This document describes university travel procedures using the Concur Travel Management System. This is a companion document to the Concur User Guide, a step-by-step tutorial prepared by the Information Technology Training & Development Office.

These documents should be used in conjunction with other travel guidelines and state travel policy available on the EWU Travel Accounting website. Please visit the website for a description of travel guideline documents and their purpose.

EWU Employee Travel Guide: Travel procedures as related to State policy
Concur Employee Travel Guide: Travel procedures above as related to Concur input
Concur User Guide: Detailed directions for inputting travel into Concur

EWU Travel Accounting
319 Showalter Hall, Cheney, WA 99004
Phone: (509) 359-2449
Email: jwaterman@ewu.edu
Website: https://sites.ewu.edu/financialservices/office-of-controller/travel-accounting/
Help Desk Hours: Monday – Friday, 8:00am – 5:00pm PST

Procedures described in this document include the following:

- How to get access to Concur
- Concur user roles
- Explanation of expense types and payment methods
- Paying for transportation or registration fees
- Requesting a cash advance and repayment procedures
- Routing documents for approval
- Cancelling a Travel Authorization
- Attachments and document retention requirements
- Concur document types
- Delegate / Approver Changes and Employee Separations
- Considerations for travel crossing the fiscal year or in the next fiscal year
- Getting Help
- Frequently Asked Questions (FAQs)

Concur Function Overview
Concur Travel Management System is an online expense authorization and reimbursement module that is offered as a software as a service system; it is designed specifically for processing travel.[1] Travel requests and approvals are routed electronically using Concur's workflow system, an application that generates email notifications prompting users for actions. In this paper-free environment the status of each travel document is tracked throughout the process. Transactions (encumbrances, cash advances and expenses) automatically post in Banner Finance after review and approval by the EWU Travel Accounting office.

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[1]   In addition to travel expense, Concur has other functionality opportunities that are not included in this rollout, including booking travel, credit card integration, and other types of employee reimbursement.

Concur Roles

There are four different types of Concur users.[2]

1. **Traveler** – the employee traveling on university business.[3]

2. **Approver** – the person(s) approving university business travel. Approvers typically include the traveler's supervisor and budget authority. There can be multiple approvers depending on funding source(s), procurement methods, destination, and other departmental needs. Approval notifications are sent via email prompting action in Concur. Approvals routing is further described later in this document.

3. **Delegate/Proxy** – typically the departmental travel coordinator/preparer (who might also be the P-card and/or CTA cardholder).[4] The delegate acts on behalf of the traveler(s) to facilitate travel authorization and expense processing. A delegate can be assigned to multiple travelers. Also, a traveler can have more than one delegate.
   - There are two types of delegate roles: preparer and approver. A delegate must have an approval role in order to serve as an approver delegate.
   - Delegates can be assigned for a temporary period of time or as a permanent role.

4. **Event Manager** – typically the department travel coordinator/preparer who is preparing a "master request" for multiple employees with common travel information (such as flight, hotel, conference fees, etc.) attending the same event. The master request is then copied and sent to each attendee for editing and submittal. [5] This is different than group travel, where one employee sponsors students on a trip. [6]

Overview of how to travel using Concur

1. Initial set up
   a. Review the EWU Employee Travel Guide, Concur Employee Travel Guide, and Concur User Guide located on the EWU Travel Accounting website.
   b. If you would like hands-on training, sign up for Concur training through the ITTraining Scheduler. Classroom training is not required. However, it is recommended for those who prefer hands on instruction.

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[2] One or more roles must be assigned to each user as part of their initial set up. Approver roles are identified through supervisor assignment in Banner. Workflow is an integrated part of the Concur Travel Management System.

[3] Use of a delegate is encouraged for those employees who travel infrequently or need assistance with Concur. Contact your supervisor or college business office to determine if a delegate exists within your unit.

[4] If acting as a Delegate, click on the Profile link and choose a user from the drop down menu. Click the Start Session box and then begin acting on their behalf. The profile link becomes "Acting as …"When the travel request is complete, click the Notify Employee box to submit to Traveler for review. When finished acting as a delegate, click on the "Acting as" link and then click the Done acting for others box. Note: Travelers must first assign the delegate in their profile. Only the traveler can request a cash advance.

[5] This option allows a delegate to create one request for the list of attendees instead of entering identical individual requests for each employee. The travel coordinator must have both the event manager and request proxy roles assigned to be able to view the individual requests once they are created. Assignment of the event manager roles will be coordinated through the EWU Travel Accounting office.

[6] See Concur User Guide for specific directions on group travel.

c. As an accountable traveler, you are expected to use any responsible means needed to ensure you feel comfortable with the functionality of the system. Access to the Concur Travel Management System is not dependent on completion of classroom training.[7]

2. Log into Concur using your SSO username and password – it is web-based and available off-campus. Navigate to the EWU Travel Accounting website for a link to the Concur sign-on page.
   Concur Mobile is also available for access to the system via apps on your mobile device.[8]
   a. Once logged into Concur, view the in-site training page under the help menu in the upper right hand corner of the main page.

3. Update your profile in Concur if needed[9]
   a. Review your personal settings, which include Employee ID, work address, home address, contact information, email address, and emergency contact.
   b. Review request and expense settings, which include default Banner index code, assigned supervisor/approver, and delegates. You can add or delete delegates as needed.
   c. Review other settings such as system settings and mobile app registration.
   d. See the Concur User guide for detailed instructions.

4. Create a new Travel Request [10]
   a. Detailed instructions for creating a travel request can be found in the EWU User Guide.

   b. Select the appropriate travel policy for the type of travel (i.e. EWU-Travel Request or EWU-Group Travel Request).
      • Group travel uses a different policy to multiply the amount of individuals in the group by the allotted travel allowances (i.e. rate x days x individuals). See the EWU User Guide for detailed instructions.

   c. The report/trip name should be entered as: First initial Last name, Date (MMDDYY), and Destination (first city). Example: JDoe 092715 Austin

   d. Fill out the remainder request header information, including trip start and end dates, Index, Traveler Type, Trip Type, Request Purpose, Destination City, and Additional Information.

   e. For international travel, be sure to check the box that indicates your acknowledgment of additional risk management requirements and your need to contact the Travel Accounting office.

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[7] There are multiple opportunities for training related to Concur Travel Management System, including in-system videos and tutorials, user-guides, as well as classroom sessions for a hands-on approach.

[8] System requirements: Concur is compatible with most operating systems and web browsers. Access to the mobile app is available through your app store for Apple, Android, Windows, or Blackberry devices. You can manage your mobile settings through your profile on the Concur website.

[9] Many components of your profile are preloaded based on Banner system information and are not editable. Please contact the EWU Travel Accounting Office if any of this preloaded information is inaccurate.

[10] For future trips, you can copy an existing request instead of creating new one.

f.   Select the applicable expense type; see **Appendix A** for definitions. Expense types can be itemized for further detail, and allocated to multiple Banner index codes as needed by clicking on the appropriate box at the bottom of the form.

g.   If multiple destinations are part of your travel, each destination will need to be entered as a separate line item, indicating how many nights will be spent at each stop. See the Concur User Guide for detailed instructions.

h.   Attach supporting documents. Preferred file type is PDF. However, accepted file types include: png, jpg, jpeg, pdf, html, til or tiff (do not use MS Office formats).[11] File size is limited to 5MB. Files are uploaded into Concur and attached to the request. Examples include:

   - Airline flight itinerary (or airfare quote)
   - Conference agenda (shows any meals provided) and registration form
   - Any other materials needed to assist the P-Card and/or CTA cardholders with procurement and supporting documentation

i.   If hotel charges (excluding applicable taxes) will be more than the state-approved travel allowance amount for your travel destination, your supervisor must approve a state-designated exception. If needed, choose "Hotel Exception Needed" from the expense type list and enter the estimated amount that exceeds the standard lodging rate. Choose the reason for the exception as allowed by state travel policy from the drop-down list (see the EWU Travel Accounting website for details). This is how your supervisor approves a lodging exception. See the Concur User Guide for detailed instructions.

j.   Concur <u>does not</u> procure transportation automatically – it doesn't purchase an airline ticket or pay for a rental car. It is the responsibility of the traveler to work with your department (or the EWU Travel Accounting office) for procurement of travel-related costs. Please see the EWU Employee Travel Guide for directions to procure the various components of your travel.

   - Please check either the "Pay by Department" or "Pay by Travel Accounting" checkbox to signify if procurement/payment should be made by those departments.

   - **Pay by Department**: This signals your department CTA cardholder[12] to pay for transportation and/or your P-card holder to pay for conference registration. Enter the vendor name (or travel agency) and phone number in the comment field.

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[11] PDF (Portable Document Format) is a file format used to present documents in a manner independent of application software, hardware, and operating systems (source: Wikipedia). Contact the IT HelpDesk if you need assistance with PDF files.

[12] CTA (central travel account) is a credit card account issued through EWU Travel Accounting to a designated EWU employee for departmental purchase of transportation expenses. Contact EWU Travel Accounting for more information. P-Cards (purchasing cards) are credit cards issued through the EWU Purchasing Department for purchase of allowable items including conference registration fees. Contact the EWU Purchasing Department for more information.

- **Pay by Travel Accounting**: This signals the EWU Travel Accounting office to pay for transportation using the central CTA card; the expenses will be distributed to the Banner Index Code(s) assigned to the Request. This method can also be used to pay for expenses that cannot be procured using the CTA or P-Card; a check will be sent to the vendor address provided. Attach the invoice or other supporting detail.

Note: The supervisor should route the Request to your cardholder(s) before final routing to the EWU Travel Accounting office. Refer to routing instructions later in this document and in the Concur User Guide.

P-Card and CTA Cardholders: When a new Request is created, Concur generates the next available Request ID which can be used (by the cardholder) as a control number to authorize/track purchases. Reference the Request ID and Trip Name when distributing expenses in PaymentNet.

5. Cash advances
   a. Cash advances can be requested within the Concur Travel Management System. See the Concur User Guide for detailed instructions to request and return a travel advance.

      - When requesting a travel advance, be sure to reduce the available cash advance amount by those items marked as "Pay by Department" or "Pay by Travel Accounting." The system will not automatically reduce your available cash advance based on those checkboxes.

      - If you are including daily meal allowances in your cash advance request, you must consider whether you will be in travel status for each of those meals and reduce your request accordingly by including the "Below Meal Allowance" expense type. You must be in travel status the entire meal period to qualify for reimbursement. See the EWU Employee Travel Guide for more information.
        1. Breakfast 7 – 8am
        2. Lunch 12 – 1pm
        3. Dinner 6 – 7pm

   b. Account for advances upon return from your trip by completing the Expense Report in the Concur Travel Management System. Use the expense type "Cash Advance Return" to identify the amount not used. Return any excess portion to the SFS Cashier's office. The Cashier will use detail code 6417 to record the recovery and should reference your Request ID associated with the cash advance. Scan and attach your receipt to the Expense Report prior to submission. If you misplace your receipt, ask the SFS Cashiers Office for a duplicate.
      - Student Financial Services Cashier's Office
        202 Sutton Hall, Cheney, WA 99004
        (509) 359-6372
        Hours of operation: Monday – Friday 8:00am – 5:00pm PST

Note: ACH direct deposit is much faster and more efficient than getting a paper check by mail. The direct deposit form is available from the EWU Accounts Payable website. Frequent travelers can provide further efficiencies by applying for the EWU corporate travel card (no need for cash advances).

6. Routing for approvals – Travel Request
   a. The traveler user profile within Concur contains the first approver (should always be the traveler's supervisor). This is where the document is routed for the first approval upon submission. Any additional approvals are routed as needed on an ad hoc basis. Approval notifications are sent via email prompting action in Concur.

   b. Route the document for additional approvals as needed:

      • **Budget authority** – for each Index code used to pay expenses.

      • **CTA cardholder** – for transportation procurement. The vendor name (or travel agency) and phone number must be included in the Comment field. Attach the flight itinerary to assist the CTA holder with airline ticket purchases.

      • **P-card holder** – for conference registration payment. The vendor name and phone number must be included in the comment field. Attach the registration form or include the website URL for online registration.

      • **Department VP or designee** – required for travel to foreign countries (excluding British Columbia) or Hawaii.

      • **EWU Grants Office** – for sponsored programs (most Index 5 codes). Requests will be automatically forwarded to the Grants Office for approval.

      • **Final Approval (Send to Travel Accounting)** – for compliance review and final approval/payment. Once approved, the document status will change from "Submitted" to "Approved". Financial transactions such as encumbrances, advances or expenses will post to Banner Finance with reference to the source document.

      The date of final approval determines the posting date in Banner Finance. For additional assistance, contact the EWU Travel Accounting office.

7. Create an Expense Report.
   a. Upon return from your trip, log into Concur, select the associated Request and click "Create Expense Report".

   b. The Request will be copied into a new Expense Report. The report header information will contain the request header information (trip name, start/end dates, purpose, traveler type, trip type, and index).

   c. Enter allowable expenses. You will be prompted to specify if travel allowances will be included in the report. If so, fill out the necessary information in the travel itinerary and adjust meal allowances as needed. See the Concur User Guide for detailed instructions.
      - Indicate which meals were provided to you during your trip (i.e.meals provided at a conference) by checking the applicable box.

      - Adjust the first and last day allowances based on your time of travel. You must be in travel status the entire meal period to qualify for reimbursement. See the EWU Employee Travel Guide for more information.
         1. Breakfast 7 – 8am
         2. Lunch 12 – 1pm
         3. Dinner 6 – 7pm

   d. Hotel tax is itemized within the Hotel expense type. If Hotel lodging (less applicable taxes) exceeds the standard lodging rate, choose the reason for the exception as allowed by state travel policy from the drop-down list. This is how your supervisor approves a lodging exception.

   e. Attach supporting documents. Collect/scan your original receipts and attach those documents to each expense type in your Expense Report within Concur. Preferred file type is PDF. However, accepted file types include: png, jpg, jpeg, pdf, html, til or tiff. File size is limited to 5MB. [13] Your documents will be retained in Concur for at least six years (document retention requirement). After your travel document is approved by the EWU Travel Accounting office, you may recycle/shred the original receipts. Examples of supporting documents include the airline flight itinerary, lodging and auto rental receipts, and other travel receipts required by travel policy.

   f. Submit the Expense Report to your direct supervisor who will review and approve, sending the report to the EWU Travel Accounting office for compliance review and final approval. Expense reports will be processed within five business days. If corrections are needed, the document will be returned via Workflow with comments. The date of final approval determines the posting date in Banner Finance.

8. Pre-trip reimbursements: Out-of-pocket purchases such as airfare or conference registrations may be reimbursed pre-trip using the Expense Reports function after the Travel Request is approved. Be sure to attach receipts.
   a. Create an expense report from the original request. No per diem expenses would be included in a pre-trip reimbursement. Remove cash advance from report by clicking the information icon at the bottom left of the page next to "Outstanding Advance", check the box and click "Delete from Report."
   b. Choose the expense item to be reimbursed pre-trip and fill out the necessary information. Submit the pre-trip report for approval.
   c. When returning from your trip, create another expense report from the original request and complete the remaining items from your travel.

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[13] To reduce the size of scanned documents, reduce resolution to 300 dpi and use black and white rather than color.

9. Cancelling a trip
   a. Return any cash advance to the SFS Cashiers Office.
   b. *Release the budget in Concur; see instructions in the Concur User Guide.*

10. Concur Document Types[14]
    a. Travel documents post to Banner Finance using a unique two letter prefix:
       - TA – Travel Authorization (encumbrances)
       - TR – Expense Report (expenses, encumbrance liquidation)
       - TV – Cash advance (general ledger account only)
       - TJ – Cash advance recovery (general ledger account only)

11. Delegate / Approver Changes and Employee Separations
    a. Contact the EWU Travel Accounting office for instructions.

12. Considerations for travel crossing fiscal years or in the next fiscal year
    a. The date the report was approved in Concur determines the posting date in Banner Finance for the Request and Expense Report.

13. Getting Help
    a. Contact the EWU Travel Accounting office for questions about Concur travel procedures or functionality.

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[14] Fiscal personnel: posting activities in Banner Finance are as follows:
- TA approved – encumbrance posts to assigned index code(s).
- TR approved – encumbrance is reversed and expense is posted.
- Cash advances are not encumbered (posts to a general ledger account monitored by EWU Travel Accounting).

Frequently Asked Questions (FAQs) for Concur:

1. **I'm new to Eastern. How do I get started with Concur for university business travel?**
   - ▢ Review the travel guideline and training documents located on the EWU Travel Accounting website.
   - • If you would like hands-on training, sign up for Concur training through the ITTraining Scheduler.
   - ▢ Contact the EWU Travel Accounting office.

2. **I'm tech savvy. Do I really need to attend Concur training?**
   - • As an accountable traveler, you are expected to use any responsible means needed to ensure you feel comfortable with the functionality of the system. There are multiple opportunities for training related to Concur Travel Management System, including in-system videos and tutorials, user guides, as well as classroom sessions for a hands-on approach.

3. **I attended training but I don't remember how to use Concur. Where can I find help?**
   - ▢ See the Concur website to access the user guides and other materials. Contact the EWU Travel Accounting office for further assistance.

4. **I don't remember my Concur logon or password. What should I do?**
   - ▢ Your Concur logon ID and password is the same that is used to access the campus network (if using SSO). Submit an IT HelpDesk ticket to request a password reset, if needed.

5. **I made a mistake on my TA and it's already been submitted. What should I do now?**
   - • You may recall a request if it has been submitted but not yet approved. You may cancel a request if it has been approved, however you will need to re-enter the request again. You may also ask your approver to return the request to you.

Appendix A: Concur Expense Types

Name	Group	In-State Account	Out-of-State Account	When to Use
Below Meal Allowance	Travel Expenses	71710	71720	Use to reduce meal allowance based on departmental budgetary decisions.
Daily Allowance	Travel Expenses	71710	71720	System calculated based on destination where lodging is obtained for the night.
Daily Allowance Group	Travel Expenses	71710	71720	Use for group travel mels.
Hotel	Travel Expenses	71710	71720	System calculated based on destination where lodging is obtained for the night.
Hotel Exception Needed	Travel Expenses	71710	71720	Use when lodging costs exceed max per diem; choose reason from drop-down box.
Hotel Group	Travel Expenses	71710	71720	Use for group travel lodging.
Hotel Tax	Travel Expenses	71710	71720	Separately enter lodging taxes; it's not included in the allowance calculation.
Laundry	Travel Expenses	71740	71740	Use for laundry or dry cleaning; receipt required.
Other Accomodations	Travel Expenses	71740	71740	Use for other than hotel accomodations.
Airfare	Transportation	71712	71722	Use for airline ticket expenses.
Airline Fees - Baggage	Transportation	71740	71740	Use for baggage fees; receipt required.
Car Rental	Transportation	71740	71740	Use of rental car charges/reimbursement.
Charter Bus/Transfers	Transportation	71740	71740	User for chartered bus.
Other Ground Transportation	Transportation	71740	71740	Use for taxi, shuttle, transit, ferry, etc.; attach receipts for charges exceeding $50.
Parking	Transportation	71740	71740	Use of parking fee reimbursement.
Personal Car Mileage	Transportation	71730	71730	Enter the number of round trip and vicinity miles when using personal vehicles. Use of map tool within the system is highly encouraged.
Office Supplies - Under $50	Office Expenses	71400	71400	Use for any office supplies under $50
Postage	Office Expenses	71422	71422	Use for postage charges.
Printing/Photocopying/Stationery	Office Expenses	71410	71410	Use for printing/photocopying/stationery charges.
Internet/Online Fees	Communications	71740	71740	Use for internet use charges.
Conference Fees	Fees	71461	71461	Use for conference and other similar registration fees.
Passports/Vis Fees	Fees	71740	71740	Us for passports charges that are nfe fees.
Resort/Safe Warrantee Fee	Fees	71740	71740	Ue for resort charges that are nfe fee.
BOT Stipend - Option 1	Other	71711	71721	Use for BOT when choosing stipend for reimbursement.
Food Products - Grocery/Bulk (Team Snacks)	Other	71740	71740	Uhe for any food products grocery $50
Other Travel Related Expenses	Other	71740	71740	Other travel-related expenses (description required); attach receipts.
Personal/Non Reimburseable	Other	71740	71740	Use for personal charges that are not reimburseable.