

# SAP Concur

## What is it?

- A travel transformation initiative involving all agencies.
- SAP Concur Travel & Expense
  - End-to-end reservation and expense reimbursement system. (Adds Request function and replaces GetThere for booking and SAP Travel Module for reimbursements)
  - Cloud based application – Mobile app for booking trips, approving workflows, and submitting expenses.
  - Integrated receipts with ecosystem of vendors as well as ability to email receipts directly to expense report.

[SAP Concur Video](#)

# SAP Concur

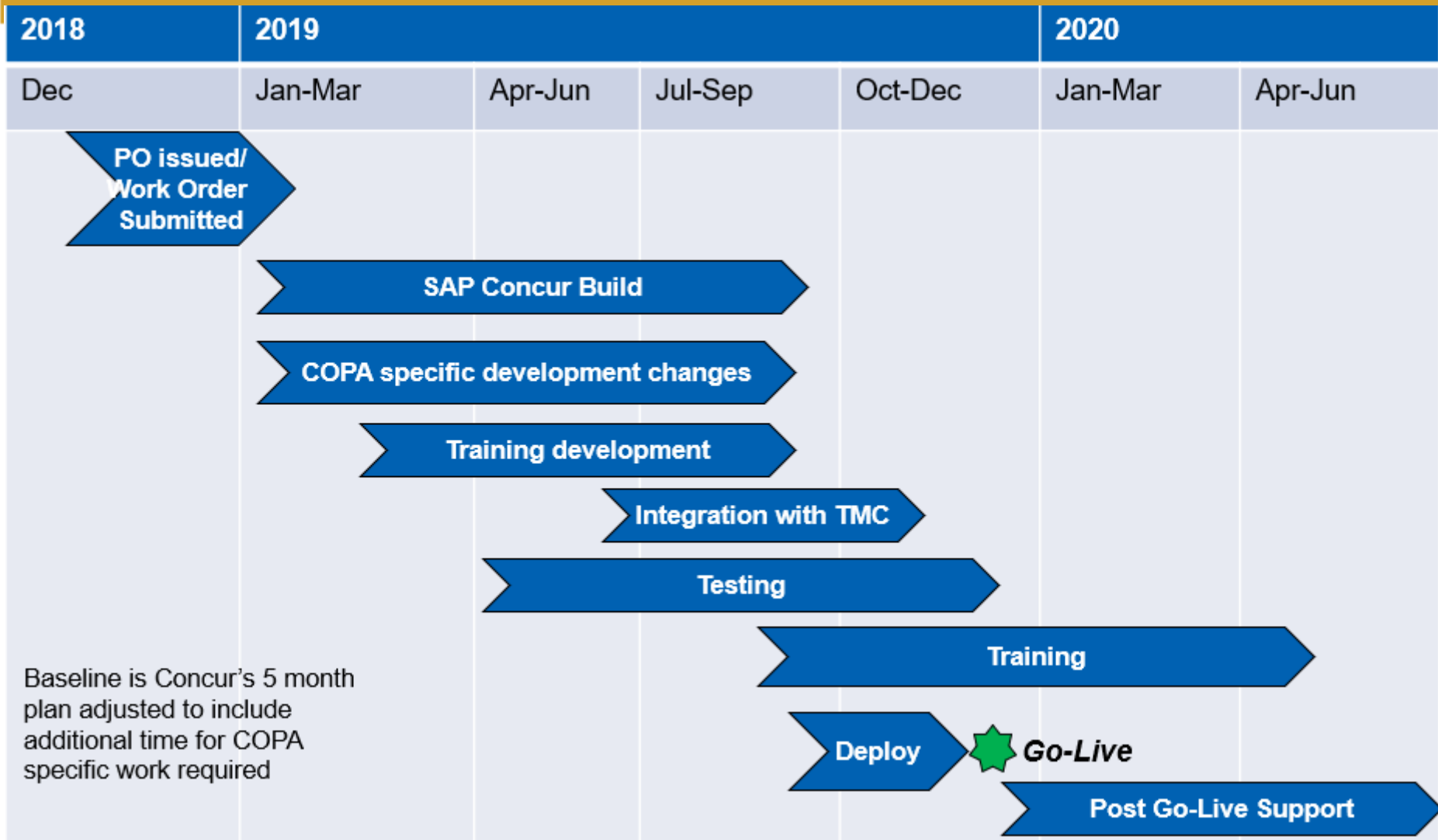
- Additional tools and features
  - Concur Drive - Mobile App Mileage Tracker
  - Concur Locate & Active Monitoring - Duty of Care
  - Concur Detect – Audit Tool
  - Consultative Intelligence - Reporting
  - User Support - Help Desk

# SAP Concur

## Why is it needed?

- Modernization - Current system is not user friendly, is not mobile, and is disjointed with booking occurring in ADTRAV/GetThere and reimbursement in SAP/ESS.
- Savings - Administrative time is significant with manual and paper intensive processes that cause delays with both planning and reimbursement. Analysis of transactions and spend with industry benchmarks show potential annual benefits of \$3.6M.
- Duty of Care – Gives employer the ability to locate and communicate with employees traveling in locations impacted by significant events, such as weather or state emergencies.
- Oversight of Travel Spend – Current reporting capability for agencies is limited. SAP Concur has real time dashboards and a variety of standard reports to help agencies better manage travel spend.

# Implementation Timeline



# SAP Concur

## What is the current status of the project?

- On schedule
- SAP Concur Build Phase – Series of Design Sessions
- Product demo on Thursday 3/28.

## What is next?

- Testing
- Integration with Travel Management Company
- Training Development

## When is Go-Live?

- Planning for December 1, 2019



Rental Vehicle Program

Who we are:

**Joe Natoli,**  
Assistant Director

**Kate**  
**Swailles,**  
Audit  
Manager

**Chrissy Waelchli,**  
Audit Specialist

"The word 'audit' comes from 'auditory' which means 'to hear bad news coming'."





Risk Provide insight  
Do procedures support our strategy? Control  
Is management information useful & reliable? Assurance Profitability  
Guidance **Internal audit**  
Encourage accountability  
Catalyst for improvement Could practices compromise our reputation?  
Reputation **INDEPENDENT** review Implementation support  
Compliance  
Are we controlling what we need to control?  
Culture Cash flow forward looking  
Opportunity follow up



# Why we are here.....

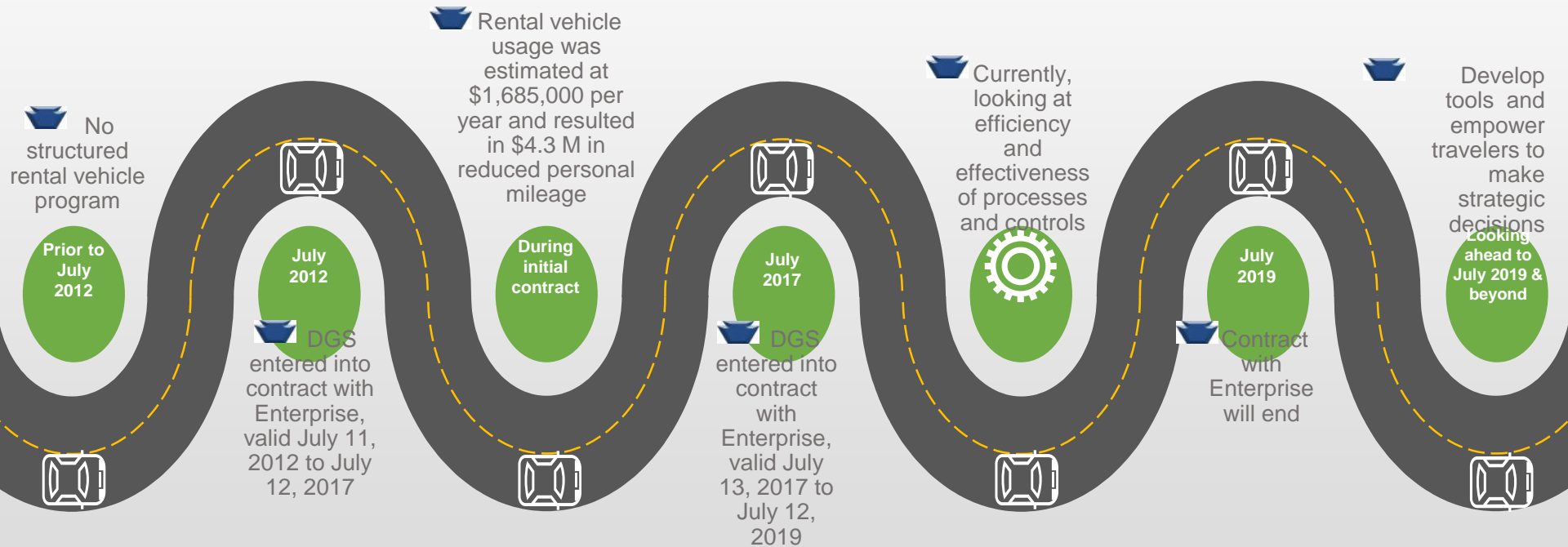
Our goal is to assist in improving the rental vehicle program effectiveness and efficiency by:

- Helping to determine what is working and what is not working
- Providing useful, objective, and timely information
- Strengthening current processes and controls





# Rental Vehicle Timeline

Commonwealth's rental vehicle program (prior to July 2012 and looking ahead)



## What we are asking of

- ✓ Complete **you** the SurveyMonkey questionnaire that will be emailed to you
- ✓ Provide documentation  as requested
- ✓ Be available to walk us through your processes and controls 



# QUESTIONS?

**Kate Swailes**

**Audit Manager**

**[kaswailes@pa.gov](mailto:kaswailes@pa.gov)**

**(717) 460-5195**

**Chrissy Waelchli**

**Executive Audit Specialist**

**[crwaelchli@pa.gov](mailto:crwaelchli@pa.gov)**

**(717) 579-2128**

# Bureau of Vehicle Management

Randy Tomlinson  
Assistant Director

✉ [rtomlinson@pa.gov](mailto:rtomlinson@pa.gov)

☎ 717-787-6282

# Bureau of Vehicle Management

## Telematics

- Over 5700 installs have been completed, THANK YOU!
- We have approximately 250 installs still remaining
  - Bring to Harrisburg – no charge
  - Schedule install onsite – agency charge



## Telematics continued

- Repair vendors are being set up as we speak
  - They will assist with remote repairs, device changes, removals and installs
  - Most repairs will be made a no cost. Items that will be charged back; repairs due to negligence, device changes (fob to cub, etc.), and installs or removals that were not able to be coordinated at DGS (the cheaper route)

## Utilization Review

- Bill Confair will be the POC moving forward
- 5 month Utilization Review is being worked on now. It will be released this month.
- Data will be coming from M5 and CalAmp

# Bureau of Vehicle Management

## Utilization Continued

- We will provide instructions and deadlines as we normally do
- We are expecting a lot of participation from the agencies with the use of our new data
- Please take the time to review your fleet!

# Bureau of Vehicle Management

## **New Positions at BVM!**

- Christine Eby – Administrative Officer 3
- Randy Howard – Customer Service Chief
- Bill Confair – Operations Chief
- Justin Miskolcze – Shop Supervisor

# Bureau of Vehicle Management

**Questions?**

# Bureau of Vehicle Management

**Thank you!**

# TELEMATICS

# Telematics – Service/Repair Vendors

- Please instruct your drivers to remind the vendors to reconnect the telematics devices after any service/repair
- Reports can be run to show when devices were unplugged



# Drivers

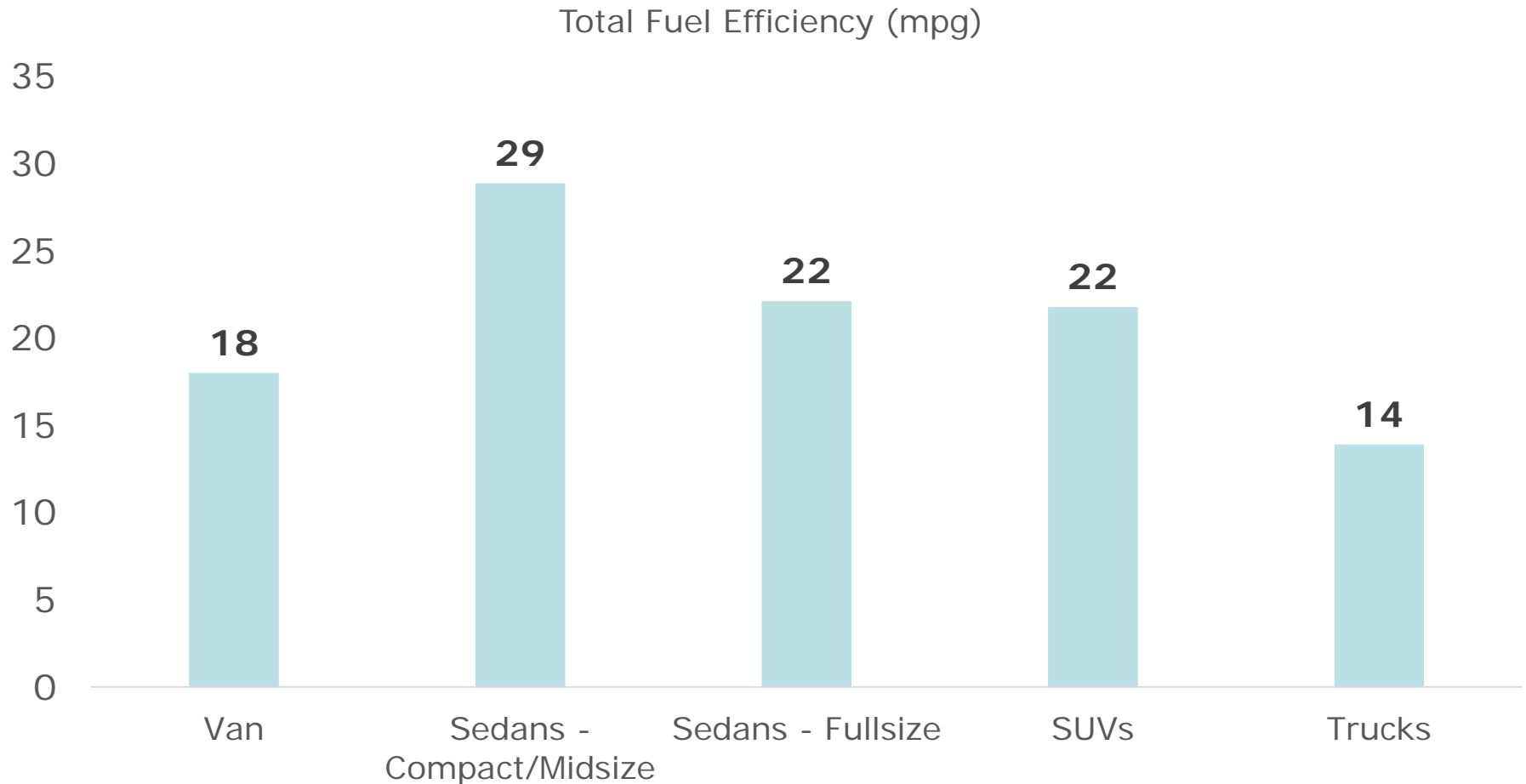
- If you have a driver that is permanently assigned a vehicle but may occasionally use a pool vehicle, you must create a second Driver ID or else the driver will be automatically removed from their assigned vehicle
  - John Jones, ID#123456 to vehicle
  - John Jones, ID#123456**P** to fob
- Contact the Telematics Resource Account: [RA-GSBVMTELEMATICS@pa.gov](mailto:RA-GSBVMTELEMATICS@pa.gov) if you have any questions

# Fobs

- If your agency has all of your fobs distributed, please let me know so that the vendor can activate the fob alarm.
- Please contact me if an alarm suddenly goes off in a CUB/device only vehicle

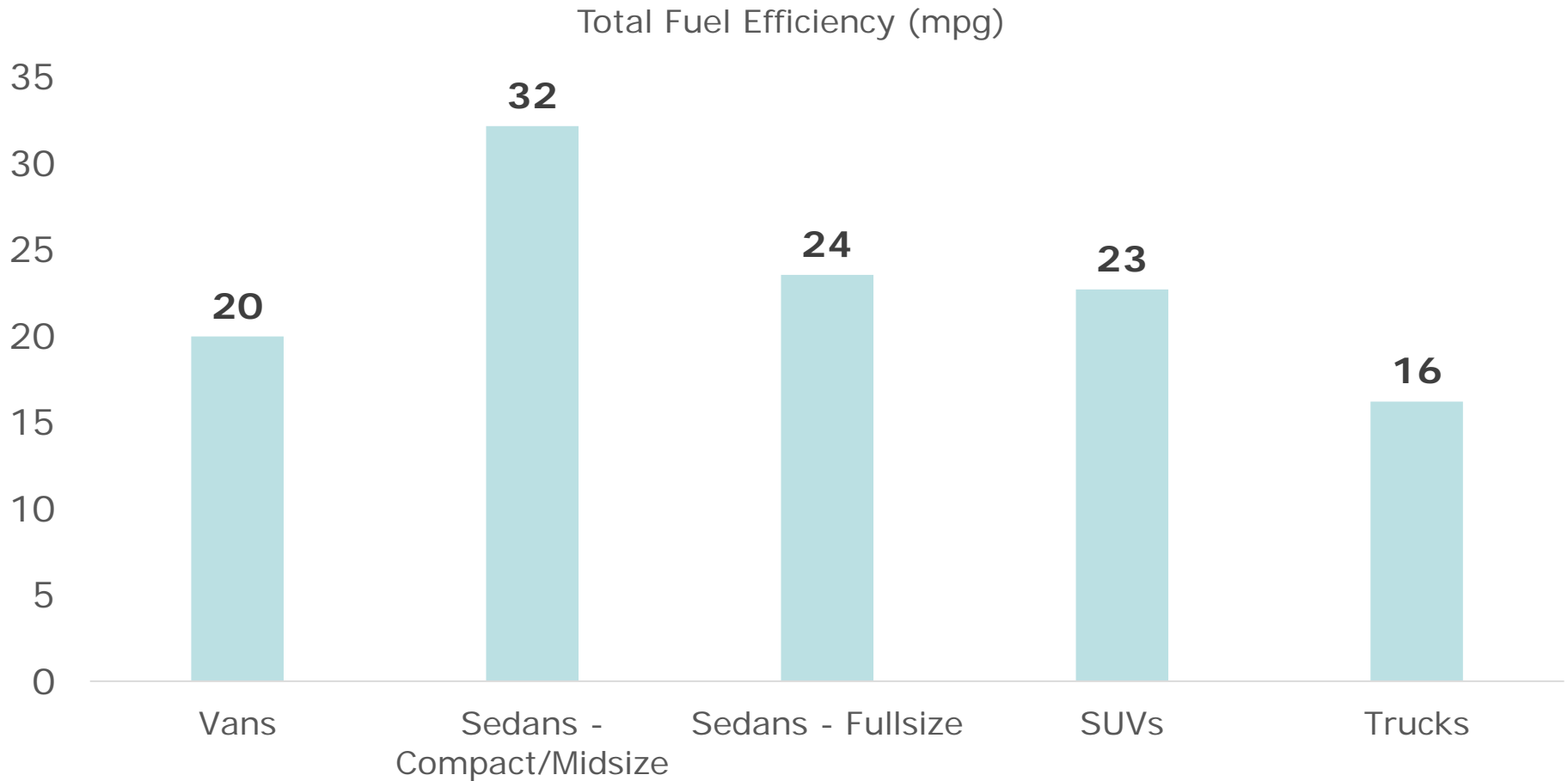
# Fuel Efficiency by Vehicle Type

April 1, 2018 – June 30, 2018



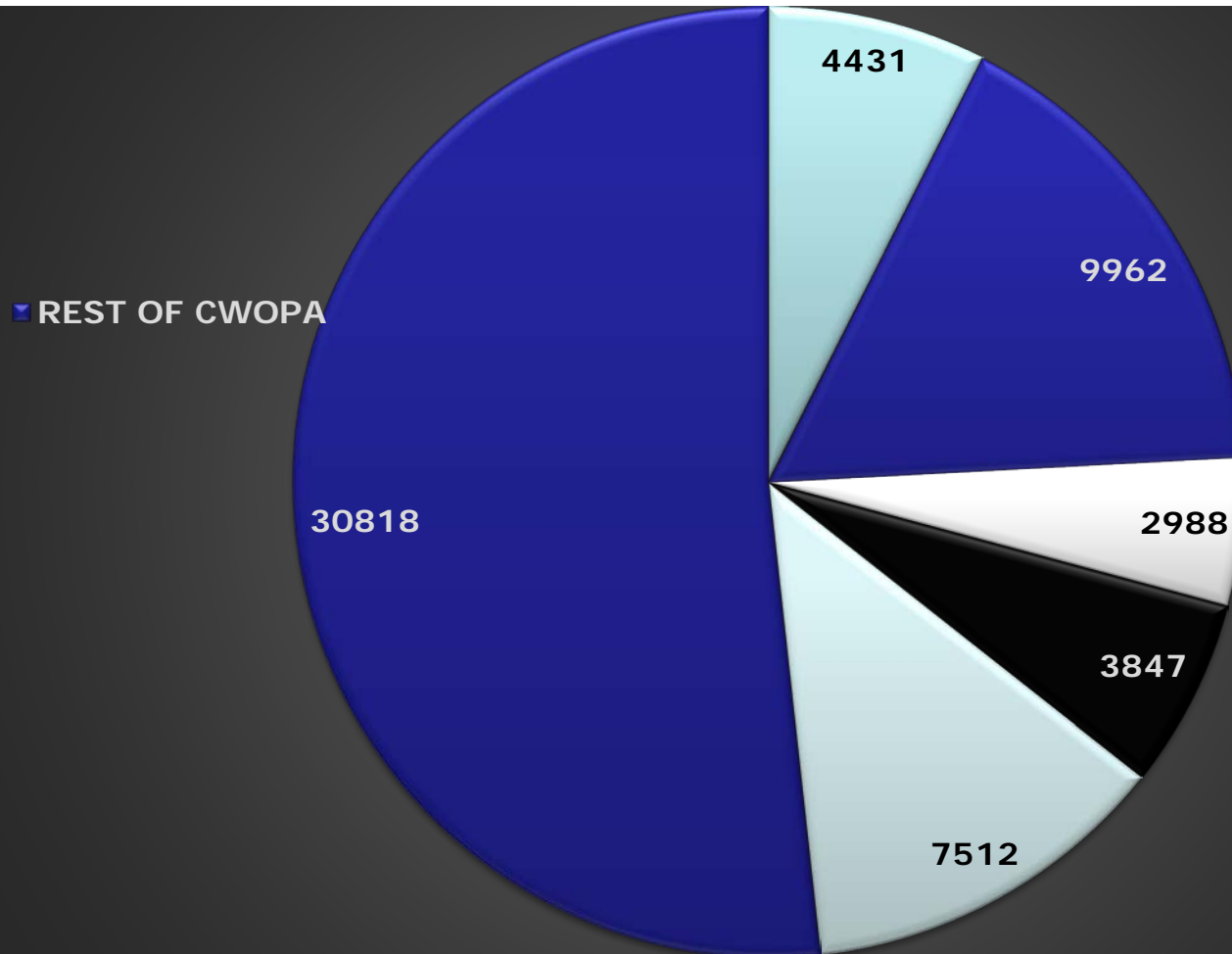
# Fuel Efficiency by Vehicle Type

**October 1 – December 31, 2018**



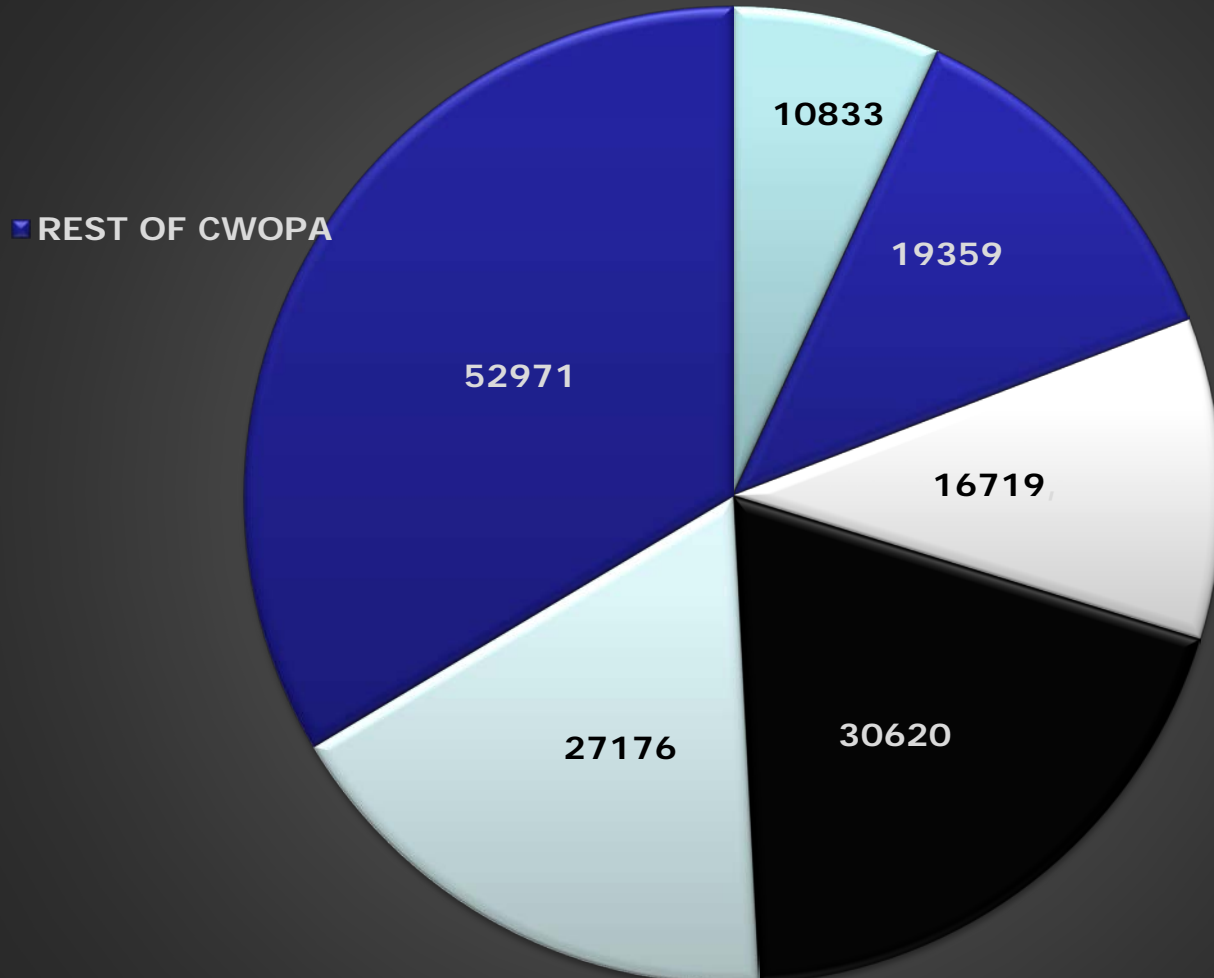
# Idle Time (Hours)

April 1, 2018 – June 30, 2018



# Idle Time (Hours)

October 1, 2018 – December 31, 2018



CALAMP

WEX

# Claims

- E-mail approval to be given to vendors
- STD-541 must always have a Date and Operator's Name
  - If Unknown, include the date damage was found and the Reporter's Name
- Police must be called: vehicle-to-vehicle, property damage, pedestrian, etc.



# Questions?

Christine Eby  
717-787-7857  
ceby@pa.gov

# AUTOMOTIVE LIAISON MEETING

April 2, 2019

# Customer Service Division

## Randy Howard

 [ranhoward@pa.gov](mailto:ranhoward@pa.gov)

 717-346-5967

# CELL PHONES WITH CALLER ID BLOCKED

We recently had new phones installed here @ CSD, and we ran into one BIG issue. Caller's who have "CALLER ID BLOCKED" set-up on their phones are unable reach CSD, it drops the call into a mailbox that is unavailable. Verizon and Toni Malach (Communication Specialist) are working on a solution for this issue. Until this issue is resolved caller's with CALLER ID BLOCK" must hit \*82 or call from a none blocked phone, before calling into CSD.

# TELEMATICS

- Since the start of telematics being installed, CSD has located numerous driver's who were traveling and brokedown and needed assistance, and couldn't give us a location. We were able to locate the driver's unit and use telematics to get assistance to them ASAP. We also use telematics for locating the nearest mechanical and tire vendor's in the area.
- The DGS Garage also have access to Cal-Amp. They are able to view the CEL trouble codes before the unit arrives at the DGS garage and in some of instances the unit is diagnosed before it even arrives, which means the speed up time for the repairs and driver's down time are reduced tremendously.

# AFTERHOURS CALLS

After hours calls are now handled by the Capitol Police, please remind you driver's that they must contact Customer Service Division (1-877-347-9966) the next business day to have a work order created. Our hours are from 7:00am – 4:30pm Monday through Friday.

# QUESTIONS?

# Bureau of Vehicle Management

Connie Mullen  
Clerical Supervisor

✉ [cmullen@pa.gov](mailto:cmullen@pa.gov)

☎ 717-787-3419



# Bureau of Vehicle Management

## EZPass

- Go through DGS/BVM EZPass Resource Account to add or remove plates and transponders
- License plate #'s on account with correct code

## EZPass Continued

- Overdue accounts
  - We have received 26 pages of overdue payments for various agencies
  - BVM will be contacting you regarding your overdue bills, payment must be made working directly with EZPass

# Bureau of Vehicle Management

## GSVM 87 and 88 Forms

- Make sure fund and cost centers are correct when submitting each form
- When sending 88 forms, make sure to check all boxes that apply to the reason that the form is being submitted for.

# Bureau of Vehicle Management

## GSVM 87 and 88 Forms Continued

- Check to make sure you are submitting the correct account # (049600...) for credit cards
- Only use the card associated for the vehicle it's assigned to
- New 87 form process...

# Bureau of Vehicle Management

**Questions?**

# Bureau of Vehicle Management

**Thank you!**