

Concur Systemwide Instance User Guide (02/22/24)

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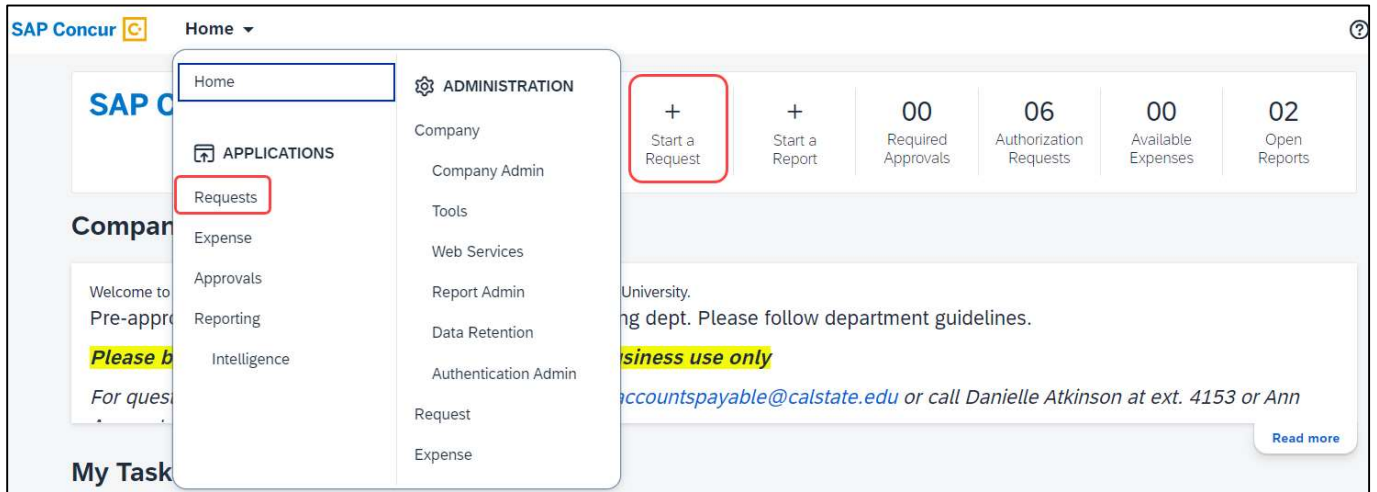
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TRAVEL REQUEST

Creating a Travel Request

Request Header

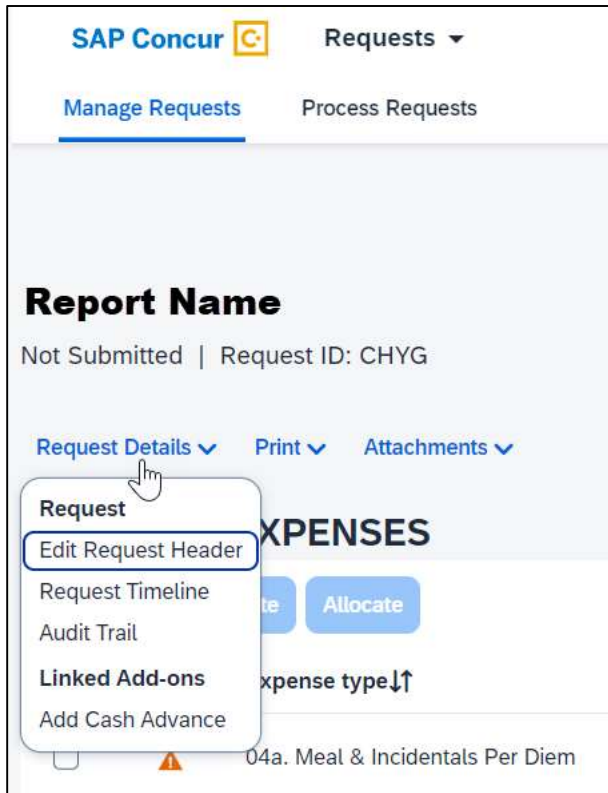
1. To create a request, on the toolbar select **Home > Requests**, then select the **“Create New Request”** button, OR select **“+ Start a Request”**. If you are unsure if you have already started a request, use the first method.



2. The **Request Header** tab appears. Complete all required fields with red asterisk.
3. On the **“Create New Request”** window, enter your travel information in the fields provided, then select **“Create Request”**. This window is also known as the Request Header. All fields identified with an asterisk (*) are required.

A screenshot of the 'Create New Request' form. The form contains several fields, many of which are marked with a red asterisk (*) to indicate they are required. A red arrow points to the 'Request Policy' field, which is also marked with a red asterisk. Other required fields include 'Request/Trip Name', 'Trip Type', 'Travel Start Date', 'Travel End Date', 'Traveler Type', 'Trip Purpose', 'Destination City/State', 'Final Destination Country', 'Business Unit', 'Fund', 'Department', 'Program', 'Class', and 'Project'. The 'Create Request' button at the bottom right is highlighted with a red arrow and a red text box that says 'Select "Create Request" once fields are populated.' The 'Cancel' button is also visible.

4. To edit the Request Details, select the “Request Details” drop-down menu, then “Edit Request Header”.



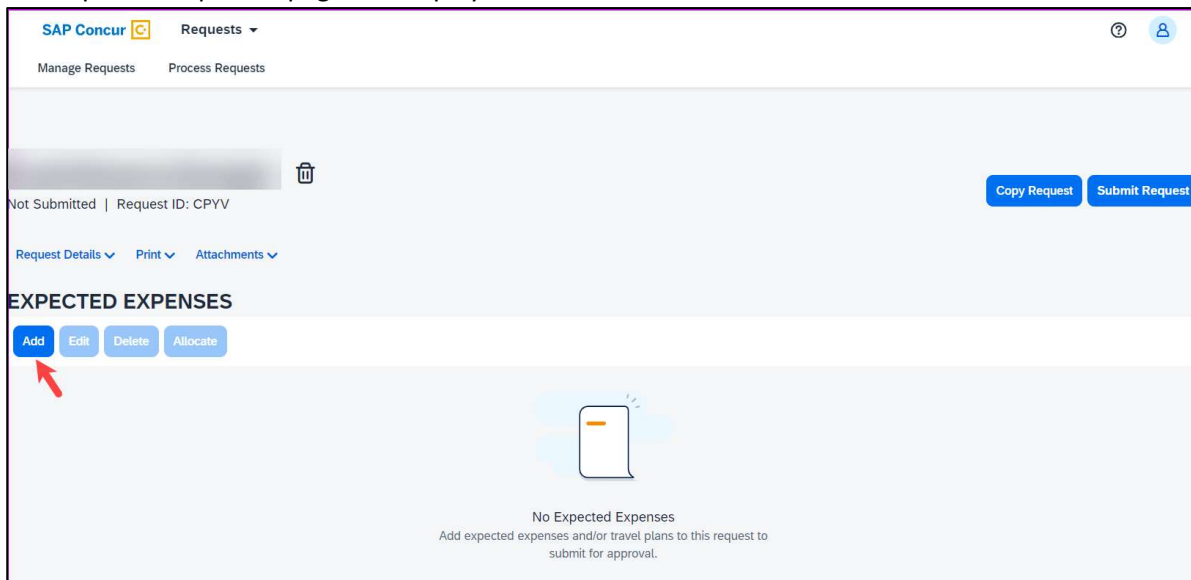
5. For detailed information on each of the fields, see the field descriptions in the table below.

Field Name	Description
Request Policy	*CSU-Request Policy (default) should be used for all employee travel expenses. *CSU-Non-Employee Request Policy is used for reimbursing non-employee matriculated student travel expenses. Please refer to Concur Reference Guide-Non-Employees student traveler section.
Request/Trip Name	Enter a meaningful trip name to help identify the trip, similar to a name given to a travel expense report. Your department may implement a standard naming protocol. Suggested naming convention Destination City, State and dates of Travel (ex. Long Beach, CA 5/18-5/21). Do not submit multiple requests for the same trip. This leads to confusion when expensing. There is a 32-character limit.
Trip Type	Select from the drop-down list. In-State-Travel within CA, Out-of-State- Travel to other US State or Territories (ie. Puerto Rico), International-Travel to a Foreign Country.
Travel Start Date	Date business expenses start. If personal days precede business dates, please be sure to still set travel start date to the date you leave for the trip.
Travel End Date	Date business expenses end. If personal days are after business dates, please be sure to still set travel end date to the date you return from trip.
Traveler Type	Select from the drop-down list.
Trip Purpose	Select from the drop-down list.
If Faculty, is class covered?	Only Required for Faculty. Select from the drop-down list.
Personal Date of Travel	Enter all dates which are personal. If none, place NA in field.

Field Name	Description
Destination City/State	If you anticipate travelling to more than one city and/or country, enter where you plan to spend the majority of your travel time.
Final Destination Country	The country will pre-populate based on the destination city selected.
Are you traveling to a banned state?	Select "No" from drop-down list unless travel was prior to the date the ban was repealed (9/14/23). This option will be removed beginning in FY24.
Are you traveling with students?	Select from the drop-down list.
Chartfield	Chartfield String will pre-populate based on your dept. If necessary, changes can be made by traveler or approver.

Adding Projected Expenses to Travel Request

1. The Expected Expenses page will display. Select **"Add"** .



The screenshot displays the SAP Concur interface for a travel request. At the top, the SAP Concur logo and 'Requests' dropdown are visible. Below the logo, there are links for 'Manage Requests' and 'Process Requests'. A status bar shows 'Not Submitted' and 'Request ID: CPYV', with 'Copy Request' and 'Submit Request' buttons. Underneath, there are links for 'Request Details', 'Print', and 'Attachments'. The main heading is 'EXPECTED EXPENSES', followed by a row of buttons: 'Add', 'Edit', 'Delete', and 'Allocate'. A red arrow points to the 'Add' button. Below this row is a large light blue area containing a smartphone icon and the text: 'No Expected Expenses. Add expected expenses and/or travel plans to this request to submit for approval.'

2. From the drop-down list, select the appropriate category to best project expenses for your travel or using the search function.

Add expected expenses and/or travel plans [X]

Search for an expense type

- 01. Travel Expenses
 - Hotel Reservation
 - Incidentals
- 02. Personal Car Mileage
- 03. Transportation
 - Air Ticket
 - Car Rental
 - Ground Transportation
 - Parking/Tolls
 - Railway Ticket
- 04a. Meal & Incidentals Per Diem
- 04b. Meals - Domestic
- 05. Hospitality
 - Hospitality
- 06. Other

Continue to **“Add”** expenses until the request reflects the full anticipated cost for the trip that the traveler is seeking to be paid by the university. Enter meaningful estimates for the expense. Note: If the budget is limited, travel request amount must not exceed allowable budget. It’s the traveler, cost object approver and appropriate administrators’ responsibility to ensure the request does not exceed the allowable budget. A comment should also be added addressing the budget limitation and amount.

Air Ticket Expense

New Expense: Air Ticket Cancel Save

Round Trip One Way Multi City

Outbound * Required field

From

To

Date: 11/06/2023 Depart at:

Comment:

Return

Date: 11/08/2023 Depart at:

Comment:

Amount: Currency: US, Dollar

Save Cancel

1. Select Round Trip, One Way or Multi City. (optional)
2. Enter the **“From”** and **“To”** locations in the Outbound section. If round trip, populate the Return section also. (optional)
3. Enter flight **“Date(s)”** and **“Depart at”** times. (optional)
4. Enter total airfare **“Amount”**.
5. Add **“Comments”** as necessary.
6. Select **“Save”** to add the expense to your Travel Request form.

Meals

SAP Concur Requests

Manage Requests Process Requests

New Expense: 04a. Meal & Incidentals Per Diem Cancel Save

06/14/2023

Allocate

Travel Start Date: 06/14/2023

Travel End Date: 06/16/2023

Destination: New York-Manhattan, New York

Reduction Amount: 0

Amount - Will automatically calculate when you hit save.

Currency: US, Dollar

Comments To/From Approvers/Processors:

Save Cancel

1. The destination should carry in from the header, but if the destination is different, enter the **“Destination”**.
2. If appropriate, enter a reduction amount. **Reason...**
3. Enter **“Comments”** if necessary. (optional)

Hotel Reservation Expense

The screenshot shows the 'New Expense: Hotel Reservation' form in SAP Concur. The form is titled 'New Expense: Hotel Reservation' and has a 'Cancel' button and a 'Save' button in the top right corner. The form is divided into several sections: 'Check-In' with 'Travel Start Date' (11/06/2023) and 'City' (dropdown); 'Check-Out' with 'Travel End Date' (11/08/2023); 'Comment' (text area); 'Maximum Nightly Rate' (with a dollar sign) and 'Over Rate Comment' (text area); and 'Amount' and 'Currency' (US, Dollar). There are also 'Save' and 'Cancel' buttons at the bottom left. A '* Required field' note is present in the top right.

1. Enter Check-In and Check-Out dates in the **“Travel Start Date”** and **“Travel End Date”** fields. (optional)
2. Enter or select the lodging **“City”**. (optional)
3. Relevant notes can be provided in the **“Comment”** field.
4. Enter the **“Maximum Nightly Rate”** (\$275 for domestic).
If room rate exceeds the \$275 room rate and hotel is not part of the conference registration, exception approval from AVP of Financial Service must be included with the request. Exception must include pertinent trip information such as dates of trip, location, and reason for requesting the exception. If exceeds \$275 but is part of the conference registration booking, enter comment.
5. Enter the anticipated **“Amount”** for the lodging.
6. Select **“Save”** to add the expense to your Travel Request form.

Car Rental Expense

The screenshot shows the SAP Concur interface for creating a new car rental expense. At the top, there are navigation links for 'Manage Requests' and 'Process Requests'. The main title is 'New Expense: Car Rental'. Below this, there are several input fields: 'City' (a dropdown menu), 'Travel Start Date' (a date picker showing 11/06/2023), 'Drop-off' section with 'Travel End Date' (a date picker showing 11/08/2023), a 'Comment' text area, and 'Amount' (a text input) and 'Currency' (a dropdown menu showing 'US, Dollar'). There are 'Save' and 'Cancel' buttons at the bottom left and top right. A red asterisk indicates required fields.

1. Enter the **“City”** where you plan to pick up the car. (optional)
2. Select the **“Travel Start Date”**. (optional)
3. Select the **“Travel End Date”** for when you plan to drop off the car. (optional)
4. Type **“Comments”** as necessary (optional).
5. Enter the anticipated **“Amount”** for the car rental.
6. Select **“Save”** to add the expense to your Travel Request form.

Hospitality Expense

The screenshot shows the SAP Concur interface for creating a new hospitality expense. At the top, there are navigation links for 'Manage Requests' and 'Process Requests'. The main title is 'New Expense: Hospitality'. Below this, there are several input fields: 'Travel Start Date' (a date picker showing 06/14/2023), 'Travel End Date' (a date picker showing 06/16/2023), 'Amount' (a text input), 'Currency' (a dropdown menu showing 'US, Dollar'), and a 'Comments To/From Approvers/Processors' text area. There are 'Save' and 'Cancel' buttons at the bottom left and top right.

1. Travel Start Date and Travel End Date automatically populate.
2. Enter **“Amount”**.
3. Add the description and business purpose for the hospitality to the **“Comments”** field. Hospitality form required when submitting hospitality expense.

Expense Allocations

1. When adding expenses, the **“Allocate”** feature can be selected to designate different chartfields for expenses if there is a need to split the funding of a travel transaction.

The screenshot shows the 'New Expense' form in SAP Concur. The title is 'New Expense: 04a. Meal & Incidentals Per Diem' with a date of 06/14/2023. The 'Allocate' button is highlighted with a red box. The form includes fields for 'Travel Start Date' (06/14/2023), 'Travel End Date' (06/16/2023), 'Destination' (New York-Manhattan, New York), 'Reduction Amount' (0), 'Amount' (with a note that it will calculate automatically), 'Currency' (US, Dollar), and a 'Comments To/From Approvers/Processors' text area. 'Save' and 'Cancel' buttons are at the bottom.

2. Select the **“Add”** button to add the first chartfield string.

The screenshot shows the 'Allocate' dialog box. It displays 'Expenses: 1' with a total amount of '\$197.50'. There are two tabs: 'Percent' and 'Amount'. The 'Amount' tab is active, showing 'Amount \$197.50', 'Allocated \$197.50' (100%), and 'Remaining \$0.00' (0%). The 'Default Allocation' section shows 'Code COCSU485011149' with a 'Percent %' of 100. At the bottom, there are 'Add', 'Edit', and 'Remove' buttons. A red arrow points to the 'Add' button, and a red text label 'Add a new allocation.' is positioned below it.

3. Select the Chartfield String, then select **“Save”**.

The screenshot shows the 'Add Allocation' dialog box. It features a list of required chartfield strings: 'Business Unit *' (COCSU) COCSU - CSU Office of the Chancellor, 'Fund *' (48501) 48501 - CSU OPERATING-GENERAL SUPPORT, 'Department *' (1129) 1129 - Acad Prog, Innov & Faculty Dev, and 'Program' (2). Each string is in a dropdown menu with a count in a circle to its right. The 'Department' dropdown is highlighted with a blue border. 'Cancel' and 'Save' buttons are at the bottom right.

- Add all desired chartfield distributions and you will notice that they are automatically evenly distributed. Change the distribution percentage or choose to allocate it by amount using the button in the upper left. Once finished specifying the allocations, select **“Save”**.

Allocate
X

Expenses: 1 | \$197.50

Percent
Amount

Amount
\$197.50

Allocated \$197.50
100%

Remaining \$0.00
0%

Default Allocation

Code Percent %
COCSU-48501-1149 **0**

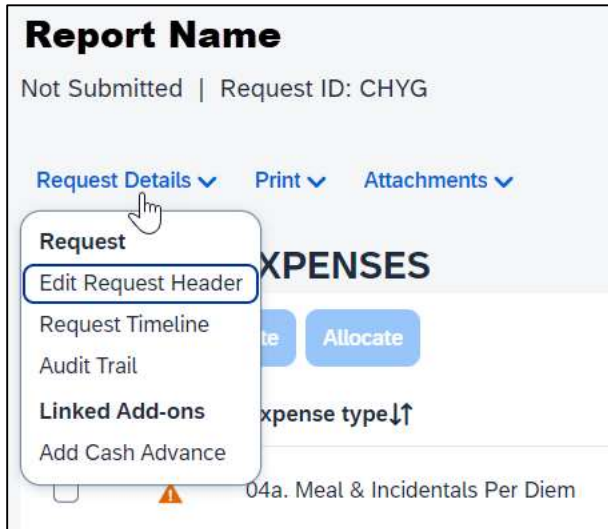
Add
Edit
Remove
Save as Favorite

<input type="checkbox"/>	Business Unit↑↓	Fund↑↓	Department↑↓	Program↑↓	Class↑↓	Project↑↓	Code↑↓	Percent %
<input type="checkbox"/>	COCSU - CSU Office of the Chancellor	48501 - CSU OPERATING-GENERAL SUPPORT	1005 - CO ACCOUNTS PAYABLE				COCSU-48501-1005	25
<input type="checkbox"/>	COCSU - CSU Office of the Chancellor	48501 - CSU OPERATING-GENERAL SUPPORT	1014 - SYSTEMWIDE RISK MANAGEMENT				COCSU-48501-1014	25
<input type="checkbox"/>	COCSU - CSU Office of the Chancellor	48501 - CSU OPERATING-GENERAL SUPPORT	1129 - Acad Prog. Innov & Faculty Dev				COCSU-48501-1129	25
<input type="checkbox"/>	COCSU - CSU Office of the Chancellor	48501 - CSU OPERATING-GENERAL SUPPORT	1149 - MGMT & ACCTG PRACTICES OFFICE				COCSU-48501-1149	25

Cancel
Save

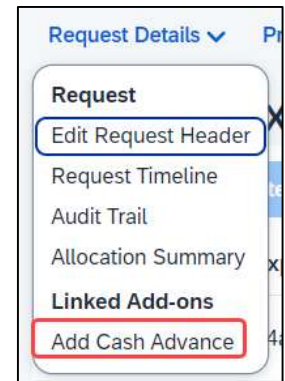
Edit Request Header

1. To edit the Request Details, select the **“Request Details”** drop-down menu, then **“Edit Request Header”**.



Cash Advance

In most cases a travel advance is no longer needed as many travelers have the option to book flights directly through Concur using the Travel functionality. However, cash advances will still be available in exceptional cases (specifically for team/competitive travel) and may be entered on the travel request. To request a Travel Advance, submit a completed Concur Cash Advance Request form to apinvoice@sonoma.edu a minimum of 14 business days before trip departure. Once AP adds the advance account to your Concur settings, you will have the option to add the cash advance to your request. Do not submit a request before AP adds the advance account. Advances cannot be requested after a request has been approved.



1. To request a Cash Advance in Concur, you must first complete your Concur profile.
2. Submit the completed Concur Cash Advance form to apinvoice@sonoma.edu.
3. Once you receive an email response confirming access to create a cash advance, from the Concur Home page open the Travel Request.

Note: If one has not been created, proceed to the **Create a Travel Request** section.

4. Navigate to **Request Details** drop-down menu and select **“Add Cash Advance”**.
5. Enter the **“Cash Advance Amount”** and reason for advance. Select **“Save”**. This will add the cash amount to the request. Cash advances requests greater than anticipated trip cost will be returned by AP.

A screenshot of a web form titled 'Cash Advance'. At the top right are 'Cancel', 'Save', and 'Submit' buttons. Below are two tabs: 'Cash Advance Timeline' and 'Manage Attachments'. The 'Details' tab is active. There are two input fields: 'Cash Advance Amount' with the value '500.00' and 'Currency' with a dropdown menu showing 'US, Dollar'. A red asterisk indicates a required field. Below these is a text area for 'Cash Advance Comment' containing the text 'test'.

6. Cash advances will be released around 30 days from trip departure date. Requests received less than 30 days but within 14 days of trip department will be release for issuance after AP approves the request.

Note: Cash advances must be cleared within 10 business days after last date of trip. Cash advances will not be issued if an employee has an outstanding advance.

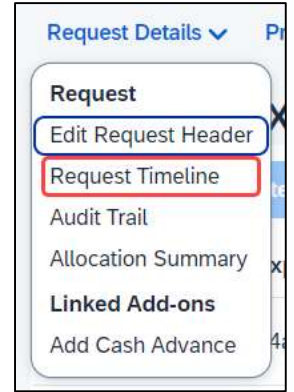
Request Timeline

This timeline will display the approval workflow and identify the steps which have been completed or are outstanding.

1. Navigate to **Request Details** drop-down menu and select **“Request Timeline”**.

Once a request is submitted, the request will route in the following order:

1. The report will route to the cost object approver(s) or those names identified in the Delegation of Authority (DOA) as approvers. DOA approvers are based on the chartfield entered on the Request Header tab as well as any additional chartfield allocated at the individual line item level on the Expenses tab.
2. The employee’s appropriate administrator (HR).
3. If international travel., before submitting International travel request, employee must submit request for Foreign Insurance via smartsheet at <https://finance.sonoma.edu/accounts-payable/travel/foreign-travel-insurance>. Be sure to read the Foreign Travel Insurance Program website thoroughly for additional approvals that maybe required.
4. Pending Admin Approval – Report is in AP queue for review and approval.

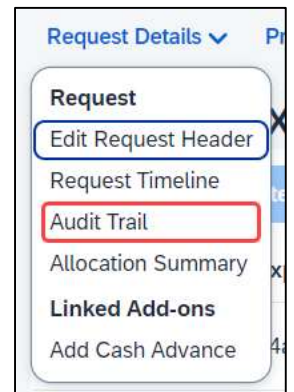


Audit Trail

The audit trail will display the timestamps of certain actions taken on the travel request.

5. Navigate to **Request Details** drop-down menu and select **“Audit Trail”**.
6. The date/time of the approvals and the approver names will display.

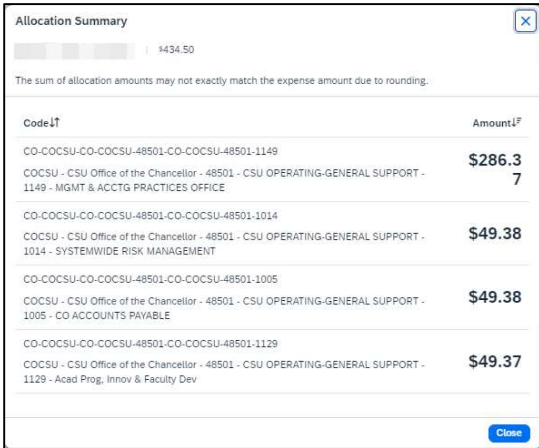
Request Level			
Date/Time	Updated By	Action	Description
09/12/2023 12:13 PM		Approval Status Change	Status changed from Pending Admin Approval to Approved
09/12/2023 12:12 PM	System, Concur	Approval Status Change	Status changed from Pending War Risk Approval to Auto Approved Comment: This step was skipped as it is not for travel to a War Risk country.
09/12/2023 12:12 PM	System, Concur	Approval Status Change	Status changed from Pending Exception Approval to Auto Approved Comment: This step was skipped as it was not International Travel.
09/12/2023 12:12 PM		Approval Status Change	Status changed from Pending "Reports To" Approval2 to Approved
09/12/2023 12:12 PM		Confirmation Agreement Acceptance	*CSU-Request Approver Agreement



Allocation Summary

If a line has an allocation, the Allocation Summary will display in the Request Details menu. Using this option will display a summary of any chartfield splits that might have been added to the request expenses.

1. Navigate to **Request Details** drop-down menu and select **“Allocation Summary”**.

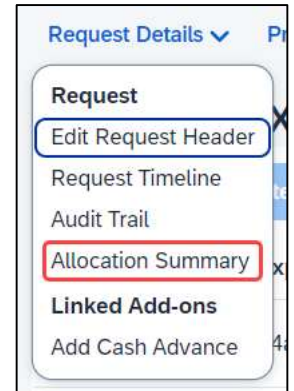


Allocation Summary

The sum of allocation amounts may not exactly match the expense amount due to rounding.

Code	Amount
CO-COCSU-CO-COCSU-48501-CO-COCSU-48501-1149 COCSU - CSU Office of the Chancellor - 48501 - CSU OPERATING-GENERAL SUPPORT - 1149 - MGMT & ACCTG PRACTICES OFFICE	\$286.37
CO-COCSU-CO-COCSU-48501-CO-COCSU-48501-1014 COCSU - CSU Office of the Chancellor - 48501 - CSU OPERATING-GENERAL SUPPORT - 1014 - SYSTEMWIDE RISK MANAGEMENT	\$49.38
CO-COCSU-CO-COCSU-48501-CO-COCSU-48501-1005 COCSU - CSU Office of the Chancellor - 48501 - CSU OPERATING-GENERAL SUPPORT - 1005 - CO ACCOUNTS PAYABLE	\$49.38
CO-COCSU-CO-COCSU-48501-CO-COCSU-48501-1129 COCSU - CSU Office of the Chancellor - 48501 - CSU OPERATING-GENERAL SUPPORT - 1129 - Acad Prog, Innov & Faculty Dev	\$49.37

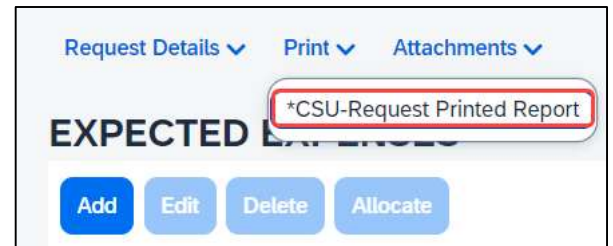
Close



Print/Share

From the Print menu, select the **“CSU-Request Printed Report”** option to save the travel request summary as a PDF or share as deemed necessary.

Note: Reports in Concur will be retained in the system according to CSU retention guidelines. Printing or saving in duplicate is optional and in most cases is not necessary.

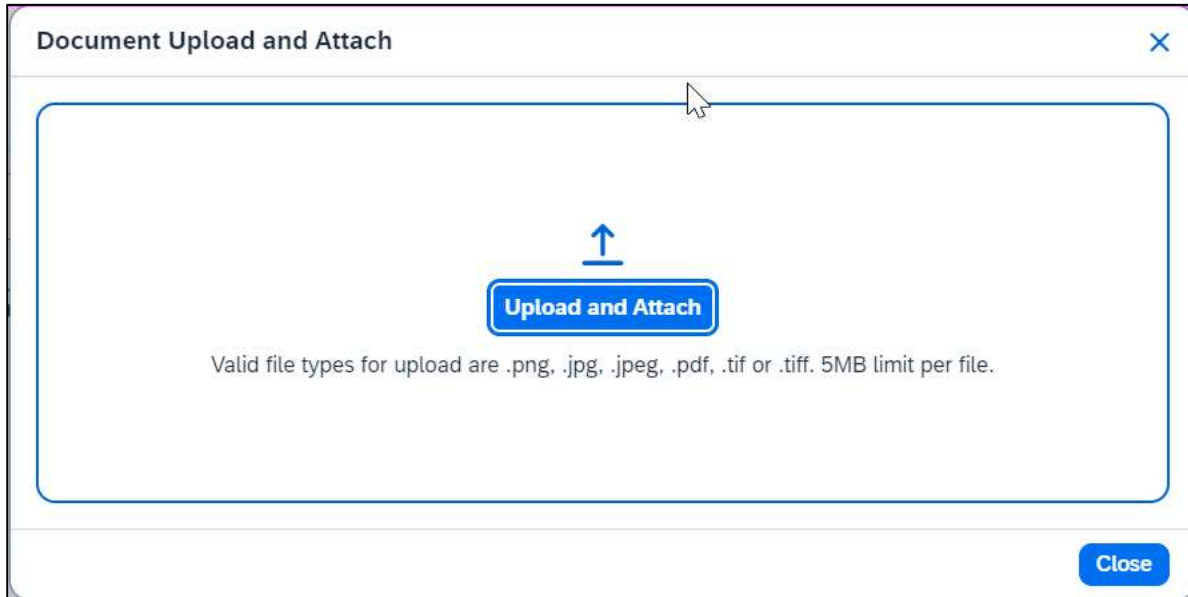


Attachments

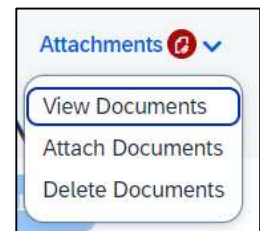
The Attachments > Attach Documents menu option launches window to browse then **“Upload and Attach”** files that support the trip request (use the button to search). Documents may include a conference registration showing location/dates of trip, or an itinerary for international travel, or any other support document that is helpful to have on hand for approvers.



1. Valid file types are specified in the window and are pdfs or image files (.png, .jpg or .jpeg, .pdf, etc). Note that there is a 5MB limit.



2. Select “Close” once files have been uploaded.
3. Once documents have been uploaded, the Attachments menu displays a small red image to identify that the request has document attachments. The menu changes to have three options – View Documents, Attach Documents and Delete Documents which can be used to update or remove previously uploaded attachments. *Note: Documents cannot be removed once the Request is submitted or Approved. They can be added at any time.



Alert Types

Alerts are messages triggered by certain elements of your trip. There are different types of alerts.

Alerts: 3

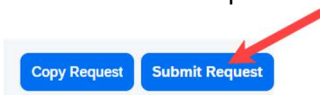
REQUEST

- ❗ One or more Cost objects could not be approved by the right authority (48100 - Accounts Payable (SA-SACST-MDS01-48100)). The request has been moved to the next workflow step. [View](#)
- ⚠ Please provide an explanation in the comments section of the Request Header as to why this request is being submitted post travel. Once added, please click Save and disregard this message. [View](#)

1. If an alert displays in **red**, it is required. This means an action must be taken before a request can be submitted.
2. A yellow/orange alert displays communication related to your trip components advising you to read and take action.
A yellow alert panel is a warning or information only. For example, an alert can communicate the need to add comments and explain the trip, or to attach files, etc. The alert count will change as requirements are met. Note: Most yellow warnings will not clear, however, they will not prevent you from submitting the Request.

Submitting Request for Approval

1. Once the travel request is complete, select the “**Submit Request**” button.



- See example below of a submitted travel request with multiple lines.

WSO - CPP/San bern 10/5-8 \$18,331.60

Approved | Request ID: CNN7

Request Details | Print | Attachments

CASH ADVANCES: 1
Amount: \$1,500.00

EXPECTED EXPENSES

Alerts	Expense type	Details	Date	Amount	Requested
	Ground Transportation		10/05/2023	\$7,370.00	\$7,370.00
	Hotel Reservation		10/05/2023	\$4,680.00	\$4,680.00
	Other Expense		10/05/2023	\$200.00	\$200.00
	Air Ticket	- : Round Trip	10/05/2023	\$6,081.60	\$6,081.60
					\$18,331.60

Travel Request Types

International Travel

- Travel to international destinations generally follow the same process for creating a travel request as a domestic trip, with a few deviations.
- In the Request Header section, Trip Type should be designated as **“3-International”**.

Trip Type *

1-In-State

None Selected

1-In-State

2-Out-of-State

3-International

- Request must have an attachment with an itinerary that communicates dates and points of destination. Prior to submission, traveler must complete International Travel & Foreign Travel Insurance for necessary foreign travel insurance requirements for the trip.
- All expenses should be noted in USD. In the Expense Report stage currency conversions are more relevant with actual expenses. The [OANDA Currency Converter](#) may be used in either instance.

Mileage Blanket

- Blanket Travel Request for Mileage
- Blanket mileage requests can be used for recurring activity for monthly or semester (work you're your department budget manager on month or semester request preference).
- Enter general information about the activity and note the time frame from August through May (academic year) or July through June (fiscal year). Note the Trip Purpose as **“Mileage Only”** and in the destination field select **“Multiple Locations (Mileage Only), CA”**.

4. Add relevant comments and select **“Create Request”**.

The screenshot shows the 'Create New Request' form with the following details:

- Request Policy:** *CSU-Request Policy
- Request/Trip Name:** 23/24 Mileage
- Trip Type:** 1-In-State
- Travel Start Date:** 07/01/2023
- Travel End Date:** 06/30/2024
- Traveler Type:** Faculty
- Trip Purpose:** Mileage/ Parking Only
- If Faculty, is class covered?:** NA
- Personal Dates of Travel-If none enter NA:** NA
- Destination City/State:** Multiple Locations (Mileage Only), Cal
- Final Destination Country:** UNITED STATES (US)
- Are you traveling to a banned state?:** None Selected
- Are you traveling with students?:** None Selected
- Business Unit:** (HMCMP) HMCMP - Humboldt State l
- Fund:** (HM500) HM500 - OPERATING FUND
- Department:** (D30003) D30003 - ACCOUNTS PAYA
- Program:** (empty)
- Class:** (empty)
- Project:** (empty)
- Comments To/From Approvers/Processors:** (empty)
- Buttons:** Cancel, Create Request

5. In the Expected Expenses section, select **“Add”**.
6. Select **“Personal Car Mileage”**.
7. In the New Expense window, enter the estimated mileage distance for the entire year. Prior year could be used as a reference point and should be adjusted for any known variances for a given year.
8. Select **“Save”**. Cost will automatically calculate once **“Save”** is selected.

Liability Only/Unfunded Travel Request

Travel with no funding from the campus, e.g. travel that is fully funded by outside sources or by the traveler needs to be evaluated for connection to University business. If directly connected to university business that supports campus mission, a travel authorization should be completed to communicate time away from campus. This will assist with campus duty of care objectives.

Note: Accepting travel gifts from a 3rd party may result in a conflict of interest (COI). [Please refer to further information about COI.](#)

1. Follow steps to [“Create a Travel Request”](#). Once trip details have been added to the travel request header, in the Expected Expenses section select **“Add”**, then select **“Liability/Unfunded”** from the expense list.

EXPECTED EXPENSES

[Add](#) [Edit](#) [Delete](#) [Allocate](#)

Add expected expenses and/or travel plans

Search for an expense type

- Parking/Tolls
- Railway Ticket
- 04a. Meal & Incidentals Per Diem
- 04b. Meals - Domestic
- 05. Hospitality
 - Hospitality
- 09. Other
 - Liability/Unfunded Only
 - Other Expense
 - Registration/Fees
- 10. Team/Group
 - Entry Fees
 - Other Accommodation (Group Only)
 - Team/Group Meals

- Add \$0 to the "Amount" and make a note in the "Comments" field for reference.

New Expense: Liability/Unfunded Only \$0.00 Cancel Save

06/14/2023

[Allocate](#)

Travel Start Date: 06/14/2023

Travel End Date: 06/16/2023

Amount *: 0.00

Currency *: US, Dollar

Comments To/From Approvers/Processors: research trip, no expenses

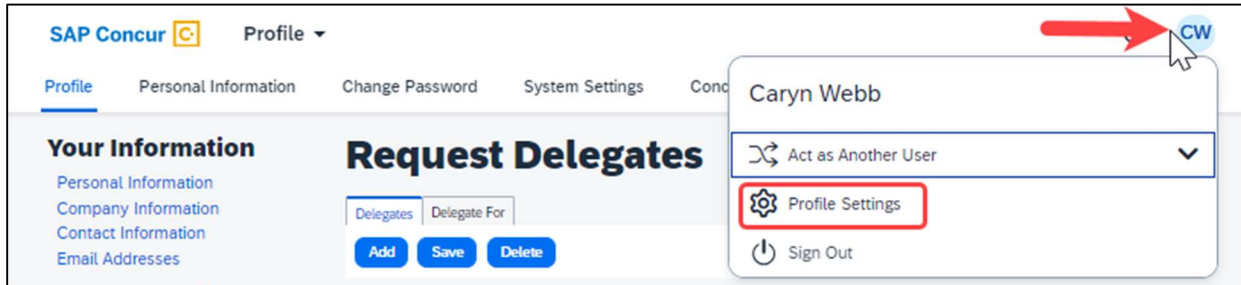
[Save](#) [Cancel](#)

- Once trip is approved and you are notified via email it is best to go back into Concur and follow the steps below for marking the request as [Closed/Inactivate Request](#). The request will close on day 61 post trip. Closed/Inactivate Request will prevent the traveler from receiving expense report notifications in relation to this request. Marking closed will reflect there are no expected expenses and will eliminate those expense report reminders.

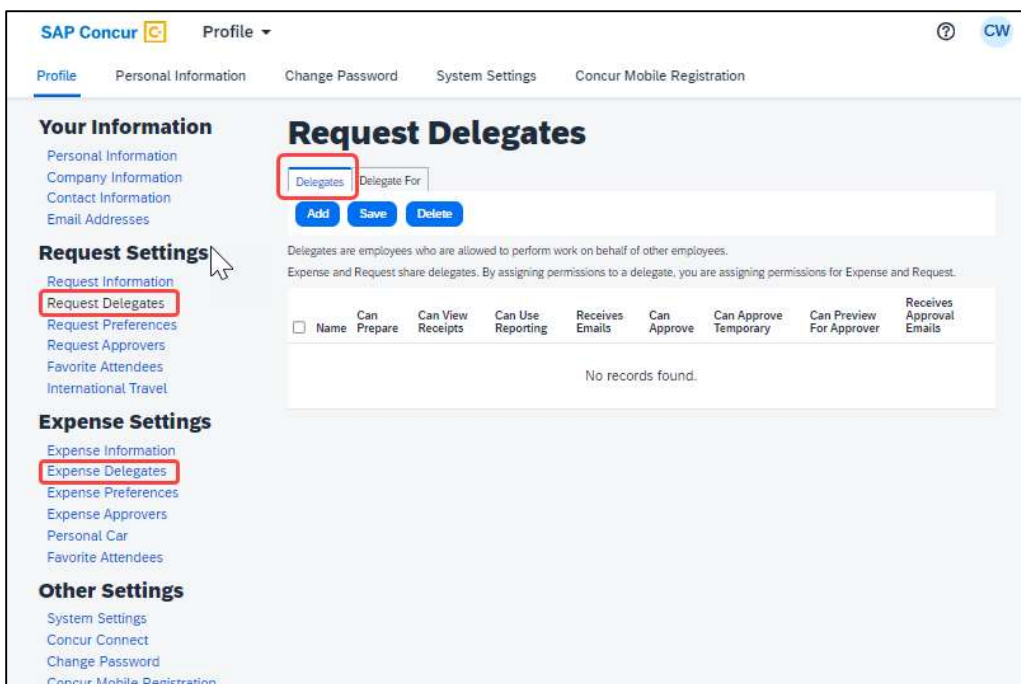
Adding a Delegate

If you have been assigned to work as a delegate through your job responsibilities, your delegator will define which tasks you can complete, such as booking travel, preparing reports. The traveler must always be the person that submits their request/expense reports. To delegate access to another person, complete the following steps:

1. Open your profile.

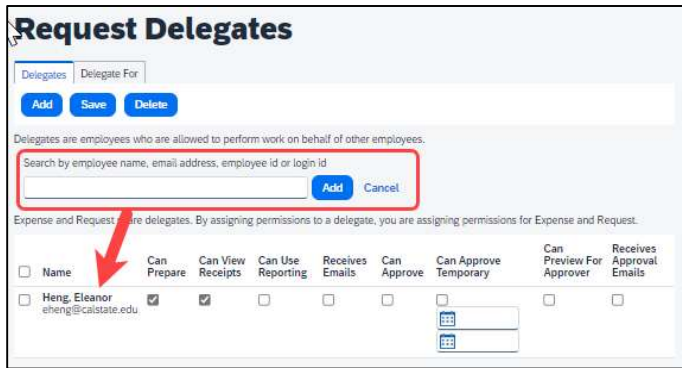


2. Using the left menu, then select the “Delegates” tab.
 - a. Navigate to **Request Delegates** or **Expense Delegates** to assign another employee rights to request travel or to process an expense report on your behalf.
 - b.



3. Select “Add”, then begin to type the person’s email address, employee ID or name.
4. Select the correct name from the list.

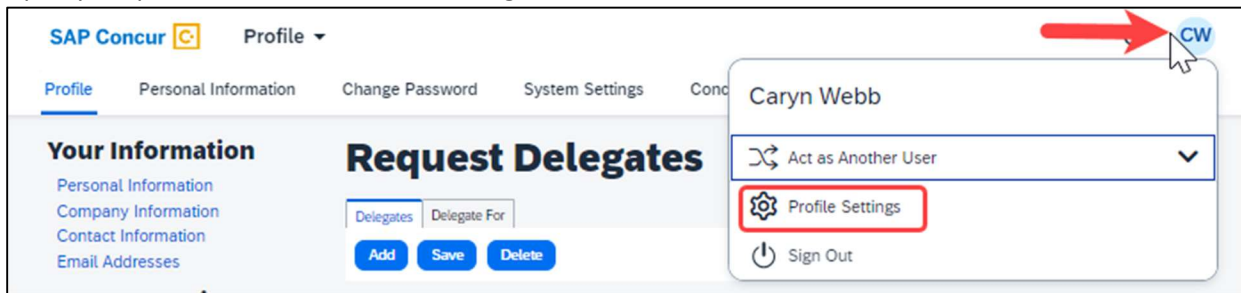
- After selecting the name, enter checkmarks in the boxes to the right of the name to grant access.



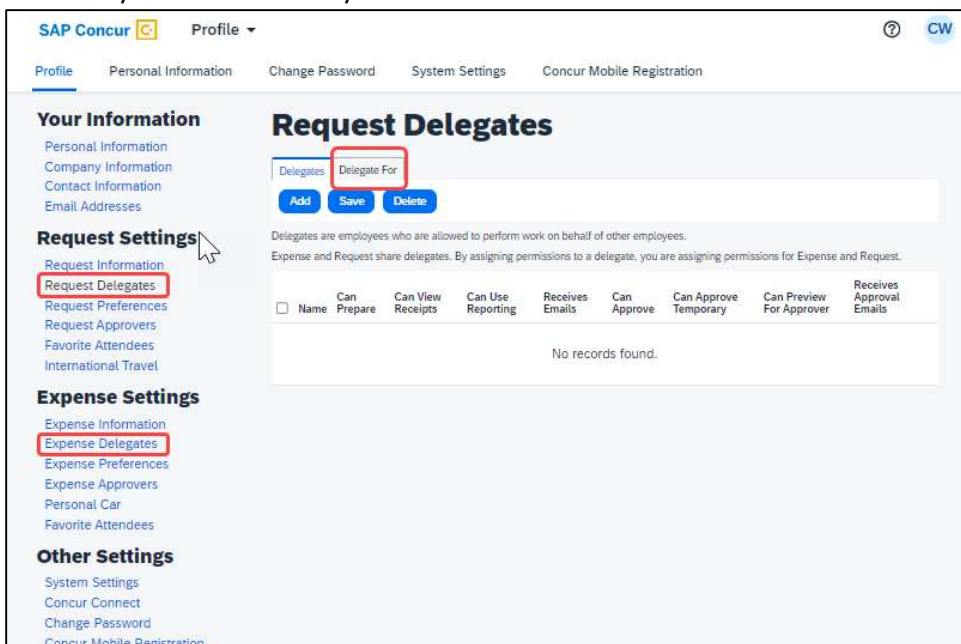
- To place a limit on the approval timeframe, use the **“Can Approve Temporary”** date fields. Note: Not all options may be available to all users. Delegate options are based on the individual user profiles access within Concur.
- Continue adding names as needed.

Removing Delegation Rights

- Open your profile and select Profile Settings.

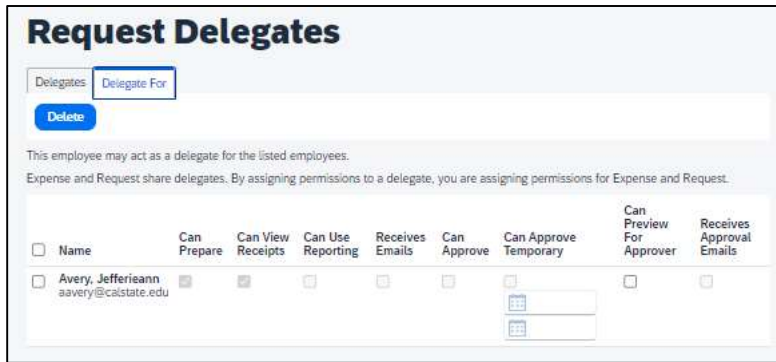


- Using the left menu, then select the **“Delegates”** tab.
 - Navigate to **Request Delegates** or **Expense Delegates**.
 - Select any names for which you want to remove access. Click **“Delete”**.



- The **“Delegate For”** tab will display the individuals which have granted you Delegate access to their profile.

- Select any names for which you want to remove access. Click **"Delete"**.

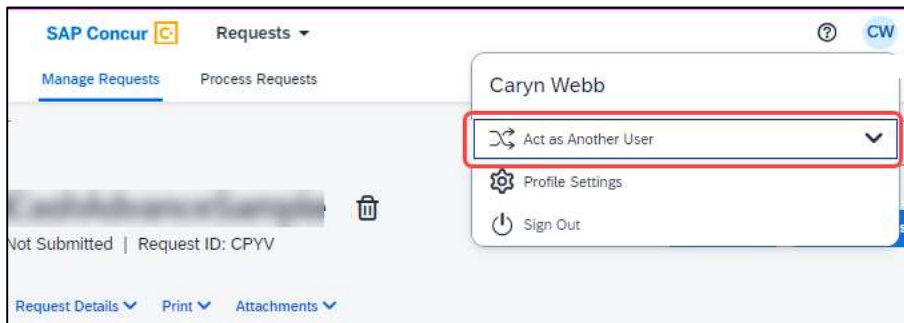


Acting as a Delegate

If you have been assigned to work as a delegate, your delegator will define which tasks you can complete, such as preparing reports or approving, etc.

To work as a delegate:

- Select the **"Profile"** in the upper right.
- Under **"Act as Another user"**.



- Select the appropriate delegator's name from the drop down or type the name in the following format:
Last Name,First Name



- Select **"Switch"** to begin working as the other person.
- Notice that the **Profile** menu now displays **Acting as** and displays the name of the employee who delegated their access.



6. You are now officially working on behalf of that person. Complete the normal processes for creating the request as noted in the section above, Creating a Travel Request.
7. Once the request is built, the Delegate can use the “**Notify Employee**” button to let the traveler know the Request is ready to submit. *The Traveler must certify and submit their own travel request.*



8. To return to your own tasks, select “**Acting as**”, then select “**Myself**” and “**Switch**”.

Edit or Remove a Submitted Request

If there is a need to revisit and alter a request, because dates, locations, or significant cost changes are necessary there are a few options.

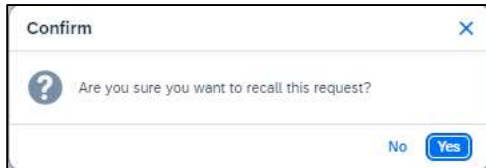
You cannot change or cancel a Request that has been submitted unless you Recall it first. You can only recall a request that is not in "Approved" status. If the request has been fully Approved, you will need to take different steps as noted below in Replacing a Request.

Recall a Request

1. Click the Request Name from the Manage Requests page.
2. Click "Recall".



3. Click "Yes" to confirm the Recall. The status of the request is updated to Sent Back to User.

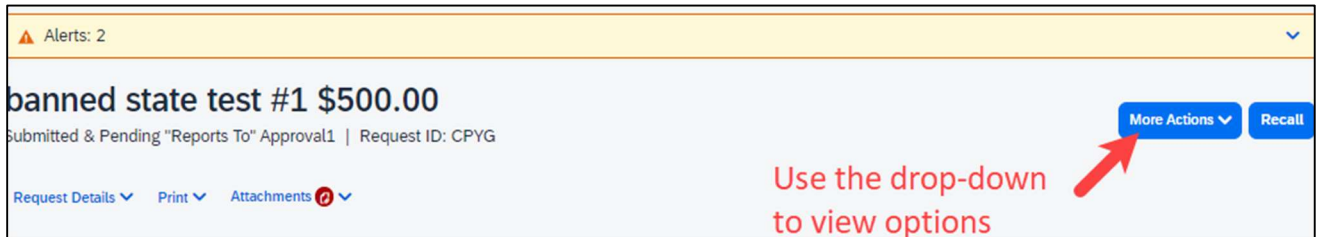


4. Make any necessary changes, then select "Submit Request".

Replacing a Request


This step is only needed in the case where a request has been fully approved and details have changed in such a way that the prior approved request is no longer valid.

1. On the Request Page, select the "More Actions" drop-down and select "Copy Request".



2. Enter a different "New Request Name" (so you can differentiate between old and new), enter the "Starting Date", then select "Expenses" checkbox. This helps cut down on duplicative data entry if there are alike expenses between old and new. Select the "Create New Request" button to complete the

process.



3. Make any necessary updates to the new request and **“Submit Request”** to submit for approval.

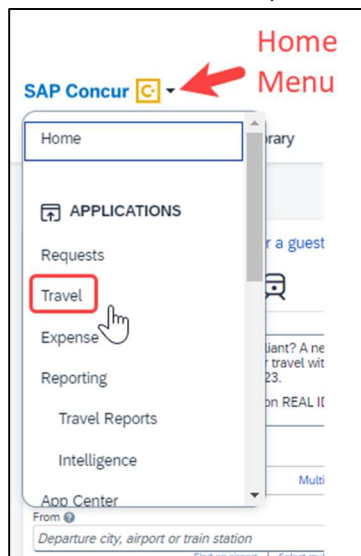
Cancel a Request

If a trip is canceled or elements have changed so significantly that you need to replace a request as noted in the prior section, please cancel the request by going back to the Requests tab and open the request.

1. On the Request Page, select the **“More Actions”** drop-down and select **“Cancel Request”**.



2. For travel reservations, refer to the Trip Library and make sure to cancel or change them based on the changed elements. They will be noted as cancelled/withdrawn after completion of this step. This will ensure the campus/employee does not incur unnecessary expenses for not canceling on time.
3. From the Home Menu, select **“Travel”**.



4. Using the Navigation menus across the top, select **“Trip Library”**.



- Select the date range, click **“Cancel”** under the Action column. Check the **“Include Withdrawn Trips”** checkbox and click **“Search”** to see all travel itineraries and withdrawn trips.

Trip Library

Search Trip Names:

Dates To Use: Booking Dates Travel Dates

Date Range: Include withdrawn trips

Trip Name/Description	Status	Date Booked	Start Date	End Date	Action
Trip from Sacramento to Long Beach (M4E2WF)	Ticketed	10/03/2023	10/24/2023	10/24/2023	<input type="button" value="Cancel"/>

Closing/Inactivating a Request

The system will automatically close open travel requests 61 days after a trip is complete. Reminder, Expense Reports need to be submitted within 60 days from travel end date. If all relative expenses have been submitted a user can manually close/inactivate the request. This is not a required step.

- Select the Request tab, selecting the specific request and select the **“Close Request”**. This option is context sensitive. It will not be visible if it is not an option.

TripTest A \$2,745.00

Approved | Request ID: CPYC

Request Details | Print | Attachments

REPORTS: 1
Remaining: \$2,745.00

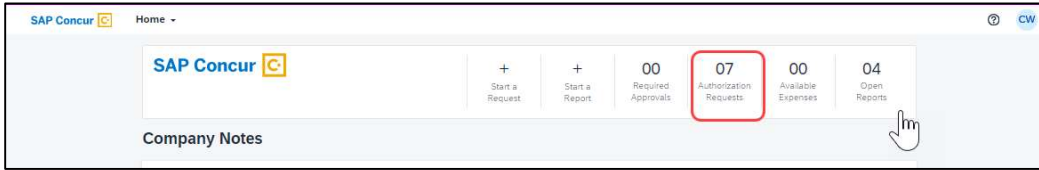
More Actions

- Copy Request
- Cancel Request
- Close Request**

- The difference between this status and cancellation is that cancellation signals a true recall of an anticipated trip. Closing/inactivating means the trip is complete. If by chance an expense needs to be submitted after a request is closed, please reach out to the Accounts Payable/Travel {Department Name} team for assistance.

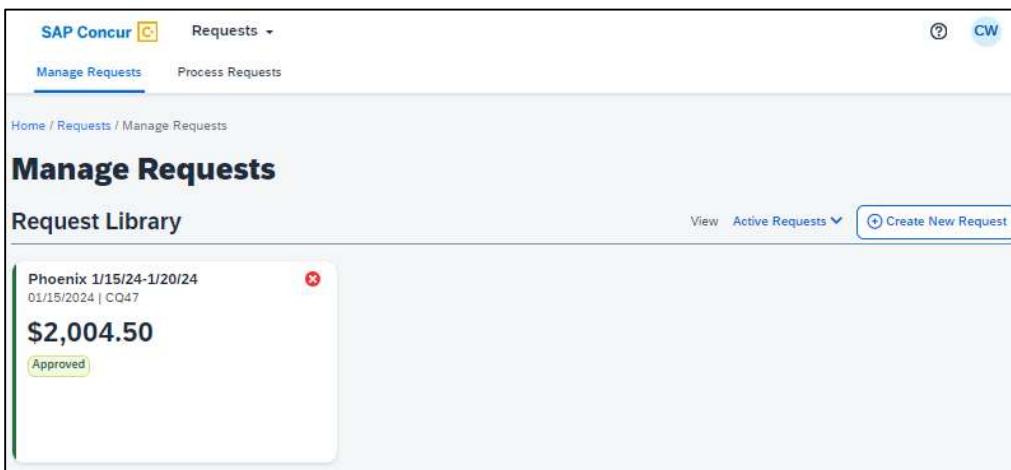
Approving a Travel Request

The approver will see requests awaiting approval under Authorization Requests on the Concur home page. Trip elements cannot be booked until approval occurs.



1. Select the Request you wish to approve by clicking the **Request Name**.
2. Review the **Request Header** and the **Expense Summary** tabs. Things to consider:
 - a. Review destination and see if banned state or alerts for high hazard destinations are noted.
 - b. Take note of any personal days and consider that estimated costs are prorated accordingly (i.e. daily meal allowances, incidentals, etc.).
 - c. Review attachments to obtain further information about purpose of trip.
 - d. Review all expenses for reasonableness and completeness.
3. There are three approval options:
 - a. **Approve** – approve the Request
 - b. **Approve & Forward** – Approve and Forward the Request for additional approval. In the User-Added Approver box, type in the last name of the approver and select from the dropdown box. You can only select users who are already designated as approvers in the system.
 - c. **Send Back Request** – Return the Request to the traveler. Use the Comment field in the Send Back Report window to explain the reason the report is being returned, then click OK.

Once Travel Requests have been acted on by the approver, notification regarding the status will be sent to the traveler (and delegate if opted into notifications) and the status will be noted on the traveler's **Manage Requests** page.



EXPENSE REPORTS

Creating an Expense Report

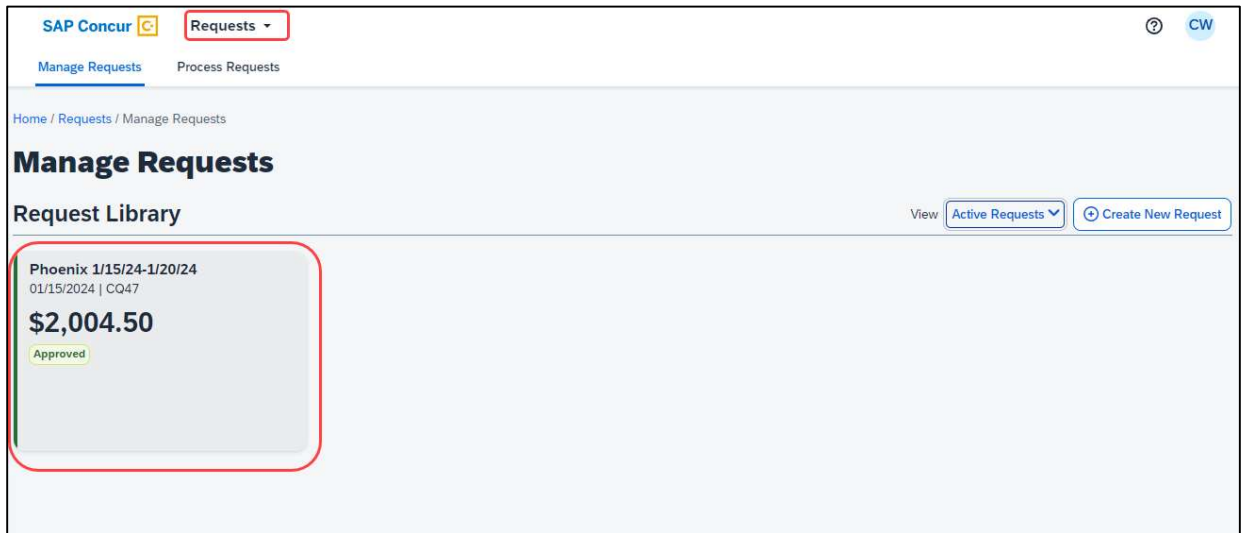
All CSU related travel for faculty and staff must have an approved Travel Request before an expense report can be created.

Per CSU Travel Procedures, Section IX; A ***"Travel Expense Claim must be submitted to the campus Travel Reimbursement office within 60 days of the end of a trip unless there is recurrent local travel, in which case claims may be aggregated and submitted monthly."***

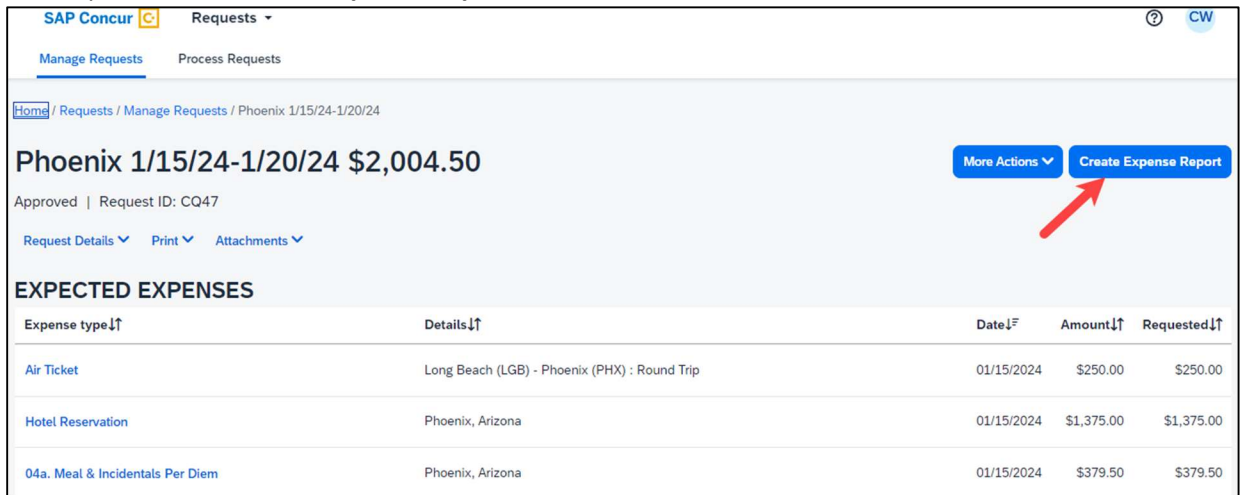
Please be aware Approved Travel Requests will automatically close on day 61 after the travel end date. In order to submit a late expense report, the request will have to be re-opened. The request will not be re-opened until exception approval has been obtained from Division VP and CFO.

Expense Report from Approved Travel Request

1. From the Home Menu, select **"Requests"**.
2. Select the approved tile for the trip to be sourced to an expense report.



3. Once open, select **"Create Expense Report"**.



Report Header

All the header details from the request are brought to the report header. If you need to edit the details, select the **“Report Details”** menu, **“Report Header”** option, or click on the **Report Number**.

SAP Concur Expense - Manage Expenses | Cash Advances | Process Reports

Home / Expense / Manage Expenses / Phoenix 1/15/24-1/20/24

Phoenix 1/15/24-1/20/24 \$0.00

Not Submitted | Report Number: 8DSUGP

REQUEST
Approved
\$2,004.50

Report Details | Print/Share | Manage Receipts | Travel Allowance

Report
Report Header | Delete | Copy | Allocate | Combine Expenses | Move to | View: Standard

Report Totals
Report Timeline
Audit Trail

Linked Add-ons
Manage Requests
Manage Cash Advances

Allowances

All *employee* expense reports require a travel allowance if requesting meal and incidental reimbursement. This step is done first to represent all of your meals for the days you were traveling.

In the open expense report, navigate to the right of the Report Details menu and select **Travel Allowance > Manage Travel Allowance**.

*Note: All employee expense reports require a travel allowance to expense meals and incidentals.

Report Details | Print/Share | Manage Receipts | Travel Allowance

Add Expense | Edit | Delete | Copy | Allocate | Manage Travel Allowance | Combine Expenses | Move to | View: Standard

Booking through Concur or our designated Travel Management Company (TMC) streamlines this process.

Importing the Travel Itinerary

1. If the traveler booked via Concur or the TMC, on the **“Create New Itinerary”** tab, select **“Import Itinerary”**.

Create New Itinerary | Available Itineraries | Expenses & Adjustments | Reimbursable Allowances Summary

Itinerary Info

Itinerary Name: Phoenix 1/15/24-1/20/24 | Selection: Per Diem (Travel post 12-31-23)

Add Stop | Delete Rows | Import Itinerary

Departure City

No Itinerary Rows Found

2. Locate the itinerary and import, then select the appropriate itinerary and navigate to the Adjusting Allowances section.

Entering the Travel Itinerary

1. If the traveler booked through an external travel agency or online (outside of Concur) you will need to add New Itinerary Stops for every location you went to (i.e. spent the night). (No need to add a stop for a layover unless it is overnight.) All fields are required.

Travel Allowances For Report: Phoenix 1/15/24-1/20/24

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Itinerary Info

Itinerary Name: Phoenix 1/15/24-1/20/24 Selection: Per Diem (Travel post 12-31-23) ▼

Add Stop **Delete Rows**

<input type="checkbox"/>	Departure City†	Arrival City	Arrival Rate Location
No Itinerary Rows Found			

New Itinerary Stop

Departure City: _____

Date: _____ Time: _____

Arrival City: _____

Date: _____ Time: _____

2. Once the New Itinerary stop fields are filled out, select **“Save”**.

Travel Allowances For Report: Phoenix 1/15/24-1/20/24

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Itinerary Info

Itinerary Name: Phoenix 1/15/24-1/20/24 Selection: Per Diem (Travel post 12-31-23) ▼

Add Stop **Delete Rows**

<input type="checkbox"/>	Departure City†	Arrival City	Arrival Rate Location
No Itinerary Rows Found			

New Itinerary Stop

Departure City: Orange, California

Date: 12/15/2023 Time: 8:00 AM

Arrival City: Phoenix, Arizona

Date: 12/15/2023 Time: 10:00 AM

Save

Go to Single Day Itineraries **Next >>** **Cancel**

3. Select **“Add Stop”** as needed.

- Once all overnight destinations are reflected in your itinerary then select “Next”.

Travel Allowances For Report: Phoenix 1/15/24-1/20/24

1 Edit Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Itinerary Info

Itinerary Name: Phoenix 1/15/24-1/20/24 Selection: Per Diem (Travel post 12-31-23)

Add Stop **Delete Rows**

<input type="checkbox"/>	Departure City†	Arrival City	Arrival Rate Location
<input type="checkbox"/>	Orange, California 12/15/2023 08:00 AM	Phoenix, Arizona 12/15/2023 10:00 AM	MARICOPA COUNTY, US-AZ, US
<input type="checkbox"/>	Phoenix, Arizona 12/20/2023 02:40 PM	Orange, California 12/20/2023 03:55 PM	ORANGE COUNTY, US-CA, US

New Itinerary Stop

Departure City: Orange, California

Date: [] Time: []

Arrival City: []

Date: [] Time: []

Validate all destinations are reflected in your itinerary, then select "Next"

Save

Go to Single Day Itineraries **Next >>** **Cancel**

Adjusting Allowances

- A row for each day displays so you can select more details.
- To exclude an entire day as personal, select the checkbox at the left.
- Meal rates will be reduced to 75% for first/last day travel and days in between will reflect the full per diem rate.
- Select the checkbox below Breakfast, Lunch, and/or Dinner whenever the meal is provided.
- Any selected meals will be deducted from the allowance the traveler receives. The allowance value at the right reflects this adjusted amount.

Travel Allowances For Report: Phoenix 1/15/24-1/20/24

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Show dates from [] to [] **Go**

<input type="checkbox"/>	Exclude All <input type="checkbox"/>	Date/Location†	Meal Rate	Breakfast Provided	Lunch Provided	Dinner Provided	Allowance
<input type="checkbox"/>	<input type="checkbox"/>	12/15/2023 Phoenix, Arizona	\$51.75	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$51.75
<input type="checkbox"/>	<input type="checkbox"/>	12/16/2023 Phoenix, Arizona	\$69.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$69.00
<input type="checkbox"/>	<input type="checkbox"/>	12/17/2023 Phoenix, Arizona	\$69.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$69.00
<input type="checkbox"/>	<input type="checkbox"/>	12/18/2023 Phoenix, Arizona	\$69.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$69.00
<input type="checkbox"/>	<input type="checkbox"/>	12/19/2023 Phoenix, Arizona	\$69.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$69.00
<input type="checkbox"/>	<input type="checkbox"/>	12/20/2023 Phoenix, Arizona	\$51.75	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$51.75

Select the checkbox when the meal is provided.

To exclude an entire day as personal, select the checkbox.

Meal rates will reflect full per diem or for first/last day.

Any selected meals will be deducted from the allowance the traveler receives.

<< Previous **Create Expenses** **Cancel**

- When finished, select “Create Expenses”. Expenses will then be automatically added to the Expense Report. Once created, expense lines can be deleted, however, amounts cannot be altered. In order to reduce the report total, if needed, add a negative amount using the Expense Type: Reduction.

Report Details

Using the **Expense > Manage Expense** navigation option displays the Expense Report library where expense reports and their current status are visible. Drill further by opening the report and utilizing the Report Details menu.

SAP Concur Expense

Manage Expenses Cash Advances Process Reports

Home / Expense / Manage Expenses

Manage Expenses

Report Library Create New Report

View: Active Reports

Phoenix 1/15/24-1/20/24
12/19/2023
\$362.50
Not Submitted

Report Status

Available Expenses

Delete Combine Expenses Move to View: All Expenses

Report Totals

After adding expenses to the report, use this option to view the amount the traveler owes or what is due to the traveler from the university, and what has been paid to the credit card company by the university.

Report Totals

Company Payments
\$526.00 Employee | \$1,547.00 *CSU-USBank-CBCP

Employee Payments
\$0.00 Company

Amount Total: \$2,073.00	Due Employee: \$526.00	Owed Company: \$0.00
Requested Amount: \$2,073.00	Amount Due (*CSU-USBank-CBCP): \$1,547.00	Total Paid By Company: \$2,073.00
		Total Owed By Employee: \$0.00

Close

Report Details Print/S

- Report
- Report Header
- Report Totals
- Report Timeline
- Audit Trail
- Linked Add-ons
- Manage Requests
- Manage Cash Advances

Report Timeline/ Tracking Status of an Expense Report after Submission

You can review the status of your submission by using the timeline. It will show what has occurred thus far and where the report is within the flow. In the example below, this report is with the “reports to” approver. For your report, this would reflect an actual person’s name.

The screenshot displays the 'Report Timeline' for a 20/21 Mileage report valued at \$89.13. It is divided into two main sections: 'Approval Flow' and 'Report Summary'.

Approval Flow: A vertical flowchart shows three steps: 1. 'Reports To' Approval (Test, CH Approver) which is currently active. 2. 'Budget Approval' which is currently blank. 3. 'Approval for Processing'.

Report Summary:

- REPORT COMMENT:** Test, CH Traveler 11/15/2020. Example request and expense report.
- EXPENSE COMMENT:** Personal Car Mileage | 10/01/2020 | \$89.13 | View. Test, CH Traveler 11/15/2020. See attached log of mileage detail for October.
- SUBMITTED:** Test, CH Traveler 11/16/2020.
- PENDING EXTERNAL VALIDATION:** Test, CH Traveler 11/16/2020.
- APPROVED:** Test, Processor 11/16/2020.

This screenshot shows a dropdown menu titled 'Report Details' with a 'Print/S' link. The menu items are: Report, Report Header, Report Totals, Report Timeline (highlighted with a red box), Audit Trail, Linked Add-ons, Manage Requests, and Manage Cash Advances. A hand icon is shown pointing to the 'Report Header' item.

1. This view shows the Approval Flow and the current stage of the expense report.
2. This view provides comments and keeps track of when the report was submitted.
3. The Budget Approval name will remain blank until the report is submitted and the system will then populate this workflow step with the approver name/s based on the ChartField/s indicated.
4. Select “Close” when finished viewing the timeline.

Audit Trail

Using this option a user can view the record of all changes made to an expense report once the report is submitted. Actions at the Report Level and Entry Level are both tracked.

The screenshot shows the 'Audit Trail' for an 'Employee Per Diem' report valued at \$754.50. It features a table for 'Report Level' actions and a section for 'Entry Level' actions.

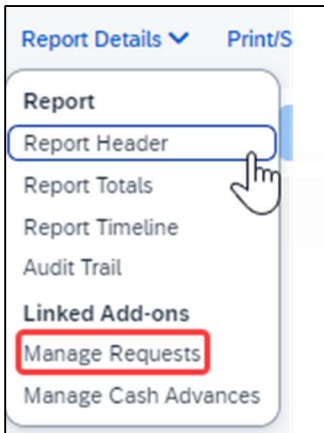
Date/Time	Updated By	Action	Description
10/26/2023 8:28 AM	Administrator, Concur	Delegate/Proxy Report Creation	This expense report was created by a delegate or proxy user.

The 'Entry Level' section is currently empty, displaying a 'No Data. There is no data to display.' message with a mobile phone icon.

This screenshot shows the same 'Report Details' dropdown menu as above. In this instance, the 'Audit Trail' item is highlighted with a red box. The hand icon is still pointing to 'Report Header'.

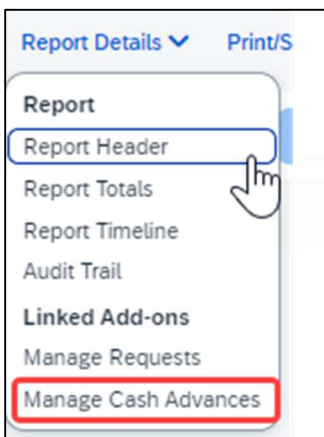
Linked Requests/Manage Requests

Using this option, a traveler can disassociate or add a travel request from the expense report or view the linked travel requests.



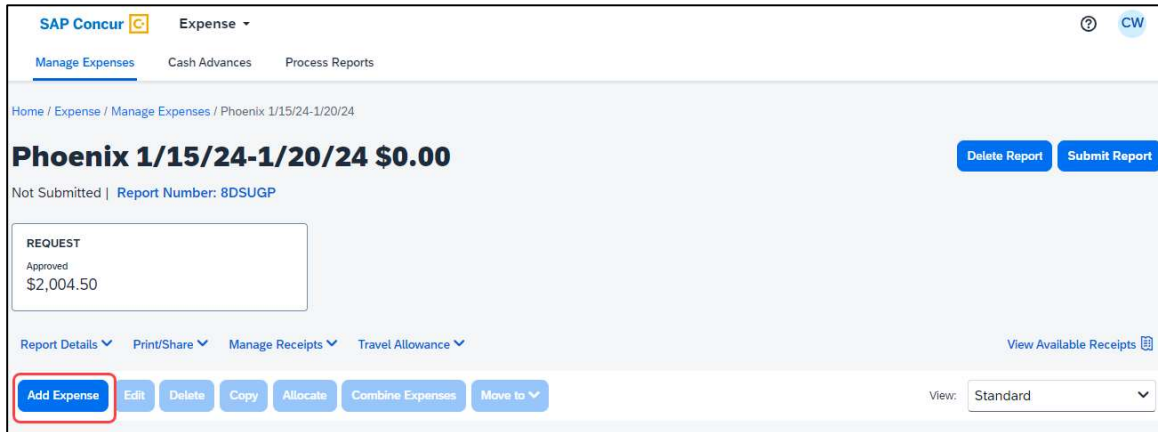
Linked Cash Advances

Select Report Details > Manage Cash to display the Cash Advance window.

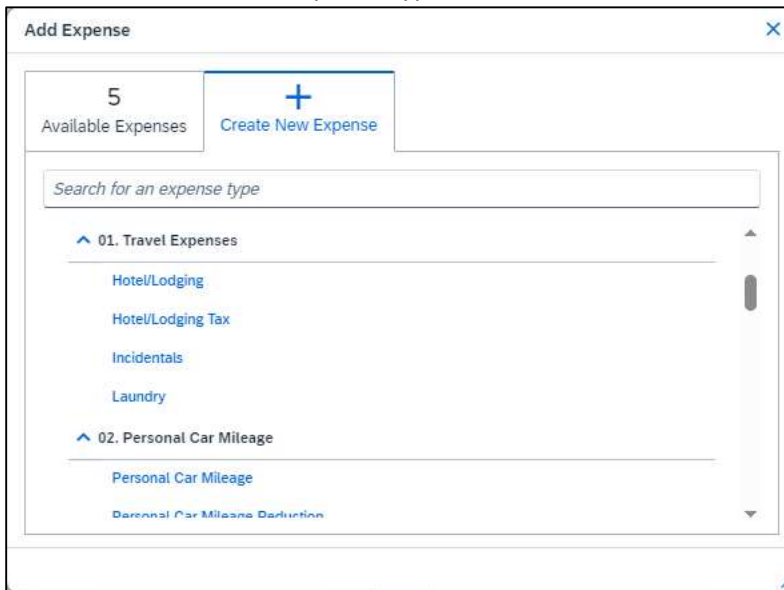


Adding Expenses from within the Expense Report

1. From the open expense report, select “Add Expense”.



2. If creating a new expense using the “Create New Expense” tab,
 - a. Select or search for the expense type.



- b. Enter details for the **“New Expense”**. In this case, enter the Transaction Date, Vendor Name, City of Purchase, Amount, and Comment. Fields with a red asterisk are required fields.

3. Select **“Add Receipt”** and upload the appropriate supporting documents. *Click to upload or drag and drop files to upload a new receipt. Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff. 5MB limit per file.

4. Select **“Save Expense”** button or select **“Save and Add Another”** if additional expenses must be added to the report.
 - a. Verify or update the Expense Type classification of the imported credit card transactions or any other required fields that need to be populated.

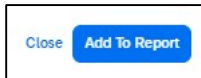
5. If creating a new expense using the **Available Expenses** tab, note that all available expenses done on the Travel Credit Card/Ghost Card Charges will appear here. Note: Flights purchased through Concur or the TMC will come into the Available Expenses as a Ghost Card charge.
 - a. Select the checkbox next to each transaction that you want to assign to the current expense report. The Payment Type and Expense Source columns help to identify the method of purchase.



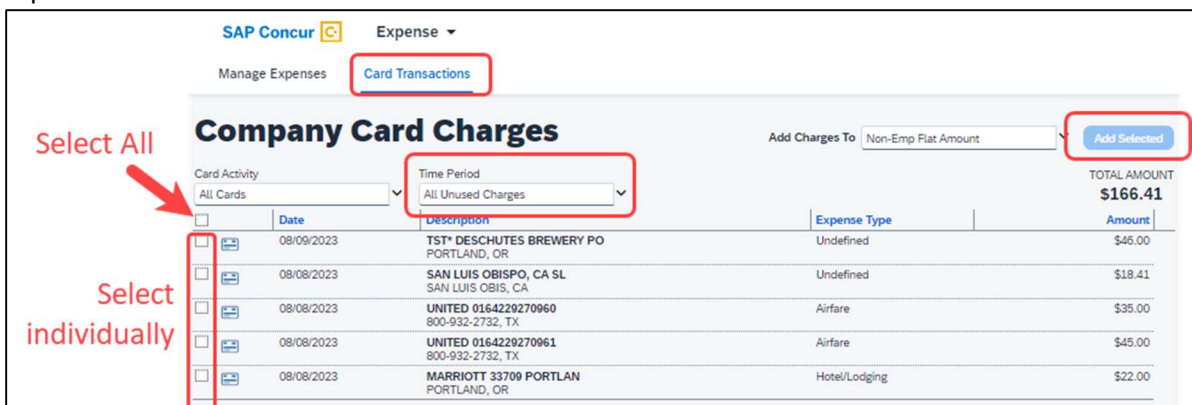
Select the

“Add to Report” button to move the to the current expense report.

Note: If a checkbox is not selected, the **“Add to Report”** button will appear light blue.



- b. Verify or update the Expense Type classification of the imported credit card transactions.
6. If creating a new expense using the **“Card Transactions”** window,
 - a. Ensure you have **“All Unused Charges”** selected in the Time Period field. This will prevent you from omitting a charge on your card that is outside of the default range. Select all the charges or the individual charges that were for this travel report. This view resembles the Available Expenses view.



- b. Validate the Report Name in the **“Add Charges To”** field is valid, then select the **“Add Selected”** button to move the transactions to the report.
 - c. Verify or update the Expense Type classification of the imported credit card transactions, especially for Meals purchased on the Campus Issued Card.

Meals Charged on a Campus Issued Card Expense Type

This expense type will be utilized when a traveler has access to a campus issued travel card and uses it for meals. The cardholder is required to report any meals purchased in this way and it will auto deduct the value from the M&IE per diem offered through the university.

1. From the open report, click **“Add Expense”**.

The screenshot shows the 'Add Expense' dialog box. At the top, it indicates '5 Available Expenses' and a '+ Create New Expense' button. Below is a search bar with the placeholder text 'Search for an expense type'. A list of expense types is displayed, including 'Airfare', 'Personal/Non Reimbursable', 'Meals Charged on Campus Issued Card' (highlighted with a red box and a hand cursor), and a collapsed section for '01. Travel Expenses' which includes 'Hotel/Lodging', 'Hotel/Lodging Tax', and 'Incidentals'.

2. On the New Expense tab, select **“Meals Charged on Campus Issued Card”** expense type.
3. For Transactions already on the report, select the expense and then **“Edit”**.

The screenshot shows a report titled 'Not Submitted | Report Number: ZKX0JP'. It has several menu items: 'Report Details', 'Print/Share', 'Manage Receipts', 'Travel Allowance', and 'View Available Receipts'. Below these are buttons for 'Add Expense', 'Edit', 'Delete', 'Copy', 'Allocate', 'Combine Expenses', and 'Move to'. A 'View:' dropdown is set to 'Standard'. The main table has columns: Alerts, Receipt, Payment Type, Expense Type, Vendor Details, Date, and Requested. The table contains four rows of transactions. The last row is selected and highlighted in blue, with a red box around the 'Edit' button and a red arrow pointing to it. The selected row details are: *CSU-USBank-CBCP, Meals & Incidentals, TST* DESCHUTES BREWERY PO, Portland, Oregon, 08/09/2023, \$46.00.

Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
<input type="checkbox"/>		Out of Pocket	Meals/Incidentals - Location Based	Sacramento, California	10/04/2023	\$51.75
<input type="checkbox"/>		Out of Pocket	Meals/Incidentals - Location Based	Sacramento, California	10/03/2023	\$69.00
<input type="checkbox"/>		Out of Pocket	Meals/Incidentals - Location Based	Sacramento, California	10/02/2023	\$51.75
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	*CSU-USBank-CBCP	Meals & Incidentals	TST* DESCHUTES BREWERY PO Portland, Oregon	08/09/2023	\$46.00
						\$218.50

4. Update the expense type to **“Meals Charged on Campus Issued Card”**, then select **“Save Expense”**.

The screenshot shows the 'Meals & Incidentals \$46.00' expense edit form. At the top, it shows the date '08/09/2023', the vendor 'TST* DESCHUTES BREWERY PO', and the card type 'Corporate Card'. There are 'Cancel', 'Delete Expense', and 'Save Expense' buttons. The 'Save Expense' button is highlighted with a red box. Below the buttons are tabs for 'Details' and 'Itemizations'. The 'Allocate' button is visible. The 'Expense Type' dropdown is set to 'Meals Charged on Campus Issued Card' and is highlighted with a red arrow and the text 'Update Expense Type'. Other fields include 'Transaction Date' (08/09/2023), 'Payment Type' (*CSU-USBank-CBCP), 'Amount' (46.00), and 'Currency' (US, Dollar (USD)).

5. CSU and campus specific audit rules are integrated into the system. When adding an expense that requires a certain action an alert message will appear:

➤ **Warning-** ⚠️ **eligible to continue and submit.**

➤ **Hard Stop-** ❗ **cannot move forward and must make correction prior to submission.**

To Create a Car Mileage Expense

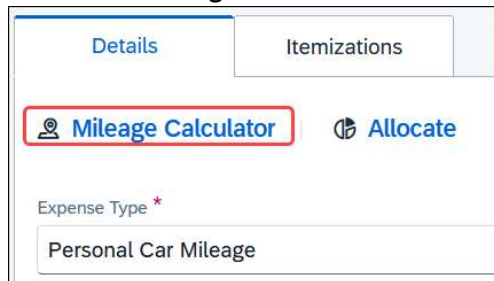
You must register a car for the applicable mileage type in order to be reimbursed for mileage. See **Personal Car** section for instructions on setting up your vehicles.

1. From within the Expense Report, select **“Add Expense”**.
2. Select the **“Personal Car Mileage”** Expense Type. The mileage form will open with the required and optional fields displayed.
 - a. If you are prompted to add a new vehicle, add the vehicle description and **“Personal Car”** as the mileage rate type.



The screenshot shows a form titled "Personal Car Registration". Below the title, there is a note: "This page displays all the personal cars that have been registered. Click **New** to register another car." Below this, it says "Reimbursement Method: Personal Car - Variable Rates". There are two buttons: "New" and "Remove". Below the buttons, there are two input fields: "Vehicle ID" and "Mileage Rate Type". The "Mileage Rate Type" field has a dropdown arrow. At the bottom, there is a checkbox labeled "Preferred Car".

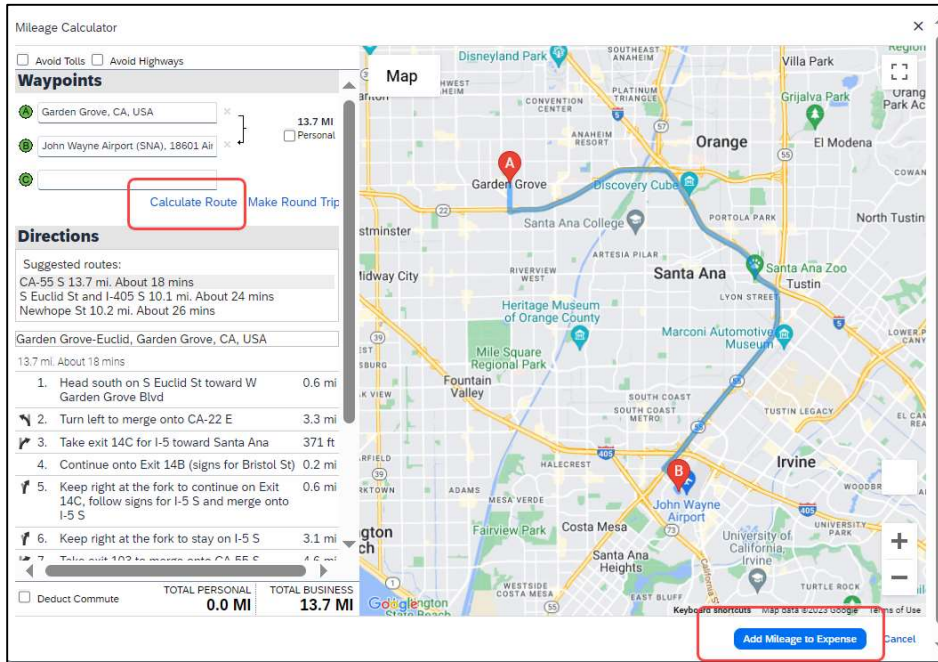
3. Select the **“Mileage Calculator”** button.



The screenshot shows a form with two tabs: "Details" and "Itemizations". Below the tabs, there are two buttons: "Mileage Calculator" and "Allocate". The "Mileage Calculator" button is highlighted with a red box. Below the buttons, there is a label "Expense Type *" and a dropdown menu showing "Personal Car Mileage".

4. Type in the locations and select **“Calculate Route”**.
5. Update the route as appropriate. If round trip mileage should be calculated, click Make Round Trip.

- Only use the Personal checkboxes to the right of each waypoint if you want to omit that portion of mileage from your report.



- Select **“Add Mileage to Expense”**. The amount will calculate as the form closes and all the fields will be populated on the form. Do not update the amount unless there are funding limitations. If funding limitations and amount must be reduced, make a notation.
- Complete all required and optional fields as appropriate.
- Click **“Save Expense”**.

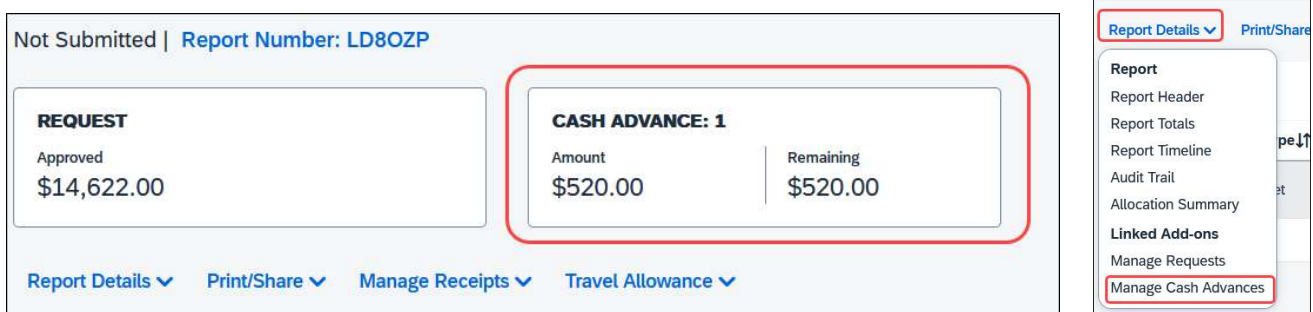
Expensing a Cash Advance

If you had a cash advance issued, you will need to expense the cash advance with your expense report for the associated trip the advance was used for. Cash advances are reserved for competitive team travel or other extenuating circumstances.

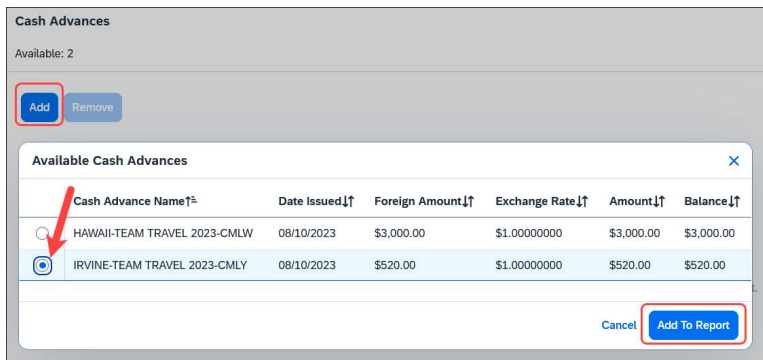
To Expense a Cash Advance (Fully utilized):

At the top of the report, you will see the outstanding advance. This should be the amount you received for the cash advance. If the Cash Advance box is not displayed, you can add the advance.

- From within the Expense Report, select **“Report Details”**. Select **“Manage Cash Advances”**.



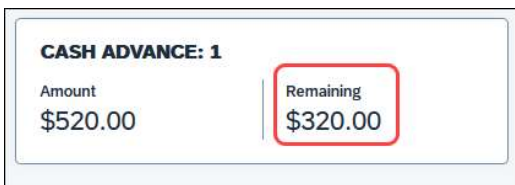
- Select Add. Click the radio button next to the correct advance, and then click **“Add To Report.”**



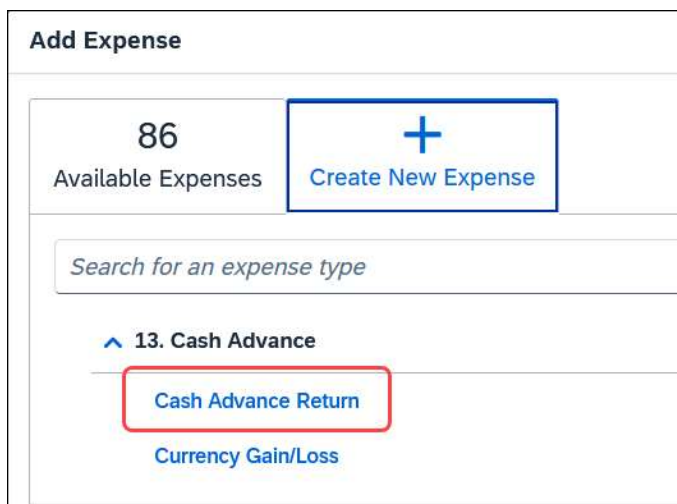
- Continue to enter your expenses as normal. When you enter an out-of-pocket expense, the outstanding cash advance balance will reduce.

When the Outstanding Advance balance is zero, then the cash advance has been fully utilized. If you have additional out-of-pocket expenses, you will receive the balance you paid out-of-pocket minus the cash advance amount.

To Expense a Cash Advance (Excess Funds to be returned to the University): If there are funds not fully utilized from the advance after accounting for all expenses, you will see the amount remaining at the top of the screen. The remaining amount must be paid back to the University at Seawolf Service Center by check or cash and the returned amount must be accounted for within the expense report.



- Enter an expense line for the funds returned as **“Cash Advance Return.”** Attach the receipt you received from paying back the advance. This will clear the remaining balance to \$0.00. You will now be able to submit the expense report.



Itemizing Expenses

Use the Itemize feature to account for transactions that should be charged to multiple expense types (accounts codes). Itemization should be completed prior to Allocation (charging to multiple chartfields).

To itemize a general expense:

1. Add the expense as usual and then click Itemizations tab. The itemized amount must match the total expense. Not all expense types can be itemized.
2. Select **Create Itemization** tab, select the expense type that applies to the first itemization. The page refreshes, displaying the required and optional fields for the selected expense type.
3. Complete the fields as required.

4. Click "Save".
5. The expense will now reference an "itemized" note under the amount.

Add Expense Edit Delete Copy Allocate Combine Expenses Move to							View: Standard
<input type="checkbox"/>	Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
<input type="checkbox"/>			Out of Pocket	Hotel/Lodging	Allstar Hotels Phoenix, Arizona	12/20/2023	\$1,375.00 Itemized

6. Repeat for each additional itemization, on the Itemization tab, select the appropriate expense type and complete the appropriate fields.

To itemize a hotel expense:

A hotel bill typically contains a variety of expenses including room fees, taxes, parking, meals, telephone charges, and maybe personal items. You must itemize these expenses so that they can be reimbursed correctly.

To create a lodging expense:

1. With the Expense Report open, on the "Create New Expense" tab, select the Hotel/Lodging expense Type. The lodging form will open with the required and optional fields displayed.
2. Complete all required and optional fields as appropriate.

- Click **“Itemizations”** tab then **“Create Itemization”** button. Search/select the Hotel/Lodging expense type.

SAP Concur Expense

Manage Expenses | Cash Advances | Process Reports

12/20/2023 | Allstar Hotels

Details | **Itemizations** | Hide Receipt

Amount: \$275.00 | Itemized: \$0.00 | Remaining: \$275.00

New Itemization * Required field

Expense Type: Hotel/Lodging

Entry Type: Recurring Itemization | 01/15/2024 - 01/20/2024 (Nights: 5)

Your hotel room rate was: The Same Every Night | Not the Same

Room Rate (per night)* | Room Tax (per night) | Tax 2 (per night) | Tax 3 (per night)

(Amounts in USD) | Add Tax Fields

Save Itemization | Cancel

Receipt

Add Receipt

Click to upload or drag and drop files to upload a new receipt. Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff. 5MB limit per file.

- The number of nights and days auto populate.
- Select **“The Same Every Night”** or **“Not the Same”** depending on the respective hotel details. If not the same each night (i.e. increase for weekends, etc.) this option will let you note the differences from day to day, otherwise select same every night to itemize full cost of stay by respective classification.
- Enter the Room Rate, Room Tax, and Additional Charges.
- Select **“Save Itemization”**.

If there is a remaining amount to be itemized (other charges, for example, for parking or meals), the remaining amount is displayed in the Remaining field. Continue to itemize the amounts until the balance is \$0.00. For lodging, if Payment Type: Out of pocket, omit any meals and do not include them in the itemization/report as you will receive the M&I per diem.

Add Expense Edit Delete Copy Allocate Combine Expenses Move to							View: Standard
	Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
<input type="checkbox"/>			Out of Pocket	Hotel/Lodging	Allstar Hotels Phoenix, Arizona	12/20/2023	\$1,375.00 Itemized

Allocating Expenses

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

To allocate a single expense:

1. Allocate single expense - With the report open, select a *single* expense and click **“Allocate”**. Select the **Percent** or **Amount** tabs, then **“Add”** and enter the new chartfield designation.

Allocate

Expenses: 10 | \$1,375.00

Percent | Amount

Amount: \$1,375.00 | Allocated \$1,375.00 100% | Remaining \$0.00 0%

Default Allocation

Code: **Default** | Percent %: 100

Add | Edit | Remove | Save as Favorite

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

Phoenix 1/15/24-1/20/24 \$1,746.67 | Delete Report | Copy Report | Submit Report

Not Submitted | Report Number: 8DSUGP

REQUEST: Approved \$2,004.50

Report Details | Print/Share | Manage Receipts | Travel Allowance | View Available Receipts

Add Expense | Edit | Delete | Copy | **Allocate** | Combine Expenses | Move to | View: Standard

<input type="checkbox"/>	Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
<input checked="" type="checkbox"/>	⚠	📄	Out of Pocket	Hotel/Lodging	Allstar Hotels Phoenix, Arizona	12/20/2023	\$1,375.00 Itemized
<input checked="" type="checkbox"/>	⚠		Out of Pocket	Personal Car Mileage		12/20/2023	\$9.17
<input type="checkbox"/>	⚠		Out of Pocket	Meals & Incidentals - Location Based	Phoenix, Arizona	12/20/2023	\$51.75

3. Select **Percent** or **Amount**, then **“Add”** and enter the new chartfield designation.

Allocate ✕

Expenses: 11 | \$1,384.17

Percent Amount

Amount \$1,384.17	Allocated \$1,384.17 100%	Remaining \$0.00 0%
-----------------------------	-------------------------------------	-------------------------------

Default Allocation

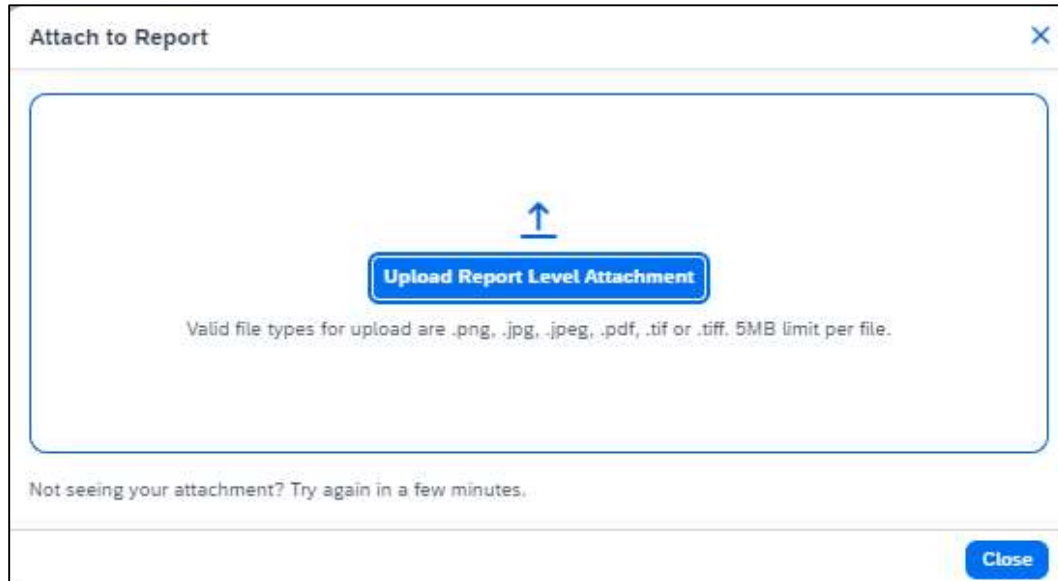
Code **Default** Percent %
100

4. Click **Save**.

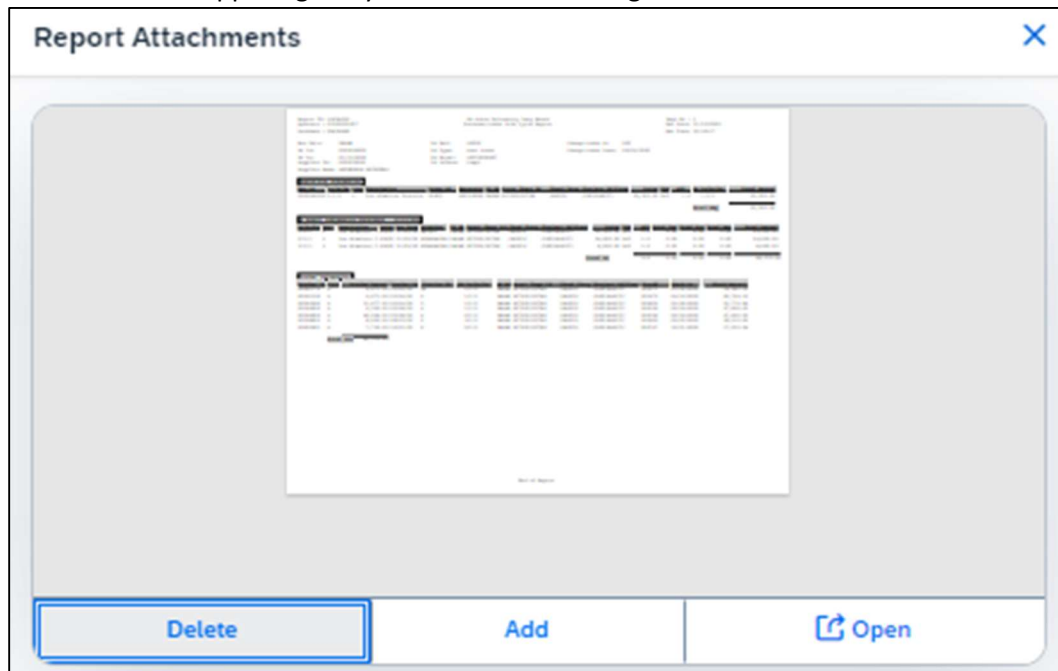
Managing Attachments

Navigate to **Manage Receipts > Manage Attachments** menu to launch **“Upload Report Level Attachment”** window. These are files that support the expenses (no need to attach meal receipts when using location based per diem). Documents may include a conference registration showing location/dates of trip, or an itinerary for international travel, or any other support document that is helpful to have on hand for processing the travel expense claim.

1. Valid file types are specified (.png, .jpg or .jpeg, .pdf, etc). Note: There is a 5MB limit.



2. A report option window will provide **“Delete”**, **“Add”** or **“Open”** action buttons for the attachment. **“Delete”** will be prompting to remove the current attachment. **“Add”** is used to insert more attachments. **“Open”** is used to view the attachment in full size.
3. Use the X in the upper right if you are finished adding attachments.



4. Once documents have been uploaded, the Manage Receipts menu displays an additional option to **“View Receipts in New Window”**. *Note: Documents cannot be removed once the Expense Report is

submitted or Approved. However, more documents may be attached to a report at anytime.



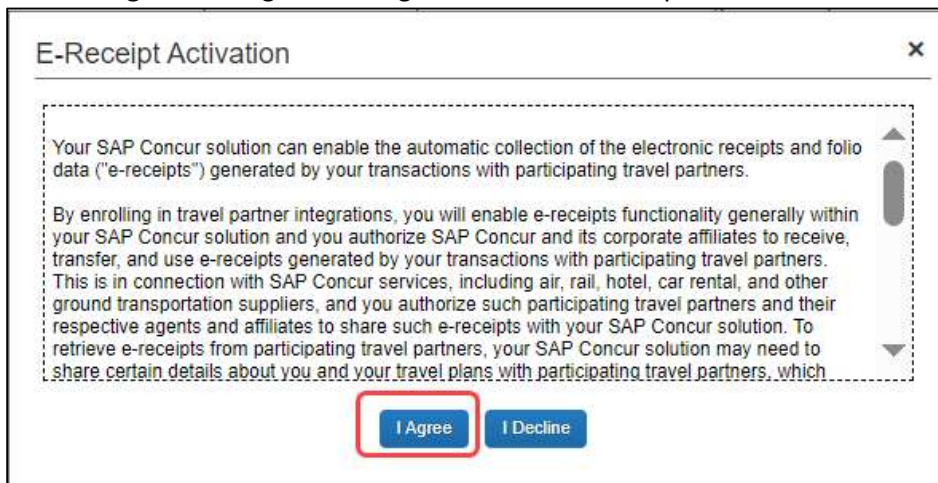
Electronic Receipts (E-Receipt)

An electronic version of a paper receipt for expenses incurred by Concur users. Opting into e-receipts can alleviate the amount of data you need to type into the system. Some hotels offer receipts which are imported into Concur and facilitate the data entry for you.

1. If a user wants to use e-receipts for car and hotel, they must activate the feature and opt themselves in.
2. Navigate to “**Profile**” (in the upper right corner of the window), then “**Profile Settings**”.



3. Once in the Profile Options window, navigate to the profile settings in the left menu area to a section called “**Other Settings**” and select “**E-Receipt Activation**”.
4. In the main area of the window, select “**Enable**”.
5. Select “**I Agree**” to begin receiving car and hotel e-receipts.



Missing Receipt Declaration

1. For missing receipts, contact the vendor requesting a replacement receipt. Airlines, hotels, rental cars, even most restaurants (for hospitality) are able to provide replacement requests.
2. As a last resort, if the company is unable to generate a replacement itemized receipt, you must provide supportive explanation and reconstruct the expense-include dates, business name, business address, itemized the purchase(s), sale(s) tax (if applicable), gratuity (if applicable) and amount. You must also

notate who you spoke with, date and time in your attempt to get a replacement and why the company is unable to provide a replacement receipt. There should be enough explanation and support to leave no questions as to why the itemized receipt is not obtainable and what was purchased. This information will be retained in case of an audit. Traveler must also acknowledge if receipt located, it will not be submitted for duplicate payment.

Send Receipt Images to Travelers Available Receipts Library

The Delegate cannot set up an email account when they are delegating, nor can they use the verified email account they have set up for their own expense reports to populate another user's Available Receipts Gallery. However, the delegate can upload receipt images to Concur for attachment to the line item of the Traveler report they are acting on. The following steps should be completed during profile setup:

1. The Traveler must verify his/her own email address in his/her profile under Your Information, Email Addresses.
2. The Delegate must verify his/her own email address is in his/her profile under Your Information, Email Addresses.
3. The delegate must have the correct delegation permission (can prepare, can view receipts, etc.). To update delegate permissions, go to **Profile > ProfileSettings**.
4. Navigate to **Expense Delegates > Add a Delegate > select Can Prepare and Can View Receipts**.
5. Then, the Delegate can email receipts to receipts@concur.com with the correct image extensions and size (must be a .png, .jpg, .jpeg, .pdf, .html, .tif or .tiff file; 5 MB limit per file).
6. The Delegate must put the Traveler email address in the subject line.
7. The receipt will show in the Traveler **Available Receipts** gallery within three minutes.

Printing or Sharing an Expense Report

To Preview and Print the Expense Report

1. On the Expense Report page, select **"Print / Share"**, and then select **"*CSU-Detailed Report with Summary Data"**.

Phoenix 1/15/24-1/20/24 \$1,746.67 Delete Report Copy Report Submit Report

Not Submitted | Report Number: 8DSUGP

REQUEST
Approved
\$2,004.50

Report Details ▾ **Print/Share** ▾ Manage Receipts ▾ Travel Allowance ▾ View Available Receipts

Add Expense *CSU - Detailed Report with Summary Data Move to ▾

Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested		
<input checked="" type="checkbox"/>			Out of Pocket	Hotel/Lodging	Allstar Hotels Phoenix, Arizona	12/20/2023	\$1,375.00 Itemized	<input type="checkbox"/>

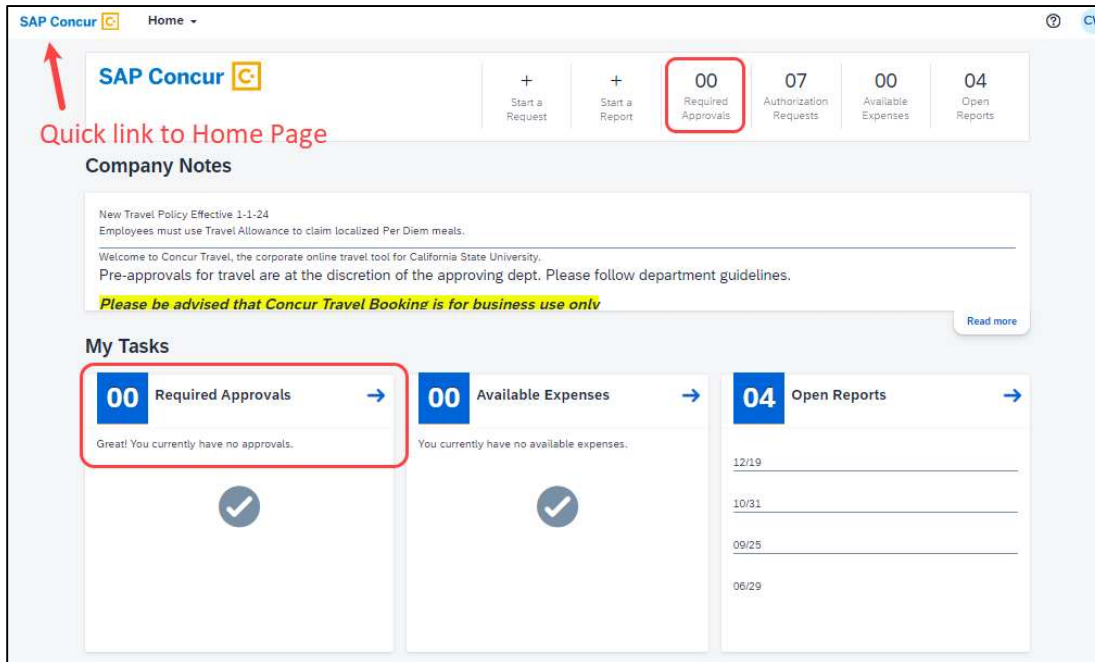
2. Select **"Print or Save as PDF or Email"** to get complete packet for expense report (includes copies of receipts attached). Please note, copies are retained in Concur according to our CSU retention guidelines and maintaining duplicative copies elsewhere is not required of departments. By selecting Email, the recipient will receive an automated email (auto generated email will not receive replies) with the expense report copy. Audit trail will populate if a report has been emailed.

Reviewing an Expense Report

1. On the home page, in the **Required Approvals** section of **My Tasks**, click on “**Required Approvals**” title or the **blue arrow** to the right.

OR

On the home page, in the Quick Task Bar, click the “**Required Approvals**” option.



2. The Reports Pending your Approval page lists the awaiting reports. Select the report you want to open.
3. Review the report details:
 - a. Review dates and locations of expenses compared to the original request.
 - b. Take note of any personal days on the request and whether expenses were claimed on those dates.
 - c. Compare the total amount being claimed for reimbursement with what was requested.

Expenses						Summary	
Transaction Date	Expense Type	Enter Vendor N...	City of Purchase	Reviewed	Amount	Report Summary	
02/07/2019	Personal Car Mile...			No	\$17.98	Report Totals	
						Amount Due Company	Amount Due Employee
						\$0.00	\$17.98
						Requests (1)	
						> Request Name	Request ID
						> Butte College (Main)	34JT
						Amount Approved	Amount Remaining
						\$15.55	\$0.55
TOTAL AMOUNT						\$17.98	TOTAL APPROVED
						\$17.98	

- d. Review all expenses for reasonableness and completeness.

Approving an Expense Report

After review, if you are satisfied with the Expense Report, click **Approve** in the top right corner of the screen.

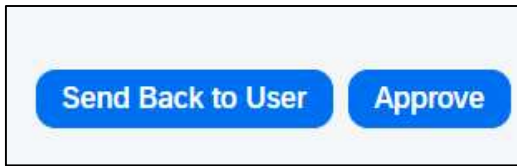
The expense report is typically reviewed by the persons manager and the cost object approver (delegated authority for the chartfield), however, it is a shared responsibility to ensure we are following guidelines.

Sending Back an Expense Report

During your review, you may choose to return the entire expense report to the employee for correction.

To return a report:

1. Click **Send Back to User** located on the top right corner.



2. The Send Back Report window appears.

A screenshot of a web application window titled "Send Back Report". The window has a close button (X) in the top right corner. Below the title bar, there is a section labeled "Comment History" with a table header containing "Date", "Entered By", and "Comment Text". Below the table is a text input field with a red vertical bar on the left side. Below the input field, there is a small text instruction: "Add a comment to explain why you are returning the report. Then click OK to return the report to the employee." Below this instruction is another text input field with a red vertical bar on the left side.

3. Enter a Comment for the employee explaining why you are returning the report.
4. Select **"OK"**.
5. The user will receive an auto notification via email that their report has been sent back with the comment.

Adding an Additional Reviewer/Approver Step

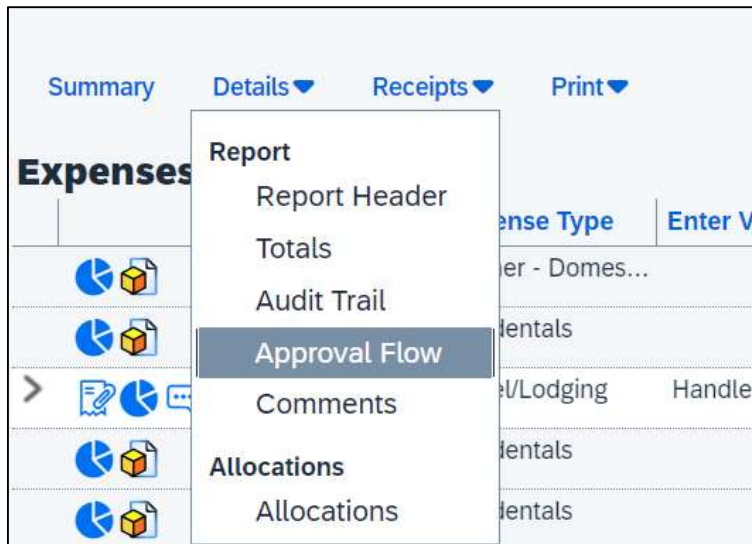
You will have the ability to send the report to another approver. To approve and forward a report (as a Reports to Approver):

1. Select the **"Approve & Forward"** button in the top right of the screen.
2. Enter the **User-Added Approver**, and add a comment, as needed.
3. Select **"Approve & Forward"** to approve the Expense Report and send to the next approver.

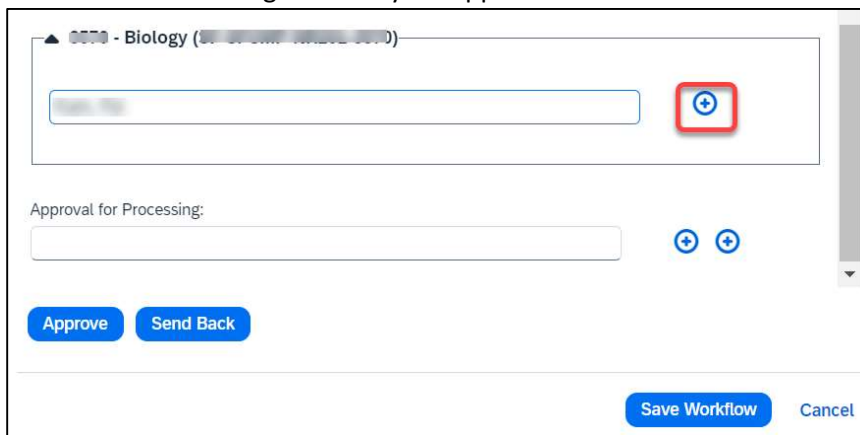
A screenshot of a web application window titled "Approve & Forward Report: International exp test". The window has a close button (X) in the top right corner. Below the title bar, there is a text input field labeled "User-Added Approver:". Below this field is another text input field labeled "Comment:". At the bottom of the window, there are two buttons: "Approve & Forward" (blue with white text) and "Cancel" (grey with black text).

To add an additional approver as a Budget Approver (COA):

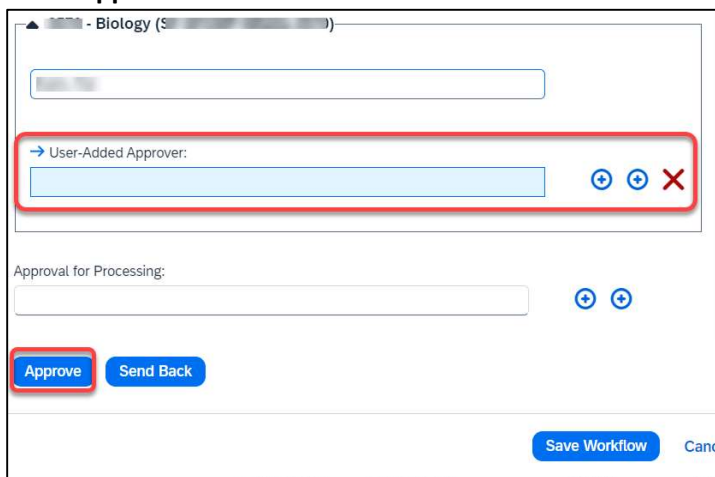
4. Select Details, then Approval Flow



- 5.
6. Click the additional sign next to your approval field that states “Add a step after this step”



7. Enter the User-Added Approver. Do not add an additional approver after the Approval for Processing Step. The Processing step should be the last step in the workflow.
8. Click “**Approve**”.

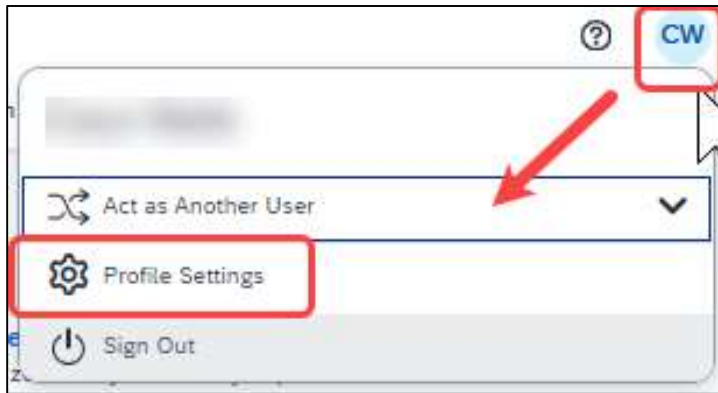


Expense Delegates

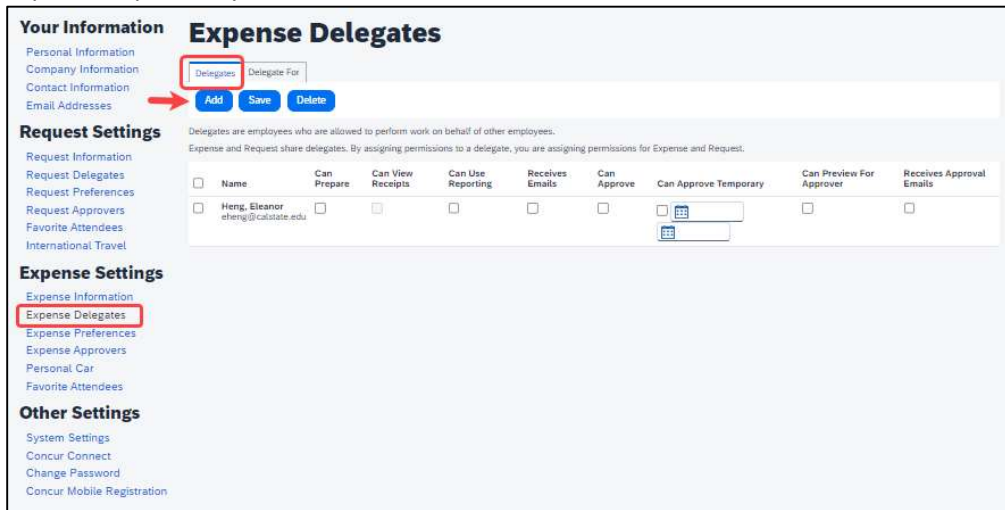
Adding an Expense Delegate

There may be a time when you want another person to assist with submitting a travel request or expense report claim. Please be aware that Request and Expense share delegates. By assigning permissions to a delegate, you are assigning permissions to both Request and Expense. To delegate access to another person, complete the following steps:

1. Open your profile by navigating to **Profile > Profile Settings**.



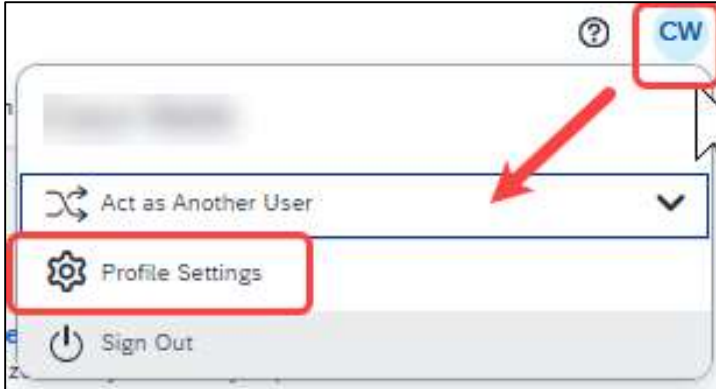
2. Using the far left menu, within **Expense Settings** select the “**Expense Delegates**” option.
3. Navigate to the **Delegates** tab to assign another employee rights to request travel or to process an expense report on your behalf.



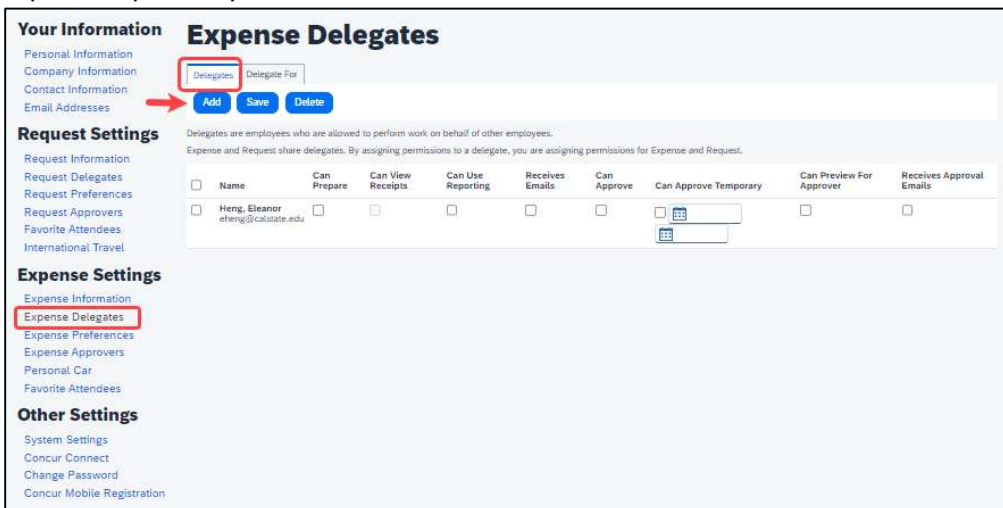
4. Select “**Add**” for each supplemental employee who needs access.
5. Select “**Add**”, then begin to type the person’s email address, employee ID or name.
6. Select the correct name from the list.
7. After selecting the name, enter checkmarks in the boxes to the right of the name to grant access.
8. Use caution when delegating approval rights.
9. Only if you have Approver permission, will you have the approve permission boxes.
10. To place a limit on the approval timeframe, use the “**Can Approve Temporary**” date fields. Note: Not all options may be available to all users. Delegate options are based on the individual user profiles access within Concur.
11. Continue adding names as needed.

Removing Delegation Rights

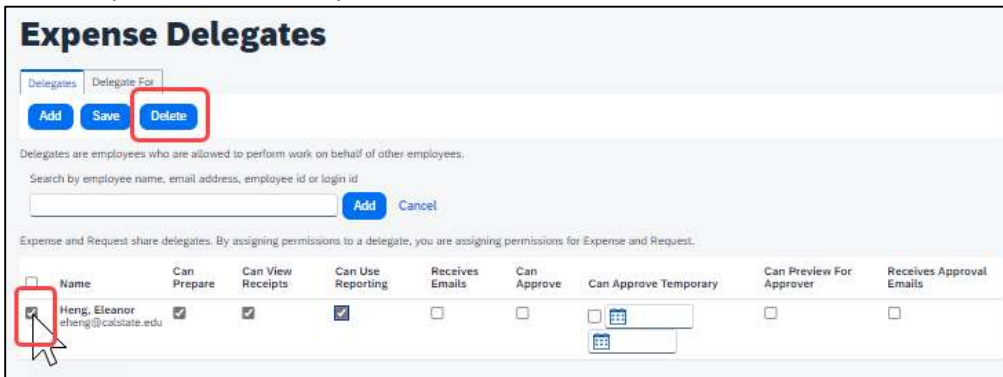
1. Open your profile by navigating to **Profile > Profile Settings**.



2. Using the far left menu, within **Expense Settings** select the “**Expense Delegates**” option.
3. Navigate to the **Delegates** tab to assign another employee rights to request travel or to process an expense report on your behalf.



4. Select any names for which you want to remove access. Click “**Delete**”.



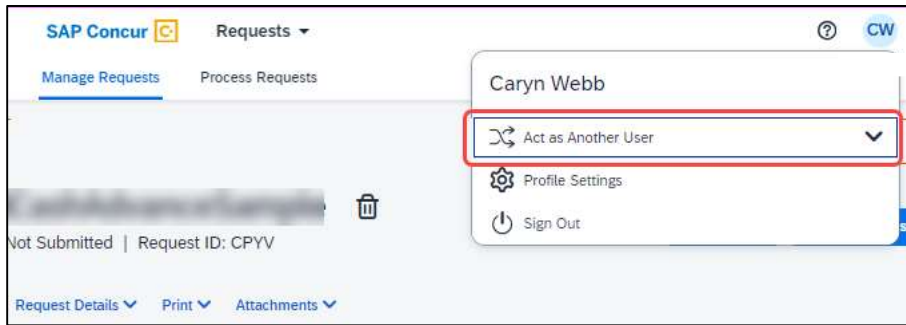
5. The “**Delegate For**” tab will display the individuals which have granted you Delegate access to their profile.
6. Select any names for which you want to remove access. Click “**Delete**”.
7. **The Delegate can also delete themselves from being your delegate.**

Acting as a Delegate

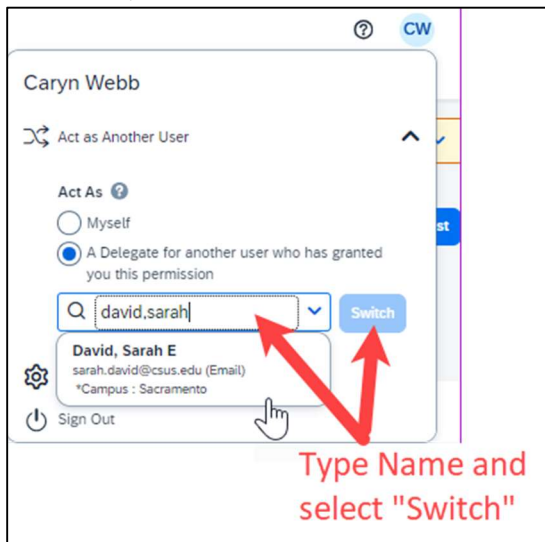
If you have been assigned to work as a delegate, your delegator will define which tasks you can complete, such as preparing reports or approving, etc.

To work as a delegate:

8. Select the **“Profile”** in the upper right.
9. Under **“Act as Another user”**.



10. Select the appropriate delegator's name from the drop down or type the name in the following format: Last Name,First Name



11. Select **“Switch”** to begin working as the other person.
12. Notice that the **Profile** menu now displays **Acting as** and displays the name of the employee who delegated their access.



13. You are now officially working on behalf of that person. Complete the normal processes for creating the request as noted in the section above, Creating a Travel Request.
14. Once the request is built, the Delegate can use the **“Notify Employee”** button to let the traveler know the Request is ready to submit. ***The Traveler must certify and submit their own travel.***



15. To return to your own tasks, select **“Acting as”**, then select **“Myself”** and **“Switch”**.

Delegate Roles

Option	Description
*Can Prepare	If selected, the delegate can create expense reports and requests on your behalf.
*Can View Receipts	If selected, the delegate can view receipt images on your behalf.

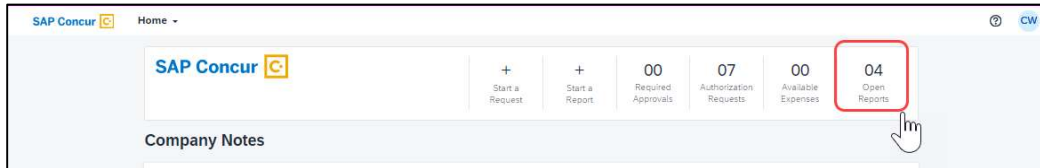
*Receives Emails	If selected, the delegate receives a copy of each Expense related email that you receive, except for approval emails.
Can Preview for Approver	If selected, the delegate can preview requests and expense reports on behalf of another employee. This delegate cannot approve the request/expense report.
Receives Approval Emails	If selected, the delegate receives a copy of each Expense approval-related email that you receive.
(*) Can Approve	If selected, the delegate can approve expense reports, and requests on your behalf, without date constraints.
(*) Can Approve Temporary	If selected, the delegate can approve expense reports and requests on your behalf but only for the specified period. If you select this option, you must also select the beginning and ending date.

(*) *The option to delegate approver rights will only be available for Approvers in the system. The approver's rights can also only be delegated to another user who also has approval rights in the system. This function can be used for times when an approver is unavailable and approval tasks will be covered by another person in their absence (i.e. Dean unavailable and approvals would be routed to Provost).*

Correcting and Resubmitting an Expense Report

Your Expense Report Approver or processor will send a report back to you if an error is found. You will receive an automated email from Concur with a report status change of: Sent Back to User with a comment. The Approver or Processor will include a comment explaining why the report was returned to you. To identify and correct expense reports requiring resubmission:

1. On the home page, in the Quick Task Bar, click the **Open Reports** tile. In the **Manage Expenses** section of the page, the report appears with **Returned** header on the report tile. The approver's comment appears below the amount.



2. Click the report tile to open the report.



3. Make the requested changes.
4. Click **“Submit Report”**.

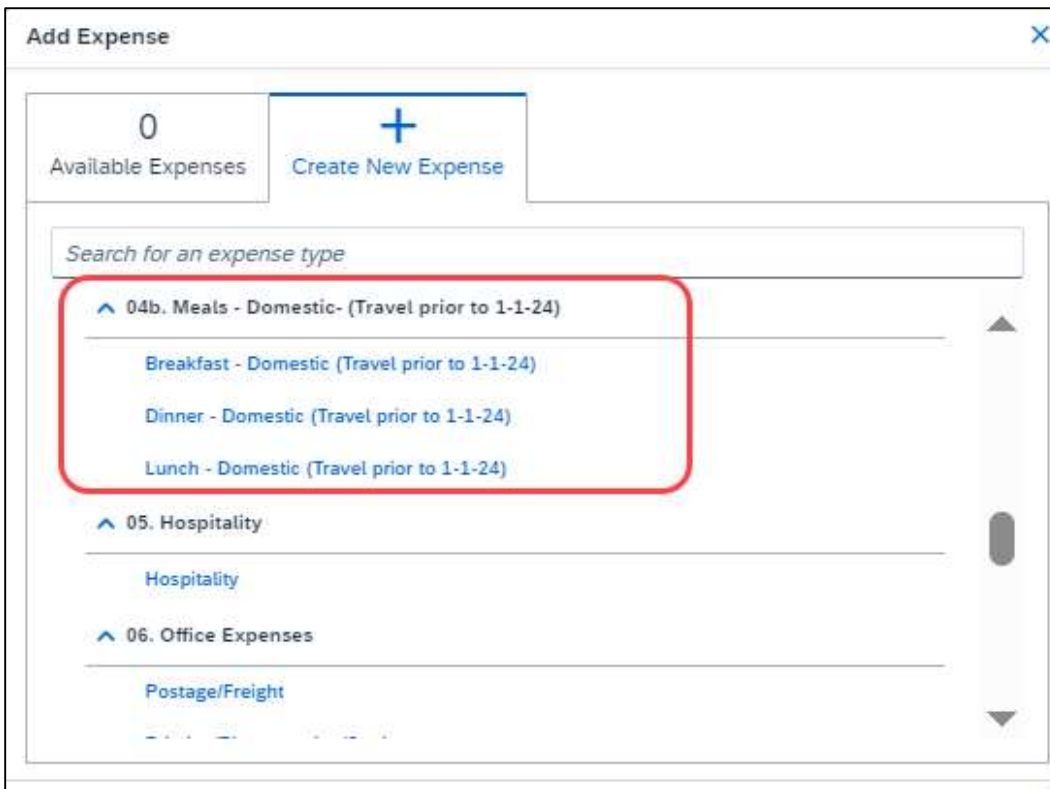
Travel Prior to the Per Diem Policy change

If the traveler is claiming for a trip that occurred before the per diem policy change, when selecting the itinerary, select the “Per Diem (Travel pre 1-1-24)” option to complete the transaction. This is only necessary for international travel prior to the per diem implementation.



For domestic travel prior to 1/1/24, travelers can use the specified expense types as follows:

1. Breakfast – Domestic (Travel prior to 1-1-24)
2. Dinner – Domestic (Travel prior to 1-1-24)
3. Lunch – Domestic (Travel prior to 1-1-24)



Converting Foreign Currency Transactions

1. With the Expense Report open, click **Add Expense**, and then enter the appropriate information in the required and optional fields (required fields are indicated with a red asterisk).
2. For the **Amount** field enter the amount spent in foreign currency. The correct currency should populate based on the City of Purchase information you entered. If needed, you can change the currency from the list to the right of the **Amount** field.
3. Expense calculates the amount in USD.
4. *If expense amount is already in USD*, enter amount in **Amount in USD** field and it will calculate the foreign amount for you.
5. Complete the remaining fields as appropriate and make sure the **Travel Allowance** box is checked before saving the expense. This is what will be used to check the amount against the GSA travel allowance rates for that specific destination. If this box is not checked the report will not be able to be submitted until that occurs.

Allocate * Required field

Expense Type *

Date Range * Nights: Transaction Date *

Vendor * Hotel/Lodging Address & Room #

City of Purchase * Payment Type *

Amount * Currency *

Travel Allowance Request *

Comments To/From Approvers/Processors 0/500

6. Log in to SAP Concur
7. Open the expense report
8. Select the expense entry and click **Allocate**
9. In the prompted window, click **Add New Allocation to add as many allocations as necessary**
10. Modify the amounts/percentages and the other fields as desired (the allocated amount must sum up to exactly 100.00%)
11. Click **Add to Favorites**
12. Enter the *Allocation Favorite name* and click **Save**
13. Click **Save in the allocation window, then OK and Done**

To use a *Favorite Allocation*:

- a. Log in to SAP Concur
- b. Open the expense report
- c. Select the expense entry and click **Allocate**
- d. In the prompted window, click **Favorites** and select the desired *Favorite Allocation*
- e. Click **Yes to apply the *Favorite Allocation to the entry***
- f. Modify any values, if necessary
- g. Click **Save in the allocation window, then OK and Done**

To remove a *Favorite Allocation from the user account*:

- i. Log in to SAP Concur
- ii. Open the expense report
- iii. Select any expense entry and click **Allocate**
- iv. In the prompted window, click **Favorites**
- v. Next to the *Favorite Allocation to be removed*, click the **x sign**
- vi. Click **Yes to confirm**

To update an existing *Favorite Allocation*:

1. Log in to SAP Concur
2. Open the expense report
3. Select any expense entry and click **Allocate**
4. In the prompted window, click **Favorites** and select the desired *Favorite Allocation to be updated*
5. Click **Add to Favorites**
6. Enter the same name for the updated *Favorite Allocation* and click **Save**
7. Click **Yes to confirm**

