UNIVERSITY OF OXFORD

SAP Concur eExpenses

HAF webinar

November 2020

The webinar will start shortly-
please switch your camera and microphone off

Introduction

➢ This session will elaborate on the activities we are asking you to undertake to support your department's or college's move to online SAP Concur eExpenses system

It will **NOT**:

- Demonstrate eExpenses or answer any technical questions about using it
- Cover the approvals hierarchy
- Explore cost codes or data queries

Agenda

- Background
- Communications
- Change Impact Assessment
- Change Readiness Checklist

Background

- Online SAP Concur eExpenses system being introduced in two waves in February/March 2021, replacing current paper form
- Will be used by all staff and students with SSO user ID claiming expenses from academic divisions, GLAM, UAS, Continuing Education and three colleges (Kellogg, Reuben, St Cross)
- Exceptions are:
  - Claims over £10,000
  - Claims related to advance payments
  - Some items that constitute a taxable benefit
  - Claims from people external to University (for example visitors, research participants, interview candidates)

Communications from project

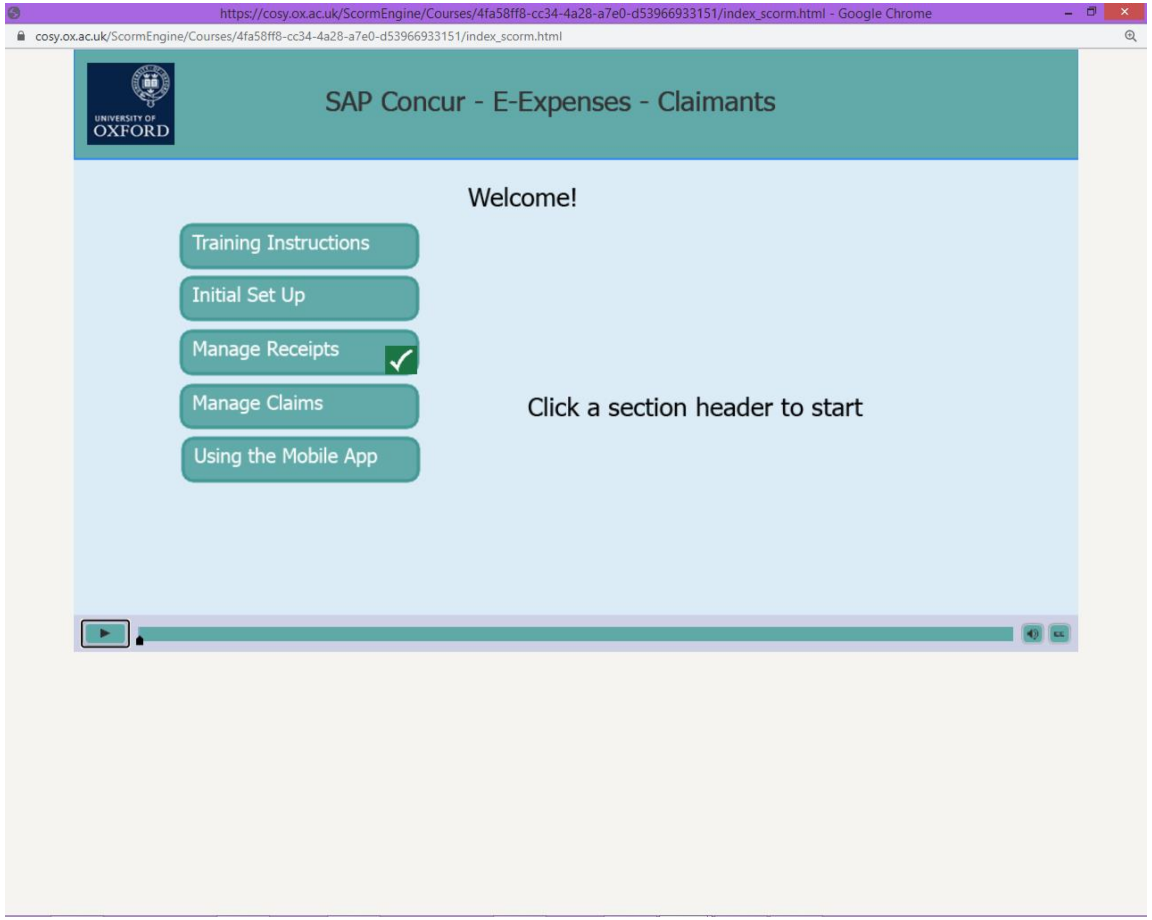
Ongoing

- Finance division website https://finance.admin.ox.ac.uk/eexpenses-project
- Monthly Finance Bulletin
- Messages for departmental and local cascade (June and September + December)
- Blueprint bulletin and Staff Gateway (June and September + December)
- Student news (June + December/January)

Planned

- PA / Executive Assistant webinars (November)
- Introductory video
- Academics & researchers via Senior Tutors (January)
- All-staff email from Registrar (January)

Training & support : online modular training courses



Training & support: How to videos

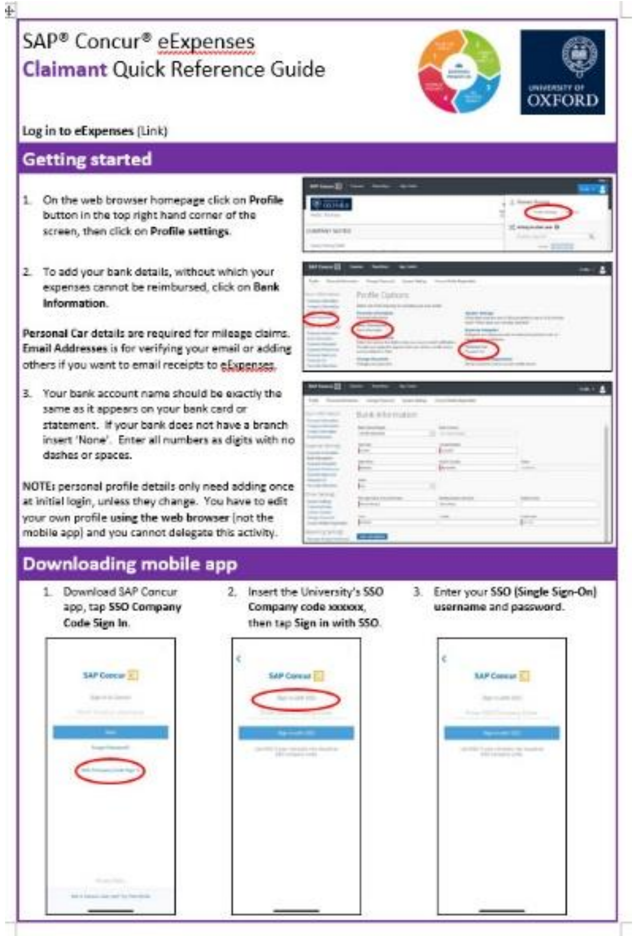
Claimants

1. Upload receipts using the web app
2. Allocate costs
3. Claims with exceptions
4. Create a claim header
5. Create a claim with attendees
6. Create a claim with receipts
7. Create a claim without receipts
8. Create a mileage claim
9. Itemising a receipt
10. Access the system as a delegate
11. Add a vehicle
12. Add a delegate
13. Add an email address
14. Add bank details
15. Add favourite attendees
16. Create an expense line using the mobile app
17. Upload receipts using the mobile app

Approvers

1. Add a delegate
2. Approve a claim using the mobile app
3. Authorised approvals
4. Budget-holder approvals
5. Check allocations
6. Check itemisations
7. Forward a claim to another approver
8. Managing exceptions

Training & support: QRGs



SAP® Concur® eExpenses
Claimant Quick Reference Guide

UNIVERSITY OF OXFORD

Log in to eExpenses (Link)

Getting started

1. On the web browser homepage click on **Profile** button in the top right hand corner of the screen, then click on **Profile settings**.
2. To add your bank details, without which your expenses cannot be reimbursed, click on **Bank Information**.

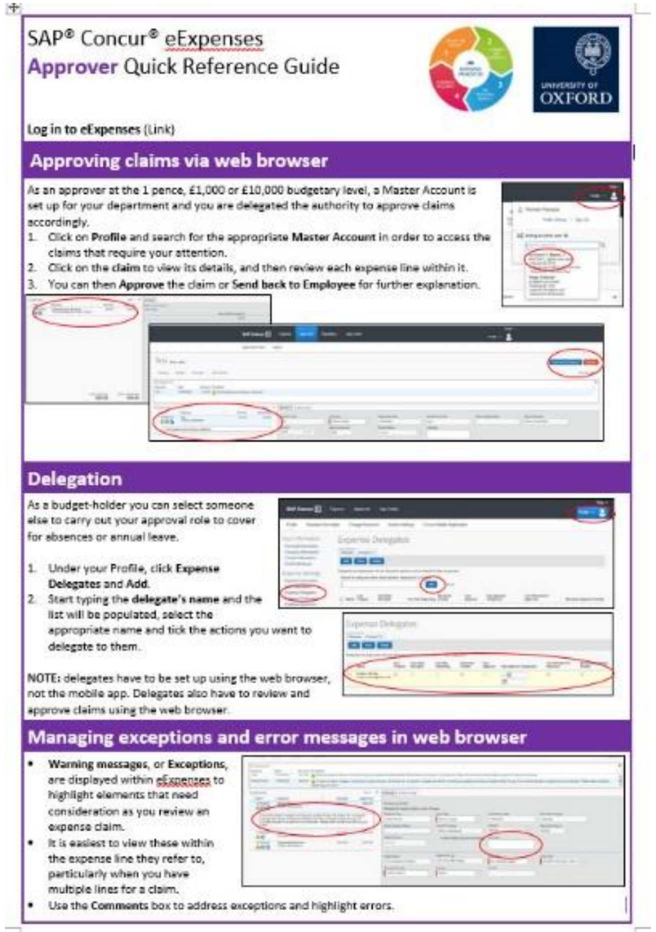
Personal Car details are required for mileage claims. **Email Addresses** is for verifying your email or adding others if you want to email receipts to eExpenses.

3. Your bank account name should be exactly the same as it appears on your bank card or statement. If your bank does not have a branch insert 'None'. Enter all numbers as digits with no dashes or spaces.

NOTE: personal profile details only need adding once at initial login, unless they change. You have to edit your own profile **using the web browser** (not the mobile app) and you cannot delegate this activity.

Downloading mobile app

1. Download SAP Concur app, tap **SSO Company Code Sign In**.
2. Insert the University's SSO **Company code xxxxxx**, then tap **Sign in with SSO**.
3. Enter your **SSO (Single Sign-On) username** and password.



SAP® Concur® eExpenses
Approver Quick Reference Guide

UNIVERSITY OF OXFORD

Log in to eExpenses (Link)

Approving claims via web browser

As an approver at the 1 pence, £1,000 or £10,000 budgetary level, a Master Account is set up for your department and you are delegated the authority to approve claims accordingly.

1. Click on **Profile** and search for the appropriate **Master Account** in order to access the claims that require your attention.
2. Click on the **claim** to view its details, and then review each expense line within it.
3. You can then **Approve** the claim or **Send back to Employee** for further explanation.

Delegation

As a budget-holder you can select someone else to carry out your approval role to cover for absences or annual leave.

1. Under your Profile, click **Expense Delegates** and **Add**.
2. Start typing the **delegate's name** and the list will be populated, select the appropriate name and tick the actions you want to delegate to them.

NOTE: delegates have to be set up using the web browser, not the mobile app. Delegates also have to review and approve claims using the web browser.

Managing exceptions and error messages in web browser

- **Warning messages,** or **Exceptions,** are displayed within eExpenses to highlight elements that need consideration as you review an expense claim.
- It is easiest to view these within the expense line they refer to, particularly when you have multiple lines for a claim.
- Use the **Comments** box to address exceptions and highlight errors.

Communications from departments: Why?

- Local knowledge – audience, locations, timing
- Direct access – mailing lists, meetings etc
- Command more relevance, authority and attention

Communication from departments: What?

- Countdown Emails
- Posters for edit and display
- Other departmental / local communications channels, for example newsletters, meetings, emails, presentations

Communication from departments: How?

Go-live communication pack:

- Email text for customising
  - Countdown: advance warning
  - Go-live: when eExpenses is live
- Posters (editable Word & PowerPoint versions for physical and virtual display)
- Draft text for departmental and local channels
- Link to PowerPoint update pack for presentations

➢ Available by mid-December

➢ Countdown email reminders

Claiming expenses?

From date use SAP® Concur® online eExpenses system for most expense claims

[Link to SAP Concur available on go-live]

More information and exceptions:

https://finance.admin.ox.ac.uk/eexpenses

[local contact details]

Countdown emails content

- When eExpenses is being introduced
- For which expense claims eExpenses should be used
- Action required before eExpenses can be used to create and submit claims
- Benefits of the new system
- Availability of guidance and help
- How to access eExpenses when it goes live

Countdown emails

1. All staff email from Registrar early January 2021

Please coordinate delivery of:

2. Countdown email to your college / department 2 weeks before go-live
3. Go-live email on eExpenses launch day

Change Impact Assessment

- Generic assessment across the University
- Identifies the main impacts of the change from current paper-based expenses system to online SAP Concur eExpenses system
- An aid for you to assess the impact in your department and identify potential issues/ resistance to address
- **No need to complete or return it – it is a tool to help you locally**
- If you uncover local issues or need help addressing them, the project change team is happy to help

PROCESS CHANGES					DESCRIPTION OF IMPACT		STAKEHOLDERS		EVALUATION OF CHANGE ON STAKEHOLDERS	
#	Specific process	Functional area	Current state	Future state	What is the change?	Degree of impact (H-M-L)	User group name(s)	Impacted business area	Potential concerns (Risk-Issues-Resistance)	Potential benefits
1	**EXPE1.9**	Claim	Claimant must enter personal details, including bank information, on each expenses claim form submitted for reimbursement.	Create an account and set up a personal profile (including bank details). *Task to be completed by each new claimant - this cannot be delegated*.	When using SAP Concur for the first time, claimants will need to set themselves up by creating a SAP Concur account, including a personal profile (personal and bank details). From then on, claimants will log in and start entering expenses, with no need to enter personal and bank details again, unless the claimant has new bank details.	MEDIUM	Claimant		Potentially some resistance from senior staff, as this is a new step in the expenses claim process that they have to personally complete.	Time saving, once claimant's profile is completed, as personal details do not need to be entered again. Savings in paper and ink (either departments or claimants, if forms printed at home), and printing costs as paper claims will cease to exist for UO staff and students who claim expenses.
2	**EXPE1.1**	Claim	A significant proportion of claimants may not provide any/correct cost centre information (ie. where to charge expenses)	Claimants are required to provide cost centre codes, which may be a GL account and/or a project code, to allocate expenses submitted.	Claimants must provide correct information on where to charge their expenses	HIGH	Claimant		Risk - claimants may not be interested in this step of the process. There might be some carelessness and/or misunderstanding of the GL account and project code composition, which may contribute to errors in entering this information.	After some time, claimants may become familiar with this new step. Resistance, if exhibited, may lower to become low impact and the perception of this step may become more positive than negative, as claimants gain an understanding of the importance of finding and entering correct information on cost allocation.
3	**EXPE1.1**	Claim	Claimants submit hard copies of receipts	Claimants will upload electronic receipts and invoices and will take pictures of hard copy receipts and then upload them to SAP Concur.	Add electronic receipts to the claim. Take pictures and upload hard copy receipts and invoices.	HIGH	Claimant		Usage of smartphones and their features may not be universal. Do all end users have smartphones and/or tablets and are confident users? Potential for smartphone app issues with scanning and attaching receipt scans to claim reports?	Avoid submitting a claim with missing receipts and without an explanation, and minimising the number and proportion of returned claims and queries from CPT to finance reviewer. Increasing number of businesses offering electronic receipts will make taking pictures and uploading them to SAP Concur account less of a task.
4	**EXPE1.2**	Claim	Claimants print expenses claim form, sign it, attach receipts and send the 'package' to either Budget Holder or Finance Reviewer	Claimants will not need to print and sign expenses claim. By pressing the 'SUBMIT' button they are agreeing to abide by university's expense principles in lieu of a 'wet signature'.	Claimants will not need to print the expenses claim form and sign it - an electronic submission will suffice.	HIGH	Claimant		None, except claimant familiarisation with the new process.	Claimants will be able to submit their claims faster and with less, or none, of the usual queries. This in turn should result in faster reimbursement.
5	**E-mail notification**	Approval	Some departments may require budget holders' (BHs) approval. Therefore, BHs will get expenses claims (hard copy) from claimants for approval.	BHs will receive email notification every time an expenses claim is ready to be reviewed and approved	No more paper handling re expenses claims for OU staff and students. BHs will receive an email notification regarding an expenses claim requiring their approval.	HIGH	Budget holders (PIs and financial managers for GL accounts)		Budget holders (mainly PIs) carrying out this step for the first time may become impatient with the change as for many of them this 'administrative' task is a big change from the way in which they currently operate.	Approval process is normalised and incorporated into BHs' 'business as usual' workloads.

Change Readiness Checklist

- Checklist of 'people-related' activities to complete locally ahead of go-live e.g. senior stakeholder engagement, comms, training etc.
- Measures achievement of the key 'people-related' activities required for a successful go-live and acts as an aid to help you understand where you are in your go-live preparations
- **No need to complete or return it – it is a tool to help you locally**
- If you need help with the completion of any items on the checklist, the project change team is happy to help

	Change Readiness Dimension	Criteria to confirm completion	Dimension complete?
1.	Senior stakeholders engaged and understand the impact of eExpenses	Divisional office/department/college senior academic and administrative stakeholders are receiving regular updates re eExpenses, understand what is happening and when and are aware of the impacts of eExpenses on them and how they will claim and approve expenses in future	No
2.	Expenses claimant awareness	Expenses claimants are aware of eExpenses and the timetable for go-live, the impact eExpenses will have on how they claim expenses in future and know where to find more information if required (eg. Quick Reference Guides, FAQs and more information on the Finance Division website expenses pages)	No
3.	Expenses reviewer/approver awareness	Expenses reviewers/approvers are aware of eExpenses and the timetable for go-live, the impact eExpenses will have on how they review and approve expenses in future and know where to find more information if required (eg. Quick Reference Guides, FAQs and more information on the Finance Division website expenses pages)	No
4.	Finance team awareness	Local division/department/college Finance team members are aware of eExpenses and the timetable for go-live, the impact eExpenses will have on how expenses are processed in future and know where to find more information if required (eg. Quick Reference Guides, FAQs and more information on the Finance Division website expenses pages)	No
5.	Go-live communications cascade	The 'countdown to go-live' communications email - giving advance warning 2 weeks prior to eExpenses go-live - from the project team has been forwarded to all staff on January 4th (for Wave One go-live) or January 18th (for Wave Two go-live)	No
6.	Training access	All staff know where to find online eExpenses training, once available in December	No
7.	Claimant training awareness	Staff who claim expenses have been recommended to view the online eExpenses training, in order to submit their expenses claims successfully	No
8.	Approver training awareness	Staff who review/approve expenses claims have been recommended to view the online eExpenses training to understand how to review, and approve or reject, expenses claims	No
9.	Data Review 1 check	Is the Cost Centre and Budget Holder data you provided to the eExpenses project in May 2020 still accurate and none of the information provided has changed since? *(If it has, please inform the eExpenses project team)*	No

Questions and feedback

- Any questions?

- Any suggestions?

Further information

https://finance.admin.ox.ac.uk/eexpenses

expensesproject@admin.ox.ac.uk