

Travel & Expense Management Lunch & Learn Session

Answers to Remaining Questions

10/18/2022

I have a guest speaker arriving on Nov. 10. I'm paying the hotel and car service. Will I need to update the credit card authorization and update the car service?

No, your Travel Card will still be open and the reservation can stay on the card. However, you'll want to pay for the hotel and the car service on the OneCard if you have it in-hand on Nov. 10th. Note: If it is black car service it can be charged to the arrangers Travel Card. If it is a rental car the guest will need to pay on their own credit card and be reimbursed.

I have a staff member whose last day is Oct 31. Should he just destroy his Travel Card? Or is there more he needs to do to make sure he won't receive a OneCard?

Yes, he should destroy the Travel Card. To ensure the new OneCard is not ordered, please provide the name ASAP by submitting an inquiry, selecting Payment Processing in the "Service Area" and JP Morgan in the "I need help with..." fields.

What if you have outstanding expenses only flights but the trip hasn't taken place yet... how can these be done timely if we can't submit until after the trip occurs?

The charge is now in Concur and you can wait until the travel has happened as this doesn't affect charges.

I have recruits that have reservations a month in advance for flight hotel etc. I cannot submit that until after the visit. is that going to be an issue?

Depending on the timing of the expenses in relation to the dates that the Travel Card will be deactivated, you may need to contact your merchant once you receive your OneCard to see if you need to change your card # on the reservation.

Our department P-Card is used to pay our new hire relocation invoices. These charges are then recovered from the hiring department by way of an IDC. Will these charges be able to be transferred to the appropriate account numbers in the one card reconciliation process?

Yes, you'll use the OneCard now and allocate that line item charge to the appropriate account number in Concur – eliminating the need to do an Inter Departmental Charge (IDC). The expense report will be sent to the hiring department for approval.

If you have both a P-Card and a travel card and one goes to your home and one comes to the office. Where will the OneCard get sent and will we only get 1 OneCard?

Yes, you will only get 1 OneCard. We are ensuring that the list of P-Card/Travel Card cardholders aren't duplicated. The OneCard will be mailed to the address on file for the Travel Card. If that isn't correct – submit a Change Request form for the correct address. Visit [this page](#) for the Change Request forms.

Does this mean that there will be more Expense Type options in Concur? At this time the only office expenses are "emergency" or "unallowable". Will this be expanded?

When we first created the Travel Card expense types in 2016, we made the expense types to fit for both travel and P-Card like purchases. It's our goal to not have to expand with more expense types. Office expenses – whether purchased in travel status or as a P-Card type purchase are essentially "emergency" purchases because they should be purchased through the [PantherExpress System](#).

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Will there be additional training required, like on the P-Card, for software purchases?

Yes, the cardholder would have to take the software training. Details about this training will be available at a later date.

How do you reconcile a cash advance?

Cash advances are now ATM Cash withdrawals and come in like a regular expense to your Concur queue. You'll reconcile them as you do any expense. Keep the ATM receipt – along with all receipts of what you used the cash withdrawal to pay for.

Used to be able to drag and drop receipt files into the Concur system from a file on desktop. But now you can't do that (you have to click on the "Upload Receipt Image" which makes you search for the folder that the receipts are stored in on the desktop). Any chance of drag and dropping files coming back?

If you take a photo of the receipt on through the Concur app or forward it to Concur via email through receipts@concur.com you will be able to select the receipt image and attach without having to browse. These changes were Concur based and the University does not get to choose the functionality.

Is there a minimum travel distance for a rental car? Example- Should someone get a rental to go to Greensburg or Weirton WV?

There is no minimum distance for a rental car when using Enterprise/National through the University's agreement. The preferred method of travel when driving for University business is rental cars. When driving a personal vehicle your liability insurance is responsible. The University insurance does not cover as it does when you are driving a rental car.

Is per-diem preferred, or can travelers use "Actual Meal Cost"?

The University recommends per diem but some departments require actuals. Check with your Responsibility Center (RC) Business Manager.

Software would be a new expense type that is needed, right? Software previously only could be purchased with a P-Card.

Yes, the software expense type be added by Concur.

When is ideal to submit Concur report? When I submit on the 20th of the month, it gets rejected as too early. 28th, it is too late. I like a set time to put all expenses on one report when possible.

If your report is strictly travel, you can do it as soon as you return from your trip. If you use your travel card as a departmental card and have expenses for multiple travelers and business expenses, you should wait until the end of the month to submit the expenses.

Do I understand that the OneCard can now be used by a faculty member to book and pay for a rental car at airports?

Yes, that's allowable for University business.

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I thought that we were not allowed to upgrade our seats or select priority - is that right?

Policy states the following: *Other supplemental airline fees, such as for special seat assignments, early boarding, etc. may be reimbursed if the department approver determines they are necessary to comply with the Americans with Disabilities Act (ADA) or for other legitimate business reasons.*

For more information, visit the [Purchase, Pay & Travel website](#).