Request to Travel, Trip Booking and Expense Transformation

Morehouse began a transformation of the travel process from non-automated Request to travel, the Requisition / Purchase order (Universal and Brock Travels) and Databasics based process of the past into an automated request, Employee initiating electronic booking and expense system. In order to achieve this transformation, Four-way integration has been built between the Concur Request and Expense system, World Travel, Wells Fargo and Banner. As a result, some business practices will be changed, or discontinued.

The objectives of the redesign are:

- To Streamline the travel process
- To simplify the process by automating the booking, authorization, and reimbursement of the travel process
- To utilize a Travel Agency that integrates with Concur request and expense system in order to increase available services to travelers; and to provide visibility into the travel spend for leverage in negotiating discounts with suppliers
- Provide improved risk management
- Implement a Travel Ghost card program to reduce traveler's out-of-pocket expenses or request for cash advances for airline, hotel and car rental expenses.

Four-way Integration:

Concur Request, Travel and Expense – Concur is the leading provider of integrated travel and expense management solutions, and is a trusted partner by many universities across the United States. It's Software as a Service (SaaS) model delivers travel and expense management driven by Morehouse School of Medicine policies. A few of the benefits of using the Concur Travel and Expense system include:
Through workflow, provides automation of the request, booking, authorization, and reimbursement processes
"One stop shop" for booking, and expense reimbursement, with MSM travel policy built in for better compliance
Automatically capture e-receipts to eliminate paper and keep travelers organized
Provides smartphone apps to make travel arrangements, attach receipts, submit requests/reimbursements, and/or approve others travel/expense from anywhere, anytime
Facilitates the new Ghost Cards built in employee profile for reserving and paying for airline tickets, hotels and car rentals

Reporting

There are four basic roles in Concur: Traveler, Approver, Delegate (Arranger/Assistant) and Administrator.

- Traveler: The traveler may choose to create his own trip (Request and/or Booking), or may choose to have a delegate book trips and prepare expense reports on their behalf. However, every traveler must submit his/her own request/reimbursement.
- Approver: The approver role is for supervisors and fiscal approvers that will be responsible to approving the booking, OR approving the expense. This role may be delegated by the employee to another approver within his/her department.
- Delegate (Arranger/Assistant): The delegate may create trips and/or expense reports on behalf of a traveler; or may be delegated the authority to approve trip requests and/or expense reports based on the authority the person assigning the delegation has given.
- Administrator: The administrator will be responsible for assigning credit cards in the system, issuing cash advances, maintaining the Company Info pane in Concur, maintaining audit rules, modify users, maintain lists, manage expense types, etc.

World Travel - is an affiliate of BCD Travel, the world’s third-largest travel management company. The company has extensive experience with higher education clients and international travel. World Travel supports the Concur travel and expense system and is a Concur-preferred travel management company.

- Low-fare guarantee
- Complex international booking experience, and improved travel assistance.
- Travelers will have 24/7/365 travel support from U.S.-based travel agents.
- Online booking fulfillment, as well as agent assisted offline booking for complex travel arrangements
- Accurate tracking for unused tickets, International Rate Desk, Service Level Agreement
- Benefit of combined purchasing power of the agency for discounts on hotel and car rental
- Improved efficiencies in risk management
- Provides visibility of spend for leveraging contracts

Wells Fargo – The Institution's new Travel and Purchasing Card provider is Wells Fargo, who is a large provider of business credit cards throughout the world. By leveraging this relationship, MSM is able to provide a Corporate Pay purchasing card /Corporate Ghost Travel Liability
card built into the profile of our travelers. The card is a VISA branded card, and is widely accepted around the world. The benefits of using the Visa Travel Card include:

- Reduces travelers' out-of-pocket expenses or request for cash advances
- Charges will be imported into Concur daily, and are easily assigned to a travel reimbursement

**Banner** – The intuition’s ERP system will be integrated with Concur to provide payment to travelers for reimbursement, however there will no longer be a need for reimbursement requests to be processed in Databasics. Reimbursements will be extracted from Concur daily and loaded into the Banner system for payment. Benefits of this integration are:

- Reduces time, effort, and errors of the staff in the keying roles
- Traveler's get paid much quicker, via Checks / ACH instructions already on file in the Banner system

**Changes in Business Practices**

In an effort to improve the travel process, over the years MSM has added resources and business practices to assist in the travel process. Some of these practices will be replaced by a piece of the four-way integration described above.

**Request** – An automated approval workflow that routes Employees can easily submit detailed requests for business spend, especially travel: Automatically import trip segments and costs from Concur Travel. Manually add segments and expected costs, as needed. Quickly attach receipts and other documents.

**Requisition and Purchase Order for Travel** – The purchasing department has processed requisitions and created purchase orders to Brock and Universal Travel agents to book airline tickets for our travelers over the last several years. This service will be replaced by the online booking tool within Concur, and fulfilled by World Travel.

**Booking Hotels and Car Rental** – MSM is providing a cost-effective means of booking hotel reservations and car rentals. A ghost credit card is behind the scenes in an effort to reduce out-of-pocket expenses for our travelers. The implementation of the Wells Fargo Visa Travel Ghost Card integrates with Banner.

**Diner’s Corporate Card** – MSM has offered Diners Corporate Card to faculty and staff for a number of years. Although the card is a 'corporate' card, the cardholder is responsible for applying for the card on his/her own personal credit, and paying the balance in full each month after being reimbursed by MSM. The new Visa Ghost Travel Card is a corporate liability/corporate pay arrangement, and will not be reflected on the cardholder's personal credit. All card charges will be reconciled and approved within the Concur system and uploaded to Banner nightly. The Visa Travel card will replace the current Diner’s card.
**Ghost Travel Cards** – All MSM travelers will now be issued a Visa Travel Card, and that card number will be stored in the traveler's profile within Concur. All travel arrangements made will be charged to the traveler's card without the traveler needing to physically touch the card. All card charges will be reconciled and approved within the Concur system and uploaded to Banner nightly.

**Purchasing Cards** – The new Wells Fargo Visa purchasing Card is a corporate liability/corporate pay arrangement, and will not be reflected on the cardholder's personal credit. All card charges will be reconciled and approved within the Concur system and uploaded into Banner nightly.

**Employee Meals/Business Meals/Entertainment** - Meals expenses *will no longer be reimbursed at a daily meal per diem rate of $60.* Per Diem rates include both the cost of meals and incidental expenses. Taxes and tips are allowable expenses; however they are included in the total cost of the meal. Reimbursement for alcoholic beverages is prohibited.

Travelers will be provided a per diem rate for travel days in accordance with the United States General Service Administration (GSA) rate tables ([www.gsa.gov](http://www.gsa.gov)). Within the Concur Travel & Expense System, an Itinerary is created and assigned to an expense report to calculate per diem travel allowances. When filing the expense report, Concur's travel allowance or per diem functionality will assist the traveler in obtaining the proper per diem amounts based upon travel to specific cities.

Travelers are eligible for 75 percent of the total per diem rate on the first and last day of travel as long as the travel begins and ends before or after noon respectively. However, if a full day of travel (more than 6 hours) is required to arrive at or return from a destination, that day is considered full per diem. Per Diem meals and incidental expenses do not require receipts. Meal and incidental expenses in excess of the per diem are not reimbursable. When meals are offered as part of a conference fee or when the traveler hosts or is hosted by another party, the traveler must reduce the per diem rate for these meals when completing the expense report. Per diems may not be requested for same day travel.

****The meal per diem rate does not require a receipt for reimbursement.
**STEP 1 - CONCUR REQUEST**

Requesting approval from your supervisor to travel in Concur Request replaces manual process of requesting approval from your supervisor to Travel. You can also request a Cash Advance for your Per Diem, Hotel, Car Rental and Incidentals.
**STEP 2 - CONCUR TRAVEL – Booking Airline Ticket**

Navigating to Concur Travel to book your airline ticket by clicking on the submit button in Concur Request after you receive notification of your supervisor’s approval replaces processing a requisition and purchase order for Brock and Universal Travel Agents also replaces requesting a cash advance in data basics to pay for your Airline ticket.
STEP 3 - CONCUR TRAVEL – Hotel Reservation

Reserve your Hotel and Car Rental

Travel Hotel
STEP 4 - CONCUR TRAVEL – Car Rental

Navigating to make your Hotel and Car Rental Reservation in Concur Travel replaces requesting a cash advance in data basics to pay for your Hotel and Car Rental.
STEP 5 - CONCUR EXPENSE — Reconciling your Expenses

When you get back from your Trip you have 5 days to link your expense to your request and submit your reconciled expenses to your supervisor for approval. Replaces reconciling your travel in Databasics.
# Travel Allowances For Report: Trip from Atlanta to Cleveland

## Itinerary Info

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<td>USGSA</td>
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## Itinerary Details

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<tr>
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### Final Review

**Cost Review**

**Date Saved:** 09/10/2015 02:30 PM

**By clicking on the 'Accept & Submit' button, I certify that:**

1. I have reviewed and signed this report prior to submission.
2. The expenses claimed are accurate and complete.
3. The expenses claimed are for the purposes stated.
4. The attached receipts are original and have been submitted with this report.
5. The expenses claimed are supported by the attached receipts.

**Expenditure Details:**

- **Date:** 08/29/2015
- **Amount:** $150.00

**Accepted Expenses:**

- **Date:** 09/10/2015
- **Amount:** $150.00

**Total Accepted Expenses:** $150.00

**Total Requested:** $200.00

**Total Available:** $50.00

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### Expenses

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<tr>
<th>Date</th>
<th>Description</th>
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**Reminders:**

- **Date:** 09/10/2015
- **Amount:** $150.00

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**Other Expenses:**

- **Date:** 09/10/2015
- **Amount:** $50.00

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**Conclusion:**

The expenses claimed are accurate and complete. The attached receipts are original and have been submitted with this report.