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To: Deans and Vice Chancellors
From: Travel and Payment Card Services
Date: Nov. 14, 2022
Subject: Changes to Travel Policy, Training Resources and Concur Software

In response to feedback received from campus on the existing travel processes, the Chancellor announced the University would be making changes to Concur and our travel process to improve the user experience and make booking and paying for travel easier. Consequently, Travel and Payment Card Services is implementing the following changes in relation to University travel policy, training resources and the configuration of Concur software:

Effective immediately, we have:

- Updated [international travel approval process](#) in collaboration with UNC Global.
- Reduced the frequency of email notifications from Concur.
- Implemented a centralized payment method for booking fees with World Travel, Inc.

Effective by Feb.1, 2023:

- An option will be provided to book travel outside of Concur Travel/World Travel, Inc. Travel policies will be updated to support this option.
- An allowance will be made for flight upgrades (up to business class) for all intercontinental flights and/or flights which exceed eight hours in duration. Travel policies will be updated to support this allowance.
- Government hotel rates will be removed from the Concur Travel booking tool. Updated rates will be available through the World Travel, Inc. agents for qualifying travel.
- A survey will be sent to campus travelers to get feedback on live training needs, updated training materials and call center support.

Effective by March 1, 2023:

- All travel will adopt federal per diem rates. State of North Carolina in-state/out-of-state per diem rates will be discontinued.
- Delegates will be allowed to submit Travel Requests on behalf of other employees. Employees will still be required to submit their own Expense Reports for approval.
- Live trainings will be scheduled in response to survey feedback.
- Training resources will be provided on the existing Concur Expense tools:
 - Expense Assistant
 - E-Receipts
 - ExpenseIt
 - Expense Report creation from Travel Requests

Effective July 1, 2023:

- The University will purchase and implement a virtual assistant tool for Concur called WalkMe.
- The University will implement a Concur Call Center.

Additional details and procedure updates will be communicated to University Business Managers as these changes and updates are implemented.