CONCUR TRAINING: INTERNATIONAL & GROUP TRAVEL

Fall 2024

One-Stop Travel Services,
travel@calstatela.edu

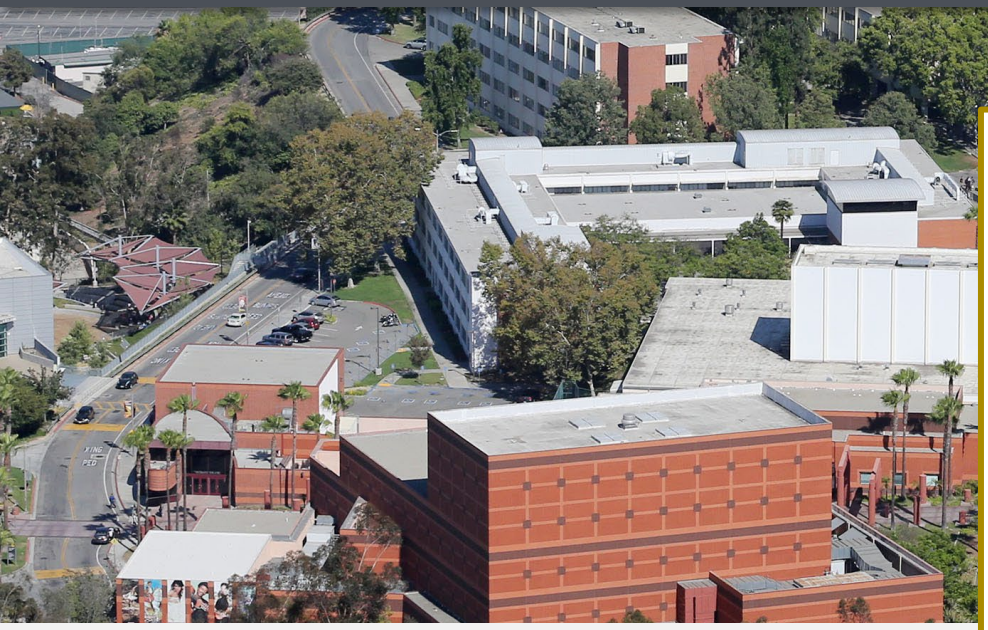




BEFORE WE GET STARTED

What to Expect in Today's Training

- **Effective January 2nd, 2025 all state-funded international travel should be submitted through Concur.**
- Submitting an international travel request functions similarly to a domestic travel request submitted in Concur. To get the most out of this training, you should already be familiar with Concur functionality.
- Need a refresher on how to use Concur? Visit One-Stop's Concur Travel resource page to:
  - Access comprehensive training materials, including video walkthroughs & PDF guides.
  - Sign up for Concur Office Hours hosted every other Friday.
  - Have additional questions? Contact One-Stop Travel Services at: (323) 343-5430, travel@calstatela.edu



AGENDA

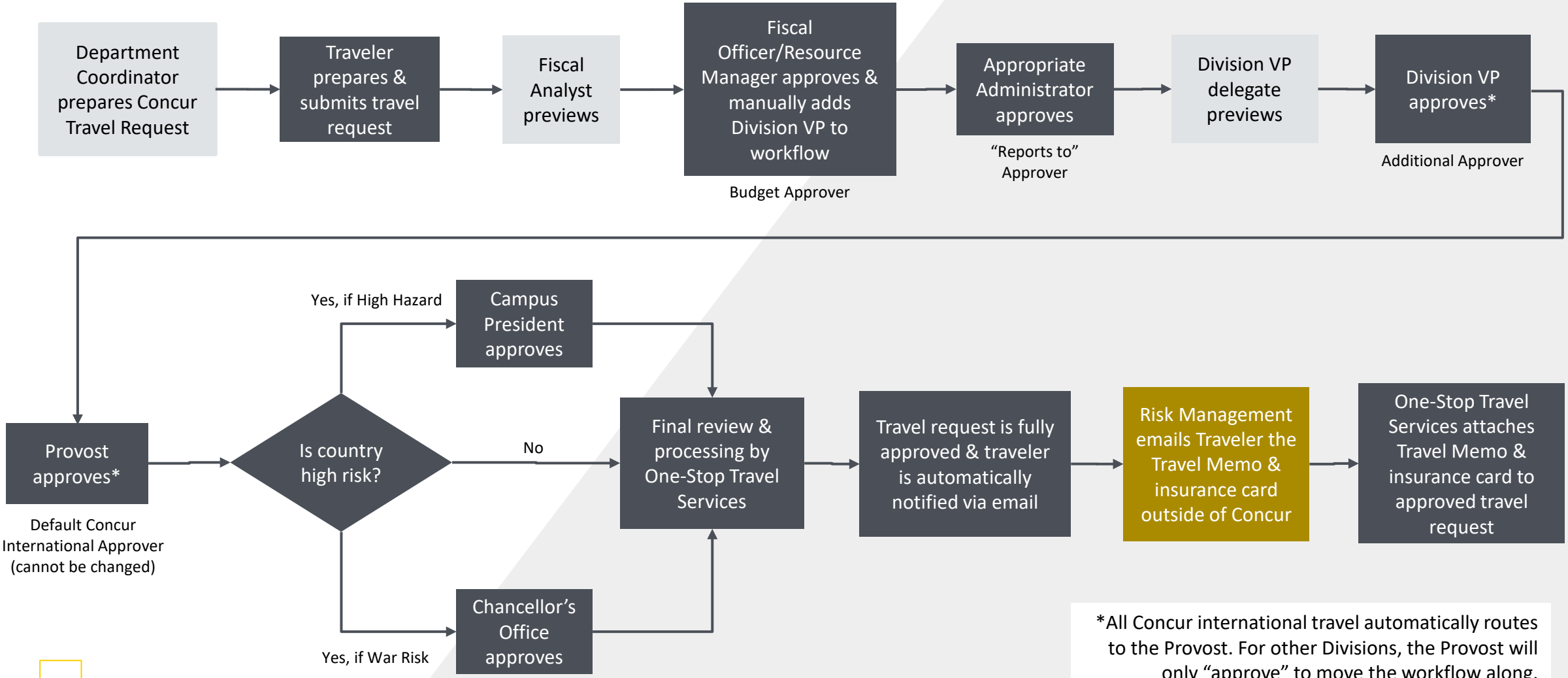
1. Concur International Travel Workflow
2. Pro Tips for Group & International Travel
3. Submitting a Concur International Travel Request
4. Meals & Incidentals Per Diem

INTERNATIONAL TRAVEL WORKFLOW

For Concur & Related Business Processes

CONCUR INTERNATIONAL WORKFLOW

Legend:
Gold — Outside of Concur
Dark Grey — Required Concur Step
Light Grey — Optional Concur Step

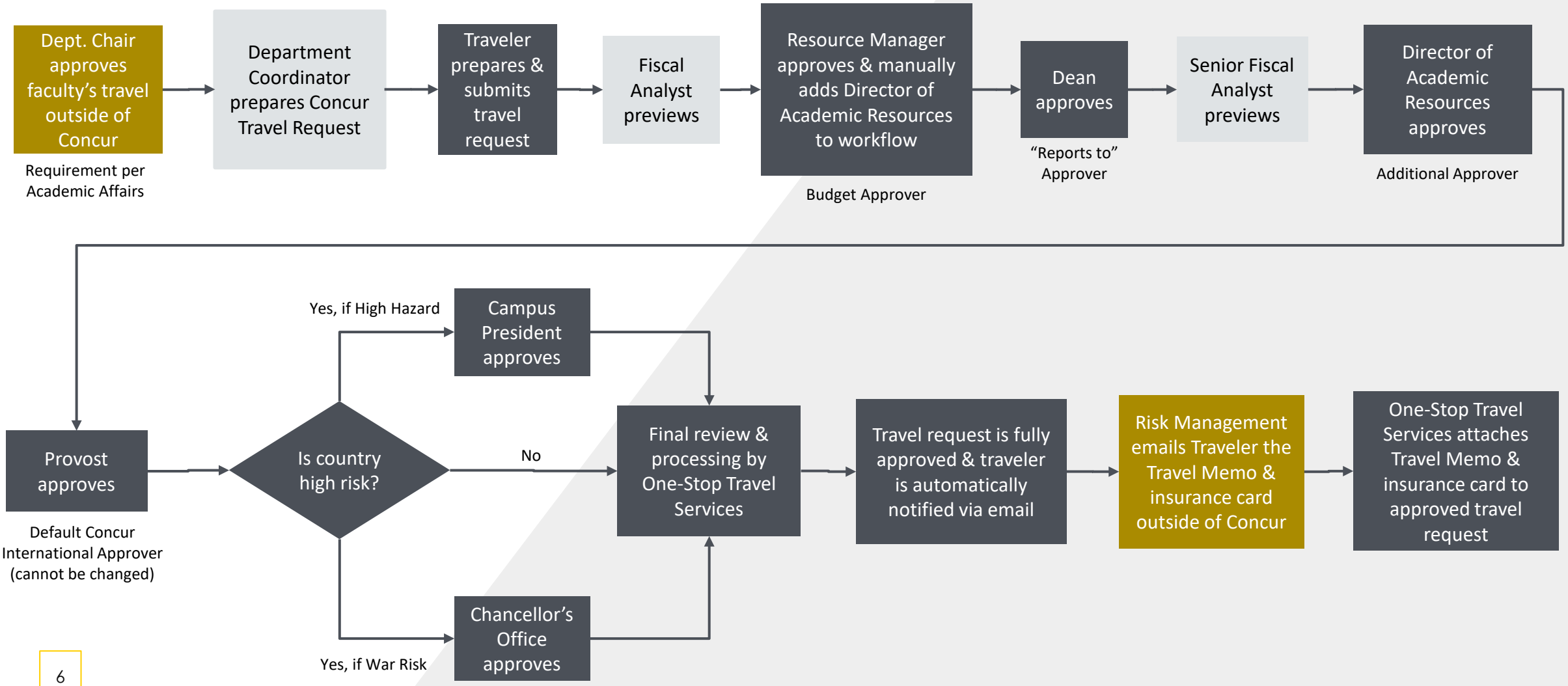


*All Concur international travel automatically routes to the Provost. For other Divisions, the Provost will only "approve" to move the workflow along.

CONCUR INTERNATIONAL WORKFLOW

ACADEMIC AFFAIRS

Legend:
- Gold — Outside of Concur
- Dark Grey — Required Concur Step
- Light Grey — Optional Concur Step





WHAT IS RISK'S ROLE?

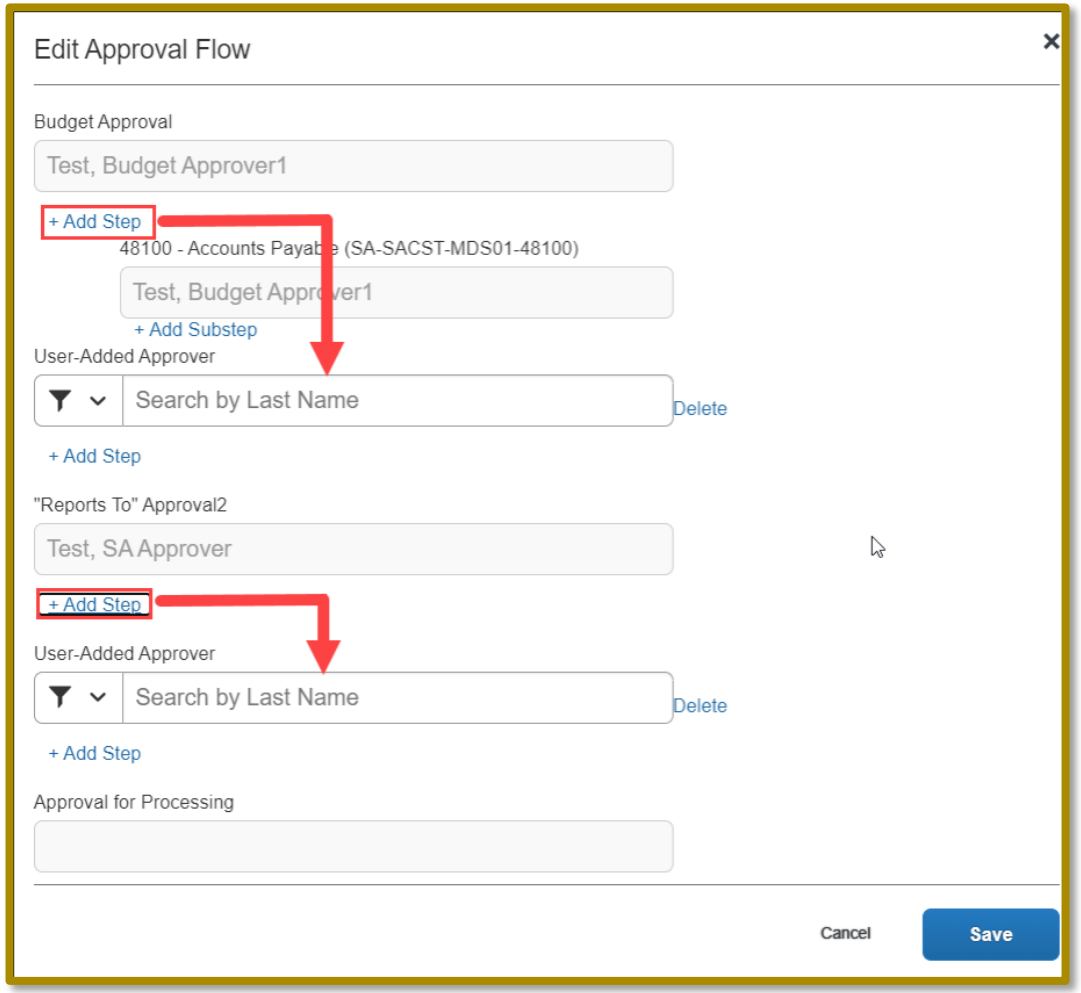
Risk Management and Environmental Health & Safety (RMEHS)

1. RMEHS concurrently receives a weekly report with pending and approved international travel requests.
2. RMEHS gathers information from Concur needed for insurance purposes.
3. RMEHS emails the traveler the Travel Memo and insurance card, which One-Stop Travel Services will also attach to the approved Concur travel request.

HOW TO MANUALLY ADD AN APPROVER

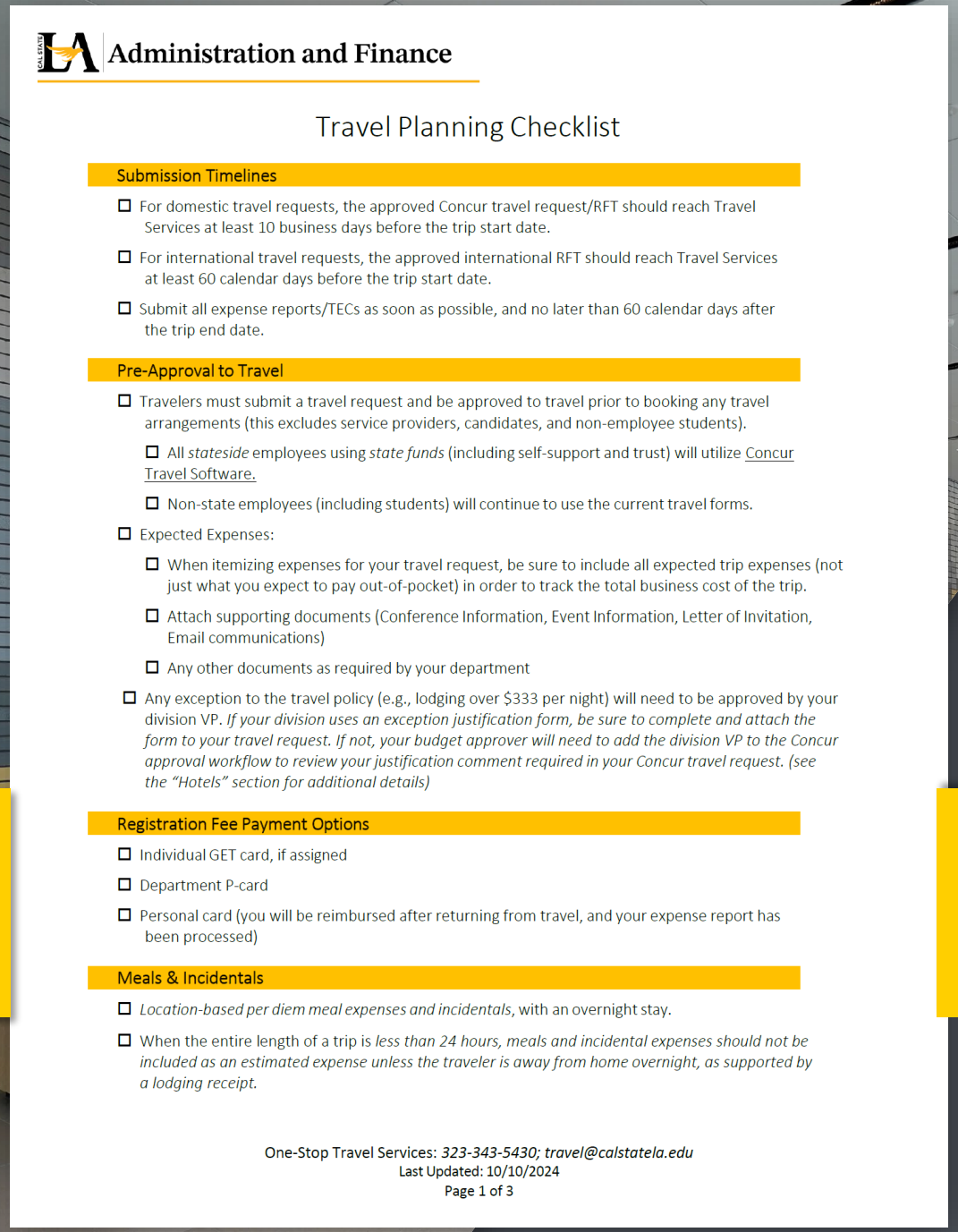
As a Budget Approver

- **Budget approvers and their delegate "previewers"** 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.



PRO TIPS FOR GROUP & INTERNATIONAL TRAVEL

Travel Planning Checklist



Administration and Finance

Travel Planning Checklist

Submission Timelines

- ☐ For domestic travel requests, the approved Concur travel request/RFT should reach Travel Services at least 10 business days before the trip start date.
- ☐ For international travel requests, the approved international RFT should reach Travel Services at least 60 calendar days before the trip start date.
- ☐ Submit all expense reports/TECs as soon as possible, and no later than 60 calendar days after the trip end date.

Pre-Approval to Travel

- ☐ Travelers must submit a travel request and be approved to travel 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.
- ☐ Expected Expenses:
  - ☐ When itemizing expenses for your travel request, be sure to include all expected trip expenses (not just what you expect to pay out-of-pocket) in order to track the total business cost of the trip.
  - ☐ 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 $333 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)

Meals & Incidentals

- ☐ *Location-based per diem meal expenses and incidentals*, with an overnight stay.
- ☐ When the entire length of a trip is *less than 24 hours, meals and incidental expenses should not be included as an estimated expense unless the traveler is away from home overnight, as supported by a lodging receipt.*

Travel Planning Checklist

Let's get started!

Download the Travel Planning Checklist.

Updated sections include:

- Submission Timelines
- Group Travel Tips
- International Travel Tips



SUBMISSION TIMELINES

Travel Planning Checklist

- Approved international travel requests should reach One-Stop Travel Services at least 60 calendar days before the trip start date.
- Submit all expense claims as soon as possible, no later than 60 calendar days after the trip end date.
  - Reimbursement will be issued to the traveler 10 days after approved claim is received by Travel Services.



BEST PRACTICE

Travel Planning Checklist

When traveling to multiple locations on business:

- In the Concur request header, input the destination where the traveler will be staying the longest for business.
- Include a list of the other locations in the request header Comments field.
- Attach an itinerary as a supporting document for audit purposes.



GROUP TRAVEL TIPS

Travel Planning Checklist

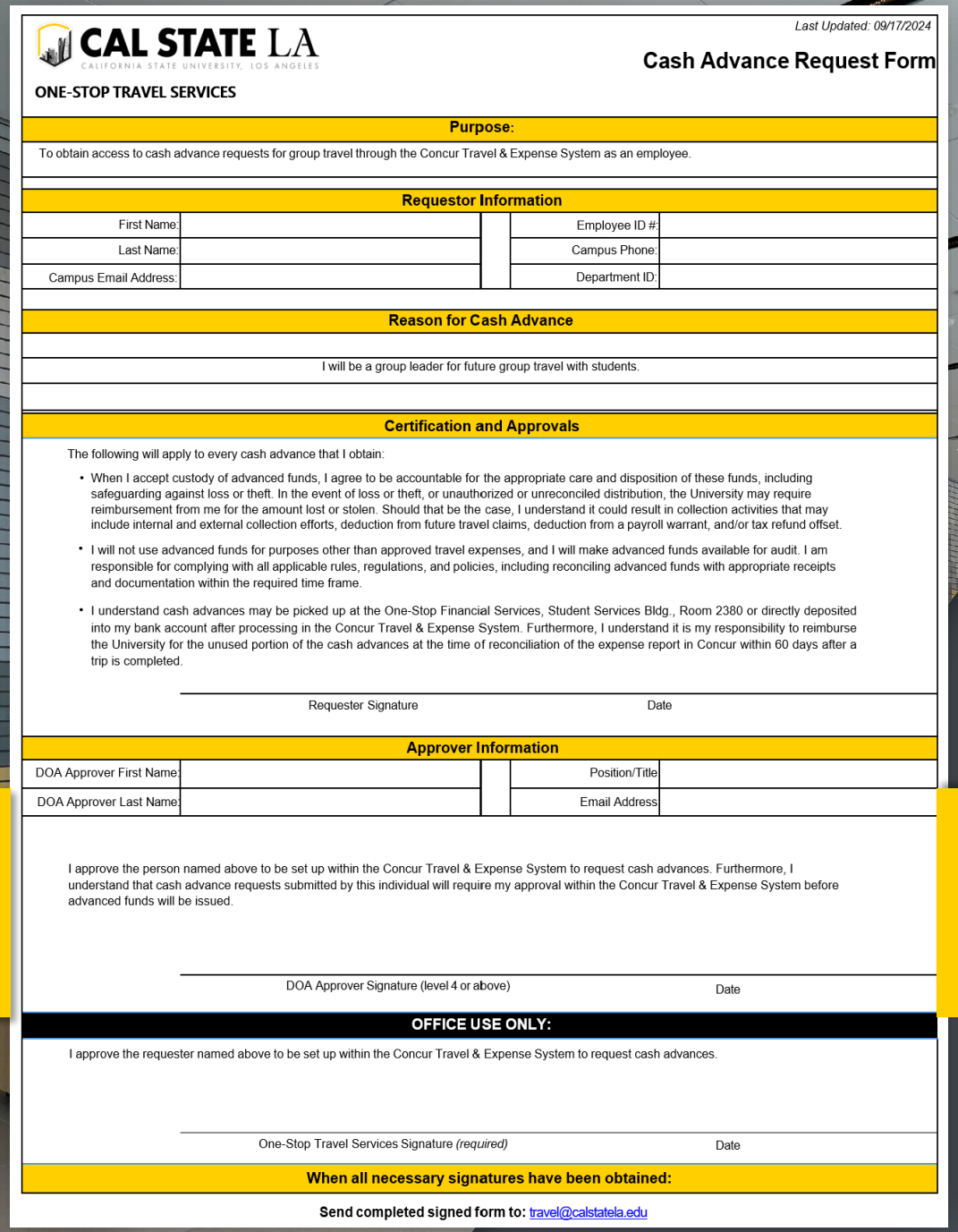
- Relevant **General Release Form** packet is required (found on RMEHS website).
- Concur's Trip Search feature can only be used for individual/group leader travel. **To book airfare for group travel, contact Christopherson Travel Agency.**
  - Note that there is a fee when contacting Christopherson for inquiries/booking arrangements. See Christopherson Service Fees CSU Pricing Agreement.
- If the trip is using auxiliary funds and therefore not being processed through Concur, contact travel@calstatela.edu for booking instructions.



WHO IS A GROUP LEADER?

Group Travel

- A group leader is an employee who will be accompanying students on a trip.
- The group leader will submit **only one** Concur travel request on behalf of the students and themselves.
- If additional employees are also going on the trip, then they will each need to submit an individual Concur travel request.



CAL STATE LA
CALIFORNIA STATE UNIVERSITY, LOS ANGELES

Last Updated: 09/17/2024

Cash Advance Request Form

ONE-STOP TRAVEL SERVICES

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

OFFICE USE ONLY:

I approve the requester named above to be set up within the Concur Travel & Expense System to request cash advances.

One-Stop Travel Services Signature *(required)* Date

When all necessary signatures have been obtained:

Send completed signed form to: travel@calstatela.edu

Cash Advance Setup Form

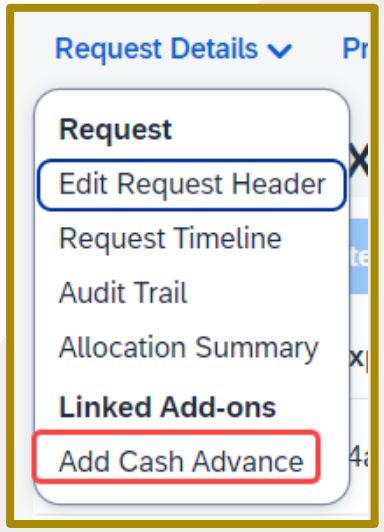
If you are a group leader traveling with students and are seeking a cash advance, complete the Cash Advance Setup Form prior to submitting a travel request in Concur.

Once processed, your Concur settings will be updated to allow you to request a cash advance.

REQUESTING A CASH ADVANCE

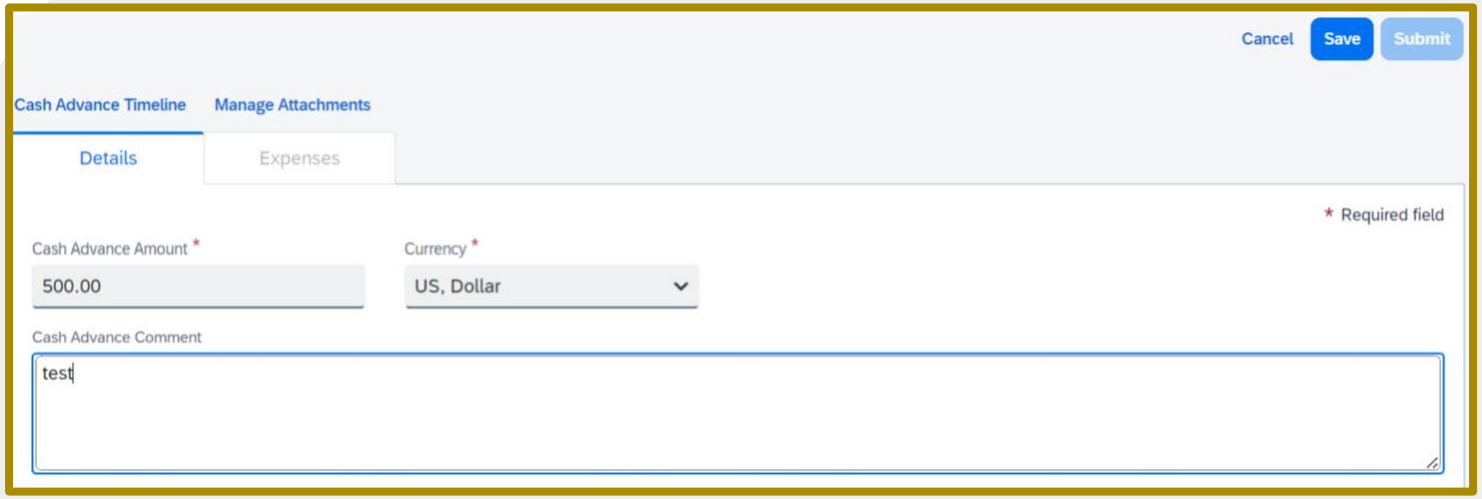
1. On the Expected Expenses screen of a Travel Request, navigate to the Request Details dropdown menu.

- Select **"Add Cash Advance"** under Linked Add-ons.



Note that cash distributed to students by the group leader must be acknowledged in writing at the time of receipt. The Advance Signature Sheet for Student Group Travel can be used to obtain signatures.

2. Enter the "**Cash Advance Amount"** and reason for advance. This will add the cash amount to the request.



Supplemental Information Form

Administration and Finance

International Travel Supplemental Information – Concur Travel Request

RMEHS requests the following information as a supplement to the Travel Request. The information provided herein will be used to transmit to our insurer for contingent emergency use. **Please attach this form to your Travel Request in Concur when you submit for approval.**

Destination(s) of Travel: _____
(i.e. city, province, region, state, and country)

Travel Date(s): From _____ To _____ Number of personal travel days (N/A if none): _____

Traveler Type: ☐ Employee ☐ Student ☐ Other Participants List dates of personal travel (if applicable): _____

Please provide contact information for employee(s) traveling:

Employee Name	Phone Number	Email Address	Emergency Contact (i.e. name, relationship, phone number)

Please provide contact information for student(s) traveling:

Student Name	Phone Number	Email Address	Emergency Contact (i.e. name, relationship, phone number)	Is the student a minor? (Y/N)*

**If yes, refer to the Youth Protection Program (YPP) for requirements.*

Please provide contact information for any other participant(s) traveling (e.g. spouse, dependent, parent, etc.):

Participant Name	Phone Number	Email Address	Emergency Contact (i.e. name, relationship, phone number)

All travelers must complete the following. Please also include your travel itinerary with your Travel Request.

Contact information of where traveler(s) will be staying while in foreign or high-hazardous country(ies):
(i.e. phone number, email addresses)

_____

_____

Method(s) of transportation while in country(ies) (i.e., shuttle service, bus, taxi, rental car, etc.):

List all airports that will be visited during international travel: _____

Questions or special concerns: _____

For RMEHS Use Only:

Are any of the destinations on the U.S. Warning List Level 3 or 4, or a "war risk" country? ☐ Yes ☐ No

Comments:

9/12/2024 Risk Management and Environmental Health & Safety Corporation Yard, Room 244

The International Travel Supplemental Information Form must be attached to every international Concur travel request for insurance purposes.



INTERNATIONAL TRAVEL TIPS

Travel Planning Checklist

- A **Travel Cost Comparison Form** is required if taking any personal days within the business travel dates (or whenever deviating from standard route of travel).
  - The Cost Comparison Form can be found on One-Stop's travel website under Forms.
- As a reminder, depending on how many personal days are taken, a portion of the international flight cost **may be taxable** to the traveler.
  - To learn more, refer to CSU Travel and Business Expense Payments policy *(U.f.) Taxability of International Travel With Personal Use*.



INTERNATIONAL TRAVEL OVER 30 DAYS

International Travel

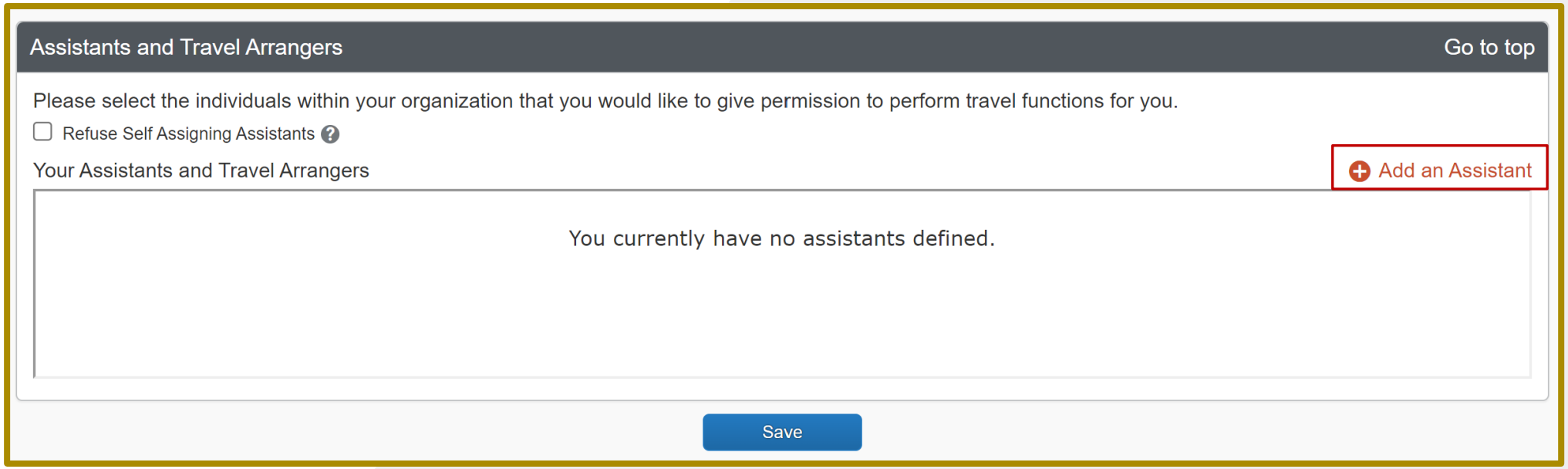
If the length of an international trip is more than 30 days…

- The traveler's department must decide the travel allowance amount for meals & incidentals, which can only be equal to or less than the location-based per diem rate.

SETTING UP A TRAVEL ARRANGER

PRO TIP

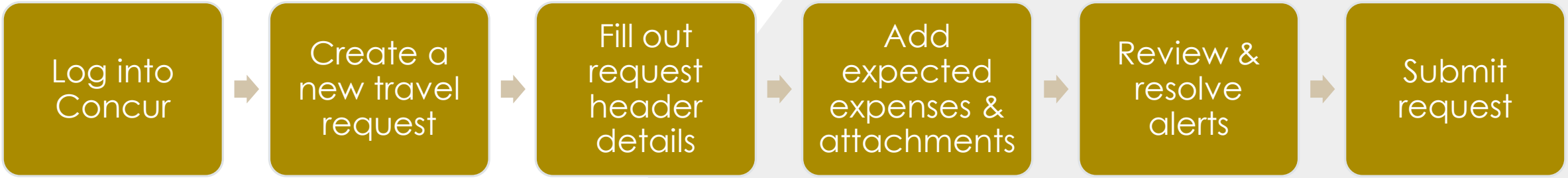
- A traveler can authorize an existing delegate to book travel on their behalf by adding the delegate as a Travel Arranger.
- Go to *Profile* > *Profile Settings* > *Personal Information* > *scroll down to Assistant and Travel Arrangers* > *Add an Assistant*.



SUBMITTING A CONCUR TRAVEL REQUEST

For International Travel

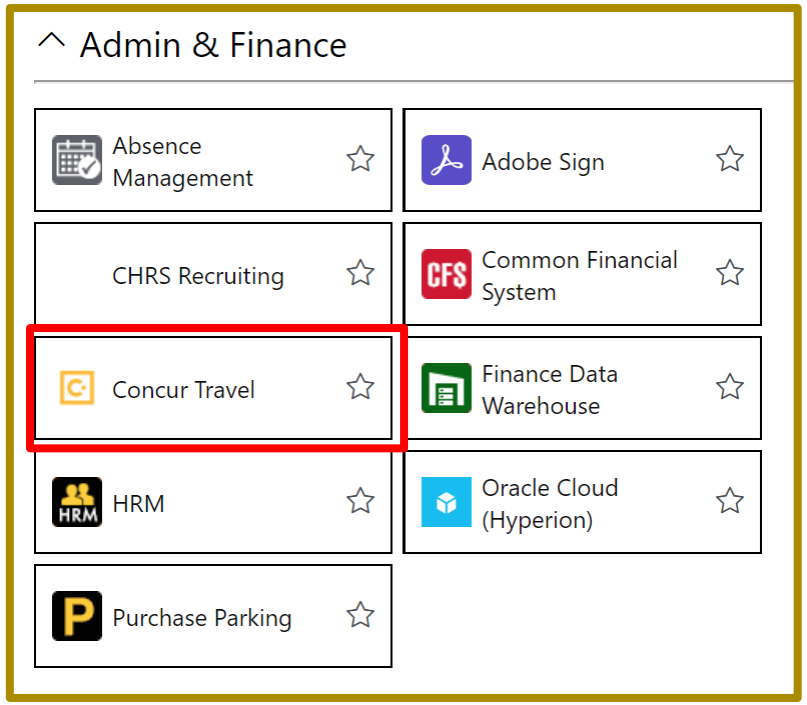
TRAVEL REQUEST STEPS



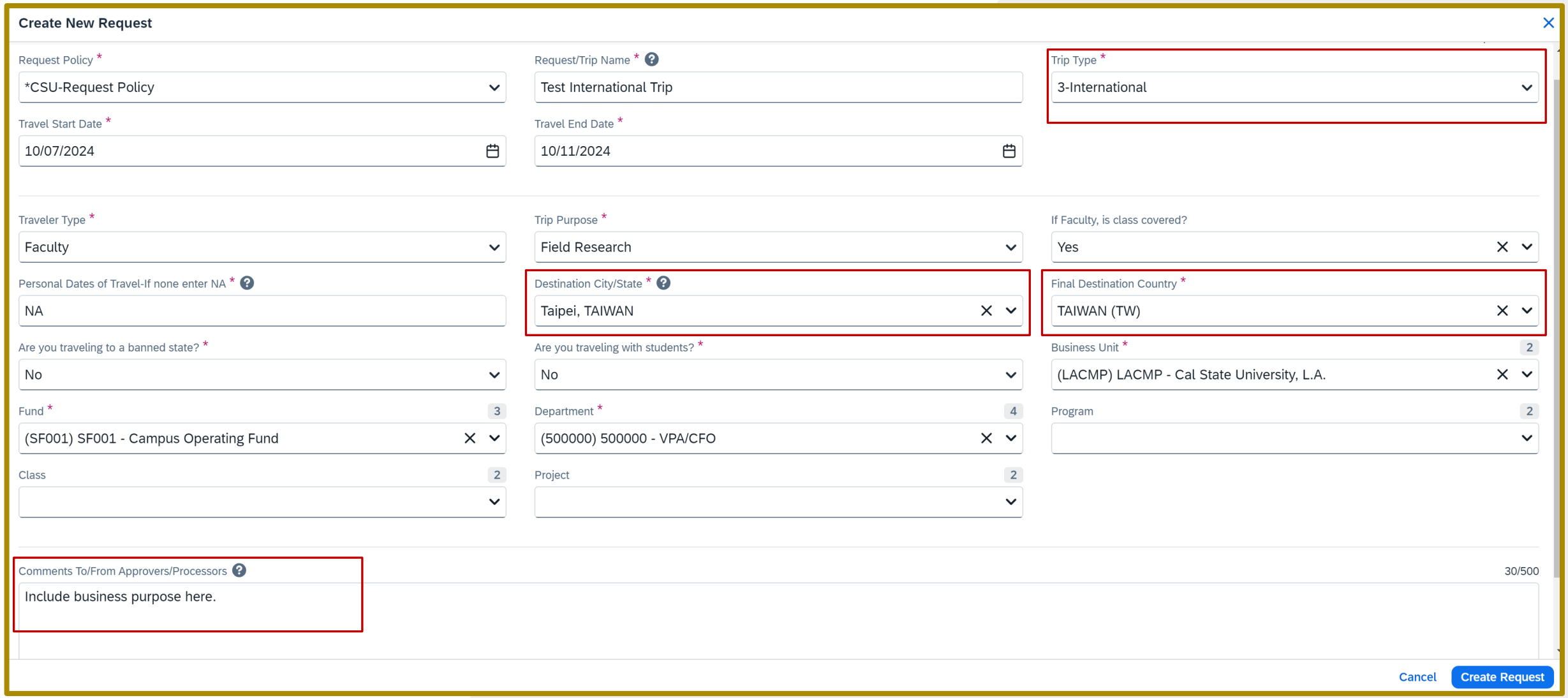
LOGGING IN TO CONCUR

Concur International Travel Request

- The link to Concur is available to all faculty and staff on the MyCalStateLA quicklaunch portal.
  - *www.calstatela.edu > MyCalStateLA > Admin & Finance > Concur Travel*

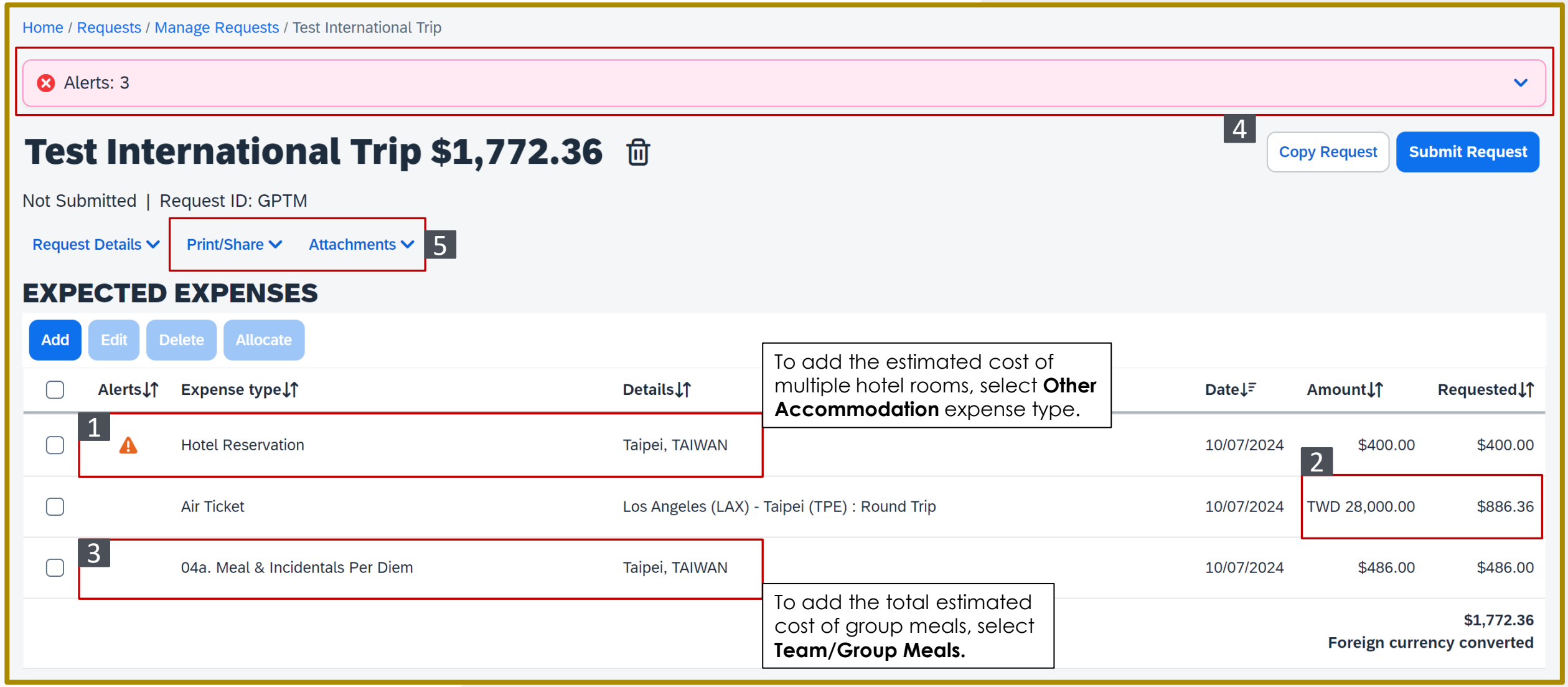


REQUEST HEADER



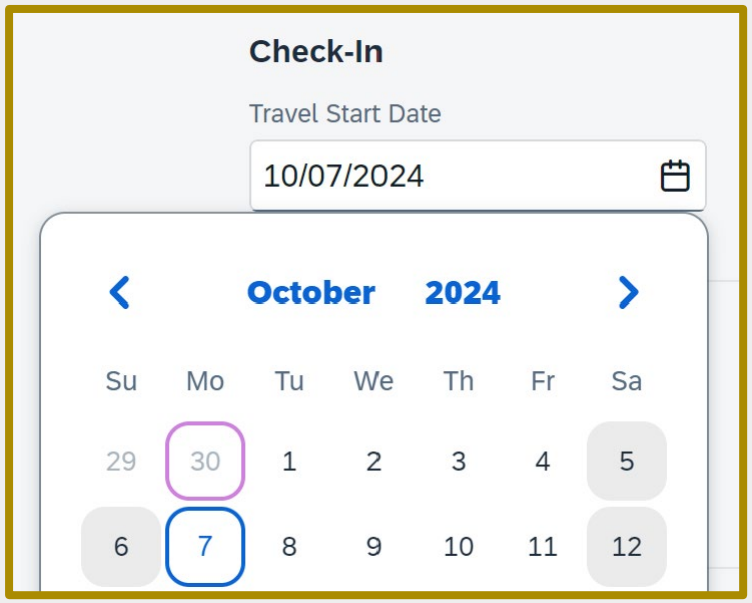
Note minor differences for international vs domestic travel request

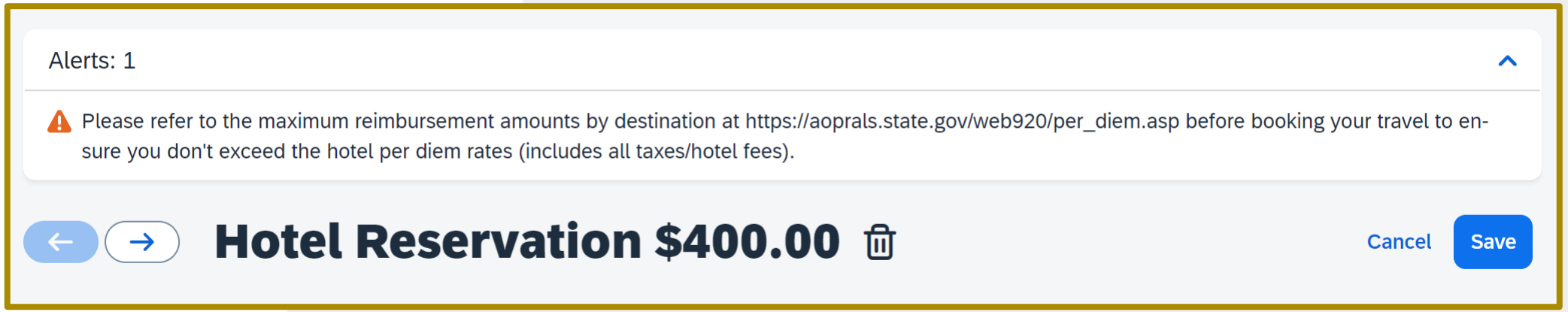
EXPECTED EXPENSES



1. LODGING

- Double-check your check-in/check-out dates and update as needed.
- All international lodging expenses will include an alert to remind the traveler to refer to the max reimbursement amount by destination with a link to the U.S. Dept of State.





2. CURRENCY CONVERSION

- Concur automatically has currency conversion incorporated.

1

Amount *

Currency *

US, Dollar

2

Amount *

28,000.00

Currency *

taiwan

Taiwan, New Taiwan Dollar

Save Cancel

3

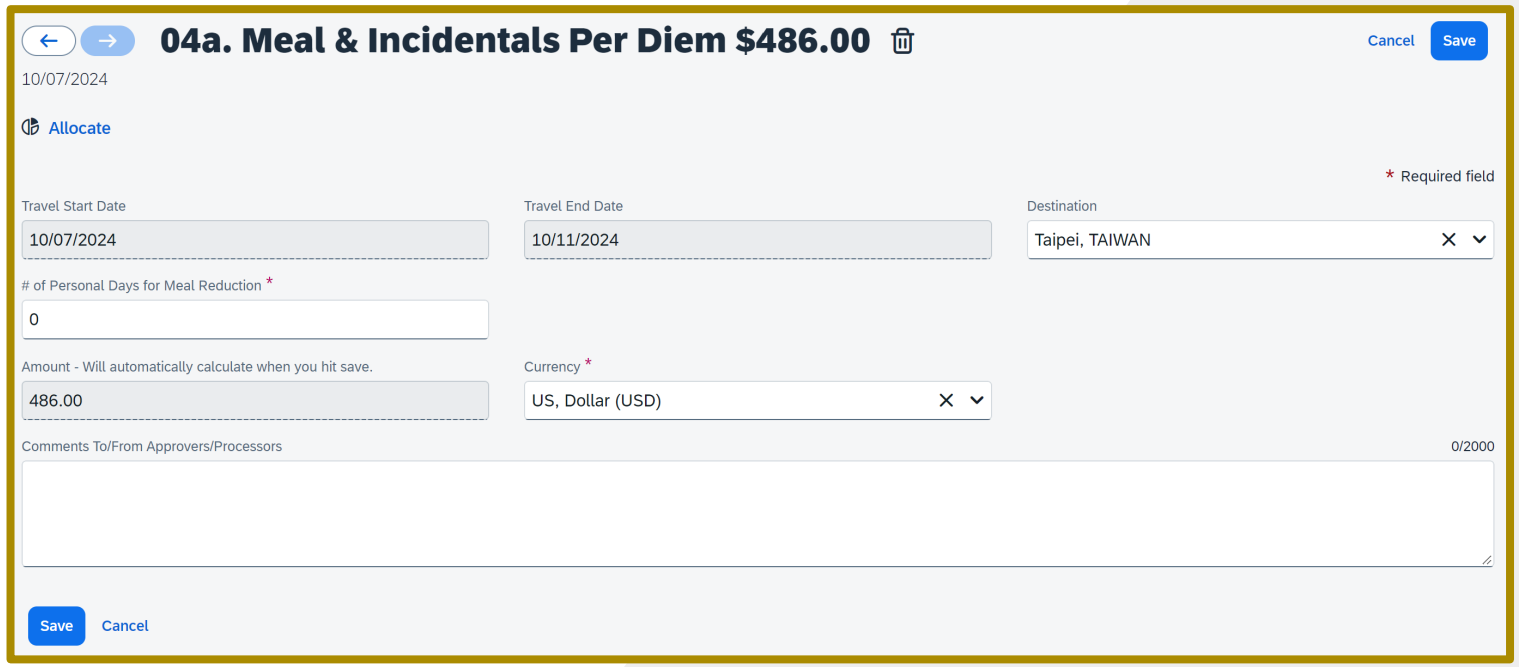
EXPECTED EXPENSES

Add Edit Delete Allocate

Alerts	Expense type	Details	Date	Amount	Requested
	Air Ticket	Los Angeles (LAX) - Taipei (TPE) : Round Trip	10/07/2024	TWD 28,000.00	$886.36
					$886.36 **Foreign currency converted**

3. MEAL & INCIDENTALS PER DIEM

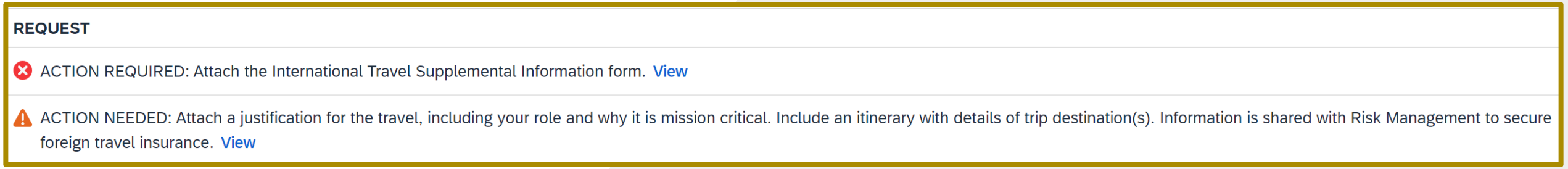
Concur automatically calculates your total expected expenses for M&IE based on location and dates of travel.



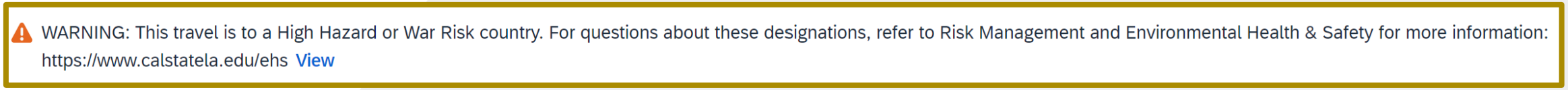
Note that if the length of the international trip is more than 30 days, the traveler's dept must decide the travel allowance amount, which can only be equal to or less than the location-based per diem rate.

4. REVIEW AUDIT RULES

- All international travel requests will include the following alerts:
  - Attach the International Travel Supplemental Information form.
  - Attach a justification for the travel, including your role and why it is mission critical. Include an itinerary with details of trip destination(s). Information is shared with Risk Management to secure foreign travel insurance.

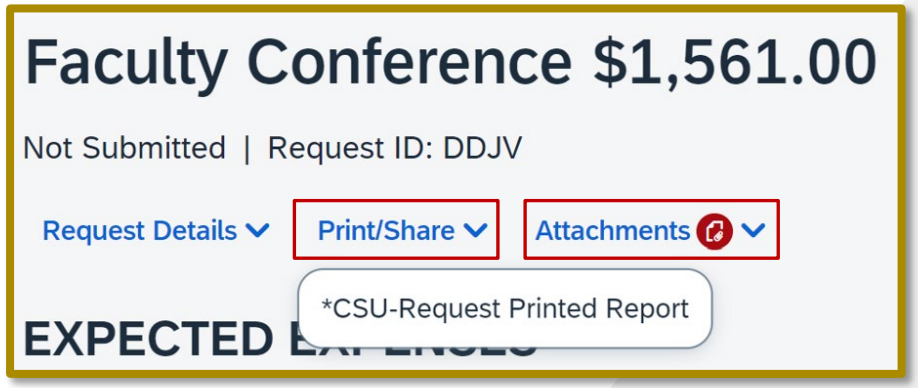


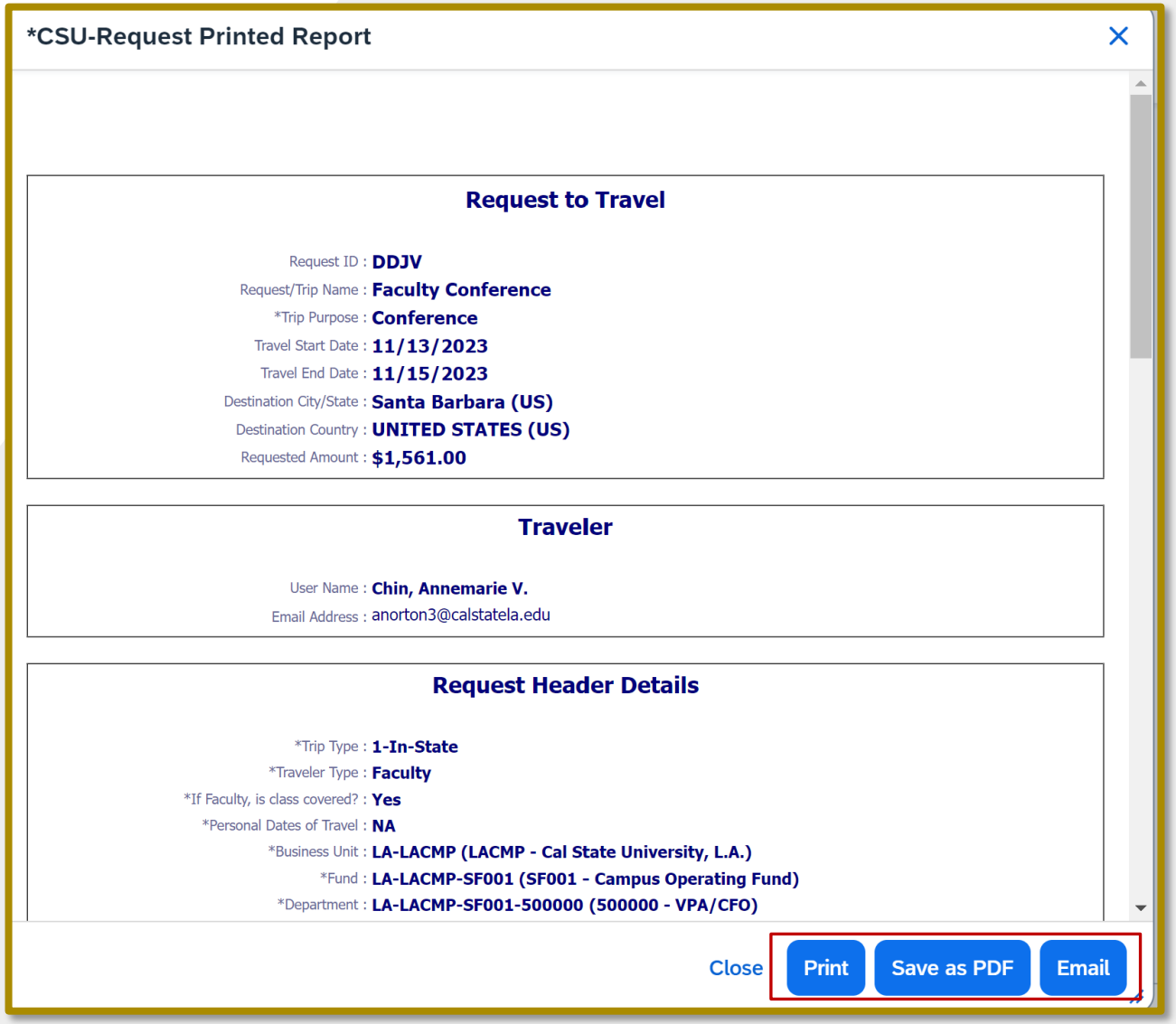
- Concur recognizes high hazard or war risk countries and will alert the traveler (and approvers).



5. PRINT/SHARE FEATURE

- You can use the **Print/Share** feature to Print, Save as PDF, or Email your Travel Request Header and Expected Expenses.
- You can also download your supporting documents from **Attachments**.



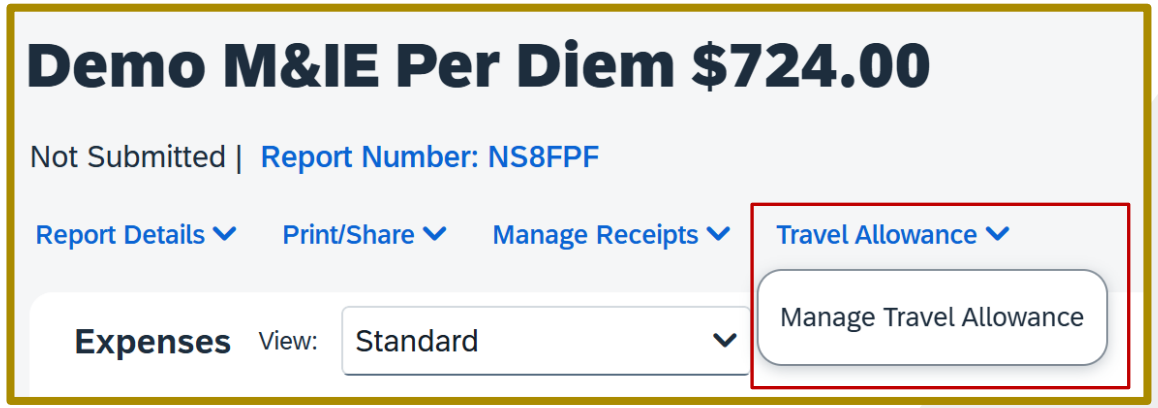


MEALS & INCIDENTALS PER DIEM

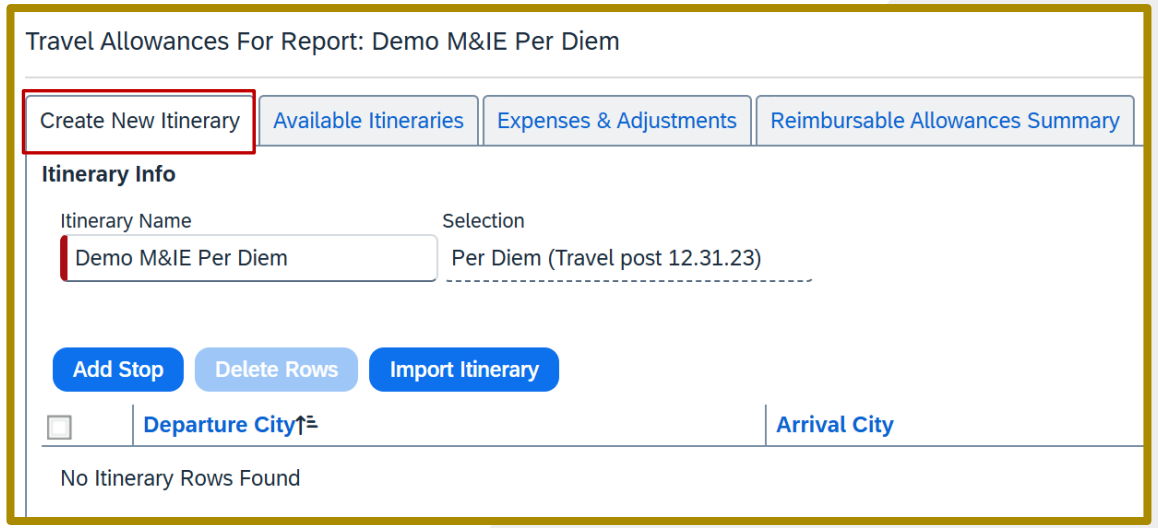
Concur Expense Report: Step-by-Step Guide

MEAL & INCIDENTALS PER DIEM

EXPENSE REPORT



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



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

MEAL & INCIDENTALS PER DIEM (CONT.)

EXPENSE REPORT

3. Enter your travel stop details.

1

Edit Itinerary Stop

Departure City: Los Angeles, California

Date: 10/07/2024 Time: 12:00 PM

Arrival City: Taipei, TAIWAN

Date: 10/08/2024 Time: 05:00 AM

2

Edit Itinerary Stop

Departure City: Taipei, TAIWAN

Date: 10/11/2024 Time: 10:00 AM

Arrival City: Los Angeles, California

Date: 10/11/2024 Time: 07:00 AM

3

Itinerary Info

Itinerary Name: Test International Trip

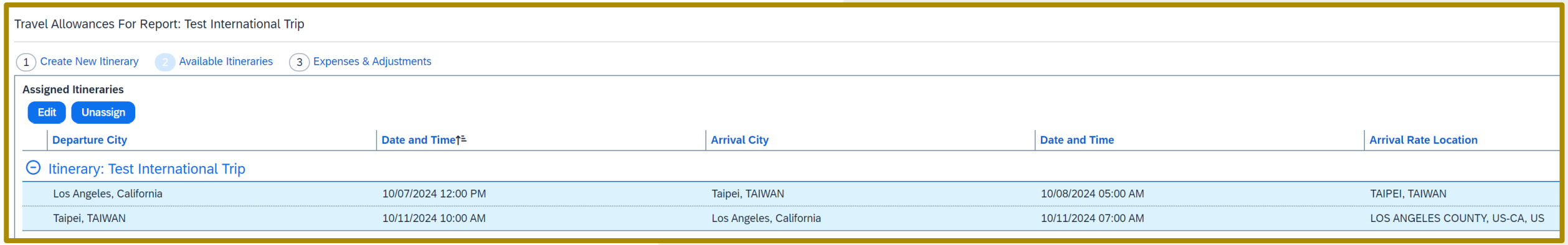
Selection: Per Diem (Travel post 12.31.23)

Add Stop | Delete Rows | Import Itinerary

Departure City	Arrival City	Arrival Rate Location
Los Angeles, California 10/07/2024 12:00 PM	Taipei, TAIWAN 10/08/2024 05:00 AM	TAIPEI, TAIWAN
Taipei, TAIWAN 10/11/2024 10:00 AM	Los Angeles, California 10/11/2024 07:00 AM	LOS ANGELES COUNTY, US-CA, US

MEAL & INCIDENTALS PER DIEM (CONT.)

EXPENSE REPORT


Travel Allowances For Report: Test International Trip

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Assigned Itineraries

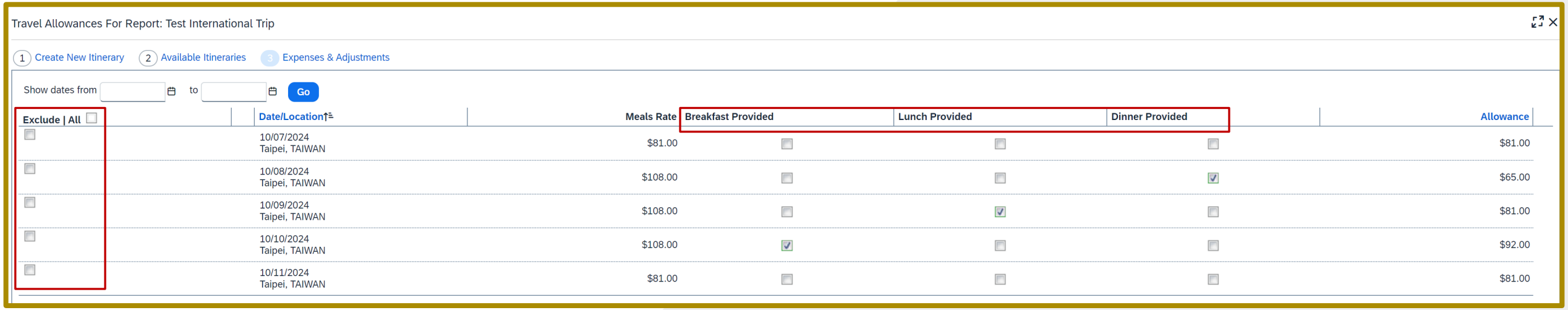
Edit Unassign

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
Itinerary: Test International Trip				
Los Angeles, California	10/07/2024 12:00 PM	Taipei, TAIWAN	10/08/2024 05:00 AM	TAIPEI, TAIWAN
Taipei, TAIWAN	10/11/2024 10:00 AM	Los Angeles, California	10/11/2024 07:00 AM	LOS ANGELES COUNTY, US-CA, US

4. Click on the Assigned Itinerary to highlight it then click “Next” at the bottom of the page.

MEAL & INCIDENTALS PER DIEM (CONT.)

EXPENSE REPORT



- Make sure to exclude any Personal Days taken.
  - *Check "Exclude All" if travel is more than 30 days and the budgeted travel allowance is less than the per diem.*

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

MEAL & INCIDENTALS PER DIEM (CONT.)

EXPENSE REPORT

Payment Type	Expense Type	Vendor Details	Date	Requested	
Out of Pocket	Meals & Incidentals - Location Based	Taipei, TAIWAN	10/11/2024	$81.00	•••
Out of Pocket	Meals & Incidentals - Location Based	Taipei, TAIWAN	10/10/2024	$92.00	•••
Out of Pocket	Meals & Incidentals - Location Based	Taipei, TAIWAN	10/09/2024	$81.00	•••
Out of Pocket	Meals & Incidentals - Location Based	Taipei, TAIWAN	10/08/2024	$65.00	•••
Out of Pocket	Meals & Incidentals - Location Based	Taipei, TAIWAN	10/07/2024	$81.00	•••
				$400.00	

- Meal Expenses will then automatically be added to the expense report



QUESTIONS?