

February 11, 2014

Concur Travel & Expense Survey Results

We've reviewed all 800 responses to our recent Concur Travel & Expense Satisfaction Survey...and now it's time to share the results.

Concur Travel:

Survey feedback indicates that users are now more comfortable booking through Concur Travel. Airline, hotel, and car reservation bookings have increased through the system. Flight schedule continues to be the most important criterion when booking airline travel.

Users give positive ratings to the functionality of Concur Travel ... but express slightly less satisfaction with the speed of the system and its overall ease of use.

Christopherson Business Travel (CBT):

Overall satisfaction with the services provided by Christopherson Business Travel remains high at 84%.

Concur Expense:

Survey responses demonstrate overall satisfaction with the functionality of Concur Expense, with timeliness of reimbursement garnering the highest rating (90%).

Significant improvement was evident in several categories. The greatest increase in satisfaction was associated with hotel expense itemization, which went from 59% to 72% satisfied. Overall satisfaction (ease of use) was rated at 75.7%.

TripIt Pro & Concur Mobile:

The survey shows both increased adoption rates and increased satisfaction rates for the TripIt Pro and Concur Mobile apps.

TripIt Pro use increased by 39%, with 17% of all CU travelers now taking advantage of the app. The ability to access their itineraries directly on their smartphones was rated the most important feature of TripIt Pro.

Concur Mobile use increased by 56% and overall satisfaction with the Concur Mobile app was rated at 70%. The ability to add receipts within Concur Mobile received the largest jump in functional satisfaction, going from 29.5% in 2012 to 46.3% in 2013.

Moving Forward ...

The good news: 82% of survey respondents feel that there have been helpful changes made over the past 12 months.

So what's next? We've identified the top issues and we'll continue to work with Concur on enhancements to further improve user experience. You can be sure we'll keep you updated on this progress.

Questions? Contact Mary Martin at 303.764.3458 or email Mary.Martin@cu.edu.

Reminder: 2014 PSC Open Houses

Meet staff, ask questions, talk to strategic suppliers ... you can do all that at a PSC Open House next month.

Registration is still open at www.cu.edu/psc -- we hope to see you!

Magazine Cites CU Experience

The January 2014 issue of **Business Officer Magazine** – a publication of the National Association of College and University Business Officers (NACUBO) – highlights the PSC's experience with new technologies and business processes.

In his article on Cyber Sourcing, author David Tobenkin reviews the technology adoption principles recently identified by NAEP (National Association of Educational Procurement) members during their 2013 Innovators Forum.

Co-founded by Assistant Vice President/Chief Procurement Officer Sandy Hicks, the Innovators Forum seeks visionary solutions to strategic procurement challenges. The Forum's recommendations are:

- Emphasize the impact of data, analytics, and reporting
- Communicate the value proposition of technology
- Make the right thing the easy thing to do
- Recognize the new skills needed to manage procurement in a dynamic 21st century environment
- Proactively manage change in a 24/7 environment
- Expand the role of procurement with new tools, technologies, and processes
- Leverage technology to enhance supplier relationships and collaboration

A number of the examples focus on PSC strategies and vision. To read the complete article, look online at www.nacubo.org/Business_Officer_Magazine/Current_Issue/January_2014/Cyber_Sourcing.html.

Procurement Card: Subordinate Approvers

As you know, each Procurement Card cardholder has a designated Approving Official (AO) who is responsible for reviewing and approving cardholder expense reports in the Concur Travel & Expense System.

Typically, the AO is at a higher level on the organizational chart than his or her assigned cardholder(s). In select cases, however, a cardholder may in fact be his/her AO's supervisor.

Situations involving subordinate Approving Officials require written approval from the appropriate campus controller. Effective this week, we've revised two of the relevant forms to identify this signature requirement:

The Cardholder Application – Procurement Card form now asks if the new cardholder is the AO's supervisor.

Similarly, the **Approving Official Application/Update** form now asks if any cardholder identified for this AO is the AO's supervisor.

Both forms have been modified to identify that the campus controller signature is required in this case. You'll find them both on the PSC Forms webpage at www.cu.edu/psc/forms.