To: Business Managers, TRaC Representatives and Initiators

From: Robin P. Miller, Associate Vice President, Disbursement Services
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Subject: Concur - New Online Expense Report Initiative

Date: July 29, 2019

Duke Finance is excited to announce an upcoming technology initiative for a new Online Expense Report process. We will be leveraging technology from Concur, which is the industry leader for travel and expense management. The new technology will provide a more efficient user experience for cardholders along with departmental representatives. Administrative Systems Management along with Employee Travel and Reimbursement have engaged several University and Health System partners who have been participating on an implementation team to assist with recommendations for set up, business process changes and evaluating other efficiencies with the tool.

We have highlighted some of the benefits and new features of the tool below:

Departmental Efficiencies:

- E-Receipts for major travel vendors eliminate the need to collect paper receipts for many types of transactions
- Increased processing efficiency
- Online edits to minimize errors and the need to return expense reports
- Enhanced workflow which facilitates approval for each type of funding source
- Automatic pairing of corporate card transactions with travel or expense dates

Features for Cardholders:

- E-Receipt Functionality - electronic versions of receipt data sent to Concur by the travel vendor.
  - This functionality is available for most airlines, all major hotel chains, major car rental companies, and ride sharing services including Uber and Lyft.
  - If E-Receipting is used, no paper receipts are required from the traveler for the corresponding expenses.
  - E-Receipts automatically match with corporate card charges and airline itinerary associated with the travel dates.
- Online Tool for booking Travel – supports all major airlines including Southwest to facilitate travel options and price comparisons as well as hotel and car rental bookings.
- Mobile App – a mobile application facilitates taking a photo of any other receipts. These images will upload automatically to the travel tool and create the expense item.

- Email Option – if you elect not to use the mobile app, you can take a photo of the receipts or scan them. These images can be emailed to a designated email address which will link the receipts to the appropriate dates of the expense reports.

This will be a phased implementation which will include launching the tool for the pilot group effective October 2019. The pilot group will use the tool for a few months in preparation for additional phases beginning in late February, 2020.

Please take this opportunity to share this announcement with your staff, including your cardholders. Additional communications will be distributed as we approach the implementation date for the pilot group. A separate communication will be distributed to individual cardholders during the upcoming months.

We will host overview sessions to demonstrate the new tool and share exciting news about the implementation. Dates for the upcoming sessions will be distributed in August.

We appreciate your partnership and continued support.