Concur Travel & Expense

CONCUR TRAINING - OVERVIEW

Concur Training Agenda

Today's meeting will cover:

- Concur Overview
  - How to Login and Navigate
  - User Profile Setup
  - Completing a Travel Request
  - Completing an Expense Report
  - Approval Workflow Process
  - Q & A

Concur Overview

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 expenses and business travel on your mobile device and/or tablet.

Concur Overview

Concur streamlines for a fully automated electronic workflow process of…

- ✓ Travel reimbursements
- ✓ US Bank State Travel Card transactions
- ✓ Domestic & International travel approvals
- ✓ Travel Advance (Exceptional circumstance)

Concur Overview

Concur has 3 Modules:

- ✓ **Request (Travel Request)** – (Replaces the Travel Requisition or Travel PO) is required to obtain preapproval of your travel prior to making any travel reservations.
- ✓ **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) either by using the online booking tool or booking directly with a CBT agent.
- ✓ **Expense (Expense Report)** – (Replaces the Travel Claim) is required to request reimbursement for out-of-pocket expenses, and to reconcile any university prepaid transactions including US Bank State Travel Card transactions.
- ❖ All Travel Request and Expense Reports will go through an integrated approval workflow in Concur.

Concur Overview

Benefits of Concur….

- ✓ Seamless travel and expense experience
- ✓ Improved visibility of travel expense and approval status
- ✓ Quicker 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 and using the US Bank State Travel Card for other business expenses.
- ✓ Convenience through built-in automated features for travel policy compliance, CSU and campus specific policies, mileage calculation, currency conversion, etc.

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.

US Bank Travel Ghost Card

- A new US Bank Travel ghost card account has been created for use in Concur. The card will be linked to user profiles when using Concur Travel.
- The US Bank travel ghost card account number is hidden and can only be used for university business travel in Concur.
- **Only airfare can be charged to the US Bank Travel ghost card**. Hotel and car rental reservations will need to present a physical credit card in person at the time of payment (Individual State Travel Card).
- US Bank travel ghost card transactions will upload to the traveler's Concur account where they can attach them to an Expense Report.

US Bank Individual State Travel Cards

- New individual US Bank State Travel Cards will be issued to all individuals who travel, with the approval of their supervisor. The card will be entered into user profiles when using Concur Travel.
- The US Bank individual State Travel Cards will be an only be used for university business travel in Concur (Lodging, Car Rental & Fuel, Parking, Ground Transportation, Meals, etc.)
- All business related expense should go onto this card to help reduce out-of-pocket expenses.
- US Bank individual State Travel Card transactions will upload to the traveler's Concur account where they can attach them to an Expense Report.

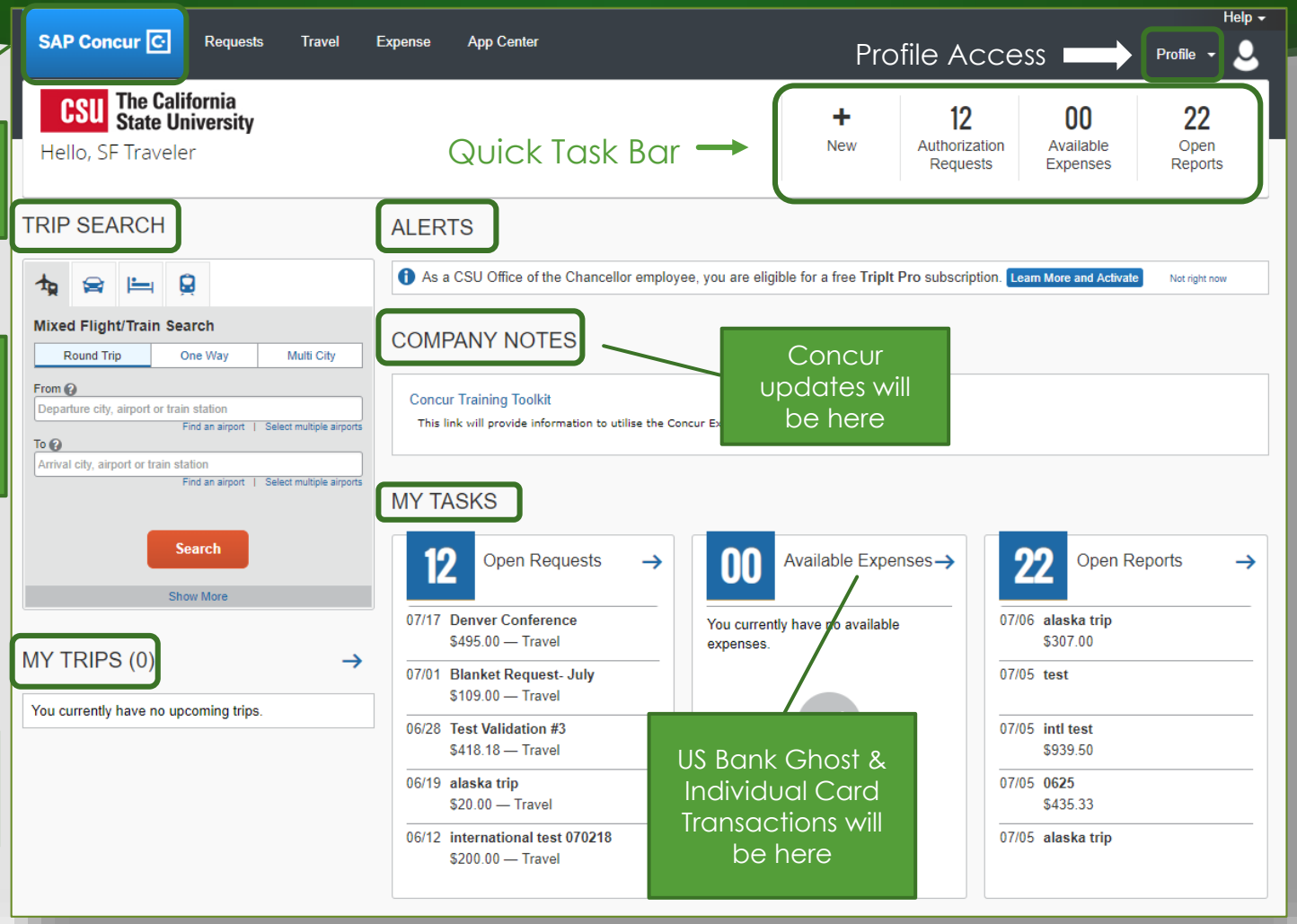
Approval Workflow

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

Accessing Concur

- Eligible Humboldt State University employees are already setup to use Concur. If you are not able to access Concur, please contact the University Concur Coordinator @ travel@Humboldt.edu.
- To access Concur, go to the link that was provided to you when your travel card was approved.
- 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 & Expense System.

Navigating Concur Homepage



Click here to return home anytime

Use Trip Search to gather estimates for your Travel Request.

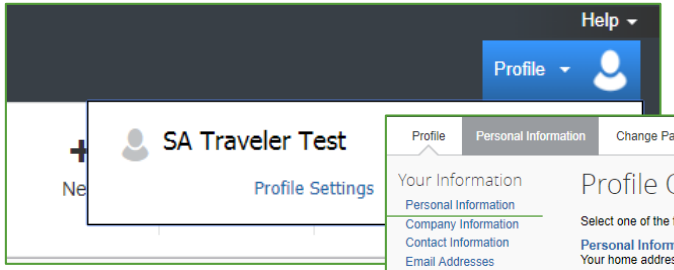
Concur updates will be here

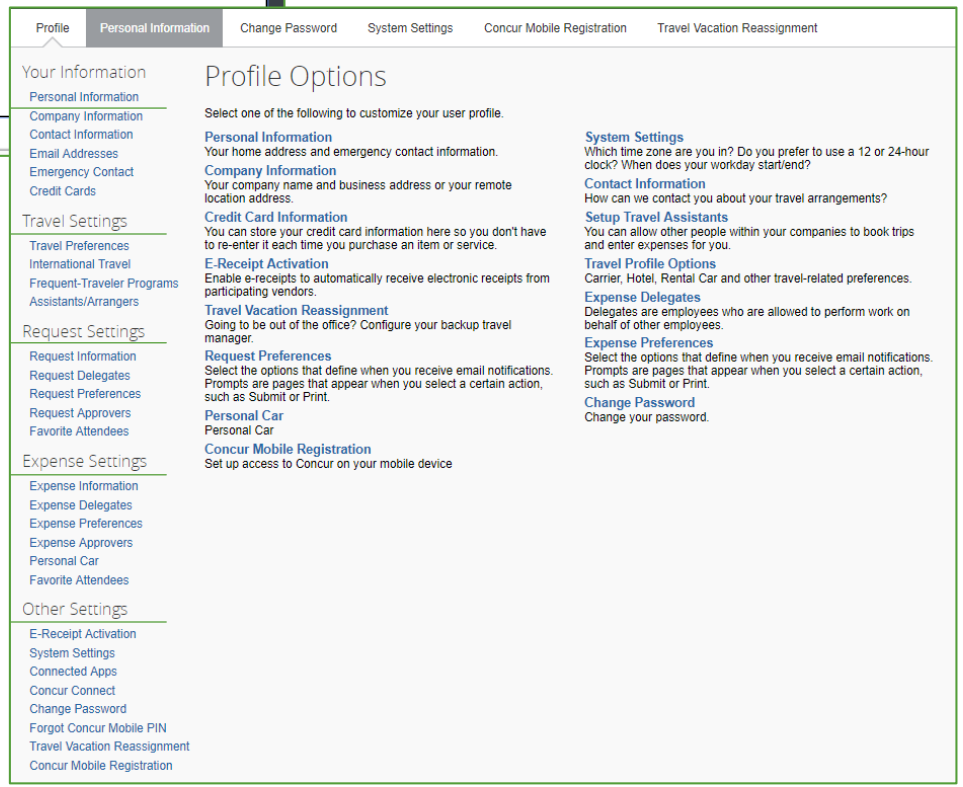
Upcoming Trips will be listed here

US Bank Ghost & Individual Card Transactions will be here

Completing User Profile

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





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

Personal Information

- **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.
- **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.

Request/Expense Settings

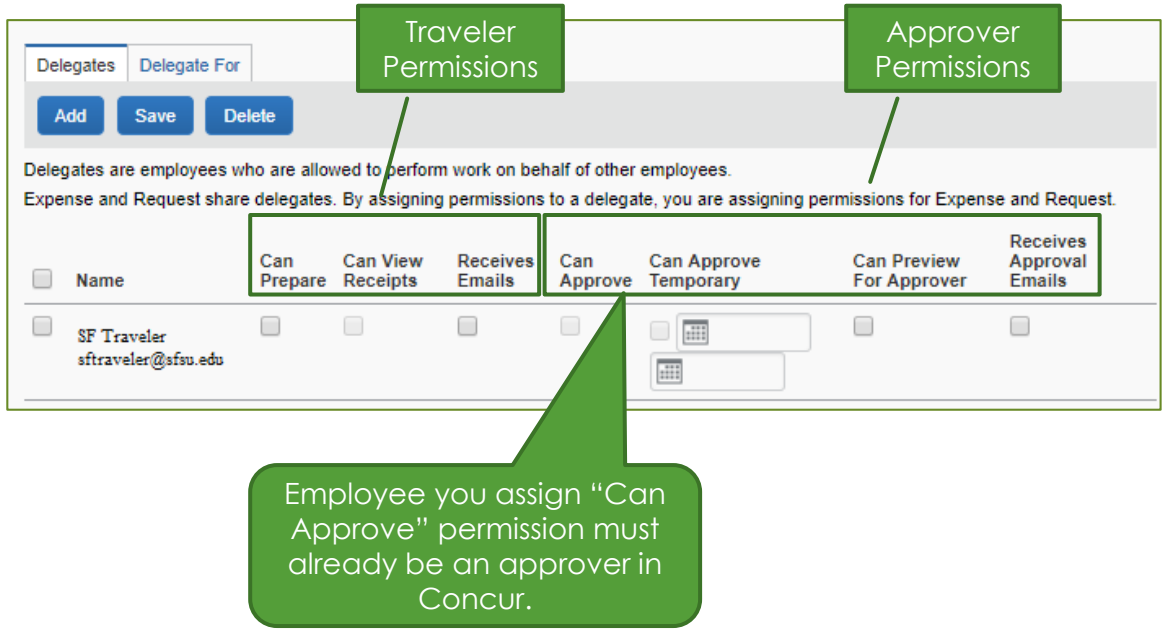
- The following categories can be found in both **Request Settings** and **Expense Settings**. Once you assign it to one setting, it will automatically be assigned to the other, except for Preferences (Email)…

Settings	Descriptions
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) or **Athletics**.

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.
  - ✓ Approve Travel Requests and Expenses Reports without date constraints
  - ✓ Approve Temporarily (beginning/end date required)
  - ✓ Preview Travel Request/Expense Report for Approver prior to Approval
  - ✓ Receive a copy of Approval Email Notifications



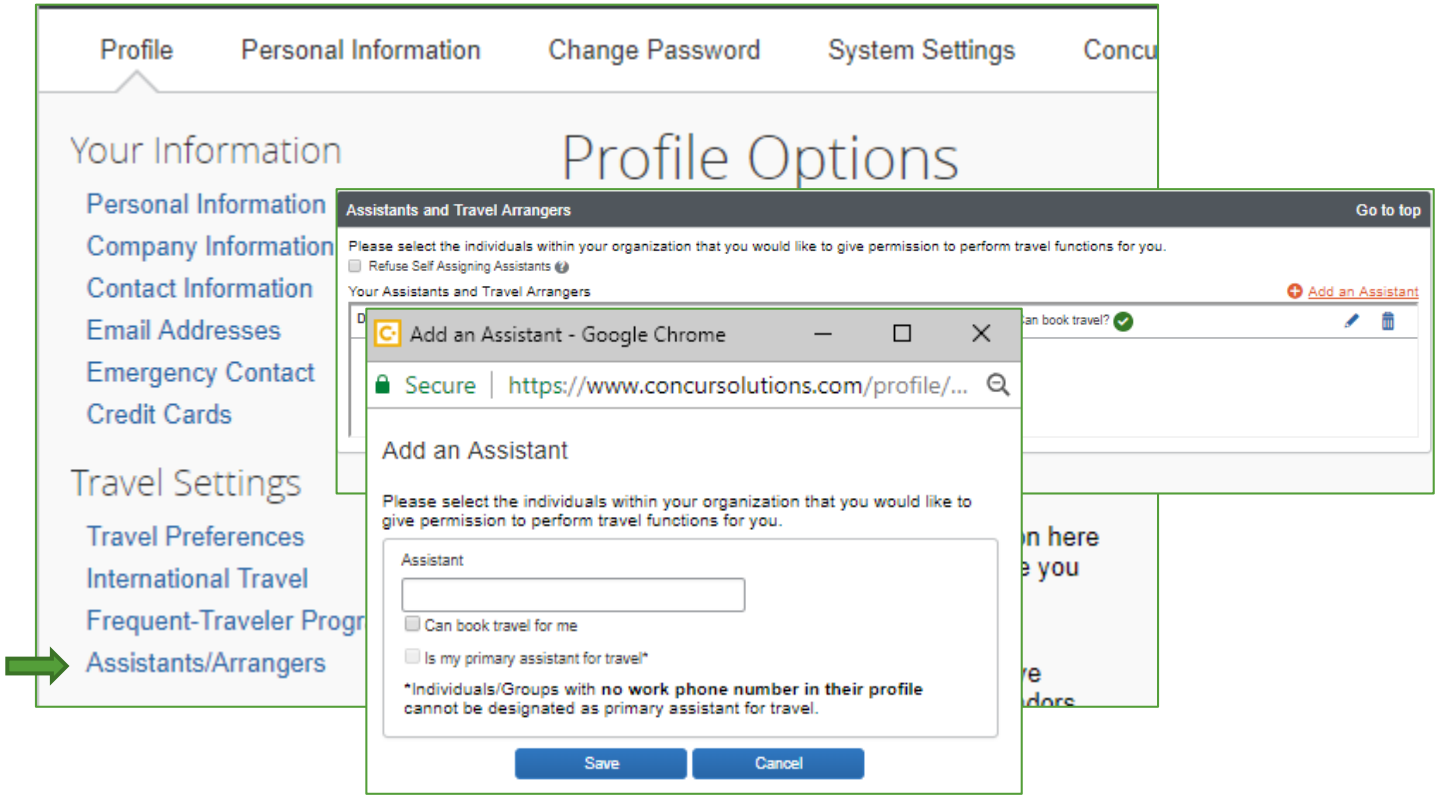
Travel Settings

- **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.

Travel Preferences	Descriptions
Air, Hotel, & Car Rental Preferences	• Indicate any preferences such as seat selection, room type, accessibility needs, car transmission, etc.
Frequent- Traveler & Advantage Programs	• indicate any programs/discounts such as AAA member, Government, frequent traveler numbers.
TSA Secure Flight -Required	• Add date of birth and TSA Pre-check number.
International Travel: Passports and Visas	• Add passport/International Visa information.
Assistants/Travel Arrangers	• Add a primary Travel Assistant/Travel Arrangers.
Credit Cards- Required	• US Bank Individual State Travel Credit Card should be added in order to guarantee hotel reservations.

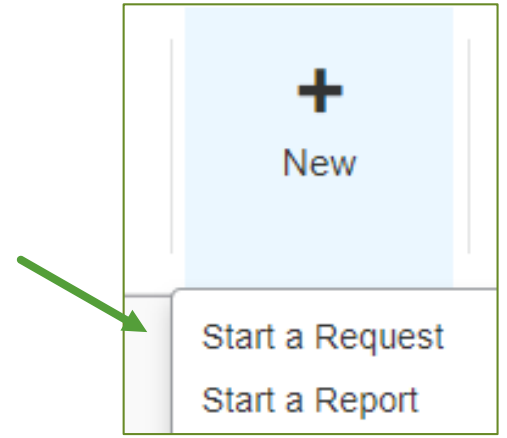
Assistants/Arrangers

- **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 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.



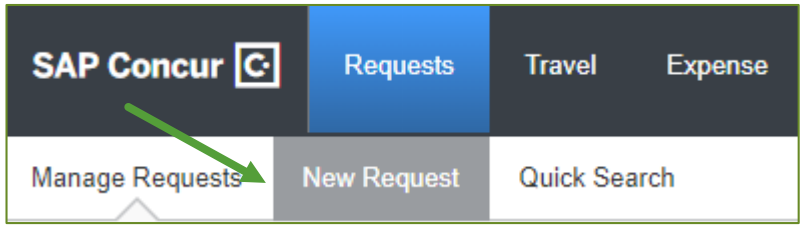
Creating a New Travel Request

- To Create a New Travel Request from the Concur Homepage, you have two options:
  - On the Quick Task Bar, under **New > Start a Request**



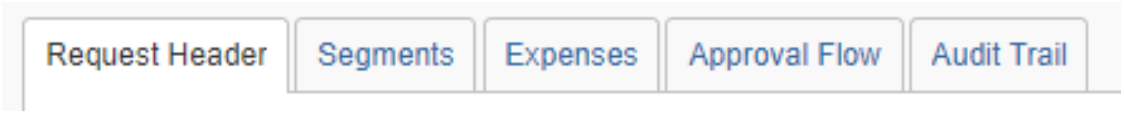
OR

  - On the menu, click **Requests > New Request**



Creating a New Travel Request

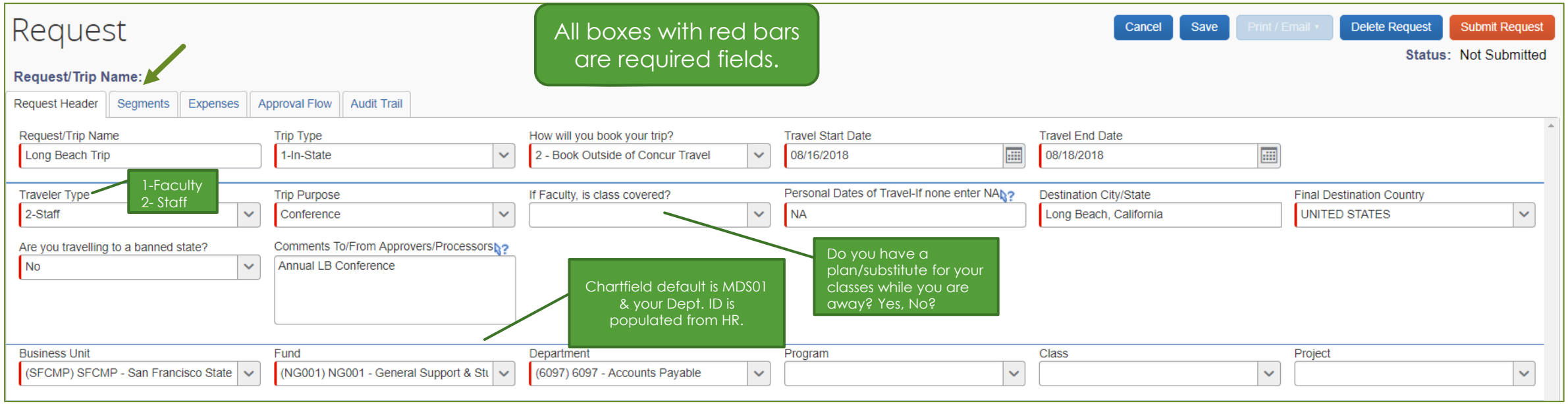
Travel Request consists of the following Tabs:



- **Request Header**
- **Segments (Airfare, Car Rental, Hotel)**
- **Expenses**
- **Approval Flow**
- **Audit Trail**

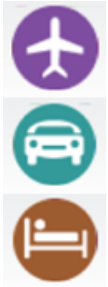
Request Header

- **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:

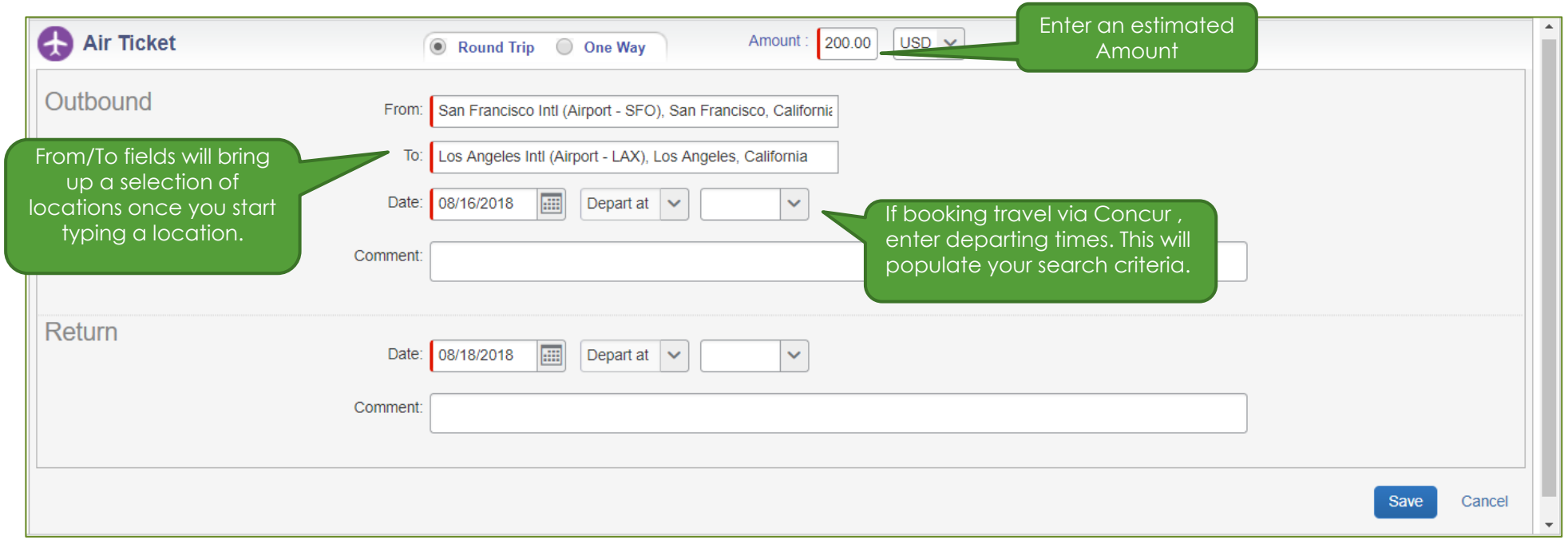


  - **Airfare**
  - **Car Rental**
  - **Hotel**

- The information you provided for your Segments will prepopulate the search criteria if Booking Travel via Concur.

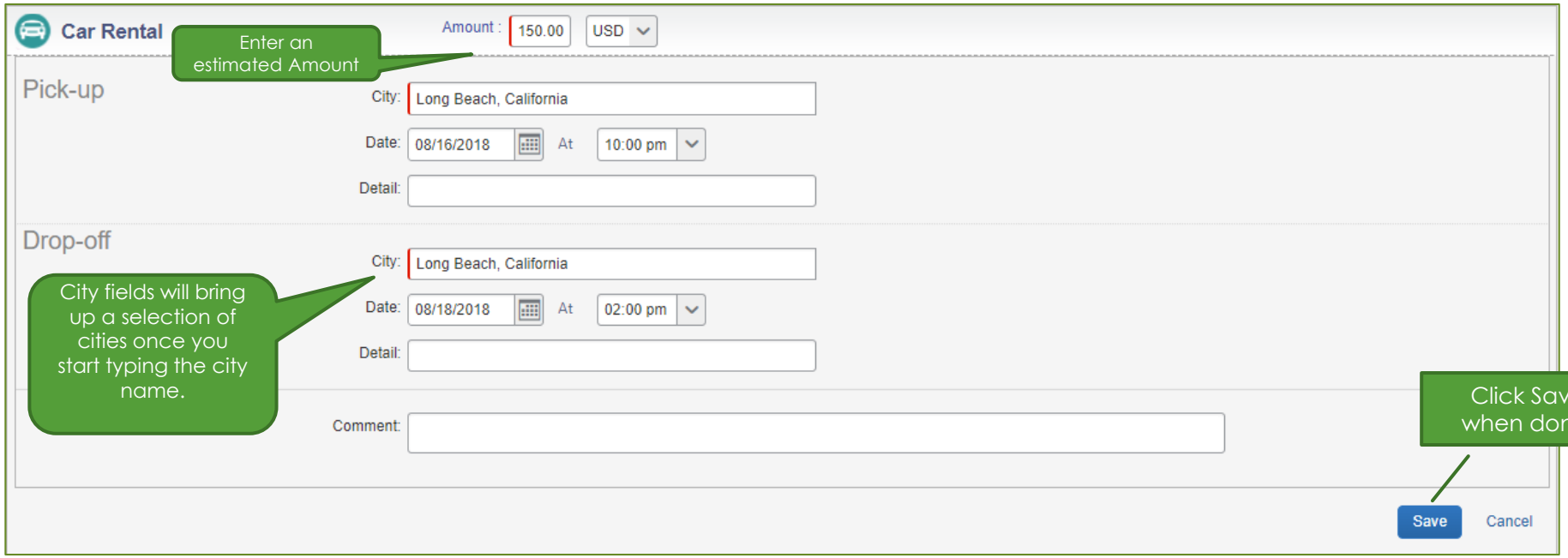
Airfare

- 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**.



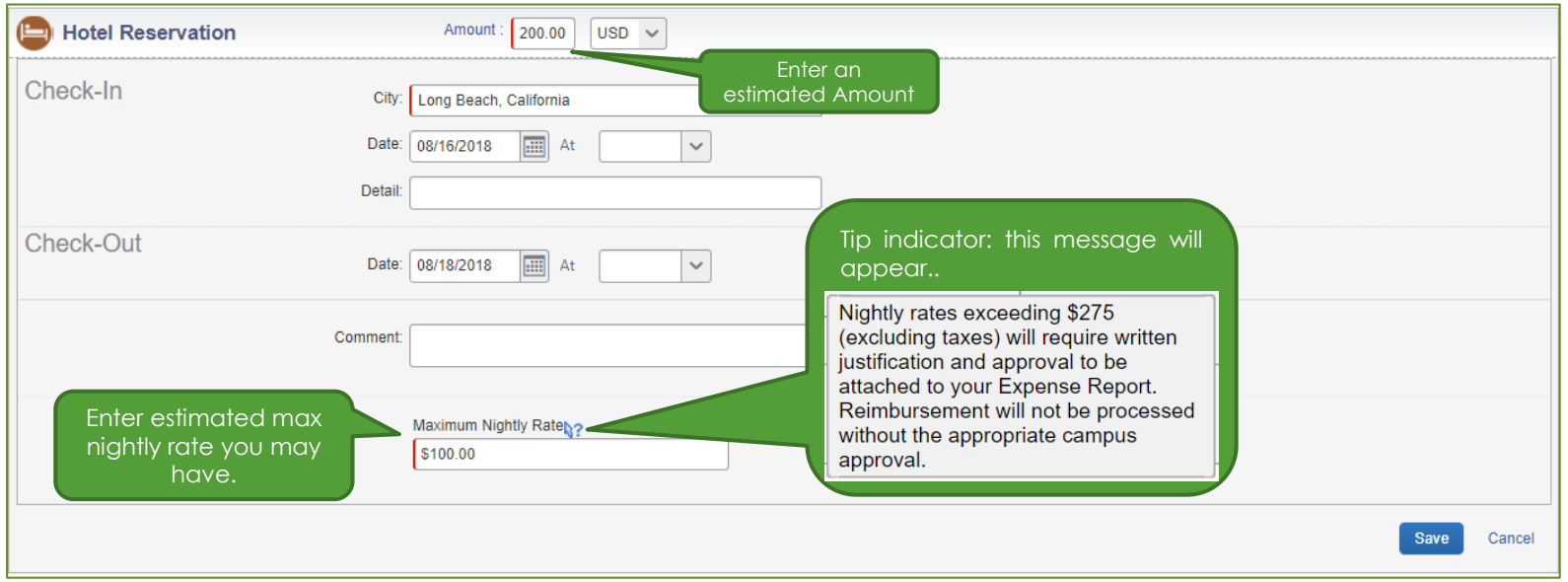
Car Rental

- The dates will populate and move over from the Request Header. Fill in all required fields (location where you want to pick-up & drop off vehicle)and optional fields if you like and click **Save**.



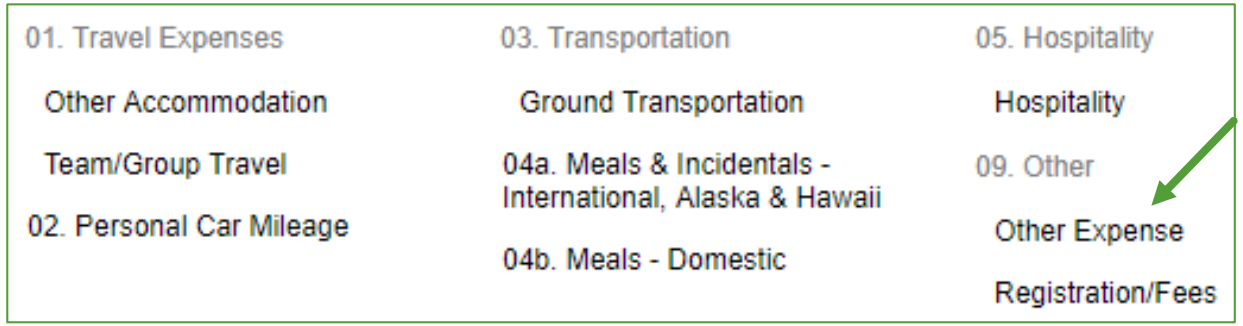
Hotel

- 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 total is above $275 before tax, you will need to attach the Authorization for Exception to Travel form to your Expense Report. Please have the form approved prior to booking your hotel stay to ensure full reimbursement.



Expenses

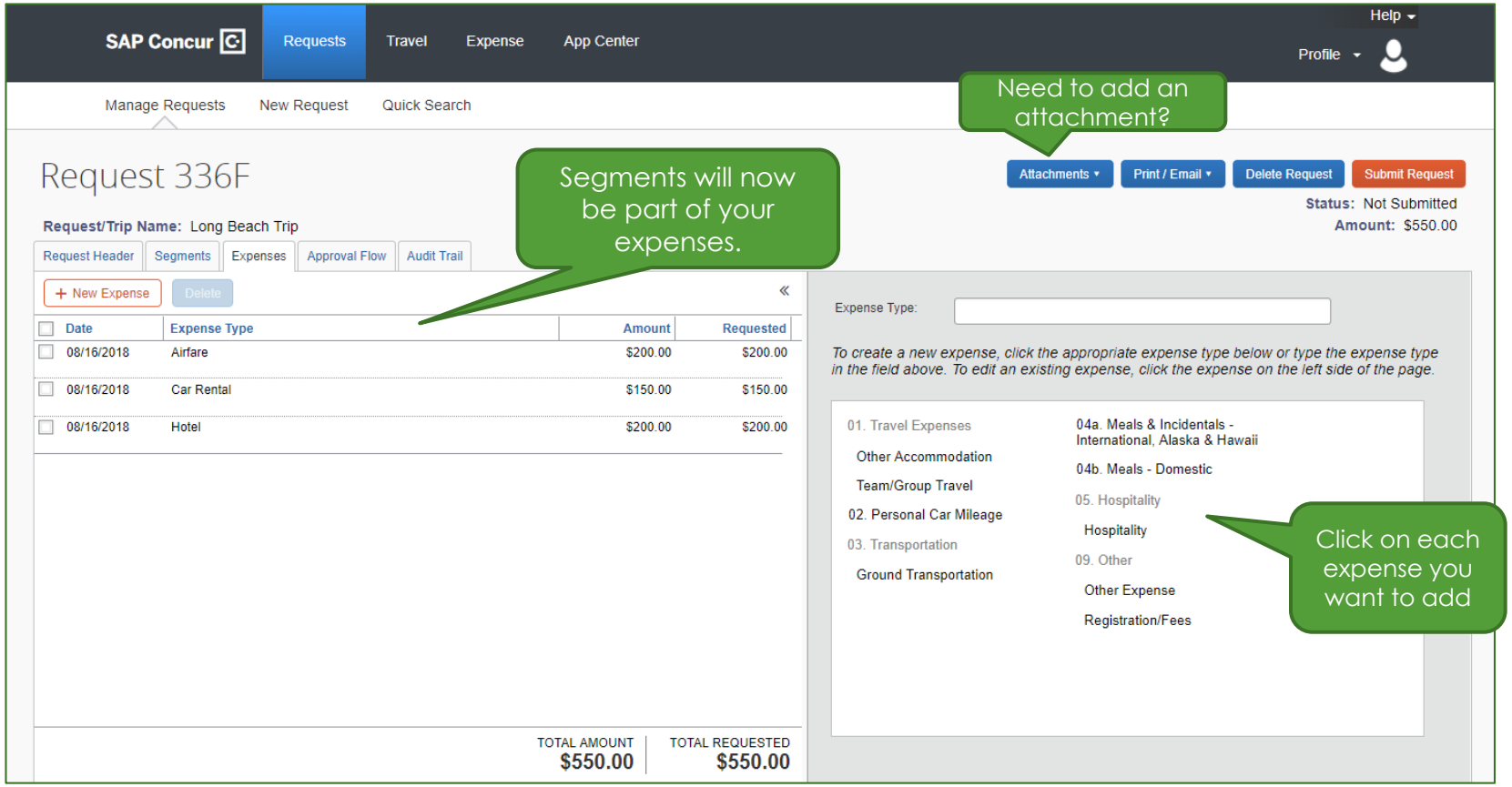
You can provide estimates for the following additional expense types:



- 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**.

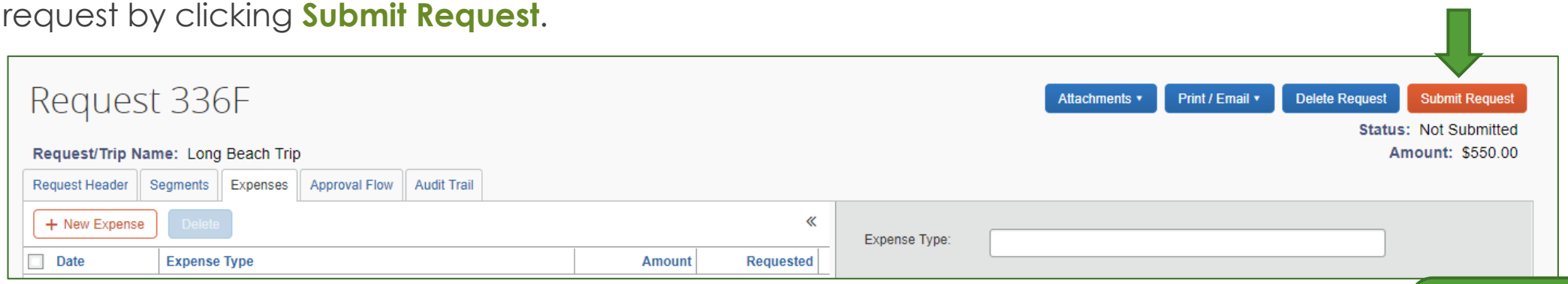
Expenses

- Add your additional expenses. Once each expense is saved, it will appear on the left hand side.
- If you need to attach a document, click on **Attachments >Attach Documents**.
- **Please Note**: Attachments will not carry over to your Expense Report.



Travel Request Submission

- After you have completed the Request Header, Segments and Expenses tabs, you can submit your request by clicking **Submit Request**.

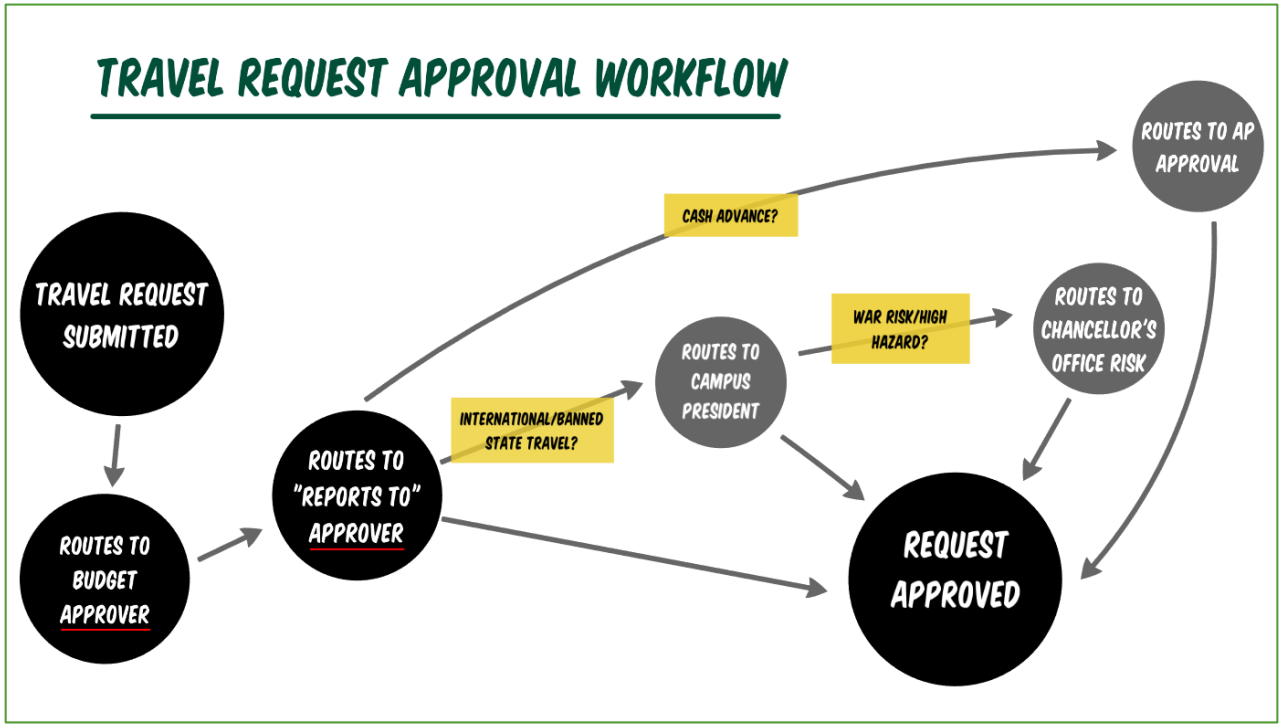


You can do this on the Expense side too!

- **Additional options:**
  - **Print/Email-** PDF version of the Travel Request will pop up and you can make your selection.
  - **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 approved.

Travel Request Approval Workflow

- Once you travel request has passed the approval workflow, you can book your trip!
- Approval Workflow will route via email notifications.



Approving a Travel Request/Expense Report

- After a Travel Request/Expense Report has been submitted, the approver will receive an email including a link to log in to Concur, that a Travel Request/Expense Report is pending approval. Email notifications will continue throughout the approval workflow process.

Email Example Only

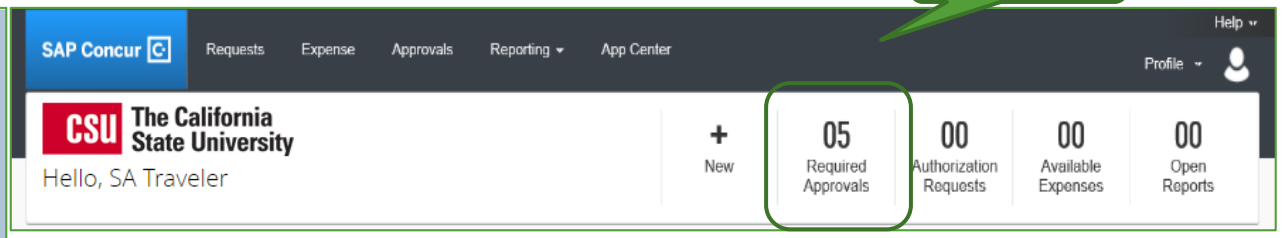
SAP Concur

Dear SF Approver Test, You have 1 expense reports pending your approval.
http://www.concursolutions.com

Expense reimbursement(s) can't be processed until the related expense report is fully approved. Contact Accounts Payable/Travel with questions.

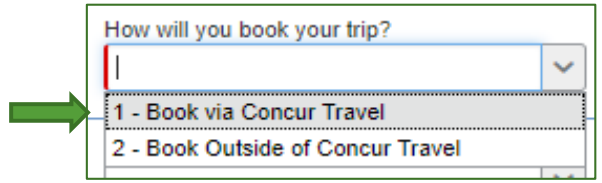
If approval does not occur within two days this report will be forwarded to your designated approver.

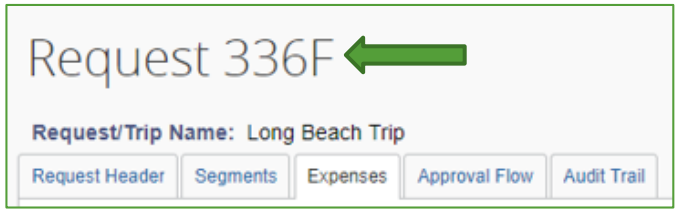
Quick Task Bar



Booking Travel via Concur Overview

- Humboldt 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.
- In order to Book Travel via Concur you need to choose **1-Book via Concur** on the Travel Request Header and your Travel Request must be approved prior to booking your travel reservations.
- 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.

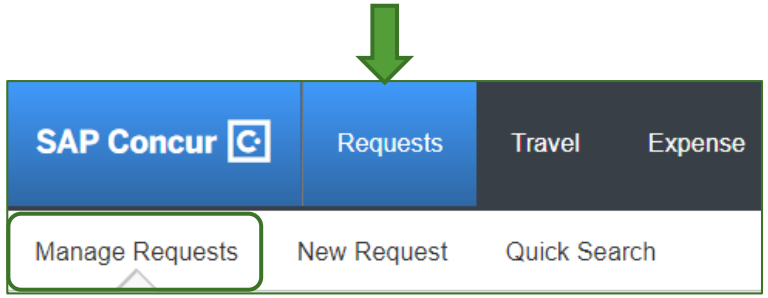


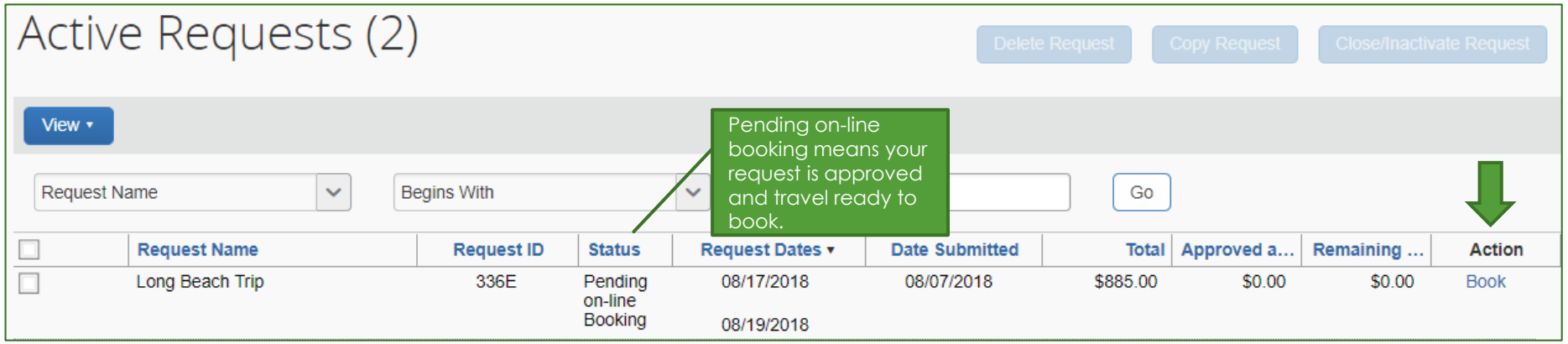


Getting Started

Step 2: Once Travel Request is approved…

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

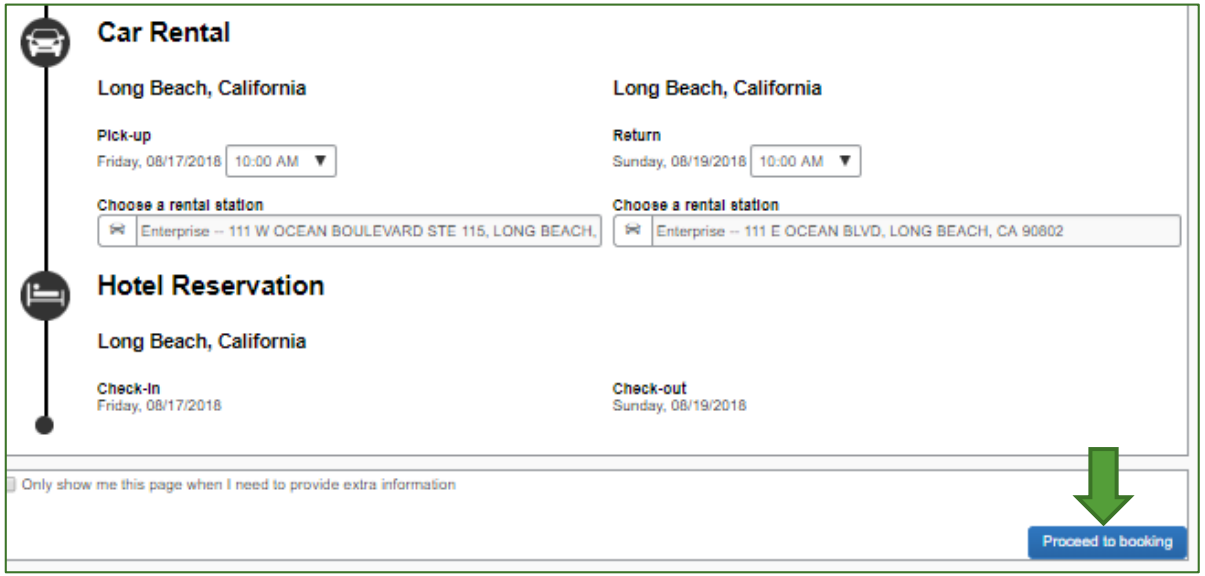




Booking Itinerary

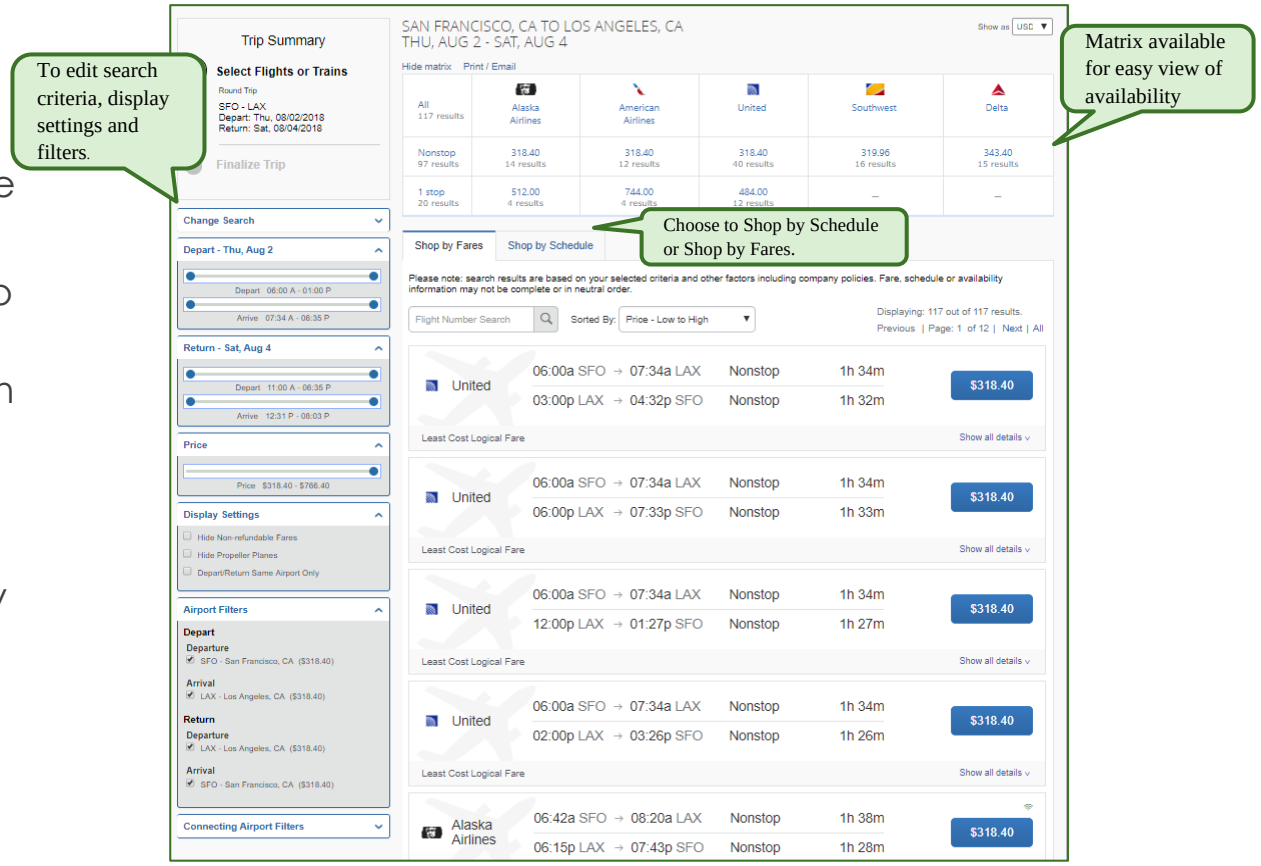
Step 3: Booking your Itinerary

- 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.



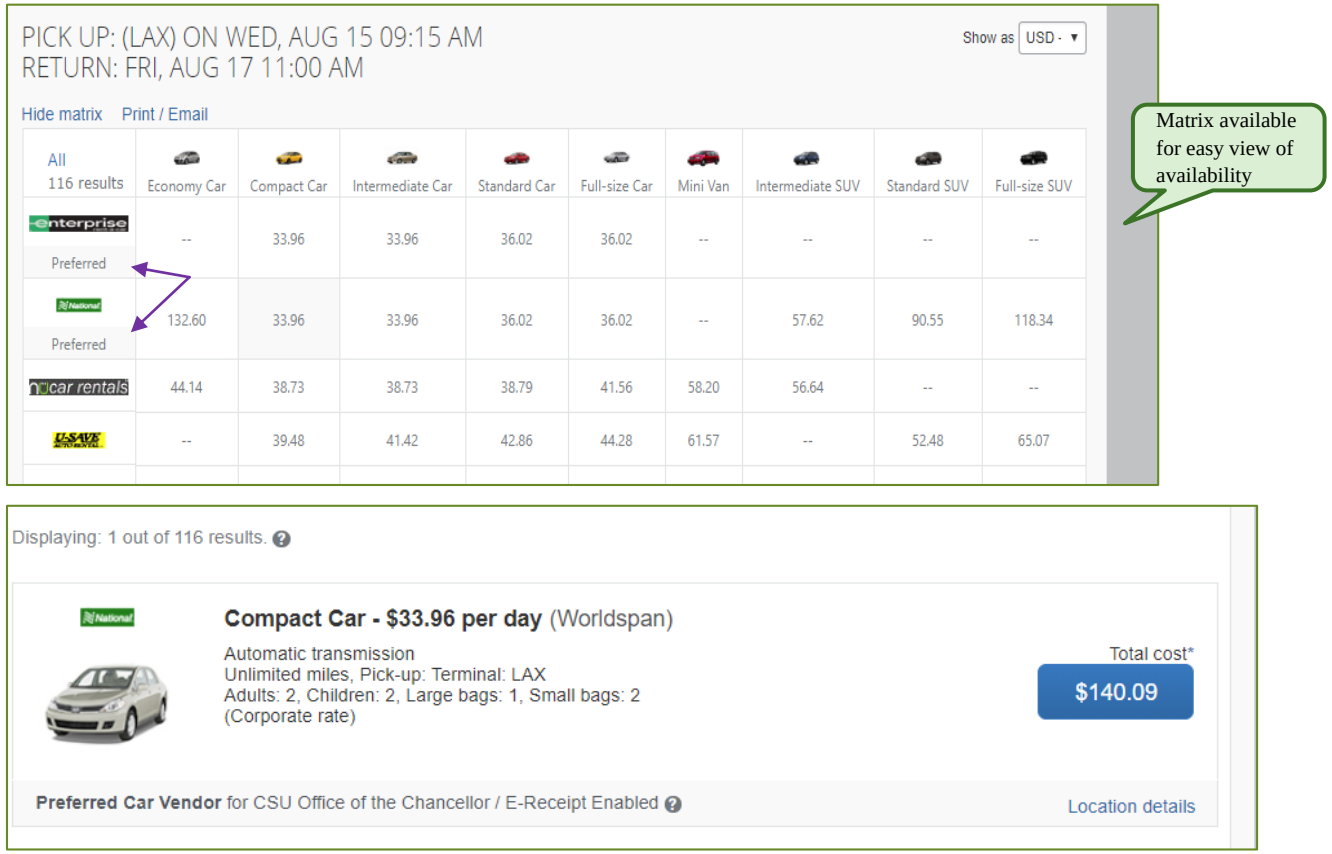
Booking Airfare

- 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.



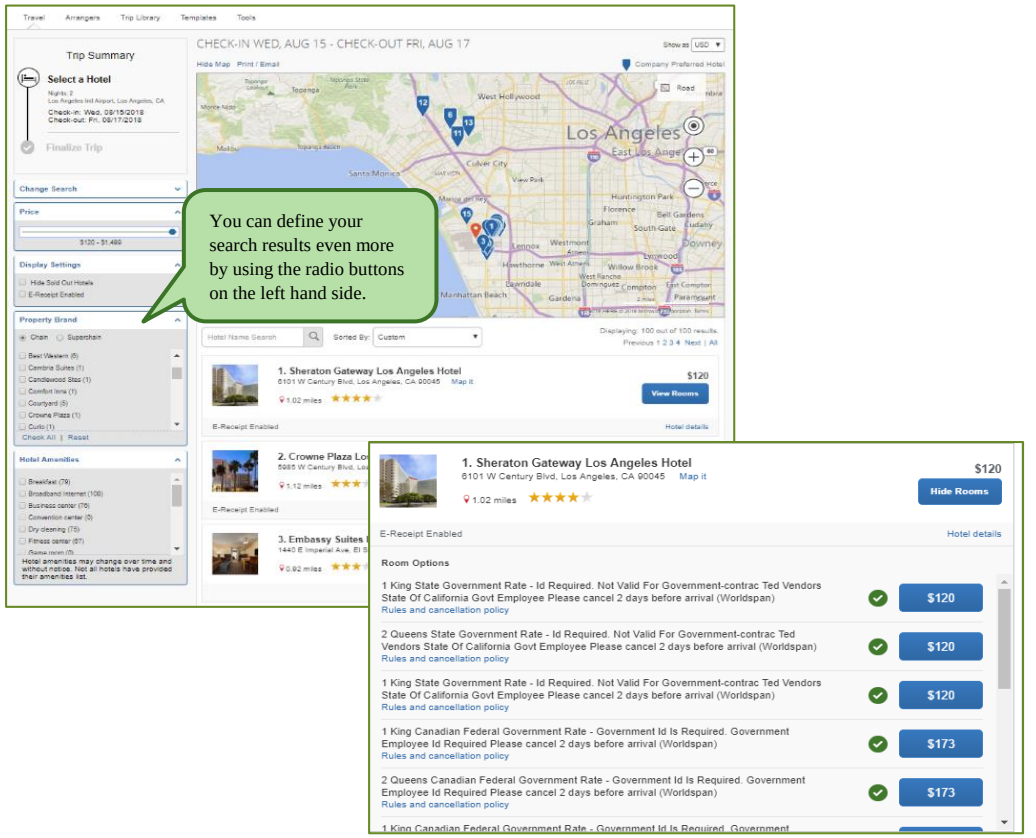
Car Rental Reservation

- All Car Rental reservations should be booked through Enterprise or National as they are the contracted vendors by the CSU.
- 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 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 and you will need to supply a credit card in person at the time of check-in.



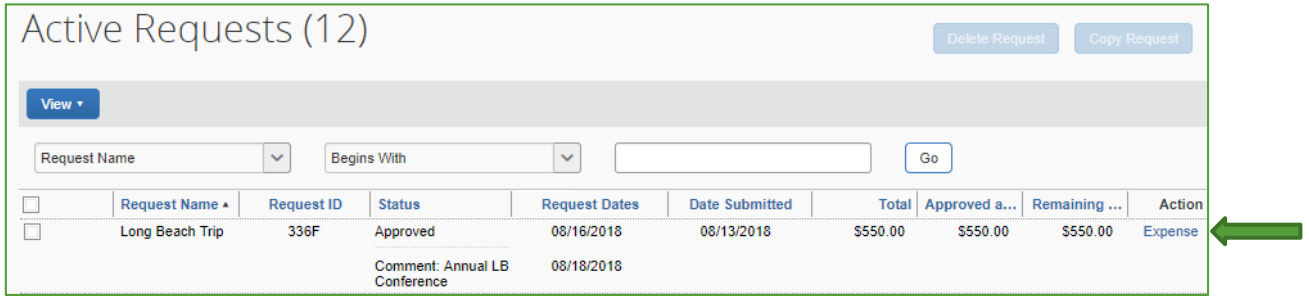
Creating a New Expense Report

Creating an Expense if you Booked via Concur…

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

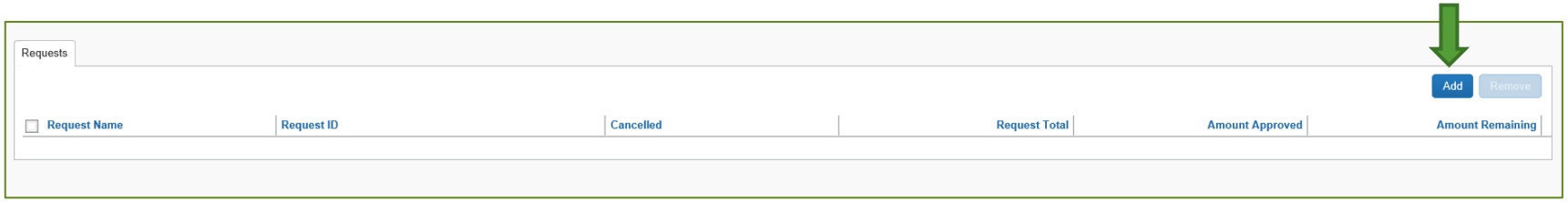
Creating an Expense if you booked outside of Concur…

- 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.



Expense Report Header

- 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:
  - **Travel < 24 hrs.?** Yes / No?
  - **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:

All Expense Types

01. Travel Expenses
- Hotel
- Incidentals
- Laundry
- Other Accommodation
- Team/Group Travel

02. Personal Car Mileage
- Personal Car Mileage

03. Transportation
- Airfare
- Airline Fees

...03. Transportation
- Car Rental
- Car Rental Fuel
- Custom Mileage
- Ground Transportation
- Parking/Tolls

04a. Meals & Incidentals - International, Alaska & Hawaii
- International, Alaska & Hawaii

04b. Meals - Domestic
- Breakfast - Domestic
- Dinner - Domestic

...04b. Meals - Domestic
- Lunch - Domestic

05. Hospitality
- Hospitality

06. Office Expenses
- Postage/Freight
- Printing/Photocopying/Stationery

07. Communications
- Internet/Telephone/Fax
- Mobile/Cellular Phone (International Only)

08. Fees
- Booking Fees

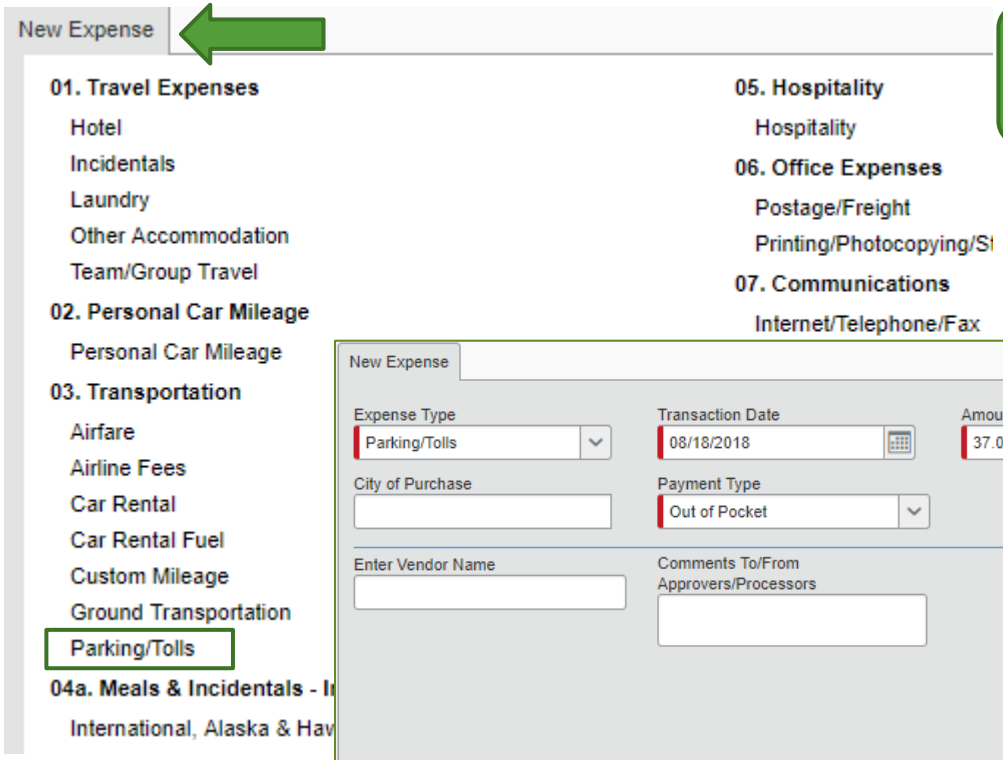
...08. Fees
- Passports/Visa Fees (International Only)

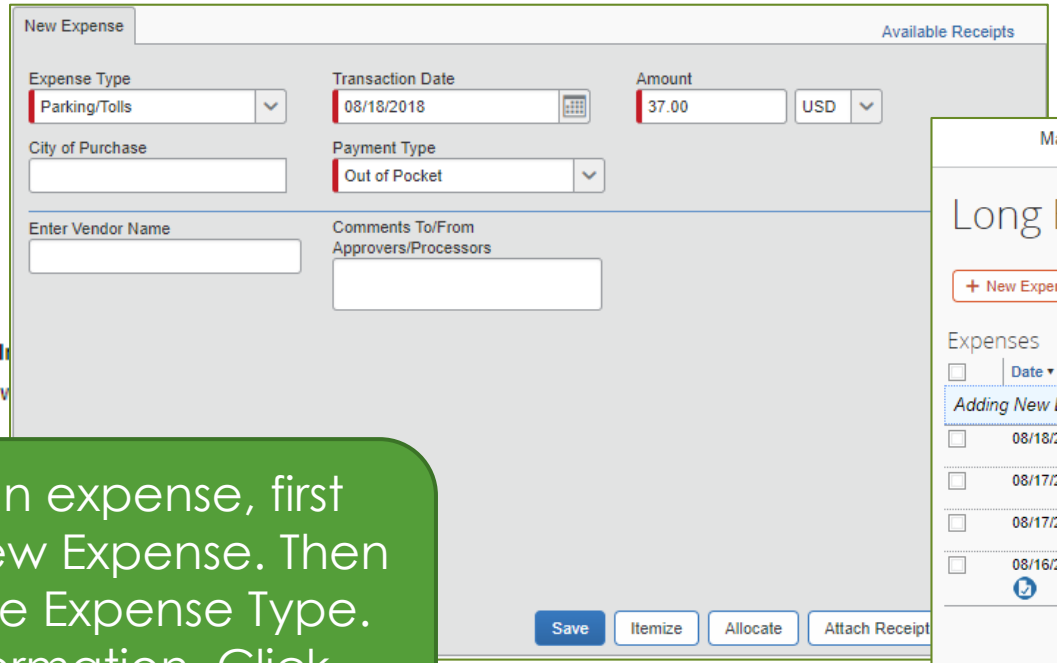
09. Other
- Memberships
- Newspapers/Magazines/Books
- Other Expense
- Personal/Non Reimbursable
- Registration/Fees

10. Athletics
- Entry Fees
- Pre Season

- 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.

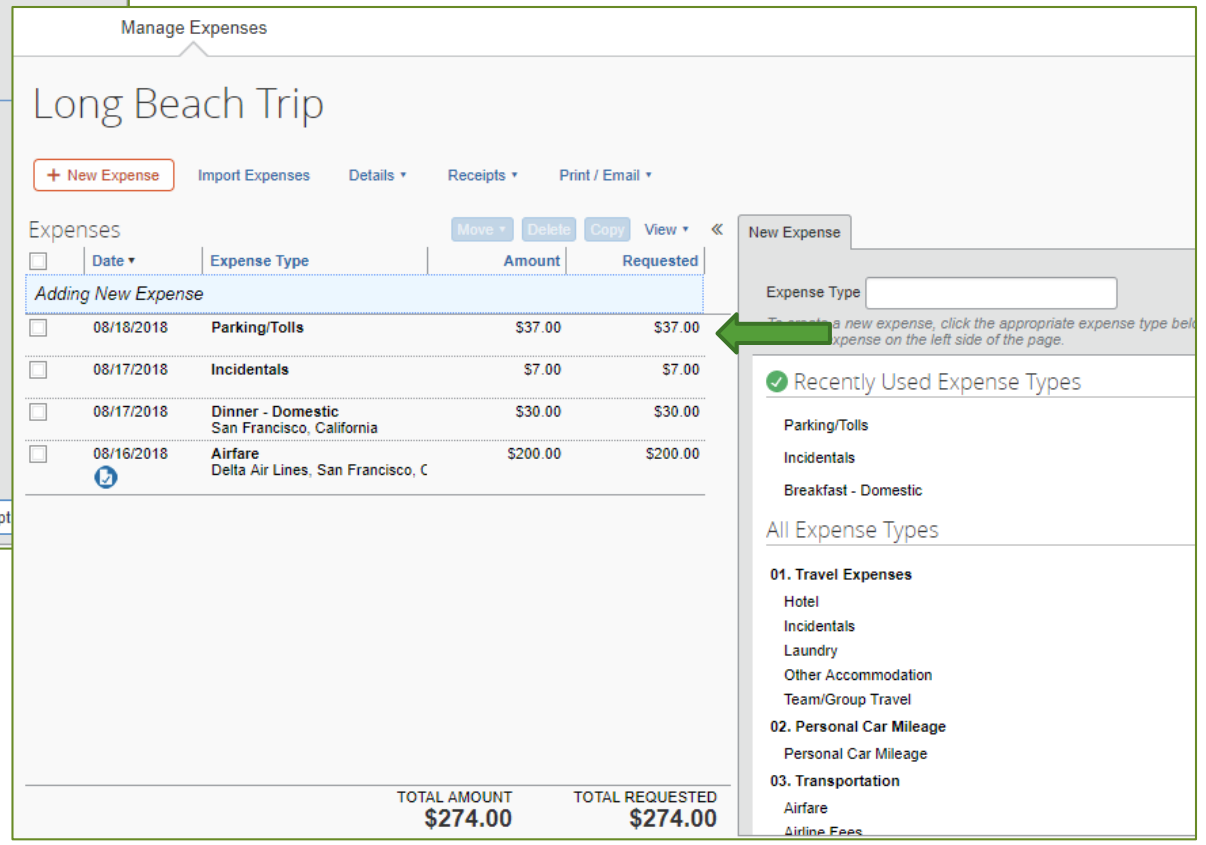
Adding a Parking Expense





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-** **eligible to continue and submit.**
  - **Hard Stop-** **cannot move forward and must make correction prior to submission**.

Adding Expenses

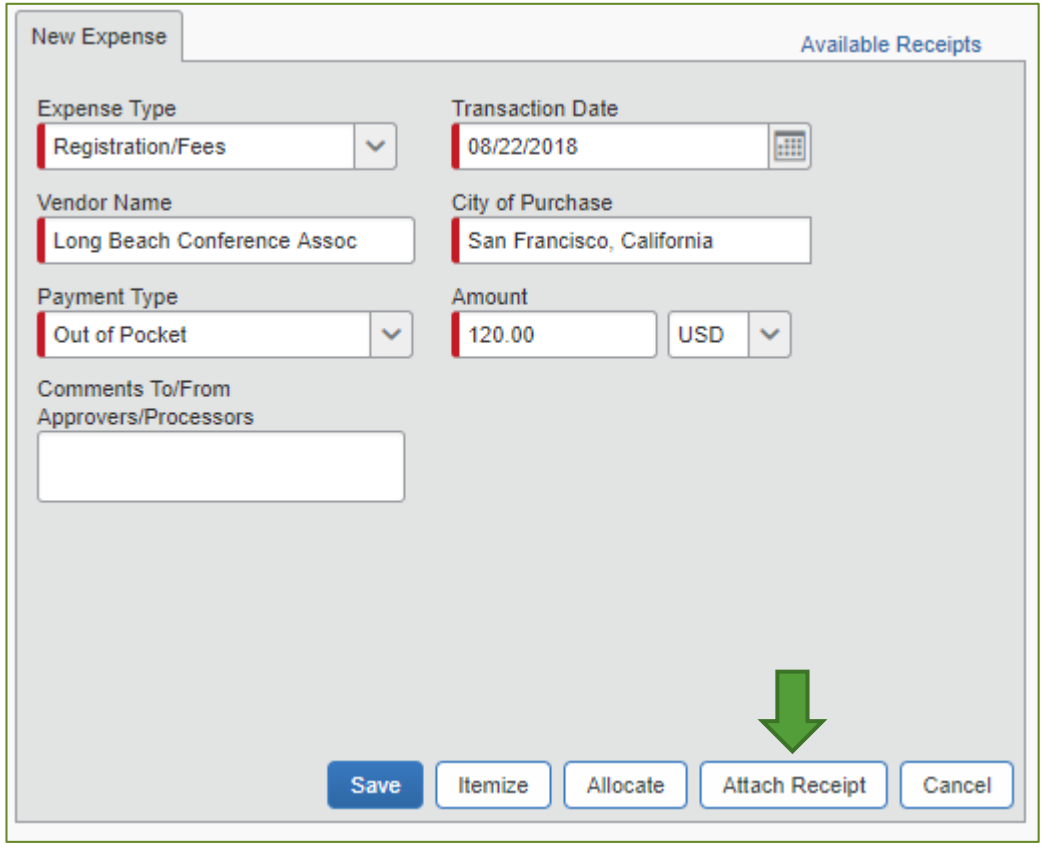
All Expense Types require a Payment Type. The Payment Type will default to **Out of Pocket**, unless it is a US Bank State Travel Card transaction in which it will default to **CSU-US Bank**.

- **Out of Pocket** – all expenses incurred out of your own pocket. For example: personal credit card, cash, etc.
- **CSU-US Bank** (Travel Ghost & Individual State Travel Card)– Travel paid by US Bank State Travel Card (Airfare booked via Concur Travel) All US Bank Travel Ghost Card transactions will be uploaded to **Available Expenses** once posted. From there, you can add the transaction to your Expense Report.
- **University Paid** – expenses paid by the university, either by P-Card, Dept. State Travel Card, Direct Pay/Bill, etc.

Attaching Receipts/Attachments

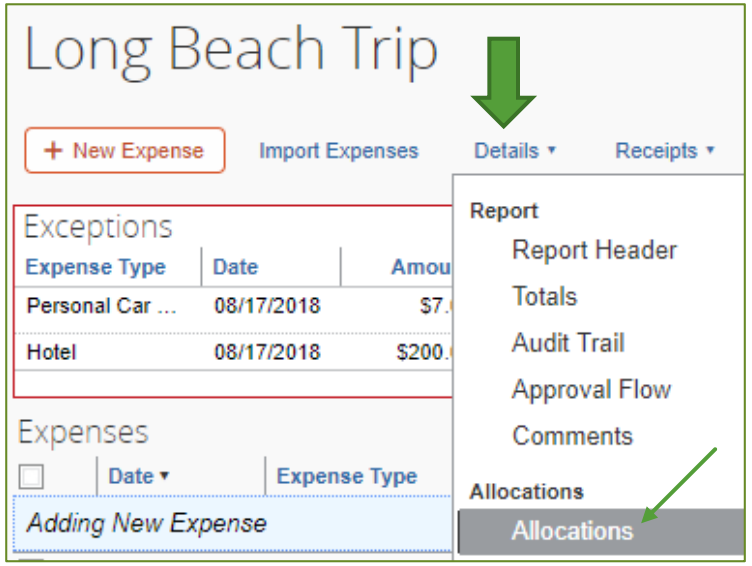
- **There are several ways to attach a receipt:**
  - Scan, Save and upload from your computer.
  - Scan and email to receipts@concur.com.
  - Take a picture using your phone and to email and submit via Concur Mobile App.

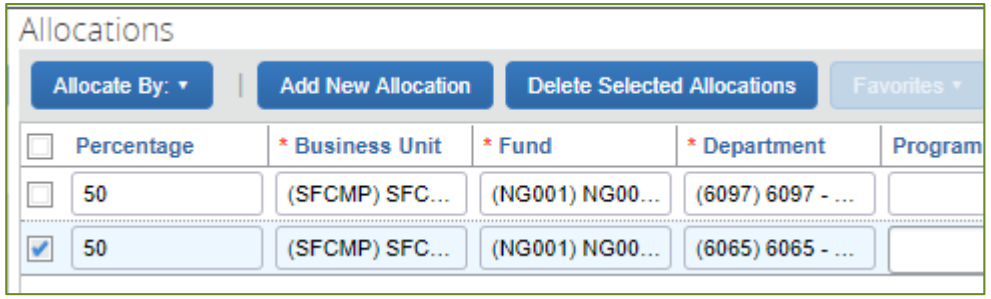
- **Attaching a receipt to an individual transaction:**
  - Select the expense type transaction, then click the **Attach Receipt** button on the bottom right hand corner.
    - Browse, locate, and upload the image from your files.
    - Choose an image from your **Available Receipts**.
- To add an attachment, other than a receipt, you will need to use the Attach Receipt option.



Allocation

- 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**.



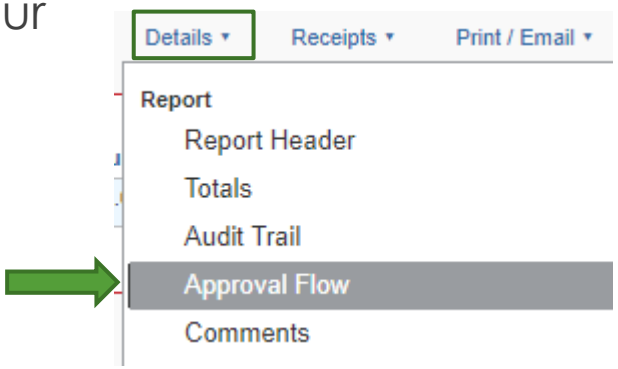


Expense Report Submission

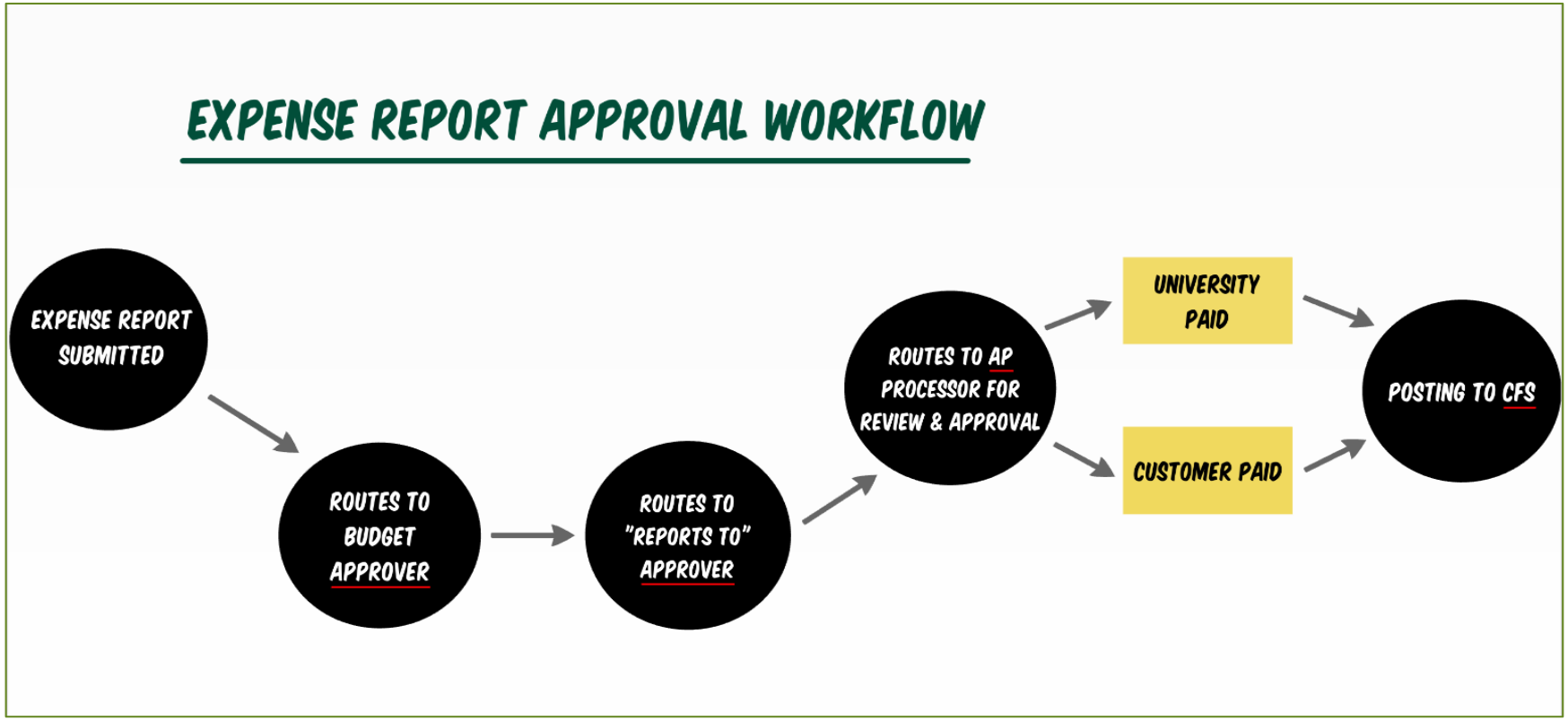
Expense Reports must be summited within 60 days from the trip end date.

- 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.

- 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**.



Expense Report Approval Workflow



Processing

- 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 and your reimbursement (if applicable) will be on its way by either Direct Deposit (EFT) or mail!

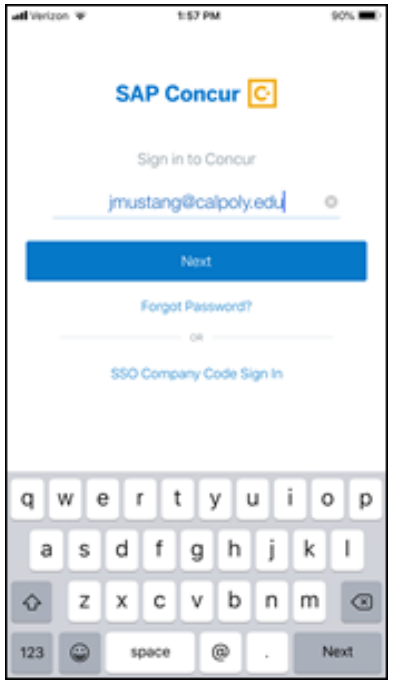
Concur Mobile Application

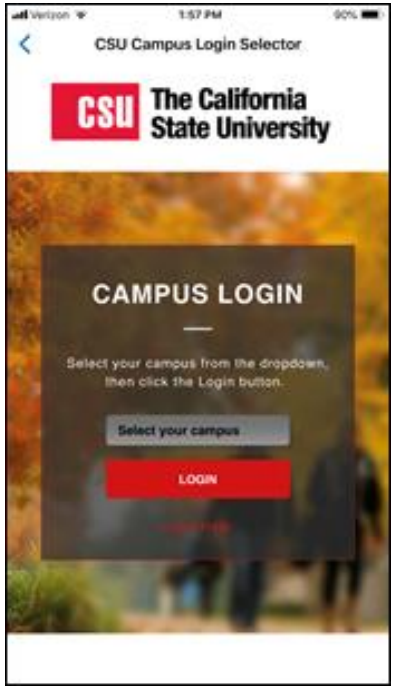
Step 1: Download the **Concur** application on a phone by going to the App Store.

Step 2: Login to the **Concur Mobile App**.

- Open the Concur app and sign in with your **Humboldt State University email address**.
- In the CSU Campus Login, select **Humboldt**.
- Enter in your **HSU User Name** and **Password**.

Step 3: Welcome to the Concur Mobile App. The App home screen provides access to your trips, expenses, expense reports, approvals, and more.





TripIt Mobile Application

Step 1: Download **TripIt App** for your device.

Step 2: Locate **Tripit** eligibility message on Concur home page, under Alerts.

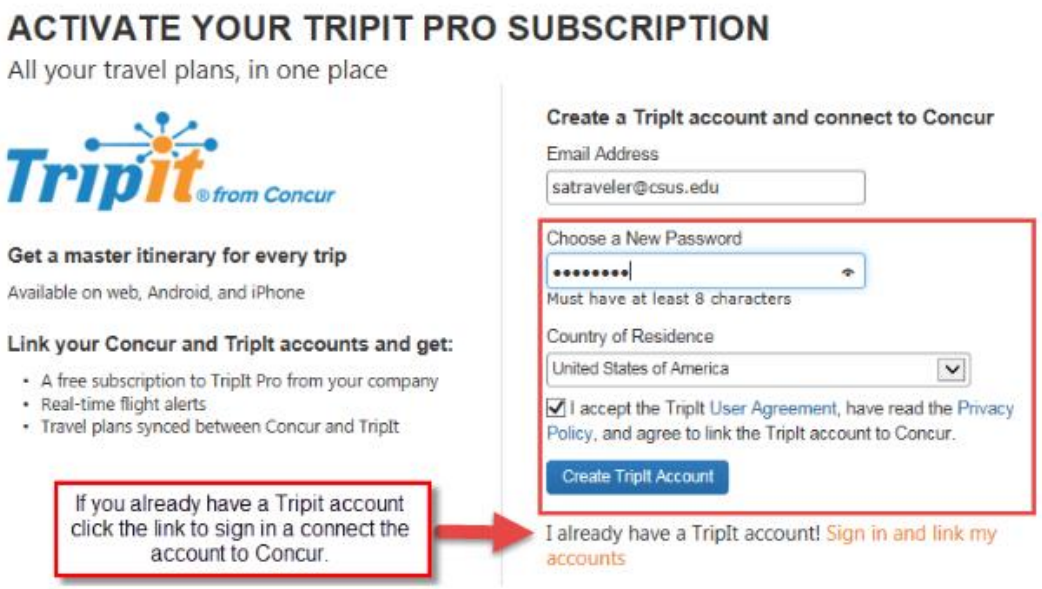
Step 3: Click **Learn More and Activate** link.

Step 4: Enter your @humboldt.edu email address, and a password and click **Sign Up**.

Step 5: Tripit will send a verification email to your @humboldt.edu email address.

Step 6: Click the link in the email to verify the account.

- For reservations outside Concur, email itinerary to plans@tripit.com to integrate them into this app for easy recall.



Q&A

- Questions?

Business Services

x3512 or denise.gentry@humboldt.edu

Or travel@Humboldt.edu