eExpenses project

Update Pack 1 – draft v3

January 2020

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What are the aims of the eExpenses Project?

The e-Expenses project will move the University from the current manual, paper based expenses process to a process based on a 3rd Party electronic system. The key aims of this are to:

- improve the User experience;
- reduce reputation risk due to compliance with internal policy & external legislation;
- allow better reporting & understanding of the University's expenses;
- free capacity for other value-added work within the Finance function;
- reduce processing costs;
- create additional capacity for other value-added work within the Finance function;
- result in a processing cost reduction.

At the same time, the new process will help to reinforce the key principles of the University's expenses policy:-

- To ensure that value for money is achieved;
- Expenses are only incurred where it is not possible and/or practical for the University to pay for the goods or service directly;
- Costs incurred are for business purposes only, and the individual does not receive a personal benefit;
- Only actual and evidenced costs are reclaimed.

Why we are doing this now?

- The project aligns with the Draft University of Oxford IT Strategic Plan, 2019 – 2024, particularly the technology priority to improve the end user experience, as well as the Vision of the Focus Programme for every member of the University to receive support through simple and effective services;

- The current paper-based expenses process is inefficient and frustrating for all involved and takes up unnecessary time for claimants, finance administrators and the central Finance Division;

- An electronic expenses claim system would be welcomed by claimants in most cases and by finance departments and the central Finance Division across the board;

- Departmental finance teams and claimants experience a lack of transparency in the process (not knowing where their expense claim is in the process), lost claims, and difficulties getting wet signatures from claimants or authorisers when they are travelling;

- It is time consuming to retrieve expenses data for funder audits, and to evidence compliance with regulatory requirements.

What will the benefits be?

- The eExpenses project will deliver substantial benefits, and a better user experience, for claimants and Divisions, Departments and in-scope Colleges, and the Finance Division through:-

- **Simple**, quicker, common process for expenses claims;

- **Quicker** remuneration of expenses claims;

- **Better** cost controls for budget holders and administrators;

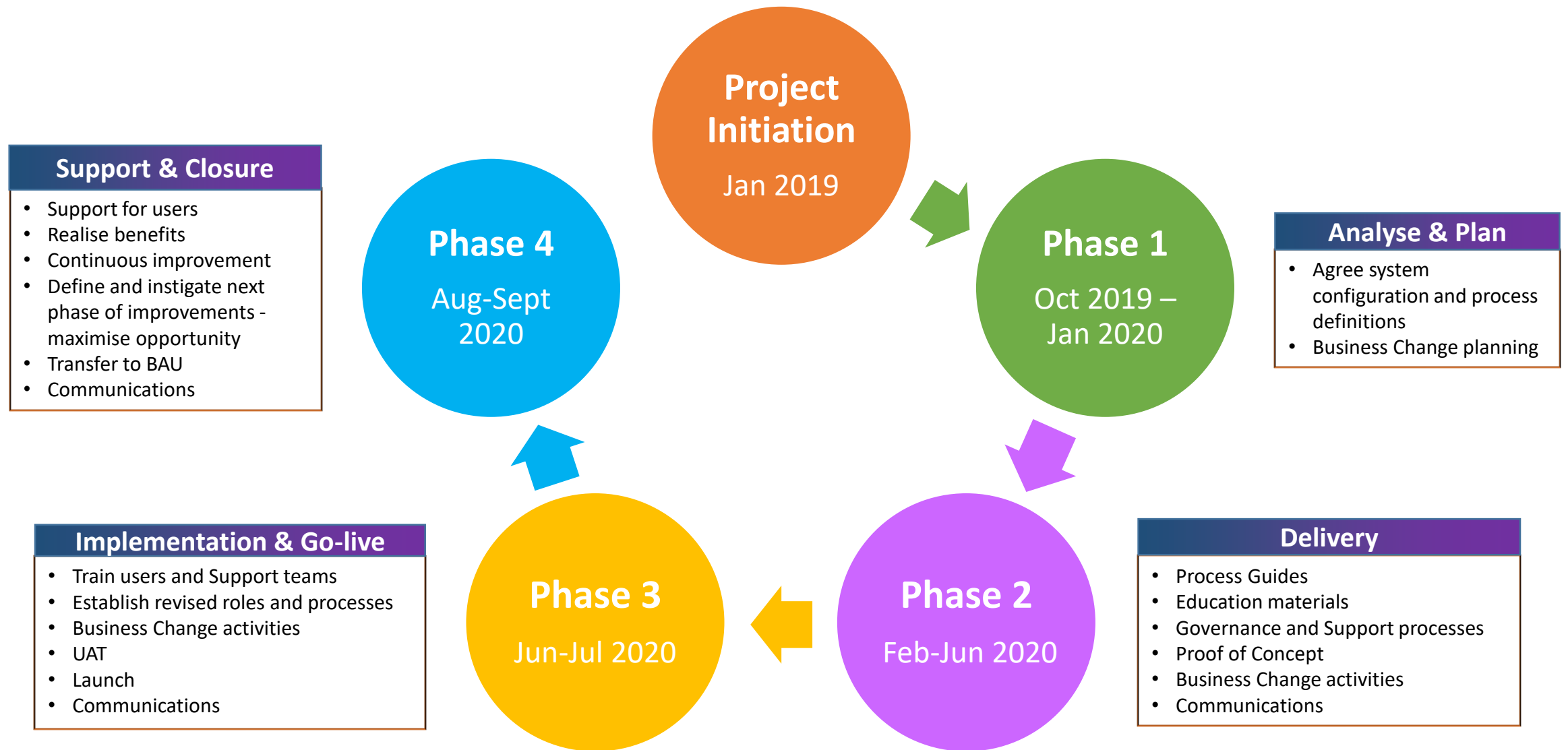- Expense tracking and **fewer** expenses queries.

In addition, the project will also deliver:-

- Time savings for line managers on activities such as checking attached receipts, adding up, coding, checking, querying, and posting/delivering expense claims;

- Improved reporting and visibility of data, enabling improved ability to respond to funder queries in a timely manner;

- Time savings in the Central Payments team, resulting in the opportunity to redirect Payments Team staff efforts to more value-added activities such as exception reporting, trend analysis and support for departments;

- Cost savings for the University on paper, printing, scanning and indexing costs;

- GDPR risk reduction by using a secure online system for expenses - paper expenses forms are currently physically transported across Oxford and occasionally lost;

- Full scalability, meeting the need to support the University in its planned expansion.

Key Features of the eExpenses Concur solution

Features

- **Create and submit expenses claims via desktop or Smartphone using the Concur app**
- Scan receipts and attach them to expenses claims on the go using the Concur app
- **Managers can approve expenses claims via the app when not in the office**
- Expenses claimants will be able to track the progress of their outstanding claims in real time

Project Roadmap/High-level phases

Project Initiation
Jan 2019

Phase 1
Oct 2019 – Jan 2020

Phase 2
Feb-Jun 2020

Phase 3
Jun-Jul 2020

Phase 4
Aug-Sept 2020

Support & Closure
- Support for users
- Realise benefits
- Continuous improvement
- Define and instigate next phase of improvements - maximise opportunity
- Transfer to BAU
- Communications

Analyse & Plan
- Agree system configuration and process definitions
- Business Change planning

Delivery
- Process Guides
- Education materials
- Governance and Support processes
- Proof of Concept
- Business Change activities
- Communications

Implementation & Go-live
- Train users and Support teams
- Establish revised roles and processes
- Business Change activities
- UAT
- Launch
- Communications

Key programme dates

January 2020
- **TO-BE process mapping completed**

March 2020
- **Proof of Concept exercise to be held**

June 2020
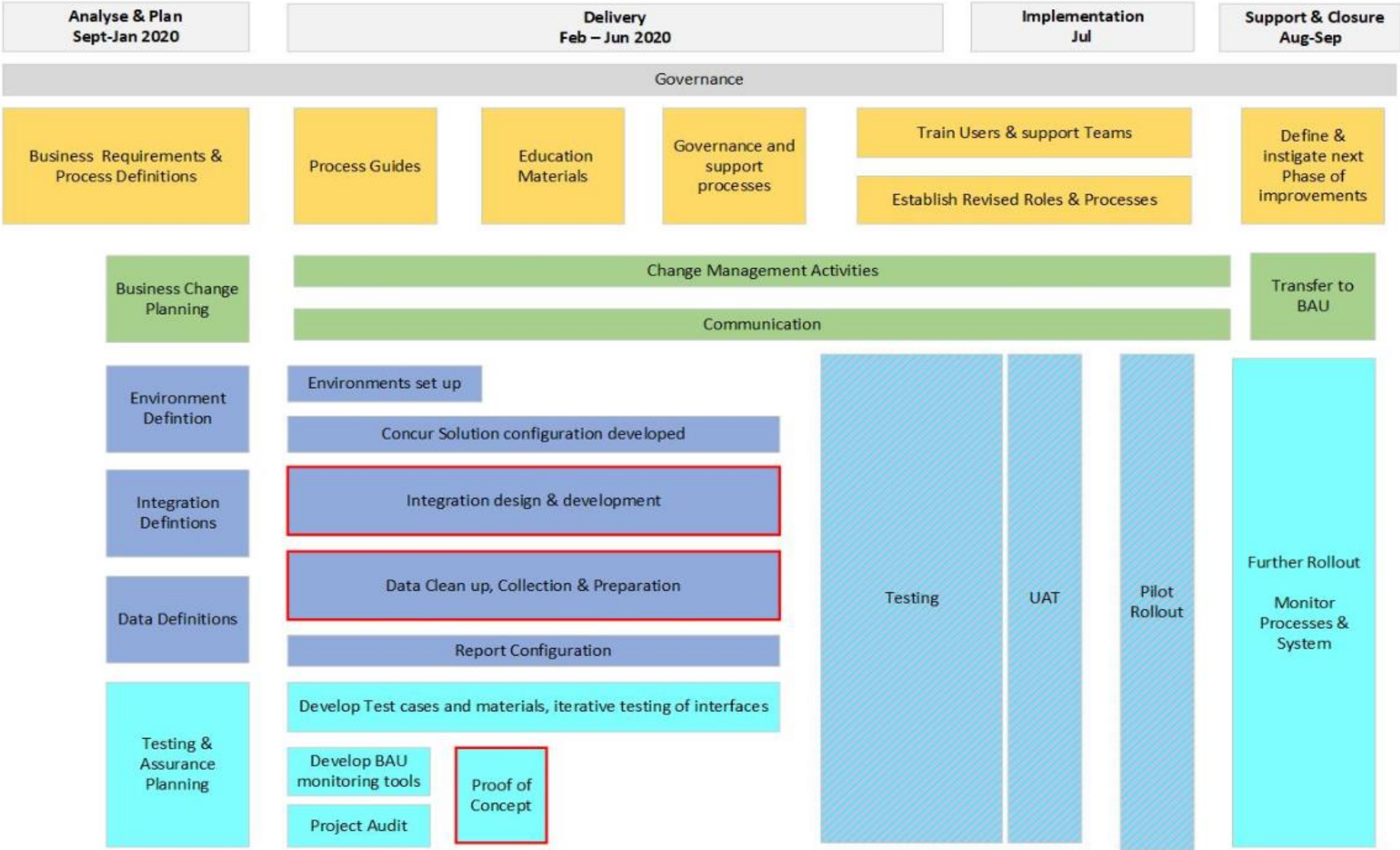- **User Acceptance Testing (UAT)**

July 2020
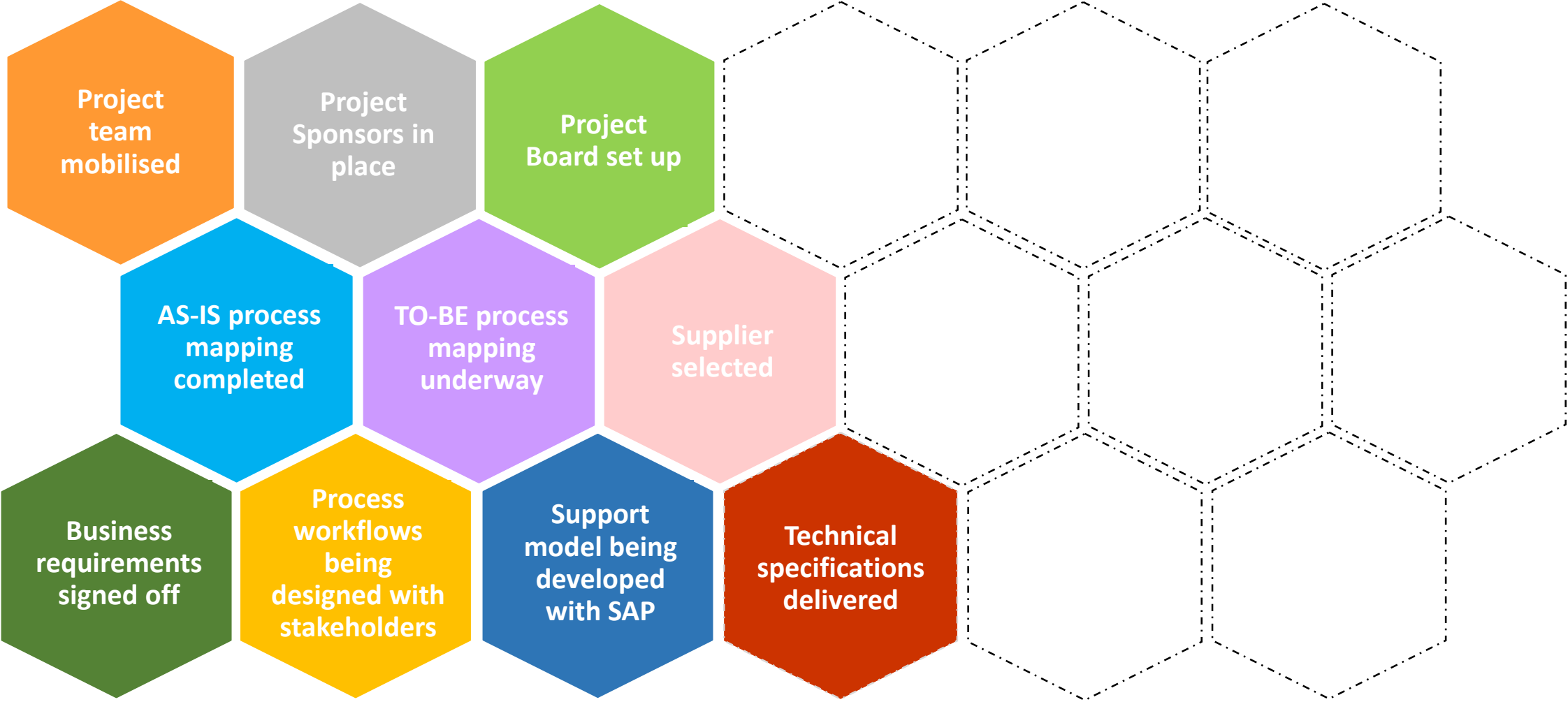- **Launch of final Concur solution in pilot Divisions/Departments/Colleges**

Summer 2020
- **Phased rollout of Concur solution to all other Divisions/Departments/Colleges in scope**

eExpenses project Plan on a Page

Progress since the start of the eExpenses project

Project team mobilised

Project Sponsors in place

Project Board set up

AS-IS process mapping completed

TO-BE process mapping underway

Supplier selected

Business requirements signed off

Process workflows being designed with stakeholders

Support model being developed with SAP

Technical specifications delivered

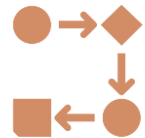# Project activities planned before the next Update Pack

The following activities are scheduled to take place between now and the publication of the next Update Pack:-

Project Initiation Document (PID) completed

Expenses system configuration agreed

TO-BE process mapping completed

Concur Proof of Concept exercise scheduled and planned

When the next Update Pack will be distributed and who to contact if you have questions

The next eExpenses project Update Pack will be available

At the end of February 2020

In the meantime, if you have any questions regarding the project, or this pack, please contact the project team via ???????