

SAP Concur

CONCUR 101

One-Stop Travel Services

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TODAY'S AGENDA

1. Concur Overview
2. Setting Up Profile & Mobile App
3. Submitting a Travel Request
4. Travel Request Approval
5. Booking Your Travel
6. Submitting an Expense Report
7. Location-Based Per Diem for M&IE
8. Expense Report Approval
9. Delegates & Travel Arrangers

INTRODUCTION

- This training will cover domestic travel using state funds. International travel in Concur will be available in the next implementation phase.

- Once you have completed this training session, please use Concur as your primary domestic travel system going forward.

TRAINING RESOURCES 

- **Materials** for today's training include *Definition Sheet, FAQ, Travel Checklists (2)*

- Visit One-Stop's **Concur Travel** resource center for the latest updates and access to comprehensive training materials including video demos and PDF guides.
  - *https://www.calstatela.edu/finance-onestop/concur-travel*

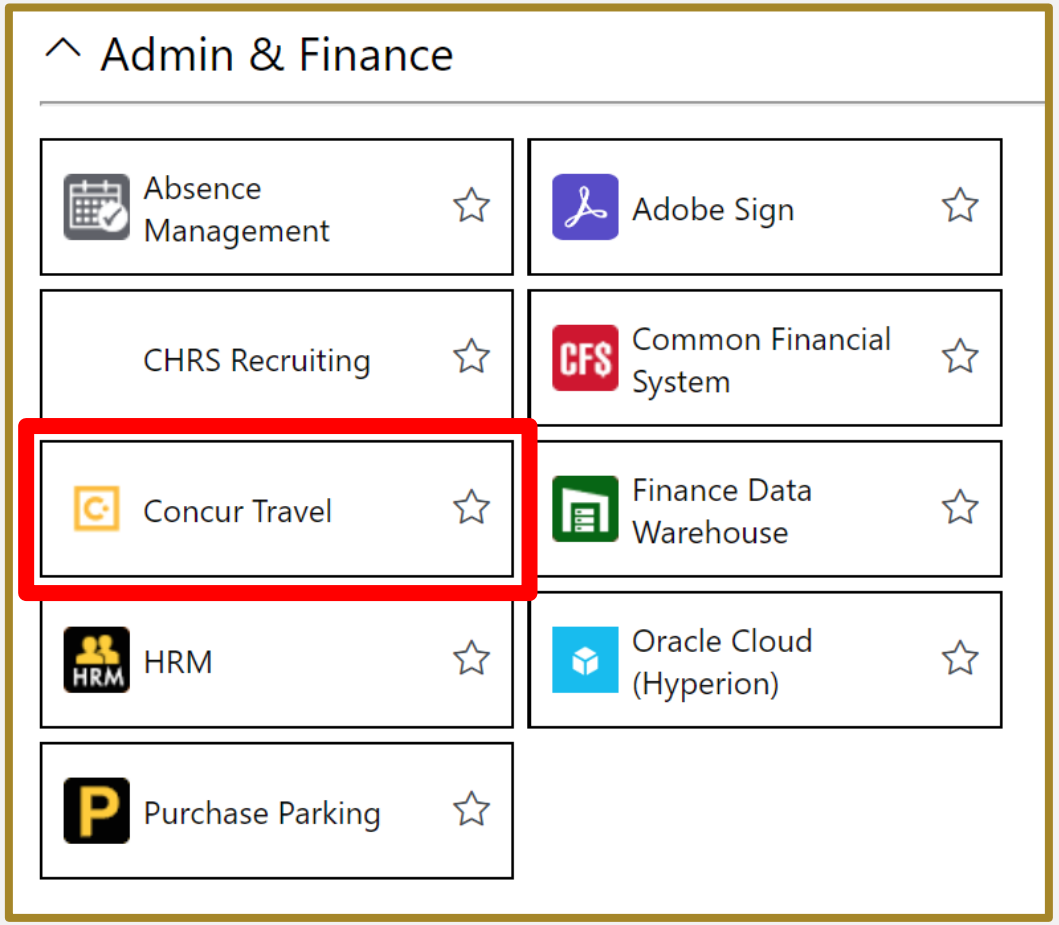
- Have additional questions? Contact One-Stop Travel Services at:
  - *(323) 343-5430, travel@calstatela.edu*
  - *https://www.calstatela.edu/finance-onestop/travel*

CONCUR OVERVIEW

- **What is Concur?**
  - *Concur is a comprehensive web-based tool that integrates travel request and expense reporting with a complete travel booking solution for CSU travel.*
  - *Concur also offers the SAP Concur Mobile App to manage your expenses and business travel on your mobile device and/or tablet.*
  - *All CSU campuses are transitioning to Concur to streamline paperwork for travel, shorten approval/review times, and improve audit/payment cycles.*
- **What is Concur replacing?**
  - *Instead of submitting an RFT, you will be submitting a* ***Concur Travel Request.***
  - *Instead of submitting a TEC, you will be submitting a* ***Concur Expense Report.***
- **Who can use Concur?**
  - *Employees (staff and faculty) who have been trained and onboarded to Concur.*

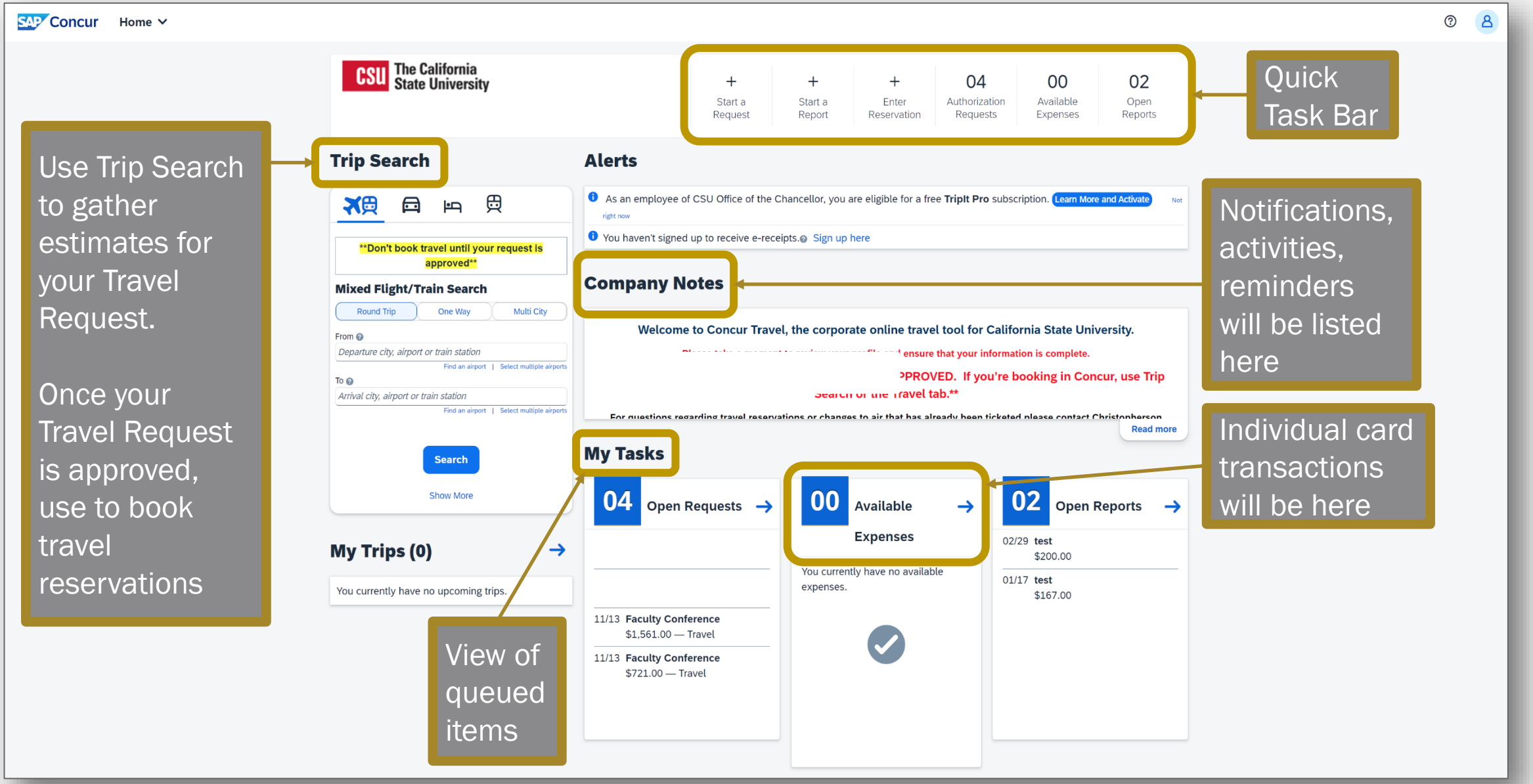
LOGGING IN TO CONCUR

- The link to Concur is available to all faculty and staff on the **MyCalStateLA** quicklaunch portal
  - *Go to **calstatela.edu***
  - *Click on **MyCalStateLA***
  - *Login with your credentials*
  - *Click on **Concur Travel***



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NAVIGATING CONCUR HOMEPAGE



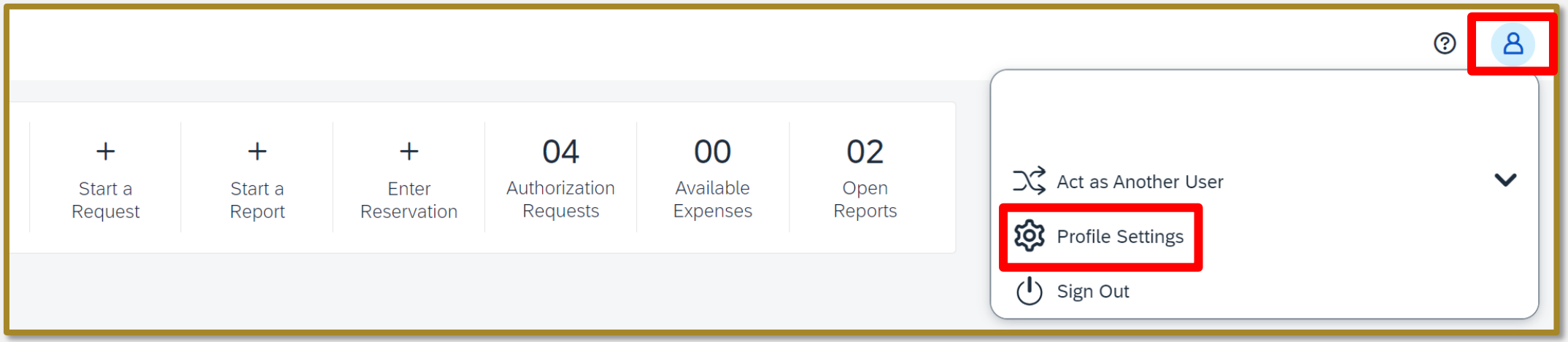
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2. SETTING UP PROFILE & MOBILE APP

SETTING UP YOUR PROFILE

- When logging into Concur for the first time, it is important to set up your profile.

- On the Concur Homepage, click on **Profile > Profile Settings**
  - *Review your profile information under **Personal Information** and fill out all required fields.*

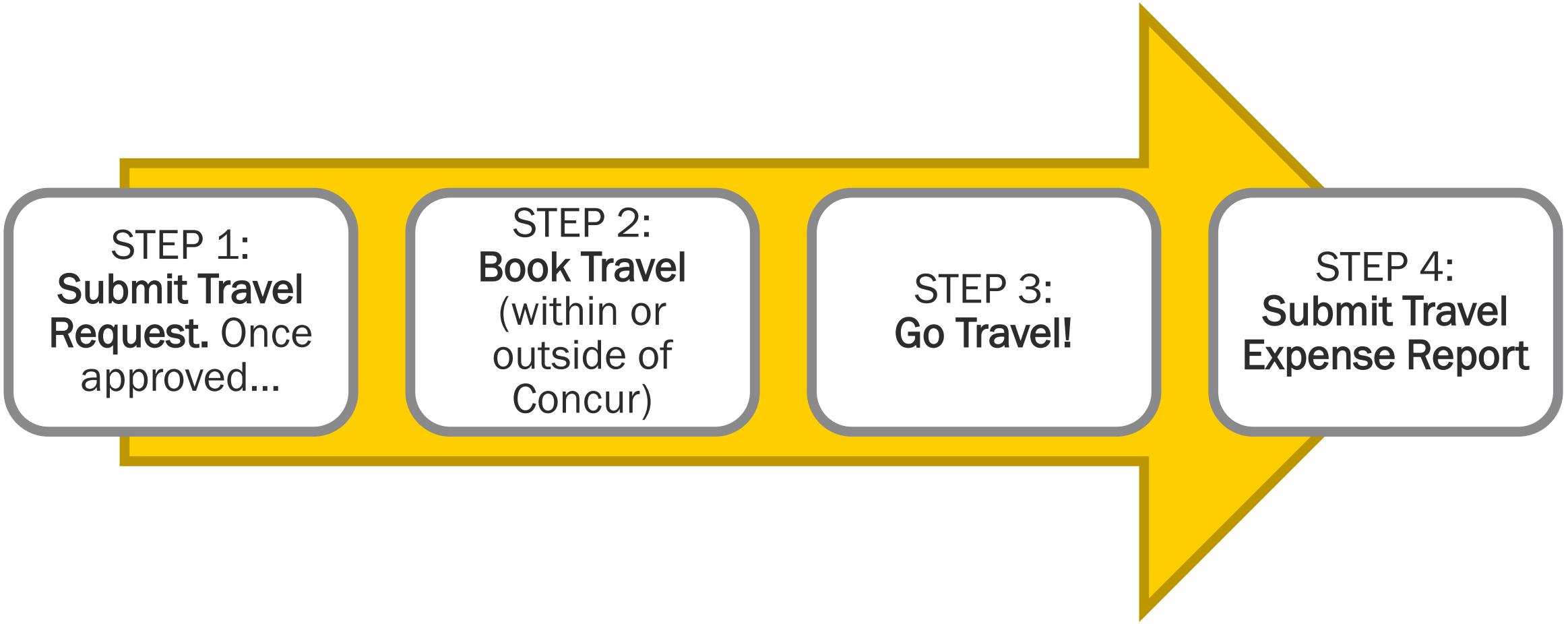


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3. SUBMITTING A TRAVEL REQUEST

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TRAVEL STEPS



All Travel Request and Expense Reports will go through an integrated approval workflow in Concur.

TRAVEL PLANNING CHECKLIST

- Review your **Travel Planning Checklist** prior to submitting your travel request and booking options.
- Important reminders:
  - *Travelers must submit a travel request and be approved through Concur prior to booking any travel arrangements*
  - *Attach supporting documents to your travel request (e.g., Conference Information, Event Information, Letter of Invitation, Email communications)*
  - *Travelers should keep all travel receipts*

TRAVEL PLANNING CHECKLIST PREVIEW

Travel Planning Checklist (Domestic)

Pre-Approval to Travel (recommended submission at least 30 days prior to travel)

- ☐ Travelers must submit a travel request and be approved through Concur prior to booking any travel arrangements (this excludes service providers, candidates, and non-employee students).
  - ☐ All *stateside* employees using *state funds* (including self-support and trust) will utilize Concur Travel Software.
  - ☐ Non-state employees (including students) will continue to use the current travel forms.
- ☐ Attach supporting documents (Conference Information, Event Information, Letter of Invitation, Email communications)
- ☐ Any other documents as required by your department
  - ☐ Any exception to the travel policy (e.g., lodging over $275 per night) will need to be approved by your division VP. *If your division uses an exception justification form, be sure to complete and attach the form to your travel request. If not, your budget approver will need to add the division VP to the Concur approval workflow to review your justification comment required in your Concur travel request. (see the "Hotels" section for additional details)*

Registration Fee Payment Options

- ☐ Individual GET card, if assigned
- ☐ Department P-card
- ☐ Personal card (you will be reimbursed after returning from travel, and your expense report has been processed)
- ☐ Contact One-Stop Financial Services to pay the registration fee (after your travel request has been approved through Concur)

Estimated Expenses

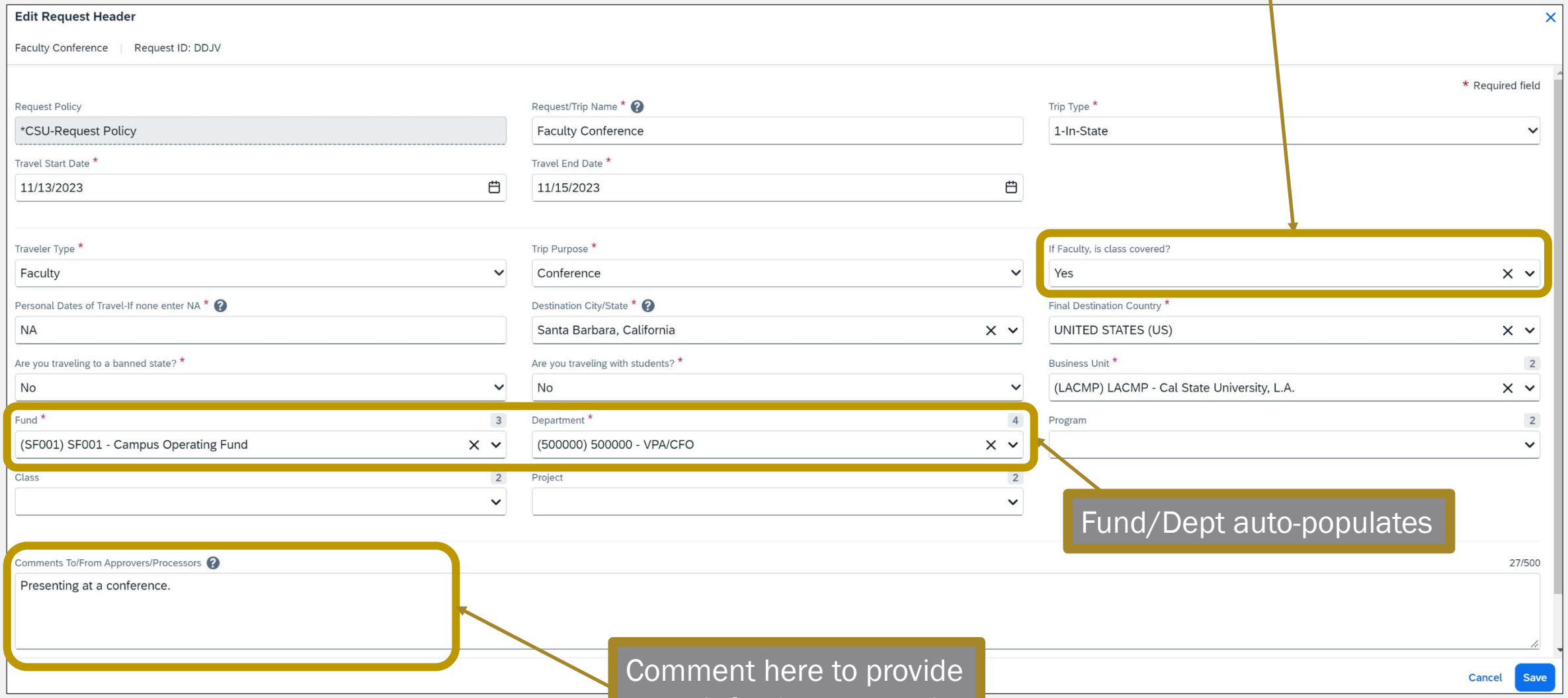
- ☐ *Location-based per diem meal expenses and incidentals*, with an overnight stay.

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LA TRAVEL REQUEST HEADER

Fill out all required fields



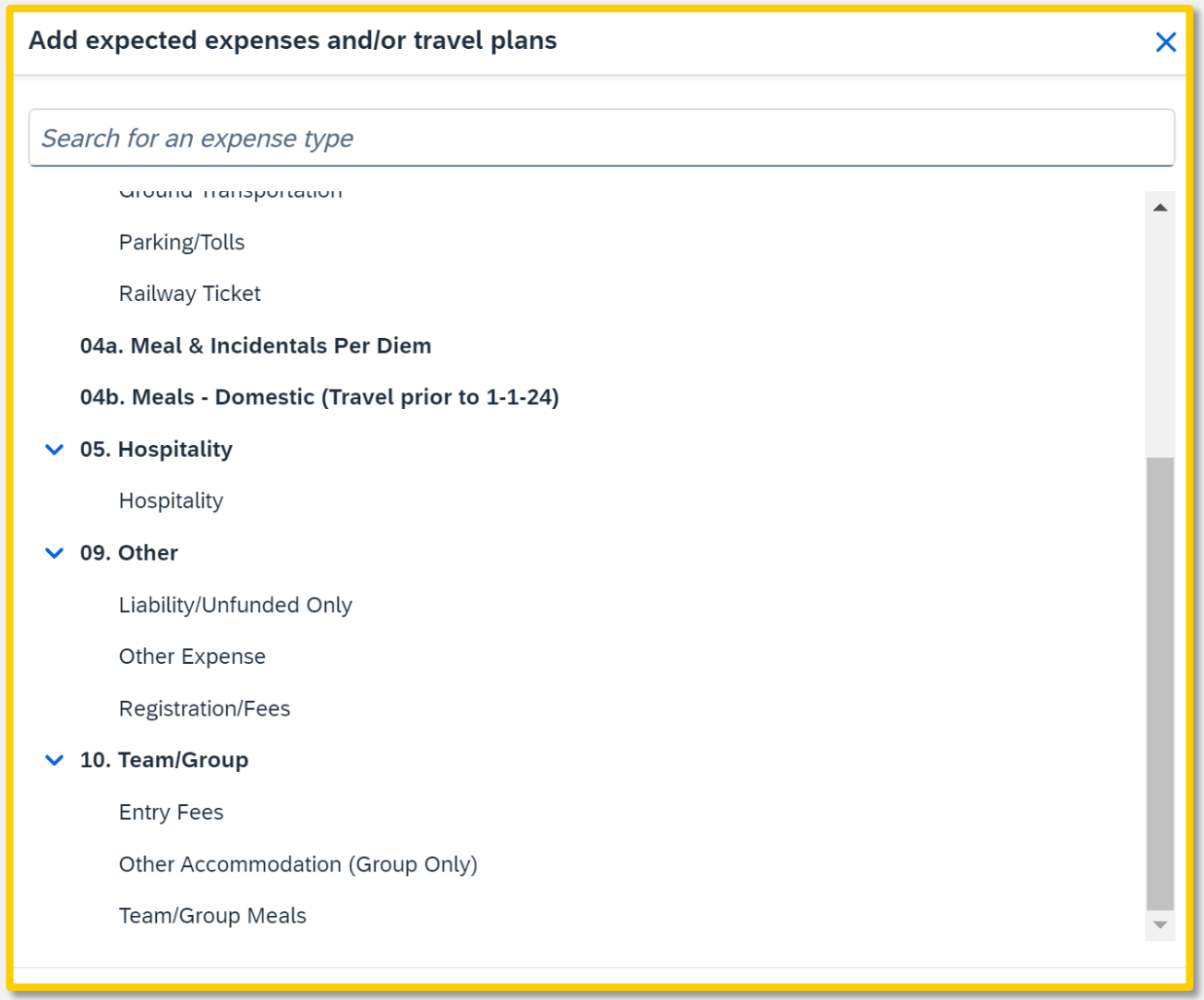
Do you have a plan or substitute for your classes while you are away?

Fund/Dept auto-populates

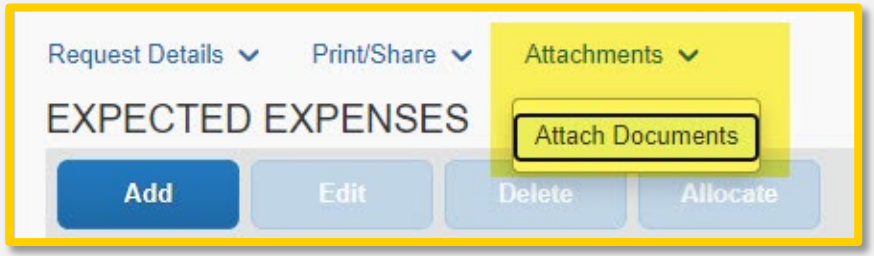
Comment here to provide more info about your trip

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EXPECTED EXPENSES FOR GROUP TRAVEL

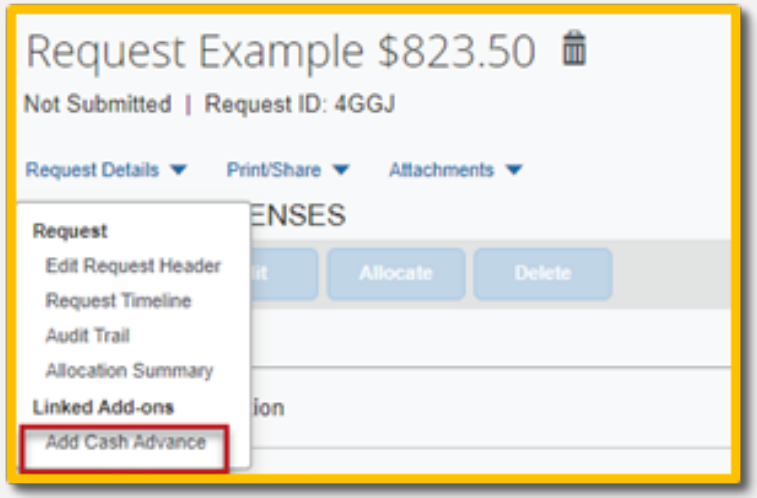


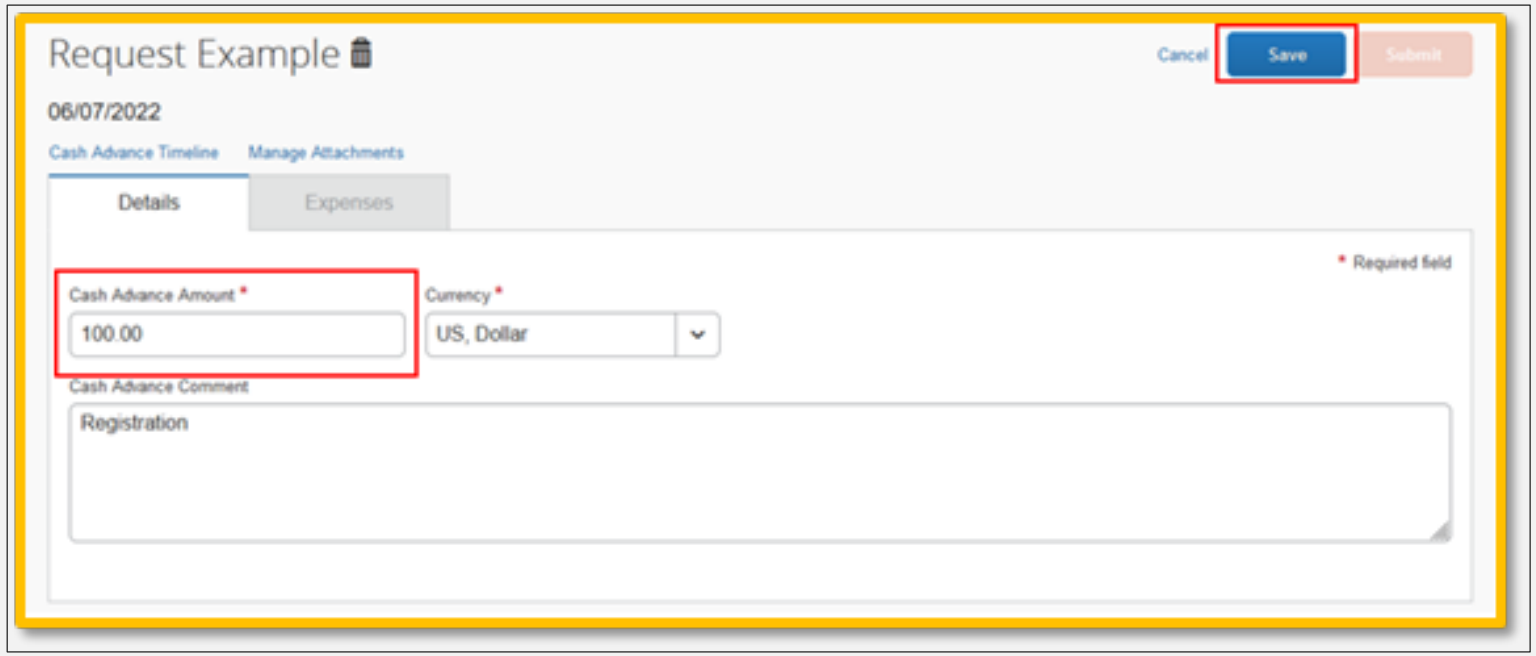
- **Accommodations:** To add the estimated cost of multiple hotel rooms or Airbnb rentals, select the **Other Accommodation** expense type.
- **Meals:** To add the total estimated cost of meals for the trip, select **Team/Group Meals.**
- Remember to attach supporting documents under **Attachments.**



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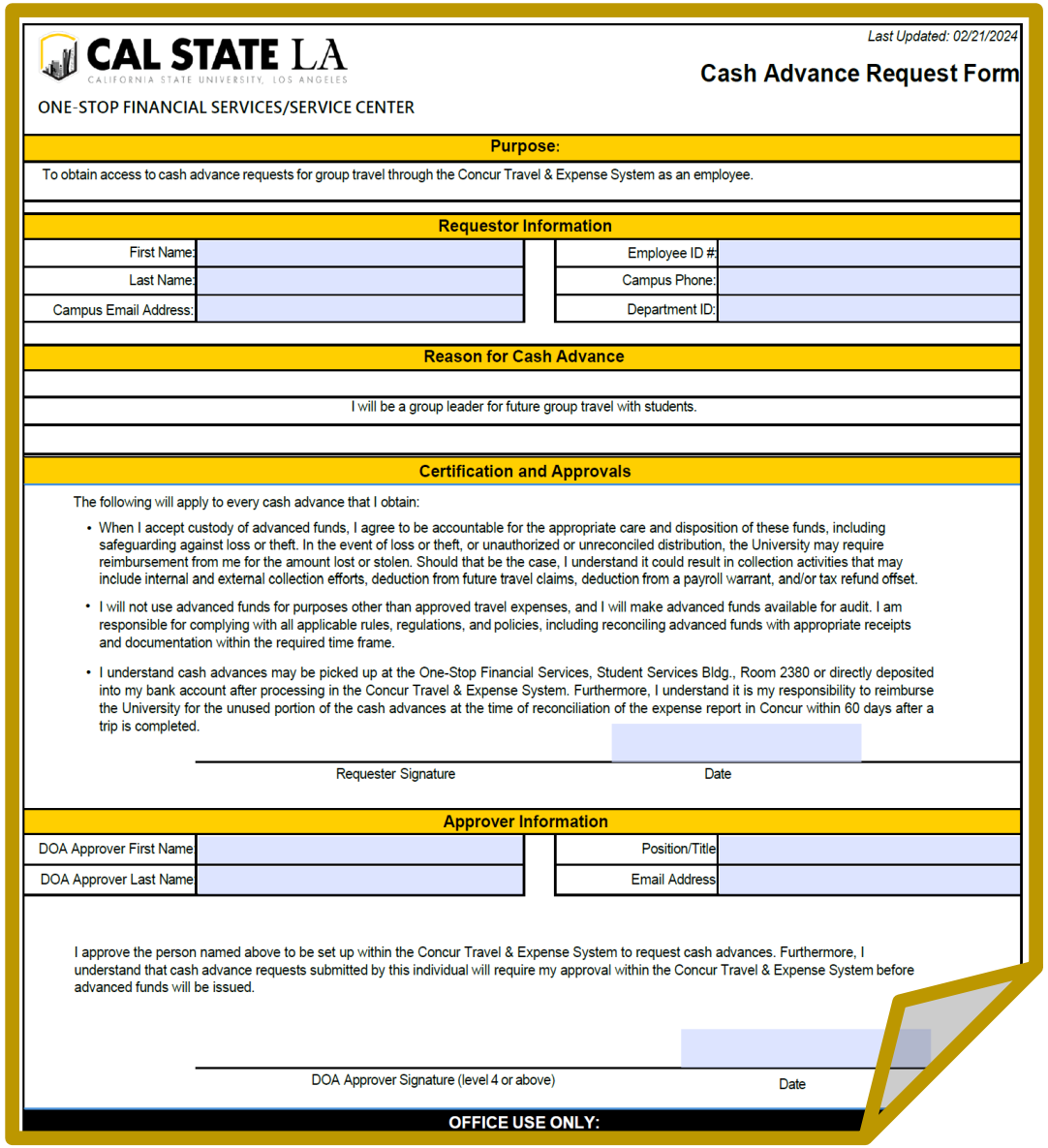
CASH ADVANCE FOR GROUP TRAVEL





- If you are a group leader traveling with students and are seeking a cash advance, please complete the **Cash Advance Setup Form** prior to submitting a travel request in Concur.

CASH ADVANCE SET UP FORM PREVIEW



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Last Updated: 02/21/2024

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Cash Advance Request Form

ONE-STOP FINANCIAL SERVICES/SERVICE CENTER

Purpose:

To obtain access to cash advance requests for group travel through the Concur Travel & Expense System as an employee.

Requestor Information

First Name:		Employee ID #:	
Last Name:		Campus Phone:	
Campus Email Address:		Department ID:	

Reason for Cash Advance

I will be a group leader for future group travel with students.

Certification and Approvals

The following will apply to every cash advance that I obtain:

- When I accept custody of advanced funds, I agree to be accountable for the appropriate care and disposition of these funds, including safeguarding against loss or theft. In the event of loss or theft, or unauthorized or unreconciled distribution, the University may require reimbursement from me for the amount lost or stolen. Should that be the case, I understand it could result in collection activities that may include internal and external collection efforts, deduction from future travel claims, deduction from a payroll warrant, and/or tax refund offset.
- I will not use advanced funds for purposes other than approved travel expenses, and I will make advanced funds available for audit. I am responsible for complying with all applicable rules, regulations, and policies, including reconciling advanced funds with appropriate receipts and documentation within the required time frame.
- I understand cash advances may be picked up at the One-Stop Financial Services, Student Services Bldg., Room 2380 or directly deposited into my bank account after processing in the Concur Travel & Expense System. Furthermore, I understand it is my responsibility to reimburse the University for the unused portion of the cash advances at the time of reconciliation of the expense report in Concur within 60 days after a trip is completed.

Requester Signature Date

Approver Information

DOA Approver First Name		Position/Title	
DOA Approver Last Name		Email Address	

I approve the person named above to be set up within the Concur Travel & Expense System to request cash advances. Furthermore, I understand that cash advance requests submitted by this individual will require my approval within the Concur Travel & Expense System before advanced funds will be issued.

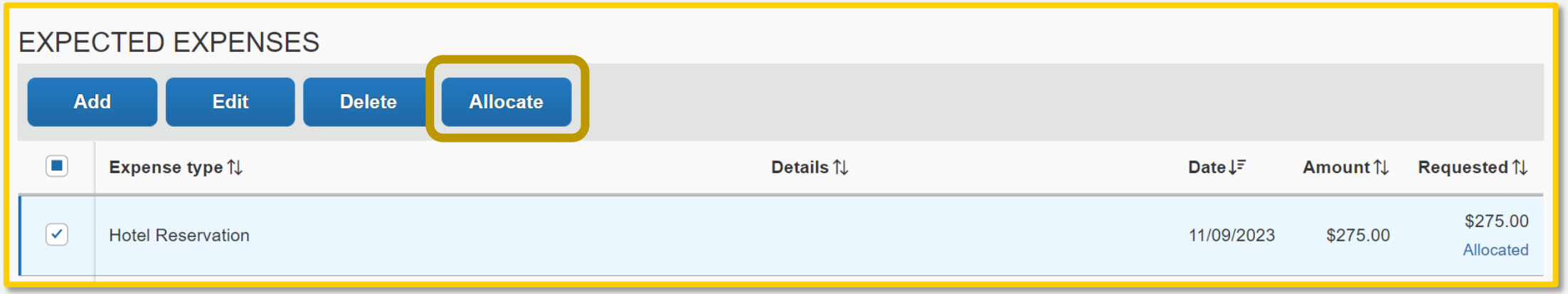
DOA Approver Signature (level 4 or above) Date

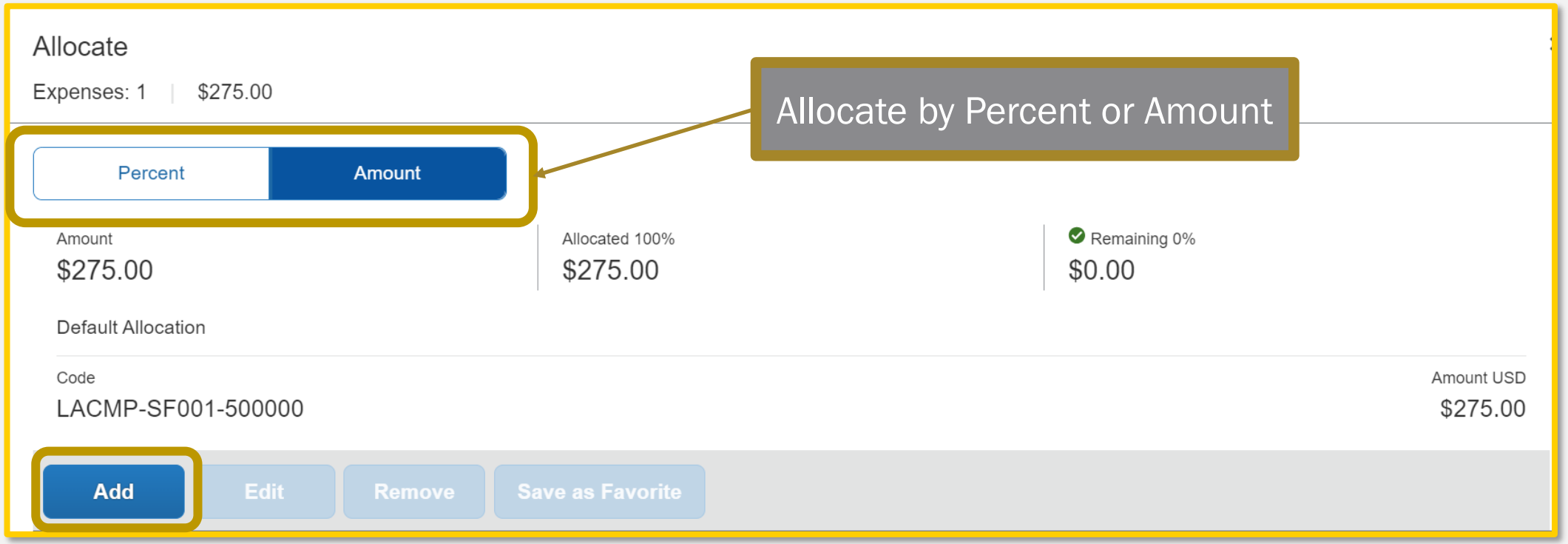
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ALLOCATION FEATURE



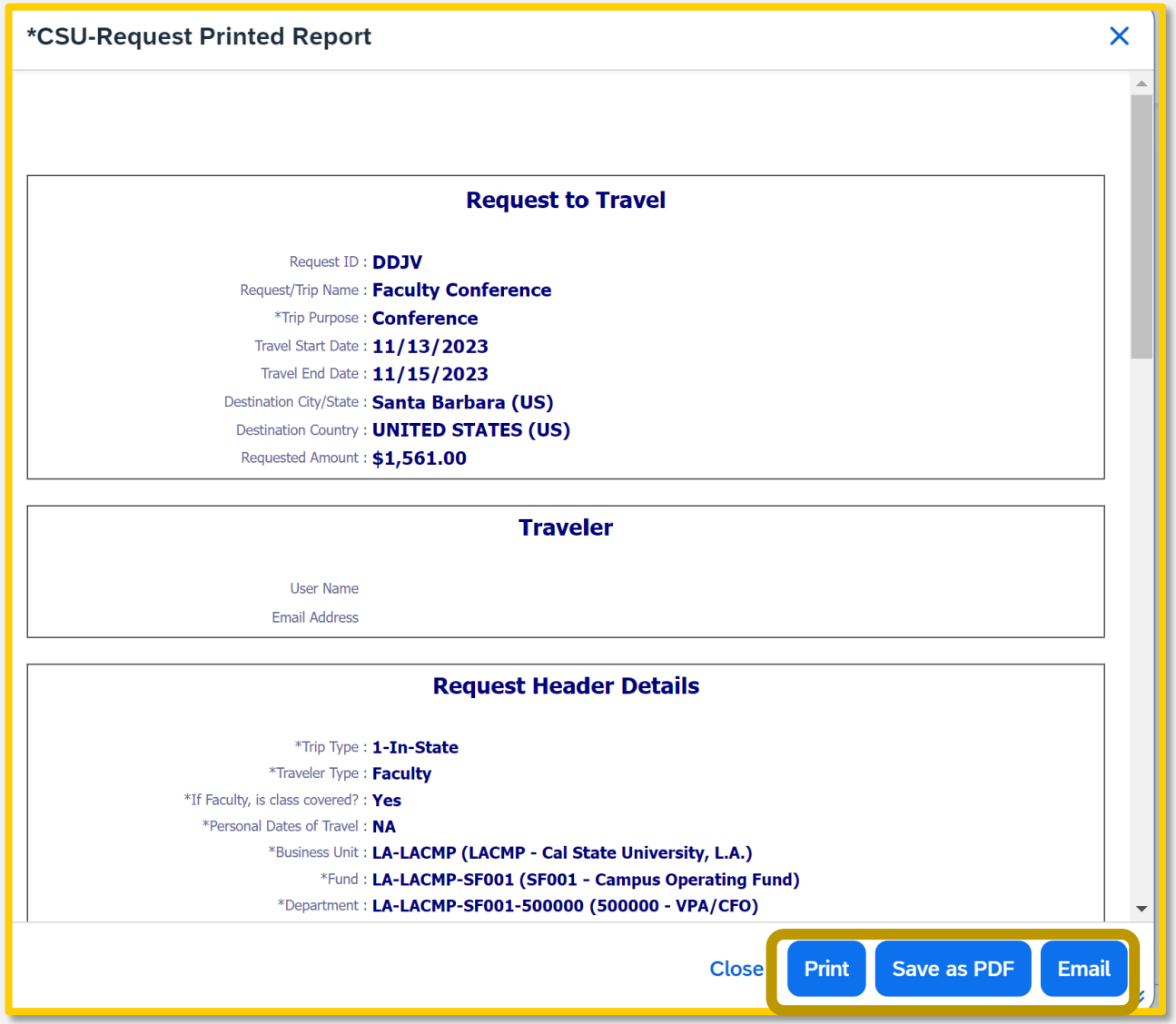


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PRINT/SHARE FEATURE



- You can use the **Print/Share** feature to share your Travel Request Header and Expected Expenses as needed.
- You can also download your supporting documents from **Attachments**.



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4. TRAVEL REQUEST APPROVAL

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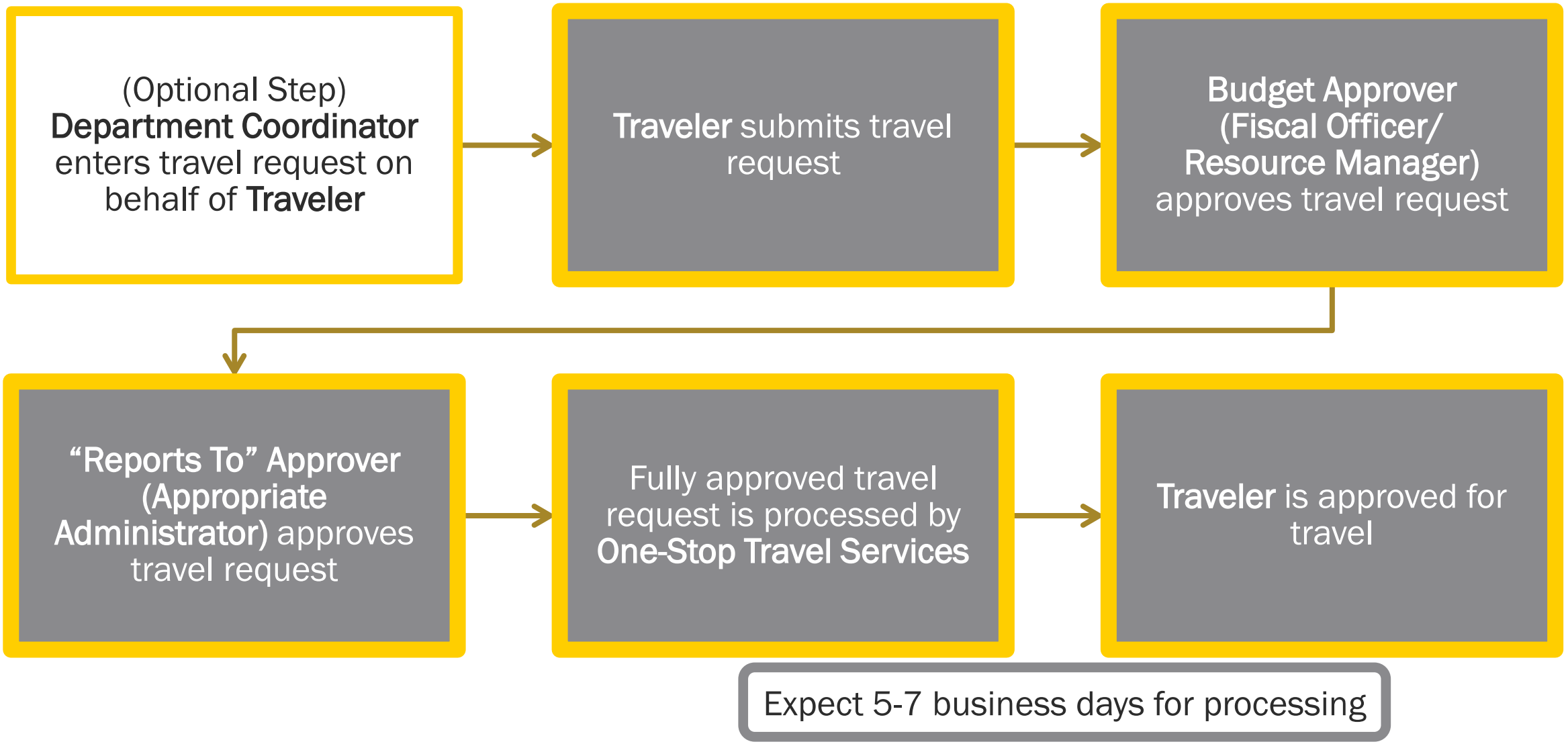
APPROVER ROLES

- The **Budget Approver** (Fiscal Officer) is based on DOA and your Dept. ID/fund combination.

- The **“Reports To” Approver** (Appropriate Administrator) is your supervisor provided by HR.

- For the approval flow to be accurate, please make sure position numbers are up to date with the appropriate MPP supervisor.
  - *The fiscal officer can check the position number by going to **GET > CSULA Baseline > CSULA Human Resources > Position by Dept***

BASIC TRAVEL REQUEST WORKFLOW

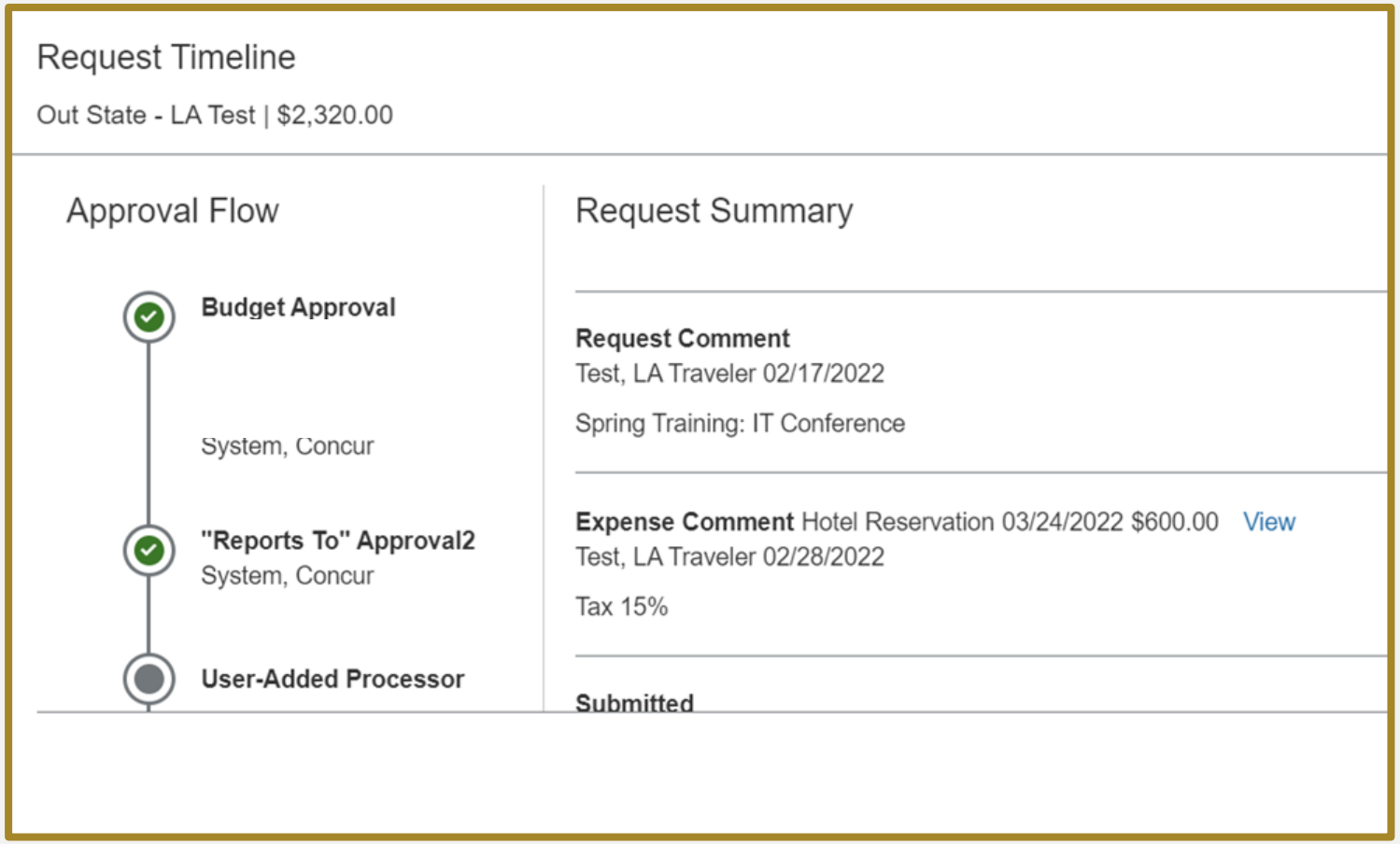


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HOW TO CHECK YOUR PENDING TRAVEL REQUEST

- You can view where your travel request is pending in the approval workflow

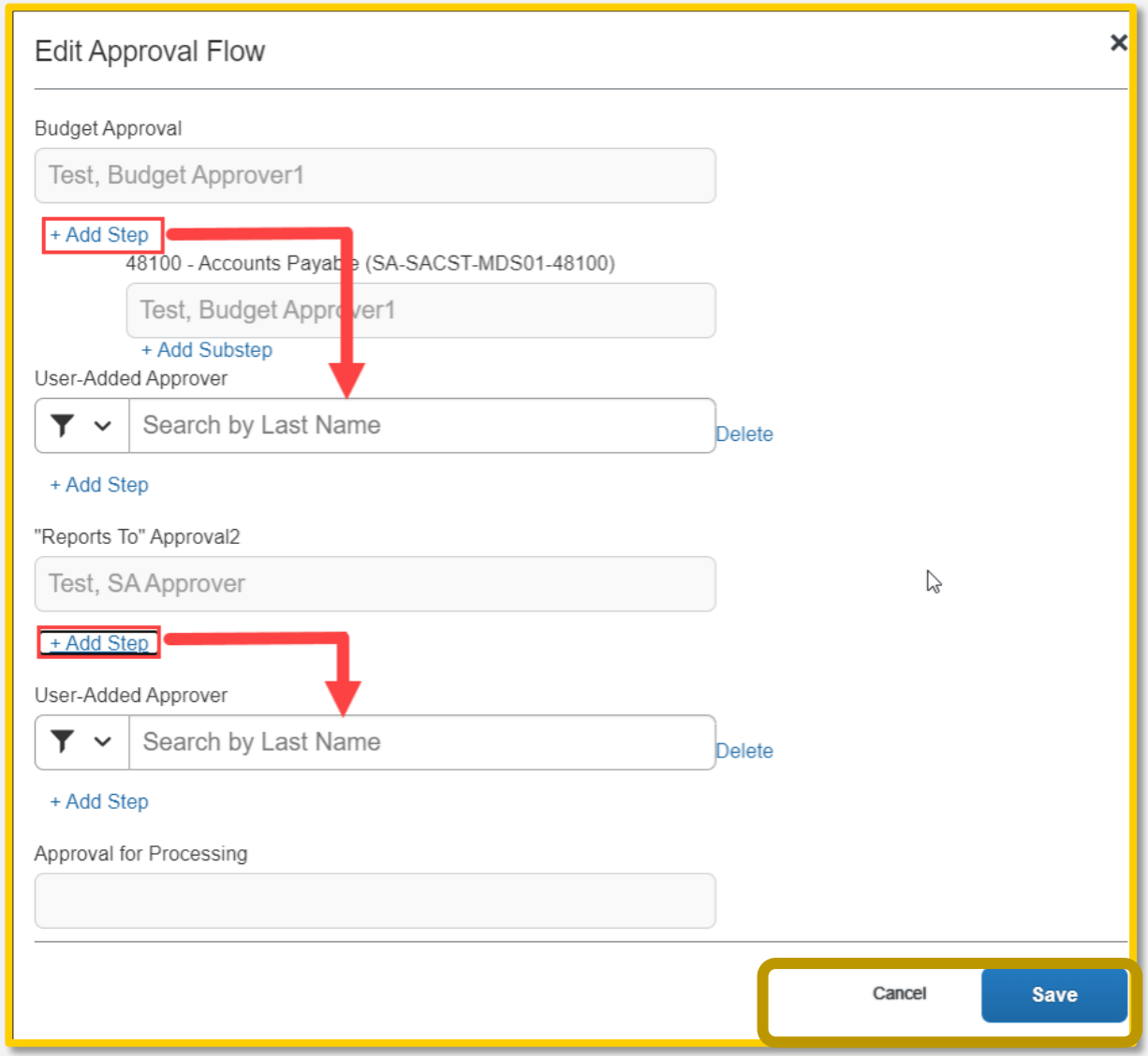
- Go to **Requests** > Click on your active request > **Request Details** > **Request Timeline**



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BUDGET APPROVER: EDIT APPROVAL FLOW

- Budget approvers can add additional approvers anywhere in the approval workflow.
- Before clicking Approve, select **More Actions > Edit Approval Flow**
- To add an additional approver, click on **+ Add Step** where you want to insert an additional approver into the workflow.
- Click **Save**, then **Approve** to send the travel request to the next approver.



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IMPORTANT NOTE

An Approver MUST approve or send back a Concur travel request within 10 calendar days of receiving the request for approval.

If an Approver does not act on the travel request within this timeframe, the request will be automatically forwarded to the Approver's direct supervisor for approval, according to HR.

Please check your junk mail if you are not seeing email notifications regarding Concur approval requests.

5. BOOKING YOUR TRAVEL

CHANGES TO BOOKING & PAYMENT FOR TRAVEL



Early reimbursement of expenses will no longer be an option



We are also moving away from cash advances*



New Golden Eagle Travel (GET) Card



Additional booking options available in Concur

GOLDEN EAGLE TRAVEL (GET) CARD



You can request a University-issued travel card, called the GET card, to avoid out-of-pocket travel expenses; *highly recommended for frequent travelers (i.e., 3 or more trips per calendar year).*



With the GET card, you can pay for business expenses: *Airfare, Lodging, Car Rental, Gas, Registration, Parking, Ground Transportation, and more.*



Note: GET cardholders are responsible for ensuring that all charges comply with University policy (card is linked to your department accounts).



If you're interested in applying for a GET card, ask your Resource Manager to contact Service Center for the application at travel@calstatela.edu

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WAYS TO BOOK YOUR TRAVEL

	Can I book through Concur?	Can I book outside of Concur?
Flight	Yes, recommended since charged directly to department	Yes
Hotel	Yes	Yes, recommended if using conference group rate
Car Rental	Yes, recommended since contracted CSU rates already incorporated	Only by directly contacting One-Stop Travel Services
Registration Fee	No	Yes

Have questions about how to book your travel?
Contact One-Stop Travel Services at travel@calstatela.edu

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WAYS TO PAY FOR YOUR TRAVEL

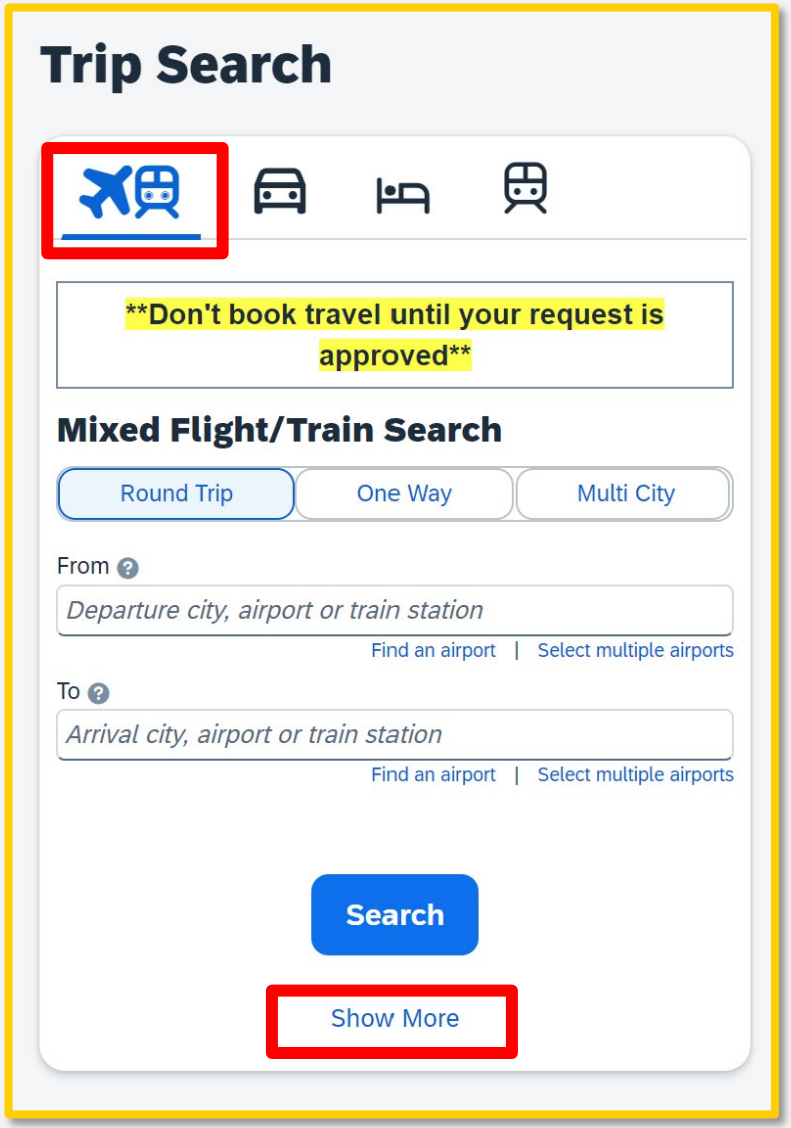
	Personal Card*	GET Card	P-Card	Charged directly to dept via Concur
Registration Fee	Yes	Yes	Yes	No
Flight	Yes	Yes	No	Yes, recommended
Hotel	Yes	Yes	No	No
Car Rental	Yes	Yes	No	No
Meals & Incidentals	Yes	Yes	No	No

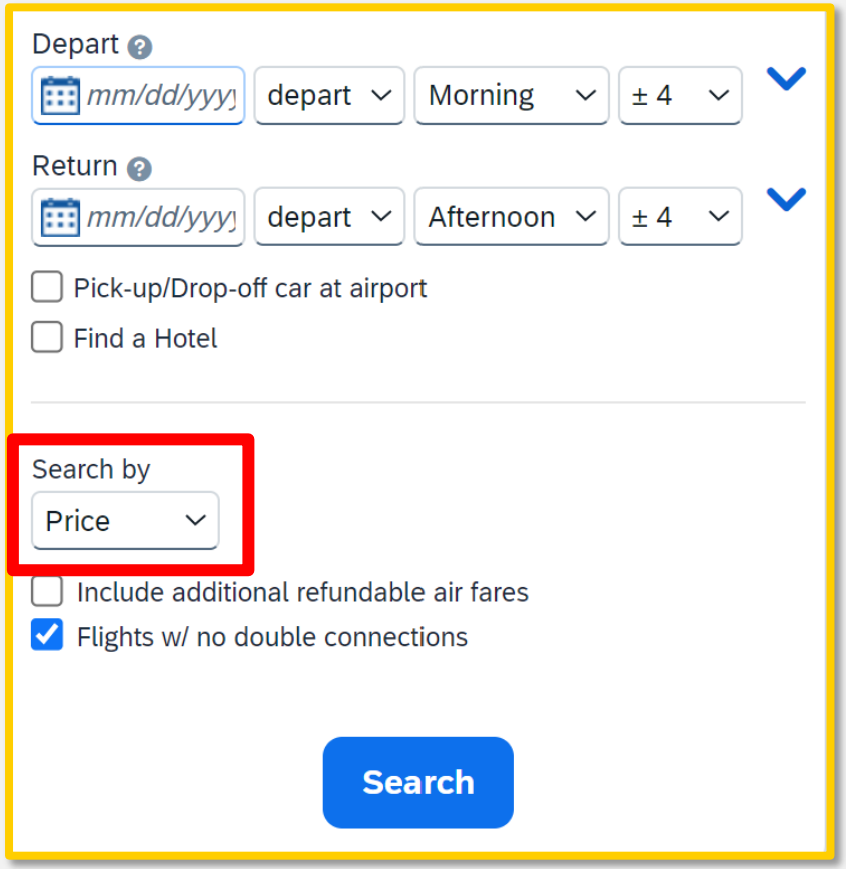
**If using a personal card, you will be reimbursed <u>after</u> returning from travel once your expense report has been processed.*

Have questions about how to book your travel?
Contact One-Stop Travel Services at travel@calstatela.edu

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BOOKING A FLIGHT

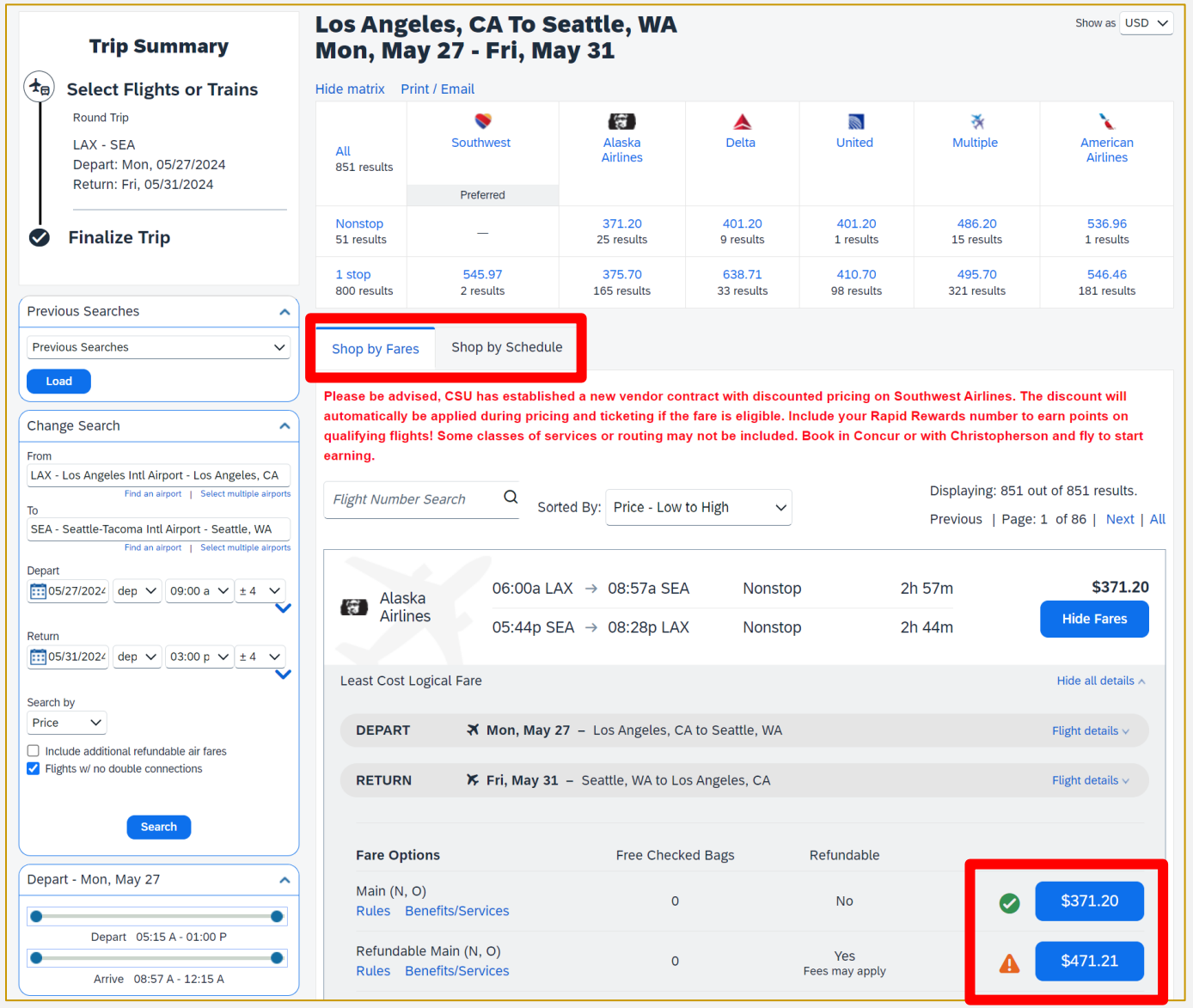




- You can use the Trip Search feature to book a flight or train.
- You can search by Price or Schedule.

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BOOKING A FLIGHT

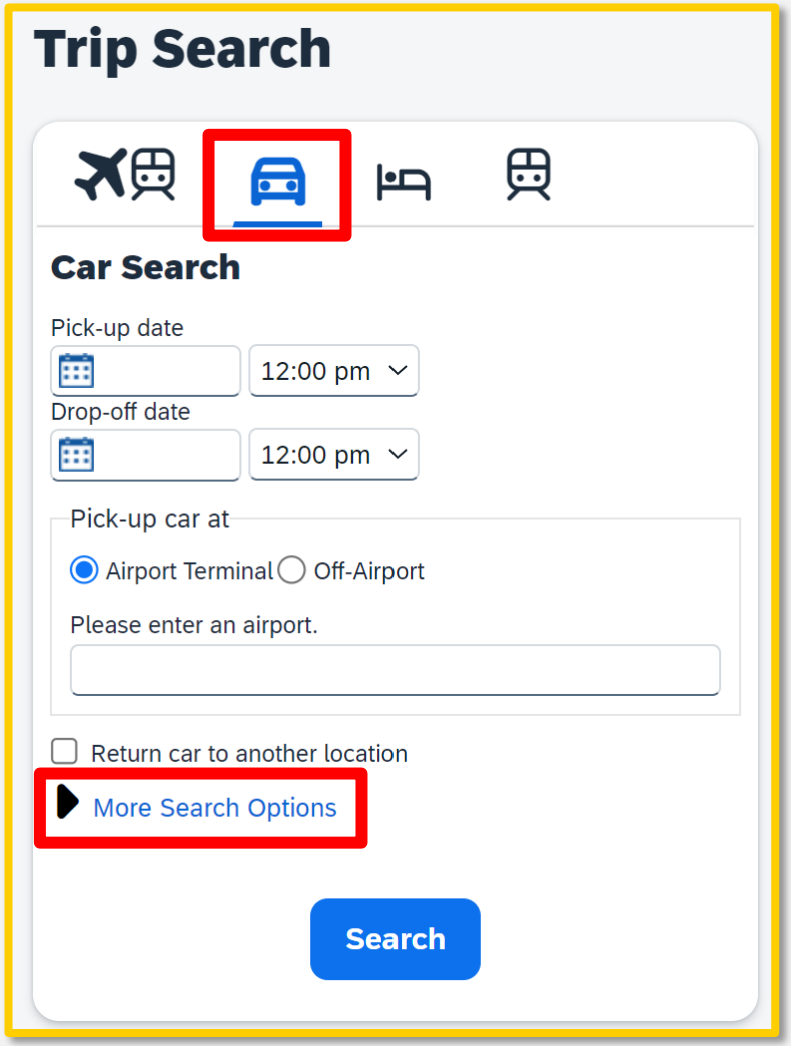


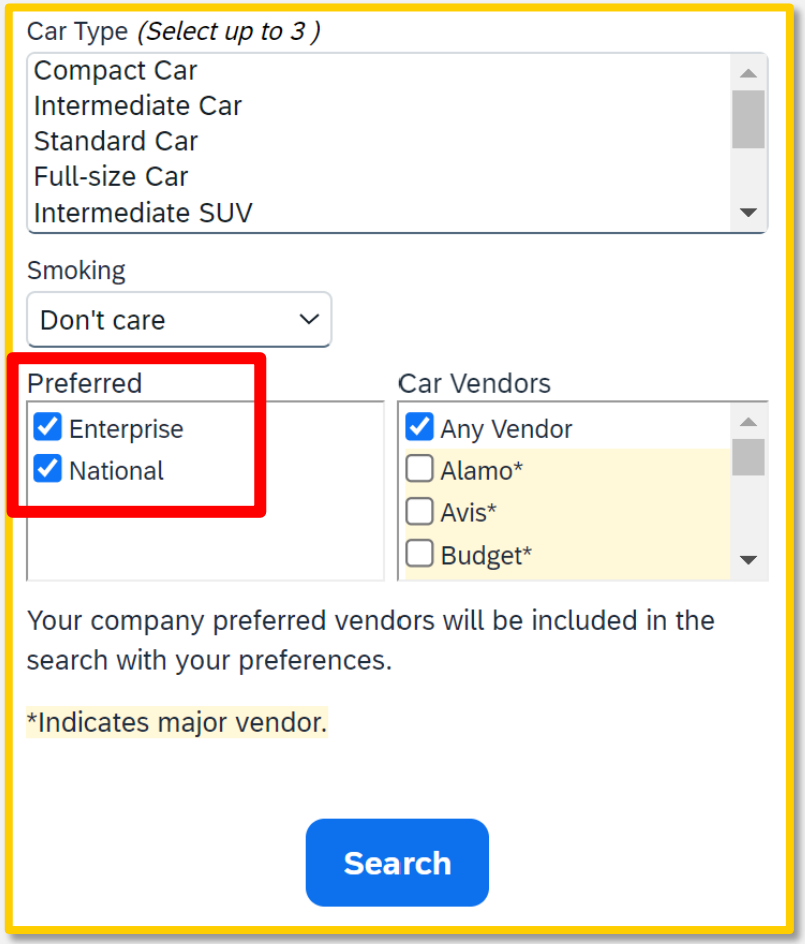
- Audit rules are automatically incorporated.
  - *The **green checkmark** icon indicates the fare is within policy.*
  - *The **orange caution icon** indicates a policy violation.*
- Flights booked through Concur are directly charged to the department.

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BOOKING A CAR

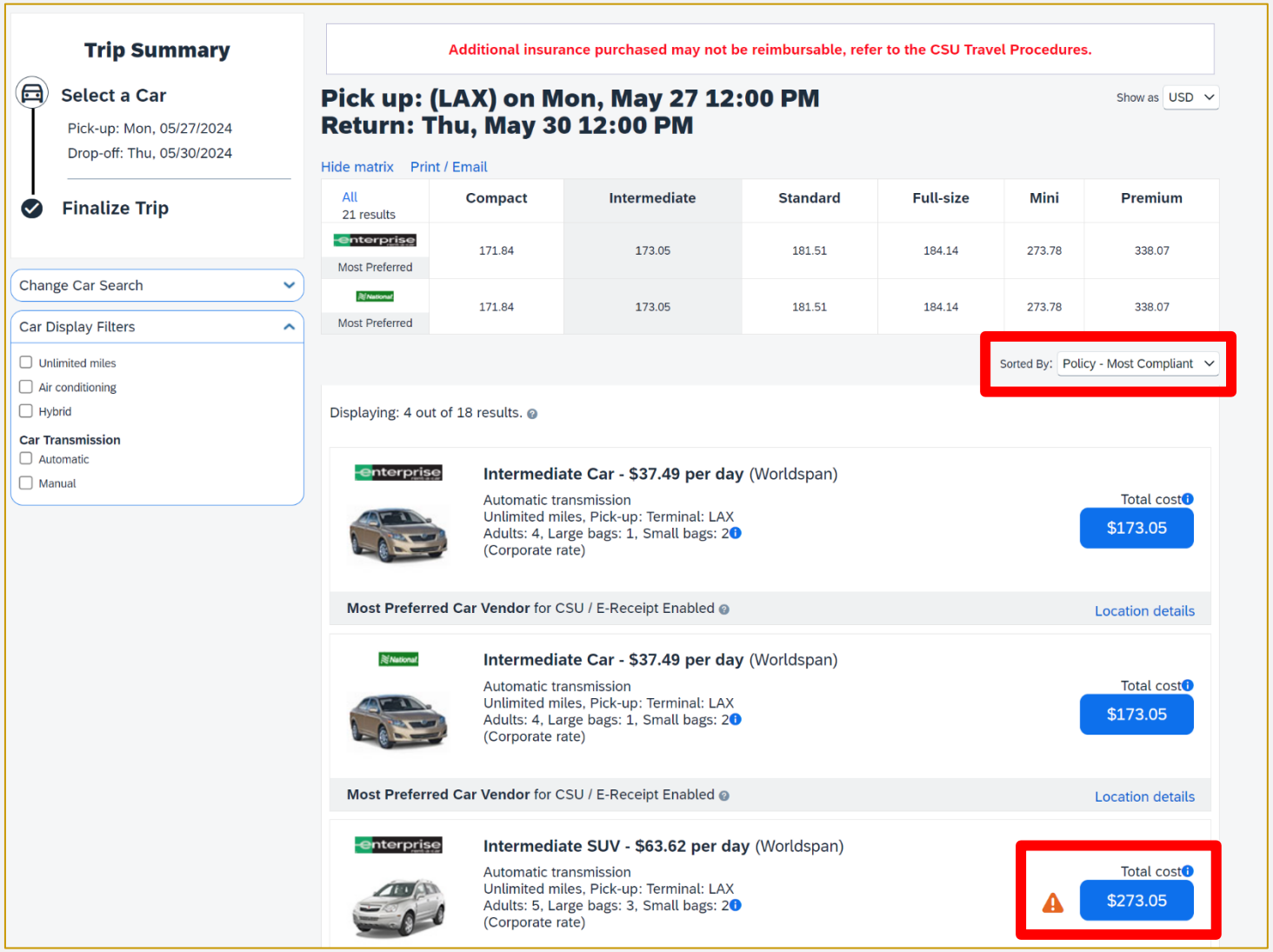
Travelers are required to use **Enterprise** and **National** for all rental car needs.





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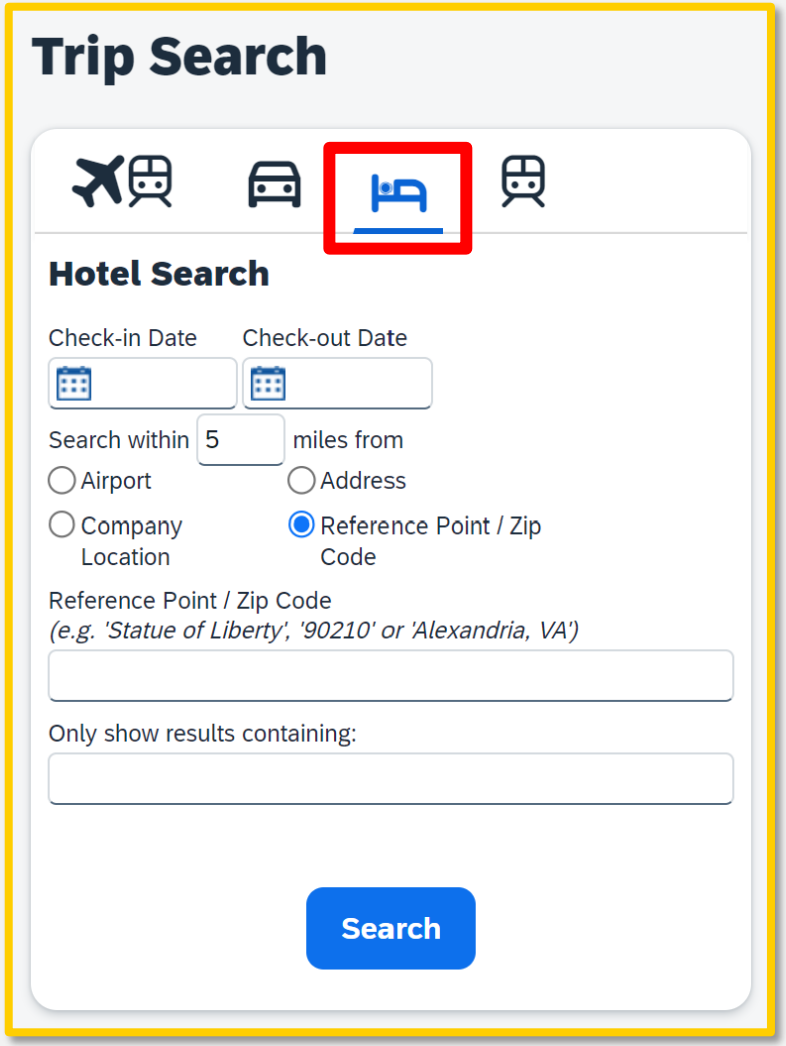
BOOKING A CAR

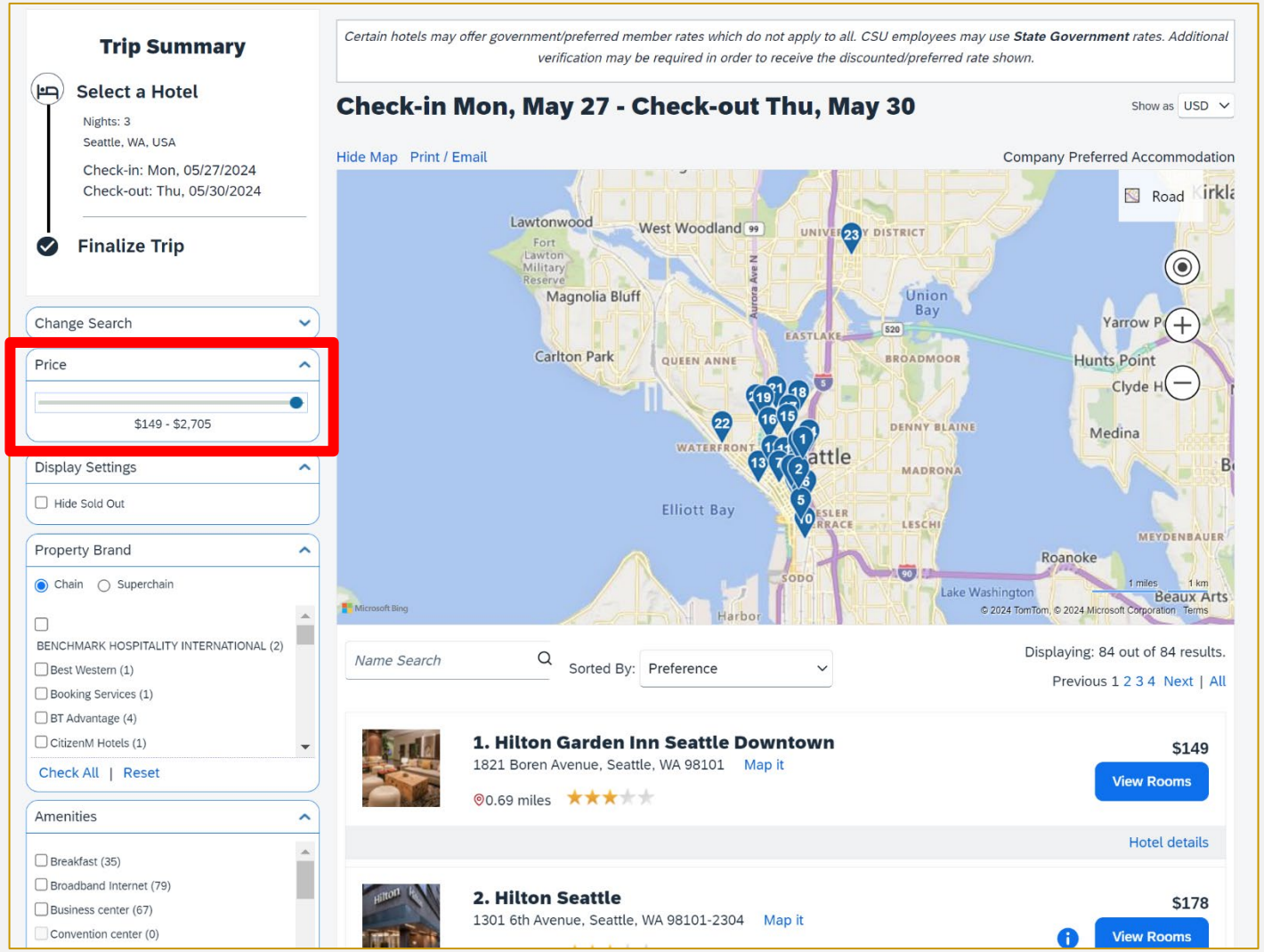


To reserve a car, you will need to have a payment method, such as a credit card, on file.

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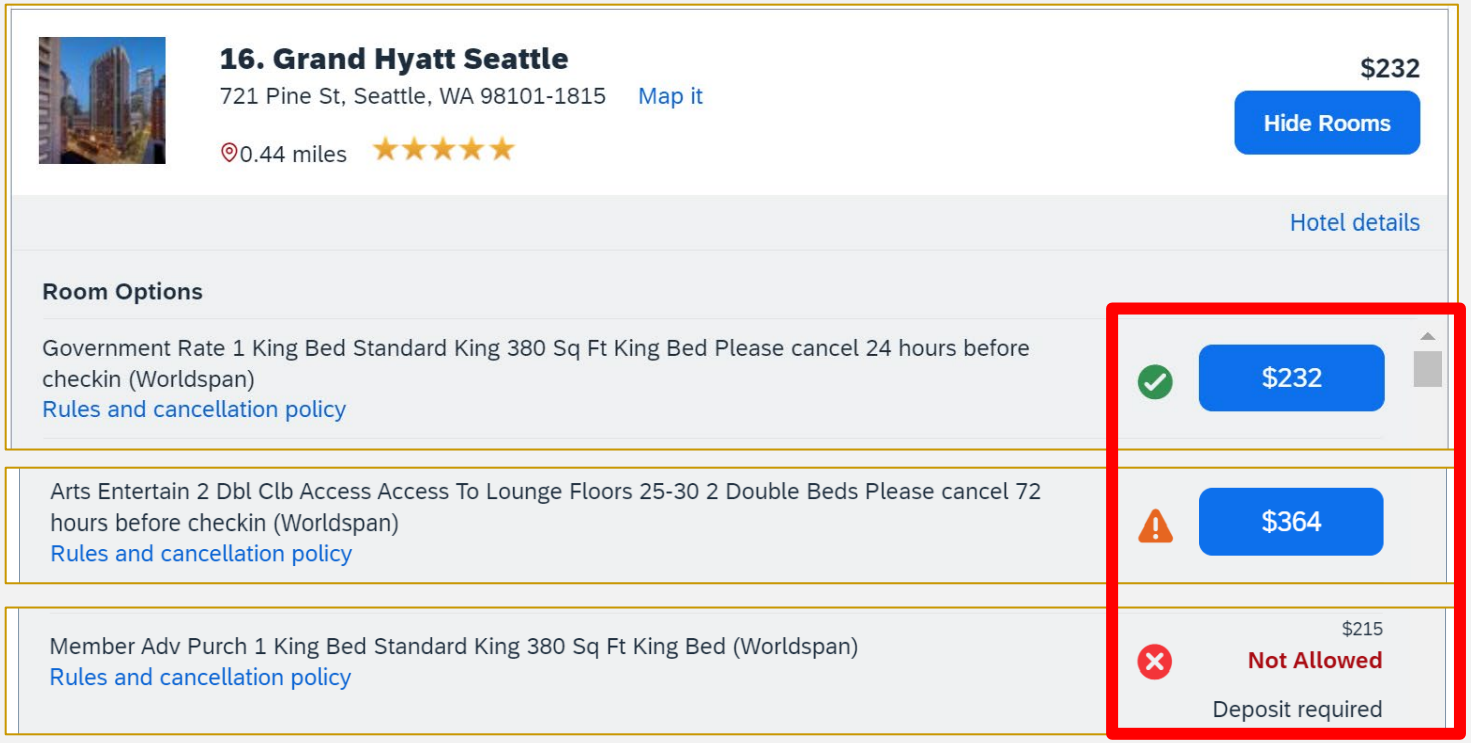
BOOKING A HOTEL





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BOOKING A HOTEL



To reserve a hotel, you will need to have a payment method, such as a credit card, on file.

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6. SUBMITTING AN EXPENSE REPORT

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EXPENSE REPORT CHECKLIST

- Review your **Expense Report Checklist** prior to submitting your Concur expense report.

- Main categories to add to your expense report include:
  - *Digital copies of receipts for expenses*
  - *Meals with an overnight stay*
  - *Additional supporting documents (e.g., mileage)*

- It is recommended to sign up for direct deposit for employee reimbursement in lieu of receiving a physical check. You can initiate this request by emailing One-Stop Financial Services at 1stopfinancial@calstatela.edu

EXPENSE REPORT CHECKLIST PREVIEW

Expense Report Checklist

You may use this guide as a reminder of items that may need to be included in your expense report. Depending on your travel, some of the following items may not be relevant.

It is highly recommended to submit your expense report as soon as possible and no later than 60 days after your travel end date.

Please reach out to One-Stop Financial Services if you have any questions.

- ☐ Receipts for expenses*
  - ☐ Hotel Folio (Payment Receipt)
  - ☐ Air (Itinerary with Receipt)
  - ☐ Registration
  - ☐ Car Rental
  - ☐ Transportation
  - ☐ Other Business Expenses (ex. luggage fee, gas for rental)
  - ☐ *When itemizing expenses, be sure to include all trip expenses (not just out-of-pocket) in order to validate the total business cost of the trip.*
- ☐ Meals with overnight stay (location-based per diem meals and incidentals)
- ☐ Additional Supporting Documents – examples provided below:
  - ☐ Attendance Verification for Virtual Webinars, Conferences, Training, etc.
  - ☐ Conference Agenda

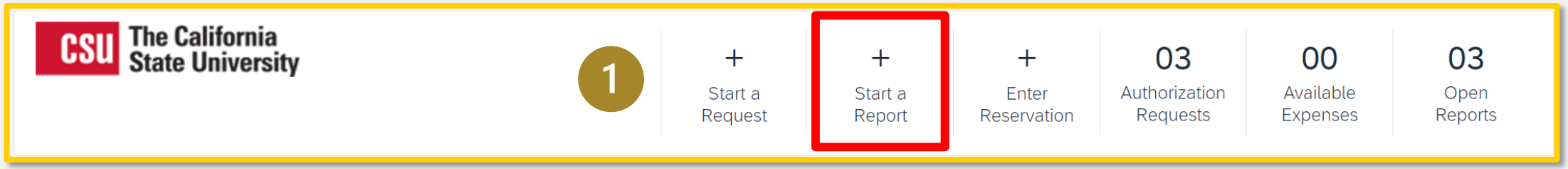
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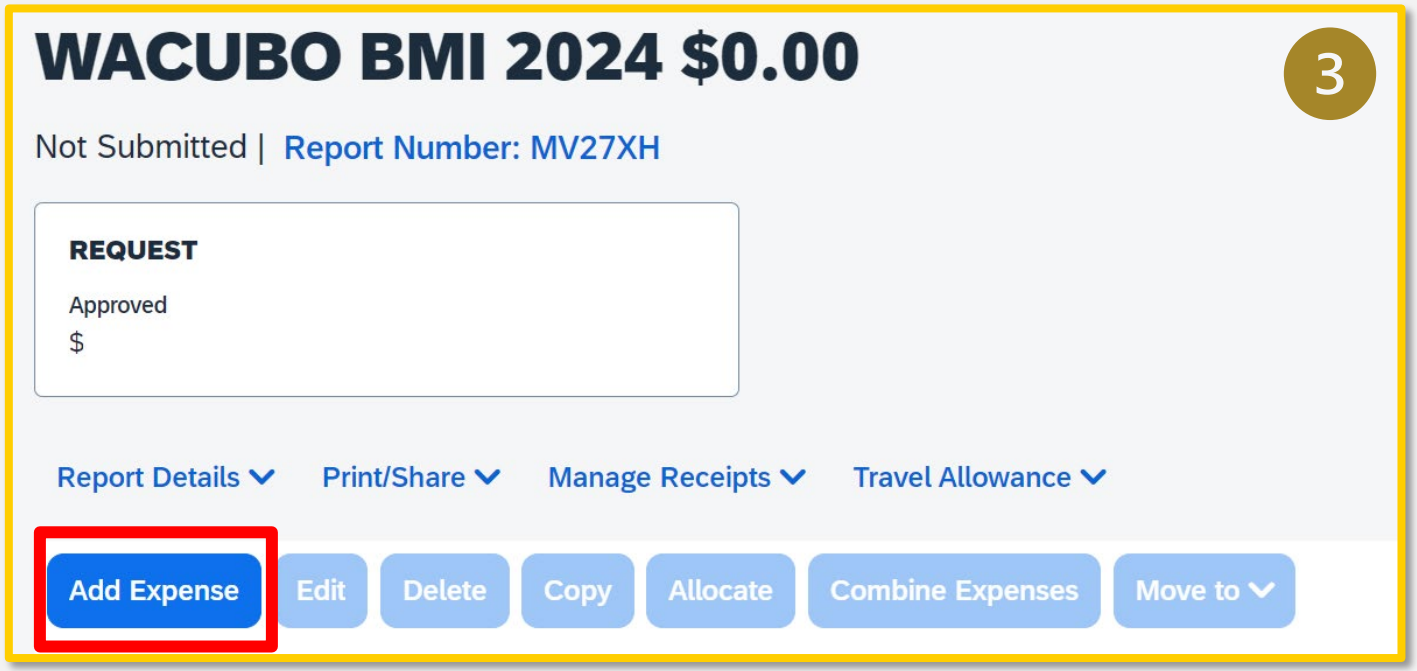
CONCUR'S AVAILABLE RECEIPTS LIBRARY



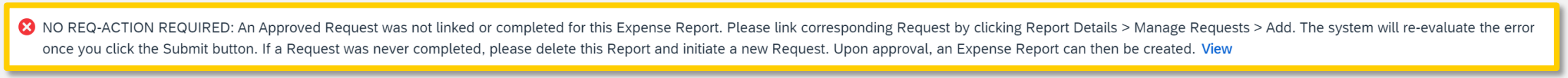
SUBMITTING AN EXPENSE REPORT





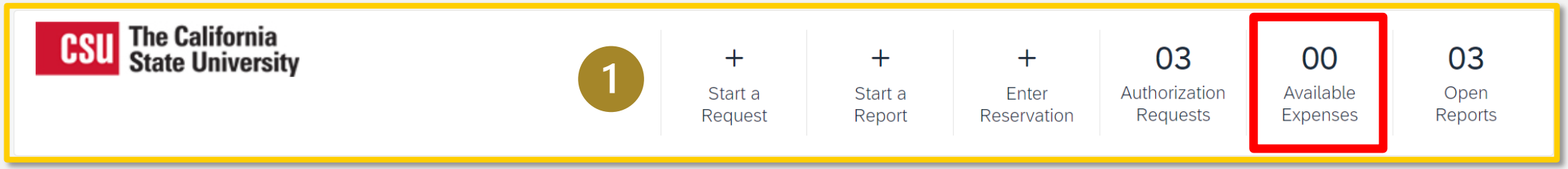


An Expense Report must be linked to an approved Travel Request, otherwise you will receive the following alert.



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AVAILABLE EXPENSES





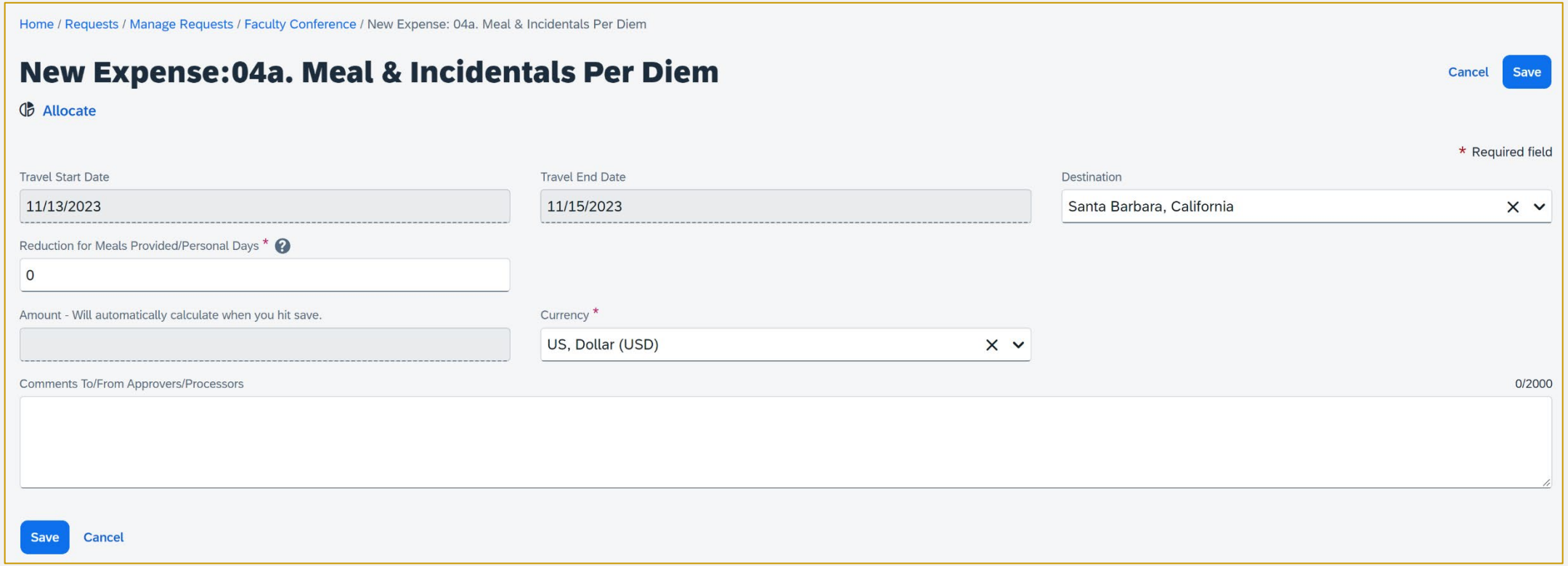
- All available expenses done on the **Golden Eagle Travel (GET)** card or purchased by the Travel Team using the University Card will appear here.
- Note that flights purchased through Concur (including booking through Christopherson travel agency) will appear in Available Expenses.

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7. LOCATION-BASED PER DIEM FOR M&IE

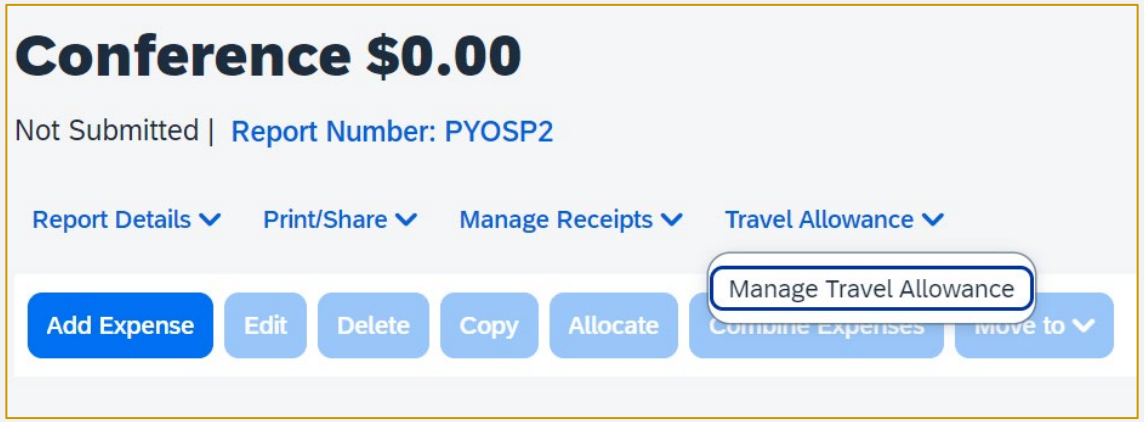
TRAVEL REQUEST: MEALS & INCIDENTALS LOCATION-BASED PER DIEM

Concur automatically calculates your total **expected expenses** for M&IE based on location and dates of travel.

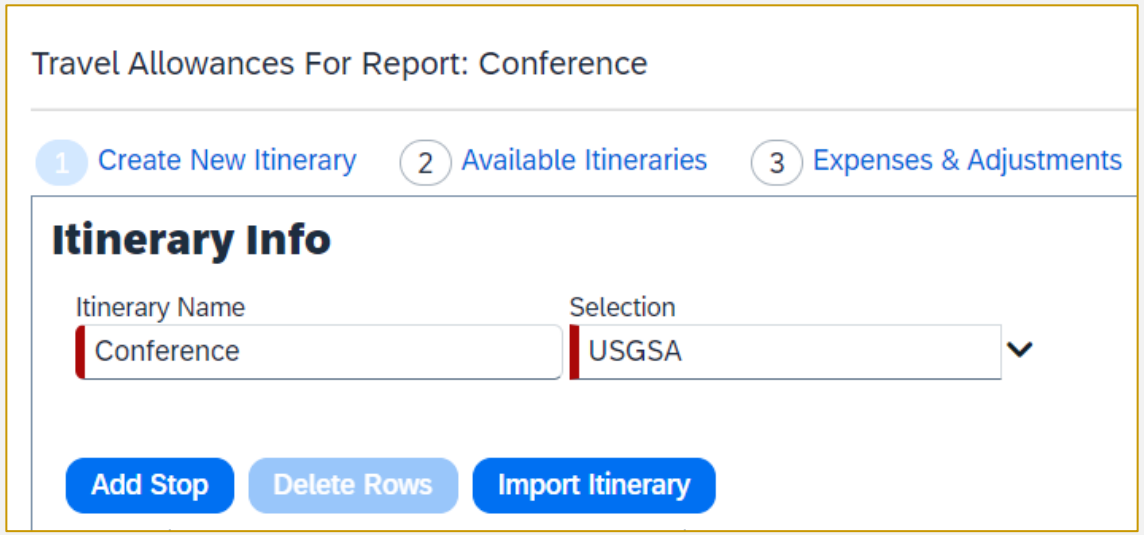


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EXPENSE REPORT: MEALS & INCIDENTALS LOCATION-BASED PER DIEM



1. Click **Travel Allowance > Manage Travel Allowance.**

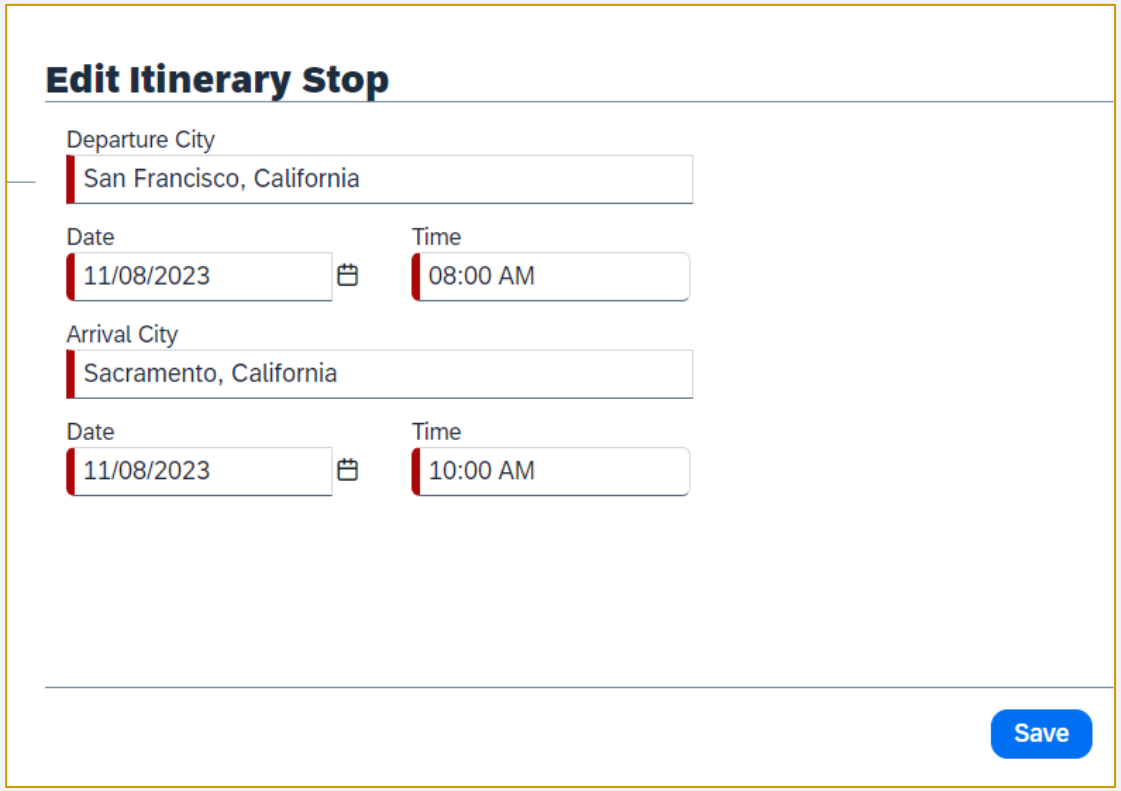


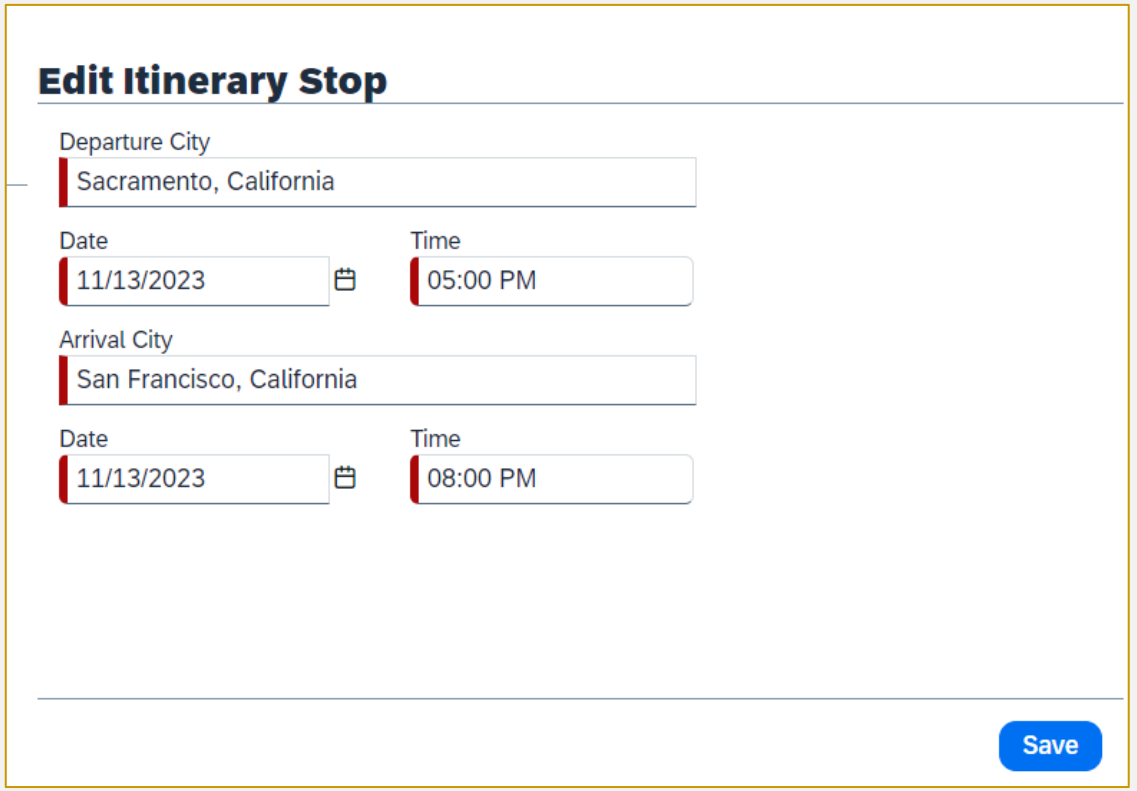
2. Click **Create New Itinerary** (or **Import Itinerary** if booked travel in Concur).

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EXPENSE REPORT: MEALS & INCIDENTALS LOCATION-BASED PER DIEM

3. Enter your travel stop details (departure to arrival).





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EXPENSE REPORT: MEALS & INCIDENTALS LOCATION-BASED PER DIEM

4. Mark any specific meals that were provided on your trip which will automatically be deducted.


Travel Allowances For Report: Conference

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Show dates from to Go

Exclude | All	Date/Location	Meals Rate	Breakfast Provided	Lunch Provided	Dinner Provided	Allowance
☐	11/08/2023 Sacramento, California	$51.75	☐	☐	☐	$51.75
☐	11/09/2023 Sacramento, California	$69.00	☑	☐	☐	$53.00
☐	11/10/2023 Sacramento, California	$69.00	☑	☐	☐	$53.00
☐	11/11/2023 Sacramento, California	$69.00	☐	☐	☑	$38.00
☐	11/12/2023 Sacramento, California	$69.00	☐	☐	☐	$69.00
☐	11/13/2023 Sacramento, California	$51.75	☐	☐	☐	$51.75

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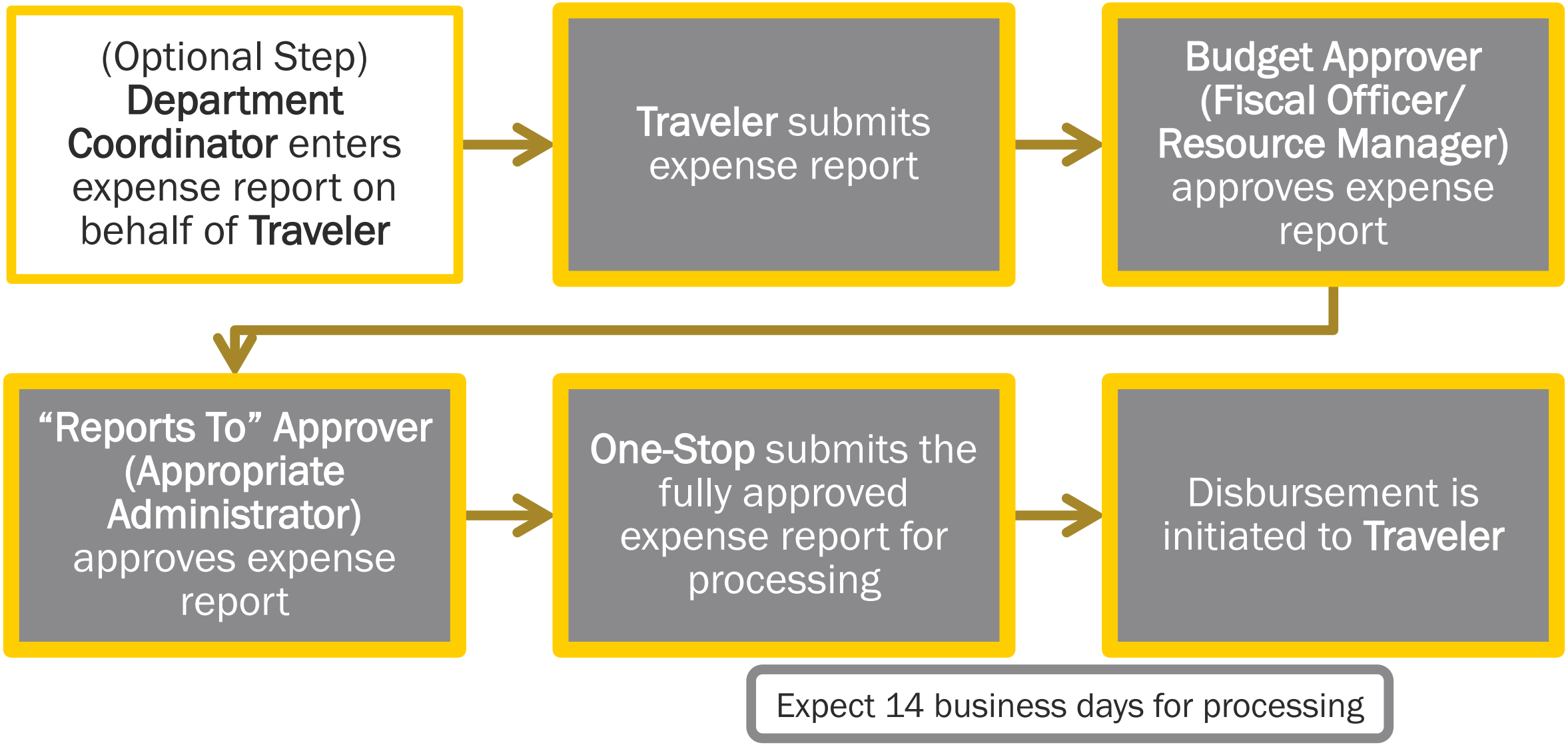
EXPENSE REPORT: MEALS & INCIDENTALS LOCATION-BASED PER DIEM

5. Meal Expenses will then automatically be added to the expense report.

Payment Type	Expense Type	Vendor Details	Date	Requested
Out of Pocket	Meals/Incidentals - Location Based	Sacramento, California	11/13/2023	$51.75
Out of Pocket	Meals/Incidentals - Location Based	Sacramento, California	11/12/2023	$69.00
Out of Pocket	Meals/Incidentals - Location Based	Sacramento, California	11/11/2023	$38.00
Out of Pocket	Meals/Incidentals - Location Based	Sacramento, California	11/10/2023	$53.00
Out of Pocket	Meals/Incidentals - Location Based	Sacramento, California	11/09/2023	$53.00
Out of Pocket	Meals/Incidentals - Location Based	Sacramento, California	11/08/2023	$51.75
				$316.50

8. EXPENSE REPORT APPROVAL

BASIC EXPENSE REPORT WORKFLOW

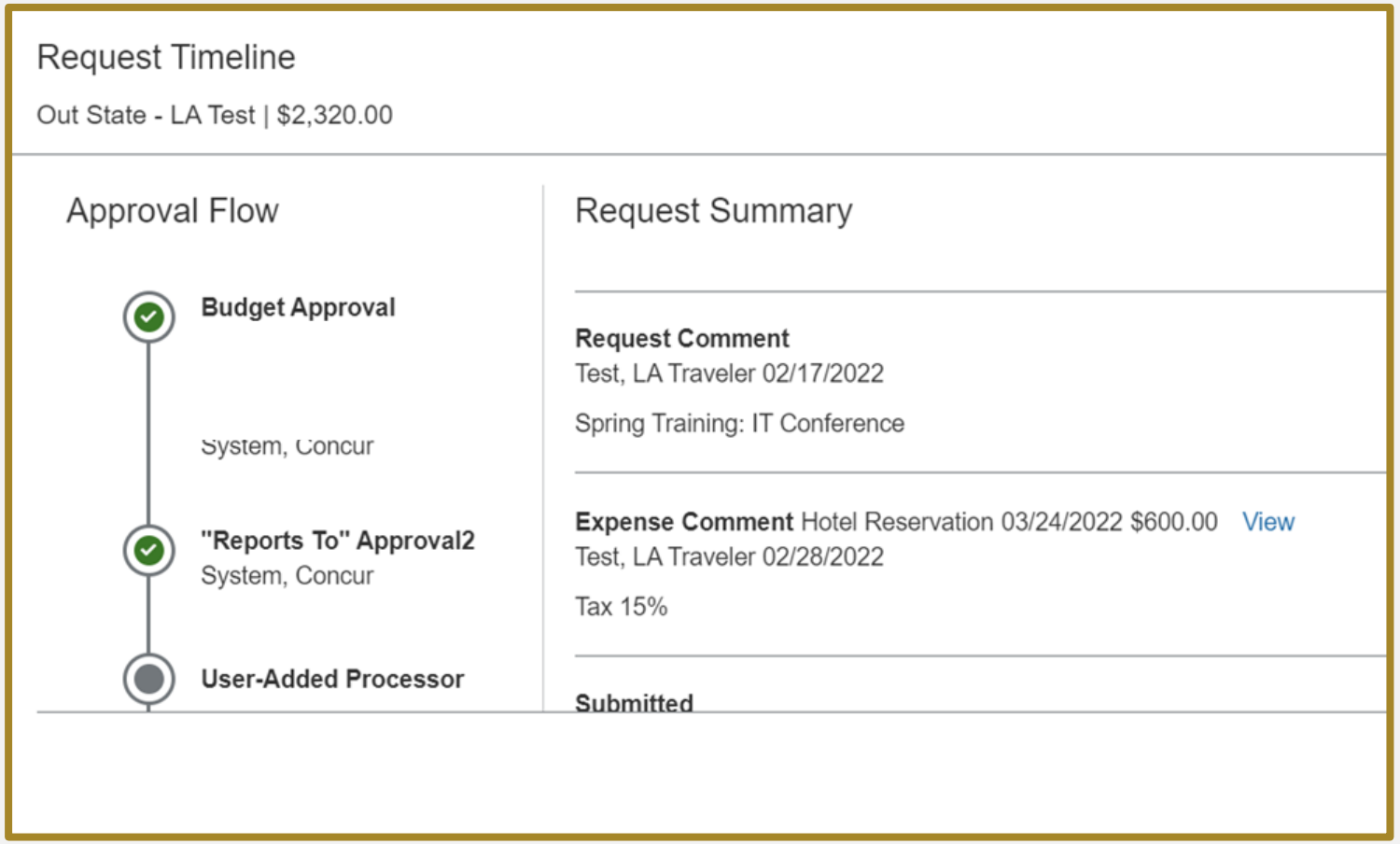


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HOW TO CHECK YOUR PENDING EXPENSE REPORT

- You can view where your expense report is pending in the approval workflow

- Go to **Expenses** > Click on your active request > **Expense Details** > **Expense Timeline**



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IMPORTANT NOTE

An Approver MUST approve or send back a Concur expense report within 10 calendar days of receiving the report for approval.

If an Approver does not act on the expense report within this timeframe, the report will be forwarded to the Approver's direct supervisor for approval, according to HR.

Please check your junk mail if you are not seeing email notifications regarding Concur approvals.

9. DELEGATES & TRAVEL ARRANGERS

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DELEGATES & TRAVEL ARRANGERS

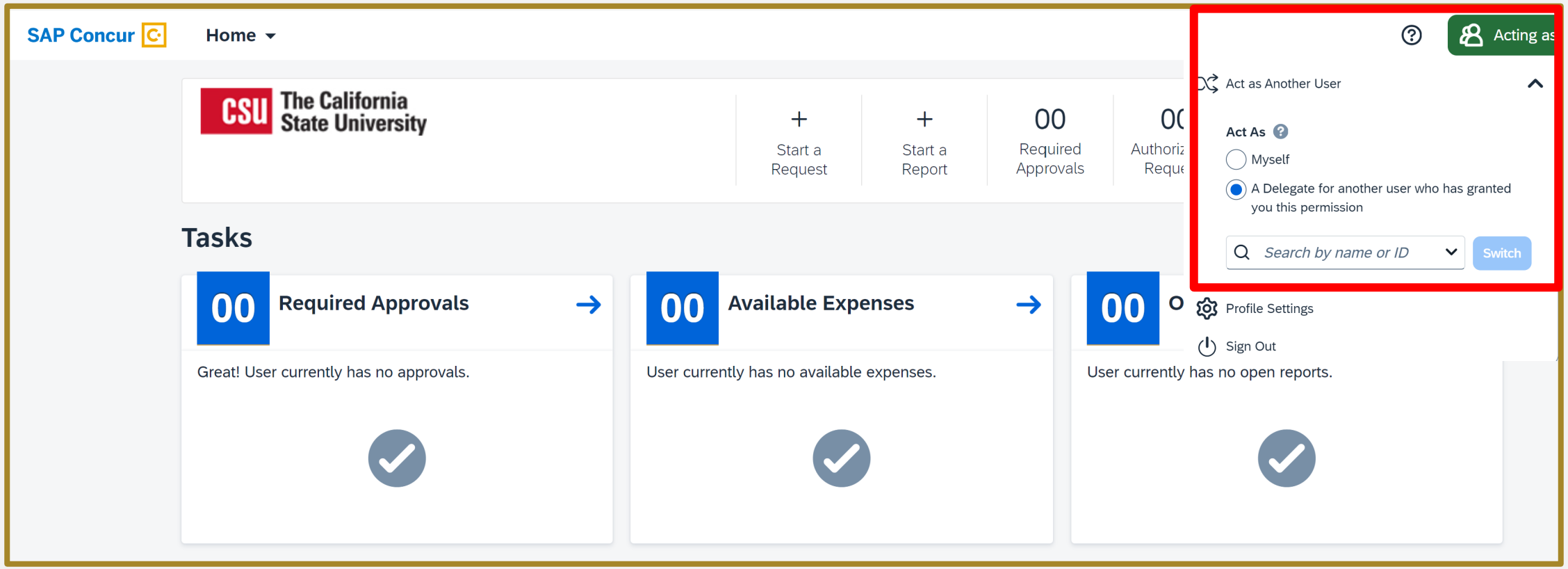
Delegates can be authorized to act on behalf of a traveler or review/approve on behalf of an approver.

- **Delegate Preparer**
- **Delegate Previewer**
- **Delegate Approver** (temporary role)

Travel arrangers can be authorized to book travel on behalf of the traveler. *Note that a user must first be assigned as a delegate before also being assigned as a travel arranger.*

It is still the responsibility of the traveler to review and submit their own travel requests and expense reports.

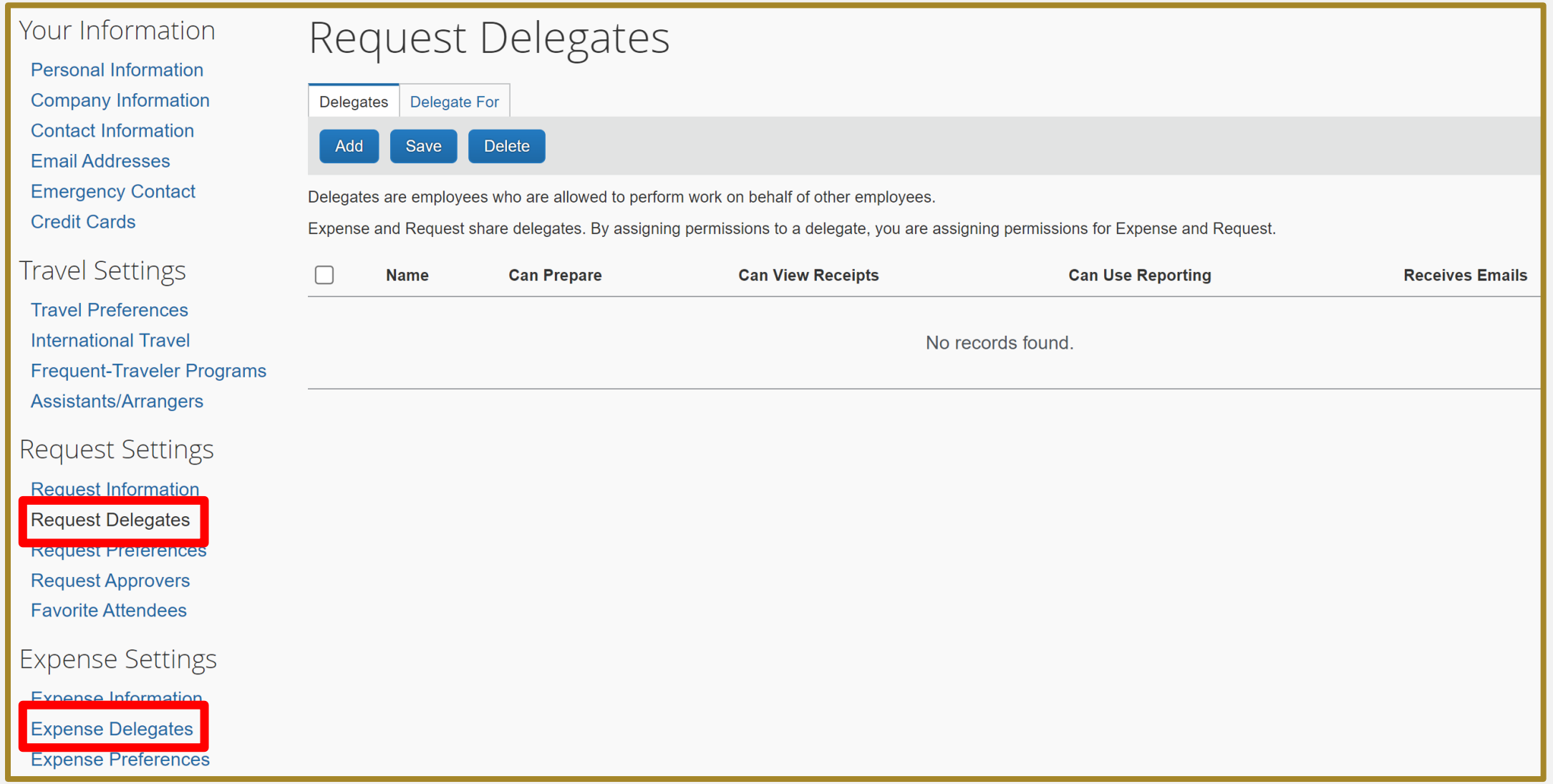
ACTING AS A DELEGATE



On the Concur Homepage, click on **Profile.** Under the *Act as Another User* drop-down, mark ***Act As*: A Delegate for another user who has granted you this permission**. Then search for the user you are acting as a delegate for and click **Switch**. To switch back, mark ***Act As:* Myself.**

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SETTING UP A DELEGATE



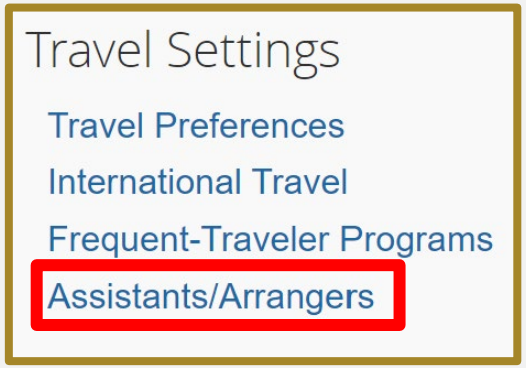
On the Concur Homepage, click on **Profile > Profile Settings.** Then go to either ***Request Settings > Request Delegates*** or ***Expense Settings > Expense Delegates.***

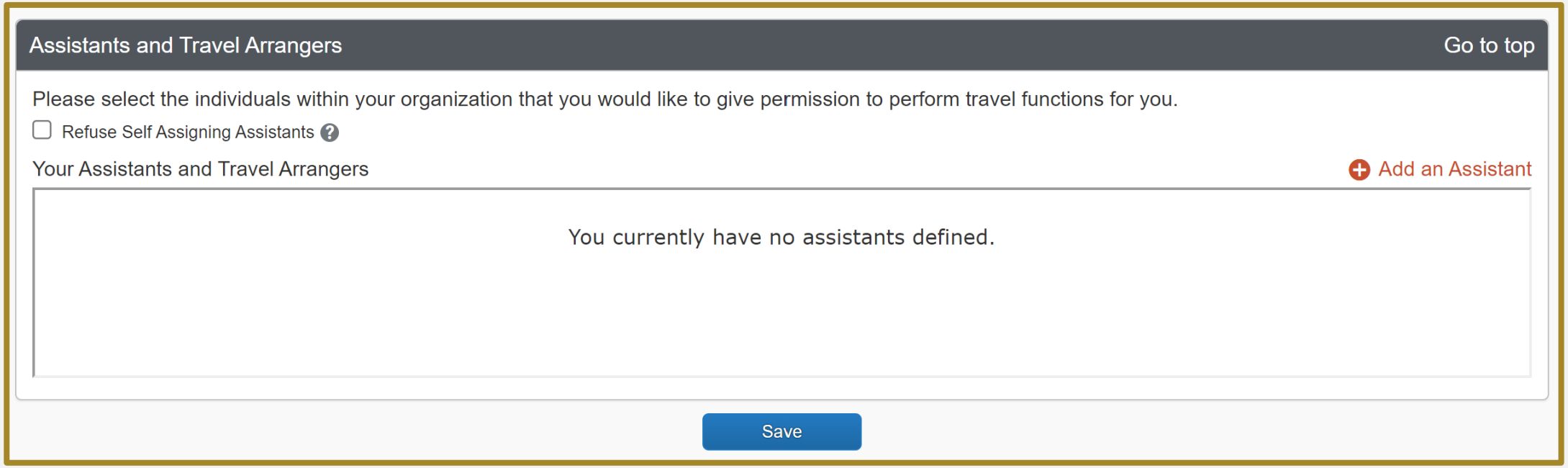
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SETTING UP A TRAVEL ARRANGER

On the Concur Homepage, click on **Profile > Profile Settings.**

Then go to ***Travel Settings > Assistants/Arrangers.***





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HELPFUL RESOURCES

- Travel Planning Checklist
- Expense Report Checklist
- Definition Sheet
- FAQ

https://www.calstatela.edu/finance-onestop/concur-travel



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