Concur Webinar: Procurement and Travel Card Application/Update Process in Concur
Webinar Question and Answer
Thursday, 8/17/2023

Question	Answer
I work for two different labs in different departments - can more than one approver be assigned for my existing p-card?	The AO that you have if you are a current cardholder will remain the same. The approval required for the new Procurement Card application will depend on who is indicated as the approving official on the application. If an applicant or cardholder wants to add user-added approvals, that will be possible, and Sam will cover this in the demo today.
Will there be any functionality to require/lock in certain selections? i.e., Requiring HR Supervisor for certain org nodes?	We will not be able to lock in certain selections based on the org node. However, we would encourage departments to communicate the appropriate choice based on department preference.
If I am a delegate can I request a card for someone else? Or do they have to submit the request themselves?	Delegates are enabled for Requests and can be set up in the Account Profile for the Concur user. We will be touching on Delegates in the demo today.
Is it possible for the AO to apply for other employees?	If the AO is set up as a delegate for the employee then the AO would be able to create a card request on their behalf; however, please note that in this situation, the cardholder would need to be the one to click 'Submit' once the request is ready to be submitted. This is because Concur will not allow the person submitting a Request (as the employee or the employee's delegate) to also be the approver of the Request.
Why is a Speedtype required to request a Travel Card? That has never been requested before. I also don't see a field to enter the card limit. This doesn't look anything like the PDF form we usually fill out.	The ST approver is *one* of two options in the new Concur Request functionality (the other being the applicant's HR Supervisor) for approval workflow. The ST field will be optional if the applicant does not want to use ST approver. The card limits will be shown soon in this demonstration. The look will be slightly different, but the features are all there.
Will the SSP (study subject payment) process soon be transitioned to concur?	There are currently no plans to move SSP into Concur. This is largely because Concur is not configured to protect and conceal personally identifiable information in the system as is required on confidential SSPs.
What if charges will go to a variety of speedtypes?	That would be no problem at all. This particular process is for the card issuance only. When you reconcile your expenses on your monthly expense reports, you will have the ability to allocate expenses to the appropriate SpeedType(s).
Currently the training requirements are listed on the Excel form. For this new procedure, how will the person pursuing either card, know which trainings they'll need? Thanks!	The training requirements will be listed on the webpage for the card applications - we will be repurposing the existing form landing pages to outline the new process in Concur, including training requirements. Additionally, you will see in the demo that Concur will also pop this information up as part of the application process. The required Skillsoft courses will be displayed as a reminder after the entry/expense type is saved on the request.
Are we able to choose a non-HR supervisor to approve the request?	Either the requester's HR Supervisor or the ST approver must be initially selected to save and properly route the Request. The approval flow can be adjusted, however, so additional approvals can be added by the person submitting the request. This way, you could include a department head, dean, DFA, etc. as needed, similar to how current Travel Card reconciliation reports can be submitted. You would go to the user-added fields and search the name to include.
For the request form, the applicant can submit requests to the HR Supervisor. Will that be sent to the supervisor that is in HCM instead of the AO? Will that mean the HR supervisor can approve a procurement card application without the AO knowing?	The form Sam is currently demonstrating is the Travel card application. There are no AOs associated with Travel Cards. Applicants of travel cards will be able to select either a ST approver or their HR (HCM) supervisor.
Should the address be listed as your department address?	The added address should be the mailing address for the card. That will serve as the billing address as well. We understand that hybrid or fully remote employees will want to enter a remote address. This can be done with department approval.
If you select "$5000" with additional approval, is that request facilitated within this portal as well?	If an application or update form contains a request that requires a Controller-level approval, that approval will be routed in Concur.

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If a person wants a new card to be mailed to home, is that allowed? If not, what would be the reason for the card to be mailed to the campus office. Thank you.	The address entered on the application is the address to which the card will be mailed. The department and approver should ensure the address being used is appropriate for the cardholder and the department.
Previously when we attended a conference, we could just take the standard meal/per diem allotment. Is that going away in favor of everyone getting a travel card, or can we still just submit for standard meal/per diem without a travel card?	The per diem process and allowance are unaffected by this change to card processing. You can still add per diems as needed on a Travel Reconciliation report. Travel Cards are entirely optional.
Thank you, Adam. I have several questions related to the ST/orgs and routing. What checks are in place for default ST, rostered HR and particularly routing requests to the wrong AO?	Similar to the current process, the checks in place live primarily with the approver. If a ST approver is selected but the wrong ST was initially entered, the ST approver(s) should not approve the request and instead return it to the applicant (much like the returning of p-card reports). The applicant should redo the application with the corrected information and resubmit. The same applies to the AO. AO's are asked to certify that applications they are approving are correct, and therefore they should not approve requests that they do not recognize or are not expecting. Requests that were not expected should be returned to the requestor for correction to the AO. Requests can also be withdrawn by the submitter if improperly routed intially and not yet approved.
How do we request more than $5,000 per cycle, if needed? For example, a study abroad trip that we know needs a limit higher than that. Would we request $5,000 and then, once approved, request an increase? Or is there a way to do that in one swoop? I didn't see an "other" option.	When travel cards are issued initially, the options for the credit max are limited as a risk-mitigation effort. When a cardholder has a need to increase their limits, they can use the Update form (that Sam will be showing shortly) to request a higher limit to their existing account. These higher limits are generally requested by exception (most cardholders don't need those higher limits) and, therefore, are available by update only, a process that incorporates the required approvals.
I thought AO was to be approver for TC, not supervisor.	Sam is demoing the Travel Card process at the moment which does not use a designated Approving Offical (AO). AO approvals are specific to the Procurement Card, which he will be showing later on in this demo.
If we create a new card request as a delegate for another employee, can we "Notify" the employee so that they can submit the card applicaiton and agree to the terms?	Delegates that prepare Requests for another employee will either be able to submit on behalf of the employee for whom they delegate (if "Can Submit" is enabled in their delagate set up in the employee's account profile), or they can "Notify Employee" that the Request is ready for submission if they are not set up to submit Requests.
Can this process be used to make one time card limit changes? Sometimes we have to make a large purchase over the card limit but email procurementcard@cu.edu to make that request. Should we continue to use the procurement email or route that request through concur?	Sam is currently demonstrating that functionality to request card limit changes in Concur Request. We encourage these updates to be done in Concur Request going forward. We will continue to monitor the P-card inbox for adjustments as well, for the time being.
So is home address allowed for the card to be mailed?	The address entered should be the mailing address for the card. That will serve as the billing address as well. We understand that hybrid or fully remote employees will want to enter a remote address. This can be done with department approval.
I am confused on why the travel card does not need to be approved by an approving official. Doesn't that leave room for potential risk?	Sam is showing how to request a travel card, which will ask for either an HR approver or speedtype approver. The AO will be required for procurement card requests. That has not changed with this process.
Can the supervisor or dept manager do this for others also or can this only be done in your own Concur site?	Delegates are enabled in Request. This means employees can assign delegates in their Account Profile in Concur that will allow another employee to initiate and submit a Request on their behalf ("Can Submit" is an optional election that the employee can select if desired) . Please note, however, that if a Delegate submits a card Request, they will not be able to approve the Request if they would otherwise be in the approval workflow (as a SpeedType approver, for example).
OK - LASP requires travel cards to go to AO approval, so we'll have to figure that out.	It is possible to add "User Added Approvers" into the workflow. This is something a department can utilize to route to a specific approver (if the individual being added is not already the HR Manager or ST Approver).

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Hi, it looks like you need Speedtypes regardless of who you route it to. How do you determine which Speedtype to use when an employee works on multiple projects/ STs? I don't think asking for a ST is a good idea. We have several employees that work on multiple projects/STs and the allocation is done at the report level. I still don't understand why a ST is needed to request a card.	Following the Webinar, it was determined that a change was needed to inactivate the required SpeedType entry on a New Travel Card application that is set up to route for HR Supervisor Approval. Suggested rewording of first sentence: "Following the Webinar, it was determined that a change was needed to make the SpeedType field optional for Travel Card Requests when HR Supervisor is chosen for "Submit Reports To". The SpeedType entry will only be required if the applicant selects SpeedType Approver for the approval routing.
I have another question.... Is a Delegate allowed to submit a new card application request? Also, can a delegate allowed to submit a card udate request on behalf of cardholder? Sorry if you already addressed this in the training. Thank you.	Delegates are enabled for Concur Request. Individuals can set up Delegates in their Account Profile for Requests and they can select "Can Prepare" only or they can also select "Can Submit" to allow for submission of prepared Requests as well. If the individual has selected prepare *and* submit, the delegate will be able to create *and* submit a Request on behalf of the user (this includes all Requets: new card applications, card updates *and* travel pre-approval requests). If the delegate only has "Can Prepare" access for the user, they will not be able to submit the Request. Instead they will have the option to "Notify Employee" when the request is ready to be submitted.
Do you recommed that the expense delegates send these requests?	The PSC does not dictate how these Requests are submitted (use of Delegates). This question may be best directed to your campus department.
For spend cards, my student staff each get a spend card. I can have them do the skillsoft trainings; but how do I request their user access so that they can apply for their spend card?	Managed Spend (aka "Declining Balance") cards, will continue to be processed on the downloadable paper form. As a reminder, an individual must be an employee or have a POI security type 15 access to apply for a card.
Can you please clarify if a delegate can submit a card/card change request on behalf of an employee? The answer to the question from Yumie Smith suggests that a delegate can not submit a request, but the answer above by Sophia to Desiree Holtz's question suggests that delegates can both initiate and submit requests.	Delegates are enabled for Concur Request. Individuals can set up Delegates in their Account Profile for Requests, and they can select "Can Prepare" only or they can also select "Can Submit" to allow for submission of prepared Requests as well. If the individual has selected prepare *and* submit, the delegate will be able to create *and* submit a Request on behalf of the user (this includes all Requets: new card applications, card updates *and* travel pre-approval requests). If the delegate only has "Can Prepare" access for the user, they will not be able to submit the Request. Instead, they will have the option to "Notify Employee" when the request is ready to be submitted.
Also, for the same student staff team, can I request the spend card cancellations instead of them doing it? They take off for summer and we wait to close the cards until all the receipts are processed. They are not usually available.	Card cancellation Requests can be completed in Concur for oneself as well as for another cardholder - even without using the Delegate access. The cardholder information is collected in the Request entry form for that Cancellation request. The certification statement that will require the submitter's acknowledgment indicates that the person submitting is responsible for ensuring that the card corresponding to the canceled account has been destroyed.
Are there more options for the cycle limit than the 3-4 that appeared? Are requests over $5k a special option?	For initial card applications, we have limited the maximum request amounts as part of our risk mitigation efforts. When a department employee needs to request a higher limit for group travel, extended trips, etc., the update form can be used to request those higher limits, and the additional required approvals will be routed as part of that process. Sam will be touching on this in the demo.
The procurement card applicant shows all of the approving officials for the university. How will concur prevent the applicant from selecting the wrong AO?	Concur will not prevent the selection of an "incorrect AO" however, the AO selected will have the ability to return the application if they are not the appropriate approver for that card applicant. Concur only recognizes who is and who is not an **approved** AO. The determination of the correct AO must be made by the applicant and/or the AO themself.
GEOL (like LASP) also requires AO approval for all new t-card requests. I worry not giving AO oversight will lead to requests the department does not approve or are made in error.	Requesters are able to add user-added approvers in the workflow when submitting a new Travel Card application request. Departments can use and require this step at their discretion. All of the AOs in the AO list will also be available to select when adding a user-added approvers when searching by name.

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What checks are in place to restrict certain classifications of employee from making requests? i.e., student employees or directors/AVCs? Alternatively, are there checks for restricting employees from becoming AOs?	The process relies on the same checks that are in place today, with additional confirmed approver review as an added improvement. While any employee could access the excel form today and send in with signatures, using the Concur request form will ensure that the Request is actually routed to either a supervisor, fiscal staff, or an AO. Regarding AOs, the process for confirming elgibility to become an AO under the new Concur Request process will be unchanged. The AO needs to complete the training, and complete the AO application with required signatures (also now routed via Concur).
Can the AO retrieve a current card list in this new system?	While Concur does not offer a way for an AO to pull an active listing of assigned Cardholders, departments and AOs can request those updated lists of cardholders directly from Procurement.Card@cu.edu.
Are there plans to add in a preferred name field if the cardholder goes by a name other than their legal name?	The system is using the legal name of the employee. Generally we would expect cardholders to use their legal name on the cards.
How will a delegate know the card number to make updates for a cardholder? Why is that a required criteria for these requests?	Following the Webinar, it was determined that the last 4 digits of the card was not being used as designed for cardholder validation. As a result, this field has been removed from the Request Expense Type entries. We may revisit this in future project phases for revised validation workflows.
I have been submitting the physical Update Form to cancel travel cards of departing employees. Moving to Concur, does the employee need to complete this in Concur, or will I still have this capability to?	Card cancellation Requests can be completed in Concur for oneself as well as for another cardholder - even without using the Delegate access. The cardholder information is collected in the Request Entry form for that Cancellation request. The certification statement that will require the submitter's acknowledgment indicates that the person submitting is responsible for ensuring that the card corresponding to the canceled account has been destroyed.
Will there be any CH reporting functionality implemented, either backend or otherwise? For those of us with dozens or more CHs? :)	Reporting capabilities are not part of the current application Request roll-out. We can, however, provide some reporting to program administrators directly from the Commercial Card Office. Please reach out to Procurement.Card@cu.edu with more information on what you are looking for.
Is this multiple CH update process possible to review/complete on an org node level?	Updates related to AOs can be requested in bulk in the Concur Request form by attaching a document containing the affected cardholders and requested changes. For other mass updates being requested in bulk, requests can be submitted to Procurement.Card@cu.edu.
Can/does the Becoming an AO expense type have its own approval routing (besides team commercial card rockstars?:)	AO Requests first route to the PSC and then route to the person who signs off on their AO creation. This authorizing signature would be a Dean, Director, Chair, or Dept Head.
Mine does not have CU Travel Card services and CU PCard Services. Is there any request should be made to get those options appear?	This new process will become available on 9/11/2023. Until then, these Request types will not be visible to Concur users.
If the approver doesn't approve a requires in a specific time, does the system return the request after a certain time, or does it continue to sit pending?	The request will remain pending with the approver for 7 days, after which it will be returned to the employee if not been approved. If the approver is unavailable or cannot approve within 7 days, the requestor will have the ability to recall the request to re-route to another approver, if applicable. The Approver can also set up delegate approvers if they will be out of the office for a period of time to ensure timely approvals.
On that note, can/does saving the workflow apply to a subset of users/employees?	User-added approvers are request-specific so they will not be automatically applied to future requests for that employee.

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Do AOs receive notification once a card application or update is fully approved?	The approver does not receive a notification when the card application is fully approved, but they will be able to check the status on their Approvals page in Concur.
Is there an option for removing a ST?	By default, all active SpeedTypes are available for use in Concur and we are not able to remove them.
So it sounds like an approver/PSC might be able to "push/apply" a workflow in any way? Or what about an exception creation?	Beyond the core workflow routing of HR Manager/ST Approver or Approving Official, User-Added Approvers are the only available option to add other approvers into a particular workflow.
Can we apply for Pcards and Travel Cards manually until going live on September 11?	The changes to the process demonstrated in the webinar today will not be available for use until 9/11/23. You should continue to use the manual form process until then.
For those of us with no office/CU phone, can you allow the phone # area to take alpha characters "MS Teams"	The phone number included in the card application is linked to the actual bank account for the commercial card being issued. The bank reconigizes 10 digit telephone numbers so we must also use that format. The phone number is used for cardholder validation along with other information like the billing address, so it is important that a valid phone number be included on the application.
If possible, it would be great to have a step-by-step PDF with screenshots to accompany other Concur How-Tos. Thank you!	We will be publishing step-by-step guides for these processes, however at the present time we are only planning for these to be availbable as part of our website. We will take this suggestion back to the project team for further consideration!
I have a few expenses on my P-card that someone accidentally charged but then refunded. Even though the balance is 0 I still have to do a report correct?	Yes, every transaction that imports into Concur must be reconciled: refunded charges, fraudulent transactions, etc., all must still be reconciled in the system.
What checks are in place to restrict certain classifications of employees from making requests? i.e., student employees or directors/AVCs?	Application submissions are available to all employees with access to Concur from the employee portal. This is more secure than the current paper form process as that Excel application can be downloaded and signed by anyone. The commercial card program does not restrict cardholders by employee type, however, so there are no restrictions on who can submit this type of Request in Concur. This is where the department approvals are important in the process. If an individual submits an application and the department does not want that individual to have a card, they need to ensure the department approvers are not approving a Request of that type.