NEW INFORMATION THIS WEEK IS HIGHLIGHTED IN YELLOW

Concur Profile:

1. How do I update my profile within Concur?
   A: Instructions for updating the profile can be found here.

2. What is the travel card billing address for updating the credit card section of the profile?
   A: 5761 Keyo Building
       Orono, ME 04469

3. Can I load or use my frequent traveler memberships into my Concur Profile?
   A: Yes the process for adding your membership information can be found in the profile update instructions that are found here.

4. My default chartfield is incorrect in my profile. How do I update that information?
   A: Please contact the travel administrator (travel.expense@maine.edu) who will be able to update that information.

5. Why is the default chartfield information greyed out in my Concur profile?
   A: This information is initially loaded into Concur through your PeopleSoft travel and expense profile. It is greyed out because it is a field that cannot be edited by the end user.

6. Do I have to use a University Travel Card for my business travel?
   A: The University is providing a corporate liability travel card to all employees regardless of frequency of travel. University employees will be required to use the supplied card rather than be reimbursed against their personal card. If a traveler is enrolled in frequent traveler programs they may add as many as five (5) programs at a time to their profile.
Concur Travel Requisitions:

1. What is a travel Requisition and why do I need one?

   **A:** A travel requisition within Concur is the electronic equivalent of our paper travel authorization form. The Requisition serves several purposes:
   - It gives the employee’s supervisor the ability to both approve and be aware of where their employees are traveling to.
   - It serves as a high level budget for the trip, allowing the department or grant budget manager to sign off on having funds for the trip **PRIOR** to booking.

2. When should a travel requisition be filled out?

   **A:** A travel requisition is required to be filled out **PRIOR** to booking and travel per University policy.

3. Why do I need a travel requisition if this is a grant funded trip?

   **A:** The travel requisition is not only used for funding approval
   - It provides information to the University to enable it to fulfill its ‘duty of care.’ In the event of a catastrophic event (e.g. earthquake, hurricane), the University is able to know where employees are traveling and be of assistance to the traveler.
   - The high level budget information helps ensure the grant funds are not overspent prior to booking travel.

4. Can I enter a “blanket” or long term travel requisition for one-time in-state travel approval?

   **A:** Yes it can be used to provide fixed length approvals for in-state travel. The characteristics of the travel requisition would be as follows:
   - It is a fixed length approval (monthly, quarterly, per semester, or fiscal year)
   - There is a high level budgetary number associated with the estimated spend for that period.
   - It can be pulled into an expense report repeatedly creating a declining balance in the travel requisition.

5. Where can I obtain the estimated amounts for the “blanket” travel requisitions?

   **A:** This is a good faith estimate that can be obtained from the previous period’s travel spend.

Concur Cash Advance Requests:

1. Are cash advances available in Concur?
A: In most cases a travel advance is no longer needed as all travelers should have a company travel card. However cash advances will still be available in exceptional cases and may be entered on the travel requisition form.

- The travel card can be used for all purchases during the trip thus greatly reducing the need for cash.
- Very few locations will not accept a credit card today.
- The travel card has a chip and pin making its use in Europe more reliable

2. Where should I consider using a cash advance?

A: There will be a couple of areas where we will expect to have a request:

- Athletic team meal money where a central bill (sit down restaurant) will not be available.
- Bridge tolls in high cost locations such as New York City.

3. How far in the future can an advance be requested?

A: The cash advance is part of the travel requisition form. We ask that the advance be requested at the same time even if we are doing the request 6 months in advance, for example. The system will use the travel dates to calculate when to release the advance in a timely manner before the trip. Therefore there will no longer be a need to enter advance paperwork twice as we were required to do in the past.

4. How do I request a cash advance?

A: Cash advances must be entered with the travel requisition. It is a specific section of the travel requisition header section.

5. When will I receive a requested cash advance?

A: The system will automatically qualify the advance for disbursement to the employee 14 days prior to the trip dates.

6. Do I need to refer to the cash advance on my travel expense report?

A: Yes. At the completion of the trip the traveler or designee will incorporate the travel request and cash advance into the expense report.

7. If the entire cash advance is not expended, how and when do I return it to the University?

A: Any unspent cash advance funds must be returned to the University within 5 business days of returning from the trip. Checks should be made payable to the University of Maine System. It is imperative that the employee receive a receipt for the repayment, which will be attached to the expense report that references the cash advance. The returned funds will be deposited by the campus in the following GL location: UMSOC-C000006-13122-x-00-x-x-x (C= campus designator, i.e. UMA = UMS01-1000006-13122-x-00-x-x-x). The University may deduct from the
employee's pay check, any outstanding cash advance funds if those funds have not been returned within sixty (60) days of the trip return date.

8. When do I need to do a travel request?

A: By policy all travel requires a travel request. More importantly however, the request acts as the approval to travel and sets forth the budget that will be encumbered in General Ledger helping ensure the funds are not overspent.

9. I travel in-state constantly, do I really have to create a travel request every time I travel?

A: No, this class of travel, defined as frequent in-state travel, can have a “blanket approval” for a set period of time (i.e. quarterly, monthly, or fiscal year). The request only need be entered once for that time frame with a cost estimate. Each expense report submitted for that time frame can then pull that request into the report. The request will have a declining balance to $0 so the traveler can keep track of their budget.

Travel Arrangers:

1. I am a travel arranger for my department, I have received my travel card and the travelers I arrange for did not, why?

A: When the participants were selected for Phase 1 of the Concur implementation we knew who the arrangers were but we did not know which of their travelers would be traveling during the Phase 1 period (March 16 – April 27). The arranger is a bit like the department trainer; we wanted to make sure we had the arrangers on board and we would add their travelers as needed.

2. How do I add one of my travelers to the Phase 1 group for participation during this period (March 16 – April 27)?

A: Please contact the travel administrator (travel.expense@maine.edu) via email or phone (581-2708). We will evaluate the timing and the type of travel to determine if we have enough time to order the travel card and get them up and running. The arranger will then be helped to walk through the booking as a delegate for the traveler.

3. What is a travel delegate?

A: Concur allows an arranger to log into the system using their own credentials and then to enter in as the traveler (with permission) using the hard coded profile and payment information tied to the traveler. This allows the arranger to book in the traveler’s name using all of the traveler’s personal data.

4. Does Concur allow an arranger to go in and update the profile for one of their travelers?
The travel arranger, acting as a delegate, may enter any of the personal data they are aware of for the traveler. However, it is not appropriate for the traveler to give their travel card info to the arranger to be entered. That information must be kept confidential.

5. In the chartfield combination entry section of the system, I search for my department ID by number and I cannot find it. How does the search function work?

A: At the top of the entry field there is a radio button used for choosing text or code search. The default is text. The search for text would be: admissions and the code one would be 8100100 for example.

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**Booking Travel**

1. The locally negotiated hotel rate does not appear in the search, why?

A: The University is actively working on getting previously negotiated contracts loaded into Concur with the assistance of our travel management company (Short’s Travel). Most of the negotiated rates will be in Concur when we launch Phase 2. If you know of such a rate and want to make sure it is available in Concur, please contact the travel administrator (travel.expense@maine.edu) with the pertinent information and we will work to get those updated.

2. If my local rate is cheaper do I have to book through Concur?

A: Our main goal is to save money. Please inform the travel administrator (travel.expense@maine.edu) so we can have the rate adjusted and into the Concur system. You may then book the room external of Concur using the travel card so the expenses will sync into the expense report for the traveler.

3. I am traveling to a conference and the registration and hotel booking are tied together or there is a special rate for the conference hotel. How do I book this?

A: The traveler should book the hotel and pay for the conference with the University travel card so they receive the discounted conference rate for the room. The expense will sync into the expense report with the travel card transaction.

4. I love how I currently book travel. Can I book outside of Concur or Short’s Travel?

A: The system is flexible enough to handle booking external of the site. However the booking fees will be higher (than those negotiated with Short’s which tend to be lower than industry norms) and some of the system automation that helps with expense creation will not work, thus creating more data entry.

5. How do I know when UMS has a preferred rate for a hotel or car rental company within Concur?
A: The system has the ability to identify preferred vendors in the system. The coding for this has not been turned on yet as the “preferred” contracts have not all been loaded into the site yet. These will be designated with diamond icons. Remember, the lowest acceptable cost is the most “preferred” choice when booking.

6. I am not seeing a hotel rate that I know the University has already negotiated; do I have to take the higher rate?

A: No, the goal of the system is to be more efficient and save money. So having the traveler pay more goes against these goals. If a traveler is aware of an issue of this nature, go ahead and book outside the system directly with the hotel and contact the travel administrator (travel.expense@maine.edu) to see if it will be possible to load the negotiated rate into Concur.

7. What is the Fly America Act?

A: In the terms and conditions of certain federal grants, recipients are required to use “US Flag” air carriers for all travel except where they can be documented as not available. It is the responsibility of the traveler/delegate to choose a carrier that meets the requirements for their grant funded travel. More information about the Fly America Act can be found here.

8. Should I accept the supplemental liability insurance when renting a vehicle with my travel card?

A: The University Risk Management department states that the Travel Card will cover the card holder for vehicles up to 8 passengers. Anything larger will require acceptance of the supplemental liability.

9. The language around supplemental Liability or Physical Damage insurance is a bit confusing in the APL. Please provide some clarification.

A: Physical Damage insurance coverage on the rental car should be obtained using the least expensive option. Physical Damage insurance coverage on the rental car is usually automatically provided when a University Travel Card is used to pay for the car rental. When the travel card is in the name of the driving employee, and the rental is less than 31 consecutive days, the individual should decline additional coverage (e.g., CDW - collision damage waiver and LDW - loss damage waiver). This coverage is only available for vehicles with less than eight seats, including the driver. Additionally, high performance vehicles and antique vehicles are expressly excluded from coverage.

In all other cases, losses to the rental car are the responsibility of the University department renting the car. If further coverage for the vehicle is required, the CDW or LDW should be purchased and funded by the University department renting the car. The CDW or LDW generally is a per day cost of approximately $10-$15.
In the event of a loss on a rental vehicle with coverage provided by the TCard, Risk Management is to be notified immediately regarding the accident. If notice is not immediate, the University department may be held completely responsible for the damage to the vehicle.

10. What is the deductible amount for the Liability or Collision Damage insurance provided with the University TCard?

A: There is no deductible with our new card.

11. I need to book travel for another employee. How do I get their name on the ticket if I use the online Concur tool.

A: To do any work within Concur for another employee you must be given delegate rights by the other employee. The arranger will log in and change their view to a delegate session for the other employee. Then the booking or expense will be in that employee’s name.

Expenses

1. How does expense approval workflow work?

A: An expense report requires two hard coded approvers. The first is the employee’s direct supervisor. Once they approve the expense report electronically online or with a mobile app, the expense report will route to the “cost object approver” (the financial manager for the chartfield string being used) for approval. During both steps the approval can be forwarded or steps may be manually added to get additional approvals for a specific expense report.

2. What is the new meal rate and how does it work?

A: The maximum individual meal rate is $46 per day in the continental United States. It is not a per diem that pays the employee $46 per day; it is just a maximum they can spend per day. Individual meals up to $46 per day do not need receipts and should be charged on the University travel card. Outside the continental United States the rate will be dictated by the OCONNUS GSA rate.

3. If I exceed the $46 maximum rate per day will my card be declined?

A: No, it will not be declined. The traveler will owe the University for the overages charged to the travel card. If there is a reimbursement owed to the employee, the system will offset the amount owed to the employee by the amount owed to the University. If there is nothing to offset the employee will need to pay the University back.

4. If I am paying for a meal for a large group or entertaining an outside entity does the $46 meal rate affect that?

A: The $46 rate only applies to individual meals. Group meals do not have such a limit. They will require receipts as well as a description of the business purpose and attendees per IRS
regulations. Using the travel card is the preferred method in this type of situation; however personal expenses will be reimbursed at actuals.

5. Can I charge my expenses to multiple accounts or grants?

A: Yes, expenses may be split at the line level as many times as are needed.

6. When I get an error for “cost object approver” or manager approver I get a red exclamation point with the error, even after it is fixed the error stays there. Am I supposed to do something else?

A: There is nothing else that needs to be done. The Concur system does not update those as they are corrected. The approval status of the expense report is most important.

7. How quickly do Travel Card charges appear in Concur?

A: Travel card charges will show up 2-3 days after the vendor pushes the charge through their payment gateway. It is not tied to the date when the vendor runs the card but to the date when their bank posts it to US Bank.

8. My travel only has prepaid expenses (POs and other payment methods not associated with the Travel Card); do I need to enter an expense report into Concur?

A: Yes, this is a very important accounting and tracking tool. It gives the system the information needed to run audit reports for the state and federal government for oversight of appropriated or grant funds.

9. I am unable to find personal car mileage in the expense report section of Concur, what am I missing?

A: The traveler must first update their personal car profile within their Concur profile before mileage may be entered into an expense report. The personal car profile helps determine the appropriate reimbursement rate based on the traveler’s labor contract. More information on updating the profile may be found here.

10. I have multiple receipts associated with a single expense transaction; I can only seem to be able to add a single one.

A: The system only accepts a single receipt per expense item. If the traveler has more than one receipt associated with a single expense item they will have to combine the receipts and scan them in as a single document.

11. How are personal expenses handled with Concur?

A: Personal expenses should never be referenced on the employee’s expense report within Concur. However if the employee exceeds the daily meal expenditure limit or mistakenly puts a personal charge on the travel card, this charge must entered into the expense report and flagged as a personal expense. Employees are required to refund the personal expense to the University
within 5 business days of the return from the trip. If the personal expense is not reimbursed within 60 days, the University will deduct the amount due from the employee’s paycheck.

12. How do I enter WEX card transactions in my expense report?

A: The transaction should be entered into the expense report as with an expense type of “Prepaid” not “Rental Car Fuel”. This is prepaid expense already paid through the University’s central WEX bill.

13. Individual meal expenses must be tied to a travel itinerary, do itineraries sync over from travel requests?

A: Travel itineraries do not sync over from travel Requisitions. Expense reports tied to non-online booked local travel require a manually entered itinerary with the outbound leg and inbound leg defined.

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**Approvers**

1. As a supervisor why do I all of a sudden have to approve travel requisitions or expense reports, I never have in the past?

A: There are two types of supervisor approvals and each has unique requirements:
- Travel Requisition approval: The supervisor is approving the fact that the employee will be traveling and will be away from the office.
- Travel Expense report approval: The supervisor is looking at the appropriateness of the expenses as they apply to the University travel policies and procedures.

By policy, the supervisor is responsible for these types of things. However, an approver may also have an approval delegate to help push through approvals or reviews.

2. What is a “Cost Object Approver”?

A: The “Cost Object is Concur’s name for the chartfield string and a “Cost Object Approver” is the financial manager for the chartfield string.

3. How do I assign a substitute approver while I am on vacation or out of the office?

A: In your profile you can set temporary permission to allow someone else to perform work on your behalf. Under Expense Delegates or Request Delegates, you can add a delegate and give them temporary approval authority based on a date range. You can also set it up so the delegate receives approval notification emails in the same location. More information on the profile can be found here.

4. Why does the system not allow a delegate for a traveler to create a document and approve it?
A: A delegate has been given authority by the granting employee to act in their name. Therefore the system does not make a differentiation between the traveler and the delegate since the delegate is acting with the traveler’s authority. Concur, as a platform, does not allow any self-approvals. If an employee acts as a delegate for another they will not be allowed to approve that transaction.

5. What is a “Cost Object Approver?”

A: “Cost Object Approver” is the Concur term for chartfield approver. Those approvers have been loaded from the General Ledger chartfield manager attributes in PeopleSoft. Please contact the Travel administrator (travel.expense@maine.edu) if the approver is incorrect.

6. Can Cost Object Approval workflow be driven down to the project or program level in Concur as it can in MaineStreet Marketplace?

A: The workflow structure in Concur requires it be built off of Business Unit, Department and Fund. Program and Project cannot be tied to the workflow. Any requisition or expense report that needs further approval down to that level may be approved and forwarded to anyone within the system that would need to review and approve. Workflow can easily be added ‘on the fly’ for each individual document.
Miscellaneous or System Wide Information

1. My comment or my supervisor’s comment on my Requisition or Expense Report seems to have disappeared. Can I look at all comments on any document?

**A:** Yes, at the top of the page where the most recent comment is visible, click the view all comments link and it will change the view to give all comments as well as the dates they were made.

2. Will I receive a Travel Card statement?

**A:** Because **ALL** travel card transactions will be tied to expense reports and be reviewed by both the employee’s supervisor and the finance person responsible for the chartfields the charges will be posted to, there is no need to have a statement. Employees can print out all expense reports that would make up a statement of charges if they so desire.

3. What is the contact number for US Bank if there are issues with my Travel Card (i.e. Lost, Stolen, and Fraud)?

**A:** The customer service number for US Bank is (800) 344-5696