Process	As-Is (current state)	To-Be (future state with Concur)	Impact/ benefit of change
Logging on	• Use the CA portal at: https://portalaccess.ca.com	• Partners will access the Concur Global Expense Management System at www.Concursolutions.com	Same ease of logging on.
Expense System Entry for Services Partners	• Partners utilize SAP partner expense portal. Real-time validation of PO and project status. • Partners reference expense report by Service Entry Sheet Number (SES) for expense confirmation & reconciliation	• Partners utilize Concur Expense System. Partner resource, project and PO data is fed nightly (EST) from SAP to Concur. • Expense reports are referenced by Concur Report Key (report #). Service Entry Sheet (SES) is still created in SAP, however, a new field showing Concur Expense Report Key will be on the SES history for expense confirmation & reconciliation of partner expenses.	Unified expense system for employees and Partners providing single system for entry and approval. Consistent invoices for CA clients for billable services project expenses. Consistency in assistance from CA Help Desk since all one platform. Improved user interface and device support. **Note:** *Partner SES History report has been enhanced to include the Concur Expense report key (report #).*
Proxy/ Delegate	• No Proxy or delegate functionality	• Partners may authorize another resource to enter expenses on their behalf. Requires one-time setup on resource profile. Additional steps required for partner admin access.	Partners will now have admin access capabilities to submit expenses on behalf of their resources after initial set-up in system as admin.
Mobile capability	• No mobile capability to create, submit or approve expense reports.	• Mobile offering to create, submit and (allow CA PM to) approve expense reports from anywhere, anytime, on any device.	Provides convenience and efficiencies for Partners to capture and enter expenses and receipts when incurred. Ability to take a picture of your receipt as the expense is incurred. Provides convenience for timely entry and approval of expense reports.
Expense categories/ types	• Expenses entered by **Category**	• Expenses entered by **Expense Type** • When **Expense Type** is selected, detail for each expense must be provided, e.g., Tax Receipt Status, Business Purpose, Partner, etc. • A non-reimbursable code (**Mileage** and **Per Diem for billing**) can be used optionally for client billing purposes. Not common; PMs must instruct on use otherwise not used.	Global consistency in expense categories for Partners and Services employee, as well as world-wide. Ease of use when submitting expenses by category type.

Receipts	• Partner scans BOTH the COVER SHEET and all EXPENSE RECEIPTS together in either one PDF or TIFF file. • Partner mails in receipts (outside US) • Partner electronically submits receipts with cover together with all receipts (US)	• Digital receipt images are attached to each expense at the line item (instead of together in one PDF or mailed). • Receipts can be scanned and uploaded via mobile device. • Missed receipts can be added without recall of expense report up to PM approval. • Icons identify presence or absence of receipt image at the expense line. • Receipts can be scanned and submitted as incurred to reduce problems with lost receipts	Point in time expense management, partner can create expense item and attach receipts when incurred More accurate/ easier validation of expense entry to receipt (single receipt to expense recorded). Mobile receipt capabilities would simplify expense process. Receipt icons and messages provide reminders to submitters and efficiencies during approval process.
Currency conversion (Exchange Rate)	• The value in the Exchange Rate field can be changed.	• Each partner resource has a default currency of their Company home office location. • Exchange rates are based upon the date the expense was incurred. On the expense line item, the default exchange rate may be overridden provided it is within 5%.	Greater system automation around currency conversion. Payment to Partner remains based on PO currency and exchange rates are based upon the date the expense was incurred.
Returned reports	• If expenses are not approved by the PM, SES is returned and appears in Open status. • Partner approved expenses can only be adjusted by 'reversing' the SES.	• If expenses are not approved within 7 days, reminder emails are sent to the Approver and the Partner is copied. • Approver will send a report back to you if an error is found. The approver will include a comment explaining why the report was returned to you. It will appear in your **Active Reports** as **Returned**. • Partner may recall expense report until approved (click the report tile to open the report; make the requested changes and resubmit).	Expense reports can be recalled by Partner up until final approval. Allows greater flexibility for Partner to manage expense reports.
Expense errors	• Real time validation of PO status and available funds	• Errors may not be detected until batch process is run. CA will need to address errors and correct them for expenses to be processed correctly.	RMO will need to review and fix errors so expense items are processed correctly.
Billable/ Non-billable expense entry, review & validation	• No validation up-front to avoid incorrect categorization of expenses • Designation of billable / non-billable is set on the line item.	• Validation up-front to avoid incorrect categorization of expense. • Partner must set expense line default as billable or non-billable at the header. Subsequently, added expense line items will default to this setting but can be changed. • CA PM will confirm if a project should be set as Non-billable to a customer.	Will greatly reduce the reclassification of incorrect coding for billable and non-billable expenses, and reduce expenses returned by PM for incorrect classification Will prevent billable expense classification where expenses cannot be rebilled to CA clients.