Concur Systemwide Instance
User Guide

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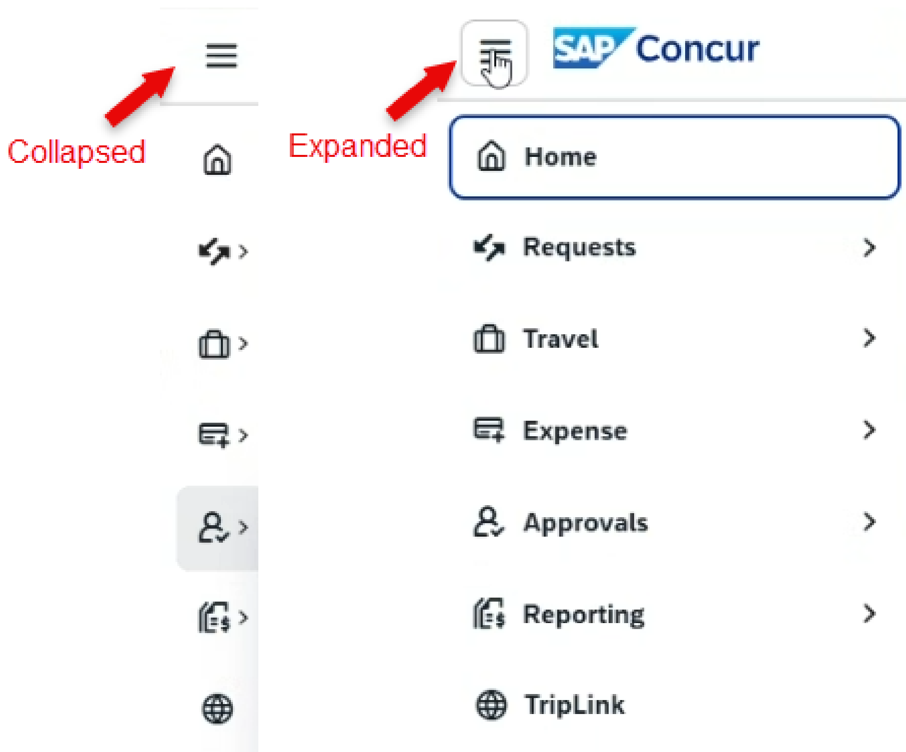
GENERAL SETTINGS

LOGGING INTO CONCUR

Concur uses Single Sign-On (SSO) for authentication. To log in, go to ds.calstate.edu/?svc=concur, select your campus, and authenticate through SSO.
If you encounter login issues, submit a ticket to your campus travel group via the Optimize Employee Center and searching for "Concur".

Navigation

Use the navigation in a way that works for you – collapsed or expanded.



USER SETTINGS/PROFILE

Before submitting requests or reports, review and update your **User Profile** to ensure accurate and efficient processing.

Required Profile Fields

1. **Middle Name**: Enter or edit your middle name to match your official documentation or select **"No Middle Name."**
2. **Work Phone**: Enter the complete phone number where you can be reached during business hours.
3. **Home Phone**: Optional if a work phone is already provided; may be used as an alternate contact.

TSA Secure Flight Section

4. **Gender**: Select from the dropdown menu.
5. **Date of Birth**: Once entered, this field will be masked.

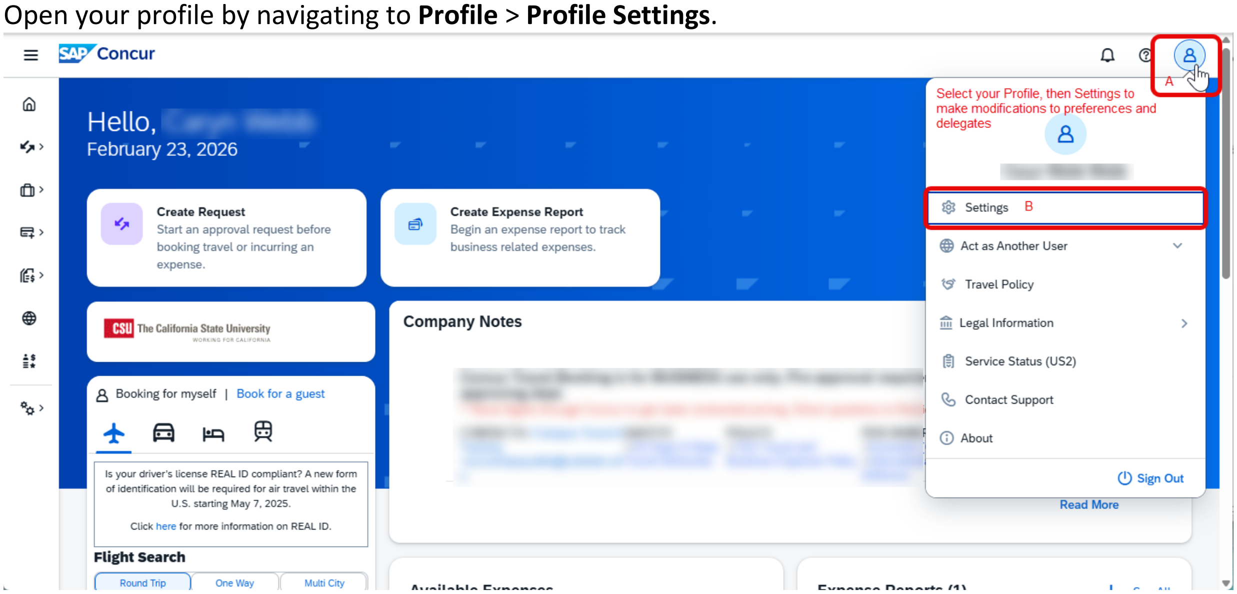
Recommended Profile Fields

6. **Preferred Name:** Used to identify short names or nick names for Concur interface only (not for official booking). Preferred Name is intended to replace first name in these instances.
7. **Mobile Phone & Country/Region**: Used for emergency contact during travel (Duty of Care).
8. **Home Address**: Supports mileage calculations and reduces future data entry.
9. **Frequent Traveler Programs**: Used for travel bookings. Ensure programs match the traveler's legal name to avoid reservation issues.
   a. *Tip:* Avoid enabling TripLink, which may unintentionally import personal travel.
10. **Travel Assistant/Arranger**: Assign individuals authorized to book or modify travel on your behalf.
11. **Credit Cards**:
    a. Add Travel Cards or Universal Cards used for lodging.
    b. If no campus-issued card exists, add your personal card (primarily for lodging reservations).
    c. Do <u>not</u> add ProCards.
12. **Personal Car Registration**: Enter vehicle details for mileage reimbursement.
13. **E-Receipt Activation**: Enable to receive digital receipts directly from vendors. E-receipts streamline expense reporting and automatically match to corporate card transactions. Supported by most major airlines, hotel chains, and car rental companies.

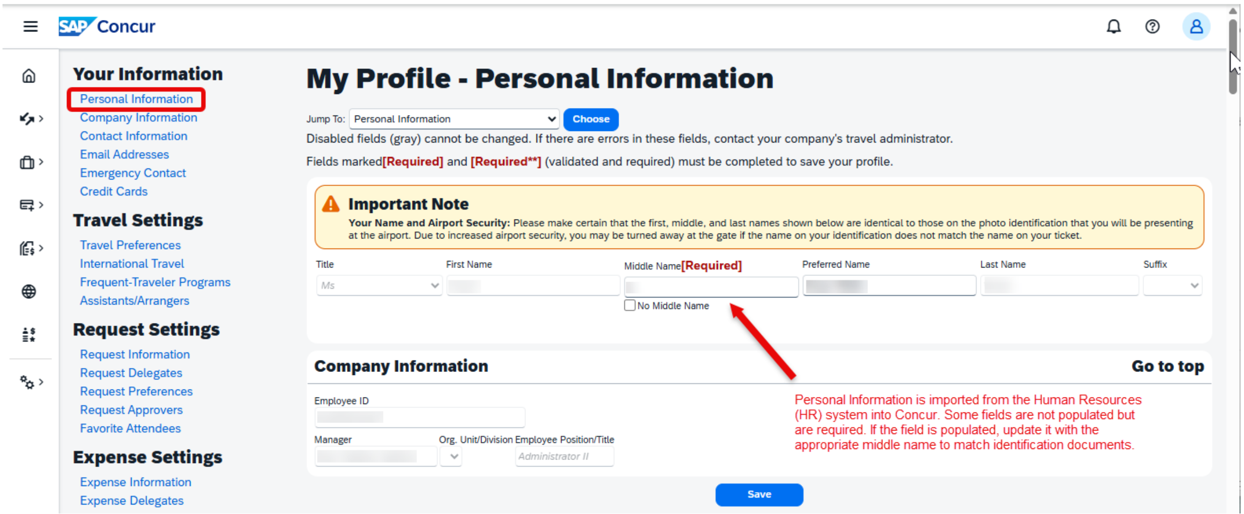
Navigating User Profile Settings

See below for modifying, access your personal profile settings by taking the following steps :

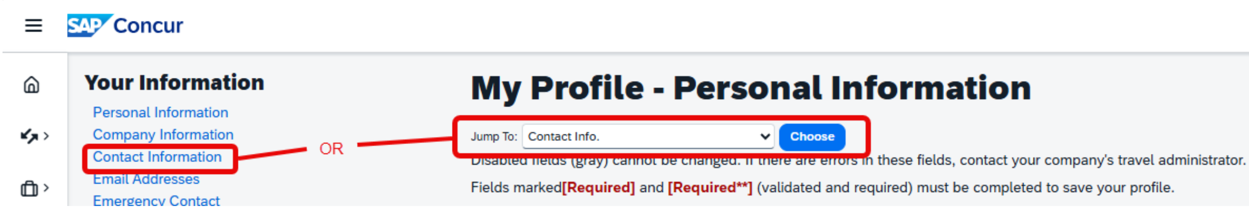
14. Open your profile by navigating to **Profile** > **Profile Settings**.



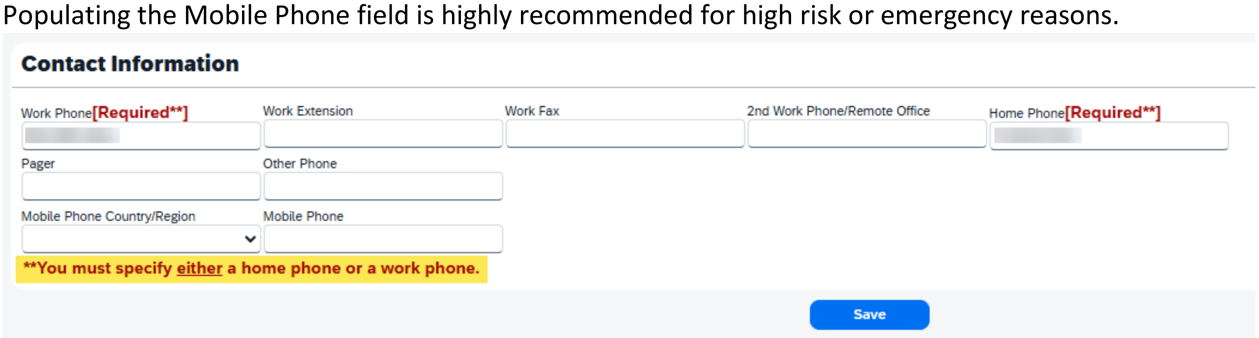
15. Select "**Personal Information**" and add required fields (referenced in the User Settings/Profile section.
    a. Middle Name as displayed on identification (required) and Preferred Name to use in place of first name – if none, leave blank (optional).



b. Use the navigation links on the left or the "Jump To" drop-down, "Choose" and then update the Contact Information section.

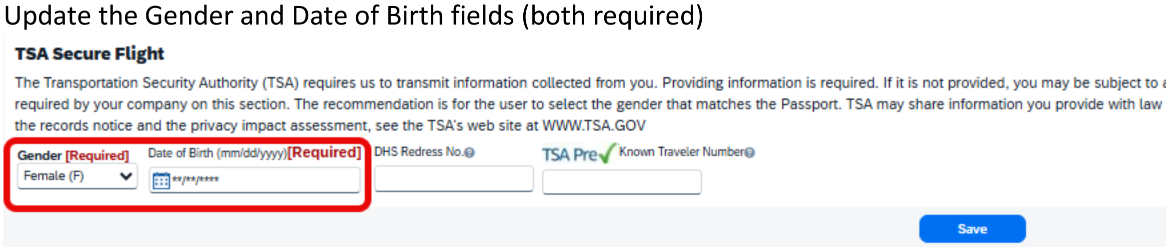


c. Specify a Work Phone or Home Phone – at least one field must be completed.
Populating the Mobile Phone field is highly recommended for high risk or emergency reasons.

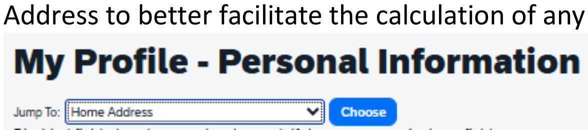


d. Use the navigation links on the left or the "Jump To" drop-down to update the Travel Preferences section. Populating much of this section is optional but doing so will enhance the travel experience such as populating Frequent Traveler Programs (recommended). Scroll to the bottom of the section for the required fields.

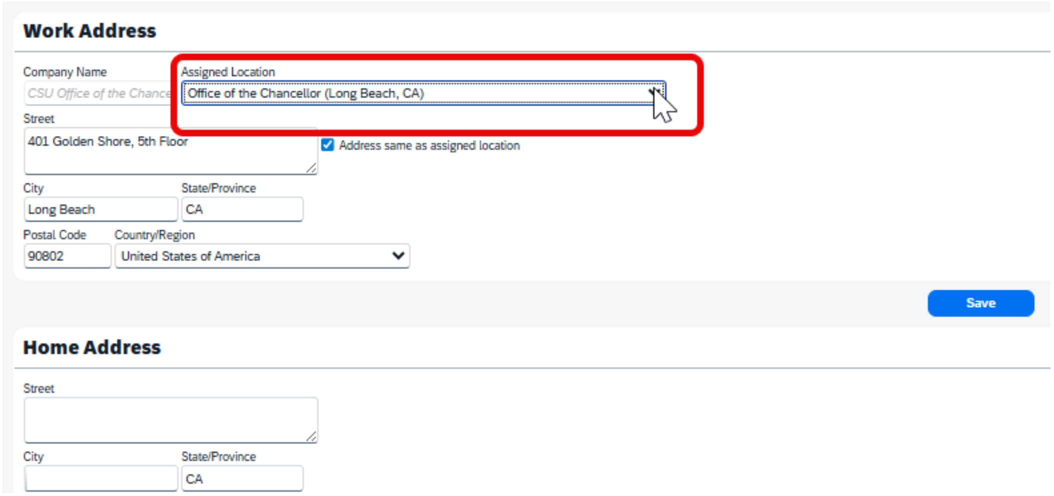
e. Update the Gender and Date of Birth fields (both required)



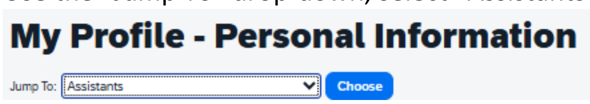
f. Use the "Jump To" drop-down to quickly navigate to the "Work Address" and "Home Address" section, then select "Choose". As stated above, it is recommended to populate the Home Address to better facilitate the calculation of any local miles driven.



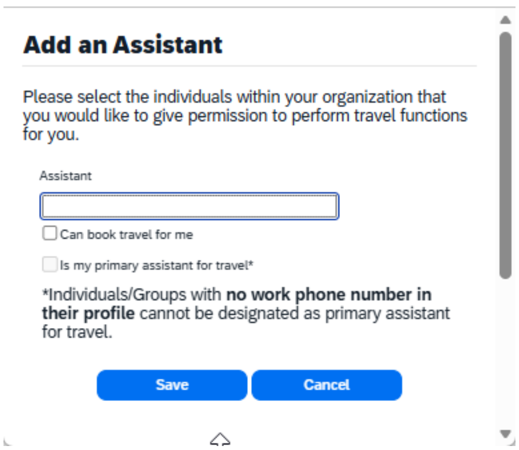
g. For Work Address, use the Assigned Location drop-down option.



h. Use the “Jump To” drop-down, select “Assistants”, then select “Choose”.

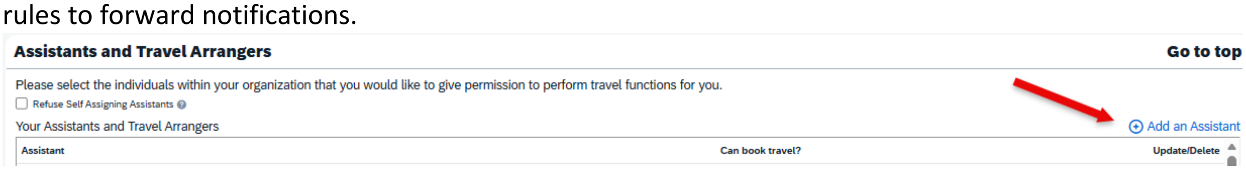


i. Use the “Add an Assistant” link to insert names of people that can assist you with scheduling and/or modifying your travel plans. Begin typing a name and options will display. Select the name and then “Save”.

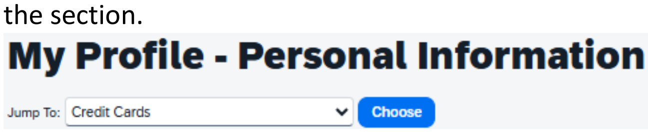


Use the pencil next to existing names to edit or the trash can image to delete.

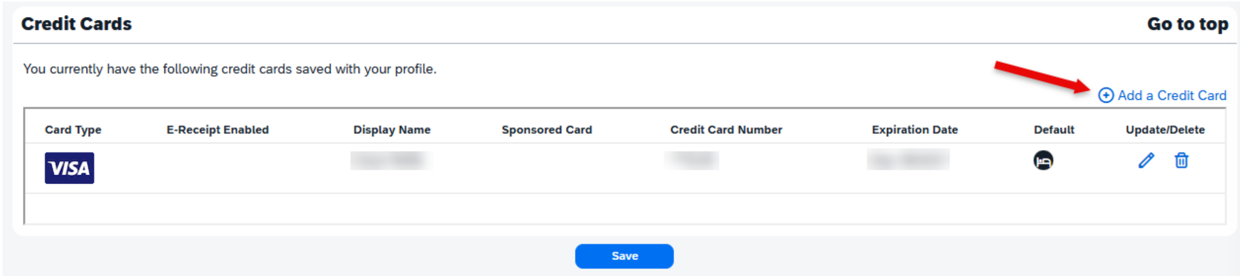
Note: Only one person can serve as the primary travel assistant and receive full booking details. If it is desired to have multiple people receive booking emails, use your mail client to set up mail rules to forward notifications.



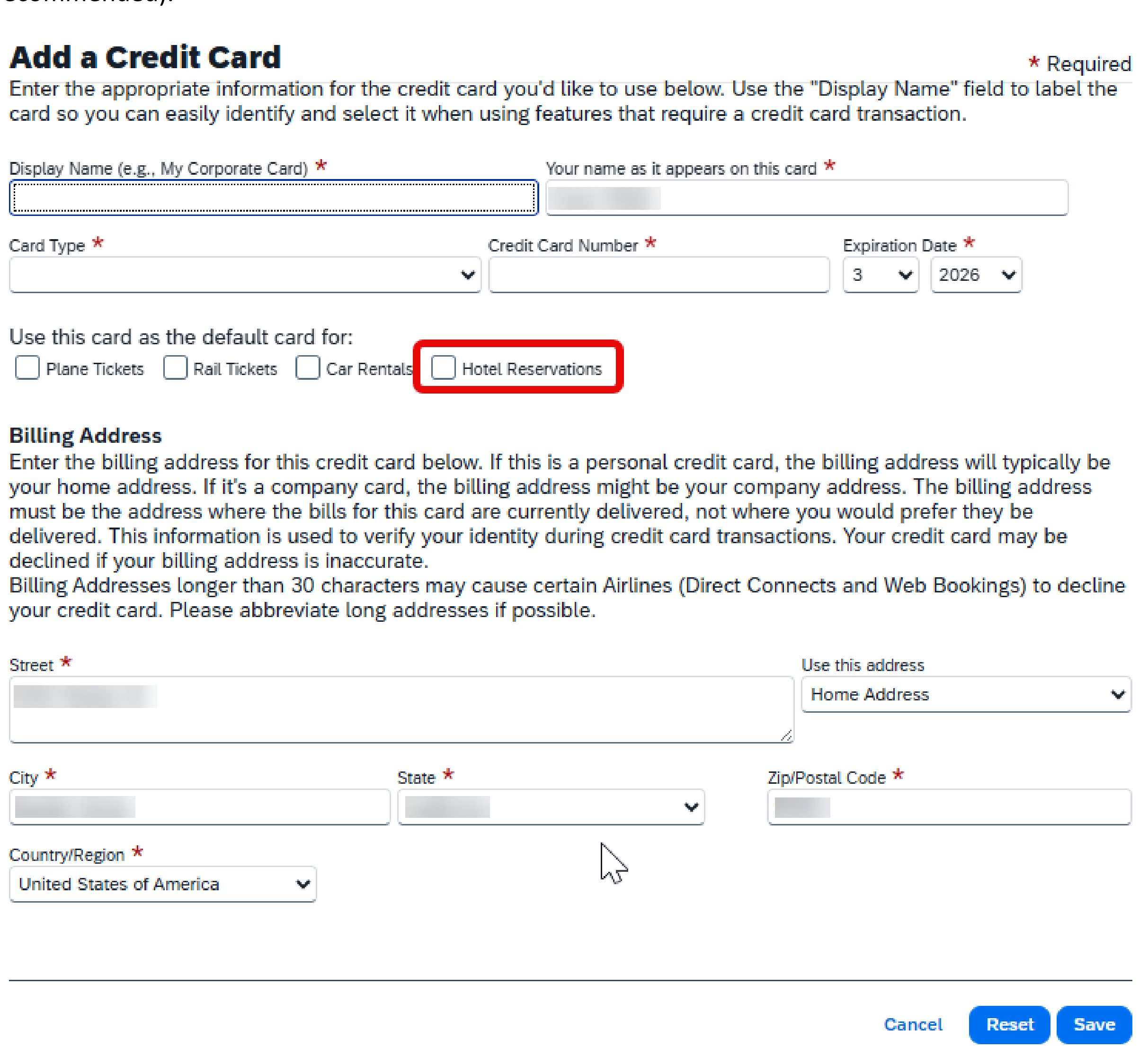
j. Use the “Jump To” drop-down, select “Credit Cards” section, then select “Choose” to navigate to the section.



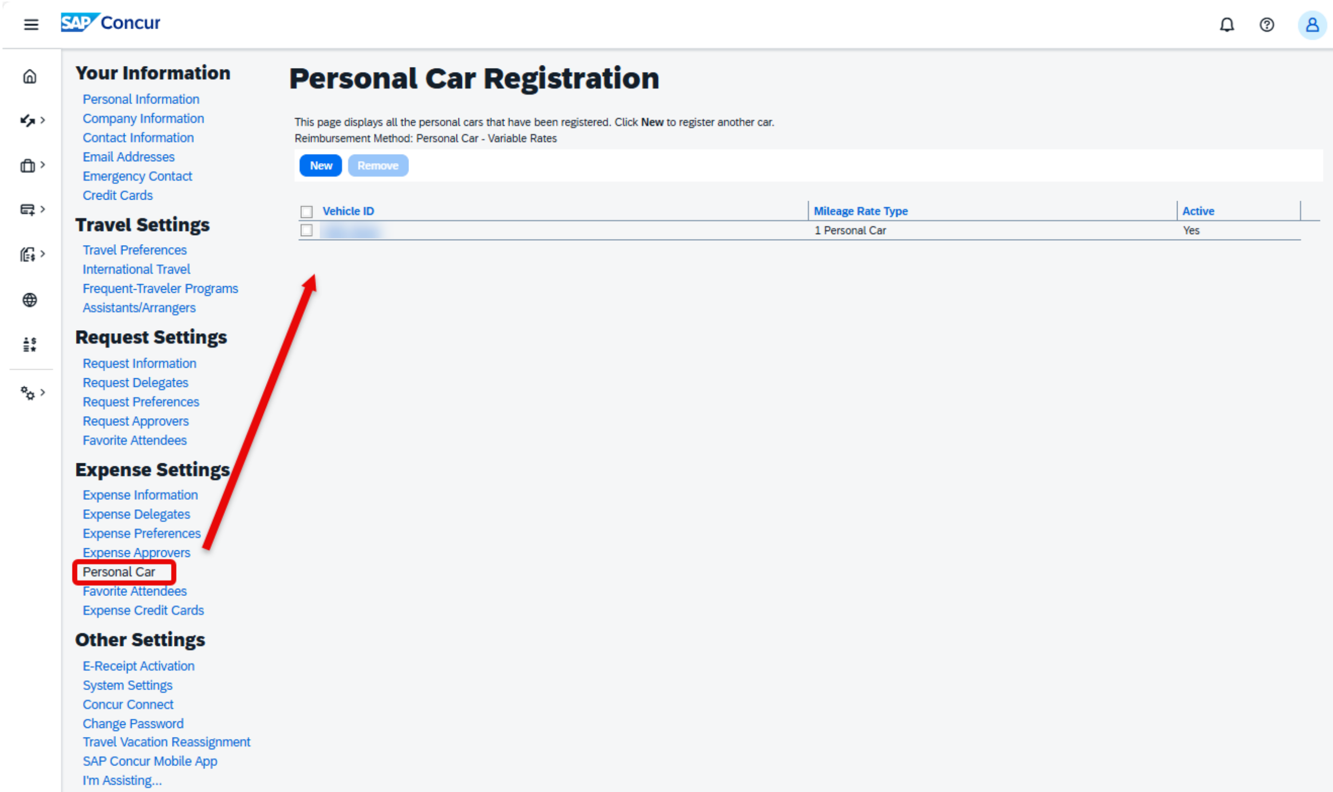
k. Available credit cards will display in the list. Select “Add a Credit Card” to add a company issued Travel or Universal Card or a personal card. Do not add ProCard that will be used with Company Billed Statements in this section.



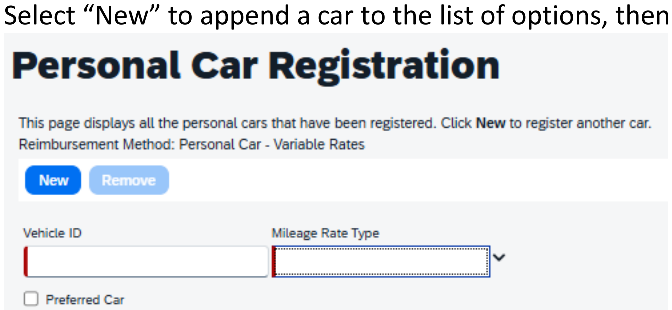
When adding a new card, select whether this card will be used as the default for lodging/hotel (recommended).



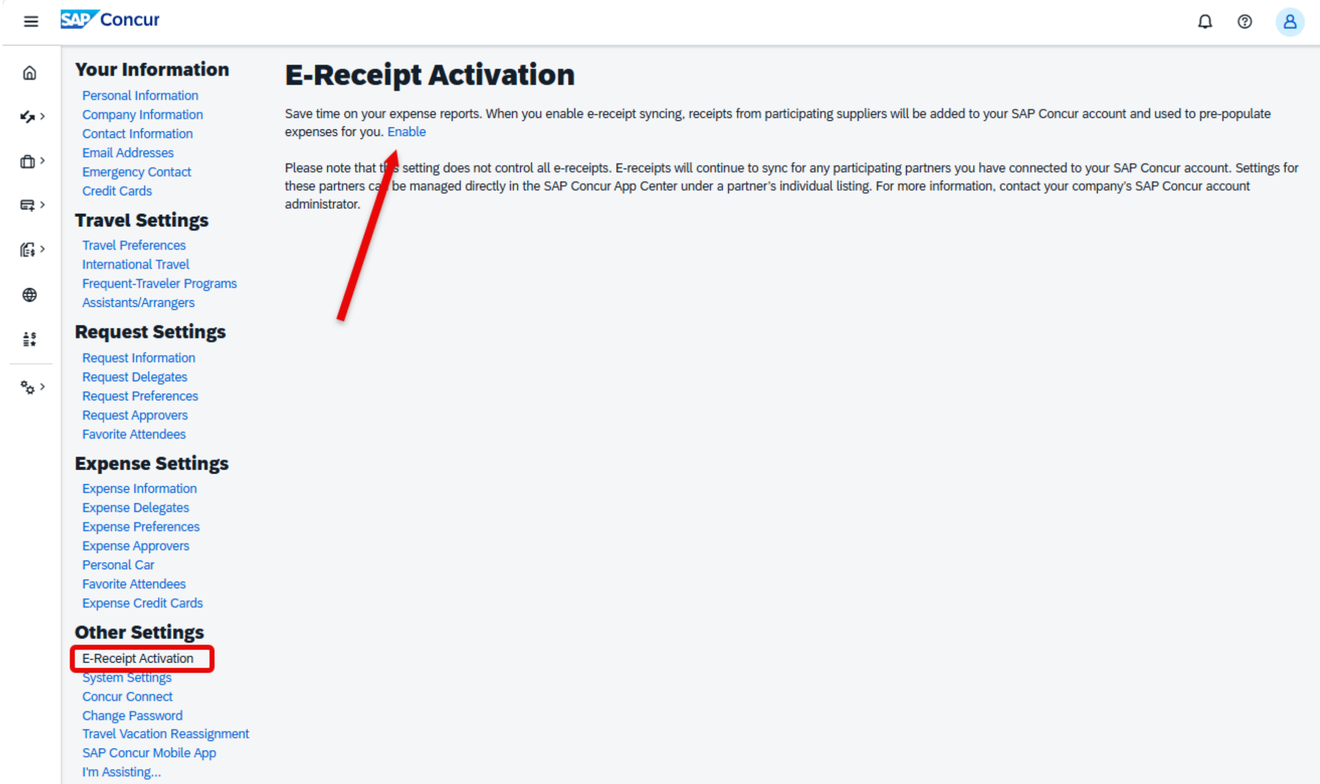
16. In the left Navigation, select “**Personal Car**” to access the Personal Car Registration page.



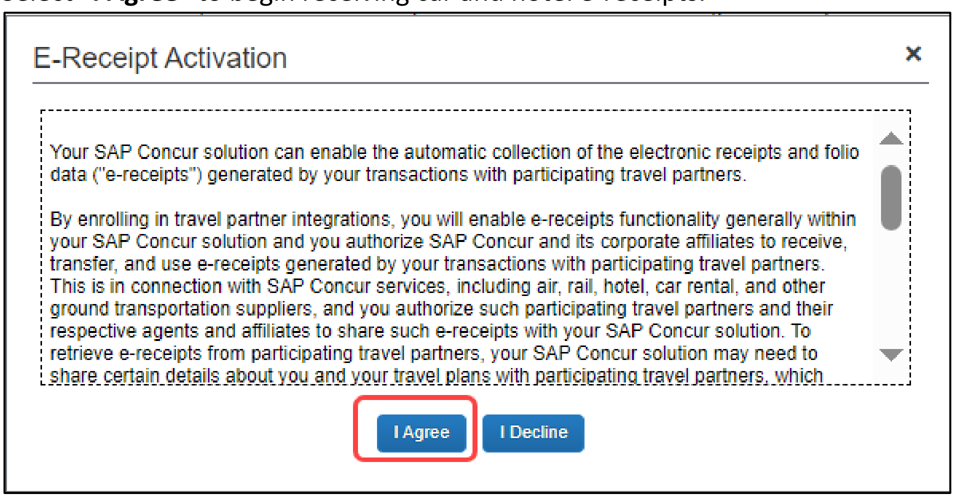
a. Select “New” to append a car to the list of options, then select “Save”.



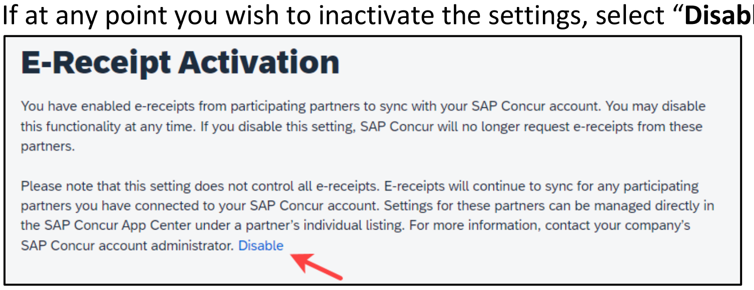
17. In the left Navigation, select “**E-Receipt Activation**”, then select “**Enable**”.



18. Select “**I Agree**” to begin receiving car and hotel e-receipts.



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

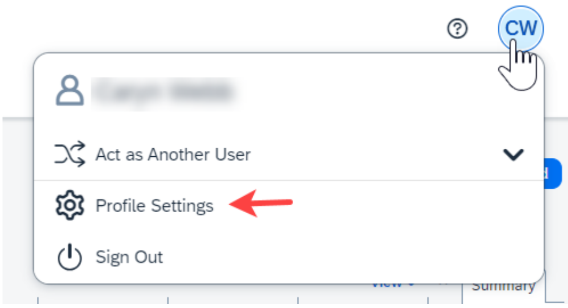


DELEGATES FOR REQUEST AND EXPENSE

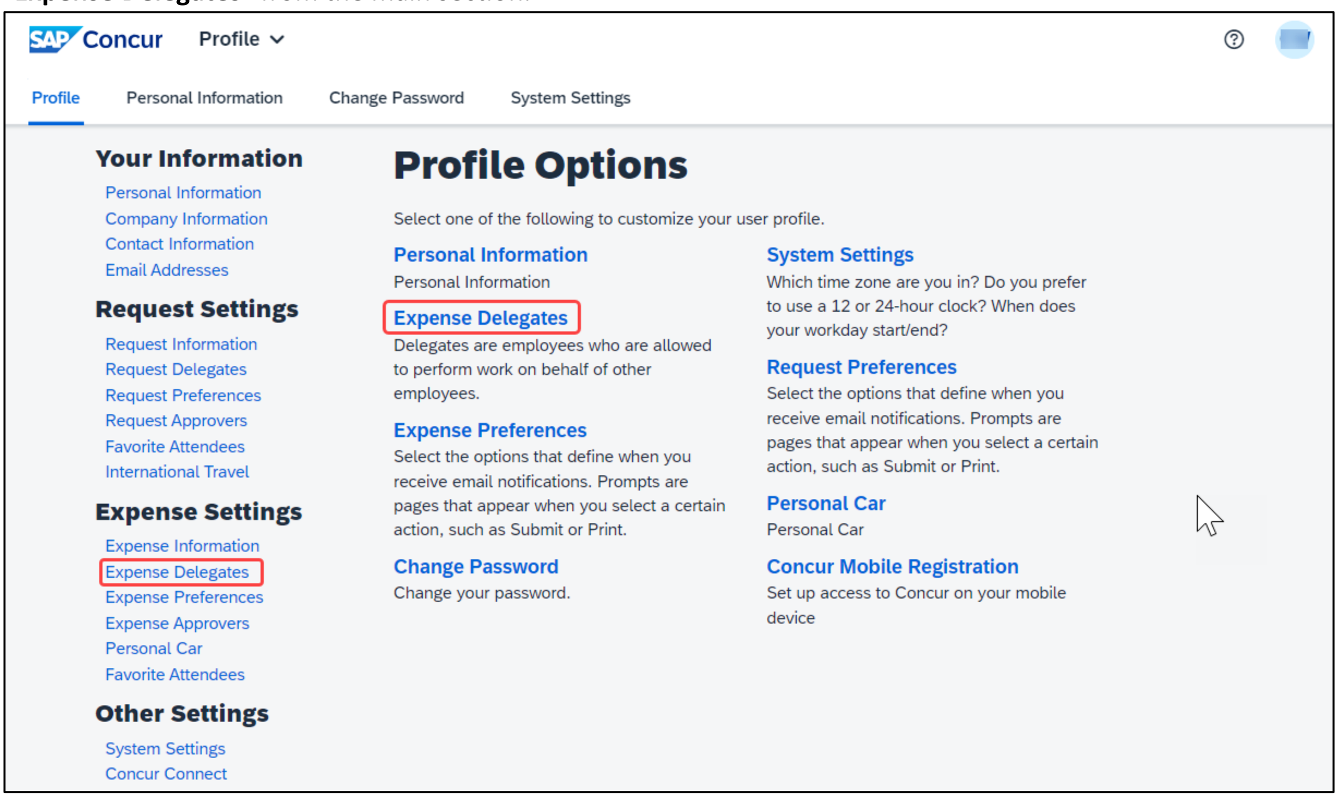
Adding an Expense Delegate

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

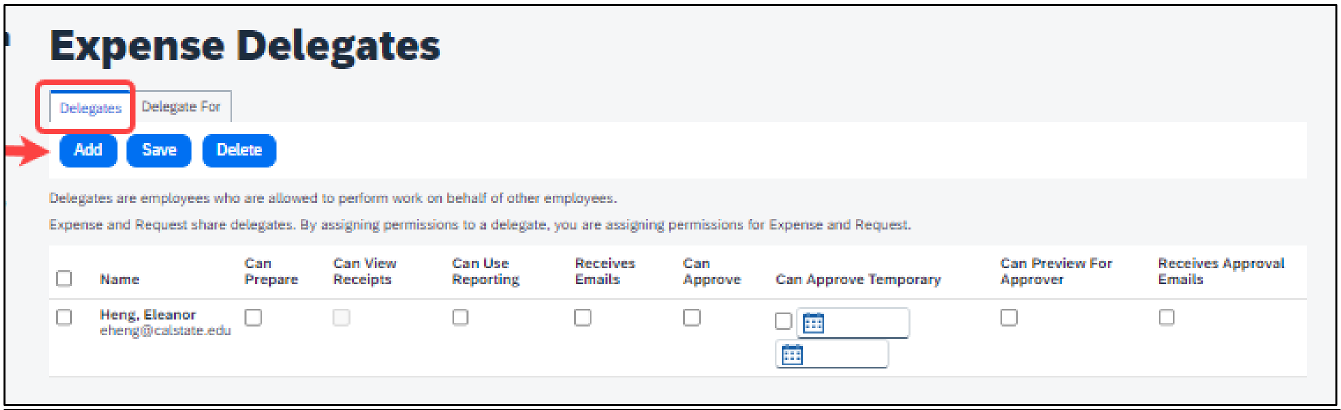
20. Open your profile by navigating to **Profile** > **Profile Settings**.

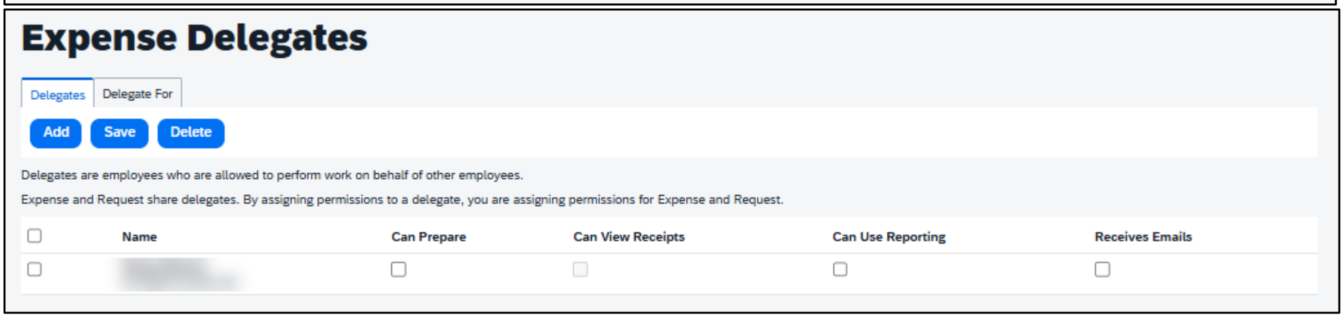


21. Using the far left menu, within **Expense Settings** select the **"Expense Delegates**" option OR select "**Expense Delegates**" from the main section.



22. Navigate to the **Delegates** tab to assign another employee rights to request travel or to process an expense report on your behalf. Options available in this window may vary based on the user role.





a. Select "**Add**" for each supplemental employee who needs access.

b. After selecting **"Add"**, then begin to type the person's email address, employee ID or name.

c. Select the correct name from the list results.

d. After selecting the name, enter checkmarks in the boxes to the right of the name to grant appropriate access, then select "**Save**".

e. Use caution when delegating approval rights.

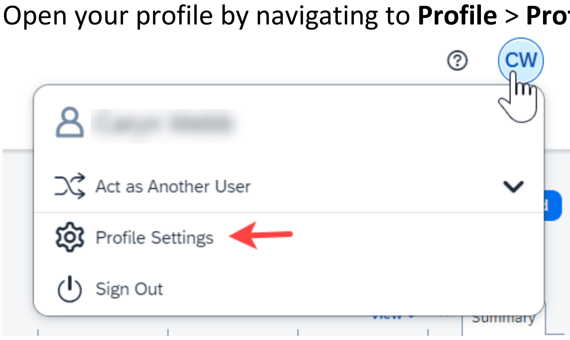
f. Only if you have Approver permission, will you have the approve permission boxes.

g. To place a limit on the approval timeframe, use the **"Can Approve Temporary"** date fields. Note: Not all options may be available to all users. Delegate options are based on the individual user profiles access within Concur.

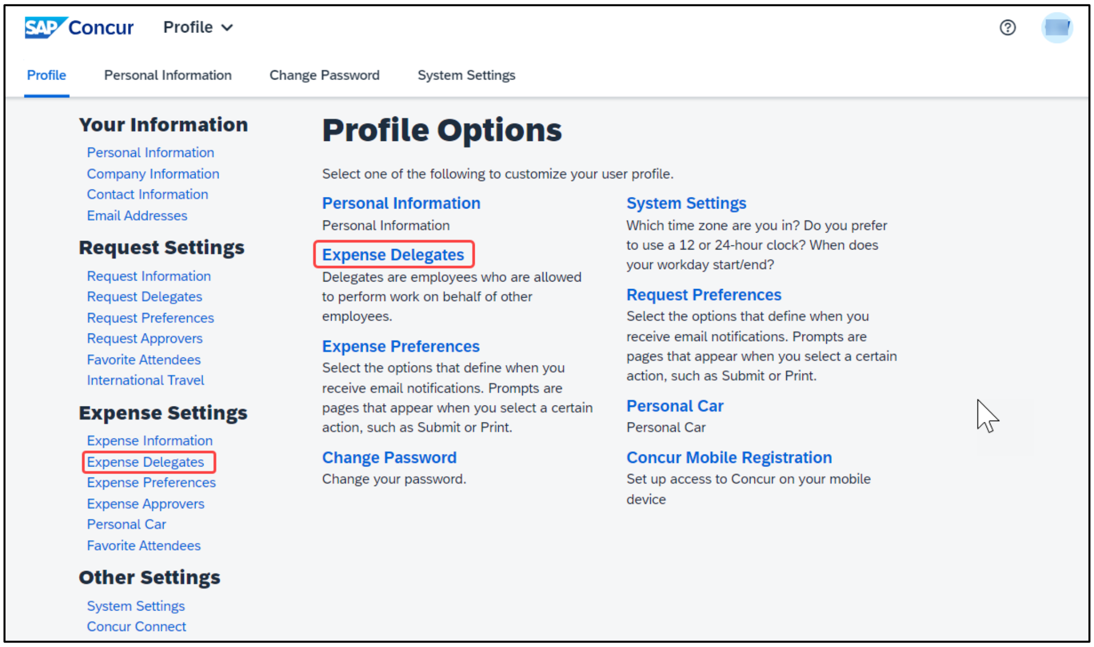
h. Continue adding names as needed.

Removing Delegation Rights

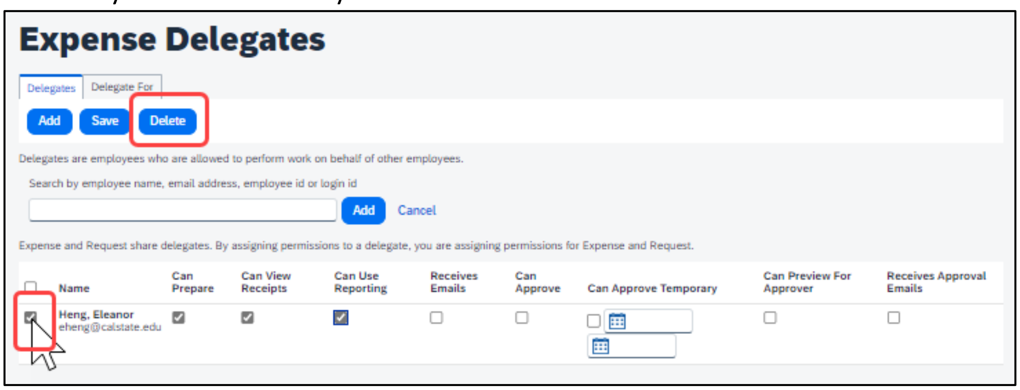
23. Open your profile by navigating to **Profile** > **Profile Settings**.



24. Using the far left menu, within **Expense Settings** select the **"Expense Delegates"** option OR select "**Expense Delegates**" from the main section.



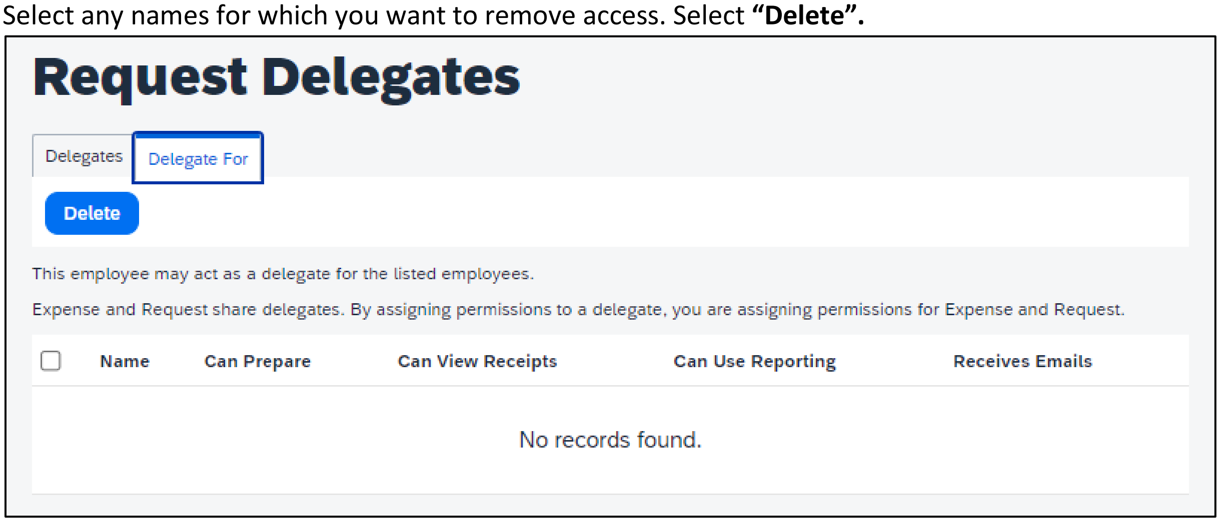
25. Select any names for which you want to remove access. Select **"Delete".**



Delegate For Another Person

1. The **"Delegate For"** tab will display the individuals which have granted you Delegate access to their profile.

2. Select any names for which you want to remove access. Select **"Delete".**

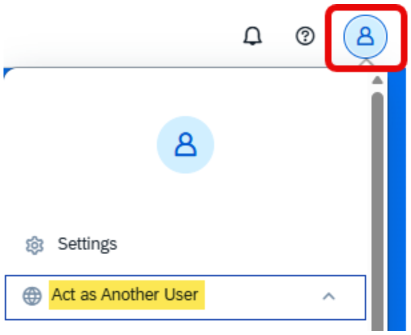


Acting As A Delegate

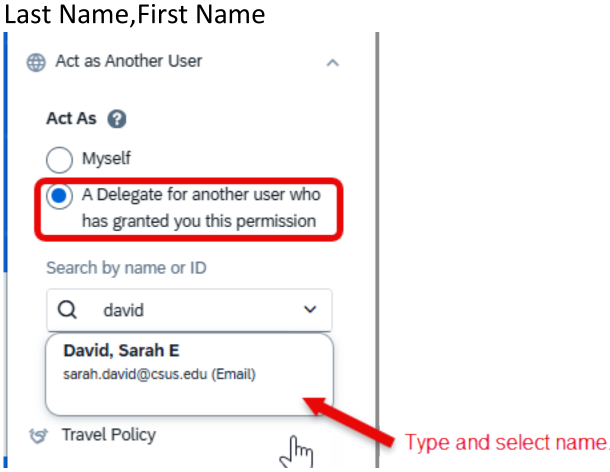
If you have been assigned to work as a delegate, your delegator will define which tasks you can complete, such as preparing reports or approving, etc.

To work as a delegate:

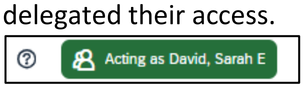
1. Select the **"Profile"** in the upper right.
2. Under **"Act as Another user"**.



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



4. Select **"Switch"** to begin working as the other person.
5. Notice that the **Profile** menu now displays **Acting as** and displays the name of the employee who delegated their access.



6. You are now officially working on behalf of that person. Complete the normal processes for creating the request as noted in the section above, Creating a Travel Request.
7. Once the request is built, the Delegate can use the "**Notify Employee**" button to let the traveler know the Request is ready to submit. ***The Traveler must certify and submit their own travel request.***

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

Delegate Roles

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

(*) *The option to delegate approver rights will <u>only be available for Approvers in the system</u>. 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).*

REQUESTS

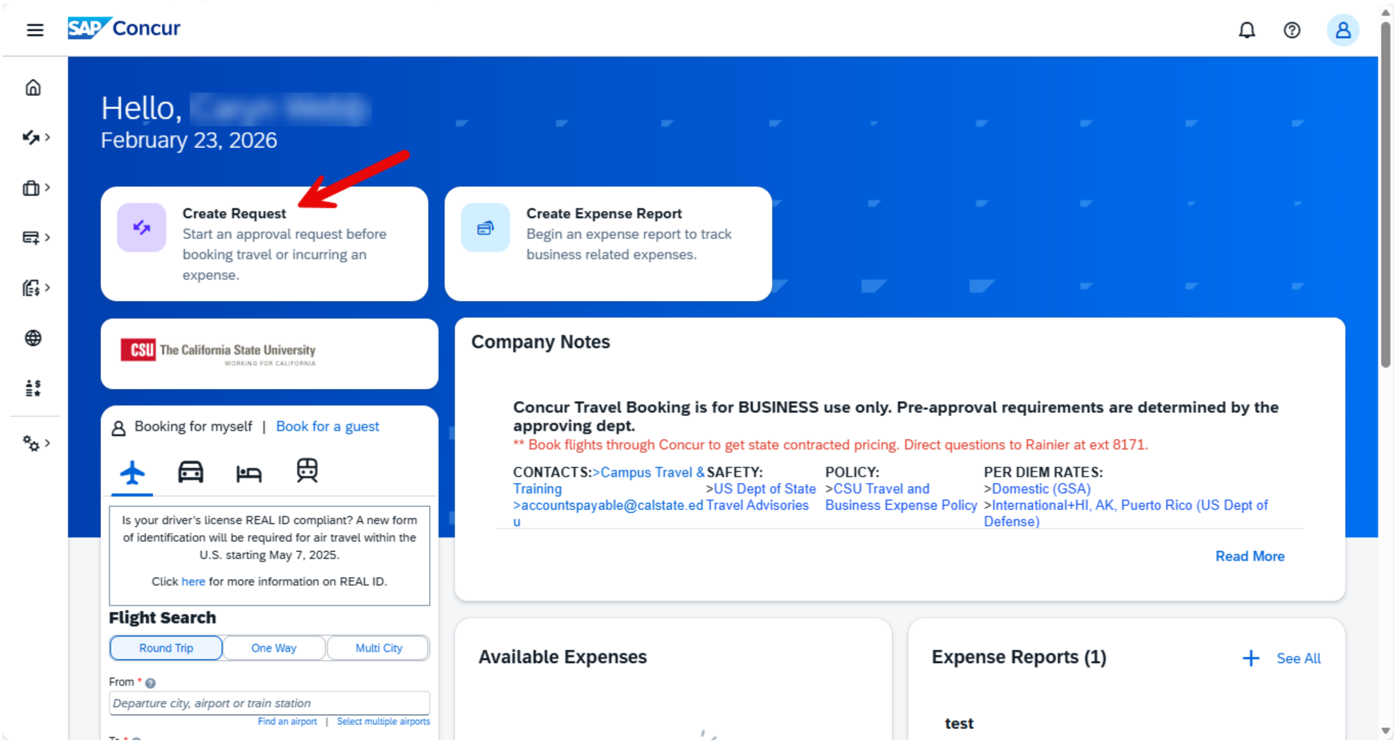
CREATING A REQUEST

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

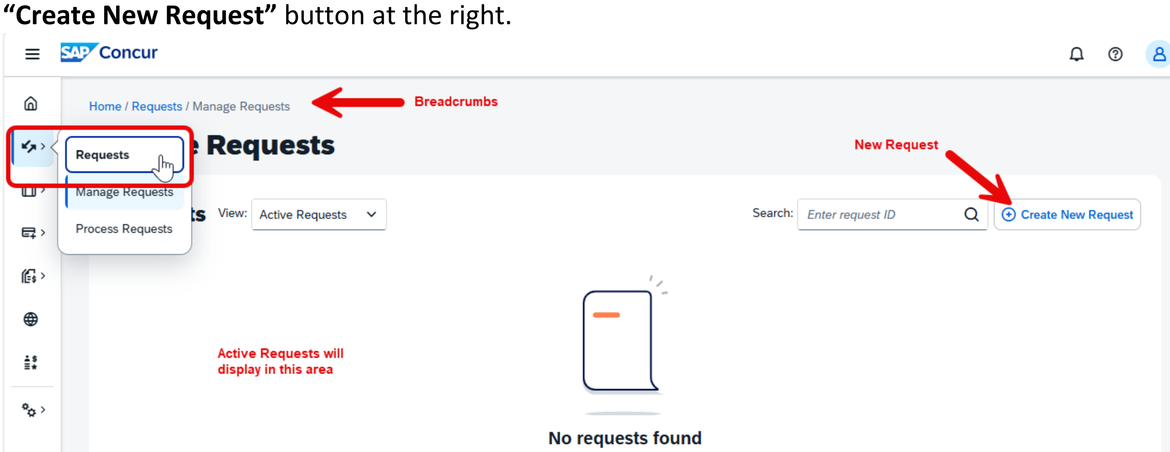
Creating Requests

10. To create a request, use one of the following methods:

11. On the home page select **Create Request**.



a. OR , if you are unsure if a request has already been generated, from the left navigation select **Requests > Requests** then on the resulting page review existing requests. If needed, select the **"Create New Request"** button at the right.



12. The **Request Header** window appears.

13. On the **"Create New Request"** window, enter your travel information in the fields provided. All fields identified with an asterisk (*) are required.

Request Types

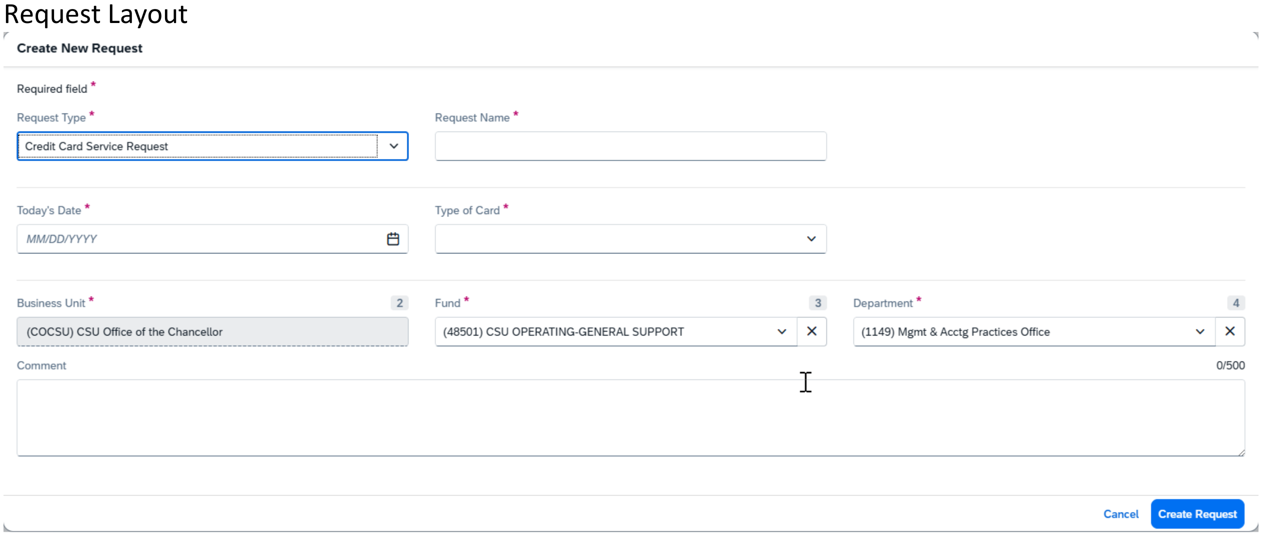
There are 5 types of requests with a brief description of each:

- **Credit Card Service Request**: request a new card or a modification (such as a limit increase) to an existing card. Card types include Travel Card, Universal Card, ProCard, Declining Balance and Voyager card.
- **Employee Request – Travel**: request authorization for domestic or international travel
- **Employee Request – Travel (Local/Mileage)**: request for traveling to a local event which only involves mileage or parking. No air travel should be included on this.
- **Hospitality Justification Form**: used to enter in relevant fields for the hospitality event. The main purpose of this request form is to standardize information collected for hospitality events. Campus dependent on whether or not this form is to be submitted as a request or just attached as support at time of expense report.
  NOTE: If hospitality expenses will be paid via requisition or PO, complete the hospitality form within CSUBuy. Only event expenses on a card or personally paid should be represented within Concur.
- **Non-Employee Request**: used to request travel for non-employees.

Request Type Layout and Fields

14. Request Type: **Credit Card Service Request** - supports card types identified in the policy.

    a. Request Layout



b. Complete Fields

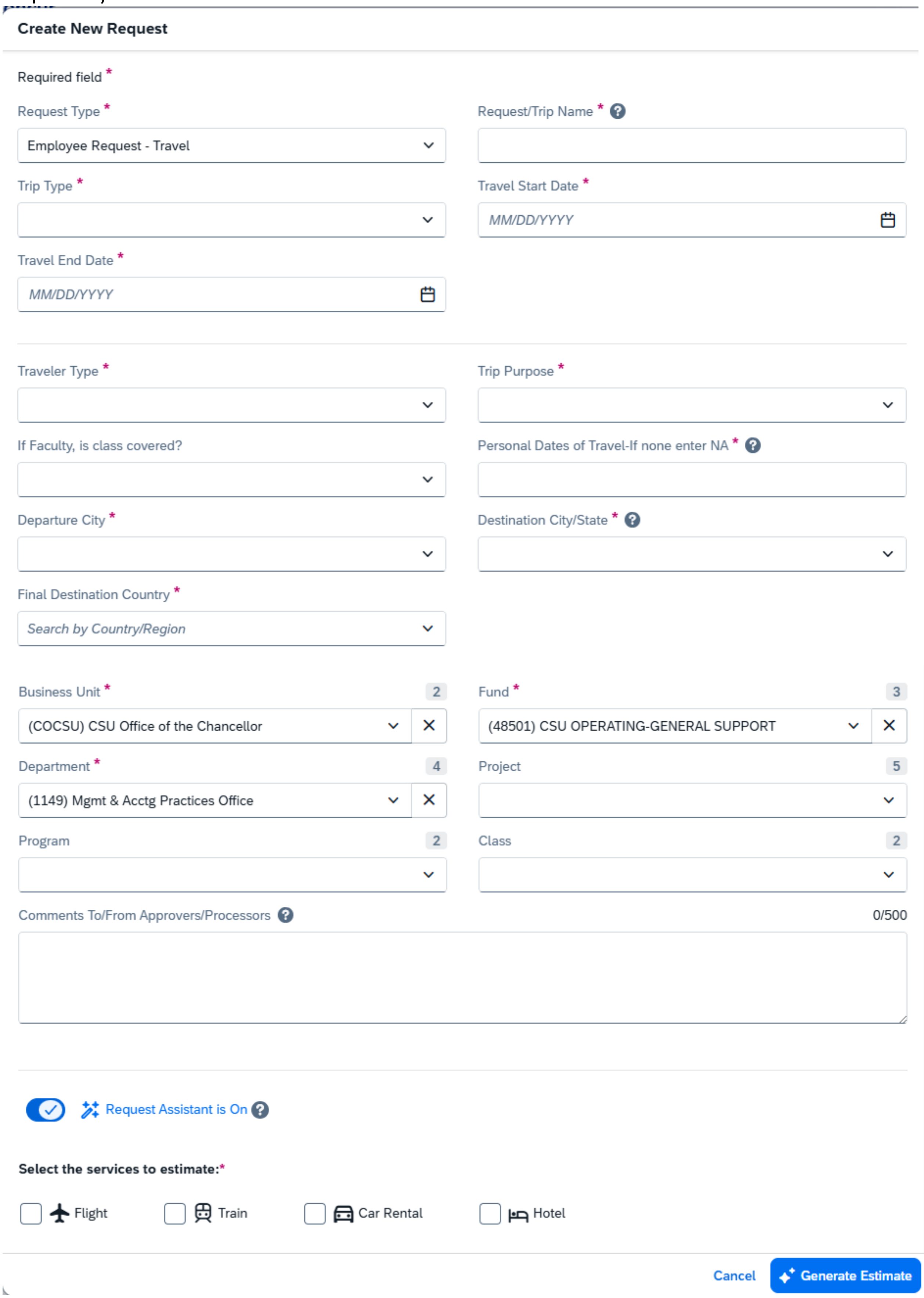
Field Name	Description
Request Name	Enter a meaningful trip name, similar to a name given to a travel expense report. Your department may implement a standard naming protocol. Suggested naming convention Destination City, State and dates of Travel (ex. Long Beach, CA 5/18-5/21).
Today's Date	Select the Current Date
Type of Card	Travel Card – individual card used for employee Travel purposes only ProCard – individual card used for Non-Travel purposes only Universal Card – individual card used for both Travel and Non-Travel purposes Declining Balance – individual card with specific amount used for employee Travel purposes only Voyager Card – individual card used for Fleet maintenance and Fuel only
Chartfield	Default Chartfields for Card: Select Business Unit, Fund, and Department. Note: If cards are issued per business unit, the card must be issued in the primary employee business unit.
Comment	Add a brief business purpose explaining why the card is needed.

c. After completing all relevant fields, select **"Create Request"**.

d. Additional Information:
CSU Payment Card Policy: https://calstate.policystat.com/policy/19766773/latest#autoid-a75g2
Declining Balance and Voyager cards are ordered within not reconciled within Concur.

15. Request Type: **Employee Request – Travel**

a. Request Layout



b. Complete Fields

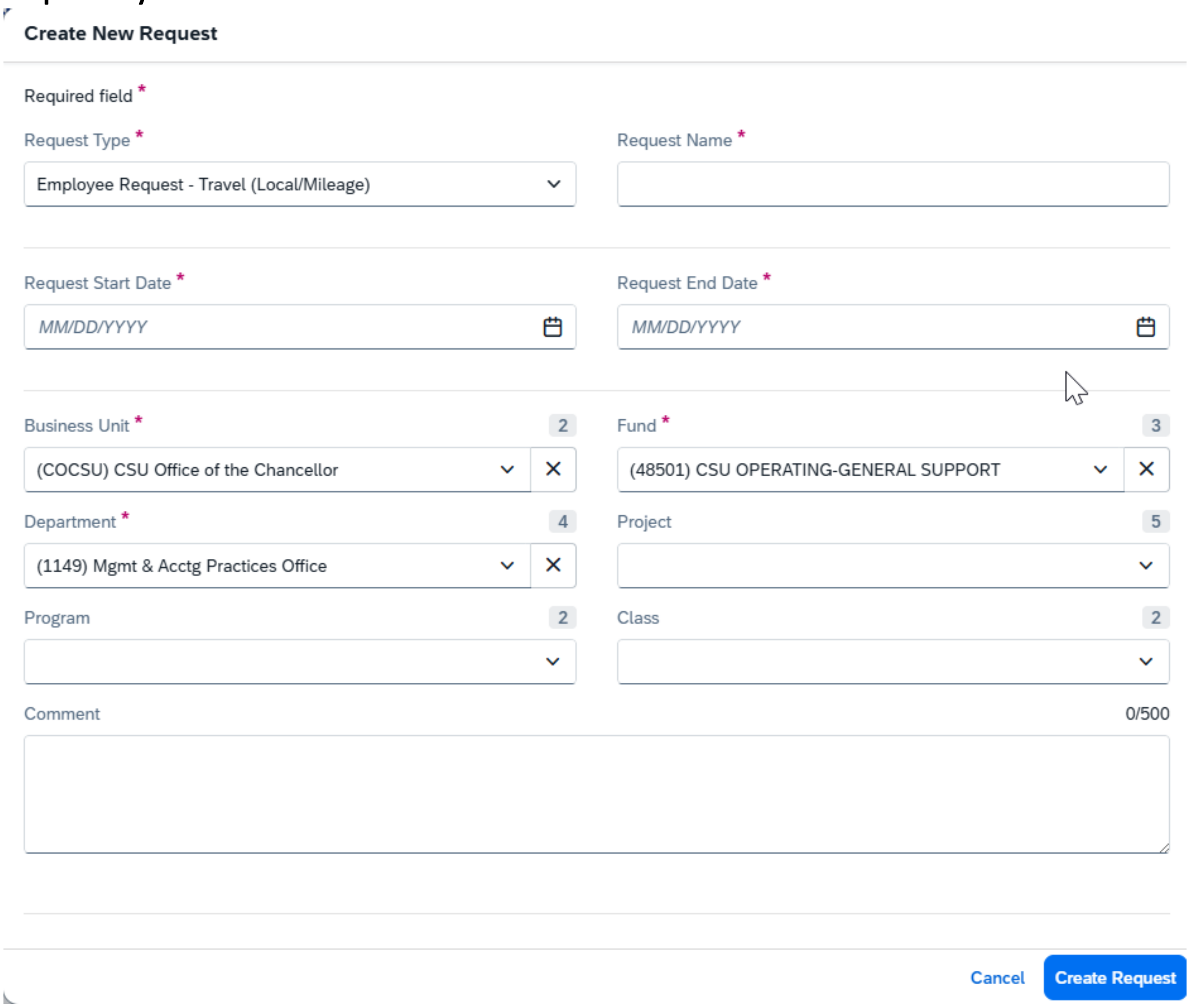
Field Name	Description
Request/Trip Name	Enter a meaningful trip name, similar to a name given to a travel expense report. Your department may implement a standard naming protocol. Suggested naming convention Destination City, State and dates of Travel (ex. Long Beach, CA 5/18-5/21).
Trip Type	Select from the drop-down list. In-State-Travel within CA, Out-of-State- Travel to other US State or Territories (ie. Puerto Rico), International-Travel to a Foreign Country
Travel Start Date	Date business expenses start. If personal days precede business dates, please be sure to still set travel start date to the date you leave for the trip.
Travel End Date	Date business expenses end. If personal days are after business dates, please be sure to still set travel end date to the date you return from trip.
Traveler Type	Select from the drop-down list. 1. Faculty 2. Staff 3. Athletics 4. Faculty with Students 5. Staff with Students 6. Auxiliary 7. Athletics with Students
Trip Purpose	Select from the drop-down list. 8. Campus Visits (Chancellor's Office Only) 9. Competition – non-athletic competition such as debate, dance, etc. 10. Conference – a formal meeting that typically takes place over multiple days and involves people with a shared interest, especially one held regularly by an association or organization. 11. Employee Recruitment/Interview – only intended for non-employee policy. Global audit rule exists to prevent usage on employee policy. 12. Field Trip – triggers group travel guidelines, typically includes travelling with students. 13. Meeting – in person gathering of two or more people outside of the local area to achieve a common goal/business purpose, such the members of a committee. Typically includes multiple expense types (example: air travel, mileage, overnight stay) 14. Other – selected when no other category applies. 15. Presentation – intended for speakers that travel to another location to participate or present a topic. 16. Professional Development – targeted training session, career training, continuing education, classes/workshops not part of a conference. 17. Recruiting – athletics, student, outreach or other. 18. Team Travel
If Faculty, is class covered?	Only Required for Faculty. Select from the drop-down list.

Field Name	Description
Personal Date of Travel	Enter all dates which are personal. If none, place NA in field.
Departure City	Location of Travel Origination
Destination City/State	If you anticipate travelling to more than one city and/or country, enter where you plan to spend the majority of your travel time.
Final Destination Country	The country will pre-populate based on the destination city selected.
Chartfield	Chartfield String will pre-populate based on your dept. If necessary, changes to Business Unit, Fund, Department, Project, Program and Class can be made by traveler or approver.
Assistant	This is to help in generating estimates for air, train, car rental, and hotel/lodging and should be validated to ensure the estimates are adequate.

c. After completing all relevant fields, if Request Assistant is turned on, select **“Generate Estimate”**, else select “**Create Request**”.

16. Request Type: **Employee Request – Travel (Local/Mileage)**

a. **Request Layout**



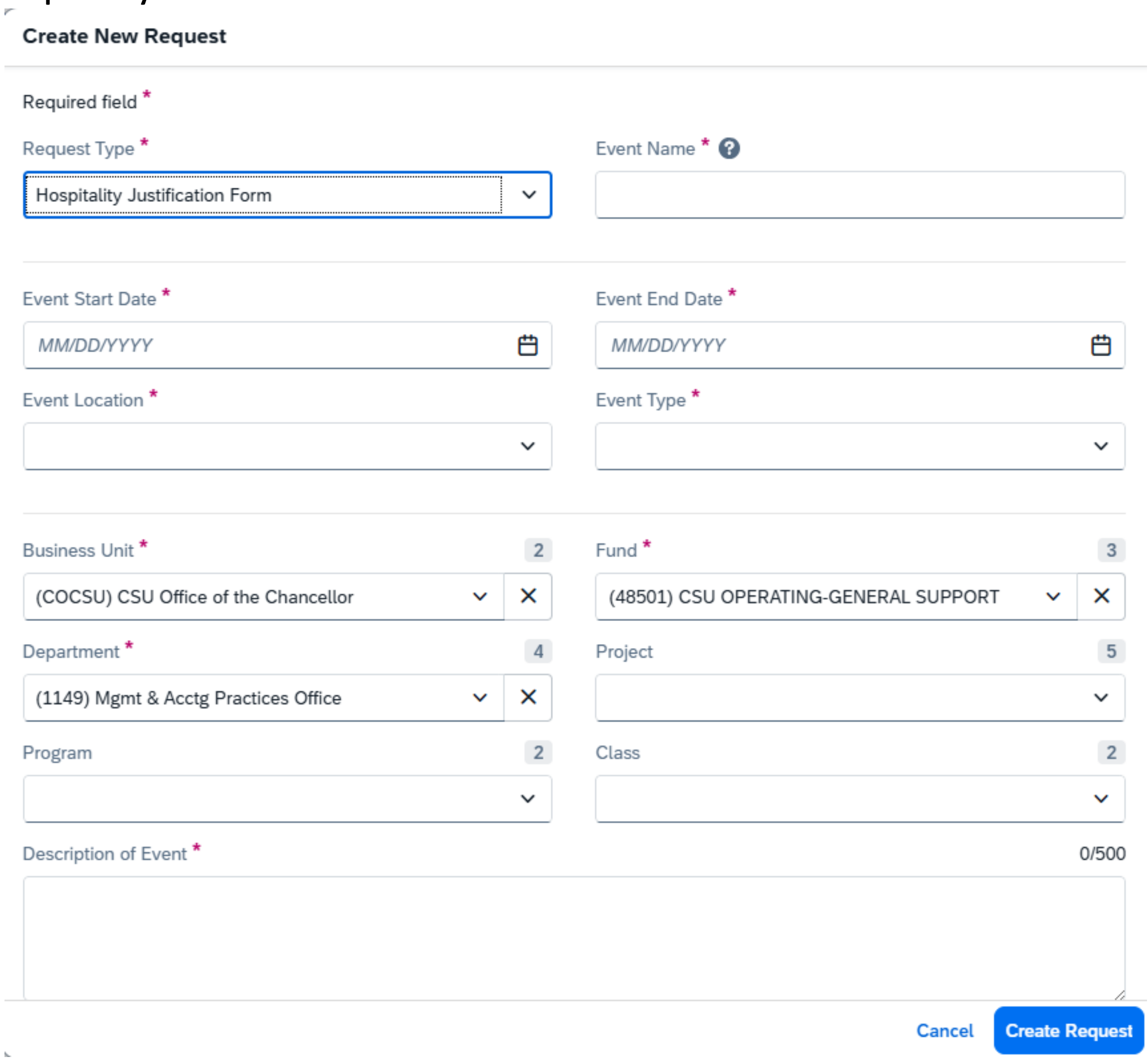
b. Complete Fields

Field Name	Description
Request Name	Required. 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).
Request Start Date	Required. Date business expenses start.
Request End Date	Required. Date business expenses end.
Chartfield	Chartfield String will pre-populate with defaults. If necessary, changes can be made. Business Unit, Fund and Department are required.
Comment	Add any supporting notes you need to communicate with approvers.

c. Select "**Create Request**".

17. Request Type: **Hospitality Justification Form**

a. **Request Layout**



b. **Complete Fields**

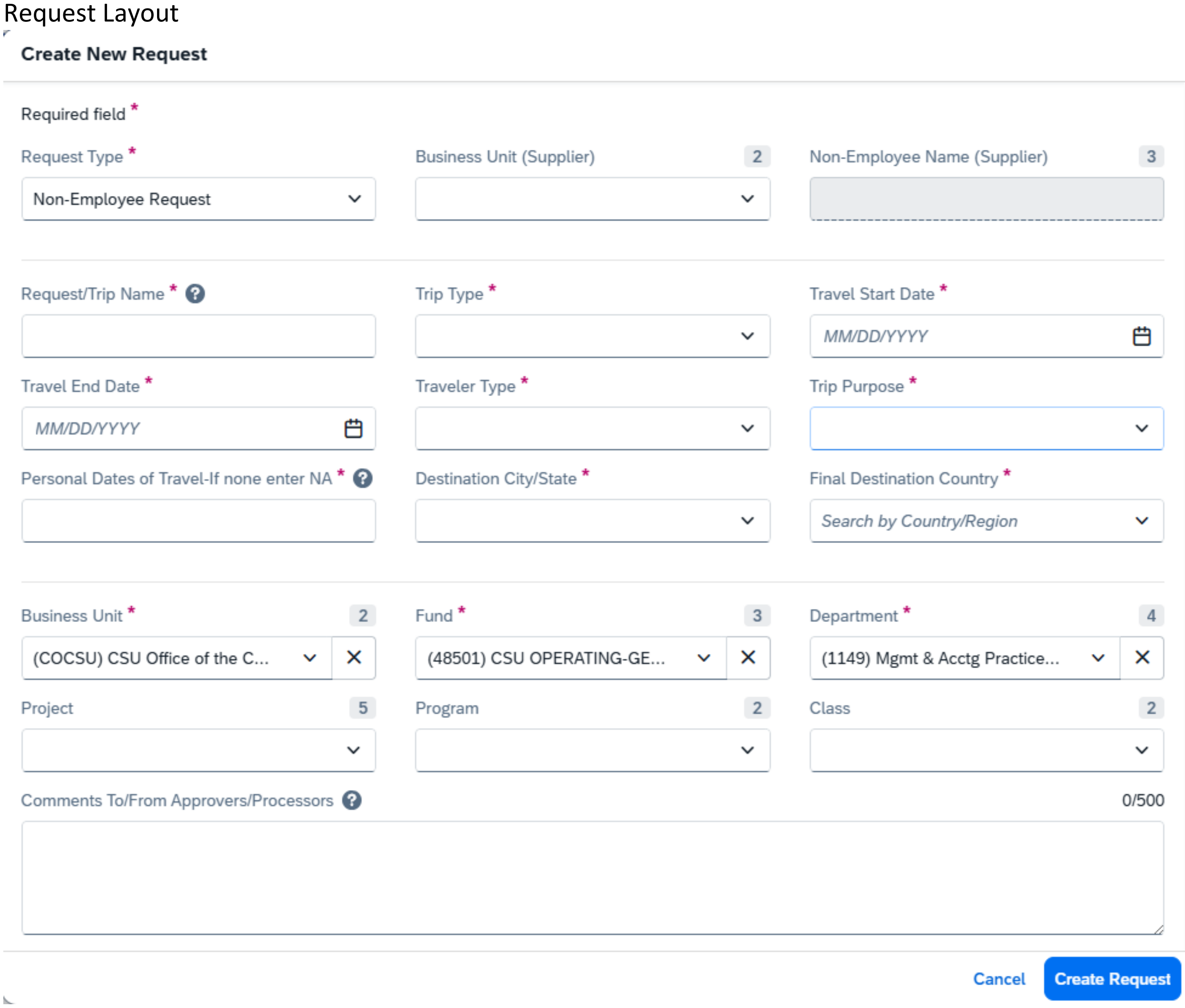
Field Name	Description
Event Name	Required. Enter a meaningful trip name, similar to a name given to a travel expense report. Your department may implement a standard naming protocol. Suggested naming convention Destination City, State and dates of Travel (ex. Long Beach, CA 5/18-5/21).
Event Start Date	Required. 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.
Event End Date	Required. 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.
Event Location	Required. Select from the drop-down list.
Event Type	Required.
Chartfield	Required. Business Unit, Fund, Department, Not Required: Project, Program, Class

Field Name	Description
Description of Event	Required.

c. Select "**Create Request**".

18. Request Type: **Non-Employee Request**

a. Request Layout



b. Complete Fields

Field Name	Description
Business Unit for Supplier	Select the business unit in which the supplier should be listed. This will limit the non-employee suppliers available in the Non-Employee Supplier drop-down menu
Non Employee Supplier	Select the non-employee supplier from the list of options. If a name doesn't appear, reach out to the Accounts Payable team to identify what additional setup needs to occur to see the non-employee in the list.
Request/Trip Name	Enter a meaningful trip name, similar to a name given to a travel expense report. Your department may implement a standard naming protocol. Recommended naming convention for travel is Destination City, State and dates of Travel (ex. Long Beach, CA 5/18-5/21).

Field Name	Description
Trip Type	Select from the drop-down list. In-State-Travel within CA, Out-of-State-Travel to other US State or Territories (ie. Puerto Rico), International-Travel to a Foreign Country
Travel Start Date	Date business expenses start. If personal days precede business dates, please be sure to still set travel start date to the date you leave for the trip.
Travel End Date	Date business expenses end. If personal days are after business dates, please be sure to still set travel end date to the date you return from trip.
Traveler Type	Select from the drop-down list. 1. Non-Employee 2. Spouse or Registered Domestic Partner 3. Student 4. Student Club (Chico SC Funds Only)
Trip Purpose	Select from the drop-down list. 1. Campus Visits (Chancellor's Office Only) 2. Competition – non-athletic competition such as debate, dance, etc. 3. Conference – a formal meeting that typically takes place over multiple days and involves people with a shared interest, especially one held regularly by an association or organization. 4. Employee Recruitment/Interview – only intended for non-employee policy. Global audit rule exists to prevent usage on employee policy. 5. Field Trip – triggers group travel guidelines, typically includes travelling with students. 6. Meeting – in person gathering of two or more people outside of the local area to achieve a common goal/business purpose, such the members of a committee. Typically includes multiple expense types (example: air travel, mileage, overnight stay) 7. Other – selected when no other category applies. 8. Presentation – intended for speakers that travel to another location to participate or present a topic. 9. Professional Development – targeted training session, career training, continuing education, classes/workshops not part of a conference. 10. Recruiting – athletics, student, outreach or other. 11. Team Travel
Personal Date of Travel	Enter all dates which are personal. If none, place NA in field.
Destination City/State	If you anticipate travelling to more than one city and/or country, enter where you plan to spend the majority of your travel time.
Final Destination Country	The country will pre-populate based on the destination city selected.

Field Name	Description
Chartfield	Required. Business Unit, Fund, Department, Not Required: Project, Program, Class
Comments To/From Approvers/Processors	

c. Select “**Create Request**”.

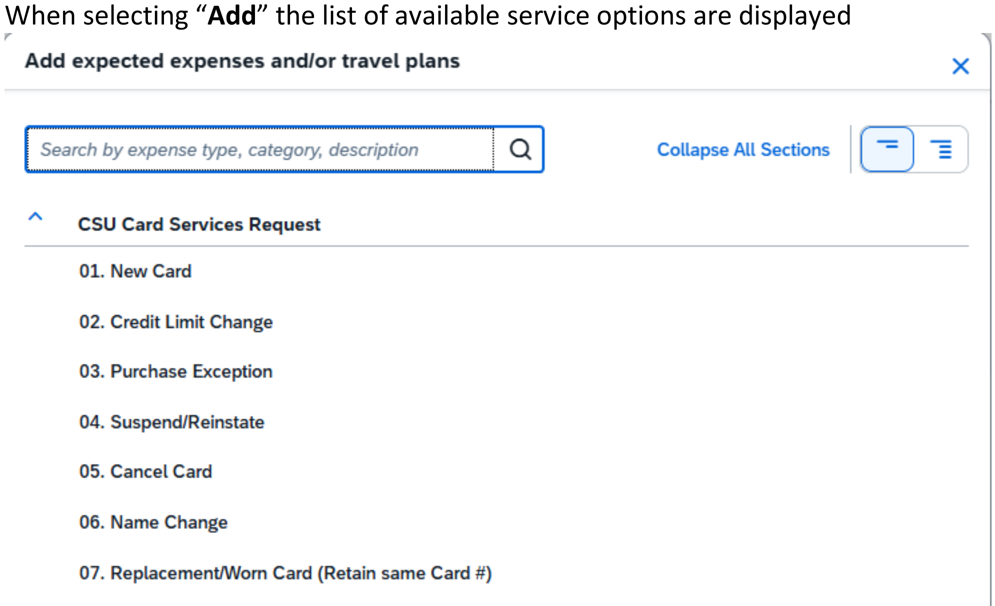
Request Detail

Adding projected expenses to any Request is done by selecting the “Add” button in the upper right and is context sensitive which means the options for adding an expense to a Local Travel Mileage request will differ from those for an employee request for travel. While there will be slight variations, with the exception of Card Services options, most expense types will generally include a Description and/or Comment field, a date, amount and currency.

Request Detail Examples

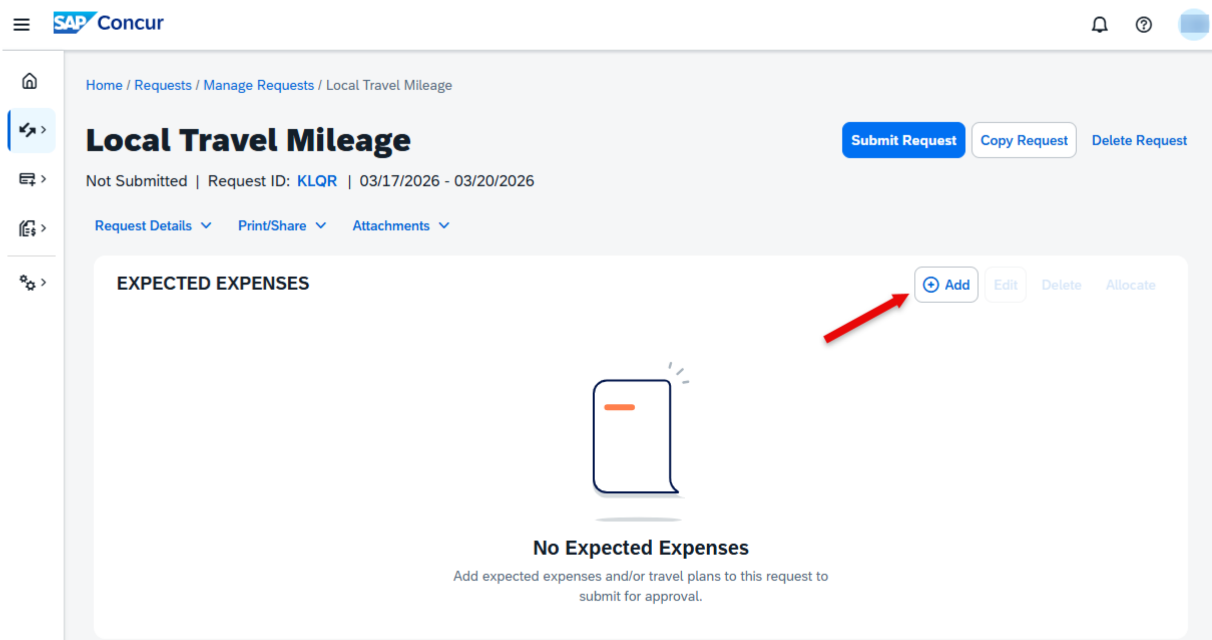
19. Credit Card Service Request

a. When selecting “**Add**” the list of available service options are displayed



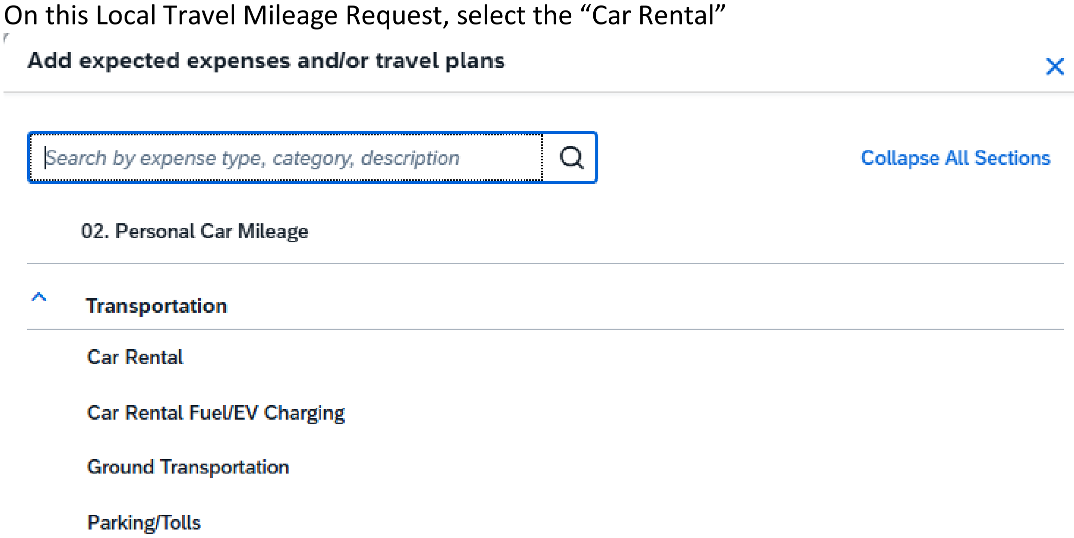
20. **Employee Request – Travel (Local/Mileage)**

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

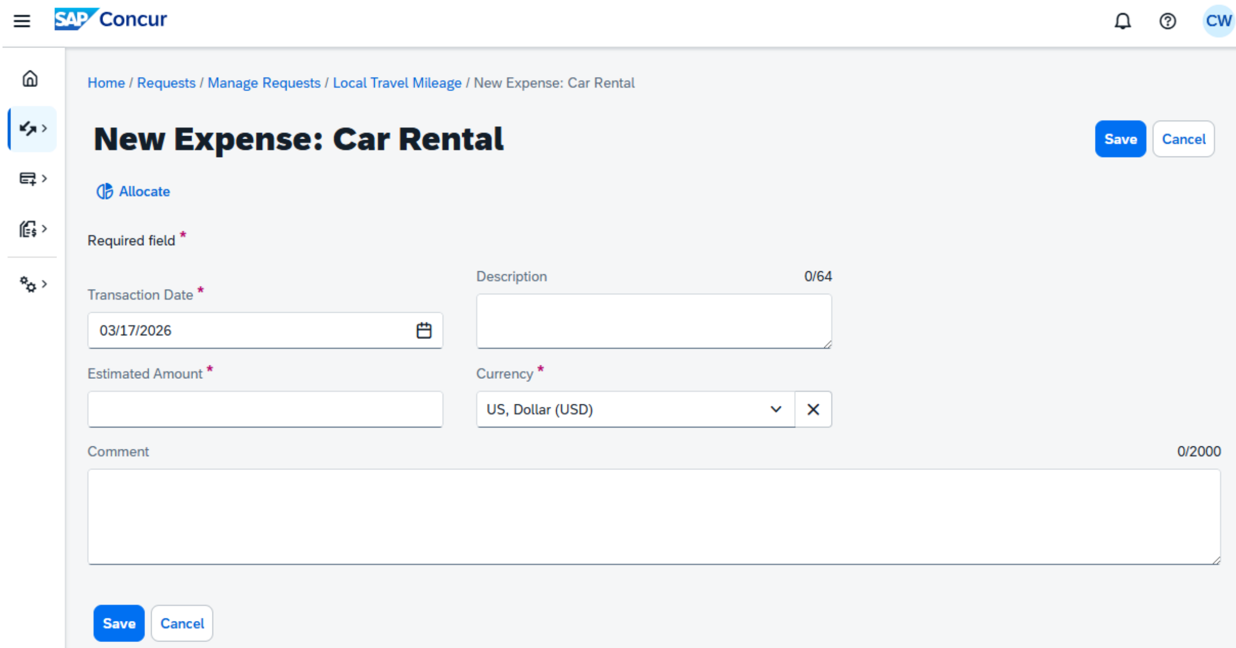


b. From the drop-down list, select the appropriate category to best project expenses using the search function.

c. On this Local Travel Mileage Request, select the "Car Rental"

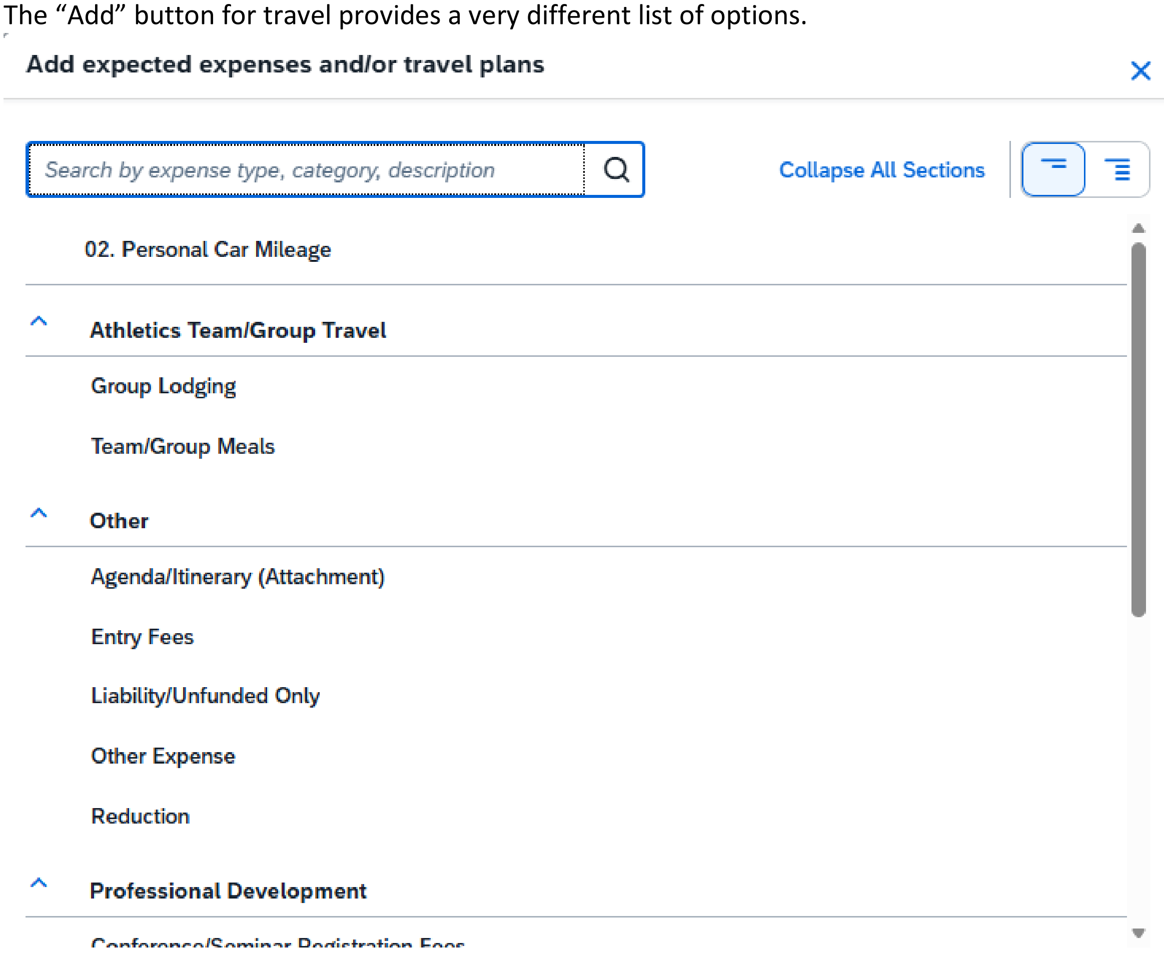


d. In the Car Rental expense line, provide the appropriate details.

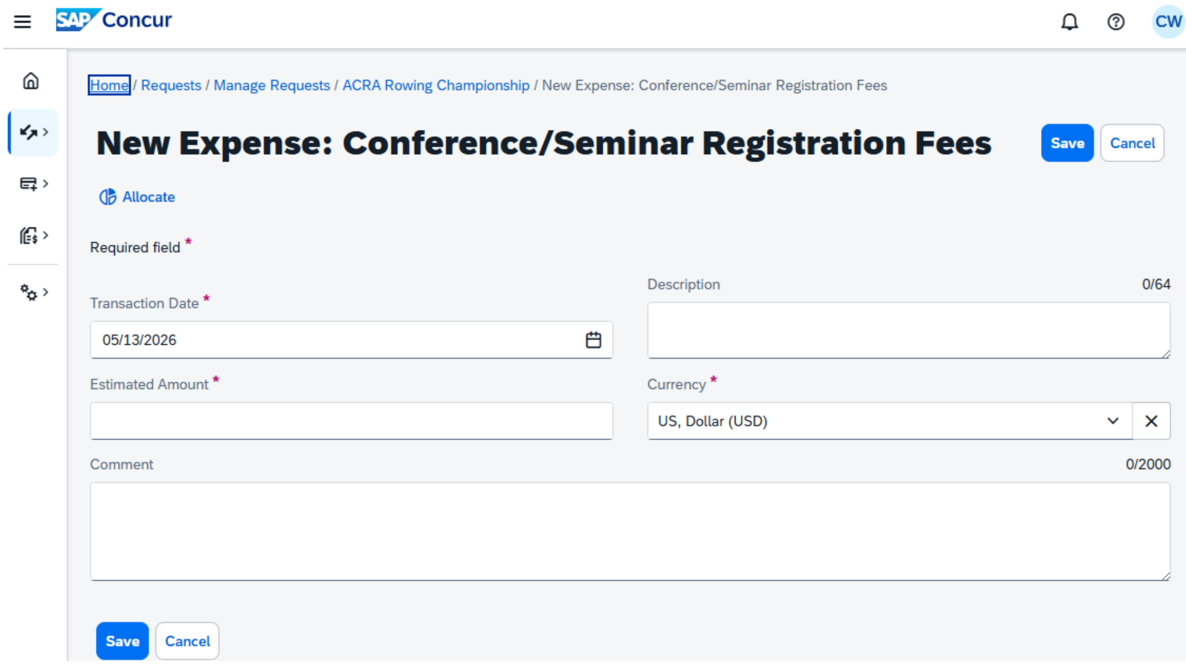


21. **Employee Request - Travel**

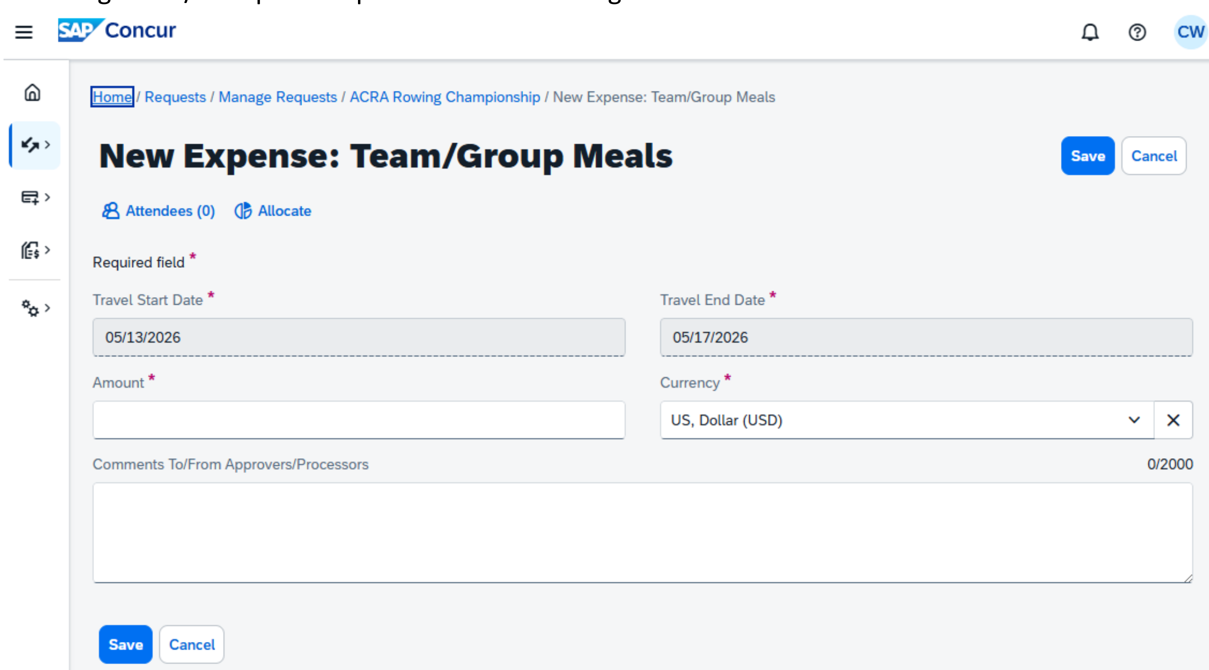
a. The “Add” button for travel provides a very different list of options.



b. Selecting “Conference/Seminar Registration Fees” provides the following window

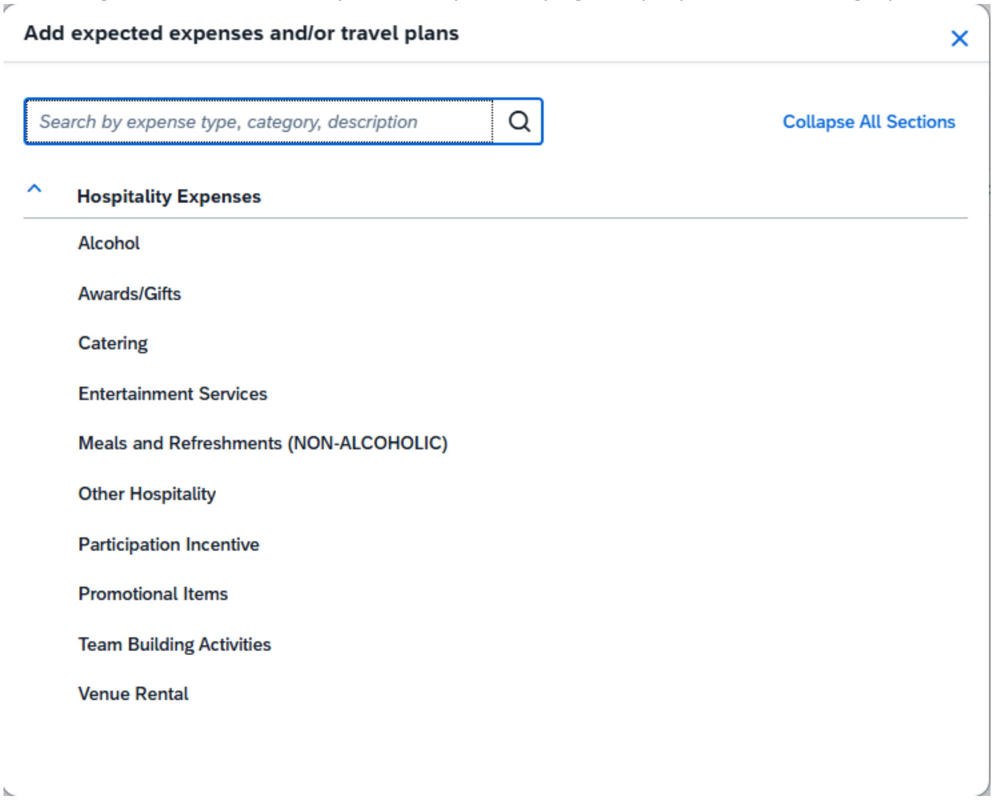


c. Selecting Team/Group Meals provides the following window



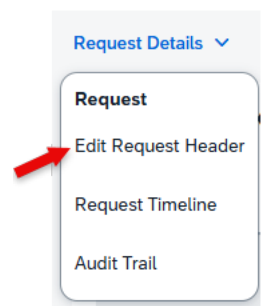
22. **Hospitality Justification Form**

   a. Selecting “**Add**” from the Expected Expenses page displays the following options.

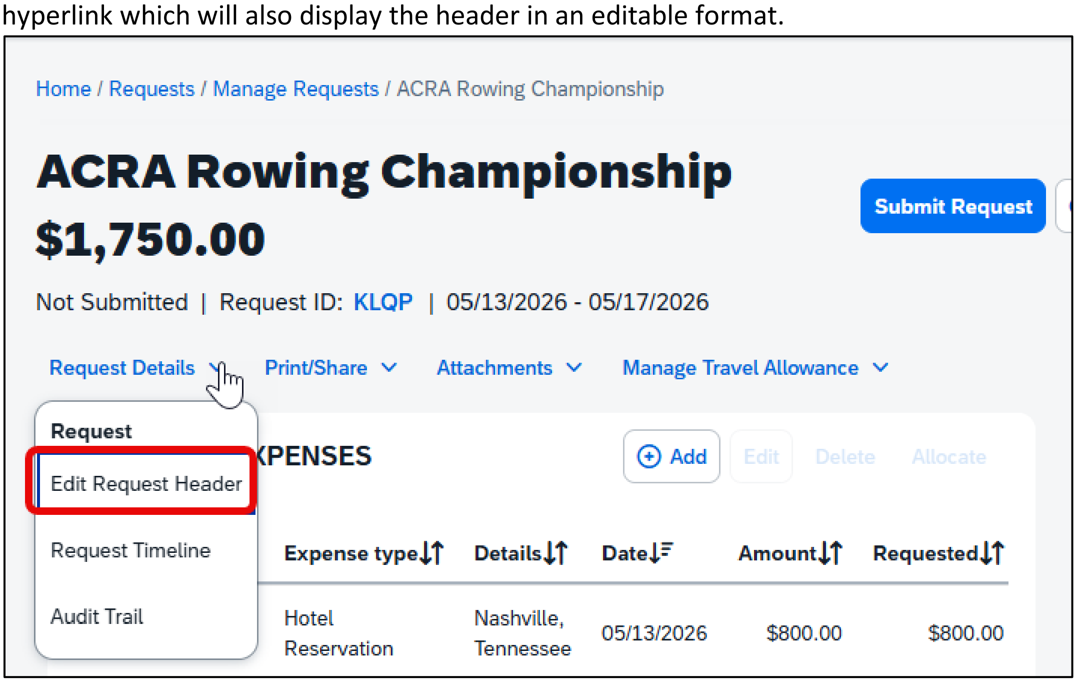


EDITING AND/OR REVIEWING A REQUEST

Request Header

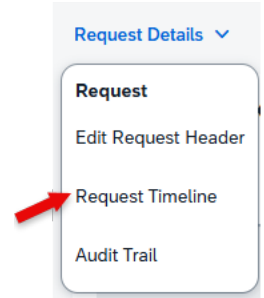


23. To edit the Request Header for any request type, select the “**Request Details**” drop-down menu, then “**Edit Request Header**”. An alternative would be to select the Request ID hyperlink which will also display the header in an editable format.



Request Timeline

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



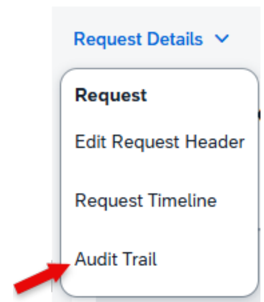
24. Navigate to **Request Details** drop-down menu and select **"Request Timeline".**

Once a request is submitted, the request will route in the following order:

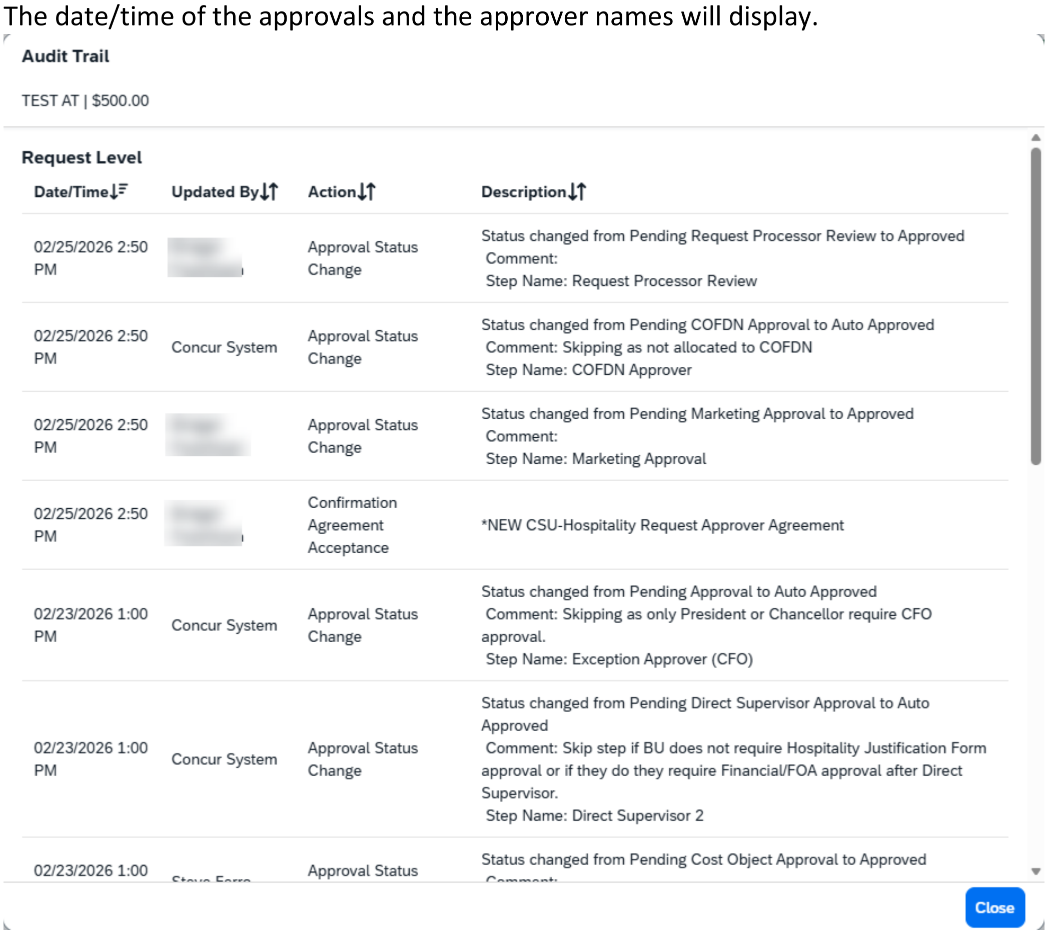
25. The employee's supervisor (reports to supervisor).
26. The report will route to the cost object approver(s) or those names identified in the Delegation of Authority (DOA) as approvers. DOA approvers are based on the chartfield entered on the Request Header tab as well as any additional chartfield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

Audit Trail

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



28. Navigate to **Request Details** drop-down menu and select **"Audit Trail".**
29. The date/time of the approvals and the approver names will display.



Audit Trail

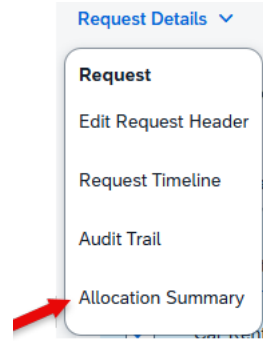
TEST AT | $500.00

Request Level

Date/Time	Updated By	Action	Description
02/25/2026 2:50 PM		Approval Status Change	Status changed from Pending Request Processor Review to Approved Comment: Step Name: Request Processor Review
02/25/2026 2:50 PM	Concur System	Approval Status Change	Status changed from Pending COFDN Approval to Auto Approved Comment: Skipping as not allocated to COFDN Step Name: COFDN Approver
02/25/2026 2:50 PM		Approval Status Change	Status changed from Pending Marketing Approval to Approved Comment: Step Name: Marketing Approval
02/25/2026 2:50 PM		Confirmation Agreement Acceptance	*NEW CSU-Hospitality Request Approver Agreement
02/23/2026 1:00 PM	Concur System	Approval Status Change	Status changed from Pending Approval to Auto Approved Comment: Skipping as only President or Chancellor require CFO approval. Step Name: Exception Approver (CFO)
02/23/2026 1:00 PM	Concur System	Approval Status Change	Status changed from Pending Direct Supervisor Approval to Auto Approved Comment: Skip step if BU does not require Hospitality Justification Form approval or if they do they require Financial/FOA approval after Direct Supervisor. Step Name: Direct Supervisor 2
02/23/2026 1:00	[illegible]	Approval Status	Status changed from Pending Cost Object Approval to Approved

Close

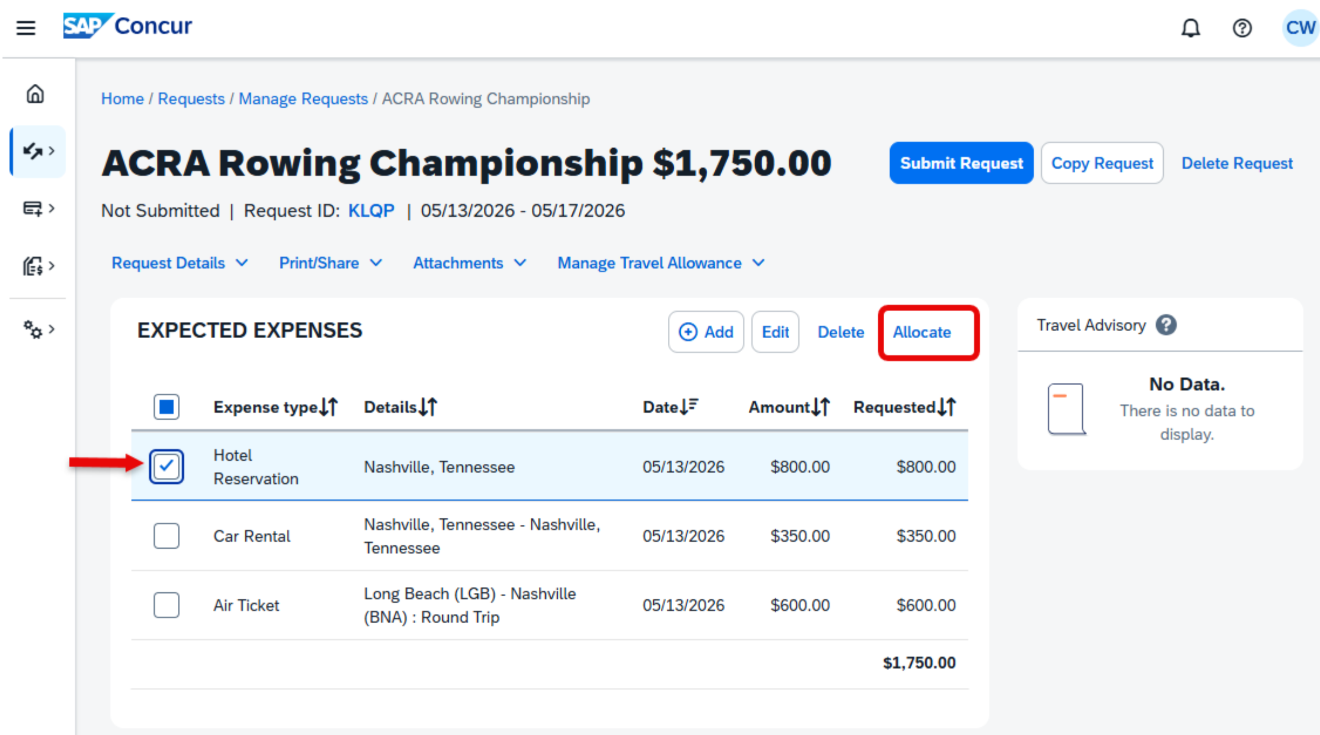
Allocation Summary



To allocate a line, select the line using the available checkboxes, then select "Allocate" and then opt to add in new chartfield allocations for the expenditure.

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

30. Navigate to **Request Details** drop-down menu and select **"Allocation Summary".**

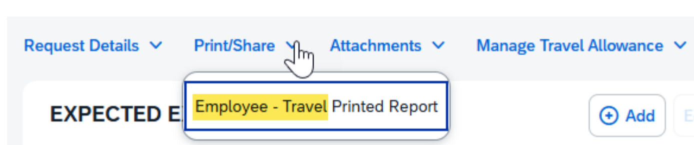


PRINT/SHARE

From the Print menu, select the **"Printed Report"** option to save the travel request summary as a PDF or share as deemed necessary. The name of the form/policy will precede "Printed Report" (see below for examples). Attachments are not included as part of this saved report. If attachments are needed, save the attachments separately.

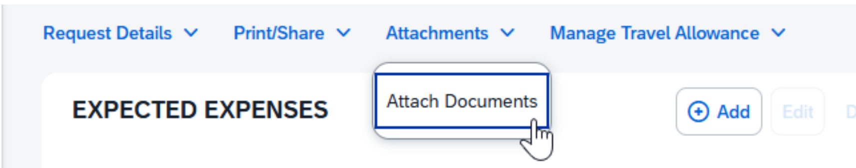
Note: Reports in Concur will be retained in the system according to CSU retention guidelines. Printing or saving in duplicate is optional and in most cases is not necessary.

-OR-

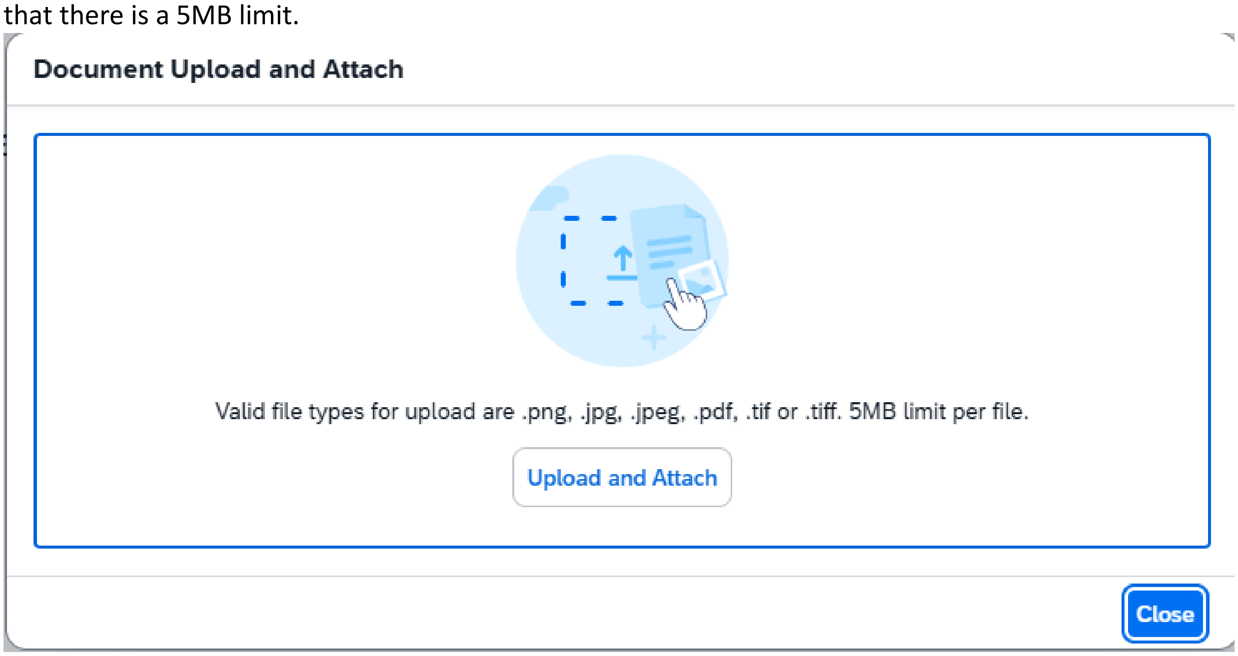


ATTACHMENTS

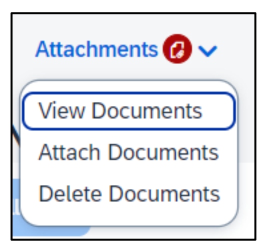
The Attachments > Attach Documents menu option launches window to browse then **"Upload and Attach"** files that support the trip request (use the button to search). Documents may include a conference registration showing location/dates of trip, or an itinerary for international travel, or any other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



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

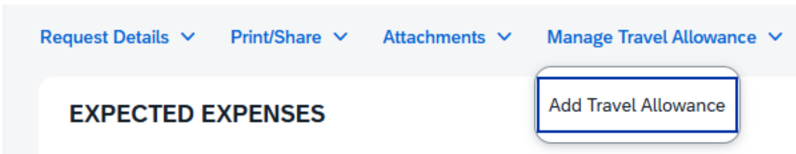


32. Select **"Close"** once files have been uploaded.

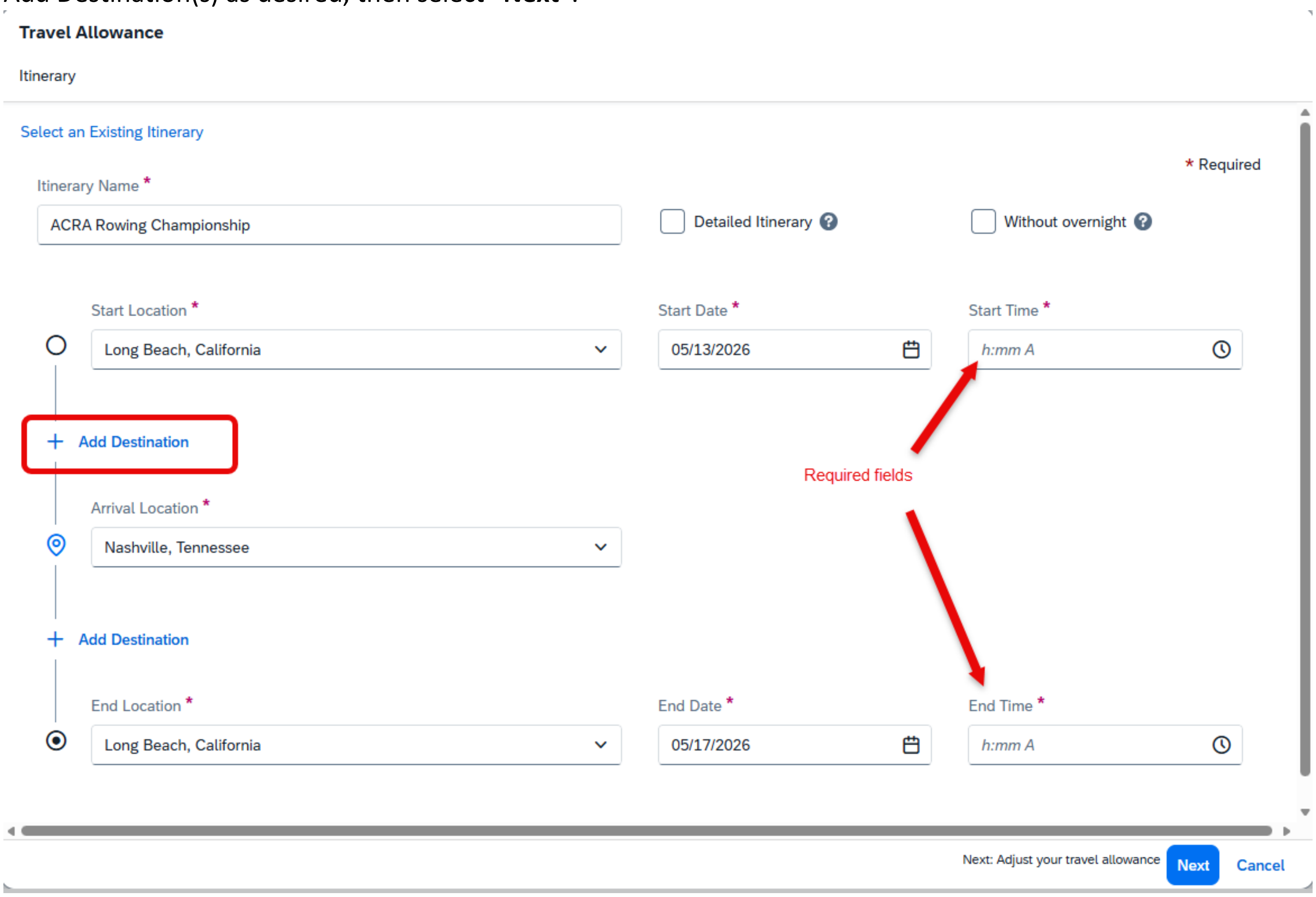


33. Once documents have been uploaded, the Attachments menu displays a small red image to identify that the request has document attachments. The menu changes to have three options – View Documents, Attach Documents and Delete Documents which can be used to update or remove previously uploaded attachments.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

Travel Allowance is created as part of the Travel Request Assistance process. It is populated with the Start Location and Arrival Location. Adding multiple destinations may be necessary.

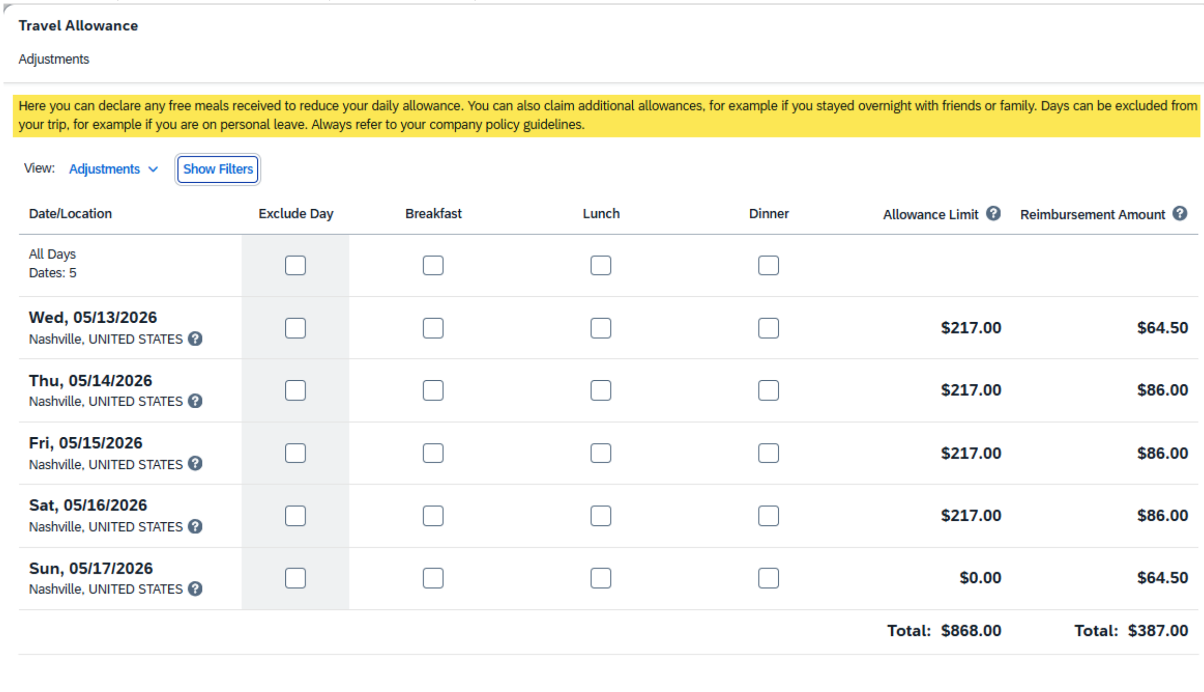


34. If using Request Assistant, many fields are completed with the exception of Start Time and End Time. Populate those fields.
35. Add Destination(s) as desired, then select "**Next**".



36. Travel Allowance Adjustments are modified by selecting the days or meals to exclude from the reimbursement.

    a. For example, if a meal was provided as part of a conference, the check box should be selected.



Travel Allowance

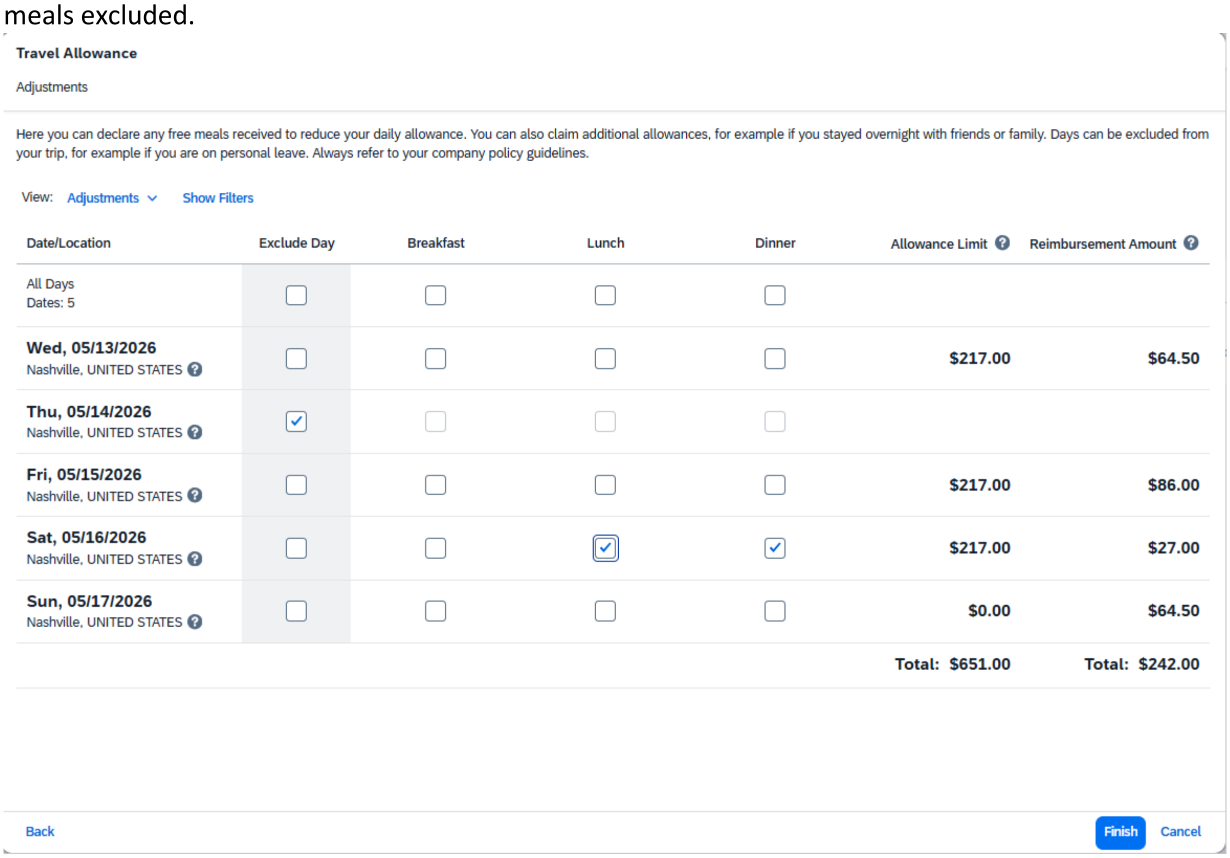
Adjustments

Here you can declare any free meals received to reduce your daily allowance. You can also claim additional allowances, for example if you stayed overnight with friends or family. Days can be excluded from your trip, for example if you are on personal leave. Always refer to your company policy guidelines.

View: Adjustments Show Filters

Date/Location	Exclude Day	Breakfast	Lunch	Dinner	Allowance Limit	Reimbursement Amount
All Days Dates: 5	☐	☐	☐	☐		
Wed, 05/13/2026 Nashville, UNITED STATES	☐	☐	☐	☐	$217.00	$64.50
Thu, 05/14/2026 Nashville, UNITED STATES	☐	☐	☐	☐	$217.00	$86.00
Fri, 05/15/2026 Nashville, UNITED STATES	☐	☐	☐	☐	$217.00	$86.00
Sat, 05/16/2026 Nashville, UNITED STATES	☐	☐	☐	☐	$217.00	$86.00
Sun, 05/17/2026 Nashville, UNITED STATES	☐	☐	☐	☐	$0.00	$64.50
					Total: $868.00	Total: $387.00

    b. The below allowance shows a day that is excluded (for a personal day) and another day with meals excluded.



Travel Allowance

Adjustments

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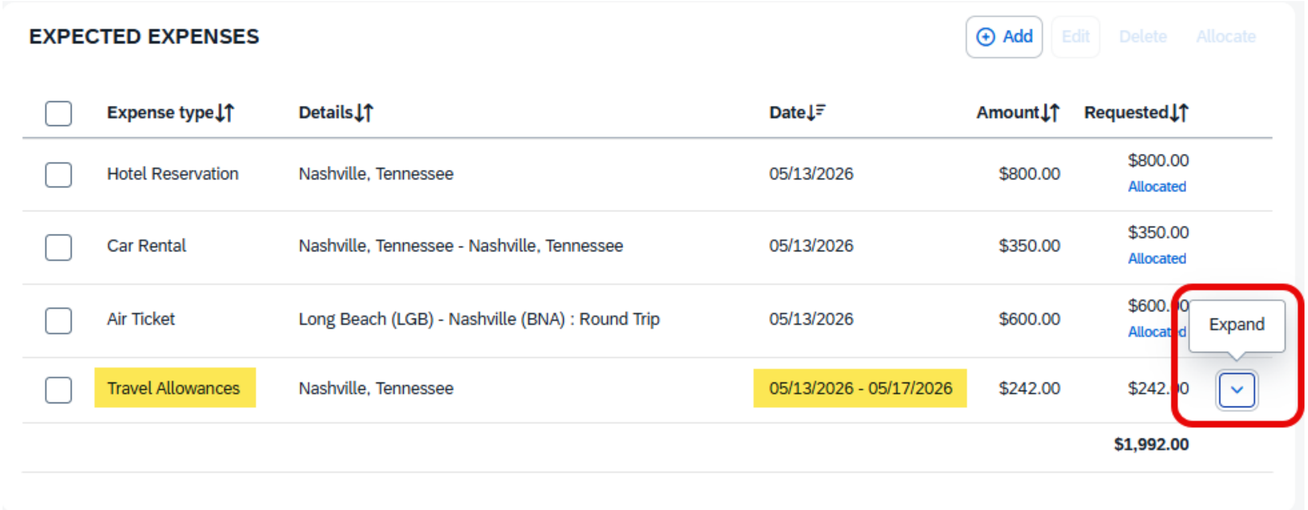
View: Adjustments Show Filters

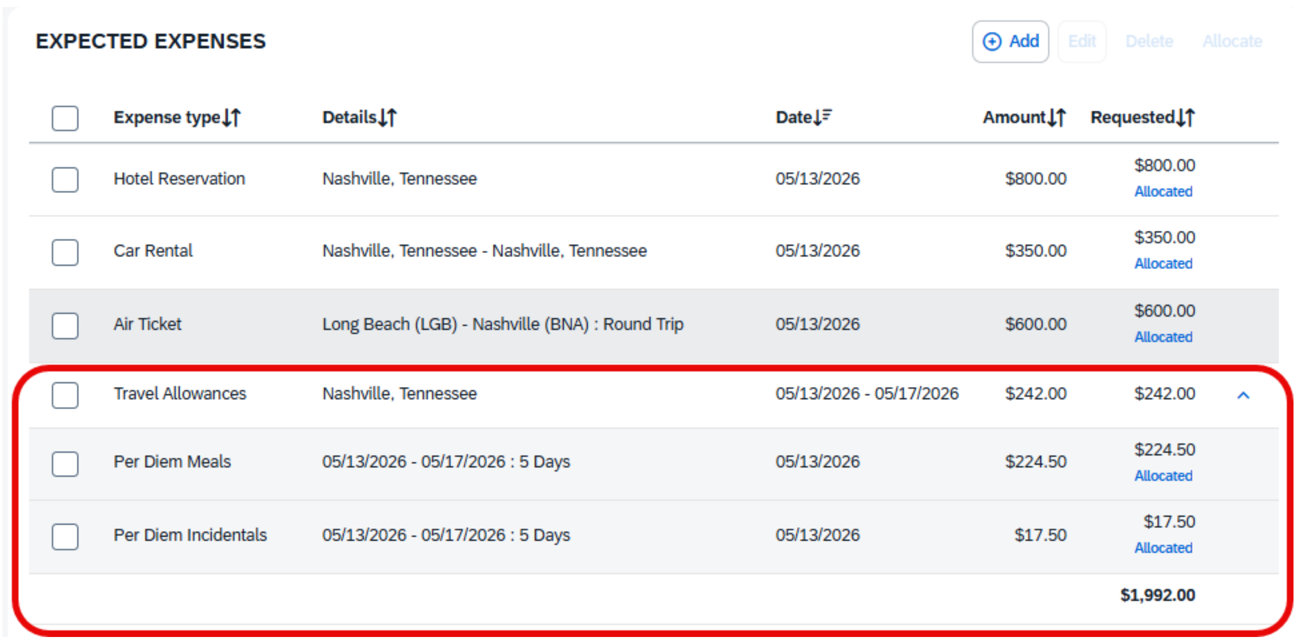
Date/Location	Exclude Day	Breakfast	Lunch	Dinner	Allowance Limit	Reimbursement Amount
All Days Dates: 5	☐	☐	☐	☐		
Wed, 05/13/2026 Nashville, UNITED STATES	☐	☐	☐	☐	$217.00	$64.50
Thu, 05/14/2026 Nashville, UNITED STATES	☑	☐	☐	☐		
Fri, 05/15/2026 Nashville, UNITED STATES	☐	☐	☐	☐	$217.00	$86.00
Sat, 05/16/2026 Nashville, UNITED STATES	☐	☐	☑	☑	$217.00	$27.00
Sun, 05/17/2026 Nashville, UNITED STATES	☐	☐	☐	☐	$0.00	$64.50
					Total: $651.00	Total: $242.00

Back Finish Cancel

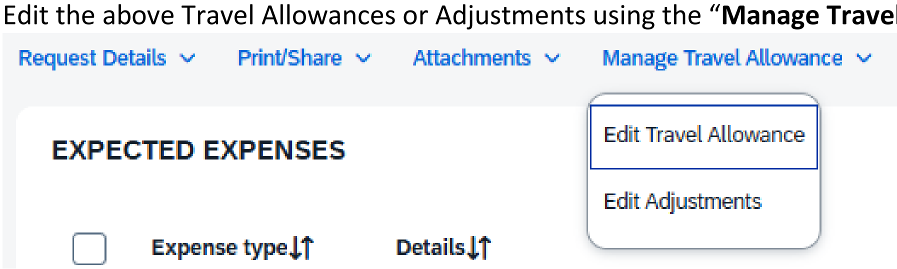
    c. Select “Finish” to finalize the Travel Allowance.

37. Travel Allowance displays on the request in a collapsed format. Select the arrow below Expand to see the details for meals and incidentals.





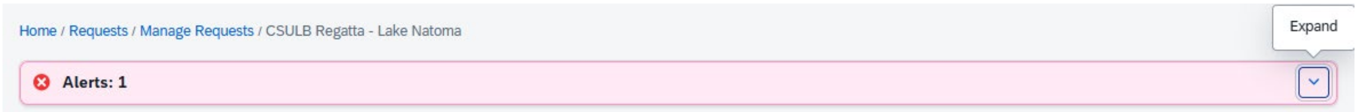
38. Edit the above Travel Allowances or Adjustments using the "**Manage Travel Allowance**" menu.



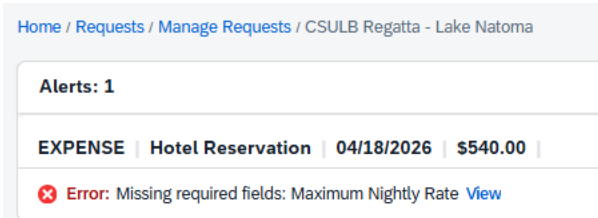
ALERT TYPES

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

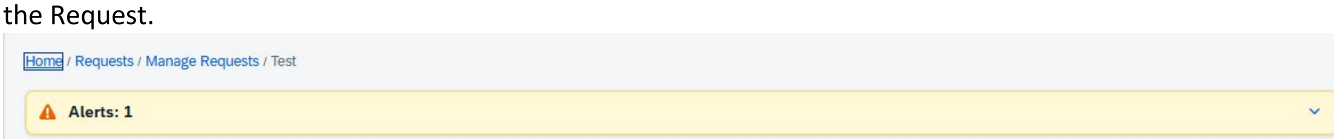
1. HARD STOP: If an alert displays in red, it is required. This means an action must be taken before a request can be submitted.



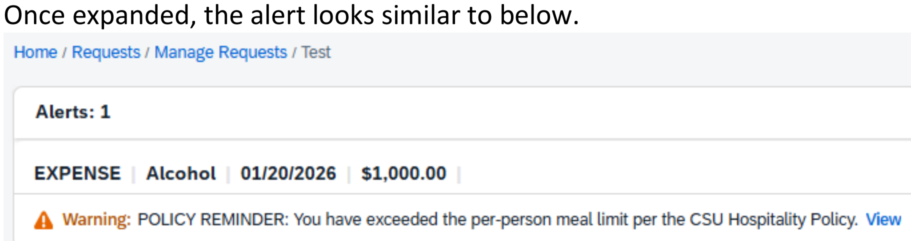
    a. Once expanded, the alert looks similar to the following



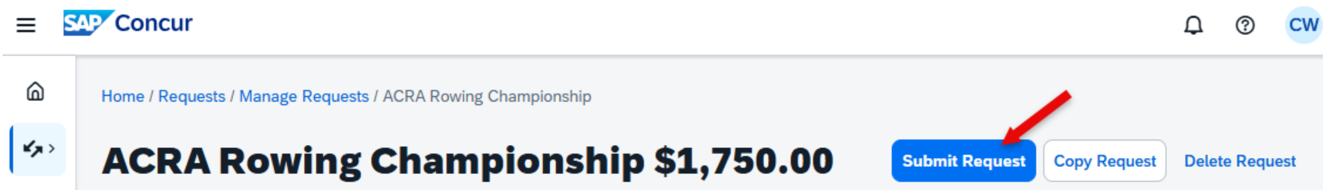
2. WARNING: A yellow/orange alert displays communication related to your trip components advising you to read and take action.
   A yellow alert panel is a warning or information only. For example, an alert can communicate the need to add comments and explain the trip, or to attach files, etc. The alert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



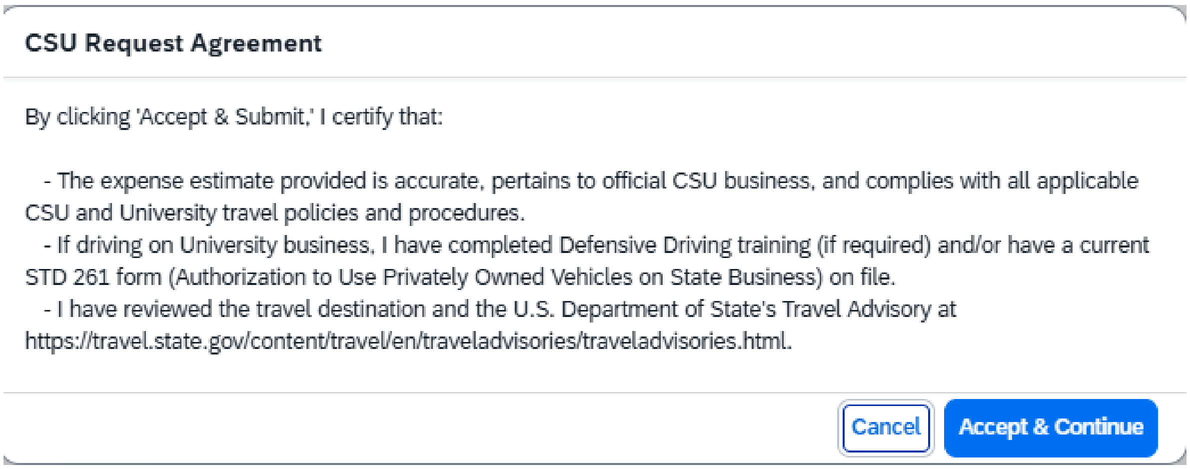
    a. Once expanded, the alert looks similar to below.



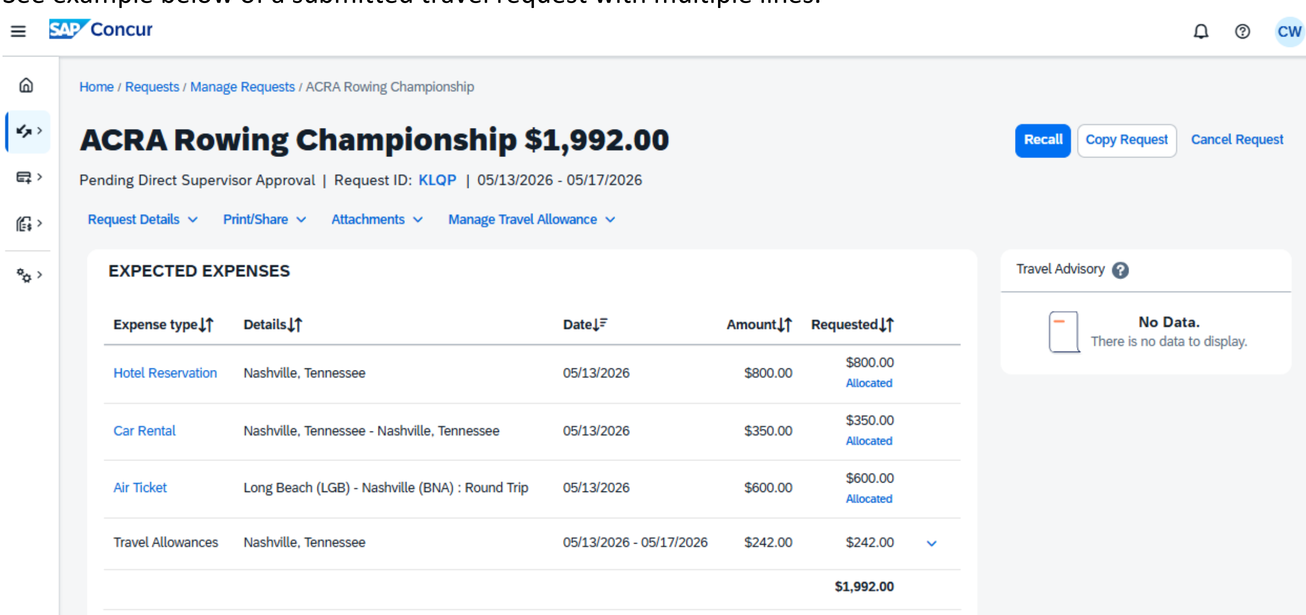
1. Once the travel request is complete, select the **“Submit Request”** button.



2. Select “Accept & Continue” if you agree with the statement and you want to complete the request.

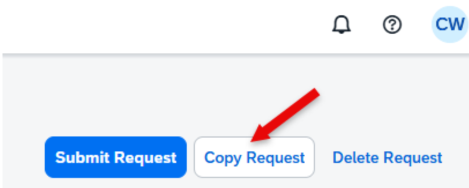


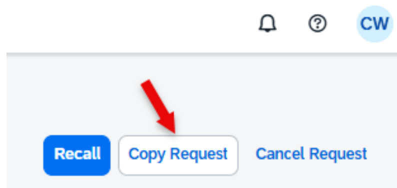
3. See example below of a submitted travel request with multiple lines.



COPYING AN EXISTING REQUEST

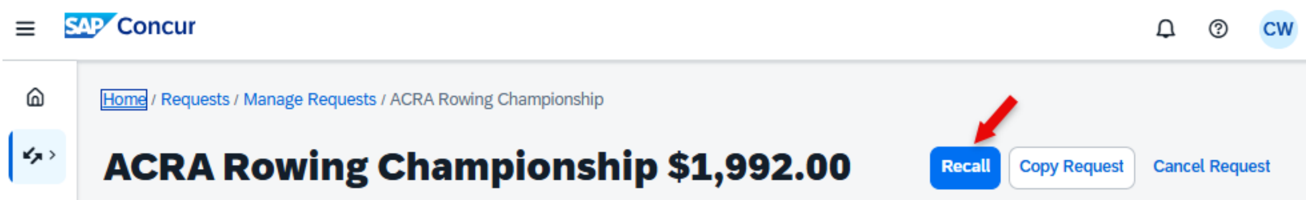
At any point in the process, you can copy an existing request. This can be helpful when processing requests for multiple non-employees for the same event.





RECALLING A REQUEST

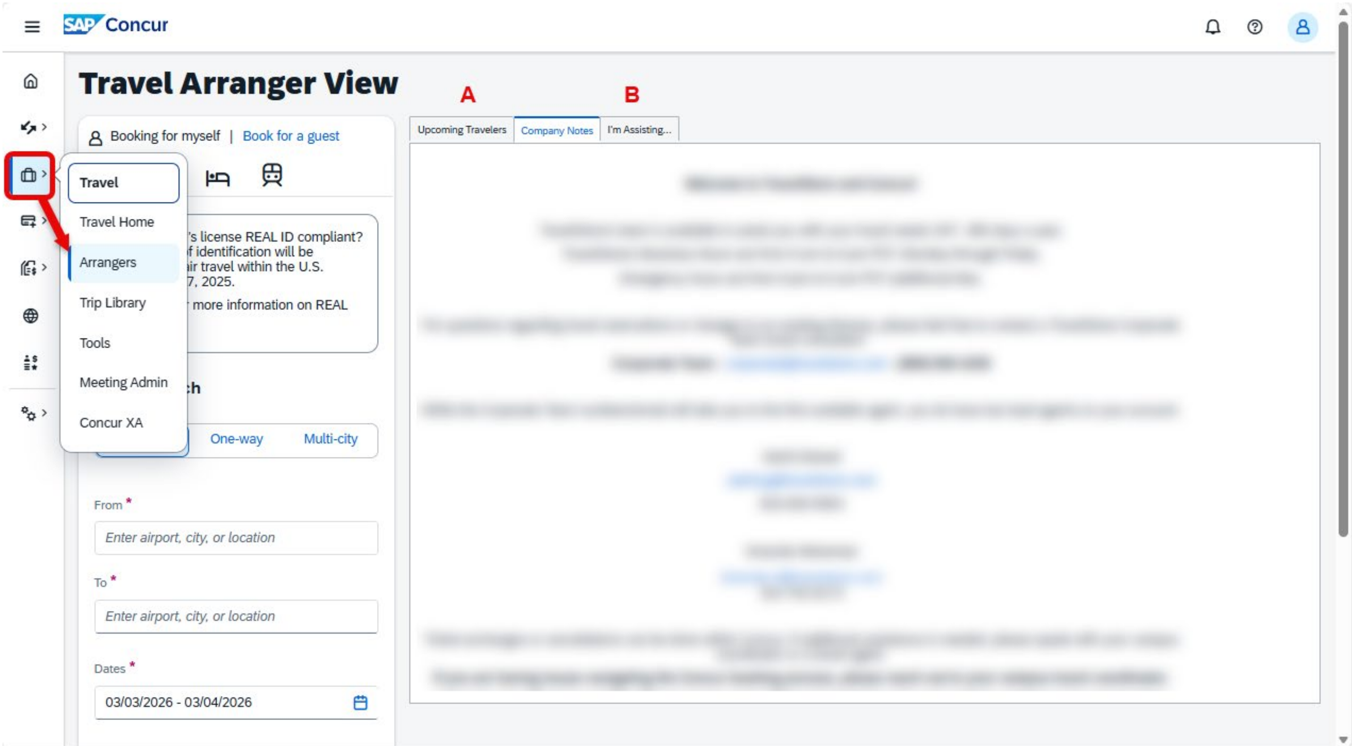
After submitting a request to the approver, a request can be recalled to make modifications, to add supporting documentation, or for any reason.



TRAVEL ARRANGERS

VIEWING TRAVELER TRIPS

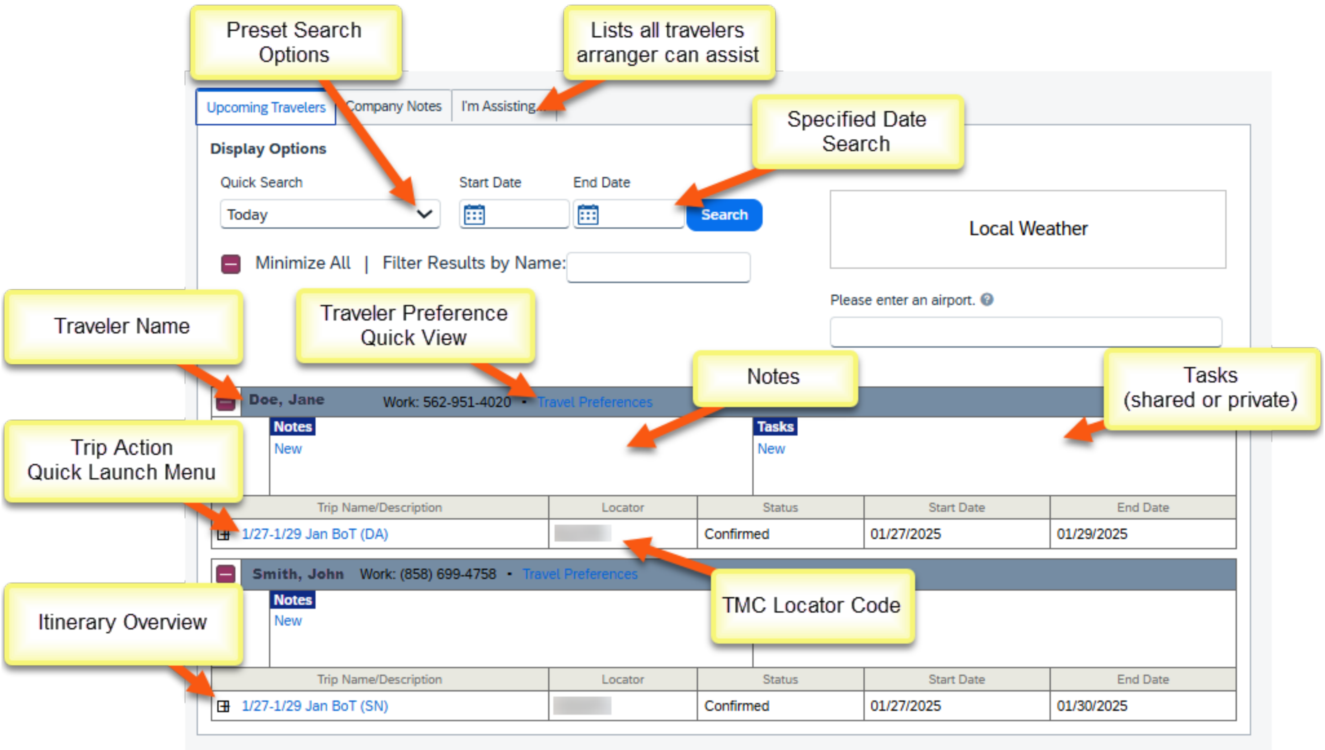
1. From the Home Page, select the "**Travel**" application, then select "**Arrangers**". This option will only be available to travel arrangers.



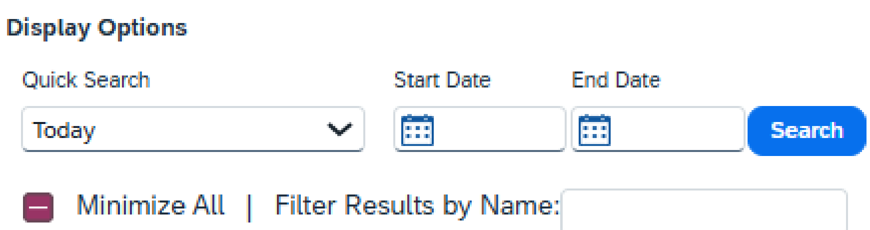
2. The Travel Arranger View enables the arranger to view trips for their "**Upcoming Travelers**" (A) as well as gain visibility of all travelers for whom they arrange travel (B) all displaying in a single location.

Upcoming Travelers

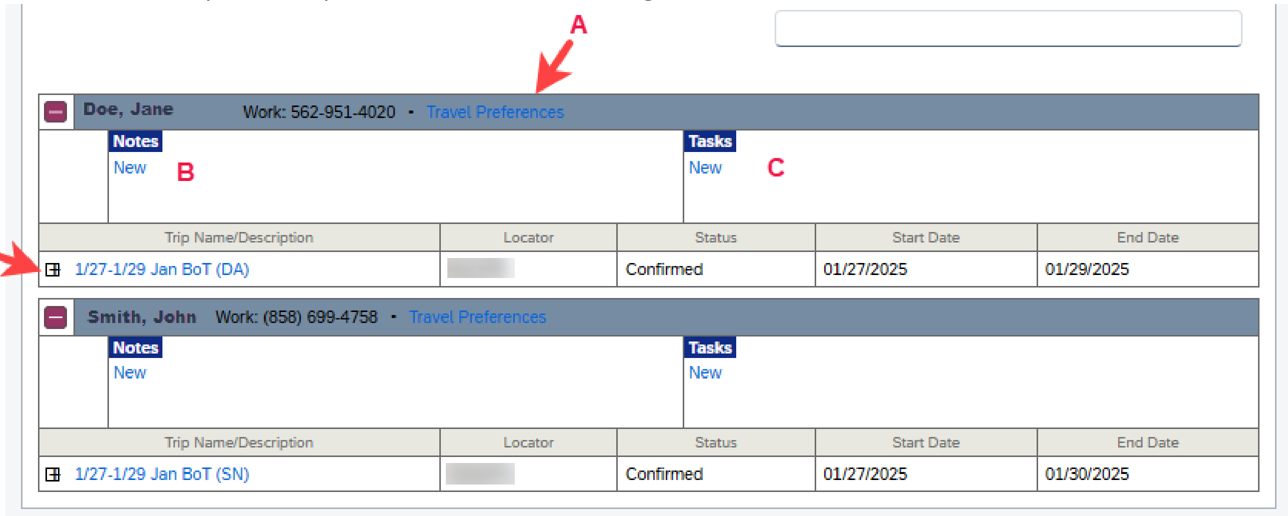
From a single view, display all trips and related details for designated timeframe including traveler locator numbers.



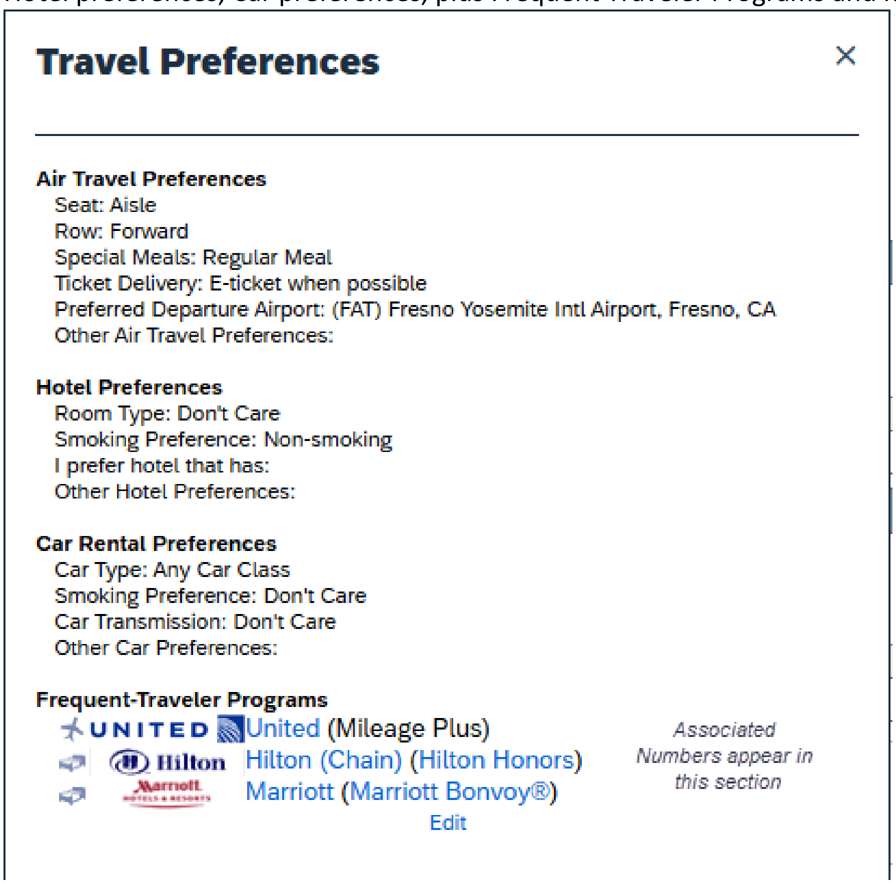
1. Display Options enable the arranger to narrow a search using preset options, a specific date range and/or a specific person/traveler. The default is “Today”, however, other quick search options are available.



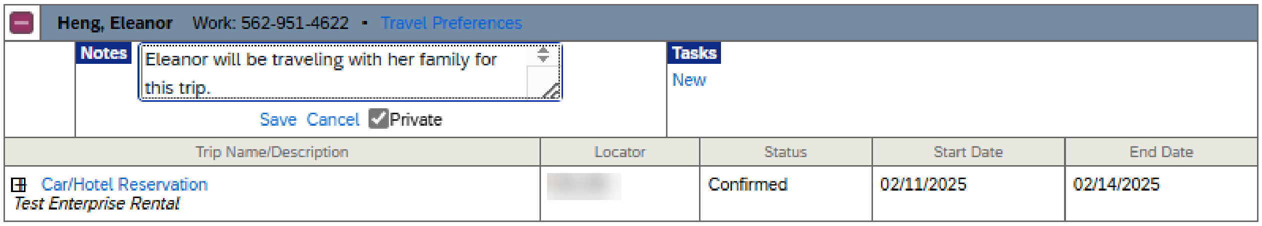
2. Traveler Details section provides quick access to the following:



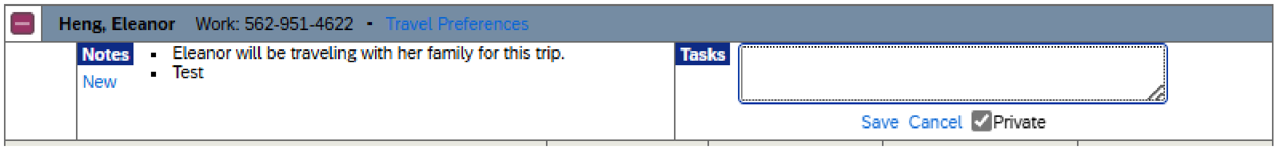
a. Traveler Preferences – The provided link displays a window that summarizes Air preferences, Hotel preferences, Car preferences, plus Frequent Traveler Programs and numbers.



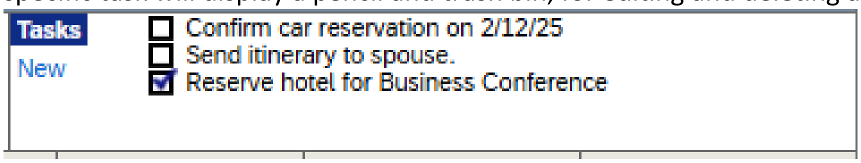
b. Notes – Select the "**New**" link to add information about the upcoming trips, then select "**Save**". If this note should only be visible to you and not other travel arrangers, select the "**Private**" checkbox.



c. Tasks – select the "**New**" link to add tasks that need to be completed for the traveler, then select "**Save**". If this task should only be visible to you, select the "**Private**" checkbox. Tasks will display with a checkbox that can be marked as complete when appropriate.

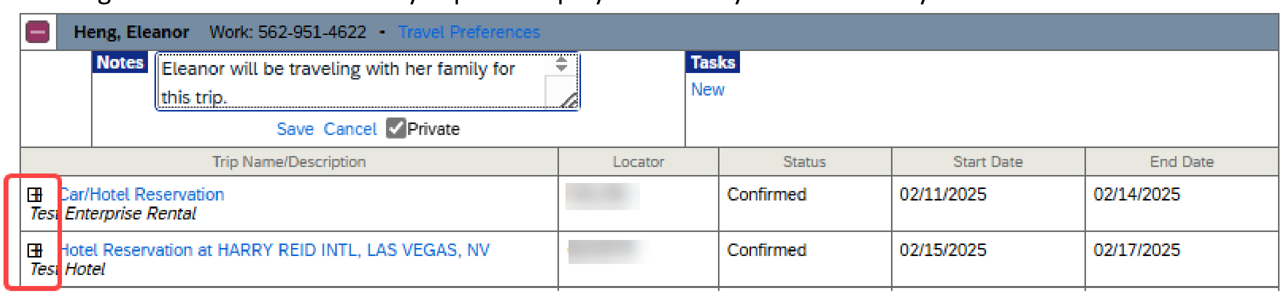


The Task section resembles the following after tasks are entered. Hovering the mouse over a specific task will display a pencil and trash bin, for editing and deleting as needed.

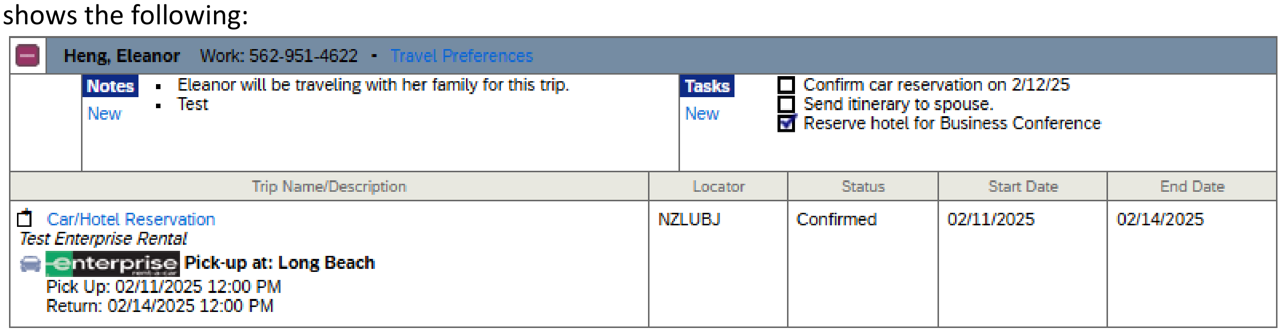


d. Itinerary Overview

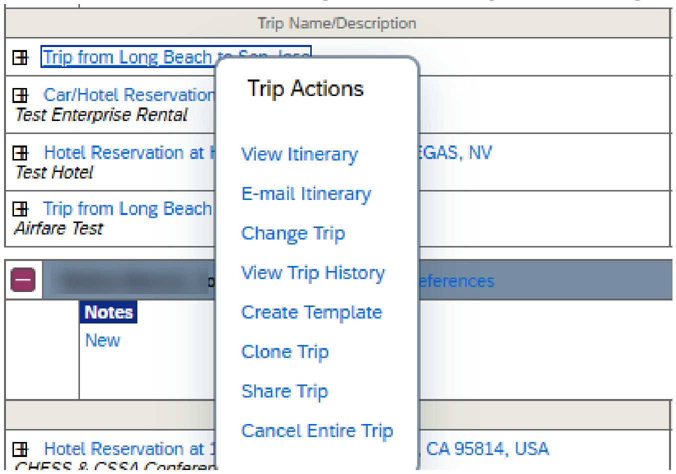
Selecting the icon to the left of any trip will display a summary of the itinerary.



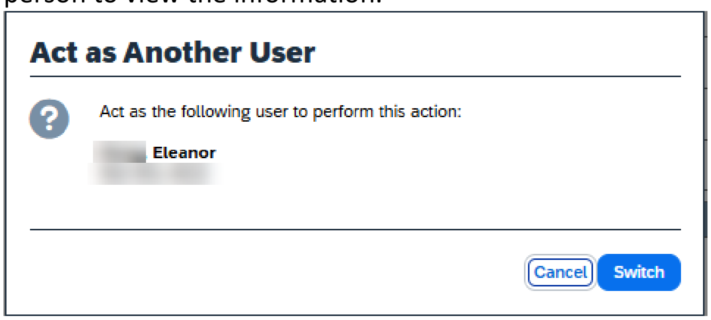
For example, after populating the notes, tasks, and expanding the car reservation itinerary above shows the following:



e. Trip Action Quick Launch – Provides a menu of options for the booking. These menu options are available at time of booking and/or change in booking.



i. After selection of an option, the arranger may be prompted to launch to the correct person to view the information.

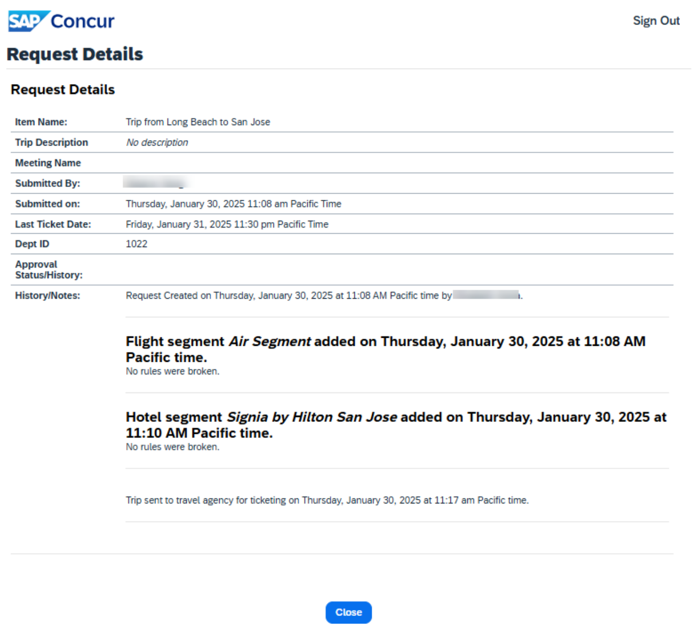


ii. View Itinerary launches to the full travel itinerary.

iii. Email Itinerary enables the itinerary to quickly be sent to key people.

iv. Change Trip
Immediately switches to the itinerary in edit mode where you can change the trip. The trip actions will also be available on the change trip page.

v. View Trip History provides information for when the reservation was made and change history.



vi. Create Template
This option is available if a traveler takes the same trip on a repeated basis.

vii. Clone Trip
This is used to book the same trip for another employee for which you are a travel arranger.

viii. Share Trip
This is used to book the same trip for another employee for which you are <u>not</u> a travel arranger.

ix. Cancel Entire Trip
Links arranger to page to cancel the entire trip.

EXPENSE REPORTS

CREATING AN EXPENSE REPORT

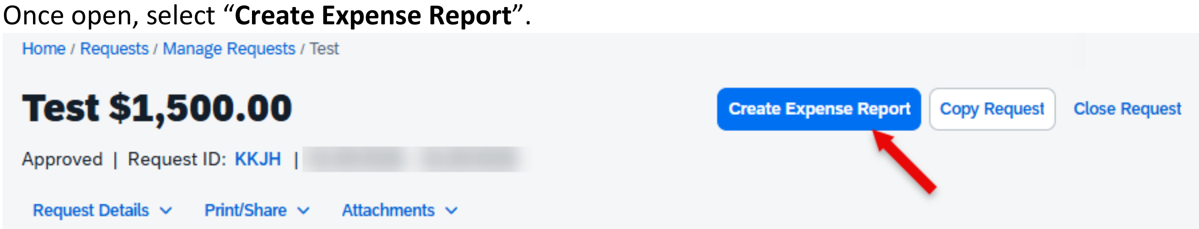
All CSU related travel for faculty and staff must have an approved Travel Request before an expense report can be created.

Per the Reporting Travel Expenses section of the CSU Travel and Business Expense Payments policy , the ***" The Travel Expense Claim must be submitted to the university Travel Office within 60 days after the last day of travel unless there is recurrent travel, in which case Travel Expense Claims may be aggregated and submitted monthly. Payment of claims submitted after the 60-day window are left to the discretion of the university, considering the facts and circumstances, and whether reporting as taxable income will be required."***

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

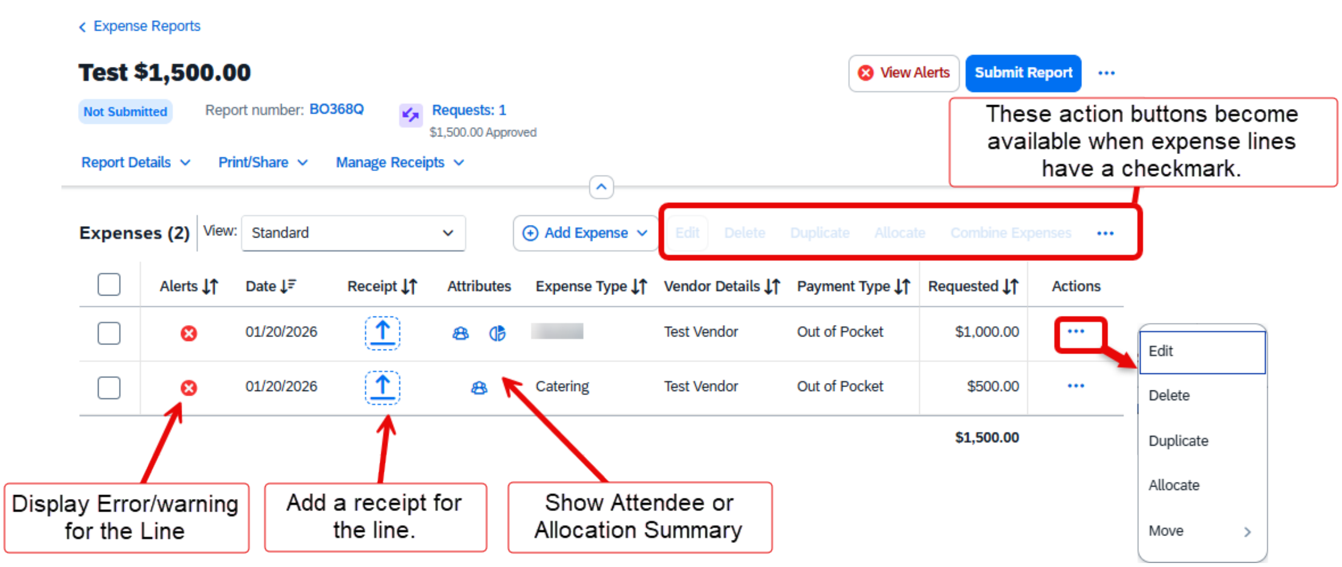
Expense Report from Approved Travel Request

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



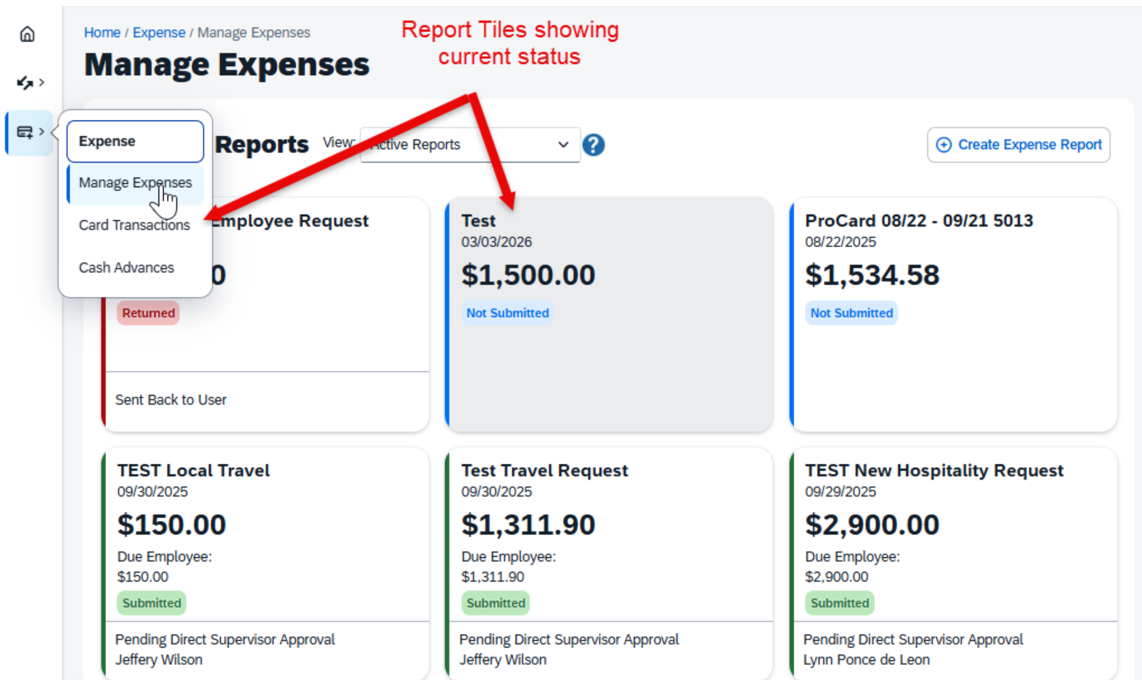
4. By copying from an approved request, the header is brought over from the request along with other settings saving much time from a data entry perspective.

Expense Report Layout



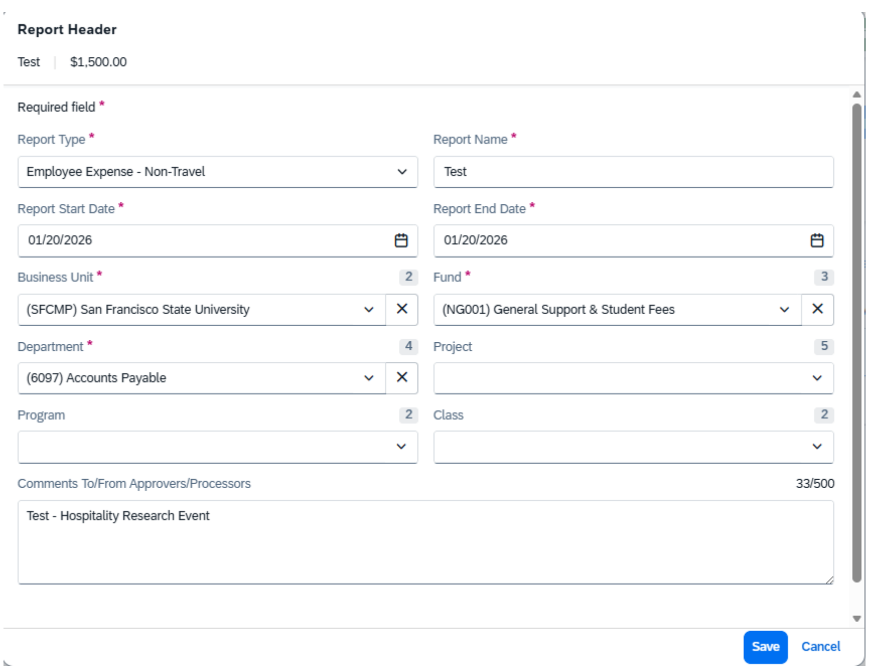
REPORT DETAILS

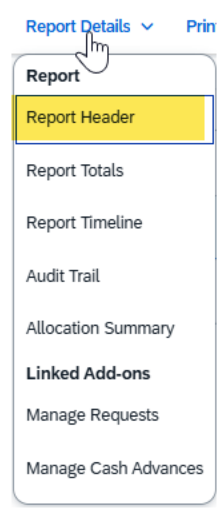
Using the **Expense** > **Manage Expense** navigation option displays the Expense Report library where expense reports and their current status are visible. Drill further by opening the report and utilizing the Report Details menu.



Report Header

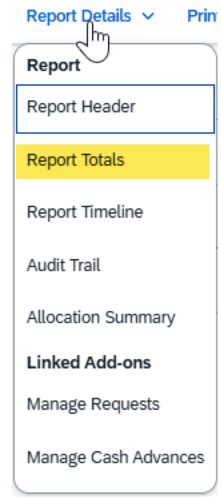
If copying from an approved request, all the header details from the request are brought to the expense report header. If you need to edit the details, select the **"Report Details"** menu, **"Report Header"** option, or select on the **Report Number**.

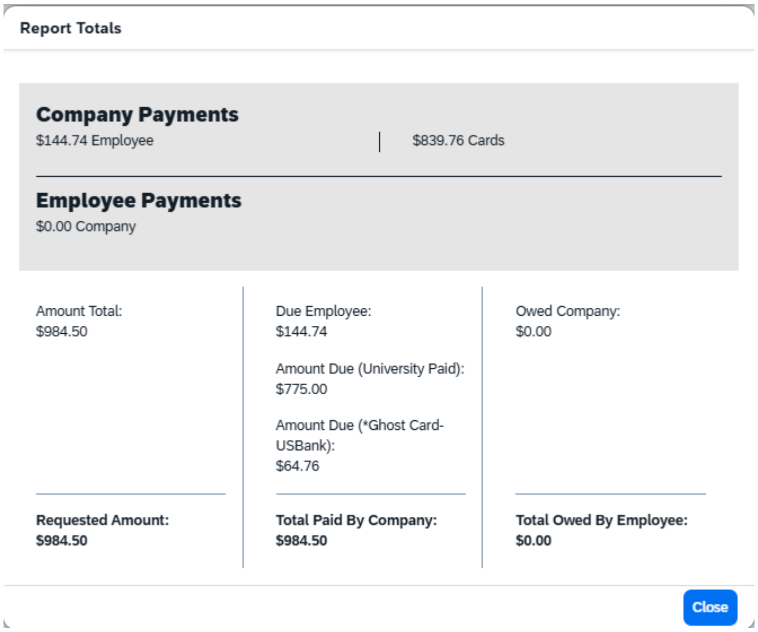




Report Totals

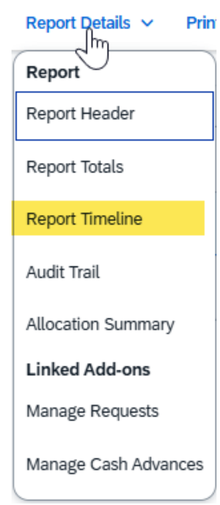
After adding expenses to the report, use this option to view the amount the traveler owes or what is due to the traveler from the university, and what has been paid to the credit card company by the university.

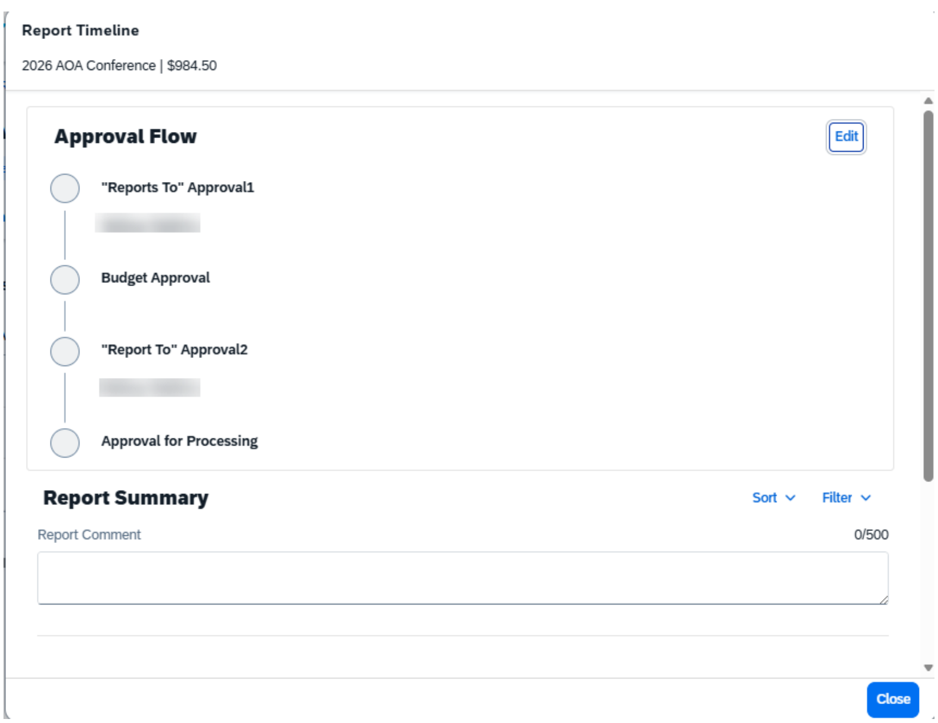




Report Timeline/ Tracking Status of an Expense Report after Submission

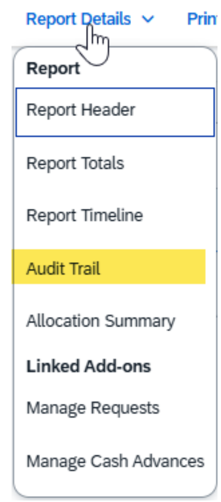
You can review the status of your submission by using the timeline. It will show what has occurred thus far and where the report is within the flow. In the example below, this report is with the "reports to" approver. For your report, this would reflect an actual person's name.



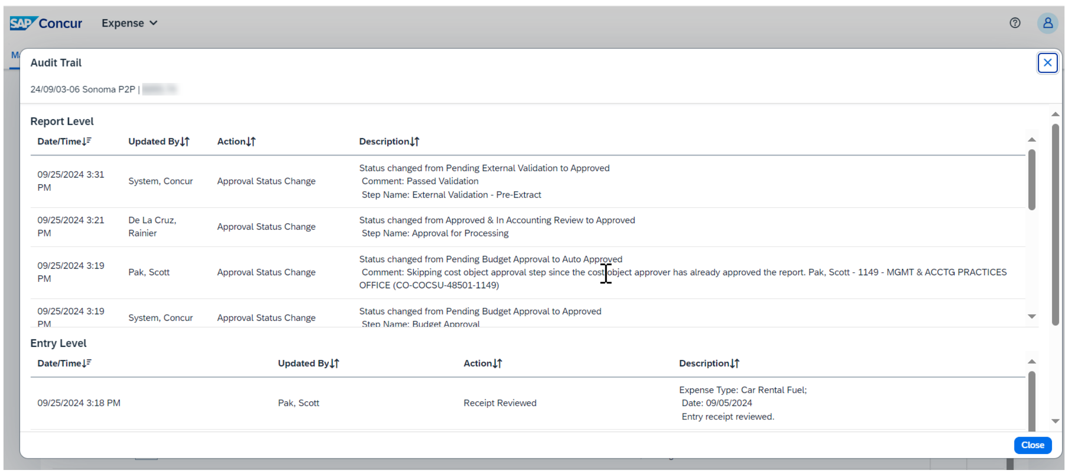


1. This view shows the Approval Flow and the current stage of the expense report.
2. This view provides comments and keeps track of when the report was submitted.
3. The Budget Approval name will remain blank until the report is submitted and the system will then populate this workflow step with the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

Audit Trail

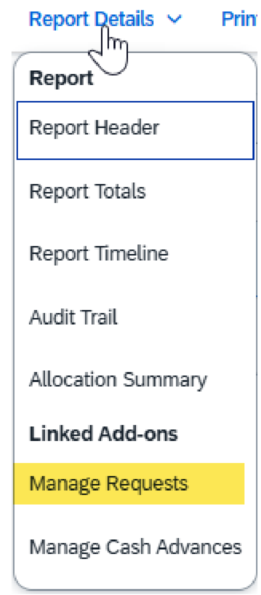


Using this option a user can view the record of all changes made to an expense report once the report is submitted. Actions at the Report Level and Entry Level are both tracked.



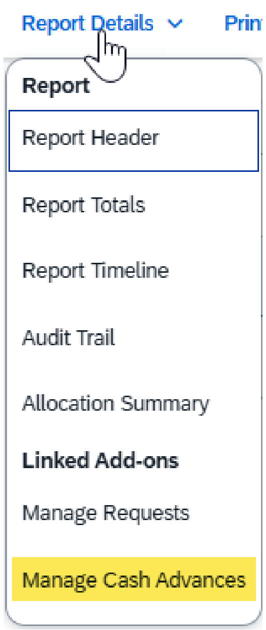
Linked Requests/Manage Requests

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



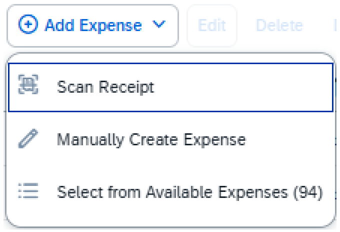
Linked Cash Advances

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

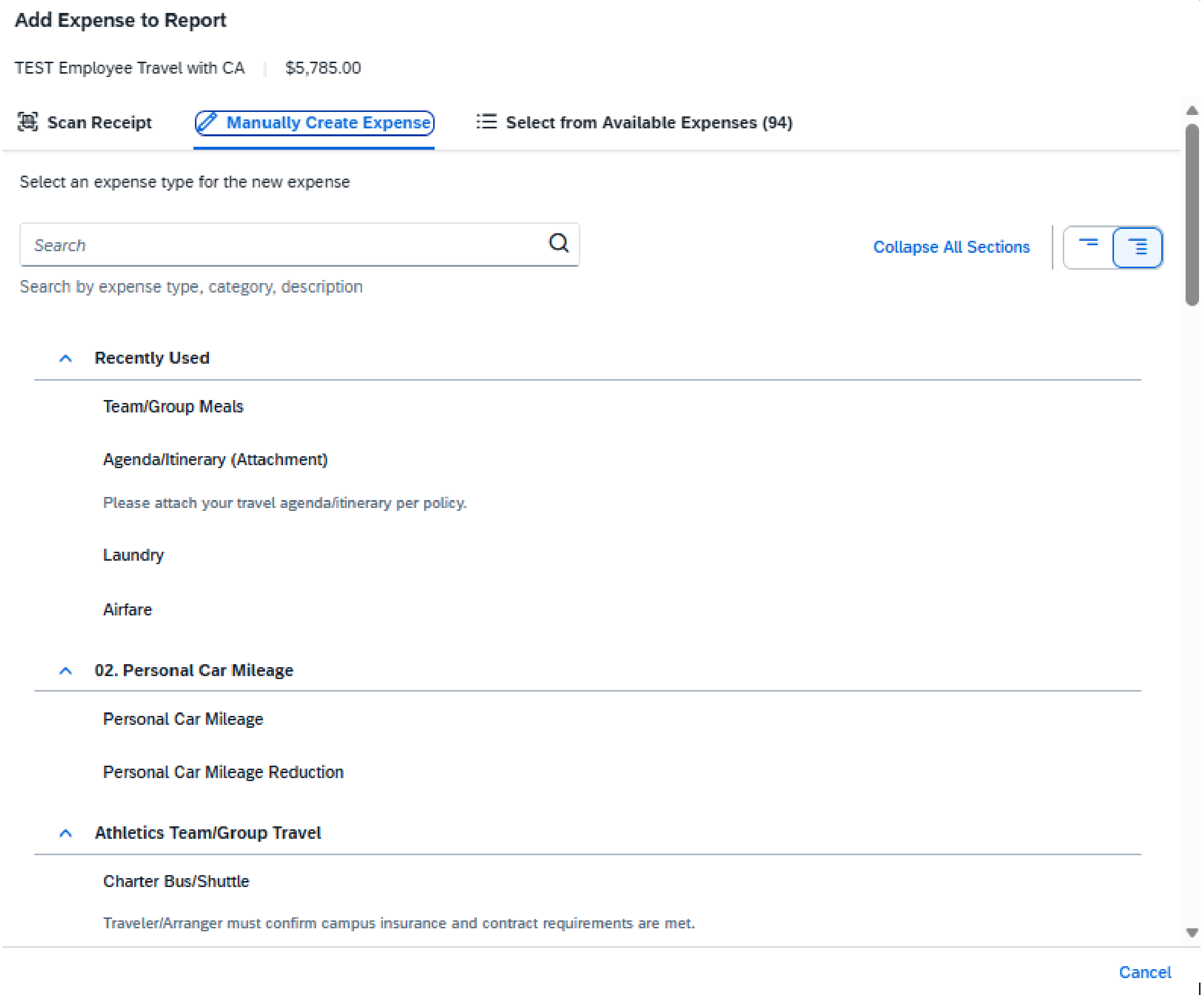


Adding Expenses from within the Expense Report

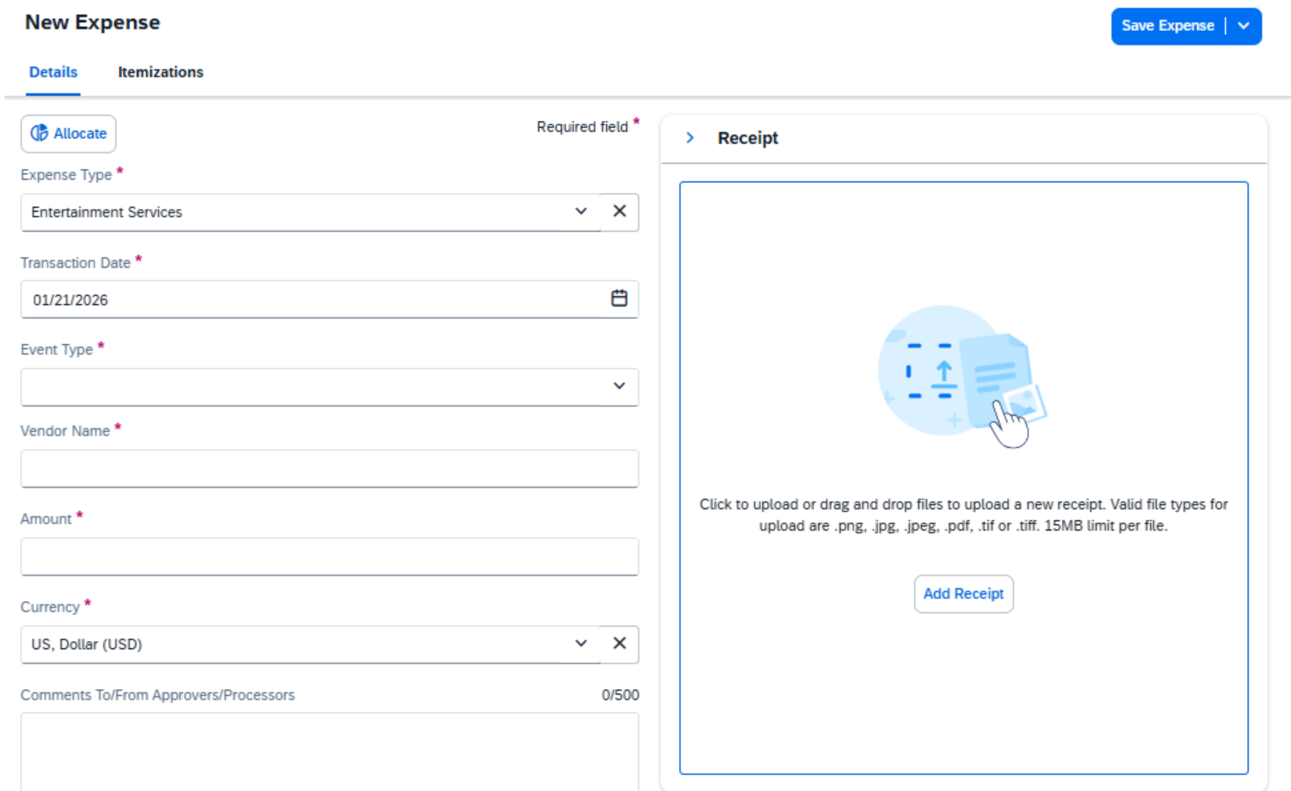
1. From the open expense report, select "**Add Expense**".



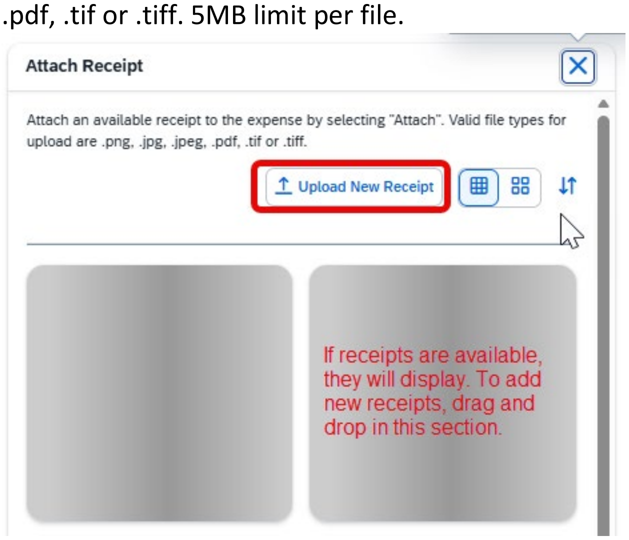
2. If the receipt isn't already in the system, select "Manually Create Expense", then select or search for the appropriate expense type.



a. Enter details for the **“New Expense”**. Depending on the expense types, field names and information can vary.



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

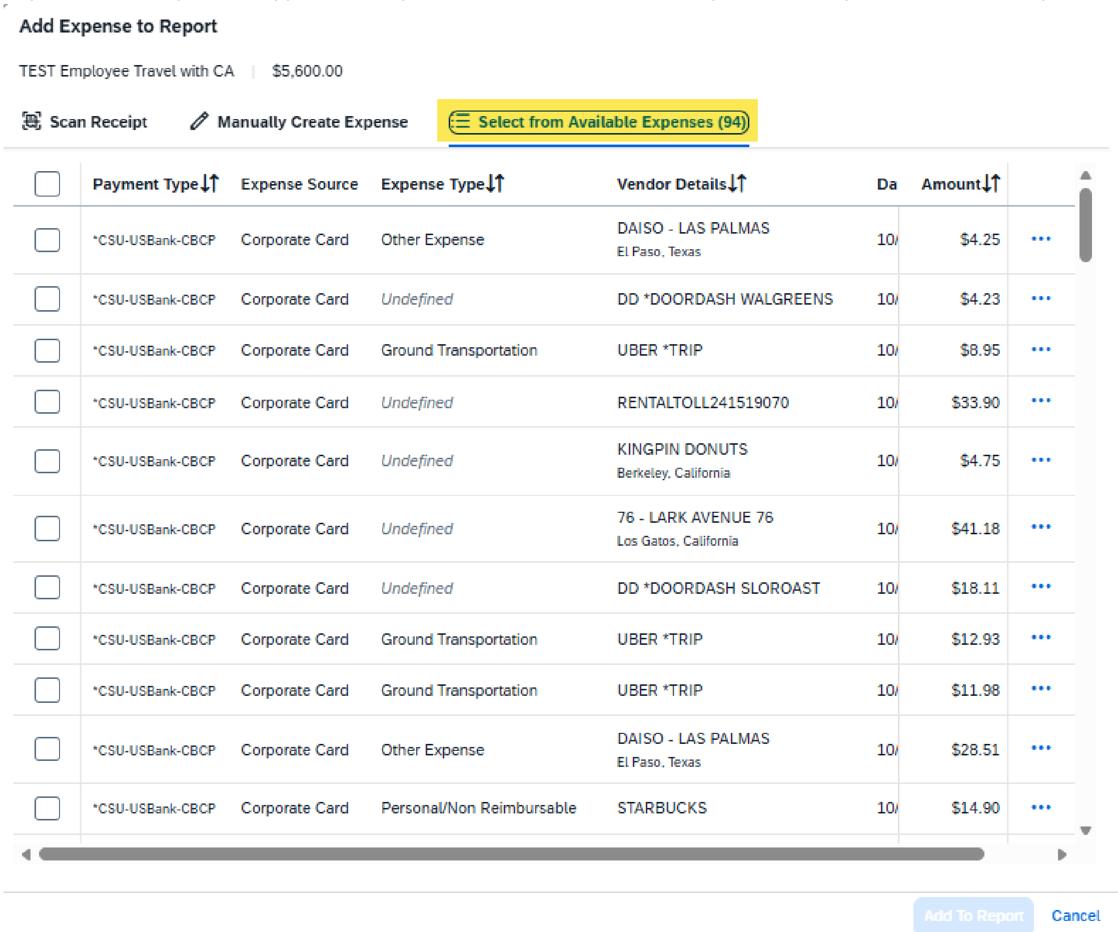


4. Select **“Save Expense”** button to close and return to the report or select **“Save and Add Another”** if additional expenses must be added to the report.

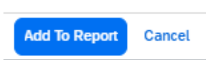
   a. Verify or update the Expense Type classification of the imported credit card transactions or any other required fields that need to be populated.

5. If creating a new expense using the Available Expenses tab, note that all available expenses done on the Travel Credit Card/Ghost Card Charges will appear here. Note: Flights purchased through Concur or the TMC will come into the Available Expenses are as a Ghost Card charge.

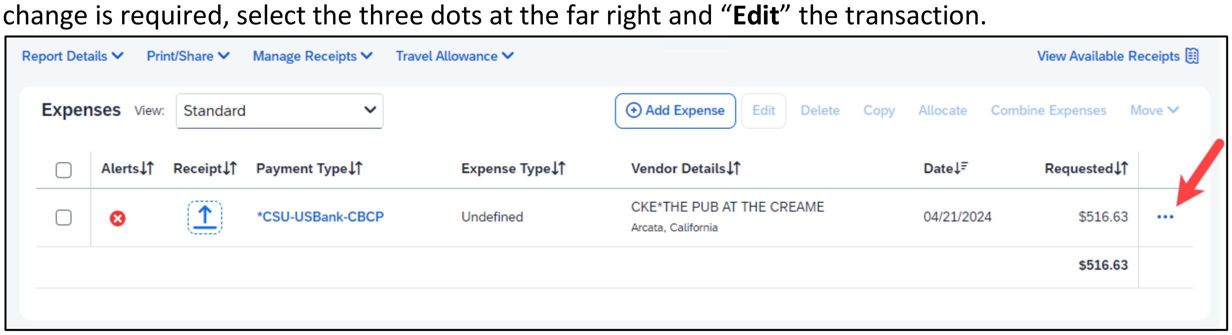
   a. Select the checkbox next to each transaction that you want to assign to the current expense report. The Payment Type and Expense Source columns help to identify the method of purchase.



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

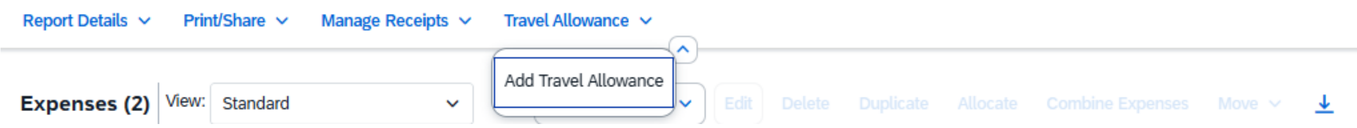


   c. Verify or update the Expense Type classification of the imported credit card transactions. If a change is required, select the three dots at the far right and "**Edit**" the transaction.



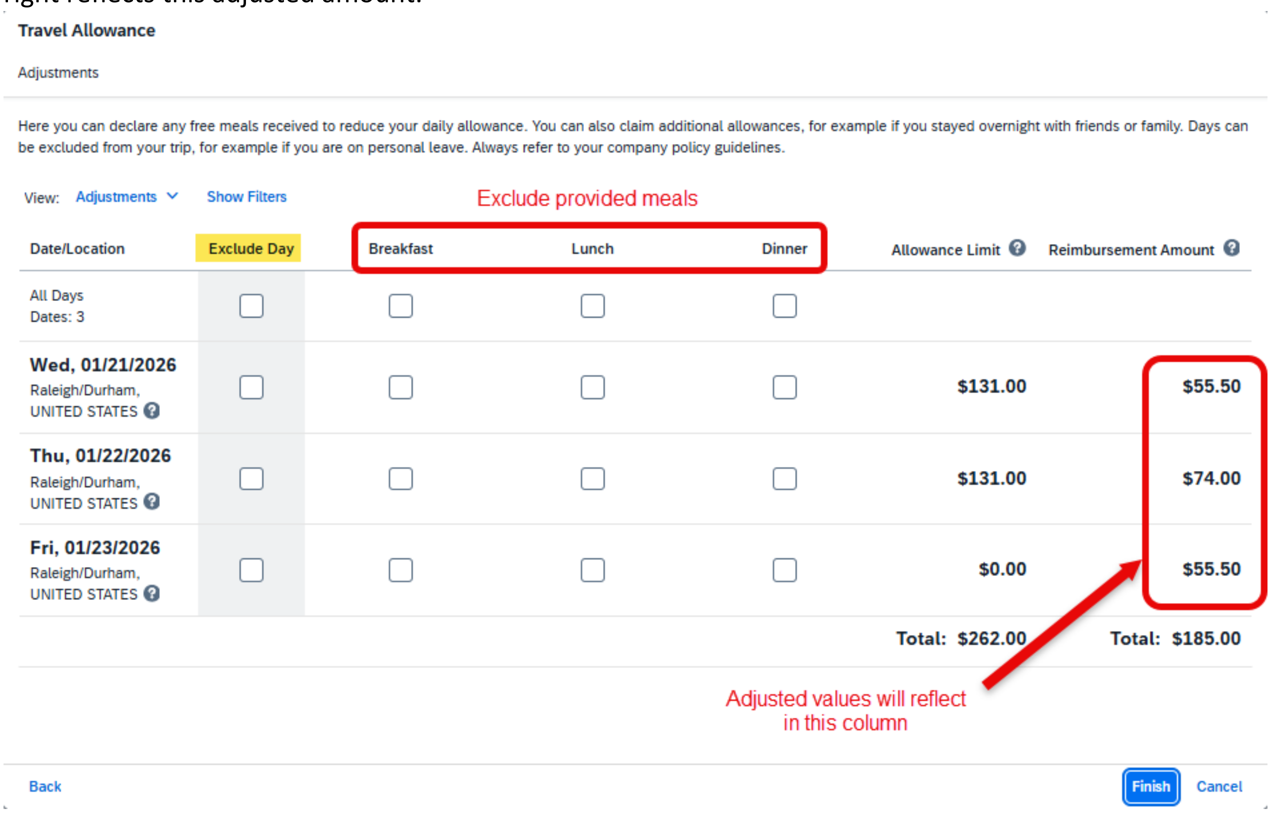
All *employee* expense reports require a travel allowance if requesting meal and incidental reimbursement. This step is done first to represent all your meals for the travel days.

In the open expense report, navigate to the right of the Report Details menu and select **Travel Allowance** > **Manage Travel Allowance.**
*Note: All employee expense reports require a travel allowance to expense meals and incidentals.

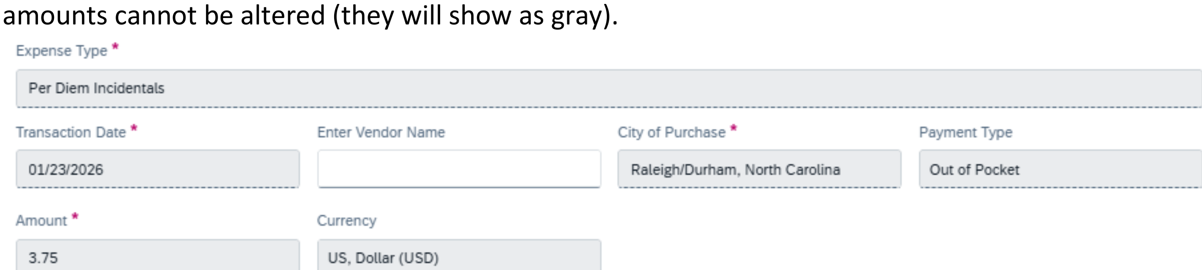


Booking through Concur or our designated Travel Management Company (TMC) streamlines this process.

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

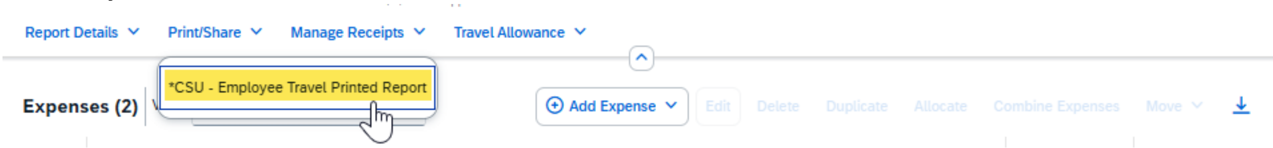


2. When finished, select **"Finish"**. Expenses will then be automatically added to the Expense Report with a line for incidentals and a line for meals each day. Once created, expense lines can be deleted, however, amounts cannot be altered (they will show as gray).



To Preview and Print the Expense Report

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



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

APPROVALS

Approver Overview

All users of the Concur system should review and be familiar with the CSU Travel and Business Expense Payment policy and other related policies.

Types of Approvers

There are three main types of approvers within Concur:

- **Direct supervisor** – based on the employee's HR profile data. This approver is part of the approval workflow for travel requests, card services (new card), expense reports, and ProCard statement reports.
- **Budget approver** – based on DOA360 setup at the university. This approver is part of the approval workflow for travel requests, card services (when monthly limit requested is greater than the CSU system wide policy), expense reports, and ProCard statement reports
- **Exception approver** – based on exceptions configured within Concur. Exception approvers vary depending on the scenario and are part of the approval workflow only when the exception scenario occurs (e.g., international travel requests, hospitality requests that require marketing approval for promotion items).

Note: Some universities may also require approval of hospitality justification forms within Concur.

General Approver Responsibilities

Below are general approver responsibilities within Concur. For any university-specific responsibilities, consult with the local Finance, Procurement, or Travel teams.

Direct Supervisor	Budget / Delegation of Authority Approver
• Review destination and related alerts (e.g., high hazard destinations, international, etc.) • Confirm/Approve business purpose of trip • Review all expenses and attachments for reasonableness, completeness and compliance • Confirm that the employee is not on vacation or leave during the requested business travel dates • Approve use of budget, if applicable • Add an additional approver if required to comply with department-specific policies and approval workflows	• Validate chartfield (fund, dept, project, etc.) • Review expenses to confirm they align with approved budgets • Review for policy compliance • Confirm that all necessary documentation, such as agendas or other required attachments, is included and complete • Add an additional approver if required to comply with department-specific policies and approval workflows

Approval Notification and Time

When an approver is included as part of the approval workflow, they will receive an email notification from Concur informing them of the request or report that requires their approval. Approvers are asked to approval request and reports in their queue within five days to ensure timeline reimbursement and recording of expenses within CFS.

Approving a Request (Card Services, Hospitality, Travel)

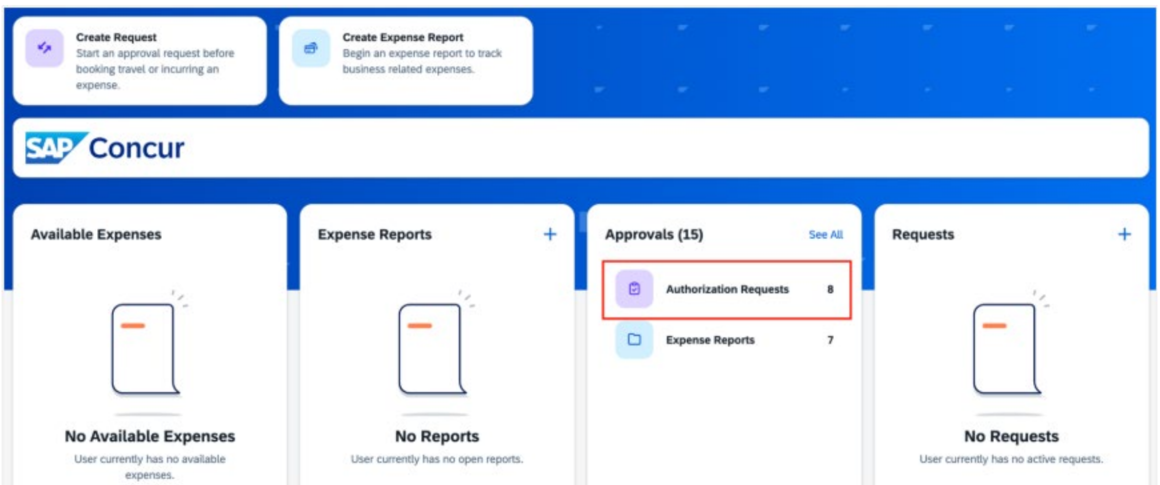
Note: The screen captures included in this document may look slightly different on-screen due to user interface changes made by Concur. When logged into Concur, refer to the [Concur Request End User Help (Request Approval - Overview)]() for additional details.

The steps to open a request for review and approval is the same regardless of the type of request. However, there may be differences in the information provided in each type of request. Review and approve, or send the request back to the employee, based on compliance with CSU system wide and local university policy.

From the approval email notification, click on the link to access Concur. Or, follow the steps below to navigate to the Approval page.

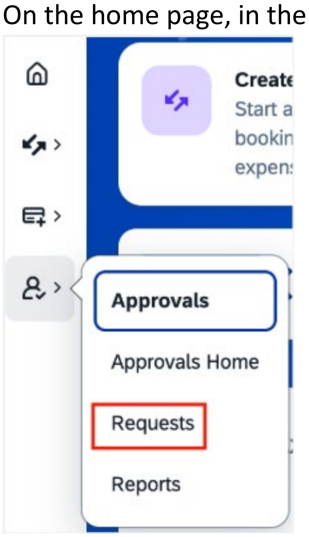
Approvals Page

1. On the home page, select **Authorization Requests** in the **Approvals** box

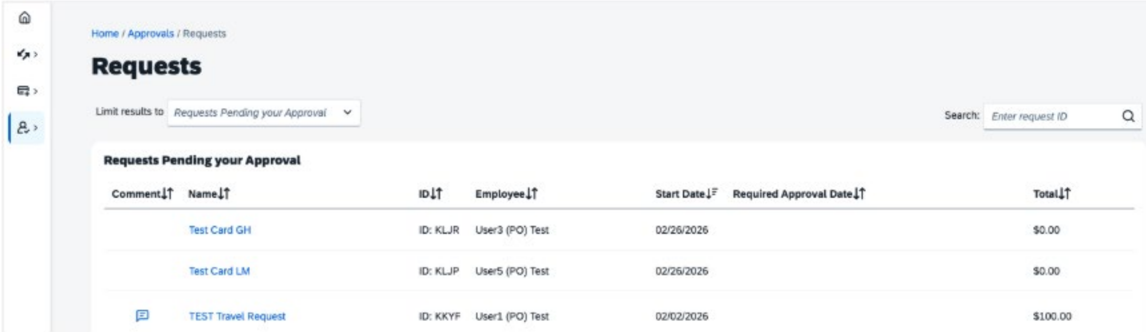


OR

On the home page, in the left menu, select the **Approvals** icon (›) à **Requests**.

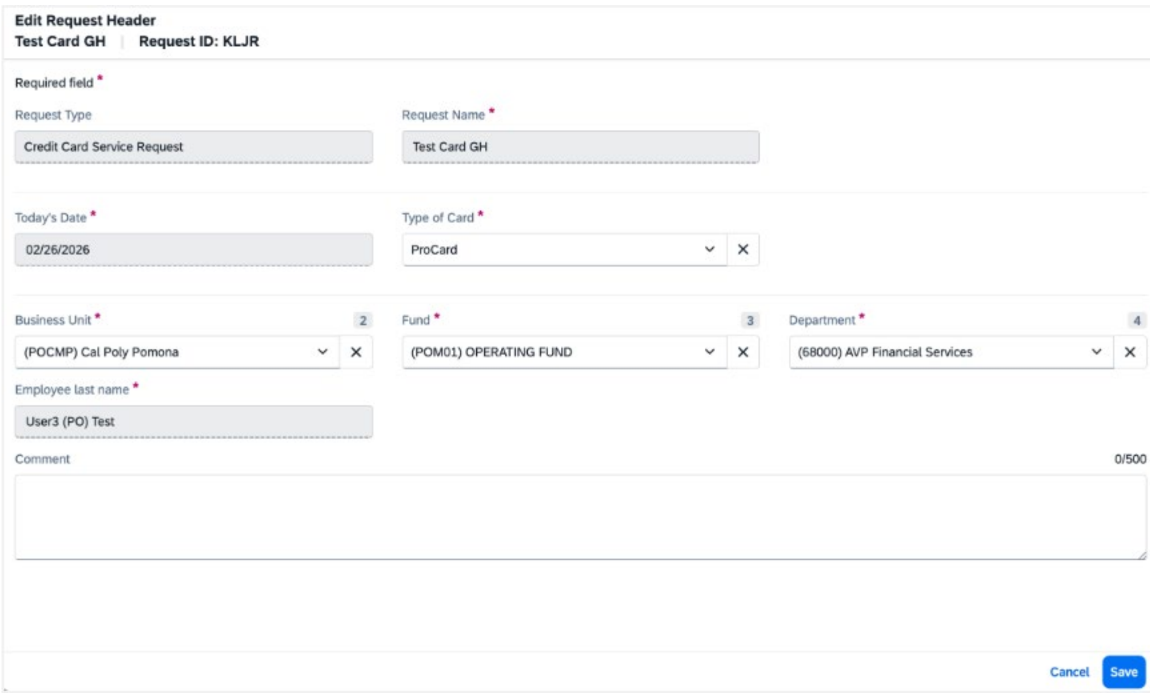


2. The **Requests Pending your Approval** page lists the awaiting requests. Select the request you want to open.



Review the Request

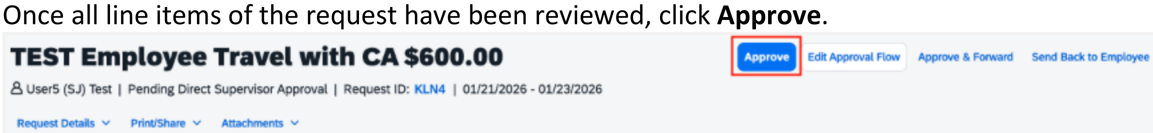
1. Click on the **Request ID** to open the request header to review the card type, chartfields, and any other relevant data for the request.



2. Click **Cancel** or **Save** to return to the **Expected Expenses** page.

3. On the **Expected Expenses** page, click the line item to view the details. Continue reviewing each line until all lines have been reviewed.

4. Once all line items of the request have been reviewed, click **Approve**.



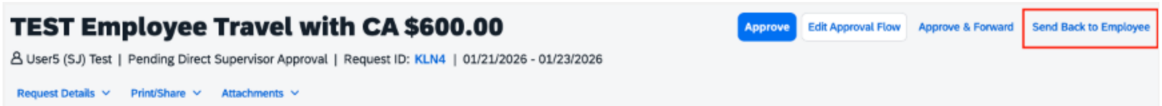
5. Once the request has been approved, notification regarding the status of the request will be sent to the user (and delegate if opted into notifications) and the status will be noted on the user's **Manage Requests** page.

Note: For card services requests, if the card training has not been completed, the university card admin will likely wait until training is completed before issuing the new card.

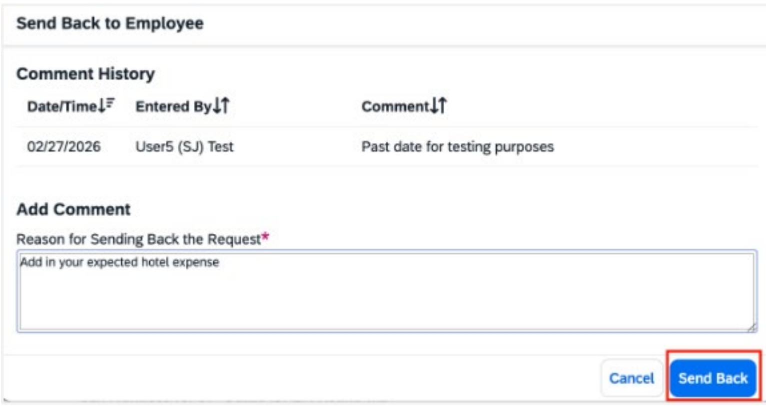
Send Back to User

During your review, you may choose to return the request to the user for correction.

1. Click **Send Back to Employee**.



2. In the **Send Back to Employee** window, enter the **Reason for Sending Back the Request** and click **Send Back**.

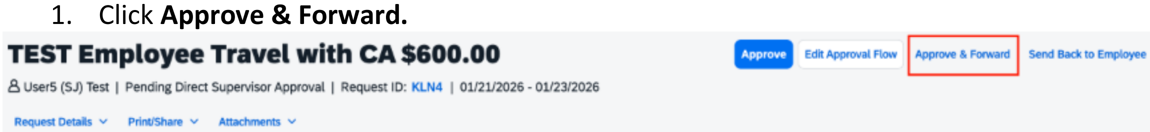


3. The user will receive a notification via email that their request has been sent back with the comment.

Approve & Forward

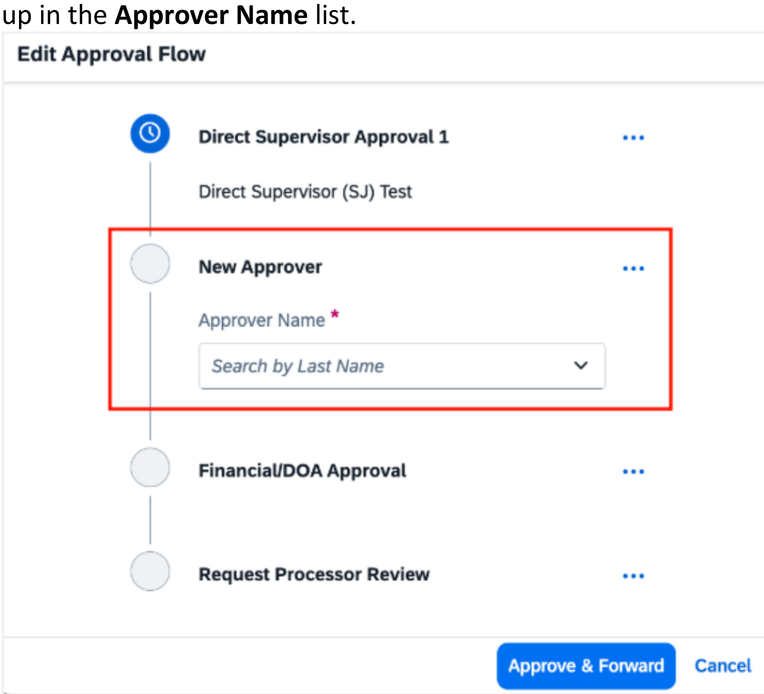
During your review, you may choose to add an additional approver after your approval.

1. Click **Approve & Forward.**



2. The **New Approver** step appears after the current approval step. Enter the **Approver Name** and click **Approve & Forward**.

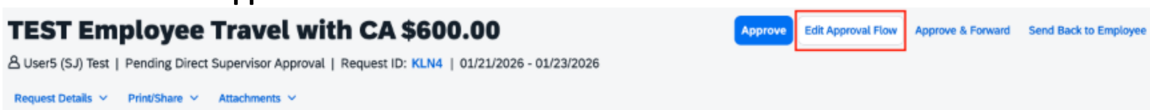
Note: Any added approvers must also be designated as an approver within Concur or they will not show up in the **Approver Name** list.



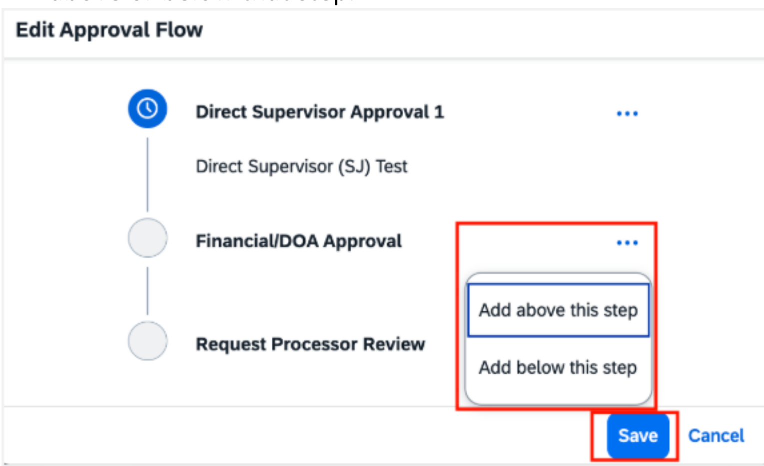
Edit Approval Flow

Another option to add an approver is through the **Edit Approval Flow**. This allows the approver to add an additional approver(s) before or after the remaining approval steps.

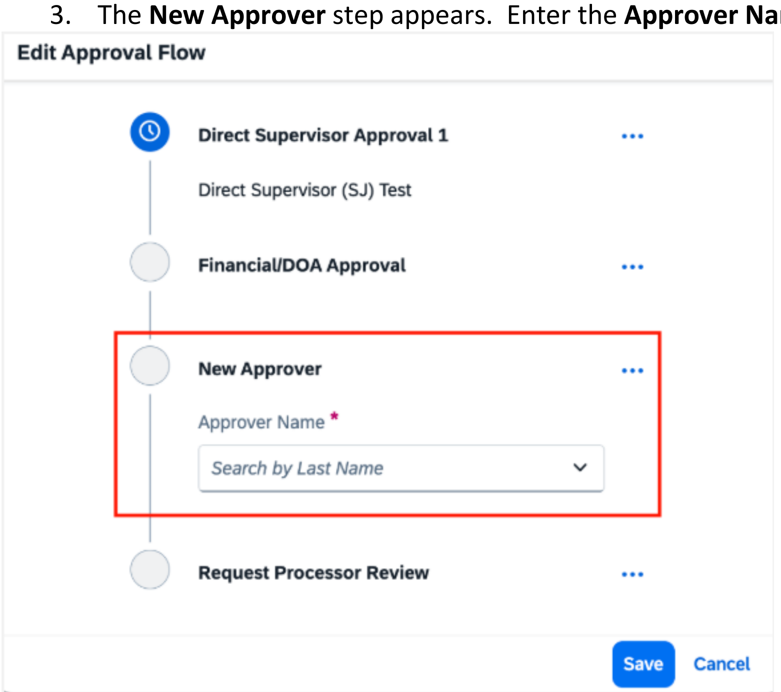
1. Click **Edit Approval Flow.**



2. In the **Edit Approval Flow** window, select the **three dots** next to the approval step to add an approver above or below that step.



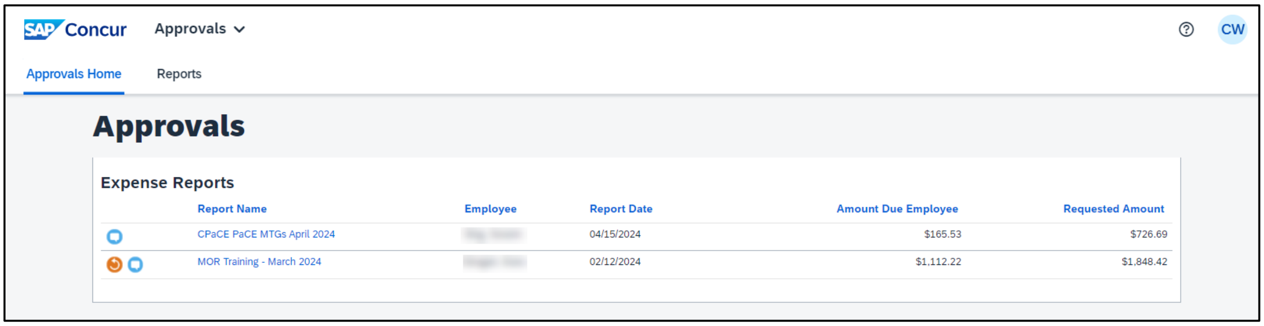
3. The **New Approver** step appears. Enter the **Approver Name** and click **Save.**



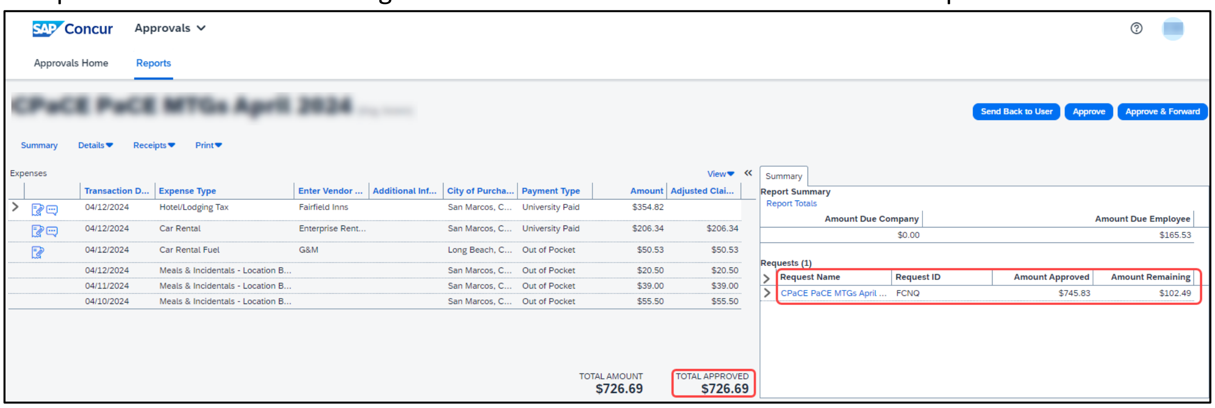
4. Click **Approve**. The request then routes based on the edited approval flow.

Reviewing an Expense Report

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



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



   d. Review all expenses for reasonableness and completeness.

Approving an Expense Report

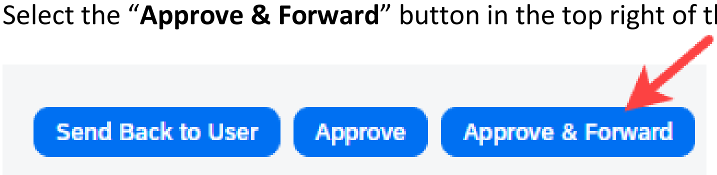
After review, if you are satisfied with the Expense Report, select "**Approve**" in the top right corner of the screen.

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

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

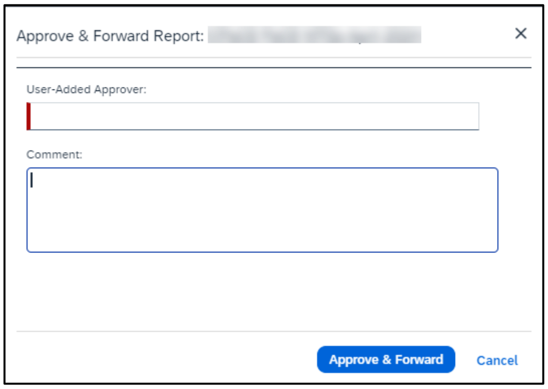
You will have the ability to send the report to another approver. To approve and forward a report (as a Reports to Approver):

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



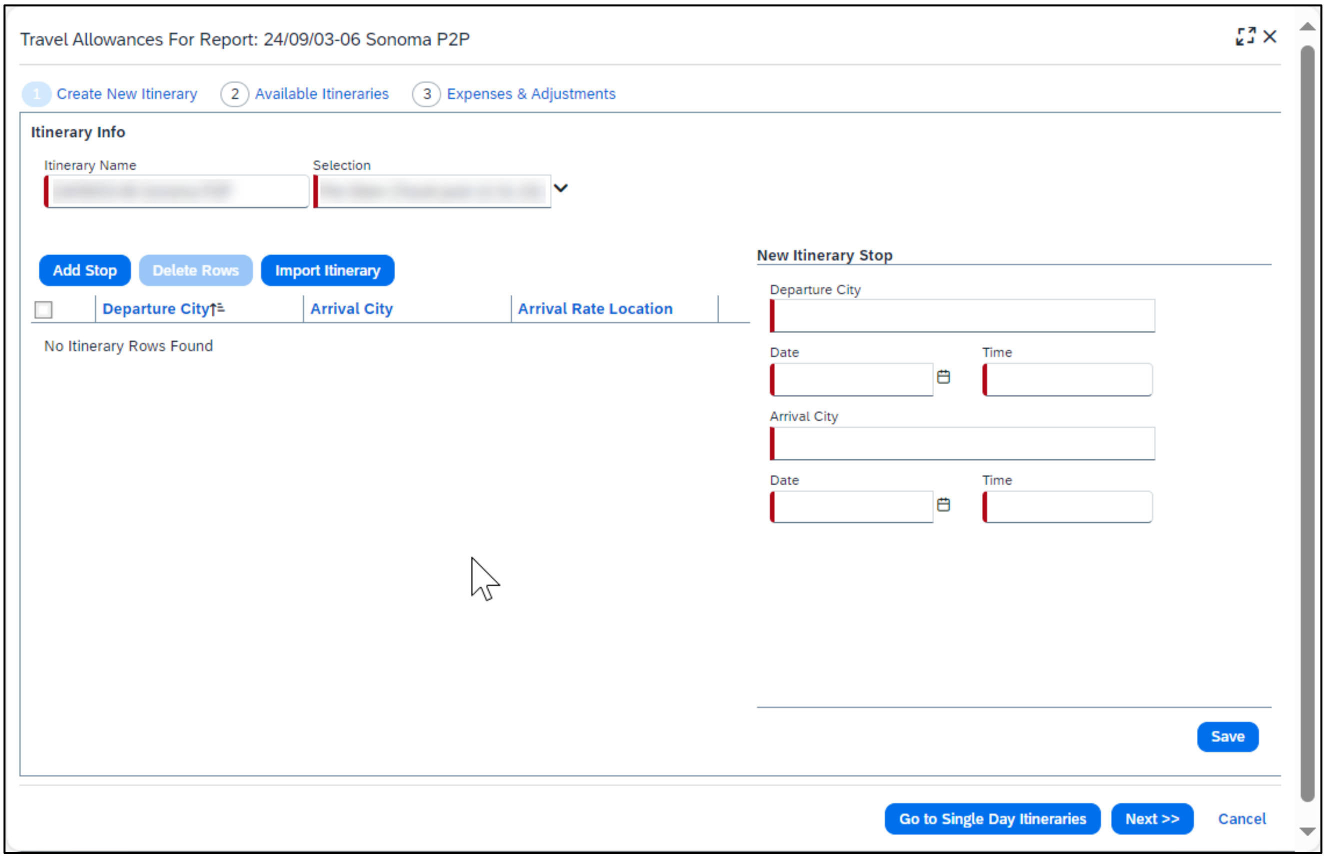
2. Enter the **User-Added Approver**, and add a comment, as needed.

3. Select “**Approve & Forward**” to approve the Expense Report and send to the next approver.

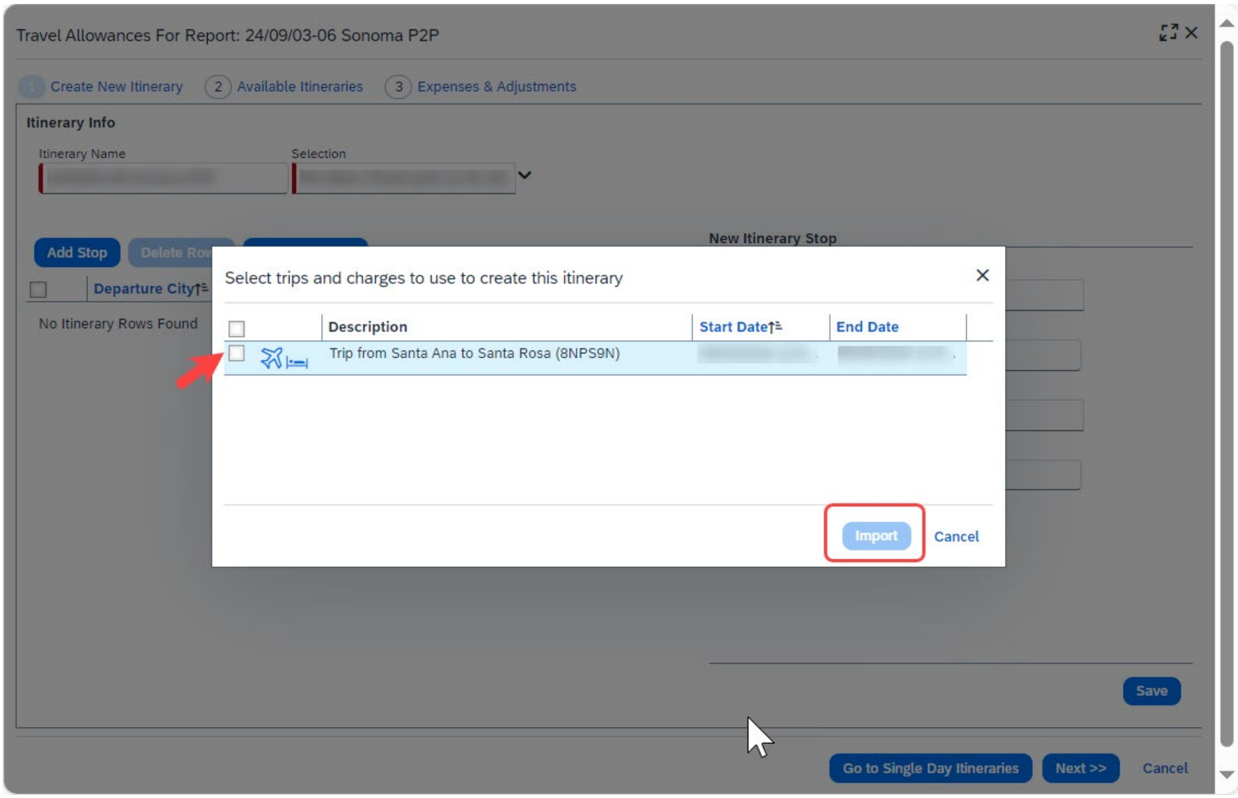


Importing the Travel Itinerary

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

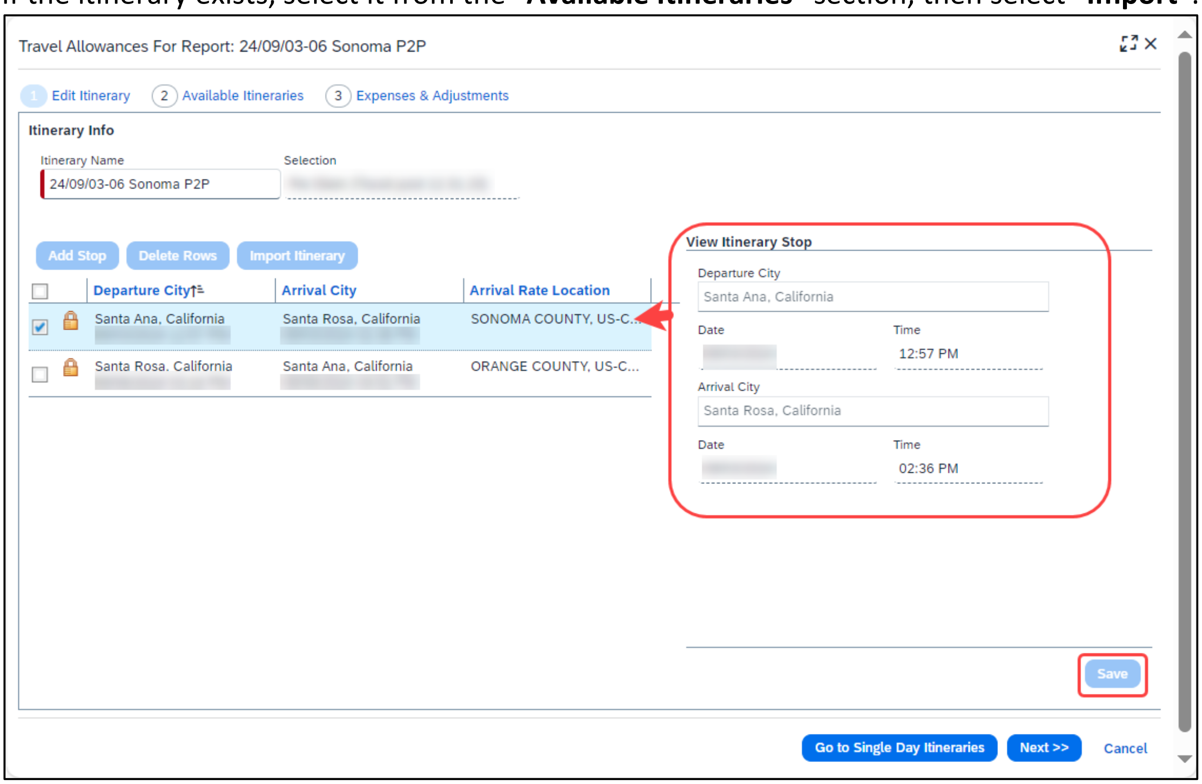


2. Locate the itinerary and import, then select the appropriate itinerary and navigate to the Adjusting Allowances section.



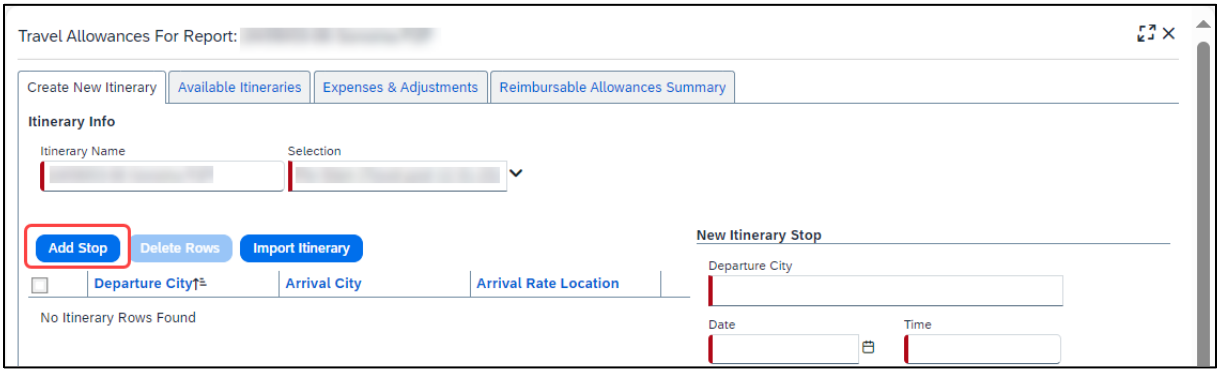
Entering the Travel Itinerary

1. If the itinerary exists, select it from the "**Available Itineraries**" section, then select "**Import**".

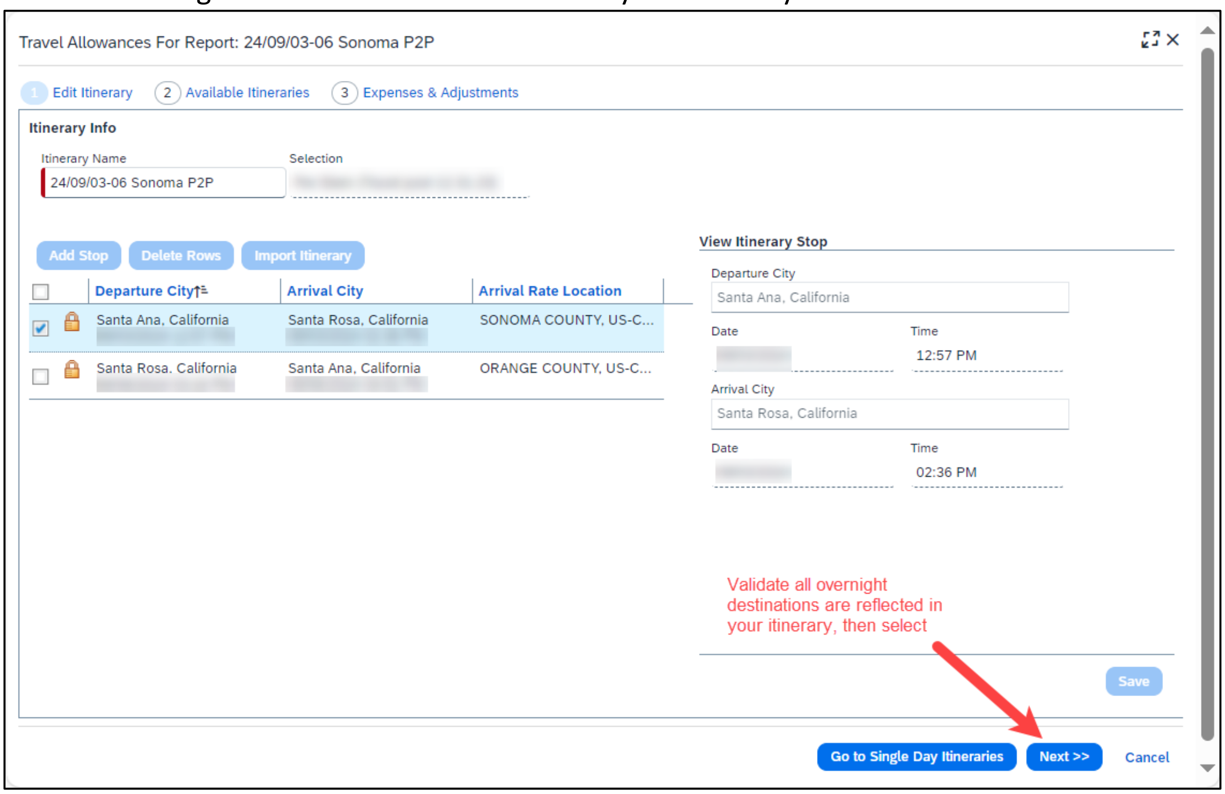


2. Once the New Itinerary stop fields are filled out, select "**Save**".

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



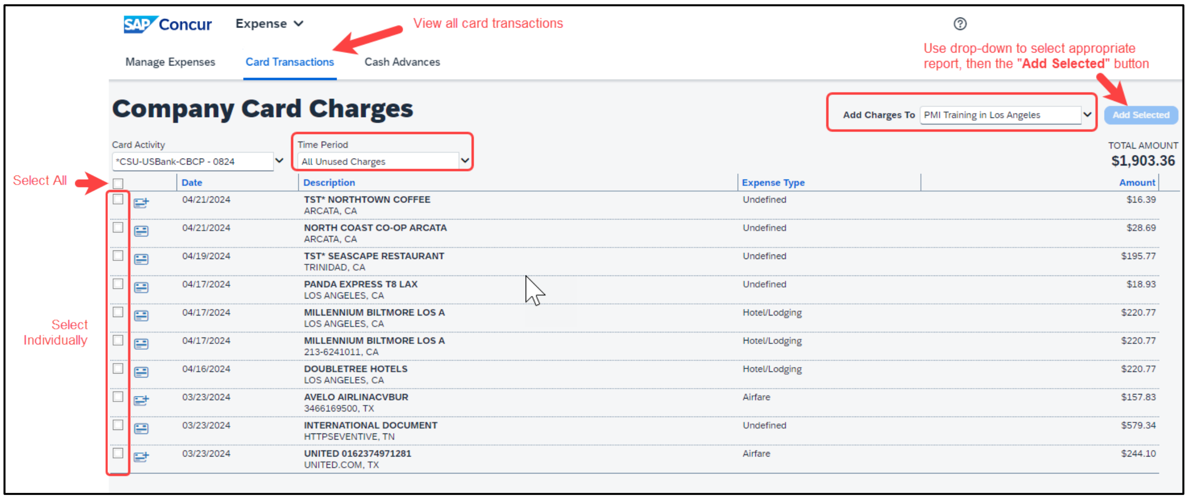
5. Once all overnight destinations are reflected in your itinerary then select “**Next**”.



Adjusting Allowances

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

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

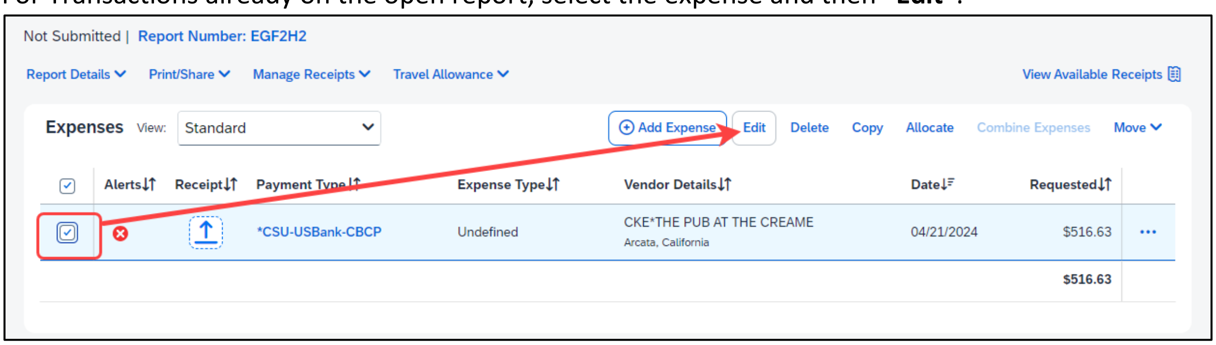


   b. Validate the Report Name in the **"Add Charges To"** field is valid, then select the **"Add Selected"** button to move the transactions to the report.
   c. Verify or update the Expense Type classification of the imported credit card transactions, especially for Meals purchased on the Campus Issued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

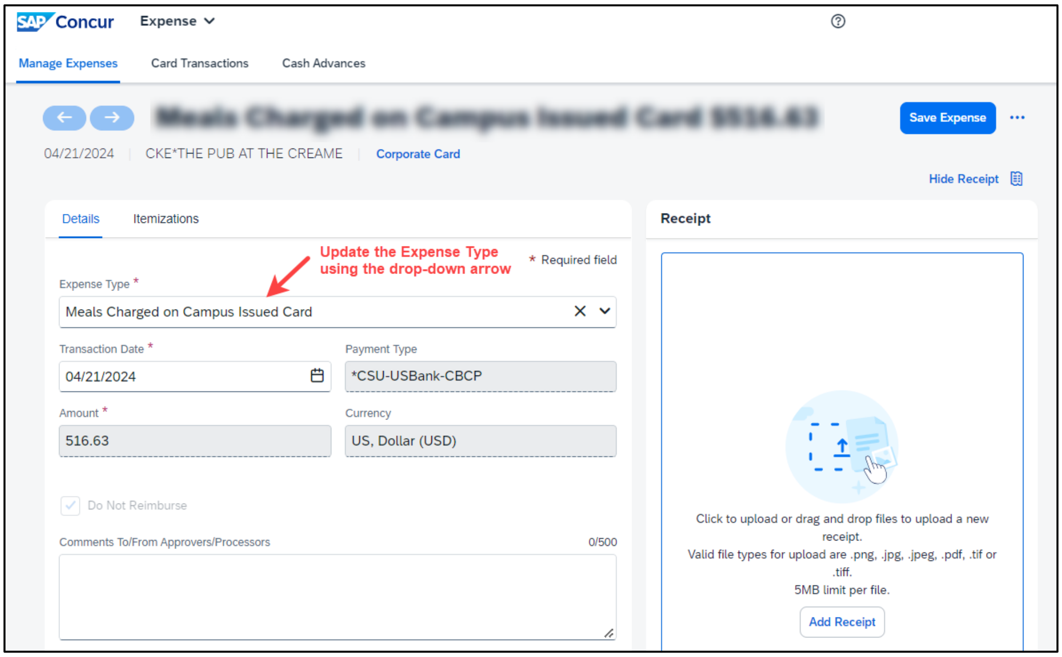
Meals Charged on a Campus Issued Card Expense Type

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

1. For Transactions already on the open report, select the expense and then **"Edit"**.



2. Update the expense type to **"Meals Charged on Campus Issued Card"**, then select **"Save Expense"**.



3. CSU and campus specific audit rules are integrated into the system. When adding an expense that requires a certain action an alert message will appear:
   - **Warning-** ⚠ **eligible to continue and submit.**
   - **Hard Stop-** ❗ **cannot move forward and must make correction prior to submission**.

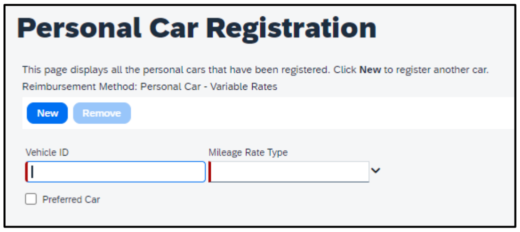
To Create a Car Mileage Expense

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

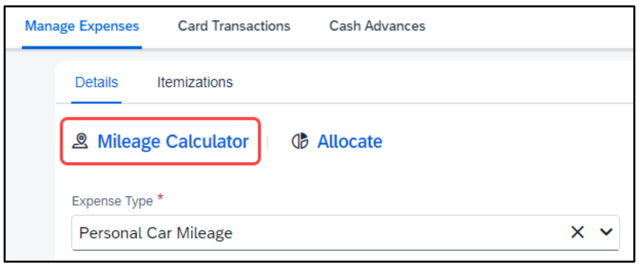
1. From within the Expense Report, select **"Add Expense"**.

2. Select the **"Personal Car Mileage"** Expense Type. The mileage form will open with the required and optional fields displayed.

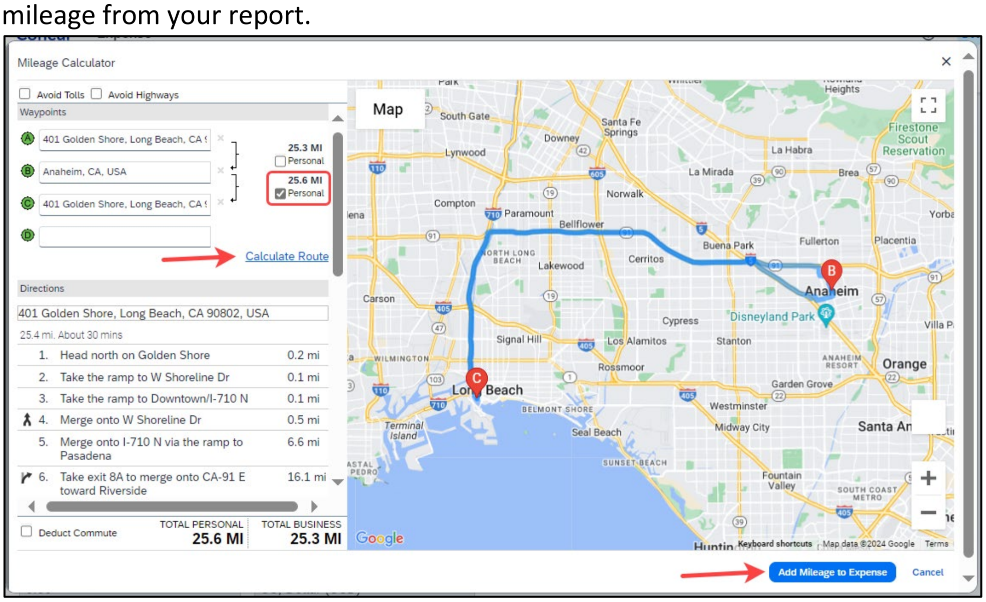
    a. If you are prompted to add a new vehicle, add the vehicle description and "**Personal Car**" as the mileage rate type. If not prompted and there is a need to add a new vehicle or modify an existing vehicle, the same location may be accessed by selecting the "**Profile**" icon in the upper right corner of the window, "**Profile Settings**", then select "**Personal Car**".



3. Select the **"Mileage Calculator"** button.



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



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

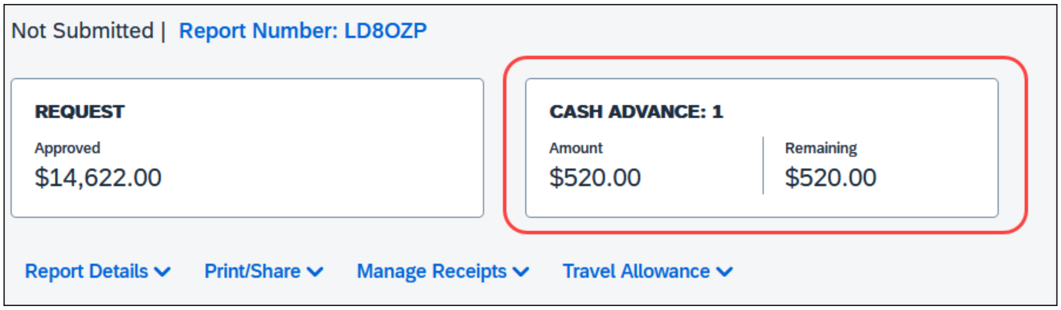
Expensing a Cash Advance

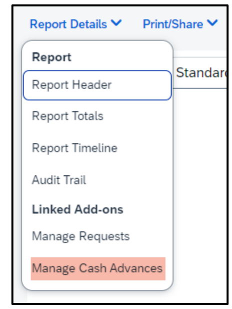
If you had a cash advance issued, you will need to expense the cash advance with your expense report for the associated trip the advance was used for. Cash advances are reserved for competitive team travel or other extenuating circumstances.

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

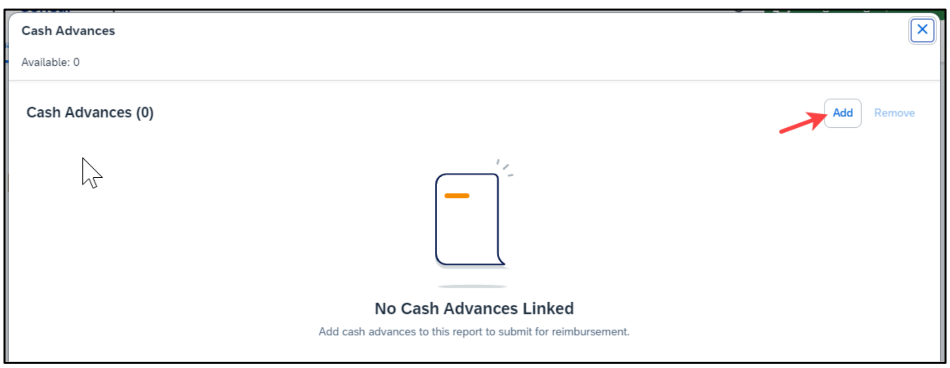
At the top of the report, you will see the outstanding advance. This should be the amount you received for the cash advance. If the Cash Advance box is not displayed, you can add the advance.

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

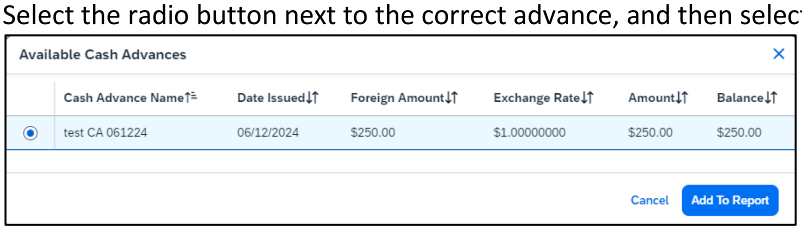




2. If no advances are linked, the No Cash Advances Linked message will display. Select "**Add**" to link a cash advance.



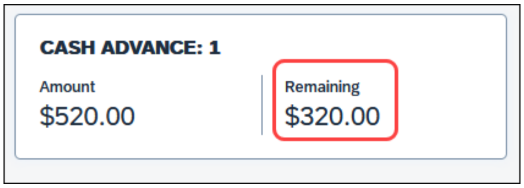
3. Select the radio button next to the correct advance, and then select "**Add To Report**".



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

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

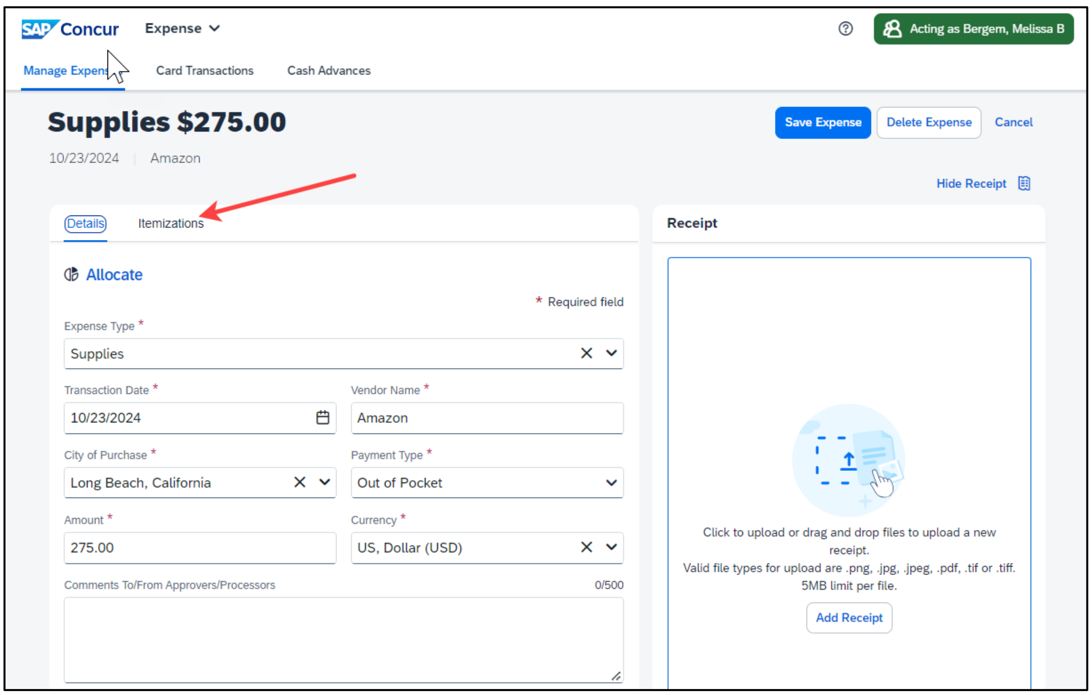
To Expense a Cash Advance (Excess Funds to be returned to the University): If there are funds not fully utilized from the advance after accounting for all expenses, you will see the amount remaining at the top of the screen. The remaining amount must be paid back to the University and the returned amount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



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

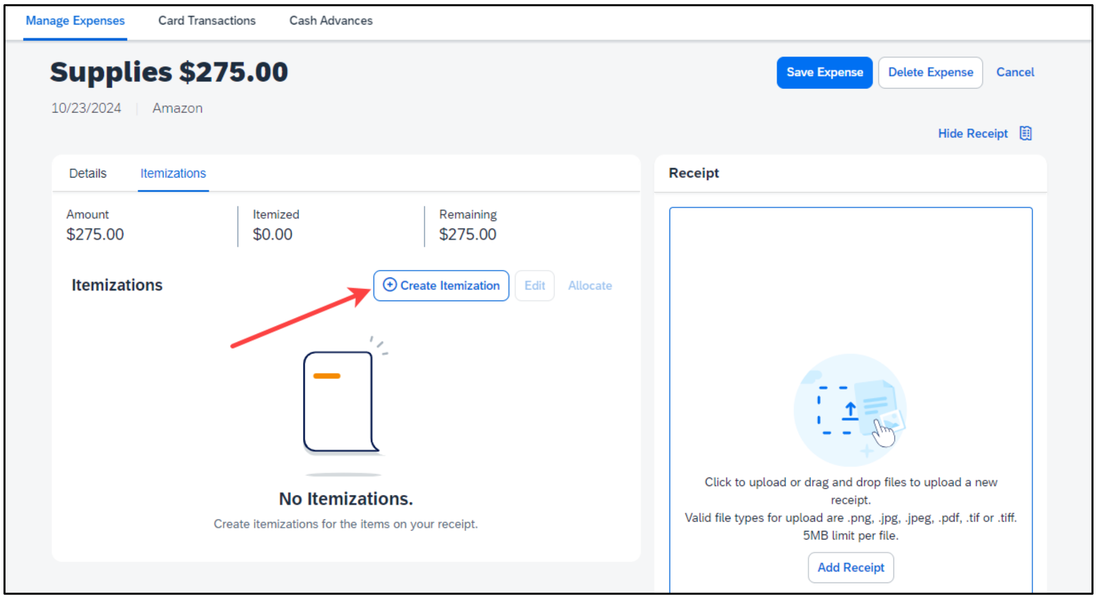
Itemizing Expenses

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



To itemize a general expense:

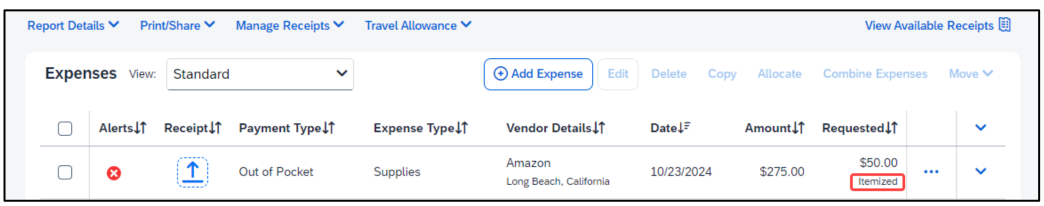
1. Add the expense as usual and then select Itemizations tab. The itemized amount must match the total expense. Not all expense types can be itemized.



2. Select "**Create Itemization**" link, select the expense type that applies to the first itemization. The page refreshes, displaying the required and optional fields for the selected expense type.

3. Complete the fields as required.
   Select "**Save Itemization**" or "**Save and Add Another**".

4. The expense will now reference an "**itemized**" note under the amount if the line item is able to be itemized.



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

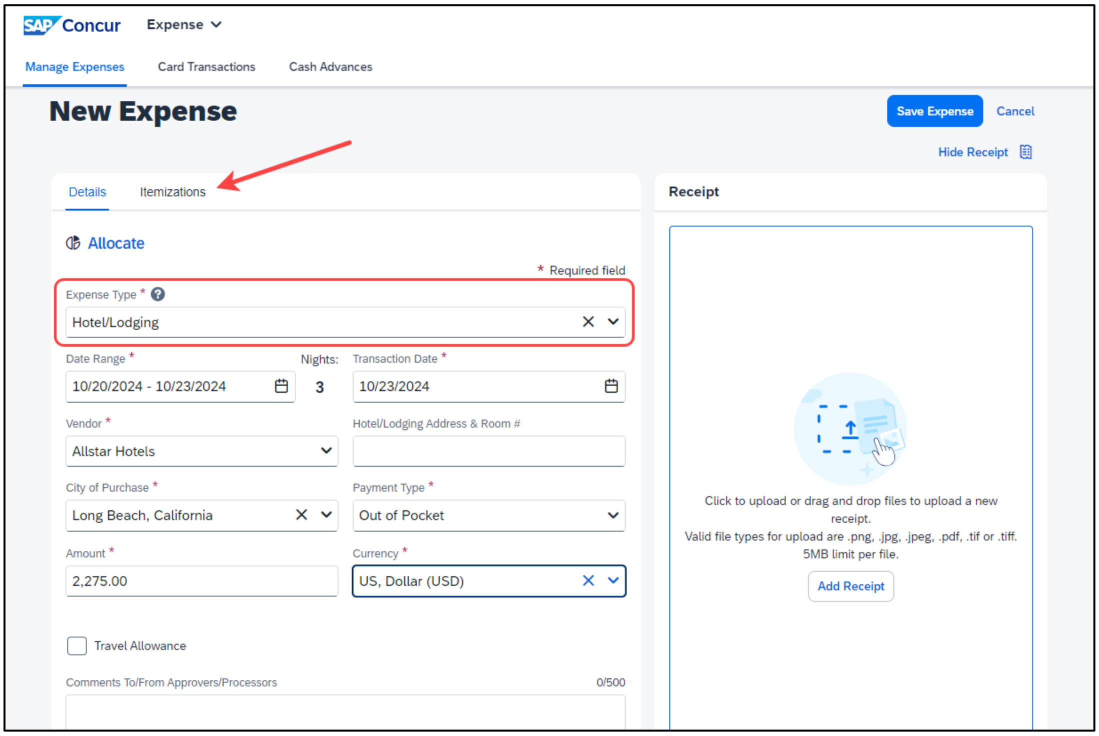
To itemize a hotel expense:

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

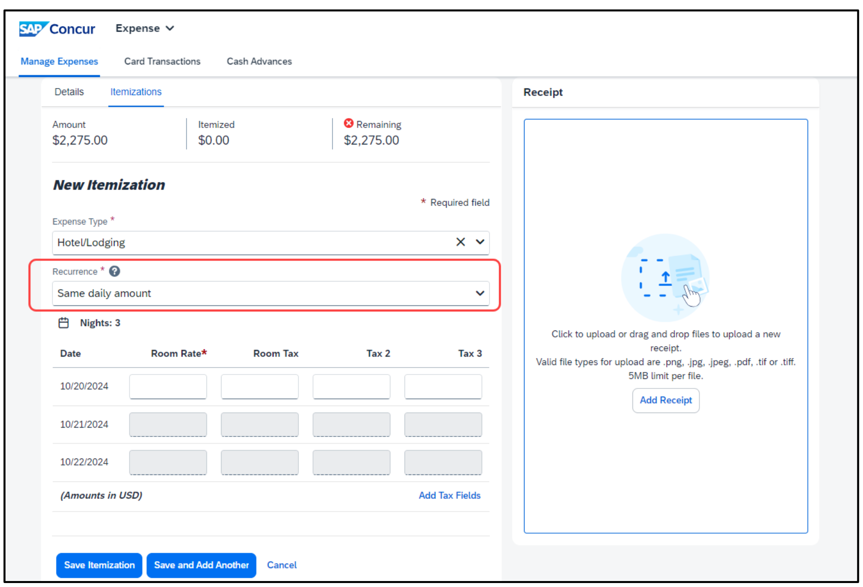
To create a lodging expense:

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

2. Complete all required and optional fields as appropriate.



3. Select "**Itemizations"** tab. The Hotel/Lodging expense type requires itemizing.



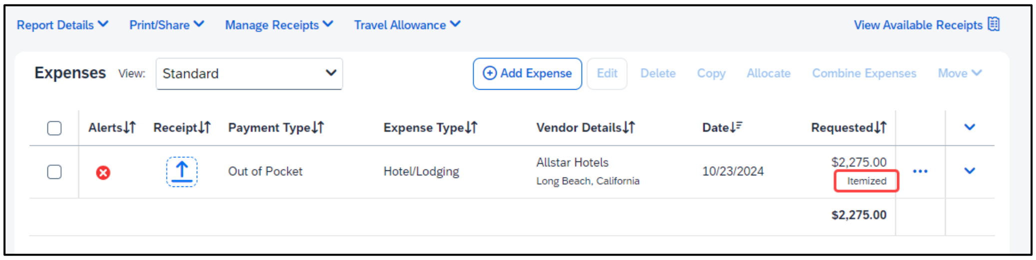
4. The number of nights and days auto populate.

5. Select "**Same daily aount", "Different daily amount"** or "**Not recurring"** depending on the respective hotel details. If not the same each night (i.e. increase for weekends, etc.) this option will let you note the differences from day to day, otherwise select same every night to itemize full cost of stay by respective classification.

6. Enter the Room Rate, Room Tax, and Additional Charges.

7. Select "**Save Itemization**".

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

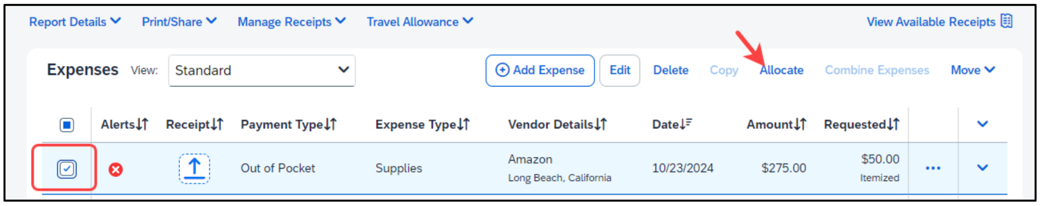


Allocating Expenses

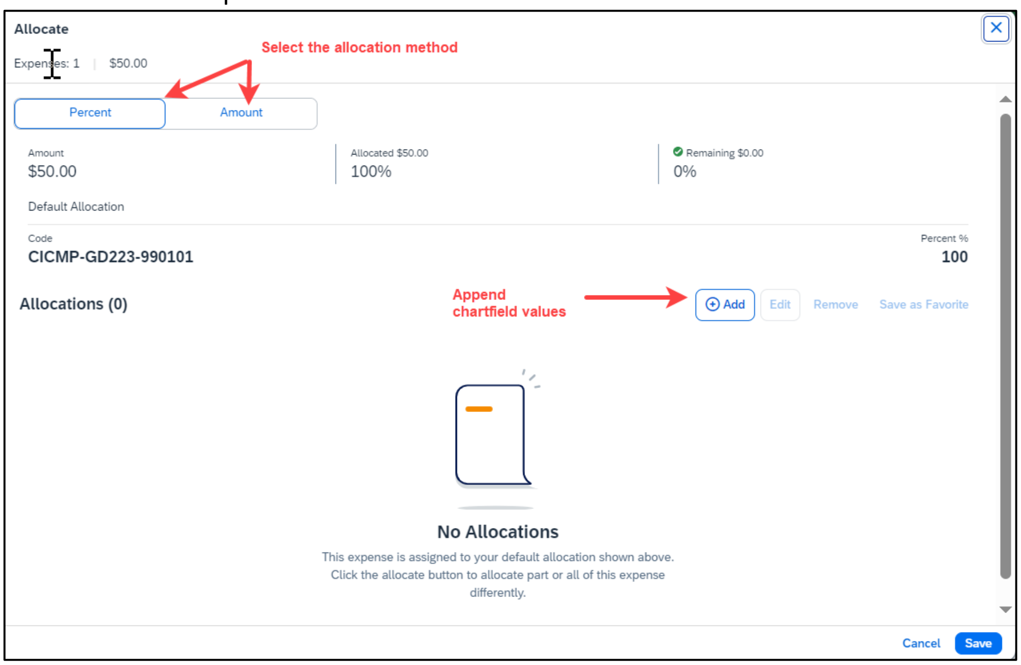
The Allocations feature allows you to allocate selected expenses to multiple chartfields. This should be performed after the Itemization if allocating to multiple expense types.

To allocate a single expense:

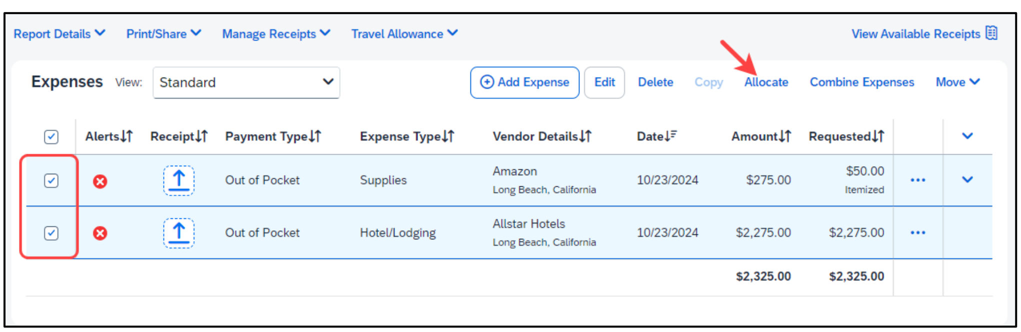
1. Allocate single expense - With the report open, select a *single* expense and select "**Allocate".**



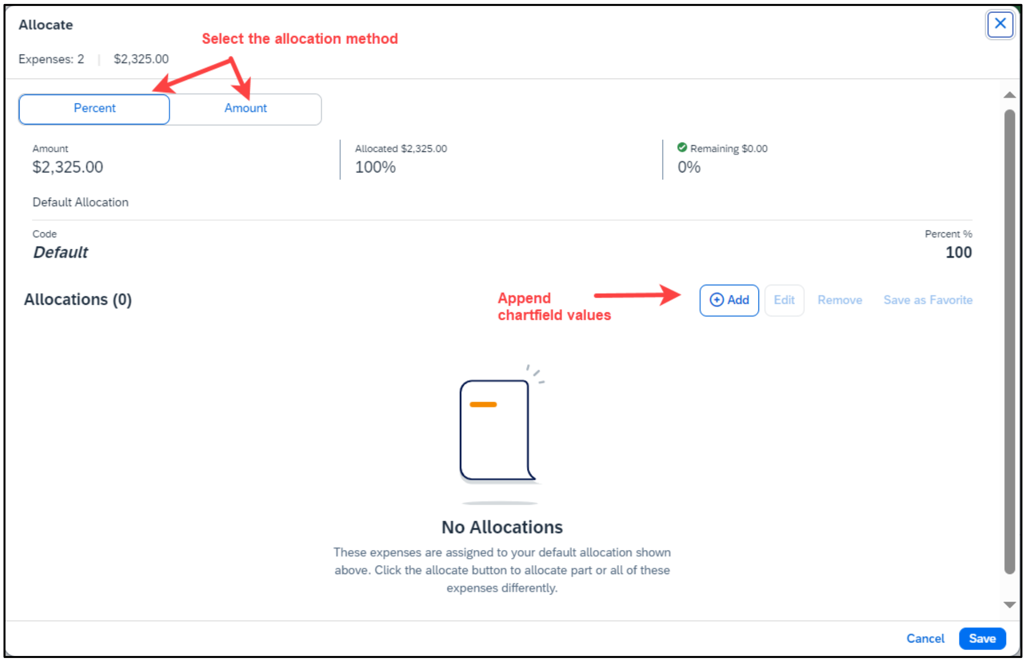
2. Select the **Percent** or **Amount** tabs, then "**Add"** and enter the new chartfield designation. This accommodates a split distribution and enables areas to share costs.



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



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

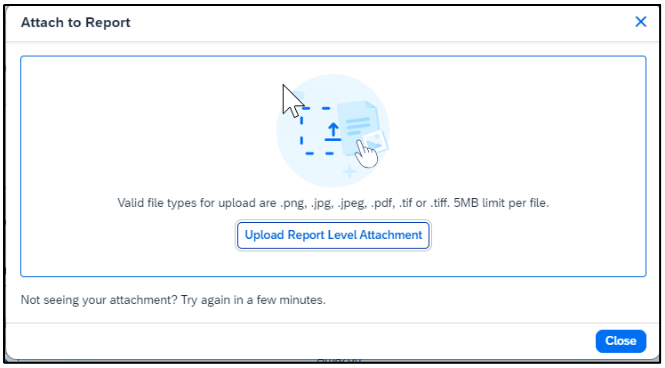


5. Select **Save**.

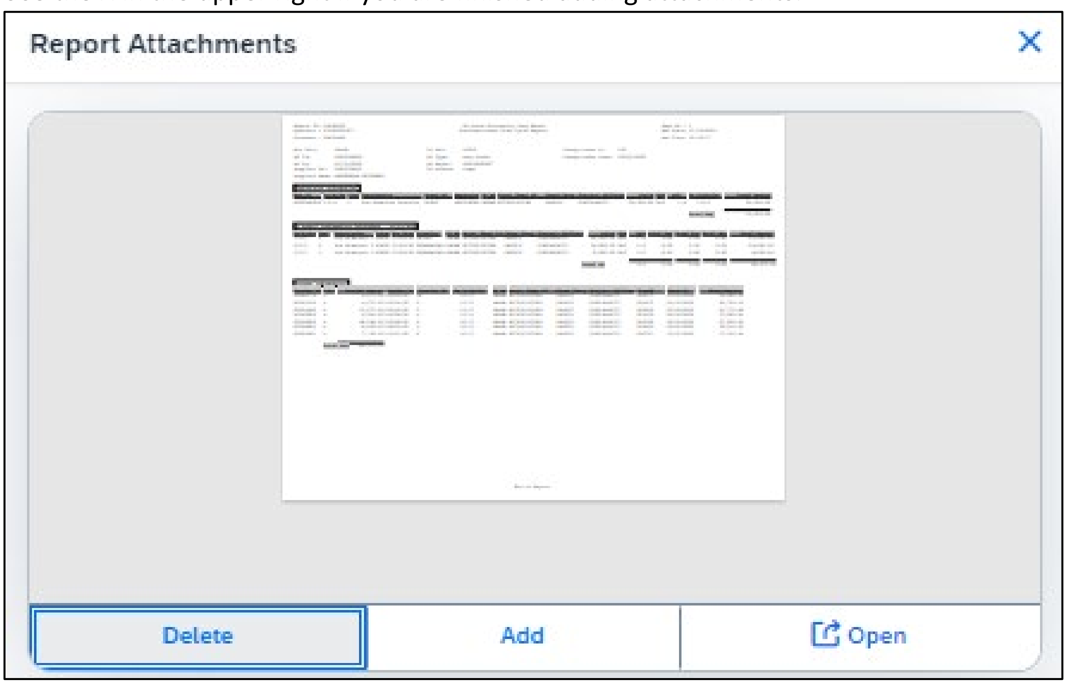
Managing Attachments

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

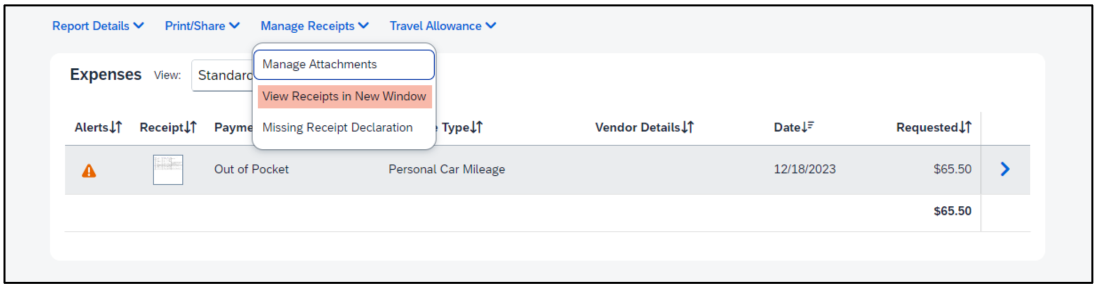
1. Valid file types are specified (.png, .jpg or .jpeg, .pdf, etc). Note: There is a 5MB limit.



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



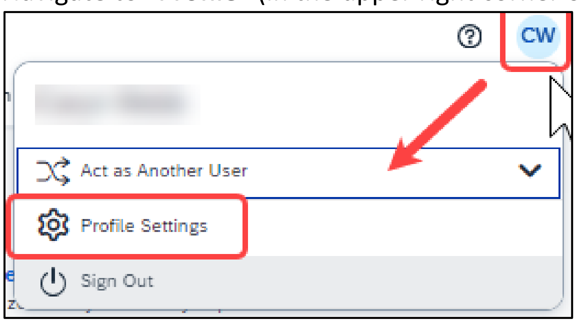
4. Once documents have been uploaded, the Manage Receipts menu displays an additional option to **"View Receipts in New Window"**. *Note: Documents cannot be removed once the Expense Report is submitted or Appoved. However, more documents may be attached to a report at anytime.



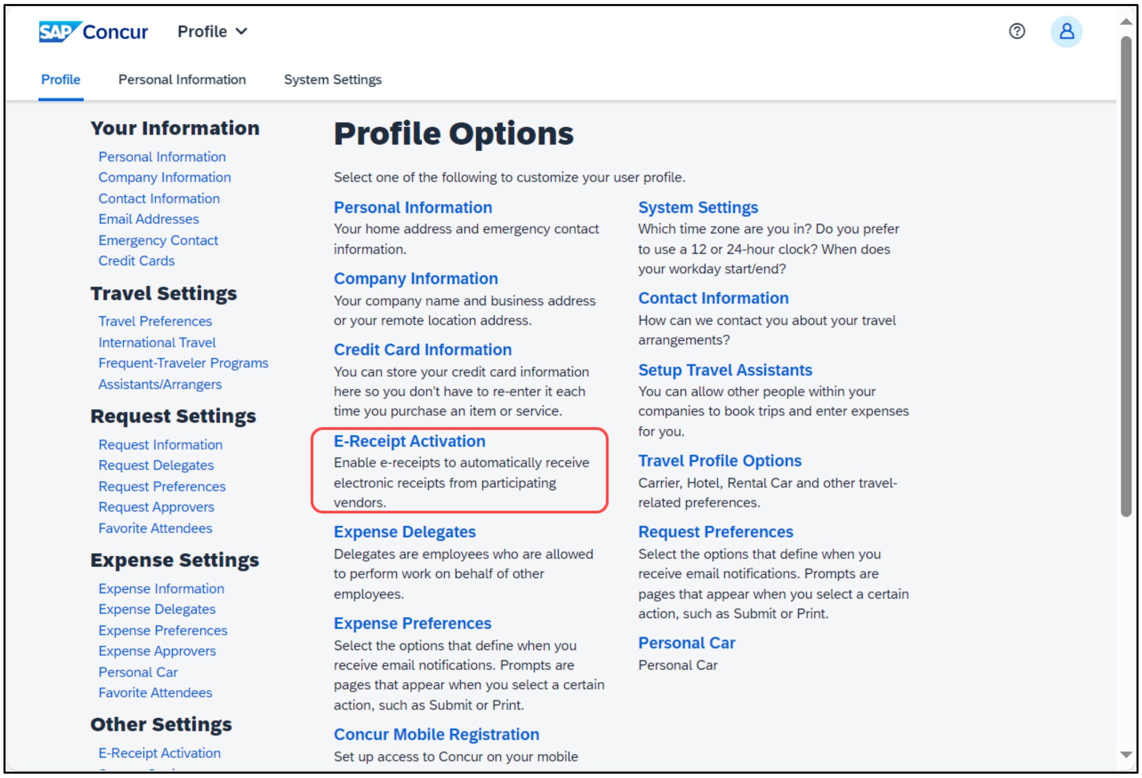
Electronic Receipts (E-Receipt)

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

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

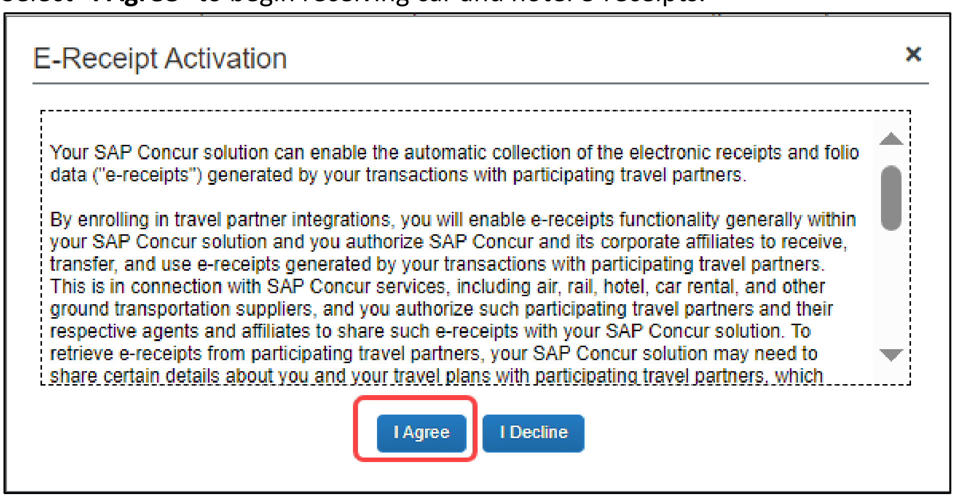


3. Once in the Profile Options window, navigate to the profile settings in the left menu area to a section called “**Other Settings**” and select “**E-Receipt Activation**”.

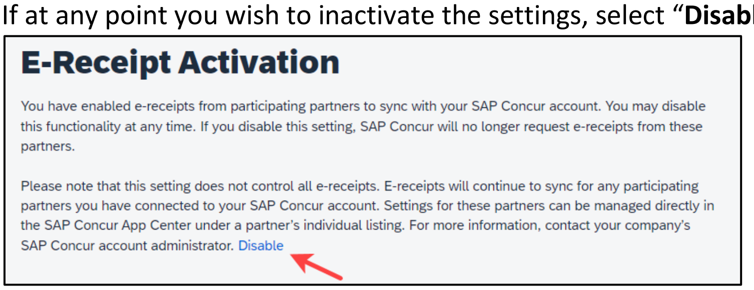


4. In the main area of the window, select “**Enable**” to activate the e-receipt functionality.

5. Select “**I Agree**” to begin receiving car and hotel e-receipts.

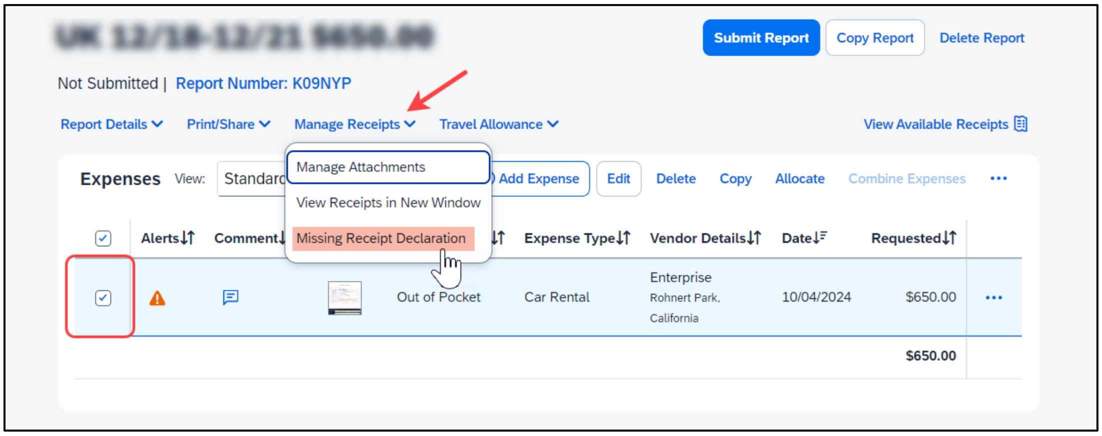


6. If at any point you wish to inactivate the settings, select “**Disable**”

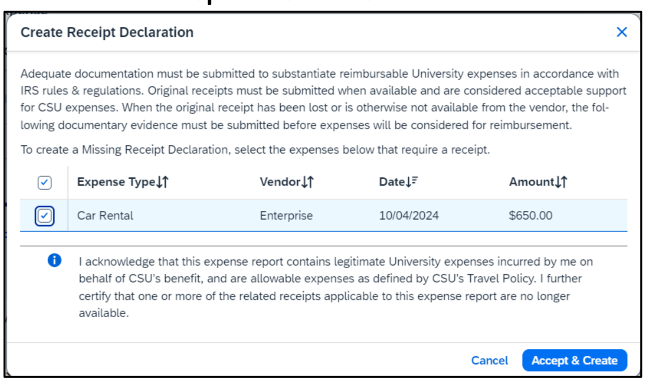


Missing Receipt Declaration

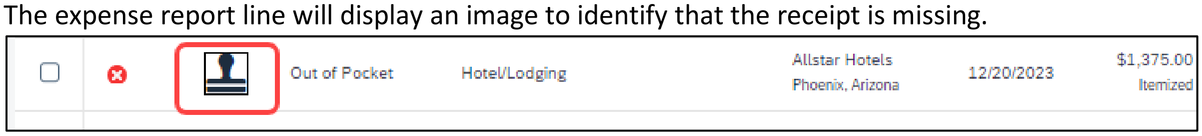
1. For missing receipts, open the expense report and select the item for which the receipt is missing then navigate to **Manage Receipts** > **Missing Receipt Declaration**. Note: This is only visible to the Traveler. Delegate's do not have access to this create a missing receipt on behalf of the Traveler.



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



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



4. Please be aware that a missing receipt declaration cannot be used for all expenses. The system will alert you if it cannot be used.

Send Receipt Images to Travelers Available Receipts Library

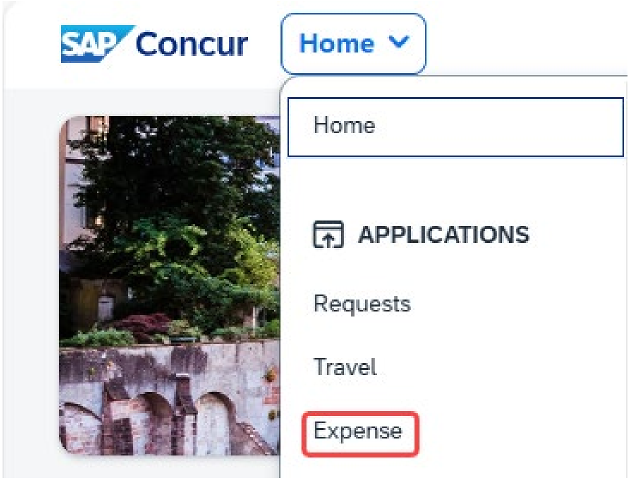
The Delegate cannot set up an email account when they are delegating, nor can they use the verified email account they have set up for their own expense reports to populate another user's Available Receipts Gallery. However, the delegate can upload receipt images to Concur for attachment to the line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

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

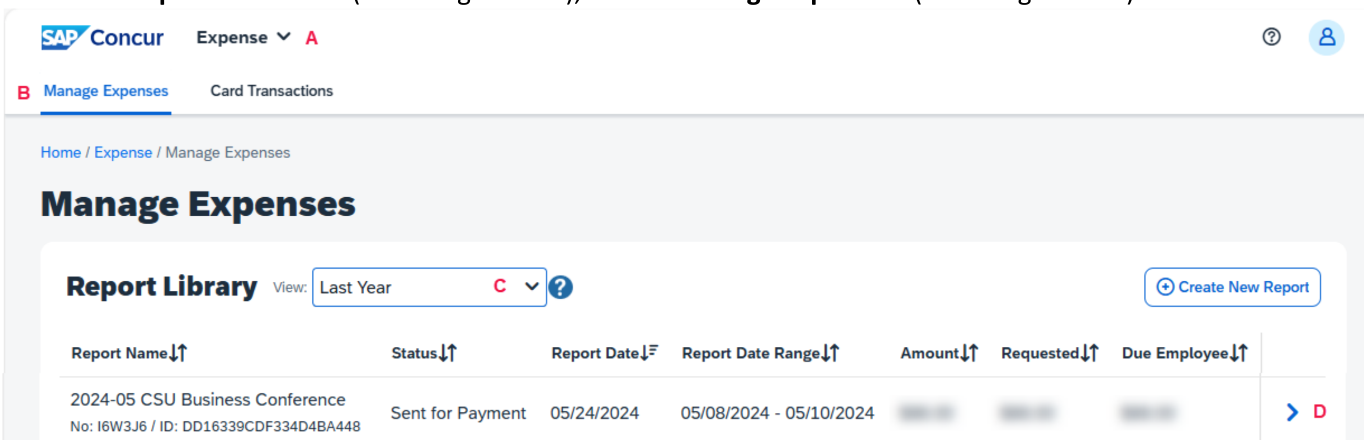
2. The Delegate must verify his/her own email address is in his/her profile under Your Information, Email Addresses.

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

8. From the Home Page, select the “**Expense**” application.



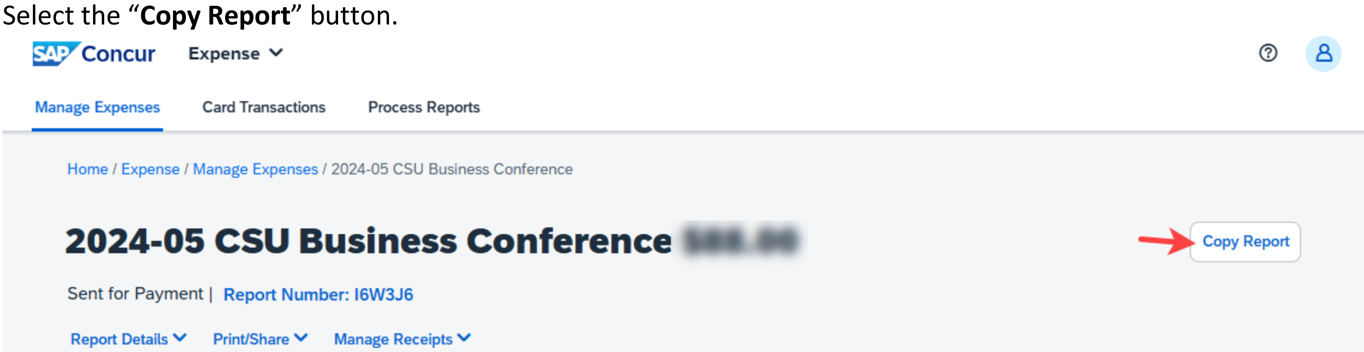
9. From the “**Expense**” window (A in image below), select “**Manage Expenses**” (B in image below).



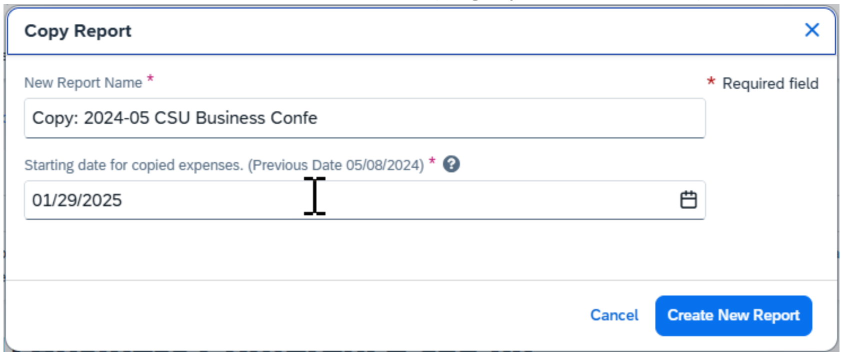
10. Using the “**Report Library**” view dropdown arrow (C in above image), select the option reflecting the timeframe of the report you wish to retrieve.

11. From the results, select the report to be copied (D in above image).

12. Select the “**Copy Report**” button.



13. Retain the name of the report and enter the starting date. The date will default to the current date. It is best to use the Previous Date value (in gray above the box) and enter that value in the field.



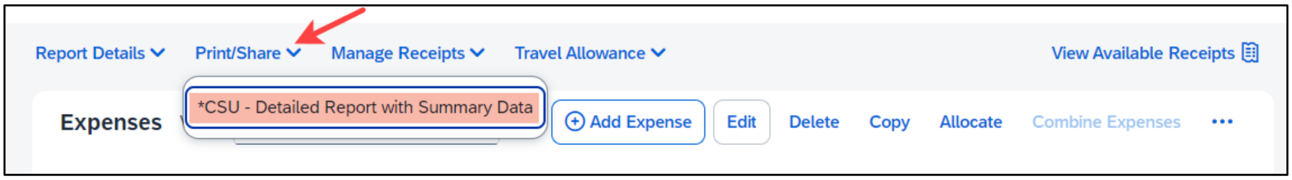
14. Select "**Create New Report**".

15. Remove any transactions as desired using the checkbox to the left of each line.

16. Add any new transactions from your expenses. If you have any attachments, you will need to reupload them.

To Preview and Print the Expense Report

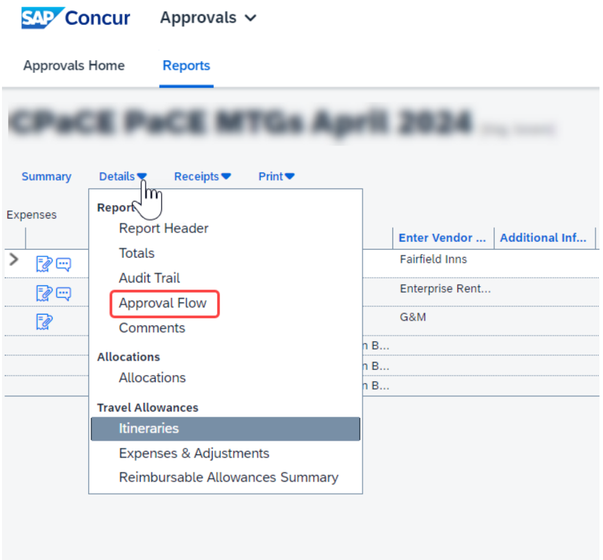
17. On the Expense Report page, select "**Print / Share**", and then select "***CSU-Detailed Report with Summary Data**".



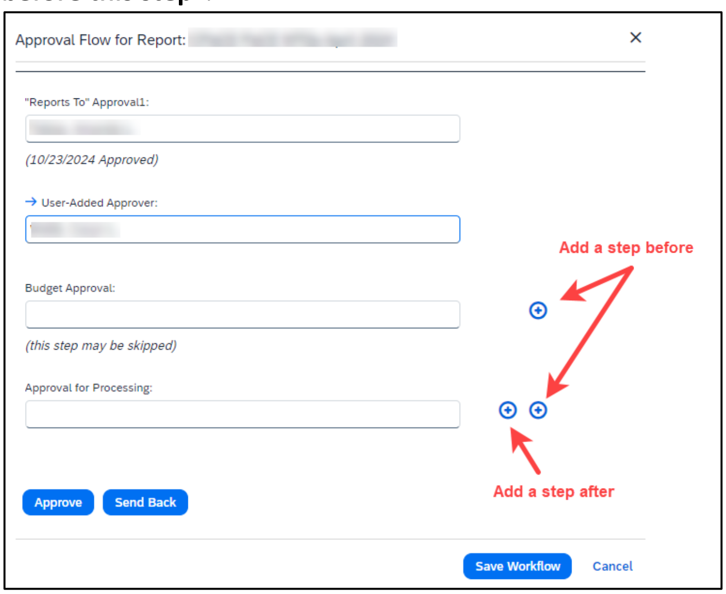
18. Select **Print** or **Save as PDF** or **Email** to get complete packet for expense report (only PDF and email includes copies of the report with receipts attached). Please note, copies are retained in Concur according to our CSU retention guidelines and maintaining duplicative copies elsewhere is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

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

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

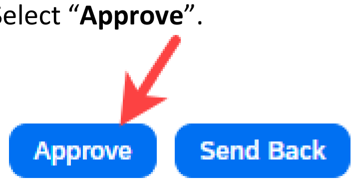


2. Select the addition sign next to your approval field that states “**Add a step after this step**” or “**Add a step before this step**”.



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

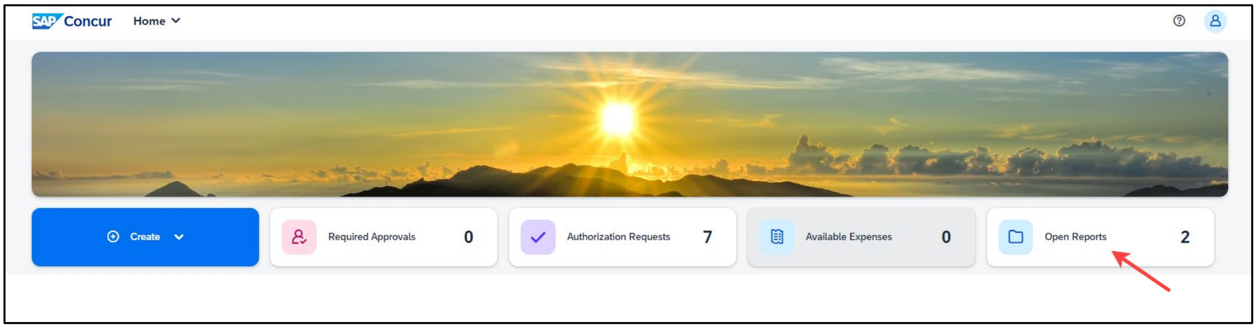
4. Select “**Approve**”.



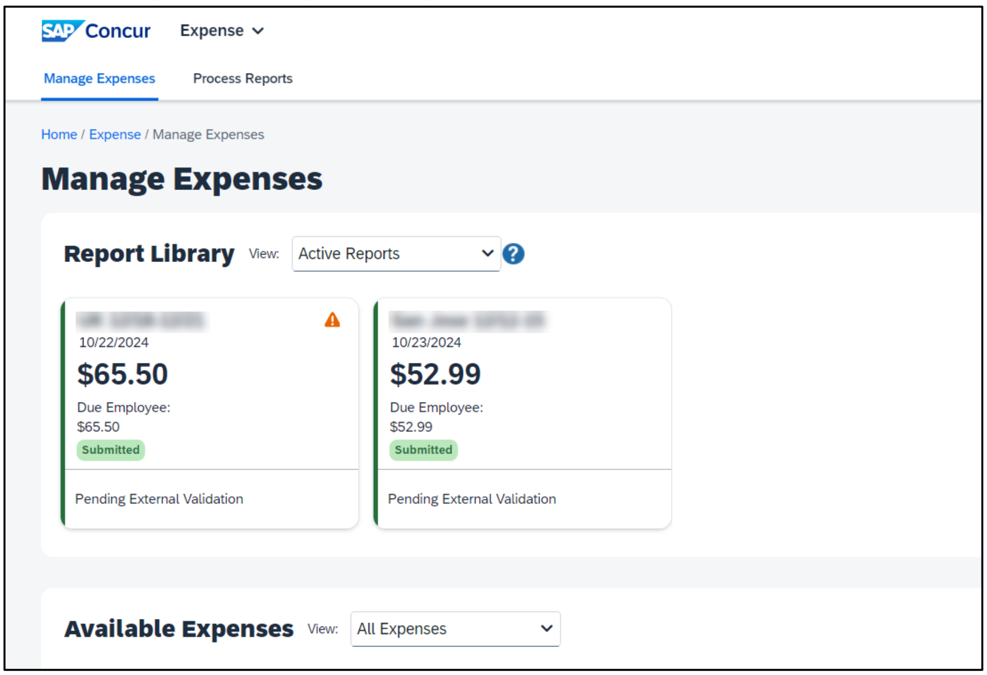
Correcting and Resubmitting an Expense Report

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

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



2. Select the report tile to open the report.

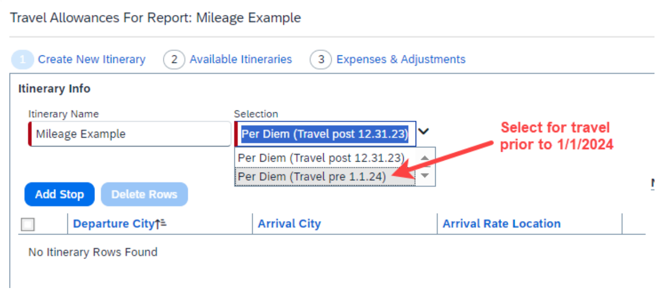


3. Make the requested changes.

4. Select "**Submit Report"**.

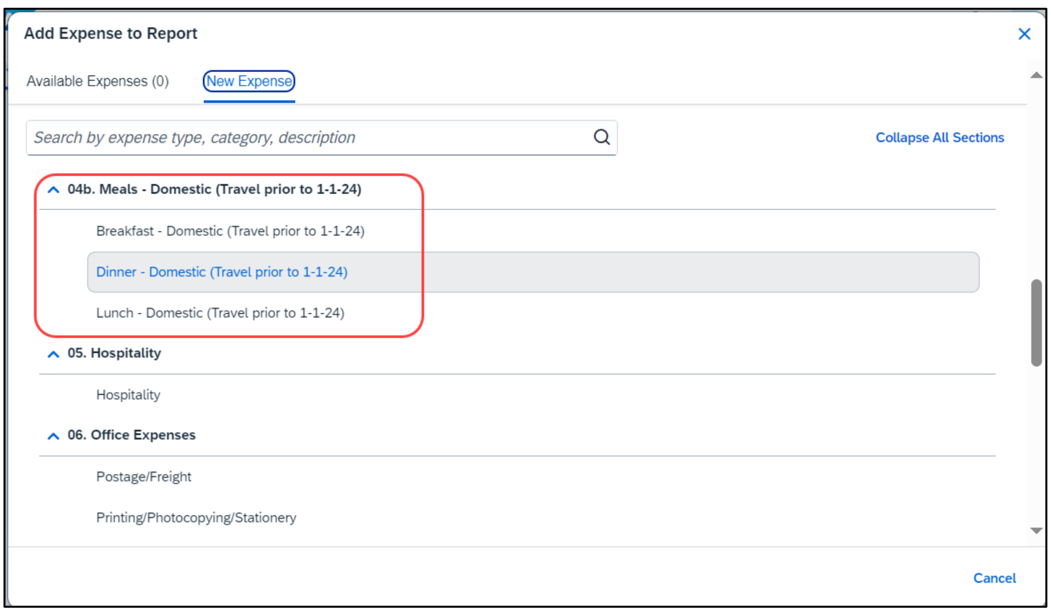
Travel Prior to the Per Diem Policy change

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



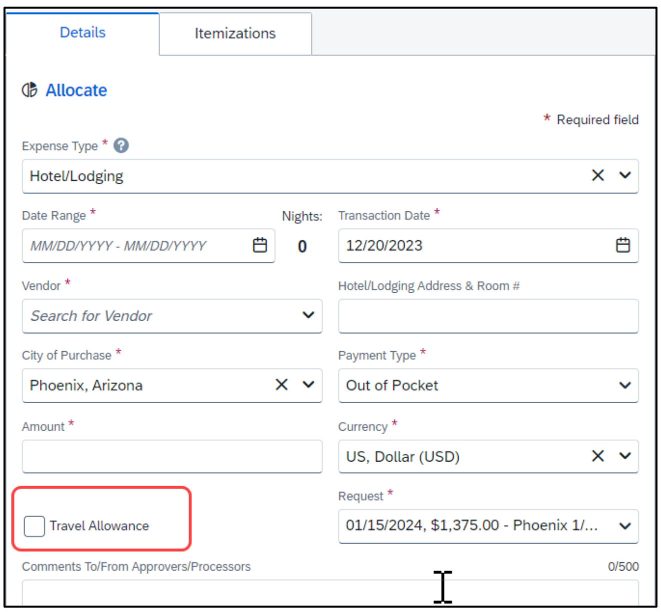
For domestic travel prior to 1/1/24, travelers can use the specified expense types as follows:

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



Converting Foreign Currency Transactions

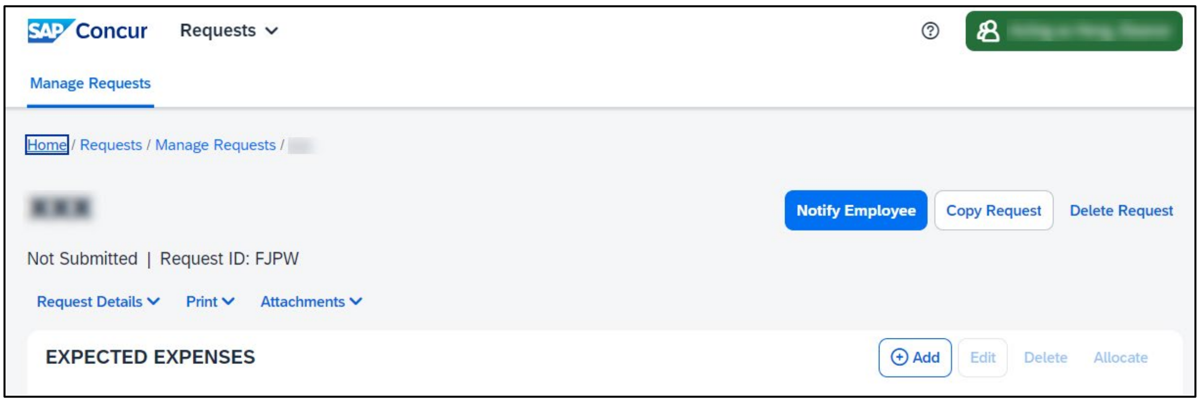
1. With the Expense Report open, select **Add Expense,** and then enter the appropriate information in the required and optional fields (required fields are indicated with a red asterisk).
2. For the **Amount** field enter the amount spent in foreign currency. The correct currency should populate based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



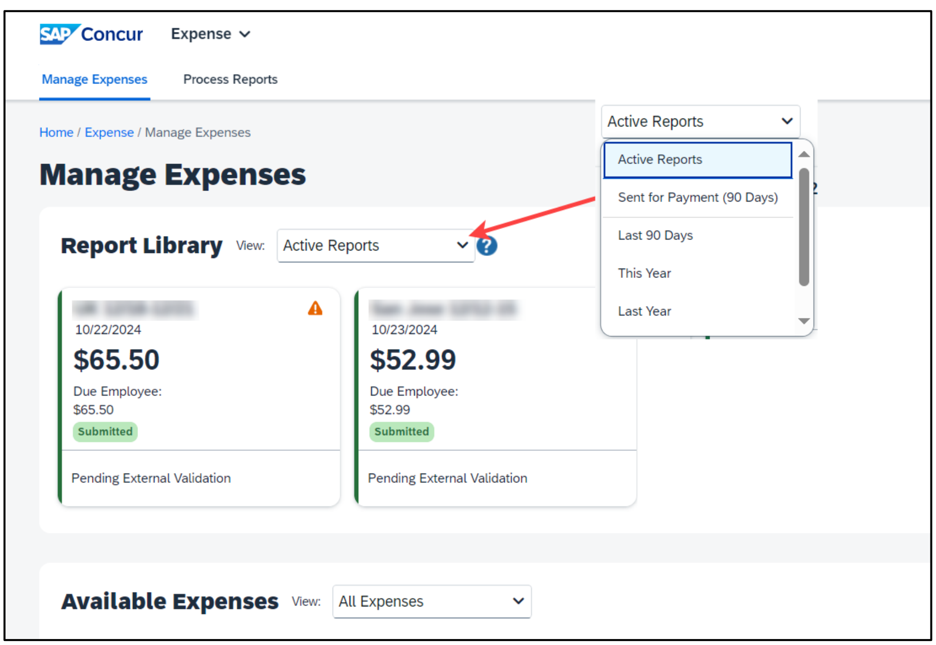
Support Documents for Inter campus Fund Transaction (IFT) Submission

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

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



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



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

Creating an Allocation Favorite

1. Log in to SAP Concur
2. Open the expense report
3. Select the expense entry and select **Allocate**
4. In the prompted window, select **Add New Allocation to add as many allocations as necessary**
5. Modify the amounts/percentages and the other fields as desired (the allocated amount must sum up to exactly 100.00%)
6. Select **Add to Favorites**
7. Enter the *Allocation Favorite name and select **Save***
8. Select **Save in the allocation window, then OK and Done**
   To use a *Favorite Allocation:*
   a. Log in to SAP Concur
   b. Open the expense report
   c. Select the expense entry and select **Allocate**
   d. In the prompted window, select **Favorites and select the desired *Favorite Allocation***
   e. Select **Yes to apply the *Favorite Allocation to the entry***
   f. Modify any values, if necessary
   g. Select **Save in the allocation window, then OK and Done**
      To remove a *Favorite Allocation from the user account:*
      i. Log in to SAP Concur
      ii. Open the expense report
      iii. Select any expense entry and select **Allocate**
      iv. In the prompted window, select **Favorites**
      v. Next to the *Favorite Allocation to be removed, select the **x sign***
      vi. Select **Yes to confirm**
         To update an existing *Favorite Allocation:*
         1. Log in to SAP Concur
         2. Open the expense report
         3. Select any expense entry and select **Allocate**
         4. In the prompted window, select **Favorites and select the desired *Favorite Allocation to be updated***
         5. Select **Add to Favorites**
         6. Enter the same name for the updated *Favorite Allocation and select **Save***
         7. Select **Yes to confirm**

Creating a Travel Expense Report

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

Per CSU Travel Procedures, Section IX; A ***"Travel Expense Claim must be submitted to the campus Travel Reimbursement office within 60 days of the end of a trip unless there is recurrent local travel, in which case claims may be aggregated and submitted monthly."***

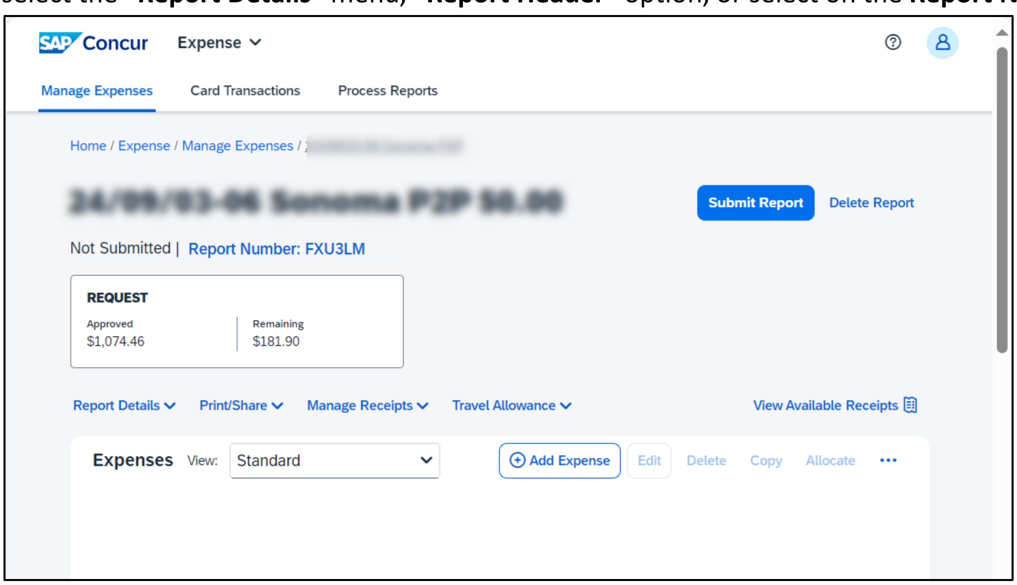
Please be aware Approved Travel Requests will automatically close on day 61 after the travel end date. In order to submit a late expense report, the request will have to be re-opened. The request will not be re-opened until exception approval has been obtained from Division VP and CFO.

Expense Report from Approved Travel Request

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

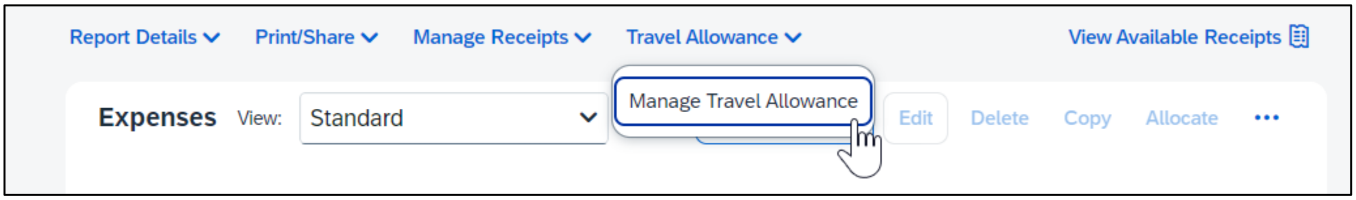
Report Header

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



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

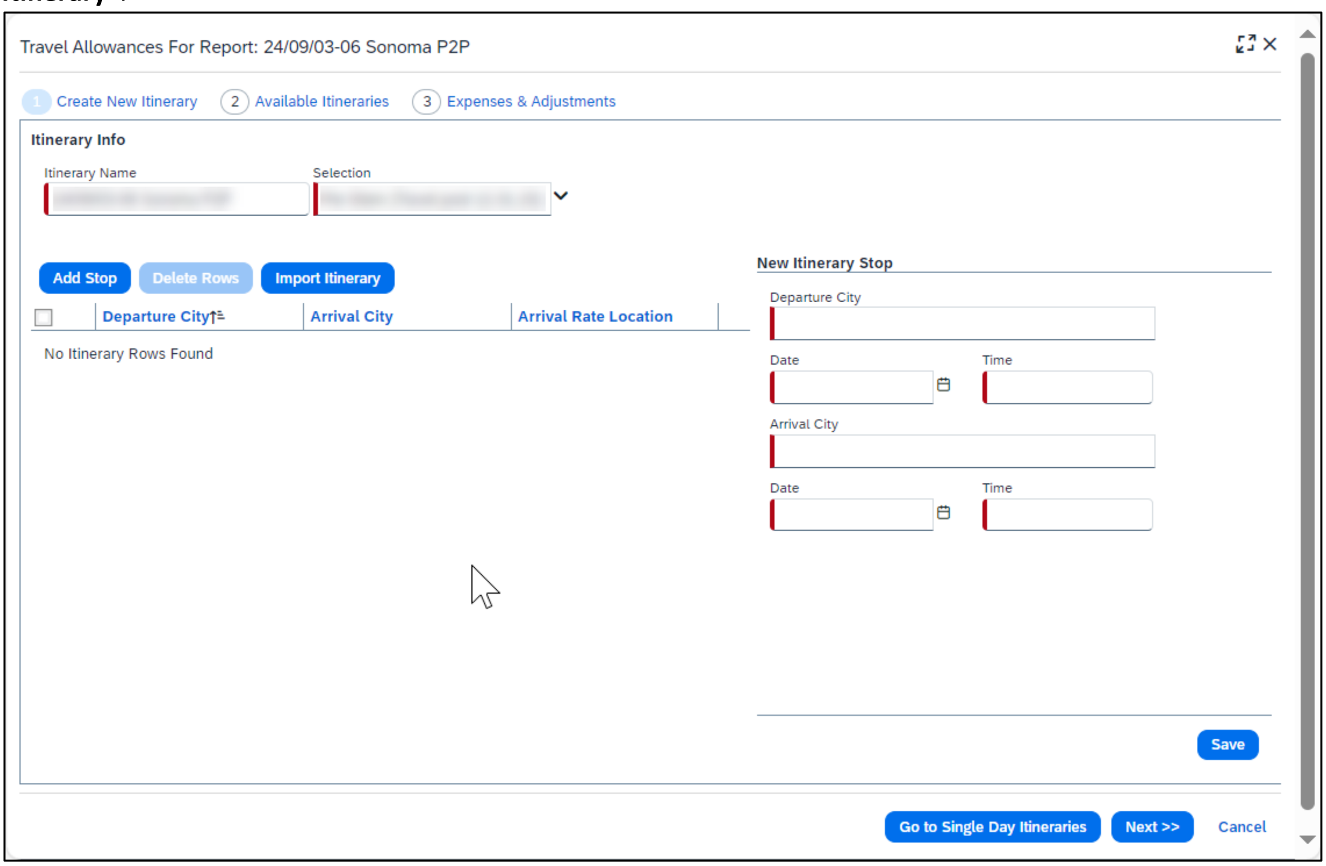
In the open expense report, navigate to the right of the Report Details menu and select **Travel Allowance** > **Manage Travel Allowance.**
*Note: All employee expense reports require a travel allowance to expense meals and incidentals.



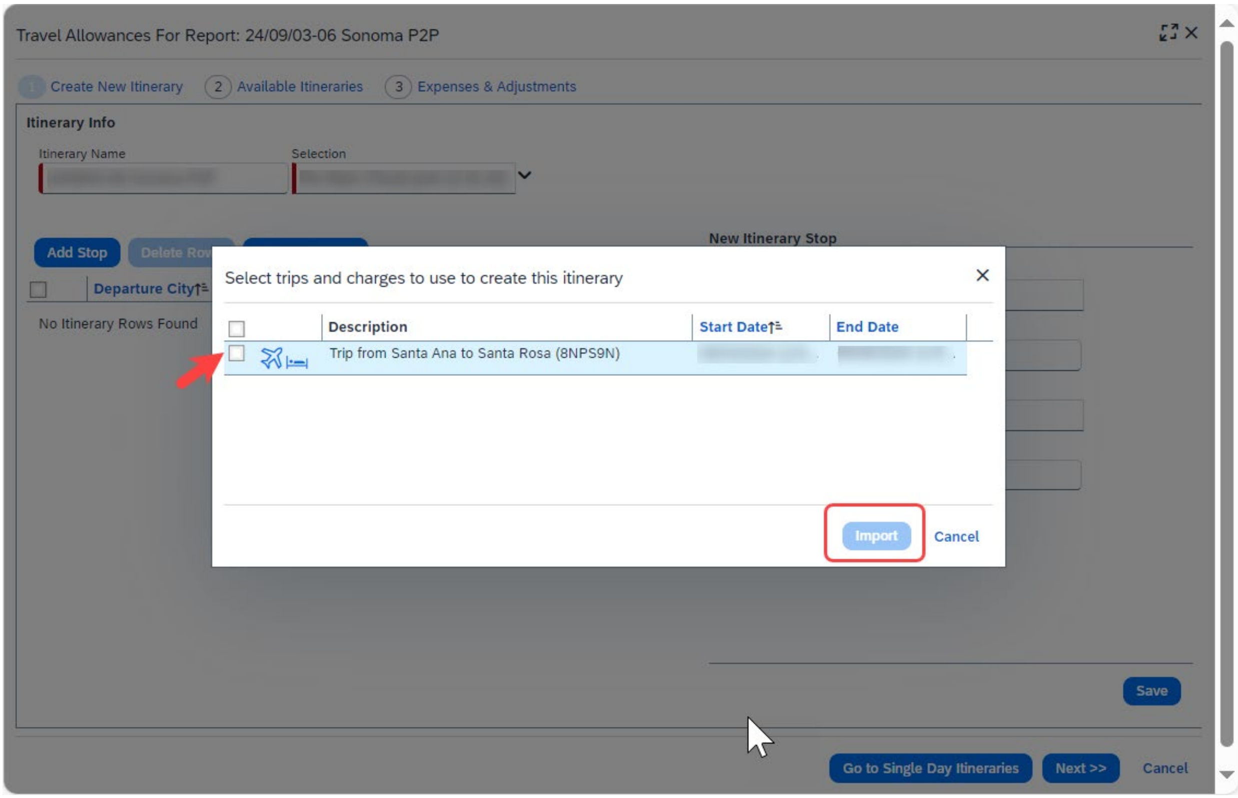
Booking through Concur or our designated Travel Management Company (TMC) streamlines this process.

Importing the Travel Itinerary

12. If the traveler booked via Concur or the TMC, on the **"Create New Itinerary"** option, then select **"Import Itinerary"**.

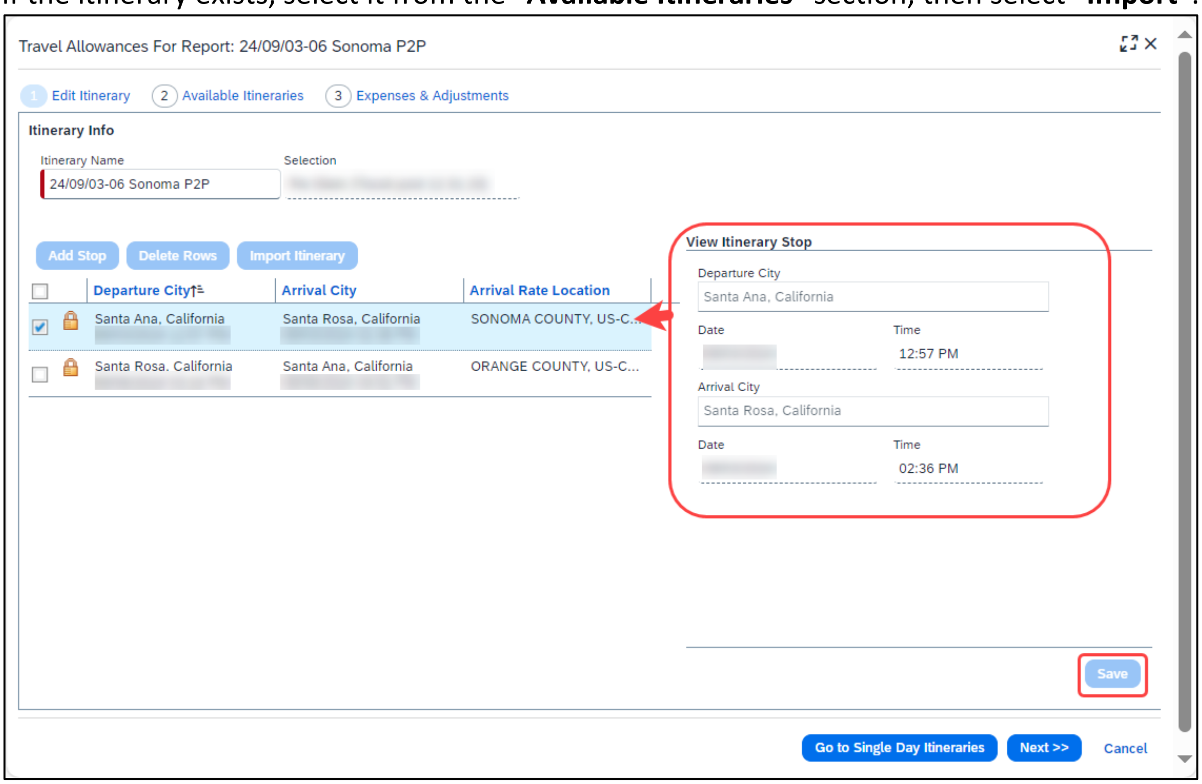


13. Locate the itinerary and import, then select the appropriate itinerary and navigate to the Adjusting Allowances section.



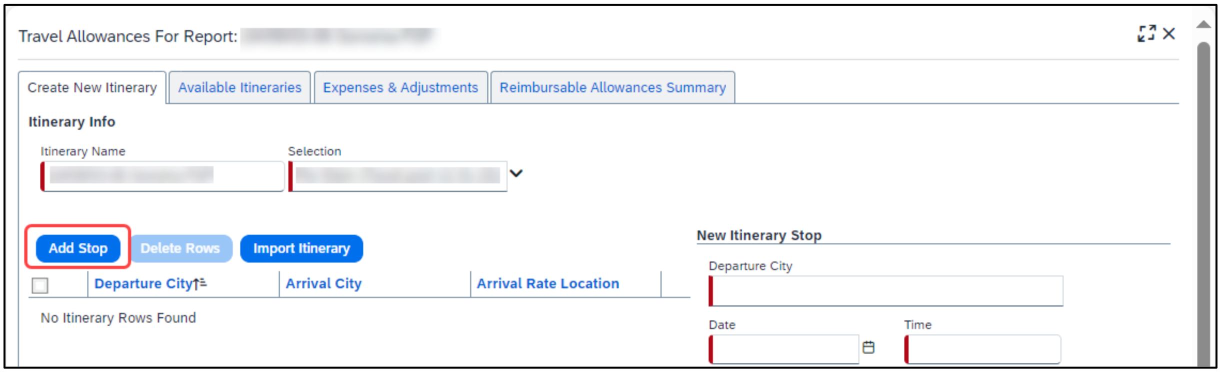
Entering the Travel Itinerary

6. If the itinerary exists, select it from the "**Available Itineraries**" section, then select "**Import**".

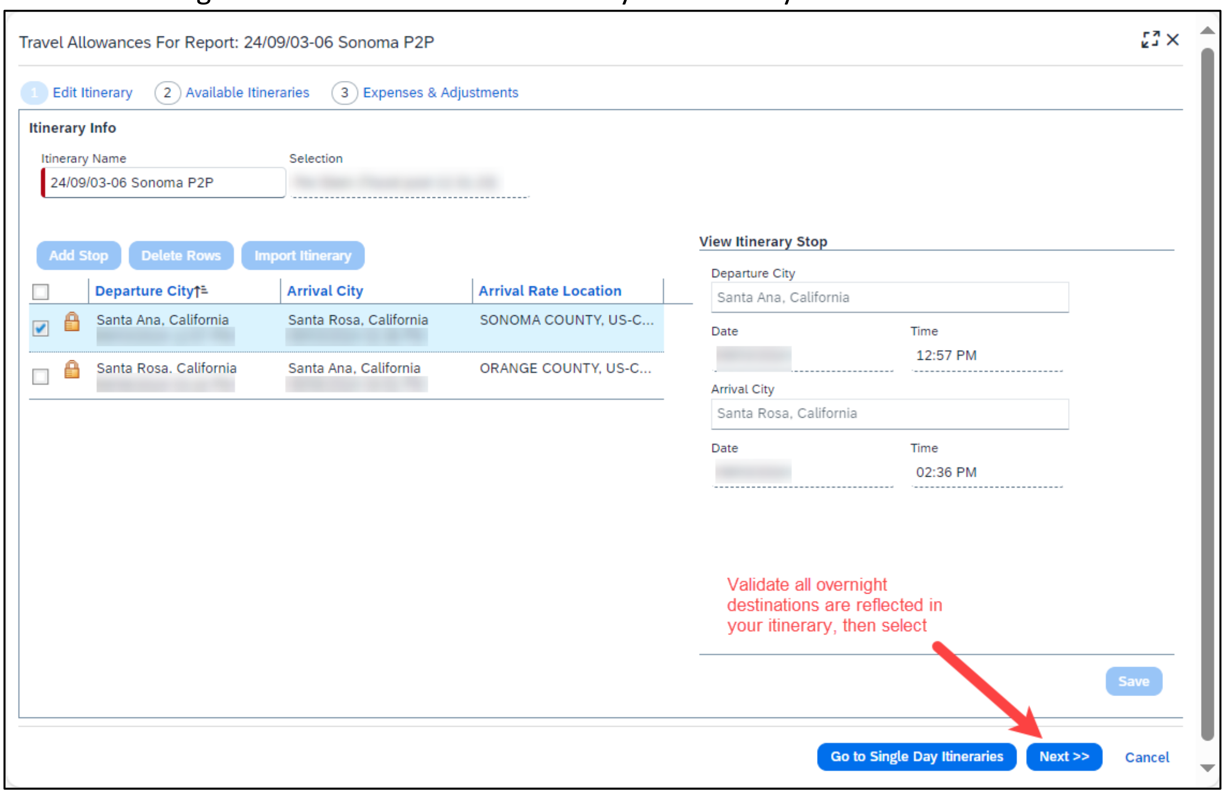


7. Once the New Itinerary stop fields are filled out, select "**Save**".

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



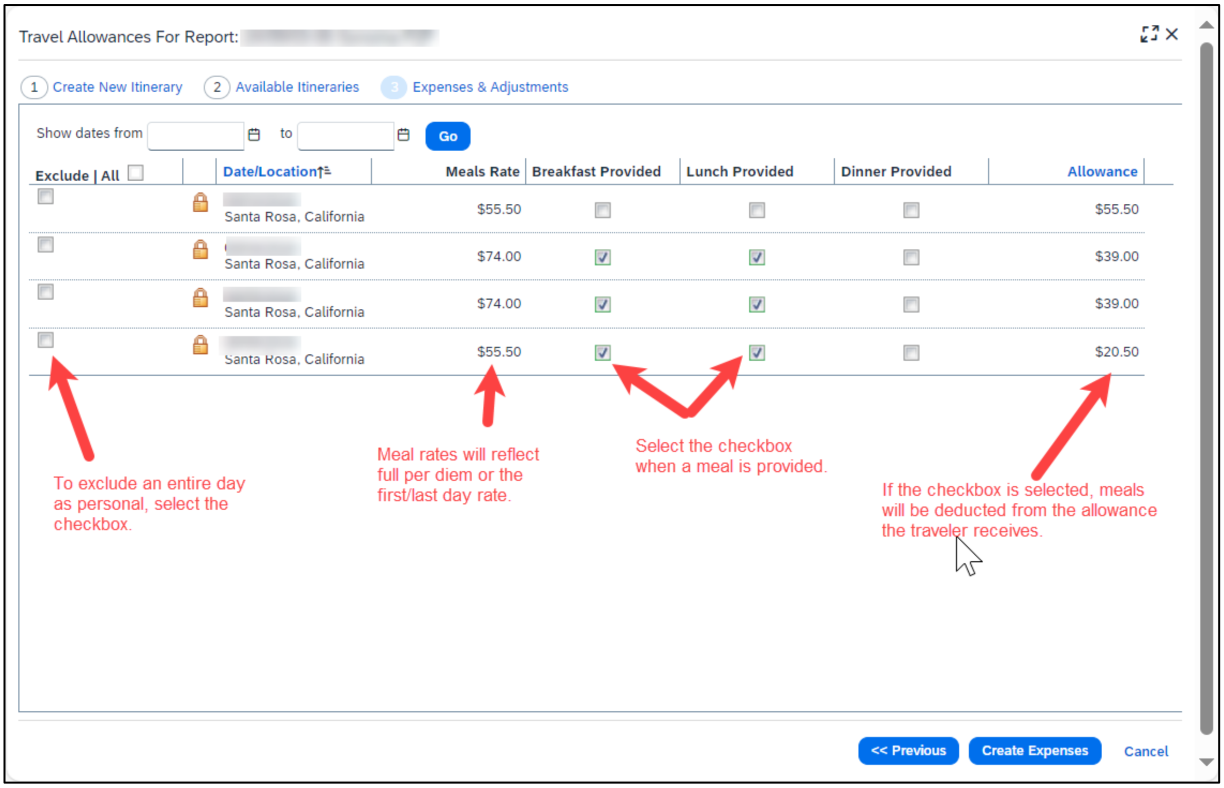
10. Once all overnight destinations are reflected in your itinerary then select "**Next**".



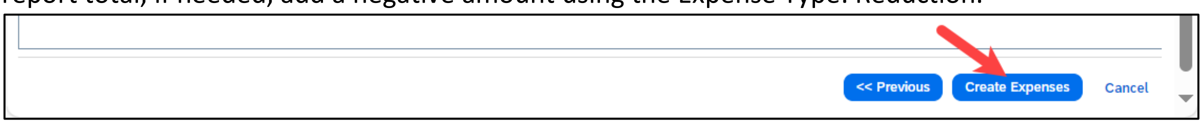
Adjusting Allowances

14. A row for each day displays so you can select more details.
15. To exclude an entire day as personal, select the checkbox at the left.
    a. Meal rates will be reduced to 75% for first/last day travel and days in between will reflect the full per diem rate.
16. Select the checkbox below Breakfast, Lunch, and/or Dinner whenever the meal is provided.

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

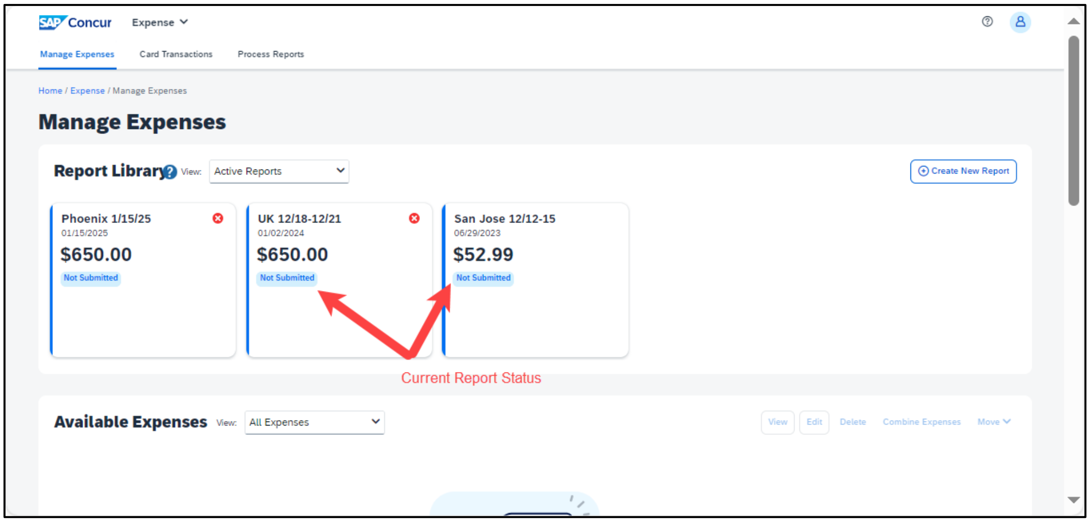


18. When finished, select **"Create Expenses"**. Expenses will then be automatically added to the Expense Report. Once created, expense lines can be deleted, however, amounts cannot be altered. To reduce the report total, if needed, add a negative amount using the Expense Type: Reduction.



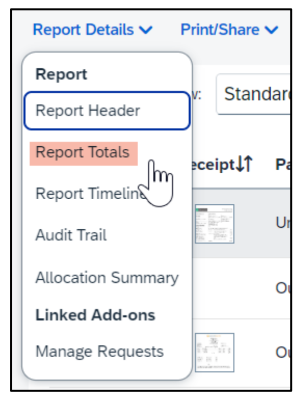
Report Details

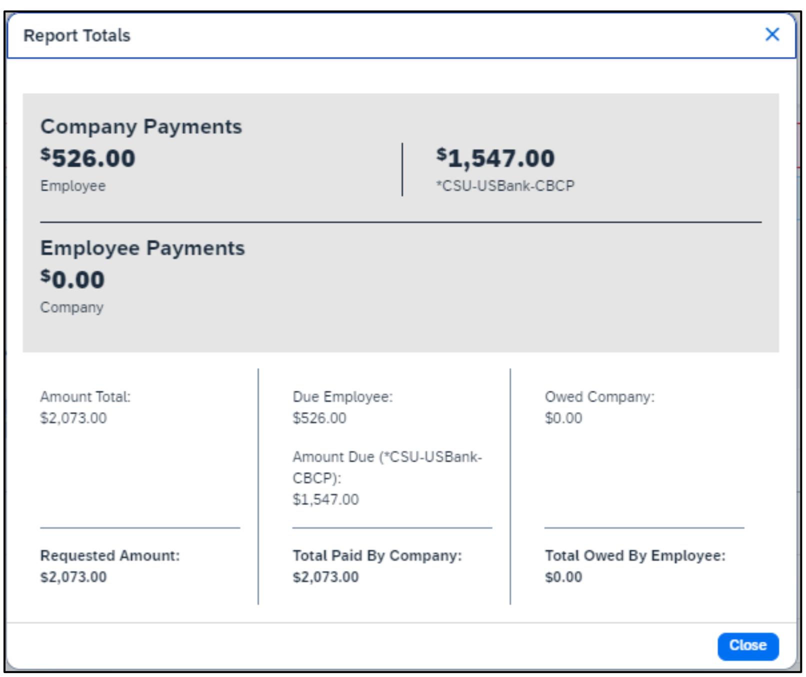
Using the **Expense** > **Manage Expense** navigation option displays the Expense Report library where expense reports and their current status are visible. Drill further by opening the report and utilizing the Report Details menu.



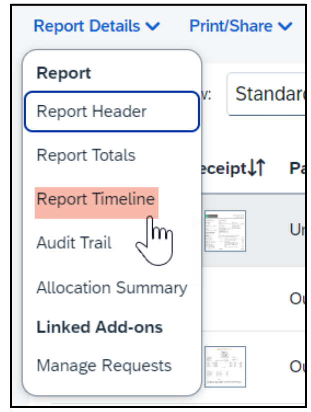
Report Totals

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

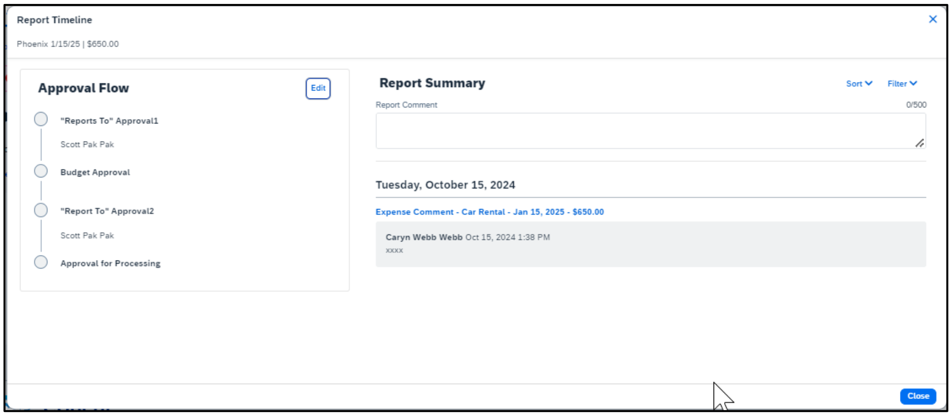




Report Timeline/ Tracking Status of an Expense Report after Submission

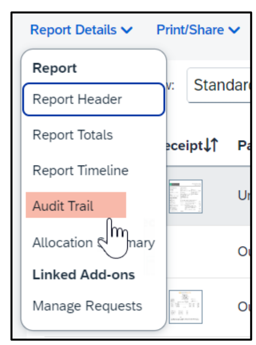


You can review the status of your submission by using the timeline. It will show what has occurred thus far and where the report is within the flow. In the example below, this report is with the "reports to" approver. For your report, this would reflect an actual person's name.

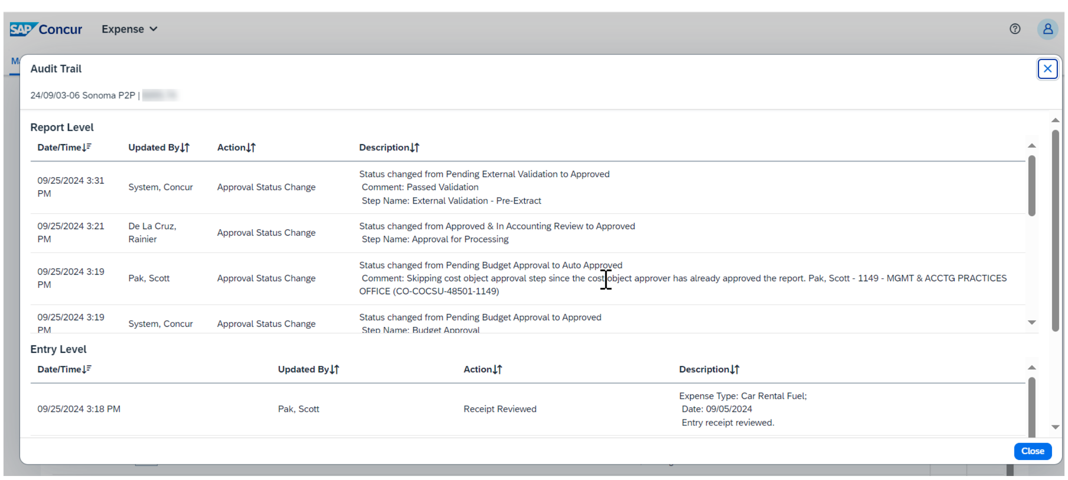


6. This view shows the Approval Flow and the current stage of the expense report.
7. This view provides comments and keeps track of when the report was submitted.
8. The Budget Approval name will remain blank until the report is submitted and the system will then populate this workflow step with the approver name(s) based on the Chartfield(s) indicated.
9. Adjust the Sort, if desired.
10. Select "**Close**" when finished viewing the timeline.

Audit Trail

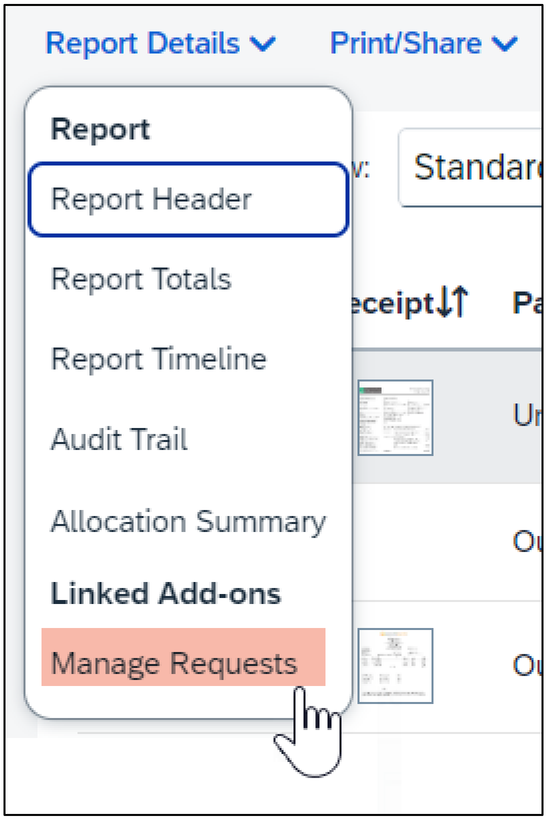


Using this option a user can view the record of all changes made to an expense report once the report is submitted. Actions at the Report Level and Entry Level are both tracked.



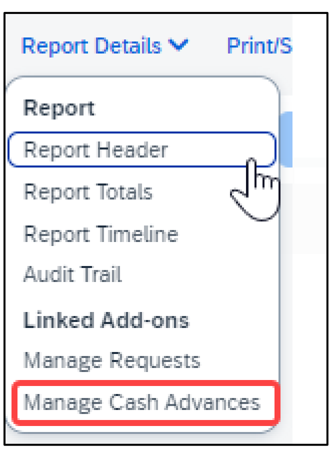
Linked Requests/Manage Requests

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



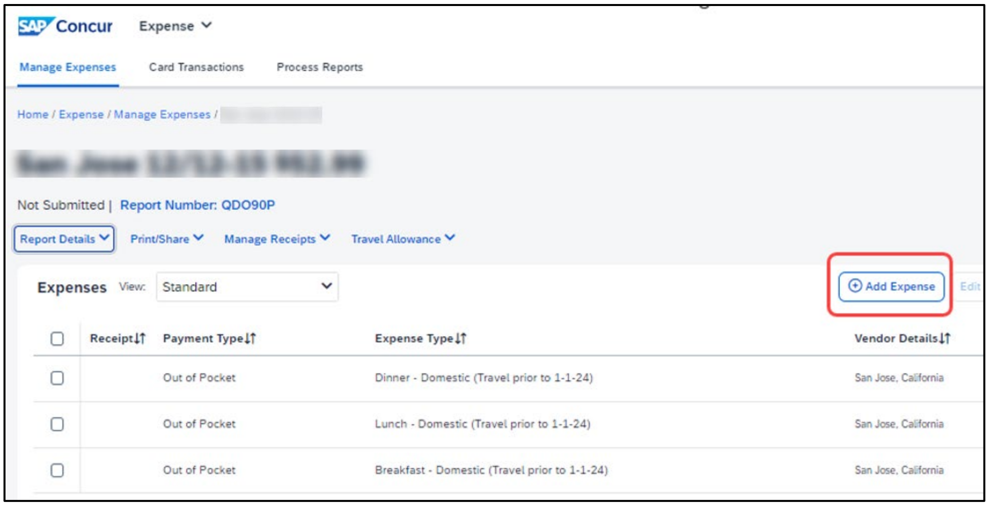
Linked Cash Advances

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



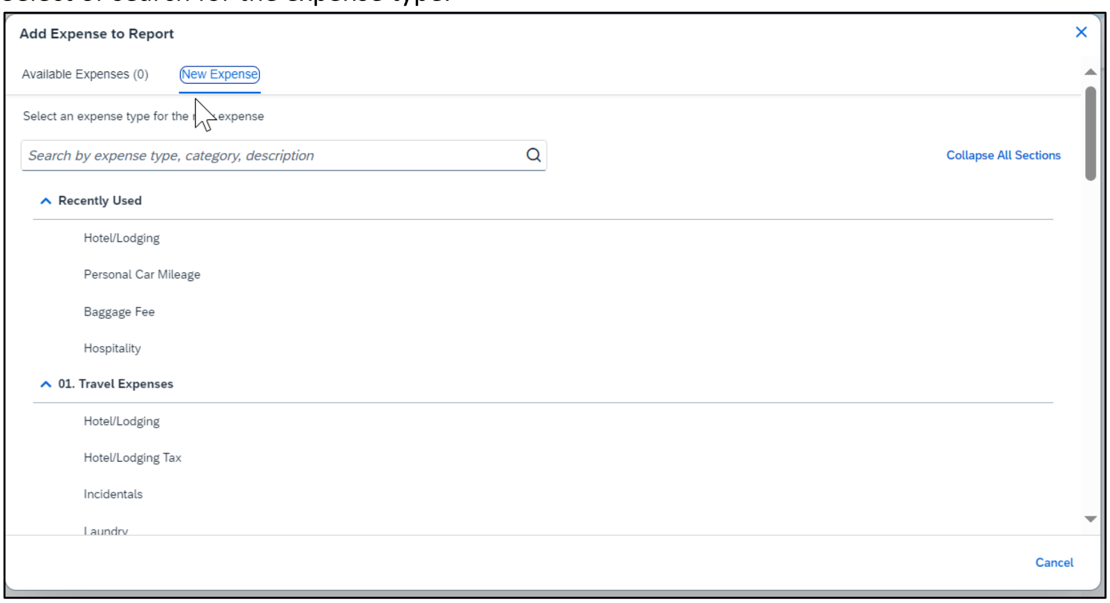
Adding Expenses from within the Expense Report

19. From the open expense report, select "**Add Expense**".

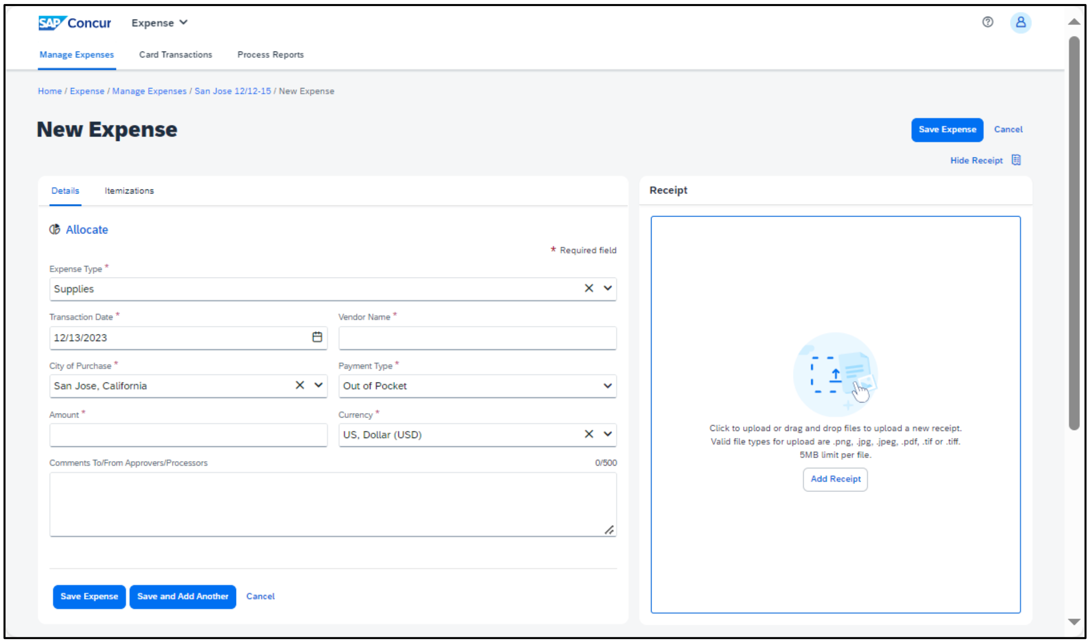


20. If creating a new expense using the **"Create New Expense"** tab,

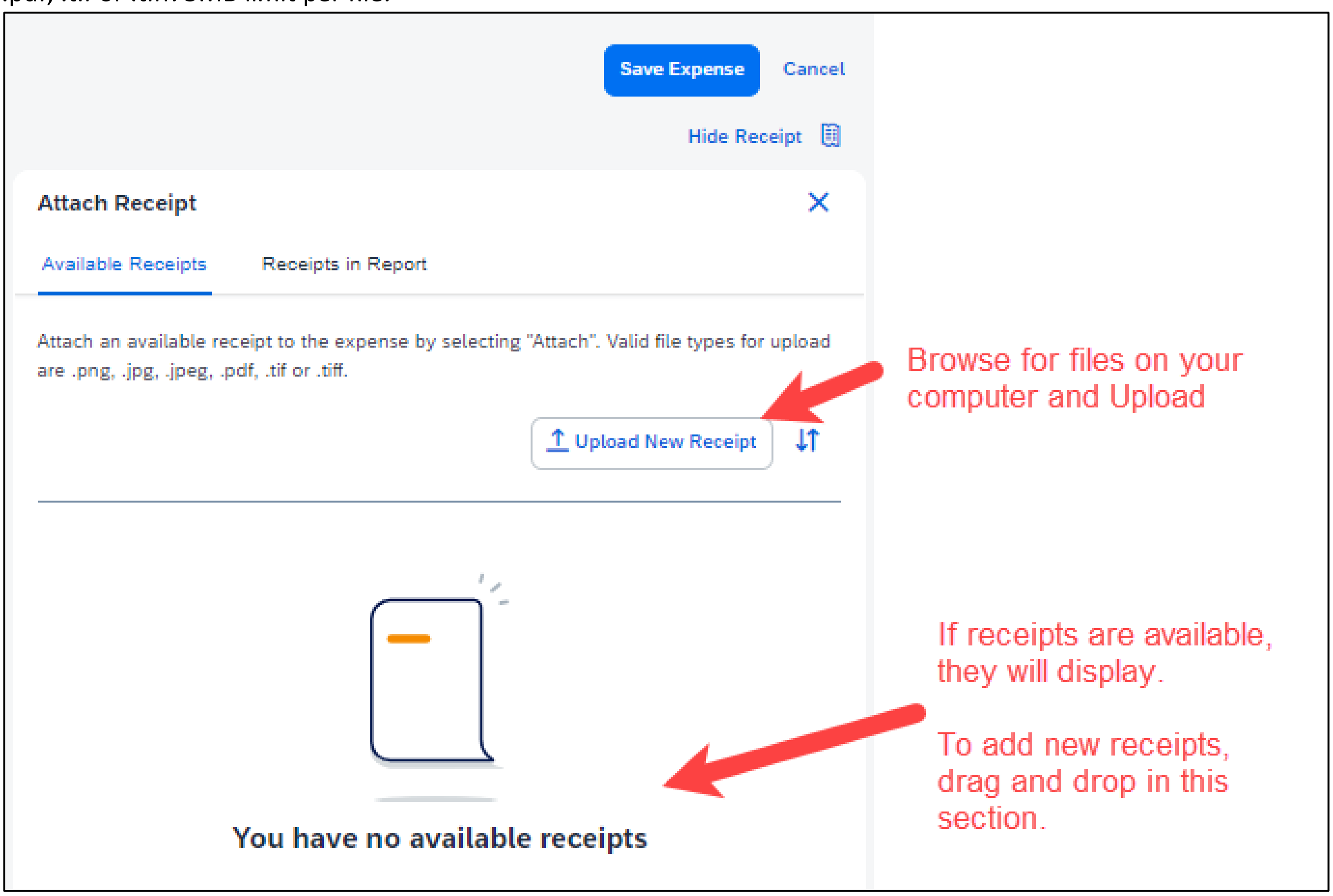
    a. Select or search for the expense type.



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



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



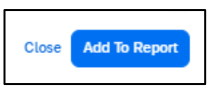
22. Select **"Save Expense"** button to close and return to the report or select **"Save and Add Another"** if additional expenses must be added to the report.

a. Verify or update the Expense Type classification of the imported credit card transactions or any other required fields that need to be populated.

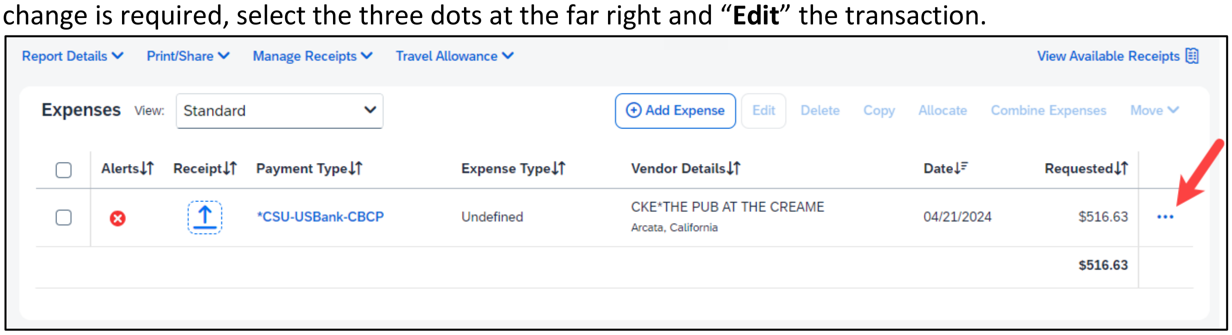
23. If creating a new expense using the **Available Expenses** tab, note that all available expenses done on the Travel Credit Card/Ghost Card Charges will appear here. Note: Flights purchased through Concur or the TMC will come into the Available Expenses are as a Ghost Card charge.

    a. Select the checkbox next to each transaction that you want to assign to the current expense report. The Payment Type and Expense Source columns help to identify the method of purchase.

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

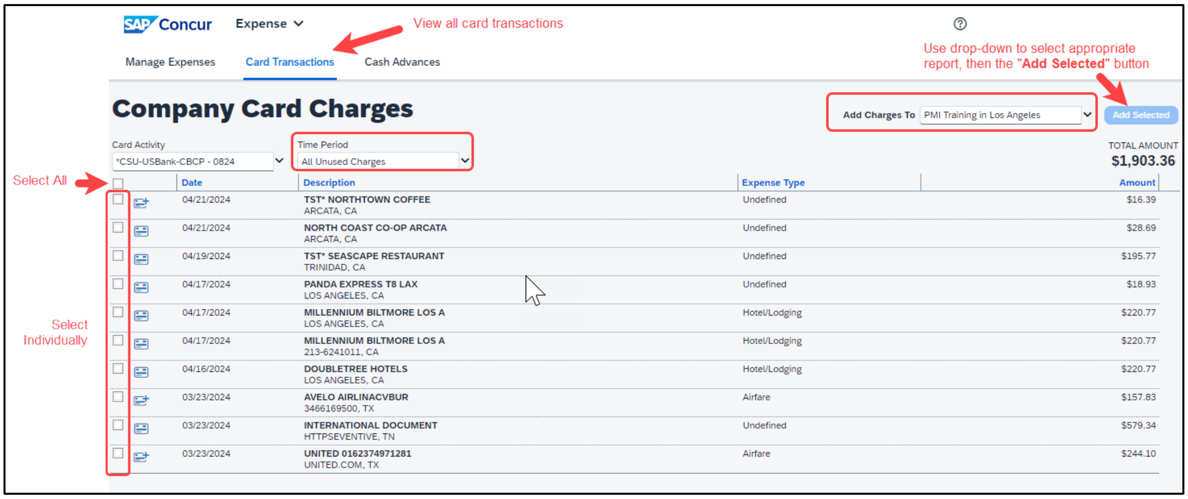


    c. Verify or update the Expense Type classification of the imported credit card transactions. If a change is required, select the three dots at the far right and "**Edit**" the transaction.



24. If creating a new expense using the **"Card Transactions"** method (window displayed below),

   a. Ensure you have **"All Unused Charges"** selected in the Time Period field. This will prevent you from omitting a charge on your card that is outside of the default range. Select all the charges or the individual charges that were for this travel report. This view resembles the Available Expenses view.



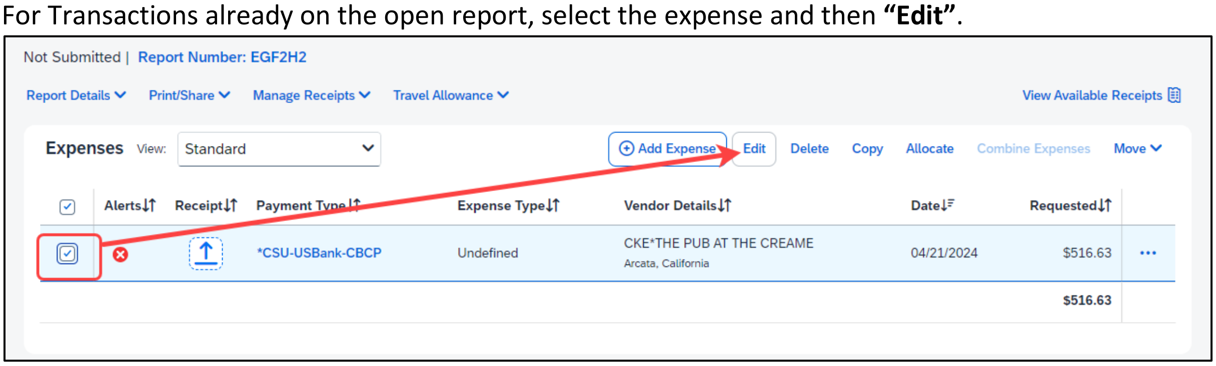
   b. Validate the Report Name in the **"Add Charges To"** field is valid, then select the **"Add Selected"** button to move the transactions to the report.

   c. Verify or update the Expense Type classification of the imported credit card transactions, especially for Meals purchased on the Campus Issued Card.

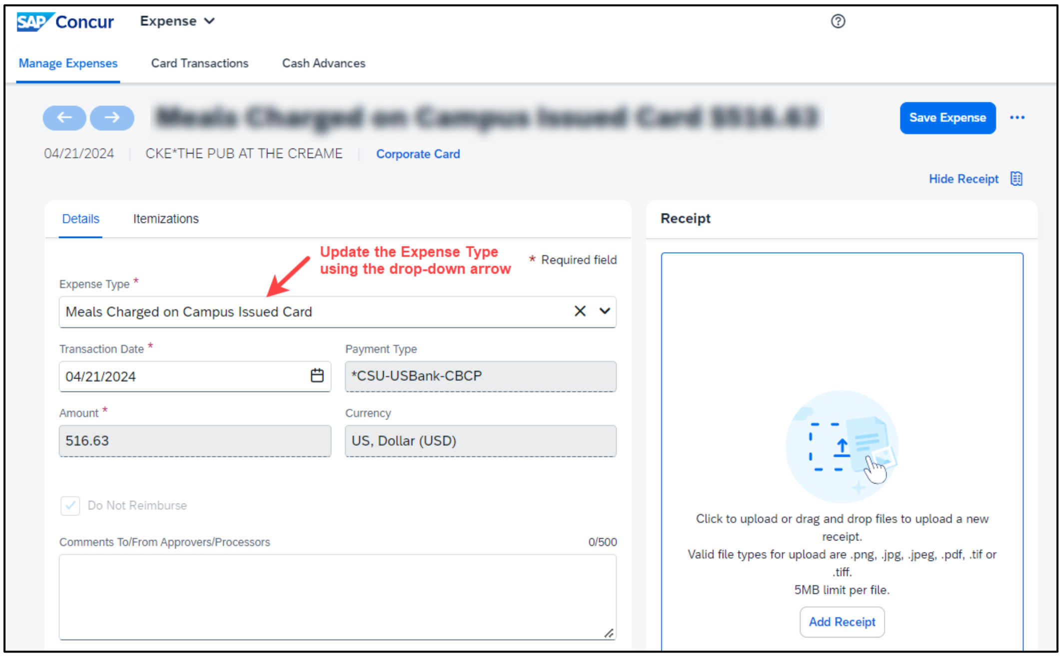
Meals Charged on a Campus Issued Card Expense Type

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

1. For Transactions already on the open report, select the expense and then **"Edit"**.



2. Update the expense type to **"Meals Charged on Campus Issued Card"**, then select **"Save Expense"**.



3. CSU and campus specific audit rules are integrated into the system. When adding an expense that requires a certain action an alert message will appear:
   - **Warning-** **eligible to continue and submit.**
   - **Hard Stop-** **cannot move forward and must make correction prior to submission**.

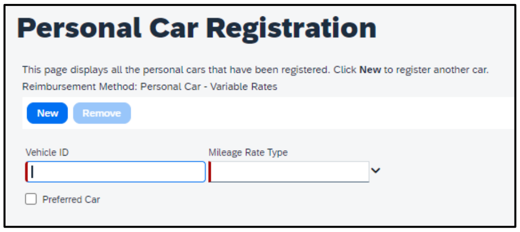
To Create a Car Mileage Expense

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

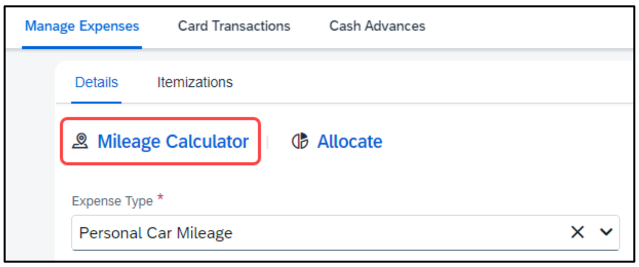
1. From within the Expense Report, select **“Add Expense”**.

2. Select the **"Personal Car Mileage"** Expense Type. The mileage form will open with the required and optional fields displayed.

    a. If you are prompted to add a new vehicle, add the vehicle description and "**Personal Car**" as the mileage rate type. If not prompted and there is a need to add a new vehicle or modify an existing vehicle, the same location may be accessed by selecting the "**Profile**" icon in the upper right corner of the window, "**Profile Settings**", then select "**Personal Car**".



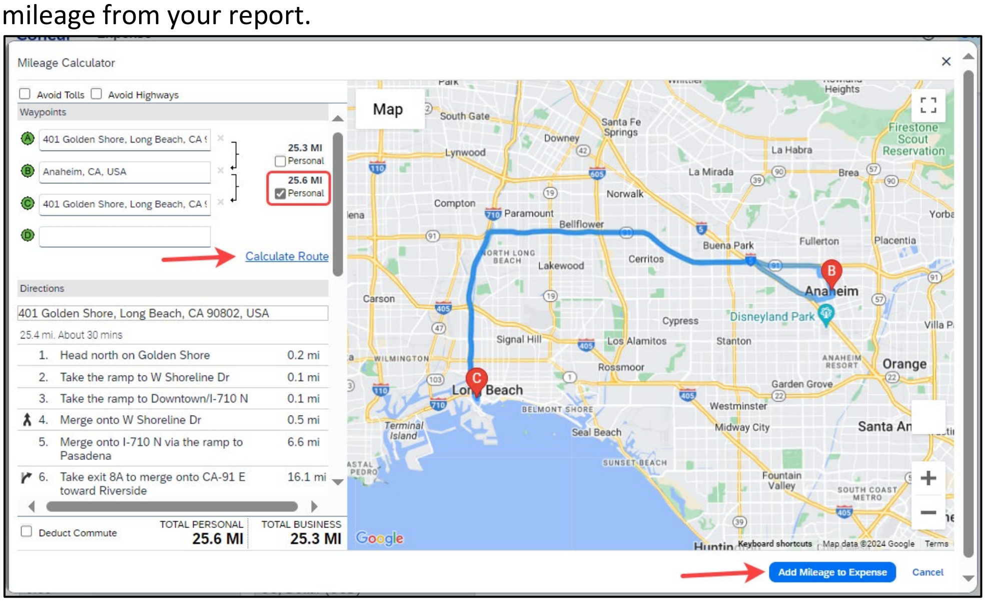
3. Select the **"Mileage Calculator"** button.



4. Type in the locations and select **"Calculate Route"**.

5. Update the route as appropriate. If round trip mileage should be calculated, select the link "**Make Round Trip**".

6. Only use the Personal checkboxes to the right of each waypoint if you want to omit that portion of mileage from your report.



7. Select **"Add Mileage to Expense"**. The amount will calculate as the form closes and all the fields will be populated on the form. The mileage reimbursement amount automatically updates based on the travel date and rate effective date.

8. Complete all required and optional fields as appropriate.

9. Select **"Save Expense"**.

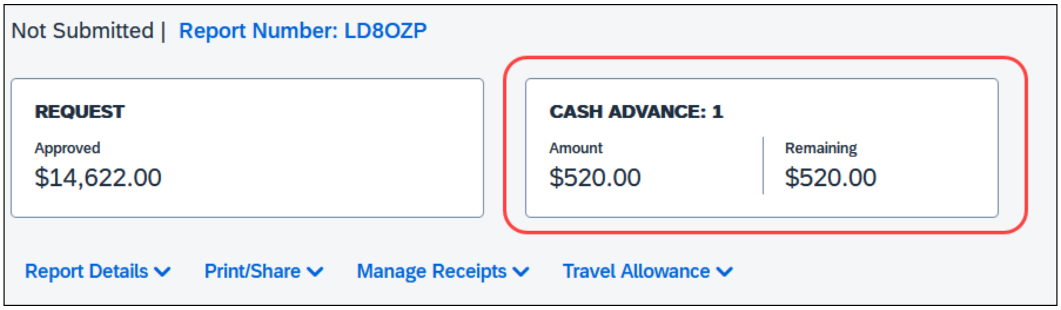
Expensing a Cash Advance

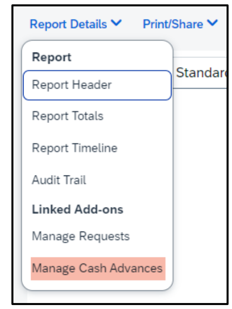
If you had a cash advance issued, you will need to expense the cash advance with your expense report for the associated trip the advance was used for. Cash advances are reserved for competitive team travel or other extenuating circumstances.

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

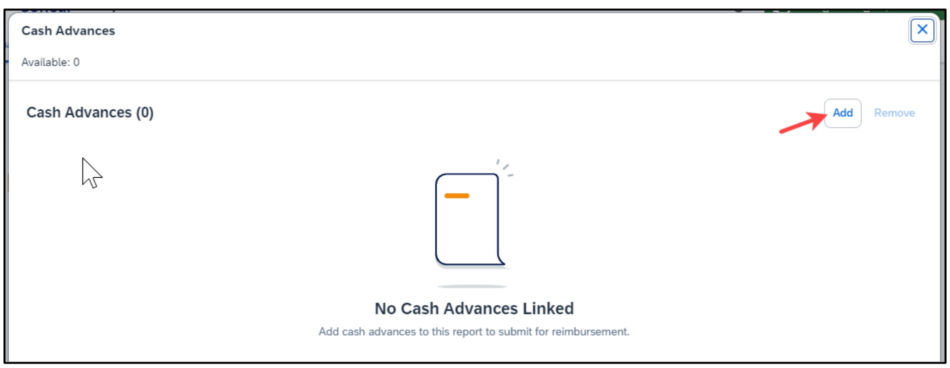
At the top of the report, you will see the outstanding advance. This should be the amount you received for the cash advance. If the Cash Advance box is not displayed, you can add the advance.

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

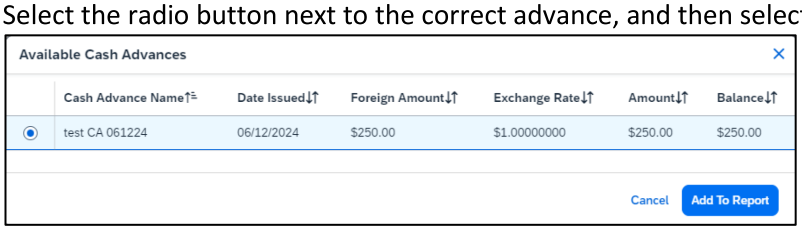




2. If no advances are linked, the No Cash Advances Linked message will display. Select “**Add**” to link a cash advance.



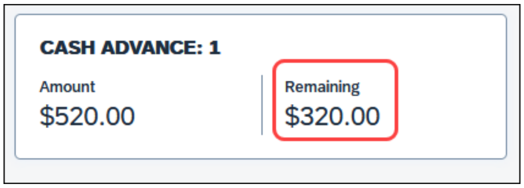
3. Select the radio button next to the correct advance, and then select “**Add To Report**”.



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

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

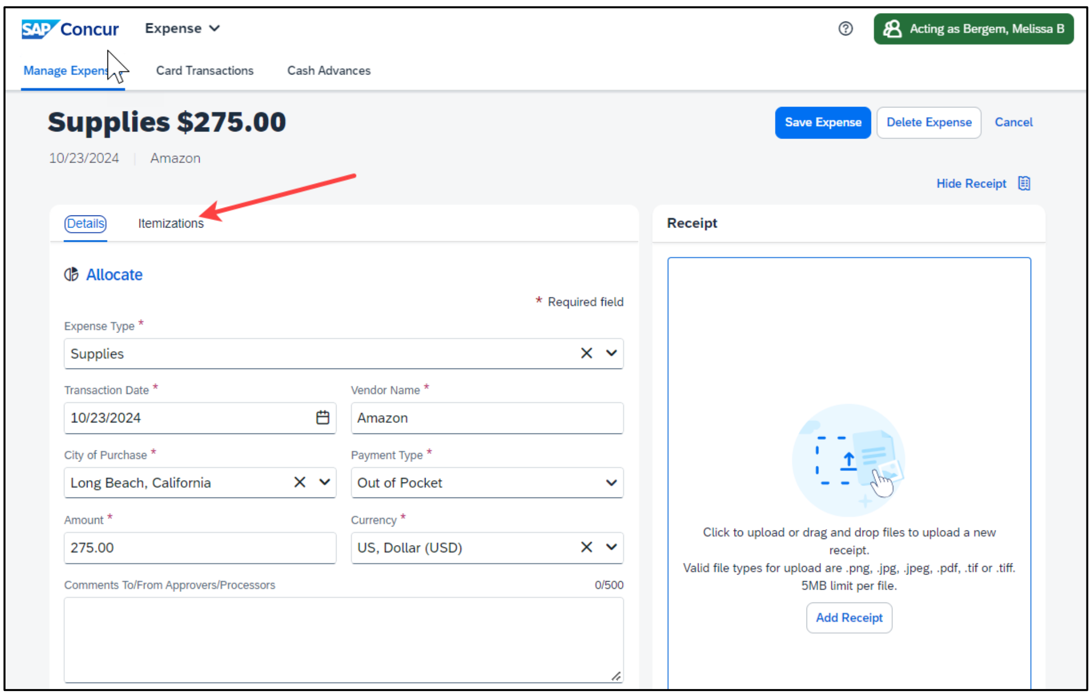
To Expense a Cash Advance (Excess Funds to be returned to the University): If there are funds not fully utilized from the advance after accounting for all expenses, you will see the amount remaining at the top of the screen. The remaining amount must be paid back to the University and the returned amount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



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

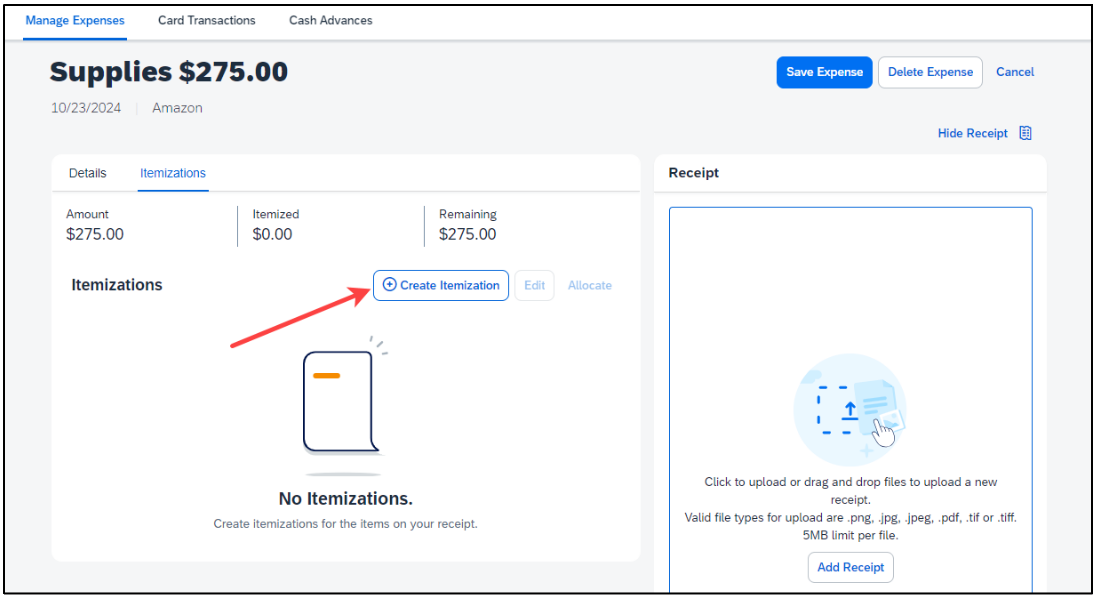
Itemizing Expenses

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



To itemize a general expense:

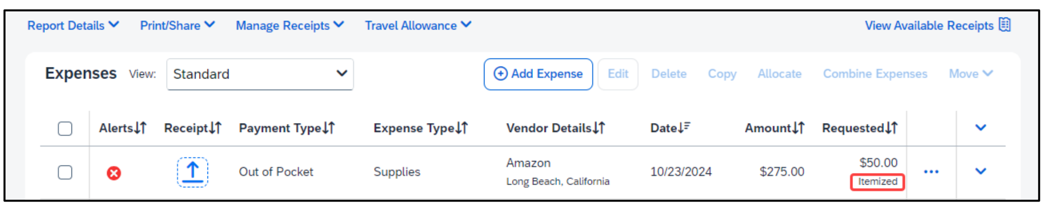
1. Add the expense as usual and then select Itemizations tab. The itemized amount must match the total expense. Not all expense types can be itemized.



2. Select "**Create Itemization**" link, select the expense type that applies to the first itemization. The page refreshes, displaying the required and optional fields for the selected expense type.

3. Complete the fields as required.
   Select "**Save Itemization**" or "**Save and Add Another**".

4. The expense will now reference an "**itemized**" note under the amount if the line item is able to be itemized.



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

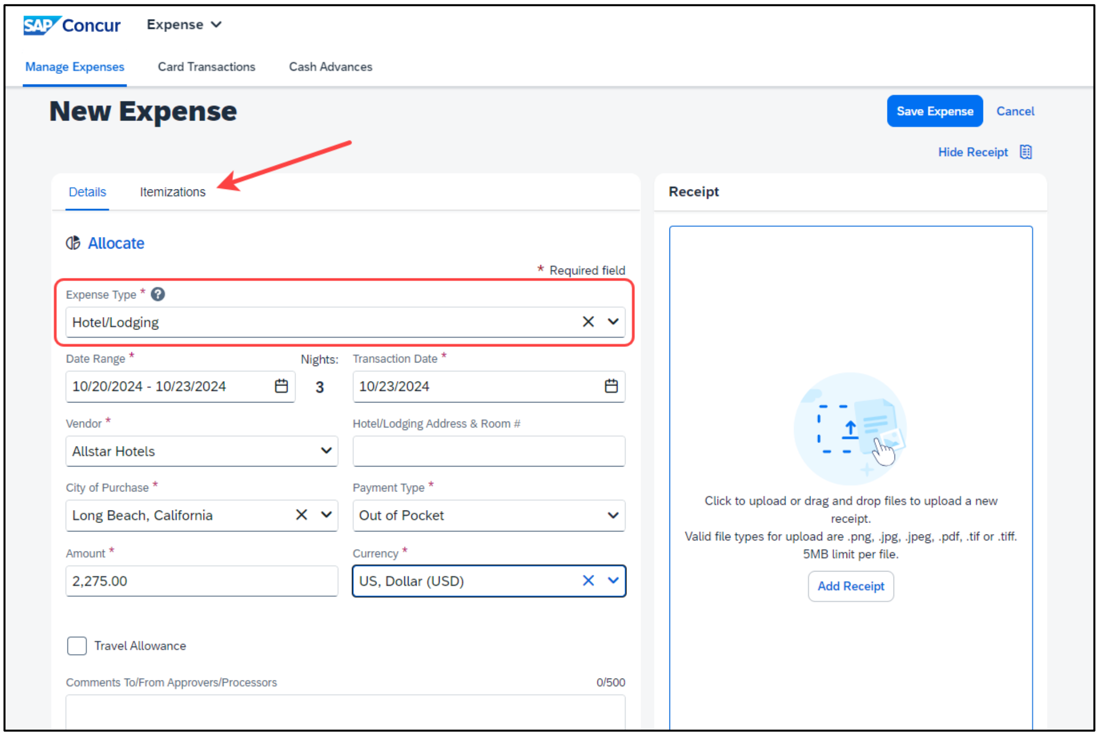
To itemize a hotel expense:

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

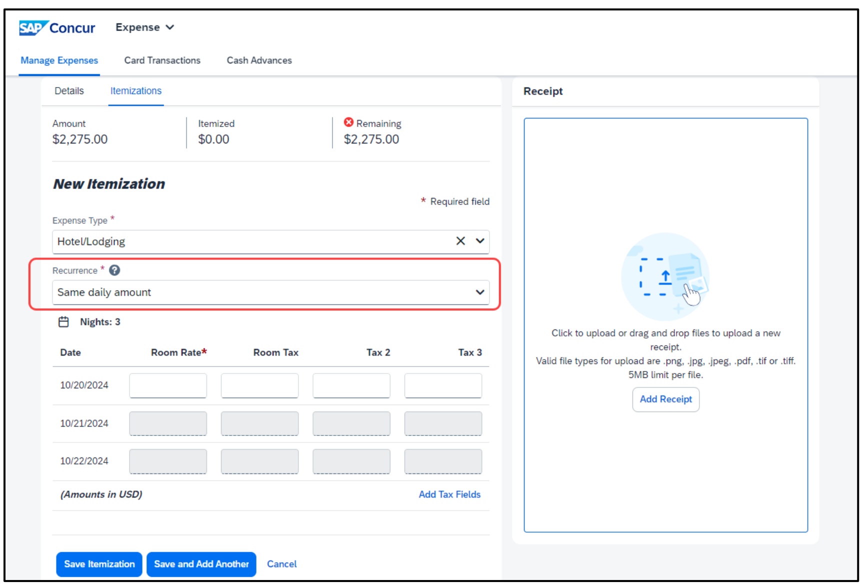
To create a lodging expense:

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

2. Complete all required and optional fields as appropriate.



3. Select "**Itemizations"** tab. The Hotel/Lodging expense type requires itemizing.



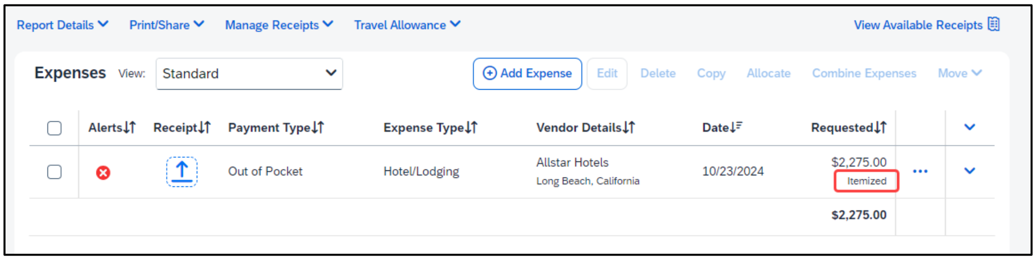
4. The number of nights and days auto populate.

5. Select "**Same daily aount", "Different daily amount"** or "**Not recurring"** depending on the respective hotel details. If not the same each night (i.e. increase for weekends, etc.) this option will let you note the differences from day to day, otherwise select same every night to itemize full cost of stay by respective classification.

6. Enter the Room Rate, Room Tax, and Additional Charges.

7. Select "**Save Itemization**".

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

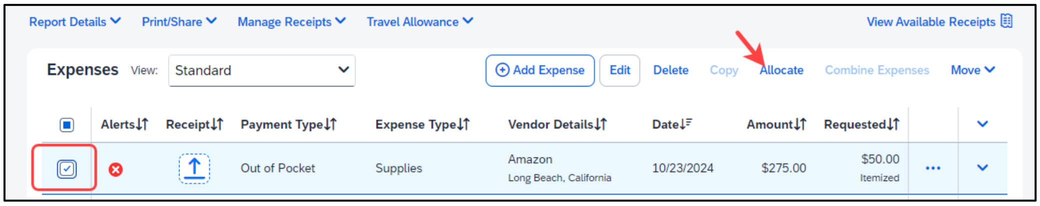


Allocating Expenses

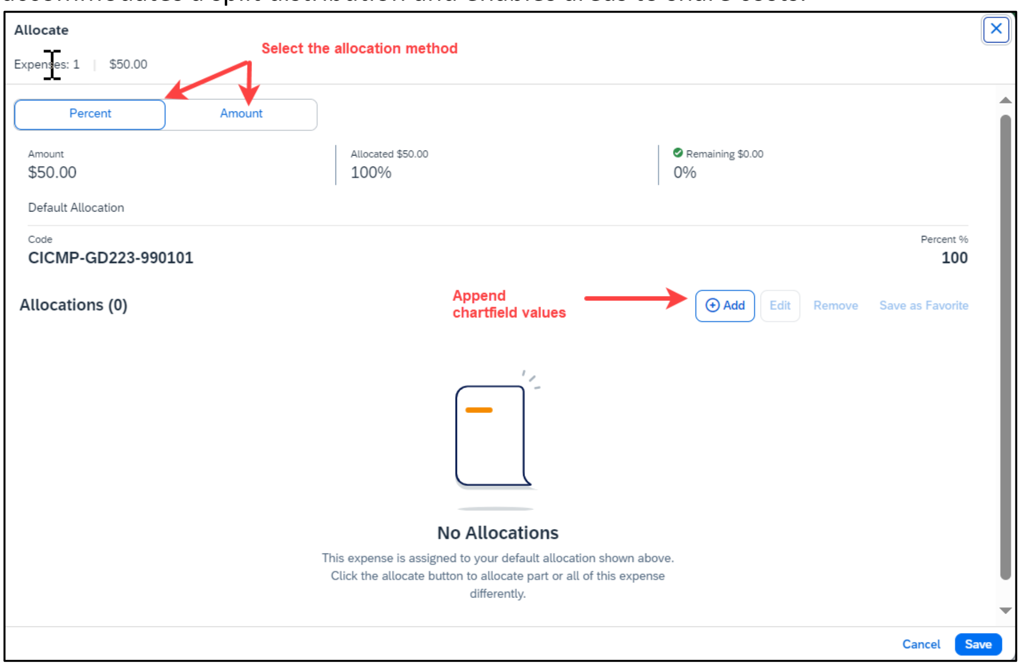
The Allocations feature allows you to allocate selected expenses to multiple chartfields. This should be performed after the Itemization if allocating to multiple expense types.

To allocate a single expense:

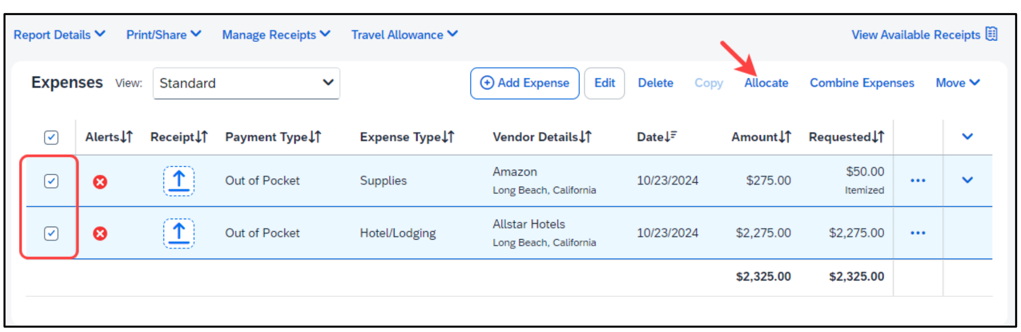
1. Allocate single expense - With the report open, select a *single* expense and select "**Allocate**".



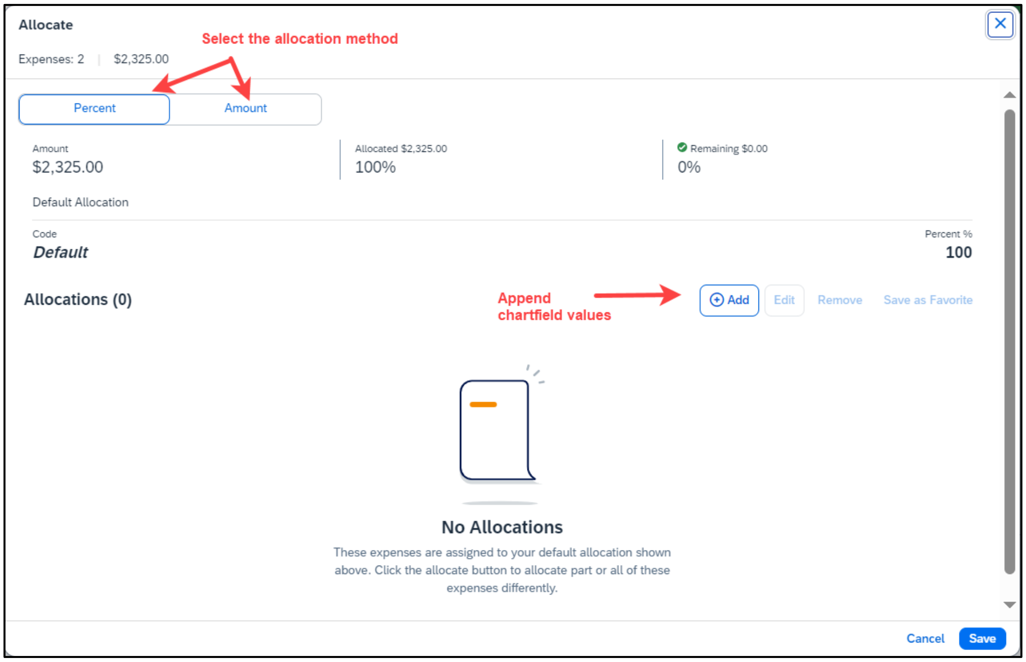
2. Select the **Percent** or **Amount** tabs, then "**Add"** and enter the new chartfield designation. This accommodates a split distribution and enables areas to share costs.



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



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

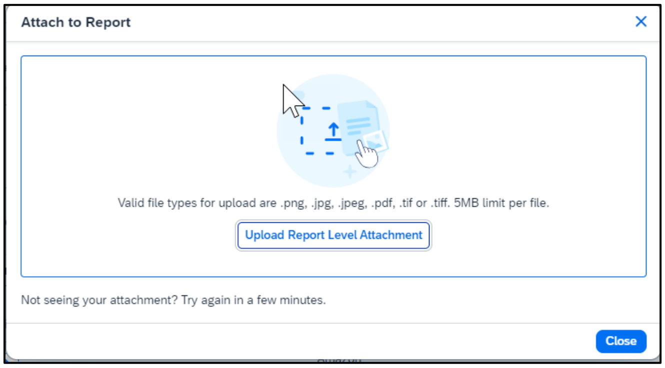


5. Select **Save**.

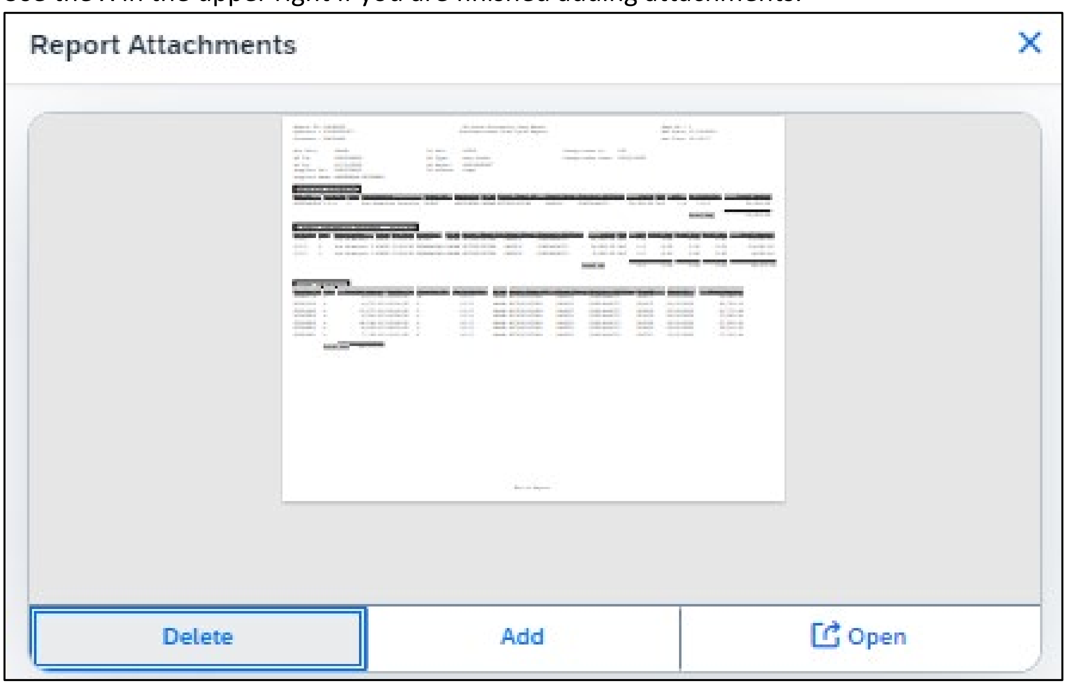
Managing Attachments

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

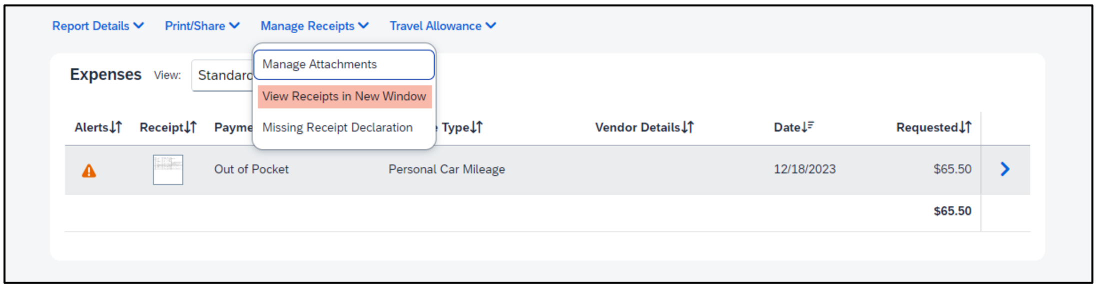
1. Valid file types are specified (.png, .jpg or .jpeg, .pdf, etc). Note: There is a 5MB limit.



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

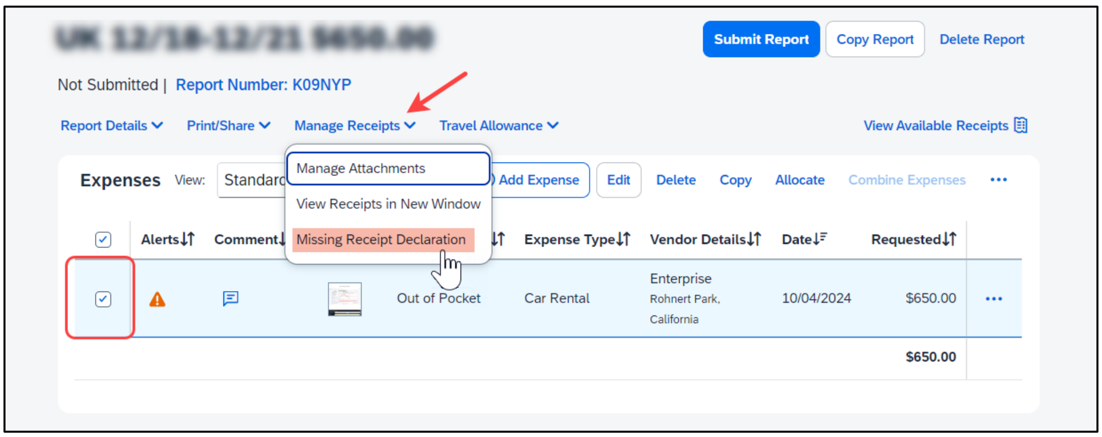


4. Once documents have been uploaded, the Manage Receipts menu displays an additional option to **"View Receipts in New Window"**. *Note: Documents cannot be removed once the Expense Report is submitted or Appoved. However, more documents may be attached to a report at anytime.

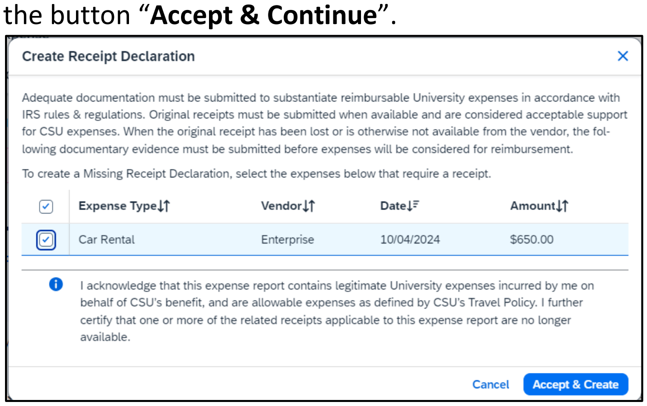


Missing Receipt Declaration

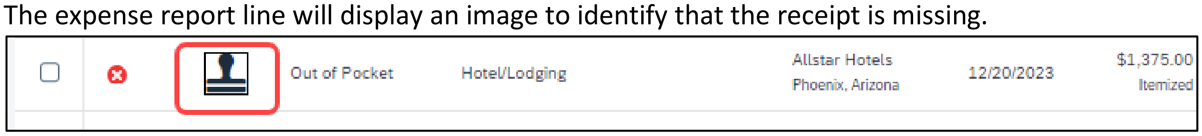
1. For missing receipts, open the expense report and select the item for which the receipt is missing then navigate to **Manage Receipts** > **Missing Receipt Declaration**. Note: This is only visible to the Traveler. Delegate's do not have access to this create a missing receipt on behalf of the Traveler.



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



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



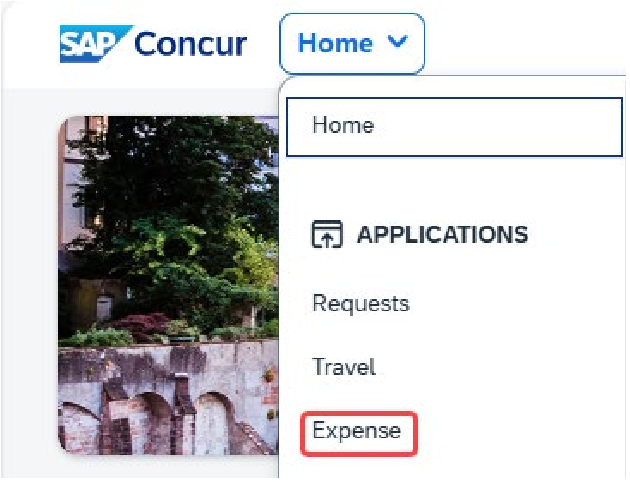
4. Please be aware that a missing receipt declaration cannot be used for all expenses. The system will alert you if it cannot be used.

Send Receipt Images to Travelers Available Receipts Library

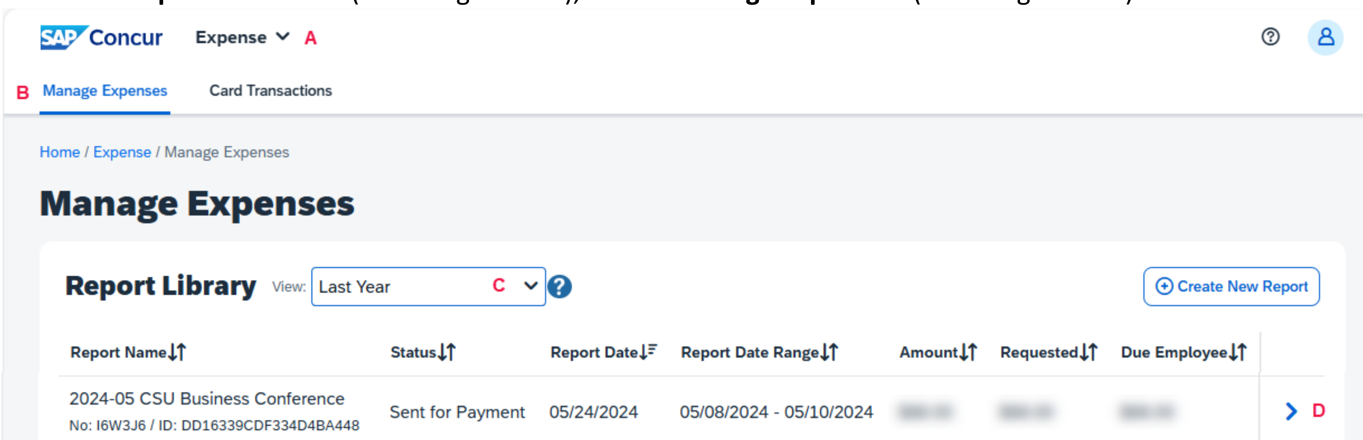
The Delegate cannot set up an email account when they are delegating, nor can they use the verified email account they have set up for their own expense reports to populate another user's Available Receipts Gallery. However, the delegate can upload receipt images to Concur for attachment to the line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

5. The Traveler must verify his/her own email address in his/her profile under Your Information, Email Addresses.
6. The Delegate must verify his/her own email address is in his/her profile under Your Information, Email Addresses.
7. The delegate must have the correct delegation permission (can prepare, can view receipts, etc.). To update delegate permissions, go to **Profile > ProfileSettings.**
8. Navigate to **Expense Delegates > Add a Delegate > select Can Prepare and Can View Receipts.**
9. 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).
10. The Delegate must put the Traveler email address in the subject line.
11. The receipt will show in the Traveler **Available Receipts** gallery within three minutes.

12. From the Home Page, select the “**Expense**” application.



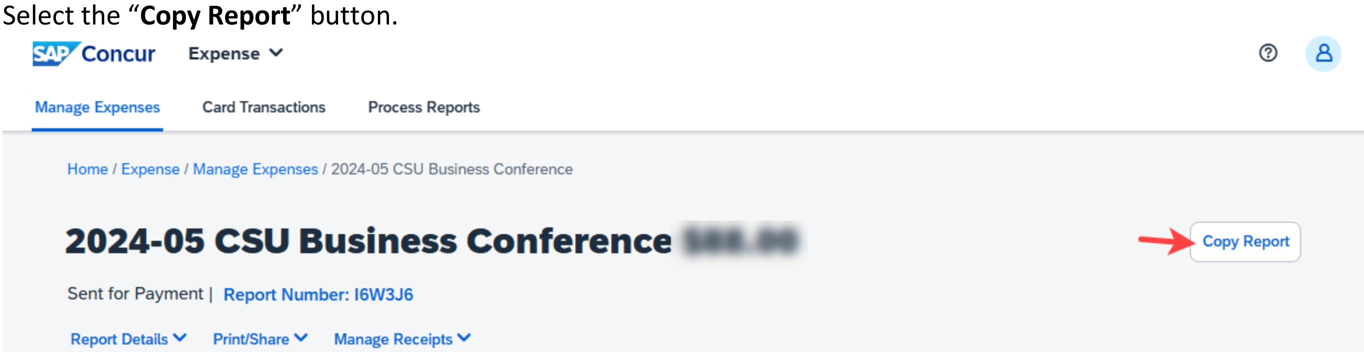
13. From the “**Expense**” window (A in image below), select “**Manage Expenses**” (B in image below).



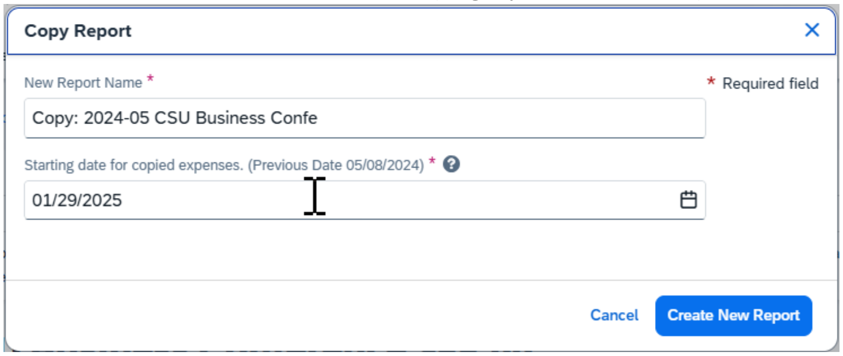
14. Using the “**Report Library**” view dropdown arrow (C in above image), select the option reflecting the timeframe of the report you wish to retrieve.

15. From the results, select the report to be copied (D in above image).

16. Select the “**Copy Report**” button.



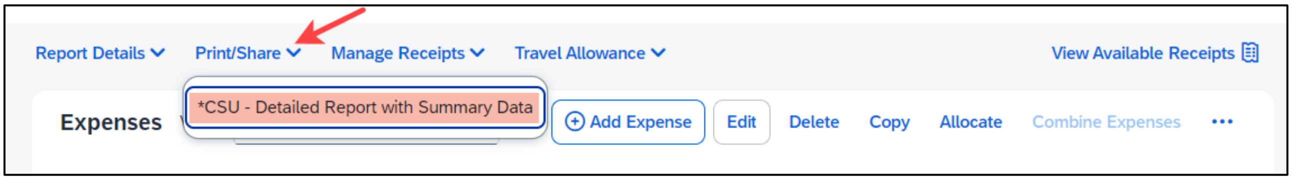
17. Retain the name of the report and enter the starting date. The date will default to the current date. It is best to use the Previous Date value (in gray above the box) and enter that value in the field.



18. Select "**Create New Report**".
19. Remove any transactions as desired using the checkbox to the left of each line.
20. Add any new transactions from your expenses. If you have any attachments, you will need to reupload them.

To Preview and Print the Expense Report

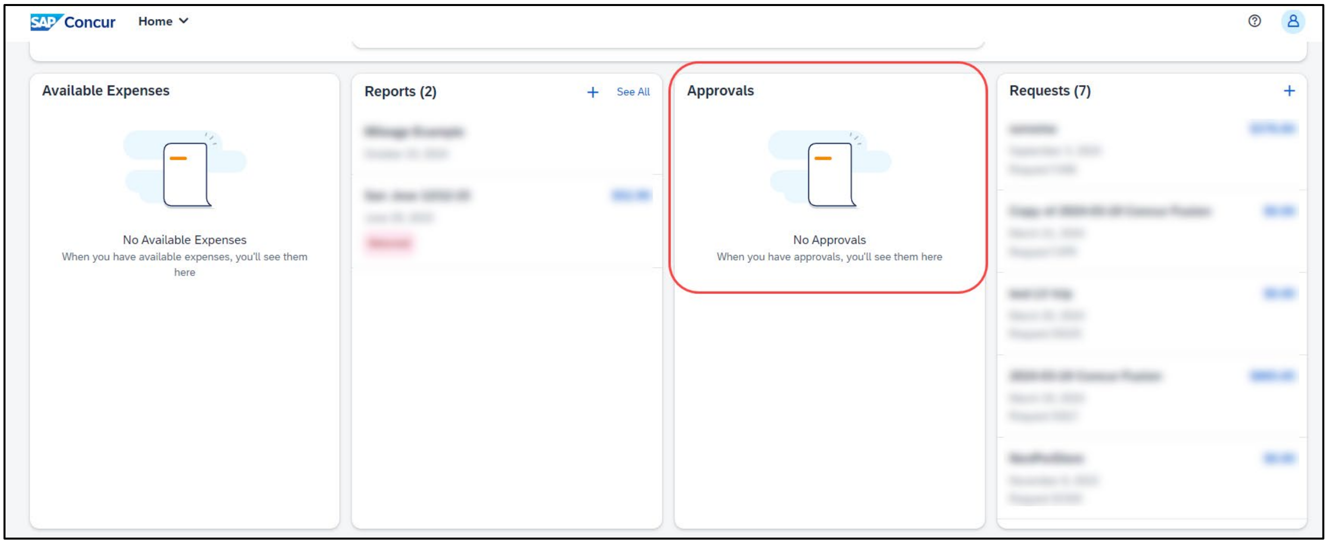
21. On the Expense Report page, select "**Print / Share**", and then select "***CSU-Detailed Report with Summary Data**".



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

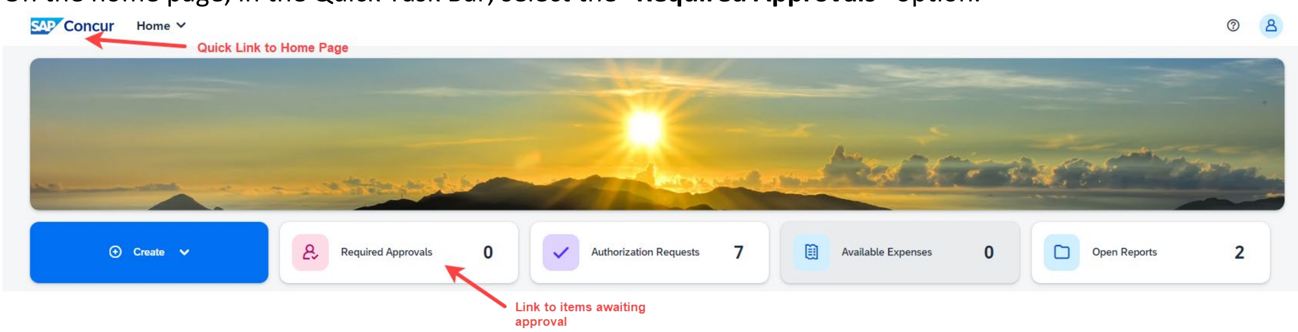
Reviewing an Expense Report

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

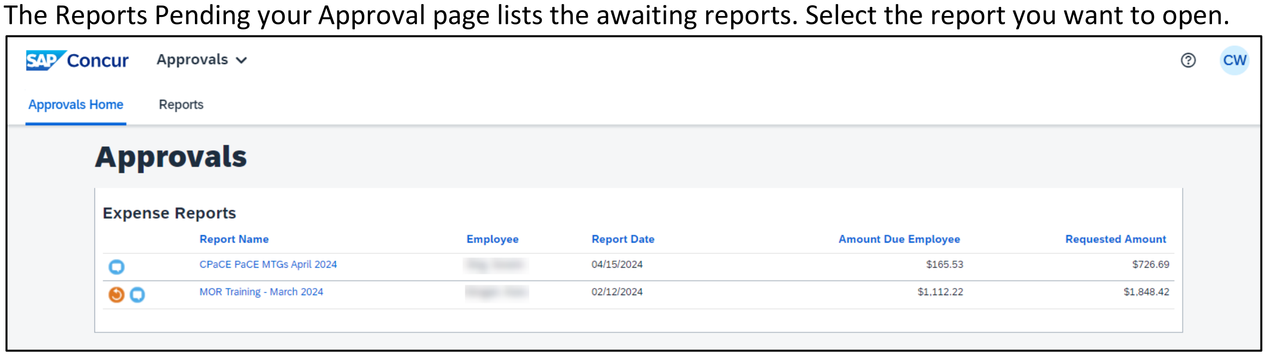


OR

On the home page, in the Quick Task Bar, select the "**Required Approvals**" option.

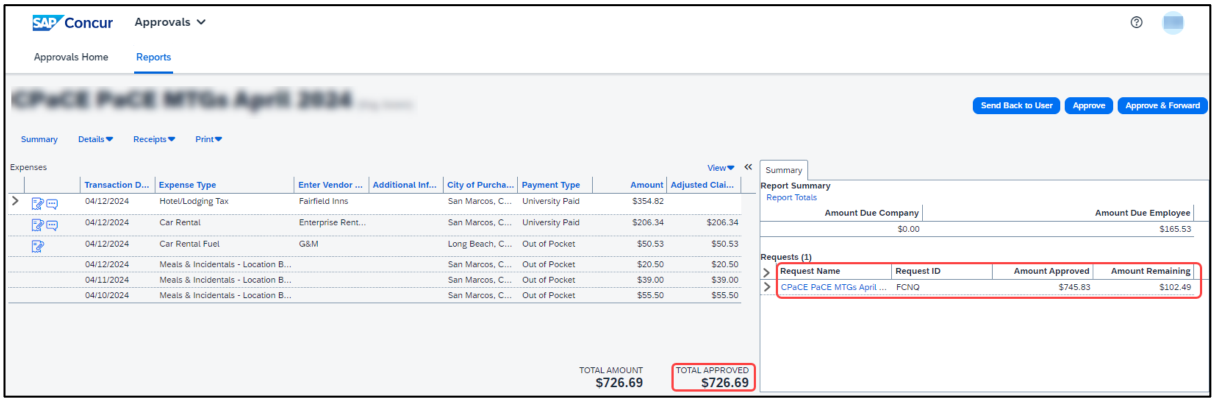


24. The Reports Pending your Approval page lists the awaiting reports. Select the report you want to open.



25. Review the report details:
    a. Review dates and locations of expenses compared to the original request.
    b. Take note of any personal days on the request and whether expenses were claimed on those dates.

c. Compare the total amount being claimed for reimbursement with what was requested.



d. Review all expenses for reasonableness and completeness.

Approving an Expense Report

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

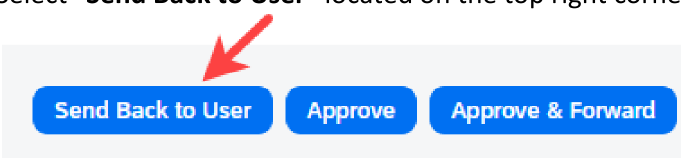
The expense report is typically reviewed by the persons manager and the cost object approver (delegated authority for the chartfield), however, it is a shared responsibility to ensure we are following guidelines.

Sending Back an Expense Report

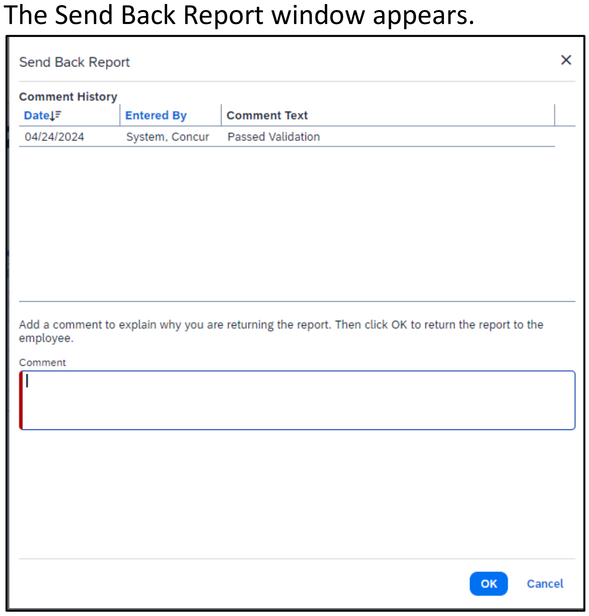
During your review, you may choose to return the entire expense report to the employee for correction.

To return a report:

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

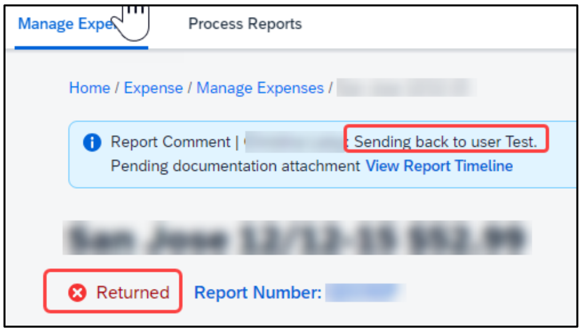


2. The Send Back Report window appears.



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

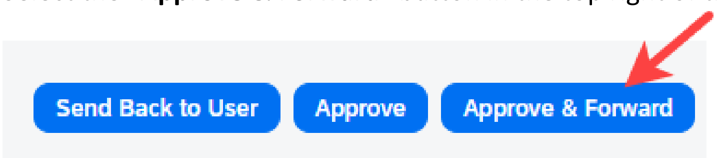
4. Select "**OK**".
5. The user will receive an auto notification via email that their report has been sent back with the comment. In addition, a note will appear at the top of the report.



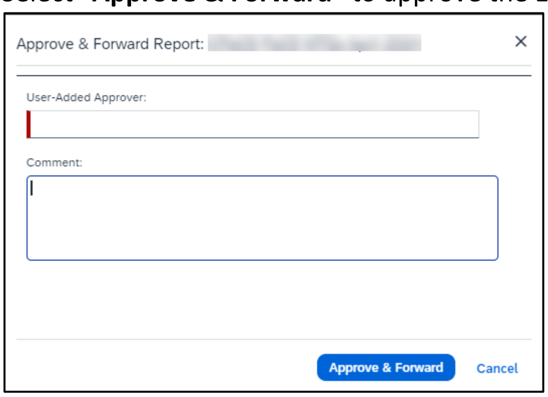
Adding an Additional Reviewer/Approver Step (for HR approvers only)

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

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

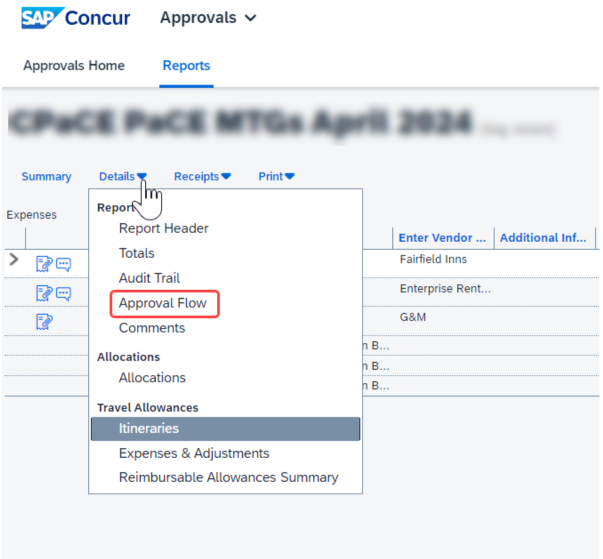


2. Enter the **User-Added Approver**, and add a comment, as needed.
3. Select "**Approve & Forward**" to approve the Expense Report and send to the next approver.

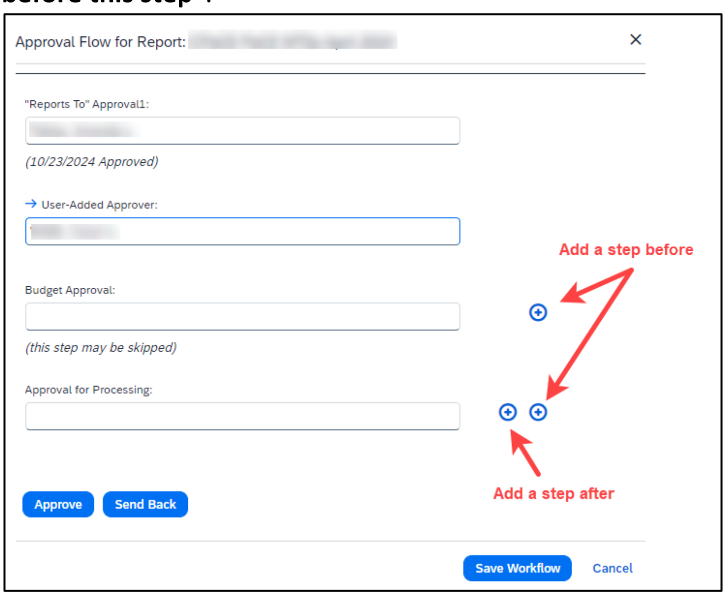


Adding An Additional Approver (for both HR Approver and Budget Approver/Cost Object Approver[COA]):

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

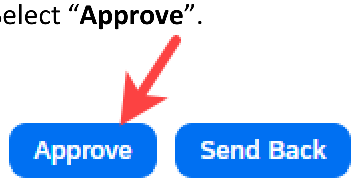


2. Select the addition sign next to your approval field that states “**Add a step after this step**” or “**Add a step before this step**”.



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

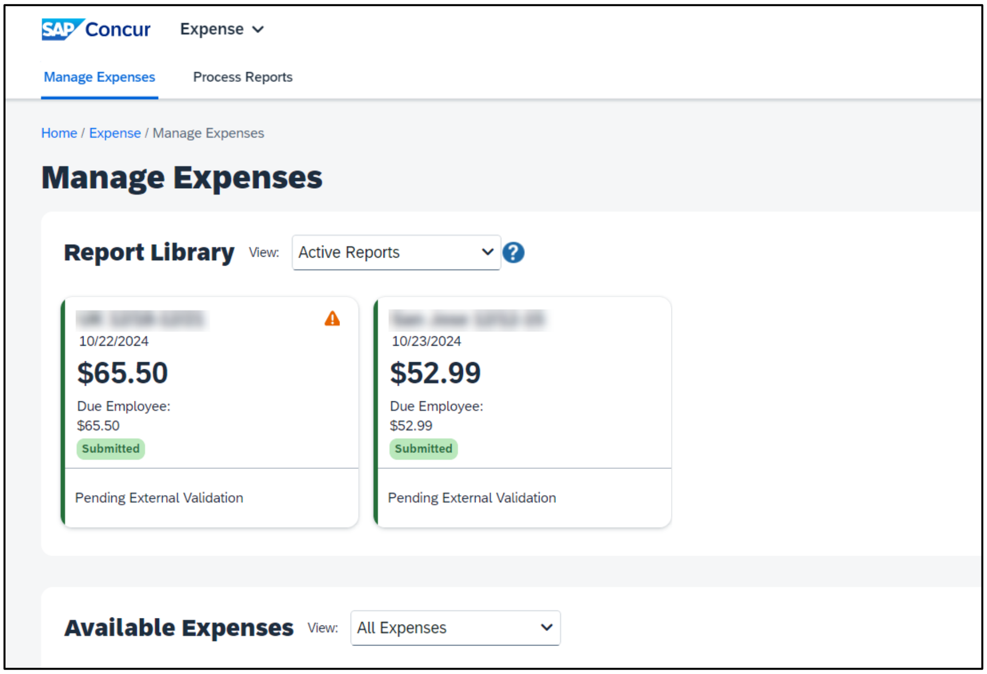
4. Select “**Approve**”.



Correcting and Resubmitting an Expense Report

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

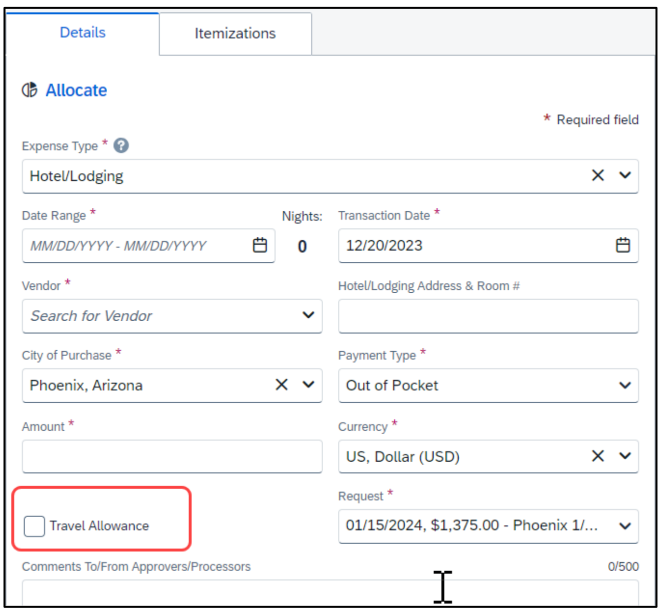
1. On the home page, in the Quick Task Bar, select the **Open Reports** tile. In the **Manage Expenses** section of the page, the report appears with **Returned** header on the report tile. The approver's comment appears below the amount.
2. Select the report tile to open the report.



3. Make the requested changes.
4. Select “**Submit Report”**.

Converting Foreign Currency Transactions

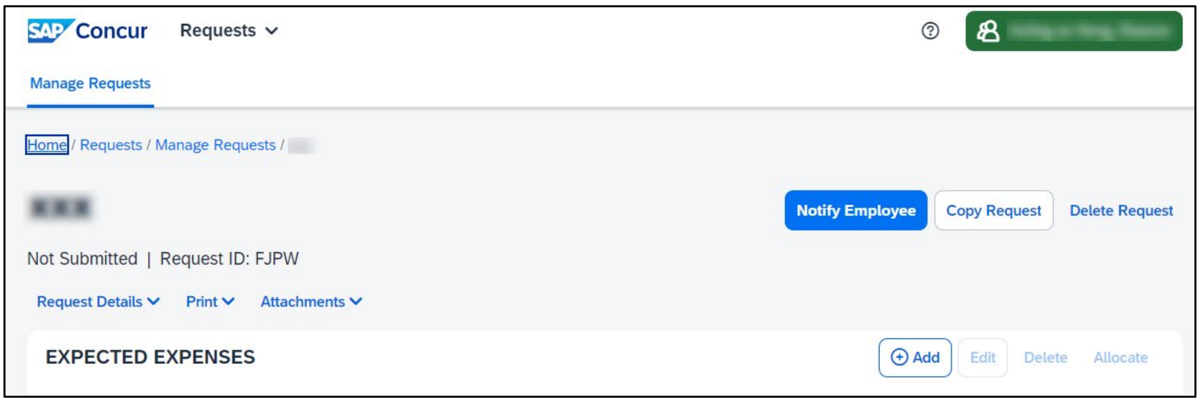
5. With the Expense Report open, select **Add Expense,** and then enter the appropriate information in the required and optional fields (required fields are indicated with a red asterisk).
6. For the **Amount** field enter the amount spent in foreign currency. The correct currency should populate based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



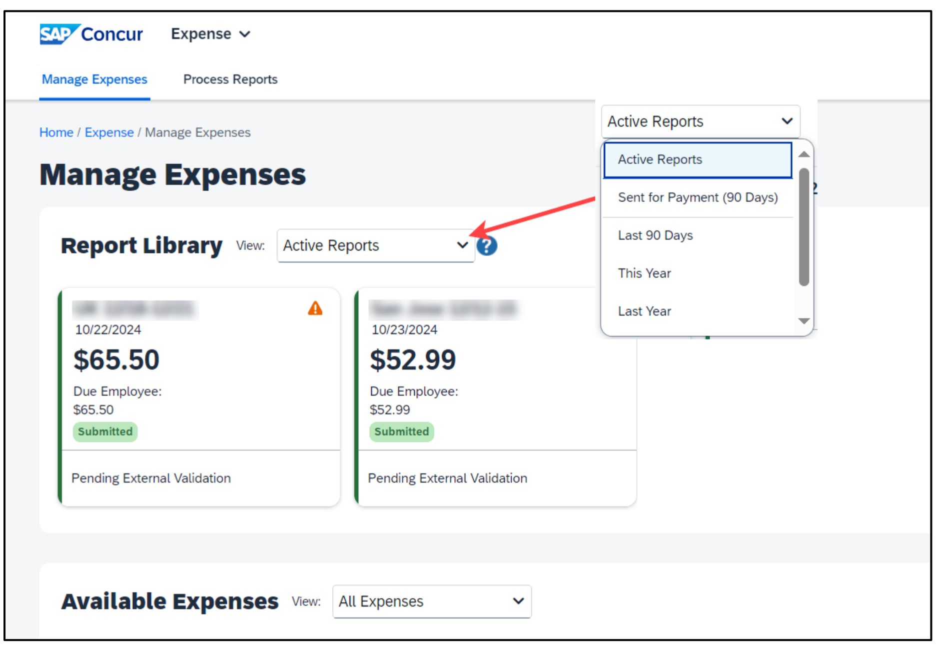
Support Documents for Inter campus Fund Transaction (IFT) Submission

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

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



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



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

12. Log in to SAP Concur
13. Open the expense report
14. Select the expense entry and select **Allocate**
15. In the prompted window, select **Add New Allocation to add as many allocations as necessary**
16. Modify the amounts/percentages and the other fields as desired (<u>the allocated amount must sum up to exactly 100.00%)</u>
17. Select **Add to Favorites**
18. Enter the *Allocation Favorite name and select **Save***
19. Select **Save in the allocation window, then OK and Done**
    To use a *Favorite Allocation:*
    a. Log in to SAP Concur
    b. Open the expense report
    c. Select the expense entry and select **Allocate**
    d. In the prompted window, select **Favorites and select the desired *Favorite Allocation***
    e. Select **Yes to apply the *Favorite Allocation to the entry***
    f. Modify any values, if necessary
    g. Select **Save in the allocation window, then OK and Done**
       To remove a *Favorite Allocation from the user account:*
       i. Log in to SAP Concur
       ii. Open the expense report
       iii. Select <u>any expense entry and select **Allocate**</u>
       iv. In the prompted window, select **Favorites**
       v. Next to the *Favorite Allocation to be removed, select the **x sign***
       vi. Select **Yes to confirm**
           To update an existing *Favorite Allocation:*
           1. Log in to SAP Concur
           2. Open the expense report
           3. Select <u>any expense entry and select **Allocate**</u>
           4. In the prompted window, select **Favorites and select the desired *Favorite Allocation to be updated***
           5. Select **Add to Favorites**
           6. Enter <u>the same name for the updated *Favorite Allocation and select **Save***</u>
           7. Select **Yes to confirm**