REVISION CONTROL

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Author: Concur – Single Instance Team
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<table>
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<td>9/10/2018</td>
<td>Single Instance Team</td>
<td>Release of New Document</td>
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Review/Approval History

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<td>Review and Input</td>
<td>All</td>
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<td>PMO QA</td>
<td>Standards Review</td>
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<tr>
<td>Click here to enter date reviewed by App Manager.</td>
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<td>Approved for Release</td>
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Confidentiality Statement

This document has been checked and screen shots do not contain any confidential information (staff names, addresses, social security numbers).

Please add a new line, verifying that screen shots have been checked each time this document is published.

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Concur integrates trip approval, expense reporting, and a complete travel booking solution.

**What is Concur?**
Concur is a web-based tool that allows for automation of the travel request, booking and expense reporting of campus business travel. Below are some key advantages the system offers:

- Integrated authorization, booking, expensing
- Transparency of trip approval at all stages
- Email/scan/upload receipts and attach directly to expense reports
- Automated features for travel policy compliance, mileage calculation, currency conversion, etc
- 24 hour online booking

**What can you use it for?**

**Travel Request**
Request should be used to communicate trip details to submit for approval.

**Book Travel**
Travel should be used to reserve airfare, rental cars, and hotels through the University’s travel management company (TMC).

**Expense Report**
Expense must be used by CSU employees to request reimbursement for travel expenses and to reconcile any travel related Travel/Ghost credit card transactions.

**Who can you use it?**
Staff and Faculty can use Concur Travel and Expense at this time. At this time, Athletics, students, and guests will be incorporated at a later date and will need to continue to use the paper-form travel reimbursement process for now.
Accessing Concur

1. Navigate to http://ds.calstate.edu/?svc=concur or access through your campus designated webpage/portal.

To Log in:

1. Select Chico from the list of CSU campuses
2. Enter your University User name, and password
3. You will be taken to the Concur home page within your Concur profile
Navigating Concur

Exploring the Home Page

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quick Task Bar</td>
<td>Provide direct access to create or approve an expense report, authorize a travel request, apply available electronic expenses to an expense report, or access incomplete expense reports.</td>
</tr>
<tr>
<td>Profile</td>
<td>Provides access to verify personal information for travel purposes, designate delegates, set preferences for email notifications, and set-up a mobile device.</td>
</tr>
<tr>
<td>Trip Search</td>
<td>This section provides the tools you need to book a trip with any or all of these: Flight: Use to book a flight. You can also book hotel and reserve a car at the same time. Car, Hotel, or Rail: Use to book hotels, reserve rental cars, etc. if not including them while booking a flight (Flight tab).</td>
</tr>
<tr>
<td>Alerts</td>
<td>This section displays informational alerts about Travel features.</td>
</tr>
<tr>
<td>Company Notes</td>
<td>Displays University specific information.</td>
</tr>
<tr>
<td>My Trips</td>
<td>This section lists your upcoming trips.</td>
</tr>
<tr>
<td>My Tasks</td>
<td>This section lists Open Requests, Available Expenses, Open Reports and Required Approvals.</td>
</tr>
</tbody>
</table>

To return to the home page from any other page, click the SAP Concur logo on the top left of the screen.
Concur Travel Profile

Updating Your Profile

Use the profile options to set or change your personal preferences. To access your profile information:

1. Click Profile > Profile Settings. The Profile Options page appears.

2. You will see five categories of settings: Your Information, Travel, Request, Expense, and Other Settings. Begin setting up your profile with Your Information.
Personal Information

Name – *Required*

The complete name should match your government issued photo ID, such as a driver’s license or passport, which you will present to airport security. If first/last name are incorrect, please contact the Human Resource Department

- First and Last name will be populated from your University HR record.
- Add Middle Name and, if applicable, Suffix to match your government issued ID.

Company Information – automatically populates

Work & Home Address

- Enter work address *Assigned Location*. Check box next to *Address same as assigned location*.
- Enter home address – *Optional*

Contact Information – *Required*

- Enter a work and home phone number, or work and cell; these can be cell or land lines.
- We *highly recommend* you enter your mobile phone number. A mobile device will allow you to receive text messages from Concur informing you of any cancelled or delayed airline flights, regardless of the airline booked, in addition to informing you of potential risks in your travel area.

### Email Addresses – *Required*

<table>
<thead>
<tr>
<th>Email Address</th>
<th>Verify</th>
<th>Contact?</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email 1</td>
<td><img src="verified.png" alt="Not Verified" /></td>
<td>Yes</td>
<td><img src="view.png" alt="View" /></td>
</tr>
<tr>
<td><a href="mailto:sastraveler@cscs.edu">sastraveler@cscs.edu</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email 2</td>
<td><img src="verified.png" alt="Not Verified" /></td>
<td>Yes</td>
<td><img src="view.png" alt="View" /></td>
</tr>
<tr>
<td><a href="mailto:asotastraavel@cscc.edu">asotastraavel@cscc.edu</a></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Verify your email address! *Important*

- Your @csu---.edu email account will automatically be uploaded into the Concur Travel & Expense system, but you must verify your email address within Concur by clicking the **Verify** link. By verifying your email address, Concur can associate your email address with your Concur account.

- Once you verify your email address, you will be able to forward any electronic receipts to receipts@concur.com. They will then be displayed in the **Available Receipts** in the Expense portion of the application. It also enables itinerary information to be emailed to plans@concur.com.

- Additionally, if Group Business Meals are scheduled through Outlook, adding receipts@concur.com when adding Attendees, will automatically populate attendee names for Group Business Meal expense types.

- Additional work and personal email addresses can be added by clicking **Add an Email Address**. Enter the email address and select whether you want travel notifications to be sent to that email. Click **OK**.

**To verify the email address:**

1. Click **Profile > Profile Settings > Personal Information**.

2. Scroll down to **Email Addresses**.

3. Click the **Verify** link.

4. Check your email for a verification message from Concur.
5. Copy the code from the email message into the **Enter Code** box next to the email address.

6. Click **OK**.

**Emergency Contact – Optional** however, when traveling, if there should be an emergency, Christopherson Business Travel will have access to the **Emergency Contact** information.

**Travel Preferences – Optional**, but recommended for frequent travelers

If you participate in Frequent Traveler Rewards programs, click Add a Program.

1. Enter air, car rental, and hotel Frequent Traveler program information.

2. Click "**I Agree**" to the terms and conditions.

**Gender and Date of Birth - Required**

If you have a TSA Pre-check number, it can be entered.

**TSA Secure Flight**
International Travel: Passports and Visas – *Recommended for International travelers*

For international travel, entering Passport or International Visa information ahead of time will allow it to be available when using the system to book travel.

1. Click **Add a Passport** or **Add a Visa**.
2. Enter Passport or International Visa Information.
3. Click **Save**.

Credit Cards – *Required*

- CSU campuses require the use of the university-paid travel card if the traveler meets cardholder eligibility. The display name for the Concur Travel Card is “Corporate Card”.

- Your University-paid Travel Card will be loaded into your profile automatically. Click on the **Edit Card** icon and select Use this card as the default for: Rail Tickets, Car Rentals, and Hotel Reservations.

Request Settings

- Information, Delegates, Preferences, and Approvers are shared between Request and Expense Settings.
- Start with Request Settings to set up information, and it will carry through to Expense Settings.
- Also, if you make changes to one section, the other section will automatically be updated.

**Request Information**

- A default departmental chartfield will automatically populate with other HR information.
- All Travel requests will default with this information and can be changed on the report header before submitting a new travel request for approval.
Request Delegates - Important!

- Delegates are employees who are allowed to perform work on behalf of other employees.
- Delegates can prepare and submit travel requests, book travel, and prepare, but not submit, an expense report on behalf of the traveler.

To add a delegate:

1. Click Profile > Profile Settings, on the left hand side of the page under the Request Settings header click Request Delegates.

2. On the Request Delegates page, click Add. The search area appears.

3. Type at least the first three letters of the employee's name to search for the person you wish to add as a Delegate, and click Add.

4. Check the boxes that correspond with the permissions you are granting to the delegate.

(*Recommended permissions for Delegates)
<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Can Prepare</td>
<td>If selected, the delegate can create expense reports and requests on your behalf.</td>
</tr>
<tr>
<td>*Can View Receipts</td>
<td>If selected, the delegate can view receipt images on your behalf.</td>
</tr>
<tr>
<td>*Receives Emails</td>
<td>If selected, the delegate receives a copy of each Expense related email that you receive, except for approval emails.</td>
</tr>
<tr>
<td>Can Preview for Approver</td>
<td>If selected, the delegate can preview requests and expense reports on behalf of another employee. This delegate cannot approve the request/expense report.</td>
</tr>
<tr>
<td>Receives Approval Emails</td>
<td>If selected, the delegate receives a copy of each Expense approval-related email that you receive.</td>
</tr>
<tr>
<td>(*) Can Approve</td>
<td>If selected, the delegate can approve expense reports, and requests on your behalf, without date constraints.</td>
</tr>
<tr>
<td>(*) Can Approve Temporary</td>
<td>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 beginning and ending date.</td>
</tr>
</tbody>
</table>

(*) 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).

5. Click **Save**.

6. To **delete a delegate** click the checkbox to select the person, click **Delete**, and confirm deletion.

If you are updating a profile as a request delegate for another employee (delegator), any changes you make on this page affect only the delegator and does not change your personal information.

A traveler can set up a delegate to enter Travel Requests and Expense reports. Once the Request or Report is built, the Delegate can use the “Notify Employee” button to let the traveler know the Request or Report is ready to submit.

---

**The Traveler must certify and submit their own travel request or expense reports.**

**Request Preferences - Optional**

On the **Request Preferences** screen, you can select the options that define when you receive the following:

- Email notifications
- Prompts
**Request Approvers**

A default approver will automatically display. Contact Accounts Payable if it needs to be updated.

**Favorite Attendees - Optional**

The attendee functionality in Concur can be used to enter attendees present at a business entertainment event or function (hospitality).

**To add an attendee:**

1. Click **Profile > Profile Settings > Favorite Attendees** (in the Expense Settings section of the left-side menu).
2. On the **Attendees** tab, click **New Attendee**. The **Add Attendee** window appears.
3. Select the appropriate type from the **Attendee Type** list. The page refreshes with the fields appropriate for the selected attendee type.
4. Complete the remaining required fields.
5. Click either:
   - **Save** to save the current attendee.
   - **Save & Add Another** to save the current attendee and add another.

When saving, it will check for duplicate attendees. If it finds one or more potential duplicates, you will be prompted to:

- Use the existing attendee information (if the attendee you are adding and the duplicate are, in fact, the same person) - or -
- Continue adding the attendee (if the attendee you are adding and the duplicate are not the same person).
To delete an attendee:

1. Click Profile > Profile Settings > Favorite Attendees (in the Expense Settings section of the left-side menu).

2. On the Attendees tab, select the check box to the left of the attendee you want to delete/hide.

3. Click Delete, then confirm by selecting Yes.
The attendee is actually deleted from Expense only if you are the user who originally added the attendee to Expense and the attendee has not been associated with an expense entry. In all other cases, the attendee information is simply removed (hidden) from your Favorites list.

**Expense Settings**

- Information, Delegates, Preferences, Approvers, and Favorite Attendees are shared between Request and Expense Settings.

- Information that was entered (or edited) in Request Settings will carry through to the Expense Settings.

**Personal Car**

Use the **Personal Car Registration** screen to enter information about your personal car. *Registering a car is required in order to be reimbursed for vehicle mileage.* As the University reimburses individuals at different mileage rates depending upon the nature of the trip, you must register a vehicle for each mileage type in order to receive the associated mileage reimbursement.

**Vehicle Types**

1. **Personal Car** – for mileage reimbursed at the standard federal mileage rate.

2. **Athletics** – for mileage reimbursed at the current mileage rate for the Athletics department (this is campus specific and may be N/A for some campuses who have not defined a different mileage rate for Athletics).
To register a car:

1. Click **Profile > Profile Settings > Personal Car** (in the Expense Settings section of the left-side menu). On the **Personal Car Registration** page, click **New**.
2. Enter the **Mileage Rate Type**. This can be any nickname to identify your car. You may choose to mirror the vehicle type descriptions for ease (i.e. Personal Car or Athletics).
3. Enter the **Vehicle Type** as either **Personal Car** or **Athletics** as defined above.
4. Click **OK**.

To delete a car:

1. On the **Personal Car Registration** page, select the check box to the left of the car that you want to delete.
2. Click **Delete**.
Other Settings

System Settings
Adjusting your system settings will allow you to adjust account preferences for region, language, calendar display, email notifications and page views. This section allows you to choose your time zone, set preferences on using a 12 or 24 hour clock, tell the system when your workday starts/ends, and **how frequently you would like to get email notifications** (NOTE: Email setting screenshots below reflect future functionality for Request and Expense, not currently available).

To adjust system settings:

1. Either:
   
   Click **Profile > Profile Settings > System Settings**.

   ![Profile Options](image)

   OR

   Click **Profile > Profile Settings > System Settings** (in the Other Settings section of the left-side menu).

   ![Profile Options](image)
2. Adjust your settings based on your preferences.

   *If you do not wish to receive frequent emails from the system, be sure to unclick any of the Email Notifications preferences that are preset for you.*

![Email Notifications]

3. Click **Save**.

**Enabling E-Receipts**

E-receipts are an electronic version of receipt data that can be sent directly to Concur to replace imaged paper receipts. The availability and content of e-receipts vary depending on the vendor.

Hotel e-receipts can be used to automatically itemize hotel expenses.

**To sign up for e-receipts:**

1. Either:
   
   A message will appear on the home screen in the Alerts section, prompting you to sign up. On the home page, **click Sign up here**, and the **E-Receipt Activation** page will appear.

   ![ALERTS]

   OR

   Click **Profile > Profile Settings > E-Receipts Activation** (in the Other Settings section of the left-side menu).

2. Click **E-Receipt Activation**. The **E-Receipt Activation and Use Agreement** appears.

3. Click **I Accept**. The e-receipts confirmation appears. Once you have accepted, if you have a
Concur Travel Card it will be opted in.

To opt-out a credit card:

1. Click **Profile > Profile Settings > Personal Information** (in the Your Information section of the left-side menu).

2. In the **Credit Cards** section, click the edit icon.

3. Clear the **Receive e-receipts for this card** check box.
Concur for Mobile complements the web based solution, allowing you to manage anything expense and or travel related, wherever you are. From booking and managing itineraries to capturing receipts and submitting expense reports, you can now do it all in one app with Concur.

With the SAP Concur app, you can:

- Manage the entire travel and expense process on-the-go
- Book a flight / hotel / car quickly and easily from anywhere
- Never lose another receipt when you capture/store photos of your receipts
- Quickly review and approve reports and travel requests
- Add attendees to business meetings or meals
- See customized hotel suggestions
- Access and manage your itinerary on the road
- Integrate your itinerary with the TripIt app

**Signing into SAP Concur Mobile App**

There are two ways to set up Concur Mobile App. Currently, campus users may have two Concur profiles, one for our new Concur Travel and Expense platform and one for our prior platform with CalTravelStore. Since a user’s email is tied to both instances the mobile app does not effectively connect to the right instance without communicating a company code. Once all profiles have been migrated from one instance to the other the company code should not be required. At this time it is the most efficient way to access the app that is designed to be used with the new Concur Travel and Expense platform.

To set-up access to Concur Mobile App – using online web based platform:

1. In Concur, click **Profile > Profile Settings > Concur Mobile Registration.**
2. Enter campus email and click get started button. This should generate an email with instructions on how to download app. Take note of the company code.

3. Download and open SAP Concur mobile app. Sign is the company code and then enter the credentials you use everyday to access your work computer/devices (SSO).

To set-up access to Concur Mobile App – using phone:

1. Download app from app store on your phone
2. Open app and select “SSO Company Code Sign In”

3. Enter company code: **CQQK988**
4. Select Chico from list of CSU campuses
5. Enter credentials you use everyday to access your work computer/devices (SSO)
TripIt® from Concur instantly organizes all your travel plans in one place. Simply forward travel confirmation emails to plans@tripit.com and TripIt will create a master itinerary for each of your trips. Now you can access your plans anytime, anywhere.

Key Features:

- After booking, simply forward your confirmation emails to plans@tripit.com and TripIt will instantly create a master itinerary for each of your trips.
- You can opt to allow TripIt to automatically import travel plans from your Gmail, Google Apps, Outlook.com or Yahoo! mail inbox, so you don’t have to forward confirmation emails.
- Access your travel plans on your smartphone, tablet, computer or wearable device anytime, anywhere.
- Sync TripIt with your calendar, so your travel plans show up alongside other meetings or events.
- Easily share specific plans, or your entire itinerary, with anyone.
- Real-time flight alerts, seat tracking, alternate flight finder, fare refund notifications, point tracking, and more.

**Signing into Tripit Pro**

Once you are in Concur, you click the **App Center**, then click the **Tripit App Icon**.
Click the blue Connect button.

Check the box next to Concur App Center End-User Terms and Conditions and then click the blue I Agree for the Terms & Conditions.

Create a New Password for the Tripit App and check box accepting the terms and condition. Then click the blue Create Tripit Account. If you already have a Tripit Account, click the orange Sign in link and follow the instructions to connect your account to Concur.

An email will be sent from Tripit to verify the email address entered. Open the email and click Verify Email.

Tripit now should be connected to Concur. If the account did not link, click Connect and at the bottom of the Active Screen click the orange Sign in and link my accounts. Enter in the Email address and the password you created and then click Link my Accounts. Close the window.
YOUR ACCOUNTS ARE LINKED!
All your travel plans, in one place

Your TripIt account is now linked to your Concur account.
• Trips booked in Concur Travel will be organized in a master itinerary in TripIt and available through the TripIt app.
• Travel plans added to TripIt will sync to Concur.
• Uncheck the "business" tag for personal trips so they don’t sync to Concur. TripIt will still monitor your flights and provide notifications for those trips.

Don't have the TripIt mobile app yet?
Here's how to get it.

Continue

TripIt
Connected
**Travel Request**

**Entering a Travel Request**

To create a request:

1. Either:
   - Click **Request** on the header toolbar, and then select **New Request** on the request page.

   OR

2. On the home page, on the Quick Task Bar, place your mouse pointer over **New**, and then click **Start a Report**.

2. The **Request Header** tab appears. Complete all required fields with red mark.
<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request/Trip Name</td>
<td>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)</td>
</tr>
<tr>
<td>Trip Type</td>
<td>Select from the drop-down list</td>
</tr>
<tr>
<td>How will you book your Trip?</td>
<td>1 - Book via Concur Travel - Use the online booking travel wizard. 2 - Book Outside of Concur Travel - Book over phone or if arrangements will be made/paid for by another source.</td>
</tr>
<tr>
<td>Travel Start Date</td>
<td>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.</td>
</tr>
<tr>
<td>Travel End Date</td>
<td>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.</td>
</tr>
<tr>
<td>Traveler Type</td>
<td>Select from the drop-down list</td>
</tr>
<tr>
<td>Trip Purpose</td>
<td>Select from the drop-down list</td>
</tr>
<tr>
<td>If Faculty, is class covered?</td>
<td>Only Required for Faculty. Select from the drop-down list.</td>
</tr>
<tr>
<td>Personal Date of Travel</td>
<td>Enter all dates which are personal. If none, place NA in field.</td>
</tr>
<tr>
<td>Destination City/State</td>
<td>If you anticipate travelling to more than one city and/or country, enter where you plan to spend the majority of your travel time.</td>
</tr>
<tr>
<td>Final Destination Country</td>
<td>The country will pre-populate based on the destination city selected.</td>
</tr>
<tr>
<td>Are you traveling to a banned state?</td>
<td>Select from the drop-down list</td>
</tr>
<tr>
<td>Chartfield</td>
<td>Chartfield String will pre-populate based on your dept. If necessary, changes can be made by traveler or approver.</td>
</tr>
</tbody>
</table>

3. Select Save in the top right-hand corner of the screen.

4. Select the **Segments** tab.

Here you can enter all travel itinerary information related to your trip including Air, Car, and Hotel information.
5. Use the radio buttons along the top of the section to select whether your trip is Round Trip or One Way.

6. Enter your anticipated departure and destination airports, as well as your departure date. Continue entering your air itinerary details to completely document your air travel, including your return flights and estimated expense amount. Click Save.

Enter any Car or Hotel reservations applicable to the trip.

7. Select the Expenses tab to enter estimates of the travel expenses related to your trip.

8. Select the Approval Flow tab to see the routing of your Travel Request.

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, the report will route to the applicable budget approver(s) to approve the funding. All requests will then route to the employee’s supervisor. The order of these two approval steps may differ between campuses.

Following these reviews, the International Travel Request and Banned States will route to the President for approval. For any War Risk countries it will be routed the Chancellor's Office of Risk Management for approval.

Create a Request

Attaching Supporting Documentation
The system allows for attachments at the discretion of the traveler. You can attach any necessary supporting documentation your campus may require to your Travel Request.

Attachments will be required for the following items:

- **Nightly Hotel Rates exceeding $275** - An approved justification form (if applicable) or email approval must be attached.

- **International Travel** - An Itinerary/Justification, indicating Destination & Trip Purpose.
1. With the request open, select **Attachments** and then **Attach Documents**.

![Attachments and Attach Documents](image1)

2. In the window that appears, click **Browse** and navigate to the desired folder (wherever you saved the scanned or saved images). Select a file and click **Open**. The file is added to a list under Files Selected for uploading. Repeat the process until all files (up to 10) are listed under Files Selected for uploading. Click **Upload**. Click **Close** when finished uploading.

![Document Upload and Attach](image2)

**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 booking travel, preparing reports, etc.

**To work as a delegate:**

1. Click **Profile**.
2. Under **Acting as other user**, select the appropriate delegator's name from the drop down.

![Profile and Acting as other user](image3)
3. Click Start Session.

4. Notice that the Profile menu now displays Acting as and shows the name of the employee you are acting on behalf.

5. You are now officially working on behalf of that person. Complete the normal processes for creating reports.

6. 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.

7. To select a different user, follow the same steps but click a different name.

8. To return to your own tasks, click the down arrow next to Acting as and then click Done acting for others.

Requesting a Cash Advance

In most cases a travel advance is no longer needed as all travelers should have a Concur Travel card. However cash advances will still be available in exceptional cases and may be entered on the travel request. In order to be eligible to request a cash advance an approval from the Accounts Payable department is needed. Your Concur settings must be updated to reflect this option by your campus Concur Admin.

Note: If you do not have a Travel Card, fill out a Corporate Credit Card Request form and allow 2 weeks for delivery. Make sure you allow yourself enough time to obtain the card before your travel dates.

Cash advances will be issued no more than 30 days prior to the date of travel.
To Request a Cash Advance:

1. Navigate to Request, New Request.

2. Complete all required Header fields. Enter amount under **Cash Advance Amount** and any details under **Cash Advance Comments** (i.e. Date check is needed by).

3. Continue to enter estimated **Segments** and **Expenses**.

4. Complete and **Submit Request** as normal.

**Recalling a Request**

You cannot change, cancel, or delete a Request that has been submitted unless you Recall it first.

1. Click the **Request Name** from the **Manage Requests** page.
2. Click **Recall**.

3. Click **Yes** to confirm the Recall. The status of the request is updated to **Sent back to user**.

4. Make any necessary changes, then select **Save**, **Attachments**, **Print/Email**, **Cancel the Request** or **Submit Request** to complete the process.

**Approving a Travel Request**

The approver will see requests awaiting approval under Authorization Requests on the Concur home page.

1. Select the Request you wish to approve by clicking the **Request Name**.

2. Review the **Request Header** and the **Expense Summary** tabs.

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.
   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 click OK.

Once Travel Requests have been acted on by the supervisor, notification regarding the status of the Requests will be noted on the **Manage Requests** page.
Travel Booking

Booking a Flight

From the Concur home page, use the Flight tab to book a flight by itself or with car rental and/or hotel reservations. To book car and hotel reservations without a flight, use the Hotel and Car Search tabs, respectively.

You can access the Flight tab by doing the following:

- On the SAP Concur home page, on the menu, click Travel.
- On the SAP Concur home page, on the menu, click the SAP Concur logo.

The Flight tab is on the left side of the page.

Start the Search

1. Select one of the following types of flight options:
• Round Trip
• One Way
• Multi City

2. In the **Departure City** and **Arrival City** fields, enter the cities for your travel. When you enter a city, airport name, or airport code, SAP Concur will automatically search for a match.  
   **Note:** Use the **Find an airport** and **Select multiple airports** links as needed.

3. Click in the **Departure** and **Return** date fields, and then select the appropriate dates from the calendar. Use the remaining fields in this section to define the appropriate time range.

4. Click the ▼ arrow to the right of the time window to see a graphical display of nonstop flights available for the routing and date you have selected. This allows you to adjust your search criteria, if necessary, to see/reserve nonstop flights.
   **Notes:**
   • The graphical display is based on flight schedule data. It will not show any rail options, nor can it take refundability or class of service preferences into account.
   • Each green bar represents 30 minutes of time. Place your mouse pointer over a green bar to see all of the flights available for that time slot.
   • If you change locations or dates, click **refresh graph** for more data.

5. If you need a car, click the **Pick-up / Drop-off car at airport** check box.
   - Select a vendor and car type; the car is automatically added to your reservation.
   - If you need an off-airport car or have other special requests, you can skip this step and add a car later from your itinerary.

6. If you need a hotel, click the **Find a Hotel** check box.
   Additional fields appear.
   • Choose to search near an **Airport, Address, Company Location**, or **Reference Point / Zip Code**, and then enter the appropriate information in the available fields.
   • If you are staying at more than one hotel during your trip or do not need a hotel for the entire length of your stay, you can skip this step and add a hotel later from your itinerary.  
     **Note:** Before booking, canceling, or changing your hotel reservation, verify the hotel's cancellation policy. Hotel cancellation policies have recently become much stricter. Fees will likely apply.

7. For **Search flights by**, select either **Price** or **Schedule**.

8. To search only for refundable flights, click the **Refundable only air fares** check box.

9. If necessary, uncheck the **Flight w/ no double connections** check box.
10. Click **Search**.

The flight search results appear.

**Select a flight**

1. On the **Flight Search** results page:
   - If you selected **Price** on the previous page, then the **Shop by Fares** tab is initially active.
   - If you selected **Schedule** on the previous page, then the **Depart** tab is initially active.

In the following example, **Price** was selected on the previous page.

2. On the **Shop by Fares** tab, to view additional details for the flights, click the **Show all details** dropdown arrow.

3. To select a flight, click the fare button.

4. On the **Review and Reserve Flight** page, review the flight details for your trip.

5. On the **Review and Reserve Flight** page, you can do the following:
• Review your flight details
• Enter your traveler information
• Select your frequent flyer programs
• Select your seat assignment
• Review the price summary
• Select your method of payment

Note: Depending on your airfare provider, you can click the View seats map link to select your seat on the flight. Select the appropriate Available seat from the Seat Map.

6. Click Reserve Flight and Continue.

Select a rental car
If you requested a car on the Flight tab Search, the rental car search results appear.

Select a hotel
If you requested a hotel on the Flight tab Search, the hotel search results appear.

Review the Travel Details page (itinerary)
1. On the Travel Details page, review and change your itinerary, if necessary.
2. In the Trip Overview section:
   a. Review the information for accuracy.
   b. In the I want to section, print or email your itinerary as appropriate.
   c. In the Add to your itinerary section, add a car, hotel, Wi-Fi, etc., as needed.
3. In the **Flight** section:
   a. Verify the information for accuracy.
   b. Click **Select Seat** or **Change Seat** to select or change your seat option (depending on the airline).
   c. Your company might allow you to change or cancel your flight from the itinerary page. If so, click **Change** or **Cancel**, and then follow the prompts to change your outbound or return flight.
      
      Travelers given the option to change a flight will be able to select a different date or time for the trip, but must stay on the same airline.
      
      Note: Changing a flight can result in fare changes.
   
   d. Click **Cancel all Air**, as needed.
4. Review the remaining sections, and make the appropriate changes.
5. Review the **Total Estimated Cost** section.
6. Click **Next**.

The **Trip Booking Information** page appears.

**Review the booking information**

Use the **Trip Booking Information** page to enter additional information about your trip.
1. Enter or modify your **Trip Name**.
   This is how the trip will appear on your itinerary and in the automated email from SAP Concur.

2. Enter a **Trip Description** (optional).

3. Indicate if there is anyone else who should receive the initial confirmation email. Enter as many recipients as needed, separated by commas.
   If you book the trip, you will automatically receive the email. If you book the trip as an arranger, you will also receive the email.

4. Choose your preferred email format, either plain text or HTML.

5. Click **Next**.
SAP Concur displays your itinerary on the Trip Confirmation page. This itinerary will include any messages about ticketing policies.

Purchase the ticket
1. Click Confirm Booking to send your request to your travel agent and to your manager for approval.
2. Click Finish.
   The Finished! screen shows your confirmation number and information to contact the travel agent.
3. Click Return to Travel Center.
Booking a Car

Search for your Car

If you require a car but not airfare, from the SAP Concur home page, request the car using the Car tab instead of the Flight tab.

1. Enter your pick-up and drop-off dates and times.
2. In the Pick-up car at section, select either:
   - Airport Terminal, and then type the city or the Airport code.
   - Off-Airport, and then enter (or search for) the location.
3. Select the Return car to another location check box, as needed.
   If you want to return the car to another location, additional fields will appear. Select either Airport Terminal or Off-Airport, and then enter the appropriate location.
4. To see additional search preferences, click More Search Options.
5. Select the Car Type.
   Tip: Hold the Ctrl key to select more than one type.
6. Select all of your preferences, and then click Search.
   The rental car search results appear.

Filter the results

There are two sets of filters: The matrix at the top of the page, and the Change Car Search area on the left side of the page.

To filter your results using the Change Car Search area
1. On the left side of the page, use the show and hide arrows.
2. Select the Use my default credit card check box, if needed.
   This is the credit card that you set up as your default in your profile. Uncheck the check box if this is not the card you want to use.
3. In the Change Car Search area:
   - Change your pick-up and drop-off dates and times, and your pick-up and drop-off locations.
   - Click More Search Options to select additional options such as a car type, and vendors.
4. Click Search.
   The new search results display.

To filter your results using the Matrix at the top of the page
1. Use the grid to filter the results.
   - Preferred vendors will show in the left column.
   - To see a particular size of car, click the cell with the car size. The search results below will reflect that choice.
   - To see cars for a particular vendor, click the cell for that vendor. The search results below will reflect that choice.
   - To see cars of a particular size and a particular vendor, click the appropriate cell. The search results below will reflect that choice.

Sort the results

If you want to sort your results, click the Sorted by dropdown arrow, and then select the appropriate option.
Review the results

1. Review the price and options.
2. Click the picture of the car (if available) to see a larger picture as well as passenger and luggage capacity.
3. Click Location details for more information about the available options.

Select the rental car

1. Click the Total cost button.
   Note that the color of the Total cost button reflects policy compliance.
   The Review and Reserve Car page appears.
2. Review the details for accuracy.
3. Select a rental car program, as needed.
4. Select a method of payment, if necessary.
5. Click Reserve Car and Continue.

If you requested the car using the Flight (or Air / Rail) tab, and you elected to reserve a hotel room, Travel will display those search result pages.

Booking a Hotel

Search for a Hotel

1. If you require a hotel but not airfare, from the SAP Concur home page, click the Hotel tab.
2. Enter the Check-in and Check-out Dates (or click in the fields to use the calendar).
3. Enter the search radius.
4. Choose to search near an Airport, Address, Company Location, or Reference point / Zip Code, and then enter the appropriate information in the available fields.

5. If you will be using more than one hotel on your trip, select the Add Another Hotel check box. Additional fields will appear. The Check-in Date field for the second hotel is automatically populated with the check-out date of the first hotel. Change the date as necessary.

6. Click Search.
   The hotel search results appear.

Change and filter search

1. In the Change search area:
   - Change your check-in and check-out dates, and your hotel location.
   - Click Search.
   Travel displays the new results.

2. Use the slider in the Price area to narrow your search.

3. In the Hotel chain area, select the appropriate hotels.

4. In the Hotel Amenities area, select the appropriate options.
Review the hotel map

1. Review the hotel map.

2. Click any blue icon to see specific hotel information. Use your mouse to zoom, and move the map, as needed.

The red  icon indicates your reference point, and the blue  icon shows your company's preferred hotels.
Sort the search results (as needed)

- Below the map, use the **Hotel Name Search** and **Sorted By** fields to sort the results.

Review the results

A picture as well as the name, address, rating stars, and price range appears.

1. Click the picture to see more images.
2. Click **Hotel details** to see contact information, street address, cancellation policy, and information about the facility.
3. Click **View Rooms** to see:
   - The available room options and rates
   - Other amenities per room/rate
   - Rules and cancellation policy

Select the hotel room

1. Click the **Cost** button next to the room that you want to reserve.

The **Review and Reserve Hotel** page appears. Navigate through the page and:

- Review or modify the room preferences.
- Verify or modify the guest and program information.
- Review the price summary.
- Select a method of payment, if available, as defined by your company's configuration.
- Review and accept the rate details and cancellation policy.

2. Select the **I agree to the hotel's rate rules, restrictions, and cancellation policy** check box.
3. Click **Reserve Hotel and Continue**.

Your **Travel Details** page (itinerary) displays.
Travel Expense

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

NOTE: 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.
Creating a New Expense Report

To create a report:

1. Either:
   Click **Request** on the header toolbar, and then select **Expense** under the Action column of the approved Request.

   ![Image of the Active Requests (4) table]

   OR

   On the home page, on the Quick Task Bar, place your mouse pointer over **New**, and then click **Start a Report**.

   ![Image of the SAP Concur interface with New, Authorization Requests, Available Expenses, and Open Reports]

   OR

   Click **Expense** on the header toolbar, and then select the **Create New Report** tile.

   ![Image of the SAP Concur interface with the Expense tab selected and the Report Library view]
2. If you don't create the expense report from the approved request then you will need to link the approved Request to the Expense Report by clicking the Add button.

![Expense Report Form]

**Note:** A linked request will fill in most of the required fields. Complete the remainder of the required fields (marked with red bars) to proceed.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Travel &lt; 24 hrs?</td>
<td>Travel less than 24 hrs, no overnight stay</td>
</tr>
<tr>
<td>2 Is this trip going to be reimbursed by the Chancellor's office?</td>
<td>Chancellor's office is going to reimburse for any part of the trip expenses.</td>
</tr>
</tbody>
</table>

3. When all header information is complete, you can begin adding either out-of-pocket expenses and/or Concur Travel/Ghost card transactions to your Expense Report. Click Next.

4. International, Alaska & Hawaii trips will require **Travel Allowances** itineraries to be created to utilize GSA amounts as ceiling amounts for expense reports.

   To build your trip itinerary, click the **Details** dropdown and click on **New Itinerary** under the Travel Allowances section.
5. The Travel Allowances window will appear allowing you to build your trip itinerary. On the Create New Itinerary tab, enter the first leg of your trip and click Save.

Continue entering all legs of the trip and click Save
An itinerary should consist of at least 2 legs. First leg for your departure details and second leg for your return details.

6. When all portions of the trip are entered, click **Next**.

7. On the **Available Itineraries** tab, you can view the itinerary that you have assigned to this trip.
8. Click the Expense & Adjustments tab to mark any meals which were provided during your trip, and then click Update Expenses.

9. You can begin adding either out-of-pocket expenses and/or Corporate Credit Card transactions to your Expense Report.

Adding Concur Travel/Ghost Card Transactions to an Expense Report

You can add Concur Travel card transactions to an expense report in these ways:

- From the open expense report (Import Expenses)
- From the Credit Card Charges page (Expense > View Transactions)
- From the Available Expenses section (Expense > Manage Expenses)
- From the Quick Task Bar, Available Expenses
From The Open Expense Report

To add Travel card transactions within the open report:

1. From within the created report, click **Import Expenses**
   a. Verify or update the Expense Type classification of the imported credit card transactions
   b. *Additional details or receipts may be required*

2. From the **Available Expenses** section, select each transaction that you want to assign to the current expense report

3. Click **Move**.

4. The expense is moved and appears on the left side of the page, with any applicable icons.
   a. Verify or update the Expense Type classification of the imported credit card transaction
   b. *Additional details or receipts may be required*
From Available Expenses on the Concur Home Page

- From the Concur home page, on the Quick Task Bar, click the **Available Expenses** link.  
  OR
- On the task bar at the top of the screen, click **Expense > Manage Expenses**, on the sub-menu. The **Available Expenses** section appears (you might need to scroll down).

To assign the transaction to a report:

1. Select a check box next to each appropriate transaction.  
   **TIP:** Select the uppermost check box to select all transactions.
2. Click **Move**.
3. Select the name of the appropriate report or **To New Report**.
   - If you select an existing report, the report opens and the selected transactions are attached to the report.
   - If you select **To New Report**, the **Create a New Expense Report** page appears.  
     Attach corresponding Request and fill out the report information as usual.
Adding an Out-of-Pocket Expense to an Expense Report

To add an out-of-pocket expense to an Expense Report:

1. From the open report, click **New Expense**.

2. On the **New Expense** tab, click the appropriate expense type.

3. The page refreshes, displaying the required and optional fields for the selected expense type.

4. Complete the required and optional fields. Click one of the following:
   - Save
   - Itemize - to itemize the expense
   - Allocate - to allocate the expense between various chartfields as applicable
   - Attach Receipts - to upload and attach receipt images
   - Cancel - to exit without saving this expense
**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).

To itemize an expense:

1. Add the expense as usual and then click **Itemize** (instead of **Save**).
   - The expense appears on the left side of the page, along with the message *Adding New Itemization*.
   - The name of the **New Expense** tab changes to **New Itemization**.

2. On the **New Itemization** tab, 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.

4. Click **Save**.
   - The newly created itemization appears on the left side of the page, below the expense.
   - The total amount, the itemized amount, and the remaining amount appear on the right side of the page.

5. For each additional itemization, on the **Itemization** tab, select the appropriate expense type and complete the appropriate fields.
   Once you have itemized the **Total Amount** of the charge, the **Itemization** tab is replaced by the **New Expense** tab.
**Itemizing Nightly Lodging Expenses**

A hotel bill typically contains a variety of expenses including room fees, taxes, parking, meals, valet, telephone charges, and personal items. You must itemize these expenses so that they can be reimbursed correctly. Lodging Itemization allows you to quickly itemize recurring room rates and taxes. You can then itemize the remaining charges on your hotel bill, and adjust for any rate changes during your stay.

To create a lodging expense:

1. With the Expense Report open, on the **Expense** tab, select the lodging Expense Type. The lodging form will open with the required and optional fields displayed.
2. Complete all required and optional fields as appropriate.
3. Click **Itemize**. The expense appears on the left side of the page; the **Nightly Lodging Expenses** tab appears on the right side of the page.
4. Use the calendar to select the check-in date. The number of nights appears automatically.
5. Enter the **Room Rate**, **Room Tax**, and **Additional Charges**.
6. Click **Save Itemizations**.

If there is a remaining amount to be itemized (other charges, for example, for incidentals or room service), the remaining amount is displayed in the **Remaining** field on the right side of the **New Itemization** pane. Continue to itemize the amounts until the balance is $0.00.
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:

1. With the report open, to create or edit a single expense, click Allocate at the bottom of the Expense tab.

    ![Allocate Buttons]

To allocate multiple expenses, select the appropriate expenses on the left side of the page, and then:

   - Click **Allocate the selected expenses** on the right side of the page.
   - OR
   - Click **Details > Allocations**.

The Allocations for Report window appears. The total expense amount, the amount allocated, and the amount remaining appear in the Allocations section.

![Allocations for Report Window]

2. From the **Allocate By** dropdown list, select **Percentage** or **Amount**.
3. Add as many allocations as necessary. You can adjust the amounts and percentages. The total amount must be allocated 100%, otherwise an audit rule is flagged and you will not be able to submit the report.
4. Click **Save**.
5. For the confirmation message, click **OK**.
   - Click **Done**. The allocation icon appears with the expense.
   - If the expense is 100% allocated, the icon appears with the expense.
If the expense is not 100% allocated, the ☢️ icon appears with the expense.

### Attaching a Receipt

### Uploading Receipts

Files saved to a folder on your computer may be uploaded directly into an Expense Report using the following steps:

Scan the documentation into a .png, .jpg, .jpeg, .pdf, .html, .tif or .tiff file; 5 MB limit per file.
1. With your transaction open, select **Attach Receipt**.

2. Browse your computer to find the scanned document.

3. Click **Attach**.
Using Available Receipts

Users can upload images to the Available Receipts library which stores the receipt until the user is ready to attach it to an Expense Report. Receipts can be uploaded to Available Receipts using different methods.

Upload Images From The Expense Home Page

1. Click Expense on the menu.
2. At the bottom of the page, click Upload New Receipt. The Receipt Upload window appears.
3. Click Browse (or Choose File, depending on browser).
4. Locate the desired image.
5. Click Upload and Close. The image is then available to be attached at any time.

Email Images to your Email

1. Before emailing receipts to the Available Receipts library, you must submit your email address for verification in the Personal Information section of your Profile.
2. Click Profile > Profile Settings. The Profile Options page appears.
3. On the left-hand side of the screen, click Personal Information.
4. On the Personal Information screen, scroll down to the Email Addresses section and click Add an Email Address.
5. Follow the below steps to verify your email address:
   a. Once you have saved an email address, click Verify.
   b. Check your email for a verification message from Concur.
   c. Copy the code from the email message into the Enter Code box next to the email address.
   d. Click OK to submit the code and complete verification.
6. Prepare an email to receipts@concur.com, attach the images, and send the email. The available file formats are: PNG, JPG, JPEG, PDF, HTML, TIF, OR TIFF.
Allow Your Delegate to Send Receipt Images to Your 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/Cardholder’s report they are acting on. The following steps should be completed during profile setup:

1. The Traveler/Cardholder must verify his/her own email address in his/her profile.
2. The Delegate must verify his/her own email address is in his/her profile.
3. The delegate must have the correct delegation permission (can view receipts, can attach receipt, etc.). To update delegate permissions, go to Profile > Profile Settings > Expense Delegates > Add a Delegate > select Can Prepare and Can View Receipts.
4. 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).
5. The Delegate must put the Traveler/Cardholder’s email address in the subject line.
6. The receipt will show in the Traveler/Cardholder’s Available Receipts gallery within three minutes.

To Attach a Receipt Image to An Expense Entry Using Available Receipts

1. In the Expense Report, select an expense entry to open it in Detail view.
2. Click Receipts > View Available Receipts.
3. Either:
4. Click the left-pointing arrow icon on the appropriate image
5. Drag the image directly over the expense entry
6. The receipt image is attached to the expense entry. Confirm that the receipt is attached by noting that the Receipt Required icon has changed to Receipt Received, or click the Receipt Image tab of the entry to view the thumbnail image.

Adding Attendees to a Business Meal

For business meals or entertainment expenses, you must identify all attendees associated with the expense. Users can add attendees and attendee groups to the system in the Expense Profile Settings (See Favorite Attendees section for instructions).
To Add One or More Individual Attendees to an Expense
Select the Expense Type - Hospitality. Complete the necessary fields.

1. Click **New Attendee**.
2. Select Attendee Type and enter in required red line marked fields.
3. Click **Save & Add Another** or **Save** if done adding attendees.

To Add Individual Attendees From Saved Favorite Attendees List

1. Click **Favorites**. The **Favorites** tab appears.
   
   **NOTE:** This page lists your favorite attendees (as listed in Profile > Profile Settings > Favorite Attendees) minus those already assigned to the expense.
2. Select one or more attendees.
3. Click **Add to Expense**.

Advanced Search
Search for existing attendees used in previous reports.

1. Click **Advanced Search**. **Search Attendees** tab appears.
2. Select **Attendee Type** and search criteria.
3. Select checkbox next to Attendee.
4. Click **Add to Expense**.

Converting Foreign Currency Transactions
To Account For an Expense Incurred In Another Currency

1. With the Expense Report open, click **New Expense**, and then enter the appropriate information in the required and optional fields (required fields are indicated with a red bar).

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 "spend" 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.

---

Adding Personal Car Mileage

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.

To Create a Car Mileage Expense

1. With the Expense Report open, on the **New Expense** tab, select the Personal Car Mileage Expense Type. The mileage form will open with the required and optional fields displayed including the **Mileage Calculator** link.

2. Complete all required and optional fields as appropriate.

3. Click the **Mileage Calculator** link and review and update the route as appropriate. If round trip mileage should be calculated, click **Make Round Trip**.

4. Click **Add Mileage to Expense**.

5. Click **Save**.
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.

To Expense a Cash Advance (Fully utilized)

1. Click on Requests, Active Requests, find the request you are ready to expense and click on Expense located under Action.

2. Finish completing the Report Header and click Next.
3. At the bottom of the report you will see Outstanding Advance. This should be the amount you received for the cash advance.

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

If 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.
5. Make sure all expenses have been entered, and receipts have been attached. Click **Submit**.

A pop up window will appear and state Report Successfully Submitted with a summary of the expense totals and disbursements.

To Expense a Cash Advance (Excess Funds to be returned to the University)

If there are funds still available from the advance after accounting for all expenses, you will see two messages.

1. At the bottom of the screen:

   ![Outstanding Advance Table]
   
   **OUTSTANDING ADVANCE**
   
   $70.00

   **TOTAL AMOUNT**
   
   $30.00

   **TOTAL REQUESTED**
   
   $30.00

2. The following message will appear when you attempt to submit the expense report.

   ![Warning Message]
   
   *This report could not be submitted. Cash Advances must be entirely utilized or returned. Please add a Cash Advance Return on this report to return the remaining balance.*

   *All excess funds must be returned to the University before you can submit your report.*

To Pay Back the Excess Funds and Enter Returned Cash Advance Amount

1. Go to the Cashier/Bursar’s office to return the excess funds. The amount will be shown under Outstanding Advance.

   **Retain Cashier/Bursar’s office receipt** as you will need to incorporate in your expense report under steps described below.

   Had an additional $150 in out of pocket expenses. So they will get back $150 out of the $350 Report Total since $200 was issued as a cash advance.
2. On the New Expense tab, select Cash Advance Return expense type. Enter the amount of the receipt. Click Attach Receipt and attach the scanned copy of the receipt you received from the Cashier/Bursar’s office.

3. Click Attach Receipt and attach the scanned copy of the receipt you received from the Cashier/Bursar’s office.

4. Click Submit.

**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, submitting reports, etc.

**To Work As a Delegate**

1. Click Profile > Acting as other user.
2. Select the appropriate delegator's name.
3. Click Apply.
   
   **NOTE:** Notice that the Profile menu now displays Acting as and shows the name you just selected.
4. You are now officially working on behalf of that person. Complete the normal processes of creating reports, attaching receipts, etc.

To select a different user, follow the same steps but click a different name.

To return to your own tasks, click Acting as and then Done acting for others.
The image shows two screenshots of a user interface. The top screenshot displays a profile titled "Sarah E David" with options to choose a user for acting as other. The bottom screenshot shows another profile titled "Chacon, Nicole M" with similar options for acting as other. The interface includes dropdown menus for selecting users and buttons for canceling or starting actions.
Printing an Expense Report

To Preview and Print the Expense Report

1. On the Expense Report page, click Print / Email, and then select *CSU-Detailed Report with Summary Data.
2. Review the details, and then click Print.
Submitting an Expense Report

To Submit Your Expense Report

1. On the Expense Report page, click **Submit Report**.
2. The **Final Review** window appears with the User Submit Agreement. By clicking **Accept & Submit**, the user is accepting the terms and conditions of the agreement.

If you cannot successfully submit the report, a message appears describing the report error or exception. Correct the error, or if you require help to complete the task, contact Accounts Payable.
Reviewing the Approval Workflow
The Approval Flow window displays the route that your Expense Report will follow once it is submitted. User can view the Approval Flow at any time for an Expense Report.

To View the Approval Flow
With the Expense Report open, click Details > Approval Flow.

The Approval Flow window will open displaying the approval flow and the status for the Expense Report.
Correcting and Resubmitting an Expense Report
Your Expense Report Approver or processor will send a report back to you if an error is found. 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, click the Open Reports tile. In the Active Reports section of the page, the report appears with Returned on the report tile. The approver’s comment appears below the amount.

2. Click the report tile to open the report.

3. Make the requested changes.

4. Click Submit Report.

Reviewing and Approving an Expense Report

Reviewing an Expense Report

1. On the home page, in the Required Approvals section of My Tasks, click on Required Approvals title of the blue arrow to the right.

OR

On the home page, in the Quick Task Bar, click the Required Approvals tile.

The Reports Pending your Approval page lists the awaiting reports. Select the report you want to open.
2. Review the report details.
Approving an Expense Report

If you are satisfied with the Expense Report, click Approve in the top right corner of the screen.

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:

2. Enter a Comment for the employee explaining why you are returning the report.
3. Click OK.

Adding an Additional Review Step

You will also have the ability to send the report to another approver. To approve and forward a report:

1. Click the Approve & Forward button in the top right of the screen.
2. Enter the User-Added Approver, and add a comment, as needed.
3. Click Approve & Forward to approve the Expense Report and send to the next approver.
E-Receipts

Enable the automatic collection of electronic receipts and folio data, or "e-receipts", from participating suppliers!

To activate e-receipts:

1. Click **Profile > Profile Settings > E-Receipt Activation**, 
2. Then click **E-Receipt Activation**. The **E-Receipt Activation and Use Agreement** appears.
3. Click **I Accept**. The e-receipts confirmation appears. Once you have accepted, any credit card in your profile will be opted in. You can choose to opt out a particular card in Profile.

Once you complete the e-receipt activation, the e-receipts generated by your transaction with a participating supplier will be automatically collected and matched with your itineraries and expense reports. You can access and print these e-receipts at any time from your Trip Library. Your e-receipts will be automatically matched with your itineraries and expense reports, as applicable, so you can avoid keying in folio data and submitting imaged paper receipts for those transactions on your expense reports. Participating suppliers will have E-Receipt Enabled under hotel picture name within the online booking process:
Pulling Support Documents for CPO Submission

CPOs are inter-CSU transactions between a campus and the CO or another campus. The CO facilitates moving funds between campuses by way of a CPO (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, in Fall 2018, a copy of the expense report from Concur and the supporting receipts can be utilized for CPO 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 a CPO is in play or until these additional requirements are no longer exercised.

In Concur, go to the expense menu and choose “Report library” to pull up submitted expense reports.

Select the correct expense report and then choose “Print/Email” link and select “CSU-Detailed Report with Summary Data.” Print this report to PDF.

To print the receipts from the report select “Receipts” and then choose “View Receipts in New Window.”

You can then download receipts from the report and stitch the two files together in Adobe, save as you wish and send to appropriate CO contact or campus accounting team for CPO support.