CAL MARITIME
FINANCIAL SERVICES

Concur Travel Quick Reference Guide

What is Concur?

Concur is a web-based tool that fully integrates travel requests, reservations and expense reporting data into one application. Below are some key benefits:

♦ 24 hour online booking for airfare, hotel, and car rentals reservation

♦ Minimize out-of-pocket expenses by traveler through direct billing and payment of airfare when using Concur. Also allow for the electronic processing of Individual Corporate Travel Card Transactions.

♦ Convenience through built-in automated features for travel policy compliance, mileage calculation, currency conversion, etc.

♦ Receipts can be emailed or scanned/uploaded to a user's available receipts area to be attached to your expense report.

♦ Email notification, reminders of submissions and approvals at designated timed intervals.

Section 1: Getting Started

• Go to https://www.csum.edu/fiscal-services/concur.html
• Click on Concur Login
• Enter your username without @csum.edu
• Type your single-sign-on (SSO) Password.

There are three Concur Modules:
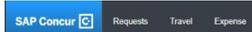
♦ **Requests** Online submission of Travel Requests

♦ **Travel** Information on Campus Notes, Upcoming Trips, Trips Awaiting Approval and Remove Trips

♦ **Expense** Online Completion of Travel Claims

Section 2 : Update Your Profile

A. Personal Information

1. Click Profile at the top of screen and then Click on Profile Settings
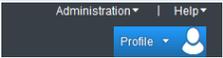
2. Click Personal Information

   ♦ **Name**—Make certain that your first, middle, and last name is identical to the government issues photo ID that you will be presenting at the airport.

   ♦ Update the required and appropriate information such as contact number, vehicle info, etc. *Fields marked "Required" must be complete to Save your*

## B. Update "Optional" Items on Profile

♦ **Credit Cards Information**

♦ **E-Receipts Activation**

♦ **Request Preferences**

♦ **Contact Information**

♦ **Set up Travel Assistant**

♦ **Expense Delegates**

♦ **Personal Car**

Profile Options
Select one of the following to customize your user profile.

Personal Information
Your home address and emergency contact information.

Company Information
Your company name and business address or your remote location address.

Credit Card Information
You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service.

E-Receipt Activation
Enable e-receipts to automatically receive electronic receipts from participating vendors.

Travel Vacation Reassignment
Going to be out of the office? Configure your backup travel manager.

Request Preferences
Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

Personal Car
Personal Car

System Settings
Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?

Contact Information
How can we contact you about your travel arrangements?

Setup Travel Assistants
You can allow other people within your companies to book trips and enter expenses for you.

Travel Profile Options
Carrier, Hotel, Rental Car and other travel-related preferences.

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

Expense Preferences
Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

Concur Mobile Registration
Set up access to Concur on your mobile device

Section 3: Create Travel Request

Helpful Hints

♦ You must complete a Travel Request for each trip and have it approved prior to making any travel arrangements (airfare, hotel, conference registration, etc.

♦ A delegate (travel coordinator) may create your travel request, organize your expenses, and complete your report, but you the **traveler must submit** it and this step cannot be delegated.

♦ Expense reports must be completed as soon as the travel is completed or **within 60 days of the end of a trip** unless there is recurrent local travel, in which case Claims may be aggregated and submitted monthly. At the close of the fiscal year, all travel expenses must be submitted, at least, a week prior to the last AP disbursement cycle.

Create a Travel Request

1. To create a new Travel Request, on the Concur Homepage Menu, click on **Requests** > **+ Create New Request**.
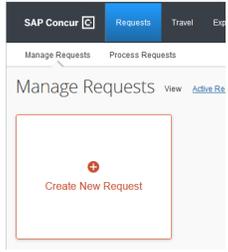
2. Follow the instructions and for additional reference, see Travel Request Cheat Sheet located on Travel FAQ.

3. Once the request is submitted, it will go through an approval process—both supervisor and budget approver must approve the request. If this is an international trip, an additional layer of approval is needed. The approval steps are automated—no action is required by the traveler.

4. An email confirmation will be sent when the travel request has been approved.

5. All required travel arrangements may now be made.

![CAL MARITIME FINANCIAL SERVICES]

## Section 4 : Make a Travel Reservation

A. Make a Flight Reserva-

- On the flight tab of the Travel page, select one of the following options:
  Round Trip
  One Way
  Multi City (Multi Segment)

- In the **Departure City** and **Arrival City** fields, enter the cities for your travel.

- In the **Departure** and **Return** fields, select the appropriate dates and times.

- If you need a car, select **Pick-up/Drop-off car at airport**.

- If you need a hotel, select **Find a Hotel.** (More information appears; make the appropriate choices.)

- Select **Refundable Only**, if appropriate

- In the **Search Flights** By field, select either Price or Schedule, click **Search**.

- (Optional) After you find the appropriate flight, you can View the Seat mapby clicking on the icon to the right ofthe flightinformation. The seats will be assigned to you by the airline or based on the information in your profile. You will have an opportunity to change your seat before purchasing the ticket.

- Before clicking Reserve for the appropriate flights, click **show details. [Note: US Bank Travel Ghost card will automatically be charged.]** Click **Reserve Flight** and **Continue.**

You will receive an email notification from CBT with your travel reservation information and contact information if you need to contact a Christopher Business Travel (CBT) Agent. Your reservation is not finalized until you have a received a confirmation email from CBT.

B. Select a Hotel

CSU Policy: 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.
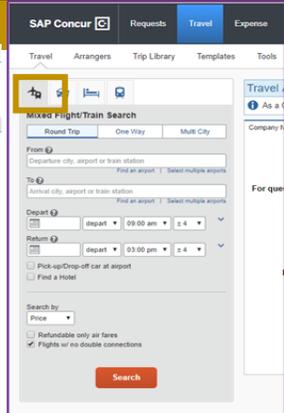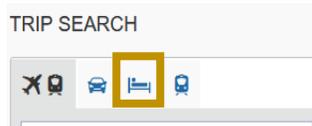
### B. Select a Hotel   cont'd

- Click on the hotel tab on the Concur homepage and select the **Check-in Date** and **Check-out Date.**

- Your results will appear based on the search criteria you entered. To further refine your search, use the available boxes such as Name Search, Price, Display Settings, Property Brand, etc.

- Please read Hotel Rate and Cancellation Policy. When ready to reserve your room, click **Reserve Room and Continue** for the appropriate rate and hotel.
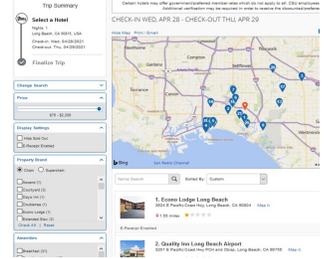
C. Book a Rental Car

If you specified that you need a car on the Search tab, the car results are displayed after you select your flight. However, if you selected "automatically reserve this car", you will not see your car options. The car will be reserved based on your default profile options.
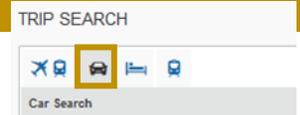
- Click on the car rental tab of the Concur homepage and under Car Search, enter your **Pick-up date** and **Drop-off date**.

- 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**.

- Once you click on the cost amount of your car choice, it will take you to the **Review and Reserve Car** page. Review your travel details one last time and click **Next**. Continue to follow through with the steps to complete your reservation. Click **Reserve Car and Continue**

Section 5: Approve a Travel Request or Expense

- Go to Required Approvals
- Select applicable Approval, ie. Travel **Requests** or **Expense Reports**
- Click on the request/expense to approve.
- Review all travel details and click **Approve.**

If you have found mistakes or you do not approve the travel request, click **Send Back Request**.

Concur Travel Quick Reference Guide

CAL MARITIME

FINANCIAL SERVICES

Section 6: Submit an Expense Report

Helpful Hints

◆ All CSU-related travel for faculty and staff MUST have an **approved Request** before an expense report can be created.

◆ <u>Submission Due Date:</u> All Travel Expense Report/Claim **must be submitted within 30 days of the end of a trip**. Please be aware **Approved Requests will automatically close 60 days after the travel end date.**

Create an Expense Report

• From the SAP Concur Header toolbar, click on the **Requests** tab. Then, select the completed trip you want to create an expense report.
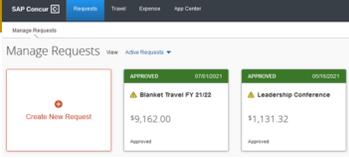
• Click **Create Expense Report.** [Also, you can **click on the Expense tab** from your approved **Travel Request.**]

• Click on the **Report Header** from the list of Reports under **Report Details**.
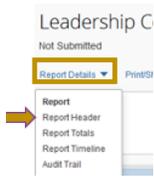
• Review all the information and ensure everything still applies. If not, make the appropriate updates on the request. Click **Save** or **Cancel** if no changes were made.

• Begin adding both out-of-pocket expenses and Concur Travel/Ghost card transactions. Click **Add Expense.**

• Complete all the required fields and the optional fields, as needed

• Continue adding expenses and click **Save**.

• When done and you have entered all your expenses for the trip, click **Submit Report**.

Tip: If you have multiple transactions with the same Expense Type and/or Business Purpose, you can select the checkbox on the left side of each expense listed in the Expenses section. A dialog box will then appear on the top. Select "Copy," and from the copied expense transaction update the Expense Type and/or Comments to Approver as appropriate.

Uploading Receipts

There are several ways to attach receipts:

1. Scan and Upload to Available Receipts—Scan and save the receipt to an easily accessible location on your computer. Concur supports .png, .jpg, .jpeg, .pdf, .html, .tif, or .tiff file formats with a 5 MB limit per file.

2. Scan and email to receipts@concur.com

3. Take a picture—Use your smart phone or other device to take a picture and email to submit via the **Concur mobile app**.

Attaching Receipts to an Individual Expense Transaction

You may attach receipts to individual transaction line items by uploading scanned receipts saved on your computer or within your Concur account.

• With the transaction selected, click the **Attach Receipt** button at the bottom right corner.

• To upload a receipt image from your computer, click **Browse** in the **File Selected for Uploading** window.

  - Navigate to the location of the receipt image file on your computer.

  - Select the file and click Open. Then, click **Attach**.

• To upload from your **Available Receipts**, check the box of the image and click Attach.

Allocating Charges between Multiple Chart-Field String

Use the **Allocate** feature to use multiple chart-field strings:

• Select the expense transaction

• From the action box row, click **Allocate**.

• **F**rom the Allocate By dropdown menu, choose either **Percentage or Amount**.

• Click the field under Fund or Department. Recently used chart-field strings will display. Select the desired codes from the drop-down or key in the code.

• If you want to split the transaction among multiple chartstrings, click Add **New Allocation**.

• Repeat steps 4 and 5 for each new allocation.

• Click **Save**. The sum of the split transactions must be equal to the total transaction.

• In the confirmation message box, click **OK**. In the Allocate Report window, click **Done**.

Itemization

There are transaction such as Hotel/Lodging and Meals where you are required to split between multiple Expense Types, dates, etc., you must use the **Itemize** feature.

1. Select the transaction you need to itemize from the expense listing

2. Select an **Expense Type**.

3. Click **Itemize** in the lower-right corner of the **Expense Details** section.

4. On the **Add Itemization** tab, select **Expense Type**. from the drop-down list and complete all required fields.

5. Adjust the expense amount.

6. Click **Save**.

7. Repeat the above steps until the Remaining Amount equals $0.00.

8. Repeat the above steps until the Remaining Amount equals $0.00.