



Roles in Concur Travel & Expense

March 2, 2023

(Encore presentation of 1/30/23 session)

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Background and Objectives

- In early 2022, SAP Concur was chosen to replace the current home-grown system for processing travel requests and travel or business expense reimbursements
- Roles for access to and workflow in Concur are slightly different than our current system
- It is imperative for departments to understand and then assign the roles to appropriate people to provide the best experience to all users
- Attendees should be able to make better decisions about setting up user access after this presentation



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CURRENT SYSTEM ROLES- REVIEW



Current System Roles- Duties

- Traveler- Employee
 - Prepares Requests and Expense Reports or
 - Provides information to Travel Admin to prepare forms
- Traveler- Non-employee
 - Provides information to Travel Admin to prepare forms
- Travel Admin
 - Prepares Requests and Expense Reports on behalf of employee or non-employee travelers
 - Affirms that travel requests and expense reports are compliant with UMB policies and procedures
- Supervisor
 - Affirms that travel is appropriate for the job duties
- Fiscal Approver
 - Affirms that the costs of travel are within the budget and scope of the specified funding sources



Current System Roles- Access Method

- Traveler- Employee
 - Integrated with eUMB HRMS
- Traveler- Non-employee
 - Added directly in system by Travel Admin
- Travel Admin
 - Requires full training
 - Assigned to a dept via eUMB access form
- Supervisor
 - Assigned to a dept by Travel Admin via travel setup table in eUMB HRMS
- Fiscal Approver
 - Assigned to a dept via eUMB access form



Current System Roles- Assignment Method

- Travel Admin and Fiscal Approver
 - Multiple people hold the roles for each dept
 - Any person holding the role can perform the approval for the dept
- Supervisor
 - Specific Supervisor is selected from the list of supervisors on each request or expense report



Current System Roles- Who has them?

In TBE:

Electronic Travel/Business Expense (TBE) Form Home Page

- My eTravel/Business Expense Worklist**
Work the Travel/Business Expense forms that have been routed to you.
- Start an eTravel/Business Expense Form**
Start a new Travel/Business Expense form.
- Resubmit, Change, or Withdraw an eTravel/Business Expense Form**
Make changes to an eTravel/Business Expense form that has been recycled or needs to be updated. Only forms that have not had final approval or been processed into the system will be accessible.
- Evaluate an eTravel/Business Expense Form**
Evaluate an eTravel/Business Expense form that has been routed to you for approval. Only forms awaiting your approval will be accessible. This page will allow you to search for a specific travel form.
- View an eTravel/Business Expense Form**
View a recently submitted eTravel/Business Expense form, including information about its handling so far. This is a read-only view.
- eTravel/Business Expense Reports**
Run Online Queries to generate eTravel/Business Expense related Reports.

Then:

UMB eForm Travel Queries/Rpts

Travel Request Queries	
Itinerary By Date Range	Traveler Itinerary By Date Range
International Travel Itinerary by Date Range	International Traveler Itinerary By Date Range

Travel Expense Queries	
Travel Expense Claims by Project	List of Travel Expense by Project & Account
Travel Expense Claims Detail	List of Travel Expense Details
Travel Expense Claims Detail with Travel Itinerary	List of Travel Expense Claims Details with Travel Itinerary

Travel Workflow Queries	
Aging Report	List of Travel Request & Expense Workflow Status

Travel Setup Queries	
Travel Supervisors List	List of Travel Supervisors by Department
Travel Administrators List	List of Travel Administrators by Department
Travel Approvers List	List of Travel Approvers by Department
Depts without Travel Admin	List of Departments without Travel Administrators
Depts Without Travel Approver	List of Departments without Travel Approvers



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CONCUR SYSTEM ROLES



Concur System Roles- Duties

- Traveler- Employee
 - Prepares Requests and Expense Reports or
 - Provides information to *Traveler Delegate* to prepare forms
- Traveler- Non-employee
 - Provides information to *Traveler Delegate* to prepare requests
- **NEW Role-** Traveler Delegate
 - Prepares Requests and Expense Reports on behalf of employee or non-employee travelers
- **NEW Role-** Travel Assistant/Arranger
 - **New functionality-** Books flights, hotels, car rentals or trains on-line in Concur for travelers
- Travel Admin [Approver]
 - Affirms that travel requests and expense reports are compliant with UMB policies and procedures
- Supervisor [Approver]
 - Affirms that travel is appropriate for the job duties
- Cost Center Approver
 - Affirms that the costs of travel are within the budget and scope of the specified funding sources



Concur System Roles- Duties

Additional information regarding the duties can be found in a summarized table on the Office of the Controller's website:

<https://www.umaryland.edu/media/umb/af/fs/travel/Concur-role-descriptions-posted.pdf>

Role	Responsibilities	Who Can Hold This Role?	For Which Traveler Types Can I Initiate?	For Which Traveler Types Can I Submit For Approval?	For Which Traveler Types Can I Approve?	How Do I Request This Role?
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Concur System Roles- Access Method

- Traveler- Employee
 - Integrated with eUMB HRMS
- Traveler- Non-employee
 - Added by Travel Admin via “User Authorization” access form
- Traveler Delegate
 - For employees- Added by Employee Traveler via Profile settings
 - For Non-employees- Added by Travel Admin via “User Authorization” access form
- Travel Assistant/Arranger
 - For employees- Added by Employee Traveler via Profile settings
 - For non-employees- Same as the Traveler Delegate per the “User Authorization” access form



Concur System Roles- Access Method cont'd

- Travel Admin- Primary
 - Requires instructor-led training
 - Assigned to an employee based on Department via “Primary Travel Admin” access form
 - Assigned to non-employees via “User Authorization” access form
- Travel Admin- Delegate
 - Requires instructor-led training
 - Assigned to Approver role via “User Authorization” access form
 - Assigned to the same departments via Primary Travel Admin delegation



Concur System Roles- Access Method cont'd

- Primary Supervisor
 - Assigned to an employee by Payroll Rep via timesheet setup table in HRMS
- Supervisor Delegate
 - Assigned to an employee via Primary Supervisor delegation
- Primary Cost Center Approver
 - Assigned to a Department via “Primary Cost Center Approver” access form
- Cost Center Approver Delegate
 - Assigned to departments via Primary Cost Center Approver delegation



Concur System Roles- Assignment Method

- Travel Admin
 - Primary is assigned to each employee and non-employee
- Supervisor
 - Primary is assigned to each employee
- Cost Center Approver
 - Primary is assigned to each department



Concur System Roles- Who has them?

- On-line view of Supervisor and Travel Admin is under Profile > Request Approvers or Expense Approvers (they can't be different)

The screenshot shows the SAP Concur user interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Approvals', 'Reporting', and 'App Center'. The user's profile is visible in the top right. The main content area is titled 'Request Approvers' and contains two input fields for 'Default approver for your Requests'. The first field is populated with 'sbitner@umaryland.edu - Gregory Bitner' and has a red arrow pointing to it labeled 'Supervisor'. The second field is populated with 'abostic@umaryland.edu - Atheena Bostic' and has a red arrow pointing to it labeled 'Travel Admin'. A sidebar on the left lists various settings, with 'Request Approvers' and 'Expense Approvers' highlighted in yellow.

This close-up shows the 'Default approver for your Requests' field with the text 'sbitner@umaryland.edu - Gregory Bitner'. A red arrow points to the field with the label 'Supervisor'.

This close-up shows the 'Default approver 2 for your Requests' field with the text 'abostic@umaryland.edu - Atheena Bostic'. A red arrow points to the field with the label 'Travel Admin'.

Concur System Roles- Who has them?

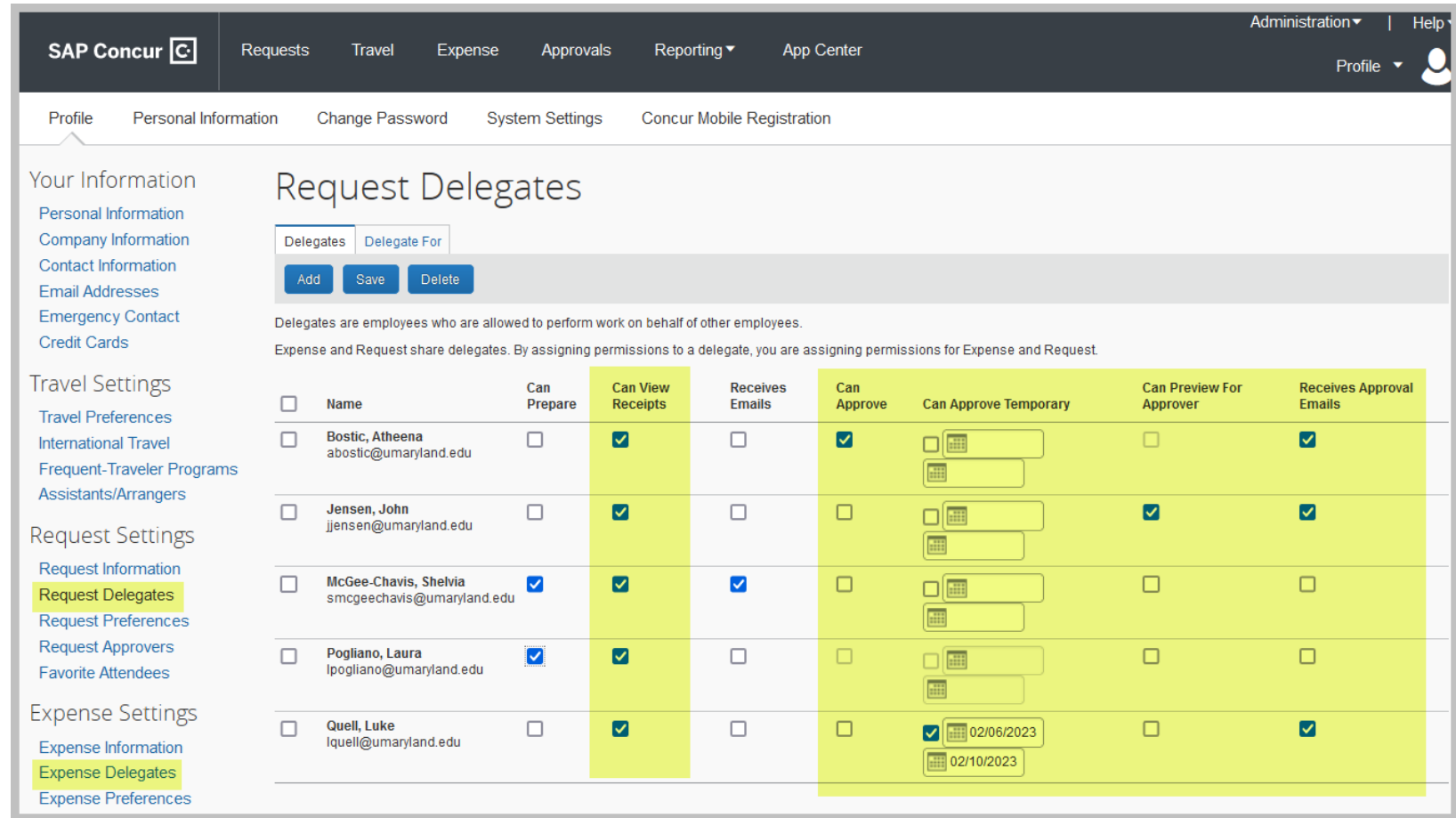
- On-line view of **Traveler Delegates** is under Profile > Request Delegates (they can't be different)
- Highlighted column checkboxes apply to Traveler delegates

The screenshot shows the SAP Concur user interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Approvals', 'Reporting', and 'App Center'. The user's profile is visible in the top right corner. The left sidebar contains navigation options: 'Profile', 'Personal Information', 'Change Password', 'System Settings', and 'Concur Mobile Registration'. The main content area is titled 'Request Delegates' and includes a sub-section for 'Delegates' with 'Add', 'Save', and 'Delete' buttons. Below this, there is explanatory text: 'Delegates are employees who are allowed to perform work on behalf of other employees. Expense and Request share delegates. By assigning permissions to a delegate, you are assigning permissions for Expense and Request.' A table follows, listing delegates and their permissions. The columns are: Name, Can Prepare, Can View Receipts, Receives Emails, Can Approve, Can Approve Temporary, Can Preview For Approver, and Receives Approval Emails. The 'Can Prepare', 'Can View Receipts', and 'Receives Emails' columns are highlighted in yellow. The table lists five delegates: Bostic, Atheena; Jensen, John; McGee-Chavis, Shelvia; Pogliano, Laura; and Quell, Luke.

<input type="checkbox"/>	Name	Can Prepare	Can View Receipts	Receives Emails	Can Approve	Can Approve Temporary	Can Preview For Approver	Receives Approval Emails
<input type="checkbox"/>	Bostic, Atheena abostic@umaryland.edu	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Jensen, John jjensen@umaryland.edu	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	McGee-Chavis, Shelvia smcgeechavis@umaryland.edu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Pogliano, Laura lpogliano@umaryland.edu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Quell, Luke lquell@umaryland.edu	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Concur System Roles- Who has them?

- On-line view of **Approver Delegates** is under Profile- Request Delegates or Expense Delegates (they can't be different)
- Highlighted column checkboxes apply to Approver delegates

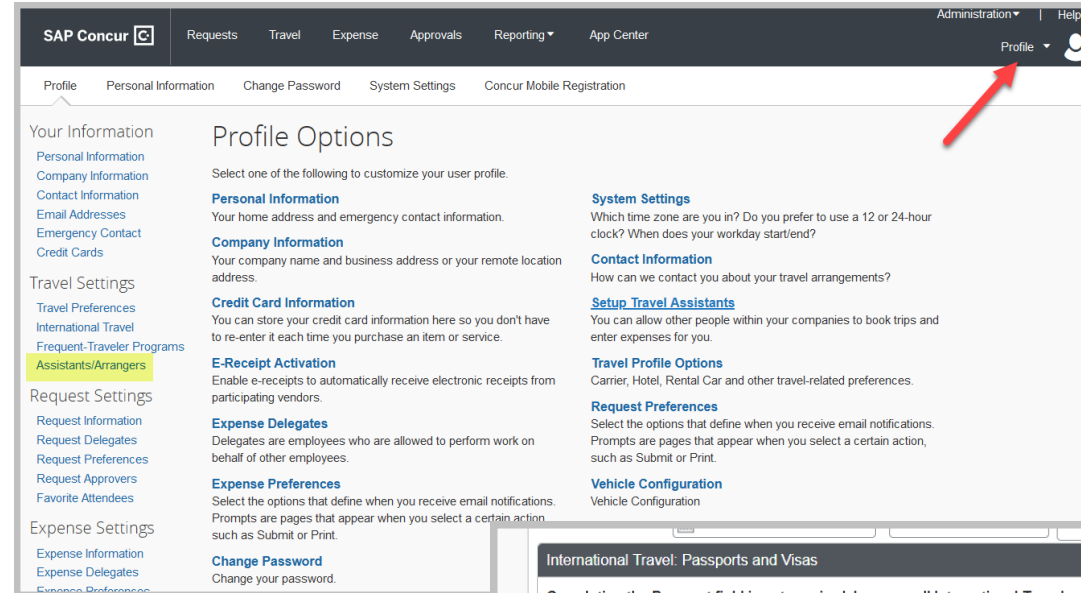


The screenshot shows the SAP Concur user interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Approvals', 'Reporting', and 'App Center'. The user's profile is visible in the top right corner. The main content area is titled 'Request Delegates' and includes a sidebar with navigation options like 'Your Information', 'Travel Settings', 'Request Settings', and 'Expense Settings'. The 'Request Delegates' section contains a table with columns for Name, Can Prepare, Can View Receipts, Receives Emails, Can Approve, Can Approve Temporary, Can Preview For Approver, and Receives Approval Emails. The 'Can View Receipts' and 'Can Approve' columns are highlighted in yellow. The table lists several delegates, including Bostic, Atheena; Jensen, John; McGee-Chavis, Shelvia; Pogliano, Laura; and Quell, Luke.

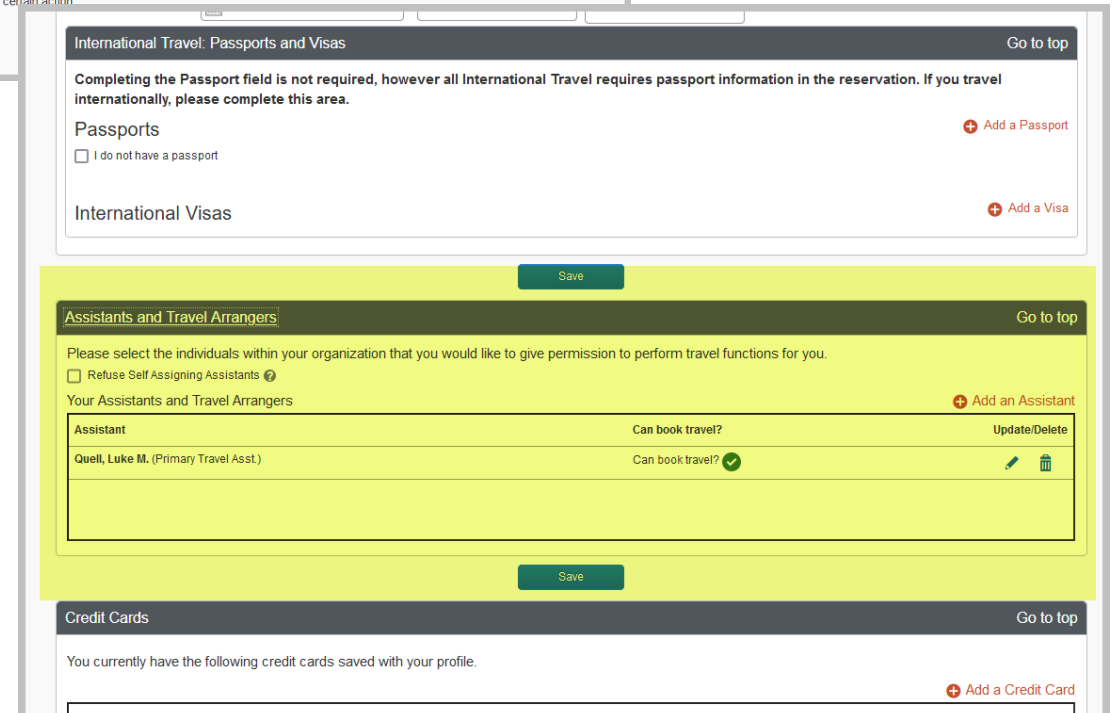
<input type="checkbox"/>	Name	Can Prepare	Can View Receipts	Receives Emails	Can Approve	Can Approve Temporary	Can Preview For Approver	Receives Approval Emails
<input type="checkbox"/>	Bostic, Atheena abostic@umaryland.edu	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Jensen, John jjensen@umaryland.edu	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	McGee-Chavis, Shelvia smcgeechavis@umaryland.edu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Pogliano, Laura lpogliano@umaryland.edu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Quell, Luke lquell@umaryland.edu	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Concur System Roles- Who has them?

- On-line view of Travel Assistants/Arrangers is under Profile> Travel Settings> Assistants/Arrangers



The screenshot shows the SAP Concur user interface. At the top, there is a navigation bar with 'SAP Concur' logo and menu items: Requests, Travel, Expense, Approvals, Reporting, App Center, Administration, and Help. A 'Profile' dropdown menu is open, with a red arrow pointing to it. Below the navigation bar, there is a sub-menu with 'Profile', 'Personal Information', 'Change Password', 'System Settings', and 'Concur Mobile Registration'. The main content area is titled 'Profile Options' and contains several sections: 'Your Information' (Personal Information, Company Information, Contact Information, Email Addresses, Emergency Contact, Credit Cards), 'Travel Settings' (Travel Preferences, International Travel, Frequent-Traveler Programs, Assistants/Arrangers), 'Request Settings' (Request Information, Request Delegates, Request Preferences, Request Approvers, Favorite Attendees), and 'Expense Settings' (Expense Information, Expense Delegates, Expense Preferences). Each section has a brief description and a 'Change' or 'Setup' link.



The screenshot shows the 'Assistants and Travel Arrangers' page in SAP Concur. The page has a yellow background and a dark header with the title 'Assistants and Travel Arrangers' and a 'Go to top' link. Below the header, there is a message: 'Please select the individuals within your organization that you would like to give permission to perform travel functions for you.' There is a checkbox for 'Refuse Self Assigning Assistants'. Below this, there is a table titled 'Your Assistants and Travel Arrangers' with a 'Save' button at the bottom. The table has columns for 'Assistant', 'Can book travel?', and 'Update/Delete'. The table contains one row: 'Quell, Luke M. (Primary Travel Asst.)' with 'Can book travel?' checked and a green checkmark. There are also '+ Add an Assistant' and '+ Add a Visa' buttons. At the bottom of the page, there is a 'Credit Cards' section with a 'Go to top' link and a '+ Add a Credit Card' button.

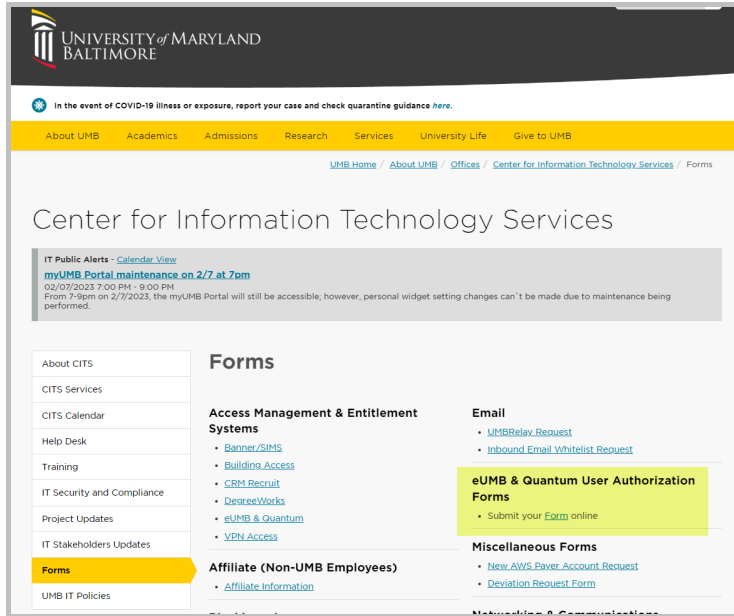
Assistant	Can book travel?	Update/Delete
Quell, Luke M. (Primary Travel Asst.)	Can book travel? <input checked="" type="checkbox"/>	Update Delete



Concur System Roles- Who has them?

- No on-line view of Cost Center Approvers
- Expect to have a report in the future

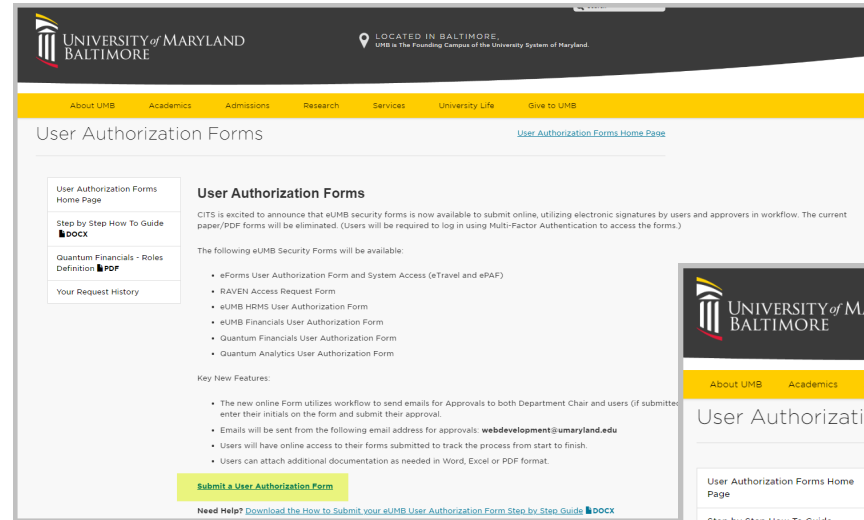
Where are the access forms?



Center for Information Technology Services

Forms

- Access Management & Entitlement Systems
 - Banner/SiMS
 - Building Access
 - CRM Recruit
 - DegreeWorks
 - eUMB & Quantum
 - VPN Access
- Affiliate (Non-UMB Employees)
 - Affiliate Information
- Email
 - UMBRelay Request
 - Inbound Email Whitelist Request
- eUMB & Quantum User Authorization Forms
 - Submit your Form online
- Miscellaneous Forms
 - New AWS Payer Account Request
 - Deviation Request Form



User Authorization Forms

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UMB is The Founding Campus of the University System of Maryland.

User Authorization Forms Home Page

User Authorization Forms

CITS is excited to announce that eUMB security forms is now available to submit online, utilizing electronic signatures by users and approvers in workflow. The current paper/PDF forms will be eliminated. (Users will be required to log in using Multi-Factor Authentication to access the forms.)

The following eUMB Security Forms will be available:

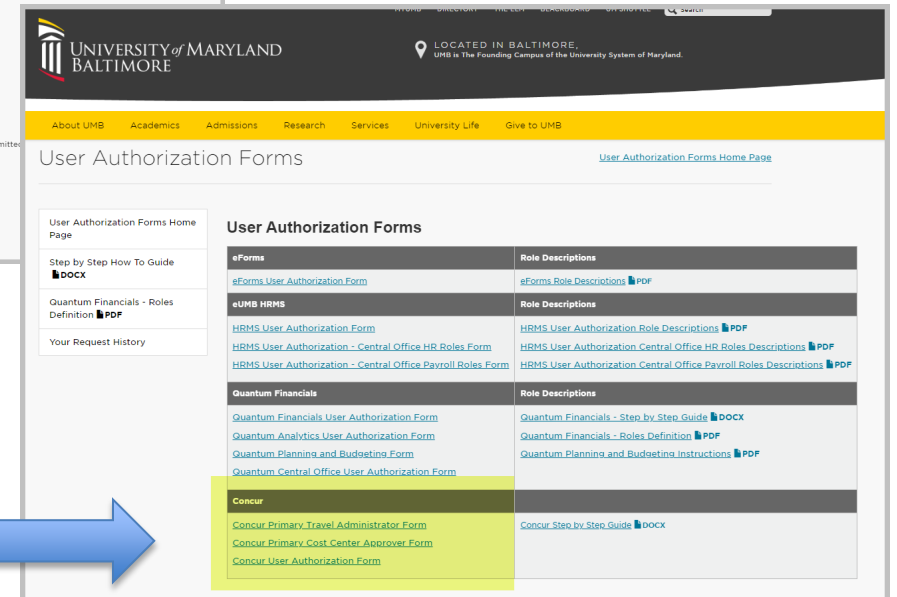
- eForms User Authorization Form and System Access (eTravel and ePAF)
- RAVEN Access Request Form
- eUMB HRMS User Authorization Form
- eUMB Financials User Authorization Form
- Quantum Financials User Authorization Form
- Quantum Analytics User Authorization Form

Key New Features:

- The new online Form utilizes workflow to send emails for Approvals to both Department Chair and users (if submitted) enter their initials on the form and submit their approval.
- Emails will be sent from the following email address for approvals: webdevelopment@umaryland.edu
- Users will have online access to their forms submitted to track the process from start to finish.
- Users can attach additional documentation as needed in Word, Excel or PDF format.

[Submit a User Authorization Form](#)

Need Help? [Download the How to Submit your eUMB User Authorization Form Step by Step Guide](#) [DOCX](#)



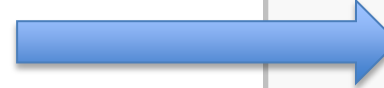
User Authorization Forms

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User Authorization Forms Home Page

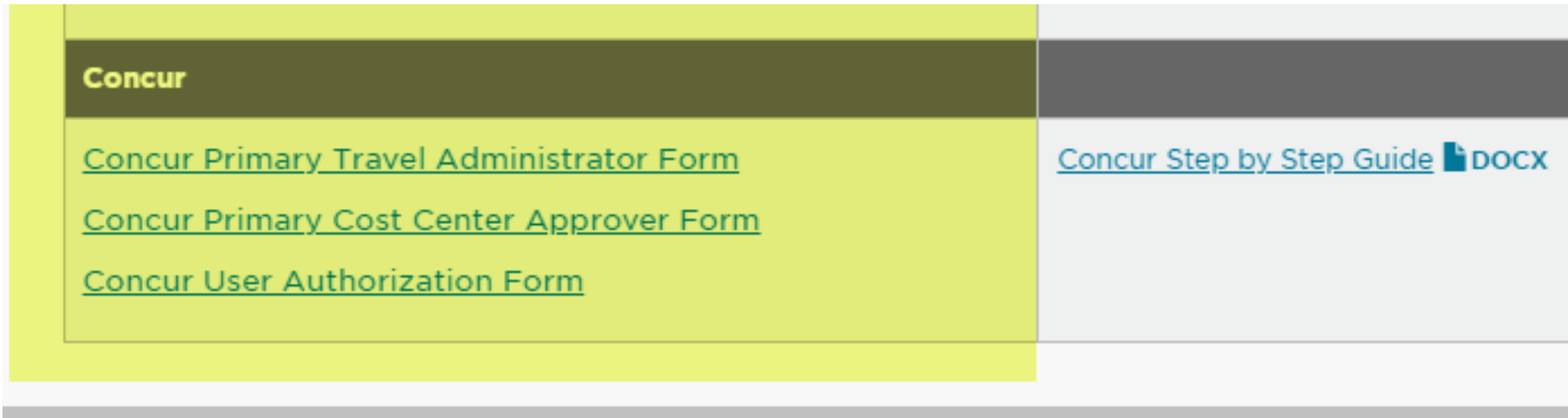
User Authorization Forms

eForms	Role Descriptions
eForms User Authorization Form	eForms Role Descriptions PDF
eUMB HRMS	Role Descriptions
HRMS User Authorization Form	HRMS User Authorization Role Descriptions PDF
HRMS User Authorization - Central Office HR Roles Form	HRMS User Authorization Central Office HR Roles Descriptions PDF
HRMS User Authorization - Central Office Payroll Roles Form	HRMS User Authorization Central Office Payroll Roles Descriptions PDF
Quantum Financials	Role Descriptions
Quantum Financials User Authorization Form	Quantum Financials - Step by Step Guide DOCX
Quantum Analytics User Authorization Form	Quantum Financials - Roles Definition PDF
Quantum Planning and Budgeting Form	Quantum Planning and Budgeting Instructions PDF
Quantum Central Office User Authorization Form	
Concur	Role Descriptions
Concur Primary Travel Administrator Form	Concur Step by Step Guide DOCX
Concur Primary Cost Center Approver Form	
Concur User Authorization Form	





Where are the access forms?



Concur User Authorization Form is only used for Approver Delegates, Non-employee travelers, and Affiliates who are approvers or traveler delegates



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WHAT YOU NEED TO KNOW



Traveler Delegate vs Travel Admin

- In current system the Travel Admin (TA) role performs duties of both Traveler Delegate and TA Approver in Concur
- Depts need to decide who should really be the TA
 - Must have full knowledge of Policies & Procedures
 - Must be able to confront travelers who are out of compliance
 - Think twice about admin assistants who are needed to just enter forms for others
- For employees- TAs who are also traveler delegates will have to touch forms twice- as the preparer and approver- since employee can modify the form after preparer creates form
- For non-employees- TAs cannot be a traveler delegate- system won't let a person "submit" and approve the same form as TA



Approver Delegation

- Technically there is only one “Approver” role in Concur
- The Approver role is given to users who are a Travel Admin (TA), Supervisor or Cost Center Approver (CCA)
- The Approver role a user receives is based on where the user name is assigned- Ex. Default Approver, Default Approver 2, or Cost Center table
- We allow users to be:
 - TA and Supervisor
 - TA and CCA
 - Supervisor and CCA
- No one should perform all 3 roles on a transaction



Approver Delegation

- **Major consideration for Approver delegates is that delegates inherit ALL approver roles for the person who is delegating**
- Example - Bodie is a user who is a Primary Travel Admin and a Supervisor. If Bodie wants Miles to also be a TA then Miles will also become a Supervisor for the employees that Bodie supervises
 - Must be careful because a Supervisor should never be subordinate to a Traveler
- Ideally all delegation should go “up” the org chart
 - The person with the least number of Approver roles should be named the “Primary Travel Admin” or “Primary Cost Center Approver” who can delegate to others with multiple approver roles
 - Example solution- Miles should be the Primary TA who delegates to Bodie



How does a delegate approve?

- Delegates for each approver “Act as” primary approver
 - Not a common worklist like current system
- Delegates sign on as themselves via SSO (Single Sign On)
- Then they “start a session” where they “act as other user” and see the Primary Approver’s dashboard
- Delegates do not see the forms to be approved until they start a session as the Primary Approver
 - *This is reason why letting delegates receive emails is important*



How does a delegate approve?

- Ex- GB delegated approver role to SM
- Logged in as SM
 - 00 Required Approvals
 - Multiple Menu options at top

The screenshot shows the SAP Concur user interface for a delegate user. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Approvals', 'Reporting', and 'App Center'. The 'Approvals' menu item is highlighted with a red box. Below the navigation bar, the user's profile is shown as 'UNIVERSITY of MARYLAND BALTIMORE'. A summary bar displays key metrics: '+ New', '00 Required Approvals', '02 Authorization Requests', '00 Available Expenses', and '02 Open Reports'. The main content area is divided into several sections: 'TRIP SEARCH' with a 'Mixed Flight/Train Search' form; 'ALERTS' with a notification about a free Triplt Pro subscription; 'COMPANY NOTES' with important first-time user information; and 'MY TASKS' which lists three tasks: '00 Required Approvals' (with a checkmark icon and the message 'Great! You currently have no approvals.'), '00 Available Expenses' (with a checkmark icon and the message 'You currently have no available expenses.'), and '02 Open Reports' (with a list of reports: '01/18 Test OOTC approval \$80.00' and '01/03 Test- copy function \$20.00').



How does a delegate approve?

- Start session as GB- click on Profile and click in Search by field

The screenshot displays the SAP Concur user interface. At the top, the navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense', 'Approvals', 'Reporting', and 'App Center'. The user's profile is visible as 'Susan McKechnie' with options for 'Profile Settings' and 'Sign Out'. A dropdown menu is open, showing 'Acting as other user' with a search box. The search results list two users: 'Bitner, Gregory S' (sbitner@umaryland.edu) and 'Tatum, Deborah L' (dtatum@umaryland.edu). The main content area includes a 'TRIP SEARCH' section with icons for flight, car, hotel, and train, and an 'ALERTS' section with a message about employee eligibility. A 'COMPANY NOTES' section is also visible.



How does a delegate approve?

- SM is "acting as"
GB
 - 01 Required Approvals
 - Only Approvals Menu option at top

The screenshot displays the SAP Concur interface for the 'Approvals' section. The top navigation bar includes 'SAP Concur', 'Approvals', and a user profile dropdown menu. The user profile dropdown is highlighted with a red arrow and shows 'Acting as Bitner, Gregory S'. A yellow badge in the top right corner indicates '01 Required Approvals'. The main content area is divided into sections: 'COMPANY NOTES' with important first-time user information and links, and 'TASKS' with a task card for '01 Required Approvals' by John J. | TA2023JJTEST, \$600.00 — Travel.



What happens when Primary changes?

- A new Primary TA or CCA access form must be submitted
- The form will cause the existing primary to be overwritten
 - This is desired when someone leaves but becomes a problem when the user should have submitted a User Authorization form (to be a delegate) and submitted the primary form instead
 - Someone who understands this should be reviewing the access forms; access form only requires Dept Head approval
- The new Primary approver must reassign the delegates that were established by the previous Primary approver



What happens when Delegates change?

- A new User Authorization access form must be submitted for new delegate
- The Primary approver must delete the old delegate and add the new delegate



Where can I get help with roles?

- This presentation and link to recording will be posted for future reference
- Question- Who should I assign the roles to?
 - Luke Quell- Concur Functional Project Manager- has been meeting with groups in schools/depts by request (lquell@umaryland.edu)
 - Susan McKechnie and John Jensen- Concur Functional Co-leads- are available for one-on-one questions/emails (smckechnie@umaryland.edu or jjensen@umaryland.edu)
- Question- What forms should I use or any issues submitting forms?
 - Help Desk (help@umaryland.edu)



QUESTIONS



Upcoming Events

- Wednesday, 3/8 at 10-11: Travel Talks (next bi-weekly meeting)
 - Presented by OOTC Travel Team
 - See OOTC Travel website for more details:

<https://www.umaryland.edu/controller/disbursements/travel/>