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/expenses-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
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
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

<table>
<thead>
<tr>
<th>Change Readiness Dimension</th>
<th>Criteria to confirm completion</th>
<th>Dimension complete?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Senior stakeholders engaged and understand the impact of eExpenses</td>
<td>Executive 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</td>
<td>No</td>
</tr>
<tr>
<td>2. Expenses claimant awareness</td>
<td>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 (e.g. Quick Reference Guides, FAQs and more information on the Finance Division website expenses pages)</td>
<td>No</td>
</tr>
<tr>
<td>3. Expenses reviewer/approver awareness</td>
<td>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 (e.g. Quick Reference Guides, FAQs and more information on the Finance Division website expenses pages)</td>
<td>No</td>
</tr>
<tr>
<td>4. Finance team awareness</td>
<td>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 (e.g. Quick Reference Guides, FAQs and more information on the Finance Division website expenses pages)</td>
<td>No</td>
</tr>
<tr>
<td>5. Go-live communications cascade</td>
<td>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)</td>
<td>No</td>
</tr>
<tr>
<td>6. Training access</td>
<td>All staff know where to find online eExpenses training, once available in December</td>
<td>No</td>
</tr>
<tr>
<td>7. Claimant training awareness</td>
<td>Staff who claim expenses have been recommended to view the online eExpenses training, in order to submit their expenses claims successfully</td>
<td>No</td>
</tr>
<tr>
<td>8. Approver training awareness</td>
<td>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</td>
<td>No</td>
</tr>
<tr>
<td>9. Data Review 1 check</td>
<td>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)</td>
<td>No</td>
</tr>
</tbody>
</table>
Questions and feedback

• Any questions?

• Any suggestions?
Further information

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

expensesproject@admin.ox.ac.uk