Risk Messaging/Duty of Care in Higher Education
What Do You Do When…

7/15/2016

Nice attack: At least 84 killed by lorry at Bastille Day celebrations

8/3/2016

Emirates plane crash-lands at Dubai airport

8/8/2016

Delta flights grounded after systems outage
Ask Yourself

How quickly can you reach ALL of your travelers?

Do you have communication tools in place?

Do you have visibility to your travelling community before, during and after travel?
The problem isn’t that you can’t mandate.

The problem is data can only be used when travel is booked INSIDE the system.
Capturing Location Details for Risk Management

- Travel Agency Bookings via Travel Agency
- Online Bookings via Concur Travel
- Outside Travel Bookings via TripLink
- Concur Request
- Mobile Check-Ins via Concur Mobile App
- Concur Profile Addresses
Duty of Care
We’re making travel safety and support easier

Send the right message to the right people at the right time.

Keep all of your employees safe.

Communicate with employees across channels and around the world.
Pre-Trip Request/Registration
TripLink: providing visibility into managed and unmanaged travel

Itinerary Forwarding and Aggregation

Plans@concur.com

TripLink Direct Suppliers*

* Book on the supplier's website and enjoy company discounts

Coming soon

Includes Tripl Pro

- Itinerary Aggregator
- Flight Alerts
- Alternate Flights
- Seat Tracker
- Point Tracker
- Refund Tracker
- Travel Perks
- Inner Circle

Brings all itinerary data into Concur
Success story: University of Tulsa

TripLink provides University of Tulsa with a simplified T&E system.

Concur TripLink allows our employees to book where they want, to create a consolidated itinerary, provide the University duty of care and then bring all that information into their expense report.

~Jason Grunin, University of Tulsa
Associate Director of Special Projects and Energy Conservation
Location Check-in
Track - Locate - Communicate
Automated emails to administrators

From: no-reply@concurmessaging.com
Subject: Australia Risk Level 3 Alert
To: Me <anybizbrace@gmail.com>

Our Risk team has monitored a change in the risk level for travel to Australia. As of today, the risk level has increased to a Level 3 alert. This alert indicates a high risk of travel to Australia due to security or health concerns.

Please take the following actions:

1. Review the travel policies and procedures for employees traveling to Australia.
2. Ensure that all necessary travel documents, such as visas and vaccinations, are in order.
3. Consider alternative travel plans if possible.

We will monitor the situation closely and keep you updated with any further developments.

Thank you for your attention to this matter.

Best regards,

[Signature]

[Concur]
Earthquake 5.4 magnitude CONFIRMED in your area. Local travel is discouraged unless urgent. Expect aftershocks. Take cover under sturdy desks. If one is not available, prepare to “Drop. Cover. Hold on.” DO YOU NEED EMERGENCY ASSISTANCE? Reply YES or NO.

9:35 AM

No
9:36 AM

Thank you. Please check in with your group leader or advisor at your earliest and safest opportunity.

9:37 AM

Enter message
Send
Response tracking
Concur Risk Messaging Summary

- A single global view of faculty, staff & students.
- Real time ability to message affected faculty, staff & students – one way or two way.
- Automated messages drive compliance for travel and expense policies.
- Automated notification of at risk faculty, staff & students.
One holistic solution. One experience.

Automation is not the destination, it is the foundation.
Questions?