**USING CONCUR TRAVEL & EXPENSE MANAGEMENT SYSTEM**

The Concur system allows for automation of the travel request, booking and expense reporting of campus business travel. Below are some key advantages the system offers:

* Receipts can be emailed or scanned/uploaded to a user’s available receipts area to be attached to your expense report. If you would like to email a copy of a receipt please verify your email address in your Concur profile as outlined below under Your Profile.
* 24 hour online booking for airfare, hotel, and car rentals reservation
* ***Minimize out-of-pocket expenses by traveler through direct billing and payment of airfare when using Concur***
* Convenience through built-in automated features for travel policy compliance, mileage calculation, currency conversion, etc.
* Email notification and reminders of submissions and approvals at designated timed intervals

There are four basic roles in Concur: Traveler, Approver, Delegate and Travel Arranger/Assistant.

* Traveler: The traveler may choose to create his own trip for requests and booking or may choose to have a travel assistant/arranger book trips or a delegate prepare a travel request and/or expense reports on their behalf.
* Approver: The approver role is for supervisors and budget approvers that will be responsible for approving the travel request or the expense report. This role may be delegated by the employee to another approver within his or her department.
* Delegate: The delegate may create and submit travel requests and create expense reports on behalf of the traveler.
* Travel Assistant/Arranger: The travel assistant/arranger may book flights and/or reserve hotel rooms on behalf of another person. The user designates a travel assistant/arranger in the profile settings under Travel.

**Your Profile**

The first time you log in to Concur click on Profile and then on Profile Settings to enter your personal information. Make sure your name has been entered exactly as it appears on your driver’s license and passport if you will be booking travel through Concur. Click on E-Receipt Activation to ensure vendors can send e-receipts. You can also enter frequent flyer, hotel, and car reward information here. You will also need to verify your email address so that you can email a picture of your receipts to [receipts@concur.com](mailto:receipts@concur.com). The receipts will be housed in your available receipts until you need to attach them to an expense report.

**Assigning a Travel Arranger/Assistant**

A Travel Arranger/Assistant is someone who can book trips for you. To assign someone as your travel arranger/assistant you must sign into Concur, click on Profile, then click on Profile Settings. Click on Setup Travel Assistants and then on Add an Assistant. Enter the name of the person you want to select as your Travel Arranger/Assistant and select that person. Check the box that says ***Can Book Travel for Me***. If you want this person to also be your primary travel assistant then also check the box that says Is My Primary Assistant for Travel. Then click on Save.

**Assigning a Request and Expense Delegate**

Delegates can prepare Requests and Expense reports for you. To assign someone as your delegate you must sign into Concur, click on Profile, then Profile Settings. Next click on Request Delegates or Expense Delegates (this is on the left side of the webpage) to request someone who can prepare your travel requests or expense reports. Then click on Add and search by employee name, email address or ID. Choose the person you would like to act as your delegate then select the permissions you would like that delegate to have. You may also delete delegates here. Request and Expense share delegates so you only have to add a delegate to one or the other.

**\*\*** If you’ve selected a delegate to prepare your travel requests and expense reports, please be aware that the delegate may prepare your expense report but you must be the one to submit it.

**Travel Requests**

A travel request is required for all trips. However additional approvals (via the electronic workflow) may be required for the following:

* University pre-trip approval requirements (Exceptions)
* International
* When a cash advance is requested (must be requested at the same time as the travel request is submitted)
* When hotel lodging per night rate exceeds $275 per night (excluding taxes)

Pre-trip approval is obtained through the completion of a Travel Request in the Concur Travel and Expense System.

Note: International travel requires that the traveler have international travel insurance. When the international travel request has been submitted, Risk Management is in the approval flow and will start the process for the travel insurance. If additional travel or lodging information is needed, you will be contacted.

Under the Request tab you will see Manage Requests, New Requests, and Quick Search.

The Manage Requests tab will take you to all your active travel requests that you have entered and/or submitted but have not yet created an expense report for the trip.

The New Requests tab is where you will enter the information for a new trip. Select this tab and enter all the information for your trip under the Request Header tab.Every field with a red line is required and they are as follows:

* Trip Name
* Trip Type (In State, International or Out of State)
* Request Policy (State Travel Request Policy) OR Auxiliary Request Policy for UEC, FDN, PHL, ASI, etc.
* Traveler Type
* Travel Start Date
* Travel End Date
* Destination
* Travel Business Purpose
* Event Name
* Does this trip include personal travel?
* Business Unit and Fund (and Department, Project, and/or Class if needed)
* Cash Advance Request Information

**\*\***Cash Advance: If you would like to request a cash advance, under the Request tab, when completing the request there is a section on the bottom to request a cash advance. You can request up to 80% of your estimated out of pocket travel expenses to be issued 30 days before the trip (minimum $200). Do not include the price of airfare if you will be booking your airfare through Concur as it will be direct billed to your department.

Under the Segments tab enter the estimated amount for air travel, lodging\*, car rental, train, etc. To enter estimates for all other expenses select the Expenses tab, click on New Expense and then select the type of expense. This is where you will enter estimated expenses for international lodging allowances, other transportation expenses such as mileage or charter bus, daily meals, fees, and miscellaneous expenses. Remember to select **Save** after entering each new expense.

\*Note: For international lodging do NOT enter your lodging amount under the Segments tab. Entering it under the Expenses tab allows Concur to calculate your lodging allowance at the per diem rate. This is best because lodging allowance varies by location.

For lodging and meals there is a daily limit that is determined by the location of your travel.

* Domestic lodging: CSU maximum of $275 per night (excluding taxes)
* Domestic meals: Up to $55 per day (Note: You will need an itemized receipt for any meal $25 or more)
* International lodging and meals: Per diem is used for international travel and the amount varies by location.

\*\*Note: Domestic lodging greater than $275 per night will require VP pre approval. Concur will automatically include the Dean or VP in the approval workflow when the request is submitted.

Meals: When you enter meals under the Expense tab, click on New Expense and select either Daily Meal Allowance – Domestic or Daily Meal Allowance – International. For domestic meals multiply $55 x the number of days for your trip. For international meals the daily per diem will populate for you automatically based on the information you entered on the request header. You will need to enter the number of days, click on Save and Concur will calculate your meal allowance for you.

Once all estimated expenses are entered, click on Submit Request to view the approval flow and confirm the approvers are correct and then click on Submit Request again and your request will automatically be sent for approval. Your approver has 10 days to approve your request. After 10 days it will be returned to the traveler to resubmit for approval.

**Travel Booking**

The Travel tab is used if you would like to book your flights, car rental, hotel, or train through Concur. Your travel request has to be approved prior to booking travel segments through Concur. Make sure you have your approved Travel Request ID and chart field string available as that information will need to be entered to purchase airfare booked through Concur. Airfare booked through Concur is direct billed to the department. Hotel, train or car rentals require a personal credit card be entered to secure the reservation.

Enter the city of departure and city of arrival to find options for flights, car rental, hotel, or train and book those segments of your trip.

If you have questions regarding booking travel through Concur you can find answers at <http://travel.csusb.edu/concurFAQ.html>

**Expense Report**

**Please be aware that any expense greater than $25.00 will require an itemized receipt so make sure you save ALL your receipts. Directions for uploading these receipts are below.**

The Expense tab is where you can see and update an existing expense report prior to its final approval. Expense reports should be filed immediately upon return from your trip.

To view past expense reports click on the Expense tab and then on Report Library (upper right hand corner of screen).

To view your active cash advances click on the Expense tab and then on Cash Advances.

To submit a new expense report go to the Requests tab, click on Manage Requests and click on the request for which you are ready to submit an expense report. On the right hand side of the page click on the little blue Expense. This will take you to the Expense page and will populate the report header with information you entered on your travel request. The only thing you will need to enter will be the Start Time and End Time of your trip.

When you’ve entered the times scroll to the bottom of the page and click on Next. This will take you to your expense report.

Click on New Expense and then select the type of expense you need to enter. The box on the right hand of the page will open for you to enter your expense information. Remember to click on Save after entering your expense information.

If a receipt is required to be uploaded for a particular expense a little yellow symbol will show up next to that expense on the left side of the screen. You will need to upload receipts for the following:

* Airfare (even if the airfare was booked through Concur and is university paid)
* Train fare (over $25)
* Car rental
* Lodging
* Conference Fee or Registration (even if pre paid with a pro card this expense should be included on the expense report using the payment type of “pro-card”)
* Concur service fees accrued for booking your travel segments through Concur (Concur will email this to you but you still have to attach it)
* Taxi (over $25)
* Other public transport (over $25)
* Any meal greater than $25 (even if the total amount of your meals stays within the daily allowance)
* Any other expense greater than $25 (parking, passport/visa fees, airline fees, currency exchange fees, etc.)

You do not need to upload receipts for:

* Any expense less than $25 ($24.99 and under)

To upload a receipt you will need to click on the button on the bottom of the page that says Attach Receipt, click on the Browse button, choose the file and click Attach.

Personal Car Mileage: To enter expenses for personal car mileage Concur will take you to a mileage calculator site where you will enter the address of your starting point and the address of your destination (and round trip if applicable) to calculate the mileage for you. Click Save when you’ve entered your information.

Lodging: Concur will require you to itemize your domestic lodging expenses. Click on the Itemize button at the bottom of the page, follow the prompts and enter the information requested.

Meal Expenses: When preparing your expense report you will need to click on each day’s meal expenses and enter the amounts for breakfast, lunch and dinner. The total of all three meals cannot exceed the daily allowance. You will not be reimbursed for any meal expenses that exceed the daily allowance.

Travel Itinerary: For international trips a travel itinerary must be completed in the expense report. To include the itinerary information, click on **Details** (upper left side of the page) and then on New Itinerary. Fill out the itinerary for the first leg of your trip and click Save. You will repeat this step for each leg of your trip. When you have entered all legs of your trip click Next and then Next again. A new box will open that will ask you to select any meals that were provided to you for free. Check each box this applies to and then click on Create Expenses.

Cash Advance Return: If your cash advance exceeds the total of your expenses you cannot submit your expense report until you pay it back. You will need to go to the Bursar’s office and pay back the overage and get a receipt. You will then click on New Expense choose expense type Cash Advance Return, enter the amount you paid back and attach the receipt.

Once all expenses have been entered click on Submit Report and follow the prompts. When you see the approval workflow, please confirm it is correct and click on Submit Report again.

Receipts: Employees should keep original receipts until the report is fully approved and reimbursement received. In case the scanned/emailed receipts cannot be read, you will be able to re-attach them to the report in Concur Expense. Receipts will no longer be stored in the Central Files because all receipts are scanned and attached to the reports in Concur Expense.

**Contact Information**

If you have any questions regarding travel or how to use Concur please contact:

Mona Sinha x73158 or [manorama.sinha@csusb.edu](mailto:manorama.sinha@csusb.edu)

For question regarding Travel Policy, Advance, and Reimbursement please contact:

Mona Sinha x73158 or [manorama.sinha@csusb.edu](mailto:manorama.sinha@csusb.edu)