TEM Update

ABA Meeting

May 21, 2013
Agenda

- Penn TEM Overview
- Concur Expense System
  - Approval Process
  - Delegates
  - Email Notifications
- Pilot Status and Feedback
- Penn Travel Card Offering and Notable Program Changes
- Communications Plan
- Next Major Steps
- Demo
What is Penn TEM?

• Penn TEM is the central travel and expense program for University faculty, staff, students, and guests.
• The Penn TEM team has implemented a new end-to-end system for faculty, staff, and students for travel and expense management. The system includes:
  – Concur on-line booking tool, accessible directly or by calling a World Travel agent
  – Concur Expense Management
  – Concur Pay
• Once rollout is complete, all travel, expense, and out-of-pocket expenses for students, faculty, and staff will be processed through Concur.
• Expense reimbursement will be made by Concur via direct deposit
What’s Changing?

• Travel advances will be requested in Concur and fulfilled via Concur’s cash advance and pay methods
  – Concur will provide visibility into open travel advances
• Payroll deduction authorization for unreconciled travel advances will be required upon requesting travel advances (authorization to be given within Concur)
• Traveler along with S/C will have visibility of travel policy and traveler compliance to policy
• Electronic (imaged) receipts will satisfy central requirements (and IRS requirements); original paper receipts may be retained if required by School/Center (e.g. sponsor requirements)
• Policy documentation is being updated to reflect electronic process vs. paper form processing
• TAC limits do not apply in Concur
Concur Approval Process

There are four approver roles in the system:

- **Default Reviewer** – defined in each user’s profile
- **Cost Object (Funding Source) Approver** – based on CNAC-ORG-BC-FUND entered (max 3 allowed)
- **Supplemental Approver** – selected from list by Default Reviewer, required on all expense reports $500 or greater
- **User Added Approver** – can be added by Default Reviewer, Funding Source Approver(s), or Supplemental Approver

![Approval Process Diagram]
Approving an Expense Report

• All approvers have access to update the same fields on an expense report (does not vary based on the approval role)

• The Program and CREF values default to ‘0000’ on new reports. Approvers should edit these fields at the report header so they default to each expense line

• The Object Code is driven by a combination of:
  • Expense Type
  • Type of Travel
  • Traveler’s Affiliation (Student, Faculty, Staff)
Approver Training Requirements

• Default Reviewer & Level 1 Cost Object/Funding Source approvers are required to take the on-line Approver training

• Level 2 & 3 Cost Object/Funding Source and Supplemental Approvers are to be departmentally trained

• Approvers will have 2 weeks to complete the course
Delegates in Concur

• Delegates are users who are authorized to perform work on behalf of other users

• Delegates have the ability to perform the below tasks on the user’s behalf:
  • Prepare expense reports
  • View receipts
  • Receive emails
  • Approve expense reports
  • Temporarily approve expense reports - use as a vacation setting (can set a begin & end date)
  • Receive approval emails
Sample Delegate Functions

• Available delegate actions

![Expense Delegates Table]

- Delegates are employees who are allowed to perform work on behalf of other employees.
- Example delegate: BATAITIS, ROXANNE (BATAITIS@UPENN.EDU)
  - Can Prepare: Yes
  - Can View Receipts: Yes
  - Receives Emails: Yes
  - Can Approve: No
  - Can Approve Temporary: Yes (03/21/2013 - 03/29/2013)
  - Receives Approval Emails: Yes

• Functioning as a delegate

![Delegate Selection]

- You are administering for:
  - Me
  - COOK, JOYCE A.
  - FANTUZZO, JOHN W.
  - FREEDMAN, JASON D. (Inactive)
  - GOERTZ, MARGARET E.
  - HARPER, VASHAUN R.
  - ISHMAEL, DAVID W.
  - KAFAI, YASMIN B.
  - LYTLE, JAMES H.
  - MAYNARD, REBECCA A.

Email Notifications

• The traveler/expense user will receive an email notification when:
  • When an expense report entered by a delegate on the requester’s behalf is ready for them to submit
  • The expense Report has been “Extracted for Payment”
  • A payment has been sent to the credit card company on the requester’s behalf

• Approvers will receive an email notification when:
  • The expense report lands in the approver’s queue for the first time
  • It remains in the approver’s queue unapproved for 2 days
  • Each day after the report is in the approver’s queue after 2 days until it is approved or sent back to the employee (sent Monday-Friday only)

• Emails come from domain ‘@concursolutions.com’ and should be added as a ‘Never Blocked Domain’
Project Status - Timeline

• **January 24, 2013**
  – Began *Beta* transactions with a small, central control group in a live production environment

• **February 11, 2013**
  – Opened Concur divisionally to BSD and DOF

• **April 1, 2013**
  – Initiated pilot with three Schools/Centers: School of Dental Medicine, Graduate School of Education, Development & Alumni Relations

• **May - August 2013**
  – Execute full rollout to the University

• **Fall 2013**
  – Integration with Global Activities Registry

All dates are projected and dependent on successful completion of each step.
Pilot Update

Pilot Status
• Concur is live for GSE, Dental, DAR as of April 1, 2013
• Penn Travel Card (Bank of America Visa) applications have been distributed
• Introduced first load of students as expense users

Objectives Met and Learning Points
• Formal training is in place and deployed (being adjusted as we collect feedback)
• We have identified the need to systemically load delegates as preparers, which has been accommodated with a solution
• We have successfully processed a Paycard request where the requester of the reimbursement did not have a direct deposit account
• Communication continues to be key
  – Optional user training was heavily attended by each of the pilot Schools/Centers
  – Each School/Center tailored core messaging as appropriate for their organization
Pilot Feedback

- Training materials on the web are very good
- Training video was very helpful
- Summary page itemizing the payment amount to the card company and the amount to the traveler very clear
- Receipts viewing – some preferred it by expense line item rather than all in one scanned document; others were fine with it
- Visibility into the current status of a report a big plus
Penn Travel Card Benefits

The new Penn Travel Card from Bank of America offers the following benefits to travelers:

• Use of the Penn Travel Card helps to keep work-related travel and entertainment expenses separate from personal expenses
• Widespread merchant acceptance anywhere Visa is accepted
• Chip and PIN technology available for those traveling internationally
• Applying for and using the Penn Travel Card will not impact your credit or credit score
• Unique Penn branding on the card
• Reduced fees on international transactions
• No annual fee
• Best-in-class fraud protection and other special benefits such as lost luggage and AD&D insurance
## Travel Card Offering

<table>
<thead>
<tr>
<th>Card Program Feature</th>
<th>Current</th>
<th>Upon Rollout</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Card Provider</strong></td>
<td>American Express</td>
<td>Bank of America Visa</td>
</tr>
<tr>
<td><strong>Individually Billed</strong></td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Direct Pay to Credit Card Company for Approved Charges</strong></td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Fee for Standard Card</strong></td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>BA Approval Required</strong></td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Penn Logo Card</strong></td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>“Chip-and-Pin” Card Availability to International Travelers</strong></td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Rewards Offered</strong></td>
<td>Yes $90 fee to cardholder</td>
<td>No</td>
</tr>
</tbody>
</table>

*Grandfathered option to existing cardholders @ $90/year; new cards offered only as an approved exception*
Notable Travel Card Changes

- BA approval will be required with credit card applications
- Transactions for the Bank of America Travel Card will be automatically integrated with Concur
- Penn will pay approved charges directly to the card company
  - Penn employees should not directly pay the credit card company for reimbursable charges made on the Travel Card
- A payroll deduction authorization form for non-payment of credit card charges will be required with new credit card applications
  - Authorizes Penn to deduct pay for unpaid balances 120 days past due
  - In rare cases where pay is deducted, Penn pays the balance in kind on the card
  - Any such collection would be coordinated with School/Center
  - Existing cardholders will be asked to complete the authorization form
Communications Plan

• TEM team will provide School/Center rep with packet of communications materials prior to rollout

• School/Center rep will distribute materials to their S/C, except where noted
  – Week 1: *It’s Coming* communication with system description and benefits; also Approval Hierarchy reminder communication to Access Admins
  – Week 2: Travel Card communication; also Approver hierarchy must be completed by Access Admins
  – Week 3: Approver training communication – will be sent by FTD directly to Approvers (Approvers have 2 weeks to complete training)
  – Week 5: *It’s Here* rollout communication with links to system and support info

• TEM team will continue to provide demos and presentations to Schools and Centers as requested

• Articles in campus publications (Almanac, Bottom Line)
Next Major Steps

• Open up BEN WebADI Training for TEM Maintenance, the web-based training for hierarchy maintenance in Knowledge Link

• Continue to develop and fine-tune web-based video training for Concur Expense

• Continue with high frequency of demos and training sessions with remaining Schools/Centers

• Complete policy updates, incorporate any notable changes in upcoming communications

• Complete and unveil new TEM website
DEMO
QUESTIONS?