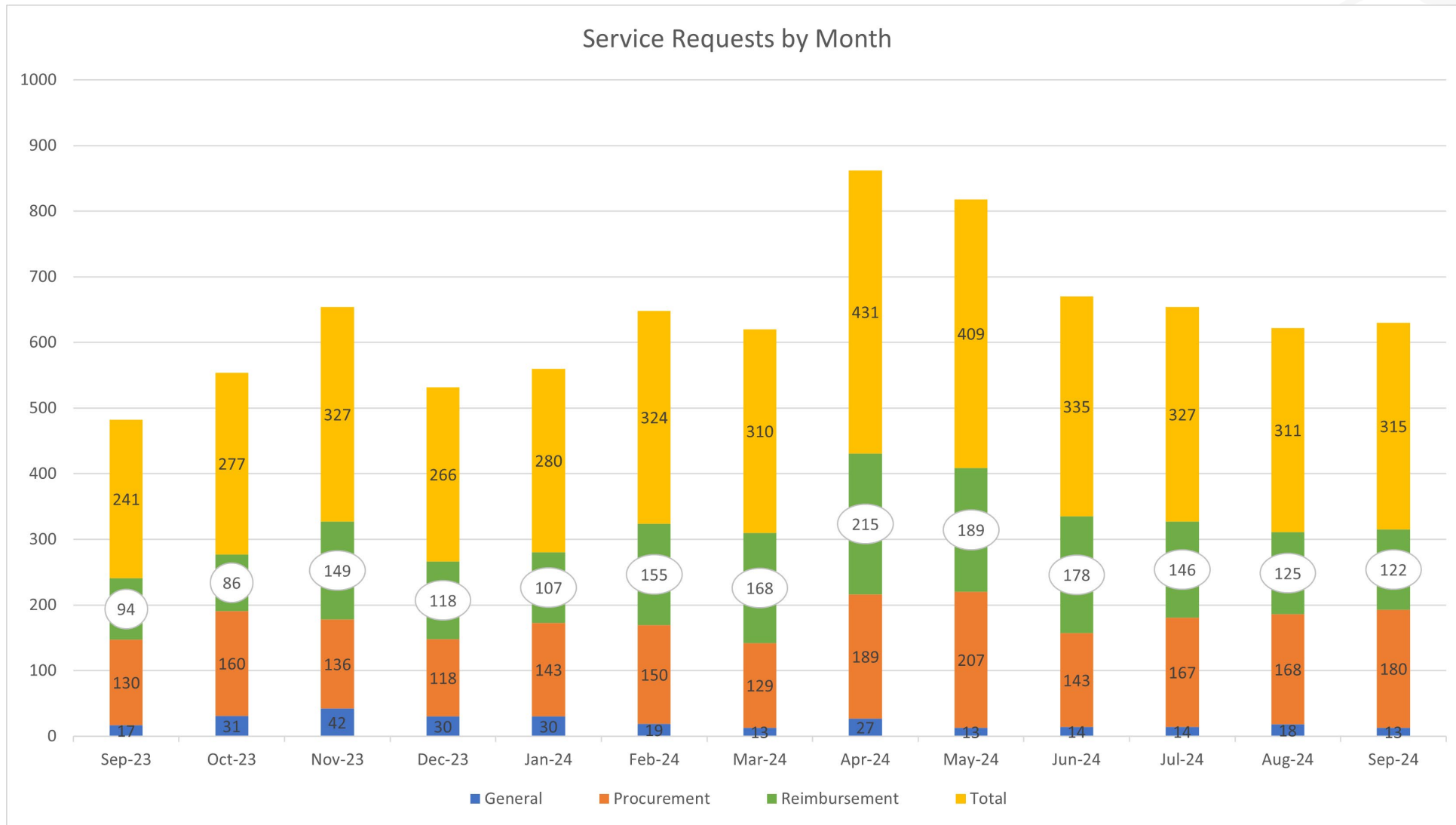
SURVEY RESULTS

We conducted an RP Survey from September 16 - October 16, 2024. Respondents rated the service the RP Team members provided.

➢ Respondents rated the RP Team's Service 4.5 out of 5 stars the last 2 years

4.5★
average rating

➢ 91% of the respondents rated the RP Team members response time as either "extremely quickly" or "very quickly"

➢ 91% of the respondents rated the RP Team members as either "extremely knowledgeable and helpful" or "very knowledgeable and helpful"
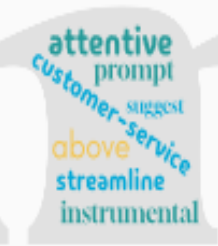
Questions ?

How did I do?--Take the Session Survey on your smart device using the QR Code on your schedule.

Thank You!