

Travel & Expense

Policy, Corporate Card and Employee Reimbursements
Virtual Town Hall February 27, 2024

Agenda



Benefits of Changes
Updated Policies



KeyBank MasterCard
SAP/Concur



Concur Quick Start
Demonstration



Important Dates
Looking Ahead



Support Resources
Q & A

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Benefits of Change

- KeyBank – responsive relationship partner and automated credit card feed to Concur
- Concur – 24/7 support resources, robust expense tool with mobile access, workflow and reporting insights to identify savings and growth
- Ability to submit reports for out of pocket reimbursements twice-a-month and payment included in payroll process

Travel and Expense (T&E) Policy

Employee Concur Expense Report Responsibility

- Incur only expenses with legitimate and documented business connection
- Submit timely report of expenses in Concur for the same month incurred.
- Identify each individual business expense
- Appropriately explain the business purpose of each expense
- Support each individual expense with invoice/receipt and (if applicable) Client Assistance Form
- Itemize all Travel expenses, including GL coding and identify all meal attendees

Supervisor Concur Expense Report Responsibility

- Ensure timely submission and review of staff expense reports.
- Ensure expenses are authorized / budgeted for the program/revenue source/area GL coding
- Ensure expenses have legitimate and documented business connection
- Ensure each expense appropriate business purpose and complete itemized invoice/receipt and (if applicable) Client Assistance Form
- Timely Approval (or return for correction) staff expense reports

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Navigation - Platforms

KeyBank

- Keycommercialcard.com (one time activation for cardholders)
- Key2Purchase (for card administrators and API to Concur)

SAP/Concur Expense

- Concursolutions.com (replaces CCER for all users)
 - Concurtraining.com (select Expense/End User)

Navigation Pathway

Concursolutions.com

Keycommercialcard.com

- Activate MasterCard
- Set up new PIN
- Authorize Text Alerts
- New card request forms to expenses@lcsnw.org

Cardholders

All Employees
with T&E

- 3/1 Go-Live Email
- Concur 2FA and Initial Login
- User Profile: Verify: Email / Supervisor
 - Add Personal Car Info (if submit mileage)
- Add Mobile Access with ExpenseIT
- Out of Pocket only new Concur user request to expenses@lcsnw.org

- Card details sent from KeyBank API - Add
 - Business Purpose
 - Expense Type & GL Coding
 - Itemize (as needed)
 - Match Receipts
- Add Out-of-Pocket Expenses
- Note: Out-of-Pocket only expense reports can be submitted twice-a-month

Submit/Approve
Monthly Report

KeyBank MasterCard

- Cardholders and Reconcilers will be able to activate their card(s)
@ < keycommercialcard.com >
- Once a card is active, Create/Update PIN & Use Mobile Text Enrollment
- If asked for last four digits of SSN – use last four digits of your Employee ID
- If asked to verify your birth date – use 1/1/2000

KeyBank Commercial Cards

Welcome to the KeyBank Commercial Cards Management Center.



ACTIVATE YOUR CARD



CREATE / UPDATE PIN*



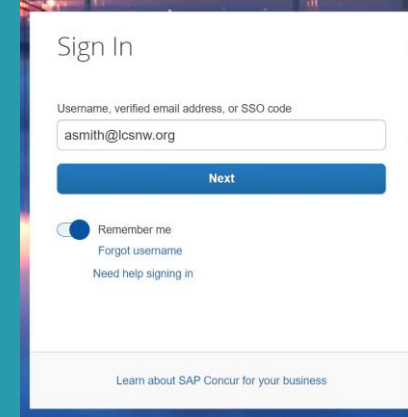
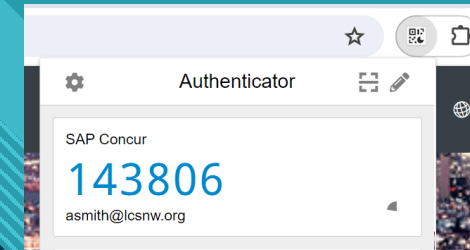
MOBILE TEXT ENROLLMENT



*YOUR CARD MUST BE ACTIVATED IN
ORDER TO CREATE OR UPDATE YOUR PIN

SAP/Concur Expense

- Access SAP Concur @ concursolutions.com
- Set up two factor authentication (2FA) via mobile or browser extension
- Login with email ID, Password and 2FA code to see the main page



SAP Concur 

+
Start a
Report

00
Required
Approvals

00
Available
Expenses

01
Open
Reports

My Tasks

00 Required Approvals →

Great! You currently have no approvals.



00 Available Expenses →

You currently have no available expenses.



01 Open Reports →

01/12 **test**

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Concur Quick Start

SAP Concur Quick Start Checklist

Before logging into Concur for the first time, training videos are available to help give you a better understanding of Concur and how to use the system. Below is a condensed list of recommended videos to get started and initial login steps to take.

Getting Started

- ☐ Signing in to SAP Concur with Two-Factor Authentication (2FA) [4-min. Video Link](#) or [Document Link](#)

Expense End-User

- ☐ Updating Your Expense Profile [2-min. Video Link](#) or [Document Link](#)
- ☐ Working with Expense Assistant [2-min. Video Link](#)
- ☐ Creating a New Expense Report [2-min. Video Link](#) or [Document Link](#)
- ☐ Adding an Out-of-Pocket Expense to an Expense Report [2-min. Video Link](#) or [Document Link](#)
- ☐ Itemizing Expenses [2-min. Video Link](#) or [Document Link](#)
- ☐ Working with Available Receipts [2-min. Video Link](#) or [Document Link](#)
- ☐ Entering Personal Car Mileage [2-min. Video Link](#) or [Document Link](#)

Expense Approver/Manager

- ☐ Reviewing & Approving an Expense Report [1-min. Video Link](#) or [Document Link](#)

SAP Concur Expenselt – download the mobile app

- ☐ [How-To: Working with Expenselt - Android](#)
- ☐ [How-To: Working with Expenselt - iOS](#)

SAP Concur Mobile App

- ☐ [SAP Concur Mobile App User Resources \(iPhone\)](#)
 - Videos & Tip Sheets in this section are specifically geared towards the iPhone platform
- ☐ [SAP Concur Mobile App User Resources \(SAP Concur Mobile App User Resources \(Android\)\)](#)
 - Videos & Tip Sheets in this section are specifically geared towards the Android platform

Demonstration - Concur

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Important Dates

- Concur Launch - March 1, 2024
- Feb 1-29 in CCER (final by 3/8)

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Activity Timeline	Corporate Cards (Monthly)	Out-of-Pocket (1 st of twice monthly)	Out-of-Pocket (2 nd of twice monthly)
Transaction Date Range	March 1 st – March 31 st	Since previous – March 10 th	March 11 th – March 25 th
Employee Submission By	April 3 rd	March 11 th	March 26 th
Supervisor Approval By	April 5 th	March 14 th	March 29 th
Accounting Review By	April 8 th	March 16 th	April 1 st
Posted in MIP By	April 8 th (March Month-end)	March 20 th (March Month-end)	April 5 th (March Month-end)
Included in Paycheck By		March 25 th	April 10 th



We're thrilled to adopt the Concur Expense system at LCSNW, enhancing our efficiency and offering bi-monthly employee reimbursements - a significant step forward for our dedicated team"

- David Duea

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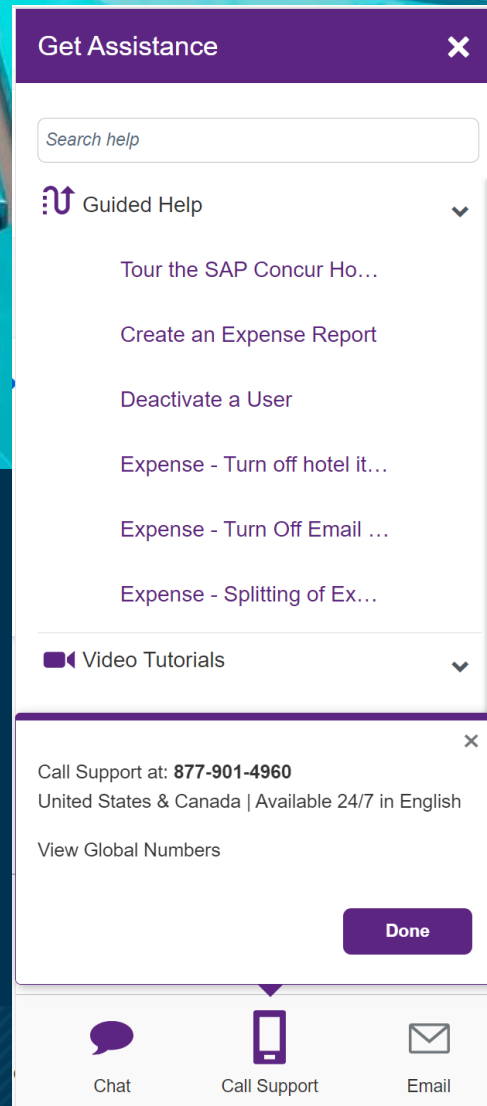
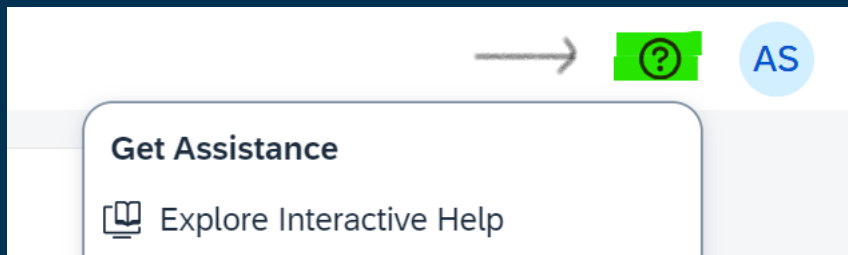
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SAP/Concur User Support Desk



“Finance Projects” new button / link at the top of our Intranet Finance Page

expenses@lcsnw.org

Q & A

