Rowan University
INFORMATION RESOURCES & TECHNOLOGY

CONCUR

TRAINING MANUAL

MAY 2020

TABLE OF CONTENTS

Introduction To Concur 4
Objectives 4
Overview & Benefits 5
Concur Definitions 6
Icons 9
Logging In & Help 10
Home page 11
Profile Setup 12
Understanding Requests 36
Using the Trip Search to Look but Not Book 37
Creating a New Request 44
Allocating Expenses in a Request 52
View Saved or Submitted Requests 55
Understanding Request Approvals 57
Approving a Request 63
Correcting and Resubmitting a Returned Request 67
Booking Travel 68
Prepayments 80
Options for Attaching Receipts 84
Creating an Expense Report that is Connected to a Request 85
Itemizing Nightly Hotel Expenses 89
Converting Foreign Currency Transactions 94
Allocating Expenses in an Expense Report 95
Creating a Day Travel Monthly Expense Report 99
Creating “Campus to Campus” Mileage Within a Day Travel Expense Report 110
Correcting and Resubmitting a Returned Expense Report 115
Closing a Request After Reimbursement 116
Understanding Expense Approvals 117
Approving an Expense Report 120
Acting as a Delegate 124
Acting as a Travel Arranger/Assistant 126
Concur Mobile Application 128
TripIt.com 136
TripIt Mobile Application 142
Concur in Banner 149

Introduction to Concur

The Division of Finance is pleased to announce the implementation of a new, state-of-the art travel system. Beginning on July 1, 2020, Concur Travel and Expense (which we will, going forward, refer to simply as Concur) will replace our current paper-based travel system and become the system of record in facilitating all of your University travel needs.

Concur will integrate encumbrances, travel bookings, and expense reporting into a single system of record. Through this technology, administrative functions will be consolidated, thereby allowing you to seamlessly request travel, receive approval for travel, book travel, and submit travel-related expenses. Concur brings the entire process and all the data together in one place, so you can see and manage all your travel arrangements efficiently.

With the introduction of Concur, Direct Travel will be replacing Sunward Adventures as the University's new travel management company. Direct Travel will integrate with Concur to fulfill employees' travel booking arrangements, automatically transfer itinerary information to expense reports and maintain the traveler's rewards. More significantly, booking through Concur allows quick access to view where University travelers are located and provide assistance should the need arise.

Our strategy is to improve customer satisfaction, increase operational efficiency, streamline processes, and improve transparency of travel and expense by automating the full process.

Objectives

By the end of this manual the user will be able to:

1. Set up your Concur Profile.
2. Use the Trip Search feature to look for travel estimates.
3. Create a Request.
4. Book Travel from an Approved Request.
5. Create an Expense Report.
6. Approve a Request and Expense Report.
7. Act as a Delegate or Travel Assistant/Arranger.
8. Use the Concur and TripIt Mobile Apps.

OVERVIEW

What is Concur?

Concur is a comprehensive web-based service that provides you with all the tools needed to create a travel request, book travel and submit expense reports.

What can Concur provide?

Concur will provide an integrated and centralized approach that will replace the use of paper forms and create a seamless experience in a single system to streamline the travel process.

What modules are included?

Concur includes four modules:

- **Request** - This module is used to automate the travel request and approval process before incurring any travel expenses.
- **Travel** - This module is used to book travel reservations: airfare, hotel, car rental etc., made through the University's contracted travel management company Direct Travel.
- **Expense** - This module is used to automate, manage and approve your travel expenses after travel occurred.
- **App Center** - This module will help Rowan University and their travelers find apps that drive smarter spending, easier travel, and effortless expensing. The App Center provides quick access to your favorite apps and services, which can be linked to Concur. This allows an open door between the two services so the data that needs to be shared can flow securely and automatically.

What are the benefits?

Administratively, Concur will allow us to:

- Monitor and manage compliance for travel and expense;
- Improve travel and expense reporting;
- Consolidate functions of travel and expense;
- Leverage buying power on services provided by our vendors; and
- Electronically collect, store, and manage receipts in adherence with University travel policy.

Functionally, Concur will:

- Simplify travel requests and approvals;
- Reduce time spent making travel reservations;
- Minimize the need of completing paper-based travel forms;
- Allow on-the-go capabilities through user-friendly mobile applications; and
- Provide pre-populated expense reports to assist users with the submission of travel reimbursements.

Who can use it?
Staff and Faculty can begin using Concur effective July 1, 2020. Students and guests will be incorporated later and will need to continue to use the paper-form procedure.

How do I register for training?
Instructions on how to register will be sent out in the Rowan Daily Mail. The transition to Concur will begin in phases by campus starting July 1, 2020 and continue through December 2, 2020. Training will begin May 26, 2020 and you will be required to attend/participate before receiving access to Concur. This is to ensure your profile is setup correctly in Concur, which will avoid delays that could potentially affect the processing of your request, the ability to book travel or enter an expense report for reimbursement.

When is the last day to submit paper forms?
After December 2, 2020 the Accounts Payable Department will no longer accept paper forms.

CONCUR DEFINITIONS

Allocations – Used to assign the cost of the trip or purchase to multiple departments or FOAPALs.

AP Approver – This approver verifies all requests and expense reports are in compliance with the university travel policy and procedures.

Approval Flow – A log of who the Travel Request/Expense Report will be approved by.

Audit Trail – A log of all actions taken on a Travel Request/Expense Report.

Cash Advance – Funds for meal per diem requested by the traveler before he/she attends a business trip.

Completeness Check – This individual is responsible for checking the report for policy compliance and reviewing budgetary allocations. The Completeness Check individual and the Supervisor approver can be the same person or different people depending on the needs of the department.

Concur Travel – Should be used to book airfare, car rental reservations, and hotel reservations through the University's travel management company (TMC), Direct Travel by using the online booking tool or booking directly with a Direct Travel agent.

Conventions and Conferences – A convention or conference is defined as a formal scheduled meeting of a recognized organization in which the University or Department maintains a membership, has an active area of interest, or is necessary to the conduct of business of the unit or the mission of the University.

DEFINITIONS

Cost Object Approver – Travelers often incur expenses on behalf of more than one department; this role will ensure that transactions are routed to an authorized approver for the department incurring the expenses. Meaning that no charges will post to your department's FOAPAL without review by authorized individuals in your department. Cost object approvers review transactional activity from a financial perspective to ensure the accuracy of assigned FOAPAL and availability of budgeted funds.

Day Travel Expense Report – Travel for official University business without the need of an overnight stay. Day Travel does not require a Request or Encumbrance Approval Number (E#), and can be submitted for reimbursable expenses such as mileage, parking, tolls, registrations, etc.

Default Approver – This approver is responsible for a review of policy compliance, travel approval, and funding verification. Typically this approver is an employee's immediate supervisor and can also serve as the Department Head depending on the needs of the department. The default approver will review and approve both the travel request and expense report. This approver is also responsible for verifying all required supporting documentation is attached to the request and expense reports.

Default Approver 2 – This approver is the Division Head who is responsible for the College or Division and ensures that a traveler's activity is compliant, reasonable, appropriate in the context of his/her business purpose, and allowable by University policy. This role also oversees situations that are not specifically authorized or require exceptions to the travel policy.

Delegate – An employee who is granted permission to act on behalf of another employee to perform tasks within Concur. Delegate permissions are for Request, Travel booking and Expense. You will also need to add this delegate as an Assistant/Travel Arranger to allow them to book travel via Concur.

E-Receipt – An electronic receipt or invoice for a travel expense. An itemized receipt must be submitted for any expenditure of $25 or more and must identify:

1. The date of purchase
2. The vendor name
3. Itemized list and unit price of the purchased items
4. Sales tax
5. The total amount paid

Ethics Approver – This approver is the Ethics Liaison Officer who will review the request and supporting documentation such as the Request for Approval for Attendance at Events form for non-University funded travel to determine whether the outside activities are permissible in accordance with the Conflicts of Interest Law, the Uniform Ethics Code, N.J.A.C. 19:61-6.8, and other applicable agency supplemental code or authority.

Expense Report – A report that is created after expenses are incurred which requests reimbursement for out-of-pocket expenses, and to reconcile any University paid transactions including Ghost Card transactions.

DEFINITIONS

Expense Types – List of expenses that the traveler can incur.

Export Control Approver – This approver verifies that the export control training and International Travel Checklist was completed as mandated by the Office of Research Compliance.

FOAPAL – The Fund-Org-Account-Program where the travel expenses will be charged to.

Frequent Traveler Programs – Loyalty programs that are offered by many airlines, hotels, and car rental agencies. Also known as Frequent Flier or Mileage programs.

International Travel – Official University business in, to, or from a destination that is NOT in the United States (including its territories and possessions).

Official University Business – Includes all business travel, including attendance at meetings and gatherings, other than "Conventions and Conferences" or "Staff Training and Development Seminars, Continuing Education," that has been approved by the appropriate authority. Board of Trustees meetings and board committee attendance are included in this category.

Personal Expense – An expense for personal items such as clothing, luggage, toiletries, newspapers, magazines, movies, or other entertainment.

Proof of payment – May take many forms, for example cash register receipt, copy of an order form, web receipt, email confirmation of payment and canceled check.

Preferred Vendor/Supplier – A mutual agreement between airlines, hotels, and/or car rental agencies and individual companies to promote increased bookings with vendor-specific suppliers; therefore, a higher discount and travel benefits is earned by the company.

Request – A Travel Request is submitted by the traveler with estimates of travel expenses for an overnight trip. The Request must be approved prior to making any travel reservations and or completing an Expense Report.

Request Header – The traveler will provide basic information regarding his/her trip.

Segments – This is where the traveler will enter all travel itinerary information related to the trip including Air, Car, Hotel, and Rail information.

Staff Training and Development Seminars, Continuing Education – Includes all regularly scheduled training and development.

Travel Arranger – An employee who is granted permission to book travel on behalf of another employee and will receive email confirmations for the travel the arranger has booked.

Travel Assistant – An employee who is granted permission to book travel on behalf of another employee, modify user profile as needed, and receive travel email notifications in regards to the employee's travel regardless of who made the reservation.

DEFINITIONS & ICONS

TripIt – An application that can be used by the traveler which shows all information regarding a trip in one place.

Waypoint – A location on a map where you are traveling from or to.

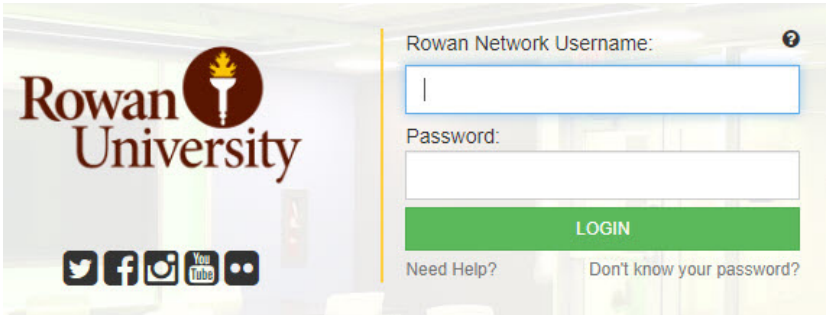
ICONS

You may encounter the following icons while using Concur:

Icon	Description
	Indicates an exception must be resolved before submission.
	Indicates a warning but does not prevent submission.
	Indicates the air, car rental, hotel, and train segments that a user can add to a Request.
	Indicates that the expense entry in a Request has been partially allocated.
	Indicates that the expense entry in a Request has been fully allocated.
	Indicates that the item is allocated to a budget you manage and requires your budget approval.
	Indicates that an expense entry has an Optical Character Recognition (OCR) receipt (for example, ExpenseIt)
	Indicates that the approver sent a Request or Expense Report back to the submitter with comments.
	Indicates that the expense or report contains a comment.
	Indicates that a receipt is required for the expense.
	Indicates that an expense has a receipt attached to it.
	Indicates that an e-receipt is available in Available Expenses.
	Indicates that the expense entry in a Expense Report has been partially allocated.
	Indicates that the expense entry in an Expense Report has been fully allocated.
	Indicates that the expense entry was created in the Mobile app.
	Indicates that the Expense Report has been reviewed by a delegate and is ready for delegator review and submission.

LOGGING IN TO CONCUR

1. Visit **go.rowan.edu/ConcurTravel**.
2. Enter your **Rowan Network Username** and **Password**.



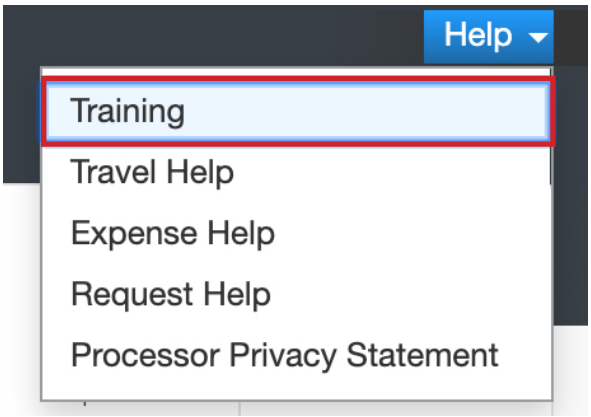
3. Select **LOGIN**.
4. Complete Duo Authentication if prompted.

CONCUR ONLINE HELP

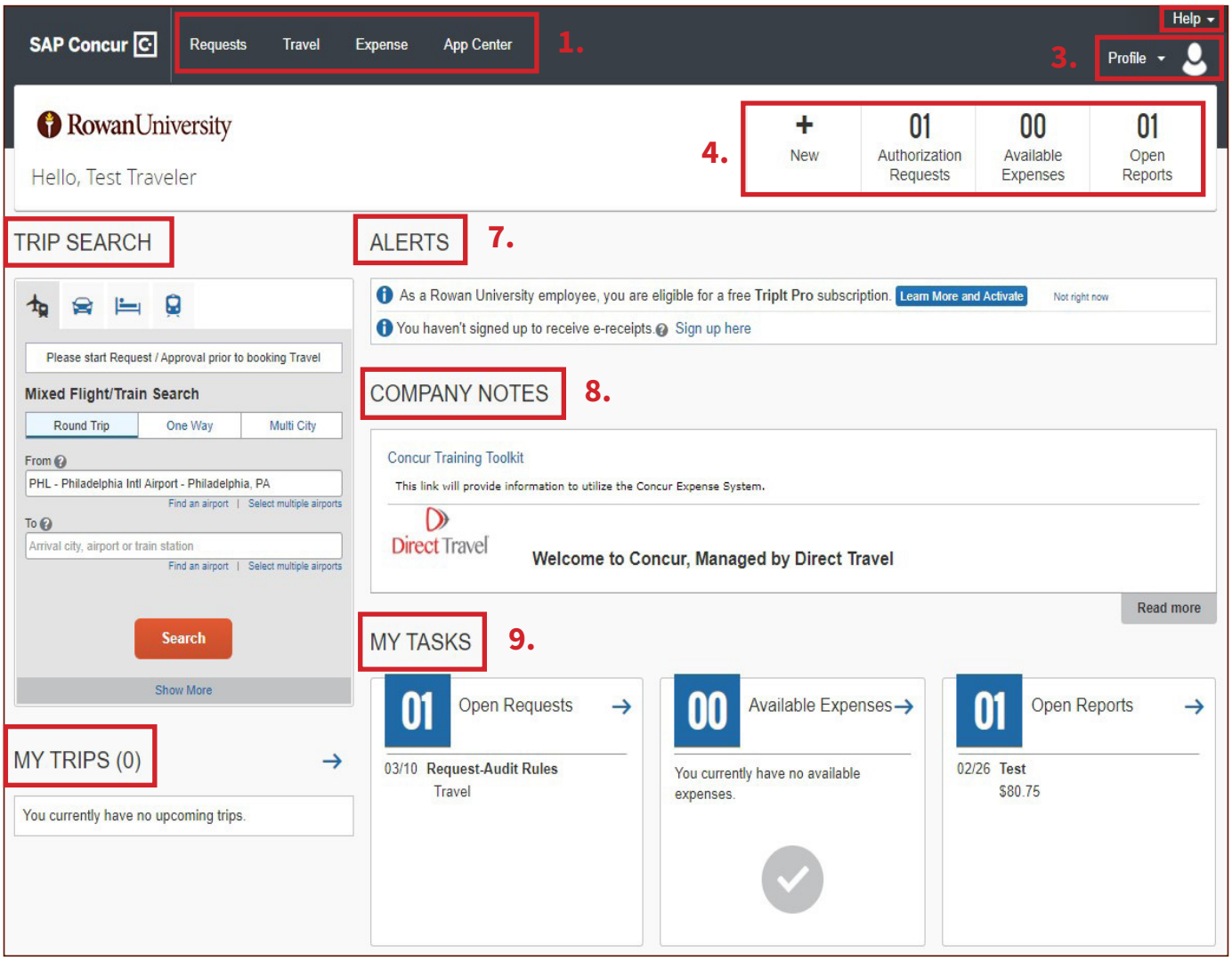
You can access other resources such as videos and quick reference guides on Concur's website.

1. From the Concur home page, select Help in the upper right corner.

2. Select Training.



HOME PAGE



OVERVIEW OF CONCUR HOME PAGE

Once you have signed in, you will be on the Concur home page. The home page provides quick access to the tools you need to book a trip and manage your expenses.

1. **Menu** – View all your requests, expenses, and approvals (if you have approval permission).
2. **Help** – View training materials to help you use Concur.
3. **Profile** – Provides access to verify personal information for travel purposes, set up preferences, designate delegates, etc.
4. **Quick Task Bar** – Provides direct access to create a new request, a new expense report, upload receipts or view past requests and open reports.
5. **Trip Search** – Use to gain estimates for airfare, car rental, hotel reservations, and train ticket for your request. Do not book your travel using this trip search feature and instead book travel from your approved request.
6. **My Trips** – Lists your upcoming trips.
7. **Alerts** – Displays informational alerts about travel features.
8. **Company Notes** – Displays Rowan University specific information.
9. **My Tasks** – Displays the number of open requests, available expenses, and open expense reports. If you are an approver, the open request section will be required approvals.

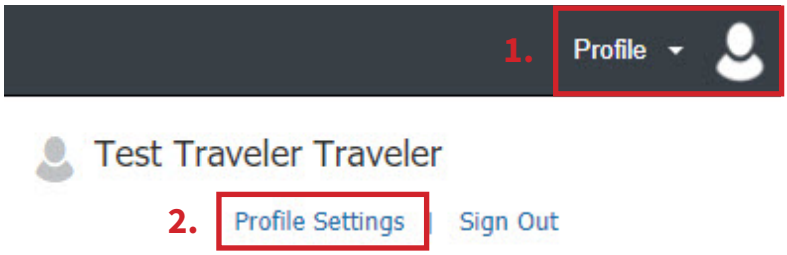
To return to the Concur home page from any other page, select the **Concur logo** on the top left corner of the screen.

PROFILE SETUP

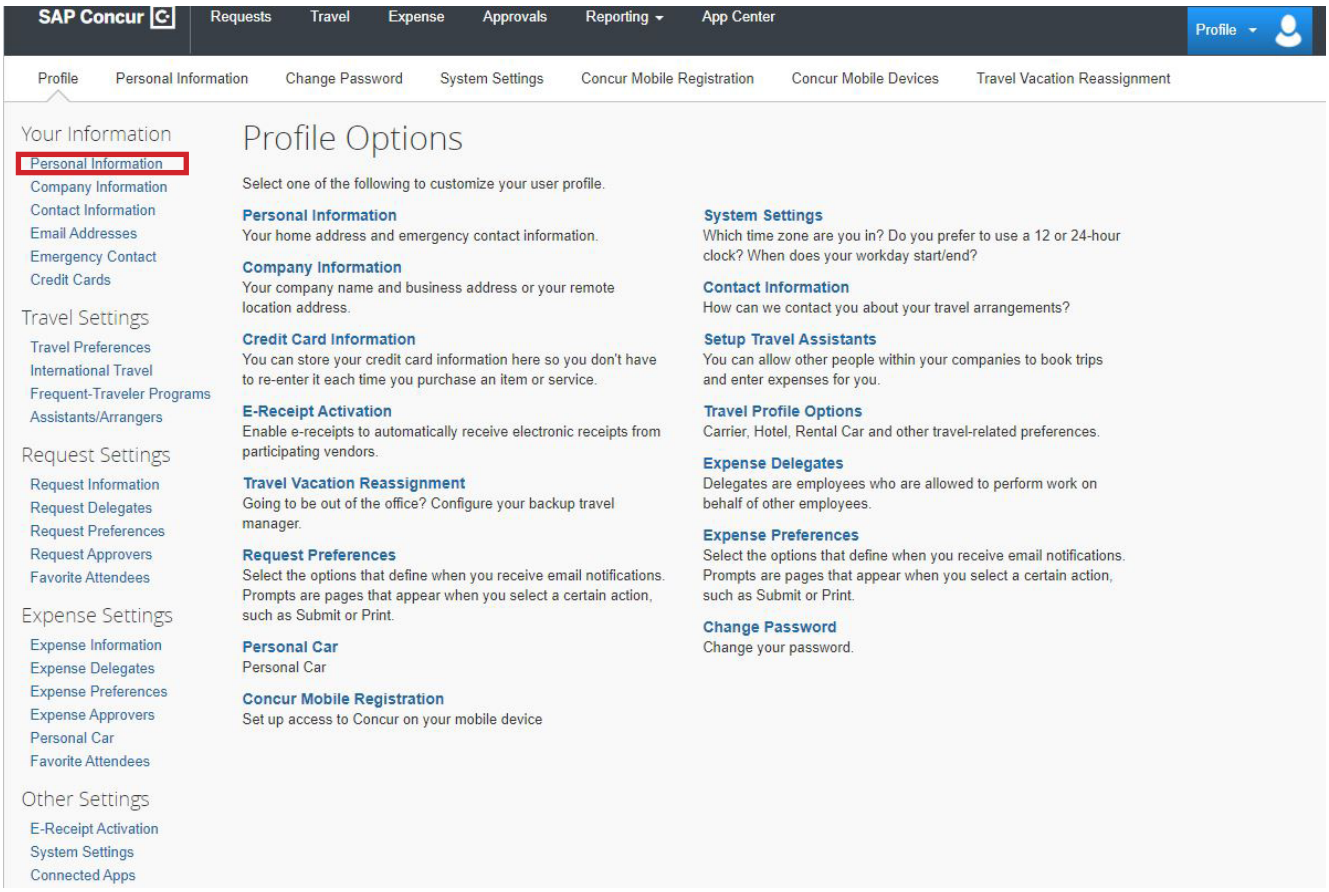
Complete your Concur Profile in its entirety prior to traveling on official University business or completing day travel. Sections of the profile will be auto-populated with your personal information, which is uploaded from Banner into Concur. This information will need to be verified by the traveler. Any adjustments to the uploaded information will need to be addressed with Accounts Payable, contact asktravel@rowan.edu. Confirming this information will guarantee your travel requests and expense reports are properly routed for a more efficient experience. Additionally, Concur provides customizable options to meet all your travel needs. Take a few minutes to complete your profile.

PERSONAL INFORMATION

1. From the Concur home page, select **Profile** on the top right corner of the screen.



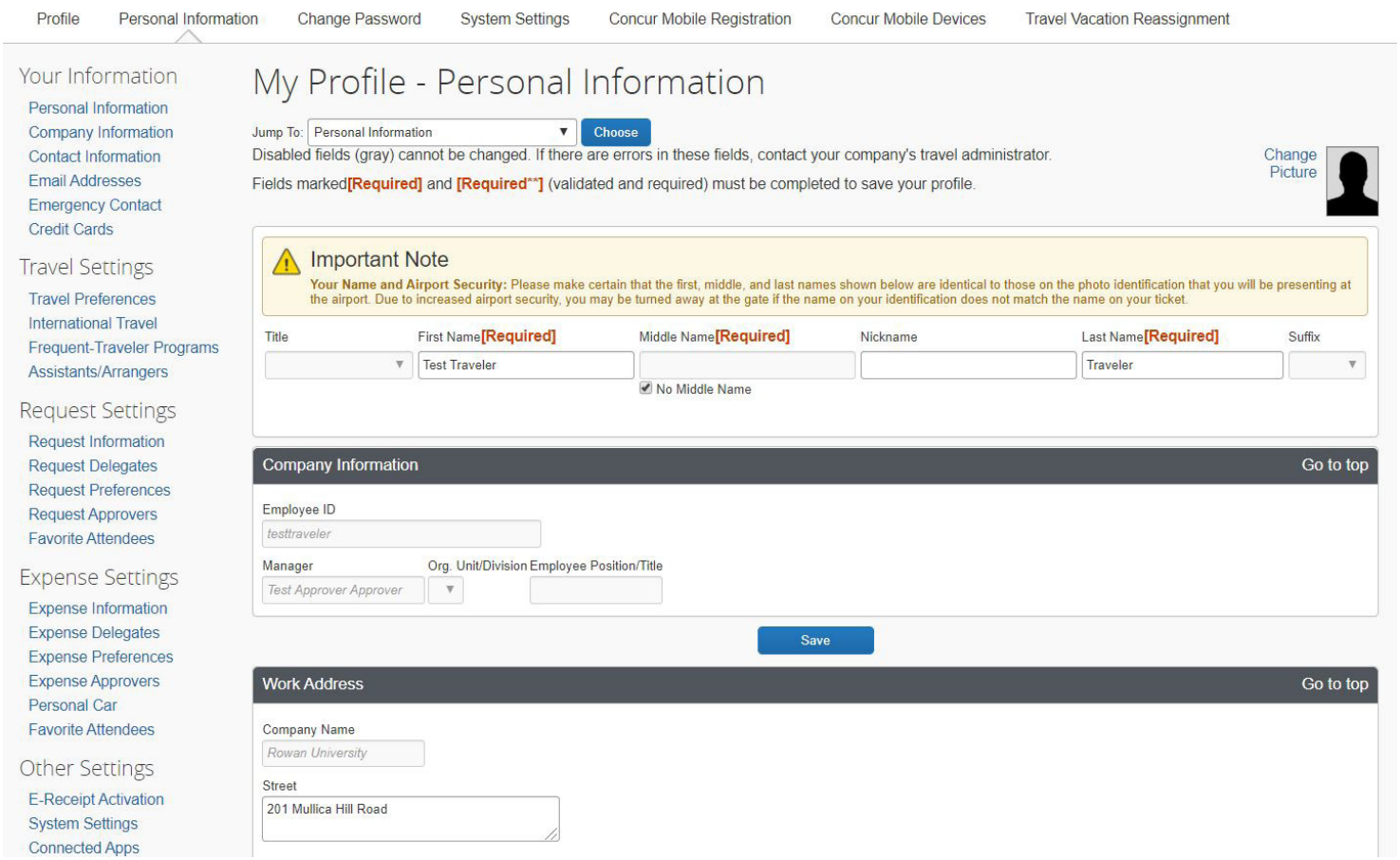
2. Select **Profile Settings.**
   - You will see five categories of settings on the left menu: Your Information, Travel Settings, Request Settings, Expense Settings, and Other Settings.
3. Begin setting up your profile by selecting **Personal Information** on the left menu of the **Profile** page.



PROFILE SETUP

Fill in the information that states **[Required]**. Each section of the profile must be completed before proceeding to the modules. All profile sections and travel settings are important. This data will be used to link your information when entering requests, booking travel and completing expense reports.

Note: [Required] will always display, even after you complete the field.



- Fields that are in gray, such as name and employee ID, have been auto-populated from Rowan data and cannot change. Verify that this information is correct.
- If any of the gray fields are incorrect, contact asktravel@rowan.edu.
- Verify the first, middle and last name is identical to the photo identification you will be presenting at the airport. If your name is not identical, please adjust your name to match your photo identification.

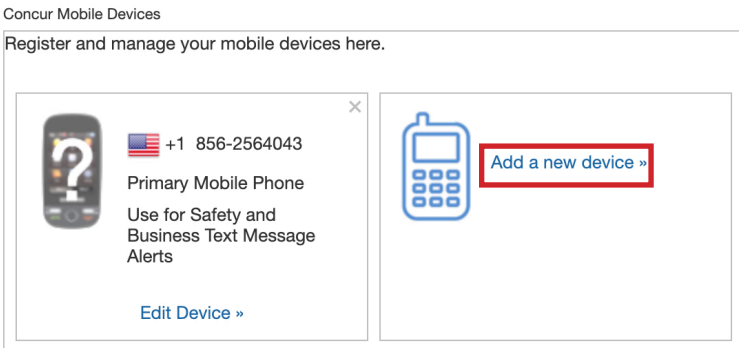
WORK & HOME ADDRESS

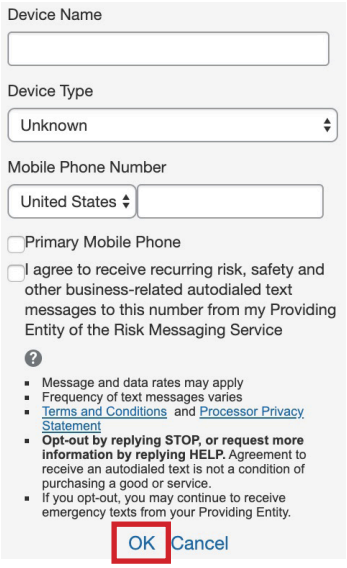
Work and home addresses are required to ensure you are accurately paid for car mileage.

1. Type in your work and home addresses.
2. Select **Save**.

CONTACT INFORMATION

1. Scroll down to the Contact Information section. Enter your work and home telephone numbers.
2. You can also register and manage your mobile devices. By registering your mobile device you will have access to travel applications and travel alerts. Select **Add a new device**.



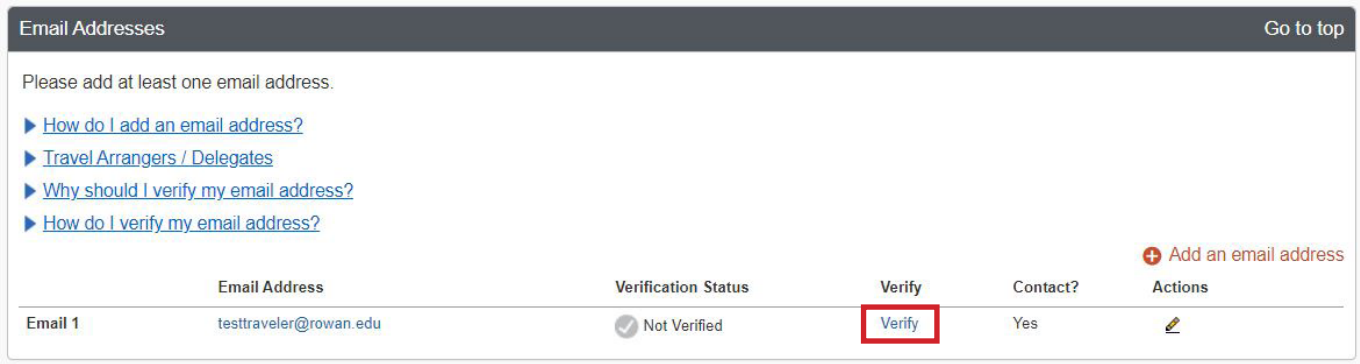


3. Enter the information regarding the device.
4. Select **OK**.
5. Select **Save**.

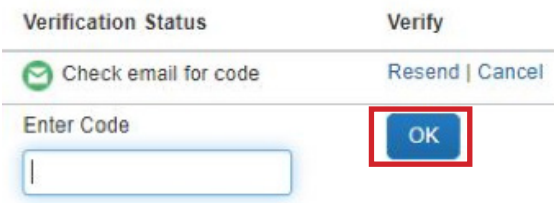
VERIFY YOUR EMAIL ADDRESS

By verifying your email address, Concur can associate your email address with your Concur account. Once your email is verified, you or your expense delegates can email receipts to receipts@expenseit.com. The receipt will automatically be uploaded to Concur and available in your receipts gallery.

1. Scroll down to the Email Address section.
2. Your Rowan email will be listed under Email Address, select the **Verify** link.



3. Check your email for a verification code from Concur.
4. Copy the verification code from the email and paste it into the **Enter Code** field next to the email address.

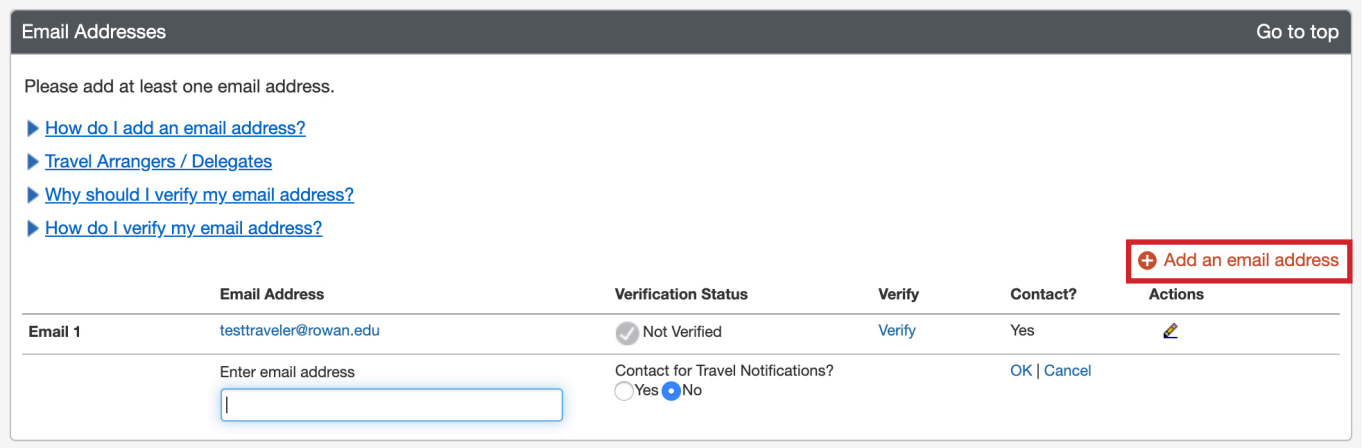


5. Select **OK**.
6. A new window will appear stating your email address has been verified. Select **OK**.

ADD A PERSONAL EMAIL

You can add a personal email if you would like copies of your request and expense notifications sent to another email.

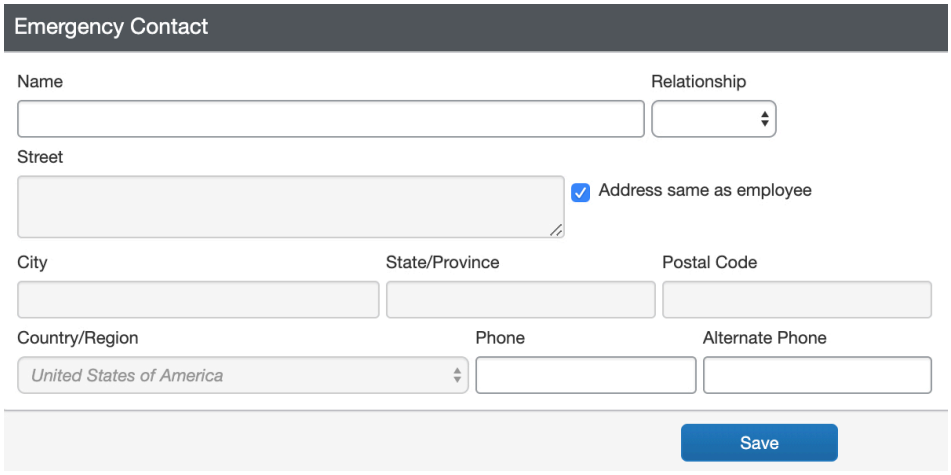
1. Select **+ Add an email address**.
2. Type in your personal email address.



3. Select **Yes** if you would like to be contacted for travel notifications on that email.
4. Select **OK**.
5. Follow the steps in this manual under **Verify your email address**.

EMERGENCY CONTACT

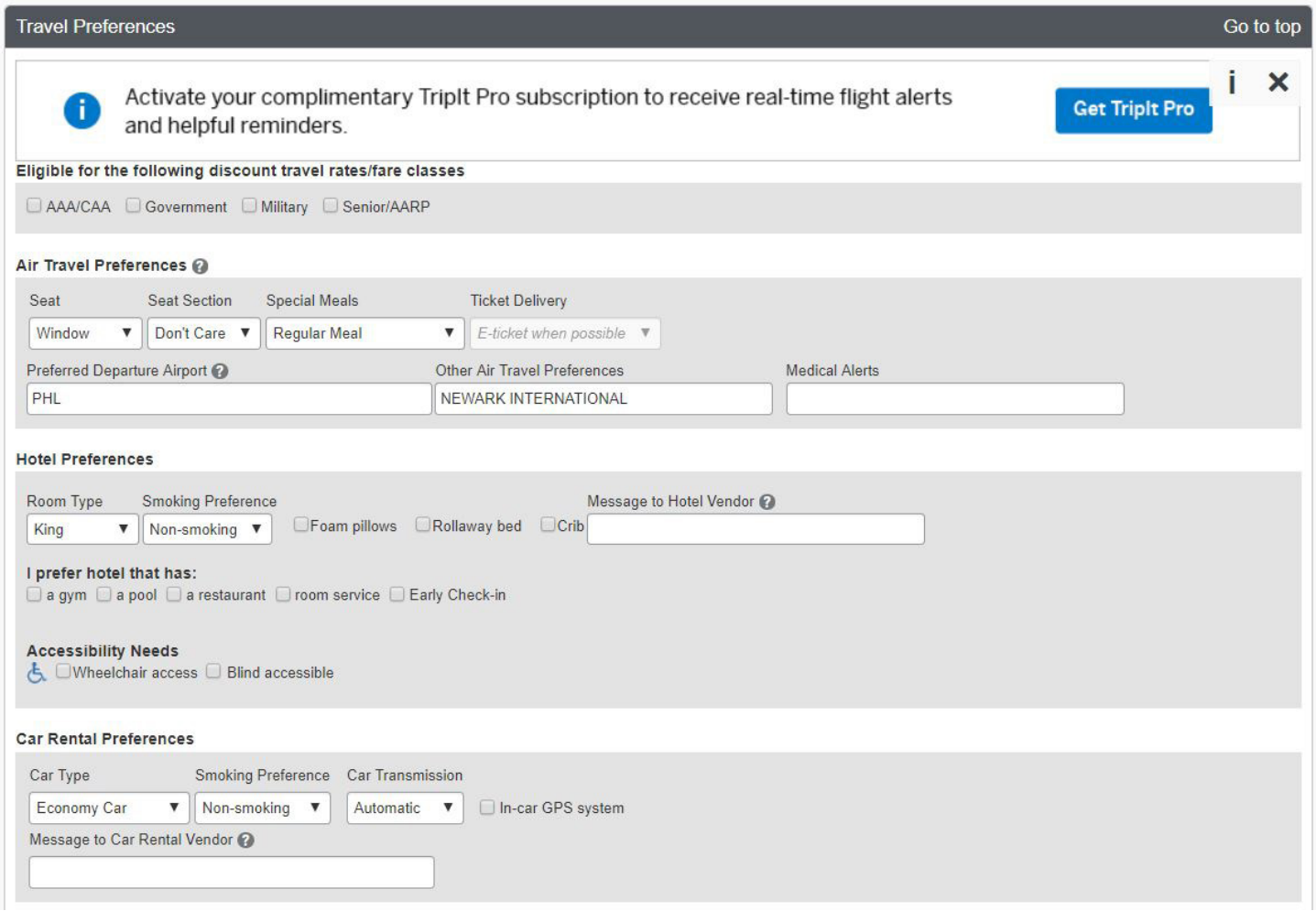
1. Scroll down to the Emergency Contact section.



2. Type in your emergency contact's information. This person will be contacted if there is an emergency during your travel.
3. Select **Save**.

TRAVEL PREFERENCES

1. Scroll down to the Travel Preferences section.

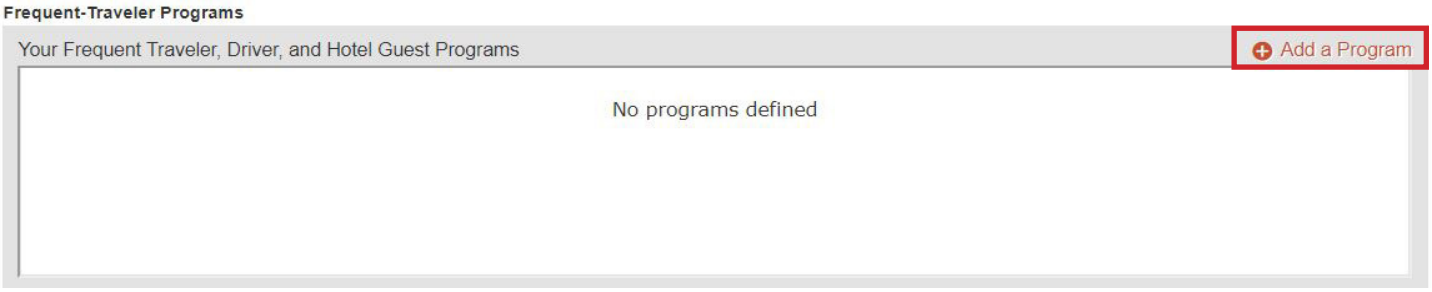


2. Add any of your travel preferences for air, hotel, or car rental.
   - When you book travel using Direct Travel your preferences will be saved and your search results will be personalized.

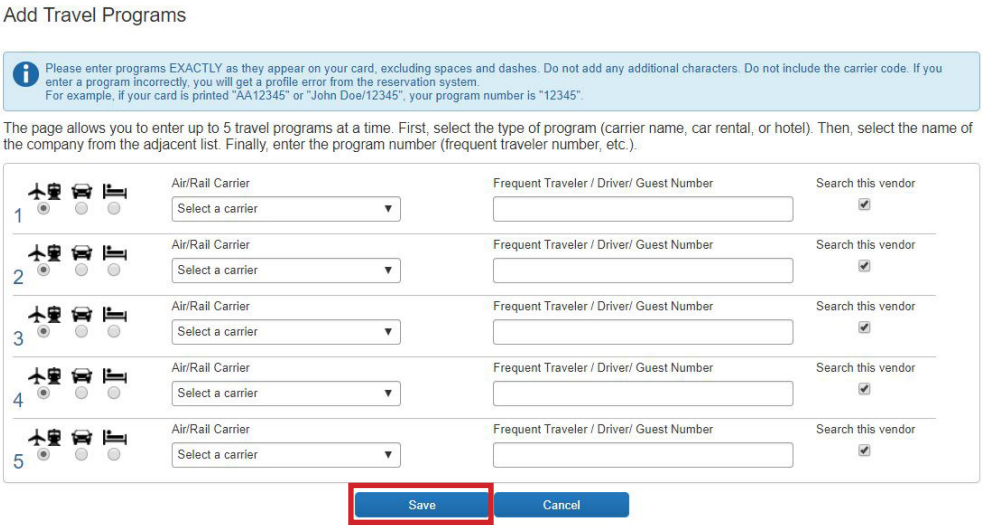
FREQUENT-TRAVELER PROGRAMS

If you participate in frequent traveler rewards programs, you can add them to your profile to receive the normal benefits of booking through those vendors.

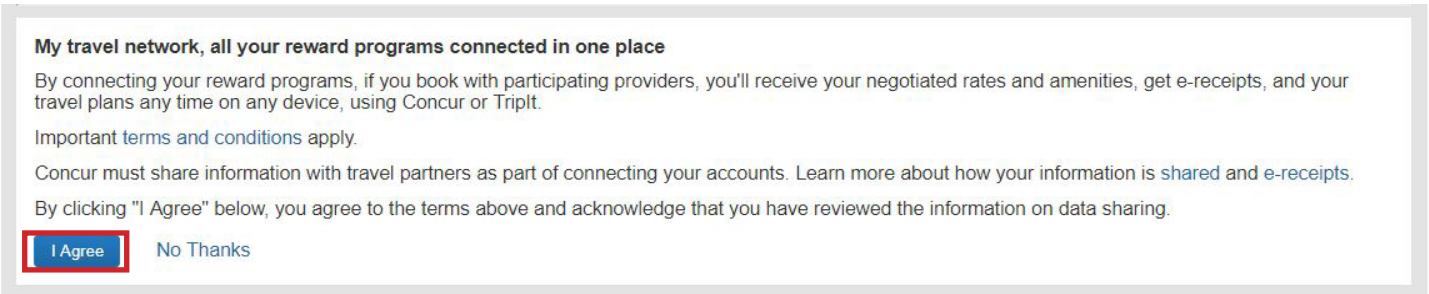
1. Scroll down to the Frequent-Traveler Programs section.



2. Select **+ Add a Program**.
3. A new window will open which allows you to enter up to 5 travel programs at a time.



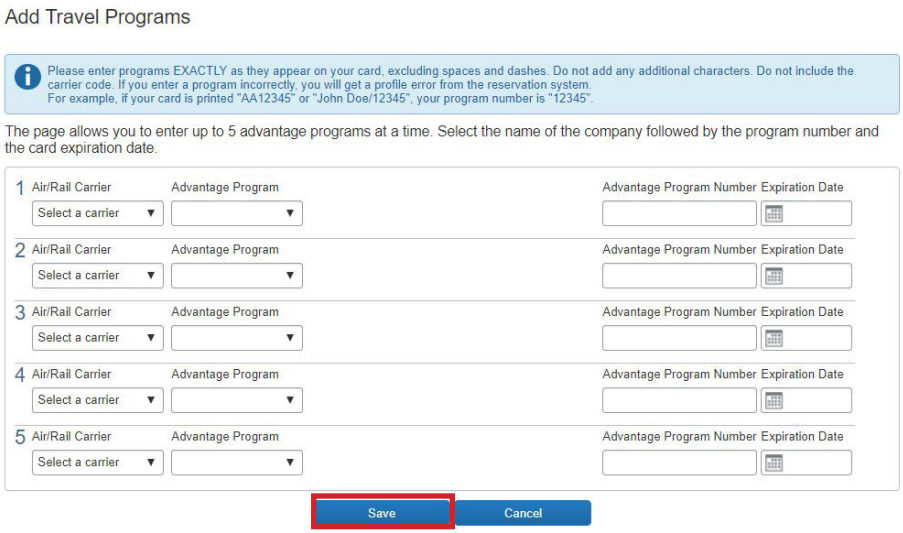
4. Next to number 1, select the circle under the icon for the type of program you want to add (airline/rail, car, or hotel).
5. Select the drop-down under Air/Rail Carrier and select the name of the company.
6. Under Frequent Traveler/ Driver/Guest Number, type in the program number, or code exactly as it appears on your card, excluding spaces and dashes. Do not add any additional characters, or the carrier code. If you enter a program incorrectly, you will get a profile error from the reservation system.
7. Repeat steps 4-6 for all your travel programs. Select **Save**.
8. Under your frequent traveler programs, there is a travel network agreement. Select **I Agree** to connect all your rewards programs.



ADVANTAGE PROGRAMS

1. Scroll down to the Advantage Programs section.
2. If you have advantage programs, such as AAA or Veterans advantage select **+ Add a Program**. This will give you discounts when booking on Amtrak.

3. A new window will open which allows you to enter up to five advantage programs at a time.

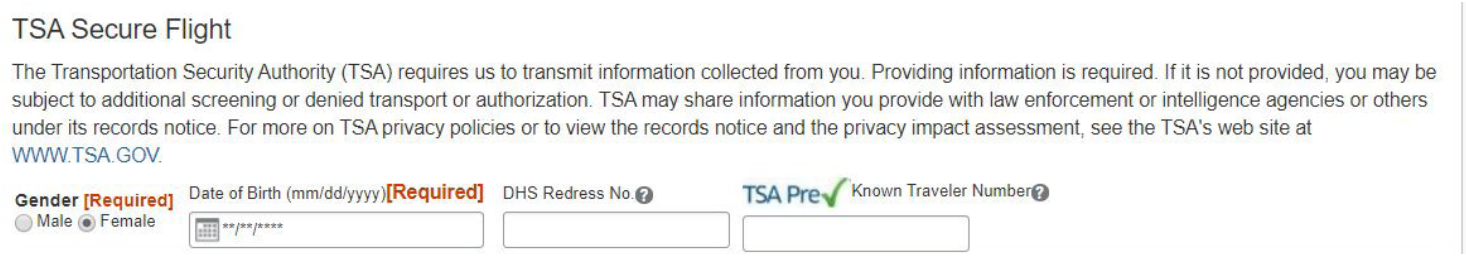


4. Use the drop-downs to select the air/rail carrier and advantage program.
5. Enter the Advantage Program number and select the expiration date with the calendar icon.
6. Select **Save**.

TSA SECURE FLIGHT

The TSA Secure section is required and must be completed. If this information is not provided, you may be subject to additional screening or denied transport or authorization.

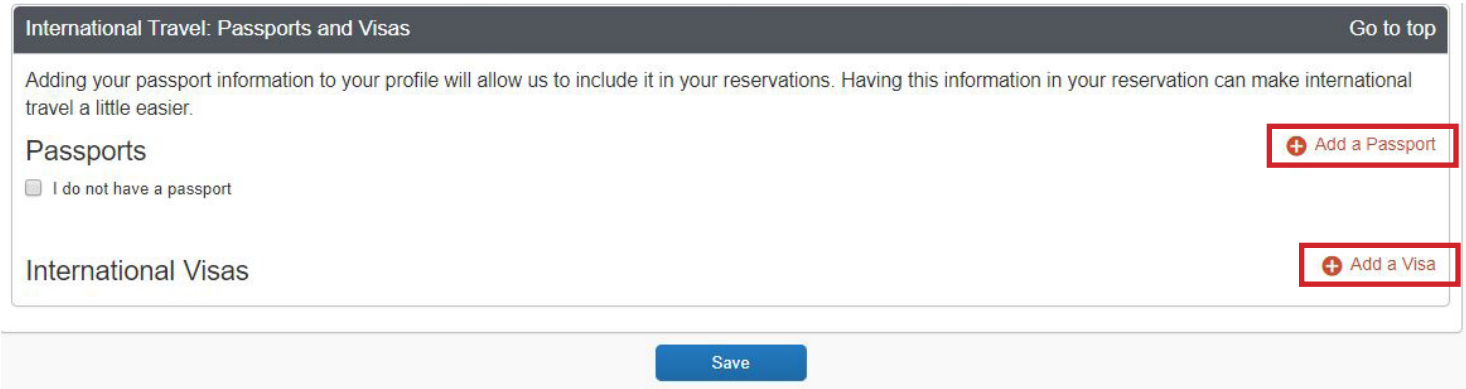
1. Scroll down to the TSA Secure Flight section.



2. Select your gender.
3. Enter your Date of Birth as (mm/dd/yyyy) or select on the calendar and select your date of birth.
4. If you have a DHS Redress No. or TSA Pre Check number, type the numbers in the appropriate fields.

INTERNATIONAL TRAVEL: PASSPORTS AND VISAS

1. Under the International Travel: Passports and Visas heading either check “I do not have a passport” or select **+Add a Passport.**



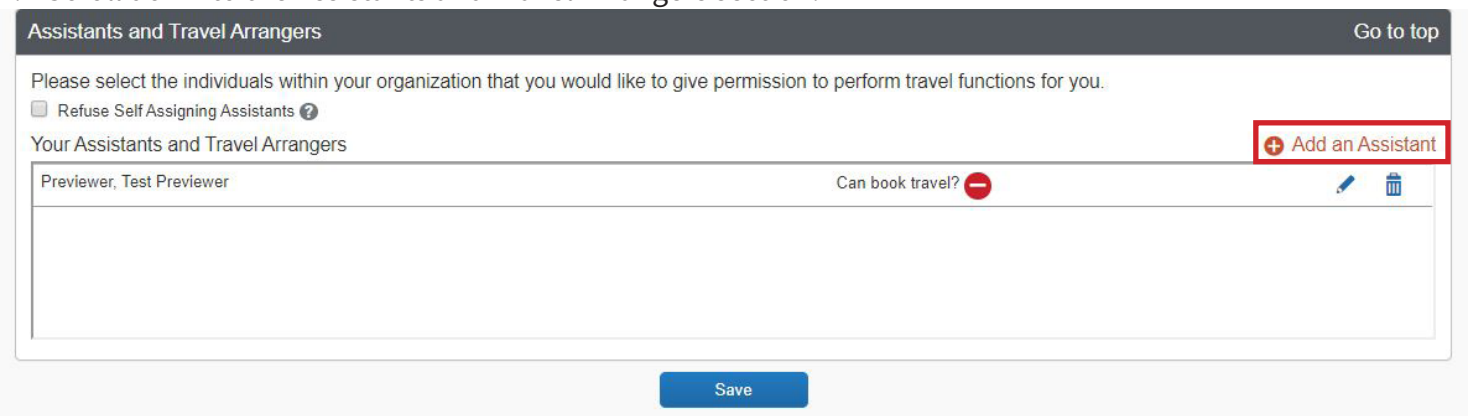
2. If you selected **+Add a Passport**, type in your passport information.
   - If you include your passport, Concur will remind you to renew your passport when it nears expiration.
3. If you have an International Visa, select **+Add a Visa**.
4. Type in visa information.
5. Select **Save**.

ASSISTANTS AND TRAVEL ARRANGERS

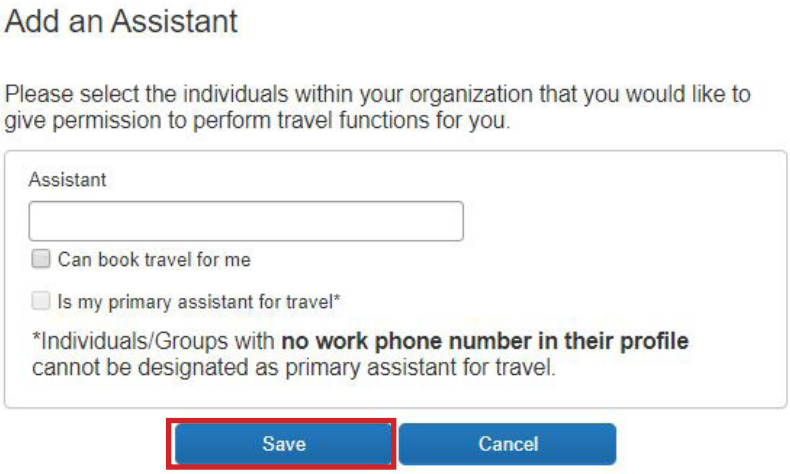
- An Assistant/Arranger is an employee who is allowed to book travel in Concur on behalf of another employee.
- You can assign more than one Travel Arranger, but you can only have one primary assistant.
- In order for the Travel Assistant/Arranger to book travel, they must also be added as a Delegate. This will give them access to the Request and Expense Report related to the travel.

To add a Travel Assistant/Arranger:

1. Scroll down to the Assistants and Travel Arrangers section.



2. Select **+ Add an Assistant**.
3. A new window will appear. Use the search field to type in the name or email address of the employee you wish to add as an Assistant/Arranger.



4. When the name appears, select the name.
5. Under the search bar, you will see two permissions.
   - **Can book travel for me (Travel Arranger)** – the employee can book travel on your behalf and will receive email confirmations for the travel the arranger has booked.
   - **Is my primary assistant for travel (Primary Assistant)** – the employee can book travel for you, modify your user profile as needed, and receive travel email notifications in regards to your travel regardless of who made the reservation.
6. Select the permission you wish to grant.
7. Select **Save**.

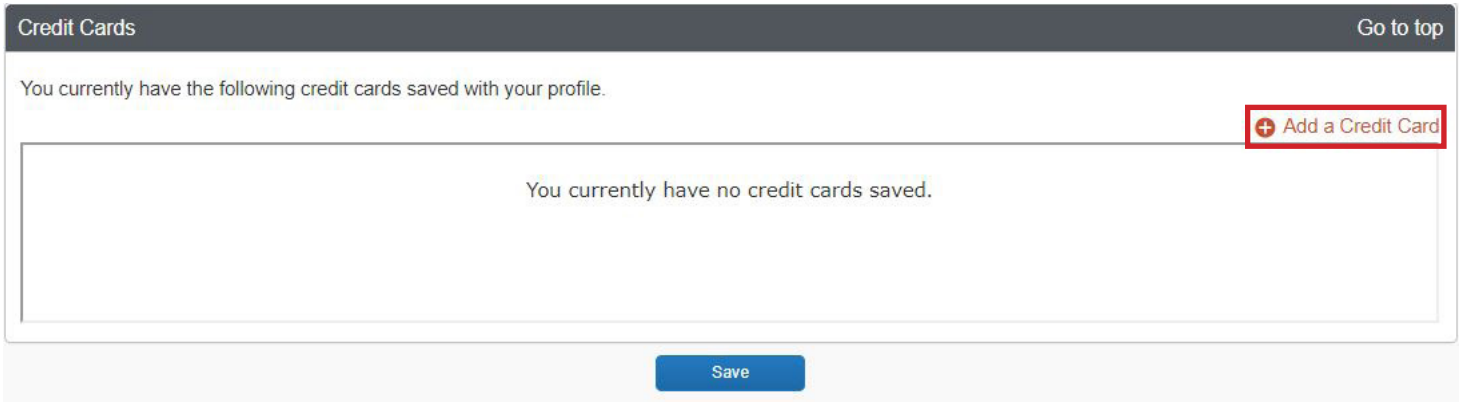
To edit or delete Travel Assistant/Arranger:

1. From the Assistants/Travel Arrangers page, select the **trash can** icon next to the person's name you would like to delete.
2. To edit the person's permission, select the **pencil** icon.

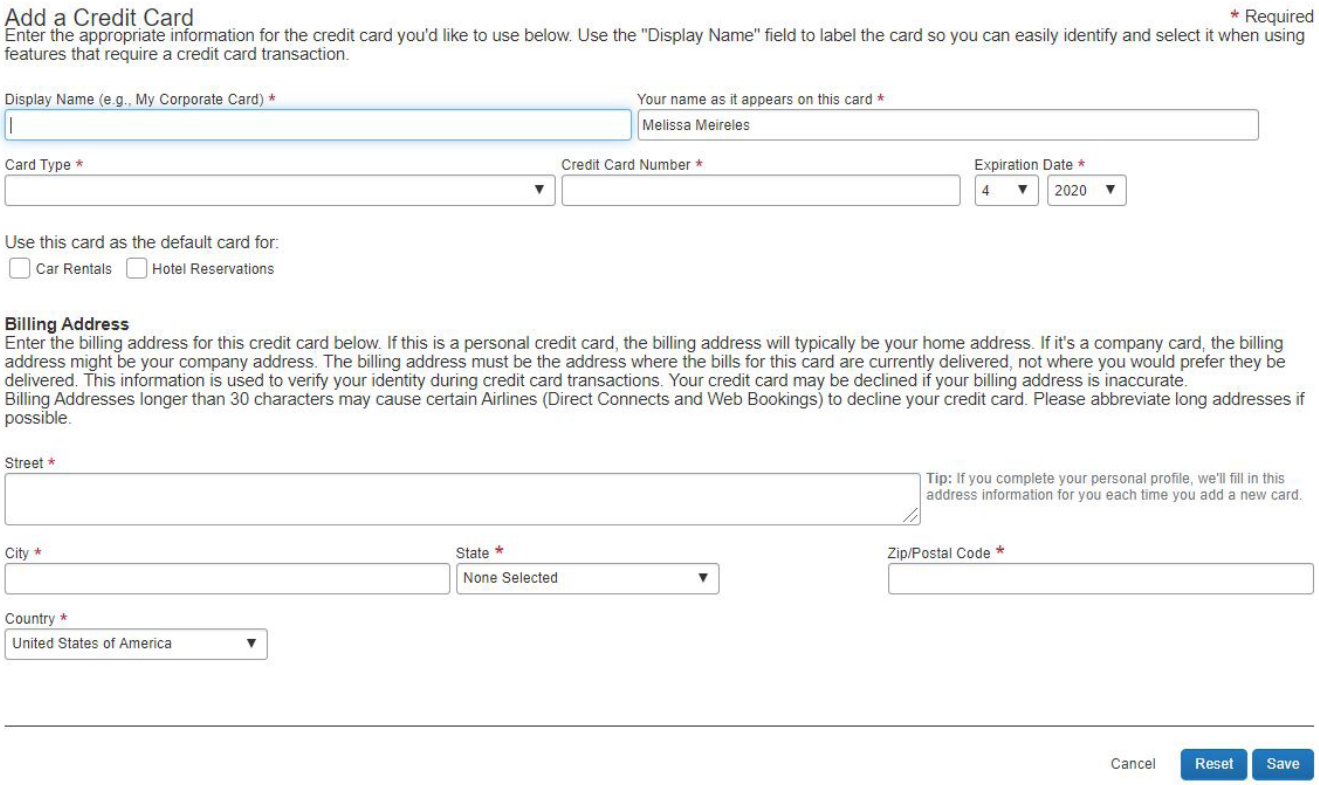
CREDIT CARDS

Rowan University's company card will be auto-populated for travel expenses. You can add your personal card but all your personal transactions will be uploaded. If you choose to extend a business trip for personal reasons, it is recommended that you call Direct Travel to make your arrangements.

1. Scroll down to the Credit Cards section.
2. Select **+ Add a Credit Card**.



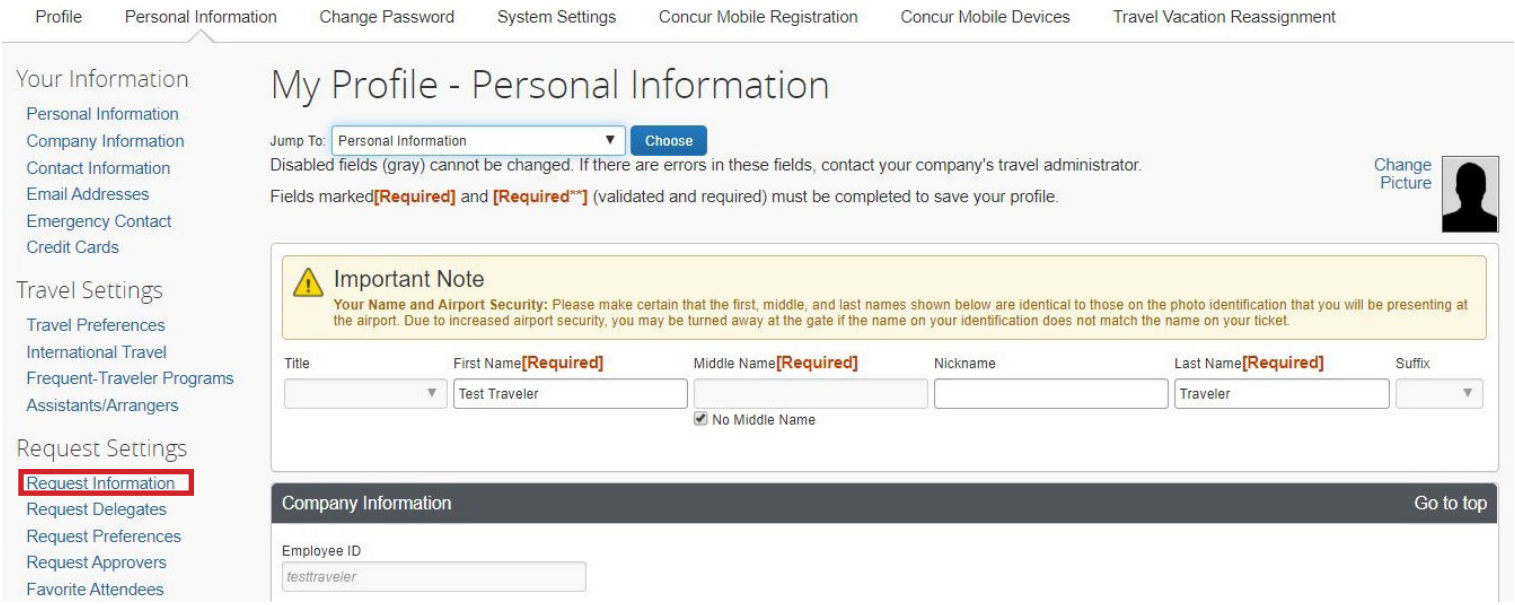
3. A new window will appear. Enter all required information.



4. Select **Save**.
5. Your credit card will be added. Select **Save**.
6. Select **Go to top**.

REQUEST SETTINGS

Once you have completed all your personal information and travel preferences, select **Request Information** on the left menu of the My Profile page.



REQUEST INFORMATION

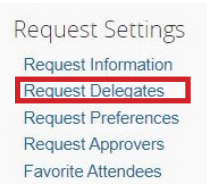
Your Request Information will appear.

- Your departmental account information has been auto-populated.
- Verify the accuracy of the information. If any of the information is incorrect, contact **asktravel@rowan.edu**.

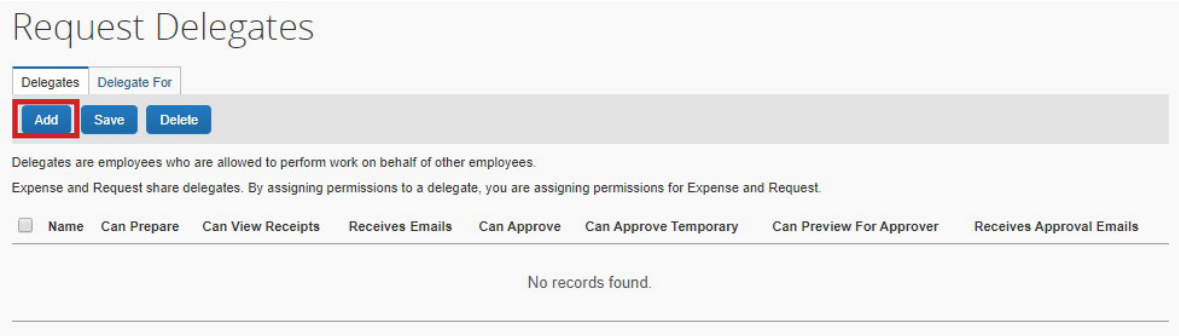
REQUEST DELEGATES

- A delegate is an employee who is granted permission to act on behalf of another employee to perform tasks within Concur.
- A delegate will need the same level or higher permission to act on your behalf.
- Delegates can prepare Requests and Expense Reports but the traveler must review them for accuracy and submit them.
- **Request and Expense share delegates.** By assigning permissions to a delegate, you are assigning permissions for Request and Expense.
- Once you add the delegate under Request, the delegate will be added to Expense Delegates automatically.
- If you would like the delegate to book travel via Concur on your behalf, you will also need to add them as an Assistant/Travel Arranger.

To add a Delegate:



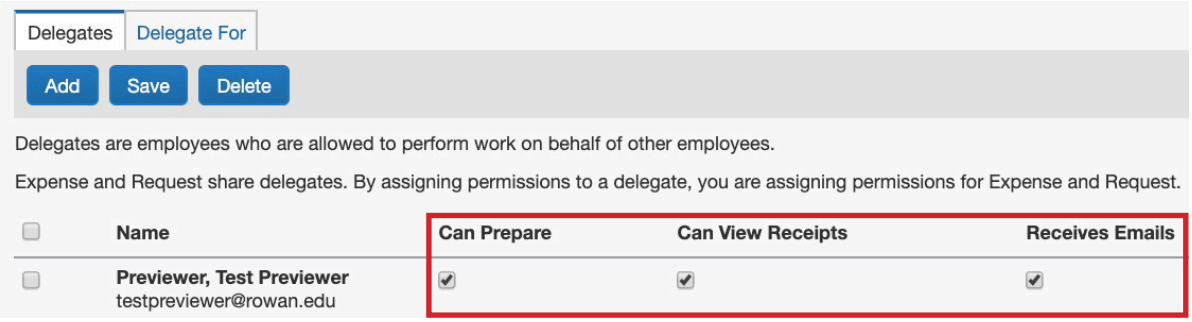
1. From the profile settings page, select **Request Delegates** on the left menu.
2. You will see two tabs: Delegates and Delegate For. On the Delegates Tab, select **Add**.



3. Use the search field to type in the name or email of the person you wish to add as a delegate.
4. A list of names/emails will appear. Select the appropriate person.
5. Check the boxes that correspond to the permissions you are granting the delegate.

Traveler Permissions available to assign to a delegate:

- **Can Prepare** – Allows the delegate to prepare Requests and Expense Reports on your behalf. However, the delegate cannot submit the Request/Expense Report.
- **Can View Receipts** – Allows the delegate to view electronic receipts that the traveler has sent to Concur. This will automatically be checked when you select "Can prepare."
- **Receives Emails** – The delegate receives a copy of email notifications.

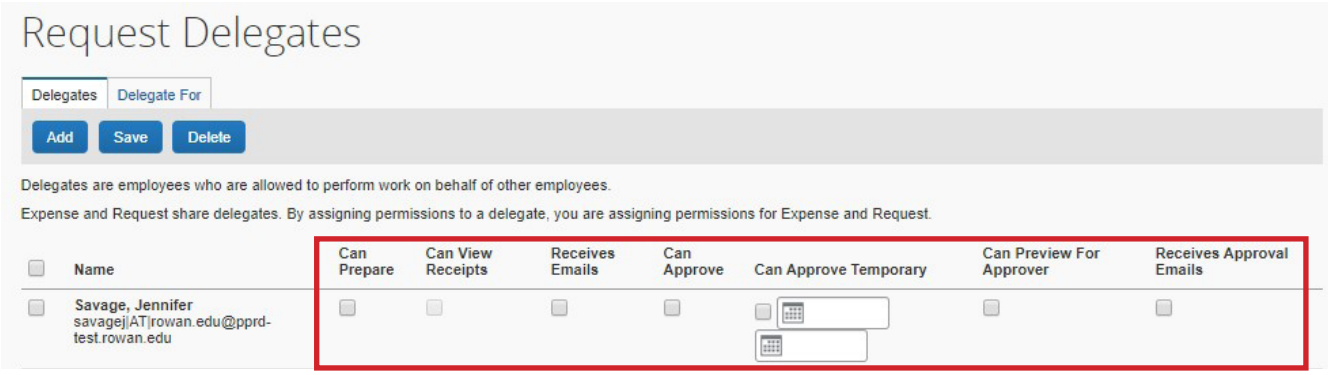


Note: It is recommended that you grant a delegate all permissions if you choose the "Can Prepare" permission.

REQUEST SETTINGS

Approver Permissions available to assign to a delegate:

- **Can Prepare** – Allows the delegate to prepare Requests and Expense Reports on your behalf. However, the delegate cannot submit the Request/Expense Report.
- **Can View Receipts** – Allows the delegate to view electronic receipts that the traveler has sent to Concur. This will automatically be checked when you select "Can Prepare."
- **Receives Emails** – The delegate receives a copy of email notifications.
- **Can Approve** – Allows the delegate to approve Requests and Expense Reports on the approver's behalf.
- **Can Approve Temporary** – Grants approval permission to your delegate for a specific time period.
- **Can Preview for Approver** – This can be used as an additional level of review before the approver reviews the Request. A previewer cannot approve or reject a Report but they can send it back to the traveler if something is missing/incorrect.
- **Receives Approval Emails** – The delegate will be copied on emails about Requests and Expense Reports pending approval.



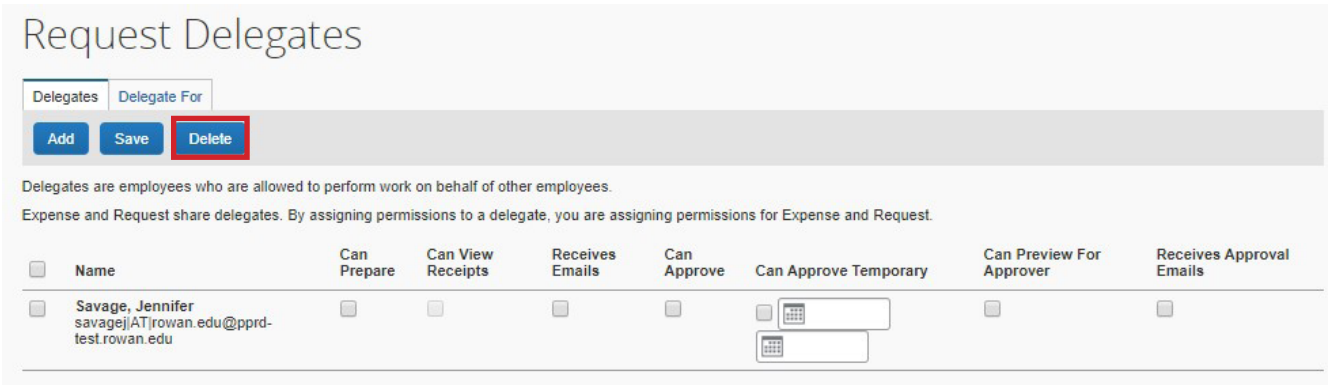
Note: The screenshot above belongs to a manager who is a traveler and an approver in Concur.

6. Select **Save**. You will see "your changes have been saved" on your screen.

The delegate can now log in into their Concur account and perform tasks on your behalf.

To delete a user from your delegate list:

1. From the Request Delegates page, check the box to the left of the name of the person you want to delete.

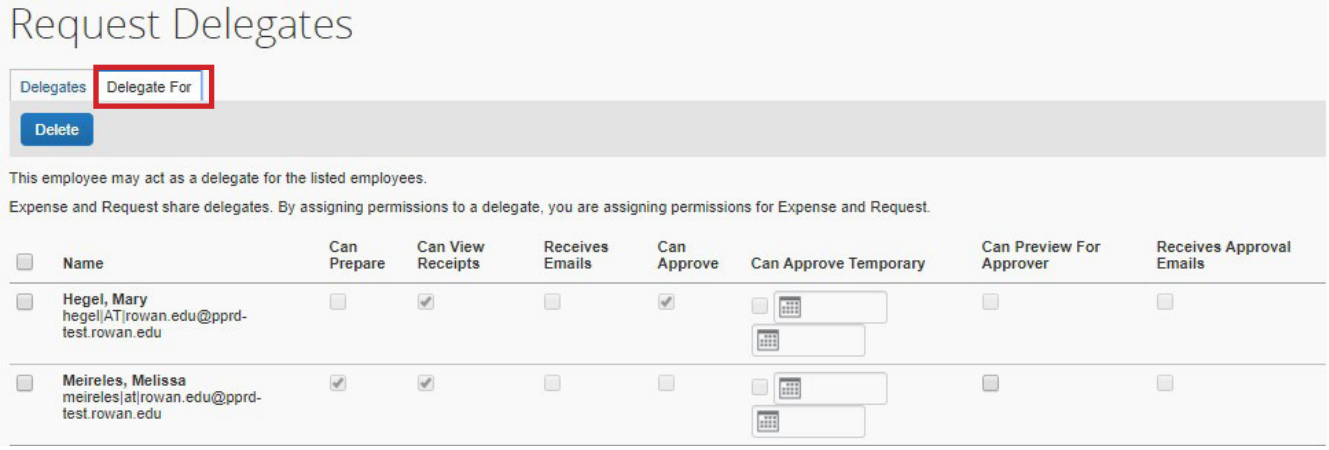


2. Select the **Delete** button above the list of delegates.
3. A new window will ask if you are sure you want to delete the selected delegate, select **OK** to confirm deletion.

REQUEST SETTINGS

To view who you are a delegate for:

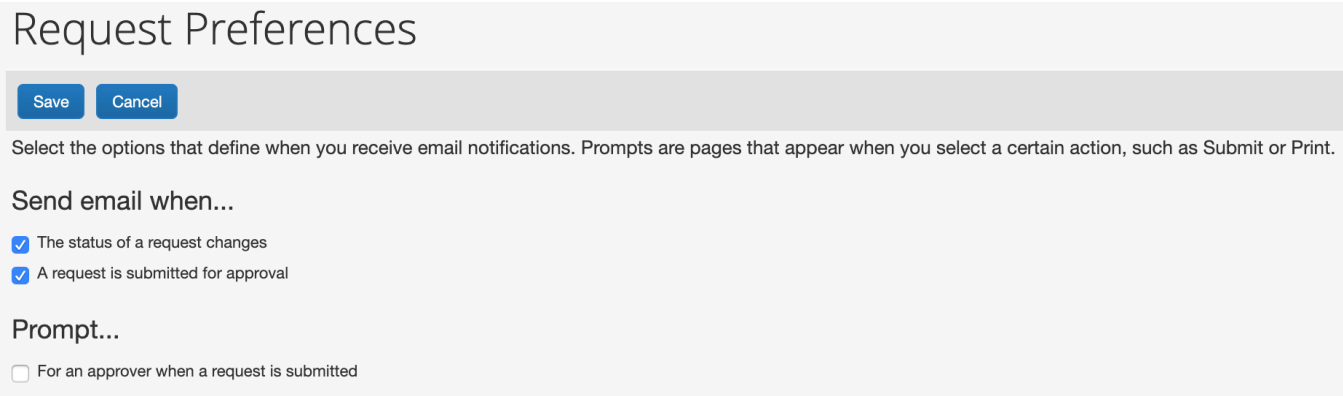
1. From the Request Delegates page, select the **Delegate For** tab.
2. Review the people who have granted you delegate status and what permissions you have been granted.



You have the ability to remove yourself as the delegate for another person. Check the box next to the person's name then select delete.

REQUEST PREFERENCES

Provides the ability to define when you receive an email notification.

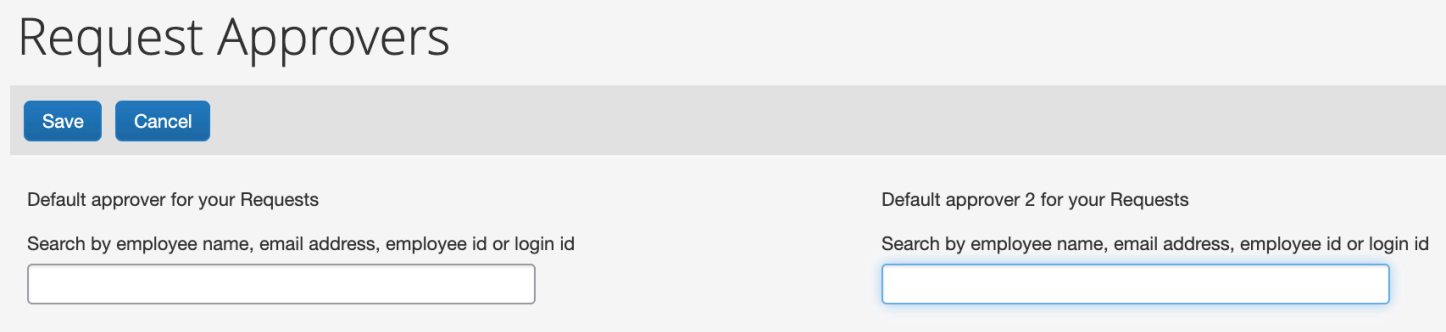


1. From the Profile Settings page, select **Request Preferences** on the left menu.
2. Select or deselect the email notifications you would like to receive.

Note: We recommend you leave these selected until you see the email notifications and then determine which emails would be beneficial to you.

REQUEST APPROVERS

1. Select **Request Approvers** on the left menu of the profile page.
2. The Request Approvers' page will populate. Your requests will be sent to these approvers once you submit them.

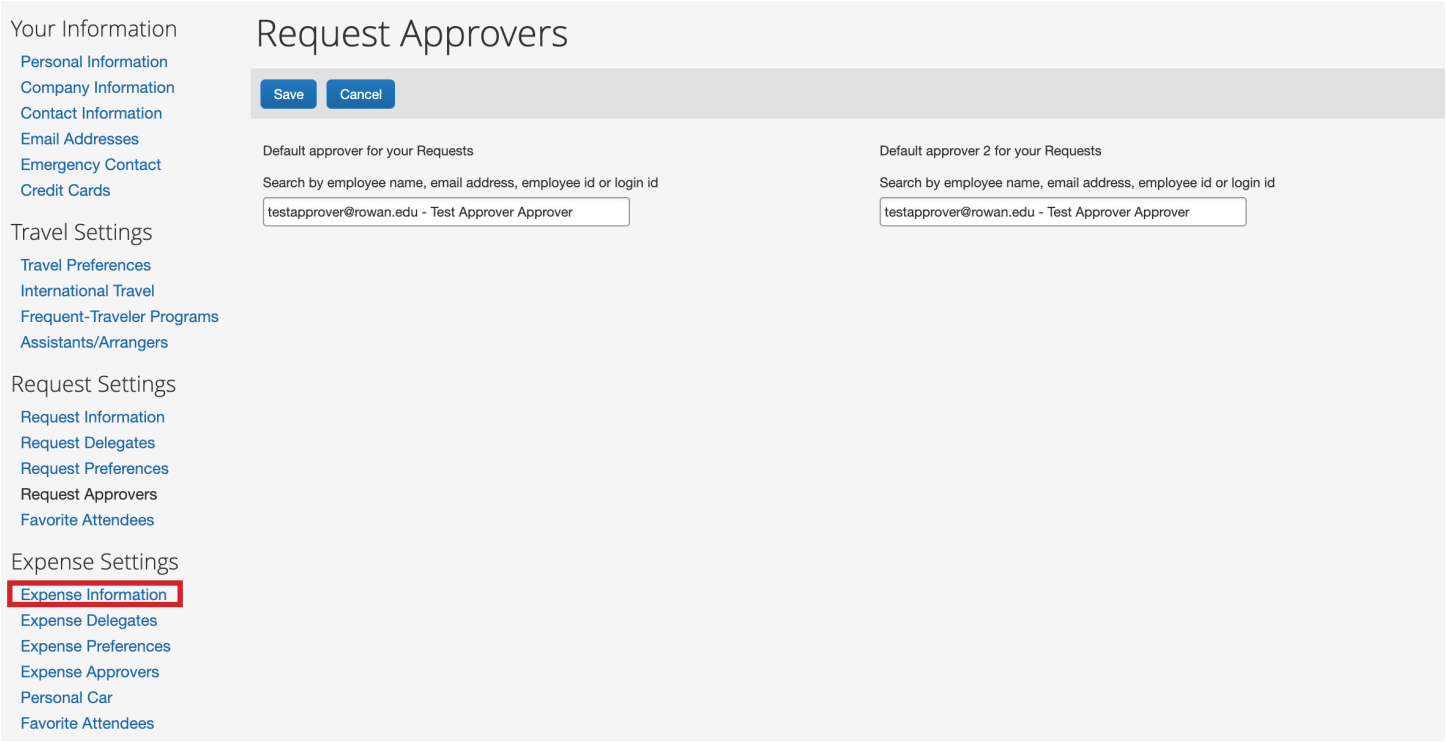


3. The Default approver for your Requests is your **Department Head**. Search for your Department Head by their name, email address, Rowan network username or Banner ID. When their name populates, select it.
4. The Default approver 2 for your Requests is your **Division Head**. Search for your Division Head by their name, email address, Rowan network username, or Banner ID. When their name populates, select it.
5. Select **Save**.

- It is extremely important to add the correct default approvers to ensure your Request gets approved. If you input incorrect approvers, your Request will be canceled.
- If you are the department head, enter your division head as both department and division head. Do not leave either of the approver fields blank.
- If you do not know who these individuals are, please contact your supervisor for further instructions.

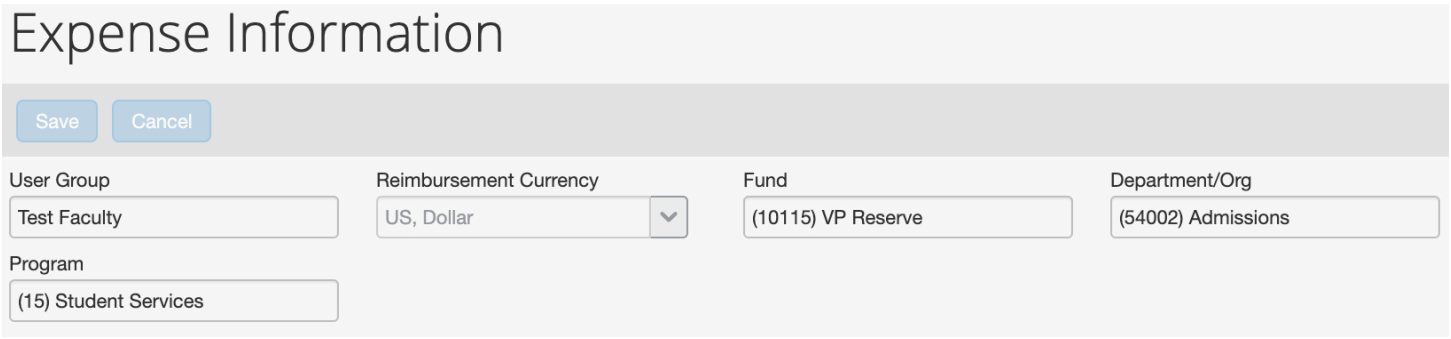
EXPENSE SETTINGS

After you have completed the Request Approvers section, select **Expense Information** on the left menu.



EXPENSE INFORMATION

Your Expense Information will appear.



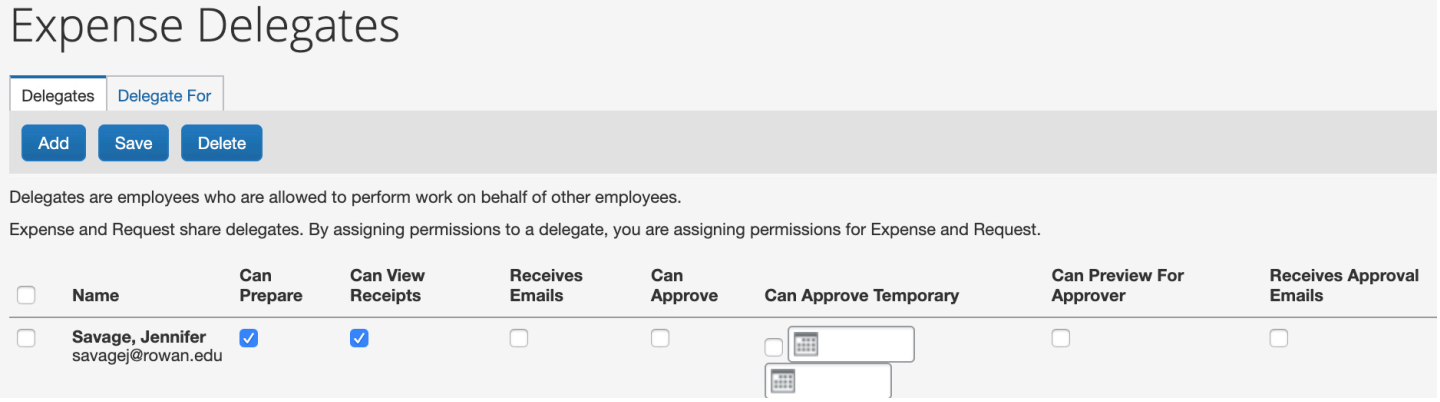
- Verify the accuracy of the information. If any of the information is incorrect, contact **asktravel@rowan.edu**.

Note: Your departmental account information has been auto-populated from Banner and should match the Request Information in Request Settings.

EXPENSE DELEGATES

- A delegate is an employee who is granted permission to act on behalf of another employee to perform tasks within Concur.
- A delegate will need the same level or higher permission to act on your behalf.
- **Request and Expense share delegates.** Verify that the delegates auto-populated from the Request Delegates section.
- To add a delegate: follow the instructions provided under Request Delegates.
- If you would like the delegate to book travel via Concur on your behalf, you will also need to add them as an Assistant/Travel Arranger.

1. From the Profile Settings page, select **Expense Delegates** on the left menu.



2. Review and adjust Delegate permissions as needed.

To delete a user from your delegate list:

1. From the Expense Delegates page, check the box to the left of the name of the person you want to delete.
2. Select the **Delete** button above the list of delegates.
3. A new window will ask if you are sure you want to delete the selected delegate. Select **OK** to confirm deletion.

To view who you are a delegate for:

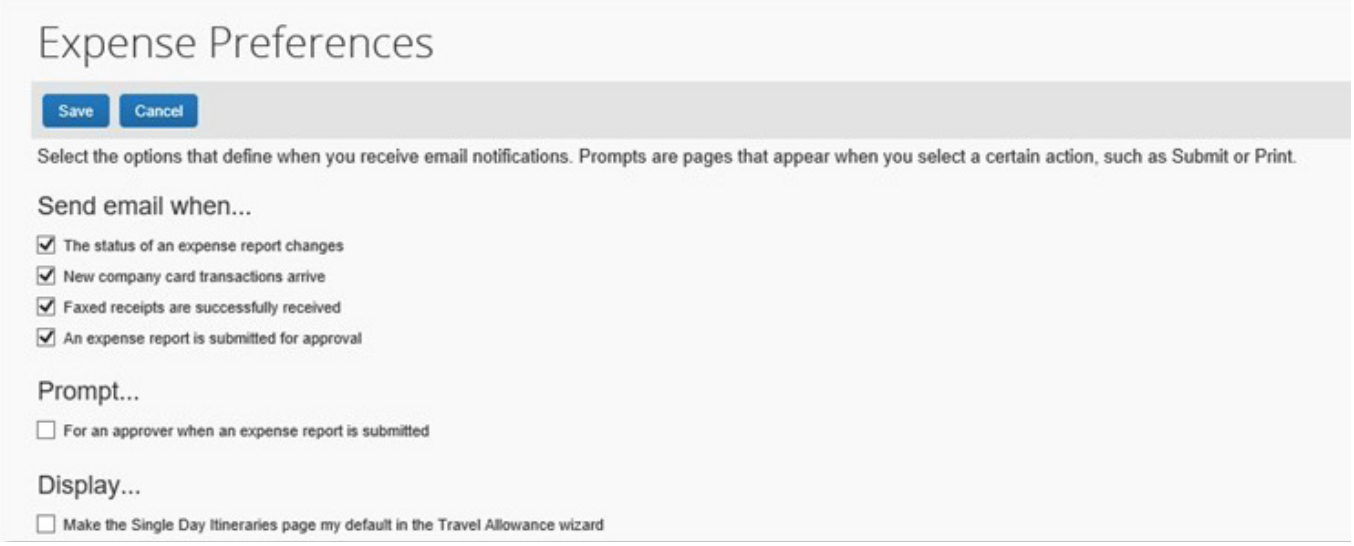
1. From the Expense Delegates page, select the **Delegate For** tab.
2. Review the people who have granted you delegate status and what permissions you have been granted.

EXPENSE PREFERENCES

Provides the ability to define when you receive an email notification.

1. From the Profile Settings page, select **Expense Preferences** on the left menu.
2. Select or deselect the email notifications you would like to receive.

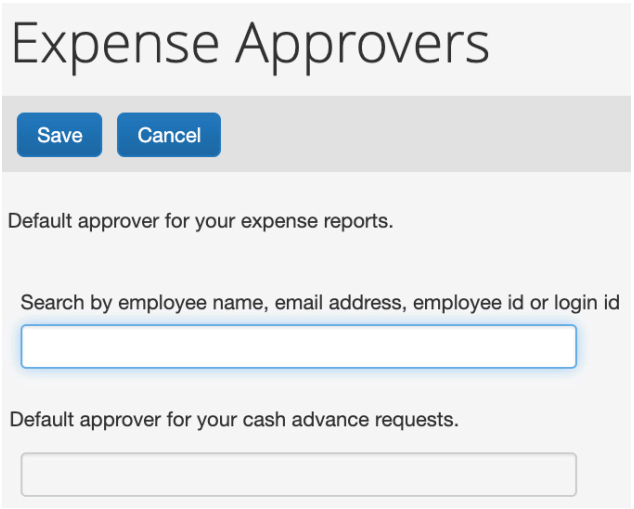
Note: We recommend you leave these selected until you see the email notifications and then determine which emails would be beneficial to you.



EXPENSE APPROVERS

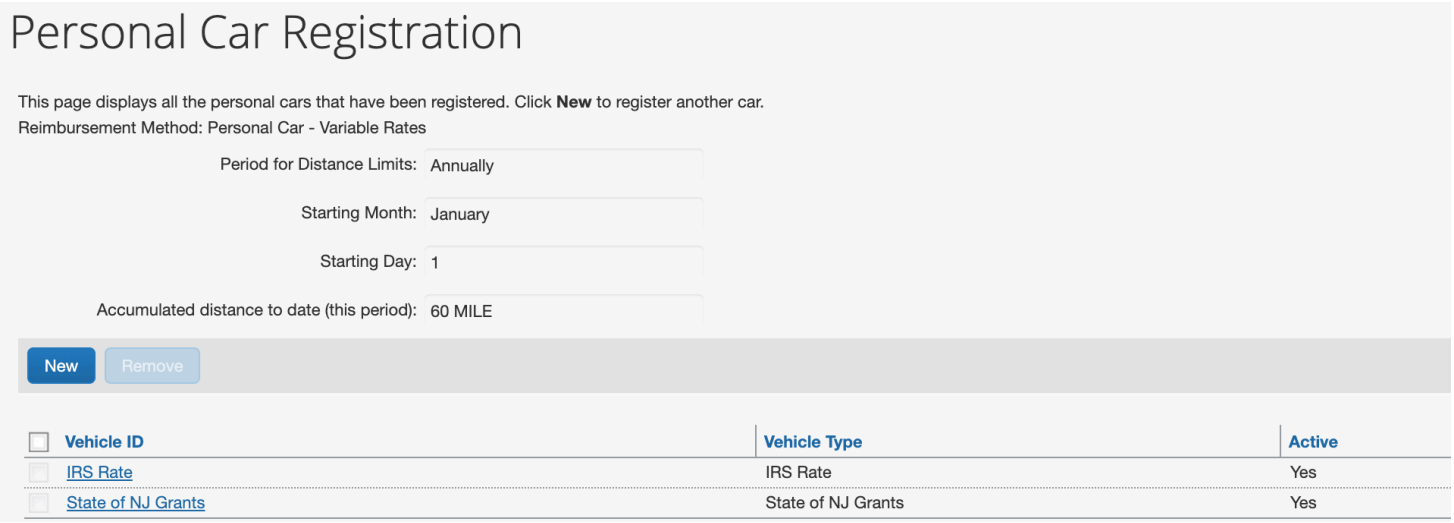
1. From the Profile Settings page, select **Expense Approvers** on the left menu.

2. The Default approver for your Expense is your **Department Head**. Search for your Department Head by their name, email address, Rowan network username, or Banner ID. When their name populates, select it.
3. The Default approver for your cash advance is your **Department Head**. Search for your Department Head by their name, email address, Rowan network username, or Banner ID. When their name populates, select it.
   - Cash advance requests require Accounts Payable approval. This field will be inaccessible until you contact Accounts Payable for authorization.
4. Select **Save**.



PERSONAL CAR REGISTRATION

1. From the Profile Settings page, select **Personal Car** on the left menu.
2. No action is required in this section. Concur has been configured to auto-populate the IRS rate and State of NJ grants rate for mileage reimbursement. These rates will be updated on an annual basis.

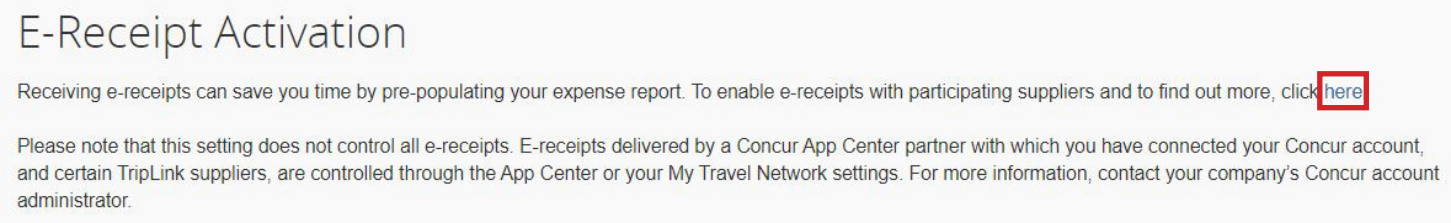


E-RECEIPT ACTIVATION

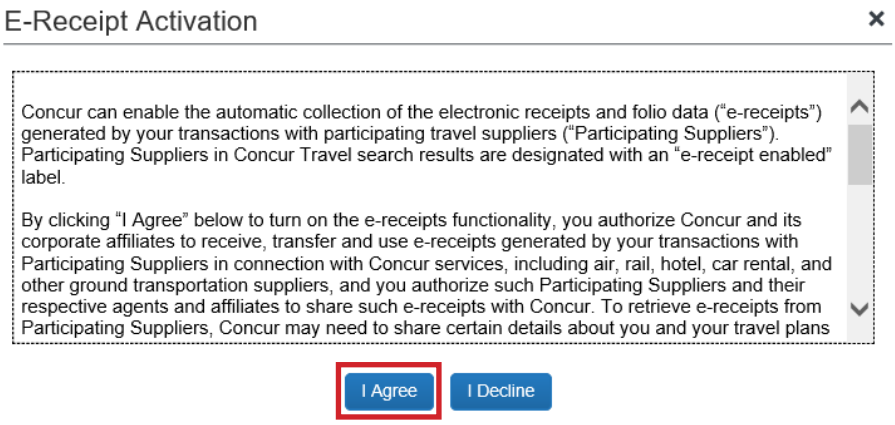
By activating E-receipts, any participating vendor with Concur can electronically load a receipt directly into your Concur account and then you can attach it to an Expense Report.

To activate E-receipts:

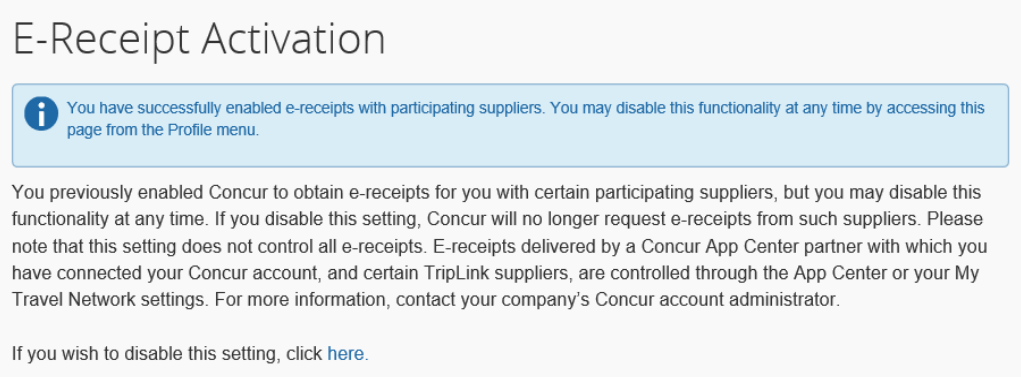
1. Either:
   - From the Concur home page, under Alerts you will see "You haven't signed up to receive e-receipts." Select **Sign Up Here**.
   - From Profile Settings page, select **E-Receipt Activation** on the left menu.



2. Select the **here** link. The E-receipt Activation and User Agreement appears.
3. Read the User Agreement. If you agree, select **I Agree**.



4. A confirmation message will appear.



CONNECTED APPS

The Connected Apps section will show you which apps you have connected and allow you to link or remove an app at any time. Link your Concur account with the partners such as TripIt.

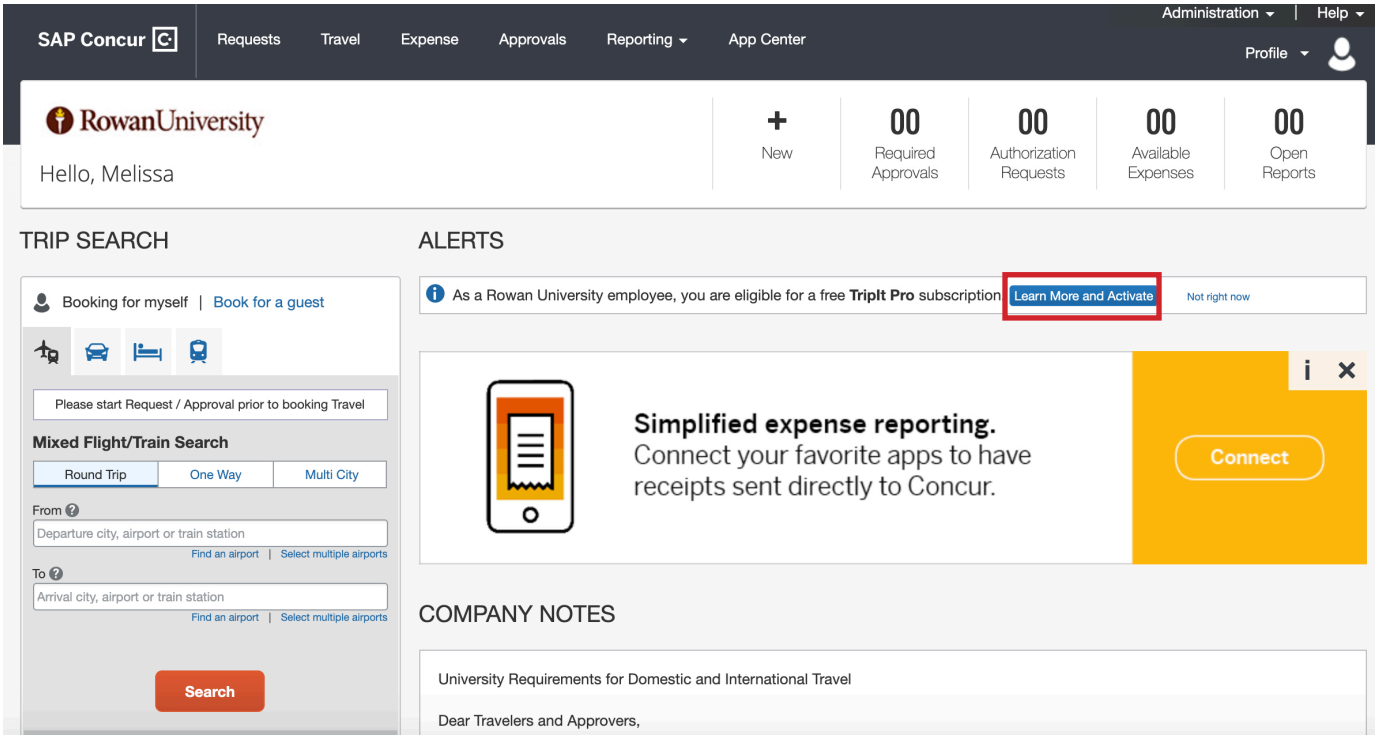
TRIPIT

TripIt shows you all your trip information in one place. Once you book your travel in Concur your information will automatically be sent to TripIt. If you book your travel with a third party, just email your itinerary to plans@concur.com. TripIt instantly organizes your travel information and creates a schedule showing you where to be and when.

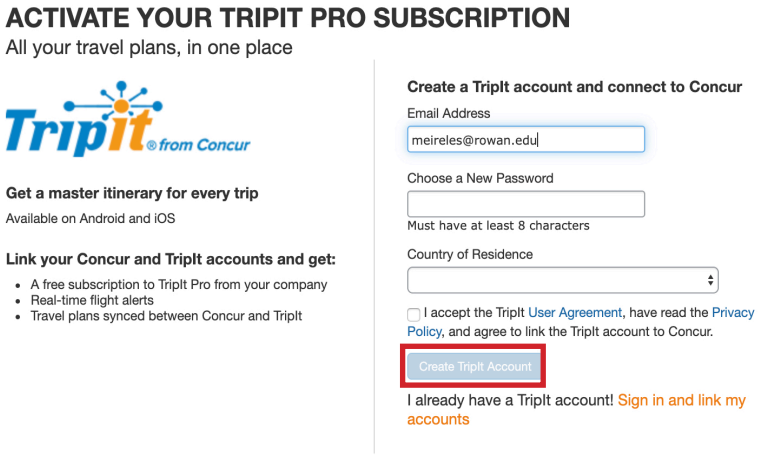
- TripIt is also important to the University because it has a locate feature. This feature will notify you if the travel advisory risk level changes during your travel, and allow the University to use Concur Messaging to provide you with steps to take.
- If you have enrolled in My Travel Network and add frequent traveler accounts, you will see receipts from your trip waiting for you in Concur Expense.
- We recommend you complete this process on the dashboard under the Alert section. The process will include activation, connection, and the opportunity to download the mobile app.

To activate TripIt from the Concur home page:

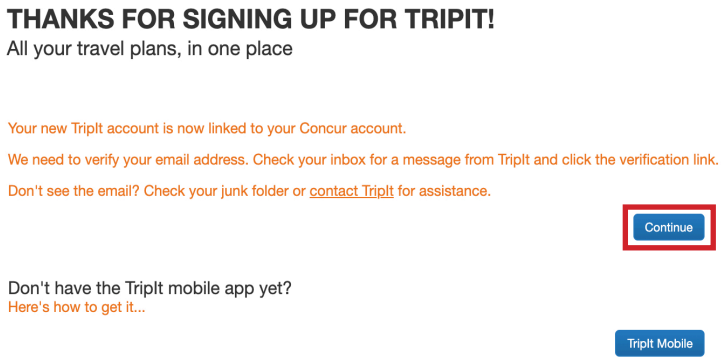
1. Under the Alerts Section, select **Learn More and Activate**.



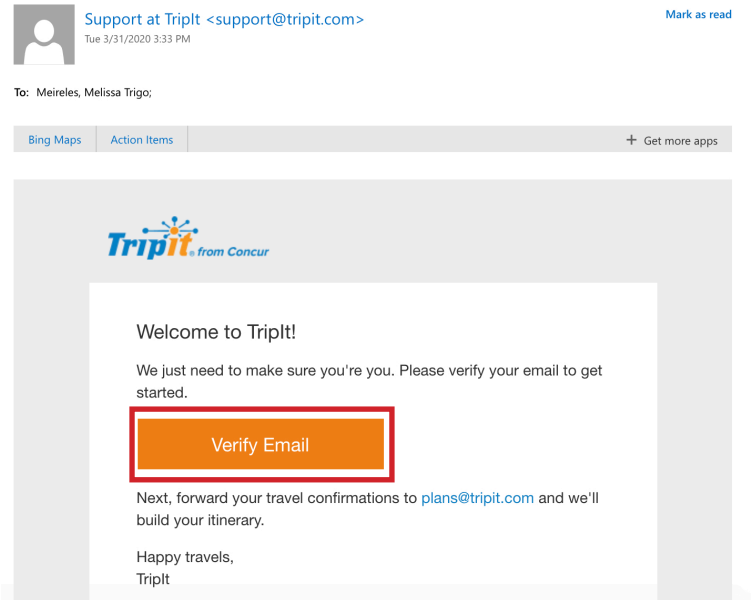
2. A new window will appear. Enter your **Rowan Email Address** and create a **Password**. Select the United States of America as the Country of Residence. Check the box next to the User Agreement. Select **Create TripIt Account**.



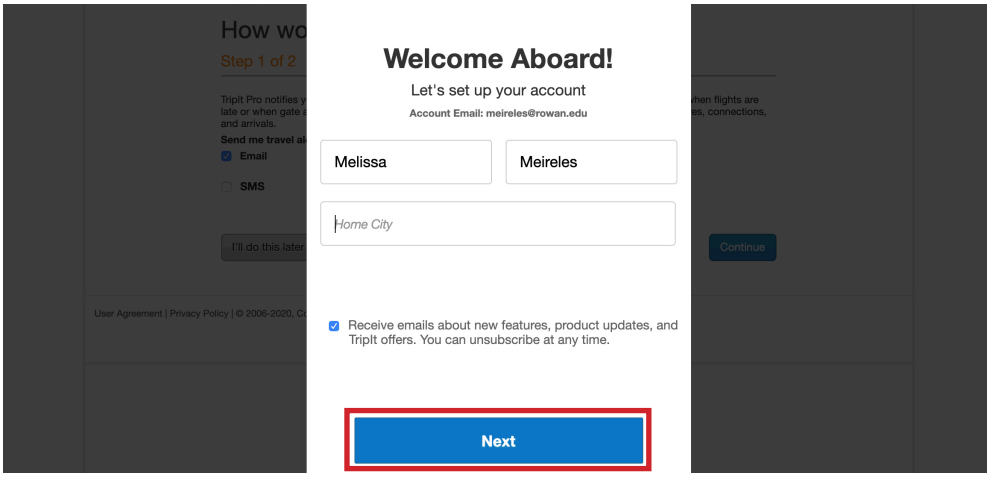
3. A thank you message will appear stating that you must verify your email. Select **Continue**. You will be brought back to the Concur home page.



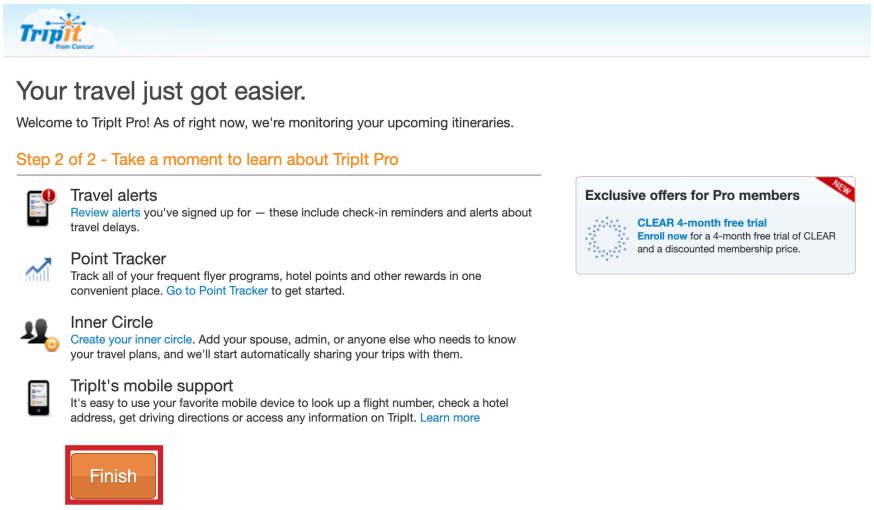
4. Sign into your Rowan email account. You will see an email from Support at TripIt. Select **Verify Email**.



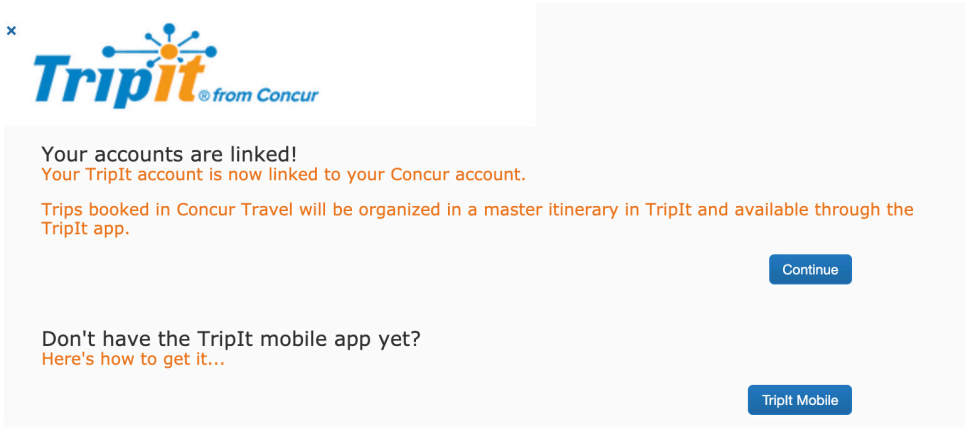
5. You will be brought to tripit.com. Enter your Home City. If you wish, deselect the check box regarding receiving emails new features, etc. Select **Next**.



6. Select how you would like to receive alerts and then select **Continue**.
7. Read about TripIt travel alerts, point tracker, inner circle, and mobile support. Select **Finish**.



8. When you return to Concur, a new window will appear stating your accounts are linked. Select **Continue** or select **TripIt Mobile** to learn about the mobile app.

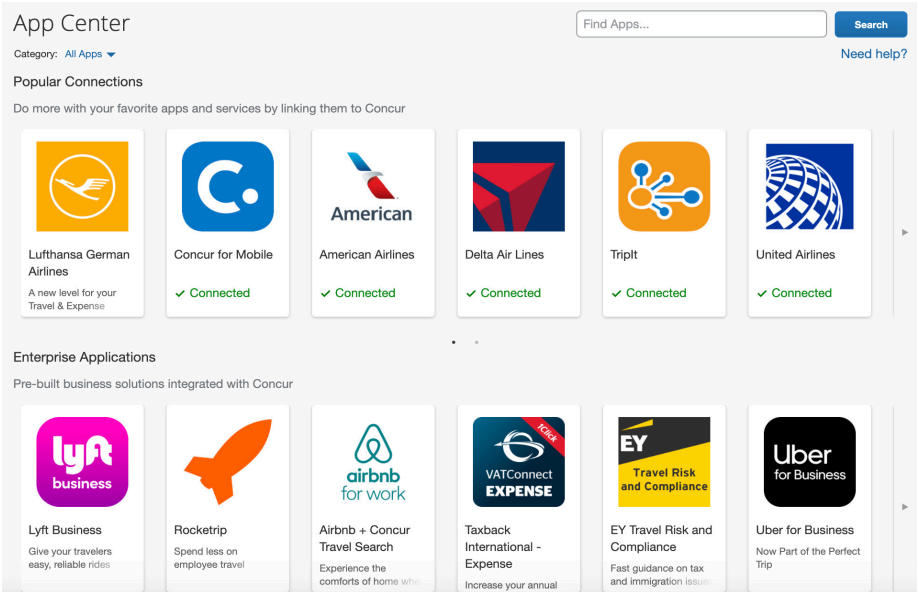


APP CENTER

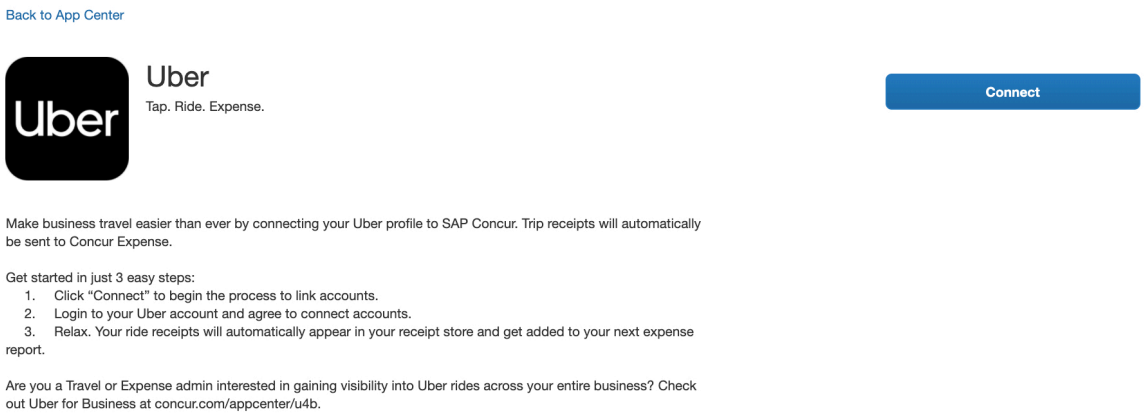
This App Center will help Rowan University and their travelers find apps that drive smarter spending, easier travel, and effortless expensing. The App Center provides quick access to your favorite apps and services, which can be linked to Concur. This allows an open door between the two services so the data that needs to be shared can flow securely and automatically.

1. From the Concur home page, select **App Center**.

2. The App Center will appear. Some apps may already be connected based on your Frequent-Traveler Programs. Verify that TripIt and My Travel Network have been connected.



3. Select one of the apps from the list or use the search field to find an app you would like to connect then select **Search**.
4. Select **Connect**. Each app's connection process is slightly different. Follow the on screen instructions.



UNDERSTANDING REQUESTS

- Employees requesting to travel for official University business are expected to exercise care when planning travel and incurring expenses, considering that they are spending public funds and the use of public funds on behalf of the University is a matter of public trust. Travel arrangements should be planned in the best interests of the University to minimize travel expenses. Only the actual and necessary expenses incidental to the performance of official duties shall be reimbursed.
- **Requests** (Domestic / International) must be submitted for each overnight trip and employee. Requests (Domestic / International) must be approved 4 weeks prior to departure except for those situations specifically authorized by the President or Divisional Vice Presidents.
- A Request is used to obtain pre-approval for an overnight trip. It must include an estimate for all travel expenses you may incur while traveling on official Rowan University business.
- Verify the requested amount will accurately capture all estimated expenses to ensure sufficient funds are available when completing the expense report. (**Note:** It is suggested to avoid multiple submissions of requests and expenses for the same trip. This will prevent additional charges to the department.)
- A Request consists of the following sections within Concur: Request Header, Segments, Expenses, Approval Flow, and Audit Trail.
    - The Request Header, Segments, and Expenses tabs must be completed by the traveler to inform supervisors of the travel purpose and estimated expenses.
    - The Approval flow is the record of all approval steps for a request.
    - The Audit Trail logs every addition, change, deletion, comment, etc., for the request.

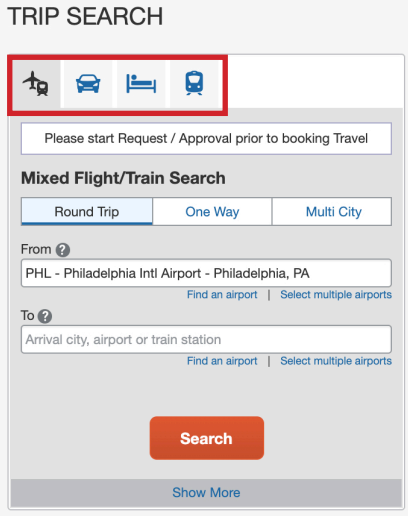
REQUEST WORKFLOW

1. The traveler obtains estimates regarding travel through the Concur website or 3rd party websites.
2. The traveler creates a Request in Concur which includes travel dates, segments (airfare, car rental, hotel, rail), and the details of estimated expenses. The amounts added to the Request are estimates to collect general information for the approval.
3. Once the traveler submits the Request, it is electronically sent to their approvers.
4. The approver can approve the Request, approve and forward it to another approver or send the Request back to the traveler with comments.
5. When the Request is fully approved and the Encumbrance Approval Number (E#) is issued via email, the traveler can begin making travel arrangements.
6. The information provided on the Request will be added to the Expense Report.

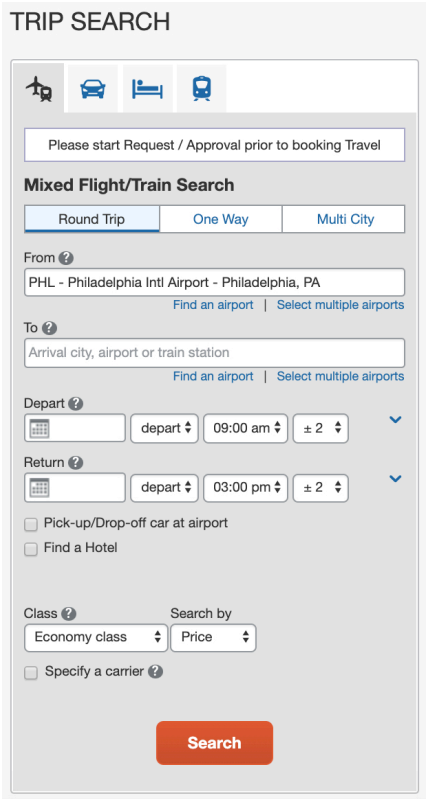
USING THE TRIP SEARCH TO LOOK BUT NOT BOOK

Rowan University has contracted Direct Travel as our Travel Management Company (TMC). Before you complete a Request, you must obtain estimates of your travel expenses. We suggest using the Concur website to research travel information such as airfare, hotel, etc. However, you can search for this information using a third-party website.

1. On the Concur home page, use the Trip Search. Select the **icon** for the Segment you want to search.

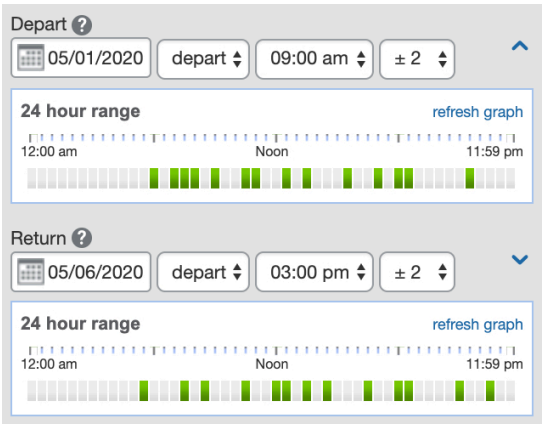


Flight/Train:



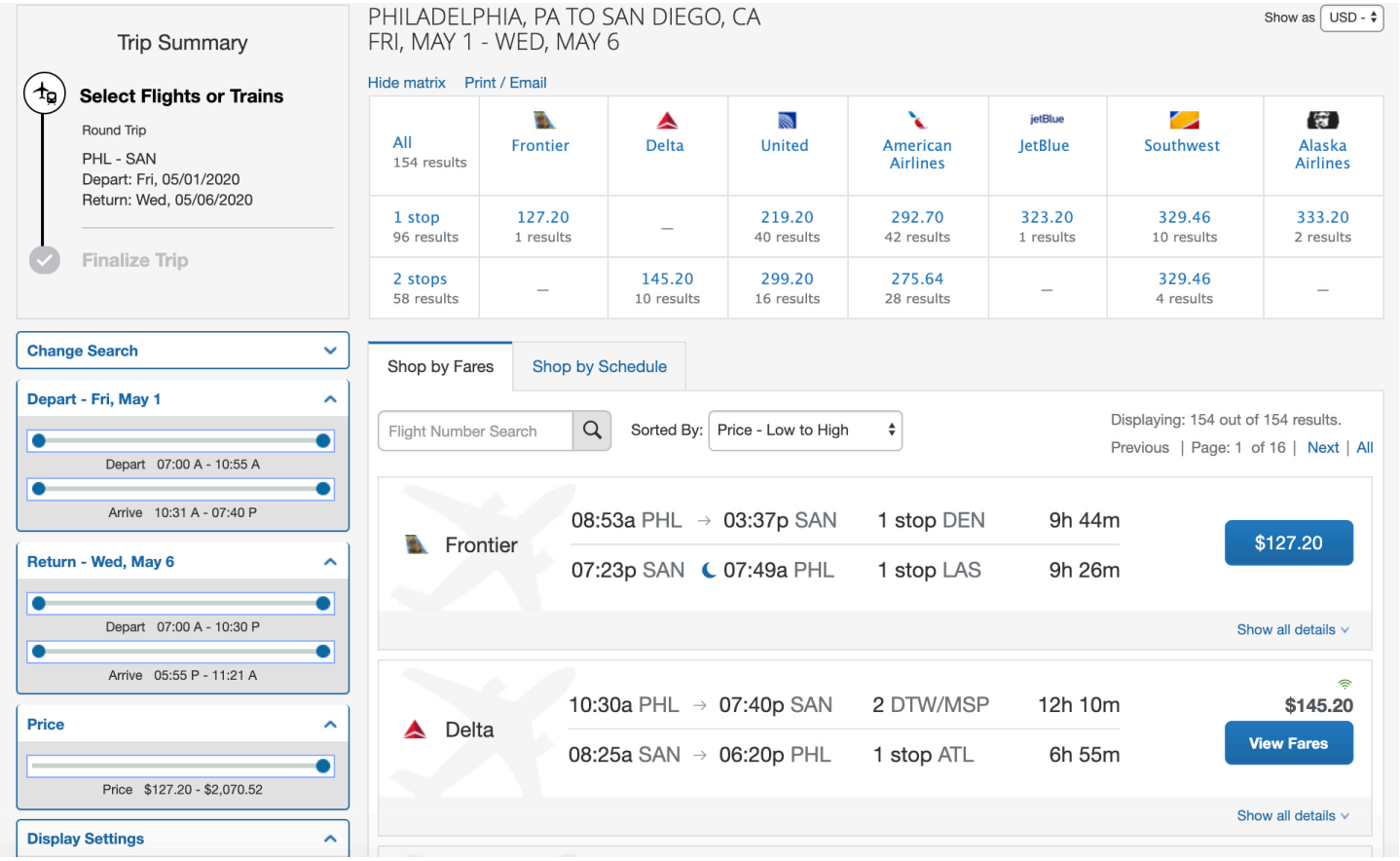
2. Flight/Train Search icon is selected. Choose Round Trip, One Way, or Multi City.
3. In the **'From'** and **'To'** fields, type in the name of the city you are departing from and traveling to.
    - If the city does not populate, press enter or select **find airport**.
4. Select in the **'Depart'** and **'Return'** fields, and then select the appropriate dates from the calendar.
    - Use the drop-downs to select the preferred times you would like to depart/arrive.
    - The drop-down next to the time is a time window for your travel. The default time window is set between 2 hours of the time you chose.

5. Select the down arrow to the right of the time window to see a graphical display of nonstop flights available for the date you selected. This allows you to adjust your search criteria to see/reserve nonstop flights.
   - The graphical display is based on flight schedule data for a 24-hour period. It will not show train options.
   - Place your mouse over a green bar to see all of the flights available for a certain time slot.
   - If you change locations or dates, select **refresh graph** for more data.



6. **Do not check the 'Pick-up/Drop-off car at airport' or 'Find a hotel' options.** These will only be used when you book your travel. When you are searching for travel estimates you will use the separate Trip Search tabs.
7. Optional: Search by class, price, schedule, or specify a carrier.
8. Select **Search**.
   - If there is no nonstop flight within the hours you have chosen, a new window will appear that asks you to expand your search window to include nonstop flights. Select Yes or No depending on your preference.

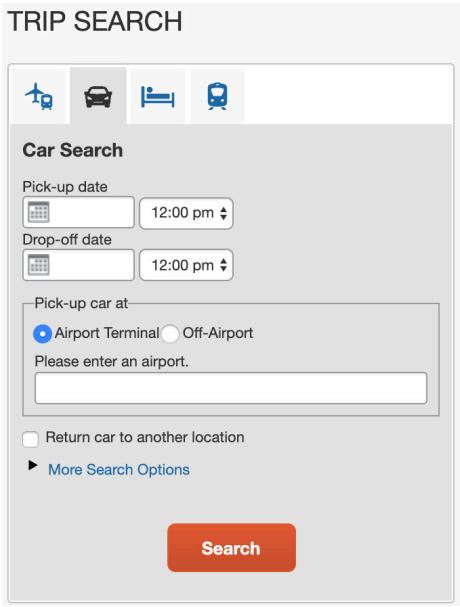
9. The Trip Summary page will populate.

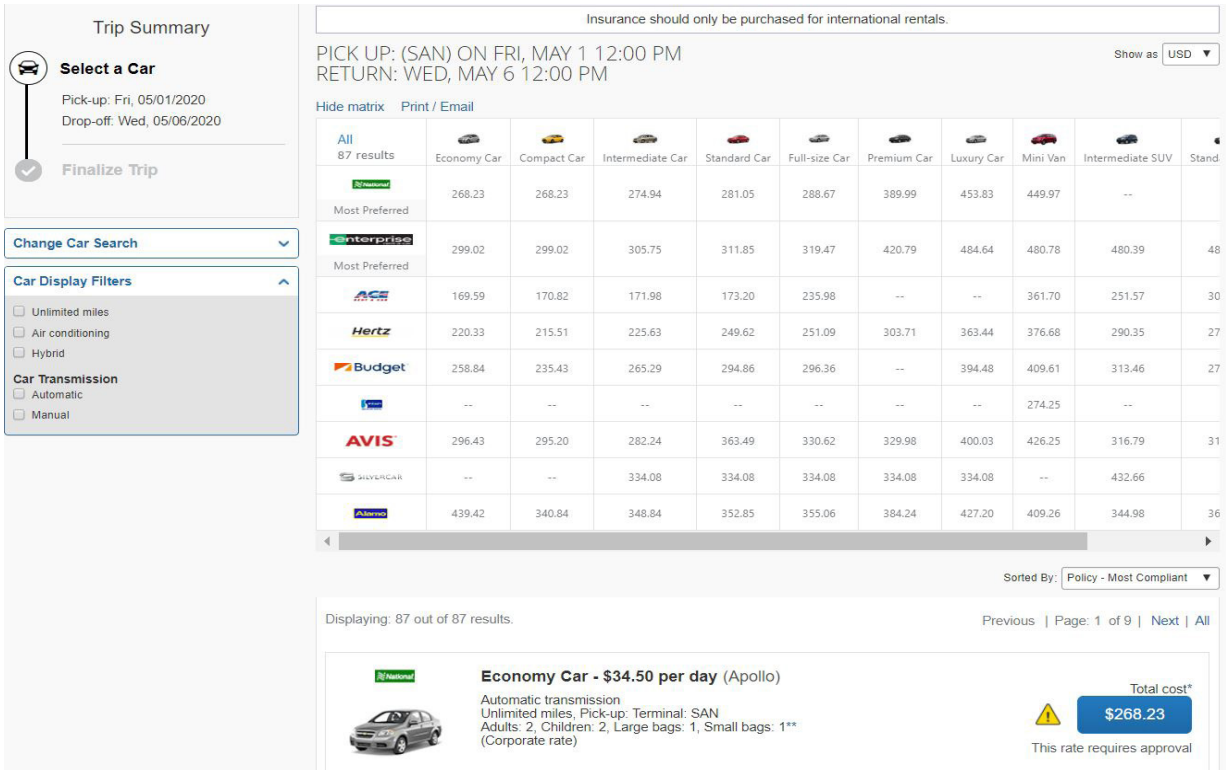


10. You can filter your search with the left menu.
    - Change Search – edit the information you included on the previous screen.
    - Depart and return – use the sliders to narrow down the time you want to travel.
    - Price – use the slider to narrow down the options by price.
    - Display settings – check the boxes to hide certain options.
    - Airport filters – nearby airports.
    - Connecting Airport Filters – check the boxes based on your connecting airport preference.
11. You can filter the results with the matrix at the top of the page by stops or by a specific carrier by selecting the appropriate square.
12. Below the matrix, you will see the flight/train options.
    - The 'Shop by Fares' tab is selected, select the **Shop by Schedule** tab to see the results based on time.
    - Search for a flight by number or use the **Sorted By** drop-down to sort the results.
13. Review the flights/train options. For more information, select **Show all details** or select **View Fares** and then select **flight details**.
14. Once you have chosen your flight, **do not select the price**. You are only researching at this point. Write down the information or take a screenshot regarding the flight such as the date, time, city, and price. You will use the information when creating your Request.
15. Select **Travel** on the top left corner of the screen. This will bring you back to the Trip Search.

Car:

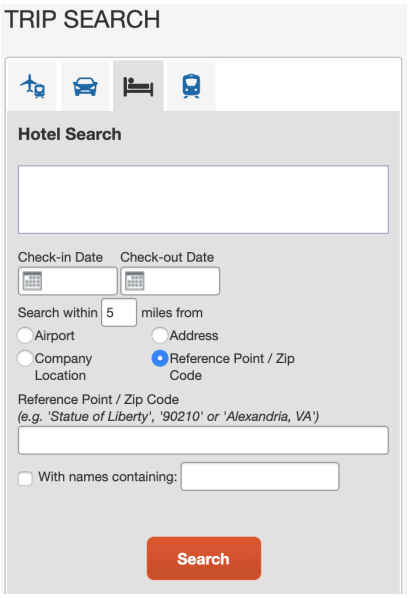
1. If you require a car rental, select the **car icon** at the top of the Trip Search.
   - **Note:** Car rentals are not typically covered by the University. You must provide a justification for renting a car in the comments field. Please refer to the Travel policy for detailed information regarding rental car authorization.
2. In the '**Pick-up date**' and '**Drop-off date**' fields, select the appropriate dates from the calendar.
3. Use the drop-downs next to the dates to select the times.
4. In the pick-up car at section, select either:
   - Airport terminal and then type in the city or the airport code.
   - Off-Airport.
5. Check the box next to, 'Return car to another location' if you will not be returning the car to the same location you picked it up. Then enter the drop-off location.
6. Optional: Select **more search options**, to specify the car type, smoking preference, and car vendors.
7. Select **Search**.
8. The Trip Summary page will populate.





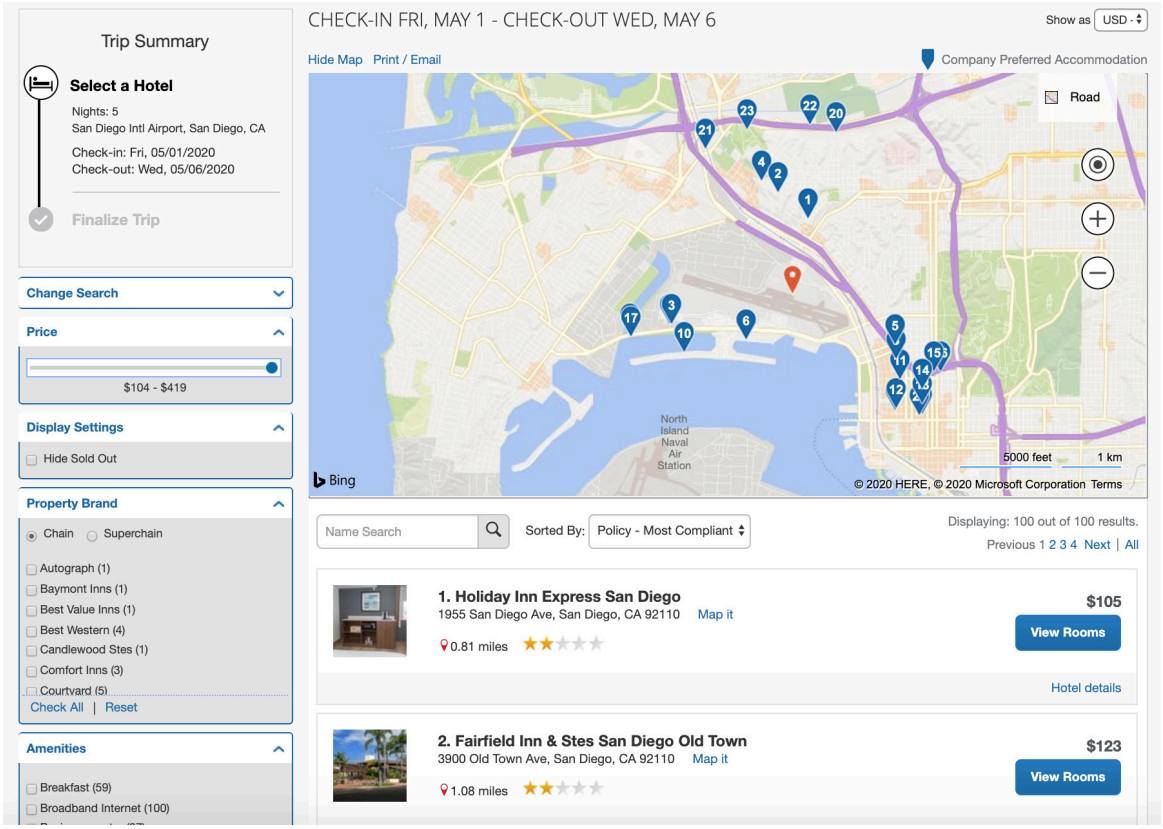
9. You can filter your search with the left menu.
   - Change Car Search – edit the information you included on the previous screen.
   - Car Display Filters – check the boxes to filter out certain options.
10. You can filter the results with the matrix at the top of the page by company or type of car. **Note:** The preferred companies are listed at the top of the matrix.
11. Below the matrix, you will see the car rental options. Use the **Sorted By** drop-down to sort the results.

12. Review the car rental options.
13. Once you have chosen your car rental, **do not select the price**. You are only researching at this point. Write down the information or take a screenshot. You will use the information when creating your Request.
14. Select **Travel** on the top left corner of the screen. This will bring you back to the Trip Search.



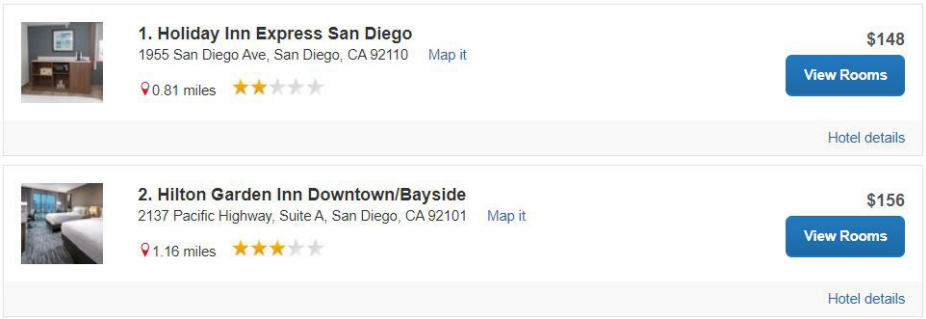
Hotel:

1. If you require a hotel, select the **hotel icon** at the top of the Trip Search.
2. Select in the '**Check-in**' and '**Check-out**' fields, and then select the appropriate dates from the calendar.
3. Search within a certain mileage from a point by:
   - Typing in the number of miles the hotel can be from a specific location.
   - Select the radio button for the location such as airport, company location, address, reference point/zip code.
   - Depending on your choice, you will have to provide more information.
4. Select **Search**.
5. The Trip Summary page will populate.

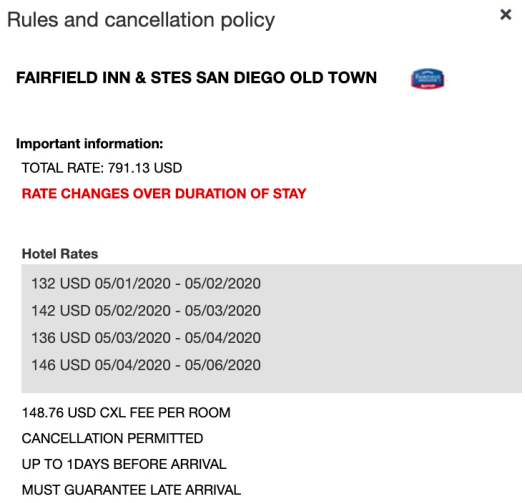


6. You can filter your search with the left menu.
   - Change Search – edit the information you included on the previous screen.
   - Price – use the slider to narrow down the options by price.
   - Display settings – check 'hide sold out' to remove the sold-out hotels from the results.
   - Property Brand – select the check boxes to indicate the hotel chain you prefer.
   - Amenities – select the check boxes for the amenities you prefer.

7. You will see a map with the hotels near the location you selected.
   - The red icon shows the location you selected.
   - The blue icons show the hotels in the mileage range you selected. Select any of the blue icons to see specific hotel information.
   - Hover over road in the top right corner of the map to change the map view. Choose road, aerial, bird's eye, or street side.
   - Select the + and – icons to zoom in and out of the map.
   - Select and drag your mouse to move the map.
8. Below the map, you can search for a hotel or use the **Sorted By** drop-down to sort the results.
9. Review the hotel options.
   - Select the **hotel picture** to see more images of the property.
   - Select **Hotel details** to see the hotel's address, phone number, amenities, and cancellation policy.

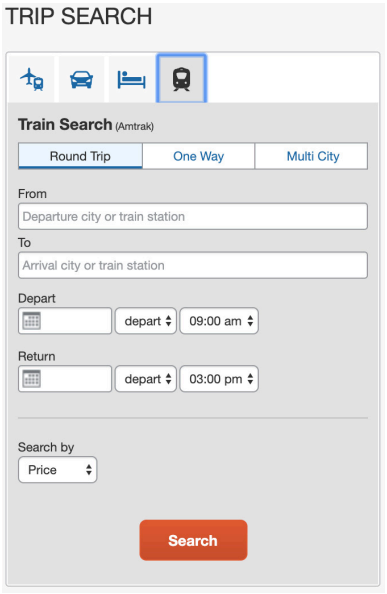


10. Select **View Rooms** to see the available room options and rates. **Note:** The rates shown are nightly rates.
11. Once you have chosen your hotel, select **Rules and cancellation policy** to the left of the hotel price.
12. The rules and cancellation policy will populate which has the total rate for the hotel. Write down the information or take a screenshot. You will use the information when creating your Request.

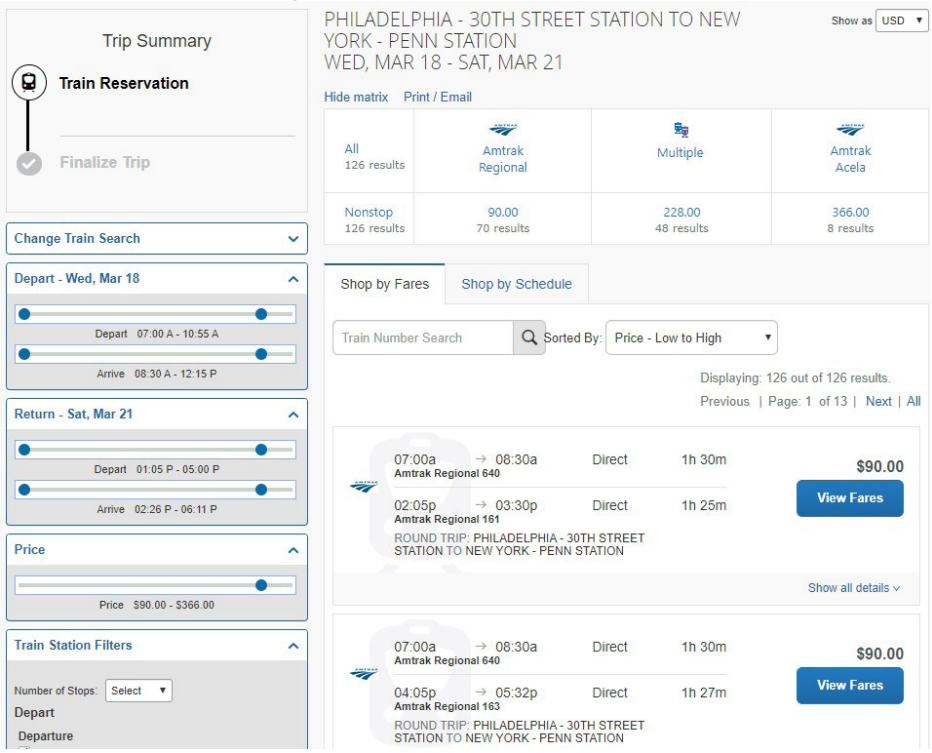


13. Select the **'X'** on the top right corner of the policy.
14. Select **Travel** on the top left corner of the screen. This will bring you back to the Trip Search.

Train:



1. If you require a train, select the **train icon** at the top of the Trip Search.
   Note: Please refer to the Travel policy for detailed information regarding travel by Train.
2. Select Round Trip, One Way, or Multi City.
3. In the **'From'** and **'To'** fields, type in the name of the city you are departing from and traveling to.
4. In in the **'Depart'** and **'Return'** fields, select the appropriate dates from the calendar.
   - Use the drop-downs to select the preferred times you would like to depart.
5. Select the **Search by** drop-down to search price or schedule.
6. Select the **Search** button.
7. The Trip Summary page will populate.

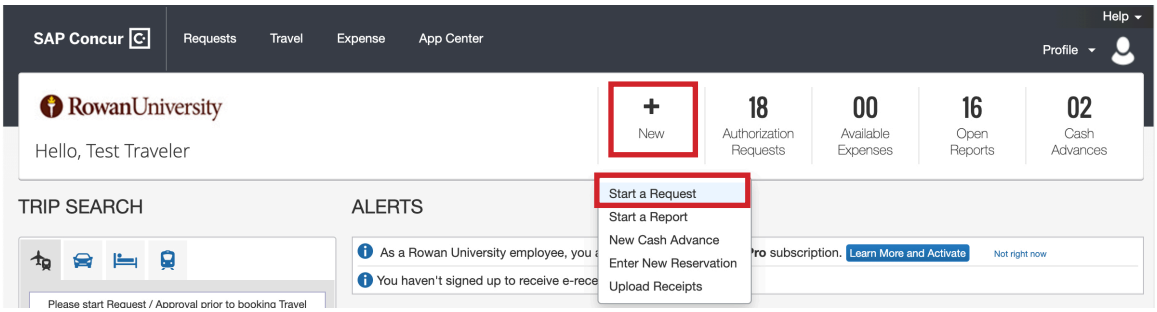


8. You can filter your search with the left menu.
   - Change Search – edit the information you included on the previous screen.
   - Depart and return – use the sliders to narrow down the time you want to travel.
   - Price – use the slider to narrow down the options by price.
   - Train station filters – use the drop-down to select the number of stops.
9. You can filter the results with the matrix at the top of the page.
10. Below the matrix, you will see the train options.
    - The 'Shop by Fares' tab is selected, select the 'Shop by Schedule' tab to see the trains based on time.
    - Search for a train by number or use the **Sorted By** drop-down to sort the results.
11. Review the train tickets which are under the matrix. Select **View fares** or **Show all details** for more information.
12. Once you have chosen your train ticket, **do not select the price**. You are only researching at this point. Write down the information or take a screenshot. You will use the information when creating your Request.

CREATING A NEW REQUEST

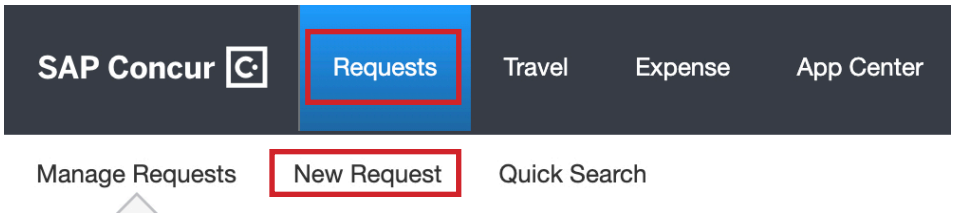
From the Concur home page, either:

- Hover over **+ New** and select **Start a Request**



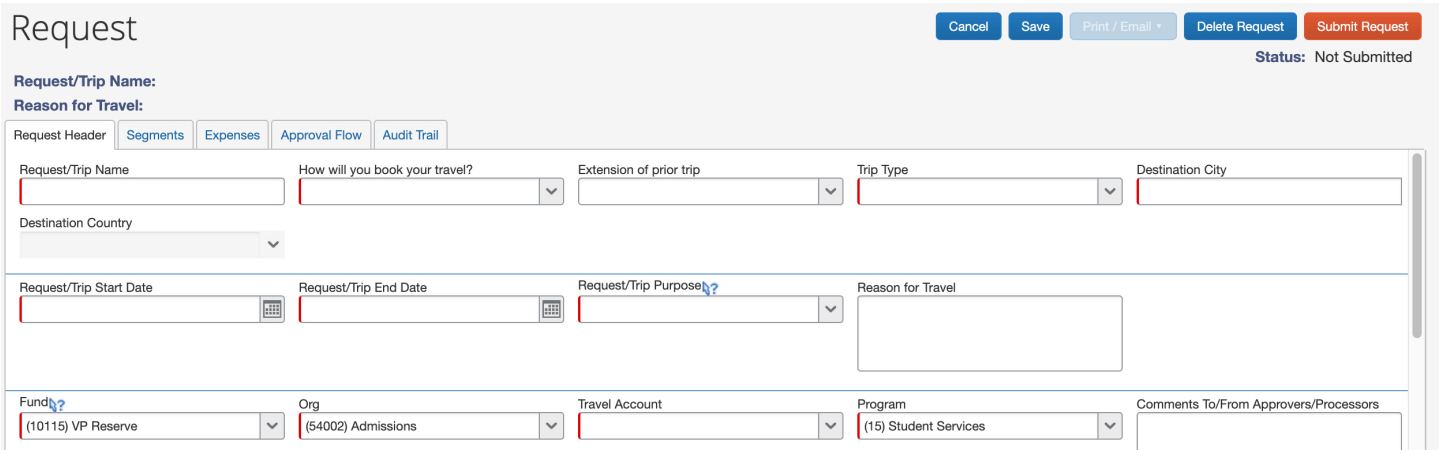
Or

- Select **Requests** on the header toolbar, then select **New Request**.



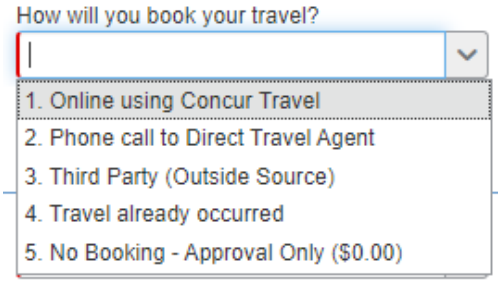
Request Header

The Request Header is the first tab. This will show a new request. The Request Header is where the traveler will provide basic information regarding the trip. Complete all required fields denoted by a red bar.



1. **Request/Trip Name:** Required naming convention: Destination City **and** Conference name, workshop, etc. (Example: Boston-AACOM) (**Note:** This field has a 32 character limit; abbreviate location or name if necessary).

2. **How will you book your travel?**



- 1. Online using Concur Travel – Select this option if you will be using the Concur website to book online. This is the preferred method of booking for University travel.
- 2. Phone call to Direct Travel Agent –Select this option if you will be contacting Direct Travel by phone for assistance in booking your travel. This option is recommended if your travel will include multiple stops, or other complicated variations. (**Note:** There is an additional fee associated with this option)
- 3. Third Party (Outside Source) – Select this option if you will be booking all of your travel arrangements outside of the Concur website or the University's approved Travel Management Company, Direct Travel.
- 4. Travel already occurred – Select this option if you are requesting approval for travel that has already occurred. This is a rare exception to policy and will require justification to approvers as to why this was not submitted before traveling.
- 5. No Booking – Approval Only ($0.00) –Select this option if you are requesting approval only to attend a sponsored trip where the sponsor/host is assuming the financial risk and they do not have a direct relationship to the University. (**Note:** You will not be using University/Grant funds or requesting reimbursement.)

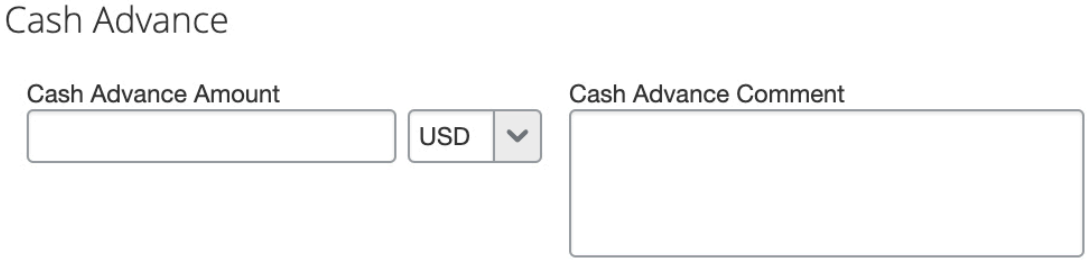
3. **Extension of prior trip** – Complete this field if this is an additional Request associated with a previously submitted Request. Using this feature will require the entire approval workflow again and a new Encumbrance Approval Number (E#) will be assigned.
4. **Trip Type** –Day Travel, Domestic, and International (**Note:** Day travel does not require a Request and should be entered in Expense). The trip type selected will determine the approval flow.
5. **Destination City** – Type the name of the city you are traveling to, or choose from the drop down menu that auto-populates. (**Note:** If the city does not populate, contact asktravel@rowan.edu)
6. **Request/Trip Start Date and End Date** – These fields should represent the time period of the business trip and include any extra days for personal travel.
7. **Request/Trip Purpose** – Select the appropriate reason from the list. You must attach supporting documentation (brochure, agenda, meeting invitation, etc.) before submitting the Request.
8. **Reason for Travel** – This field should include a more detailed description why you are traveling. If personal days precede the start date or are after the end date, include those dates in this field.
9. **Fund, Org, and Program** – Will pre-populate based on your department FOAPAL. If necessary, changes can be made by the traveler. This can be changed by selecting the drop-down arrows in each field.
10. **Travel Account** – Select the appropriate travel account. (7216-Employee Travel, 7217 Student Travel, 7251 Grant Participant). All mileage will be charged to 7215 behind the scenes.
11. **Comment To/From Approvers/Processors** – This field is required when prompted to explain a booking type, audit rule, or if personal days are added to the business trip. This field can also be used to include a comment to the approvers/processor.

Select **Save** on the top right corner. A Request number is generated on the top left corner.

Requesting a Cash Advance

Cash advances are not generally permitted. However cash advances will be available in exceptional cases for meal per diem and may be entered on the request. In order to be eligible to request a cash advance, an approval from the Accounts Payable department is needed. Please email your request to asktravel@rowan.edu. Your Concur settings must be updated to reflect this option by your campus Concur Admin.
If cash advance is activated, you will see it in the **Request Header**. Type the amount you are requesting in the cash advance amount field. The amount cannot exceed the Per Diem Total. Type the reason for requesting a cash advance in the Cash Advance Comment field.

Cash advances will be issued no more than 10 days prior to the start date of travel.



Attachments

Supporting documentation is required for all requests. Once you select Save in the Request Header, the Attachments button will appear.

All Requests, domestic and international, must include:

1. One or more of the following documents: a brochure, a conference agenda, an event agenda, a meeting invite, or any other document that substantiates your request for travel.
   Note: If Sponsored related travel, complete and attach Request for Approval for Attendance at Events form.
2. SOM Additional Required Attachments:
   - SOM Employees: Complete and attach Request for Approval for Attendance at Events form for all travel.

Additionally, if you are traveling **internationally** then you must complete the following steps as well:

1. Visit the U.S. Department of State – Bureau of Consular Affairs website to determine the Risk Level for your destination before proceeding with your request.
2. Review and acknowledge the University's International Travel Policy & Guidelines.
3. Complete the Export Controls Training through the Collaborative Institutional Training Initiative (CITI) as mandated by the Office of Research Compliance.
4. Complete and attach the International Travel Checklist form as mandated by the Office of Research Compliance.

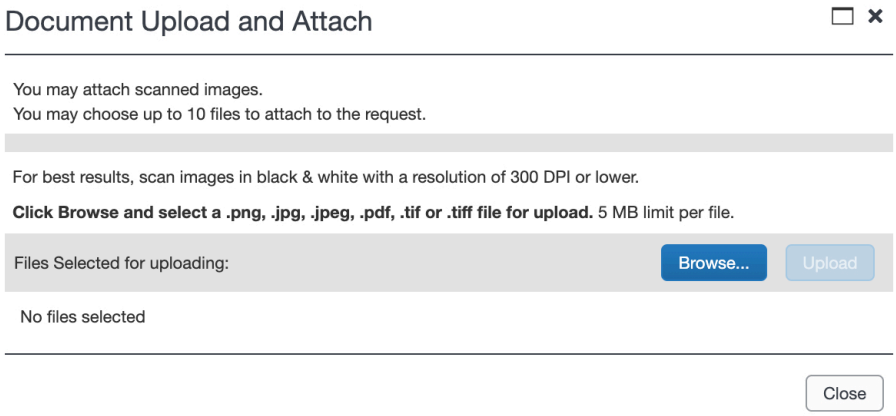
Lastly, if your international travel is federally funded complete this final step:

1. Review and acknowledge Fly America Act provided the Office of Sponsored Programs.

To add attachments:

1. Select **Attachments** in the top right corner of the Request, then select **Attach Documents**.

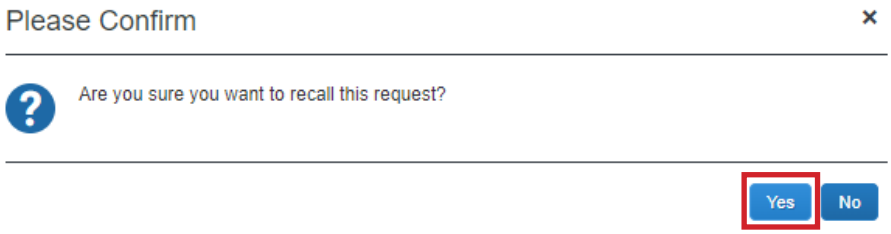
2. The Document Upload and Attach window will appear. Select **Browse**, select the file, and select **Open**.



3. The name of the file will appear. Select **Upload**.
4. Once the file is uploaded, select **Close**.
5. Select **Save**.

To view attachments:

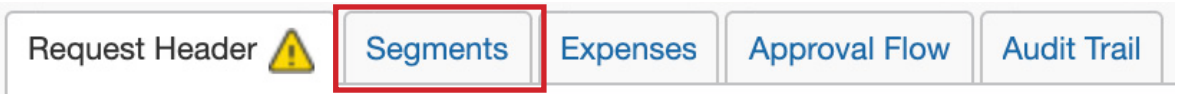
- You can view the documents attached by selecting **Attachments** and then selecting **View Documents in a new window**.
- You can delete the documents you have attached by selecting **Attachments**, **Delete Documents**, a confirmation window will appear, select **Yes**.



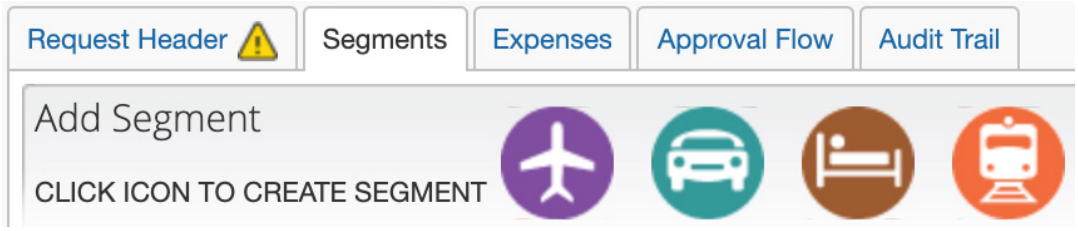
Segments

This is where the traveler will enter all travel itinerary information related to the trip including Air, Car, Hotel, and Rail information.

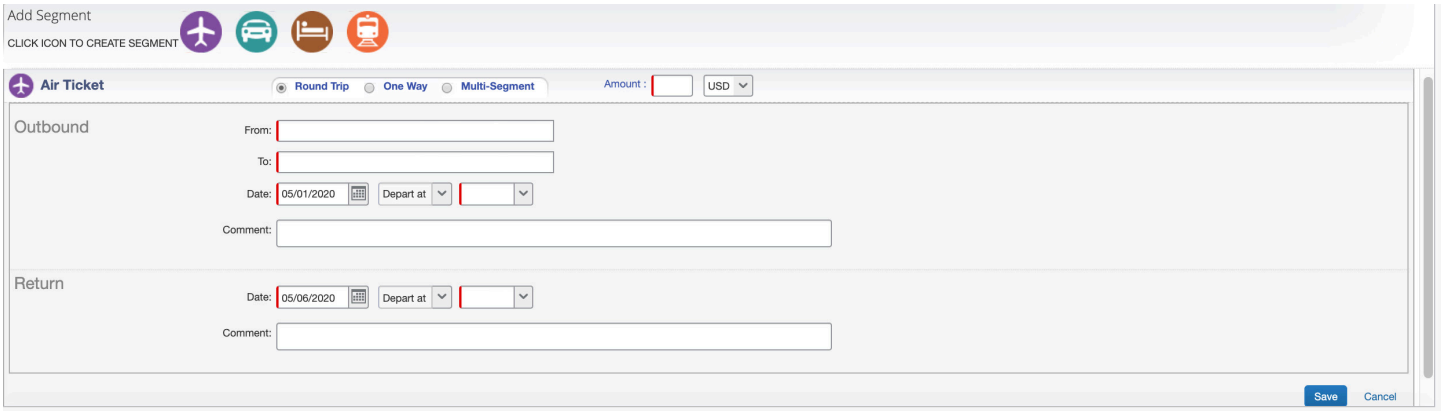
1. Select the **Segments** tab.



2. Select the **icon** to create a segment such as Air Ticket, Car Rental, Hotel, and Railway Ticket. Complete all required fields denoted by a red bar.

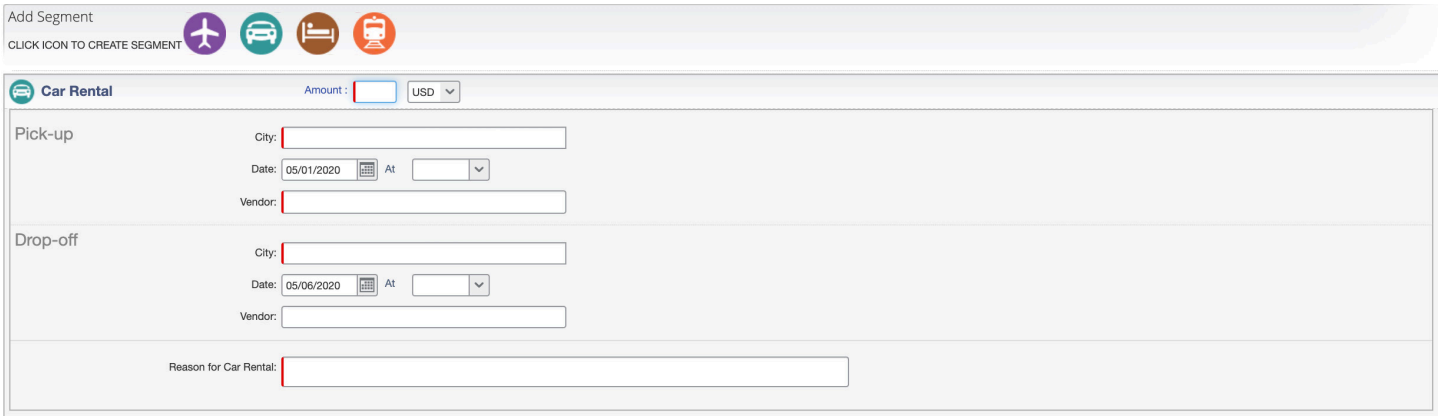


3. Air Ticket



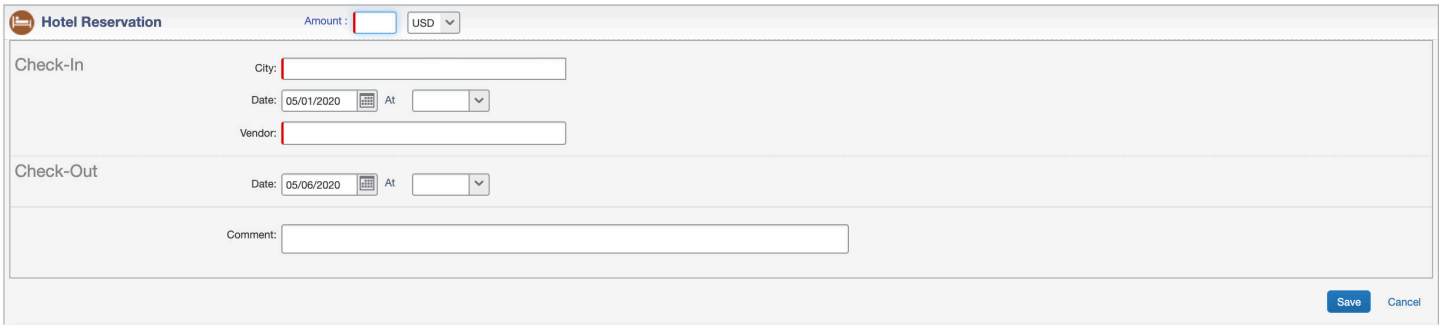
- Select Round Trip, One Way, or Multi-Segment.
- In the **'Amount'** field, type in the estimated amount of the airline ticket. If the airfare ticket is in foreign currency, select the appropriate currency from the drop-down next to the amount field.
- Type in the airports you will be traveling from and to.
- The dates of travel will auto-populate. Use the drop-down to select the departure times.
- Add comments if needed.
- Select **Save**.

4. Car Rental



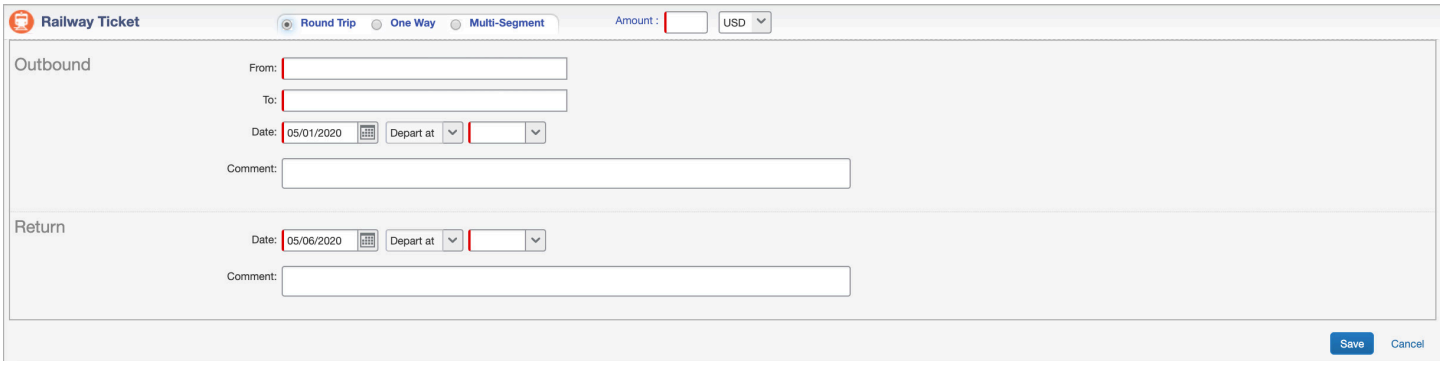
- **Note:** Car rentals are not typically covered by the University. You must provide a justification for renting a car in the comments field. Please refer to the Travel policy for detailed information regarding rental car authorization.
- In the **'Amount'** field, type in the estimated amount of the car rental. If the car rental is in a foreign currency, select the appropriate currency from the drop-down next to the amount field.
- In the **'City'** field, type in the city you will be picking up the car. The drop-down of city will auto-populate.
- The dates for pick-up and drop-off will auto-populate. You can change the dates by selecting the calendar next to the date field.
- In the **'Vendor'** field, type the name of the car rental company.
- In the **'Reasons for Car Rental'** field, justify why you are requesting a car rental.
- Select **Save**.

5. Hotel



- In the **'Amount'** field, type in the estimated total amount for the hotel. If the hotel is in a foreign currency, select the appropriate currency from the drop-down next to the amount field.
- In the **'City'** field, type in the city the hotel is located.
- The dates of travel will auto-populate. You can change the dates by selecting the calendar next to the date field.
- In the **'Vendor'** field, type the name of the hotel.
- Select **Save**.

6. Railway Ticket



- Select Round Trip, One Way, or Multi-Segment.
- In the **'Amount'** field, type in the estimated amount of the railway ticket.
- If the ticket is in a foreign currency, select the appropriate currency from the drop-down next to the amount field.
- Type in the train stations you will be traveling from and to.
- The dates of travel will auto-populate.
- Add comments if needed.
- Select **Save**.

Allocate, Delete, Modify a Segment

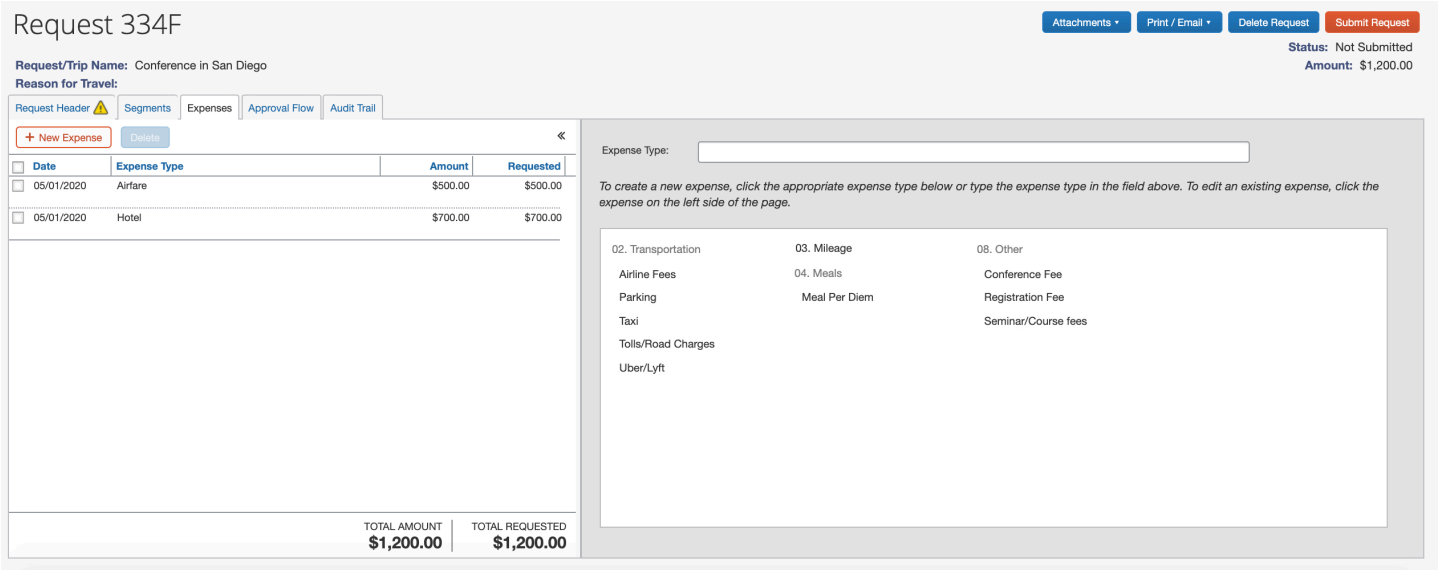
After you save each segment/expense, you have the option to allocate, delete, or modify.

- Allocate: You can allocate Segments when you add them to your Request. However, it is suggested to allocate once all estimated expenses have been entered and calculated. You allocate when a trip is being funded by two or more sources (FOAPALS).
- Delete: Delete the segment you added.
- Modify: You can modify the segment if a change is needed.

Expenses

You should provide estimates for all expenses related to your travel regardless of how it is to be paid (University Paid or Cash Out of Pocket).

1. Select the **Expenses** tab.



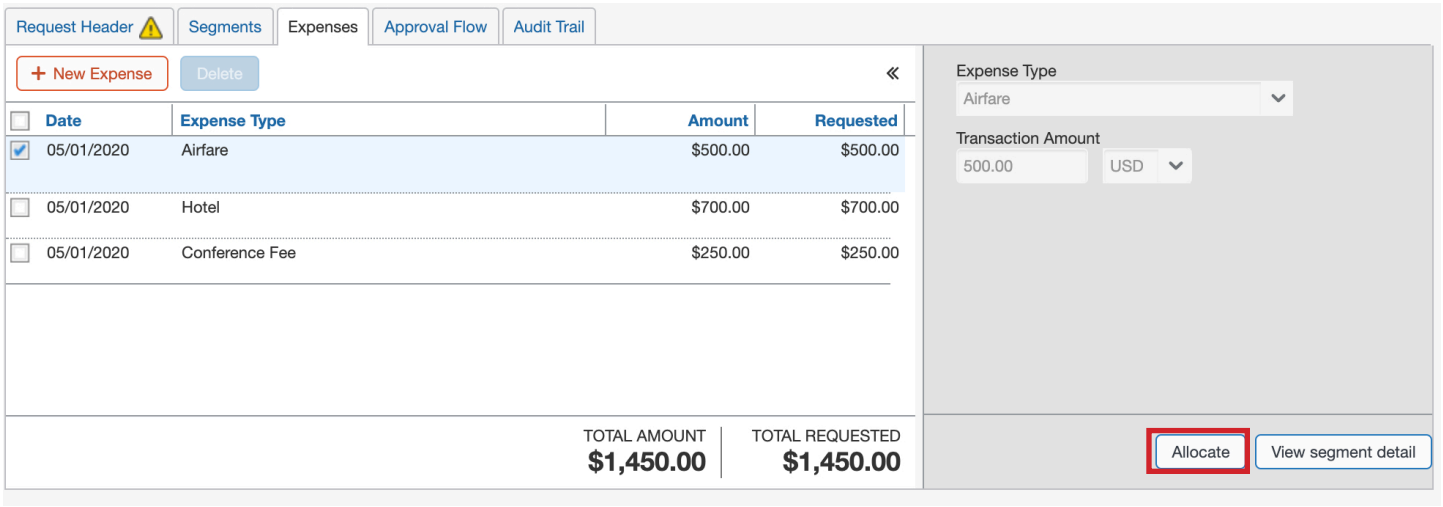
- On the left side of the screen, you will see the estimated expenses for your trip. The right side of the screen allows you to add additional estimated expenses for airline fees, conference fees, etc.
- The individual Segments will populate an expense type on the Expenses tab, but can only be modified on the Segments tab. You will add any other non-booking expense types from the Expenses tab.

2. To add an additional expense, select the **Expense Type** on the right side of the screen.
3. Enter the required information about the expense denoted by a red bar. Select **Save**.
   - Meal Per Diem is a calculated field based on the length of your trip.
   - Mileage is a calculated field based on the number of miles driven.
4. Select **Save**.

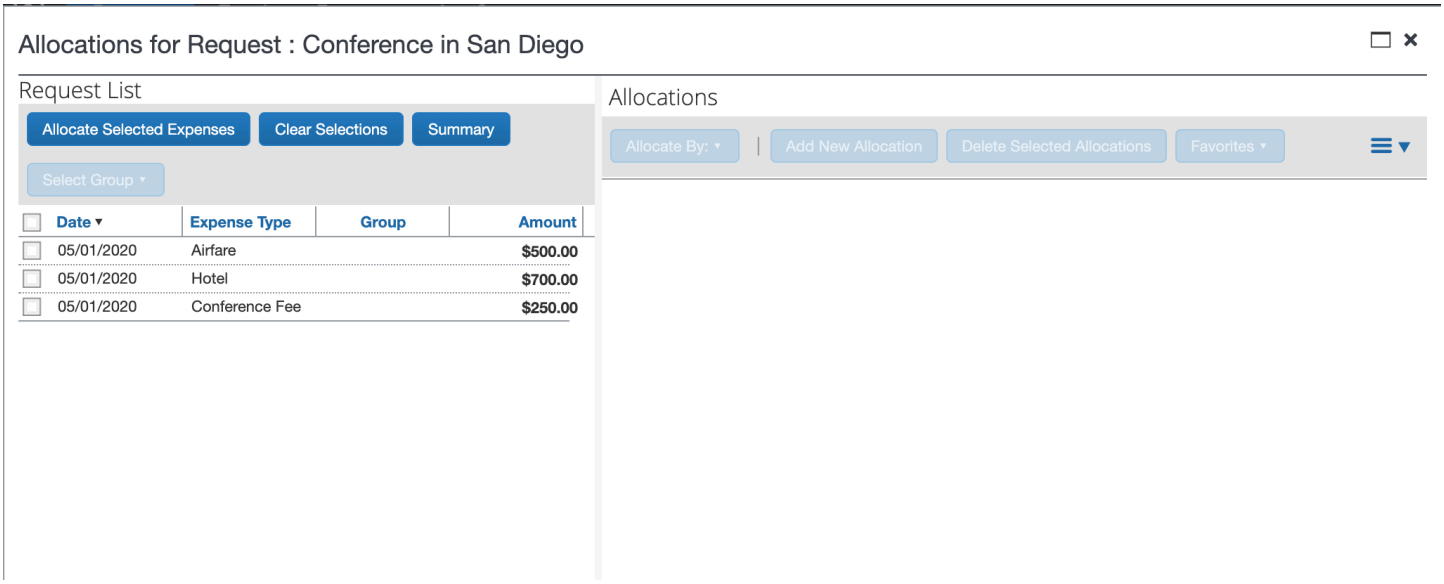
Allocate Expenses

The Request will default to the traveler's department FOAPAL. The allocate feature allows the traveler to split expenses to FOAPALs other than the default one used in the Request Header. This should be performed after all expenses have been added.

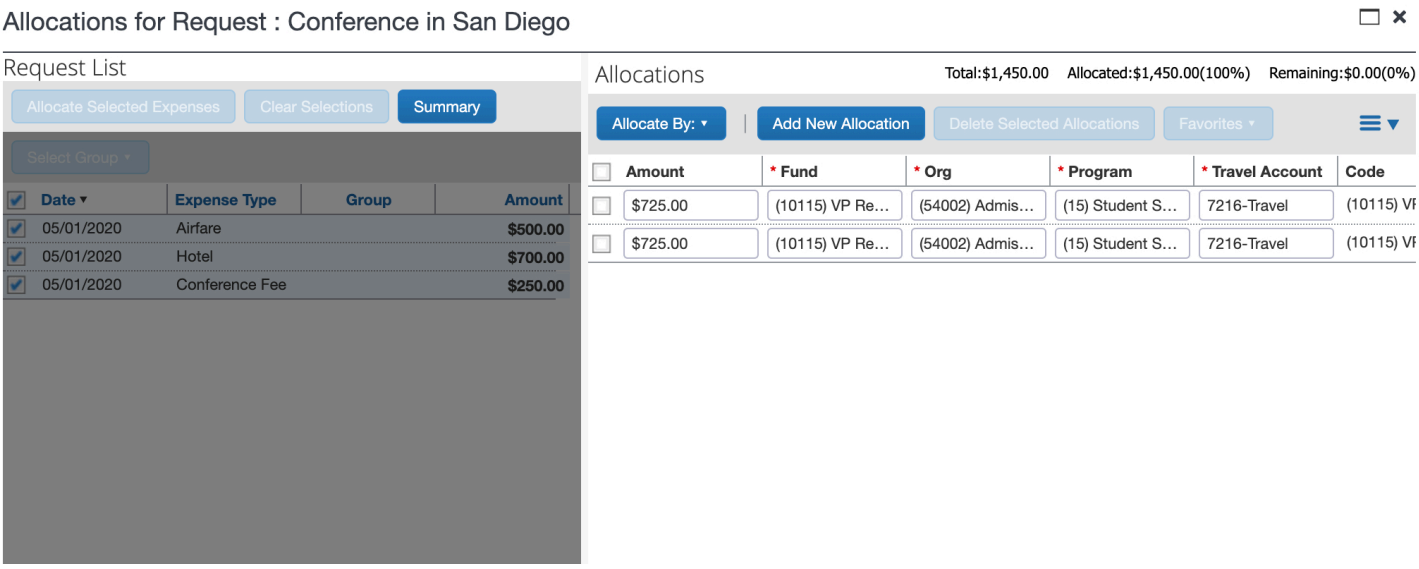
1. Add all expenses before allocation.
2. Select the **Expense Type** you want to allocate.



3. Select **Allocate** on the bottom right corners of the expense details.
4. A new window will appear. Check the box(es) for the expense type(s) you want to allocate.



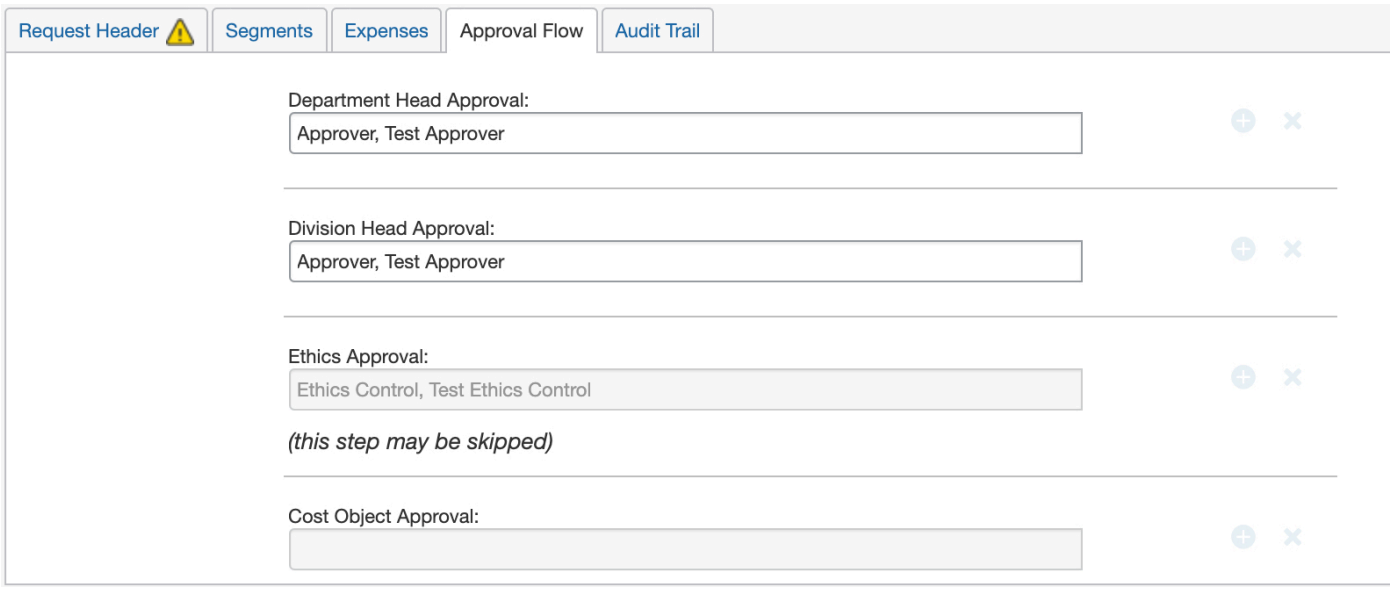
5. Select **Allocate Selected Expenses**.
   - Select **Allocate By** to choose to allocate the expense by percentage or amount.
   - On the top right, you will see the total amount you are allocating, how much you have allocated and the remaining allocation. Use this to ensure the sum of the split transactions is equal to the total.
6. Select **Add New Allocation**.



7. Enter the appropriate information regarding the FOAPAL.
8. Select **Save**.
   - You will see the allocation icon next to each expense type you have allocated. When you hover over the icon, it will show the allocation breakdown by percentage.
   - When you allocate an expense type on the Request, the FOAPAL information for that expense type will carry over to the Expense Report.

Approval Flow

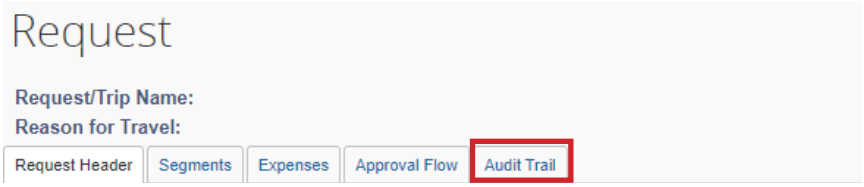
The Approval Flow window displays the route that the Request will follow once it is submitted. Travelers can view the Approval Flow at any time.



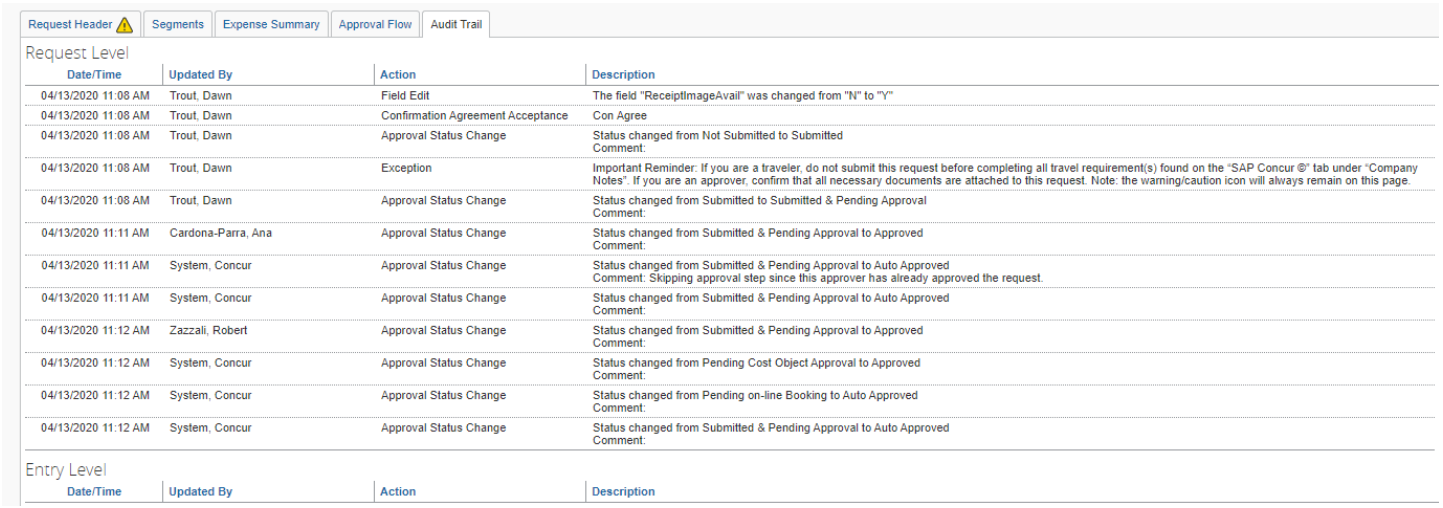
Once the Request is submitted and approved, the date and time of the approval will appear.

Audit Trail

The Audit Trail logs every addition, change, deletion, comment, etc. for the request.
To view the Audit Trail, select the **Audit Trail** tab.



The Audit Trail window includes: **Date/Time** the action occurred, who set the action **(Updated By)**, the **Action,** and a **Description**.

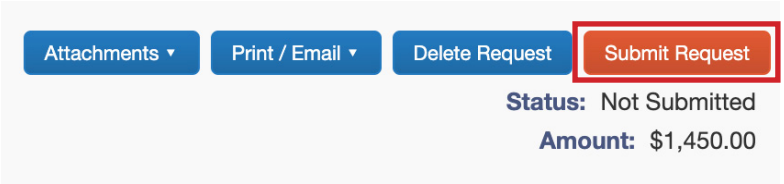


The action column will display one of the following:

Field Edit: Appears when an attachment has been uploaded to the Request.
Confirmation Agreement Acceptance: Appears when the Request was submitted.
Exception: Appears whenever a Request is submitted that contains exceptions at the report level. The Audit Trail will list the exception details.
Approval Status Change: Appears when approval of a Request is changed; either by the system or by an approver.

Submit or Delete a Request

1. After you have completed the Request Header, Segments, and Expenses you can submit your Request by selecting **Submit Request**.

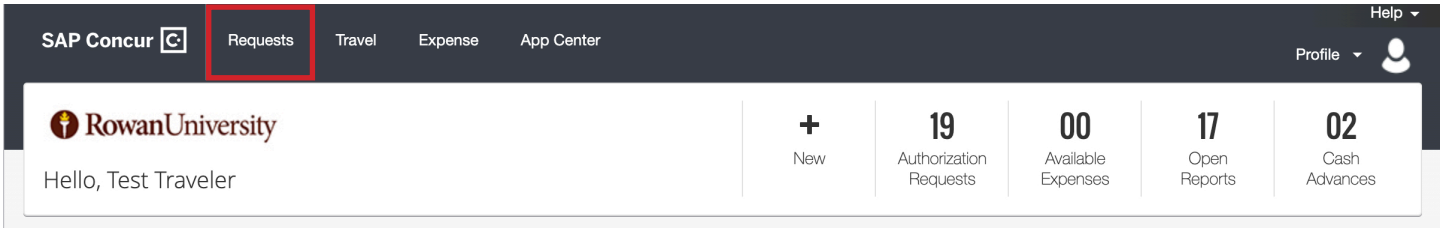


2. A new window will appear with the User Electronic Agreement. Read the agreement, and select **Accept & Submit**.

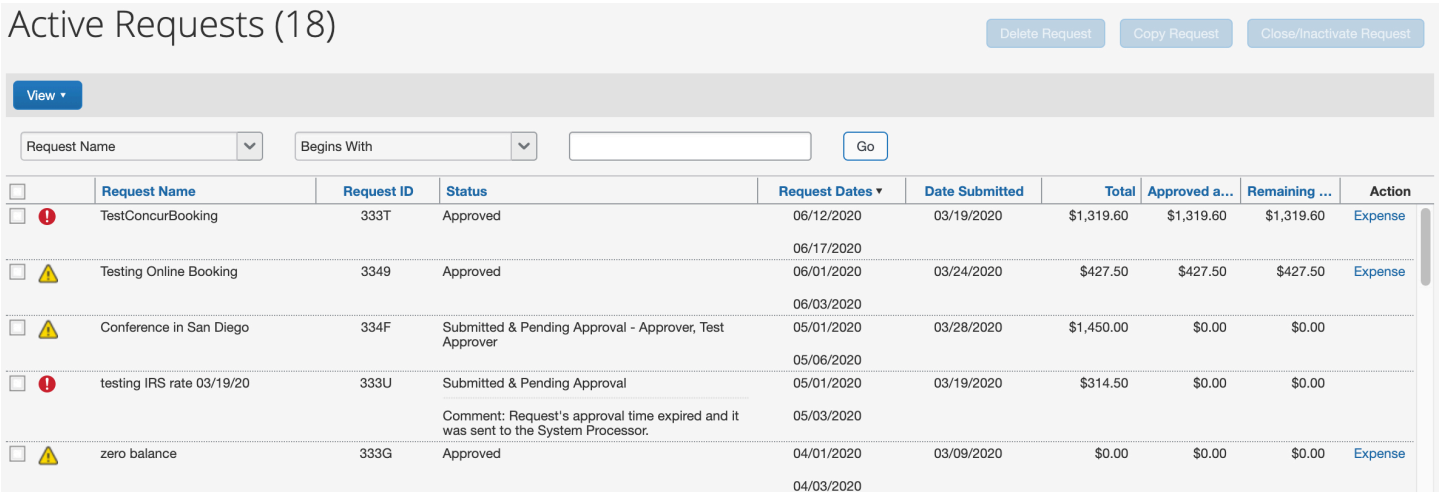
Once you have submitted a Request, you can no longer make updates. However, you can add additional attachments at any time.
To delete your entire Request, you can select **Delete Request**. A new window will appear to confirm, select **Yes**. You will not be able to delete a Request once the Request has been submitted.

VIEW SAVED OR SUBMITTED REQUESTS

1. From the Concur home page, select **Requests**.



You will see all of the Requests you have submitted, the Status of the requests, Request Dates, Date Submitted, and Approved amount.



	Request Name	Request ID	Status	Request Dates	Date Submitted	Total	Approved a...	Remaining ...	Action
	TestConcurBooking	333T	Approved	06/12/2020 - 06/17/2020	03/19/2020	$1,319.60	$1,319.60	$1,319.60	Expense
	Testing Online Booking	3349	Approved	06/01/2020 - 06/03/2020	03/24/2020	$427.50	$427.50	$427.50	Expense
	Conference in San Diego	334F	Submitted & Pending Approval - Approver, Test Approver	05/01/2020 - 05/06/2020	03/28/2020	$1,450.00	$0.00	$0.00	
	testing IRS rate 03/19/20	333U	Submitted & Pending Approval Comment: Request's approval time expired and it was sent to the System Processor.	05/01/2020 - 05/03/2020	03/19/2020	$314.50	$0.00	$0.00	
	zero balance	333G	Approved	04/01/2020 - 04/03/2020	03/09/2020	$0.00	$0.00	$0.00	Expense

The status column will display one of the following:

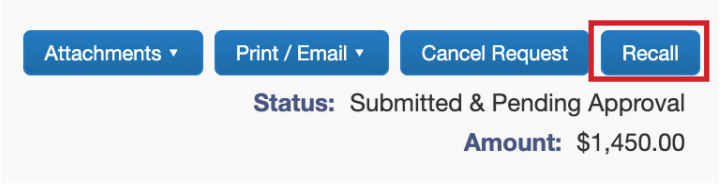
- **Not submitted** – Your Request has yet to be submitted.
- **Submitted & Pending Approval** – Your Request is in the approval workflow. You will also see the person who needs to approve the Request.
- **Pending Online Booking** – Your Request is approved and travel can be booked online via Concur website.
- **Approved** – Your Request is fully approved and you can book travel by calling a Direct Travel Agent, or using a 3rd party.
- **Sent Back to User** – Your Request has been sent back and needs to be resubmitted. There will be a comment from the approver with the reason as to why it was returned.

2. You can search for a Request using the search field then selecting **Go**. You can sort the Requests by selecting a header name. (ex. Request Name, Request ID, etc.)
3. Select the **name of the Request** you want to view.
4. In the Request, select the **Approval Flow** tab to see who has approved your Request.
   - You will see the approver names listed and the date they approved.
5. In the Request, select the **Audit Trail** tab to see a record of all actions taken for the Request.

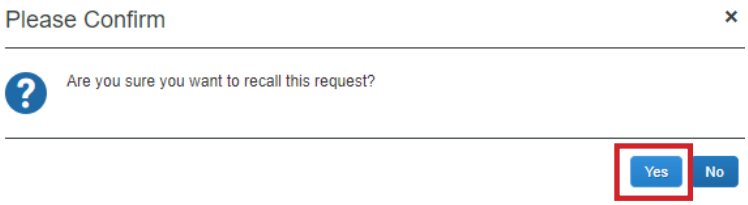
RECALL OR CANCEL A SUBMITTED REQUEST

You cannot change or cancel a Request that has been submitted unless you **recall** it first. You would recall a request if you need to make corrections or add new expenses.

1. From the Concur home page, select **Requests**.
2. Select the **name** of the Request you want to view.
3. If you would like to recall your Request, select **Recall** on the top right corner of the screen.



4. A new window will appear, select Yes to confirm.



- Once recalled, you can make changes, then submit the Request again for approval.
- Your Request will start from the beginning of the approval process.
- Once a Request has received all approvals in the Approval Flow, you can no longer recall it.

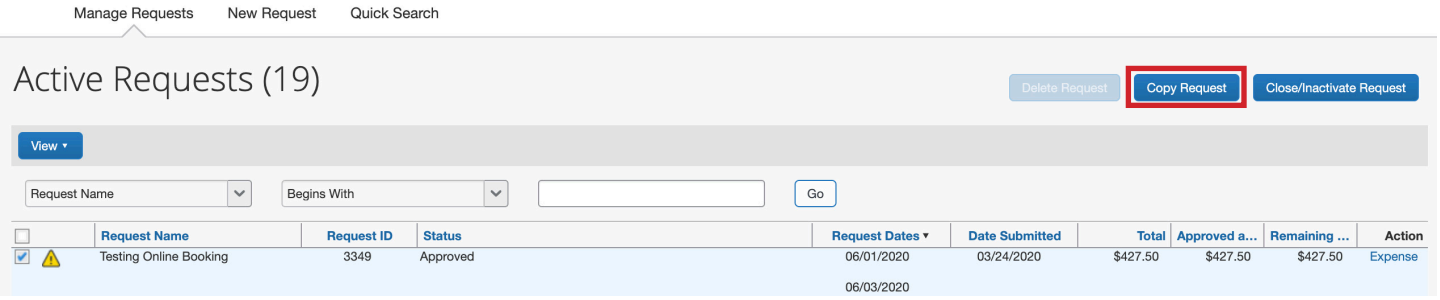
5. If you would like to cancel your Request, select **Cancel Request**.
   - If you need to make changes to a fully approved Request, you will need to cancel the Request and start a new one.

Please be aware Approved Requests will automatically close on day 61 after the travel end date.

COPY A REQUEST

Requests may be copied. This is helpful when a traveler regularly takes the same trip with the same business purpose and set of expenses.

1. From the Concur home page, select **Requests**.
2. Check the box to the left of the Request you want to copy. **Note:** You can only copy one request at a time.
3. Once you check the box, the Copy Request button will become a darker shade of blue.
4. Select **Copy Request**.



You can copy a request once it has been entered and the business purpose and expenses will copy over.

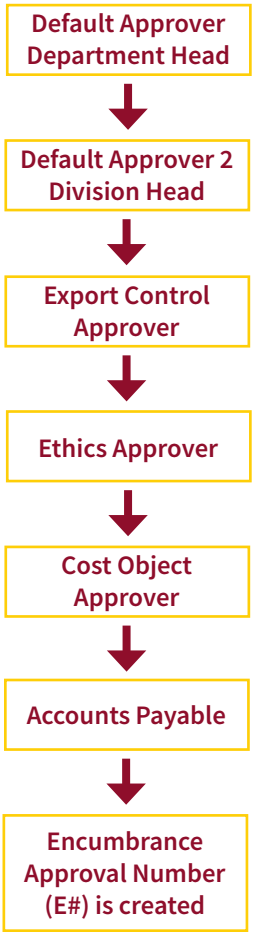
UNDERSTANDING THE REQUEST APPROVAL PROCESS

- All Requests will go through an automated workflow process once submitted.
- The travel policy requires multiple levels of approvers (Department Head, Division Head, Ethics, etc.) in Concur before a Request can be fully approved.
- Each approver in the approval flow will review the Request to verify the business trip is necessary, reasonable, appropriate, allowable and in compliance before approving.
- Approvers will receive an email notification, including the login link to Concur, that Requests are pending approval.
- Approvers may perform the following to a Request: change amounts on expense types, add approvers, approve, approve & forward and send the Request back to the traveler for adjustments.
- Approvers have the ability to grant approval permissions to delegates for a specific time period.
- Requests may be sent back to the traveler for incompleteness, lack of compliance or missing supporting documentation. If a Request is sent back to the traveler, it will go through the entire approval workflow again.
- Once Requests have been approved, notifications regarding the status of the Requests will be displayed on the traveler's Manage Requests page.
- If the Approver does not approve a Request within 7 days, they will receive an email notification every day until the condition is met.
- All approvers must review and approve the Requests **before** travel can be booked.

REQUEST APPROVAL WORKFLOW

Domestic Travel Request

International Travel Request



REQUEST APPROVALS

Note: This section is for individuals who are responsible for approving requests submitted in Concur. If you are not an approver, continue to the "Correcting and Resubmitting a Returned Request" section of this manual.

DEFAULT APPROVERS FOR REQUESTS

- Request Default Approvers are the first and second level of approvals in the approval flow of Concur. You are considered a Request Default Approver if you are a traveler's direct supervisor or are responsible for a College/Division.
- A traveler designates the Request Default Approvers when setting up their profile.
- Request Default Approvers are usually the Department Head and Division Head of the traveler submitting the Request.
- Request Default Approvers will have one login in Concur for their own requests and pending approvals.
- Request Default Approvers will receive an email notification, including the login link to Concur, that Requests are pending approval.
- If the Request Default Approver does not approve a Request within 7 days, they will receive an email notification every day until the condition is met.

As a Default Approver for Requests, you are responsible for ensuring:

- Fiscal control and fiduciary responsibilities are maintained when committing university funds.
- All Requests and estimated expenses are ordinary, reasonable, not extravagant, necessary, and supported by a trip purpose.
- The traveler is performing official university business, exercising care when planning travel and verifying expenses are planned in the best interest of the university to minimize travel expenses.
- Policy compliance, funding verification, allowable per the travel policy and appropriateness use of funds.
- All required supporting documentation is attached and coincides with the trip purpose on the Request.
- Requests should be submitted 4 weeks prior to departure.
- Travelers know the laws and rules, as well as the specific policies and procedures before attending any off-campus events that are sponsored by a non-government group and that are not in their scholarly or work capacity.
- Timely approval is required to ensure prices are similar to the estimated expenses entered in a Request as well as availability of flights, hotels, etc.
- Approval indicates that the verification process is complete and that the Request is a valid Rowan University expense or the trip is funded by an outside source.

Adding additional approvers to a Request:

- The automated approval flow is limited to a certain number of approvers. In some cases, departments require additional approvers not listed in the automated approval flow. In these situations, the additional approver will be manually added to the approval flow by another approver who is already in the automated approval flow.
- Additional Approvers must be set up as Default Approvers within Concur profile and have funding authority for the fund to be charged. If they are not set up as Default Approvers, they will not appear in the list of available approvers to select. Only Department Head, Division Head and Cost Object Approvers assigned to a specific FOAPAL or a supervisor will be eligible to be set up as an Additional Approver.
- Each approver in the approval flow will review the Request to verify the business trip is necessary, reasonable, appropriate, allowable and in compliance before approving.
- Additional Approvers will receive an email notification, including the login link to Concur, that Requests are pending approval.
- If the Additional Approver does not approve a Request within 7 days, they will receive an email notification every day until the condition is met.
- Additional Approvers carry the same responsibilities as Default Approvers.
- Approval indicates that the verification process is complete and that the Request is a valid Rowan University expense or the trip is funded by an outside source.

ETHICS APPROVER FOR REQUESTS

- Ethics Approver in Request is the third level of approval in the approval flow of Concur for domestic travel and fourth level for international travel.
- Ethics Approver reviews the request and attachments in the Request such as the Approval for Attendance at Events form for non-university funded travel to determine whether the outside activities are permissible in accordance with the Conflicts of Interest Law, the Uniform Code of Ethics, and other applicable university supplemental code or authority.
- Ethics Approver will have one login in Concur for their own requests and pending approvals.
- Ethics Approver will receive an email notification, including the login link to Concur, that Requests are pending approval.
- If the Ethics Approver does not approve a Request within 7 days, they will receive an email notification every day until the condition is met.

As an Ethics Approver for Requests, you are responsible for ensuring:

- Each Request meets the rules and regulations of the State Ethics Commission.
- Travelers are following the plain language guide, which explains ethics rules and laws found in the NJ Conflict of Interest Law and State Ethics Commission.
- In addition to these laws and rules, travelers are also bound by the Uniform Ethics Code and any ethics code adopted by the university.
- All required supporting documentation is attached and coincides with the trip purpose on the Request.
- Requests should be submitted 4 weeks prior to departure.
- Timely approval is required to ensure prices are similar to the estimated expenses entered in a Request as well as availability of flights, hotels, etc.
- Approval indicates that the verification process is complete and that the Request complies with State Ethics Commission criteria.

EXPORT CONTROL APPROVER FOR REQUESTS

- Export Control Approver is the third level of approval in the approval flow of Concur for international travel.
- Export Control Approver reviews the Request and supporting documentation to ensure compliance with the U.S. Export Control laws and regulations, including the International Traffic in Arms Regulations (ITAR), Export Administration Regulations (EAR) and Office of Foreign Assets Control (OFAC).
- There are many activities that need oversight for international travelers that may have implications if guidance and training is not provided to the traveler.
- An export can include any of the following: shipping an item overseas, sending an e-mail to a foreign person, making a phone call or sending a fax to a foreign person, any electronic transfer of information abroad and deemed exports. Some exports fall under "Deemed Export". Deemed export means the release of technology or source code having both military and civilian applications to a foreign national within the United States. A "Foreign National" or Non-US-person is not a U.S. citizens, U.S. legal permanent residents (green card holders), refugees, asylees, and temporary residents under specific IRCA amnesty provisions.
- The Export Control Approver and the Office of Research Compliance is committed to monitoring and administering procedures for issues related to export-controlled technologies not protected by the fundamental research exemption (15 CFR 734.8) that remain subject to the EAR and/or to ITAR.
- Export Control Approver will have one login in Concur for their own requests and approvals.
- Export Control Approver will receive an email notification, including the login link to Concur, that Requests are pending approval.
- If the Export Control Approver does not approve a Request within 7 days, they will receive an email notification every day until the condition is met.

As an Export Control Approver for Requests, you are responsible for ensuring:

- Each international Request complies with the U.S. Export Control laws and regulations, including the International Traffic in Arms Regulations (ITAR), Export Administration Regulations (EAR) and Office of Foreign Assets Control (OFAC).
- The proper export control forms and training is completed before the traveler can be approved in Concur.
- All international Requests have the International Travel Checklist and International Travel Export Controls CITI Training included as an attachment.
- International travelers complete and comply with appropriate forms. Travelers should understand that research activities, discussions, equipment, materials, software and technology in other countries may be subject to US Government export control regulations and failure to comply with these regulations can lead to severe penalties.
- The International Travel Checklist is completed within 5 business days of booking the airfare.
- All required supporting documentation is attached and coincides with the trip purpose on the Request.
- All International Requests should be submitted 4 weeks prior to departure.
- Timely approval is required to ensure prices are similar to the estimated expenses entered in a Request as well as availability of flights, hotels, etc.
- Approval indicates that the verification process is complete and that the Request is a valid Rowan University expense or the trip is funded by an outside source.

COST OBJECT APPROVER FOR REQUESTS

- A Cost Object Approver is the fourth level of approval in the approval flow of Concur. In some cases, the cost object approver may be the same person as the default approver if the traveler is using their department FOAPAL.
- The cost object approval model ensures that Requests are routed to an authorized approver for the department incurring the expenses. Meaning that no charges will post to your department's FOAPAL without review by authorized individuals in your department.
- Cost Object Approvers provide the opportunity to use multiple FOAPALs when creating a Request. By having multiple FOAPALs, Concur will route the approval flow to the owners of the FOAPALs listed on the Request for approval.
- Cost Object Approver will have one login in Concur for their own requests and pending approvals.
- Cost Object Approver will receive an email notification, including the login link to Concur, that Requests are pending approval.
- If the Cost Object Approver does not approve a Request within 7 days, they will receive an email notification every day until the condition is met.

As a Cost Object Approver for Requests, you are responsible for ensuring:

- Cost Object Approvers review transactional activity from a financial perspective to ensure the accuracy of assigned FOAPALs and availability of budgeted funds.
- Requests have available funding in Banner so an encumbrance can be created.
- The traveler utilized the correct FOAPAL before you approve the Request.
- All budgetary requirements are met and maintained when committing university funds.
- Requests and estimated expenses are ordinary, reasonable, necessary, and supported by a trip purpose.
- Estimated expenses are planned in the best interest of the university to minimize travel expenses.
- Requests will forward to the next Cost Object Approver if the traveler entered more than one FOAPAL.
- The business purpose and Request are in compliance with any applicable sponsored project/grant requirements if applicable.
- Approval indicates that the verification process is complete and that the Request is a valid Rowan University expense or the trip is funded by an outside source.

APPROVING A REQUEST

You will receive an email notification stating that you have a Request pending your approval, who the approval is for, and some information regarding the Request.

SAP Concur

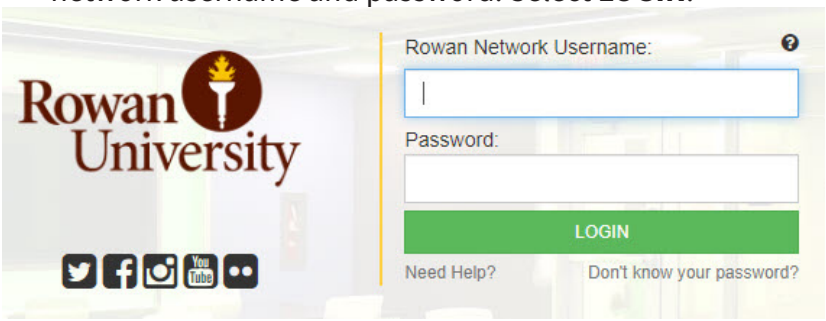
You have a request pending your approval.

Request From	Ryan G. Cullen
Request ID	36XJ
Request Name	T-CULLEN-BOSTON-2/20
Request Purpose	Collaborating with other schools
Total Posted Amount	641.50 USD

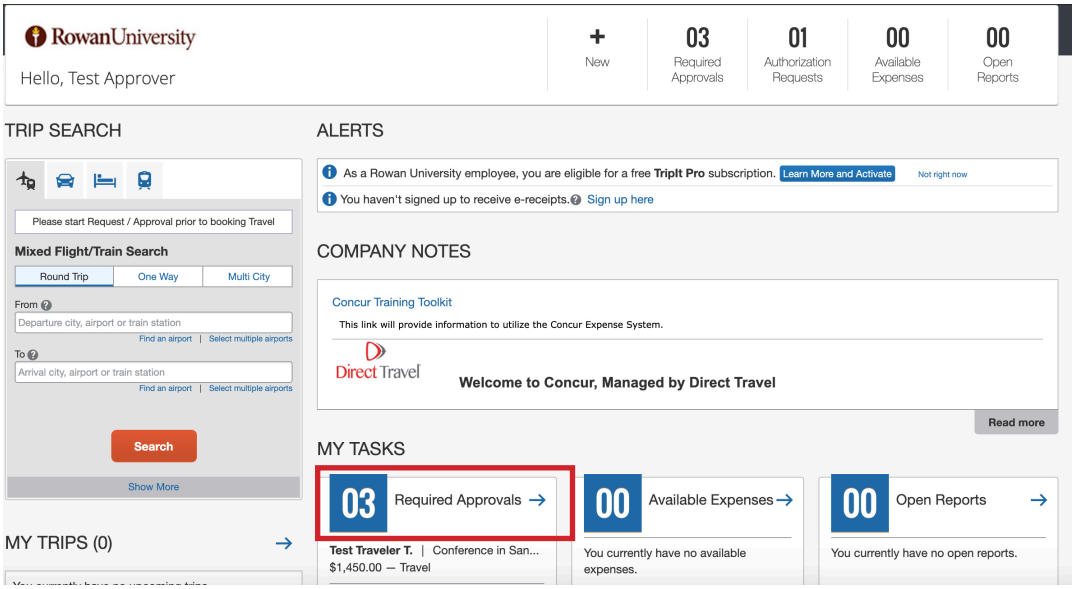
Link To Approve Request

https://go.rowan.edu/ConcurTestSSO

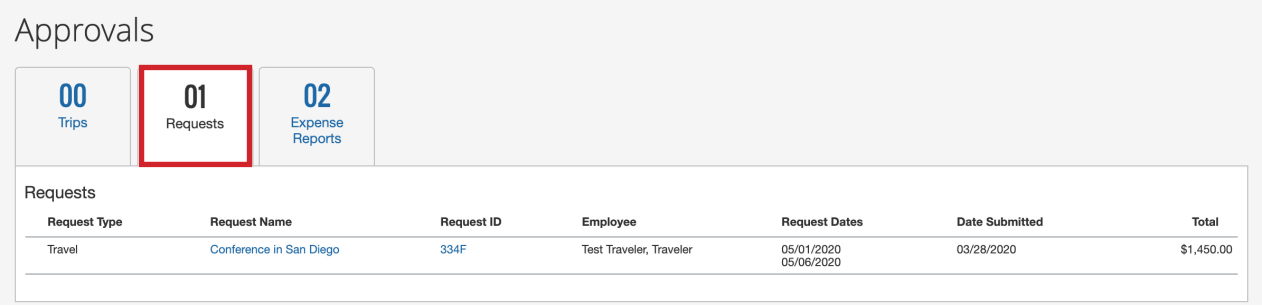
1. Select the **link** to approve the Request. Rowan's single sign-on page will appear. Enter your Rowan network username and password. Select **LOGIN**.



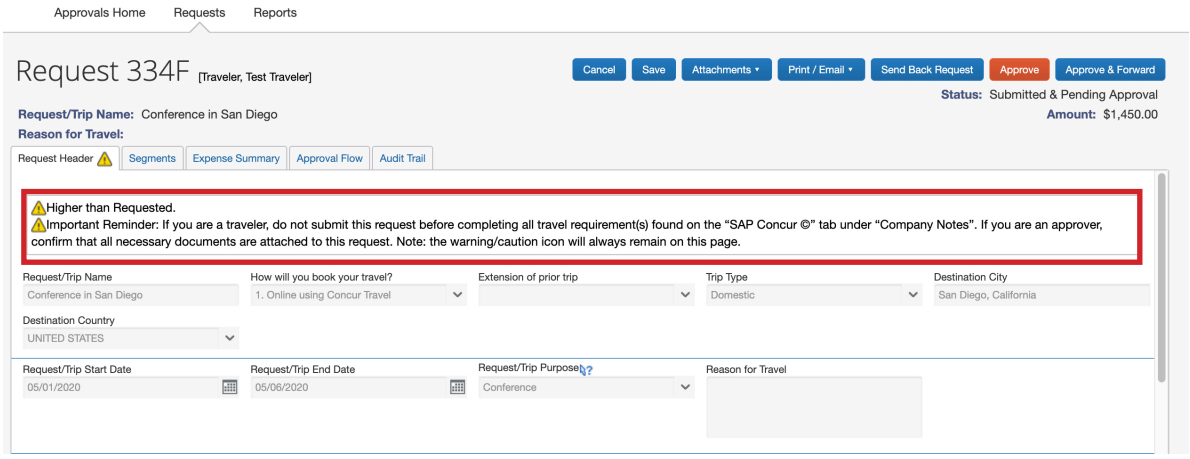
2. In the *My Tasks* section on the Concur home page, you will see a list of any Reports or Requests waiting your approval. Select **Required Approvals**.



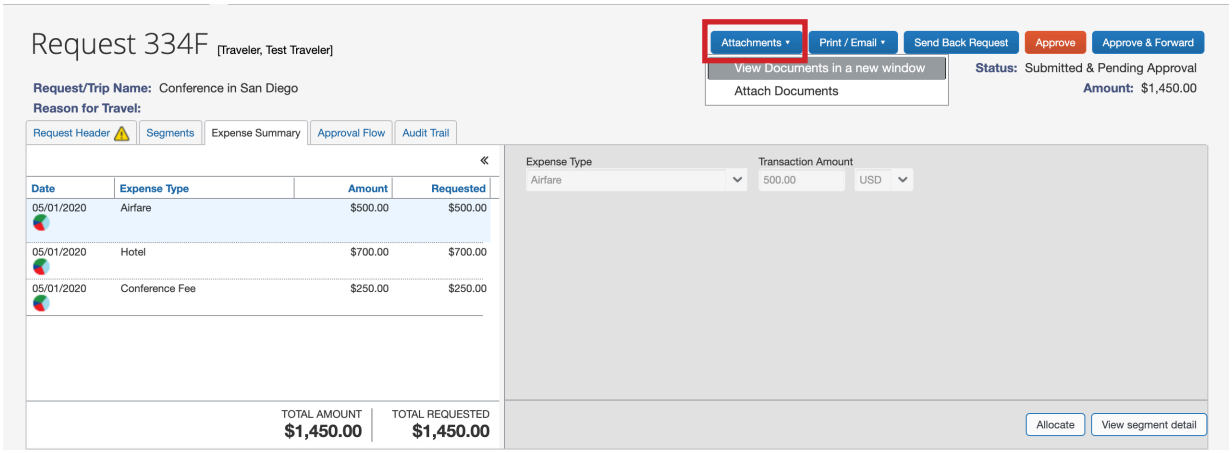
3. The approvals page will appear. You will see three tabs: Trips, Requests awaiting your approval and submitted Expense Reports awaiting your approval. Each tab will have a number indicating how many of each type you have to approve. Select the **Requests** tab.



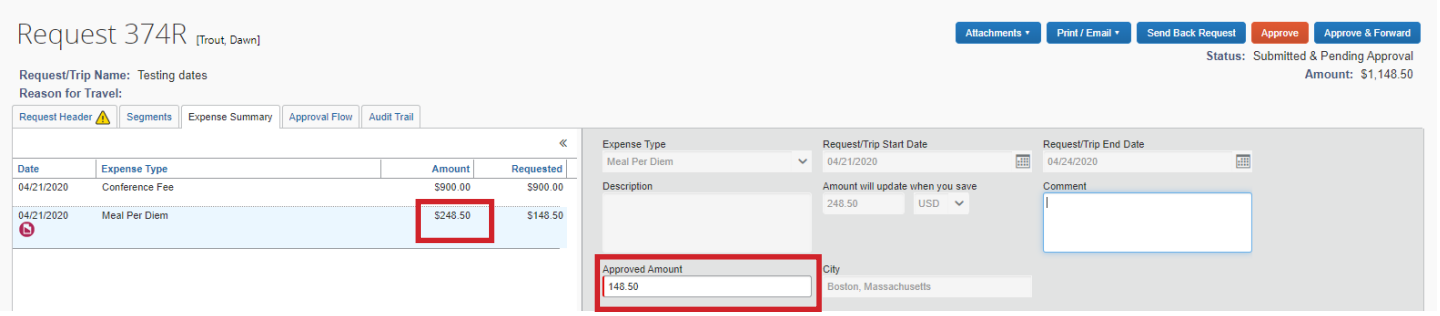
4. Select the **Request** you wish to approve by selecting the **Request Name**.
5. Select the **Request Header** tab. Review the Request Header to verify the trip type, destination city, time frame, trip purpose, reason for travel, FOAPAL being charged and comments from the traveler.
   - Check for any exceptions above the Request information.



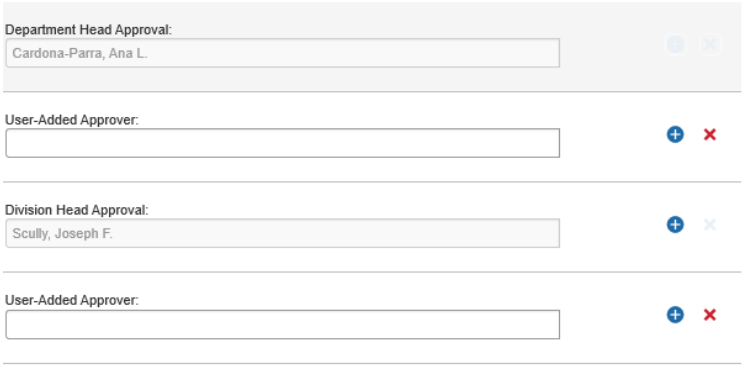
6. Select the **Segments** tab to review airfare, car rental, hotel reservation, or railway ticket information.
7. Select **Expense Summary** tab to review other estimated expenses, policy compliance, and allocations requested by the traveler. Hover over the icons associated with the expense type to display the description.
8. Check that the appropriate documents have been attached by selecting **Attachments**, then **View Documents in new window**. (Example - 1 or more of the following documents: a brochure, a conference agenda, an event agenda or a meeting invite. Also if sponsored related travel the Approval for Attendance at Events form is required).



9. As an approver, you can perform the following to a Request:
   - **Change the requested amount on the expense type**: The approver can change the amount requested by the traveler by typing over the amount. Any approved amounts that can be changed will have a red bar. **Note:** Approvers cannot change segment amounts on a Request.

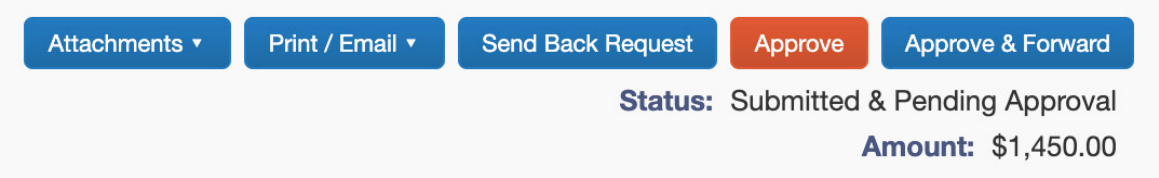


   - **Add additional approvers to the approval flow:** Select the **Approval Flow** tab. Once in the Approval Flow, you will have the option to add an approver step before or after the next approver in the approval flow. A "**User-Added Approver**" field will appear. Start typing the name of the approver you wish to add and select that person from the drop-down options that appear.



   - After the approver is selected, select **Save Workflow** at the top right corner of the screen.
   - Review the Approval Flow, verify that the added approver is there, then select **Approve**.

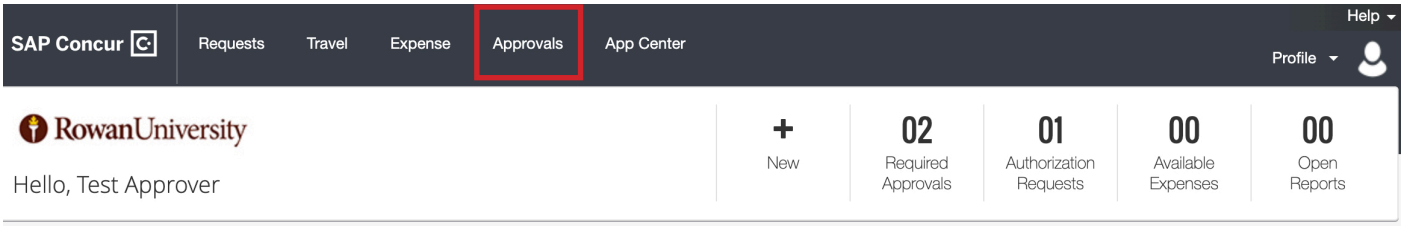
10. Once you have reviewed the Request you can:
    - **Approve** – If the Request is reviewed and meets the approval criteria, you can approve it by selecting the orange approve button. This will send the Request to the next approver in the approval flow.
    - **Approve & Forward** – If you are an approver, you will have an approve & forward button. This option will forward the Request to another approver that was not in the original approval flow. In the "User-Added Approver" field, type in the last name of the approver and select the name from the drop-down menu. This person will be added to the approval flow and will be required to approve. Select **Approve**.
    - **Send Back Request** - Return the Request to the traveler if you do not approve it and need corrections to be made. A new window will appear where you are required to write a comment to explain why you are returning the Request. The traveler will be notified and will need to resubmit the Request once the corrections are made.
    - Select Send Back Request, Approve, or Approve & Forward on the top right corner of the screen.



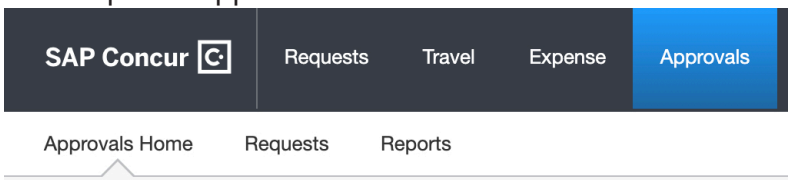
11. If you approve the Request, it will disappear from your Request Pending page and will go to the next approver in the workflow.

VIEW COMPLETED APPROVALS

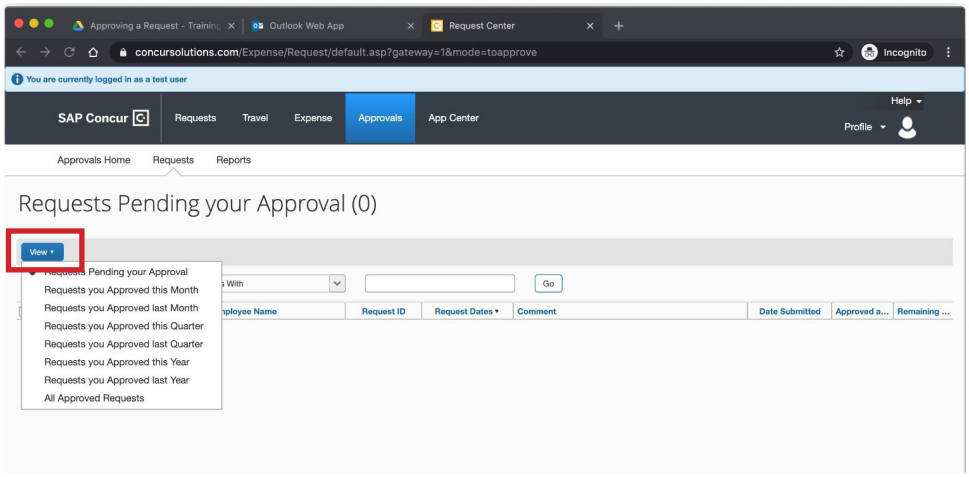
1. From the Concur home page, select **Approvals**.



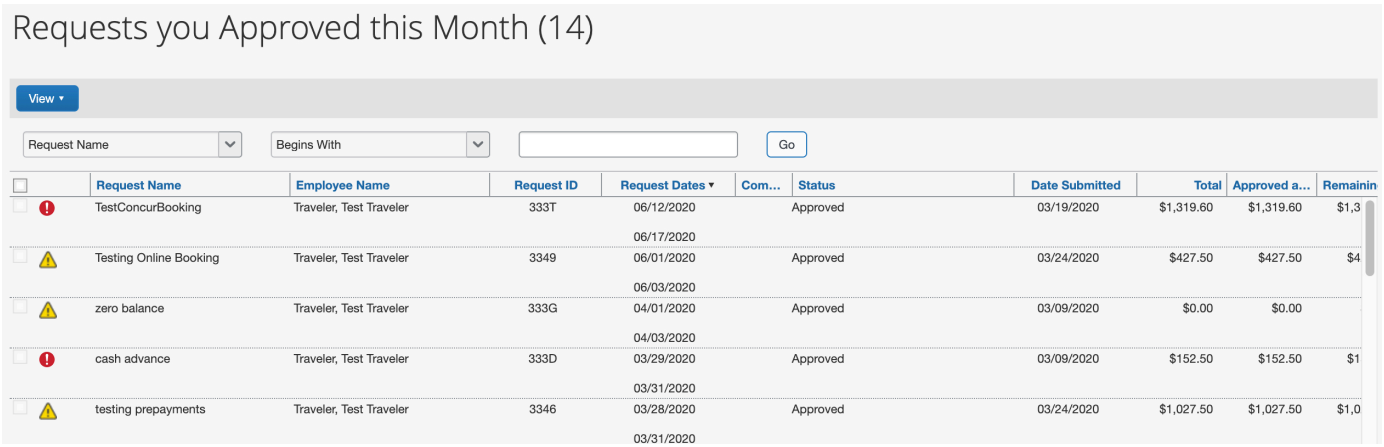
2. You will see three options: Approvals Home, Requests, and Reports. Choose **Requests** or **Reports** to see completed approvals.



3. Select the **View** drop-down.



4. Select the **date range** you would like to view or select all approved.
5. The completed approvals will appear.
   - Filter the approvals by using the drop-downs and then select go.
   - Sort the approvals by selecting the name of the column such as Request name, employee name, etc.



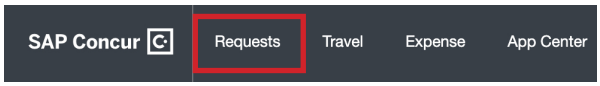
6. Select the **name of the approval** you would like to review.

CORRECTING AND RESUBMITTING A RETURNED REQUEST

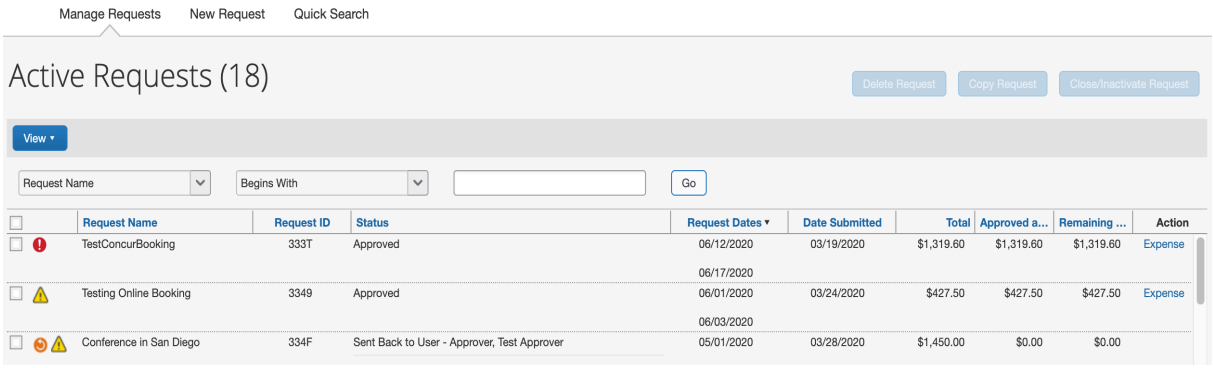
Note: This section is for travelers who have submitted a Request and it has been returned by the approver.

Your Request approver can send a Request back to you if an error is found. The approver will include a comment explaining why the Request was returned to you.

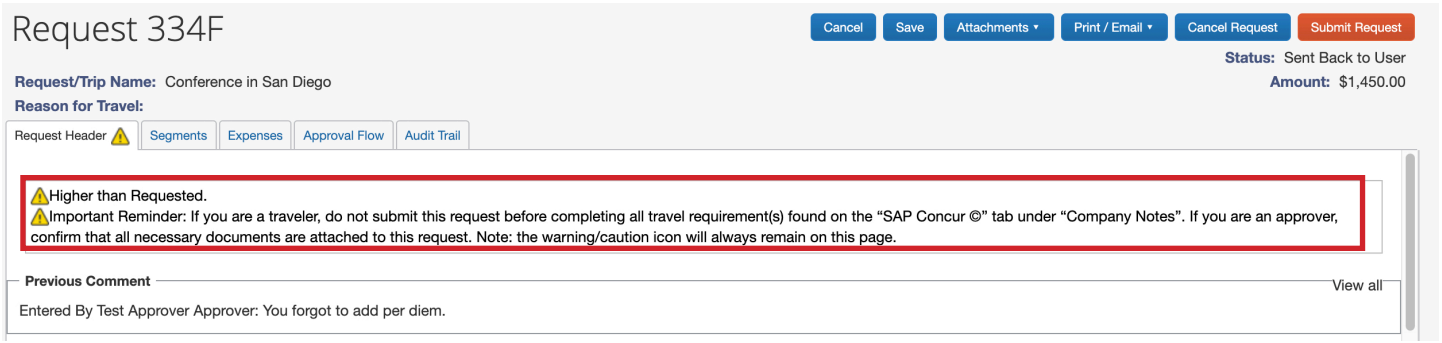
You will receive an email if your travel Request has been sent back to you by your approver. If a Request is sent back to the travel, it will have to go through the entire approval workflow again.



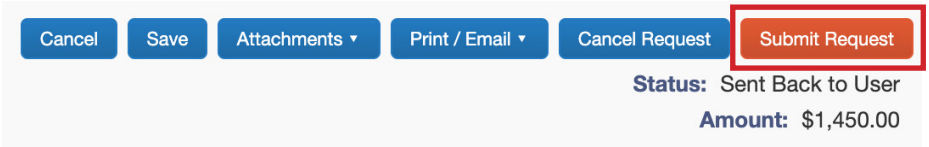
1. From the Concur home page, select **Requests**.
2. You will see all of your active Requests. To the left of the Request name, you will see an orange icon with an arrow. The status will say "Sent Back to User" with the name of the approver who sent the Request back. Below that, there will be a comment which includes the reason why the approver sent the Request back. Select the **Request Name.**



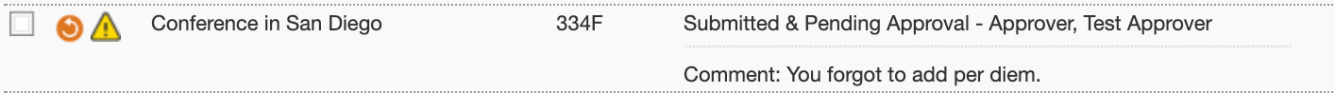
3. The previously submitted Request will populate with the Request Header selected. Review the comment entered by the approver.



4. Make the necessary changes to ensure your Request will be approved. If you are unsure how to make the changes, review the "Creating a New Travel Request" section in this manual.
5. Once the corrections are made, select **Submit Report** in the top right corner of the screen.



6. A confirmation agreement will appear, read the agreement, and select **Accept & Submit**.
7. On the Active Request Page, you will see the status of the Report has changed to "Submitted & Pending Approval."



BOOKING TRAVEL

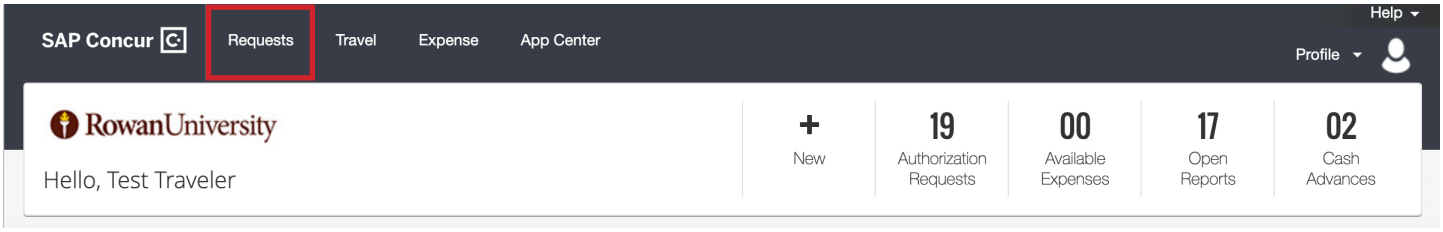
An approved Request is required before making any travel reservations. Once the Request is approved, you will receive an Encumbrance Approval Number (E#) from cognos-proxy@rowan.edu. You may now utilize the Book feature in Manage Requests.
If you do not book your travel from an approved Request and go straight to the Travel page, the system will not allow you to book the travel you selected and will prompt you to submit a Request.

BOOK ONLINE USING THE CONCUR WEBSITE

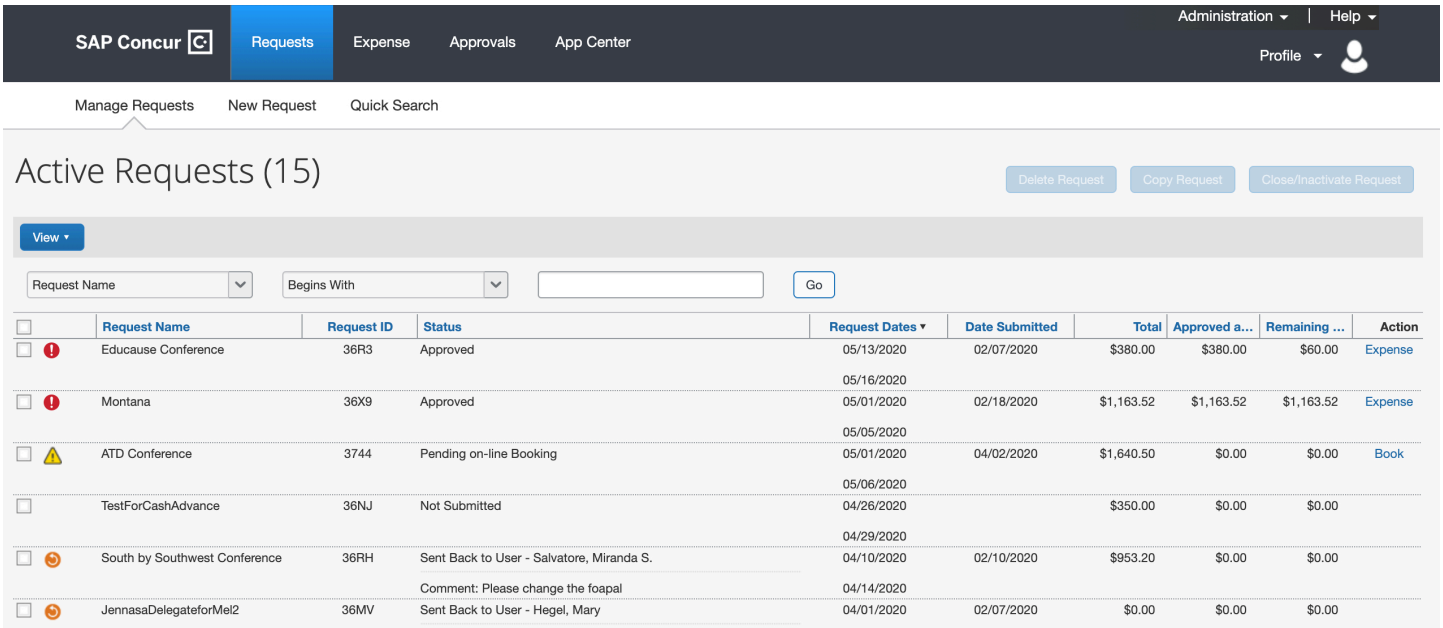
Concur Travel is Rowan University's preferred method of booking.
Benefits to booking via Concur:

- The online booking tool is integrated within Concur creating one go-to place for Request, travel booking, and Expense Reporting.
- All of your memberships, frequent flyer miles, etc. that are saved in your profile will be automatically applied to your booking.
- Some of the information from your travel booking will auto-populate into your Expense Report.

1. From the Concur home page, select **Requests**.

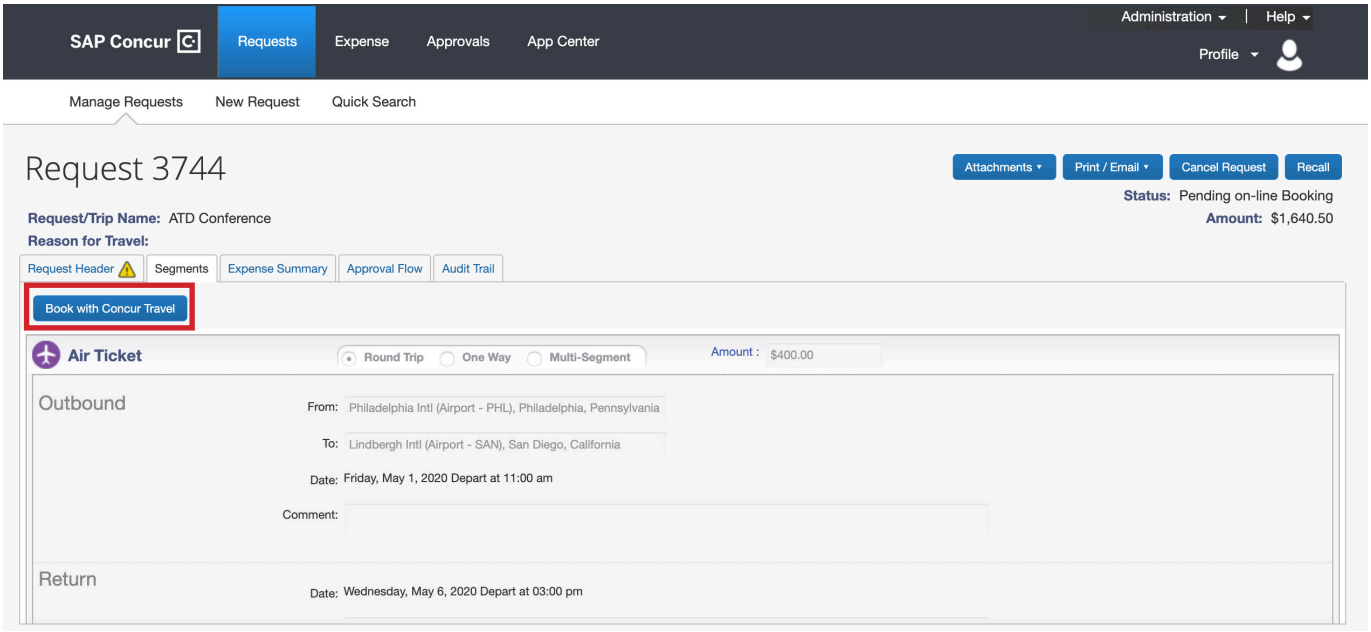


2. Manage Requests will open showing all of your active requests. Locate the Request you want to book travel for.
   - The Requests that have a status of Pending on-line Booking mean the Requests are approved and travel can be booked via Concur once you receive the approved Encumbrance Approval Number (E#).



3. Select the **Request Name** or select **Book** under the action heading for the request with the status of Pending on-line Booking.

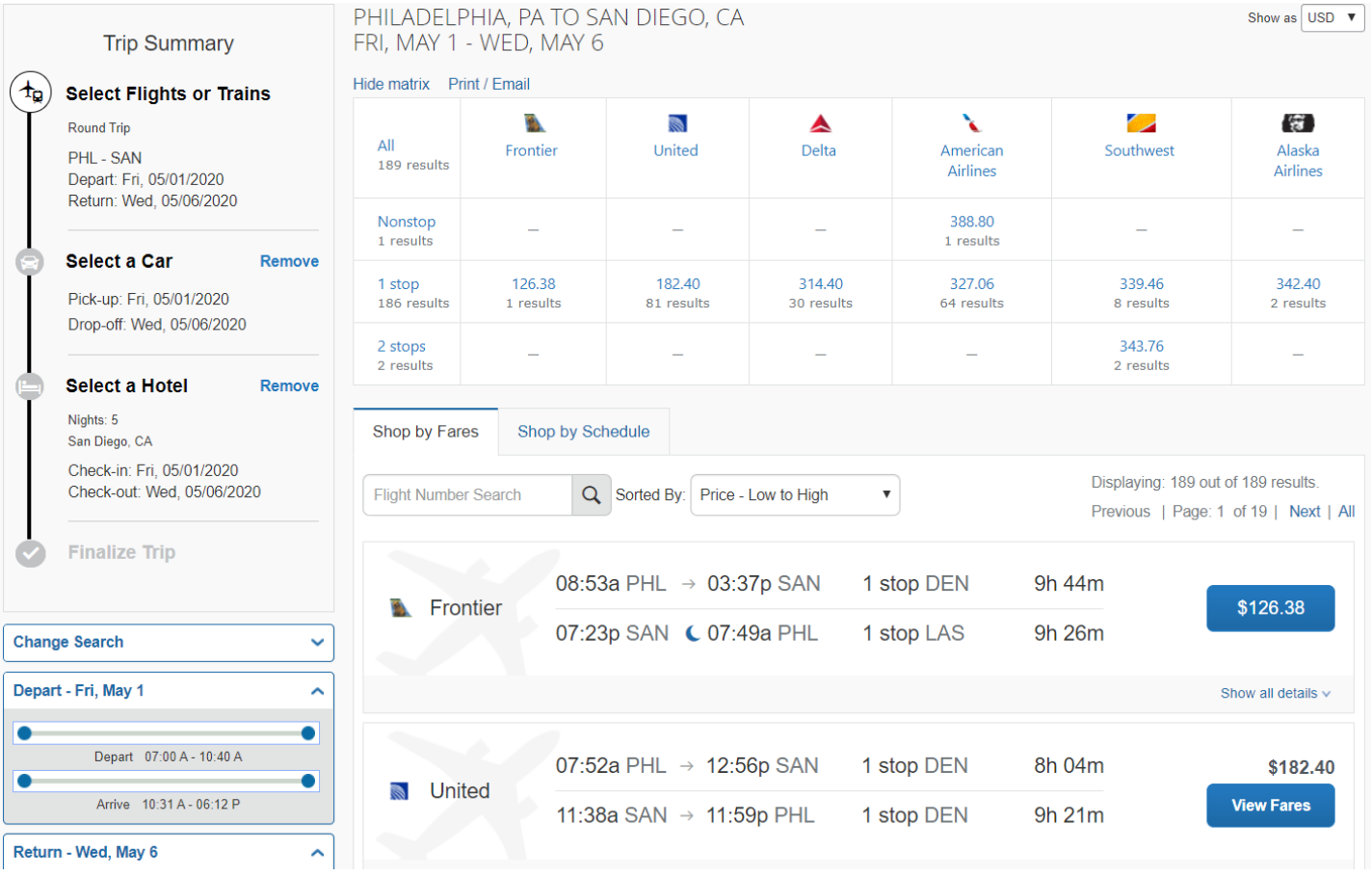
4. Your Request will appear. Select **Book with Concur Travel**.



5. Your itinerary will populate with the information you provided in the Segments section of your Request. You may have to enter more information regarding your travel. Select **Proceed to Booking**.

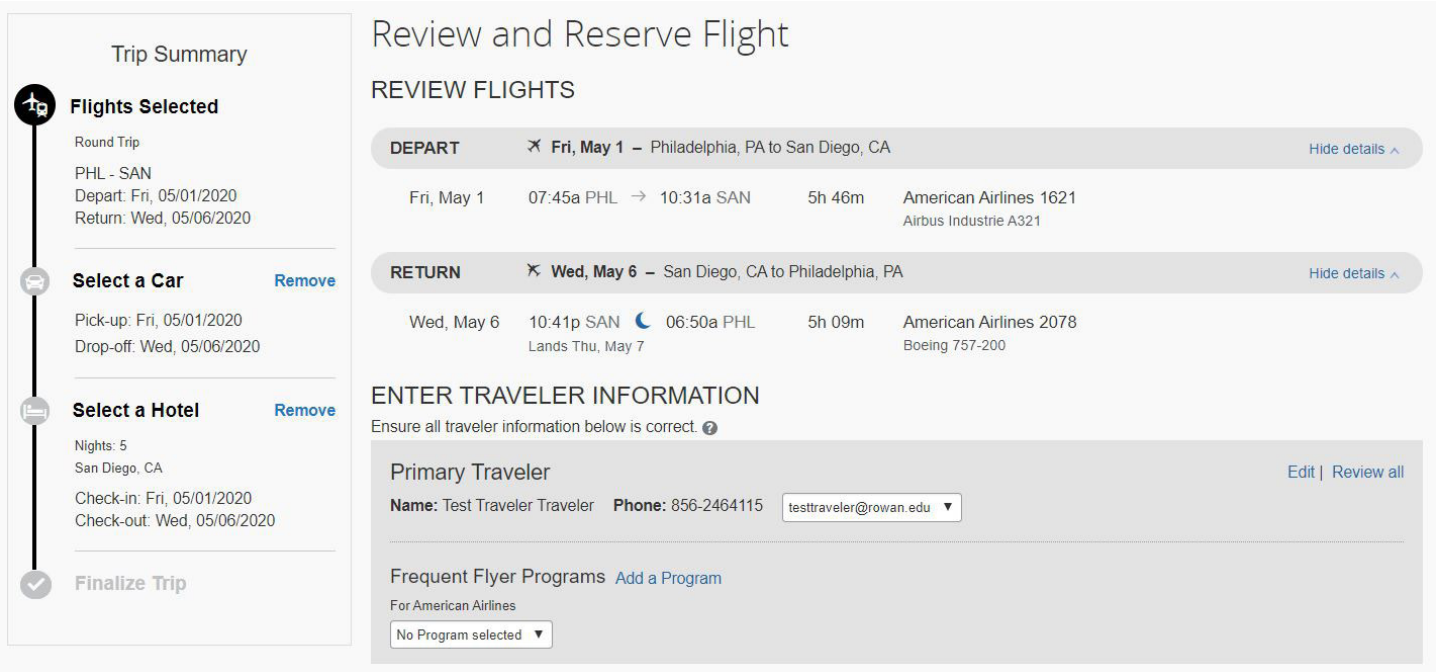
Booking Flights

1. If your Request included a flight, the flight search results will populate.



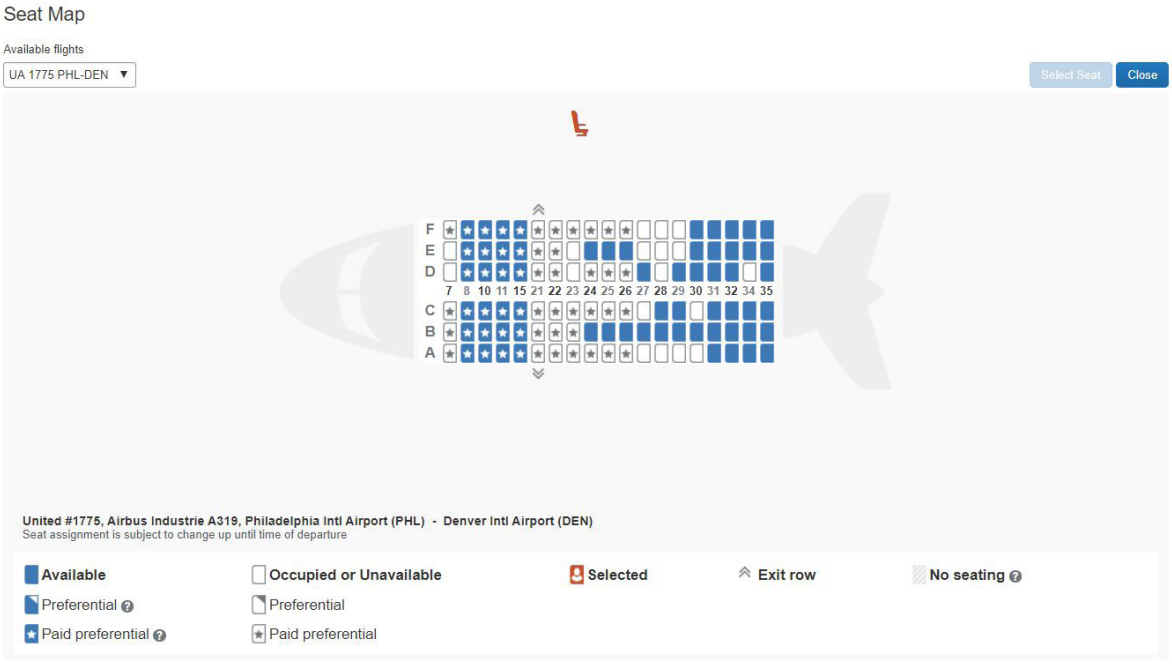
2. You can filter your search with the left menu.
   - Change Search – edit the information you included on the previous screen.
   - Depart and return – use the sliders to narrow down the time you want to travel.
   - Price – use the slider to narrow down the options by price.
   - Display settings – check the boxes to hide certain options.
   - Airport filters – nearby airports.
   - Connecting Airport Filters – check the boxes based on your connecting airport preference.
3. You can filter the results with the matrix at the top of the page by stops or by a specific carrier by selecting the appropriate square.
4. Below the matrix, you will see the flight/train options.
   - The 'Shop by Fares' tab is selected, select the **Shop by Schedule** tab to see the results based on time.
   - Search for a flight by number or use the **Sorted By** drop-down to sort the results.
5. Review the flights options. Select **Show all details** or select **View Fares.**
   - You will see fare options. Basic economy is the most restrictive fares. You cannot choose your seat and will pay for checked luggage.
   - Select **Rules or Benefits/Services** for more information.
6. Select the **price** of the flight you would like to book.

7. The Review and Reserve Flights page will populate.

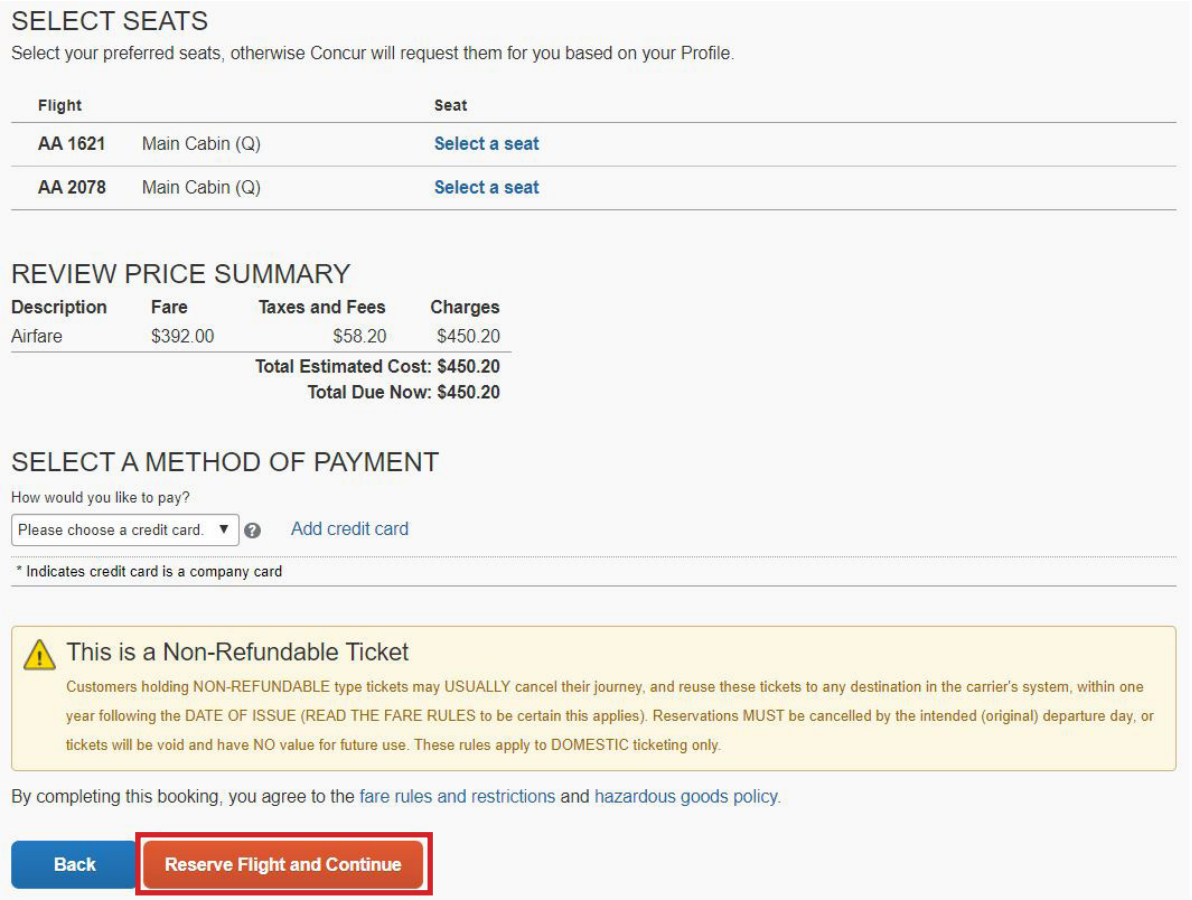


- Verify all the information regarding your flight is correct.
- Add frequent flyer miles, if needed.

8. **Select a seat** (if available). Concur will select seats for you if you leave this section blank.
   - A new window will appear with a map of the plane. Select the seat you would like (available seats are in blue). **Select Seat**.

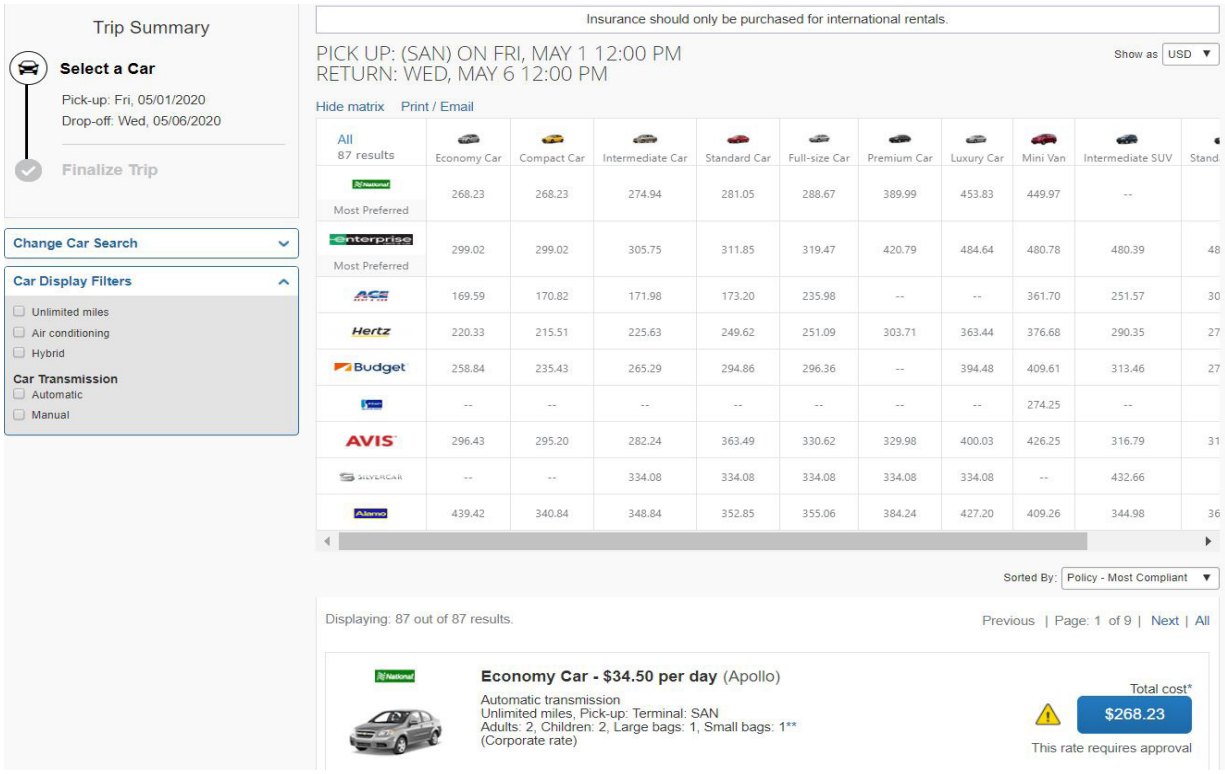


9. Review the price summary.
10. Select the method of payment by choosing from the drop-down.
11. Read the fare rules and restrictions regarding your flight.
12. Select **Reserve Flight and Continue**.

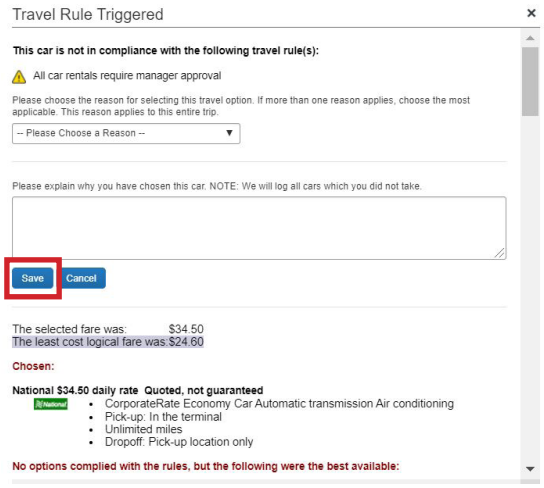


Booking a Car Rental

1. If your Request included a car rental and the rental was approved, the car search results will populate.

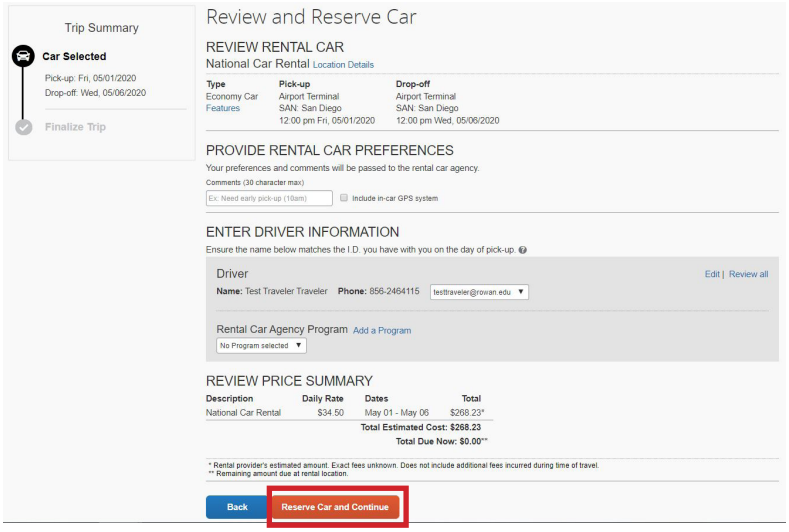


2. You can filter your search with the left menu.
   - Change Car Search – edit the information you included on the previous screen.
   - Car Display Filters – check the boxes to filter out certain options.
3. You can filter the results with the matrix at the top of the page by company or type of car.
   - The car sizes are listed in the top row and the car vendors are listed in the first column.
   - The preferred companies are listed at the top of the matrix.
4. Below the matrix, you will see the car rental options. Use the **Sorted By** drop-down to sort the results.
5. Review the car rental options.
6. Select the **price** of the car you would like to book.
7. A new window will appear. Use the drop-down to choose a reason for this travel option. Write an explanation in the text field below the drop-down.



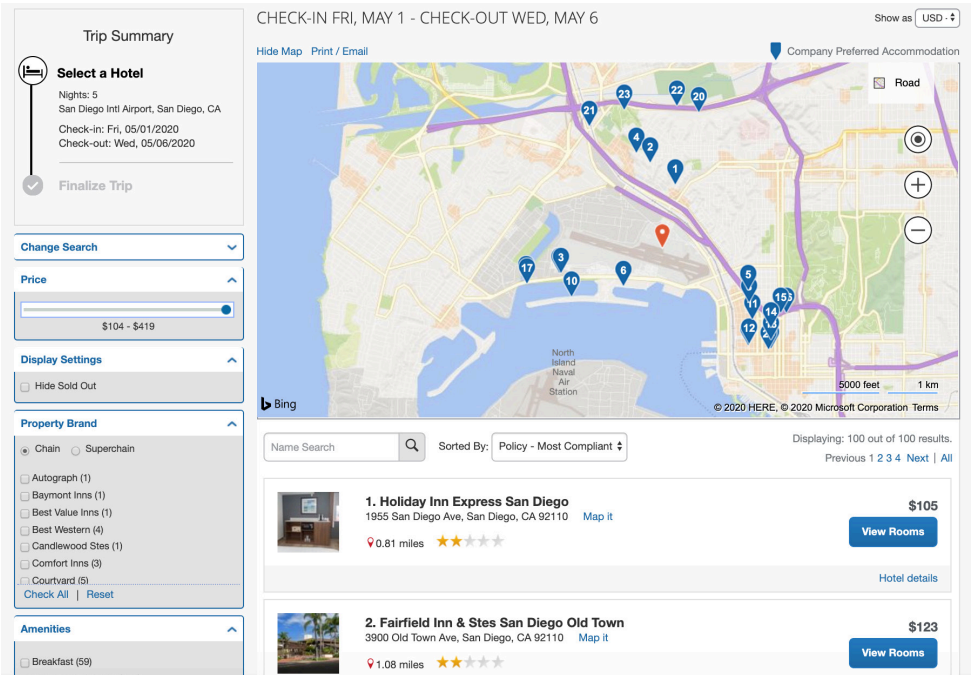
8. Select **Save**.

9. The Review and Reserve Car page will populate.
10. Select **Reserve Car and Continue**.



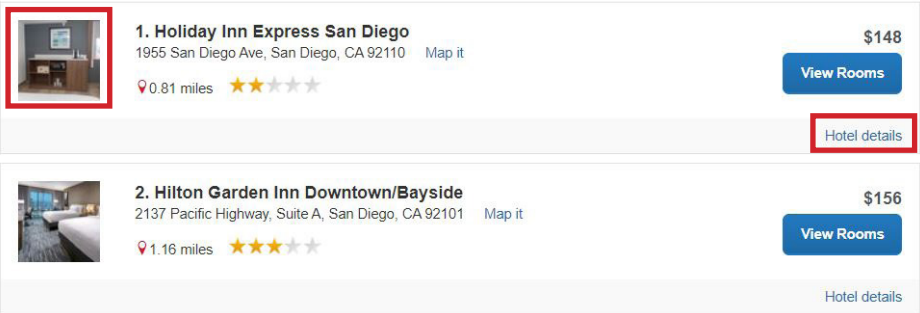
Booking a Hotel

1. If your Request included a hotel reservation, the hotel search results will populate.
2. You can filter your search with the left menu.
   - Change Search – edit the information you included on the previous screen.
   - Price – use the slider to narrow down the options by price.
   - Display settings – check 'hide sold out' to remove the sold-out hotels from the results.
   - Property Brand – select the check boxes to indicate the hotel chain you prefer.
   - Amenities – select the check boxes for the amenities you prefer.

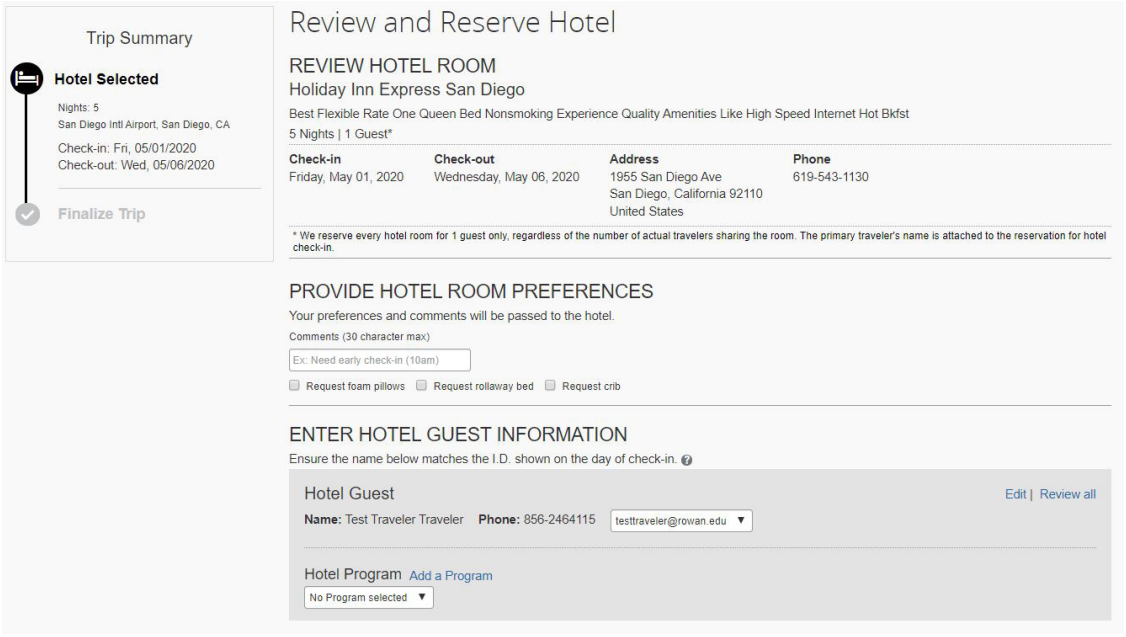


3. You will see a map with the hotels near the location you selected.
   - The red icon shows the location you selected.
   - The blue icons show the hotels in the mileage range you selected. Select any of the blue icons to see specific hotel information.
   - Hover over road in the top right corner of the map to change the map view. Choose road, aerial, bird's eye, or street side.
   - Select the + and – icons to zoom in and out of the map.
   - Select and drag your mouse to move the map.
4. Below the map, you can search for a hotel or use the **Sorted By** drop-down to sort the results.

5. Review the hotel options.
   - Select the **hotel picture** to see more images of the property.
   - Select **Hotel details** to see the hotel's address, phone number, amenities, and cancellation policy.



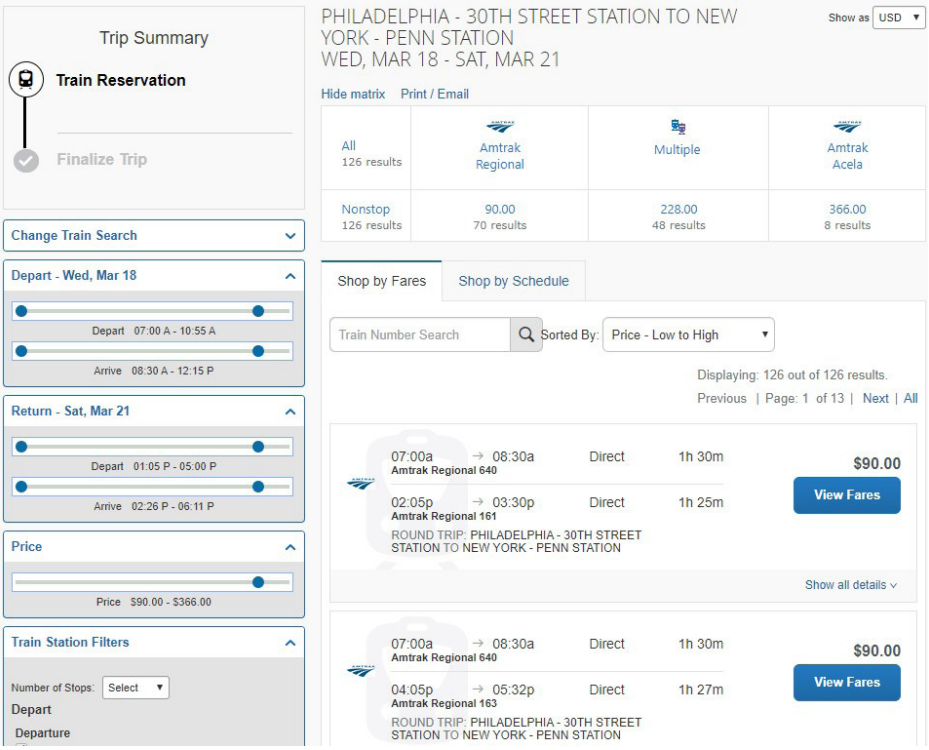
6. Select **View Rooms** to see the available room options and rates. **Note:** The rates shown are nightly rates.
   - The rates shown are nightly rates.
   - Some hotels have discount/loyalty programs. You can only book at that rate if you have the hotel's discount/loyalty program added to your profile.
   - Direct Travel rates may also be listed.
7. Select **Rules and cancellation policy** to the left of the hotel price.
8. Select the **price** of the hotel you would like to book.
9. The Review and Reserve Hotel page will populate.



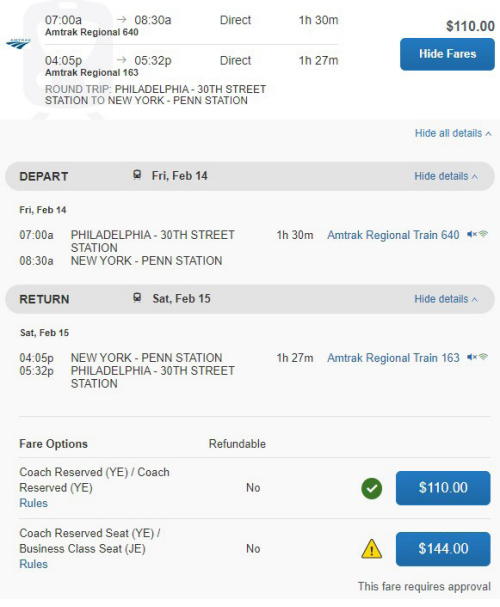
   - Verify all the information regarding your hotel is correct.
   - Provide hotel room preferences.
   - Add a hotel program if needed.
10. Review the price summary.
11. Select the method of payment by choosing from the drop-down.
12. Read the Accept Rate Details and Cancellation Policy. Check the box stating "I agree to the hotel's rate rules, restrictions, and cancellation policy.
13. Select **Reserve Hotel and Continue**.

Booking a Train Ticket

1. If your Request included a train ticket, the train search results will populate.
   Note: Please refer to the Travel policy for detailed information regarding travel by Train.

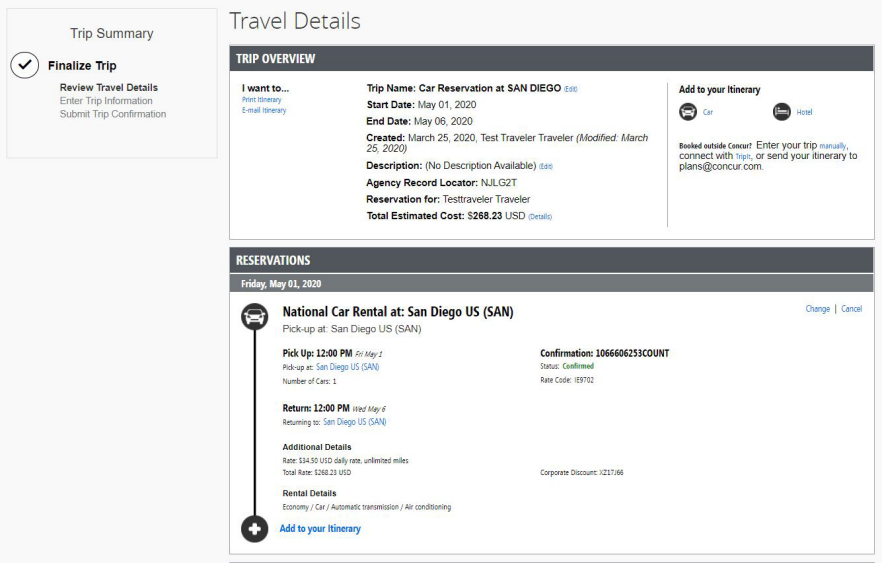


2. You can filter your search with the left menu.
   - Change Search – edit the information you included on the previous screen.
   - Depart and return – use the sliders to narrow down the time you want to travel.
   - Price – use the slider to narrow down the options by price.
   - Train station filters – use the drop-down to select the number of stops.
3. You can filter the results with the matrix at the top of the page.
4. Below the matrix, you will see the train options.
   - The 'Shop by Fares' tab is selected, select the 'Shop by Schedule' tab to see the trains based on time.
   - Search for a train by number or use the **Sorted By** drop-down to sort the results.
5. Review the train tickets which are under the matrix. Select **View fares** or **Show all details** for more information.
6. Once you have chosen your train, select the **price** of the train you would like to book.
7. The Review and Reserve Train page will populate.
8. Select **Reserve Train and Continue**.



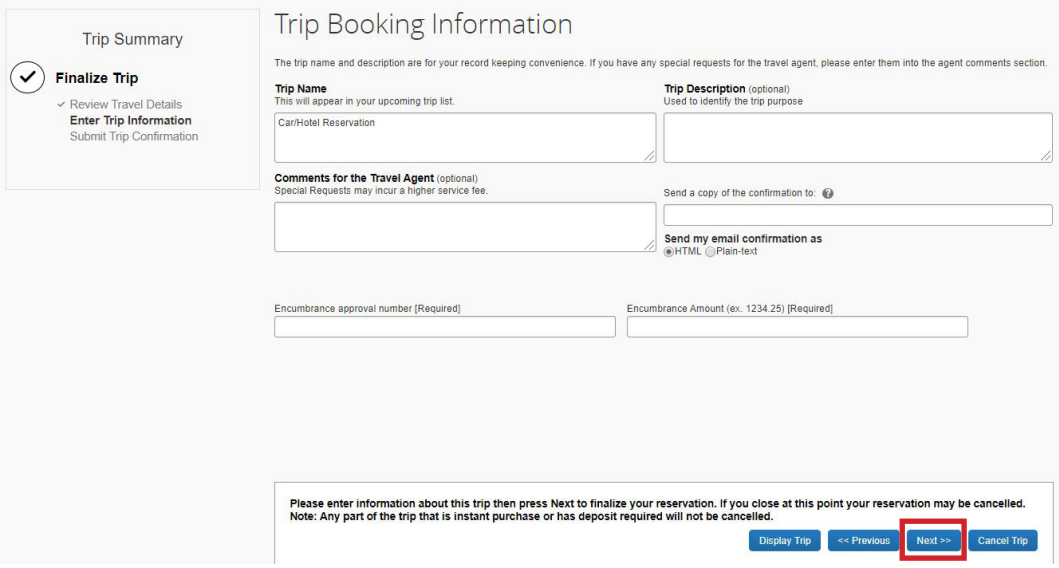
Travel Details

Once you have gone through the booking process, the travel details page will populate. Review the information for accuracy.



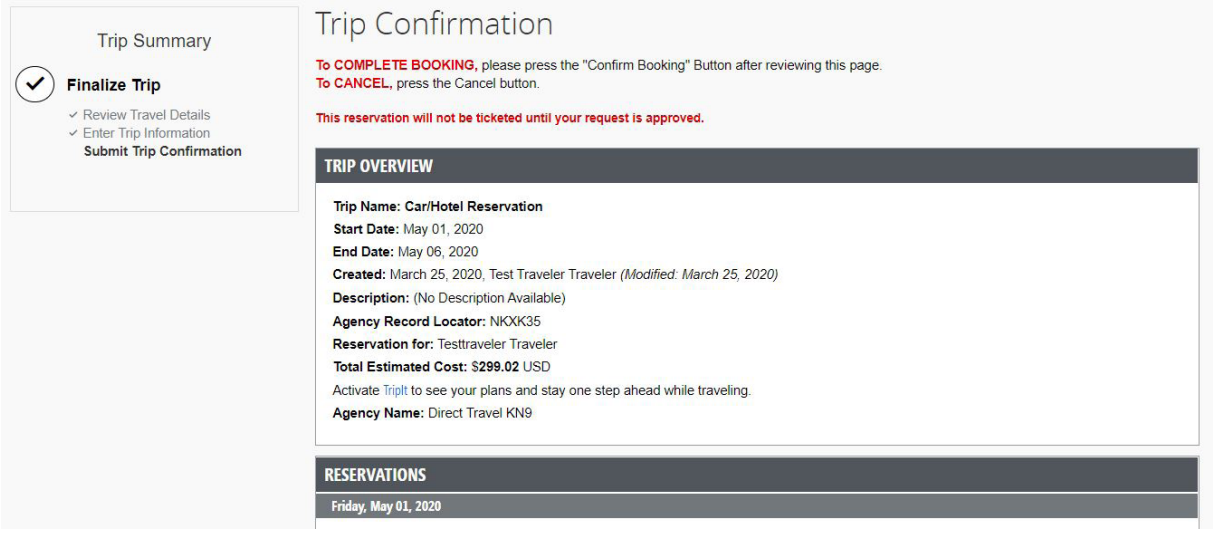
- Trip overview – Review the information for accuracy. Under the "I want to" section you can print or email the itinerary.
- Reservations – Shows a detailed outline of all the reservations you have made for this trip. You can change or cancel your air, car, hotel, and train from this page.
- Total Estimated Cost – Shows the breakdown of all the trip costs and the total at the bottom. Review the total estimated cost to ensure it is below the amount encumbered.
- Select **Next >>** at the bottom of the screen.

Travel Booking Information



- Enter additional information about your trip. Enter or modify the trip name, add comments to the travel agent, enter email addresses for anyone needs trip information.
- You ***must*** include the Encumbrance Approval Number (E#) and the Approved Encumbrance Amount.
- You can put the trip on hold but fares are not guaranteed until purchased. Therefore, the price may rise. It is not suggested to put the trip on hold.
- Select **Next >>** at the bottom of the screen.

Trip Confirmation



- Verify that all information is correct.
- To complete the booking, select **Confirm Booking>>** at the bottom of the screen. This will send your trip information to the travel agent.

Finished Booking

- You have successfully booked your trip when you see **Finished** at the top of the screen with a trip record number below.
- You can select **Print Itinerary**, **E-mail Itinerary**, or **Return to Travel Center**.

BOOK BY CALLING A DIRECT TRAVEL AGENT

You can book your travel by calling a Direct Travel agent for a small nominal fee. Calling an agent is suggested when your travel includes multiple cities and hotels. Call 866-228-3916.

BOOK USING THIRD PARTY (OUTSIDE SOURCE)

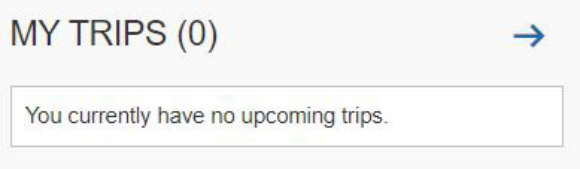
Although booking through the Concur website is highly recommended because the information from Travel will auto-populate into your Expense Report, you can book using a third party system.

Once you have booked your travel, email your plans to plans@tripit.com. TripIt will extract the travel details from the emails and add the travel plans to Concur. The plans will be added to existing trips or used to create new trips, depending on whether the emailed plans share dates with an existing trip. Concur will accept emailed plans for air, hotel, car, rail, and ground transportation. You will receive a confirmation email from Concur letting them know if your travel plans were successfully imported, which includes a link to view the itinerary in Concur.

Note: If you chose to book travel “Online with Concur Travel” in your Request but then decide to book all your travel outside of Concur, you must recall the Request and indicate “Third Party (Outside Source)” for the same question and resubmit.

VIEW UPCOMING TRAVEL

All travel booked through the online booking tool or a Direct Travel Agent will load under My Trips on the Concur Homepage.



You can also view your trips in the Trip library:

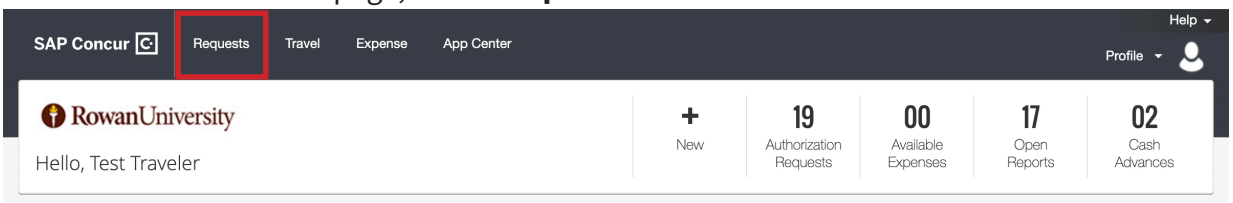
1. From the Concur homepage, select **Travel** from the menu at the top of the screen.
2. Select **Trip Library**.

3. Lists all of the trips you have booked.
4. Select a trip that you are taking. You can see the overview of the trip.
   - Create a template – helpful feature if you travel to the same location often.
   - Clone trip – used if an arranger needs to create this trip for other travelers.
   - Share trip – used if a coworker is going with you on this trip.

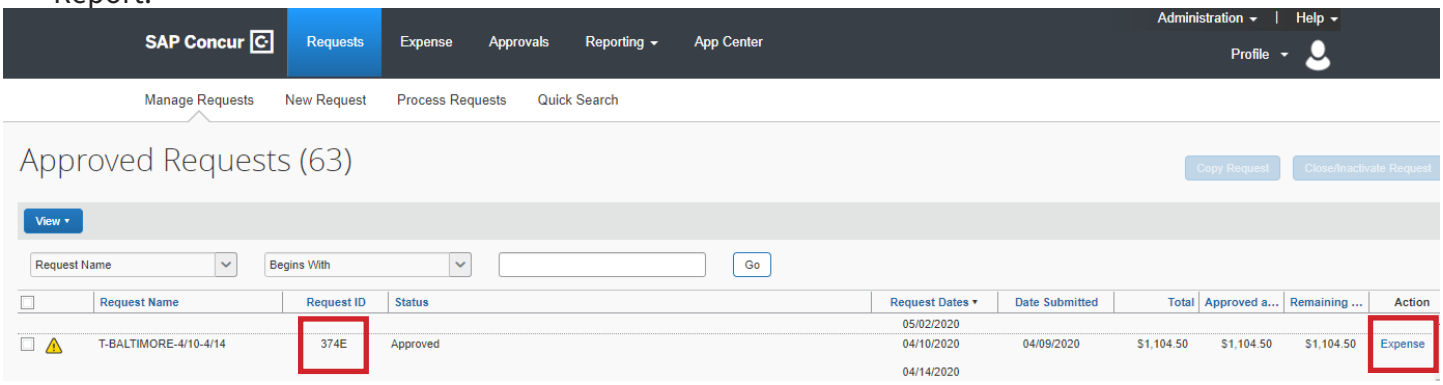
PREPAYMENTS FOR AIRFARE & REGISTRATION/CONFERENCE FEES

A Request must be approved and an Encumbrance Approval Number (E#) issued before any prepayments can be processed.
Prepayments are for travelers who have paid out of pocket for airfare, registration, and conference fees. All other expenses should be submitted after travel has occurred.

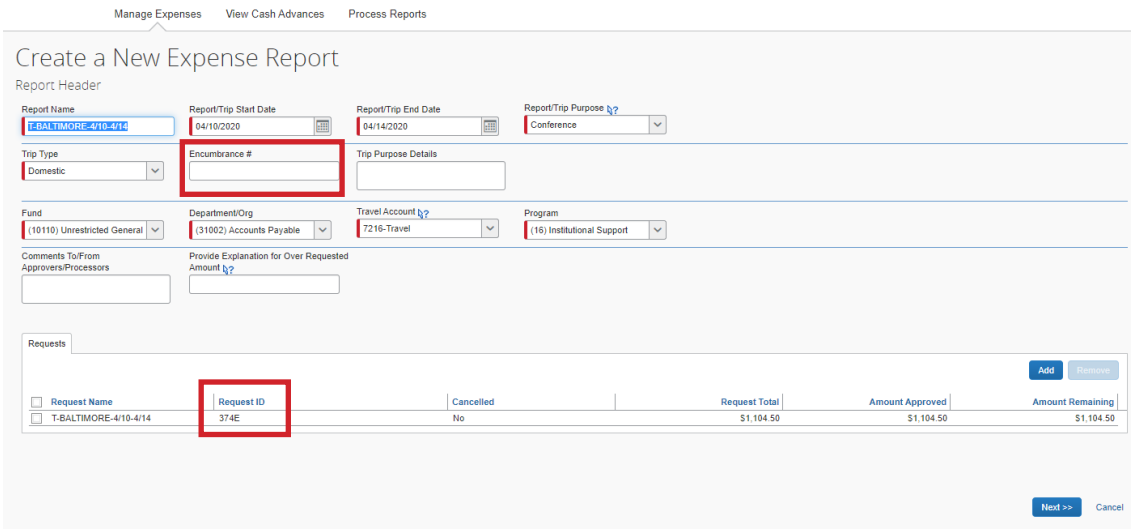
1. On the Concur home page, select **Requests**.



2. Under the action heading, select **Expense** for the Request you would like to create a new Expense Report.

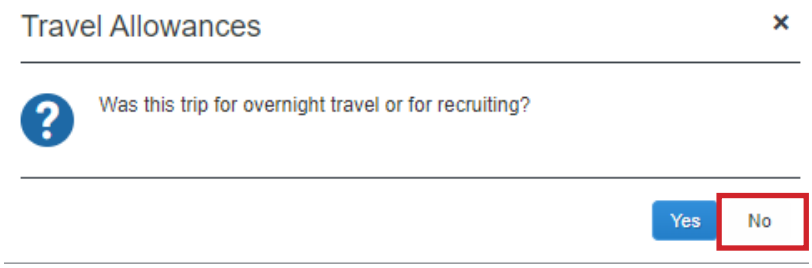


3. Your Report header will appear with the information from your Request, in the Encumbrance # field type in the Encumbrance Approval Number (E#) you received from **cognos-proxy@rowan.edu**.



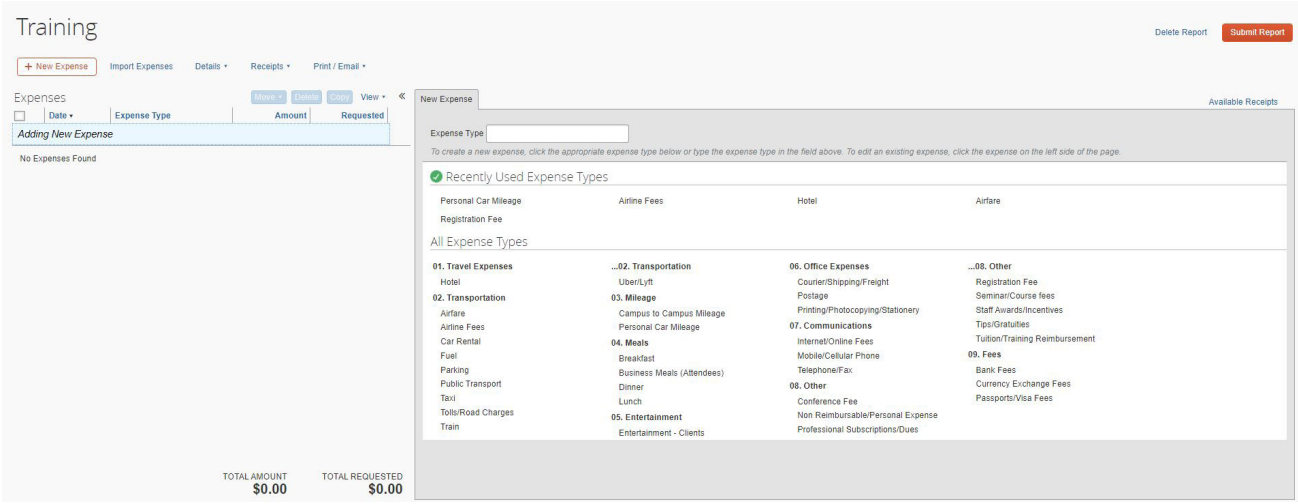
4. Select the **Next>>** on the bottom right corner of the screen.

5. A new window will appear asking, “Was this trip for overnight travel or for recruiting?” Answer **No**.

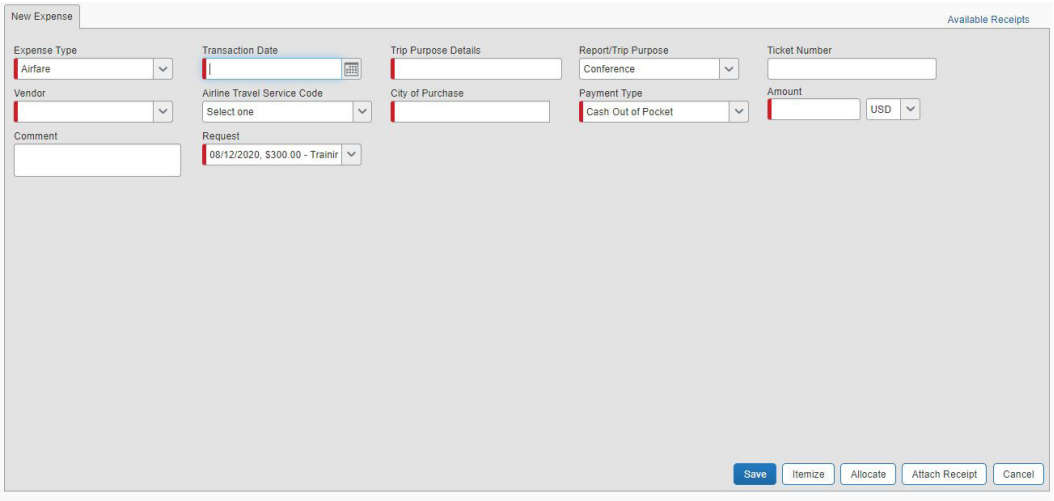


Expensing Airfare & Conference/Registration Fees

1. The Expense screen will appear. The right side of the screen allows you to add additional expenses for airline fees, conference fees, etc.
2. Select the Airfare, Conference Fee or Registration fee Expense Type from the right side of the screen. If the list of expense types does not appear select **+ New Expense** from the top left corner of the screen.

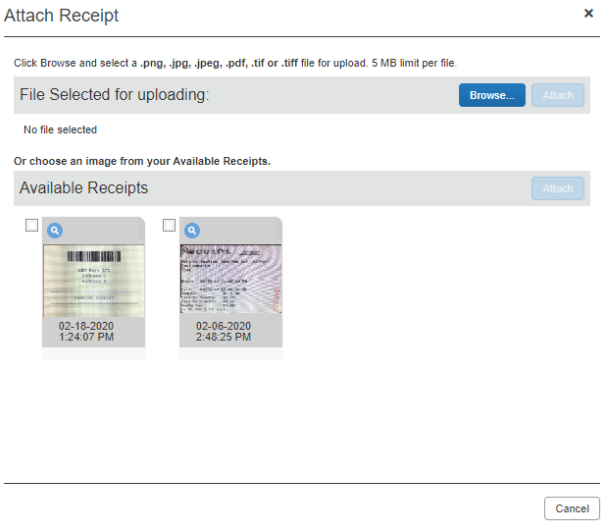


3. Enter all required information regarding the expense denoted by a red bar.



- **Note:** The Payment Type should be **Cash Out of Pocket**.

4. Select **Attach Receipt** if the expense is over $25.
5. A new window will appear.

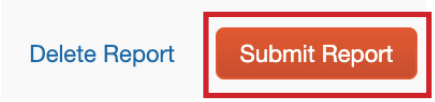


- If the file is saved on your computer select **Browse**, select the name of the file, and select **Attach**.
- If you previously uploaded images to your Concur account, you will see the images under Available Receipts. Select the **Receipt** and select **Attach**.

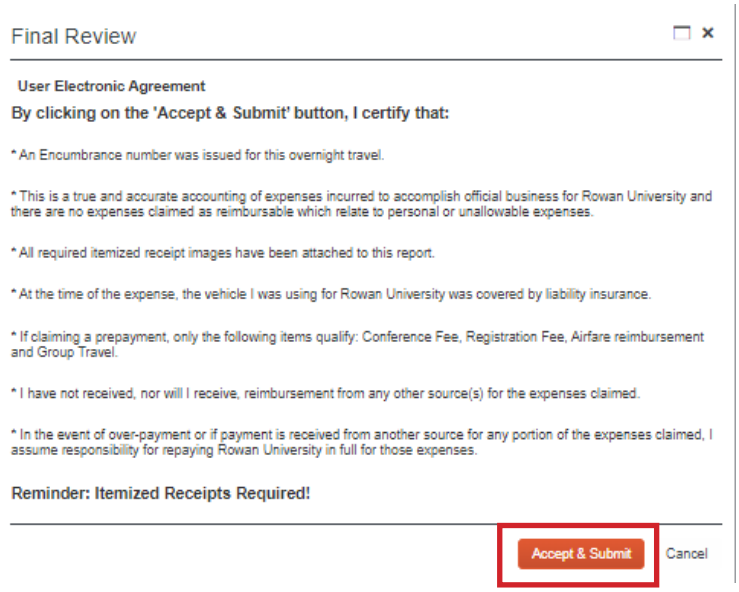
6. Select **Save**. You will see the expense has been added to the left side of the screen.
   - There will be a blue icon next to the expense name. This indicates that a receipt has been attached. Hover over the icon to see the receipt.
7. Repeat steps 2-6 for the other prepayment expenses.

Submitting a Prepayment

1. Once you have added all of your expenses for the trip. Select **Submit Report** on the top right corner of the screen.



   - If you cannot successfully submit the Report, a message appears describing the Report error or exception. Correct the error and attempt to submit again.
2. A new window will appear with the User Electronic Agreement, read the agreement, and select **Accept & Submit**.



3. A new window will appear stating the Report was successfully submitted with the information regarding the Expense Report. Select **Close**.

4. Once submitted, an email will be sent to the Approver from AutoNotification@concursolutions.com to alert them they have a pending report to approve.

After you travel

Use the “Completing an Expense Report that is Connected to a Request” section of the manual to expense the rest of your travel.

Note: Do not include items on the Expense Report that have already been reimbursed via prepayment.

OPTIONS FOR ATTACHING RECEIPTS TO EXPENSE ITEMS

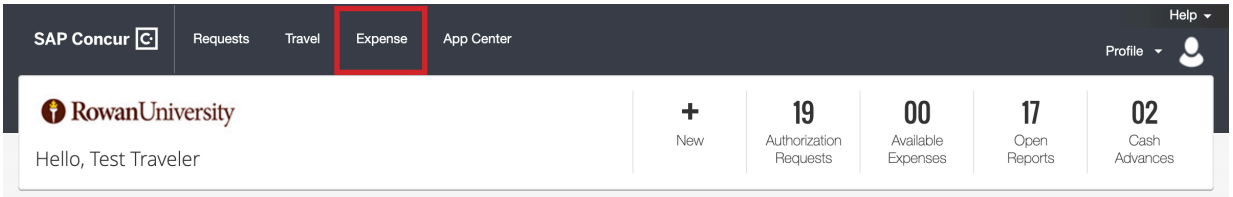
- All expenses over $25 need a receipt to be attached in Concur.
- Concur is a paperless travel software and virtual receipts must be submitted with your Expense Report.
- Benefits to a paperless travel software include:
  - Reduce chances of a receipt getting lost.
  - No longer have to attach receipts to paper or contact the vendor if the receipt gets lost.
- You can submit your receipts in Concur by scanning and uploading on a computer or using the Concur mobile app on a phone or tablet.
- You can only attach one file per expense entry.
- File requirements: PNG, JPG, JPEG, PDF, HTML, TIF, OR TIFF; 5MB limit per file.

ATTACHING RECEIPTS UNDER AVAILABLE RECEIPTS

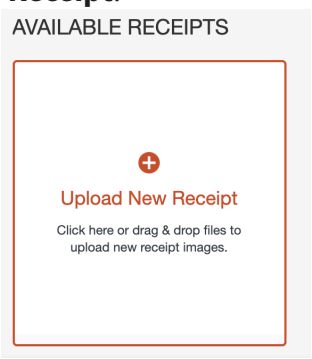
You can upload images to the Available Receipts library which stores the receipt until you are ready to attach it to an Expense Report. This will make the Expense Report process quicker.

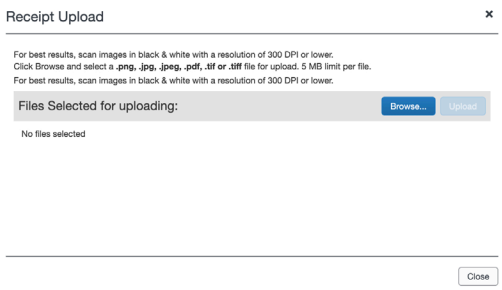
Use the following option if the vendor has emailed you a receipt and it is saved to your computer or if you have scanned a paper receipt into your computer.

1. Select **Expense** at the top of the Concur homepage.



2. The Manage expense tab will be selected. Scroll to the bottom of the page, and select **+ Upload New Receipt**.





3. The Receipt Upload window will appear. Select **Browse**. Select the receipt you would like to upload. The receipt will appear in the Receipt Upload window.
4. Select **Upload**. Once the receipt is uploaded select **Close**. The receipt will now be available under Available Receipts and can be attached to an Expense Report at any time.

EMAILING RECEIPTS TO YOUR CONCUR ACCOUNT

1. Before emailing receipts to the Available Receipts library, you must verify your email address under Personal Information on your user profile.
2. Create an email to receipts@concur.com.
3. Attach the receipt images. The available file formats are: PNG, JPG, JPEG, PDF, HTML, TIF, OR TIFF.
4. Send the email.

Note: If you are a delegate for another person you must put their email address in the subject line.

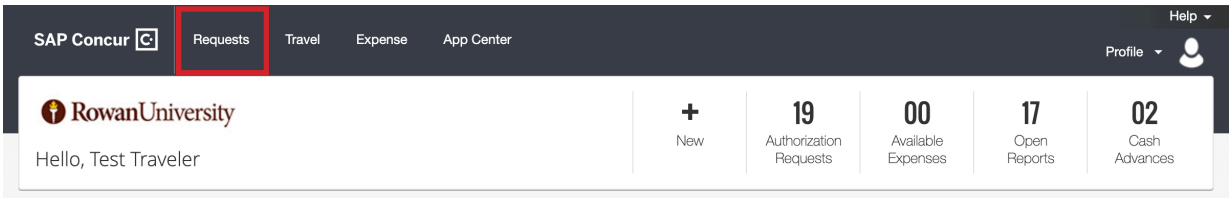
EXPENSE REPORTS

Expense Reports must be submitted within 10 business days after overnight travel was completed. Extended delay in submitting an Expense Report could lead to a denial of reimbursement.

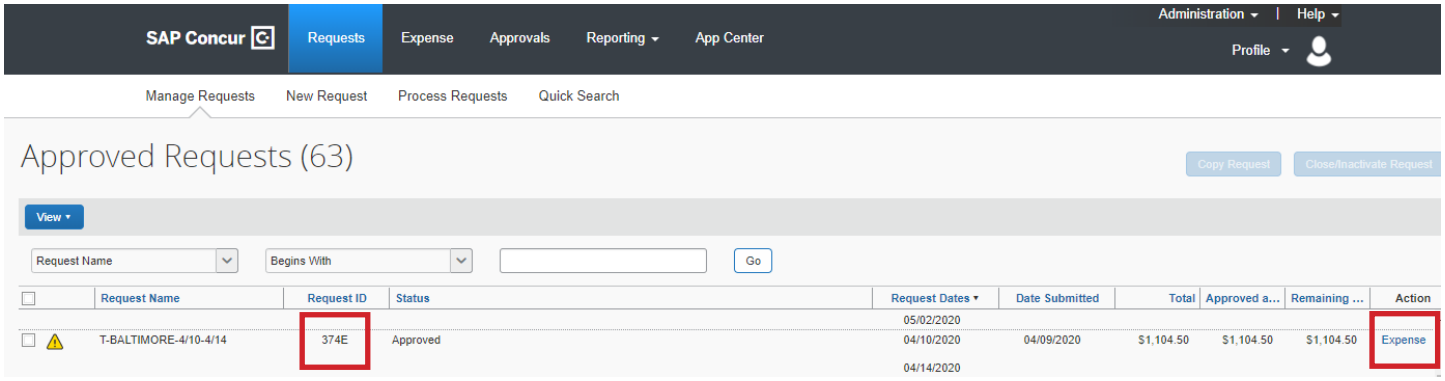
CREATING AN EXPENSE REPORT THAT IS CONNECTED TO A REQUEST

Once you have traveled, you must expense your travel to ensure appropriate reimbursements occur.

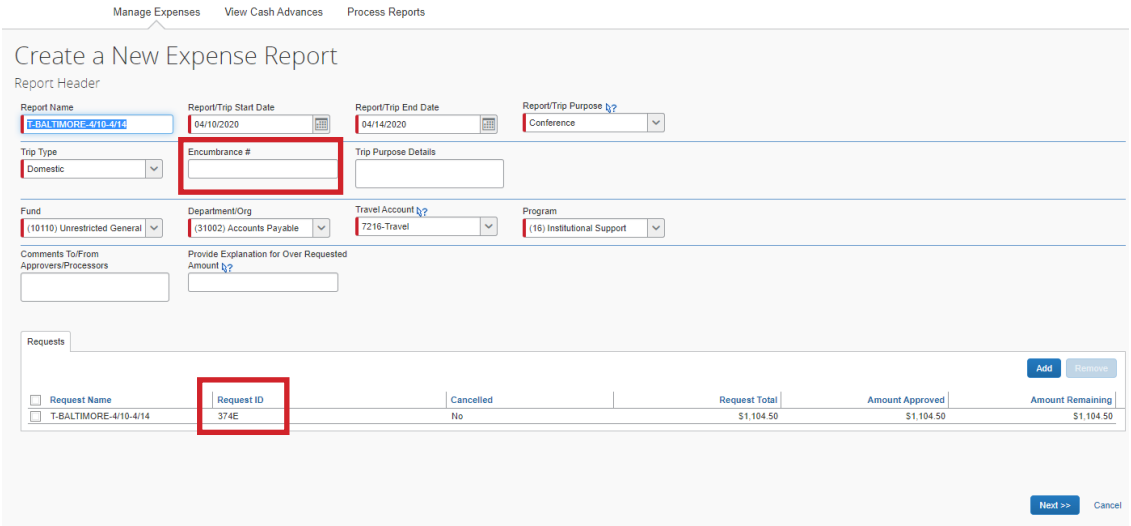
1. On the Concur home page, select **Requests**.



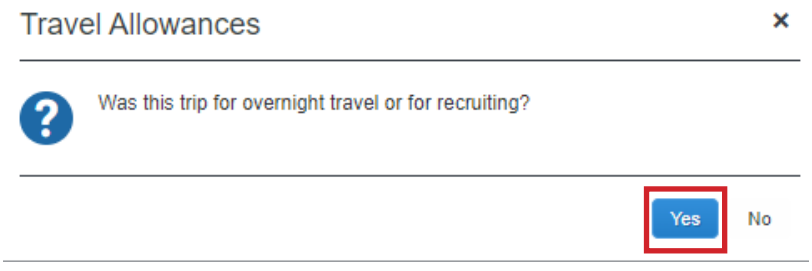
2. Under the action heading, select **Expense** for the Request you would like to create a new Expense Report.



3. Your Report header will appear with the information from your Request, in the Encumbrance # field type in the Encumbrance Approval Number (E#) you received from **cognos-proxy@rowan.edu**.



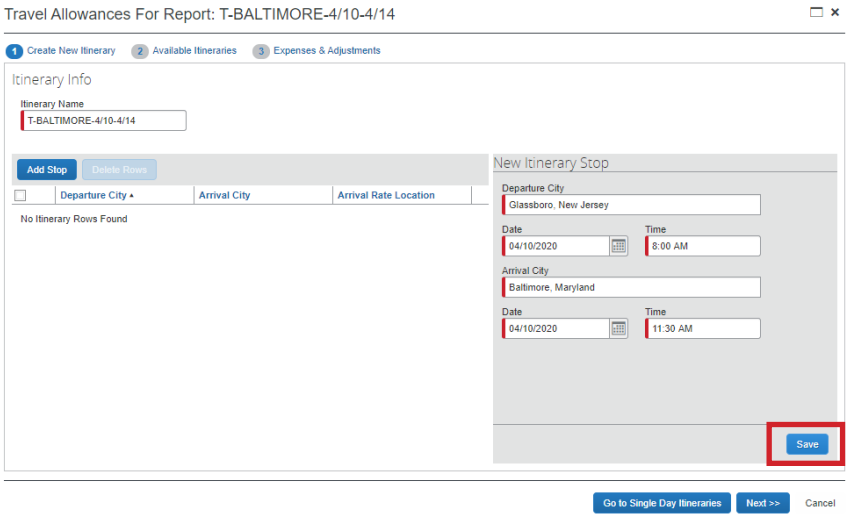
4. Select the **Next>>** on the bottom right corner of the screen.
5. A new window will appear asking, “Was this trip for overnight travel or for recruiting?” Answer **Yes**.



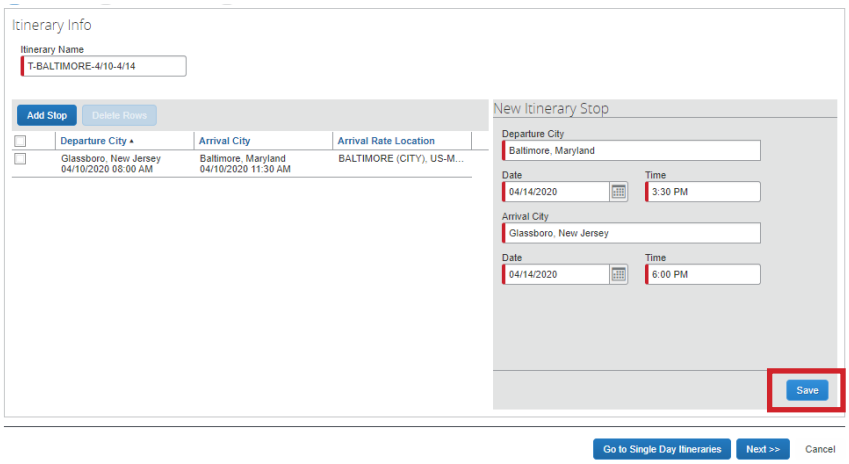
Entering Travel Allowances (Meal Per Diem)

The Travel Allowances for Report screen will appear. (**Note:** Travel Allowances = Meal Per Diem) Concur follows the U.S General Services Administration (GSA) rates for Domestic Travel and U.S Department of State rates for Foreign Travel.

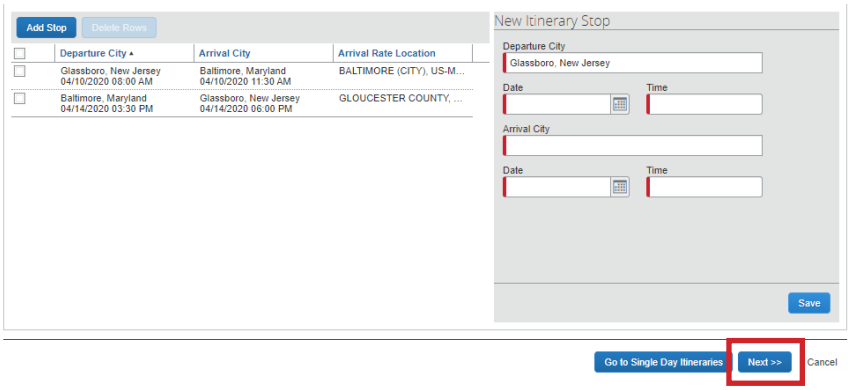
1. Enter the departure city, date and time of departure, and enter the arrival city, dates and time of arrival. Select **Save**.



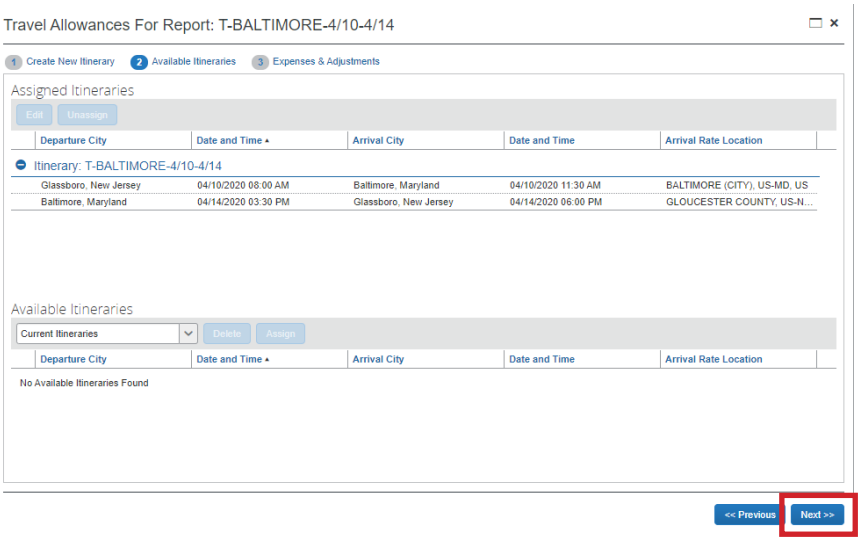
2. Enter the return trip date and time, or if this is a multi-stop trip, you will enter the next "leg" of the trip. After each itinerary stop, select **Save**.



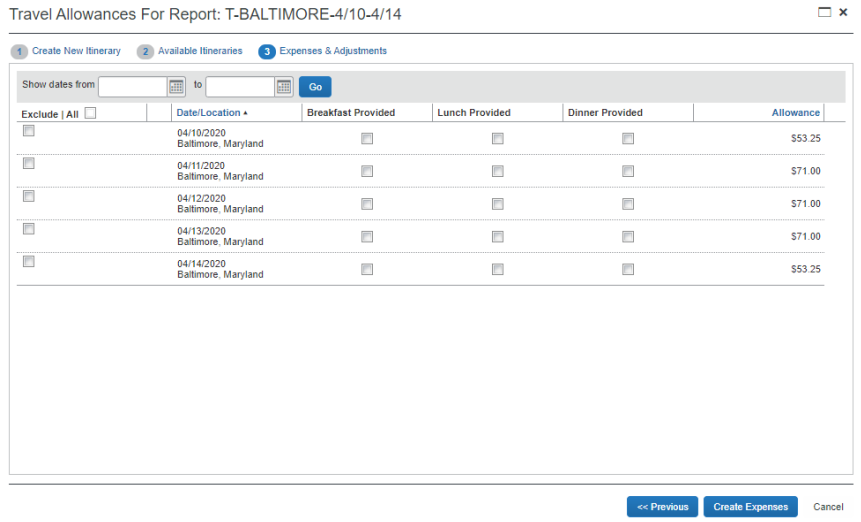
3. Once all itinerary stops have been entered select **Next>>**.



4. A new window will appear with the itinerary you entered, select **Next>>**.



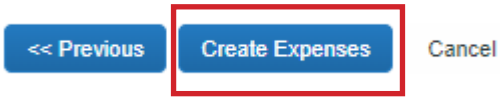
5. Another window will appear with a per diem grid. The allowable amount appears on the right.



To remove individual meals:
Remove meals that were provided by the conference by selecting the check box for the applicable meal per diem. (Breakfast, Lunch, or Dinner were provided)

To remove full days:
Select **Exclude All** on the left to remove all meals and incidental per diem. If you want to exclude an individual day of per diem and incidental select the check box for the applicable day.

6. Select **Create Expenses**.

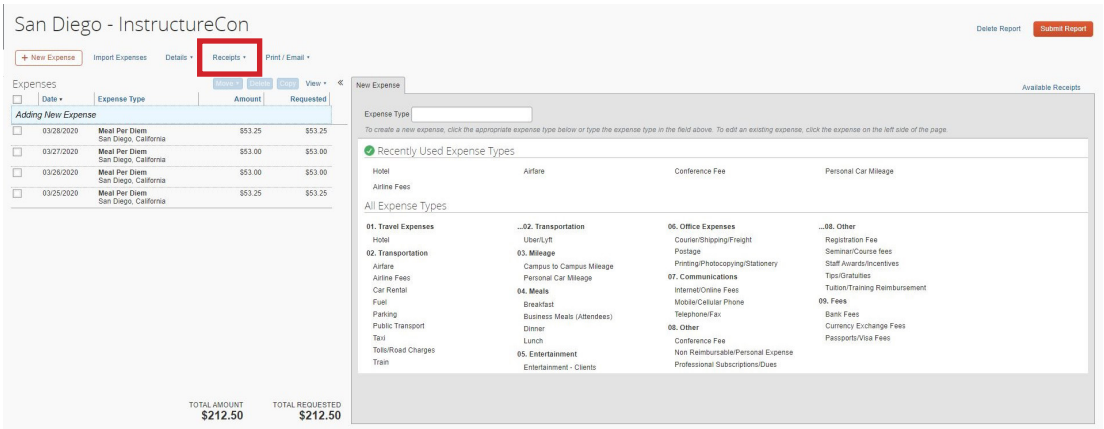


To access the travel allowance grid again, go to Details, under the Travel Allowances list select **Expenses and Adjustments**. The grid will appear and you can make any necessary changes. When edits are completed select **Update Expenses**.

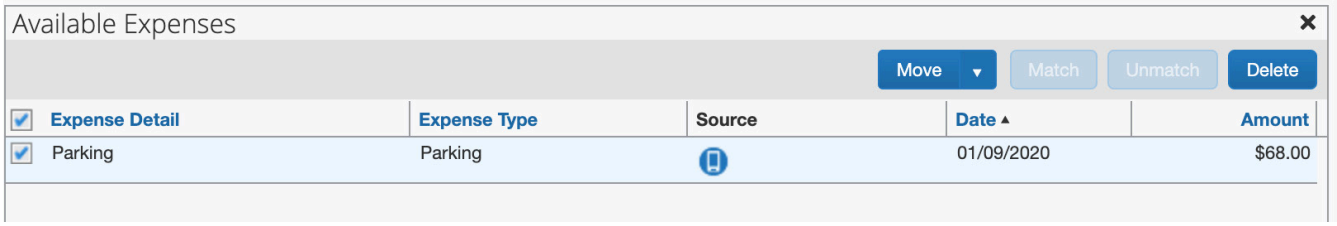
From the Details menu, you can also select to create a new itinerary for Travel Allowances. If you are creating a new itinerary you will have to delete any existing itineraries that are within the dates of travel. Concur will not allow for multiple itineraries that share dates.

Adding Expenses

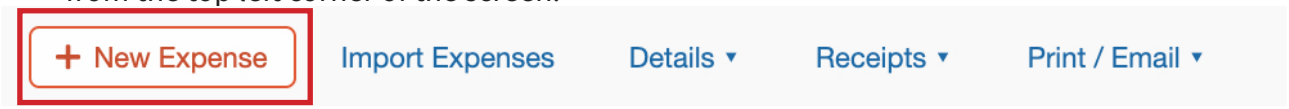
1. The Expense screen will appear. On the left side of the screen, you will see the Meal Per Diem added to your expense report. The right side of the screen allows you to add additional expenses for airline fees, conference fees, etc.
2. Select **Receipts** then select **Attach Receipt Images** to upload Agenda, Schedule at a Glance, etc. for meal verification.



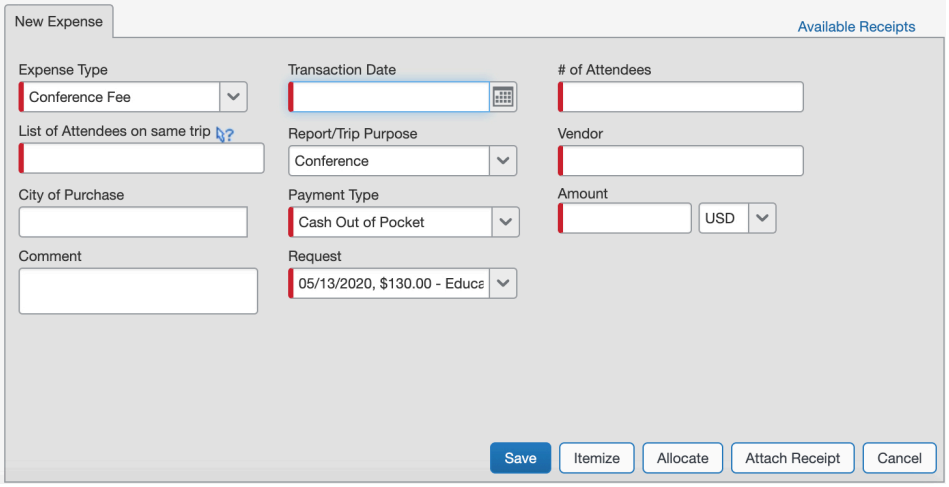
3. Select **Import Expenses** to import any transactions regarding your trip that are already in Concur.
4. Select the check box next to the name(s) of the Expense(s) you would like to import then select **Move**.



5. Once you have imported your expenses, you will add other expenses for your trip. Select an **Expense Type** from the right side of the screen. If the list of expense types does not appear select **+ New Expense** from the top left corner of the screen.

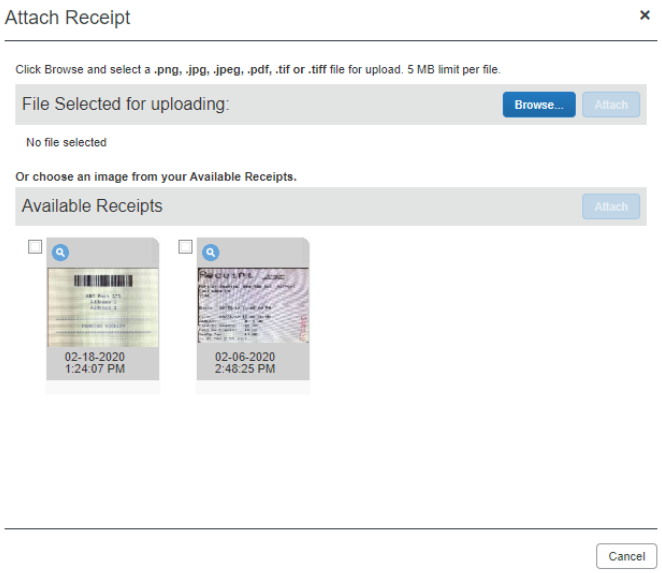


6. Enter all required information regarding the expense denoted by a red bar.



- **Note:** The Payment Type defaults to Cash Out of Pocket. Use this option if you personally paid for the expense. If the expense is paid by the University, select **University Paid**.

7. Select **Attach Receipt** if the expense is over $25.
8. A new window will appear.



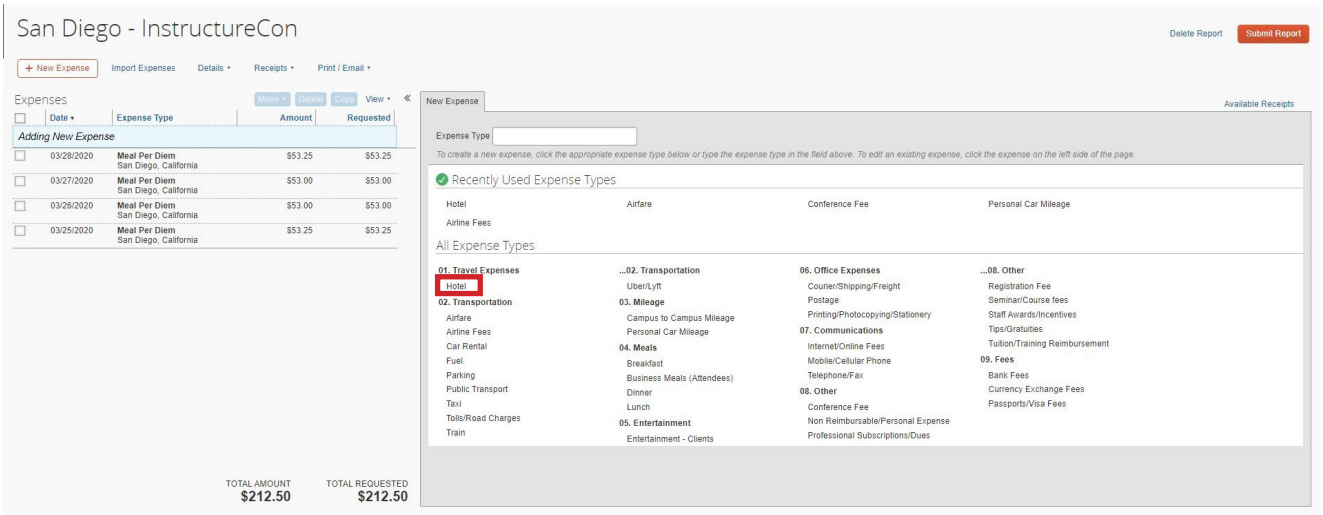
- If the file is saved on your computer select **Browse**, select the name of the file, and select **Attach**.
- If you previously uploaded images to your Concur account, you will see the images under Available Receipts. Select the **Receipt** and select **Attach**.

9. Select **Save**. You will see the expense has been added to the left side of the screen.
   - There will be a blue icon next to the expense name. This indicates that a receipt has been attached. Hover over the icon to see the receipt.
10. Repeat steps 4-9 for the other expenses.

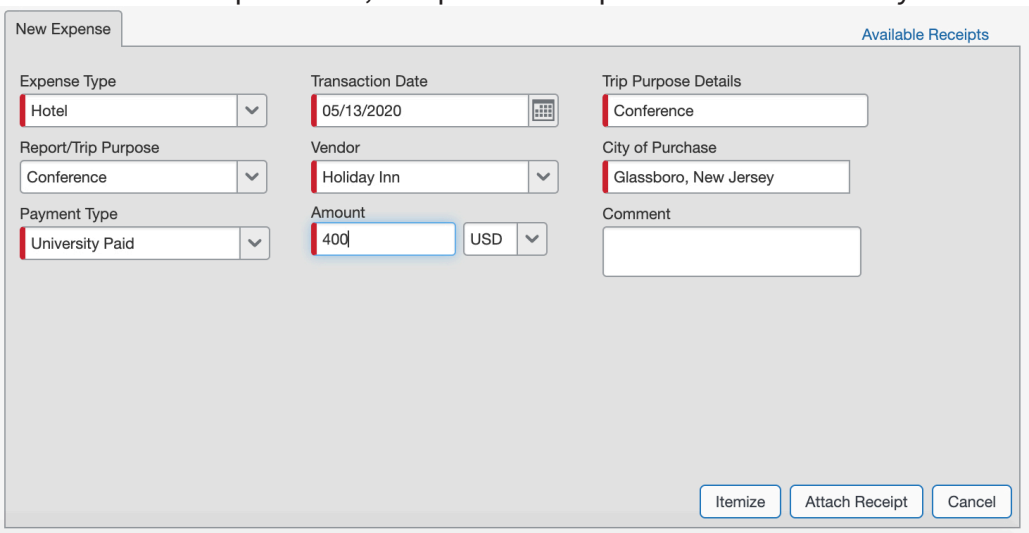
Itemizing Nightly Hotel Expenses

A hotel bill typically contains multiple charges such as room fees, taxes, parking, meals, etc. You must itemize these expenses so they can be reimbursed correctly. Lodging itemization allows you to quickly itemize recurring room rates and taxes. You can itemize the remaining charges on your hotel bill, and adjust for any rate changes during your stay. If your hotel was booked through the Concur website, itemization may be auto-populated.

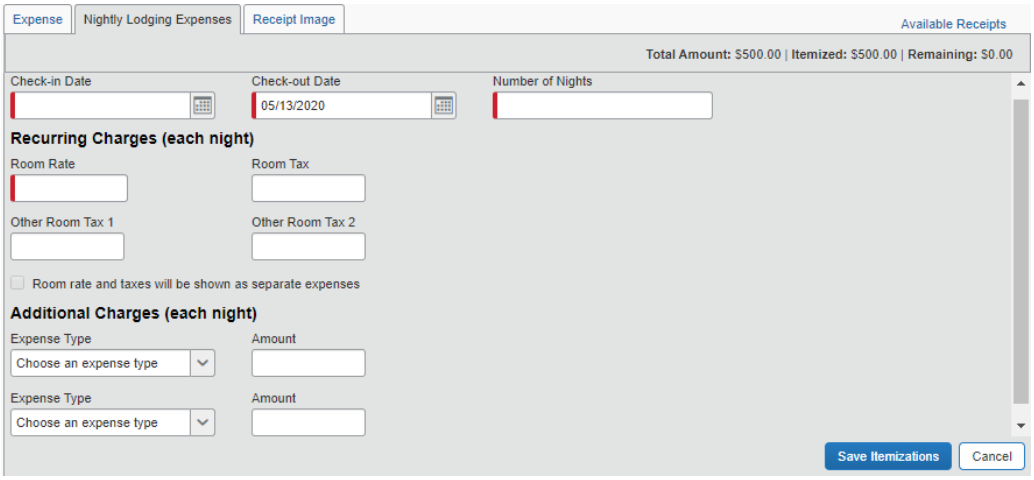
1. Select the **Hotel** expense type from the right side of the screen.



2. On the new expense tab, complete the required fields denoted by a red bar.



3. Select **Attach Receipt** to add a receipt for the hotel.
4. Select **Itemize** on the bottom right corner of the screen.
5. The Nightly Lodging Expense tab will appear. Complete the required fields denoted by a red bar for recurring nightly expenses.

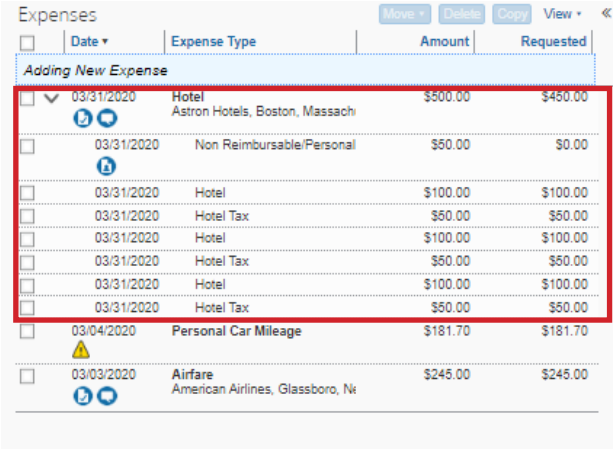


- Use the calendar icon to select the check-in date.
- Concur populates the check-out date and the number of nights based on the transaction date and the check-in date.
- Use the Receipt Image tab to refer to the receipt you are itemizing.
- Hotels may have itemized tax amounts listed on the bill. You can itemize your tax the same way by utilizing the Room Tax, Other Room Tax 1 and Other Room Tax 2 fields.
- If there are any additional recurring charges besides room and tax on your hotel bill, choose an Expense Type under the Additional Charges and these charges will be added for each night.

6. Select **Save Itemizations**.
   - The total amount, itemized amount, and amount remaining are listed.

7. After entering all of the recurring charges, additional one-time charges may be included on the hotel folio. Such itemizations can include any one time expense the traveler incurred (Example: Movies, room service, gym, etc.). This could also include a rate that was different for one or more nights of the stay.
   - Select any additional expense types, and continue itemizing all one-time charges that appear on your statement until the remaining amount is $0.00.

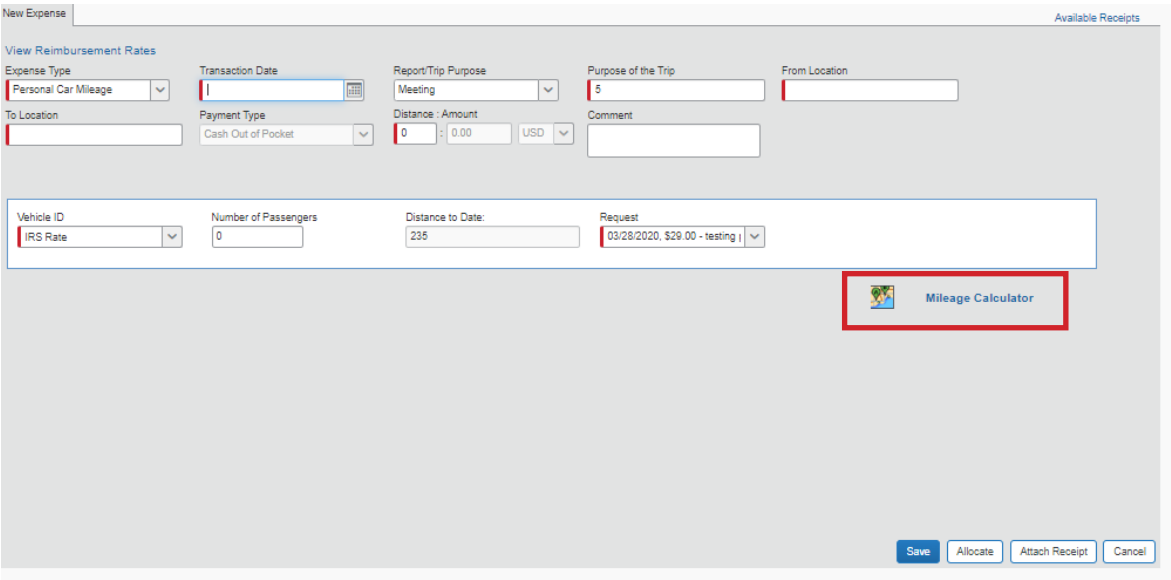
   - Select **Save**.
8. Notice that the details for the lodging itemization appear on the left side of the page under the room rate expense type.



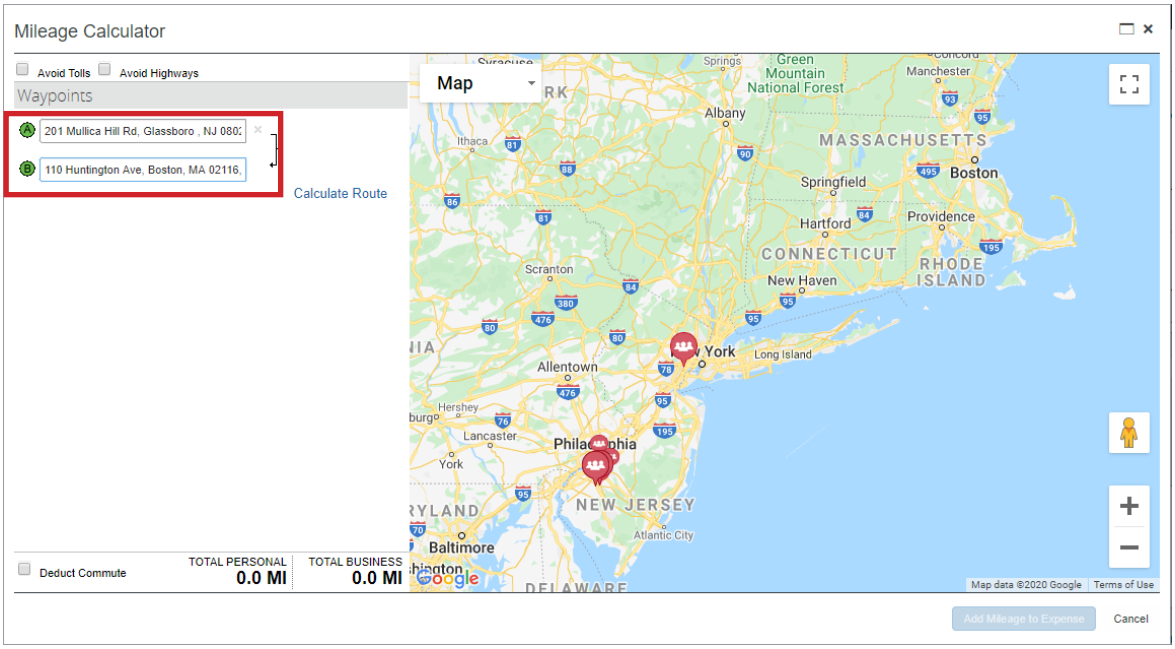
   - If you need to change an itemization, select the name of that item and make the correction. For example: If one day, the rate is different, you can change the amount for that day only. Select **Save**.

Adding Mileage to Expense Report

1. Select **New Expense** and select the **Personal Car Mileage** Expense Type.
2. Enter the Transaction Date for the day you drove. Fill in the **Purpose of the Trip**. The next few fields will populate once you use the mileage calculator tool.
3. Select **Mileage Calculator**.

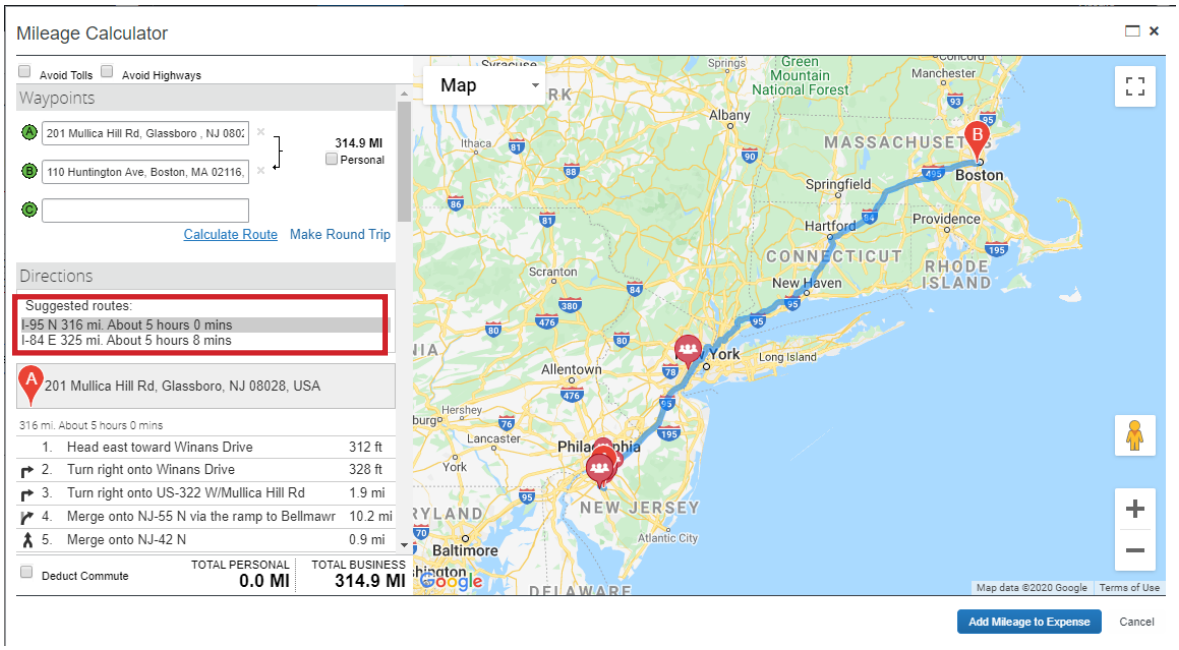


4. The mileage calculator will open. Enter your starting address as **Waypoint A** and enter your destination as **Waypoint B**. Select **Calculate Route**.



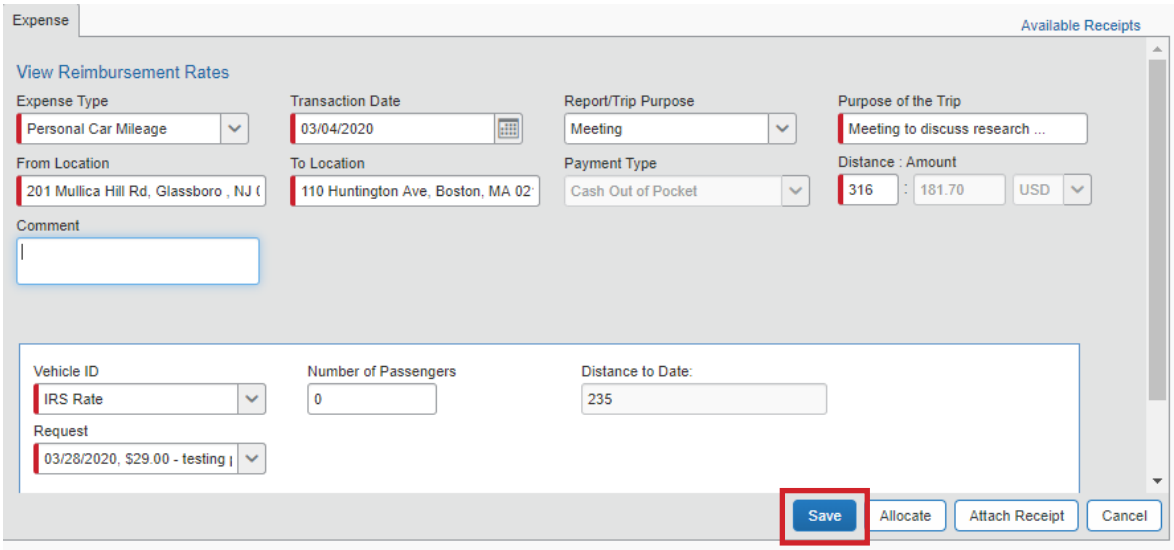
- Mileage should be calculated using Waypoints A-B.

5. Suggested Routes will display: Mileage should always be calculated using the route of shortest distance.



- **Note:** Round trip or additional Waypoints added to the mileage calculator will remove shortest distance and automatically apply the fastest time.

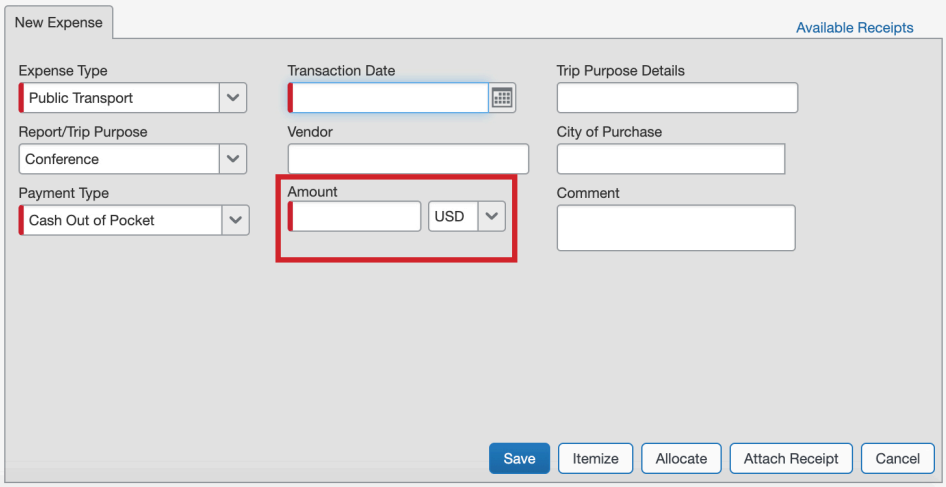
6. Select **Add Mileage to Expense**.
7. The From Location, To Location, and Distance fields are now populated. Use the Comment field if you need to communicate any additional information. Select **Save**.



Converting Foreign Currency Transactions

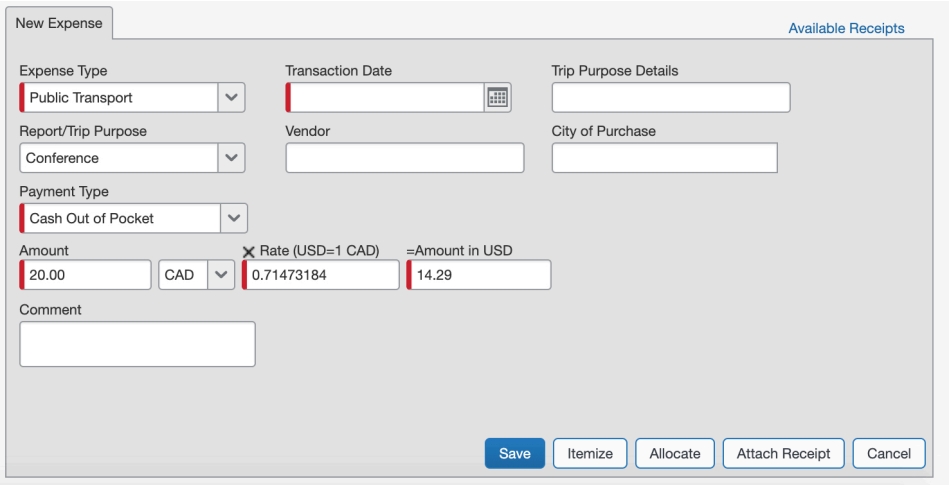
- When you travel to different countries, Concur' s built-in exchange calculator (Oanda) converts foreign currency transactions to US dollars.
- When you create a new expense in a currency other than your own, you will see additional fields that allow you to convert the amount of your transaction to US dollars.
- The exchange rate is auto-populated based on the transaction date. However, you can change the rate if it is different than the rate originally provided.

1. Select the expense type you would like to add to the Expense Report.

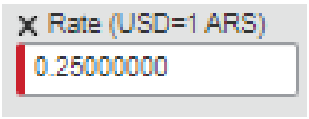


2. Type in the amount of money spent in that currency.
3. Select the **currency** from the drop-down to the right of the amount.

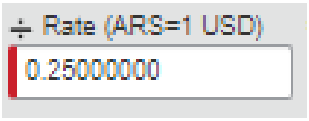
4. Information regarding the currency will populate.



- Depending on the type of rate you receive, select the symbol above the rate if you need to switch between multiplication and division of the rate.

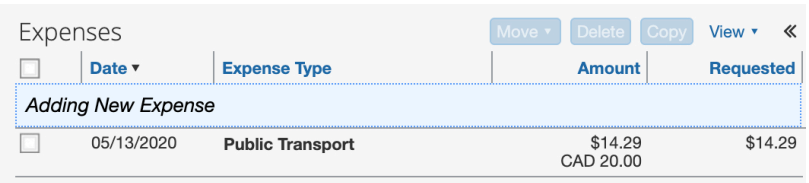


OR



- If the rate you received is different than the rate you exchanged your money for, you can type in the rate in the '**Rate**' field.

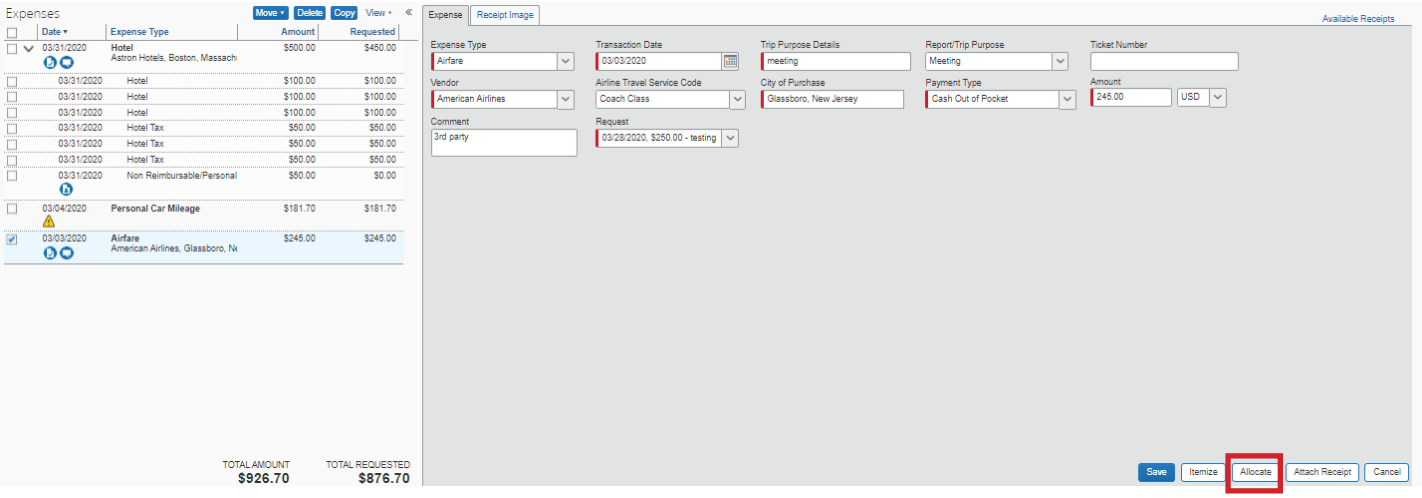
5. If needed itemize, allocate, or attach the receipt.
6. Select **Save**.
7. The expense will appear on the left side of the screen. Notice that the expense Amount appears in both the foreign currency and in your standard reimbursement currency



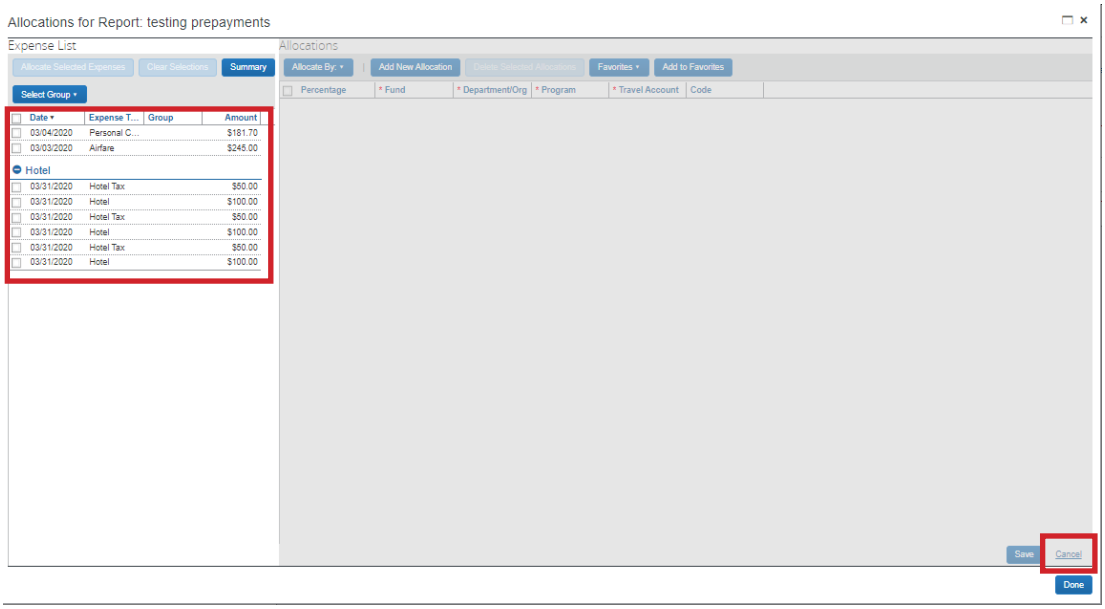
Allocate Expenses

The Expense will carry over allocations assigned in the Request. The allocate feature allows the traveler to split expense to FOAPAL'S other than the default one used in the Request Header. The allocate feature can also be used to allocate additional items not included on the Request or Expenses for Day Travel. This should be performed after all expenses have been added.

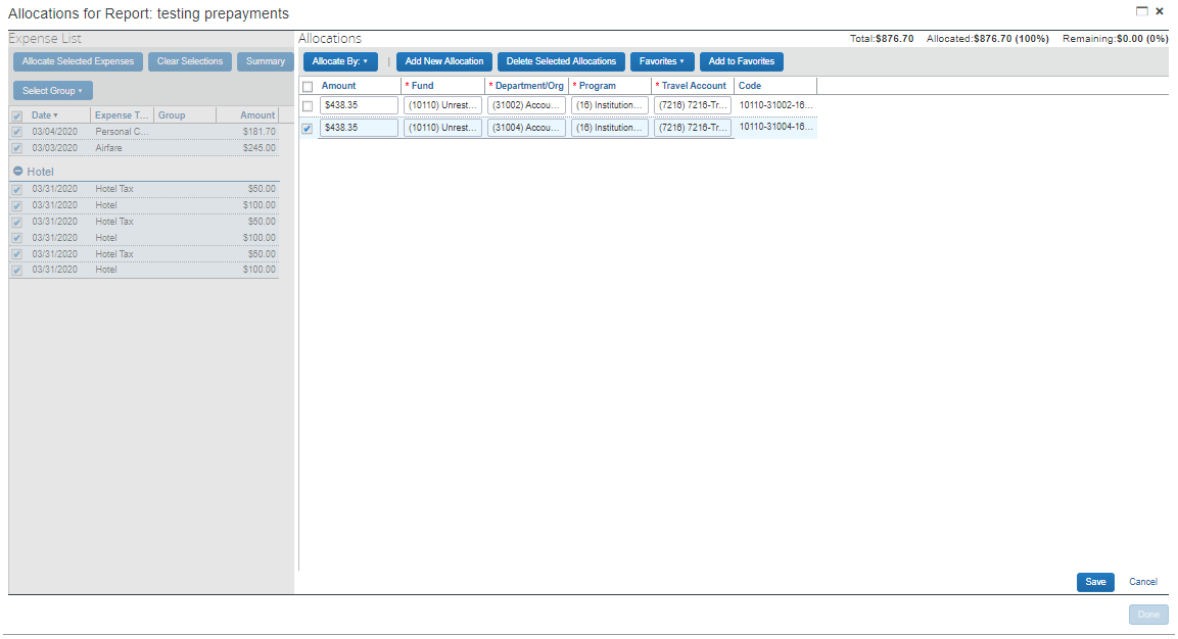
1. Add all expenses before allocation.
2. Select the **Expense Type** you want to allocate.



3. Select **Allocate** on the bottom right corner of the expense details.
4. A new window will appear. Select **Cancel** then check the box(es) for the expense type(s) you want to allocate.



5. Select **Allocate Selected Expenses**.
   - Select **Allocate By** to choose to allocate the expense by percentage or amount.
   - On the top right, you will see the total amount you are allocating, how much you have allocated and the remaining allocation. Use this to ensure the sum of the split transactions is equal to the total.
6. Select **Add New Allocation**.

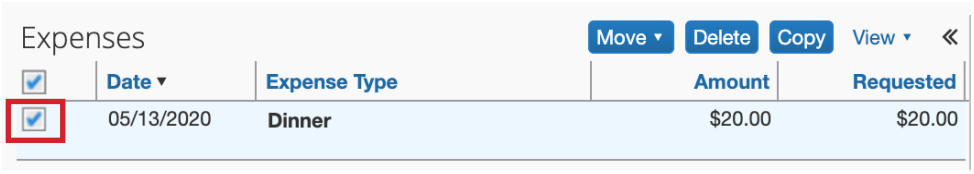


7. Enter the appropriate information regarding the FOAPAL.
8. Select **Save**.
   - You will see the allocation icon next to each expense type you have allocated. When you hover over the icon, it will show the allocation breakdown by percentage.

Copying an Expense

You can use the copy feature in Concur Expense to quickly enter expenses. This feature is especially useful for recurring out-of-pocket business expenses.

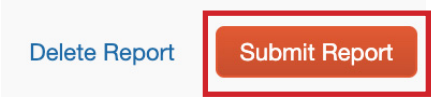
1. Check the box(es) on the left of the date(s) of the expense you want to copy.



2. Select **Copy**.
3. A copy of the expense will be created but the date will be increased by one.
   - Select the copied expense and change the date to the correct date.
   - If needed, make other changes to the expense.

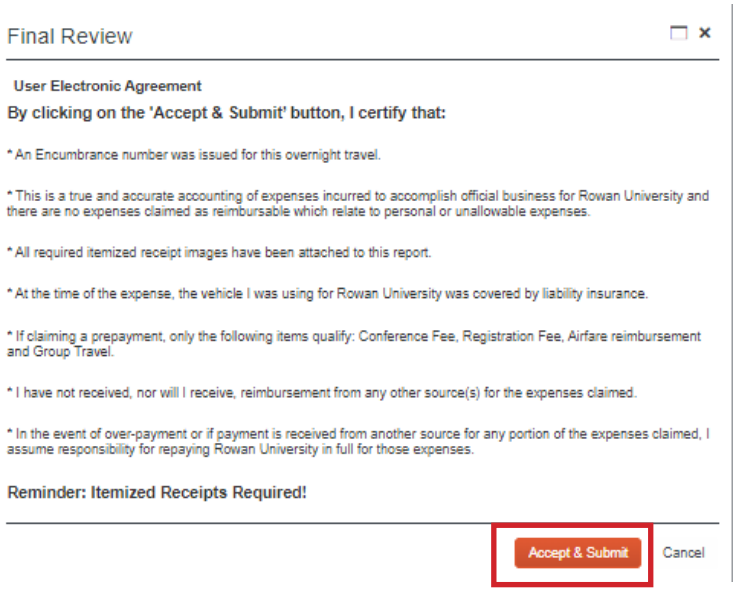
Submitting an Expense Report

1. Once you have added all of your expenses for the trip, select **Submit Report** on the top right corner of the screen.



   - If you cannot successfully submit the Report, a message appears describing the Report error or exception. Correct the error and attempt to submit again.

2. A new window will appear with the User Electronic Agreement, read the agreement, and select **Accept & Submit**.



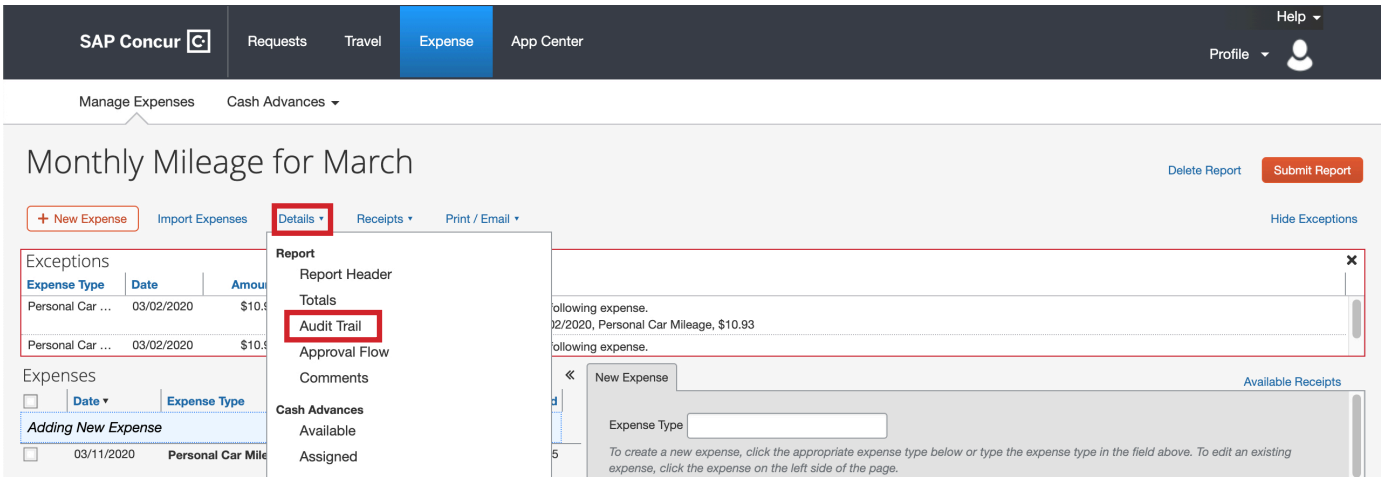
3. A new window will appear stating the Report was successfully submitted with the information regarding the Expense Report. Select **Close**.

4. Once submitted, an email will be sent to the Approver from AutoNotification@concursolutions.com to alert them they have a pending report to approve.

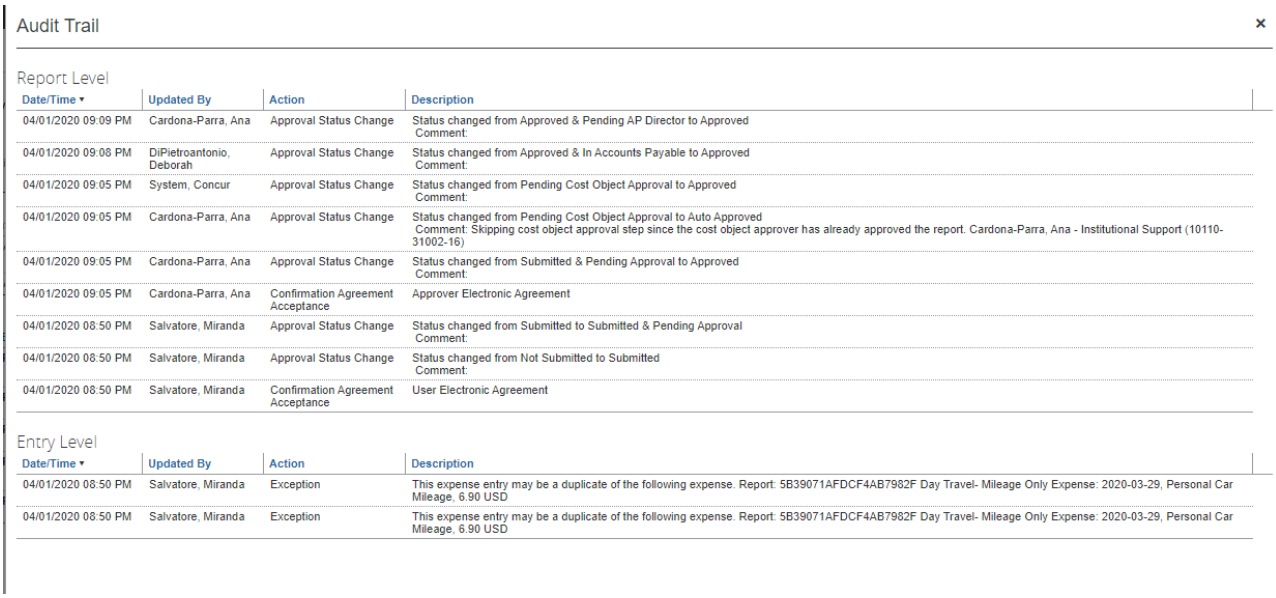
Audit Trail

The Audit Trail logs every addition, change, deletion, comment, etc. for the Expense.

1. You can view the Audit Trail by selecting **Details** and then select **Audit Trail**.



2. The Audit Trail window includes: **Date/Time** the action occurred, who set the action **(Updated By)**, the **Action** and a **Description**.



The action column will display one of the following:
Field Edit: Appears when an attachment has been uploaded to the Expense Report.
Confirmation Agreement Acceptance: Appears when the Expense Report was submitted.
Exception: Appears whenever an expense is submitted that contains exceptions at the report level. The Audit Trail will list the exception details.
Approval Status Change: Appears when approval of an expense is changed; either by the system or by an approver.

CREATING A DAY TRAVEL MONTHLY EXPENSE REPORT

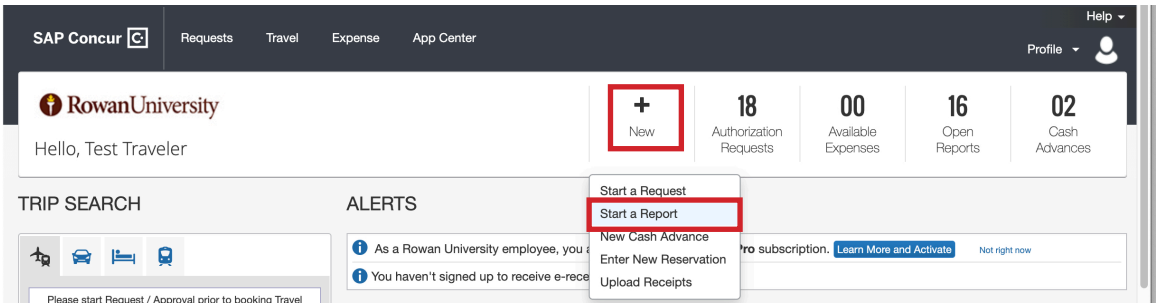
Day Travel consists of attending official University business without the need to stay overnight. A Request or Encumbrance Approval Number (E#) is not required for Day Travel. Reimbursable expenses for Day Travel include: mileage, tolls, parking, conference fees, workshop fees, or training fees. The University's preferred method of submission for Day Travel is a Monthly Expense Report. This will streamline the process by reducing submissions, approvals, and cash disbursements.

Requirements and Reminders for Submitting a Day Travel Monthly Expense:

- Create **one Expense Report per month** for all car mileage and related expenses.
- Remember mileage can only be submitted when employees use their private vehicles for official University business.
- Mileage reimbursement will be made at the prevailing IRS business rate or NJ State grant rate.
- Day Travel should be submitted within 45 days after the monthly travel was completed.
- Deduct your daily commute when leaving from home. Individuals will be reimbursed for miles incurred in excess of their daily commute.
- Enter a separate line item for each one way trip that you have made. Don't forget your return mileage if it was a round trip.
- Utilize the "Campus to Campus" mileage when traveling between Rowan Glassboro, CMSRU Camden, and Rowan SOM Stratford. Campus to Campus mileage is predetermined miles between our three campuses and was created to streamline our travel procedures.
- When creating an Expense Report for personal car mileage reimbursement, choose Travel Account 7216. Personal car mileage will be charged to 7215 behind the scenes.
- Per diem meals are not authorized for Day Travel.
- Attach receipts for any expenses over $25.00.
- Do not submit your mileage Expense Report until you have completed all University official business travel for the month.
- You do not need a Request or Encumbrance Approval Number (E#) for your Monthly Mileage Expense Report.
- Refer to the Travel Policy for guidelines of all Day Travel and mileage reimbursement information.

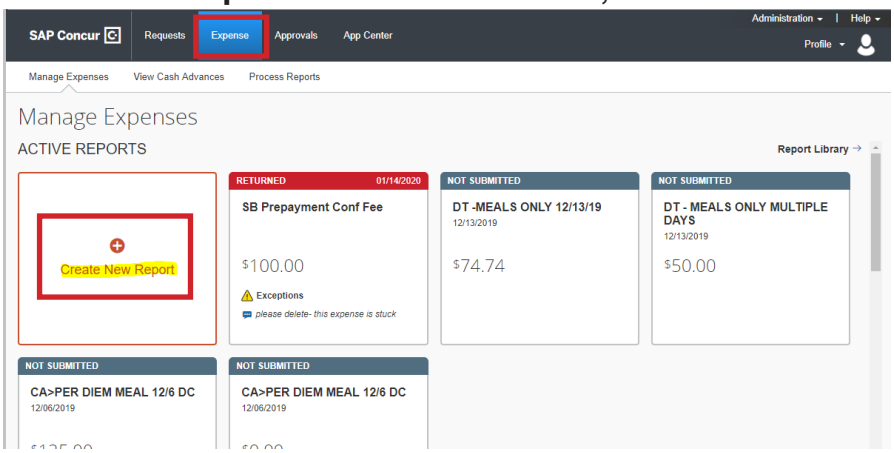
Creating an Expense Report for Day Travel:

1. On the Concur home page, either:
   - Hover over **+ New** and select **Start a Report**.

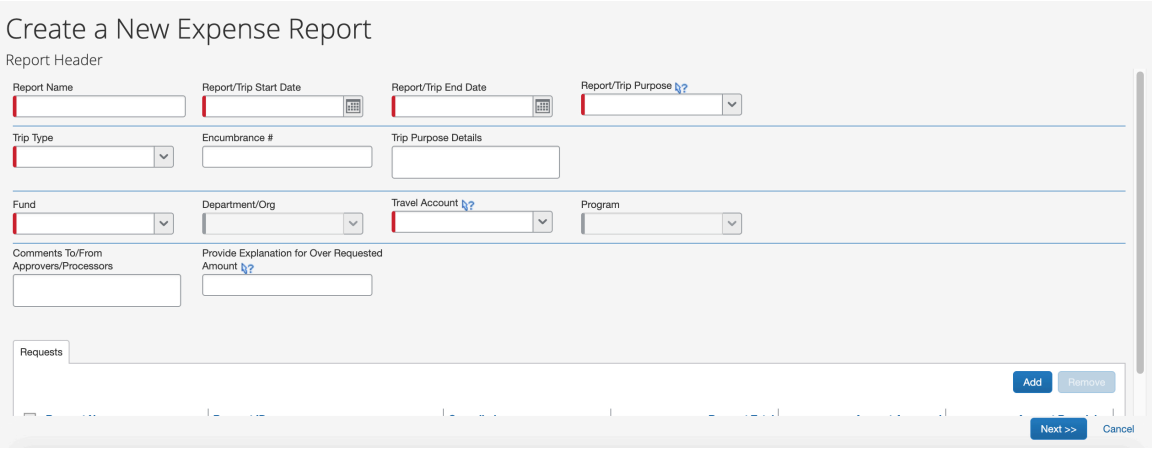


Or

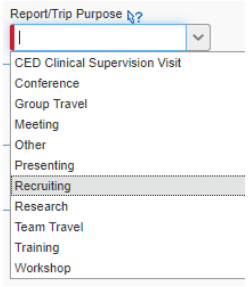
   - Select **Expense** on the header toolbar, then select **Create a New Report**.



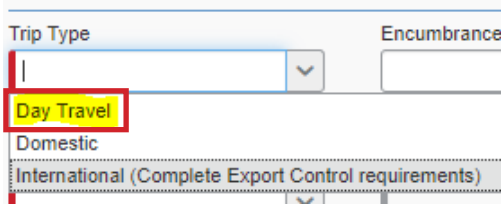
2. Report Header: Complete all the required fields denoted by a red bar in the Report Header. No Encumbrance Approval Number (E#) is needed for Day Travel. **Note:** Under Travel Account please choose 7216 for personal car mileage. Personal car mileage will be charged to 7215 behind the scenes.

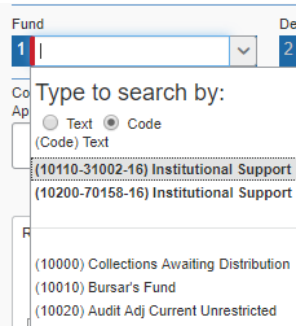


   - *Report Name*: Month, Year, Day Travel (example: March 2020 Day Travel)
   - *Report/Trip Start Date*: First date of travel
   - *Report/Trip End Date*: Last date of travel
   - *Report/Trip Purpose*: Select from drop down menu.

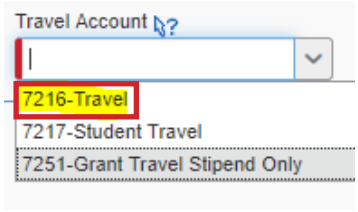


- *Trip Type*: Select Day Travel from the drop down menu.

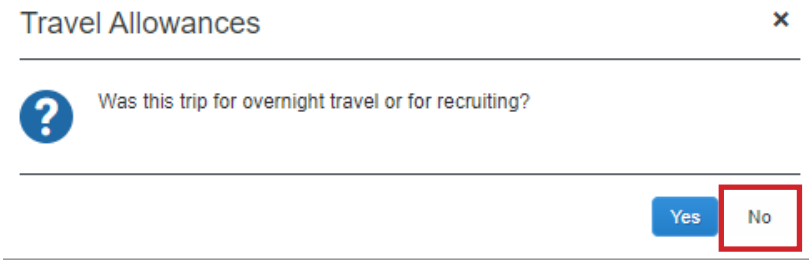




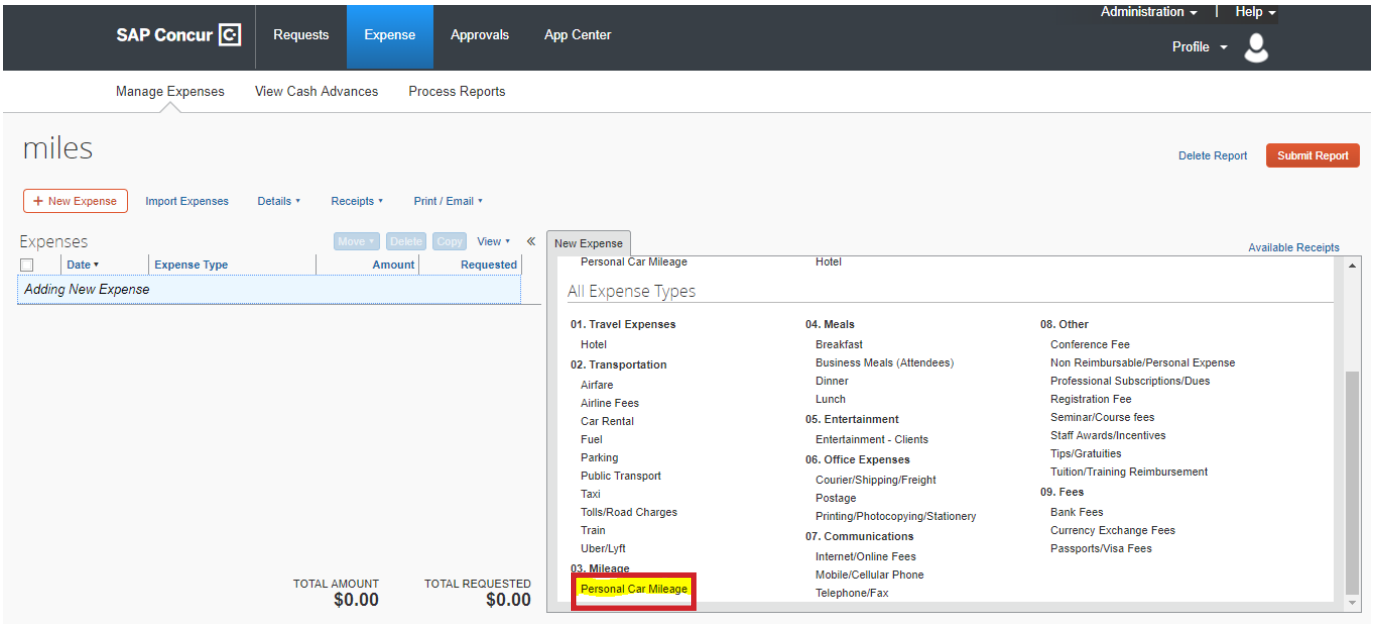
- *Fund:* Select the Fund from the drop-down menu where the expense will be charged.
- *Travel Account:* Select 7216 (Travel) for personal car mileage, and 7215 (Mileage) will be charged behind the scenes.



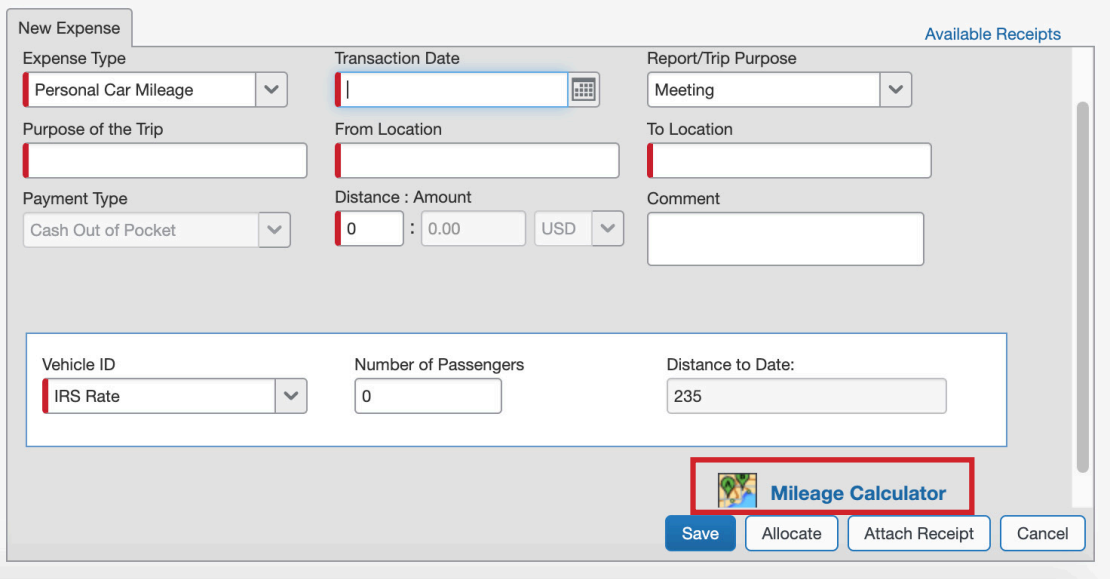
3. Select the **Next>>** button on the bottom right corner of the screen.
4. A new window will appear asking, "Was this trip for overnight travel or for recruiting?" Answer **No**, unless your trip was for recruiting purposes.



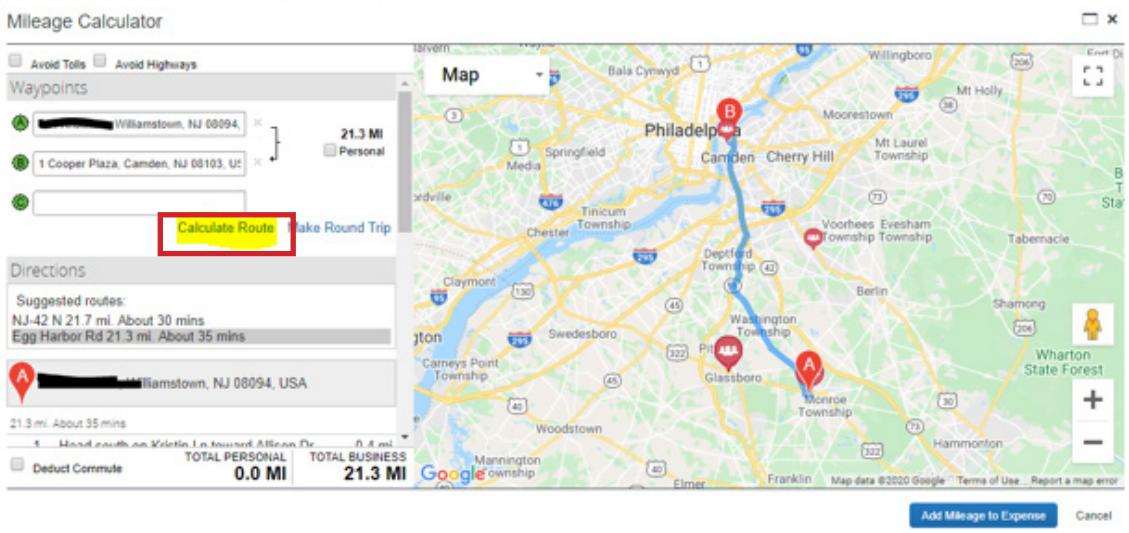
5. The New Expenses window will appear. Select the expense type **Personal Car Mileage** from the right side of the screen.



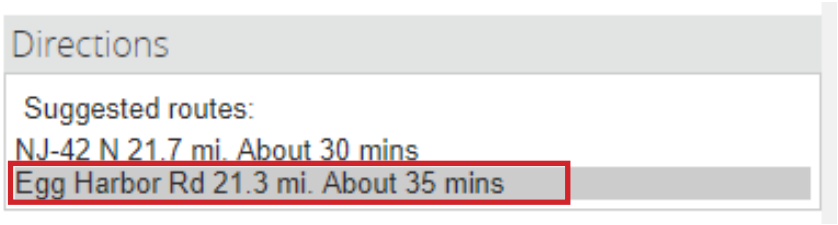
6. Select the **Mileage Calculator** link on the bottom right corner of the screen (you may need to scroll down on the page).



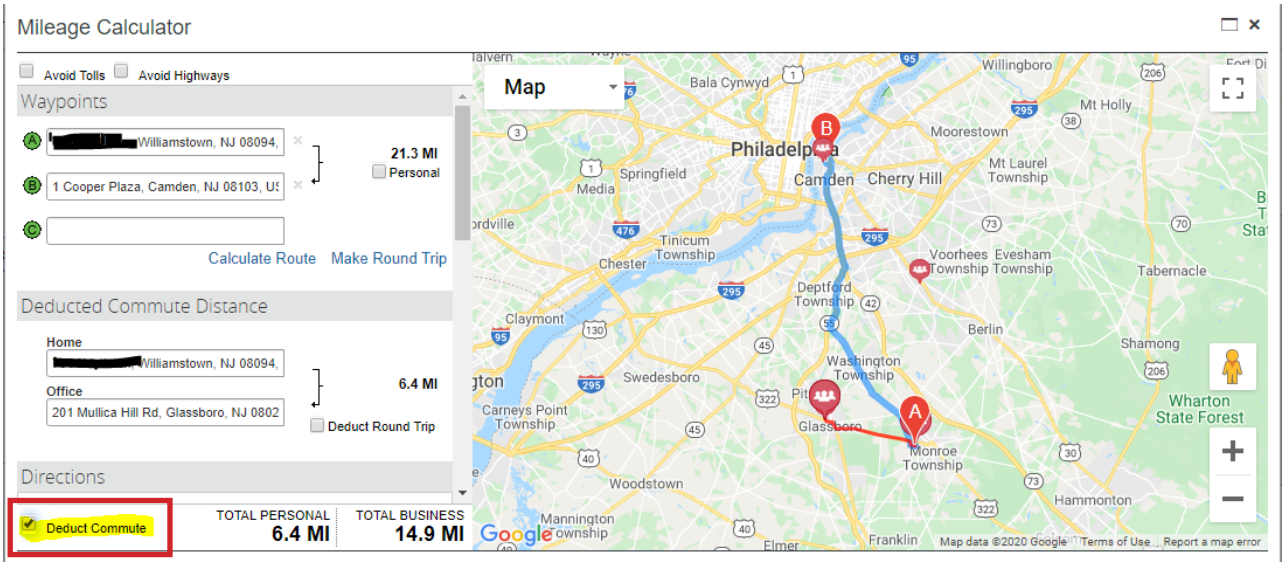
7. A map will appear with your home address auto-populated. Modify the Waypoints based on your trip. Waypoint A is the start address, Waypoint B is the end destination address.
8. Select **Calculate Route**.



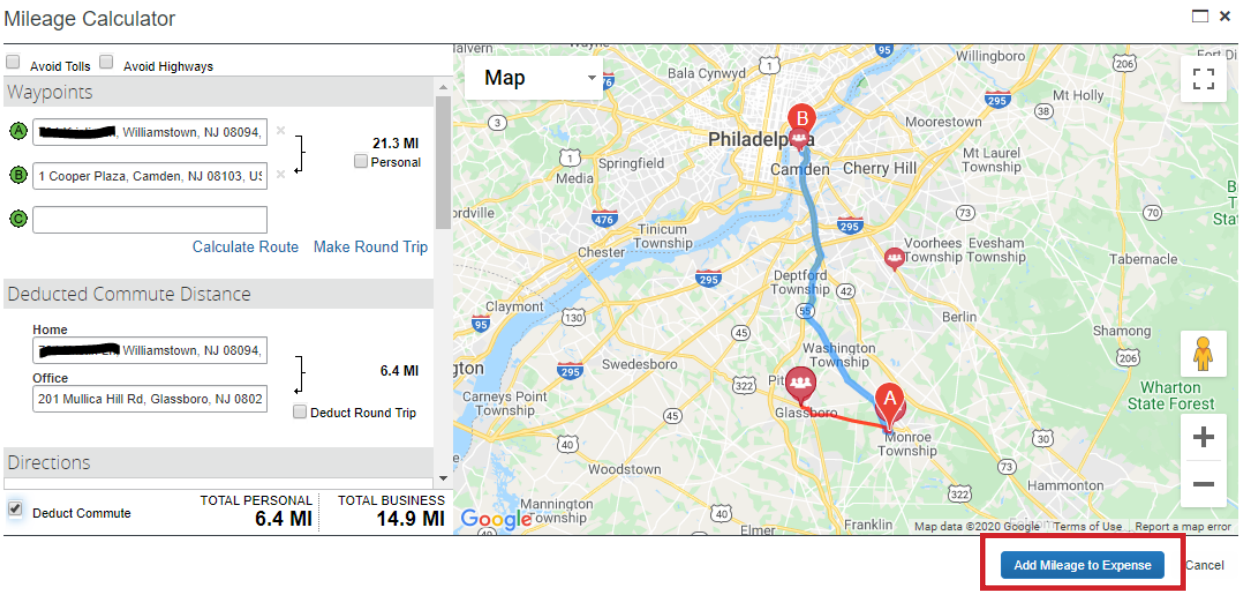
9. If there are multiple routes, select the suggested route with the **shortest distance**. The map will update to that route.



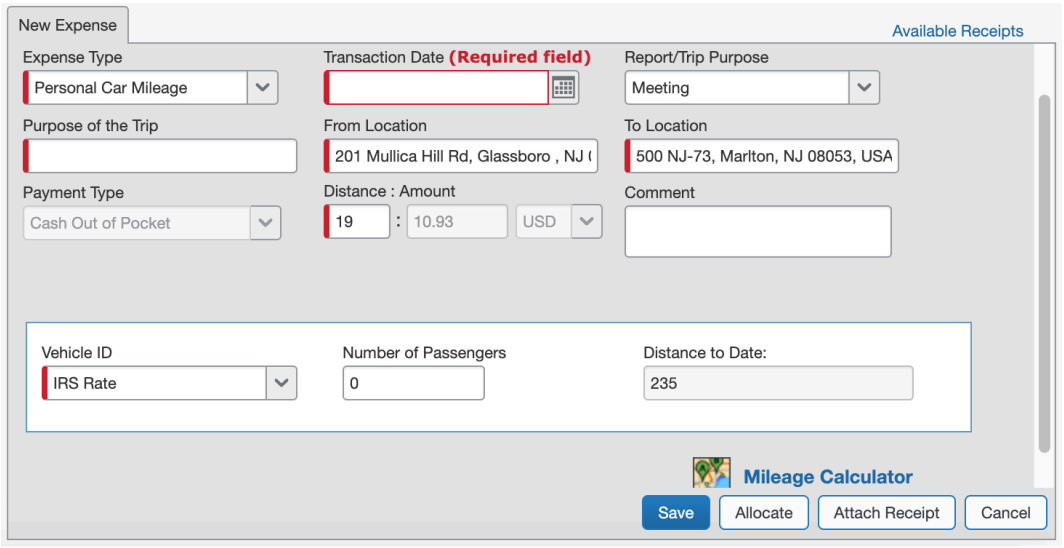
10. If you left from home, be sure to check the **"Deduct Commute"** box in the bottom left corner of the window. This will automatically deduct your daily commute from the trip. **Remember** - Individuals will be reimbursed for miles incurred in excess of daily commute.



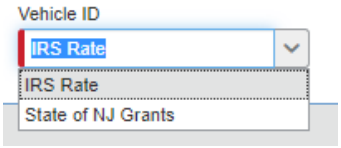
11. Select **Add Mileage to Expense** on the bottom right corner of the window.



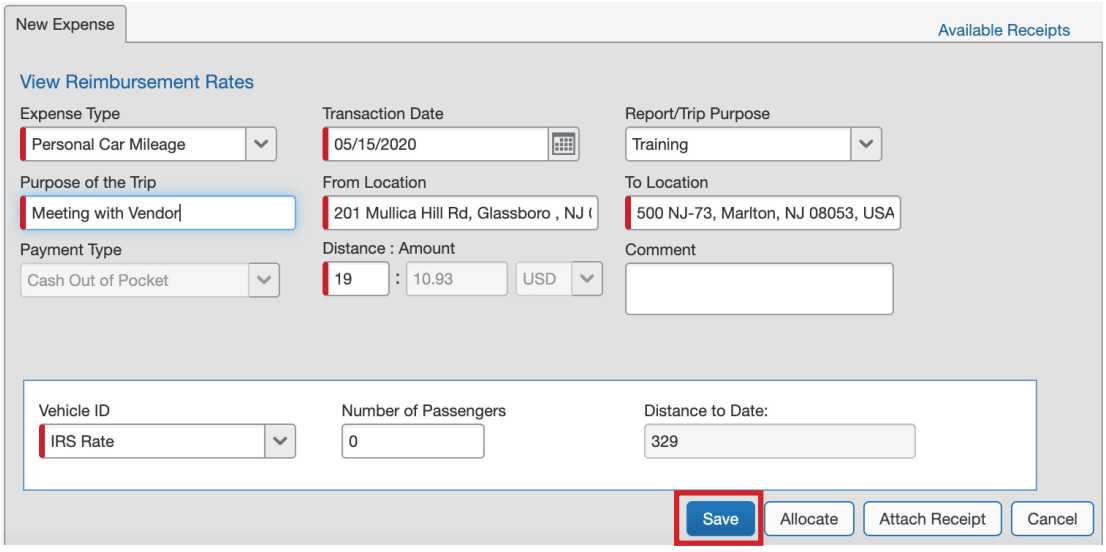
12. Complete all the required fields denoted by a red bar. The From Location and To Location will automatically update based on the Mileage Calculator.



- *Expense Type:* Personal Car Mileage
- *Transaction Date:* First date of travel
- *Purpose of Trip:* The reason for your travel.
- *From Location:* Start Location - Will update based on Mileage Calculator
- *To Location:* End Location - Will update based on Mileage Calculator
- *Distance: Amount:* Mileage and reimbursement amount will update based on Mileage Calculator.
- *Vehicle ID:* Select from the drop down menu the IRS Rate, or the State of NJ Grants if grant funded.

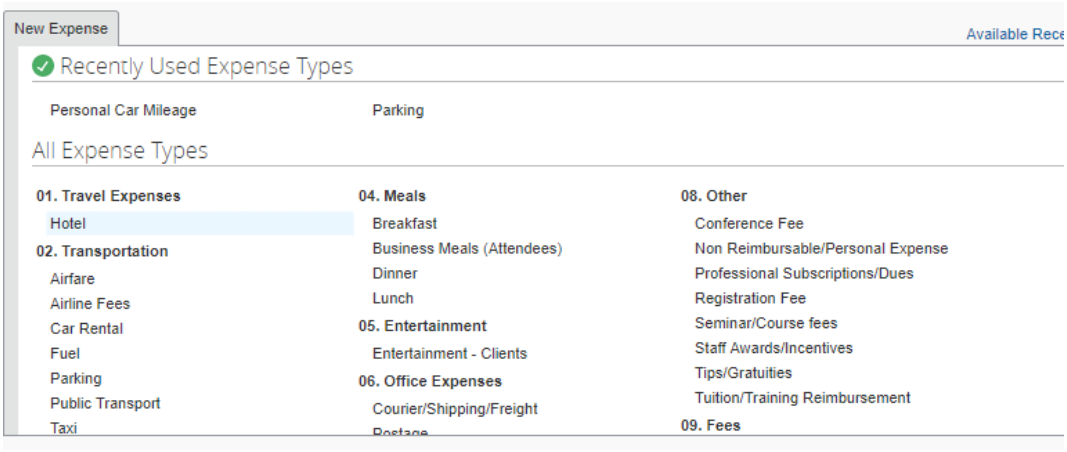


13. Select **Save** from the bottom right corner of the window. The mileage expense will populate on the left side of the screen.

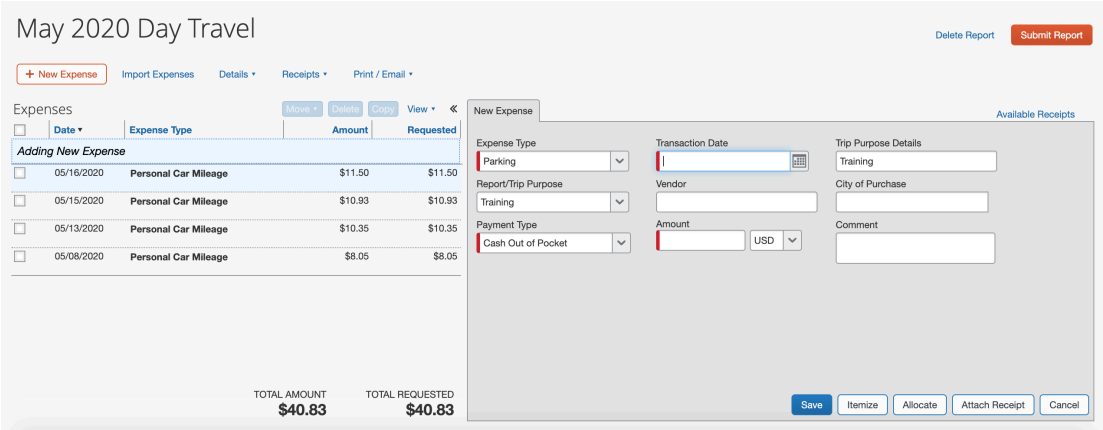


14. Repeat steps 5-13 for any additional mileage expenses.

15. For any additional reimbursable expenses such as parking, tolls, registration fees, etc., select an expense type from “All Expense Types” on the right side of the screen.

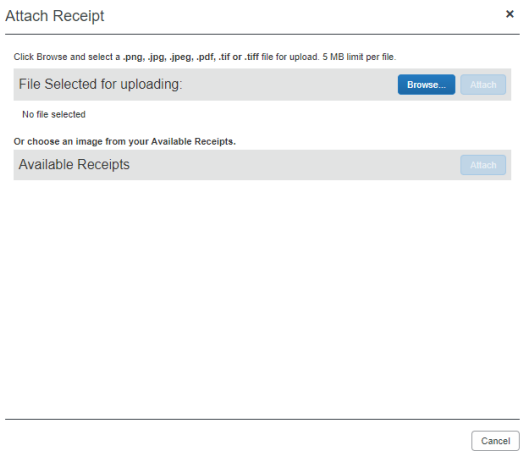


16. Enter the required information denoted by a red bar.

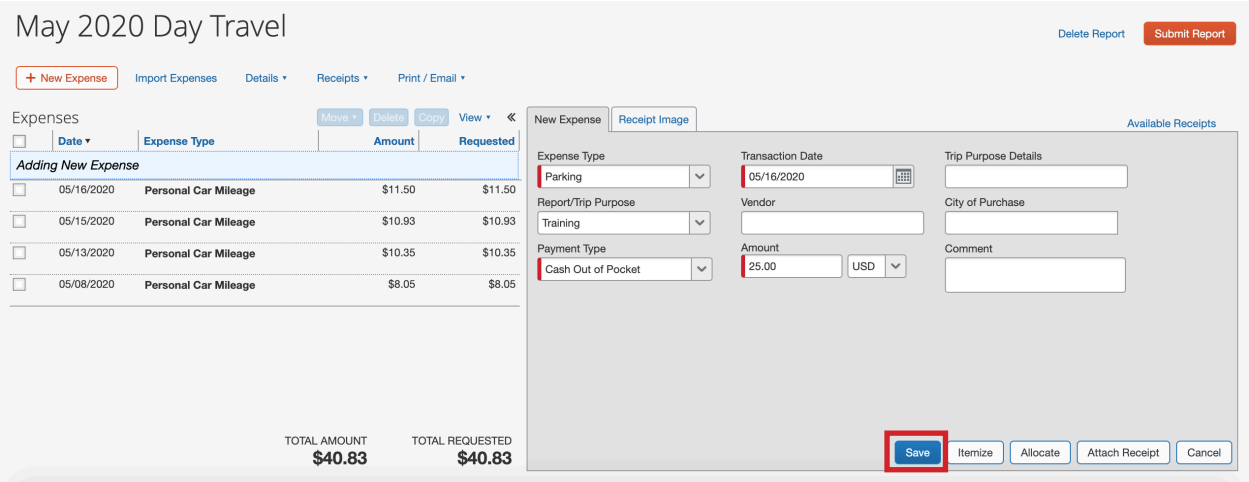


- *Expense Type:* This will auto populate.
- *Transaction Date:* Date of travel
- *Payment Type:* Cash Out of Pocket - This will auto populate.
- *Amount:* Amount of receipt

17. Select Attach Receipt if the expense is over $25. A New window will appear. If the file is saved on your computer select **Browse**, select the name of the file, and select **Attach**. Select **Save** at the bottom right corner of the Expense window.

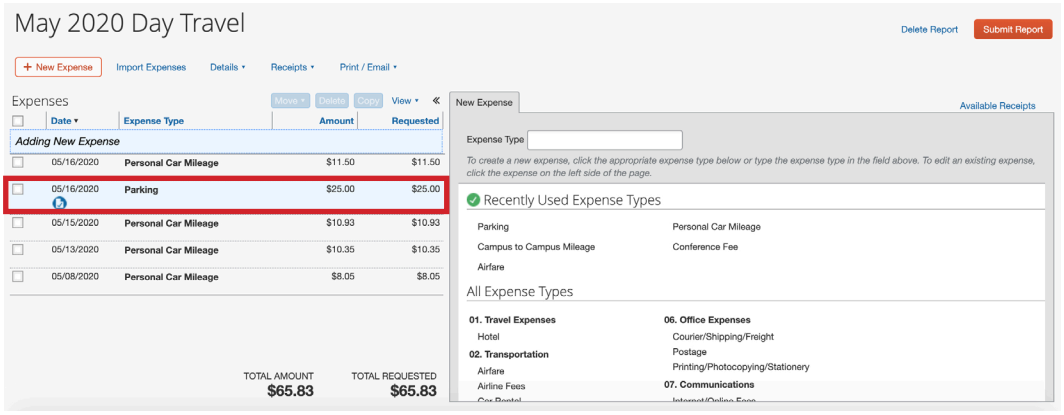


18. Select **Save**. You will see that expense has been added to the left side of the screen.

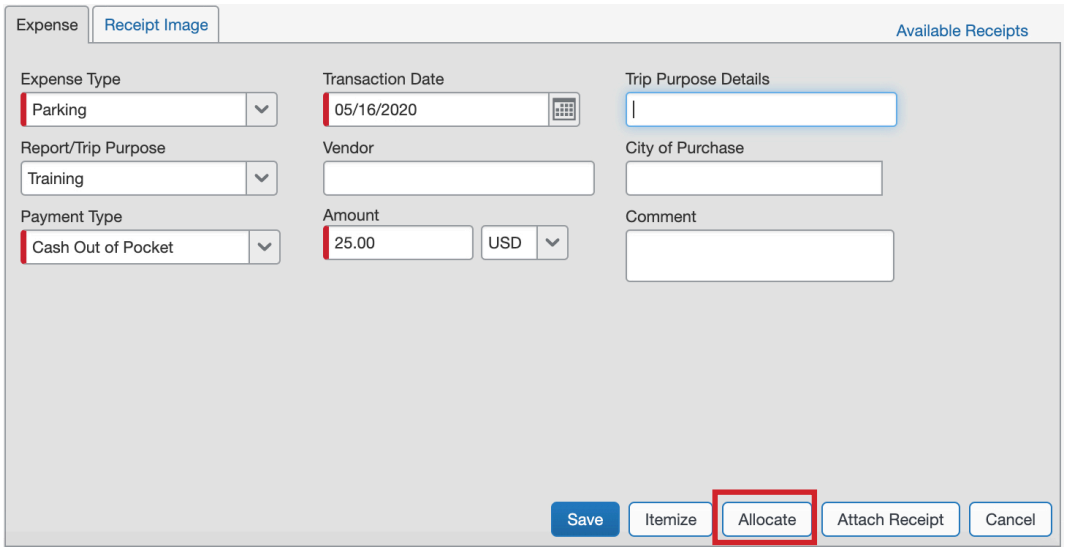


19. Repeat steps 15-18 for any additional expenses.

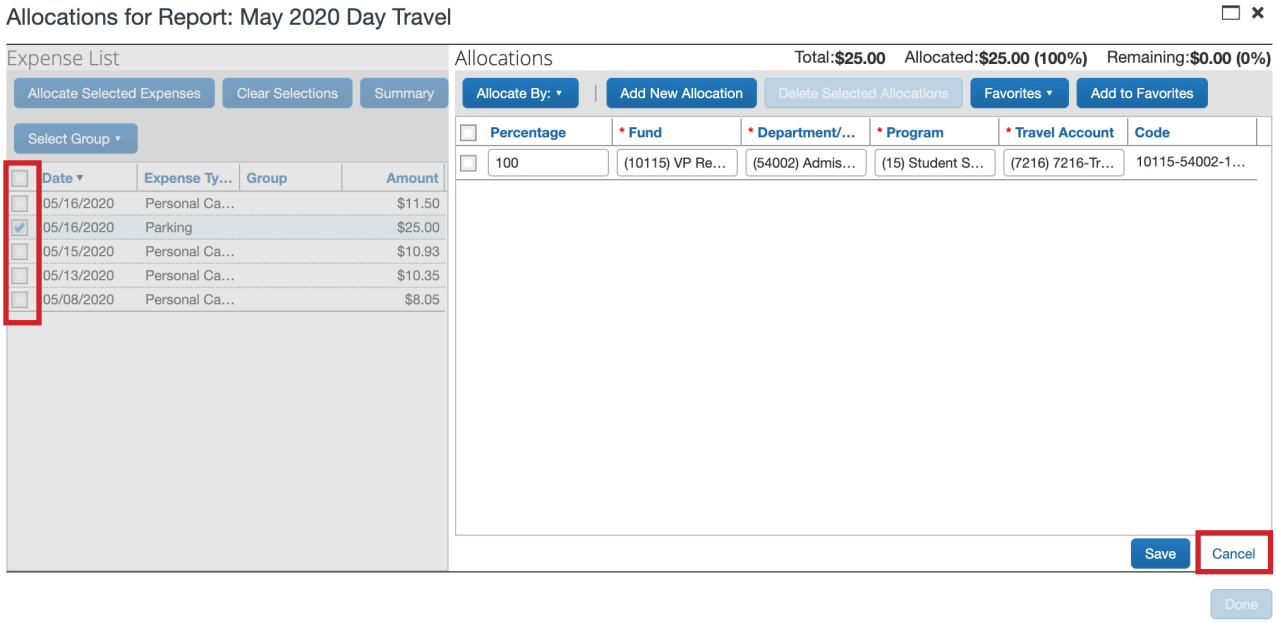
20. After adding all expense you can Allocate Expenses to change or split expenses to FOAPALs other than the default FOAPAL used in the Report Header.
    - Select the **Expense Type** you want to allocate.



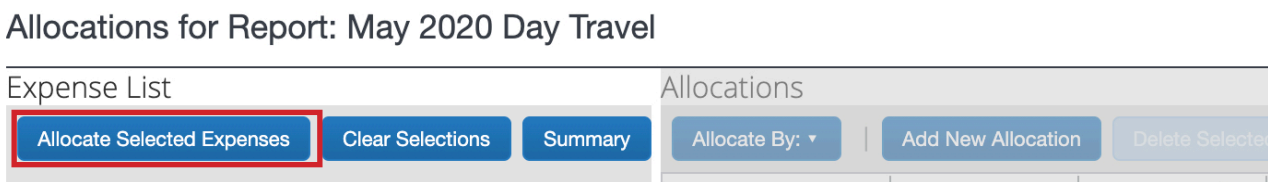
    - Select **Allocate** on the bottom right corner of the expense details.



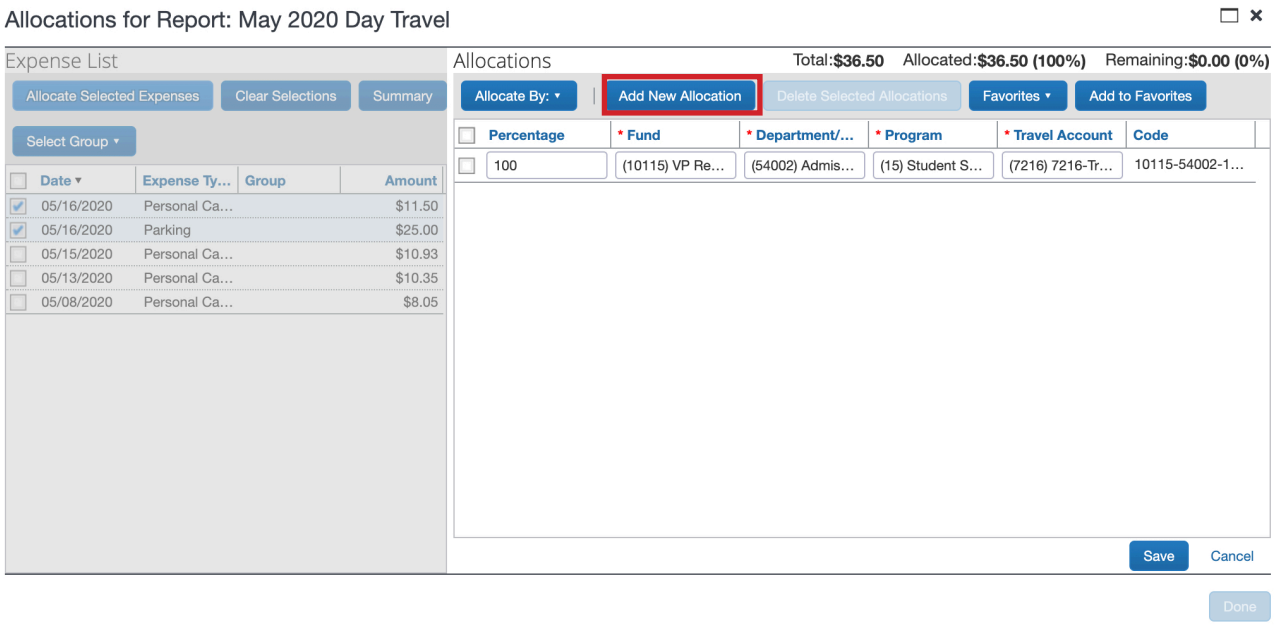
- A new window will appear. Select **Cancel** then check the box(es) for the expense type(s) you want to allocate.



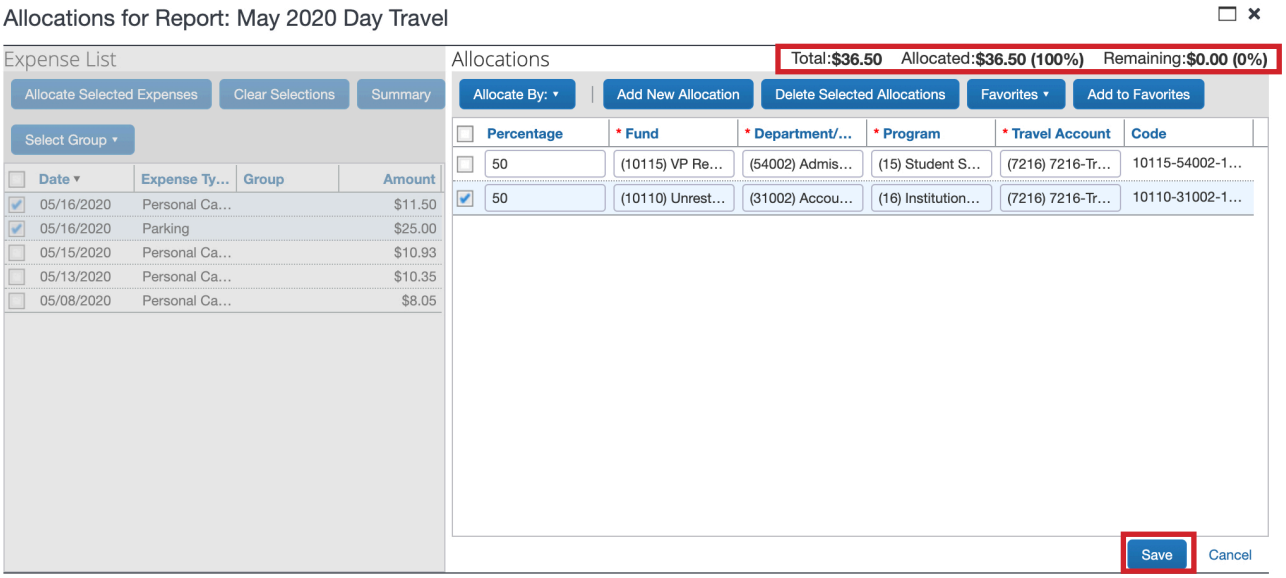
- Select **Allocate Selected Expenses**.



- Select **Allocate By** to choose to allocate the expense by percentage or amount.
- Select the **Add New Allocation** button.

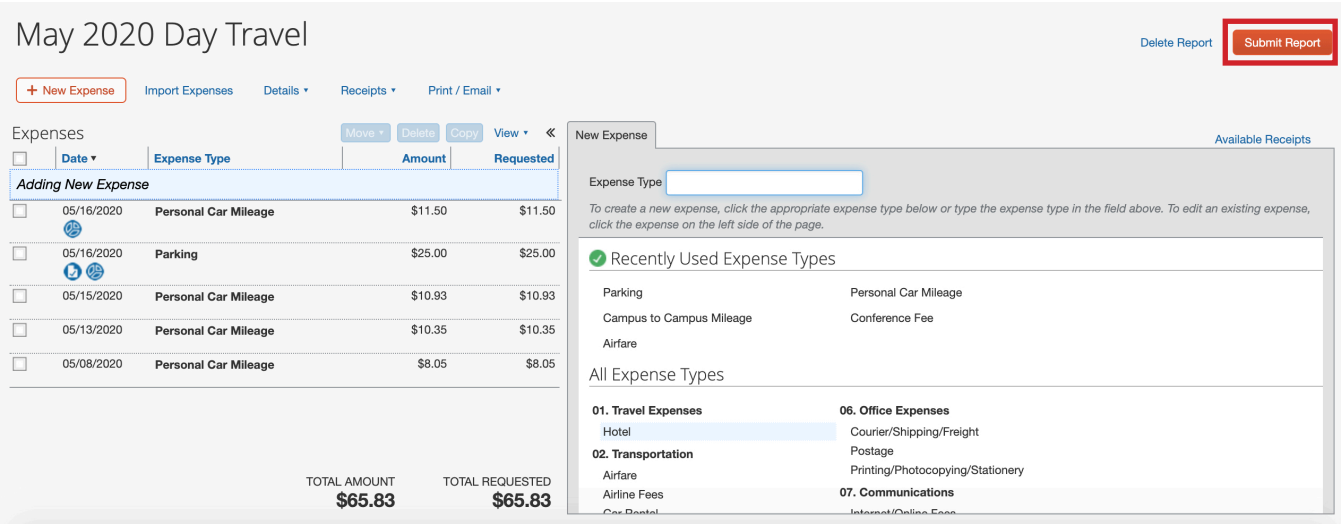


- Enter the appropriate information regarding the FOAPAL. If the FOAPAL will be split, verify the amounts. On the top right, you will see the total amount you are allocating, how much you have allocated and the remaining allocation. Use this to ensure the sum of the split transactions is equal to the total. When allocating is complete, select **Save** in the bottom right corner.

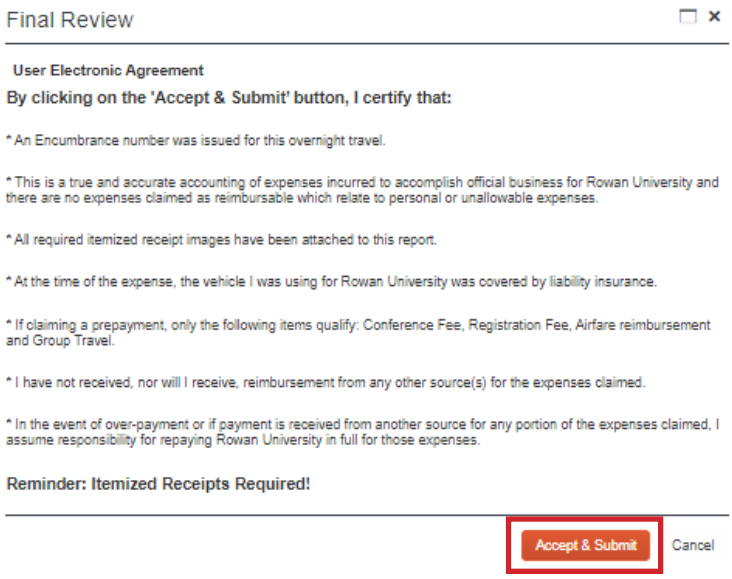


- A message will appear that states “Success – Allocations have been Saved”. Select **OK**, and then **Done** on the bottom right corner of the Allocations window.
- Select **Save** at the bottom right corner of the Expense window.
- You will see the allocation icon next to each expense type you have allocated. When you hover over the icon, it will show the allocation breakdown by percentage.

21. Once you have added all of your expenses for the Monthly Day Travel, select **Submit Report**.



22. A new window will appear with the User Electronic Agreement, read the agreement, and select **Accept & Submit**.



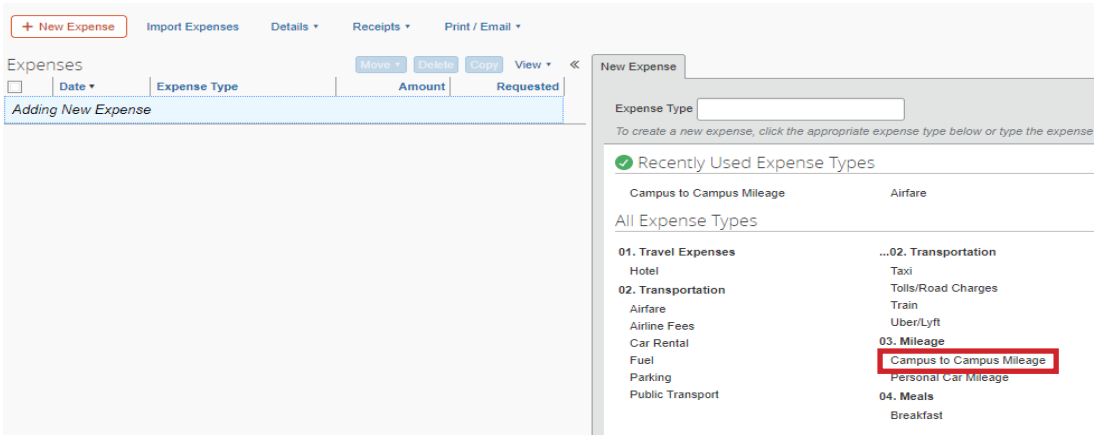
23. A new window will appear stating "Report Successfully Submitted" with the information regarding the Expense Report. Select **Close**.

CREATING "CAMPUS TO CAMPUS" MILEAGE WITHIN A DAY TRAVEL EXPENSE REPORT

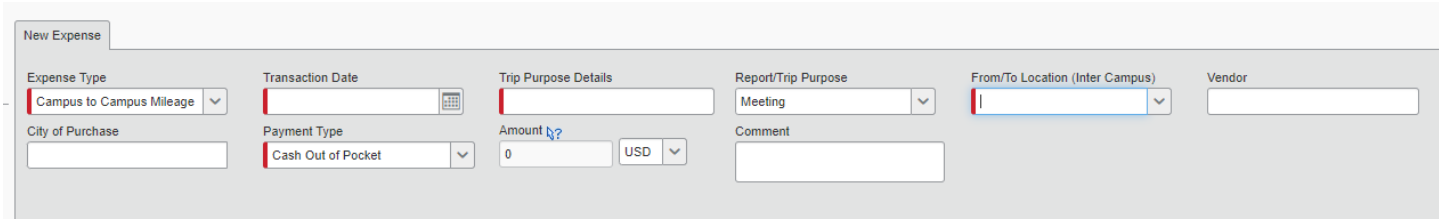
Please utilize the "Campus to Campus" mileage when traveling between Rowan Glassboro, CMSRU Camden, and Rowan SOM Stratford. Campus to Campus mileage is predetermined miles between our three campuses and was created to streamline our travel procedures. Below is the breakdown of the mileage between the campuses:

Rowan University	CMSRU Campus	Glassboro Campus	SOM Campus
CMSRU Campus		19 miles	13 miles
Glassboro Campus	19 miles		12 miles
SOM Campus	13 miles	12 miles	

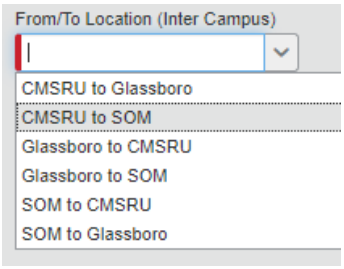
1. Once you have created an Expense Report, a new window will appear. Select the expense type **Campus to Campus Mileage** from the right side of the screen.



2. Complete all the required fields denoted by a red bar.

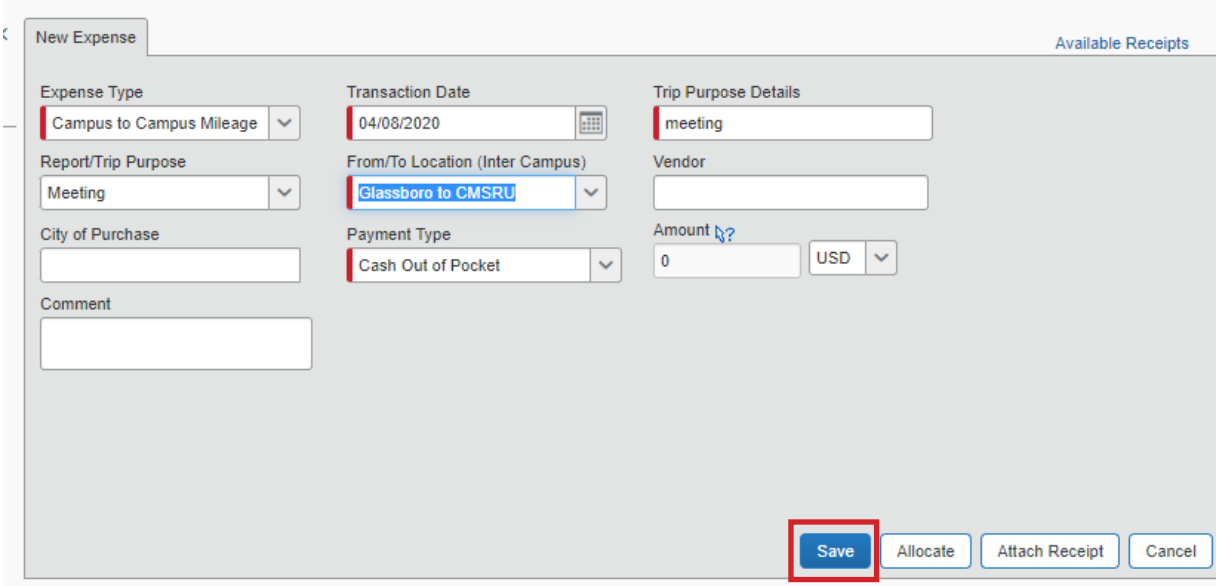


- *Expense Type:* Will automatically populate
- *Transaction Date:* Date of travel
- *Trip Purpose Details:* Reason for travel
- *From/To Location (Inter Campus):* Select from the drop down menu below.



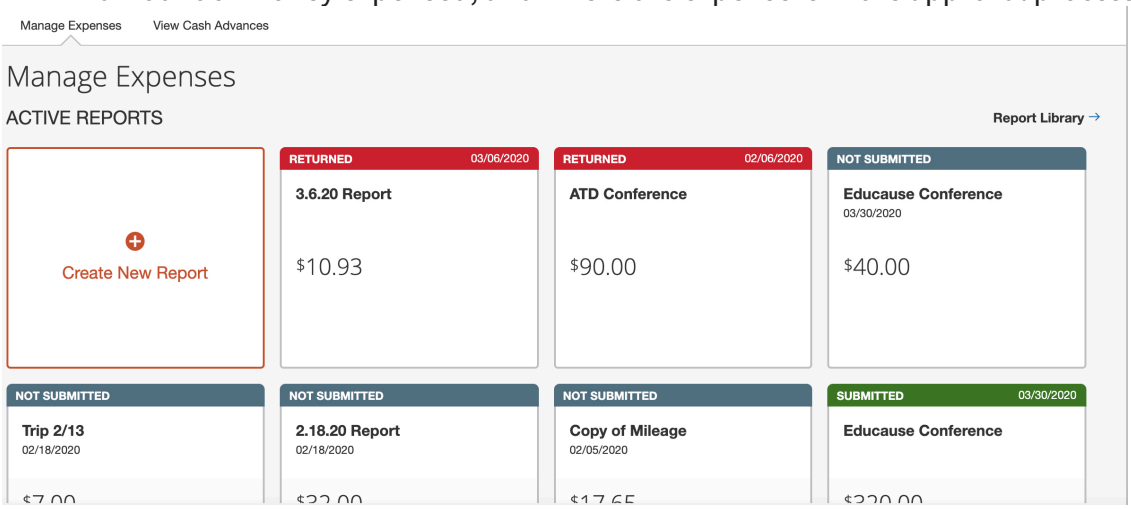
- *Payment Type:* Will automatically populate.

3. Select **Save**. The information regarding the expense on the left side of the screen will update.



VIEW SAVED OR SUBMITTED EXPENSE REPORTS

1. From the Concur home page, select **Expense**.
   - You will see all of the expenses you have submitted, the status of the expense, date submitted, the amount of money expensed, and where the expense is in the approval process.

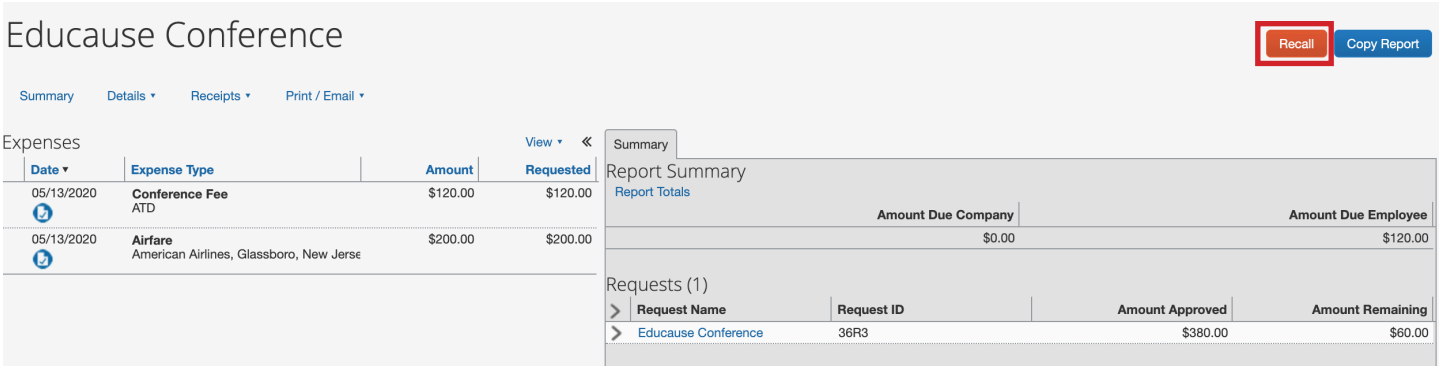


2. Select the **name** of the expense to open the Report.

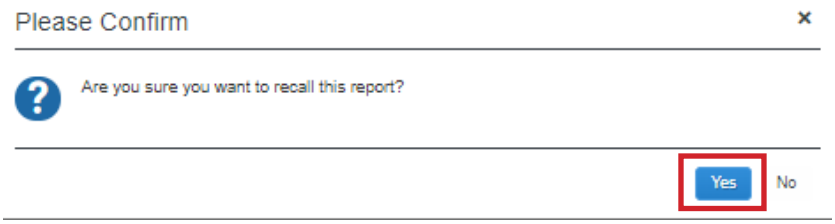
RECALL A SUBMITTED EXPENSE REPORT

You cannot change or delete an expense that has been submitted unless you **recall** it first.

1. From the Concur home page, select **Expense**.
2. Select the name of the expense you want to view.
3. If you would like to recall your expense, select **Recall** on the top right corner of the expense.



4. A new window will appear, select Yes to confirm.

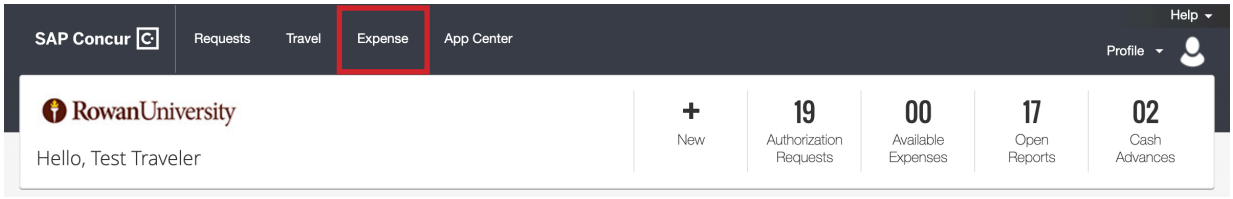


- Once recalled, you can make changes, then submit the expense again for approval.
- Your expense will start from the beginning in the approval process.
- Once an Expense Report is fully approved, you can no longer recall it.

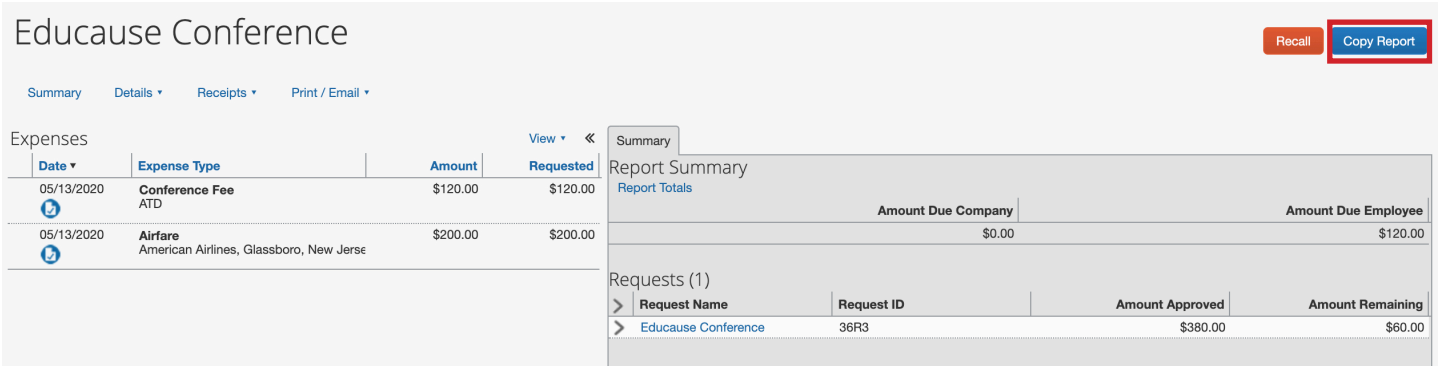
COPY AN EXPENSE REPORT

If you travel to the same destinations often, you can copy your current Expense Report for future Reports. Once the Report is copied, you can make any necessary changes such as travel name, travel start and end dates, expense amounts, etc.

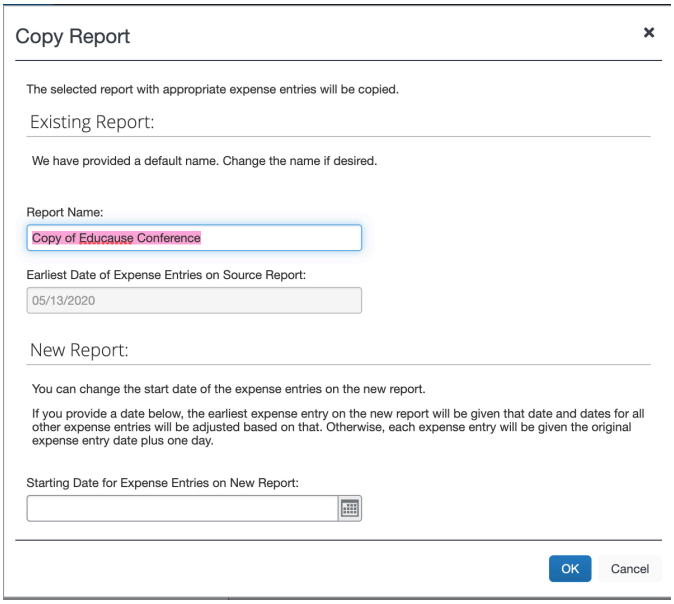
1. From the Concur home page, select **Expense**.



2. Select the **name** of the expense you want to view.
3. If you would like to copy your Expense Report, select **Copy Report** on the top right corner of the expense.



4. A new window will appear. Type the Report name. Optional: You can change the starting date for the expense entries for the new Report. This is helpful if you have reoccurring expenses.

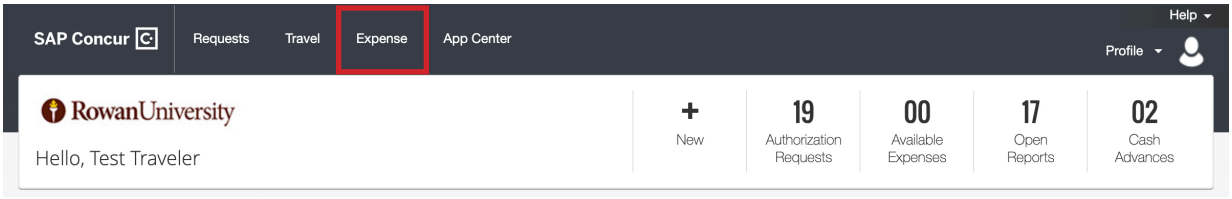


5. You can change information in the copied Report to suit your needs.

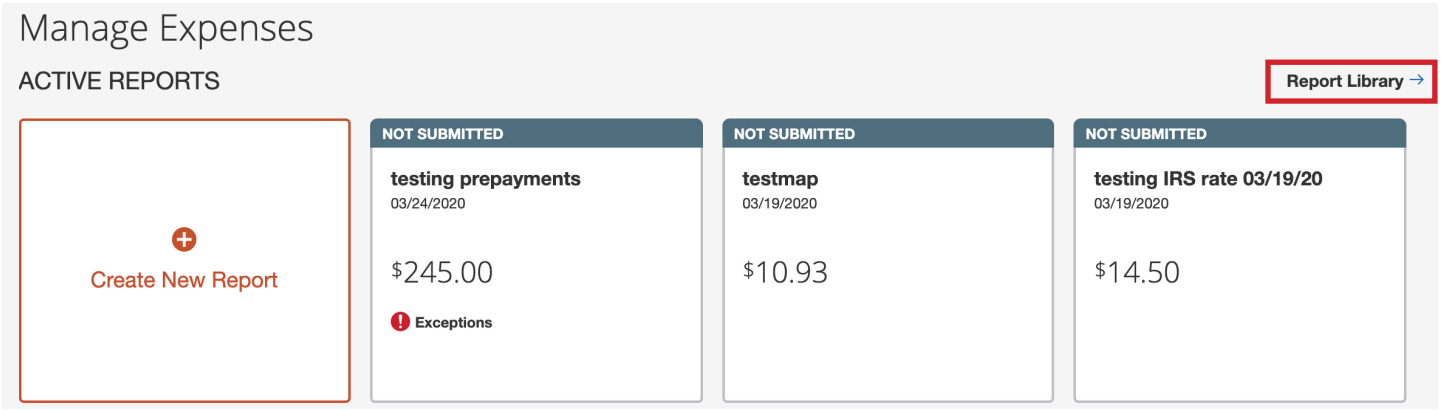
VIEW EXPENSE REPORT HISTORY

Once an Expense Report has already been processed, it will no longer appear under Active Reports. You will be able to locate all your Expense Reports in the Report Library. You can view these Expense Reports at any time. This eliminates the need to keep scanned paper copies that have been submitted for reimbursement.

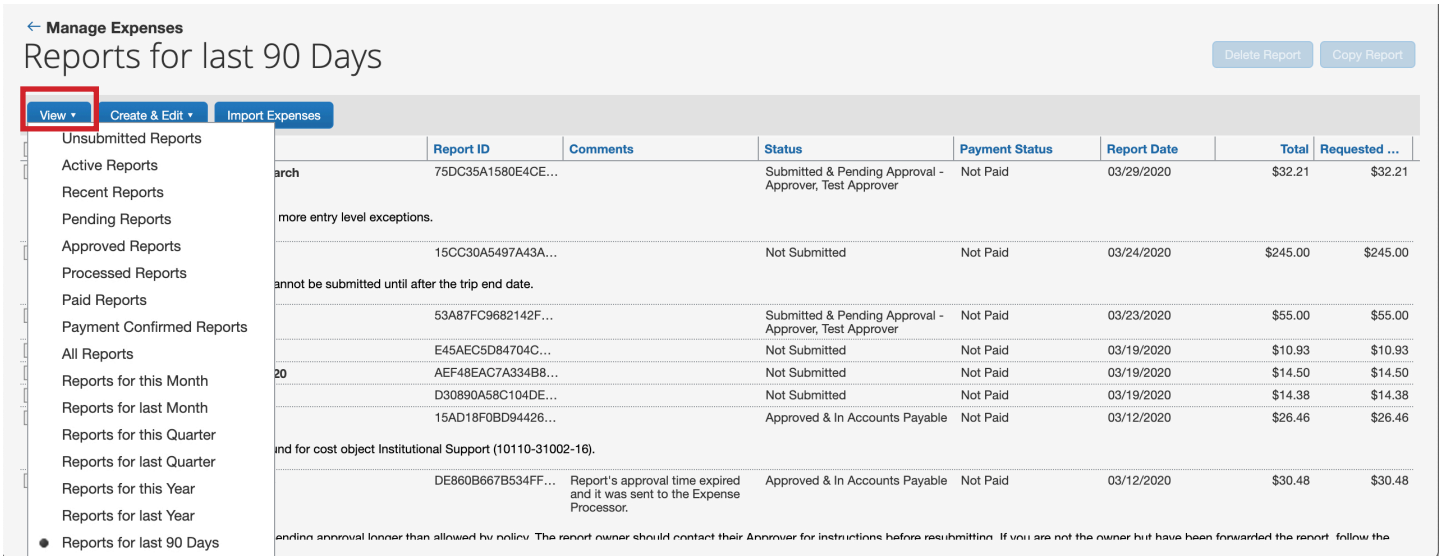
1. From the Concur home page, select **Expense**.



2. Select **Report Library**.



3. You will see Reports for last 90 Days. To see more options, select **View** and then make your selection from the drop-down list.

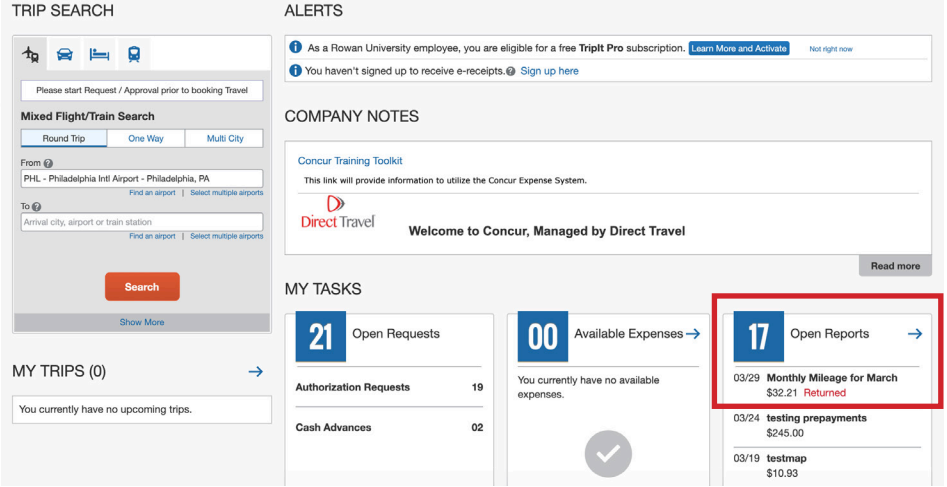


CORRECTING AND RESUBMITTING A RETURNED EXPENSE REPORT

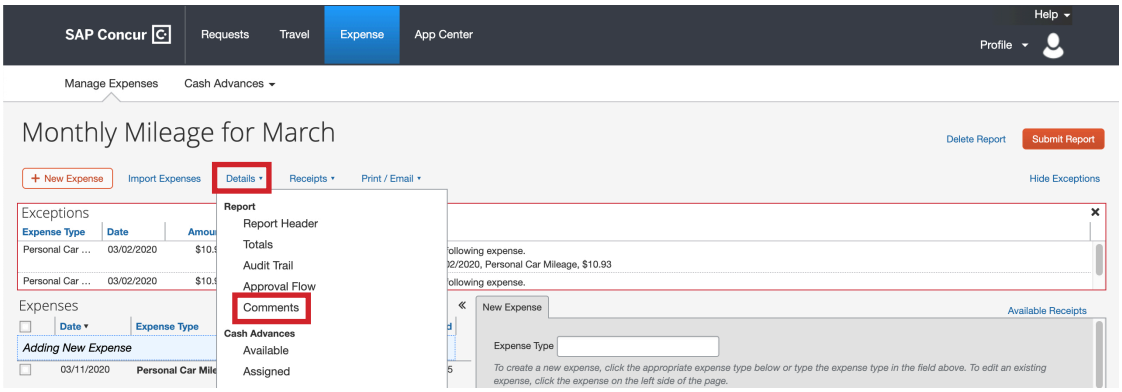
Your expense approver can send a Report back to you if an error is found. The approver will include a comment explaining why the Report was returned to you.

You will receive an email if your Expense Report has been sent back to you by your approver. If a Report is sent back to the traveler, it will have to go through the entire approval workflow again.

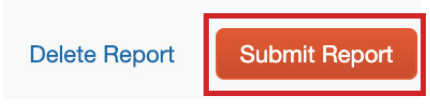
1. Under the Open Reports section on the Concur home page, you will see the names of the Expense Reports you have submitted. The Report that has been returned to you will say Returned. Select the returned **Expense Report**.



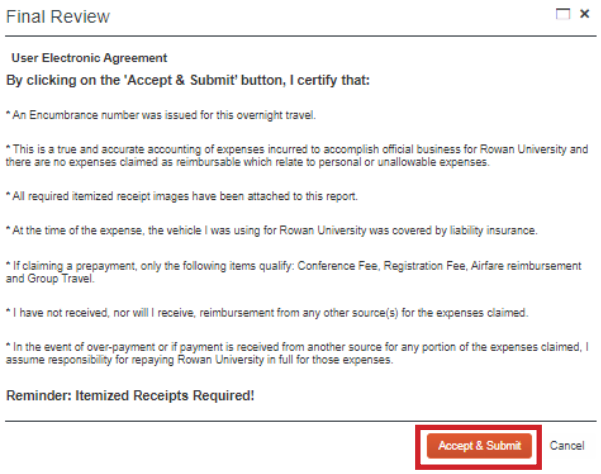
2. The previously submitted Expense Report will appear. To see the approver's comment, select the **Details** menu then select **Comments**. Review the comment.



3. Make the necessary changes to ensure your Expense Report will be approved. If you are unsure how to make the changes, review the "Expense Reports" section in this manual.
4. Once the corrections are made, select **Submit Report** in the top right corner of the screen.



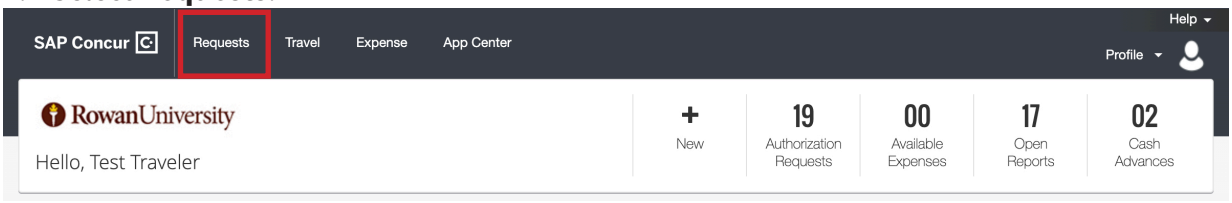
5. A confirmation agreement will appear, read the agreement, and select **Accept & Submit**.
6. On the Active Reports Page, you will see the status of the Report has changed to "Submitted."
7. Once your Report is fully approved, you will receive an email from Concur that your Report is approved and sent for payment.



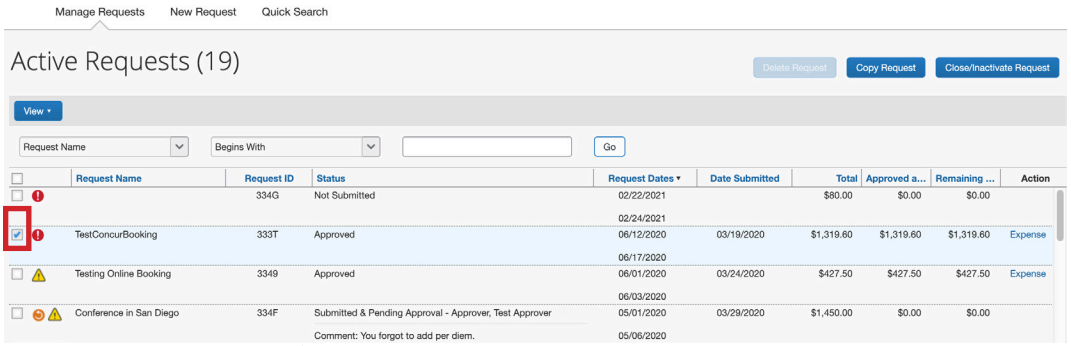
CLOSING A REQUEST AFTER REIMBURSEMENT

- You ***must*** close a Request after all expenses related to the Request have been submitted and reimbursed. When you close a Request any remaining balance will be released and returned to the assigned FOAPAL. It can no longer be associated to an Expense Report.
- *Important!* Do not close a Request that has yet to be expensed. If you close a Request that is associated to an unsubmitted Expense Report, the Request will be disassociated from the Expense Report, the authorized amounts will be removed, and the Request balance will be reduced to zero.
- Requests automatically close 61 days after the Travel End Date. Once the Request is closed, it cannot be linked to an Expense Report.

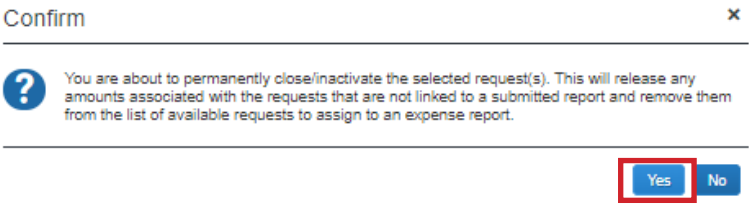
1. Select **Requests**.



2. Check the box to the left of the Request you want to Close/Inactivate.

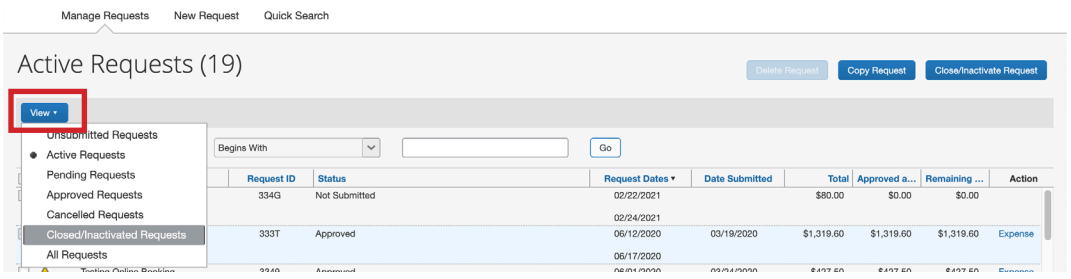


3. Select **Close/Inactivate Request**.
4. A new window will appear with a confirmation agreement. Select **Yes**.



Viewing Closed Requests

1. Select the **View** drop-down on the top left corner of the screen.



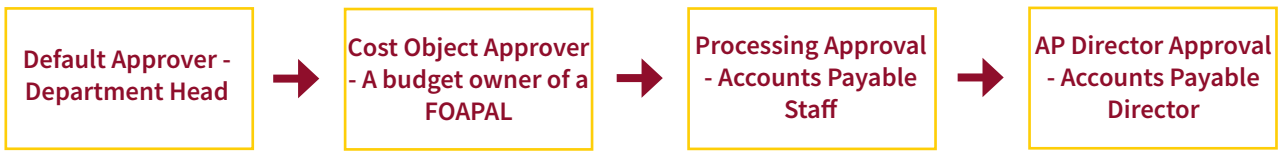
2. Select **Closed/Inactivated Requests**.
   - You will see a list of your closed Requests. You cannot attach a closed Request to an Expense Report.

EXPENSE REPORT APPROVALS

UNDERSTANDING THE EXPENSE REPORT APPROVAL PROCESS

- All Expense Reports including Day Travel will go through an automated workflow process once submitted.
- The travel policy requires multiple levels of approvers in the approval flow: The Department Head or Division Head level (Default Approver), the cost object approver (if more than 2 FOAPALs used), processing approval (Accounts Payable) and AP Director approval in Concur before an Expense Report can be fully approved.
- By approving Expense Reports approvers are confirming the expenses incurred are accurate, reasonable, sufficiently documented, and in compliance with university policies and guidelines.
- Expense Approvers will review the report header, expense list, itemization, allocations and ensure required receipts are attached to each Expense Report.
- Expense Approvers will verify a valid Encumbrance Approval Number (E#) is listed for overnight trips before approving the Expense Report.
- Expense Approvers will verify Day Travel is submitted monthly to comply with the travel policy and avoid additional transaction fees from Concur.
- Expense Approvers will receive an email notification, including the login link to Concur, that Expense Reports are pending approval.
- Approvers may perform the following to an Expense Report: change amounts on expense types, add approvers, approve, approve & forward and send back the Expense Report to the traveler.
- Approvers have the ability to grant approval permissions to delegates for a specific time period.
- Expense Reports may be sent back to the traveler for incompleteness, lack of compliance or missing supporting documentation. If an Expense Report is sent back to the traveler, it will go through the entire approval workflow again.
- Once Expense Reports have been approved, notifications regarding the status of Expense Report will be displayed on the traveler's Manage Expense page.
- If the Approver does not approve an Expense Report within 7 days, you will receive email notifications every 3 days until the condition has been met.
- All approvers must review and approve the Expense Reports **before** reimbursement for the expenses can be processed.

EXPENSE REPORT APPROVAL WORKFLOW



EXPENSE REPORT APPROVALS

Note: This section is for individuals who are responsible for approving Expense Reports submitted in Concur. If you are not an approver, continue to the "Acting as a Delegate" section of this manual.

DEFAULT APPROVERS FOR EXPENSE REPORTS

- Expense Default Approver is the first level of approval in the approval flow of Concur. You are considered a Request Default Approver if you are a traveler's direct supervisor or if you are the Department Head/ Division Head of the traveler submitting the Expense Report.
- A traveler designates their Expense Default Approver when setting up their profile.
- Expense Default Approver will have one login in Concur for their own expense reports and pending approvals.
- Expense Default Approvers will receive an email notification, including the login link to Concur, that Reports are pending approval.
- If you do not approve an Expense Report within 7 days, you will receive email notifications every 3 days until the condition has been met.

As a Default Approver for Expense Reports, you are responsible for ensuring:

- Fiscal control and fiduciary responsibilities were maintained when the traveler committed university funds.
- Expense Reports are reviewed with appropriate diligence to validate each transaction is a legitimate business expense and complies with University Policies along with Federal and State regulations.
- The report header, expense types, itemization, allocations and required receipts are attached to each Expense Report.
- A valid Encumbrance Approval Number (E#) was provided for each overnight trip and certifying all sections of the Expense Report are reviewed before approving.
- Non-reimbursable travel expenses are not included in Expense Reports or that the expense type is marked as personal.
- Funds are available to cover the cost of transactions, and that the accompanying receipts and supporting documentation have been reviewed for accuracy and appropriateness.
- All required supporting documentation and receipts are attached and coincide with the trip purpose on the Expense Report.
- Expense Reports are submitted 10 days after end of travel for overnight trips.
- Day Travel Expense Reports have been submitted within 45 days after the monthly travel was completed.
- Prompt approval of all Expense Reports to validate available funds, to confirm expenses are recorded in the correct fiscal year, and to reimburse the traveler in a timely manner.
- Approval indicates that the verification process is complete and that the Expense is a valid Rowan University expense or the trip is funded by an outside source.

COST OBJECT APPROVER FOR EXPENSE REPORTS

- A Cost Object Approver is the second level of approval in the approval flow of Concur. In some cases, the Cost Object Approver may be the same person as the default approver if the traveler is using their department FOAPAL.
- Having Cost Object Approvers in Concur provides the opportunity to use multiple FOAPALs when allocating an Expense Report. If the traveler adds multiple FOAPALs to their Expense Report, Concur will route the approval flow to the owners of those FOAPALs for approval.
- All Cost Object Approvers listed or added to an Expense Report must approve before Concur can route to the next approver in the approval flow.
- Each Cost Object Approver in the approval flow will review Expense Reports submitted for their FOAPAL.

As a Cost Object Approver for Expense Reports, you are responsible for ensuring:

- Transactional activity from a financial perspective, verifying accuracy of assigned FOAPALs and availability of budgeted funds.
- The traveler utilized the correct FOAPAL before approving the Expense Report.
- All budgetary requirements were met and maintained when committing university funds.
- Expenses on the report were reasonable, necessary, and supported by a trip purpose.
- Expense Reports will forward to the next Cost Object Approver if the traveler entered more than one FOAPAL.
- The business purpose and Expense Report comply with any applicable sponsored program/grant requirements if applicable.

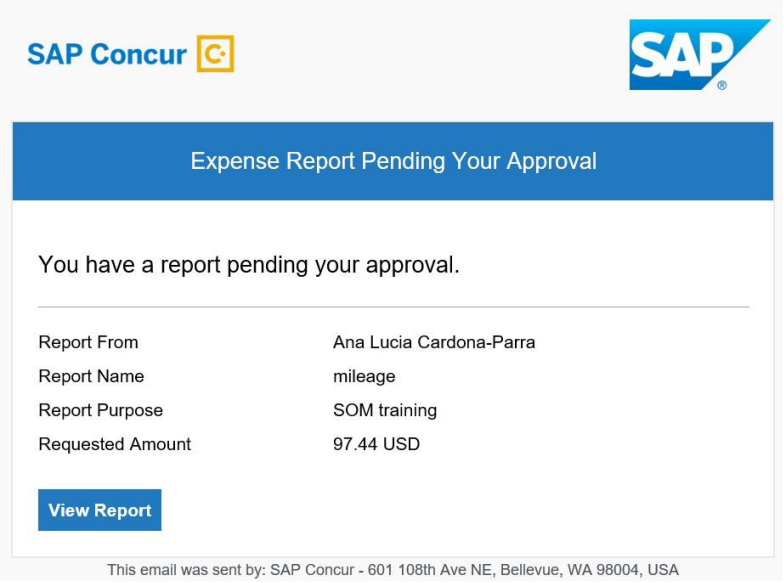
Accounts Payable staff audits each expense report by verifying the Encumbrance Approval Number (E#) coincides with the expense report. Reviews all supporting documentation by enforcing the travel policy and University guidelines. Processes and reconciles each Expense Report for payment upon completion of final approval.

APPROVING AN EXPENSE REPORT

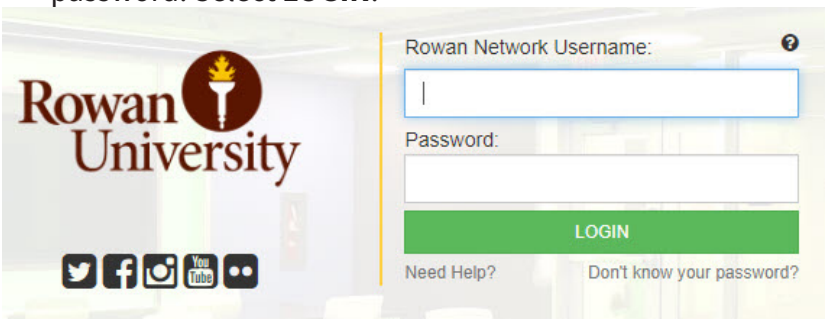
The travel policy requires that all overnight travel is pre-approved. A Request must first be completed and approved in Concur. After the trip has occurred, an Expense Report must be submitted in order to reimburse the traveler for any expenses or reconcile any cash advances.

Note: Day Travel Expense Reports do not require completing a Request in Concur.

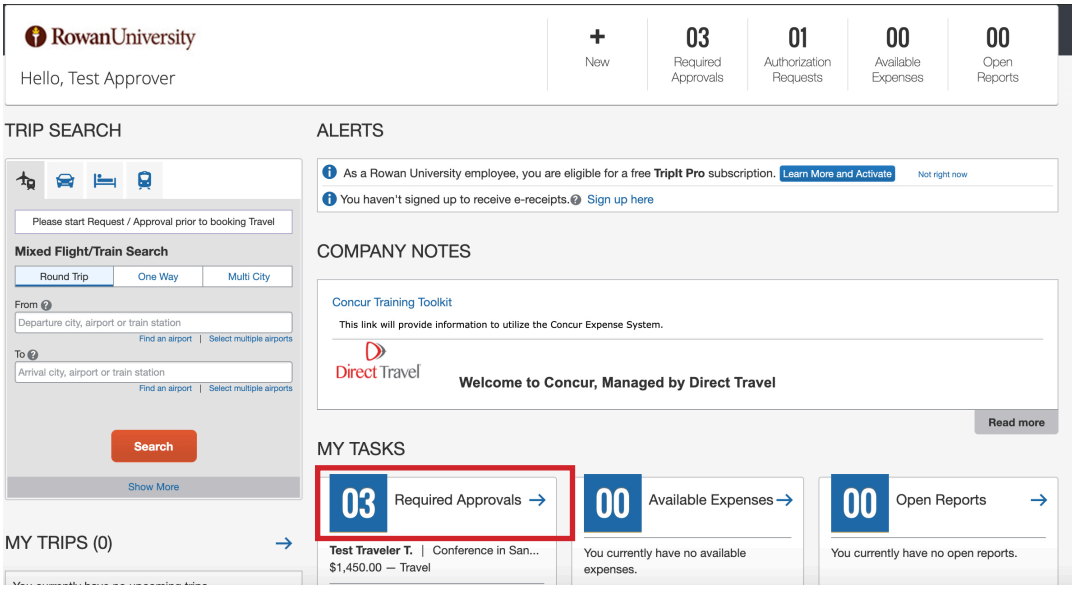
You will receive an email notification stating that you have an Expense Report pending your approval, who the approval is for, and some information regarding the Report.



1. Select **View Report**. Rowan's single sign-on page will appear. Enter your Rowan network username and password. Select **LOGIN**.

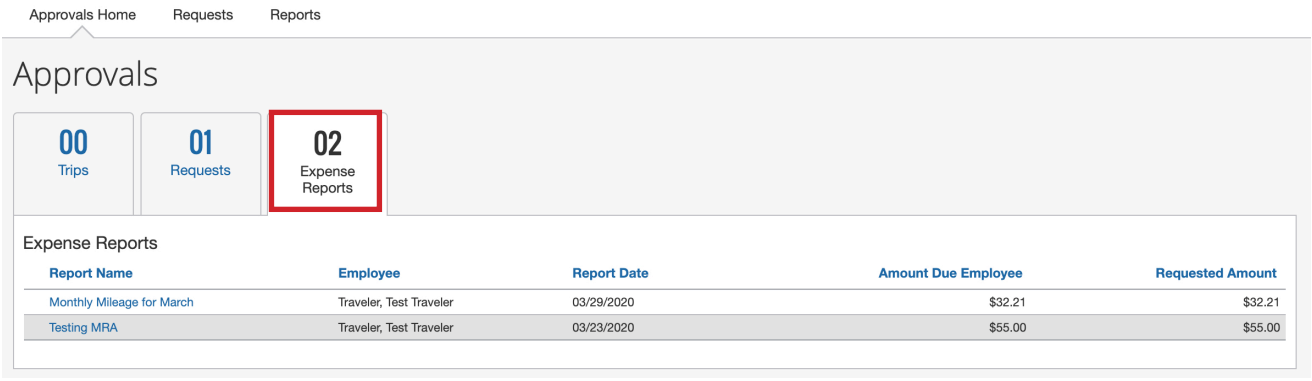


2. In the *My Tasks* section on the Concur home page, you will see a list of Reports or Requests waiting your approval. Select **Required Approvals**.

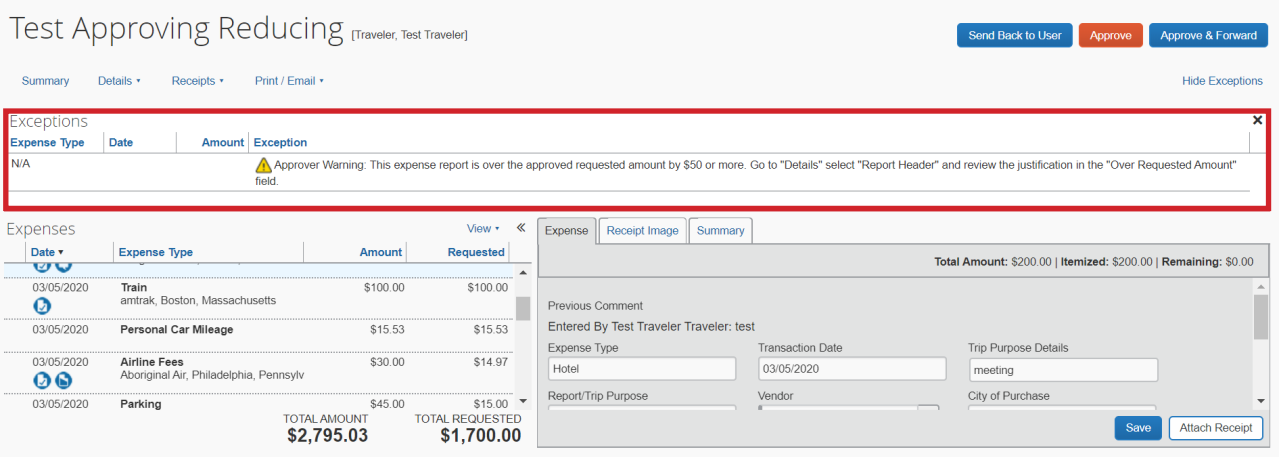


EXPENSE REPORT APPROVALS

3. The Approvals page will appear. You will see three tabs: Trips, Requests awaiting your approval and submitted Expense Reports awaiting your approval. Each tab will have a number indicating how many of each type you have to approve. Select the **Expense Reports** tab.

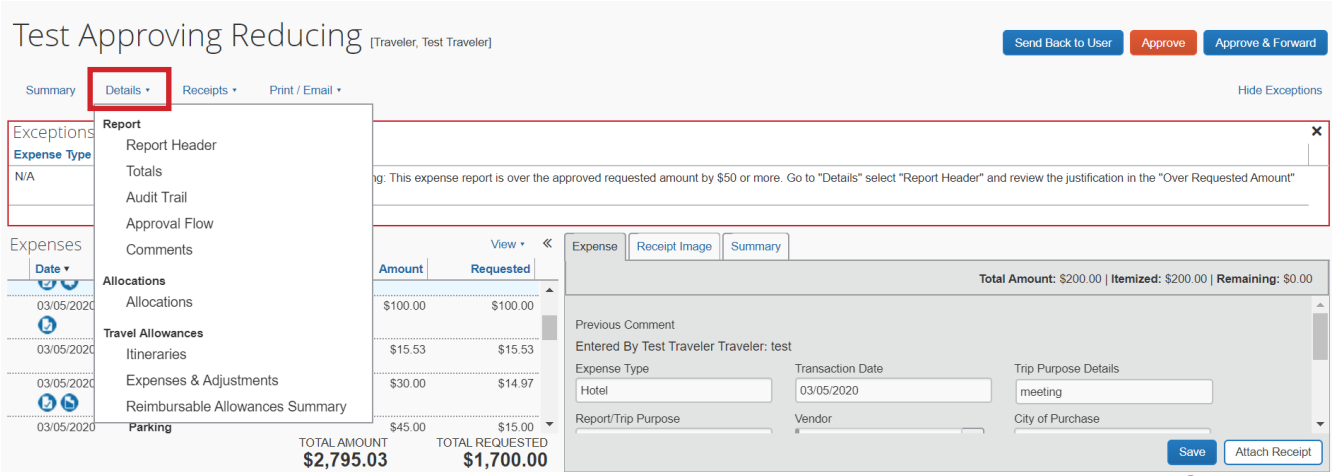


4. Select the **Expense Report** you wish to approve by selecting the **Report Name**.
5. The summary of the Expense Report will appear. All of the Report's expenses appear in the expenses list. Review each expense type for compliance and to ensure required receipts and itemizations have been provided. **Note:** Expenses under $25 do not require a receipt.

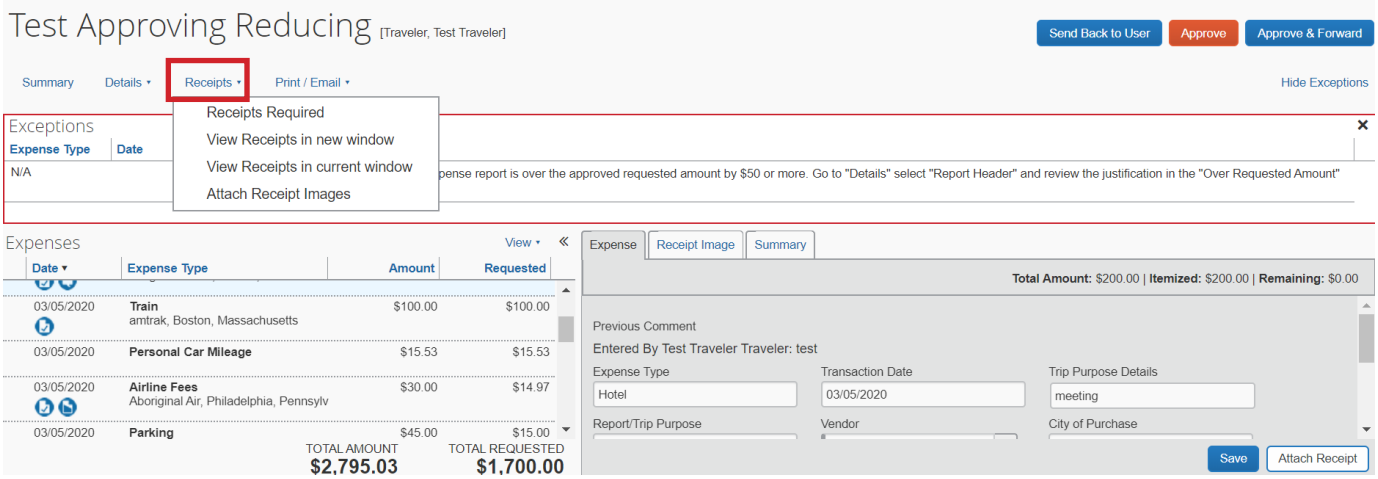


- Review the exceptions at the top of the Expense Report.
- Hover over the icons associated with the expenses to display attached receipts, account allocations, comments, etc.
- If the hotel expense has been added to the Report, ensure itemization is completed correctly.

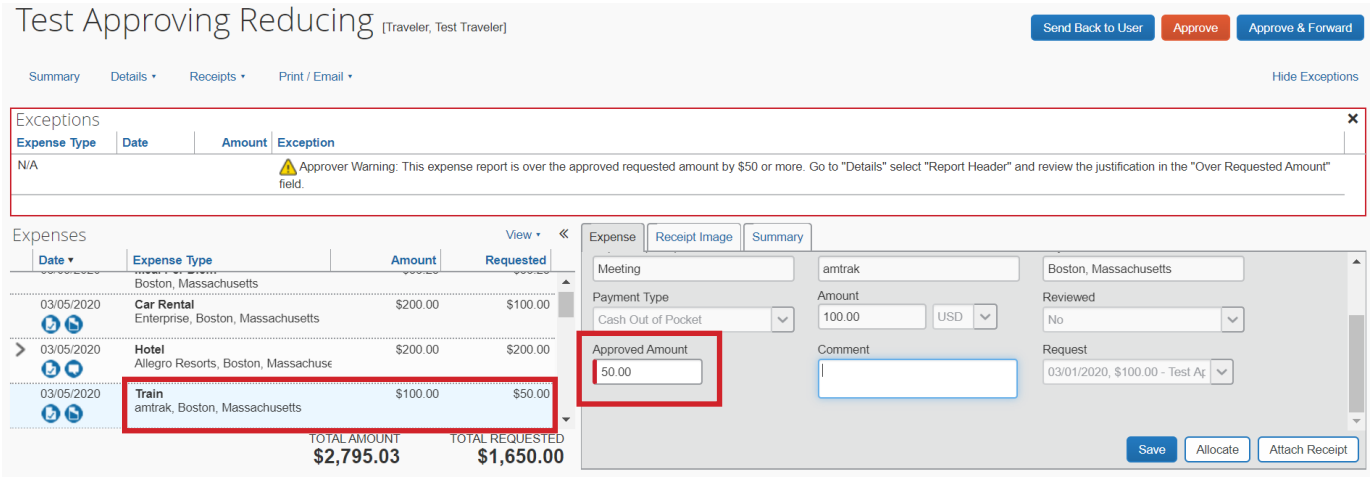
6. To view more information regarding the Report, select **Details** below the Report name. You can select Report Header, Totals, Audit Trail, Approval Flow, and Comments.



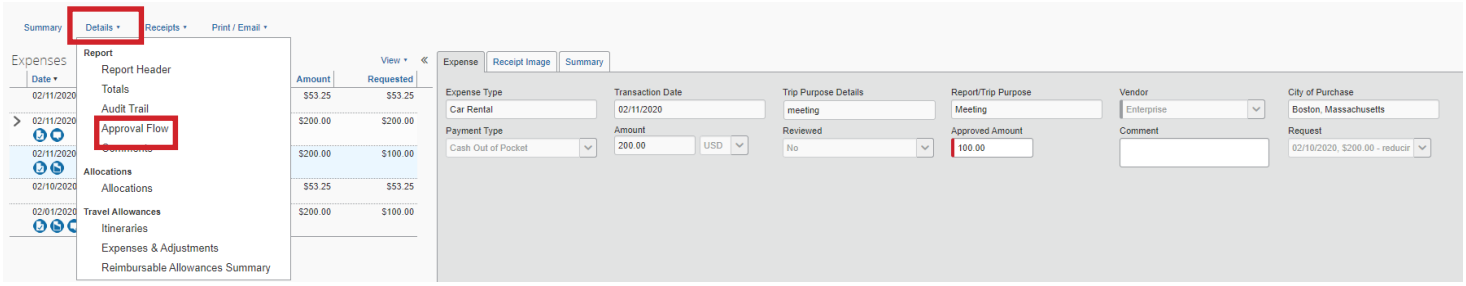
7. To view all the receipts attached to the Expense Report, select **Receipts** below the Report name. Select either, **View Receipts in new window** or **View Receipts in current window**.



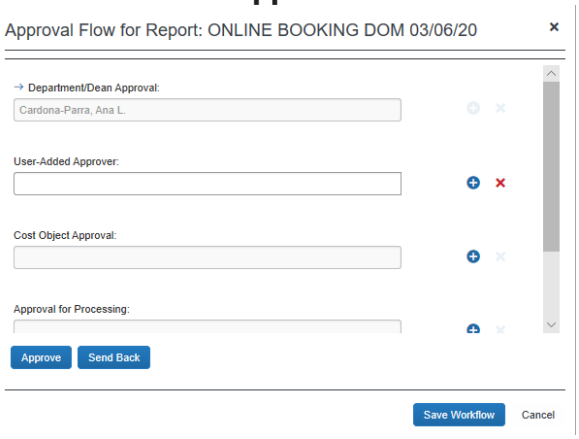
8. As an approver, you can perform the following to an Expense Report:
   - **Change the requested amount on the expense type**: The approver can change the "approved amount" requested by the traveler by typing over the amount. Any approved amounts that can be changed will have a red bar. **Note:** Approvers cannot change calculated or itemized amounts on an Expense Report (example: per diem, hotel, mileage and campus to campus).



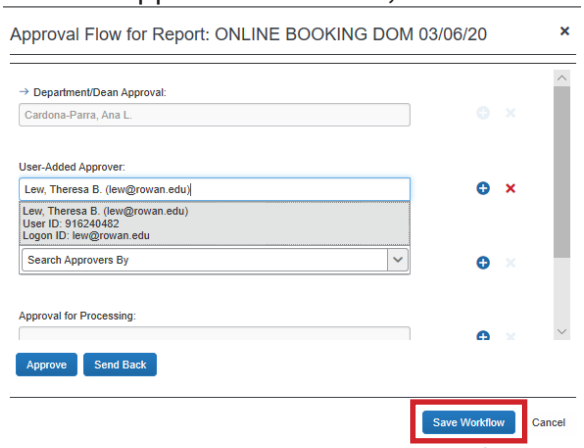
   - **Add additional approvers to the Report approval flow:** Select **Details** below the Report name and select **Approval Flow**.



- The Approval Flow window will appear, you will have the option to add an approver step before or after the next approver in the approval flow. Start typing the name of the approver you wish to add in the "**User-Added Approver**" field and select that person from the drop-down options that appear.



- After the approver is selected, select **Save Workflow**.



- Go back into the Approval Flow, verify that the added approver is there, then select **Approve**.

9. Once you have reviewed the Expense Report you can:
   - **Approve** – If the Expense Report is reviewed and meets the approval criteria, you can approve it by selecting the orange approve button. This will send the Report to the next approver in the approval flow.
   - **Approve & Forward** – If you are an approver, you will have an approve & forward button. This option will forward the Expense Report to another approver that was not in the original approval flow. In the User-Added Approver box, type in the last name of the approver and select the name from the drop-down menu. This person will be added to the approval flow and will be required to approve.
   - **Send Back to User** – Return the Report to the traveler, if you do not approve. A new window will appear where you are required to write a comment to explain why you are returning the Report. The traveler will be notified and will need to resubmit the Report once the corrections are made.
   - Select Send Back to User, Approve, or Approve & Forward on the top right corner of the screen.

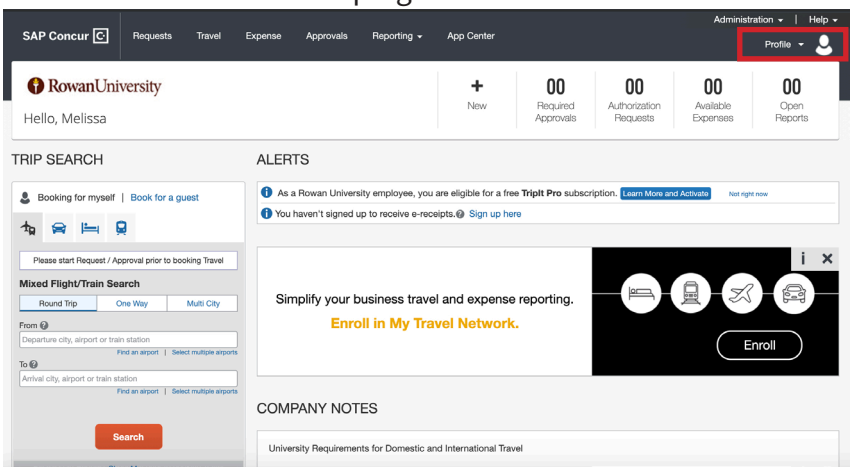
10. If you approve the Expense Report, it will disappear from your Expense Reports page and will go to the next approver in the workflow.

ACTING AS A DELEGATE

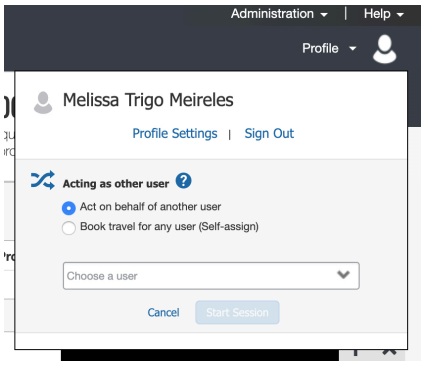
If you have been assigned to work as a delegate, your delegator has defined which tasks you can complete.

To work as a Delegate:

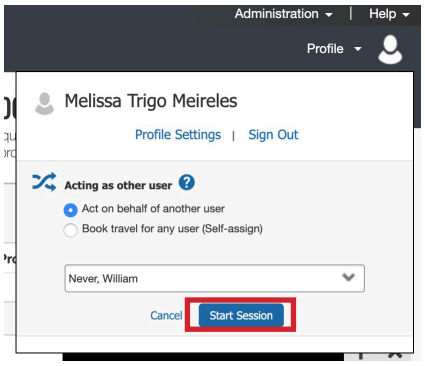
1. Select **Profile** in the top right corner.



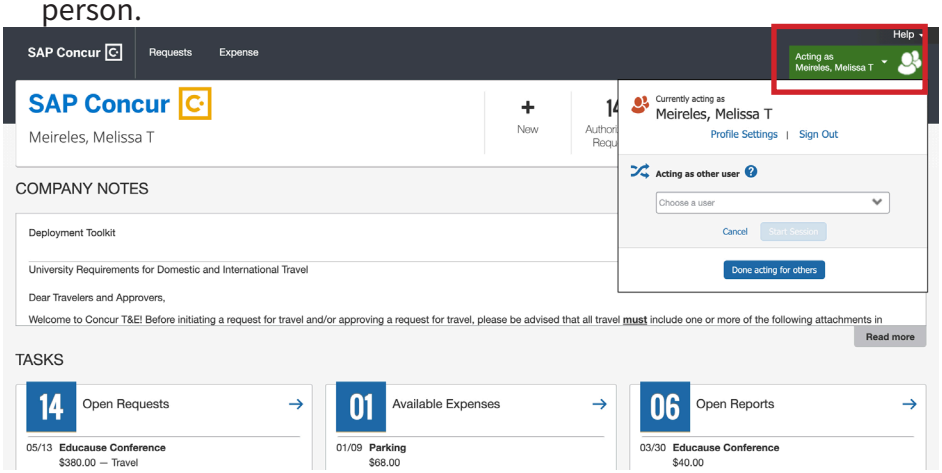
2. Select the drop-down under "Acting as other user," and select the **name of the person** you would like to act as.
   - If you do not see a user's name, they have not added you as a delegate.



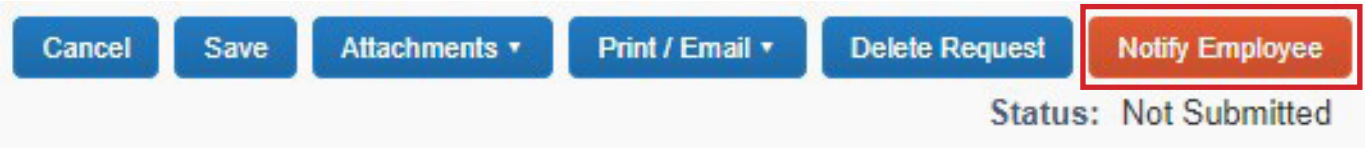
3. Select **Start Session**.



4. On the top right corner of the screen, you will see a green box that displays **"Acting as"** and shows the name of the employee you are acting on behalf. You are now working as a Delegate on behalf of that person.



5. If you have been granted 'Prepare' permissions, complete the process for Creating a New Request or an Expense Report in this manual. However, the traveler must be the one to ***Submit*** the Request/Expense Report.
6. Once you have completed the Request Header, Segments, and Expenses select **Notify Employee**.

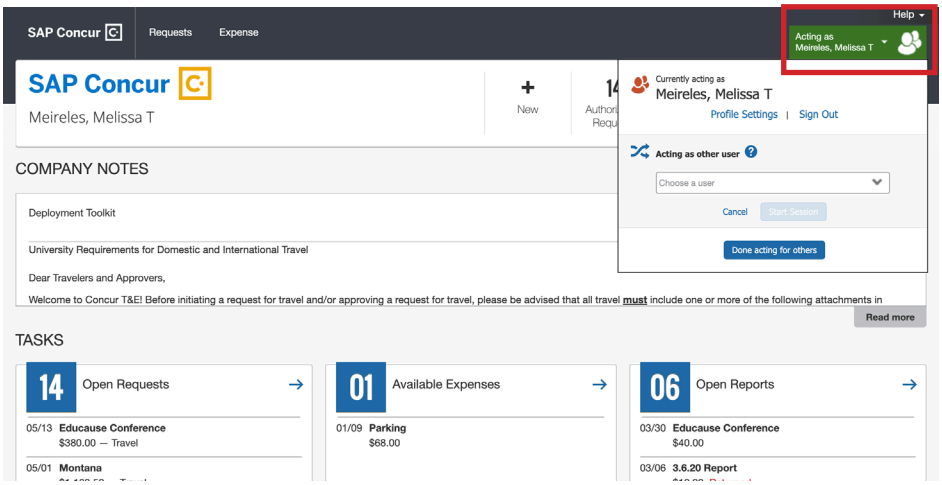


7. Select **OK**.

The employee will be notified that their Request/Expense Report is ready for review. Once reviewed, they can submit the Request/Expense Report.

Note: To email receipts on behalf of the employee you are the delegate for, you will need to verify your email address in the employee's profile. See the "Adding a Personal Email" section in this manual.

To return to acting as yourself, select **Acting as** on the top right corner of the screen and then select **Done acting for others**.



Delegates and Returned Reports

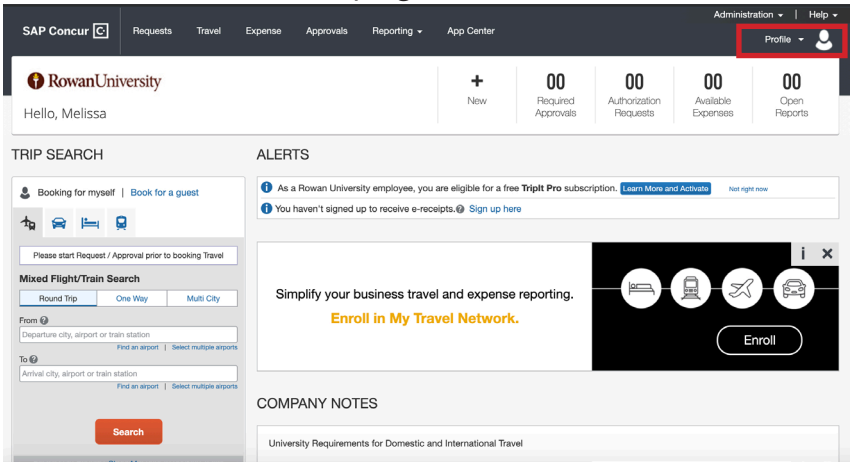
- If an Expense Report was entered by a delegate and is returned by the approver, both the employee and the delegate will receive emails.
- The employee or the delegate can modify the returned Report.

ACTING AS A TRAVEL ARRANGER/ASSISTANT

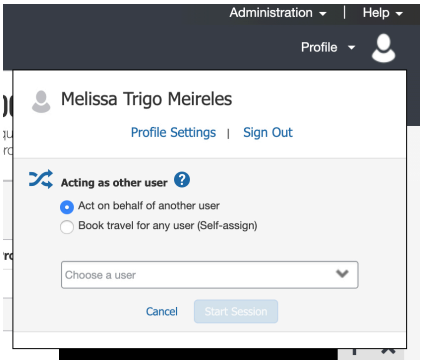
- By acting as a Travel Arranger/Assistant, you can book travel in Concur on behalf of another user if they have selected the "Online using Concur Travel" option in their Request.
- In order to book travel on behalf of another user they have to add you as an arranger/assistant as well as a delegate.
- A travel arranger may email plans to plans@concur.com on behalf of a traveler. The arranger must include one of the traveler's registered email addresses in the subject line or in the first line of the email. The plans will be placed in the traveler's Trip Library, and will appear in Concur Mobile.

To book travel in Concur as an Arranger/Assistant:

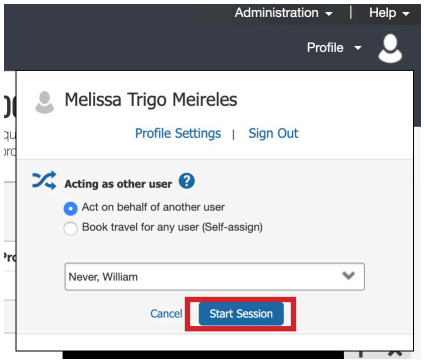
1. Select **Profile** in the top right corner.



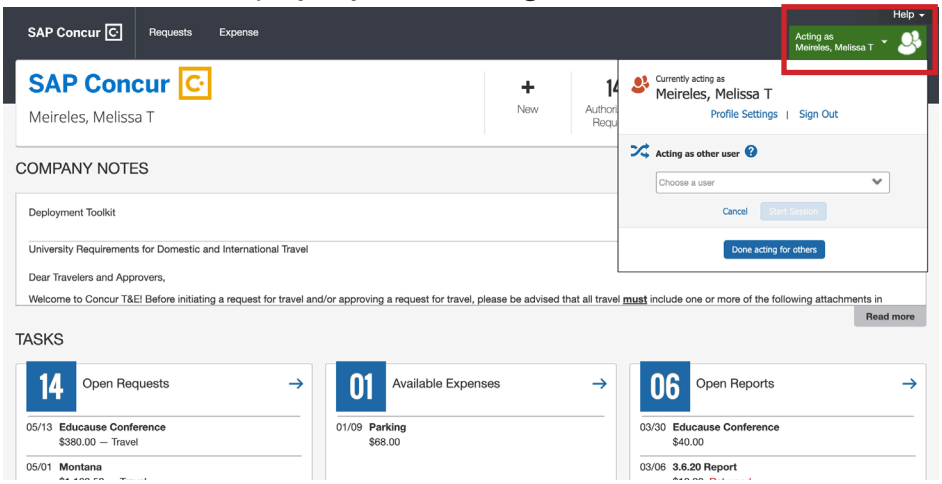
2. Select the drop-down under "Acting as other user," and select the **name of the person** you would like to act as.



3. Select **Start Session**.

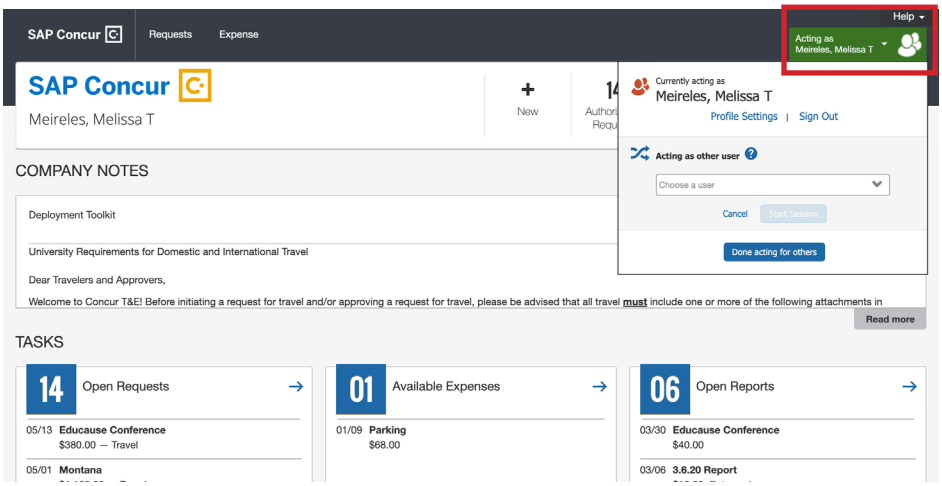


4. On the top right corner of the screen, you will see a green box that displays **"Acting as"** and shows the name of the employee you are acting on behalf. You are now working on behalf of that person.



5. Complete the process for Booking Online using Concur travel in this manual.
6. Once submitted, you and the traveler will receive an email confirmation of the booked travel reservation.

To return to acting as yourself, select **Acting as** on the top right corner of the screen and then select **Done acting for others**.



CONCUR MOBILE APPLICATION

Concur offers a mobile app you can download to your smartphone or tablet. The mobile app allows you to upload receipts at the time of purchase and Approve Requests/Expenses on the go.

Note: The mobile app does not support delegates.

DOWNLOADING THE CONCUR MOBILE APP

To Download the Concur Mobile APP on your Apple device:

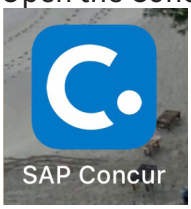
1. Select the **App Store** icon.
2. Select **Search** on the bottom right corner of the screen.
3. Enter "**Concur**" in the search field.
4. Multiple options will appear. Select the word **Concur**.
5. Select **GET** to the right of SAP Concur app.
6. Select **Install**.
7. If needed, enter the password for your Apple ID to download the app. Select **Sign In**.
8. Once the app downloads, select **OPEN**.
9. The Concur mobile app will open.

To Download the Concur Mobile APP on your Android device:

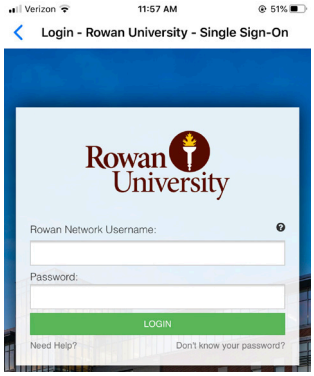
1. Select the **Play Store** icon.
2. Select the Search for apps & games field at the top of the screen.
3. Enter "**Concur**".
4. Multiple options will appear. Select "**SAP Concur**."
5. Select **Install**.
6. Once the app installs, select **Open**.
7. The Concur mobile app will open.

USING THE CONCUR MOBILE APP

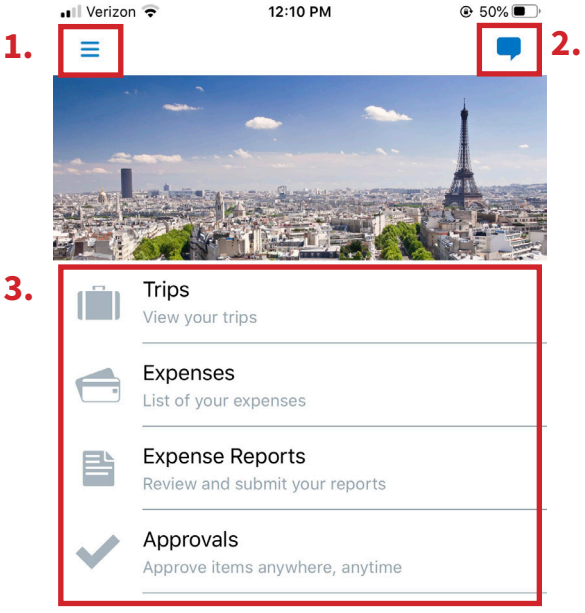
1. Open the Concur app on your smartphone or tablet.

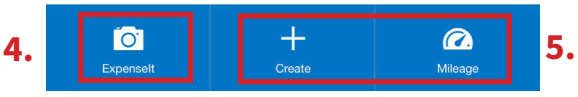


2. Enter your **Rowan Network Username** and **Password**.



3. Select **LOGIN** (complete duo, if prompted).
4. The Concur mobile app home screen will appear.





1. Access the help, leave feedback, change settings, etc.
2. Use the Message Center to access direct messages from Concur.
3. Access information regarding trips, expense, Expense Reports, and approvals (if you are an approver).
4. Use the ExpenseIt option to take pictures of receipts during your travel.
5. We will not be using the create and mileage features on the mobile app.

UPLOADING RECEIPTS

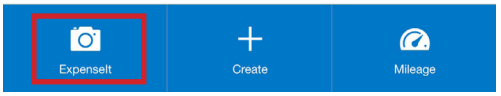
When you use upload receipts using ExpenseIt, you can digitize your receipts on the go – meaning you won't have to keep track of all your paper receipts. By digitizing these receipts, expense line items will be created, categorized, itemized, and sent to Concur Expense for you. This automation decreases the time you spend on expense reports and increases your productivity.

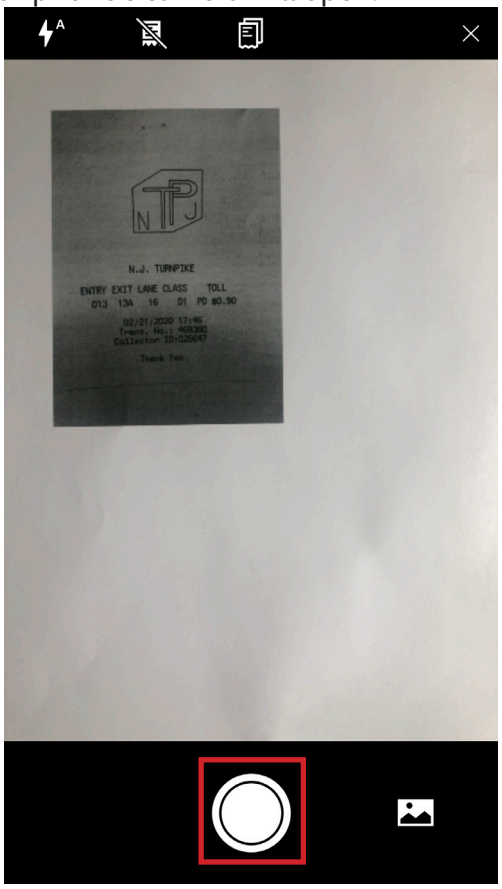
Taking a quality photo of your receipts is very important. Dark or blurry photos can be difficult to read. So, remember to:

- Make sure the camera lens is clean.
- Make sure the camera is focused on the receipt.
- Take photos in a portrait (vertical) orientation.
- Take photos in a well-lit area. Otherwise, use the flash.
- Avoid shadows across the receipt.

Before uploading the receipt, double check the expense for accuracy.

1. Select the **ExpenseIt** icon on the bottom toolbar of the home screen.
2. Your phone's camera will open.

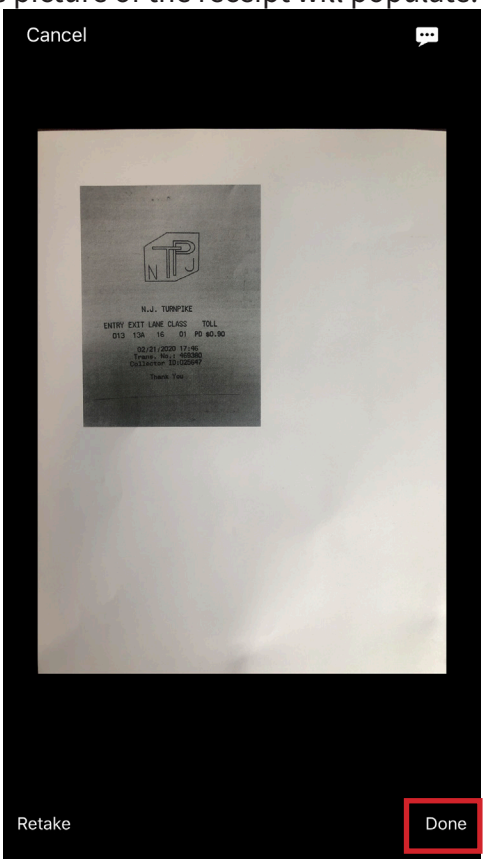




- Select the lightning bolt icon to change the camera flash to auto, on, or off.
- The receipt icon helps the camera detect the receipt. Select the receipt icon to turn this feature on/off.
- Select the multiple page icon if your receipt is multiple pages.
- Select the x to go back to the app home page.
- Select the mountain icon to upload a picture of a receipt from your phone camera roll.

3. Select the **circle** at the bottom on the screen to take a picture of the receipt.

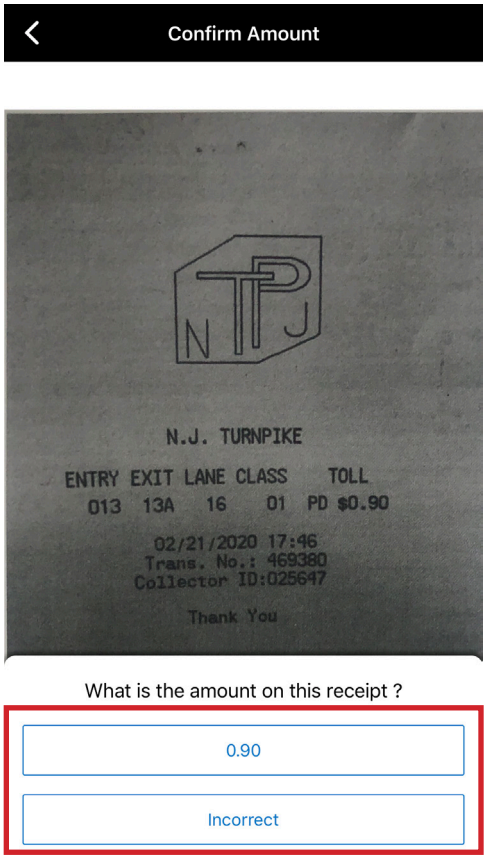
4. The picture of the receipt will populate.



Note: This step will be skipped if you use the receipt icon to help the camera detect the receipt.

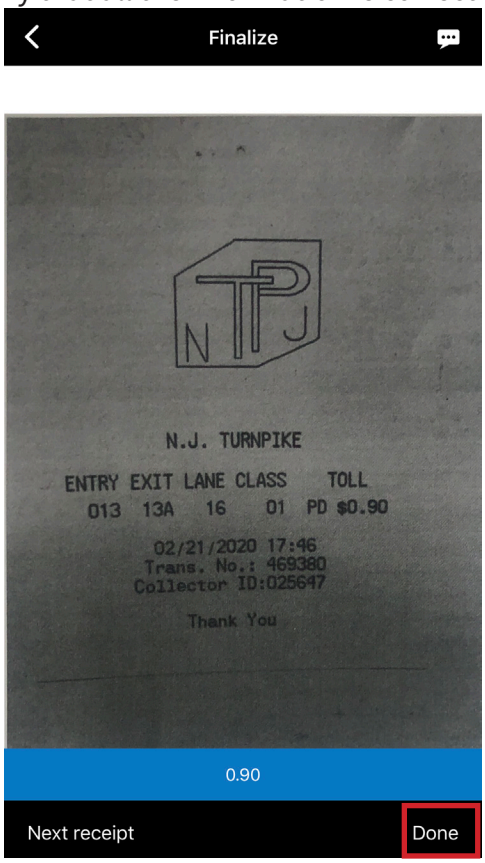
- Select the thought bubble with three dots on the top right corner to add a comment regarding the receipt.
- If the receipt is missing information or the text is illegible, select Retake on the bottom left corner.
- If the receipt is legible and has all information, select **Done**.

5. You will be prompted with the question "What is the amount on this receipt?"

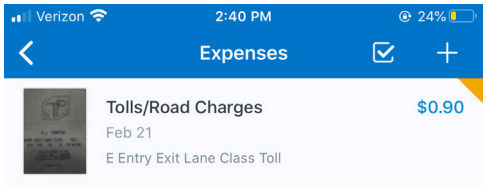


- Select the **suggested amount** if it is correct.
- If the suggested amount is incorrect, select **Incorrect** then input the correct amount and select **Use**.

6. Verify that all the information is correct then select **Done**.



7. You will see Receipt added to your expenses.



CREATING A MILEAGE EXPENSE REPORT

You can create an Expense Report for mileage on the Concur app because it does not require a Request or Encumbrance Approval Number (E#).

1. From the Concur app home screen, select the mileage icon on the bottom right corner.
2. Select **+ Create a New Report**.
3. Fill in the required information denoted by an asterisk (*).
   - Report name auto-populates but you should change it to explain the expense.
   - Report/Trip Start Date and Report Trip End Date - select the right arrow then select the date.
   - Report Trip Purpose – select the right arrow and choose from the list of options.
   - Trip Type - select the right arrow and select Day Travel.
   - Encumbrance # is not a required field. You do not need an encumbrance for day travel.
   - Report Total will auto-populate based on your mileage.
   - Trip purpose details - explain the reason for your trip.
   - Fund – select the right arrow, search for your department's fund by number or name, select the fund
   - Department/Org - select the right arrow, search for your department's Org by number or name, select the Org.
   - Travel Account - select the right arrow, select the appropriate travel account.
   - Program - select the right arrow, select the appropriate program.
4. Select **Create** on the top right corner of the screen.
5. The add car mileage screen will appear. Select **Add Route**.
   - A map will appear. Enter your waypoints.
   - Select each route on the map.
   - Select **Use Route** for the shortest distance.
6. You will return to the add mileage screen. Fill in the required information denoted by an asterisk (*).
   - The transaction date will default to today's date. Change the transaction date to the trip date.
   - Purpose of the Trip – select the right arrow, type in the in the explanation for your trip, select done.
   - From Location and To Locations - will be auto-populated based on the map.
   - Distance - will be auto-populated based on the map.
   - Vehicle ID – IRS rate is defaulted but you can change it to State of NJ Grants by selecting the right arrow.
   - If you have passengers, select the **right arrow**, type the number of passengers, select **the back arrow**.
7. Select **Save**.
8. The expense has been created
   - On the top right corner of the screen, you will see the total amount that was based on the number of miles you drove.
   - Above the total amount there are three dots (…). If you select the **three dots**, you will see Copy Report, Report Attachments, and Delete Report.
   - Select **Details** to review the information you entered into the expense is correct. Make changes if necessary.
9. Once you have verified that all the information is accurate, select **Submit** at the bottom of the screen.
10. The User Electronic Agreement will appear. Select **Submit**.

COPY A REPORT

If you travel to the same destinations often, you can copy your current Expense Report for future Reports. Once the Report is copied, you can make any necessary changes such as travel name, travel start and end dates, expenses, etc.

1. From the Concur app home screen, select **Expense Reports**.
2. Select the name of the Expense Report you want to copy.
3. The Expense Report will appear, select the **three dots (...)** on the top right corner of the screen.
4. Select **Copy Report**.
5. Type in the name for the new Report. Select **Confirm**.
6. The copy of the Report will appear. Select details and make changes to the Report to reflect your new trip.
7. Select **expenses**, select the name of the expense, and make changes to the expense to reflect your new trip. Select **Save**.
8. Verify that all of the new information is accurate then select **Submit**.
9. The User Electronic Agreement will appear. Select **Submit**.

DELETE AN UNSUBMITTED REPORT

1. From the Concur app home screen, select **Expense Reports**.
2. Under unsubmitted, select the name of the Expense Report you would like to delete.
3. The Expense Report will appear, select the **three dots (...)** on the top right corner of the screen.
4. Select **Delete Report**.
5. A new window will appear. Select **Delete**.

RECALL A SUBMITTED REPORT

You cannot change or delete an expense that has been submitted unless you recall it first.

1. From the Concur app home screen, select **Expense Reports**.
2. Under submitted, select the name of the Expense Report you want to recall.
3. The Expense Report will appear, select the **three dots (...)** on the top right corner of the screen.
4. Select **Recall Report**.
5. A new window will appear. Select **Confirm**.
6. Once recalled, you can make changes, then submit the expense again for approval.
   - Your expense will start from the beginning in the approval process.
   - Once an Expense Report is fully approved, you can no longer recall it.

APPROVING A REQUEST

1. From the Concur app home screen, select **Approvals**.
2. On the Approvals screen, select the **Request Approvals** you wish to approve.
3. Review the Request details by selecting **Summary, Attachments, Segments, and Expected Expenses**.
4. When you are ready, select **Approve** or **Send Back**. If you send a Request back, you must provide a comment.

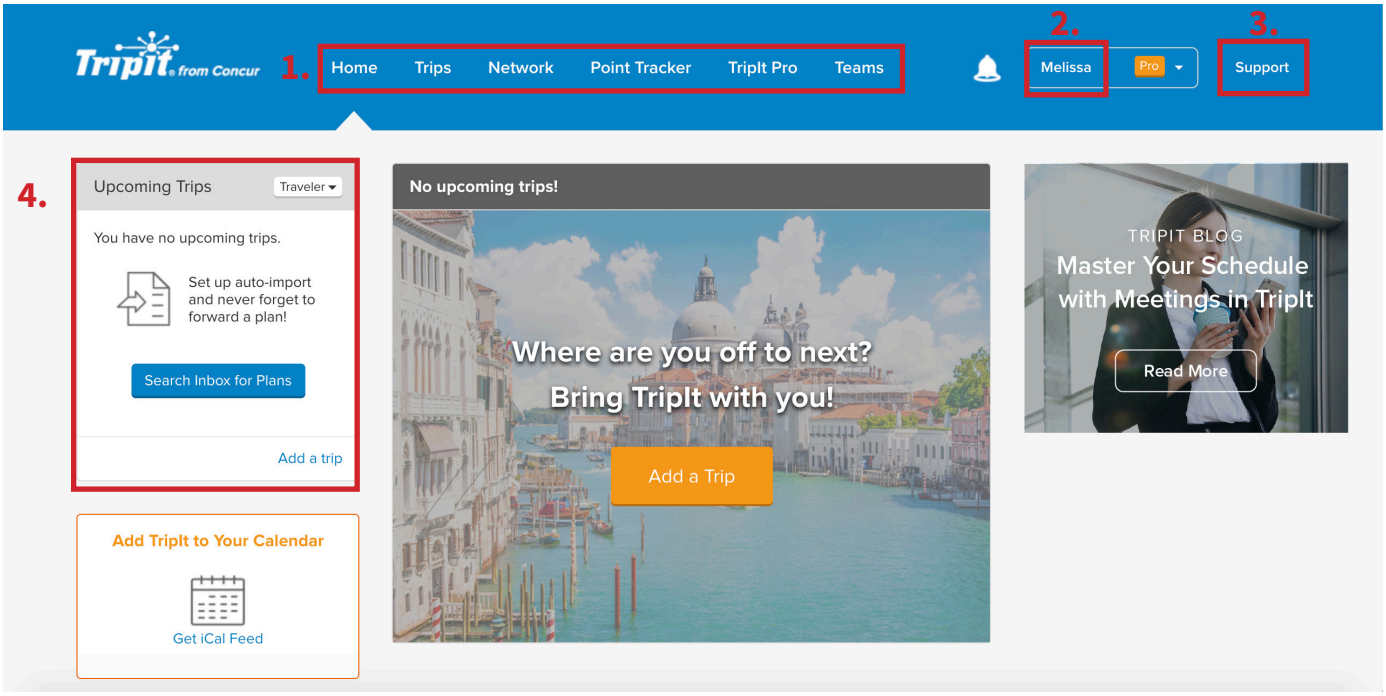
APPROVING AN EXPENSE REPORT

1. From the Concur app home screen, select **Approvals**.
2. On the Approvals screen, select the **Report Approvals** you wish to approve.
3. Review the Report Approval details by selecting **Details, Expenses and Receipts**.
4. When you are ready, select **Approve** or **Send Back**. If you send an Expense Report back, you must provide a comment.

TRIPIT.COM

After you have connected your TripIt account to Concur, you can use the Tripit website or the mobile app. Once you book your travel in Concur your information will automatically be sent to TripIt. If you book your travel with a third party, you will forward the confirmation email to plans@concur.com. TripIt instantly organizes travel information and creates a schedule showing you where to be and when.

TRIPIT.COM HOME PAGE

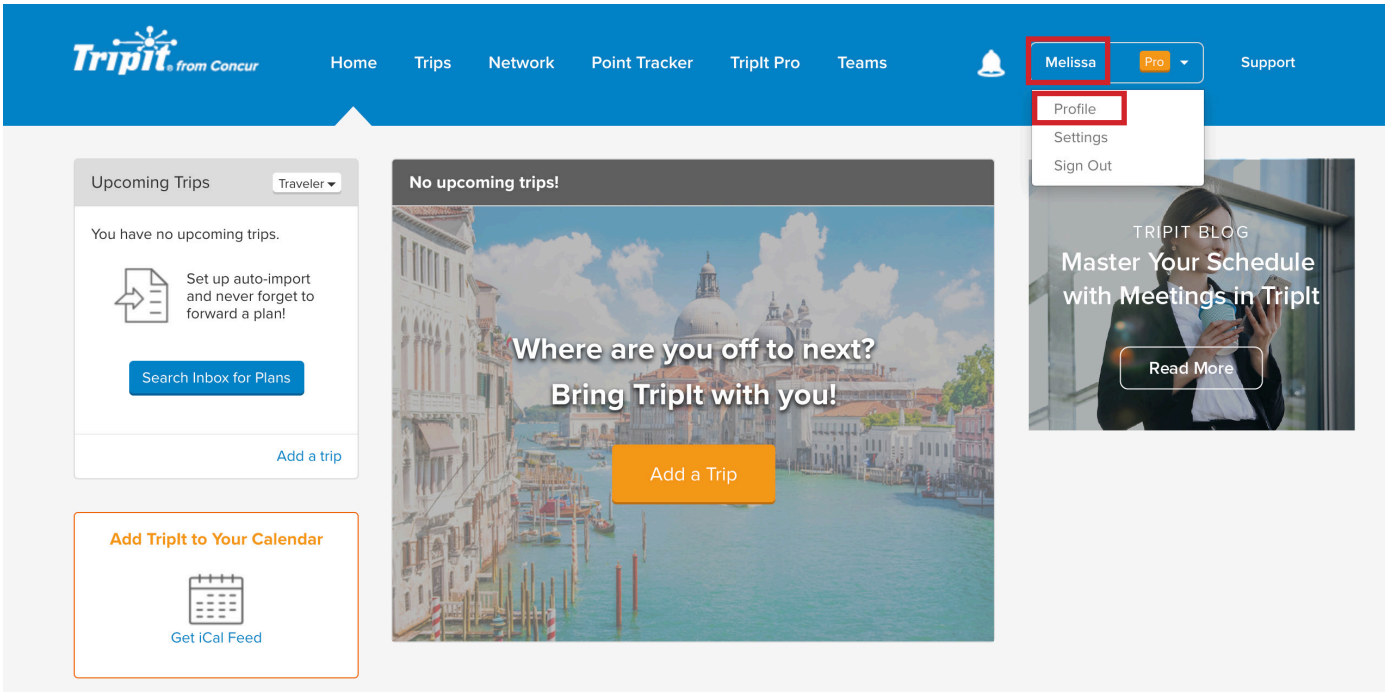


1. Menu – how you will navigate to different pages within Tripit.
2. Name – access your profile, settings, or sign out.
3. Support – contact support or review articles regarding TripIt.
4. Upcoming Trips – shows the trips you have booked using Concur or the itineraries you have forwarded to TripIt.

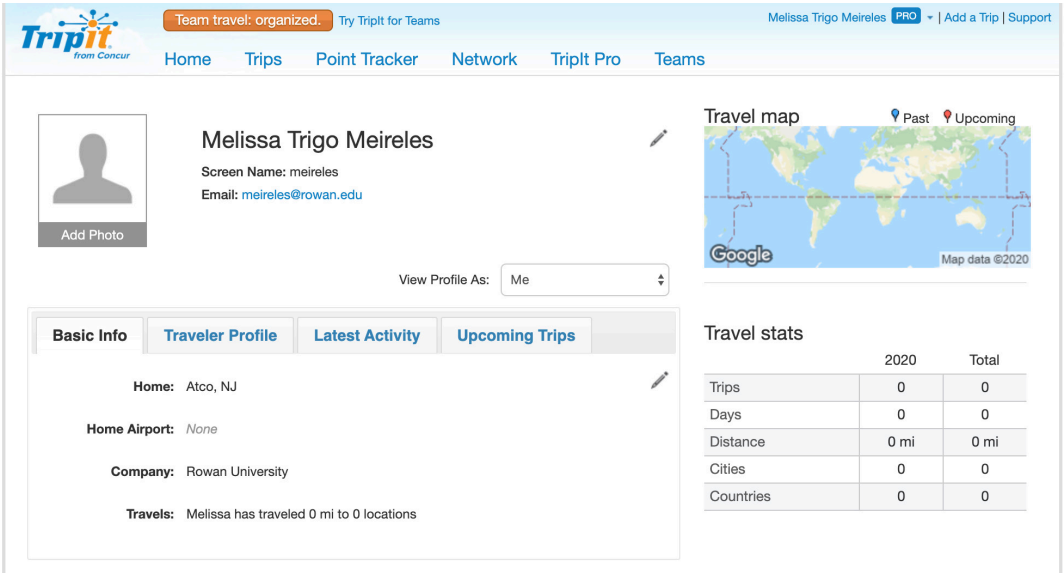
To return to the TripIt home page from any other page, select the **TripIt from Concur logo** on the top left corner of the screen.

TRIPIT.COM PROFILE

1. From the TripIt home page, select your **name** then select **Profile**.



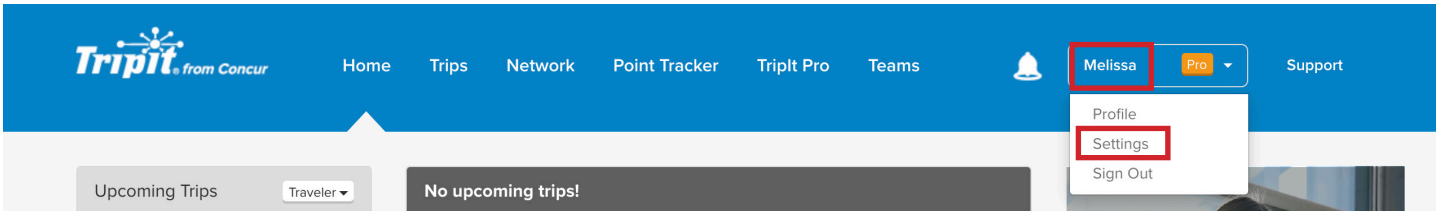
- You will see your profile information, a travel map, and travel stats.



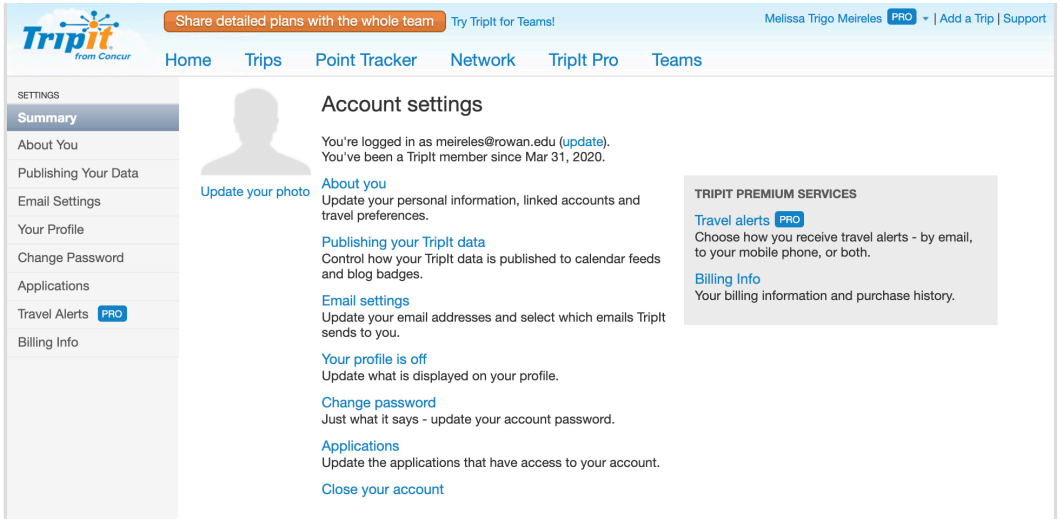
2. Select **Travel Profile** to view any travel documents or travel contacts.
3. Select **Latest Activity** to see your most recent trips.
4. Select **Upcoming Trips** to see the trips you have recently booked and have not gone to.

TRIPIT.COM SETTINGS

1. From the TripIt home page, select your **name** then select **Settings**.

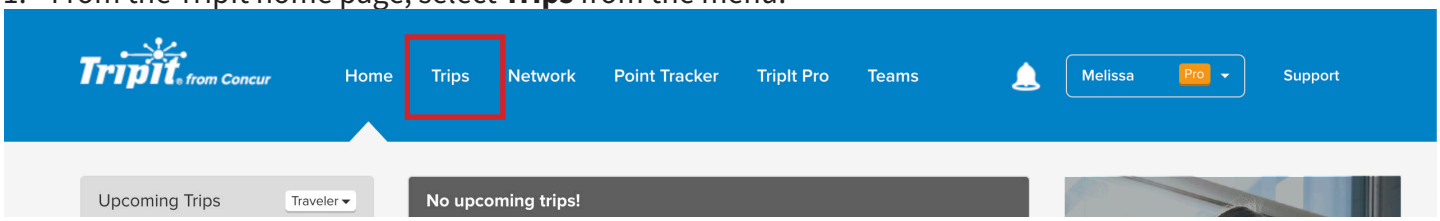


2. Review the information from the account settings list and make changes if needed.



TRIPIT.COM TRIPS PAGE

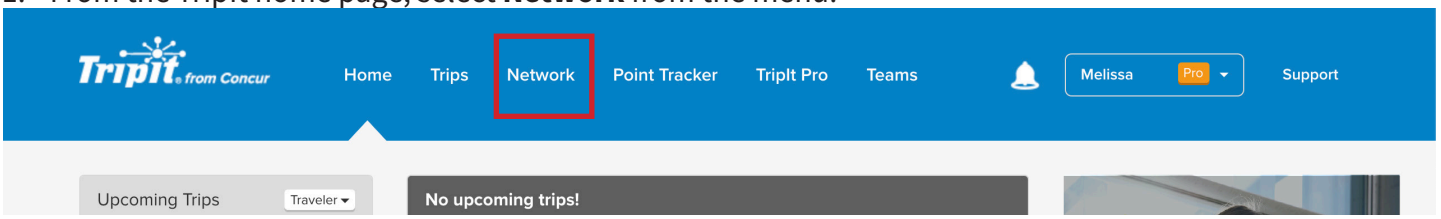
1. From the TripIt home page, select **Trips** from the menu.



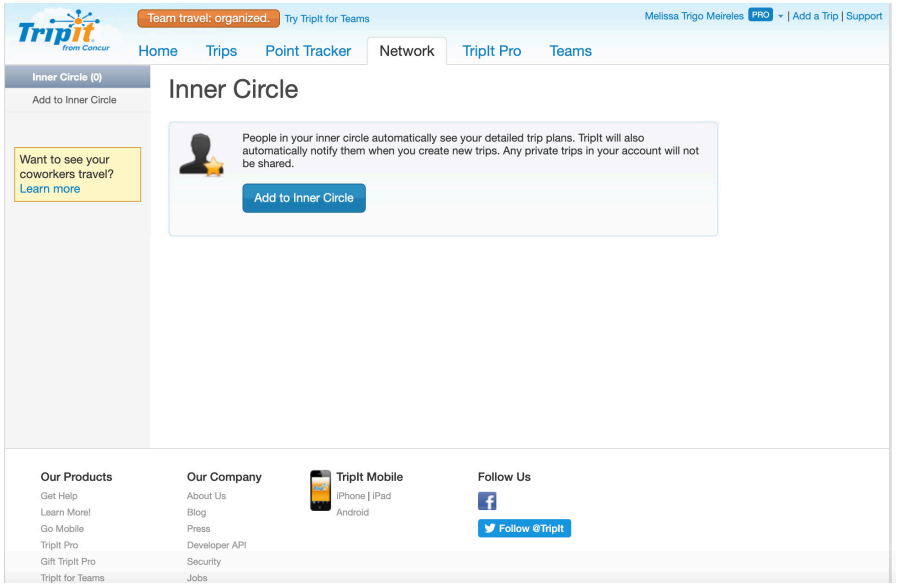
2. A list of your upcoming trips as the traveler will appear.
   - Auto imports do not support Rowan emails. Therefore, you do not have to set up auto imports.
   - We do not have the Not Traveler feature because we are not connected with Gmail, Google Apps or Yahoo Accounts.
3. Select **Past Trips** to view information regarding trips you have already completed.
4. Select **Unfiled Items** to view travel items that have not been associated with a trip. You can move the unfiled items to an existing trip on this page.

TRIPIT.COM NETWORK PAGE

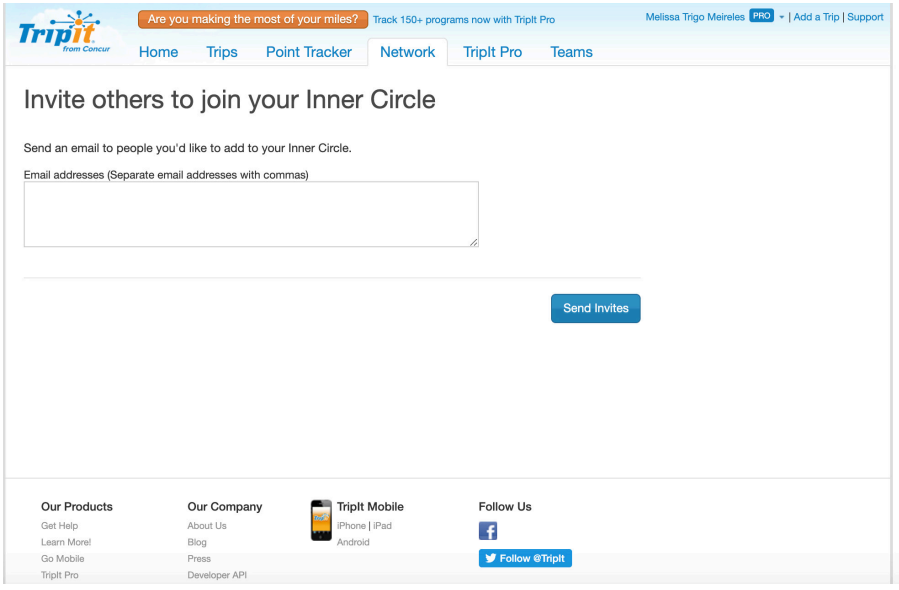
1. From the TripIt home page, select **Network** from the menu.



2. The Inner Circle page will appear. An inner circle is a group of people who can automatically see your detailed trip plans on their TripIt accounts.



- Select **Add to Inner Circle**.
- Enter the people's emails and separate the emails with commas.



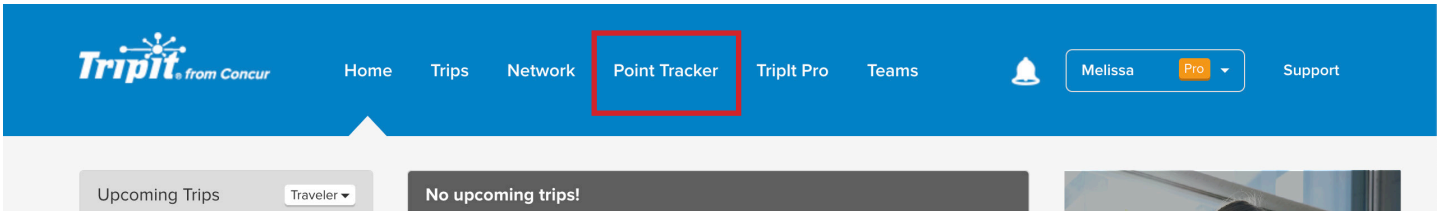
- Select **Send Invites**.
- The people will receive emails and can agree/disagree to be added to your inner circle.

TRIPIT.COM POINT TRACKER

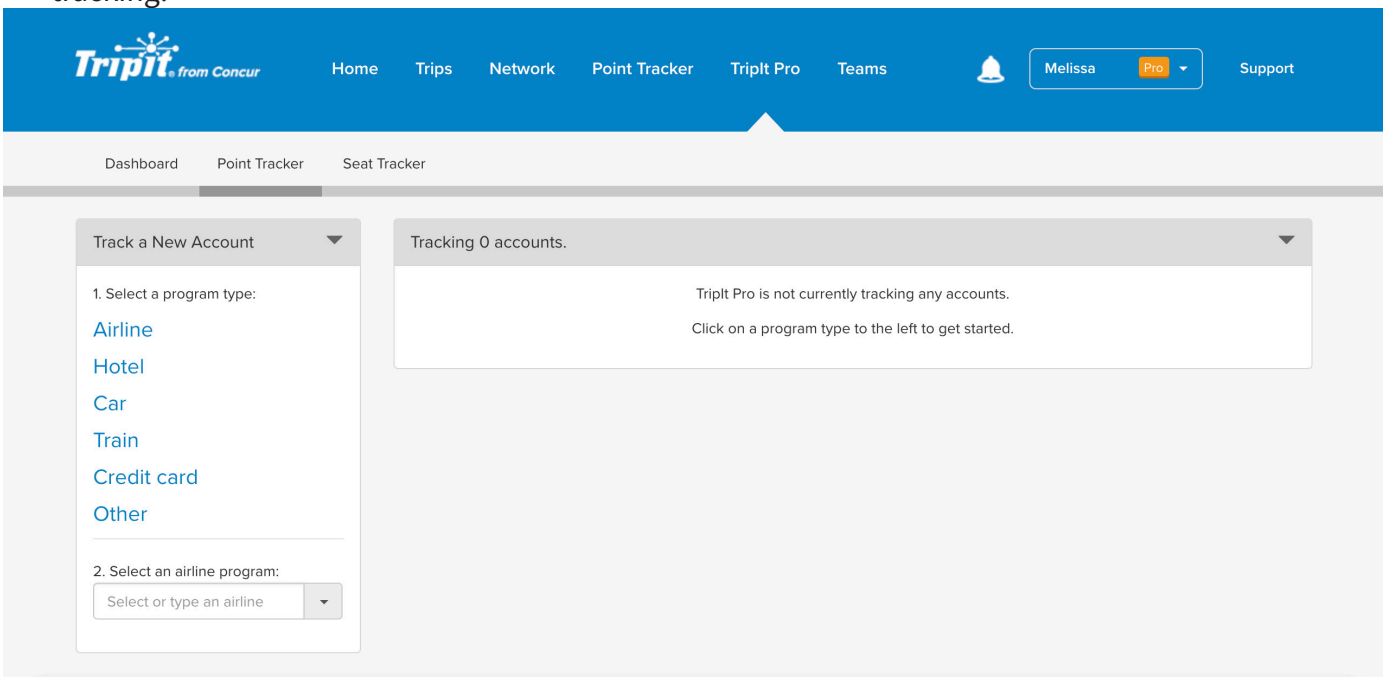
TripIt Pro's Point Tracker will monitor most reward programs' total miles or points and any other details such as status level they can find for that program. Point Tracker currently supports more than 150 reward programs, including air, hotel, transportation, parking, dining, and credit card rewards.

Note: American, Delta, and Southwest have restricted access to their frequent-traveler programs by third-party services.

1. From the TripIt home page, select **Point Tracker** from the menu.



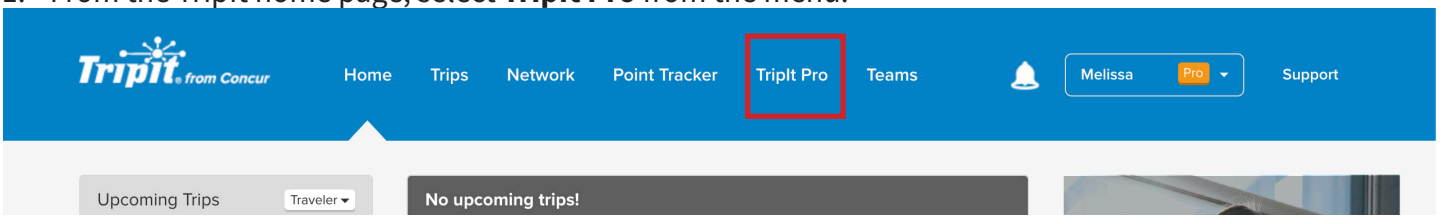
2. The Point Tracker section of TripIt Pro will appear. You will see the number of accounts TripIt Pro is tracking.



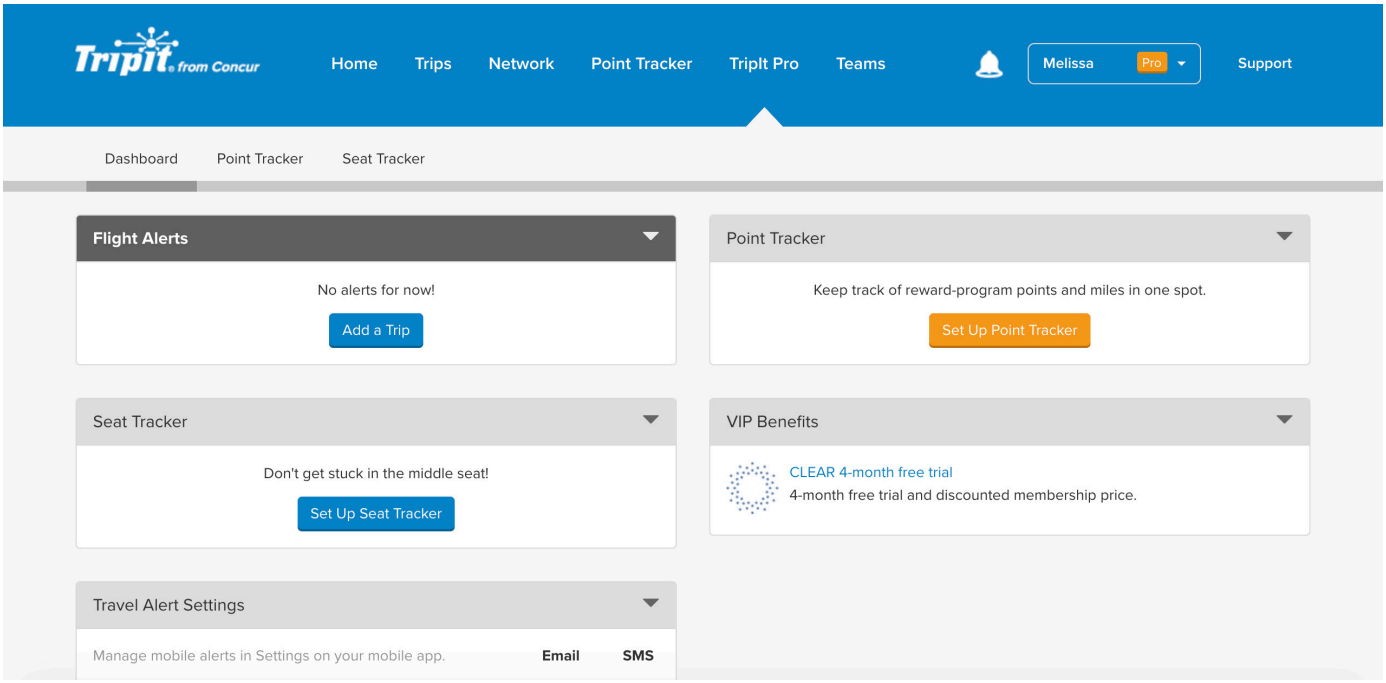
3. To track a new account, select a **program type** from the left menu.
4. Select a program from the drop-down.
5. Provide credentials regarding the program.
6. Select **Save**.

TRIPIT.COM TRIPIT PRO

1. From the TripIt home page, select **TripIt Pro** from the menu.



2. The Dashboard section of TripIt Pro will appear. You can view your flight alerts, point tracker, seat tracker, and change your travel alert settings.

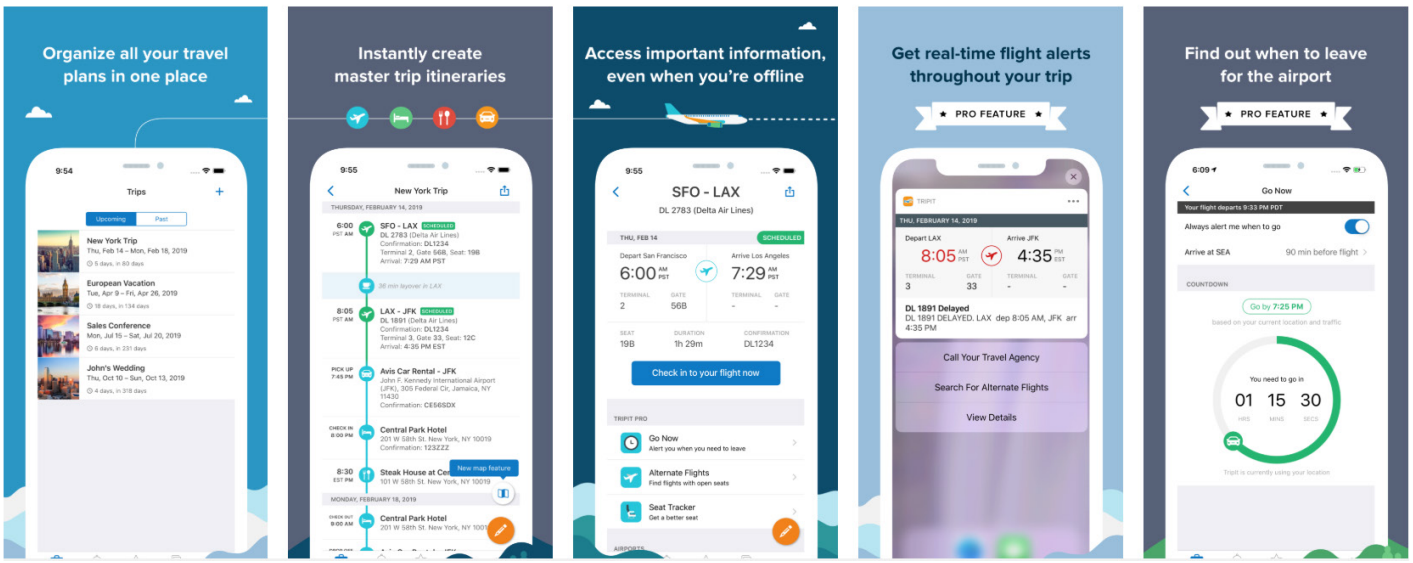


3. Select **Point Tracker** to see all of the points you have earned through travel.
4. Select **Seat Tracker** to find out if a better seat becomes available based on your preferences.

TRIPIT MOBILE APPLICATION

TripIt is a mobile app designed to enhance your travel experience. When your TripIt account and Concur account are connected, you will be able to easily access your itineraries in the TripIt app. The TripIt app is a great way to stay organized throughout your travel, it monitors your flight and sends you alerts and status updates.

There are times it is necessary to book reservations outside of Concur, such as booking directly with the hotel in order to obtain a special conference rate. When this happens, TripIt Pro acts as a travel organizing app that automatically creates a master itinerary for each trip, regardless of booking mechanism, so you can access all their travel plans anytime, anywhere, on any device.



DOWNLOADING THE TRIPIT MOBILE APP

To Download the TripIt Mobile APP on your Apple device:

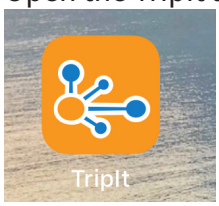
1. Select the **App Store** icon.
2. Select **Search** on the bottom right corner of the screen.
3. Enter "**TripIt**" in the search field.
4. Multiple options will appear. Select the word **tripit**.
5. Select **GET** to the right of TripIt:Travel Planner.
6. Select **Install**.
7. If needed, enter the password for your Apple ID to download the app. Select **Sign In**.
8. Once the app downloads, select **OPEN**.
9. The TripIt app will open.

To Download the TripIt Mobile APP on your Android device:

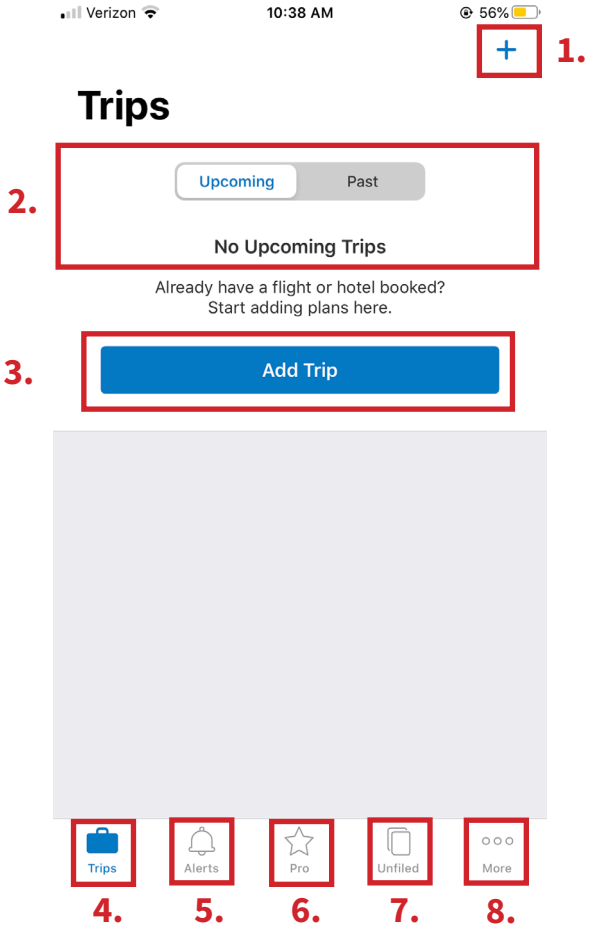
1. Select the **Play Store** icon.
2. Select the Search for apps & games field at the top of the screen.
3. Enter "**TripIt**".
4. Multiple options will appear. Select "**TripIt: Travel Planner**."
5. Select **Install**.
6. Once the app installs, select **Open**.
7. The TripIt app will open.

TRIPIT APP HOME PAGE

1. Open the TripIt app on your smartphone or tablet.



2. The first time you open the app, you will need to enter your Rowan email and the password you created for your TripIt account.
3. The TripIt home screen will appear.

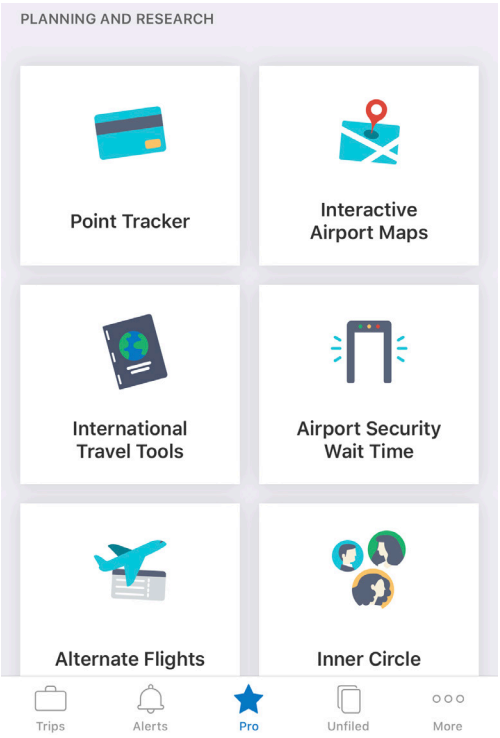


1. Use the plus sign (+) on the top right corner to manually add a new Trip. For android users, the plus sign is in the bottom right corner.
2. View your upcoming or past trips.
3. Select Add Trip to manually add a new Trip.
4. Trips – access your planned trips.
5. Alerts – view trip notifications.
6. Pro – manage your frequent traveler accounts.
7. Unfiled – view travel items that have not been associated with a trip.
8. More – access additional options for the app such as profile, travel stats, settings, etc.

TRIPIT PRO ON MOBILE APP

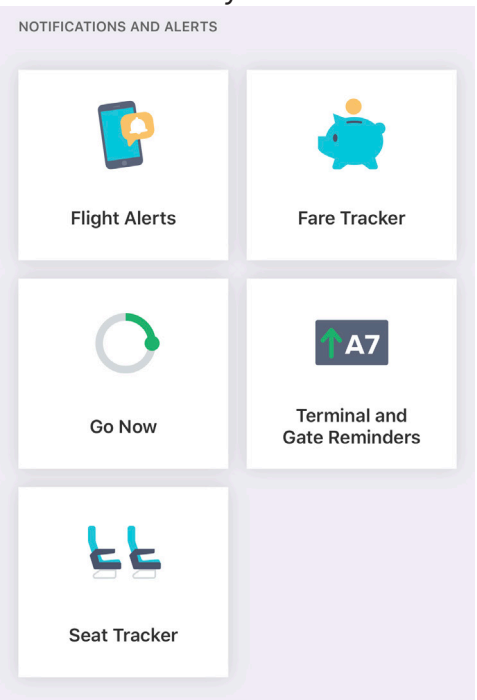
1. From the TripIt app home screen, select **Pro** from the bottom menu.

2. A list of TripIt Pro features will appear.
Planning and Research section:



1. Point Tracker – will monitor most reward programs' total miles or points and any other details such as status level they can find for that program.
2. Interactive Airport Maps – gives you step by step walking directions and searchable airport maps.
3. International Travel Tools – view country specific travel information, including currency, tipping, etc.
4. Security Wait Time – see how long it will take to get through airport security, based on current wait times.
5. Alternate Flights – Quickly search for other flights with open seats if your plans change.
6. Inner Circle - group of people who can automatically see your detailed trip plans on their TripIt accounts.

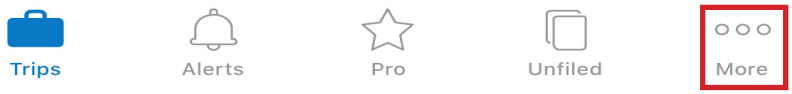
3. Scroll down and you will see the Notifications and Alerts section.



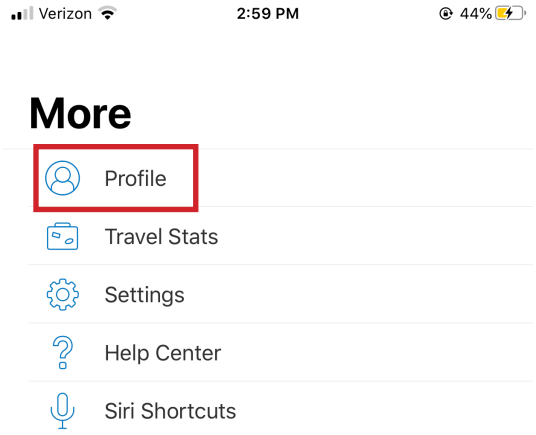
1. Flight Alerts – Get real time alerts about your flight.
2. Fare Tracker – Get notified if you're eligible for a refund or credit when your airfare price drops after you book.
3. Go Now – Get an alert when it's time to leave for the airport.
4. Terminal and Gate Reminders – Receive updated departure terminal and gate information.
5. Seat Tracker – Find out if a better seat becomes available based on your preferences.

TRIPIT PROFILE ON MOBILE APP

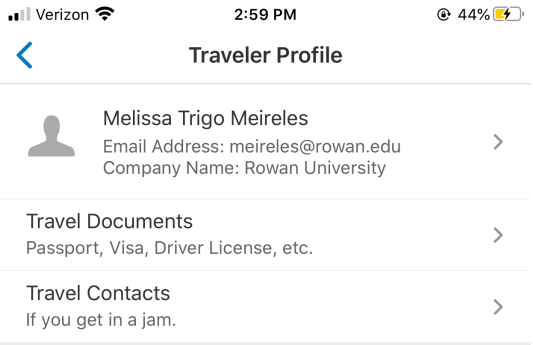
1. From the TripIt app home screen, select **More** from the bottom menu.



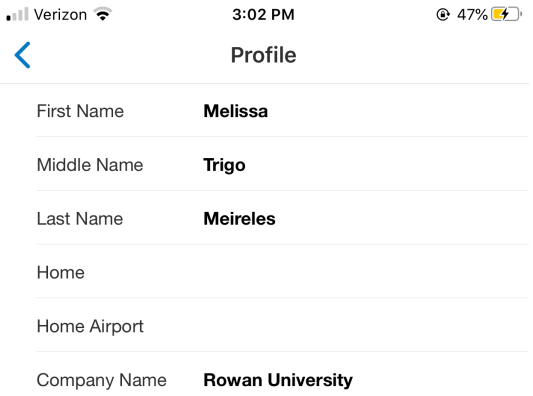
2. Select **Profile**.



3. Select your **name**. If you have not created a pin or specified the use of touch id, you will be prompted to do so.

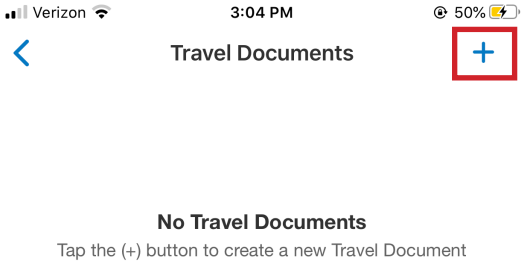


4. Your profile information will appear. You can make changes to your profile information by tapping the information that is currently listed.

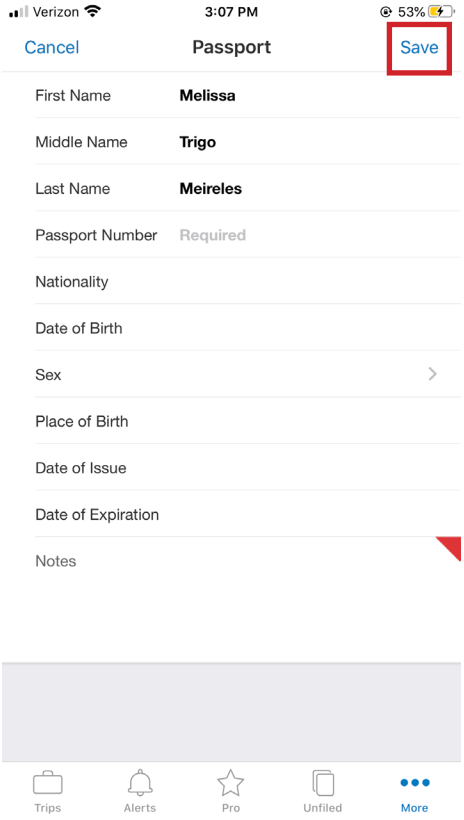


5. Select the **back arrow (<)** in the top left corner.

6. Select **Travel Documents**.
   - Select the **plus sign (+)** in the top right corner to add travel documents such as your passport, driver's license, etc.

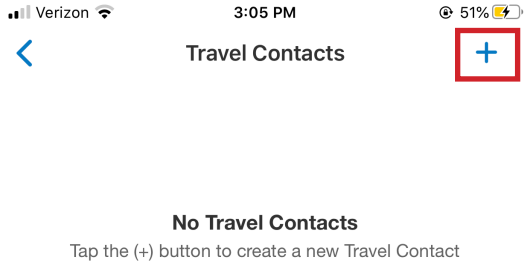


   - Select the **name of the travel document**.
   - Enter the required information and select **Save**.

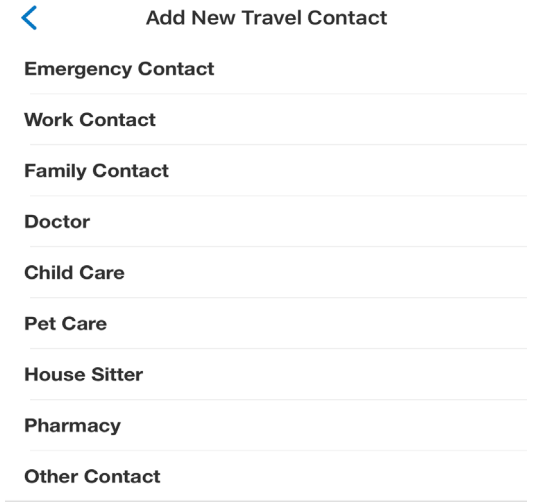


   - Select the **back arrow (<)** in the top left corner.

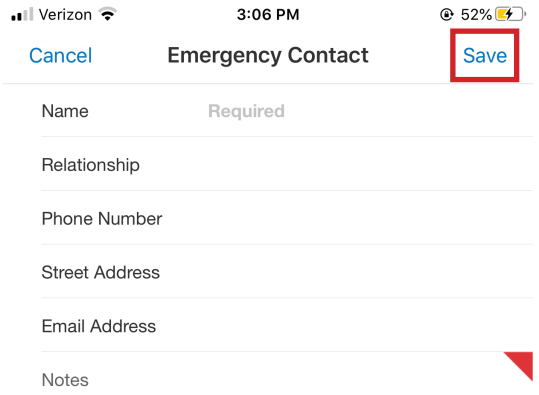
7. Select **Travel Contacts**.
   - Select the **plus sign (+)** in the top right corner to add contacts.



   - Select the type of contact you would like to add.



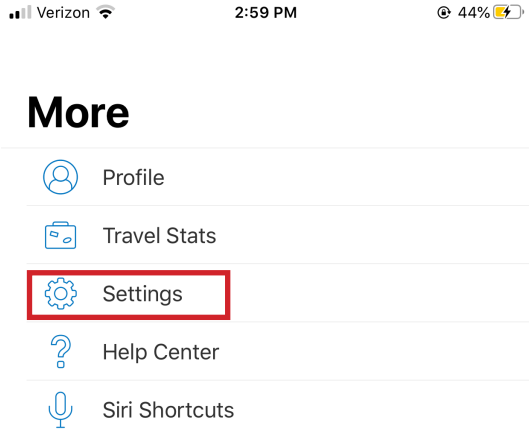
   - Enter information regarding the contact and select **Save**.



TRIPIT SETTINGS ON MOBILE APP

1. From the TripIt app home screen, select **More** from the bottom menu.

2. Select **Settings**.



3. You can change your notification settings, add an email address, change your password, etc.

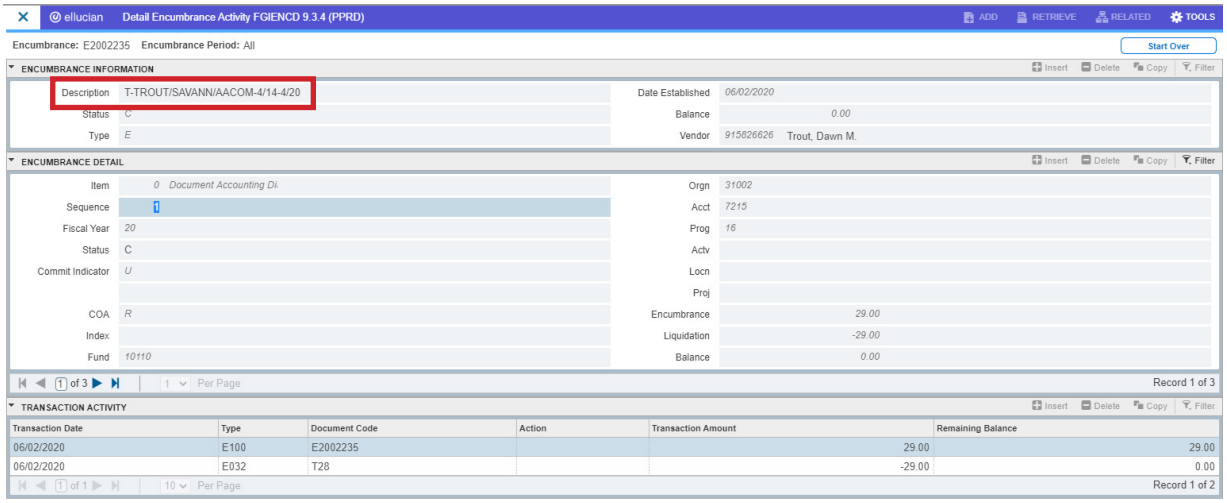
REQUEST

A Request in Concur can have multiple estimated expenses such as hotel, airfare and conference fee. Once your Request is approved these expenses will generate the traveler's encumbrance number in Banner.

FGIENCD – Now that you have an approved Encumbrance number (E#) you can review the details of a travel encumbrance in Banner Administrative pages – Detail Encumbrance Activity (FGIENCD). Enter the E# in the Encumbrance field in FGIENCD and select Go. This will display the details for this E#.

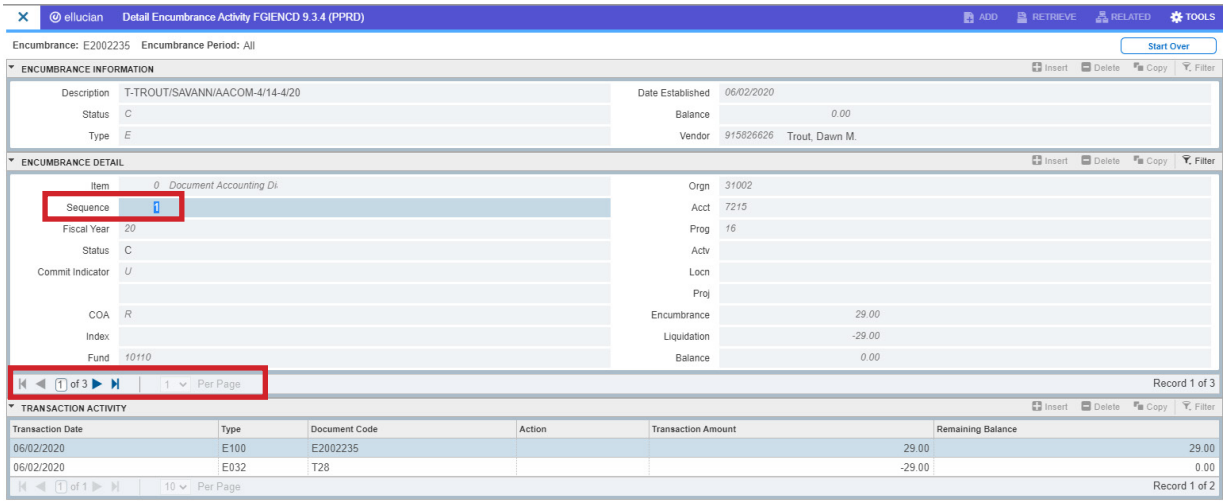
Encumbrance Information - FGIENCD

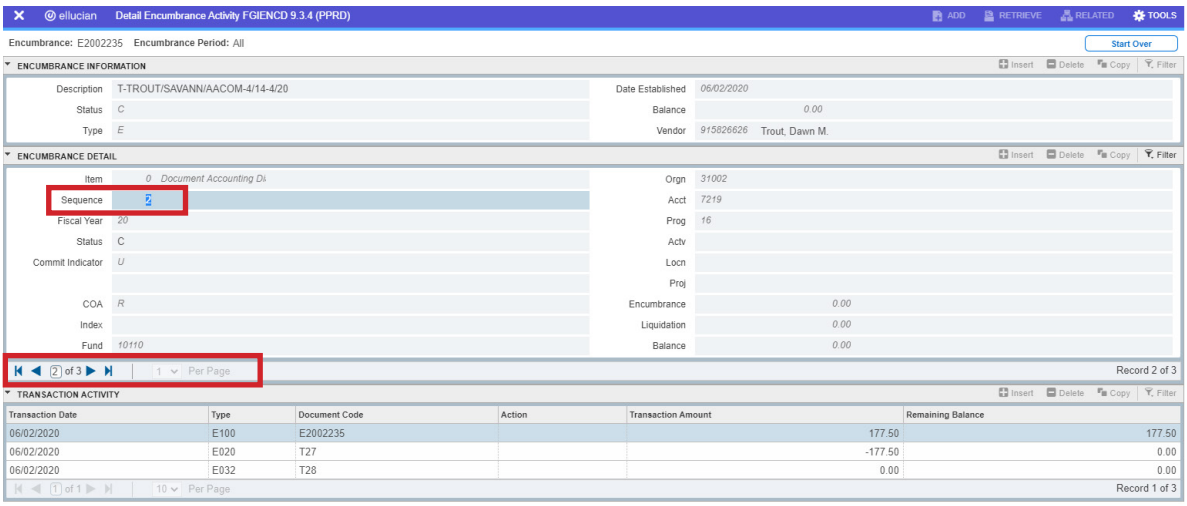
The description on the Encumbrance will be formatted with a **T-**, for travel, followed by partial of the **traveler's name, destination city, conference, and beginning/end dates**.
For Example: **T-TROUT/SAVANNA/AACOM/4/14-4/20** See below:



Encumbrance Detail - FGIENCD

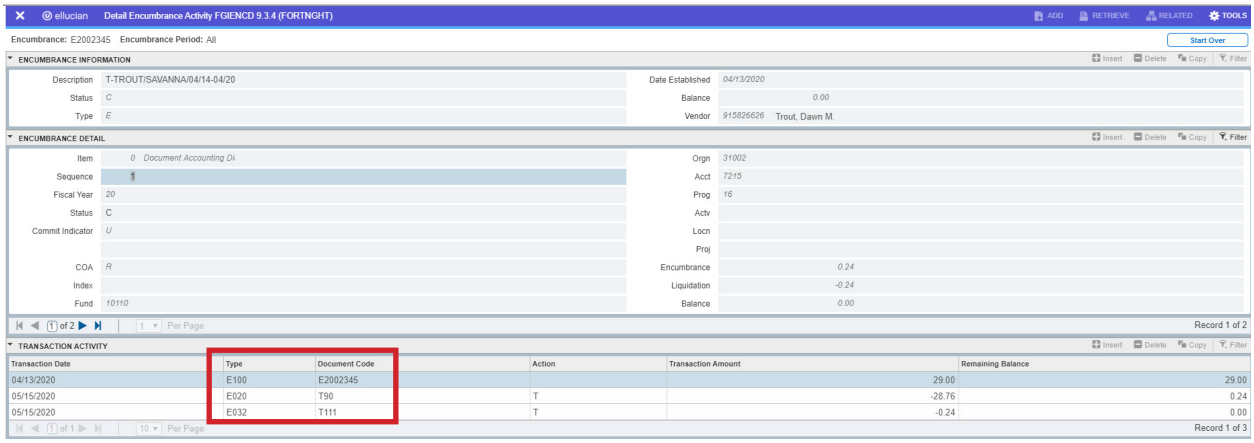
If the E# has expenses allocated to more than one FOAPAL, then each FOAPAL will be listed separately as a different record (Sequence). Select the arrows in Encumbrance Detail to view each record. See below:





Transaction Activity - FGIENCD

Here is a hint to understand the transaction details. Look at the column called “Type”. This will be located in the Transaction Activity at the bottom of FGIENCD. See below:



Type	Description	Meaning	Document Code
E100	Original Encumbrance	The funds that were requested.	This is the Encumbrance Number (E#). It will begin with an E.
E020	Encumbrance adjustment	The funds actually spent. This also indicates a change in the request (if it is increased or reduced).	T# is essentially the journal entry or document number that hits the general ledger table.
E032	Encumbrance liquidation	The encumbrance was closed - this is the balance that was returned to the FOAPAL.	T# is essentially the journal entry or document number that hits the general ledger table.

EXPENSE

After returning from your overnight trip, completing your Expense Report and obtaining approval in Concur a file will be uploaded into Banner. Within Banner you can confirm expenses are recorded and posted correctly.

Expense information - FGIENCD

One FOAPAL

If an expense goes over the requested amount on the Encumbrance, then it will zero out the encumbrance and pull the rest of the expense directly from the FOAPAL.

Multiple FOAPALs

If your request was created with multiple FOAPALs, and the expense goes over the requested amount in one of the FOAPALs, it **will not** pull funds from the other FOAPALs in that encumbrance. The overage of the expense line will simply pull directly from the FOAPAL that is over.

Exceeding the Original Amount of the Request

If your Expense Report exceeds the amount of the original Request by more than $50, the traveler must explain the difference in the field provided in the Expense Report.

Even if the Approvers agree to the requested overage amount, verification of the budget is required.

If you enter an expense on your Expense Report that was not originally requested, it will not be deducted from the encumbrance. It will come directly from the FOAPAL.

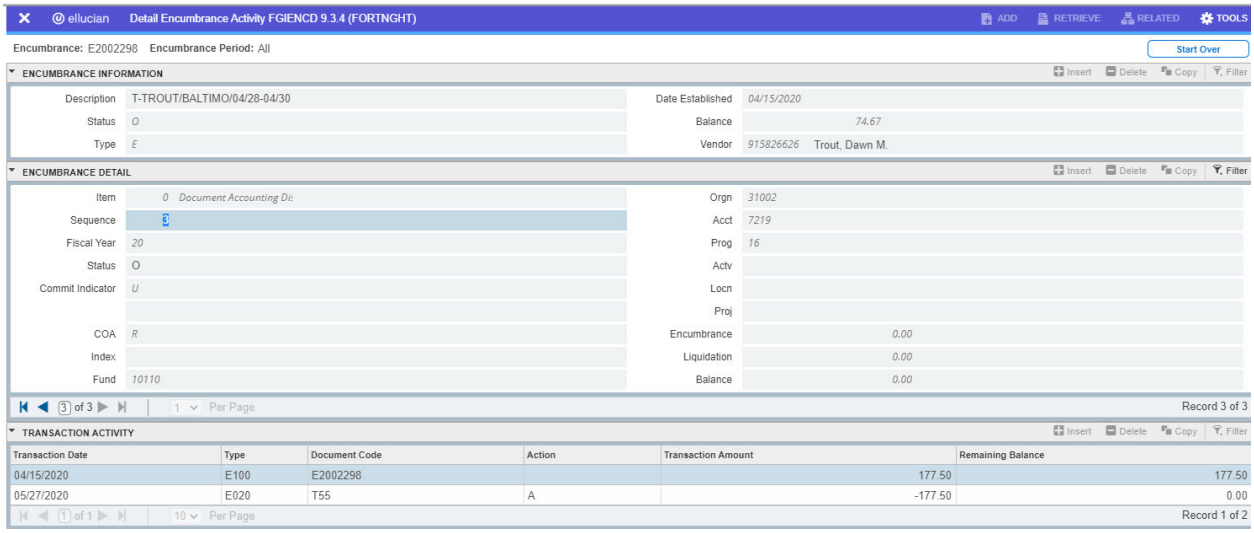
Remember that the remaining balance of an encumbrance will only go to zero. If you expense more than what was encumbered, it will never show as a negative number. The amount spent over the encumbrance will come directly out of the FOAPAL.

Exceeding Amount in FOAPAL Budget Pool

If there are not enough funds in the FOAPAL budget pool of any of the FOAPALs to cover an expense that was not encumbered, then the expense will be rejected for insufficient funds.

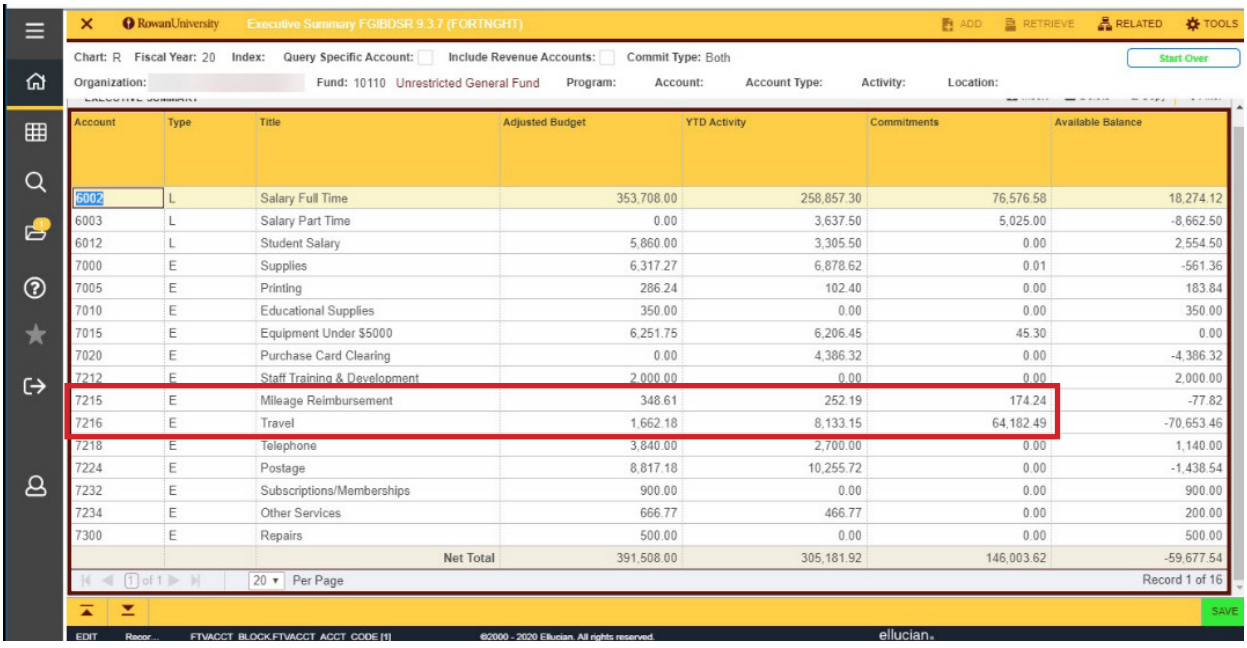
Cash Advance

Concur Cash Advances may be issued to a traveler. However, they are only typically provided for per diems. The cash advance will be included in the travel encumbrance and show in Banner in account 7219. When the traveler does complete the Expense Report, the cash advance will be included. Since the cash was given in advance to the traveler, on the Expense Report in Banner, it will actually show as a credit. The traveler will only be reimbursed for what they paid for out of their own personal funds.



FGIBDST – Organizational Budget Status

You will be able to see all of your total travel encumbrances and expenses in FGIBDST. The travel will be located in account 7216 and mileage will be in account 7215 in each FOAPAL. See below:



Budget Query (Self-Service Banner)

You can also view your total travel encumbrances and expenses in Budget Query in Self-Service Banner. The travel will be located in account 7216 and mileage will be in account 7215 in each FOAPAL.

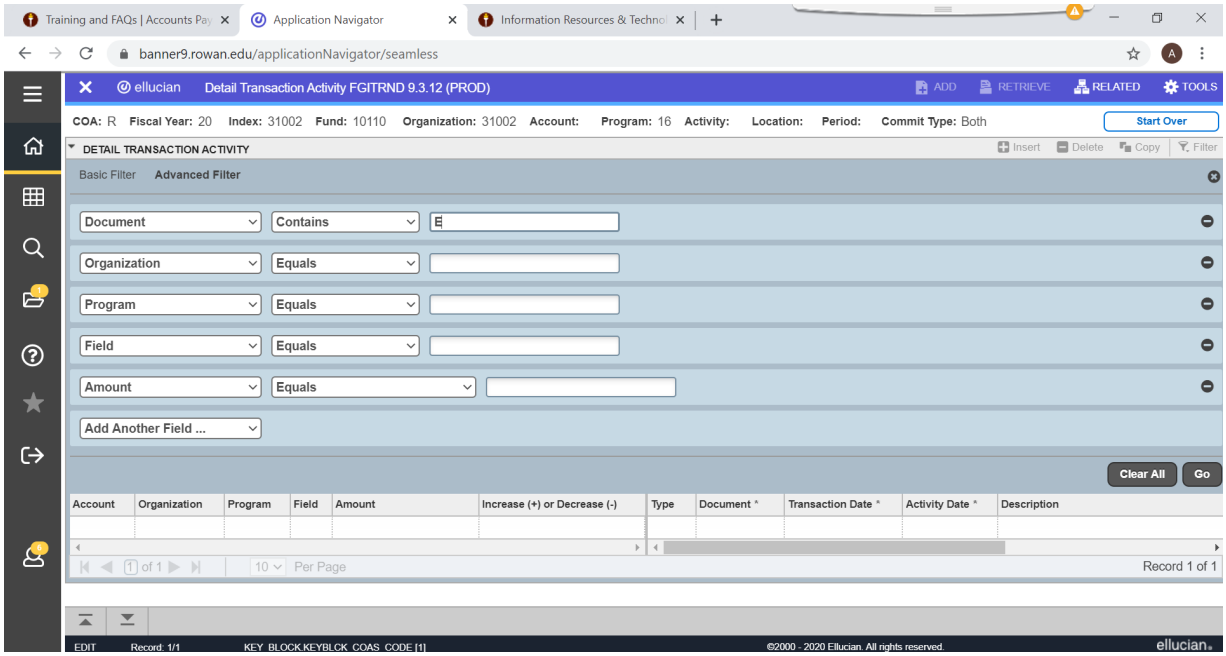
Query Results

Account	Account Title	FY20/PD14 Adopted Budget	FY20/PD14 Budget Adjustment	FY20/PD14 Adjusted Budget	FY20/PD14 Year to Date	FY20/PD14 Encumbrances	FY20/PD14 Reservations	FY20/PD14 Commitments	FY20/PD14 Available Balance
6002	Salary Full Time	350,446.00	3,262.00	353,708.00	258,857.30	76,576.58	0.00	76,576.58	18,274.12
6003	Salary Part Time	0.00	0.00	0.00	3,637.50	5,025.00	0.00	5,025.00	(8,662.50)
6012	Student Salary	5,860.00	0.00	5,860.00	3,305.50	0.00	0.00	0.00	2,554.50
7000	Supplies	5,000.00	1,317.27	6,317.27	6,878.62	0.01	0.00	0.01	(561.36)
7005	Printing	600.00	(313.76)	286.24	102.40	0.00	0.00	0.00	183.84
7010	Educational Supplies	350.00	0.00	350.00	0.00	0.00	0.00	0.00	350.00
7015	Equipment Under $5000	1,000.00	5,251.75	6,251.75	6,206.45	45.30	0.00	45.30	0.00
7020	Purchase Card Clearing	0.00	0.00	0.00	4,386.32	0.00	0.00	0.00	(4,386.32)
7212	Staff Training & Development	5,500.00	(3,500.00)	2,000.00	0.00	0.00	0.00	0.00	2,000.00
7215	Mileage Reimbursement	500.00	(151.39)	348.61	252.19	174.24	0.00	174.24	(77.82)
7216	Travel	4,000.00	(2,337.82)	1,662.18	8,133.15	64,182.49	0.00	64,182.49	(70,653.46)
7218	Telephone	3,840.00	0.00	3,840.00	2,700.00	0.00	0.00	0.00	1,140.00
7224	Postage	8,500.00	317.18	8,817.18	10,255.72	0.00	0.00	0.00	(1,438.54)
7232	Subscriptions/Memberships	900.00	0.00	900.00	0.00	0.00	0.00	0.00	900.00
7234	Other Services	750.00	(83.23)	666.77	466.77	0.00	0.00	0.00	200.00
7300	Repairs	1,000.00	(500.00)	500.00	0.00	0.00	0.00	0.00	500.00
Report Total (of all records)		388,246.00	3,262.00	391,508.00	305,181.92	146,003.62	0.00	146,003.62	(59,677.54)

USEFUL BANNER FORMS

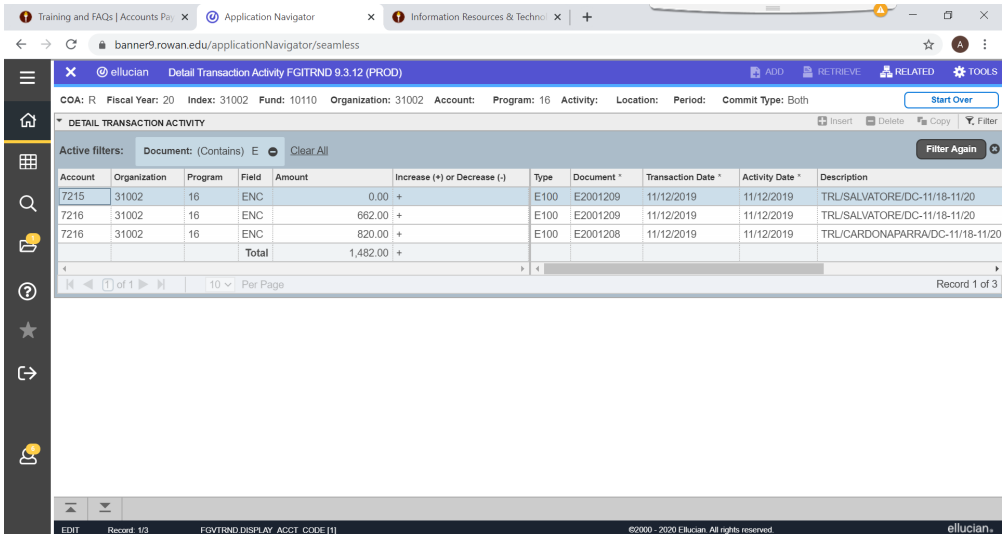
FGITRND – Detail Transaction Activity

Go to FGITRND and enter the fund and org and select Go. You can do a filter in FGITRND to see the details of travel. Select Advanced Filter. Select Document – Contains – E and then Go.



Filter Results

Each Encumbrance associated with the FOAPAL will show as a separate line in this details screen, with the amount encumbered for that expense. The Type will be E100 (Encumbrance).



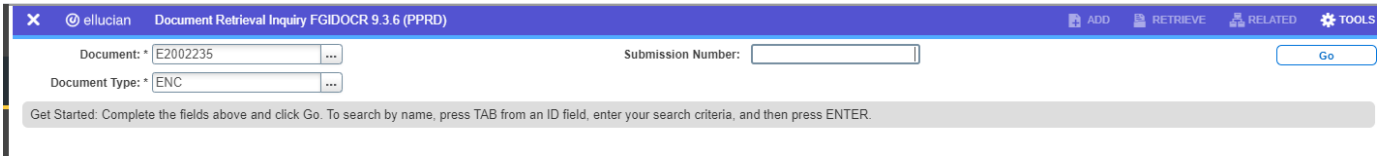
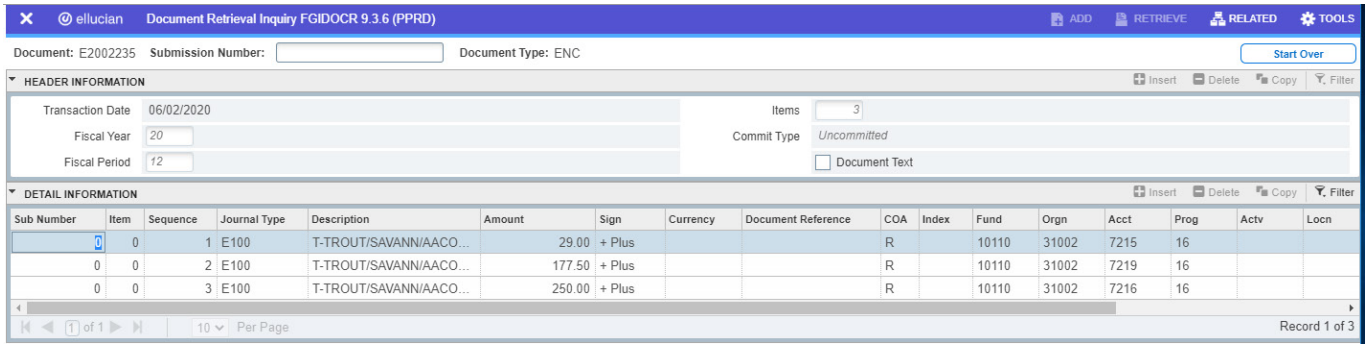
In addition to the example above, this query can be used to search for other information including encumbrances, invoices, adjustments, and liquidations.

Under the Advanced Filter:

For an invoice select Document, select Contains and enter the letter “I” for invoice and Go.

For any travel adjustments and liquidations select Document, select Contains and enter the letter “T” for change numbers, and Go.

FGIDOCR – Document Retrieval Inquiry

Another way to review a travel encumbrance in Banner is in FGIDOCR. Enter the encumbrance number and select Go.

You will see the travel encumbrance, with all the funds and orgs it is charged against. Each line of the expenses will show as a separate line in this screen, with the amount encumbered for that expense. See below: