Concur Travel & Expense

INTERNATIONAL TRAVEL
Overview

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Overview – Travel Request

- **Travel Request**: Formerly known as a Request for Authorization to Travel is required to obtain preapproval of your travel prior to making any travel reservations and submitting an Expense Report.

- The Travel Request must be submitted at least 45 days prior to international travel and approved prior to booking travel reservations and completing an Expense Report. For time sensitive travel, please consult with your department and Risk prior to submitting your request.

- A completed FTIP form (Request for Foreign Travel Insurance Program) needs to be attached to the Travel Request prior to submission. If High Hazard, please also attach Request to Travel Approval to High Risk Country form.

- Approved Travel Requests will automatically close 60 days after the Travel Request **Travel End Date**.
Creating a New Travel Request

Travel Request consists of the following Tabs:

- Request Header
- Segments (Airfare, Car Rental, Hotel, Rail)
- Expenses
- Approval Flow
- Audit Trail
Creating a New Travel Request

- To Create a New Travel Request from the Concur Homepage, you have two options:
  
  - On the Quick Task Bar, under **New > Start a Request**
  
  OR

  - On the menu, click **Requests > New Request**
### Request Header

<table>
<thead>
<tr>
<th>Required Fields related to Blanket</th>
<th>Appropriate Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Request/Trip Name</strong></td>
<td>Enter Trip Name such as Conference/Workshop name (Trip Identifier)</td>
</tr>
<tr>
<td><strong>Trip Type</strong></td>
<td>International</td>
</tr>
<tr>
<td><strong>How will you book your trip?</strong></td>
<td>Book Travel via Concur, Outside Concur – If you want to book Air, Hotel, and/or Car Rental via Concur, choose Book Travel via Concur.</td>
</tr>
<tr>
<td><strong>Travel Start and End Date</strong></td>
<td>Start, End Date of your Travel (including any personal days if applicable)</td>
</tr>
<tr>
<td><strong>Traveler Type</strong></td>
<td>Staff, Faculty</td>
</tr>
<tr>
<td><strong>Trip Purpose</strong></td>
<td>Choose a travel purpose description from the drop-down menu</td>
</tr>
<tr>
<td><strong>If Faculty, is class covered?</strong></td>
<td>Yes, No, NA? (Do you have a plan/substitute for your classes while you are away?)</td>
</tr>
<tr>
<td><strong>Personal Dates of Travel</strong></td>
<td>Enter actual dates of Personal travel if any. If none, enter NA</td>
</tr>
<tr>
<td><strong>Destination City/State &amp; Final Destination Country</strong></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><strong>Are you traveling to a banned State?</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Chartfield Information</strong></td>
<td>Default chartfield will populate with NGO01 fund but info can be changed. Add Class Code <strong>11444</strong> for International Travel.</td>
</tr>
</tbody>
</table>
You will need to attach a completed FTIP form available on Risk Management’s website at www.erm.sfsu.edu or here.

Complete the FTIP form online and save to your computer. Please make sure the form is filled out with all the correct information and that the information matches your Travel Request.

Then upload the completed form to your Travel Request after you fill out the Request Header and Save. To attach, click on Attachments > Attach Documents.

Any questions on the FTIP form, please contact Risk Management, ADM 260 at (415) 338-2565.
You will need to attach a completed Request for Travel Approval to High-Risk Country form available on Risk Management’s website at www.erm.sfsu.edu or here if you are travelling to a destination that is deemed High Hazard/Risk.

Complete the form online and save to your computer. Please make sure the form is filled out with all the correct information.

Then upload the completed form (along with the FTIP) to your Travel Request after you fill out the Request Header and Save. To attach, click on Attachments > Attach Documents.

Any questions related to this form, please contact Risk Management, ADM 260 at (415) 338-2565.
Step 1: Complete Travel Request Header.

Step 2: Click Save.

Step 3: Add completed FTIP form (and High Hazard form if applicable) to the Attachments Box.

Step 4: Once Header is complete, click on Segments Tab.
Requesting a Travel Advance

- You can request a Travel Advance on the Request Header. However, you must contact AP Travel Desk for setup first.
- Once your account is setup, you will see the Cash Advance option below the chartfield information.
- Travel Advance is only eligible for International travel.

If you do not see this option, that means your account is not setup yet.
There are 4 possible **Segments** you will need to fill out estimates for if applicable to your travel:

- Airfare
- Car Rental
- Hotel
- Rail (New!)

The segments should be completed regardless if you are booking travel via Concur or outside of Concur. If booking in Concur, the information you enter in each segment will populate your search criteria in the online booking tool. Otherwise, it will just pull the amounts entered and add them along with all other expenses on the Expense tab.
The dates will populate and move over from the Request Header. Fill in all applicable fields and click Save.

If you indicated you will Book travel via Concur Travel and you enter an Airfare segment, you must book the airfare in Concur. Otherwise, add the airfare estimate under the Other Expense Expense Type and indicate “airfare” in the comments.

If booking more than 3 flight segments, it is best to call a CBT agent directly and book the flights.
After you save each segment, you have the option to **allocate, delete** or **modify** the segment. Or, you can wait until all your estimated expenses are entered and allocate at the end.
Car Rental

City fields will bring up a selection of cities once you start typing the city name. Choose the airport location if pick-up/drop will be at the airport. Otherwise, it will give you off-airport locations at the time of booking which you can change later if needed.

Enter an estimated Amount

If booking via Concur, make sure to indicate time/s. This will populate your search criteria.

Click Save when done.
Fill in all applicable fields and click **Save**.

**Hotel** Segment (and not other accommodation) should be filled in for lodging estimates regardless if you are booking via Concur or outside of Concur.

Enter **Maximum Nightly Rate** that you estimate your hotel expense. The system will not know at this point your max per diem allowed for that destination. Please refer to the maximum reimbursement amounts by destination at [https://aoprals.state.gov/web920/per_diem.asp](https://aoprals.state.gov/web920/per_diem.asp) before booking your travel to ensure you don’t exceed the hotel per diem rates (includes all taxes/hotel fees).

If you enter an amount over $275, you will need to add justification in the Over Rate Comment field.

Click Save when done.
You can provide estimates for the following additional Expense Types:

- Travel Expenses
- Personal Car Mileage
- Transportation
- Ground Transportation
- Parking/Tolls
- Meals & Incidental - International, Alaska & Hawaii
- Meals - Domestic
- Hospitality
- Registration/Fees
- Other

- Not all Expense Types are available in the request module. In this case, you can enter an estimated amount under Other Expense and then claim the actual expenses on your Expense Report to have the requested amount closer to the actual expenses.

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

- Do not use Expense Types: Incidental and Meals – Domestic, for International Travel.
By Selecting **Meals & Incidentals – International, Alaska & Hawaii** – it will automatically calculate the max per diem for the destination country multiplied by the # of travel days. To see the per diem amount, click on the Meals & Incidentals Expense and then **Save**. To lessen this estimated amount, you can click back into the expense and enter the amount you wish to subtract by entering it as a **Reduction Amount**. Otherwise, leave that amount $0.
Expenses

- Add your additional expenses (estimates) to your request if university/grant funds will be used regardless of how they will be paid. Once each expense is saved, it will appear on the left hand side.

- If you need to attach additional documents in addition to the required Foreign Travel Insurance Coverage form FTIP form, click on Attachments > Attach Documents.

- Please Note: Attached documents will not carry over to your Expense Report. You will need to attach to the Expense Report if needed.

Segments will now be part of your expenses.

Click on each expense you want to add related to your travel.
After you save each segment/expense, you have the option to allocate, delete or modify.

- **Allocate**: You have the ability to allocate a valid chartfield for a particular expense if necessary. If you will be using the same chartfield from your Request Header, then no further action is needed.
  - You have the option to allocate by **Percentage** or **Amount**.
- **Delete**: If you want to delete the segment/expense all together.
- **Modify**: If you need to make changes to any part of the expense.
After you have completed the Request Header, Segments and Expenses Tabs, you can submit your request by clicking Submit Request.

You can also click on Print/Email and a PDF version of the Travel Request will pop up and you can make your selection. You may want to wait for request to get approved prior to printing.

If you wish to delete your entire request, you can do so by clicking Delete Request. You will not be able to delete a request once the request is submitted. However, you can Recall the Request after submission to make changes, if it has yet to be fully approved or is pending on-line booking. Or Cancel the Request at any time.
Travel Request Approval Workflow

Concur Approval Workflows

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

1. Travel Request Submitted
2. “Reports To” Approver
3. Budget Approver
4. Travel Request Approved

Travel Request = International

1. Travel Request Submitted with Foreign Travel Insurance Form attached
2. “Report to” Approver
3. Budget Approver
4. Exception Approver (Provost)
5. Travel Request Approved

Expense Report = In-State/Out-of-State/International

1. Expense Report Submitted
2. “Report to” Approver
3. Budget Approver
4. AP Travel Processor
5. Expense Report Approved
6. CFS
Travel Request Approval Workflow

1. Traveler submits Request.
2. Automatically routes to traveler’s Reports To Approver (direct report) according to HR. Once approved...
3. Automatically routes to Budget Approver/s depending on chartfield/s indicated. Once approved...
4. Automatically routes to Exception Approver for approval. Once approved...
5. If Country is deemed High Risk, automatically routes to Chancellor’s Office for approval. Once approved...
6. Request is approved and Traveler is sent an email from Concur that the Request is approved/or pending on-line booking if booking via Concur Travel.
7. Risk Management will be notified of your upcoming travel once your travel is fully approved.

**Approvers have the ability to add an additional approver to the workflow when it is in their approval queue.
The **Audit Trail Tab** will show a record of all actions and descriptions within the approval workflow conducted by the traveler, delegate, or approver for that particular Travel Request/Expense Report.

Anytime the Travel Request/Expense Report gets modified, approved, sent back, comment added, chartfield edited, will be listed under the **Audit Trail Tab**.

Anyone who can access the Travel Request/Expense Report will be able to access and view the Audit Trail.
An Expense Report (formerly known as travel expense claim) is required in order to request travel reimbursement for out of pocket expenses, and reconcile US Bank Travel Ghost Card transactions as well as any university paid expenses associated with your travel.

You must have an approved Travel Request in order book any travel reservations (via Concur or outside Concur) and submit an Expense Report.

CSU and campus travel policies are integrated in the system to make for easier reporting, approving, and processing.
Creating a New Expense Report

Creating an Expense if you Booked via Concur...

- Under **Upcoming Trips Tab**, in the **Action** column for the completed trip, click **Expense**.

Creating an Expense if you booked outside of Concur...

- Under **Requests > Manage Requests**, your active Travel Requests will be listed. If your Travel Request is fully approved, click on **Expense** under Action and your Travel Request will automatically link to a new Expense Report as well as populate most required fields.
A Travel Request needs to be linked to your Expense Report. If you started a **New Expense Report**, you need to link your corresponding Travel Request. On the Request Header, click the **Add** button, check the corresponding Request, and click **Add**.

Once the Travel Request is linked, all the Header information from the Request will move over and populate the required fields. In addition, one required field needs to be completed:

- **Is this trip going to be reimbursed by the CO (Chancellor’s Office)/CPO?** Yes, No?

- Click **Next**.
A Travel Itinerary is required for all international travel if you are claiming an expense that includes per diem. Both Hotel and International Meals & Incidentals look at the per diem table and a completed Travel Itinerary is required.

To complete a Travel Itinerary, click on Details > New Itinerary.
Travel Itinerary

Enter first leg and click Save.

Then continue adding legs and saving.
Once you add all the legs, click Next.

If any meals were provided, check the appropriate date and meal type box. Then click Create Expenses. Provided meals will go towards the per diem allowance.
Adding Expenses

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

- Within each Expense Type you can choose to Itemize, Allocate, and Attach Receipt.
- Hotel Expense Type requires Itemization and check the Travel Allowance Box.
- For Meals and Incidentals, use International Alaska & Hawaii Expense Type. Keep the Travel Allowance box checked. Cannot use Incidentals Expense Type for International Travel.
To add an expense, first click on New Expense. Then choose the Expense Type. Enter all required fields regarding the Expense. Save when done.

Example: Adding a Meal/Incidental Expense

Amount will convert for you.

You can also Itemize, Allocate, or Attach Receipt for any given expense.

The system will not allow you to go over the max Per Diem rate. It will lessen the requested amount accordingly.
Example: Adding a Hotel Expense

Check Travel Allowance box.

Enter check-out date.

If you need to change the amount for one of the days, just click on the itemized Expense Type for that day. Make the update and Save. Itemization must add up to total expense amount indicated.

The system will not allow you to go over the max Per Diem rate. It will lessen the requested amount accordingly if needed.

Enter Check-in Date, Room Rate, and Room Tax and Save Itemization. This will itemize the hotel charges for each day.
Adding Expenses (Airfare - Ghost Card)

- If you booked airfare via Concur, then the US Bank Travel Ghost Card was charged. You must import all transactions made using the ghost card to your Expense Report. To do so, click on **Import Expenses**.

![Image of Concur software interface with steps to import expenses and attach receipts]

Then drag the transactions related to the travel to the left-hand side. Click on the expense to enter attach a receipt if needed or enter any additional required information. Then Save.
Adding Expenses

- Each Expense Type will have their own set of required fields and configuration.
- CSU and campus specific audit rules are integrated in the system. When adding an expense that is out of policy or requires a certain action, an exception may trigger...
  
  - **Warning-** eligible to continue and submit.
  - **Hard Stop-** cannot move forward and must make correction prior to submission.

In regards to Expenses that refer to the Per Diem table...if you enter an amount that is over the max per diem, the system will lessen the amount requested and will not alert you. Please review your expenses and refer to the **Reimbursable Allowance Summary** Page prior to submitting.
Checking Per Diem Rates

- You are to list actual expenses and cannot exceed the max per diem rate for that date/destination.

- To check Per Diem rates at anytime, click on Details > Reimbursable Allowance Summary.

- Breakdown by date will list and any dates where meals were provided will lessen the Allowance Limit.

- Click Done to exit the Summary page.

- The system will not allow you to over the max per diem rate.
The Payment Type will default to Out of Pocket, unless it is a US Bank Travel Ghost Card transaction (airfare booked via Concur) in which it will default to the US Bank payment type.

- **Out of Pocket** – all expenses incurred out of your own pocket. For example: personal credit card, cash, etc.

- **Ghost Card – USBank** (US Bank Travel Ghost Card)– Travel paid by US Bank Travel Ghost Card (Airfare booked via Concur Travel) All US Bank Travel Ghost Card transactions will load under Available Expenses once posted. From there, you must add the transaction to your Expense Report.

- **University Paid** – expenses paid by the university, either by P-Card, Dept. Travel Card, Direct Pay/Bill, etc. You can opt to add a comment of how it was paid in the comments field.
There are several ways to attach a receipt:

- Scan, Save and upload from your computer.
- Scan and email to receipts@concur.com. (Make sure to verify your email address in your User Profile.)
- Take a picture using your phone and email and submit via Concur Mobile App.

Attaching a receipt to an individual transaction:

- Select the expense type transaction, then click the Attach Receipt button on the bottom right hand corner.
  - Browse, locate, and upload the image from your files.
  - Choose an image from your Available Receipts.

To add a document, other than a receipt, you will need to use the Attach Receipt function.
All expenses will be charged to the chartfield indicated on your Expense Report Header unless allocated.

- For International Travel, please include **Class Code 11444** in your chartfield/s.

- To allocate charges between multiple chartfields and expense types, the transaction must be **Itemized** and/or **Allocated**. Itemization (allocating between multiple account codes) must be completed prior to **Allocation** (allocating between multiple chartfields).

- You can either allocate by **Percentage** or **Amount**.

- We recommend to allocate at the end after entering all your expenses by clicking **Details > Allocations**.

![Screen capture of the Concur software interface showing the Allocation feature.](image-url)
Expense Reports must be submitted within 60 days from the Travel End Date.

- To submit the Expense Report, on the Expense Report page, click the Submit Report button. All red exception flags must be cleared before the report can be submitted. Yellow flags are considered warnings, but will not stop the submittal process.

- 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.
Expense Report Approval Workflow

Expense Report = In-State/Out-of-State/International
If there are any issues with your Expense Report, your report will be sent back along with a comment. Once complete, please resubmit your Expense Report so it can go through the approval workflow again.

Once your Travel Expense Report is fully approved, Travel will process and your reimbursement (if applicable) will be on its way either check by mail to your address on file with HR, or Direct Deposit.

Sign up for Employee Reimbursement Direct Deposit, click here.
Need More Information?

- For more in depth information regarding Concur Travel & Expense, please check out the Concur Handbook and other related documentation at: https://fiscaff.sfsu.edu/content/sf-state-travel-center