TravelWayne Combined 101 & 201 Hands On Session



Updated - August 20, 2012



What is TravelWayne?

- TravelWayne (Concur) automates the travel request, reservation booking, expense report and approval process for Wayne State employee travel
- This solution also introduces several improvements in the overall process:
 - New streamlined travel policy issued April 1, 2012
 - New travel agency Conlin Travel
 - New travel card JPMorgan Chase MasterCard (Chase MasterCard)
 - Direct deposit for expense reimbursement
 - New monthly mileage form



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Today's agenda to include

- Process overview how does it work
- What are the roles in TravelWayne (Concur)
- What should be processed in this system
- New Travel Policy
- Functions and features of the system
- Profile updates required
- Creating a travel request for:
 - a. Yourself or another
 - b. Cost segment estimates
- Submitting travel request for approval:
 - a. For yourself or another
 - b. Add a step before the listed approver
 - c. Notification of approval



Today's agenda to include (cont.)

- Booking a trip for yourself or another
- Creating an expense report for:
 - a. For yourself or another
 - b. Detailed expense line entry
 - c. Itemizing the Hotel Folio
 - d. Allocating Expenses
 - e. E-Receipts and attaching other receipts
 - f. Submitting for approval
 - g. Approve and forward process
 - h. Notification of approval
- Reviewing and approving expense reports



Concur roles

Traveler

- All active employees with active positions
- All employees with the exception of the following employee classes:
 - CB COBRA Self-Pay
 - CH Hourly Workers' Compensation
 - CO Workers' Compensation/Salaried
 - ER Early Retirees
 - SU Substitute Teacher
 - TR Public School Teacher
 - XB Retirees
 - XD Long Term Disability
 - XH Housing Employer Benefits Cost
 - XO Non Paid but Benefited
 - XU Conversion Generated E-Class
 - XX Terminated

Approvers

- Travel Requests should be approved by the traveler's supervisor
- Expense Reports are approved by the BAO

Delegate(s)

- Able to create a travel request and expense report for the traveler
- An individual can be added as a delegate with a start and end date to accommodate vacations
- The primary delegate can be added to the user profile spreadsheet

Assistant

- Able to book a trip for the traveler
- The assistant(s) must be entered on the user profile page and cannot be added via the user profile spreadsheet



Phase 1: What's now / what's next

What's now

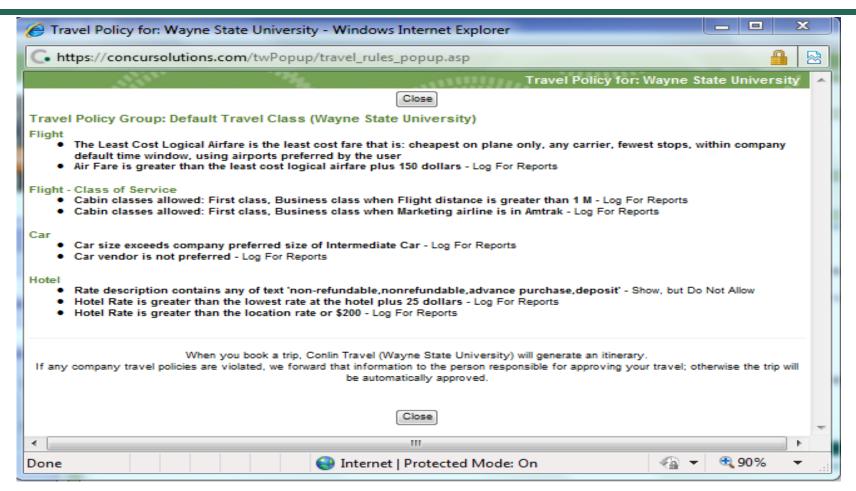
- All employee travel
 - Including Athlete's individual travel activities
- Students that act as employees and that are not part of group travels
- Monthly mileage will be processed in TravelWayne

What's next

- In progress travels
 - Travel started with AAA and the TAER form prior to your Go Live date will be finalized with the TAER process
- Department travel cards
- Group/Team travel
- Guest & Student travel
- These expenses are being targeted for spring 2013



Travel policy & new websites

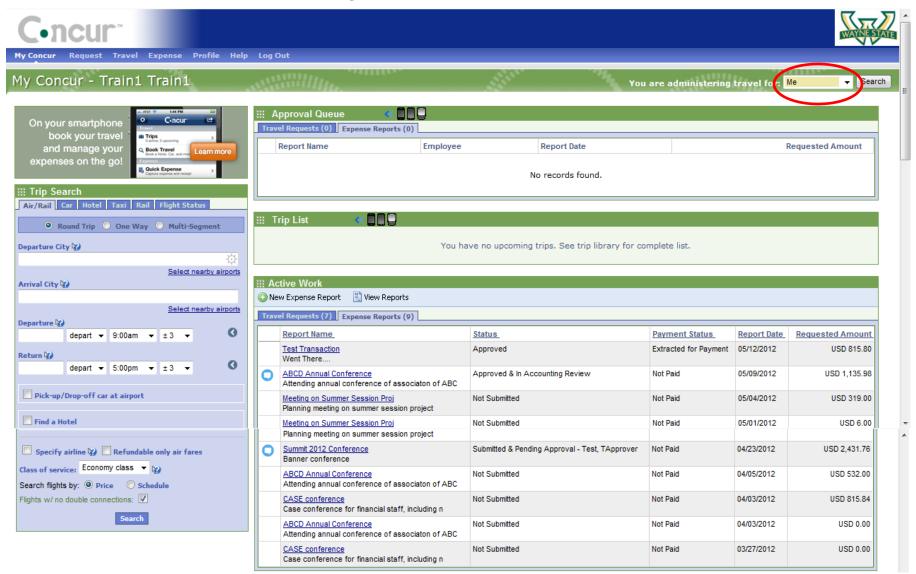


The University Travel Policy is represented in the configuration of the system – please visit
 Travel.Wayne.edu for the most current information on the system and link to Conlin Travel Hub



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Concur mobile apps provide



Triplt Pro

...broad coverage for your travel needs



Mobile apps provide easy access to information

Manage itineraries

Full expense functionality

Directions, maps, and more

Flight status

Manage Receipts











TripIt Pro mobile app



Triplt Pro



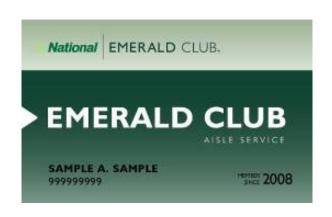
- Master itinerary
- Calendar integration
- Flight alerts
- Triplt Groups

- Points tracker
- Airfare monitoring
- Alternate flights
- Inner Circle

Manage Rentals



Use the perks of National's Emerald Club card





Renting from National using an Emerald Club card number is as easy as:

- 1. Pick your favorite car from their lot
- 2. Show your drivers license on the way out
- 3. You are on your way!

WSU-negotiated prices for National and Enterprise rentals are available via the online booking tool or Conlin Travel agent

Manage Charges with WSU Travel Card



Travel card charges auto populate!







- 1. Use the WSU travel card for your charges
- 2. Travel card charges auto populate your expense report minimizing data entry
- 3. WSU pays Chase for "approved" charges – easing your personal cash flow



Expense report – receipts

Stop the receipt runaround

- email
- mobile photo
- scan and upload



Expense report - receipts

Receipts on the go smartphone photo



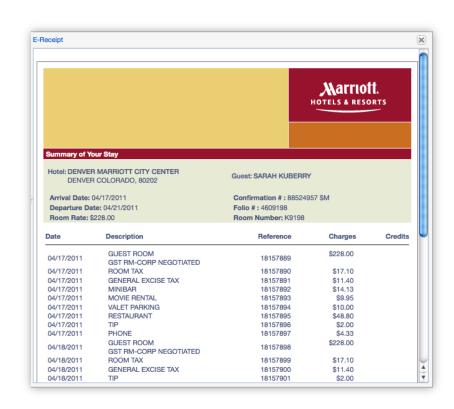


Expense report - receipts

Or eliminate paper with

E-receipts:

- Save time
- Improve accuracy



Elect to receive e-receipts within your user profile



Expense report - receipts

Concur e-receipt partners (representative list)









































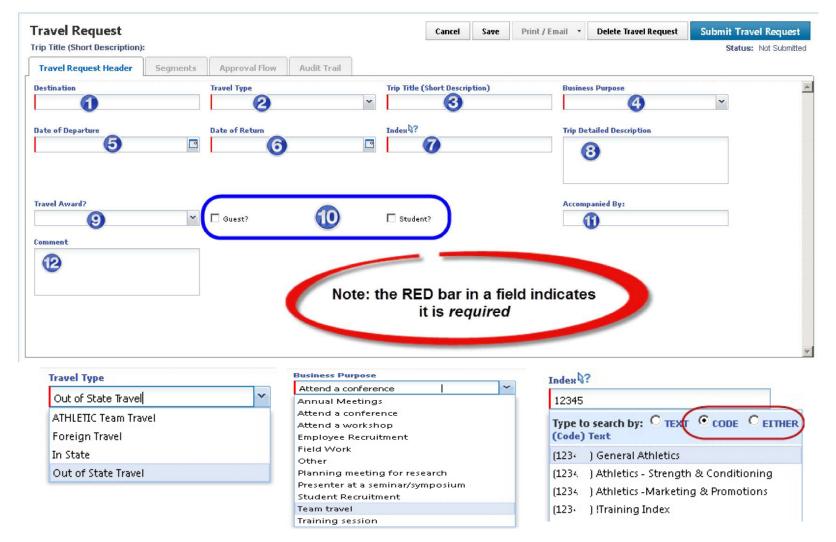
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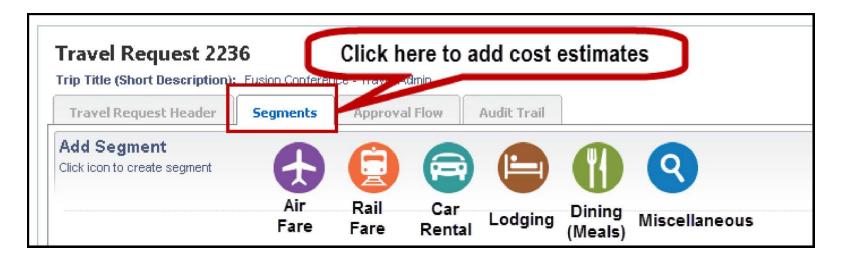


Travel Request - estimated expense





Cost estimate segments



Dining - Meals

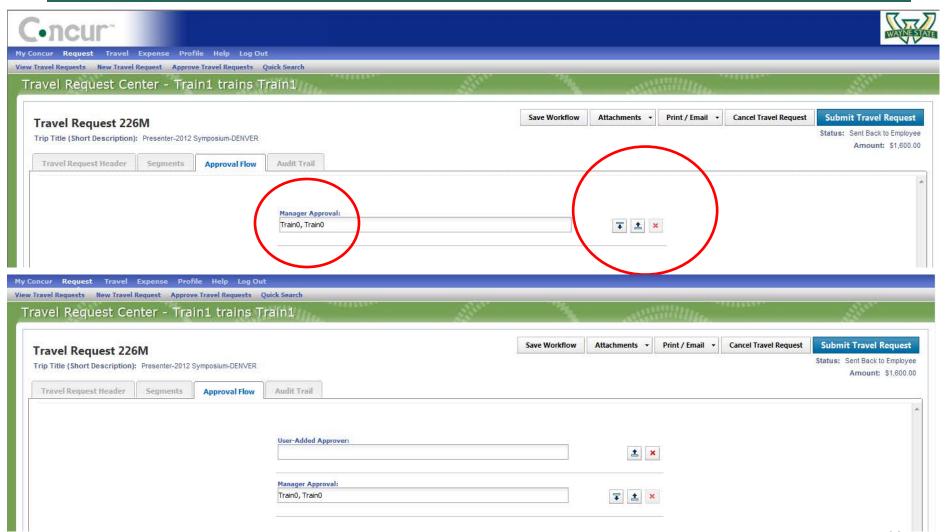
WSU Travel Policy specifies a daily fixed meal allowance

The allowance is based on the GSA *per diem, Meals & Incidentals* (MIE) rate for the specific travel location / destination

Outbound	Brkfst	Lunch	Dinner
Depart before 2:00p.m.		X	Χ
Depart after 2:00, before 8:00p.m.			X
Inbound			
Arrive before 12:00 / noon	Χ		
Arrive between noon & 6:00p.m.	Χ	Χ	
Arrive after 6:00p.m.	Χ	Χ	Χ



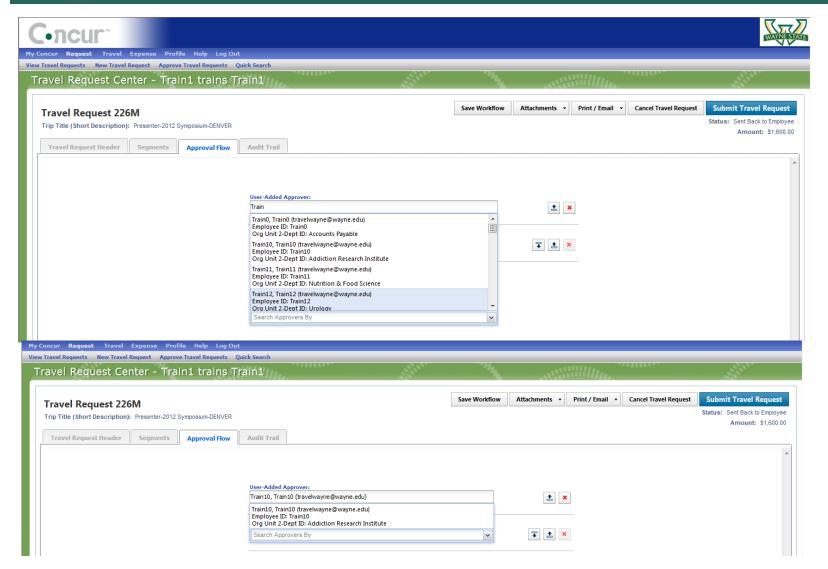
Submit for approval – add an approver



4 4



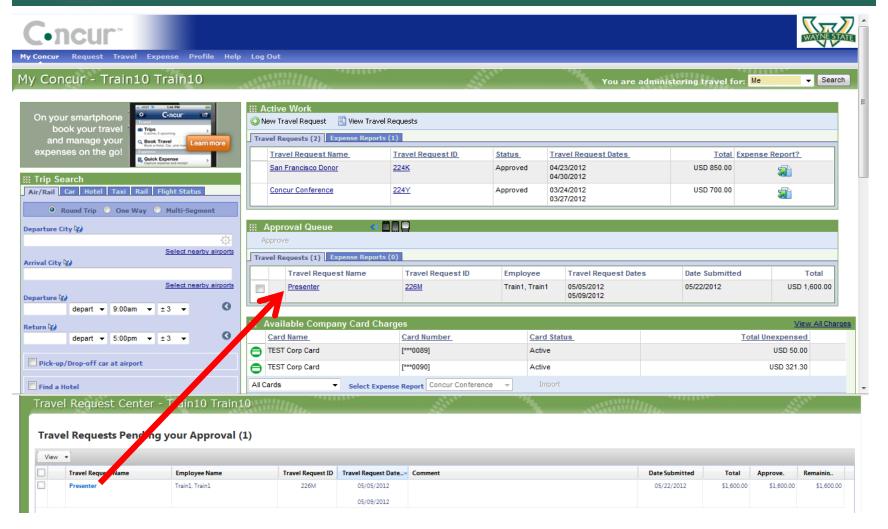
Approver selection for "add a step"





Travel Request – Approvers review

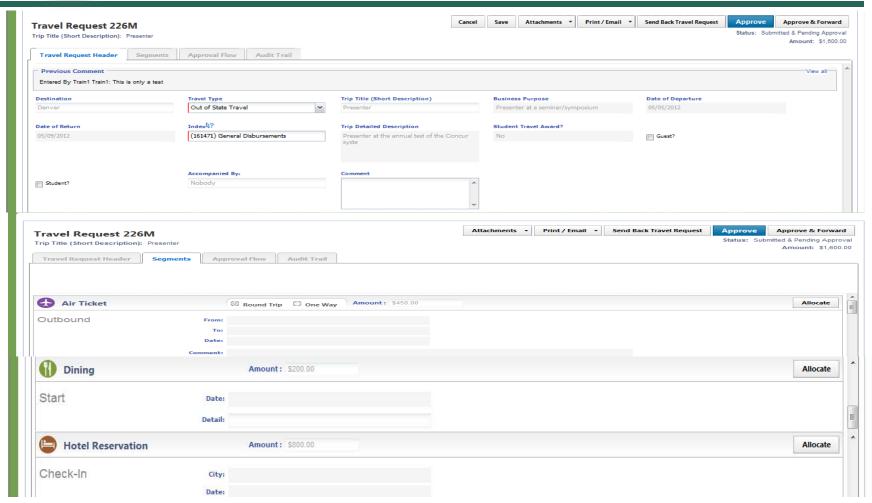






Travel Request – Approvers review

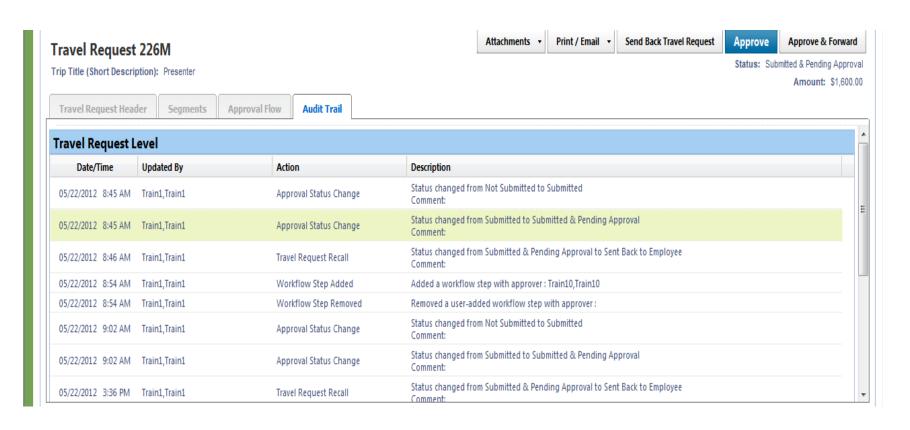






Travel Request – Approvers review







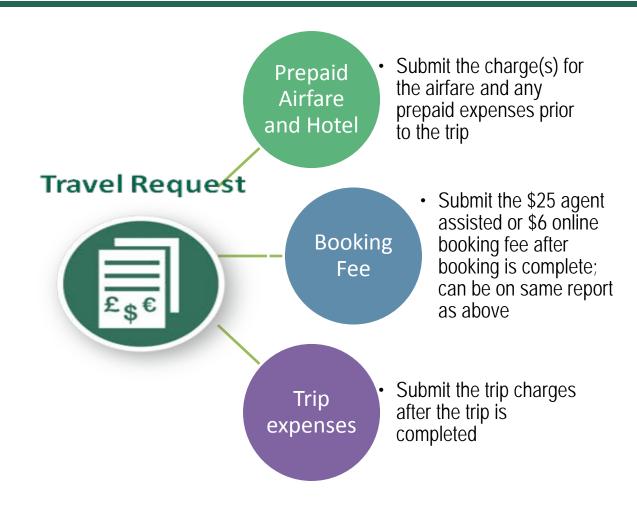
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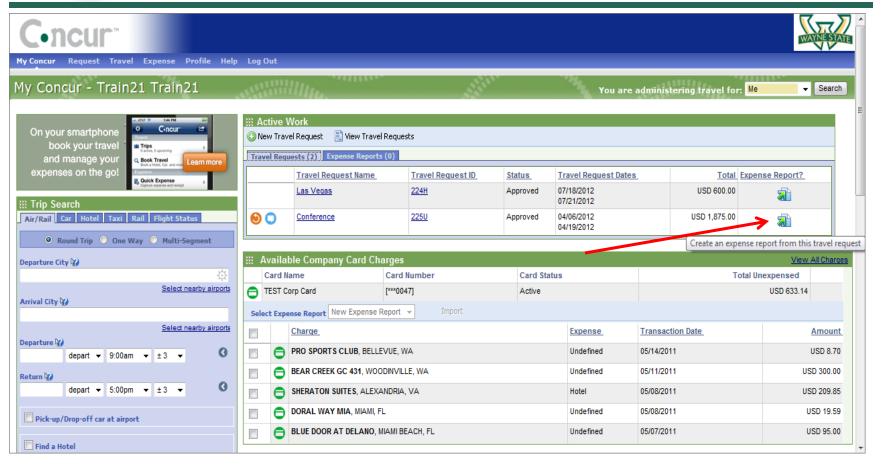


Many expense reports can be tied to one travel request





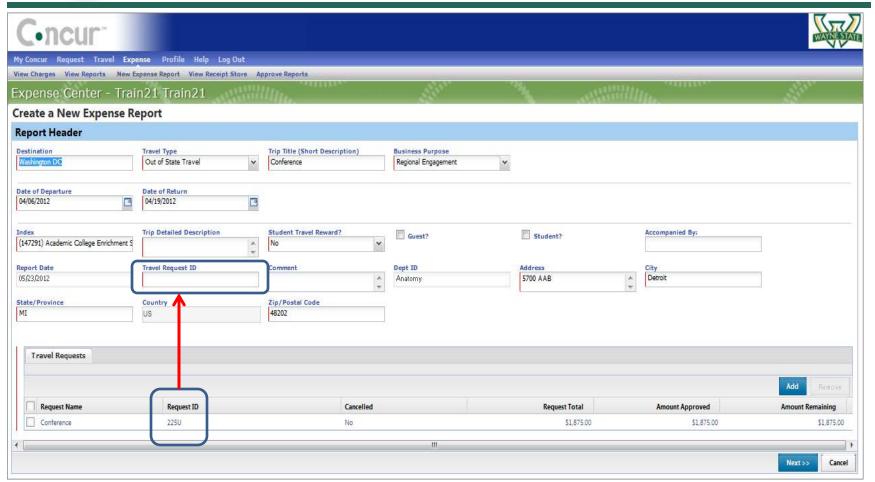
Create an expense report from the approved travel request in Concur



 Choosing the correct line item, launch to the expense report using the Expense Report Icon as shown above



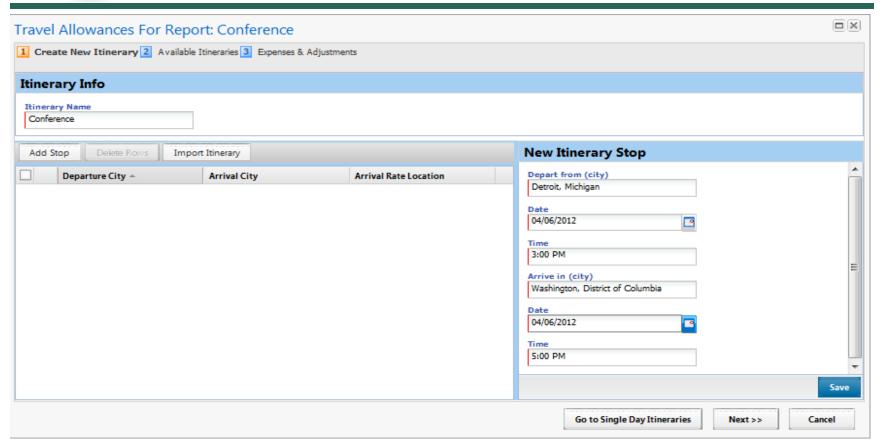
Expense report - header information from the approved travel request



Complete the header screen by entering the TR # and the and any other required items - Next



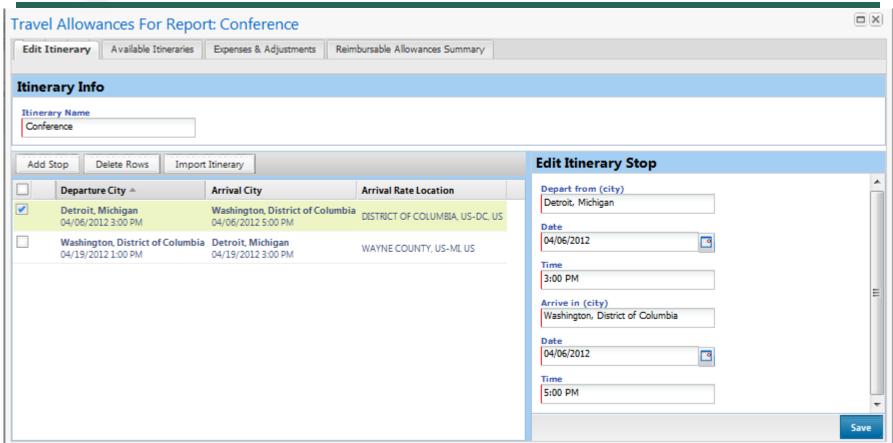
Meal itinerary needed for per diem calculation



- Complete the required information for date of departure and click "Save "
- Complete the required information for date of return and click "Next"



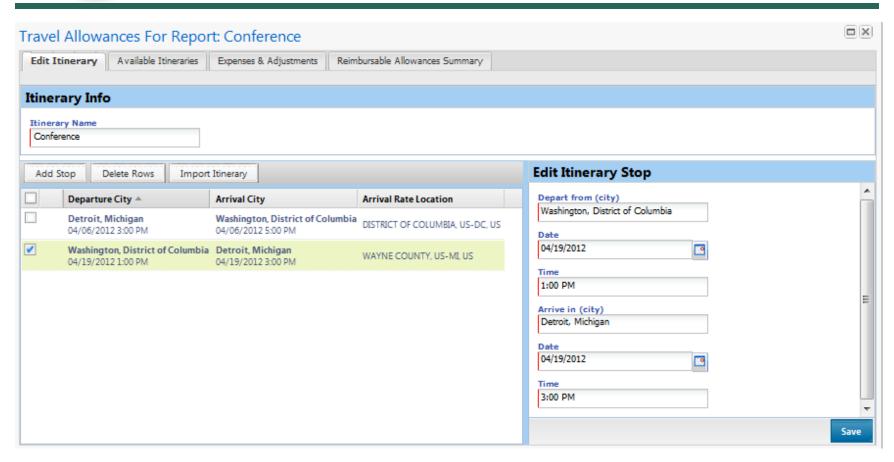
Meal itinerary needed for per diem calculation



 Complete the required fields to generate the per diem meal expense reimbursements



Meal itinerary needed for per diem calculation



 Complete the required fields to generate the per diem meal expense reimbursements - Save



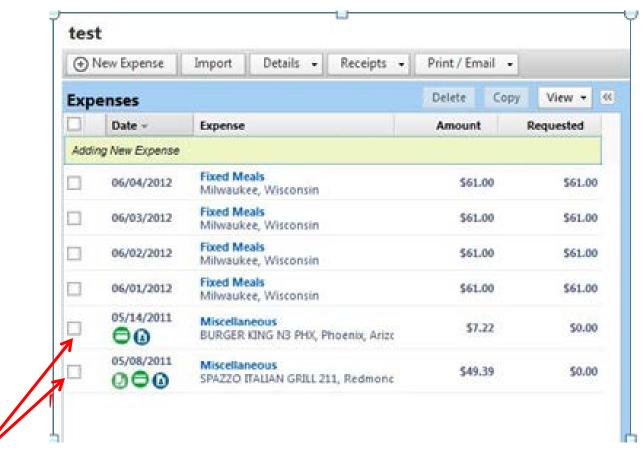
Expense report - meals







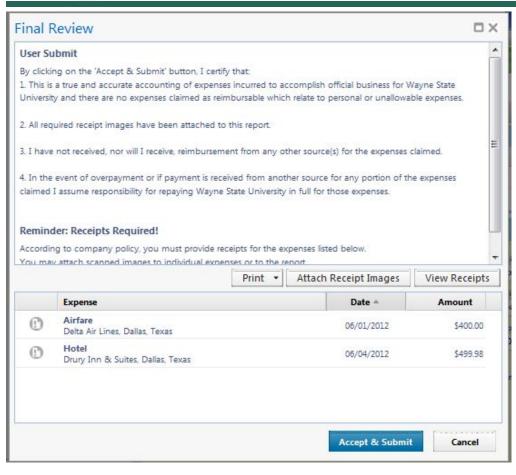
Expense report - meals

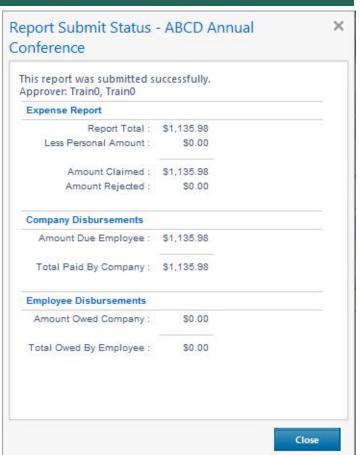


Mark the actual meal receipt as a 'personal expense' when declaring fixed meals (per diem). The traveler will need to pay JPMorgan Chase for these personal expenses – which should be offset by the per diem payment to the traveler from WSU.



Expense report – review & summary



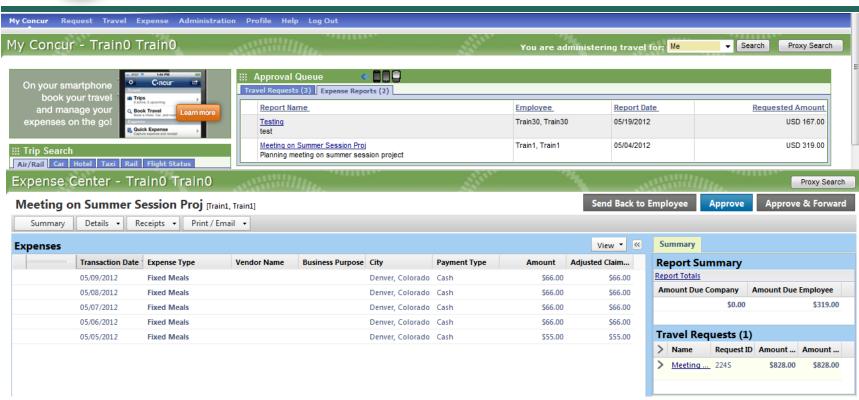


Complete and Submit Expense Report



Expense report – Approver's Review





Complete and Submit Expense Report



Expense report – Approver's Review



estination	Travel Type	Trip Title (Short Description)	Business Purpose	
liami, Florida	Out of State Travel	Meeting on Summer Session Proj	Planning meeting for research	
ate of Departure	Date of Return			
6/21/2012	06/22/2012			
dex	Trip Detailed Description	Student Travel Reward?	Guest?	
(128271) MPSS Credit Programs-Admin	n Planning meeting on summer session project	No		
		Student?	Accompanied By:	
			Terry Margolis	
port Date	Travel Request ID	Comment	Employee Name	
5/04/2012	2245		Train1, Train1	
ept ID	Report Key	Report Id	Report Currency	
Accounting	151	F6D9A70B32334CEFB50C	US, Dollar	
		Receipts Received	Submit Date	
		No	05/23/2012	
oproval Status	Payment Status	Address	City	
ubmitted & Pending Approval	Not Paid	6180 h	t	
Final Confirmation	า		X	Cancel
Approver Receipts			_	
By clicking on the 'Accept	button, I certify that:			
1) the receipts have been	reviewed and support the itemiz	ed expenses.		
2) The expenses claimed h	erein are reasonable and in com	pliance with the WSU Travel Police	y	



Expense report - Approver's Review



- The approver can elect to add another individual for approval purposes by using the 'Approve and Forward'
 - Exception requires additional approval
 - Split accounting across multiple schools



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Update your user profile

- Change your time zone, date format, or language
- Update your personal information
- Set up a delegate
- Set up a travel assistant
- Set up credit cards
- Set up bank information
- (Recommended) Concur mobile apps registration
- (Recommended) E-Receipts activation



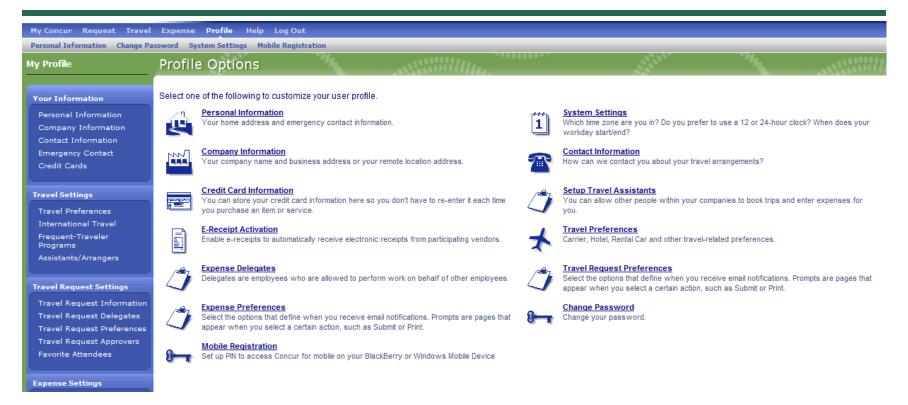
The Concur homepage



- The Homepage can be sorted to fit your preferences for priority viewing
- Please refer to the Homepage Job Aid for details
- Let's move to the "Profile" selection to the right on the toolbar



Your Concur profile



- This is the most important section for getting starting in TravelWayne Your personalized profile must be updated for your specific information – please review every screen
- You will need to advise your travelers to review it closely and update as needed or you can provide them a template for data to be entered on their behalf – DON'T FORGET TO HIT SAVE



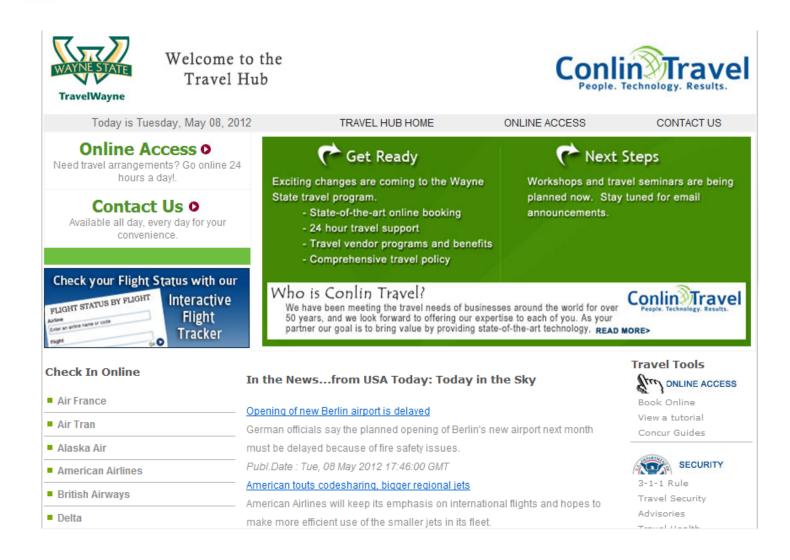


Payment

- Default user profile setting is 'Employee ACH' (direct deposit)
- When your log on is activated update your banking information for direct deposit immediately
- A penny test will be conducted and you must verify that it completed successfully before your expense report can be submitted for payment
- Out of pocket expenses will be deposited in 3 business days after final approval

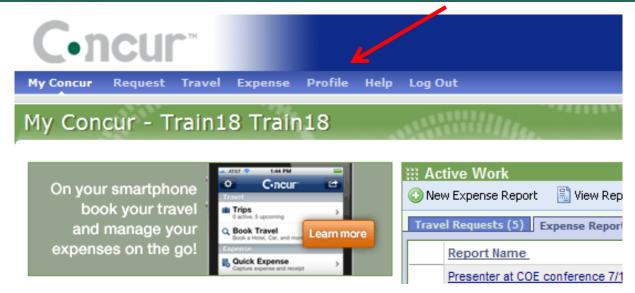


Conlin Travel - Online booking or agent-assisted





Updating your profile

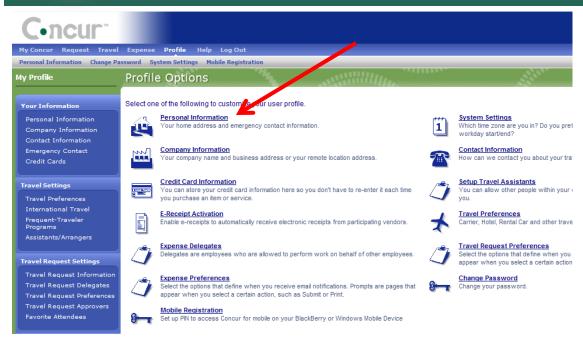


When you receive your login information near your cohort start date... focus on updating your profile.

Travelers should complete their own. Arrangers also need to complete theirs for required information.



Updating your profile



Numerous links – but most will open in one long page. Start with the "Personal Information".



Updating your profile

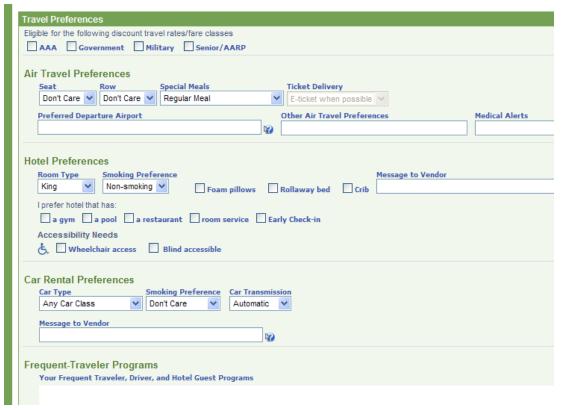


Name - The TSA affect:

- First and middle name run together
- No Prefix or suffix
- Legal name
- Take it seriously TSA does



Updating your profile



Take advantage of discounts and frequent flyer programs.

Add your preferences – policy takes precedence.



Updating your profile



Secure Flight

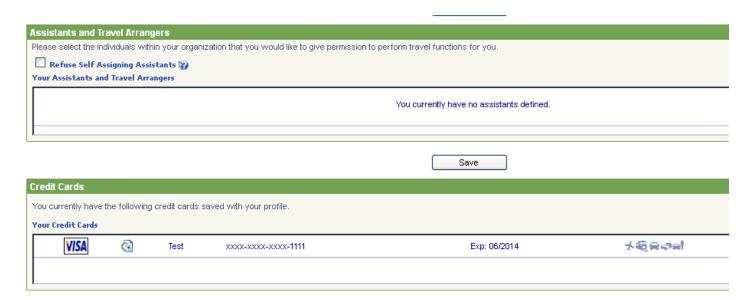
Gender and birth date required. Birth date encrypted.

DHS Redress Number – Program to help if your name resembles that of someone on a watch list.

TSA Precheck – great program for reduced security line recently rolled out to the public. Visit the TSA.gov website.



Updating your profile



Add an assistant to allow that person access to book travel on your behalf.

Add credit card information to be utilized for bookings.



Updating your profile



Don't forget to save. Many Save buttons, pick any one.



Updating your profile

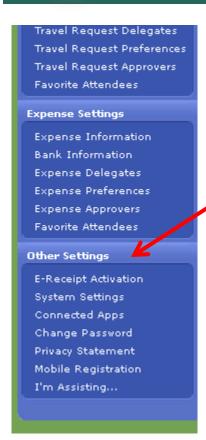


Visit the Expense Settings to update your bank information for direct deposit reimbursement.





Updating your profile



Other settings:

- E-Receipt Activation
- Mobile App Registration
- System Settings
 - Set what emails you wish to receive.



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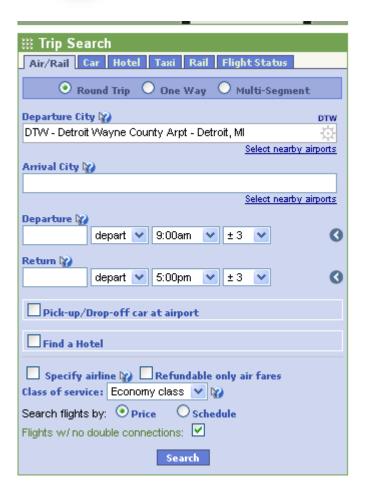
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Booking Travel



Booking Travel



Features:

- Live inventory
- Built in contracts and discounts including
 AMEX hotels
- Unused ticket display
- Southwest integration
- User friendly interface and fast results
- Automated receipt push to expense
- 50+ years of experience of Conlin Travel

Booking Travel



Booking Travel



Let's take a look!

Let's enter a Travel Request



Go to the online system here



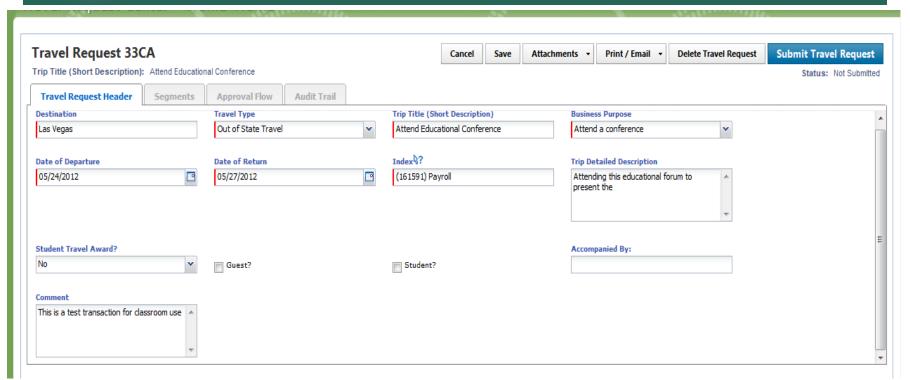
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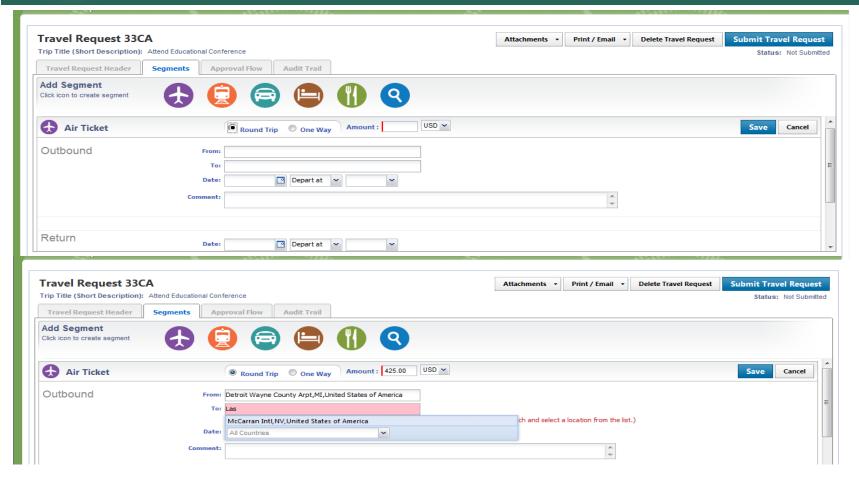
Travel request header



- Please begin the data entry for your travel request header page we are all going to Las Vegas
- Remember to click the save tab when complete before going to the next option - Segments



Travel request segment - airfare

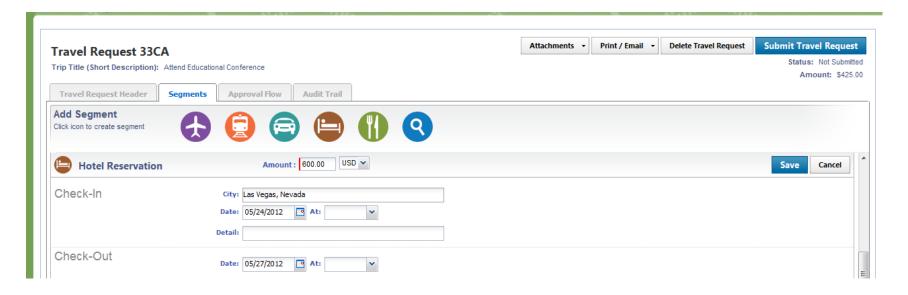


 Please be sure to review the selections available – begin typing the locations or 3 – digit short name for the airport if known

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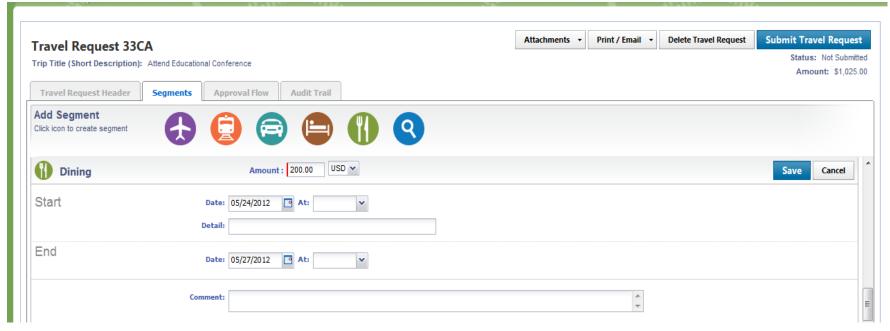
Travel request segment - hotel



- As with other segments, provide the level of data required for your travel approver to know enough details of the trip to access for approval
- Departments may require more than just the expense segment amount
- Don't forget to hit "save" as you move to the next segment



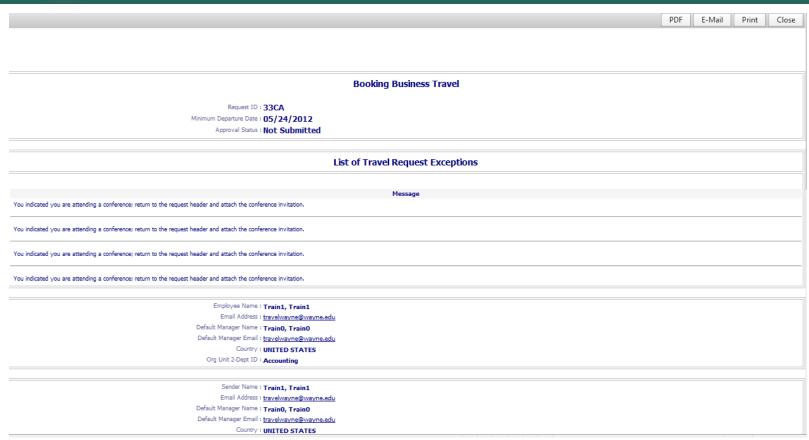
Travel request segment - meal



- Your meal estimate should follow the policy guidelines (See GSA Tables for per diems)
- Departments may require more details in the comments section if a meal will be a group event or business meal
- Don't forget to hit "save" as you move to the next segment



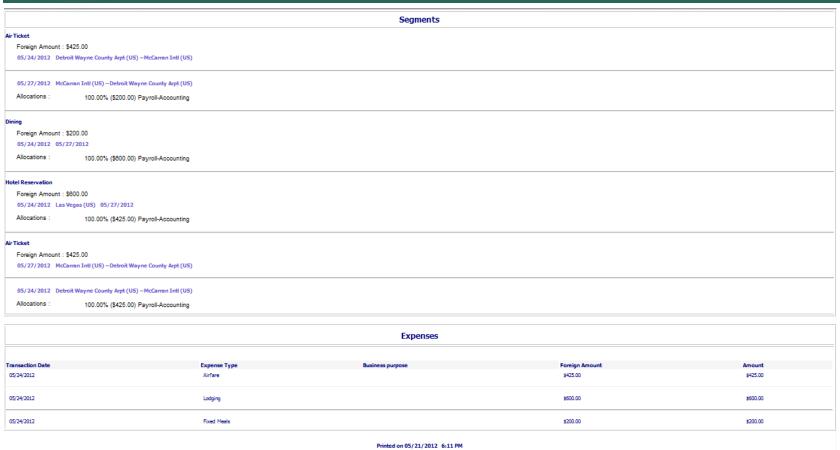
Travel request segment - summary



Using the Print/Email Tab – generate a summary for your review online



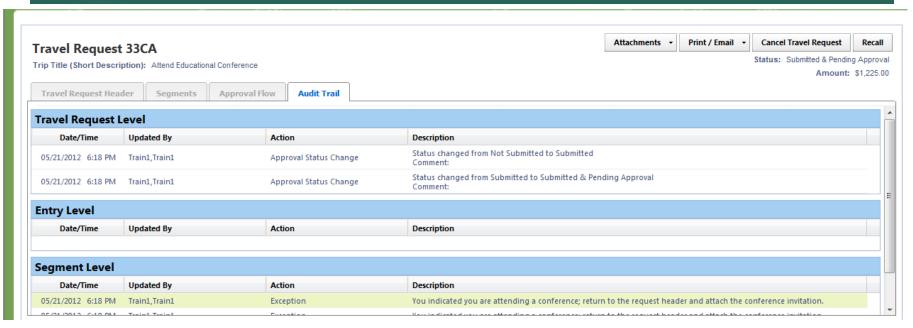
Travel request segment - summary



 Using the Print/Email Tab – generate a summary for your review online before submission



Travel Request – Submission

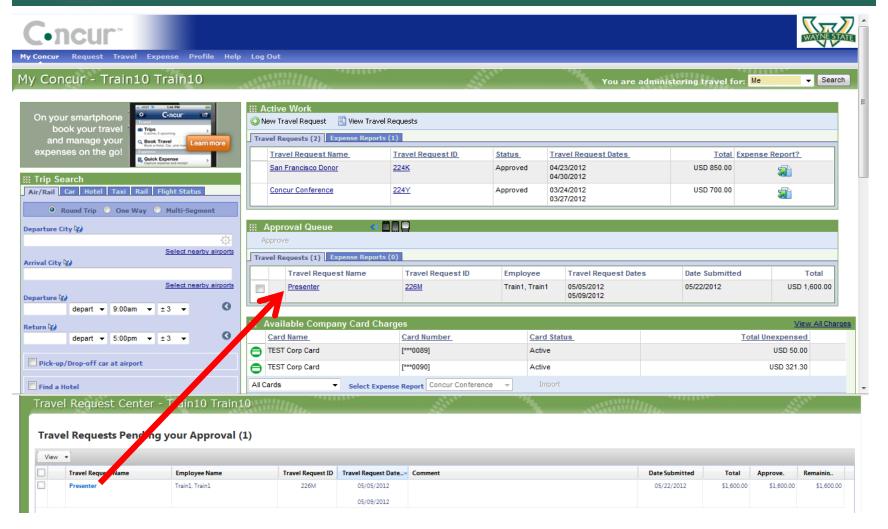


 Review the Travel Request Status screen for possible Exceptions (need to attach Conference agenda)



Travel Request – Approvers review

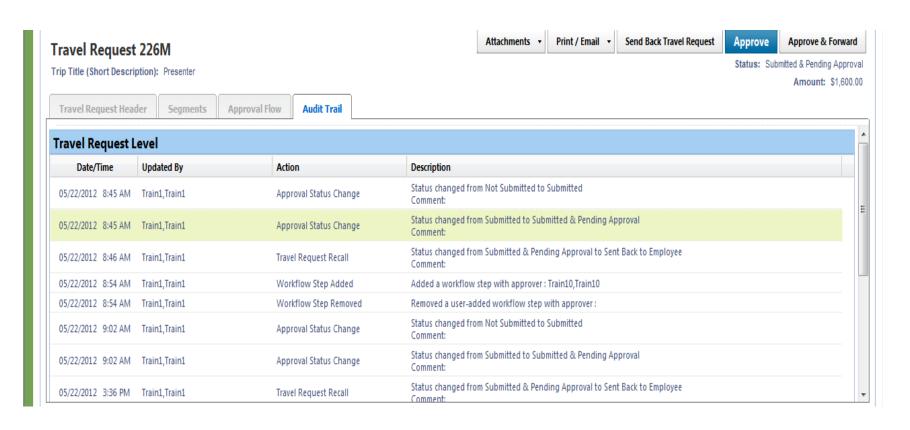






Travel Request – Approvers review







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Let's enter an Expense Report

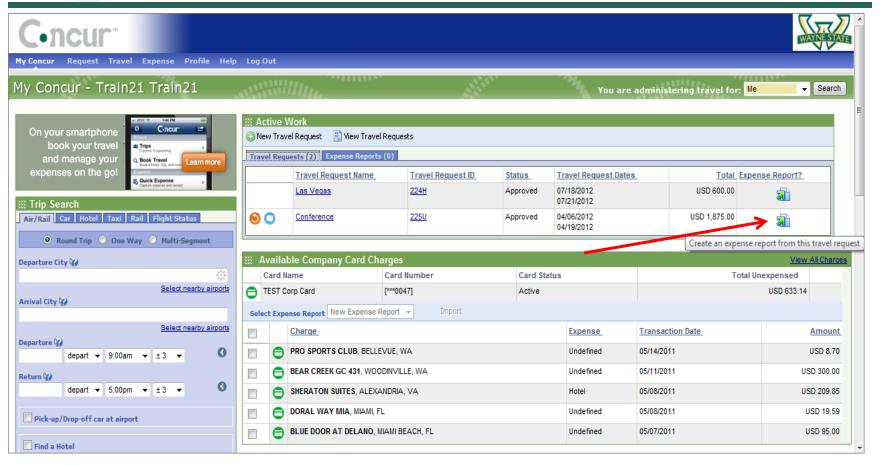


Go to the online system here

Complete and Submit Expense Report



Create an expense report from the approved travel request in Concur

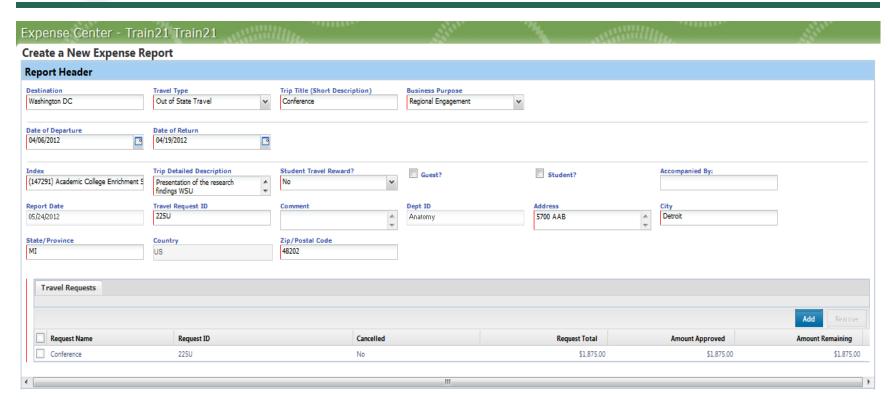


 Choosing the correct line item, launch to the expense report using the Expense Report Icon as shown above

Complete and Submit Expense Report



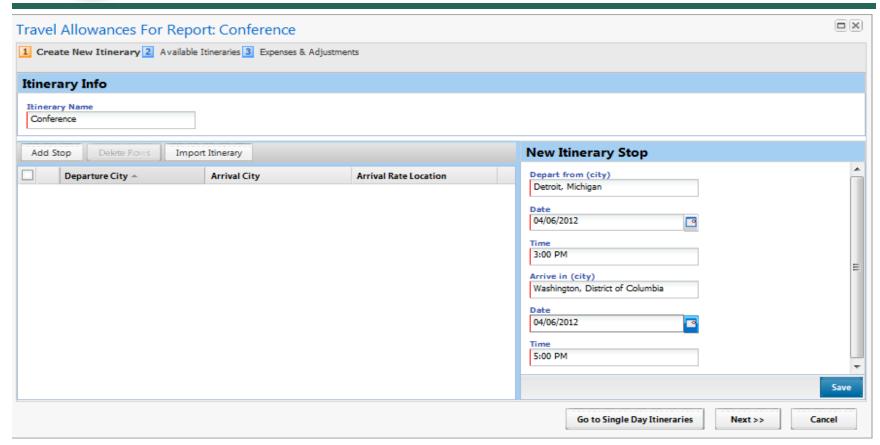
Expense report - header completed



- Complete the header screen by adding any trip comments as required
- Next



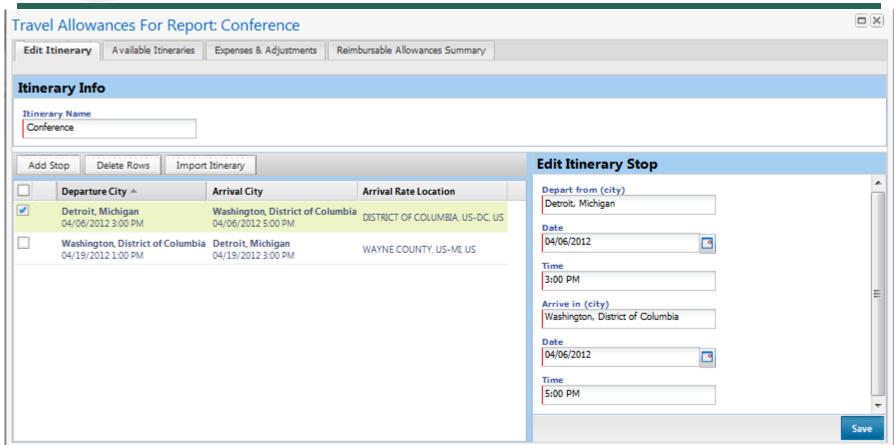
Meal itinerary needed for per diem calculation



- Complete the required information for date of departure and click "Save "
- Complete the required information for date of return and click "Next"



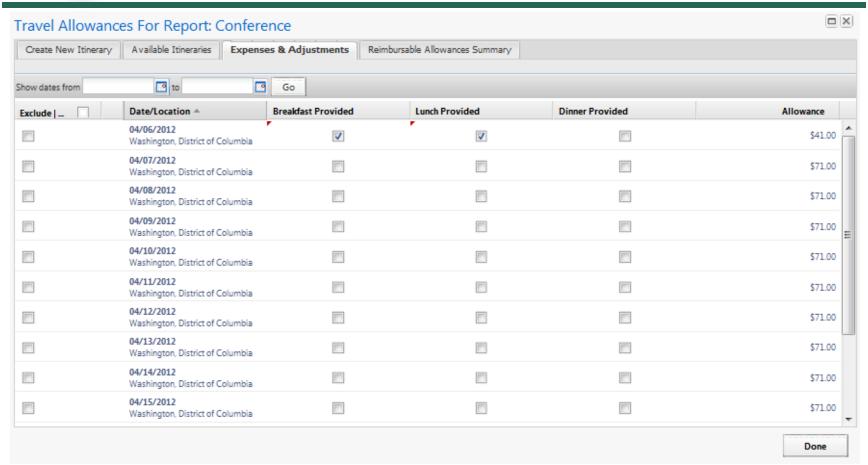
Meal itinerary needed for per diem calculation



 Complete the required fields to generate the per diem meal expense reimbursements



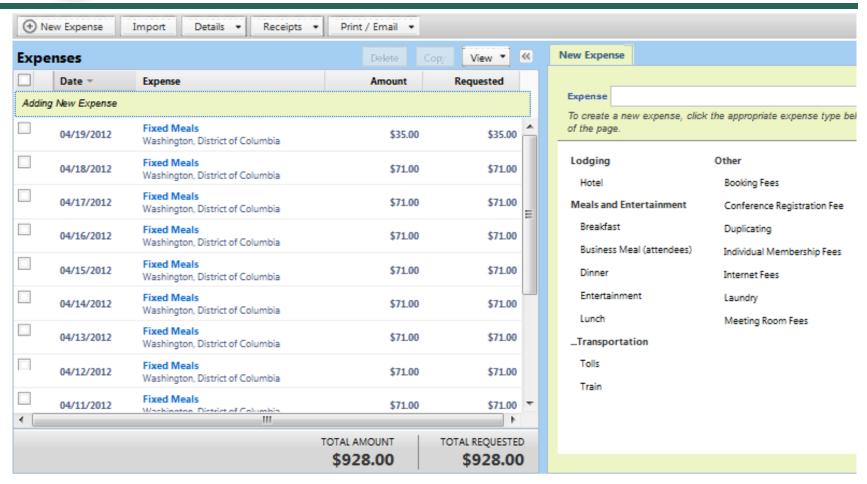
Meals to be excluded from per diem calculation



Complete the required information and click "Done"

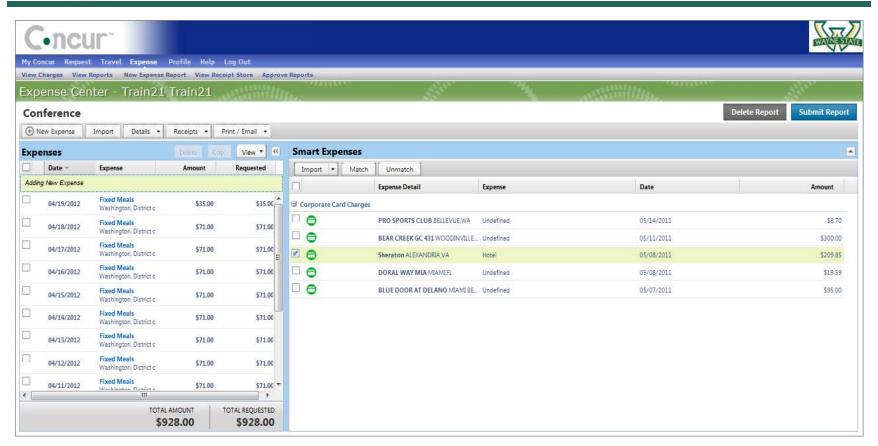


Expense report – meal line items created from the meal itinerary





Expense report – import card charges



 Select the credit card charges to be added to this expense report and click on the "import" tab

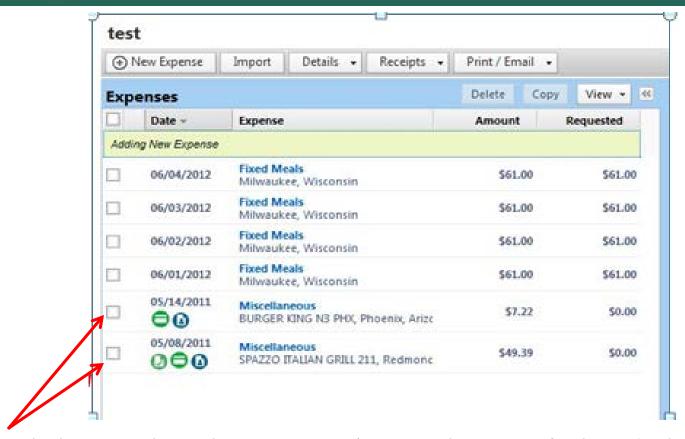


Imported card charge - Hotel





Expense report - meals

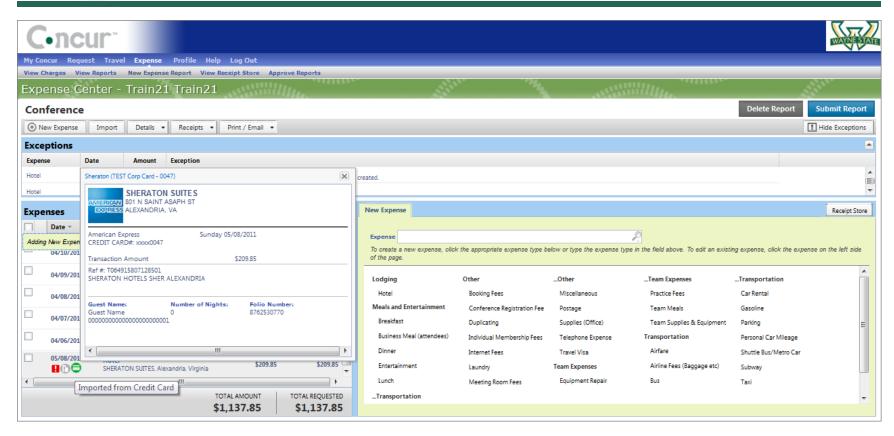


Mark the actual meal receipt as a 'personal expense' when declaring fixed meals (per diem). The traveler will need to pay JPMorgan Chase for these personal expenses – which should be offset by the per diem payment to the traveler from WSU.

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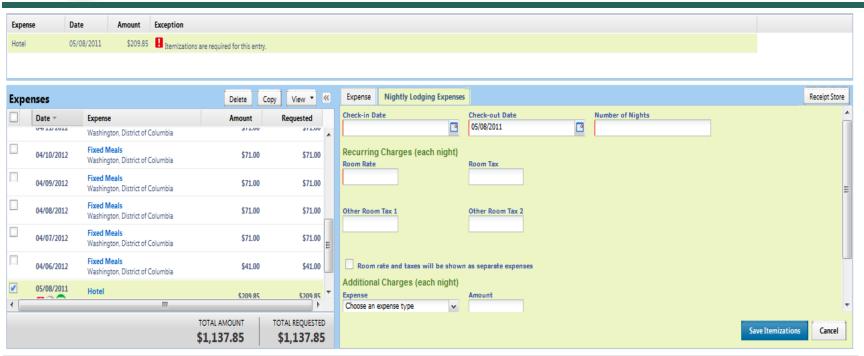
Imported card charge details



 Move the pointer to the expense line icons to reveal the attached card receipt data



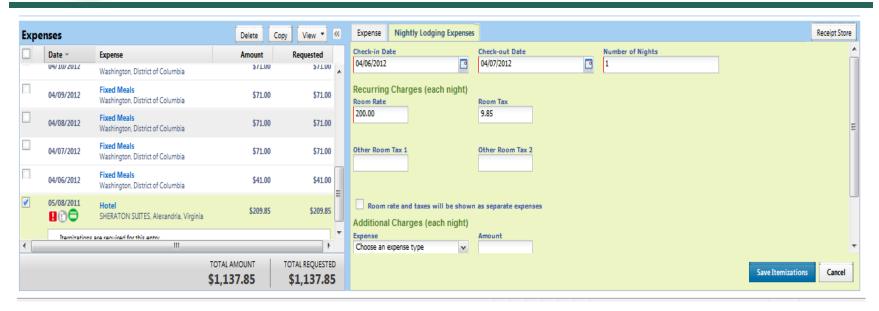
Itemize the hotel expenses



Enter the hotel folio details by day



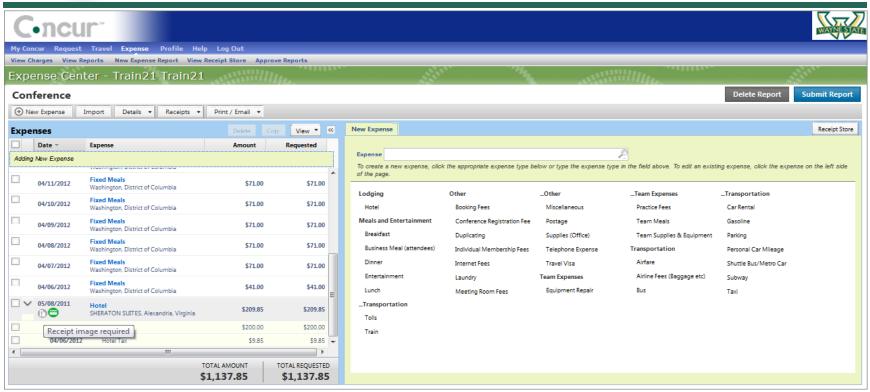
Itemize the hotel expenses



• Enter the hotel folio details by day - "save itemizations"



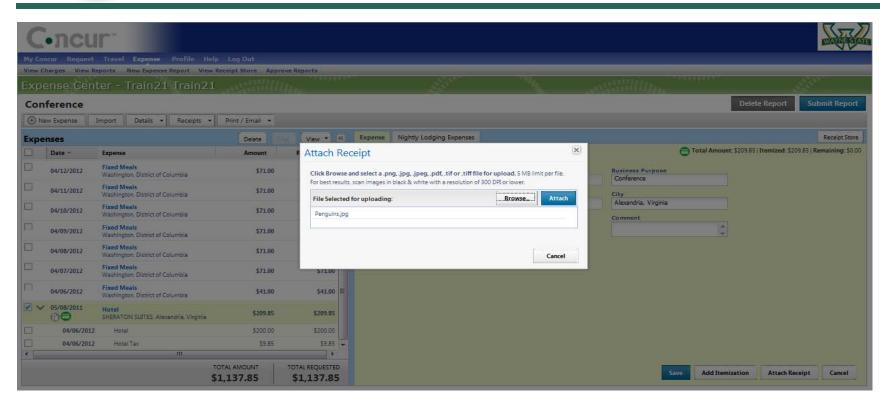
Hotel expenses –receipt required



 Receipt image required icon – receipt must be attached to complete the report



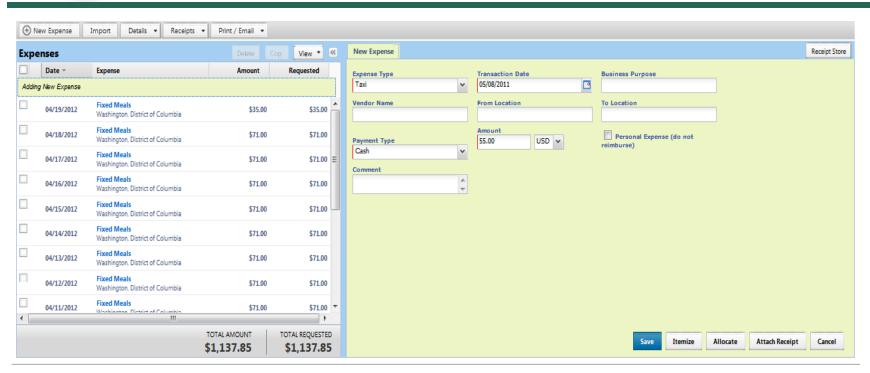
Uploading a receipt image



• Uploading the receipt image

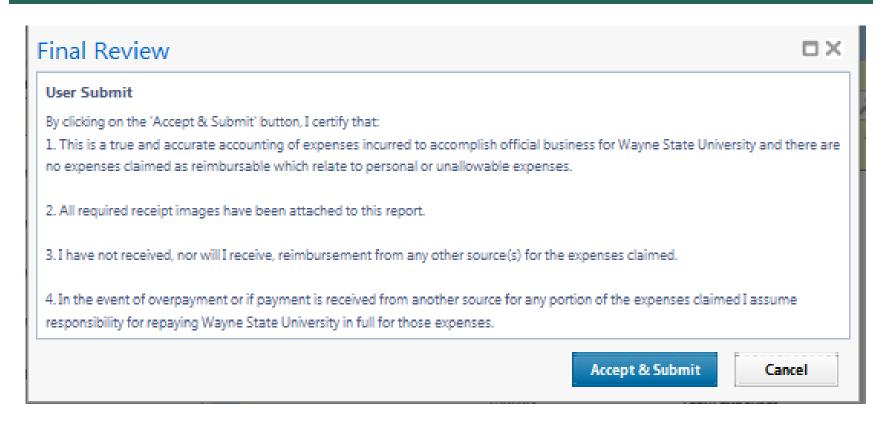


Add a new out-of-pocket expense item



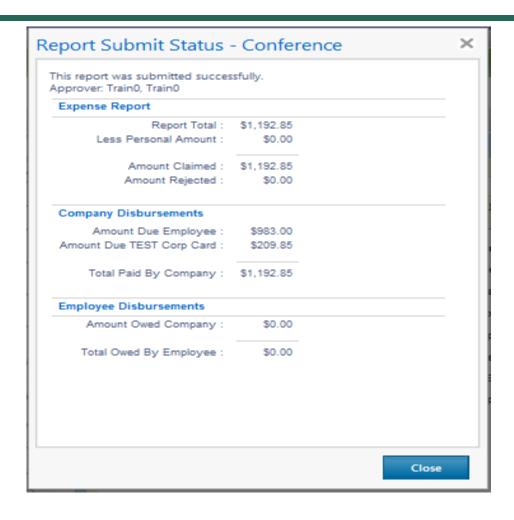


Submit expense report for approval





Expense report summary



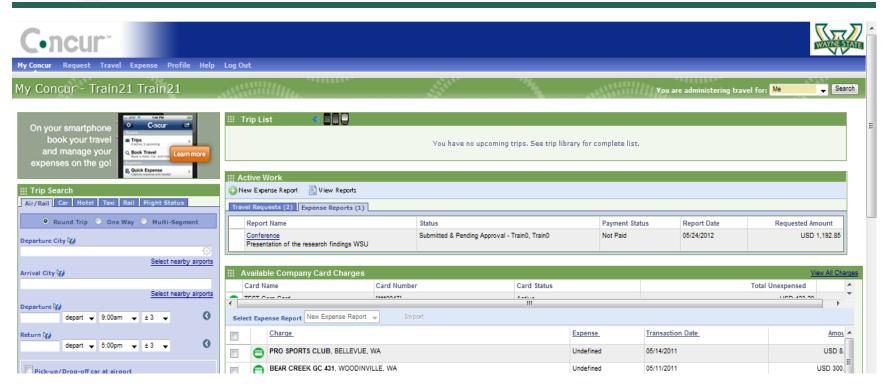


Expense report submitted





Homepage status of transactions





We reviewed these main sections

- Profile updates
- Travel Request estimated expenses
- Travel Request Approval
- Travel Booking
- Mobile Apps
- National / Emerald Club
- Expense report header & expense segments
- Expense report review & summary
- Payments Travel card and your reimbursement



Training opportunities

Introduction to TravelWayne - 101

- Introduction and a review of the basics of how to use TravelWayne
- 2 hours lecture-style including a brief online demo and Q&A

Hands-on Training - 201

- Register through Pipeline by invitation only from your BAO registration is required
- Recommended for department administrators and expert users
- 2½ hours lab setting hands-on exercises covering Travel Request, Booking & Expense

Office hours for hands-on assistance

- Open session no agenda bring your questions
- Lab setting

On-line Training Aids

Quick Reference Guides & Program Details located at Travel.Wayne.edu

Conlin Travel Hub

 Online booking training videos, Travel information & more located at Conlintravelhub.com/wsu

Training is available but not required



TravelWayne support options

- Call 313-577-TRIP (8747) for TravelWayne support options
- Visit Travel.Wayne.edu to view the travel policy and information to help you get started
- Visit www.conlintravelhub.com/wsu for a wealth of travel tips, online booking training videos and much more
- Contact your Unit Implementation Coordinator(s) for onsite assistance

Q & A

