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| Finance Division |

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| --- | --- | --- |
| Date |  | Friday 15th November 2019 |
| Time |  | 2pm-4pm |
| To |  | Expense Management System User Group |
| At |  | Granada and Heidelberg Meeting Room, Greenwich House |
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Expense Management System User Group

**Attendees**

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| --- | --- | --- | --- |
| Diana Eddy | Physics | Paul Thompson | Finance |
| Ann Searle | Chemistry | Kerry Wallis | Fitzwilliam Museum |
| Graham Titmus | Computer Science and Technology | Susie Chan | Office of Post Doc Affairs |
| Michael Atkins | CUDAR | Gina Arnold | Vets School |
| Joe Worth | MRC CBU | Phil Gooding | Education |
| Rebecca Darlow | Finance | Vaijayanti Shinde | CUDAR |
| Stephen Kent Taylor | Finance | Simon Moore | Computer Lab |
| Karen Sheldon | Finance | Irina James | MRC MBU |
| Chris Hinton | Estates |  |  |

Update on progress

* Default account code - We discussed with the user group the option of having a default charge account code, zzzz. This would provide flexibility in terms of enabling the Departments finance team to amend to the correct coding when they complete their relevant checks.
* If the claimant knows their coding, they can set their codes up in the profile setting. We did explore the possibility of transferring coding data from CHRIS into CONCUR but it wasn’t viable due to some employees having more than one code in the system and not knowing which is the correct one to use. By having a default code the system won’t allow it to interface in CUFS
* A claimant can have a number of codes set up in their profile, which can be selected from a list when completing a claim form
* Q: What would happen with visitors and students:
* A: This would go to a default code for the Finance Team to amend at their stage of the process.
* Q: Could the name of the project also be visible when claiming:
* A: Yes

Two step approval process

* The first stage would go to the department finance team, who would verify the codes, financial regulations etc and then decide whether they forward it to the PI/Budget Holder/Line Manager for approval. Or the second approver could give delegated authority to the finance team to do all of the approval.
* Q: Would a rejected claim also be part of the system workflow?
* A: Yes
* Q: Could the PI amend the claim without the finance team knowing?
* A: They should be able to amend the coding in case the expenditure needs to be coded to a different task/type, but they shouldn’t be able to amend anything else on the claim, it would go back to the claimant for any additional changes and be resubmitted via the approval process again.

Paper Receipts

* The user group were advised by Stephen
	+ Major sponsors accept electronic images of receipts (where the storage and retrieval is systematic and we can certify they are a true copy of the original)
	+ Some confusion where sponsors insist on “original” receipts/invoices. A scan of a receipt CAN be the original if that’s what we store as our evidence.
	+ We’re looking for examples of sponsors who request hard copies. There may be some, but when we’ve looked at specific sponsors where this has been raised there’s been some wording allowing electronic images.

Feedback (1)

* Feedback on questions raised at the previous meeting are covered in the presentation.

Day in the Life

* Group were shown the Day in the Life expense video that was produced for Oxford as part of their implementation. The group liked the video but thought it would be useful if there was one that wasn’t as simple as travelling on a train. The group were advised that Concur will be producing an air travel claim as well.

Expense Survey Results

* Highlighted the following questions to the user group:
	+ What’s important to a claimant
		1. Speed of being reimbursed
		2. Taking a photo of receipts
		3. Complete on the go
		4. Claim status updates
		5. Reporting against budgets
		6. Delegate entire claim completion to a colleague
		7. Start a claim and then delegate
	+ How can we improve the claimant process (top 5 responses)
		1. Speed
		2. Complete digital process
		3. Scan receipts
		4. Notification of claim status
		5. Intuitive system

Q&A

Q: Will Concur check the budget against the project as well as the end date and close date?

A: Funds check fails will be picked up and dealt with in AP in the way they are now. Concur do have a Budget module but this is an extra cost and not part of the project. Project information will populate in concur but until we have a system to look at, how much information is not yet known.

Q: Can we use AirBnB and Uber?

A: At the moment no, it is not recommended.

Q: Will there be a field where the finance staff could enter comment relating to an expense?

A: Yes

Q: Will there be rules in the system?

A: Yes there will be hard and soft rules that link in with the expenses policy.

Q: How will Concur integrate with CUFS, and are we likely to have any issues?

A: As part of the project we will produce a timeline relating to the interface with CUFS to help users ascertain the end to end process timeline and when the employee payment run is completed.

Q: A department has three general department credit cards, where staff gains authorisation prior to incurring the expense on the card, but the card is held under a member of staffs name, how do they deal with the expense lines as the card holder will be ticking to say that they have incurred the expense.

A: Some departments own internal procedures may need amending, but Paul will document these when he visits.

Q: Departments have a pre-travel request to seek authorisation before any travel is booked.

A: This can continue to be a part of an internal process if required. Concur have this function available, and we are looking to include this in the project.

Q: Will the system allow the user to claim an expense that is older than 3 months.

A: The University guidance states that a claim should be made within 3 months of the expenditure being incurred, there will be hard and soft rules within Concur.

Q: How would foreign currency advances work with concur as the current system very much focuses on sterling advances.

A: This is on our list to investigate

AOB

We are reviewing the possibility of:

* including Students reimbursements within the project scope
* the interface process to not only update CUFS and concur with details of current employees but also to create the employee as a supplier and remove that manual process.

