

ICAEW Accreditation Scheme

Concur Software Evaluation

Concur Technologies, Inc.

**Concur
Release June 2017**



**ACCREDITED
SOFTWARE**

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Summary

1.1 Introduction

The suitability of good expense management software for each particular company and user will be dependent upon individual requirements. These requirements should therefore always be fully considered before software is acquired. The quality of the software developers or suppliers should also be considered at the onset. Because of the pace of software innovation related to cloud computing, it is also valuable to look at the supplier's relative position on the technology curve. Lastly, it is important to evaluate the vendor's suitability working with companies of different sizes, and their ability to modulate their solution depending on the size of their client's business.

1.2 Software under review

Fundamentally, good Travel Booking, Expense Management and Invoice Management software solutions should:

- Permit an efficient travel booking process in accordance with the company travel booking process.
- Permit efficient detailed submission of expense claims and automatically route them for authorisation and review in accordance with the prescribed company expenses policy.
- Permit an efficient invoice management process in accordance with the company process.
- Provide detailed reports to allow companies to determine spend patterns, benchmark category spending and permit fast payment to claimants.
- Provide sufficient information to allow companies to meet their regulatory reporting obligations in respect of compliance and VAT reclaim.
- Leverage the latest technologies to reduce employee time spent on manual data entry and reduce errors.
- Give visibility into business travel bookings and expenses at any moment
- Seamlessly integrate with a range of ERP software that may already be deployed in the user's company.
- Consider the ease of use among the employee population.
- Fit the user's business size and geographic scope.

It is essential, when software is implemented, for appropriate support and training to be available that is tailored for business size and needs.

2 Approach to evaluation

2.1 Objective

To evaluate Concur® against a set of criteria developed by the ICAEW to ensure that the software meets the requirements of expense, invoice, travel and risk automation software.

2.2 Software/hardware utilised

The solution is provided as a Software as a Service (SaaS). The service is available to users via a standard Windows or MAC laptop accessible via browsers such as Internet Explorer, Safari, Firefox and Chrome. Concur is also accessible using a native mobile app downloadable from the Apple or Android store.

2.3 Report structure

The report has been broken down into its main constituents in the contents page. The evaluation questionnaire was provided by the ICAEW and has been used without alteration or amendment.

3 Matters to consider before purchase

3.1 General overview

Concur is a leading provider of integrated expense, invoice, travel and risk management solutions for companies that range in size from small businesses of less than 100 employees, to large global enterprises with tens of thousands of employees.

Concur streamlines and automates the expense reporting, travel booking, and accounts payable processes for an organisation through an interconnected and open platform that enables business to see all sources of their spend, and links with partners to access even more data for robust analysis that enables better decision making. Along with this, Concur also has a risk messaging platform that integrates with its other software solutions.

Concur is a cloud-based service. It provides software automation and tools that can be accessed from home, office or mobile locations from any web-enabled device such as a desktop, tablet or smartphone. The Concur solutions are meant to eliminate the paper-based processes of managing travel, expense and invoice management. With Concur, employees can more quickly procure travel, submit expense reports or invoices and supervisors, A/P managers, auditors and senior management can more easily review, approve process and audit them. Ease of use is core to the Concur solution to ensure high user satisfaction and a rapid employee adoption rate.

Concur offers a wide range of extended services including but not limited to end user support, administrative support, audit services and technical consultative services. Through supporting thousands of customers, Concur knows the importance of high user adoption in order to maximise policy adherence, achieve high levels of corporate and legislative compliance and enable organisations to have a comprehensive view of their entire spend, regardless of source. To ensure employee satisfaction and broad adoption, many organisations augment their Concur solutions with support and service, which can be customised depending on the level of change its customer will need to manage through implementation and after.

Concur can also provide an additional service that prepares and updates its customer's data daily and delivers a comprehensive array of standard reports addressing common business challenges, Concur can also serve as an objective and independent third party to ensure employee compliance through a fully managed receipt audit process. Concur also gives customers the option to automate and streamline the procurement-to-pay cycle, featuring both in-country and cross-border Eurozone payment functionality, so organisations can increase employee satisfaction, strengthen compliance and simplify the payment process.

These services enable additional functionality for some organisations with those requirements that may not be needed by everyone and so are not automatically included in the solution.

From the standpoint of implementation, Concur solutions are built on a secure, scalable SaaS platform that requires minimal IT involvement and can be ready to use within just a few weeks. This is a Multi-tenant solution, see E1.9, below. In a multi-tenancy environment, multiple customers share the same application, running on the same operating system, on the same hardware, with the same data-storage mechanism. Multi-tenant applications are expected to provide adequate isolation of security, robustness and performance between the multiple tenants.

Concur has created pre-built Expense solutions for over 30 countries which contain all the requirements for a fast and smooth implementation. The firm has honed their implementation process working with over 600 companies of all sizes in the UK and 20,000 around the globe. As such, Concur can offer small and medium sized businesses a solution that is free to set up with short term contract commitments. For larger or more complex organisations, Concur offers solutions that are tailored accordingly to meet a multitude of complex customer requirements. Concur states that regardless of business size, global footprint or industry, their pre-built solutions will cover over 90% of an organisations key requirements.

Concur is experienced in integrating with ERP and accounts packages such as SAP, Oracle, JDEdwards, Agresso, Sage, QuickBooks, Netsuite and Workday.

When considering the funding of a software solution, take into account the savings that will be achieved post-implementation. With many of its customers, Concur has found that the cost savings associated with automated mileage calculation and accurate VAT reclaim alone is often enough to pay for the Concur solution. Concur states that in addition to these areas, the greatest savings are often found through greater adherence to company policy, leveraging better negotiated rates with suppliers, as well as significantly reducing the administrative burden and costs associated with managing spend. In addition to the hard cost savings, what should not be overlooked is the peace of mind in complying with HMRC regulations.

Lastly, Concur has recently created a “Perfect Trip” fund valued at over £80 million to invest in partner businesses and innovation that can add further value to Concur customers. The firm also re-invests 20% of its revenue in research and development each year.

3.2 Supplier background

With headquarters in Bellevue, Washington, Concur Technologies is an American SaaS company, providing travel, expense and invoice management services to businesses. SAP SE acquired Concur Technologies in September 2014 for \$8.3 billion and the deal was completed in December 2014.

Concur Technologies, Inc. was founded in 1993 in the United States and began operations in 1994. An office in the UK followed in 1997. During the last 23 years, Concur has solely focused on the provision of travel, expense and invoice management solutions to other businesses.

Today, Concur and its affiliates employ over 7,000 employees; Concur has over 30,000 customers in over 150 countries. At present, Concur processes about 10 percent of the world’s travel and entertainment spend. The company experiences high client satisfaction with more than 95 percent client retention. In addition to thousands of small and medium sized businesses who are using Concur to automate their spend management, Concur also boasts a customer base that includes over half of Fortune 500 companies. In the UK, Concur currently has nearly 30% of the FTSE 100.

Concur differentiates itself by being one of the only software suppliers in the market today to integrate the core functions of expense management, invoice, travel and risk to give an organisation full visibility into the movement of funds and employees.

3.3 Product background and Suitability for user

Concur solutions are improved and updated on a monthly basis – mainly based on customer feedback. As Concur solutions are delivered under Software as a Service model these updates require no work from existing clients.

3.4 Typical implementation

Concur's implementation methodology is built on best practice templates from years of experience with clients worldwide. In an effort to get clients up and running as quickly as possible, Concur offers many levels of system implementation to match business requirements ranging from a self-set-up Wizard based approach right through to an intensive project managed approach where their experienced implementation team will help clients with complex and global roll outs.

3.5 Software and hardware specifications

Not applicable as the solution is Software as a Service.

Access is available via any JavaScript enabled browser. The following browser versions have been specifically certified via testing that is completed regularly: Internet Explorer v10 & 11, Microsoft Edge, Mozilla Firefox v51, 52 & 53, Google Chrome v56, 57 & 58 and above or Apple Safari 5.1, 6.0, 7.0, 8.0, 9.0 & 10.0 above on supported Microsoft Windows or Apple Mac OS X platforms.

The free Concur mobile app complements Concur's web-based solution.

3.6 Software installation and support

Apart from the need for a client computer running a browser and an Internet connection, Concur requires no additional hardware or software to be installed or maintained, with no software licenses, upgrades or IT hardware support required.

Concur has built a global organisation located in regional centers in Europe, Asia and North America.

3.7 Partner network and related accreditation process

Concur works with a varied group of partners and accreditation is performed on an individual basis and is led by a dedicated partner business development team in the UK and internationally.

3.8 Integration with other systems

SAP customers can take advantage of the native integration which is now available the SAP Marketplace for download and installation.

Concur can be integrated with other systems through file transfers and web services.

Prospective purchasers should be aware that the integration may be the largest part of the implementation process. It is very important that integration requirements are clearly discussed prior to implementation.

3.9 Limitations

There are a number of minor limitations in the product, which while not adversely impacting upon this evaluation may be of importance to some organisations. It is important that any business contemplating the purchase of a software service reviews the functionality described and limitations therein against its detailed requirements.

- For security reasons data is not accessible via ODBC or other database direct-access tools. However business intelligence tools are provided that can analyse data exported to a separate data warehouse, see G.1.1.
- For security reasons Concur Expense does not support SMS submissions. However, expenses can be submitted using a secure, dedicated smartphone / mobile application.
- Users cannot undertake their own backup and restore processes. Concur undertake regular backups for their customers.
- Standby arrangements with another organisation are not available as this is not really practical as it would require significant specialist expertise and infrastructure to provide the Concur service.
- P11D submissions are not provided as a standard feature but can be produced via the Concur intelligence reporting tool using an appropriately set-up report.

4 Evaluation conclusion

There were no areas for concern. Concur is a strong and user-friendly spend management platform that encompasses expense, invoice, travel and travel risk management software that is well supported by Concur Technologies Inc.

In terms of the functionality that is available within the current version and the target market for this software, the service has been adequately specified and is straight-forward to use.

Disclaimer

Any organisation considering the purchase of Concur should consider their requirements in the light of proposals from Concur Technologies, Inc. and potential suppliers of other similarly specified services. Whilst the contents of this document are presented in good faith, neither ICAEW, RSM (UK) nor John Oates, Consultant can accept liability for actions taken as a result of comments made herein.

Structure of document questionnaire and appendices

Functional appendices are provided at the end of the Functional Requirements Questionnaire. Each appendix covers specific components of the software solution that have been evaluated.

The structure of each appendix summary of functionality is as follows:

- A functional requirements questionnaire where specific requirements expected to be provided by the service in question are listed, along with the supplier's compliance response, and an evaluator's confirmation of review and comments as appropriate. Within each questionnaire individual requirements have been uniquely numbered as the follows:
 - Prefix A through G referring to the appropriate appendix

- Following number. 1.1 being the numeric reference within a specific appendix

For example A.1.18 refers the requirement in Appendix A: Expense management - 'Are software messages clear?'

- A table of primary processes expected to be provided by the solution, along with the individual supplier responses

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A.1 Security and continuity of processing

Question	Supplier Response	Evaluator's Comment
A.1.1 What security features are included to control access to the system?	Access is via a username and password and/or via Single Sign On. Administrator can set password rules including complexity and lock out options. Concur for Smartphones cached data will be wiped automatically after failed login threshold is reached.	Confirmed. Single sign-on available in networked environment but not applicable to remote access at which the product is primarily aimed. Variety of password rules can be set. For Smartphone use, a user can set a 4-character PIN rather than a long password. The PIN becomes specific to the piece of equipment.
A.1.2 Can access to application functions be managed so users can only see and access those functions they are authorised to access?	Users are assigned roles defining precisely what they can see and access.	Confirmed. Users categorised as administrators, expense user or expense authoriser each of which has a variety of roles which define the level of access available to each function.
A.1.3 Is this access to the system managed by:- 1.3.1 Individual user profiles? 1.3.2 User groups based on their job roles?	Each user is assigned roles.	Roles provide sufficient level of granularity to define access for different types of users and to enforce department level rules.
A.1.4 Passwords A.1.4.1 Is access to the software controlled by password? A.1.4.2 Is each user required to have a personal password? A.1.4.3 Are passwords one-way encrypted? [I.e. is it impossible for anyone, including the system administrator to see other user's passwords in the software?] A.1.4.4 Are passwords masked when entered by any user logging in?	Yes. Yes. Yes. Yes. Definable by the administrator.	All confirmed. Confirmed. Confirmed.

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A.1.4.5 Please state the level of password complexity available at application level?	Options include password length, special characters, numerical fields, expiration, and reuse rules.	Confirmed, with further more complex options added in the last few years.
A.1.5 Please state how security allows for access to be specified separately for :- A.1.5.1 Read? A.1.5.2 Read and write? A.1.5.3 Delete and amend?	Roles define not only what functionality but also what data the user can access.	Confirmed.
A.1.6 How are data files uploads or imports validated by the application?	Data is uploaded in a Concur format. These files are processed in a batch fashion, and thresholds for failure (number of allowable error records) are configurable. Success/failure emails are generated for each upload, with a detailed error log also generated.	Confirmed – e.g. log of imported credit card transactions shows date, time, status, file name and list of exceptions. The system emails the client administrator where issues are identified, e.g. references in the wrong format. Example logs reviewed.
A.1.7 Does the software require higher or specific levels of user access for changes to sensitive data, such as employee details?	Yes. Roles that are capable of changing sensitive are very restricted (i.e. employee administrator), and all access and usage is logged.	Confirmed. It is also possible to configure the system so that users are required to enter certain personal details when they first login.
A.1.8 How are deletions controlled by the system?	Users are marked inactive. Expense reports cannot be deleted once approved.	Confirmed. The delete button is not shown once an item is approved.
A.1.9 Are deleted transactions retained in the audit trail and denoted as such?	Modifications are logged both to customer specific logs and infrastructure logs.	Confirmed – detailed logs available. The administrator will use these through the reporting tool. Further, greater detail is available if required through their Concur Account Manager contact.
A.1.10 How does the software track user activity?	User activity, such as changes in profile and changes in password etc. are logged.	Confirmed.

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<p>A.1.11 Can a report be produced detailing all current users and their authority levels and/or access rights?</p>	<p>Yes from within Concur Analysis or the optional Concur Intelligence.</p>	<p>Confirmed. It appears easy to use. Users can add further columns. It is easier to use Cognos Query Studio.</p>
<p>A.1.12 If data can be accessed by separate reporting facilities, such as ODBC or separate report writer, is the user access security control applied?</p> <p>If No:- A.1.13 Please explain any other protection in place to prevent unauthorised access to data with such facilities.</p>	<p>Yes. Concur Analysis and Concur Intelligence use a separate data warehouse. User access including the ability to create new reports is granularly controlled. Data is not accessible via ODBC or other database direct-access tools.</p> <p>N/A</p>	<p>Confirmed – access to reporting tools controlled by access rights defined by roles. ODBC access not available for security reasons.</p> <p>N/A</p>
<p>A.1.14 Is there a clear indication on how the data is:- A.1.14.1 Backed-up? A.1.14.2 Recovered?</p>	<p>Per SSAE16/ISAE3402, ISO27001, and PCI DSS auditing requirements, full backup, recovery and business continuity policies are in place and externally audited.</p>	<p>Confirmed – no user intervention is required for back-up and recovery which is managed by Concur. Grant Thornton audit the compliance with standards annually.</p>
<p>A.1.15 Back ups A.1.15.1 How are back ups provided:- A.1.15.1.1 Within the software application? A.1.15.1.2 Within the operating software? A.1.15.2 Are back up procedures automatic?</p>	<p>Concur performs weekly full backups and nightly incremental backups. Data is stored off site on encrypted media by a specialised vendor.</p> <p>Data is also replicated in near real time to our secondary Tier IV data centre. Data centres are geographically separated to reduce the risk of both being affected by the same incident.</p> <p>Yes.</p>	<p>Confirmed – back-ups managed by Concur.</p>

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<p>A.1.16 Recovery</p> <p>A.1.16.1 Please state how the software facilitates recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).</p> <p>A.1.16.2 Are these automated?</p>	<p>Rollback and maintenance is managed by Concur operations staff.</p> <p>In the event of a catastrophic failure at the primary site, the secondary site would be activated using data replicated to it. Data replication between primary and secondary locations occurs continuously with a lag of a few seconds (two or three minutes during peak times).</p> <p>Yes</p>	<p>Confirmed – provided as part of managed service, no user-intervention required.</p>
<p>A.1.17 What features are available within the software to help track down processing problems?</p>	<p>Extensive logging is available to administrators should issues be caused by their configuration (e.g. workflow rules).</p> <p>All issues related to the infrastructure are monitored and managed by Concur.</p>	<p>Confirmed. This could be where workflow rules are in error and need to be redefined, e.g. a configuration error. Concur has service administrators who know the customer, helping them configure the system and make changes. This is an optional part of the service which most customers take.</p>
<p>A.1.18 Are software messages clear?</p>	<p>Yes they are written for the intended audience (e.g. Concur operations staff, client administrators, end users).</p>	<p>Confirmed. The standard messages are in plain English. Further, many messages are client configurable.</p>
<p>A.1.19 Are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?</p>	<p>Yes. The user selects from a drop-down box with valid responses to common fields. Also, if the user makes a change but presses the Escape key, they are prompted whether they wish to Save or Discard their changes.</p>	<p>Confirmed.</p>
<p>A.1.20 Is there a software log which details:-</p> <p>A.1.20.1 Error messages?</p> <p>A.1.20.2 Security violations</p>	<p>Both error messages and security violations are logged and made available to Concur operations staff.</p>	<p>Confirmed.</p>

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<p>Audit trail</p> <p>A.1.21 Does the software have a detailed audit trail?</p> <p>A.1.22 Is it impossible to turn off or delete the audit trail?</p> <p>A.1.23 Is all input data included within the audit trail, including amendments, deletions etc?</p> <p>A.1.24 Does the software allocate a system generated sequential unique reference number to each transaction?</p> <p>A.1.25 Does software allocate the user id against each element of data input?</p> <p>A.1.26 Is the input date and time stamped?</p> <p>A.1.27 Are all master file changes recorded in the audit trail?</p> <p>A.1.28 Are all standing data changes recorded in the audit trail?</p> <p>A.1.29 How are transactions differentiated within the audit trail?</p>	<p>Yes.</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes.</p> <p>Yes.</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>By having separate tables and using unique identifiers</p>	<p>All confirmed – detailed logs generated including all user actions. Logs include email log showing record of email workflow. Some logs available to user / administrators, e.g. a log showing progress of a claim is available to the user. Audit logs available to administrators via a Cognos based reporting tool. System logs are only available to Concur technical support staff. The Master File Changes Report shows the “before and after” position.</p>
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A.2 Set up and file maintenance

Question	Supplier Response	Evaluator's Comment
A.2.1 Can menus and screens be tailored by the user?	Depending on the solution component it is possible to configure some aspects of what the users can access and see. Specific prompts and user messages can also trigger depending on information entered by the user.	Confirmed – the screen used to manage travel booking and expenses can be tailored by the user. Sections within the Home Page can be moved around.
A.2.2 Can forms be customised to meet the needs of each:- A.2.2.1 Organisation? A.2.2.2 Department? A.2.2.3 Division? A.2.2.4 Employee? A.2.2.5 Group?	Yes. Forms may be tailored to Organisation needs, such as required fields and additional custom fields	Confirmed. Forms are tailorable based on user role. This is optional, with most customers taking the default options to save set up time.
A.2.3 Can policy rules be set up within the system to provide compliance against company policy?	Yes. Policy rules may be set up to inform and prompt the user to provide reasons for non-compliance and flag the expense if it is outside policy.	Confirmed.
A.2.4 Are policy rules automatically applied when completing a claim?	Yes. Policy rules may be automated to prompt the user with a warning or prevent submission based on chosen configuration.	Confirmed. Outside policy warnings are also provided to the authoriser e.g. as a prompt to check explanatory text.
A.2.5 Can the employees enter out-of-policy costs? If Yes:- A.2.5.1 What is the criteria?	Yes. If you want them to be able to. If there are special circumstances, you may want to let the employee enter an expense but be forced to supply an explanation. Or you may want the user to enter the expense and mark it as personal or deduct the personal portion, such as alcohol as part of a meal.	Out of policy expenses are clearly flagged to the claimant as they are creating their claim. This enables the claimant to add an explanatory comment for their approver and provides a visual prompt to make sure they really do want to claim what they are trying to enter. The customer decides how they wish the system to operate in this area, e.g. they can set up “hard errors” and “warning errors”.

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A.2.6 Can multiple policies be held?	Yes. For example a different policy for relocation expenses.	Confirmed.
A.2.7 Can pre-defined rates be set up for certain types of expenditure?	Yes. For example, mileage rates.	Confirmed – including variable rates, e.g. dependent upon annual mileage.
A.2.8 Can policies be entered to reflect different expenditure limits and rates for different expense types and categories?	Yes, for example Meals – different limits for breakfast, lunch and dinner vs. Business entertaining guidelines.	Confirmed.
A.2.9 How are changes in company policy and claim rules handled in the system?	Changes in company policy may be made by the system administrator or may be delegated to Concur Service Admin to maintain. Rules can also include specific dates (e.g. start/end).	Confirmed – provided as a service if the customer does not wish to administer rules themselves. Mileage rates are maintained in a table, other rates can be controlled through audit rules. Users can start with standard rules which come all turned off, then on implementation they turn on the ones they want and can subsequently vary these. Rules can come based on style and size of business.
A.2.10 How are new users managed by the system?	<p>Starters may be fed from the Human Resource (HR) system to Concur and the new employee sent an email to access their profile. New Employees will be prompted to change their temporary password and complete their profile as required (e.g. banking information).</p> <p>Users can also be managed through Concur User Profile administration capability.</p>	Confirmed. Includes a process to confirm correct bank account details via a test transaction. Where a customer has no computerised HR system as such, input can be manual or by spreadsheet transfer.
A.2.11 How does the system monitor policy compliance?	Concur Analysis provides standard reports based on best practice to monitor compliance by User and Approver.	Confirmed. Exceptions can be provided on screen for management control.

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<p>A.2.12 Can the system be set up to handle user hierarchies and groups for employees and authorisers?</p>	<p>Yes. Hierarchies may be set up for Authorisers. Groups may be set up for employees.</p>	<p>Confirmed.</p>
<p>A.2.13 Is the system multi currency? If Yes:-</p> <p style="padding-left: 20px;">A.2.13.1 Which currencies are available?</p> <p style="padding-left: 20px;">A.2.13.2 Can one claim use difference currencies for different lines?</p> <p style="padding-left: 20px;">A.2.13.3 Can expenses be reimbursed in an employee's local currency but reported on by the group in another currency?</p>	<p>Yes, the expense on the card or out of pocket is captured and converted to local currency.</p> <p>Concur uses ISO currency codes.</p> <p>Yes. Each line may potentially have a different currency.</p> <p>Yes. Both the expense currency and the local reimbursement currency are available for reporting using Concur Analysis.</p>	<p>Confirmed.</p> <p>Confirmed – full range of currencies available.</p> <p>Confirmed.</p> <p>Confirmed.</p>
<p>A.2.14 What controls are available around the exchange rates used for claims?</p>	<p>The exchange rate on a Corporate credit card charge is protected and cannot be changed. Out of pocket/cash expense exchange rates may be via a feed from the back office GL system or via www.oanda.com</p> <p>The user may be allowed to change the rate on cash expenses, within a predetermined tolerance. Those expenses where rate has been changed may be selected for audit to ensure supporting receipt for currency is attached and matches the rate entered.</p>	<p>Confirmed. "oanda.com" publishes exchange rates for every day. A user can input the actual cost in their own currency with a tolerance percentage set by the client.</p>

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<p>A.2.15 Is the system multi entity?</p> <p>If Yes:-</p> <p style="padding-left: 40px;">A.2.16 Can each entity be configured independently with its own policies; accounting codes and currency?</p> <p style="padding-left: 40px;">A.2.17 Can an expense claim from one entity be approved by an authoriser in another entity?</p> <p style="padding-left: 40px;">A.2.18 Is an administrator in one entity able to manage the expense process for all entities?</p> <p style="padding-left: 40px;">A.2.19 Are consolidation reports available across all entities, by entity?</p> <p style="padding-left: 40px;">A.2.20 Is integration with third party systems on a single entity basis or can it be consolidated on a group basis?</p>	<p>Yes. Multiple companies and divisions are all part of the same instance. You do not need to have separate entity by country.</p> <p>Yes. Each country and company may have its own policies, as required. Accounting codes may be managed through the interface to GL and currency is tied to country.</p> <p>Yes. If required.</p> <p>Yes. Using security permissions and roles, this may be enabled without the need for separate logins.</p> <p>Yes. Reports may be run for consolidated entities with breakdown by entity. Concur Intelligence allows reports to be scheduled and automatically split by user such that the right user gets the right data within a single report.</p> <p>Yes. The Standard Accounting Extract contains all data for all entities in the organisation. Split feeds for individual entities can be produced by Concur or by the customer.</p>	<p>Confirmed.</p> <p>Confirmed.</p> <p>Confirmed.</p> <p>Confirmed.</p> <p>Confirmed.</p> <p>Confirmed.</p>
<p>A.2.21 What housekeeping procedures are available within the system?</p>	<p>All infrastructure and application maintenance and management is performed by Concur. Customers can perform configuration maintenance for their entity in the administration user interface or through file transfers.</p>	<p>Confirmed.</p>

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A.2.22 Can preferred supplier be set up within the system?	Yes, Suppliers can be set up. For example preferred travel suppliers (hotel chains, airlines etc.) may be configured.	Confirmed. "Preferred" and also "Most Preferred". If a user books elsewhere, the system notifies their manager who may allow the override once it is approved.
A.2.23 How does the system monitor supplier compliance?	Concur includes standard reports built on best practice to show spend by supplier to monitor compliance.	Confirmed. This facilitates a company monitoring which users book outside the preferred supplier base.
A.2.24 Can the system allocate expenses to pre-defined categories and cost centres?	Yes. Expense categories are mapped to GL codes, and cost centres if required.	Confirmed.
A.2.25 Can scanned receipts be linked to an expense claim?	Yes scanned receipt images may be linked to the expense claim and to individual expense lines.	Confirmed - receipts can be scanned and added to the report, or submitted by email and attached to the claim. Receipts can be emailed in, including through a picture taken by a Smartphone, so that they are in the system ready for when they need to be allocated to transactions.
A.2.26 Can the system have the facility to route scanned documents with expense claims?	Yes. Scanned images stay with the expense claim to be viewed at each step in the workflow.	Confirmed.
A.2.27 Can system capture e-receipts from suppliers and automatically upload the information to expense claims and link to the claim?	Yes. Suppliers who provide e-receipts will be captured and fed in with expense.	Confirmed – expense line item auto-populated where e-receipt available.

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<p>A.2.28 Does the system allow for expense submissions by SMS text message?</p> <p>If Yes:-</p> <p style="padding-left: 20px;">A.2.28.1 Do expense categories and currency have to be specified at the time of entry or can these be added at a later date?</p>	<p>Concur Expense does not support SMS submissions given the unreliable and insecure nature of such a transmission method.</p> <p>Concur enables expenses to be captured on a Smartphone or iPad using a secure, dedicated app. Other mobile and tablet options are available. There is a currency and category dropdown that is selected when entered, with commonly used categories featured. It's easy to select or search.</p> <p>The details may be changed or updated later prior to report submission.</p>	<p>N/A, but users can use a mobile application instead or can use a partner for SMS if required.</p> <p>Confirmed.</p>
<p>A.2.29 Does the system allow for expense claims to be set up and submitted offline with automatic electronic submission when next connected online?</p>	<p>No. Concur enables users with an active Wireless Internet or 3G/4G connection to create mobile expense entries and reports including submitting them and attaching receipt images.</p>	<p>Confirmed.</p>

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<p>A.2.30 Please explain if the system is compliant with any UK Standard.</p>	<p>Concur provides country configurations (not just UK) built on best practice and that customers can modify to their own case.</p> <p>The underlying Concur infrastructure is independently audited and certified and includes:</p> <ul style="list-style-type: none"> • SOC1 • SOC2 • ISO27001:2013 • ISO 20000 • PCI DSS <p>For information the SOC 1 - Service Organization Controls Report - is a report on Controls at a Service Organization which are relevant to user entities' internal control over financial reporting. The SOC1 Report falls under the SSAE 18 guidance (as of May 1 2017). The SOC 2 report focuses on a business's non-financial reporting controls as they relate to security, availability, processing integrity, confidentiality, and privacy of a system, as opposed to SOC 1/SSAE 18 which is focused on the financial reporting controls.</p>	<p>ISO27001, PCI, SOC1 and SOC2 certificates, together with "gap letters" reviewed.</p>
<p>A.2.31 Do budget holders have visibility into expenses against their budget?</p>	<p>The optional Concur Budget Insight solution allows budget holders visibility and approval into spend against their budget.</p>	<p>Confirmed. Costs can be allocated at user input stage for approval by the line manager, who would also input the related budget.</p>

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A.3 Workflows

Question	Supplier Response	Evaluator's Comments
A.3.1 Does the system support workflow?	Yes. Concur includes flexible workflow rules.	Confirmed, for example expenses under certain levels being automatically approved.
A.3.2 Does the workflow support rules-based routing?	Yes. Concur includes workflow routing based on rules.	Confirmed.
A.3.3 Does the workflow support authorisation scenarios?	Yes. Concur includes workflow which can include complex scenarios.	Confirmed – e.g. authoriser dependent on value (up to 5 separate levels can be specified), expense type or project.
A.3.4 Can the system be integrated with existing workflow software?	<p>Yes. Concur is a separate application that is integrated with customer environments via file exchanges for configurations and extracts. The workflow has been designed to be flexible and extensive enough for most needs.</p> <p>Web services are available for connection to external services for validating expense entries during the approval workflow.</p> <p>Such integration is typically used where regulatory requirements dictate specific employee spend tracking (e.g. health care professional spending).</p>	Confirmed. Expenses can be forwarded for external validation, e.g. to check within budget.
A.3.5 Does the system provide facilities to enable the electronic management of expenses claims via routing from employee to authoriser to finance department?	Yes. Concur includes workflow to manage the expense claim from the employee to the authoriser to finance department and notify all parties of status.	Confirmed – progress of any claim can be monitored throughout the workflow.

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<p>A.3.6 Can the workflow be configured to handle any adjustments to claims and re-authorisations?</p>	<p>Yes. As part of the workflow, when a claim is rejected or returned for adjustment, Concur handles the reauthorisation process. Authorisers and Finance can be given the permission to make some adjustments if required, such as correcting VAT information.</p>	<p>Confirmed.</p>
<p>A.3.7 Can the workflow be configured to update third party systems?</p>	<p>Yes. As discussed in 7.4 (see below), web services can be used during the workflow process for external validation. A third party system can use the data in the validation request to update its records.</p>	<p>Confirmed.</p>
<p>A.3.8 Is the workflow compliant with standard email solutions to provide change notification?</p>	<p>Yes. Emails are sent to an agreed email address to notify of changes to user settings / configuration, e.g. change of name, email address and change of bank details.</p> <p>As the claim moves through a workflow, the user and approver are notified via email of changes in status or actions required.</p> <p>In addition, the solution may be configured for Approval to be done via email.</p>	<p>Confirmed.</p>
<p>A.3.9 Does the workflow allow the support of user hierarchies and groups?</p>	<p>Yes. Workflow can use user hierarchies, for example for expenses greater than X amount, require another Authoriser</p>	<p>Confirmed.</p>
<p>A.3.10 Are all actions and tasks recorded within an audit trail?</p>	<p>Yes.</p>	<p>Confirmed.</p>
<p>A.3.11 How are user rights for read only, read-write etc. access controlled?</p>	<p>Yes. Per policy applied to the user</p>	<p>Confirmed.</p>

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<p>A.3.12 Is the audit trail or history visible to other users in the workflow?</p>	<p>Yes. The audit trail is only visible to Authorisers designated in the tool (including managers and auditors).</p>	<p>Confirmed – history available to claimant or designated approver / manager. Various audit trails available for different types of users.</p>
<p>A.3.13 Are all changes and notifications stored within the audit trail whilst the workflow is progressing?</p>	<p>Yes. The audit trail is automatically updated.</p>	<p>Confirmed.</p>
<p>A.3.14 Does the software link in to the existing emails system to generate mail alerts to multiple levels of authorisation?</p>	<p>Yes. Emails may be configured to notify Authorisers. If the Authoriser does not approve within a designated time limit, the System Administrator is notified via email to delegate to another Authoriser instead.</p>	<p>Confirmed. The e-mail systems supported are set out in B.7.4</p>
<p>A.3.15 What other workflow functionality is available?</p>	<p>Workflow may be used to enable the Cost Centre owner or Project Managers for the expense to be Approvers on a line by line basis.</p> <p>Based on the Expense category, the workflow could route the expense to another Authoriser, e.g. IT accessories to IT manager.</p> <p>If the amount is out of policy, the workflow can require additional approvals.</p> <p>The Approver may elect to reject one or more lines or the total claim, as required.</p>	<p>Confirmed.</p>

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A.4 Claim preparation and submission

Question	Supplier Response	Evaluator's Comments
A.4.1 Does the system ensure that the menu options are executed in the correct sequence?	Yes. The system prompts for required receipts to be attached prior to submission.	Confirmed.
A.4.2 Is the employee notified if a claim is outside company policy as part of the submission process?	Yes. The employee may be notified when they enter an expense and/or when they submit the claim.	Confirmed – the system can be configured whether to warn the claimant or not.
<p>A.4.3 Can the system be set up to differentiate between staff and business entertaining for tax purposes?</p> <p>If Yes:-</p> <p>A.4.3.1 Does the system capture details of those being entertained and the purpose?</p> <p>A.4.3.2 Is the need to complete this information prompted by the system?</p>	<p>Yes. Entertaining will require the user to state the purpose of the Entertaining and supply name, role and company of each attendee, which may be selected from a drop down list of contacts. This will include whether an attendee is staff or external and prompt the employee to split the costs between the attendees. When Entertaining Clients, the system will force the claimant to enter at least one external person as an attendee.</p>	Confirmed. The company specifies which types of expenses they would like to track attendees for. This section then appears for the claimant to complete where applicable.
A.4.4 Can the system be set up to capture expenses such as bar drinks; laundry expenses for tax purposes?	Yes. Expenses may be configured to include benefits in kind types of expenses and prompt the employee to itemise their hotel / meals. Reports can then be run to show the spend on appropriate expense types for a tax year, if required.	Confirmed.
A.4.5 Does the system calculate the correct amount of VAT for all expense claims?	<p>Yes. Each expense category is tied to the appropriate VAT rate, for example UK rail is zero rated.</p> <p>Foreign VAT is captured based on the destination/city/country where the expense was incurred.</p>	Confirmed.

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<p>A.4.6 Can the VAT amount calculated by the system be overwritten to reflect what is on the invoice/receipt?</p>	<p>Yes. With the correct security permission (role), the Auditor or finance user may overwrite the calculated VAT amount to agree with the receipt.</p>	<p>Confirmed.</p>
<p>A.4.7 How are changes to submitted expense claims managed by the system?</p>	<p>Expense claims submitted may have line(s) rejected and returned to the employee for correction (mark as personal and/or supply a reason and resubmit). The corrected claim is then resubmitted to the correct level for Authorisation of the change.</p>	<p>Confirmed.</p>
<p>A.4.8 Is it possible to verify the number of miles entered by an employee when a business mileage claim is submitted?</p> <p>If Yes:- A.4.8.1 Please explain how this is achieved.</p>	<p>Yes. Concur includes a Mileage Calculator, using Google Maps to calculate the mileage between origin, waypoints and destination and office (commute). The user may be allowed to change the amount to account for diversions, and a tolerance built in to reject any changes over X percentage and/or to audit claims where the mileage amount is changed.</p>	<p>Confirmed integration with Google Maps. Where a route is changed, say due to a diversion due to a road closure, the user can show on Google Maps the route actually taken and the system will recalculate the mileage, also allowing a +/- tolerance.</p>
<p>A.4.9 Does the system allow for pre-trip authorisation?</p> <p>If Yes:- A.4.9.1 How is this achieved?</p>	<p>Yes. Concur has an 'Authorisation Request feature', Concur Requests, which enables the employee to describe the trip they want approved and provide details of air, hotel, rail, car and expenses. This is routed to the Manager for approval and to the Travel Agency for sourcing. After the trip, the expenses may be reconciled with the approved</p>	<p>Confirmed.</p>

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A.5 Claim authorisation

Question	Supplier Response	Evaluator's Comments
A.5.1 Can claims be partially authorised – e.g. If there are three items, can one item be approved, one item queried and one item rejected?	Yes. Claims may be partially authorised. One or more lines may be returned to the employee or rejected, as required.	Confirmed.
A.5.2 Does the system provide for multiple approval requirements. E.g. a claim requiring approval by more than one authoriser?	Yes. Based on the category or amounts or cost centre, the claim may require multiple approvals.	Confirmed.
A.5.3 Can the system provide for claim lines to be authorised by a specific project manager/budget holder rather than an employees 'usual' expense authoriser?	Yes. Claim lines may require additional approval by the project manager and/or budget holder. This can happen in parallel with other line approval.	Confirmed including different authorisers for different projects.
<p>A.5.4 Does the system notify the authoriser when a submitted claim breaks company policy?</p> <p>If Yes:-</p> <p style="padding-left: 20px;">A.5.4.1 Does the notification provide details of the policy which has been broken and reasons?</p>	<p>Yes. Concur uses a yellow warning icon for minor and red stop icon for more serious exceptions and can also put a claim on hold with the reason.</p> <p>When a claim breaks policy, the user may be prompted to supply a reason, or this may be privately communicated to the Authoriser</p>	Confirmed – out of policy items either generate warning to claimant or privately to authoriser depending how system is configured.

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A.5.5 Is it possible to analyse the approval patterns of an authoriser?	Yes. Standard reports built from best practice include whether managers are viewing receipts and slowest approvers.	Confirmed.
A.5.6 Is it possible for an employee to authorise his/her own claims?	No. There are built in checks to ensure an employee cannot authorise their own claims.	Confirmed.
A.5.7 Can an authoriser approve claims via their smartphone?	Yes, Concur Mobile gives approvers visibility to claims via their smartphone or ipad. Approvers can see all exceptions, view receipts and approve or reject claims while out of the office.	Confirmed.
A.5.8 How does the system handle unavailable authorisers?	The authoriser may delegate during absences to another authorised approver only for a selected date range. If the claim is not authorised in a designated time frame, it will time out and be referred to the System Administrator for reallocation to an available authoriser.	Confirmed. Available delegates preset, authoriser can select appropriate delegate and specify period.
A.5.9 How does the system handle disputes?	If a claimant enters an exception, the Authoriser or Auditor may return the claim or line item(s) to the employee. The employee may provide a reason for the exception and resubmit, which the Authoriser may elect to accept or reject.	Confirmed.

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A.6 Expense claim recharge

Question	Supplier Response	Evaluator's Comments
A.6.1 Is it possible for the employee to identify an expense to be recharged i.e. to a project / client / activity?	Yes. Expenses may be allocated to a project / client activity and may be flagged for recharge.	Confirmed – separate approval of recharges available if required e.g. by cost centre manager.
A.6.2 Can the requirement to record a recharge be made mandatory / optional as required?	Yes. A recharge flag may be configured as a required field or may be an optional flag.	Confirmed.
A.6.3 Can available recharges be restricted so that a user only sees the recharges which they can record against?	Yes. A list of authorised projects or clients activities may be restricted by employee.	Confirmed.
A.6.4 How are recharges maintained in the system?	A list of valid projects is maintained in the system either using the Concur Admin interface or loaded from an external system via file upload. Expenses to be recharged may be flagged and reported on.	Confirmed.

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A.7 Expense claim payment

Question	Supplier Response	Evaluator's Comments
A.7.1 How frequently can payments be made?	Payments may be made on a daily, weekly or monthly basis.	Confirmed.
A.7.2 Is a remittance provided and issued for each payment made?	Yes. Concur Pay provides remittance advice via email.	Confirmed.
A.7.3 Can this be emailed?	Yes.	Confirmed.
A.7.4 Can payments be made to non UK bank accounts?	Yes. Concur Pay can make payments in USD, CAD, EURO and GBP.	Confirmed. Payments can be made to those accounts only in these currencies.
A.7.5 Does the system report details of the payments made?	Yes.	Confirmed.
A.7.6 Can the system link to an existing payroll package for payment processing?	Yes. Concur provides the Standard Accounting Extract (SAE) which may be used to send details to the payroll package for processing.	Confirmed.

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<p>A.7.7 Does the system link to banking software to process payments?</p> <p>A.7.8 If Yes:- A.7.8.1 What controls are in place over the interface?</p>	<p>Yes.</p> <ol style="list-style-type: none">1. Via Concur Pay, or2. Data from the Standard Accounting Extract (SAE) may be used to send details to the payroll software for processing. This data may include bank account details as required. Files are transferred to the customer over encrypted links. Scheduled transfers also use PGP encryption on files so that integrity and confidentiality can be checked and respected. Bank account numbers are encrypted when stored in Concur Pay, and are accessible only by their respective end users.	<p>Confirmed.</p>
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A.8 Tax compliance

Question	Supplier Response	Evaluator's Comments
A.8.1 Will the system automatically calculate the recoverable VAT element of an expense claim?	Yes. Concur will calculate the VAT amount as configured for the expense category and report the recoverable amount if different, such as when there is a missing receipt or non VAT receipt. The UK based template includes VAT specific questions such as On Street/Off Street parking to determine the correct VAT on an expense.	Confirmed.
A.8.2 Which countries are supported for VAT calculations?	Concur is able to capture VAT details and values. Countries supported include European countries such as the UK, France and Germany. Additionally the system supports GST (Australia, NZ, Canada)	Confirmed. These are examples; many more are supported.
A.8.3 How does the system differentiate recoverable VAT by country?	Concur holds a VAT table per Country, per Expense type and per Expense Conditions. For example, a Meal in France; Parking on- road vs. off-road in the UK.	Confirmed.
A.8.4 Does the system differentiate between staff and business entertainment and automatically calculate the reclaimable VAT?	Yes. Entertaining may be split into staff and external business entertainment and calculate the relevant VAT amounts based on current VAT regulations.	Confirmed.
A.8.5 Can the system handle the rules around car hire and gift thresholds?	Yes. For example Car hire over X days should be considered as a lease. Gift expense type may be limited to only appropriate users.	Confirmed.

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<p>A.8.6 What P11D reporting features are incorporated in the system?</p>	<p>Through Concur Analysis and Concur Intelligence data can be reported on, allowing clients to produce a report containing expense related to P11D data from Concur Expense.</p>	<p>Confirmed – there is no standard P11D report, but the report writer provides the expense-based content required.</p>
<p>A.8.7 Does the system incorporate the organisation's dispensation or PSA [PAYE settlement agreements] setting?</p>	<p>Yes, the organisation's dispensations may be configured. Concur Intelligence may be used and / or the expenses flagged via the interface with the Standard Accounting Extract. Specific PSA calculations would need to be managed outside Concur as these are more dependent on HR and Payroll systems.</p>	<p>Confirmed.</p>
<p>A.8.8 What P11D production capabilities are available within the system?</p>	<p>Through Concur Analysis and Concur Intelligence data can be reported on, allowing clients to produce a report containing expense related to P11D data from Concur Expense.</p>	<p>Confirmed – will require configuration to provide data in required format.</p>
<p>A.8.9 How is the underlying HMRC information maintained by the system?</p>	<p>In Concur, each expense category is tied to the appropriate VAT rate. The VAT for each category is configured by Concur as part of the initial customer configuration.</p> <p>Concur regularly attends HMRC approved training courses and has our rates certificated by independent third party organisation such as TaxBack.</p>	<p>Confirmed.</p>

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<p>A.8.10 How are changes to legislation handled by the system?</p>	<p>Concur keeps abreast of local legislation in the countries where our Clients have implemented Concur. As changes arise, Concur can notify clients of the changes and implement the changes on their behalf if requested to do so. Alternatively, the client can update the system independently. A specific support service, Concur Service Administration, is available to assist with this process.</p>	<p>Confirmed – parameters can either be updated by Concur or client.</p>
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A.9 Integration

Question	Supplier Response	Evaluator's Comment
<p>A.9.1 Can expenses be associated to:-</p> <ul style="list-style-type: none"> A.9.1.1 General ledger codes? A.9.1.2 Cost centres? A.9.1.3 Projects? A.9.1.4 Input VAT account codes? 	<p>Yes. Expense category, cost centre, project, VAT codes may be mapped to expenses as part of configuration.</p>	<p>Confirmed. The integration is probably the largest part of the implementation.</p>
<p>A.9.2 Does the system provide a complete double entry book-keeping period end report for processed claims?</p>	<p>Concur provides the Standard Accounting Extract (SAE) which may be extracted by the client when required for upload into the client's ERP/Accounting system.</p>	<p>The "Standard Accounting Extract" is a Concur export file in Concur's specific format. More details are provided in F.2.4 and F.3.5</p>
<p>A.9.3 Does the system provide an application programming interface (API)?</p>	<p>Concur provides extensive web service APIs for uploading and retrieving data to and from Concur. All APIs are detailed on https://developer.concur.com/ These APIs are in conjunction with file transfer methods for extracts and configuration uploads.</p>	<p>Confirmed.</p>
<p>A.9.4 Can the system be integrated to existing –</p> <ul style="list-style-type: none"> A.9.4.1 Financial accounting software? A.9.4.2 Billing package for re-charging customers? A.9.4.3 Credit card system for settlement? A.9.4.4 Payroll software for employee reimbursement? A.9.4.5 Document management system? <p>If Yes:-</p> <ul style="list-style-type: none"> A.9.4.6 What controls are in place over the downloads to these packages? 	<p>Yes. Integration can be achieved through file transfers, web service APIs and Concur Financial Connectors for specific ERP/Accounting solutions such as SAP, Netsuite, QuickBooks, Salesforce and others.</p> <p>Files are transferred to the customer over encrypted links. Scheduled transfers also use PGP encryption on files so that integrity and confidentiality can be verified.</p>	<p>Confirmed – integration requirements should be discussed prior to implementation.</p> <p>Confirmed. CSV is currently the most commonly used standard output format.</p>

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Question	Supplier Response	Evaluator's Comment
<p>A.9.5 Can the system be integrated with an existing personnel system to manage changes to employees' details, new employees and leavers, automatically?</p> <p>If Yes:-</p> <p>A.9.5.1 What controls are in place over these updates to the expense management system?</p> <p>A.9.5.2 How is data integrity maintained by the system?</p>	<p>Yes. Integration can be achieved through file transfers and web service APIs.</p> <p>Files are transferred to the customer over encrypted links. Scheduled transfers also use PGP encryption on files so that integrity and confidentiality can be maintained during data transmission and processing.</p>	<p>Confirmed – integration requirements should be discussed prior to implementation.</p> <p>Confirmed.</p>
<p>A.9.6 Can the system handle uploads from credit card providers?</p> <p>If Yes:-</p> <p>A.9.6.1 What controls are in place over these uploads?</p> <p>A.9.6.2 How is data integrity maintained by the system?</p>	<p>Yes. These feeds are typically received directly from the credit card providers.</p> <p>Concur agrees on secure transfer methods and file encryption with the card vendor.</p> <p>File checksums and internal controls ensure files are not modified or altered and are correctly imported.</p>	<p>Confirmed.</p> <p>Confirmed.</p> <p>Confirmed.</p>
<p>A.9.7 Does the system integrate with any third party electronic procurement and booking systems?</p> <p>Please state which ones.</p>	<p>Yes. Concur Invoice may be interfaced to back office systems. Concur provides an integrated end to end Travel and Expense management solution. Additionally Concur can also import bookings made outside of Concur using Concur TripLink.</p>	<p>Confirmed.</p>

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A.9.8 Can the system be linked to Microsoft Office products such as Excel and Word?	Yes. Concur Analysis and Concur Intelligence may produce reports in MS Excel format, as well as CSV, XML and PDF You may also embed a link to a document, such as Company Expense Policy.	Confirmed.
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A.10 Reporting

Question	Supplier Response	Evaluator's comment
A.10.1 Are all reports adequately titled and dated?	Yes.	Confirmed.
A.10.2 Do the reports provide totals where applicable?	Yes.	Confirmed.
A.10.3 Is it clear when the report has ended? (totals or end markers)	Yes.	Confirmed.
A.10.4 Are reporting functions menu driven or otherwise easy to initiate?	Yes.	Confirmed.
A.10.5 Does the system have an inbuilt report writer?	Yes. Concur Analysis includes IBM Cognos Query Studio for business users and Concur Intelligence includes IBM Cognos Report Studio for more advanced reporting users. Concur Intelligence can be also be used to amend existing supplied reports. Additionally Concur Managed Reporting is an optional Concur service that would enable a customer to have Concur provide additional custom reports.	Confirmed. Around 250 reports come as standard. A customer can take a standard report, amend it and then store it in their private area for future use.
A.10.6 Which pre-built reports are available to the:- A.10.6.1 Employee? A.10.6.2 Expense authoriser?	Reports include those based on Claims, including unsubmitted, submitted, history by month and date range. Other reports include Audit trail for expense claim, Mileage report by employee, expenses by employee. Reports include: Expenses and exceptions by employee, top expense spenders, expenses by department. Also reports exist for audit trail for a claim and exceptions for a claim.	Confirmed. Confirmed.

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Question	Supplier Response	Evaluator's comment
A.10.7 Can reports be user defined?	Yes. Concur Analysis includes IBM Cognos Query Studio for business users and Concur Intelligence includes IBM Cognos Report Studio for more advanced reporting users.	Confirmed.
A.10.8 Can report layouts and formats be easily adapted to users' requirements?	Yes. Reports can be used as templates and tailored to a customer's exact requirements using the Cognos Query Studio and Cognos Report Studio tools.	Confirmed. This seemed pretty easy to use.
A.10.9 What options are available regarding data selection and criteria?	Data is loaded into a Data Warehouse at the end of each day and all data in the Data Warehouse may be used for reporting. Selection criteria may be included to prompt at run-time for date ranges and other filters	Confirmed.
A.10.10 Are there date restrictions on the data that can be reported on and/or analysed?	No. Any data may be reported upon.	Confirmed.
A.10.11 Is exception reporting available. What can be detailed in these reports?	Yes. Concur provides exception reports, such as Top Spenders, Exceptions by employee. Exception reports include a summary by employee, details, and details with comments entered by the User.	Confirmed.
<p>A.10.12 Does the system produce reports detailing:-</p> <p>A.10.12.1 High risk expenses?</p> <p>A.10.12.2 Spending patterns?</p> <p>A.10.12.3 High daily mileage claims?</p> <p>A.10.12.4 Inconsistent mileage to the same location?</p>	<p>Concur Intelligence based on IBM Cognos provides over 250 reports and 50 dashboards</p> <p>Yes.</p> <p>Yes.</p> <p>Yes.</p> <p>Yes</p>	Confirmed.

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Question	Supplier Response	Evaluator's comment
<p>A.10.13 Can reports be downloaded? If Yes:-</p> <p>10.13.1 In what format can these be saved as?</p>	<p>Yes. Reports can be exported.</p> <p>HTML, MS Excel, CSV, XML</p>	<p>Confirmed.</p> <p>Confirmed.</p>
<p>A.10.14 Can users define the parameters or selection criteria used for reports?</p>	<p>Yes.</p>	<p>Confirmed.</p>
<p>A.10.15 Can the selection be by:-</p> <p>A.10.15.1 Employee?</p> <p>A.10.15.2 Department?</p> <p>A.10.15.3 Division?</p> <p>A.10.15.4 Business unit?</p> <p>A.10.15.5 Organisation as whole?</p> <p>A.10.15.6 General ledger code?</p> <p>A.10.15.7 Cost centre?</p> <p>A.10.15.8 Project?</p>	<p>Yes.</p> <p>Yes.</p> <p>Yes.</p> <p>Yes.</p> <p>Yes.</p> <p>Yes. Using the Expense Type</p> <p>Yes.</p> <p>Yes.</p>	<p>All confirmed.</p>
<p>A.10.16 Can report be produced which detail:-</p> <p>A.10.16.1 Expenses per supplier?</p> <p>A.10.16.2 Expenses per type?</p> <p>A.10.16.3 Expenses per category?</p>	<p>Yes.</p> <p>Yes.</p> <p>Yes.</p>	<p>Confirmed.</p>
<p>A.10.17 Does the system allow for:</p> <p>A.10.17.1 Benchmarking?</p> <p>A.10.17.2 Trend analysis between peer groups?</p> <p>E.g. comparing similar journeys by different employees; employee expense trend over a period of time?</p>	<p>Yes. Concur Intelligence includes reports showing comparison of Top Spenders, Employees who Violate Policy and much more.</p> <p>Tailored reports may be created to compare other expenses.</p>	<p>Confirmed.</p>

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Question	Supplier Response	Evaluator's comment
<p>A.10.18 Is there any restriction on:-</p> <p>A.10.18.1 The number of reports that can be produced?</p> <p>A.10.18.2 The number of times that any report can be produced?</p> <p>A.10.18.3 The time period during which any reports can be produced?</p>	<p>No. In addition to over 250 standard reports and 50 dashboards, tailored reports may be created.</p> <p>No. A report may be produced as often as required</p> <p>No. Reports may be produced anytime.</p>	<p>Confirmed.</p> <p>Confirmed.</p> <p>Confirmed.</p>
<p>A.10.19 Where relevant, are positive and negative values easily distinguished?</p>	<p>Yes.</p>	<p>Confirmed. Negatives are shown using a "-" sign.</p>
<p>A.10.20 Is it possible to drill down on reports:-</p> <p>A.10.20.1 For more detail or explanation?</p> <p>A.10.20.2 To individual record or transaction level?</p>	<p>Yes.</p> <p>Yes.</p> <p>Yes.</p>	<p>Confirmed.</p>
<p>A.10.21 Are consolidation reports available for multi entity systems?</p>	<p>Yes.</p>	<p>Confirmed.</p>

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A.11 User documentation

Question	Supplier Response	Evaluator's Comment
<p>A.11.1 List the different forms which user documentation is provided in. e.g. hard copy reference manual / Quick start guide / On-screen help?</p>	<p>Concur provides on-screen Help as well as End-user Training Materials - Flash demos and guides that cover the most important tasks in Concur - from booking a trip to submitting an expense report. -</p> <p>Concur QuickStart guides provide step-by-step instructions, screenshots, and additional information to help you get up and running quickly. You can download, customise, and distribute these documents.</p> <p>Interactive Training Tutorials: provide interactive, hands-on experience with key Concur procedures. Audio is included.</p> <p>Expense How to Guides: Logging Into Concur Expense Updating Your Expense Profile Creating a New Expense Report (includes credit card and out of pocket transactions) Correcting and Resubmitting an Expense Report Reviewing and Approving an Expense Report (includes sending back an expense report to an employee for correction)</p> <p>These may be viewed online or printed if hardcopy is required.</p>	<p>Confirmed – there is a full range of help screens within the product, plus a full range of documentation available via a dedicated customer training web site.</p>
<p>A.11.2 Is the documentation clearly laid out and understandable?</p>	<p>Yes.</p>	<p>Confirmed</p>
<p>A.11.3 Is the documentation comprehensive and accurate?</p>	<p>Yes.</p>	<p>Confirmed</p>

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A.11.4 Is there an index to the documentation?	Yes.	Confirmed
A.11.5 Is it easy to locate specific topics in the documentation when required?	Yes.	Confirmed
A.11.6 Is it easy to follow through all procedures in the documentation?	Yes.	Confirmed
<p>A.11.7 Does the documentation include:-</p> <p>A.15.7.1A tutorial section?</p> <p>A.15.7.2 A guide to basic functions?</p> <p>A.15.7.3 Pictures of screens?</p> <p>A.15.7.4 FAQ's & answers?</p>	<p>Yes.</p> <p>Yes.</p> <p>Yes.</p> <p>Yes.</p>	All confirmed.
A.11.8 Does the documentation clearly specify the actions to be taken by users at each important stage of using the system?	Yes.	Confirmed

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A.12 Support and maintenance

Question	Supplier Response	Evaluator's Comment
A.12.1 What IT infrastructure is required to operate the system?	No specific IT infrastructure is required to operate the system, as long as the customer has good internet access, and suitable devices, such as Laptops, SmartPhones and Tablets to access the system. For information user and administrative access is via a JavaScript enabled browser such as Internet Explorer, Microsoft Edge, Mozilla Firefox, Google Chrome or Apple Safari on Microsoft Windows or Apple Mac OS X platforms	Confirmed. No infrastructure is required as such as the product is browser-based.
A.12.2 How is the system licensed?	Concur is supplied as Software as a Service (SAAS). It is subscribed to based on the number of transactions over an agreed time period.	Confirmed – requirements should be discussed prior to contract.
A.12.3 What hosting options are available?	Concur solutions are only provided as software as a service. Hosting is done solely by Concur.	Confirmed
A.12.4 Do any specific tasks have to be performed by the administrator of the system?	Not to the infrastructure or to the solution, only to the configuration.	Confirmed
A.12.5 Are there any restrictions on the level of data that is maintained on the system?	There are no restrictions on the level of the data.	Confirmed
A.12.6 Does the system warn the user when space is becoming short?	Concur will automatically add additional disk space as required.	Noted

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<p>A.12.7 How is the system sold:- A.12.7.1 Direct from the Software House A.12.7.2 Via Value Added Reseller (VAR)?</p>	<p>Concur is sold directly by Concur in the UK. However Concur Travel may be sold direct by Concur, or by specific Concur TMC (Travel Management Company) partners, the choice being up to the customer.</p>	<p>Confirmed</p>
<p>A.12.8 Is training required to be able to use the system?</p>	<p>No - most users find it is self-explanatory. There is a 30 minute video that may be viewed, if desired.</p>	<p>Confirmed – expense users only require brief introduction. Administrative users would need to refer to additional training materials depending upon the tasks to be performed.</p>
<p>A.12.9 How is the training provided? A.12.9.1 Direct from the Software House? A.12.9.2 Via VAR?</p>	<p>Training is available online using the Training Toolkit. Provided directly - Concur can provide bespoke training if required.</p>	<p>Confirmed.</p>
<p>A.12.10 What training materials/options are available?</p>	<p>Online training, videos, quick-references and On-screen help.</p>	<p>Confirmed – full range of documentation and training materials available via dedicated customer training web site</p>
<p>A.12.11 How is the system supported? A.12.11.1 Direct from the Software House? A.12.11.2 Via VAR?</p>	<p>Concur provides direct support. Where Concur Travel has been contracted via a Concur TMC partner, then the TMC may provide first line support on travel booking.</p>	<p>Confirmed.</p>
<p>A.12.12 Is a helpdesk provided for users?</p>	<p>Yes. Concur User Support Desk service is available to end users. System Admin help to log problems is also available, as well as the Concur Support Portal.</p>	<p>Confirmed.</p>

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<p>A.12.13 Please note all methods of support available :-</p> <ul style="list-style-type: none"> ▪ Telephone ▪ Email ▪ Online training tool ▪ Online guides ▪ Other – specify 	<p>Yes. Yes. Yes. Yes. Concur Support self- service portal for Customers</p>	<p>All confirmed.</p>
<p>A.12.14 How are enhancements and bug fixes provided?</p>	<p>Concur releases new enhancements every month including any bug fixes.</p>	<p>Noted. Fixes are provided and updates are automatic with all customers always being on the latest version. Any new features are supported through release notes, account management and/or service administration.</p>
<p>A.12.15 How are changes to tax legislation provided to the user?</p>	<p>Concur will notify customers of the Concur Service Administration service to changes to tax legislation. The client can elect to make the changes or have Concur make the change by logging a ticket with Support. VAT changes will typically be transparent to end- users. However, a message could be presented to the user if desired to update them on the change.</p>	<p>Noted</p>
<p>A.12.16 Is there a related cost?</p>	<p>There is no extra cost to incorporate changes to tax legislation for Service Administration customers.</p>	<p>Noted</p>
<p>A.12.17 Are there any unduly restrictive conditions in the licence for the software?</p>	<p>None known.</p>	<p>Noted. Customers should undertake their own review of the software licence conditions prior to contract.</p>

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A.13 Specific modules

Question	Supplier Response	Evaluator's Comment
<p>A.13.1 Business mileage - Does the system support business mileage calculations?</p> <p>If Yes:-</p> <p>A.13.1.1 Please explain how the system verifies the number of miles entered by an employee when a business mileage claim is submitted.</p> <p>A.13.1.2 Can it calculate rate per business mile for company cars?</p> <p>A.13.1.3 Can it calculate rate per business mile for private cars?</p>	<p>Yes. Concur Mileage Calculator uses GoogleMaps to calculate mileage</p> <p>GoogleMaps automatically calculates the distance between the origin and destination location or post code including using preloaded Company locations.</p> <p>Yes. Company car mileage rates based on current HMRC rates are configured by default and can be amended to match company rates.</p> <p>Yes. Private car mileage rates based on current HMRC rates are configured by default and can be amended to match company rates.</p>	<p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p>
<p>A.13.2 Does the system support:-</p> <p>A.13.2.1 Automated private car thresholds?</p> <p>A.13.2.2 Cash option schemes?</p> <p>A.13.2.3 Fuel contributions?</p>	<p>Yes. Car Configurations include variable rates, such as 45p up to 10,000 miles and 25p above this threshold.</p> <p>Yes. Car Configuration can hold Car fuel type, Engine size, etc.</p> <p>Yes. Users may enter mileage for company cars and split the mileage between business and personal mileage.</p>	<p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p>

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<p>A.13.3 Online travel - Does the system have an online travel booking module e.g. for booking flights; car hire and hotels?</p>	<p>Yes. Concur Travel is an online booking tool which incorporates content from Airlines (and low cost carriers), hotels, cars and rail.</p>	<p>Confirmed</p>
<p>If Yes:-</p>		
<p>A.13.3.1 How is this managed within the system?</p>	<p>Concur provides both Travel and Expense integrated on the same platform to help control spend before it occurs. The Traveller or their Booker can use Concur Authorisation Request for pre-trip approval to be shared with their Manager and Travel Agency upon approval. Concur Travel online booking tool is used to source and book the trip (flights, hotel, car, rail). Upon confirmation, the itinerary is passed automatically to the Travel Management Company who has visibility of the booking for them to perform QA (if any) and to fulfil the ticket and confirm back to the user. When the Employee returns from their trip, Concur Travel itinerary is available for reconciliation with actual card charges, used to reserve and pay for Travel.</p>	<p>Confirmed</p>
<p>A.13.3.2 Can it be linked to a corporate credit card with automatic matching to e-receipts?</p>	<p>Yes. Concur can include Corporate Credit card data as well as e-Receipts from Suppliers who provide them.</p>	<p>Confirmed. Corporate card transactions can be transferred directly into the relevant expense claim.</p>
<p>A.13.3.3 Can a booking be set up to automatically populate an expense claim form?</p>	<p>Yes. Concur can automatically populate the expense claim using a single click from the trip list.</p>	<p>Confirmed</p>

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<p>A.13.3.4 Are all of the above controlled by company policies?</p>	<p>Yes. Company Travel Policy is configured in Concur to help control spend before it happens.</p>	<p>Confirmed</p>
<p>A.13.3.5 Can a user view trip information on their mobile device?</p>	<p>Yes. Concur Mobile allows users to view details of trips booked and book new trips using their Smartphone or tablet device.</p>	<p>Confirmed</p>
<p>A.13.4 Corporate cards - Can claims be pre-populated with transactions from a corporate payment card?</p>	<p>Yes. Concur has a dedicated team responsible for Corporate Card feeds.</p>	<p>Confirmed</p>
<p>If Yes:-</p>		
<p>A.13.4.1 Does the system allow transactions to be downloaded from a supplier?</p>	<p>Yes. Card provider transactions are fed into Concur.</p>	<p>Confirmed</p>
<p>A.13.4.2 Does the system require the holder to reconcile the information to the monthly statement?</p>	<p>Yes. This is configurable; an audit rule may be built to net the Company card charges against any out of pocket (cash) expenses to require the claimant to account for both. The holder is alerted by email of any new card charges or unsubmitted card charges and prompted to include them in their claim. They may also add card charges to a claim using a Smartphone.</p>	<p>Confirmed</p>
<p>Does the system allow for the automatic reconciliation to expense claims item lines and e-receipts?</p>	<p>Yes. Concur Smart Expenses matches the Travel itinerary with the corporate card and e-receipt, if available.</p>	<p>Confirmed</p>
<p>A.13.4.3 Can the system handle multiple card holders and expense claims?</p>	<p>Yes. Card holders may have more than one type of card and the transactions may be applied to multiple claims.</p>	<p>Confirmed</p>
<p>A.13.4.4 Can additional information be added to an expense claim line by the employee? Such as description; cost code, client details etc?</p>	<p>Yes. The employee may add additional information to the expense line, as required. Customers can configure additional fields to be captured for specific or all expense types.</p>	<p>Confirmed</p>

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<p>A.13.5 Trip management – Can the system handle requests for trips?</p> <p>If Yes:-</p> <p>A.13.5.1 Does this include requests for specific currency?</p> <p>A.13.5.2 Does it capture actual spend?</p>	<p>Yes. Concur handles this using the module called Authorisation Request to ensure the trip is approved by the manager prior to booking.</p> <p>Yes.</p> <p>Yes.</p>	<p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p>
<p>A.13.6 Cash advances – Does the system handle cash advances?</p> <p>If Yes:-</p> <p>A.13.6.1 How is this managed within the system?</p> <p>A.13.6.2 Can these be in any currency?</p>	<p>Yes. Concur can handle cash advances either by having the user request an advance which will then be sent for approval and/or using the corporate card. Some Concur clients provide the ability to withdraw cash on the card so that the amount is automatically fed into Concur to be offset against expenses in the next claim</p> <p>Yes.</p>	<p>Confirmed</p> <p>Confirmed</p>

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	Question	Supplier Response	Evaluator's Comment
B.1	General Travel Questions		
B.1.1	Does the Travel system (Online Booking Tool – OBT) provide the capability to be used in as a stand-alone solution, and integrated with an Expense Management system?	Yes. Customers have this option. In addition customers have the option to have Concur provide setup, configuration and support for the Travel Management solution, Concur Travel, or have their Travel Management company (TMC) provide this service. This end-to-end travel experience central to what Concur seeks to provide business travellers globally, the 'perfect trip'.	Confirmed. As well as the functionality in the system as standard, a customer can request additional functionality which can be added and for which an extra charge may be applied.
B.2	Travel Booking Capabilities – Airline		
B.2.1	How does the system prioritize fare and rate displays i.e., does it show either the lowest available fares and rates, or those with preferred (negotiated) discounts? Can the customer configure that display bias and, if so, can the bias be different for trips to different destinations?	Flight and fare results may be defaulted by the client to sort by policy compliance, company preferred vendors, lowest price, or fewest stops; visual guides such as Green Ticks, Yellow Exclamation marks and Red circle with Exclamation mark guides users to make educated selections regardless of sorting or rank. Stack rankings can be applied to preferred carriers to allow for further distinction in presentation. In addition, clients can define specific rules for heavily travelled markets or "lanes" that would alter which results are returned to the traveller.	Noted. Please see B.6.7.4 for an explanation of "Visual Guilt"

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B.2.2	<p>What are the rules or algorithms the system uses to determine the lowest fares and rates? How can the corporate policy defining Lowest Available or Lowest Logical Airfare be configured by the customer</p>	<p>All major GDS (Global Distribution Systems) functions across Sabre, Apollo, Galileo, Worldspan, Abacus and Amadeus pricing and faring commands are fully utilized. Concur Travel extends the faring and bargain finder functions with multiple scans for deeper results. Lowest Logical Airfare can be defined differently for each rule class, so different 'rule classes' can be set for different groups of users.</p> <p>To further achieve compliance and cost savings, use of Concur's Expense solution on the same platform extends accountability to policy during the actual trip where monies are spent. For example if users make changes, impacting their corporate card, to the reservation, change their car class (up-size), take insurance when it's provided in the corporate negotiated discounts, or return the car without refuelling, upgrade room categories at check-in at the hotel, etc., Concur will capture those overages and require additional reason codes and comments when completing their expense report. Variances are visible using reporting capabilities.</p>	Noted.
B.2.3	<p>Can the online booking tool (OBT) generate a message to the user and be included in a report/database when a booking is detected to be less than a certain number of days (i.e. 7 days advance purchase)?</p>	<p>Yes, a policy rule can be setup that when 'triggered' as an out of policy action will require the traveller to enter reason codes and comments. Options for the end-user to take action can include passive approval; notify manager, a hard-stop or pre-trip travel approval required.</p>	Confirmed.

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B.2.4	Does your system assist companies in defining policy, finding savings opportunities, or tracking policy violations? If yes, please describe.	<p>Yes, Concur Travel’s rules engine enables policy exceptions and policy compliant choices to be monitored – at the time of the booking. Results can be subsequently reviewed. Colour and symbol icons are displayed.</p> <ul style="list-style-type: none"> • Green with Tick= full compliance allowing the traveller to book • Yellow Triangle with Exclamation mark = passive approval so the traveller can book but notification will be sent to the manager that more compliant fares were foregone • Red Circle with Exclamation mark and clear text “Not Allowed” = hard stop requiring the manager to approve the trip before it is ticketed <p>Additionally integration with Concur Expense enables for the reconciliation of booked itinerary data against actual spend, providing the stimuli for compliant ‘behaviour’ and also the means for controlling and reporting on expense spend.</p>	Confirmed.
B.2.5	Does the system allow the customer or individual travellers to choose whether they want to include penalty fares in searches? Can failure to accept an available penalty fare be defined as a policy exception?	Yes, Concur Travel is configurable by travel rule class to allow <i>or</i> disallow travellers from being able to select refundable or non-refundable fares/rates. Travel rule exceptions can also be built to address refundable and non-refundable fare types to drive correct compliance at the point of sale.	Confirmed.

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B.2.6	How many carriers can be designated as 'preferred' on a single site? If more than one, can they be designated as 'first preferred,' second preferred,' etc.? Can preferences be set by city pair market for air, and by destination for hotels?	Concur Travel does allow for the ranking of multiple preferred vendors and this can be applied to specific markets and destinations. The contract discount editor allows entry of corporate negotiated vendors and their priority sort order (four levels for airfare and car rental with up to seven priority/preference levels for hotels). Concur travel also provides preferences to be set by city pair market as required.	Confirmed.
B.2.7	Can the system display different kinds of negotiated fares and rates (e.g., flat fares, private airfares, or seasonal rates for other vendors)?	Yes, Concur Travel provides the traveller the ability to see all available fare types for a particular set of flights. If the traveller were entitled to travel in business/first-class those fares would be displayed as well. API Direct connect suppliers like Southwest or Air Canada display available fares in 'buckets' for consideration. Additionally, the 'Fare Family' supported by Amadeus also have the ability to segment inventory fare types for display within the user-centric fare display.	Confirmed.
B.2.8	Does the system have the capability to block – or display exclusively - certain carriers in specific markets? If yes, can blocking be done by city pair or hotel city market?	Yes, Concur Travel can be configured to hide or highlight particular carriers and fare/rate options. Hotel rate category types that are undesired can also be configured in the travel rules engine to 'hide results' or to 'show but do not allow'.	Confirmed.

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B.2.9	<p>How are alternate airport rules established? Is the system limited to GDS-defined 'co-terminus' airports and/or does the system allow unique definition of alternate airports by the customer? By the traveller? Are such definitions used automatically whenever a relevant search is performed? Can alternate airports be defined both for departure and arrival cities? If alternate airports are available, is there messaging that advises the traveller that a different airport has been selected?</p>	<p>Concur Travel does allow for the building of company defined airport "hubs" in addition to the pre-defined co-terminus hubs in the GDS. The traveller has the ability to specify an individual airport or a defined hub when they are entering the original search criteria and can then modify their search results by clicking on filters to either include more or exclude certain departure or arrival airports. Travellers are notified if they are selecting flights which arrive into and depart out of different airports.</p>	Confirmed.
B.2.10	<p>Does the online booking tool display the full text of applicable airfare rules? If so is the display automatic or available on request?</p>	<p>Travellers are automatically presented a short fare rule summary and have the ability to click on a link for full fare rule text.</p>	Confirmed.

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B.2.11	<p>Does your system provide real-time availability of inventory for airlines, hotels, or car rentals? Please explain if your system might display availability that is not actually available? If data is 'cached', how does the system prevent travellers from booking inventory that is not actually available?</p>	<p>Concur Travel provides live, real-time availabilities for air, car and hotel through simultaneously accessing GDS, multiple GDS inventory, and direct connect suppliers using Concur's API network called Concur Connect. This non-GDS sourcing is essential to the delivery of full content and is used to supplement sourcing from the GDS suppliers while offering deeper content and fares not published through normal GDS platforms.</p> <p>While sourcing in real-time, sold out inventory is still shown in the display denoting the sold out status. This ensures end user trust and confidence in the system as they see content they are looking for while being informed that the flight or hotel supplier lacks availability. As an additional feature, 'waitlisting' is an available option, for full fares, premium economy, business and/or first class fares if available to the user in the policy rules engine. This is particularly relevant with International flights that only operate on a limited basis.</p>	Confirmed.
B.2.12	<p>When and how does your system allow travellers to see what seating or class of service options are available on a specific flight? Are live seat maps displayed for all carriers?</p>	<p>Concur Travel will auto-assign generic assignments like window/aisle forward/rear based upon profile preferences or can use the graphical seat map to manually select their desired seating location. This also allows preferred and exit row seating for frequent flyer premier status members. Concur also supports seating plan display etc. where available from the underlying GDS.</p>	Confirmed.

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B.2.13	What GDS systems is the system compatible with? Can it access more than one GDS in the same pseudo-city code location, or more than one GDS/database simultaneously for the same search?	Concur Travel supports all the major GDS systems (Apollo/Galileo, Sabre, Worldspan, Abacus and Amadeus). Concur Travel can support multiple GDS systems within one deployment. Travellers can search multiple GDS inventories simultaneously to find the lowest fares available. To supplement full content, through our API supplier network will also access direct connect content to aggregate/include non-GDS sourced options in the same fare matrix display.	Noted.
B.2.14	How and when does your system alert travellers that they have available unused ticket credits for a trip they are planning?	Unused tickets and full ticket values are shown to the traveller in four separate places once they log in: the Travel home page, within the traveller profile, within the returned airfare matrix, and within any flight schedules that contain carriers that the traveller has an unused ticket on. Concur Travel can be configured to automatically write agency specific remarks containing unused e-tickets into the PNR (Passenger Name Record) when a traveller chooses a flight on a carrier with whom they have an unused ticket.	Noted.

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B.2.15	Describe how your system accesses travel content that is not in the GDS? Specify if different approaches to access different content e.g., screen scraping vs. APIs.	One of Concur Travel unique differentiators is that we have built direct API's to many of the carriers and rail companies that do not load their fares in the GDS. It is not screen scraping but a direct seamless connection into those databases for real-time inventory for your travellers. This is integrated in to the fare matrix in Concur Travel providing a seamless experience to your end user. Some of the Direct connects available are with the following venders: AirTran, Air Canada, Southwest Airlines, Aer Lingus, Volaris, Interjet, Virgin Blue, Hertz, Hilton Hotels, Deutsche Bahn German Rail, SNCF French Rail, Amtrak, Trainline, Via Rail, GGA, Ride Charge and Park 'N Fly. We also partner with TravelFusion to provide access to travel and web fare access to over 100 carriers around the globe.	Confirmed.
B.2.16	Can lower fares and rates accessed outside the GDS be incorporated into a single display of options presented to the traveller? In other words, can users see flight and fare options from the multiple sources on the same display? Can failure to accept a lower available non-GDS trip alternative be defined as a policy exception?	Concur Travel can search multiple procurement channels to provide extensive inventory options; all fares are aggregated within one interface for easy comparison. Once sourced, all returned options are driven through the policy rules engine to promote compliance through visual guilt at the point of sale. Companies can determine what their least price logical fare parameters are, and then write rules as to whether or not to include web fares within their policy compliance.	Noted.
B.2.17	Does your system support one-way, round-trip, multi-segment and open jaw itineraries, as well as split ticketing?	Yes, Concur Travel supports all of the above reservation options.	Confirmed.
B.2.18	Does your tool have the functionality to add an airline reservation to an existing air reservation?	Yes.	Confirmed.

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B.3	Travel Booking Capabilities Non-airline bookings		
B.3.1	<u>Rail.</u>		
B.3.1.1	Does your system display available rail travel options where an alternative to available flights is possible, and is the cost of travel shown? Can the company define rules to make rail travel a preference?	Yes, where appropriate content exists, for example SNCF, Amtrak, Trainline, Deutsche Bahn, Evolvi, Eurostar, SilverRail, etc. Travel policy rules and messaging can be built specifically around train options and can be coupled with market, time and vendor criteria as well. Rail content can be displayed side-by-side with air content.	Confirmed. The system also differentiates for “towns” between an airport location and a central railway station location, e.g. for Edinburgh for a trip to the city centre, for air it adds in the transit from airport to the city centre, whereas for rail it shows the station as being in the city centre.
B.3.2	<u>Hotel.</u>		
B.3.2.1	Does your system allow a traveller to book only hotel room without an accompanying air segment? If an air segment has been booked, will the online booking tool allow a traveller to add a hotel to that segment without an additional booking fee? Can travellers book a hotel online and then add a flight segment to that reservation?	Yes, Concur Travel can be configured to support all three scenarios listed.	Confirmed.
B.3.2.2	If no hotel is booked in a reservation that includes an overnight airline itinerary, can the tool ‘flag’ such bookings as out of policy?	Yes, prompts can be displayed in a pop-up suggesting the traveller includes a hotel segment. Also Concur TripLink would enable travellers to include content such as hotel bookings made direct with hotel providers into their travel itineraries. This enables both Managed (OBT) and Unmanaged (direct bookings) travel details and spend to be visible in say Concur Triplt (for the travellers overall itinerary management) and onwards into Concur Expense for total corporate spend management and visibility.	Confirmed.
B.3.2.3	Can non-GDS hotel inventory be managed in the OBT?	Yes, Concur Travel allows companies to upload non-GDS property locations into the booking solution to source inventory from these preferred locations.	Confirmed.

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B.3.2.4	Describe the online booking tool's capability to show maps with hotel locations and/or maps showing the location of hotels relative to specific corporate or other locations? Will the system provide driving directions from the airport to the hotel?	Hotel properties are geo-coded so travellers can easily select hotels in close proximity to their input destination (airport location, reference point, specific meeting address or a loaded company location). Concur Travel uses this destination address to geo-code (latitude and longitude GPS coordinates) to identify hotel properties from the Concur hotel database. Once identified, Concur uses the contract database to match company preferred locations and begins to source the hotel room rates and descriptions from those matching properties. Simultaneously, GDS sourcing for published hotels occurs oftentimes presenting the user with a lot of full content around their hotel options. Policy and compliance rules visually guide the user through seven different prioritization levels to clearly identify the most preferred company negotiated locations by comparison. Trips in Concur can also be viewed in Tripit which includes directions between the airport and the hotel on both the browser interface on the users mobile App.	Confirmed.
B.3.2.5	Does the system show the preferred rankings of hotels by city and how?	Yes, Concur Travel can be configured to show up to seven levels of preferred rankings with clear description next to the hotel displayed of Most Preferred, Preferred and No Preference.	Confirmed.

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B.3.2.6	Can the system help to monitor room rates and daily room rate limits?	Yes, Concur not only holds the contract negotiated rates and eligible room categories but also provides for market index rates. The policy rules engine monitors these adjustments and promotes correct booking behaviour accordingly.	Confirmed.
B.3.2.7	How does the tool handle hotels booked externally (e.g. meetings, conferences, booked by customer or client) and must be added as a passive segment?	During the reservation workflow, an overnight booking without a hotel segment prompts the user as a policy violation. Since there are exceptions when the user needs to confirm conference rates or bookings through a third-party, one of the presented options is User Supplied Hotels. This allows users to quickly input confirmation and rate information for the hotel to be captured for reporting, spend and traveller safety and security purposes.	Confirmed.
B.3.3	<u>Ground Transportation.</u>		
B.3.3.1	Are there limitations in the system's ability to display and book car rentals located outside airports?	No, Concur Travel supports both one way and off airport car bookings. With off airport car, Concur uses its own database, and not the GDS, so travellers can search based on company locations and addresses, not just reference points and airports. If negotiated with your car providers, Concur can also support Office Delivery in which the selected negotiated car vendor will bring the rented car to your corporate office.	Confirmed.

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B.3.3.2	Is the system capable of booking taxis and limos? If yes, please list the networks supported and the coverage of such networks.	Concur Travel has direct connect capabilities with Global Ground Automation (formerly GT3). Limos.com, GroundScope, Groundspan and RideCharge to provide taxi, sedan and limo bookings. Additional direct connects are available using the Concur App Center, for example in the UK the Addison Lee and UBER connect enables London private hire cars to be booked, and receipts managed through to the travellers expenses claim automatically. With Concur's mobile app travellers can also reserve ground transportation from their BlackBerry, iPhone, iPad and Android devices.	Confirmed.
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B.4.	Special Booking Issues		
B.4.1	<u>Changes, Cancellations, Exchanges.</u>		
B.4.1.1	Please explain how the online booking tool can access bookings made by a company's designated travel agency (TMC) or agencies, and whether such bookings can then be subject to the same workflow rules as online bookings?	Concur Travel is integrated to the PCC/SID/Office ID at the agency level, including designated queues. With this bi-directional synchronization, offline reservations requiring approval can follow the same workflow rules as those booked online through Concur Travel. 100% of all bookings, including those offline telephonic reservations imported automatically through PNR Acquisition are held accountable to policy.	Confirmed. "PCC" stands for "Pseudo-City-Code" "PNR" stands for "Passenger-Name-Record"
B.4.1.2	Can itineraries booked on the tool be changed or cancelled on the tool? What about itineraries booked by a designated travel agency?	Yes, Reservations, both online and offline, are viewable and editable through the online change features provided within Concur Travel and/or our Concur Mobile platform.	Confirmed.
B.4.1.3	Does the tool support an online exchange when required to effect a requested change or cancellation? If so, please describe the workflow.	Concur Travel currently offers pre-ticket flight change support that allows travellers to change dates, without agent intervention. Concur Travel also offers post-ticket changes for Apollo/Galileo, Amadeus and/or Worldspan GDS users through the use of Travelport's Rapid Reprice. Concur utilizes Sabre Automated Exchanges (formerly known as QREX+) for the Sabre/Abacus GDS platform. Concur Travel can change the return flight, same day, route, class of service, and vendor. Concur Travel will also tell the traveller if it is more cost effective just to buy a brand new ticket. *NOTE: Online ticket exchange is limited to ARC countries at this time.	Confirmed.
B.4.2	<u>Book & Hold.</u>		

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B.4.2.1	To what extent can travellers request airline reservations to be held but not paid for (book & hold)?	Yes, Hold reservation is a function, which can be turned on or turned off at the company level but is subject to the airline supporting flights being put on hold'	Confirmed.
B.4.2.2	Is there a notification process to make the end user aware that the "held" reservation is going to be cancelled?	Yes, The cancellation date of the held reservation is displayed in red, in the upcoming trips section of the travel home page to the traveller each time they log into Concur Travel. Four hours before the hold time limit, the user is sent a reminder message as well.	Confirmed.
B.4.3	<u>Travel Arrangers.</u>		
B.4.3.1	Does the system allow travellers to designate other individuals to make bookings on their behalf? (i.e. does it support travel arrangers?) If so, please describe the process of assigning a travel arranger.	Yes, a Travel arranger or delegate booking is an essential feature of the Concur Travel platform. There is no limit to the number of travellers a permissioned arranger can support. This means, a travel arranger will always use his/her own login in order to book travel on behalf of others, which is needed for security; however, the policy rules, connectors for sourcing and the workflow will always follow the configuration for the traveller.	Confirmed.
B.4.3.2	Describe in detail the process by which travel arrangers can view their traveller's reservations, profiles, unused tickets, etc.	Concur provides a traveller arranger view that provides an overview of the delegate trips, status, notes, reminders and various items that a travel arranger would need to access on a default home page. Arranger permissions are assigned in the employee load, self-assigning capabilities, or can be assigned within the travellers' profile to manually assign or grant permissions to their desired arrangers.	Confirmed.

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B.4.3.3	Does your system have 'Guest Booking' functionality? If so, please describe.	Yes, using the arranger function, a travel planner can select 'guest traveller' from the drop-down of assigned travellers. The reservation workflow will change since this user is not profiled. Required fields will be presented and the arranger can insert the mandatory ticketing fields in the first step of the booking process before sourcing and reservation activity takes place. This allows for non-profiled users to be included in the online bookings. A related function is group manifest bookings whereby many guests can be booked / reserved on the same itinerary, commonly used for conferences, recruiting and new hire training courses, etc.	Confirmed.
B.4.4	<u>Trip Templates.</u>		
B.4.4.1	Can trip templates be created by travellers or travel arrangers if they book the same trip frequently?	Yes.	Confirmed.
B.4.4.2	Does the trip template functionality have the ability to apply policy and compare costs with the original trip (in the event the price being quoted in any one of the segments has gone up or down)?	Yes.	Confirmed.
B.4.4.3	Can travel arrangers replicate itineraries when booking travel for multiple individuals?	Yes, there is the ability to clone a trip. Traveller names can be imported off a flat file and associated to the original reservation and Concur Travel will proceed with duplicating the itinerary for all travellers provided seats remain available. Concur also provides a function called 'manifest', which auto creates duplicate reservations for up to 70 people.	Confirmed.

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B.4.5	<u>Other considerations.</u>		
B.4.5.1	<u>Max Passengers on Flight.</u> Can the online booking tool track the total number of travellers booked on a specific flight, and alert the company if a pre-defined maximum is met? If so, can the tool track maximum numbers of a pre-defined hierarchy or class of travellers on a flight?	Yes, travellers booked on a specific flight can be tracked by rules built to prohibit further employees from booking the same flight. This travel policy can be built at the hierarchy or travel rule class level.	Confirmed.
B.4.5.2	<u>Non-employees.</u> Describe how a company could allow use of your online booking tool by non-employees (e.g., recruits), specifically whether the online booking tool can validate the identity of the user?	There are <i>three</i> ways non-employee or guest bookings could be accommodated depending on the nature and number of guest travellers. First: For individual reservations is to allow travel arrangers to make the travel arrangements on behalf of the traveller using the guest traveller profile set up with the company admin module. Second: For multiple guests coming in at one time would be to use Meeting Management, an integrated solution to Concur Travel. An e-mail with a link into a secure Meeting Management website allows the guest to register for the meeting and then book their travel plans following a guest traveller travel wizard. Third: A configurable self-registration process in which invited guests could create a login through self-registration (subject to optional approval upon creation) to gain access to the system. Typically, this is the best-practice for consultants or project-based employees hired by the organization on a temporary basis. The benefit here is that self-registrants can be segmented into a specific travel policy rule class with different actions like mandatory pre-trip travel approval, for example.	Noted.

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B.4.5.3	Do you have clients that use a ghost-card as a form of payment for employees or non-employees? If so, how do they ensure the security of the card?	Yes, there are numerous customers who utilize ghost cards for payment and the card is secured by designating it as the only form of payment used for certain segments of the reservation (typically air) and not displaying the form of payment or allowing the travel to change the form of payment.	Confirmed.
B.4.5.4	Does the system allow travellers or the company to designate separate forms of payment for airline vs. other types of bookings?	Yes, travellers can store multiple credit cards in their personal travel profile and assign those cards for use on specific types of bookings.	Confirmed. See E.1.12 regarding PCI compliance
B.5	Carbon Calculator.		
B.5.1	Does the system automatically inform travellers of their prospective carbon emissions? Can the system report on total CO2 by hierarchy?	Yes, Concur Travel displays carbon emissions in the availability of flights returned back to the traveller and the traveller has the ability to sort results based on emissions. CO2 reporting is achieved using Concur Intelligence.	Confirmed.
B.5.2	Which calculator is used and what are the advantages of that tool?	Concur Travel offers two different carbon emissions calculators for a company to choose from; UK-DEFRA calculator modified by World Resources Institute and the Concur modified calculator of CE – Netherlands. The calculators provide travellers with a high-level estimate of emissions. The CE-Netherlands model is more favourable to non-stop trips and the DEFRA model calculates more favourably to commuter based aircraft. Should an organization have their own carbon-offsetting calculations, Concur will load your offsets for use during the online booking process.	Confirmed.

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B.6	Profile Management		
B.6.1	Can initial or 'shell' profiles be created automatically, or is that process done manually?	Yes, existing hierarchical information can be mass imported from HRMS and ERP systems to the Concur Travel user profile repository for reporting relationships and workflow routing. If the customer is an existing Expense client, this is probably already in place. Since the platform is integrated, Concur uses the same profile for Travel and Expense to keep this profile database synchronized with corporate updates. Once the profile ID is created, Concur integrates with the desired TMC profile in the GDS or their third-party .xml profile database through a customised data map.	Noted.
B.6.2	Describe how corporate users can ensure that profiles are synchronized with corporate hierarchy and policy.	Concur Travel provides bi-directional synchronization from traveller profiles to agency-held profiles and vice-versa. This synchronization is a real-time process so updates happen automatically whenever a profile data field is changed/updated.	Noted.
B.6.3	Can the online booking tool hide or restrict access to designated fields in a traveller profile (e.g., form of payment)?	Yes, Concur Travel can restrict access to travellers of fields both within the profile and throughout the booking process.	Confirmed.
B.6.4	Can you change the profile formats used by your system to comply with external (e.g., governmental) requirements to capture additional data in profiles? Describe the process and timeline for making such changes.	Yes, where appropriate companies can define their desired custom profile fields for capturing additional data (non-default fields).	Confirmed.

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	<p>Will your online booking tool synchronize profile data with external profile databases outside the GDS? If yes, can that external database contain the 'master' profile, and if so, describe the workflow for updates and synchronization when a change is made to a profile (a) in the tool, (b) in the GDS (by a travel agent), or (c) in the third party profile database.</p>	<p>Yes, Concur Travel synchronizes with GDS-based or third-party .xml profile systems. The customer decides which profiling system should become the 'master'. For example, you could have the traveller update in Concur Travel and that would push to the third-party database that would then write to the GDS. All updates would be done in Concur Travel. Concur would push the profile down to the GDS. The third-party tool could be the master in which case all profile changes are made in that system and they push .xml updates into Concur. (The Concur profile could even be hidden from the traveller in Concur Travel if desired).</p>	
B.6.5	<p>Can your online booking tool determine when a traveller's itinerary requires a passport and/or a visa and notify the traveller of that requirement? Can it tell a traveller that their passport has expired or will be expired before the planned departure date?</p>	<p>Concur Travel can generate a prompt to the traveller when creating an international itinerary to be sure to check into any required documentation (e.g. passport, visa, etc.). Additionally, Concur Travel will alert the traveller if their passport is near expiration. Concur can use a third-party supplier, IATAN Travel Centre to related TIMATIC documentation like required Visas. Other third party providers can provide travel passport and visa services integrated to Concur Travel. These are managed and can be researched via the Concur App Center - https://www.concur.com/en-us/app-center</p>	Confirmed.
B.6.6	<p>Does your system notify travellers that their credit card is about to or has expired?</p>	<p>Yes, the alert section on the traveller home page as well as the traveller profile will highlight expiration dates to the user upon login.</p>	Confirmed. See E.1.12 regarding PCI compliance

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B.6.7	System Administration		
B.6.7.1	How do you configure your online booking tool to reflect specific travel policy?	<p>The Concur Travel System configuration allows administrators to craft policy rules around the following categories: travel itinerary, flights, flight fares, flight classes, ticket change, car, hotel, and messaging. In the flights category over 380 different criteria can be combined together to support even the most granular travel exceptions. In the travel rule builder, criteria are assembled to define the policy rule logic. Once the rule logic is created, the travel policy editor allows the admin to 'enable' the applicable policy rules by segment type and then associate the desired action. Actions can be: allow, hide results, log for reports, display message, and notify manager, passive approval or approval required. Each action displays differently in the user interface reservation workflow using "visual guilt" so users clearly see policy compliance as well as policy violations at the point of sale. This enables better educated decisions and drives cost savings as they are making selections during the booking.</p>	Noted.
B.6.7.2	Do corporate clients usually configure their own policy modules? What percentage of your corporate clients configure their own system, vs. contract with a TMC, or contract with your company to maintain the policy configuration?	<p>Roughly 85% of clients would rely on their TMC to configure/maintain their travel policy configuration. The remaining percentage would assign a system administrator of their own to handle these functions, guided by a Concur specialist, as provided via the Concur Service Administration service.</p>	Noted.

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B.6.7.3	<p>Please describe how your system can support pre-trip approval for trips regardless of whether they are policy compliant or not? How many levels of approval can be supported? How does the system identify the correct approver for each traveller and trip? Are third party technologies used to support pre-trip workflow management? If so, please specify.</p>	<p>Concur Travel can support either a pre-trip approval process where all trips require approval or simply an exception based approval process. A customer can assign different processes for different travel rule classes within their one global instance of Concur Travel. Approval levels can follow corporate hierarchy, up to two levels of approver or they can be built to direct approvals to a central approver. Approvers can access trips, and approve or reject as needed, by either logging into Concur Travel, accessing their corporate e-mail, or from their mobile device.</p> <p>Advanced trip approvals are available using the Concur Authorisation Request feature. This provides enhanced workflow allowing multiple approvers, routing based upon spend limits and/or other specific criteria where approvals are required prior to ticketing/fulfilment of the requested trip.</p>	Confirmed.
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B.6.7.4	Does the online booking tool alert travellers automatically when they book a non-compliant trip? What options are presented to travellers when they select non-compliant options?	<p>Yes, Concur Travel helps drive utilization of preferred vendors through colour and symbol coding of search results:</p> <ul style="list-style-type: none"> • Green with Tick= full compliance allowing the traveller to book • Yellow Triangle with Exclamation mark = passive approval so the traveller can book but notification will be sent to the manager that more compliant fares were foregone • Red Circle with Exclamation mark and clear text "Not Allowed" = hard stop requiring the manager to approve the trip before it is ticketed <p>This system of visual guilt in conjunction with manager notification or required manager approval helps drive best practice behaviour. Companies can enforce their business policies from the point of purchase, effectively preventing unnecessary spending from happening in the first place.</p>	Confirmed.
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B.6.7.5	<p>Is the online booking tool able to calculate savings lost against a benchmark fare by selecting a non-compliant option? Can a system calculate savings gained by taking a compliant option compared to the cost of the cheapest option outside the policy? Can savings lost or achieved (by booking an option lower than required by policy) be reported in the tool?</p>	<p>Part of the travel policy configuration is the concept of the Lowest Logical Fare, which is the definition of your corporate LLF calculation. Options including contract or not carrier, penalty or refundable fare types, direct, fewest stops or connections, etc.... so that the definition doesn't always mean the cheapest. Best practice would suggest that it is a preferred carrier with the fewest number of stops. This would compare all sourced options against this LLF calculated amount for fare thresholds and policy compliance. Once established, policy actions like 'notify manager', 'passive approval', 'show but do not allow', or 'approval required' can be enforced. Policy rules are added to measure in policy variables like total cost and/or acceptable fare thresholds. The actions associated with these policy rules create visual guilt so end users clearly identify what options should be reserved. If triggered, the workflow will document the LLF value and the itinerary associated and will capture all other policy-compliant options offered but not selected. This allows the approver to make better-educated decisions on whether or not to accept or reject the trip request as they have all of the relevant data presented to the user at the point of sale.</p>	Confirmed.
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B.6.7.6	<p>Is the system able to notify another person (e.g., a manager) if the traveller selects a non-compliant option? Can the system prevent a traveller from booking a non-compliant option until approval is received? What is the routing method to authorized approvers? Can approvers view any forgone options of a lower price the traveller did not take? What happens if it is never approved? Describe the workflow around applicable pre-trip approval processes.</p>	<p>Yes, Concur Travel utilizes a simple traffic light colouring system for travellers to easily see their travel options and degree of compliance with their travel rules.</p> <p>Colour and symbol icons are displayed.</p> <ul style="list-style-type: none"> • Green with Tick= full compliance allowing the traveller to book • Yellow Triangle with Exclamation mark = passive approval so the traveller can book but notification will be sent to the manager that more compliant fares were foregone • Red Circle with Exclamation mark and clear text "Not Allowed" = hard stop requiring the manager to approve the trip before it is ticketed <p>The travel exception and foregone options are routed to the approver, or their designate, either through Concur Travel or simultaneously through corporate e-mail where they can then approve or reject the trip. If no action is taken, the reservation will be held until the appropriate ticket time limit forces the cancellation of the trip.</p>	Confirmed.
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B.6.7.7	Can a client configure more than one 'site' for different business units and/or countries? If yes, please explain how this capability is used most frequently, as well as its benefits.	In Concur Travel, customers do have the ability to configure travel system configurations (sub-sites) for different business units, different countries or for different TMC and/or GDS relationships globally. Each travel system configuration can have its own reservation workflow, non-GDS connectors, TMC/GDS relationships, contracts, etc.... By building these travel system configurations it allows for a company to still have their entire travel program under one central instance of Concur Travel which allows for complete consolidation of all its travel transactions on a global basis.	Confirmed.
B.6.7.8	Can the customer place messages in the booking tool to encourage or discourage specific behaviours?	Yes, Concur Travel allows for static, custom messaging on over 30 different pages/screens during the booking process. In addition, Concur Travel has introduced Configurable Message Boards (dynamic messaging), which can deliver more targeted messages, which help explain and educate travellers on desired company policy and best practice.	Noted.
B.7	Mobile Services		
B.7.1	Can your tool be accessed and used by travellers using mobile devices? If so, can new reservations be created on such devices? Can booked itineraries be reviewed? Can they be changed or cancelled through such devices?	Yes, the Concur mobile platform is available on devices such as BlackBerry, iPhone/iPad and Android. Designed as an extension of the desktop, users can create new reservations including air/rail, rental car, taxi and/or hotel segments or they can view, modify and/or cancel existing reservation segments (no changes to air bookings yet). As a wireless connection to the Concur 'cloud', the mobile platform supports approvals and other Concur platform related services across the Expense services as well.	Confirmed.

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B.7.2	Is your mobile solution synchronized with both your online tool and with the supporting TMC?	Yes, the Concur mobile platform is integrated into the same Travel 'cloud' so it is fully integrated with the Concur Travel desktop, Triplt and your supporting travel management company (TMC).	Confirmed.
B.7.3	Does the online booking tool have the ability to send or 'push' reminders or changes to itineraries, such as changes in flight status, gates, or other aspects of a reservation to mobile devices?	Yes, and synchronizes with Concur Triplt an app for mobile devices that manages travellers itineraries. Concur Triplt Pro, a specific travel application for mobile devices, for example provides outbound push notifications related to instant alerts about flight delays, cancellations, gate changes, baggage claim information and more through e-mail or text message right to your Smart Phone/iPad.	Confirmed.
B.7.4	Will the tool automatically send emails regarding trips to travellers and/or other individuals designated (e.g., spouse, manager, admin)? If so, which e-mail systems are supported (e.g., Outlook, Lotus Notes)? Is this capability something that can be configured or turned off?	Yes, Concur Travel supports up to three email addresses within the traveller profile to be used when communications are forwarded. If a travel arranger created the booking, the arranger will also be included in the notifications. Also during the reservation workflow an email can be triggered from email addresses that can be entered by the traveller or booker. Email functionality is supported across Outlook and Lotus Notes, Yahoo, Gmail and other POP3 email systems.	Confirmed.
B.8	Miscellaneous Functionality		
B.8.1	Does your system allow internal traveller feedback? If so please describe how a traveller would provide such feedback and how a company can access and/or share such feedback (or restrict such sharing).	Concur Travel does allow travellers to provide personal rankings and comments from the travel home page once they have completed their travel. This capability can be administered locally by your system administrator and can be toggled on or off at any time.	Confirmed.

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B.8.2	Are travellers able to access, print and/or download existing or past itineraries, or invoices for airline tickets purchased through the online booking tool? If so, how long are itineraries and/or receipts available after the date of travel?	Yes, Itineraries, both online and offline, are available to be printed and are stored within Concur Travel for as long as the client is a customer of Concur.	Confirmed.
B.8.3	Does your tool provide access to non-online booking tool bookings (i.e. reservations through the TMC)?	Yes, through auto PNR import, Concur acting as a virtual agent through branch access / emulation monitors the designated queues assigned by the TMC to import all offline reservations for 100% visibility through the online solution.	Confirmed.
B.8.4	Please state what languages your tool can display, and whether it supports double byte characters?	Concur Travel's user interface is available in multiple language including English (UK/US), French (Europe/ Canadian), Spanish (EMEA/Latin America), Portuguese, Italian, Dutch, German, Swedish and Japanese.	Noted.
B.8.5	What currencies are supported? Can the system be configured to display all prices in the same currency?	Concur can support 240 countries and their associated currencies in Concur Travel. Travellers will always be shown their "home" currency in addition to a local currency equivalent if the trip is originating in a country outside the traveller's home, ticketing country.	Confirmed.

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B.8.6	Does the system generate proactive travel alerts regarding flight delays, risk management, gate changes, weather, etc.? If so, does it suggest alternatives?	<p>Yes, Concur automatically delivers all relevant content for authorized travellers – like flight, hotel and rental car information – and synchronizes with Triplt. The Concur Travel and Mobile platforms support the ability to retrieve itinerary related information to identify gates, departure times and updates to the reservations but they require the traveller to request the information from the user interface.</p> <p>Additionally Triplt Pro provides outbound push notifications related to instant alerts about flight delays, cancellations, gate changes, baggage claim information and more through e-mail or text message right to your Smart Phone/iPad. In the event of flight cancellations, Triplt Pro will allow the user to view ‘alternative flights’ on which they can seek protection from the ticketed carrier.</p>	Confirmed.
B.8.7	How does the system show seats available on specific flights? Is seat availability displayed only after flights are selected? Regardless of when availability is displayed, is the information real-time? If a user forgets to pick a seat does the system remind the user? How would the user return to the selection area?	<p>Seating preferences are stored in the profile as generic locations aisle/window and/or forward/rear so Concur Travel can auto-assign a seating location at the point of sale automatically. User can also view graphical seat maps during availability, and where enabled via the GDS post confirmation or at any later point prior to four hours prior to departure to make seating changes based upon availability. All seat maps are in real-time and premier loyalty passengers can even confirm aisle forward preferential seats or exit rows on supporting carriers if they use the graphical seat maps.</p>	Confirmed.
B.8.8	Does the tool support frequent traveller upgrades?	Yes, for specific airlines.	Confirmed. It does this where this information is available by GDS or through specific airline connects.

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B.8.9	Provide a list of all countries you have successfully implemented your system.	Concur Travel is deployed in over 100 countries around the world. All countries within North America, Central America, South America, Australia, New Zealand, all western EMEA countries, APAC, Middle East and Sub Saharan Africa.	Noted.
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B.8.10	Is the tool capable of identifying itineraries that include defined 'high-risk' destinations? If so, what workflow will the tool support when such itineraries are identified?	<p>Concur Travel has the ability to accommodate travel rules which would restrict travel or alert management to reservations being booked into certain regions, certain countries, or cities, as well as, travellers using particular carriers or even certain types of aircraft. There are a number of actions which could be configured within Concur Travel such as not showing particular results to the traveller, dynamic messaging which could appear on the screen alerting travellers to potential risks, notifying managers when reservations are made or finally requiring approval of the traveller's manager or travel staff before tickets are issued. Concur Travel can also integrate with Concur Messaging, via the Concur Authorisation Request capabilities to provide additional 'duty of care' cover for travellers. For example the integration enables the traveller to place a request for travel, say to a location that may be a 'travel risk' location (health, political, natural disaster risk), which requires specific approvals. Once approved an itinerary is booked it can then directly integrate in the Concur Messaging solution. This enables the company to know where an employee is located at any given time. Such that if there should be the need to message (SMS, email etc.) the traveller with advice, or warning, or content on their location this can be achieved proactively and rapidly. Depending on the type of message the traveller can respond and be kept informed.</p>	Noted.
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B.8.11	Does your tool have the ability to 'look but not book' flight availability for countries that we might block from online booking due to security issues.	Yes, this is achieved using the policy rules engine to restrict, prompt, dynamic message or otherwise prevent users from high-risk security areas. Using the visual guilt, Concur Travel also allows the 'show but not allow' option within the policy actions. In this manner, users can see sourced inventory but are physically prohibited from reserving any of the displayed options.	Noted.
B.9	TMC and GDS Compatibility		
B.9.1	Specify the GDS systems with which your system is compatible?	Concur is for example compatible with Abacus, Amadeus, Apollo, Galileo, Sabre and Worldspan GDS systems.	Noted.
B.9.2	What fees, including GDS scan charges are passed through to the client or its TMC, and how does your system minimize such charges?	Concur Travel emulates or uses branch access into the agency GDS environment so the fulfilment operation assigned in the agency configuration bears the associative costs for GDS hits, scans and segment fees. Concur Travel is highly configurable and the ability to limit or scale the number of availability and pricing related functions being sent through the GDS can be governed by your system administrator.	Noted.
B.9.3	Is your system capable of emulating PNR formats from any TMC? Please describe the PNR emulation capabilities of your system?	Concur Travel has been implemented by over 150 travel management company (TMC) reseller partners to thousands of customers around the world.	Noted.
B.10	Form of Payment		
B.10.1	What forms of payment are supported by your online booking tool? In addition to major credit cards, does your system support lodge cards and Air Travel Cards?	Concur Travel supports all major credit cards, ghost/lodge cards, UATP cards and does allow for a direct invoice option as well.	Noted.
B.10.2	Can it be configured to charge costs to unique forms of payment (e.g., barter cards)?	Yes, unique forms of payment are configured at the site level and can be applied to specific segment types.	Confirmed.

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B.11	Management Reporting		
B.11.1	Does the system provide management reports independent of reports provided by TMCs or other third parties?	Concur Travel contains its own library of reports which clients can access in real time.	Confirmed.
B.11.2	Can the system report separately on pre-and-post-trip data?	Yes, Concur Travel Reporting provides reporting for pre-ticketing, post-ticketing, currently traveling and post-travel.	Confirmed.
B.11.3	Does the system report on benchmarks, 'trends' and summaries, or just booked flights?	Reporting can be displayed based on companies, departments, travellers, and cost codes and by timeframe desired. Vendor usage (GDS and Internet-only buys) and costs are identified for savings opportunities. In addition, because trip-purpose and job billing codes can be entered through the online booking tool, trip costs can be traced to projects in a more timely fashion.	Confirmed.
B.11.4	Can the reporting system generate data tables for export into other reporting systems (e.g., an expense reporting system)?	Concur Travel reports can be run in a variety of formats including HTML, MS Excel, MS Access, CSV, XML and plain text. They can then be downloaded and exported for further analysis.	Confirmed.
B.11.5	How are the reports made available to the travel manager (on-line, via e-mail, etc.)?	All reports are available online to all users granted reporting rights within the solution.	Confirmed.
B.11.6	Does the tool provide the ability to track travellers? If so, please describe.	Yes, Concur Travel does provide a standard report that allows companies to track employees travelling on a specific date or over a period of days regardless if the reservation was made online or offline with the TMC. The report can also be filtered to show specific airlines and even specific flights.	Confirmed.

Functional requirements questionnaire

Product: Concur Invoice

Release: June 2017

Invoice processing questions

	Question	Supplier Response	Evaluator's comment
C.1	Are requestors able to raise purchase requests for both goods and services?	Yes. The requestor will be able to raise purchase requests for both goods and services related items.	Confirmed. This element is based on the same workflow engine as used in the rest of the system in addition to being able to create an invoice specific workflow.
C.2	Can a purchase request contain items ordered from different suppliers?	Yes. If a purchase request contains good or services ordered from different suppliers, the system will generate separate Purchase Orders for each supplier.	Confirmed.
C.3	Is the requestor notified if the purchase request does not comply with a company's business rules?	Yes. The requestor will be notified if a purchase request item does not comply with a company business rule when they either Save or Submit the purchase request.	Confirmed.
C.4	Can additional documents, like brochures/quotes, be attached to the purchase request?	Yes. Additional documents can be uploaded and attached to the purchase request.	Confirmed.
C.5	Can the requestor distribute the cost on the purchase request across multiple cost objects?	Yes. The purchase request total cost can be distributed across multiple cost objects. The cost can be distributed by percentage or amount.	Confirmed.
C.6	Does the authorizer receive an email when a purchase request is submitted for their approval?	Yes. An email notification is sent to the authorizers email address when a purchase request arrives for their approval.	Confirmed.
C.7	Can the authorizer forward the purchase request to another manager for additional approval or review?	Yes. Authorizer can use the 'Approve & Forward' feature to send the purchase request for additional approval.	Confirmed.
C.8	Can the authorizer send back or reject the purchase request?	Yes. The authorizer can use the 'Send Back' feature to reject or return a purchase request. The system will ask them to add a comment explaining why they rejected or returned the purchase request.	Confirmed.
C.9	Is it possible for the buyer or processor to change the shipping and billing address on the purchase request?	Yes. The shipping and billing addresses can be changed by the buyer or processor on the purchase request.	Confirmed.

Functional requirements questionnaire

Product: Concur Invoice

Release: June 2017

C.10	Can the buyer change the vendor on the purchase request before the purchase order is generated?	Yes. The buyer can change the vendor on the purchase request before the PO is created.	Confirmed.
C.11	Is it possible to customise the Purchase Order?	Yes. The fields to display terms and conditions and general company related text can be customised on the purchase order.	Confirmed.
C.12	What methods are available to import vendor invoices into the system?	<p>The system allows invoices to be imported via the following methods:</p> <p>1) Batch Upload: Scanned paper invoices can be uploaded as a batch.</p> <p>2) Via Email: Invoice PDF attachments can be received within Concur by emailing them to a special email address.</p> <p>3) Via Ariba network: cXML based invoices can be imported directly into the Concur system via the Ariba network.</p> <p>4) Via Import Interface: EDI invoices can be imported into Concur using the Payment Request Import interface, after being translated from EDI to Concur acceptable CSV file format.</p>	Noted.
C.13	<p>Does your product support document capture of multiple file formats?</p> <p>Can Invoices be scanned and data OCR recognised?</p>	<p>Yes. Concur Intelligent Capture supports the following document file formats, Word, Excel, PDF, JPEG, TIFF, PNG, EML and CSV.</p> <p>Yes. Concur provides integrated OCR data capture capabilities within the solution to capture data from scanned invoice images.</p>	<p>Confirmed.</p> <p>Confirmed.</p>
C.14	Can the system capture data from multi-page invoices?	Yes. Concur Invoice can capture data from both single and multi-page invoices. The system can also do automatic document separation if multiple invoices with separator sheets are submitted for data capture.	Confirmed.

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C.15	Is the scanned invoice image viewable within the solution alongside the invoice data?	Yes. The scanned image is viewable alongside the captured invoice data within the solution. Additional information can also be added on the invoice via custom fields.	Confirmed.
C.16	Can Purchase Orders from external ERP systems be imported into the system for matching against an invoice?	Yes. The system provides purchase order import interfaces that will allow purchase orders from external systems to be imported into Concur for matching against purchase invoices.	Confirmed.
C.17	Is it possible to match PO invoices to purchase orders?	Yes. PO invoices can be automatically matched to Purchase Orders generated within Concur, and also Purchase Orders imported from the customer's external ERP or Procurement system.	Confirmed.
C.18	Are the matching rules customizable and can tolerances be added to the invoice amounts?	Yes. The Concur Invoice matching rule engine is highly customizable and supports the use of tolerances on the invoice amounts. Both header and line level matching rules can be created.	Confirmed.
C.19	Is it possible to manually match an invoice to a purchase order?	Yes. Invoices can be manually matched to purchase orders if so required.	Confirmed.
C.20	Can Goods Receipting be done within the system?	Yes. The Concur system allows for Goods Receipting to be done both within the Concur system, as well as, import the Goods Receipt information from the external ERP or Procurement systems. The Goods Receipt information can then be used within a three way match scenario, where an invoice is matched to both the PO and the Goods Receipt data.	Confirmed.

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C.21	Can the system do a three-way match?	Yes. Concur Invoice can 3 way match an Invoice to both the PO and Goods Receipt information. Matching rules can be configured to ensure that the PO is fully receipted before the invoice is successfully matched or confirmed for payment.	Confirmed.
C.22	Is the system able to process credit notes? How are these displayed in the system?	Yes. The system is able to process credit notes very similarly to invoices. Credit notes are displayed with a negative sign against the gross amount in the Concur system.	Confirmed.
C.23	Can the invoice amount be distributed across multiple accounts and cost centres?	Yes. Concur has a cost allocation and distribution feature. Costs can be distributed based on percentage and amount across multiple cost objects. Additionally the distributions can also be imported via the Concur provided distribution template Excel sheet.	Confirmed.
C.24	Does the system support multiple currencies with regards to processing invoices?	Yes. The system is able to process invoices in multiple currencies. Concur Invoice has a very comprehensive feature set to support multiple languages and invoice currencies.	Confirmed.
C.25	Can the system capture the tax from the invoice?	Yes. Concur Invoice can capture the tax amount from the invoice header as provided by the supplier.	Confirmed.
C.26	Can line level tax be defined on the invoice?	Yes. Tax, VAT, can be specified at either the Invoice header or the Invoice line level within Concur.	Confirmed.
C.27	Is a notification email sent out to the authorizer when an invoice is sent to them for approval?	Yes. Email notifications are automatically generated and sent to the authorizers, notifying them that an invoice has arrived for their approval.	Confirmed.
C.28	If an authorizer does not action an invoice for x number of days can the invoice be escalated to the next manager?	Yes. Concur can configure an escalation rule so that if the invoice is not actioned for x number of days it is automatically escalated to the next authorizer.	Confirmed.

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C.29	Can the system manage and maintain customer's delegation of authority matrix?	Yes. The system can import all the employee approval limit data from the customer's delegation of authority (DOA) matrix. The DOA can then be managed and maintained within Concur.	Confirmed.
C.30	What workflow options are available within the system?	Concur has a workflow engine that allows complex workflows to be configured. Some workflows that can be configured are 1-up hierarchical workflow, approval limit driven workflow, cost object driven workflow. The system also allows workflow steps to be added or skipped, based on business rules.	Confirmed.
C.31	Does the invoice processor within the AP department have full visibility of all the invoices in the system?	Yes. The AP user will have full visibility of all invoices in the system and they will also be able to ascertain where within the workflow the invoice is currently.	Confirmed.
C.32	Is a full audit trail maintained of all the actions performed on the invoices?	Yes. Concur Invoice maintains a comprehensive audit trail of all the actions performed on an invoice.	Confirmed.
C.33	Can audit rules be configured to detect duplicate invoices?	Yes. Concur Invoice has an audit engine that allows complex business rules to be configured to prevent duplicate invoice payments or detect any other exceptions.	Confirmed.
C.34	What vendor management capabilities exist in the system?	The Concur system has a Vendor Manager module that would allow AP to manage all vendors imported from the master vendor record. Vendors can be de-activated or activated within the system and requests for new vendors can also be generated.	Confirmed.
C.35	Is there a supplier portal facility?	Yes. Concur Invoice has a supplier portal facility that suppliers can access on invitation and see the status of their invoices. Thus reducing the number of invoice related calls to the AP department.	Confirmed.
C.36	Does the system provide any out-of-the-box invoice reports?	Yes. Concur Invoice provides a number of key Invoice reports out-of-the-box as part of the reporting module. Additionally the system provides tools to create custom reports if so required.	Confirmed.

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C.37	Is the system able to import the Master Vendor Record data and Accounting Codes from the external ERP system?	Yes. Concur Invoice has interfaces that will allow the system to import the Master Vendor Record data and the Accounting Codes from the external ERP system.	Confirmed.
C.38	Can Purchase Orders created in the external ERP system be imported into the Concur system?	Yes. Concur Invoice has a PO import interface that allows Purchase Orders created in the external ERP system to be imported and matched against invoices within Concur Invoice.	Noted.

Functional requirements questionnaire
Product: Concur Messaging
Release: June 2017

	Question	Supplier Response	Evaluator's comment
D.1	How does the system collect travel data?	<p>The Concur Messaging system allows data feeds from multiple sources including from Travel Management Companies (TMC's), Global Distribution Systems (GDS) and Online Booking Tools (OBTs). This data is uploaded in real time with all of these sources being polled at a minimum of every 15 minutes.</p> <p>In particular, bookings, travel itineraries can also be pulled into Concur Risk Management via Concur Travel and the Concur TripLink applications. With Concur TripLink for example travellers can email their booking email and attachments to a dedicated email address. This address is integrated to the process that imports itineraries into Concur Messaging automatically, where it is 'processed' and interpreted. Information analysed includes dates, locations, flights, hotel details etc.</p> <p>The system will also allow Concur clients to incorporate employee's normal workplace locations. As a result Concur Messaging 'knows' where employees 'should' be located at any given time. From this the client's travel manager, or security manager is able to use Concur Messaging to communicate with all employees within a particular location or geographical area. Additionally the mobile app also allows travellers to update their exact location on the Concur Messaging Global Threat map by manually 'checking in'.</p>	Noted.

Functional requirements questionnaire
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D.2	How does the system allow us to communicate with our employees?	<p>The system allows you to communicate with your travellers in a number of ways including:</p> <ul style="list-style-type: none"> • Pre trip advisories advising travellers about the risks associated with their trip and advice on how to mitigate those risks. • Rules based 'smart messaging' allows customers to automate communications based on rules associated with events within their employees itinerary. Events can be travel or security focused, such as arrival in a location, a security or medical incident that has occurred in a travellers location, arrival back home, too many people on the same plane etc. • Travellers can request information via our keyword functionality. This functionality allows the Travel or Security Manager for example to send pre-defined keywords each of which will automatically send back a predefined response. For example a traveller can SMS a keyword of 'HELP' and the system will recognize this keyword and email back details of corporate assistance available or details of an insurance provider that can advise. • The system also allows ad-hoc communications either via email, SMS or the mobile app. This can be for routine, non-crisis or emergency communications. Messaging advising travellers arriving in a particular airport for example can be messaged to confirm collection and 	Confirmed.
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Functional requirements questionnaire
Product: Concur Messaging
Release: June 2017

		security details.	
D.3	Can your system automate your travel authorisation process before the trip is ticketed?	Yes. Concur Messaging provides an integrated travel authorisation process to facilitate compliance of your travel safety / security policy. This can be done prior to the trip being ticketed to ensure that you retain control of travel to restricted or banned countries. This process uses the Concur Requests capabilities that can also integrate with Concur Travel and Concur Expense.	Confirmed.
D.4	Can your system identify when important data is missing from a booking and notify the relevant parties accordingly?	Yes. Concur Messaging can identify when important information is missing from a booking that has been imported. This could include missing mobile numbers or email addresses or overnight trips without a hotel booking. Notifications of this type can then be sent in real time to nominated individuals such as the Travel or Security Manager or even the employee themselves and request that they update their booking or profile accordingly.	Confirmed.
D.5	How does system enable searches across multiple regions?	Concur Messaging allows administrators to draw a virtual geofence around a specific area. This area is defined by the user and can be anything from a particular area of a city or country or it can be across multiple cities or countries. This means that administrators can identify very quickly who may impacted by a major incident such as Super Storm Sandy or the Japanese Tsunami without conducting several individual searches on the affected areas.	Noted.

Functional requirements questionnaire
Product: Concur Messaging
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D.6	Is your system an open platform allowing you to import multiple data sources?	Yes, Concur Messaging is a truly open platform to integrate multiple intelligence and risk information providers in to the system. Additionally you can also allow other providers of travel or security information to integrate their data in to the platform, such as medical information, details of medical facilities, embassies, partners, security and travel providers	Confirmed.
D.7	Does your platform allow you to identify and monitor groups of individuals?	<p>Yes The Concur Messaging platform allows you to create groups either dynamically via searches or by manually associating individuals within the same group. This could be for individuals who may have been impacted by an incident or for particular groups such as the executive committee or expatriates assigned to a particular country.</p> <p>This capability allows you to communicate with the individuals within the group without conducting a manual search on individuals each time.</p>	Confirmed.

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D.8	Does your system have a mobile app?	<p>Yes the Concur Messaging mobile app is a feature rich app that imparts risk and trip information access and be alerted by whilst on the 'move'. This information can include the security or medical risks that are prevalent in the travellers' location; cultural information and incidents that have occurred that may have an impact on the health, safety or wellbeing of travellers.</p> <p>Trip information can also be imparted via the mobile app such as flight delays, aircraft gate changes or airport shut downs.</p> <p>Travellers can also 'check in' using the mobile app to let travel or security managers know their current location. This places the location of the traveller on the global threat map and can send an alert to nominated users to let them know that the traveller has checked in and responsive.</p> <p>Additionally the mobile app provides another channel of communication between the traveller and Travel and/or Security management users of the system.</p>	Noted.
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Additional questions for SaaS providers

The ICAEW recommend that potential users undertake relevant financial and suitability due diligence on software and service providers.

E.1 Security and continuity of processing – SaaS

	Question	Supplier Response	Evaluator's comment
E.1.1	Are different levels of security provided to control access to the product/service?	Yes – security is role-based, with the basic roles of traveller, approver, back office and various administrative roles. Data access can be controlled via groups, enabling a hierarchy of administrative rights to be established.	Confirmed
E.1.2	What forms of user authentication are supported e.g. user names, passwords certificates, tokens etc?	Default is a userid/password pair with configurable password policy settings for a company. Concur supports email based password reset link emails, password 'hints' only, or force back-office intervention. Concur also supports SAML and HMAC based Single Sign On (SSO) via encrypted token exchange and has partnered with several authentication partners.	Confirmed
E.1.3	What is the proposed product/service availability percentage?	99.5% SLA is the contractual commitment	Confirmed
E.1.4	Is the service available 24x7 or are there downtime periods for maintenance?	Up to 4 hours per week maintenance, though the system may be available during the maintenance period, as Concur has the ability to upgrade pools of servers individually.	Noted
E.1.5	Is a service level agreement offered regarding service availability?	Yes	Confirmed
E.1.6	Is the customer made aware of maintenance periods in advance?	Yes	Noted

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E.1.7	<p>Does the product/service require the use of any technologies that may be considered as a security risk? e.g. ActiveX, JavaScript, Cookies.</p> <p>If so, describe how the user can mitigate this risk.</p>	<p>The interface uses AJAX / JavaScript.</p> <p>The application uses Cookies for session navigation – however, there is no user identifiable information contained in any cookies. The cookies can be deleted, though they will be rebuilt upon the next access.</p>	Confirmed
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E.1.8	Where the product/service relies upon downloading and running an executable program, has that program been secured with a digital certificate to verify the source and integrity of the program?	As a SaaS service Concur does not require the downloading and running of a file. Users may download specific mobile applications, such as Concur Mobile to operate on their mobile, smartphone, tablet devices. These apps are available and secure download enabled via download sites such as the Apple App Store.	Confirmed
E.1.9	Is data for different customers/companies kept:- E.1.9.1 On separate servers? E.1.9.2 In different databases? E.1.9.3 In separate database tables? E.1.9.4 In a database with data for other customers and companies using identification codes with each record?	No No Yes. Concur Expense data is contained in separate tables/instances for each customer. No	Noted - Concur's SaaS infrastructure is shared amongst all clients.
E.1.10	How is it ensured that data for different customers and companies is reliably identifiable and only accessed by authorised users for each customer/company?	Concur uses a company designator to distinguish between customers. The application logically separates the data for each customer. Application access is via userid/password pair (user maintained), or SSO via SAML or HMAC. The userid format/domain is unique to the company, as well. There are no administrative userids – application access is role based, so an administrative role is assigned to a user.	Noted
E.1.11	Are there any situations where users from one customer/company can work with data from another customer/company?	Not if they are truly independent entities. If the companies are all a part of the same implementation (they are subsidiaries, for example), then yes.	Noted

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E.1.12	What are the implications of the Data Protection Act over information held by the service provider?	<p>The safekeeping and proper handling of private information is a key component of Concur's services. This evidenced through several audits and certifications, including Safe Harbor, TRUSTe, SSAE16, ISAE3402, ISO27001, and PCI. Concur collects only the minimum necessary personally identifiable information (PII) and uses it only for agreed upon purposes.</p> <p>Concur has enacted the following safeguards related to PII:</p> <ul style="list-style-type: none"> • Encrypted when transmitted over public networks • Encrypted when stored in databases and flat files • Encryption of e-mail messages sent from Concur Travel & Expense to customers* • Encryption of e-receipt data sent from merchants to Concur • Accessible only by vetted, authorized personnel • Storage of PII prohibited on Concur workstations • Published privacy policies <p>* E-mail messages to users are encrypted with server-to-server TLS for customers whose e-mail servers support it – this includes messages about incoming charges, items to approve, and traveller itineraries.</p> <p>Concur complies with the following privacy laws:</p> <ul style="list-style-type: none"> • EU Privacy Directive 95/46/EC through Standard Contractual Clauses • U.K. Data Protection Act of 1998 (DPA) • Canada PIPEDA (Personal Information Protection and Electronic Documents Act) • U.S. state PII privacy, security, information protection, and incident disclosure laws. 	<p>Noted.</p> <p>Note also that there is a new Data Protection Act scheduled to become law in May 2018 known as GDPR.</p> <p>This will have a significant impact on all IT contracts and suppliers.</p> <p>Potential customers are advised to take legal advice on this</p> <p>ISO27001, SOC1 & SOC2 certificates observed</p>
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E.1.13	<p>Does the application software:-</p> <p>E.1.13.1 Require any client software to be installed on the user's computer?</p> <p>E.1.13.2 Work entirely within Internet Browser software on the user's computer?</p>	<p>Adobe PDF Reader to view receipts.</p> <p>Entirely browser based, no downloads or client software required, with the exception of Adobe PDF Reader to view receipt images.</p>	<p>Noted</p> <p>Confirmed</p>
E.1.14	<p>Are communications between the user's computer and the software service encrypted:-</p> <p>E.1.14.1 User log in data only?</p> <p>E.1.14.2 All data exchanged between user client and software service?</p>	<p>Yes – SSL: TLS 1.1\128-bit or greater</p> <p>Entire session SSL encrypted</p> <p>Yes. All user session encrypted via SSL 128 bit or greater, and any files exchanged are encrypted as well.</p>	<p>Confirmed</p>

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E.1.15	<p>What security steps are taken to prevent and detect intrusion attempts?</p> <p>E.1.15.1 Is firewall hardware and software used to protect the live systems from unauthorised access?</p> <p>E.1.15.2 Which monitoring software is used to create alerts when intrusion attempts are suspected?</p> <p>E.1.15.3 Are designated staff responsible for receiving and urgently responding to these alerts?</p> <p>E.1.15.4 Have clear procedures been established for identifying and responding to security incidents?</p> <p>E.1.15.5 Is all security sensitive software, such as operating systems and databases, kept up to date with the latest software patches? Please indicate how regularly updates are applied.</p> <p>E.1.15.6 List procedures and software tools in place to prevent or detect and eliminate interference from malicious code, such as viruses?</p>	<p>Yes – Concur utilises three separate firewalls: one at the edge, the second between the web servers and the application servers, and the last ahead of the RDBMS.</p> <p>Concur's IDS/IPS (<i>Intrusion Detection and Prevention Systems</i>)” are Checkpoint. Events are logged for multiple systems, aggregated, and staff are alerted via pager.</p> <p>Yes</p> <p>Yes. Concur has adopted incident management best practices as prescribed by the Carnegie Mellon CERT, and by the SANS Institute, with a formal SIRT plan in place.</p> <p>Yes. Concur utilises an automated patch management tool. Updates are applied as required and per availability of updates. All patches go through our change management process, even emergency patches.</p> <p>Centrally managed enterprise security solutions and host IDS, network IDS, and IPS solutions. Multiple firewalls, hardened servers, multiple AV solutions, DLP (<i>Data Loss Prevention</i>) appliances. Regular internal/external penetration tests.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>
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E.1.16	<p>Is a system log maintained by the service provider that details</p> <p>E.1.16.1 User access</p> <p>E.1.16.2 User activity</p> <p>E.1.16.3 Error messages</p> <p>E.1.16.4 Security violations?</p>	<p>Yes, administrative as well</p> <p>Yes, administrative as well, all changes are logged</p> <p>Yes</p> <p>Yes</p>	<p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p>
E.1.17	<p>Is this log available to the customer?</p>	<p>Yes, customers have access to the access and activity logs concerning their entities.</p>	<p>Confirmed</p>
E.1.18	<p>Have been any successful unauthorised access attempts been made during the last year?</p> <p>If Yes:-</p> <p>E.1.18.1 What was the effect on the business and users?</p> <p>E.1.18.2 What steps are in place to prevent this happening in future?</p>	<p>No</p>	<p>Noted</p>
E.1.19	<p>Is penetration testing regularly carried out by (please indicate frequency of tests):-</p> <p>E.1.19.1 Staff specialising in this field?</p> <p>E.1.19.2 External specialists?</p> <p>E.1.19.3 Are procedures in place to ensure that any weaknesses found by penetration testing are addressed quickly?</p> <p>E.1.19.4 If penetration testing by a specialist is not performed regularly, please indicate the main procedures in place to identify weaknesses?</p>	<p>Yes. Weekly internal penetration tests (automated via third-party appliance), and quarterly PCI level penetration tests performed externally by a PCI DSS ASV (approved auditor). Annual NVA (Network Vulnerability Assessment) performed externally by a third-party.</p> <p>Yes. Internal tests performed by security specialist.</p> <p>Yes. Quarterly external tests performed by a PCI DSS ASV (approved auditor).</p> <p>Yes. Formal, audited, procedures are in place to immediately correct any weaknesses found.</p> <p>Not applicable.</p>	<p>All noted</p>

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E.1.20	Are security procedures regularly reviewed? Please indicate frequency of reviews.	Yes. Procedures are reviewed at least annually internally. Procedures are reviewed externally at least quarterly by one of the four audits we undergo on behalf of our customers: <ul style="list-style-type: none"> • SOC 1 Type II • SOC 2 Type II • ISO27001:2013 • ISO 20000 • PCI DSS 	Noted ISO27001, SOC1 & SOC2 certificates observed
E.1.21	Are users automatically logged off after a preset time not using the system? E.1.21.1 Can the time period be changed? E.1.21.2 Can any information be viewed without being logged in, including after logging off, if so what information?	Yes. Yes. The time period is configurable by company. No. Nothing is stored on the workstation. Cookies contain session navigation information only.	Confirmed. The default is 20 minutes. Confirmed Confirmed
E.1.22	Data validation E.1.22.1 To what extent is data input by users validated by scripts or routines in the browser, or other client software, before transmission to the server? E.1.22.2 To what extent is data input by users validated by routines running on the server before data files are updated? E.1.22.3 Does the above validation ensure that data entered in all input boxes: - Cannot be longer than a maximum length?	Basic JavaScript browser level validations. Extensive validation, as Concur developers code to eliminate OWASP (<i>Open Web Application Security Project; an online community dedicated to web application security</i>) vulnerabilities. Concur utilises Parameter Validation and Input Protection, where each URL sent to the client contains a one way hash with key values. The digest contains the user's session id, screen, action and all key values. Concur also utilises robust input field validation and filtering, and defensive techniques to avoid script/sql/xml injection Yes, above data validation ensure only proper length and formatted data is entered.	Confirmed Noted Both confirmed

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	<p>- Cannot contain unaccepted characters such as semi-colons etc?</p> <p>E.1.22.4 Are any data files, such as budgets or price updates, imported by users validated by routines running on the server before main data files are updated?</p>	<p>Yes. Uploaded files are checked for validity before being processed.</p>	<p>Confirmed</p>
E.1.23	<p>Are system messages clear?</p>	<p>Yes, though they do not contain sensitive or secure information.</p>	<p>Confirmed</p>
E.1.24	<p>Are user responses properly structured to ensure that erroneous input does not lead to inappropriate actions?</p>	<p>Yes, the user interface includes 'tool tips' (hover over instructions), as well as policy-based audit rules and accompanying informational messages (hard stop and warning).</p>	<p>Confirmed</p>
E.1.25	<p>Are all data entries or file insertions and updates controlled to ensure that should part of a data entry fail the whole transaction fails?</p> <p>E.1.25.1 Are alerts sent to technical support staff when incidents occur to enable data update problems to be investigated and resolved?</p> <p>E.1.25.2 Are messages provided to users clearly explaining whether the data entry or file upload has been</p>	<p>Yes. These files are processed in a batch fashion, and thresholds for failure (number of allowable error records) are configurable.</p> <p>Success/failure emails are generated for each upload, with a detailed error log also generated. A test-user role is available to enable testing of import/export formats without affecting production data.</p> <p>Yes – emails are generated with success/failure information for each upload.</p>	<p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p>

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<p>E.1.26</p>	<p>Explain the procedures in place to ensure the security of customer data held by the service provider, in particular:-</p> <p>E.1.26.1 Procedures to prevent unauthorised access from staff, or contractors, working for the service provider or any other people with access to the service provider's internal systems?</p> <p>E.1.26.2 Is there sufficient segregation of duties preventing system developers from accessing and changing live applications and data files?</p> <p>E.1.26.3 Are there sufficient review and approval procedures covering system operations staff when emergency changes need to be made to live applications and data?</p> <p>E.1.26.4 Is an audit trail always maintained of these emergency changes?</p> <p>E.1.26.5 What procedures are in place when members of staff leave to ensure that their system access is stopped?</p>	<p>Concur has a dedicated Security and Risk Management group. This group has been chartered according to ISO 27001 ISMS standards. Concur is in its eighth year of ISO 27001 certification.</p> <p>Yes. Concur has a formal, documented and audited (by ISO 27001, ISO 20000, SOC1 & SOC2, PCI DSS) access control process.</p> <p>Yes. Concur practices (and is audited on said usage) segregation of duties. Developers do not have access to production systems, personnel that build systems do not audit them, etc.</p> <p>Yes. Concur has a formal, audited change control process including a change control board, with emergency provisions in place.</p> <p>Yes. The entire change control process is managed by an automated ticketing system. Automatic process in place upon termination with security personnel to remove all access.</p>	<p>All noted - ISO27001, SOC1 & SOC2 certificates observed</p>
<p>E.1.27</p>	<p>What are the physical controls over the:-</p> <p>E.1.27.1 Premises?</p> <p>E.1.27.2 Fileservers?</p> <p>E.1.27.3 Communications equipment?</p>	<p>Access to the Information Services data centres (collocated with a tier IV service provider – Concur has a cage in each facility with Concur owned and operated equipment contained within) and internal Concur Operations Centre is controlled with electronic security badges using proximity key cards. Only specifically authorised personnel are granted access to the server rooms.</p>	<p>Noted</p>

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E.1.28	Is Internet communication traffic monitored to identify potential problems before they happen?	Yes. Concur utilises both F5 load balancers as well as Checkpoint IDS/IPS appliances.	Noted
E.1.29	What procedures are in place to prevent a break in Internet Connection (at the server, client or in between) from causing data corruption?	Data is committed once fully received. Concur performs a save with every 'enter' as well as with every specific 'Save' operation. Messages to the user are clear as to whether an action has been performed (or not). Further, Concur generates a hash of the URL and sends it down with every page. If the hash comes back differently, we assume that the transaction is has either been tampered with or is incomplete in some way, and it is not accepted.	Noted
E.1.30	Is there a clear indication in the software or accompanying documentation of the extent to which the customer or the service provider is responsible for backups and recovery?	Yes. Concur's documentation clarifies its responsibility for backup and recovery of customer data that is incorporated into the service.	Confirmed
E.1.31	Backups by service provider Explain the backup procedures applied by the service provider including: E.1.31.1 Are backup procedures automatic? E.1.31.2 What is backed up and how frequently?	Yes, Backup media is stored within three tiers including near-line storage, local tape storage and offsite tape storage. The process itself encompasses multiple batch processes as assigned through Veritas/Symantec software, and uses a multi-tape automated library within the data center. Backups are performed nightly, with weekly tapes going offsite to an industry leading media storage service. Each month, a full backup (stored offsite) of critical data is made of the following systems. <ul style="list-style-type: none"> • File Servers • Domain Controllers • Databases 	Confirmed – no user intervention required Noted

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	<p>E.1.31.3 The backup media used for the main backups?</p>	<p>Concur's hosting operations are backed up by DLT drives, DLT tapes, and a multi-tape library. Backup media for Concur's online services are fully encrypted with AES-256.</p>	<p>Noted</p>
	<p>E.1.31.4 Are backups kept for a sufficient time in case problems, such as data corruption, are not identified until a while later? Please indicate how long backups are kept before they are overwritten.</p>	<p>Yes. The full backups are retained for one year for historical reference, and then overwritten. Tapes are inventoried quarterly.</p>	<p>Noted</p>
	<p>E.1.31.5 Where backups are located and whether there are always at least two up to date backups stored at a different location to the service provider's main server location?</p>	<p>Backups are located at each of our four data centres, and offsite at an industry leading media storage service.</p>	<p>Noted</p>
	<p>E.1.31.6 How frequently backups are tested?</p>	<p>An engineer performs restorations from tape and/or near-line storage on a regular basis, typically once or twice per month.</p>	<p>Noted</p>

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E.1.32	<p>Backups by users</p> <p>E.1.32.1 Is it possible for users to download a backup of their own data?</p> <p>E.1.32.2 If so, is the downloaded data in a format which can be viewed with relative ease in other software such as PC based spreadsheets or databases?</p> <p>E.1.32.3 Is the user forced or prompted to backup at certain intervals?</p> <p>E.1.32.4 Can the intervals be customised?</p> <p>E.1.32.5 If sole responsibility for backups rests with users, explain the system, documentation and training support available to ensure that adequate backups are taken and can be used for recovery.</p>	<p>Yes. Our Standard Accounting Extract, delivered daily or weekly (or on demand via web service), contains all transactional information for posting and reimbursement, and can be used as backup.</p> <p>Yes, queries can be developed to extract information from the data warehouse in several formats including XLS and CSV.</p> <p>No. Concur does not require users to backup their data –</p> <p>Not applicable</p> <p>Not applicable</p>	<p>Confirmed</p> <p>Confirmed</p> <p>Confirmed – no user intervention required</p> <p>N/A</p> <p>N/A</p>
	E.1.32.6 Are there facilities to test recovery with user managed backups?	<p>Not applicable.</p> <p>Users cannot undertake their own backup and restore processes. Concur undertake regular backups for their customers.</p>	Confirmed

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E.1.33	<p>Are contingency plans in place to enable a quick recovery from:-</p> <p>E.1.33.1 Database or application software corruption?</p> <p>E.1.33.2 Hardware failure or theft?</p> <p>E.1.33.3 Fire, flood and other disasters?</p> <p>E.1.33.4 Communication failures?</p> <p>E.1.33.5 How often are these plans tested?</p> <p>E.1.33.6 What is the longest period of time envisaged that service may not be available?</p> <p>E.1.33.7 Are contingency plans documented?</p> <p>E.1.33.8 How often are these plans reviewed and updated?</p> <p>E.1.33.9 If transaction records are dated and time stamped are the times used local to the user or based on where the server is located?</p>	<p>Yes. Concur has an annually tested DRP in place. Transactions are replicated in near-real time between our four tier IV data centres.</p> <p>Yes</p> <p>Yes</p> <p>Yes – multiple communications vendors at our tier IV data centres</p> <p>Annually</p> <p>RPO 4 hours, RTO 48 hours</p> <p>Yes</p> <p>Annually</p> <p>Based upon the Server using NTP time synchronisation</p>	All noted
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E.1.34	<p>Application change management:-</p> <p>E.1.34.1 Do application changes automatically apply to all customers and users?</p> <p>E.1.34.2 Are users able to test beta versions of the application before new versions go into live use?</p> <p>E.1.34.3 Are users given notice before application changes are applied to the live system?</p> <p>E.1.34.4 Are there sufficient internal testing and approval procedures applied by the service provider before all application changes are put into live use?</p> <p>E.1.34.5 Are users informed when they next login of the application changes that have gone into live use?</p> <p>E.1.34.6 Are sufficient application and data backups maintained to enable a roll back to an earlier version if recent application changes cause problems?</p>	<p>Yes. Every customer is on the same version. New features are opt-in and turned off by default. New release every month.</p> <p>Yes. Test user functionality enables testing of new feature before turning on for the entire community.</p> <p>Yes – release notes are published every month.</p> <p>Yes. Concur utilises automated testing, and approximately 300,000 automated test scripts are performed on each release, every month. The application is scanned with IBM Watchfire's AppScan with every release.</p> <p>Notification to the actual user of most features will be done by the customer after their testing/validation.</p> <p>Yes</p>	All noted
E.1.35	<p>Reliance on key staff</p> <p>E.1.35.1 What steps been taken to avoid undue reliance on individual members of staff?</p> <p>E.1.35.2 Are there any individual members of staff whose leaving or illness would significantly reduce, or even stop, the service provider's ability to provide a full and reliable service to</p>	<p>Concur attempts to maintain sufficient depth within its staff for such contingencies. Concur has nearly 7000 employees today.</p> <p>No</p>	All noted

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E.1.36	<p>What protection is in place to enable users to be able to access their accounting and other data if the service provider should experience serious difficulties, cease trading or decide to stop providing the service?</p>	<p>Our customer's data is their data – they have access to it and may download it at any time while using the service.</p> <p>Concur also provides its customers with access to their data upon termination of the relationship by either side, in a commercially reasonable format determined within 30 days after such termination.</p>	Noted
E.1.37	<p>Do these arrangements include:-</p> <p>E.1.37.1 Standby arrangements for another organisation to continue providing the full service?</p> <p>E.1.37.2 Minimal arrangements to at least enable customers to access their data for a sufficient period of time to extract data copies, produce reports and make alternative arrangements?</p> <p>E.1.37.3 Up to date copy of system documentation, source code, scripts, database schema and procedures lodged with a third party under an Escrow agreement?</p>	<p>Not at this time.</p> <p>Yes – contractually our customers have access to their data upon termination of either side, with a copy of the data being provided upon request in a commercially acceptable format.</p> <p>No – as SaaS, our customers do not have an escrow agreement with Concur.</p>	<p>Noted. If the Concur system were to become unavailable for a period of time, much of the basic information would also be in organisation's financial systems.</p> <p>Noted</p> <p>N/A</p>
E.1.38	<p>If the system is hosted by another party are there arrangements in place for this third party to continue providing a hosting service in the short term to allow time for customers to negotiate their own arrangements?</p> <p>E.1.38.1 If so how long does the arrangement allow?</p>	<p>Concur utilises a third-party for co-location of its equipment, but all equipment is owned and operated by Concur. Concur has contingency plans in case our co-location provider ceases business.</p>	Noted

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E.1.39	Is there a user group or committee in existence with sufficient information and understanding to take the lead in setting up arrangements, should the service provider cease trading or decide to stop providing the service?	No. There is not an independent Concur User group. However Concur holds several Concur Fusion events. International and local country events are held, and customers invited to attend. At these events Concur executives, product and support teams meet and present to customers. Customers and end users are invited regularly, for example at specific times within the SaaS application to provide feedback on functionality and usage. In addition the Concur Account Management team work directly with customers to ensure customers achieved maximum benefit for their Concur investment, and also enable direct feedback on customer needs and requirements. There is also a Concur Facebook social media site where topical items are blogged commented upon. A Concur Client User Group on LinkedIn is also in existence with updates and messaging forum capability.	N/A
E.1.40	Are there any licence or trading agreements which would become invalid should the service provider go into administration or cease trading? E.1.40.1 If so what steps have been taken to protect customers from the impact of this situation arising?	No	Noted
E.1.41	What payment options are available for using the software / service?	Subscriber model based on monthly base charges and incremental transactions.	Confirmed
E.1.42	Where online subscription is used, is its use for setting-up or renewing a subscription clear and straightforward to use?	Yes	Confirmed
E.1.43	Where online payment is used, what type of security is used to protect sensitive information?	SSL encryption of user sessions, and encryption of PII in storage and transfer.	Confirmed
E.1.44	Where online subscription / payment is used, is an invoice provided to the customer and, if so, in what format?	There is no online subscription for the product currently.	N/A

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E.1.45	When subscriptions (if applicable) need to be renewed, what advance notice is provided and what is the time limit for renewal?	Concur's services are provided with a fixed initial period which will extend after expiration of the initial term until either party elects to terminate with up to 90 days' notice.	Noted
E.1.46	Is there a procedure for late renewal and is there a time limit after which subscriptions cannot be renewed?	As noted above, Concur's contracts are typically continuing until a party elects to terminate after the fixed initial period.	Noted
E.1.47	How soon after creating or renewing a subscription (if applicable) can the system / service be used?	There is typically a small configuration window for new subscribers which is dependent upon the service offering. As noted above, there are no fixed renewals so access is not lost after the fixed initial term.	Noted
E.1.48	What notifications / confirmations are provided to the customer regarding subscriptions and payments?	Concur provides statements with billing summaries that identify the subscriber's usage in the applicable billing period.	Confirmed
E.1.49	To what extent are users able to access their accounting and other data if:- E.1.49.1 They miss one or two payments? E.1.49.2 They cease being customers?	Concur provides a reasonable grace period for late payments. If there remains a failure to pay, in the absence of a good faith dispute, within a reasonable time after written notice, Concur reserves the right to suspend access to the service. Thirty days to notify Concur after termination of whether they want their data back. After that, Concur will wipe their online data, and their offline data will be cycled out over the next year as backup tapes are recycled.	Noted

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F.1 Reports extra questions for SaaS

	Question	Supplier Response	Evaluator's comment
F.1.1	Are there tools for integrating your solutions with other systems?	<p>Yes, Concur supports many integration points. By delivering flat files, web services or pre-built financial connectors for integration, Concur allows it clients to easily determine their own approach for integration into their back office systems.</p> <p>Electronic files are exchanged at a Concur's hosted FTP site, using PGP encrypted FTP, FTPS or SFTP. Import data is a CSV standard ASCII text file. Export data is a pipe delimited flat file. Clients will be required to build a bridge program or utilise middleware platforms with this solution.</p> <p>Concur customers utilise Restful Web Services XML/HTTP for integrating real time.</p> <p>Integration with SAP solutions allowing master data replication and financial posting. Connectors for various ERP systems are available including Netsuite, Microsoft Dynamics, Quickbooks, Workday – additional details can be found here: https://www.concur.co.uk/financial-connectors and https://www.concur.co.uk/app-centre/category/erp-integrations</p> <p>Concur's reporting solutions are able to output files via HTML, PDF, Excel, XML and text.</p>	Noted.

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F.1.2	Does your solution leverage open standards, examples being XML, HTML, OPC, SOAP, DOM, Web Services, JSON, etc.	<p>Yes, Concur leverages web services heavily to deliver the service. Web services are used for our mobile platform, for e-receipts, for integration with in-house imaging systems, and for GDS/travel supplier connectivity. Concur offers several open, customer-facing web services for integration into our systems. The following list includes examples of a few available Web services:</p> <ul style="list-style-type: none"> • Attendee: Add, modify or delete attendees. • Expense Portal: Request expense report or company card data for users, to display on an internal portal page. • External Validation: Send expense report data to a custom connector to validate field data. • Extract: Request extract of available data. • List Item: Add, modify or delete list items. • Trip: Add, modify or delete trip itineraries or bookings. <p>Concur uses many Web Services capabilities within the solution itself. Concur uses web services for:</p> <ul style="list-style-type: none"> • Supplier connectivity (APIs connect to many of our suppliers for travel content) • Communication between tiers • Within our mobile solution (every function within it such as change trip, add hotel, etc. is a web service) <p>Secure access to receipt images (the Web Services imaging interface allows a client to save/access images directly without having an authenticated active Concur session present).</p>	Noted.
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F.1.3	Does your product have any middleware technology that can be utilised by the customer?	<p>Yes. For specific integrations Concur has developed 'connectors'. For example Concur has developed a packaged Financial Connector for Netsuite a bi-directional integration solution that ensures financial-related information captured in Concur is properly posted to your ERP. This offering is simplified through the use of pre-built connector templates designed around ERP file structures or APIs, making exchange of data easy, quick to deploy and without significant configuration to either Concur or the ERP.</p> <p>Interface templates include:</p> <ul style="list-style-type: none"> • Receive new and modified cross charge data (e.g. cost centre, project codes, internal orders...) to Concur. • Send and Post Concur expense report detail transactions into AP or GL. <p>'Native' integration with SAP ERP solutions is available offering integration as described as well as advanced posting failure handling. Should a posting failure occur the reason will be logged against the claim, failed claims can then be filtered and corrected by back office of end users and re-submitted for posting.</p>	Noted.
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F.1.4	Does your solution have the capability to Integrate with CRM systems?	<p>Yes, Concur has partnered with Salesforce to integrate the two solutions together. The Concur Salesforce Connector is a pre-built integration used to share data from both products in real-time. It's simple to activate and requires no custom coding so you can be up-and running quickly. Benefits include:</p> <ul style="list-style-type: none"> • Contact records within Salesforce can be accessed instantly and added as attendees in Concur's Expense solution, reducing manual entry, duplicates and the need for data-maintenance routines. • Users can associate expense reports, entries and itemizations with existing opportunities in Salesforce enabling accurate reporting and benchmarking for cost-of-sales. • Travel plans can be shared via Salesforce® Chatter enabling colleagues to easily collaborate on client meetings and events. 	Noted.
F.1.5	Does the solution have the technology to allow auto-provisioning of system access?	<p>This is dependent upon the creation of a user ID in the Concur solution(s). e.g. HR/ERP data feeds can auto-create new users as received. A defined data map is created to identify User IDs upon receipt of the feed. A generic password is auto-assigned and Concur can enforce a password change at first login for security purposes.</p>	Noted. This can be through a feed from the HR system to provide auto-provision of set up.

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F.1.6	How do you ensure the integrity of the data transfer?	<p>Concur processes and monitors batch jobs in an automated fashion, with alerts generated for any data output issues that may arise. Issues are resolved prior to encrypting and placing the file on the FTP site for customer pick up. There is also a header record that summarizes the number of lines and total amount of the extract. This ensures that files are complete and data is accurate.</p> <p>After a transfer, the administrator will be informed by email once data submitted to Concur has been integrated. This notification will indicate whether the import was successful, successful with errors or failed. The administrator can then access further details from the administration portal explaining why errors occurred and where.</p> <p>As part of the file transfer process, files transferred via the Concur FTP service must first be encrypted using PGP. In the event of the files being corrupted during the transfer process, the files will fail the PGP integrity test and not decrypt. By using this method Concur ensures that both the confidentiality and the integrity of the files uploaded are preserved and ensures files corrupted after they were encrypted will not be imported.</p>	Noted.
F.2	Expense solution integration		
F.2.1	Can the Expense solution be integrated to a client's Infrastructure?	Yes. Integration can be achieved through file transfers, web service APIs and Concur Financial Connectors for specific ERP/Accounting solutions such as Netsuite.	Confirmed. See also A.9.4
F.2.2	Does the expense solution integrate with an existing client personnel system to manage changes to employees' details, new employees and leavers, automatically?	<p>Yes. Integration can be achieved through file transfers, web service APIs.</p> <p>Concur customers integrate HR information via a PGP encrypted</p>	Confirmed.

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		<p>flat file exchange over secure FTP.</p> <p>Concur can take in an initial feed of HR information including your reporting hierarchy (User/Approver relationship) stored in your HR system. On-going updates can occur daily or weekly. Concur can also accept a feed of information pertaining to delegates, and a feed pertaining to authorized approvers & those approvers that can approve for a specific amount or GL account.</p> <p>The client can add or remove (deactivate) an employee, and modify information about the employee or the employee's bank account using the options in the data file they create.</p> <p>Importing an employee can include any or all of the following information:</p> <ul style="list-style-type: none"> • Employees • General information • Workflow preferences • Employee preferences • Approvers • Roles without associated groups • Roles that require group identification • Delegate data • Company card data • Authorized approver data • Delete Authorized approver data • Bank Account information <p>The client can also update this information one employee at a time by using the Employee Administrator.</p> <p>The import is best used when many changes are required, and the administrator feature is best used when only a few changes are required.</p> <p>Concur performs the employee import; however, the client creates the import file and then passes it to Concur to import.</p>	
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		The SAP Native integration allows user provisioning and maintenance to occur between Concur and SAP HCM \ SuccessFactors Employee Central via an automated API based exchange, with wizard based configuration.	
F.2.3	Can the Expense solution import Project Numbers/Cost Centres/WBS Codes from a client's financial system?	Yes. Concur can take in scheduled feeds of validation information such as cost-centre and/or department or project numbers. Concur refers to these as connected lists, and there is no limit (practical) to the number of connected lists, nor their size. Connected lists can be imported into the system through flat file exchange, Web Services or Financial Connectors.	Confirmed.
F.2.4	Is there a standard approach to importing transactional data from the Expense system into a client's ERP system?	<p>Yes. Concur produces an extract file called the Standard Accounting Extract (SAE) file. This 400 column pipe () delimited file contains line level details from approved expense reports. Customers can use this file to create files that can be uploaded to finance and payroll systems. Concur provides three methods to retrieve the file.</p> <ul style="list-style-type: none"> • The SAE file is generated by default during overnight processing. It contains all transactions from reports fully approved by 6pm in the processing time zone chosen by the customer during implementation. The file will be available by 6am and posted to a secure FTP server for download. Client will require a bridge program to transform the data into their ERP system. • The SAE is available via web services. In this case the file format that is downloaded is the same, the key difference is that 	Confirmed.

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		<p>the SAE will be generated and made available for download on demand. This would provide a “real time” feed.</p> <p>An alternative to the SAE file exists in the form of Pre-built Financial Connectors for ERP systems such as Netsuite, QuickBooks, Microsoft Dynamics etc. The Financial Connectors are bi-directional and provide a real-time feed.</p> <p>For SAP customers ‘native’ pre-built integration is available, providing master data and financial posting capabilities.</p>	
F.3	Invoice solution integration		
F.3.1	Can the Invoice solution be integrated to a client's Infrastructure?	Yes. Integration can be achieved through file transfers, web service APIs and Concur Financial Connectors for specific ERP/Accounting solutions such as SAP.	Confirmed.
F.3.2	Can the Invoice solution integrate with an existing client's personnel system to manage changes to employees' details, new employees and leavers, automatically?	<p>Yes. Concur Invoice customers integrate HR Information via a PGP encrypted flat file exchange over secure FTP in a similar fashion to the Expense solution.</p> <p>Concur can take in an initial feed of HR information including your reporting hierarchy (User/Approver relationship) stored in your HR system. On-going updates can occur daily or weekly. This is a fixed feed, and it can accept information up to 70+ fields from multiple sources. Concur can also accept a feed pertaining to authorized approvers & those approvers that can approve for a specific amount.</p>	Confirmed.
F.3.3	Will the system be able to receive incoming data from a client's ERP system (e.g. payment dates, voucher numbers)?	Yes. The Concur solution will accept a list of approved vendors from your ERP. Concur will also accept the payment confirmation import to update the payment status of payment requests.	Confirmed.

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F.3.4	Can the Invoice solution import Project Numbers/Cost Centres/WBS Codes from a client's financial system?	Yes. Concur can take in a feed or feeds daily or weekly of validation information such as cost-centre and/or department or project numbers. Concur refers to these as connected lists, and there is no limit (practical) to the number of connected lists, nor their size.	Confirmed.
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F.3.5	Can the Invoice solution send invoice data to a client's computerised Accounts Payable and/or General Ledger system?	<p>Yes. There are two main extracts coming out of Concur Invoice Management solution. One is the Standard Employee Requested Vendor Extract and the other - standard Payment Request Accounting Extract (PRAE) which is used to load the accounting and disbursement information related to these payment requests. The client then uses a (client developed) bridge program to import into their accounting systems. Export data is a pipe delimited flat file.</p> <p>Concur provides three methods to retrieve the Payment Request Accounting Extract (PRAE):</p> <ul style="list-style-type: none"> • The PRAE file is generated by default during overnight processing. It contains all transactions from reports fully approved by 6pm in the processing time zone chosen by the customer during implementation. The file will be available by 6am and posted to a secure FTP server for download. • The PRAE is available via web services. In this case the file format that is downloaded is the same, the key difference is that the PRAE will be generated and made available for download on demand. This would provide a "real time" feed. • The PRAE is available with pre-built Financial Connectors for AP/GL systems such as Netsuite, Oracle, Microsoft Dynamics, etc. 	Confirmed.
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F.4	Travel solution integration		
F.4.1	Can the Travel solution be integrated to a client's infrastructure?	Yes. Integration can be achieved through flat file transfers with PGP Encryption.	Confirmed.
F.4.2	Can travellers details loaded into the Travel Booking system?	<p>Yes. Concur Travel clients have the ability to load into Concur an HR feed, extracted from your HR system on a nightly basis through a flat file exchange using PGP encryption. This feed will then be used across the Concur platform. Concur will also work with your TMC as a part of the conversion to Concur Travel to match up existing traveller profiles within the GDS/agency with the records in the Concur database, creating a single record for your travellers. Updates made by the agency or by the HR feed are then updated.</p> <p>Concur receives the following information from organizations using Concur Travel:</p> <ul style="list-style-type: none"> • Employee name • Employee date of birth • User ID to be used for Concur Travel • Password (optional) • Password hint (if provided by end user) • Corporate credit card number and expiration • Passport number • Frequent flyer / traveller membership numbers 	Confirmed.
F.4.3	Is the travel management solution (Online Booking Tool, Self Service Booking Tool) connected to a Central Reservation System (GDS), used by a company's Travel Management Company (TMC)?	Yes. Concur's internal data network connects to GDSs through a variety of ways depending on the GDS. Some of the older GDSs do not offer strictly web service based connections. Concur utilizes web services built on top of the respective company's code. This code facilitates API calls to the respective GDS's mainframe systems. Communications are made using XML and terminal	Confirmed.

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		<p>mode. Concur operates as a service bureau; this permits Concur to connect its partner agencies' pseudo cities for booking purposes. Our customers need only an http/https connection to access Concur's website; this entire communication infrastructure is internal to Concur. All communication to partner travel agencies is via the GDS so we remain compatible with existing back office software.</p>	
F.4.4	<p>Is it possible to have custom integration services?</p>	<p>Yes. Concur's Advantage Technical Services team can build, for a fee, various levels of custom integration to facilitate the Integration process if the customer doesn't have the necessary in-house experience. This team can assist with providing specific connectivity including:</p> <ul style="list-style-type: none"> • Custom Extract File • Defined Extract File • Extract Split Files <p><i>Custom Extract File:</i> Concur works with the customer to understand what existing interfaces exist to import data to the ERP. The custom extract file would then be created so that the existing process can be reused.</p> <p><i>Defined Extract File:</i> For certain financial packages such as Microsoft Navision and Microsoft Great Plains Concur have produced a standard file that requires minimal custom field mapping and can be imported through existing standard data interfaces.</p> <p><i>Extract Split:</i> Based on information provided by the customer Concur will configure an extract split so as to produce 2 or more files of the same format but each carrying a subset of the original extract file data. An extract split can be performed on the Standard Accounting</p>	<p>Noted.</p>

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		Extract or on a custom extract or on defined extract files.	
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G.1 Reports extra questions for SaaS

	Question	Supplier Response	Evaluator's comment
G.1.1	Are reports produced from the same software as the main application or is separate reporting software used?	A separate Data Warehouse (DW) with reporting based on Cognos technologies is used. Transactions are loaded into the DW every 24 hours.	Confirmed
G.1.2	Does any application software (i.e. other than a web browser or PDF reader) need to be installed on the user's computer in order to prepare or view the	No.	Confirmed – all browser based and an Adobe PDF reader is required to view receipt images
G.1.3	Is access to the reporting facilities and data these use controlled by the same procedures as access to the main financial applications? G.1.3.1 If it is different explain the user access control facilities available to ensure information is only viewed by users with appropriate authority?	Yes. Users with reporting roles have access to the reporting environment. By default, the access is based upon groups, just like the main application. A separate reporting hierarchy is available.	Confirmed
G.1.4	In what electronic formats are reports produced:- G.1.4.1 PDF? G.1.4.2 XML? G.1.4.3 MS Excel spreadsheet? G.1.4.4 CSV file? G.1.4.5 As html for viewing in a web browser?	Yes – all the formats listed are supported. Yes Yes Yes Yes Yes	Confirmed

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<p>G.1.5</p>	<p>Are report documents stored on the web server or on the user's computer?</p> <p>G.1.5.1 If report documents are stored on the web server are the secure to ensure only users with appropriate authority can get access?</p> <p>G.1.5.2 If reports can be downloaded to the user's computer are there adequate warnings about the possible dangers of other computers users being able to view the reports and the need to store the documents in a secure storage location?</p>	<p>Reports can be stored securely on the Server and can be downloaded to the user's computer.</p> <p>Reports can be stored securely on the server, and are accessible only by those with the proper authority.</p> <p>Reports can be downloaded to a user's computer, or emailed to a specific user or group of users.</p> <p>Such warnings can be placed upon the reports if required.</p>	<p>Confirmed</p> <p>Confirmed</p> <p>Confirmed – subject to users own corporate security procedures</p>
<p>G.1.6</p>	<p>For documents viewable in a browser is any data stored on the user's computer in a web browser cache or temporary file (when viewing the report presented for the browser or for any simplified print layout style options)?</p> <p>If Yes:-</p> <p>G.1.6.1 Is there any protection against other users viewing the report or data on which it is based?</p> <p>G.1.6.2 Is it clear on the reports when they were produced and the date of the data on which they are based, so the user can tell whether they are viewing out of date information?</p>	<p>Data is stored temporarily in browser cache files, which are cleared upon logging out and closing the session.</p> <p>Not applicable</p> <p>Yes.</p>	<p>Confirmed</p> <p>N/A</p> <p>Confirmed</p>

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G.1.7	Are communications between the browser and the server encrypted for any report related communications?	Yes. HTTPS security is enabled.	Confirmed
G.1.8	If reports are produced dynamically each time the user views them can historical reports be reproduced at any time? G.1.8.1 Indicate any reports that are not available after a period of time has elapsed, e.g. events such as period end or records have	Yes. Historical reports can be produced from the data warehouse. Currently all data is maintained online, though future capabilities will include selective deletion by the customer of data no longer needed.	Confirmed Noted
G.1.9	Can reports viewable in a browser be navigated dynamically by users? E.g. G.1.9.1 Enabling drill down to more detailed information (Please state the extent of drill down/across functionality available). G.1.9.2 Altering which columns and rows of data are displayed. G.1.9.3 Choosing time periods. G.1.9.4 Specifying	Yes. Cognos contains significant & extensive drill down and drill through functionality. Some standard reports contain drill throughs. Yes Yes Yes	Confirmed Confirmed Confirmed Confirmed
G.1.10	Can report data be reliably copied and pasted direct from browser viewable reports to an MS Excel spreadsheet retaining any table layout?	Concur reports in both Concur Analysis and Concur Intelligence can generate reports in XLS and CSV format.	Confirmed
G.1.11	If reports are incomplete, for instance due to a poor Internet connection, is sufficient information provided to enable the user to notice that some of the report is missing?	Yes – it is clear when reports have ended.	Confirmed

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**Appendix A - Summary of functionality
Expense Management**

The following summary has been provided by the Supplier but does not form part of the accreditation.

Process	Supplier Response		
	Yes	No	Comments
Customisable expense categories	√		Concur provides a Best Practice template using categories which may be selected from, added to or renamed
Expense claim submission	√		Submission can be done via a browser session or native application for mobile devices of iPhone, iPad, Blackberry and Android devices.
Expense claim authorisation	√		Authorisation can be done via a browser session or native application for mobile devices of iPhone, iPad, Blackberry and Android devices.
Expense claim recharge	√		Claim may be flagged for recharge.
Budget holders approve spend on their budget	√		The optional Concur Budget Insight solution allows budget holders visibility and approval into spend against their budget.
Expense claim payment	√		Concur Pay is available for reimbursing employees as well as corporate card providers
Expense policy management	√		System Administrator may change or add policy
Expense policy enforcement	√		Policy may be highlighted to an employee as a warning or as a hard exception messages which stops a claim being submitted. Approvers can also see all exceptions during the approval process as well as tracked for audit purposes
Entry of claim by entrusted person	√		Claimant can give Delegate permissions to another user with the ability to choose the functions the delegate can use, such as enter but not submit expenses.
Inline help for key fields	√		Concur provides a tool-tip type help capability on any field in the customer's configured solution, for both standard fields and any custom fields added specific to the configuration.
Receipts management	√		Receipts may be attached to the claim as an image or captured via a Smartphone camera, emailed to receipts@concur.com or sent to Concur for image capture. Once attached, receipt images are visible to all steps in the workflow including the Manager, Auditor and Finance users.
Receipts captured by another person	√		Delegates can upload receipts on behalf of another user. In addition, another person (such as a PA, Secretary, Admin Assistant) can send receipts in an email to receipts@concur.com with the email address of the person the receipts are for and the receipts will be uploaded to the appropriate user.
Integration	√		Concur has a number of integration points including corporate cards, foreign exchange rates, Human Resource systems, travel agencies, Enterprise Resource Planning (ERP) and other back office accounting systems

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VAT calculation and compliance	√	Concur is able to handle multiple VAT calculations for the UK, EU, Switzerland, Australia, Canada and all other countries that have VAT/GST.
P11D preparation	√	Through Concur Analysis or Concur Intelligence any data can be reported on, allowing clients to produce a report containing expense related to P11D data from Concur.
Processing of third party data feeds	√	Concur accepts feeds from both corporate credit card providers and personal credit cards. In addition data feeds from 3rd parties can include e-receipt information provided by vendors including IHG other hotel chains.
Email notifications	√	Standard emails are built from best practice are available to notify status of claim, if rejected/returned, approval required. Tailored emails may also be added, if required.
Electronic workflow	√	Flexible workflow rules for Audit & Approval including line item rejections, splitting of expense claims for relevant approval, limit threshold etc.
Multi-currency	√	Concur supports all ISO currencies as the reimbursement currency for employees and for any expenses on a claim. Any claim can have multiple currency items and all items are converted into the claimant's reimbursement currency using the appropriate exchange rate.
Multi entity	√	Multiple companies are all part of the same instance for total consolidated expense visibility.
Multi approval	√	Approval hierarchy may be set up.
Benchmarking	√	Business Intelligence to compare with Peers.
Document handling	√	Concur receipt handling stores expense images.
Reporting - Standard - Customisable - User defined	√ √ √ √	Based on IBM Cognos technology, Concur Analysis is included in the Concur solution with over 80 Standard Reports built from Best Practice. The optional Business Intelligence solution includes over 170 Standard reports and 40 dashboards. IBM Cognos Query Studio included as standard, uses drag and drop, to create tailored reports to add or change standard report formats Business Intelligence also includes IBM Cognos Report Studio for more advanced reporting users.
Online travel booking	√	Concur Travel and Expense is an end to end online travel booking and expense management solution. Additionally Concur Travel and Expense can also import bookings made outside of Concur using Concur TripLink.
Corporate credit card reconciliation	√	Corporate credit card feeds are imported into each Employee's Expense feed with alerts if any card charges are not included on an expense claim within a configurable timescale.
Business mileage handling	√	Mileage calculator included based on GoogleMaps to validate mileage based on journeys between company locations and postcodes.

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Cash advance handling	√		Full support for tracking and managing Cash Advances including matching the advance to 1 or more expense claims.
Trip management	√		Itinerary visibility through browser or mobile devices.

Appendix B - Summary of functionality Travel Management (Online Booking Tool (OBT))

The following summary has been provided by the Supplier but does not form part of the accreditation.

Process	Supplier Response		
	Yes	No	Comments
Travel Management solution with the capability to operate in stand alone, or in an integrated solution that includes Expense and or Risk Management.	√		Concur Travel provides this stand alone or fully integrated process capability. If integrated with Concur Expense for example the would include sharing employee profile information and enable integrated processing of say Travel Itineraries and travel spend into Concur Expense.
Travellers make Airline Bookings, selecting the most appropriate flights.	√		Travellers, or Travel bookers on their behalf, can book flights, taking into account flight availability, price, compliance with corporate policy, and personal preferences.
Support for multiple Global Distribution Systems (GDS) and Travel Management Companies (TMC's).	√		Concur Travel is compatible with Amadeus, Apollo, Galileo, Sabre and Worldspan GDS systems, and can share data, itineraries and bookings with more than 250 TMC's
Support for corporate travel policy.	√		Travel rules and policies can be configured within Concur Travel to guide traveller behaviour and compliance with corporate travel polices.
Enable specific corporately preferred travel vendors (Airlines for example) be configured to guide purchase behaviour.	√		Concur Travel enables configuration to indicate which travel vendors are preferable for use by employees.
Monitor and indicate violations or deviations from recommended suppliers and corporate policies.	√		Travellers can be warned when selecting a travel option that is out of policy.
Provide real time seat availability and inventory.	√		Concur Travel provides live real time inventories where available from the underlying systems (GDS, TMC, Direct Connects etc.)
Assess to non-GDS/TMC content.	√		Concur Direct Connects capability enables third part travel providers to integrate their content with Concur Travel. Example connects exist for Aer Lingus, Hilton Hotels, Deutsche Bahn, SNCF, Trainline, and several other Airlines. Also partnerships with TravelFusion provide a wide range of content to be accessible from which Travellers can make bookings.

Support for one-way, round-trip, multi-segment and open jaw itineraries, as well as split ticketing	√		Concur Travel supports these processes.
Support for Rail, Hotel, and Ground Transportation.	√		A wide range of support for these travel components is available in Concur Travel. In addition if employees should book their travel (for example Hotel) outside of the Concur Travel OBT it is possible to include this 'unmanaged spend' for inclusion in Itineraries (say in Concur Triplt and Concur Expense) by using Concur TripLink capabilities.
Manage special booking issues such as changes, cancellations, exchanges and 'book and hold'.	√		Concur Travel enables these special booking issues to be managed.
Support for Travel Arrangers and 'Guest Bookers'.	√		Travel Arranger, Delegate bookings and Guest Bookers are a feature of Concur Travel.
Processes for 'Trip Templates' for repeat trips, and for trips with multiple travellers.	√		Concur Travel has functionality to enable trip templates to be used for repeat trips and as the basis for trips for multiple travellers.
Carbon Calculation information to be displayed from which travellers can make a booking decision	√		Carbon emission information is displayed in Concur Travel.
Processes for managing traveller profiles.	√		Concur Travel can import travel profiles (information) form a number of sources. It is also possible to synchronise these profiles with external systems. Information in these profiles can be used when booking travel, for example bank account/credit cards, traveller preferences, and frequent traveller details (e.g. window seat, low fat meal, travel points).
System Administration processes to configure and manage an organisations travel policy.	√		Online system administration is possible within Concur Travel. This configuration can be managed by client administrators, or managed in conjunction with direct assistance from Concur. Some of the travel policy configuration elements include travel itinerary, flights, flight fares, flight classes, ticket change, car, hotel selection and messaging.
Pre-trip Approval	√		Concur Travel supports pre-trip approval. Simple approval by line managers for example, and in accordance with what has been configured (allowable travel etc.). In cases where a client would like further detailed approval, say based on multiple approves, spend limit routing, or cost object approvals (say based on projects) then Concur can recommend Concur Requests to integrate within the overall Travel process (And Travel and Expense and Concur Messaging process if required).
Cost and savings guidance and approvals.	√		Within the Travel Policy configuration of Concur Travel is the concept of Lowest Logical Fare. Business rules then can trigger approval and recommendations based on Lowest Logical Fare.

Managing multiple organisational units, countries or groups of travellers, in a single travel configuration.	√		Concur Travel enables the management of complex organisational structures. Each configuration (sub-site) may have its own reservation workflow, non-GDS connectors, TMC relationships, contacts etc.
Key processes to be available via Mobile Devices (native – i.e. not just a web browser link).	√		Concurs mobile platform is available on multiple mobile platforms including Blackberry, iPhone, iPad and Android. On the mobile device users can create net new reservations including air/rail, rental car, taxi and/or hotel segments or they can view, modify and/or cancel existing reservation segments (no changes to air bookings yet). As a wireless connection to the Concur 'cloud', the mobile platform is fully integrated, in real time, and supports approvals and other Concur platform related services across the Expense services as well
Mobile messaging of related travel information.	√		Itinerary information booked in Concur Travel is available online via the Concur Triplt app (downloadable say from the Apple App Store). Combined these services provide outbound push notifications, instant alerts, on flight delays, cancellations, gate changes, etc.
Traveller feedback process	√		Concur Travel does include a process for travellers to provide feedback, rate their hotels etc.
Multi Language and Multi Currency Support	√		Concur Travel provides extensive support for Languages and Currencies. It is a global application operating in many countries, used by millions of users managing their international travel.
Reporting capabilities	√		A library of travel reports is available as standard. When integrated with Concur Expense and Concur Intelligence, additional reports are available which contain substantial information on travel preferences, costs and processes.
Capability for managing travel bookings made outside of the Online Booking tool (i.e. unmanaged spend)	√		Concur TripLink is a tool that enables travel booked outside of Concur Travel (the OBT), or other managed travel solutions, to be imported into the Concur travel cloud and used in conjunction with other Concur Travel and Expense data. As a result unmanaged spend can be included to gain visibility of overall travel and expense spent. For example if a traveller books a flight using the Concur Travel solution (managed send) but then books a hotel direct via a hotel website, or via another agency. The traveller can then send the resultant itinerary sent by the hotel/Agent to plans@concur.com for example where the itinerary will be analysed and included alongside other itinerary and trip data for that traveller. The itinerary will then be available on Triplt (mobile Itinerary management) and also in Concur Expense where it can then be matched to a card payment if needed.

Appendix C - Summary of functionality Invoice Management

The following summary has been provided by the Supplier but does not form part of the accreditation.

Process	Supplier Response		
	YES	No	
Customizable purchase categories	√		Concur Invoice provides an out-of-the-box list of purchase categories which may be selected from, added to or renamed.
Purchase Request creation and submission	√		Purchase Request creation and submission is available within the Concur Invoice management solution.
Purchase Request authorisation	√		Authorisation workflow and approval is available through the web browser and mobile solution.
Purchase Order generation	√		Purchase Order generation and transmission to supplier is possible using email.
Data capture and verification	√		Concur Intelligent Capture can process invoices and credit notes received as paper via post, as email PDF attachment or as EDI documents. Automatic document separation, OCR data capture and verification is performed on the documents.
Import Goods Receipting (GRN) data	√		GRN data from external systems can be imported into Concur Invoice to provide for three-way matching (Purchase Order, GRN and Invoice)
Payment Request creation <ul style="list-style-type: none"> - Invoice - Credit Note - Cheque Request 	√		Payment Request can be created and automatically routed to correct contact for review, approval and processing.
Payment Request coding	√		Header and line level coding may be performed.
Payment Request submission	√		Payment Request submission is possible via the Concur Invoice portal.
Payment Request authorisation	√		Payment Request authorisation is achieved through the web browser and mobile solution.
Payment Request payment	√		Concur Pay is available to pay vendor invoices. Alternatively payment can also be performed via customers ERP system.
Vendor Management	√		Concur Invoice allows vendor management functionality and users can generate requests for new vendors from within the solution.
Supplier Portal	√		Vendors can see the status of their invoices via the supplier portal.
Audit rules engine	√		Audit rules can be defined for invoices and purchase requests.
Multi-Currency and Multi Language.	√		Concur Invoice supports Multiple currencies and is available in multiple languages.
VAT and Tax handling	√		Tax/VAT entered on Supplier invoices can be captured (and identified by the OCR process).
Reporting capability	√		Concur Invoice provides key Invoice Reports. Additionally custom reports can be created.

Appendix D - Summary of functionality Risk Management and Messaging

The following summary has been provided by the Supplier but does not form part of the accreditation.

Process	Supplier Response		
	Yes	No	Comments
Collate, Manage and Utilise 'location' sensitive information to provide 'duty of care' assistance for employees	√		Concur Messaging provides the ability to locate and communicate with all employees and work locations whether they are travelling or not is important in order for organisations to deliver "duty of care" to their employees, and provide levels of security for their dependants.
Provide both Proactive and Relevant messaging to travellers and employees. In a rapid and effective manner.	√		The ability to communicate with employees in multiple mediums including SMS, email and mobile app, which pushes appropriate text messaging to the traveller is essential in a crisis situation. Early, rapid, direct and communication often means that the traveller can make quick decisions, for example 'move', re-book' or set up direct communications with first responders, security and medical assistance agencies.
Rules and Event based message automation.	√		The ability to automate communications based on rules or events, such as arrival in a country, return back to home location, a specified time before departure as opposed to a single pre trip email is important in ensuring travellers are provided with pertinent information and the most relevant time
Rapid response and automated follow-up	√		Travellers need to be able to request information easily and simply without the need for someone to respond manually.
Mobile App to provide information, updates and alerts to travellers	√		In todays world it is essential that travellers have access to risk information via a mobile app
Rapid 'locate and alert' capabilities to enable Security Managers to respond to incoming risk situations.	√		Concur Messaging provides the Travel Manager, or Head of Security a 'geofencing' map tool to locate employees in a given 'area' - impacted by say an earthquake, civil disturbance or terrorist activity - and use the results as the basis of a proactive 'messaging' strategy to inform, advise and assist as appropriate.
Integrate with travel and risk alerting, warning systems and include traveller Itineraries and profile data.	√		Concur Messaging has tools to integrate data and use this data for 'duty of care' and positive informational messaging.

Appendix E - Summary of functionality Security and continuity of processing

The following summary has been provided by the Supplier but does not form part of the accreditation.

Note: These are additional questions for SaaS providers

Process	Supplier Response		
	Yes	No	Comments
Access & Authentication Controls	√		Concur SaaS applications use role based security, supported with user access via Username and Password controls.
High Availability and SLA	√		Concur provides an SLA, with 99% contractual commitment in terms of service availability.
Data segmentation	√		Individual corporate data is kept uniquely distinct from corporate data of other companies.
Data Protection Act	√		Concur is aware of and abides by EU data protection clauses as appropriate. PII data maintained in Concur is protected. Our Concur Security and Privacy overview describes these policies and procedures.
Browser based applications	√		Concur SaaS services are browser based. Additional applications for mobile devices are available, and these use the native device operating systems and services.
Security steps to detect and prevent intrusion attempts.	√		Concur uses several industry standard and recognises processes and tools to detect and prevent intrusion attempts. It also has a professional security monitoring team.
Security procedure review.	√		Concur adheres to several security standards and best practices, including regular, on-going, internal and external audits by certified organisations.
Security of customer data.	√		Concur has a dedicated Security and Risk Management group. This group is responsible for ensuring the security of our SaaS services and for has been chartered according to ISO 27001 ISMS standards. Concur has several years of ISO 27001:200, ISO 20000, ISAE3402, PCI DSS) access control process
Validation processes	√		Concur maintains extensive validation processes, for example our development team code to eliminate OWASP vulnerabilities. Error messages on data entry are clear and supported by onscreen help and 'tool tips'
Customer data security	√		Concur has a dedicated Security and Risk Management group with and specific processes, adherence to best practices, including regular audits (internal and external) to ensure customer data is secure.

Physical Controls over premises, file servers and communications equipment.	√		Concur runs several data centers, collocated with a Tier IV service providers). Stringent controls are in place to manage access to physical hardware and equipment.
Backup of customer data.	√		Backup is an automatic process included within the overall Concur service fees. Backups are performed nightly, with weekly tapes going off-site for remote storage. Monthly a full backup is made for critical data.
Contingency plans.	√		Concur has full Disaster Recovery Plans in place.
Application Change Management.	√		Application changes are made automatically. New features are provided on an opt-in basis. Concur provides monthly releases (updates, new features etc.). Release notes are provided to customers for them to choose which new features may be needed.
Payment options.	√		Concur services for the most part are based on a subscriber model. Monthly charges for agreed transaction levels. Incremental charges exist for transaction volumes that run over a contracted level.

Appendix F - Summary of functionality Integration

The following summary has been provided by the Supplier but does not form part of the accreditation.

Note: These are additional questions for SaaS providers

Process	Supplier Response		
	Yes	No	Comments
Integration with external systems	√		Concur supports several approaches to integration, covering data take-on (initial setup) and data inbound and outbound integration. Specific options exist for Concur Expense, Travel, and Invoice.
Adherence to open standards integration approaches	√		Depending on the integration needed Concur can provide assistance and tools as necessary. In particular Concur uses Web Services to provide integration for the core application and also on the mobile platform.
Support for middleware technology	√		Concur can provide specific Financial Connectors that are based on tried and tested cloud based integration technology, Dell Boomi. Supported ERP integration supported in this way includes Oracle Applications.
Integration with Salesforce.com CRM	√		A standard integration connector is available. This provides additional on-screen integration functionality with back office integration.
Set-up data take-on	√		Tools exist, for example to import HR data. Further integration and synchronisation can be provided by using web services available from Concur.
Specific Integration components	√		<p>Concur provides specific components that could include:</p> <ul style="list-style-type: none"> • Custom extract file • Defined extract file • Extract split files • Custom connectors • Web services <p>In addition Concur Advantage Technical Services team can assist with building specific extracts, setting up Concur Connectors and advising on Web Services deployments.</p>

**Appendix G - Summary of functionality
Reporting Questions for Concur SaaS Applications
(Expense, Travel and Invoice)**

The following summary has been provided by the Supplier but does not form part of the accreditation.

Process	Supplier Response		
	Yes	No	Comments
Reporting Engine.	√		Concur uses a robust reporting and analytics engine based on Cognos technology and tools. This technology uses a data warehouse of source data from Concur applications.
Browser based reporting.	√		Reports are selected and run online – via a web browser. Reports can be downloaded, say in Excel format for off-line review.
Formats supported.	√		Concur supports multiple report formats, including PDF, XML, MS Excel, CSV and html viewing within a web browser. Also it is possible to have reports downloaded to Mobile Devices (such as iPads) for offline viewing, these are Active Reports.