Currently, the Concur to PeopleSoft integration does not release or liquidate any encumbrance until the trip is complete and submitted for payment. This means that when an employee is paid back on a travel related expense prior going on the trip, the system would book the expense but not release the encumbrance. This can result in a significant amount of budget being tied up until the trip is complete, leaving less available budget for other department expenses. Below is an example:

|  |
| --- |
| **CURRENTLY HOW CONCUR WORKS WITH PEOPLESOFT** |
| As of 14-Mar | **Fred's Trip To May Conference ($5K)**  |   |   |   |
|   |  Fred seeks reimbursement  |   |   |   |
|   |   | Encumbrance | Expense | Total |
| 1-Mar | Travel Request | $              5,000  |   | $         5,000  |
| 14-Mar | Reimburse Airfare |   | $              1,000  |  $         1,000  |
|   | **Total** | $              5,000  |  $              1,000  |  $         6,000  |
|   |   |   |   |   |
|   |   | \*Encumbrance is overstated by 1K |
|   |   |   |   |   |
| As of 1-June | **Fred's Trip To May Conference ($5K)** |   |   |   |
|   | Fred’s Trip is Complete |   |   |   |
|   |   | Encumbrance | Expense | Total |
| 1-Mar | Travel Request | $              5,000  |   | $         5,000  |
| 14-Mar | Reimburse Airfare |   | $              1,000  |  $         1,000  |
| 28 - Apr | Reimburse Rest of Trip | $             (5,000) | $              4,000  |  $       (1,000) |
|   | **Total** | $                     -    |  $              5,000  |  $         5,000  |

The Financial System Support (FSS) team collaborated with Procurement, and System IT to find a solution to this issue. We have developed a solution that does liquidate encumbrances once a payment is made, giving us the functionality we were looking for.

|  |
| --- |
| **PROPOSED STATE** |
| As of 14-Mar | **Fred's Trip To May Conference ($5K)** |   |   |   |
|   |  Fred seeks reimbursement |   |   |   |
|   |   | **Encumbrance** | **Expense** | **Total** |
| 1-Mar | Travel Request | $              5,000  |   | $        5,000  |
| 14-Mar | Reimburse Airfare | $             (1,000) | $              1,000  |  $              -    |
|   |   | $              4,000  |  $              1,000  |  $        5,000  |
|   |   |   |   |   |
| As of 1-June | **Fred's Trip To Conference May ($5K)** |   |   |   |
|   |  Fred’s Trip is complete |   |   |   |
|   |   | **Encumbrance** | **Expense** | **Total** |
| 1-Mar | Travel Request | $              5,000  |   | $        5,000  |
| 14-Mar | Reimburse Airfare |   | $              1,000  |  $        1,000  |
| 28- Apr | Reimburse Rest of Trip | $             (5,000) | $              4,000  |  $      (1,000) |
|   |   | $                     -    |  $              5,000  |  $        5,000  |

Through testing, we have discovered that when the trip is booked on one chart string and the payment is made on a different chart string, the liquidation does not work correctly. IT has looked into this and is unable to remedy the situation without re-developing the Concur interfaces all together, which is not currently feasible.

The issue we discovered was observed in FY22 in 10% Concur transactions. This issue ONLY occurs when the chart string for the trip is changed between booking the trip and the voucher payment to the employee. This means that we can mitigate the issue all together if the trip is booked against the chart string it will be paid against. Also it is important to note that once the trip is complete the Concur to PeopleSoft interface releases ALL encumbrances and we have validated that this works as intended even if the chart string is changed.

Overall, we believe that this is a better solution than what we have currently.