SF State Concur
Travel & Expense Handbook

Together we make the future happen!
Contents

GETTING STARTED ........................................................................................................................................ 5

 OVERVIEW ................................................................................................................................................. 5

 LOGGING ON TO CONCUR ................................................................. 6

 NAVIGATING CONCUR .............................................................................. 6

 PROFILE SETUP ......................................................................................................................... 7

 OVERVIEW ................................................................................................................................. 7

 PERSONAL INFORMATION ................................................................................................... 9

 TRAVEL SETTINGS .................................................................................................................. 11

 ADDING A TRAVEL ARRANGER/ASSISTANT ........................................................................ 11

 ADDING A CREDIT CARD ........................................................................................................... 14

 ASSIGNING A DELEGATE ........................................................................................................ 16

 ADDING A CAR ........................................................................................................................ 21

 FAVORITE ATTENDEES .......................................................................................................... 24

 CONTROLLING EMAIL NOTIFICATIONS ........................................................................... 26

 REVIEW REQUEST/EXPENSE APPROVERS ........................................................................ 29

 ENABLING E-RECEIPTS ........................................................................................................... 30

 ACTIVATE MOBILE REGISTRATION ................................................................................ 32

 WORKFLOW APPROVAL PROCESS .......................................................................................... 33

 TRAVEL REQUEST APPROVAL WORKFLOW ................................................................... 34

 TRAVEL EXPENSE REPORT APPROVAL WORKFLOW ................................................ 36

 VIEWING APPROVAL FLOW AND AUDIT TRAIL ................................................................... 36

 BOOKING TRAVEL VIA CONCUR .......................................................................................... 39

 BOOKING TRAVEL .................................................................................................................. 40

 BOOKING AIRFARE ....... 41

 BOOKING CAR RENTAL ................................................................................................. 44

 BOOKING HOTEL ............................................................................................................. 48

 BOOKING RAIL (TRAIN) ....................................................................................................... 51

 ADDING A TRIP TO YOUR ITINERARY .................................................................................. 54

 CANCELLING/CHANGING AIRFARE, RENTAL CAR, RAIL OR HOTEL RESERVATION ............... 55

 CREATING AN EXPENSE REPORT BASED ON A COMPLETED TRIP .......................................... 56

 UPLOADING RECEIPTS TO CONCUR ................................................................................ 57

 COMPUTER SCANS .................................................................................................................. 58
TRAVEL REQUEST .................................................................................................................................................. 61
CREATING A TRAVEL REQUEST ................................................................. 62
   ADDING SEGMENTS ................................................................................. 63
   ADDING EXPENSES (ESTIMATES) ......................................................... 67
CREATING A BLANKET REQUEST (MILEAGE ONLY) ................................. 73
CREATING AN EXPENSE REPORT FROM AN APPROVED BLANKET TRAVEL REQUEST .............................................. 77
TRAVEL REQUEST DIFFERENCES FOR INTERNATIONAL TRAVEL ........................................................................ 82
ALLOCATE TRAVEL REQUEST TO MULTIPLE FUNDING SOURCES .................................................................. 84
CREATING A BLANKET REQUEST (MILEAGE ONLY) ................................................................................ 73
CREATING AN EXPENSE REPORT FROM AN APPROVED BLANKET TRAVEL REQUEST .............................................. 77
TRAVEL REQUEST DIFFERENCES FOR INTERNATIONAL TRAVEL ........................................................................ 82
ALLOCATE TRAVEL REQUEST TO MULTIPLE FUNDING SOURCES .................................................................. 84
ADDING ATTACHMENTS TO A REQUEST ................................................ 87
HOW TO SUBMIT A REQUEST ................................................................. 89
HOW TO CANCEL OR RECALL A REQUEST AFTER SUBMISSION ................................................................. 90
HOW TO COPY A REQUEST .................................................................. 92
HOW TO CLOSE/INACTIVATE A REQUEST ........................................... 94
CHECK THE STATUS OF A TRAVEL REQUEST .......................................... 96
REQUESTING A CASH ADVANCE ............................................................. 98
EXPENSE REPORT ........................................................................................ 100
CREATING AN EXPENSE REPORT .......................................................... 101
ADDING CONCUR TRAVEL GHOST CARD TRANSACTIONS TO AN EXPENSE REPORT ................................................. 104
ADDING OUT-OF-POCKET/UNIVERSITY PAID EXPENSES ................................................................. 107
ITEMIZING AN EXPENSE ........................................................................ 109
HOTEL EXPENSE ...................................................................................... 111
MEAL EXPENSE ......................................................................................... 117
CAR RENTAL EXPENSE .............................................................................. 120
PERSONAL CAR MILEAGE EXPENSE .................................................... 121
PERSONAL CAR MILEAGE REDUCTION .................................................. 124
HOSPITALITY (TRAVEL RELATED ONLY) .................................................. 126
INCIDENTALS EXPENSE .......................................................................... 129
EXPENSE REPORTING DIFFERENCES FOR INTERNATIONAL, ALASKA, HAWAII TRAVEL ............................ 131
   HOW TO CREATE A TRAVEL ITINERARY ........................................... 131
   ENTERING EXPENSES WITH TRAVEL ALLOWANCE .............................. 133
ACCOUNTING FOR PERSONAL TRAVEL/EXPENSES .................................. 138
   US BANK TRAVEL GHOST CARD ........................................................ 138
   US BANK CONCUR CREDIT CARD TRANSACTION (NOT AVAILABLE AT THIS TIME) ........................ 141
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATTACHING RECEIPTS/ATTACHMENTS TO AN EXPENSE REPORT</td>
<td>145</td>
</tr>
<tr>
<td>ALLOCATING EXPENSES</td>
<td>150</td>
</tr>
<tr>
<td>EXPENSING A CASH ADVANCE</td>
<td>154</td>
</tr>
<tr>
<td>HOW TO SUBMIT AN EXPENSE REPORT</td>
<td>157</td>
</tr>
<tr>
<td>HOW TO PRINT/EMAIL AN EXPENSE REPORT</td>
<td>158</td>
</tr>
<tr>
<td>CHECKING ON THE STATUS OF AN EXPENSE REPORT</td>
<td>160</td>
</tr>
<tr>
<td>VIEWING EXPENSE REPORT HISTORY</td>
<td>161</td>
</tr>
<tr>
<td>ACTING AS A DELEGATE</td>
<td>162</td>
</tr>
<tr>
<td>PERFORMING WORK ON ANOTHER USER’S BEHALF</td>
<td>162</td>
</tr>
<tr>
<td>BOOKING TRAVEL ON ANOTHER USER’S BEHALF</td>
<td>164</td>
</tr>
<tr>
<td>APPROVER ROLE</td>
<td>166</td>
</tr>
<tr>
<td>APPROVING EXPENSE REPORTS</td>
<td>173</td>
</tr>
<tr>
<td>ACCESSING COMPLETED APPROVALS</td>
<td>180</td>
</tr>
<tr>
<td>ASSIGNING DELEGATES</td>
<td>183</td>
</tr>
<tr>
<td>MOBILE APP FUNCTIONS</td>
<td>187</td>
</tr>
<tr>
<td>CONNECTED APPS</td>
<td>189</td>
</tr>
<tr>
<td>CONTACT INFORMATION</td>
<td>194</td>
</tr>
</tbody>
</table>
OVERVIEW

What is Concur Travel and Expense?
Concur is a comprehensive web based tool that integrates travel request and expense reporting with a complete travel booking solution for higher education business travel.

Concur can be used for Employee in-state, out-of-state, and international travel at this time.

Benefits with Concur?
✓ Seamless travel and expense experience
✓ Full transparency of Travel Request, Expense and approval status
✓ Quicker employee reimbursement
✓ Easier receipt capture and documentation by upload/scan to Expense Report
✓ Email notifications and reminders of submissions and approvals at designated timed intervals
✓ Minimize out-of-pocket expenses for airfare when booking through Concur Travel
✓ Convenience through built-in automated features for travel policy compliance, mileage calculation, currency conversion, etc.
✓ Better reporting of all transaction types

What can you use it for?
✓ Travel Request (formerly known as Request for Authorization to Travel, RAT)
✓ Expense Report (formerly known as Travel Expense Claim)
✓ Approve (automated approval workflow)
✓ Book Travel (airfare, car rental, hotel, rail reservations)
✓ Travel Advance (for International and Group Travel only, upon request)

Who is eligible to use Concur?
Active SF State Employees are eligible to use Concur Travel & Expense and Concur accounts are already setup in Concur. Unfortunately, at this time, non-SF State Employees (students, guests and the rest of
the campus community) are not setup to use the system and will need to continue to use the manual paper travel reimbursement process until further notice.

**Concur Modules:**

- **Request (Travel Request)** – Formerly known as a Request for Authorization to Travel. A Travel Request must be submitted and approved prior to making any university business travel arrangements and completing and submitting an Expense Report in Concur.

- **Travel (Concur Travel)** – Concur Travel should be used to book airfare, rail (train), car rental, and hotel reservations through the University’s travel management company (TMC), Christopherson Business Travel (CBT) either by using the online booking tool or by calling one of the CSU’s dedicated CBT Agent’s.

- **Expense (Expense Report)** – Formerly known as Travel Claim is required to request reimbursement for all out-of-pocket expenses, and to reconcile any university paid expenses related to your travel including P-Card, Departmental Travel Card, or US Bank Travel Ghost Card for airfare. Expense Reports are due within 60 days after your travel end date.

**LOGGING ON TO CONCUR**

Users can access Concur via single sign-on by clicking on the Concur link provided at [http://fiscaff.sfsu.edu/](http://fiscaff.sfsu.edu/) under Quick Links > Travel Service Center > Concur Login. Or, you can access Concur here. Then, log in with your SF State Credentials.

**NAVIGATING CONCUR**

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Fiscal Affairs Financial Systems
- CTS (login)
- Financial Data Warehouse (FOW)
- Financial Reporting (Lisp)
- SF State Imaging Server
- Request Access to Financial Systems

Travel Service Center
- Travel Service Center Homepage
- Concur Login – New User

Campus Business Partners
- SF State Parking Permit
- Advance Services & Operations Forms
- Budget Administration & Operations
- Procurement & Support Services

External Business Partners
- Office Depot - Online & in-store Car Rental Services
- US Bank Login
- Meta Service Portal
- Comcast Marketplace
- Enterprise and National Rental Car Instructions
The Concur homepage includes the following sections to easily navigate and find the information you need.

- **Quick Task Bar** – Provides direct access to start a New Travel Request, Available Expenses, Open Reports (Expense Reports), and other Concur features.
- **Alerts** – Displays informational alerts about Travel features.
- **My Tasks** – Displays a dashboard for your Open Requests, Available Expenses, Open Reports (Expense Reports) and Required Approvals.
- **Available Expenses** – US Bank Travel Ghost Card Transaction will load under Available Expenses, along with any travel itineraries loaded from TripIt or Concur Travel, and or e-receipts loaded from a Concur participating vendor.
- **Trip Search** – Once your request is approved, you can book your travel here or by using the Travel tab.
- **My Trips** – This section lists your upcoming trips. You can also link a TripIt Pro account to load your travel itinerary to your My Trips.
- **Company Notes** – Important information provided by the CSU, Concur, SF State Accounts Payable and Christopherson Business Travel Contact information.

Please note: To return to the Concur homepage from any other page, click on the **SAP Concur logo** on the top left of the screen.
Prior to using Concur, please review and complete your User Profile. Setting up your profile is important so that all the information in Concur is current and accurate for booking travel and getting the most out of the Concur Travel System. It is required to complete all required fields (Middle Name, Work/Home Phone, Gender & Birthdate) and Save your profile under Personal Information in order to book travel via Concur.

All eligible SF State Employees are setup to use Concur. If you are not able to access Concur, please contact the Concur Administrator for more information.

Under Profile Options, you have the option to set or update your Personal Information. To add your information about yourself, complete your user profile after logging in to Concur for the first time and update it whenever your information changes. Please note: Some prepopulated (grayed out) information cannot be changed as we are getting this information from HR.

In order to book travel via Concur, you will need to complete all required fields under Profile > Profile Settings > Personal Information. Required fields include, Middle Name, Work or Home Phone, Gender, and Birthdate.

Profile Options is divided into 5 categories:

| Your Information | • Review Name (middle name required) and Company Information  
| • Add Work and Home Address  
| • Add Contact Information (work or home phone (required fields), and mobile phone (recommended if booking travel in Concur)  
| • Verify Email Address  
| • Add Emergency Contact Information |
| Travel Settings | • Air, Hotel, and Car Rental Preferences  
| • Frequent Traveler and Advantage Programs  
| • Add TSA Secure Flight information – Gender, Birthdate, (required fields), TSA Pre-check number  
| • International Travel Passport/Visa information  
| • Add Travel Arrangers/Assistants  
| • Add Credit Card Information (for Rail and Hotel/Lodging) |
| Request Settings | • Review Request default chartfield information and “Reports to” Approver (same info in Expense)  
| • Add Request/Expense Delegates  
| • Control Email Notifications  
| • Add Favorite Attendees |
| Expense Settings | • Review Request default chartfield information and “Reports to” Approver (same in Request)  
| • Modify Email Notifications  
| • Add Personal Car (required if expensing personal car mileage)  
| • Add Request/Expense Delegates |
### Other Settings
- E-Receipt Activation
- Connected Apps (Triplt Pro free subscription)
- Travel Vacation Reassignment (campus does not use)
- Concur Mobile Registration

### PERSONAL INFORMATION

- This is where you can enter, verify, and update your personal information including Travel Preferences and adding Delegates. Please note: Some information has already been prepopulated from HR.

**Step 1:**
User will access Concur [http://fiscaff.sfsu.edu](http://fiscaff.sfsu.edu), under Quick Links > Travel Service Center > Concur Login. Login via single sign-on with your SF State Credentials.

**Step 2:**
At the top right hand corner of the My Concur homepage, click Profile > Profile Settings.

**Step 3:**
Under Profile Options, click Personal Information.
Fill in any information that states **Required** and any optional information you would like to include.

Please note: **Required** will always show, even when field is populated.

- **Name and Company Information** - Information cannot be changed.
  - **Name** (primary) is provided by HR. If your name in Concur is not identical to the name that you have on your photo identification you use to travel, please book your airfare outside of Concur, or update your primary name with HR. As the name in Concur will be the name printed on your airline ticket and if it does not match, you may be turned away at the gate.
  - **Middle Name** is a required field. If you do not have a middle name, check the box that states no middle name.
  - Your **Employee ID Number** will have a 75 in front of it. This is not an error and is normal.

- **Work Address and Home Address** - the information entered as your **Home Address**, will not be the address your travel reimbursement check is sent to. Please make sure your mailing address is up to date with HR.

- **Contact Information** - **Work or Home Phone** is required. **Mobile Phone** is recommended if you booked travel via Concur and CBT Travel needs to provide travel alerts.

- **Email Address** - SF State email address will be loaded from HR into Concur. **Verify** your email address to email receipts at receipts@concur.com or travel plans directly at plans@concur.com to Concur. Email address may only be associated with one user profile.

**Steps to Verify Email Address:**

1. Verify email address by clicking **Verify** link.
2. Check your email for a verification message from Concur.
3. Copy the code from the email message into the Enter Code box under Verification Status.
4. Click OK to submit the code and complete verification.

- **Emergency Contact**: Enter Emergency Contact information.

**TRAVEL SETTINGS**

- **Travel Preferences**: Add Air, Hotel, and Car Rental Preferences so when you book travel reservations via Concur Travel, a CBT Agent can complete booking your travel reservations based on your travel preferences indicated.

- **Frequent-Traveler Programs**: Add Frequent Traveler and Advantage Programs and opt in (optional) to connect your Frequent Traveler Programs with a Concur participating vendor if booking outside of Concur.

  **To add a Frequent-Traveler, Driver, and Hotel Guest Program:**
  1. Click on + Add a Program to enter up to 5 membership at a time.
  2. The Radio buttons to select if this is an Air/Rail Carrier, Car Rental Company, or Hotel.
  3. Select the appropriate vendor from the drop-down list, and enter the Frequent Traveler/Driver/Guest Number. Make sure that the information for the membership matches the name in your profile, including middle initial.
  4. Enter programs exactly as they appear on your card, excluding spaces and dashes. Do not add any additional characters, or the carrier code. If you enter a program incorrectly, you will get a profile error from the reservation system.
  5. Use the Search this vendor check box to prioritize the search in Travel. Keep in mind that the University’s travel policy will usually override your individual vendor preferences.
  6. Continue adding your Frequent-Traveler Programs, as needed, and then click Save.
  7. If you book your travel outside of Concur, but you want to connect your rewards programs with any participating vendor with Concur, click I Agree.

- **TSA Secure Flight**: In order to book travel via Concur, you will need to enter all required information and Save your profile. Gender and Birthdate are both required fields. You can also enter a DHS Redress No. and/or TSA Pre-check number if applicable.

- **International Travel: Passports and Visas**: Add a Passport, or International Visa number if applicable.

**ADDITIONAL CONTACT NUMBER**

- **Primary Travel Assistant vs. Travel Arranger**: A Travel Arranger can perform travel functions such as book travel on a traveler’s behalf and receive travel notification from CBT Travel that the arranger has booked, whereas a Primary Travel Assistant can also receive confirmation emails from CBT.
(Christopherson Business Travel) regarding the travel regardless of who made the reservation as well as update user’s travel preferences and personal information.

- In order to make someone a **Travel Assistant/Arranger**, you must also add them as a **Delegate** for Travel Request/Expense. Individual must be an Employee and have a Concur account in order to add them as a Travel Arranger/Assistant and/or Delegate.

**Step 1:**

At the top right hand corner of the My Concur homepage, click **Profile > Profile Settings**. The **Profile Options** page will appear.

**Step 2:**

Under **Travel Settings**, click **Assistants/Arrangers**.

**Step 3:**

In the **Assistants and Travel Arrangers** section, click **+ Add an Assistant**.
Step 4:

A pop-up will appear that will prompt you to enter the name or email address of the Employee you would like to add and once you find them, click on their name. You will see two permissions. Check the box of the permission you would like to grant them.

Travel Arranger/Assistant Permissions:

- **Can book travel for me (Travel Arranger)** - can perform travel functions such as book travel on a traveler’s behalf and receive confirmation emails from CBT (Christopherson Business Travel) of travel only the arranger booked.

- **Is my primary assistant for travel (Primary Assistant)** - can perform travel functions such as book travel on a traveler’s behalf and also receive confirmation emails from CBT regarding the travel regardless of who booked the travel and update travel preferences and user profile information as needed. Employee must have a work phone listed in their User Profile in order to grant them **Primary Assistant** permission.

> You can have multiple **Travel Arrangers** but only one **Primary Assistant**.

Step 6:
Click Save.

1. Once you have saved your selections you will see them under Assistants and Travel Arrangers.

- In order to make someone a Travel Assistant/Arranger, you must also make them a Delegate for Travel Request/Expense. Otherwise, they will have the Travel Tab, but will not have access to book travel from the Traveler’s approved Travel Request.

- You can add additional Travel Arrangers by clicking + Add an Assistant. You can have multiple Travel Arrangers but only one Primary Assistant. To delete a Travel Arranger/Assistant, click on the trash can on the right hand side. Then OK to delete.

**ADDING A CREDIT CARD**

- In order to book and guarantee a hotel reservation, or book rail (train) via Concur, adding a credit card to your User Profile is required. The credit card for hotel, is to hold the reservation. You will still need to provide payment at the time of stay. The only time the card provided in Concur will be charged (for hotel) is if a deposit is required, or if you cancelled after the time allotted within the hotel’s cancellation policy.

- When booking airfare via Concur, the US Bank Travel Ghost Card will be automatically charged. Please note: For car rental booking, payment is not required in order to make and hold your reservation.

- Please do not add your P-Card, or a Departmental Travel Card (if it is not in your name) to your User Profile. You may however add a Personal Liability Travel Card or personal credit card as long as the card is in your name.

**Step 1:**

At the top right hand corner of the My Concur homepage, click Profile > Profile Settings. The Profile Options page will appear.
Step 2:

Under Your Information, click Credit Cards.

Step 2:

Under Credit Cards section, click + Add a Credit Card.

Step 3:

A pop-up will appear that will prompt you to add Credit Card information.
Step 4:

Enter your credit card information. All fields with a red asterisk are required. Click Save.

- Once you have saved your selection, you will see the credit cards saved under the Credit Cards section of your User Profile. You can have more than 1 credit card on file.

- If you have enabled e-receipts, please make sure the Receive e-receipts for this card box is checked.

Once all information is entered including any required information, click Save. This will save Your Information and Travel Settings categories within your User Profile. You can continue to review and update your information within the other 3 categories: Request Settings, Expense Settings, and Other Settings.

ASSIGNING A DELEGATE
Delegates are employees who are allowed to perform work on behalf of other employees. Employee must have a Concur account in order to be assigned as a Delegate. It is still the traveler’s responsibility to review and submit their own Travel Requests and Expense Reports.

The Delegates function allows you to add, delete, or edit delegates from your User Profile. Request and Expense share delegates. By assigning permission to a delegate, you are assigning permissions for both Travel Request and Expense.

**Step 1:**

At the top right hand corner of the My Concur homepage, click **Profile > Profile Settings**. The **Profile Options** page will appear.

**Step 2:**

Under **Expense Settings**, click **Expense Delegates**.
Step 3:

Click **Add** on the **Delegates** Tab.

![Expense Delegates](image)

Delegates are employees who are allowed to perform work on behalf of other employees. Expenses and Requests share delegates. By assigning permissions to a delegate, you are assigning permissions for Expense and Request.

<table>
<thead>
<tr>
<th>Name</th>
<th>Can Prepare</th>
<th>Can View Receipts</th>
<th>Receives Emails</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

No records found.

Step 4:

In the search field, type the employee last name or email address of the Employee you want to add.

![Search by employee name, email address, employee ID or login ID](image)

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

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Add</td>
</tr>
<tr>
<td></td>
<td>Cancel</td>
</tr>
</tbody>
</table>

Step 5:

List of name/email matches will appear and click the appropriate person.

![Delegates](image)

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

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Add</th>
</tr>
</thead>
<tbody>
<tr>
<td>test smith</td>
<td></td>
</tr>
</tbody>
</table>

User ID: testsmith
Logon ID: testsmith@sfsu.edu

Step 6:

Check each box of permission/s you want the delegate to have in order to perform work on your behalf.
- Approvers will have additional permissions to select. The option to delegate an approver is only available for employees who already have approver role in Concur. Please see the Approver Role section in this Concur Handbook for more information.

![Expense Delegates](image)

- Please note: in order to have a delegate view receipts, you need to check the Can Prepare box, once you check that box, the Can View Receipts box will automatically check.

List of all permissions available. Permissions are dependent on user (traveler) rights.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can Prepare</td>
<td>If selected, the delegate can create/view Travel Requests and Expense Reports on your behalf.</td>
</tr>
<tr>
<td>Can View Receipts</td>
<td>If selected, the delegate can view receipt images on your behalf.</td>
</tr>
<tr>
<td>Can Use Reporting</td>
<td>If selected, the delegate can run reports on your behalf. Please note: You must have Reporting access already in order to delegate to another employee. You can delegate up to two employees with this Reporting permission.</td>
</tr>
<tr>
<td>Receives Emails</td>
<td>If selected, the delegate receives a copy of all Concur Request/Expense related emails that you receive. Approval emails not included. This permission should be granted if delegating a preparer.</td>
</tr>
<tr>
<td>Can Approve</td>
<td>If selected, the delegate can approve Travel Requests and Expense Reports on your behalf, indefinitely.</td>
</tr>
<tr>
<td>Can Approve Temporary</td>
<td>If selected, the delegate can approve Travel Requests and Expense Reports on your behalf only during a specific period of time. By selecting this option, you will select a beginning and ending date.</td>
</tr>
<tr>
<td>Delegate can preview for approver</td>
<td>If selected, the delegate can preview Travel Requests and Expense Reports that are pending your approval on your behalf. A previewer does not have to have an approver role in Concur and will not have the ability to approve.</td>
</tr>
<tr>
<td>Receives Approval Emails</td>
<td>If selected, the delegate receives a copy of each request/expense report approval related email</td>
</tr>
</tbody>
</table>
that you receive. This permission should be granted if delegating an approver/previewer.

**Step 7:**

Click **Save**.

- Once you have added delegates under **Expense Settings**, they will be automatically added under **Request Settings** or vice versa.

- Click the **Delegate For** tab to see if others have added you as their delegate. You have the ability to remove yourself as their delegate if needed.

- The Delegate can now login to their Concur account, click **Profile**, and they will see a section - **Acting as other user**. From the drop-down list, the traveler’s (your) name should appear or they can type in your name to find you.

- Delegate will click **Start Session**, and now they will be acting in Concur on your behalf.
Please note: The Delegate can create Travel Requests and Expense Reports. However, the traveler must be the one to submit the Travel Request/Expense Report due to certification purposes. Delegates can recall Travel Requests. However, only the traveler can recall their Expense Reports.

When the delegate has completed a request/report, they must click Notify Employee. Then, click OK. Traveler will receive an email notification that a request/report is ready for review and can login to Concur to review and submit.

ADDING A CAR

In order to claim Expense Type: Personal Car Mileage on your Expense Report, a car must be associated and added within the User Profile.

For Personal Car Mileage Expense Type, the current CSU mileage reimbursement rate will calculate. If you need to use a different rate (less than the CSU approved rate) please use Custom Mileage Expense Type. Otherwise, always use Personal Car Mileage Expense Type.

Step 1:

At the top right hand corner of the My Concur homepage, click Profile> Profile Settings. The Profile Options page will appear.
Step 2:

Under Expense Settings, click on Personal Car.

Step 3:

To register a car, click New.

Step 4:

Complete all required fields: Vehicle ID and Mileage Rate Type.
Vehicle ID - is a free form field. Enter your car’s license plate number.

Mileage Rate Type - Select Personal from the drop-down list, which is the current CSU mileage reimbursement rate.

Step 5:
Click Save.

Now you will see the car listed under Personal Car Registration. You can then add an additional car if you would like. However, only one can be checked, Preferred Car.

Please note: all car registrations under Personal Car Registration will have the current CSU mileage reimbursement rate.
To remove a car, click on the box to the left of your Vehicle ID (license plate number). And then click Remove. A Final Confirmation box will pop up and ask “Are you sure you want to delete?” Click OK. And the entry will be removed.

If you click on your saved car and the Remove button is grayed out, you cannot remove that selection, however you can modify the Vehicle ID if needed. This means you have Personal Car Mileage Expense Type entered on one of your active Expense Reports. That entry must be removed first from your Expense Report, then you will be able to remove the car information.

FAVORITE ATTENDEES

The Favorite Attendee functionality can be used to enter individuals who frequently participate in hospitality related business entertainment events or functions. Your favorites list is designed to help quickly find your favorite attendees and add them to your (travel related) Hospitality expenses in your Expense Report.

Step 1:

At the top right hand corner of the My Concur homepage, click Profile > Profile Settings. The Profile Options page will appear.

Step 2:

Under Expense Settings, click Favorite Attendees.
Step 3:


Step 4:

Select the Attendee Type from the drop-down list. The page refreshes with the fields appropriate for the selected Attendee Type.
Step 5:

Complete the remaining required fields. Required fields are dependent on the Attendee Type selected.

Step 6:

Choose one of the following save options-
- **Save** - to save the current attendee.
- **Save & Add Another** - to save the current attendee and add another.

- When saving, it will check for duplicate attendees. If it finds one or more potential duplicates, you will be prompted to:
  - Use the existing attendee information (if the attendee you are adding and the duplicate are, in fact, the same person) or
  - Continue adding the attendee (if the attendee you are adding and the duplicate are not the same person)

CONTROLLING EMAIL NOTIFICATIONS
This customizable setting will allow you to control what email notifications you want to receive for both Travel Requests and Expense Reports.

(Travel) Request Preferences

Step 1:

At the top right hand corner of the My Concur homepage, click Profile > Profile Settings. The Profile Options page will appear.

Step 2:

Under Request Settings, click Request Preferences.

Step 3:

Check, or uncheck boxes based on your preferences on receiving email notifications. All boxes will be checked, by default.
**Do not check any of the Prompts...**

### Request Preferences

**Send email when...**
- The status of a request changes
- A request is submitted for approval
- For an approval when a request is submitted

**Prompt...**
- Do not check any Prompts.

### Step 4:

Once you are done with your selections, click `Save`.

- Make sure to verify your email notifications are going to your inbox and not your junk mail. This should not happen. However, if you see Concur notifications in your junk mail, right click on the email and select “never block sender” to **not** have Concur emails filter as spam/junk.

### Expense (Report) Preferences

#### Step 1:

At the top right hand corner of the My Concur homepage, click `Profile > Profile Settings`. The **Profile Options** page will appear.

#### Step 2:

Under **Expense Settings**, click **Expense Preferences**.
Step 3:

Check, or uncheck boxes based on your preferences on receiving email notifications. All boxes will be checked, by default.

**Do not check any of the Prompts...**

Step 4:

Once you are done with your selections, click **Save**.

REVIEW REQUEST/EXPENSE APPROVERS

Step 1:
At the top right hand corner of the My Concur homepage, click Profile > Profile Settings. The Profile Options page will appear.

**Step 2:**

Under Request Settings, click Request Approvers.

**Step 3:**

Review the Request Approver ("Reports To" Approver) information.

- Approver information is not editable. Concur is loading your "Reports To" Approver who is your Direct Report according to HR.
- The "Reports To" Approver is the same for both Travel Requests and Expense Reports. Your approver will also be listed under Expense Approvers.

**ENABLING E-RECEIPTS**

- E-receipts are an electronic version of receipt data that can be sent directly to Concur to replace imaged paper receipts. The availability and content of e-receipts vary depending on the preferred vendor. Hotel e-receipts can be used to automatically itemize hotel expenses.

- Only participation suppliers/vendors with Concur can provide e-receipts.

**Step 1:**

To access E-Receipt Activation, click on Profile > Profile Setting > E-Receipt Activation under Other Settings.
Step 2:

Click the here link. The E-Receipt Activation and User Agreement appears.

Step 3:

Read the User Agreement. If you agree, click I Agree. Once you have agreed, any credit card in your profile will be opted in.

- You will see a message saying you have successfully enabled e-receipts with participating suppliers.
Once you complete the e-receipt activation, the e-receipts generated by your transactions with a participating supplier/vendor will be automatically collected and loaded into your Concur account under Available Expenses. You can then attach the e-receipt to your corresponding Expense Type in your Expense Report. Participating suppliers will have E-Receipt Enabled stated under the hotel picture name within the online booking process.

To remove/delete any e-receipts under your Available Expenses, please contact the Concur Coordinator.

ACTIVATE MOBILE REGISTRATION

Concur offers a mobile app (SAP Concur) you can download to various mobile devices including your smartphone or tablet. The application allows you to manage your expenses and approvals if applicable including capturing receipt images. The App supports iOS, Android, Blackberry and Windows devices.

There is no need to access Concur Mobile Registration under Other Settings. To activate your mobile registration, please follow the below steps:

1. Download the SAP Concur Mobile App.
2. Once downloaded, enter your SF State Email Address.
3. Click Next.
4. Login with SF State Credentials via Single Sign-on.

If you need assistance in locating and downloaded the Concur Mobile App, please follow the below steps:

Step 1:

At the top right hand corner of the My Concur homepage, click Profile > Profile Settings. The Profile Options page will appear.
Step 2:

Click on Concur Mobile Registration at the top header.

Step 3:

Your SF State Email Address should already be populated. Click Get Started. Concur will then send you a link to download the App. You will also see a company code. This is not needed to login to the Mobile App.

Step 4:

Once the App is downloaded. Enter your SF State Email Address and click Next.

Step 5:

Continue logging on via Single Sign-On using your SF State Credentials.

- If it is asking for a company code: SF Campus Company Code: CQK988
- Please refer to the Concur Mobile App section of the Concur Handbook for more information.

WORKFLOW APPROVAL PROCESS

- Your Travel Request and Travel Expense will go through an automated workflow Approval process.
- Travel Request and Expense Reports will have the same default, “Reports to” Approver.
If you are not sure what your approval workflow should be, consult with your department administrator.

You cannot update your Approvers. They are already predetermined. If you believe your Approver/s are incorrect, please notify the Concur Administrator prior to submitting a Travel Request and/or Expense Report.

- Your “Reports to” Approver is determined by who your direct report is in HR database.
- Your Budget Approver is dependent on the chartfield information indicated on your Travel Request/Expense Report. If more than chartfield is indicated, it will go to each Budget Approver for approval.
- International, banned state and high hazard travel, all require additional approval for Travel Requests only.

We pull your “Reports to” Approver from HR. If you have more than 1 job positions, we pull your data and approver from your primary job. Please contact the Concur Administrator prior to submitting your Requests/Expense Reports so the workflow can route to the appropriate approver as needed.

TRAVEL REQUEST APPROVAL WORKFLOW

**Domestic Travel**

1. Traveler/Delegate prepares Travel Request.
2. Traveler submits Travel Request.
3. Travel Request routes to “Reports to” Approver.
4. Once approved, request will route to Budget Approver.
a. May be routed to more than one Budget Approver depending on how many chartfields were allocated on the Request.

5. Once approved, Traveler will receive email notification that the Travel Request changed status (Approved) and can begin making travel arrangements.

➢ Any approver within the workflow has the ability to add an additional approver to the workflow. All approvers in the workflow are required to approve.

International/High Hazard

1. Traveler/Delegate prepares Travel Request and attaches necessary forms if applicable.
2. Traveler submits Travel Request.
3. Travel Request routes to “Reports to” Approver.
4. Once approved, request will route to Budget Approver.
   a. May be routed to more than one Budget Approver depending on how many chartfields were allocated on the Request.
5. Once approved, request will route to Exception Approver (Provost).
6. Once approved, Traveler will receive email notification that the Travel Request changed status (Approved) and can begin making travel arrangements.

➢ Any approver within the workflow has the ability to add an additional approver to the workflow. All approvers in the workflow are required to approve.

War Risk Country Travel

1. Traveler/Delegate prepares Travel Request and attaches necessary forms if applicable.
2. Traveler submit Travel Request.
3. Travel Request routes to “Reports to” Approver.
4. Once approved, request will route to Budget Approver.
   a. May be routed to more than one Budget Approver depending on how many chartfields were allocated on the Request.
5. Once approved, request will route to Exception Approver (Provost).
6. Once approved, Traveler will receive email notification that the Travel Request changed status (Approved) and can begin making travel arrangements.

➢ Any approver within the workflow has the ability to add an additional approver to the workflow. All approvers in the workflow are required to approve.

Requests containing Cash Advance Request

1. Workflow steps are the same as above depending on the destination of your travel.
2. After the last approval step in the workflow, your request will route to AP Travel for approval and issuance of travel advance. Travel Advance will be issued within 30 days of the start of travel.
3. Once approved, Traveler will receive email notification that their request including travel advance is approved and can begin making travel arrangements.
4. Cash Advance will be issued no longer

**TRAVEL EXPENSE REPORT APPROVAL WORKFLOW**

Expense Report Approval Workflow for all Trip Types

4. Once approved, Expense Report will route to Budget Approver.
   a. May be routed to more than one Budget Approver depending on how many chartfields your trip will be charged to.
5. Once approved, Expense Report will route to AP Travel for final audit, approval and processing.

- Any approver within the workflow has the ability to add an additional approver to the workflow. All approvers in the workflow are required to approve.

**VIEWING APPROVAL FLOW AND AUDIT TRAIL**

**Step 1:**

Click on either Requests/Expense tabs of the header.

**Step 2:**

...
Under **Manage Requests**, click on the Request/Report Name of the travel you want to view. To check on the status, it will be noted next to the **Request ID**.

### Step 3:

Click on the **Approval Flow** Tab to see the approval workflow for the Travel Request/Expense Report. Please see below of an example of a Travel Request and Expense Report and where the Approval Flow tabs are located.

### Step 4:

View the approval flow for the travel request/expense report. The approver’s name/s and dates approved (once approved) will be listed. If you are not sure what your approval workflow should be, please consult with your department administrator.

- The “Reports To” Approver will be populated. However, the approval flow will not populate the budget approver/s until each approver prior has approved. Then, the system will look to see who needs to approve next.

**Approval Workflow Example (Expense Report):**
Step 5:
To View Audit Trail, click the Audit Trail tab.

Step 6:
Under Request/Report Level, a record of all actions and descriptions for that travel request will be listed including Date/Time the action occurred, who set the action (Updated By), the Action and a Description.
BOOKING TRAVEL VIA CONCUR

- SF State has contracted Christopherson Business Travel (CBT) as our Travel Agency. We strongly encourage university employees to use the online booking tool in Concur or call a CBT Agent when booking a travel reservation including airfare, hotel reservations and car rental reservations to take advantage efficiencies within the system and potential cost savings. If you book airfare via Concur Travel, you will not have to cover the cost upfront for your airfare as the US Bank Travel Ghost Card will automatically be charged.

- If you prefer to call a CBT Agent and book your travel, you may do so. However, please make sure to provide the Request ID of your Travel Request. Additional booking fees may apply for calling a CBT Agent.

- By booking via Concur, CSU special pricing contracts and rates apply, as well as CSU and university policies integrated within the system. The online booking tool is integrated within the Concur module and you will have one go-to place for everything: travel request, booking travel, and expense reporting.

- There are service fees when booking travel with CBT. Please see the service fee list provided below. The US Bank Travel Ghost Card will be automatically charged for all airfare including any CBT Service Fees when booking via Concur Travel. You must move all airfare transactions including service fees to an Expense Report and submit in order to reconcile the charges and charge the appropriate chartfield.

- As long as you have an approved travel request, you can book a travel reservation in Concur. You do not need to book all reservations at the same time. For example: you can book airfare and then if you need to book a car at a later time, you can do so.
Once you book a travel reservation in Concur, it will get sent to CBT agent who will finalize the booking. You will receive an itinerary and booking confirmation email from CBT once the booking is complete and finalized. Please do not assume once you book in Concur, that the booking is done.

<table>
<thead>
<tr>
<th>SERVICE PROVIDED</th>
<th>FEE CHARGED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concur Airline Booking Fee (per booking)</td>
<td>$5.00</td>
</tr>
<tr>
<td>Airline Booking Fee Non-Concur (per booking)</td>
<td>$26.00 Domestic</td>
</tr>
<tr>
<td>Airline Booking Agent Assisted</td>
<td>$17.00</td>
</tr>
<tr>
<td>Concur Lodging Booking Fee (per room)</td>
<td>$0.00</td>
</tr>
<tr>
<td>Lodging Booking Fee Non-Concur (per room)</td>
<td>$0.00</td>
</tr>
<tr>
<td>Lodging Booking Agent Assisted</td>
<td>$10.00</td>
</tr>
<tr>
<td>Concur Ground Transportation Reservation Fee (per reservation)</td>
<td>$0.00</td>
</tr>
<tr>
<td>Ground Transportation Reservation Fee Non-Concur (per reservation)</td>
<td>$10.00</td>
</tr>
<tr>
<td>Ground Transportation Reservation Fee Agent Assisted (per reservation)</td>
<td>$10.00</td>
</tr>
<tr>
<td>Travel Modification Request Fee (per request)</td>
<td>$0.00</td>
</tr>
<tr>
<td>Conference Booking Fee (per booking)</td>
<td>$26.00 Domestic - $35.00 International</td>
</tr>
<tr>
<td>Concur International Booking</td>
<td>$5.00</td>
</tr>
<tr>
<td>International Booking Non-Concur</td>
<td>$35.00</td>
</tr>
<tr>
<td>International Booking Agent Assisted</td>
<td>$17.00</td>
</tr>
<tr>
<td>Miscellaneous Fee (If any)</td>
<td>Hotel Prepay Logic – per generated card $3.00</td>
</tr>
</tbody>
</table>

**BOOKING TRAVEL**

- An approved Travel Request is required in order to make any travel reservations and book travel via Concur Travel.

- You can book travel via Concur using the Trip Search on the Concur homepage or the Travel tab.
BOOKING AIRFARE

- Coach or any other economy class fare shall be selected that meets the traveler’s schedule needs.

- Instant purchase carriers such as Frontier and Spirit are not available in Concur. Also, basic economy seating is not an option. To book these type of flights, please book outside of Concur.

- Any airfare that is out of compliance, will be flagged and logged for reporting purposes. You will be required to choose a reason from a drop-down list of why you are choosing that particular flight and then a comment of justification.

  - The approver will have the ability to view the information while running a report. Please be aware, if airfare purchased is not within the CSU travel policy, your reimbursement may not be approved unless an approved One-Time Exception form is attached to your Expense Report.

**Step 1:**

On the flight tab of the Travel page, select one of the following options:

- Round Trip
- One Way
- Multi City (Multi Segment)

**Step 2:**

In the **From: Departure City** and **To: Arrival City** fields, enter the cities for your travel. As you begin typing, a list of possible matches will appear. Select your choice from the list.
Step 3:
In the Depart and Return fields, select the appropriate dates and time for your itinerary. Default time window is plus or minus 4 hours so your search results will include 4 hours past and 4 hours prior to the timeframe you entered.

- Search by defaults by Price but you can change this by clicking on the drop-down list and choose Schedule.

Step 4:
Click Search.

Step 5:
Your search results will appear. You can make selection by choosing the flight you want and click on the amount. If you do not find what you are looking for, you can change your search criteria under Change Search to find a better match. Choose a flight and click on the amount.
**Step 6:**

You will be taken to the Review and Reserve Flight page. Please review all information. No payment is required as the US Bank Travel Ghost Card will automatically be charged. After the transaction hits US Bank, it will load into Concur under Available Expenses and you will need to move the transactions over to your Expense Report to reconcile and charge the appropriate chartfield.

- Please note: You will see two transactions for Airfare in Concur. One transaction is the airfare total (what you see when booking your airfare) and the other transaction is the CBT Service Fee. You must move over both transactions. They will both be covered by the US Bank Travel Ghost Card.

- Seat selection is based on the airline vendor. In most cases, your seat will be selected after you complete booking your reservation. A CBT agent will place you in a seat based on your Air Travel Preferences if populated. In other cases, you will be able to pick your seat. Otherwise, no seat selection is necessary.

**Step 7:**

Click Reserve Flight and Continue. Continue reviewing your reservation until completed and booked. If booking other segments, you will need to book or skip booking them at this time and continue through the booking process until completed.

You will receive an email notification from CBT with your travel reservation information and contact information if you need to contact a CBT Agent. Your reservation is not finalized until you have received a confirmation email from CBT.
BOOKING CAR RENTAL

- All Car Rental reservations must be booked through the CSU preferred vendors - Enterprise or National.

- Any car rental that is not within the CSU policy, will be flagged and logged for reporting purposes. If booking a car rental that is out of compliance, you will be required to choose a reason from a drop-down list and a comment of justification. Approvers may have the ability to pull reporting information of all out of compliance booked travel reservations. Please be aware, if you purchase an out of policy car rental, your reimbursement may not be approved unless an approved One-Time Exception form is attached to your Expense Report.

  - Out of compliance car rentals include:
    - Car rental reservation made with a non-CSU preferred vendor. If purchased, this expense may require an approved one-time exception from Risk Management Department.
    - Any car size larger than intermediate.

Step 1:

Click on the car rental tab of the Concur homepage and under Car Search, enter your Pick-up date and Drop-off date.

Step 2:
Also, choose Pick-up car at radio button: Airport Terminal or Off-Airport and enter the airport name or check the box Return car to another location. And, click Search.

**Step 3:**

Results will appear based on your search criteria. If Enterprise or National (CSU contracted vendors) is available, these are the only options that will appear. Choose a car that best fits your needs and click on the amount indicated on the right hand side.

- If your choice is out of compliance, you will see ⚠ icon - Select a different choice. If that is the only option, you will need to select a reason from the provided drop-down list and enter a justification as to why this is the only option for you.

- Out of compliance will flag any outside the CSU preferred vendors (Enterprise and National) as well as any car above Intermediate Car type.

- A matrix of all car options including car type, amount, and vendor will appear. Preferred vendors will list at the top and if available, will be the only options that appear.
Full information will appear at the bottom. This option would be ok since your choice is in compliance with the CSU travel policy as the vendor is Enterprise and it is within the allowable car size.

Here is an example of a choice that is out of compliance:

Step 5:
Once you click on the cost amount of your car choice, it will take you to the Review and Reserve Car page. You can add comments which will be passed to the rental car agency. Driver information will populate with traveler name, phone and email address on file. Once all is reviewed and the total estimated cost, click Reserve Car and Continue.
Step 6:

➢ Review your travel details one last time and click **Next**. Continue to follow through with the steps to complete your reservation.

➢ Otherwise, if you do not want to book the reservation, click **Cancel Trip**. Cancelling the trip will cancel the entire reservation and a confirmation stating your trip has been successfully cancelled will appear. You will also receive an email confirmation that your itinerary was cancelled.
**BOOKING HOTEL**

- Maximum nightly room rate is $275 before tax. If you book a hotel greater than $275 you will only receive reimbursement for the max rate of $275 plus any applicable taxes charged, unless an approved One-Time Exception form is attached to your Expense Report. Please acquire the Exception form and get it approved prior to booking a hotel over the maximum nightly room rate.

- If a conference is doing room blocks or has a special rate for their attendees, please do not book though the online booking tool, and book with the conference in order to get the special rate as CBT is unable to match these discounted rates.

- Hotels with government rates will be sorted at the top and will indicate the government rate if available. Please make sure the hotel rate offered is the State government rate.

- Any hotel that is not within university policy, will be flagged and logged for reporting purposes. You will be required to choose a reason from a drop-down list of why you are choosing a hotel that is out of compliance and then a comment of justification. Please be aware, if you purchase a hotel that does not fall within the CSU travel policy, your reimbursement may not be approved unless an approved One-Time Exception form is attached to your Expense Report.

- If you have followed the correct steps to book your travel from an approved Travel Request, your search results will bring up available hotels based on your itinerary. Skip to **Step 3**.

- To check estimates for hotel, please follow the provided steps. If you do not book your travel from an approved travel request and go straight to the Travel page, the system will not allow you to book the travel you selected and will prompt you to submit a Travel Request. Your travel reservation will be on **hold**, however the system will stop you from submitting the Travel Request. You will need to cancel the travel reservation and the request, and create and submit a new Travel Request, get it approved and then book from the approved Travel Request.

**Step 1:**
Click on the hotel **tab** on the Concur homepage and select the **Check-in Date** and **Check-out Date**.
Click on additional search criteria (radio buttons) that you think will help in your hotel search such as Reference Point/Zip Code and enter a Reference Point/reference point, With names containing, and Add Another Hotel. Click Search.

Step 2:
Your results will appear based on the search criteria you entered. To view what rooms are available with a particular hotel, click View Rooms. Amounts may differ depending on room type selected.

Step 3:
Select the room you want to reserve by clicking on the blue amount box.
**Step 5:**

Review all the information and Reserve your hotel by checking the box stating I agree to the hotel’s rate rules and restrictions, and cancellation policy. Then click on Reserve Hotel and Continue.

- Make sure to add any comments to the comments field to be passed along to the hotel. If you have a hotel program number, click Add a Program under Hotel Program.

- A credit card must be on file to “guarantee” your hotel reservation. Please be aware your card will not be charged during the time. You will need to either contact the hotel to authorize a charge using a Departmental Travel Card or give the hotel a credit card at the time of your stay. Do not enter a P-Card, and only enter a credit card that is in your name: Departmental Travel Card, Personal Liability Travel Card, or personal credit card.

  - This card may be charged if a hotel deposit is required or hotel was cancelled after the cancellation deadline.

- Make sure to read the Accept Rate Details and Cancellation Policy as all hotels are different and may have different policies. Also, it may indicate an estimate in the Review Price Summary. Please make sure to read over this section as it will give you a breakdown of the nightly rates and the total as the average nightly rate indicated is not always the actual rate for each night.

- Continue to complete your hotel reservation. You will receive an email confirmation from CBT when your reservation is booked.
BOOKING RAIL (TRAIN)

- You can make Amtrak train reservations now in Concur.

**Step 1:**

Click on the Train Search tab of the Concur homepage. Enter the From/To fields with a city location or train station. Enter your **Depart date** and **Return date** and click **Search**.
Step 2:

Results will appear based on your search criteria. Make your selection by clicking on the amount box on the right hand side.

- If your choice is out of compliance, you will see an icon- Select a different choice. If that is the only option, you will need to select a reason from the provided drop-down list and enter a justification as to why this is the only option for you.

- A matrix of all train options will appear.

You can shop by Fare or shop by Schedule...
Step 3:
Once you click on the cost amount, it will take you to the Review and Reserve Train page. Review the information. Enter an Amtrak Guest Rewards Number if you have one. The credit card you have under your profile will be charged and you will request reimbursement at the time of completing your Expense Report. If you haven’t added a credit card, click Add credit card, add the card information to your profile and return to the booking page to complete the reservation. Once all is reviewed and the total estimated cost, click Reserve Car and Continue.

Step 4:
Keep click Next until you see your finished!
➢ Continue to complete your train reservation. You will receive an email confirmation from CBT when your reservation is booked.

ADDING A TRIP TO YOUR ITINERARY

➢ If you already have an upcoming travel reservation and you would like to add an additional reservation to your travel, you can do so at any time as long as the travel has not started.

**Step 1:**
Click on the Travel Tab.

![Travel Tab](image)

**Step 2:**
Click on your trip name under **Trips**.

![Trips Section](image)
Step 3:
The Travel Details page will appear. On the right hand side you will see Add to your Itinerary. You can add Car, Hotel, Parking to your trip.

![Travel Details](image)

Step 4:
Select what reservation leg you want to add the additional travel to and click Search. Proceed with the booking.

![Trip leg selection](image)

CANCELLING/CHANGING AIRFARE, RENTAL CAR, RAIL OR HOTEL RESERVATION

- You have the ability to make certain changes to your travel reservations within Concur. You can cancel travel reservations online under your Travel tab, Upcoming Trips. You can also contact a CBT Agent to cancel or change any travel reservations booked via Concur.

- Cancellation rates may apply depending on the vendor’s cancellation policy.

- Any credits received for airfare will be stored and maintained within Concur for future use.
**Step 1:**

At the top of the Home page, click **Travel**.

**Step 2:**

On the **Upcoming Trips** tab, click the name of the trip you want to change.

- Flight changes may be available for e-tickets that include a single carrier. If the trip is already ticketed but has not occurred, you can change the time and/or date of the flight. Your change options will be with the same airline and routing.

- If you didn't book your trip using Travel or directly with Christopherson, you will need to contact the appropriate website or vendor directly.

**Step 3:**

To cancel your entire trip, in the Action column, click **Cancel Trip**, and then click **OK**.

- When you cancel a trip, if your ticket is refundable, your ticket will be voided or refunded, as applicable. If your ticket is non-refundable, and you cancel it in accordance with the airline rules, an e-ticket will be retained that can be applied to future trips.

![Trip List](image)

**CREATING AN EXPENSE REPORT BASED ON A COMPLETED TRIP**

- From the **Upcoming Trips** tab, you can create an Expense Report based on a trip. To create an Expense Report based on a completed trip:

**Step 1:**
On the **Upcoming Trips** tab, in the **Action** column for the completed trip, click **Expense**. You can also click on the **Action: Expense** from your approved Travel Request.

**Step 2:**

Review the expenses on the resulting expense report and update any expenses, as needed. Note the following - The Expense link appears when the actual expense is incurred:

- For hotel and car segments, the expense is actually incurred at check-out or when the car is returned, so the **Expense** link will not appear for these particular expenses until the trip is completed (the last date of the trip).

- For an air expense, the **Expense** link appears when the airfare has been paid (payment will be made using the US Bank Travel Ghost Card).

---

### UPLOADING RECEIPTS TO CONCUR

- Concur is a paperless Travel Software and virtual receipts must be submitted with your Travel Expense Report. There are many benefits to a paperless Travel Software including:
  
  - Cost Saving and Eco Friendly solution.
  - Reduce chances of receipts getting lost/misplaced.
  - Time Saving - not having to tape receipts to paper or contact vendor if receipt gets lost.

- Itemized receipts are required for items purchased $75.00 and above. Itemized receipt must include the itemized breakdown of cost, how it was paid and what was purchased. Please note: this is for out-of-pocket purchases or purchases made using Concur Travel – US Bank Travel Ghost Card. All Travel Card purchases require an itemized receipt no matter the purchase amount.

- There are two ways to submit your receipts in Concur:
  
  - Computer Scans
  - Mobile App using mobile phone or tablet
COMPUTER SCANS

Step 1:
Click on Expense tab at the top of the Concur homepage. Then Manage Expenses.

Step 2:
Scroll to bottom of the page to Available Receipts and click Upload New Receipt.

Step 3:
Click on Browse and select a saved file of a receipt from your computer, then click Open. Please note: Receipt file must be saved in PNG, JPG, JPEG, HTML, TIF, TIFF format. Black and White scan preferable for best results.

Step 4:
Click **Upload**.

Step 5:
When the status of the receipts shows as uploaded, click **Close**.

**MOBILE APP**

In order to scan receipt images on the Concur Mobile App, you will need to download the app first and then log in using your SF State Email Address and SF State credentials. Two-factor authentication will be required to log in.

**Step 1:**
Once you are logged in to the Concur App, select **Receipt**. The app will present your phone’s camera to take a photo or click on **+Expense**. When the new expense opens, click **Add Receipt** and select from **Receipt Store**, phone gallery and capture picture options.
Step 2:

Take a picture of the receipts and click **Upload**. The receipt is automatically be saved in your Concur account. Or, you can take a picture directly using your phone and save it to your photo album. Then you can email receipts from your album to **receipts@concur.com** to have them stored in your **Receipt Store** for later use.

- Please make sure **verify** your email address. This is required in order to send your receipts to Concur and have them load them into your Concur account.

- Your mobile phone camera works offline in the case you do not have Wi-Fi or you are without reception, you can still capture the receipts using the scanner. Then once you have internet connection again, the Receipt Store will gather them up.
TRAVEL REQUEST

- **Travel Request** – Formerly known as RAT (Request for Authorization to Travel Form).

- An approved Travel Request using the Concur Request Module is required to obtain preapproval of your university business related travel prior to making any travel reservations and submitting an Expense Report.

- Feel free to check the prices of flights, hotel and car rental in Concur by using the Trip Search feature on the Concur homepage. You can browse for availability and pricing to enter on your Travel Request as well as decide if you want to book your travel via Concur or outside of Concur. Once your request is approved, you may book using the Trip Search or Travel tab.

- Approved Travel Requests automatically close 60 days after the travel end date and cannot be reopened. Please complete and submit your Expense Report within 60 days after your trip end date.

- You may also submit a liability only request. Meaning, you will not be expensing travel/requesting reimbursement. Indicate in the comment section of the Request, liability only. Create a $0 expense and once the request is approved, you can Close/Inactivate the request.

**Traveler Responsibility**

- Individuals traveling on official university must familiarize themselves with and adhere to the CSU and SF State travel policy and procedures.
• Traveler should make certain that the business related expenses they incur are ordinary, reasonable, not extravagant, and necessary for the purpose of the trip.

• Traveler will utilize CSU preferred vendors and CSU negotiated terms and conditions whenever possible. Use of additional waivers and discounts available to government employees is strongly encouraged.

CREATING A TRAVEL REQUEST

**Step 1:**
To create a new Travel Request:

On the list, Click **Requests > New Request.**

OR

On the Quick Task Bar, under **New**, click **Start a Request.**

**Step 2:**
Under the **Request Header**, complete all required fields (marked with red bars) and optional fields as needed. All Travel Request must include this required information:

<table>
<thead>
<tr>
<th>Request/Trip Name</th>
<th>Enter Trip Name such as Conference/Workshop name (Trip Identifier)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip Type</td>
<td>In State, Out-of-State, or International</td>
</tr>
<tr>
<td>Travel Start and End Date</td>
<td>Start, and End Date of your Travel</td>
</tr>
</tbody>
</table>
There is an option to request a travel advance for group and international travel. To have the option added to your Travel Request Header, please contact the Concur Administrator.

**ADDING SEGMENTS**

**Step 3:**

Click on the **Segments Tab**.

<table>
<thead>
<tr>
<th>Traveler Type</th>
<th>Staff, Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip Purpose</td>
<td>Choose a travel purpose description from the drop-down list</td>
</tr>
<tr>
<td>If Faculty, is class covered?</td>
<td>Yes, No, NA (Do you have a plan/substitute for your classes while you are away?)</td>
</tr>
<tr>
<td>Personal Dates of Travel</td>
<td>Enter Personal Dates of Travel if any. If none, enter NA</td>
</tr>
<tr>
<td>Destination City/State &amp; Final Destination Country</td>
<td>Enter Destination City and State &amp; Final Destination Country. Final Destination Country should populate based on the Destination City/State</td>
</tr>
<tr>
<td>Are you traveling to a banned State?</td>
<td>Yes, No. If yes-Banned States will be listed</td>
</tr>
<tr>
<td>Chartfield Information</td>
<td>Default chartfield (Dept. ID (from HR) and fund will populate with NGO01, but can be updated. However, this will always be your default. Only SFCMP business unit available at this time.</td>
</tr>
</tbody>
</table>
There are 4 **Segments** you will need to fill out estimates for if applicable to your trip regardless if you are booking travel via Concur or outside of Concur:

- Airfare
- Car Rental
- Hotel
- Rail

**Step 4:**

Click on each segment that you anticipate needing for your travel. For example: if you are not anticipating renting a car, but will have airfare and hotel, complete segments for only airfare and hotel.

**Airfare**

The travel dates will populate and move over from the Request Header. Radio button will default to Round Trip. You have the option to change this to One Way if you need only a one way flight. Or Multi-Segment if you will be flying out of one particular airport and returning on another, or if you have multi-leg flights during your travel. The only field required is the estimated **Amount** of airfare. You can also add the **From** and **To** fields, **Depart at** times and a **Comment** if you like and click **Save**.

Example of **Round Trip**...

3 segments will appear. Populate all segment information for each leg of your travel that airfare is needed. In this example: traveler is flying out of SFO and flying back to Oakland.
You have the ability to delete or add additional segments.

- If you only need two segments, remove the 3rd segment by clicking **Remove Segment**.

Then **Save**.

**Car Rental**

The travel dates will populate and move over from the **Request Header**. Fill in estimated amount of car rental. Add the **Pick-up/Drop-off** fields and **Detail/Comment** if you like and click **Save**.
Hotel

The dates will populate and move over from the Request Header. Fill in Amount (estimated total) and add Check-In/Check-Out City and a Detail/Comment if you like and click Save.

- Please see tool tip regarding Maximum Nightly Rate. If your hotel total (base rate) is above $275 before tax, you will need to enter a justification in the Over Rate Comment Box as well as attach an approved Authorization for One-Time Exception form at the time of submitting your Expense Report. Please have the form approved prior to booking your hotel stay to ensure you will be eligible for full reimbursement.
  - This is only an estimate for your Hotel. If you indicate an amount over the $275 in the Maximum Nightly Rate field, a warning indicator will follow the request through the approval process. However, this is only a warning message to notify you to attach a One-Time Exception form to your Expense Report if indeed your hotel goes over the max base rate of $275 a night.

Rail

The dates will populate and move over from the Request Header. Fill in Amount (estimated total) and add Outbound/Return From and To, Depart at field and a Detail/Comment if you like and click Save.
Make sure to click **Save** after filling out each segment. After you save each segment, you have the option to **Allocate, Delete** of **Modify** each segment.

- Please note: you can only allocate, delete, or modify the request before you submit.
  - Allocate: You have the ability to allocate (by percentage or dollar amount) a valid chartfield for a particular expense if necessary. If you will be using the same chartfield from your Travel Request Header, then you do not need to allocate the expense. For more information on Allocation, please refer to the Concur Handbook section- Allocate Requests to multiple funding source.
  - Delete: If you want to delete the segment all together.
  - Modify: If you need to make changes to any part of the segment.

**Step 6:**

**ADDING EXPENSES (ESTIMATES)**

Click on **Expenses** Tab.

- You can provide additional estimates for the following Expense Types:
  - Other Accommodation (for hotel/lodging, please use Hotel Segment)
  - Team/Group Travel
  - Ground Transportation
  - Parking/Tolls
  - Incidents
  - Meals & Incidentals – International, Alaska & Hawaii
  - Meals - Domestic
  - Hospitality (travel related only)
  - Personal Car Mileage
Incidentals include fees and tips given to porters, baggage carriers, bellhops, hotel housekeepers, etc.

When estimating incidentals, the max amount reimbursable is $7 per day and cannot be claimed on first day of travel and cannot be reimbursed for travel less than 12 hours or travel with no overnight stay.

**Step 6a:**

Click + New Expense. Under 01. Travel Expenses, click Incidentals.

**Step 6b:**

Enter # of Days for incidentals.

Concur will calculate the max incidental rate of $7 a day based on the number of days you indicated. Do not include the first date of travel, or personal dates of travel if any, otherwise the estimated incidentals will be overstated.
Incidental estimate will now be on the left hand side under Expenses.

This is only an estimate and you will enter actuals of incidental expenses on your Expense Report. However, incidentals cannot exceed $7 a day and cannot be claimed on the first day of travel.

**Meals**

When estimating meals, the max cap amount reimbursable is $55 per day. Meal reimbursements with trips with no overnight stay must be reported to IRS as taxable income. No lunch will be reimbursed, no exception.

**Step 6c:**

Click **+ New Expense**. Click **04b. Meals –Domestic**.

**Step 6d:**

Enter **# of Days** for meals.

Concur will calculate the max meal cap rate of $55 a day based on the number of days you indicated. You can enter the number of days of meals to get your estimate closest to what you believe your actual meal cost will be, not including any personal dates of travel. Click **Save**.
Meal estimate will now be on the left hand side under Expenses.

This is only an estimate and you will enter actuals of meal expenses incurred subject to the daily maximum meal cap of $55 a day (combination of Breakfast, Lunch and Dinner) on your Expense Report.

**OTHER EXPENSE**

Not all Expense Types are available in Request. You can use Other Expense Expense Type and enter the estimate and a comment of what the “other expense” may be so your total request amount is close to your total expense amount. It is OK to use Other Expense Expense Type in the Request. However, please avoid using Other Expense Expense Type on your Expense Report and choose the Expense Type from the available expenses offered.

- Select Other Expense Expense Type when indicating an Airfare estimate if you indicated you will book travel in Concur but choose not book airfare in Concur.

- After clicking on the Expense Type and entering the required and optional information if needed, you can then Allocate (if needed) and Save.

- When allocating on the Request, the chartfield allocated for any particular Expense Type, will carry over when that same Expense Type is selected on the Expense Report. Please note: the Expense Type must be the same on the Request and the Expense Report for the chartfield to
Step 7:

Click on Approval Flow Tab.

You will see how the Travel Request will route. Your direct report will be listed as your “Reports To” Approval1. Once they approve, a time and date of approval will be indicated. The Budget Approver is dependant on what chartfield information was indicated on the request and the Budget Approval section will remain blank until the “Reports To” Approver has approved. “Reports To” Approval2 will remain blank as this is not in use. Depending on Travel Destination and Trip Type, additional approvals may be required. For instance, Exception Approval for international and banned state travel. If so, the Exception approver name will be populated.

You, the traveler does not have the ability to add approvers to the workflow. Please work with your approvers or contact the Concur Administrator for questions or concerns.

If an approver adds an additional approver, you will see the added approver as a User-Added Approver.

Step 7:

Click on Audit Trail Tab.
The Audit Trail Tab will show you a record of all actions and descriptions within the approval workflow conducted by you: the traveler, your delegate, or approver/s for the Travel Request.

All actions including Date/Time, Updated By, Action and Description to your Travel Request such as modifications, approvals, sent back to traveler, added comments, or a chartfield change, will be tracked and housed within the Audit Trail and can be viewed at anytime by anyone who has access to the Travel Request.

**Step 8:**

Verify the total amount of your Travel Request and submit request by click on the orange Submit Request box on the top right corner.

Please note: you also have the following options:

- **Attachments** - you can add/view an attachment. To add an attachment, click on Attachments > Attach Documents. Click Browse, find the document, and Upload.

- **Print/Email** - a PDF version of the Travel Request will pop up and you can make your selection to print or email the request. You can add the email address of the recipient and a copy will be emailed. It is best to wait and print/email your Travel Request once it is fully approved.

- **Delete Request** - you can delete Request by clicking Delete Request. You will not be able to delete a Request once submitted. But you can cancel the request at anytime.

Please note: when you print/email/PDF Copy of the Travel Request, any attachments added do not come attached to the Travel Request. Please send/print attachment separately and attach to Travel Request if needed.
CREATING A BLANKET REQUEST (MILEAGE ONLY)

- A Blanket Travel Request is acceptable for local travel (mileage only) with no overnight stay. All other travel will need to submit a new Travel Request to go with each Expense Report.

- Your Blanket Travel Request can be submitted on a fiscal year basis and you should complete an Expense Report each month where there is travel.

- Approved Travel Request will close 60 days after your travel end date.

**Step 1:**

To create a new Blanket Travel Request:

On the list, Click **Requests > New Request**.

**OR**

On the Quick Task Bar, under **New**, click **Start a Request**.

**Step 2:**

Under the **Request Header**, complete all required fields (marked with red bars) and optional fields as needed. Required information related to a Blanket Travel Request include:

- **Request/Trip Name**: Blanket Travel and Fiscal Year
- **Trip Type**: In State
✓ **Travel Start and End Date:** Fiscal Year, if year already started, use current month and end date = June 30, 20XX
✓ **Trip Purpose:** Mileage/Parking Only
✓ **Personal Dates of Travel:** NA
✓ **Destination City/State and Final Destination Country:** Multiple Locations (Mileage Only), California (select from drop-down list).

![Request Form](image)

**Step 3:**
Skip the *Segments* Tab and click on the *Expenses* Tab.

![Expense Categories](image)

➢ You can provide estimates for the following additional Expense Types. **Personal Car Mileage, Ground Transportation, Parking/Tolls.** Not all Expense Types are available in the request module. If the expense type you are looking for is not available, select *Other Expense* and a comment to note the type of expense to provide those estimates.

**Step 4:**
Click on **Personal Car Mileage** if applicable to your blanket travel.
In order to claim Personal Car Mileage Expense Type on an Expense Report, you will need to register your car under your User Profile by going to Profile > Profile Settings > Personal Car.

In order to get reimbursed for Personal Car Mileage, you must have completed the Defensive Driver’s Training (DDT) Program.

**Step 5:**

Enter an estimate (miles) for Distance. Here you will estimate the number of miles you plan on travelling for the fiscal year/duration indicated on the request header.

The Mileage Rate field will already be populated with the mileage rate based on the current CSU policy. You can also add any comment to the comments field that the approvers will see. Here you can add destinations you will be traveling related to the Blanket Travel Request.

**Step 6:**

Click Save.

**Step 7:**

CSU Mileage Rate may change.
Click on **Ground Transportation** or **Parking/Tools** if you anticipate expenses. Fill in required fields and click **Save**.

**Step 8:**

You can allocate the expense if needed by clicking **Allocate**. Then **Save**.

- Look over your Request and if you entered a comment you will see a blue comment indicator under the date of the Expense Type. Hover over indicator and the comment will appear. You can also attach a document if needed by clicking on **Attachments > Attach Documents**. Please note: Any document attached to the Request will not carry over to the Expense Report. However, attachment can be added to the Expense Report if needed.
Step 9:
Click Submit Request.

CREATING AN EXPENSE REPORT FROM AN APPROVED BLANKET TRAVEL REQUEST

- An Expense Report can be created and submitted for each month a travel expense has occurred. Please do not submit more than 1 expense per month.

- To make it easier, you can copy your current Expense Report for future, make any necessary changes such as Travel Name, travel start and end dates, expenses and/or amount. Then submit one Expense Report from the linked Blanket Request on a monthly basis when there are expenses. This is helpful if you travel to the same destinations often as the Expense Types will copy over as well.

- Each Expense Report submitted, will decrease the remaining balance of your Request. The system will not stop you from expenses more than the estimated amount. However, it is up to your approvers to approve each Expense Report accordingly.

Step 1:
Under Requests > Manage Requests, your Active Requests will appear. Find your approved Blanket Travel Request and click on Action: Expense.

Step 2:
Most information will pre-populate from the Request Header to the Expense Header. You will need to change the Report/Trip Name to Blanket Travel, month and year. Travel Start and Travel End Date to the beginning and ending of a month. Then, click Next.
Step 3:
Start entering your expenses you are claiming for the month. You will need to enter the expense the day the expense occurred. For example, if you drove 5 days in the month, you will separate the personal car mileage by each date.

Personal Car Mileage

- If you are requesting mileage reimbursement, you will have needed:
  - Completed the Defensive Driving Fundamentals Training.
  - Add a car to your user Profile.

- Add class code 11414 to the chartfield information for the Personal Car Mileage Expense Type.

Click on Personal Car Mileage Expense Type. Enter the Transaction Date (date you drove), then click on Mileage Calculator.

- Always use the Mileage Calculator when expensing Personal Car Mileage!
Step 4:

Enter destination waypoints. You can add more than 1 set of waypoints, make it Round Trip, and choose a suggested route depending on the route you drove and so on, and click calculate route. Then click Add Mileage to Expenses. Then Save.

You will see the exception warning...
This warning will appear each time the Personal Car Mileage Expense Type is used. If you have taken the DDT, please disregard. This is only informational.

**Step 5:**
Continue adding your expenses....

**Ground Transportation**

Click on *Ground Transportation* Expense Type. Enter all required fields (boxes with red indicators).

**Step 6:**
You can *Allocate* or *Attach Receipt* (or document) if needed. Any expense amount $75 or over, Concur will require a receipt to be attached. Click *Save.*
Step 7:

Once you entered all your expenses for the month, click Submit Report.

➢ Expense Reports must be submitted within 60 days from the trip return date and you can only submit the Expense Report after the Travel End Date has passed.

➢ All red exception flags must be cleared before the report can be submitted. Yellow flags are considered warnings, but will not stop the submittal process.

➢ To see who is approving your reports or to see where your report is in the workflow, open the Expense Report, click Details > Approval Flow. You can also go to the Audit Trail under details as well to see all actions occurring with your Expense Report at any time.

Expense Report approval workflow will go to your “Reports To” Approver, then the budget approver/s to approve. Then it will route to AP Travel Desk for final approval and processing.
TRAVEL REQUEST DIFFERENCES FOR INTERNATIONAL TRAVEL

- When filling out the Request Header, please note the following differences for International Travel.
  - **Trip Type** = International Travel
  - Add class code 11444 to the chartfield information for all Expense Types related to the international Travel.
  - You must attach the **travel insurance form (FTIP)** for all international Travel. Once the form is filled out, click on Attachments > Attach Documents.
  - If travel destination is deemed high hazard, please attach **Request for Travel Approval to High-Risk Country** form as well.

- Segments and Expense Types should be similar to the domestic form. However the required fields may vary depending on the Expense Type selected. Please note: some Expense Types are for international travel only.

Meals & Incidental – International, Alaska & Hawaii

- **Travel Start and End Date** and **Destination** will self populate based on the information provided on the Request Header. The system will estimate the max per diem amount based on that information.
Step 1:

Reduction Amount will default to $0. If you want to reduce the per diem amount to have the estimate closer to actuals, enter the dollar amount you want it to be reduced by. Otherwise, leave it as $0 if no reduction necessary.

Step 2:

Click Save.

Concur will populate the estimate amount based on the max per diem for that destination during those travel dates. You will not know the per diem rate until you click Save. If you want to reduce it. You can click on the Expense again, enter an amount you want to reduce the per dime amount in the Reduction Amout and Save. The new amount should populate.
Additional approvals are automated within the approval workflow when international travel is involved.

- Traveler submits Request > routes to “Reports To” Approver > routes to Budget Approver > manually adds additional approvers necessary > routes to Exception Approver (Provost).

ALLOCATE TRAVEL REQUEST TO MULTIPLE FUNDING SOURCES

- Your travel request chartfield will default to Fund NG001 and your Dept. ID from the HR database. You can change your default chartfield at the Travel Request Header. All active PS chartfield information is loaded in Concur. The easiest way to change the chartfield is to highlight the field you want to change and type in the new fund/dept. etc. Let Concur find the information and select it.

- If you want to charge your request to multiple funding sources or in the case you need to add a class code to a particular expense, you can do so by allocating the appropriate Expense Type. Once your Segment is saved, an Allocate button will appear in the lower right corner. When entering a new Expense Type you will see an Allocate box next to Save. Or, you can enter all your Segments and Expense Types first and then allocate at the end. To do this preferred allocation method, please follow the below steps:

Step 1:
Once all expense estimates are added, click on **Allocate** at the bottom right hand corner. You must click on an Expense Type to see the Allocate button. Doesn’t matter which Expense Type you choose.

**Step 2:**

Check the **Date** box to check all the expenses listed to allocate all of them or just click on the ones you want to allocate. Then, click **Allocate Selected Expenses**.

- Allocations chart will appear.

- It will default to allocate by percentage. To allocate by amount, click on **Allocate By** and then **Amount**.

**Step 3:**

Enter the amount or percentage based on your selection. In this example, $200 out of the $495 estimated total will be charged to Fund **NG001**.
Business Unit, Fund, and Department are all required, however you may add a program, class, and project as well. To edit the chartfield on each allocation line, click on the box of the part of the chartfield you want to change. If you want to change the fund, you can select the appropriate fund by the drop-down list or type in the appropriate fund you want to use. Do this same step for Dept., program, project, and class if applicable. Continue making your edits until all your allocation lines have been allocated correctly. When making your selections, please let the system react and find your choice and then click on the appropriate selection.

Step 4:
Click “Enter” on your keyboard or select New Allocation. A second allocation line will appear. You can enter as many allocation lines as you need. Please note: all allocation entries need to all have either percentage or amount, whatever was selected in step 3.

Step 5:
Once everything has been allocated accordingly, click Save at the bottom right hand corner.
**Step 6:**

You will receive a pop up message that will notify you of any errors. If there are errors, please go back and make any necessary corrections. If there are no errors, you will receive a Success confirmation that your allocations have been saved. Click **OK**.

![Success](image)

**Step 7:**

You will now see the allocation icon 🔴next to each expense type and when you hover it, it will show you the allocation breakdown.

![Request 3366](image)

- When you have allocated a particular chartfield to an Expense Type on the Request, that chartfield information will carry over to the Expense Report when that same Expense Type is added. Even though the Allocations will carry over to the Expense Report, you can make corrections or change the chartfield information if needed.

**ADDING ATTACHMENTS TO A REQUEST**

- You can add an attachment such as a itinerary, agenda, or Travel Insurance (FTIP) form to a Travel Request if needed. The attachment can then be viewed and stored within that Travel Request.
➢ Please note: Any attachments you attach to your Travel Request will not move over to the Expense Report. You will need to attach the document again if needed.

➢ You can add attachments to the Travel Request at any time. Even after it has been approved. However, if you need to delete an attachment from the request, you must recall the request is submitted and have the request back in your queue. You can add documents, but you cannot delete any, nor can you make changes to the Request once submitted.

**Step 1:**

Click on the **Attachments > Attach Documents**.

![Attachments](image)

**Step 2:**

Click **Browse** to browse your computer files and attach any attachments you want to include with your Travel Request. Once you have found your file, click **Open**.

![Document Upload and Attach](image)

**Step 3:**

Once you have found your file, click **Open**.
Step 4:
Then click Upload.

HOW TO SUBMIT A REQUEST

Step 1:
Review that you have completed your Request Header, estimated Segments and Expenses and attached any documentation needed.

Step 2:
Click Submit Request.
Step 3:
The system will display a Final Review Pop up window. Click Accept & Submit. You will then see a pop up box to appear saying your Request has been successfully submitted.

- If you are a delegate, you can submit a Request on behalf of the traveler. You can click Notify Employee. The Traveler will receive an email notification that a Request has been prepared/reviewed and that they can login to Concur and review and submit.

HOW TO CANCEL OR RECALL A REQUEST AFTER SUBMISSION

- If you want to pull back (recall), or cancel a travel request after submission, you can do so but is dependent on if it has been approved yet. Once the request is submitted, you no longer delete the request. But you can recall the request if it has yet to be approved. Once your travel request has been approved and is ready to be expensed, you can no longer recall the request but you can cancel the request at any time. Even though you can no longer recall that request, you can copy over that Request if you need to make changes and submit again for approval.

- You can attach more than one travel request to any Expense Report.

Step 1:
Click on Requests > Manage Requests. You will see your Active Requests.

**Step 2:**

Click on the request name of the request you want to cancel/recall.

**Step 3:**

Select the action you want to complete:

- **Cancel Request** – cancels the entire request.
- **Recall** – you need to make some corrections and resubmit at a later time. Once the request is approved, you can no longer recall it. You will see the **Recall** button if available.

**Step 4:**

Pop up window will prompt you to confirm your recall. Are you sure you want to recall the request? Click Yes. Now, you can make the necessary changes to your request and resubmit when ready.
If you are cancelling the request, you can add a comment to explain why you are calling the request. Then click OK. Please note: Comment is not required but encouraged for workflow transparency. The request will then be removed from your Active Requests. It can be viewed under Cancelled Requests at any time.

HOW TO COPY A REQUEST

If you need to make changes to an approved request. Instead of starting the request over, you can copy the existing request, make your necessary changes and submit again for approval. Since you are not recalling the Request and making a copy, Concur will issue the Request a new Request ID. After making a copy to an existing request, you will want to cancel this request since you have submitted a new one for the same travel.

Step 1:
Under your Requests Tab, find the Request you want to copy. It may be in your Active Requests. Otherwise, click on View and select All Requests to locate the request.
Step 2:
Check the box to the left of the Request you want to copy. And click Copy Request.

Step 3:
The Request Name will be Copy of...you can change this is you like to remove the Copy of...since you will cancel your original request.

Step 4:
You want to enter your Starting date for the New Request with the travel start date. Otherwise, your dates will not copy over correctly. Then keep the boxes checked if you want to copy over the Expenses and Segments.

Click OK.
Step 5:

The new request will now be under Active Requests. Go into the Request and review, make any changes necessary and then click Submit when done.

- Request will go through Approval workflow and you will receive an email notification when the request changes status to approved/pending on-line booking.

HOW TO CLOSE/INACTIVATE A REQUEST

- Travel Request automatically close 60 days after the Travel End Date. Once the Travel Request is closed, it cannot be linked to an Expense Report.

- Traveler/delegate has the ability to Close/Inactivate the Request at any time prior to it being auto closed. Once you have received your travel reimbursement in regards to the travel request, you can close it. Or, if you are not expensing any out of pocket reimbursements or ghost card transactions, you can close the Request to stop receiving email reminders to expense.

- Please do not close a Request that has yet to be expensed or the Expense Report has yet to be fully processed. This could cause the request to be unlinked to the Expense Report at the time of processing.

Step 1:
Under your Requests Tab, find the Request you want to copy. It may be in your Active Requests. Otherwise, click on View and select All Requests to locate the request.

**Step 2:**
Check the box to the left of the Request you want to Close/Inactivate.

**Step 3:**
Click Close/Inactivate Request.

➢ To view your Closed/Inactivated Requests, click View under Requests Tab and then select Closed/Inactivated Requests.
CHECK THE STATUS OF A TRAVEL REQUEST

➢ There are a few different ways to check on the status of your travel request.

**Step 1:**

Click on **Requests > Manage Requests**. You will see your **Active Requests**.

![Active Requests Screen]

Next to the Request Name and Request ID you will see **Status** and then it will give you the status of your request. Status can be:

- **Not Submitted** - means your request has yet to be submitted.
- **Submitted & Pending Approval** – means pending approval and will have the name and type of approver – For Example: Pending “Reports to” Approver1 – Jane Jones
- **Approved** - means your Travel Request is fully approved. You can now book travel reservations **outside** of Concur and complete your Expense Report upon returning from your trip.
- **Sent Back to User** – means your Request is sent back. Either due to you recalling the Request or an Approver/previewer sending it back with a comment.

![Active Requests Screen]

**Step 2:**

You can also click on the Request Name to bring up your travel request.
Step 3:

In the request, click on Approval Flow Tab to see who has approved your request.

- You will see the approver names listed and the date they approved.

Step 4:

By clicking the Audit Trail Tab, next to Approval Flow, it will show you a record of all actions and descriptions for that particular request.
If you see red exclamation point indicator on your approved travel request that states: **One or more Cost objects could not be approved by the right authority**... to check your Audit Trail and Approval Flow of your Travel Request.

This means that the Budget Approver’s time to approve expired and the system auto approved/skipped step in the workflow. In this case, please contact your Department’s Budget Approver to see if they want you to submit your Request again for approval. If yes, you will need to Recall the Request or copy/create a new one to submit.

Or, it could be that the traveler is the budget approver and in this case, the system will auto approve/skip workflow step.

If you do not see your Travel Request, once approved, after 90 days it will move to your Approved Travel Requests folder.

**REQUESTING A CASH ADVANCE**

A cash advance can only be requested for international or group travel.

Cash advances will be issued no more than 30 days prior to the date of travel.

**Accessing Cash Advances in Concur**

You must contact the Concur Administrator to access the cash advance request in Concur. The cash advance option will be added to your user profile so you can add a cash advance request to your travel request.
How to Request a Cash Advance

**Step 1:**
Click Requests > New Request.

![Request Screen](image)

**Step 2:**
Complete all Header fields including chartfield information. Underneath the chartfield section on the header, you should see Cash Advance. Enter the cash advance amount you want to request and any details under Cash Advance Comments, such as date you need the check by or any other valuable information you want the approvers/AP processors to be aware of.

- If you do not see the Cash Advance section, then your profile has not been setup to request cash advances. Please contact the Travel Desk.

**Step 3:**
Continue adding the estimated Segments and Expenses.

**Step 4:**
Once completed, submit your request. The request will go through the same approval workflow process but will lastly route to AP to complete the review and process your cash advance check.

- In the case you need to change the travel dates of your trip and the request has a cash advance attached. Prior to it getting fully approved, you need to recall it and cancel it and start a brand new
request. By simply recalling it and changing the dates, it will not change the dates of the cash advance and the original travel dates will remain.

- Cash advance will be issued 30 days prior to the travel start date. Once issued, it will either be sent via check by mail to your address in HR. or Direct Deposit if you signed up for Employee Reimbursement Direct Deposit.

**EXPENSE REPORT**

- **Expense Report** – Formerly known as Travel Expense Claim.

- An approved Travel Request completed in Concur must be linked to an Expense Report in order to complete and submit the Expense Report.

- An Expense Report must be completed and submitted within 60 days after the travel end date. You cannot submit an Expense Report until the **Travel End Date** has passed. Please note: Approved Travel Requests will automatically close 60 days after the travel end date and can no longer be linked to an Expense Report.

- In order to expense your travel after the 60 days, you must contact the Concur Administrator to reopen the request. You will need to attach an approved Authorization for One-Time Exception form to the Expense Report in order to get reimbursed.

- CSU travel policy is integrated within all 3 modules of Concur.

- Concur provides a large selection of Expense Types to choose from when completing an Expense Report. Within each Expense Type, a **Payment Type** is also required. Payment Types include:
  
  - **Out of Pocket** – all purchases made out of pocket whether it be from cash, cash advance funds, personal credit card, etc. This is the default Payment Type unless US Bank Travel Ghost Card was used.
  
  - **University Paid** – all purchases made using a Departmental Travel Card, P-Card, Direct Pay and will not be reimbursed.
  
  - **USBank Ghost Card** – all transactions that were paid using the US Bank Travel Ghost (airfare booked via Concur) will load into Concur under traveler’s **Available Expenses** from US Bank. Transactions must be imported/dragged to the appropriate Expense Report. Payment Type for these transactions will default, and cannot be changed.

- All travel related expenses regardless of how they were paid should be indicated on the Expense Report for reconciliation purposes for the department as well as giving AP Travel full scope of the travel for processing and audit purposes.
Traveler Responsibility

- Adhere to the CSU and campus specific policy when completing your Expense Report.

- Complete an Expense Report within 60 days of the return trip date.

- Complete a separate expense report for each trip as dates and locations are required. For blanket Travel, one Expense Report will need to be submitted on a monthly basis when travel occurs.

- Provide the travel start and end dates of the trip and indicate personal travel dates if any.

- When driving on university business, you must complete the Defensive Driving Fundamentals Training in order to be reimbursed certain expenses. For example: Personal Car Mileage.

CREATING AN EXPENSE REPORT

➢ There are two ways to create an Expense Report. You can create an Expense Report from an approved request or you can create a new expense report and link your approved Travel Request to it.

Creating an Expense Report from an Approved Request

**Step 1:**

On the header toolbar, Click Requests. This will take you to Active Requests under Manage Requests.

➢ Please note: An approved travel request is required in order to complete and submit an Expense Report.

**Step 2:**

Under Active Requests, click on Action: Expense on the right hand side of the Request you need to generate an Expense Report for. Please note: Status should indicate Approved. If you do not see your
Approved Travel Request, click on View > Approved Requests and you should see it. Requests move out of the Active Requests folder after 90 days once approved.

Step 3:
Complete all fields on the Report Header including all required fields.

➢ Most fields will copy over from the Travel Request. Copied fields include:

✓ Report/Trip Name
✓ Trip Type
✓ Travel Start and End Date
✓ Are you travelling to a banned state?
✓ Traveler Type
✓ Trip Purpose
✓ Personal Dates of Travel
  ▪ You must include personal dates of travel if there are dates within your travel that are not university business related. If you have no personal travel, type NA.
  ▪ There should be no expenses entered on an Expense Report for any personal dates.
  ▪ For airfare, please attach a flight comparison to the Expense Report.
✓ People Soft Chartfield combination (if you need to use multiple funding sources, you will have the Allocate option later.)

➢ You should see your travel request name under Requests. Once all fields are completed, click Next.

Creating a New Expense Report

Step 1:
On the header toolbar, Click Expense Tab. Then + Create New Report.
➢ Please note: An approved travel request is required in order to complete and submit an expense report.

➢ Since a new Report is created, the request will need to be linked to the Expense Report.

**Step 2:**

Scroll down on the **Request Header** and under **Requests**, click **Add**.

➢ Click on the appropriate Travel Request to link to your Expense Report and click **Add**.
Step 3:

Once your report header is complete, click Next. Continue with adding your Expenses.

ADDING CONCUR TRAVEL GHOST CARD TRANSACTIONS TO AN EXPENSE REPORT

➢ If you have used Concur Travel to book your airfare, the university US Bank Travel Ghost Card has been charged and you will need to add the transaction to your Expense Report.

➢ There are multiple ways to add a US Bank Travel Ghost Card Transaction to an Expense Report.

Adding Concur Travel Ghost Card Transactions when in an Expense Report

Step 1:

Click Import Expenses from your Expense Report.
**Step 2:**

Check the box of the expenses you need to import to your Expense Report.

```
<table>
<thead>
<tr>
<th>Expense Detail</th>
<th>Expense Type</th>
<th>Source</th>
<th>Date</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto Car Rental</td>
<td>Car Rental</td>
<td>01/15/2018</td>
<td>$150.00</td>
<td></td>
</tr>
<tr>
<td>Hotel</td>
<td>Hotel</td>
<td>01/16/2018</td>
<td>$200.00</td>
<td></td>
</tr>
</tbody>
</table>
```

**Step 3:**

Then click **Move** at the top right hand corner.

**Step 4:**

You will have two options, **Move to Current Report** or **Move to New Report**. Click on **To Current Report**.

- You can also drag and drop your **Expense Details** to the **Expenses** column instead of selecting **Move**. The charges will then appear in your Expense Report along with any applicable icons such company card or attach receipt.

- You can also drag over your travel itinerary or e-receipts that are under your **Available Expenses** if related to your travel.

**Adding US Bank Travel Ghost Card Transactions from the Concur Homepage**

**Step 1:**

Click **Available Expenses** under **My Tasks**, or on the **Quick Task Bar** of the Concur homepage.
Step 2:

Click View Transactions which will take you to Company Card Charges.

Step 3:

Under Add Charges To, choose the Expense Report you want to add the transaction to, or you can choose New Expense Report if you haven’t started one yet. Then click on Add Selected. Then it will be added to that Expense Report.

- To make edits such as change Expense Type, City of Purchase, Vendor Name, Comments, click on the expense anywhere within the expense line. You can also attach a receipt or allocate funding sources for that particular Expense Type.
You cannot make edits to some fields (anything greyed out) within the expense such as **Amount**, **Payment Type**, etc. for imported credit card transactions. However, you may **Itemize** the transaction if needed to additional Expense Types.

**Step 6:**

In the **Expense** Tab, you can also make edits, attach receipts, and allocate your charges if you are using multiple funding sources. Then click **Save**.

- If you already entered a manual expense entry, and you see the charge on your available transactions, you can match the entry.

**ADDING OUT-OF-POCKET/UNIVERSITY PAID EXPENSES**

- Once you complete the **Expense Report Header**, click **Next**, your Expense Report will open and you are ready to add your expenses out-of-pocket and/or university prepaid expenses related to your travel.

**Step 1:**

Click **New Expense**. You will click **New Expense** each time you want to add an Expense to your Expense Report.
Step 2:

On the New Expense Tab, click on the Expense Type Name you want to add.

Step 3:

Fill in all required fields marked with a red bar. All other fields are optional. Each Expense Type will have a comments box to add additional information that the approvers and travel processors will see.

- **Payment Type** will default to **Out of Pocket**. If the expense was university paid by the Departmental Travel Card, P-Card, Direct Pay, etc. change the default to **University Paid** as you will not be eligible for reimbursement for that expense. You may want to add a Comment, how it was paid.
Step 4:

Click on one of the following options:

- Save
- Itemize
- Allocate
- Attach Receipt
- Cancel

ITEMIZING AN EXPENSE

- Itemization may be needed to split an expense when using multiple funding sources or when expensing Hotel Expense Type. Itemization should be completed prior to allocating your expenses to multiple chartfields.

Step 1:

After you enter your expense, click Itemize.
Step 2:

An Expense Type drop-down list will appear and you will need to start itemizing the expense. Select your Expense Type that applies to the first itemization, enter the required and optional fields, and click Save.

- The newly created itemization appears on the left side of the page below the expense.
- The Total Amount, Itemized amount and Remaining amount appear on the right side of the page.

Step 3:
Continue to add each itemization by selecting the appropriate Expense Type and completing required and optional fields as necessary.

- Once you have itemized the **Total Amount** of the charge, the itemization tab will be replaced by the New Expense tab.

![Image of hotel expense itemization]

**HOTEL EXPENSE**

- A hotel bill usually has multiple expenses including room, multiple taxes, parking, meals, internet charges, and sometimes personal items. You must itemize all these expenses Lodging Itemization allows you to quickly itemize recurring room rates and taxes. You can then itemize the remaining charges on your hotel bill, and adjust for any rate changes during your stay.

- Per the CSU Travel Policy, “The nightly lodging rate for domestic travel may not exceed $275 per night, not included taxes and other related charges.”

**Step 1:**

Click on **+ New Expense**. Under all Expense Types, click on **Hotel/Lodging**.
Step 2:

Fill in required and optional fields. **Transaction Date** is the last day of your stay. **Vendor name** you can choose from drop-down list or type it in if you don’t see it available. **Payment Type** will default to **Out of Pocket**. If the hotel was paid by a Departmental Travel Card, or Direct Pay, change the **Payment Type** to **University Paid**. If you added a hotel segment to your request, the Request information will be populated.

- Do not check the Travel Allowance box unless your travel is international.

Step 3:

**Hotel Expense Type** requires itemization of the expenses. Once all fields are filled in, click **Itemize**.
Step 4:

The expense will appear on the left side of the page and the Nightly Lodging Expenses tab on the right hand side of the page.

- Use the calendar to select the Check-in Date. The Check-out Date will populate with the Transaction Date you entered on the expense.

- Enter Room Rate, Room Tax, and Additional charges if any.

- If Room Rates are different each night, just enter the first night’s rate and then you can change it once the expenses are listed on the left hand side.
Hotels may have itemized tax amounts listed on the bill. You can itemized your tax the same way by utilizing the **Room Tax**, **Other Room Tax 1** and **Other Room Tax 2** fields. You can just combine all taxes and use **Room Tax** as well.

If there are any additional **recurring** charges besides room and tax on your hotel bill, choose an Expense Type under the **Additional Charges** and these charges will be added for each night. You can then delete later if not every night it was charged, or you can add the additional expense as a new Expense Type aside from the Hotel itemization.

If any/all room rates are over the max rate of $275 before taxes, a warning indicator will flag that an approved Authorization for Exception to Travel form must be attached to the Expense Report by using the **Attach Receipt** option if you are requesting full reimbursement. Otherwise, you will need to change the hotel base rate to $275.00 and taxes related to the $275 on your Expense Report.

**Step 5:**

Once all itemizations are complete, click **Save Itemizations** on the bottom.

**Step 6:**

Your expenses will now appear on the left hand side. If you need to change an itemization, just click on that item row and make the correction. For example: If one day, the rate is different, you can change the amount for that day only. And then **Save**.
Make sure itemization equals expense amount for the hotel. The system will notify you if the itemization does not add up. You can see the Remaining balance to itemize. Then continue to itemize the remaining amount until it is $0.

For Example:

```
Total Amount: $600.00 | Itemized: $585.00 | Remaining: $15.00
```

**Step 7:**

You must attach a receipt to your Expense Report for Hotel. You will see the receipt required indicator next to the expense. To attach a receipt, click on **Attach Receipt** on the bottom right hand corner. To learn how to attach a receipt, please go to **Add Receipts/Attachments to an Expense Report** in this handbook.
Step 8:

Once the receipt is attached, click **Save**. And the indicator will now show a receipt is attached. You can hover over the indicator to view a small image of the receipt.
MEAL EXPENSE

- For domestic travel, meals are actual expenses up to a max dollar of $55.00 per day. Your total for one day for breakfast, lunch and dinner cannot exceed $55.00/day.

- Meal reimbursements associated with trips without an overnight stay must and will be reported to IRS as taxable income by our HR Department. Lunch is non reimbursable, no exception.

- Receipts are not required for expenses less than $75.00. However, it is at your department’s discretion to require receipts less than $75.00. Please check with your department in regards to their internal travel policies, if any.

**Step 1:**

Click on + New Expenses. Under All Expense Types, click on Breakfast- Domestic, Lunch- Domestic or Dinner- Domestic under the Meals-Domestic category.
**Step 2:**

Fill out all required, and optional fields (if needed). Verify all fields are populated correctly.

After all the required fields are complete, click **Save**.

**Step 3:**

Expense will appear on the left hand side. Keep entering your meals either one by one, or you can check the expense box by clicking in it and click **Copy**. Expense type will copy for the next day. Then, you can
change the meal type or amount accordingly by clicking on that expense type and click **Save** for each entry.

**Step 4:**

Once you have finished entering all your meal expenses, click **Save**.
CAR RENTAL EXPENSE

Step 1:

Click on + New Expense. Under All Expense Types, click on Car Rental under Transportation.

Step 2:

Fill out all required, and optional fields (if needed). Verify all fields are populated correctly.

You can either type the vendor name or choose from the Vendor Drop-down list. Both Enterprise and National Car Rental are listed options.

- In order to be eligible for rental reimbursement, you must have booked with the CSU Contracted vendors—Enterprise or National unless you have a one-time exception approved from Risk Management.

- Exception from Risk Management should be attached along with receipt to the Expense Report.
Make sure to attach your car rental receipt by clicking **Attach Receipt** at the bottom right hand corner.

After you attach receipt, click **Save**.

**PERSONAL CAR MILEAGE EXPENSE**

- In order to submit an expense for Personal Car Mileage, you need to register your car under your User Profile. To see how to do this, please go to **Add a Car** under Profile Setup of this handbook.

**Step 1:**
Click on + New Expense. Under All Expense Types, click on Personal Car Mileage under Personal Car Mileage.

**Step 2:**

All you need to enter is the Transaction Date. The From/To Location and Distance fields will be populated based on the Mileage Calculator.

**Step 3:**

Click on Mileage Calculator. Then the Waypoints and Map will appear.
**Step 4:**

Enter Waypoints from A. to B. Pick the correct route you took. You can also make it round trip, enter any portions as Personal by clicking on the **Personal** check box. By clicking Personal, that waypoint selection will not be added to your business miles and you will not get reimbursed for that portion.

**Step 5:**
Once Waypoints are populated, click on Add Mileage to Claim at the bottom right hand corner.

**Step 6:**

You will see the From/To Locations and the Distance populate with the miles indicated from the Mileage Calculator. It will round to the nearest mile.

**Step 7:**

Number of Passengers and Comments fields are optional. Then click Save.

- If your destination does not have an actual location (waypoint) you have the option to not use the Mileage Calculator and enter all required fields and Save. Please note: for Distance, you can only enter whole numbers. The amount will populate based on the mileage entered. This is not recommended and this method should only be used for this reason.

**PERSONAL CAR MILEAGE REDUCTION**

- In the case that you drove instead of using a more economical mode of transportation, for example, flying, you will need to upload a flight comparison and you will only be reimbursed the cost of the flight if cheaper than mileage. If this is the case, enter the Personal Car Mileage Expense as is. In addition, you will also want to enter a new expense, Personal Car Mileage Reduction for the difference of cost to offset the mileage. You cannot itemize within the Personal Car Mileage Expense Type.
Step 1:

Click on + New Expense. Under all Expense Types, click on Personal Car Mileage Reduction under Personal Car Mileage.

Step 2:

Fill in all required fields Transaction Date and the amount you want to reduce your personal car mileage amount by. Amount should be a negative amount. Please do not indicate a positive amount. You may want to include a comment as to why you are using this Personal Car Reduction Expense Type on top of the Personal Car Mileage Expense Type. Then click Save.

Step 3:

Add a comment if needed.
After the information is saved, the total amount will be reduced by the negative amount you indicated using the **Personal Car Mileage Reduction** Expense Type.

**HOSPITALITY (TRAVEL RELATED ONLY)**

- You can add hospitality related expenses (meals) as part of your Expense Report as long as they are related with your travel. Regular (non-travel related) hospitality reimbursement, should not be processed through Concur.

- A completed Business Expense Reimbursement Request Form is required for all Hospitality related expenses. You will need to attach the form along with your itemized receipt under **Attach Receipt** of the **Hospitality** Expense Type.

**Step 1:**
Click on + New Expense. Under All Expense Types, click on Hospitality.

### Step 2:

Fill in all required, and optional fields if needed including **Transaction Date** and **Amount**.

### Step 3:

You will need to fill in **Attendees** information by clicking on New Attendee. Choose **Attendee Type** by clicking on the drop-down list provided. Then enter the **Last Name** and **First Name** of the Attendee and any other required information requested.

For this example: select Donor
Enter all required fields, then **Save and Add Another**.

Attendee Type = **Faculty/Staff**. If this person is the host, check the box, **Host**. Then **Save** if done. Or you can **Save and Add Another**.
Step 4:

Continue adding Attendees until all are added, then click Save.

If you need to Itemize, Allocate, Attach Receipt or Cancel the expense type entry, click the appropriate boxes to proceed.

INCIDENTALS EXPENSE

- Incidental expenses are allowed for reimbursement for domestic travel with overnight stay. Incidental expenses will not be reimbursed the first day of travel. You cannot claim incidentals for same day travel with no overnight stay.

- Maximum incidental rate is based on actual expenses incurred and must not exceed $7.00 per day.
Step 1:

Click on + New Expense. Under All Expense Types, click on Incidentals under Travel Expenses.

Step 2:

Fill in all required, and optional fields if needed including Transaction Date and Amount.

If you need to Itemize, Allocate, Attach Receipt or Cancel the Expense Type entry, click the appropriate boxes to proceed. Otherwise, click Save.
EXPENSE REPORTING DIFFERENCES FOR INTERNATIONAL, ALASKA, HAWAII TRAVEL

➤ An Expense Report can be filled out for International, Alaska and Hawaii but there are a few differences in how to fill out your Expense Report.

➤ Expense Types setup for International Travel only...
  ✓ Meals and Incidentals – International, Alaska & Hawaii
  ✓ Mobile/Cellular Phone
  ✓ Passport/Visa Fees
  ✓ Transaction Fees
  ✓ Hotel/Lodging (same expense type for domestic but Travel Allowance check box is required to be checked)

➤ A Travel Itinerary is required for international, Alaska, and Hawaii travel if expensing hotel and or meals & incidentals in order to pull the appropriate per diem rates.

HOW TO CREATE A TRAVEL ITINERARY

➤ In order to utilize GSA per diems for hotel and meals/incidentals, a travel itinerary is required.

Step 1:
Click on Details drop-down list and click New Itinerary under the Travel Allowances section.

Step 2:
The Travel Allowances for Report: window will appear allowing you to build your trip itinerary. Under New Itinerary Stop, enter the first leg of travel and complete all required fields and click Save.
Step 3:

Continue entering all legs of the trip and click **Save** after each leg.

Step 4:

Once all the legs have been entered, click **Next**.
Step 5:

Under **Available Itineraries** Tab, you can view the itinerary that you have assigned to this trip. Click **Next**.

![Travel Itineraries For Report: Int l Flt](image)

Step 6:

Under **Expenses and Adjustments** Tab, indicate any meals which were provided during your trip. If any breakfast, lunch, or dinner was provided to you, click on the corresponding check box for that meal on that day. If no meals were provided, leave boxes blank. Click **Create Expenses**.

![Expense Report](image)

Step 7:

You can begin adding expenses to your Expense Report. For Expenses related to per diem, enter the actual amounts paid up to the max per diem rate. If the amount claiming is over the max per diem, you will only be able to claim up to the max per diem rate for that expense.

**ENTERING EXPENSES WITH TRAVEL ALLOWANCE**

**Meals & Incidentals**

- A **Travel Itinerary** needs to be created in the Expense Report in order to claim meals & incidentals.
- The per diem rates are built in the system and you can only claim actual expenditures up to the max per diem rate for that country on that particular date. If you enter an amount that is more than the max per diem rate, the system will give you the max per diem rate amount.

- Make sure the Travel Allowance box is checked. If it is not checked, an audit rule will appear requiring the box be checked for all International, Alaska and Hawaii travel.

- If the city of purchase is International, the currency converter will appear and default that country’s currency. If you need to change it you can do so by selecting the drop down-list or if you paid in US dollars, change the currency to reflect USD and enter your amount accordingly.

**Step 1:**


**Step 2:**

Fill in all required fields. Currency conversion is dependent on City of Purchase entered. Do not uncheck the Travel Allowance Box.

You have the ability to change the currency default. Or, if paid in US Dollars, you can change to USD and enter amount.
Step 3:

Once all required fields are entered, click **Save**. If you need to attach a receipt, click **Attach Receipt** or **Allocate** if the expense requires allocation different then on the Report Header.

Expense will be added to the Expenses column on the left hand side once saved.

Hotel/Lodging

- You must use the Expense Type – **Hotel/Lodging** when claiming your hotel expenses. The Travel Allowance box needs to be checked. If it is not checked, an audit rule will appear requiring the box be checked for all International, Alaska and Hawaii travel. If you forget to check the box you need to delete the entry and redo it to include the travel allowance check box.

- A Travel Itinerary needs to be created in order to claim hotel expenses.

- The per diem rates are built in the system and you can only claim actual expenditures up to the max per diem rate for that country on that particular date.
If the city of purchase is International, the currency converter will appear and default that country’s currency. If you need to change it you can do so by selecting the drop-down list or if you paid in US dollars, change the currency to reflect USD and enter your amount accordingly.

If the university Departmental Travel Card was used for payment, change the Payment Type from Out of Pocket, to University Paid.

Itemization is required for hotel. When entering initial transaction information, enter the total amount of hotel stay, all other required fields and then click Itemize.

**Step 1:**

Click on + New Expense. Under All Expense Types, click on Hotel/Lodging under Travel Expenses.

**Step 2:**

Enter all required fields. Currency conversion is dependent on City of Purchase entered. Make sure to check the Travel Allowance Box.
Step 3:

Click Itemize.

- Enter your check-in date and the transaction date should be the check-out date. The number of nights will auto populate.

- Enter room rate and taxes. It is easiest to combine all taxes from your itemized receipt and enter it as Room Tax. If you have different room rates by date, you can change individual entries after you save your itemization.

- You can also include any additional charges as well by choosing an expense type from the drop-down list and entering an amount under the Additional Charges (each night) section. Please be aware if it is a one-time charge and not a nightly charge, it is best to add it as a separate Expense Type.

- After you save the itemization, your expenses will be listed on the left hand side. You can then click on an individual expense to change the amount if it is different for that day or you can see the reimbursement allowance for that particular day by clicking on Show reimbursable allowances for….

- If the conversion is off and based on the receipt provided, the transaction amount is different, you have the ability to change the Hotel Total to reflect the appropriate amount paid. However, there is a percentage threshold in Concur allowed for such change.
➢ You will not be able to go over the max per diem amount for that destination. If the total you indicated is over, you will get the max per diem. The amount that is over the per diem will reflect in Details > Reimbursable Allowances Summary or Details > Totals > Amount Rejected.

ACCOUNTING FOR PERSONAL TRAVEL/EXPENSES

➢ Personal Travel should be indicated on the Travel Request Header. When the Request is linked to the Expense Report, the Request Header information populates the Expense Report Header information. The required field is a free form field and the actual personal dates should be indicated or a date range. If there are no personal dates, indicate NA.

➢ Only business travel related expenses shall be reimbursed. No expenses should be requested for reimbursement on personal date/s of travel.

➢ If you have personal travel before or after your business travel, and airfare was purchased (regardless of how it was paid), you will need to upload a flight comparison to your Expense Report to show the cost of the requested airfare expense vs. the cost if you booked it for the business travel dates only. The comparison needs to be done at the same time as the actual booking and should be at least 2 weeks prior to the travel date.

➢ All expenses paid using the Concur Travel Ghost Card will be prepaid by the university. All ghost card transactions will upload into your Available Expenses in Concur. If part of the charge is personal, or the flight comparison comes in less than the actual flight booked, you will need to itemize the airfare difference as Personal/Non Reimbursable. If you have enough out-of-pocket expenses to cover the personal expense portion, it will be deducted from your reimbursement total. If you do not have enough out of pocket expenses to cover the personal expense, here are the steps to pay back the university:

➢ Before you can submit your Expense Report, you need to contact AP Travel Desk to alert them that you have a personal expense on Concur. They will give you instructions to deposit your check or cash at the Bursar’s Office. Once you have deposited the funds you will need to upload the receipt along with following the steps below...

US BANK TRAVEL GHOST CARD

➢ Follow the steps below if you booked airfare via Concur and the flight comparison is less that the actual flight (including the personal days of travel) that was prepaid.

Step 1:
After you start your Expense Report and you have completed your report header, click on Import Expenses, then you will see Available Expenses. All of your credit card transactions will sit under Available Expenses until you place them on an Expense Report. Drag or move your airfare expenses (airfare and service fee, 2 transactions) over to your expenses.

Step 2:
Click on the Airfare Expense that has the personal portion. Click Itemize.

Step 3:
Choose Airfare Expense Type. And enter the amount that is business related. Click Save.
Step 4:

Choose **Personal/Non Reimbursable** Expense Type. And enter the difference in the flight comparison. Click **Save**.

- At the bottom, you will see **Total Amount** $311.60 and **Total Requested** $261.00. So the traveler will not get any money reimbursed and has to pay back the personal portion of $50.60 since no out of pocket expenses were indicated.
You will then see the report summary of disbursements and it will indicate the traveler owes the university the money as the payment made back to the university will not reflect in Concur. However, when the approver/s and processor review the report, they will see the receipt and can approve accordingly.

If the approver/processor does not see a receipt, and the traveler does not have enough out-of-pocket funds to cover the personal expense/s, they are to return the Expense Report to the user who will need to pay back the funds to the Bursar’s Office, attach receipt and then submit again.

US BANK CONCUR CREDIT CARD TRANSACTION (NOT AVAILABLE AT THIS TIME)
Step 1:

After you start your Expense Report and you have completed your report header, click on Import Expenses, then you will see Available Expenses. All of your credit card transactions will sit under Available Expenses until you place them on an Expense Report.

Step 2:

Click on the expense with the personal charge. So in this example, the charge for $19.24. Then either drag that expense to the left to go to Expenses. Or, click on the expense and then click Move. Your options are to move the expense to current Expense Report or New Expense Report if one has yet to be created.
Step 3:

Once it is in your Expense Report, click on the expense. Then change the Expense Type to Personal/Non Reimbursable.

Step 4:

You can then add a comment and state paid back personal expense. Then attach your receipt you received from the Bursar’s Office by clicking on Attach Receipt.

Step 5:

Then Save. You will see the Expense Type change to Personal/Non Reimbursable. And the indicator for personal expense.

At the bottom, you will see Total Amount $19.24 and Total Requested $0. So the traveler will not get any money reimbursed and has paid the portion back as the university has prepaid this ghost credit card expense.
You will then see the report summary of disbursements and it will indicate the traveler owes the university the money as the payment made back to the university will not reflect in Concur. However, when the approver/s and processor review the report, they will see the receipt and can approve accordingly.
If the approver/processor does not see a receipt, and the traveler does not have enough out-of-pocket funds to cover the personal expense/s, they are to return the Expense Report to the user who will need to pay back the funds to the Bursar’s Office, attach receipt and then submit again.

ATTACHING RECEIPTS/ATTACHMENTS TO AN EXPENSE REPORT

- Certain Expense Types regardless of dollar amount, and all expenses $75.00 and above require a receipt to be attached in Concur.

- Some may need attachments only or attachment and receipt. In this case, use the Attach Receipt option as there is no option for attaching an attachment.

- You can only attach one file per expense entry.

- File requirements: png, jpg, jpeg, pdf, html, tif or tiff file; 5MB limit per file.

UPLOADING RECEIPTS

- Files (see above file requirements) saved to a folder on your computer may be uploaded directly into an Expense Report.

**Step 1:**

Once an Expense Type is filled out, click Attach Receipt at the bottom.
Step 2:

A pop up window will appear asking you to either upload a receipt or choose from Available Receipts that you have uploaded already. Click Browse to find your scanned receipt/attachment. Then click Open, then Attach.
Attaching a Receipt under Available Receipts

- Users can upload images to the Available Receipts library which stores the receipt until the user is ready to attach it to an Expense Report. Receipts can be uploaded to Available Receipts using different methods.

Upload images from the Expense Homepage

**Step 1:**

Click Expense on the list. Scroll to the bottom of the page, and click on + Upload New Receipt. The Receipt Upload window will appear.

**Step 2:**

Click Browse (or Choose File, depending on browser). Locate the receipt/attachment image.

**Step 3:**

Click Upload and Close. The image will now be available under Available Receipts and can be attached to an Expense Report at any time.
Email Receipts/attachments to your Concur Account

- Before emailing receipts to the Available Receipts library, you must verify your email address under Personal Information on your user profile.

**Step 1:**

Steps to verify your email:

1. Click Profile > Profile Settings. The Profile Options page appears.
2. On the left-hand side of the screen, click Personal Information.
3. On the Personal Information screen, scroll down to the Email Addresses section, your SF State Email Address should be listed already.
4. Click Verify.
5. Check your email for a verification message from Concur.
6. Copy the code from the email message into the Enter Code box next to the email address.
7. Click OK to submit the code and complete verification.

**Step 2:**

Prepare an email to receipts@concur.com, attach the images, and send the email.

- The available file formats are: PNG, JPG, JPEG, PDF, HTML, TIF, OR TIFF.

**Allowing your delegate to send receipt images to your 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.

- In order for the Delegate to upload receipt images to Concur to attach to the Traveler/Cardholder’s report they are acting on, they must do the following:
✓ The Traveler/Cardholder must verify his/her own email address in his/her profile.
✓ The Delegate must verify his/her own email address is in his/her profile.
✓ The delegate must have the correct delegation permission (can view receipts, etc.)
  ▪ To update delegate permissions, go to **Profile > Profile Settings > Expense Delegates > Add a Delegate > select Can Prepare and Can View Receipts.**
✓ 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; 5MB limit per file).
✓ The Delegate must put the Traveler/Cardholder’s email address in the subject line.
✓ The receipt will show in the Traveler/Cardholder’s Available Receipts gallery within three minutes.

**Attaching a Receipt image to an Expense entry using Available Receipts**

**Step 1:**

In the Expense Report, select an expense entry to open it in detail view. Then under **Receipts**, click on **View Available Receipts.**

![Available Receipts](image)

➢ The available receipts will appear to the right.

**Step 2:**

Drag the image to the receipt icon to attach it. Or, click on the ![icon] and it will attach the image to the expense.
ALLOCATING EXPENSES

- All expenses will allocate to the chartfield indicated on your Expense Report Header and individual expense allocation (if applicable) that moved over from your approved Travel Request.

- The Allocate feature allows you to allocate selected expenses to multiple chartfields. It is best to allocate after all Expense Types and itemizations have been entered.

To Allocate a Single Expense

Step 1:

With the report open, to allocate a single expense, click Allocate under the specified expense.

Step 2:

The Allocations page will appear. You can allocate by percentage or by amount by clicking on Allocate By and then making your selection. Make the necessary adjustments to the chartfield by clicking on each: Fund, Department (required) and Program, Class, Project if needed. Once the fund is changed, you will need to re-enter the corresponding fields.
Step 3:

Once the expense is fully allocated, click **Save**.

- A pop up message will appear stating Allocations have been saved. Click **OK**. Then, click **Done**.

- The Expense Type will now have the 📊 allocation icon and when you hover over the icon, the allocation will show in a pop up window.
To Allocate Multiple Expenses

➢ It is best to allocate multiple expenses at the end of entering all your expenses, so you can do the allocation all at once.

**Step 1:**

On the expenses column of your Expense Report, click on all the expense types you want to allocate and go to the Details listed under your Expense Report name and click on Allocations.

➢ The Allocations for Report window appears. The total expense amount, the amount allocated, and the amount remaining appear in the Allocations section.

**Step 2:**
The Allocations page will appear. You can allocate by percentage or by amount by clicking on Allocate By and make your selection. Make the necessary adjustments to the chartfield by clicking on each, Fund, Department (required) and Program, Class, Project if needed until the full amount has been allocated.

- You can adjust the amounts and percentages however you need to choose either percentage or amount for all as you cannot choose both. The total amount must be allocated 100% otherwise an audit rule will flag and you will not be able to submit the report.

Step 3:

Once the expenses are fully allocated, click Save.
- A pop up message will appear stating Allocations have been saved. Click OK. Then, click Done.

- The Expense Type will now have the allocation icon and when you hover over the icon, the allocation will show in a pop up window.
- If the expense is not 100% allocated, the allocation icon will appear with the expense.
If you had a cash advance issued in Concur, you will need to expense the cash advance with your Expense Report as part of your travel reconciliation.

**Step 1:**
Click on Requests > Manage Requests, find your request you need to expense that has the issued cash advance and click on Expense located under Action.

**Step 2:**
Finish completing the Report Header and click Next.

**Step 3:**
At the bottom of your expenses, you will see Outstanding Advance. This amount should be the amount you received for the cash advance.

- In the case that not all the cash advance was used, contact the Travel Desk on instructions to return the unused portion to the Bursar’s Office. Indicate the return amount by choosing Cash Advance Return Expense Type. Upload the receipt to your Expense Report as an attachment.
Step 4:

Enter each of your expenses. After an expense is entered and all required fields are completed, click **Save**.

- When **Payment Type** equals **Out of Pocket** for any particular expense, the outstanding cash advance balance will reduce accordingly.
Step 5:

Click **Submit** once all your expenses have been entered.

- Your Outstanding Balance must be zero. If you have additional out of pocket expenses, you will receive the balance you paid out of pocket minus the cash advance amount.

- A pop up window will appear and state your **Report Successfully Submitted** and you will be able to view a summary of the expense totals and disbursements.
HOW TO SUBMIT AN EXPENSE REPORT

Step 1:
Once you are ready to submit your Expense Report, click Submit Report on the top right hand corner.

Step 2:
The Final Review window appears with the User Submit Agreement. By clicking Accept & Submit, the user is accepting the terms and conditions of the agreement.

- If you cannot successfully submit the report, a message appears describing the report error or exception. Correct the error and attempt to submit again.
HOW TO PRINT/EMAIL AN EXPENSE REPORT

- You can print a copy of your Expense Report at any time. The Approval Status, Approval Flow and Audit Trail will reflect based on when you printed the report. All information regarding the travel will be included on the Expense Report such as Request ID, travel information, employee information, expenses and allocations, approvals, audit trail, etc.

**Step 1:**

Click on the Expense Report you want to print by clicking on the Expense Tab and click on the report name under Active Reports. If it is a completed report, you can locate the report in your Report Library.

If clicking on Report Library, click View and select the reports you want to view.
Step 2:

Click Print/Email, then click CSU- Detailed Report with Summary Data.

Step 3:

The Expense Report will pop up in a new window. You can check the box to show itemizations if needed. You have the option to save as PDF, Email, or Print the Expense Report.

- **PDF** – formats the document as a PDF, includes all attachments (receipts/documents attached) to then save.
- **Email** - Email box will pop up and you can enter the recipient’s email address and comment if needed and it will send through Concur to the recipient. Please note: Recipient cannot reply to the email as it is an auto generated from Concur. Will not be sent with receipts/attachments.
- **Print** - Ability to print the Expense Report. Will not be printed with receipts/attachments.
CHECKING ON THE STATUS OF AN EXPENSE REPORT

**Active Reports**

- **Active Reports** are reports that are currently being worked on and have yet to be submitted, or submitted but pending processing, pending approval or pending reimbursement.

- If returned or submitted under the report name and amount, it will give a reason or status detail. For example: if Submitted, it will say where in the approval process it is. If returned, it will give a reason for the return.

**Step 1:**

Click on Expense Tab, then under Manage Expenses, you will see **Active Reports**. Each Active Report will have information as to the status and progress of the report.
VIEWING EXPENSE REPORT HISTORY

Once an expense report has already been processed, it will no longer appear under Active Reports. You will be able to locate all your Expense Reports in the Report Library. You can view these Expense Reports at any time. This eliminates the need to keep scanned paper copies that have been submitted for reimbursement.

**Step 1:**

Click on Expense Tab.

**Step 2:**

Click on Report Library.

**Step 3:**

You will see Reports for last 90 Days. To see more options, click on View and then make your selection from the drop-down list.
ACTING AS A DELEGATE

- By acting as a Delegate, you can prepare Travel Requests and Expense Reports on behalf of another user.

- In order to be assigned as a Delegate, you must be an SF State Employee and have an active Concur account. The user will need to add you as a delegate and grant appropriate permissions under their user profile before you can act on their behalf.

PERFORMING WORK ON ANOTHER USER’S BEHALF

**Step 1:**

Once added, Delegate will log into their Concur account and click on Profile on the top right hand corner. There will be a box Acting as other user. From the drop-down list, select the traveler’s name from a list of users who have assigned you as a delegate. If you don’t have this option or if you don’t see the user’s name, they have not added you.

**Step 2:**

Click Start Session. Now the delegate will be acting on the user’s behalf.
The delegate will now be acting as the user and will see their name. Test Smith is now **Acting as SF Traveler Test.**

**Please note:** If the delegate is granted **prepare** permissions, they can create a Travel Request and Expense Report on behalf of the traveler, however the traveler must be the one to **Submit** the Travel Request/Expense Report due to certification purposes.

**Step 3:**

Delegate completes Travel Request/Expense Report. For information about how to complete a Travel Request/Expense Report, follow instructions listed in the Travel Request and Expense Report sections of this handbook. Once completed, click **Notify Employee.** Then click **OK.**

**Step 4:**

To end acting as the Delegate, click on Profile and click **Done acting for others.** If you have delegation on behalf of another user, you can choose another user to act on their behalf and start session.

Traveler will receive a notice that their Travel Request/Expense Report is ready for review. Once reviewed, they can click **Submit** to submit their request/report.
Once reviewed, traveler can click **Accept & Submit** to submit their request/report.

**BOOKING TRAVEL ON ANOTHER USER’S BEHALF**

- By acting as a Travel Arranger, you can book travel in Concur on behalf of another user.

- In order to act as a Travel Arranger, you must be an SF State Employee and have an active Concur account. The user will need to add you as a Travel Arranger and as well as a delegate and grant appropriate permissions (prepare Requests/Expense Reports) under their user profile before you can act and book travel on their behalf.

- All required fields of the traveler’s user profile will need to be completed and profile saved in order to book travel in Concur. In order to book hotel reservations, there must be a credit card saved in the traveler’s profile.

- In order to book airfare for the traveler, please make sure the name in Concur is identical to the name that is on their photo identification used for travel. Otherwise, you will want to book airfare outside of Concur as the name that is in Concur will be the name printed on the airline ticket.

**Step 1:**  
Delegate will login to their Concur account and click **Profile** on the top right hand corner. There will be a box **Acting as other user.** From the drop-down list, select the user’s name of who you want to book travel for.
Step 2:

Click **Start Session**. Now the delegate will be acting on the user’s behalf.

The delegate will now be acting as the traveler and will see the traveler’s name. Test Smith is now **Acting as SF Traveler Test**.

Step 3:

Click on **Travel** Tab at the top of the page to view any travel reservations related to the user.
➢ To book travel on the user’s behalf, proceed to book through the Trip Search.

**Step 4:**
Complete booking travel reservations in Concur. Both you and the traveler should receive an email confirmation from Christopherson Business Travel of the booked travel reservation once finalized.

**APPROVER ROLE**

➢ Having the approver role allows you to approve Travel Requests and Expense Reports, as well as access to Reporting (Reporting for “Reports To” Approvers only) in Concur.

➢ You will have one login for both your own travel and approvals. By having the approval role, you will see an additional Approvals Tab and Reporting Tab at the top of the Concur homepage.

➢ Concur will alert you via email notification when there are requests/reports pending your approval. The link provided in the email will take you to the CSU homepage, select San Francisco and then sign in using your SF State Credentials on the SF State Gateway. You can also log in to Concur and check your **Quick Task Bar** to see if there are any pending travel requests or expense reports awaiting your approval.

➢ An Approver has **6 calendar days to approve a Travel Request** and **10 calendar days to approve an Expense Report**. Failure to approve during this timeframe may result in the Travel Request/Expense Report being routed to another manager.
APPROVING TRAVEL REQUESTS

- All University travel must be approved through an authorization by the appropriate authorities. This process requires completing and submitting a Travel Request in Concur. The Travel Request identifies what travel costs can be paid or reimbursed to the traveler using University funds. Travel Requests must be approved prior to making any travel arrangement and completing an Expense Report in Concur. Individuals traveling for University business that have not submitted the proper travel request may not be covered by University insurance policies and may be traveling at their own risk.

Approving Authority Responsibility

- The approving authority ensures all expenses are reasonable in terms of price, purpose, and necessity, and is responsible for:
  - Ensuring expenses charged to department accounts are supported by sufficient funds and ensuring appropriateness of use of funds.
  - Ensuring expenses requested are ordinary, reasonable, not extravagant, necessary, and supported by a business purpose or justification, as appropriate.
  - Validating, to the extent possible, that the expenses listed were actually incurred by the employee and that appropriate supporting documentation if applicable is attached.
  - Reviewing and approving the business purpose and ensuring the request is in compliance with any applicable sponsored project/grant requirements if applicable.
  - Approving/denying payment of the travel claim in a timely manner.
  - Denying expenses not directly related to official University business.

How to Approve a Travel Request

Step 1:

Navigate to the Concur homepage by clicking here, or accessing the Concur link from the notification email to get to the SF State Gateway to login using your SF State credentials via single sign-on.

Step 2:

Click on Approvals Tab either at the top of the homepage or Required Approvals on the Quick Task Bar. This will take you to Approvals Home.
Step 3:
You will see two tabs. One for Travel Requests and one for Expenses Reports which will house all your pending travel approvals. Click Requests Tab.

Step 5:
Under the Requests Tab, click on the Request Name in blue awaiting approval.

Step 6:
Now you can review the Travel Request by clicking on each of the Request Tabs:

- Request Header
- Segments
- Expense Summary
- Approval Flow & Audit Trail
Check to make sure all the fields are completed with the correct information. Don’t forget to check attachments if applicable. The system will not alert you that there is an attachment. You, as the approver, can also attach documentation if needed.

Items you want to look for in the **Request Header** are:
- Trip Purpose corresponds with the destination
- Start and End Dates of travel
- Personal Travel (if applicable). This is a free form field. The system cannot identify dates entered here and what portion of request is personal travel vs. business.
- Appropriate Chartfield information indicated
- If a cash advance is requested, make sure a justification for advance is entered in the comments box.

Review the **Segments** Tab for airfare, car rental, and hotel estimated detail information if applicable.

The **Expense Summary** will give you a list of all estimated expenses regarding the travel including the segment estimates. Check comments if any. You can click on the Expense Type to get more details regarding the expense.

Review the **Approval Flow** to make sure all necessary approvals are in place depending on the type of travel and destination. Please note: the Budget Approver information will not populate until the “Reports To” Approver approves.

The **Audit Trail** can show you all stages and correspondence in regards to that Request. For example, emails sent, comments added, approvals, chartfields changes, etc.

**Step 7:**
Once you have reviewed all the tabs, your options are:
- **Send Back Request**
- **Approve**
- **Approve and Forward** (Reports to Approver will only have this option. Budget Approver can add additional approver under Approval Flow tab.)
Please note: Approver can edit chartfield information if necessary by clicking Allocate at the bottom for any given expense. They can also add an attachment or add a comment as well.

Send Back Request – If you do not wish to approve the request or you require any additional information from the traveler, you can click Send Back Request and the traveler will be notified that their request has been sent back. Along with sending back the request, a comment is required to be enter in the comment field. Once you enter a comment on why the request is being sent back, click OK.

Approve – If the request is ready to be approved, click Approve. It will then route to the next approval workflow step. If you are the traveler’s “Reports To” Approver, it will then look for a Budget Approver.
After clicking **Approve**, a **Final Confirmation** box will appear with a **CSU Request Approver Agreement**. Click **Accept**. If you click **Decline**, the request will not be approved and remain in your Requests awaiting approval.

- **Approve and Forward** – If you approve the request, but want an additional approver to approve after you, click **Approve & Forward**. This added approval will be in addition to the approval flow already in place. Only the “Reports To” Approver will see this option.

- **For Budget Approvers** - go directly to the Approval Flow before approving. You will have the ability to add an additional approver to the workflow. See screenshots below.

Enter the name of the User-Added Approver. Once you see the appropriate name in the drop-down list, click on it. Then that person will be added to the approval workflow as a **User-Added Approver**.
If you want to add an additional User-Added Approver after the Budget Approval, you can do so by clicking on the left addition sign. The right addition sign will require the additional approver approve after you but before the budget approver.

Once all additional User-Added Approvers have been added, click Approve.

After you click Approve, a Final Confirmation box will appear with a CSU Request Approver Agreement. Click Accept. If you click Decline, the request will not be approved and it will sit in your pending approvals queue until it moves on to another approver or sent back.
APPROVING EXPENSE REPORTS

- Upon the completion of the Travel, an Expense Report needs to be completed and submitted for all out-of-pocket expenses to receive reimbursement. In addition, anything prepaid by the university perhaps on the Dept. Travel Card, P-Card, US Bank Travel Ghost Card, or Direct Pay/Bill should be included on the Expense Report and the Payment Type should indicate University Paid. Ghost Card transactions Payment Type will come through as USBank Ghost Card. The approving authority designated to approve travel expense reports ensures all expenses are reasonable in terms of price, purpose and necessity.

Approving Authority Responsibility

- The approving authority ensures all expenses are reasonable in terms of price, purpose, and necessity, and is responsible for:
  
  - Ensuring expenses charged to Department accounts are supported by sufficient funds and ensuring appropriateness of use of funds.
  
  - Ensuring expenses requested are ordinary, reasonable, not extravagant, necessary, and supported by a business purpose or justification, as appropriate.
  
  - Validating, to the extent possible, that the expenses listed were actually incurred by the employee and that appropriate supporting documentation is attached if applicable.
  
  - Reviewing and approving the business purpose and ensuring the request is in compliance with any applicable sponsored project/grant requirements if applicable.
  
  - Approving/denying payment of the expense report in a timely manner.
  
  - Denying expenses not directly related to official University business.

How to Approve an Expense Report

Step 1:

Navigate to the Concur homepage by clicking here, or accessing the Concur link from the notification email to get to the SF State Gateway to login using your SF State credentials via single sign-on.
Step 2:
Click on Approvals Tab either at the top of the homepage or Required Approvals on the Quick Task Bar. This will take you to Approvals Home.

Step 3:
You will see two tabs. One for Travel Requests and one for Expenses Reports which will house all your pending travel approvals.

Step 4:
You will see 2 tabs. One for Requests and one for Expenses Reports which will house travel that require your approval. Click Expense Reports Tab.

Step 5:
Under the Expense Reports tab, click on Report Name in blue awaiting approval.

Step 6:
You will see a list of expenses in the **Summary**.

- If you want to see the details of the trip, click **Details > Report Header** at any time.

- You can click on each expense to see the itemization (if applicable) and all the fields the user entered on their Expense Report.

---

**Step 7:**

Please review each expense and all fields-

- Click Expense to show detailed information in the **Expense** tab.
- Click **Receipt Image** to view the receipt. If there is no Receipt tab, then a receipt was not attached to that particular expense.
- **Summary** – tab will appear that gives you a breakdown of the approved Request estimated amount for that expense.
  - **Amount Remaining:**
    - Positive amount: traveler expensed less than approved request estimate
    - Negative amount: traveler expensed more than approved request estimate
    - $0 amount: traveler expensed exact amount
  - Please note: Only the expense types that were included on the Travel Request will show here.
- You can click on the Request Name under Requests to bring up all the Travel Request information in detail which will include request header information, expense type amount and allocation, approval flow and audit trail information.
Any warnings will show at the top and indicate the warning reason. This will include any personal travel dates that the traveler indicated or any exception to the policy such as hotel expense is over $275 max limit where an exception form should be attached along with the receipt.

You may add a comment by typing in the comment field, or attach other documentation/receipt if needed by clicking on Attach Receipt at the bottom, and then click Save. You can do this on any given expense listed under the Expense tab.

You can also add a comment at the Report Header by clicking Details > Report Header > Comment.

You can also edit the allocation of any expense by clicking Allocate at the bottom of the expense tab. Then Save. You should only allocate if it is your funding source. If it belongs to another department, please send it back to traveler and have them correct it so it goes to the
appropriate Budget Approver. Please note: you need to allocate at the itemization level if there are itemizations on the expense type. For example: Hotel.

Receipts can also be added at the Header. If you do not see a receipt that you are looking for, check the Receipts > View Receipts in…window. This will show all receipts that were loaded, whether they were attached to an expense line item or at the header.

Step 8:
Review the Approval Flow and Audit Trail if needed. You can get to these areas by clicking Details > Audit Trail, or Details > Approval Flow.

Please note: If you are a Report To” Approver, and you are reviewing the Approval Flow, the Budget Approver field will be blank. This is normal. Once you approve, Concur will then populate and route to the appropriate Budget Approver/s based on the chartfield/s indicated on the Expense Report.
**Step 9:**

Once you have reviewed the Expense Report, your options are:

- Send Back to User
- Approve
- Approve and Forward (Budget Approvers need to add additional approver under Approval Flow tab as they will not have an Approve and Forward button)

- **Send Back Expense Report** – If you do not wish to approve the expense report or you require any additional information from the traveler, you can send back request and the traveler will be notified that their expense report has been sent back. Along with sending back the report, a comment is required to be enter in the comment field. Once you enter a comment on why the request is being sent back, click **OK**.
- **Approve** – If the expense report is ready to be approved, click Approve. It will follow the Approval flow and will move on to the next approval step. If you are a “Report To” Approver, then it will move on for budget approval.

![Approve Button]

After you click Approve, a Final Confirmation box will appear with a CSU Request Approver Agreement. Click Accept. If you click Decline, the Expense Report will not be approved and remain in your Reports awaiting approval.

![Final Confirmation]

- **Approve and Forward** – If you approve the request, but want an additional approver to approve after you, click Approve & Forward. This will be in addition to the approval flow already in place and cannot replace any required approver in the system.

![Approve and Forward Button]

Enter the name of the User-Added Approver. Once you see their name in the drop-down list, you can click on it. Then they will appear as a User-Added Approver.
After you click Approve & Forward, a Final Confirmation box will appear with a CSU Report Approver Agreement. Click Accept. If you decline, the request will not be approved and remain pending your approval in your queue. Please note: Once the timeframe has expired, it may move on to another manager (approver’s direct report).

ACCESSING COMPLETED APPROVALS

➢ From your Approvals tab page you will see three options:

✓ Approvals Home
✓ Requests
✓ Reports

Completed Approval – Travel Requests
**Step 1:**

To review Requests previously approved, select **Requests** from the **Approvals** Tab.

**Step 2:**

The default view is **Requests Pending your Approval**. To see previously approved requests, click the View drop-down list and make a selection.

**Step 3:**

Filter and sort by the following:
**Step 4:**
Click anywhere in the Request that you want to open/view.

**Completed Approval - Expense Reports**

**Step 1:**
To review Expense Reports previously approved, select Reports from the Approvals Tab.

**Step 2:**
The default view is All Reports Pending your Approval. To see previously approved Expense Reports, click the View drop-down list.

**Step 3:**
You can then filter and sort by the following:

<table>
<thead>
<tr>
<th>Request Name</th>
<th>Employee First Name</th>
<th>Employee Last Name</th>
<th>Employee ID</th>
<th>Request ID</th>
<th>Status</th>
<th>Date Submitted</th>
<th>Total</th>
<th>Approved amount</th>
<th>Remaining amount</th>
<th>Request Type</th>
</tr>
</thead>
</table>

**Step 4:**

Click anywhere in the Expense Report that you want to open/view.

**ASSIGNING DELEGATES**

- Delegates are employees who are given permissions in Concur to perform work on behalf of other employees.
- Please note: level of access of the delegate is dependent on the level of the user. A delegate of an approver may have more permissions than a regular user.
- Travel request and expense share delegates. By assigning permission to a delegate, you are assigning permissions for both Travel Request and Expense Reports.
- The Delegate can create a Travel Requests/Expense Reports on behalf of the traveler, however the traveler must be the one to submit the Travel Request/Expense Report due to certification purposes.

**Step 1:**

At the top right hand corner of the My Concur homepage, click Profile > Profile Settings.
**Step 2:**

Under **Request Settings**, click **Request Delegates**. Again, by entering the delegate in Request, it will automatically add them to Expense.

![Profile Options](image)

**Step 3:**

Under **Delegates** tab, click **Add**.

![Request Delegates](image)

**Step 4:**

In the search field, type the employee last name of the delegate you want to add.
Step 5:

List of name/email matches will appear and select the appropriate person.

Step 6:

Check the box of each permission you want the delegate to perform on your behalf. This can be updated at any time. Once you save, the delegate will have the permissions immediately.

Here are the list of permissions:

Permissions that pertain to you as the Traveler:

- Can Prepare – Can prepare Requests/Reports on your behalf
- Can View Receipts – Can view receipts as long as delegate has “Can Prepare”, and/or “Can Approve” permission
✓ **Can Use Reporting** – Can access reporting to run Concur queries. Each user that has access to reporting can delegate up to 2 individuals reporting rights in Concur.

✓ **Receives Emails** – will receive emails regarding your travel

**Permissions that pertain to you as the Approver (only approvers will have these permissions to delegate):**

✓ **Can Approve** – Can approve Requests and Expense Reports on your behalf. Please note: the delegate must be an approver in order to have the approve permission.

✓ **Can Approve Temporary** – Can approve Requests and Expense Reports on your behalf for a certain timeframe only by identifying a date range. For example user is on vacation and wants to delegate a person to be the approver for that time period. Please note: the delegate must be an approver in order to have the approve permission.

✓ **Can Preview for Approver** – Can review Requests and Expense Reports that are ready for approval. Delegate has the options to notify approver once reviewed by clicking on **Notify Approver** box or send back to user by clicking on **Send Back Request**. Previewer cannot approve on behalf of the approver. Once delegate clicks **Notify Approver**, approver will receive an email notification that states “Report is ready for review and approval” and that your delegate has reviewed this report. There will also be a green check box icon meaning delegate has reviewed.

✓ **Receives Approval Emails** - Delegate will be notified anytime something is ready/pending your approval. Always check this box otherwise delegate will not know what Requests/Expense Reports are pending approval.

**Step 7:**

Click **Save**. Click the Delegate For tab to see if others have added you as their delegate. Changes will take effect immediately.
Steps to remove a delegate:

- If you choose to remove a delegate, you can do so at any time.

**Step 1:**
Click Profile > Profile Settings > Request Delegates.

**Step 2:**
Check the box on the left hand side.

**Step 3:**
Click Delete.

**MOBILE APP FUNCTIONS**

Concur offers a mobile app to manage your travel and approvals on the go. Once you have downloaded the mobile app from Google Play, Windows Store, Blackberry World or the iOS App Store, log in with your SF State and email and then log in via single sign on with your SF State credentials.

- You cannot create a Travel Request/Expense Report directly from the mobile app. However, you can manage them. Meaning, you can check on your status of your request/report, add expenses to your
expense report, take pictures of your receipts. You also will have access to your trip information and itinerary.

- If you are an approver, you can approve any Travel Request/Expense Report that is pending your approval.

Requests

You will not be able to start a New Travel Request using the mobile app. However, once you have created the Travel Request, you can Submit the Request through the mobile app if needed. You can also review all your active Travel Requests. Changes to the request will need to be done directly on the Concur site.

With Requests that are pending on-line booking, you will not be able to book travel using the mobile app.

Expense Reports

You will have access to see all your active Expense Reports and your Expense Report History via the mobile app. You can manage your Expense Reports using the app such as add expenses, capturing and adding receipts and submitting the report.

It is best to start an Expense Report and link the approved travel request prior to adding expenses via the mobile app. Otherwise, when you add an expense, you can move to a New Expense Report and create one however, you will not be able to link the approved Travel Request until you have access to the full Concur site.

Expenses
You can add Expenses at anytime as well as capture the receipts with the expense. Then you will have an option to move the expense over to an existing Expense Report or create a New Expense Report.

**Trips**

You can view your trips that you have in your Concur account. However, you are unable to book travel from an approved Travel Request using the mobile app.

**Approvals**

If you have approver permissions in Concur, you can approve Travel Requests and Expense Reports via the mobile app. You will have access to view all information in relation to the travel.

**CONNECTED APPS**

Concur has an App Center that allows you to link your current and or favorite apps and your information with various partnered vendors with Concur.

To access the App Center:

**Step 1:**

Click **App Center** Tab.

**Step 2:**

List of Apps will appear. Make your selection and follow the appropriate instructions to link the app to your Concur account. Partnered vendors include TripIt, Uber, Lyft, United Airlines, American Airlines, Hyatt, and many more.
TripIt

All CSU Employees are eligible for a free TripIt Pro Subscription. By creating and connecting your TripIt Pro account to Concur, you will get real time flight alerts as well as your travel plans synched between Concur and TripIt.

Tripit® from Concur instantly organizes all your travel plans in one place. Simply forward travel confirmation emails to plans@tripit.com and Tripit will create a master itinerary for each of your trips. Now you can access your plans anytime, anywhere.

Key Features:

- After booking, simply forward your confirmation emails to plans@tripit.com and TripIt will instantly create a master itinerary for each of your trips.
- You can opt to allow TripIt to automatically import travel plans from your Gmail, Google Apps, Outlook.com or Yahoo! mail inbox, so you don’t have to forward confirmation emails.
- Access your travel plans on your smartphone, tablet, computer or wearable device anytime,
Sync TripIt with your calendar, so your travel plans show up alongside other meetings or events.

- Easily share specific plans, or your entire itinerary, with anyone.
- Real-time flight alerts, seat tracking, alternate flight finder, fare refund notifications, point tracking, and more.

**Signing into Tripit Pro**

Access Concur after signing in to your CSU Campus portal.

**Step 1:**

Once you are in Concur, you click the **App Center**, then click the **Tripit App Icon**

**Step 2:**

Click the blue **Connect** button.
**Step 3:**

Check box of *Concur App Center End-User Terms and Conditions* and click *I Agree*.

![Concur App Center End-User Terms and Conditions checkbox](image1)

**Step 4:**

Email address should self-populate. Create a *New Password* for the TripIt App and select *County of Residence* from the drop-down list. Check box accepting the User Agreement and Privacy Policy and agree to link the TripIt account to Concur. Then click the blue *Create Tripit Account*.

- If you already have a Tripit Account, click the orange *Sign in and link my accounts* and follow the instructions to connect your account to Concur.

![Activate Your Tripit Pro Subscription](image2)

**Step 5:**

An email will be sent from TripIt to verify the email address entered. Open the email and click *Verify*. 

![Verify email link](image3)
Step 6:

TripIt now should be connected to Concur. If the account did not link, click Connect and at the bottom of the Active Screen click the orange Sign in and link my accounts. Enter in the Email address and the password you created and then click Link my Accounts. Close the window.

Make sure to “uncheck” the business flag for personal trips so they don’t sync to your Concur account. If they happen to, no worries. Please contact the Concur Coordinator for removal.
Contact Information

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