

Concur Systemwide Instance User Guide

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GENERAL SETTINGS

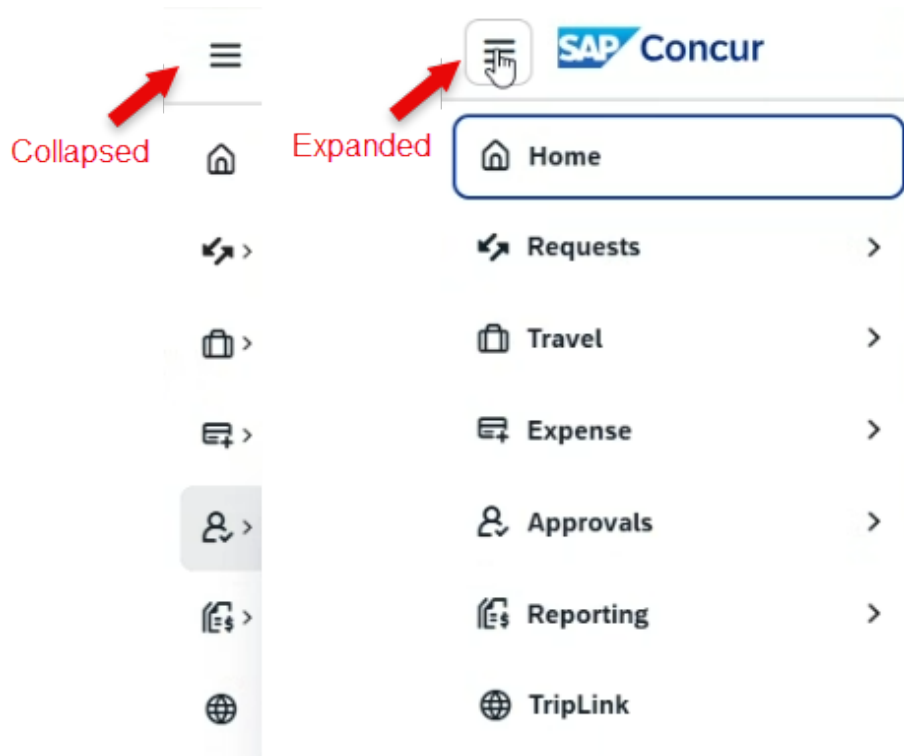
LOGGING INTO CONCUR

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.

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

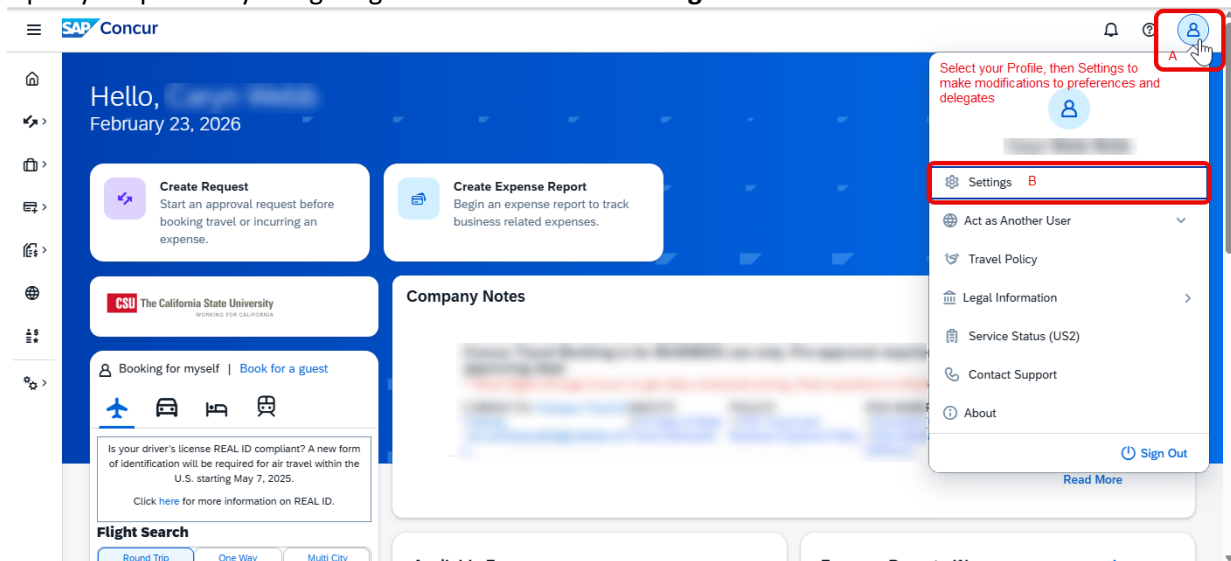
Recommended Profile Fields

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 not 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.

Work Address

Company Name: CSU Office of the Chancellor
Assigned Location: Office of the Chancellor (Long Beach, CA)
Street: 401 Golden Shore, 5th Floor
City: Long Beach, State/Province: CA
Postal Code: 90802, Country/Region: United States of America
☒ Address same as assigned location
[Save](#)

Home Address

Street:
City:
State/Province: CA

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

My Profile - Personal Information

Jump To: Assistants [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”.

Add an Assistant

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.

Assistant:
☐ Can book travel for me
☐ Is my primary assistant for travel*
*Individuals/Groups with no work phone number in their profile cannot be designated as primary assistant for travel.
[Save](#) [Cancel](#)

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.

Assistants and Travel Arrangers [Go to top](#)

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.
☐ Refuse Self Assigning Assistants @

Your Assistants and Travel Arrangers

Assistant	Can book travel?

[Add an Assistant](#) [Update/Delete](#)

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

My Profile - Personal Information

Jump To: Credit Cards [Choose](#)

- 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.

Credit CardsGo to top

You currently have the following credit cards saved with your profile.

[Add a Credit Card](#)

Card Type	E-Receipt Enabled	Display Name	Sponsored Card	Credit Card Number	Expiration Date	Default	Update/Delete
VISA						☒	Edit Delete

Save

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

Add a Credit Card

* Required

Enter the appropriate information for the credit card you'd like to use below. Use the "Display Name" field to label the card so you can easily identify and select it when using features that require a credit card transaction.

Display Name (e.g., My Corporate Card) *

Your name as it appears on this card *

Card Type *

Credit Card Number *

Expiration Date *

Use this card as the default card for:

☐ Plane Tickets ☐ Rail Tickets ☐ Car Rentals ☒ Hotel Reservations

Billing Address

Enter the billing address for this credit card below. If this is a personal credit card, the billing address will typically be your home address. If it's a company card, the billing address might be your company address. The billing address must be the address where the bills for this card are currently delivered, not where you would prefer they be delivered. This information is used to verify your identity during credit card transactions. Your credit card may be declined if your billing address is inaccurate.

Billing Addresses longer than 30 characters may cause certain Airlines (Direct Connects and Web Bookings) to decline your credit card. Please abbreviate long addresses if possible.

Street *

Use this address
Home Address

City *

State *

Zip/Postal Code *

Country/Region *

Cancel **Reset** **Save**

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

Personal Car Registration

This page displays all the personal cars that have been registered. Click **New** to register another car.
Reimbursement Method: Personal Car - Variable Rates

New **Remove**

Vehicle ID	Mileage Rate Type	Active
	1 Personal Car	Yes

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

Personal Car Registration

This page displays all the personal cars that have been registered. Click **New** to register another car.
Reimbursement Method: Personal Car - Variable Rates

New **Remove**

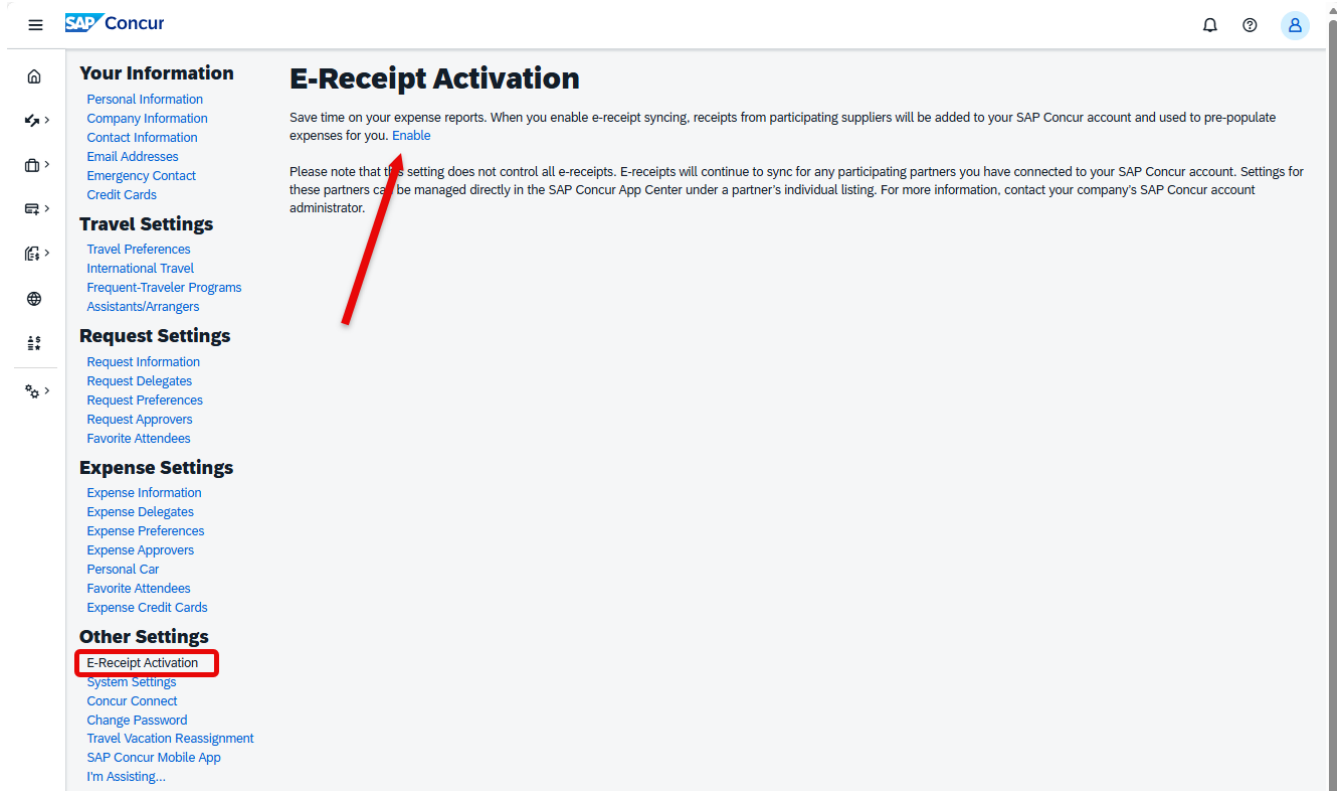
Vehicle ID:

Mileage Rate Type:

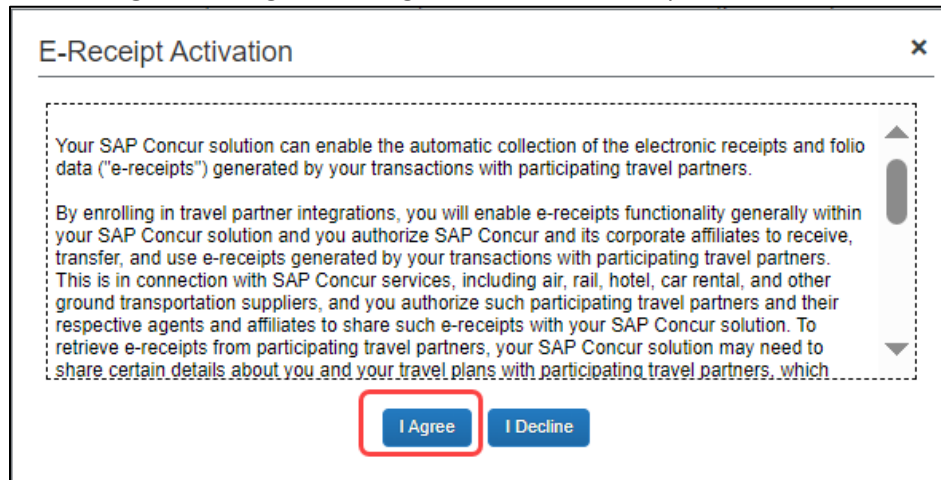
☐ Preferred Car

Save

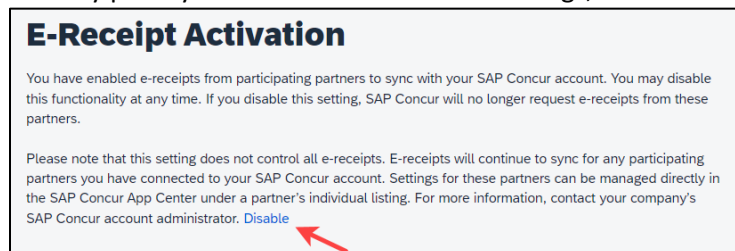
17. In the left Navigation, select “E-Receipt Activation”, then select “Enable”.



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”

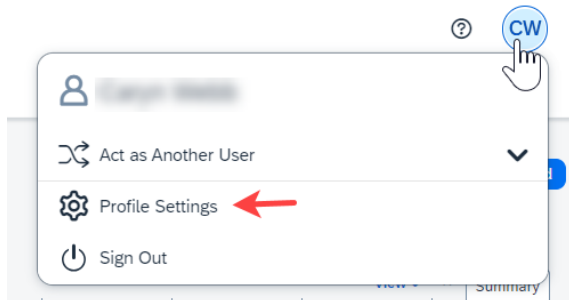


DELEGATES FOR REQUEST AND EXPENSE

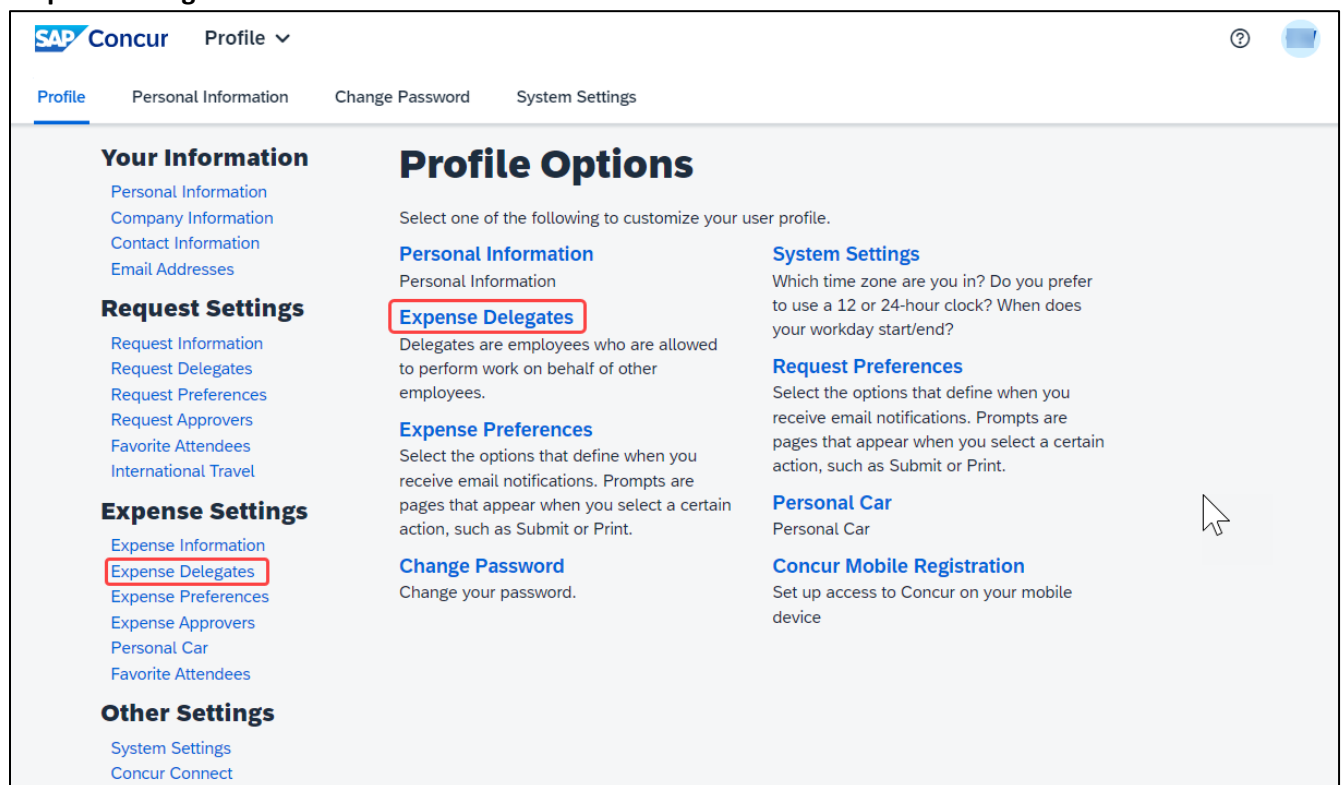
Adding an Expense Delegate

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.

Expense Delegates

Delegates

Delegate For

Add Save Delete

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

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

Expense Delegates

Delegates

Delegate For

Add Save Delete

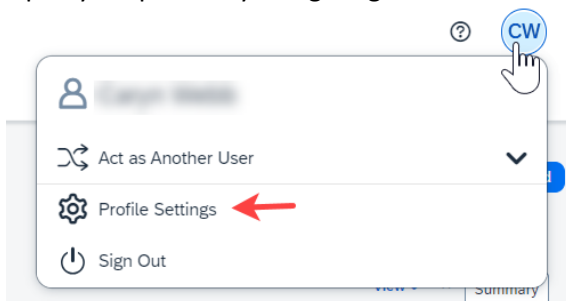
Delegates are employees who are allowed to perform work on behalf of other employees.
Expense and Request share delegates. By assigning permissions to a delegate, you are assigning permissions for Expense and Request.

☐	Name	Can Prepare	Can View Receipts	Can Use Reporting	Receives Emails
☐		☐	☐	☐	☐

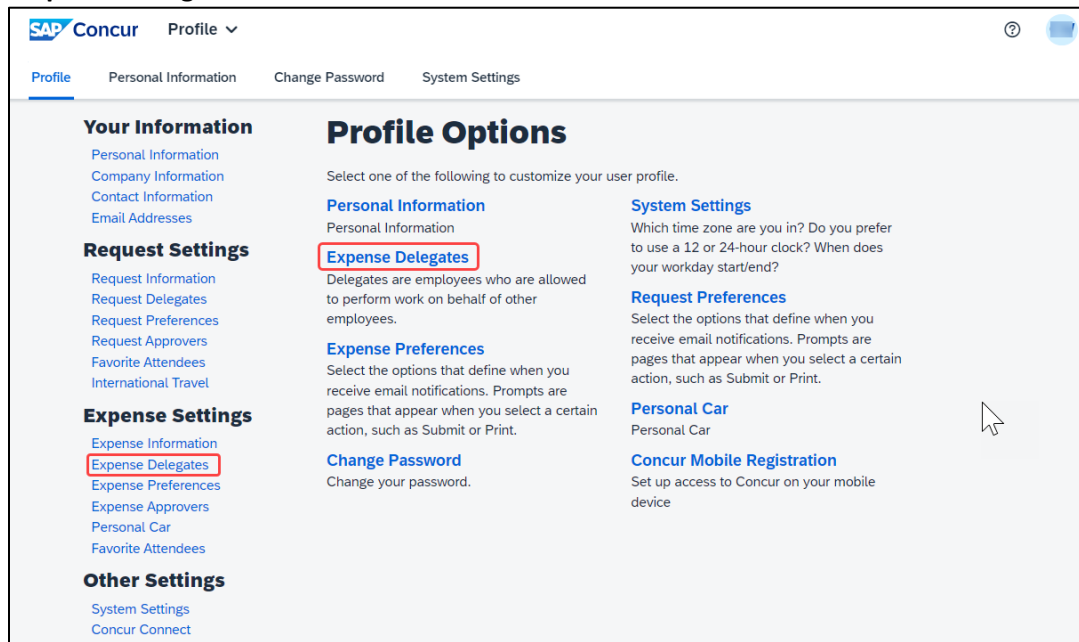
- Select **"Add"** for each supplemental employee who needs access.
- After selecting **"Add"**, then begin to type the person's email address, employee ID or name.
- Select the correct name from the list results.
- After selecting the name, enter checkmarks in the boxes to the right of the name to grant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

Removing Delegation Rights

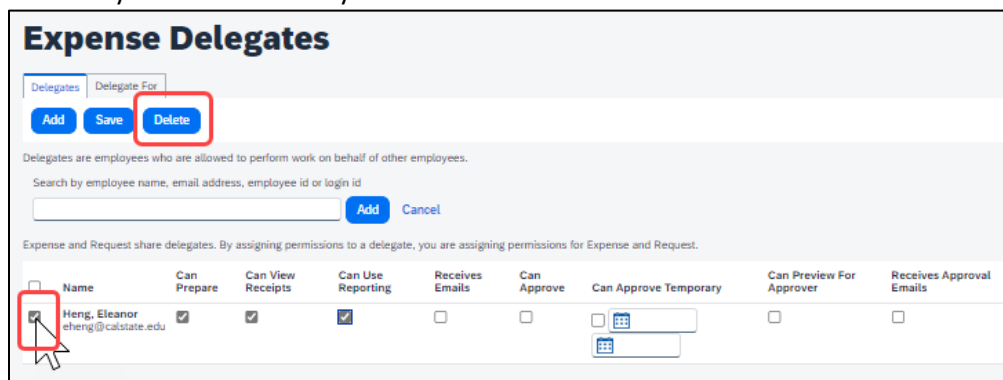
23. Open your profile by navigating to **Profile > Profile Settings**.



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

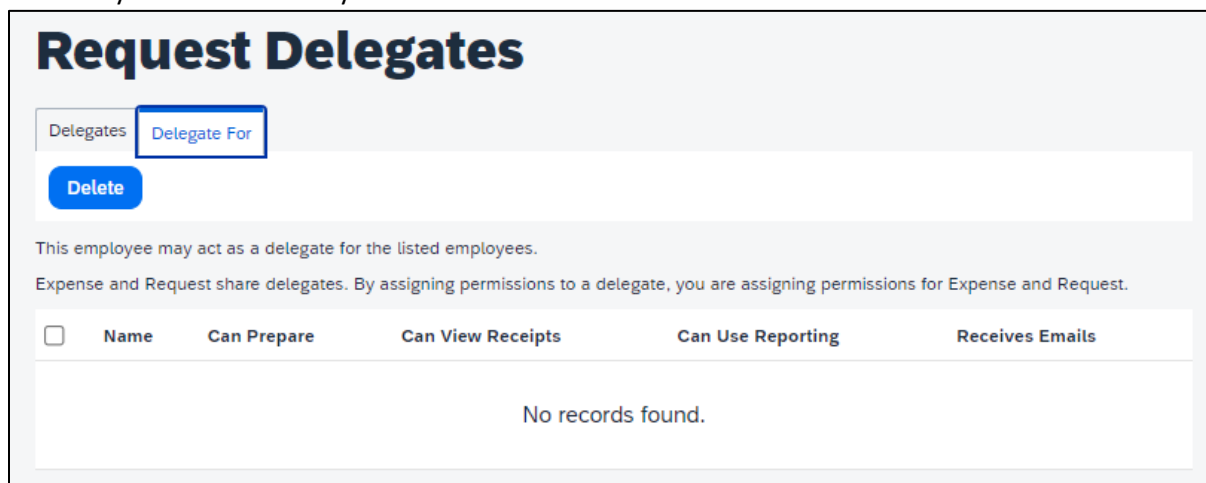


25. Select any names for which you want to remove access. Select “**Delete**”.



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**”.

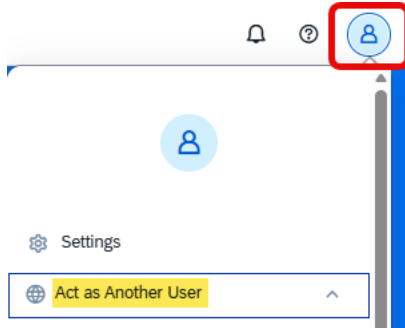


Acting As A Delegate

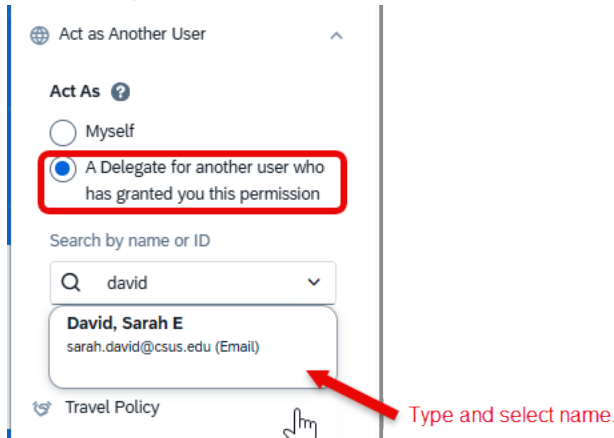
If you have been assigned to work as a delegate, your delegator will define which tasks you can complete, such as preparing reports or approving, etc.

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

REQUESTS

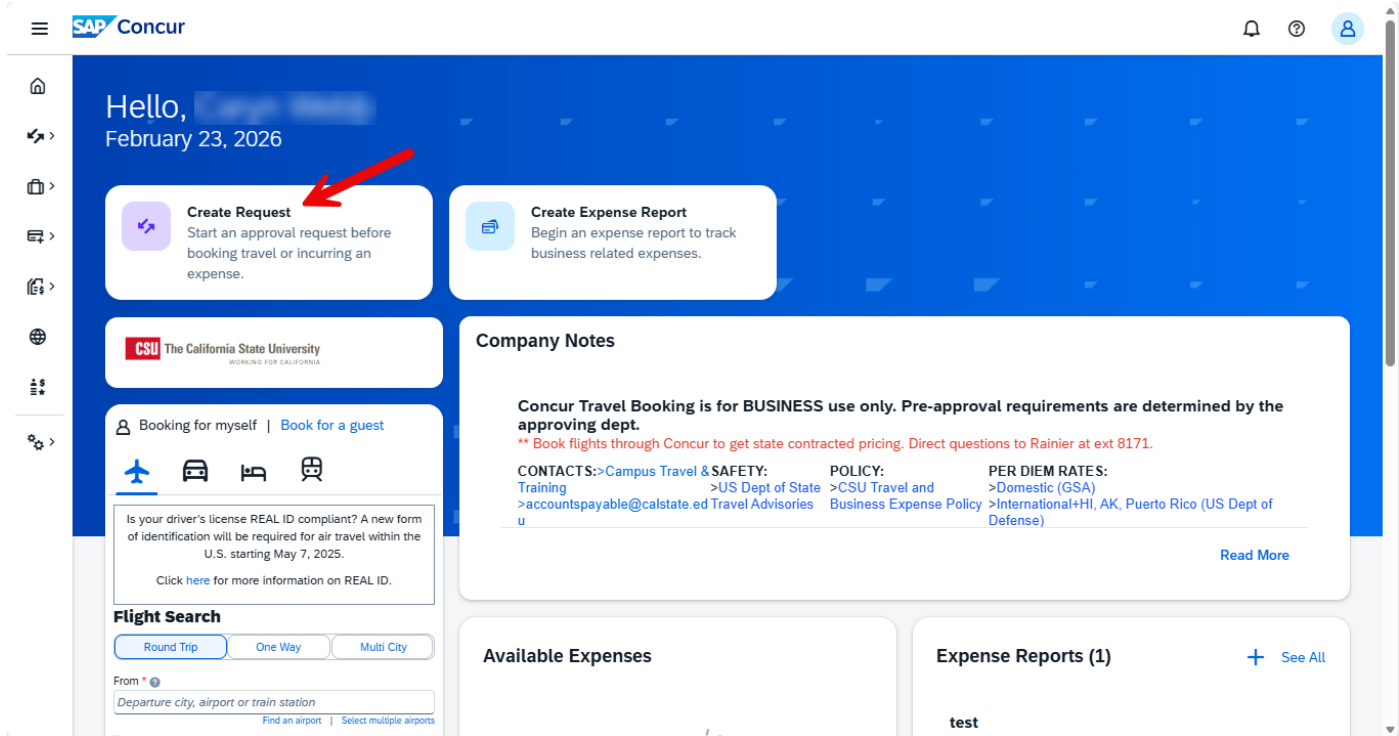
CREATING A REQUEST

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.

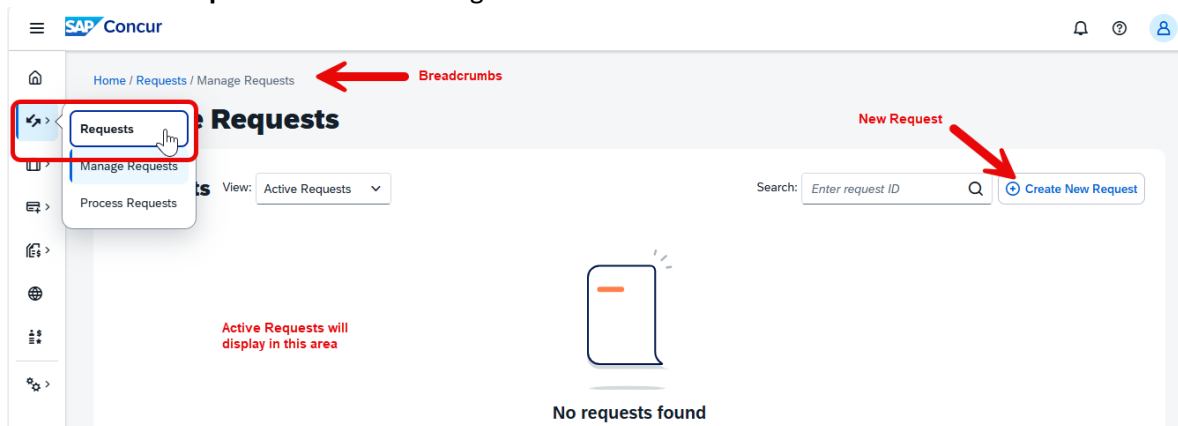
Creating Requests

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

Create New Request

Required field *

Request Type *
Credit Card Service Request

Request Name *

Today's Date *
MM/DD/YYYY

Type of Card *

Business Unit *
(COCSU) CSU Office of the Chancellor

Fund *
(48501) CSU OPERATING-GENERAL SUPPORT

Department *
(1149) Mgmt & Acctg Practices Office

Comment
0/500

Cancel Create Request

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

Create New Request

Required field *

Request Type *

Employee Request - Travel

Request/Trip Name * ?

Trip Type *

Travel Start Date *

MM/DD/YYYY

Travel End Date *

MM/DD/YYYY

Traveler Type *

Trip Purpose *

If Faculty, is class covered?

Personal Dates of Travel-If none enter NA * ?

Departure City *

Destination City/State * ?

Final Destination Country *

Search by Country/Region

Business Unit *

(COCSU) CSU Office of the Chancellor

2

X

Fund *

(48501) CSU OPERATING-GENERAL SUPPORT

3

X

Department *

(1149) Mgmt & Acctg Practices Office

4

X

Project

5

Program

2

Class

2

Comments To/From Approvers/Processors ?

0/500

☒  Request Assistant is On ?

Select the services to estimate:*

☐  Flight

☐  Train

☐  Car Rental

☐  Hotel

Cancel

 Generate Estimate

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**

Create New Request

Required field *

Request Type * Employee Request - Travel (Local/Mileage) ▼ Request Name *

Request Start Date * MM/DD/YYYY 📅 Request End Date * MM/DD/YYYY 📅

Business Unit * (COCSU) CSU Office of the Chancellor ▼ × 2 Fund * (48501) CSU OPERATING-GENERAL SUPPORT ▼ × 3

Department * (1149) Mgmt & Acctg Practices Office ▼ × 4 Project ▼ 5

Program ▼ 2 Class ▼ 2

Comment 0/500

[Cancel](#) [Create Request](#)

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**

Create New Request

Required field *

Request Type *

Hospitality Justification Form

Event Name * ?

Event Start Date *

MM/DD/YYYY

Event End Date *

MM/DD/YYYY

Event Location *

Event Type *

Business Unit * 2

(COCSU) CSU Office of the Chancellor

Fund * 3

(48501) CSU OPERATING-GENERAL SUPPORT

Department * 4

(1149) Mgmt & Acctg Practices Office

Project 5

Program 2

Class 2

Description of Event * 0/500

[Cancel](#)
[Create Request](#)

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

Create New Request

Required field *

Request Type * Business Unit (Supplier) 2 Non-Employee Name (Supplier) 3

Non-Employee Request

Request/Trip Name * ? Trip Type * Travel Start Date * MM/DD/YYYY

Travel End Date * MM/DD/YYYY Traveler Type * Trip Purpose *

Personal Dates of Travel-If none enter NA * ? Destination City/State * Final Destination Country * Search by Country/Region

Business Unit * 2 Fund * 3 Department * 4

(COCSU) CSU Office of the C... X (48501) CSU OPERATING-GE... X (1149) Mgmt & Acctg Practice... X

Project 5 Program 2 Class 2

Comments To/From Approvers/Processors ? 0/500

Cancel Create Request

- 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

Add expected expenses and/or travel plans

Search by expense type, category, description

Collapse All Sections

CSU Card Services Request

- 01. New Card
- 02. Credit Limit Change
- 03. Purchase Exception
- 04. Suspend/Reinstate
- 05. Cancel Card
- 06. Name Change
- 07. Replacement/Worn Card (Retain same Card #)

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.

Home / Requests / Manage Requests / Local Travel Mileage

Local Travel Mileage

Not Submitted | Request ID: KLQR | 03/17/2026 - 03/20/2026

Request Details | Print/Share | Attachments

Submit Request Copy Request Delete Request

EXPECTED EXPENSES

Add Edit Delete Allocate



No Expected Expenses

Add expected expenses and/or travel plans to this request to submit for approval.

- From the drop-down list, select the appropriate category to best project expenses using the search function.
- On this Local Travel Mileage Request, select the "Car Rental"

Add expected expenses and/or travel plans

Search by expense type, category, description

02. Personal Car Mileage

Transportation

- Car Rental
- Car Rental Fuel/EV Charging
- Ground Transportation
- Parking/Tolls

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

The screenshot shows the SAP Concur interface for creating a new expense. The breadcrumb trail is: Home / Requests / Manage Requests / Local Travel Mileage / New Expense: Car Rental. The main heading is "New Expense: Car Rental" with "Save" and "Cancel" buttons. A left sidebar contains navigation icons. The form includes a "Required field" label, a "Transaction Date" field with a calendar icon (showing 03/17/2026), a "Description" field (0/64), an "Estimated Amount" field, a "Currency" dropdown (set to US, Dollar (USD)), and a "Comment" field (0/2000). "Save" and "Cancel" buttons are at the bottom.

21. Employee Request - Travel

- a. The "Add" button for travel provides a very different list of options.

The screenshot shows a dialog titled "Add expected expenses and/or travel plans" with a close button (X). It features a search bar with the placeholder "Search by expense type, category, description" and a magnifying glass icon. To the right is a "Collapse All Sections" link and two icons for expanding/collapsing sections. The list of options is as follows:

- 02. Personal Car Mileage
- ^ Athletics Team/Group Travel
 - Group Lodging
 - Team/Group Meals
- ^ Other
 - Agenda/Itinerary (Attachment)
 - Entry Fees
 - Liability/Unfunded Only
 - Other Expense
 - Reduction
- ^ Professional Development
 - Conference/Seminar Registration Fees

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

The screenshot shows the SAP Concur interface for creating a new expense. The breadcrumb trail is: Home / Requests / Manage Requests / ACRA Rowing Championship / New Expense: Conference/Seminar Registration Fees. The form title is "New Expense: Conference/Seminar Registration Fees" with "Save" and "Cancel" buttons. A left sidebar contains icons for navigation. The form fields include: "Required field" (marked with a red asterisk), "Transaction Date" (05/13/2026), "Description" (0/64 characters), "Estimated Amount" (empty), "Currency" (US, Dollar (USD)), and "Comment" (0/2000 characters). "Save" and "Cancel" buttons are at the bottom.

- c. Selecting Team/Group Meals provides the following window

The screenshot shows the SAP Concur interface for creating a new expense. The breadcrumb trail is: Home / Requests / Manage Requests / ACRA Rowing Championship / New Expense: Team/Group Meals. The form title is "New Expense: Team/Group Meals" with "Save" and "Cancel" buttons. A left sidebar contains icons for navigation. The form fields include: "Attendees (0)" and "Allocate" button, "Required field" (marked with a red asterisk), "Travel Start Date" (05/13/2026), "Travel End Date" (05/17/2026), "Amount" (empty), "Currency" (US, Dollar (USD)), and "Comments To/From Approvers/Processors" (0/2000 characters). "Save" and "Cancel" buttons are at the bottom.

22. Hospitality Justification Form

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

Add expected expenses and/or travel plans

Search by expense type, category, description

Collapse All Sections

^

Hospitality Expenses

Alcohol

Awards/Gifts

Catering

Entertainment Services

Meals and Refreshments (NON-ALCOHOLIC)

Other Hospitality

Participation Incentive

Promotional Items

Team Building Activities

Venue Rental

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.

Home / Requests / Manage Requests / ACRA Rowing Championship

ACRA Rowing Championship

\$1,750.00

Not Submitted | Request ID: KLQP | 05/13/2026 - 05/17/2026

Request Details Print/Share Attachments Manage Travel Allowance

Request

Edit Request Header

Request Timeline

Audit Trail

EXPENSES

+ Add

Edit

Delete

Allocate

Expense type	Details	Date	Amount	Requested
Hotel Reservation	Nashville, Tennessee	05/13/2026	\$800.00	\$800.00

Request Details

Request

Edit Request Header

Request Timeline

Audit Trail

30

Request Timeline

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

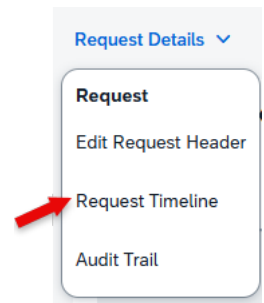
24. Navigate to **Request Details** drop-down menu and select “**Request Timeline**”.

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.



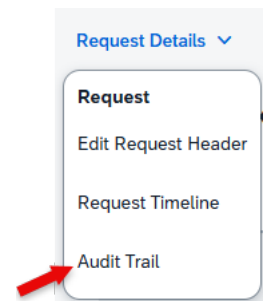
Audit Trail

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 PM	Steve Farnsworth	Approval Status Change	Status changed from Pending Cost Object Approval to Approved Comment:

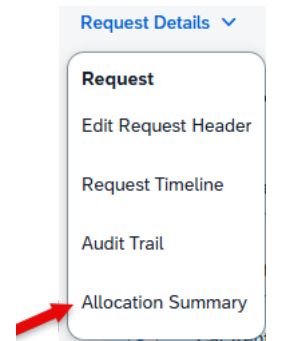


Allocation Summary

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**”.

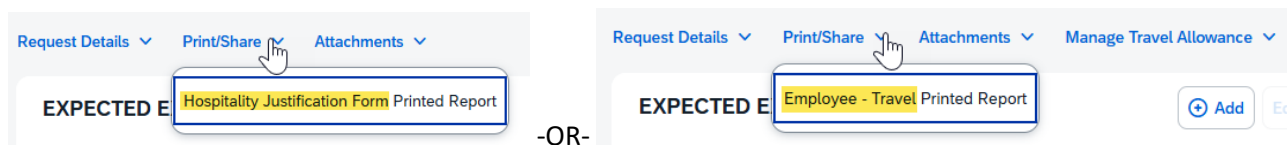


A screenshot of the SAP Concur interface. The top navigation bar shows 'SAP Concur'. The breadcrumb trail is 'Home / Requests / Manage Requests / ACRA Rowing Championship'. The main heading is 'ACRA Rowing Championship \$1,750.00'. Below this, it says 'Not Submitted | Request ID: KLQP | 05/13/2026 - 05/17/2026'. There are buttons for 'Submit Request', 'Copy Request', and 'Delete Request'. Below the buttons are tabs: 'Request Details', 'Print/Share', 'Attachments', and 'Manage Travel Allowance'. The 'Request Details' tab is active, showing a table of 'EXPECTED EXPENSES'. The table has columns: 'Expense type', 'Details', 'Date', 'Amount', and 'Requested'. There are three rows: 'Hotel Reservation' (Nashville, Tennessee, 05/13/2026, \$800.00, \$800.00), 'Car Rental' (Nashville, Tennessee - Nashville, Tennessee, 05/13/2026, \$350.00, \$350.00), and 'Air Ticket' (Long Beach (LGB) - Nashville (BNA) : Round Trip, 05/13/2026, \$600.00, \$600.00). A red arrow points to the 'Hotel Reservation' row. To the right of the table is a 'Travel Advisory' section with a 'No Data' message. At the top right of the table, there are buttons: 'Add', 'Edit', 'Delete', and 'Allocate' (highlighted with a red box).

PRINT/SHARE

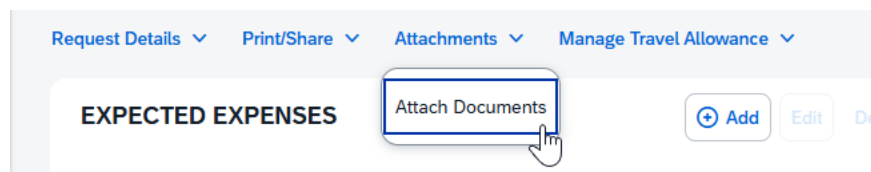
From the Print menu, select the “**Printed Report**” option to save the travel request summary as a PDF or share as deemed necessary. The name of the form/policy will precede “Printed Report” (see below for examples). Attachments are not included as part of this saved report. If attachments are needed,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

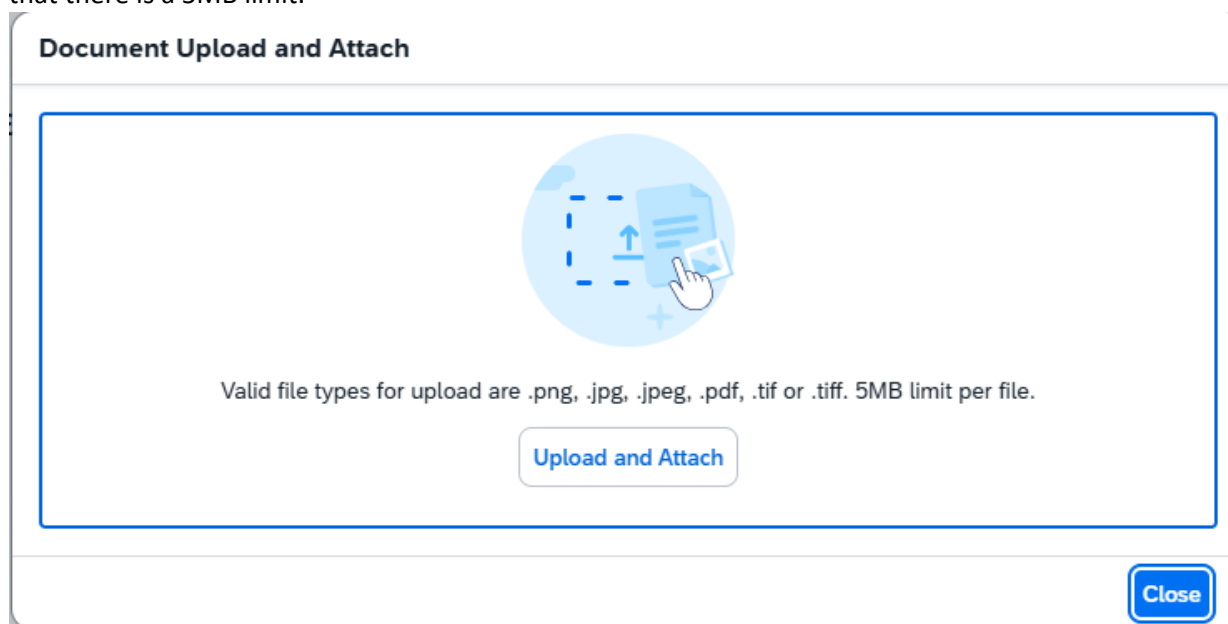


ATTACHMENTS

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.

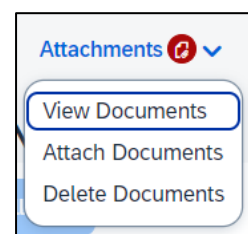


31. Valid file types are specified in the window and are pdfs or image files (.png, .jpg or .jpeg, .pdf, etc). Note that there is a 5MB limit.



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 Approved, however, documents can be added at any time.



MANAGE TRAVEL ALLOWANCE

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.

Request Details ▾ Print/Share ▾ Attachments ▾ Manage Travel Allowance ▾

EXPECTED EXPENSES

Add Travel Allowance

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**”.

Travel Allowance

Itinerary

Select an Existing Itinerary

Itinerary Name * * Required

ACRA Rowing Championship ☐ Detailed Itinerary ? ☐ Without overnight ?

Start Location * Start Date * Start Time *

Long Beach, California 05/13/2026 h:mm A

+ Add Destination

Arrival Location *

Nashville, Tennessee

+ Add Destination

End Location * End Date * End Time *

Long Beach, California 05/17/2026 h:mm A

Required fields

Next: Adjust your travel allowance **Next** Cancel

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

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	☒	☐	☐	☐		
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

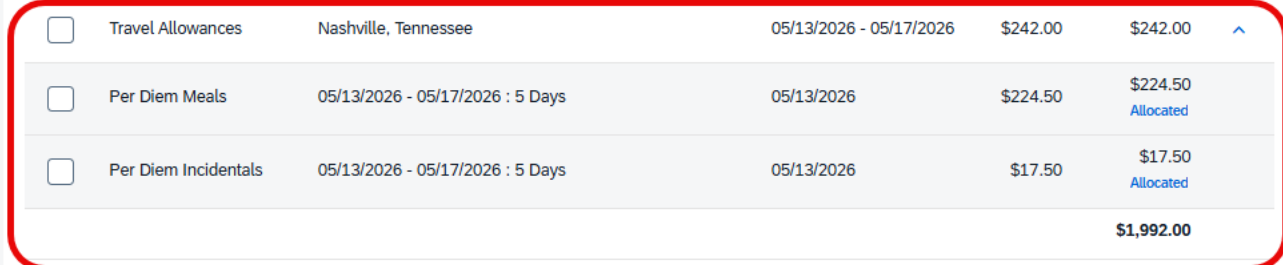
- c. Select "Finish" to finalize the Travel Allowance.

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

EXPECTED EXPENSES						Add	Edit	Delete	Allocate
☐	Expense type↓↑	Details↓↑	Date↓↑	Amount↓↑	Requested↓↑				
☐	Hotel Reservation	Nashville, Tennessee	05/13/2026	\$800.00	\$800.00 Allocated				
☐	Car Rental	Nashville, Tennessee - Nashville, Tennessee	05/13/2026	\$350.00	\$350.00 Allocated				
☐	Air Ticket	Long Beach (LGB) - Nashville (BNA) : Round Trip	05/13/2026	\$600.00	\$600.00 Allocated				
☐	Travel Allowances	Nashville, Tennessee	05/13/2026 - 05/17/2026	\$242.00	\$242.00				
					\$1,992.00				

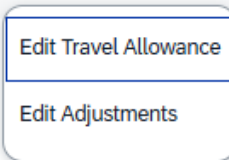


EXPECTED EXPENSES						Add	Edit	Delete	Allocate
☐	Expense type↓↑	Details↓↑	Date↓↑	Amount↓↑	Requested↓↑				
☐	Hotel Reservation	Nashville, Tennessee	05/13/2026	\$800.00	\$800.00 Allocated				
☐	Car Rental	Nashville, Tennessee - Nashville, Tennessee	05/13/2026	\$350.00	\$350.00 Allocated				
☐	Air Ticket	Long Beach (LGB) - Nashville (BNA) : Round Trip	05/13/2026	\$600.00	\$600.00 Allocated				
☐	Travel Allowances	Nashville, Tennessee	05/13/2026 - 05/17/2026	\$242.00	\$242.00				
☐	Per Diem Meals	05/13/2026 - 05/17/2026 : 5 Days	05/13/2026	\$224.50	\$224.50 Allocated				
☐	Per Diem Incidentals	05/13/2026 - 05/17/2026 : 5 Days	05/13/2026	\$17.50	\$17.50 Allocated				
					\$1,992.00				



38. Edit the above Travel Allowances or Adjustments using the “Manage Travel Allowance” menu.

EXPECTED EXPENSES						Request Details	Print/Share	Attachments	Manage Travel Allowance
☐	Expense type↓↑	Details↓↑							
☐									



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.

[Home](#) / [Requests](#) / [Manage Requests](#) / CSULB Regatta - Lake Natoma

Expand

✖ Alerts: 1



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

[Home](#) / [Requests](#) / [Manage Requests](#) / CSULB Regatta - Lake Natoma

Alerts: 1

EXPENSE | Hotel Reservation | 04/18/2026 | \$540.00 |

✖ Error: Missing required fields: Maximum Nightly Rate [View](#)

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.

[Home](#) / [Requests](#) / [Manage Requests](#) / Test

⚠ Alerts: 1



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

[Home](#) / [Requests](#) / [Manage Requests](#) / Test

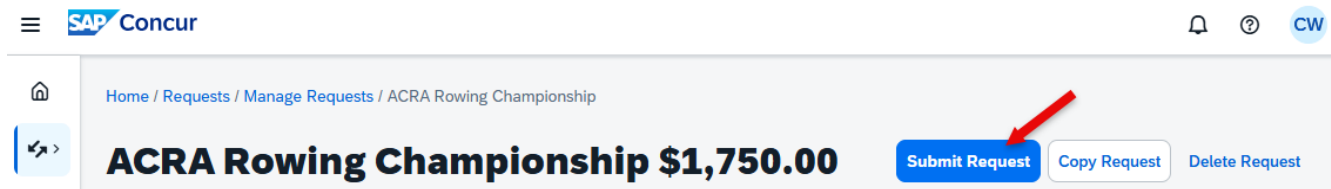
Alerts: 1

EXPENSE | Alcohol | 01/20/2026 | \$1,000.00 |

⚠ Warning: POLICY REMINDER: You have exceeded the per-person meal limit per the CSU Hospitality Policy. [View](#)

SUBMITTING REQUEST FOR APPROVAL

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.

CSU Request Agreement

By clicking 'Accept & Submit,' I certify that:

- The expense estimate provided is accurate, pertains to official CSU business, and complies with all applicable CSU and University travel policies and procedures.
- If driving on University business, I have completed Defensive Driving training (if required) and/or have a current STD 261 form (Authorization to Use Privately Owned Vehicles on State Business) on file.
- I have reviewed the travel destination and the U.S. Department of State's Travel Advisory at <https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html>.

Cancel **Accept & Continue**

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

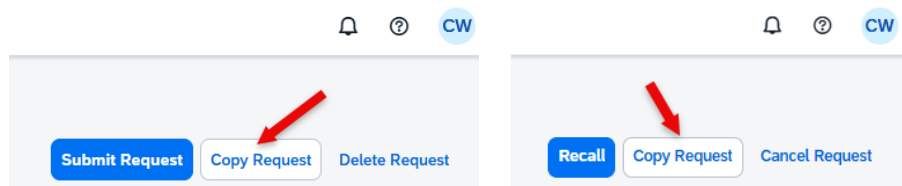
The screenshot shows the SAP Concur interface for a travel request titled 'ACRA Rowing Championship \$1,992.00'. The breadcrumb trail is 'Home / Requests / Manage Requests / ACRA Rowing Championship'. The status is 'Pending Direct Supervisor Approval | Request ID: KLQP | 05/13/2026 - 05/17/2026'. The 'EXPECTED EXPENSES' table is as follows:

Expense type	Details	Date	Amount	Requested
Hotel Reservation	Nashville, Tennessee	05/13/2026	\$800.00	\$800.00 Allocated
Car Rental	Nashville, Tennessee - Nashville, Tennessee	05/13/2026	\$350.00	\$350.00 Allocated
Air Ticket	Long Beach (LGB) - Nashville (BNA) : Round Trip	05/13/2026	\$600.00	\$600.00 Allocated
Travel Allowances	Nashville, Tennessee	05/13/2026 - 05/17/2026	\$242.00	\$242.00
				\$1,992.00

On the right side, there is a 'Travel Advisory' section with a question mark icon and the text 'No Data. There is no data to display.'

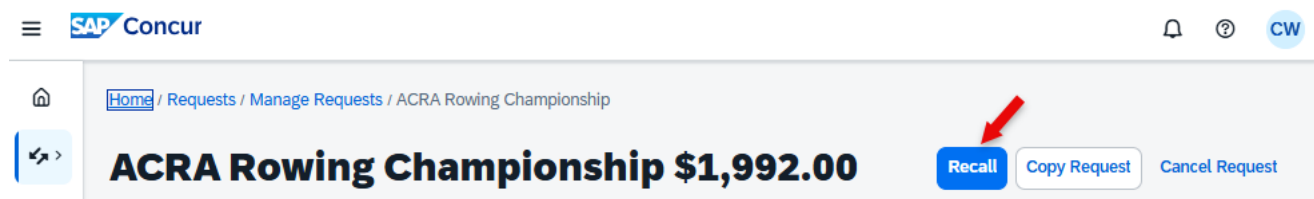
COPYING AN EXISTING REQUEST

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

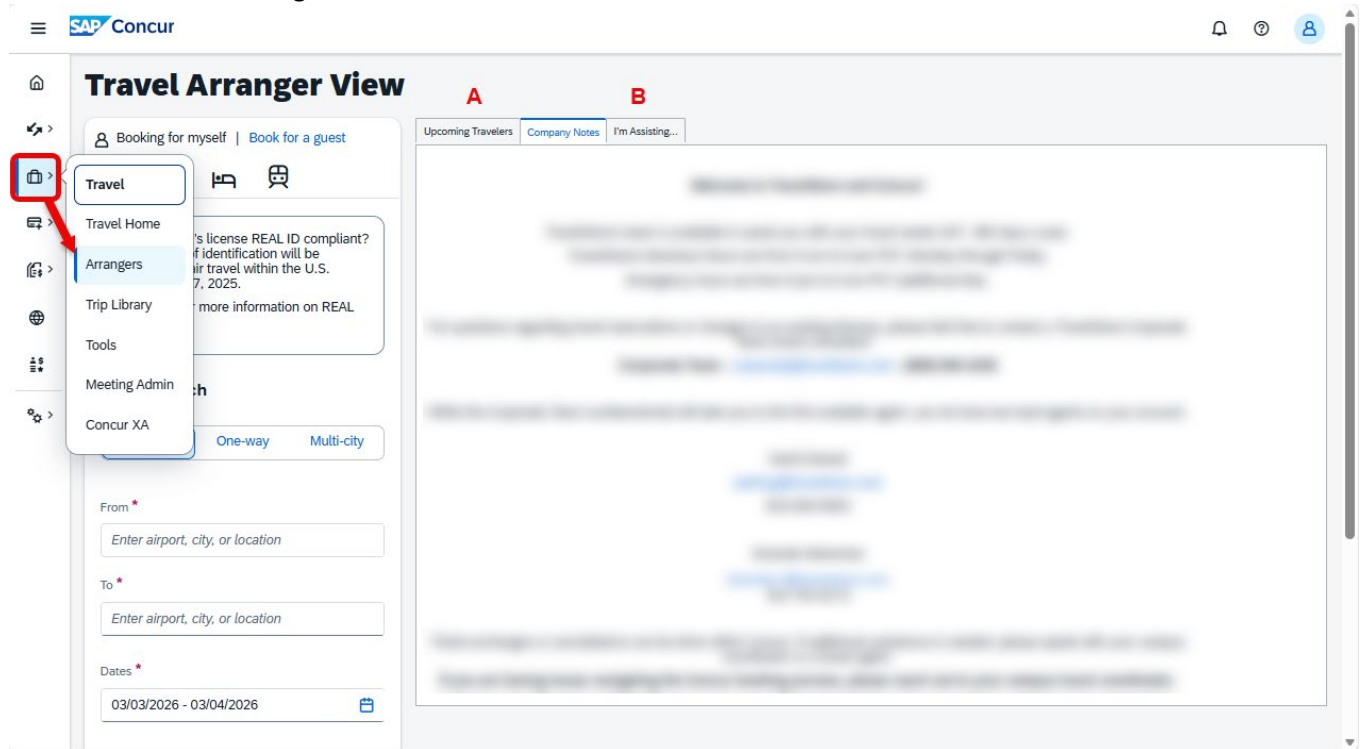
After submitting a request to the approver, a request can be recalled to make modifications, to add supporting documentation, or for any reason.



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.

The screenshot shows the 'Upcoming Travelers' interface with several callouts:

- Preset Search Options:** Points to the 'Quick Search' dropdown menu.
- Lists all travelers arranger can assist:** Points to the 'I'm Assisting' tab.
- Specified Date Search:** Points to the 'Start Date' and 'End Date' date pickers.
- Traveler Name:** Points to the traveler's name 'Doe, Jane'.
- Traveler Preference Quick View:** Points to the 'Travel Preferences' link.
- Notes:** Points to the 'Notes' link.
- Tasks (shared or private):** Points to the 'Tasks' link.
- Trip Action Quick Launch Menu:** Points to the 'Notes' link.
- Itinerary Overview:** Points to the 'Trip Name/Description' column header.
- TMC Locator Code:** Points to the 'Locator' column header.

The interface includes a 'Display Options' section with a 'Quick Search' dropdown (set to 'Today'), 'Start Date' and 'End Date' date pickers, and a 'Search' button. Below this is a 'Minimize All' button and a 'Filter Results by Name:' input field. The main content area displays a list of travelers, including 'Doe, Jane' and 'Smith, John', with links to 'Notes' and 'Tasks'. A table below shows trip details:

Trip Name/Description	Locator	Status	Start Date	End Date
1/27-1/29 Jan BoT (DA)		Confirmed	01/27/2025	01/29/2025
1/27-1/29 Jan BoT (SN)		Confirmed	01/27/2025	01/30/2025

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.

Display Options

Quick Search Start Date End Date

Today Search

Minimize All | Filter Results by Name:

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

Traveler Details for Jane Doe (Work: 562-951-4020) • [Travel Preferences](#)

Notes [New](#) **B** **Tasks** [New](#) **C**

Trip Name/Description	Locator	Status	Start Date	End Date
1/27-1/29 Jan BoT (DA) D		Confirmed	01/27/2025	01/29/2025

Traveler Details for John Smith (Work: (858) 699-4758) • [Travel Preferences](#)

Notes [New](#) **Tasks** [New](#)

Trip Name/Description	Locator	Status	Start Date	End Date
1/27-1/29 Jan BoT (SN)		Confirmed	01/27/2025	01/30/2025

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

Travel Preferences

Air Travel Preferences
 Seat: Aisle
 Row: Forward
 Special Meals: Regular Meal
 Ticket Delivery: E-ticket when possible
 Preferred Departure Airport: (FAT) Fresno Yosemite Intl Airport, Fresno, CA
 Other Air Travel Preferences:

Hotel Preferences
 Room Type: Don't Care
 Smoking Preference: Non-smoking
 I prefer hotel that has:
 Other Hotel Preferences:

Car Rental Preferences
 Car Type: Any Car Class
 Smoking Preference: Don't Care
 Car Transmission: Don't Care
 Other Car Preferences:

Frequent-Traveler Programs

United (Mileage Plus)
Hilton (Chain) (Hilton Honors)
Marriott (Marriott Bonvoy®)
[Edit](#)

Associated Numbers appear in this section

- 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.

Heng, Eleanor Work: 562-951-4622 • Travel Preferences

Notes
 Eleanor will be traveling with her family for this trip.
 Save Cancel ☒ Private

Tasks
 New

Trip Name/Description	Locator	Status	Start Date	End Date
Car/Hotel Reservation Test Enterprise Rental		Confirmed	02/11/2025	02/14/2025

- 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.

Heng, Eleanor Work: 562-951-4622 • Travel Preferences

Notes
 Eleanor will be traveling with her family for this trip.
 New
 • Test

Tasks
 [Task Input Field]
 Save Cancel ☒ Private

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.

Tasks
New

- ☐ Confirm car reservation on 2/12/25
- ☐ Send itinerary to spouse.
- ☒ Reserve hotel for Business Conference

- d. Itinerary Overview

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

Heng, Eleanor Work: 562-951-4622 • Travel Preferences

Notes
 Eleanor will be traveling with her family for this trip.
 Save Cancel ☒ Private

Tasks
 New

Trip Name/Description	Locator	Status	Start Date	End Date
Car/Hotel Reservation Test Enterprise Rental		Confirmed	02/11/2025	02/14/2025
Hotel Reservation at HARRY REID INTL, LAS VEGAS, NV Test Hotel		Confirmed	02/15/2025	02/17/2025

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

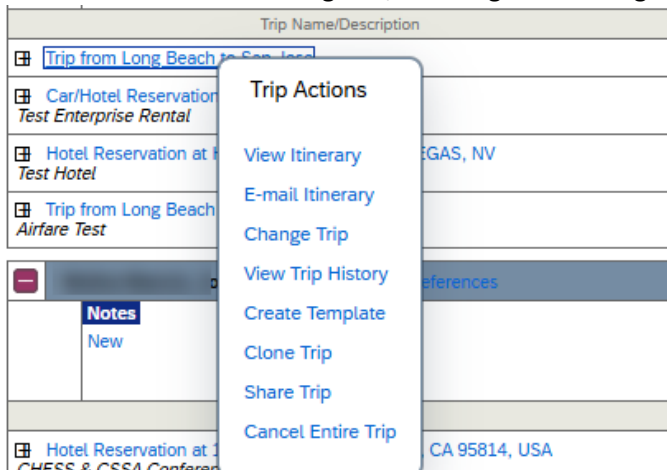
Heng, Eleanor Work: 562-951-4622 • Travel Preferences

Notes
 Eleanor will be traveling with her family for this trip.
 New
 • Test

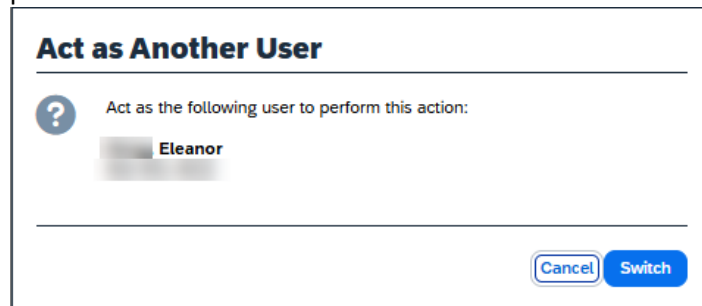
Tasks
 New
☐ Confirm car reservation on 2/12/25
☐ Send itinerary to spouse.
☒ Reserve hotel for Business Conference

Trip Name/Description	Locator	Status	Start Date	End Date
Car/Hotel Reservation Test Enterprise Rental enterprise Pick-up at: Long Beach Pick Up: 02/11/2025 12:00 PM Return: 02/14/2025 12:00 PM	NZLUBJ	Confirmed	02/11/2025	02/14/2025

- 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.

 [Sign Out](#)

Request Details

Request Details

Item Name:	Trip from Long Beach to San Jose
Trip Description	No description
Meeting Name	
Submitted By:	
Submitted on:	Thursday, January 30, 2025 11:08 am Pacific Time
Last Ticket Date:	Friday, January 31, 2025 11:30 pm Pacific Time
Dept ID	1022
Approval Status/History:	
History/Notes:	Request Created on Thursday, January 30, 2025 at 11:08 AM Pacific time by [redacted].

Flight segment *Air Segment* added on Thursday, January 30, 2025 at 11:08 AM Pacific time.
No rules were broken.

Hotel segment *Signia by Hilton San Jose* added on Thursday, January 30, 2025 at 11:10 AM Pacific time.
No rules were broken.

Trip sent to travel agency for ticketing on Thursday, January 30, 2025 at 11:17 am Pacific time.

Close

- 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 not a travel arranger.
- ix. Cancel Entire Trip
Links arranger to page to cancel the entire trip.

EXPENSE REPORTS

CREATING AN EXPENSE REPORT

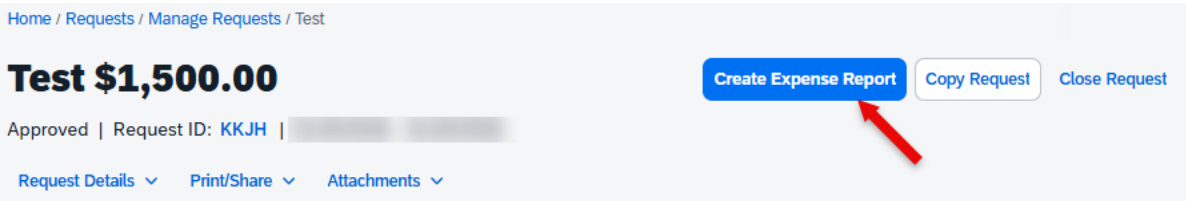
All CSU related travel for faculty and staff must have an approved Travel Request before an expense report can be created.

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

< Expense Reports

Test \$1,500.00

Not Submitted Report number: BO368Q Requests: 1 \$1,500.00 Approved

Report Details | Print/Share | Manage Receipts

Expenses (2) View: Standard Add Expense Edit Delete Duplicate Allocate Combine Expenses ...

	Alerts ↓↑	Date ↓↑	Receipt ↓↑	Attributes	Expense Type ↓↑	Vendor Details ↓↑	Payment Type ↓↑	Requested ↓↑	Actions
☐	☒	01/20/2026				Test Vendor	Out of Pocket	\$1,000.00	
☐	☒	01/20/2026			Catering	Test Vendor	Out of Pocket	\$500.00	
									\$1,500.00

Display Error/warning for the Line

Add a receipt for the line.

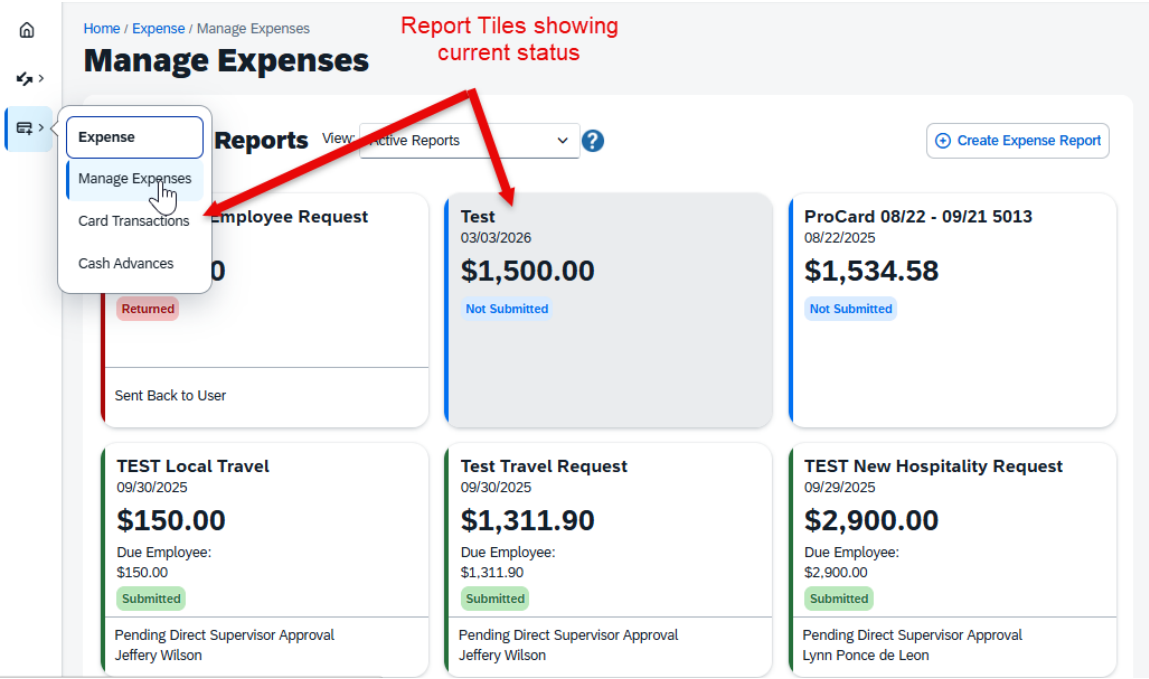
Show Attendee or Allocation Summary

These action buttons become available when expense lines have a checkmark.

Edit Delete Duplicate Allocate Move >

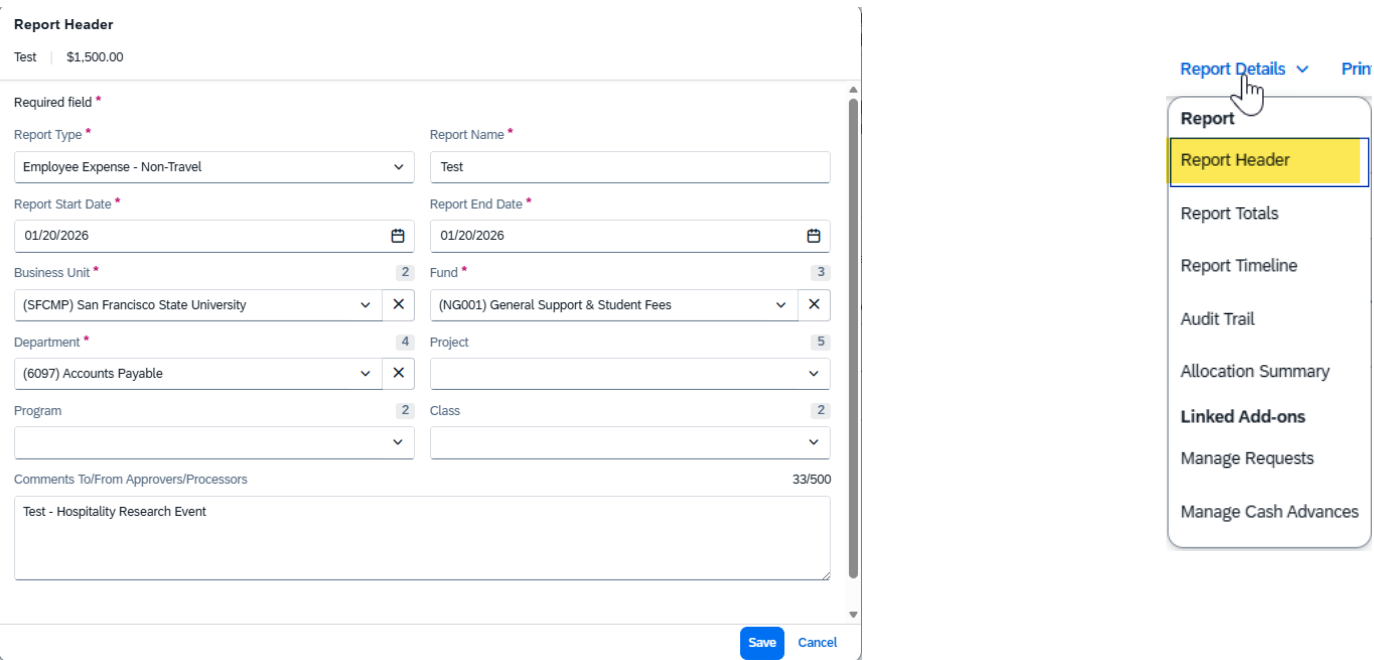
REPORT DETAILS

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 Totals

Company Payments

\$144.74 Employee | \$839.76 Cards

Employee Payments

\$0.00 Company

Amount Total: \$984.50	Due Employee: \$144.74 Amount Due (University Paid): \$775.00 Amount Due (*Ghost Card-USBank): \$64.76	Owed Company: \$0.00
Requested Amount: \$984.50	Total Paid By Company: \$984.50	Total Owed By Employee: \$0.00

Close

Report Details ▾ Print

Report

Report Header

Report Totals

Report Timeline

Audit Trail

Allocation Summary

Linked Add-ons

Manage Requests

Manage Cash Advances

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.

Report Timeline

2026 AOA Conference | \$984.50

Approval Flow

"Reports To" Approval1

Budget Approval

"Report To" Approval2

Approval for Processing

Report Summary

Report Comment 0/500

Edit

Sort ▾ Filter ▾

Close

Report Details ▾ Print

Report

Report Header

Report Totals

Report Timeline

Audit Trail

Allocation Summary

Linked Add-ons

Manage Requests

Manage Cash Advances

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.

SAP Concur Expense

Audit Trail

24/09/03-06 Sonoma P2P | [REDACTED]

Report Level			
Date/Time	Updated By	Action	Description
09/25/2024 3:31 PM	System, Concur	Approval Status Change	Status changed from Pending External Validation to Approved Comment: Passed Validation Step Name: External Validation - Pre-Extract
09/25/2024 3:21 PM	De La Cruz, Rainier	Approval Status Change	Status changed from Approved & In Accounting Review to Approved Step Name: Approval for Processing
09/25/2024 3:19 PM	Pak, Scott	Approval Status Change	Status changed from Pending Budget Approval to Auto Approved Comment: Skipping cost object approval step since the cost object approver has already approved the report. Pak, Scott - 1149 - MGMT & ACCTG PRACTICES OFFICE (CO-COCBU-48501-1149)
09/25/2024 3:19 PM	System, Concur	Approval Status Change	Status changed from Pending Budget Approval to Approved Step Name: Budget Approval
Entry Level			
Date/Time	Updated By	Action	Description
09/25/2024 3:18 PM	Pak, Scott	Receipt Reviewed	Expense Type: Car Rental Fuel; Date: 09/05/2024 Entry receipt reviewed.

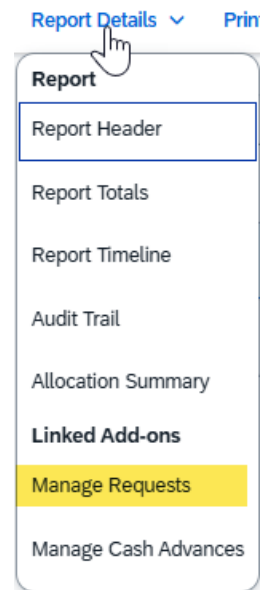
Close

Report Details ▾ Print

Report
Report Header
Report Totals
Report Timeline
Audit Trail
Allocation Summary
Linked Add-ons
Manage Requests
Manage Cash Advances

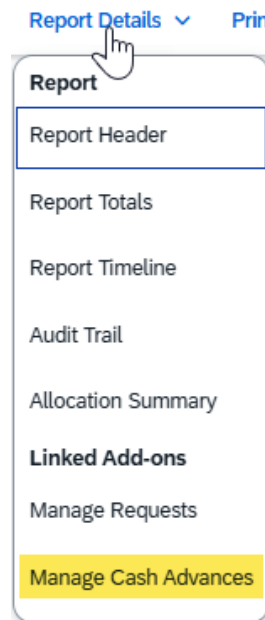
Linked Requests/Manage Requests

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.



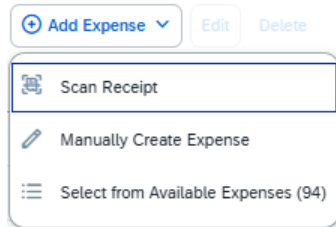
Linked Cash Advances

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.

Add Expense to Report

TEST Employee Travel with CA | \$5,785.00

Scan Receipt
 Manually Create Expense
 Select from Available Expenses (94)

Select an expense type for the new expense

Search by expense type, category, description

Recently Used

- Team/Group Meals
- Agenda/Itinerary (Attachment)

Please attach your travel agenda/itinerary per policy.
- Laundry
- Airfare

02. Personal Car Mileage

- Personal Car Mileage
- Personal Car Mileage Reduction

Athletics Team/Group Travel

- Charter Bus/Shuttle

Traveler/Arranger must confirm campus insurance and contract requirements are met.

[Cancel](#)

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

New Expense Save Expense | v

Details **Itemizations**

Allocate Required field *

Expense Type *
Entertainment Services

Transaction Date *
01/21/2026

Event Type *

Vendor Name *

Amount *

Currency *
US, Dollar (USD)

Comments To/From Approvers/Processors 0/500

Receipt

Click to upload or drag and drop files to upload a new receipt. Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff. 15MB limit per file.

Add Receipt

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

Attach Receipt X

Attach an available receipt to the expense by selecting "Attach". Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff.

Upload New Receipt Grid View Fullscreen Refresh

If receipts are available, they will display. To add new receipts, drag and drop in this section.

4. Select **“Save Expense”** button to close and return to the report or select **“Save and Add Another”** if additional expenses must be added to the report.
- a. Verify or update the Expense Type classification of the imported credit card transactions or any other required fields that need to be populated.

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

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

Add Expense to Report

TEST Employee Travel with CA | \$5,600.00

Scan Receipt
 Manually Create Expense
 Select from Available Expenses (94)

☐	Payment Type↑↓	Expense Source	Expense Type↑↓	Vendor Details↑↓	Date	Amount↑↓	
☐	*CSU-USBank-CBCP	Corporate Card	Other Expense	DAISO - LAS PALMAS El Paso, Texas	10/	\$4.25	...
☐	*CSU-USBank-CBCP	Corporate Card	Undefined	DD *DOORDASH WALGREENS	10/	\$4.23	...
☐	*CSU-USBank-CBCP	Corporate Card	Ground Transportation	UBER *TRIP	10/	\$8.95	...
☐	*CSU-USBank-CBCP	Corporate Card	Undefined	RENTALTOLL241519070	10/	\$33.90	...
☐	*CSU-USBank-CBCP	Corporate Card	Undefined	KINGPIN DONUTS Berkeley, California	10/	\$4.75	...
☐	*CSU-USBank-CBCP	Corporate Card	Undefined	76 - LARK AVENUE 76 Los Gatos, California	10/	\$41.18	...
☐	*CSU-USBank-CBCP	Corporate Card	Undefined	DD *DOORDASH SLOROAST	10/	\$18.11	...
☐	*CSU-USBank-CBCP	Corporate Card	Ground Transportation	UBER *TRIP	10/	\$12.93	...
☐	*CSU-USBank-CBCP	Corporate Card	Ground Transportation	UBER *TRIP	10/	\$11.98	...
☐	*CSU-USBank-CBCP	Corporate Card	Other Expense	DAISO - LAS PALMAS El Paso, Texas	10/	\$28.51	...
☐	*CSU-USBank-CBCP	Corporate Card	Personal/Non Reimbursable	STARBUCKS	10/	\$14.90	...

- 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.

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

Expenses View: Standard ▾ | | Edit | Delete | Copy | Allocate | Combine Expenses | Move ▾

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

TRAVEL ALLOWANCES FOR EMPLOYEE TRAVEL REPORTS

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.

Report Details ▾ Print/Share ▾ Manage Receipts ▾ Travel Allowance ▾

Expenses (2) View: Standard ▾ Add Travel Allowance ▾ Edit Delete Duplicate Allocate Combine Expenses Move ▾ ↓

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

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

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

Exclude provided meals

Date/Location	Exclude Day	Breakfast	Lunch	Dinner	Allowance Limit ?	Reimbursement Amount ?
All Days Dates: 3	☐	☐	☐	☐		
Wed, 01/21/2026 Raleigh/Durham, UNITED STATES ?	☐	☐	☐	☐	\$131.00	\$55.50
Thu, 01/22/2026 Raleigh/Durham, UNITED STATES ?	☐	☐	☐	☐	\$131.00	\$74.00
Fri, 01/23/2026 Raleigh/Durham, UNITED STATES ?	☐	☐	☐	☐	\$0.00	\$55.50
					Total: \$262.00	Total: \$185.00

Adjusted values will reflect
in this column

Back

Finish

Cancel

- 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).

Expense Type *

Per Diem Incidentals

Transaction Date *

01/23/2026

Enter Vendor Name

City of Purchase *

Raleigh/Durham, North Carolina

Payment Type

Out of Pocket

Amount *

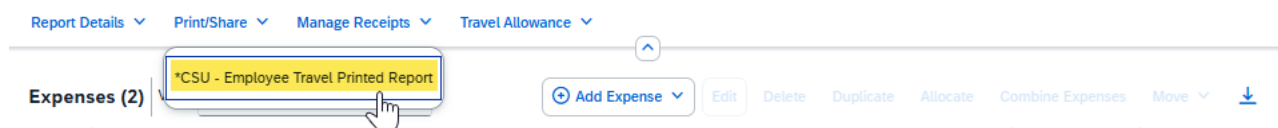
3.75

Currency

US, Dollar (USD)

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)

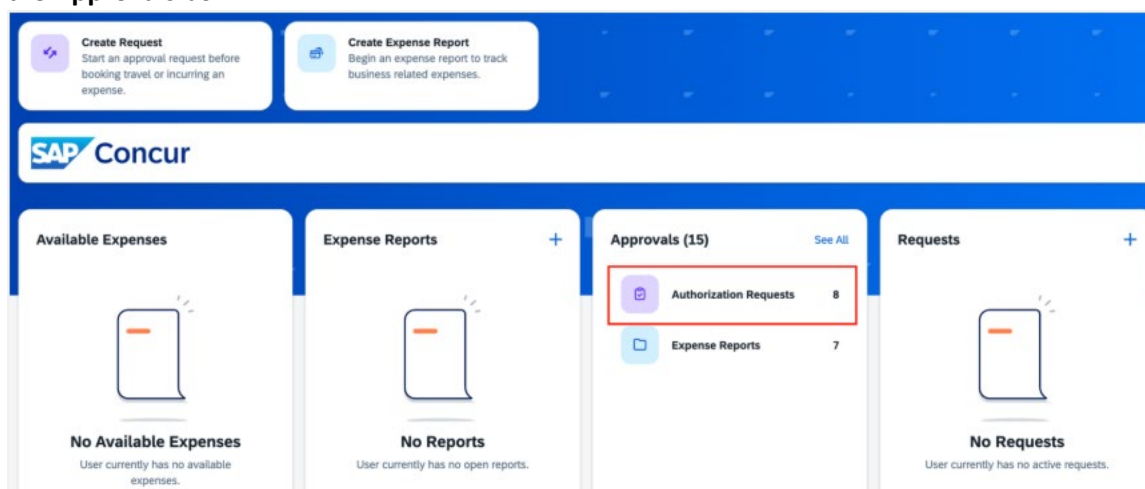
Note: The screen captures included in this document may look slightly different on-screen due to user interface changes made by Concur. When logged into Concur, refer to the [Concur Request End User Help \(Request Approval - Overview\)](#) for additional details.

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.

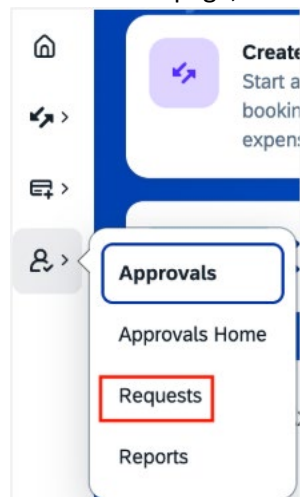
Approvals Page

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 (👤) to **Requests**.



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

Comment	Name	ID	Employee	Start Date	Required Approval Date	Total
Test Card GH		ID: KLJR	User3 (PO) Test	02/26/2026		\$0.00
Test Card LM		ID: KLJP	User5 (PO) Test	02/26/2026		\$0.00
TEST Travel Request		ID: KKYF	User1 (PO) Test	02/02/2026		\$100.00

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.

Edit Request Header
Test Card GH | Request ID: KLJR

Required field *

Request Type: Credit Card Service Request

Request Name: Test Card GH

Today's Date: 02/26/2026

Type of Card: ProCard

Business Unit: (POCMP) Cal Poly Pomona

Fund: (POM01) OPERATING FUND

Department: (68000) AVP Financial Services

Employee last name: User3 (PO) Test

Comment: 0/500

Cancel Save

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**.

TEST Employee Travel with CA \$600.00

Approve Edit Approval Flow Approve & Forward Send Back to Employee

User5 (S.J) Test | Pending Direct Supervisor Approval | Request ID: KLN4 | 01/21/2026 - 01/23/2026

Request Details Print/Share Attachments

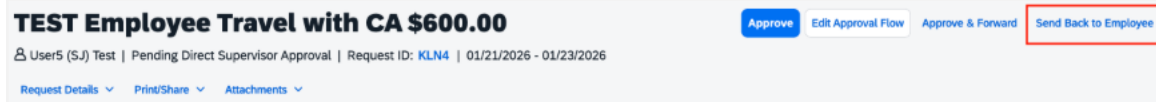
5. Once the request has been approved, notification regarding the status of the request will be sent to the user (and delegate if opted into notifications) and the status will be noted on the user's **Manage Requests** page.

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**.



TEST Employee Travel with CA \$600.00

User5 (SJ) Test | Pending Direct Supervisor Approval | Request ID: KLN4 | 01/21/2026 - 01/23/2026

Request Details | Print/Share | Attachments

Buttons: Approve, Edit Approval Flow, Approve & Forward, **Send Back to Employee**

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



Send Back to Employee

Comment History

Date/Time	Entered By	Comment
02/27/2026	User5 (SJ) Test	Past date for testing purposes

Add Comment

Reason for Sending Back the Request*

Add in your expected hotel expense

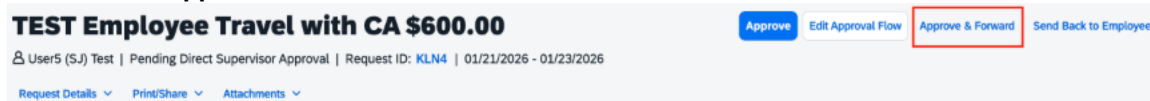
Buttons: Cancel, **Send Back**

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**.



TEST Employee Travel with CA \$600.00

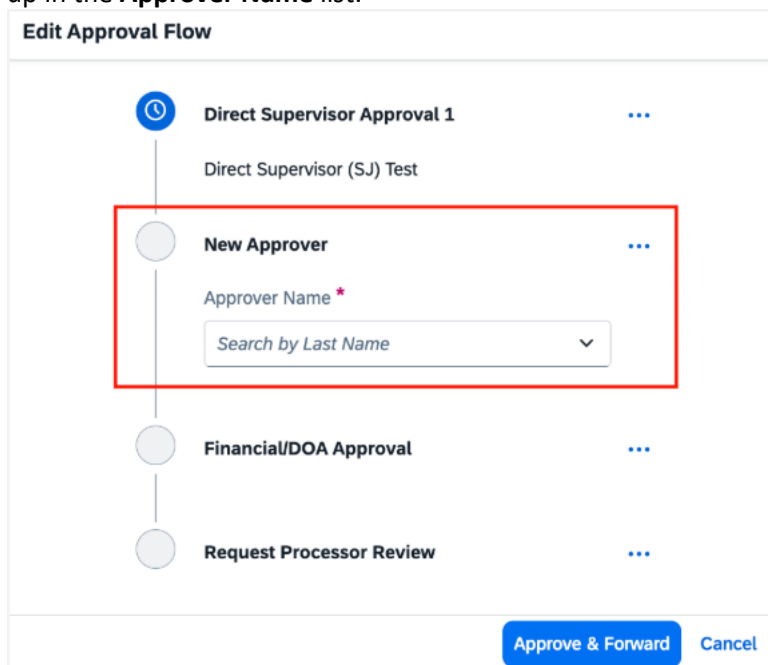
User5 (SJ) Test | Pending Direct Supervisor Approval | Request ID: KLN4 | 01/21/2026 - 01/23/2026

Request Details | Print/Share | Attachments

Buttons: Approve, Edit Approval Flow, **Approve & Forward**, Send Back to Employee

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

Direct Supervisor Approval 1

Direct Supervisor (SJ) Test

New Approver

Approver Name *

Search by Last Name

Financial/DOA Approval

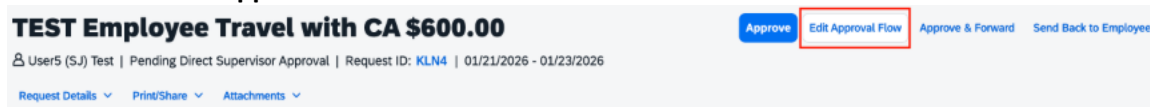
Request Processor Review

Buttons: **Approve & Forward**, Cancel

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**.



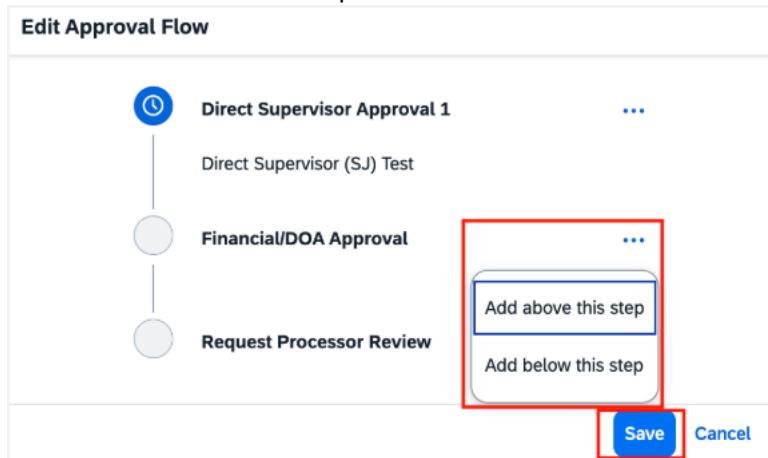
TEST Employee Travel with CA \$600.00

Approve Edit Approval Flow Approve & Forward Send Back to Employee

User5 (SJ) Test | Pending Direct Supervisor Approval | Request ID: KLN4 | 01/21/2026 - 01/23/2026

Request Details Print/Share Attachments

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.



Edit Approval Flow

Direct Supervisor Approval 1 ...

Direct Supervisor (SJ) Test

Financial/DOA Approval ...

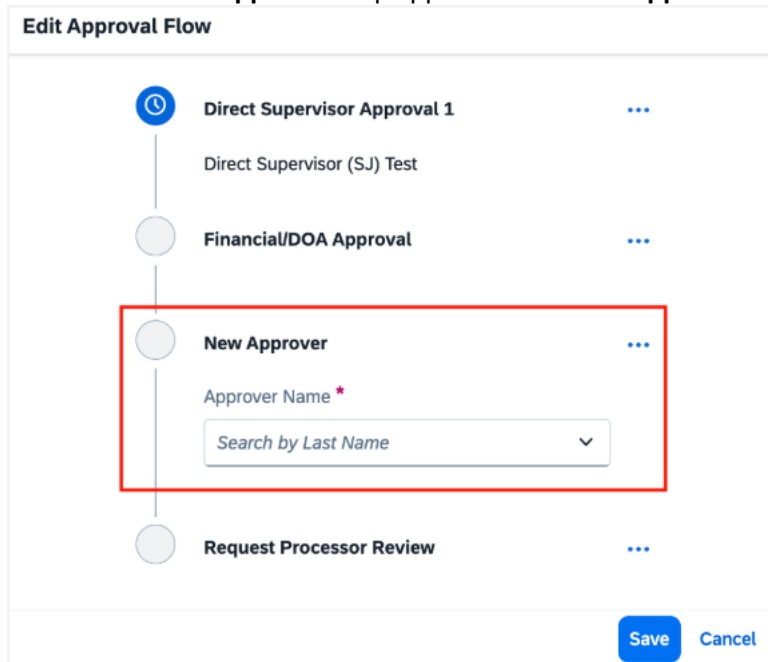
Add above this step

Add below this step

Request Processor Review

Save Cancel

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



Edit Approval Flow

Direct Supervisor Approval 1 ...

Direct Supervisor (SJ) Test

Financial/DOA Approval ...

New Approver ...

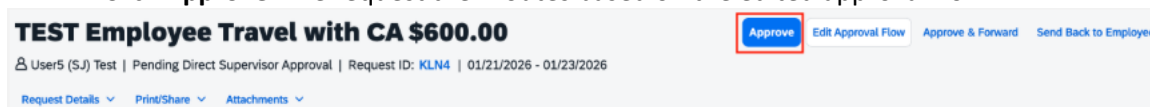
Approver Name *

Search by Last Name

Request Processor Review

Save Cancel

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



TEST Employee Travel with CA \$600.00

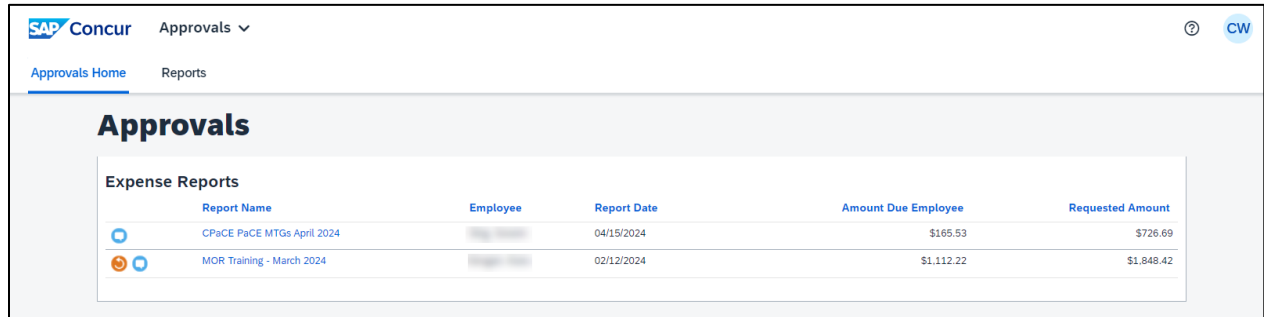
Approve Edit Approval Flow Approve & Forward Send Back to Employee

User5 (SJ) Test | Pending Direct Supervisor Approval | Request ID: KLN4 | 01/21/2026 - 01/23/2026

Request Details Print/Share Attachments

Reviewing an Expense Report

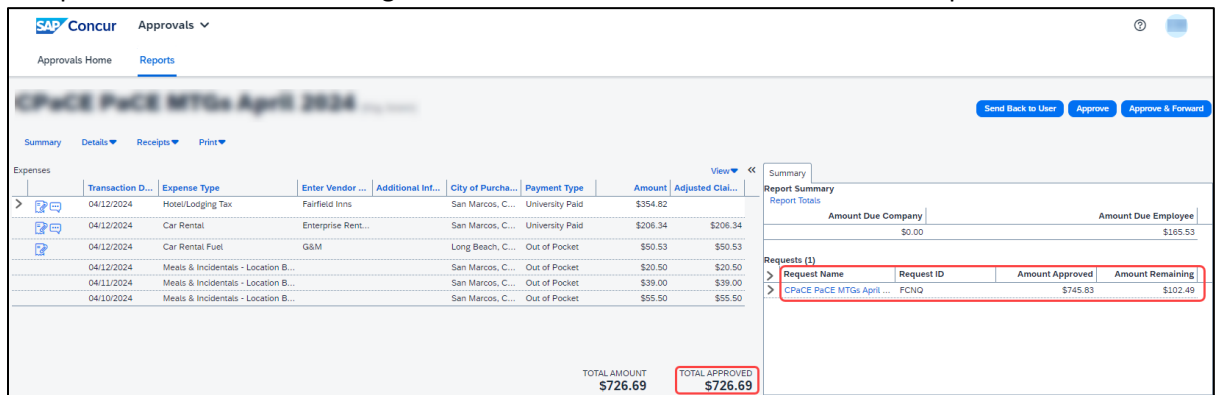
1. The Reports Pending your Approval page lists the awaiting reports. Select the report you want to open.



The screenshot shows the SAP Concur 'Approvals' page. Under the 'Reports' tab, there is a table titled 'Expense Reports' with the following data:

Report Name	Employee	Report Date	Amount Due Employee	Requested Amount
CPaCE PaCE MTGs April 2024	[Redacted]	04/15/2024	\$165.53	\$726.69
MOR Training - March 2024	[Redacted]	02/12/2024	\$1,112.22	\$1,848.42

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.



The screenshot shows the details of an expense report. It includes a table of expenses and a summary section.

Transaction D...	Expense Type	Enter Vendor ...	Additional Inf...	City of Purcha...	Payment Type	Amount	Adjusted Clai...
04/12/2024	Hotel/Lodging Tax	Fairfield Inns		San Marcos, C...	University Paid	\$354.82	
04/12/2024	Car Rental	Enterprise Rent...		San Marcos, C...	University Paid	\$206.34	\$206.34
04/12/2024	Car Rental Fuel	G&M		Long Beach, C...	Out of Pocket	\$50.53	\$50.53
04/12/2024	Meals & Incidentals - Location B...			San Marcos, C...	Out of Pocket	\$20.50	\$20.50
04/11/2024	Meals & Incidentals - Location B...			San Marcos, C...	Out of Pocket	\$39.00	\$39.00
04/10/2024	Meals & Incidentals - Location B...			San Marcos, C...	Out of Pocket	\$55.50	\$55.50

Summary Section:

Report Summary	Report Totals
Amount Due Company	\$0.00
Amount Due Employee	\$165.53

Requests (1):

Request Name	Request ID	Amount Approved	Amount Remaining
CPaCE PaCE MTGs April ...	FCNQ	\$745.83	\$102.49

TOTAL AMOUNT: \$726.69
TOTAL APPROVED: \$726.69

- d. Review all expenses for reasonableness and completeness.

Approving an Expense Report

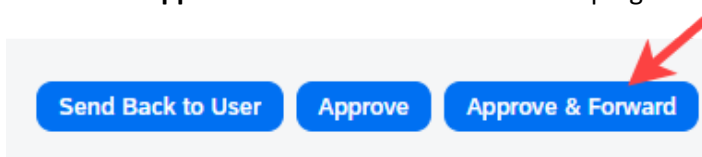
After review, if you are satisfied with the Expense Report, select “**Approve**” in the top right corner of the screen.

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.

Approve & Forward Report:

×

User-Added Approver:

Comment:

Approve & Forward

Cancel

Importing the Travel Itinerary

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

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

1 Create New Itinerary
2 Available Itineraries
3 Expenses & Adjustments

Itinerary Info

Itinerary Name
Selection

Add Stop
Delete Rows
Import Itinerary

	Departure City	Arrival City	Arrival Rate Location
No Itinerary Rows Found			

New Itinerary Stop

Departure City

Date
Time

Arrival City

Date
Time

Save

Go to Single Day Itineraries
Next >>
Cancel

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

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

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Itinerary Info

Itinerary Name Selection

Add Stop Delete Rows

Departure City

No Itinerary Rows Found

New Itinerary Stop

Select trips and charges to use to create this itinerary

	Description	Start Date	End Date
☐	Trip from Santa Ana to Santa Rosa (8NP59N)		

Import Cancel

Save

Go to Single Day Itineraries Next >> Cancel

Entering the Travel Itinerary

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

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

1 Edit Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Itinerary Info

Itinerary Name Selection

24/09/03-06 Sonoma P2P

Add Stop Delete Rows Import Itinerary

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

View Itinerary Stop

Departure City

Santa Ana, California

Date Time

12:57 PM

Arrival City

Santa Rosa, California

Date Time

02:36 PM

Save

Go to Single Day Itineraries Next >> Cancel

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

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

Travel Allowances For Report: [Redacted]

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

Itinerary Info

Itinerary Name: [Redacted] Selection: [Redacted]

Add Stop | Delete Rows | Import Itinerary

☐ Departure City[†] | Arrival City | Arrival Rate Location

No Itinerary Rows Found

New Itinerary Stop

Departure City: [Redacted]

Date: [Redacted] Time: [Redacted]

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

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

1 Edit Itinerary | 2 Available Itineraries | 3 Expenses & Adjustments

Itinerary Info

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

Add Stop | Delete Rows | Import Itinerary

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

View Itinerary Stop

Departure City: Santa Ana, California

Date: [Redacted] Time: 12:57 PM

Arrival City: Santa Rosa, California

Date: [Redacted] Time: 02:36 PM

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

Save

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

Adjusting Allowances

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

Adding Expenses

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.

Company Card Charges

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

Add Charges To: PMI Training in Los Angeles Add Selected

	Date	Description	Expense Type	Amount
☐	04/21/2024	TST* NORTHOWN COFFEE ARCATA, CA	Undefined	\$16.39
☐	04/21/2024	NORTH COAST CO-OP ARCATA ARCATA, CA	Undefined	\$28.69
☐	04/19/2024	TST* SEASCAPE RESTAURANT TRINIDAD, CA	Undefined	\$195.77
☐	04/17/2024	PANDA EXPRESS T8 LAX LOS ANGELES, CA	Undefined	\$18.93
☐	04/17/2024	MILLENNIUM BILTMORE LOS A LOS ANGELES, CA	Hotel/Lodging	\$220.77
☐	04/17/2024	MILLENNIUM BILTMORE LOS A 213-6241031, CA	Hotel/Lodging	\$220.77
☐	04/16/2024	DOUBLETREE HOTELS LOS ANGELES, CA	Hotel/Lodging	\$220.77
☐	03/23/2024	AVELO AIRLINACVBUR 3466169500, TX	Airfare	\$157.83
☐	03/23/2024	INTERNATIONAL DOCUMENT HTTPEVENTIVE, TN	Undefined	\$579.34
☐	03/23/2024	UNITED 0162374971281 UNITED.COM, TX	Airfare	\$244.10

TOTAL AMOUNT: \$1,903.36

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

Meals Charged on a Campus Issued Card Expense Type

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

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

Not Submitted | Report Number: EGF2H2

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

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

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

\$516.63

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

SAP Concur Expense ▾

Manage Expenses Card Transactions Cash Advances

← → **Meals Charged on Campus Issued Card \$516.63** Save Expense ...

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

Details Itemizations

Expense Type * **Meals Charged on Campus Issued Card** * Required field

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

Amount * 516.63 Currency US, Dollar (USD)

☒ Do Not Reimburse

Comments To/From Approvers/Processors 0/500

Receipt

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

Add Receipt

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”**.

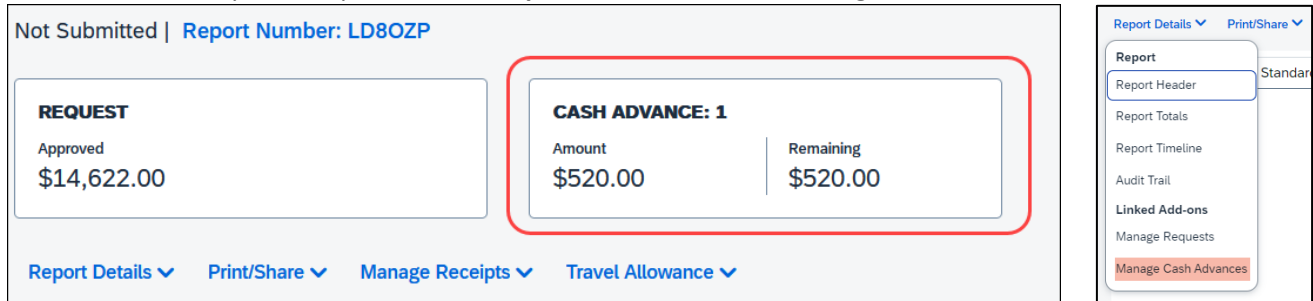
Expensing a Cash Advance

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):

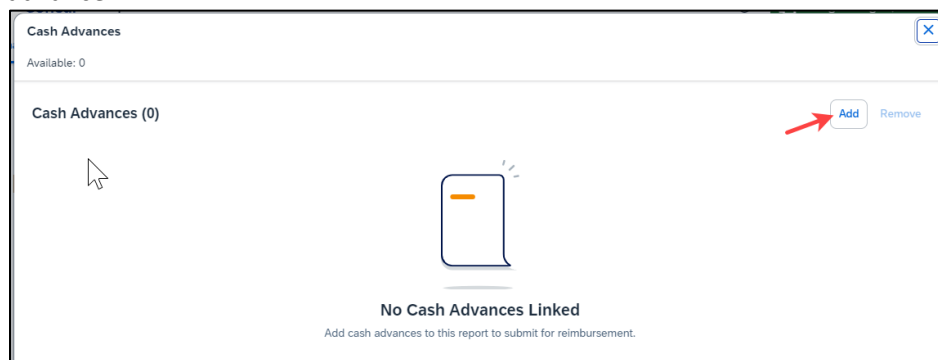
At the top of the report, you will see the outstanding advance. This should be the amount you received for the cash advance. If the Cash Advance box is not displayed, you can add the advance.

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



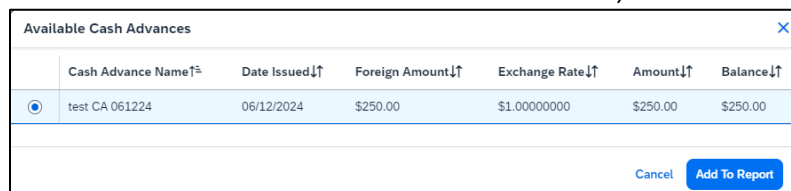
The screenshot shows an expense report interface. On the left, a 'REQUEST' box shows 'Approved' and '\$14,622.00'. On the right, a 'CASH ADVANCE: 1' box is highlighted with a red border, showing 'Amount \$520.00' and 'Remaining \$520.00'. Below these are navigation links: 'Report Details', 'Print/Share',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

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



The screenshot shows a modal window titled 'Cash Advances'. It states 'Available: 0' and 'Cash Advances (0)'. There is a large empty box with a document icon and the text 'No Cash Advances Linked'. Below this, it says 'Add cash advances to this report to submit for reimbursement.' In the top right corner of the modal, there are 'Add' and 'Remove' buttons. A red arrow points to the 'Add' button.

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



The screenshot shows a table titled 'Available Cash Advances'. It has columns: 'Cash Advance Name', 'Date Issued', 'Foreign Amount', 'Exchange Rate', 'Amount', and 'Balance'. There is one row with a radio button selected next to 'test CA 061224'. At the bottom right, there are 'Cancel' and 'Add To Report' buttons.

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

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

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

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

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

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

Itemizing Expenses

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

The screenshot displays the SAP Concur 'Expense' report interface. At the top, the user is logged in as 'Acting as Bergern, Melissa B'. The main header shows 'Supplies \$275.00' for the date '10/23/2024' and vendor 'Amazon'. Navigation tabs include 'Manage Expense', 'Card Transactions', and 'Cash Advances'. Action buttons 'Save Expense', 'Delete Expense', and 'Cancel' are visible. The 'Details' tab is active, showing fields for 'Expense Type' (Supplies), 'Transaction Date' (10/23/2024), 'Vendor Name' (Amazon), 'City of Purchase' (Long Beach, California), 'Payment Type' (Out of Pocket), 'Amount' (275.00), and 'Currency' (US, Dollar (USD)). A red arrow points to the 'Itemizations' tab. The 'Receipt' section on the right provides instructions for uploading a receipt, listing valid file types (.png, .jpg, .jpeg, .pdf, .tif or .tiff) and a 5MB limit per file, with an 'Add Receipt' button.

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.

Manage Expenses Card Transactions Cash Advances

Supplies \$275.00

10/23/2024 Amazon

Save Expense Delete Expense Cancel

Hide Receipt

Details Itemizations

Amount \$275.00 Itemized \$0.00 Remaining \$275.00

Itemizations

Create Itemization Edit Allocate

No Itemizations.

Create itemizations for the items on your receipt.

Receipt

Click to upload or drag and drop files to upload a new receipt.

Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff. 5MB limit per file.

Add Receipt

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.

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

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

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

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

To itemize a hotel expense:

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

To create a lodging expense:

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

2. Complete all required and optional fields as appropriate.

SAP Concur Expense ▾

Manage Expenses Card Transactions Cash Advances

New Expense

Save Expense Cancel

Hide Receipt

Details Itemizations

Allocate

* Required field

Expense Type *
Hotel/Lodging

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

Vendor * Allstar Hotels Hotel/Lodging Address & Room #

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

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

☐ Travel Allowance

Comments To/From Approvers/Processors 0/500

Receipt

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

Add Receipt

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

SAP Concur Expense ▾

Manage Expenses Card Transactions Cash Advances

New Expense

Save Expense Cancel

Hide Receipt

Details **Itemizations**

New Itemization

* Required field

Expense Type *
Hotel/Lodging

Recurrence *
Same daily amount

Nights: 3

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

(Amounts in USD) Add Tax Fields

Save Itemization Save and Add Another Cancel

Receipt

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

Add Receipt

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

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

Report Details

Print/Share

Manage Receipts

Travel Allowance

View Available Receipts

Expenses

View: Standard

Add Expense

Edit

Delete

Copy

Allocate

Combine Expenses

Move

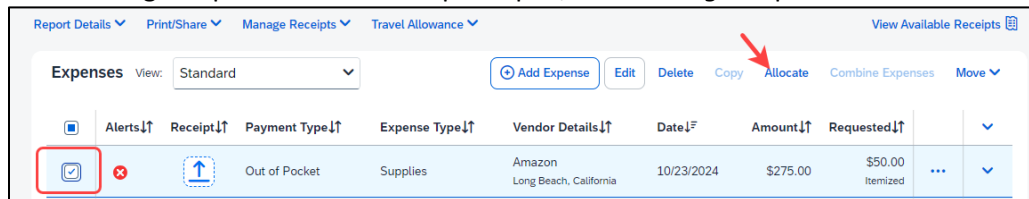
	Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested	
			Out of Pocket	Hotel/Lodging	Allstar Hotels Long Beach, California	10/23/2024	\$2,275.00	
							\$2,275.00	

Allocating Expenses

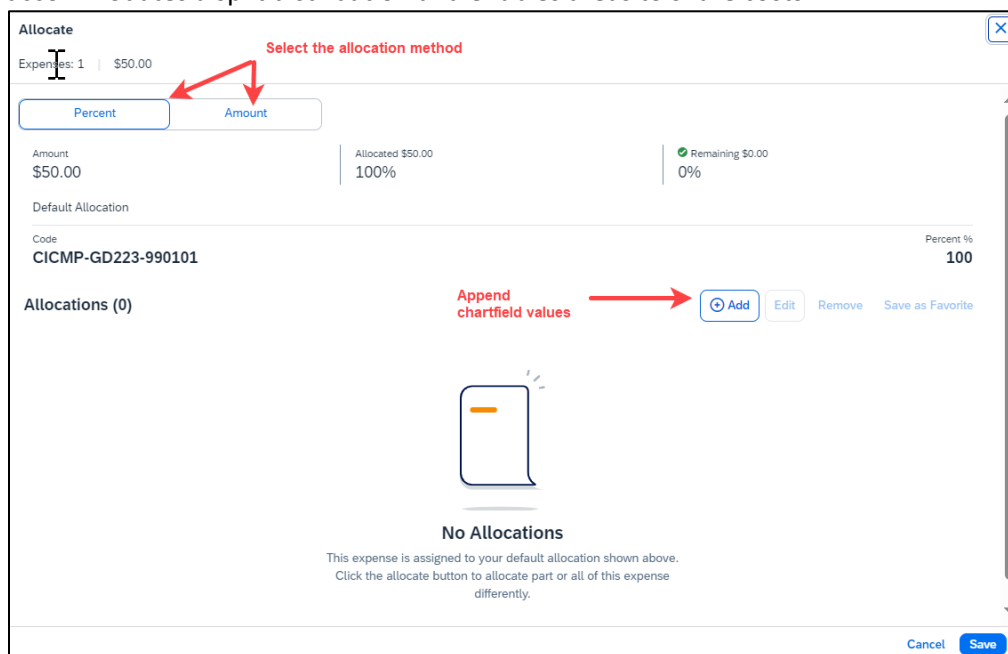
The Allocations feature allows you to allocate selected expenses to multiple chartfields. This should be performed after the Itemization if allocating to multiple expense types.

To allocate a single expense:

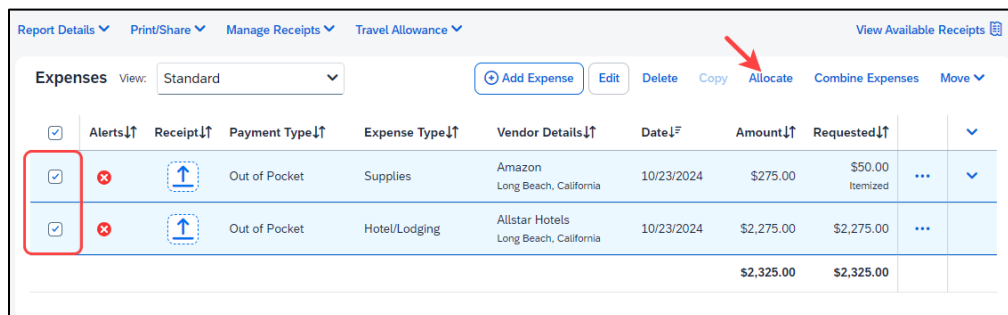
1. Allocate single expense - With the report open, select a *single* expense and select “**Allocate**”.



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



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



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

Allocate

Expenses: 2 | \$2,325.00

Select the allocation method

Percent Amount

Amount
\$2,325.00

Allocated \$2,325.00
100%

Remaining \$0.00
0%

Default Allocation

Code
Default

Percent %
100

Allocations (0)

Append chartfield values

Add Edit Remove Save as Favorite



No Allocations

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

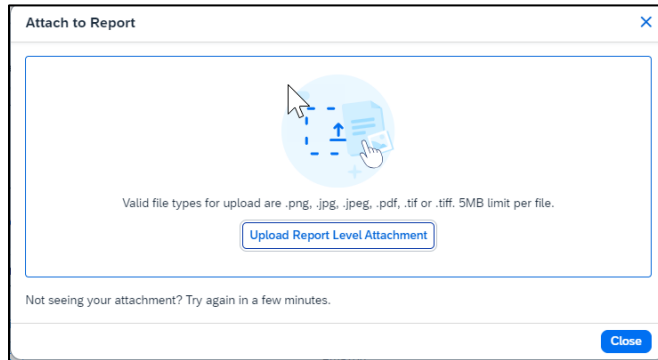
Cancel Save

5. Select **Save**.

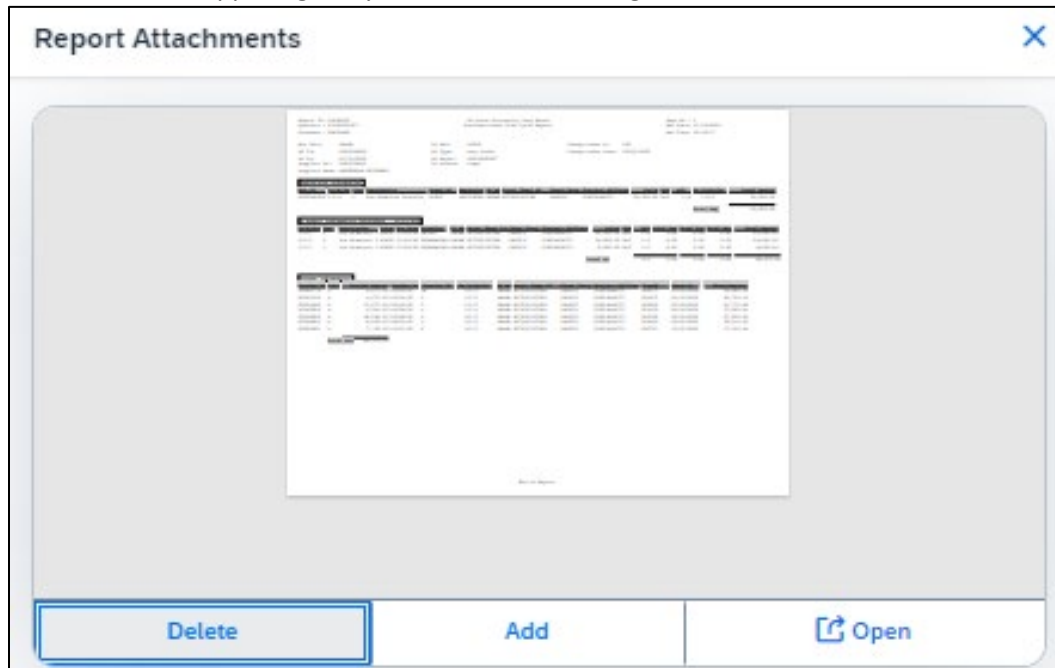
Managing Attachments

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

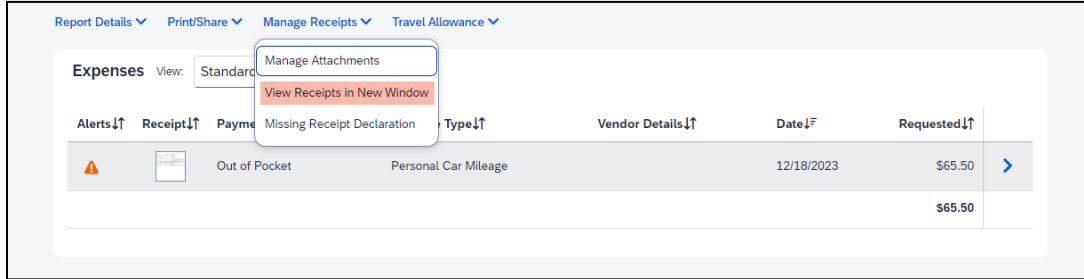
1. Valid file types are specified (.png, .jpg or .jpeg, .pdf, etc). Note: There is a 5MB limit.



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



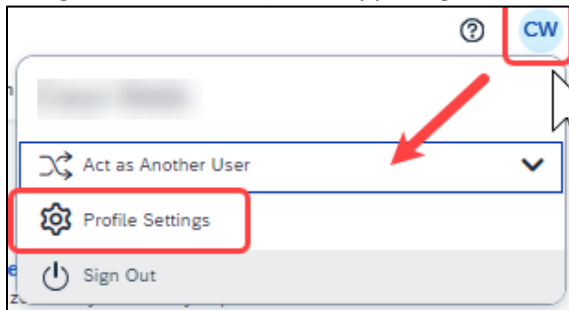
- Once documents have been uploaded, the Manage Receipts menu displays an additional option to **“View Receipts in New Window”**. *Note: Documents cannot be removed once the Expense Report is submitted or Approved. However, more documents may be attached to a report at anytime.



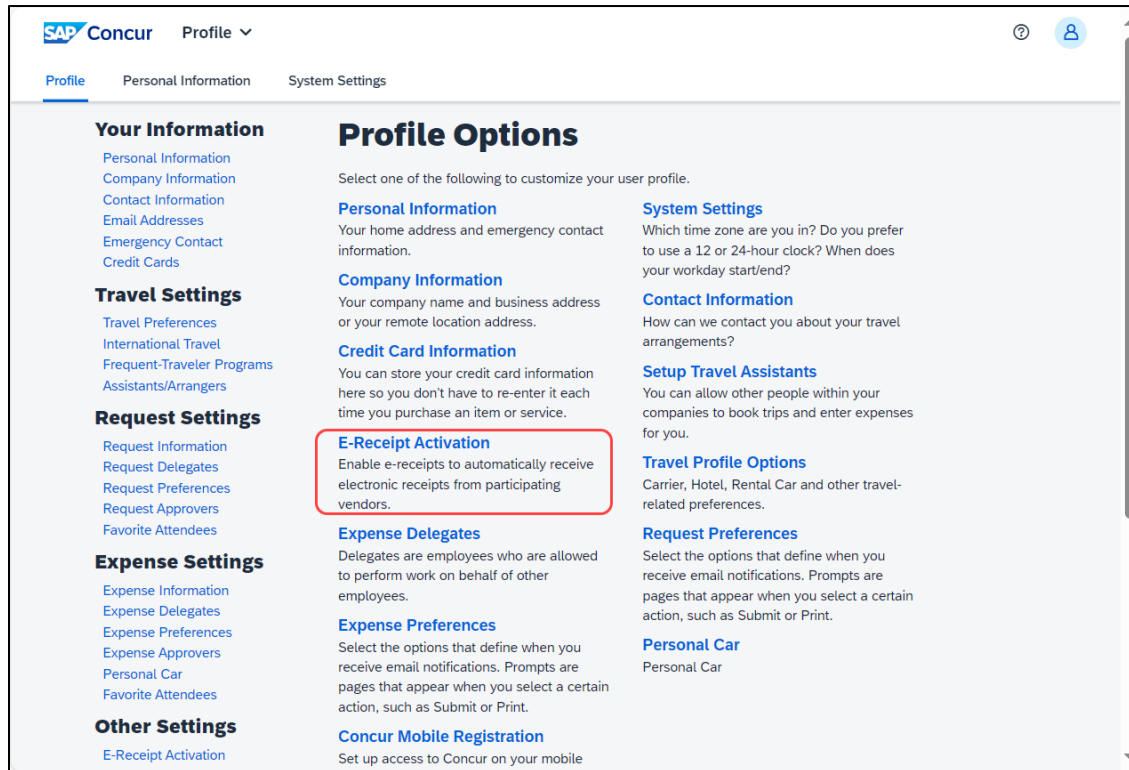
Electronic Receipts (E-Receipt)

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

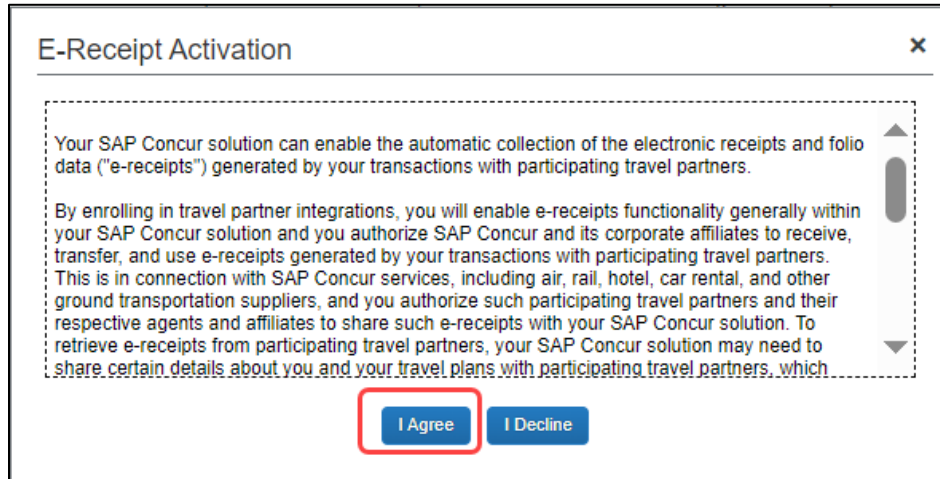
- If a user wants to use e-receipts for car and hotel, they must activate the feature and opt themselves in.
- Navigate to **“Profile”** (in the upper right corner of the window), then **“Profile Settings”**.



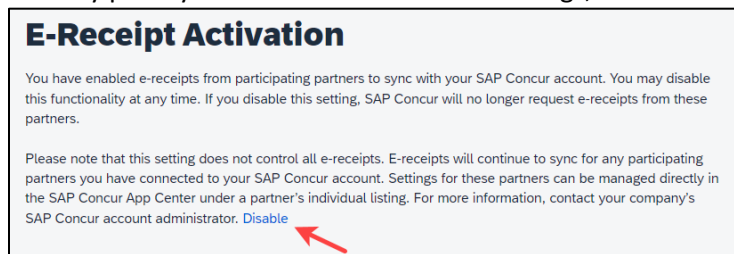
- Once in the Profile Options window, navigate to the profile settings in the left menu area to a section called “**Other Settings**” and select “**E-Receipt Activation**”.



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

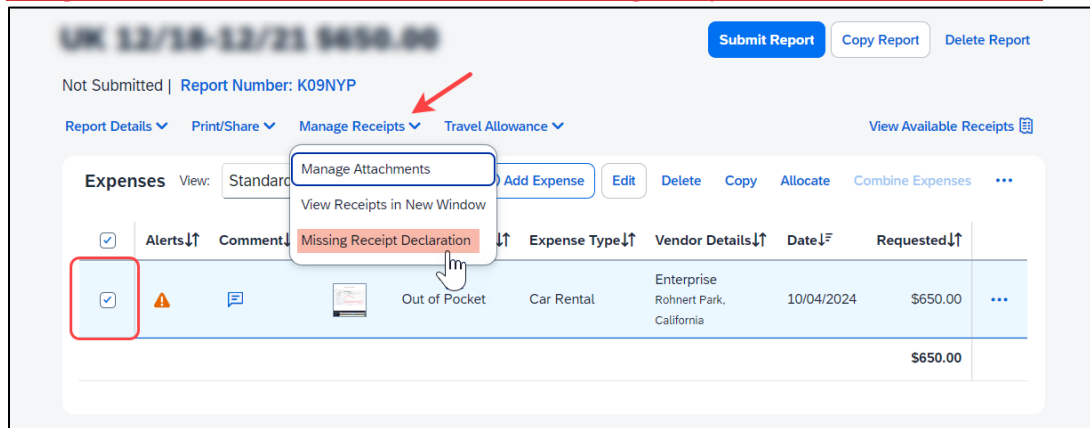


- If at any point you wish to inactivate the settings, select “**Disable**”



Missing Receipt Declaration

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



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

The 'Create Receipt Declaration' dialog box is shown. It contains a checkbox for 'Expense Type' and a table with columns: Expense Type, Vendor, Date, and Amount. The table has one row: Car Rental, Enterprise, 10/04/2024, \$650.00. Below the table is a checkbox for 'I acknowledge that this expense report contains legitimate University expenses incurred by me on behalf of CSU's benefit, and are allowable expenses as defined by CSU's Travel Policy. I further certify that one or more of the related receipts applicable to this expense report are no longer available.' The 'Accept & Create' button is highlighted in blue.

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

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

Send Receipt Images to Travelers Available Receipts Library

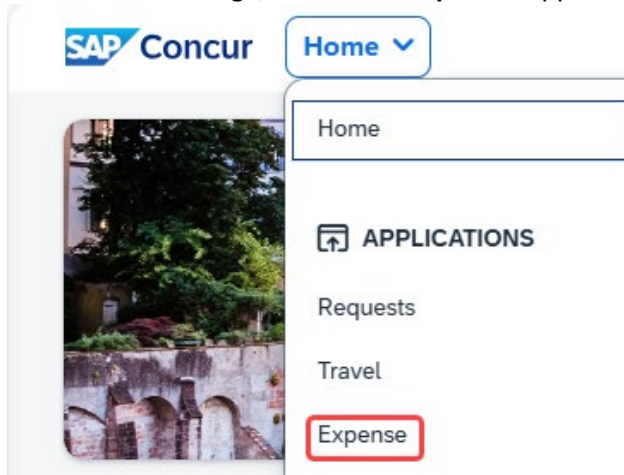
The Delegate cannot set up an email account when they are delegating, nor can they use the verified email account they have set up for their own expense reports to populate another user's Available Receipts Gallery. However, the delegate can upload receipt images to Concur for attachment to the line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

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

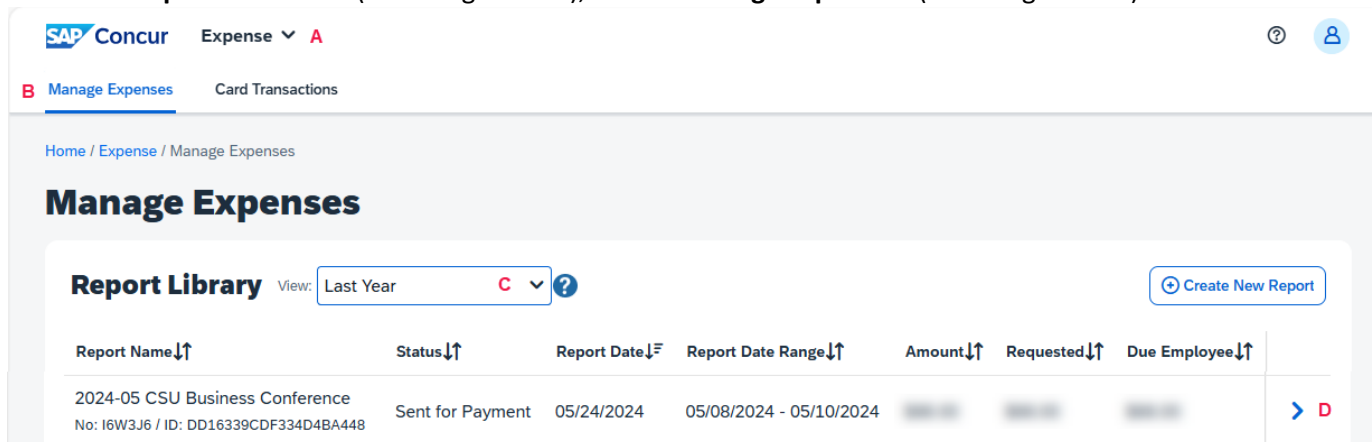
3. The delegate must have the correct delegation permission (can prepare, can view receipts, etc.). To update delegate permissions, go to **Profile > ProfileSettings**.
4. Navigate to **Expense Delegates > Add a Delegate > select Can Prepare and Can View Receipts**.
5. Then, the Delegate can email receipts 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.

Copying an Expense Report

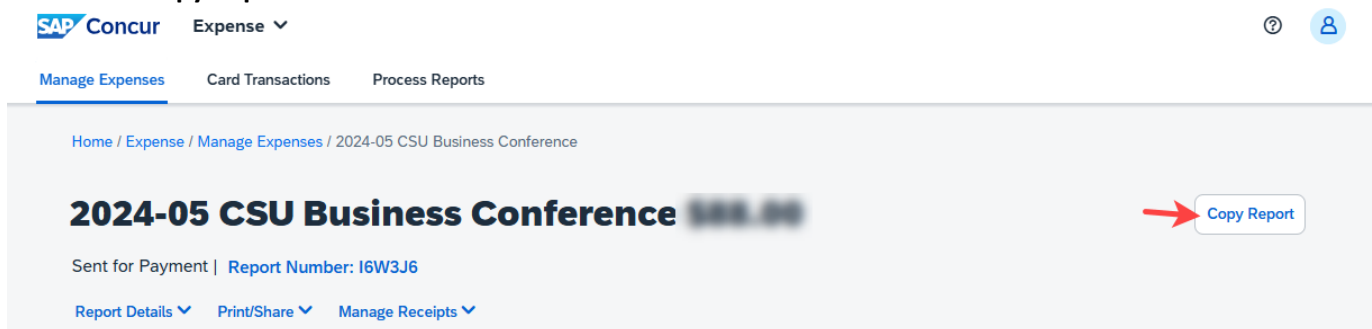
8. From the Home Page, select the “Expense” application.



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.

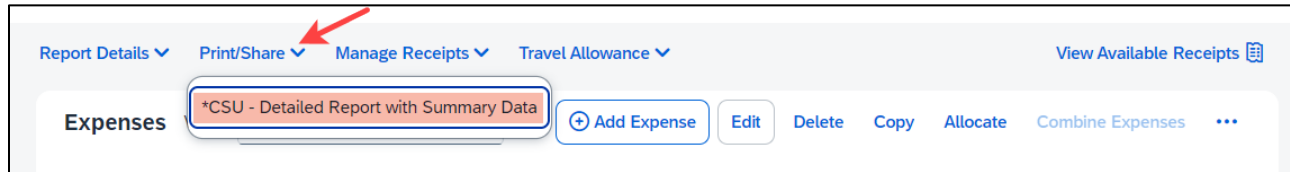


The screenshot shows a 'Copy Report' dialog box with a close button (X) in the top right corner. It contains two input fields. The first field is labeled 'New Report Name' with a red asterisk indicating it is a required field; it contains the text 'Copy: 2024-05 CSU Business Confe'. The second field is labeled 'Starting date for copied expenses. (Previous Date 05/08/2024)' with a red asterisk and an information icon; it contains the date '01/29/2025' and a calendar icon. At the bottom right, there are two buttons: 'Cancel' and 'Create New Report'.

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

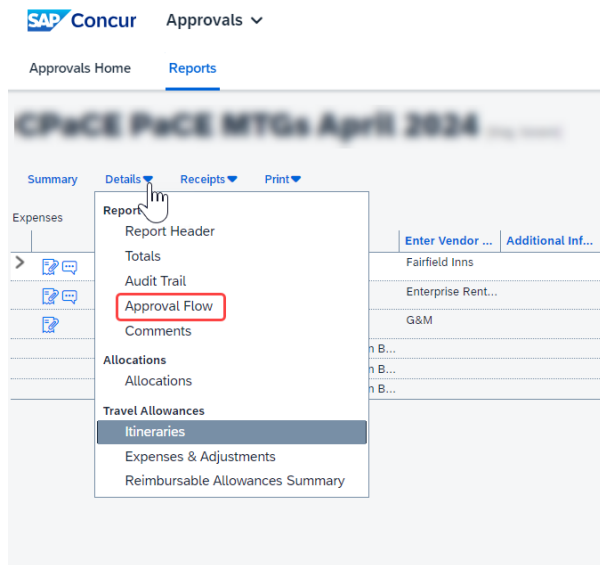
17. On the Expense Report page, select “**Print / Share**”, and then select “***CSU-Detailed Report with Summary Data**”.



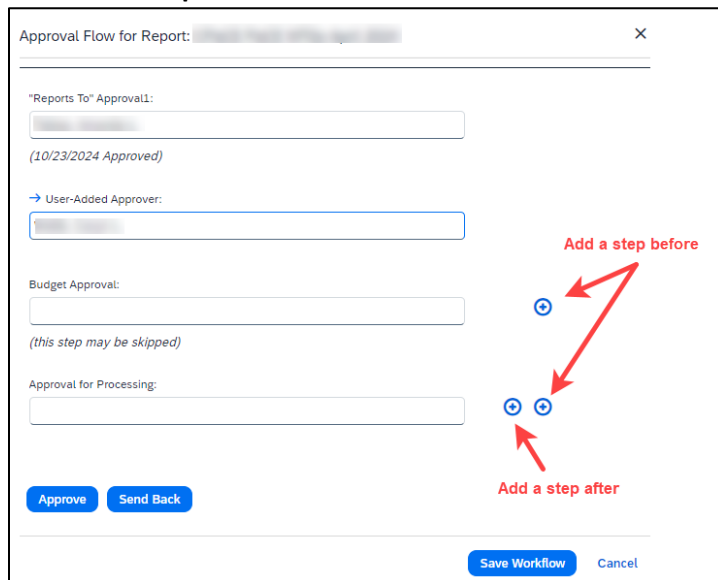
18. Select **Print** or **Save as PDF** or **Email** to get complete packet for expense report (only PDF and email includes copies of the report with receipts attached). Please note, copies are retained in Concur according to our CSU retention guidelines and maintaining duplicative copies elsewhere is 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”.



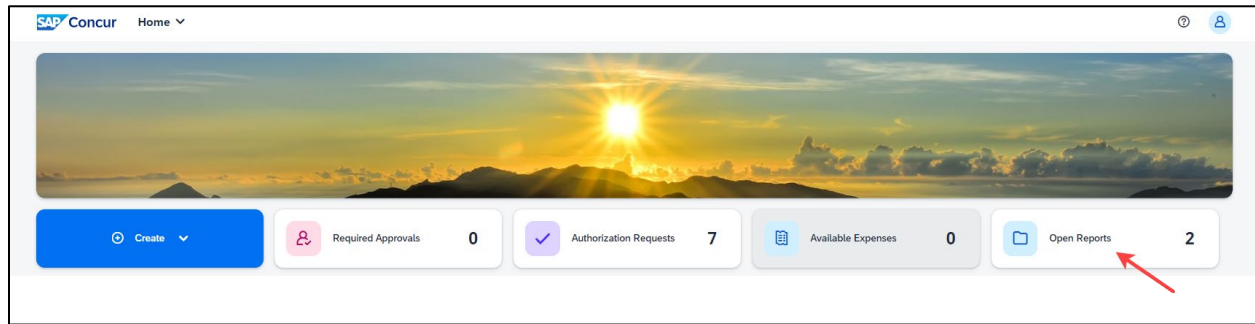
3. Enter the User-Added Approver. Do not add an additional approver after the Approval for Processing Step. The Processing step should be the last step in the workflow.
4. Select “Approve”.



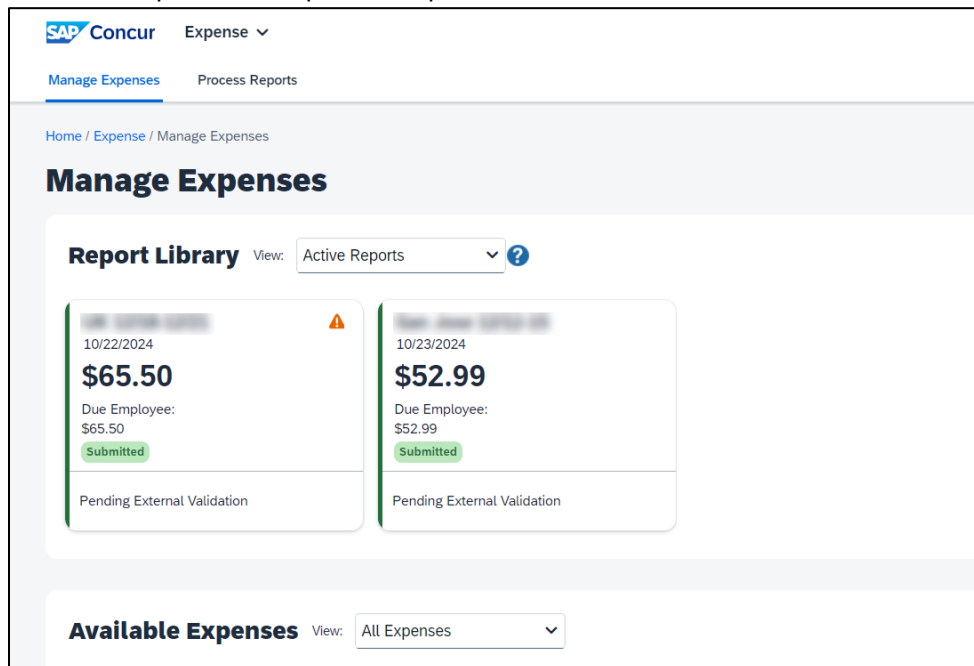
Correcting and Resubmitting an Expense Report

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.

Travel Allowances For Report: Mileage Example

The screenshot shows the 'Create New Itinerary' form with three tabs: '1 Create New Itinerary', '2 Available Itineraries', and '3 Expenses & Adjustments'. The 'Itinerary Info' section includes a text field for 'Itinerary Name' with the value 'Mileage Example'. To its right is a 'Selection' dropdown menu. The dropdown is open, showing three options: 'Per Diem (Travel post 12.31.23)', 'Per Diem (Travel post 12.31.23)', and 'Per Diem (Travel pre 1.1.24)'. A red arrow points to the 'Per Diem (Travel pre 1.1.24)' option with the text 'Select for travel prior to 1/1/2024'. Below the dropdown are buttons for 'Add Stop' and 'Delete Rows'. At the bottom, there are input fields for 'Departure City', 'Arrival City', and 'Arrival Rate Location', with a note 'No Itinerary Rows Found'.

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

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

The screenshot shows the 'Add Expense to Report' form. At the top, there is a search bar with the placeholder text 'Search by expense type, category, description' and a 'Collapse All Sections' link. Below the search bar, there is a list of expense categories. The first category, '04b. Meals - Domestic (Travel prior to 1-1-24)', is highlighted with a red box. Under this category, there are three sub-items: 'Breakfast - Domestic (Travel prior to 1-1-24)', 'Dinner - Domestic (Travel prior to 1-1-24)', and 'Lunch - Domestic (Travel prior to 1-1-24)'. The 'Dinner - Domestic (Travel prior to 1-1-24)' item is highlighted with a grey background. Below this category, there are two more categories: '05. Hospitality' and '06. Office Expenses'. The '05. Hospitality' category has a sub-item 'Hospitality'. The '06. Office Expenses' category has sub-items 'Postage/Freight' and 'Printing/Photocopying/Stationery'. A 'Cancel' button is located at the bottom right of the form.

Converting Foreign Currency Transactions

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

Allocate

* Required field

Expense Type * ?
Hotel/Lodging

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

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

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

Amount * Currency * US, Dollar (USD)

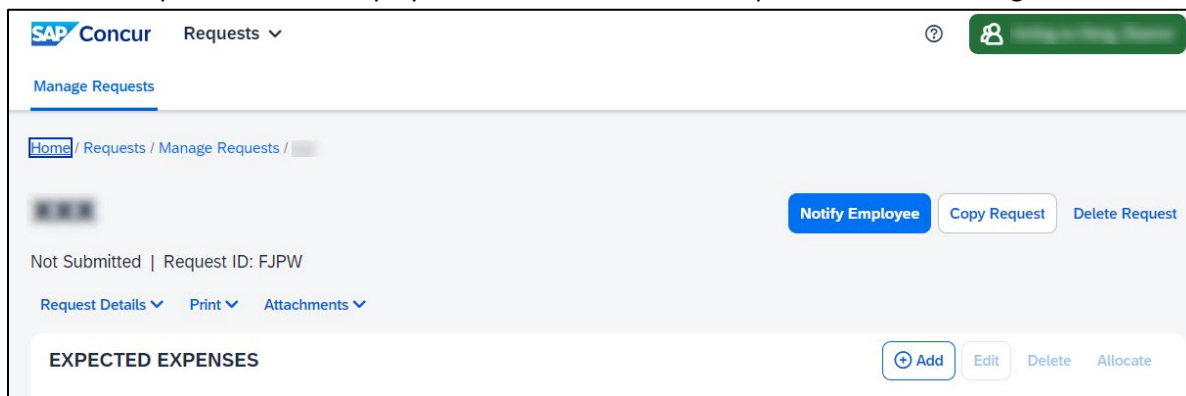
☐ Travel Allowance Request * 01/15/2024, \$1,375.00 - Phoenix 1/...

Comments To/From Approvers/Processors 0/500

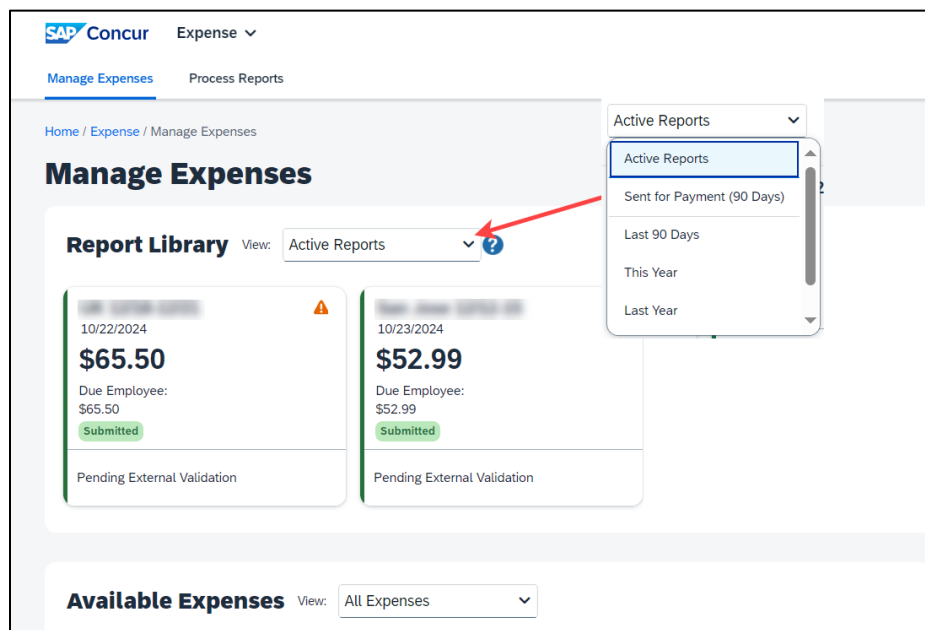
Support Documents for Inter campus Fund Transaction (IFT) Submission

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

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



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



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

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

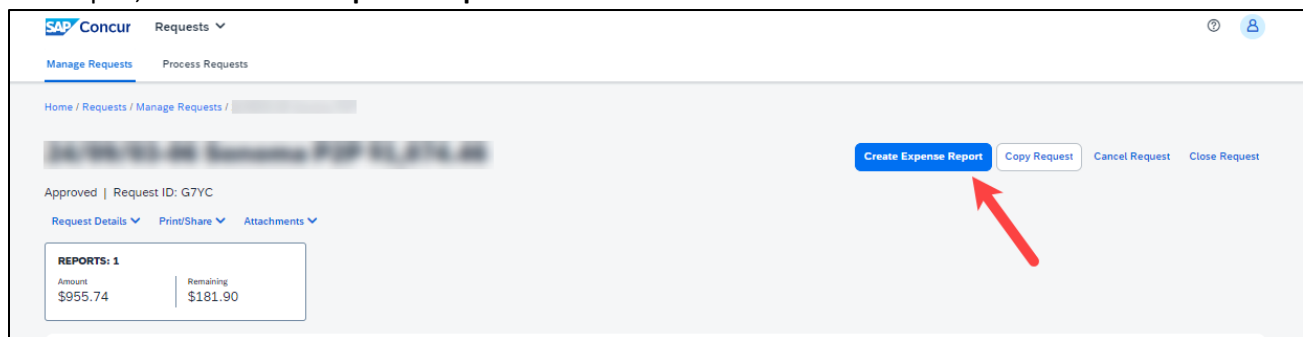
All CSU related travel for faculty and staff must have an approved Travel Request before an expense report can be created.

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.

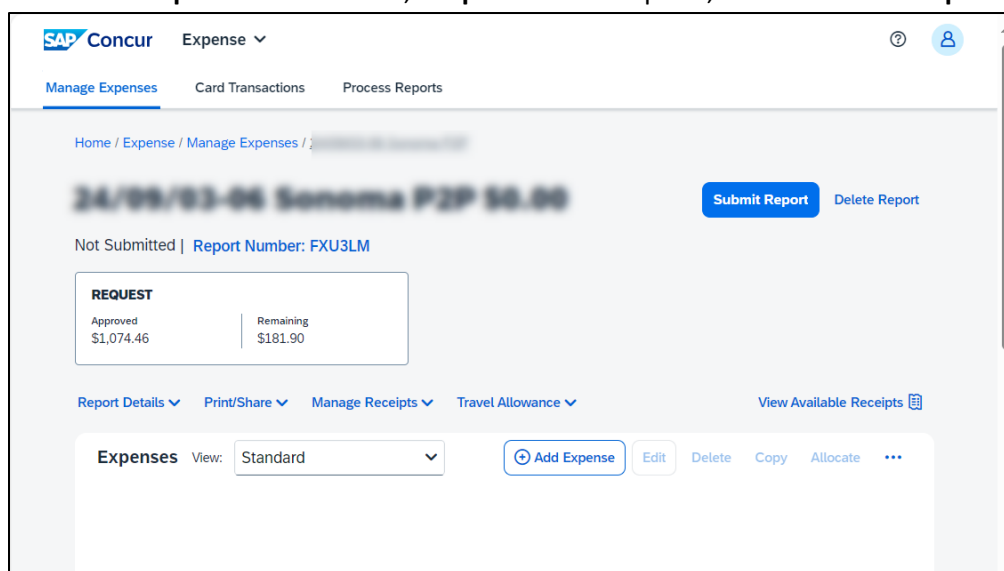
Expense Report from Approved Travel Request

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**.

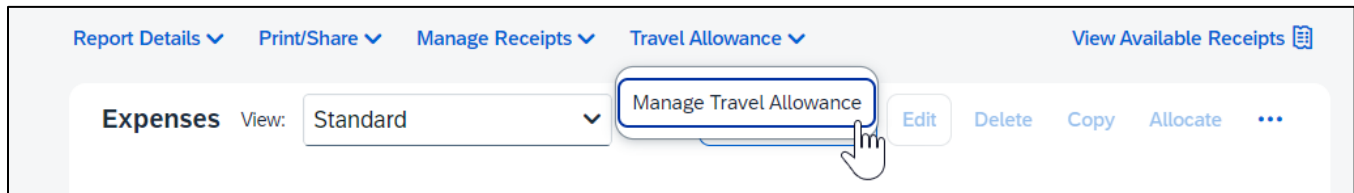


Travel Allowances

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

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

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



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

Importing the Travel Itinerary

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

A screenshot of the 'Travel Allowances For Report: 24/09/03-06 Sonoma P2P' interface. The top navigation bar shows three steps: '1 Create New Itinerary', '2 Available Itineraries', and '3 Expenses & Adjustments'. The 'Create New Itinerary' section is active. It includes an 'Itinerary Info' section with fields for 'Itinerary Name' and 'Selection'. Below this are buttons for 'Add Stop', 'Delete Rows', and 'Import Itinerary'. A table with columns 'Departure City', 'Arrival City', and 'Arrival Rate Location' is shown, with a message 'No Itinerary Rows Found'. To the right is a 'New Itinerary Stop' section with fields for 'Departure City', 'Date', 'Time', 'Arrival City', 'Date', and 'Time'. A 'Save' button is at the bottom right. At the very bottom, there are links for 'Go to Single Day Itineraries', 'Next >>', and 'Cancel'.

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

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

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Itinerary Info

Itinerary Name Selection

Add Stop Delete Rows

Departure City

No Itinerary Rows Found

New Itinerary Stop

Select trips and charges to use to create this itinerary

	Description	Start Date	End Date
☐	Trip from Santa Ana to Santa Rosa (8NP59N)		

Import Cancel

Save

Go to Single Day Itineraries Next >> Cancel

Entering the Travel Itinerary

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

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

1 Edit Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Itinerary Info

Itinerary Name Selection

24/09/03-06 Sonoma P2P

Add Stop Delete Rows Import Itinerary

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

View Itinerary Stop

Departure City

Santa Ana, California

Date Time

12:57 PM

Arrival City

Santa Rosa, California

Date Time

02:36 PM

Save

Go to Single Day Itineraries Next >> Cancel

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.

Travel Allowances For Report: [Redacted]

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

Itinerary Info

Itinerary Name: [Redacted] Selection: [Redacted]

Add Stop | Delete Rows | Import Itinerary

☐ Departure City[†] | Arrival City | Arrival Rate Location

No Itinerary Rows Found

New Itinerary Stop

Departure City: [Redacted]

Date: [Redacted] Time: [Redacted]

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

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

1 Edit Itinerary | 2 Available Itineraries | 3 Expenses & Adjustments

Itinerary Info

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

Add Stop | Delete Rows | Import Itinerary

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

View Itinerary Stop

Departure City: Santa Ana, California

Date: [Redacted] Time: 12:57 PM

Arrival City: Santa Rosa, California

Date: [Redacted] Time: 02:36 PM

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

Save

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

Adjusting Allowances

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.

Travel Allowances For Report: [redacted] [X]

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Show dates from [] to [] **Go**

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

Annotations:

- To exclude an entire day as personal, select the checkbox.
- Meal rates will reflect full per diem or the first/last day rate.
- Select the checkbox when a meal is provided.
- If the checkbox is selected, meals will be deducted from the allowance the traveler receives.

<< Previous **Create Expenses** Cancel

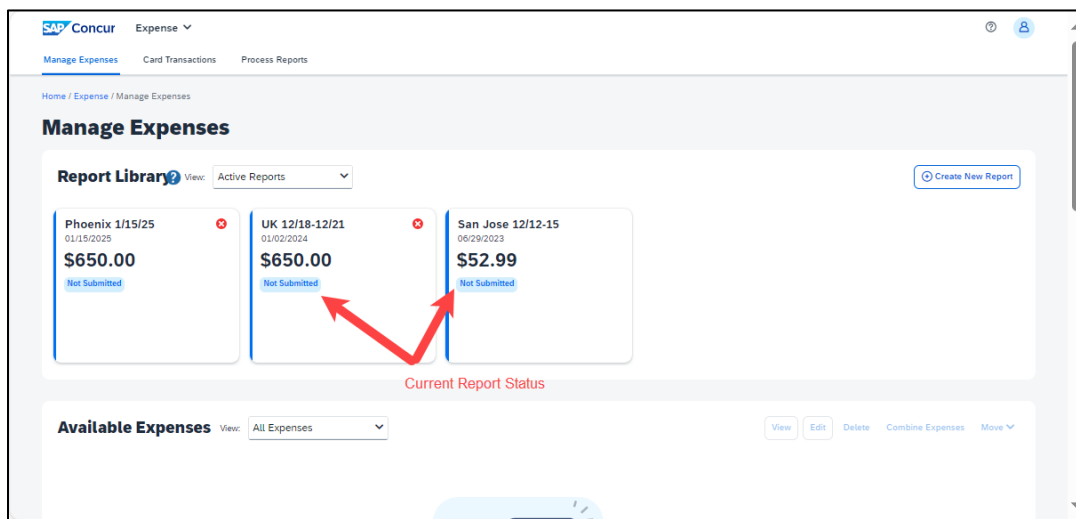
18. When finished, select **"Create Expenses"**. Expenses will then be automatically added to the Expense Report. Once created, expense lines can be deleted, however, amounts cannot be altered. To reduce the report total, if needed, add a negative amount using the Expense Type: Reduction.

[redacted]

<< Previous **Create Expenses** Cancel

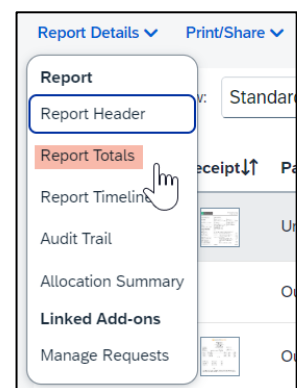
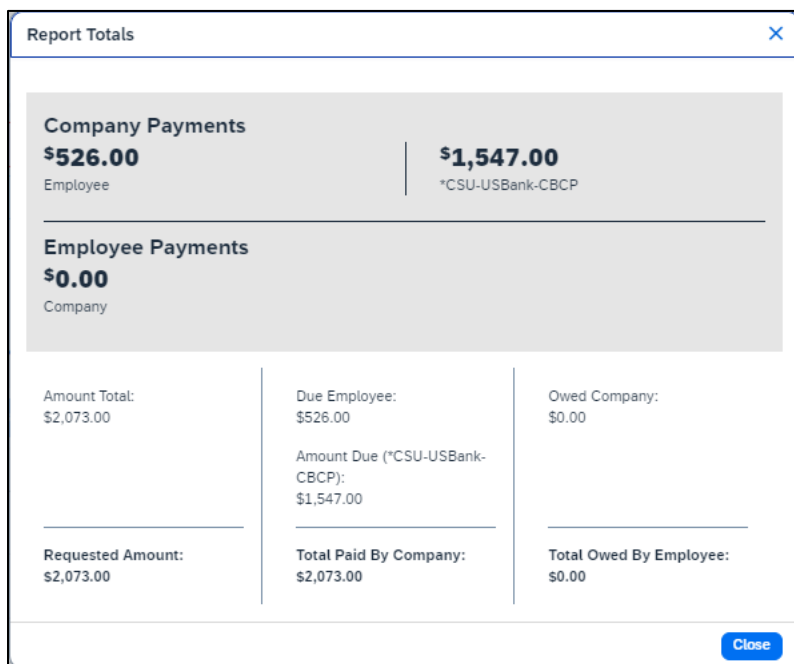
Report Details

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



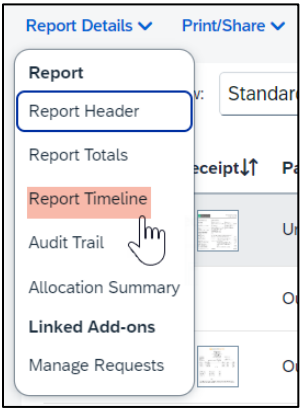
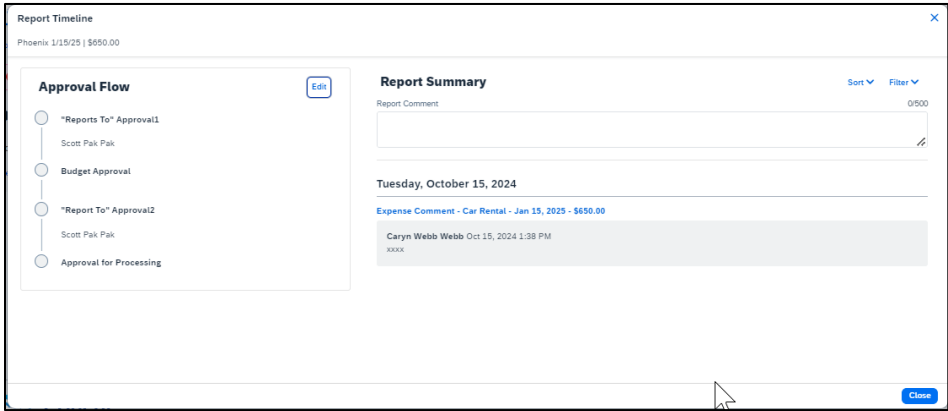
Report Totals

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



Report Timeline/ Tracking Status of an Expense Report after Submission

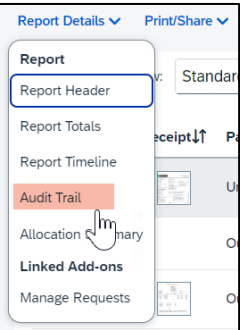
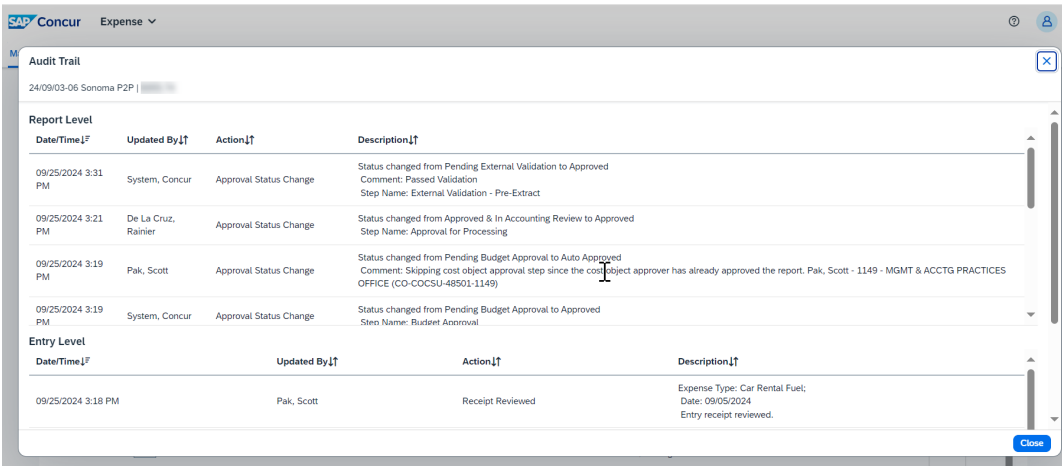
You can review the status of your submission by using the timeline. It will show what has occurred thus far and where the report is within the flow. In the example below, this report is with the “reports to” approver. For your report, this would reflect an actual person’s name.



- 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.

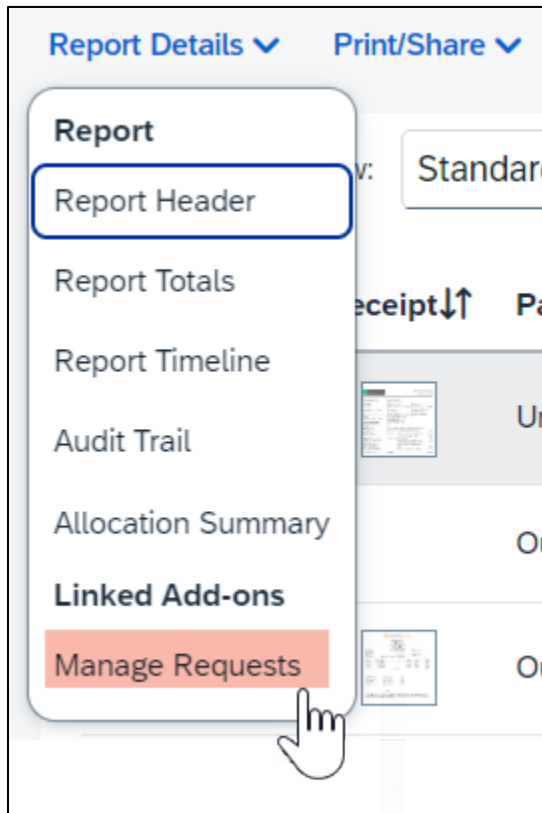
Audit Trail

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.



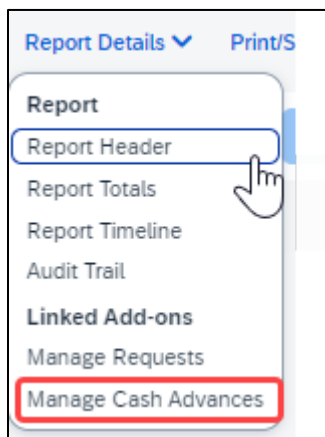
Linked Requests/Manage Requests

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.



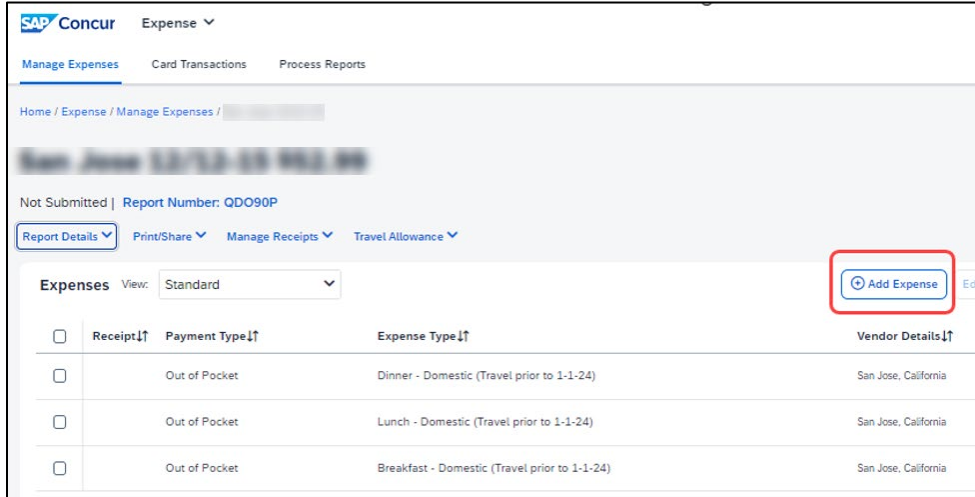
Linked Cash Advances

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”.

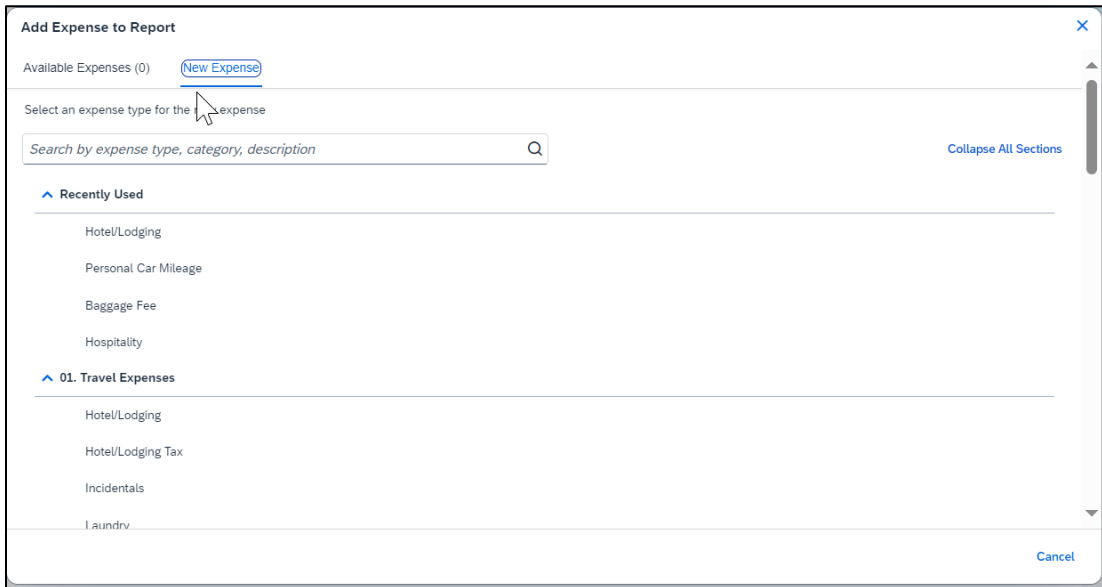


The screenshot shows the SAP Concur Expense Report interface. At the top, there's a navigation bar with 'Manage Expenses', 'Card Transactions', and 'Process Reports'. Below this, a breadcrumb trail reads 'Home / Expense / Manage Expenses /'. A report number 'QDO90P' is displayed. A red box highlights the 'Add Expense' button in the top right corner of the main content area. Below the button, there's a table with columns: Receipt, Payment Type, Expense Type, and Vendor Details. The table lists three entries, all with 'Out of Pocket' as the payment type and 'San Jose, California' as the vendor details.

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

20. If creating a new expense using the “Create New Expense” tab,

a. Select or search for the expense type.



The screenshot shows the 'Add Expense to Report' dialog box. At the top, there's a 'New Expense' button. Below it, a search bar is labeled 'Select an expense type for the expense'. The search bar contains the text 'Search by expense type, category, description'. Below the search bar, there's a list of expense types under the heading 'Recently Used'. The list includes 'Hotel/Lodging', 'Personal Car Mileage', 'Baggage Fee', and 'Hospitality'. Below this, there's a section for '01. Travel Expenses' which includes 'Hotel/Lodging', 'Hotel/Lodging Tax', 'Incidentals', and 'Laundry'. A 'Cancel' button is located at the bottom right of the dialog box.

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

The screenshot shows the SAP Concur 'New Expense' form. The 'Details' tab is active, showing fields for Expense Type (Supplies), Transaction Date (12/13/2023), Vendor Name, City of Purchase (San Jose, California), Payment Type (Out of Pocket), Amount, and Currency (US, Dollar (USD)). A 'Receipt' section on the right shows a placeholder for uploading a receipt. The form includes 'Save Expense', 'Save and Add Another', and 'Cancel' buttons at the bottom.

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.

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

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 as a Ghost Card charge.

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

Add Expense to Report

PMI Training in Los Angeles | \$0.00

Available Expenses (11) | New Expense

Number of expenses available for assignment to a report.

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

Add To Report **Cancel**

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

Add To Report

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

Expenses View: Standard

Add Expense Edit Delete Copy Allocate Combine Expenses Move

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

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.

SAP Concur Expense ▾ View all card transactions

Manage Expenses Card Transactions Cash Advances

Company Card Charges

Card Activity
*CSU-USBank-CBCP - 0824 ▾

Time Period
All Unused Charges ▾

Add Charges To PMI Training in Los Angeles ▾ Add Selected

TOTAL AMOUNT
\$1,903.36

		Date	Description	Expense Type	Amount
☐		04/21/2024	TST* NORTHTOWN COFFEE ARCATA, CA	Undefined	\$16.39
☐		04/21/2024	NORTH COAST CO-OP ARCATA ARCATA, CA	Undefined	\$28.69
☐		04/19/2024	TST* SEASCAPE RESTAURANT TRINIDAD, CA	Undefined	\$195.77
☐		04/17/2024	PANDA EXPRESS TB LAX LOS ANGELES, CA	Undefined	\$18.93
☐		04/17/2024	MILLENNIUM BILTMORE LOS A LOS ANGELES, CA	Hotel/Lodging	\$220.77
☐		04/17/2024	MILLENNIUM BILTMORE LOS A 213-6241011, CA	Hotel/Lodging	\$220.77
☐		04/16/2024	DOUBLETREE HOTELS LOS ANGELES, CA	Hotel/Lodging	\$220.77
☐		03/23/2024	AVELO AIRLINACVBUR 3466169500, TX	Airfare	\$157.83
☐		03/23/2024	INTERNATIONAL DOCUMENT HTTPSEVENTIVE, TN	Undefined	\$579.34
☐		03/23/2024	UNITED 0162374971281 UNITED.COM, TX	Airfare	\$244.10

Select All

Select Individually

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

- 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"**.

Not Submitted | Report Number: EGF2H2

Report Details

Print/Share

Manage Receipts

Travel Allowance

View Available Receipts

Expenses

View: Standard

Add Expense

Edit

Delete

Copy

Allocate

Combine Expenses

Move

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

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

SAP Concur Expense ▾

Manage Expenses | Card Transactions | Cash Advances

← → **Meals Charged on Campus Issued Card \$516.63** Save Expense ...

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

Hide Receipt

Details | Itemizations

Expense Type * **Meals Charged on Campus Issued Card** * Required field

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

Amount * 516.63 Currency US, Dollar (USD)

☒ Do Not Reimburse

Comments To/From Approvers/Processors 0/500

Receipt

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

Add Receipt

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”**.

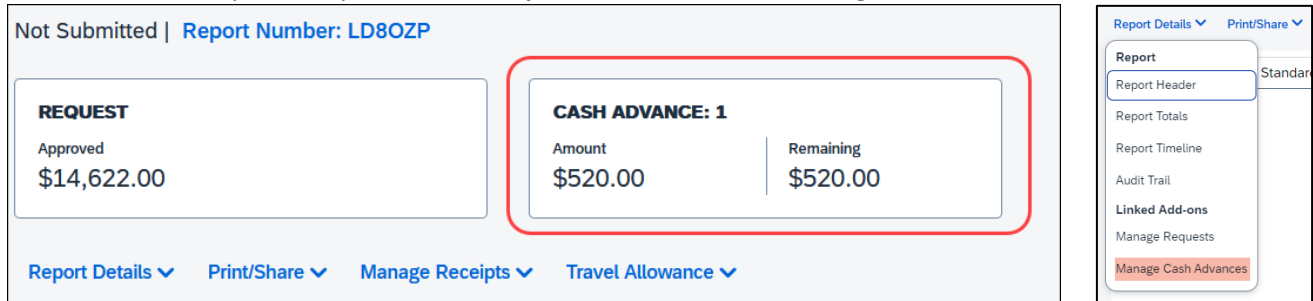
Expensing a Cash Advance

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):

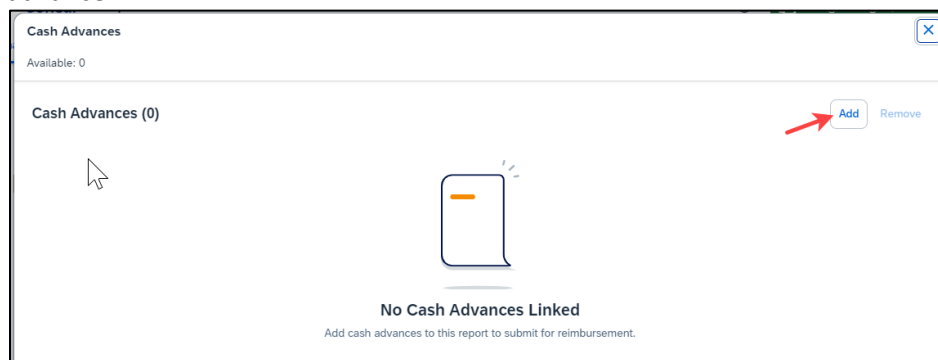
At the top of the report, you will see the outstanding advance. This should be the amount you received for the cash advance. If the Cash Advance box is not displayed, you can add the advance.

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



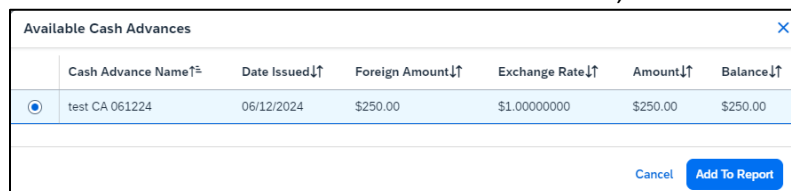
The screenshot shows an expense report interface. On the left, a box labeled 'REQUEST' shows 'Approved' and '\$14,622.00'. To its right, a box labeled 'CASH ADVANCE: 1' is highlighted with a red border; it contains a table with 'Amount' (\$520.00) and 'Remaining' (\$520.00). Below these are navigation links: 'Report Details', 'Print/Share', 'Manage Receipts', and 'Travel Allowance'. On the right, a sidebar menu is open, showing options like 'Report Header', 'Report Totals', and 'Manage Cash Advances' (which is highlighted).

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



The screenshot shows a modal window titled 'Cash Advances'. It states 'Available: 0' and 'Cash Advances (0)'. In the center is a graphic of a wallet with a minus sign and the text 'No Cash Advances Linked'. Below this is the instruction 'Add cash advances to this report to submit for reimbursement.' In the top right corner, there are 'Add' and 'Remove' buttons, with a red arrow pointing to the 'Add' button.

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



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

At the bottom right of the table are 'Cancel' and 'Add To Report' buttons.

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

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

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

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

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

Itemizing Expenses

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

The screenshot displays the SAP Concur Expense report interface. At the top, the user is logged in as 'Acting as Bergern, Melissa B'. The main header shows 'Supplies \$275.00' for the date '10/23/2024' and vendor 'Amazon'. A red arrow points to the 'Itemizations' tab, which is currently selected. The 'Details' tab is also visible. The 'Allocate' section is marked as a required field. The 'Expense Type' is set to 'Supplies'. The 'Transaction Date' is '10/23/2024', and the 'Vendor Name' is 'Amazon'. The 'City of Purchase' is 'Long Beach, California', and the 'Payment Type' is 'Out of Pocket'. The 'Amount' is '275.00', and the 'Currency' is 'US, Dollar (USD)'. The 'Comments' field is empty, with a character limit of 0/500. On the right, the 'Receipt' section shows a placeholder for a receipt upload, with instructions to click to upload or drag and drop files. The valid file types are .png, .jpg, .jpeg, .pdf, .tif, or .tiff, with a 5MB limit per file. An 'Add Receipt' button is present.

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.

Manage Expenses Card Transactions Cash Advances

Supplies \$275.00

10/23/2024 Amazon

Save Expense Delete Expense Cancel

Hide Receipt

Details Itemizations

Amount \$275.00 Itemized \$0.00 Remaining \$275.00

Itemizations

Create Itemization Edit Allocate

No Itemizations.

Create itemizations for the items on your receipt.

Receipt

Click to upload or drag and drop files to upload a new receipt.

Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff. 5MB limit per file.

Add Receipt

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.

Report Details

Print/Share

Manage Receipts

Travel Allowance

View Available Receipts

Expenses

View: Standard

Add Expense

Edit

Delete

Copy

Allocate

Combine Expenses

Move

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

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

To itemize a hotel expense:

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

To create a lodging expense:

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

2. Complete all required and optional fields as appropriate.

SAP Concur Expense ▾

Manage Expenses Card Transactions Cash Advances

New Expense

Save Expense Cancel

Hide Receipt

Details Itemizations

Allocate

* Required field

Expense Type *
Hotel/Lodging

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

Vendor * Allstar Hotels Hotel/Lodging Address & Room #

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

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

☐ Travel Allowance

Comments To/From Approvers/Processors 0/500

Receipt

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

Add Receipt

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

SAP Concur Expense ▾

Manage Expenses Card Transactions Cash Advances

New Expense

Save Expense Cancel

Hide Receipt

Details **Itemizations**

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

New Itemization

* Required field

Expense Type *
Hotel/Lodging

Recurrence *
Same daily amount

Nights: 3

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

(Amounts in USD) Add Tax Fields

Save Itemization Save and Add Another Cancel

Receipt

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

Add Receipt

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

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

Report Details

Print/Share

Manage Receipts

Travel Allowance

View Available Receipts

Expenses

View: Standard

Add Expense

Edit

Delete

Copy

Allocate

Combine Expenses

Move

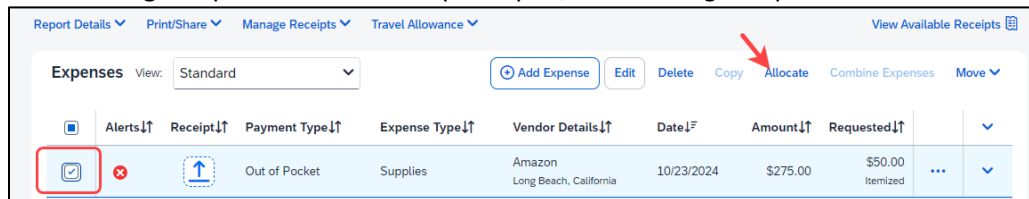
	Alerts	Receipt	Payment Type	Expense Type	Vendor Details	Date	Requested	
			Out of Pocket	Hotel/Lodging	Allstar Hotels Long Beach, California	10/23/2024	\$2,275.00	
							\$2,275.00	

Allocating Expenses

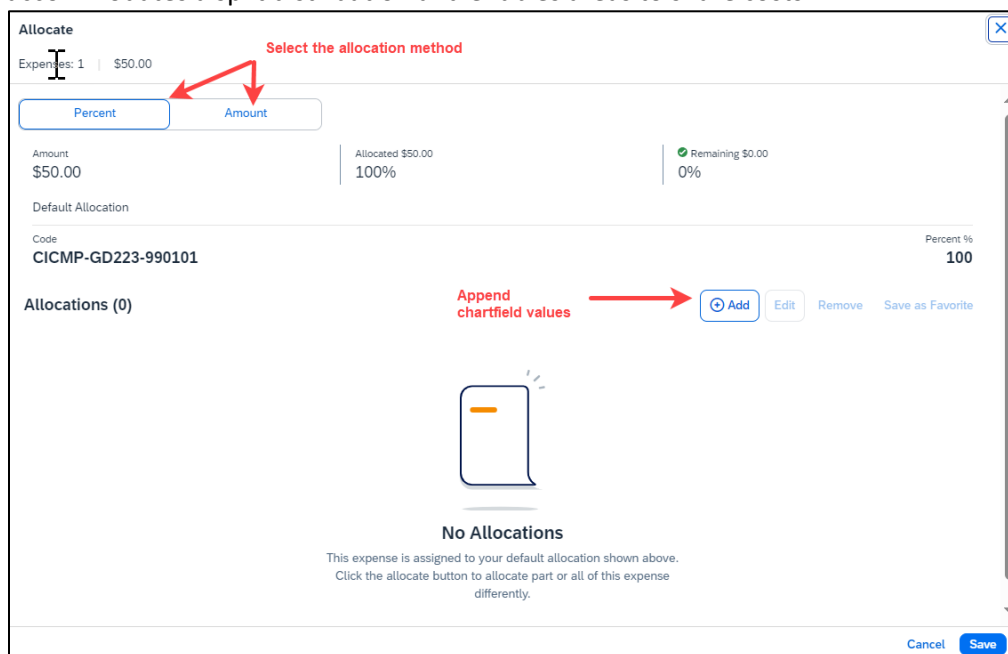
The Allocations feature allows you to allocate selected expenses to multiple chartfields. This should be performed after the Itemization if allocating to multiple expense types.

To allocate a single expense:

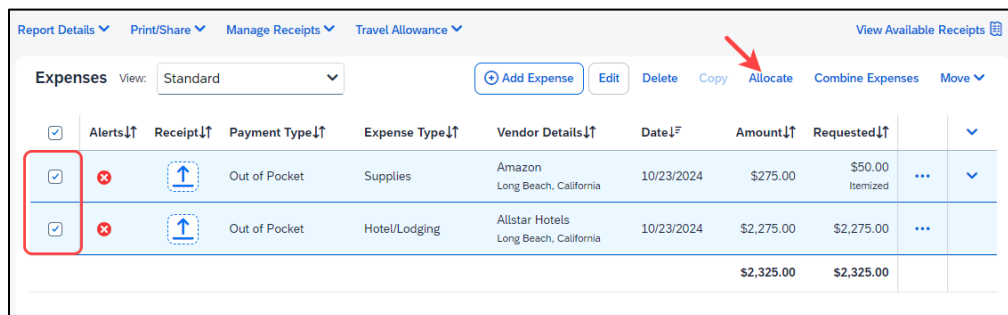
1. Allocate single expense - With the report open, select a *single* expense and select “Allocate”.



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



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



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

Allocate

Expenses: 2 | \$2,325.00

Select the allocation method

Percent Amount

Amount
\$2,325.00

Allocated \$2,325.00
100%

Remaining \$0.00
0%

Default Allocation

Code
Default

Percent %
100

Allocations (0)

Append chartfield values

Add Edit Remove Save as Favorite

No Allocations

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

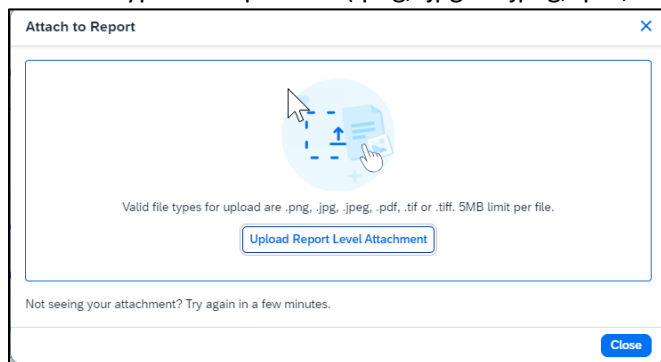
Cancel Save

5. Select **Save**.

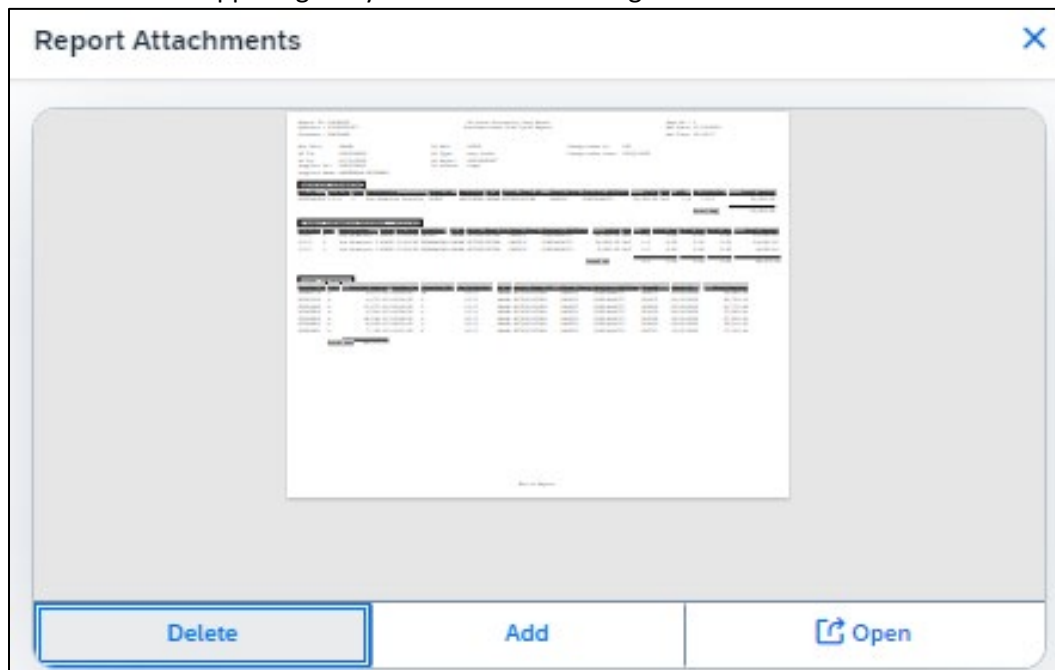
Managing Attachments

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

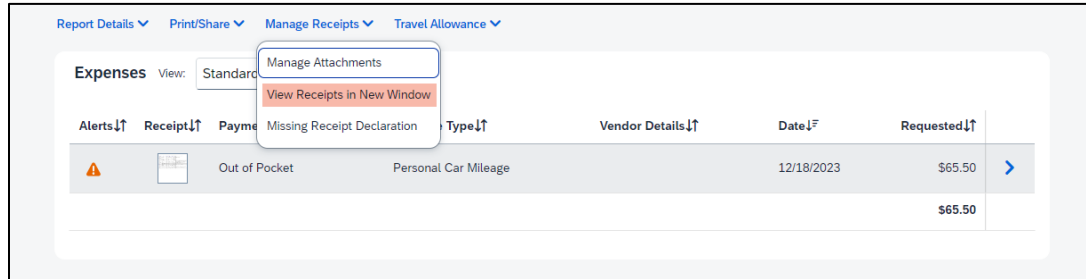
1. Valid file types are specified (.png, .jpg or .jpeg, .pdf, etc). Note: There is a 5MB limit.



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

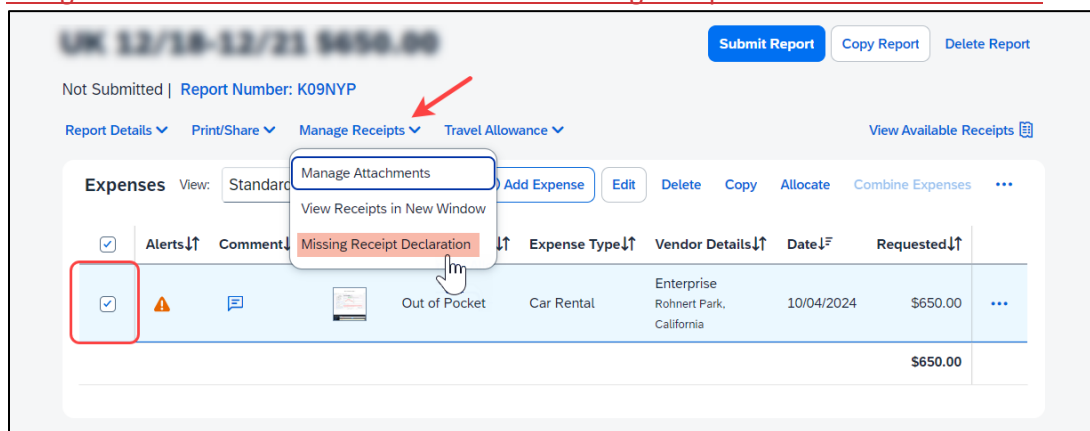


- Once documents have been uploaded, the Manage Receipts menu displays an additional option to **“View Receipts in New Window”**. *Note: Documents cannot be removed once the Expense Report is submitted or Approved. However, more documents may be attached to a report at anytime.



Missing Receipt Declaration

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



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

Create Receipt Declaration

Adequate documentation must be submitted to substantiate reimbursable University expenses in accordance with IRS rules & regulations. Original receipts must be submitted when available and are considered acceptable support for CSU expenses. When the original receipt has been lost or is otherwise not available from the vendor, the following documentary evidence must be submitted before expenses will be considered for reimbursement.

To create a Missing Receipt Declaration, select the expenses below that require a receipt.

☒	Expense Type	Vendor	Date	Amount
☒	Car Rental	Enterprise	10/04/2024	\$650.00

I acknowledge that this expense report contains legitimate University expenses incurred by me on behalf of CSU's benefit, and are allowable expenses as defined by CSU's Travel Policy. I further certify that one or more of the related receipts applicable to this expense report are no longer available.

Cancel
Accept & Create

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

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

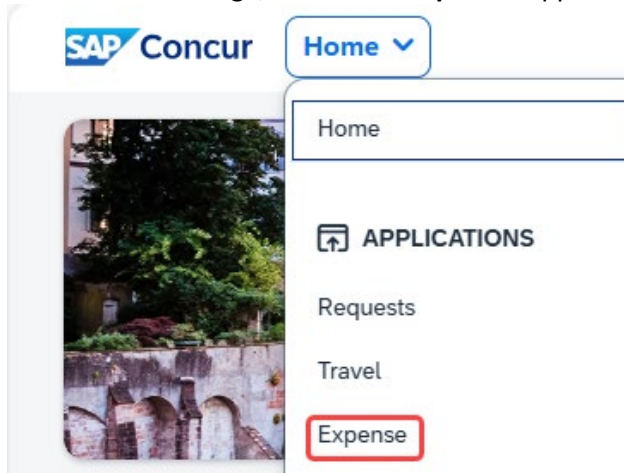
Send Receipt Images to Travelers Available Receipts Library

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

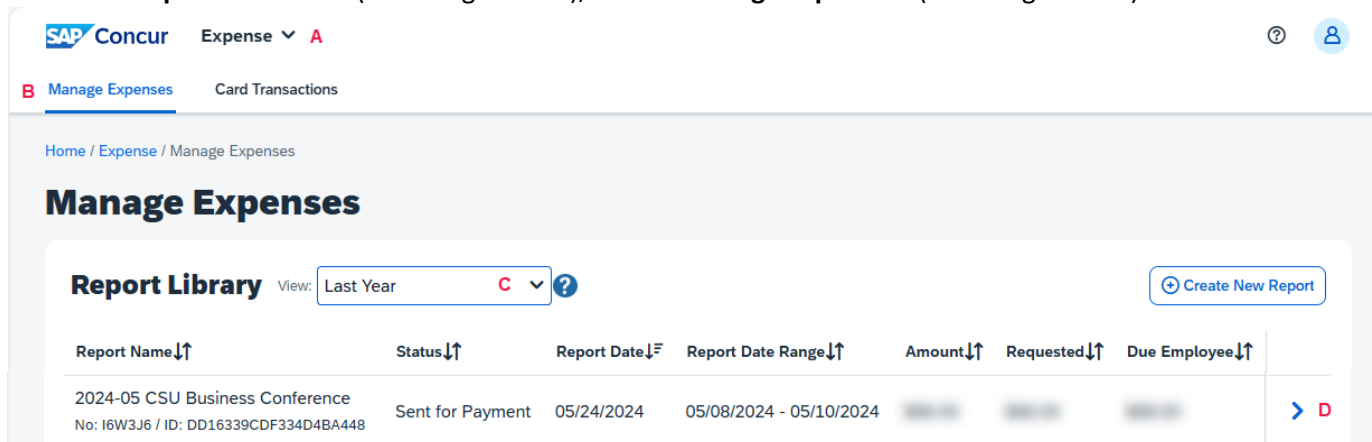
5. The Traveler must verify his/her own email address in his/her profile under Your Information, Email Addresses.
6. The Delegate must verify his/her own email address is in his/her profile under Your Information, Email Addresses.
7. The delegate must have the correct delegation permission (can prepare, 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.

Copying an Expense Report

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



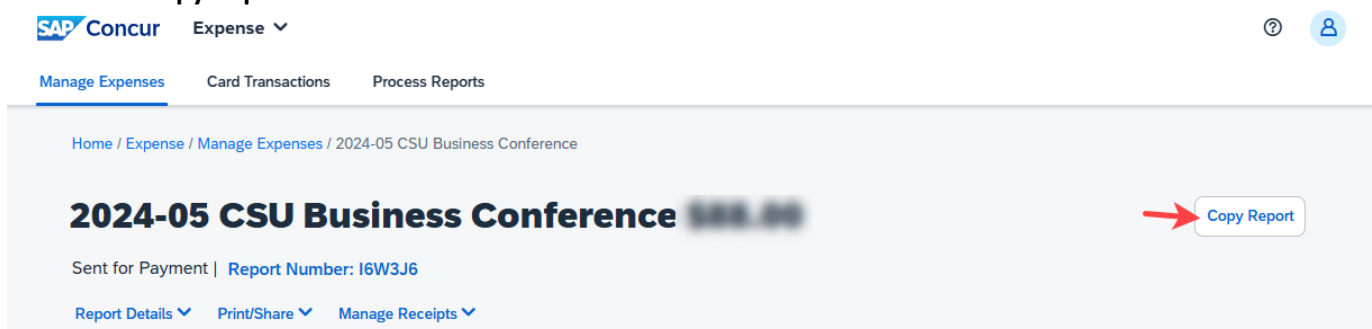
13. From the “Expense” window (A in image below), select “Manage Expenses” (B in image below).



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.

Copy Report [X]

New Report Name * * Required field

Copy: 2024-05 CSU Business Confe

Starting date for copied expenses. (Previous Date 05/08/2024) * ⓘ

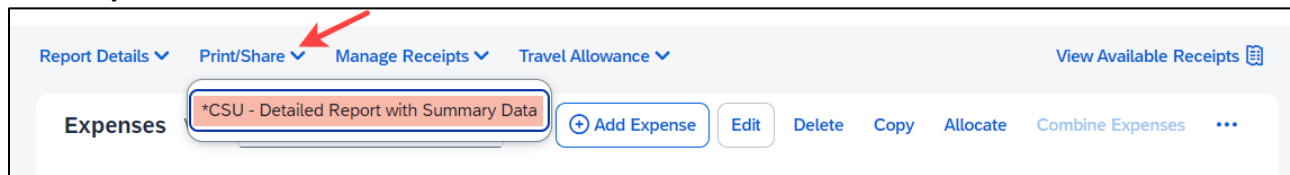
01/29/2025 [Calendar Icon]

Cancel **Create New Report**

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

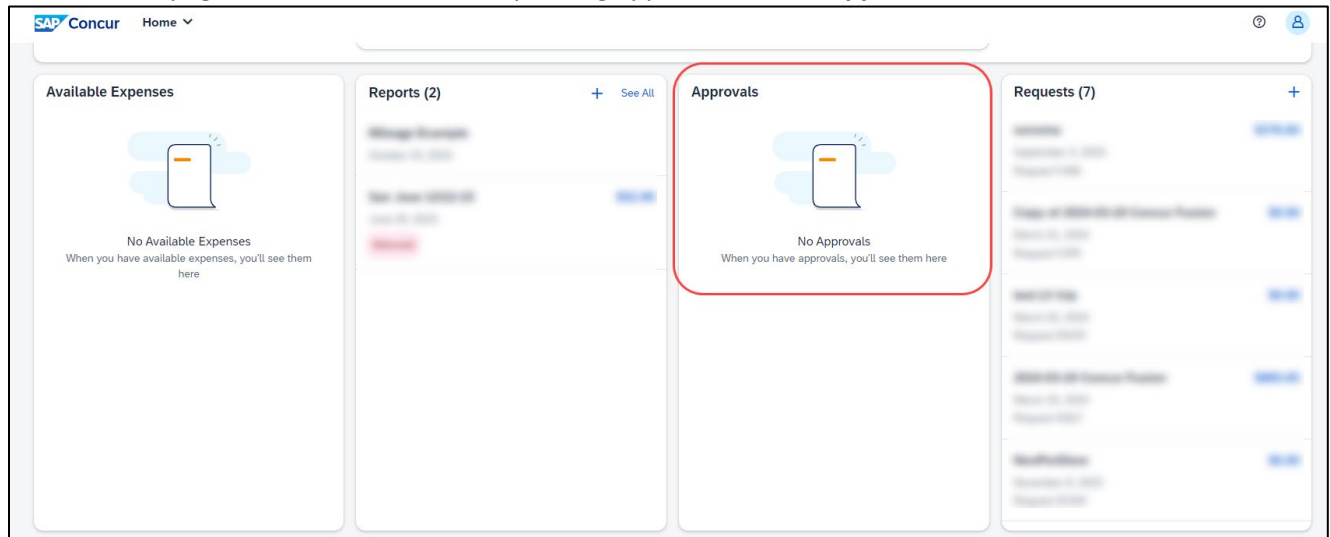
21. On the Expense Report page, select “**Print / Share**”, and then select “***CSU-Detailed Report with Summary Data**”.



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.

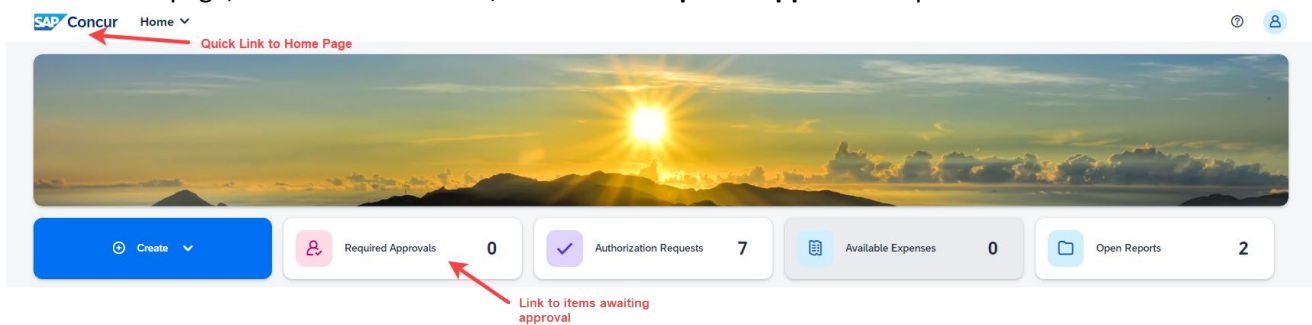
Reviewing an Expense Report

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.

The screenshot shows the SAP Concur Approvals page. The 'Expense Reports' table lists the following data:

Report Name	Employee	Report Date	Amount Due Employee	Requested Amount
CPaCE PaCE MTGs April 2024	[Employee Name]	04/15/2024	\$165.53	\$726.69
MOR Training - March 2024	[Employee Name]	02/12/2024	\$1,112.22	\$1,848.42

25. Review the report details:

- Review dates and locations of expenses compared to the original request.
- 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.

Transaction D...	Expense Type	Enter Vendor ...	Additional Inf...	City of Purcha...	Payment Type	Amount	Adjusted Clai...
04/12/2024	Hotel/Lodging Tax	Fairfield Inns		San Marcos, C...	University Paid	\$354.82	
04/12/2024	Car Rental	Enterprise Rent...		San Marcos, C...	University Paid	\$206.34	\$206.34
04/12/2024	Car Rental Fuel	G&M		Long Beach, C...	Out of Pocket	\$50.53	\$50.53
04/12/2024	Meals & Incidentals - Location B...			San Marcos, C...	Out of Pocket	\$20.50	\$20.50
04/11/2024	Meals & Incidentals - Location B...			San Marcos, C...	Out of Pocket	\$39.00	\$39.00
04/10/2024	Meals & Incidentals - Location B...			San Marcos, C...	Out of Pocket	\$55.50	\$55.50

TOTAL AMOUNT: \$726.69
TOTAL APPROVED: \$726.69

Request Name	Request ID	Amount Approved	Amount Remaining
CPaCE PaCE MTGs April ...	FCNQ	\$745.83	\$102.49

- d. Review all expenses for reasonableness and completeness.

Approving an Expense Report

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

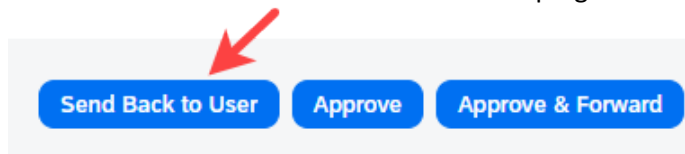
The expense report is typically reviewed by the persons manager and the cost object approver (delegated authority for the chartfield), however, it is a shared responsibility to ensure we are following guidelines.

Sending Back an Expense Report

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

To return a report:

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



2. The Send Back Report window appears.

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

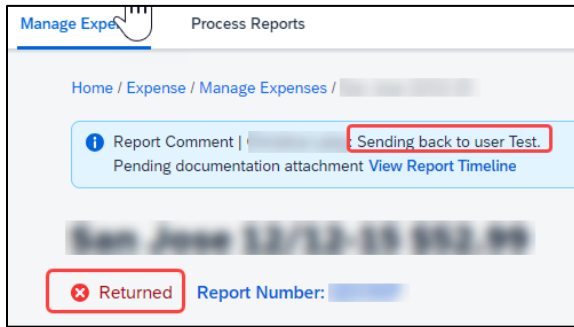
Add a comment to explain why you are returning the report. Then click OK to return the report to the employee.

Comment

OK Cancel

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

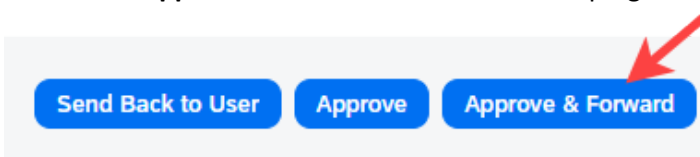
4. Select **“OK”**.
5. The user will receive an auto notification via email that their report has been sent back with the comment. In addition, a note will appear at the top of the report.



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.

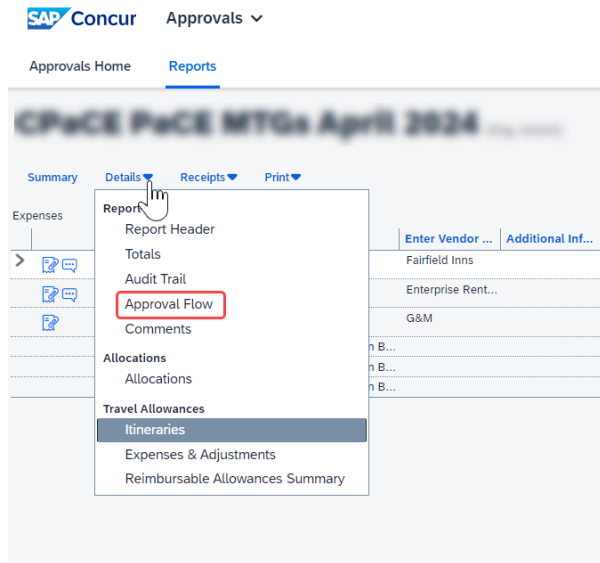


2. Enter the **User-Added Approver**, and add a comment, as needed.
3. Select **“Approve & Forward”** to approve the Expense Report and send to the next approver.

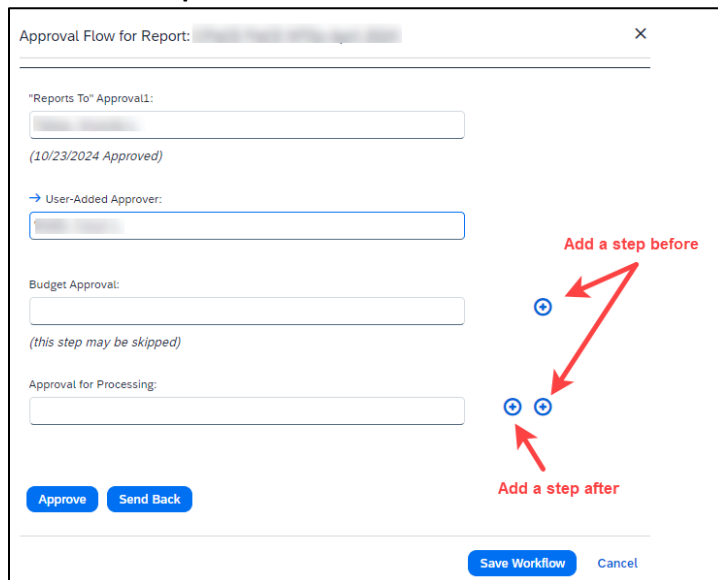
The screenshot shows a dialog box titled 'Approve & Forward Report:'. It has a close button (X) in the top right corner. Inside the dialog, there is a 'User-Added Approver:' field with a red vertical bar on the left. Below this is a 'Comment:' text area. At the bottom right, there are two buttons: 'Approve & Forward' and 'Cancel'.

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”.



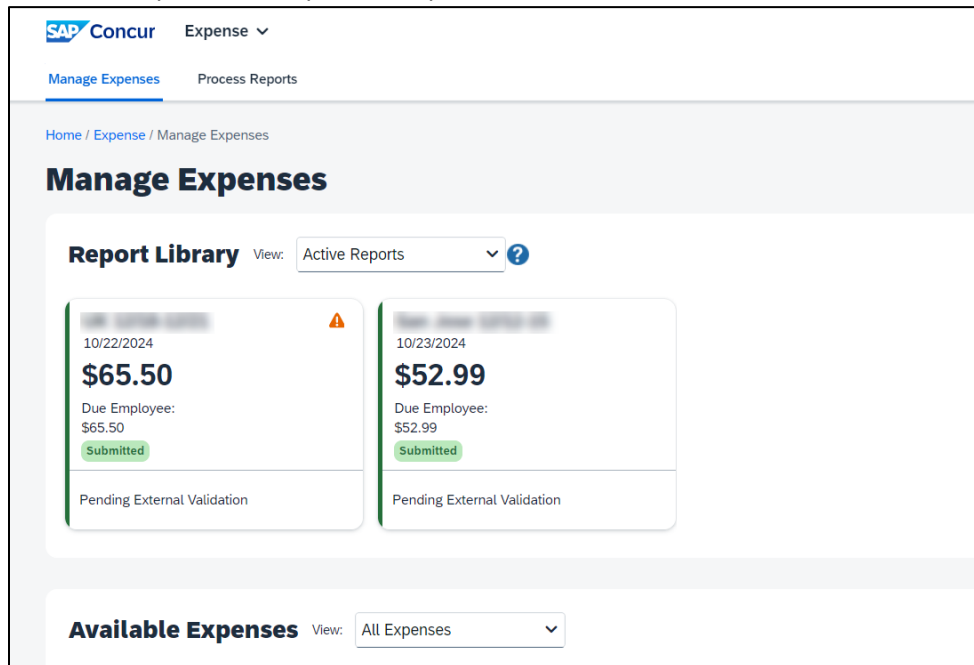
3. Enter the User-Added Approver. Do not add an additional approver after the Approval for Processing Step. The Processing step should be the last step in the workflow.
4. Select “Approve”.



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.

Details
Itemizations

Allocate

* Required field

Expense Type *

Hotel/Lodging
X
v

Date Range *

MM/DD/YYYY - MM/DD/YYYY

Nights:

0

Transaction Date *

12/20/2023

Vendor *

Search for Vendor
v

Hotel/Lodging Address & Room #

City of Purchase *

Phoenix, Arizona
X
v

Payment Type *

Out of Pocket
v

Amount *
Currency *

US, Dollar (USD)
X
v

Request *

01/15/2024, \$1,375.00 - Phoenix 1/...
v

☐ Travel Allowance

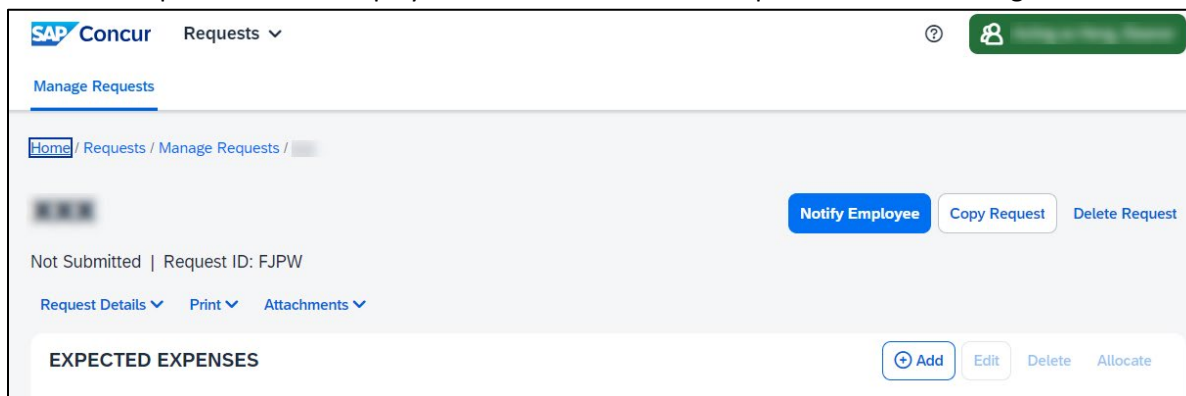
Comments To/From Approvers/Processors

0/500

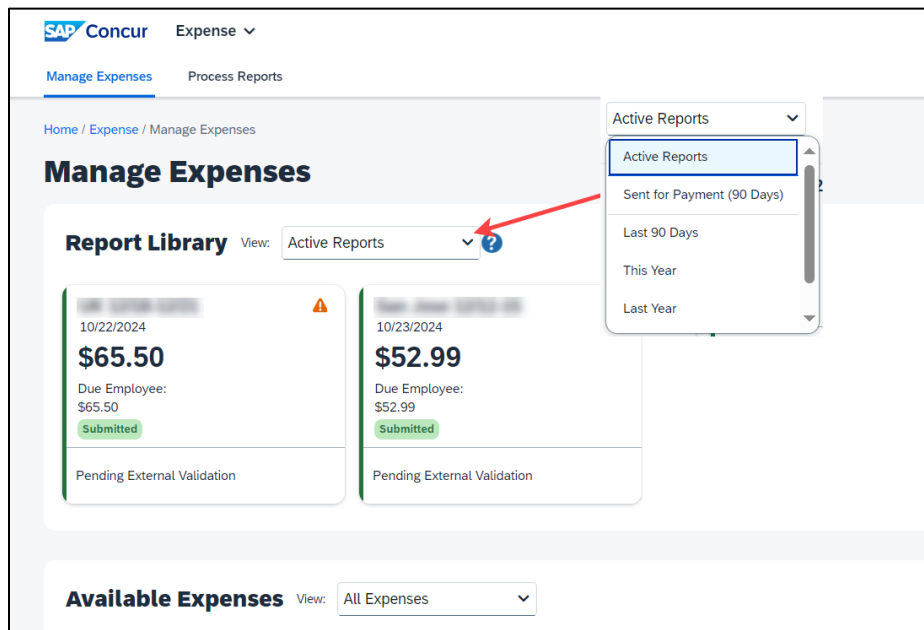
Support Documents for Inter campus Fund Transaction (IFT) Submission

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

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

A screenshot of the SAP Concur 'Requests' page. The top navigation bar shows 'SAP Concur' and 'Requests' with a dropdown arrow. Below the navigation bar, there's a 'Manage Requests' link. The main content area shows a breadcrumb trail 'Home / Requests / Manage Requests /'. There are three buttons: 'Notify Employee', 'Copy Request', and 'Delete Request'. Below these buttons, it says 'Not Submitted | Request ID: FJPW'. There are also links for 'Request Details', 'Print', and 'Attachments'. At the bottom, there's a section titled 'EXPECTED EXPENSES' with buttons for 'Add', 'Edit', 'Delete', and 'Allocate'.

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.

A screenshot of the SAP Concur 'Manage Expenses' page. The top navigation bar shows 'SAP Concur' and 'Expense' with a dropdown arrow. Below the navigation bar, there's a 'Manage Expenses' link and a 'Process Reports' link. The main content area shows a breadcrumb trail 'Home / Expense / Manage Expenses'. The title 'Manage Expenses' is prominently displayed. Below the title, there's a 'Report Library' section with a 'View:' dropdown menu set to 'Active Reports'. A red arrow points to this dropdown menu, which is open, showing options: 'Active Reports', 'Sent for Payment (90 Days)', 'Last 90 Days', 'This Year', and 'Last Year'. Below the dropdown, there are two expense report cards. The first card shows a date of 10/22/2024, an amount of \$65.50, and a status of 'Submitted'. The second card shows a date of 10/23/2024, an amount of \$52.99, and a status of 'Submitted'. Both cards have a 'Pending External Validation' status. At the bottom, there's an 'Available Expenses' section with a 'View:' dropdown menu set to 'All Expenses'.

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 (the allocated amount must sum up to exactly 100.00%)
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 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**