1. Fill out Travel Budget template with trip information and projected expenses for all travel.
2. Email completed Budget to IASCServices@csuchico.edu
3. IASC will review for accuracy and completeness.
4. IASC responds to traveler with reviewed budget to now enter their trip in Concur
5. Upload your Itinerary or Agenda to your travel request in Concur.
6. Upload the approved budget document to your travel request in Concur.
7. Your direct report will approve
8. Monique Sendze will approve.
9. Once final approval has taken place book your flights, hotel, rail, car rental, and registration.

Concur
Find instructions for each task listed below at https://www.csuchico.edu/ap/cte/concur.shtml.

Request (traveler or delegate)
The request module is used to enter trip related details, estimate costs, communicate time away from campus, and document required pre-approval.

Travel (traveler or delegate)
The Concur travel module can be used to make air, hotel, rail, and rental car reservations for University travel. Travel arrangements made through CTE are managed by our CSU Travel Management Company (TMC), Christopherson Business Travel (CBT).

Things to consider while traveling:

- Itemized receipts and proof of payment is required for all expenses >$55
- CBT can be contacted to assist with reservation changes/cancellations, as needed, while in travel status.
  - 800-285-3603 (5 a.m. to 6 p.m., PST) or csu@cbtravel.com
  - 800-960-7862 (emergency after hours, use CIT code - P6LV)
- Enterprise reservations should be made within CTE. However, should travel plans change or there is a need to make a last-minute reservation these can be done at the counter (in person) or online at enterprise.com. You must have necessary contract codes to access campus rates and liability coverage.
  - Contact the Accounts Payable Office for contract codes at x6426.

Approval (approver)
Concur requests and expense reports must be reviewed, and action must be taken to complete workflow in CTE. Approvers will receive an email notification when a request or expense report is has been submitted for approval.

Expense (traveler or delegate)
The Expense module is used to submit all claims for reimbursement and reconcile any travel credit card activity for cardholders.

Travel Credit Card (traveler)
The travel credit card program was created in conjunction with implementing CTE. The card is available for
eligible employees. This page includes information about the card application and how the card interfaces with CTE.

Mobile Applications (traveler)
The CTE implementation included two mobile applications that can be used by employees.

- Concur app - can be used to capture receipts, classify expenses, and build expense reports using a smartphone or mobile device.
- TripIt app - can be used to manage itineraries with functionality that provides change alerts, neighborhood ratings for hotel locations, and overall itinerary management.

E-Receipts
Travelers can activate e-receipt functions that allow participating vendors to send electronic receipts to your account. These can help you keep track of your trip transactions. Login to Concur and click on the Profile tab; select Other Settings > E-Receipt Activation. For trips that are booked with participating vendors, a receipt will be automatically sent to your Concur account and saved in your Trip Library. If you are missing an original receipt upon your return, these can be used to submit along with your travel claim to substantiate your trip expenses.

Enterprise Rent a Car
Enterprise no longer bills the University for Car rental. Travelers arrange for their rental cars through Concur but will need to use a credit card (Personal or Travel Card) to pay for the rental.

How do I know where my submission is in the process?
You can obtain real time information about where your submission is in the process flow. For requests, choose request tab and review status of each request listed. For expense reports, choose expense tab and you will see the status noted on the expense reports tile. Statuses include:

- Not submitted – awaiting submission by traveler.
- Submitted, pending reports to approval – awaiting “one up”/reports to approval.
- Pending cost object approval – awaiting minimum signature authority defined by campus (for requests).
- Pending online booking – the request has been approved and traveler/delegate can now book designated segments in Concur
- Approved – all necessary approvals obtained.
- Pending accounting review – expense report is in queue for Accounts Payable review to process payment.
- Sent back to user – when a report or request is sent back for correction or missing information. After corrections are made the transaction must be submitted again for another cycle of review/approval.
- Sent for payment – when Accounts Payable review is complete and it has been forward to last step of processing payment/recording in our accounting system.