Concur is a comprehensive web based tool that integrates travel request and expense reporting with a complete travel booking solution for higher education business travel. Concur allows for the electronic processing of the following:

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

**Concur Modules**

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

- Travel Request
- Expense Report

**What is Concur?**

Concur includes the following modules:

- **Travel Request**
  - Required to obtain preapproval of your travel prior to making any travel reservations and complete an Expense Report.

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

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

**Approval Workflow**

- All Travel Requests and Expense Reports will go through an automated workflow process once submitted.
- Approver will receive an email notification, including the link to log in to Concur, that a Travel Request and/or Expense Report is pending approval.

**Concur Approval Workflow:**

1. **First Route:** The “Reports to” Approver – Direct Report provided by HRMS. The “Reports to” Approver is approving the entire Travel and assumes overall responsibility for the travel.
2. **Second Route:** Budget Approver – designated by your Department and is based on Dept. ID/Fund Combination. The Budget Approver is only approving the travel budget and total cost of trip.
- In addition to required approvals, approvers can manually add (Approve & Forward) additional approvers to the workflow to any particular Travel Request and/or Expense Report.
- **Please note:** additional approvers can only add to the workflow and not replace any approvers already required.

**Approver Permission**

- Having the Approver Permission allows you to approve Travel Request and/or Expense Reports as well as access to Reporting in Concur.
- The approving authority ensures all expenses are reasonable in terms of price, purpose, and necessity.

**You will have Approver Permission in Concur if:**

- You are an employee’s Direct Report in HR.
- You have been appointed as a Budget Approver for a Dept. ID/Fund Combination.

**Accessing Pending Approvals**

From The Concur Homepage, click one of the following:

- **Approvals Tab** at the top of the homepage
- **Required Approvals** found in the Quick tasks
- **Required Approvals** found under My Tasks

- Once you have located the Request/Report that is pending Approval, click anywhere within the information and it will take you to that Request/Report.

- **Travel Request:** Approvers have 6 calendar days to approve.
- **Expense Report:** Approvers have 10 calendar days to approve. Failure to approve within this time frame may result in Request/Report routing to your Direct Report for approval.

**Approving a Travel Request**

What to look for when approving a Travel Request:

**Travel Request Header:**

- **Trip Purpose** corresponds with the destination.
- **Personal Travel** *(if applicable)* this is a free form date field. The system cannot identify what portion of request is personal travel vs. business so this is a manual process to review.
- **Appropriate Chartfield information** entered.
- **Comments** *(optional)* Check for comments. Approvers can add comments as well.
- **If a Travel advance is requested,** make sure a justification for advance is entered in the comments box.

**Travel Request Expense Summary:**

The **Expense Summary** will give a summary of the estimated expenses listed including estimates provided within the **Segments Tab**.

- **Click on Attachments** to see if any attachments were added. The system will not indicate an attachment was added.
- **For International Travel – Request for Foreign Travel Insurance Program (FTIP) Coverage Form** must be attached to the Travel Request. If it is not, please send back the Request with a comment.
Approving an Expense Report

What to look for when approving an Expense Report:

Expense Report Summary -
- Click on each expense to see itemization if applicable and all the fields entered on their Expense Report.
- Within each Expense listed, on the right hand side, you will see 3 tabs:
  - Expense – gives the expense details
  - Receipt Image – View Receipt Image
  - Summary – gives you the breakdown of the approved Request estimated expenses vs. the actual expenses.

Approval Flow & Audit Trail Tabs

After reviewing the Header and Summary Tabs:
- Review the Approval Flow Tab to make sure all necessary approvals are in place depending on the type of travel and destination. Please note: Budget Approver information will not be listed until after the “Reports to” Approver approves.
- The Audit Trail Tab can show you all stages and correspondence in regards to the Travel Request/Expense Report. For example, approvals, comments added, chartfield changes, etc.

Assigning Delegates
- A delegate is an employee who is allowed to perform work on behalf of another employee in Concur.
  1. To add a Delegate, go to Profile > Profile Settings > Expense Preferences of your User Profile.
  2. Your approver delegate permissions are: Approve, Approve Temporary, Preview for Approver, & Receives Approval Emails.
- Request and Expense share delegates. By assigning permissions to a delegate, you are assigning permissions for Request and Expense.

Making Corrections

As an approver, you have the ability to make corrections to a Travel Request and/or Expense Report. Otherwise, please return. Approvers can make these corrections:

- Chartfield changes
- Add a Comment
- Attach a Document/Receipt

Allocation

As an approver, you can update/change chartfield information either at the Header level or use the Allocation feature.

- If you need to allocate an expense to a different chartfield than indicated on the Header:
  1. Select the transaction you need to allocate from the expense listing.
  2. Click Allocate near the lower right corner of the Expense Details section.
  3. From the Allocate By drop-down list, choose either Percentage or Amount.
  4. Click the field under Fund or Department. Recently used chartfields will display. You may also edit/add Program, Class, or Project fields. Select the desired segments from the drop-down list or key in the code.
  5. If you want to split the transaction among multiple chartfields, click Add New Allocation.
  6. Repeat steps 4 and 5 for each new allocation.
  7. Click the field under Fund or Department. Recently used chartfields will display. You may also edit/add Program, Class, or Project fields. Select the desired segments from the drop-down list or key in the code.
  8. In the confirmation message box, click OK.
  9. In the Allocate Report window, click Done.

Approval Options

Once reviewed, Approvers have the following options:

- Send Back - Option if you do not approve and want to send the Travel Request/Expense Report back to the Traveler with a comment. Traveler will be notified and will need to resubmit once completed.
- Approve - If the Travel Request/Expense Report is reviewed, you can click on the Orange Approve button.
- Approve & Forward – “Reports To” Approver will have an Approve & Forward button. If you are a Budget Approver and want to Approve & Forward, you will need to add the approver from the Approval Flow Tab.
  - Type the name of the person you want to have approve. Then click the orange Approve button.
  - The Travel Request/Expense Report will then route to that individual and they will be added to the workflow and will be required to approve.
  - International Travel Requests: “Reports to” Approver needs to Approve and Forward to the Risk Manager, Michael Beatty

Accessing Completed Approvals

From your Approvals Tab, you will see three options:

- Approvals Home, Requests, Reports

  1. Choose either Requests or Reports to see completed Approvals.
  2. Click on View and a drop-down list will appear with different options such as Requests this Month, Requests you Approved this Month, Requests you Approved last Month, All Approved Requests/Reports, etc.
  3. Then you will have filter and sort options such as Employee Name, Request ID, Approved amount, Request Type, etc.

  For Questions:
  Please contact Fiscal Affairs – Accounts Payable http://fiscaff.sfsu.edu/accounts_payable/travel
  Email: concur@sfsu.edu