

Finance Town Hall – August 22, 2024

Questions that were not answered live

Question	Response
Concur: General Travel & Expense Management	
What stakeholders did you invite? Anyone who actually had to use the system?	Stakeholders from all campuses were invited and were recommended by the chancellor offices. All stakeholders and employees have the potential to use Concur expense.
A question about the 75% rule on per diem rates for the first and last days of a conference: Does that rule hold even if one traveled to the conference city the day before the conference, so one would be present for the full first day? (And similarly, if one leaves the day after the last conference day or very late in the day after the conference ends.) Also, is this a Rutgers rule or is it a federally mandated rule?	The 75% rule applies to the first and last day of business travel. This is a federal mandate.
Won't 10% add up and put people over budget with putting the finance approver on the hook?	The finance approver's responsibility is to ensure the estimated request is as accurate as possible.
For Concur please advise if we can have the availability to create a report in excel or csv. Thanks	No, unfortunately the report must be created in Concur.
We have sponsored project accounts that are delayed in creation because of late MOUs from the state. what is the best way for our staff submit a travel request or expense reimbursement while we are waiting for a new project account?	Submit the report to a general ledger (GL) string and then submit a journal entry to the project when funds become available.

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Why do the Rutgers reports not utilize the Concur tracking numbers but assign an RBU number? It makes it harder to reimburse?	Oracle assigns the RBU number and is used to pay the reimbursement.
Why wasn't it communicated that nontravel reimbursement under 50 dollars not reimbursable or they have to wait until they get over that (making the reimbursement older and in violation of the reimbursement policy)	This is an alert. If you do not anticipate any other expenses, you can submit the report.
This is a question from faculty that I could not answer. Thank you. "Whenever I put in purpose "Event" (e.g. for lodging for a conference), the system asks me to add attendees, but it cannot find my name in the employee list. Is there a solution?"	Please contact expense_management@finance.rutgers.edu and we will be able to walk you through the process.
If employees find cheaper flights, are they allowed to use the cheaper flight?	Employees must book using Concur as the fares are very competitive. The employee should contact Direct Travel at 1-888-818-1067, phone is available 24/7 or email: RutgersTravel@dt.com if there is a large discrepancy in what they are finding on other booking sites.
Concur Pre-Trip Approval Requests Questions	
My understanding is that a pre-trip approval is not required for local mileage that does not include lodging or airfare. Is that still accurate?	Yes, that is accurate.
Is travel between campuses now considered non travel?	Yes, local car mileage should go on a "Non Travel" report.

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If I am traveling inter campus and will seek mileage reimbursement, do I need approval?	No, "Pre trip approval" is not needed for local car mileage.
Are requests required for mileage reimbursement?	No
We were told in training that mileage and/or per diem only did not need pre-trip request. has that changed?	No, that has not changed.
Can our staff business manager get into Concur and review our team's expenses, reports, run reports on our staff activity in Concur?	We are currently working with Concur to create valuable and helpful reporting. We will keep you updated!
Can we submit for several requests per month, or need to do one every time there is travel on given days, which can add up to multiple same day trips per month?	If this is for local car mileage, then include in a Non-travel report.
For admissions offices who tend to travel for many weeks at a time to recruit at high schools and college fairs, would we need preapproval for every individual visit?	You can add the travel for a month on one request and then attach to an expense report.

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<p>The intercampus travel question was whether that needed approval before hand? Sometimes there is a last minute need to travel between campuses and a request is not practical.</p>	<p>No request is needed.</p>
<p>How would you recommend staff go for pre-approval for weekly trips to see individuals for work purposes, over a long period of time</p>	<p>If this involves overnight travel, they would need to submit a request. If this is local car mileage, they would not need to submit a request.</p>
<p>It was mentioned that prior approval is necessary for ALL travel. This raises a couple of questions for me. (1) Does this even include local use of a personal car for, say, a faculty or staff member based in Newark or Camden to travel to a Rutgers meeting in New Brunswick? (2) For someone doing community outreach, local travel with personal car may be scheduled on the fly, so how can someone possibly get prior approval for each trip?</p>	<p>A request is only required for those in “travel status.” Local car mileage does not require pre trip approval.</p>
<p>This is such a great system!! The streamline of handling travel is so helpful to us all. In one of the sessions I attended, we were told that if someone made multiple daily trips to NYC, they did not need to submit a pre-trip. They could also submit once a month. Is that not correct? I want to make sure I let our department know.</p>	<p>That is correct. Day trips are not considered “travel status.”</p>
<p>Do you have an idea of when the backlog of expense reports will be cleared from audit? I have staff that have incurred interest on expenses.</p>	<p>There should no longer be a backlog of audited expense reports.</p>

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<p>Was the 10% rule removed?</p>	<p>Any expense report that is 10% over what the request is will be sent back to the finance approver for additional review/approval.</p>
<p>Pre-trip approvals are fine, however, if the conversion to the report will be automatically approved if it is up to 10% over the pre-trip approval, leaving departments financially liable for the difference</p>	<p>The responsibility of the finance approver is to ensure the estimated request is as accurate as possible. Prior to Concur, employees directly submit their report.</p>
<p>Concur for University Cards</p>	
<p>Is the thought process with Concur that EACH person needing a PCard to pay for an expense get their OWN PCard versus using a departmental PCard as previously encouraged? Which is now advised, 1 card for departmental costs (regardless of which department personnel needs the card) or one card for each person needing a PCard to pay for an expense?</p>	<p>There is no mandate that each person must have a pcard or that a department can only have one pcard. Employees who travel often should apply for a travel card at the discretion of the department's finance approver.</p>
<p>Many individuals - especially faculty - may request a card, and there are different approvals for it in different units. Many are not inclined to approve for infrequent travelers. Are there any guidelines in this regard to avoid misuse of cards or does the university prefer the cards are made more available?</p>	<p>There are travel card guidelines which provide guidance on the use of the card. University Procurement Services can collaborate with departments/units to establish low dollar amount credit cards that can be adjusted as needed during travel times.</p>
<p>Regarding the Concur system: I understand that university are being charged for each submission for the credit card system. Will Rutgers absorb that cost or will that be passed along to the unit?</p>	<p>The cost for the Concur system is not passed to the units. Limited reports should be submitted to avoid high costs to the university. Best practice is one non-travel report per month and one travel report per trip.</p>
<p>Other Questions</p>	
<p>This may not be the right forum for this question, but what is the time frame for requisition turnaround?</p>	<p>There are many variables that determine the length of time it takes to approve a requisition; some are listed below:</p> <ol style="list-style-type: none"> 1. Number of documents that are attached 2. Accurate completion of required documents

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3. Supplier database information
4. Req information provided by the department (missing or incomplete)
5. Agreements that may require procurement review, negotiation, and signature
6. Volume of reqs currently in Marketplace along with time of year and staffing (due to vacations, etc.)

Some reqs are simple and straightforward, and some are complex, so it is very hard to provide a turnaround time. Req's are processed on a first-come, first-serve basis so while a straightforward equipment purchase req may require minimal review and should normally take a maximum of 2-4 days to process, the same buyer may be working on previously submitted reqs which require contract review and negotiation. This will slow down the process for all other reqs which are submitted and in that buyer's queue.