Introduction to Concur Travel & Expense (CT&E)

By: Financial Services

FY2023/24

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Concur Travel & Expense (CT&E)
AGENDA

- Overview

- User Profile

- Concur Travel Modules - demo

  - Travel Request
  - Travel / Trip Arrangement
  - Expense Report
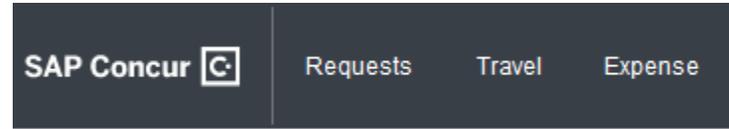
- Vendor/Supplier Set Up

- Q & A

Additional Slides for Reference:
- Concur Mobile App
- Request Approval Workflow Chart (same for Expense Report)

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CT&E Overview
Travel and Expense Modules

SAP Concur · Requests · Travel · Expense

- Concur has 3 Modules:

  - ✓ Request – Complete travel request to obtain approval of travel prior to making any travel reservations.

  - ✓ Travel – Concur travel module is available to book airfare, 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 – Submit a completed expense report for reimbursement of all related-travel expenses including travel card and ghost card expenses.

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CT&E Overview   User Roles

- <u>Traveler</u> – faculty/staff on official business travel

- <u>Approver</u> – for Travel Request & Expense Report

  - 1st Approval Level - HR "Reports-to"

  - 2nd Approval Level – Cost Object Approver based on CFS Delegation of Authority

  - approval role can <u>only</u> be delegated to another <u>approver</u> in case of absence/days off from work
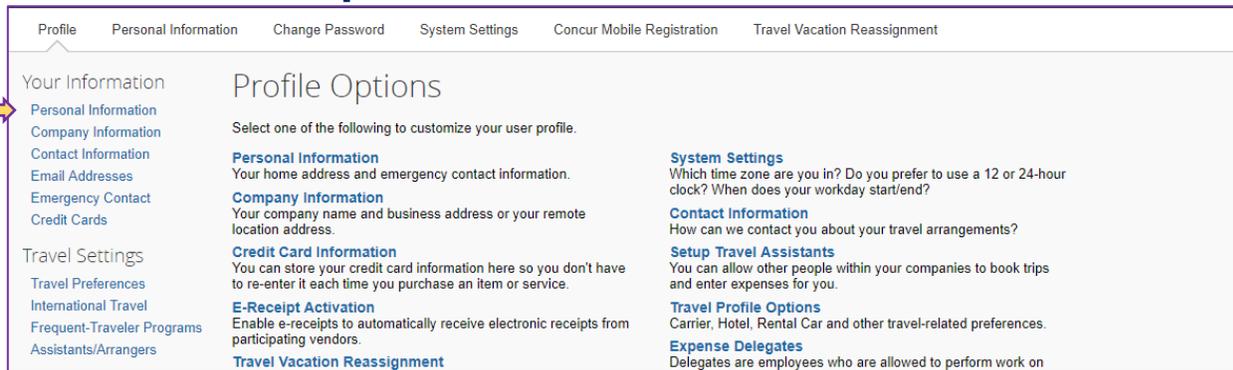
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User Profile
Personal Information

➢ At the top right-hand corner of the My Concur homepage, click **Profile > Profile Settings**.
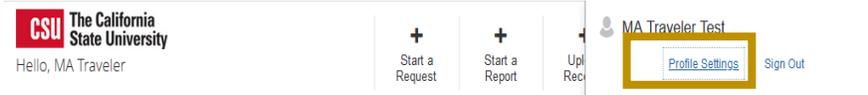
➢ Under **Profile Options**, click **Personal Information**.

➢ 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

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

Expense Settings

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

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
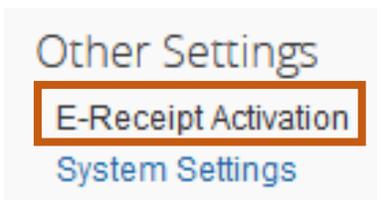
☐ Preferred Car

Save   Cancel

☐ Vehicle ID	Mileage Rate Type	Active

No cars found for this configuration

User Profile
Profile Options

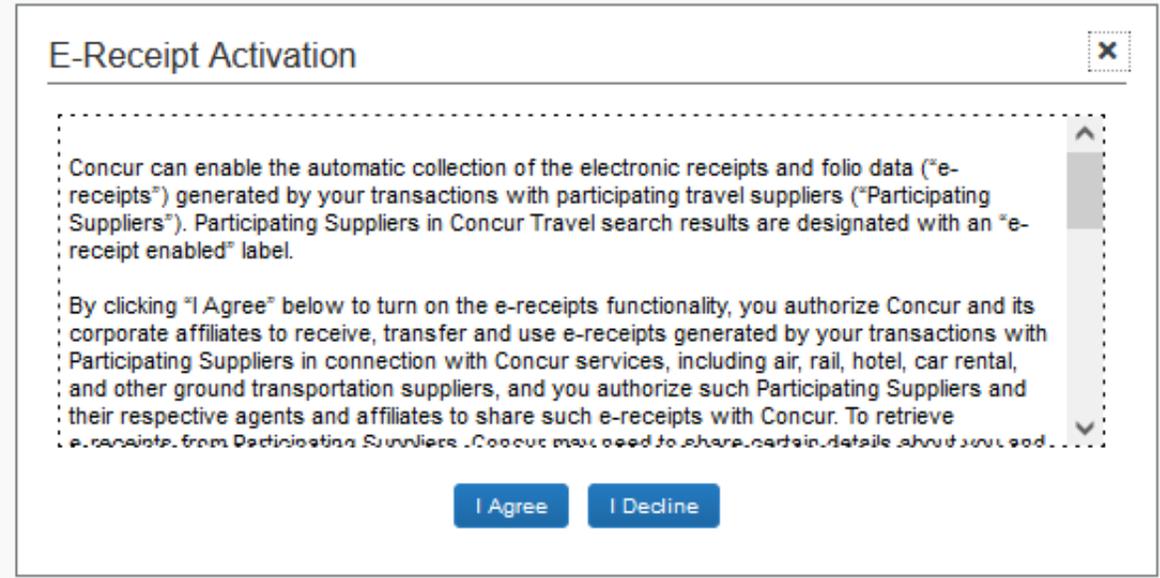➤ Other Settings – *e-Receipt Activation*

Other Settings
E-Receipt Activation
System Settings

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.

E-Receipt Activation

Concur can enable the automatic collection of the electronic receipts and folio data ("e-receipts") generated by your transactions with participating travel suppliers ("Participating Suppliers"). Participating Suppliers in Concur Travel search results are designated with an "e-receipt enabled" label.

By clicking "I Agree" below to turn on the e-receipts functionality, you authorize Concur and its corporate affiliates to receive, transfer and use e-receipts generated by your transactions with Participating Suppliers in connection with Concur services, including air, rail, hotel, car rental, and other ground transportation suppliers, and you authorize such Participating Suppliers and their respective agents and affiliates to share such e-receipts with Concur. To retrieve e-receipts from Participating Suppliers, Concur may need to share certain details about you and...

[I Agree] [I Decline]

Travel Request
– Request Header

1. To create a new Travel Request, on the Concur Homepage Menu, click on **Requests** >

   + Create New Request
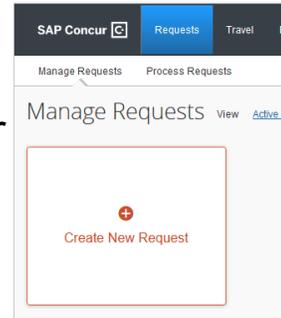
2. **Request Header** : Fill out all of the **required fields** marked with a **red** asterix.

2. Once the page is filled out, click "**Create**"

❖ **The Request/Trip Name**: Should be the conference name, destination or required set up by the campus department

❖ **Trip Type**: In State, Out-of-State, International

❖ **Travel Start & End Date**: Business Travel Dates

❖ **Traveler Type**: Faculty or Staff

❖ **Trip Purpose**: Select from drop-down list

❖ **If Faculty, is Class Covered**?: Yes, No, NA

❖ **Personal Dates of Travel**: Enter Personal Date of Travel, NA—if none

❖ **Destination City, State and Country**

❖ **Are you Travelling to a Banned State**?: NO

❖ **Are you Travelling with Students**: Yes, No, NA

❖ **Chartfield**: **BU, Fund & DeptID**: Defaults to traveler's Deptid and Fund Code

Travel Request
– Adding Estimated Expenses

♦ After completing the **Request Header** page and clicking **Create,** the **Expected Expenses** page opens.

1. To add any of your anticipated expenses, click "**Add**" button.

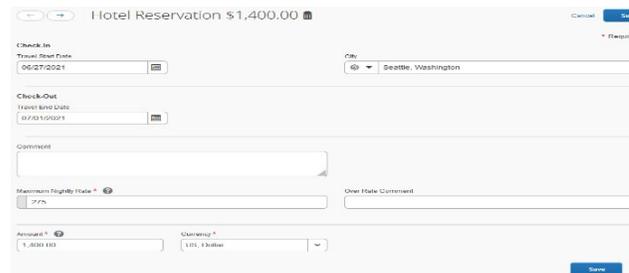2. From the drop-down list, select the applicable expense type.

Clicking an expense type opens the expected expense details page for the selected expense.

Notes:
- ❖ **Provide estimates for all Expense Types including airfare, car rental, meals, parking, registration, mileage, etc.**
- ❖ To add any additional expenses not listed in the "Add" drop-down list, click on "Other Expense." Enter in the total cost of the expense, an provide a brief explanation of the cost in the comment section.

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Travel Request
– Adding Estimated Expenses

3. For <u>Hotel Reservation</u>, complete the fields, and then 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.

For <u>Airfare</u>, 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**.

New Expense: Hotel Reservation

Cancel   Save

* Required field

Check-In
Travel Start Date   City
06/27/2021

Check-Out
Travel End Date
06/30/2021

Comment

Maximum Nightly Rate *   Over Rate Comment

Amount *   Currency *
US, Dollar

Save   Cancel

Round Trip | One Way | Multi City

Outbound

* Required field

From   To

Date   Depart at   Comment
06/27/2021   Departure time   hh:mm A

Return

Date   Depart at   Comment
06/30/2021   Departure time   hh:mm A

Amount *   Currency *
US, Dollar

Save   Cancel

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Travel Request
– Adding Estimated Expenses

➢ Add additional expenses to your request. Once each expense is saved, it will appear on the left-hand side.

Attachments will not carry over to your Expense Reports

➢ **If you need to attach a document, e.g. Flight vs. Driving Comparison, Justification Form, click on Attachments > Attach Documents**

Request Details ▼   Print/Share ▼   Attachments ▼

EXPECTED EXPENSES

Add ▼   Edit   Allocate   Delete

	Expense type	Details	Date ▼	Amount	Requested
☐	Hotel Reservation	Seattle, Washington	06/27/2021	$1,400.00	$1,400.00
☐	Registration/Fees		06/27/2021	$1,500.00	$1,500.00
☐	02. Personal Car Mileage		06/27/2021	$16.80	$16.80

Estimated Total: $2,916.80

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Travel Request
- Submission

➤ After completing the Request Header and providing Expected Expenses, you can submit your request by clicking **Submit Request**.

➤ Additional Features/Options:
  ▪ **Print/Share** – PDF version of the Travel Request will pop up and you can make your selection.

Travel Request
- Submission -

➢ Additional Features/Options:
- ▪ **Audit Trail** – shows all actions of the Travel Request including comments added, approvals, etc.

- ▪ **Cancel Request** – you will NOT be able to delete a request once it has been approved. However, you can **Cancel, Close/Inactivate Request** at anytime.

- ▪ **Recall Request** - You can also recall the request once you submit as long as it hasn't been approved.

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Travel Request

- Quick Guide

- ➢ Must be completed prior to making travel arrangements and reservations.
- ➢ Additional documents are required for out-of-state and international travel.
- ➢ For athletic travel requiring cash advance must be approved prior to travel.

Travel Trip/Arrangement

CONCUR®

Booking Travel Via Concur Quick Guide
### To Access Concur: Click Here

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 allows for the electronic processing of the following:

- ➤ Travel Reimbursements via EFT or Mail
- ➤ US Bank Travel Ghost Card Transactions (airfare)
- ➤ Domestic & International Travel Approvals

Concur Modules

Concur includes three modules which should be used to perform different types of activities in the system.

SAP Concur | Requests | Travel | Expense
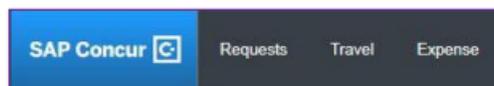
Travel Request is required to obtain preapproval of your travel prior to making any travel reservations and complete an Expense Report.

Concur Travel should be used to book airfare, car rental reservations, and hotel reservations through the University's travel management company (TMC), Christopherson Business Travel (CBT) by using the online booking tool or booking directly with a CBT agent.

Expense Report is required to request reimbursement for out-of-pocket expenses, and to reconcile any university paid transactions including US Bank Travel Ghost Card transactions.

Booking Travel via Concur

You can use the Online Booking Tool in Concur or call a CBT Agent to book airfare, hotel reservations, and car rental reservations. Booking Travel via Concur is not mandatory.

➤ **Benefits booking travel via Concur:**

- ✓ By booking via Concur, CSU contracts and rates apply, as well as CSU policies integrated within the system.
- ✓ The online booking tool is integrated within the Concur module creating a one go-to place for travel request, travel booking, and expense reporting.
- ✓ SF State has designated CBT agents who are trained specifically to assist SF State travelers.
- ✓ Incentives: The more we all use CBT, the better our negotiated rates will be.
- ✓ View every itinerary ever booked, securely store travel profile information, membership numbers and preferences to streamline booking your travel.
- ✓ CBT will manage, and ensure reuse of your unused tickets/credits.

Completing User Profile

➤ If Booking travel via Concur, you will need to complete all required fields in your User Profile under **Profile > Profile Settings.** Required fields include **middle name, phone number, Gender** and **Birthdate.**

  - ➤ Please complete any optional information as well to make the most out of the online booking tool.

➤ **Travel Preferences** – add travel preferences so after you book your travel, a CBT Agent can complete your travel reservation based on any travel preferences indicated.

Travel Assistant/Arrangers

You can delegate another employee Travel Arranger permissions to allow them to book travel via Concur on your behalf.

1. To add a Travel Assistant/Arranger, go to **Profile > Profile Settings > Assistants/Arrangers** of your User Profile.
2. Click **Add an Assistant.**
3. Add the Employee's name you want to delegate.
4. Click either **"Can book travel for me"** – can only booktravel. Or, **"Is my primary assistant for travel"** – can book travel, update User Profile, and receive emails in regards to your travel. Then **Save.**
5. In order to make someone a Travel Assistant/Arranger, you must <u>also</u> add them as a **Delegate** for Travel Request/Expense.

Booking Travel

➤ An approved Travel Request is required in order to book travel via Concur.

Once your Travel Request is approved, simply book your travel using the **Trip Search** on the Concur Homepage or **Travel** tab.
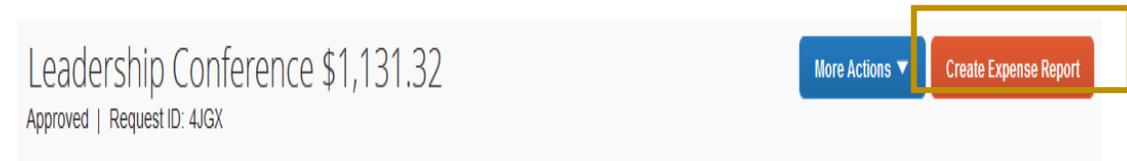
15
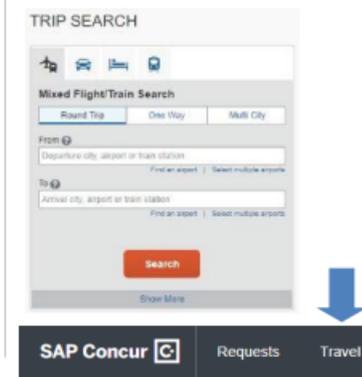
Expense Report – Travel Claim
-> **Travel Claim Report Header**

1. From the SAP Concur Home page, click on the **Requests** tab. Select the **approved Travel Request** to link to your Expense Report.
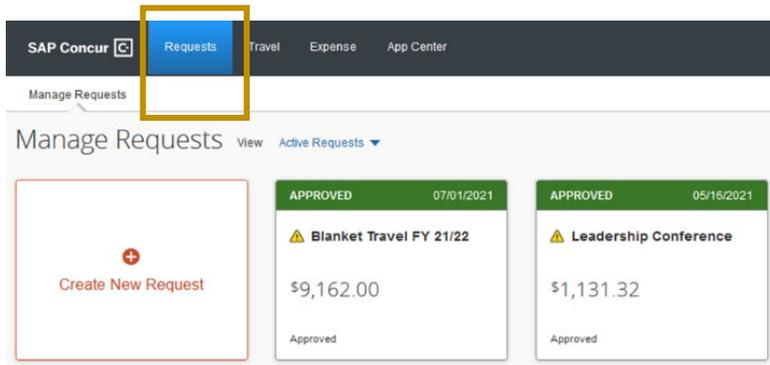
2. **Click Create Expense Report and your Travel Request will automatically link to a new Expense Report**.

Expense Report – Travel Claim
-> Travel Claim Report Header

3. Once a Travel Request is linked, all the header information will move over and populate the required fields. Review and ensure all information in the **Report Header** are complete and accurate. If **an update** is made, click **Save**. Otherwise, go back or click **Cancel**.
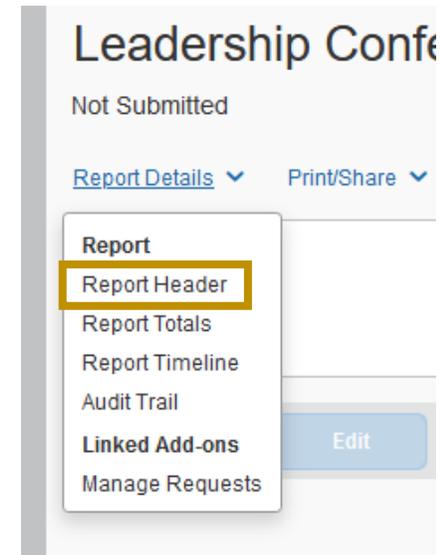
Expense Report
– Adding Expenses

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

01. Travel Expenses	02. Personal Car Mileage	03. Transportation	04a. Meals & Incidentals – International, Alaska & Hawaii	04b. Meals - Domestic	
Hotel/Lodging Hotel/Lodging Tax Incidentals	Personal Car Mileage Personal Car Mileage Reduction	Airfare Airline Fees Car Rental Car Rental Fuel Ground Transportation Parking Tolls Rail	International, Alaska & Hawaii Per Diem	Breakfast – Domestic Dinner – Domestic Lunch - Domestic	
05. Hospitality	**06. Office Expenses**	**07. Communications**	**08. Fees**	**09. Other**	**10. Team/Group**
Hospitality	Postage / Freight Printing/Photocopying/Stationery	Internet/Telephone/Fax Mobile/Cellular Phone (International only)	Booking Fees Passports/Visa Fees* Transaction Fees* (*International only)	Memberships Newspaper/Magazine/Books Other Expense Personal/Non-Reimbursable Registration/Fees	Entry Fees Other Accommodation (Group only) Pre-Season Team/Group Meals

➢ **Hotel Expense type requires Itemization**

➢ Must add a **Personal Car** in your **User Profile** in order to add **Personal Car Mileage** expense type

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Expense Report
– Adding Expenses

4a. To add an expense :

Click on **Add Expense** → Choose the **Expense Type** → Fill in information → Click **Save Expense**

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Expense Report
– Adding Expenses

Example: **Adding *Hotel* Expense**

1. Details Tab

Don't forget to attach receipt/statement.

New Expense

| Details | Itemizations |

Cancel

Hi

⊕ Allocate

* Required field

Expense Type * ❓
Hotel/Lodging

Usually Check out Date

Check-in Date *
05/16/2021

Check-out Date *
05/19/2021

Nights:
3

Transaction Date *
05/19/2021

Vendor * ❓
Marriott Hotels

City of Purchase *
🌐 San Diego, California

Hotel/Lodging Address
1234 Marriott Way

⊕
Attach Receipt Image

Payment Type *
Out of Pocket

Amount *
907.50

Currency *
US, Dollar

For International Travel – Check **Travel Allowance** box

☐ Travel Allowance

Request *
05/16/2021, $850.00 - Leadership...

Comments To/From Approvers/Processors

Expense Report
– Adding Expenses

Example: Adding Hotel Expense

2. Itemizations Tab - Click Create Itemizations

3. Select Expense Type from the Dropdown list

> For Hotel/Lodging, enter Room Rate, and Room Tax and Save Itemizations.

4. **Save Itemization** after completing the room rate & tax information.

Expense Report
– 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.

❖ **Travel Ghost** & **Individual State Travel Card (CSU- US Bank**) Travel paid by US Bank State Travel Card

All US Bank Travel Ghost Card transactions (Airfare booked via Concur Travel) will be uploaded to **Available Expenses** once posted. From there, you can add the transaction to your Expense Report.

Expense Report
- Attaching Receipts/Attachments

There are several ways to attach a receipt:

➢ Take a picture via Concur Mobile App. SSO Code: **CQK988 (see slide on Mobile App)**

➢ Scan, save and upload from your computer.

➢ <mark>If Hospitality was used, the Hospitality Form should be uploaded with the receipt.</mark>

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.

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

Expense Report
– 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 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.

Expense Report
- Submission

➢ 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.

Leadership Conference $1,815.00 🗑

Not Submitted

Copy Report | Submit Report
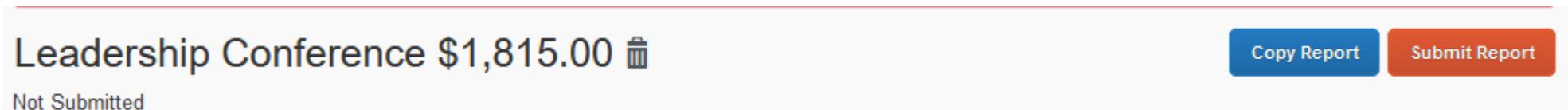
➢ To see who is approving your reports or to see where your report is in the workflow, open the Expense Report, click Report **Details > Audit Trail**.

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Expense Report
-> Important Notes

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

➢ **Submission Due Date:** All Travel Expense Reports must be submitted **within 60 days of the end of a trip**. Please note that approved travel requests will **automatically close 60 days** after the travel end date.

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Expense Report
Recap / Checklist:

➢ To ensure there are no delays in getting reimbursements for your travel expenses make sure to:
  ➢ Link approved Travel Request to the Expense Report
  ➢ Submit only eligible and within established travel allowance for meals, incidental, lodging, airfare, mileage and miscellaneous expenses
  ➢ Itemize lodging and airfare expenses (if applicable)
  ➢ Review and validate chart-field string
  ➢ Provide required back up documentation such as receipts and justification form (if necessary)
  ➢ Gas/fuel expense can only be claimed for car rentals (not applicable to personal car mileage expense).

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Expense Report
- Recap / Checklist

➢ Submit Expense Report within **60 days** from end of the trip
➢ The Expense Report will be returned along with a comment for any issues identified during the review performed by the Accounting Office.
➢ The returned Expense Report will require to go through the approval workflow .
➢ An email notification is forwarded to the traveler once the Expense Report is "approved and sent for payment" .
➢ Contact the Accounting or Account Payable to establish the reimbursement method, ie. check by mail or direct deposit/ach.

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Vendor/Supplier I.D. for Employees

- Supplier ID Warning / Red alert

⚠️ A Vendor ID is not specified on your profile. You will not be able to submit any expense report until a Vendor ID has been added to your profile. Please contact your campus travel department to resolve this. View

🚫 A Supplier ID is not specified on your profile. A Supplier ID is required to submit an expense report. Please contact your campus travel department to resolve this. View

To resolve the warning/red alert related to the Vendor ID/Supplier ID, email Marilou Collins at mpcollins@csum.edu with the information below:

❖ Employee Full Name
❖ Employee Mailing Address
❖ Employee Email Address
❖ Employee ID

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FAQ's

➢ Why was my expense report returned? (Look through the lens of an Auditor)

•A flight comparison needs to be attached to the Travel Request and Expense Report if Personal Days of travel are indicated.
•A cost comparison flight justification needs to be attached to the Travel Request and Expense Report for driving instead of purchasing an airline ticket through Concur.
•A justification form needs to be attached to the Travel Request and Expense Report if the daily hotel room rate is over the $275 limit.

➢ Where can the Cal State Policies & Procedures and Campus Guidelines be located?
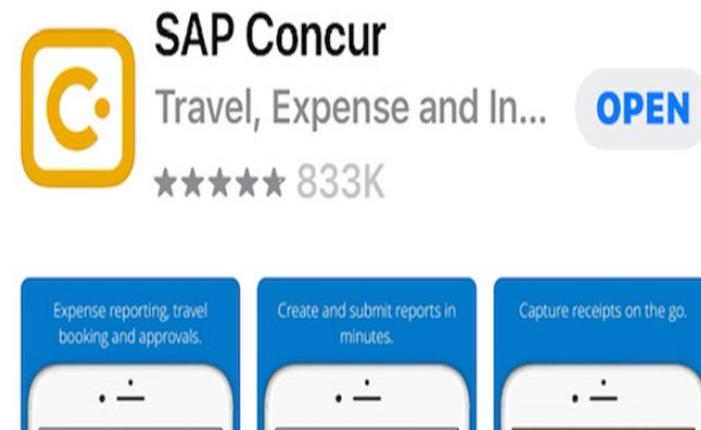
• On the Concur Travel and Expense webpage → Forms & Other Information Link

✓ Please contact Judy Aguirre at jaguirre@csum.edu , Student and Travel Accountant, for any other Concur Travel inquiries.

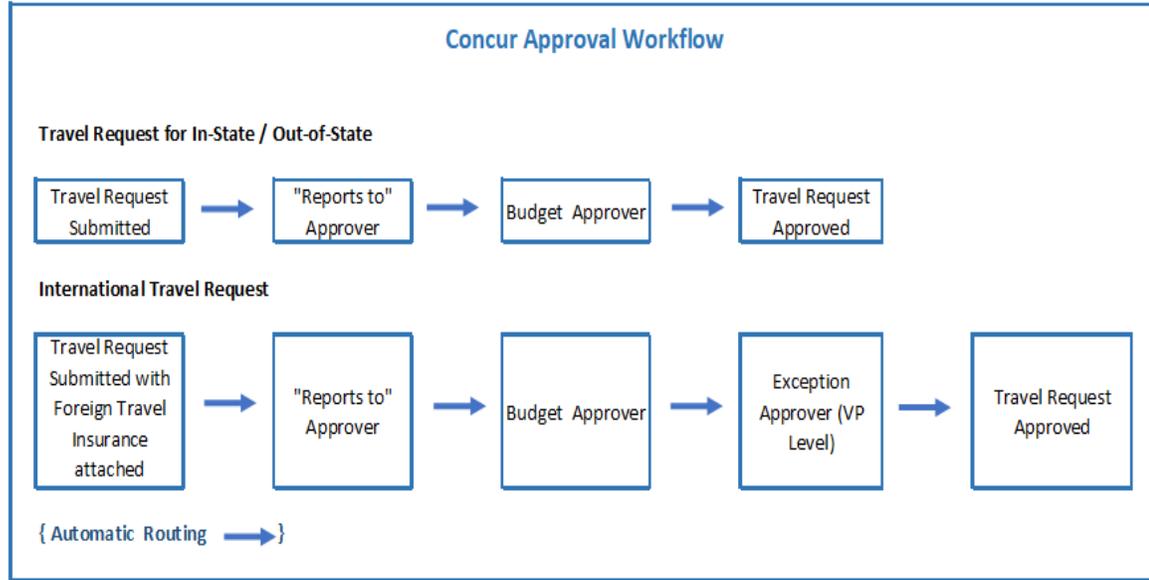CAL MARITIME

Concur Mobile App

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

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

2. Login to Concur using the traveler's @csum.edu email and click Next.

3. Continue logging in via Single Sign on.

SAP Concur
Travel, Expense and In...   **OPEN**
★★★★★ 833K

Expense reporting, travel booking and approvals.

Create and submit reports in minutes.

Capture receipts on the go.

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Travel Request
Request Approval Workflow Chart

Concur Approval Workflow

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

| Travel Request Submitted | → | "Reports to" Approver | → | Budget Approver | → | Travel Request Approved |

International Travel Request

| Travel Request Submitted with Foreign Travel Insurance attached | → | "Reports to" Approver | → | Budget Approver | → | Exception Approver (VP Level) | → | Travel Request Approved |

{ Automatic Routing → }

Note:
❖ Each workflow step can be supported by a preparation or approval Delegate assigned by the User.

CSU System General REQ
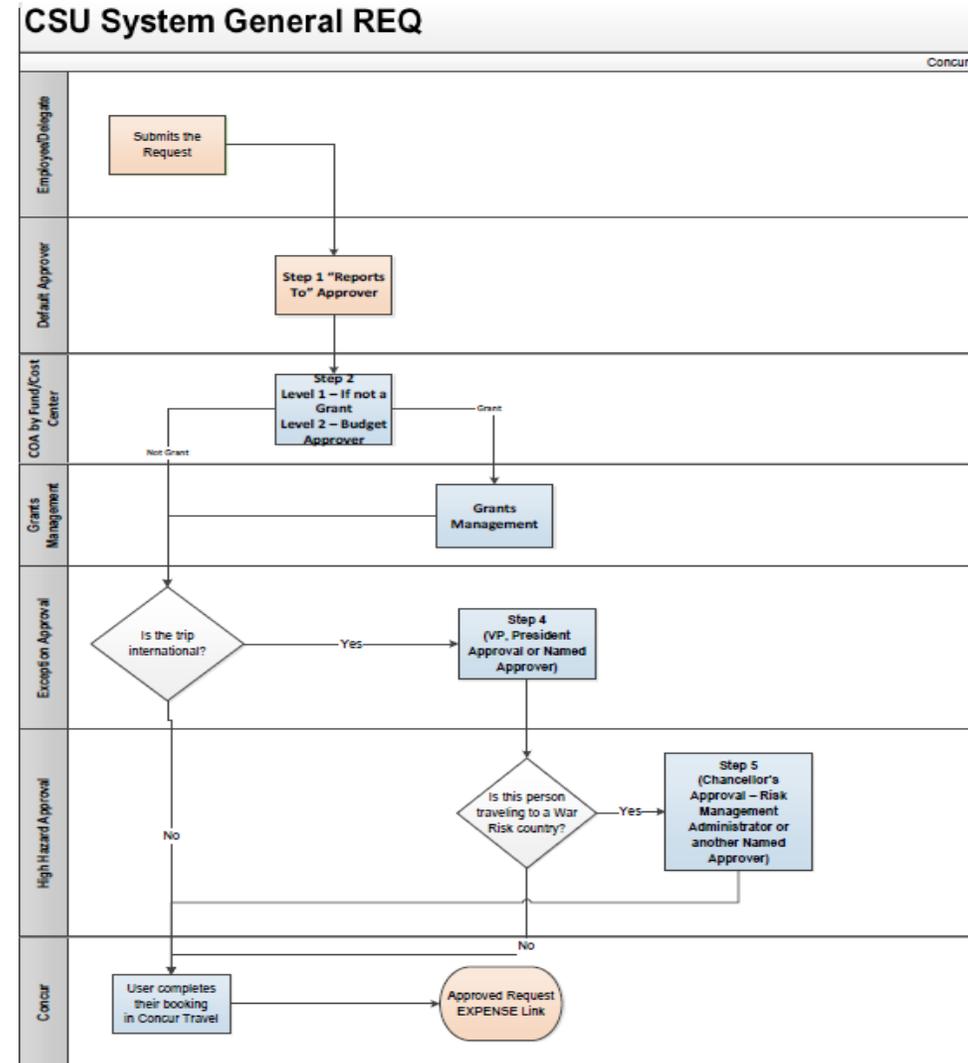
CALIFORNIA STATE UNIVERSITY MARITIME ACADEMY

www.csum.edu