

# Concur Travel & Expense

Athletics Department

Financial Services



CAL MARITIME

# Concur Travel & Expense (CT&E)

## AGENDA

- Overview
- User Profile
- Travel Request
  - Blanket Travel Request for Mileage
  - TeamTravel Request
  - Travel Advance
- Questions



# Concur Travel & Expense (CT&E)

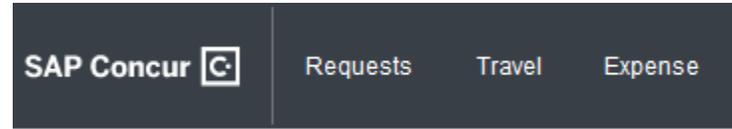
## Overview

- Travel & Expense Modules
- User Roles
- Corporate Travel Cards



# CT&E Overview

## Travel and Expense Modules



- Concur has 3 Modules:
  - ✓ **Request** – Replaces the Travel Authorization form and is required to obtain pre-approval of your travel prior to making any travel reservations.
  - ✓ **Travel**– Concur Travel should be used to book airfare and make rental car and hotel reservations through the University’s travel management company, Christopherson Business Travel (CBT) either by using the online booking tool or booking directly with a CBT agent.
  - ✓ **Expense**– Replaces the Travel Claim form and is required to request reimbursement for out-of-pocket expenses, and to reconcile any university prepaid transactions including US Bank State Travel Card transactions.

# CT&E Overview

## User Roles

- Traveler – faculty/staff on official business travel
- Approver – for Request (Travel Authorization) & Expense Report (Travel Claim)
  - automatically assigned but can be altered with proper delegation from the Administrator
    - 1<sup>st</sup> Approval Level - HR “Reports-to”
    - 2<sup>nd</sup> Approval Level – Cost Object Approver based on CFS Delegation of Authority
  - approval role can only be delegated to another approver in case of absence/days off from work

# CT&E Overview

## User Roles (con't)

### Delegate

- Can prepare, review and in some cases, *approve* “Request” and “Expense” on behalf of a user but only the Traveler **can** submit completed “Request” and “Expense”.
- An employee who is allowed to perform work on behalf of another employee.

*Delegate Permissions* are only for **Request and Expense**. You will also **need to add this delegate as an Assistant/Travel Arranger to allow them to book travel via Concur.**

# CT&E Overview

## User Roles (con't)

Delegate – Permissions which can be delegated to an employee by a Traveler *with approval* role

- Approve Travel Requests and Expenses Reports without date constraints
- Approve Temporarily (beginning/end date required)
- Preview Travel Request/Expense Report for Approver prior to Approval
- Receive a copy of Approval Email Notifications

### Request Delegates

Delegates Delegate For

Add Save Delete

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

Search by employee name, email address, employee id or login id

cathy beard

Add

Cancel

Expense and Request share delegates. By assigning permissions to a delegate, you are assigning permissions for Expense and Request.

<input type="checkbox"/>	Name	Can Prepare	Can View Receipts	Can Use Reporting	Receives Emails	Can Approve	Can Approve Temporary	Can Preview For Approver	Receives Approval Emails
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### Expense Delegates

Delegates Delegate For

Add Save Delete

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

Search by employee name, email address, employee id or login id

Cathy Beard

Add

Cancel

Expense and Request share delegates. By assigning permissions to a delegate, you are assigning permissions for Expense and Request.

<input type="checkbox"/>	Name	Can Prepare	Can View Receipts	Can Use Reporting	Receives Emails	Can Approve	Can Approve Temporary	Can Preview For Approver	Receives Approval Emails
--------------------------	------	-------------	-------------------	-------------------	-----------------	-------------	-----------------------	--------------------------	--------------------------

This permission can only be assigned to an employee already set up as an approver.

# CT&E Overview User Roles (con't)

Delegate – Permissions which a Traveler *without approval* role can delegate to another employee

- Prepare Travel Requests and Expenses Reports
- View Receipt Images
- Receive a copy of Email Notifications (No approval emails)

## Request Delegates

<input type="checkbox"/>	Name	Can Prepare	Can View Receipts	Can Use Reporting	Receives Emails
<input type="checkbox"/>	Test, MA Approver owong@csum.edu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Expense Delegates

<input type="checkbox"/>	Name	Can Prepare	Can View Receipts	Can Use Reporting	Receives Emails
<input type="checkbox"/>	Test, MA Approver owong@csum.edu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Test, MA User 2 mauser2@csum.edu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

# CT&E Overview

## Travel Assistant/Arranger

**Primary Travel Assistant vs. Travel Arranger** –A *Travel Arranger* can perform travel functions such as book travel on a traveler's behalf whereas a *Primary Travel Assistant* can also receive confirmation emails from Christopherson Business Travel (CBT) regarding the travel as well as update profile information.

In order to make someone a Travel Assistant/Arranger, you must also make them a delegate for Travel Request/Expense.

## User Roles (con't)

The screenshot displays the 'Assistants and Travel Arrangers' management interface. At the top, there is a 'Go to top' link. Below it, a message asks the user to select individuals for whom they want to give travel permissions, with a checkbox for 'Refuse Self Assigning Assistants'. A table lists current assistants, including 'Offerzen, Test 8 Humboldt (Primary T...', 'Offerzen, Test 10 Sacramento', and 'Test, MA Approver'. An '+ Add an Assistant' button is visible. A modal window titled 'Add an Assistant' is open, showing a search for 'Beard, Catherine(Cathy)'. It includes checkboxes for 'Can book travel for me' and 'Is my primary assistant for travel\*'. A note states: '\*Individuals/Groups with no work phone number in their profile cannot be designated as primary assistant for travel.' 'Save' and 'Cancel' buttons are at the bottom of the modal. In the background, another part of the interface shows a table with columns for 'Can book travel?' (with green and red status indicators) and edit/delete icons, along with an '+ Add a Credit Card' button.

# CT&E Overview

## Corporate Travel Credit Cards

- ❖ Individual Travel Card – new card program for University travelers
  - For official *business travel* expenses only
    - ✓ Booking and reservations for hotel, transportation, etc.
    - ✓ Paying for hotel and other allowable travel related expenses
    - ✓ All business related expense should go onto this card to help reduce out-of-pocket expenses.
- ❖ Ghost Card – Campus corporate card linked to Concur.
  - Pays for *airfare or rail tickets* booked in Concur via Christopher Business Travel (CBT).
  - Eliminates the out-of-pocket expense for airfare or rail ticket costs.

### Notes:

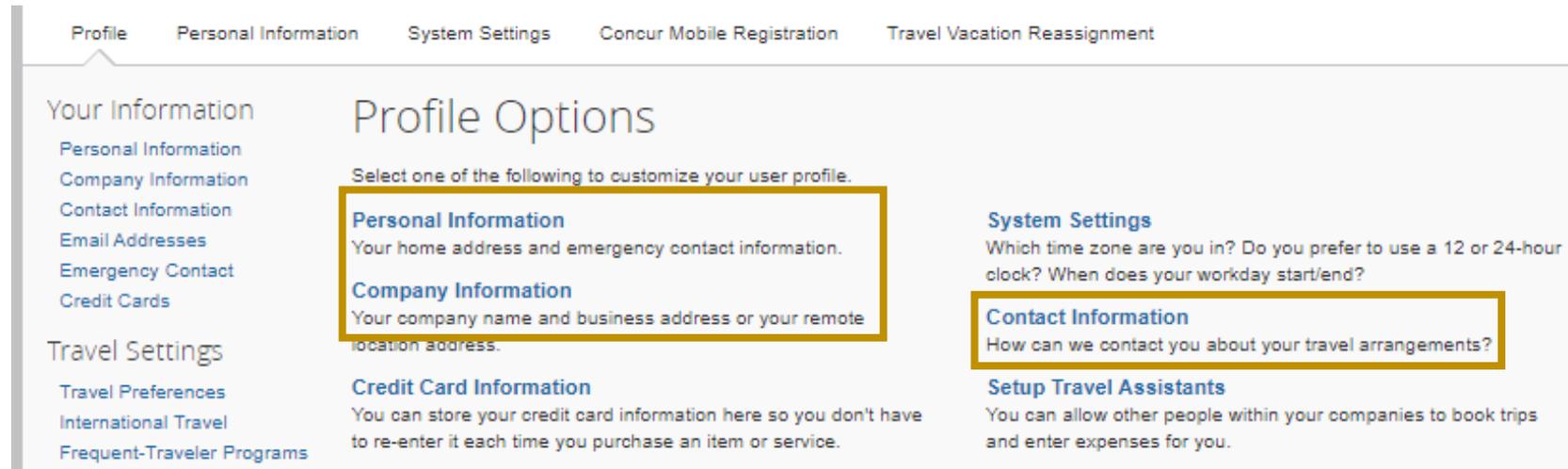
- ❖ Individual and Ghost Cards charges are both paid by the Campus.
- ❖ Corporate travel card transactions will upload to the traveler's Concur account for travelers to attach them to an Expense Report.



# User Profile

## Profile Options

- Your information
  - Personal Information (required fields)
  - Company Information
  - Contact Information
- Travel Preferences
  - Frequent Travel Programs
- Request Preferences
  - Request Delegates
- Expense Settings
  - Expense Delegates
  - Personal Car
- Other Settings
  - E-receipt Activation
  - Concur Mobile Registration



# User Profile

## Profile Options



### ➤ Request Preferences - *Optional*

### Request Preferences

[Save](#) [Cancel](#)

Select the options that define when you receive email notifications

#### Send email when...

- The status of a request changes
- A request is submitted for approval

#### Prompt...

- For an approver when a request is submitted

### ➤ Expense Preferences - *Optional*

### Expense Preferences

[Save](#) [Cancel](#)

Select the options that define when you receive email notifications. Prompts a

#### Send email when...

- The status of an expense report changes
- New company card transactions arrive
- Faxed receipts are successfully received
- An expense report is submitted for approval

#### Prompt...

- For an approver when an expense report is submitted

#### Display...

- Make the Single Day Itineraries page my default in the Travel Allowance wizard

# User Profile

## Profile Options

- Expense Settings for Personal Car – *Required for Mileage Expense Type*

Expense Settings

- Expense Information
- Expense Delegates
- Expense Preferences
- Expense Approvers
- Personal Car**
- Favorite Attendees

CSU The California State University  
Hello, MA Traveler

+ Start a Request   + Start a Report   Upl Rec

MA Traveler Test  
**Profile Settings**   Sign Out

## Personal Car Registration

This page displays all the personal cars that have been registered. Click New to register another car.

Reimbursement Method: Personal Car - Variable Rates

**New**   Remove

Vehicle ID

Mileage Rate Type

Preferred Car

**Save**   Cancel

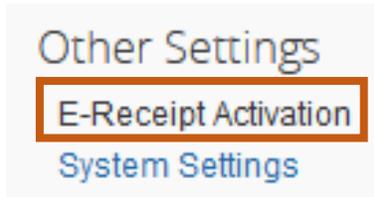
<input type="checkbox"/> Vehicle ID	Mileage Rate Type	Active
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No cars found for this configuration

# User Profile

## Profile Options

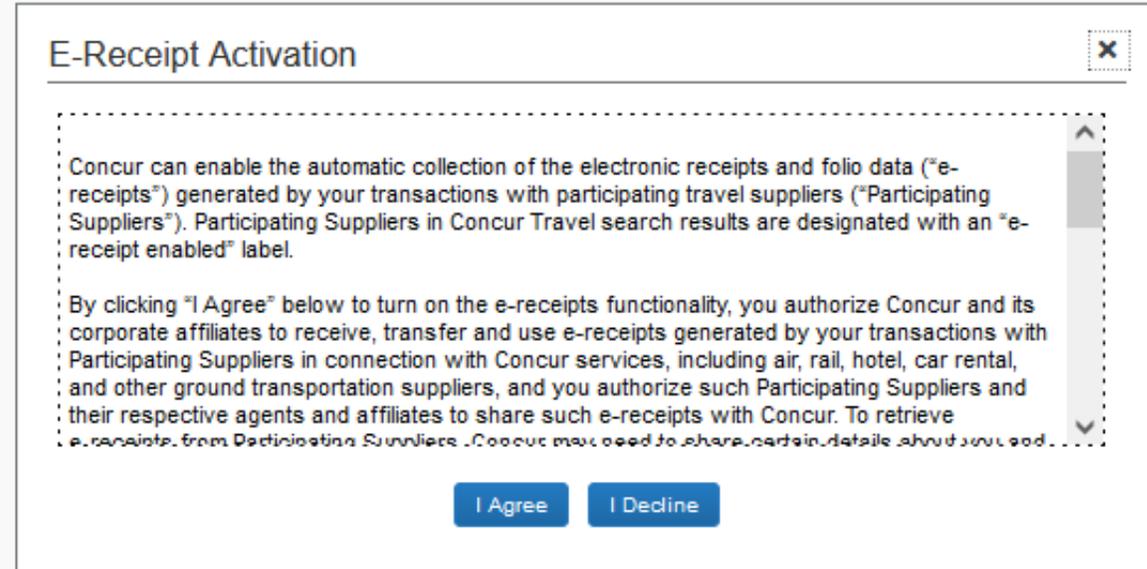
### ➤ Other Settings – *e-Receipt Activation*



## E-Receipt Activation

Receiving e-receipts can save you time by pre-populating your expense report. To enable e-receipts with participating suppliers and to find out more, click [here](#).

Please note that this setting does not control all e-receipts. E-receipts delivered by a Concur App Center partner with which you have connected your Concur account, and certain TripLink suppliers, are controlled through the App Center or your My Travel Network settings. For more information, contact your company's Concur account administrator.



# Travel Request

## Blanket Travel Request for Mileage

- Can be used for local travel activity, with no overnight stay, for a given fiscal year.
- These mileage requests are meant to facilitate ongoing mileage reimbursement claims for faculty and staff performing responsibilities for campus student placements, ***one day travel for meetings off-campus***, field trip, games, etc.

An example of this would be driving throughout the area to observe and meet with student teachers/interns and mentor teachers.

In order to Expense Personal Car Mileage, you must add your license plate information under your User Profile at Profile > Profile Settings > Personal Car.

# Travel Request

## Blanket Travel Request for Mileage

1. Enter general information about the activity and note the time frame for fiscal year July through June, *August through May (academic year)*. Note the trip purpose as *Mileage Only* and select *Multiple Locations* in the Destination City/State field

Request Policy *CSU-Request Policy	Request Id 4QDP	Request/Trip Name * ? 21/22 Mileage
Trip Type * 1-In-State	Travel Start Date * 08/01/2021	Travel End Date * 05/31/2022
Traveler Type * 2-Staff	Trip Purpose * Mileage/ Parking Only	If Faculty, is class covered? Yes
Personal Dates of Travel-If none enter NA * ? NA	Destination City/State * ? US Multiple Locations (Mileage Only), Cali...	Final Destination Country * UNITED STATES
Are you traveling to a banned state? * No	Are you traveling with students? * Yes	Business Unit * (MACMP) MACMP - CSU MARITIME ...
Fund * (48485) 48485 - General Operating Fu...	Department * (42500) 42500 - Financial Operations	Program Search by Text

# Travel Request

## Blanket Travel Request for Mileage

2. Enter estimated mileage/cost for the entire year. Prior year could be used as a reference point and should be adjusted for any known variances for a given year. If necessary, add expense estimates for parking and tolls.

02. Personal Car Mileage \$877.50

08/01/2021

Allocate

Travel Start Date

08/01/2021

Travel End Date

05/31/2022

Mileage Rate \*

0.585

Comments To/From Approvers/Processors

Distance \*

1500

Amount - Will automatically calculate when you hit save.

877.50

Currency

US, Dollar

Estimate for the year

Cancel Save

# Travel Request

## Team Travel Request

A signed Waiver of Liability for each Participant in Group Travel must be on file and copy attached to the travel request. Form available at: <https://www.csum.edu/fiscal-services/media/liability-waiver-form.pdf>

Request Policy	Request Id	Request/Trip Name * ?
*CSU-Request Policy	633D	Men's Basketball Conference
Trip Type *	Travel Start Date *	Travel End Date *
1-In-State	02/20/2022	02/23/2022
Traveler Type *	Trip Purpose *	If Faculty, is class covered?
Staff	Conference	(No) No
Destination City/State * ?	Final Destination Country *	Personal Dates of Travel-If none enter NA * ?
US ; (Airport - NKX), San Diego, California	UNITED STATES	NA
Are you traveling with students? *	Business Unit *	Are you traveling to a banned state? *
Yes	(MACMP) MACMP - CSU MARITIM ...	No
	Fund *	
	(48485) 48485 - General Operat	

# Travel Request

## Team Travel Request – Expected Expenses

2. Select appropriate **Team Group** expense for listing the expected expenses.

Note: You will be requested to enter all individual lodging estimates under Hotel Reservations expense type.

The screenshot displays a web interface for a travel request. At the top, it shows 'Men's Basketball Conference \$1,500.00' with a trash icon, and 'Not Submitted | Request ID: 633D'. Below this are three menu items: 'Request Details', 'Print/Share', and 'Attachments'. The main section is titled 'EXPECTED EXPENSES' and contains four buttons: 'Add', 'Edit', 'Allocate', and 'Delete'. A search box labeled 'Search for an expense type' is open, showing a list of expense categories. The category '10. Team/Group' is highlighted with a yellow box. Other visible categories include 'Registration/Fees', 'Entry Fees', 'Other Accommodation (Group Only)', and 'Team/Group Meals'.

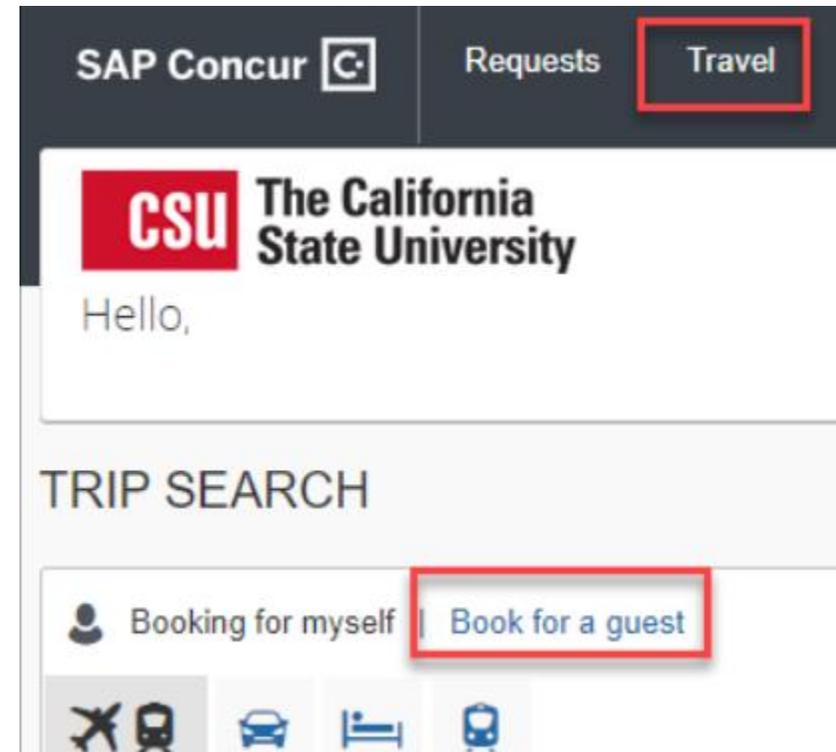
# Travel Request

## Team Travel Booking Arrangement

For a situation where a faculty or staff is performing the task of booking travel on behalf of a student or guest (i.e. interviewee) traveling for the University, ***there is a specific access that needs to be granted to this user.*** Please contact the Accounting Office if this need occurs. Once access is established, the following steps can be taken to make arrangements on behalf of the non-employee.

1. Log in to Concur and select **Book for a guest** hyperlink. This step is critical as you will be entering their information on reservations instead of your own.
2. Ensure that any reservations booked reflect the individual's name.

Note : In order to book flights, you will need to have their legal name, DOB, gender that ties to the identification they will use to board a flight. Entering this information accurately is critical.

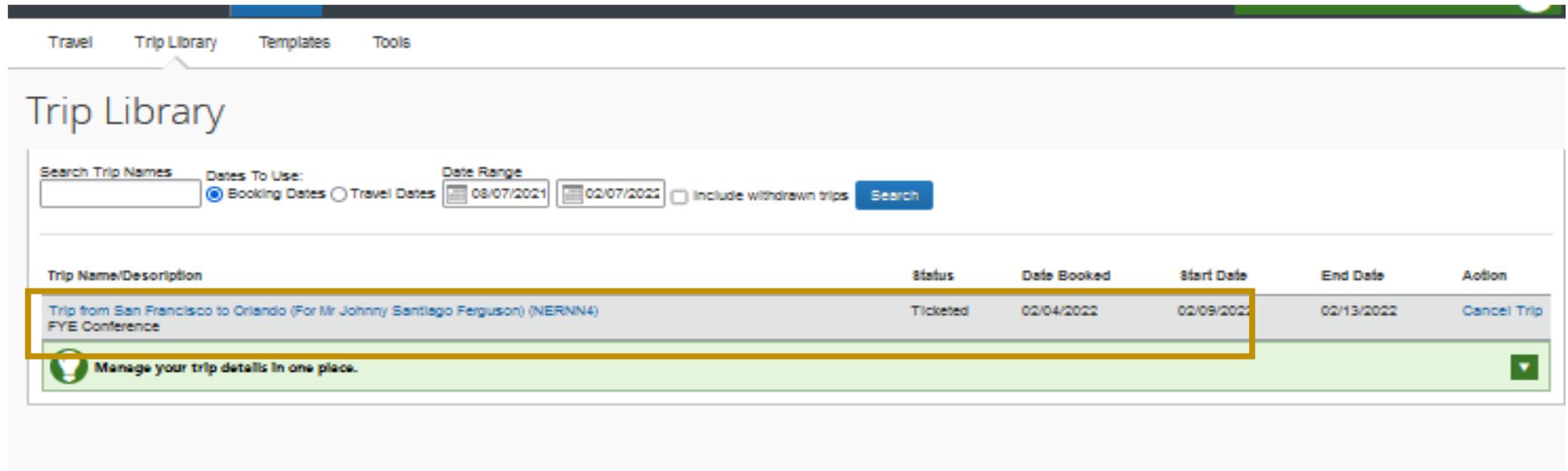


# Travel Request

## Team Travel Booking Arrangement

### 3. Review Travel Itinerary/Trip Details

Navigate to the Travel menu, select [Trip Library](#) and open the trip itinerary that you want to review.



The screenshot displays the 'Trip Library' interface. At the top, there are navigation tabs: 'Travel', 'Trip Library', 'Templates', and 'Tools'. Below the tabs, the 'Trip Library' title is prominently displayed. A search section includes a text input for 'Search Trip Names', a 'Dates To Use' section with radio buttons for 'Booking Dates' (selected) and 'Travel Dates', a 'Date Range' section with two date pickers (08/07/2021 and 02/07/2022), an 'Include withdrawn trips' checkbox, and a 'Search' button. Below the search section is a table with the following columns: 'Trip Name/Description', 'Status', 'Date Booked', 'Start Date', 'End Date', and 'Action'. A single row is visible, representing a trip from San Francisco to Orlando for Mr. Johnny Santiago Ferguson, with a status of 'Ticketed' and a 'Cancel Trip' action. A yellow box highlights the entire row. Below the table, there is a green banner with a lightbulb icon and the text 'Manage your trip details in one place.' and a dropdown arrow.

Trip Name/Description	Status	Date Booked	Start Date	End Date	Action
Trip from San Francisco to Orlando (For Mr Johnny Santiago Ferguson) (NERNN4) FYE Conference	Ticketed	02/04/2022	02/09/2022	02/13/2022	Cancel Trip

# Travel Request

## Team Travel Booking Arrangement

Reservation details will be displayed in a separate window

Travel Trip Library Templates Tools

### Trip Summary

Finalize Trip

- Review Travel Details
- Enter Trip Information
- Submit Trip Confirmation

### Travel Details

Please review your travel itinerary below. After reviewing, please move to the bottom of the page to continue the reservation process.

#### TRIP OVERVIEW

<b>I want to...</b> <ul style="list-style-type: none"><li>Print Itinerary</li><li>E-mail Itinerary</li><li>Open In Outlook</li><li>View Trip History</li><li>Create Template</li><li>Clone Trip</li><li>Share Trip</li><li>Cancel Entire Trip</li></ul>	<b>Trip Name:</b> Trip from San Francisco to Orlando (For Mr Johnny Santiago Ferguson) <a href="#">(edit)</a> <b>Start Date:</b> February 09, 2022 <b>End Date:</b> February 13, 2022 <b>Created:</b> February 04, 2022, Gaema Oberchain (Modified: February 04, 2022) <b>Description:</b> FYE Conference <a href="#">(edit)</a> <b>Agency Record Locator:</b> NERNN4 <b>Ticket Number(s):</b> 0017736802811 <b>Passengers:</b> Johnny,Santiago Ferguson <b>Total Estimated Cost:</b> \$628.20 USD <a href="#">(Details)</a> Activate <a href="#">Tripl</a> to see your plans and stay one step ahead while traveling.	<b>Add to your Itinerary</b> <input type="checkbox"/> Car <input type="checkbox"/> Hotel <b>Booked outside Conour?</b> Enter your trip manually or connect with <a href="#">Tripl</a>
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#### RESERVATIONS

Wednesday, February 09, 2022

 **Flight** San Francisco, CA (SFO) to Charlotte, NC (CLT) [Change](#) | [Cancel all Air](#)

**American Airlines 1783**

 This flight leaves on Feb 9 and arrives on Feb 10.

<b>Departure:</b> 09:59 PM San Francisco Airport (SFO) Terminal: 1 Duration: 4 hours, 43 minutes Nonstop	<b>Confirmation:</b> KOVEKE Status: <span style="color: green;">Confirmed</span>	<b>Seat:</b> 26F <a href="#">Change seat</a>
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# Travel Request

## Team Travel – Corporate Travel Card

- Pay the hotel and meal costs separately for each participating individual
- For travel related expenses to be paid by Foundation, the following CF values are required:
  - DEPTID = **47000 (not 90000)**
  - PROGRAM CD = determine the appropriate **MAFDN/Foundation Fund\_Code** to use

# Travel Request

## Team Travel Booking Arrangement

If a conference, competition and/or tournament is doing room blocks for their attendees, please do not book through the online booking tool. Follow the instructions provided by the conference in order to get the special rate, as the online booking tool is unable to access the discounted rates you would get with these room blocks

For airline and hotel reservation for group, consider booking them outside of Concur. Christopherson Business Travel agency charges between \$17 and \$26.

## Travel Request → Travel Advance

A cash advance can only be requested for international or group travel.

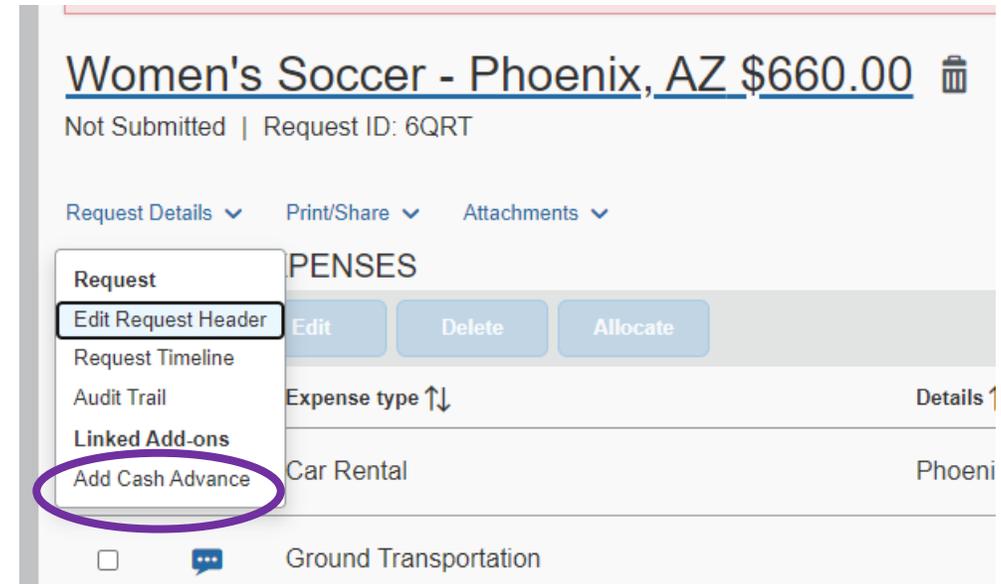
- Cash advances will be issued no more than 30 days prior to the date of travel.
- You must contact the Concur Administrator to access the cash advance request in Concur. The cash advance option will be added to your user profile so you can add a cash advance request to your travel request.

# Travel Request → How to Request A Cash Advance

Step 1. Click Requests > New Request.

Step 2: Complete all Header fields including chartfield information. Underneath the chartfield section on the header, you should see Cash Advance. Enter the cash advance amount you want to request and any details under Cash Advance Comments, such as date you need the check by or any other valuable information you want the approvers/AP processors to be aware of.

➤ If you do not see the Cash Advance section, then your profile has not been setup to request cash advances. Please contact the Travel Desk.



Women's Soccer - Phoenix, AZ

Cancel Save Submit

Cash Advance Timeline Manage Attachments

Details Expenses

Cash Advance Amount \* 120.00 Currency \* US, Dollar \* Required field

Cash Advance Comment  
For the team's food allowance

# Travel Request → How to Request A Cash Advance con't

Step 3: Continue adding the Expected Expenses.

Step 4: Once completed, submit your request. The request will go through the same approval workflow process but will lastly route to AP to complete the review and process your cash advance check.

**Note: Please allow 5 – 7 business days to issue the travel advance check / EFT.**

# Christopherson Business Travel (CBT)

- Group Contact Information Click [Read more]

SAP Concur | Requests | Travel | Expense | Reporting | App Center | Profile

CSU The California State University

+ New | 07 Authorization Requests | 00 Available Expenses | 00 Open Reports

TRIP SEARCH

Booking for myself | Book for a guest

✈️ 🚗 🛏️ 🚆

**\*\*Don't book travel until your request is approved\*\***

Mixed Flight/Train Search

Round Trip | One Way | Multi City

From ?  
Departure city, airport or train station  
Find an airport | Select multiple airports

To ?  
Arrival city, airport or train station  
Find an airport | Select multiple airports

ALERTS

As an employee of CSU Office of the Chancellor, you are eligible for a free Triplt Pro subscription. [Learn More and Activate](#) Not right now

COMPANY NOTES

Cal Maritime Academy

Welcome to Concur Travel, the corporate online travel tool for California State University.  
Please take a moment to review your profile and ensure that your information is complete.

**\*\*DON'T BOOK TRAVEL UNTIL YOUR REQUEST IS APPROVED. If you are booking in Concur, use Trip**

[Read more](#)

MY TASKS

07 Open Requests → | 00 Available Expenses → | 00 Open Reports →

# CBT Group Contact Info – Under Company Notes

*It is recommended to consider booking the airline and hotel outside of Concur because of the exorbitant fee charge by CBT for group travel.*

## COMPANY NOTES

Cal Maritime Academy

Welcome to Concur Travel, the corporate online travel tool for California State University.

Please take a moment to review your profile and ensure that your information is complete.

**\*\*DON'T BOOK TRAVEL UNTIL YOUR REQUEST IS APPROVED. If you're booking in Concur, use Trip Search or the Travel tab.\*\***

For questions regarding travel reservations or changes to air that has already been ticketed please contact Christopherson Travel:

**Travel Agent Assistance: Individual**

Available 24/7, Main Hours: 5:00 AM – 5:00 PM Pacific, Monday - Friday

Advisor Team: 855-993-0939 or 801-613-2826

Email: [trips@cbtravel.com](mailto:trips@cbtravel.com)

**Helpdesk for Online Travel Technical & Navigational Support:**

Hours: 5:00 AM – 5:00 PM Pacific, Monday - Friday

Online Support: 888-535-0179 Email: [onlinesupport@cbtravel.com](mailto:onlinesupport@cbtravel.com)

**Travel Agent Assistance: Group & Team Travel**

*Minimum number of travelers per group reservation: 6+ depending on airline and NCAA requirements*

Hours: 5:00 AM – 5:00 PM Pacific, Monday - Friday

Advisor Team: 866-371-3580 Email: [universitygroups@cbtravel.com](mailto:universitygroups@cbtravel.com)

Emergency Afterhours Service

800-960-7862, Code P6LV





# CAL MARITIME

CALIFORNIA STATE UNIVERSITY MARITIME ACADEMY

[www.csum.edu](http://www.csum.edu)