

Concur Travel & Expense

Presentation

Financial Services
August 2021



CAL MARITIME

Concur Travel & Expense (CT&E)

AGENDA

I. Overview

- Travel & Expense Modules
- User Roles
- Christopherson Business Travel (CBT) Service Fees

II. User Profile

III. Corporate Travel Cards

IV. Mobile App

III. Rollout Strategy and Training



CT&E Overview

SAP Concur 

Requests

Travel

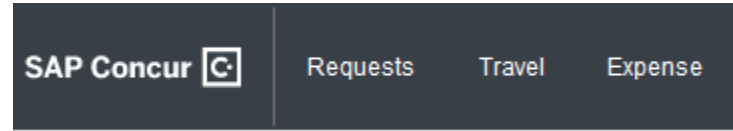
Expense

What is Concur?

- Concur Travel and Expense (CT&E) system is a comprehensive web based tool that integrates travel request and expense reporting with a complete travel booking solution
- Manages spending and foster innovation
- Transparent and capture spending – wherever and whenever it happens
- Improve efficiency and facilitate timely travel reimbursement

CT&E Overview

Travel and Expense Modules



- Concur has 3 Modules:
 - ✓ **Request** – Replaces the paper Travel Authorization form; pre-approval of travel required prior to making any travel reservations.
 - ✓ **Travel** – Concur Travel should be used to book airfare, and make rental car and hotel reservations through the University’s travel management company, Christopherson Business Travel (CBT), either by using the online booking tool or booking directly with a CBT agent.
 - ✓ **Expense** – Replaces the paper Travel Claim form (request reimbursement for out-of-pocket expenses, and to reconcile any university prepaid transactions including US Bank State Travel Card transactions).

CT&E Overview

User Roles

- Traveler – faculty/staff on official business travel
- Approver – for Request (Travel Authorization) & Expense Report (Travel Claim)
 - automatically assigned but can be altered with proper delegation from the Administrator
 - 1st Approval Level - HR “Reports-to”
 - 2nd Approval Level – Cost Object Approver based on CFS Delegation of Authority
 - approval role can only be delegated to another approver in case of absence/days off from work

CT&E Overview

User Roles (con't)

Delegate

- Can prepare, review and in some cases, *approve* “Request” and “Expense” on behalf of a user but only the Traveler **can** submit completed “Request” and “Expense”.
- An 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.

CT&E Overview

User Roles (con't)

Permissions which can be delegated to Executive Assistants by the Administrators

- Prepare, View Receipts and Receive Emails for Administrator's Travel Requests
- Can Preview submitted Travel Requests requiring Administrator's approval, and Receive Approval Emails

Request Delegates

Delegates | Delegate For

Add Save Delete

Delegates are employees who are allowed to perform work on behalf of other employees.

Search by employee name, email address, employee id or login id

Add Cancel

Expense and Request share delegates. By assigning permissions to a delegate, you are assigning permissions for Expense and Request.

<input type="checkbox"/>	Name	Can Prepare	Can View Receipts	Can Use Reporting	Receives Emails	Can Approve	Can Approve Temporary	Can Preview For Approver	Receives Approval Emails
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This permission can only be assigned to an employee with approval role.

CT&E Overview

User Roles (con't)

Permissions which can be delegated to Executive Assistants by the Administrators

- Prepare, View Receipts and Receive Emails for Administrator's Expense Reports
- Can Preview submitted Expense Reports requiring Administrator's approval, and Receive Approval Emails

The screenshot shows the 'Expense Delegates' management interface. At the top, the title 'Expense Delegates' is highlighted with a purple box. Below it are tabs for 'Delegates' and 'Delegate For', and buttons for 'Add', 'Save', and 'Delete'. A descriptive text states: 'Delegates are employees who are allowed to perform work on behalf of other employees.' Below this is a search bar with the text 'Cathy Beard' and buttons for 'Add' and 'Cancel'. A note reads: 'Expense and Request share delegates. By assigning permissions to a delegate, you are assigning permissions for Expense and Request.' At the bottom, a table of permissions is shown with several cells highlighted: 'Can Prepare', 'Can View Receipts', 'Can Use Reporting', and 'Receives Emails' are grouped with a green border; 'Can Approve' and 'Can Approve Temporary' are in the middle; and 'Can Preview For Approver' and 'Receives Approval Emails' are grouped with a brown border. A blue callout bubble points to the 'Can Preview For Approver' cell, containing the text: 'This permission can only be assigned to an employee with approval role.'

<input type="checkbox"/>	Name	Can Prepare	Can View Receipts	Can Use Reporting	Receives Emails	Can Approve	Can Approve Temporary	Can Preview For Approver	Receives Approval Emails
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CT&E Overview

Travel Assistant/Arranger

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 Christopherson Business Travel (CBT) 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.

User Roles (con't)

Assistants and Travel Arrangers

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.

Refuse Self Assigning Assistants

Your Assistants and Travel Arrangers

Name	Role	Can book travel?	Actions
Offerzen, Test 8 Humboldt	(Primary Travel Asst.)	✓	[Edit] [Delete]
Offerzen, Test 10 Sacramento		✓	[Edit] [Delete]
Test, MA Approver		✗	[Edit] [Delete]

Go to top

+ Add an Assistant

Credit Cards

You currently have the following

Go to top

+ Add a Credit Card

red.

Go to top

Go to top

Save Changes Cancel

*Individuals/Groups with no work phone number in their profile cannot be designated as primary assistant for travel.

CT&E Overview

Christopherson Business Travel

Christopherson Business Travel (CBT) may charge additional service fee depending on the travel type and service provided.

- The service fees are reimbursable.
- Service fee will come through from US Bank and will load as a separate transaction (available in Available Expenses) to be moved over to your Expense Report.
- The charge of the service fee is dependent on the service provided.

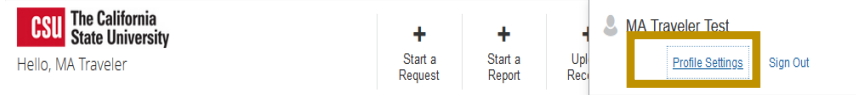
Travel Service Fees

SERVICE PROVIDED	FEE CHARGED
Concur Airline Booking Fee (per booking)	\$5.00
Airline Booking Fee Non-Concur (per booking)	\$26.00 Domestic
Airline Booking Agent Assisted	\$17.00
Concur Lodging Booking Fee (per room)	\$0.00
Lodging Booking Fee Non-Concur (per room)	\$0.00
Lodging Booking Agent Assisted	\$10.00
Concur Ground Transportation Reservation Fee (per reservation)	\$0.00
Ground Transportation Reservation Fee Non-Concur (per reservation)	\$10.00
Ground Transportation Reservation Fee Agent Assisted (per reservation)	\$10.00
Travel Modification Request Fee (per request)	\$0.00
Conference Booking Fee (per booking)	\$26.00 Domestic - \$35.00 International
Concur International Booking	\$5.00
International Booking Non-Concur	\$35.00
International Booking Agent Assisted	\$17.00

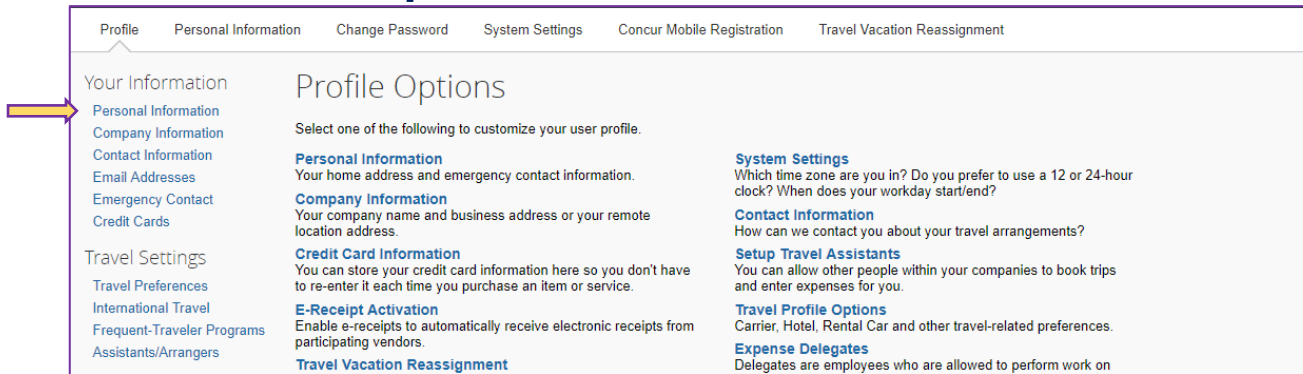
User Profile

Personal Information

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



- 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** - 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.

- **Contact Information** - A work or home phone number is required.

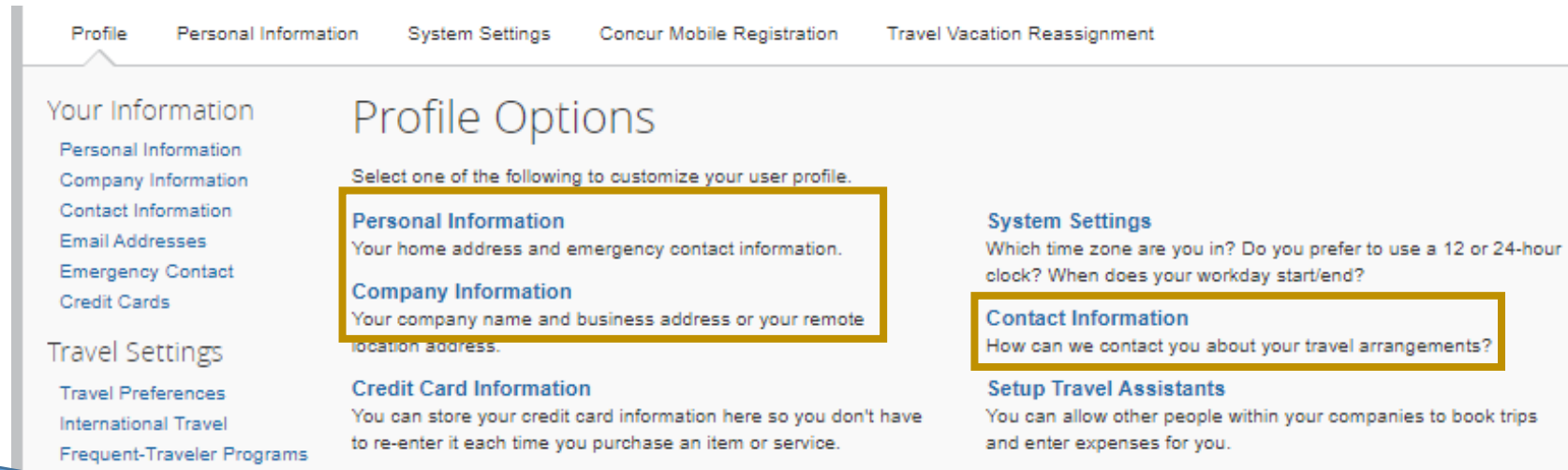
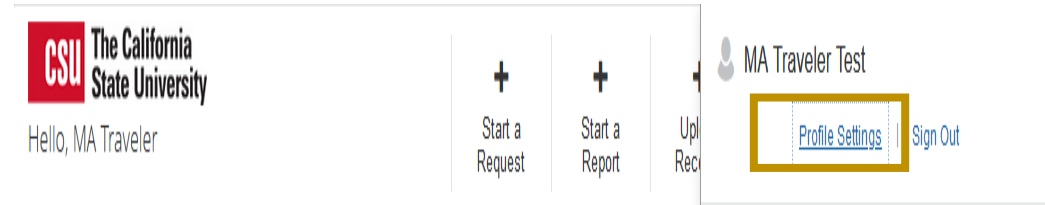
- **Email Addresses-**

- 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

User Profile

Profile Options

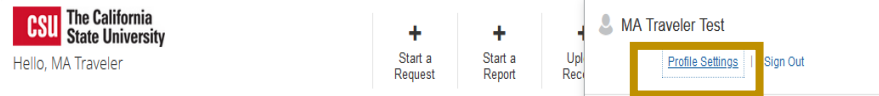
- Your information
 - Personal Information (required fields)
 - Company Information
 - Contact Information
- Travel Preferences
 - Frequent Travel Programs
- Request Preferences
 - Request Delegates
- Expense Settings
 - Expense Delegates
 - Personal Car
 - E-receipt Activation
 - Concur Mobile Registration



Required in order to claim Personal Car Mileage expense

User Profile

Profile Options

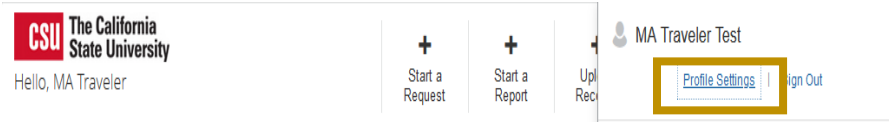


- Travel Preference - *Optional*
 - Discount Travel Rates/Fare Classes
 - Hotel Preferences
 - Car Rental Preference such as Car Type, Smoking Preference, Car Transmission, etc.
 - Frequent-Traveler Programs
 - Advantage Programs

A screenshot of the 'Travel Preferences' form. At the top, there is a notification to activate a complimentary TripIt Pro subscription. Below this, there are sections for 'Eligible for the following discount travel rates/fare classes' (with checkboxes for AAA/CAA, Government, Military, Senior/AARP), 'Air Travel Preferences' (with dropdowns for Seat, Seat Section, Special Meals, Ticket Delivery, and a text field for Preferred Departure Airport), 'Hotel Preferences' (with dropdowns for Room Type and Smoking Preference, and checkboxes for amenities like gym, pool, restaurant, room service, and early check-in), and 'Car Rental Preferences' (with dropdowns for Car Type, Smoking Preference, and Car Transmission). At the bottom, there are two sections: 'Frequent-Traveler Programs' and 'Advantage Programs', both showing 'No programs defined' and an 'Add a Program' button. The 'Frequent-Traveler Programs' section is highlighted with a yellow box.

User Profile

Profile Options



➤ Request Preferences - *Optional*

Request Preferences

[Save](#) [Cancel](#)

Select the options that define when you receive email notifications

Send email when...

- The status of a request changes
- A request is submitted for approval

Prompt...

- For an approver when a request is submitted

➤ Expense Preferences - *Optional*

Expense Preferences

[Save](#) [Cancel](#)

Select the options that define when you receive email notifications. Prompts a

Send email when...

- The status of an expense report changes
- New company card transactions arrive
- Faxed receipts are successfully received
- An expense report is submitted for approval

Prompt...

- For an approver when an expense report is submitted

Display...

- Make the Single Day Itineraries page my default in the Travel Allowance wizard

User Profile

Profile Options

- Expense Settings for Personal Car – *Required for Personal Car Mileage Expense Type*

Expense Settings

- Expense Information
- Expense Delegates
- Expense Preferences
- Expense Approvers
- Personal Car**
- Favorite Attendees

CSU The California State University
Hello, MA Traveler

+ Start a Request + Start a Report Upl Rec MA Traveler Test

Profile Settings Sign Out

Personal Car Registration

This page displays all the personal cars that have been registered. Click New to register another car.

Reimbursement Method: Personal Car - Variable Rates

[New](#) [Remove](#)

Vehicle ID

Mileage Rate Type

Preferred Car

[Save](#) [Cancel](#)

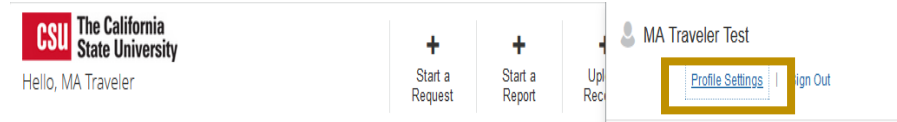
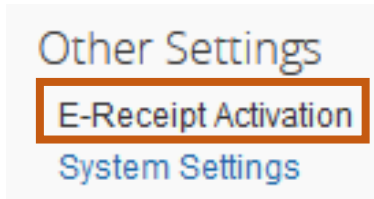
<input type="checkbox"/> Vehicle ID	Mileage Rate Type	Active
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No cars found for this configuration

User Profile

Profile Options

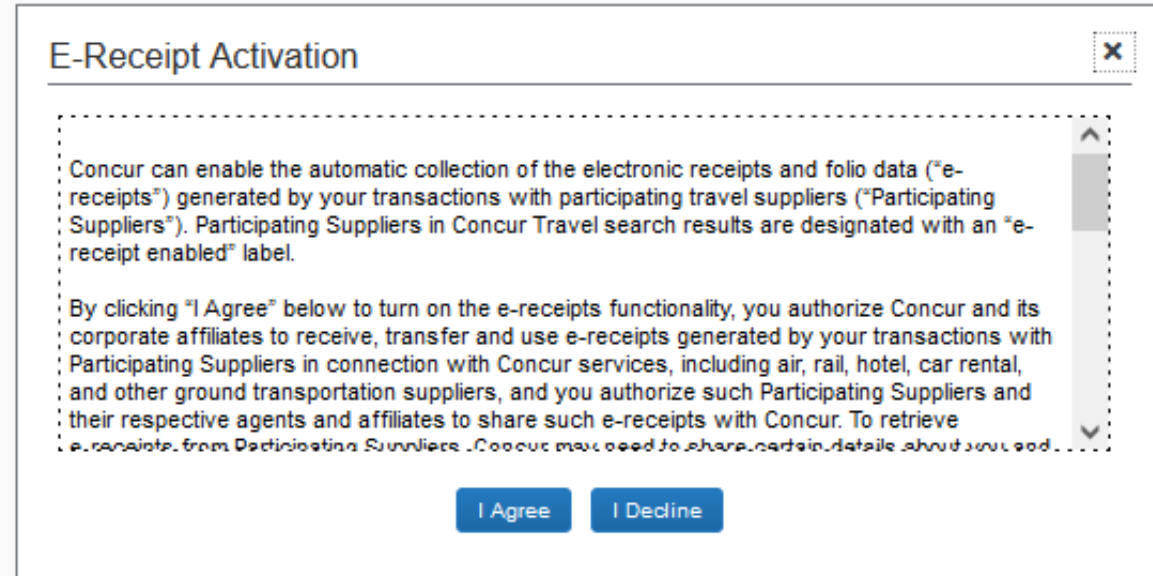
➤ Other Settings – *e-Receipt Activation*



E-Receipt Activation

Receiving e-receipts can save you time by pre-populating your expense report. To enable e-receipts with participating suppliers and to find out more, click [here](#).

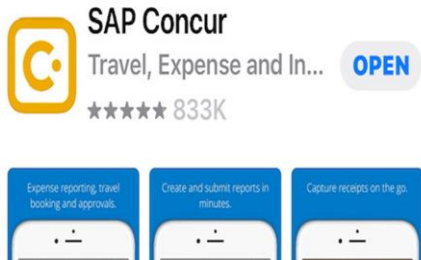
Please note that this setting does not control all e-receipts. E-receipts delivered by a Concur App Center partner with which you have connected your Concur account, and certain TripLink suppliers, are controlled through the App Center or your My Travel Network settings. For more information, contact your company's Concur account administrator.



Concur Mobile App

Concur Travel & Expense (CT&E) also offers the Concur Mobile App to manage business and travel expenses on a mobile device and/or tablet .

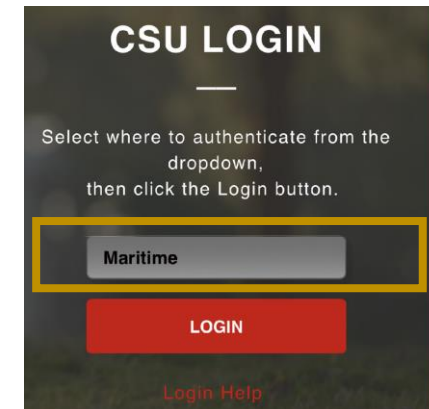
1. Download the **Concur** application on a phone by going to the App Store; click Open



2. Enter **Company Code** and click **Next**

*Please contact Lisa Rupert at 707/654-1028 or Paige Johnson at 707/654-1528.

3. Select Maritime



4. Continue logging in via Single Sign-on.

Receipts & Attachments

- Attaching Receipts/Attachments

There are several ways to attach a receipt:

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

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.

Attach Receipt

Select a receipt image or reuse one from this report:

Available Receipts Receipts in Report

+

Upload Receipt
Image

5MB limit per file

Corporate Travel Credit Cards

- ❖ Individual Travel Card – new card program for University travelers
 - For official *business travel* expenses only
 - ✓ Booking and reservations for hotel, transportation, etc.
 - ✓ Paying for hotel and other allowable travel related expenses
 - ✓ All business related expense should go onto this card to help reduce out-of-pocket expenses.
 - Eligibility – must travel at least 3x a year
- ❖ Ghost Card – Campus corporate card linked to Concur.
 - Pays for *airfare or rail tickets* booked in Concur via Christopherson Business Travel (CBT).
 - Eliminates the out-of-pocket expense for airfare or rail ticket costs.

Notes:

- ❖ Individual and Ghost Cards charges are both paid by the Campus.
- ❖ Corporate travel card transactions will upload to the traveler's Concur account for travelers to attach them to an Expense Report.



Rollout Strategy and Training

- Delivery Stages

- August and September - Transition Concur Travel and Expense in Preparation for **October** Go-Live
 - Schedule training to Faculty and Staff
 - Collaborate with Executive Assistants/Administrative Staff to identify departmental training needs
 - Create a small pilot group to use Concur for upcoming travel
 - Seek feedback to further improve training and communication

Rollout Strategy and Training

- Delivery Stages

- October 1, 2021 : Go-Live and After
 - Host training session per week
 - Create an hour walk-in/hands-on window twice a week
 - Provide refresher and updates via email
 - Organize Quarterly/semi-annual CT&E Users Group to communicate resources available, updates on travel rules and any Concur forthcoming changes and system enhancements

Training Materials

- Quick Guide and Videos

- <https://www.csum.edu/fiscal-services/concur.html>

The web site contains:

- Information, training presentation and quick guides
- Concur's How-To training videos (may contain old UI pages)
- Comprehensive Concur Travel Handbook
- Cheat sheet from User Profile to Travel Request, Reservation & Expense Report



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CALIFORNIA STATE UNIVERSITY MARITIME ACADEMY

www.csum.edu