Concur Travel & Expense
APPROVER TRAINING
What is Concur?

- Concur is a comprehensive web based tool that integrates travel request and expense reporting with a complete travel booking solution for higher education business travel.
- Concur also offers the Concur Mobile App to manage your expense and business travel on your mobile device and tablet.
- Concur can be used for Employee In-State, Out-of-State, and International Travel.
Concur Overview

Concur has 3 Modules:

1. **Request (Travel Request)** – Formerly known as a Request for Authorization to travel is required to obtain preapproval of your travel prior to making any travel reservations.

2. **Travel (Concur Travel)** – Concur Travel should be used to book airfare and make rental car and hotel reservations through the University’s travel management company (TMC), Christopherson Business Travel (CBT).

3. **Expense (Expense Report)** - Formerly known as Travel Claim is required to request reimbursement for out-of-pocket expenses, and to reconcile any university paid expenses.

- CSU policies are integrated within all 3 modules to make for easier reporting, approving, and processing.
The Travel Process

**Step 1:** Complete Travel Request. Once approved....

**Step 2:** Book Travel (via Concur Travel or outside Concur)

**Step 3:** Complete and submit Travel Expense Report after trip return.
Approval Workflow

- All Travel Requests and Expense Reports will go through an automated workflow process.
- The “Reports To” Approver is your direct report provided by HR.
- The Budget Approver has been designated by your Department Admin and is based on Dept. ID/Fund combination.
- Depending on Travel Type and Travel Destination, additional approvals may be required for Travel Request.
- In addition to required approvals, approvers can add additional approvers to the workflow to any particular Travel Request and/or Expense Report.
Concur Approval Workflows

Travel Request = In-State/Out-of-State

![Flowchart for In-State/Out-of-State Travel Request]

Travel Request = International

![Flowchart for International Travel Request]

Expense Report = In-State/Out-of-State/International

![Flowchart for In-State/Out-of-State/International Expense Report]
Eligible SF State employee accounts are setup to use Concur now!

- **Accessing Concur...**
  - Login with your SF State Credentials via Single Sign-on:
    - [http://fiscaff.sfsu.edu](http://fiscaff.sfsu.edu)
      - Services > Travel Services
      - Quick Links > Travel Service Center > Concur Login

- After first initial login to Concur, employees should review and complete their 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 & Expense System. Saving your Profile once is required to book travel in Concur.
Accessing Concur

SF State Global Login
Login to SF State Gateway with your San Francisco State ID and gain seamless access to multiple online systems and applications.

Are you having trouble accessing Human Resources and Campus Solutions, Faculty Center or Student Center?

SF State ID or E-mail
SF State Password
Login
Approver Role Overview

You will have the Approver Permission in Concur if:

a.) you are an employee’s direct report in HR (“Reports to” Approver).
   - Assumes overall approval responsibility for the travel.

b.) you are a Budget Approver in Concur.
   - Approval responsibility of use of appropriate chartfields and available funds for the travel.

- Having the Approver Role allows you to approve Travel Requests and Expense Reports as well as access to Reporting in Concur.
- You will have one login for both your own travel and approvals.
- Concur will alert you via email notification when there are Travel Requests/Expense Reports pending your approval.
- You have 6 calendar days to approve a Travel Request and 10 calendar days to approve an Expense Report. Not approving during this timeframe may result in the Travel Request/Expense Report being routed to the “Reports to” Approver’s Direct Report for approval.
Accessing Approvals

- Email Notifications: AutoNotifications@concursolutions.com
- Notification will state you have either a Request or a Report pending your approval.
- Click on View Report and it will take you to the CSU Single Sign-on page to enter your SF State Credentials.
Approver Responsibilities

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.
Delegate Permissions

**Delegate** - employee who is allowed to perform work on behalf of another employee. Delegate Permissions are only for Request and Expense. You will also need to add this delegate as an Assistant/Travel Arranger to allow them to book travel via Concur.

- **Traveler Permissions:**
  - Prepare Travel Requests and Expenses Reports
  - View Receipt Images
  - Receive a copy of Email Notifications (No approval emails)

- **Approver Permissions:** Approvers will have additional approval permissions to assign to a delegate.
  - Delegating an Approver -
    - Employee must be same level or higher as you (if "Reports to" Approver)
    - Employee must already be an Approver in Concur
  - Preview Travel Request/Expense Report for Approver prior to Approval
  - Receive a copy of Approval Email Notifications

Employee you assign “Can Approve” permission must already be an approver in Concur.
Navigating Concur Homepage

Click here to return home anytime.

Use Trip Search to gather estimates for your Travel Request.

Upcoming Trips will be here.

US Bank Travel Ghost Card Transactions (Airfare), e-receipts and travel itineraries will be here.

Concur Updates and CBT Contact Information.

Profile Access
Completing User Profile

- On the Concur Homepage, Click on **Profile > Profile Settings**.

**Profile Options:**
- Your Information
- Travel Settings
- Request Settings
- Expense Settings
- Other Settings
Your Information

- **Name**-
  - Middle Name field is **required**. If no middle name, check the box indicating no middle name.
  - Make sure your name is identical to the name on your photo identification if using Concur Travel to book airfare as the name in the system will be the name provided on your ticket. Otherwise, contact the Concur Coordinator **prior** to booking your airfare.

- **Contact Information**-
  - A work or home phone number is **required**. Work phone should be prepopulated.

- **Email Addresses**-
  - Your email address has been provided by HR. You can add additional email addresses.
  - You will want to verify your email address to be able to forward travel plans and receipt images to Concur.
The following categories can be found in both **Request Settings** and **Expense Settings**. Once you assign it to one setting, it will automatically be assigned to the other...

<table>
<thead>
<tr>
<th>Settings</th>
<th>Descriptions</th>
</tr>
</thead>
</table>
| Preferences (Email)                           | • Select options that define when you want to receive email notifications.  
• Actual setting selections are different in both Request and Expense.                                                                                                                                  |
| Information (chartfield) & Approvers (“Reports to”) | • You can view this information. You cannot update this information, however you can change the chartfield on the actual Travel Request and Expense Report. “Reports to” Approver is your direct report provided by HR. |
| Delegates                                     | • By assigning permissions to a delegate, you are assigning permissions for Request and Expense.                                                                                                           |
| Favorite Attendees                            | • Attendees added to Request will also be added to Expense. The Attendee functionality can be used to enter attendee names that are present at a travel business entertainment event (Hospitality related).                   |
| Personal Car (Under Expense Settings Only)    | • In order to claim personal car mileage on an Expense Report, you need to add a car to your profile. The **Vehicle ID** is your license plate #. **Mileage Rate Type** is **Personal** (CSU current standard reimbursement rate). |
Under **Request Preferences** and **Expense Preferences**, the user can define when they want to receive email notifications. User can check the box to send email when..
Personal Car Registration

- You will need to register your car in order to claim Personal Car Mileage on an Expense Report.
- Both Vehicle ID and Mileage Rate Type are required. Enter vehicle license plate number as the Vehicle ID and select Personal for Mileage Rate Type. The CSU mileage reimbursement rate is embedded within this Vehicle Type.
Travel Preferences – Complete all fields if you will be Booking Travel via Concur so your preferences will be saved and to enhance your search results and reservation wishes using the online booking tool.

<table>
<thead>
<tr>
<th>Travel Preferences</th>
<th>Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air, Hotel, &amp; Car Rental Preferences</td>
<td>• indicate any preferences such as seat selection, room type, accessibility needs, car transmission, etc.</td>
</tr>
<tr>
<td>Frequent- Traveler &amp; Advantage Programs</td>
<td>• indicate any programs/discounts such as AAA member, frequent traveler numbers, etc.</td>
</tr>
<tr>
<td>TSA Secure Flight</td>
<td>• Gender &amp; Birthdate (requirement for booking travel via Concur) and TSA Pre-check number.</td>
</tr>
<tr>
<td>International Travel: Passports and Visas</td>
<td>• Add passport/International Visa information.</td>
</tr>
<tr>
<td>Assistants/Travel Arrangers</td>
<td>• Add a primary Travel Assistant/Travel Arrangers.</td>
</tr>
<tr>
<td>Credit Cards</td>
<td>• US Bank Travel Ghost Card is already linked to book and pay for airfare through Concur Travel. You must add a Personal Liability Travel Card, or a personal credit card in order to guarantee a hotel reservation via Concur.</td>
</tr>
</tbody>
</table>
Primary Travel Assistant vs. Travel Arranger –
A Travel Arranger can perform travel functions such as book travel on a traveler’s behalf whereas a Primary Travel Assistant can also receive confirmation emails (regardless of who books the travel) from CBT (Christopherson Business Travel) regarding the travel as well as update profile information.

In order to make someone a Travel Assistant/Arranger, you must also make them a delegate for Travel Request/Expense.
E-Receipts - 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 vendor as the vendor must be a participating supplier with Concur.
- Hotel e-receipts can be used to automatically itemize hotel expenses.

- To Enable Receipt Activation: Profile Settings > E-Receipt Activation, under Other Settings.
Concur offers an App you can download to various mobile devices including your phone, tablet, etc. The application allows you to manage your expenses and take pictures of your receipts and send them directly to Concur.

- The App supports IOS, Android, Blackberry and Windows devices.
- You can enter your email address and have Concur send you a link to download the App or you can download the App directly from your phone’s App Store.

Profile > Profile Settings > Concur Mobile Registration

Steps to Sign in to Concur Mobile App –
1. Once the App is downloaded, enter your SFSU Email Address. Click Next.
2. Select San Francisco from the CSU Campus Login Page.
3. Continue to login with SF State credentials.
Travel Request Overview

**Travel Request** - Formerly known as a Request for Authorization to Travel is required to obtain preapproval of your travel prior to making any travel reservations and submitting an Expense Report.

- The Travel Request must be submitted and approved for each travel prior to booking travel reservations and completing an Expense Report.

- A New Travel Request will need to be created for each Travel.

- Approved Travel Requests will automatically close 60 days after the Travel Request Travel End Date.

**Blanket Travel Requests**

- A Blanket Travel Request is acceptable for local travel (mileage only) with no overnight stay.

- Your Blanket Travel Request can be on a fiscal year basis and you must complete an Expense Report each month when there is travel.
Creating a New Travel Request

To Create a New Travel Request from the Concur Homepage, you have two options:

- On the Quick Task Bar, under **New > Start a Request**

  OR

- On the menu, click **Requests > New Request**
Creating a New Travel Request

Travel Request consists of the following Tabs:

- Request Header
- Segments (Airfare, Car Rental, Hotel)
- Expenses
- Approval Flow
- Audit Trail
- Step 1: Complete Travel Request Header.
- Step 2: Once Header is complete, click on Segments Tab.
Segments

There are 3 Segments you will need to fill out estimates for if applicable to your travel:

- Airfare
- Car Rental
- Hotel

The information you provided for your Segments will prepopulate the search criteria if Booking Travel via Concur.
The dates will populate and move over from the Request Header. Fill in all applicable fields and click Save.

If you indicated you will Book travel via Concur Travel and you enter an Airfare segment, you must book the airfare in Concur. Otherwise, add the airfare estimate under Other Expense Expense Type and indicate airfare in the comments.
The dates will populate and move over from the Request Header. Fill in all required fields and optional fields if you like and click **Save**. If booking in Concur, and you will be picking up/dropping off car at an airport location, choose the Airport City location.
Fill in all required fields and optional fields if needed and click **Save**.

Enter **Maximum Nightly Rate** that you anticipate your hotel room will be. If your hotel room rate is above $275 before tax, you will need to attach the approved Authorization for One-Time Exception form to your Expense Report. Please have the form approved prior to booking your hotel stay to ensure full reimbursement.
Expenses

You can provide estimates for the following additional Expense Types:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Incidental</td>
<td></td>
<td></td>
<td></td>
<td>Team/Group Travel</td>
<td>Parking/Tolls</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Accommodation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Team/Group Travel</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Not all Expense Types are available in the request module. In this case, you can enter an estimated amount under **Other Expense** and then claim the actual expenses on your Expense Report to have the requested amount closer to the actual expenses.
- After clicking on the Expense Type and entering the required and optional information if needed, you can then Allocate (if needed) and Save.
After you save each segment/expense, you have the option to allocate, delete or modify.

- **Allocate:** You have the ability to allocate a valid chartfield for a particular expense if necessary. If you will be using the same chartfield from your Travel Request Header, then no further allocation is needed.
  - You have the option to allocate by **Percentage** or **Amount**.
- **Delete:** If you want to delete the segment/expense all together.
- **Modify:** If you need to make changes to any part of the expense.
You can attach a document to your Travel Request. Please Note: the attachment will not move over to the Expense Report.

To attach a document, click on **Attachments > Attach Documents** at the top right hand corner of the Travel Request.

- Click **Browse**, find the document, click **Open > Upload**.

For International Travel, it is **required** to attach the Request for Foreign Insurance Travel Program (FTIP) Form to your Travel Request.
Travel Request Submission

- After you have completed the Request Header, Segments and Expenses tabs, you can submit your request by clicking **Submit Request**. You will receive an email notification once your Travel Request is fully approved.

- **Additional options:**
  - **Print/Email** - PDF version of the Travel Request will pop up and you can make your selection. You can email to a recipient with a comment.
  - **Approval Flow** - shows who approved the Travel Request and date.
  - **Audit Trail** - shows all actions of the Travel Request including comments added, approvals, forwarding, etc.
  - **Delete Request** – You will not be able to delete a request once the request is approved. However you can cancel the request at anytime. You can also recall the request once you submit as long as it hasn’t been fully approved or it is in pending on-line booking status.
SF State has contracted Christopherson Business Travel (CBT) as our Travel Booking Agency. It is recommended to book travel (airfare, hotel and Car rental reservation) via Concur, either by using the online booking tool in Concur Travel or calling a CBT Agent.

If you prefer to call a CBT Agent and book your travel, please make sure to provide the Request ID of your Travel Request. The Request ID can be found above the Request/ Trip Name of the request.
Getting Started

Completing the Travel Request:

- **Travel Request Header** - One of the required fields asks the question: How will you book your travel? Choose the drop down option **1- Book via Concur Travel**.

- **Segments** - Complete all fields of each segment that is applicable to your travel as the provided information prepopulates the search criteria on the online booking tool.
  
  - If you indicate **Book via Concur Travel** and you added Airfare as a segment, the system will require you to book your airfare through Concur.

- Please do not use the Trip Search on the Concur Homepage to book travel. However, you can use the Trip Search to gain estimates for your Trip and Travel Request.
Once Travel Request is approved...

- Click on **Requests > Manage Requests**
- Locate your Request you want to book travel for
- Click on **Book** (under Action)

### Active Requests (11)

<table>
<thead>
<tr>
<th>Request Name</th>
<th>Request ID</th>
<th>Status</th>
<th>Request Dates</th>
<th>Date Submitted</th>
<th>Total</th>
<th>Approved</th>
<th>Remaining</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long Beach Trip</td>
<td>3EUK</td>
<td>Pending on-line Booking</td>
<td>09/17/2019</td>
<td>09/20/2019</td>
<td>$850.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>Book</td>
</tr>
</tbody>
</table>
Booking your Itinerary

- Your itinerary will appear based on the information you provided in your Segments.
- Add any additional information required such as departure times or pick up locations.
- Click on Proceed to Booking.
- System will search based on your itinerary. Booking order: Airfare, Car Rental, then Hotel.
- If you segmented an expense that you do not want to book via Concur Travel, once it brings you to that booking, scroll to the bottom and click on skip booking. You will not be able to skip booking airfare if indicated as one of your Segments.

If you did not enter an airport location on your car rental segment, it will only give you off-airport locations. If needing to book an airport location, choose any location and then change radio button to airport when ready to book.
Coach or any other discounted economy class fare shall be selected that meets the traveler’s schedule needs.

The system will save the lowest cost airfare in the search results. For any flights with a price 20% greater than the lowest cost airfare, the system will display a warning icon (out of policy) next to the blue reserve button.

Your name in Concur is the name that will be on your airline ticket. If this is not the name on your photo identification you travel with, please contact the Concur Coordinator prior to booking your flight.

US Bank Travel Ghost Card will be automatically charged for airfare. University will prepay the expense and there is no reconciliation required on the department. You must import the US Bank transactions to your Expense Report at the time of expensing your travel.
All Car Rental reservations should be booked through Enterprise or National as they are the contracted vendors by the CSU. Only Enterprise and National Vendors will appear as options if available.

Rental up to an intermediate size vehicle is allowable under the CSU Travel Policy. Larger vehicles may be allowable if there is a no-cost upgrade provided or if the recommended sizes are not adequate to meet the business purpose of the trip.

Preferred vendors will list at the top of the matrix.

You do not need to add a credit card in order to book a car rental reservation. You will need to provide a credit card at the time of car pick up.
Hotel Reservation

- 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 Exception to the Travel Policy form is attached to your Expense Report. Please acquire the approval prior to booking a hotel that is over the maximum nightly room rate.

- If a conference is doing room blocks for their attendees, please do not book hotel through Concur. CBT is unable to access the discounted rates you would get with these room blocks.

- You will need to add a credit card on file in order to guarantee your hotel reservation. This card will not be charged unless cancellation/deposit fees apply and you will need to supply a credit card in person at the time of check-in.
Once you have made your selection, you will need to review and change your itinerary if necessary from the **Travel Details** page.

Once all is completed, click **Confirm Booking** to send your request to the travel agents. The Finished! Screen shows your confirmation # and information to contact the travel agent if needed.

You will receive email notifications from Christopherson Business Travel once your travel is booked.

If you need to cancel any reservation made with CBT, please call a CBT agent. Cancelling through the Travel Tab of Concur may result in your Request being cancelled.
Creating an Expense if you Booked via Concur...

- Under **Upcoming Trips tab**, in the **Action** column for the completed trip, click **Expense**.

Creating an Expense if you booked outside of Concur...

- Under **Requests > Manage Requests**, your active Travel Requests will be listed. If your Travel Request is fully approved, click on **Expense** under Action and your Travel Request will automatically link to a new Expense Report as well as populate most required fields.
A Travel Request must be linked to your Expense Report, if there is no Request listed under Requests, click Add, check the corresponding Request, and click Add.

Once a Travel Request is linked, all the header information from the request will move over and populate the required fields except for:

- **Is this trip going to be reimbursed by the Chancellor’s Office?** Yes, No?
Adding Expenses

The next step is to add all your travel expenses. The Expense Types include:

<table>
<thead>
<tr>
<th>All Expense Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>01. Travel Expenses</td>
</tr>
<tr>
<td>Hotel</td>
</tr>
<tr>
<td>Incidental</td>
</tr>
<tr>
<td>Laundry</td>
</tr>
<tr>
<td>Other Accommodation</td>
</tr>
<tr>
<td>Team/Group Travel</td>
</tr>
<tr>
<td>02. Personal Car Mileage</td>
</tr>
<tr>
<td>Personal Car Mileage</td>
</tr>
<tr>
<td>03. Transportation</td>
</tr>
<tr>
<td>Airfare</td>
</tr>
<tr>
<td>Airline Fees</td>
</tr>
<tr>
<td>04a. Meals &amp; Incidental - International, Alaska &amp; Hawaii</td>
</tr>
<tr>
<td>International, Alaska &amp; Hawaii Per Diem</td>
</tr>
<tr>
<td>04b. Meals - Domestic</td>
</tr>
<tr>
<td>Breakfast - Domestic</td>
</tr>
<tr>
<td>Dinner - Domestic</td>
</tr>
<tr>
<td>05. Hospitality</td>
</tr>
<tr>
<td>Hotel</td>
</tr>
<tr>
<td>06. Office Expenses</td>
</tr>
<tr>
<td>Postage/Freight</td>
</tr>
<tr>
<td>Printing/Photocopying/Stationery</td>
</tr>
<tr>
<td>07. Communications</td>
</tr>
<tr>
<td>Internet/Telephone/Fax</td>
</tr>
<tr>
<td>Mobile/Cellular Phone (International Only)</td>
</tr>
<tr>
<td>08. Fees</td>
</tr>
<tr>
<td>Booking Fees</td>
</tr>
</tbody>
</table>

- Within each Expense Type you can choose to **Itemize, Allocate, and Attach Receipt**.
- **Hotel** Expense Type requires **Itemization**.
- You must add a **Personal Car** in your User Profile in order to add **Personal Car Mileage** Expense Type.
To add an expense, first click on New Expense. Then choose the Expense Type. Fill in information. Click Save.

You can also Itemize, Allocate, or Attach Receipt.
Adding Expenses

- Each Expense Type will have their own set of required fields and configuration.
- CSU and campus specific audit rules are integrated in the system. When adding an expense that is out of policy or requires a certain action, an exception may trigger...

- **Warning** - warning, eligible to continue and submit.
- **Hard Stop** - cannot move forward and must make correction prior to submission.
Adding Expenses

All Expense Types require a **Payment Type**. The Payment Type will default to **Out of Pocket**, unless it is a US Bank Travel Ghost Card transaction in which it will default to **Ghost Card-USBank**.

- **Out of Pocket** – all expenses incurred out of your own pocket. For example: personal credit card, cash, Personal Liability Travel Card, etc.

- **Ghost Card-USBank** – Travel paid by US Bank Travel Ghost Card (Airfare booked via Concur Travel) All US Bank Travel Ghost Card transactions will be uploaded to **Available Expenses** once posted. From there, you will need to import the transaction to your Expense Report.

- **University Paid** – expenses paid by the university, either by P-Card, Dept. Travel Card, Direct Pay/Bill, etc. Then comment how it was paid.
There are several ways to attach a receipt:

- Scan, Save and upload from your computer.
- Scan and email to receipts@concur.com.
- Take a picture using your phone and email and submit via Concur Mobile App.

Attaching a receipt to an individual transaction:

- Select the expense type transaction, then click the Attach Receipt button on the bottom right hand corner.
  - Browse, locate, and upload the image from your files.
  - Choose an image from your Available Receipts.

To add a document, other than a receipt, you will need to use the Attach Receipt option as this is the only option. For Example: Approved Authorization for One-Time Exception
All expenses will be charged to the chartfield indicated on your Expense Report Header unless allocated.

You can either allocate by **Percentage** or **Amount**.

We recommend to allocate at the end after entering all your expenses by clicking on **Details > Allocations**.
Expense Reports must be submitted within 60 days from the trip end date.

- To submit the Expense Report, on the Expense Report page, click the **Submit Report** button. 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. Some yellow flags are informational only.

- 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**.
If there are any issues with your Expense Report, your report will be sent back along with comments. Once complete, please resubmit your Expense Report so it can go through the approval workflow again.

Once your Travel Expense Report is fully approved, Travel will process your Expense Report and your reimbursement (if applicable) will be on its way along with a Concur email notification stating your Expense Report has been sent for payment.