

## **Go live questions:**

Do we have to use Concur?

Yes, our agencies (Texas AgriLife Research, Texas AgriLife Extension Service and Texas Veterinary Medical Diagnostic Lab) have committed to using Concur for all travel processes.

Is this a campus wide system? Who is participating?

There are 13 system components participating in Concur: 01-Texas A&M University System; 02-Texas A&M University; 04-Tarleton State University; 05-Prairie view A&M University; 06-Texas AgriLife Research; 07-Texas AgriLife Extension Service; 09-Texas Engineering Extension Service; 10-Texas A&M University at Galveston; 15-Texas A&M University-Corpus Christ; 17-Texas A&M University-Kingsville; 20-Texas Veterinary Medical Diagnostic Laboratory; 21-Texas A&M University-Commerce; and 22-Texas A&M University-Texarkana.

What is the Concur "go live" date?

We will start using Concur on April 4, 2012.

Will we be able to practice in Concur before the "go live" date?

Concur does not have a training site. All testing currently being conducted is in a live environment.

Will there be any training/tutorials both before and after the "go live" date?

Demos are being conducted frequently and will continue until we go live. Recorded sessions will be available on the TAMUS eTravel web site: <http://www.tamus.edu/offices/travel/>. After our agency starts using Concur, we will work with all units to ensure that all have access to demos, recorded sessions and live training. There are also on-line training tools/help buttons within Concur.

Will there be a transition period to accommodate any trips in process or for trips previously booked outside of Concur?

Yes, there will be a transition periods when we go live. If you have already completed your trip, and are ready to file a travel expense report, you will have the option to submit via E-doc/Laserfiche process currently being used or you can enter the travel expenses in Concur and submit electronically. If you are in the middle of a trip, when you return, you will submit a travel expense report via Concur. If you have not made any arrangements prior to the go live date, you will now be able to book a trip and prepare an expense report via Concur when your trip is complete.

Have faculty been told about Concur and know when it will become effective?

We are sharing the information via the Disbursements ListServ, TAMU Controller's Connection ListServ and notifications on our websites. We are asking for your assistance with spreading the word about Concur.

Since we will all be using the same system, can we combine expenses to different system parts?

Yes, you will be able to create one expense report and charge various amounts to each participating agency. You will not have to submit multiple expense reports to be reimbursed. Note: Research Foundation is not participating in Concur at this time. Expenses to be paid on Research Foundation should not be charged to an agency issued credit card and expenses are to be submitted directly to Research Foundation and not through Concur.

### **Profile information:**

Can I assign a delegate to make my travel arrangements and prepare my travel expense reports?

Yes, you can assign travel assistants/arrangers to book trips on your behalf. You can also assign expense delegates to create travel expense reports for you. A delegate cannot submit a travel expense report for you, but a delegate can prepare the report. An expense report must be submitted by the traveler. By submitting the travel expense report, you are electronically signing the document and including the certification that is required for reimbursement.

Do I have to assign the delegate or can someone else just do it for me?

A delegate cannot be assigned by someone else. You must be the one to assign your own delegates. This is to ensure that you are aware of who has access to your profile information.

Can I use a credit card to pay for an expense that is not in my profile?

No, you can only use the credit cards that are included in your profile. If your department has an agency central billed credit card that can be used for airfare, this credit card will be available to all travelers within that department.

Can I assign a travel assistant/arranger or delegate to my profile that is not a state employee?

Only employees of the participating agencies/universities will have access to Concur.

Do I have to create a profile? How do I do this?

Profiles for all employees will be automatically created in Concur. You will only need to verify your profile information and add any travel assistants/arrangers.

Can I have multiple travel assistants/arrangers, delegates, credit cards and/or rewards programs?

Yes, you can have multiple travel assistants/arrangers, delegates, credit cards and/or rewards programs.

Are there e-mail notifications available in Concur?

Yes, e-mail notifications are available for changes in status of documents, items needing approval, trip reminders, tickets held reminders and several other options. If you have given permission for a delegate to receive your e-mails, then the delegate would also receive the notifications.

### **Travel authorization requests:**

Will we have to complete/submit travel authorization prior to booking specific airfare, hotel, etc.?

Travel authorization request requirements are delegated to the department/unit. Contact your department/unit business office to see if this is a requirement for travel. It is not a requirement to have an approved authorization request to book travel.

Do I have to complete a travel authorization request? Do I have to do one for every trip?

It is recommended to complete a travel authorization request to ensure approval to travel is received. Travel authorization requests are required for foreign travel. All other trips, please contact your department/unit business office to see if this is required. A department may continue to require paper authorization requests.

Will we still have blanket travel authorizations?

Yes you can have a blanket travel authorization request in Concur. You can indicate if you want a partial or final liquidation of the encumbrance/travel authorization request when you complete a travel expense report. You can also complete a paper travel authorization request that can be attached to an expense report as supporting documentation.

Foreign travel request – will these cross campuses?

Travel authorization requests are routed based on adloc. This routing path is determined based on the approval for leave in Single Sign On. If crossing campus codes, there will be some additional steps to ensure that both campus codes are notified accordingly.

Will we need to create a purchase order in FAMIS for travel?

Once a travel authorization request is routed/approved, it is submitted to FAMIS nightly. When the travel authorization request information is received by FAMIS, it will create an encumbrance. You will not need to create a separate encumbrance for travel.

What if the actual expenses in the travel voucher exceeds the original encumbrance created by the travel authorization request?

The amount of an expense report can be less than or exceed the amount of the travel authorization.

How does it liquidate the encumbrance?

The liquidation of encumbrance is based on the expense categories selected on the travel authorization request and the expense report. If there is an amount in a category on the authorization request it will encumber the funds in FAMIS. If there is an amount on the expense report that is in the same category as the authorization request, then the encumbrance will be adjusted. If the expense report indicates this is a final liquidation, then the encumbrance will release completely in FAMIS. If it is indicated as a partial, then there will be a partial liquidation. There is a possibility that an encumbrance does not liquidate completely in Concur and/or FAMIS. If there is a pending authorization request or encumbrance, an authorization request can be closed from further use in Concur. Closing a PO is equivalent to completing an L/-E-doc in FAMIS.

If I create a travel authorization request, do I have to encumber funds?

You must enter a dollar amount on an authorization request. Zero is a valid amount that can be entered. By entering zero, the encumbrance in FAMIS will be zero. It is suggested that if you create a travel authorization request for zero dollars that you include the amount or explanation in the notes for the expense type.

What is the routing path for travel authorization requests? Can we change this?

Routing path for travel authorization requests are based on the approval path established for leave documents in Single Sign On. Yes, these can be changed, but it will also affect the routing path for leave records and timetraq. You can review FAMIS report FCAR202 or FAMIS screen 862 to review routing paths.

## **Booking Questions:**

What vendors/carriers are included in Concur?

Concur is integrated with a state contract travel agency, Shorts Travel Agency, to provide a listing of available vendors and carriers. This information is pulled from the GDS (Global Distribution System) which is providing information for on-line booking sites, travel agents and other travel related carriers. There are a few vendors/carriers that do not provide information to the GDS for public distribution so there may be some hotels or smaller airlines not included in search results. All major hotel, car rental companies and airlines should be included. We have compared rates and available flights/rooms with on-line sites and the information in Concur is very similar and often the same or cheaper rates. If a specific vendor is not included, you can contact the vendor directly for a reservation. Please note that this information will not be included on your itineraries and the vendor will most likely not be able to provide an eReceipt.

Do we have to use Concur/Shorts Travel to book travel or can we still do it the old way?

Shorts Travel is a state contracted travel agent. Their pricing is very competitive. They also offer many reduced rates for airfare and hotel that other travel agents will not be able to offer. It is highly recommended that Concur/Shorts Travel be utilized in booking in order to maximize cost savings. Concur will be required for submitting expense reports.

Can you select specific airlines, flights or seats on this site?

Yes, you are able to select specific airlines, flights and seats using Concur.

Are contract vendors included? What about Southwest Airlines and Jet Blue?

Yes, contract vendors are included in Concur. They are noted with a green diamond. Southwest and Jet Blue are also included in Concur. These carriers are not included with other on-line booking sites. So rather than searching on-line sites and/or these specific carriers, you are able to conduct one search and see all results.

Can I book travel for my spouse?

Yes you can book travel for your spouse. Please be reminded that this will need to be paid for with a personal credit card and not with an agency issued or agency paid credit card. If sharing a room with a spouse, you will only be reimbursed up to the single room rate.

How are group reservations handled? What about conference hotels with promotional rates?

Group or conference hotel rates are not generally provided to the general public so they are not included in the GDS information provided to Shorts Travel. In order to book a group or conference rate, you can either contact the vendor directly or contact Shorts travel for an assisted booking.

How do you handle booking for a non-state employee or prospective employee?

Only employees of the participating agencies/universities will have access to Concur. Each department should have at least one person that will have the ability to book expenses for non state employees. This individual will make reservations as a delegate for a guest traveler or for the prospective employee. This process will be covered in a future demo/recorded session.

How do you handle booking multiple people in the same hotel or on the same flight?

You can have each individual or their delegate make a reservation independently and place the reservation on hold. The reservation will only be held for a short amount of time (approximately 12 hours). You can compare the reservations with the other employee you will be traveling with to ensure that the same information is booked. Once confirmed, you can go

into Concur and finalize the trip booking. Another option is to contact Shorts Travel for an assisted booking.

How do you handle the situation where two state employees are sharing a room?

One individual will make the reservation. At the hotel check in, two forms of payment can be presented. If only one form of payment is presented, then when the expense report is prepared, the individual that paid for the hotel room would include the second person as an attendee on the expense. This process will be covered in a future demo/recorded session.

Reservations have already been made for a future trip. Once we "go live" with Concur will I need to rebook these trips?

No, you will not need to re-book any reservations that have already been made prior to using Concur.

When there is a state rate for air fare, how do we know we're getting it versus a non-refundable type fare?

State contract rates are indicated by a green diamond in Concur. Refundable tickets are indicated with a blue R. If you hover a mouse over these icons, you will be provided an explanation.

What if my plans change unexpectedly during a trip? How can I rebook a trip or make adjustments to my travel plans?

Shorts Travel is available 24 hours a day, 7 days a week. You can contact them directly to assist you with any changes to your travel plans.

How do I contact Shorts Travel?

We will provide the contact information for Shorts Travel when we go live with Concur.

Can you compare leaving from different or nearby airports?

Yes, in the search option for flights, you can include area airports.

Can I make reservations for another individual?

Yes, if that individual has assigned you as a travel assistant/arranger in their own profile. If they have not assigned this right to you, then you are not able to make arrangements on their behalf.

Do I have to go through an approver in order to book a trip?

There is not an approval process that will prevent you from booking a trip. Please be aware that it is advised that you obtain approval from your supervisors/department head prior to booking a trip. If a trip is not approved by your department, you may be responsible for those charges.

Will Concur allow me to select a hotel that is higher than the allowable state rate when I indicate I am using state funds?

Concur will have many travel policies built in that will assist travelers with selecting options that are within travel policy. If a traveler selects the state funding policy source, it will display the location traveling to and the rates for meals, lodging and incidentals. Concur will display all hotel options and allow a traveler to select a location and room rate. There are signals to help the traveler make wise choices. If selecting a hotel that is out of the price range or not a contract hotel, then the traveler will need to provide a short explanation on why this specific hotel was selected. Examples of explanations include but are not limited to sharing a room with another employee, safety issues and decrease meals to increase lodging. Concur will not prevent a traveler from making a room reservation.

### **Concur and Shorts Travel fees:**

What charges are associated with using Concur?

Concur will charge a rate of \$7.58 for each travel expense report processed by the traveler. This charge will be posted to the account that the travel expense report is charged to unless another account has been indicated to be charged in FAMIS. The charge will be incurred after all approvals are received, auditing has been completed and when the expense report is posted to FAMIS.

Is this fee deducted from my travel reimbursement?

This fee is not deducted from your travel reimbursement.

Is there a fee for using Shorts Travel?

Shorts Travel pricing can be located at: <http://www.tamus.edu/offices/travel/shorts-travel/>

What object code will the concur fee go against?

There is a new object class code created to expense the fee. 5237 – Fees – e-travel System

Can I combine trips and submit only one reimbursement request per month or year rather than for individual trips to avoid paying \$7.58 for each expense report?

You should continue to submit expense reports as you have done so in the past. If you are currently submitting expense reports monthly for mileage you can continue this process. Otherwise you should submit each trip on a separate expense report. The amount of the fee, \$7.58, was determined by calculating the average number of vouchers for our agency. If this number greatly increases/decreases then this will be reflected on the rate charged per expense report. Ex: If our agency averages 1000 expense reports per month, then our fee is \$7.58 per expense report. If this number decreases to 750 expense reports per month, then our fee would be calculated at \$10.11 per expense report.

Is there a mobile app available?

Yes, a mobile app is available for Blackberry, Android, iPhone and iPad. You are able to create a mobile pin number on your profile. Log into app to create travel authorizations, book travel and create/submit expense reports. The mobile app allows for an individual to take a photo of a receipt and attach it instantly to an expense report or save for future use.

### **Expense reports:**

I do not see a place to enter object class codes in Concur. Are these not required anymore?

The object class codes are built into Concur based on the various expense types. You are required to select the correct expense type and this will determine the object class code for your expense report.

How is the mileage rate determined?

The mileage rate is preloaded into Concur. You will only need to enter the correct dates of your mileage to ensure that the correct mileage rate is used.

It looks like everything is being entered into Concur, will we have to enter anything into FAMIS or Laserfiche? Do we have to keep original receipts?

Concur will be the program that we will use to process travel payments/reimbursements. Concur will transmit information to FAMIS. It will not be necessary to enter information directly into FAMIS. All receipts and supporting documentation related to a travel expense report will be entered into Concur. It will not be necessary to enter information into Laserfiche. Concur will be the official record for travel.

It is recommended that you retain receipts until at least after the reimbursement has been received and the transaction has been reconciled on monthly financial statements.

Right now I am able to submit one travel voucher a month for mileage. Will I still be able to do this?

Yes, you can continue to submit on reimbursement request in Concur for monthly mileage. You will not submit as an L/E-document in FAMIS. You can use either the mileage calculator or attach a copy of your mileage log. You can enter the transactions daily for point to point calculation or you can enter a total for the day and include a log.

Can I still use an L/E-doc to process my reimbursements for travel including mileage only travel?

Concur will be the tool to process all travel reimbursements, including mileage only reimbursements.

What if my account only allows for a partial reimbursement of my expenses?

You can claim less on a travel expense report. You are able to mark expenses as personal and they will not be included in the reimbursement amount.

Will I be required to turn in receipts for all my transactions, including meals?

Receipt requirements are not changing from what they are now. General rule is that if a receipt is required now, it will still be required in Concur. Any agency paid expenses will require a receipt.

Can meals be lumped together for a day or a trip? Or do I have to itemize out by every meal?

It will depend on the payment method. If you used an agency issued card, then these transactions will feed into Concur on a per transaction basis. Since the transactions from the credit card will be listed individual, you will need to expense each transaction individually. You do not have to indicate if this specific meal was for breakfast, lunch or dinner. If you pay for meals with another form of payment (ex: personal credit card, cash), then you can combine the meals for each day into one transaction. Travel voucher requirements are that meal expenses be documented on a per day basis.

### **Credit Cards and Payment methods:**

### ***Agency Cards are not to be used for Research Foundation Projects.***

What kind of credit cards can be used in Concur?

Concur is capable of handling various types of credit cards. There are some restrictions on the use of different credit card types with the different types of expenses. Concur works best with an individually named credit card.

If I have an agency issued credit card, will all the transactions feed into Concur? Will all the receipts be included?

Yes, agency issued credit cards will transmit all transactional data from the vendor to Citibank to Concur. Vendors that provide e-receipts will submit them into Concur. Not all vendors provide e-receipts so you may be required to add receipts into Concur if an e-receipts is not provided.

Do I have to use my agency issued credit card? What if I pay cash for an expense?

You can use a personal credit card or pay cash/check for an expense and still get reimbursed. You will just note the expense as an "out of pocket" expense and provide receipts when required.

Can I still use my department's central billed account (CBA/CBT) card for expenses?

The CBA/CBT cards will only be able to be used for employee airfare and non-employee expenses. With Concur, we will not be able to use the CBA/CBT cards for hotel and car rental expenses?

How am I supposed to pay for hotel and car rental expenses?

You can pay for hotel and car rental expenses with an individually named credit card or other payment method that the vendor accepts.

Can we still do direct billing with car rental and hotels?

If you chose to use the direct bill method, you will need to process the payment outside of Concur (in FAMIS) in order to pay the vendor. You will also need to add the information in Concur manually and indicate the expense is agency/company paid. Manually adding expenses that are company paid does raise the risk of incorrect reimbursement to an employee. We encourage the use of individually named credit cards. Car rental direct bill account numbers can be entered by department/unit and would be available for all employees within department.

Will I still receive a statement for my agency issued individually named/individual liability credit card? Will this be paid directly now by Concur to Citibank?

Yes, you will still receive a statement from Citibank as you have in the past. Concur will not submit a payment directly to the credit card company. You are still responsible for paying the amount due each month.

What if I use an agency liability card in error for a personal expense? How would this be repaid to the agency?

This transaction would need to be included on an expense report with any other transactions associated with the trip. If there were any out of pocket expenses (ex: mileage, cash transactions), then the personal amount charged to the agency liability card would be deducted from the reimbursement. If there are not any out of pocket expenses for this amount to be deducted from, then the amount due would be used to create an accounts receivable transaction. This amount should be repaid as soon as possible. If not repaid in a timely manner, then the individual would be subject to collection notices and/or being placed on state hold.

I currently use GCMS to reallocate my CBA/CBT transactions. Will I continue to use GCMS?

GCMS will no longer be used for reallocating transactions once we go live with Concur. All CBA/CBT transactions will be fed into Concur and will need to be assigned to an expense report in order to properly record the expense/transaction in FAMIS.

Can I have multiple payment types on one reservation or one expense report?

Yes, you can have multiple payments types.

What are the options available for those employees that do not qualify for an individual liability corporate card?



An employee can use a personal credit card, apply for a DART (one time use) card or possibly apply for an agency liability credit card. This would be similar to the departmental cards that TAMU is currently using. It has not been determined if our agencies will allow this type of card at this time.

When I log into Concur I will see all credit card transactions. When will these go away and not be seen?

Every transaction charged to an agency issued credit card will appear as an available transaction to be applied to an expense report. Once a transaction is imported to an expense report, it is removed from the list of available transactions. All transactions must be accounted for. They can be included on an expense report and marked personal if not being claimed on a travel voucher. Only program administrators can hide a transaction from view of the traveler.

### **Funding:**

### ***Agency Cards are not to be used for Research Foundation Projects.***

Will these transactions for encumbrances and expense reports automatically post to FAMIS? Will the budget be checked?

Travel authorizations and expense reports will transfer into FAMIS and will automatically post to the accounts included. The budget will not be checked at the time of posting. Review of available funds/budget will be the responsibility of the approvers in the routing path of these documents.

Can I use multiple account numbers on my expense report? What about using different system parts?

Yes, you can use multiple account numbers on an expense report. You can also charge expenses to multiple system parts if the system part is participating in Concur.

Can an approver change the account number on either a travel authorization request or an expense report?

Unfortunately, approvers will not be able to make changes to accounting or dollar amounts on these types of documents. If a change needs to be made, then the travel authorization or expense report should be returned to the employee with notes indicating what should be changed. This is to ensure that the employee is aware of and approves any changes to the documents.

I will now have to select the type of funding to be used to fund my travel (Local, State or Federal). How do I know what type of funds I am using?

The type of funding selected will prompt different policies when make reservations. It is recommended to contact your department business office prior to make any reservations to determine the type of account that you have. As a general guideline here are the ranges of accounts for our agencies:

06 – Texas AgriLife Research: State – 1xxxxx; Local – 2xxxxx, 4xxxxx; Federal – 5xxxxx

07 – Texas AgriLife Extension Service: State – 1xxxxx (SA 2xxxx); Local – 2xxxxx, 4xxxxx; Federal – 1xxxxx (SA 9xxxx), 5xxxxx, 6xxxxx

20 – Texas Veterinary Medical Diagnostic Lab: State – 1xxxxx; Local – 2xxxxx, 4xxxxx; Federal – 5xxxxx

**Non-employee and student travel:**

Can non-employee and student travel be booked using Concur? What about the expense reports?

Only employees will have access to Concur. Non-employee trips will need to be booked by an employee that has rights to book for a guest traveler. The employee would most likely be a business office staff. This employee would have a CBT card in their profile that would only be used for guest travel. After a trip, this employee would also be responsible for preparing and submitting an expense report for these non-employees.

**Additional information:**

Who can we contact for more information regarding Concur?

Contact Kim Payne, 979-845-4764, [kpayne@ag.tamu.edu](mailto:kpayne@ag.tamu.edu) or Shiao-Yen Ko, 979-845-4778, [s-ko1@tamu.edu](mailto:s-ko1@tamu.edu).

TAMUS eTravel website: <http://www.tamus.edu/offices/travel/>