

Concur Systemwide Instance User Guide

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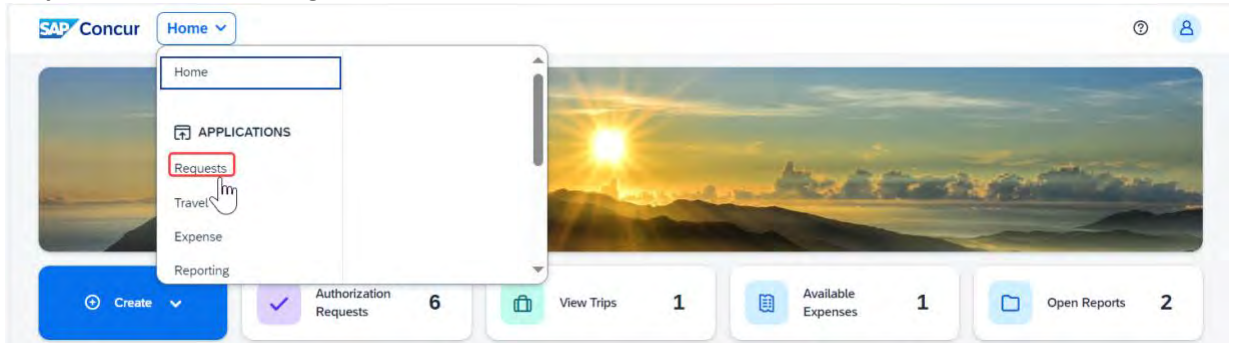
TRAVEL REQUEST

Creating a Travel Request

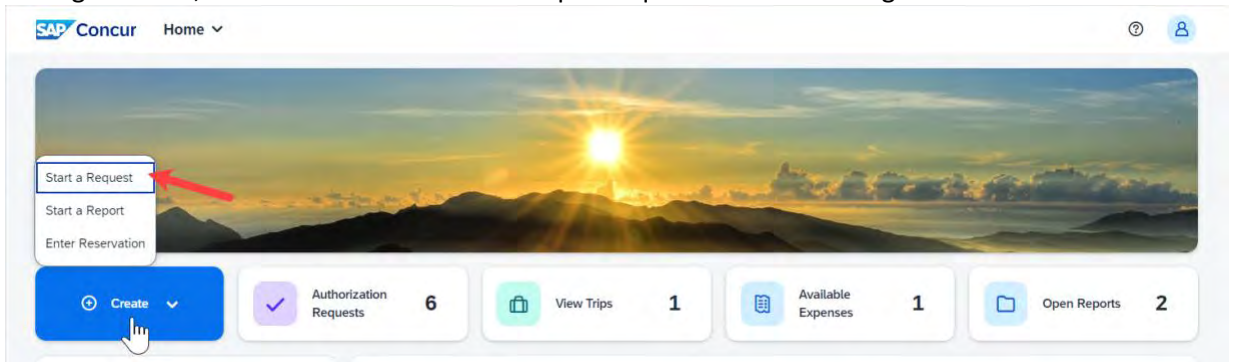
Note that the screen captures included in this document may look slightly different on-screen due to the fluid nature of the Concur pages which will resize and adjust based on the window or monitor size.

Request Header

1. To create a request, use one of the following methods:
 - a. On the top banner select **Home > Requests**, then on the resulting page select the **“Create New Request”** button at the right



- b. OR select the **“Create”** button and **“Start a Request”**. If you are unsure if a request has already been generated, use method and review the open requests before starting a new one.



2. The **Request Header** window appears.
3. On the **“Create New Request”** window, enter your travel information in the fields provided. All fields identified with an asterisk (*) are required.

4. After completing the fields, select “Create Request”.

Create New Request

Request Policy * Required * Required field

Request/Trip Name * ?

Trip Type *

Travel Start Date * MM/DD/YYYY 📅

Travel End Date * MM/DD/YYYY 📅

Traveler Type *

Trip Purpose *

If Faculty, is class covered?

Personal Dates of Travel-If none enter NA * ?

Destination City/State * ?

Final Destination Country *

Are you traveling to a banned state? *

Are you traveling with students? *

Business Unit * (2)

Fund * (3)

Department * (4)

Program (2)

Class (2)

Project (2)

Select "Create Request" once fields are populated.

Cancel **Create Request**

5. To edit the Request Details, select the “Request Details” drop-down menu, then “Edit Request Header”.

SAP Concur C **Requests** ▼

Manage Requests **Process Requests**

Report Name

Not Submitted | Request ID: CHYG

Request Details ▼ **Print** ▼ **Attachments** ▼

Request

Edit Request Header

Request Timeline

Audit Trail

Linked Add-ons

Add Cash Advance

EXPENSES

Expense type ↑↓

04a. Meal & Incidentals Per Diem

a. Or, by selecting the title

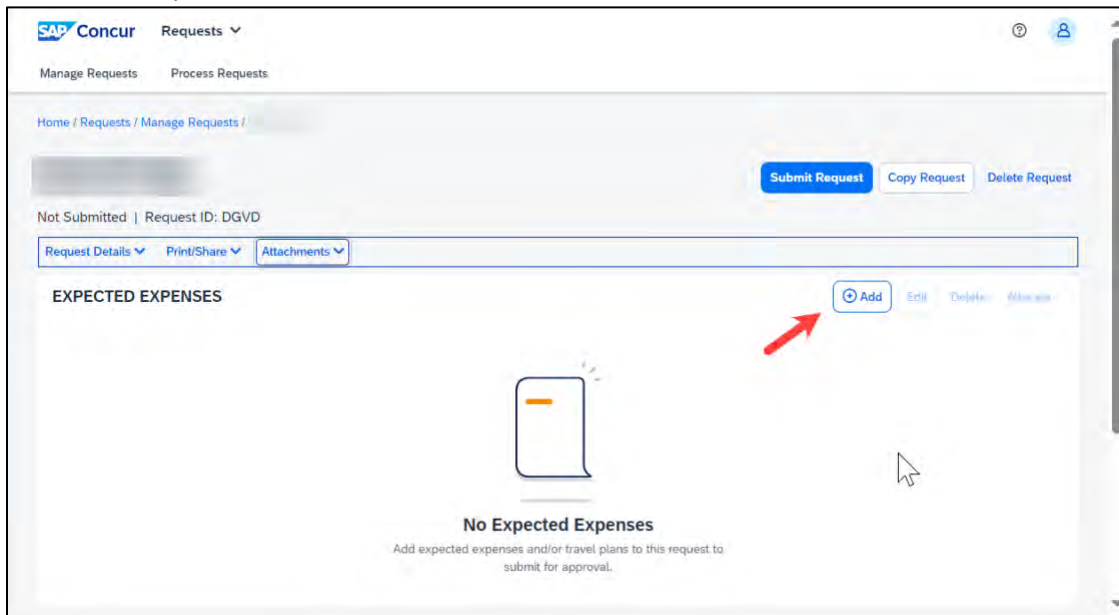
Request Header Fields Defined: For detailed information on each of the fields, see the field descriptions in the table below.

Field Name	Description
Request/Trip Name	Enter a meaningful trip name, similar to a name given to a travel expense report. Your department may implement a standard naming protocol. Suggested naming convention Destination City, State and dates of Travel (ex. Long Beach, CA 5/18-5/21).
Trip Type	Select from the drop-down list. In-State-Travel within CA, Out-of-State- Travel to other US State or Territories (ie. Puerto Rico), International-Travel to a Foreign Country
Travel Start Date	Date business expenses start. If personal days precede business dates, please be sure to still set travel start date to the date you leave for the trip.
Travel End Date	Date business expenses end. If personal days are after business dates, please be sure to still set travel end date to the date you return from trip.
Traveler Type	Select from the drop-down list.
Trip Purpose	Select from the drop-down list. 1. Athletics – any athletics or team travel, except recruitments. 2. Campus Visits (Chancellor’s Office Only) 3. Competition – non-athletic competition such as debate, dance, etc. 4. Conference – a formal meeting that typically takes place over multiple days and involves people with a shared interest, especially one held regularly by an association or organization. 5. Employee Recruitment/Interview – only intended for non-employee policy. Global audit rule exists to prevent usage on employee policy. 6. Field Research - the collection of data outside a laboratory, library, or workplace setting. 7. Field Trip – triggers group travel guidelines, typically includes travelling with students. 8. Meeting – in person gathering of two or more people outside of the local area to achieve a common goal/business purpose, such the members of a committee. Typically includes multiple expense types (example: air travel, mileage, overnight stay)

Field Name	Description
	9. Mileage/Parking Only – intended for mileage, parking, tolls for day trip (not overnight) such as travelling to local or a satellite location. May be reoccurring. 10. Other – selected when no other category applies. 11. Presentation – intended for speakers that travel to another location to participate or present a topic. 12. Professional Development – targeted training session, career training, continuing education, classes/workshops not part of a conference. 13. Recruiting – athletics, student, outreach or other. 14. Unintended Transaction – a non-travel related credit card expense which must be reconciled within Concur. Typically, the incorrect payment method was selected by mistake.
If Faculty, is class covered?	Only Required for Faculty. Select from the drop-down list.
Personal Date of Travel	Enter all dates which are personal. If none, place NA in field.
Destination City/State	If you anticipate travelling to more than one city and/or country, enter where you plan to spend the majority of your travel time.
Final Destination Country	The country will pre-populate based on the destination city selected.
Are you traveling to a banned state?	Select “No” from drop-down list unless travel was prior to the date the ban was repealed (9/14/23). This option will be removed beginning in FY24.
Are you traveling with students?	Select from the drop-down list.
Chartfield	Chartfield String will pre-populate based on your dept. If necessary, changes can be made by traveler or approver.

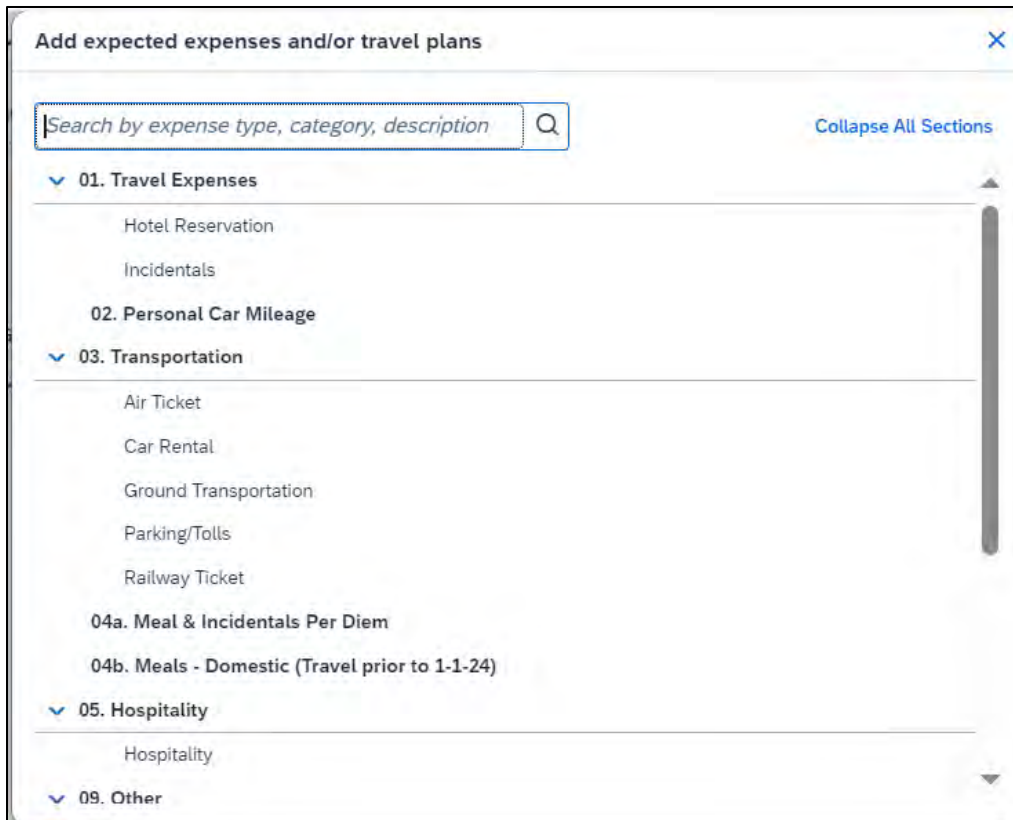
Adding Projected Expenses to Travel Request

1. The Expected Expenses page will display. Select **"Add"**. At least one projected expense must be added to submit the request.



The screenshot shows the SAP Concur interface for managing a travel request. At the top, there are tabs for 'Manage Requests' and 'Process Requests'. Below the tabs, there is a breadcrumb trail: 'Home / Requests / Manage Requests /'. A 'Submit Request' button is highlighted in blue. To its right are 'Copy Request' and 'Delete Request' buttons. Below these buttons, there is a status bar showing 'Not Submitted | Request ID: DGVD'. A dropdown menu is open, showing 'Request Details', 'Print/Share', and 'Attachments'. Below the dropdown, there is a section titled 'EXPECTED EXPENSES'. In this section, there is an 'Add' button with a plus icon, which is highlighted by a red arrow. To the right of the 'Add' button are 'Edit', 'Delete', and 'Attachments' buttons. Below the 'Add' button, there is a message: 'No Expected Expenses. Add expected expenses and/or travel plans to this request to submit for approval.'

2. From the drop-down list, select the appropriate category to best project expenses for your travel or using the search function.



The screenshot shows a dialog box titled 'Add expected expenses and/or travel plans'. At the top right of the dialog is a close button (X). Below the title bar, there is a search bar with the placeholder text 'Search by expense type, category, description' and a magnifying glass icon. To the right of the search bar is a link that says 'Collapse All Sections'. Below the search bar, there is a list of expense categories, each with a dropdown arrow to its left. The categories are: '01. Travel Expenses', '02. Personal Car Mileage', '03. Transportation', '04a. Meal & Incidentals Per Diem', '04b. Meals - Domestic (Travel prior to 1-1-24)', '05. Hospitality', and '09. Other'. Each category has a list of sub-items: 'Hotel Reservation' and 'Incidentals' under '01. Travel Expenses'; 'Air Ticket', 'Car Rental', 'Ground Transportation', 'Parking/Tolls', and 'Railway Ticket' under '03. Transportation'; and 'Hospitality' under '05. Hospitality'.

3. Continue to **“Add”** expenses until the request reflects the full anticipated cost for the trip that the traveler is seeking to be paid by the university. Enter meaningful estimates for the expense. Note: If the budget is limited, please make sure your travel request clearly describes the limitation.

Air Ticket Expense

The screenshot shows the SAP Concur 'New Expense: Air Ticket' form. The form is titled 'New Expense: Air Ticket' and has 'Save' and 'Cancel' buttons at the top right. Below the title, there are tabs for 'Round Trip', 'One Way', and 'Multi City'. The 'Outbound' section has fields for 'From', 'To', 'Date' (03/20/2024), 'Depart at' (hh:mm A), and 'Comment'. The 'Return' section has fields for 'Date' (03/23/2024), 'Depart at' (hh:mm A), and 'Comment'. At the bottom, there is an 'Amount' field and a 'Currency' dropdown (US, Dollar). The form also has 'Save' and 'Cancel' buttons at the bottom left.

1. Select Round Trip, One Way or Multi City. (optional)
2. Enter the **“From”** and **“To”** locations in the Outbound section. If round trip, populate the Return section also. (optional)
3. Enter Outbound and Return flight **“Date(s)”** and **“Depart at”** times. (optional)
4. Enter total airfare **“Amount”**.
5. Add **“Comments”** as necessary.
6. Select **“Save”** to add the expense to your Travel Request form.

Meals

New Expense: 04a. Meal & Incidentals Per Diem

Travel Start Date * 03/20/2024

Travel End Date * 03/23/2024

Destination *

of Personal Days for Meal Reduction * 0

Amount - Will automatically calculate when you hit save. *

Currency * US, Dollar (USD)

Comments To/From Approver/Processors

Save Cancel

1. The destination should carry in from the header, but if the destination is different, enter the **“Destination”**.
2. If appropriate, enter the personal (# of days) for reduction. **Reason...**
3. Enter **“Comments”** if necessary. (optional)
4. Select **“Save”**. The system will calculate the max M&I based on destination and dates of travel.

Hotel Reservation Expense

New Expense: Hotel Reservation

Check-In

Travel Start Date 03/20/2024

City *

Check-Out

Travel End Date 03/23/2024

Comment

Maximum Nightly Rate * \$

Over Rate Comment

Amount * Currency * US, Dollar

Save Cancel

1. Enter Check-In date in the **“Travel Start Date”** and Check-Out date **“Travel End Date”** fields. (optional)
2. Enter or select the lodging **“City”**. (optional)
3. Relevant notes can be provided in the **“Comment”** field.
4. Enter the **“Maximum Nightly Rate”** (\$325 for domestic).
If requesting an exception, enter the reason in the **“Over Rate Comment”** field.
5. Enter the anticipated **“Amount”** for the lodging.

6. Currency will default to US Dollar.
7. Select **“Save”** at the bottom or upper right to add the expense to your Travel Request form.

Car Rental Expense

The screenshot shows the 'New Expense: Car Rental' form in SAP Concur. The form is titled 'New Expense: Car Rental' and has a 'Save' button at the top right. Below the title, there are two tabs: 'Manage Requests' and 'Process Requests'. The 'Process Requests' tab is selected. The form includes the following fields:

- Pick-up:** A dropdown menu for 'City'.
- Travel Start Date:** A date field showing '03/20/2024'.
- Drop-off:** A date field for 'Travel End Date' showing '03/23/2024'.
- Comments:** A text area with a character count of '0/2000'.
- Amount:** A text input field.
- Currency:** A dropdown menu showing 'US, Dollar'.

There are 'Save' and 'Cancel' buttons at the bottom left of the form.

1. Enter the **“City”** where you plan to pick up the car. (optional)
2. Select the **“Travel Start Date”**. (optional)
3. Select the **“Travel End Date”** for when you plan to drop off the car. (optional)
4. Type **“Comments”** as necessary (optional).
5. Enter the anticipated **“Amount”** for the car rental.
6. Currency will default to US Dollar.
7. Select **“Save”** to add the expense to your Travel Request form.

Hospitality Expense

The screenshot shows the 'New Expense: Hospitality' form in SAP Concur. The form is titled 'New Expense: Hospitality' and has a 'Save' button at the top right. Below the title, there are two tabs: 'Manage Requests' and 'Process Requests'. The 'Process Requests' tab is selected. The form includes the following fields:

- Travel Start Date:** A date field showing '03/20/2024'.
- Travel End Date:** A date field showing '03/23/2024'.
- Amount:** A text input field.
- Currency:** A dropdown menu showing 'US, Dollar (USD)'.
- Comments To/From Approvers/Processors:** A text area with a character count of '0/2000'.

There are 'Save' and 'Cancel' buttons at the bottom left of the form.

1. Travel Start Date and Travel End Date automatically populate.
2. Enter **“Amount”**.
3. Add the description and business purpose for the hospitality to the **“Comments”** field.

Expense Allocations

1. When adding expenses, the **“Allocate”** feature can be selected to designate different chartfields for expenses if there is a need to split the funding of a travel transaction.

SAP Concur Requests

Manage Requests Process Requests

Home Requests / Manage Requests / test LV trip / New Expense: Hospitality

New Expense: Hospitality

Allocate Save Cancel

Travel Start Date * 03/20/2024 Travel End Date * 03/23/2024

Amount * Currency * US Dollar (USD) X

Comments To/From Approvers/Processors 0/2000

Save Cancel

2. Select the **“Add”** button to add the first chartfield string.

SAP Concur Requests

Allocate

Expense: 1 \$0.00

Percent Amount

Amount \$0.00 Allocated 100% Remaining 0% \$0.00

Default Allocation

Code COCU-48501-1149

Amount USD \$0.00

Allocations (0)

Add Edit Remove Save as Expense

Add new allocation

Cancel Save

3. Select the Chartfield String, then select **"Save"**. Only chartfields with an asterisk (*) are required.

Add Allocation

+ New Allocation ★ Favorite Allocations

* Required field

Business Unit * 2
(COCSU) COCSU - CSU Office of the Chancellor X v

Fund * 3
(48501) 48501 - CSU OPERATING-GENERAL SUPPORT X v

Department * 4
(1149) 1149 - MGMT & ACCTG PRACTICES OFFICE X v

Program 2
v

Cancel Save

4. Add all desired chartfield distributions and you will notice that they are automatically evenly distributed. Change the distribution percentage or choose to allocate it by amount using the button in the upper left. Once finished specifying the allocations, select **"Save"**.

Allocate

Expenses: 1 \$500.00

Amount: \$500.00 Allocated \$500.00 Remaining \$0.00 0%

Default Allocation

Code: COCSU-48501-1149

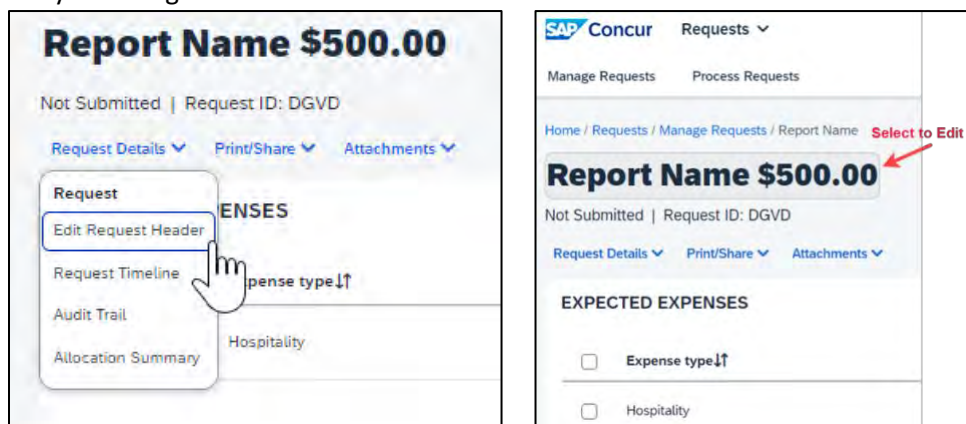
Allocations (2)

☐	Business Unit	Fund	Department	Program	Class	Project	Code	Percent %
☐	COCSU - CSU Office of the Chancellor	48109 - CO-PRE DOCTORAL	1149 - MGMT & ACCTG PRACTICES OFFICE				COCSU-48109-1149	50
☐	COCSU - CSU Office of the Chancellor	48501 - CSU OPERATING-GENERAL SUPPORT	1149 - MGMT & ACCTG PRACTICES OFFICE				COCSU-48501-1149	50

Cancel Save

Edit Request Header

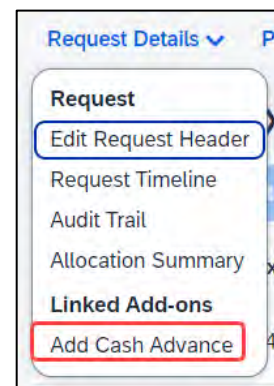
1. To edit the Request Details, select the **"Request Details"** drop-down menu, then **"Edit Request Header"** or by selecting the title.



Cash Advance

In most cases a travel advance is no longer needed as many travelers should have a Concur Travel card. However, cash advances will still be available in exceptional cases (specifically for team/competitive travel) and may be entered on the travel request. To be eligible to request a cash advance an approval from the Accounts Payable **{Travel Department}** department is needed. Your Concur settings must be updated to reflect this option by your campus Concur Admin.

1. To request a Cash Advance in Concur, you must email **{Travel Email Address}** to add the Cash Advance option in your Concur. The travel group will email to let you know when you have access (please give 24-48 for access).
2. Once you receive an email response confirming access to create a cash advance, from the Concur Home page open the Travel Request.
Note: If one has not been created, proceed to the **Create a Travel Request** section.



3. Navigate to **Request Details** drop-down menu and select **"Add Cash Advance"**.
4. Enter the **"Cash Advance Amount"** and reason for advance. Select **"Save"**. This will add the cash amount to the request.

Note: If you do not have a Travel Card, and are eligible, fill out the appropriate campus request form and allow 2 weeks for delivery. Allow yourself enough time to obtain the card before your travel dates.

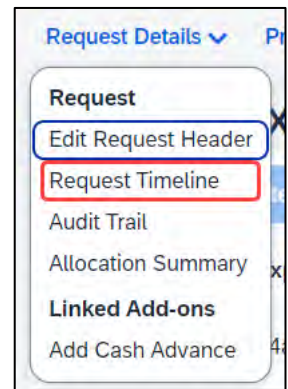
Request Timeline

This timeline will display the approval workflow and identify the steps which have been completed or are outstanding.

1. Navigate to **Request Details** drop-down menu and select **“Request Timeline”**.

Once a request is submitted, the request will route in the following order: **{Adjust Based on Campus workflow}**

1. The employee’s supervisor.
2. The report will route to the cost object approver(s) or those names identified in the Delegation of Authority (DOA) as approvers. DOA approvers are based on the chartfield entered on the Request Header tab as well as any additional chartfield allocated at the individual line item level on the Expenses tab.
3. If international travel or other additional review is specified for the request, those approvers will review. This includes campus approvers or Chancellor’s Office Risk Management for war risk countries.

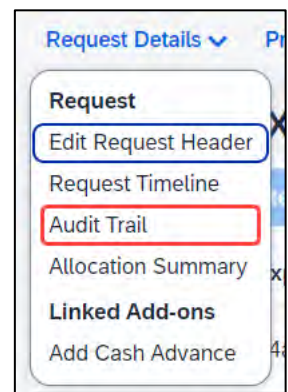


Audit Trail

The audit trail will display the timestamps of certain actions taken on the travel request.

4. Navigate to **Request Details** drop-down menu and select **“Audit Trail”**.
5. The date/time of the approvals and the approver names will display.

Audit Trail			
24/09/03-05 P2P 5			
Request Level			
Date/Time	Updated By	Action	Description
08/12/2024 3:05 PM	Concur System	Approval Status Change	Status changed from Pending Admin Approval to Auto Approved Comment: This step was skipped as it did not include a Cash Advance.
08/12/2024 3:05 PM	Concur System	Approval Status Change	Status changed from Pending War Risk Approval to Auto Approved Comment: This step was skipped as it is not for travel to a War Risk country.
08/12/2024 3:05 PM	Concur System	Approval Status Change	Status changed from Pending Exception Approval to Auto Approved Comment: This step was skipped as it was not International Travel.
08/12/2024 3:05 PM	Concur System	Approval Status Change	Status changed from Pending "Reports To" Approval2 to Auto Approved Comment: Skipping approval step since this approver has already approved the request.
08/12/2024 3:05 PM	Concur System	Approval Status Change	Status changed from Pending Cost Object Approval to Approved
08/12/2024 3:05 PM		Approval Status Change	Status changed from Pending Cost Object Approval to Auto Approved Comment: Skipping cost object approval step since the cost object approver has already approved the report PRACTICES OFFICE (CO-COCSU-48501-1149)
08/12/2024 3:05 PM		Approval Status Change	Status changed from Submitted & Pending "Reports To" Approval1 to Approved
08/12/2024 3:05 PM		Confirmation Agreement Acceptance	*CSU-Request Approver Agreement
08/12/2024 2:51 PM		Approval Status Change	Status changed from Submitted to Submitted & Pending "Reports To" Approval1



Allocation Summary

If a line has an allocation, the Allocation Summary will display in the Request Details menu. Using this option will display a summary of any chartfield splits that might have been added to the request expenses.

1. Navigate to **Request Details** drop-down menu and select **“Allocation Summary”**.

Allocation Summary

Report Name: 9500.00

The sum of allocation amounts may not exactly match the expense amount due to rounding.

Code	Amount
COC5U-48501-1149	\$250.00
COC5U - CSU Office of the Chancellor - 48501 - CSU OPERATING-GENERAL SUPPORT - 1149 - MGMT & ACCTG PRACTICES OFFICE	0
COC5U-48109-1149	\$250.00
COC5U - CSU Office of the Chancellor - 48109 - CG-PRE DOCTORAL - 1149 - MGMT & ACCTG PRACTICES OFFICE	0

Close

Request Details ▾

Request

- Edit Request Header
- Request Timeline
- Audit Trail
- Allocation Summary
- Linked Add-ons
- Add Cash Advance

Print/Share

From the Print menu, select the **“CSU-Request Printed Report”** option to save the travel request summary as a PDF or share as deemed necessary. Attachments are not included as part of this saved report. If attachments are needed, save the attachments separately.

Note: Reports in Concur will be retained in the system according to CSU retention guidelines. Printing or saving in duplicate is optional and in most cases is not necessary.

Request Details ▾ Print ▾ Attachments ▾

EXPECTED EXPENSES

*CSU-Request Printed Report

Add Edit Delete Allocate

Attachments

The Attachments > Attach Documents menu option launches window to browse then **“Upload and Attach”** files that support the trip request (use the button to search). Documents may include a conference registration showing location/dates of trip, or an itinerary for international travel, or any other support document that is helpful to have on hand for approvers.

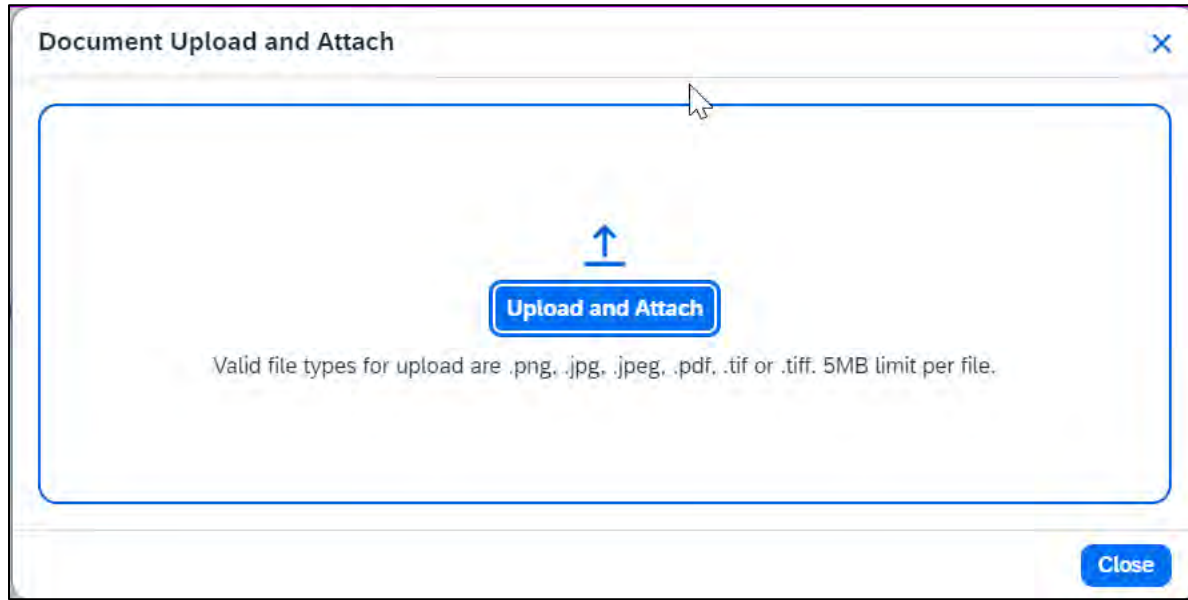
Request Details ▾ Print ▾ Attachments ▾

EXPECTED EXPENSES

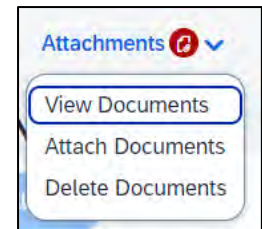
Attach Documents

Add Edit Delete Allocate

1. Valid file types are specified in the window and are pdfs or image files (.png, .jpg or .jpeg, .pdf, etc). Note that there is a 5MB limit.



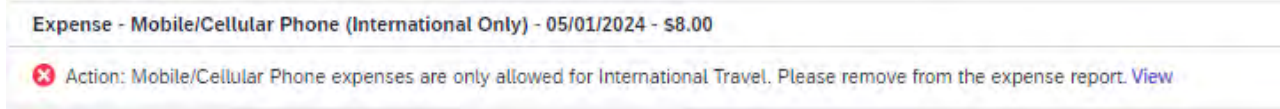
2. Select **“Close”** once files have been uploaded.
3. Once documents have been uploaded, the Attachments menu displays a small red image to identify that the request has document attachments. The menu changes to have three options – View Documents, Attach Documents and Delete Documents which can be used to update or remove previously uploaded attachments. *Note: Documents cannot be removed once the Request is submitted or Approved, however, documents can be added at any time.



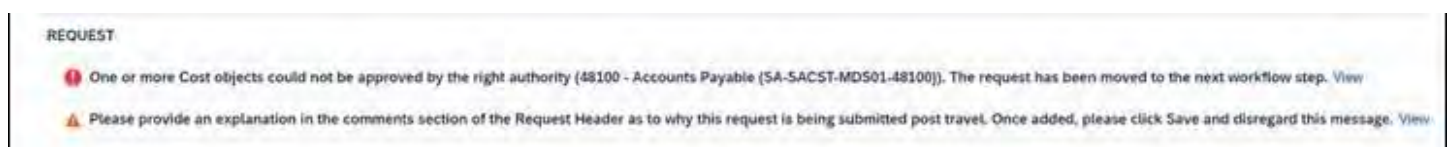
Alert Types

Alerts are messages triggered by certain elements of your trip. There are different types of alerts.

1. **HARD STOP:** If an alert displays in **red**, it is required. This means an action must be taken before a request or expense report can be submitted. Example of hard stop on expense report:

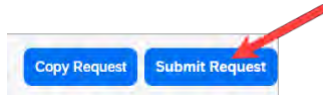


2. **WARNING:** A yellow/orange alert displays communication related to your trip components advising you to read and take action.
A yellow alert panel is a warning or information only. For example, an alert can communicate the need to add comments and explain the trip, or to attach files, etc. The alert count will change as requirements are met. Note: Most yellow warnings will not clear, however, they will not prevent you from submitting the Request.



Submitting Request for Approval

1. Once the travel request is complete, select the **“Submit Request”** button.



2. See example below of a submitted travel request with multiple lines.

A screenshot of a travel request interface. At the top, it says '24/09/03-06 Sonoma P2P \$1,074.46'. Below this, there's a 'REPORTS: 1' section showing 'Amount: \$955.74' and 'Remaining: \$181.90'. The main section is 'EXPECTED EXPENSES' with a table of items.

Alerts	Expense type	Details	Date	Amount	Requested
	Air Ticket	Santa Ana (SNA) - Santa Rosa (STS) : Round Trip	09/03/2024	\$236.20	\$236.20
	Hotel Reservation	Rohnert Park, California	09/03/2024	\$376.84	\$376.84
	Ground Transportation		09/03/2024	\$30.00	\$30.00
	Car Rental	Santa Rosa, California	09/03/2024	\$172.42	\$172.42
	04a. Meal & Incidentals Per Diem	Rohnert Park, California, UNITED STATES	09/03/2024	\$259.00	\$259.00
					\$1,074.46

Travel Request Types

International Travel

1. Travel to international destinations generally follow the same process for creating a travel request as a domestic trip, with a few deviations.
2. In the Request Header section, Trip Type should be designated as **“3-International”**.

A screenshot of a 'Trip Type' dropdown menu. The menu is open, showing options: '1-In-State', '2-Out-of-State', and '3-International'. A red arrow points to the '3-International' option.

Trip Type *

1-In-State

None Selected

1-In-State

2-Out-of-State

3-International

3. Request must have an attachment with an itinerary that communicates dates and points of destination. The Risk Management office will utilize this data to facilitate working with a traveler for necessary foreign travel insurance requirements and other necessary components for a trip.
4. All expenses should be noted in USD. In the Expense Report stage currency conversions are more relevant with actual expenses. The [OANDA Currency Converter](#) may be used in either instance.

Mileage Blanket

1. Blanket Travel Request for Mileage
2. Blanket mileage requests can be used for recurring activity for a given fiscal year. These mileage requests are intended to facilitate ongoing mileage reimbursement claims for employees performing supervisory responsibilities for campus student placements. An example of this would be driving throughout the state to observe and meet with student teachers/interns and mentor teachers.
3. Enter general information about the activity and note the time frame from August through May (academic year) or July through June (fiscal year). Note the Trip Purpose as **"Mileage Only"** and in the destination field select **"Multiple Locations (Mileage Only), CA"**.
4. Add relevant comments and select **"Create Request"**.

The screenshot shows the 'Create New Request' form with the following fields and values:

- Request Policy ***: *CSU-Request Policy
- Request/Trip Name ***: (empty)
- Trip Type ***: None Selected
- Travel Start Date ***: 07/01/2024
- Travel End Date ***: 06/30/2025
- Traveler Type ***: Faculty
- Trip Purpose ***: Mileage/ Parking Only
- If Faculty, is class covered?**: (empty)
- Personal Dates of Travel-If none enter NA ***: (empty)
- Destination City/State ***: Multiple Locations (Mileage Only), California
- Final Destination Country ***: UNITED STATES (US)
- Are you traveling to a banned state? ***: None Selected
- Are you traveling with students? ***: None Selected
- Business Unit ***: (COCSU) COCSU - CSU Office of the Chancellor
- Fund ***: (48501) 48501 - CSU OPERATING-GENERAL SUPPORT
- Department ***: (1149) 1149 - MGMT & ACCTG PRACTICES OFFICE
- Program**: (empty)
- Class**: (empty)
- Project**: (empty)
- Comments To/From Approvers/Processors**: (empty)

At the bottom right, there are 'Cancel' and 'Create Request' buttons. A character count '0/500' is visible next to the comments field.

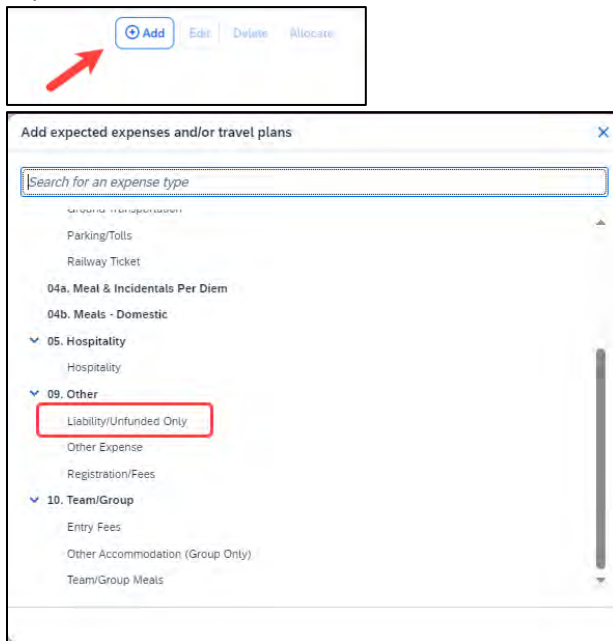
5. In the Expected Expenses section, select **"Add"**.
6. Select **"Personal Car Mileage"**.
7. In the New Expense window, enter the estimated mileage distance for the entire year. Prior year could be used as a reference point and should be adjusted for any known variances for a given year.
8. Select **"Save"**. Cost will automatically calculate once **"Save"** is selected.

Liability Only/Unfunded Travel Request

Travel with no funding from the campus, e.g. travel that is fully funded by outside sources or by the traveler needs to be evaluated for connection to University business. If directly connected to university business that supports campus mission, a travel authorization should be completed to communicate time away from campus. This will assist with campus duty of care objectives.

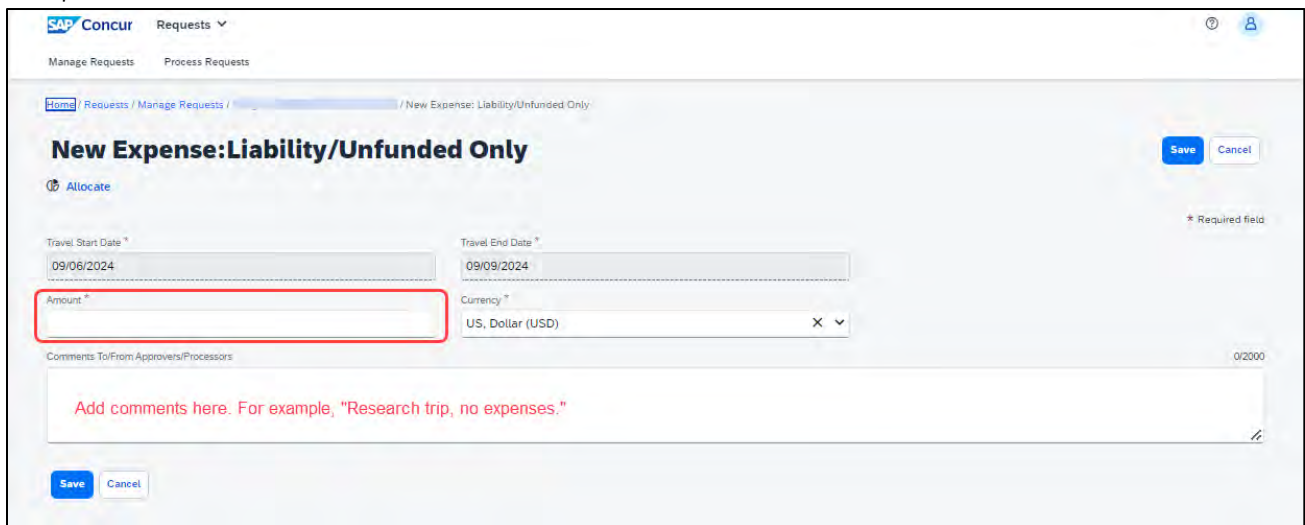
Note: Accepting travel gifts from a 3rd party may result in a conflict of interest (COI). [Please refer to further information about COI.](#)

1. Follow steps to [“Create a Travel Request”](#). Once trip details have been added to the travel request header, in the Expected Expenses section select **“Add”**, then select **“Liability/Unfunded”** from the expense list.



The screenshot shows a dialog box titled "Add expected expenses and/or travel plans". At the top, there are buttons: "Add", "Edit", "Delete", and "Allocate". A red arrow points to the "Add" button. Below the buttons is a search bar labeled "Search for an expense type". Under the search bar, there is a list of expense types. The list includes "Parking/Tolls", "Railway Ticket", "04a. Meal & Incidentals Per Diem", "04b. Meals - Domestic", "05. Hospitality", "09. Other", "10. Team/Group", and "Liability/Unfunded Only". The "Liability/Unfunded Only" option is highlighted with a red box.

2. Add \$0 to the **“Amount”** and make a note in the **“Comments”** field for reference.



The screenshot shows the SAP Concur "New Expense: Liability/Unfunded Only" form. The form has a header with "SAP Concur" and "Requests". Below the header, there are tabs for "Manage Requests" and "Process Requests". The main title is "New Expense: Liability/Unfunded Only". There are "Save" and "Cancel" buttons. The form includes fields for "Travel Start Date" (09/06/2024), "Travel End Date" (09/09/2024), "Amount" (highlighted with a red box), and "Currency" (US, Dollar (USD)). There is also a "Comments" field with the text: "Add comments here. For example, 'Research trip, no expenses.'".

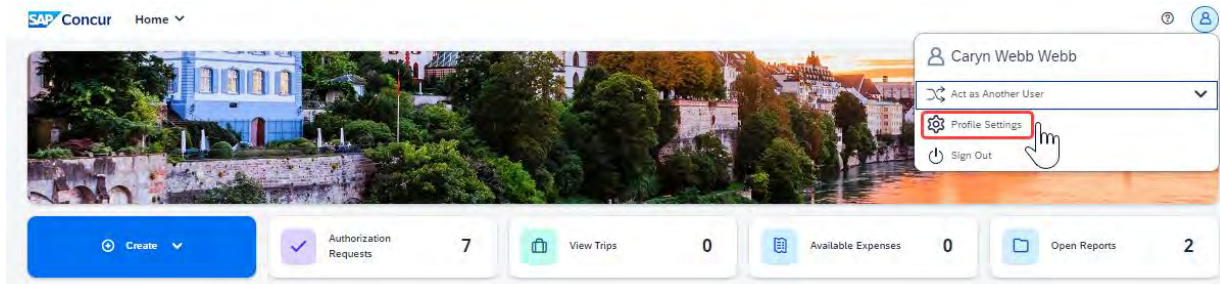
3. Once trip is approved and you are notified via email it is best to go back into Concur and follow the steps below for marking the request as [Closed/Inactivate Request](#). The request will close on day 61 post trip. Closed/Inactivate Request will prevent the traveler from receiving expense report notifications in relation to this request. Marking closed will reflect there are no expected expenses and will eliminate those expense report reminders.

Adding and Removing Delegates

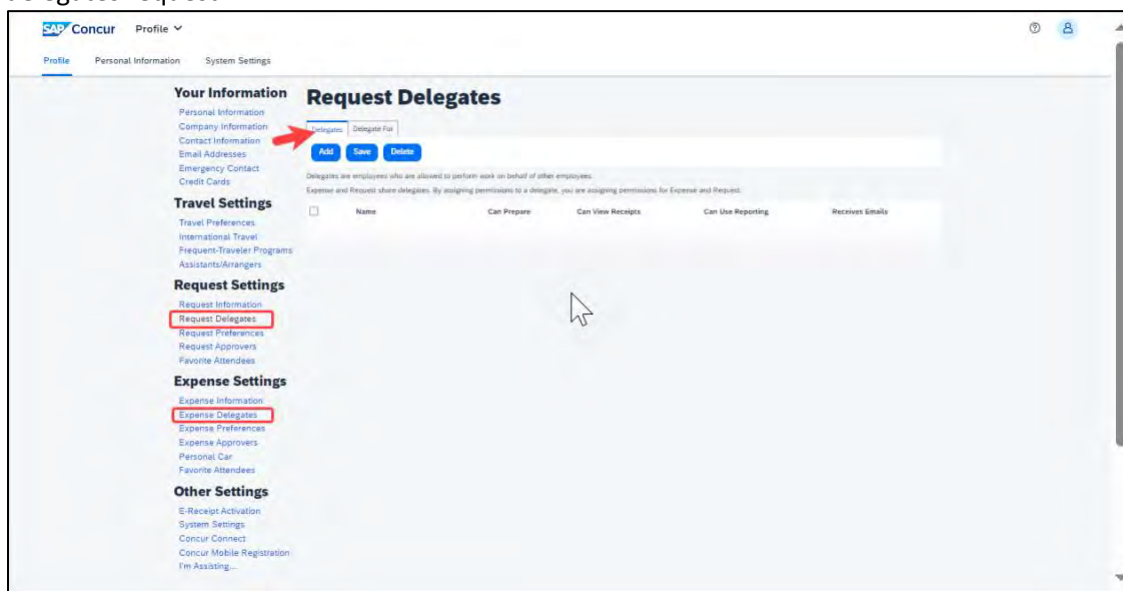
Adding a Delegate

There may be a time when you want another person to assist with requesting or processing travel. To delegate access to another person, complete the following steps:

1. Open your profile.



2. Using the left menu, then select the **“Delegates”** tab.
 - a. Navigate to **Request Delegates** or **Expense Delegates** to assign another employee rights to request travel or to process an expense report on your behalf. Note that delegating expense also delegates request.



3. Select **“Add”**, then begin to type the person’s email address, employee ID or name.
4. Select the correct name from the list.

- After selecting the name, enter checkmarks in the boxes to the right of the name to grant access.

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

Add Cancel

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

☐ Name	☐ Can Prepare	☐ Can View Receipts	☐ Can Use Reporting	☐ Receives Emails	☐ Can Approve	☐ Can Approve Temporary	☐ Can Preview For Approver	☐ Receives Approval Emails
☐ Heng, Eleanor eheng@calstate.edu	☒	☒	☐	☐	☐	☐	☐	☐

- To place a limit on the approval timeframe, use the **“Can Approve Temporary”** date fields. Approvers can delegate “preview” rights to a person of any level (approver or not). Note: Not all options may be available to all users. Delegate options are based on the individual user profiles access within Concur. For example, if an approver wants to delegate responsibility to another person, they must be designated in the Concur system as an approver.
- Continue adding names as needed.

Removing Delegation Rights

- Open your profile and select Profile Settings.

SAP Concur Profile

Profile Personal Information System Settings

Your Information

Personal Information
Company Information
Contact Information
Email Addresses
Emergency Contact

Request Delegates

Delegates Delegate For

Add Save Delete

Caryn Webb

Act as Another User

Profile Settings

Sign Out

- Using the left menu, then select the **“Delegates”** tab.
 - Navigate to **Request Delegates** or **Expense Delegates**.

- b. Select any names for which you want to remove access. Select **“Delete”**.

Request Delegates

Delegates Delegate For

Add Save Delete

Delegates are employees who are allowed to perform work on behalf of other employees.
Expense and Request share delegates. By assigning permissions to a delegate, you are assigning permissions for Expense and Request.

☐	Name	Can Prepare	Can View Receipts	Can Use Reporting	Receives Emails
☐	Heng, Eleanor eheng@calstate.edu	☒	☒	☐	☐

Delegate For Another Person

1. The **“Delegate For”** tab will display the individuals which have granted you Delegate access to their profile.
2. Select any names for which you want to remove access. Select **“Delete”**.

Request Delegates

Delegates Delegate For

Delete

This employee may act as a delegate for the listed employees.
Expense and Request share delegates. By assigning permissions to a delegate, you are assigning permissions for Expense and Request.

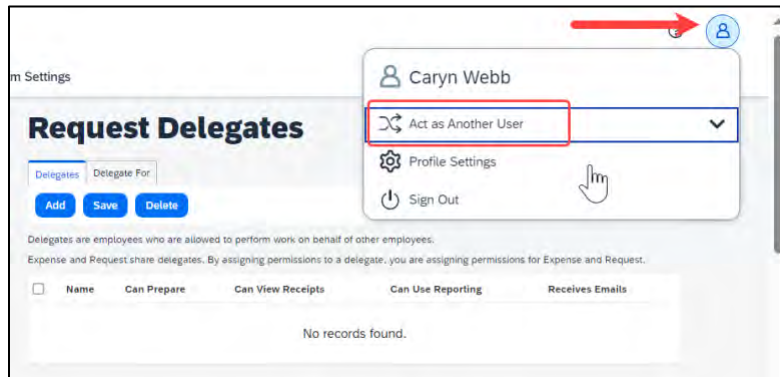
☐	Name	Can Prepare	Can View Receipts	Can Use Reporting	Receives Emails
No records found.					

Acting as a Delegate

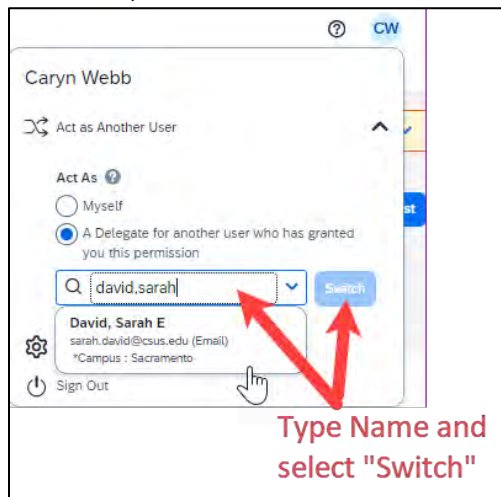
If you have been assigned to work as a delegate, your delegator will define which tasks you can complete, such as preparing reports or approving, etc.

To work as a delegate:

1. Select the **"Profile"** in the upper right.
2. Under **"Act as Another user"**.



3. Select the appropriate delegator's name from the drop down or type the name in the following format:
Last Name,First Name



4. Select **"Switch"** to begin working as the other person.
 5. Notice that the **Profile** menu now displays **Acting as** and displays the name of the employee who delegated their access.
-
6. You are now officially working on behalf of that person. Complete the normal processes for creating the request as noted in the section above, Creating a Travel Request.
 7. Once the request is built, the Delegate can use the **"Notify Employee"** button to let the traveler know the Request is ready to submit. **The Traveler must certify and submit their own travel request.**



8. To return to your own tasks, select **"Acting as"**, then select **"Myself"** and **"Switch"**.

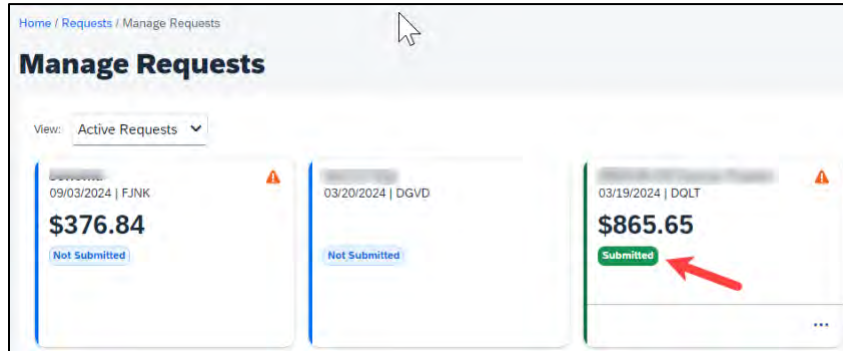
Edit or Remove a Submitted Request

If there is a need to revisit and alter a request, because dates, locations, or significant cost changes are necessary there are a few options.

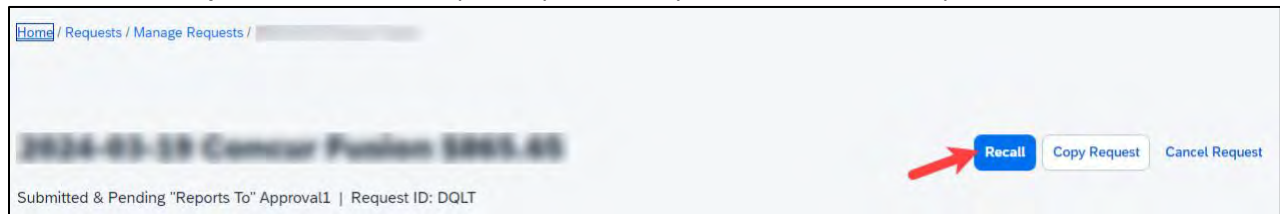
You cannot change or cancel a Request that has been submitted unless you Recall it first. You can only recall a request that is not in “Approved” status. If the request has been fully Approved, you will need to take different steps as noted below in Replacing a Request.

Recall a Request

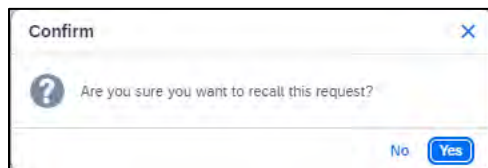
1. Select the Request Name that has been submitted from the Manage Requests page.



2. Select “Recall Report”. The “Recall Report” option is only available once the report is submitted.



3. Select “Yes” to confirm the Recall. The status of the request is updated to Sent Back to User.



4. Make any necessary changes, then select “Submit Request”.

Replacing a Request

This step is only needed in the case where a request has been fully approved and details have changed in such a way that the prior approved request is no longer valid.

1. On the Request Page, select to open the request you would like to copy.
2. Select “Copy Request”.



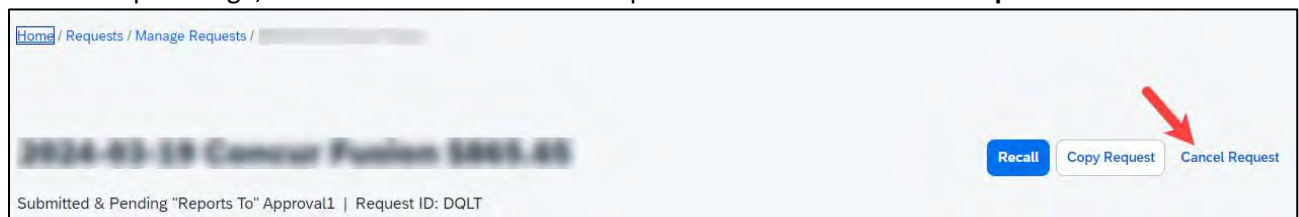
3. Enter a different **“New Request Name”** (so you can differentiate between old and new), enter the **“Starting Date”**, then select **“Expenses”** checkbox. This helps cut down on duplicative data entry if there are alike expenses between old and new. Select the **“Create New Request”** button to complete the process.

4. Make any necessary updates to the new request and **“Submit Request”** to submit for approval.

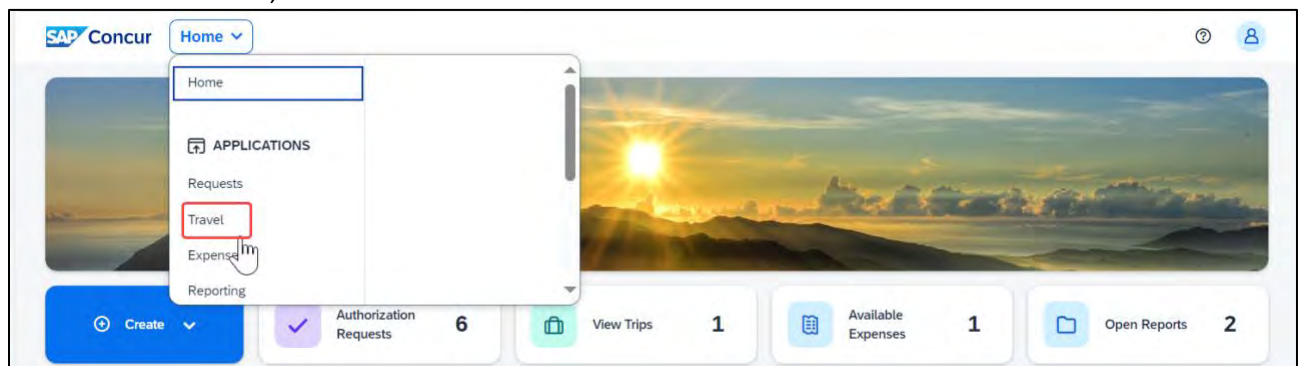
Cancel a Request

If a trip is canceled or elements have changed so significantly that you need to replace a request as noted in the prior section, please cancel the request by going back to the Requests tab and open the request.

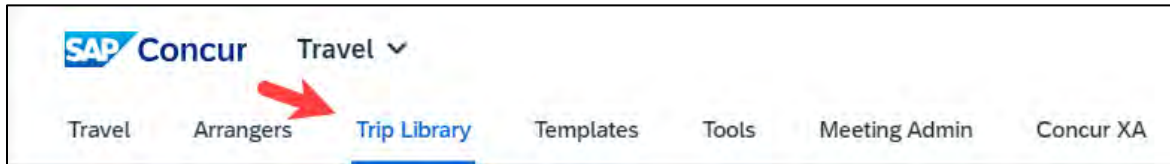
1. On the Request Page, select the **“More Actions”** drop-down and select **“Cancel Request”**.



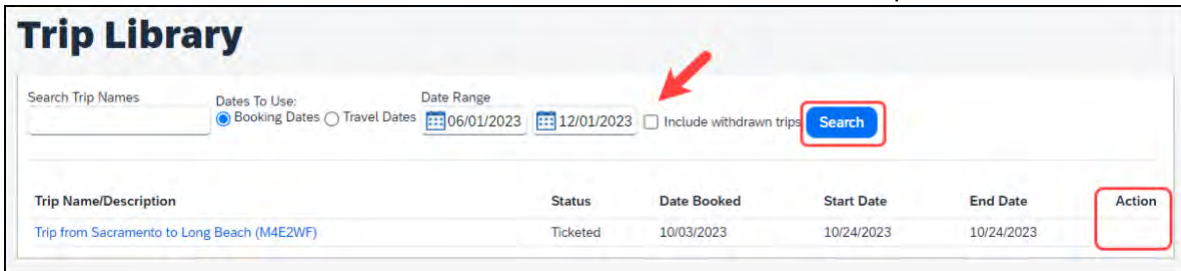
2. For travel reservations, refer to the Trip Library and make sure to cancel or change them based on the changed elements. They will be noted as cancelled/withdrawn after completion of this step. This will ensure the campus/employee does not incur unnecessary expenses for not canceling on time.
3. From the Home Menu, select **“Travel”**.



- Using the Navigation menus across the top, select **“Trip Library”**.



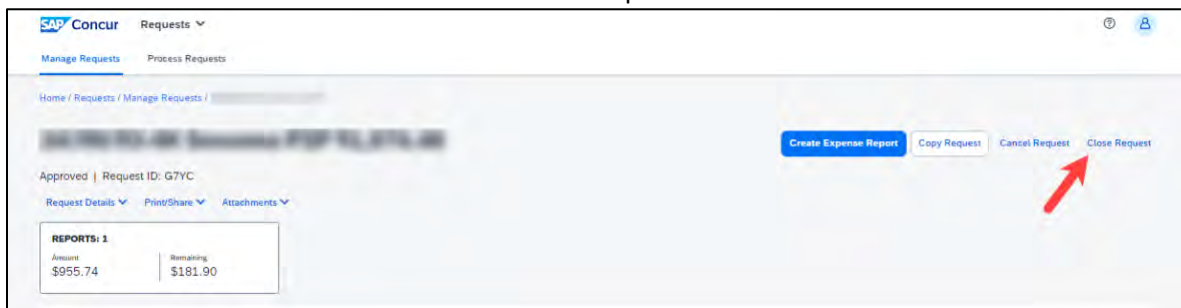
- Select the date range, select **“Cancel”** under the Action column. Check the **“Include Withdrawn Trips”** checkbox and select **“Search”** to see all travel itineraries and withdrawn trips.



Closing/Inactivating a Request

The system will automatically close open travel requests 61 days after a trip is complete. Reminder, Expense Reports need to be submitted within 60 days from travel end date. If all relative expenses have been submitted a user can manually close/inactivate the request. This is not a required step.

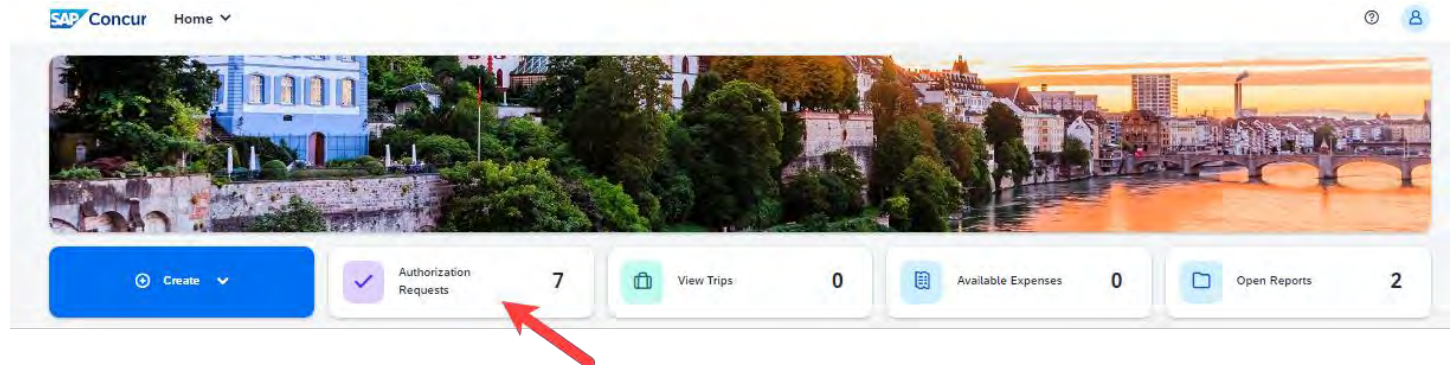
- Select the Request tab, selecting the specific request and select the **“Close Request”**. This option is context sensitive. It will not be visible if it is not an option.



- The difference between this status and cancellation is that cancellation signals a true recall of an anticipated trip. Closing/inactivating means the trip is complete. If by chance an expense needs to be submitted after a request is closed, please reach out to the Accounts Payable/Travel {Department Name} team for assistance.

Approving a Travel Request

The approver will see requests awaiting approval under Authorization Requests on the Concur home page. Trip elements cannot be booked until approval occurs.



1. Select the Request you wish to approve by selecting the **Request Name**.
2. Review the **Request Header** and the **Expense Summary** tabs. Things to consider:
 - a. Review destination and see if high hazard destinations are noted.
 - b. Take note of any personal days and consider that estimated costs are prorated accordingly (i.e. daily meal allowances, incidentals, etc.).
 - c. Review attachments to obtain further information about purpose of trip.
 - d. Review all expenses for reasonableness and completeness.
3. There are three approval options:
 - a. **Approve** – approve the Request
 - b. **Approve & Forward** – Approve and Forward the Request for additional approval. In the User-Added Approver box, type in the last name of the approver and select from the dropdown box. You can only select users who are already designated as approvers in the system.
 - c. **Send Back Request** – Return the Request to the traveler. Use the Comment field in the Send Back Report window to explain the reason the report is being returned, then select OK.

Once Travel Requests have been acted on by the approver, notification regarding the status will be sent to the traveler (and delegate if opted into notifications) and the status will be noted on the traveler’s **Manage Requests** page.



EXPENSE REPORTS

Creating an Expense Report

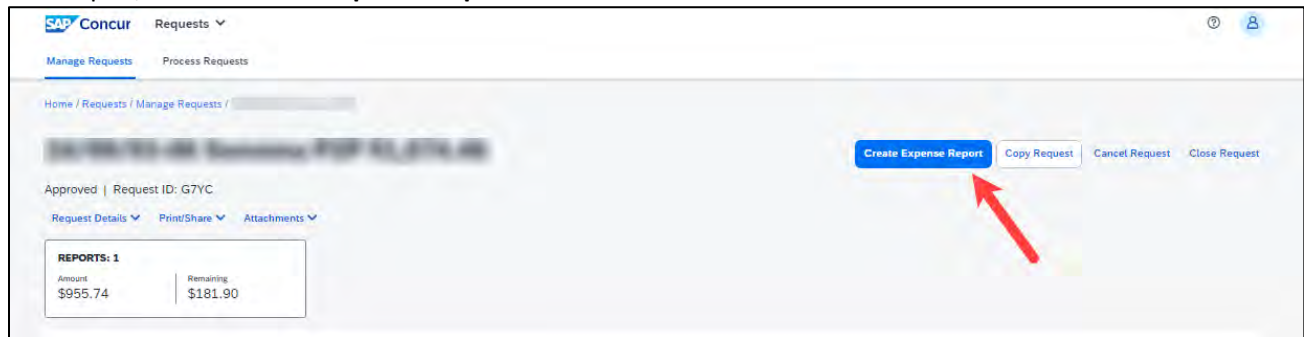
All CSU related travel for faculty and staff must have an approved Travel Request before an expense report can be created.

Per CSU Travel Procedures, Section IX; A ***"Travel Expense Claim must be submitted to the campus Travel Reimbursement office 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."***

Please be aware Approved Travel Requests will automatically close on day 61 after the travel end date. In order to submit a late expense report, the request will have to be re-opened. The request will not be re-opened until exception approval has been obtained from Division VP and CFO.

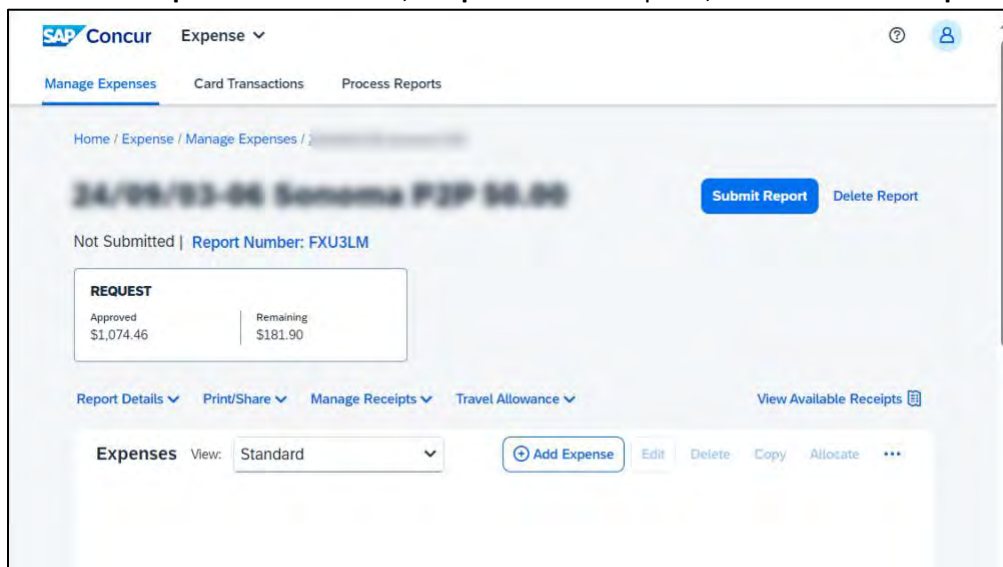
Expense Report from Approved Travel Request

1. From the Home Menu, select **"Requests"**.
2. Select the approved tile for the trip to be sourced to an expense report.
3. Once open, select **"Create Expense Report"**.



Report Header

All the header details from the request are brought to the expense report header. If you need to edit the details, select the **"Report Details"** menu, **"Report Header"** option, or select on the **Report Number**.

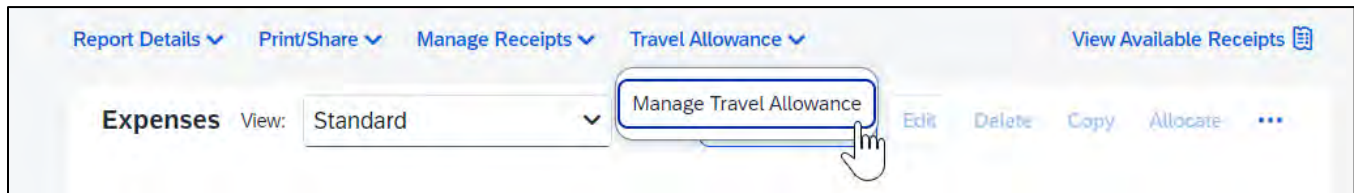


Travel Allowances

All *employee* expense reports require a travel allowance if requesting meal and incidental reimbursement. This step is done first to represent all your meals for the travel days.

In the open expense report, navigate to the right of the Report Details menu and select **Travel Allowance > Manage Travel Allowance**.

*Note: All employee expense reports require a travel allowance to expense meals and incidentals.



Booking through Concur or our designated Travel Management Company (TMC) streamlines this process.

Importing the Travel Itinerary

1. If the traveler booked via Concur or the TMC, on the “**Create New Itinerary**” option, then select “**Import Itinerary**”.

A screenshot of a web application window titled 'Travel Allowances For Report: 24/09/03-06 Sonoma P2P'. The window has a tabbed interface with three tabs: 'Create New Itinerary' (active), '2 Available Itineraries', and '3 Expenses & Adjustments'. Under the 'Create New Itinerary' tab, there is a section 'Itinerary Info' with a text input for 'Itinerary Name' and a dropdown for 'Selection'. Below this are three buttons: 'Add Stop', 'Delete Row', and 'Import Itinerary'. The 'Import Itinerary' button is highlighted with a blue border and a mouse cursor. Below the buttons is a table with columns 'Departure City', 'Arrival City', and 'Arrival Rate Location'. The table is currently empty, with the text 'No Itinerary Rows Found' displayed. To the right of the table is a section titled 'New Itinerary Stop' with input fields for 'Departure City', 'Date', 'Time', 'Arrival City', 'Date', and 'Time'. At the bottom right of the 'New Itinerary Stop' section is a 'Save' button. At the very bottom of the window are three buttons: 'Go to Single Day Itineraries', 'Next >>', and 'Cancel'.

2. Locate the itinerary and import, then select the appropriate itinerary and navigate to the Adjusting Allowances section.

Travel Allowances For Report: 24/09/03-06 Sonoma P2P

Create New Itinerary (1) Available Itineraries (2) Expenses & Adjustments (3)

Itinerary Info

Itinerary Name: [] Selection: []

Add Stop Delete Rows Import Itinerary

Departure City: []

No Itinerary Rows Found

Select trips and charges to use to create this itinerary

	Description	Start Date	End Date
☐	Trip from Santa Ana to Santa Rosa (8NPS9N)		

Import Cancel

Save

Go to Single Day Itineraries Next >> Cancel

Entering the Travel Itinerary

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

Travel Allowances For Report: 24/09/03-06 Sonoma P2P

Edit Itinerary (1) Available Itineraries (2) Expenses & Adjustments (3)

Itinerary Info

Itinerary Name: 24/09/03-06 Sonoma P2P Selection: []

Add Stop Delete Rows Import Itinerary

	Departure City	Arrival City	Arrival Rate Location
☒	Santa Ana, California	Santa Rosa, California	SONOMA COUNTY, US-C...
☐	Santa Rosa, California	Santa Ana, California	ORANGE COUNTY, US-C...

View Itinerary Stop

Departure City: Santa Ana, California

Date: [] Time: 12:57 PM

Arrival City: Santa Rosa, California

Date: [] Time: 02:36 PM

Save

Go to Single Day Itineraries Next >> Cancel

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

3. If the traveler booked through an external travel agency or online (outside of Concur), add New Itinerary Stops for every location you went to (i.e. spent the night). There is no need to add a stop for a layover unless it is overnight. All fields are required.
4. Select **"Add Stop"** as needed.

Travel Allowances For Report: [Redacted]

Create New Itinerary | Available Itineraries | Expenses & Adjustments | Reimbursable Allowances Summary

Itinerary Info

Itinerary Name: [Redacted] Selection: [Redacted]

Add Stop | Delete Rows | Import Itinerary

☐ Departure City: [Redacted] Arrival City: [Redacted] Arrival Rate Location: [Redacted]

No Itinerary Rows Found

New Itinerary Stop

Departure City: [Redacted]

Date: [Redacted] Time: [Redacted]

5. Once all overnight destinations are reflected in your itinerary then select **"Next"**.

Travel Allowances For Report: 24/09/03-06 Sonoma P2P

Edit Itinerary | 2 Available Itineraries | 3 Expenses & Adjustments

Itinerary Info

Itinerary Name: 24/09/03-06 Sonoma P2P Selection: [Redacted]

Add Stop | Delete Rows | Import Itinerary

☐	Departure City	Arrival City	Arrival Rate Location
☒	Santa Ana, California	Santa Rosa, California	SONOMA COUNTY, US-C...
☐	Santa Rosa, California	Santa Ana, California	ORANGE COUNTY, US-C...

View Itinerary Stop

Departure City: Santa Ana, California

Date: [Redacted] Time: 12:57 PM

Arrival City: Santa Rosa, California

Date: [Redacted] Time: 02:36 PM

Validate all overnight destinations are reflected in your itinerary, then select

Save

Go to Single Day Itineraries | **Next >>** | Cancel

Adjusting Allowances

1. A row for each day displays so you can select more details.
2. To exclude an entire day as personal, select the checkbox at the left.
 - a. Meal rates will be reduced to 75% for first/last day travel and days in between will reflect the full per diem rate. For itineraries including personal days of travel for the first or last day, please consult your campus with appropriate steps to complete per diem.
3. Select the checkbox below Breakfast, Lunch, and/or Dinner whenever the meal is provided.

4. Any selected meals will be deducted from the allowance the traveler receives. The allowance value at the right reflects this adjusted amount.

Travel Allowances For Report: [redacted]

1 Create New Itinerary 2 Available Itineraries Expenses & Adjustments

Show dates from [] to [] Go

Exclude	All	Date/Location	Meals Rate	Breakfast Provided	Lunch Provided	Dinner Provided	Allowance
☐	☐	[lock icon] Santa Rosa, California	\$55.50	☐	☐	☐	\$55.50
☐	☐	[lock icon] Santa Rosa, California	\$74.00	☒	☒	☐	\$39.00
☐	☐	[lock icon] Santa Rosa, California	\$74.00	☒	☒	☐	\$39.00
☐	☐	[lock icon] Santa Rosa, California	\$55.50	☒	☒	☐	\$20.50

To exclude an entire day as personal, select the checkbox.

Meal rates will reflect full per diem or the first/last day rate.

Select the checkbox when a meal is provided.

If the checkbox is selected, meals will be deducted from the allowance the traveler receives.

<< Previous Create Expenses Cancel

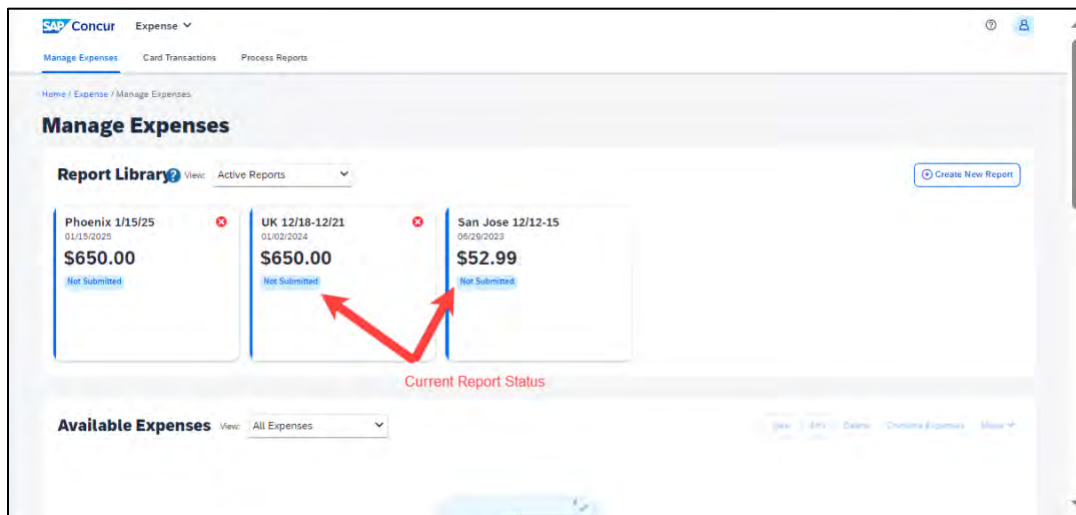
5. When finished, select **“Create Expenses”**. Expenses will then be automatically added to the Expense Report. Once created, expense lines can be deleted, however, amounts cannot be altered. To reduce the report total, if needed, add a negative amount using the Expense Type: Reduction.

[redacted]

<< Previous Create Expenses Cancel

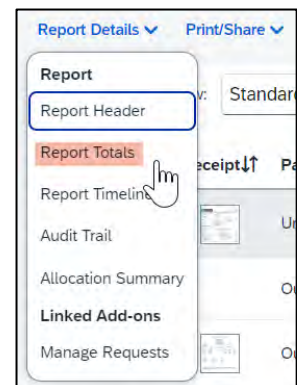
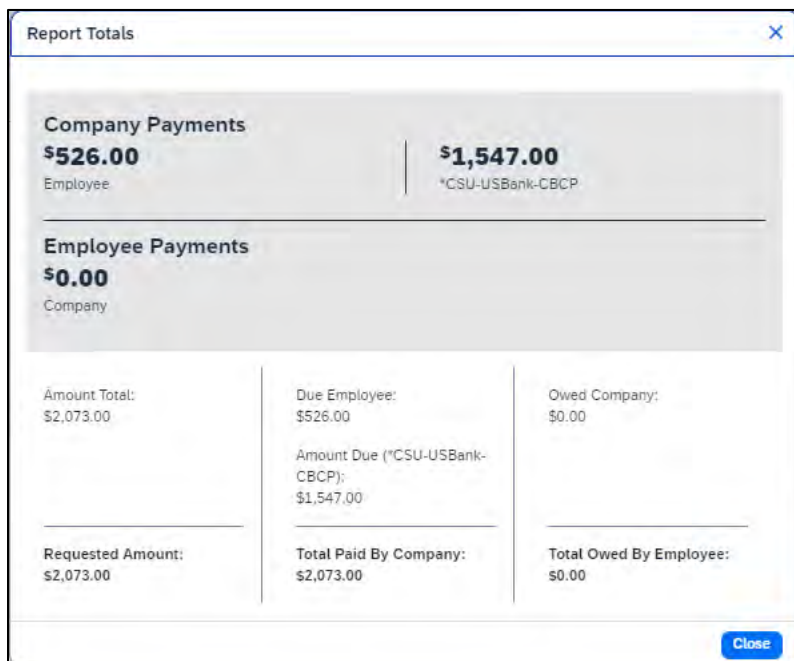
Report Details

Using the **Expense > Manage Expense** navigation option displays the Expense Report library where expense reports and their current status are visible. Drill further by opening the report and utilizing the Report Details menu.



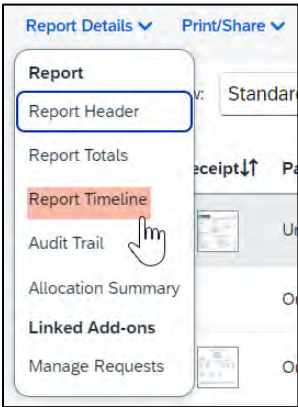
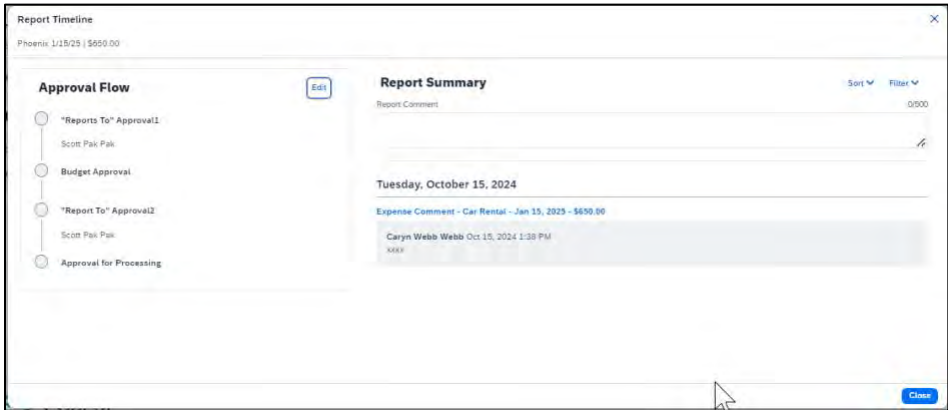
Report Totals

After adding expenses to the report, use this option to view the amount the traveler owes or what is due to the traveler from the university, and what has been paid to the credit card company by the university.



Report Timeline/ Tracking Status of an Expense Report after Submission

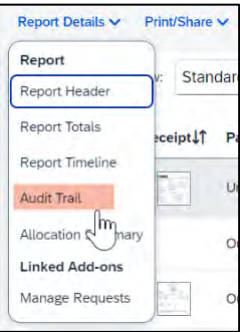
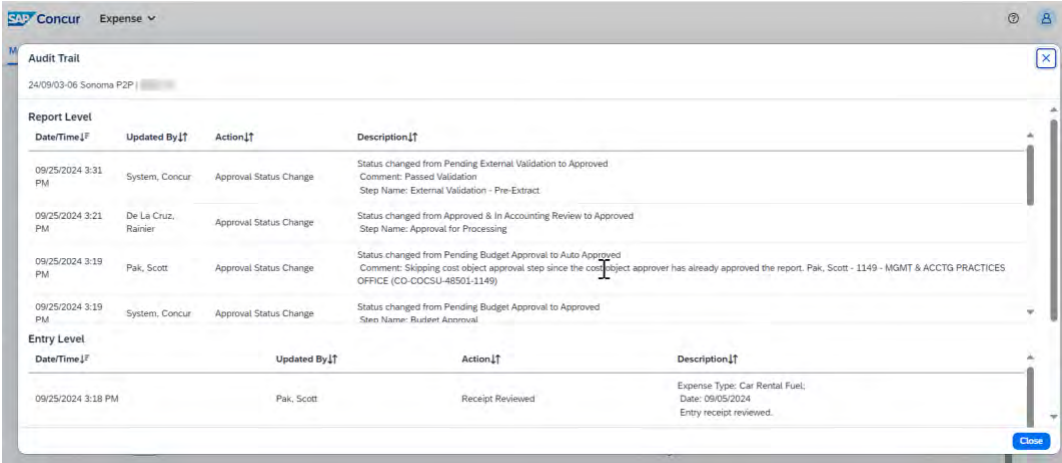
You can review the status of your submission by using the timeline. It will show what has occurred thus far and where the report is within the flow. In the example below, this report is with the “reports to” approver. For your report, this would reflect an actual person’s name.



- 1. This view shows the Approval Flow and the current stage of the expense report.
- 2. This view provides comments and keeps track of when the report was submitted.
- 3. The Budget Approval name will remain blank until the report is submitted and the system will then populate this workflow step with the approver name(s) based on the Chartfield(s) indicated.
- 4. Adjust the Sort, if desired.
- 5. Select “Close” when finished viewing the timeline.

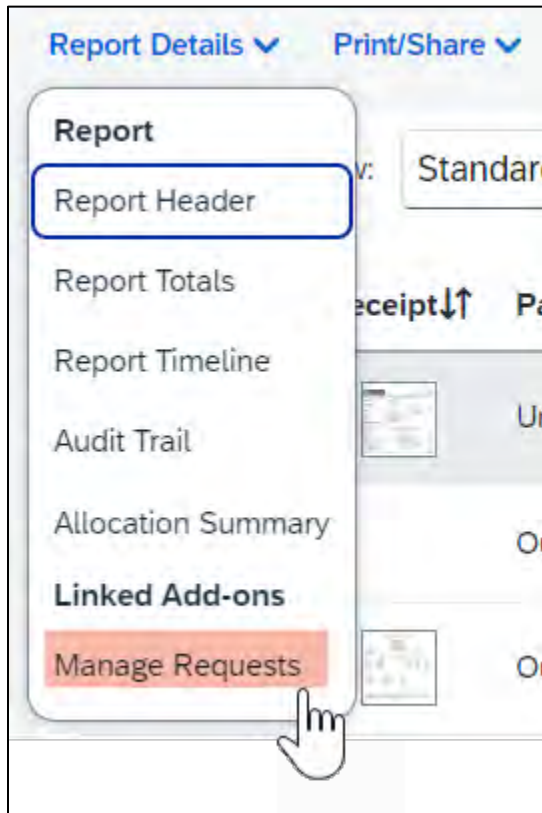
Audit Trail

Using this option a user can view the record of all changes made to an expense report once the report is submitted. Actions at the Report Level and Entry Level are both tracked.



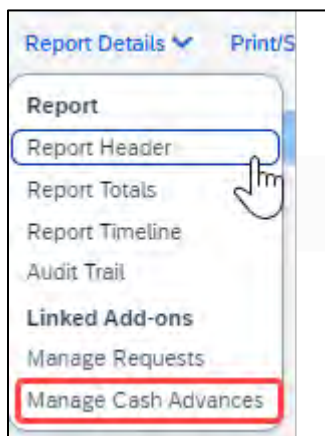
Linked Requests/Manage Requests

Using this option, a traveler can disassociate or add a travel request from the expense report or view the linked travel requests. Multiple travel requests can be linked to a single expense report for a trip that begins on the same day another one ends. This can only be done if the report is unsubmitted or returned back to the traveler.



Linked Cash Advances

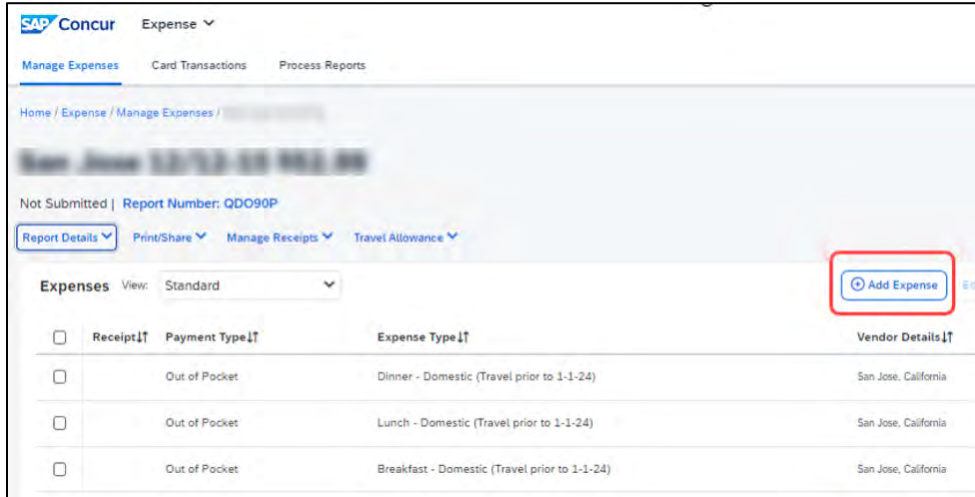
Select "Report Details > Manage Cash" to display the Cash Advance window.



Adding Expenses

Adding Expenses from within the Expense Report

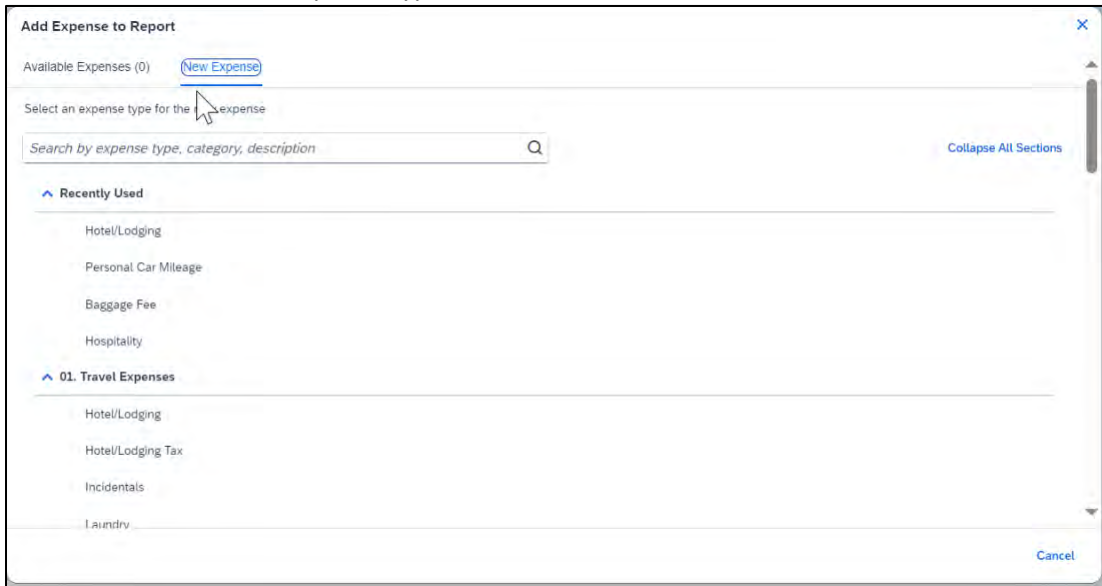
1. From the open expense report, select “Add Expense”.



The screenshot shows the SAP Concur Expense Report interface. At the top, there's a navigation bar with 'Manage Expenses', 'Card Transactions', and 'Process Reports'. Below this, the breadcrumb trail is 'Home / Expense / Manage Expenses /'. The main header area displays 'Not Submitted | Report Number: QDO90P' and a list of tabs: 'Report Details', 'Print/Share', 'Manage Receipts', and 'Travel Allowance'. The 'Report Details' tab is active. In the top right corner, there is a red-bordered button labeled 'Add Expense'. Below the button, there is a table with columns: 'Receipt', 'Payment Type', 'Expense Type', and 'Vendor Details'. The table contains three rows of data, all with 'Out of Pocket' as the payment type and 'San Jose, California' as the vendor details.

Receipt	Payment Type	Expense Type	Vendor Details
☐	Out of Pocket	Dinner - Domestic (Travel prior to 1-1-24)	San Jose, California
☐	Out of Pocket	Lunch - Domestic (Travel prior to 1-1-24)	San Jose, California
☐	Out of Pocket	Breakfast - Domestic (Travel prior to 1-1-24)	San Jose, California

2. If creating a new expense using the “Create New Expense” tab,
 - a. Select or search for the expense type.



The screenshot shows the 'Add Expense to Report' dialog box. At the top, there's a 'New Expense' button. Below it, there's a search bar with the text 'Select an expense type for the expense'. The search bar has a placeholder text 'Search by expense type, category, description'. Below the search bar, there are two sections: 'Recently Used' and '01. Travel Expenses'. The 'Recently Used' section lists 'Hotel/Lodging', 'Personal Car Mileage', 'Baggage Fee', and 'Hospitality'. The '01. Travel Expenses' section lists 'Hotel/Lodging', 'Hotel/Lodging Tax', 'Incidentals', and 'Laundry'. There is a 'Cancel' button at the bottom right.

Available Expenses (0) [New Expense](#)

Select an expense type for the expense

Search by expense type, category, description

Recently Used

- Hotel/Lodging
- Personal Car Mileage
- Baggage Fee
- Hospitality

01. Travel Expenses

- Hotel/Lodging
- Hotel/Lodging Tax
- Incidentals
- Laundry

Cancel

- b. Enter details for the **“New Expense”**. In this case, enter the Transaction Date, Vendor Name, City of Purchase, Amount, and Comment. Fields with a red asterisk are required fields.

The screenshot shows the 'New Expense' form in SAP Concur. The form is divided into two main sections: 'Details' and 'Receipt'. The 'Details' section contains fields for 'Expense Type' (Supplies), 'Transaction Date' (12/13/2023), 'City of Purchase' (San Jose, California), 'Amount', 'Vendor Name', 'Payment Type' (Out of Pocket), 'Currency' (US, Dollar (USD)), and 'Comments To/From Approvers/Processors'. The 'Receipt' section has a large area for uploading a receipt, with a message: 'Click to upload or drag and drop files to upload a new receipt. Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff. 5MB limit per file.' There are buttons for 'Save Expense', 'Cancel', 'Add Receipt', and 'Hide Receipt'.

3. Select **“Add Receipt”** and upload the appropriate supporting documents. *Select **“Upload New Receipt”** to upload or drag and drop files to upload a new receipt. Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff. 5MB limit per file.

The screenshot shows the 'Attach Receipt' dialog box. It has tabs for 'Available Receipts' and 'Receipts in Report'. The 'Available Receipts' tab is active, showing a message: 'Attach an available receipt to the expense by selecting “Attach”. Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff.' There is a button labeled 'Upload New Receipt' with an upward arrow icon. A red arrow points to this button with the text: 'Browse for files on your computer and Upload'. Below the button is a large area with a document icon and the text: 'You have no available receipts'. A red arrow points to this area with the text: 'If receipts are available, they will display. To add new receipts, drag and drop in this section.'

4. Select **“Save Expense”** button to close and return to the report or select **“Save and Add Another”** if additional expenses must be added to the report.
 - a. Verify or update the Expense Type classification of the imported credit card transactions or any other required fields that need to be populated.
5. If creating a new expense using the **Available Expenses** tab, note that all available expenses done on the Travel Credit Card/Ghost Card Charges will appear here. Note: Flights purchased through Concur or the TMC will come into the Available Expenses as a Ghost Card charge.
 - a. Select the checkbox next to each transaction that you want to assign to the current expense report. The Payment Type and Expense Source columns help to identify the method of purchase.

Add Expense to Report

PMI Training In Los Angeles \$0.00

Available Expenses (11) New Expense

Number of expenses available for assignment to a report.

☐	Payment Type	Expense Source	Expense Type	Vendor Details	Date	Amount	
☐	*CSU-USBank-CBCP	Corporate Card	Undefined	CKE*THE PUB AT THE CREAME Arcata, California	04/21/2024	\$516.63	...
☐	*CSU-USBank-CBCP	Corporate Card	Undefined	NORTH COAST CO-OP ARCATA Arcata, California	04/21/2024	\$28.69	...
☐	*CSU-USBank-CBCP	Corporate Card	Parking/Tolls	TST* NORTH TOWN COFFEE Arcata, California	04/21/2024	\$16.39	...
☐	*CSU-USBank-CBCP	Corporate Card	Incidentals	TST* SEASCAPE RESTAURANT Trinidad, California	04/19/2024	\$195.77	...
☐	*CSU-USBank-CBCP	Corporate Card	Hotel/Lodging	MILLENNIUM BILTMORE LOS A Los Angeles, California	04/17/2024	\$220.77	...
☐	*CSU-USBank-CBCP	Corporate Card	Dinner - Domestic (Travel prior to 1-1-24)	PANDA EXPRESS T8 LAX Los Angeles, California	04/17/2024	\$18.93	...
☐	*CSU-USBank-CBCP	Corporate Card	Hotel/Lodging	MILLENNIUM BILTMORE LOS A Los Angeles, California	04/17/2024	\$220.77	...

Add To Report **Cancel**

- b. Select the **“Add to Report”** button to move the to the current expense report.
Note: If a checkbox is not selected, the **“Add to Report”** button will appear light blue.

Add To Report

- c. Verify or update the Expense Type classification of the imported credit card transactions. If a change is required, select the three dots at the far right and **“Edit”** the transaction.

Expenses View: Standard

Add Expense **Edit** **Delete** **Copy** **Allocate** **Combine Expenses** **Move**

☐	Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested	
☐	✖	⬆	*CSU-USBank-CBCP	Undefined	CKE*THE PUB AT THE CREAME Arcata, California	04/21/2024	\$516.63	...
							\$516.63	

6. If creating a new expense using the **“Card Transactions”** method (window displayed below),
 - a. Ensure you have **“All Unused Charges”** selected in the Time Period field. This will prevent you from omitting a charge on your card that is outside of the default range. Select all the charges or the individual charges that were for this travel report. This view resembles the Available Expenses view.

Company Card Charges

Card Activity: *CSU-USBank-CBCP - 0824 Time Period: All Unused Charges

Use drop-down to select appropriate report, then the "Add Selected" button

Add Charges To: PMI Training in Los Angeles Add Selected

Select All	Date	Description	Expense Type	Amount
☐	04/21/2024	TST* NORTHTOWN COFFEE ARCATA, CA	Undefined	\$16.39
☐	04/21/2024	NORTH COAST CO-OP ARCATA, CA	Undefined	\$28.69
☐	04/19/2024	TST* SEASCAPE RESTAURANT TRINIDAD, CA	Undefined	\$195.77
☐	04/17/2024	PANDA EXPRESS T8 LAX LOS ANGELES, CA	Undefined	\$18.93
☐	04/17/2024	MILLENNIUM BILTMORE LOS A LOS ANGELES, CA	Hotel/Lodging	\$220.77
☐	04/17/2024	MILLENNIUM BILTMORE LOS A 2134241011, CA	Hotel/Lodging	\$220.77
☐	04/16/2024	DOUBLETREE HOTELS LOS ANGELES, CA	Hotel/Lodging	\$220.77
☐	03/23/2024	AVELO AIRLINACV BUR 3466169500, TX	Airfare	\$157.83
☐	03/23/2024	INTERNATIONAL DOCUMENT HTTPSEVENTINE, TN	Undefined	\$579.34
☐	03/23/2024	UNITED 0162374971281 UNITED.COM, TX	Airfare	\$244.10

TOTAL AMOUNT: \$1,903.36

- b. Validate the Report Name in the **“Add Charges To”** field is valid, then select the **“Add Selected”** button to move the transactions to the report.
 - c. Verify or update the Expense Type classification of the imported credit card transactions, especially for Meals purchased on the Campus Issued Card.

Meals Charged on a Campus Issued Card Expense Type

This expense type will be utilized when a traveler has access to a campus issued travel card and uses it for meals. The cardholder is required to report any meals purchased in this way and it will auto deduct the value from the M&IE per diem offered through the university.

7. For Transactions already on the open report, select the expense and then **“Edit”**.

Not Submitted | Report Number: EGF2H2

Report Details | Print/Share | Manage Receipts | Travel Allowance | View Available Receipts

Expenses View: Standard Add Expense Edit Delete Copy Allocate Combine Expenses Move

Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested
☒	☐	*CSU-USBank-CBCP	Undefined	CKE*THE PUB AT THE CREAM Arcata, California	04/21/2024	\$516.63

8. Update the expense type to **“Meals Charged on Campus Issued Card”**, then select **“Save Expense”**.

SAP Concur Expense

Manage Expenses | Card Transactions | Cash Advances

Meals Charged on Campus Issued Card \$516.63 Save Expense

04/21/2024 | CKE*THE PUB AT THE CREAME | Corporate Card Hide Receipt

Details | Itemizations

Expense Type * Update the Expense Type using the drop-down arrow * Required field
 Meals Charged on Campus Issued Card X v

Transaction Date * 04/21/2024 Calendar icon | Payment Type *CSU-USBank-CBCP

Amount * 516.63 | Currency US, Dollar (USD)

☒ Do Not Reimburse

Comments To/From Approvers/Processors 0/500

Receipt

Click to upload or drag and drop files to upload a new receipt.
 Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff.
 5MB limit per file.
Add Receipt

9. CSU and campus specific audit rules are integrated into the system. When adding an expense that requires a certain action an alert message will appear:

➤ **Warning-** eligible to continue and submit.

➤ **Hard Stop-** cannot move forward and must make correction prior to submission.

To Create a Car Mileage Expense

You must register a car for the applicable mileage type in order to be reimbursed for mileage. See **Personal Car** section for instructions on setting up your vehicles.

1. From within the Expense Report, select **“Add Expense”**.

2. Select the **“Personal Car Mileage”** Expense Type. The mileage form will open with the required and optional fields displayed.
 - a. If you are prompted to add a new vehicle, add the vehicle description and **“Personal Car”** as the mileage rate type. If not prompted and there is a need to add a new vehicle or modify an existing vehicle, the same location may be accessed by selecting the **“Profile”** icon in the upper right corner of the window, **“Profile Settings”**, then select **“Personal Car”**.

3. Select the **“Mileage Calculator”** button.

4. Type in the locations and select **“Calculate Route”**.
5. Update the route as appropriate. If round trip mileage should be calculated, select the link **“Make Round Trip”**.
6. Only use the Personal checkboxes to the right of each waypoint if you want to omit that portion of mileage from your report.

7. Select **“Add Mileage to Expense”**. The amount will calculate as the form closes and all the fields will be populated on the form. The mileage reimbursement amount automatically updates based on the travel date and rate effective date.
8. Complete all required and optional fields as appropriate.
9. Select **“Save Expense”**.

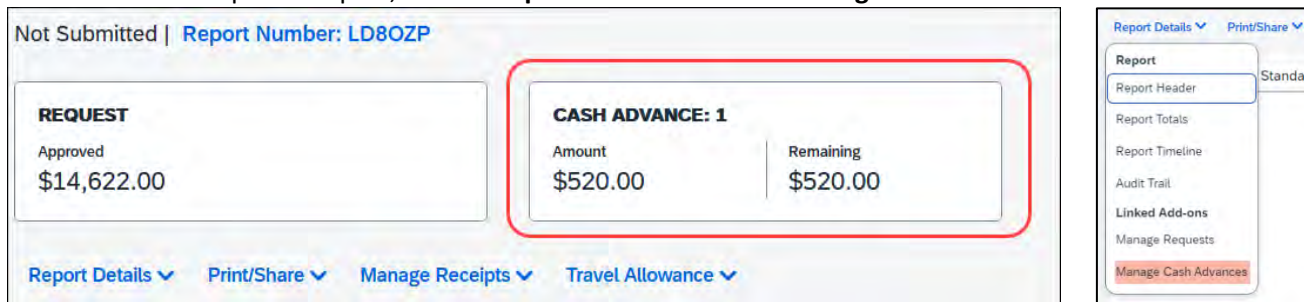
Expensing a Cash Advance

If you had a cash advance issued, you will need to expense the cash advance with your expense report for the associated trip the advance was used for. Cash advances are reserved for competitive team travel or other extenuating circumstances.

To Expense a Cash Advance (with amount fully utilized):

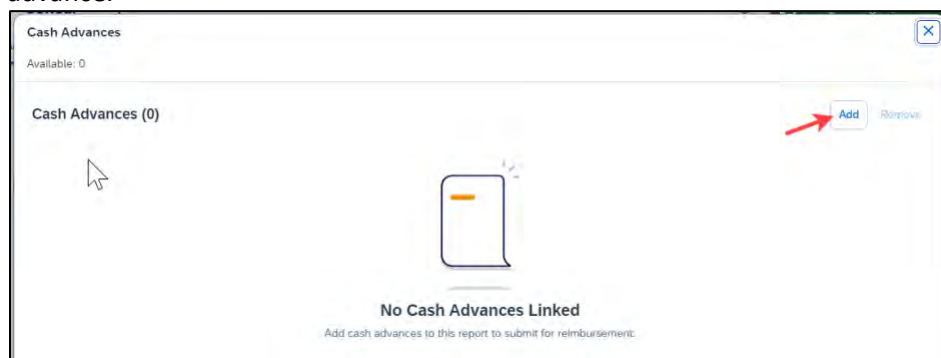
At the top of the report, you will see the outstanding advance. This should be the amount you received for the cash advance. If the Cash Advance box is not displayed, you can add the advance.

1. From within the Expense Report, select **“Report Details”**. Select **“Manage Cash Advances”**.



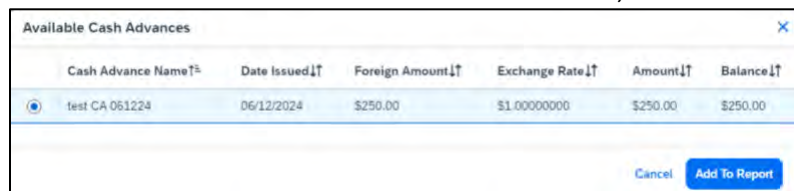
The screenshot shows an expense report interface. On the left, a 'REQUEST' box displays 'Approved \$14,622.00'. On the right, a 'CASH ADVANCE: 1' box shows 'Amount \$520.00' and 'Remaining \$520.00'. Below these are navigation links: 'Report Details', 'Print/Share', 'Manage Receipts', and 'Travel Allowance'. On the far right, a sidebar menu is open, showing options like 'Report Header', 'Report Totals', 'Report Timeline', 'Audit Trail', 'Linked Add-ons', 'Manage Requests', and 'Manage Cash Advances' (which is highlighted).

2. If no advances are linked, the No Cash Advances Linked message will display. Select **“Add”** to link a cash advance.



The screenshot shows a 'Cash Advances' window with a message: 'No Cash Advances Linked'. Below the message is a sub-header 'Cash Advances (0)' and a large empty box with a document icon. At the bottom, it says 'Add cash advances to this report to submit for reimbursement.' In the top right corner, there are 'Add' and 'Remove' buttons, with a red arrow pointing to the 'Add' button.

3. Select the radio button next to the correct advance, and then select **“Add To Report”**.



The screenshot shows a table titled 'Available Cash Advances'. It has columns for 'Cash Advance Name', 'Date Issued', 'Foreign Amount', 'Exchange Rate', 'Amount', and 'Balance'. One row is selected with a radio button in the first column.

Cash Advance Name	Date Issued	Foreign Amount	Exchange Rate	Amount	Balance
test CA 061224	06/12/2024	\$250.00	\$1.00000000	\$250.00	\$250.00

At the bottom right, there are 'Cancel' and 'Add To Report' buttons.

4. Continue to enter your expenses as normal. When you enter an out-of-pocket expense, the outstanding cash advance balance will reduce.

When the Outstanding Advance balance is zero, then the cash advance has been fully utilized. If you have additional out-of-pocket expenses, you will receive the balance you paid out-of-pocket minus the cash advance amount.

To Expense a Cash Advance (Excess Funds to be returned to the University): If there are funds not fully utilized from the advance after accounting for all expenses, you will see the amount remaining at the top of the screen. The remaining amount must be paid back to the University and the returned amount must be accounted for within the expense report.

CASH ADVANCE: 1	
Amount	Remaining
\$520.00	\$320.00

1. Enter an expense line for the funds returned as **“Cash Advance Return.”** Attach the receipt you received from paying back the advance. This will clear the remaining balance to \$0.00. You will now be able to submit the expense report.

Itemizing Expenses

Use the Itemize feature to account for transactions that should be charged to multiple expense types (accounts codes). Itemization should be completed prior to Allocation (charging to multiple chartfields).

The screenshot displays the SAP Concur Expense report interface. At the top, the title "Supplies \$275.00" is shown, along with the date "10/23/2024" and the vendor "Amazon". A red arrow points to the "Itemizations" tab, which is currently selected. The "Details" tab is also visible. The "Allocate" section is active, showing fields for "Expense Type" (Supplies), "Transaction Date" (10/23/2024), "Vendor Name" (Amazon), "City of Purchase" (Long Beach, California), "Payment Type" (Out of Pocket), "Amount" (275.00), and "Currency" (US, Dollar (USD)). A "Receipt" section is visible on the right, with a button to "Add Receipt".

To itemize a general expense:

1. Add the expense as usual and then select Itemizations tab. The itemized amount must match the total expense. Not all expense types can be itemized.

The screenshot shows the 'Supplies \$275.00' expense report form. The 'Itemizations' tab is selected, displaying a 'Create Itemization' button with a red arrow pointing to it. The 'Receipt' tab is also visible, showing a placeholder for a receipt upload. The form includes fields for 'Amount', 'Itemized', and 'Remaining', all showing \$275.00. The 'Itemizations' section shows 'No Itemizations' and a 'Create Itemizations for the items on your receipt' message. The 'Receipt' section shows a placeholder for a receipt upload with a message: 'Click to upload or drag and drop files to upload a new receipt. Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff. 5MB limit per file.' and an 'Add Receipt' button.

2. Select **“Create Itemization”** link, select the expense type that applies to the first itemization. The page refreshes, displaying the required and optional fields for the selected expense type.
3. Complete the fields as required.
Select **“Save Itemization”** or **“Save and Add Another”**.
4. The expense will now reference an **“itemized”** note under the amount if the line item is able to be itemized.

The screenshot shows the 'Expenses' table with the following columns: Alerts, Receipt, Payment Type, Expense Type, Vendor Details, Date, Amount, Requested, and a dropdown menu. The 'Supplies' expense is highlighted, showing a red 'Itemized' status under the 'Requested' column.

Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Amount	Requested	
☐		Out of Pocket	Supplies	Amazon Long Beach, California	10/23/2024	\$275.00	\$50.00 Itemized	...

5. Repeat for each additional itemization, on the Itemization tab, select the appropriate expense type and complete the appropriate fields.

To itemize a hotel expense:

A hotel bill typically contains a variety of expenses including room fees, taxes, parking, meals, telephone charges, and maybe personal items. You must itemize these expenses so that they can be reimbursed correctly.

To create a lodging expense:

1. With the Expense Report open, on the **“Create New Expense”** tab, select the Hotel/Lodging expense Type. The lodging form will open with the required and optional fields displayed.

2. Complete all required and optional fields as appropriate.

SAP Concur Expense ▾

Manage Expenses Card Transactions Cash Advances

New Expense

Save Expense Cancel

Hide Receipt

Details Itemizations

Allocate

Expense Type * * Required field

Date Range * 10/20/2024 - 10/23/2024 Nights: 3 Transaction Date * 10/23/2024

Vendor * Allstar Hotels Hotel/Lodging Address & Room #

City of Purchase * Long Beach, California Payment Type * Out of Pocket

Amount * 2,275.00 Currency * US, Dollar (USD)

☐ Travel Allowance

Comments To/From Approvers/Processors 0/500

Click to upload or drag and drop files to upload a new receipt.
Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff.
5MB limit per file.

Add Receipt

3. Select “Itemizations” tab. The Hotel/Lodging expense type requires itemizing.

SAP Concur Expense ▾

Manage Expenses Card Transactions Cash Advances

New Itemization

Amount \$2,275.00 Itemized \$0.00 Remaining \$2,275.00

Expense Type * * Required field

Recurrence * * Required field

Nights: 3

Date	Room Rate*	Room Tax	Tax 2	Tax 3
10/20/2024				
10/21/2024				
10/22/2024				

(Amounts in USD) Add Tax Fields

Save Itemization Save and Add Another Cancel

Click to upload or drag and drop files to upload a new receipt.
Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff.
5MB limit per file.

Add Receipt

4. The number of nights and days auto populate.
5. Select “Same daily amount”, “Different daily amount” or “Not recurring” depending on the respective hotel details. If not the same each night (i.e. increase for weekends, etc.) this option will let you note the differences from day to day, otherwise select same every night to itemize full cost of stay by respective classification.
6. Enter the Room Rate, Room Tax, and Additional Charges.
7. Select “Save Itemization”.

If there is a remaining amount to be itemized (other charges, for example, for parking or meals), the remaining amount is displayed in the Remaining field. Continue to itemize the amounts until the balance is \$0.00. For lodging, if Payment Type: Out of pocket, omit any meals and do not include them in the itemization/report as you will receive the M&I per diem.

Report Details

Print/Share

Manage Receipts

Travel Allowance

View Available Receipts

Expenses

View: Standard

Add Expense

Edit

Delete

Copy

Allocate

Combine Expenses

Move

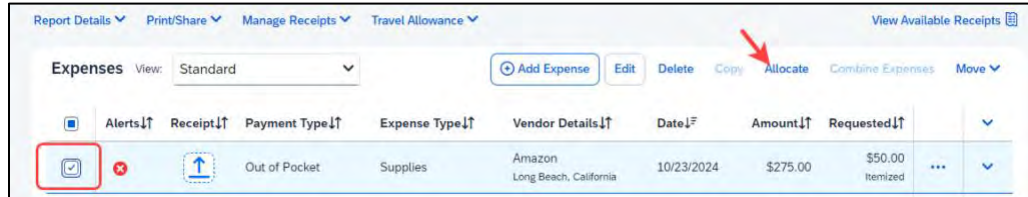
☐	Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested	
☐			Out of Pocket	Hotel/Lodging	Allstar Hotels Long Beach, California	10/23/2024	\$2,275.00 Itemized	
							\$2,275.00	

Allocating Expenses

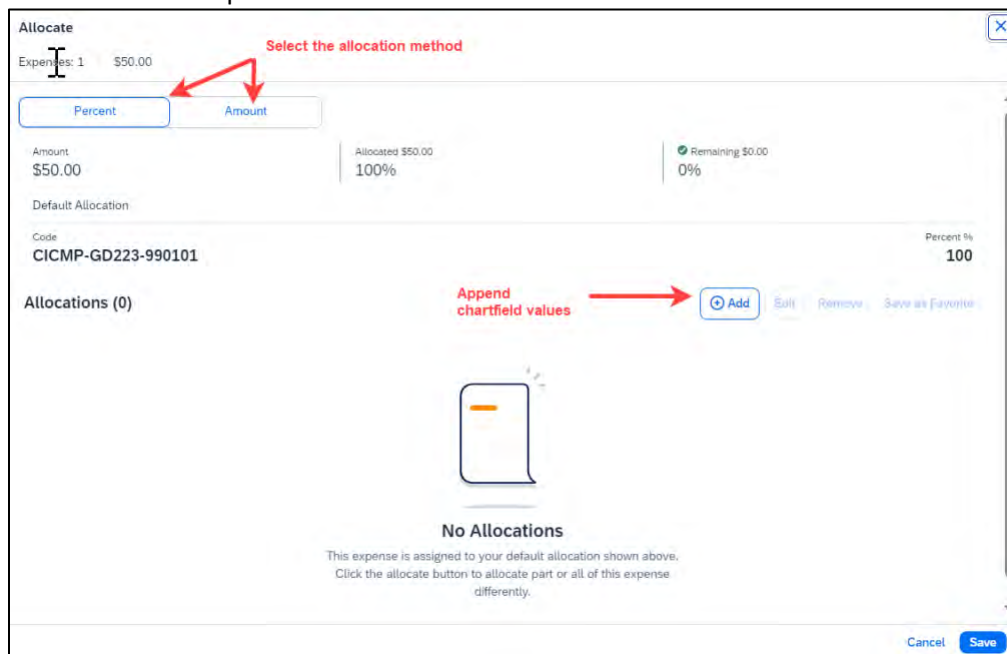
The Allocations feature allows you to allocate selected expenses to multiple chartfields. This should be performed after the Itemization if allocating to multiple expense types.

To allocate a single expense:

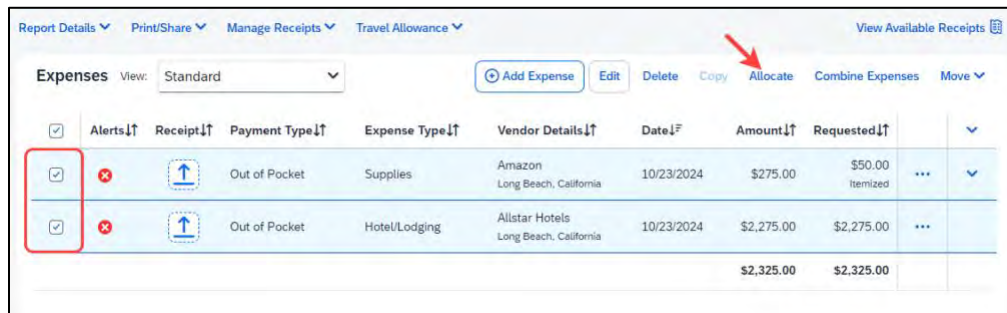
1. Allocate single expense - With the report open, select a *single* expense and select “**Allocate**”.



2. Select the **Percent** or **Amount** tabs, then “**Add**” and enter the new chartfield designation. This accommodates a split distribution and enables areas to share costs.



3. To allocate multiple expenses (or the entire report) at a single time, select the expenses and then select the “**Allocate**” button.



4. Select **Percent** or **Amount**, then **“Add”** and enter the new chartfield designation.

Allocate

Expenses: 2 \$2,325.00

Select the allocation method

Percent Amount

Amount
\$2,325.00

Allocated \$2,325.00
100%

Remaining \$0.00
0%

Default Allocation

Code
Default

Percent %
100

Allocations (0)

Append chartfield values

Add Edit Remove Save As Favorite

No Allocations

These expenses are assigned to your default allocation shown above. Click the allocate button to allocate part or all of these expenses differently.

Cancel Save

5. Select **Save**.

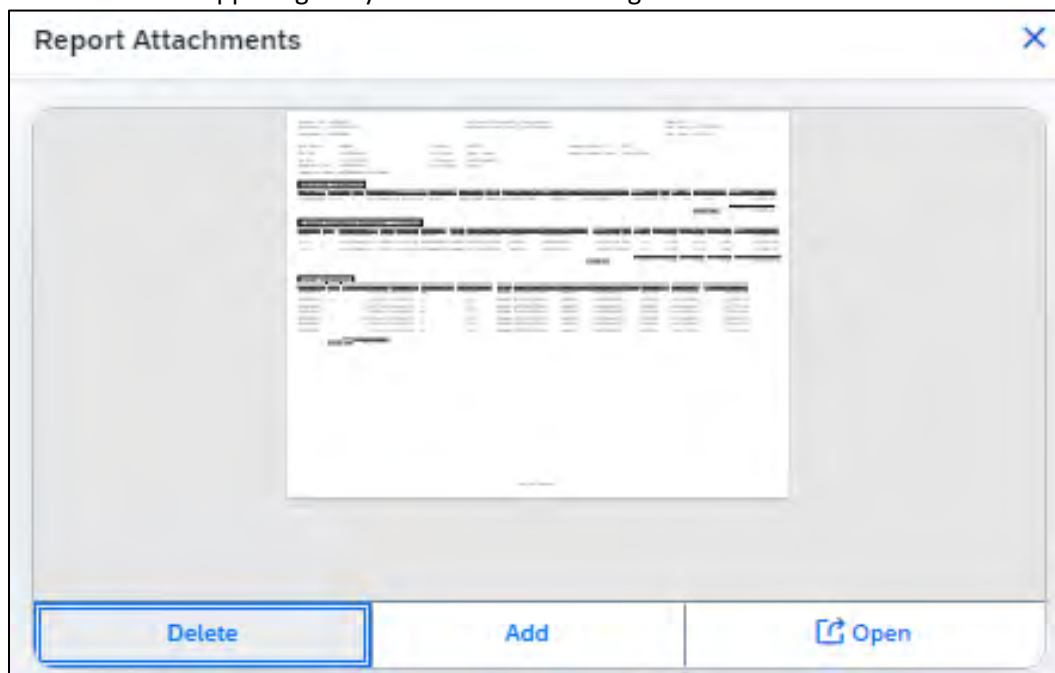
Managing Attachments

Navigate to **Manage Receipts > Manage Attachments** menu to launch **“Upload Report Level Attachment”** window. These are files that support the expenses (no need to attach meal receipts when using location based per diem). Documents may include a conference registration showing location/dates of trip, or an itinerary for international travel, or any other support document that is helpful to have on hand for processing the travel expense claim.

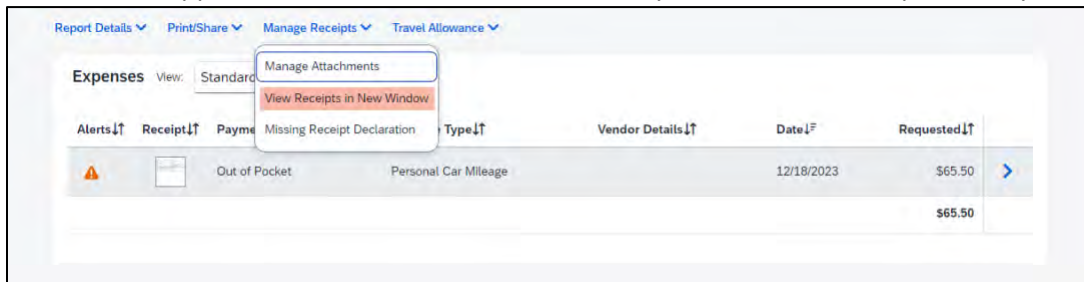
1. Valid file types are specified (.png, .jpg or .jpeg, .pdf, etc). Note: There is a 5MB limit.



2. A report option window will provide **“Delete”**, **“Add”** or **“Open”** action buttons for the attachment.
“Delete” will be prompting to remove the current attachment. **“Add”** is used to insert more attachments.
“Open” is used to view the attachment in full size.
3. Use the X in the upper right if you are finished adding attachments.



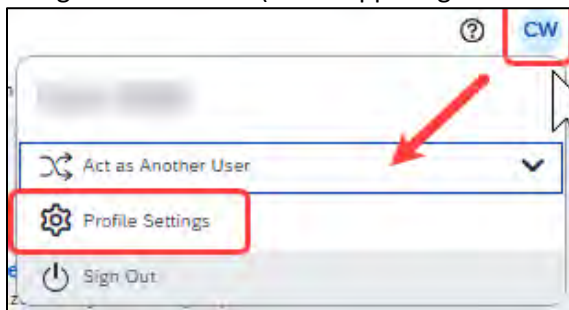
- Once documents have been uploaded, the Manage Receipts menu displays an additional option to **“View Receipts in New Window”**. *Note: Documents cannot be removed once the Expense Report is submitted or Approved. However, more documents may be attached to a report at anytime.



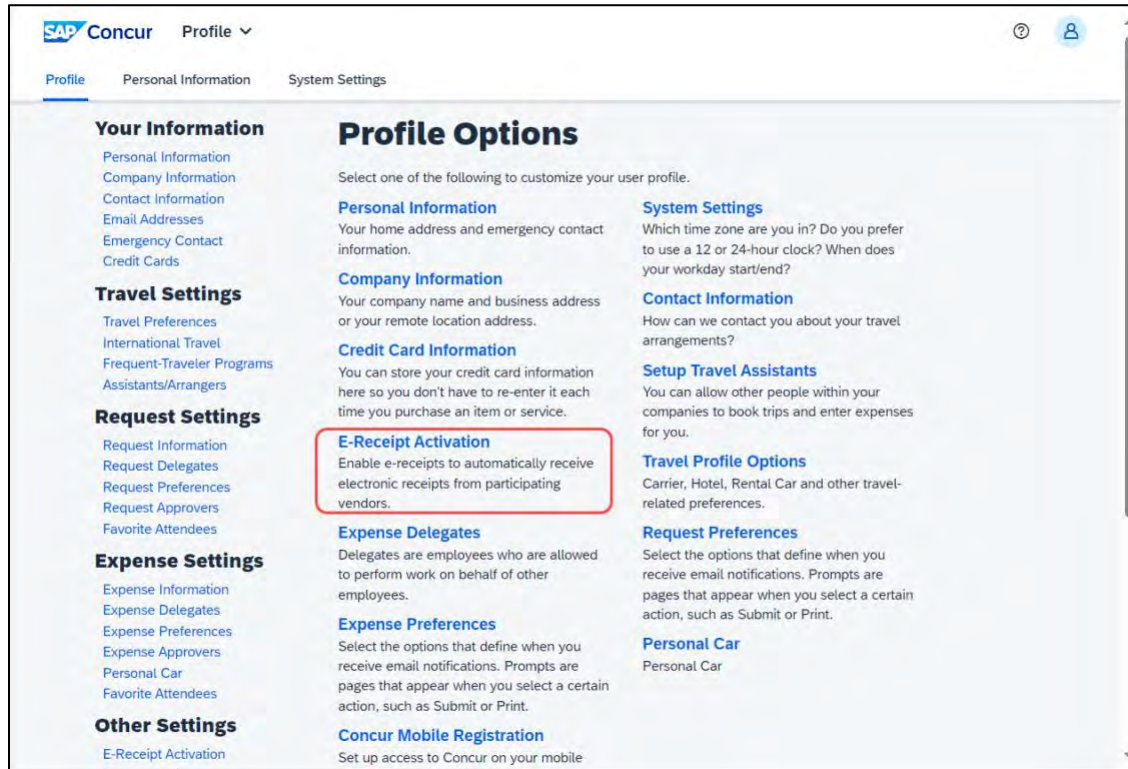
Electronic Receipts (E-Receipt)

An electronic version of a paper receipt for expenses incurred by Concur users. Opting into e-receipts can alleviate the amount of data you need to type into the system. Some hotels offer receipts which are imported into Concur and facilitate the data entry for you.

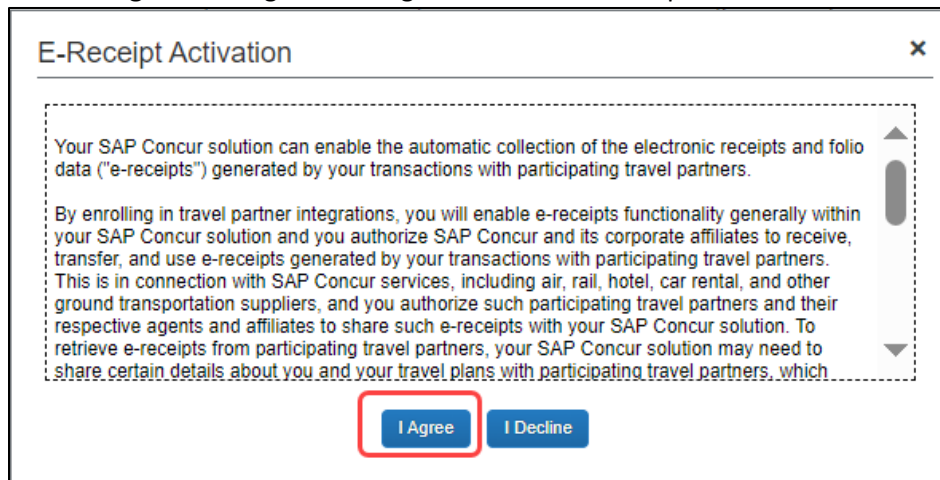
- If a user wants to use e-receipts for car and hotel, they must activate the feature and opt themselves in.
- Navigate to **“Profile”** (in the upper right corner of the window), then **“Profile Settings”**.



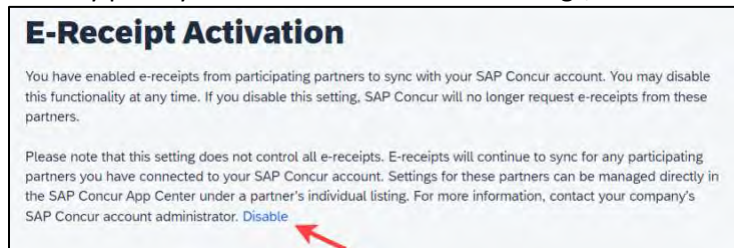
- Once in the Profile Options window, navigate to the profile settings in the left menu area to a section called **“Other Settings”** and select **“E-Receipt Activation”**.



- In the main area of the window, select **“Enable”** to activate the e-receipt functionality.
- Select **“I Agree”** to begin receiving car and hotel e-receipts.

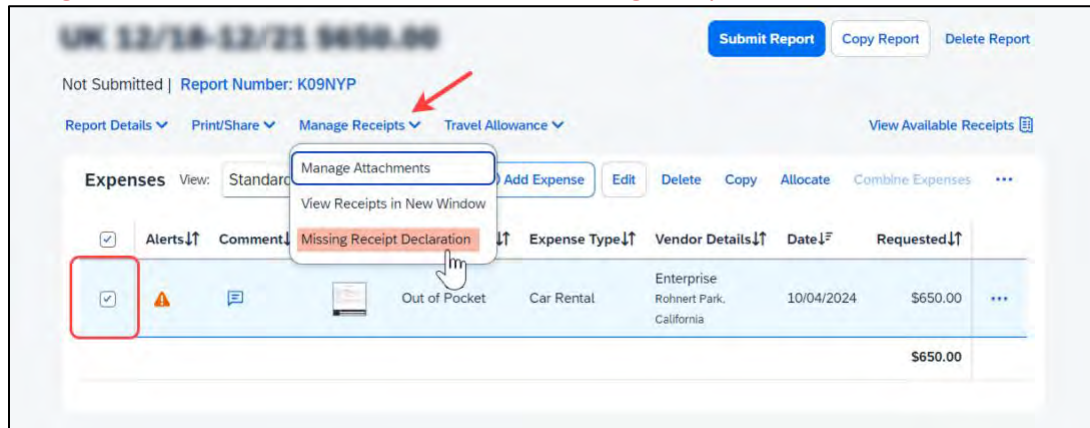


- If at any point you wish to inactivate the settings, select **“Disable”**



Missing Receipt Declaration

- For missing receipts, open the expense report and select the item for which the receipt is missing then navigate to **Manage Receipts > Missing Receipt Declaration**. Note: This is only visible to the Traveler. Delegate's do not have access to this create a missing receipt on behalf of the Traveler.



- Complete the Receipt Declaration by checking the box to confirm the receipt that is missing, then select the button **“Accept & Continue”**.

The form titled 'Create Receipt Declaration' contains a checkbox for 'Car Rental' which is checked. Below the table, there is a statement: 'I acknowledge that this expense report contains legitimate University expenses incurred by me on behalf of CSU's benefit, and are allowable expenses as defined by CSU's Travel Policy. I further certify that one or more of the related receipts applicable to this expense report are no longer available.' At the bottom right, there are 'Cancel' and 'Accept & Create' buttons.

- The expense report line will display an image to identify that the receipt is missing.

☐	☒		Out of Pocket	Hotel/Lodging	Allstar Hotels Phoenix, Arizona	12/20/2023	\$1,375.00 Itemized
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- Please be aware that a missing receipt declaration cannot be used for all expenses. The system will alert you if it cannot be used.

Send Receipt Images to Travelers Available Receipts Library

The Delegate cannot set up an email account when they are delegating, nor can they use the verified email account they have set up for their own expense reports to populate another user's Available Receipts Gallery. However, the delegate can upload receipt images to Concur for attachment to the line item of the Traveler report they are acting on. The following steps should be completed during profile setup:

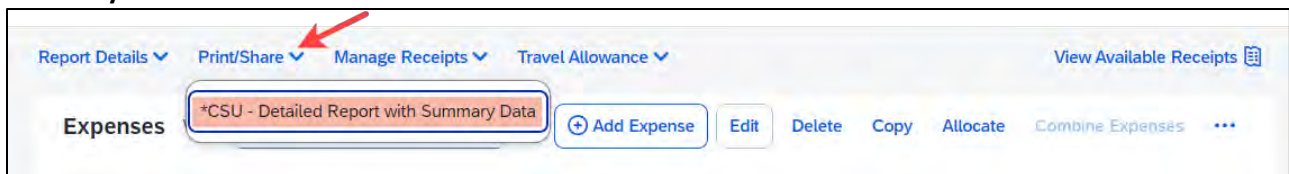
- The Traveler must verify his/her own email address in his/her profile under Your Information, Email Addresses.
- The Delegate must verify his/her own email address is in his/her profile under Your Information, Email Addresses.

3. The delegate must have the correct delegation permission (can prepare, can view receipts, etc.). To update delegate permissions, go to **Profile > Profile Settings**.
4. Navigate to **Expense Delegates > Add a Delegate > select Can Prepare and Can View Receipts**.
5. Then, the Delegate can email receipts to receipts@concur.com with the correct image extensions and size (must be a .png, .jpg, .jpeg, .pdf, .html, .tif or .tiff file; 5 MB limit per file).
6. The Delegate must put the Traveler email address in the subject line.
7. The receipt will show in the Traveler **Available Receipts** gallery within three minutes.

Printing or Sharing an Expense Report

To Preview and Print the Expense Report

1. On the Expense Report page, select **"Print / Share"**, and then select **"*CSU-Detailed Report with Summary Data"**.

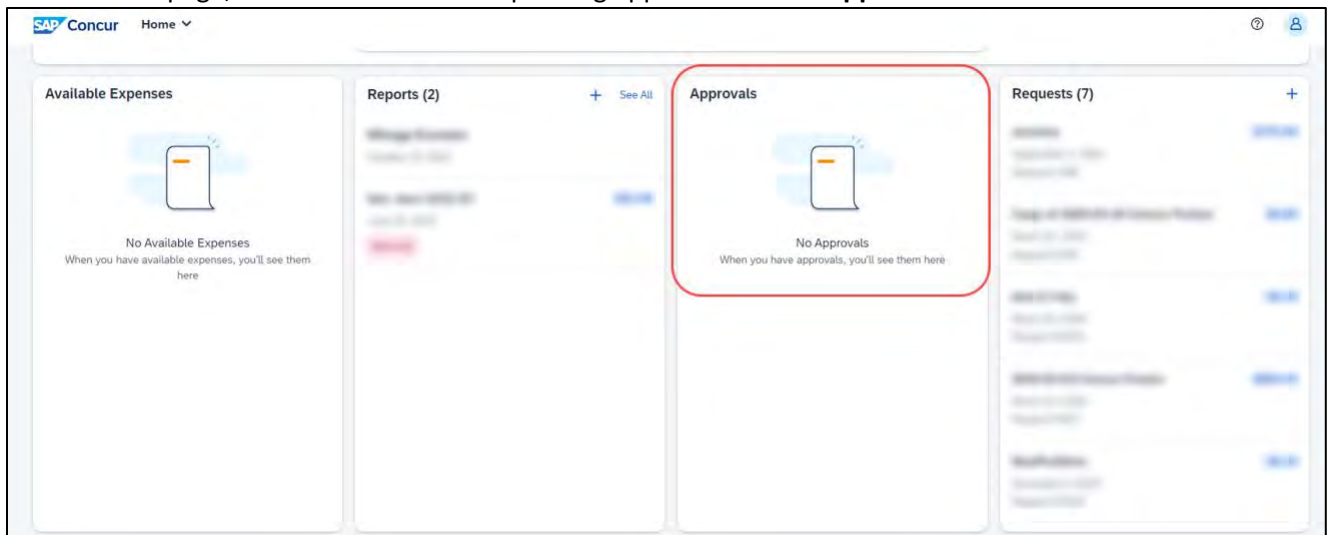


2. Select **Print** or **Save as PDF** or **Email** to get complete packet for expense report (only PDF and email includes copies of the report with receipts attached). Please note, copies are retained in Concur according to our CSU retention guidelines and maintaining duplicative copies elsewhere is not required of departments. By selecting Email, the recipient will receive an automated email (auto generated email will not receive replies) with the expense report copy. Audit trail will populate if a report has been emailed.

Reviewing/Approving an Expense Report

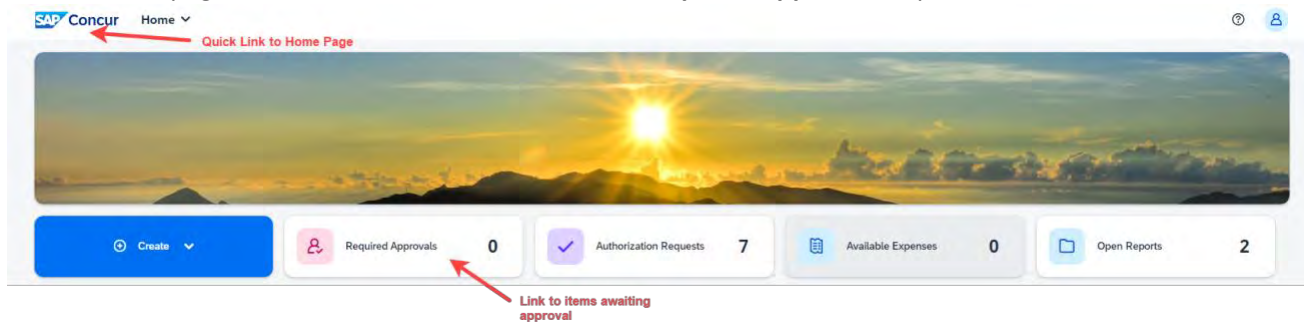
Reviewing an Expense Report

1. On the home page, scroll down to view all pending approvals in the **"Approvals"** box.

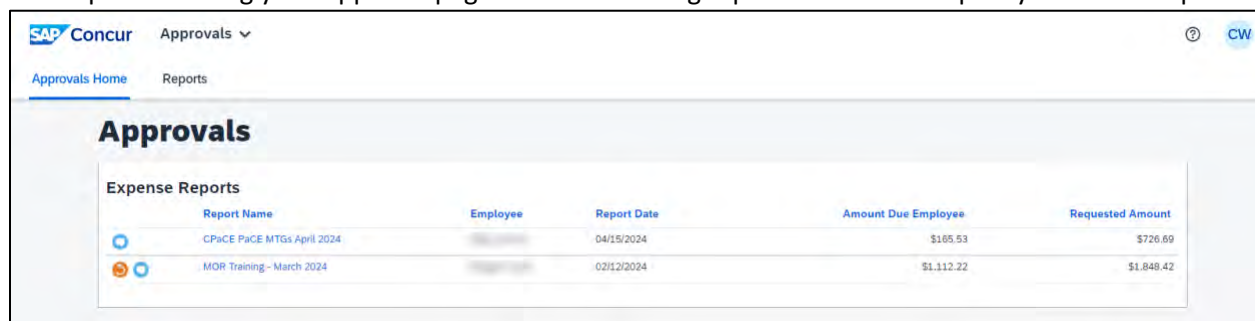


OR

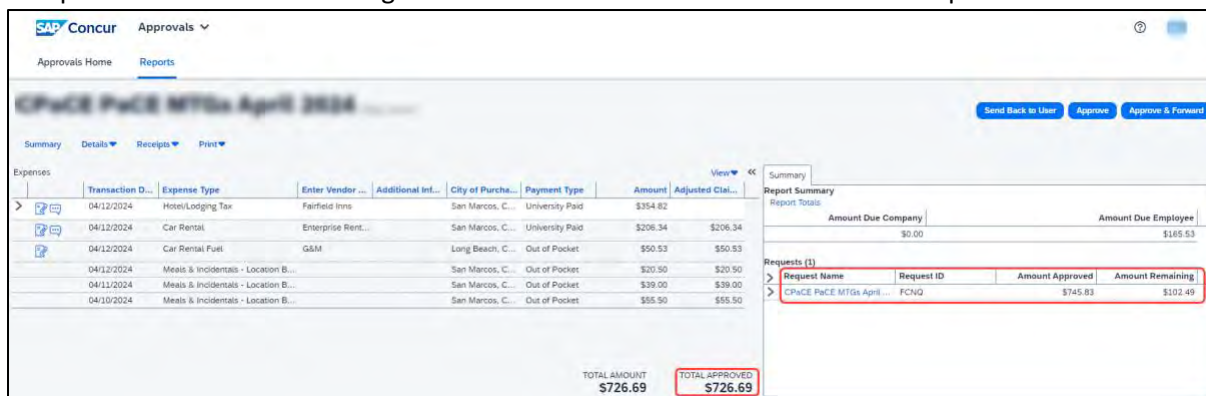
On the home page, in the Quick Task Bar, select the “Required Approvals” option.



2. The Reports Pending your Approval page lists the awaiting reports. Select the report you want to open.



3. Review the report details:
 - a. Review dates and locations of expenses compared to the original request.
 - b. Take note of any personal days on the request and whether expenses were claimed on those dates.
 - c. Compare the total amount being claimed for reimbursement with what was requested.



- d. Review all expenses for reasonableness and completeness.

Approving an Expense Report

After review, if you are satisfied with the Expense Report, select “Approve” in the top right corner of the screen.

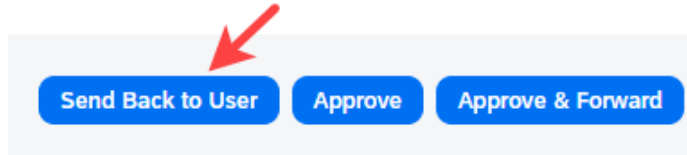
The expense report is typically reviewed by the persons manager and the cost object approver (delegated authority for the chartfield), however, it is a shared responsibility to ensure we are following guidelines.

Sending Back an Expense Report

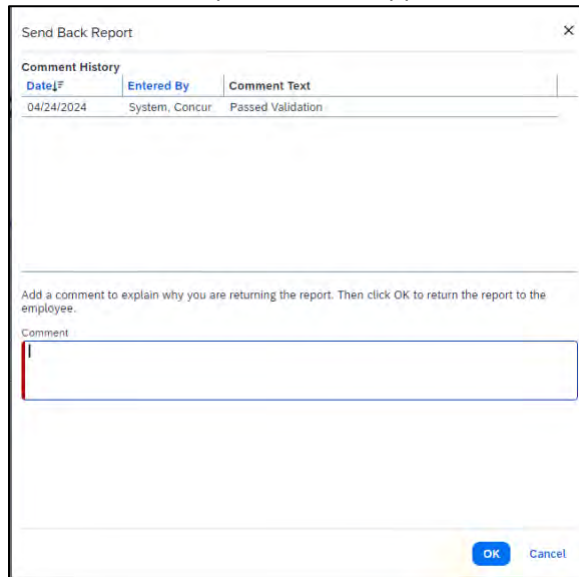
During your review, you may choose to return the entire expense report to the employee for correction.

To return a report:

1. Select **“Send Back to User”** located on the top right corner.



2. The Send Back Report window appears.



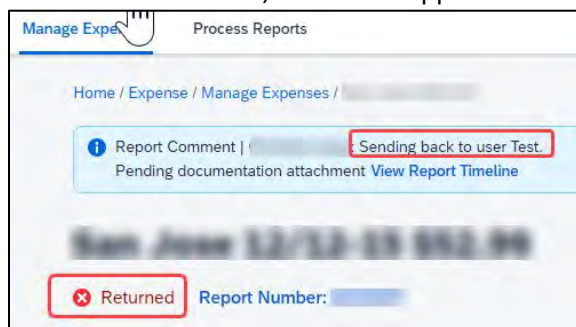
Date	Entered By	Comment Text
04/24/2024	System, Concur	Passed Validation

Add a comment to explain why you are returning the report. Then click OK to return the report to the employee.

Comment

OK Cancel

3. Enter a Comment for the employee explaining why you are returning the report.
4. Select **“OK”**.
5. The user will receive an auto notification via email that their report has been sent back with the comment. In addition, a note will appear at the top of the report.



Manage Expense Process Reports

Home / Expense / Manage Expenses /

Report Comment | Sending back to user Test.

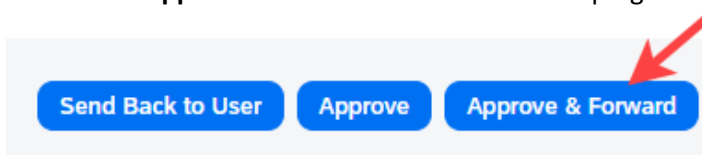
Pending documentation attachment View Report Timeline

Returned Report Number:

Adding an Additional Reviewer/Approver Step (for HR approvers only)

You will have the ability to send the report to another approver. To approve and forward a report (as a Reports to Approver):

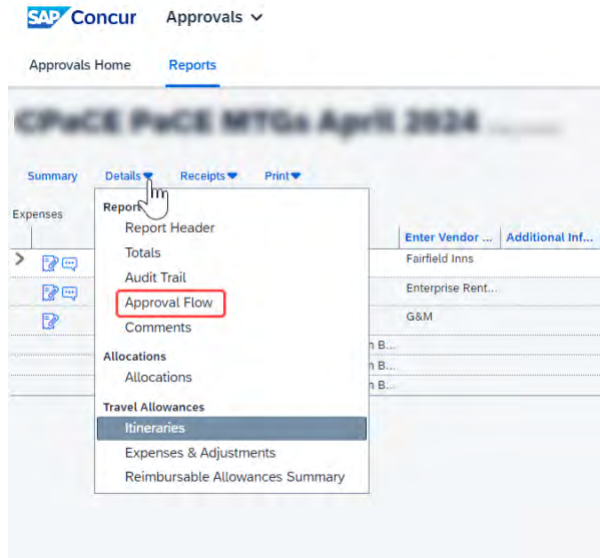
1. Select the **“Approve & Forward”** button in the top right of the screen.



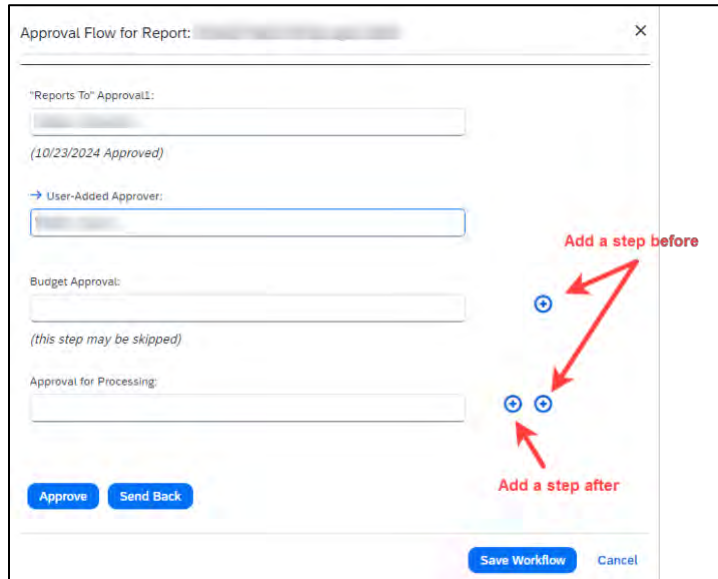
2. Enter the **User-Added Approver**, and add a comment, as needed.
3. Select **“Approve & Forward”** to approve the Expense Report and send to the next approver.

Adding An Additional Approver (for both HR Approver and Budget Approver/Cost Object Approver[COA]):

1. Select **“Details”**, then **“Approval Flow”**



2. Select the addition sign next to your approval field that states **“Add a step after this step”** or **“Add a step before this step”**.



3. Enter the User-Added Approver. Do not add an additional approver after the Approval for Processing Step. The Processing step should be the last step in the workflow.
4. Select **“Approve”**.

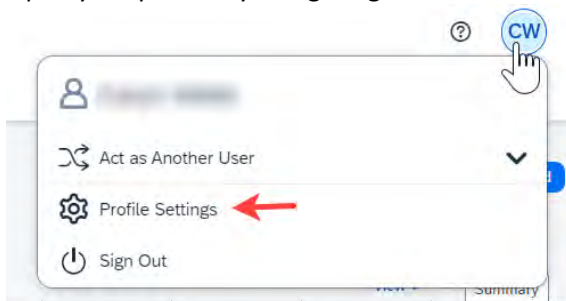


Expense Delegates

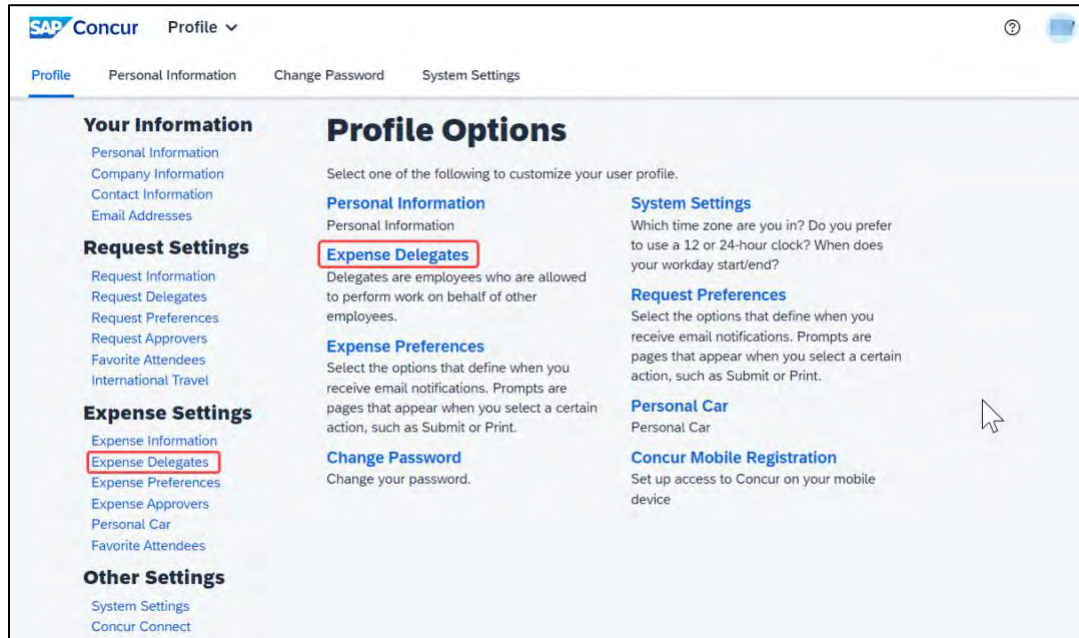
Adding an Expense Delegate

There may be a time when you want another person to assist with submitting a travel request or expense report claim. Please be aware that Request and Expense share delegates. By assigning permissions to a delegate, you are assigning permissions to both Request and Expense. To delegate access to another person, complete the following steps:

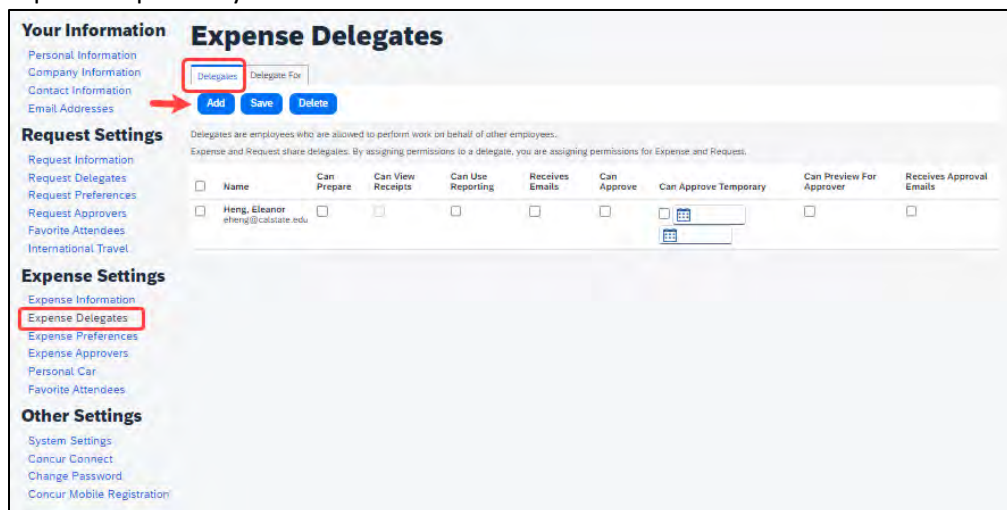
1. Open your profile by navigating to **Profile > Profile Settings**.



- Using the far left menu, within **Expense Settings** select the “**Expense Delegates**” option OR select “**Expense Delegates**” from the main section.



- Navigate to the **Delegates** tab to assign another employee rights to request travel or to process an expense report on your behalf.

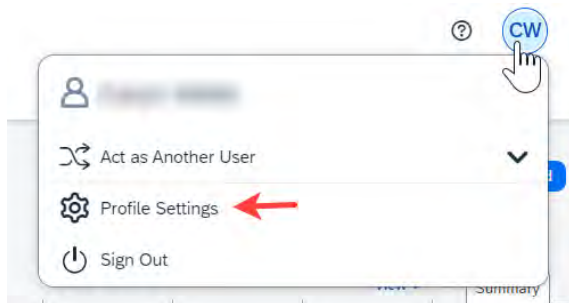


- Select “**Add**” for each supplemental employee who needs access.
- After selecting “**Add**”, then begin to type the person’s email address, employee ID or name.
- Select the correct name from the list results.
- After selecting the name, enter checkmarks in the boxes to the right of the name to grant appropriate access.
- Use caution when delegating approval rights.
- Only if you have Approver permission, will you have the approve permission boxes.
- To place a limit on the approval timeframe, use the “**Can Approve Temporary**” date fields. Note: Not all options may be available to all users. Delegate options are based on the individual user profiles access within Concur.

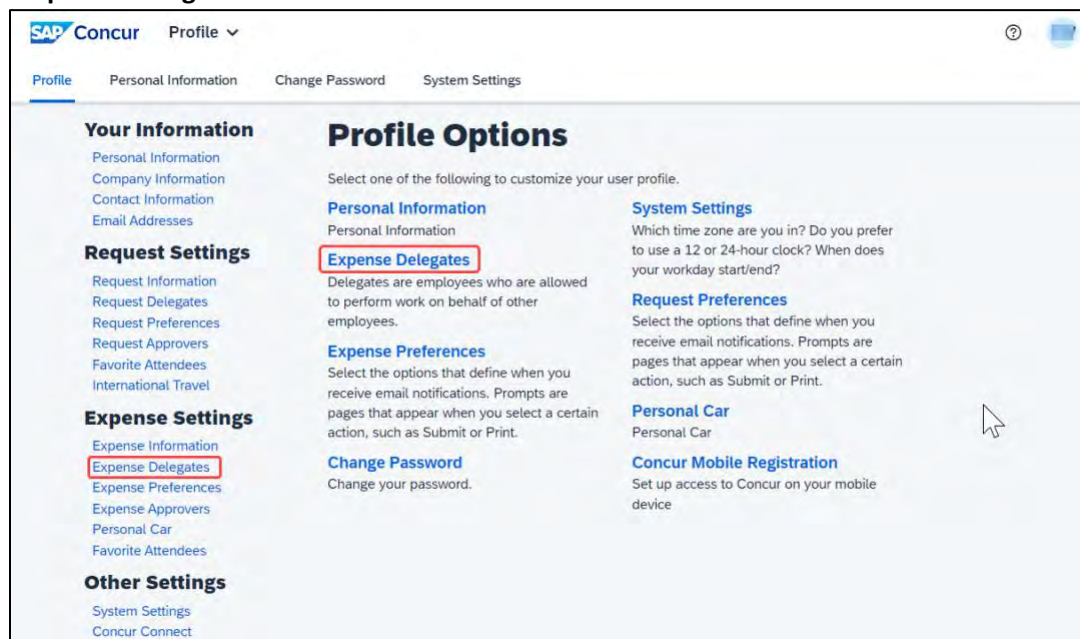
11. Continue adding names as needed.

Removing Delegation Rights

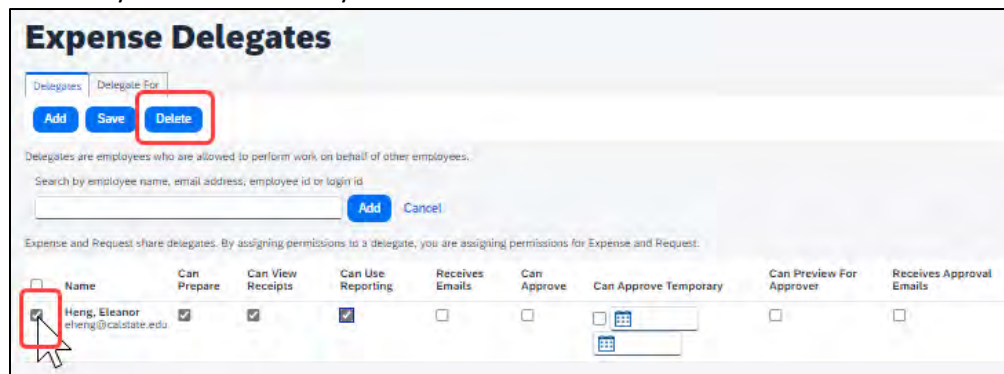
1. Open your profile by navigating to **Profile > Profile Settings**.



2. Using the far left menu, within **Expense Settings** select the “Expense Delegates” option OR select “Expense Delegates” from the main section.



3. Select any names for which you want to remove access. Select “Delete”.



4. The “Delegate For” tab will display the individuals which have granted you Delegate access to their profile.

5. On that tab, select any names for which you want to remove access. Select “Delete”.

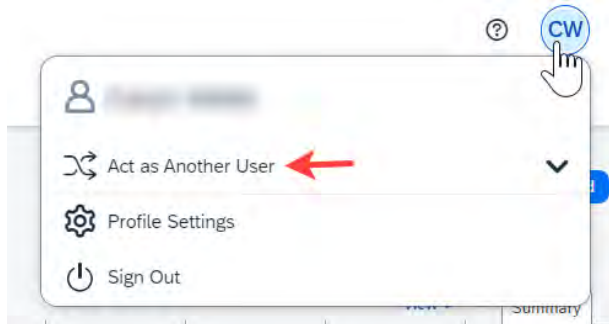
6. The Delegate can also delete themselves from being your delegate.

Acting as a Delegate

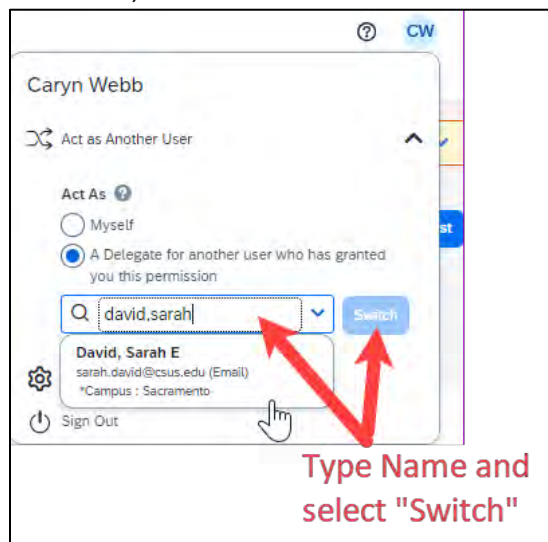
If you have been assigned to work as a delegate, your delegator will define which tasks you can complete, such as preparing reports or approving, etc.

To work as a delegate:

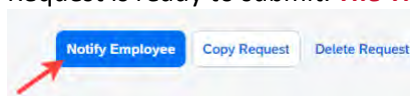
7. Select the **"Profile"** in the upper right.
8. On the Profile window, select **"Act as Another user"**.



9. Select the appropriate delegator's name from the drop down or type the name in the following format:
Last Name,First Name



10. Select **"Switch"** to begin working as the other person.
11. Notice that the **Profile** menu now displays **Acting as** and displays the name of the employee who delegated their access.
12. You are now officially working on behalf of that person. Complete the normal processes for creating the request as noted in the section labeled Creating a Travel Request.
13. Once the request is built, the Delegate can use the **"Notify Employee"** button to let the traveler know the Request is ready to submit. *The Traveler must certify and submit their own travel.*



14. To return to your own tasks, select **"Acting as"**, then select **"Myself"** and **"Switch"**.

Delegate Roles

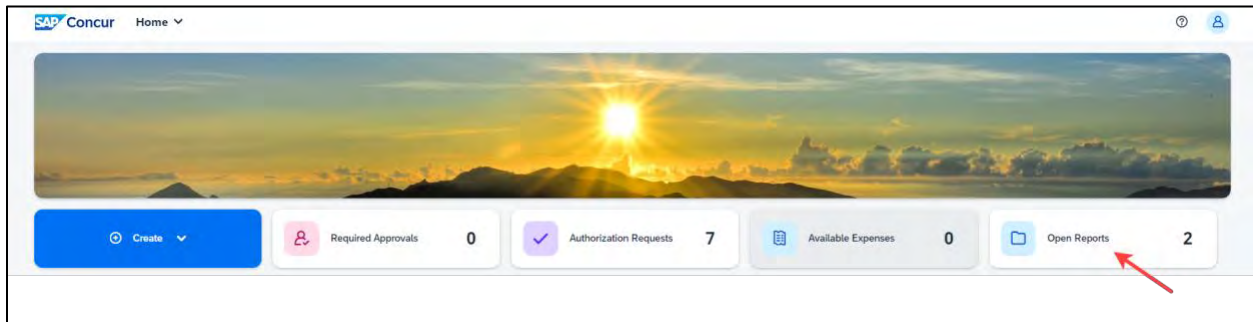
Option	Description
*Can Prepare	If selected, the delegate can create expense reports and requests on your behalf.
*Can View Receipts	If selected, the delegate can view receipt images on your behalf.
*Receives Emails	If selected, the delegate receives a copy of each Expense related email that you receive, except for approval emails.
Can Preview for Approver	If selected, the delegate can preview requests and expense reports on behalf of another employee. This delegate cannot approve the request/expense report.
Receives Approval Emails	If selected, the delegate receives a copy of each Expense approval-related email that you receive.
(*) Can Approve	If selected, the delegate can approve expense reports, and requests on your behalf, without date constraints.
(*) Can Approve Temporary	If selected, the delegate can approve expense reports and requests on your behalf but only for the specified period. If you select this option, you must also select the beginning and ending date.

(*) *The option to delegate approver rights will only be available for Approvers in the system. The approver's rights can also only be delegated to another user who also has approval rights in the system. This function can be used for times when an approver is unavailable and approval tasks will be covered by another person in their absence (i.e. Dean unavailable and approvals would be routed to Provost).*

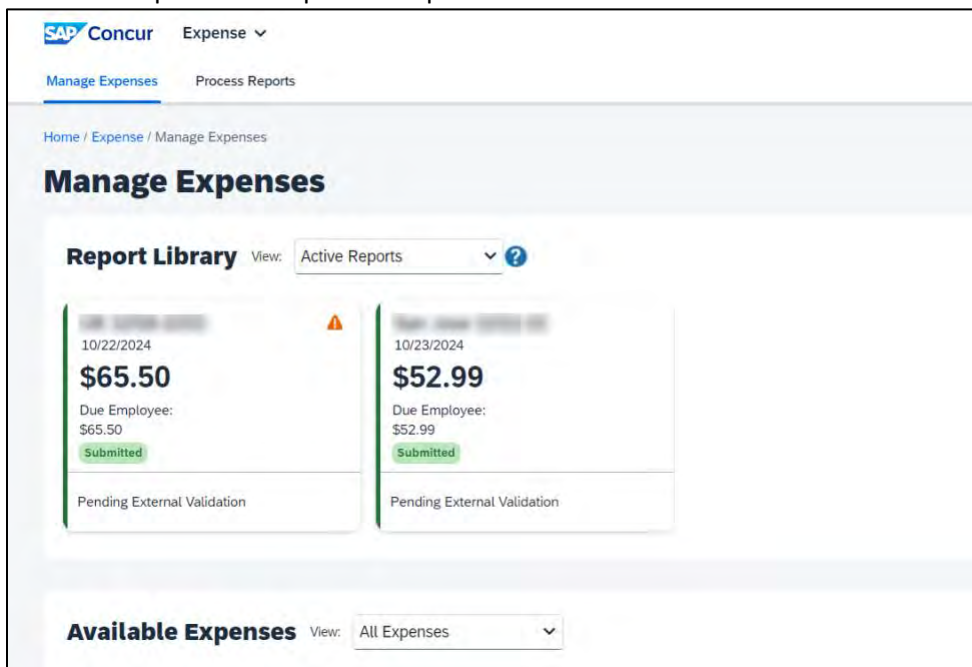
Correcting and Resubmitting an Expense Report

Your Expense Report Approver or processor will send a report back to you if an error is found. You will receive an automated email from Concur with a report status change of: Sent Back to User with a comment. The Approver or Processor will include a comment explaining why the report was returned to you. To identify and correct expense reports requiring resubmission:

1. On the home page, in the Quick Task Bar, select the **Open Reports** tile. In the **Manage Expenses** section of the page, the report appears with **Returned** header on the report tile. The approver's comment appears below the amount.



2. Select the report tile to open the report.



3. Make the requested changes.
4. Select **"Submit Report"**.

Special Travel Situations

Travel Prior to the Per Diem Policy change

If the traveler is claiming for a trip that occurred before the per diem policy change, when selecting the itinerary, select the “Per Diem (Travel pre 1.1.24)” option to complete the transaction. This is only necessary for international travel prior to the per diem implementation.

Travel Allowances For Report: Mileage Example

Itinerary Info

Itinerary Name: Mileage Example

Selection: Per Diem (Travel pre 1.1.24)

Add Stop Delete Row

Departure City Arrival City Arrival Rate Location

No Itinerary Rows Found

For domestic travel prior to 1/1/24, travelers can use the specified expense types as follows:

1. Breakfast – Domestic (Travel prior to 1-1-24)
2. Dinner – Domestic (Travel prior to 1-1-24)
3. Lunch – Domestic (Travel prior to 1-1-24)

Add Expense to Report

Available Expenses (0) New Expense

Search by expense type, category, description

04b. Meals - Domestic (Travel prior to 1-1-24)

- Breakfast - Domestic (Travel prior to 1-1-24)
- Dinner - Domestic (Travel prior to 1-1-24)
- Lunch - Domestic (Travel prior to 1-1-24)

05. Hospitality

- Hospitality

06. Office Expenses

- Postage/Freight
- Printing/Photocopying/Stationery

Cancel

Converting Foreign Currency Transactions

1. With the Expense Report open, select **Add Expense**, and then enter the appropriate information in the required and optional fields (required fields are indicated with a red asterisk).
2. For the **Amount** field enter the amount spent in foreign currency. The correct currency should populate based on the City of Purchase information you entered. If needed, you can change the currency from the list to the right of the **Amount** field.
3. Expense calculates the amount in USD.
4. *If expense amount is already in USD*, enter amount in **Amount in USD** field and it will calculate the foreign amount for you.
5. Complete the remaining fields as appropriate and make sure the **Travel Allowance** box is checked before saving the expense. This is what will be used to check the amount against the GSA travel allowance rates for that specific destination. If this box is not checked the report will not be able to be submitted until that occurs.

Allocate

* Required field

Expense Type * **Hotel/Lodging**

Date Range * **MM/DD/YYYY - MM/DD/YYYY** Nights: **0** Transaction Date * **12/20/2023**

Vendor * **Search for Vendor** Hotel/Lodging Address & Room #

City of Purchase * **Phoenix, Arizona** Payment Type * **Out of Pocket**

Amount * **US, Dollar (USD)** Currency * **US, Dollar (USD)**

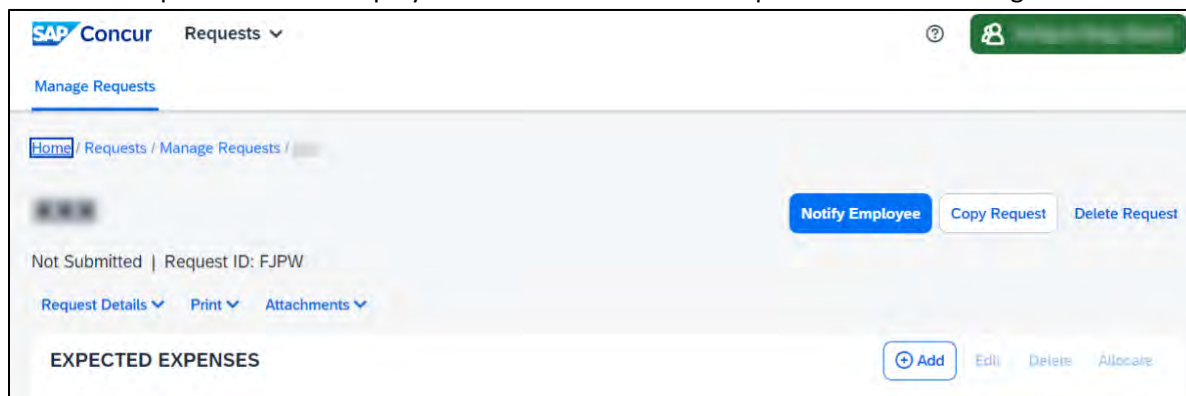
☐ Travel Allowance Request * **01/15/2024, \$1,375.00 - Phoenix 1/...**

Comments To/From Approvers/Processors 0/500

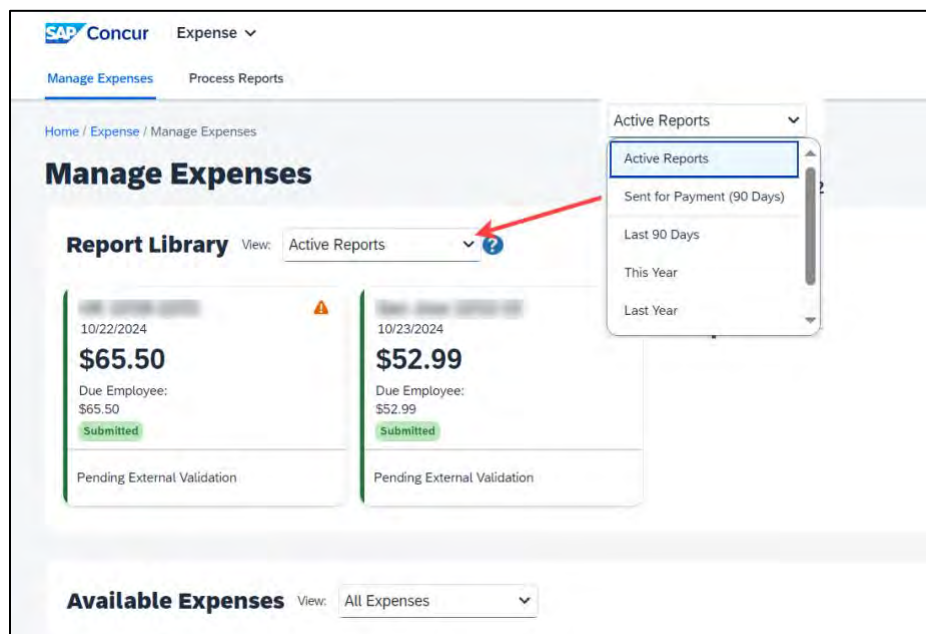
Support Documents for Inter campus Fund Transaction (IFT) Submission

IFTs are CSU transactions between (1) a campus and the CO or (2) between two or more campuses. The CO facilitates the movement of monies between campus funding sources by way of an IFT (journal entry). The CO generally requires copies of the expense report and related receipts, depending on the allocation involved. The awarding department at the CO/campus will generally give recipients/participants instruction on what will be reimbursed and the department will have to decide if they will cover any variance that may occur between reimbursement allowed by CSU procedures and allocation received by the CO/campus.

In consultation with the CO Accounting team, a copy of the expense report from Concur and the supporting receipts can be utilized for IFT support in lieu of copies provided under paper environment. ***Sometimes the CO asks for receipts that are not required by the policy*** – it will be important for travelers/departments to retain those additional copies IF an IFT is in play or until these additional requirements are no longer exercised.



1. In Concur, go to **Expenses > Manage Expenses** and select the View drop-down arrow to the right of “**Active Reports**” to display other report options and ranges for active or submitted expense reports.



2. Select the correct expense report and then choose “**Print/Email**” link and select “**CSU-Detailed Report with Summary Data.**” Print this report to PDF. The PDF version will also contain the related receipts that were attached. This file can then be sent to the appropriate CO contact or campus accounting team for IFT support.

Creating an Allocation Favorite

1. Log in to SAP Concur
2. Open the expense report
3. Select the expense entry and select **Allocate**
4. In the prompted window, select **Add New Allocation to add as many allocations as necessary**
5. Modify the amounts/percentages and the other fields as desired (the allocated amount must sum up to exactly 100.00%)
6. Select **Add to Favorites**
7. Enter the *Allocation Favorite name* and select **Save**
8. Select **Save in the allocation window, then OK and Done**

To use a *Favorite Allocation*:

- a. Log in to SAP Concur
- b. Open the expense report
- c. Select the expense entry and select **Allocate**
- d. In the prompted window, select **Favorites** and select the desired *Favorite Allocation*
- e. Select **Yes to apply the *Favorite Allocation to the entry***
- f. Modify any values, if necessary
- g. Select **Save in the allocation window, then OK and Done**

To remove a *Favorite Allocation* from the user account:

- i. Log in to SAP Concur
- ii. Open the expense report
- iii. Select any expense entry and select **Allocate**
- iv. In the prompted window, select **Favorites**
- v. Next to the *Favorite Allocation to be removed*, select the **x sign**
- vi. Select **Yes to confirm**

To update an existing *Favorite Allocation*:

1. Log in to SAP Concur
2. Open the expense report
3. Select any expense entry and select **Allocate**
4. In the prompted window, select **Favorites** and select the desired *Favorite Allocation to be updated*
5. Select **Add to Favorites**
6. Enter the same name for the updated *Favorite Allocation* and select **Save**
7. Select **Yes to confirm**