Concur Update
Concur Project - Action Plan

• Started in June 2014
• Goals established:
  – Analyze current system configurations and look for opportunities to make functional and process improvements
  – Work with Concur to roll out the new user interface which should result in improving employee’s overall experience with the Travel and Expense process.
  – Implement Concur mobile apps
  – Establish a customer outreach process to capture feedback and provide user education on a regular basis
Concur Project - Status

✓ Processing enhancements rolled out – Sep’ 2014
✓ New User Interface campus rollout - January’ 2015
✓ Mobile app pilot completed – Feb’ 2015
  • Mobile apps rollout – April 2015
    – Concur Mobile app
    – Triplt Pro
  • Infrequent traveler guide – April 2015
Using the Concur mobile app

• Recommended usage
  – Book air, hotel, car, and rail
  – View itinerary / trip status
  – Create expense lines or reports while travelling
  – Update existing reports on the go
  – Upload and manage receipts while travelling
Using the TripIt Pro

- **TripIt Pro**
  - Is like having your own personal travel assistant
  - Allows to forward booking done outside Concur to have your itinerary created in Concur so your expense report can be created against it
  - Sends real time alerts/emails for flight delays, gate changes
  - Helps find alternate flights and available seats
Infrequent traveler guide

• Planned along travel cycle
  – Planning for travel
  – Know before you go
  – While you are travelling
  – Upon your return

• Material created
  – Detailed guide
  – Cheat sheet
  – Video
Website Update
Procurement Website Upgrade

• Background
  – User feedback
    • Site is too busy
    • Outdated/Un-appealing
    • Difficult to navigate
    • Site is not searchable
  – Survey was conducted with newsletter subscriber regarding the current site
  – Focus group held with campus units
Procurement Website Update

• Design principle
  – Make the site more organized, navigable and searchable
  – Homepage to focus on key offerings to users
    • Guided buying experience for users to find products and services
    • Key program offerings like Marketsite, Concur, Print/Copy/Mail
    • News and events
    • Announcements
Questions