CAL MARITIME
FINANCIAL SERVICES

Travel Request Expense Reporting Guide

CONCUR TRAVEL REQUEST & EXPENSE

Note: Edited SAP Concur Material for Campus Use

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GETTING STARTED

OVERVIEW

Concur Travel and Expense (CTE)

Concur Travel and Expense (CTE) is a comprehensive web-based tool that integrates travel request and expense reporting with a complete travel booking solution for higher education business travel.

CTE can be used for Employee in-state, out-of-state, and international travel. The application includes submission of travel request, arrangement of travel reservation and travel expense modules. Travelers get a complete paperless workflow that spans the lifecycle of a travel transaction. CTE provides travelers an overall improved travel process and gain access to negotiated contract rates.

Active Cal Maritime Employees are eligible to use Concur Travel & Expense and Concur accounts are already setup in Concur.

Benefits with Concur

- ✓ Easy and efficient travel request and expense submission
- ✓ Full transparency of Travel Request, Expense and approval status
- ✓ Quick turn-around of employee reimbursement
- ✓ Easier receipt capture and documentation by upload/scan to Expense Report
- ✓ Email notifications and reminders of submissions and approvals at designated timed intervals
- ✓ Minimize out-of-pocket expenses for airfare when booking through Concur Travel
- ✓ Convenience through built-in automated features for travel policy compliance, mileage calculation, currency conversion, etc.
- ✓ Better reporting of all transaction types

Available Features

- ✓ Travel Request (formerly known as Request for Authorization to Travel)
- ✓ Expense Report (formerly known as Travel Expense Claim)
- ✓ Approve (automated approval workflow)
- ✓ Book Travel (airfare, car rental, hotel, rail reservations)
- ✓ Travel Advance (for International and Group Travel only, upon request)

Concur Modules:

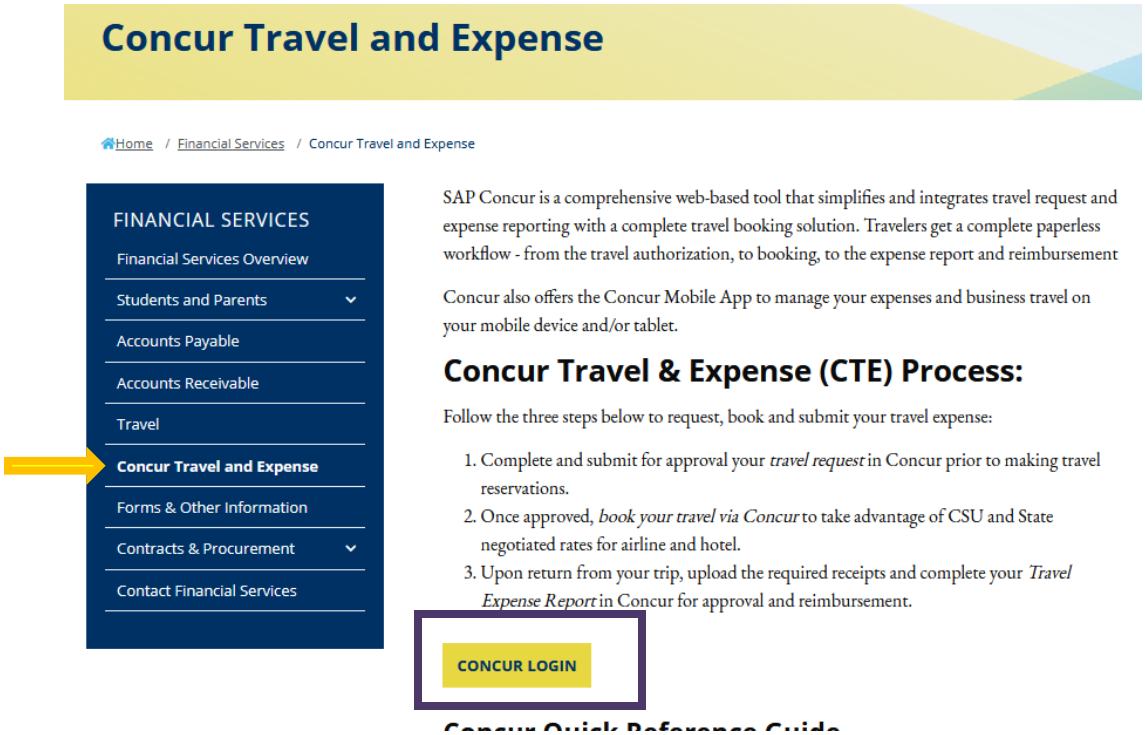
- **Request (Travel Request)** – Formerly known as a Request for Authorization to Travel. A Travel Request must be submitted and approved prior to making any university business travel arrangements and completing and submitting an Expense Report in Concur.

- **Travel (Concur Travel) –** Concur Travel should be used to book airfare, rail (train), car rental, and hotel reservations through the University's travel management company, Christopherson Business Travel (CBT) either by using the online booking tool or by calling one of the CSU's dedicated CBT Agent's.

- **Expense (Expense Report) –** Formerly known as Travel Claim is required to request reimbursement for all out-of-pocket expenses, and to reconcile any university paid expenses related to your travel including P-Card, Departmental Travel Card, or US Bank Travel Ghost Card for airfare. Expense Reports are due within 60 days after your travel end date.

LOGGING ON TO CONCUR

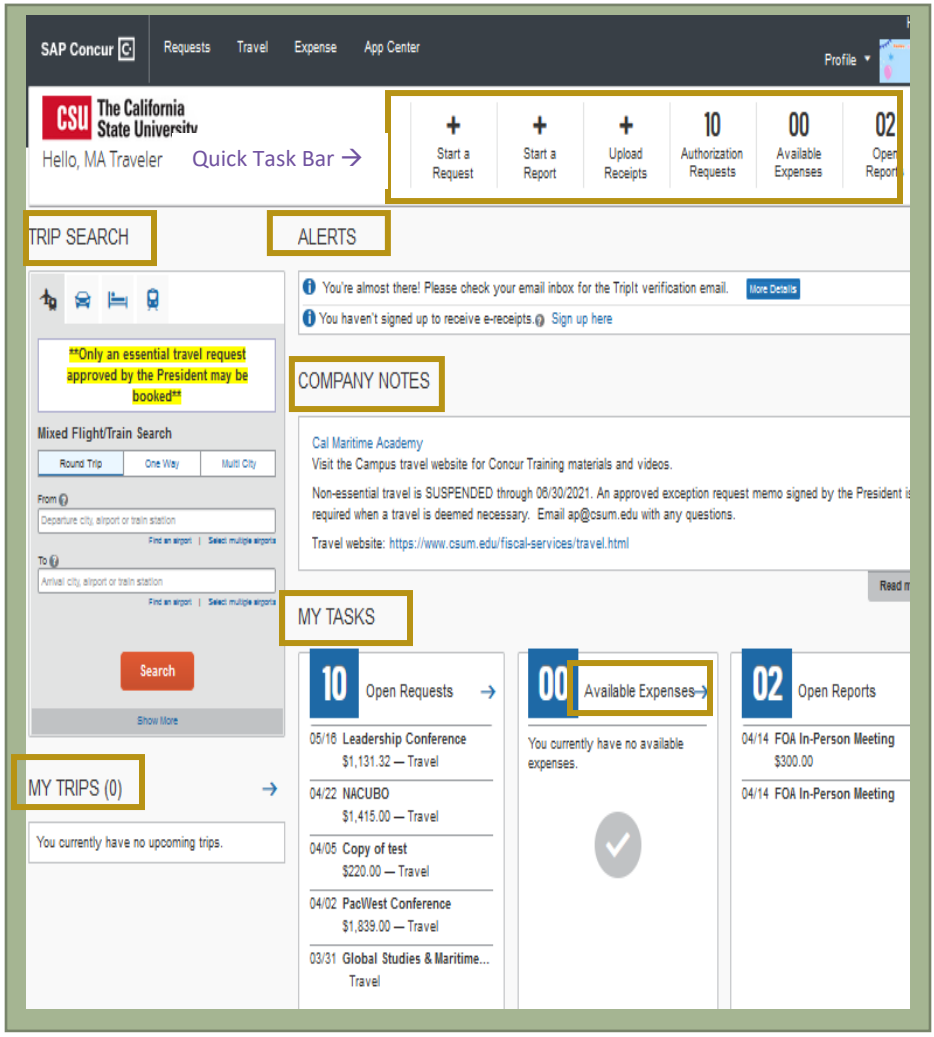
Users can access Concur via single sign-on at https://ds.calstate.edu/?svc=concur&org=csum or by clicking on the **Concur Login** link provided at https://www.csum.edu/fiscal-services/concur.html.



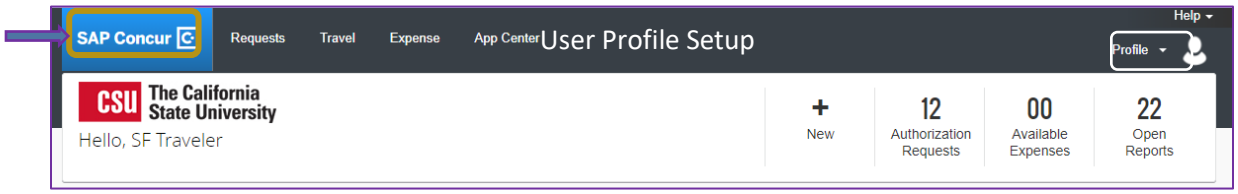
NAVIGATING CONCUR

The Concur homepage includes the following sections to easily navigate and find the information you need.

Quick Task Bar – Provides direct access to start a New Travel Request, Available Expenses, Open Reports (Expense Reports), and other Concur features.
Alerts – Displays informational alerts about Travel features.
My Tasks – Displays a dashboard for your Open Requests, Available Expenses, Open Reports (Expense Reports) and Required Approvals.
Available Expenses – US Bank Travel Ghost Card Transaction will load under Available Expenses, along with any travel itineraries loaded from TripIt or Concur Travel, and or e-receipts loaded from a Concur participating vendor.
Trip Search – Once your request is approved, you can book your travel here or by using the Travel tab.
Company Notes – Important information provided by the CSU, Concur, Cal Maritime Accounts Payable and Christopherson Business Travel Contact information.



- Please note: To return to the Concur homepage from any other page, click on the **SAP Concur logo** on the top left of the screen.



PROFILE SETUP

OVERVIEW

- Prior to using Concur, please review and complete your User Profile. Setting up your profile is important so that all the information in Concur is current and accurate for booking travel and getting the most out of the Concur Travel System. It is required to complete all required fields (**Middle Name, Work/Home Phone, Gender** & **Birthdate)** and **Save** your profile under **Personal Information** in order to book travel via Concur.

- All eligible Cal Maritime Employees are setup to use Concur. If you are not able to access Concur, please contact the Concur Administrator for more information.

- Under **Profile Options**, you have the option to set or update your **Personal Information**. To add your information about yourself, complete your user profile after logging in to Concur for the first time and update it whenever your information changes. Please note: Some prepopulated (grayed out) information cannot be changed as we are getting this information from HR.

- In order to book travel via Concur, you will need to complete all required fields under **Profile > Profile Settings > Personal Information**. Required fields include, **Middle Name, Work or Home Phone, Gender, and Birthdate**.

Profile Options is divided into 5 categories:

Your Information	• Review Name (middle name required) and Company Information • Add Work and Home Address • Add Contact Information (work or home phone (required fields), and mobile phone (recommended if booking travel in Concur) • Verify Email Address • Add Emergency Contact Information
Travel Settings	• Air, Hotel, and Car Rental Preferences • Frequent Traveler and Advantage Programs • Add TSA Secure Flight information – Gender, Birthdate, (required fields), TSA Pre-check number • International Travel Passport/Visa information • Add Travel Arrangers/Assistants • Add Credit Card Information (for Rail and Hotel/Lodging)
Request Settings	• Review Request default chartfield string and “Reports to” Approver (same information in Expense) • Add Request/Expense Delegates • Control Email Notifications • Add Favorite Attendees
Expense Settings	• Review Request default chartfield string and “Reports to” Approver (same in Request)

	• Modify Email Notifications • Add Personal Car (required if expensing personal car mileage) • Add Request/Expense Delegates
Other Settings	• E-Receipt Activation • Connected Apps (TripIt Pro free subscription) • Travel Vacation Reassignment (campus does not use) • Concur Mobile Registration

PERSONAL INFORMATION

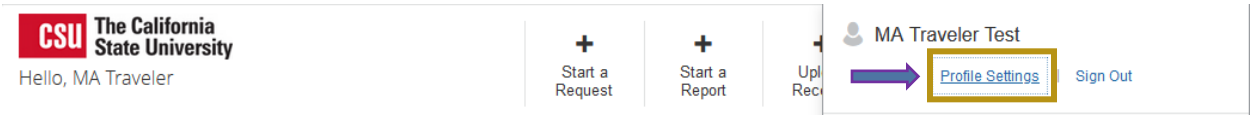
➢ This is where you can enter, verify, and update your personal information including Travel Preferences and adding Delegates. Please note: Some information has already been prepopulated from HR.

Step 1:

User will access Concur https://www.csum.edu/fiscal-services/concur.html, under **Financial Services > Concur, click Concur Login**. Login via single sign-on with your Cal Maritime Credentials.

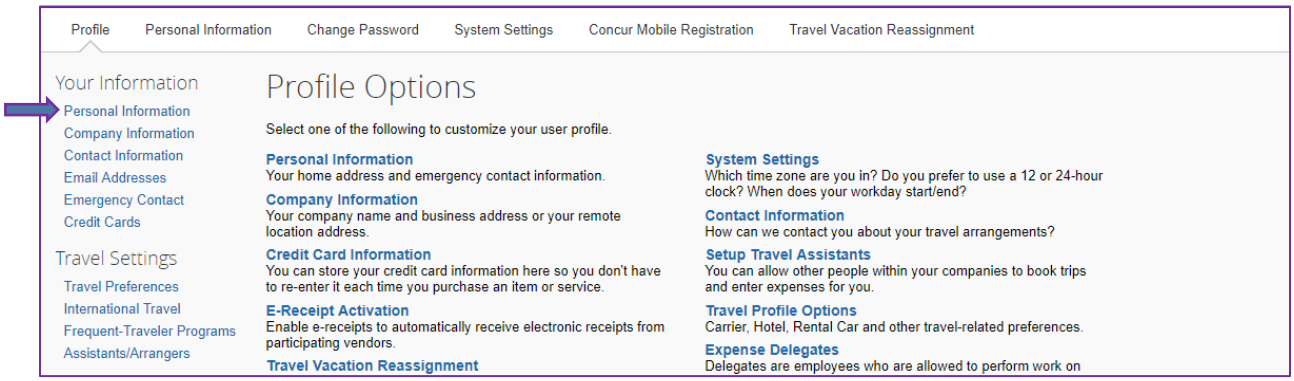
Step 2:

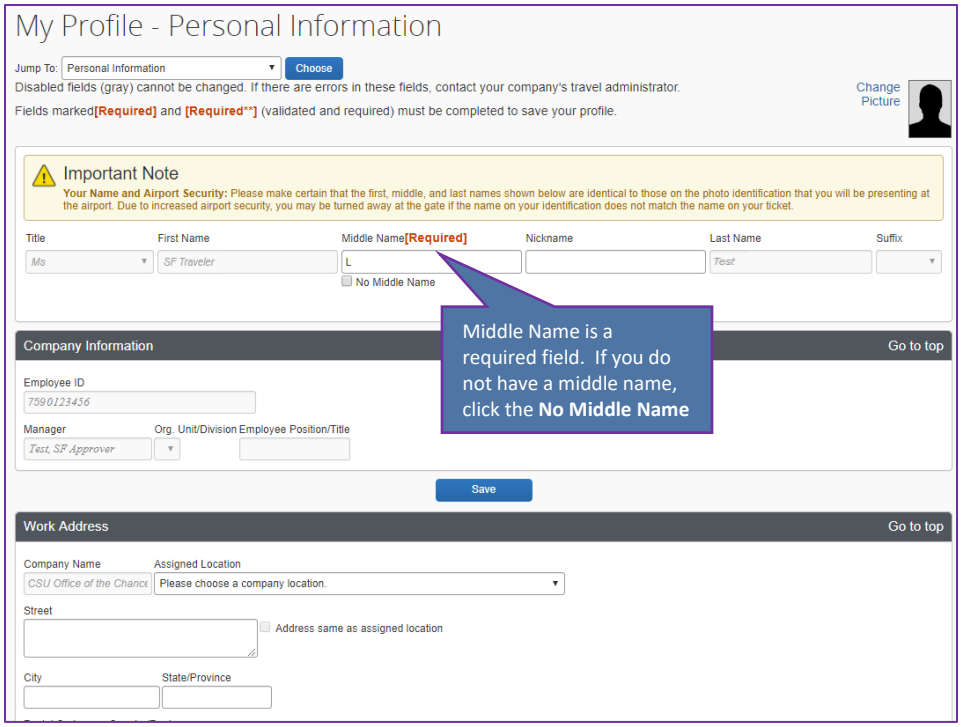
At the top right-hand corner of the My Concur homepage, click **Profile > Profile Settings**.



Step 3:

Under **Profile Options**, click **Personal Information**.





Fill in any information that states "**Required"** and any optional information you would like to include. Please note: **Required** will always show, even when field is populated.

- Name and Company Information- Information cannot be changed.
  - **Name** (primary) is provided by HR. If your name in Concur is not identical to the name that you have on your photo identification you use to travel, please book your airfare outside of Concur, or update your primary name with HR. As the name in Concur will be the name printed on your airline ticket and if it does not match, you may be turned away at the gate.
  - **Middle Name** is a required field. If you do not have a middle name, check the box that states no middle name.
  - Your **Employee ID Number** will have a **07** in front of it. This is not an error and is normal.

- Work Address and Home Address- the information entered as your **Home Address**, will not be the address your travel reimbursement check is sent to. Please make sure your mailing address is up to date with HR.

- Contact Information- **Work** or **Home Phone** is required. **Mobile Phone** is recommended if you booked travel via Concur and CBT Travel needs to provide travel alerts.

- Email Address- Cal Maritime active employees' @csum.edu email accounts will automatically be uploaded from HR into Concur Travel & Expense system. You must **verify** your email address within Concur by clicking the **Verify** link. Once you verify your email address, you will be able to forward any electronic receipts to receipts@concur.com. They will then be displayed in the Available Receipts in the Expense portion of the application. It also enables itinerary information to be emailed to plans@concur.com. Email address may only be associated with one user profile.

Steps to Verify Email Address:

1. Verify email address by clicking **Verify** link.
2. Check your email for a verification message from Concur.
3. Copy the code from the email message into the **Enter Code** box under **Verification Status.**
4. Click **OK** to submit the code and complete verification.

- Emergency Contact- Enter Emergency Contact information.

TRAVEL SETTINGS

- Travel Preferences- **Add Air, Hotel, and Car Rental Preferences** so when you book travel reservations via Concur Travel, a CBT Agent can complete booking your travel reservations based on your travel preferences indicated.

- Frequent-Traveler Programs- Add **Frequent Traveler** and **Advantage Programs** and opt in (optional) to connect your Frequent Traveler Programs with a Concur participating vendor if booking outside of Concur.

  To add a Frequent-Traveler, Driver, and Hotel Guest Program:

  1. Click on **+ Add a Program** to enter up to 5 memberships at a time.

  2. The Radio buttons to select if this is an **Air/Rail Carrier, Car Rental Company**, or **Hotel**.

  3. Select the appropriate vendor from the drop-down list, and enter the **Frequent Traveler/Driver/Guest Number**. Make sure that the information for the membership matches the name in your profile, including middle initial.

  4. Enter programs exactly as they appear on your card, excluding spaces and dashes. Do not add any additional characters, or the carrier code. If you enter a program incorrectly, you will get a profile error from the reservation system.

  5. Use the **Search this vendor** check box to prioritize the search in Travel. Keep in mind that the University's travel policy will usually override your individual vendor preferences.

  6. Continue adding your Frequent-Traveler Programs, as needed, and then click **Save**.

  7. If you book your travel outside of Concur, but you want to connect your rewards programs with any participating vendor with Concur, click **I Agree**.

- TSA Secure Flight- In order to book travel via Concur, you will need to enter all required information and **Save** your profile. **Gender** and **Birthdate** are both required fields. You can also enter a **DHS Redress No**. and/or **TSA Pre-check number** if applicable.

- International Travel: Passports and Visas –Add a Passport, or International Visa number if applicable.

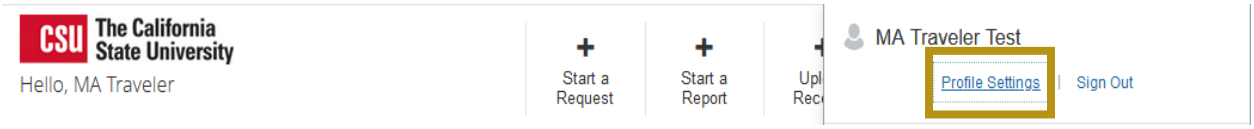
ADDING A TRAVEL ARRANGER/ASSISTANT

- **Primary Travel Assistant vs. Travel Arranger –** A **Travel Arranger** can perform travel functions such as book travel on a traveler's behalf and receive travel notification from CBT Travel that the arranger has booked, whereas a **Primary Travel Assistant** can also receive confirmation emails from CBT (Christopherson Business Travel) regarding the travel regardless of who made the reservation as well as update user's travel preferences and personal information.

- In order to make someone a **Travel Assistant/Arranger**, you must also add them as a **Delegate** for Travel Request/Expense. Individual must be an Employee and have a Concur account in order to add them as a Travel Arranger/Assistant and/or Delegate.

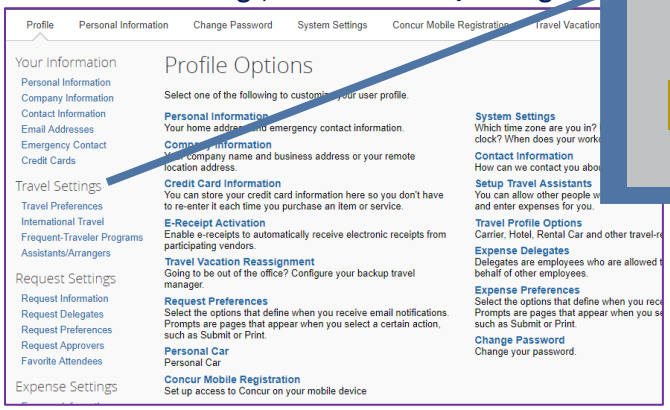
Step 1:

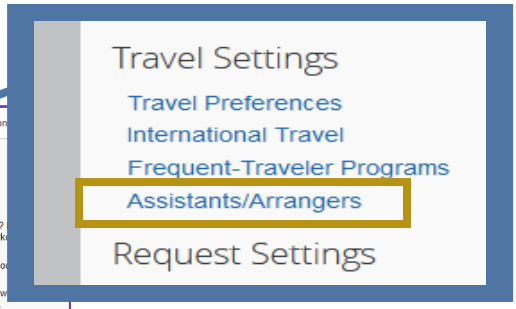
At the top right-hand corner of the My Concur homepage, click **Profile > Profile Settings**. The **Profile Options** page will appear.



Step 2:

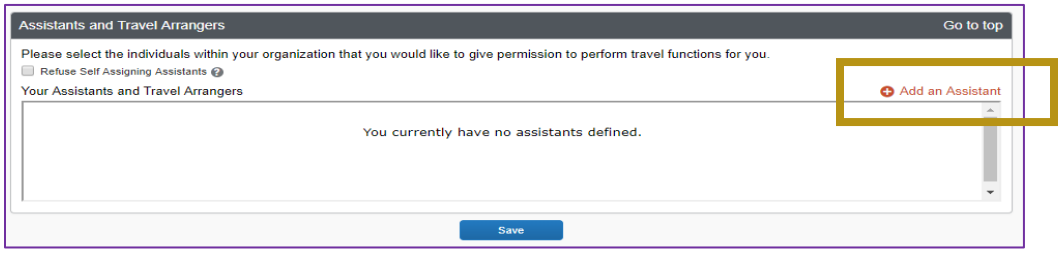
Under **Travel Settings**, click **Assistants/Arrangers**





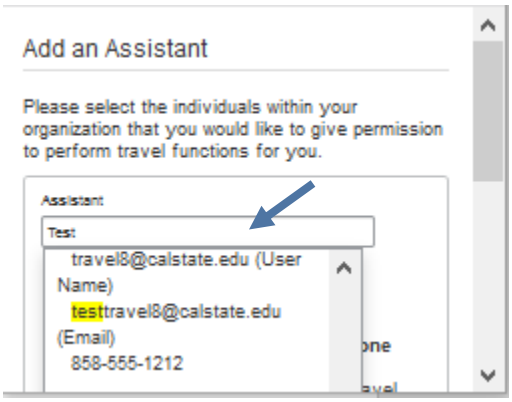
Step 3:

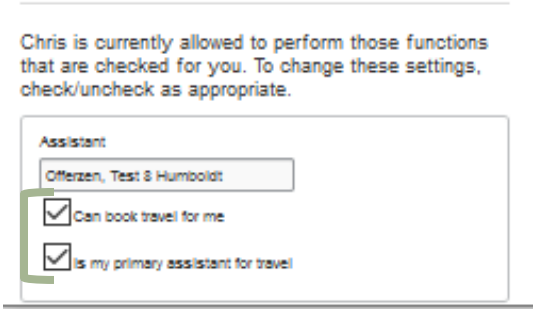
In the **Assistants and Travel Arrangers** section, click **+ Add an Assistant.**



Step 4:

A pop-up will appear that will prompt you to enter the name or email address of the Employee you would like to add and once you find them, click on their name. You will see two permissions. Check the box of the permission you would like to grant them.





Travel Arranger/Assistant Permissions:

- ✓ **Can book travel for me (Travel Arranger) -** can perform travel functions such as book travel on a traveler's behalf and receive confirmation emails from CBT (Christopherson Business Travel) of travel only the arranger booked.

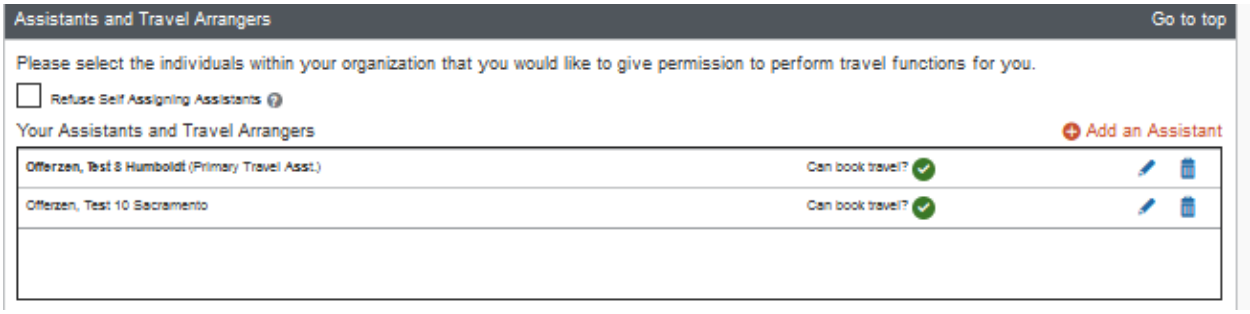
- ✓ **Is my primary assistant for travel (Primary Assistant)** - can perform travel functions such as book travel on a traveler's behalf and also receive confirmation emails from CBT regarding the travel regardless of who booked the travel and update travel preferences and user profile information as needed. Employee must have a work phone listed in their User Profile in order to grant them **Primary Assistant** permission.

- ➢ You can have multiple **Travel Arrangers** but only one **Primary Assistant**.

Step 6:

Click **Save**.

1. Once you have saved your selections you will see them under **Assistants and Travel Arrangers**.



- In order to make someone a **Travel Assistant/Arranger**, you must also make them a **Delegate** for Travel Request/Expense. Otherwise, they will have the **Travel** Tab, but will not have access to book travel from the Traveler's approved Travel Request.

- You can add additional Travel Arrangers by clicking **+ Add an Assistant**. You can have multiple **Travel Arrangers** but only one **Primary Assistant**. To delete a Travel Arranger/Assistant, click on the trash can on the right-hand side. Then **OK** to delete.

ADDING A CREDIT CARD

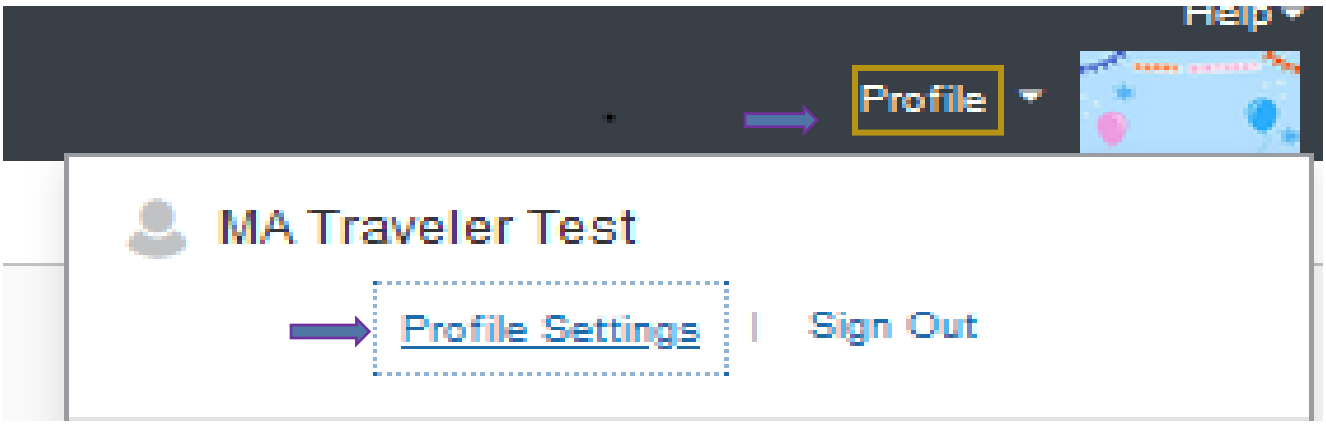
- In order to book and guarantee a hotel reservation, or book rail (train) via Concur, adding a credit card to your User Profile is required. The credit card for hotel, is to hold the reservation. You will still need to provide payment at the time of stay. The only time the card provided in Concur will be charged (for hotel) is if a deposit is required, or if you cancelled after the time allotted within the hotel's cancellation policy.

- When booking airfare via Concur, the US Bank Travel Ghost Card will be automatically charged Please note: For car rental booking, payment is not required in order to make and hold your reservation.

- Please **do not** add your P-Card, or a Departmental Travel Card (if it is not in your name) to your User Profile. You may however add a Personal Liability Travel Card or personal credit card as long as the card is in your name.

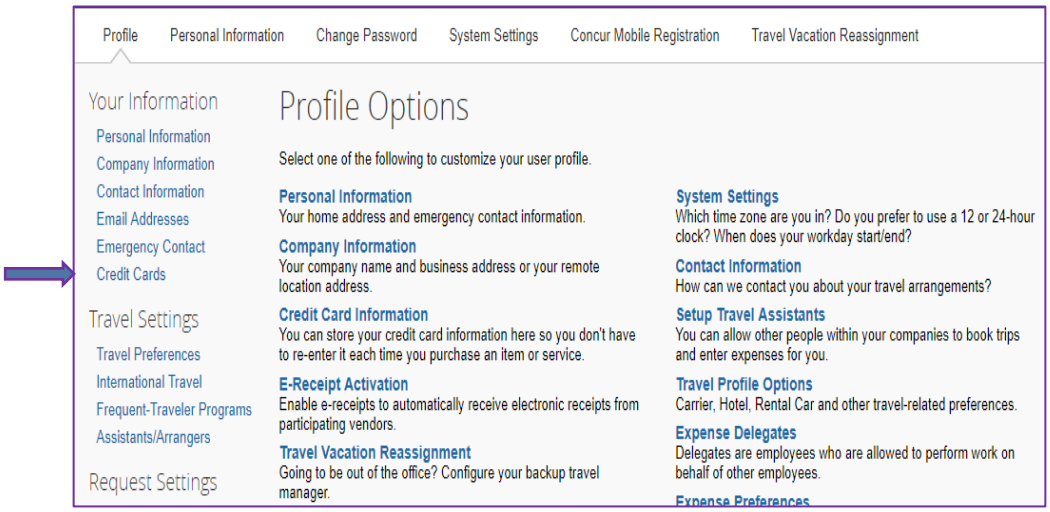
Step 1:

At the top right-hand corner of the My Concur homepage, click **Profile > Profile Settings**. The **Profile Options** page will appear.



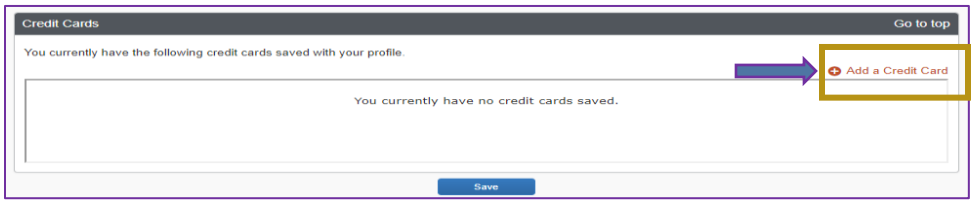
Step 2:

Under **Your Information**, click **Credit Cards**.



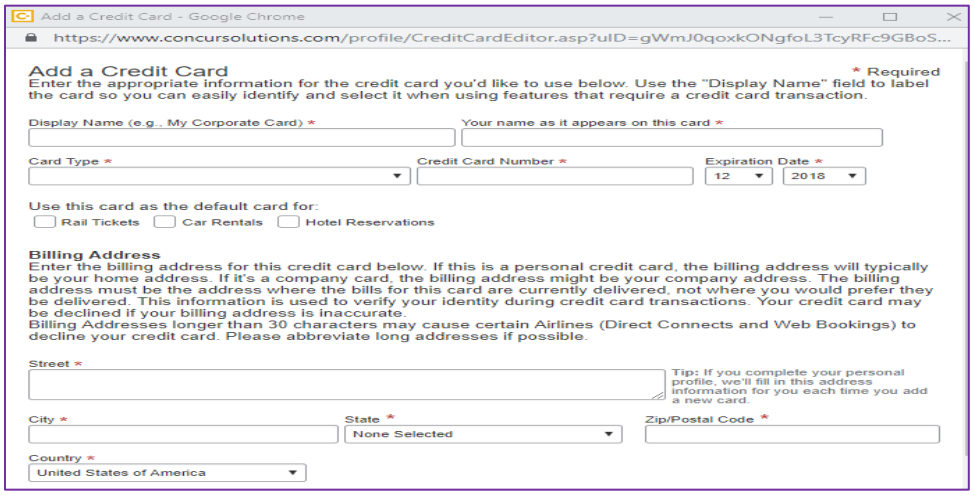
Step 2:

Under Credit Cards section, click **+ Add a Credit Card**.



Step 3:

A pop-up will appear that will prompt you to add Credit Card information.

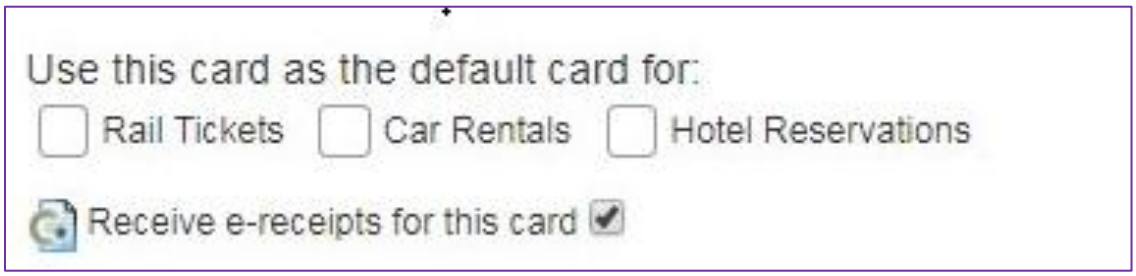


Step 4:

Enter your credit card information. All fields with a red asterisk are required. Click **Save**.

- Once you have saved your selection, you will see the credit cards saved under the Credit Cards section of your User Profile. You can have more than 1 credit card on file.

- If you have enabled e-receipts, please make sure the **Receive e-receipts for this card** box is checked.



Once all information is entered including any required information, click **Save**. This will save **Your Information** and **Travel Settings** categories within your User Profile. You can continue to review and update your information within the other 3 categories: **Request Settings, Expense Settings,** and **Other Settings.**

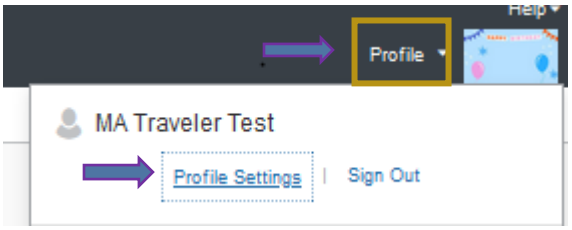
ASSIGNING A DELEGATE

- Delegates are employees who are allowed to perform work on behalf of other employees. Employee must have a Concur account in order to be assigned as a Delegate. It is still the traveler's responsibility to review and submit their own Travel Requests and Expense Reports.

- The Delegates function allows you to add, delete, or edit delegates from your User Profile. Request and Expense share delegates. By assigning permission to a delegate, you are assigning permissions for both Travel Request and Expense.

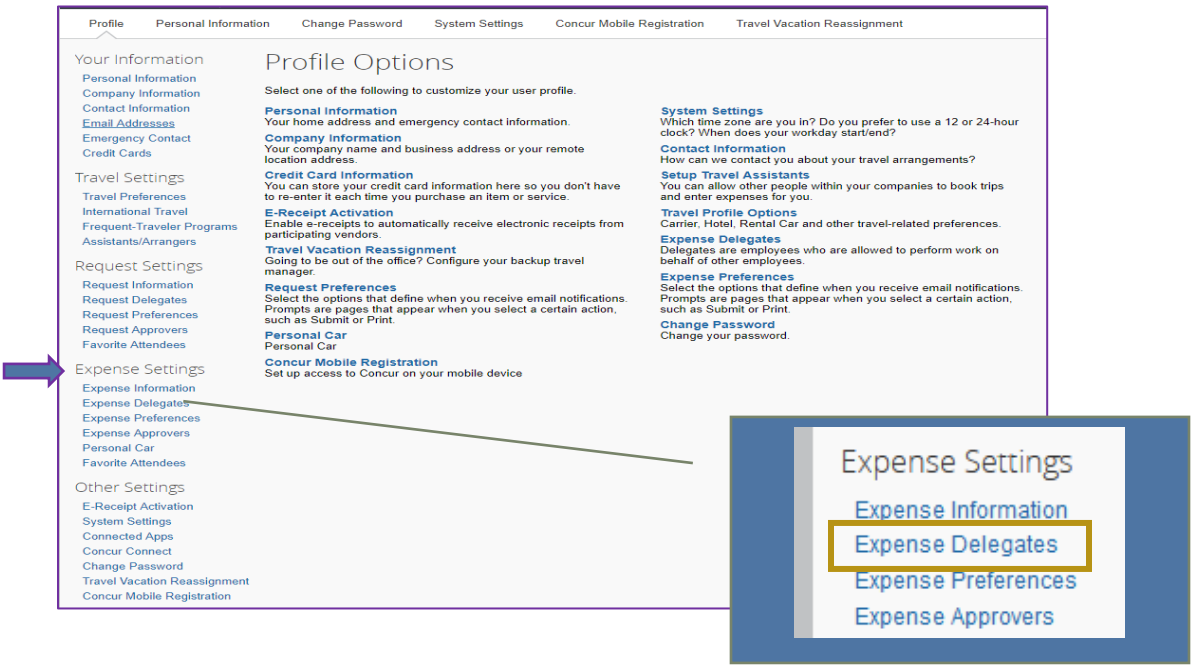
Step 1:

At the top right-hand corner of the My Concur homepage, click **Profile > Profile Settings**. The **Profile Options** page will appear.



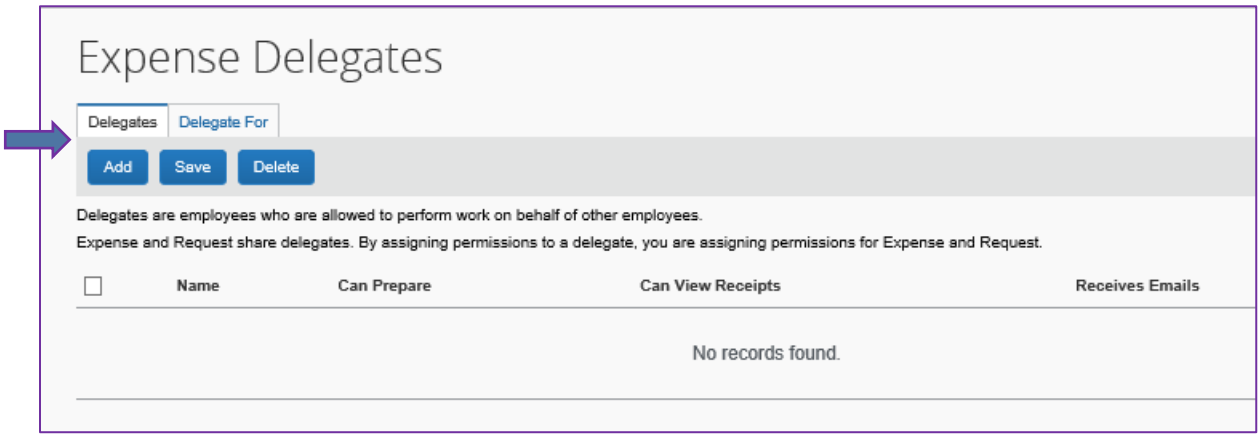
Step 2:

Under **Expense Settings**, click **Expense Delegates**.



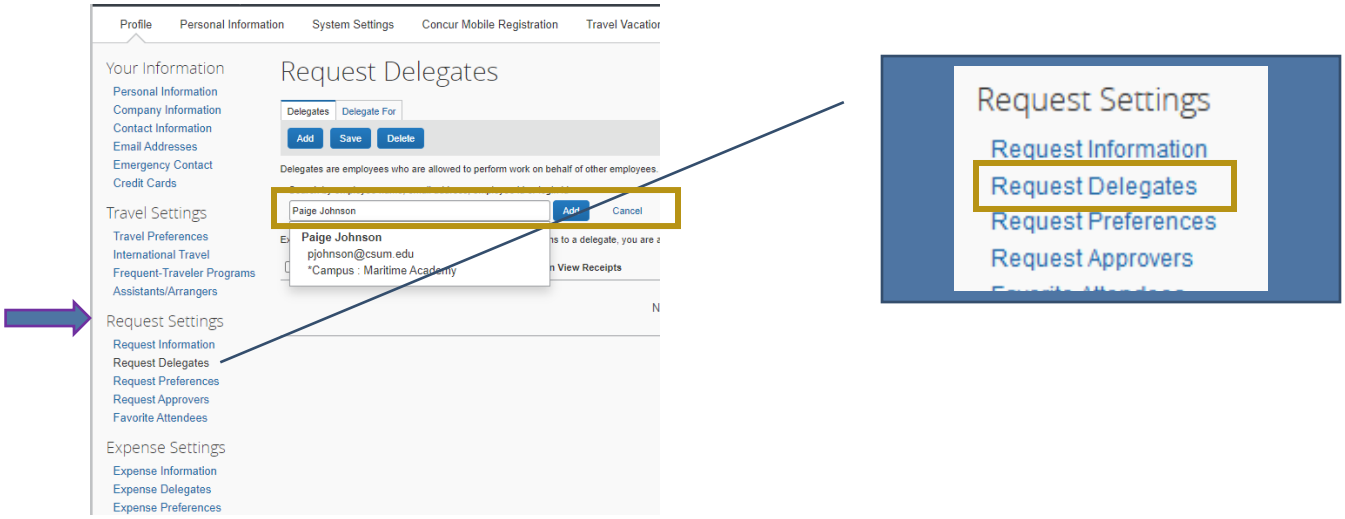
Step 3:

Click **Add** on the **Delegates** Tab.



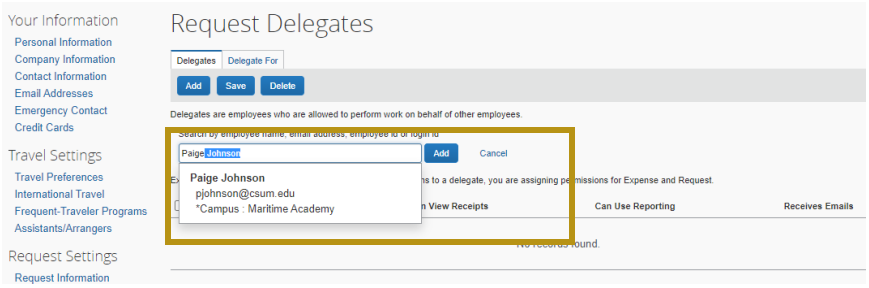
Step 4:

In the search field, type the employee last name or email address of the Employee you want to add.



Step 5:

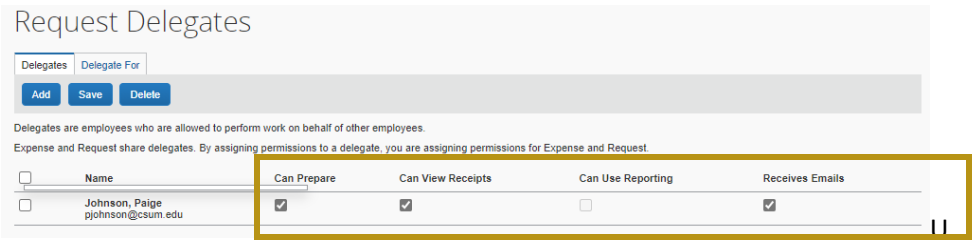
List of name/email matches will appear and click the appropriate person.



Step 6:

Check each box of permission/s you want the delegate to have in order to perform work on your behalf.

- Approvers will have additional permissions to select. The option to delegate an approver is only available for employees who already have approver role in Concur. Please see the Approver Role section in this Concur Handbook for more information.



- Please note: in order to have a "delegate view receipts," you need to check the **Can Prepare** box, once you check that box, the **Can View Receipts** box will automatically check.

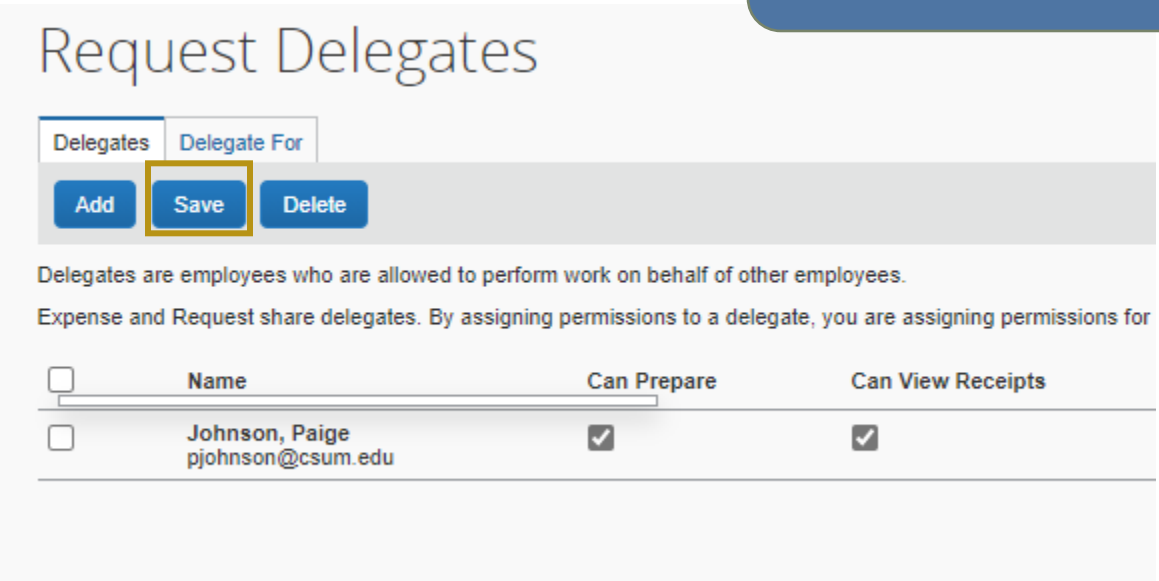
List of all permissions available. Permissions are dependent on user (traveler) rights.

Option	*Description*
Can Prepare	If selected, the delegate can create/view Travel Requests and Expense Reports on your behalf.
Can View Receipts	If selected, the delegate can view receipt images on your behalf.
Can Use Reporting	If selected, the delegate can run reports on your behalf. Please note: You must have Reporting access already in order to delegate to another employee. You can delegate up to two employees with this Reporting permission.
Receives Emails	If selected, the delegate receives a copy of all Concur Request/Expense related emails that you receive. Approval emails not included. This permission should be granted if delegating a preparer.
Can Approve	If selected, the delegate can approve Travel Requests and Expense Reports on your behalf, indefinitely.
Can Approve Temporary	If selected, the delegate can approve Travel Requests and Expense Reports on your behalf only during a specific period of time. By selecting this option, you will select a beginning and ending date.
Delegate can preview for approver	If selected, the delegate can preview Travel Requests and Expense Reports pending your approval on your behalf. A previewer does have to have an approver role in Concur and will not have the ability to approve.
Receives Approval Emails	If selected, the delegate receives a copy of each request/expense report approval related emails you receive. This permission should be granted if delegating a approver/previewer.

This permission can only be assigned to an employee already set up as an approver.

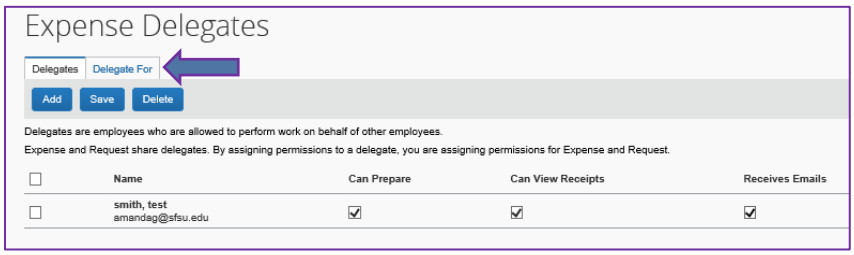
Step 7:

Click **Save**.

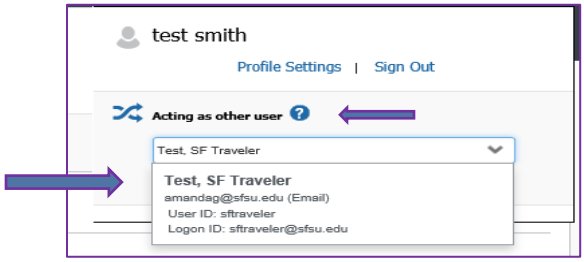


- Once you have added delegates under **Expense Settings**, they will be automatically added under **Request Settings** or vice versa.

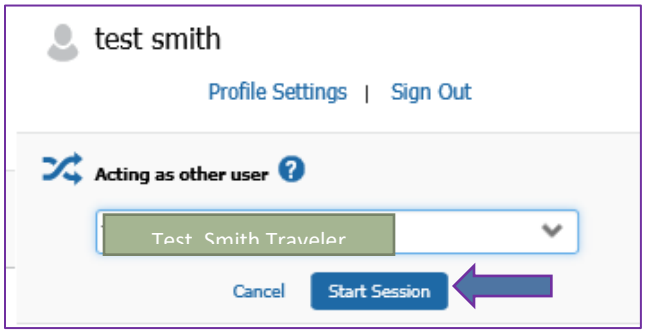
- Click the **Delegate For** tab to see if others have added you as their delegate. You have the ability to remove yourself as their delegate if needed.



- The Delegate can now login to their Concur account, click **Profile**, and they will see a section - **Acting as other user**. From the drop-down list, the traveler's (your) name should appear or they can type in your name to find you.

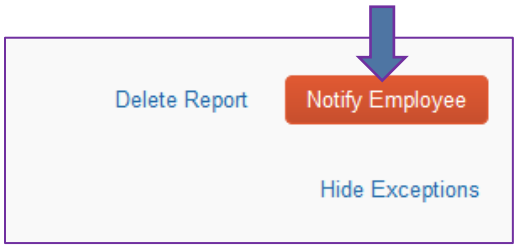


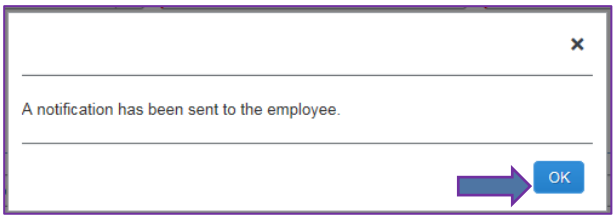
- Delegate will click **Start Session**, and now they will be acting in Concur on your behalf.



- **Please note:** The Delegate can create Travel Requests and Expense Reports. However, the traveler must be the one to submit the Travel Request/Expense Report due to certification purposes. Delegates can recall Travel Requests. However, only the traveler can recall their Expense Reports.

- When the delegate has completed a request/report, they must click **Notify Employee**. Then, click **OK**. Traveler will receive an email notification that a request/report is ready for review and can login to Concur to review and submit.





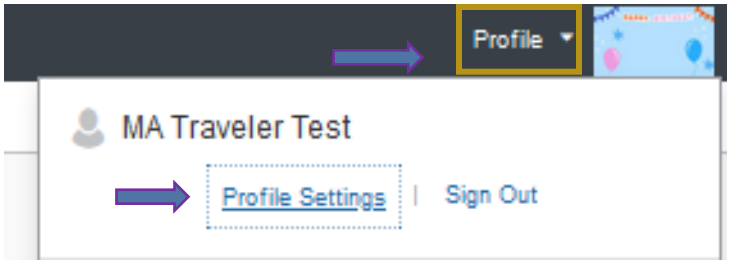
ADDING A CAR

- In order to claim Expense Type: **Personal Car Mileage** on your Expense Report, a car must be associated and added within the User Profile.

- For **Personal Car Mileage** Expense Type, the current CSU mileage reimbursement rate will calculate. If you need to use a different rate (less than the CSU approved rate) please use **Custom Mileage** Expense Type. Otherwise, always use **Personal Car Mileage** Expense Type.

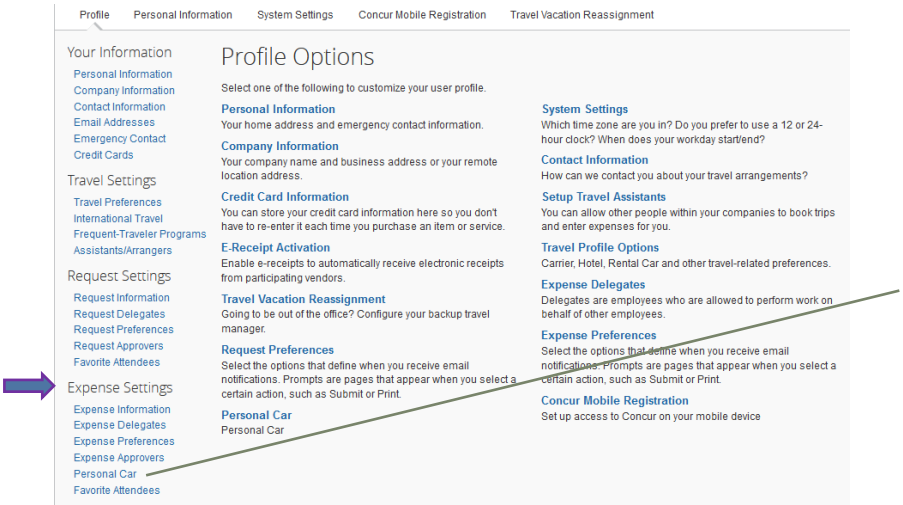
Step 1:

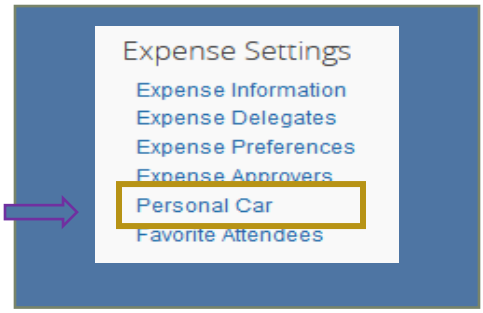
At the top right-hand corner of the My Concur homepage, click **Profile> Profile Settings**. The **Profile Options** page will appear.



Step 2:

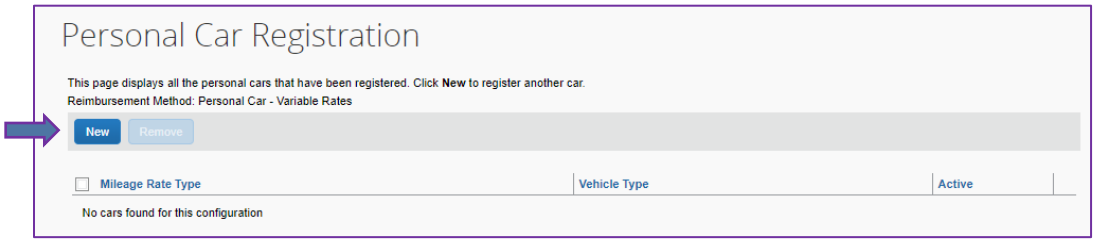
Under **Expense Settings**, click on **Personal Car**.





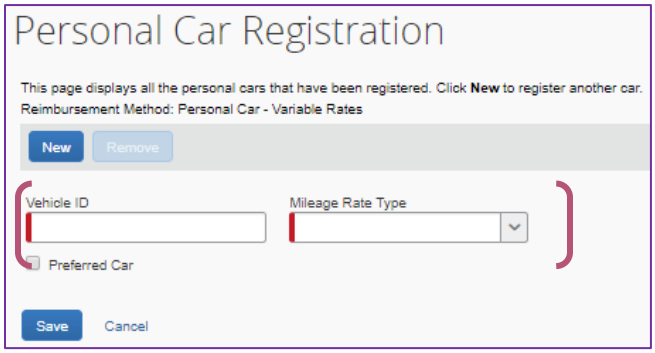
Step 3:

To register a car, click **New**.

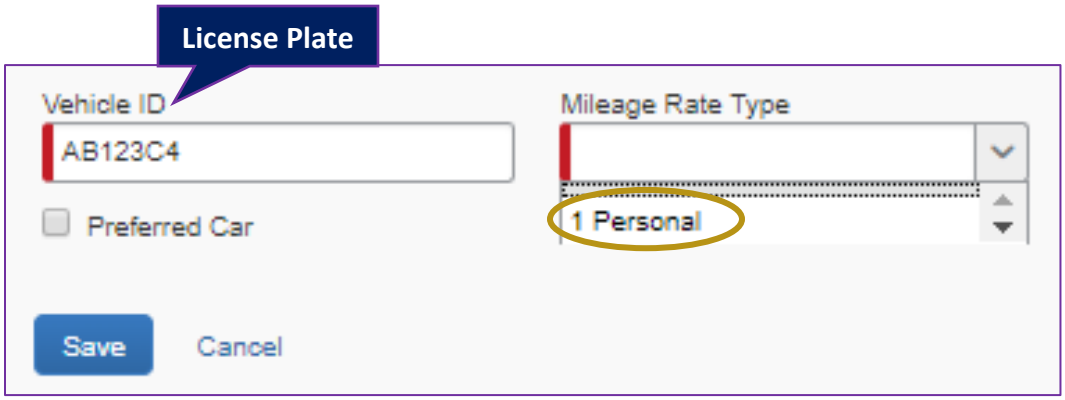


Step 4:

Complete all required fields: **Vehicle ID** and **Mileage Rate Type**.



- **Vehicle ID -** is a free form field. Enter your car's license plate number.
- **Mileage Rate Type -** Select **Personal** from the drop-down list, which is the current CSU mileage reimbursement rate.

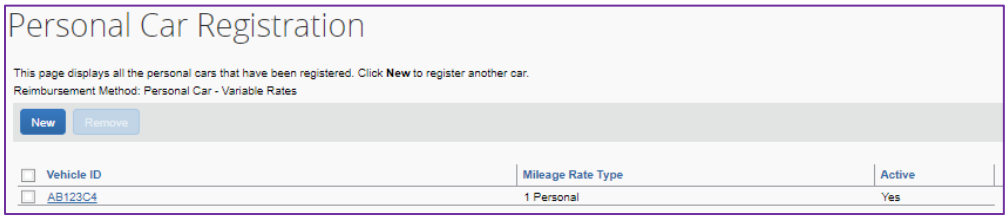


Step 5:

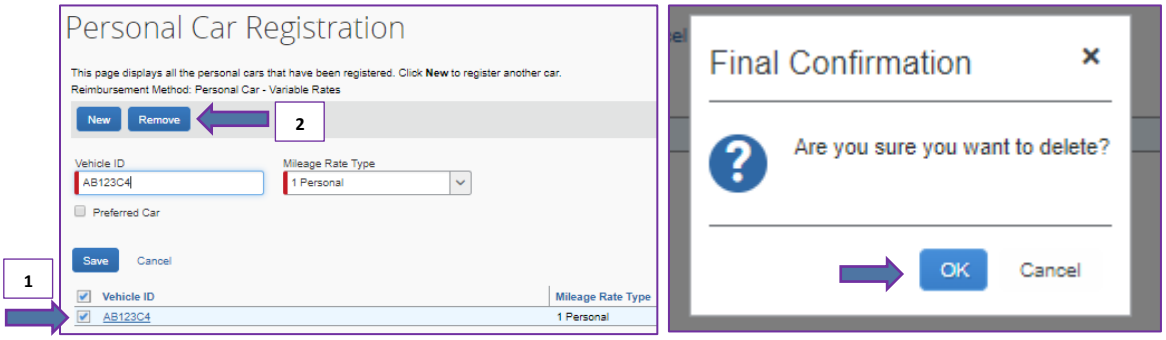
Click **Save**.

- Now you will see the car listed under **Personal Car Registration**. You can then add an additional car if you would like. However, only one can be checked, **Preferred Car**.

- Please note: all car registrations under Personal Car Registration will have the current CSU mileage reimbursement rate.



- To remove a car, click on the box to the left of your **Vehicle ID** (license plate number). And then click **Remove**. A Final Confirmation box will pop up and ask "Are you sure you want to delete?" Click **OK**. And the entry will be removed.



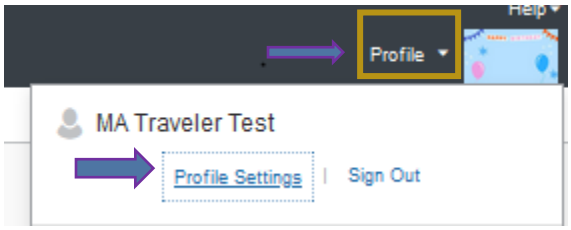
- If you click on your saved car and the **Remove** button is grayed out, you cannot remove that selection, however you can modify the **Vehicle ID** if needed. This means you have **Personal Car Mileage** Expense Type entered on one of your active Expense Reports. That entry must be removed first from your Expense Report, then you will be able to remove the car information.

FAVORITE ATTENDEES

- The **Favorite Attendee** functionality can be used to enter individuals who frequently participate in hospitality related business entertainment events or functions. Your favorites list is designed to help quickly find your favorite attendees and add them to your (travel related) **Hospitality** expenses in your Expense Report.

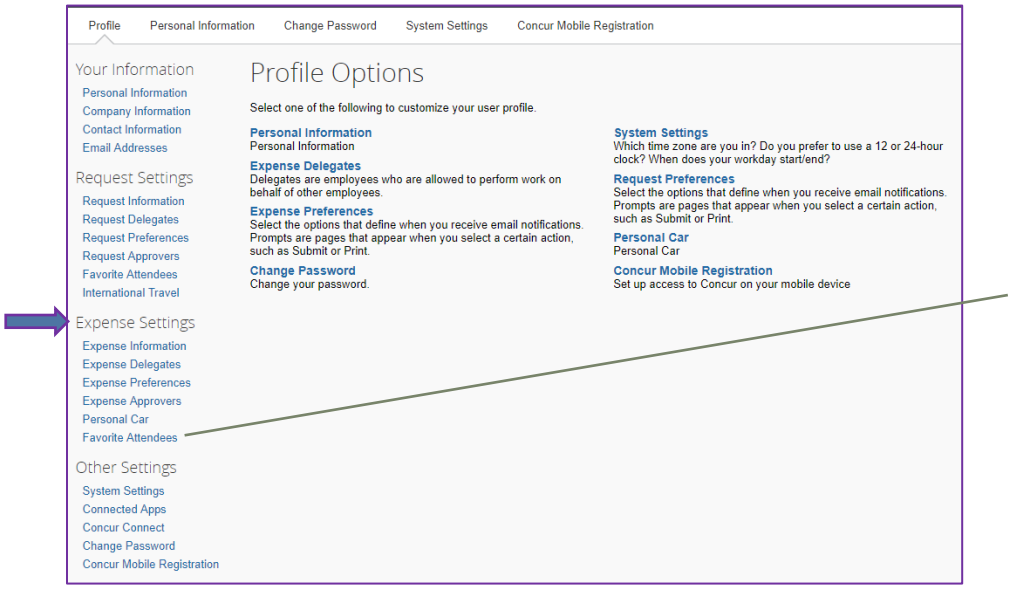
Step 1:

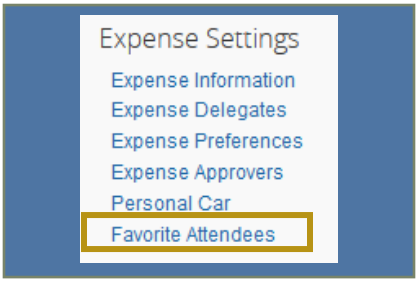
At the top right-hand corner of the My Concur homepage, click **Profile > Profile Settings**. The **Profile Options** page will appear.



Step 2:

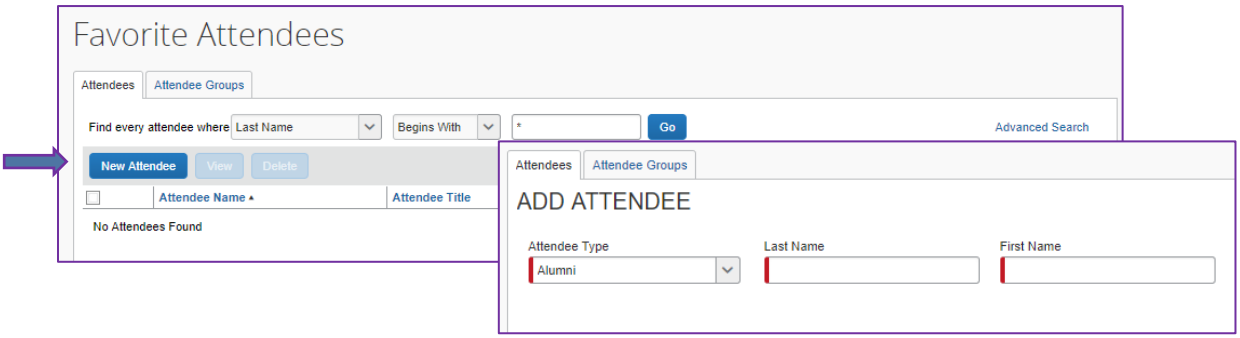
Under **Expense Settings**, click **Favorite Attendees**.





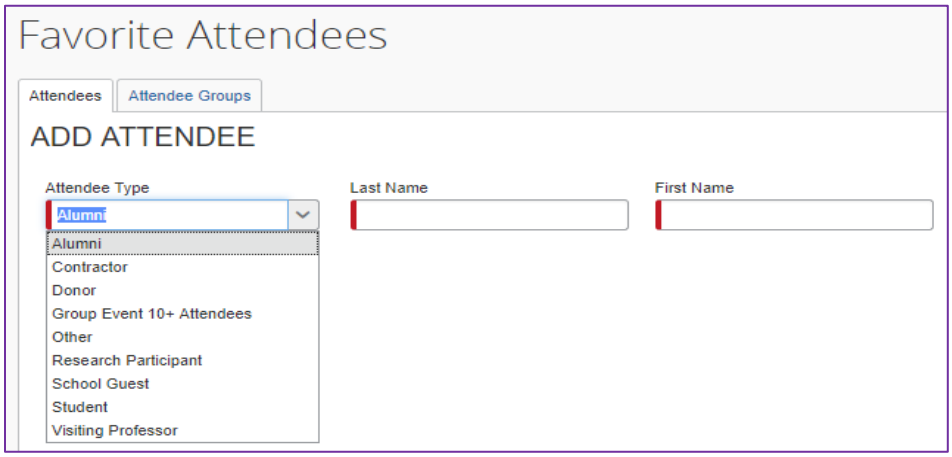
Step 3:

On the **Attendees** tab, click **New Attendee**. The Add Attendee window will appear.



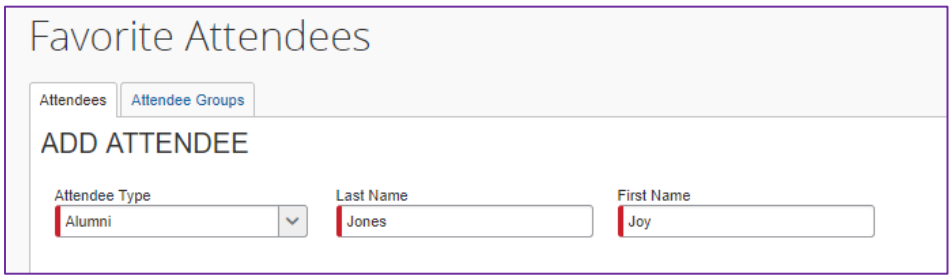
Step 4:

Select the **Attendee Type** from the drop-down list. The page refreshes with the fields appropriate for the selected **Attendee Type**.



Step 5:

Complete the remaining required fields. Required fields are dependent on the **Attendee Type** selected.



Step 6:

Choose one of the following save options-

- ✓ **Save** -to save the current attendee.
- ✓ **Save & Add Another** -to save the current attendee and add another.

➢ When saving, it will check for duplicate attendees. If it finds one or more potential duplicates, you will be prompted to:

- ✓ Use the existing attendee information (if the attendee you are adding and the duplicate are, in fact, the same person) or
- ✓ Continue adding the attendee (if the attendee you are adding and the duplicate are not the same person)

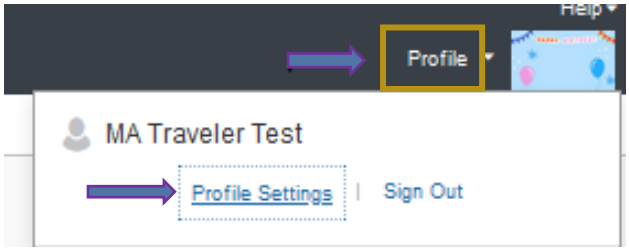
CONTROLLING EMAIL NOTIFICATIONS

- This customizable setting will allow you to control what email notifications you want to receive for both Travel Requests and Expense Reports.

(Travel) Request Preferences

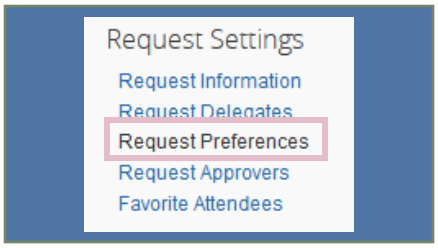
Step 1:

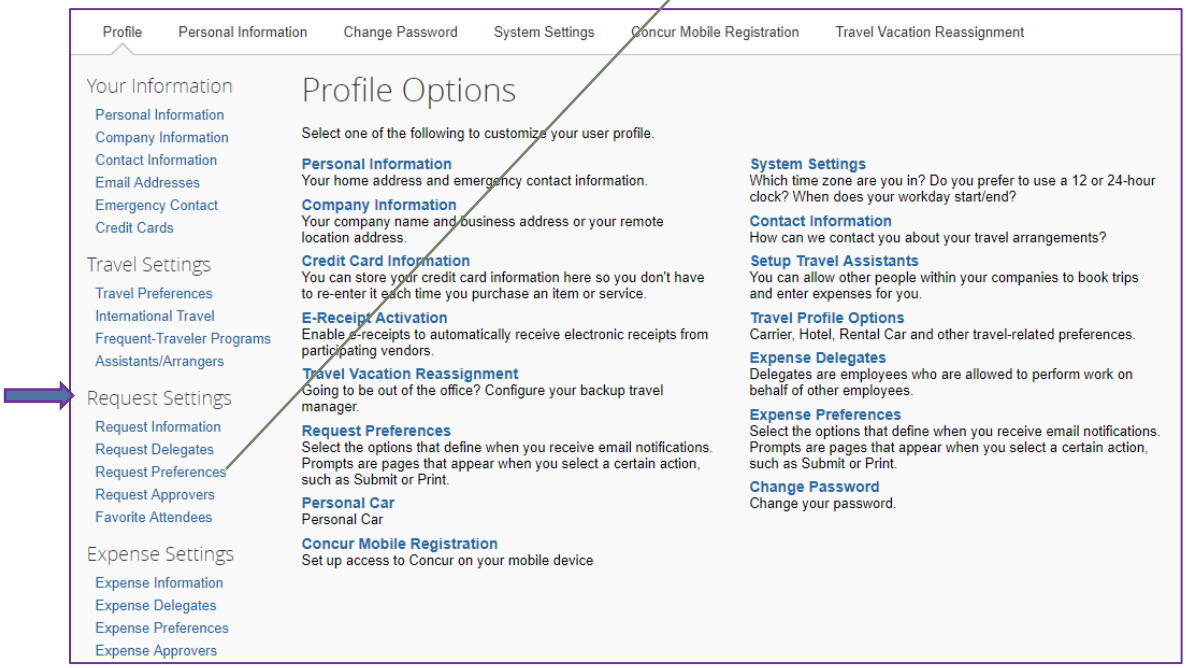
At the top right-hand corner of the My Concur homepage, click **Profile > Profile Settings**. The **Profile Options** page will appear.



Step 2:

Under **Request Settings**, click **Request Preferences**.

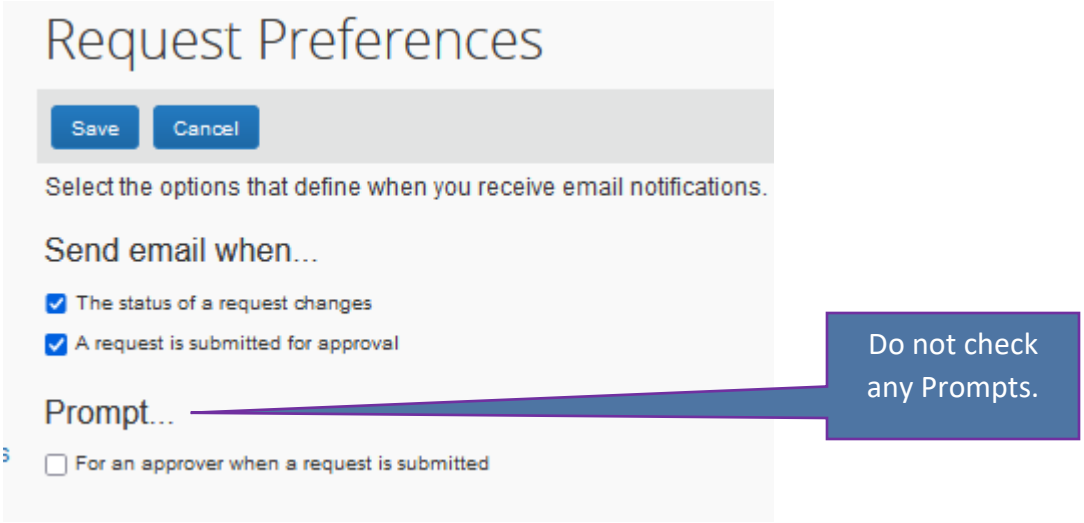




Step 3:

Check, or uncheck boxes based on your preferences on receiving email notifications. All boxes will be checked, by default.

**Do not check any of the Prompts…



Step 4:

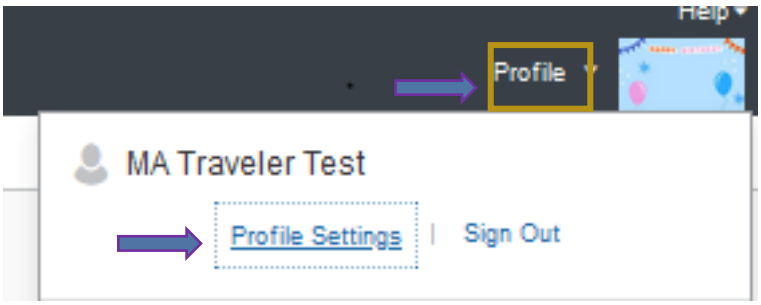
Once you are done with your selections, click **Save**.

- Make sure to verify your email notifications are going to your inbox and not your junk mail. This should not happen. However, if you see Concur notifications in your junk mail, right click on the email and select "never block sender" to not have Concur emails filter as spam/junk.

Expense (Report) Preferences

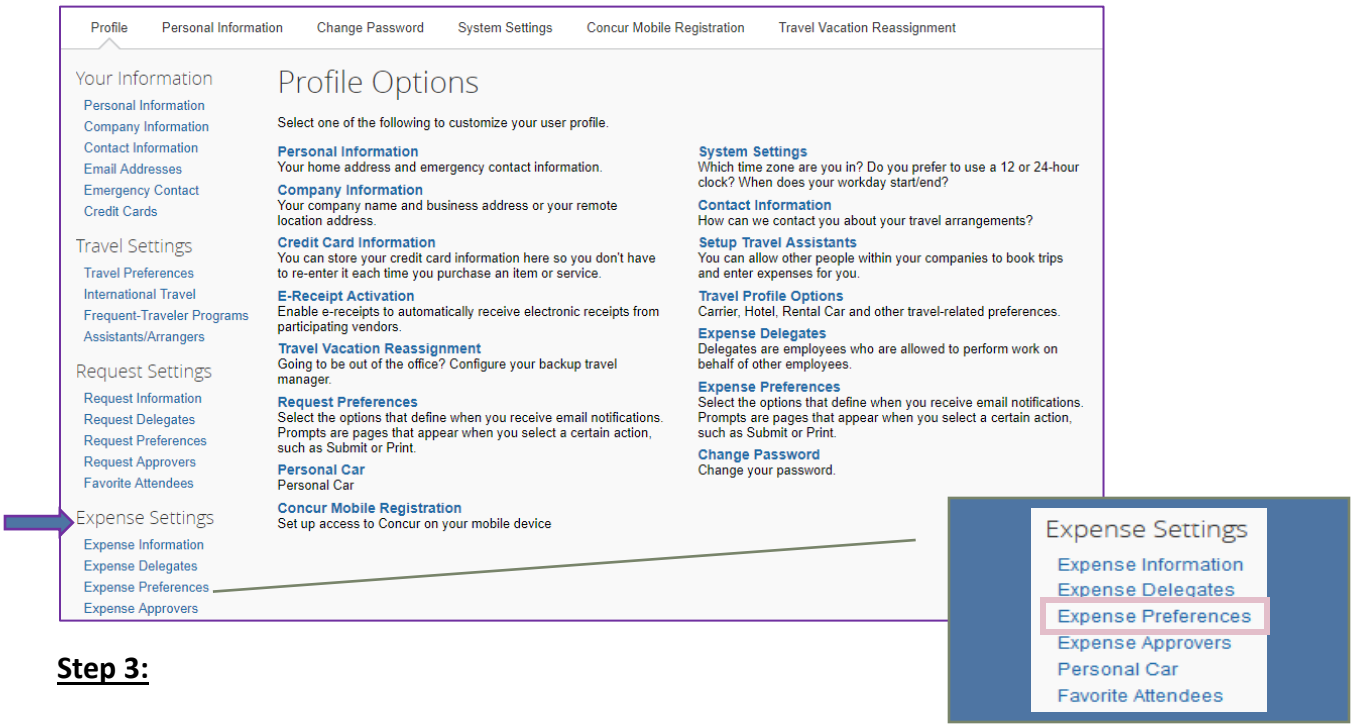
Step 1:

At the top right-hand corner of the My Concur homepage, click **Profile > Profile Settings**. The **Profile Options** page will appear.



Step 2:

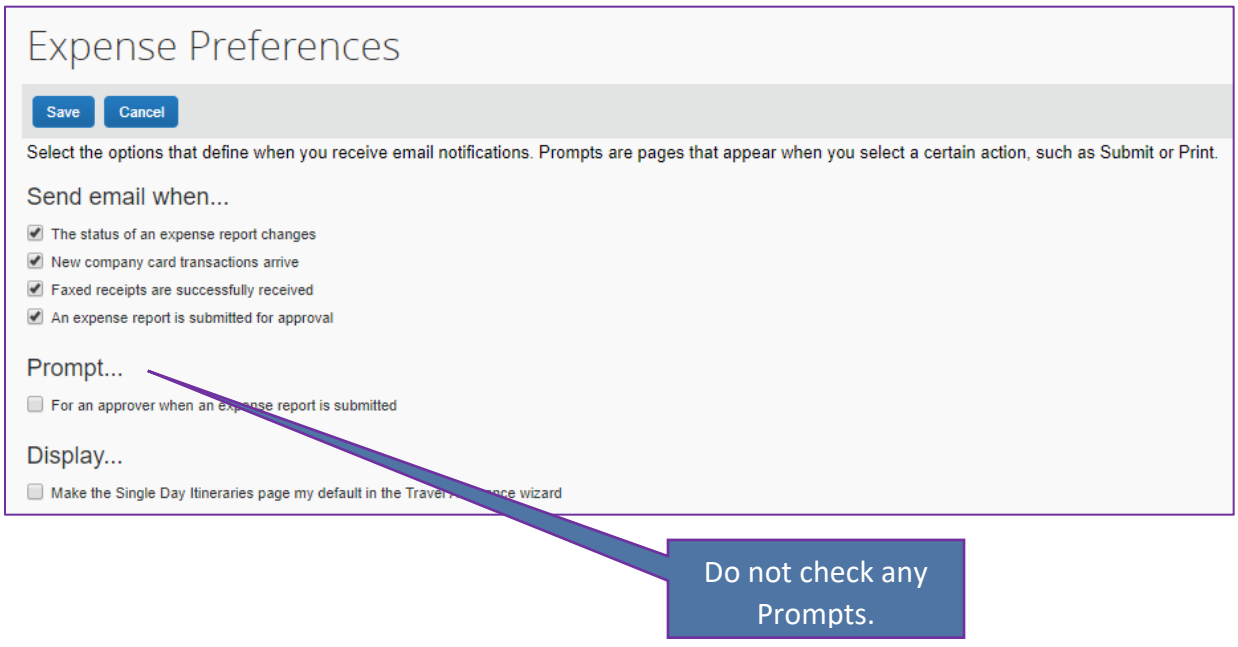
Under **Expense Settings**, click **Expense Preferences**.



Step 3:

Check, or uncheck boxes based on your preferences on receiving email notifications. All boxes will be checked, by default.

**Do not check any of the Prompts…



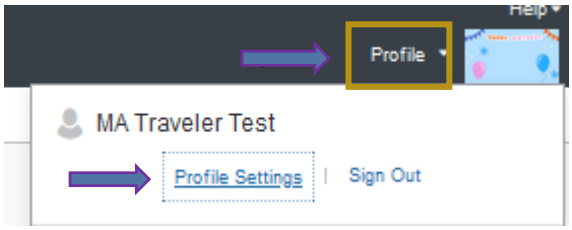
Step 4:

Once you are done with your selections, click **Save**.

REVIEW REQUEST/EXPENSE APPROVERS

Step 1:

At the top right-hand corner of the My Concur homepage, click **Profile > Profile Settings**. The **Profile Options** page will appear.



Step 2:

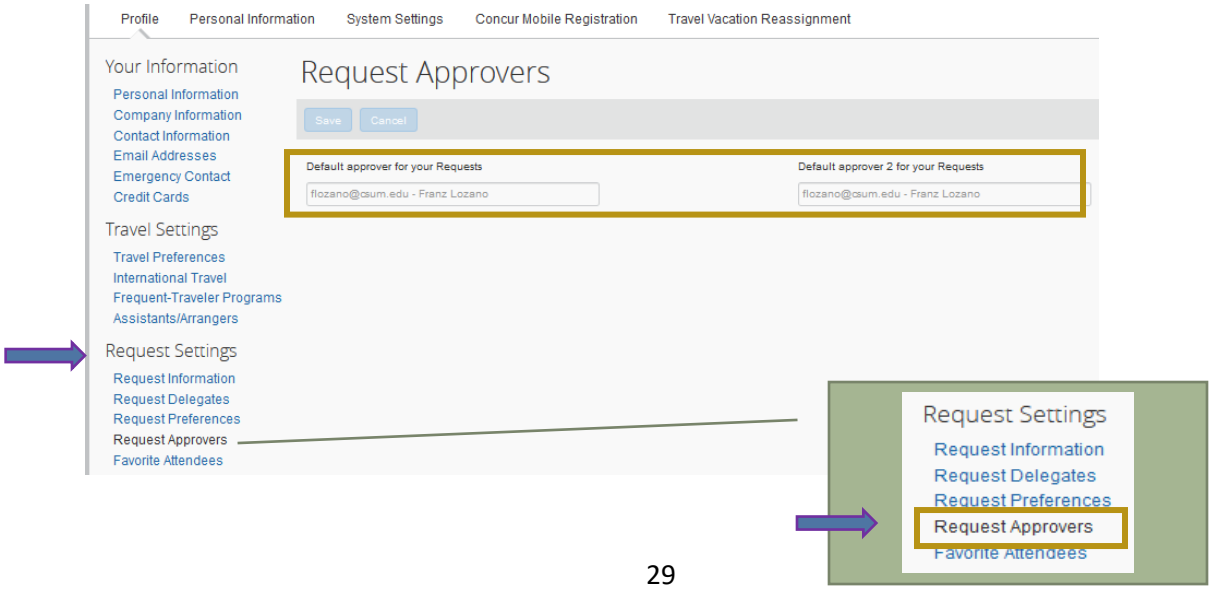
Under **Request Settings**, click **Request Approvers**.

Step 3:

Review the **Request Approver** ("Reports To" Approver) information.

- Approver information is not editable. Concur is loading your "Reports To" Approver who is your Direct Report according to HR.

- The "Reports To" Approver is the same for both Travel Requests and Expense Reports. Your approver will also be listed under **Expense Approvers**.



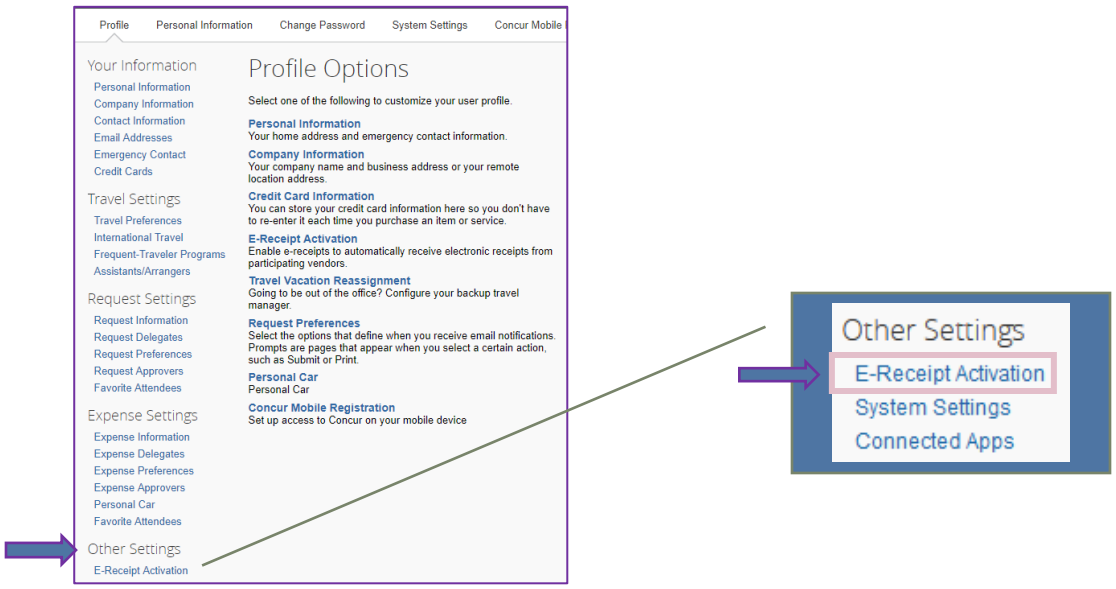
ENABLING E-RECEIPTS

- E-receipts are an electronic version of receipt data that can be sent directly to Concur to replace imaged paper receipts. The availability and content of e-receipts vary depending on the preferred vendor. Hotel e-receipts can be used to automatically itemize hotel expenses.

- Only participation suppliers/vendors with Concur can provide e-receipts.

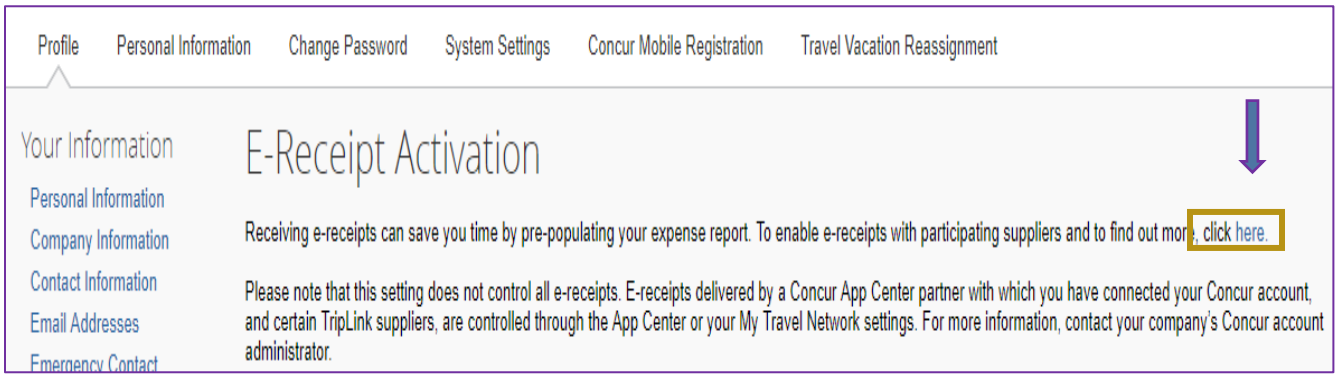
Step 1:

To access **E-Receipt Activation**, click on **Profile > Profile Setting > E-Receipt Activation** under **Other Settings.**



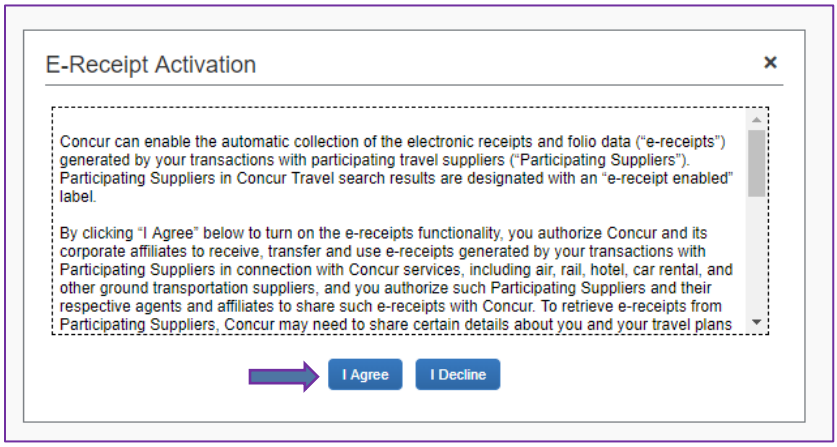
Step 2:

Click the link, **here**. The **E-Receipt Activation** and **User Agreement** appears.

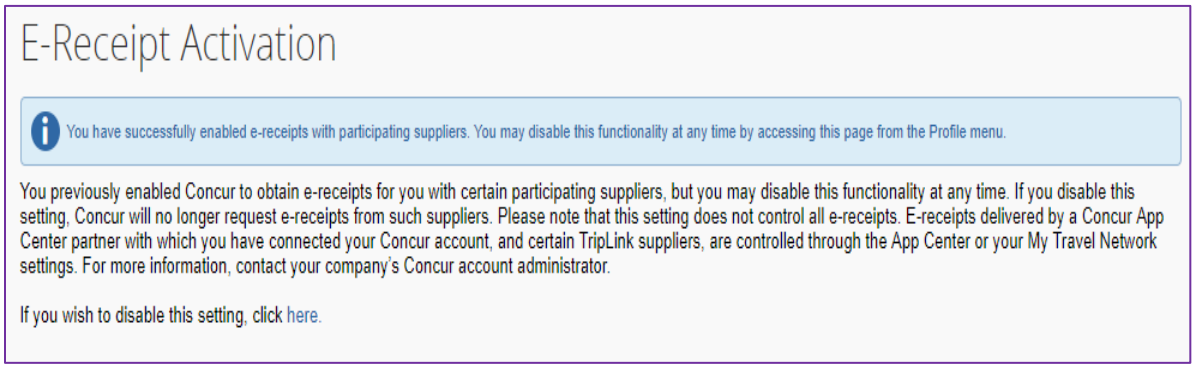


Step 3:

Read the User Agreement. If you agree, click **I Agree**. Once you have agreed, any credit card in your profile will be opted in.



- You will see a message saying you have successfully enabled e-receipts with participating suppliers.



- Once you complete the e-receipt activation, the e-receipts generated by your transactions with a participating supplier/vendor will be automatically collected and loaded into your Concur account under **Available Expenses**. You can then attach the e-receipt to your corresponding Expense Type in your Expense Report. Participating suppliers will have **E-Receipt Enabled** stated under the hotel picture name within the online booking process.

- To remove/delete any e-receipts under your **Available Expenses**, please contact the Concur Coordinator.

ACTIVATE MOBILE REGISTRATION [Company Code CQK988]

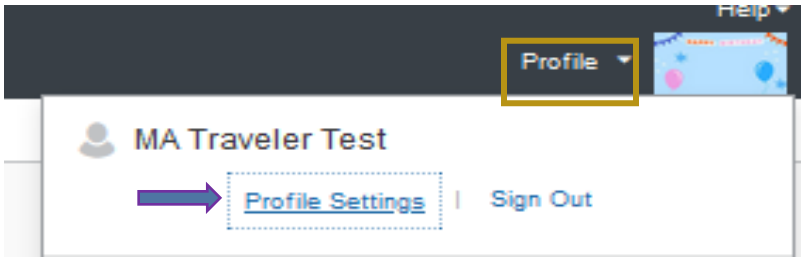
- Concur offers a mobile app (**SAP Concur**) you can download to various mobile devices including your smart phone, or tablet. The application allows you to manage your expenses and approvals if applicable including capturing receipt images. The App supports IOS, Android, Blackberry and Windows devices.

- There is no need to access Concur Mobile Registration under **Other Settings**. To activate your mobile registration, please follow the below steps:
    1. Download the SAP Concur Mobile App.
    2. Once downloaded, enter your Cal Maritime Email Address.
    3. Click **Next**.
    4. Login with Cal Maritime Credentials via Single Sign-on.

- If you need assistance in locating and downloaded the Concur Mobile App, please follow the below steps:

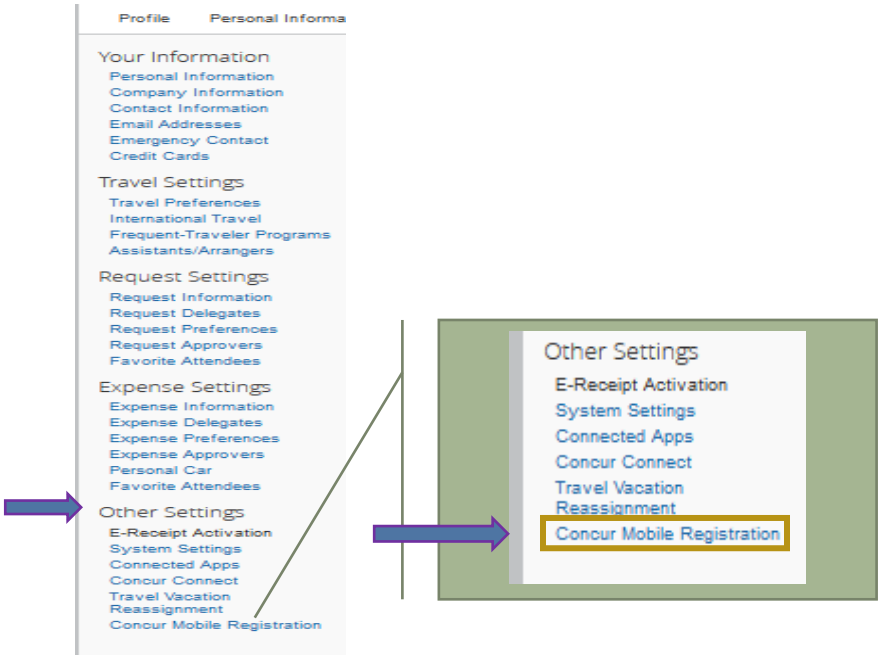
Step 1:

At the top right-hand corner of the My Concur homepage, click **Profile > Profile Settings**. The **Profile Options** page will appear.



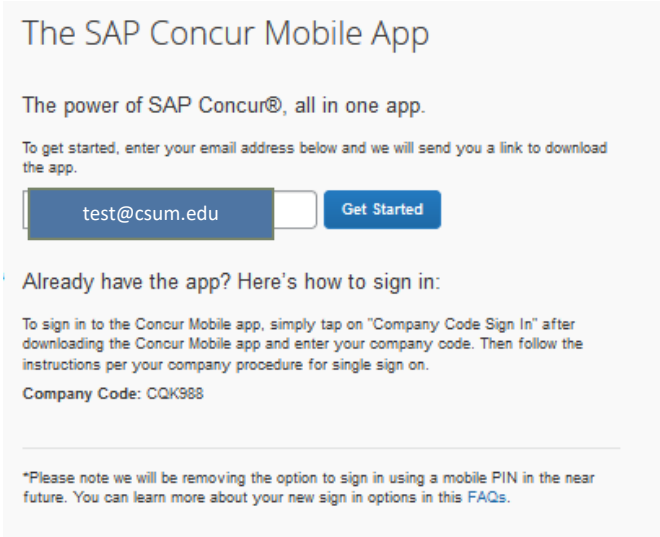
Step 2:

Click on **Concur Mobile Registration** located under **Other Settings**.

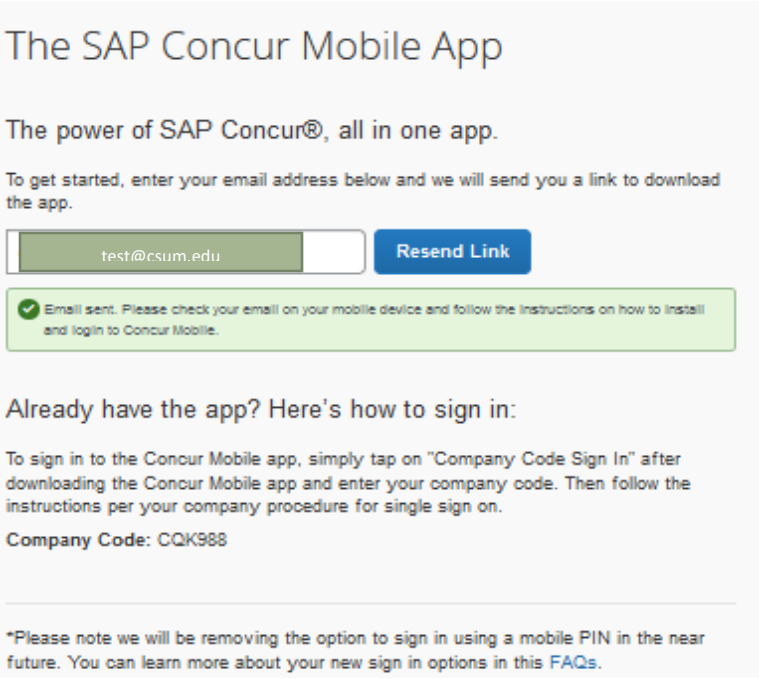


Step 3:

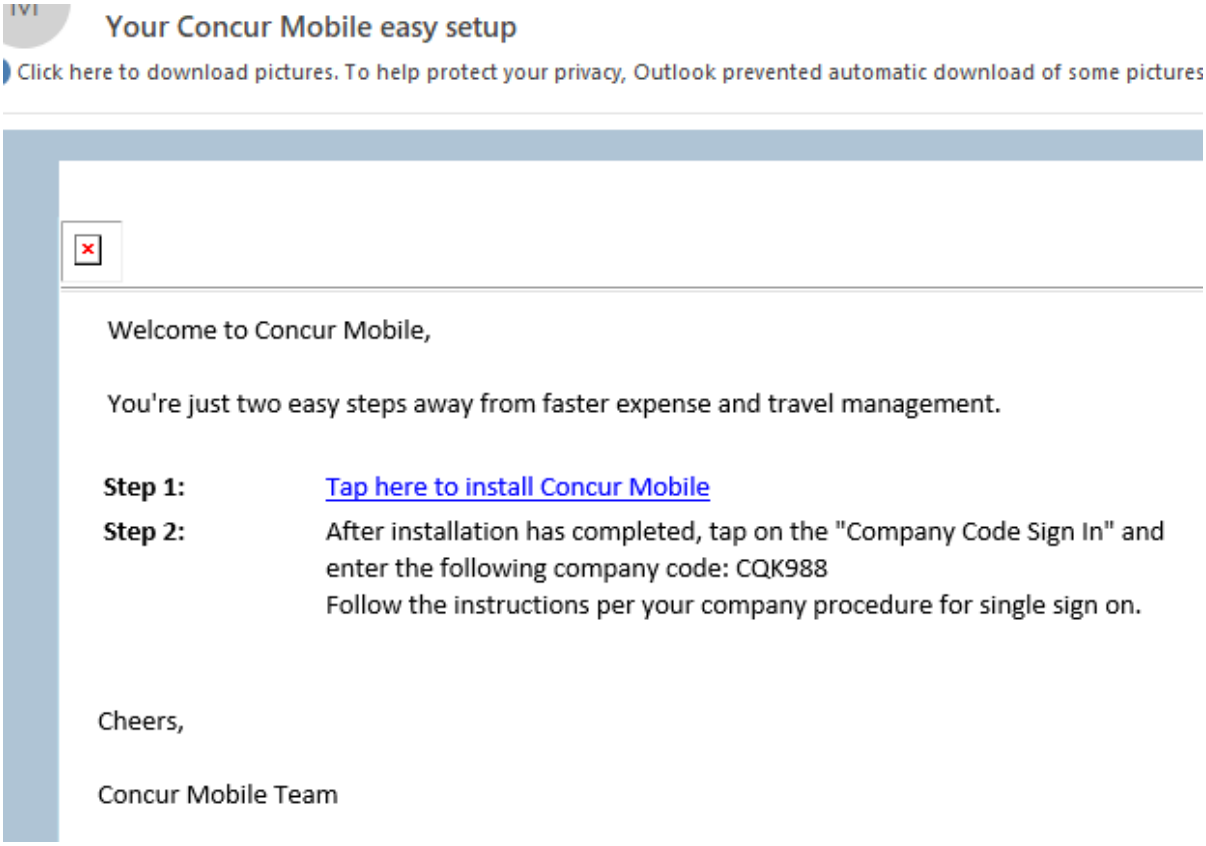
Your Cal Maritime Email Address should already be populated. Click **Get Started**.



Concur will then send you a link to download the App. You will also see a company code. This is not needed to login to the Mobile App.



[Copy of the email notification below]



Step 4:

Once the App is downloaded. Enter your CAL MARITIME Email Address and click **Next**.

Step 5:

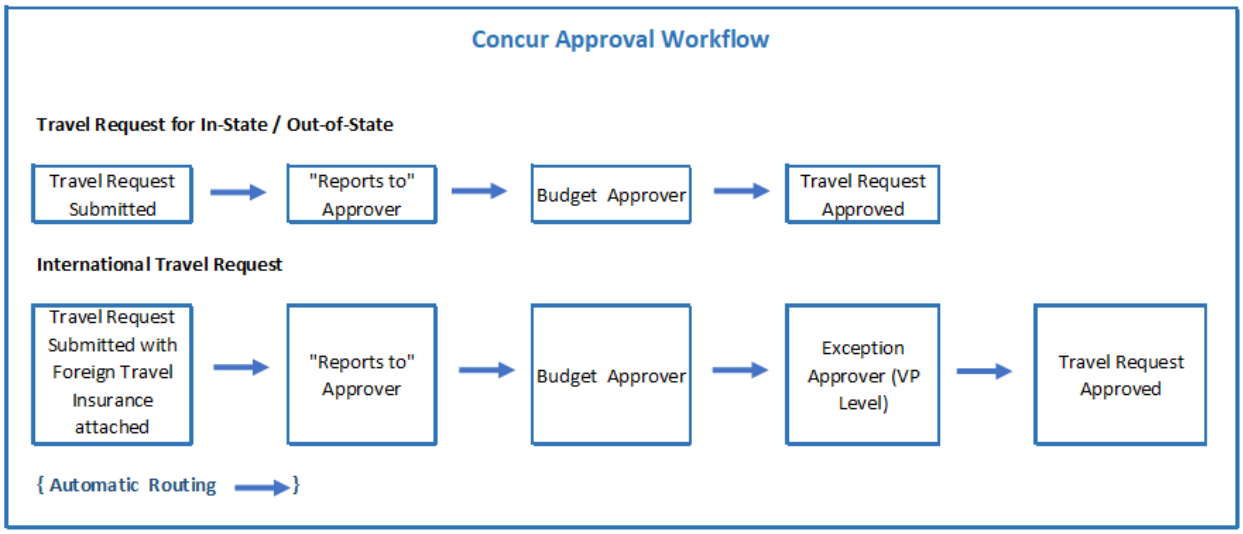
Continue logging on via Single Sign-On using your CAL MARITIME Credentials.

- If it is asking for a company code: CAL MARITIME Campus Company Code: **CQK988**
- Please refer to the Concur Mobile App section of the Concur Handbook for more information.

WORKFLOW APPROVAL PROCESS

- Your Travel Request and Travel Expense will go through an automated workflow Approval process.
- Travel Request and Expense Reports will have the same default, “Reports to” Approver.
- If you are not sure what your approval workflow should be, consult with your department administrator.
- You cannot update your Approvers. They are already predetermined. If you believe your Approver/s are incorrect, please notify the Concur Administrator prior to submitting a Travel Request and/or Expense Report.
    - ✓ Your “Reports to” Approver is determined by who your direct report is in HR database.
    - ✓ Your Budget Approver is dependent on the chart-field information indicated on your Travel Request/Expense Report. If more than chart-field is indicated, it will go to each Budget Approver for approval.
    - ✓ International, banned state and high hazard travel, all require additional approval for Travel Requests only.
- We pull your **“Reports to**” Approver from **HR**. If you have more than 1 job positions, we pull your data and approver from your primary job. Please contact the Concur Administrator prior to submitting your Requests/Expense Reports so the workflow can route to the appropriate approver as needed.

TRAVEL REQUEST APPROVAL WORKFLOW



Domestic Travel

1. Traveler/Delegate prepares Travel Request.
2. Traveler submits Travel Request.
3. Travel Request routes to “Reports to” Approver.
4. Once approved, request will route to Budget Approver.
    a. May be routed to more than one Budget Approver depending on how many chart-field strings were allocated on the Request.
5. Once approved, Traveler will receive email notification that the Travel Request status changes to “Approved” and the Traveler can begin making travel arrangements.

    Note: Approver within the workflow has the ability to add an additional approver to the workflow. All approvers in the workflow are required to approve.

International/High Hazard

1. Traveler/Delegate prepares Travel Request and attaches necessary forms.
2. Traveler submits Travel Request.
3. Travel Request routes to “Reports to” Approver.
4. Once approved, request will route to Budget Approver.
    a. May be routed to more than one Budget Approver depending on how many chart-field strings were allocated on the Request.
5. Once approved, request will route to Exception Approver (Provost/appropriate VP and/or the President).
6. Once approved, Traveler will receive email notification that the Travel Request status changes to “Approved” and the Traveler can begin making travel arrangements.

    Note: Approver within the workflow has the ability to add an additional approver to the workflow. All approvers in the workflow are required to approve.

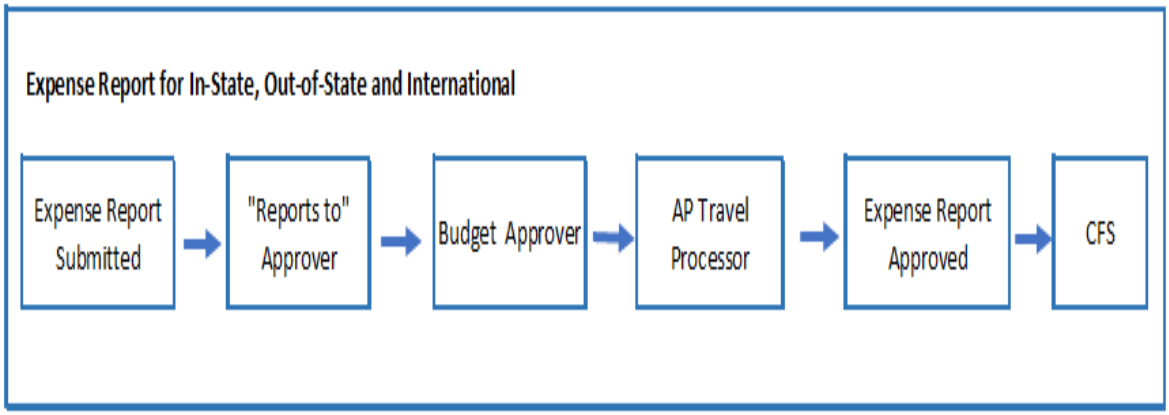
War Risk Country Travel

1. Traveler/Delegate prepares Travel Request and attaches necessary forms if applicable.
2. Traveler submit Travel Request.
3. Travel Request routes to “Reports to” Approver.
4. Once approved, request will route to Budget Approver.
    a. May be routed to more than one Budget Approver depending on how many chart-field strings were allocated on the Request.
5. Once approved, request will route to Exception Approver (Provost).
6. Once approved, request will route to Chancellor’s Office Risk Management.
7. Once approved, Traveler will receive email notification that the Travel Request changed status (Approved) and can begin making travel arrangements.
    Note: Approver within the workflow has the ability to add an additional approver to the workflow. All approvers in the workflow are required to approve.

Requests containing Cash Advance Request – for Athletics Group Travel ONLY

1. Workflow steps are the same as above depending on the destination of your travel.
2. After the last approval step in the workflow, your request will route to AP Travel for approval and issuance of travel advance. Travel Advance will be issued within 30 days of the start of travel.
3. Once approved, Traveler will receive email notification that their request including travel advance is approved and can begin making travel arrangements.
4. Cash Advance will be issued no longer

TRAVEL EXPENSE REPORT APPROVAL WORKFLOW



Expense Report Approval Workflow for all Trip Types

1. Traveler/Delegate prepares Expense Report.
2. Traveler submit Expense Report.
3. Expense Report routes to “Reports to” Approver.
4. Once approved, request will route to Budget Approver.
    a. May be routed to more than one Budget Approver depending on how many chart-field strings were allocated on the Request.
5. Once approved, Expense Report will route to AP Travel for final audit, approval and processing.

Note: Approver within the workflow has the ability to add an additional approver to the workflow. All approvers in the workflow are required to approve.

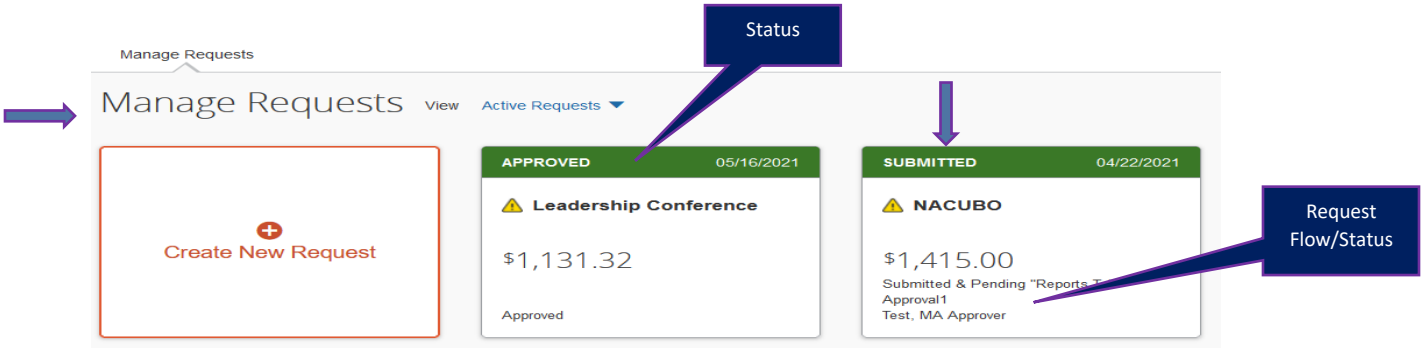
VIEWING APPROVAL FLOW AND AUDIT TRAIL

Step 1:

Click on either **Requests** tabs of the header.

Step 2:

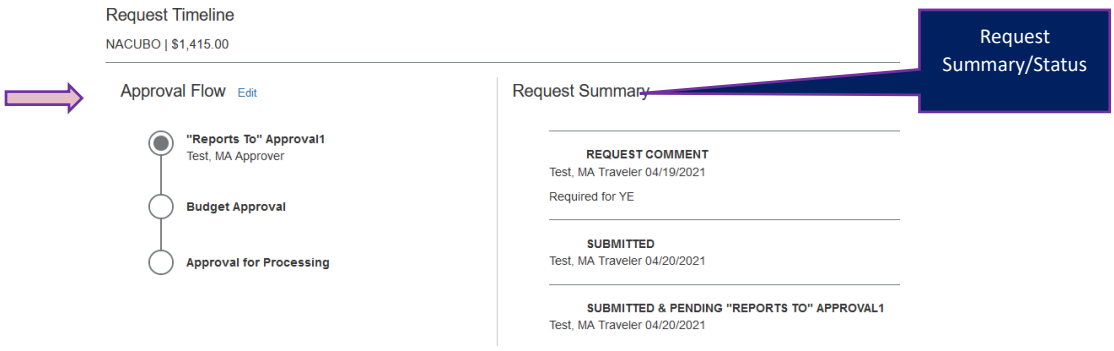
Under **Manage Requests**, click on the Request/Report Name of the travel you want to view. Status of the travel request is noted on top and at the bottom, where/who needs to see/approve it.



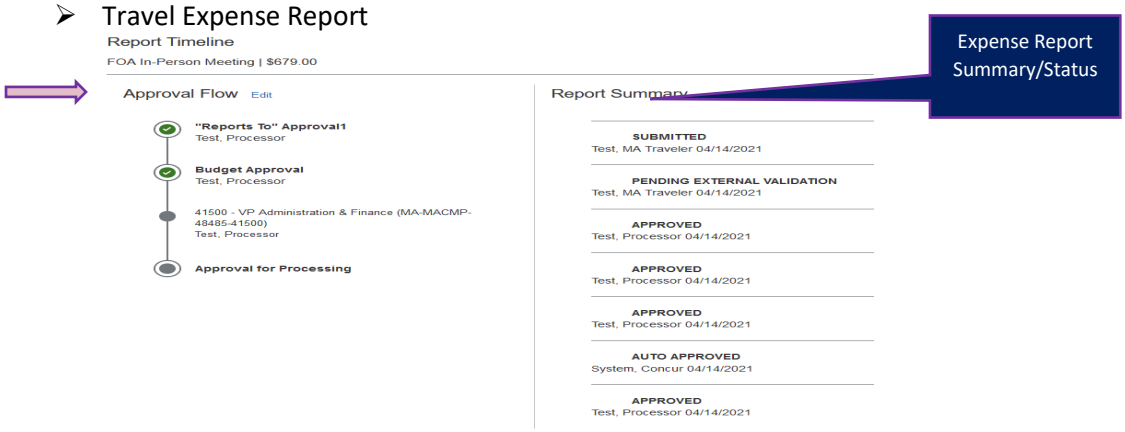
Step 3:

To see the approval workflow/request timeline, click on the Travel Request/Expense Report. From the header page, click on the **Request Details** tab and click **Request Timeline**. You will see below an example of a Travel Request and Expense Report and where the Approval Flow tabs are located.

- Travel Request



- Travel Expense Report

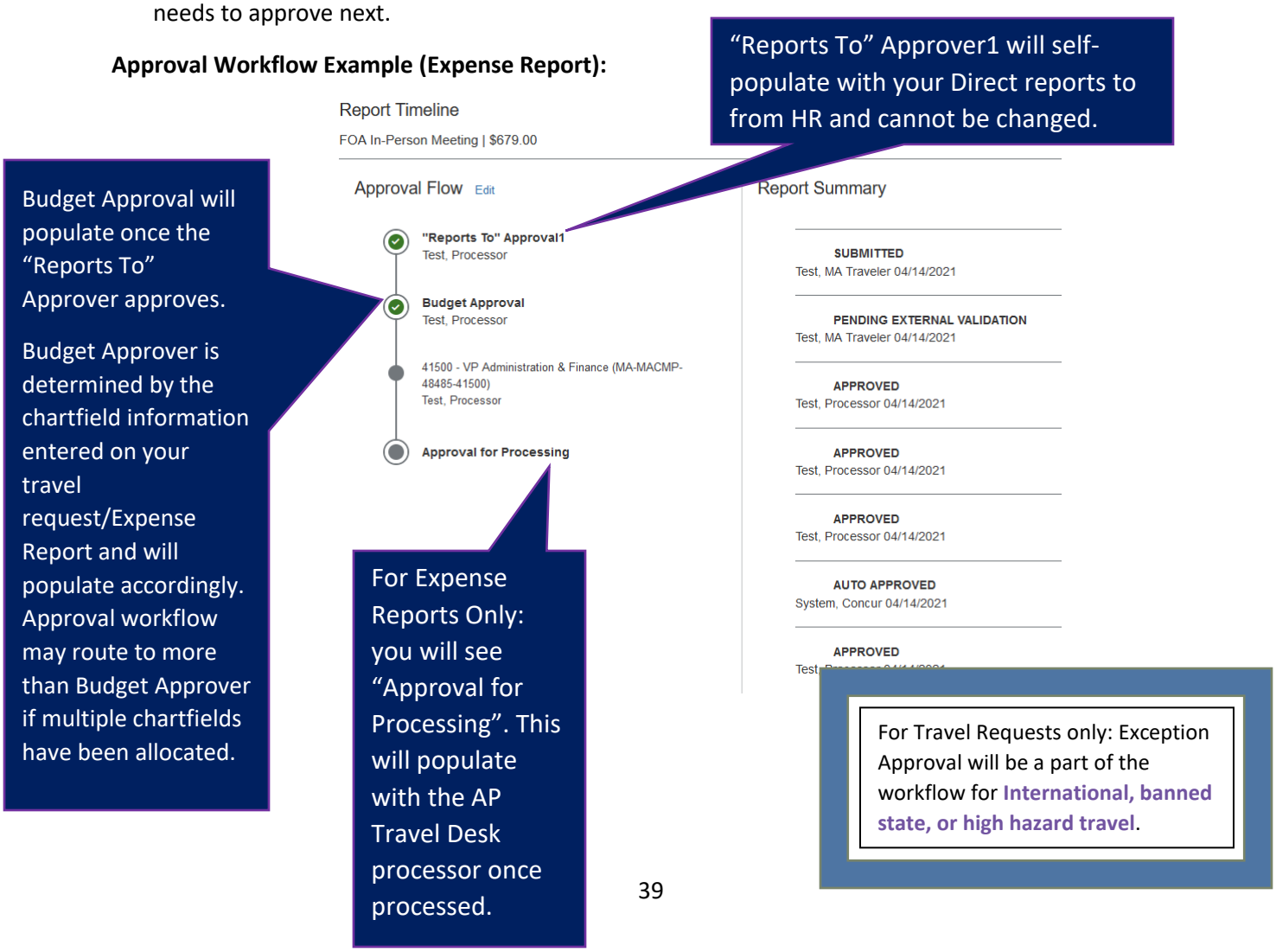


Step 4:

View the Request/Report Summary flow for the travel request/expense report. The approver's name/s and dates approved (once approved) will be listed. If you are not sure what your approval workflow should be, please consult with your department administrator.

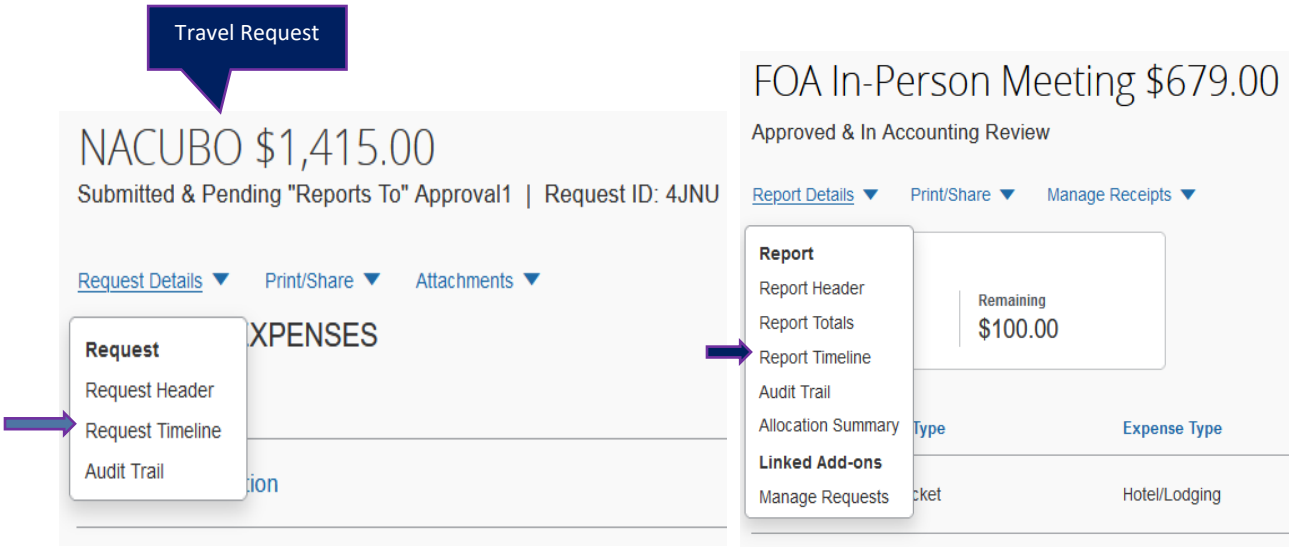
- The "Reports To" Approver will be populated. However, the approval flow will not populate the budget approver/s until each approver prior has approved. Then, the system will look to see who needs to approve next.

Approval Workflow Example (Expense Report):



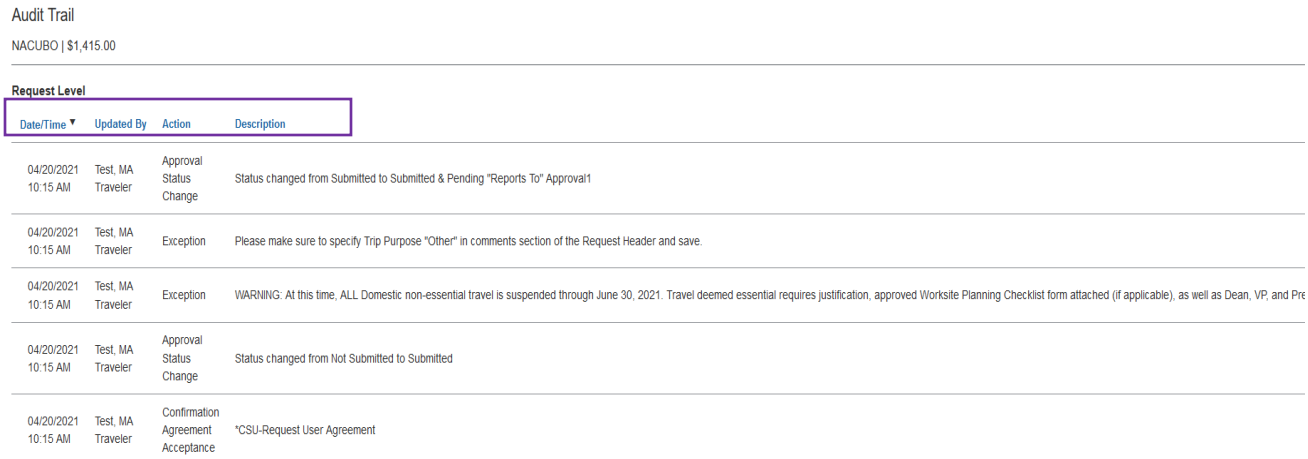
Step 5:

To View Audit Trail, click on the Travel Request/Expense Report. From the header page, click on the **Request Details** tab and click **Audit Trail**.



Step 6:

Under Request/Report Level, a record of all actions and descriptions for that travel request will be listed including **Date/Time** the action occurred, who set the action (**Updated By**), the **Action** and a **Description**.



BOOKING TRAVEL VIA CONCUR

- Cal Maritime has contracted Christopherson Business Travel (CBT) as our Travel Agency. We strongly encourage university employees to use the online booking tool in Concur or call a CBT Agent when booking a travel reservation including airfare, hotel reservations and car rental reservations to take advantage efficiencies within the system and potential cost savings. If you book airfare via Concur Travel, you will not have to cover the cost upfront for your airfare as the US Bank Travel Ghost Card will automatically be charged.

- If you prefer to call a CBT Agent and book your travel, you may do so. However, please make sure to provide the Request ID of your Travel Request. Additional **booking fees** will apply for calling a CBT Agent.

- By booking via Concur, CSU special pricing contracts and rates apply, as well as CSU and university policies integrated within the system. The online booking tool is integrated within the Concur module and you will have one go-to place for everything: travel request, booking travel, and expense reporting.

- There are service fees when booking travel with CBT. Please see the service fee list provided below. The US Bank Travel Ghost Card will be automatically charged for all airfare including any CBT Service Fees when booking via Concur Travel. You must move all airfare transactions including service fees to an Expense Report and submit in order to reconcile the charges and charge the appropriate chart-field.

- As long as you have an approved travel request, you can book a travel reservation in Concur. You do not need to book all reservations at the same time. For example: you can book airfare and then if you need to book a car at a later time, you can do so.

- Once you book a travel reservation in Concur, it will get sent to CBT agent who will finalize the booking. You will receive an itinerary and booking confirmation email from CBT once the booking is complete and finalized. Please do not assume once you book in Concur, that the booking is done

Christopherson (CBT)				
Transaction	**Billing**	**Full Service**	**Online Tool**	**Agent Assist with booking initiated online**
Airline-Domestic	Per Ticket	$26.00	$5.00	$17.00
Airline-International	Per Ticket	$35.00	$5.00	$17.00
Hotel/Rental Car booked separate from airfare	Per PNR	$10.00	$0.00	$17.00
Ground Transportation (Reservations: Limo/Bus/Tour)	Per Ticket	$10.00	$0.00	$17.00
Exchange Domestic	Per Ticket	$26.00	$5.00	$17.00
Exchange International	Per Ticket	$35.00		$17.00
Complex International (Multiple Int'l destinations)	Per Ticket	$50.00		
Reward Tickets	Per Ticket	$50.00		
Assist Online w/No Ticket	Per PNR			$17.00
After hours (24-hour assistance outside normal business hours M-F 8:00-5:00)	Per PNR	No premium charged outside normal business hours (Intended for in-travel booking updates not to be used for planning future travel needs)		

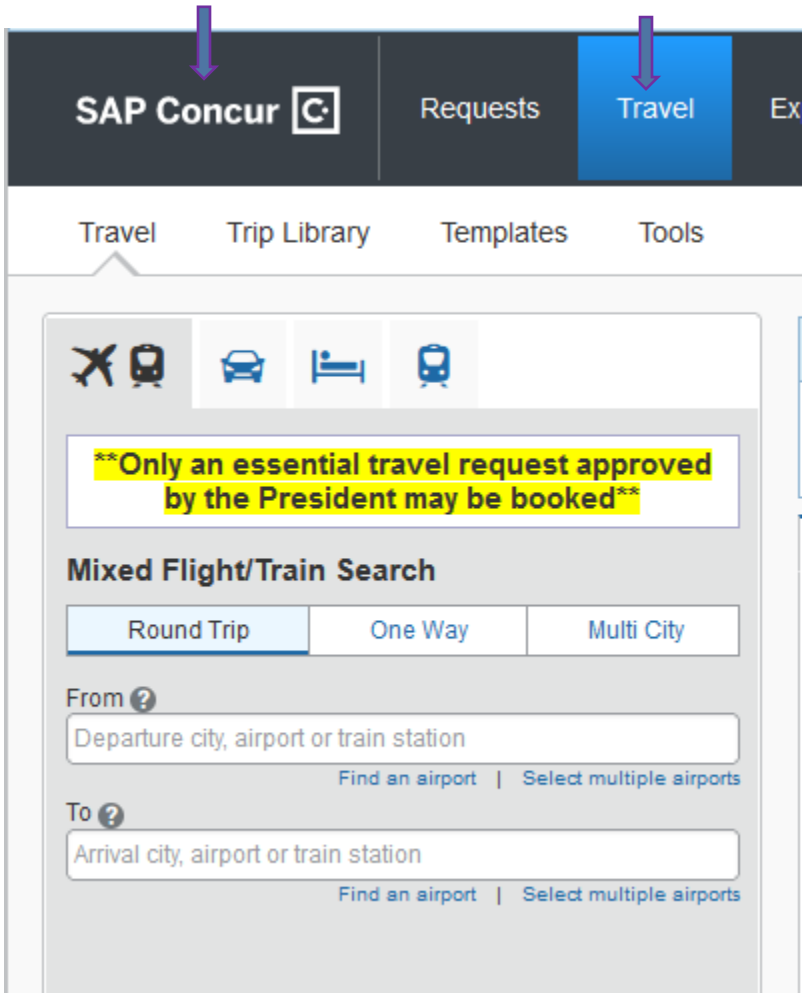
Additional Services

Hotel Prepay Logic	per generated card	$3.00		
Hotel and ground transportation (applied to entire booking, excluding air travel)	Per Booking	Cost + 10% - quoted at the time of booking		
Meeting plans, tours, sightseeing (to be applied to entire booking, excluding air travel)	Per Booking	Cost + 15% - quoted at the time of booking		
Agent booked – Domestic (Air) Group of 10 -14 Group of 15 or more	Per Ticket	$26.00 $24.00		
Agent booked – Int'l (Air) Group of 10 -14 Group of 15 or more	Per Ticket	$35.00 $33.00		

BOOKING TRAVEL

- An approved Travel Request is required in order to make any travel reservations and book travel via Concur Travel.

- You can book travel via Concur using the **Trip Search** on the Concur homepage or the **Travel** tab.



BOOKING AIRFARE

- Coach or any other economy class fare shall be selected that meets the traveler's schedule needs.

- Instant purchase carriers such as Frontier and Spirit are not available in Concur. Also, basic economy seating is not an option. To book this type of flight, please book outside of Concur.

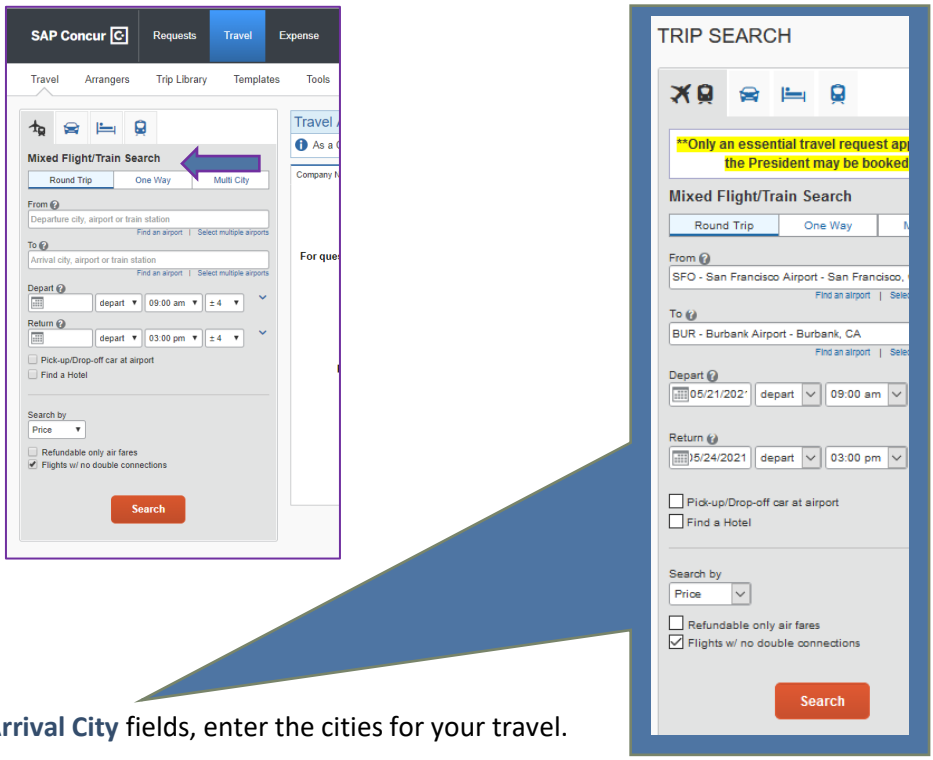
- Any airfare that is out of compliance, will be flagged and logged for reporting purposes. You will be required to choose a reason from a drop-down list of why you are choosing that particular flight and then a comment of justification.

> The approver will have the ability to view the information while running a report. Please be aware, if airfare purchased is not within the CSU travel policy, your reimbursement may not be approved unless an approved One-Time Exception form is attached to your Expense Report.

Step 1:

On the flight tab of the Travel page, select one of the following options:

- ✓ **Round Trip**
- ✓ **One Way**
- ✓ **Multi City (Multi Segment)**



Step 2:

In the **From: Departure City** and **To: Arrival City** fields, enter the cities for your travel.

As you begin typing, a list of possible matches will appear. Select your choice from the list.

Step 3:

In the **Depart** and **Return** fields, select the appropriate dates and time for your itinerary. Default time window is plus or minus 4 hours so your search results will include 4 hours past and 4 hours prior to the timeframe you entered.

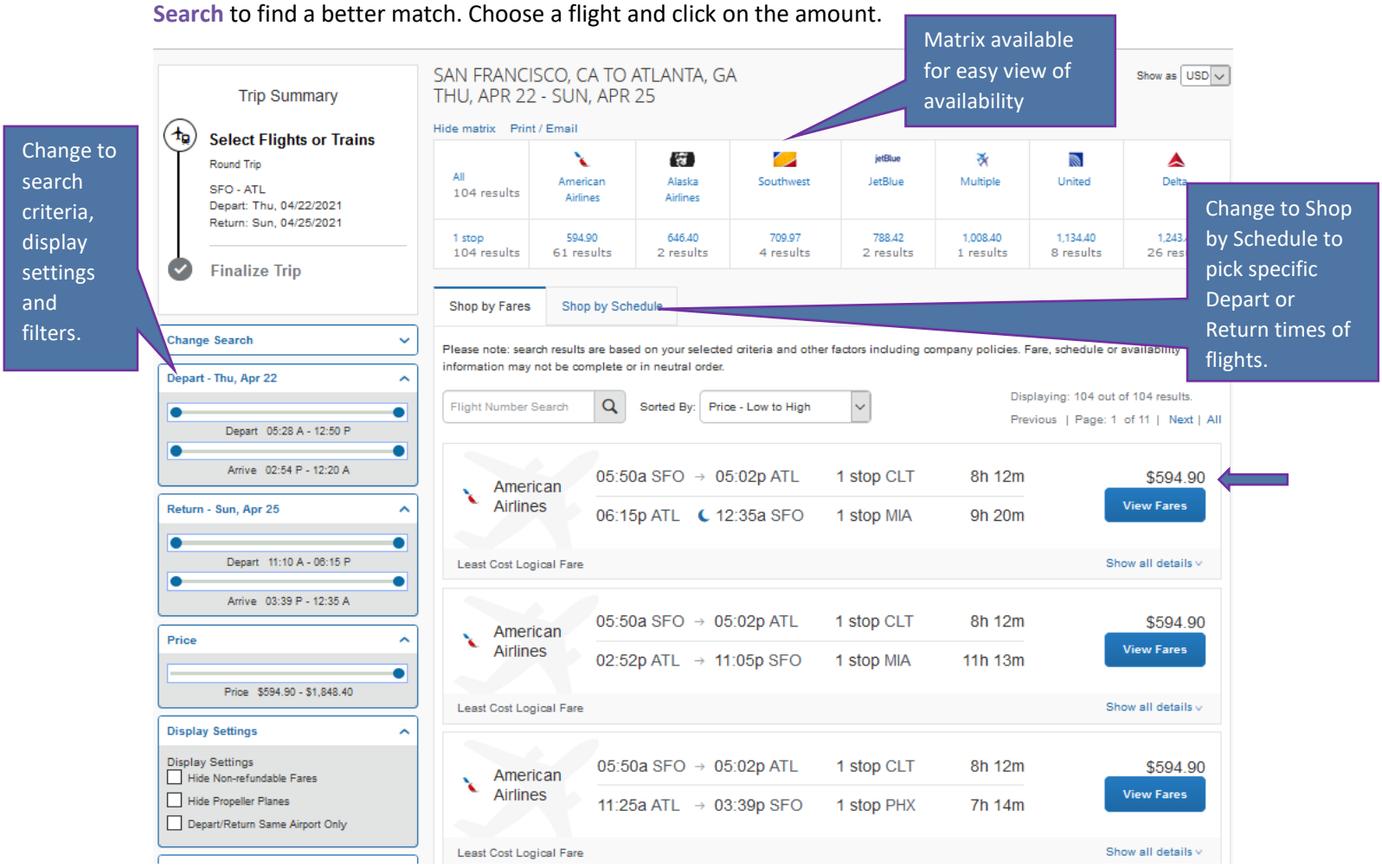
- Search by defaults by **Price** but you can change this by clicking on the drop-down list and choose **Schedule**.

Step 4:

Click **Search**.

Step 5:

Your search results will appear. You can make selection by choosing the flight you want and click on the amount. If you do not find what you are looking for, you can change your search criteria under **Change Search** to find a better match. Choose a flight and click on the amount.

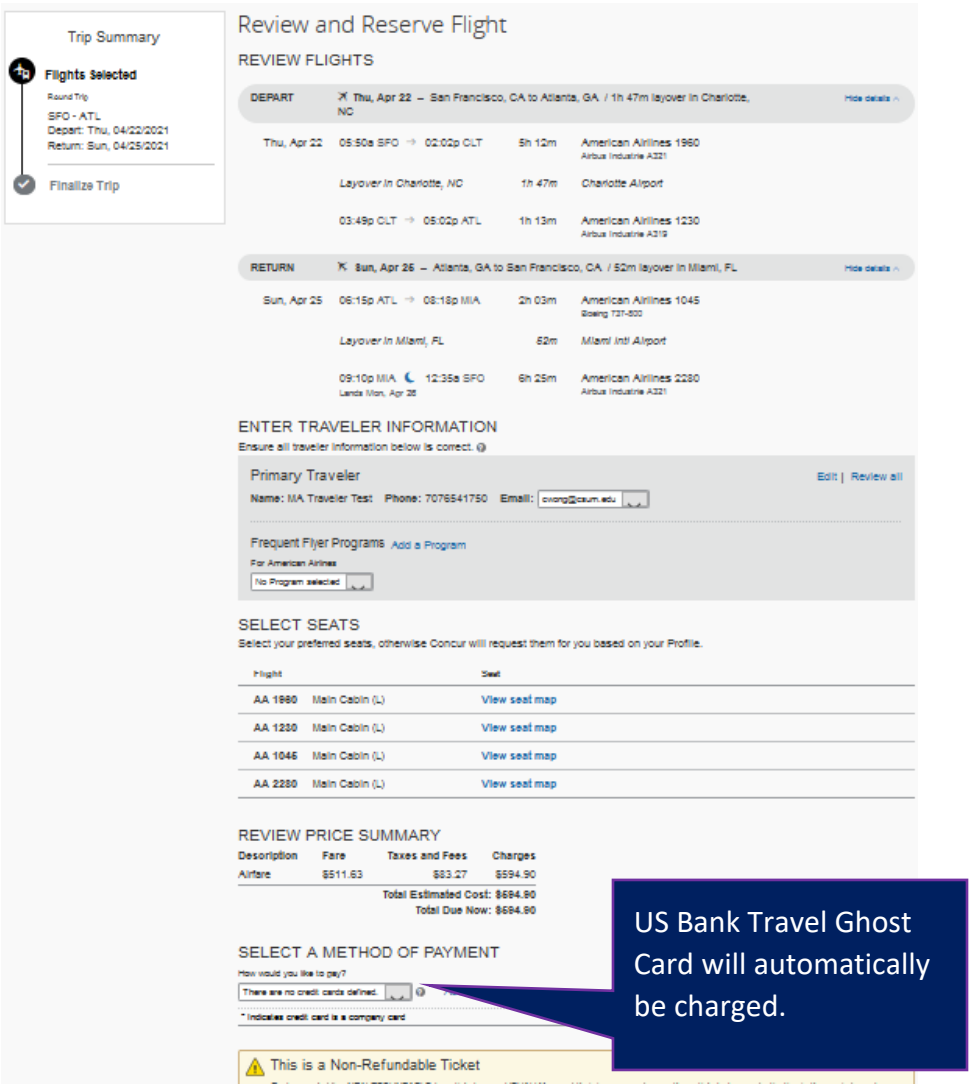


Step 6:

You will be taken to the **Review and Reserve Flight** page. Please review all information. No payment is required as the US Bank Travel Ghost Card will automatically be charged. After the transaction hits US Bank, it will load into Concur under **Available Expenses** and you will need to move the transactions over to your Expense Report to reconcile and charge the appropriate chart-field.

- Please note: You will see two transactions for Airfare in Concur. One transaction is the airfare total (what you see when booking your airfare) and the other transaction is the CBT Service Fee. You must move over both transactions. They will both be covered by the US Bank Travel Ghost Card.

- Seat selection is based on the airline vendor. In most cases, your seat will be selected after you complete booking your reservation. A CBT agent will place you in a seat based on your Air Travel Preferences if populated. In other cases, you will be able to pick your seat. Otherwise, no seat selection is necessary.



Step 7:

Click **Reserve Flight and Continue**. Continue reviewing your reservation until completed and booked. If booking other segments, you will need to book or skip booking them at this time and continue through the booking process until completed.

You will receive an email notification from CBT with your travel reservation information and contact information if you need to contact a CBT Agent. Your reservation is not finalized until you have a received a confirmation email from CBT.

BOOKING CAR RENTAL

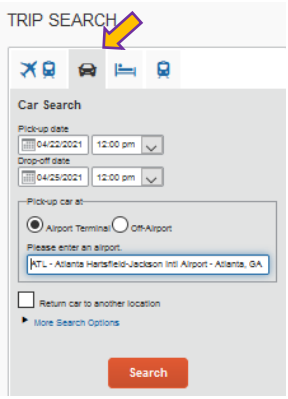
- All Car Rental reservations must be booked through the CSU preferred vendors- Enterprise or National.

- Any car rental that is not within the CSU policy, will be flagged and logged for reporting purposes. If booking a car rental that is out of compliance, you will be required to choose a reason from a drop-down list and a comment of justification Approvers may have the ability to pull reporting information of all out of compliance booked travel reservations. Please be aware, if you purchase an out of policy car rental, your reimbursement may not be approved unless an approved One-Time Exception form is attached to your Expense Report.

    - Out of compliance car rentals include:
        - Car rental reservation made with a non-CSU preferred vendor. If purchased, this expense may require an approved one-time exception from Risk Management Department.
        - Any car size larger than intermediate.

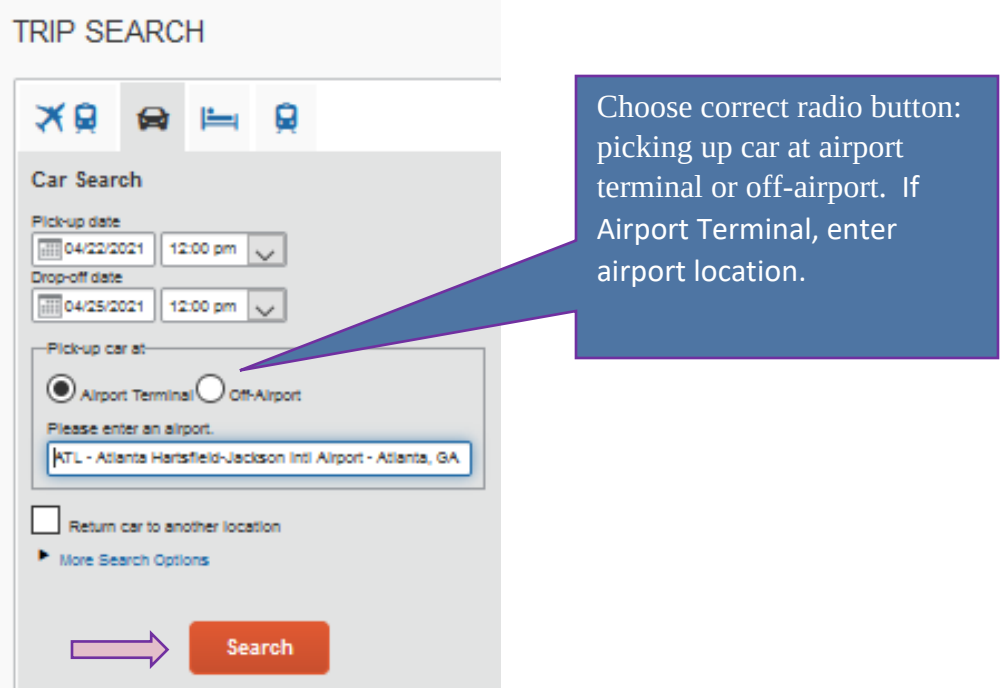
Step 1:

Click on the car rental tab of the Concur homepage and under Car Search, enter your **Pick-up date** and **Drop-off date**.



Step 2:

Also, choose **Pick-up car at** radio button: **Airport Terminal** or **Off-Airport** and enter the airport name or check the box **Return car to another location**. And, click **Search**.



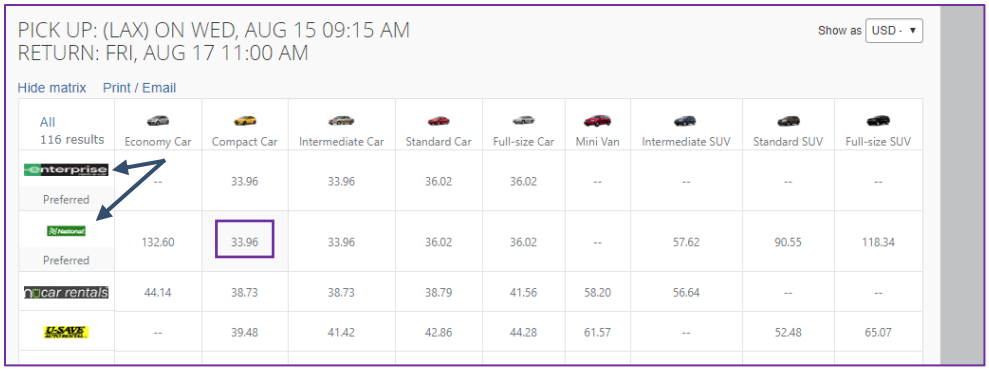
Step 3:

Results will appear based on your search criteria. If **Enterprise or National** (CSU contracted vendors) is available, these are the only options that will appear. Choose a car that best fits your needs and click on the amount indicated on the right-hand side.

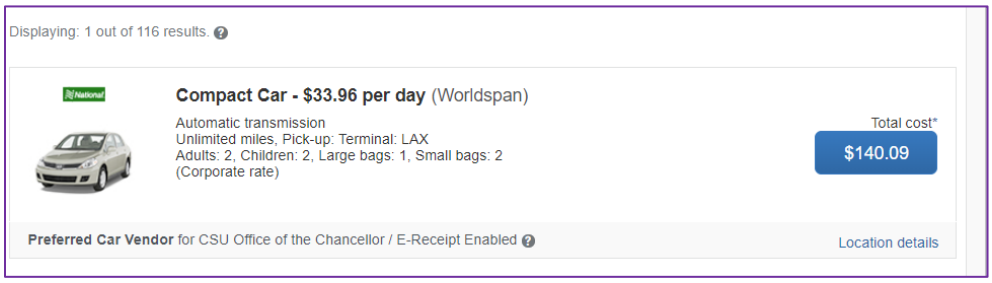
- If your choice is out of compliance, you will see ⚠ icon- Select a different choice. If that is the only option, you will need to select a reason from the provided drop-down list and enter a justification as to why this is the only option for you.

- Out of compliance will flag any outside the CSU preferred vendors (Enterprise and National) as well as any car above Intermediate Car type.

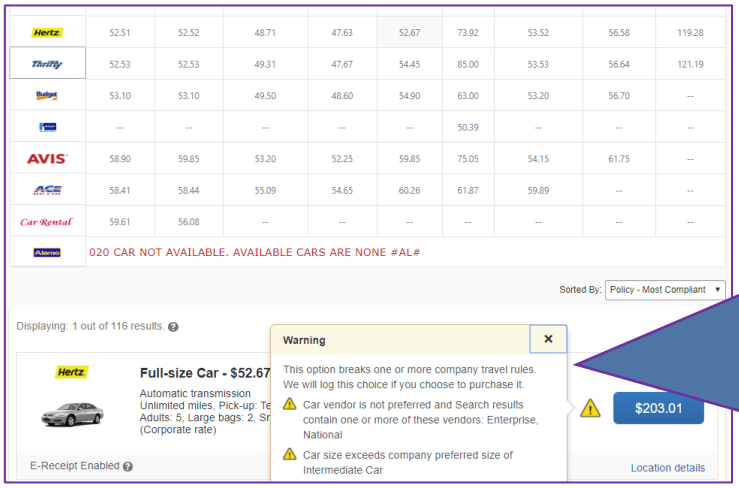
- A matrix of all car options including car type, amount, and vendor will appear. Preferred vendors will list at the top and if available, will be the only options that appear.



- Full information will appear at the bottom. This option would be ok since your choice is in compliance with the CSU travel policy as the vendor is Enterprise and it is within the allowable car size.

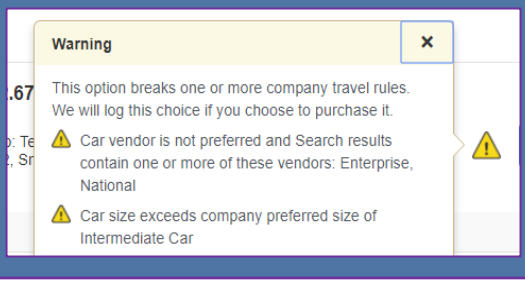


- Here is an example of a choice that is out of compliance:



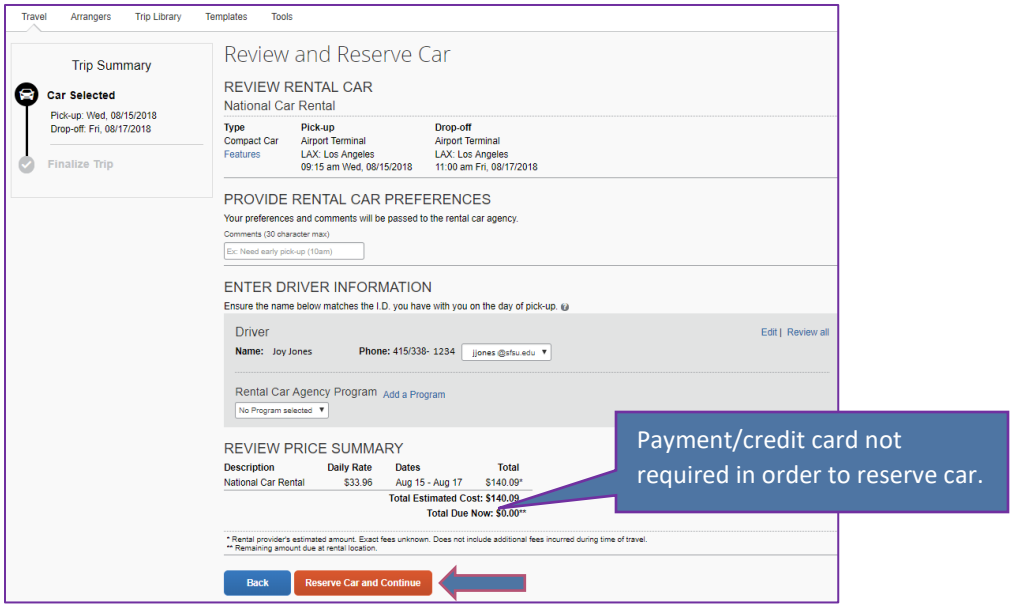
The warning message will indicate the reason this option is not in compliance.

Your choice if you continue to move forward with booking, will be logged and more information/approval may be required in order for the purchase to be eligible for reimbursement.



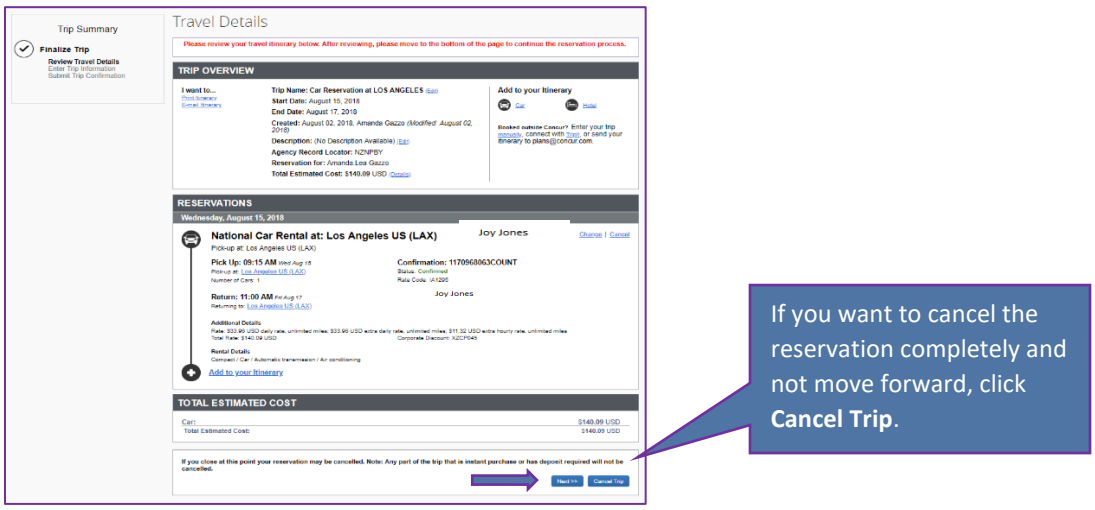
Step 5:

Once you click on the cost amount of your car choice, it will take you to the **Review and Reserve Car** page. You can add comments which will be passed to the rental car agency. Driver information will populate with traveler name, phone and email address on file. Once all is reviewed and the total estimated cost, click **Reserve Car and Continue**.

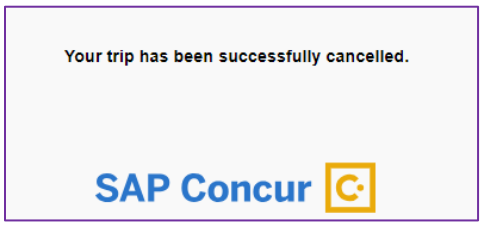


Step 6:

- Review your travel details one last time and click **Next**. Continue to follow through with the steps to complete your reservation.



- Otherwise, if you do not want to book the reservation, click **Cancel Trip**. Cancelling the trip will cancel the entire reservation and a confirmation stating your trip has been successfully cancelled will appear. You will also receive an email confirmation that your itinerary was cancelled.



BOOKING HOTEL

- Maximum nightly room rate is $275 before tax. If you book a hotel greater than $275 you will only receive reimbursement for the max rate of $275 plus any applicable taxes charged, unless an approved One-Time Exception form is attached to your Expense Report. Please acquire the Exception form and get it approved prior to booking a hotel over the maximum nightly room rate.

- If a conference is doing room blocks or has a special rate for their attendees, please do not book though the online booking tool, and book with the conference in order to get the special rate as CBT is unable to match these discounted rates.

- Hotels with government rates will be sorted at the top and will indicate the government rate if available. Please make sure the hotel rate offered is the State government rate.

- Any hotel that is not within university policy, will be flagged and logged for reporting purposes. You will be required to choose a reason from a drop-down list of why you are choosing a hotel that is out of compliance and then a comment of justification. Please be aware, if you purchase a hotel that does not fall within the CSU travel policy, your reimbursement may not be approved unless an approved One-Time Exception form is attached to your Expense Report.

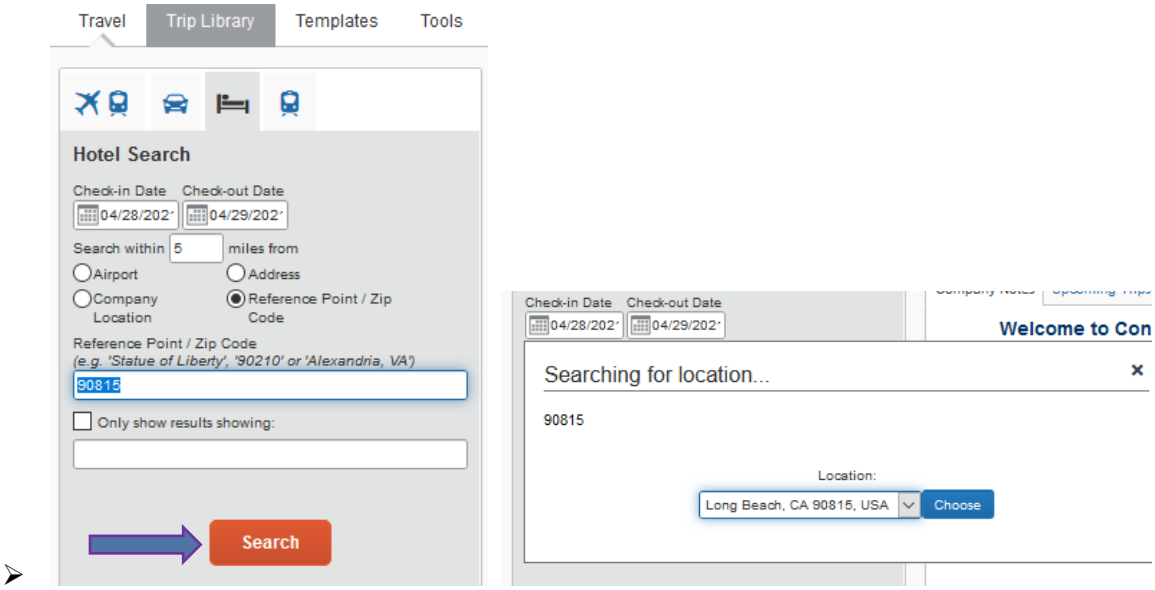
- If you have followed the correct steps to book your travel from an approved Travel Request, your search results will bring up available hotels based on your itinerary. Skip to **Step 3**.

- To check estimates for hotel, please follow the provided steps. If you do not book your travel from an approved travel request and go straight to the Travel page, the system will not allow you to book the travel you selected and will prompt you to submit a Travel Request. Your travel reservation will be on hold, however the system will stop you from submitting the Travel Request. You will need to cancel the travel reservation and the request, and create and submit a new Travel Request, get it approved and then book from the approved Travel Request.

Step 1:

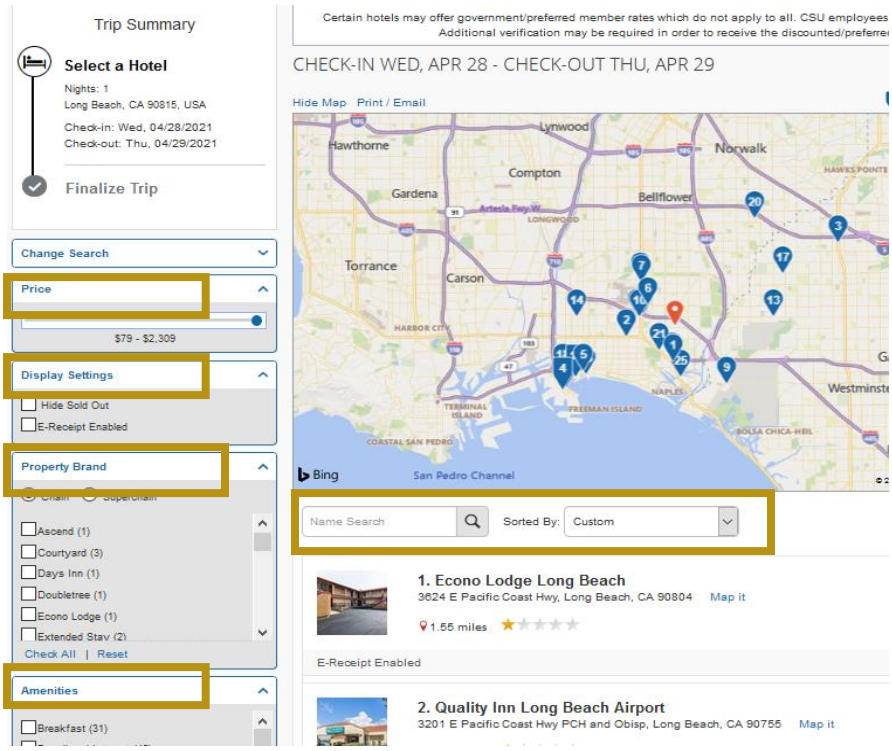
Click on the hotel tab on the Concur homepage and select the **Check-in Date** and **Check-out Date.**

- Click on additional search criteria (radio buttons) that you think will help in your hotel search such as Airport, Company/Location, Address and Reference Point/ Zip Code. If you select “Reference Point/Zip Code, enter zip code. Click **Search** and then click **Choose** if correct Location shows up.

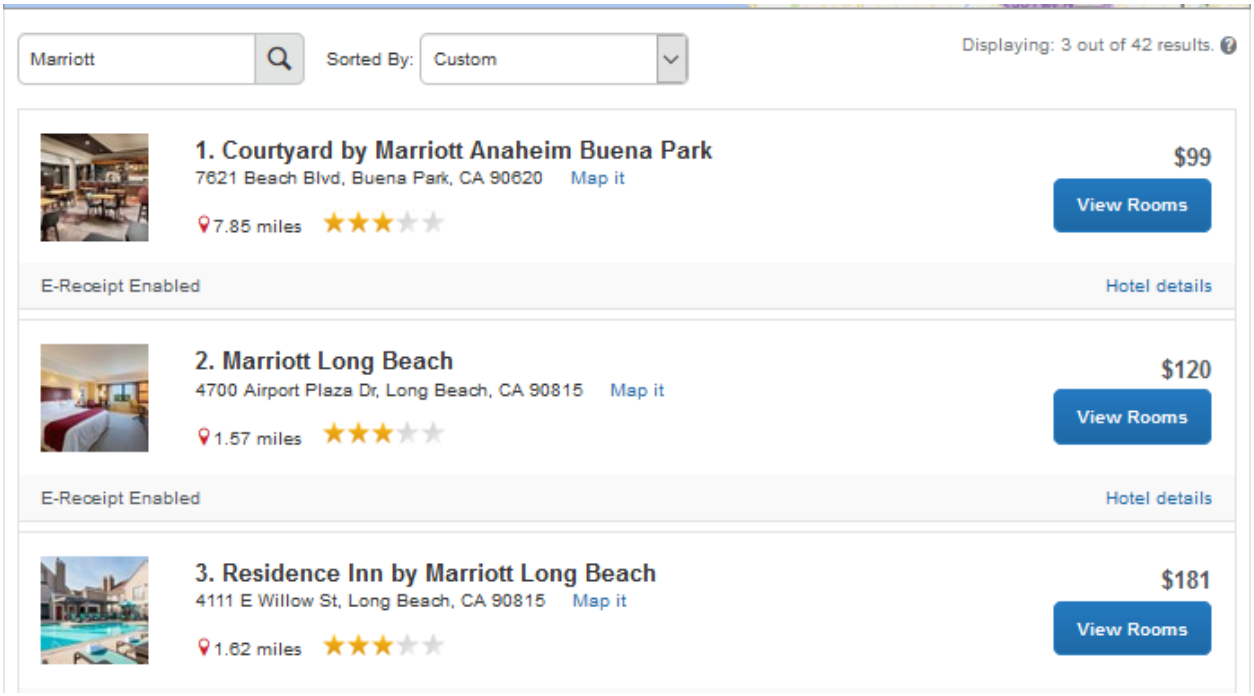


Step 2:

Your results will appear based on the search criteria you entered. To further refine your search, use the available boxes such as Name Search, Price, Display Settings, Property Brand, etc.

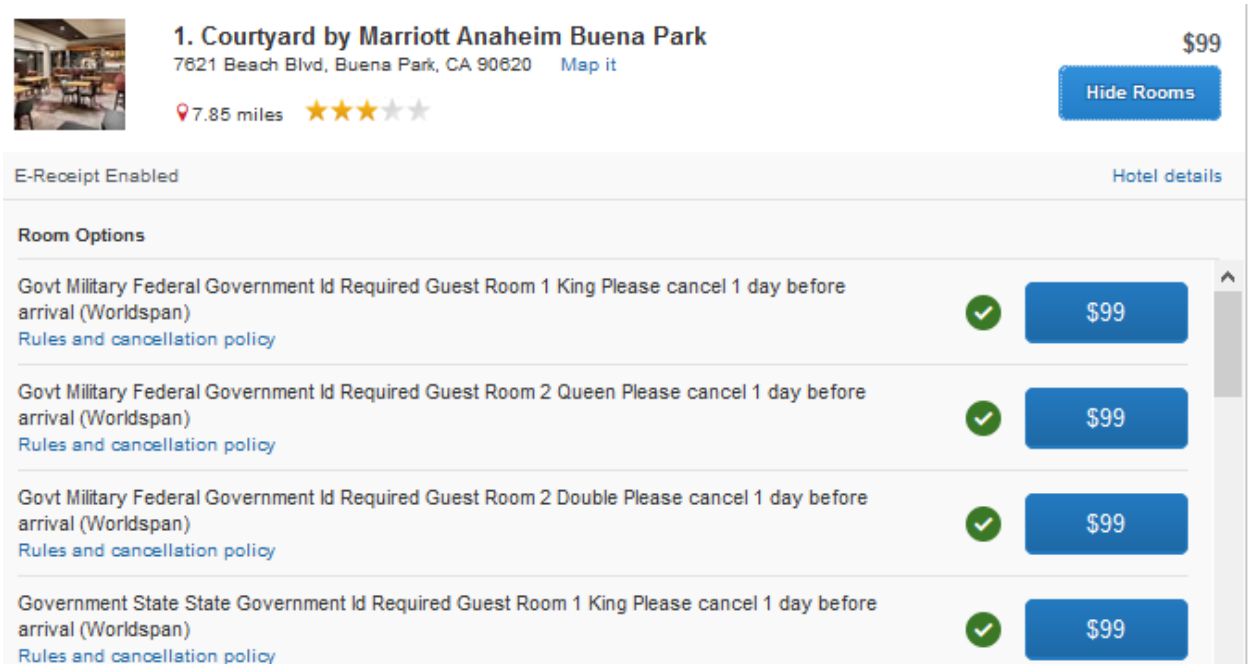


To view what rooms are available with a particular hotel, click **View Rooms**. Amounts may differ depending on room type selected.



Step 3:

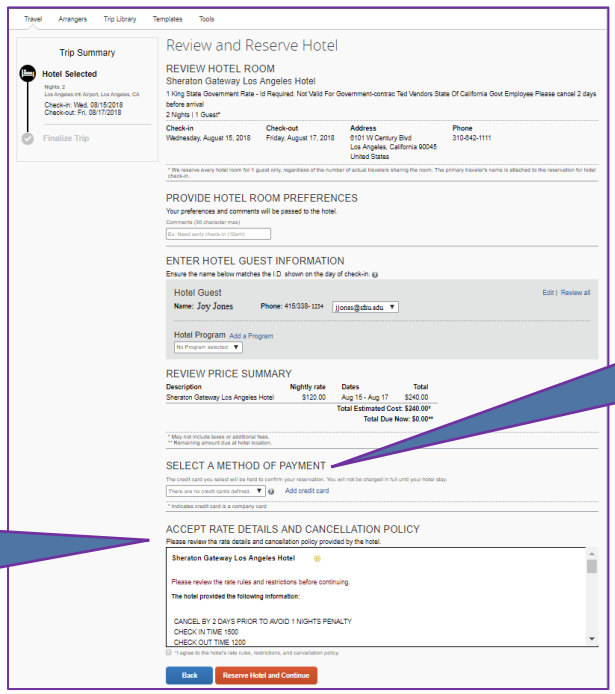
Select the room you want to reserve by clicking on the blue amount box.



Step 5:

Review all the information and Reserve your hotel by checking the box stating I agree to the hotel's rate rules and restrictions, and cancellation policy. Then click on **Reserve Hotel and Continue**.

- Make sure to add any comments to the comments field to be passed along to the hotel. If you have a hotel program number, click **Add a Program** under **Hotel Program**.
- A credit card must be on file to "guarantee" your hotel reservation. Please be aware your card will not be charged during the time. You will need to either contact the hotel to authorize a charge using a Departmental Travel Card or give the hotel a credit card at the time of your stay. Do not enter a P-Card, and only enter a credit card that is in your name: Departmental Travel Card, Personal Liability Travel Card, or personal credit card.
    - This card may be charged if a hotel deposit is required or hotel was cancelled after the cancellation deadline.
- Make sure to read the **Accept Rate Details** and **Cancellation Policy** as all hotels are different and may have different policies. Also, it may indicate an estimate in the **Review Price Summary.** Please make sure to read over this section as it will give you a breakdown of the nightly rates and the total as the average nightly rate indicated is not always the actual rate for each night.
- Continue to complete your hotel reservation. You will receive an email confirmation from CBT when your reservation is booked.



Please read hotel rate and cancellation policy as all hotels may have different policies.

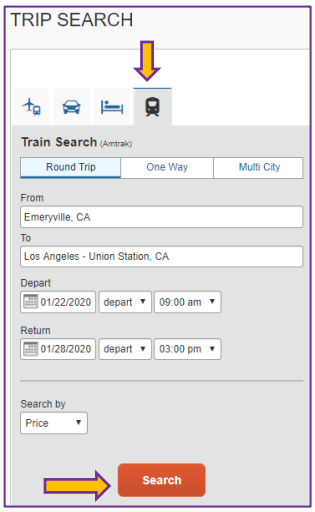
Click here to add a credit card to make your hotel reservation. Your credit card will populate if you have already added a credit card to your user profile.

BOOKING RAIL (TRAIN)

Amtrak train reservation is now available in Concur.

Step 1:

Click on the Train Search tab of the Concur homepage. Enter the From/To fields with a city location or train station. Enter your **Depart date** and **Return date** and click **Search**.

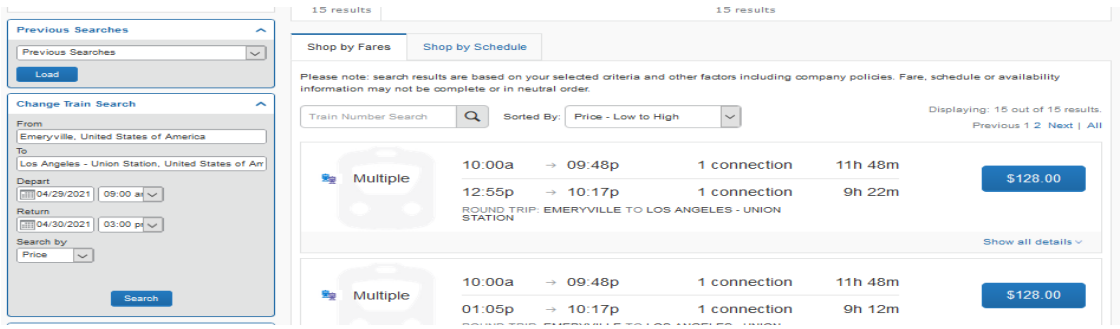


Step 2:

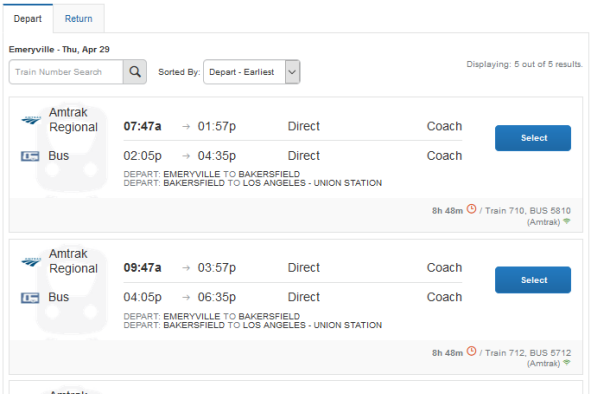
Results will appear based on your search criteria. Make your selection by clicking on the amount box on the right-hand side.

- If your choice is out of compliance, you will see ⚠ icon- Select a different choice. If that is the only option, you will need to select a reason from the provided drop-down list and enter a justification as to why this is the only option for you.

- A matrix of all train options will appear.

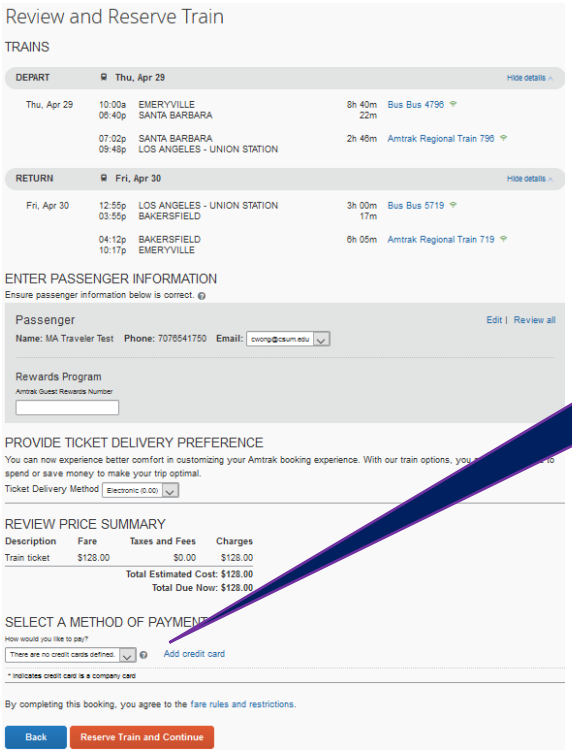


You can shop by Fare or shop by Schedule.

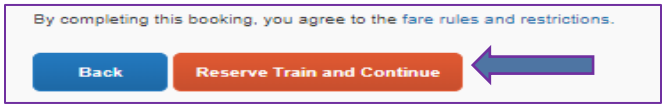


Step 3:

Once you click on the cost amount, it will take you to the **Review and Reserve Train** page. Review the information. Enter an Amtrak Guest Rewards Number if you have one. The credit card you have under your profile will be charged and you will request reimbursement at the time of completing your Expense Report. If you haven't added a credit card, click Add credit card, add the card information to your profile and return to the booking page to complete the reservation. Once all is reviewed and the total estimated cost, click **Reserve Car** and **Continue**.



US Bank Travel Ghost Card will automatically be charged, if booked via Concur / CBT.



Step 4:

Keep click **Next** until you see **your finished!**

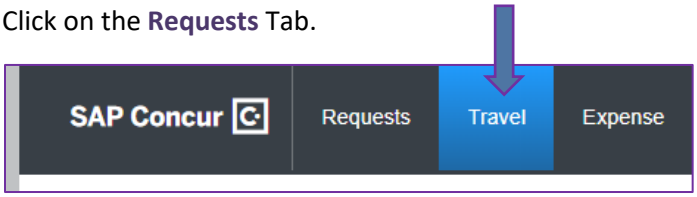
- Continue to complete your train reservation. You will receive an email confirmation from CBT when your reservation is booked.

ADDING A TRIP TO YOUR ITINERARY

- If you already have an upcoming travel reservation and you would like to add an additional reservation to your travel, you can do so at any time as long as the travel has not started.

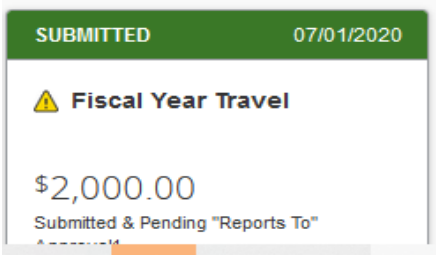
Step 1:

Click on the **Requests** Tab.



Step 2:

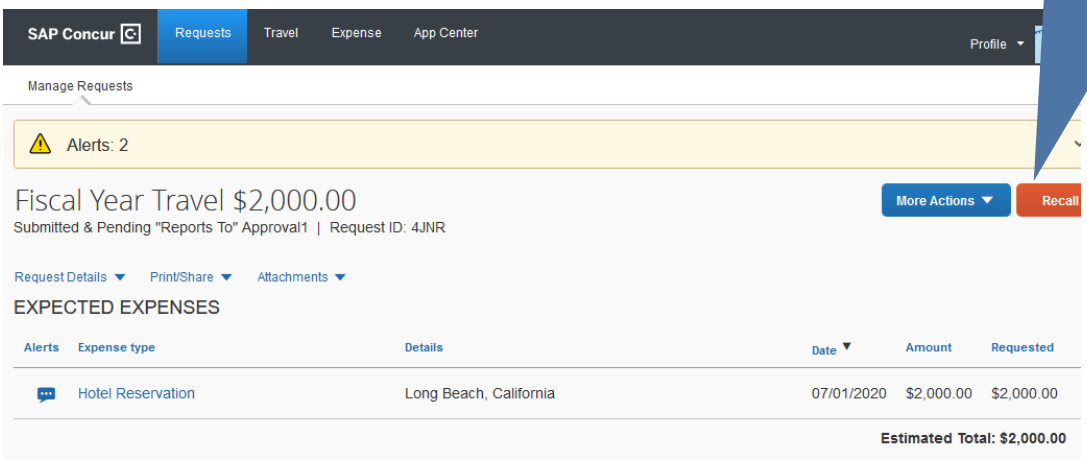
Click on your trip name under **Manage Requests.**



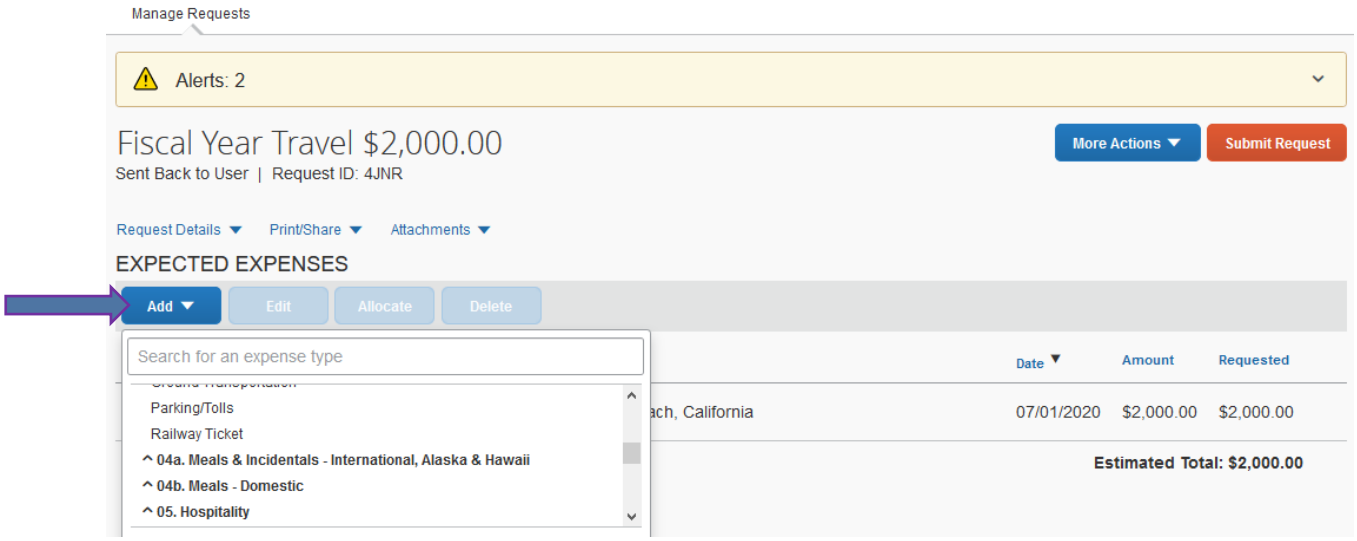
Note: You need to **RECALL** for submitted and approved requests prior to adding expenses to the trip.

Step 3:

The **Travel Details** page will appear.



On the right-hand side, under [EXPECTED EXPENSES], click "**Add**" to your Itinerary. You can add Meals, Car, Parking to your trip.



Save your changes and **submit** your request for approval.

CANCELLING/CHANGING AIRFARE, RENTAL CAR, RAIL OR HOTEL RESERVATION

- You have the ability to make certain changes to your travel reservations within Concur. You can cancel travel reservations online under your **Travel** tab, **Upcoming Trips**. You can also contact a CBT Agent to cancel or change any travel reservations booked via Concur.
- Cancellation rates may apply depending on the vendor's cancellation policy.
- Any credits received for airfare will be stored and maintained within Concur for future use.

Step 1:

At the top of the Home page, click **Requests**.

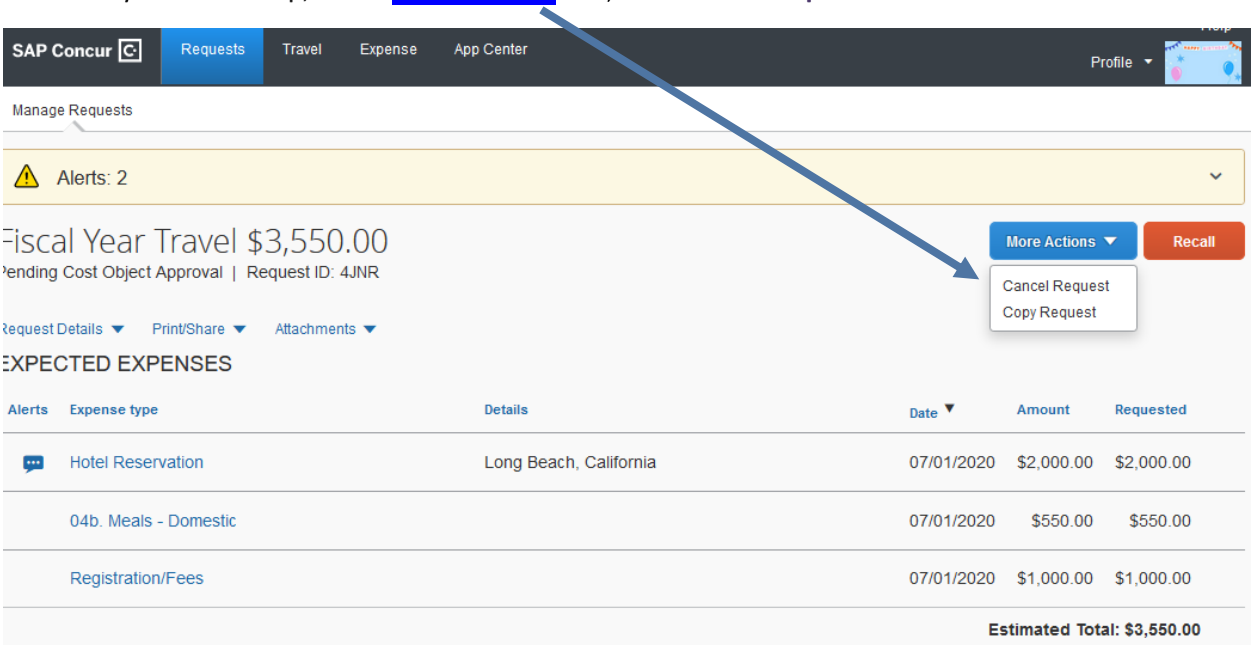
Step 2:

Select and click the name of the trip you want to change.

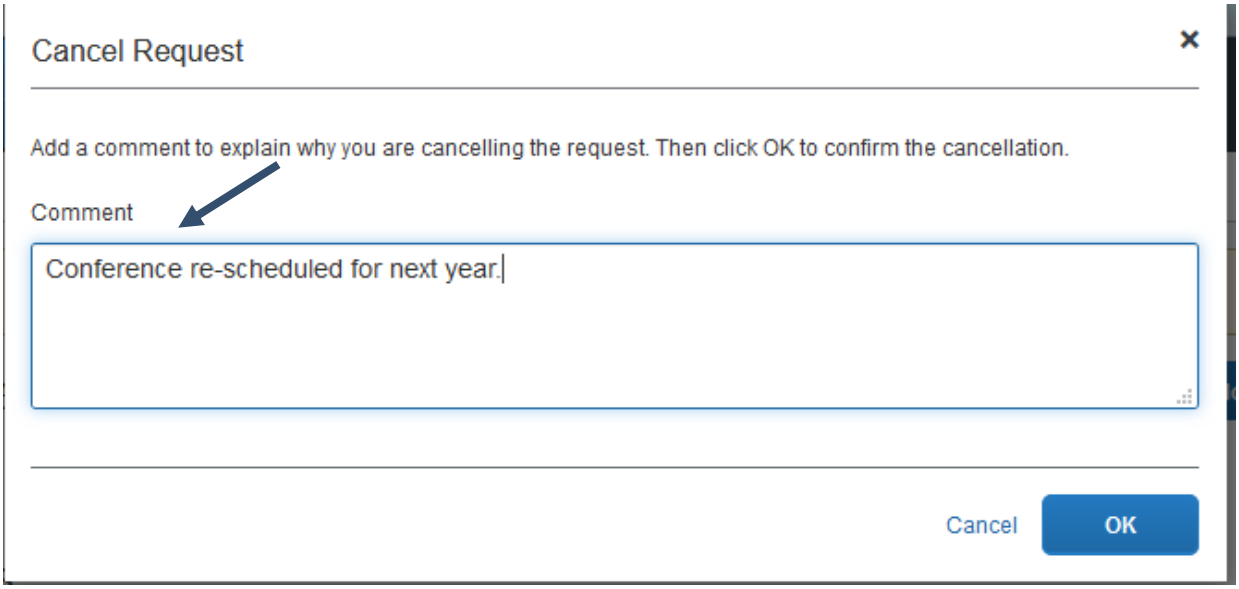
- Flight changes may be available for e-tickets that include a single carrier. If the trip is already ticketed but has not occurred, you can change the time and/or date of the flight. Your change options will be with the same airline and routing.
- If you didn't book your trip using Travel or directly with Christopherson, you will need to contact the appropriate website or vendor directly.

Step 3:

To cancel your entire trip, in the **More Actions** box, click **Cancel Request**.



Add a **comment** in the Cancel Request box and then click **OK.**



- When you cancel a trip, if your ticket is refundable, your ticket will be voided or refunded, as applicable. If your ticket is non-refundable, and you cancel it in accordance with the airline rules, an e- ticket will be retained that can be applied to future trips.

CREATING AN EXPENSE REPORT BASED ON A COMPLETED TRIP

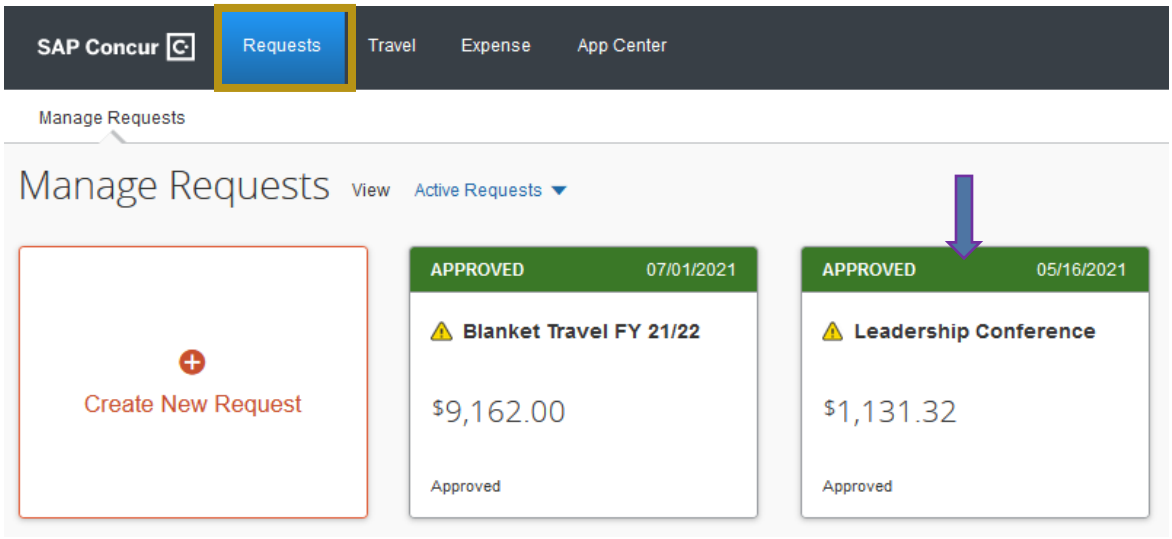
All CSU-related travel for faculty and staff MUST have an **approved Request** before an expense report can be created.

Submission Due Date:

All Travel Expense Report/Claim must be submitted within 30 days of the end of a trip.

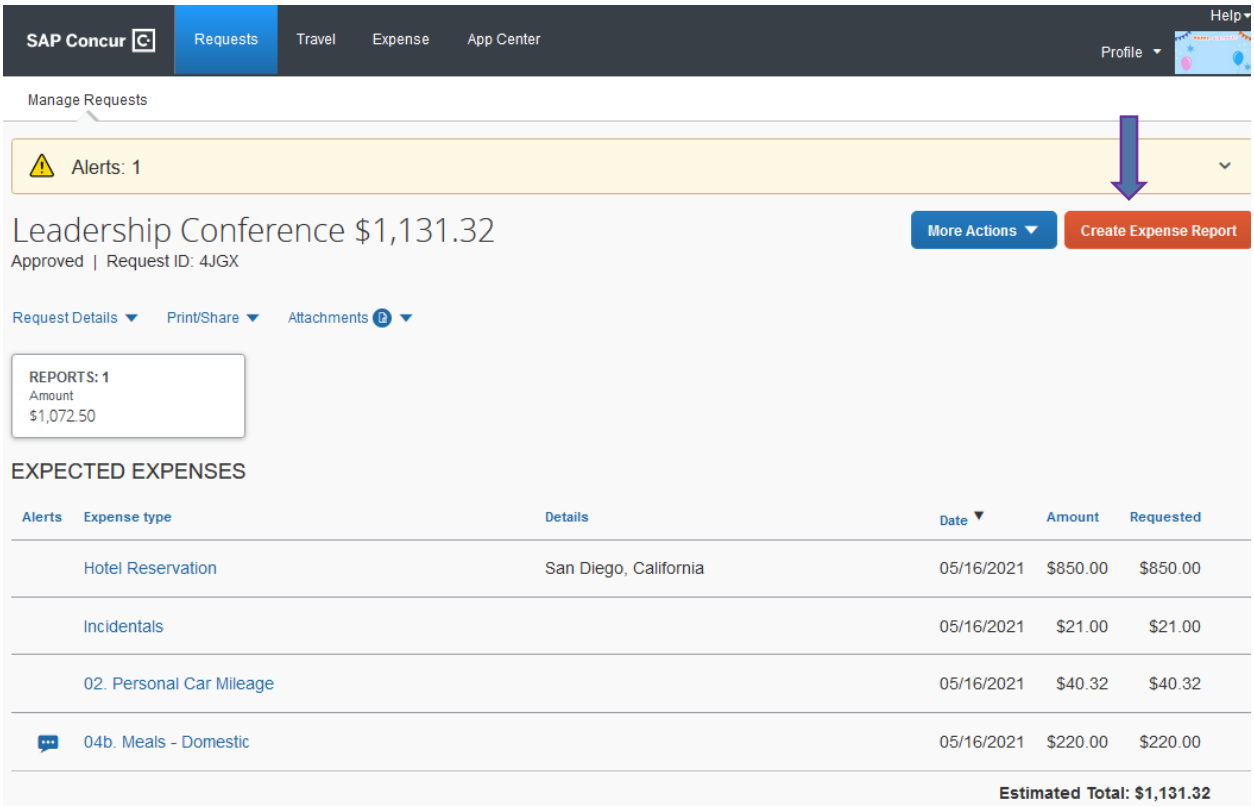
Please be aware **Approved Requests will automatically close 60 days after the travel end date.**

- From the SAP Concur Header toolbar, click on the **Requests** tab. A list of approved Requests will pop up, then select the completed trip you want to create an expense report.



Step 1:

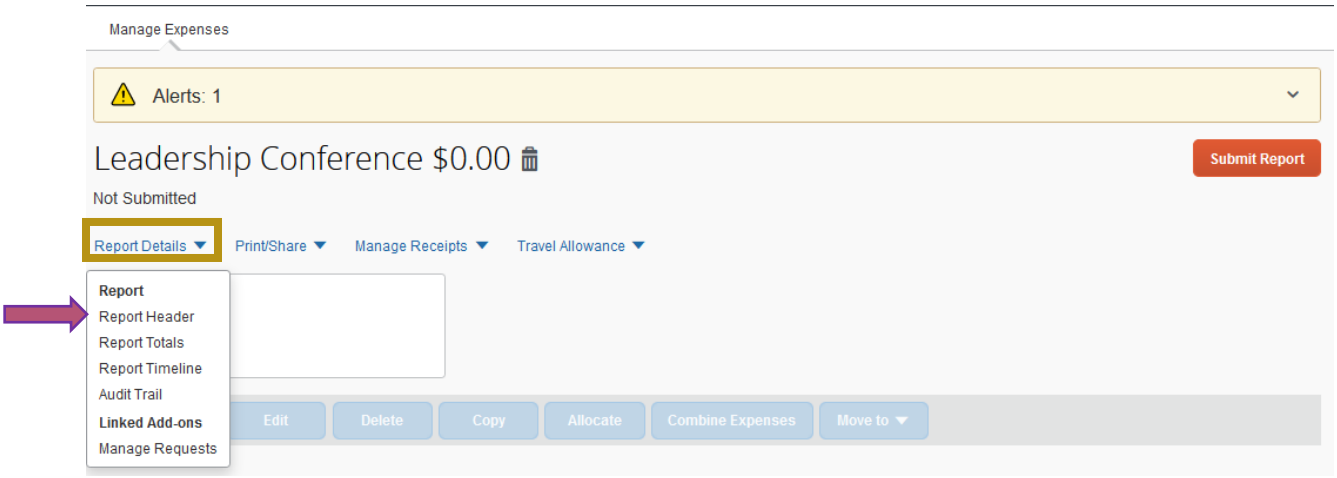
Click **Create Expense Report** box.



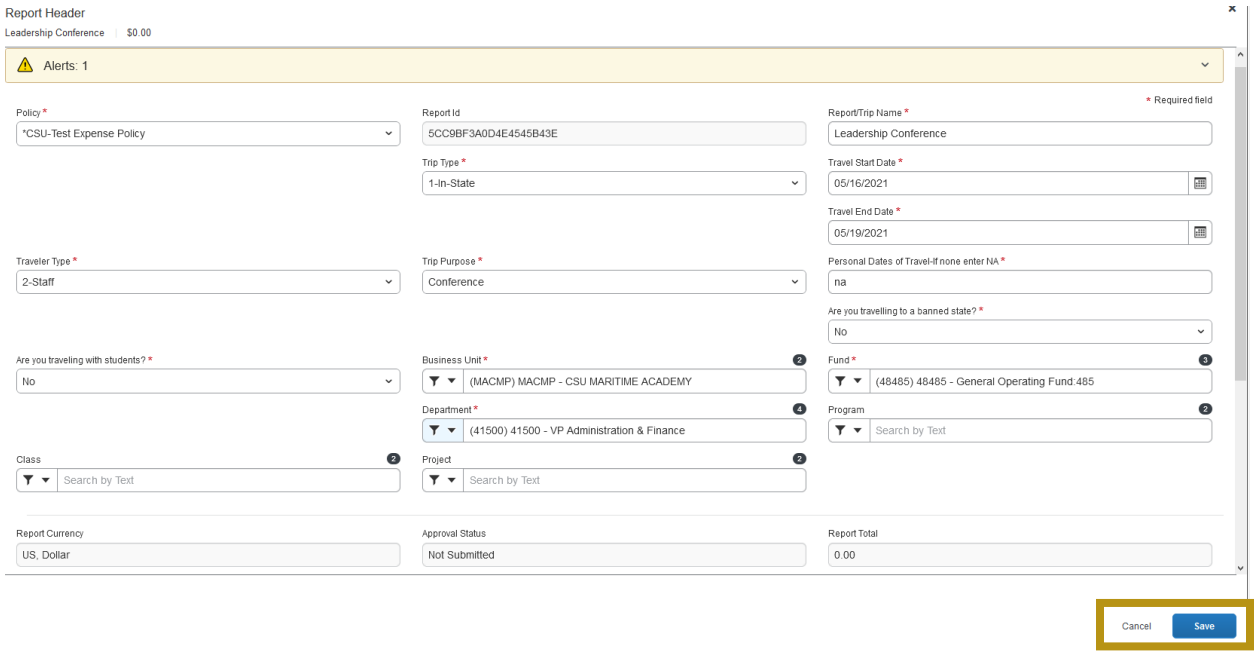
[Note: You can also click on the **Expense** tab from your approved Travel Request.

Step 2:

Click on the **Report Header** from the list of Reports under **Report Details**.

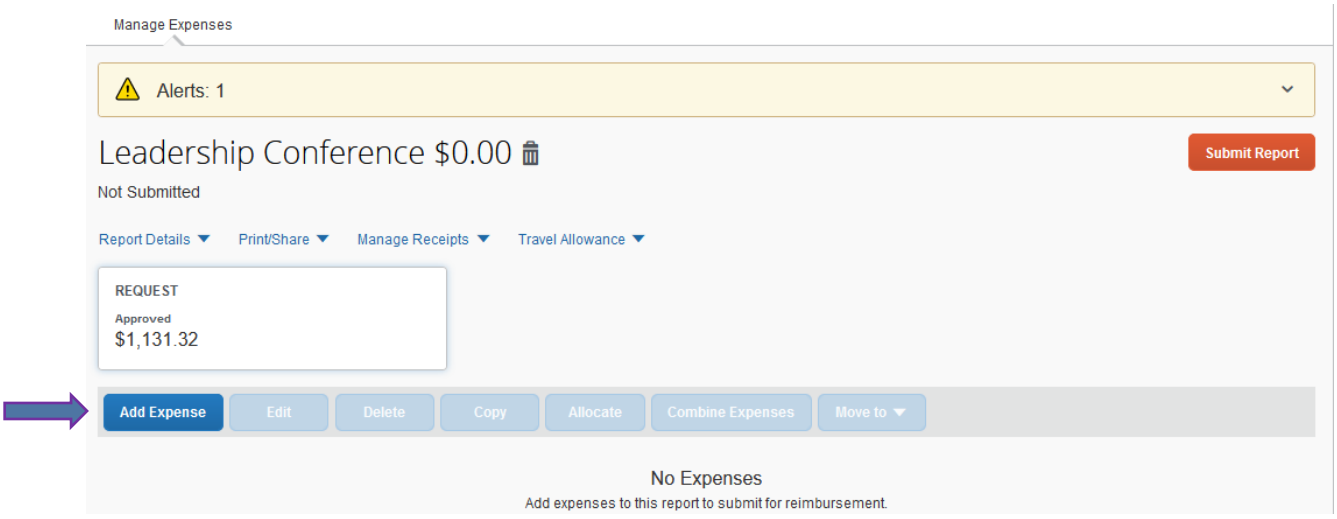


Review all the information and ensure everything still applies. If not, make the appropriate updates on the request. Click **Save** or **Cancel** if no changes were made.

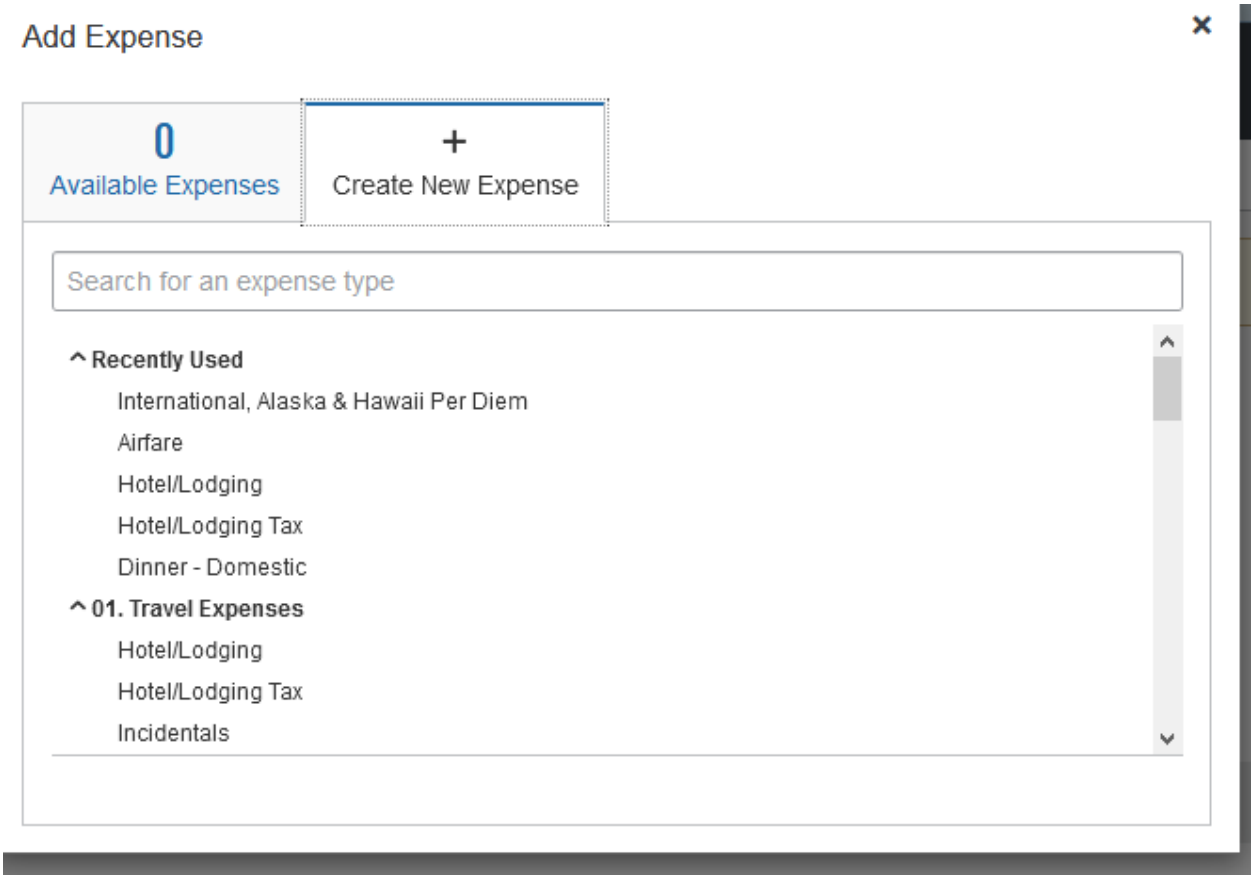


Step 3:

Begin adding both out-of-pocket expenses and Concur Travel/Ghost card transactions. Click **Add Expense.**



Select the applicable business travel expense incurred from the list.



- For hotel and car, the expense is actually incurred at check-out or when the car is returned, so the **Expense** link will not appear for these particular expenses until the trip is completed (the last date of the trip).

- For an air expense, the **Expense** link appears when the airfare has been paid (payment will be made using the US Bank Travel Ghost Card).

See **EXPENSE REPORT** section for detailed instructions.

UPLOADING RECEIPTS TO CONCUR

- Concur is a paperless Travel Software and virtual receipts must be submitted with your Travel Expense Report. There are many benefits to a paperless Travel Software including:

  - ✓ Cost Saving and Eco-Friendly solution.
  - ✓ Reduce chances of receipts getting lost/misplaced.
  - ✓ Time Saving - not having to tape receipts to paper or contact vendor if receipt gets lost.

- Itemized receipts are required for items purchased $75.00 and above. Itemized receipt must include the itemized breakdown of cost, how it was paid and what was purchased. Please note: this is for out-of-pocket purchases or purchases made using Concur Travel – US Bank Travel Ghost Card. All Travel Card purchases require an itemized receipt no matter the purchase amount.

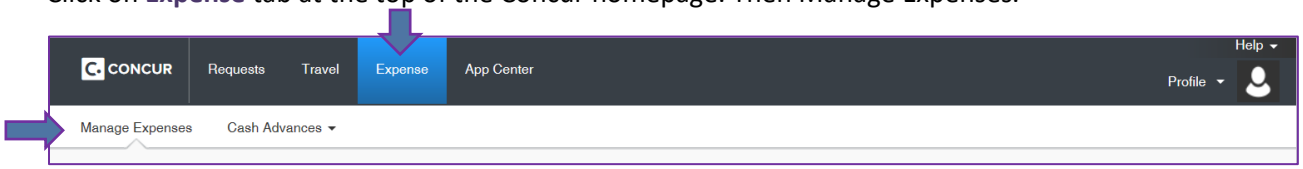
- There are two ways to submit your receipts in Concur:

  - ✓ Computer Scans
  - ✓ Mobile App using mobile phone or tablet

COMPUTER SCANS

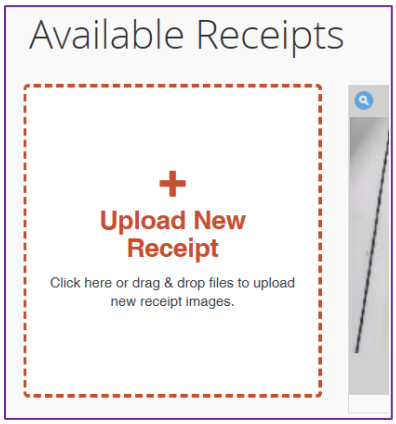
Step 1:

Click on **Expense** tab at the top of the Concur homepage. Then Manage Expenses.



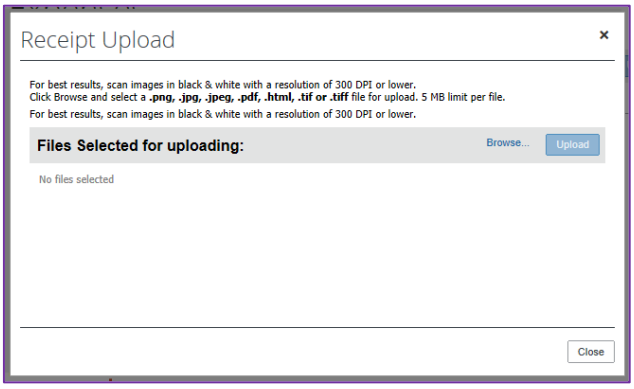
Step 2:

Scroll to bottom of the page to **Available Receipts** and click **Upload New Receipt**.



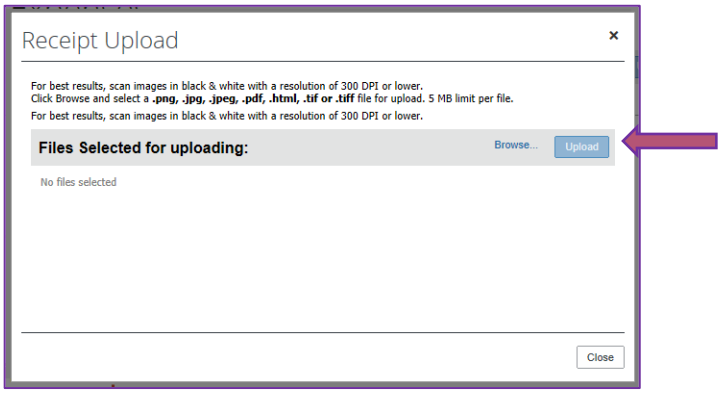
Step 3:

Click on **Browse** and select a saved file of a receipt from your computer, then click **Open**. Please note: Receipt file must be saved in PNG, JPG, JPEG, HTML, TIF, TIFF format. Black and White scan preferable for best results.



Step 4:

Click **Upload**.



Step 5:

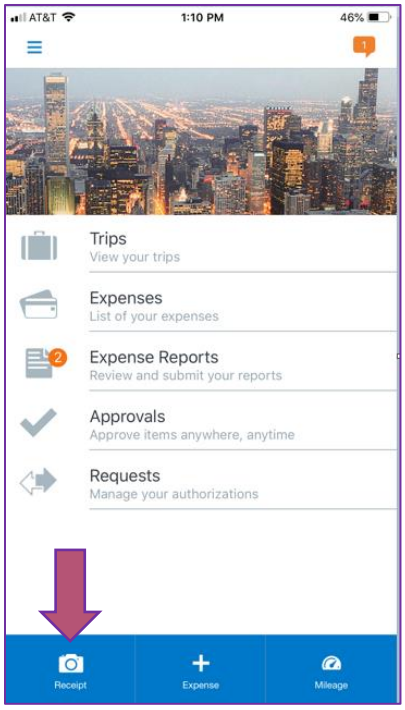
When the status of the receipts shows as uploaded, click **Close**.

MOBILE APP

In order to scan receipt images on the Concur Mobile App, you will need to download the app first and then log in using your Cal Maritime Email Address and credentials. Two- factor authentication will be required to log in.

Step 1:

Once you are logged in to the Concur App, select **Receipt**. The app will present your phone's camera to take a photo or click on **+Expense**. When the new expense opens, click **Add Receipt** and select from **Receipt Store**, phone gallery and capture picture options.

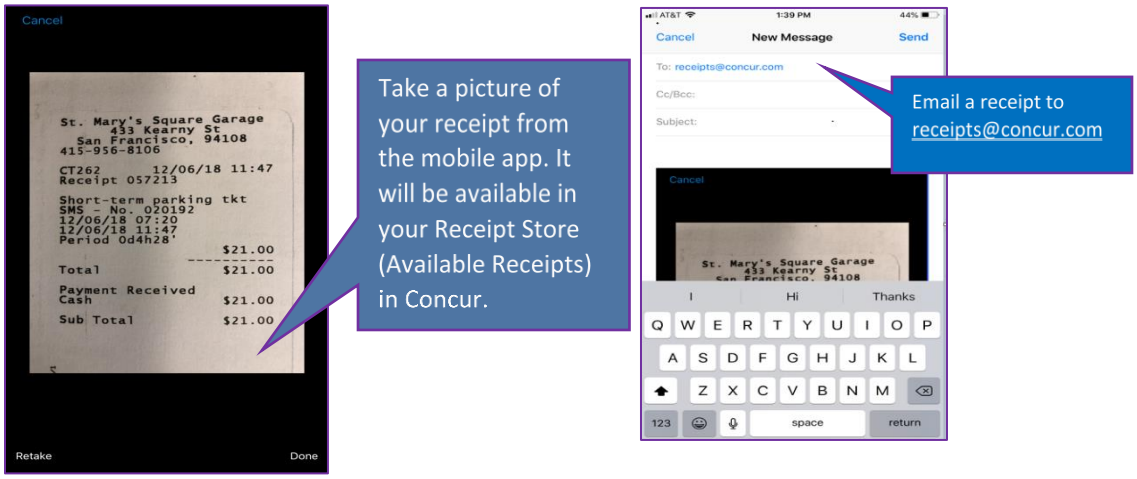


Step 2:

Take a picture of the receipts and click **Upload**. The receipt is automatically be saved in your Concur account. Or, you can take a picture directly using your phone and save it to your photo album. Then you can email receipts from your album to receipts@concur.com to have them stored in your **Receipt Store** for later use.

- Please make sure **verify** your email address. This is required in order to send your receipts to Concur and have them load them into your Concur account.

- Your mobile phone camera works offline in the case you do not have Wi-Fi or you are without reception, you can still capture the receipts using the scanner. Then once you have internet connection again, the Receipt Store will gather them up.



TRAVEL REQUEST

- **Travel Request** – Formerly known as RAT (Request for Authorization to Travel Form).

- An approved Travel Request using the Concur Request Module is required to obtain preapproval of your university business related travel prior to making any travel reservations and submitting an Expense Report.

- Feel free to check the prices of flights, hotel and car rental in Concur by using the **Trip Search** feature on the Concur homepage. You can browse for availability and pricing to enter on your Travel Request as well as decide if you want to book your travel via Concur or outside of Concur. Once your request is approved, you may book using the **Trip Search** or **Travel** tab.

- Approved Travel Requests automatically close 60 days after the travel end date and cannot be reopened. Please complete and submit your Expense Report within 60 days after your trip end date.

- You may also submit a liability only request. Meaning, you will not be expensing travel/requesting reimbursement. Indicate in the comment section of the Request, liability only. Create a $0 expense and once the request is approved, you can Close/Inactivate the request.

Traveler Responsibility

- Individuals traveling on official university must familiarize themselves with and adhere to the CSU and Cal Maritime travel policy and procedures.

- Traveler should make certain that the business-related expenses they incur are ordinary, reasonable, not extravagant, and necessary for the purpose of the trip.

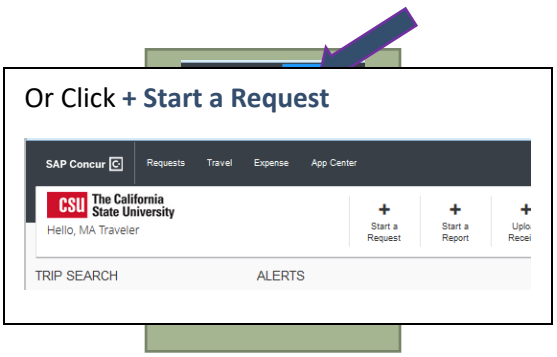
- Traveler will utilize CSU preferred vendors and CSU negotiated terms and conditions whenever possible. Use of additional waivers and discounts available to government employees is strongly encouraged.

CREATING A TRAVEL REQUEST

Step 1:

To create a new Travel Request:

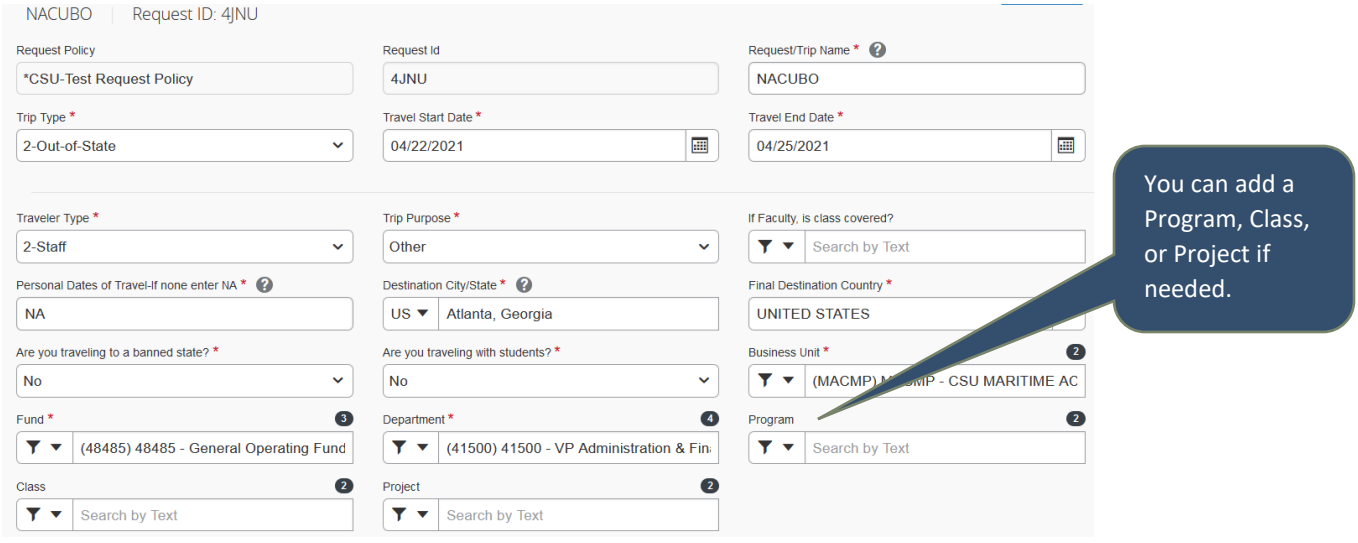
On the header page, under **Requests >** click **Create New Request**.



Step 2:

Under the **Request Header**, complete all required fields (marked with red bars) and optional fields as needed. All Travel Request must include this required information:

Request/Trip Name	Enter Trip Name such as Conference/Workshop name (Trip Identifier)
Trip Type	In State, Out-of-State, or International
Travel Start and End Date	Start, and End Date of your Travel
Traveler Type	Staff, Faculty
Trip Purpose	Choose a travel purpose description from the drop-down list
If Faculty, is class covered?	Yes, No, NA (Do you have a plan/substitute for your classes while you are away?)
Personal Dates of Travel	Enter Personal Dates of Travel if any. If none, enter NA
Destination City/State & Final Destination Country	Enter Destination City and State & Final Destination Country. Final Destination Country should populate based on the Destination City/State
Are you traveling to a banned State?	Yes, No. If yes-Banned States will be listed
Chart-field Information	Default chart-field (Dept. ID (from HR) and fund will populate with **48485**, but can be updated. However, this will always be your default. Only Cal Maritime business unit available at this time.



- There is an option to request a travel advance for group and international travel. To have the option added to your Travel Request Header, please contact the Concur Administrator.

ADDING REGULAR EXPENSE TYPES

Step 3:

There are **regular expenses** you will need to fill out estimates for if applicable to your trip regardless if you are booking travel via Concur or outside of Concur:

Airfare

Car Rental

Hotel

Rail

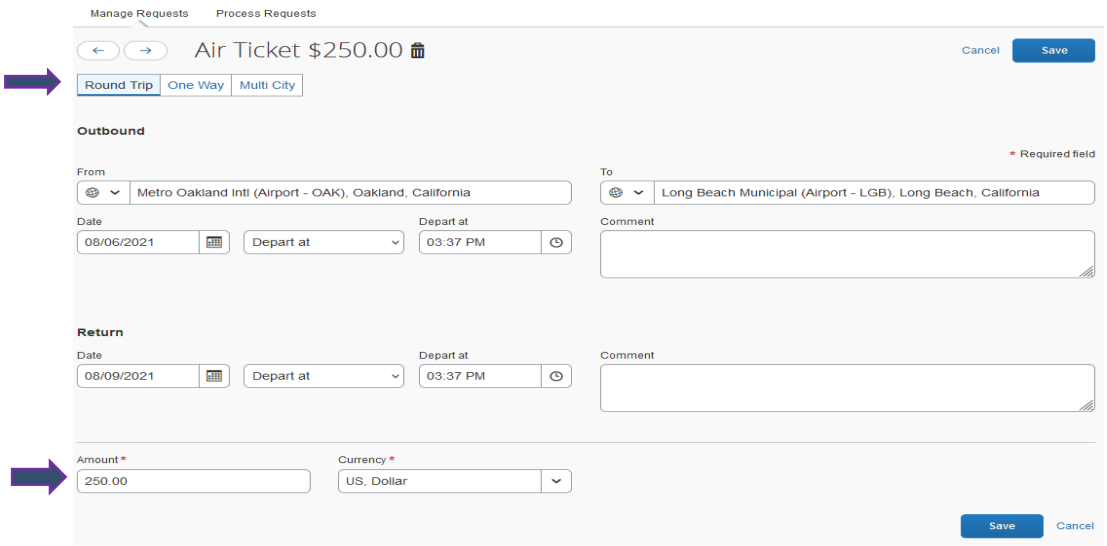
Step 4:

Click on each applicable expense that you anticipate needing for your travel. For example: if you are not anticipating renting a car, but will have airfare and hotel, complete information for only airfare and hotel.

Airfare

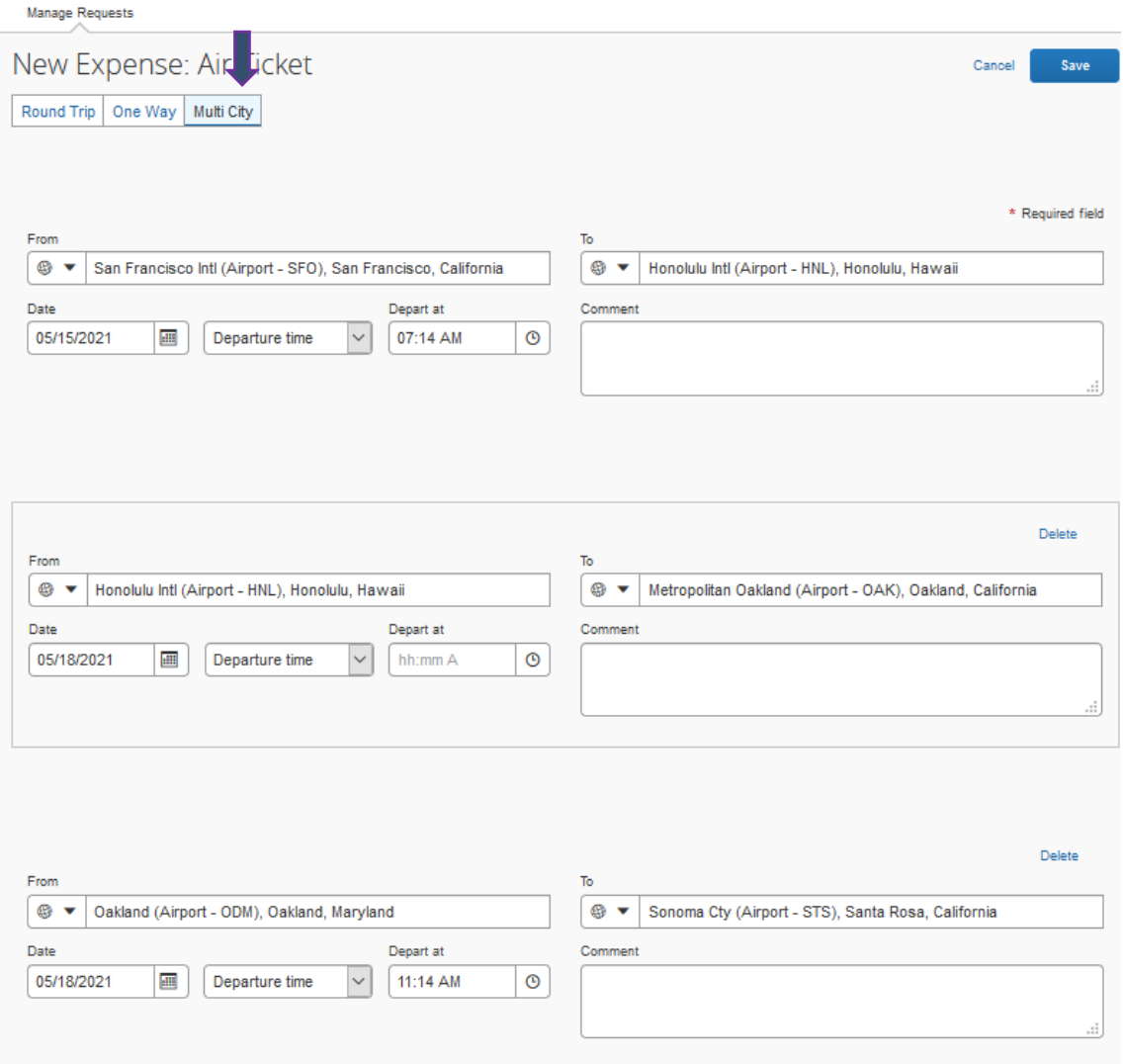
The travel dates will populate and move over from the **Request Header**. Radio button will default to **Round Trip**. You have the option to change this to **One Way** if you need only a one-way flight. Or **Multi-City (segments)** if you will be flying out of one particular airport and returning on another, or if you have multi-leg flights during your travel. The only field required is the estimated **Amount** of airfare. You can also add the **From** and **To** fields, **Depart at** times and a **Comment** if you like and click **Save**.

Example of **Round Trip**…



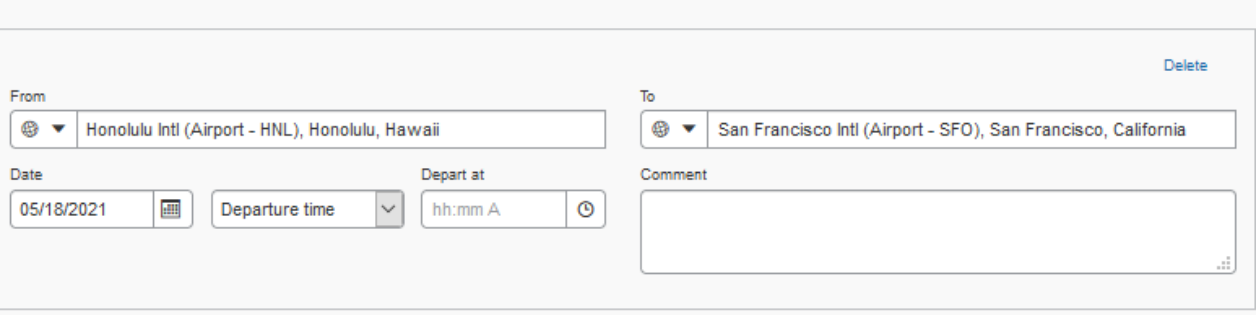
Example of **Multi-City**…

3 segments will appear. Populate all segment information for each leg of your travel that airfare is needed. In this example: traveler is flying out of SFO and flying back to Santa Rosa airport.

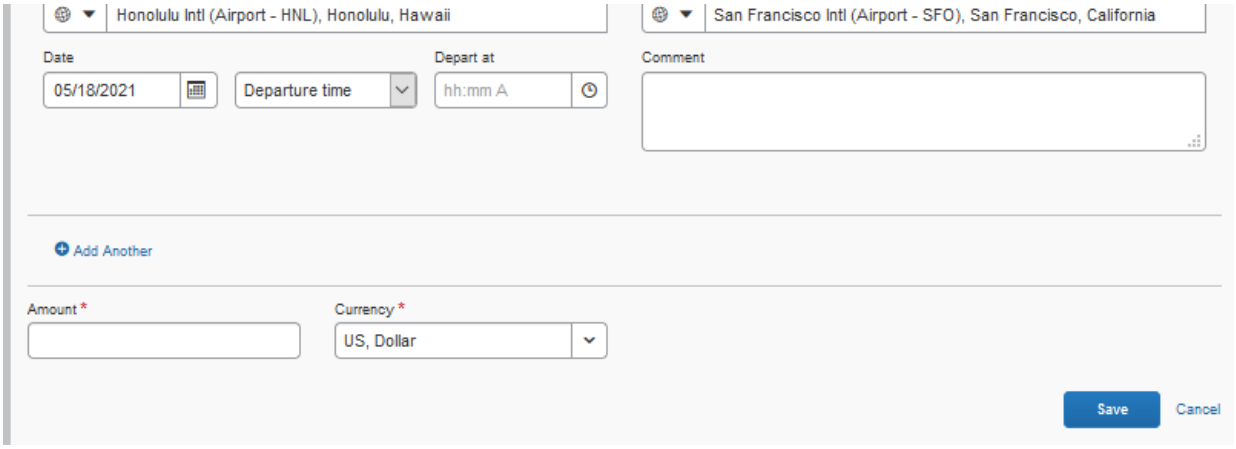


You have the ability to delete or add additional segments.

- If you only need two segments, remove the 3rd segment by clicking **Delete**.

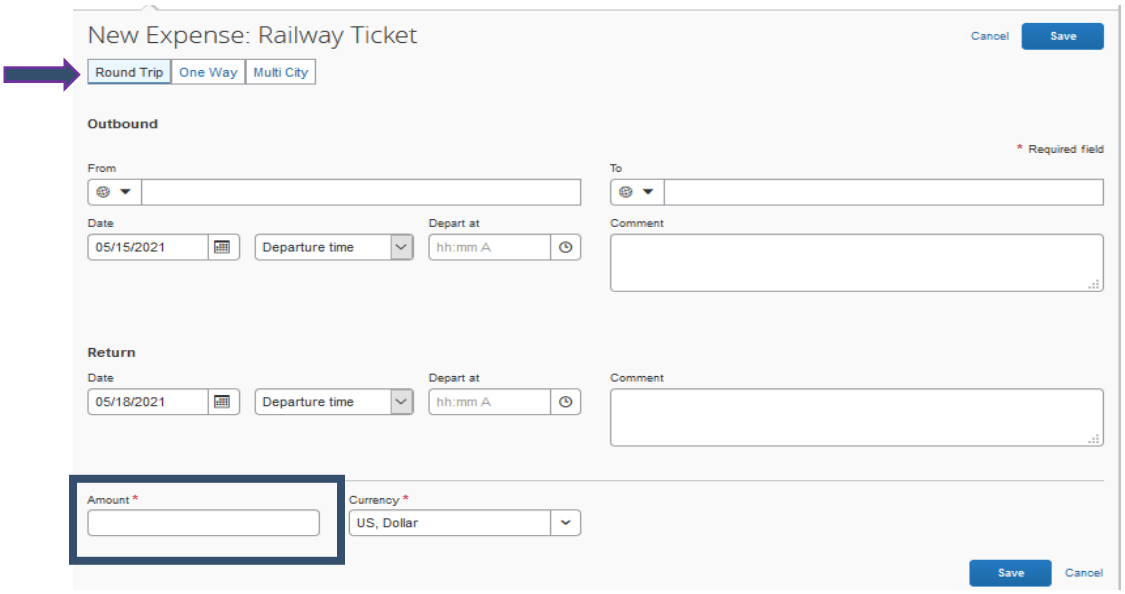


Then **Save**.



Rail

The dates will populate and move over from the **Request Header**. Fill in Amount (estimated total) and add **Outbound/Return From** and **To, Depart at** field and a **Detail/Comment** if you like and click **Save**.



Make sure to click **Save** after filling out each segment. After you save each segment, you have the option to **Allocate**, **Delete** or **Modify** each segment.

- Please note: you can only allocate, delete, or modify the request before you submit.
  - ✓ **Allocate:** You have the ability to allocate (by percentage or dollar amount) a valid chart-field for a particular expense if necessary. If you will be using the same chart-field from your Travel Request Header, then you do not need to allocate the expense. For more information on Allocation, please refer to the Concur Handbook section- Allocate Requests to multiple funding source.

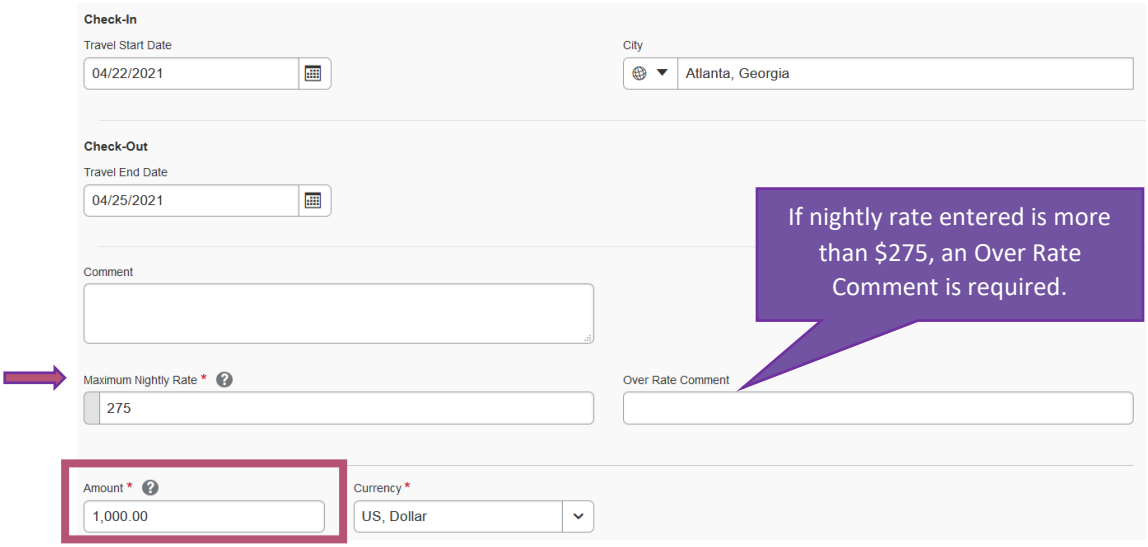
- ✓ **Delete:** If you want to delete the segment all together.
- ✓ **Modify:** If you need to make changes to any part of the segment.

Hotel

The dates will populate and move over from the **Request Header**. Fill in Amount (estimated total) and add **Check-In/Check-Out City** and a **Detail/Comment** if you like and click **Save**.

- Please see tool tip regarding **Maximum Nightly Rate**. If your hotel total (base rate) is above $275 before tax, you will need to enter a justification in the **Over Rate Comment Box** as well as attach an approved Authorization for One-Time Exception form at the time of submitting your Expense Report. Please have the form approved prior to booking your hotel stay to ensure you will be eligible for full reimbursement.

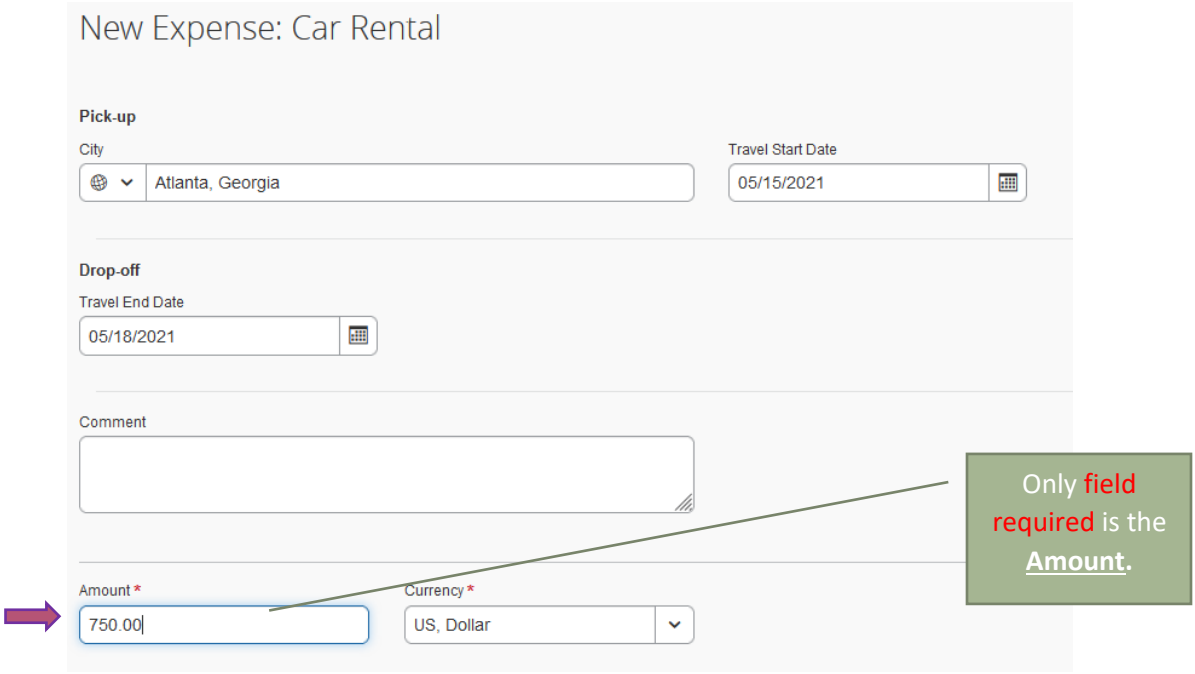
  - This is only an estimate for your hotel. If you indicate an amount over the $275 in the **Maximum Nightly Rate** field, a warning indicator will follow the request through the approval process. However, this is only a warning message to notify you to attach a One-Time Exception form to your Expense Report if indeed your hotel goes over the max base rate of $275 a night.



Only field required is the **Amount** which **should include tax and other hotel fees for the entire stay.**

Car Rental

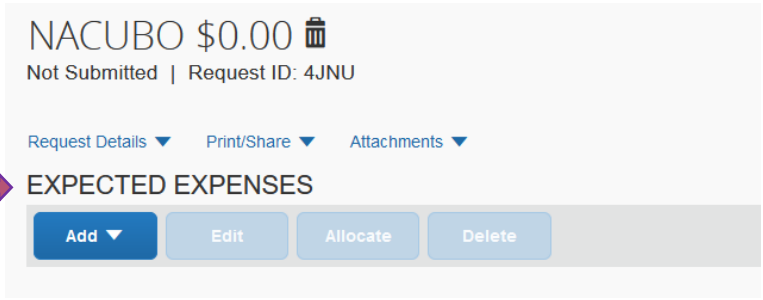
The travel dates will populate and move over from the **Request Header**. Fill in estimated amount of car rental. Add the **Pick-up/Drop-off** fields and **Detail/Comment** if you like and click **Save**.



ADDING EXPENSES (ESTIMATES)

Step 6:

Under **Expected Expenses**, click on **Add** tab.



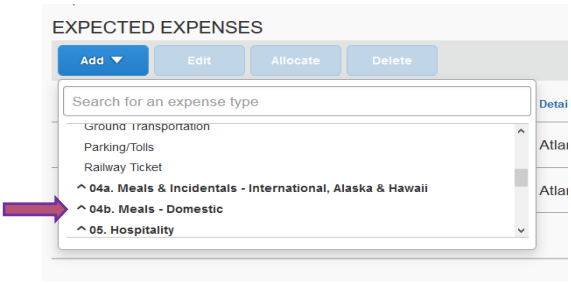
- You can provide estimates for the following Expense Types:
  - ✓ **01 Travel Expenses**
    - ✓ **Incidentals**

- ✓ **02 Personal Car Mileage**
- ✓ **03 Transportation**
  - ✓ **Air Ticket**
  - ✓ **Car Rental**
  - ✓ **Ground Transportation**
  - ✓ **Parking/Tolls**
  - ✓ **Railway Ticket**
- ✓ **04a Meals & Incidentals – International, Alaska & Hawaii**
- ✓ **04b Meals - Domestic**
- ✓ **05 Hospitality**
  - ✓ Hospitality
- ✓ **09 Other**
  - ✓ **Liability/Unfunded Only**
  - ✓ **Other Expense** (use if expense type is not listed)
  - ✓ **Registration/Fees**
- ✓ **10 Team/Group**
  - ✓ **Entry Fees**
  - ✓ **Other Accommodation (Group Only)**
  - ✓ **Team/Group Meals**

Meals

When estimating meals, the max cap amount reimbursable is **$55** per day. Meal reimbursements with trips with no overnight stay must be reported to IRS as taxable income.

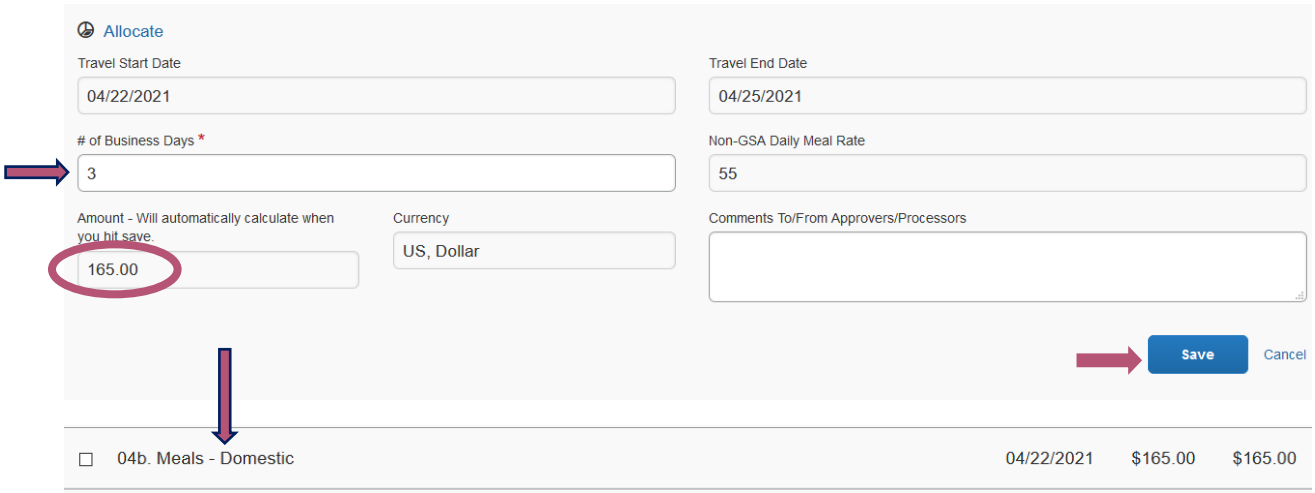
Click **+ Add**. Click **04b. Meals –Domestic.**



Enter **# of Days** for meals.

Concur will calculate the max meal cap rate of $55 a day based on the number of days you indicated. You can enter the number of days of meals to get your estimate closest to what you believe your actual meal cost will be, not including any personal dates of travel. Click **Save**.

Note: The **Amount** will auto-calculate based on # of Business days when you hit save.



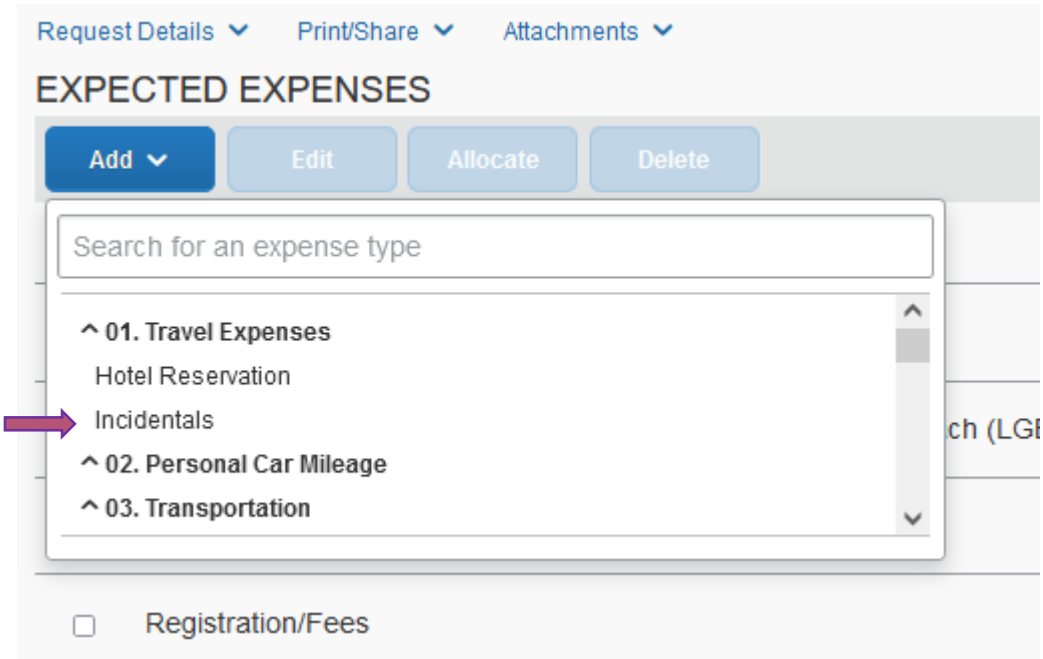
This is only an estimate and you will enter actuals of meal expenses incurred subject to the daily maximum meal cap of $55 a day (combination of Breakfast, Lunch and Dinner) on your Expense Report.

Incidentals

Incidentals include fees and tips given to porters, baggage carriers, bellhops, hotel housekeepers, etc.

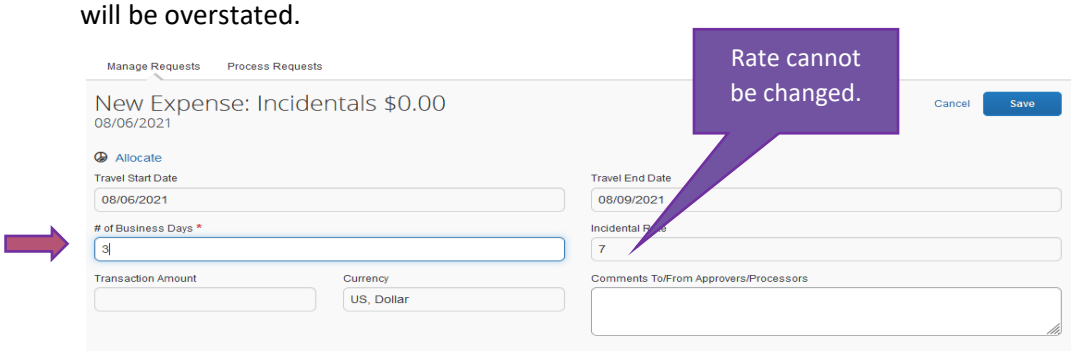
When estimating incidentals, the max amount reimbursable is $7 per day and cannot be claimed on first day of travel and cannot be reimbursed for travel less than 12 hours or travel with no overnight stay.

Click **+ Add**. Under **01. Travel Expenses**, click **Incidentals**.

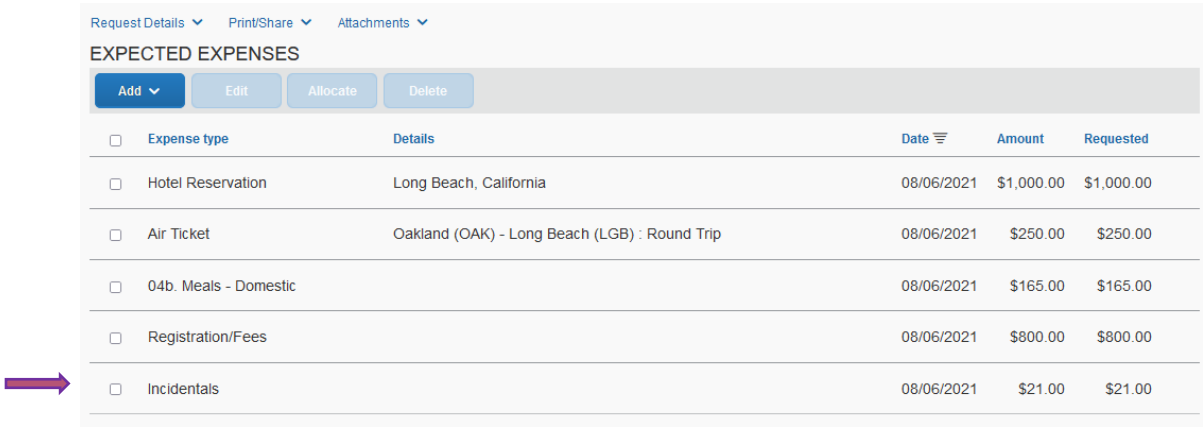


Enter **# of Days** for incidentals.

Concur will calculate the max incidental rate of $7 a day based on the number of days you indicated. Do not include the first date of travel, or personal dates of travel if any, otherwise the estimated incidentals will be overstated.



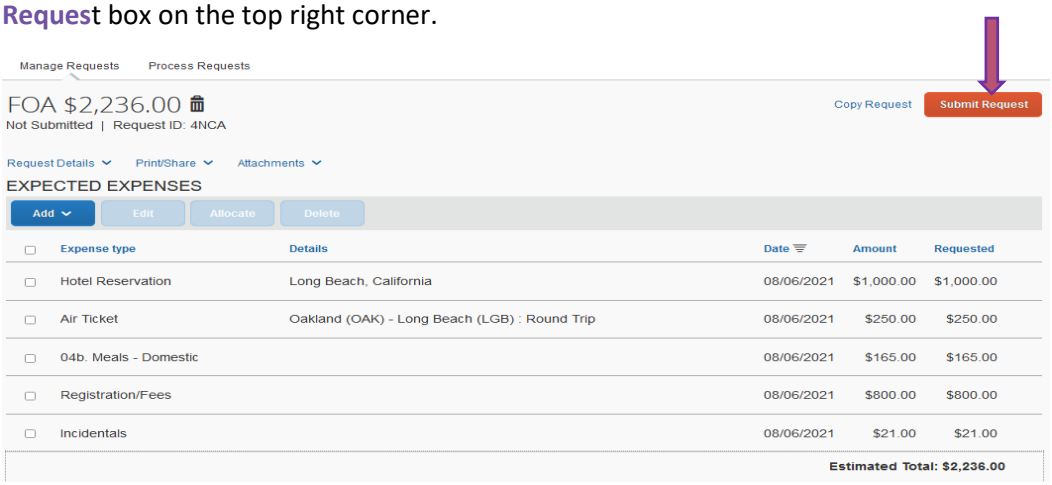
Click **Save**. Incidental estimate will now be listed under **Expected Expenses**.



This is only an estimate and you will enter actuals of incidental expenses on your Expense Report. However, incidentals cannot exceed $7 a day and cannot be claimed on the first day of travel.

Step 7:

Verify the total amount of your Travel Request and submit request by clicking on the orange **Submit Request** box on the top right corner.

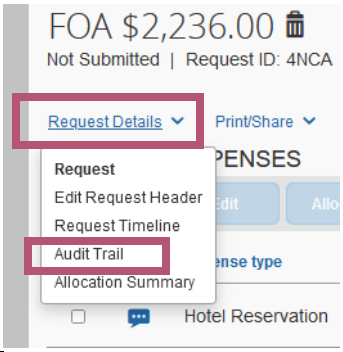


- Please note: you also have the following options:

  - ✓ **Attachments-** you can add/view an attachment. To add an attachment, click on **Attachments > Attach Documents**. Click **Browse**, find the document, and **Upload**.
  - ✓ **Print/Email-** a PDF version of the Travel Request will pop up and you can make your selection to print or email the request. You can add the email address of the recipient and a copy will be emailed. It is best to wait and print/email your Travel Request once it is fully approved.
  - ✓ **Delete Request-** you can delete Request by clicking **Delete Request**. You will not be able to delete a Request once submitted. But you can cance the request at anytime.

Please note: when you print/email/PDF Copy of the Travel Request, any attachments added do not come attached to the Travel Request. Please send/print attachment separately and attach to Travel Request if needed.

- **Step 8:** Click on **Audit Trail** Tab, located under **Request Details**.



Audit Trail

FOA | $2,236.00

Request Level

Date/Time	Updated By	Action	Description
08/03/2021 3:38 PM	Johnson, Paige	Notify Employee	Delegate has notified the employee that the request is ready for review
08/03/2021 3:36 PM	Johnson, Paige	Delegate/Proxy Request Creation	This request was created by a delegate or proxy user.

- The **Audit Trail** Tab will show you a record of all actions and descriptions within the approval workflow conducted by you: the traveler, your delegate, or approver/s for the Travel Request.

- All actions including **Date/Time, Updated By, Action and Description** to your Travel Request such as modifications, approvals, sent back to traveler, added comments, or a chartfield change, will be tracked and housed within the Audit Trail and can be viewed at anytime by anone who has access to the Travel Request.

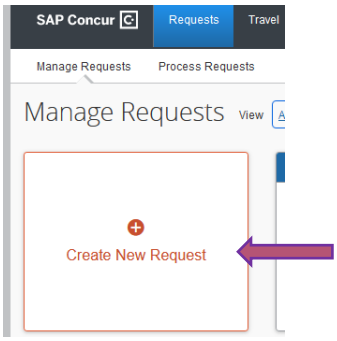
CREATING A BLANKET REQUEST (MILEAGE ONLY)

- A Blanket Travel Request is acceptable for local travel (mileage only) with no overnight stay. All other travel will need to submit a new Travel Request to go with each Expense Report.
- Your Blanket Travel Request can be submitted on a fiscal year basis and you should complete an Expense Report each month where there is travel.
- Approved Travel Request will close 60 days after your travel end date.

Step 1:

To create a new Blanket Travel Request:

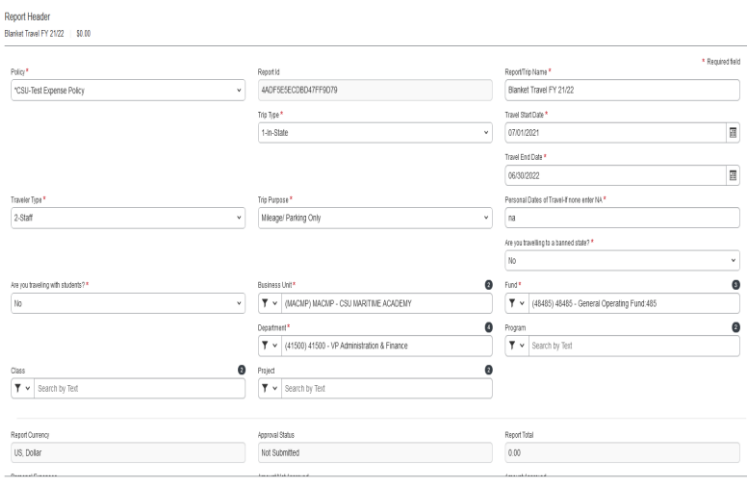
On the Header Page, under **Requests,** click **+Create New Request**.



Step 2:

Under the **Request Header**, complete all required fields (marked with red bars) and optional fields as needed. Required information related to a Blanket Travel Request include:

✓ **Request/Trip Name**: Blanket Travel and Fiscal Year ✓ **Trip Type**: **In State** ✓ **Travel Start and End Date:** Fiscal Year, if year already started, use current month and end date = June 30, 20XX ✓ **Trip Purpose**: **Mileage/Parking Only** ✓ **Personal Dates of Travel**: NA	

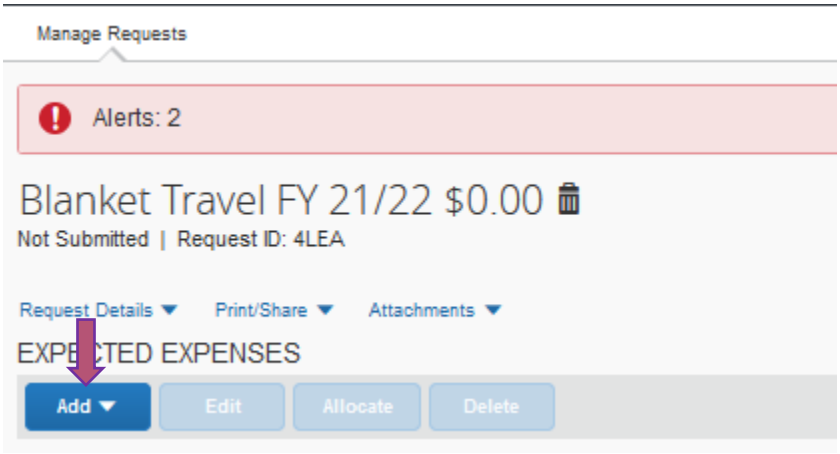
✓ **Destination City/State and Final Destination Country**: **Multiple Locations (Mileage Only), California** (select from drop-down list).	

Click **Create**

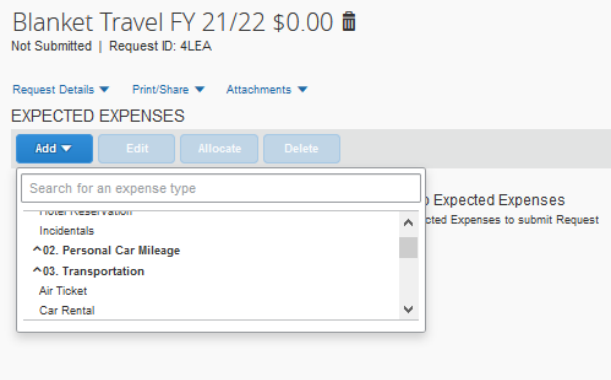
Step 3:

Under the EXPECTED EXPENSES, click **Add**.

You can enter your local destinations in the Comments.

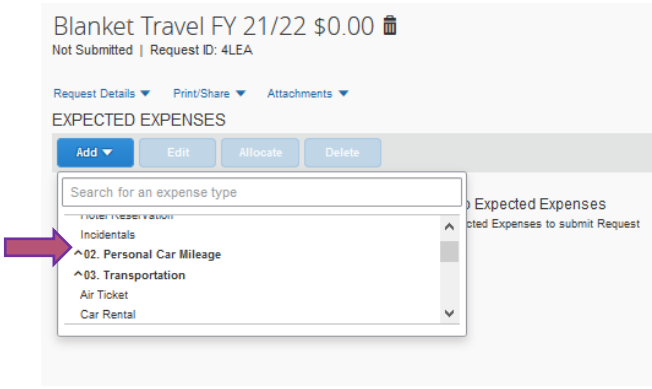


You can provide estimates for the following additional Expense Types. **Personal Car Mileage, Ground Transportation**, **Parking/Tolls**. Not all Expense Types are available in the request module. If the expense type you are looking for is not available, select **Other Expense** and a comment to note the type of expense to provide those estimates.

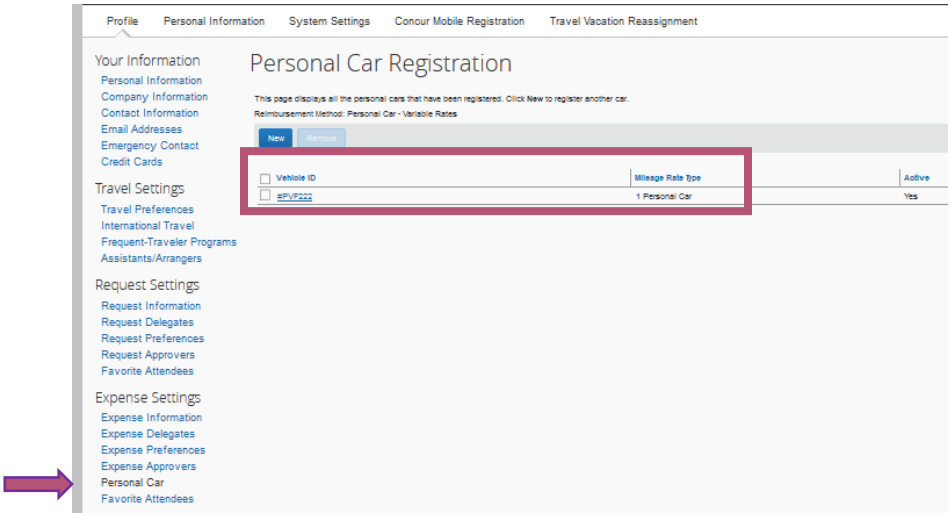


Step 4:

Click on **Personal Car Mileage** if applicable to your blanket travel.



- In order to claim **Personal Car Mileage** Expense Type on an Expense Report, you will need to register your car under your User Profile by going to **Profile > Profile Settings > Personal Car**.

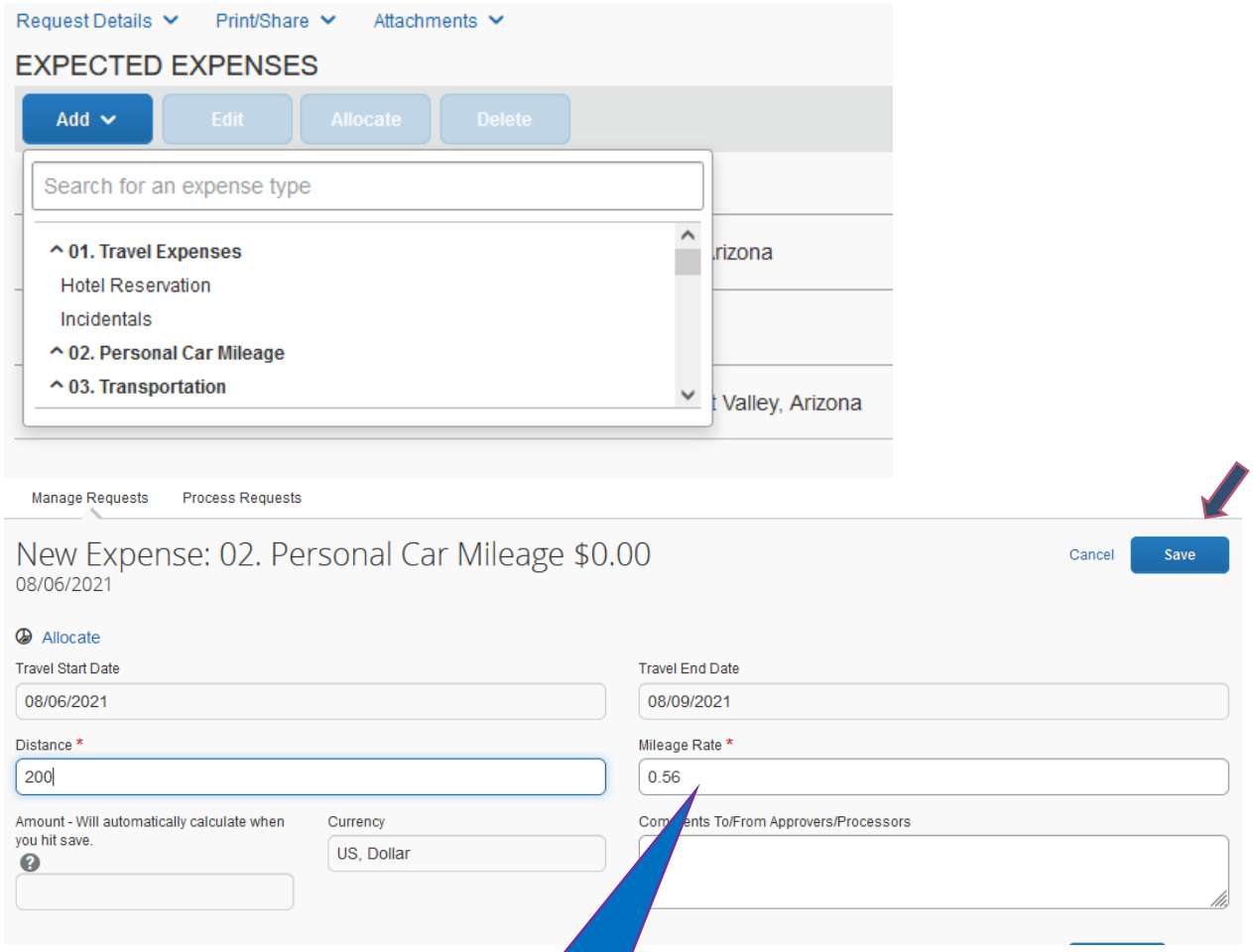


- In order to get reimbursed for Personal Car Mileage, you must have completed the Defensive Driver's Training (DDT) Program.

Step 5:

Enter an estimate (miles) for **Distance**. Here you will estimate the number of miles you plan on travelling for the fiscal year/duration indicated on the request header.

- The Mileage Rate field will already be populated with the mileage rate based on the current CSU policy. You can also add any comment to the comments field that the approvers will see. Here you can add destinations you will be traveling related to the Blanket Travel Request. Provide estimated distance on the Required field, **Distance.**

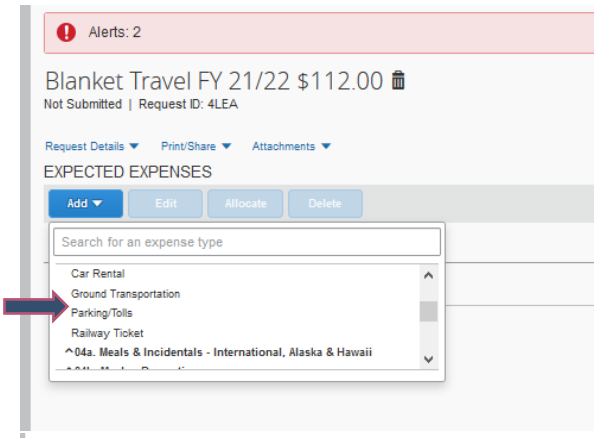


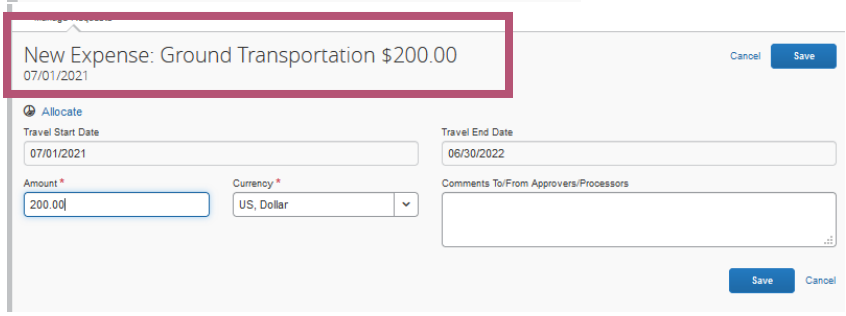
Step 6:

Click **Save**.

Step 7:

Click on **Ground Transportation** or **Parking/Tools** if you anticipate expenses. Fill in required fields and click **Save**.

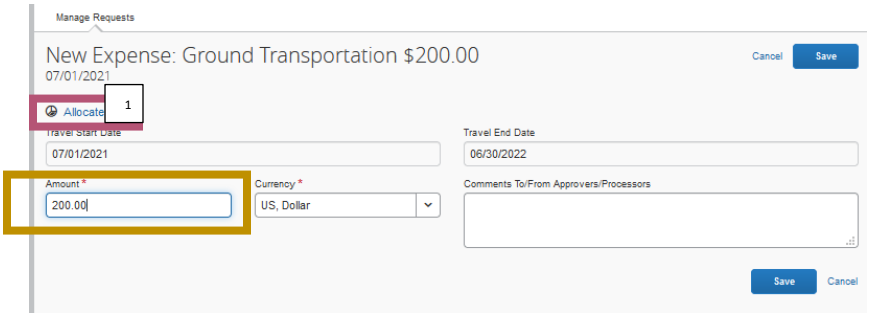


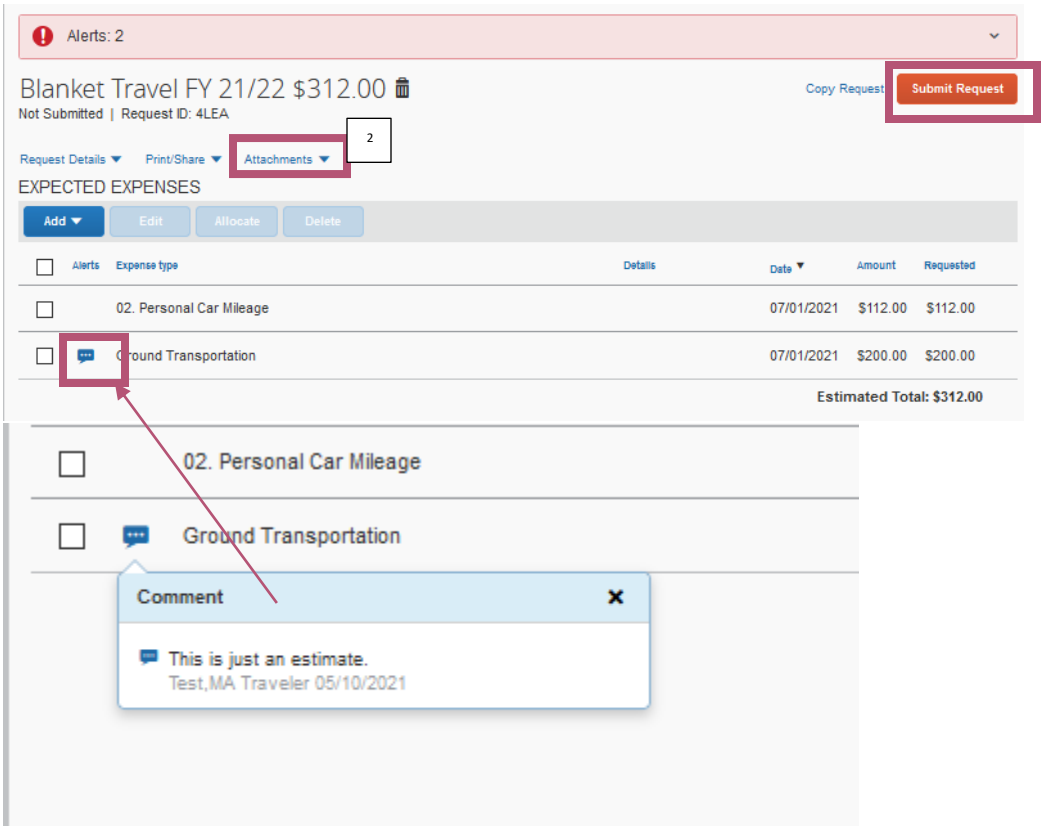


Step 8:

You can allocate the expense if needed by clicking **Allocate** [1]. Then **Save**.

- Look over your Request and if you entered a comment you will see a blue comment indicator next to the Expense Type. Hover over indicator and the comment will appear. You can also attach a document if needed by clicking on **Attachments > Attach Documents** [2]. Please note: Any document attached to the Request will not carry over to the Expense Report. However, attachment can be added to the Expense Report if needed.





Step 9:

Click **Submit Request.**

CREATING AN EXPENSE REPORT FROM AN APPROVED BLANKET TRAVEL REQUEST

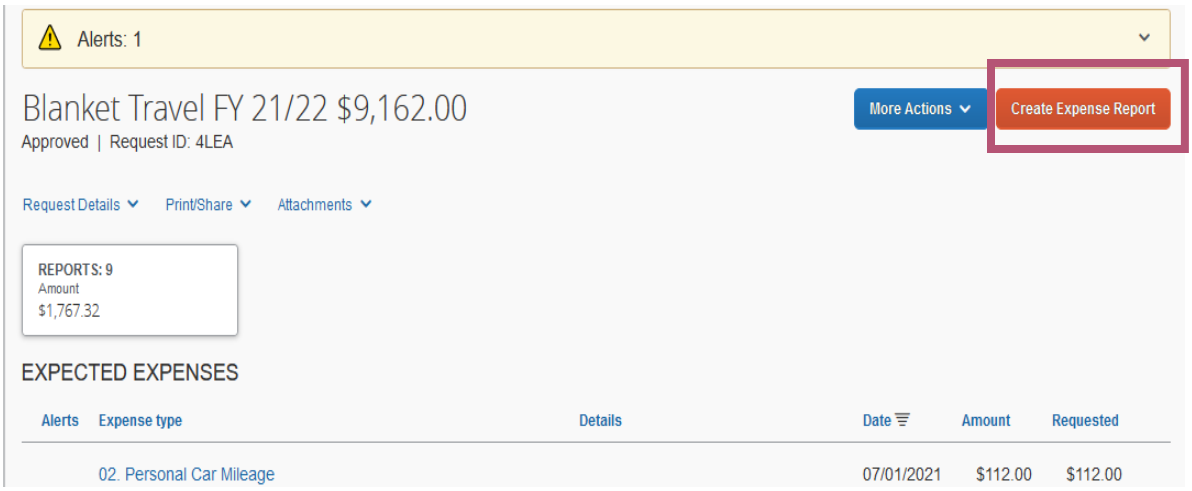
- An Expense Report can be created and submitted for each month a travel expense has occurred. Please do not submit more than 1 expense per month.

- To make it easier, you can copy your current Expense Report for future, make any necessary changes such as Travel Name, travel start and end dates, expenses and/or amount. Then submit one Expense Report from the linked Blanket Request on a monthly basis when there are expenses. This is helpful if you travel to the same destinations often as the Expense Types will copy over as well.

- Each Expense Report submitted, will decrease the remaining balance of your Request. The system will not stop you from expenses more than the estimated amount. However, it is up to your approvers to approve each Expense Report accordingly.

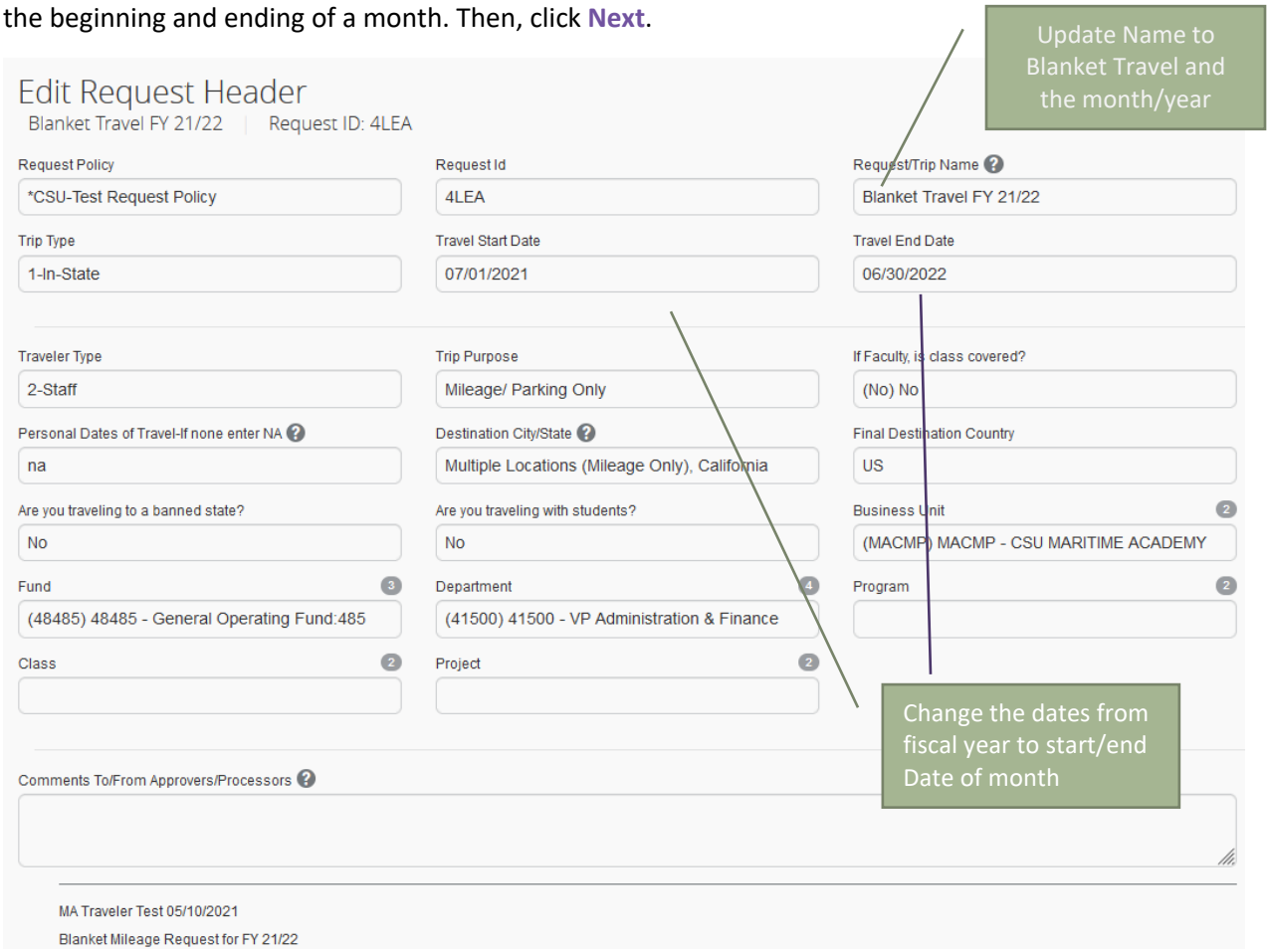
Step 1:

Under **Requests > Manage Requests**, your **Active Requests** will appear. Find your approved Blanket Travel Request and click on Action: **Create Expense Report.**



Step 2:

Most information will pre-populate from the **Request Header** to the **Expense Header**. You will need to change the **Report/Trip Name** to Blanket Travel, month and year. **Travel Start** and **Travel End Date** to the beginning and ending of a month. Then, click **Next**.



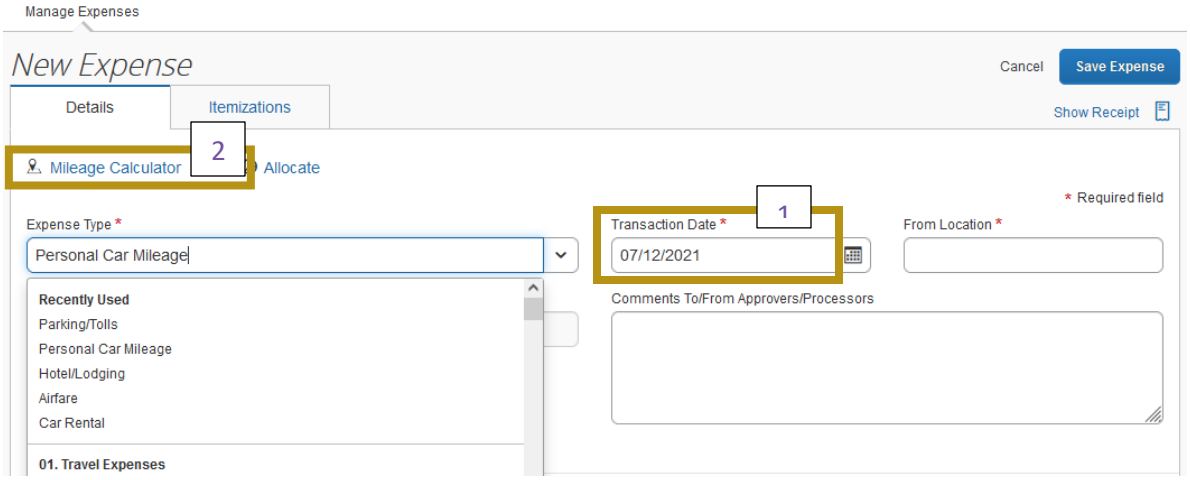
Step 3:

Start entering your expenses you are claiming for the month. You will need to enter the expense the day the expense occurred. For example, if you drove 5 days in the month, you will separate the personal car mileage by each date.

Personal Car Mileage

- If you are requesting mileage reimbursement, you will have needed:
  - ✓ Completed the Defensive Driving Fundamentals Training.
  - ✓ Add a car to your user Profile.

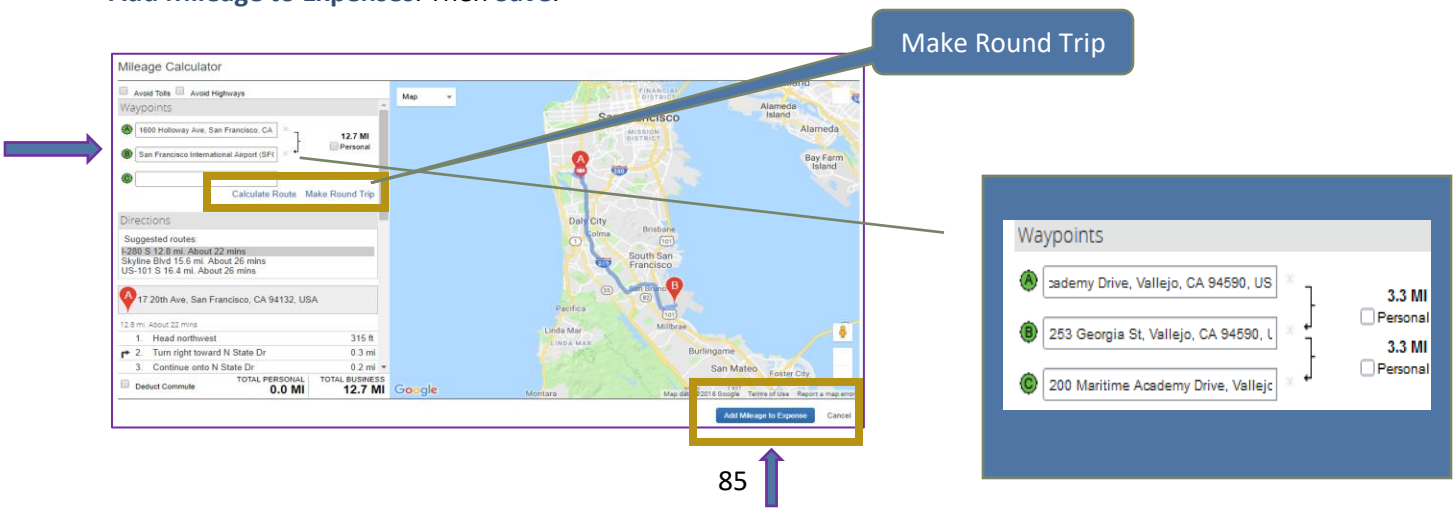
Click on **Personal Car Mileage** Expense Type. Enter the **Transaction Date** [1] (date you drove), then click on **Mileage Calculator** [2].

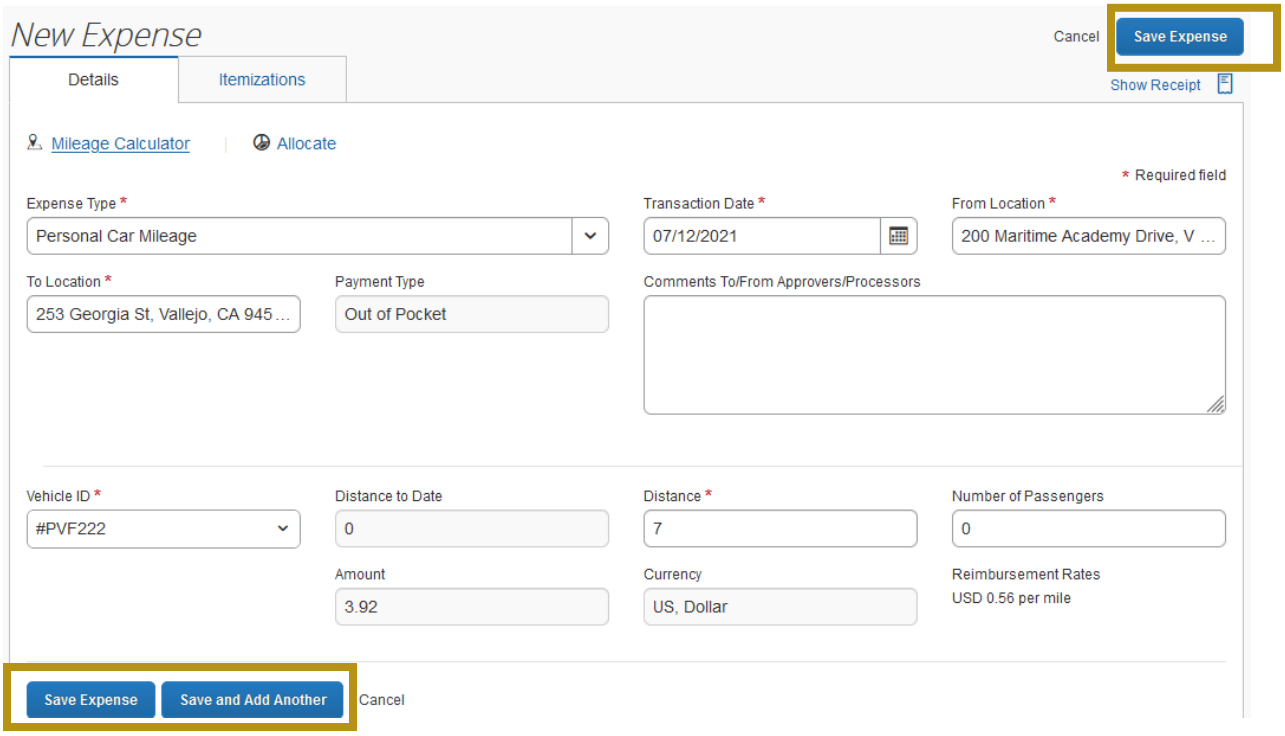


- **Always use the Mileage Calculator when expensing Personal Car Mileage!**

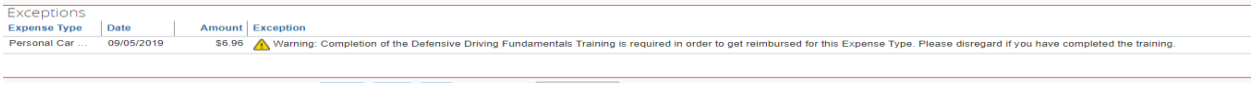
Step 4:

Enter destination waypoints. You can add more than 1 set of waypoints, make it Round Trip, and choose a suggested route depending on the route you drove and so on, and click **calculate route**. Then click **Add Mileage to Expenses**. Then **Save**.





You will see the exception warning…

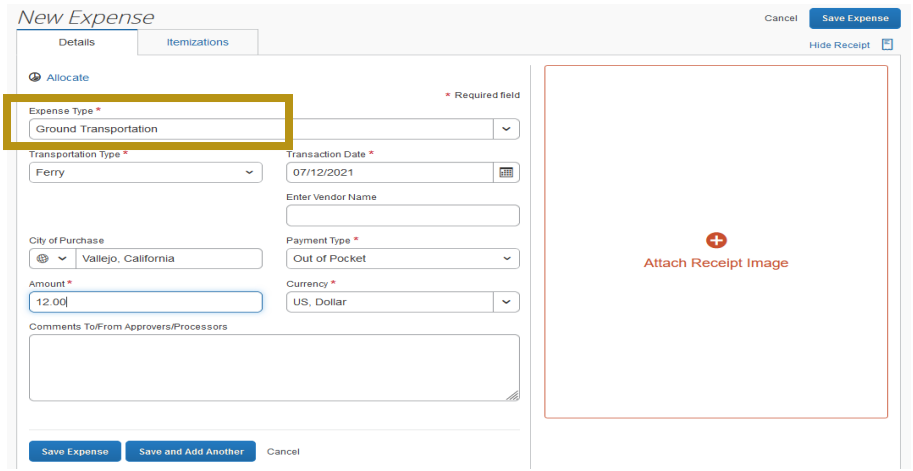


- This warning will appear each time the Personal Car Mileage Expense Type is used. If you have taken the DDT, please disregard. This is only informational.

Step 5: Continue adding your expenses….

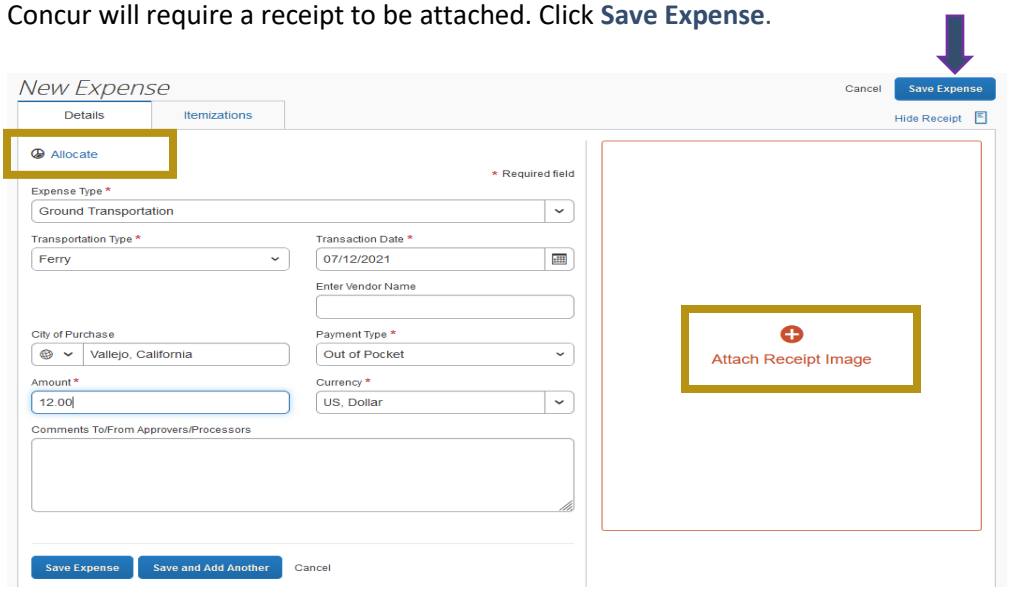
Ground Transportation

Click on **Ground Transportation** Expense Type. Enter all required fields (boxes with red indicators).



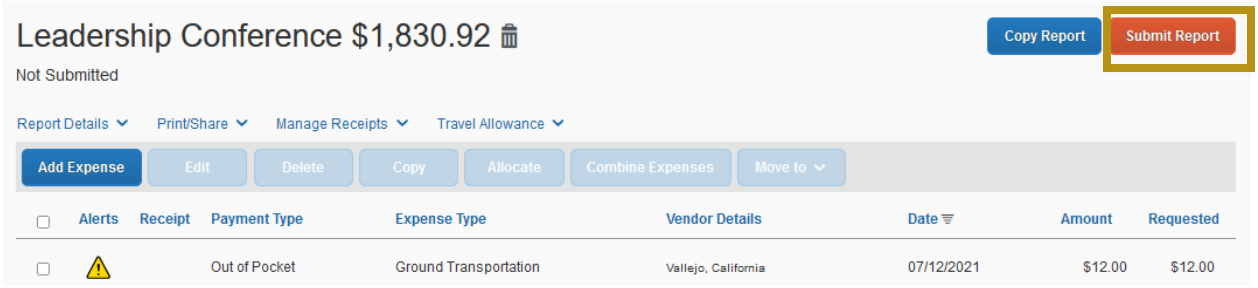
Step 6:

You can **Allocate** or **Attach Receipt Image** (or document) if needed. Any expense amount $75 or over, Concur will require a receipt to be attached. Click **Save Expense**.



Step 7:

Once you entered all your expenses for the month, click **Submit Report**.

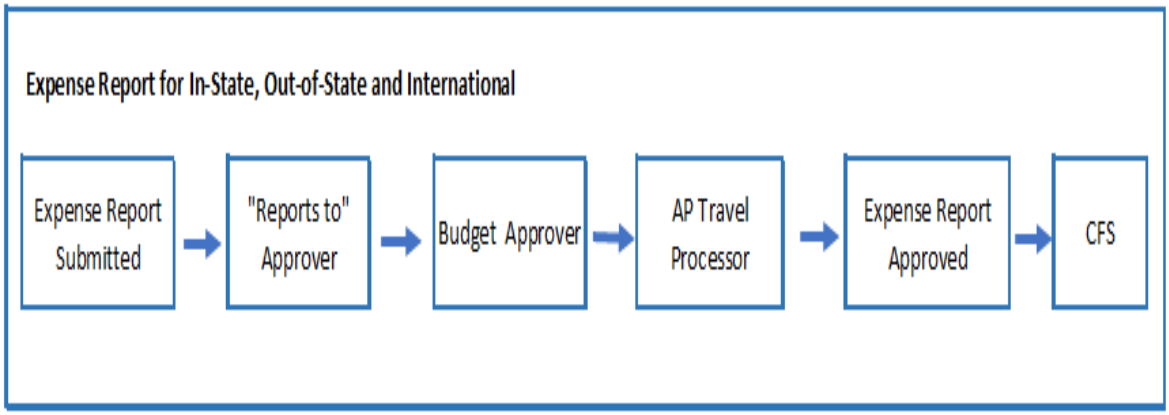


- Expense Reports must be summited within 60 days from the trip return date and you can only submit the Expense Report after the **Travel End Date** has passed.

- All red exception flags must be cleared before the report can be submitted. Yellow flags are considered warnings, but will not stop the submittal process.

- To see who is approving your reports or to see where your report is in the workflow, open the Expense Report, click **Details** > **Approval Flow**. You can also go to the **Audit Trail** under details as well to see all actions occurring with your Expense Report at any time.

Expense Report approval workflow will go to your "Reports To" Approver, then the budget approver/s to approve. Then it will route to AP Travel Desk for final approval and processing.



TRAVEL REQUEST DIFFERENCES FOR INTERNATIONAL TRAVEL

- When filling out the Request Header, please note the following differences for International Travel.
  - ✓ **Trip Type** = **International Travel**
  - ✓ Add the appropriate class code to the chartfield information for all Expense Types related to the international Travel.
  - ✓ You must attach the **travel insurance form (FTIP)** for all international Travel. Once the form is filled out, click on **Attachments > Attach Documents**.
  - ✓ If travel destination is deemed high hazard, please attach **Request for Travel Approval to High-Risk Country** form as well.
- **Expense Types** should be similar to the domestic form. However the required fields may vary depending on the Expense Type selected. Please note: some Expense Types are for international travel only.

Meals & Incidentals – International, Alaska & Hawaii

- **Travel Start and End Date** and **Destination** will self populate based on the information provided on the Request Header. The system will estimate the max per diem amount based on that information.

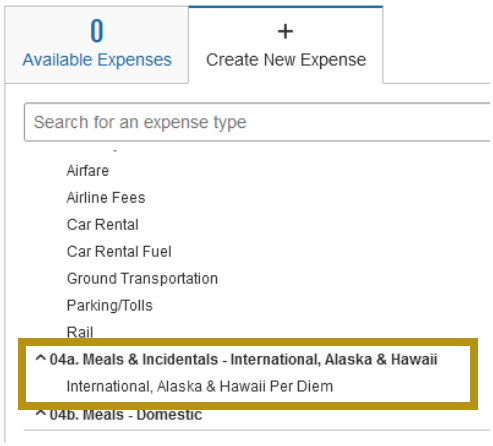
Step 1:

Reduction Amount will default to $0. If you want to reduce the per diem amount to have the estimate closer to actuals, enter the dollar amount you want it to be reduced by. Otherwise, leave it as $0 if no reduction necessary.

Step 2:

Click **Save**.

Add Expense



Concur will populate the estimate amount based on the max per diem for that destination during those travel dates. You will not know the per diem rate until you click **Save**. If you want to reduce it. You can click on the Expense again, enter an amount you want to reduce the per dime amount in the **Reduction Amount** and **Save**. The new amount should populate.

Receipt	Payment Type	Expense Type	Vendor Details	Date	Amount	Requested
	Out of Pocket	International, Alaska & Hawaii Per Diem	Marriott Honolulu, Hawaii	07/12/2021	$200.00	$200.00 Itemized

- Additional approvals are automated within the approval workflow when international travel is involved.
    - Traveler submits Request > routes to "Reports To" Approver > routes to Budget Approver > manually adds additional approvers necessary > routes to Exception Approver (Provost).

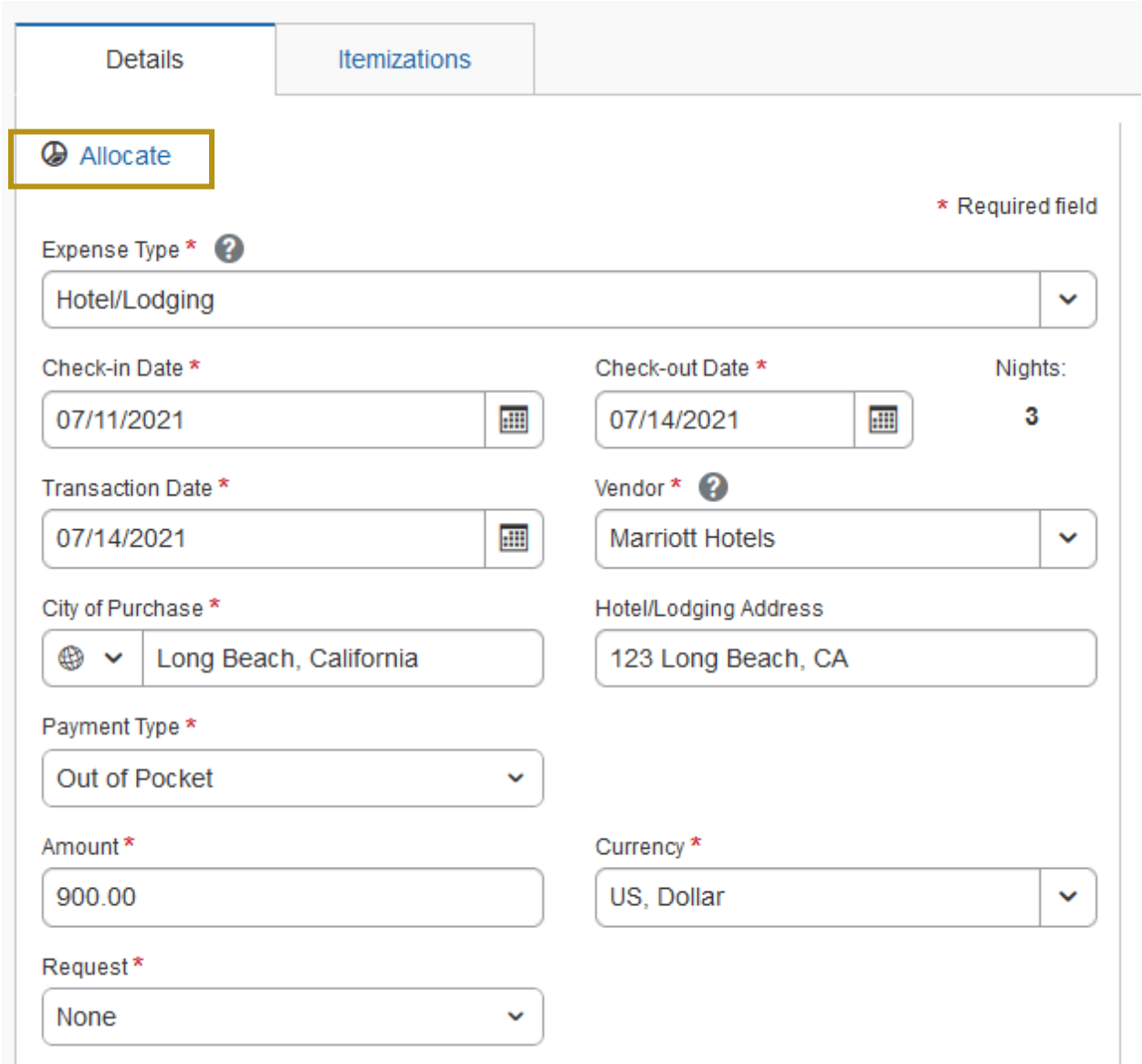
ALLOCATE TRAVEL REQUEST TO MULTIPLE FUNDING SOURCES

- Your travel request chartfield will default to Fund **48485** and your Dept. ID from the HR database. You can change your default chartfield at the Travel Request Header. All active PS chartfield information is loaded in Concur. The easiest way to change the chartfield is to highlight the field you want to change and type in the new fund/dept. etc. Let Concur find the information and select it.

- If you want to charge your request to multiple funding sources or in the case you need to add a class code to a particular expense, you can do so by allocating the appropriate Expense Type. Once your Segment is saved, an **Allocate** button will appear in the lower right corner. When entering a new Expense Type you will see an **Allocate** box next to **Save**. Or, you can enter all your Segments and Expense Types first and then allocate at the end. To do this preferred allocation method, please follow the below steps:

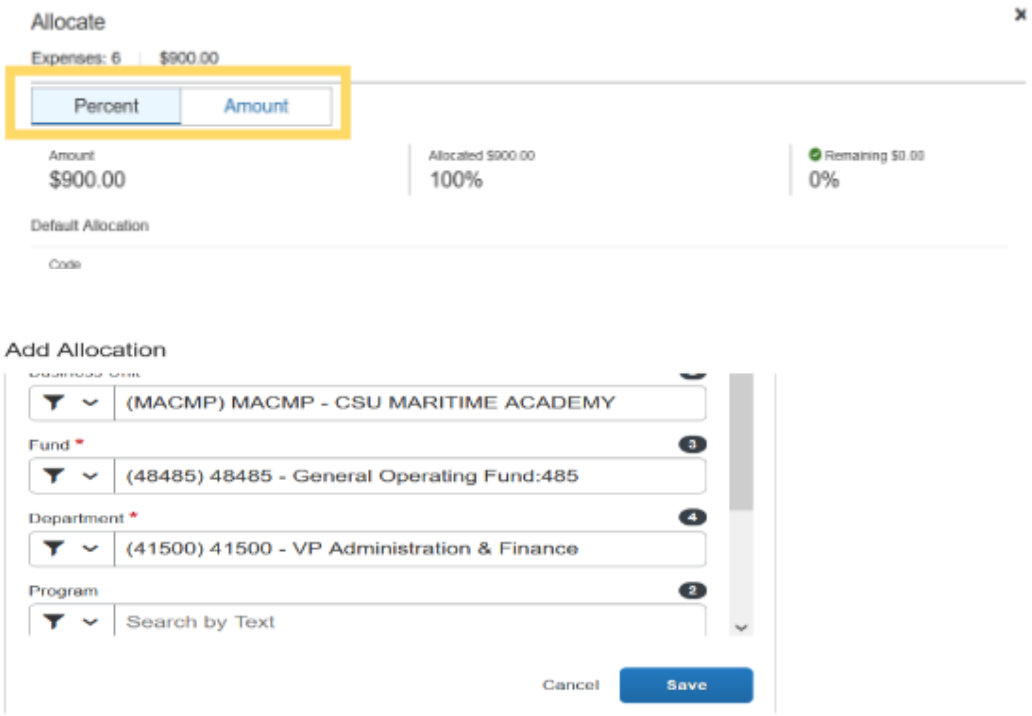
Step 1:

The Allocations feature allows you to allocate selected expenses to multiple chartfields. This should be performed after the Itemization if allocating to multiple expense types.



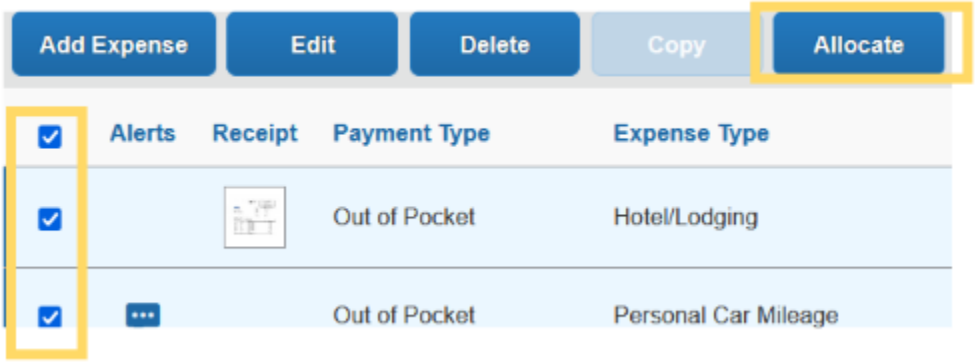
Step 2:

Select Percent or Amount, then Add and enter the new chartfield designation.



Click **Save.**

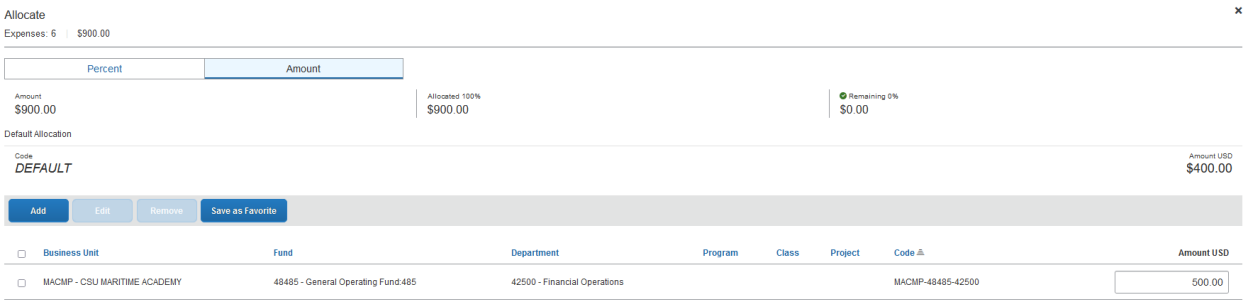
To allocate multiple expenses (or the entire report), select the expenses and then select the Allocate button.



Step 3:

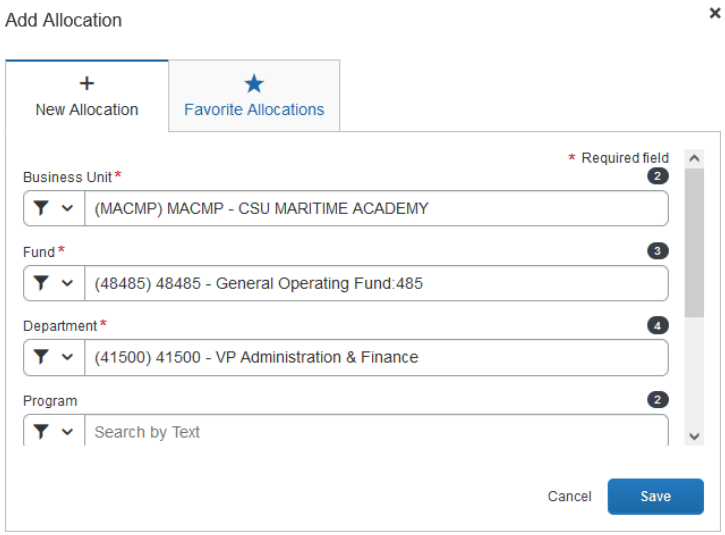
Enter the amount or percentage based on your selection. In this example, $400 out of the $900 estimated total will be charged to Fund **48485**.

- **Business Unit**, **Fund**, and **Department** fields are required, however you may add a program, class, and project as well. To edit the chartfield on each allocation line, click on the box of the part of the chartfield you want to change. If you want to change the fund, you can select the appropriate fund by the drop-down list or type in the appropriate fund you want to use. Do this same step for Dept., program, project, and class if applicable. Continue making your edits until all your allocation lines have been allocated correctly. When making your selections, please let the system react and find your choice and then click on the appropriate selection.



Step 4:

Click “Enter” on your keyboard or select **New Allocation**. A second allocation line will appear. You can enter as many allocation lines as you need. Please note: all allocation entries need to all have either percentage or amount, whatever was selected in step 3.

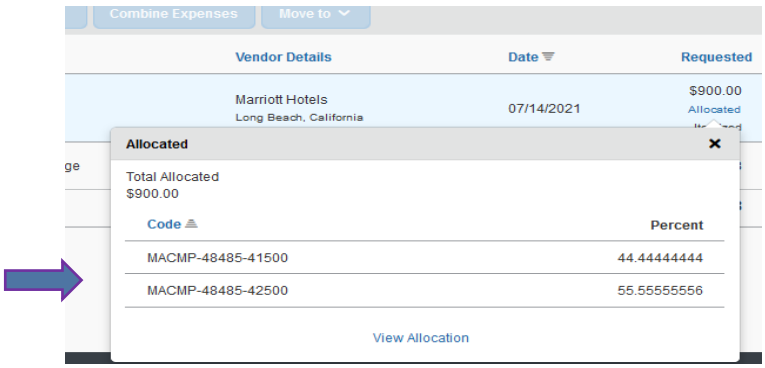


Step 5:

Once everything has been allocated accordingly, click **Save** at the bottom right-hand corner.

Step 6:

You will now see the word [**Allocated**] under the "**Requested**' column next to each expense type and when you hover it, it will show you the allocation breakdown.



- When you have allocated a particular chartfield to an Expense Type on the Request, that chartfield information will carry over to the Expense Report when that same Expense Type is added. Even though the Allocations will carry over to the Expense Report, you can make corrections or change the chartfield information if needed.

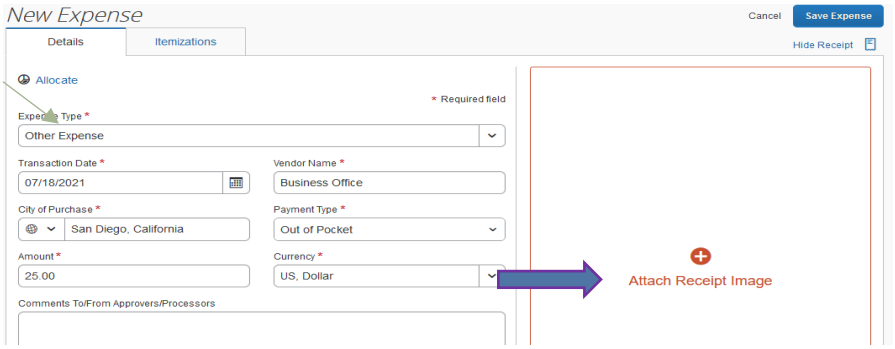
ADDING ATTACHMENTS TO A REQUEST

- You can add an attachment such as a itinerary, agenda, or Travel Insurance (FTIP) form to a Travel Request if needed. The attachment can then be viewed and stored within that Travel Request.
- Please note: Any attachments you attach to your Travel Request will not move over to the Expense Report. You will need to attach the document again if needed.

- You can add attachments to the Travel Request at any time. Even after it has been approved. However, if you need to delete an attachment from the request, you must recall the request is submitted and have the request back in your queue. You can add documents, but you cannot delete any, nor can you make changes to the Request once submitted.

Step 1:

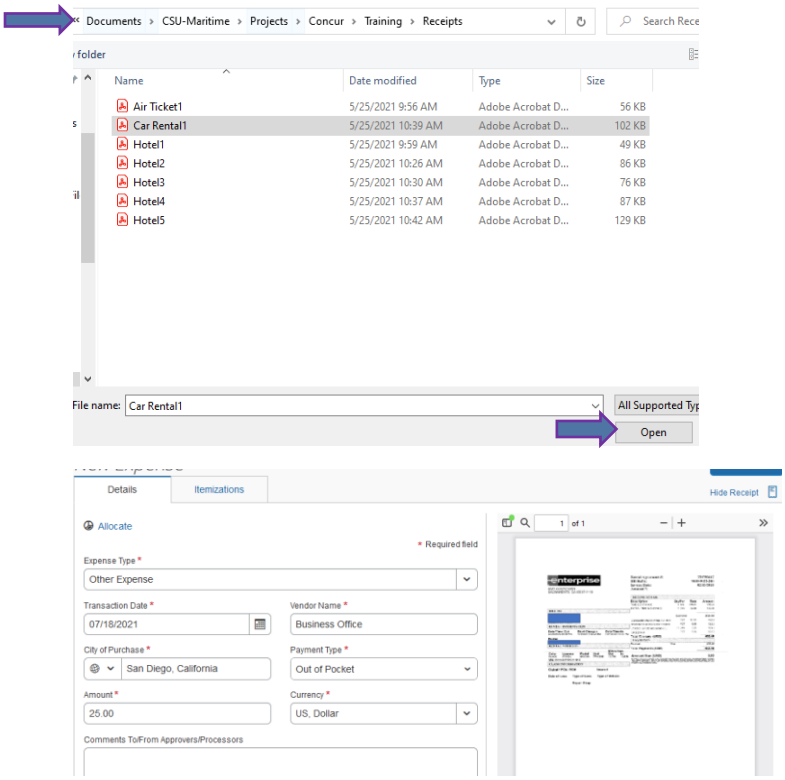
Click on the **Expense > + Attach Receipt Image**.



Step 2:

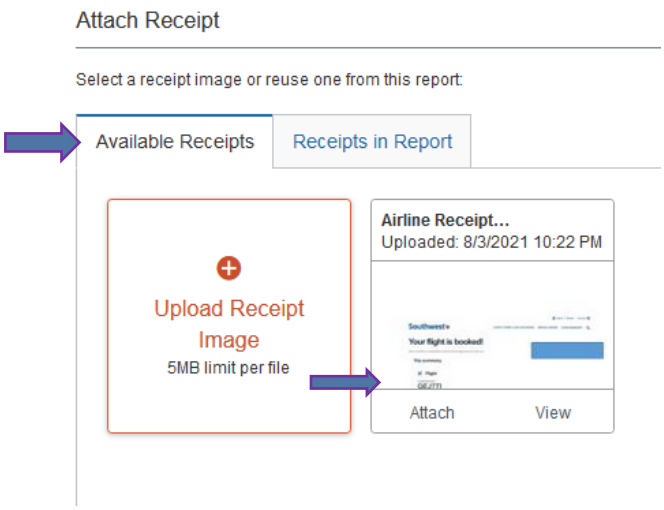
Click **Browse** to browse your computer files and attach any attachments you want to include with your Travel Request. Once you have found your file, click **Open**.

Step 3:



Step 4:

Or from **Available Receipts** tab, **select** applicable receipt and click **Attach**.



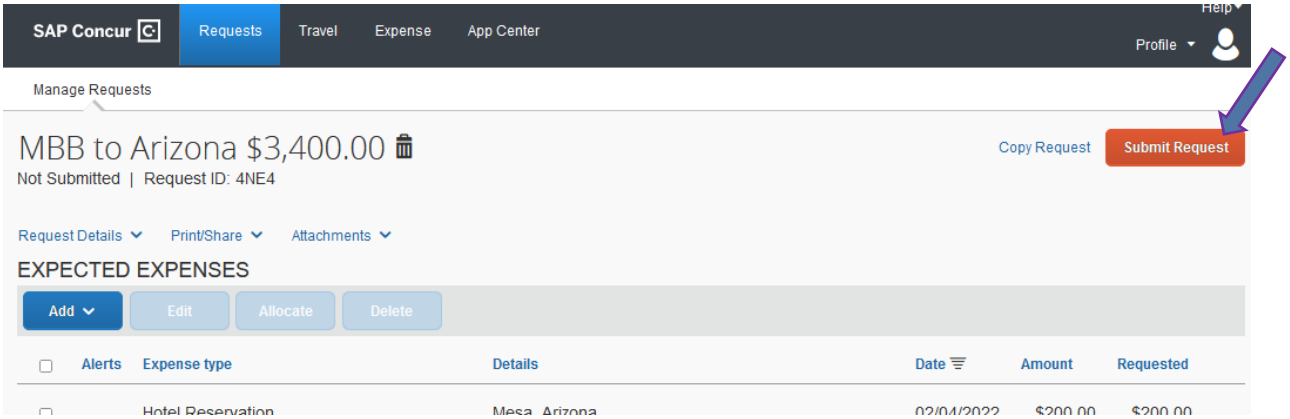
HOW TO SUBMIT A REQUEST

Step 1:

Review that you have completed your **Request Header**, **Expected Expenses** and attached any documentation needed.

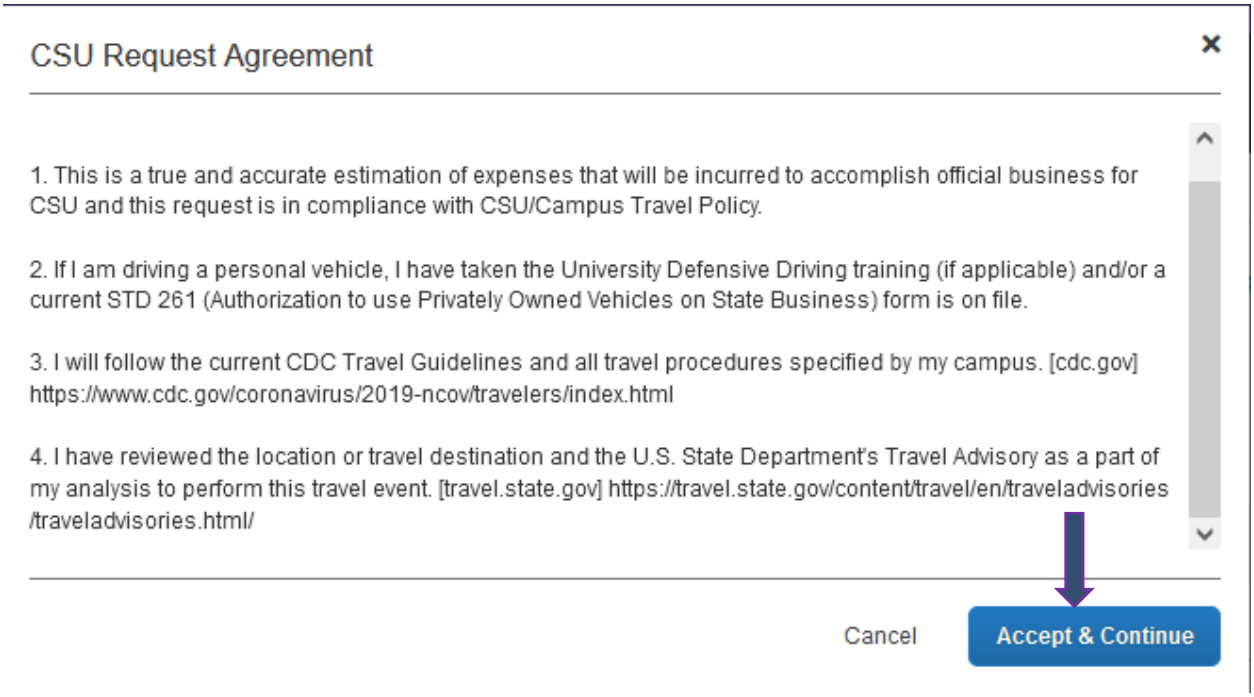
Step 2:

Click **Submit Request**.



Step 3:

The system will display a Final Review Pop up window. Click **Accept & Submit**. You will then see a pop up box to appear saying your Request has been successfully submitted.



- If you are a delegate, you can submit a Request on behalf of the traveler. You can click **Notify Employee**. The Traveler will receive an email notification that a Request has been prepared/reviewed and that they can login to Concur and review and submit.

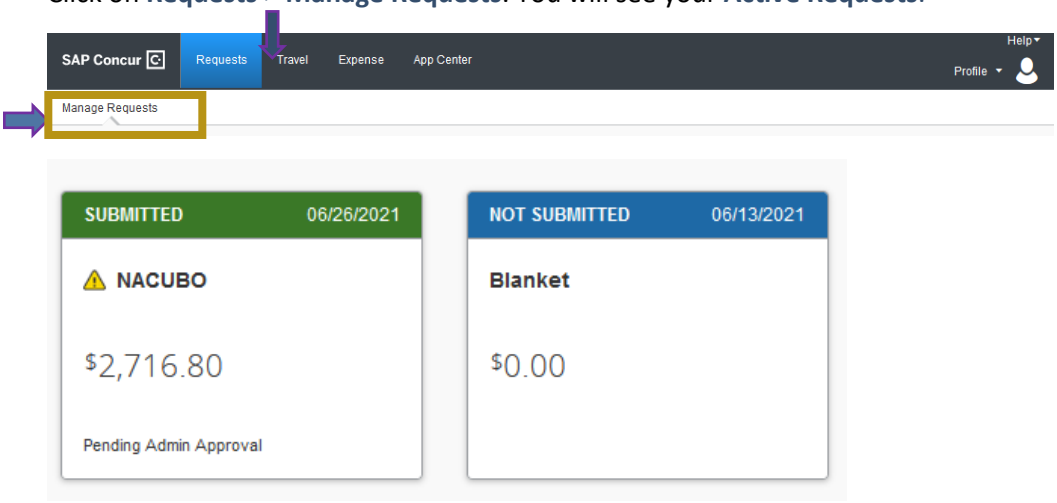
HOW TO CANCEL OR RECALL A REQUEST AFTER SUBMISSION

- If you want to pull back (recall), or cancel a travel request after submission, you can do so but is dependent on if it has been approved yet. Once the request is submitted, you no longer delete the request. But you can recall the request if it has yet to be approved. Once your travel request has been approved and is ready to be expensed, you can no longer recall the request but you can cancel the request at any time. Even though you can no longer recall that request, you can copy over that Request if you need to make changes and submit again for approval.

- You can attach more than one travel request to any Expense Report.

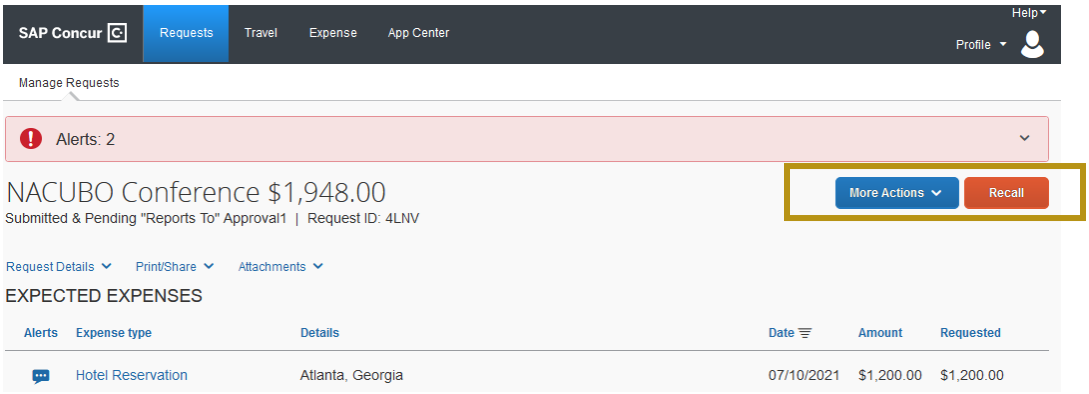
Step 1:

Click on **Requests > Manage Requests**. You will see your **Active Requests**.



Step 2:

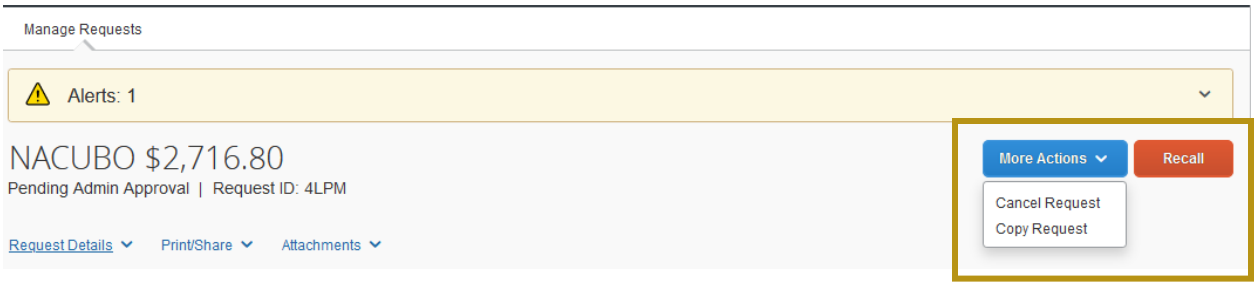
Click on the request name of the request you want to **cancel/recall**.



Step 3:

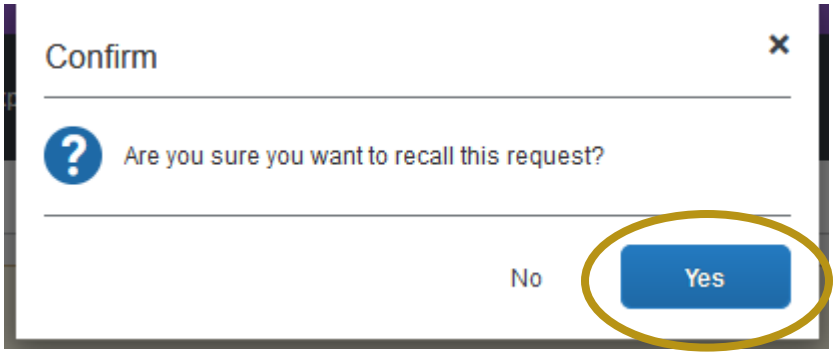
Select the action you want to complete:

- ✓ **Cancel Request** – cancels the entire request.
- ✓ **Recall** – you need to make some corrections and resubmit at a later time. Once the request is approved, you can no longer recall it. You will see the **Recall** button if available.

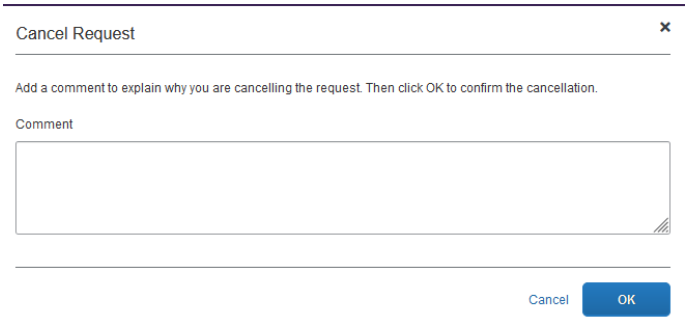


Step 4:

Pop up window will prompt you to confirm your recall. Are you sure you want to recall the request? Click **Yes**. Now, you can make the necessary changes to your request and resubmit when ready.



- ➢ If you are cancelling the request, you can add a comment to explain why you are calling the request. Then click **OK**. Please note: Comment is not required but encouraged for workflow transparency. The request will then be removed from your **Active Requests**. It can be viewed under **Cancelled Requests** at any time.

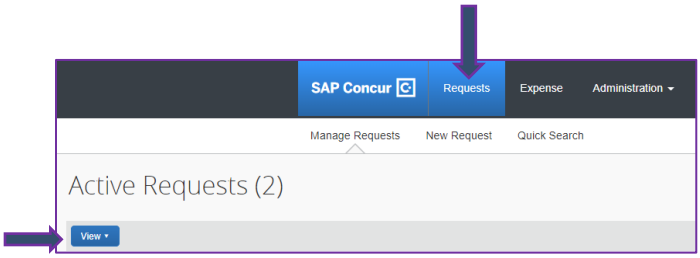


HOW TO COPY A REQUEST

- If you need to make changes to an approved request. Instead of starting the request over, you can copy the existing request, make your necessary changes and submit again for approval. Since you are not recalling the Request and making a copy, Concur will issue the Request a new **Request ID**. After making a copy to an existing request, you will want to cancel this request since you have submitted a new one for the same travel.

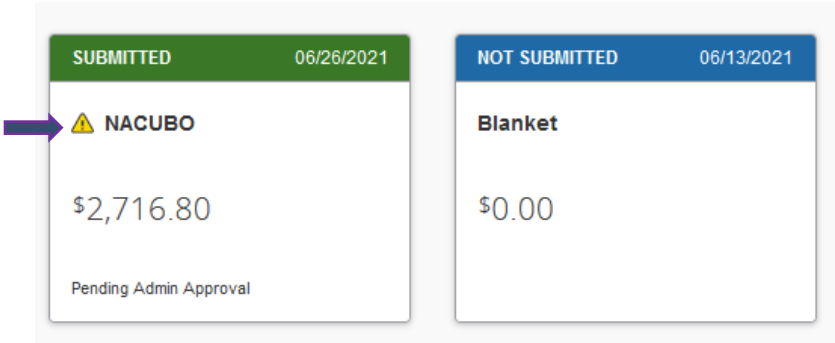
Step 1:

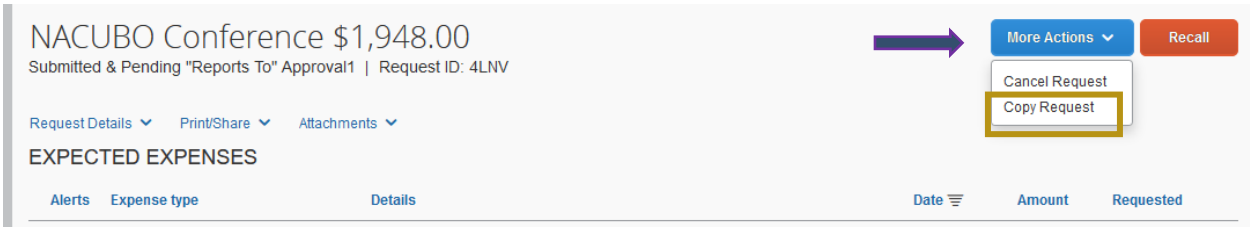
Under your **Requests** Tab, find the Request you want to copy. It may be in your **Active Requests**. Otherwise, click on **View** and select **All Requests** to locate the request.



Step 2:

Check the box to the left of the Request you want to copy. And click **Copy Request under More Actions box**.



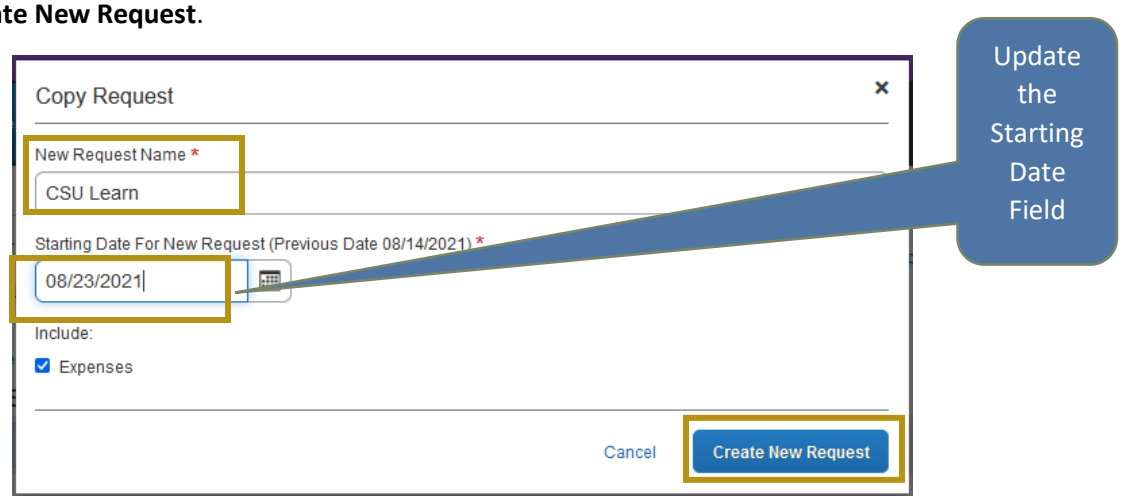


Step 3:

The Request Name will be Copy of…you can change this is you like to remove the Copy of…since you will cancel your original request.

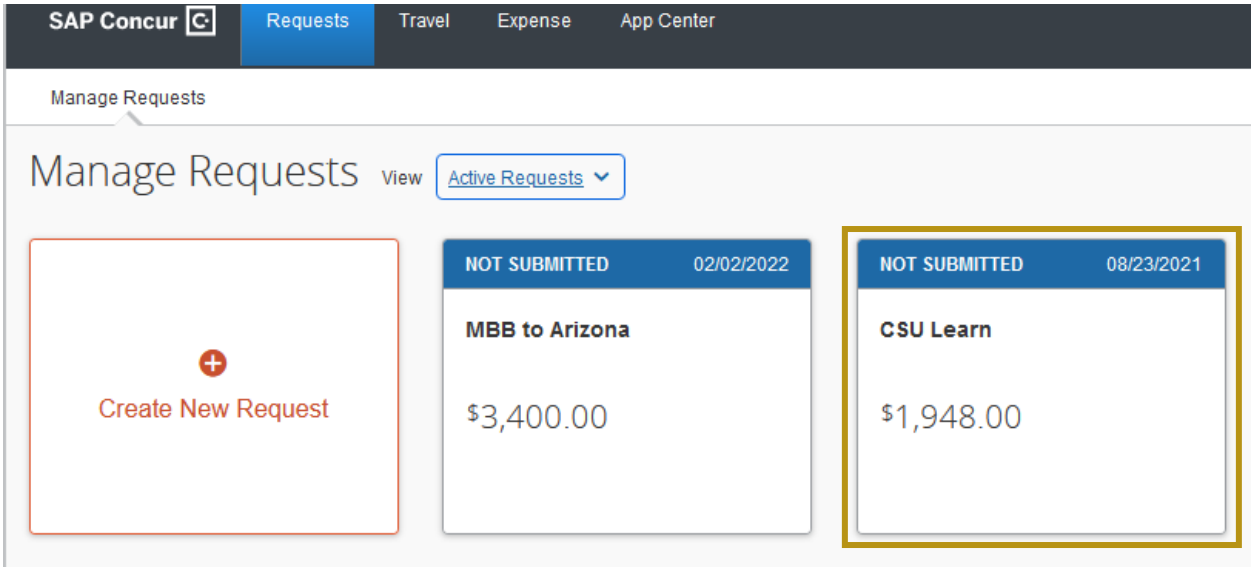
You want to enter your **Starting date** for the **New Request** with the travel start date and the Request Name. Otherwise, your dates will not copy over correctly. Then keep the boxes checked if you want to copy over the Expenses.

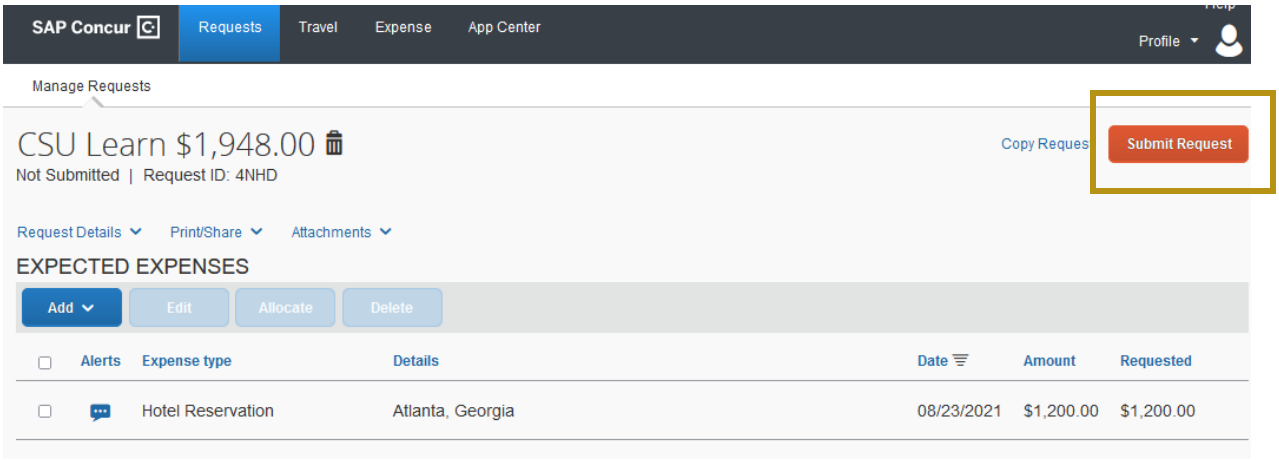
Click **Create New Request**.



Step 4:

The new request will now be under **Active Requests**. Go into the Request and review, make any changes necessary and then click **Submit Request** when done.





Step 5:

The new request will now be under **Active Requests**. Go into the Request and review, make any changes necessary and then click **Submit Request** when done.

- Request will go through Approval workflow and you will receive an email notification when the request changes status to approved/pending on-line booking.

HOW TO CLOSE/INACTIVE A REQUEST

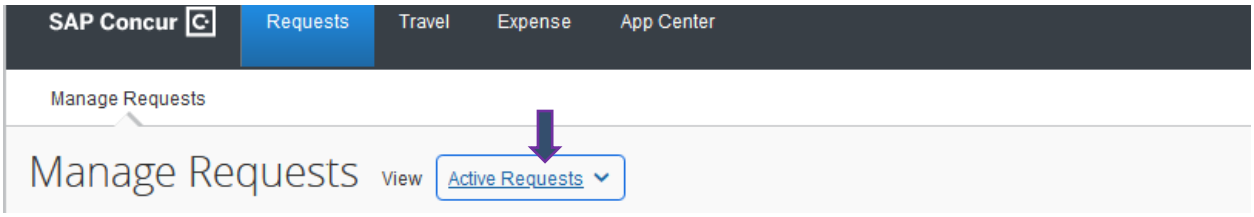
- Travel Request automatically closes 60 days after the Travel End Date. Once the Travel Request is closed, it cannot be linked to an Expense Report.

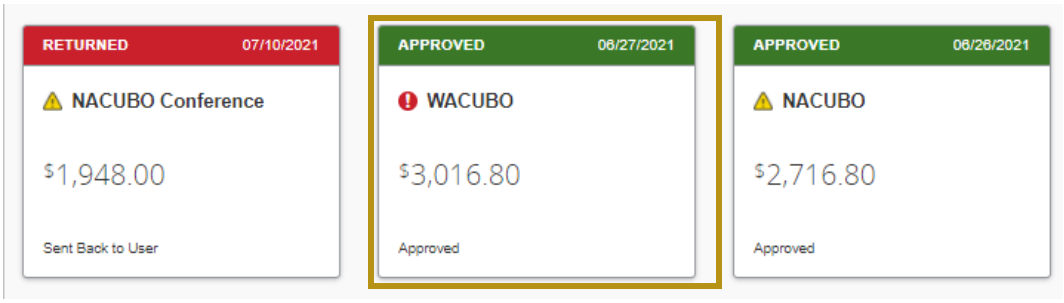
- Traveler/delegate has the ability to Close/Inactivate an approved Request at any time prior to it being auto closed. Once you have received your travel reimbursement in regards to the travel request, you can close it. Or, if you are not expensing any out-of-pocket reimbursements or ghost card transactions, you can close the Request to stop receiving email reminders to expense.

- Please do not close a Request that has yet to be expensed or the Expense Report has yet to be fully processed. This could cause the request to be unlinked to the Expense Report at the time of processing.

Step 1:

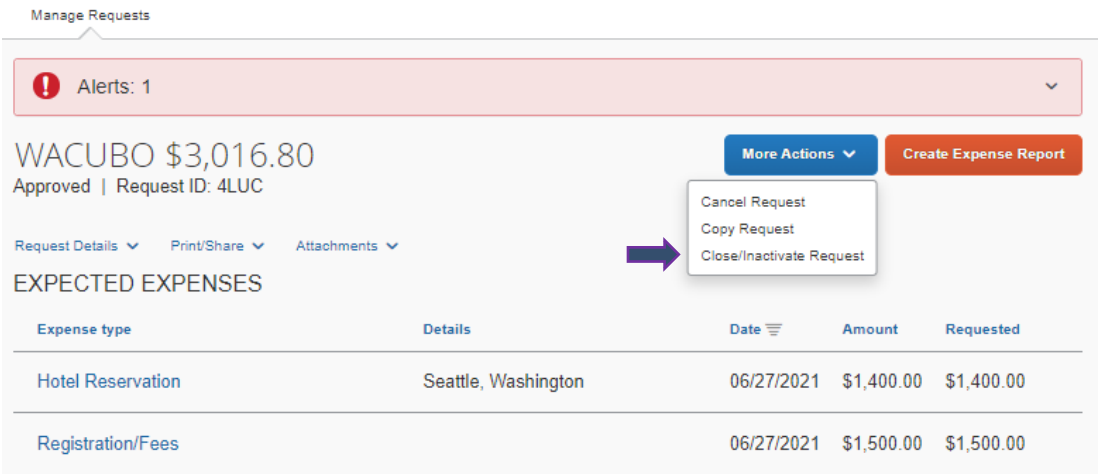
Under your **Requests** Tab, find the Request you want to close/inactivate. It may be in your **Active Requests**. Otherwise, click on **View** and select **All Requests** to locate the request.



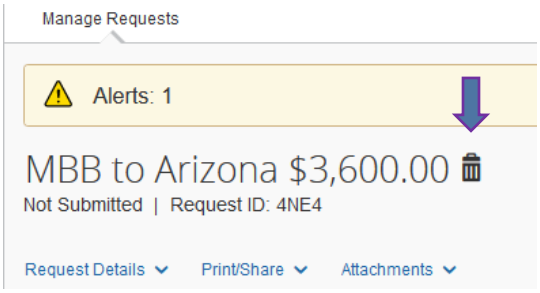


Step 2:

Select the Travel Request you want to close. Under More Actions box, select the action **Close/Inactivate Request** from the dropdown list.

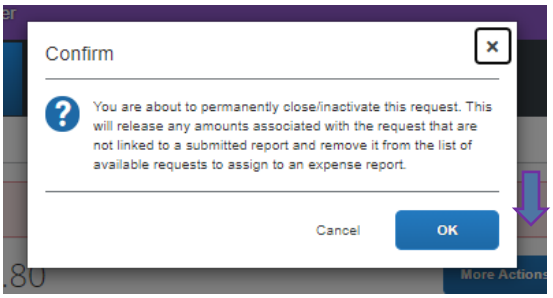


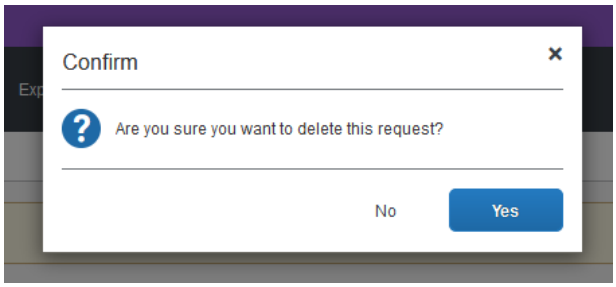
If **[More Actions]** box is not available, **click** the **Trash can** icon to delete the request.



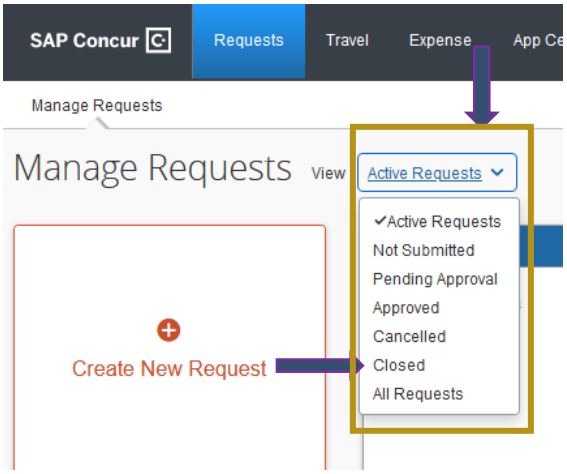
Step 3:

Click **OK or YES to confirm.**.





- To view your **Closed/Inactivated Requests**, click **View** under **Requests** Tab and then select **Closed/Cancelled Requests**.

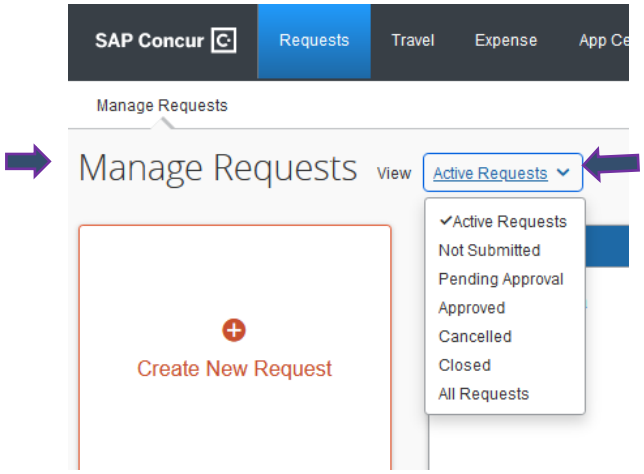


CHECK THE STATUS OF A TRAVEL REQUEST

- There are a few different ways to check on the status of your travel request.

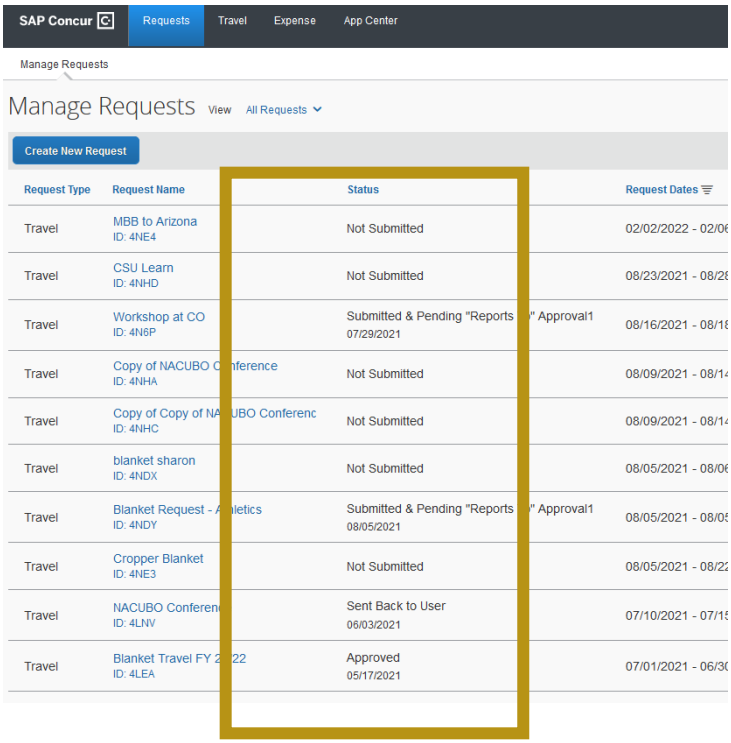
Step 1:

Click on **Requests > Manage Requests**. You will see your **Active Requests**.



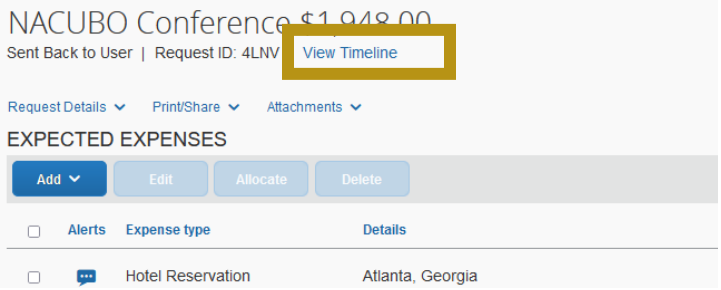
Next to the Request Name and Request ID you will see **Status** and then it will give you the status of your request. Status can be:

- ✓ **Not Submitted**- means your request has yet to be submitted.
- ✓ **Submitted & Pending Approval** –means pending approval and will have the name and type of approver – For Example: Pending "Reports to" Approver1 – Jane Jones
- ✓ **Approved** - means your Travel Request is fully approved. You can now book travel reservations outside of Concur and complete your Expense Report upon returning from your trip.
- ✓ **Sent Back to User** – means your Request is sent back. Either due to you recalling the Request or an Approver/previewer sending it back with a comment.



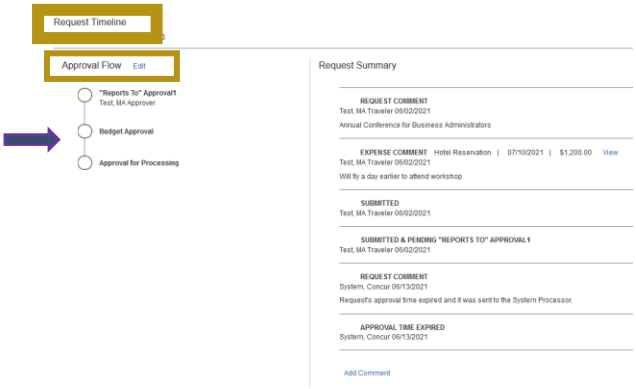
Step 2:

You can also click on the Request Name to bring up your travel request.



Step 3:

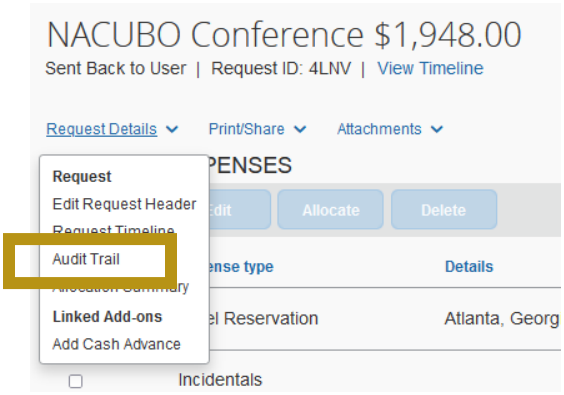
In the request, click on **View Timeline** Tab to see who has approved your request.



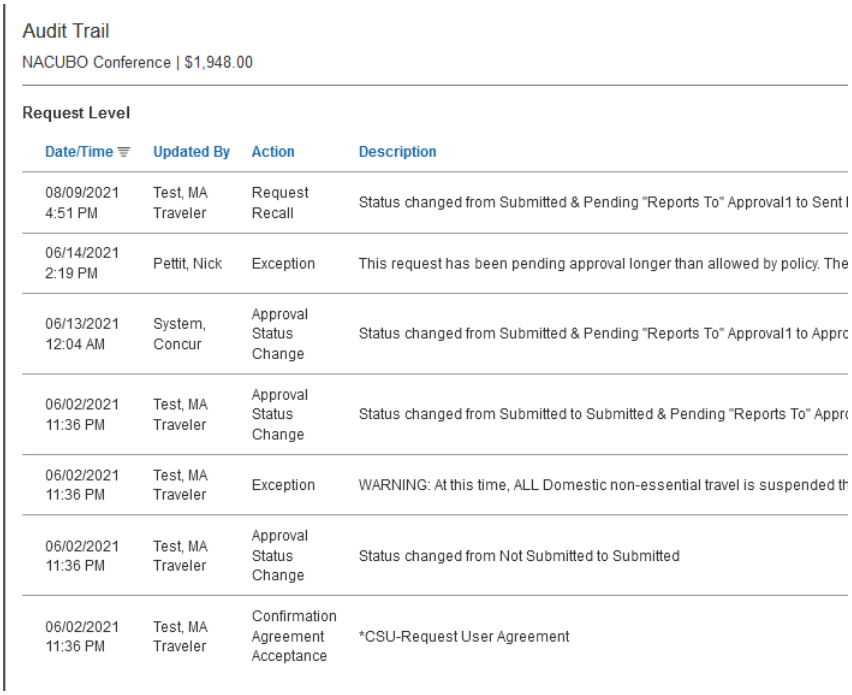
- You will see the approver names listed and the date they approved.

Step 4:

By clicking the **Audit Trail** Tab, next to **Approval Flow**, it will show you a record of all actions and descriptions for that particular request.



- If you see red exclamation point indicator on your approved travel request that states: **One or more Cost objects could not be approved by the right authority**… to check your **Audit Trail** and **Approval Flow** of your Travel Request.



Audit Trail

NACUBO Conference | $1,948.00

Request Level

Date/Time	Updated By	Action	Description
08/09/2021 4:51 PM	Test, MA Traveler	Request Recall	Status changed from Submitted & Pending "Reports To" Approval1 to Sent I
06/14/2021 2:19 PM	Pettit, Nick	Exception	This request has been pending approval longer than allowed by policy. The
06/13/2021 12:04 AM	System, Concur	Approval Status Change	Status changed from Submitted & Pending "Reports To" Approval1 to Apprc
06/02/2021 11:36 PM	Test, MA Traveler	Approval Status Change	Status changed from Submitted to Submitted & Pending "Reports To" Apprc
06/02/2021 11:36 PM	Test, MA Traveler	Exception	WARNING: At this time, ALL Domestic non-essential travel is suspended th
06/02/2021 11:36 PM	Test, MA Traveler	Approval Status Change	Status changed from Not Submitted to Submitted
06/02/2021 11:36 PM	Test, MA Traveler	Confirmation Agreement Acceptance	*CSU-Request User Agreement

- This means that the Budget Approver's time to approve expired and the system auto approved/skipped step in the workflow. In this case, please contact your Department's Budget Approver to see if they want you to submit your Request again for approval. If yes, you will need to Recall the Request or copy/create a new one to submit.

- Or, it could be that the traveler is the budget approver and in this particular case, the system will auto approve/skip workflow step.

- If you do not see your Travel Request, once approved, after 90 days it will move to your Approved Travel Requests folder.

REQUESTING A CASH ADVANCE [only for International or Group Travel]

- A cash advance can only be requested for international or group travel.

- Cash advances will be issued no more than 30 days prior to the date of travel.

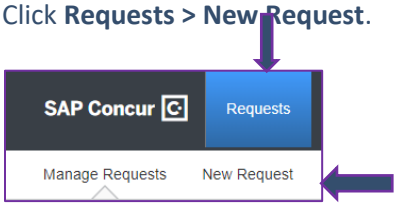
Accessing Cash Advances in Concur

- You must contact the Concur Administrator to access the cash advance request in Concur. The cash advance option will be added to your user profile so you can add a cash advance request to your travel request.

How to Request a Cash Advance

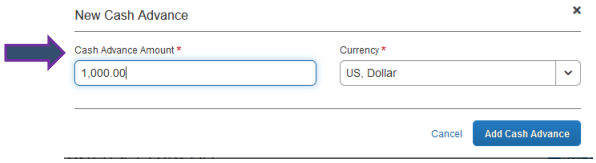
Step 1:

Click **Requests > New Request**.



Step 2:

Complete all Header fields including chartfield information. Underneath the chartfield section on the header, you should see Cash Advance. Enter the cash advance amount you want to request and any details under Cash Advance Comments, such as date you need the check by or any other valuable information you want the approvers/AP processors to be aware of.



- If you do not see the Cash Advance section, then your profile has not been setup to request cash advances. Please contact the Travel Desk.

Step 3:

Continue adding the **Expected Expenses**.

Step 4:

Once completed, submit your request. The request will go through the same approval workflow process but will lastly route to AP to complete the review and process your cash advance check.

- In the case you need to change the travel dates of your trip and the request has a cash advance attached. Prior to it getting fully approved, you need to recall it and cancel it and start a brand new request. By simply recalling it and changing the dates, it will not change the dates of the cash advance and the original travel dates will remain.

- Cash advance will be issued 30 days prior to the travel start date. Once issued, it will either be sent via check by mail to your address in HR. or Direct Deposit if you signed up for Employee Reimbursement Direct Deposit.

EXPENSE REPORT

- **Expense Report** – Formerly known as Travel Expense Claim.

- An approved Travel Request completed in Concur must be linked to an Expense Report in order to complete and submit the Expense Report.

- An Expense Report must be completed and submitted within **60** days after the travel end date. You cannot submit an Expense Report until the **Travel End Date** has passed. Please note: **Approved Travel Requests will automatically close 60 days** after the travel end date and can no longer be linked to an Expense Report.

- In order to expense your travel after the 60 days, you must contact the Concur Administrator to reopen the request. You will need to attach an approved Authorization for One-Time Exception form to the Expense Report in order to get reimbursed.

- CSU travel policy is integrated within all 3 modules of Concur.

- Concur provides a large selection of Expense Types to choose from when completing an Expense Report. Within each Expense Type, a **Payment Type** is also required. Payment Types include:

    - **Out of Pocket** – all purchases made out of pocket whether it be from cash, cash advance funds, personal credit card, etc. This is the default Payment Type unless US Bank Travel Ghost Card was used.
    - **Individual Travel Card -** all transactions that were paid using the Individual US Bank Travel card will load into Concur under traveler's **Available Expenses** from US Bank.
    - **USBank Ghost Card** – all transactions that were paid using the US Bank Travel Ghost (airfare booked via Concur) will load into Concur under traveler's **Available Expenses** from US Bank. Transactions must be imported/dragged to the appropriate Expense Report. Payment Type for these transactions will default, and cannot be changed.

- All travel related expenses regardless of how they were paid should be indicated on the Expense Report for reconciliation purposes for the department as well as giving AP Travel full scope of the travel for processing and audit purposes.

Traveler Responsibility

- Adhere to the CSU and campus specific policy when completing your Expense Report.

- Complete an Expense Report within 60 days of the return trip date.

- Complete a separate expense report for each trip as dates and locations are required. For blanket Travel, one Expense Report will need to be submitted on a monthly basis when travel occurs.

- Provide the travel start and end dates of the trip and indicate personal travel dates if any.

- When driving on university business, you must complete the Defensive Driving Fundamentals Training in order to be reimbursed certain expenses. For example: Personal Car Mileage.

CREATING AN EXPENSE REPORT

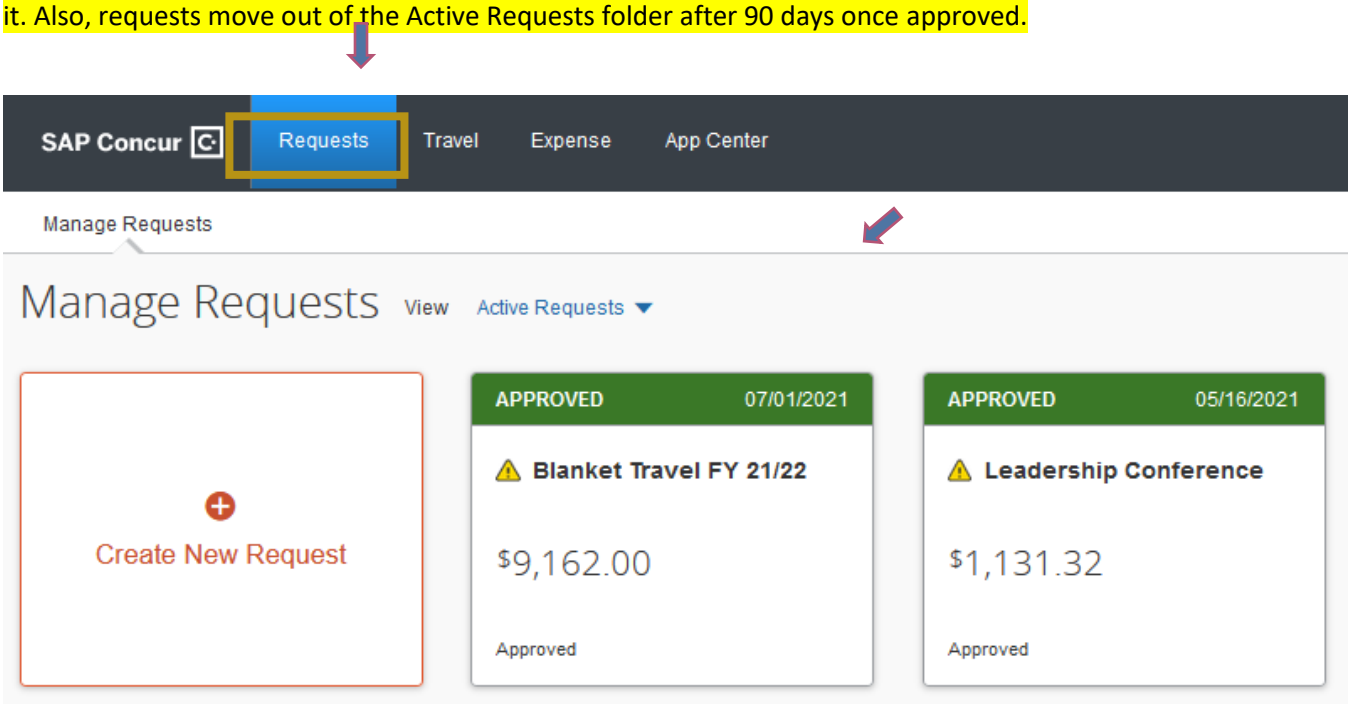
➢ There are two ways to create an Expense Report. You can create an Expense Report from an approved request or you can create a new expense report and link your approved Travel Request to it.

Creating an Expense Report from an Approved Request

Step 1:

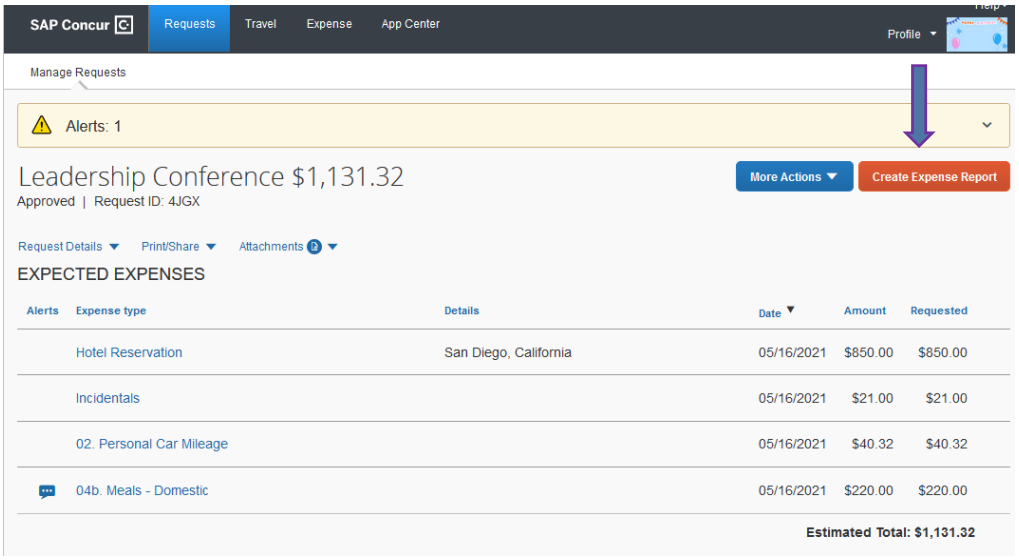
On the header toolbar, click **Requests**. This will take you to **Active Requests** under **Manage Requests**. Click on the applicable travel request you need to generate an Expense Request.

Please note: An **approved** travel request is required in order to complete and submit an Expense Report. If you do not see your Approved Travel Request, click on View > Approved Requests and you should see it. Also, requests move out of the Active Requests folder after 90 days once approved.



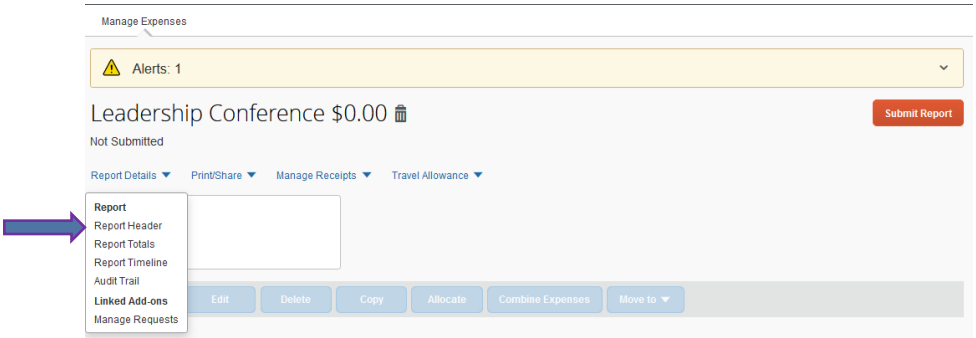
Step 2:

Once the Travel Request opens, then click [**Create Expense Report**]

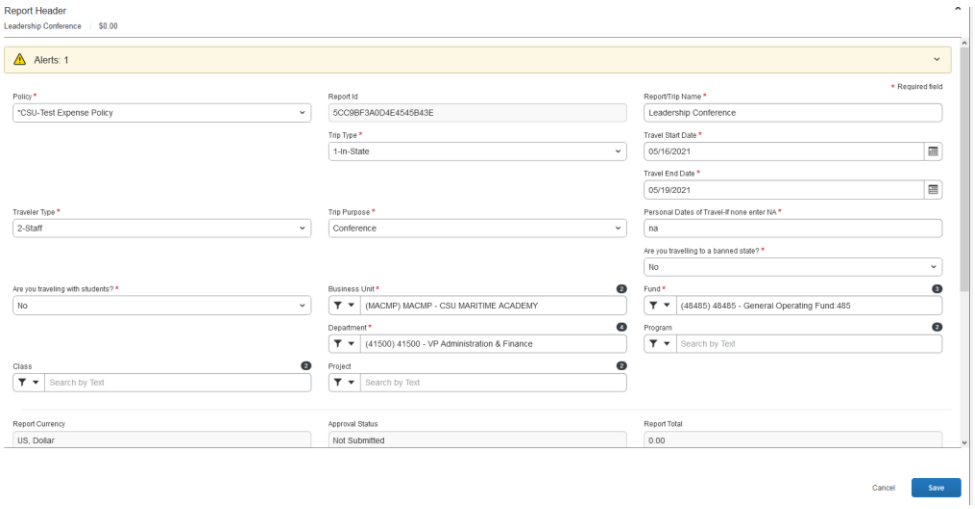


Step 3:

Review the Report Header and validate all the information.



- Most fields will copy over from the Travel Request. Copied fields include:
  - ✓ **Report/Trip Name**
  - ✓ **Trip Type**
  - ✓ **Travel Start and End Date**
  - ✓ **Are you travelling to a banned state?**
  - ✓ **Traveler Type**
  - ✓ **Trip Purpose**
  - ✓ **Personal Dates of Travel**
    - You must include personal dates of travel if there are dates within your travel that are not university business related. If you have no personal travel, type NA.
    - There should be no expenses entered on an Expense Report for any personal dates.
    - For airfare, please attach a flight comparison to the Expense Report.
  - ✓ **PeopleSoft Chartfield** combination (if you need to use multiple funding sources, you will have the Allocate option later.)

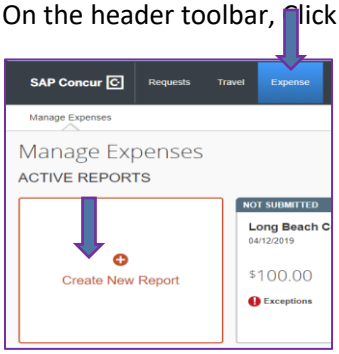


➢ Click **Save** or **Cancel** if no additional info or changes were made.

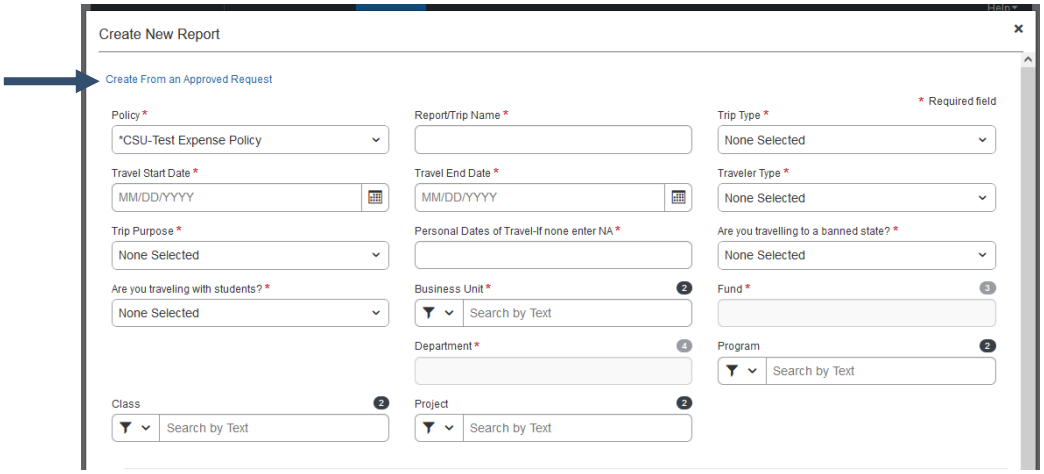
Creating a New Expense Report

Step 1:

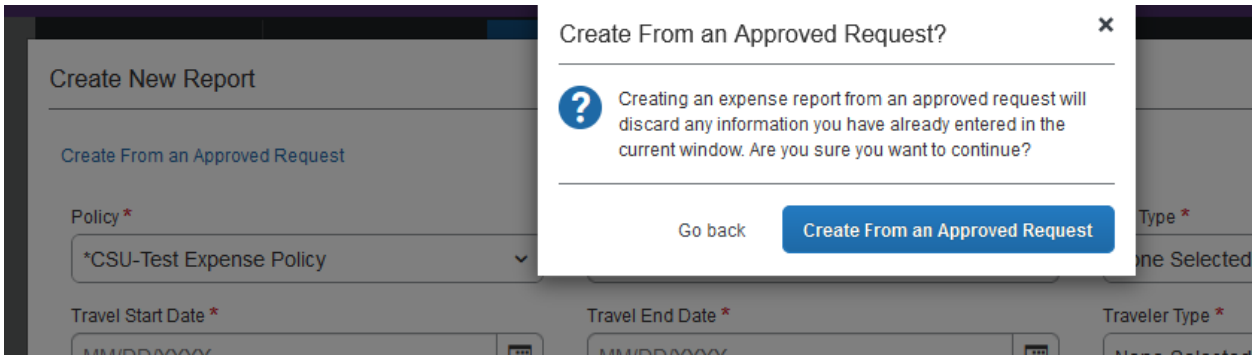
On the header toolbar, Click **Expense** Tab. Then **+ Create New Report**.



➢ Please note: An approved travel request is required in order to complete and submit an expense report.

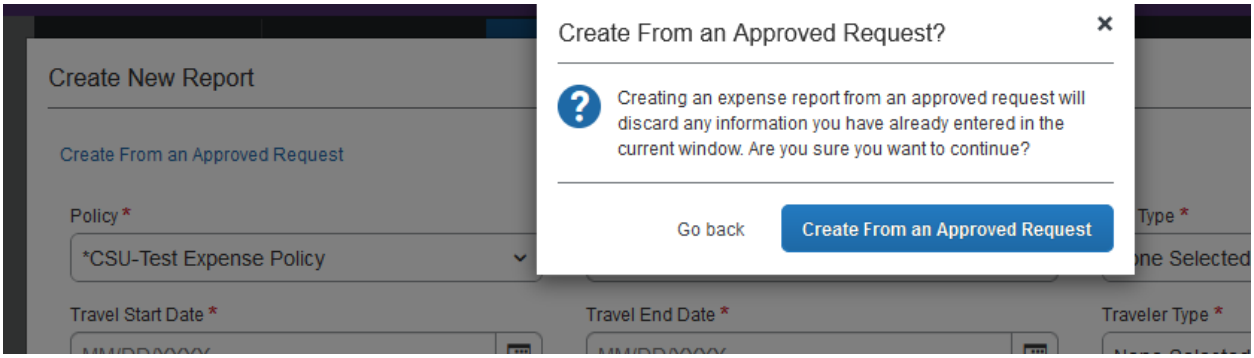


- Since a new Report is created, the request will need to be linked to the Expense Report.

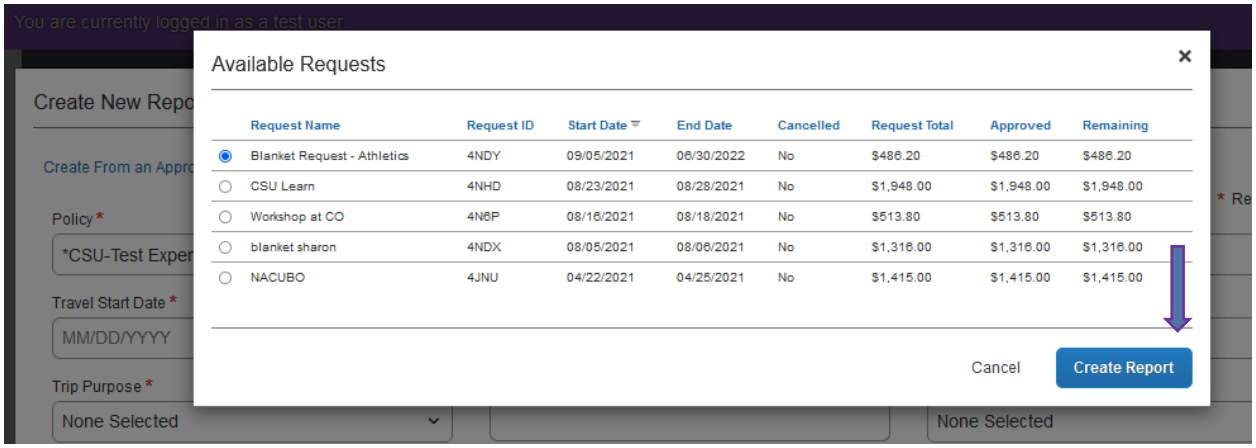


Step 2:

Click [**Create From an Approved Request**].



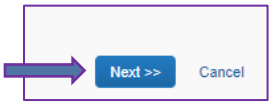
- Click on the appropriate Travel Request to link to your Expense Report and click **Create Report**.



Step 3:

- Under **Report Details**, select **Report Header** and ensure all information are accurate and complete.

Once your report header is complete, click **Next**. Continue with adding your Expenses.



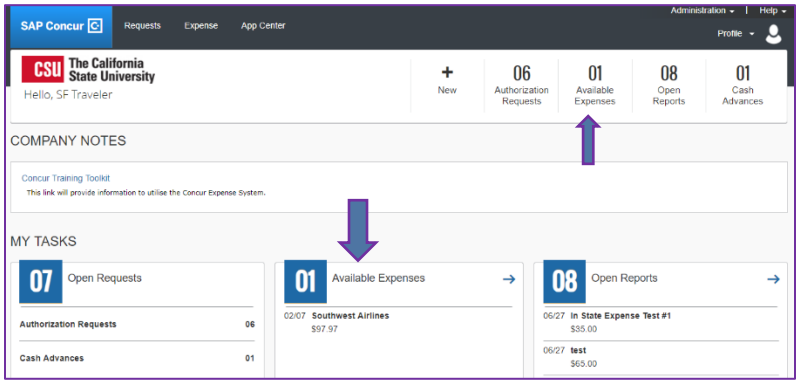
ADDING CONCUR TRAVEL GHOST CARD TRANSACTIONS TO AN EXPENSE REPORT

- If you have used Concur Travel to book your airfare, the university US Bank Travel Ghost Card has been charged and you will need to add the transaction to your Expense Report.
- There are multiple ways to add a US Bank Travel Ghost Card Transaction to an Expense Report.

Adding US Bank Travel Ghost Card Transactions from the Concur Homepage

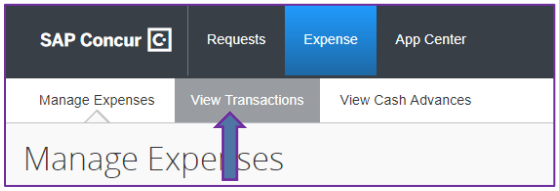
Step 1:

Click **Available Expenses** under **My Tasks,** or on the **Quick Task Bar** of the Concur homepage.



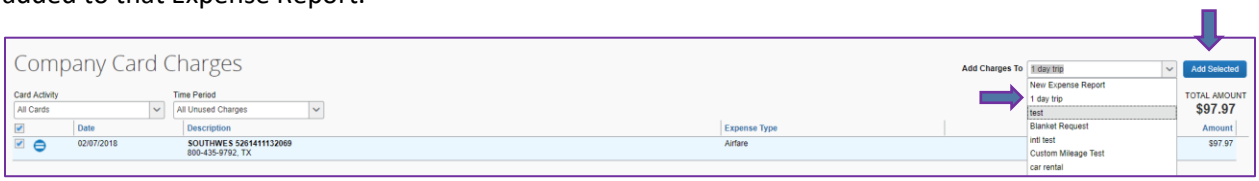
Step 2:

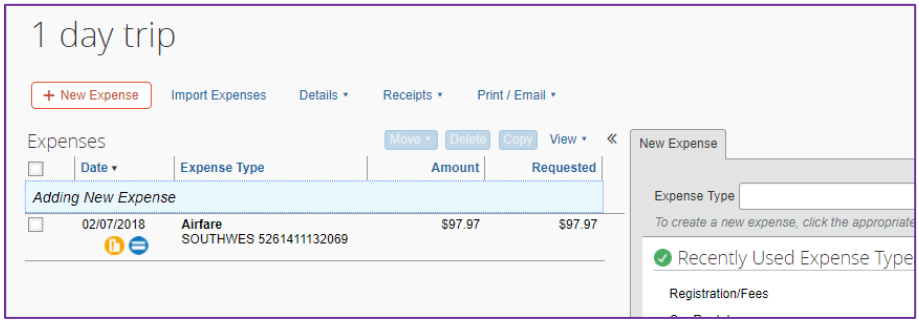
Click **View Transactions** which will take you to **Company Card Charges**.



Step 3:

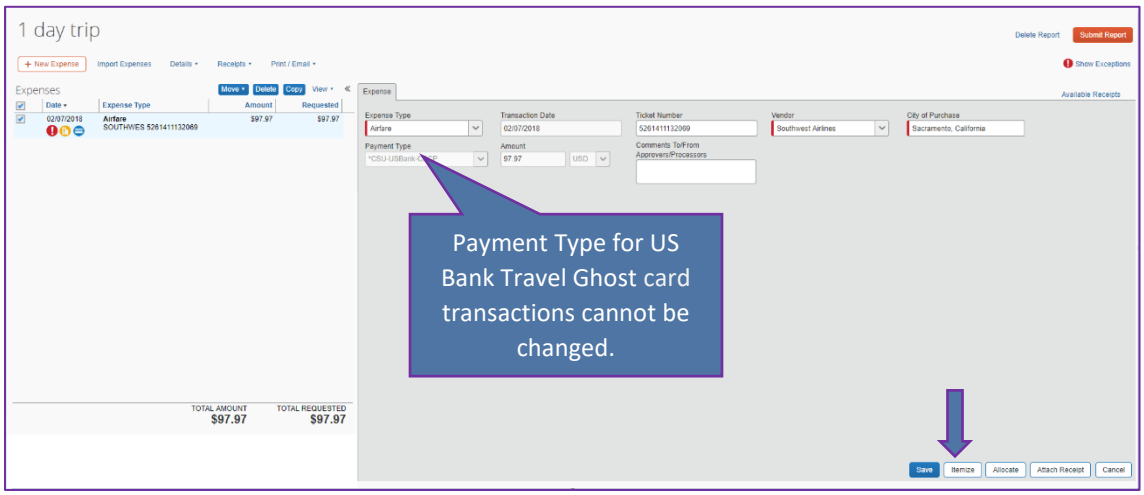
Under **Add Charges To**, choose the Expense Report you want to add the transaction to, or you can choose **New Expense Report** if you havent started one yet. Then click on **Add Selected**. Then it will be added to that Expense Report.





- To make edits such as change **Expense Type, City of Purchase, Vendor Name, Comments**, click on the expense anywhere within the expense line. You can also attach a receipt or allocate funding sources for that particular Expense Type.

- You cannot make edits to some fields (anything greyed out) within the expense such as **Amount, Payment Type**, etc. for imported credit card transactions. However, you may **Itemize** the transaction if needed to additional Expense Types.



Step 6:

In the **Expense** Tab, you can also make edits, attach receipts, and allocate your charges if you are using multiple funding sources. Then click **Save**.

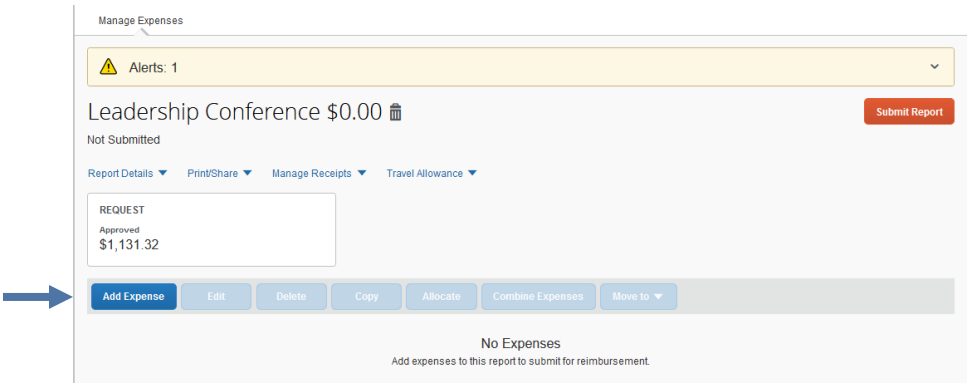
- If you already entered a manual expense entry, and you see the charge on your available transactions, you can match the entry.

ADDING OUT-OF-POCKET/UNIVERSITY PAID EXPENSES

- Once you complete the **Expense Report Header**, your Expense Report will open and you are ready to add your out-of-pocket and/or university prepaid expenses related to your travel.

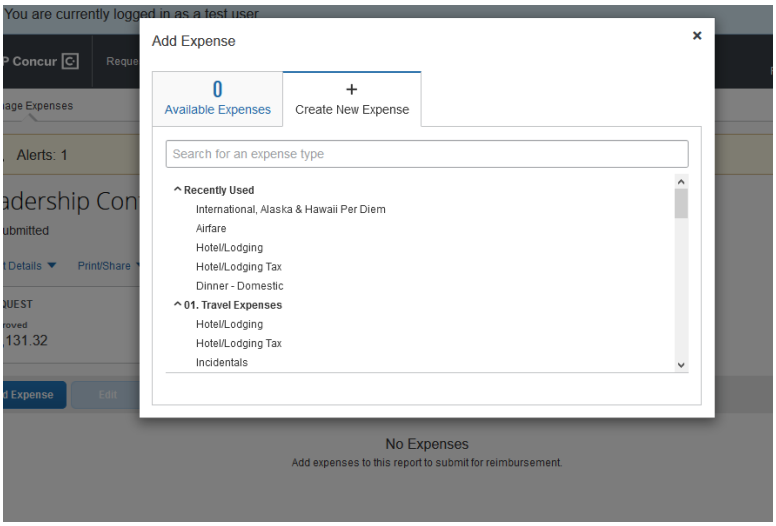
Step 1:

Click **Add Expense**.



Step 2:

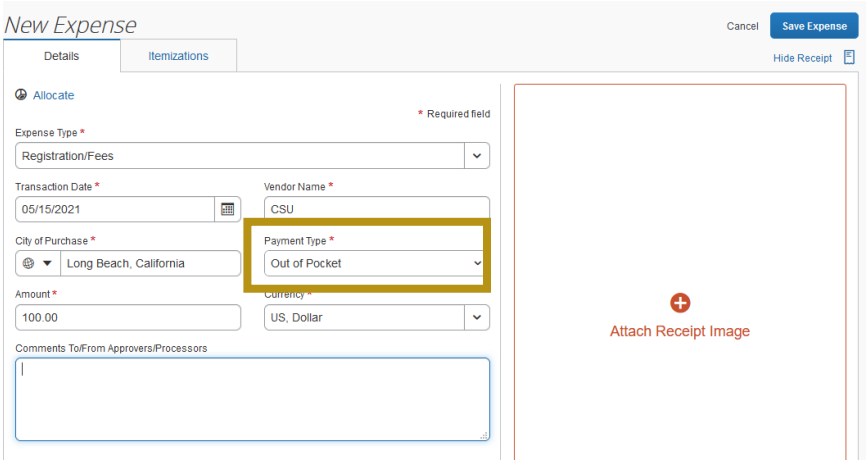
From the **+ Create New Expense** list, select the applicable expense type you want to add.

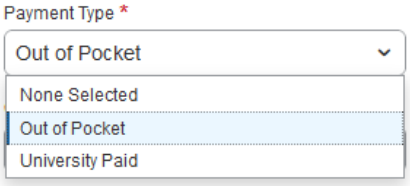


Step 3:

Fill in all required fields marked with a red bar. All other fields are optional. Each Expense Type will have a comments box to add additional information that the approvers and travel processors will see.

- **Payment Type** will default to **Out of Pocket**. If the expense was university paid by the Departmental Travel Card, Direct Pay, etc. change the default to **University Paid** as you will not be eligible for reimbursement for that expense. You may want to add a Comment, how it was paid.





Step 4:

Click on one of the following options:

- ✓ **Save**
- ✓ **Itemize**
- ✓ **Allocate**
- ✓ **Attach Receipt**
- ✓ **Cancel**

ITEMIZING AN EXPENSE

- Itemization may be needed to split an expense when using multiple funding sources or when expensing **Hotel** Expense Type. Itemization should be completed prior to allocating your expenses to multiple chartfields.

Step 1:

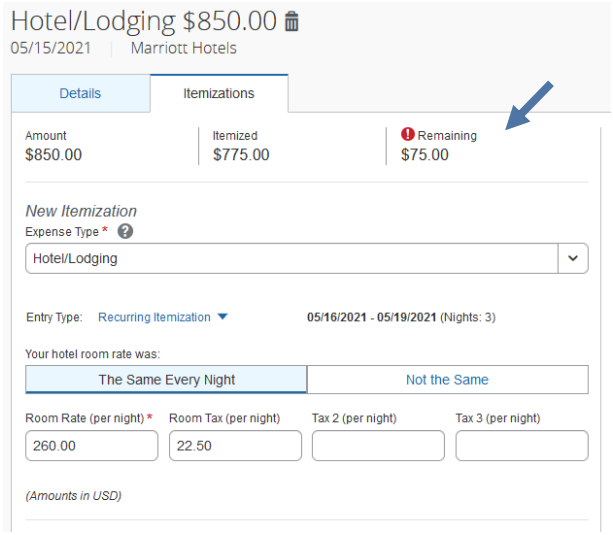
Enter your expense and complete the required information.

Step 2:

An **Expense Type** drop-down list will appear and you will need to start itemizing the expense. Select your Expense Type that applies to the first itemization, enter the required and optional fields, and click **Save**.

- The newly created itemization appears on the left side of the page below the expense.

- The **Total Amount**, **Itemized** amount and **Remaining** amount appear on the right side of the page.



Step 3:

Continue to add each itemization by selecting the appropriate Expense Type and completing required and optional fields as necessary.

- Once you have itemized the **Total Amount** of the charge, the itemization tab will be replaced by the New Expense tab.

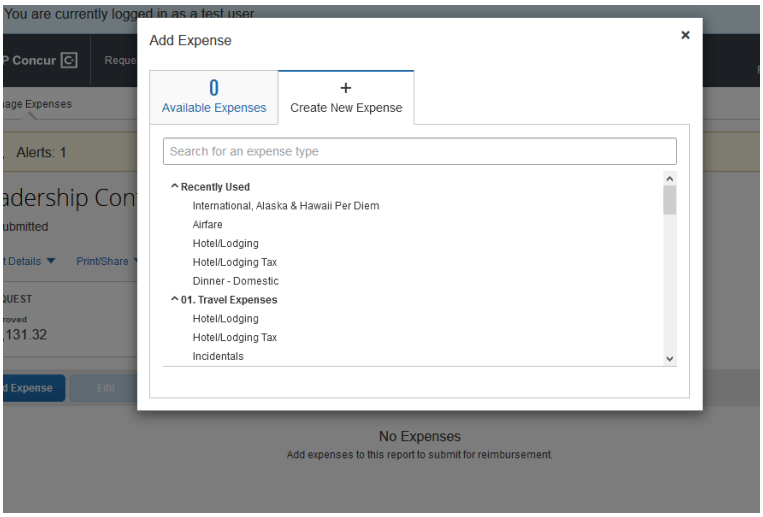
HOTEL EXPENSE

- A hotel bill usually has multiple expenses including room, multiple taxes, parking, meals, internet charges, and sometimes personal items. You must itemize all these expenses Lodging Itemization allows you to quickly itemize recurring room rates and taxes. You can then itemize the remaining charges on your hotel bill, and adjust for any rate changes during your stay.

- Per the CSU Travel Policy, "The nightly lodging rate for domestic travel may not exceed $275 per night, not included taxes and other related charges."

Step 1:

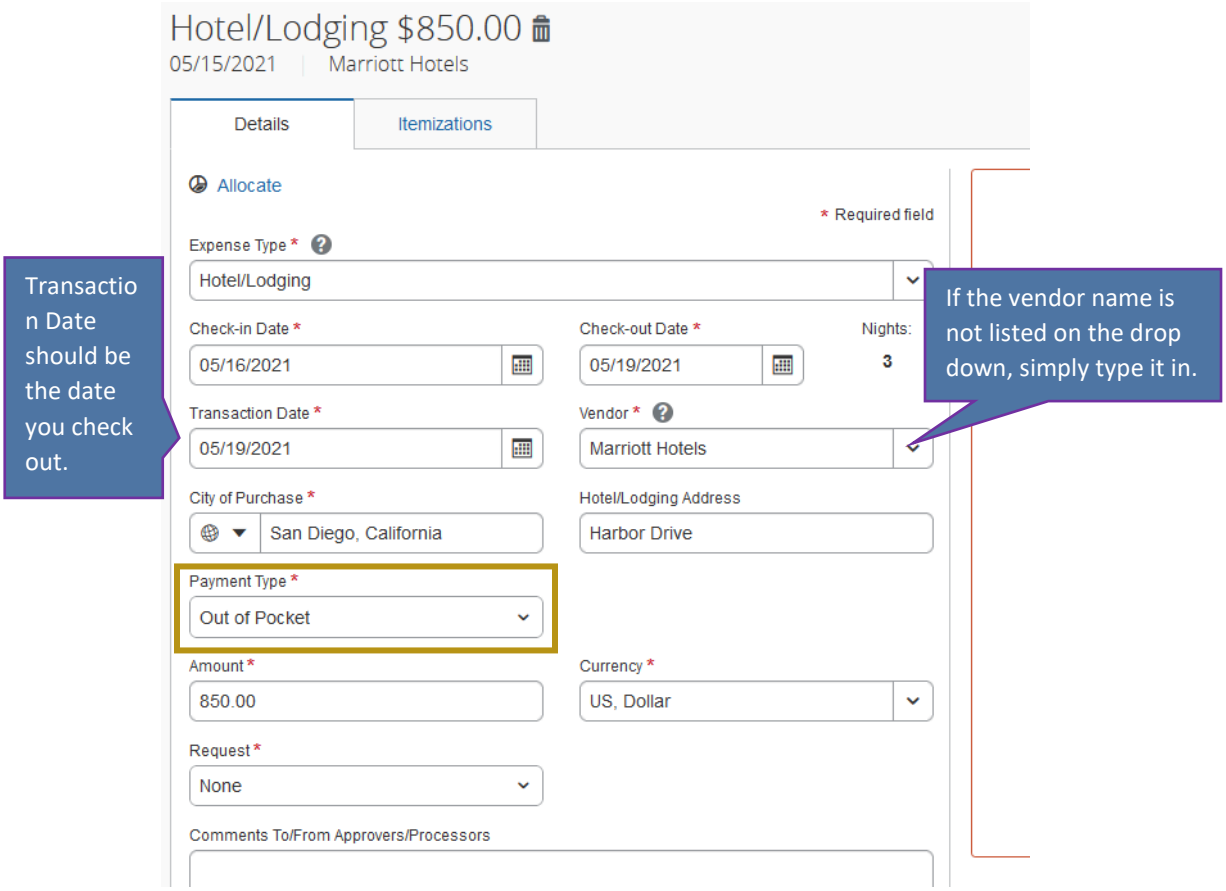
Click on **+ Create New Expense**. Under all Expense Types, click on **Hotel/Lodging**.



Step 2:

Fill in required and optional fields. **Transaction Date** is the last day of your stay. **Vendor name** you can choose from drop-down list or type it in if you don't see it available. **Payment Type** will default to **Out of Pocket**. If the hotel was paid by a Departmental Travel Card, or Direct Pay, change the **Payment Type** to **University Paid**. If you added a hotel segment to your request, the Request information will be populated.

- Do not check the Travel Allowance box unless your travel is international.



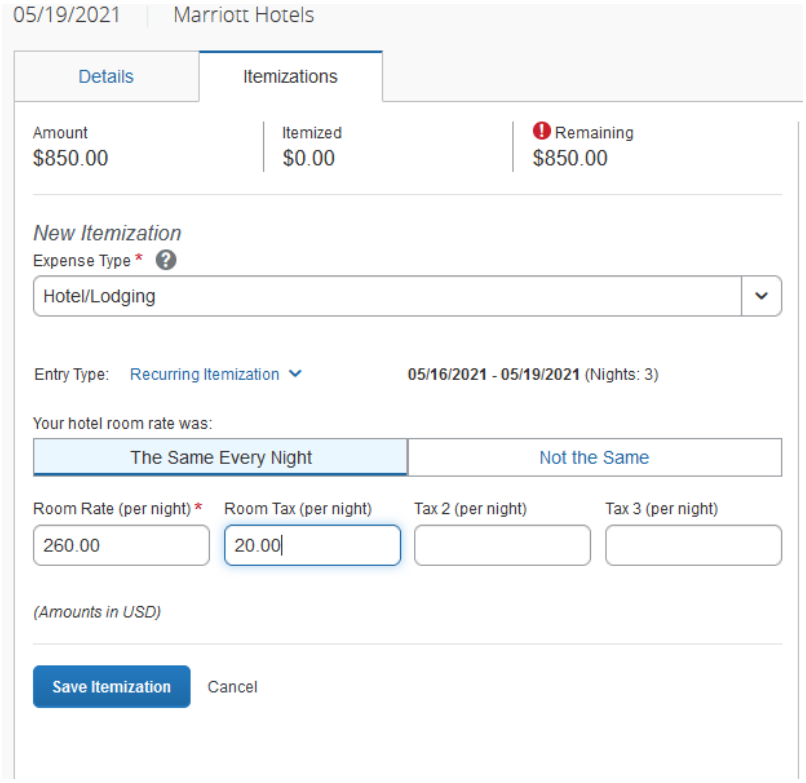
Step 3:

Hotel Expense Type requires itemization of the expenses. Once all fields are filled in, click **Itemizations**.

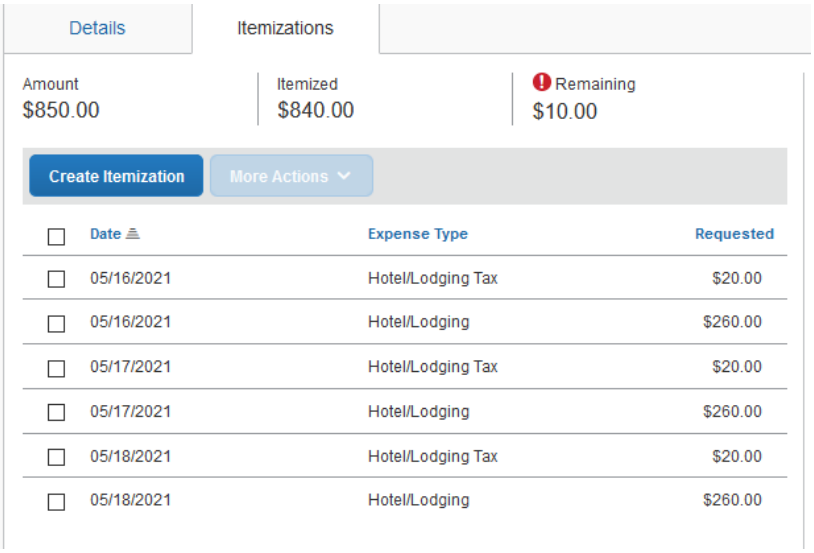
Step 4:

- Use the calendar to select the **Check-in Date**. The **Check-out Date** will populate with the **Transaction Date** you entered on the expense.

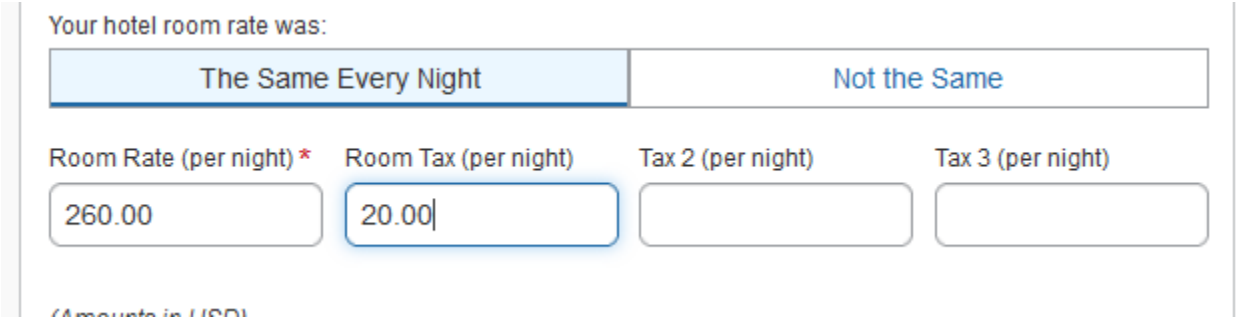
- Enter **Room Rate** [1]. Enter Room Tax and Additional charges, if any (per night) in the **Room Tax (per night)** box.



- If Room Rates are different each night, just enter the first night's rate and then you can change it once the expenses are listed (see below).



- Hotels may have itemized tax amounts listed on the bill. You can itemize your tax the same way by utilizing the **Room Tax (per night), Tax 2 (per night)** and **Tax 3 (per night)** fields. You can just combine all taxes and use **Room Tax** (per night) as well.

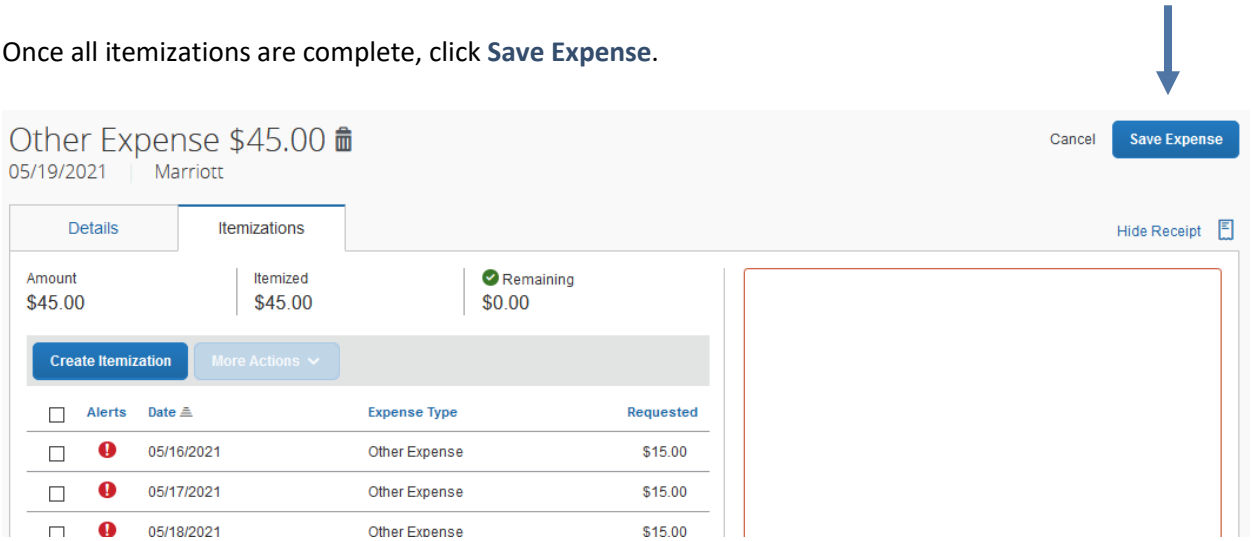


- If there are any additional recurring charges besides room and tax on your hotel bill, choose an Expense Type under the **Other Expense** (under **Other** type expense) and these charges will be added for each night. You can then delete later if not every night it was charged, or you can add the additional expense as a new Expense Type aside from the Hotel itemization.

- If any/all room rates are over the max rate of $275 before taxes, a warning indicator will flag that an approved Authorization for Exception to Travel form must be attached to the Expense Report by using the **Attach Receipt** option if you are requesting full reimbursement. Otherwise, you will need to change the hotel base rate to $275.00 and taxes related to the $275 on your Expense Report.

Step 5:

Once all itemizations are complete, click **Save Expense**.

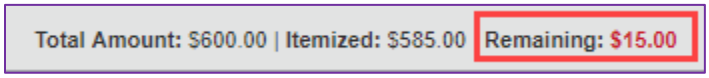


Step 6:

If you need to change an itemization, just click on that item row and make the correction. For example: If one day, the rate is different, you can change the amount for that day only and then **Save Expense**.

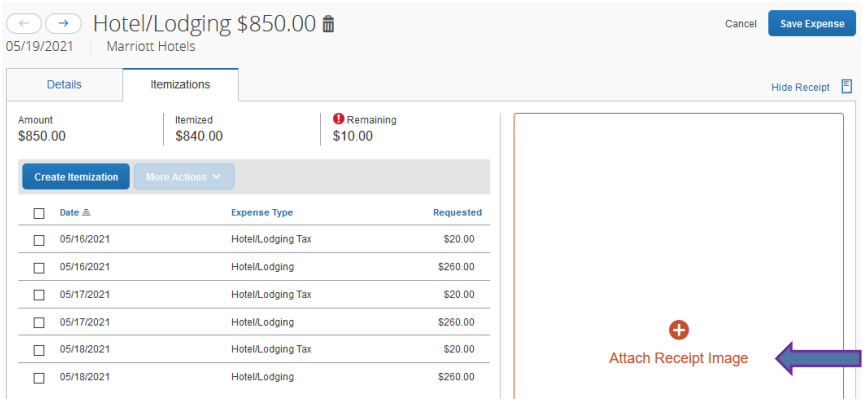
Make sure itemization equals expense amount for the hotel. The system will notify you if the itemization does not add up. You can see the Remaining balance to itemize. Then continue to itemize the remaining amount until it is $0.

For Example:



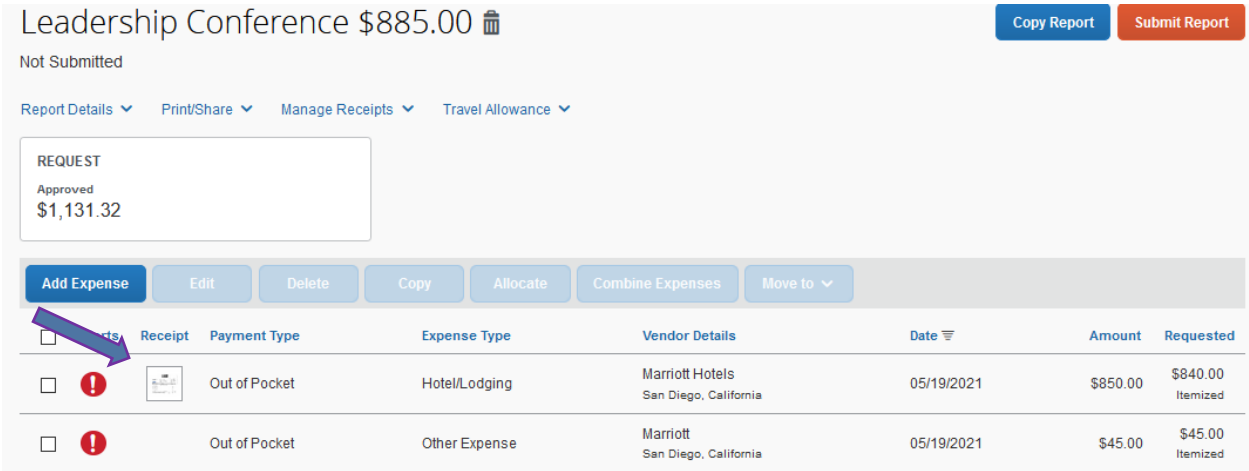
Step 7:

You must attach a receipt to your Expense Report for Hotel. You will see the receipt required indicator next to the expense. To attach a receipt, click on **Attach Receipt Image** box. To learn how to attach a receipt, please go to Add Receipts/Attachments to an Expense Report in this handbook.



Step 8:

Once the receipt is attached, click **Save Expense**. And the indicator will now show a receipt is attached. You can hover over the indicator to view a small image of the receipt.



MEAL EXPENSE

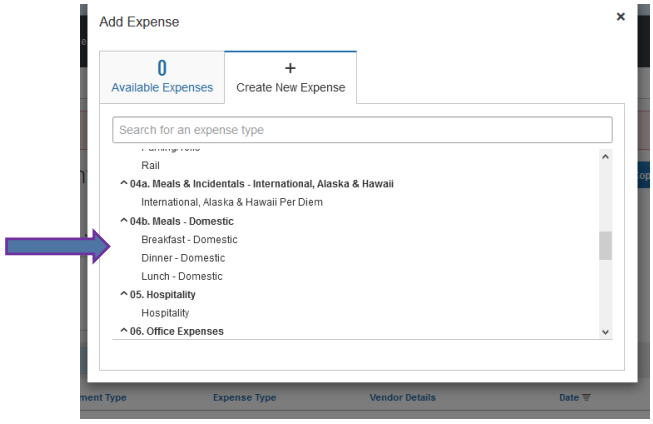
- For domestic travel, meals are actual expenses up to a max dollar of $55.00 per day. Your total for one day for breakfast, lunch and dinner cannot exceed $55.00/day.

- Meal reimbursements associated with trips without an overnight stay must and will be reported to IRS as taxable income by our HR Department. Lunch is non reimbursable, no exception.

- Receipts are not required for expenses less than $75.00. However, it is at your department's discretion to require receipts less than $75.00. Please check with your department in regards to their internal travel policies, if any.

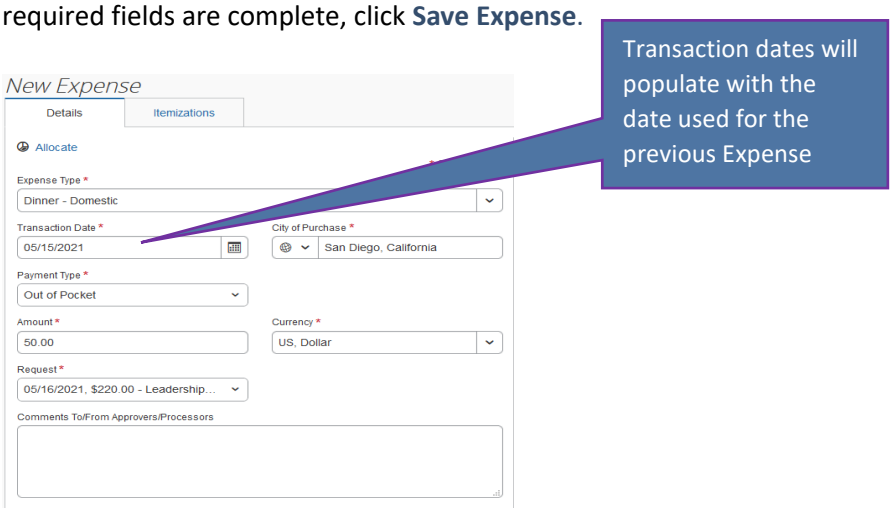
Step 1:

Click on **+ New Expenses**. Under **All Expense Types**, click on **Breakfast- Domestic**, **Lunch- Domestic** or **Dinner- Domestic** under the **Meals-Domestic** category.



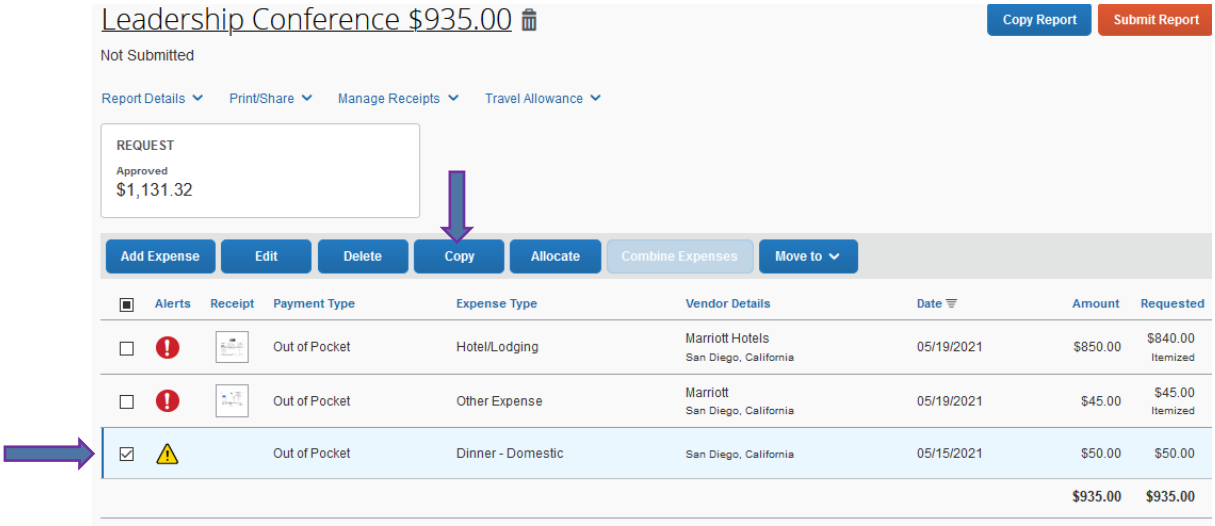
Step 2:

Fill out all required, and optional fields (if needed). Verify all fields are populated correctly. After all the required fields are complete, click **Save Expense**.



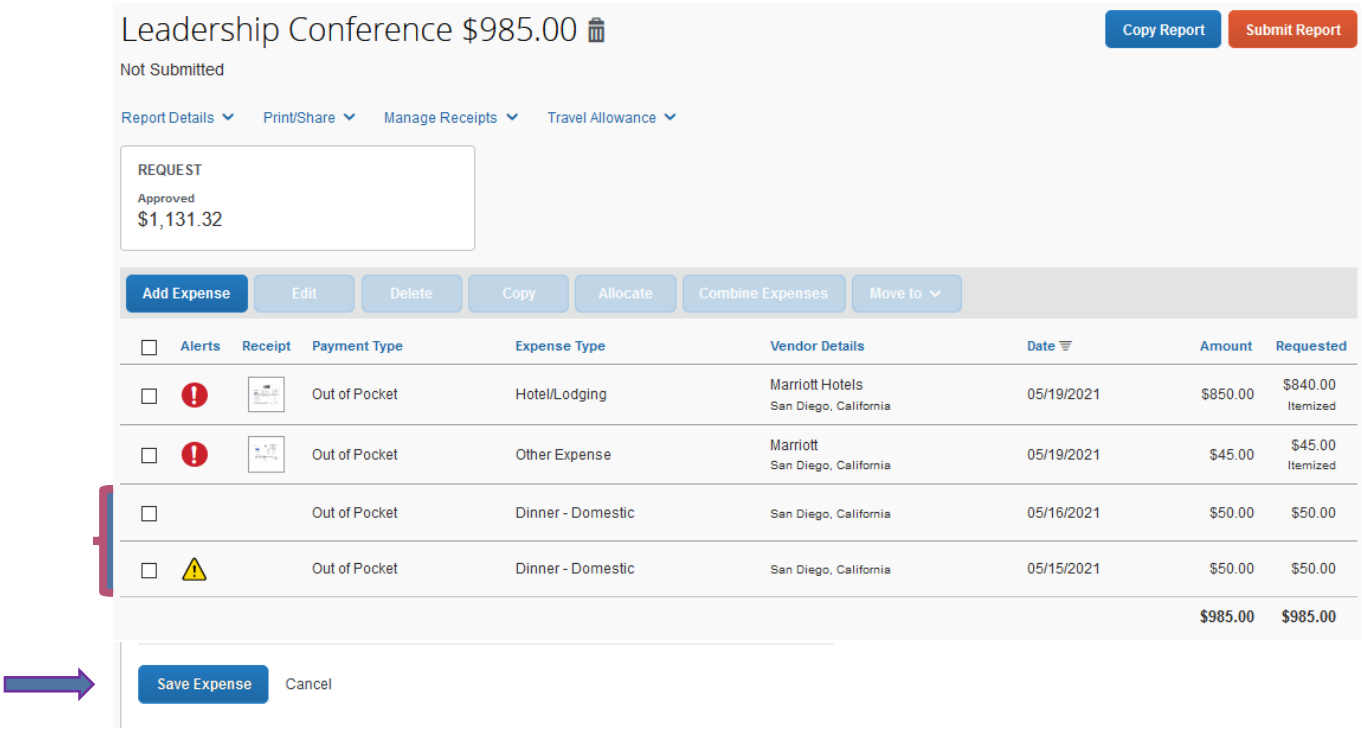
Step 3:

Expense will appear on the left-hand side. Keep entering your meals either one by one, or you can check the expense box by clicking in it and click **Copy**. Expense type will copy for the next day. Then, you can change the meal type or amount accordingly by clicking on that expense type and click **Save** for each entry.



Step 4:

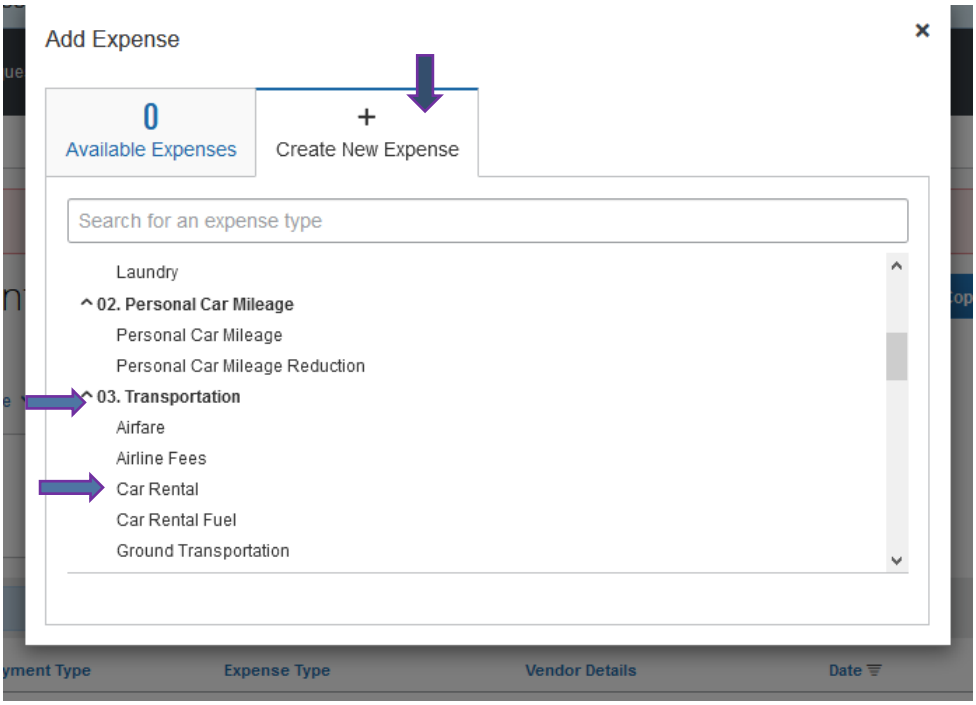
Once you have finished entering all your meal expenses, click **Save Expense.**



CAR RENTAL EXPENSE

Step 1:

Click on **+ Create New Expense**. Under **All Expense Types**, click on **Car Rental** under **Transportation.**



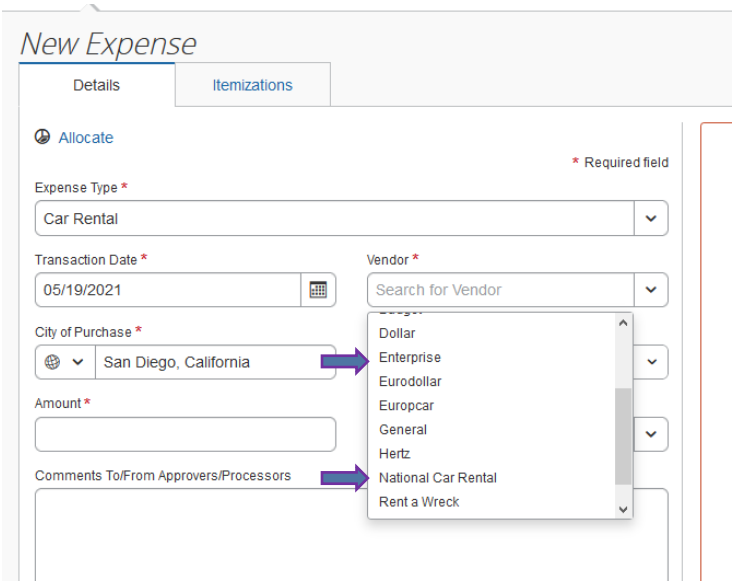
Step 2:

Fill out all required, and optional fields (if needed). Verify all fields are populated correctly.

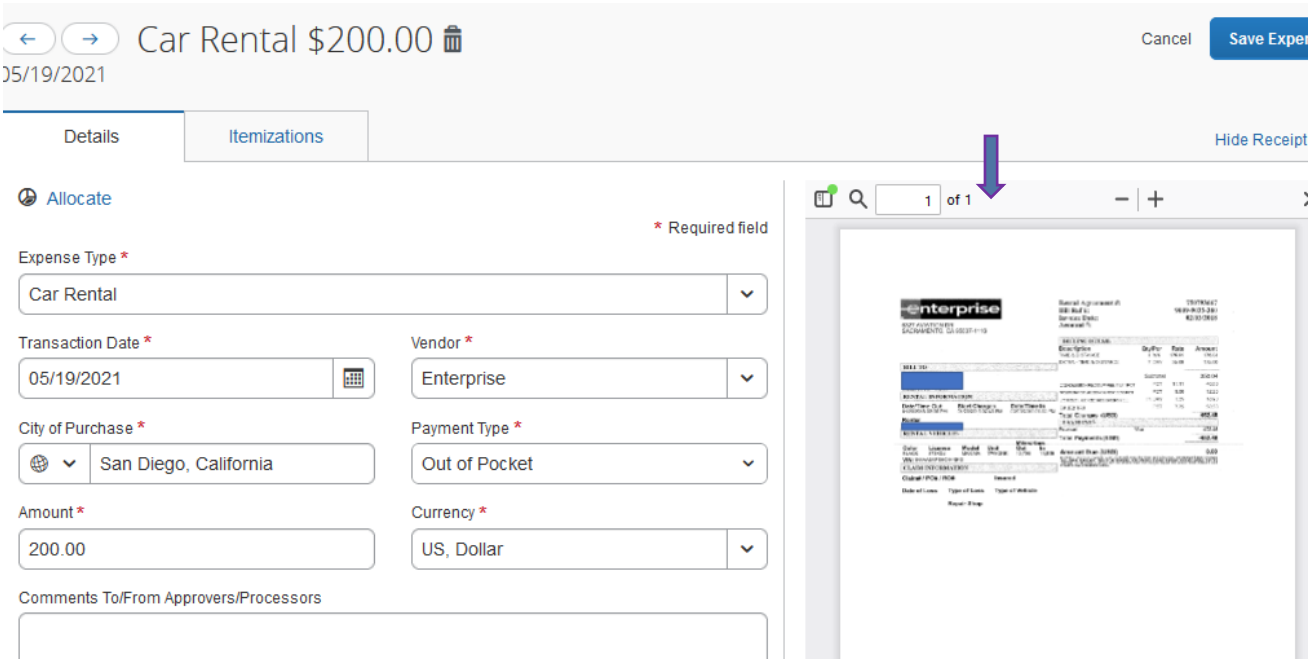
You can either type the vendor' name or choose from the Vendor Drop- down list. Both Enterprise and National Car Rental are listed options.

- In order to be eligible for rental reimbursement, you must have book with the CSU Contracted vendors –Enterprise or National unless you have a one-time exception approved from Risk Management.

- Exception from Risk Management should be attached along with receipt to the Expense Report.



Make sure to attach your car rental receipt by clicking **Attach Receipt** at the left-hand side.



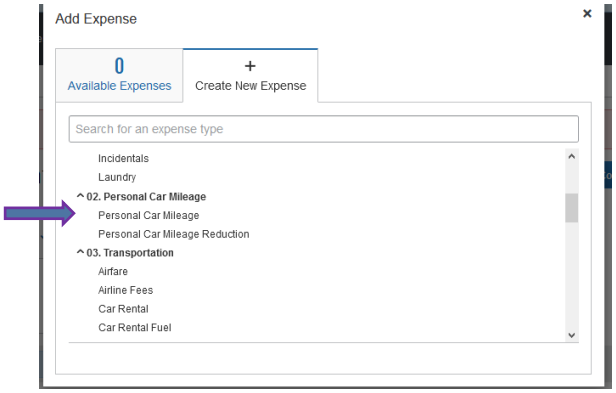
After you attach receipt, click **Save Expense**.

PERSONAL CAR MILEAGE EXPENSE

- In order to submit an expense for Personal Car Mileage, you need to register your car under your User Profile. To see how to do this, please go to Add a Car under Profile Setup of this handbook.

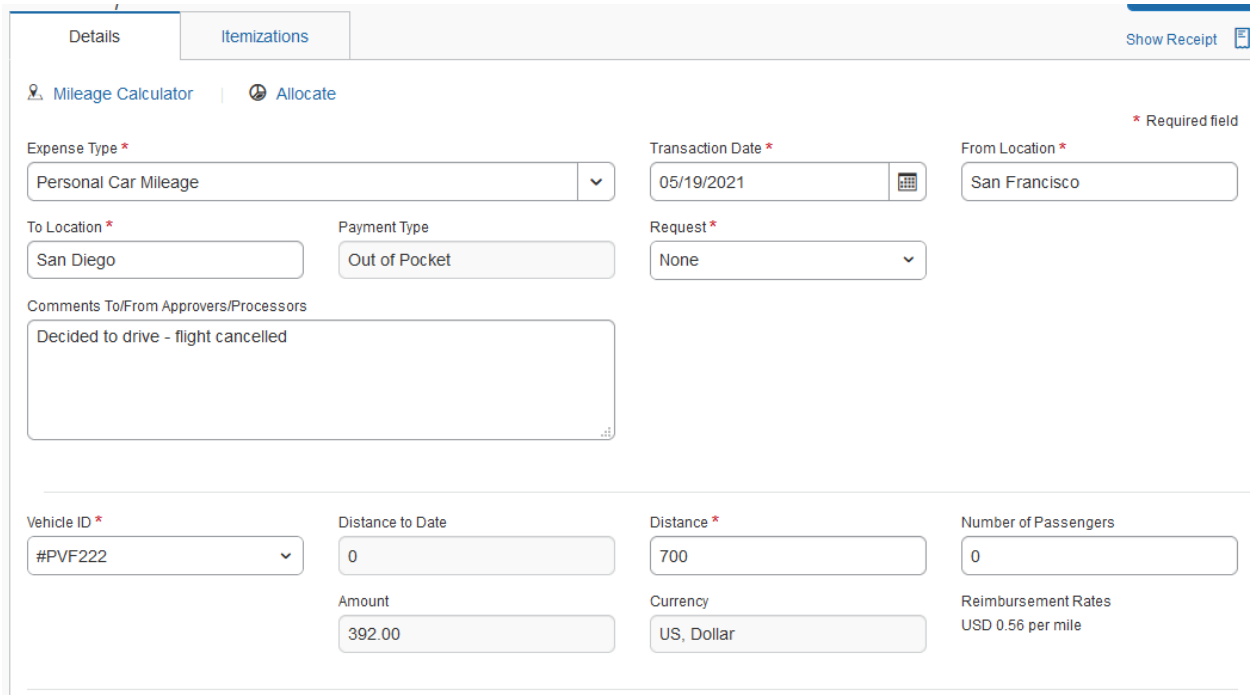
Step 1:

Click on **+ Create New Expense**. Under **All Expense Types**, click on **Personal Car Mileage** under **Personal Car Mileage.**



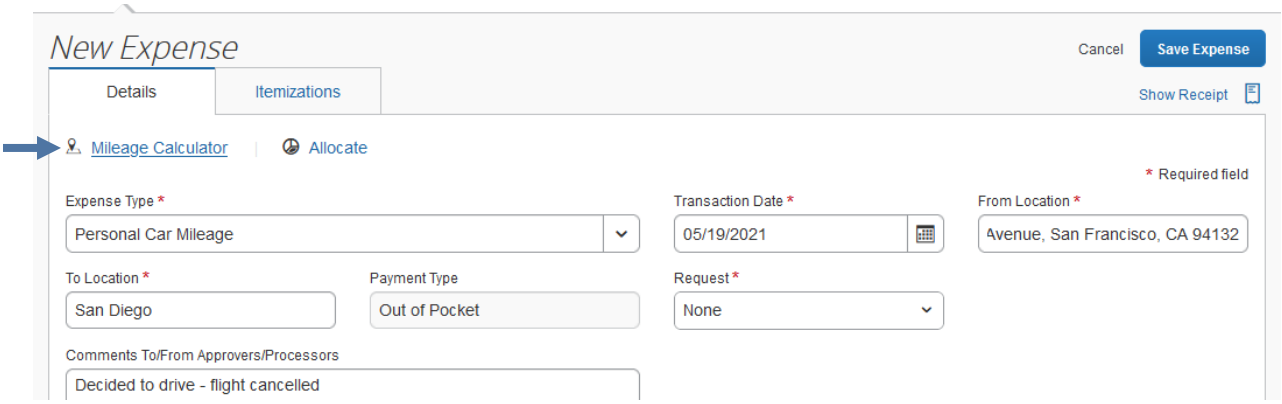
Step 2:

All you need to enter is the **Transaction Date**. The **From/To Location** and **Distance** fields will be populated based on the **Mileage Calculator.**



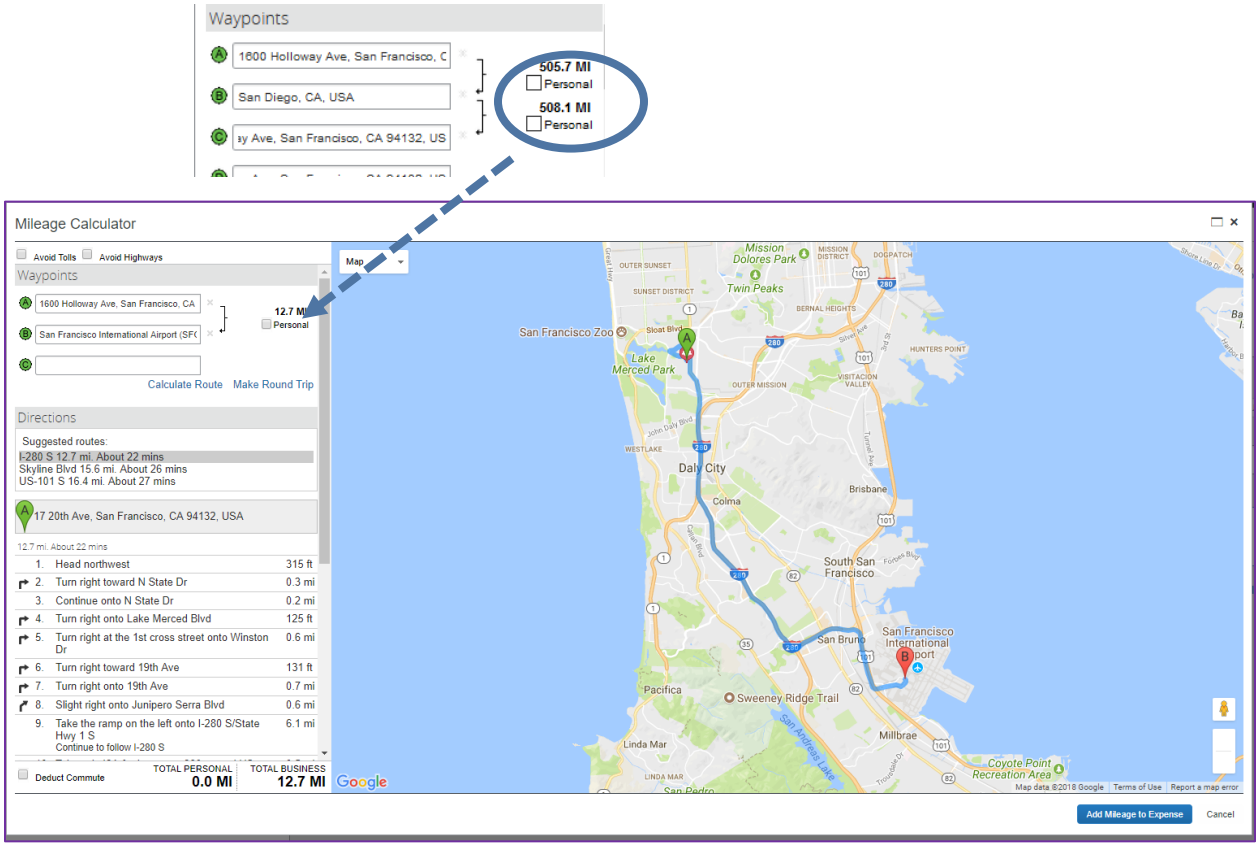
Step 3:

Click on **Mileage Calculator**. Then the Waypoints and Map will appear.



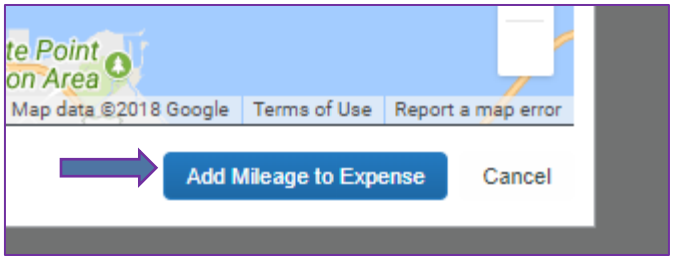
Step 4:

Enter Waypoints from A. to B. Pick the correct route you took. You can also make it round trip, enter any portions as Personal by clicking on the **Personal** check box. By clicking Personal, that waypoint selection will not be added to your business miles and you will not get reimbursed for that portion.



Step 5:

Once Waypoints are populated, click on Add Mileage to Claim at the bottom right-hand corner.

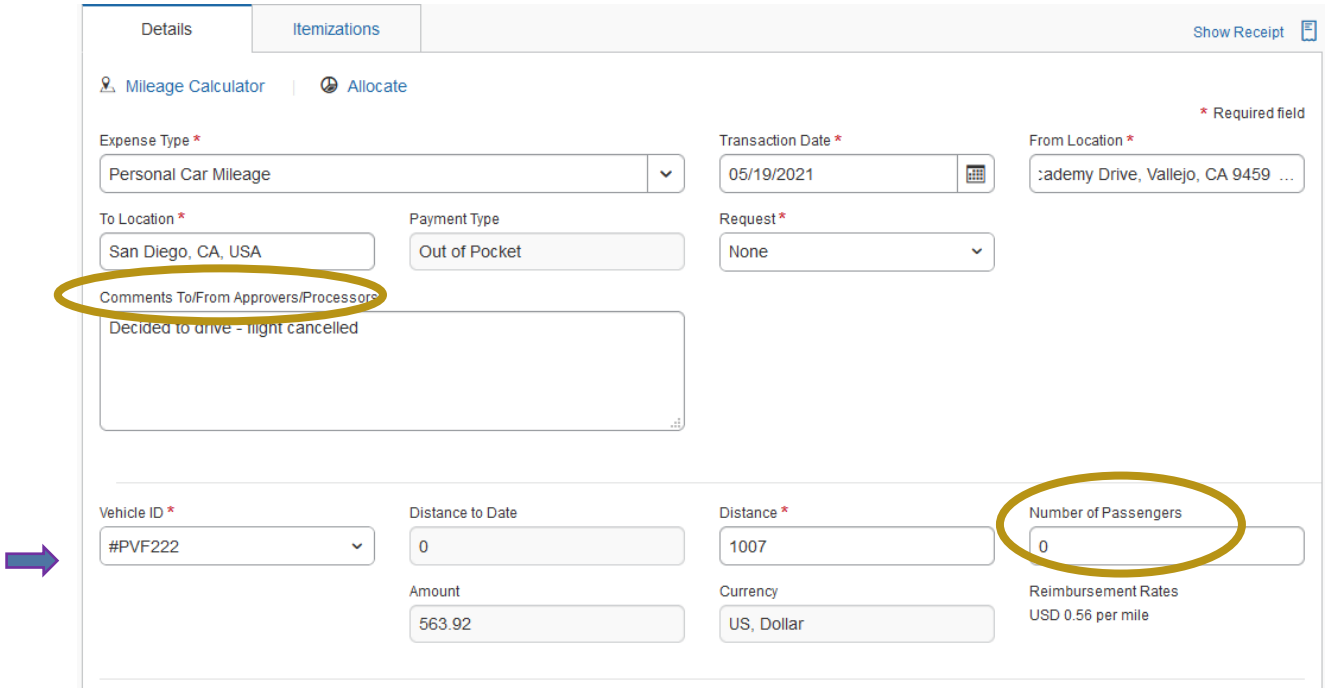


Step 6:

You will see the **From/To Locations** and the **Distance** populate with the miles indicated from the **Mileage Calculator**. It will round to the nearest mile.

Step 7:

Number of Passengers and **Comments** fields are optional. Then click **Save**.



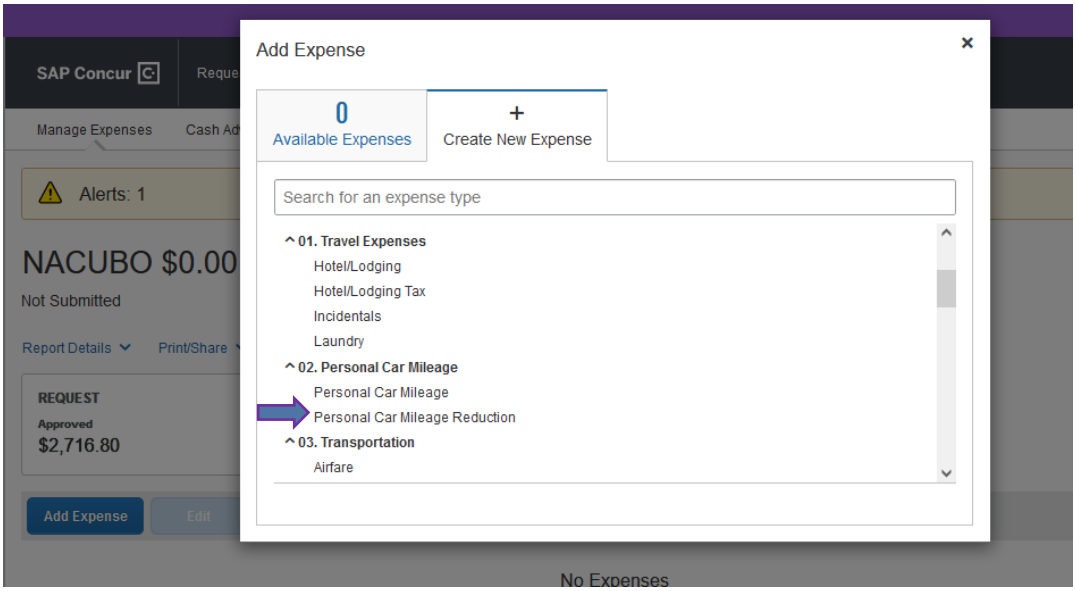
- If your destination does not have an actual location (waypoint) you have the option to not use the **Mileage Calculator** and enter all required fields and **Save Expense**. Please note: for **Distance**, you can only enter whole numbers. The amount will populate based on the mileage entered. This is not recommended and this method should only be used for this reason.

PERSONAL CAR MILEAGE REDUCTION

- In the case that you drove instead of using a more economical mode of transportation, for example, flying, you will need to upload a flight comparison and you will only be reimbursed the cost of the flight if cheaper than mileage. If this is the case, enter the Personal Car Mileage Expense as is. In addition, you will also want to enter a new expense, **Personal Car Mileage Reduction** for the difference of cost to offset the mileage. You cannot **itemize** within the **Personal Car Mileage** Expense Type.

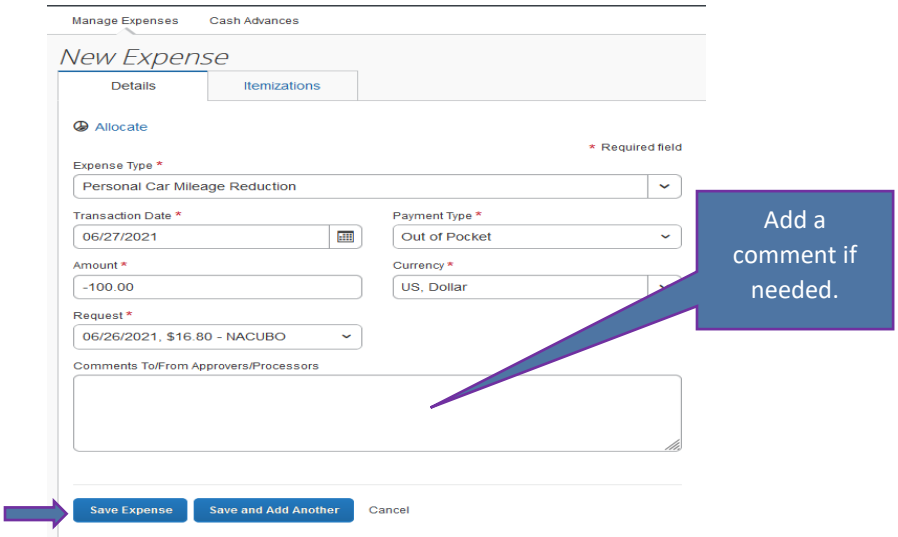
Step 1:

Click on **+ New Expense**. Under all **Expense Types**, click on **Personal Car Mileage Reduction** under **Personal Car Mileage**.



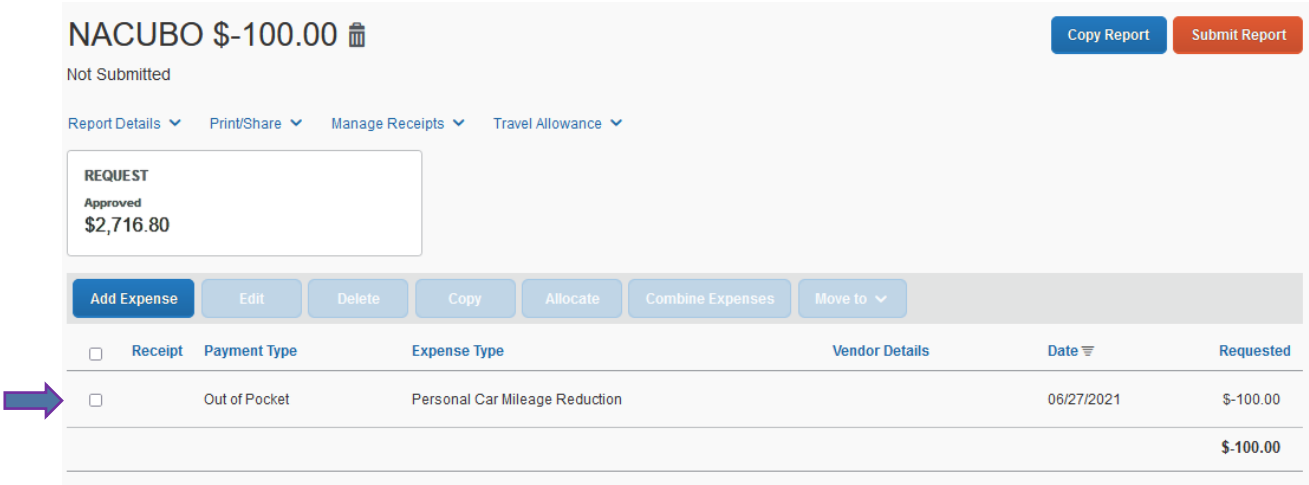
Step 2:

Fill in all required fields Transaction Date and the amount you want to reduce your personal car mileage amount by. Amount should be a negative amount. Please do not indicate a positive amount. You may want to include a comment as to why you are using this **Personal Car Reduction** Expense Type on top of the **Personal Car Mileage** Expense Type. Then click **Save Expense**.



Step 3:

After the information is saved, the total amount will be reduced by the negative amount you indicated using the **Personal Car Mileage Reduction** Expense Type.



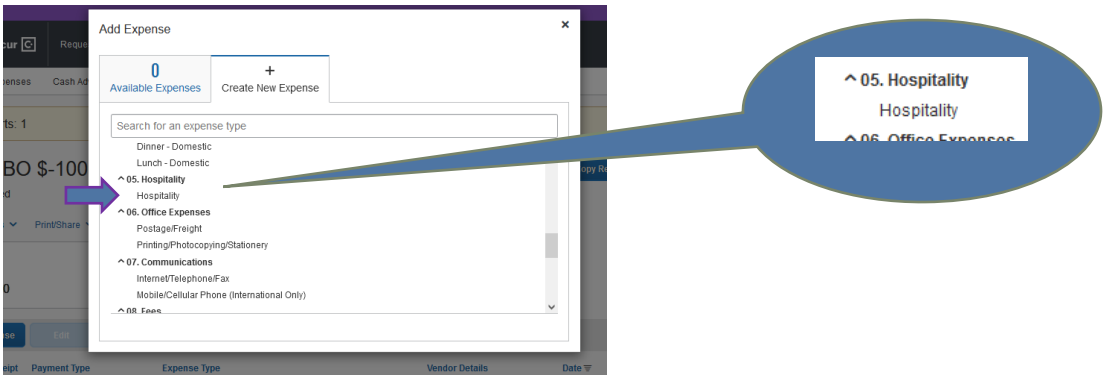
HOSPITALITY (TRAVEL RELATED ONLY)

- You can add hospitality related expenses (meals) as part of your Expense Report as long as they are related with your travel. Regular (non-travel related) hospitality reimbursement, should not be processed through Concur.

- A completed Business Expense Reimbursement Request Form is required for all Hospitality related expenses. You will need to attach the form along with your itemized receipt under **Attach Receipt** of the **Hospitality** Expense Type.

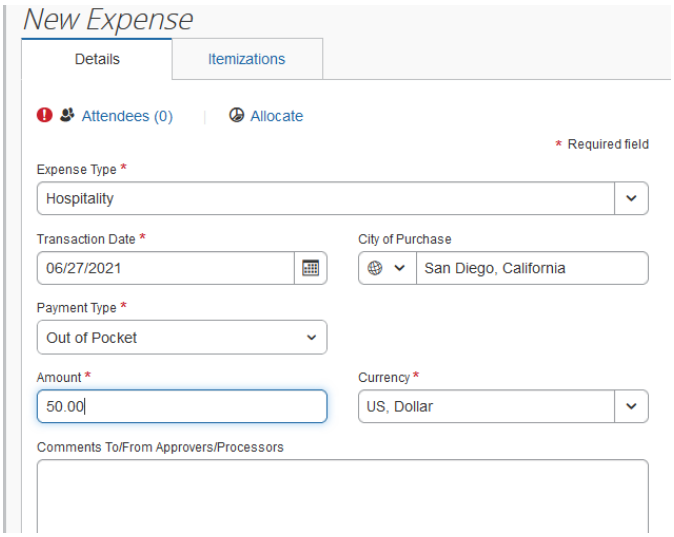
Step 1:

Click on **+ New Expense**. Under **All Expense Types**, click on **Hospitality**.



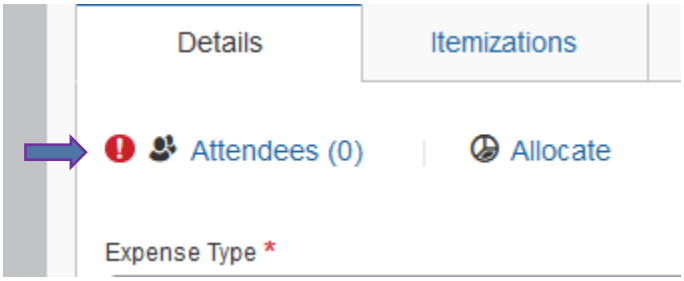
Step 2:

Fill in all required, and optional fields if needed including **Transaction Date** and **Amount**.

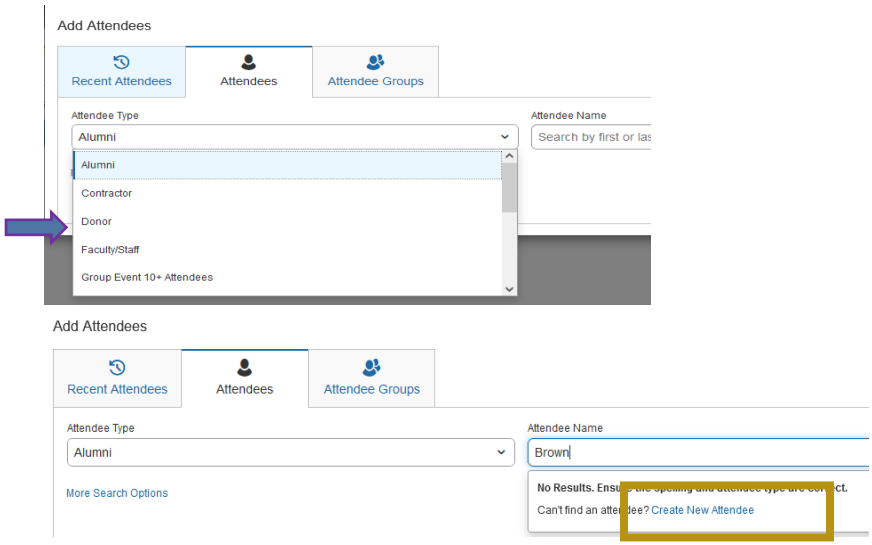


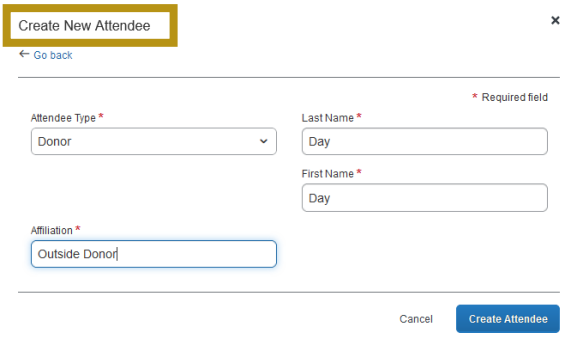
Step 3:

You will need to fill in **Attendees** information by clicking **on New Attendee**. Choose **Attendee Type** by clicking on the drop-down list provided. Then enter the **Last Name** and **First Name** of the Attendee and any other required information requested.



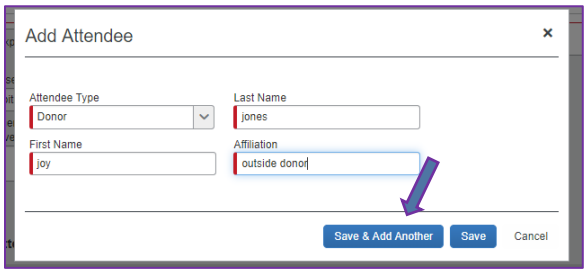
For this example: select Donor





Click **Create Attendee** to add new Attendee.

Enter all required fields, then **Save and Select or Add** to Create another Attendee.



Attendee Type = **Faculty/Staff**. If this person is the host, check the box, **Host**. Then **Save** if done. Or you can **Save and Add Another**.

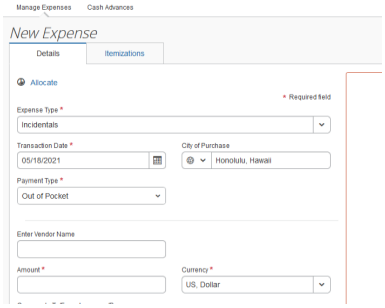
Step 4:

Continue adding Attendees until all are added, then click **Save**. If you need to **Itemize**, **Allocate**, **Attach Receipt** or **Cancel** the expense type entry, click the appropriate boxes to proceed.

INCIDENTALS EXPENSE

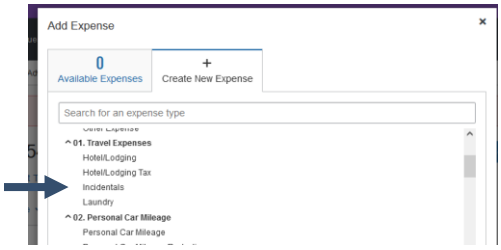
- Incidentals allowed for reimbursement for <u>domestic travel with overnight stay</u>. Incidental expense will not be reimbursed the first day of travel. You cannot claim incidentals for same day travel with no overnight stay.

- Maximum incidental rate is based on actual expenses incurred and must not exceed $7.00 per day.



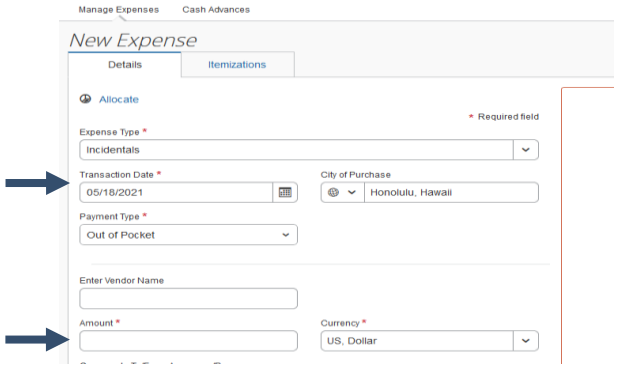
Step 1:

Click on **Add Expense**. Under **All Expense Types**, click on **Incidentals** under **Travel Expenses**.

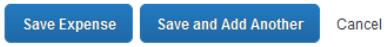


Step 2:

Fill in all required, and optional fields if needed including **Transaction Date** and **Amount**.



If you need to **Itemize**, **Allocate**, **Attach Receipt** or **Cancel** the Expense Type entry, click the appropriate boxes to proceed. Otherwise, click **Save Expense**.



EXPENSE REPORTING DIFFERENCES FOR INTERNATIONAL, ALASKA, HAWAII TRAVEL

- An Expense Report can be filled out for International, Alaska and Hawaii but there are a few differences in how to fill out your Expense Report.

- Expense Types setup for International Travel only...
  - ✓ **Meals and Incidentals – International, Alaska & Hawaii**
  - ✓ **Mobile/Cellular Phone**
  - ✓ **Passport/Visa Fees**
  - ✓ **Transaction Fees**
  - ✓ **Hotel/Lodging** (same expense type for domestic but Travel Allowance check box is required to be checked)

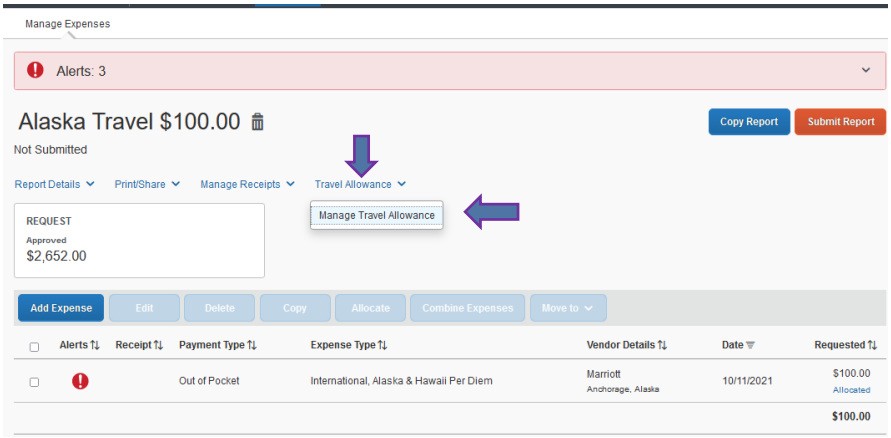
- A **Travel Itinerary** is required for international, Alaska, and Hawaii travel if expensing hotel and or meals & incidentals in order to pull the appropriate per diem rates.

HOW TO CREATE A TRAVEL ITINERARY

- In order to utilize GSA per diems for hotel and meals/incidentals, a travel itinerary is required.

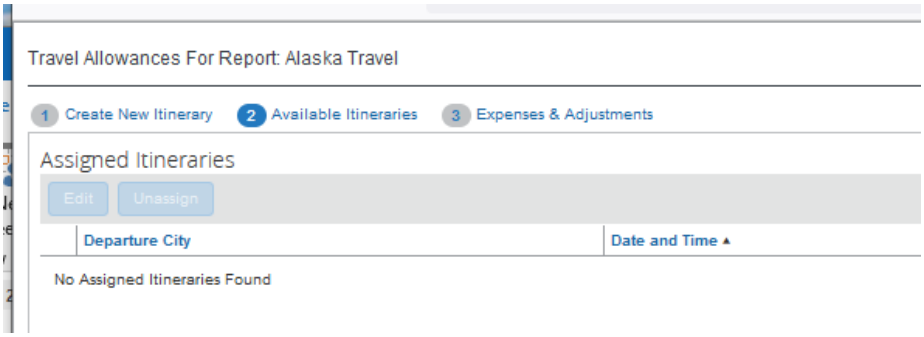
Step 1:

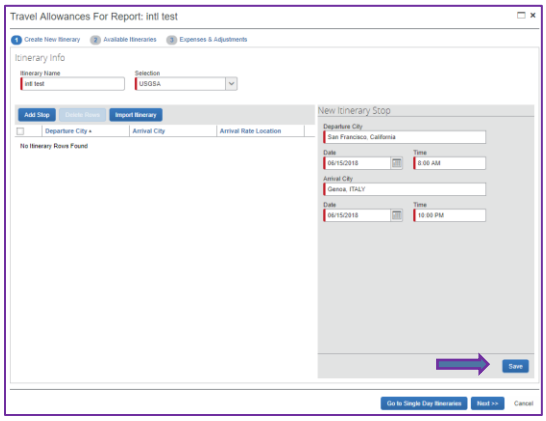
Click on **Travel Allowance** drop-down list and click **Manage Travel Allowance**.



Step 2:

The **Travel Allowances for Report**: window will appear allowing you to build your trip itinerary. Click **Create New Itinerary**, enter the first leg of travel and complete all required fields and click **Save**.

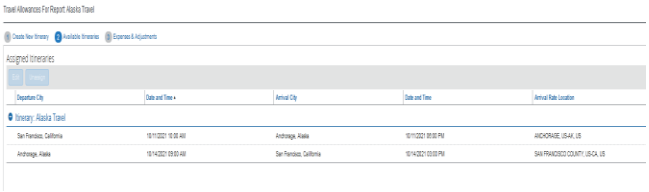




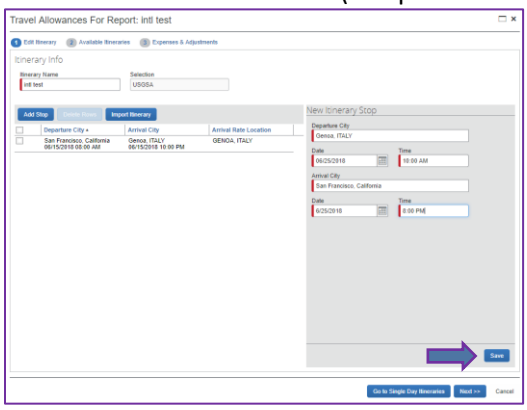
Step 3:

Continue entering all legs of the trip and click **Save** after each leg.

- ✓ **Alaska (Out of State) Travel**



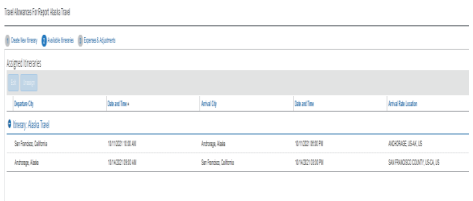
- ✓ International Travel (sample screenshot)



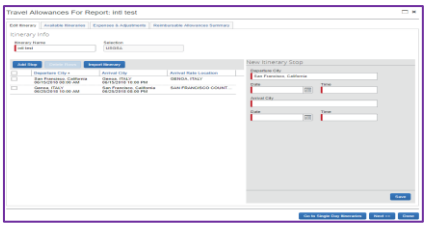
Step 4:

Once all the legs have been entered, click **Next**.

Alaska (Out of State) Travel

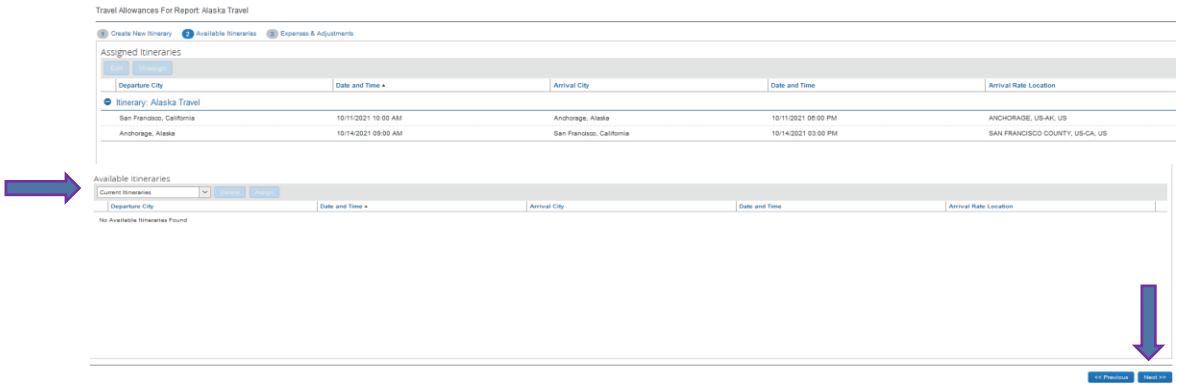


International Travel (sample screenshot)



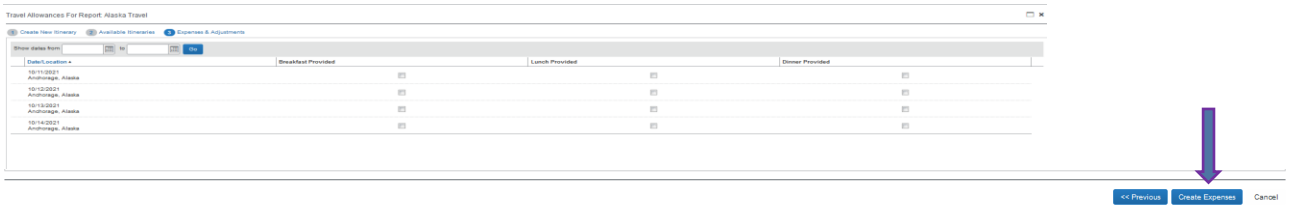
Step 5:

Under **Available Itineraries** Tab, you can view the itinerary that you have assigned to this trip. Click **Next**.



Step 6:

Under **Expenses and Adjustments** Tab, indicate any meals which were provided during your trip. If any breakfast, lunch, or dinner was provided to you, click on the corresponding check box for that meal on that day. If no meals were provided, leave boxes blank. Click **Create Expenses**.



Step 7:

You can begin adding expenses to your Expense Report. For Expenses related to per diem, enter the actual amounts paid up to the max per diem rate. If the amount claiming is over the max per diem, you will only be able to claim up to the max per diem rate for that expense.

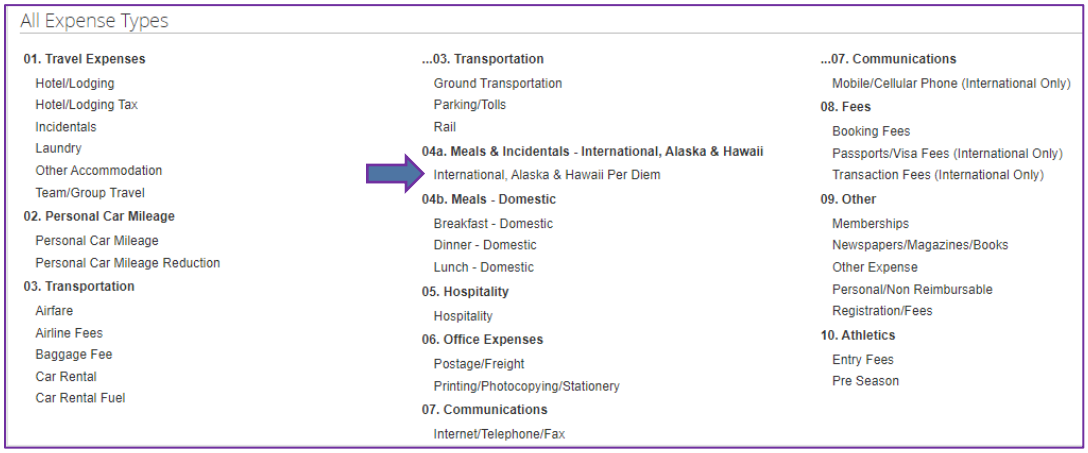
ENTERING EXPENSES WITH TRAVEL ALLOWANCE

Meals & Incidentals

- A **Travel Itinerary** needs to be created in the Expense Report in order to claim meals & incidentals.
- The per diem rates are built in the system and you can only claim actual expenditures up to the max per diem rate for that country on that particular date. If you enter an amount that is more than the max per diem rate, the system will give you the max per diem rate amount.
- Make sure the **Travel Allowance** box is checked. If it is not checked, an audit rule will appear requiring the box be checked for all International, Alaska and Hawaii travel.
- If the city of purchase is International, the currency converter will appear and default that country's currency. If you need to change it you can do so by selecting the drop down-list or if you paid in US dollars, change the currency to reflect USD and enter your amount accordingly.

Step 1:

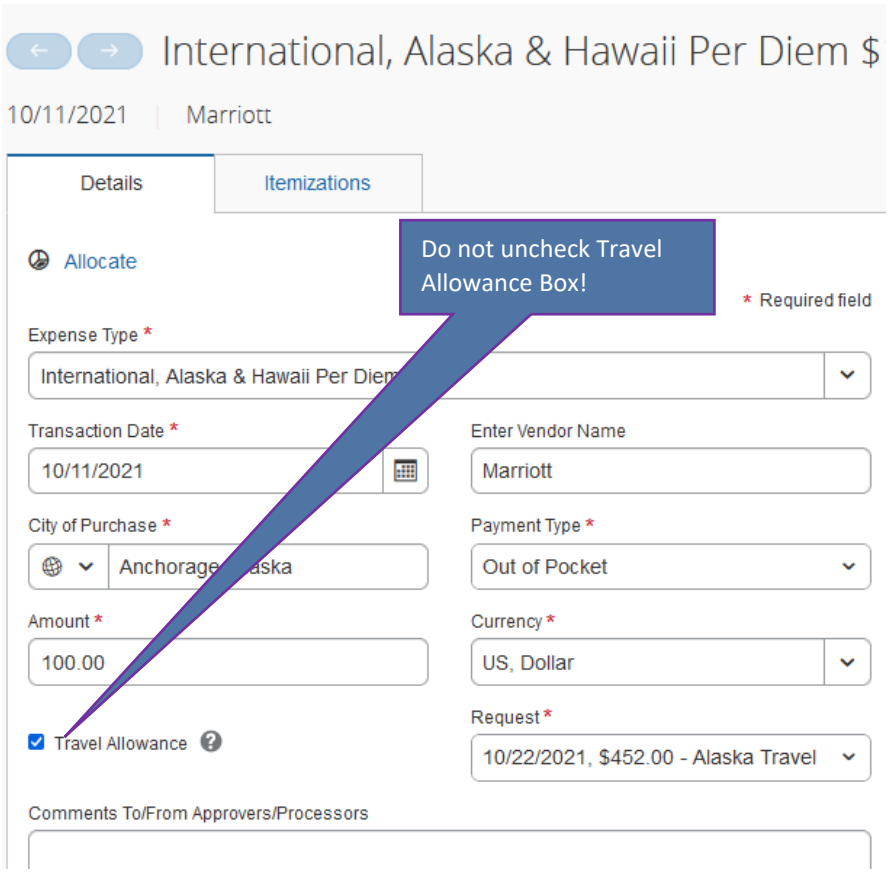
Click on **+ New Expense**. Under **All Expense Types**, click on **International, Alaska & Hawaii Per Diem** under the **Meals & Incidentals – International, Alaska & Hawaii** category.



Step 2:

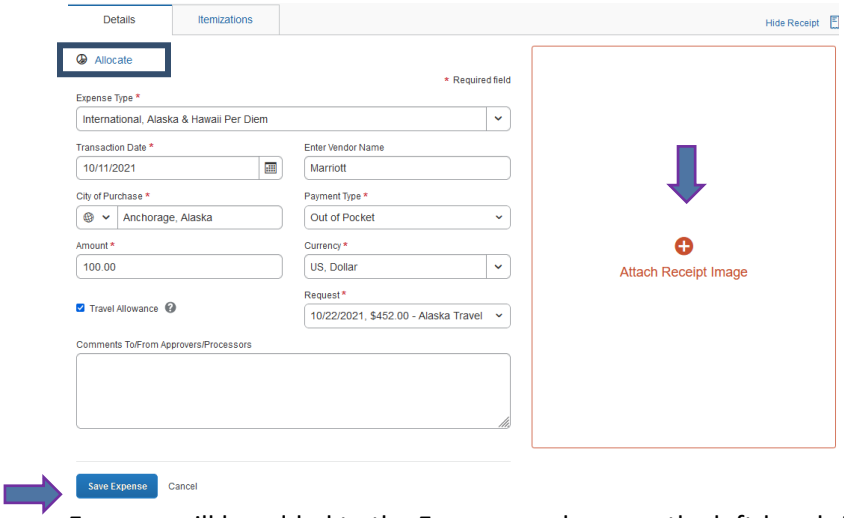
Fill in all required fields. Currency conversion is dependent on **City of Purchase** entered. Do not uncheck the **Travel Allowance** Box.

You have the ability to change the currency default. Or, if paid in US Dollars, you can change to USD and enter amount.

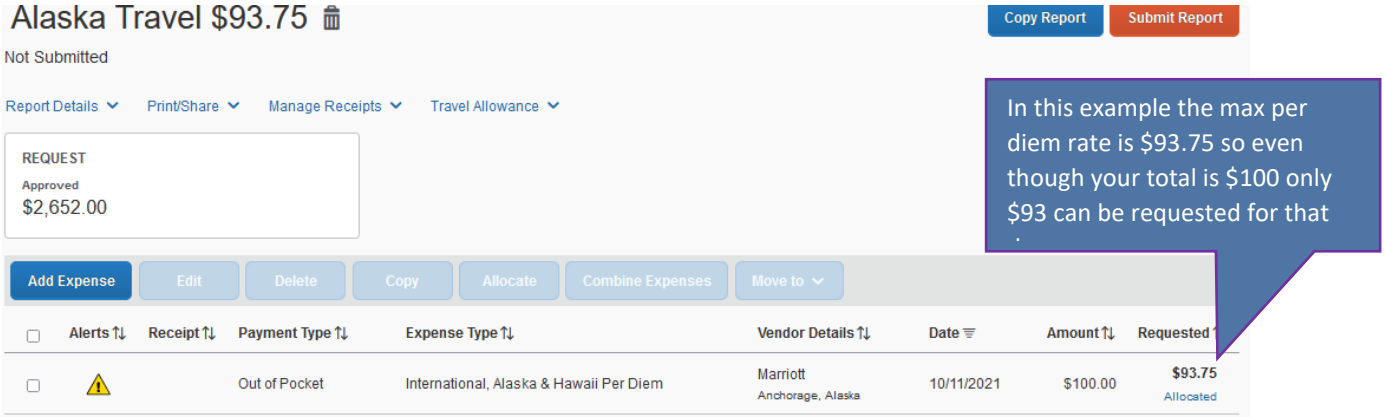


Step 3:

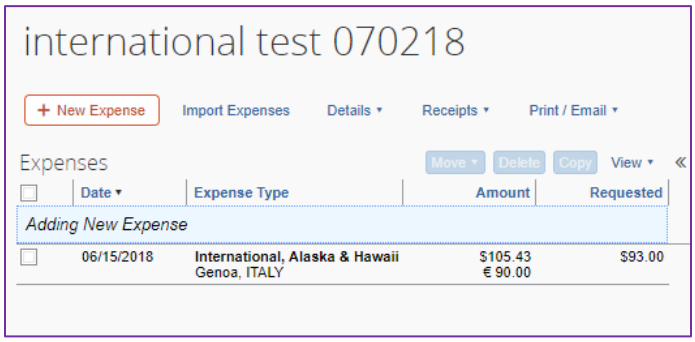
Once all required fields are entered, click **Save Expense**. If you need to attach a receipt, click **Attach Receipt Image** or **Allocate** if the expense requires allocation different then on the Report Header.



Expense will be added to the Expenses column on the left-hand side once saved.



✓ International Travel (sample screenshot)



Hotel/Lodging

- You must use the Expense Type –**Hotel/Lodging** when claiming your hotel expenses. The Travel Allowance box needs to be checked. If it is not checked, an audit rule will appear requiring the box be checked for all International, Alaska and Hawaii travel. If you forget to check the box you need to delete the entry and redo it to include the travel allowance check box.

- A Travel Itinerary needs to be created in order to claim hotel expenses.

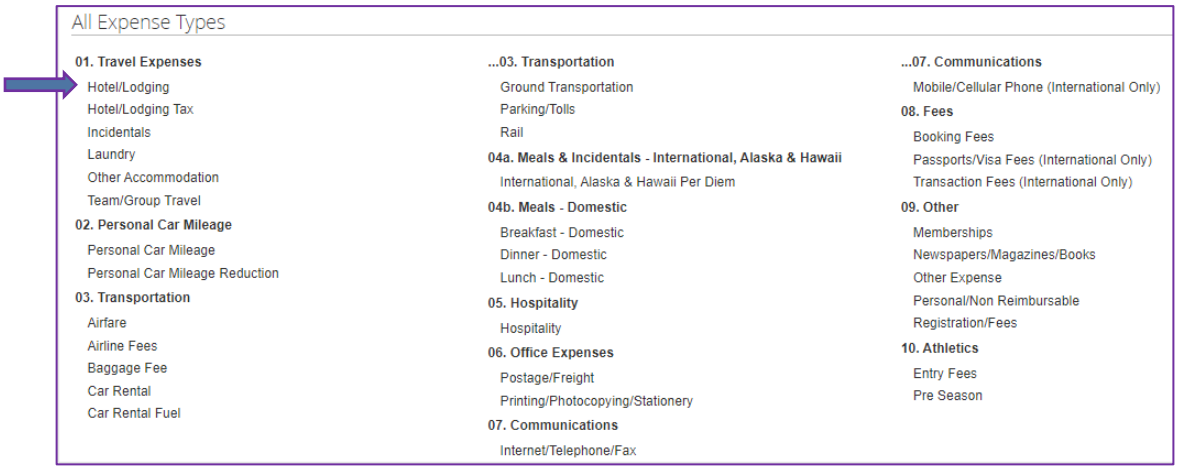
- The per diem rates are built in the system and you can only claim actual expenditures up to the max per diem rate for that country on that particular date.

- If the city of purchase is International, the currency converter will appear and default that country's currency. If you need to change it you can do so by selecting the drop-down list or if you paid in US dollars, change the currency to reflect USD and enter your amount accordingly.
- If the university Departmental Travel Card was used for payment, change the **Payment Type** from **Out of Pocket**, to **University Paid**.

- **Itemization** is required for hotel. When entering initial transaction information, enter the total amount of hotel stay, all other required fields and then click **Itemize**.

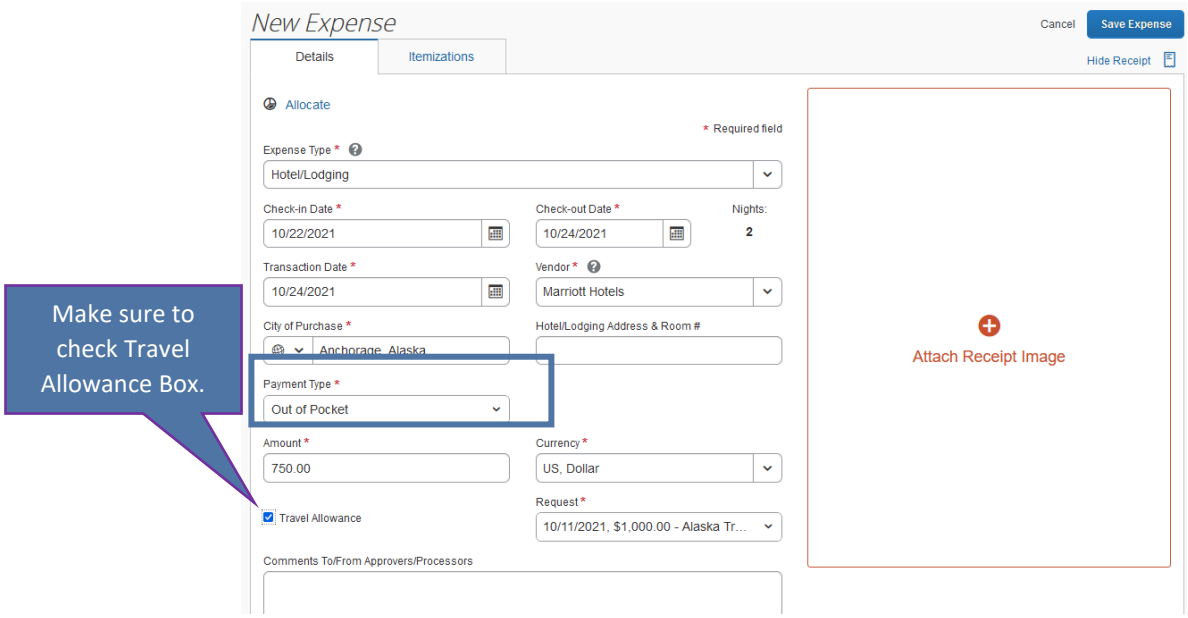
Step 1:

Click on **+ New Expense**. Under **All Expense Types**, click on **Hotel/Lodging** under Travel Expenses.



Step 2:

Enter all required fields. Currency conversion is dependent on **City of Purchase** entered. Make sure to **check** the **Travel Allowance** Box.



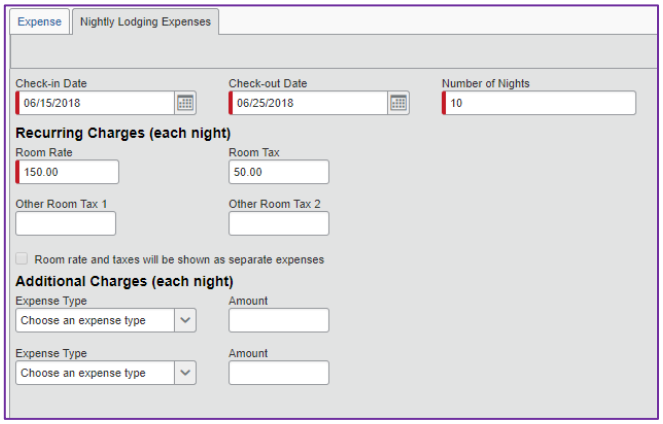
Step 3:

Click **Itemizations**

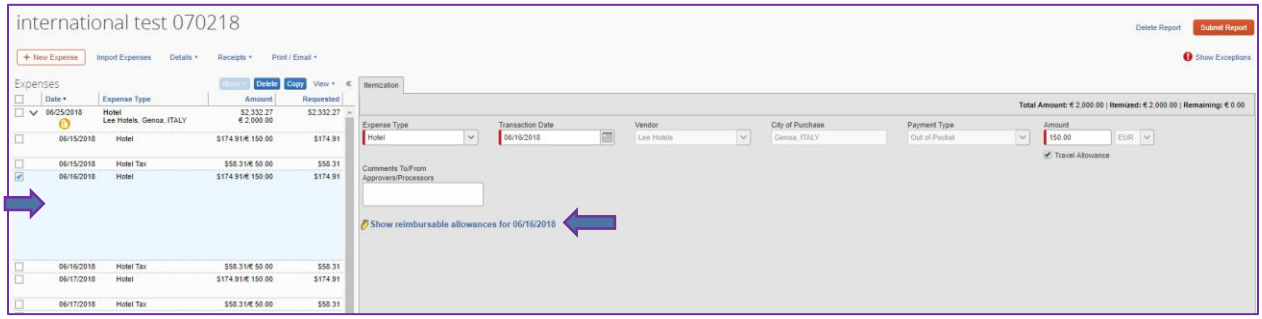
- Enter your check-in date and the transaction date should be the check-out date. The number of nights will auto populate.

- Enter room rate and taxes. It is easiest to combine all taxes from your itemized receipt and enter it as **Room Tax**. If you have different room rates by date, you can change individual entries after you save your itemization.

- You can also include any additional charges as well by choosing an expense type from the drop-down list and entering an amount under the **Additional Charges (each night)** section. Please be aware if it is a one-time charge and not a nightly charge, it is best to add it as a separate Expense Type.



- After you save the itemization, your expenses will be listed on the left-hand side. You can then click on an individual expense to change the amount if it is different for that day or you can see the reimbursement allowance for that particular day by clicking on **Show reimbursable allowances for….**
- If the conversion is off and based on the receipt provided, the transaction amount is different, you have the ability to change the Hotel Total to reflect the appropriate amount paid. However, there is a percentage threshold in Concur allowed for such change.



- You will not be able to go over the max per diem amount for that destination. If the total you indicated is over, you will get the max per diem. The amount that is over the per diem will reflect in **Details > Reimbursable Allowances Summary** or **Details > Totals > Amount Rejected.**

ACCOUNTING FOR PERSONAL TRAVEL/EXPENSES

- Personal Travel should be indicated on the Travel Request Header. When the Request is linked to the Expense Report, the **Request Header** information populates the Expense Report Header information. The required field is a free form field and the actual personal dates should be indicated or a date range. If there are no personal dates, indicate **NA**.

- Only business travel related expenses shall be reimbursed. No expenses should be requested for reimbursement on personal date/s of travel.

- If you have personal travel before or after your business travel, and airfare was purchased (regardless of how it was paid), you will need to upload a flight comparison to your Expense Report to show the cost of the requested airfare expense vs. the cost if you booked it for the business travel dates only. The comparison needs to be done at the same time as the actual booking and should be at least 2 weeks prior to the travel date.

- All expenses paid using the Concur Travel Ghost Card will be prepaid by the university. All ghost card transactions will upload into your **Available Expenses** in Concur. If part of the charge is personal, or the flight comparison comes in less than the actual flight booked, you will need to itemize the airfare difference as **Personal/Non Reimbursable**. If you have enough out-of-pocket expenses to cover the personal expense portion, it will be deducted from your reimbursement total. If you do not have enough out of pocket expenses to cover the personal expense, here are the steps to pay back the university:

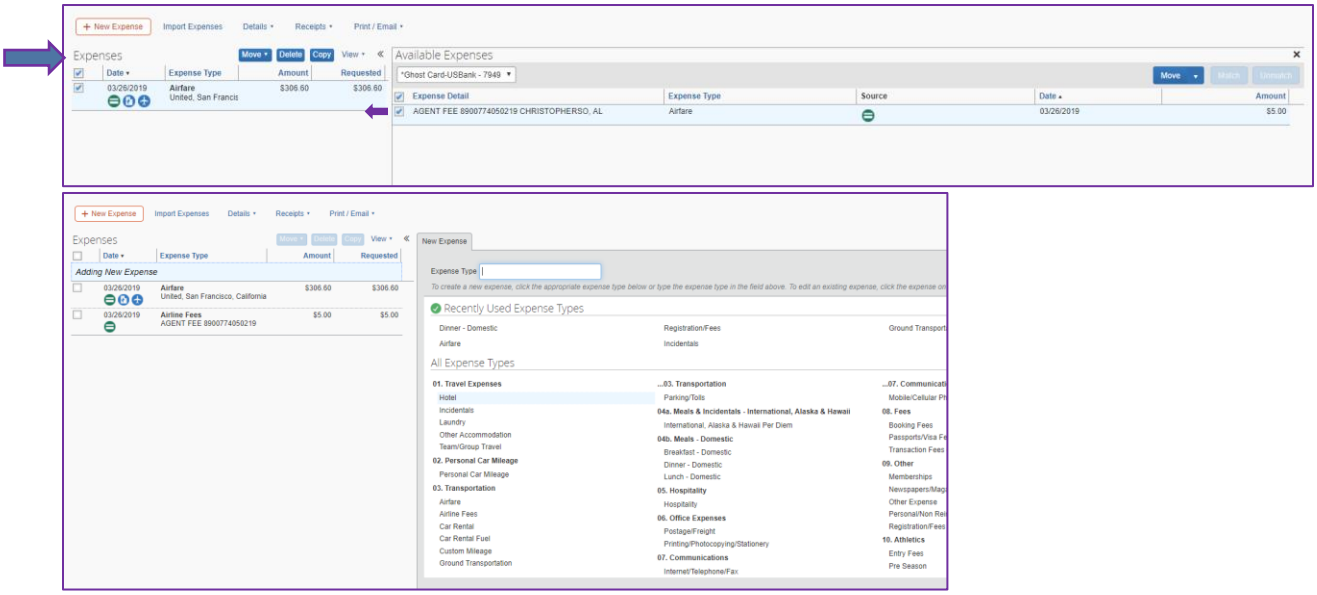
    - Before you can submit your Expense Report, you need to contact AP Travel Desk to alert them that you have a personal expense on Concur. They will give you instructions to deposit your check or cash at the Bursar's Office. Once you have deposited the funds you will need to upload the receipt along with following the steps below…

US BANK TRAVEL GHOST CARD

- Follow the steps below if you booked airfare via Concur and the flight comparison is less that the actual flight (including the personal days of travel) that was prepaid.

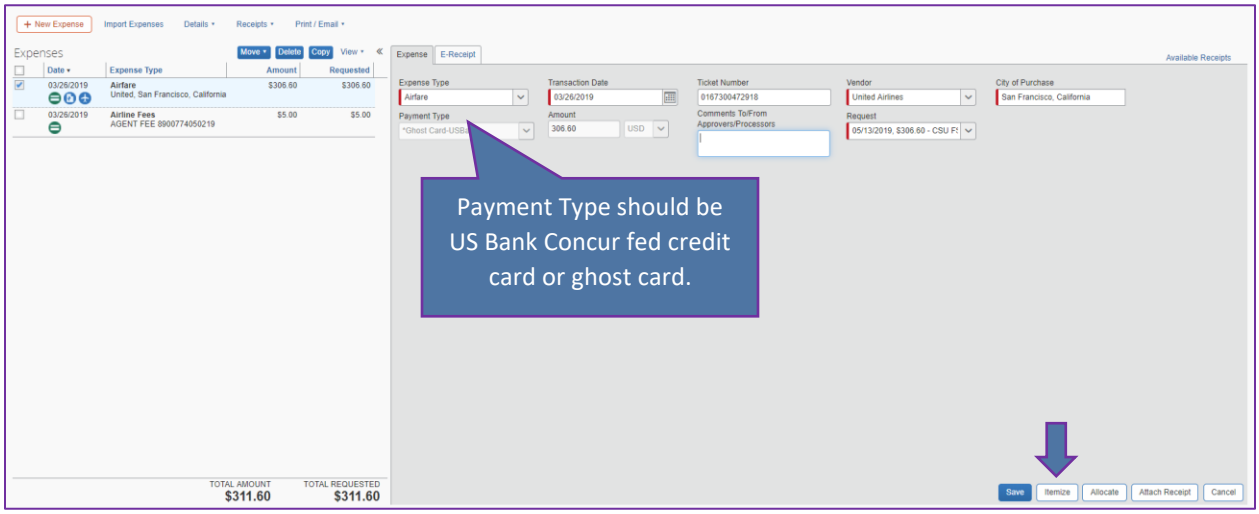
Step 1:

After you start your Expense Report and you have completed your report header, click on **Import Expenses**, then you will see **Available Expenses**. All of your credit card transactions will sit under **Available Expenses** until you place them on an Expense Report. Drag or move your airfare expenses (airfare and service fee, 2 transactions) over to your expenses.



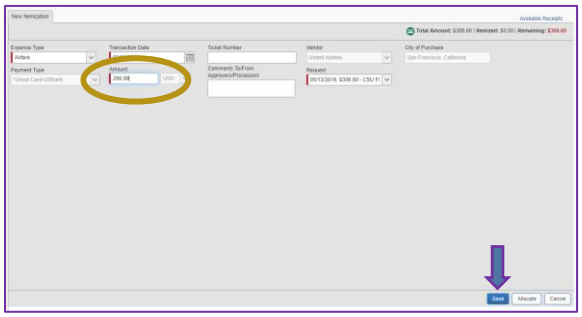
Step 2:

Click on the Airfare Expense that has the personal portion. Click **Itemization**.



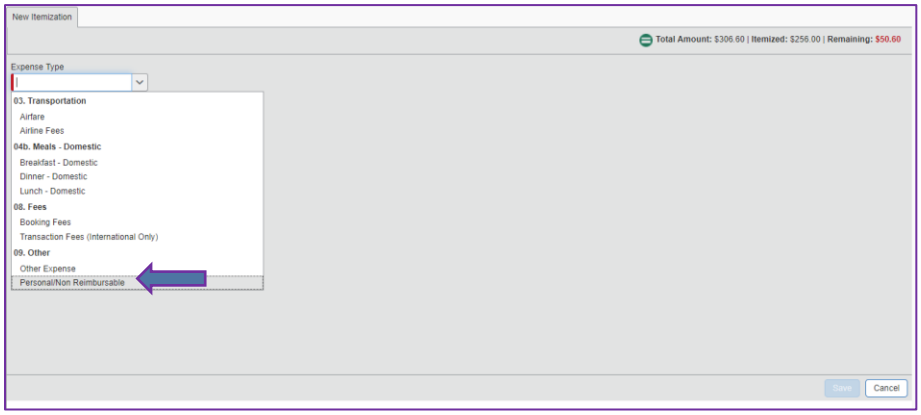
Step 3:

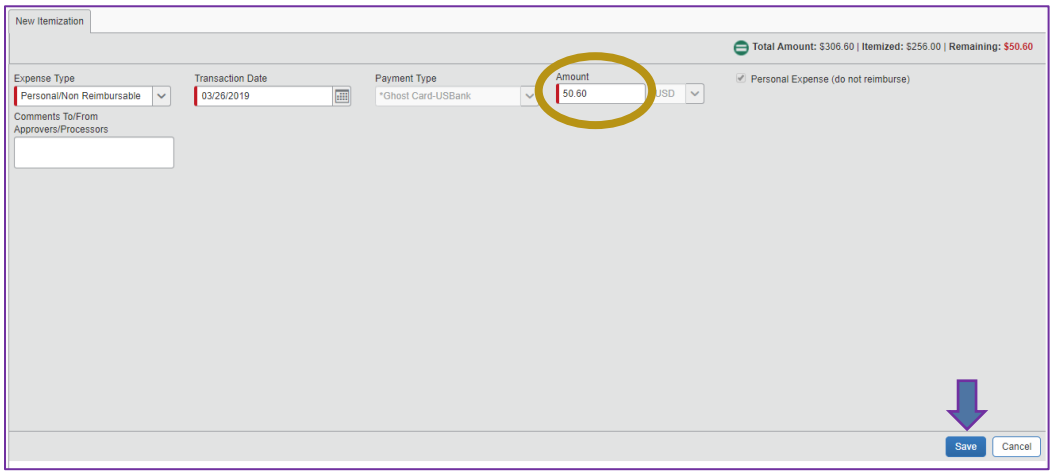
Choose **Airfare** Expense Type. And enter the amount that is business related. Click **Save**.



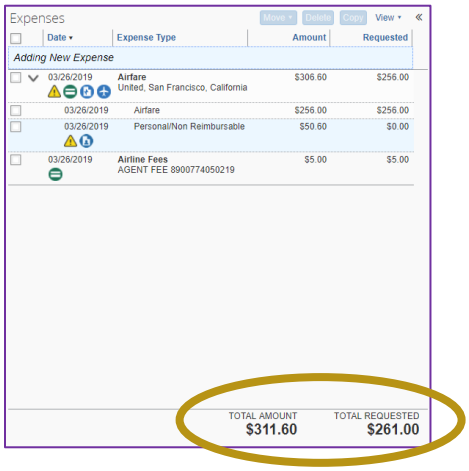
Step 4:

Choose **Personal/Non Reimbursable** Expense Type. And enter the difference in the flight comparison. Click **Save**.





- At the bottom, you will see **Total Amount** $311.60 and **Total Requested** $261.00. The traveler will not get any money reimbursed and has to pay back the personal portion of $50.60 since no out of pocket expenses were indicated.



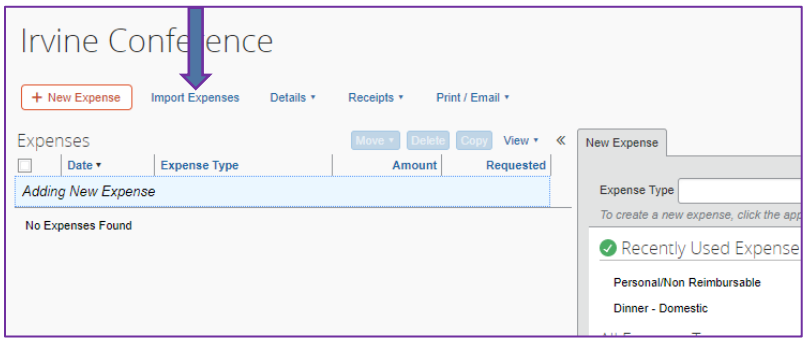
- You will then see the report summary of disbursements and it will indicate the traveler owes the university the money as the payment made back to the university will not reflect in Concur. However, when the approver/s and processor review the report, they will see the receipt and can approve accordingly.

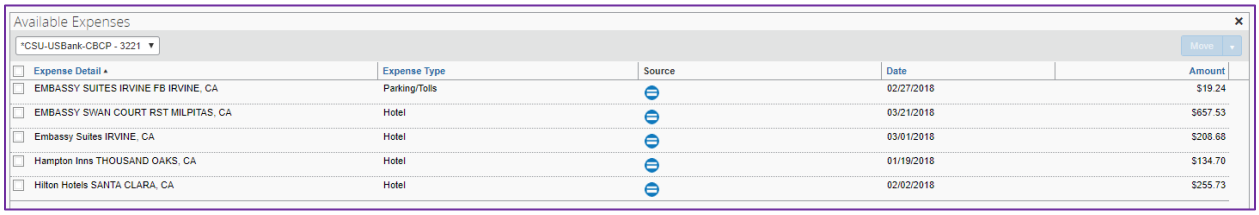
- If the approver/processor does not see a receipt, and the traveler does not have enough out-of-pocket funds to cover the personal expense/s, they are to return the Expense Report to the user who will need to pay back the funds to the Bursar's Office, attach receipt and then submit again.

US BANK CONCUR CREDIT CARD TRANSACTION

Step 1:

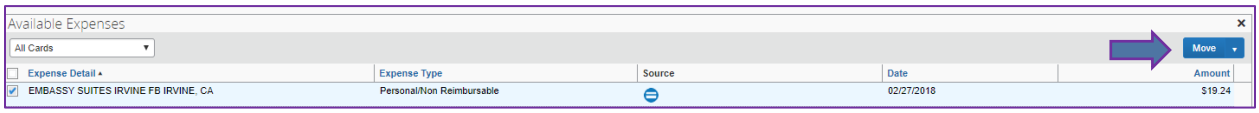
After you start your Expense Report and you have completed your report header, click on **Import Expenses**, then you will see **Available Expenses**. All of your credit card transactions will sit under **Available Expenses** until you place them on an Expense Report.

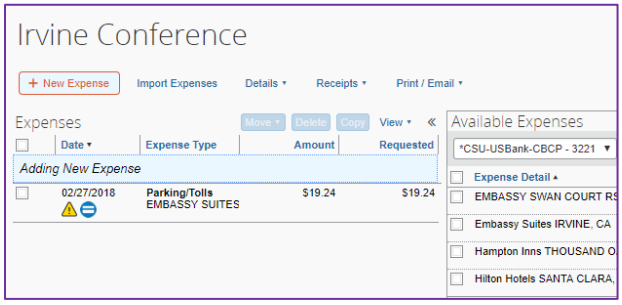




Step 2:

Click on the expense with the personal charge. So in this example, the charge for $19.24. Then either drag that expense to the left to go to Expenses. Or, click on the expense and then click **Move**. Your options are to move the expense to current Expense Report or New Expense Report if one has yet to be created.



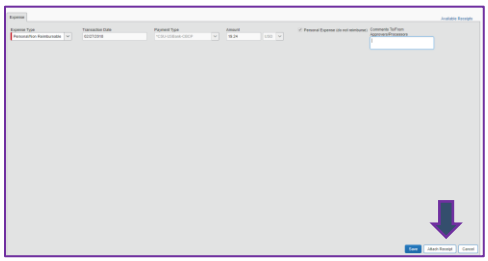


Step 3:

Once it is in your Expense Report, click on the expense. Then change the Expense Type to **Personal/Non Reimbursable.**

Step 4:

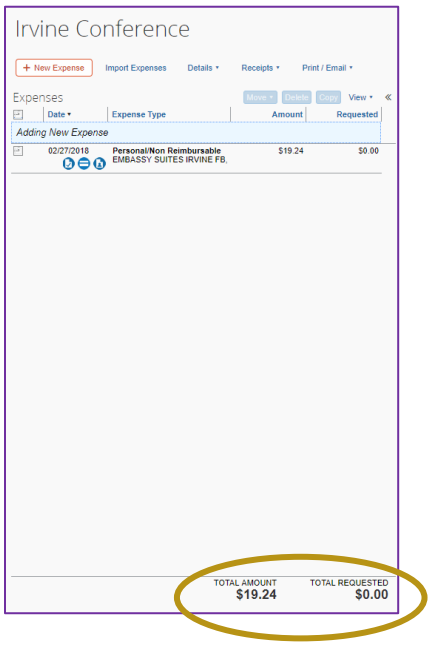
You can then add a comment and state paid back personal expense. Then attach your receipt you received from the Bursar's Office by clicking on **Attach Receipt.**



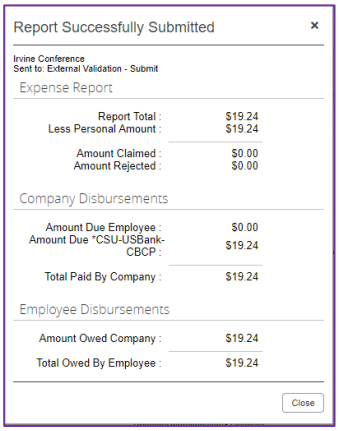
Step 5:

Then **Save**. You will see the Expense Type change to **Personal/Non Reimbursable**. And the indicator for personal expense.

At the bottom, you will see **Total Amount** $19.24 and **Total Requested** $0. So the traveler will not get any money reimbursed and has paid the portion back as the university has prepaid this ghost credit card expense.



- You will then see the report summary of disbursements and it will indicate the traveler owes the university the money as the payment made back to the university will not reflect in Concur. However, when the approver/s and processor review the report, they will see the receipt and can approve accordingly.



- If the approver/processor does not see a receipt, and the traveler does not have enough out-of-pocket funds to cover the personal expense/s, they are to return the Expense Report to the user who will need to pay back the funds to the Bursar's Office, attach receipt and then submit again.

ATTACHING RECEIPTS/ATTACHMENTS TO AN EXPENSE REPORT

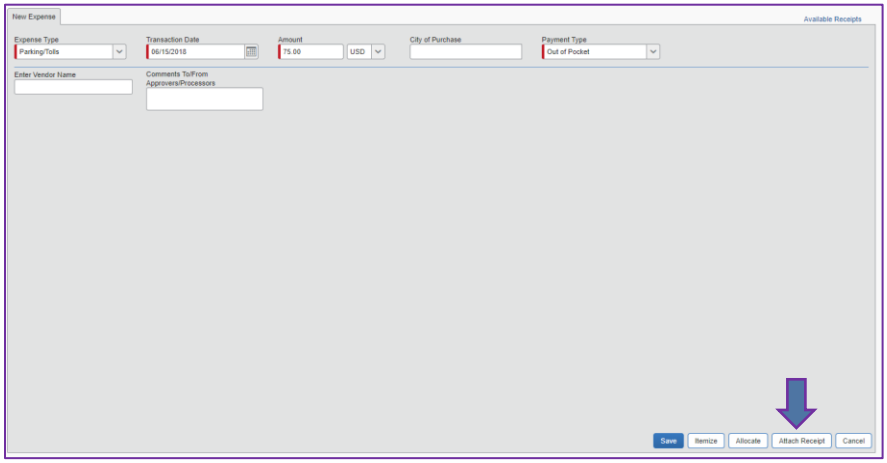
- Certain Expense Types regardless of dollar amount, and all expenses $75.00 and above require a receipt to be attached in Concur.
- Some may need attachments only or attachment and receipt. In this case, use the **Attach Receipt** option as there is no option for attaching an attachment.
- You can only attach one file per expense entry.
- File requirements: png, jpg, jpeg, pdf, html, tif or tiff file; 5MB limit per file.

UPLOADING RECEIPTS

- Files (see above file requirements) saved to a folder on your computer may be uploaded directly into an Expense Report.

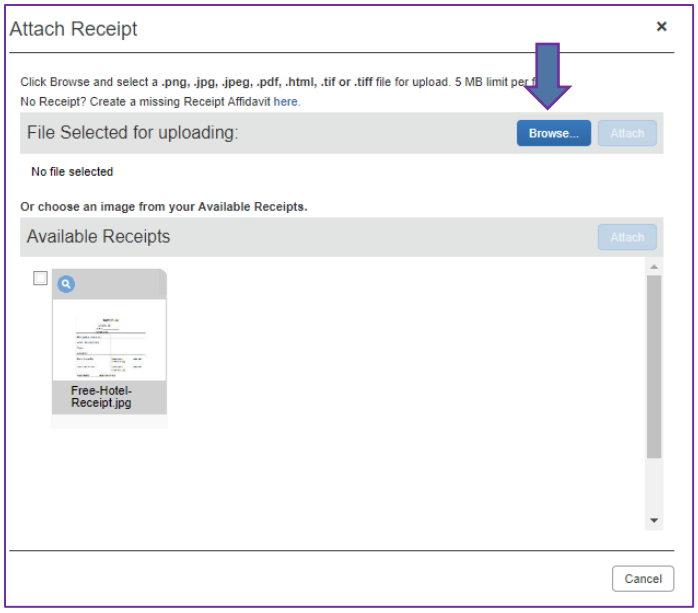
Step 1:

Once an Expense Type is filled out, click **Attach Receipt** at the bottom.



Step 2:

A popup window will appear asking you to either upload a receipt or choose from **Available Receipts** that you have uploaded already. Click Browse to find your scanned receipt/attachment. Then click **Open**, then **Attach**.



Attaching a Receipt under Available Receipts

- Users can upload images to the **Available Receipts** library which stores the receipt until the user is ready to attach it to an Expense Report. Receipts can be uploaded to Available Receipts using different methods.

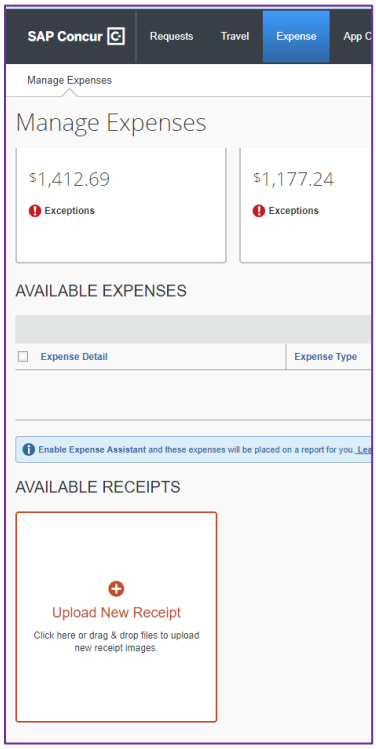
Upload images from the Expense Homepage

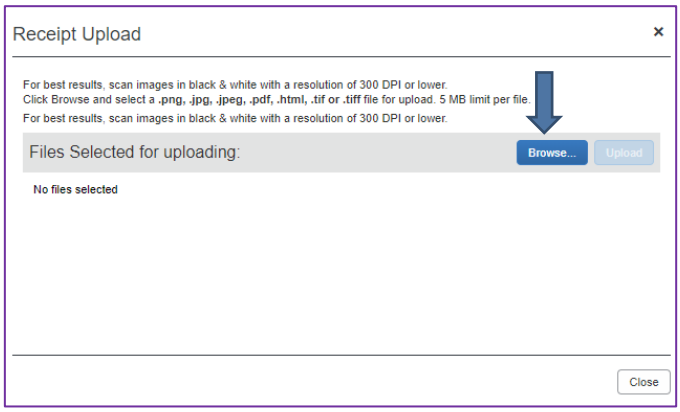
Step 1:

Click Expense on the list. Scroll to the bottom of the page, and click on **+ Upload New Receipt**. The Receipt Upload window will appear.

Step 2:

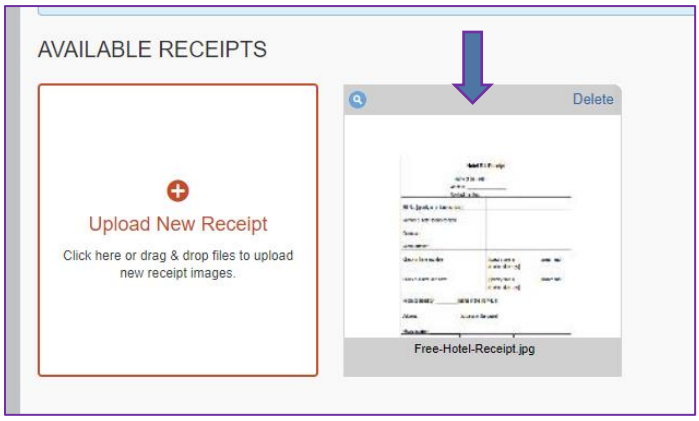
Click Browse (or Choose File, depending on browser). Locate the receipt/attachment image.





Step 3:

Click **Upload** and **Close**. The image will now be available under **Available Receipts** and can be attached to an Expense Report at any time.



Email Receipts/attachments to your Concur Account

- Before emailing receipts to the **Available Receipts** library, you must verify your email address under **Personal Information** on your user profile.

Step 1:

Steps to verify your email:

1. Click **Profile > Profile Settings**. The **Profile Options** page appears.
2. On the left-hand side of the screen, click **Personal Information**.
3. On the Personal Information screen, scroll down to the Email Addresses section, your Cal Maritime Email Address should be listed already.
4. Click **Verify**.
5. Check your email for a verification message from Concur.
6. Copy the code from the email message into the **Enter Code** box next to the email address.
7. Click **OK** to submit the code and complete verification.

Step 2:

Prepare an email to receipts@concur.com, attach the images, and send the email.

- The available file formats are: PNG, JPG, JPEG, PDF, HTML, TIF, OR TIFF.

Allowing your delegate to send receipt images to your Available Receipts Library

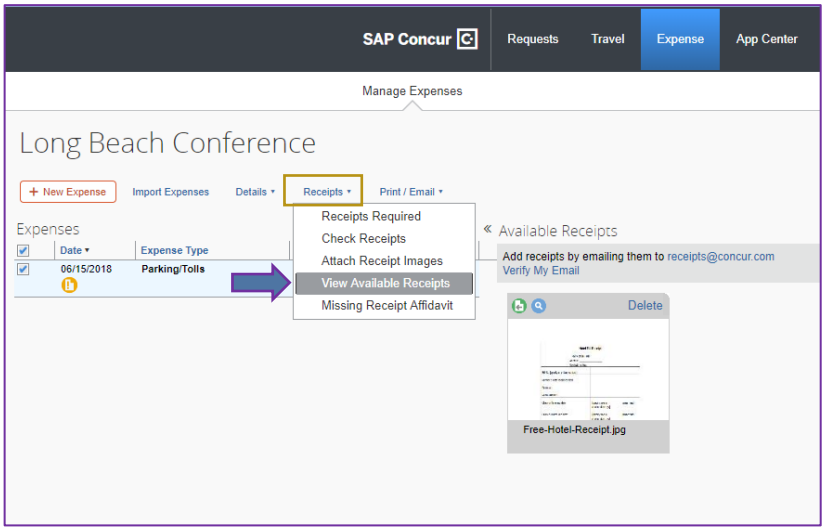
- The Delegate cannot set up an email account when they are delegating, nor can they use the verified email account they have set up for their own Expense Reports to populate another user's Available Receipts Gallery.

- In order for the Delegate to upload receipt images to Concur to attach to the Traveler/Cardholder's report they are acting on, they must do the following:
  - ✓ The Traveler/Cardholder must verify his/her own email address in his/her profile.
  - ✓ The Delegate must verify his/her own email address is in his/her profile.
  - ✓ The delegate must have the correct delegation permission (can view receipts, etc.)
    - To update delegate permissions, go to **Profile > Profile Settings> Expense Delegates > Add a Delegate >** select **Can Prepare** and **Can View Receipts**.
  - ✓ Then, the Delegate can email receipts to receipts@concur.com with the correct image extensions and size (must be a .png, .jpg., .jpeg, .pdf, .html, .tif or .tiff file; 5MB limit per file).
  - ✓ The Delegate must put the Traveler/Cardholder's email address in the subject line.
  - ✓ The receipt will show in the Traveler/Cardholder's Available Receipts gallery within three minutes.

Attaching a Receipt image to an Expense entry using Available Receipts

Step 1:

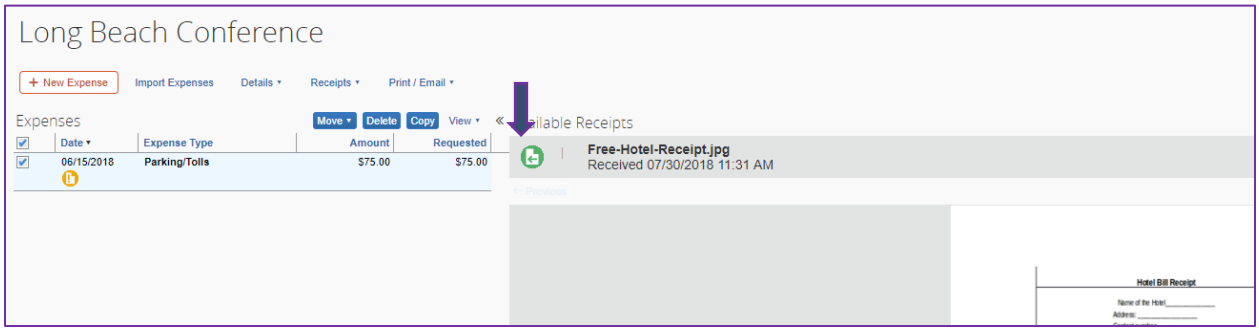
In the Expense Report, select an expense entry to open it in detail view. Then under **Receipts**, click on **View Available Receipts**.



- The available receipts will appear to the right.

Step 2:

Drag the image to the receipt icon to attach it. Or, click on the icon and it will attach the image to the expense.



ALLOCATING EXPENSES

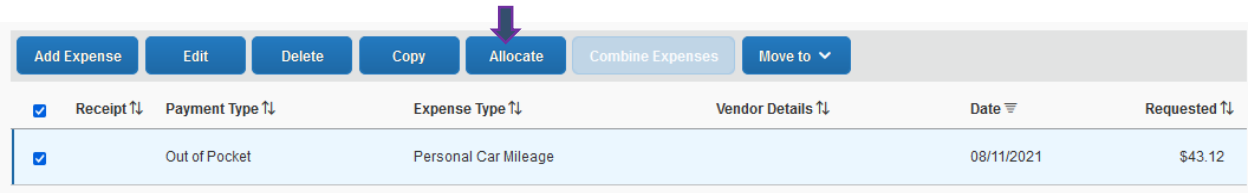
- All expenses will allocate to the chartfield indicated on your **Expense Report Header** and individual expense allocation (if applicable) that moved over from your approved Travel Request.

- The Allocate feature allows you to allocate selected expenses to multiple chartfields. It is best to allocate after all Expense Types and itemizations have been entered.

To Allocate a Single Expense

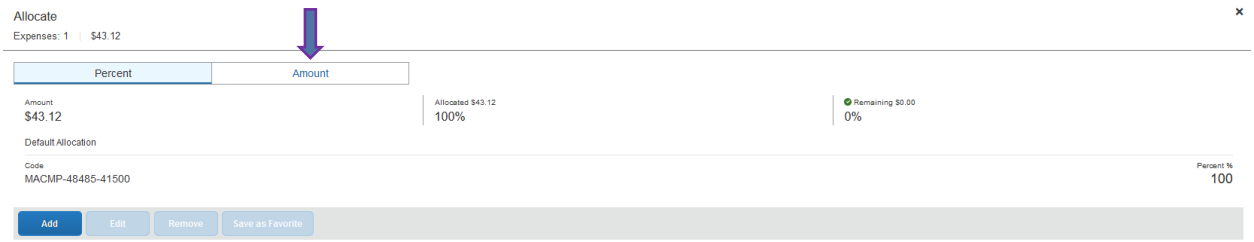
Step 1:

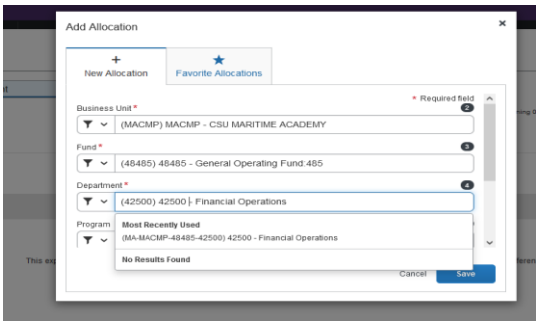
With the report open, to allocate a single expense, click **Allocate** under the specified expense.

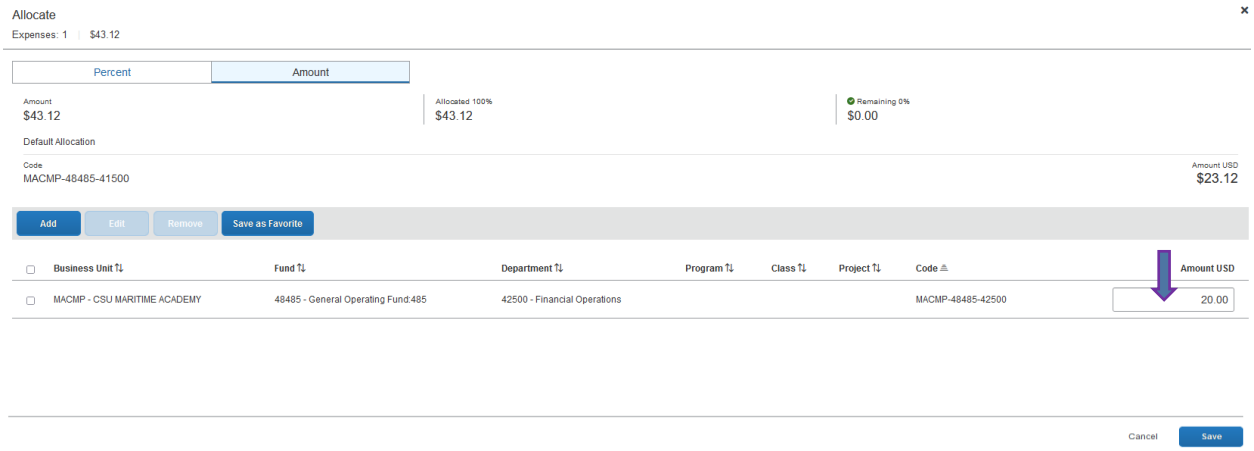


Step 2:

The **Allocate** page will appear. You can allocate by percentage or by amount by making your selection. Make the necessary adjustments to the chartfield by clicking on each: Fund, Department (required) and Program, Class, Project if needed. Once the fund is changed, you will need to re-enter the corresponding fields.



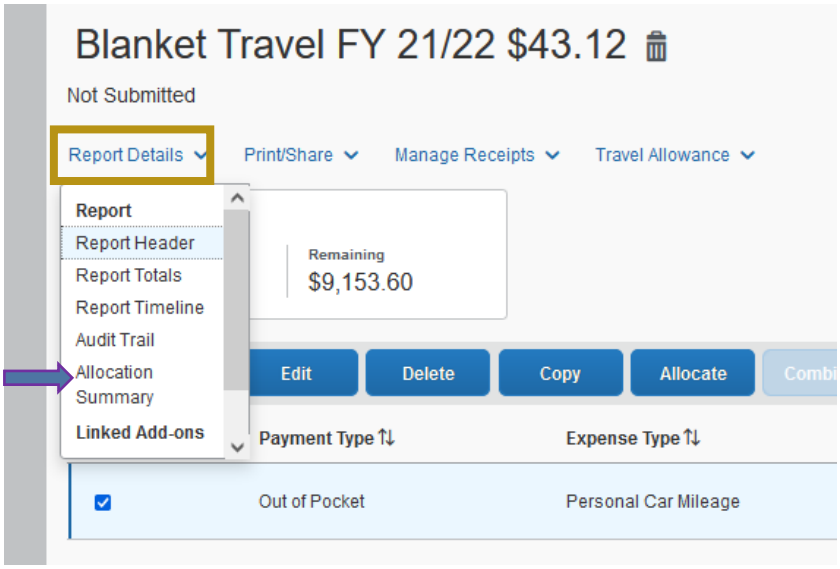


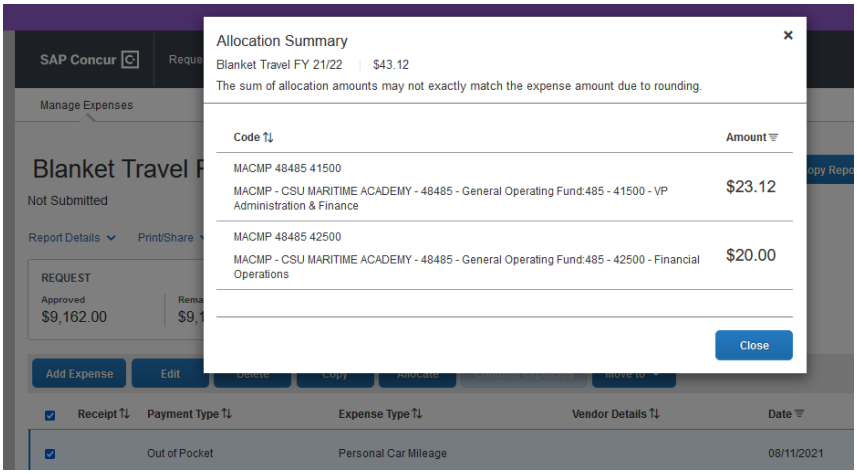


Step 3:

Once the expense is fully allocated, click **Save**.

You can view the allocation details by selecting **Allocation Summary** under **Report Details**.



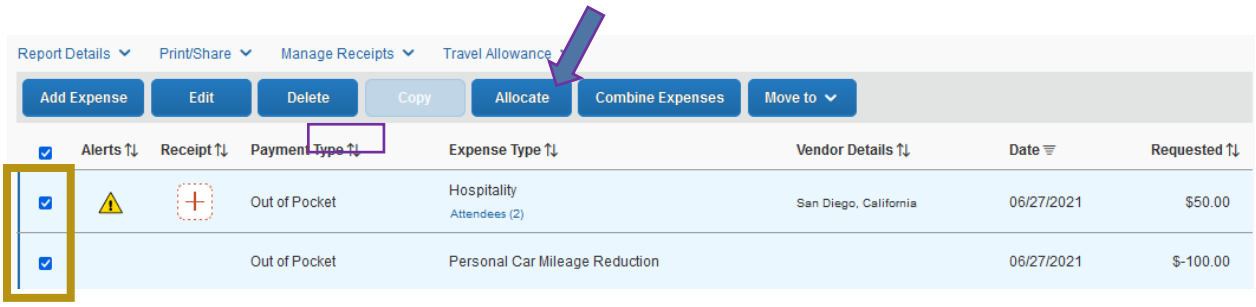


To Allocate Multiple Expenses

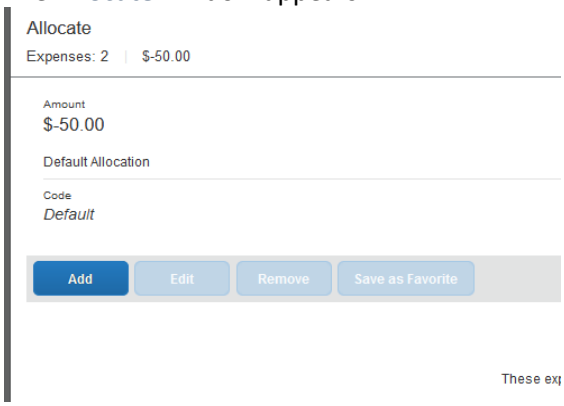
- It is best to allocate multiple expenses at the end of entering all your expenses, so you can do the allocation all at once.

Step 1:

On the Expense Type column of your Expense Report, click on all the expense types you want to allocate and then click **Allocate**.



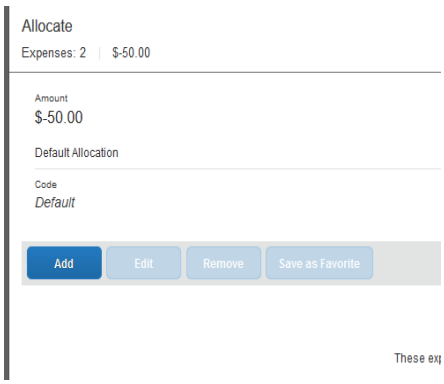
- The **Allocate** window appears.

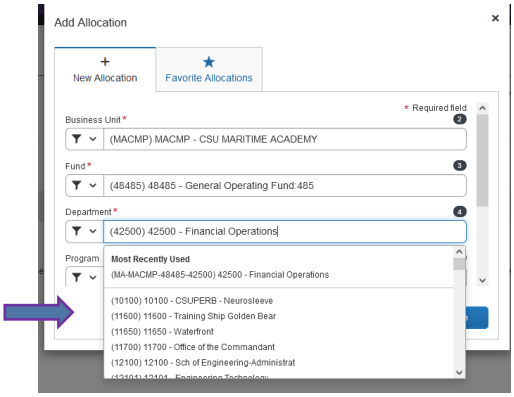


- Click **Add**.

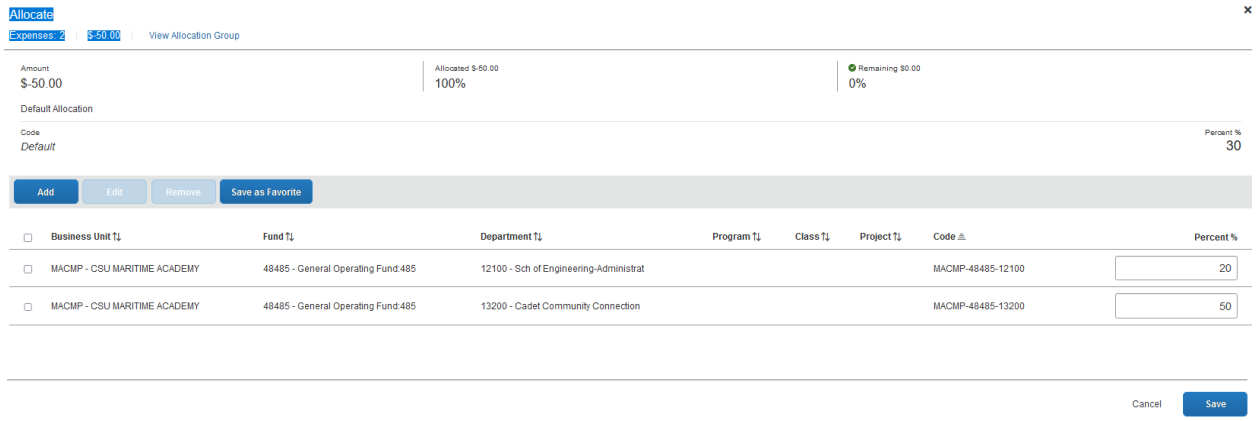
Step 2:

The **Allocate** page will appear. Make the necessary adjustments to the chartfield by clicking on each, Fund, Department (required) and Program, Class, Project if needed until the full amount has been allocated.





- You can adjust the percentages but the total amount must be allocated 100% otherwise an audit rule will flag and you will not be able to submit the report.



Step 3:

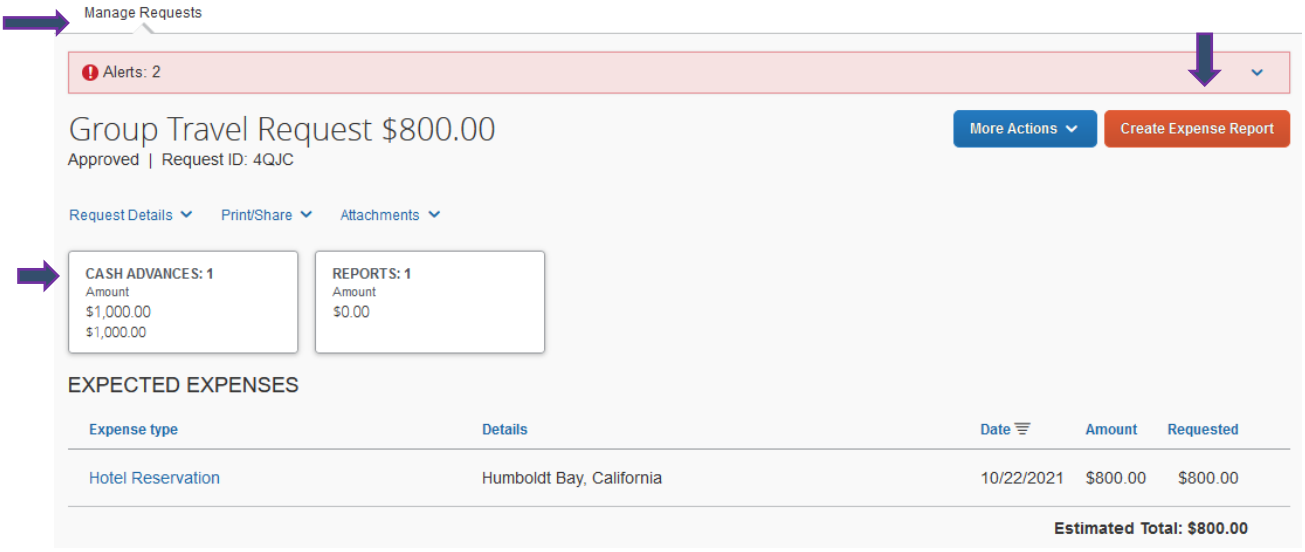
Once the expenses are fully allocated, click **Save**.

EXPENSING A CASH ADVANCE

- If you had a cash advance issued in Concur, you will need to expense the cash advance with your Expense Report as part of your travel reconciliation.

Step 1:

Click on **Requests > Manage Requests**, find your request you need to expense that has the issued cash advance and click on **Create Expense Report**.



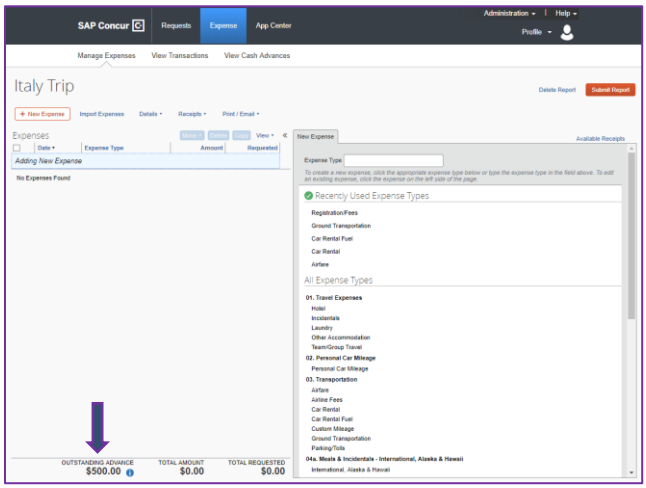
Step 2:

Finish completing the **Report Header** and click **Next**.

Step 3:

At the bottom of your expenses, you will see **Outstanding Advance**. This amount should be the amount you received for the cash advance.

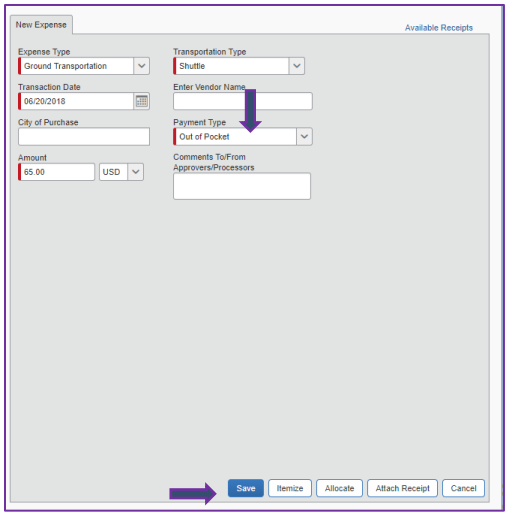
- In the case that not all the cash advance was used, contact the Travel Desk on instructions to return the unused portion to the Cashier's Office. Indicate the return amount by choosing Cash Advance Return Expense Type. Upload the receipt to your Expense Report as an attachment.

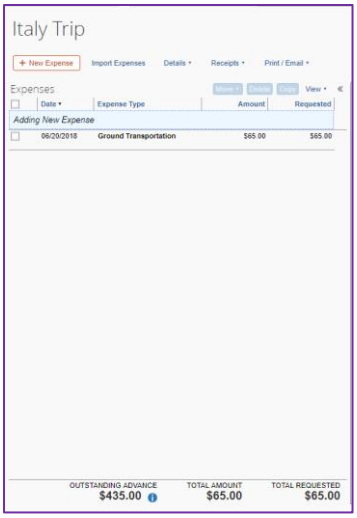


Step 4:

Enter each of your expenses. After an expense is entered and all required fields are completed, click **Save**.

- When **Payment Type** equals **Out of Pocket** for any particular expense, the outstanding cash advance balance will reduce accordingly.



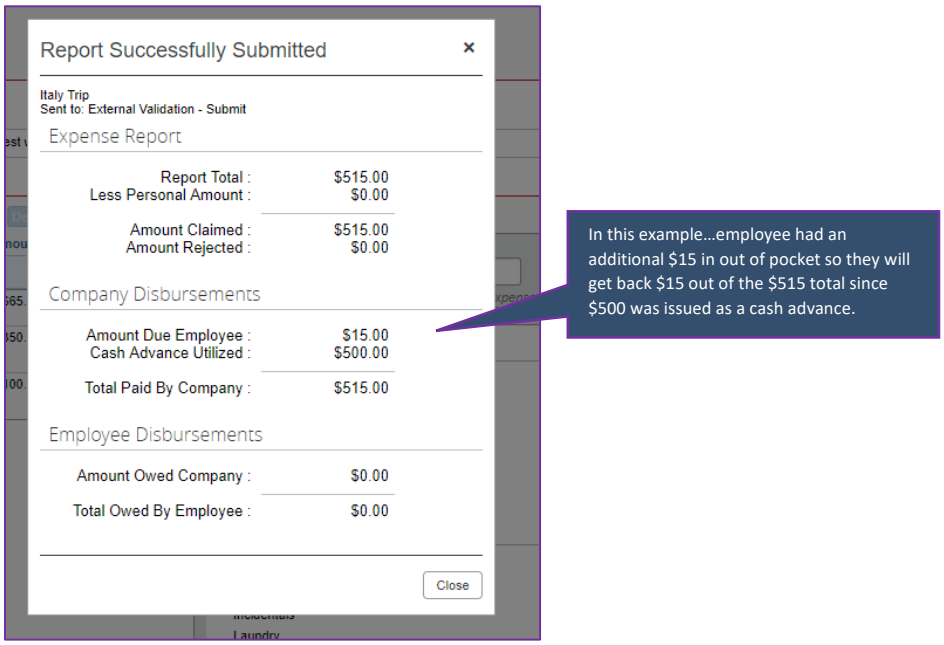


Step 5:

Click **Submit** once all your expenses have been entered.

- Your Outstanding Balance must be zero. If you have additional out of pocket expenses, you will receive the balance you paid out of pocket minus the cash advance amount.

- A pop-up window will appear and state your **Report Successfully Submitted** and you will be able to view a summary of the expense totals and disbursements.



HOW TO SUBMIT AN EXPENSE REPORT

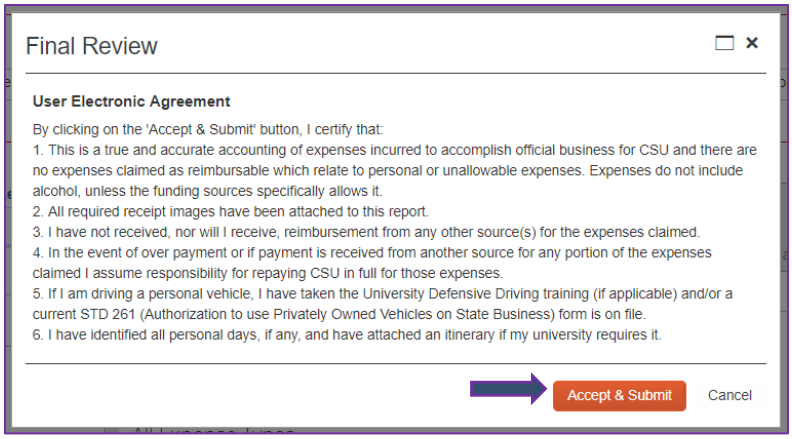
Step 1:

Once you are ready to submit your Expense Report, click **Submit Report** on the top right-hand corner.

Step 2:

The Final Review window appears with the **User Submit Agreement**. By clicking **Accept & Submit**, the user is accepting the terms and conditions of the agreement.

- If you cannot successfully submit the report, a message appears describing the report error or exception. Correct the error and attempt to submit again.

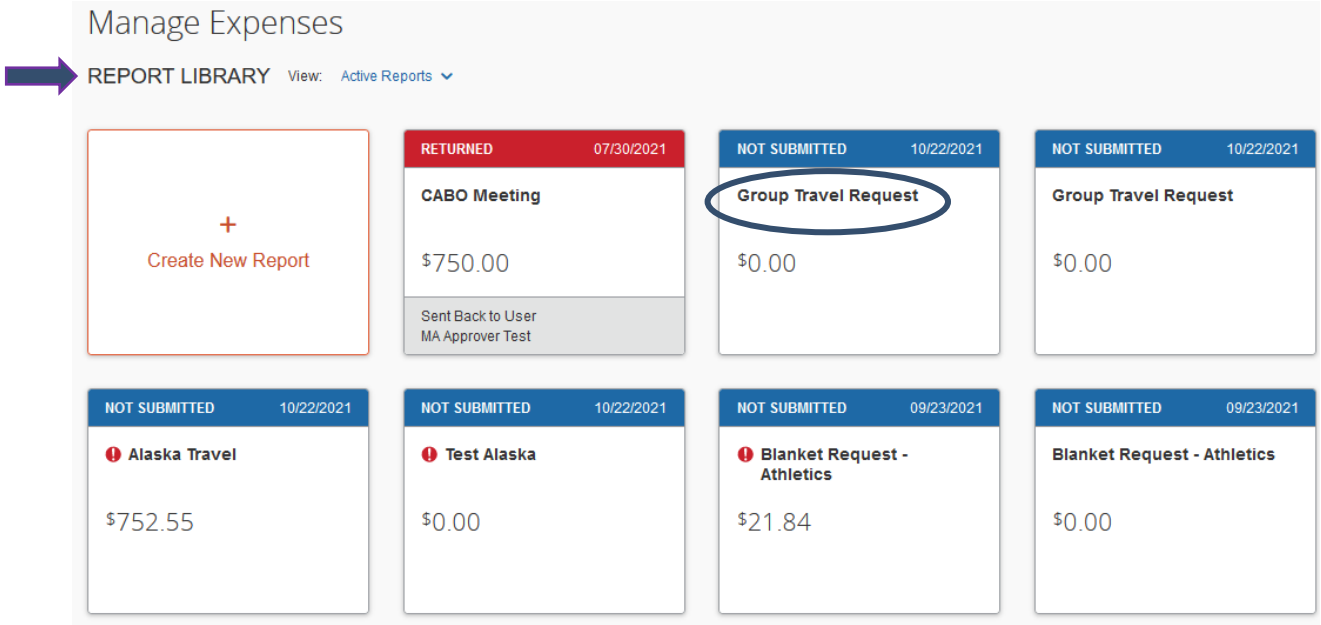


HOW TO PRINT/EMAIL AN EXPENSE REPORT

- You can print a copy of your Expense Report at any time. The **Approval Status, Approval Timeline** and **Audit Trail** will reflect based on when you printed the report. All information regarding the travel will be included on the Expense Report such as Request ID, travel information, employee information, expenses and allocations, approvals, audit trail, etc.

Step 1:

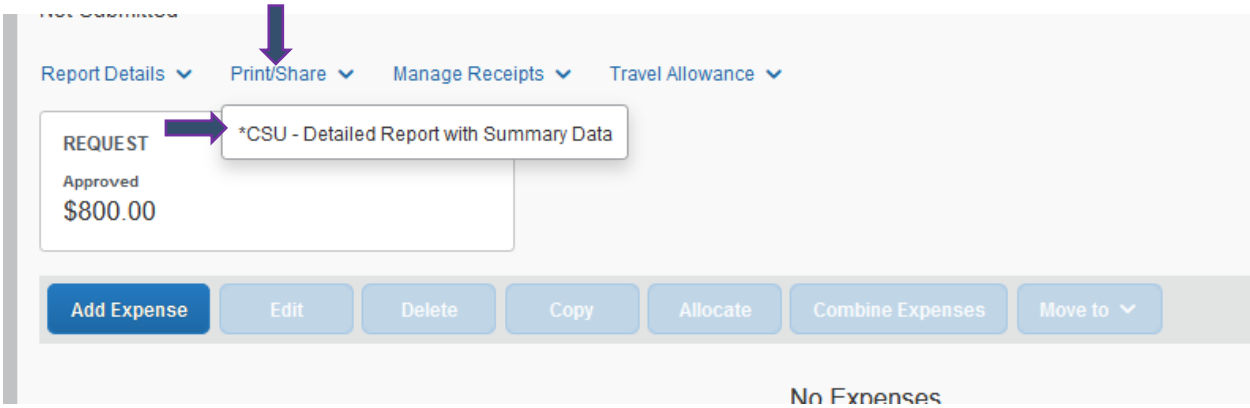
Click on the Expense Report you want to print by clicking on the **Expense** Tab and click on the report name under **Report Library.**



Select the reports you want to view.

Step 2:

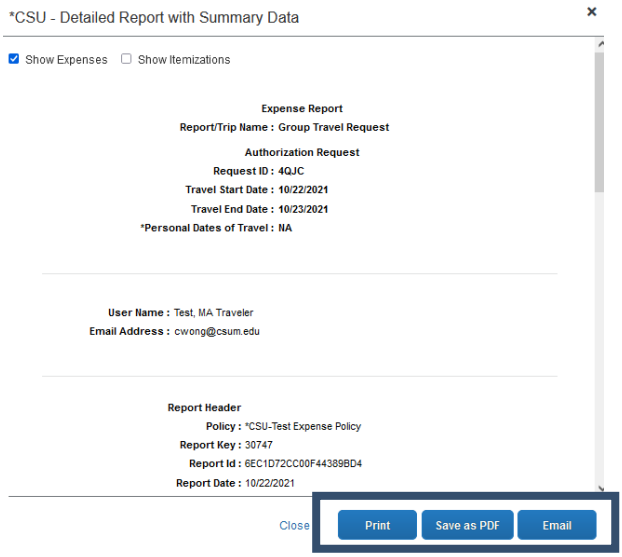
Click **Print/Email**, then click **CSU- Detailed Report with Summary Data.**

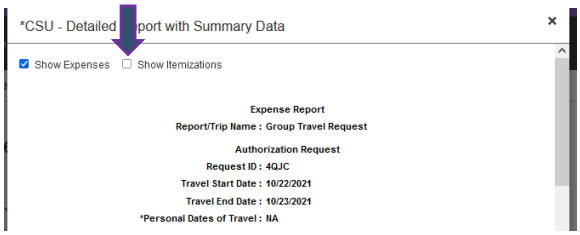


Step 3:

The Expense Report will pop up in a new window. You can check the box to show <u>itemizations</u> if needed. You have the option to save as **PDF, Email**, or **Print** the Expense Report.

- ✓ **PDF** – formats the document as a PDF, includes all attachments (receipts/documents attached) to then save.
- ✓ **Email**- Email box will pop up and you can enter the recipient's email address and comment if needed and it will send through Concur to the recipient. Please note: Recipient cannot reply to the email as it is an auto generated from Concur. Will not be sent with receipts/attachments.
- ✓ **Print**- Ability to print the Expense Report. Will not be printed with receipts/attachments.





CHECKING ON THE STATUS OF AN EXPENSE REPORT

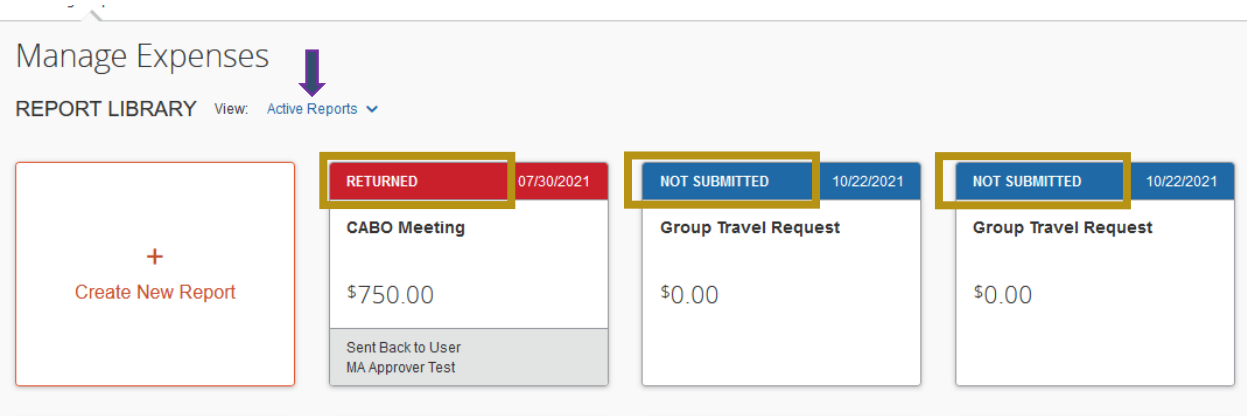
Active Reports

- **Active Reports** are reports that are currently being worked on and have yet to be submitted, or submitted but pending processing, pending approval or pending reimbursement.

- If returned or submitted under the report name and amount, it will give a reason or status detail. For example: If Submitted, if will say where in the approval process it is. If returned, it will give a reason for the return.

Step 1:

Click on **Expense** Tab, then under **Manage Expenses**, you will see **Active Reports**. Each Active Report will have information as to the status and progress of the report.

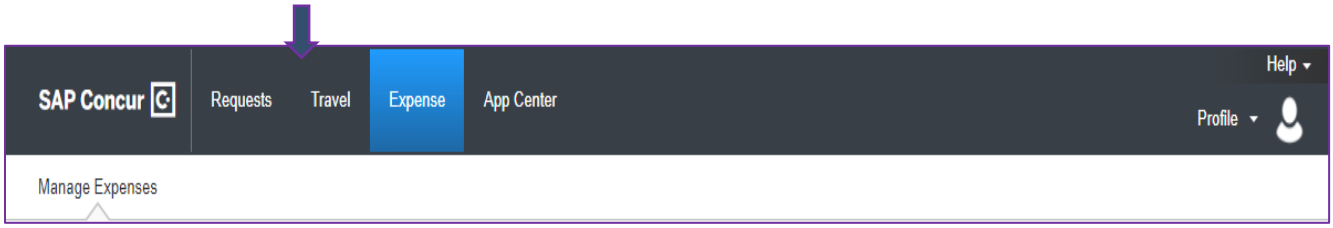


VIEWING EXPENSE REPORT HISTORY

- Once an expense report has already been processed, it will no longer appear under **Active Reports**. You will be able to locate all your Expense Reports in the **Report Library**. You can view these Expense Reports at any time. This eliminates the need to keep scanned paper copies that have been submitted for reimbursement.

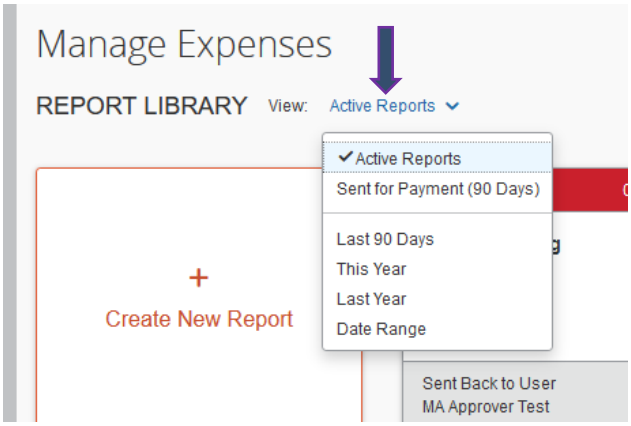
Step 1:

Click on **Expense** Tab.



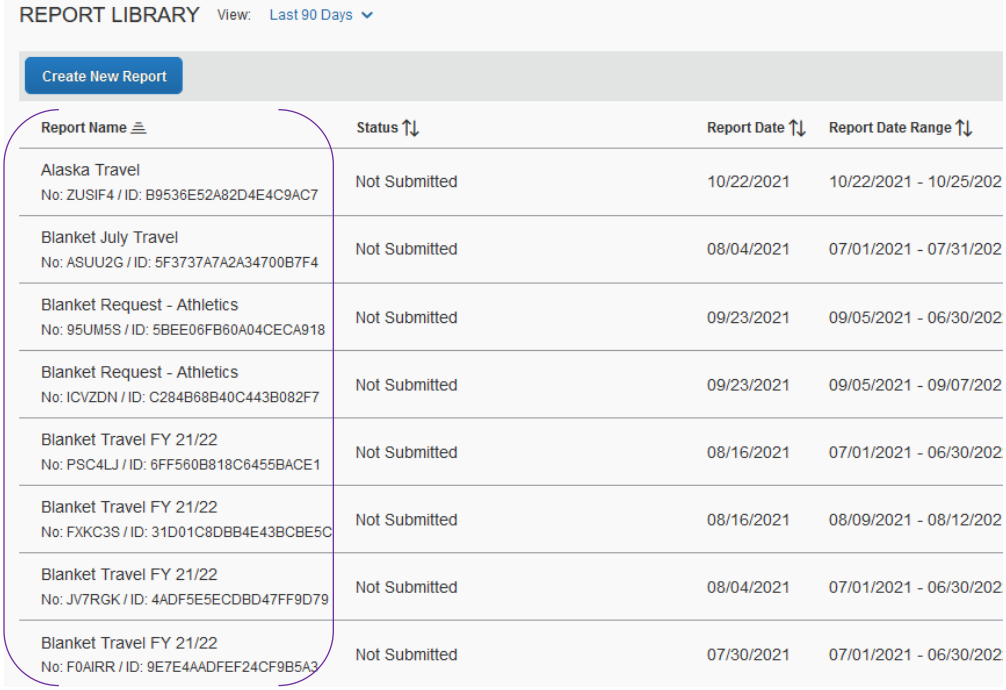
Step 2:

Click on **Active Reports**.



Step 3:

Make your selection from the list.



ACTING AS A DELEGATE

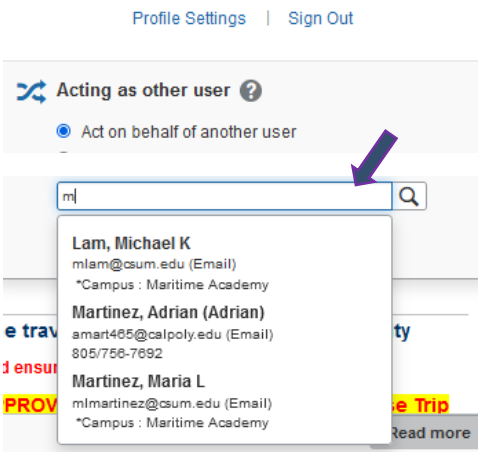
- By acting as a Delegate, you can prepare Travel Requests and Expense Reports on behalf of another user.

- In order to be assigned as a Delegate, you must be an Cal Maritime Employee and have an active Concur account. The user will need to add you as a delegate and grant appropriate permissions under their user profile before you can act on their behalf.

PERFORMING WORK ON ANOTHER USER'S BEHALF

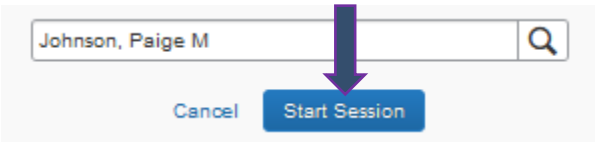
Step 1:

Once added, Delegate will log into their Concur account and click on **Profile** on the top right-hand corner. There will be a box **Acting as other user**. From the drop-down list, select the traveler's name from a list of users who have assigned you as a delegate. If you don't have this option or if you don't see the user's name, they have not added you.

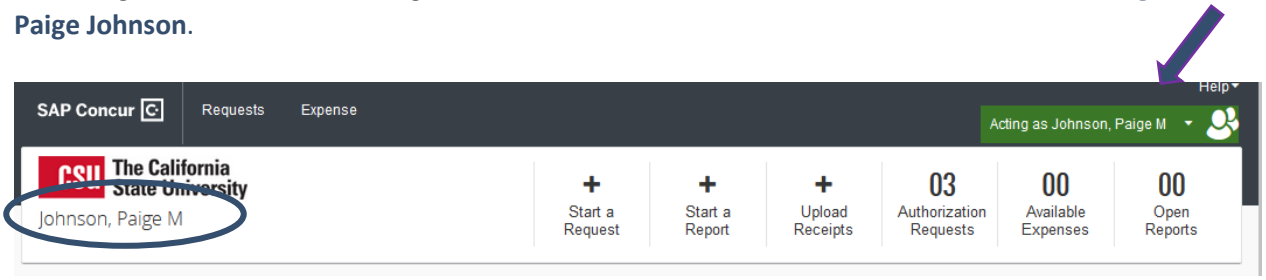


Step 2:

Click **Start Session**. Now the delegate will be acting on the user's behalf.



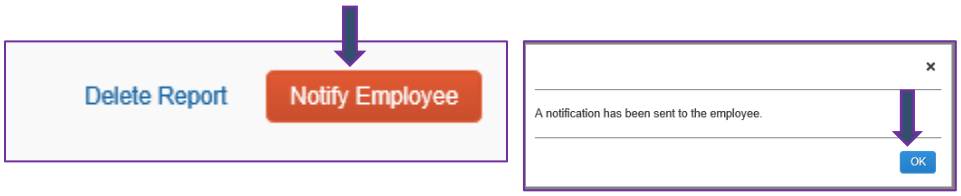
- The delegate will now to be acting as the user and will see their name. Test Smith is now **Acting as Paige Johnson**.



- **Please note:** If the delegate is granted **prepare** permissions, they can create a Travel Request and Expense Report on behalf of the traveler, however the **traveler must** be the one to **Submit** the Travel Request/Expense Report due to certification purposes.

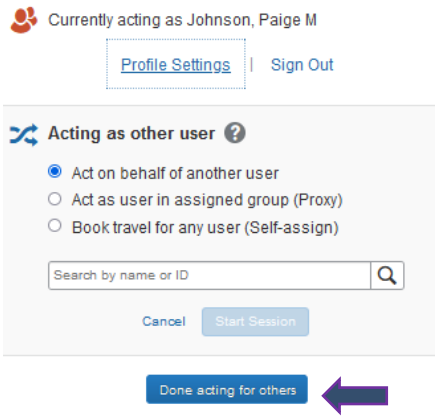
Step 3:

Delegate completes Travel Request/Expense Report. For information about how to complete a Travel Request/Expense Report, follow instructions listed in the Travel Request and Expense Report sections of this handbook. Once completed, click **Notify Employee**. Then click **OK**.



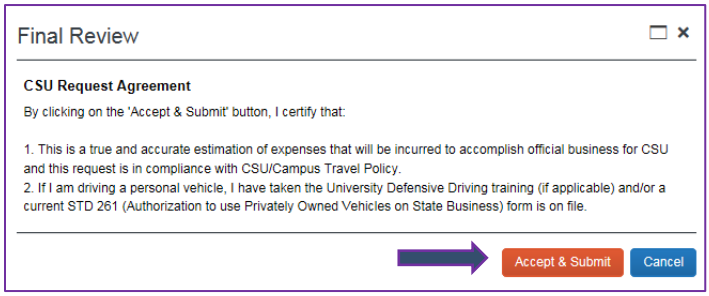
Step 4:

To end acting as the Delegate, click on Profile and click **Done acting for others**. If you have delegation on behalf of another user, you can choose another user to act on their behalf and start session.



Traveler will receive a notice that their Travel Request/ Expense Report is ready for review. Once reviewed, they can click **Submit** to submit their request/report.

Once reviewed, traveler can click **Accept & Submit** to submit their request/report.

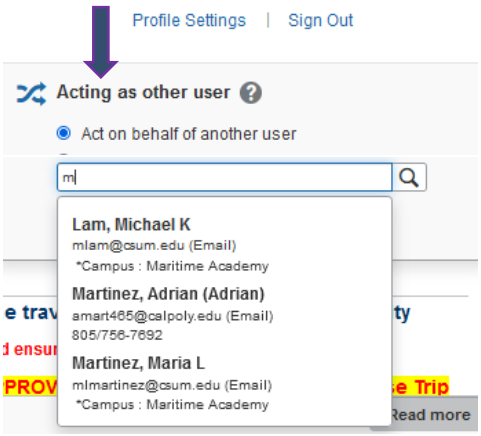


BOOKING TRAVEL ON ANOTHER USER'S BEHALF

- By acting as a Travel Arranger, you can book travel in Concur on behalf of another user.
- In order to act as a Travel Arranger, you must be an Cal Maritime Employee and have an active Concur account. The user will need to add you as a Travel Arranger and as well as a delegate and grant appropriate permissions (prepare Requests/Expense Reports) under their user profile before you can act and book travel on their behalf.
- All required fields of the traveler's user profile will need to be completed and profile saved in order to book travel in Concur. In order to book hotel reservations, there must be a credit card saved in the traveler's profile.
- In order to book airfare for the traveler, please make sure the name in Concur is identical to the name that is on their photo identification used for travel. Otherwise, you will want to book airfare outside of Concur as the name that is in Concur will be the name printed on the airline ticket.

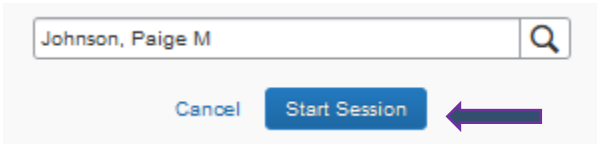
Step 1:

Delegate will login to their Concur account and click **Profile** on the top right-hand corner. There will be a box **Acting as other user**. From the drop-down list, select the user's name of who you want to book travel for.

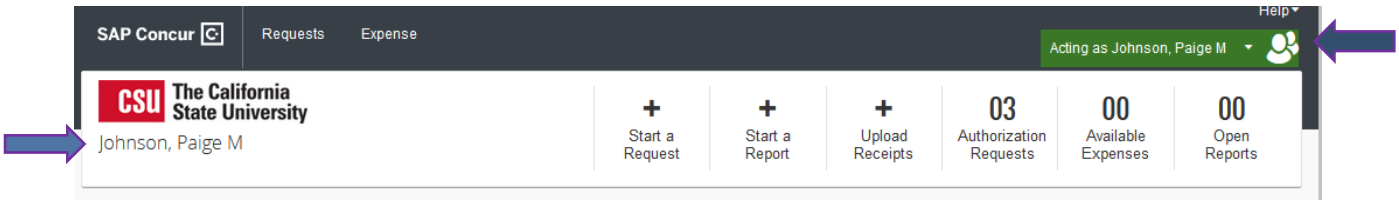


Step 2:

Click **Start Session**. Now the delegate will be acting on the user's behalf.

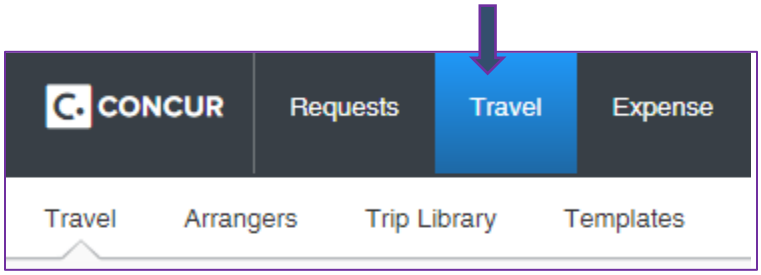


- The delegate will now to be acting as the traveler and will see the traveler's name. Test Smith is now **Acting as Paige Johnson**.



Step 3:

Click on **Travel** Tab at the top of the page to view any travel reservations related to the user.



- To book travel on the user's behalf, proceed to book through the Trip Search.

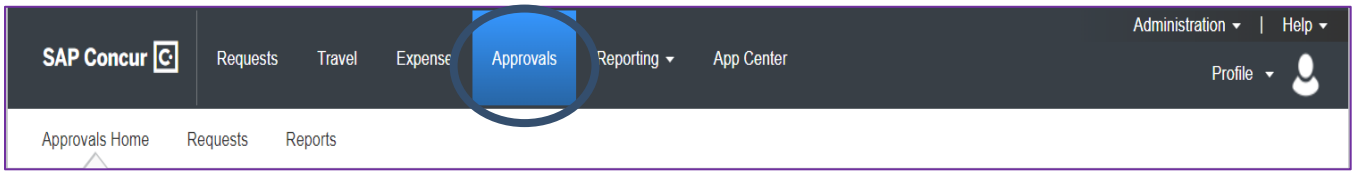
Step 4:

Complete booking travel reservations in Concur. Both you and the traveler should receive an email confirmation from Christopherson Business Travel of the booked travel reservation once finalized.

APPROVER ROLE

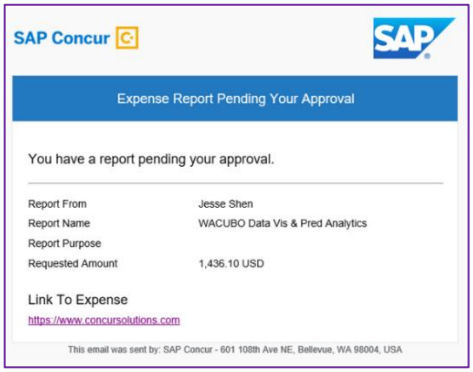
- Having the approver role allows you to approve Travel Requests and Expense Reports, as well as access to Reporting (Reporting for "Reports To" Approvers only) in Concur.

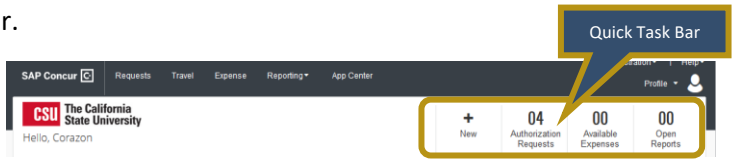
- You will have one login for both your own travel and approvals. By having the approval role, you will see an additional **Approvals** Tab and **Reporting** Tab at the top of the Concur homepage.



- Concur will alert you via email notification when there are requests/reports pending your approval. The link provided in the email will take you to the CSU homepage, select Maritime and then sign in using your Cal Maritime Credentials on the Campus Gateway. You can also log in to Concur and check your **Quick Task Bar** to see if there are any pending travel requests or expense reports awaiting your approval.

- An Approver has **6 calendar days to approve a Travel Request** and **10 calendar days to approve an Expense Report**. Failure to approve during this timeframe may result in the Travel Request/Expense Report being routed to another manager.





APPROVING TRAVEL REQUESTS

- All University travel must be approved through an authorization by the appropriate authorities. This process requires completing and submitting a Travel Request in Concur. The Travel Request identifies what travel costs can be paid or reimbursed to the traveler using University funds. Travel Requests must be approved prior to making any travel arrangement and completing an Expense Report in Concur. Individuals traveling for University business that have not submitted the proper travel request may not be covered by University insurance policies and may be traveling at their own risk.

Approving Authority Responsibility

- The approving authority ensures all expenses are reasonable in terms of price, purpose, and necessity, and is responsible for:

  - ✓ Ensuring expenses charged to department accounts are supported by sufficient funds and ensuring appropriateness of use of funds.

  - ✓ Ensuring expenses requested are ordinary, reasonable, not extravagant, necessary, and supported by a business purpose or justification, as appropriate.

  - ✓ Validating, to the extent possible, that the expenses listed were actually incurred by the employee and that appropriate supporting documentation if applicable is attached.

  - ✓ Reviewing and approving the business purpose and ensuring the request is in compliance with any applicable sponsored project/grant requirements if applicable.

  - ✓ Approving/denying payment of the travel claim in a timely manner.

  - ✓ Denying expenses not directly related to official University business.

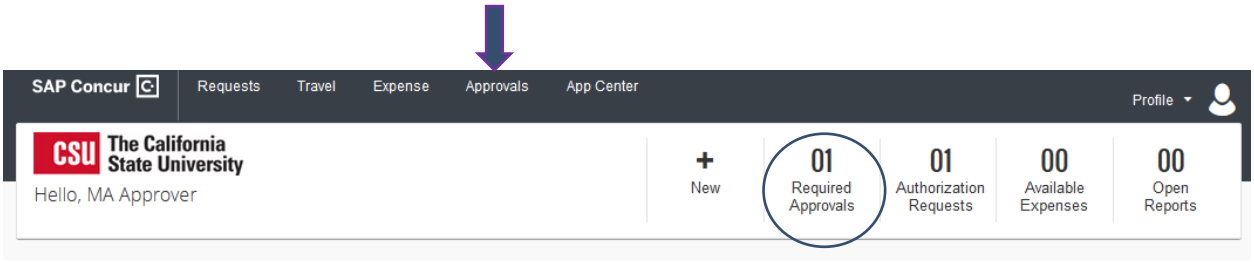
How to Approve a Travel Request

Step 1:

Navigate to the Concur homepage by clicking here, or accessing the Concur link from the notification email to get to the Cal Maritime State Gateway to login using your campus credentials via single sign-on.

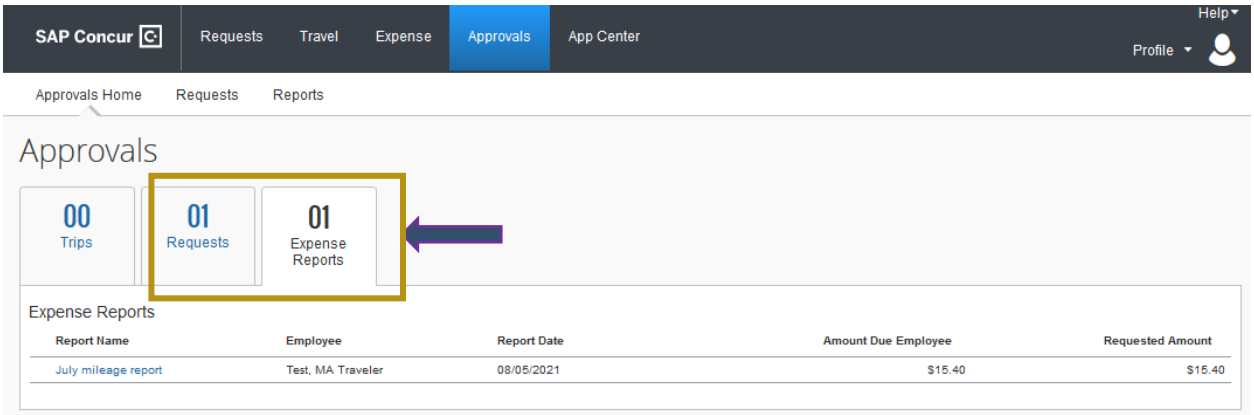
Step 2:

Click on **Approvals** Tab either at the top of the homepage or **Required Approvals** on the **Quick Task Bar.** This will take you to **Approvals Home**.



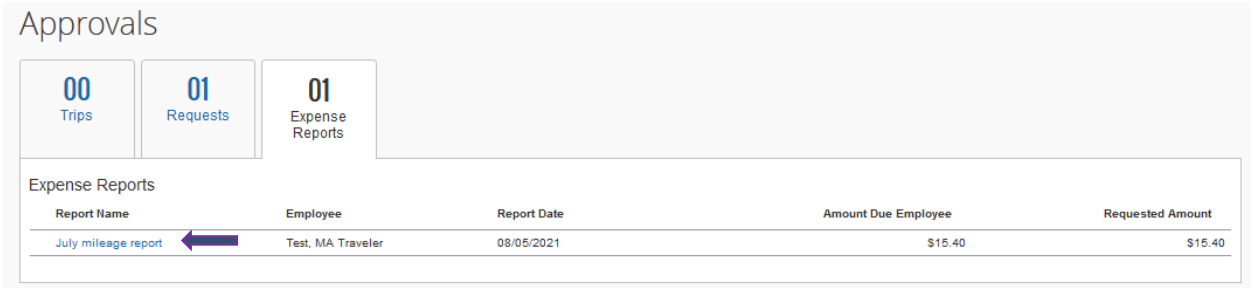
Step 3:

You will see two tabs related to approvals. One for **Requests** and one for **Expenses Reports** which will house all your pending travel approvals. Click **Requests** Tab.



Step 4:

Under the **Requests** box, click on the Request Name in blue awaiting approval.



Step 6:

Now you can review the Travel Request by clicking on each of the Request Tabs:

- ✓ **Request Header**
- ✓ **Request Timeline**
- ✓ **Audit Trail**
- ✓ **Allocation Summary**

- Check to make sure all the fields are completed with the correct information. Don't forget to check attachments if applicable. The system will not alert you that there is an attachment. You, as the approver, can also attach documentation if needed.

- Items you want to look for in the **Request Header** are:
  - ✓ Trip Purpose corresponds with the destination
  - ✓ Start and End Dates of travel
  - ✓ Personal Travel (if applicable). This is a free form field. The system cannot identify dates entered here and what portion of request is personal travel vs. business.
  - ✓ Appropriate Chartfield information indicated
  - ✓ If a cash advance is requested, make sure a justification for advance is entered in the comments box.

- Review the **Itinerary,** for airfare, car rental, and hotel estimated detail information if applicable.

- The **Expense Expenses** will page shows all estimated expenses regarding the travel including the segment estimates. Check comments if any. You can click on the Expense Type to get more details regarding the expense.

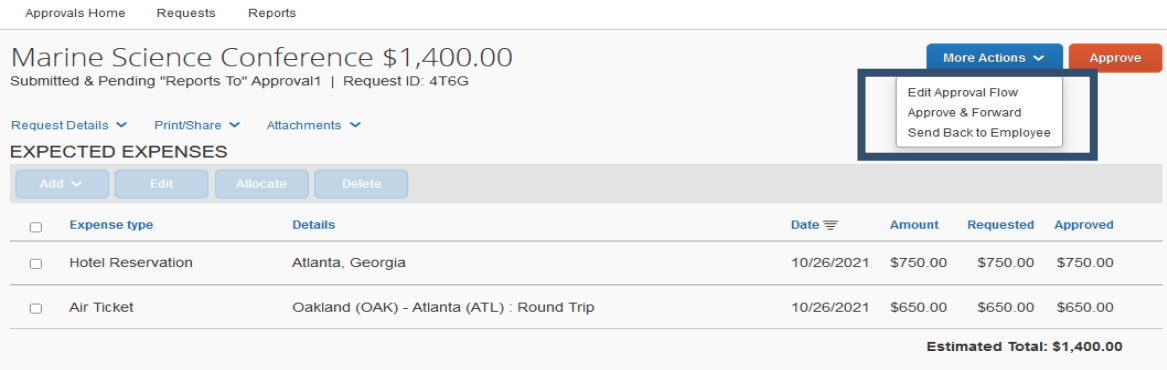
- Review the **Request Timeline** to make sure all necessary approvals are in place depending on the type of travel and destination. Please note: the Budget Approver information will not populate until the "Reports To" Approver approves.

- The **Audit Trail** will show you all stages and correspondence in regards to that Request. For example, emails sent, comments added, approvals, chartfields changes, etc.

Step 7:

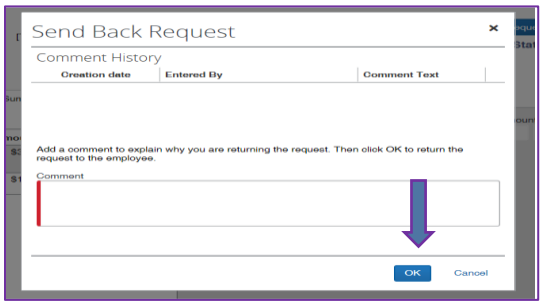
Once you have reviewed all the tabs, your options under **More Actions** box are:

- ✓ **Edit Approval Flow**
- ✓ **Approve and Forward** (Reports to Approver will only have this option. Budget Approver can add additional approver under Approval Flow tab.
- ✓ **Send Back to Employee**

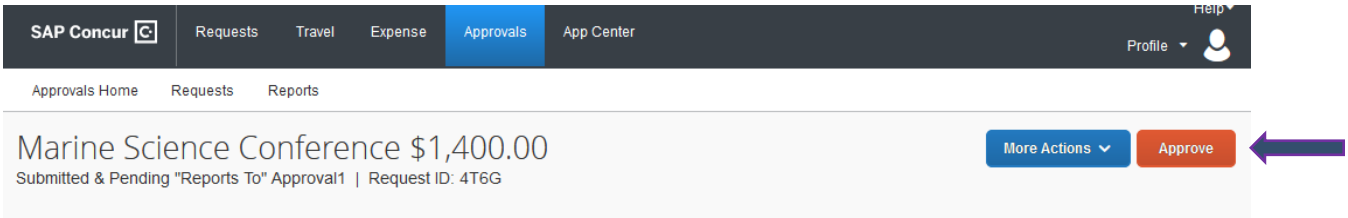


- Please note: Approver can edit chartfield information if necessary by clicking **Allocate** at the bottom for any given expense. They can also add an attachment or add a comment as well.

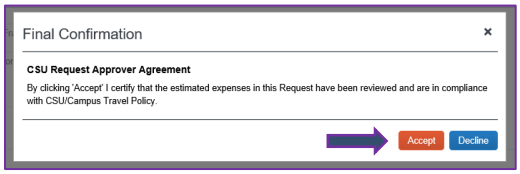
- **Send Back to Employee** – If you do not wish to approve the request or you require any additional information from the traveler, you can click **Send Back to Employee** and the traveler will be notified that their request has been sent back. Along with sending back the request, a comment is required to be enter in the comment field. Once you enter a comment on why the request is being sent back, click **OK**.



- **Approve** – If the request is ready to be approved, click **Approve**. It will then route to the next approval workflow step. If you are the traveler's "Reports To" Approver, it will then look for a Budget Approver.

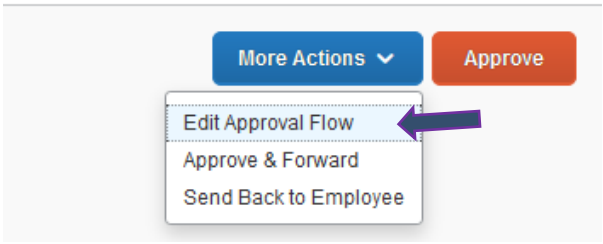


After clicking **Approve**, a **Final Confirmation** box will appear with a **CSU Request Approver Agreement**. Click **Accept**. If you click Decline, the request will not be approved and remain in your Requests awaiting approval.

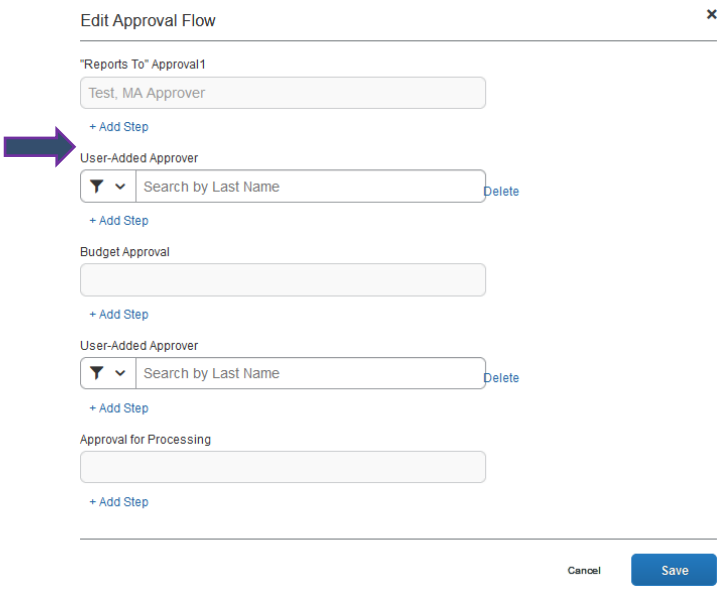


- **Approve and Forward** – If you approve the request, but want an additional approver to approve after you, click **Approve & Forward.** This added approval will be **in addition** to the approval flow already in place. Only the "Reports To" Approver will see this option.

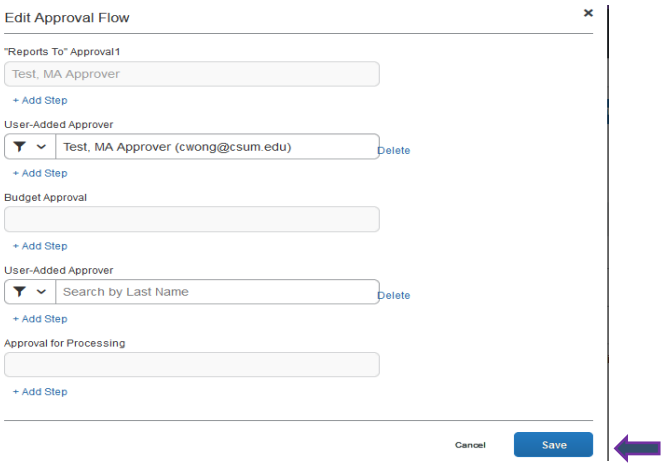
- **<u>For Budget Approvers</u>- go directly to the Approval Flow before approving. You will have the ability to add an additional approver to the workflow. See screenshots below.**



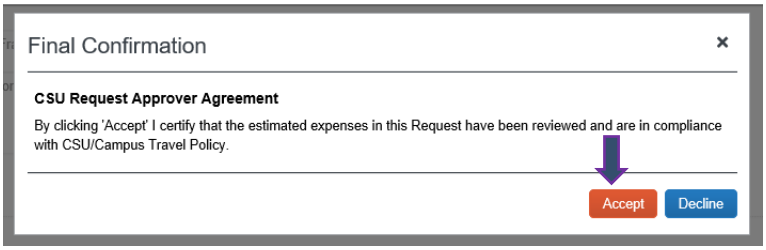
Click **+ Add Step** under the appropriate Approval Flow, ie. "Reports To", "Budget Approval" or "Approval for Processing." of the In the ***User-Added Approver*** box, enter the name. Once you see the appropriate name in the drop-down list, click on it. Then that person will be added to the approval workflow as a **User-Added Approver**.



Once all additional User-Added Approvers have been added, click **Save**.



After you click **Save**, a Final Confirmation box will appear with a **CSU Request Approver Agreement**. Click **Accept**. If you click Decline, the request will not be approved and it will sit in your pending approvals queue until it moves on to another approver or sent back.



APPROVING EXPENSE REPORTS

- Upon the completion of the Travel, an Expense Report needs to be completed and submitted for all out-of-pocket expenses to receive reimbursement. In addition, anything prepaid by the university perhaps on the Dept. Travel Card, P-Card, US Bank Travel Ghost Card, or Direct Pay/Bill should be included on the Expense Report and the Payment Type should indicate **University Paid**. Ghost Card transactions Payment Type will come through as **USBank Ghost Card**. The approving authority designated to approve travel expense reports ensures all expenses are reasonable in terms of price, purpose and necessity.

Approving Authority Responsibility

- The approving authority ensures all expenses are reasonable in terms of price, purpose, and necessity, and is responsible for:

  - ✓ Ensuring expenses charged to Department accounts are supported by sufficient funds and ensuring appropriateness of use of funds.

  - ✓ Ensuring expenses requested are ordinary, reasonable, not extravagant, necessary, and supported by a business purpose or justification, as appropriate.

  - ✓ Validating, to the extent possible, that the expenses listed were actually incurred by the employee and that appropriate supporting documentation is attached if applicable.

  - ✓ Reviewing and approving the business purpose and ensuring the request is in compliance with any applicable sponsored project/grant requirements if applicable.

  - ✓ Approving/denying payment of the expense report in a timely manner.

  - ✓ Denying expenses not directly related to official University business.

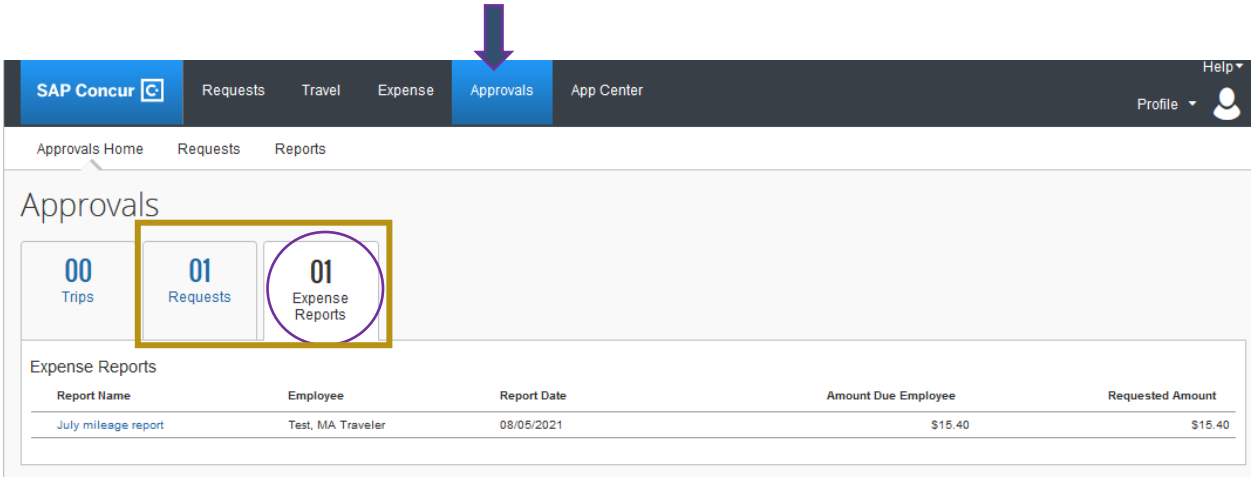
How to Approve an Expense Report

Step 1:

Navigate to the Concur homepage by clicking here, or accessing the Concur link from the notification email to get to the Cal Maritime Gateway to login using your campus credentials via single sign-on.

Step 2:

Click on **Approvals** Tab either at the top of the homepage or **Required Approvals** on the **Quick Task Bar.** This will take you to **Approvals Home**.

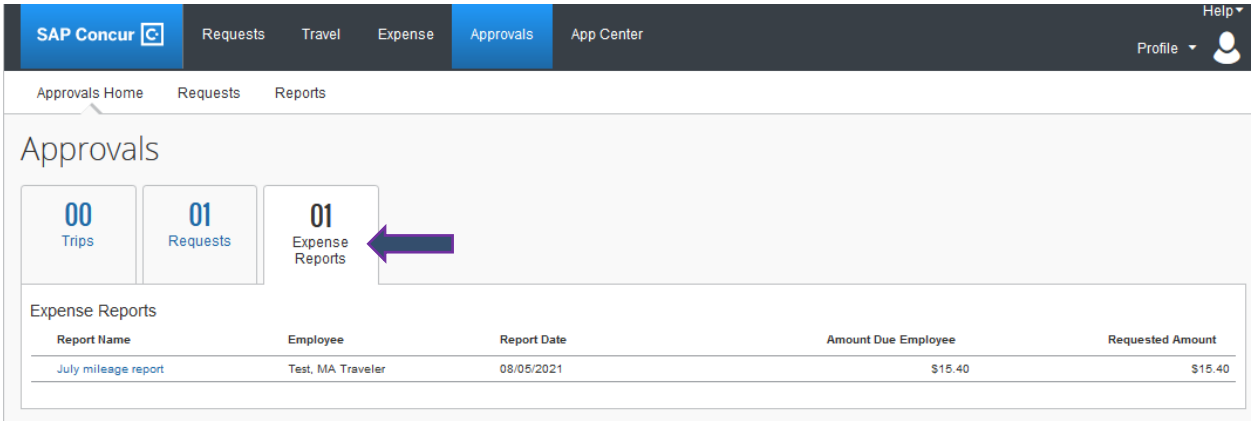


Step 3:

You will see two tabs related to approvals. One for **Requests** and one for **Expenses Reports** which will house all your pending travel approvals.

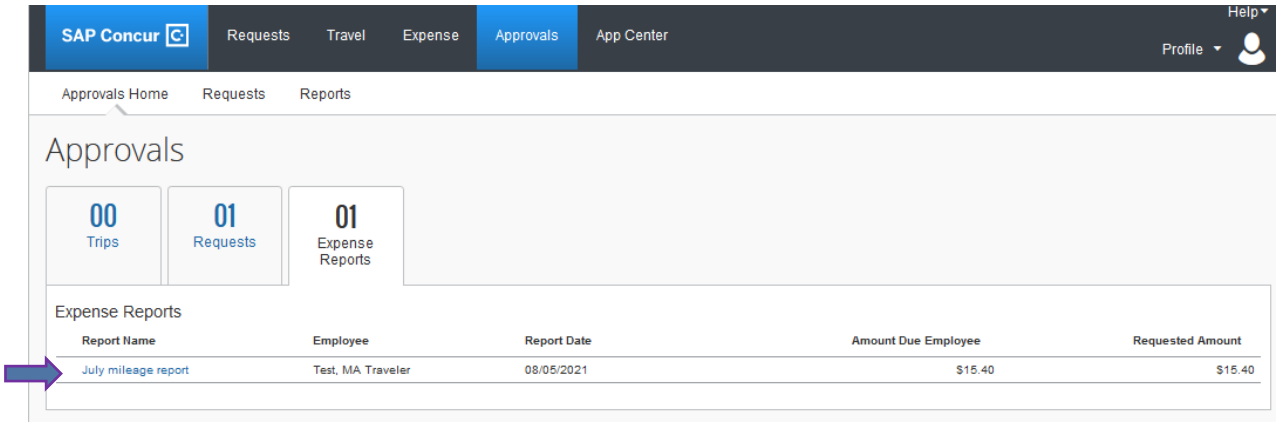
Step 4:

You will see 2 tabs. One for Requests and one for Expenses Reports which will house travel that require your approval. Click **Expense Reports** Tab.



Step 5:

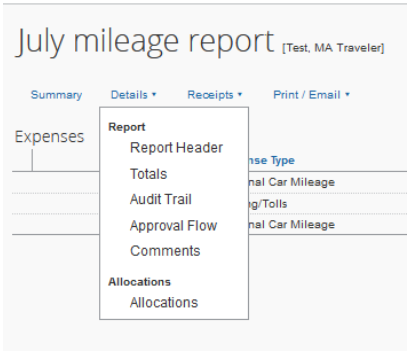
Under the **Expense Reports** tab, click on Report Name in blue awaiting approval.

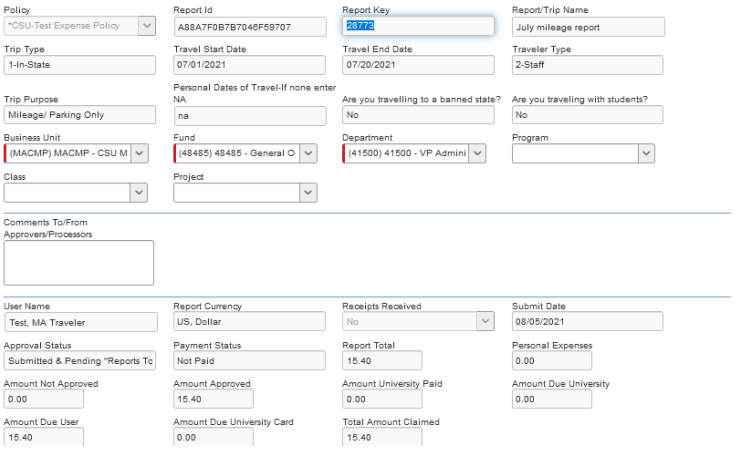


Step 6:

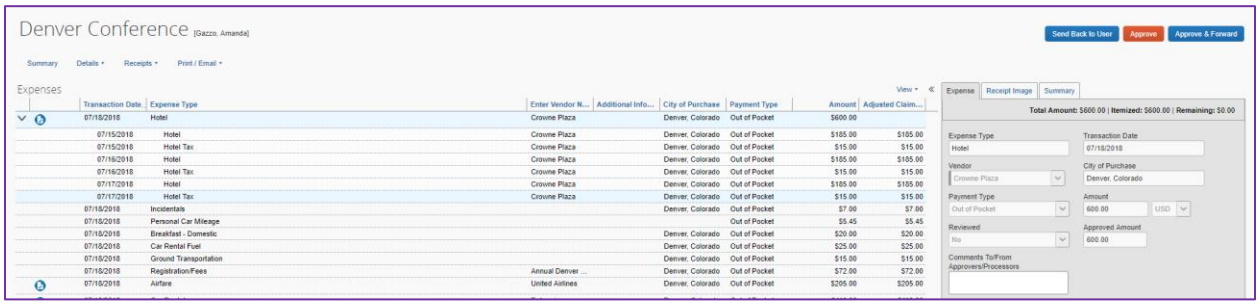
You will see a list of expenses in the **Summary**.

➢ If you want to see the details of the trip, click **Details > Report Header** at any time**.**





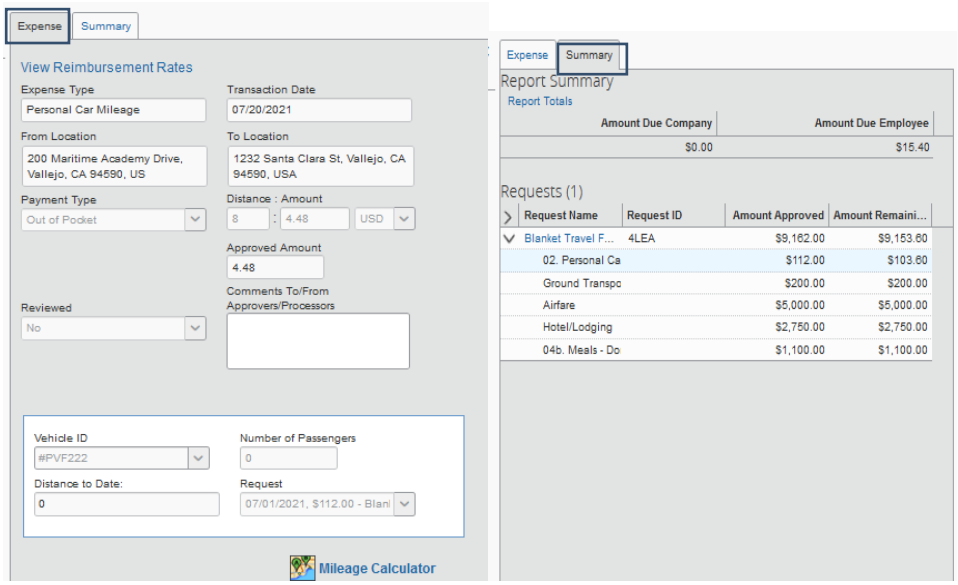
- You can click on each expense to see the itemization (if applicable) and all the fields the user entered on their Expense Report.



Step 7:

Please review each expense and all fields-

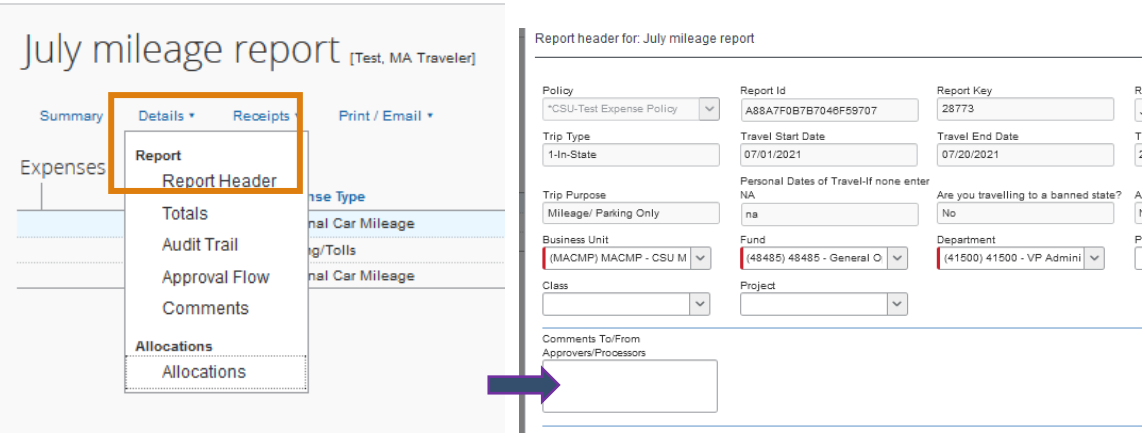
- Click Expense to show detailed information in the **Expense** tab.
- Click **Receipt Receipts** under **Receipts** to view the receipt. If there is no Receipt tab, then a receipt was not attached to that particular expense.
- **Summary** –tab will appear that gives you a breakdown of the approved Request estimated amount for that expense.
  - Amount Remaining:
    - Positive amount: traveler expensed less than approved request estimate
    - Negative amount: traveler expensed more than approved request estimate
    - $0 amount: traveler expensed exact amount
  - Please note: Only the expense types that were included on the Travel Request will show here.
  - You can click on the Request Name under Requests to bring up all the Travel Request information in detail which will include request header information, expense type amount and allocation, approval flow and audit trail information.



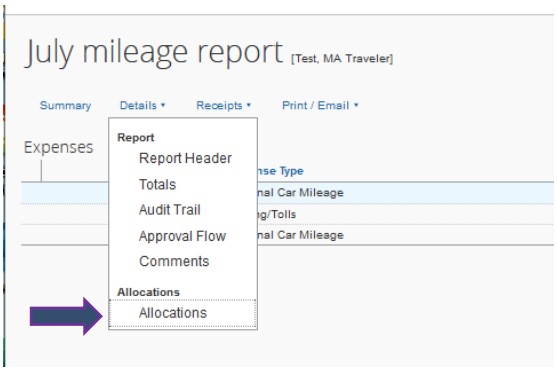
- Any warnings will show at the top and indicate the warning reason. This will include any personal travel dates that the traveler indicated or any exception to the policy such as hotel expense is over $275 max limit where an exception form should be attached along with the receipt.

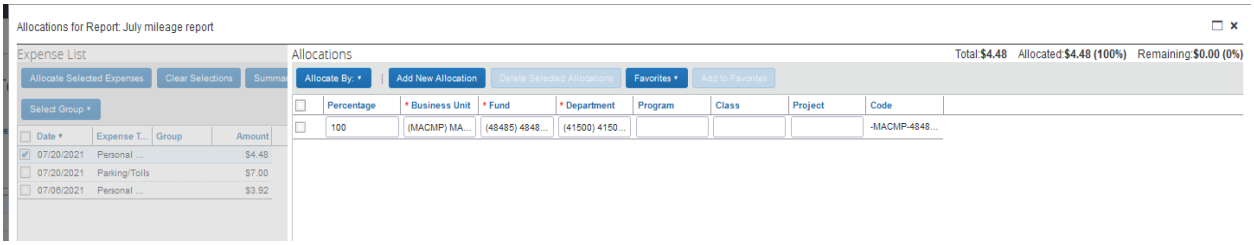
- You may add a comment by typing in the comment field, or attach other documentation/receipt if needed by clicking on **Attach Receipt** at the bottom, and then click Save. You can do this on any given expense listed under the Expense tab.

    - You can also add a comment at the **Report Header** by clicking **Details > Report Header > Comment.**

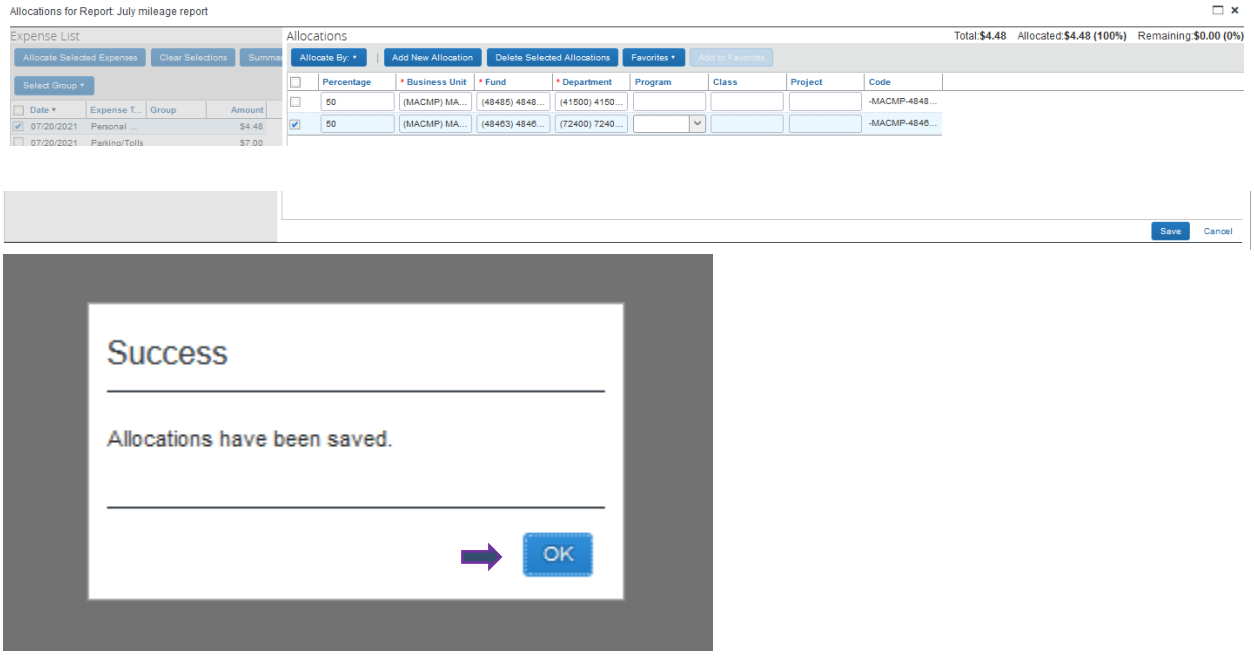


- You can also edit the allocation of any expense by selecting **Allocate** under **Details > Allocations > Allocations.**

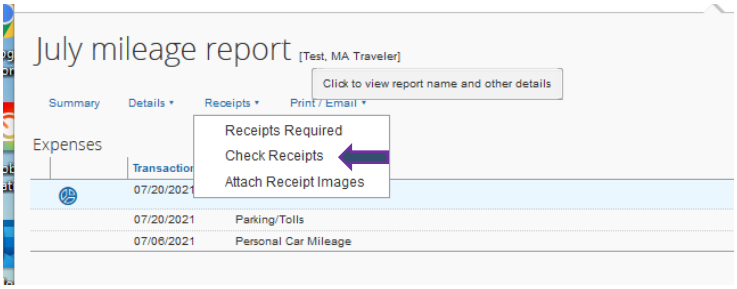




- You should only allocate if it is your funding source. If it belongs to another department, please send it back to traveler and have them correct it so it goes to the appropriate Budget Approver. Please note: you need to allocate at the itemization level if there are itemizations on the expense type. For example: Hotel. Click **Save** when done, then **OK.**



- Receipts can also be added. If you do not see a receipt that you are looking for, check the **Receipts > Check Receipts in…**window**.** This will show all receipts that were loaded, whether they were attached to an expense line item or at the header.

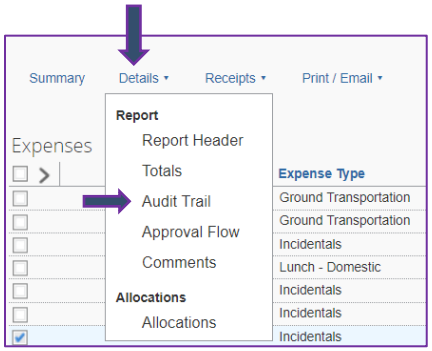


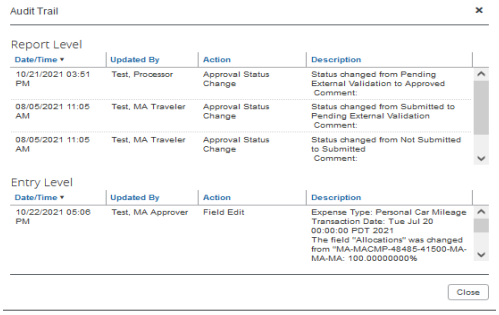
Step 8:

Review the Approval Flow and Audit Trail if needed. You can get to these areas by clicking **Details > Audit Trail**, or **Details > Approval Flow**.

- Please note: If you are a Report To" Approver, and you are reviewing the Approval Flow, the Budget Approver field will be blank. This is normal. Once you approve, Concur will then populate

and route to the appropriate Budget Approver/s based on the chartfield/s indicated on the Expense Report.



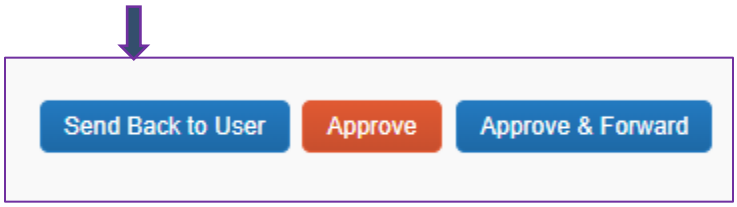


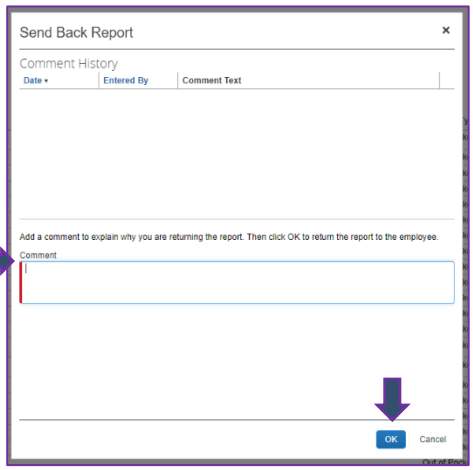
Step 9:

Once you have reviewed the Expense Report, your options are:

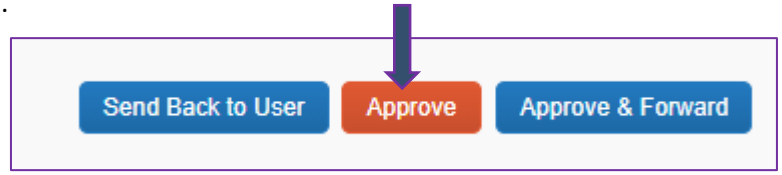
- ✓ **Send Back to User**
- ✓ **Approve**
- ✓ **Approve and Forward** (Budget Approvers need to add additional approver under **Approval Flow** tab as they will not have an **Approve and Forward** button)

➢ **Send Back Expense Report** – If you do not wish to approve the expense report or you require any additional information from the traveler, you can send back request and the traveler will be notified that their expense report has been sent back. Along with sending back the report, a comment is required to be enter in the comment field. Once you enter a comment on why the request is being sent back, click **OK**.

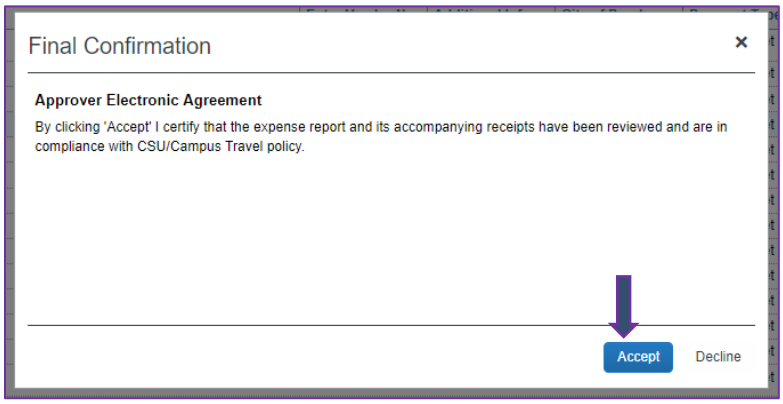




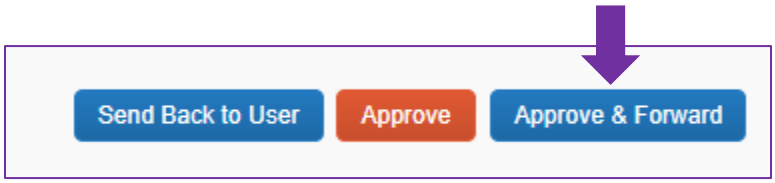
Approve – If the expense report is ready to be approved, click **Approve**. It will follow the Approval flow and will move on to the next approval step. If you are a "Report To" Approver, then it will move on for budget approval.



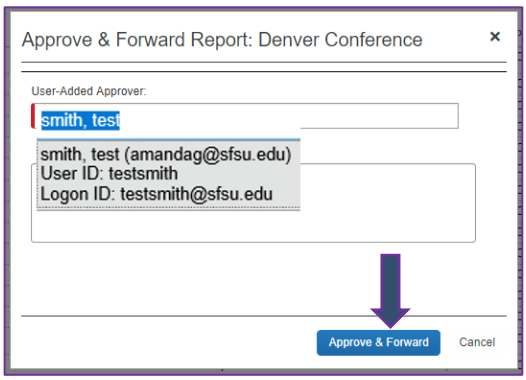
After you click **Approve**, a Final Confirmation box will appear with a **CSU Request Approver Agreement**. Click **Accept**. If you click **Decline**, the Expense Report will not be approved and remain in your Reports awaiting approval.



- **Approve and Forward** – If you approve the request, but want an additional approver to approve after you, click **Approve & Forward**. This will be **<u>in addition</u>** to the approval flow already in place and cannot replace any required approver in the system.



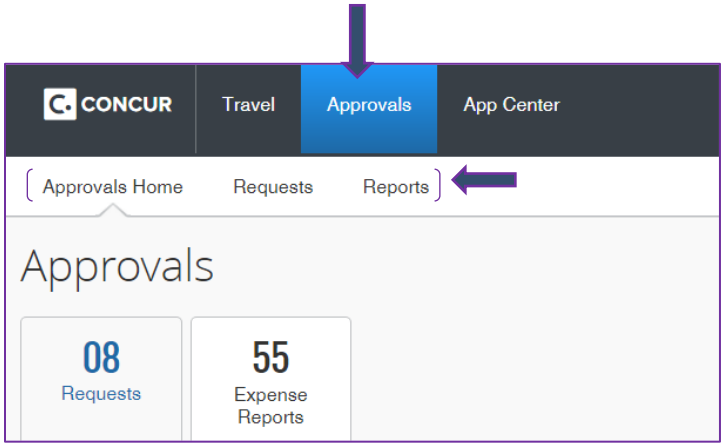
Enter the name of the User-Added Approver. Once you see their name in the drop-down list, you can click on it. Then they will appear as a **User-Added Approver**.



After you click **Approve & Forward**, a Final Confirmation box will appear with a **CSU Report Approver Agreement**. Click **Accept.** If you decline, the request will not be approved and remain pending your approval in your queue. Please note: Once the timeframe has expired, it may move on to another manager (approver's direct report).

ACCESSING COMPLETED APPROVALS

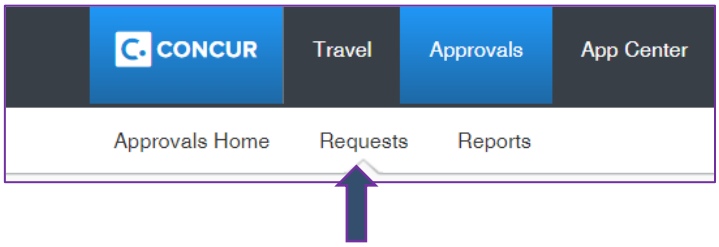
- From your **Approvals** tab page you will see three options:
  - ✓ **Approvals Home**
  - ✓ **Requests**
  - ✓ **Reports**



Completed Approval – Travel Requests

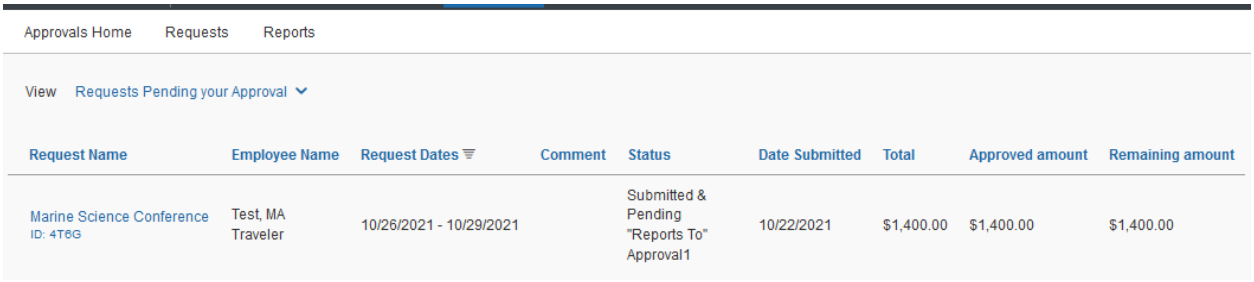
Step 1:

To review Requests previously approved, select **Requests** from the **Approvals** Tab.



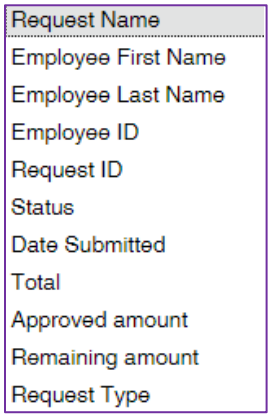
Step 2:

The default view is **Requests Pending your Approval**. To see previously approved requests, click the View drop-down list and make a selection.



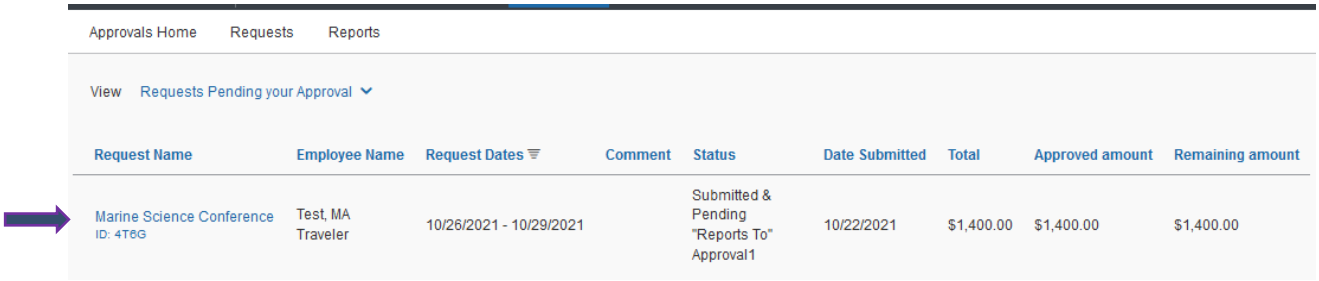
Step 3:

Filter and sort by the following:



Step 4:

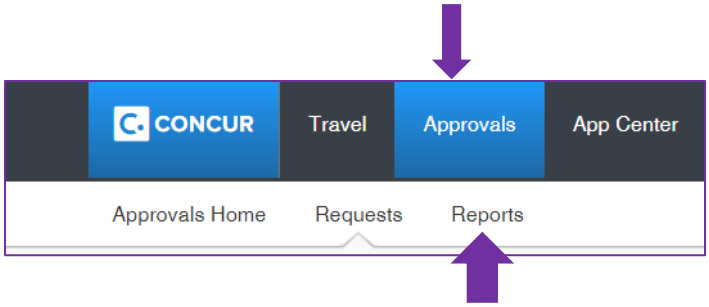
Click anywhere in the Request that you want to open/view.



Completed Approval - Expense Reports

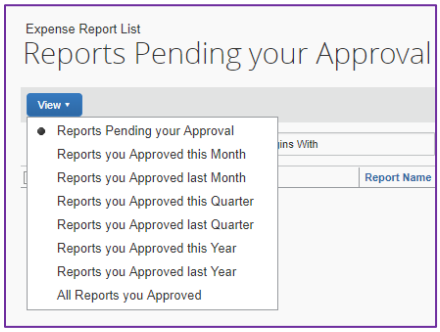
Step 1:

To review Expense Reports previously approved, select **Reports** from the **Approvals** Tab.



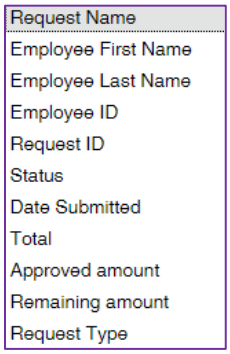
Step 2:

The default view is **All Reports Pending your Approval**. To see previously approved Expense Reports, click the **View** drop-down list.



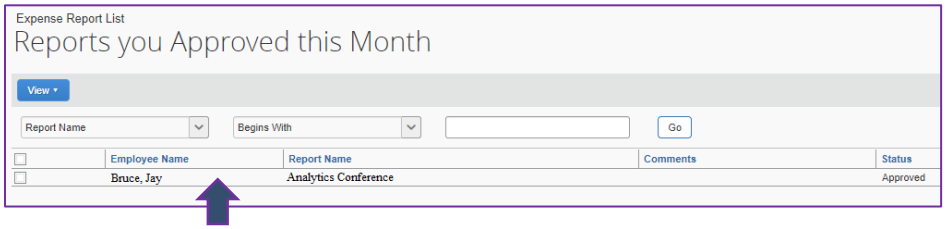
Step 3:

You can then filter and sort by the following:



Step 4:

Click anywhere in the Expense Report that you want to open/view.



ASSIGNING DELEGATES

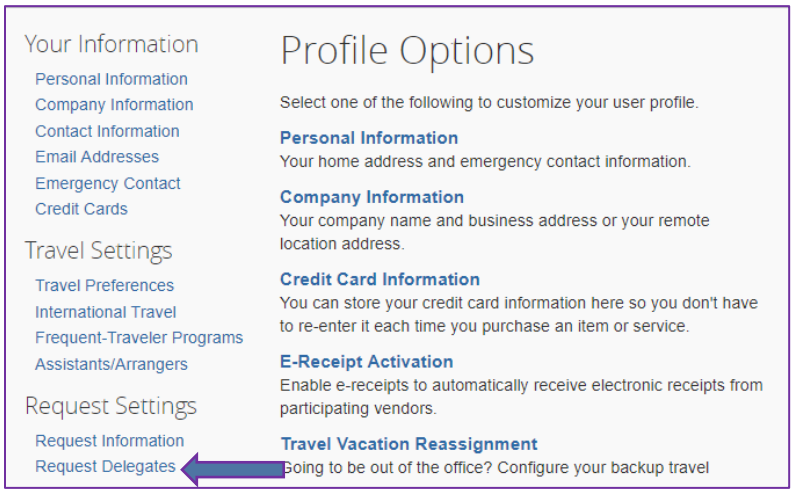
- Delegates are employees who are given permissions in Concur to perform work on behalf of other employees.
- Please note: level of access of the delegate is dependent on the level of the user. A delegate of an approver may have more permissions than a regular user.
- Travel request and expense share delegates. By assigning permission to a delegate, you are assigning permissions for both Travel Request and Expense Reports.
- The Delegate can create a Travel Requests/Expense Reports on behalf of the traveler, however the traveler must be the one to **submit** the Travel Request/Expense Report due to certification purposes.

Step 1:

At the top right-hand corner of the My Concur homepage, click **Profile > Profile Settings**.

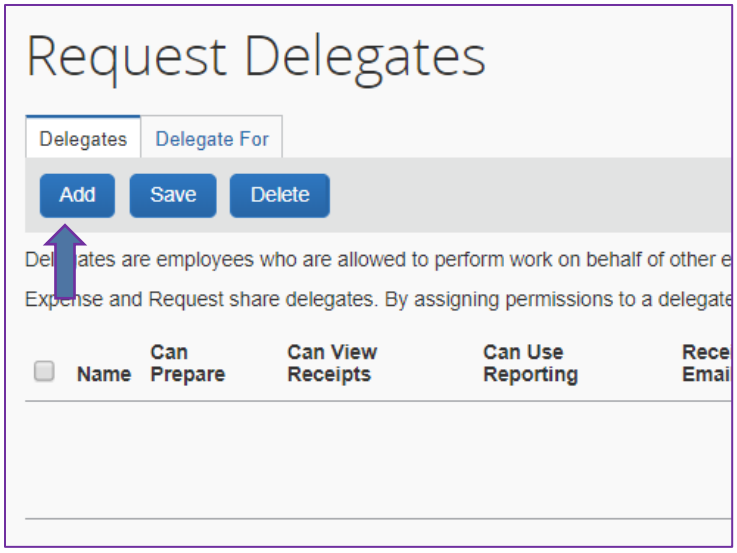
Step 2:

Under **Request Settings**, click **Request Delegates**. Again, by entering the delegate in Request, it will automatically add them to Expense.



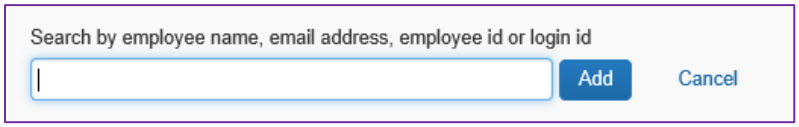
Step 3:

Under **Delegates** tab, click **Add**.



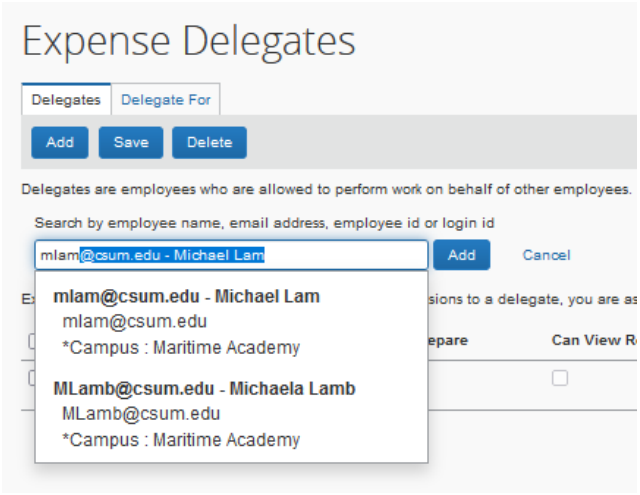
Step 4:

In the search field, type the employee last name of the delegate you want to add.



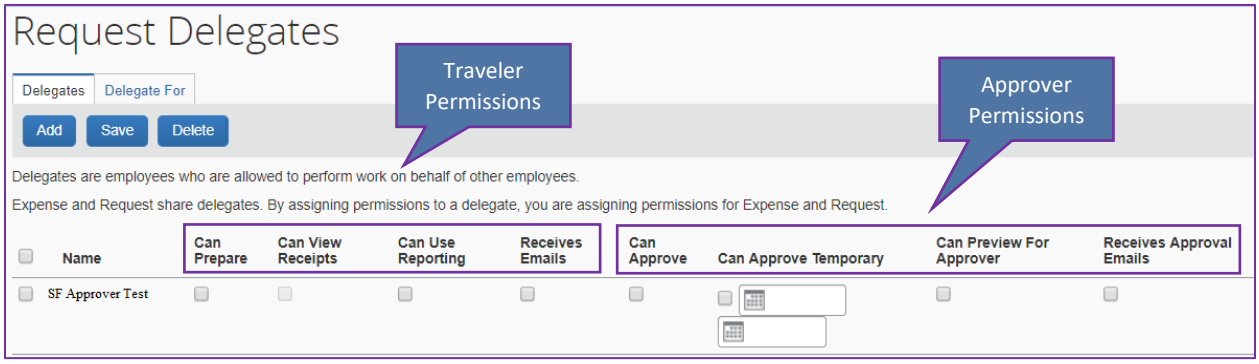
Step 5:

List of name/email matches will appear and select the appropriate person.



Step 6:

Check the box of each permission you want the delegate to perform on your behalf. This can be updated at any time. Once you save, the delegate will have the permissions immediately.



- List of permissions:

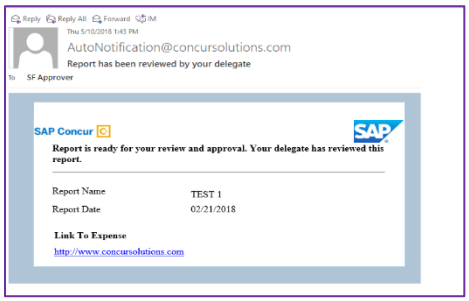
Permissions that pertain to you as the Traveler-

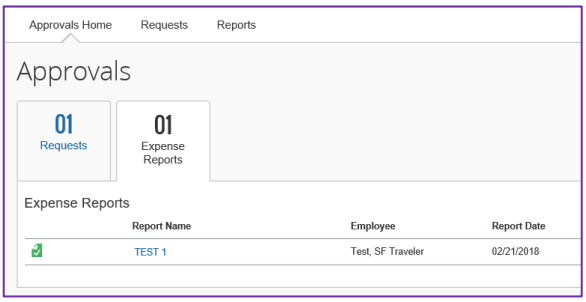
- ✓ **Can Prepare** – Can prepare Requests/Reports on your behalf
- ✓ **Can View Receipts** – Can view receipts as long as delegate has "Can Prepare", and/or "Can Approve" permission
- ✓ **Can Use Reporting** – Can access reporting to run Concur queries. Each user that has access to reporting can delegate up to **2** individuals reporting rights in Concur.
- ✓ **Receives Emails** – will receive emails regarding your travel

Permissions that pertain to you as the Approver (only approvers will have these permissions to delegate)-

- ✓ **Can Approve** – Can approve Requests and Expense Reports on your behalf. Please note: the delegate must be an approver in order to have the approve permission.
- ✓ **Can Approve Temporary** – Can approve Requests and Expense Reports on your behalf for a certain timeframe only by identifying a date range. For example, user is on vacation and wants to delegate a person to be the approver for that time period. Please note: the delegate must be an approver in order to have the approve permission.
- ✓ **Can Preview for Approver** – Can review Requests and Expense Reports that are ready for approval. Delegate has the options to notify approver once reviewed by clicking on **Notify Approver** box or send back to user by clicking on **Send Back Request**. Previewer cannot approve on behalf of the approver. Once delegate clicks **Notify Approver**, approver will receive an email notification that states "Report is ready for review and approval" and that your delegate has reviewed this report. There will also be a green check box icon meaning delegate has reviewed.

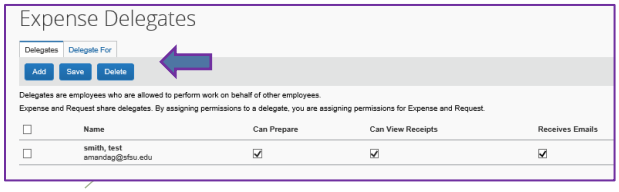
- ✓ **Receives Approval Emails-** Delegate will be notified anytime something is ready/pending your approval. Always check this box otherwise delegate will not know what Requests/Expense Reports are pending approval.





Step 7:

Click **Save**. Click the Delegate For tab to see if others have added you as their delegate. Changes will take effect immediately.



Steps to remove a delegate:

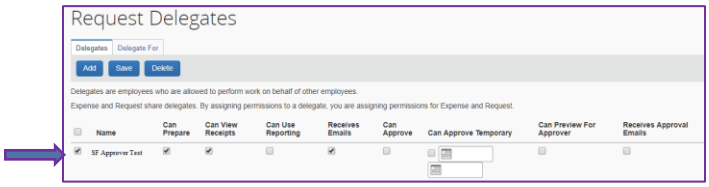
- ➢ If you choose to remove a delegate, you can do so at any time.

Step 1:

Click **Profile > Profile Settings > Request Delegates.**

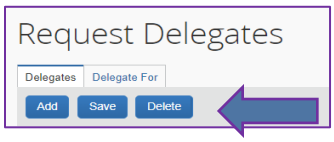
Step 2:

Check the box on the left-hand side.



Step 3:

Click **Delete.**

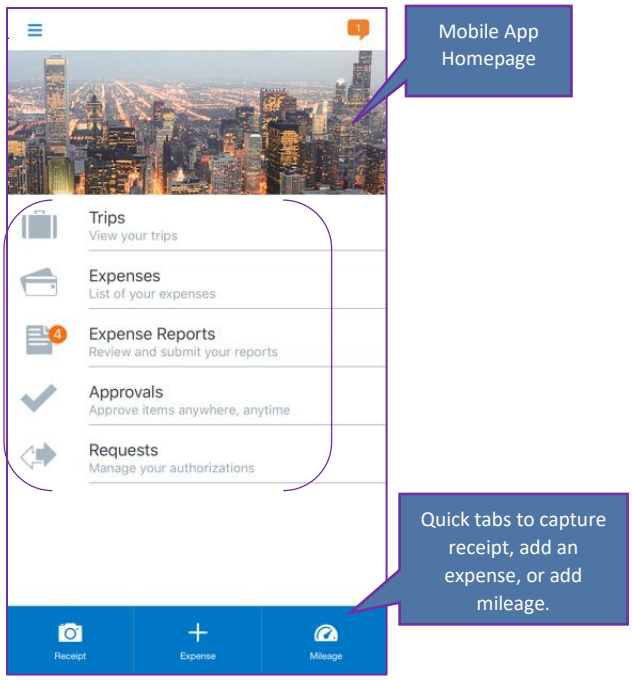


MOBILE APP FUNCTIONS

Concur offers a mobile app to manage your travel and approvals on the go. Once you have downloaded the mobile app from Google Play, Windows Store, Blackberry World or the iOS App Store, log in with your Cal Maritime email and then log in via single sign on with your campus credentials.

- You cannot create a Travel Request/Expense Report directly from the mobile app. However, you can manage them.
    - You can check on your status of your request/report
    - Add expenses to your expense report
    - Take pictures of your receipts.
    - Have access to your trip information and itinerary.

- If you are an approver, you can approve any Travel Request/Expense Report that is pendng your approval.



Trips

You can view your trips that you have in your Concur account. However, you are unable to book travel from an approved Travel Request using the mobile app.

Expenses

You can add Expenses at anytime as well as capture the receipts with the expense. Then you will have an option to move the expense over to an existing Expense Report or create a New Expense Report.

Expense Reports

You will have access to see all your active Expense Reports and your Expense Report History via the mobile app. You can manage your Expense Reports using the app such as add expenses, capturing and adding receipts and submitting the report.

It is best to start an Expense Report and link the approved travel request prior to adding expenses via the mobile app. Otherwise, when you add an expense, you can move to a New Expense Report and create one however, you will not be able to link the approved Travel Request until you have access to the full Concur site.

Requests

You will not be able to start a New Travel Request using the mobile app. However, once you have created the Travel Request, you can Submit the Request through the mobile app if needed. You can also review all your active Travel Requests. Changes to the request will need to be done directly on the Concur site.

With Requests that are pending on-line booking, you will not be able to book travel using the mobile app.

Approvals

If you have approver permissions in Concur, you can approve Travel Requests and Expense Reports via the mobile app. You will have access to view all information in relation to the travel.

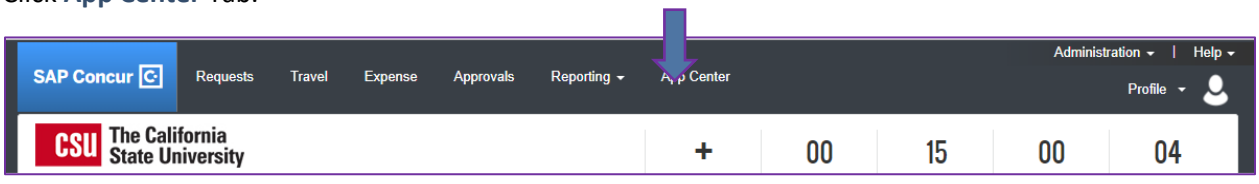
CONNECTED APPS

Concur has an App Center that allows you to link your current and or favorite apps and your information with various partnered vendors with Concur.

To access the App Center:

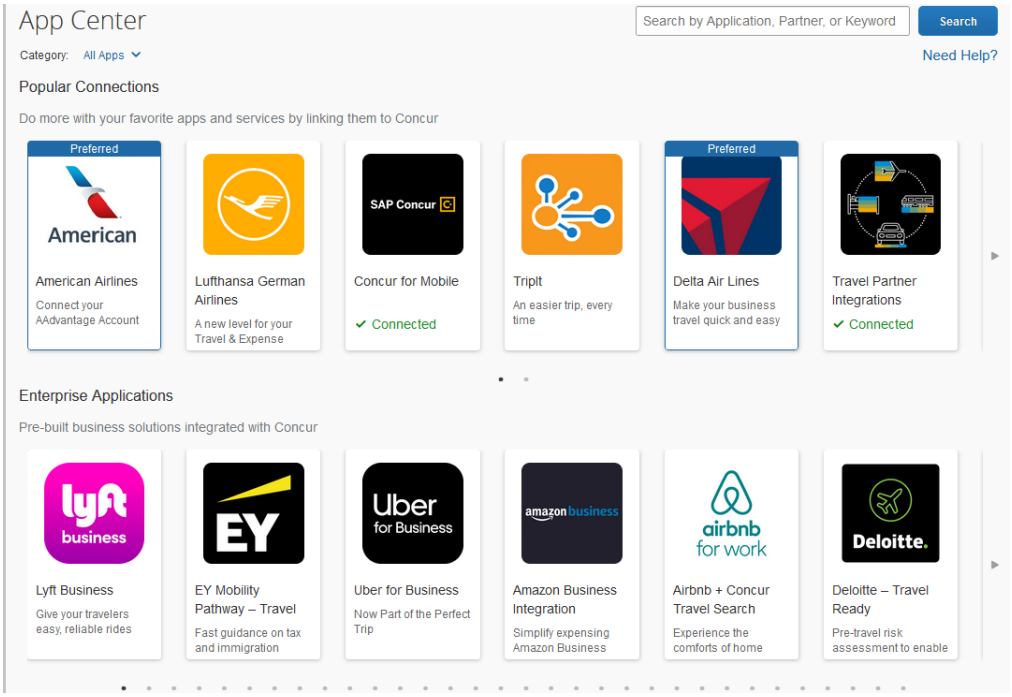
Step 1:

Click **App Center** Tab.



Step 2:

List of Apps will appear. Make your selection and follow the appropriate instructions to link the app to your Concur account. Partnered vendors include TripIt, Uber, Lyft, United Airlines, American Airlines, Hyatt, and many more.



TripIt

All CSU Employees are eligible for a free TripIt Pro Subscription. By creating and connecting your TripIt Pro account to Concur, you will get real time flight alerts as well as your travel plans syched between Concur and TripIt.

Tripit® from Concur instantly organizes all your travel plans in one place. Simply forward travel confirmation emails to plans@tripit.com and Tripit will create a master itinerary for each of your trips. Now you can access your plans anytime, anywhere.

Key Features:

- ✓ After booking, simply forward your confirmation emails to plans@tripit.com and TripIt will instantly create a master itinerary for each of your trips.

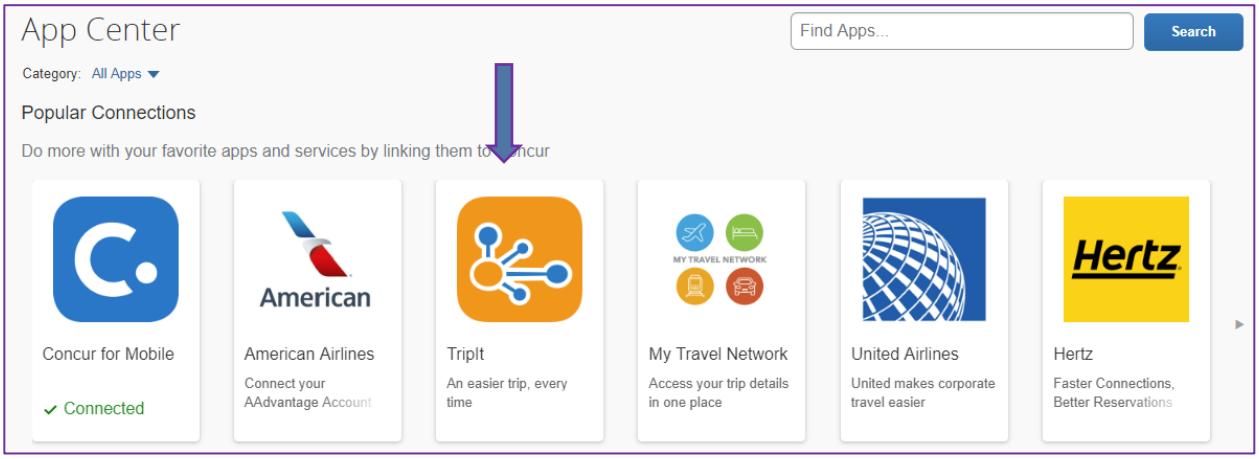
- ✓ You can opt to allow TripIt to automatically import travel plans from your Gmail, Google Apps, Outlook.com or Yahoo! mail inbox, so you don't have to forward confirmation emails.
- ✓ Access your travel plans on your smartphone, tablet, computer or wearable device anytime, anywhere.
- ✓ Sync TripIt with your calendar, so your travel plans show up alongside other meetings or events.
- ✓ Easily share specific plans, or your entire itinerary, with anyone.
- ✓ Real-time flight alerts, seat tracking, alternate flight finder, fare refund notifications, point tracking, and more.

Signing into Tripit Pro

Access Concur after signing in to your CSU Campus portal.

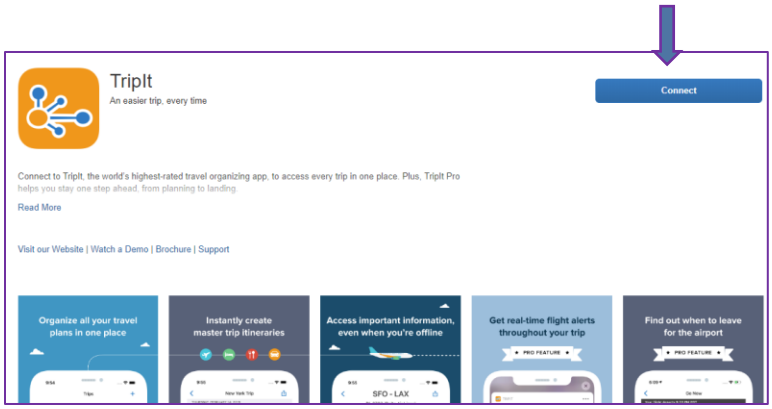
Step 1:

Once you are in Concur, you click the **App Center,** then click the **Tripit App Icon**



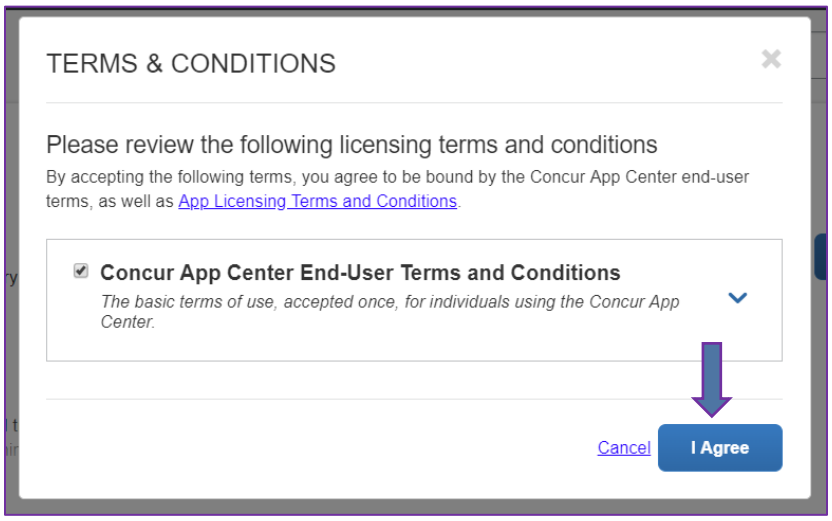
Step 2:

Click the blue **Connect** button.



Step 3:

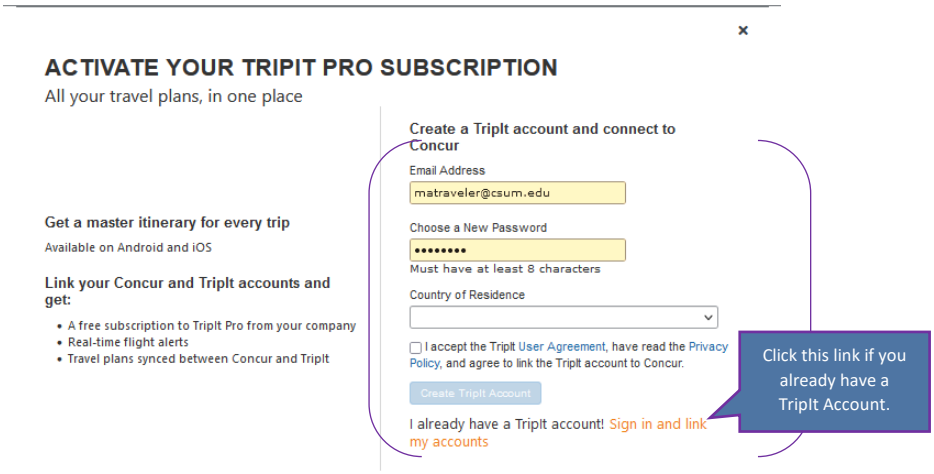
Check box of **Concur App Center End-User Terms and Conditions** and click **I Agree**.



Step 4:

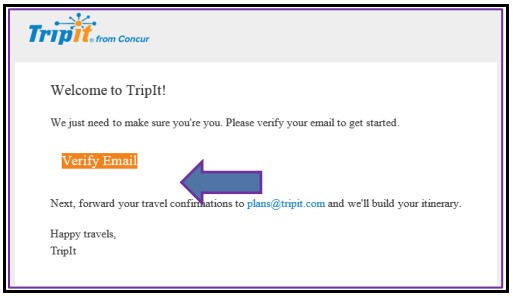
Email address should self-populate. Create a **New Password** for the Tripit App and select **County of Residence** from the drop-down list. **Check box** accepting the User Agreement and Privacy Policy and **agree to link the TripIt account to Concur**. Then click the blue **Create Tripit Account**.

- If you already have a Tripit Account, click the orange **Sign in and link my accounts** and follow the instructions to connect your account to Concur.



Step 5:

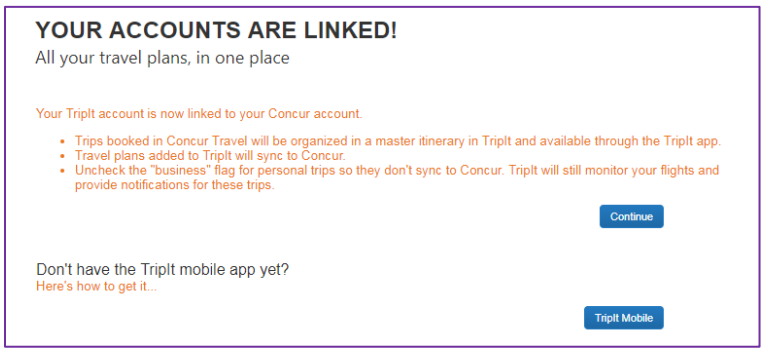
An email will be sent from TripIt to verify the email address entered. Open the email and click **Verify Email**.

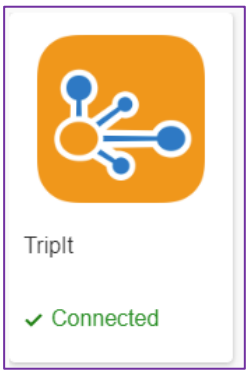


Step 6:

TripIt now should be connected to Concur. If the account did not link, click **Connect** and at the bottom of the Active Screen click the orange **Sign in and link my accounts.** Enter in the Email address and the password you created and then click **Link my Accounts.** Close the window.

Make sure to "uncheck" the business flag for personal trips so they don't sync to your Concur account. If they happen to, no worries. Please contact the Concur Coordinator for removal.





CONTACT INFORMATION

CAL MARITIME Travel Webpage: https://www.csum.edu/fiscal-services/concur.html

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