SECTION: Procurement
SUBJECT: Employee Travel & Expense System (Concur) – Process Documentation
APPLIES TO: University Travel and Expense Management System (Concur) Users

Concur Travel & Expense System Overview

The university's travel and expense management system (Concur) is used for tracking and reconciling employee business travel, business hosting, P-Card (travel and non-travel), and reimbursable out-of-pocket expenses. It can also be used to make travel arrangements (book airfare, hotel accommodations, car rental).

Concur Travel & Expense System Process

Activity	Responsibility	Reference/Comments
KEY ROLES/PROFILE SET-UP		
All university faculty and staff members with an active, *regular* appointment have access to Concur. Temporary staff members paid through the university payroll system have access to create expense reports in Concur, but they do not have access to *approve* expense reports.	Employee	Employees must do the following tasks: • Update their Concur profiles. • Define their delegates (if applicable). • Define their default approver (if unit uses a default approver). • Review and submit their own expense reports. • Create their own cash advance request (if unit allows cash advances).
The following positions (if any) are authorized to be *delegates* in the Concur Travel & Expense System within Fleming Business Services and supported departments.	See *Appendix A* for a complete list of delegates.	Delegates *cannot* do the following tasks: • Submit expense reports on behalf of employee. • Create a cash advance request on behalf of the employee. • Approve expense reports they helped prepare.
The following positions are authorized to be *expense approvers* and/or *cash advance approvers* in the Concur Travel & Expense System within Fleming Business Services and supported departments.	See *Appendix A* for a complete list of approvers.	Final approver should be person in a higher level position of authority who is able to determine appropriateness and reasonableness of expenses. If person in the higher level position of authority cannot serve as the final approver, s/he should delegate the role in writing using the Authorization by Signature form.
The following positions (if any) are authorized to be *expense reviewers* in the Concur Travel & Expense System within Fleming Business Services and supported departments.	See *Appendix A* for a complete list of reviewers.	

Fleming Business Services established the following approval process: Director serves in the role of Expense Reviewer for the EOs that FBS supports.	FBS Director for EOs only.	
Ensure default profile information is accurate/appropriate for all users by reviewing Employee Profile report in Business Objects as needed (i.e., when employee leaves or a new employee is hired.)	Dept Administrator	
TRAINING		
Completion of the optional online training course is encouraged for all Concur delegates and employees completing their own expense reports.	Employees and Delegates	The MyLINC course number for the Concur Travel & Expense Report Training course is TEE101 and can be found at: http://maislinc.umich.edu/maislinc/lang-en/management/LMS_ActDetails.asp?UserMode=0&ActivityId=29825
All employees approving expense reports must complete the basic online approver training course prior to approving any expense reports. Every three years thereafter, approvers must complete the refresher course (TEE103) to fulfill the training requirement. (Approvers have the option to take TEE102 again instead of TEE103).	Approvers	The MyLINC course number for the *basic* Concur Approver Training course is TEE102 and can be found at: http://maislinc.umich.edu/maislinc/lang-en/management/LMS_ActDetails.asp?UserMode=0&ActivityId=31543. The MyLINC course number for the *refresher* Concur Approver Training course is TEE103 and can be found at: https://maislinc.umich.edu/maislinc/learner/search?searchText=tee103. Each time an expense report is approved, the approver attests to successfully completing online training in compliance with university requirement.

CASH ADVANCE REQUEST/APPROVAL		
Complete the Cash Advance name, amount, and comment fields and click Submit. Concur will notify approver via system-generated email that they need to approve a cash advance.	Employee	When employee submits a request, they attest to submit an expense report to reconcile the cash advance within 45 days of travel end date or the date of event and recognize non-compliance is subject to payroll deduction. Travel advances and P-Card ATM withdrawals cannot be used to pay per diem expenses. Travel advance requests cannot be routed in Concur for multiple unit approvals. For step-by-step instructions on completing a cash/travel advance request and specifics on what has to be typed in the fields, see the "Request a Cash Advance in Concur" procedure on the Concur Training and Resources page.
Review the details of the cash advance and ensure the three required fields are appropriate including: • *Cash Advance Name* should be the Travel Return Date or Event Date and the Business purpose for travel/event. • The *Amount* should be a minimum of $300. • *Comment* should be Travel or Event Date(s) and Destination or Location If appropriate, click the Approve button. If you do not want to approve the request, click the Reject button and include the reason for the rejection in the Comments field.	Cash/Travel Advance Approver	Once approved at unit level, request is sent to Procurement Services for final review. Notification will be sent when advance is issued or denied. For step-by-step instructions on approving a cash advance as well as required fields guidelines, see the "Approve a Cash Advance Request in Concur" procedure on the Concur Training and Resources page. NOTE: Cash advances are only issued for business travel and/or hosting events.

<table>
<tr><th colspan="3">EXPENSE REPORT SUBMITTAL</th></tr>
<tr><td>Create an expense report and ensure the following:

• Cash advance has been applied (if applicable); employee receiving cash advance has agreed to submit an expense report to reconcile the cash advance within 45 days of travel end date or the date of event non compliance is subject to payroll deduction.
• Report includes appropriate description of business purpose and justification in the Business Purpose field consistent with Concur Best Practices.
• Department Reference field is utilized where necessary to connect expenses across reports (i.e., trip number.)
• Report includes receipts where necessary. (Originals are maintained/destroyed consistent with SPG 507.10-1 Section III-B.) Receipts are submitted to FBS for processing report.
• “Flag” notifications are corrected or a comment added to explain the exception. (If an informational message is displayed, these do not require any action.)
• ShortCodes/funding sources are accurate.
• Expenses are appropriate for reimbursement processing through the employee travel and expense system (Concur) (i.e. moving expenses should be submitted through PeoplePay).
• Report is submitted to the appropriate approver(s) (approval workflow) according to the unit defined approval process above.
• For expense reports including multiple departments, appropriate approver(s) from each department were added to the approval workflow.

NOTE: If an SSC expense delegate assists in preparing expense report, the user is still responsible for the above items.</td><td>Employee and/or Expense Delegate</td><td>For step-by-step instructions on creating an expense report for 1) out of pocket expenses, 2) P-Card transactions, and/or 3) business travel and/or business hosting expenses, see the “Create a Concur Expense Report” documents on the Concur Training and Resources page.

See “Expense Report Data Entry – Key Field Standards” document on the Concur Training and Resources page for guidance on how to complete the fields in Concur.

For step-by-step instructions on how to include receipts, see the “Attach/Fax Concur Receipts” document on the Concur Training and Resources page.

See the “Employee Expense Record Retention” document on the Concur Training and Resources page of the Procurement website for guidance on maintaining/destroying receipts.

See the “Expense – Account Map” document on the Concur Training and Resources page of the Procurement website for a listing of valid expense types and account numbers.</td></tr>
<tr><td>If expense delegate prepared report, notify Employee that report is ready to be submitted.</td><td>Expense Delegate</td><td></td></tr>
<tr><td>If expense delegate prepared report, review to ensure report and approval workflow are accurate.</td><td>Employee</td><td></td></tr>
</table>

Submit expense report on a timely basis consistent with SPG timing requirements to allow the approver sufficient time to review and approve.	Employee	Users must submit their own expense reports. Delegates cannot submit on their behalf. When an employee leaves the university, ensure all P-card expenses have been submitted. If employee has already left, contact Procurement Services for further assistance. Out of pocket expenses cannot be submitted through Concur once the employee leaves. Reimbursement of out of pocket expenses, if necessary, must be completed on a “paper” expense report/non PO voucher and sent to A/P. For step-by-step instructions on submitting an expense report, see “Submit a Concur Expense Report – Prepared by Your Delegate” on the Concur Training and Resources page.
If expense report is returned for correction (or not approved within seven calendar days) update and notify employee.	Expense Delegate	For step-by-step instructions on how to resubmit a report that has been returned, see “Submit a Concur Expense Report – Correct and Resubmit” on the Concur Training and Resources page.
If expense report is returned for correction (or not approved within seven calendar days) update and resubmit the report.	Employee	For step-by-step instructions on how to resubmit a report that has been returned, see “Submit a Concur Expense Report – Correct and Resubmit” on the Concur Training and Resources page.
EXPENSE REPORT APPROVAL		
Review the report within seven days and ensure it is consistent with University guidelines, including: • Business appropriateness of the expenditure, reasonableness of the amount, does not contain split transactions. • Where P-card or personal funds were used it was the appropriate buying mechanism and other methods such as Internal Service Units, University Contracts, or Purchase Orders would not have been more appropriate. • All required receipts per SPG 507.10-1 are included. • Verifying any outstanding advance has been applied (if applicable); employee receiving	Approver	Individuals should not be approving their own expense reports or their own expenses on another user’s expense report. For example, a Director should not be approving their travel expenses charged on their secretary’s P-card. Delegates should not approve expense reports that they have helped prepare. For step-by-step instructions on how to approve an expense report, see “Approving Concur Expense Reports” on the Concur Training and Resources page. NOTE: Approver may assign the

cash advance agreed to submit an expense report to reconcile the cash advance within 45 days of travel end date or the date of event; non compliance is subject to payroll deduction. • Availability of funds. • Compliance with funding agency regulations and University procurement, reimbursement, and P-Card policies. • Completeness and accuracy of documentation. • Compliance with Policy on Indirect Cost Recover Excluded (ICRX) Expenditures. • Correct funding sources are charged. • Employee has not submitted more than two expense reports per month. • All out-of-pocket receipt dates match the transaction date in the system.		Expense Reviewer role to another employee to assist with review. This role is only intended to provide assistance to the Approver; this does not relieve the Approver of his or her authorization and responsibility for the expense approval.
Send back expense report to employee for correction if it contains any incomplete or incorrect items.	Approver	All reports returned to employees for corrections require a comment entered by the approver/expense reviewer. Be as specific as possible so employees know what steps they need to take to correct the report prior to returning it for a second approval.
Once reviewed and approved, route expense report to additional approver (if necessary).	Approver	
MONITORING & OVERSIGHT		
Review the Concur reports delivered by Procurement Services (via email to the Dept Manager) to: • Monitor and address potential inappropriate activity. • Manage your business processes for P-Card reconciliation. • Provide timely travel and business expense reporting. • Supplement the reports available in the data warehouse. • Monitor cash advance activity. NOTE: Reports are only sent if they contain activity	FBS for EOs Department Manager/ Approver	The reports include: • Outstanding P-Card Transactions: a list of outstanding transactions on P-Cards held by unit employees. • Expense Exception Analysis: a list of expense line exceptions and comments that generated a "flag" alert. • Unsubmitted Expense Reports: expense reports created by unit employees but not yet submitted. • Cash Advance Activity: a list of all cash advance requests, denied/ approved requests, issued/outstanding requests. See "Procurement Services Delivered Concur Reporting" reference document on the Concur Training and Resources page for more information regarding these reports.

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<td>Review the Concur-related administrative reports (in Business Objects) to validate:

• users’ profiles and roles are appropriate.
• expense reports were approved by the appropriate individuals.
• expense reports with transactions marked as personal are correct.

Note: The “Workflow Audit” and “Approved Expenses” reports can be reviewed when needed. These reports provide additional details not included in the “Travel & Expense Approver” management oversight report.</td>
<td>FBS Administrative Assistant Intermediate to provide departments at their request. Departments to review/validate.</td>
<td>Reports are located in Business Objects at:

Public Folders → UM-Maintained → Financials → FN06 Procurement

The title of the reports are:

• FN06 Procurement T&E Workflow Audit
• FN06 Procurement T&E Employee Profile
• FN06 Procurement T&E Employee Roles
• FN06 Procurement T&E Approved Expense Reports
• FN06 Procurement T&E P-Card Transaction Personal Expense Adjustment

See “Concur Data Warehouse Reporting” reference document on the Concur Training and Resources page for more information regarding these reports.</td>
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<td>Review the Concur-related Internal Control Management Oversight reports to:

• monitor and compare employee spending.
• ensure correct Dept ID.
• identify potentially missing or unexpected expense reports.</td>
<td>FBS Administrative Assistant Intermediate to provide for the departments’ review.</td>
<td>Reports are located in Business Objects and can be accessed through M-Reports (under the Internal Controls menu in the Compliance tab) or through Business Objects at:

Public Folders → UM-Maintained → Financials → FN06 Procurement

The title of the reports are:

• FN06 Procurement Travel & Expense Approver Report by EmplID, DeptID or DeptGrp
• FN06 Procurement Travel & Expense Spend Report by EmplID, DeptID or DeptGrp

NOTE: For T&E Spend Report, parameters include: Appt Dept Grp – “Unit” (example “School of Dentistry”), Funding DeptID “*” (asterisk), and Funding Dept Grp Descr – “School of XX” (example “School of Dentistry”).</td>
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Review the Procurement Spend Report (expected to be available in Spring 2015) periodically for Concur spend analysis including summary by vendor, account, etc.	FBS Administrative Assistant Intermediate to provide for the departments' review.	Report can be found under the MGMT REPORTS tab of MReports.

Other related information:

Key Contacts:

- Policy
    - Procurement Services (734) 764-8212, option 2 (travel and expense, procurement, general)
- http://procurement.umich.edu/travel-expense/policies

Concur System Navigation

ITS Help Desk
734-764-HELP (4357) or itsadminhelpdesk@umich.edu
http://its.umihc.edu/help/

Related Standard Practice Guides:

- See SPG 507.1, Procurement Services, for procurement and P-Card related policies and procedures.
- See SPG 507.10-1, Travel and Business Hosting Expense Policies and Procedures, for information on university business travel and hosting policies.

Record of Revisions:

Date of Issue	**Description of Change**	**Page(s) Affected**	**Approved By**
1/20/2011	Original template created	All	
12/19/2011	Updates made for FY2012 Certification	2-8	
12/13/2012	Updates made for FY2013 Certification	1-5; 10	
11/4/2013	Updates made for FY2014 Certification including new reviewer role, new training requirements and course, new Cash Advance report	2,3,5-7, 10	
9/16/2016	Adopted "new" Internal Controls template format and content.	All	
12/2016	Updates made to various links, contact information as well as SPG titles	2, 4, 9	
09/2017	Updated URLs for MyLINC course and Concur System Navigation	2,8	

Document Owner: Fleming Business Services (FBS) supported departments and FBS
Administrative Owner: FBS