Concur End User Overview Training

California State University

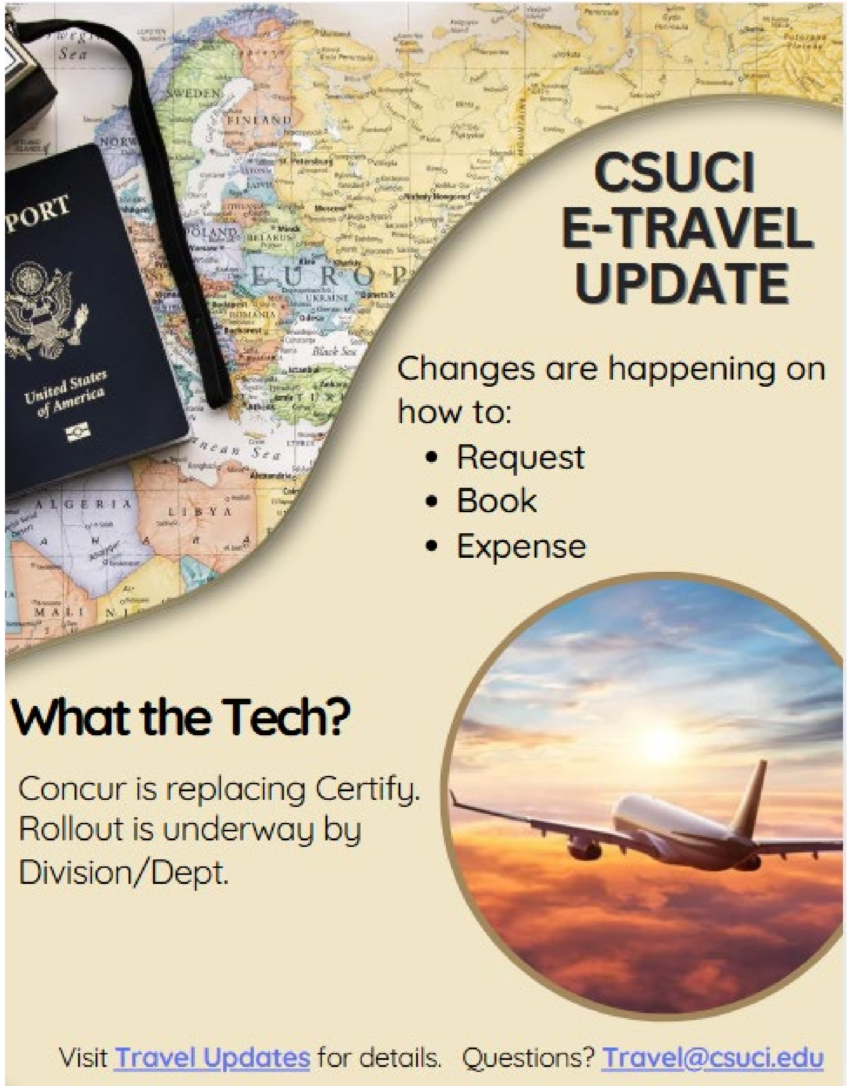
FINANCIAL SERVICES

CHANNEL ISLANDS

csuTravel

Spring 2025

Reason We are Here



- eTravel system is changing
- Rollout to campus is staggered
- Travel webpage is updated to include information about Concur
  - Training materials available too
- **Financial Service would like to partner with you to get word out about Concur to your division**
  - Office of the President
  - Student Affairs

California State University
FINANCIAL SERVICES
CHANNEL ISLANDS
csuTravel

Implementation Timeline

2025

1/21 – Concur Pilot Go-Live

3/3-3/17

1. Pilot results reviewed & improvements made for go-live
2. Concur Go-Live messaging & training started for OTP & SA

3/17 – Concur Go-Live OTP & SA

3/31-4/4

Concur Go-Live messaging & training started for UA & BFA

4/15 – Concur Go-Live UA & BFA

6/1

Goal for implementation completion date. This includes wrapping up AA's Phase III of their implementation

Important Travel Reminder Re: Real ID

Starting May 7, 2025, the TSA will require state-issued driver's licenses or identification cards that meet REAL ID standards to board domestic flights.

Check ID – Look for the REAL ID star on their driver's license.

Apply if needed – Visit DMV website for requirements.

Use an alternative ID – A passport, Global Entry card, or other TSA-approved ID will also be accepted.

Don't let outdated identification disrupt your organization's travel plans. For more details, visit the Department of Homeland Security REAL ID FAQs.

California State University | FINANCIAL SERVICES | CHANNEL ISLANDS | csuTravel

Learning Objectives

1. How to Access Concur
2. Understand Key Features and Functionality in Concur:
    - Travel Requests (TR)
    - TR Alert Reconciliation
    - Request IDs
    - Booking Travel
    - Travel Expense Report (TE)
    - TR & TE Approval Process
3. Ensure Concur Profiles are Properly Setup for:
    - Travelers
        - Name
        - Mobile Phone Number
        - Email
    - Travel Coordinators
        - "Request Delegate" or "Expense Delegate" → Prepare Travel Request and/or Expense Report on behalf of Traveler
        - "Assistants" or "Travel Arrangers" → Book Travel on behalf of Traveler
4. Understand How to Coordinate Group Travel

California State University

FINANCIAL SERVICES

CHANNEL ISLANDS

csuTravel

1. How to Access Concur

Now available to CSUCI employees via myCI

CSUCI Travel
Access to Certify and Concur to request, book, and expense travel

CSUCI Travel Application Page

IMPORTANT UPDATE: Financial Services currently has two active eTravel systems (Concur and Certify). Please read the use cases for each system to help decide which one to use.

Use Cases

Concur

Pilot Audience:

- Office of the President. Contact Courtney Ellis for more information.
- Student Affairs. Contact Dianne Wei for more information.
- Specific Faculty in Academic Affairs. Contact Rosa Bravo and Edna Davoudi for more information.

Purpose:
Request travel, book travel, update travel itineraries*, track expenses, and submit travel expense reports
**If travel was booked using Certify. Continue to use Certify.*

Certify

Audience:

- Majority of those who report into Academic Affairs. Contact Rosa Bravo and Edna Davoudi for more information.
- Division of Business and Financial Affairs
- Division of University Advancement

Purpose: Book new travel, update travel itineraries, and track expenses.

Key Features & Functionality → What is a Travel Request?

- **Travel Request** is a **NEW** eTravel step. It results in the generation of a unique **Request ID.**
- Travel Requests require trip details called “Headers”
  - There are 20 “Headers”
  - Once populated, this information will carry over to the next logical steps within Concur (Travel Booking then Travel Expense Reporting)

Headers:

1. Request Policy: (Select *CSU-Request Policy)
2. Request/Trip Name: (Please use a unique name to identify the trip/purpose other than Employee’s name.)
3. Trip Type: (Select one of following: 1-In-State, 2-Out-of-State, or 3-International)
4. Travel Start Date: (Enter MM/DD/YYYY)
5. Travel End Date: (Enter MM/DD/YYYY)
6. Traveler Type: (Select Auxiliary, Faculty, or Staff)
7. Trip Purpose: (Select the option that is most applicable.)
8. If, Faculty [is traveling], is their class covered: (Select Yes, NA, or No)
9. Personal Dates of Travel [if any], if none enter N/A: (Personal days should fall within Travel Start and End Dates. If there are no personal travel days, please enter NA in field.)
10. Destination City/State (Enter the City/State. If you are using this request to cover mileage by month, not by trip, enter California.)

Key Features & Functionality → What is a Travel Request? (Cont.)

Additional Headers:

11. Destination Country: (Select the option that is most applicable)
12. Are you traveling to a banned state: (Select No. We currently do not have any banned states)
13. Are you traveling with students? (Select Yes, NA, or No)
14. Business Unit: (Keep this as (CICMP – CSU Channel Islands)
15. Fund: (Search and select the fund)
16. Department: (Search and select the department)
17. Program: (Only to be used if this trip applies to a program of study- Search and select the program)
18. Class: (Only to be used if this trip applies to a class- Search and select the class)
19. Project: (Only to be used if this trip applies to a project- Search and select the project)
20. Comments To/From Approvers/Processors: Note this does not appear until after the request has been created. See instructions under Alerts for how to update this required field.

NOTE: After selecting "Create Request," the initiator can expect to receive one or more **Alerts**. These must be responded to, but not all need to be reconciled before the request is "Submitted".

Key Functionality → TR Alert Reconciliation

Alert

This request has one or more errors. You must resolve the errors before submitting the request.

OK

Most common Alerts:

Alerts: 3

REQUEST

- The Request has no Segments or Expenses. You must create at least one entry in order to submit the Request. Once added, please disregard this messag
- ACTION REQUIRED: An agenda, itinerary, or screen shot of Conference information (Name, date, location) must be attached to Request. View
- ACTION REQUIRED: Please enter trip justification/information in Comments section of the request header or add an attachment with information that supp provers. Please continue with request after saving. View

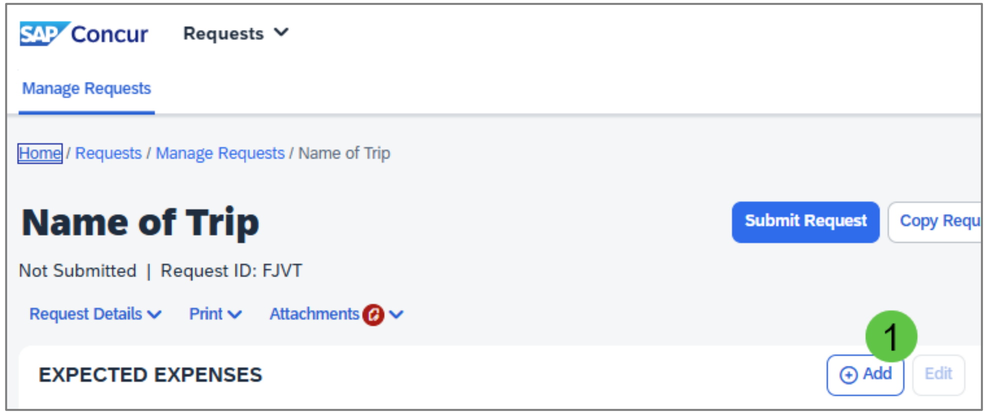
Common Actions Needed:

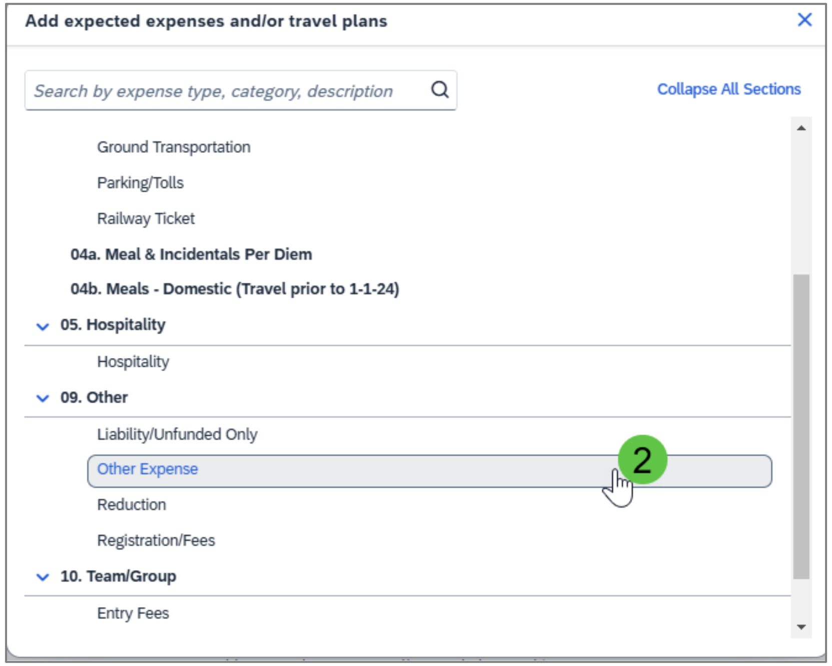
1. Must add at least One Segment or Expense
2. An Agenda, Itinerary, Screen Shot, or Other Documentation Needs to be Attached to Request
3. Trip Justification/Information Needs to be Entered in Comments
4. Missing Vendor ID → Follow up with Travel@csuci.edu (Must be done before Expense Report is processed)

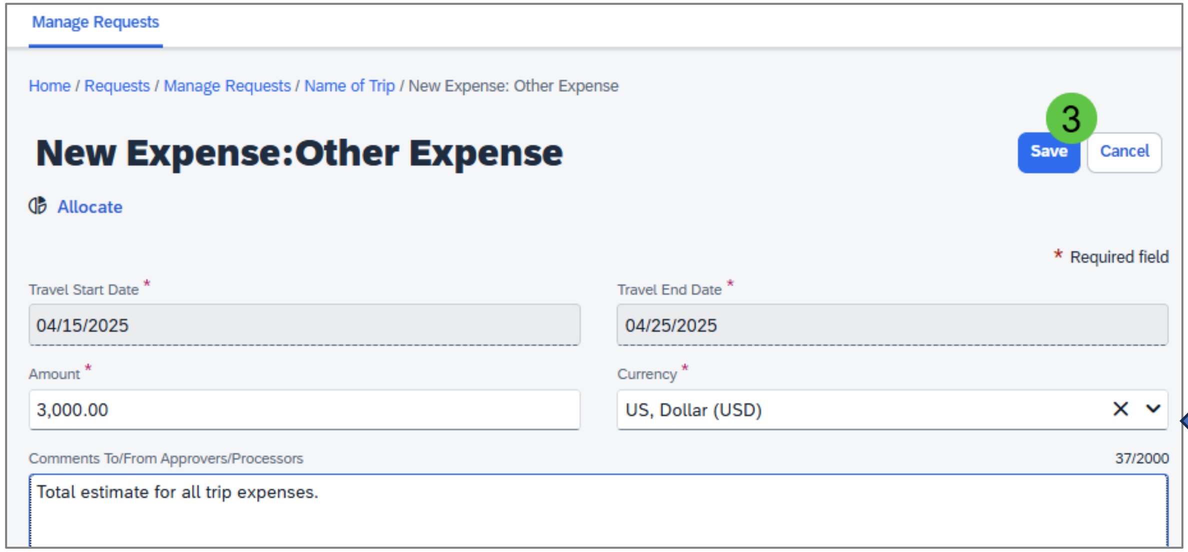
Key Functionality → TR Alert Reconciliation (Cont.)

The Request has no Segments or Expenses. You must create at least one entry in order to submit the Request. Once added, please disregard this messag

Must Add at Least One Segment or Expense





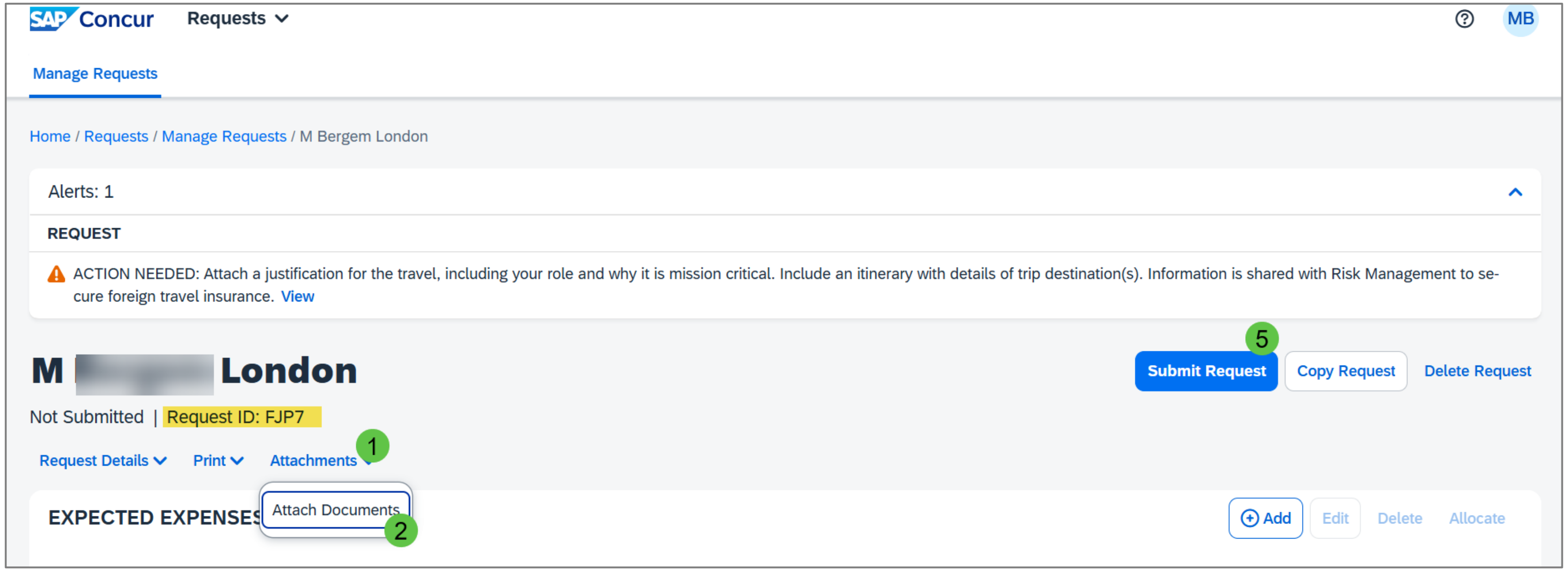


This example is like an After-the-Fact Travel Request Expense Entry

Key Functionality → TR Alert Reconciliation (Cont.)

ACTION REQUIRED: An agenda, itinerary, or screen shot of Conference information (Name, date, location) must be attached to Request. View

Must Add an Agenda, Itinerary, Screen Shot, or Other Documentation. Needs to be Attached to Request



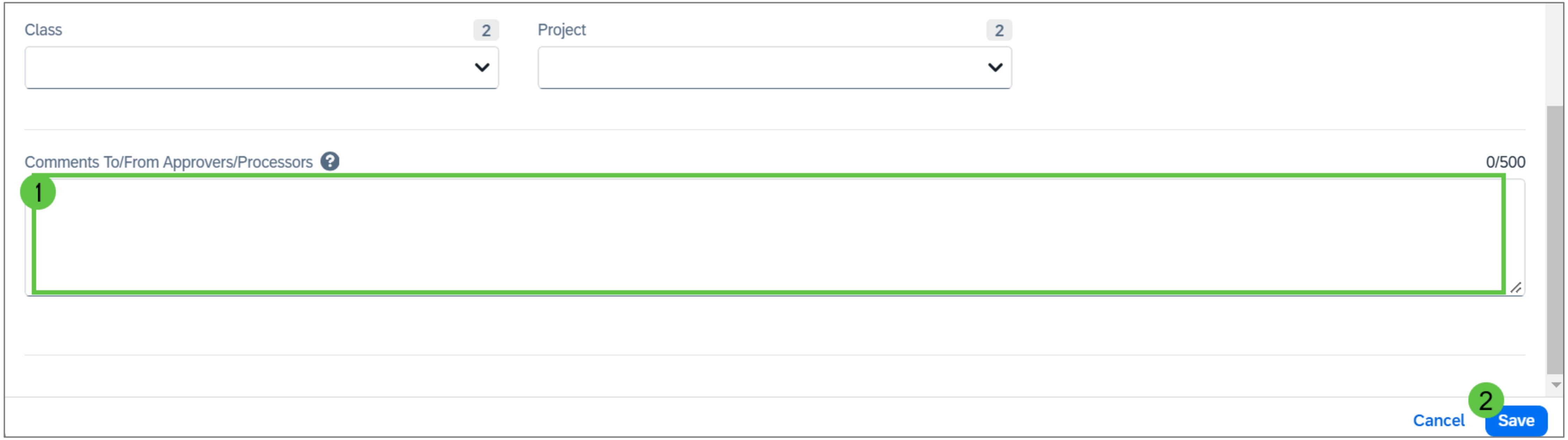
Key Functionality → TR Alert Reconciliation (Cont.)

ACTION REQUIRED: Please enter trip justification/information in Comments section of the request header or add an attachment with information that supp
provers. Please continue with request after saving. View

Trip Justification/Information Needs to be Entered in Comments

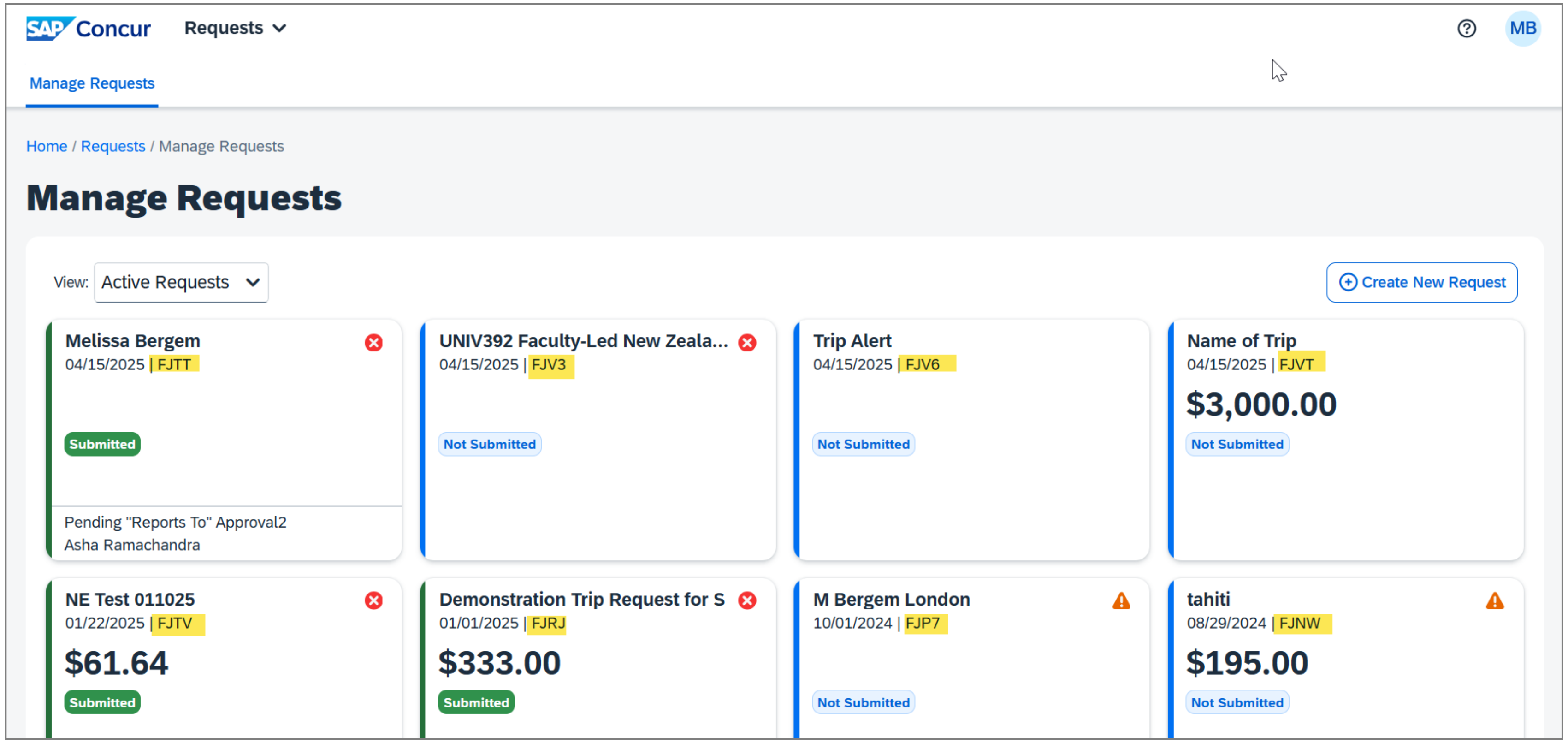
How to add Comments:

Use "View" link on the Alert window, scroll down, enter comments, then select Save.



Key Features & Functionality →Request ID

1. **Request ID** is what allows travel to be Booked and Travel Expenses to be created
2. Generated when a Travel Request is created.
3. Travel Coordinators will need to provide this number to Christopherson Business Travel (CBT), our new travel concierge service provider when group travel is being arranged.
4. **Request ID** appears under the Trip Name tile on the Request dashboard.
   - Examples highlighted in yellow :



Key Features & Functionality →Request ID

Request ID Uses Vary-

1. **After-the-Fact-** For those wanting to expense travel using Concur but who booked travel in Certify.
2. **Mileage -** For those who want to create a blanket travel request by semester and keep it open to use for monthly mileage expense reports.
3. **Group Travel-** For travel that involves more than one traveler.
   - There may be more than one travel expense report for one travel request.
4. **International Travel-** Requires International Travel Approval (ITA) be attached to the Travel Request too. All approvers should look to confirm that all required signatures were captured on the attached copy of the completed Adobe Sign form.
5. **Non-Employee Travelers-** who are going to submit an expense report need to request a 204 and have an employee submit a Travel Request on their behalf to have a Non-Employee Request ID to build off of to generate the Expense Report

California State University | FINANCIAL SERVICES CHANNEL ISLANDS | csuTravel

Key Features & Functionality → Booking Travel

1. Concur Travel Booking is for Business (and Course) Travel Only (no personal travel). It is travel that is paid for or reimbursable by the University. Be sure the follow the latest Travel Policy.
2. Must enter a Travel ID in Concur or provide Christopherson Business Travel with the Travel ID
3. Travelers should review their Concur profile and ensure information is complete before booking travel
4. **If you have trip itineraries created in Certify, use them. Do not recreate them in Concur. But do book all new travel in Concur.**
5. Once a Travel Request has been approved the status will change to “Pending Online Booking”
6.

TRAVEL RESERVATION FROM AN APPROVED REQUEST

1. Click **Requests**, **Manage Requests**
2. Requests that have a status of **Pending Online Booking** are ready to begin the booking process
3. Click the **Request name**, or the **Book** link found under **Action**
4. Click **Book**
5. On **Your Itinerary** page, change departure/pickup time, if needed
6. Click **Proceed to Booking**

COMPLETING RESERVATION (APPROVED REQUEST)

1. On the **Travel Details** page, review the details of your reservation and the **Total Estimated Cost**, click **Next**
2. On the **Trip Booking** information page, the **Trip Name** and **Trip Destination** fields will be populated from the **Request Header**
3. Click **Next** if you are ready to purchase the trip or select **Hold Trip**, if you are not ready to purchase the trip
4. Click **Confirm Booking**
5. Once you receive the **Finished Page**, scroll to the bottom for the option to print or email your itinerary

CANCEL A TRAVEL RESERVATION

1. Click **Travel** > **Upcoming Trips**
2. Click on the trip to be canceled and choose **Cancel Trip** from the list of **Trip Actions**

QUESTIONS? CONTACT Travel@csuci.edu

California State University
FINANCIAL SERVICES
CHANNEL ISLANDS
csuTravel

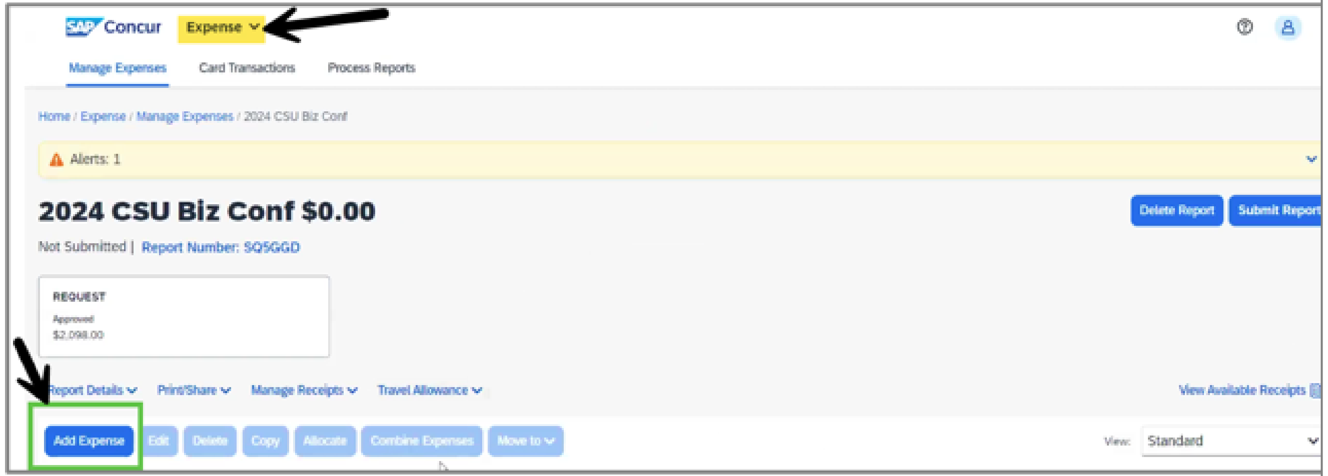
Key Functionality → Travel Expense (TE) Report

Pilot members may begin creating Expense Reports in Concur for travel that was booked in Certify, but this requires the creation of an After-the-Fact Travel Request first.

CREATE AN EXPENSE REPORT:

1. To start an Expense Report, click **Requests**, on the Quick Task Bar identify the applicable **Request**, and click **Create Expense Report**
2. **Create Expense Report** will open, and **Header** information will automatically populate from the related request

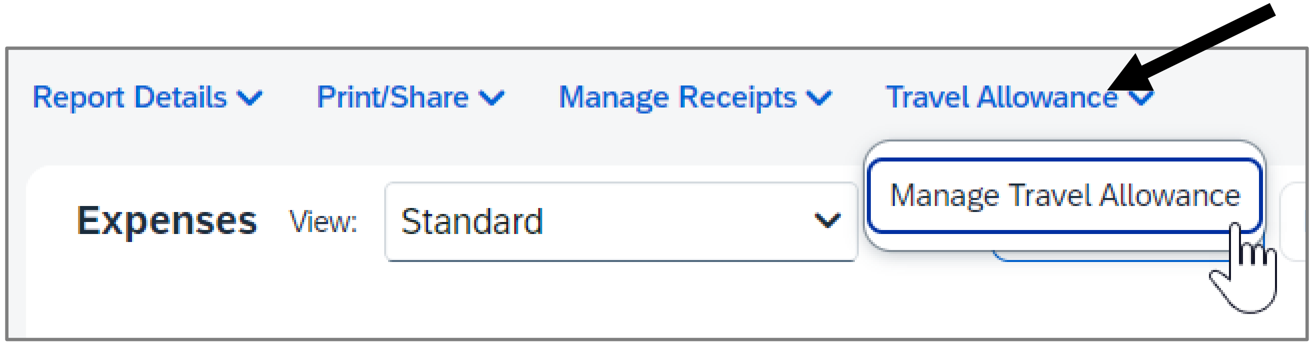
3. Click **Add Expense**

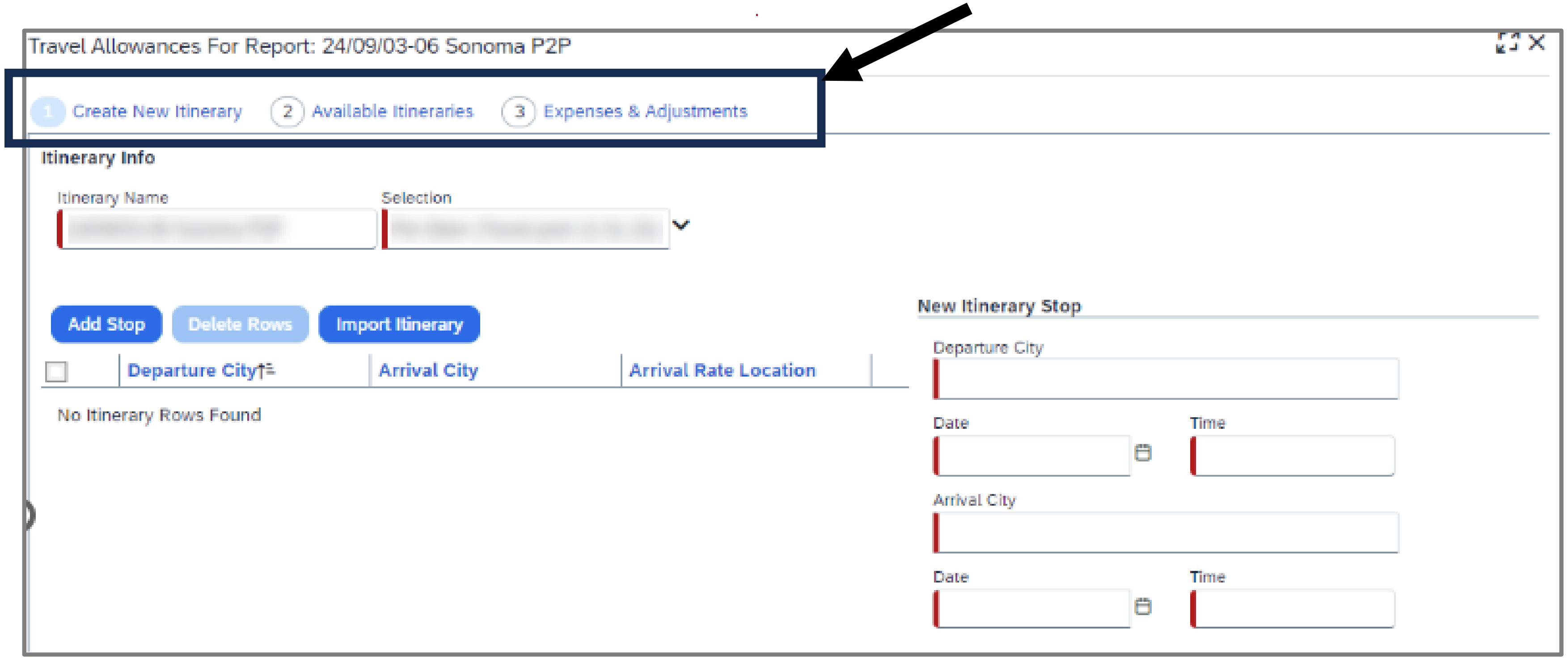


4. After adding all existing credit card transactions as expenses, you can **Create New Expenses** and select the correct expense type for each.

Key Functionality → Travel Expense (TE) Report (Cont.)

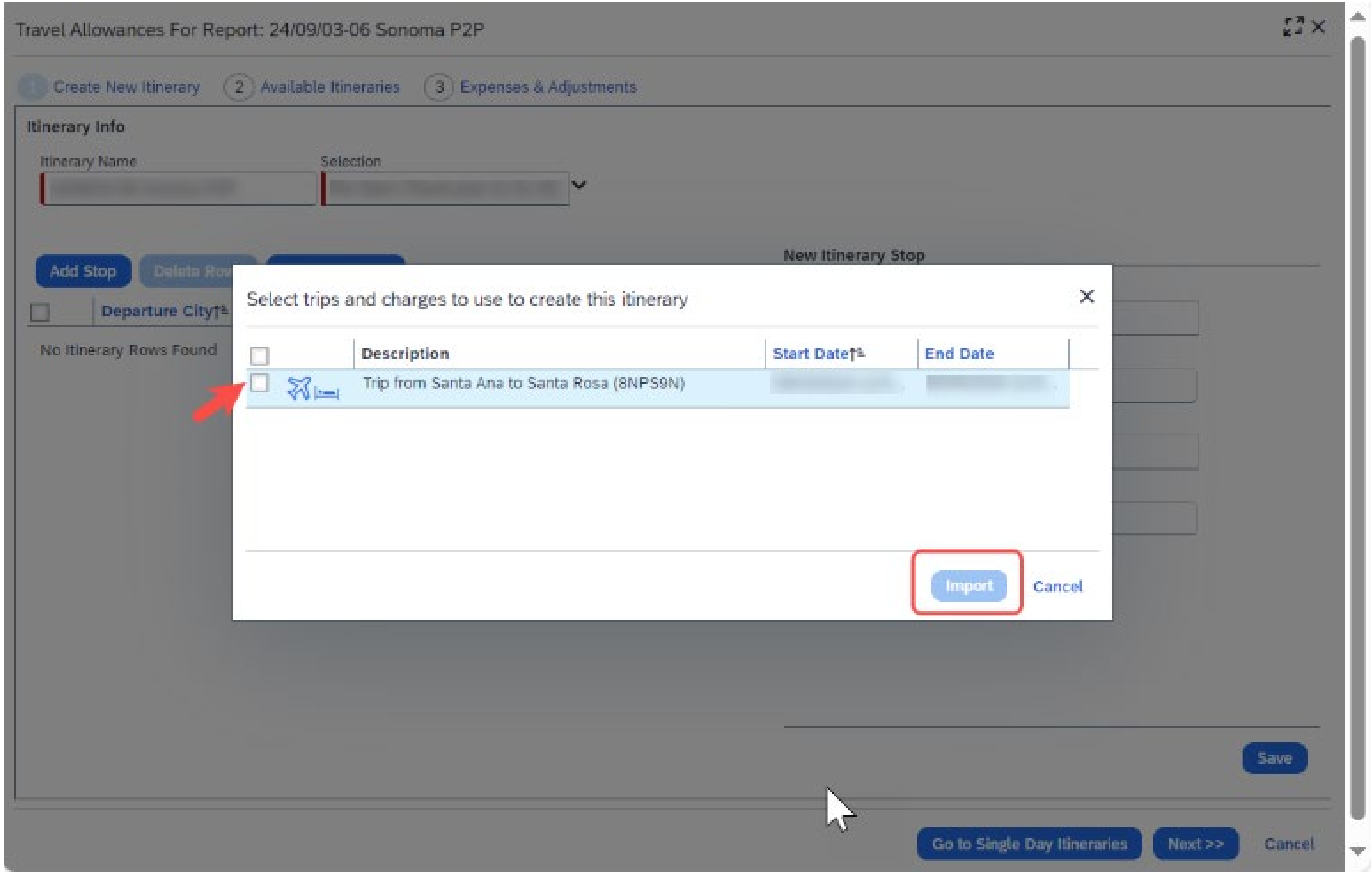
- Concur Expense Reports require travel allowances if requesting meal and incidental reimbursement. This is done first to represent all meals for the travel days.
  - Use Travel Allowance→ Travel Allowance and the following window will appear.





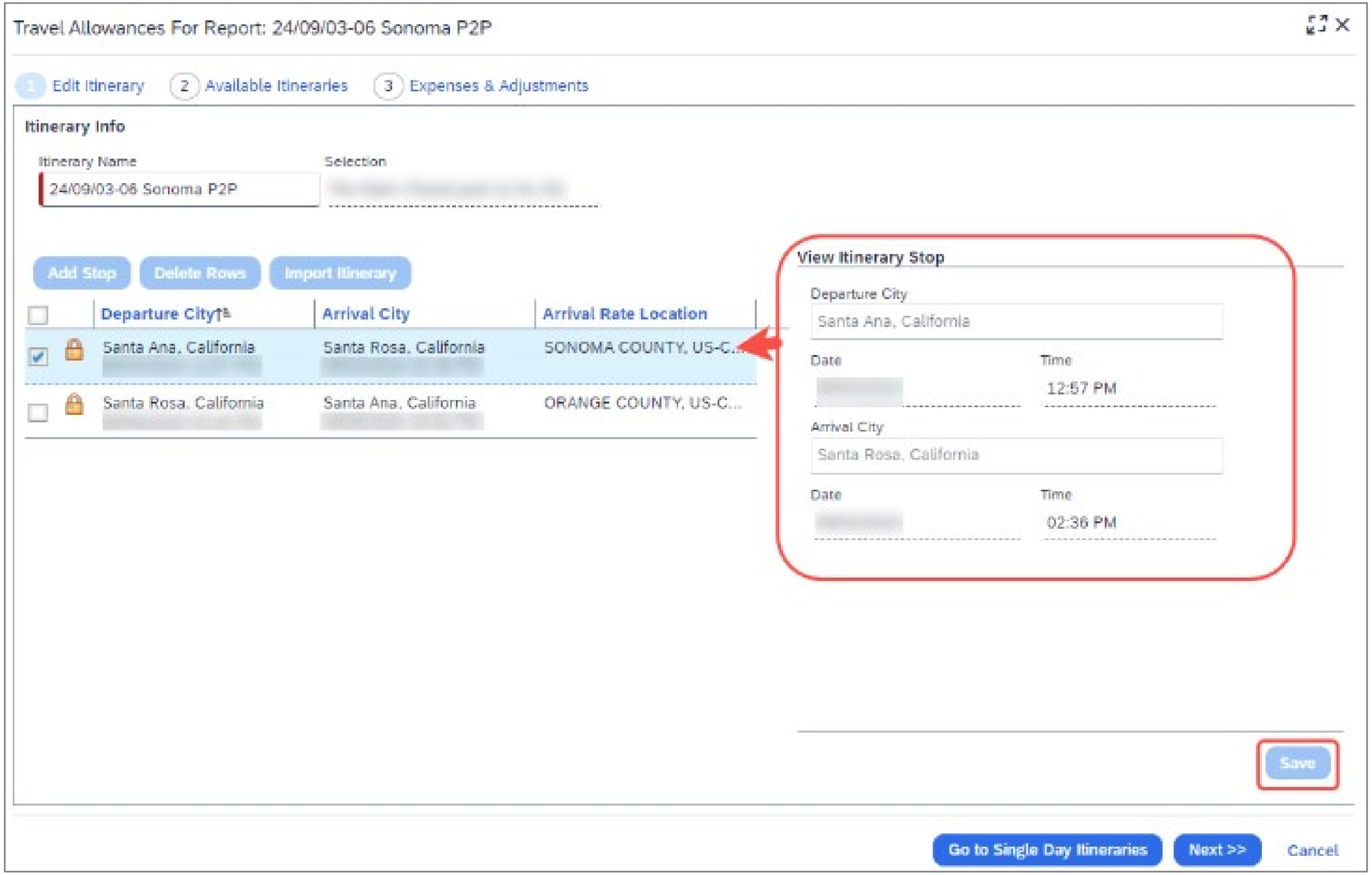
Key Functionality → Travel Expense (TE) Report (Cont.)

- Locate the itinerary and import, then select the appropriate itinerary and navigate to the Adjusting Allowance section.



What is a Travel Expense Report? (Cont.)

If the itinerary exists, select it from the “Available Itineraries” section, then select “Import.”

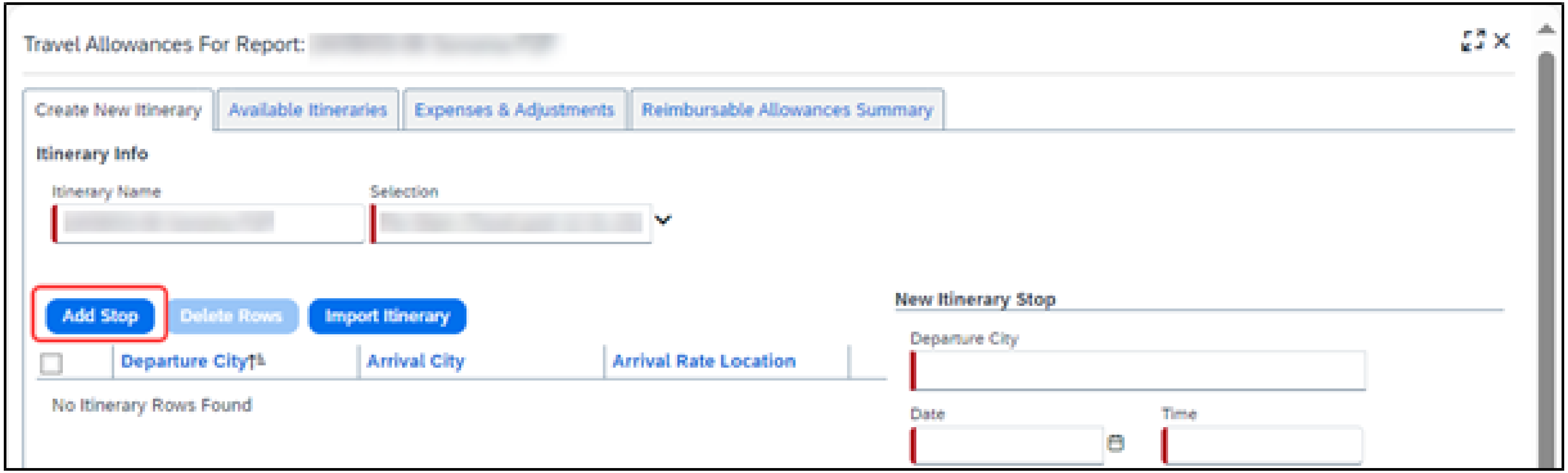


What is a Travel Expense Report? (Cont.)

Once New Itinerary stop fields are filled out, select “Save”

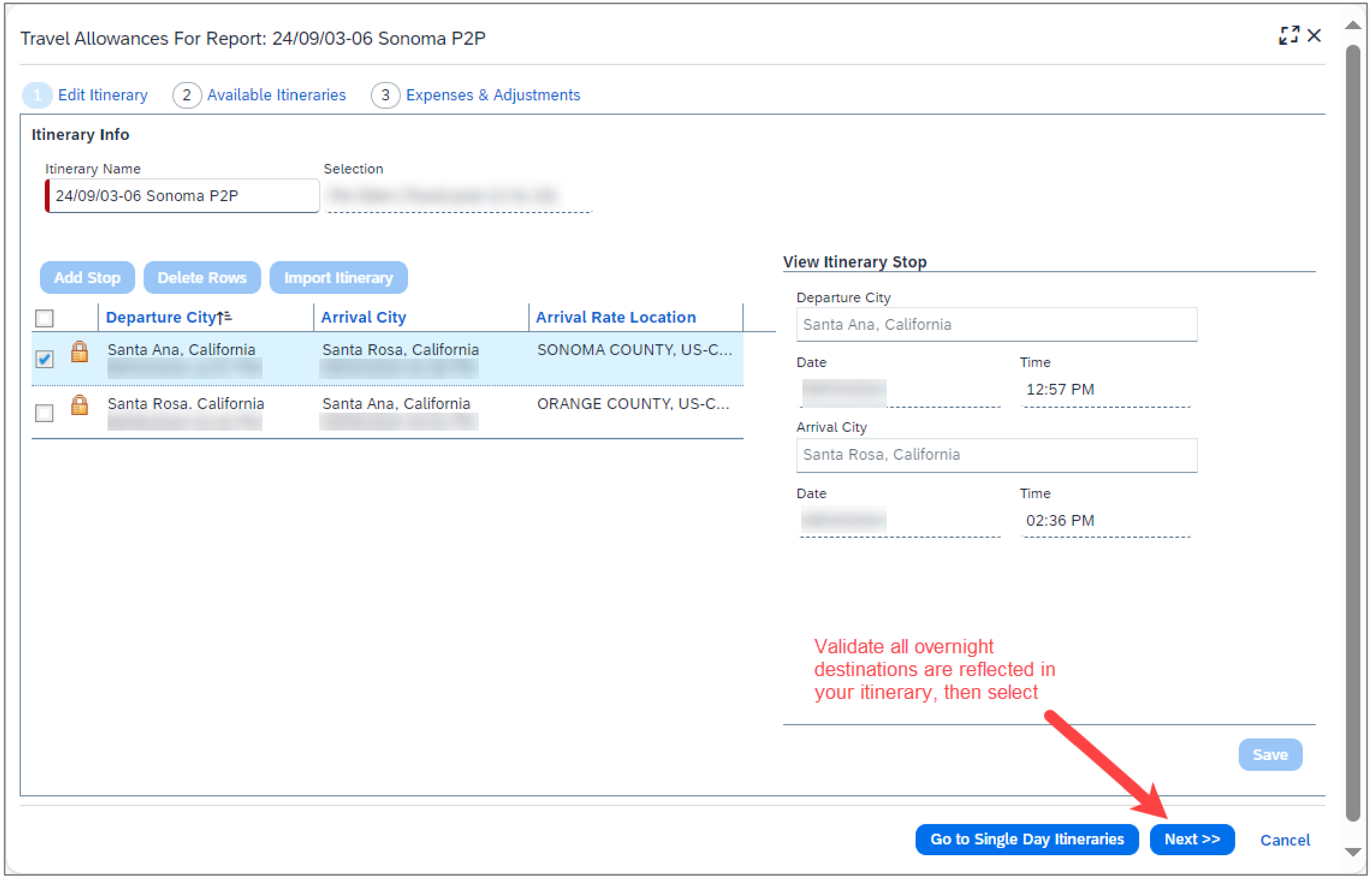
If travel was booked outside Concur (Certify), add New Itinerary Stops for every location where the traveler went and spent the night. No need to add a stop for a layover unless it is overnight. All fields are required.

Select “Add Stop” as needed.



What is a Travel Expense Report? (Cont.)

Once all overnight destinations are reflected in your itinerary then select “Next”.



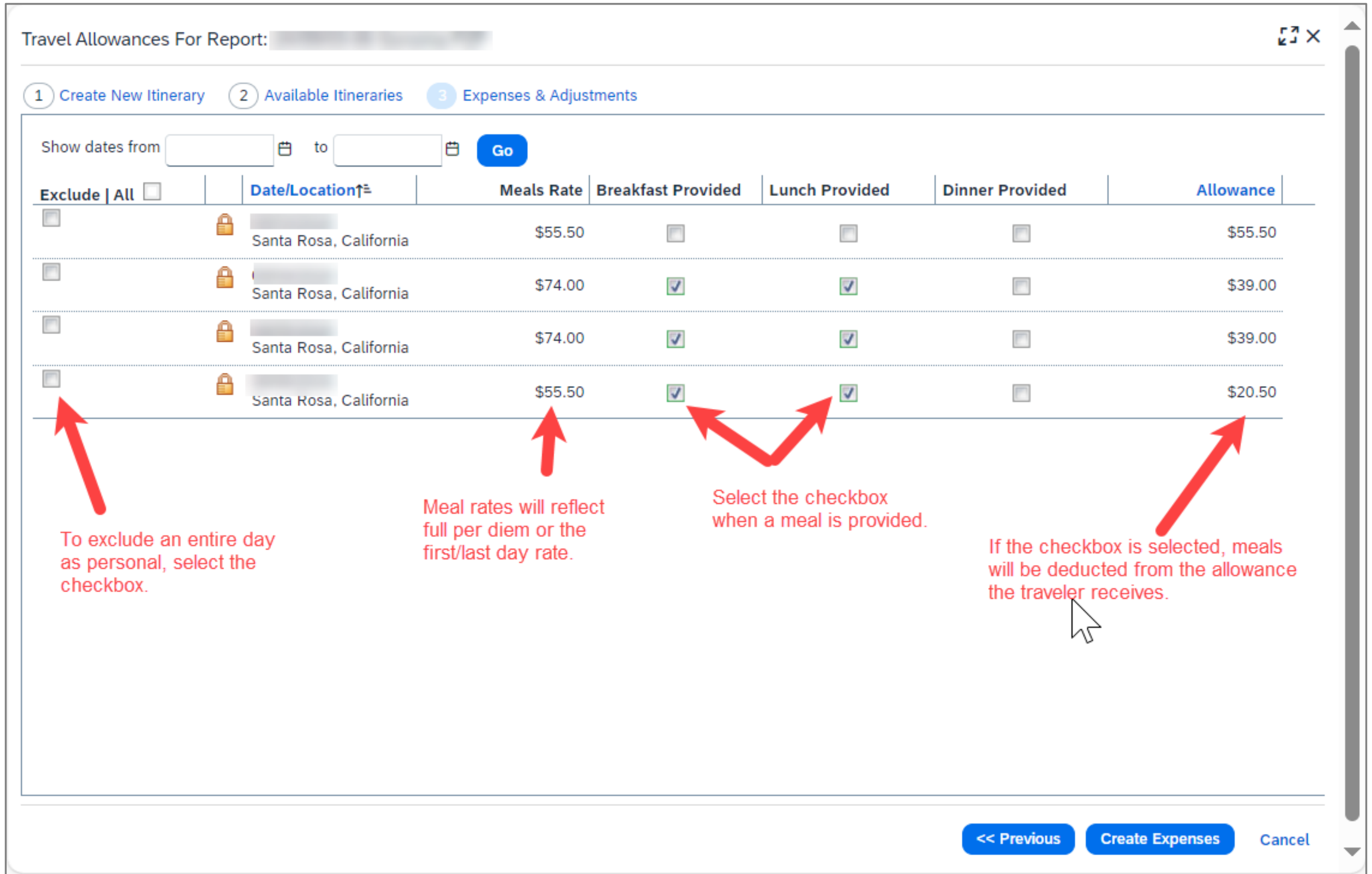
What is a Travel Expense Report? (Cont.)

A row for each day displays to select more details. To exclude an entire day as personal, select checkbox to left.

Meal per diem rates will be reduced to 75% for first/last day. Travel days in between will reflect full per diem rate per meal.

Select checkbox below Breakfast, Lunch, and/or Dinner if the meal was provided. These selected meals will be deducted.

Allowance totals for the day are listed in the right column. When finished select “Create Expenses.”



Travel Request (TR) & Travel Expense (TE) Approval Process

1. TRs and TEs are electronically routed within Concur to the following approvers:
   1) Budget approver (COA) per Delegation of Authority (**DOA**); and
   2) Initiator's "reports to" supervisor per **CHRS**
2. Approvers may return request to a sender, but they cannot modify it
3. Approvers may add approvers, but they must first approve the request
4. Approvers have 10 to respond
5. If the Budget (COA) does not respond within 10 days, it skips to the "Reports to" supervisor
6. If the "Reports to" supervisor does not respond within 10 days, it skips up the organizational chain every 10 days until it goes all the way up to the campus President
7. Additional pre-authorizations should be captured as attachments to the Travel Request & Travel Expense
8. Contact Travel@csuci.edu with questions

California State University | FINANCIAL SERVICES | CHANNEL ISLANDS | csuTravel

Concur Profiles → Important & Required Updates for Travelers

YOUR INFORMATION

Personal Information

Name *Required*

1. First and Last Name will be populated from your University HR record. Please verify that all components are correct and match your government issued ID.

   Note: If name information is incorrect contact Human Resources to update your official record.

Contact Information *Required*

1. Enter a work and/or home phone number
2. Add Your Mobile Device ***Required***
   Registering your mobile device will allow you to receive text messages from Concur informing you of any cancelled or delayed airline flights in addition to informing you of potential risks in your travel area.
   a) Select the correct country code from the dropdown
   b) Enter your mobile number
   c) Click **Save**

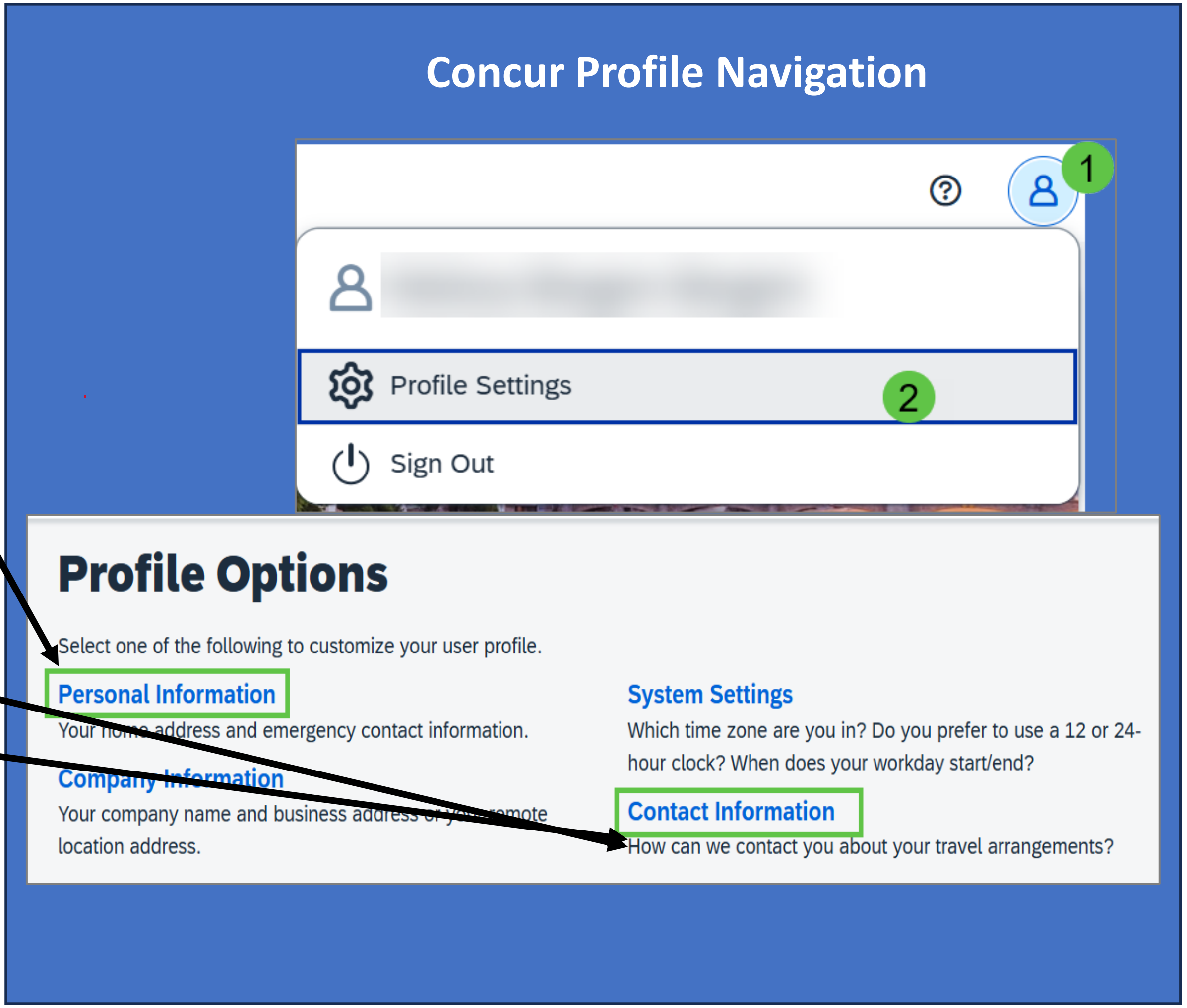
Verify Your Email Address IMPORTANT!

Your "@csuci.edu" email address has already been populated in your profile. Verifying your email address allows you to:

- Email your receipts to receipts@concur.com
- Forward travel plans to plans@tripit.com

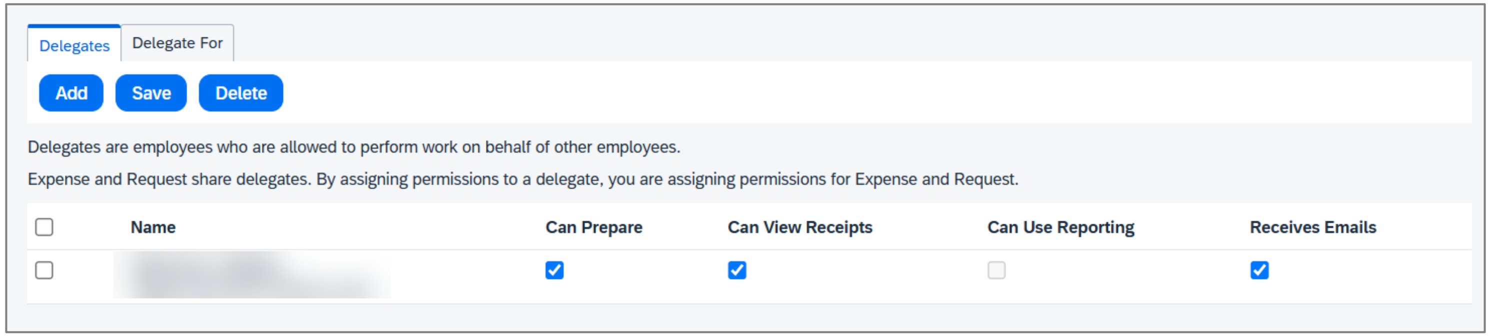
Only works if you have TripIt account.

1. Click the "**Verify**" link
2. A code will be sent from Concur to your @csuci.edu email address, copy the code from the email message
3. Return to your profile, paste the code you received into the **Enter Code** box, then click **OK**



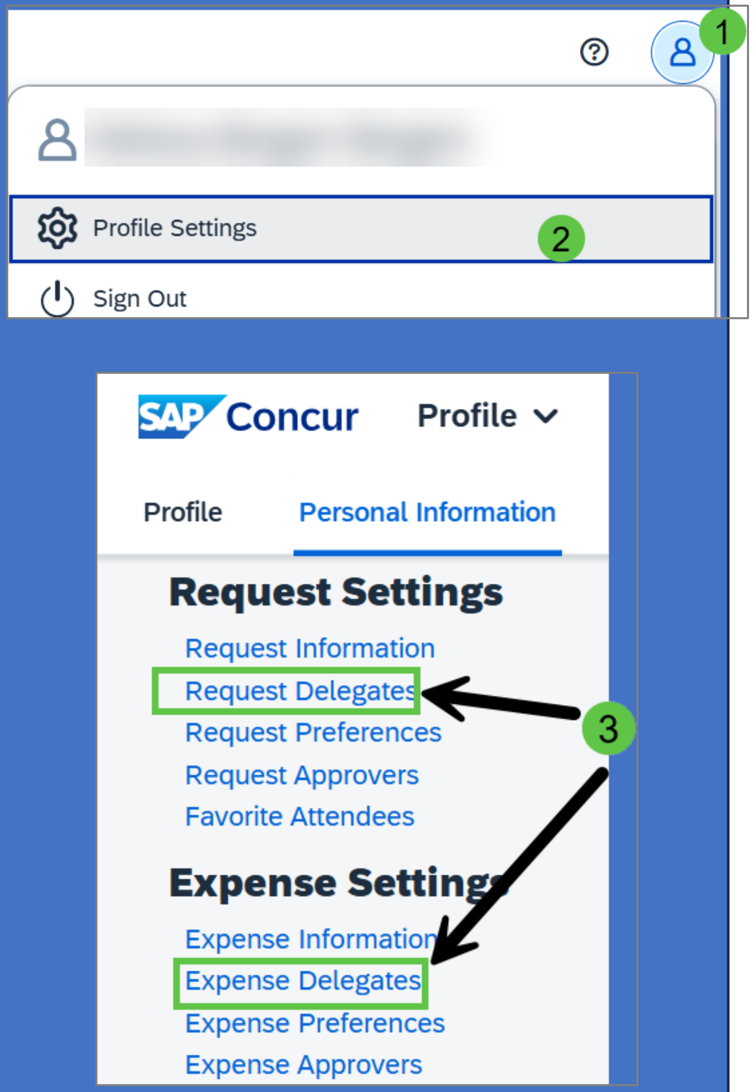
Concur Profiles → Assign Delegates for TR & TE Prep.

"Request Delegates" or "Expense Delegates" is where the traveler can grant their travel coordinators permission to assist with initiating/preparing **Travel Requests** and **Travel Expense Reports.** Traveler must still review and submit both.



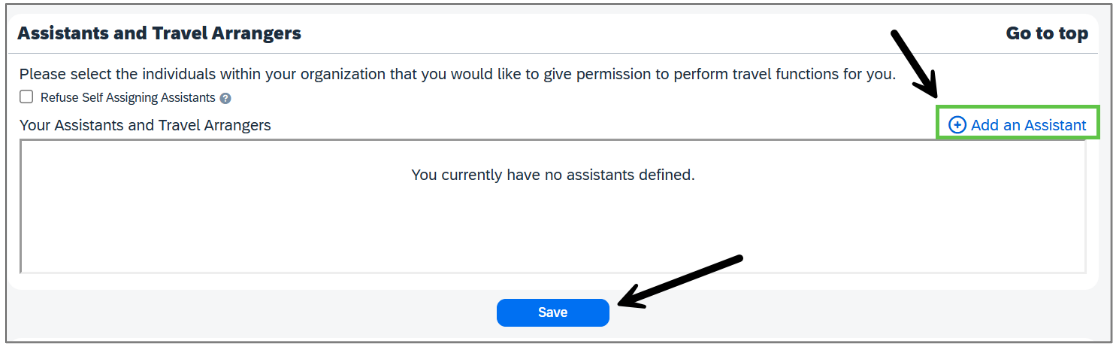
- Search by delegates name and then select the permission check boxes that apply.

Concur Profile Navigation

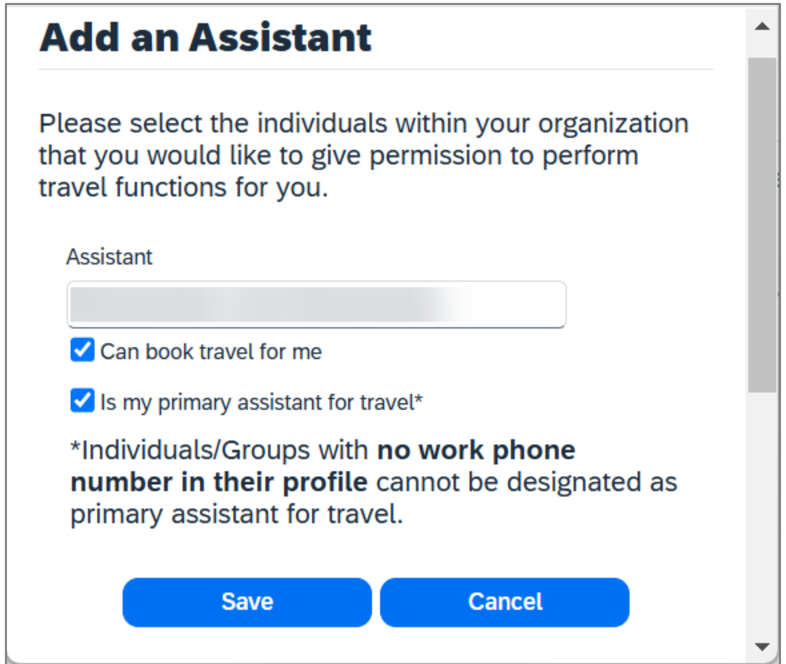


Concur Profiles → Assign Assistant for Booking Travel

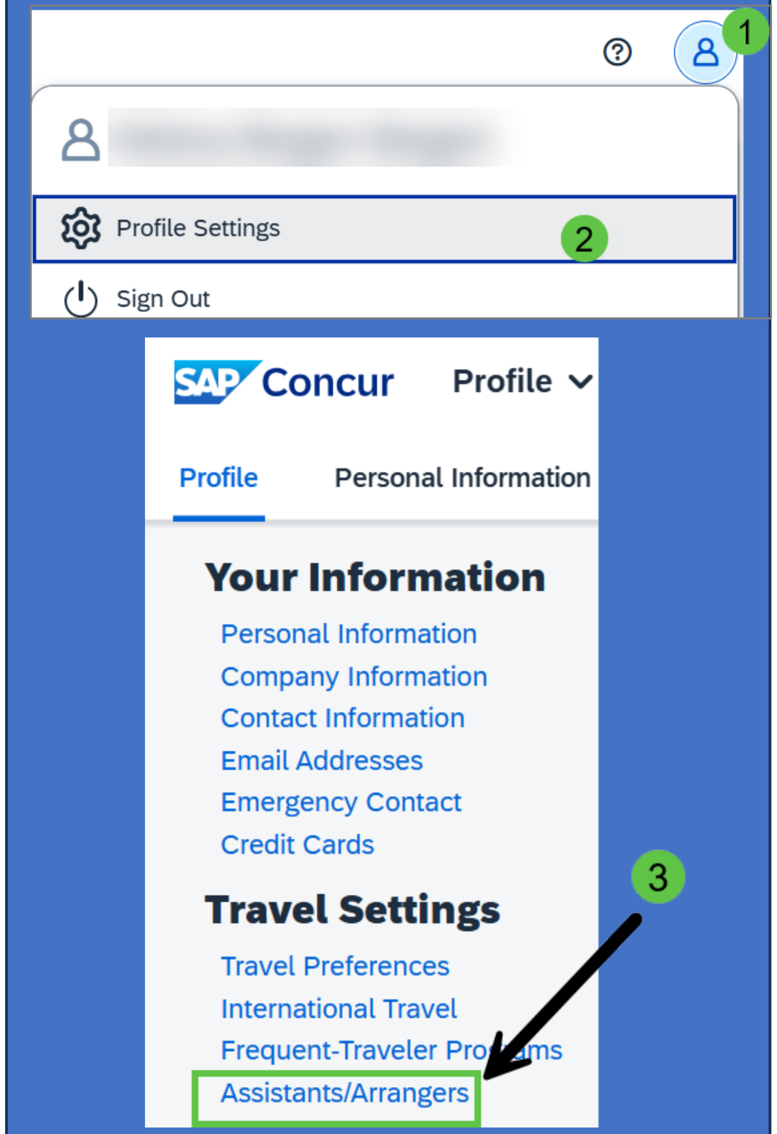
"Assistant" or "Travel Arranger" is where the traveler can grant their travel coordinators permission to assist with **Booking Travel**.



- Search by delegates name and then select the permission check boxes that apply.

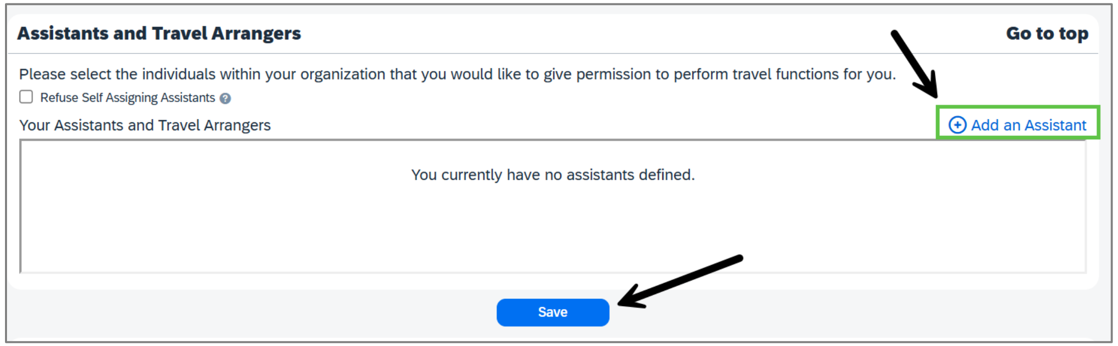


Concur Profile Navigation

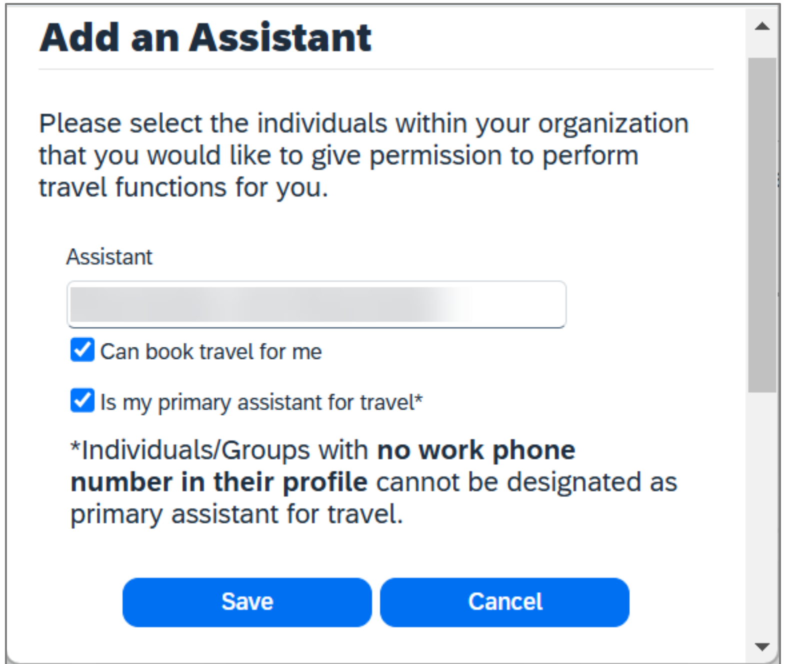


Concur Profiles → Assign Assistant for Booking Travel

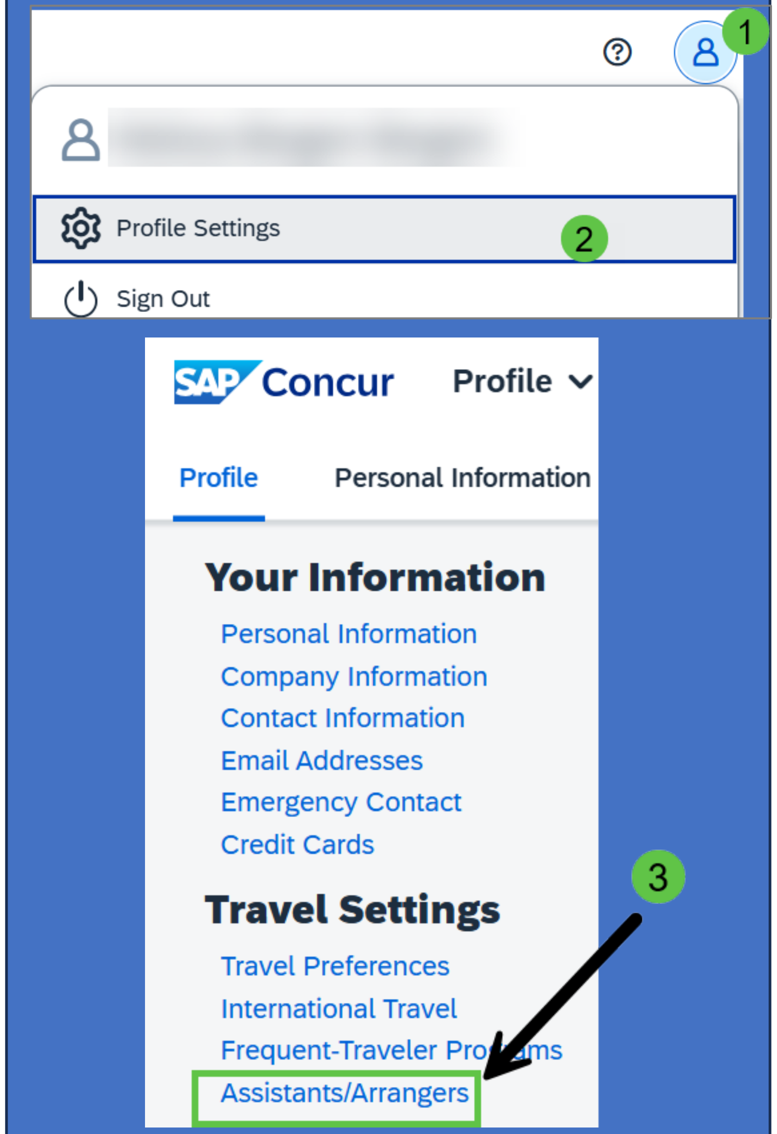
"Assistant" or "Travel Arranger" is where the traveler can grant their travel coordinators permission to assist with **Booking Travel**.



- Search by delegates name and then select the permission check boxes that apply.



Concur Profile Navigation



How to Coordinate Group Travel

1. Complete a Travel Request in Concur
2. Email 2 completed forms to Christopherson Business Travel (CBT). Include Request ID
3. Work with CBT to book the travel

Thank you!

Questions?