Concur Travel and Expense Policy and Procedural Changes
October 2019
Concur Travel and Expense

Pre-Approval for Travel

Current Policy:
• Currently, pre-approval for travel is encouraged but not required by the University.

Future Policy:
• The University will be requiring pre-approval requests for travel that involves airfare, hotel reservations, car rentals, and rail. Formal pre-approvals will provide an avenue for employees to request travel directly in Concur and route to the direct supervisors and fiscal officers through automated workflow.
Meal Expenses While Traveling

Current Policy:
• The University allows travelers to claim either Per Diem or actual meal costs up to Per Diem during their travel. On travel days, the traveler is entitled to the breakfast, lunch, and/or dinner Per Diem or actual meal costs based on their departure and arrival times.
  • Departments do have the option to request and reimburse travelers at actual meal costs if required.

Future Policy:
• The University will continue to allow, at the department’s discretion, the use of Per Diem or actual meal costs for business travel.
  • If the traveler is claiming Per Diem, they may NOT use their Travel Card to purchase individual meals.
  • If the traveler is claiming actuals, the Travel Card may be used. Receipts are required for Travel Card transactions that are greater than $50 and for out of pocket transaction that are greater than $25.
• Travelers will receive 75% of Per Diem on travel days, regardless of departure or arrival times. If claiming actuals, expenses will be capped at 75% of Per Diem.
Change to Travel Direct Billing and Issuance of Travel Cards

Current Procedure:
• All airfare and car rentals are booked through Sanditz on a ghost card that is centrally reconciled by AP. Hotels are booked utilizing the TMC’s credit line via Grasp Pay, but this is unreliable for travelers. Cash advances are issued to travelers as needed for meals and other out of pocket expenses.

Future Procedure:
• All permanent employees as well as Graduate Assistants/Graduate Interns/Post Docs can apply for a Travel Card. Airfare booked via Concur will go on a centralized airfare card but will be reconciled by each traveler. All other travel expenses can be charged to a Travel Card with the exception of claiming meal per-diem. Unlike the Pro Cards, which are reconciled on a monthly cycle, Travel Card transactions will be reconciled on a per-trip basis. All transactions related to a particular trip will be submitted on one expense report in Concur.
Receipt Requirements

Current Policy:
• Receipts are required for all purchases over $25.
• Departments must seek State approval to destroy original receipts after the traveler has received their reimbursement.

Future Policy:
• For all Travel Card transactions, receipts are required for purchases greater than $50.
• For all out-of-pocket transactions, receipts are required for purchases greater than $25.
• Once the receipt is uploaded to Concur and the traveler has received their reimbursement, original receipts may be discarded.
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Payroll Deductions for Over-Payments

Current Policy:
• Payroll deduction authorizations only apply to cash advances.

Future Policy:
• If initial collection efforts fail, payroll deductions will be used (if payment is not received within 15 days of expense report approval) for all overpayments. This includes cash advances, Travel Card charges, Central Airfare Card charges, and Pro Card charges.
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Duty of Care

Current Procedure:
• Duty of Care is not available for University travelers.

Future Procedure:
• As part of the Concur implementation, the University is implementing a new Duty of Care system.
• Duty of Care allows the University to know where all employees are while travelling on business, alert travelers to potential risks in their current area, as well as have two-way communication with travelers should the need arise.
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Time Limit for Reimbursement Submissions

Current Policy:
• Reimbursements submitted over 60 days after travel is complete are required to receive approval from a Dean, Director, or Department Head.

Future Policy:
• Reimbursements submitted over 60 days after travel is complete are required to receive approval from a Dean, Director, or Department Head. In addition, reimbursements submitted over 365 days after travel is complete will not be reimbursed even with the approval from a Dean, Director, or Department Head.
Cash Advances

Current Policy:
• Travelers are able to request cash advances for Per Diem, ground transportation, hotels, and other travel expenses. The traveler may receive up to 75% of estimated costs and the cash advance must be at least $300.

Future Policy:
• Cash advances will no longer be issued for expenses that can be charged to a Travel Card (i.e., hotels, ground transportation, etc.).
• Cash advances are not issued for any meals whether using actuals or Per Diem.
• Cash advances will only be issued on an exception basis for travelers who are unable to obtain a Travel Card in advance of their trip or for travelers who may be traveling to an area in the world that does not accept credit cards.
• When a cash advance is issued, the traveler may still receive up to 75% of estimated expenses but the cash advance must be at least $500.
Allowable Travel Days Prior to Business Purpose

**Current Policy:**
- For domestic out-of-state travel, travelers may receive reimbursement for expenses for one travel day preceding a conference and for one travel day following a conference.

**Future Policy:**
- Travelers may receive reimbursement for expenses for travel day(s) as follows:
  - Preceding a conference, meeting, etc.
    - Outbound flight segments less than eight (8) hours in duration – one day
    - Outbound flight segments exceeding eight (8) hours in duration – two days
  - Following a conference, meeting, etc. – one day
Reimbursement for No-Show Fees

Current Policy:
• There is currently no written policy regarding no-show fees.

Future Policy:
• Travelers will be responsible for no-show fees (example – airfare, hotel, etc.), unless in rare circumstances the no-show fee relates to a business reason or an emergency that prevented the traveler from cancelling.
  • The justification must be documented and provided to Accounts Payable, which may require approval from the appropriate Dean, Dept. Head or Director.
  • These fees are typically not reimbursable in the case of federal grant and/or grant based sponsored travel.
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Reimbursement for Gratuities

Current Policy:
- Reimbursement for meal gratuities is allowable up to 20% of the pre-tax meal cost.

Future Policy:
- All gratuities, including but not limited to meal costs, taxis, Uber/Lyft, are reimbursable at a rate not to exceed 20% of the pre-tax cost of the service.
Airport Parking

Current Policy:
• Travelers are to utilize the Bradley International Airport Parking permit when flying out of Bradley International.

Future Policy:
• Bradley parking policy remains the same.
• Individuals who are parking at an airport other than Bradley should park at the lowest-cost economy parking lot.
On-Campus and Local Lodging

Current Policy:
• Employees requiring lodging at Nathan Hale need prior approval from Office of the President, the Provost, the Executive Vice President for Administration and Chief Financial Officer, or Athletic Director, based on the reporting relationship of the employee.

Future Policy:
• Employees requiring local lodging (within 10 miles of Storrs or assigned duty station) need prior approval from Office of the President, the Provost, the Executive Vice President for Administration and Chief Financial Officer, or Athletic Director, based on the reporting relationship of the employee.
Travel Web Form

Current Procedure:
• Currently, the Travel Web Form is used for expense/reimbursement requests. The employee completing the web form selects their supervisor to route for approval.

Future Procedure:
• Concur will be the point of entry for all expense report creation and submissions. Automated workflows are contained within the system to route to the appropriate individuals for approval. Supervisors are defined by the employee's supervisor in Core-CT (not necessarily the person who approves their timesheet).
Travel Expenses When Traveling For More Than 30 Days

Current Policy:
• Travelers may book lodging up to 150% of GSA that exceed 30 consecutive days in one location.

Future Policy:
• For trips that exceed 30 consecutive days in one location, travelers are encouraged to work with Procurement Services to explore long term housing options.
Delegating Within Concur

Current Procedure:
• An employee other than the traveler can create a Travel Web Form on their behalf. The creator selects the traveler’s supervisor on the Travel Web Form to approve the expense report. There is no system to verify this information or allow for supervisors to assign approval delegates.

Future Procedure:
• Preparing request and expense reports:
  • Delegates may assist with the preparation of travel requests and expense reports.
  • Delegates may submit requests on behalf of travelers so long as they are not requesting cash advances.
    • If a cash advance is requested, the delegate may prepare the request which must be submitted by the traveler.
  • Delegates are not allowed to submit expense reports on behalf of the traveler. Delegates may prepare expense reports which must be submitted by the traveler.
  • Supervisors of the traveler are defined by the employee's supervisor in Core-CT (not necessarily the person who approves their timesheet).
Delegating Within Concur Cont.

Future Procedure:

• Booking travel
  • Employees may assign a Travel Arranger to assist with the booking process.

• Approving request and expense reports
  • Delegates may assist with the approval of travel requests and expense reports.
  • NOTE: Approval delegation may be assigned to other employees that have the approver role within Concur (i.e. FO or supervisor).
  • The Previewer role allows a non-approver to assist with the review of request and/or expense reports. This role may be assigned to anyone with a Concur profile.
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International Travel Insurance

Current Procedure:
• The Travel Office contacts CISI to obtain the necessary information for travelers to be covered under insurance while traveling. This is done, most often, on a per trip basis.

Future Procedure:
• Traveler information for employees/students who have selected international travel on their travel request will be automatically sent to CISI to be registered for insurance under the University’s new umbrella policy.
Reconciliation/Allocation of Direct Bill Charges

Current Procedure:
• When a traveler books travel with Sanditz or Anthony Travel, a KFS account number is provided at the time of booking. These charges then come to the University centrally and are reallocated to the appropriate accounts by the travel office or athletics, as appropriate.

Future Procedure:
• When a traveler books travel via Concur, directly with Key Travel, or with Anthony Travel the traveler does not need to provide a KFS account number. Instead, the appropriate charges will be applied to that traveler individually in Concur for reallocation to the appropriate account (which will be done as part of the traveler's expense report post-trip).
High Risk Countries & Export Control

Current Procedure:
• Offline pre-approval is needed to book to High Risk Countries and Export Control

Future Procedure:
• Export control and Global Affairs will be built into the automated workflows for pre-approval travel requests.
Conference Itineraries

**Current Procedure:**
- Conference Itineraries are not required when submitting expense reports, however an attestation is required by the traveler related to any personal travel or meals provided.

**Future Procedure:**
- Conference Itineraries will be required to be uploaded for pre-approval as well as when submitting an expense report.
Fly America Act

Current Procedure:
• Currently, Sanditz confirms that travel booked on a 5-ledger account is in line with the Fly America Act.

Future Procedure:
• In the future, KFS account numbers will not be required at the time of booking. However, they are required on the pre-approval request. When booking in Concur, all fares will outwardly display whether the flight is Fly America compliant. However, Key Travel will validate that any flight booked under a pre-approval which contains a 5-ledger account or has been selected as federally funded, is Fly America compliant before ticketing.
Bradley Parking Pass

**Current Procedure:**
- Bradley Parking pass needs to be requested on the Travel Web Form

**Future Procedure:**
- Bradley Parking Passes will be requested during the pre-approval/request process in Concur.
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Travel To Banned US States

**Current Procedure:**
- Currently, travelers are required to obtain email approval from the controller to travel to banned states (North Carolina and Mississippi)

**Future Procedure:**
- Automated workflows will route pre-approval requests to the controller for approval if the traveler is requesting travel to a banned state.
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Enterprise/National Car Rental

Current Procedure:
• The University has a relationship with Enterprise/National Car Rental and they are the preferred vendor.

Future Procedure:
• The relationship with Enterprise/National Car Rental will remain intact.
Unused Airline Tickets

**Current Procedure:**
- Sanditz and Anthony Travel needs to inform the traveler if they have credits from an unused ticket when they book with an Agent. If the traveler books online, they are unaware they have credits.

**Future Procedure:**
- Unused airline tickets that were originally purchased via Concur/Key Travel/Anthony Travel will be highlighted in the traveler's profile in Concur. It will be outlined as “Outstanding Credits.”
- As is the process today, the departments will be responsible for tracking these and utilizing them per University policy (i.e. for future business travel only).