

FACT SHEET

US/GSA Travel Allowance Rate Service

January 2, 2018

Concur's U.S. General Services Administration (GSA) Travel Allowance Rate Service allows Expense clients to load foreign and domestic travel allowance (per diem) rates automatically from the GSA into Expense.

- Domestic rates are set by fiscal year, effective October 1, with interim updates posted quarterly.
- Foreign rates are set monthly by the State Department.

By having Concur's US/GSA Travel Allowance Rate Service enabled, Expense clients are able to eliminate the manual steps required to look up and load the US/GSA rates into their back-office systems every time the rates change. By automating this process, Concur is able to save clients time and effort on what can be a significant manual process – days to weeks for a minimum of one FTE – at least one time per year.

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Client Responsibilities

New Clients

Clients implementing Travel & Expense for the first time who elect to have Travel Allowance enabled as part of their configuration will automatically have the US/GSA Travel Allowance Rate Service enabled unless they request custom rate files.

A client may opt out of using this rate service to meet their specific needs: the rate service does not allow any modifications to the rates – the lodging, meals, and breakfast/lunch/dinner/incidentals breakdown of the meals rate will be loaded as defined by the government – and no component of this can be altered. Clients requiring differences from the rates will not be able to take advantage of the service and will be required to maintain their own rates.

Existing Clients

Clients already implemented on Travel & Expense who have enabled Travel Allowance have the ability to turn on the US/GSA Travel Allowance Rate Service at any time. Clients can contact Concur Client Support to initiate an implementation engagement.

Note the following:

- All travel allowance itineraries created but not submitted **before** the cutover date would **not** include rates from the Concur US/GSA Travel Allowance Rate Service.
- It is possible that the client completed additional City – County mappings in their existing rate feed. These mappings are client-specific and **not** part of the Concur GSA Rate feed. The mappings would need to be reapplied to the Concur GSA rate feed if still needed.

All Clients

Clients using the rate service will need to perform periodic review and mapping of rates to specific city locations. See Appendix B for details.

FAQ

DOES THE CLIENT NEED TO ENABLE THE TRAVEL ALLOWANCE FEATURE IN ORDER TO ENABLE THE US/GSA TRAVEL ALLOWANCE RATE SERVICE?

Yes. Travel Allowance is a prerequisite to enabling the US/GSA Travel Allowance Rate Service.

WHAT DOES THE CLIENT NEED TO DO ONCE THEY HAVE ENABLED THE SERVICE AND THE US/GSA MODIFIES THE PER DIEM RATES?

Concur's US/GSA Travel Allowance Rate Service automatically adjusts the per diem rates published within Expense.

A small amount of maintenance work is required:

- All US cities added by the client MUST contain the county name in the Admin Region field in order to correctly find and apply the applicable travel allowance rate.
- Clients should periodically review the list of named city rates added by the State Department to ensure locations in their Expense system corresponding to that location are properly mapped to the applicable rate.

CAN CLIENTS THAT HAVE OTHER COUNTRIES' (NON-U.S.) PER DIEM RULES UTILIZE THIS SERVICE?

Not today. Our US/GSA Travel Allowance Rate Service today supports both domestic and international rates for the US/GSA per diem rates only. This service does not support rates based on the rules of other governments, but Concur can support those rates manually if required.

Note: The new travel allowance service coming in 2018 will provide rate maintenance for the applicable government/federal rates for various countries. Talk to your account manager about the process to move to this new service.

WHERE CAN I FIND MORE INFORMATION ABOUT THE US/GSA AND PER DIEM RATES?

More information can be found at the Per Diem section of the US/GSA website:
<http://www.gsa.gov/portal/content/104208>

APPENDIX A

U.S. GSA Rate Service - Technical Data

Item	Description
Rates	The service includes rates from the GSA for domestic locations, the State Department for foreign locations, and the Department of Defense (DoD) for military bases. Meals deductions are based on the standard GSA meals breakdown and do not include proportional rates for military employees.
Updates	The rates are downloaded nightly from the US government website to check for any updated rates. Any changes found are loaded into the Concur applications the next day. Typically, domestic rate updates are posted quarterly and foreign rate updates are posted monthly, but sometimes changes are placed on the website outside of these normal cycles.
Source of Rates	Exact URL source for rates: http://www.defensetravel.dod.mil/Docs/perdiem/browse/Allowances/Per_Diem_Rates/Relational/CONUS/conusallhist2018.zip
Locations Mapping	<p>US CONUS (continental US) rates are currently loaded by <i>county</i>. As long as the correct county is assigned to each US city in the locations list, the correct rate will be used. Default US locations have the counties already assigned; the client <u>must</u> ensure that counties are assigned to any US cities that are added to their locations list.</p> <p>OCONUS (outside the continental US) rates are typically at the <i>country</i> level, but may include named high-cost cities with different rates. The city name provided by the State Department may not exactly match to the name of the city in Expense. This <u>may require</u> mapping of these new locations to the rate if the name of both is not identical. Your Concur implementation team should set up some default mappings during the initial installation. Please refer to Appendix B for ongoing maintenance tasks.</p>

APPENDIX B

Ongoing Maintenance (Client Responsibility)

BACKGROUND

The Concur Expense system uses the following steps to match a city to the appropriate rate. The system:

1. Checks the rate location mapping table (imported in the 400 record type)
2. Checks for an exact match on the location code (from the 300 record)
3. Checks for an exact match on Country, State/Province, and City
4. Checks for an exact match on Country and City but State/Province is blank
5. Checks for an exact match on Country, State/Province and county (also known as "Administrative Region"), but City is blank
6. Checks for an exact match on Country and State/Province but City is blank
7. Checks for an exact match on Country but both State/Province and City are blank
8. Checks for a record with both Country and State/Province are blank but has the company-defined label such as "All Other Countries"

In the case of some locations, it may be necessary to create rate-mapping records to explicitly state that a particular rate should be used for that city.

Adding New US Cities (Locations)

All new locations located in the United States must include the county assigned to that city in the Admin Region field in order to correctly map to the applicable CONUS rate record.

City-to-Rate Mapping

It will be necessary to import or enter new city-to-rate mapping records as locations are added over time, new city level rates are added or removed by the State Department for foreign locations where the city name is different than in Concur, or errors are discovered in how rates are assigned to a location.

Any mapping records previously loaded are persistent and will remain in place until specifically removed.

Example Scenarios

- **Cities in the Concur Location list that are *not* in the rates list:**

Example: Aldgate, UK

With no action, the location will roll up to the next level default rate for the state or the country. The correct rate for this location is typically considered to be the London rate.

Options:

- ♦ Use the 400 record or Expense Admin user interface to map this city to a specific rate location. This relationship to the rate location is retained until modified or deleted so is not impacted by subsequent loads that update the rate (300 record) for that rate location.
 - ♦ Enable the rate location override option that allows the user to select from the list of available rate locations for the country – to override the system-selected rate location. This requires proactive change by the end user.
- **Locations in the rates list that are *not* cities in the Concur Location list:**

Example: RAF ALCONBURY, UK

With no action, the user finds no matching location when creating the itinerary and must select a best guess for a nearby city.

Option: Add the location to the Concur Location list using Expense Admin > Locations in the user interface. Use the exact same name for this location as used for the rate name OR map the location to the correct rate after the location is created.

- **Locations that are familiar to users that are *not* in either the Rates Table or the Concur Locations list:**

Example: Leesburg, VA

This city is not included in the default locations list when the system is implemented. With no action, the user finds no location match when creating their itinerary and must select their best guess for the city.

Option: Add the location to the Concur Location list using Expense Admin > Locations in the user interface. Assign the correct county and state to any added US locations.

