



Concur Demo Question and Answers

The University of North Carolina at Chapel Hill

Concur Request Questions

Q. Will we need to actually have the flight and hotel amount accurate in the Request?

- A. No. Concur Requests are not required to be accurate to the exact amount; however, if those are available at the time please provide them.

Q. If we are planning to book the flight through Concur (or by speaking to a travel agent), how should we provide an estimate for the flight cost in the request screen? Do we have to get a quote from World Travel first, and then go back and book later after our travel request is approved?

- A. The traveler can simply get the quote by using Concur Travel to get a basic quote as a benchmark knowing the price can change.

Q. What happens if a traveler changes their flight information after the request has been entered?

- A. In reference to the estimated amount, if the amount is significantly different, it is encouraged to alert your approver, they may ask you to amend your request and resubmit for approval for budget purposes only, there would be no impact in the system itself.

Q. Will the system do this for international registration?

- A. There is no longer a Global Travel Registry, at the moment, this process of Concur Request is serving the purpose of the Global Travel Registry, but an employee traveling internationally will still need to enroll in the international insurance separately and outside of the system. UNC Global is part of the approval workflow where needed.

Q. Can we upload an approved IPAS which is required for most international travel on NIH funds?

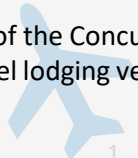
- A. Yes, and we will be partnering with OSR to see if there are ways to incorporate this form more efficiently into the Request process.

Q. Can delegates for multiple travelers copy requests to apply to multiple travelers or are they limited to the one traveler?

- A. They are limited to the one traveler to be copied over.

Q. Will the non-hotel lodging form still be required prior to travel (or prior to submitting a request)?

- A. Yes, non-hotel lodging form will still be a required element, and it should be included as part of the Concur Request. Ideally, submitting for approval is required prior to booking with a 3rd party non-hotel lodging vendor (i.e., AirBnB).





Concur Request Questions (continued)

Q. Will there be a travel team to submit those non-hotel lodging forms and other approval forms too? Will it be the same email?

A. The non-hotel lodging form ideally should be submitted through the Concur Request process, and additional guidance will be provided as to where to submit that form in the future.

Q. How far in advance does one need to create a "request" for non-simple mileage trips?

A. Requests should be submitted as far in advance as possible prior to booking any travel plans. Simple domestic travel we recommend a minimum of two weeks or more, international travel we recommend more time due to additional approval steps that may be necessary like Export Control, Global Office approval, and OSR approval that could get pulled in as well.

Q. To verify, we will first input all anticipated travel expenses into Concur Request for the purpose of "approval". Second, we will re-enter the associated hotel and transportation information into the "travel" module in order to actually book the travel?

A. Yes, that is correct. Concur Request is the request and approval side. Concur Travel is the actual online booking tool. Concur Request, Expense and Travel are all in one system, a one stop shop.

Concur Travel/World Travel, Inc. Questions

Q. How do you verify the flight is compliant? Is the flight attached for viewing?

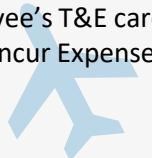
A. For compliancy with University policy, alerts will show up if a flight is chosen outside of those parameters. For Fly America compliance, there will be icons that show up in Concur Travel that will indicate if a flight is Fly America compliant. If a flight is chosen that is not Fly America compliant, it will give you exceptions to choose from as to why you are choosing that flight when other flights were available to you.

Q. How do you verify coach was used in the system? Or override coach, for travelers with disabilities?

A. The system will alert you if you are trying to book something that is out of policy; it will still allow you to book and choose an exception reason as to why you are choosing a flight that is out of policy, however, it will record what your historical available options were.

Q. So, we are not doing CABS, so how are airline reservations made?

A. Airline reservations can be made through Concur Travel (online booking tool) or by contacting a World Travel agent. A Concur Request ID# is required to be entered into the online booking tool or provided to the World Travel agent. The airfare direct bill option can be chosen at the time of booking or the employee's T&E card (if applicable) can be chosen as a payment option as well. Reconciliation occurs during the Concur Expense process.





Concur Travel/World Travel, Inc. Questions (continued)

Q. Can we still use Maupin Travel?

A. World Travel is our new travel agency partner that should be used effective April 27, 2021.

Q. Can you have a separate training for booking travel?

A. Concur Travel is an intuitive tool, and we have numerous training resources that will be made available to campus in the next few weeks, and additional training opportunities will be made available. We will also schedule Zoom Q&A sessions as we get closer to the go live date of April 27, 2021.

Q. Does this give ALL options or does it filter it somehow (Related to airfare booking).

A. The system gives all available airfare options, in policy or out of policy. The system will let a traveler know if an airfare is out of policy and why.

Q. How is this system going to handle AirBnB?

A. It does not specifically with regards to booking but third party providers will still require the third party lodging form to be approved outside of Concur.

Q. I'm aware that Concur is not currently set up for student travel; however, Student Affairs has purchased flights on behalf of students to meet emergency needs. Can you please speak to how we can leverage World Travel to do this in the interim? We previously used Maupin, but I understand we need to transition to World Travel in April.

A. World Travel is our new full-service travel agency partner, we can provide all information related to the services they provide.

Q. What if you cannot find the exact flight combo your boss wants?

A. While that scenario would be extremely unlikely, we would suggest contacting a World Travel agent directly for support.

Q. Will those that must stay within the Fly America Act be able to know which airlines are acceptable when traveling internationally?

A. Yes, the flight will be flagged in the booking tool whether the flight is in policy, or the World Travel agent can provide assistance.





Concur Travel/World Travel, Inc. Questions (continued)

Q. What about when people are attending conferences and want to stay at the conference hotels?

A. That is acceptable, that scenario will be one of the exceptions to book outside of Concur Travel / World Travel.

Q. We often book students to travel to research conferences who travel with a staff member.

Can we book everyone on the same flight at the same time or do we have to create new ones for each flyer?

A. Yes, for group travel contact the World Travel agent so they can assist with doing that all at the same time, so the group is on the same record locator. That way, any changes to one flight, affects the group together.

Q. What about people coming to visit UNC, that we have been paying for their airfare with CABS?

A. Guests will still be handled as they are today with CABS/Web Travel. A permanent solution is being designed for student and guest travel, there will be more to come on that in the future.

Q. What about student travel? I am assuming that we are not getting cards for students.

A. No, students are not eligible for T&E cards. In the short term, student and guest travel should be handled using CABS and Web Travel. A permanent solution is being designed and will be made available later this year.

Q. How do you handle a husband and wife wanting to travel together? With Maupin, you could give them both names and they would make the sure flight for both of them.

A. It is recommended that employee and companion travel be booked directly through a World Travel agent.

Q. Will there be alerts built into the system to deal with flight restrictions (for example: no travel COVID-19 or no fly areas)

A. For international travel, there are countries that have travel restrictions in place by the Global Travel Office, and those audit rules are built into Concur Request.

Q. Will we be able to use this new travel portal to rebook flights that had been postponed/credited through Travelink, Maupin, etc., due to COVID restrictions?

A. UNC Travel Office is working with those TMCs to determine the best course of action and will provide more information on reusing those credits in the near future.





Concur Travel/World Travel, Inc. Questions (continued)

Q. In the past we paid a \$25.00 or more for change fees for airfare, any fees or interest?

A. Previously, the \$25 (domestic) or \$35 (international) charge was paid to the travel agency for booking a flight and again for changes to existing flights. If the Concur Travel online booking tool is used to book travel, the fee is significantly reduced. Concur Travel online booking fee structure: any itinerary including airfare:\$6; hotel only:\$5; car only:\$5.

If booked directly with a World Travel Inc. agent, the fee will be \$27 (whether domestic or international).

Q. I'm concerned about Fly America compliance before they purchase. Is World Travel Inc. watching for this or is there a stop/review process in the approval part?

A. Yes, the Concur Travel online booking tool has automatic audit rules in place, and the World Travel agents will check flights for Fly America Act compliance.

Q. Does the Concur system replace the previous/current system for vehicle rental (via the EHI / Enterprise website)?

A. Yes, to an extent. The intent is to book Enterprise rental cars within the Concur Travel online booking tool or by contacting a World Travel agent directly. T&E cardholders can book directly through Concur Travel and charge it to their T&E Card, and for those that don't have a T&E card, you will pay out of pocket and submit for reimbursement.

Q. For unexpected travel extensions while traveling, is it easy for the traveler to extend the trip? I am thinking of canceled flights or unanticipated business needs that unexpectedly extend the business travel (especially outside UNC business hours) to include additional hotel nights or change of flight? Would that be managed by the after-hours travel agent or via the phone app? What about expanded approval amounts?

A. World Travel has their own after-hours support staff that are available. They can be reached through the Concur Travel tool, and they provide both domestic and international phone numbers so they can be reached any time of day. Expanded approval amounts do not affect the original Concur Request approval; however, if the amount is significant, the traveler or traveler's delegate can adjust the Concur Request for budgetary purposes, it would go back through the approval process, that would be a departmental business decision.

Q. World Travel mentioned that for international travel, it would be best to utilize the agents versus booking online, does that still stand?

A. Best practice would be to use the Concur Travel online tool for domestic travel or simple international travel (e.g. to/from London from RDU), and contact a World Travel agent directly for complex international travel (e.g. multiple stops, multiple travel methods).





Concur Travel/World Travel, Inc. Questions (continued)

Q. Do you have to be a delegate in order to book for other people or are there other ways to do that?

A. Yes, in Concur Travel, the term is called Travel Assistant. A Travel Assistant must be assigned by the traveler, and they can book travel on behalf of a traveler or multiple travelers.

Q. How do we intend to handle arranging, and paying for travel for (graduate) students by faculty/advisors/PI's for research trips?

A. It depends. If the graduate student is traveling with a faculty member that is a T&E cardholder, all associated business expenses can be charged to that faculty member's T&E card except personal meals. However, if that graduate student traveler is traveling on their own, CABS can be utilized for their airfare, P-card for any registration fees that need to be paid for, and some items like lodging and per diem would be paid out of pocket and reimbursed through Web Travel.

Q. How does that differ from arranging and paying for travel for students for simple travel like attending conferences?

A. Conference registrations can be paid on P-card. There are some cases where lodging can be paid on P-card, but those will be reviewed on a case-by-case basis.

Q. Since airfare changes daily, is the traveler booking airfare before getting a pre-approval?

A. No, the State requires pre-approval of business-related travel, so completing and submitting a Concur Request for approval is the first step.

Q. Does the World Travel/Concur Travel site provide current documentation requirements - example US passport holder to foreign country?

A. World Travel Agents can advise on these items if the booking is made through a live agent. Confirmation emails for all bookings contain links to current COVID-19 travel requirements as well.





Payment Methods: Travel & Expense (T&E Card, P-Card, Airfare Direct Bill)

Q. Can you explain exactly what a T&E card is? Because I have never heard of those before.

A. T&E stands for Travel and Expense, it is a credit card provided by Bank of America, and it has a completely different look than our current P-card. T&E cardholders will be required to undergo training and pass a quiz in order to receive a T&E card. Only permanent, full-time employees that are 21 years of age are eligible to receive a T&E card, and T&E card transactions will be reconciled in Concur Expense rather than WORKS.

Q. Will all employees receive a T&E card, or will a manager determine who in the department will receive one?

A. No, not all employees will receive a T&E card. We have recommended, based on historical data, who we think would be good T&E card candidates. Campus unit finance leads will determine the initial group of employees to receive T&E cards. After go-live, individual T&E cards can be requested by departments for employees they feel will need one.

Q. The T&E card is replacing Diners Club? If employees don't/didn't have a Diners club they can still use their own credit card and do out of pocket as the expense type?

A. T&E card will be rolled out more widely than the Diner's Club card was. If the employee travels frequently for business or has frequent business entertainment expenses, a T&E card is highly encouraged; however, the infrequent traveler can use their personal credit card for out-of-pocket expenses and submit their expenses through Concur Expense for reimbursement. World Travel will also have an airfare direct bill card that should be used for booking airfare for those travelers (faculty and staff only) that do not have a T&E card.

Q. What is required to be eligible for the T&E card?

A. Only permanent, full-time employees that are at least 21 years of age are eligible for a T&E card.

Q. Will the University allow a user to have both a T&E Card and a P-Card?

A. Yes, if they have a business need to have both.

Q. How and when are T&E cards being disbursed?

A. Based on historical travel data and recommendations by the campus unit finance leads, initial T&E cards are being ordered in mass for some campus unit faculty and staff. Instructions on the physical disbursement of the T&E cards will be communicated by the Travel and Payment Card Services Office soon.

Q. Can you please explain the workings of the T&E card? Traveler is still responsible for paying the monthly T&E card bill, correct?

A. No, the T&E card is a corporate paid, corporate liable card, meaning the University pays the monthly bill; however, the T&E cardholder is responsible for reconciling all card transactions in Concur Expense each month.





Payment Methods: Travel & Expense (T&E Card, P-Card, Airfare Direct Bill)

Q. Would travelers use T&E card for personal meals? If so, how does that relate to per diem?

A. No, personal meals are required to be paid out-of-pocket and reimbursed through Concur Expense as per diem. If a traveler accidentally charged a personal meal to their T&E card, they would need to mark that as personal, so the amount is deducted from their allowable per diem amounts. Two categories not allowed to be charged to a T&E card are personal meals and mileage reimbursement for driving a personal vehicle.

Q. Can they use the T&E card for meals that are covered by per diem? Are they deducted from per diem amount?

A. No, a T&E card should never be used for personal meals. All personal meals are required to be paid as an out-of-pocket expense and submitted for reimbursement after travel.

Q. Will it be permissible to have a departmental T&E card to prepay for candidate flights/hotel/ground transportation?

A. There will not be a departmental T&E card; however, airfare can be booked on behalf of the candidate by contacting a World Travel agent, they will have an airfare direct bill card the flight can be booked against. A P-Card can be used for ground transportation, and many local area hotels in Chapel Hill provide direct billing to the University. We are currently investigating additional payment options for future use.

Q. Will the University just have one huge charge account for airfares?

A. No, World Travel will have a direct-bill card for airfare to be used as payment for those travelers that do not have a T&E card. Travelers that have a T&E card should use their T&E card to pay for their airfare.

Q. Can the P-card be used for out-of-pocket expenses such as ground transportation?

A. A T&E card can be used for ground transportation such as Uber, Lyft, taxi, and airport shuttle; conversely, a P-card would typically be used for ground transportation (Uber and Lyft) for a study subject but not travel specifically.

Q. I assume we could use T&E card to book conference hotel since that is typically done through the conference.

A. Yes, absolutely.

Q. May the card be used to pay rent abroad if Travel has already approved the non-hotel lodging?

A. Yes, that would be acceptable as long as the non-hotel lodging has been pre-approved.





Payment Methods: Travel & Expense (T&E Card, P-Card, Airfare Direct Bill)

Q. Can the T&E card be used for abstract submissions, poster printing and shipping to the conference? What about conference expenses, training materials, CDs, Books, etc.?

A. Yes, if the expense is related to a trip, that is allowable, and for non-travel related local business expenses, those should go on a P-card.

Q. How will compliance issues be dealt with on charges on the T&E card that come into Concur? For example, if a traveler consistently uses the card for personal meals or consistently does not have an itemized receipt?

A. The T&E accountholder will be required to review the T&E card handbook, take the formal training, and pass a quiz in order to receive their T&E card. The T&E card handbook covers, in detail, consequences for fraudulent and intentional charges and accountholder infractions.

Q. Will student travel be supported in the first phase of the Concur rollout? Will employees traveling with student groups be able to pay for various student expenses via their T&E card?

A. No. Concur Request, Expense, and Travel will launch only for faculty and staff initially. T&E cardholders should use the T&E card only for their business travel needs. However, student groups traveling with a faculty or staff member that is a T&E cardholder, can use that for that student group's expenses.

Q. What about travel advances if they need actual cash to pay for expenses?

A. The intent is to minimize travel advances as much as possible. However, if necessary, departments can work with the travel team to request the Cash Advance functionality (for international travel only) within Concur Request for a specific employee.

Q. We are being asked to submit our department's T&E cards by April 1st. Will there be training prior to this deadline or should I submit questions about this card to another group? Is it recommended that we start getting the department used to using a T&E card as opposed to putting everything on personal cards and seeking reimbursement? To that end, can we issue one T&E card to a faculty member who can use that card for travel for his/her lab or does every single employee in the lab need their own card if they are all traveling?

A. Training materials specific to the T&E card will be made available in the next couple of weeks. Meanwhile, it is recommended that employees that have a frequent need to travel on behalf of the University or have frequent business travel related expenses to get a T&E card rather than use their personal credit card. No, a T&E card is assigned to the individual cardholder and should only be used for that employee's travel needs. The exception to that is if a faculty member has a student group traveling with them, and the faculty member can use their T&E card for paying travel related expenses except per diem and mileage.





Payment Methods: Travel & Expense (T&E Card, P-Card, Airfare Direct Bill)

Q. What charges will now be allowable on T&E cards versus P-Cards? I know there were a lot of restrictions for travel on the P-Cards - can you still use P-Cards for meals vs T&E Cards - is one preferred over the other?

A. That will be part of the T&E card training. We have created a quick reference card (QRC-When to Use a T&E Card Versus a P-Card) that shows when to use which card and some things that could go on either. Whether one is preferred over the other is a business process decision for the campus unit.

Q. P-card does not allow sales tax. What about tax on the T&E card?

A. Regardless of the payment method utilized, the University is exempt from North Carolina sales and use tax; tax exemption should be requested at the point of purchase. However, the University is not exempt from many taxes assessed on T&E Card purchases, like lodging taxes (Occupancy Taxes), transportation taxes (Highway Use Taxes) levied on the rental of motor vehicles, etc.

Concur Expense/Reimbursements/Payroll Deduction

Q. Are receipts still uploaded in the new system?

A. Yes, with the Concur Mobile App the traveler can take a picture of their receipts and upload them to their Concur Expenses. Additionally, once the traveler verifies their email in the profile, they can email receipts to Concur as well.

Q. What kinds of images are OK to upload?

A. pdf, jpg, jpeg, png, tif or tiff formats are acceptable (EXCEL and WORD are not acceptable formats)

Q. What if the traveler does not have the itemized receipt?

A. An itemized receipt is an IRS documentation requirement, both the itemized and credit card receipt are required. If the traveler has the credit card receipt and attaches it as required, the system will not give the traveler the opportunity to click on and complete the missing receipt affidavit within Concur. However, if the itemized receipt is missing, the employee should complete and attach [Form 1263.1.1f – Missing Itemized Receipt Affidavit for Business Entertainment Expense](#).

Q. Are there any controls/thresholds for actual expenses exceeding estimated/authorized expenses?

A. The system will show this information during the approval process, but it is up to the individual department/unit on how to proceed.

Q. Will the traveler still have to sign an authorization form to validate the expenses they are requesting reimbursement for?

A. It is no longer a paper form. When the traveler submits their expense report, the acknowledgment the traveler will see and attest to is called a User Submit Agreement, it will take the place of the previous authorization form.





Concur Expense/Reimbursements/Payroll Deduction (continued)

Q. Can 'Guest' attendees be saved to be used for future business meal attendees?

A. Yes, groups can be created as favorites with the same people for future use.

Q. You answered my question about saving guest attendees for working meals, but I want to make sure I am specific that I mean people outside of UNC, can I save those?

A. Yes, that is possible.

Q. So, all business meal expenses, regardless of whether they are associated with travel or done here in town, are to be reconciled in Concur Expense?

A. Yes, that is correct.

Q. If you ate dinner as a "meeting" how does that impact your per diem?

A. In the Daily Allowance Wizard, the traveler would check that box off as not being paid out-of-pocket. Checking the box excludes the cost from the reimbursement calculation. If the traveler is utilizing the State of North Carolina per diem rates, they would not include a per diem expense for that meal on their expense report.

Q. What if you are hosting the business meal at a conference and paying for a group?

A. Assuming the conference is not providing the meal, this is acceptable by policy. The business expense can be paid with a T&E card or a personal card if the traveler does not have a T&E card. Personal card charges would be submitted for reimbursement through Concur Expense.

Q. What if the restaurant will not split the meal check?

A. Would recommend the question be asked when making the restaurant reservation or when arriving at the restaurant.

Q. What if the split for a meal expense was not equal for each attendee? Can we adjust the total meal amount for each attendee, so it is not split evenly over 3 people as in your example?

A. The system automatically calculates an average cost per person; these amounts cannot be adjusted.

Q. Is there an option for meetings/meals with, for instance, anonymous donors?

A. Yes, when creating the Guest attendee, you are required to provide a First Name, Last Name, and Affiliation. Departments may determine a naming standard for their anonymous donors (like "Joe Donor" or "Jane Donor") and should list their Affiliate as "Anonymous Donor."

Q. If the faculty funding does not cover alcohol, can they move that portion to "non-reimbursable" instead of listing under alcoholic beverage?

A. Yes, if they were to list that under alcohol or they would also check the box to mark that as personal.





Concur Travel/World Travel, Inc. Questions (continued)

Q. So, if alcohol was paid for on the T&E card but the individual does not have funds that can pay for alcohol it should be listed as a personal expense and show that the employee owes UNC correct?

A. Yes, that is correct.

Q. If someone accidentally puts non-reimbursable personal expenses on a T&E card that cannot be charged to their UNC funds, where does that charge go?

A. The report total screen will show how much a traveler has in personal, non-reimbursable expenses. The system will first attempt to net those out of any out-of-pocket expenses. However, if the situation occurs there is not enough out-of-pocket expenses, it will show what the employee owes to the University, and the system will notify Payroll to deduct that amount from the employee's next available paycheck.

Q. When T&E card charges get moved to non-reimbursable, what (ELSE) does the traveler have to do? (How do they make up the difference?)

A. The system will look at the employee's personal, non-reimbursable expenses on an expense report and their out-of-pocket reimbursements on that same expense report, the system will first try to net any personal, non-reimbursable expenses from the out-of-pocket reimbursement, reducing the amount of the reimbursement. If the out-of-pocket expenses are not enough to offset the amount of the personal, non-reimbursable expenses, the employee will owe the difference to the University, and the amount will be deducted from the employee's next available paycheck.

Q. Who is responsible for sending the owed money to payroll?

A. For employees that owe the University money for non-reimbursable expenses, those funds will be payroll deducted automatically after travel in the next available paycheck.

Q. Will the payroll deduction have the corresponding Request # so the traveler can reconcile?

A. We have confirmed it will show "Travel Expense Payback," but it will not reference the specific expense report.

Q. If traveler has limited funds available, and only has enough for example for an airfare, are they still required to enter all their other expenses such as hotel, food, etc, or is it ok in this case just submit airfare if that's all the funds can cover...

A. If the purchases were made on the T&E Card, all expenses must be reconciled, and those expenses that are not being paid for by the University can be flagged as personal, non-reimbursable expenses. If the purchases were made out-of-pocket, the traveler should only enter those expenses for which they are seeking reimbursement. However, they should provide additional information on their Expense Report as to why they are not including all expenses from the trip.





Concur Travel/World Travel, Inc. Questions (continued)

Q. How will disallowed charges on a hotel bill be reimbursed to the University by the traveler?

A. Personal charges should be paid for by the traveler separate from their hotel folio, but for personal non-reimbursable charges, the system will first try to net any personal non-reimbursable expenses from the out-of-pocket reimbursement, reducing the amount of the reimbursement. If the out-of-pocket expenses are not enough to offset the amount of the personal non-reimbursable expenses, the employee will owe the difference to the University, and the amount will be deducted from the employee's next available paycheck.

Q. If an airfare and registration booked months in advance, reimbursement will not occur until after the trip correct? Any fee or time limits?

A. Airfare should either be charged to the traveler's T&E card (if they have one) or the airfare direct bill card held by World Travel, Inc. (our new travel agency partner). Conference registrations should be charged to either a P-Card or the traveler's T&E card (if applicable). Other out-of-pocket expenses that occur during travel would be reimbursed after reconciliation after the trip.

Q. Due to COVID, most of the conferences are held online. Do I use the Concur System to reimburse faculty for conferences they attend online?

A. Preferably, conference registrations can be paid via a P-card and reconciled in Works, or if that individual traveler has a T&E card, that transaction would be reconciled in Concur Expense. If the employee pays the conference registration out-of-pocket, they will need to submit for the reimbursement through Concur Expense.

Q. What about room sharing?

A. Travelers should address questions to their departments/units prior to travel.

Q. How is currency conversion handled in the new system when travelers are international and using, for example Euros?

A. Concur Expense has a built-in currency conversion tool. The system will use the Oanda daily average and will automatically convert funds based on the location, currency, and date of expense. Purchases made on the T&E Card in a foreign currency will automatically be converted to USD by Bank of America prior to appearing in Concur Expense. T&E Card accountholders will also see an International Transaction Fee associated with that purchase (like the P-Card).

Q. Transportation in foreign countries - Some taxis will not provide receipts.

A. In this scenario, the traveler would utilize the missing receipt affidavit feature, and this is a step the traveler has to do themselves; a delegate cannot do that for traveler.





Concur Travel/World Travel, Inc. Questions (continued)

Q. Will there be a mileage per diem wizard as well?

- A. Concur Expense uses a Google Maps feature that will determine the exact mileage from point A to point B for the traveler.

Q. Why wasn't the hotel example "linked" to a previous request? There should have been a request for this stay, correct?

- A. There was a Request that was linked to the hotel stay, the estimated amount was listed at the bottom of the hotel form.

Q. Will there be a guide provided as to how to fill out each section?

- A. Yes, there are multiple training resources: complete step-by-step guide, quick start mini guide, several computer-based trainings (CBTs), numerous quick reference cards (QRCs), etc.

Chartfields/Funding/Allocations

Q. Can we split chartfield strings?

- A. Yes, absolutely. The process is called allocation, charges can be split across multiple chartfield strings and multiple charges by percent or amount.

Q. Can an approver reject a Request or Expense for an incorrect chartfield string?

- A. Yes, the approver can either make the correction, send it to another approver to make the correction, or return it to the user to correct and resubmit.

Q. I have to tell the approver what chartfield string to charge. Can you save 'favorite' chartfield string or do you have to type the whole number in every time?

- A. Yes, you can save favorite chartfield strings. That can be done in one of two ways, either on your profile, in addition to the business unit and department ID already saved there, you can add a fund and source. Also, within allocations you can save a favorite chartfield strings to choose from for future submissions.

Q. When will the chartfield string be billed-- after the total trip occurs, or once everything is completed in Concur with approvals/ as charges occur on the card?

- A. When the expense report has been completed and submitted for approval, the report goes through the approval workflow and once the travel office approves the report, a nightly export occurs from Concur to ConnectCarolina at which point all expenses are journaled to the appropriate chartfield string.





Workflow/Approvals/Delegates

Q. Can a personal delegate refuse a request and require the faculty member to do their own?

A. An assigned personal delegate can remove themselves from that role at any time.

Q. For the travelers: are we using their department number or the department number where their grant is housed?

A. Employees are automatically loaded into Concur with their Business Unit and HR assigned department number. However, travelers, delegates, and approvers can edit any part of the chartfield string as needed. Whenever the business unit/department ID combination is updated, the Workflow will automatically adjust to pull in the appropriate approvers for that funding source.

Q. How many levels of approvers can we build before it goes to the central Travel Team for approval?

A. In Concur, there is both a designated approver and business office approver; in addition, a user can add a default approver to their profile. End-users, delegates, and approvers can also add additional employees to the workflow ad-hoc as needed.

Q. If there is a delegate doing the request for the traveler, how does it look from the point of approval (submission)?

A. The approval workflow is based on the department number on the request. Everyone's home HR department will be their default, but it can easily be updated for each request or expense report.

Miscellaneous

Q. Will UNC also utilize the Concur App?

A. Yes, the Concur Mobile app will be available to all employees.

Q. Once the system goes live will we be able to play around a bit with the system?

A. No, when we go live, it is a live system. However, we have developed a lot of training resources that will be provided soon, and we will have some Q&A sessions close to go live.

Q. Once we get going if we get stuck, who can we reach out to for help? Will that be explained in the training materials?

A. Yes, resources for assistance will be listed in the training materials and on our internal website.





Miscellaneous (continued)

Q. Is there integration or planned integration with GEOBlue and/or the UNC travel registry?

A. The Global Travel Registry has been discontinued. There is not a planned integration with GEOBlue at this time. However, UNC duty of care solutions are likely to evolve over time and the goal would be to integrate all travel processes together in one platform, if possible.

Q. Will we be able to add people to the Concur system who aren't already imported? Who might not be included in the preliminary launch and how do we add individuals who need access?

A. All faculty and staff will be imported into Concur and will be automatically updated on a nightly basis as employees join and leave the University. In addition, we are providing access to select affiliate and student groups. Most students and guests will not have access to Concur and will continue to use CABS/Web Travel/Connect Carolina until further notice.

Q. Will approved work study students (particularly ones who already have web travel access) be given access to this system and the T&E card?

A. There are a very limited number of students (post docs, resident, clinical fellow, etc.) that will have access to Concur at this time. Most students will continue to use CABS/Web Travel until further notice. Only permanent, full-time employees who are 21 years of age or older are eligible for a T&E Card.

Q. If we are filling out these requests on behalf of Independent Contractors, how would they submit their information in Concur?

A. For now, Concur is only available for faculty and staff. More to come on a permanent solution for students and guests later this year.

Q. I thought the traveler was supposed to submit their own travel requests. I am concerned about those who may not have a great deal of support assistance, as well as overstretching our support people.

A. The traveler can assign a personal delegate to handle creating a Concur Request or Expense report. Also, the delegate will have the ability to notify the traveler when the Request or Expense report are ready to be reviewed and submitted. However, the traveler is required to complete a missing receipt attestation (if applicable) and **submit** their travel request and expense report themselves. The delegate cannot perform those two functions for the traveler.

