CONCUR

REFERENCE MANUAL

Provided by the Provost Business & Financial Affairs Team

UNIVERSITY OF Cincinnati

Table of Contents

CONCUR Background	**Page 3**
Training	**Page 4**
Setting up your profile	**Page 5**
CONCUR Roles	**Page 6-7**
Travel Request/Expense Report Workflow	**Page 8**
Travel Request	**Page 9-11**
Expense Report	**Page 12-14**
Approving Expense Reports	**Page 15-16**
Independent Reviewer Role	**Page 17-18**
Timeframe Reminders	**Page 19**
FAQs	**Page 20-24**
Reports	**Page 25**
Best Practice Guide	**Page 26**

UC Central Travel Resources

The University of Cincinnati's Central Travel Resources department is here to help guide you through a worry-free trip. You will find easy step-by-step guides, videos and phone contacts to assist with travel requests, booking travel and completing expense reports.

Log in using Concur, the university's new travel and expense software. Concur serves as a tool for all employees and guests of UC who participate in university-sponsored travel and/or other use of purchasing cards.

Does this involve me? Yes, if you…

- Travel on behalf of UC
- Purchase items with a university purchasing card – **all P-card transactions must be managed in Concur**
- Have out-of-pocket reimbursements
- Approve for any of the above

Training Classes include:

- Training is not mandatory to use the system, however, it is highly recommended. (Each class will last approximately 1-2 hours)
- 3 in-person classroom topics (Travel Request and Travel Expense Reports, Approving Travel Requests and All Expense Reports, and Non-Travel P-card Expense Reports) plus open labs
- Classroom training by topic will be offered weekly through August. Beginning September 2017, sessions will be monthly
- Registration is now available for the training sessions, as well as open labs
- Training is also available online for those who prefer E-Learning opportunities

Link to Training Courses: http://www.uc.edu/facdev/Home.aspx

CONCUR Training Information

- **Go to http://www.uc.edu/af/travel/concur-training.html**

- **We recommend that you sign up for training sessions as well as open labs, when available. Also, you can view video simulations on the above listed website.**

- **Quick Reference Guides (QRGs)**

- **FAQs**

- **Training Videos**

- **Travel Tools**

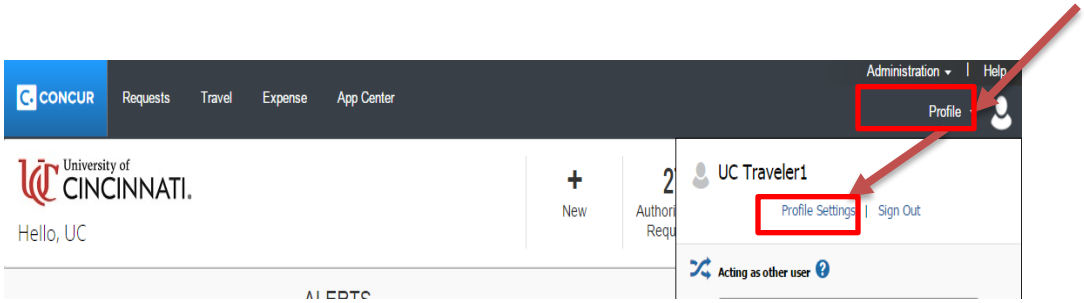
- **Links to Financial Policies**

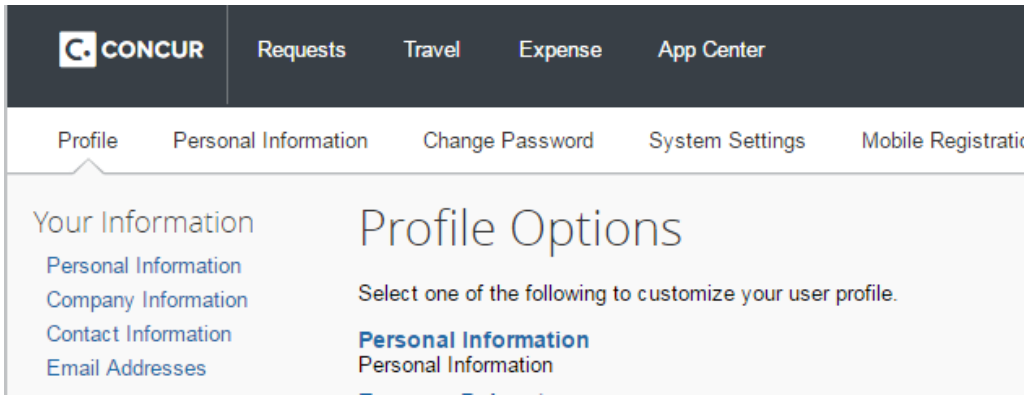
If you have questions, please contact the CONCUR inbox via:

ConcurQuestions@ucmail.uc.edu

Concur –Travel Profile Settings

- Below is a link to manage your Travel Profile Settings, including:
  - Personal Information
  - Frequent-travelers programs
  - TSA pre-check numbers
  - Passport Information
  - Credit Card Information
  - Establish Travel Assistants





http://www.uc.edu/content/dam/uc/af/travel/docs/Setting%20Up%20Your%20Travel%20Profile.pdf

Roles:

Users: All University employees have access to Concur (except Students, Emeriti Faculty, Affiliated Faculty and Term Adjuncts)
Responsibilities:
1.) Submit own travel requests.
2.) Submit expense reports- travel/non-travel.
3.) Manage p-card expenses (if applicable) including submitting monthly reports with documentation.

Default Approver: Determined by one-to-one supervisor relationship in UCFlex HR
Responsibilities:
1.) Approve travel requests for direct reports.
2.) Approve expense reports for direct reports when they are over threshold.

Cost Object Approver: (COA): Determined by responsible person on UCFlex Cost Center record
Responsibilities:
1.) Approve expense reports when specific fund is utilized.
2.) Forward approved expense reports to additional approvers, when necessary.

Delegate: Acts on behalf of another user

Responsibilities:

1.) Submit travel requests for identified users.

2.) Prepare expense reports and notify the user when expense report is ready for them to submit.

Guests: Users that are visitors to the University/non-UC employees/Affiliates/Students/Emeriti, and Term Adjuncts

Responsibilities:

1.) If a guest is going to be paid 5 times or more, they can be setup as a guest in CONCUR. Work with travel office and Accounts Payable to set up guest profile.

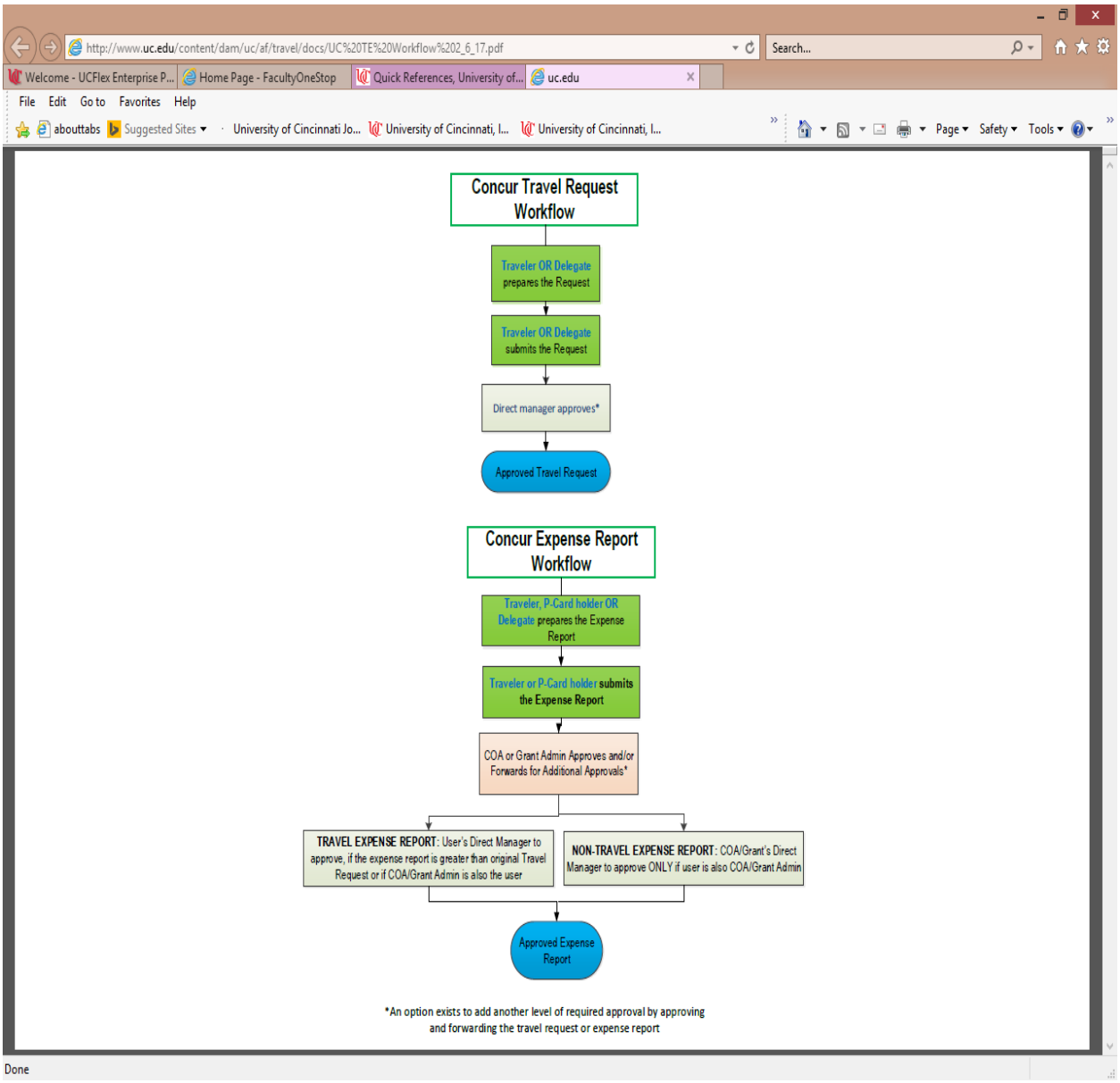
Independent Reviewer: Review expense reports and look for policy compliance on p-card transactions (Access must be approved by travel office prior to this role beginning)

Responsibilities:

1.) Run reports and complete a review of a random sample of monthly p-card charges.

2.) Make comments on expense reports at conclusion of review, to highlight any items that may be missing or require additional documentation.

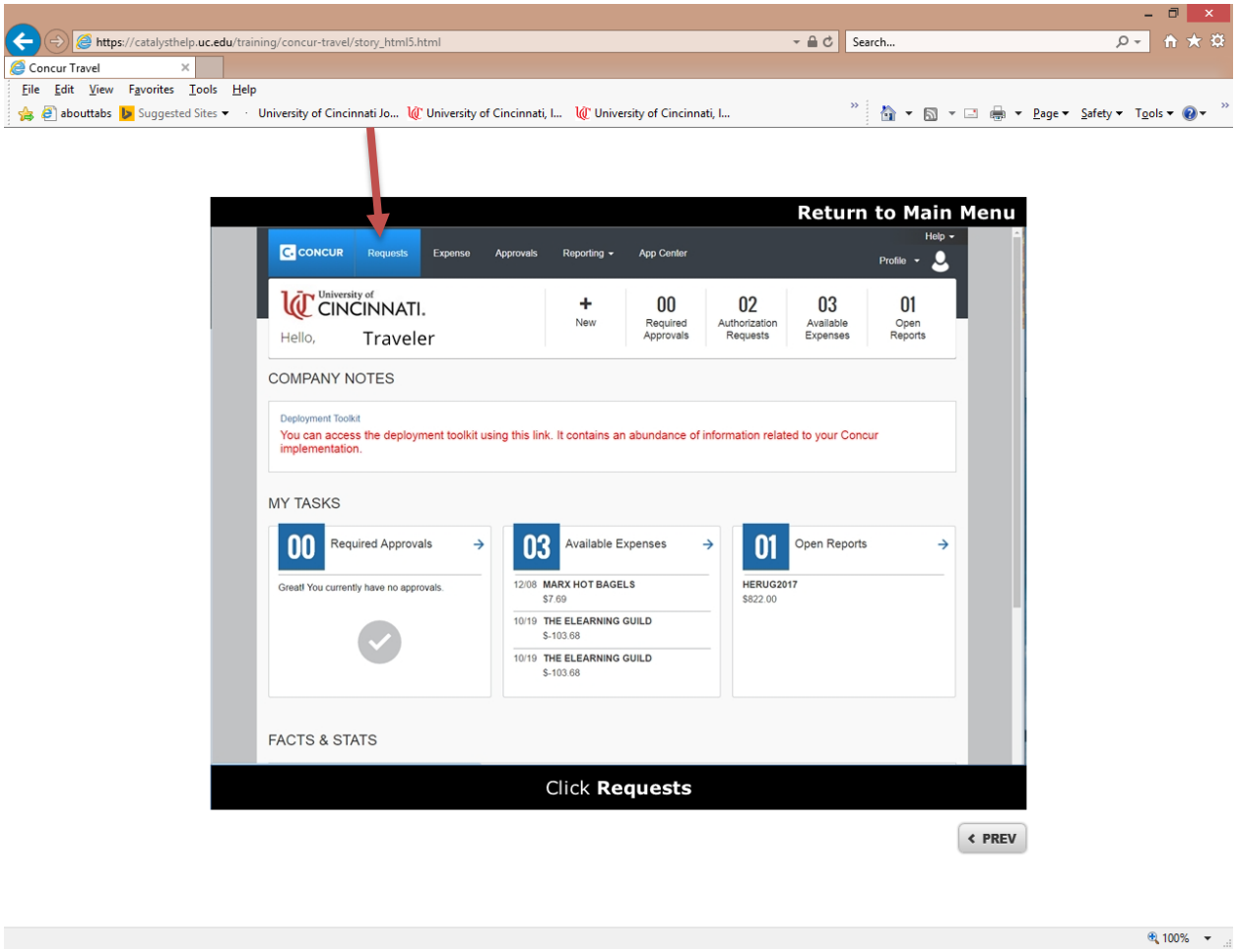
CONCUR Travel Request/Expense Workflow



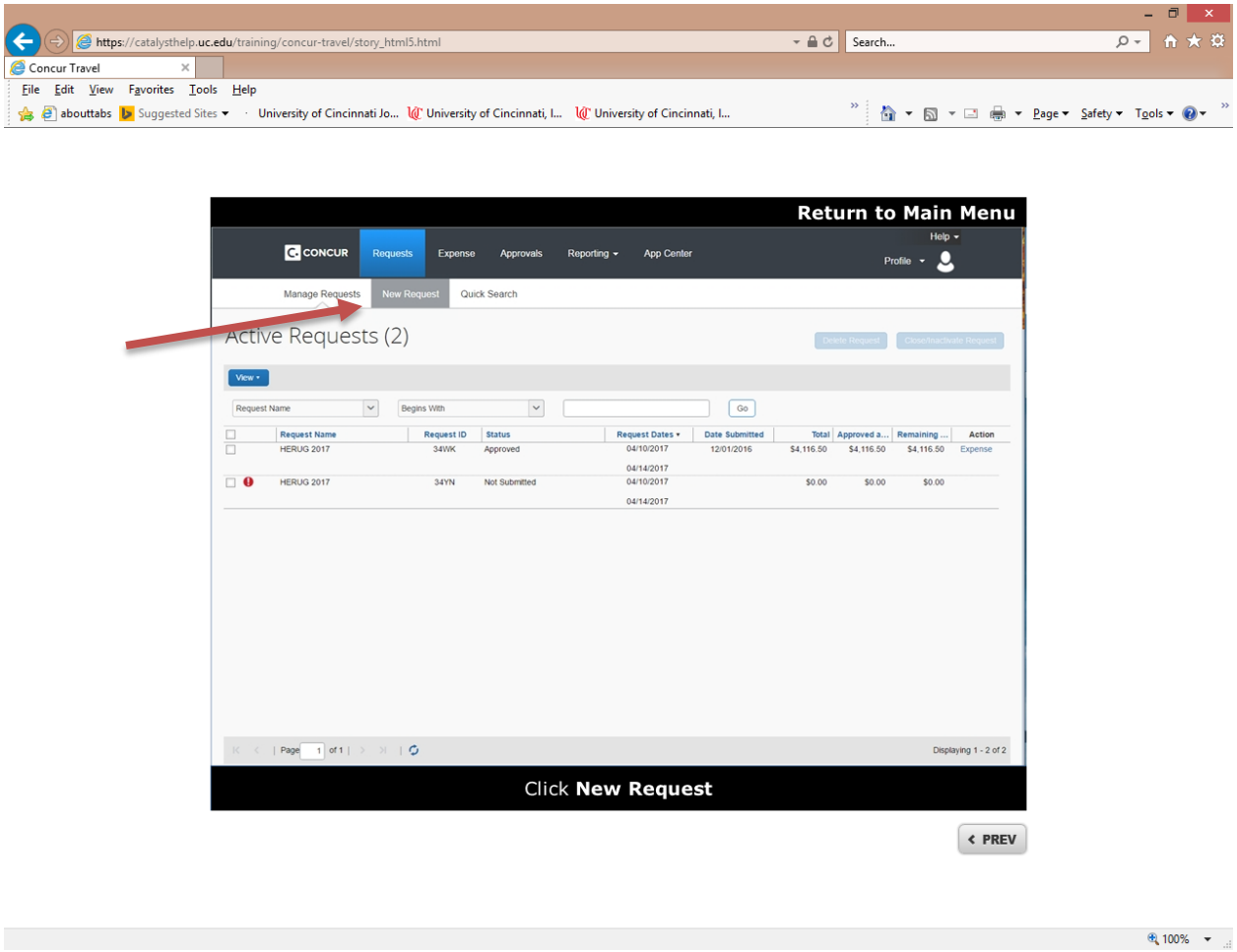
http://www.uc.edu/content/dam/uc/af/travel/docs/UC%20TE%20Workflow%202_6_17.pdf

How to Complete a Travel Request

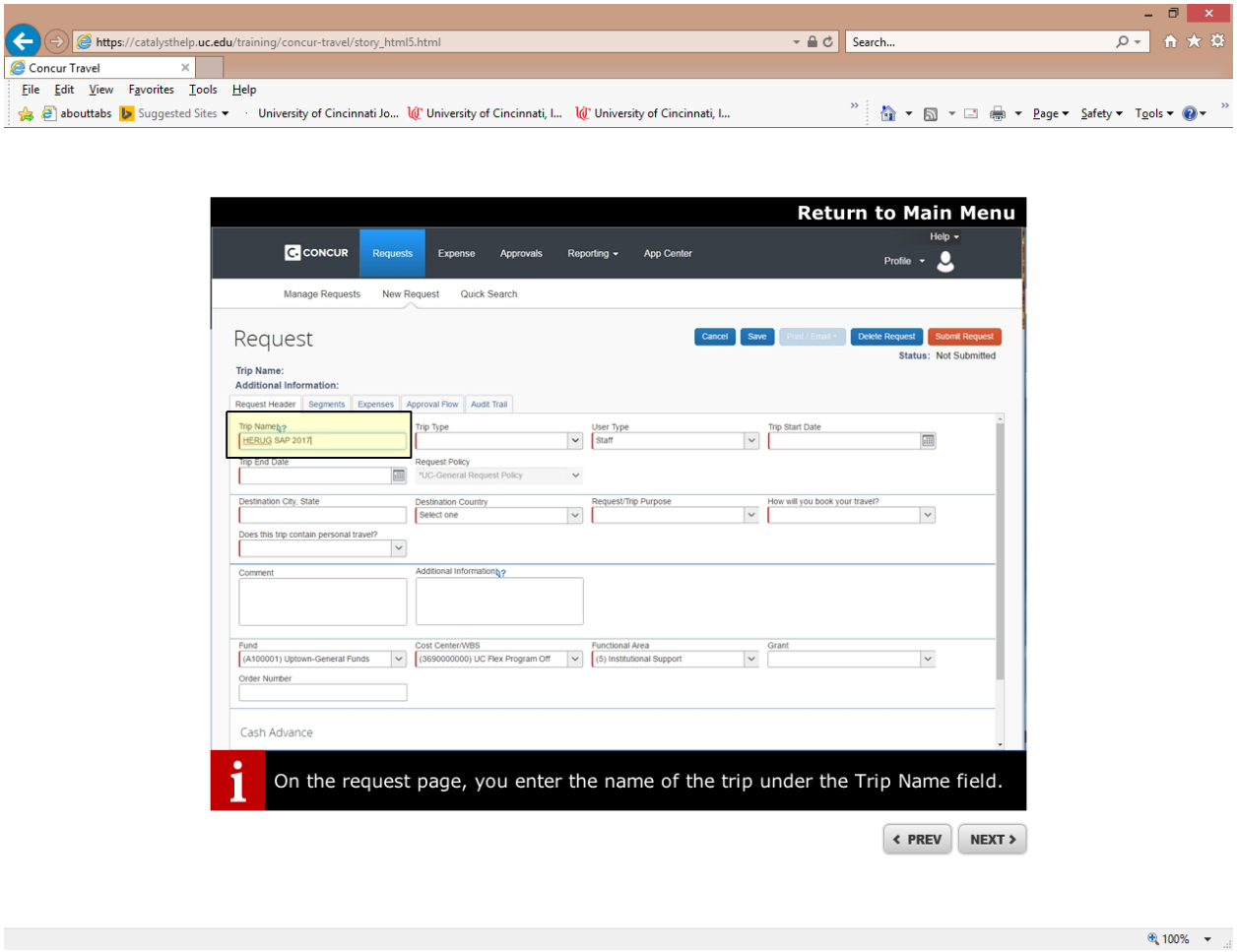
1.) Click on Request tab at top of page.



2.) Click on New Request



3.) Fill in the required information on the Report header.



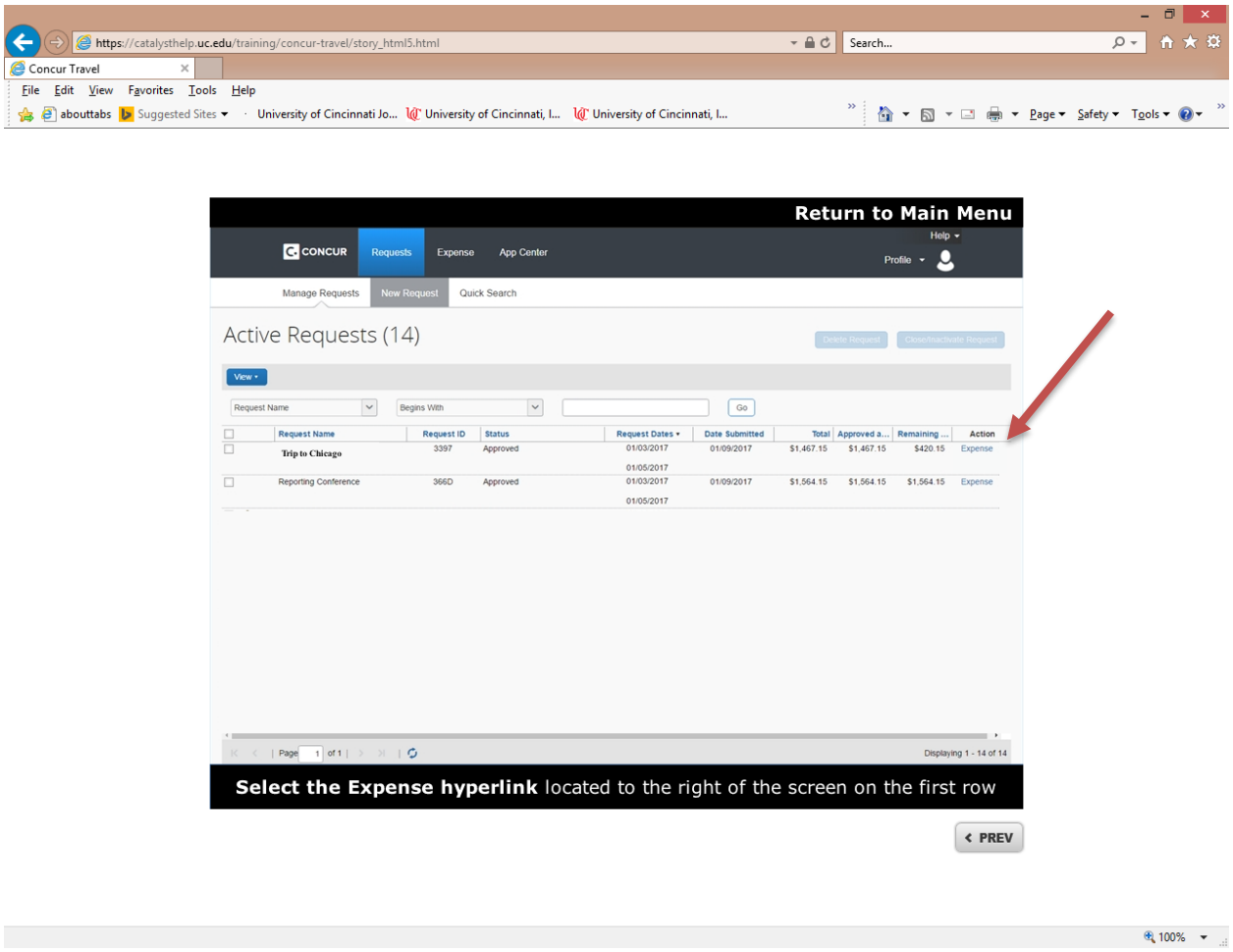
-Don't forget to enter travel segment budget items- Flight, hotel, rental car.

- Also please enter budget for other miscellaneous expenses, including per diem, tips, and other travel related expenses.

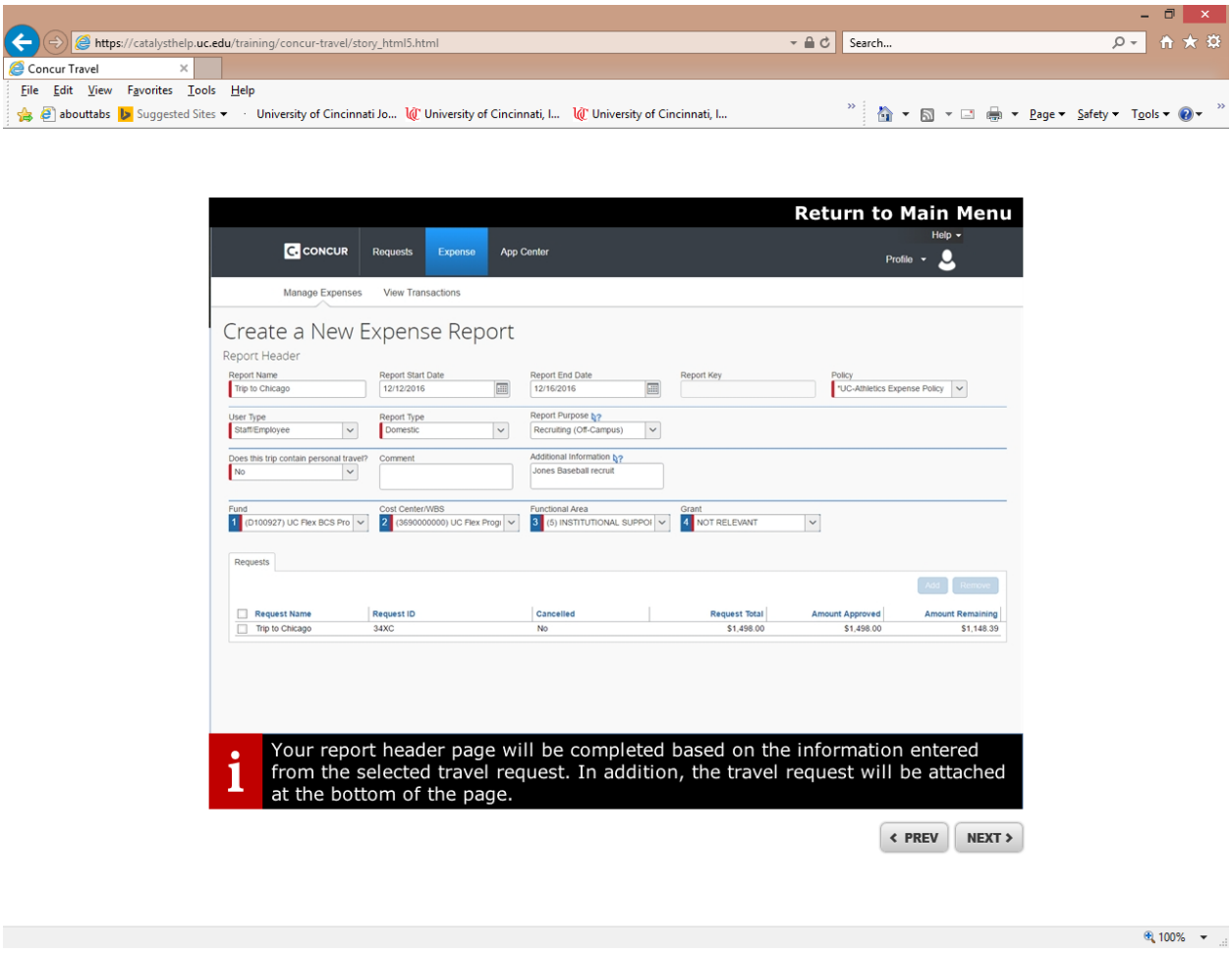
-Once all budgeted expenses are entered, hit the *submit request* button to send request to your current supervisor for approval.

How to complete a Travel Expense Report

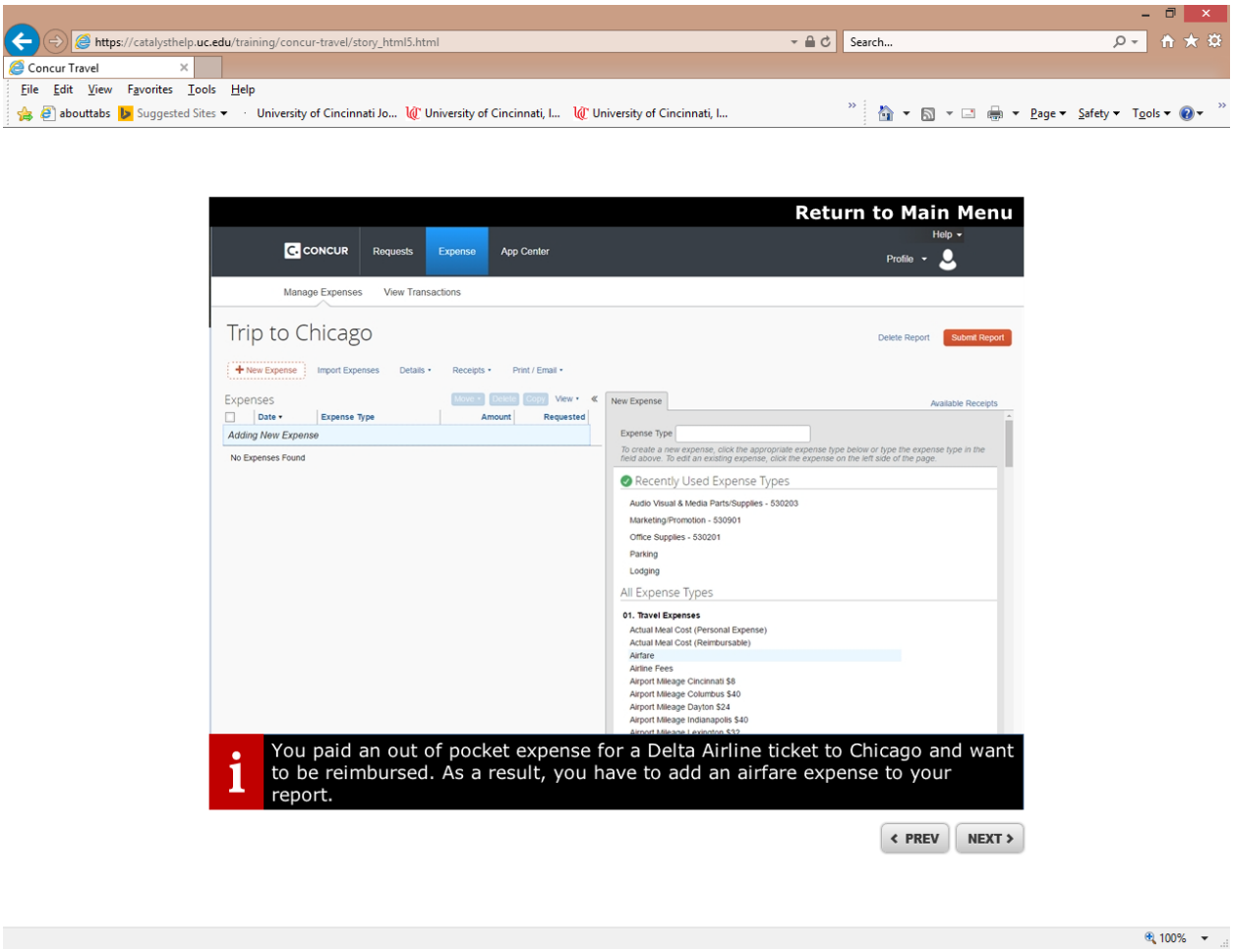
1.) Click on Expense Hyperlink off to right of Request that you would like to submit an expense report for.



2.) Report header will pull information from your travel request.



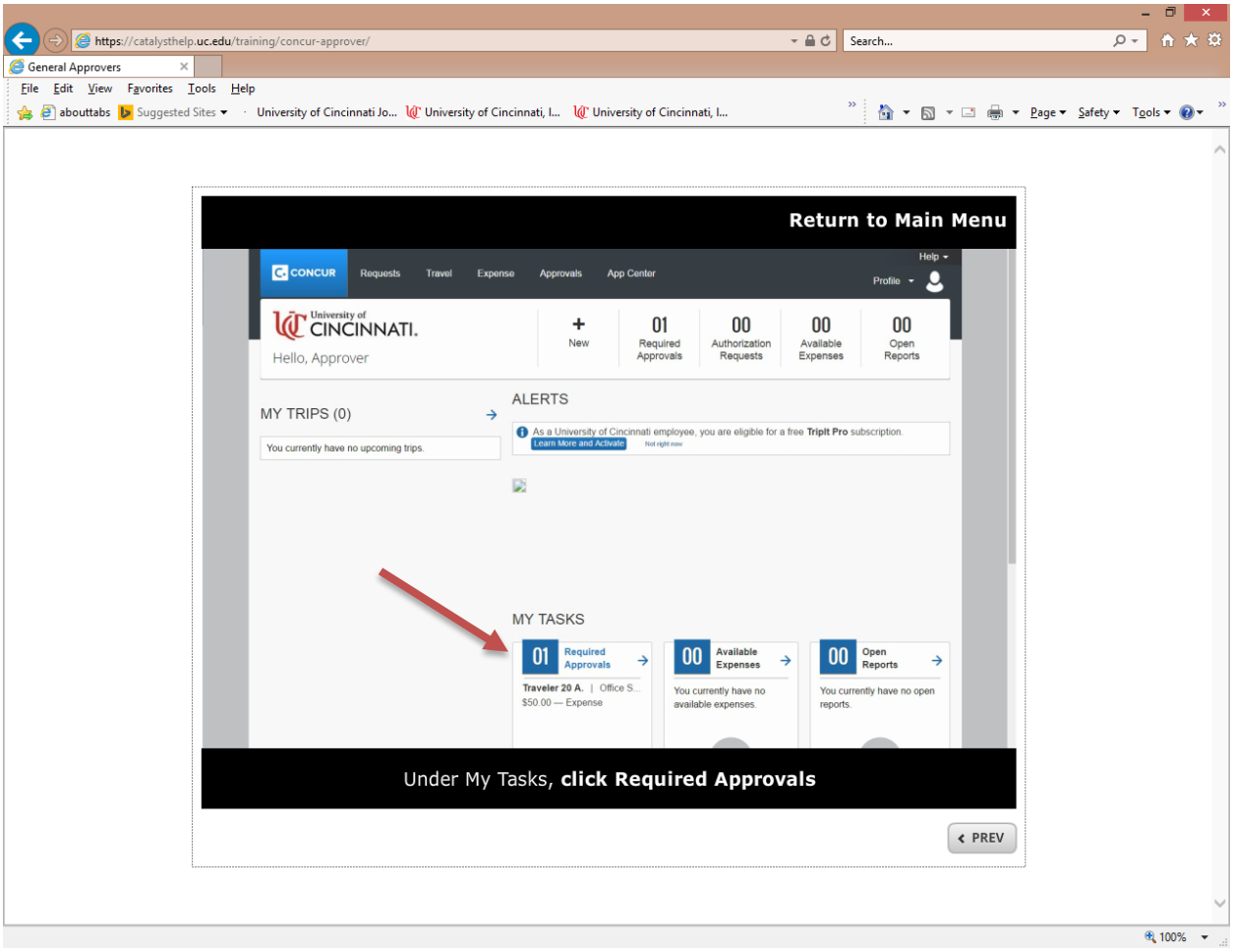
3.) If you are the p-card holder and traveler those items would show in available expenses, if you paid out of pocket for expenses, you will need to add them and attach receipts.



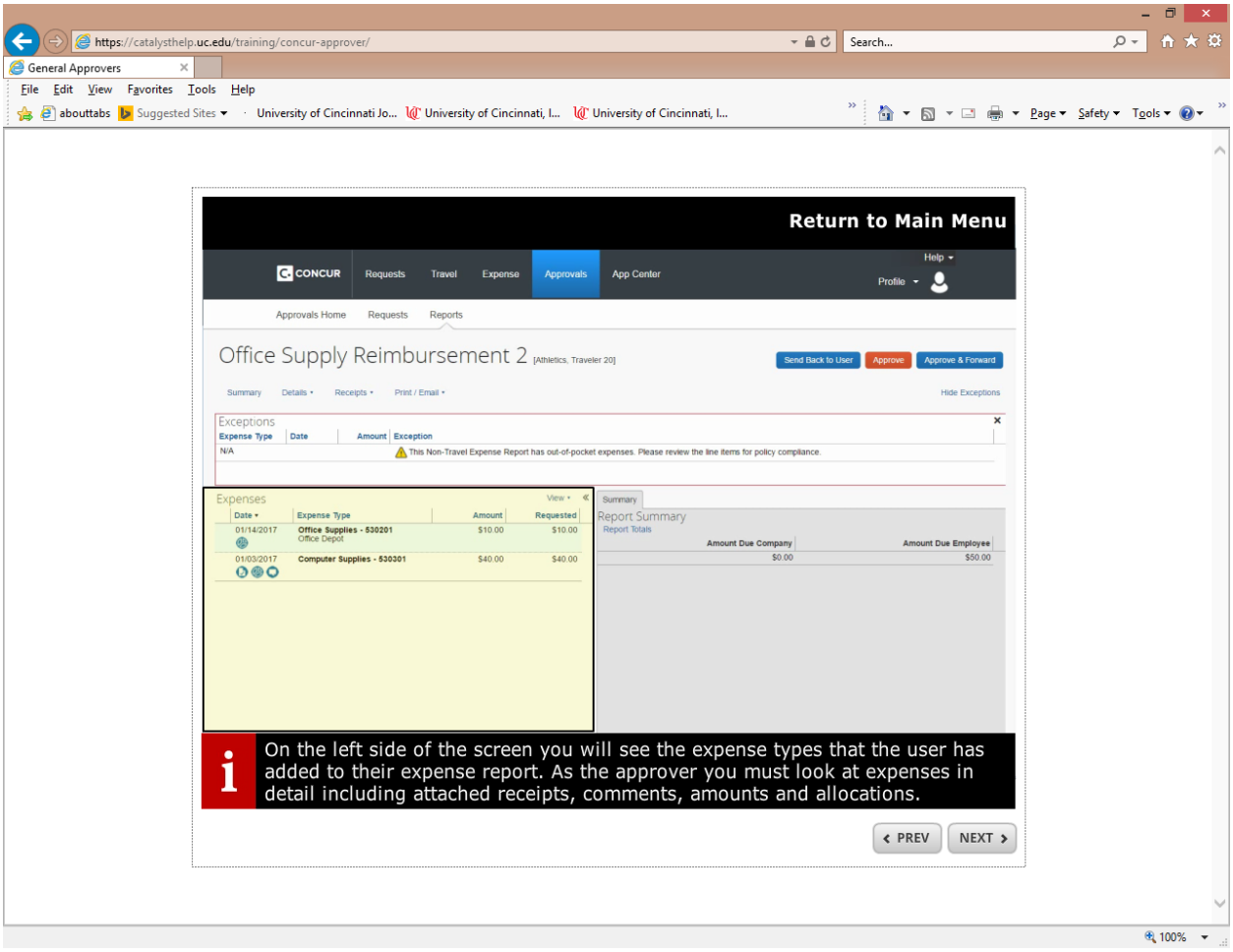
- It is a good practice to scan all receipts individually and save them to a folder on your computer.
- Lodging expenses must be itemized in CONCUR.
- Once you have attached all receipts, entered meal attendees, and any other pertinent information you can submit your report for approval from COA.

How to Approve an Expense Report (COA)

1.) You will receive email alerts if an expense report/travel request is pending your approval. You also can periodically log in to your CONCUR profile and see a list of items pending your approval.



2.) Review expenses for approval.



- Make sure to review expenses and verify that they comply with UC financial policy.
- Review allocation(s) to make sure that the correct funding source has been chosen.
- If you need to add another approver for the report; this can be done under the details tab.

Independent Reviewer Role

As an Independent Reviewer you need to have access to the following:

1. **Reporting Delegate** – be a reporting delegate for the highest level person in your area. This is granted either by that person or send an email to concurquestions@uc.edu and copy the highest level person asking for that role. There is a maximum of 2 reporting delegates allowed per person.
2. **Expense Processor Audit Role** – this will allow you to access specific expense/request reports. This role is assigned by the Travel Resource Office only. Email concurquestions@uc.edu requesting the role.

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1. Reporting Delegate

There are two reports to run for your random sampling of expenses. Below are instructions how to run each report. Once you run the report you can then pull the exact expense report with your expense Processor Audit Role.

Credit Card Transactions – Assigned and Unassigned

Reporting>***Intelligence***>***University of Cincinnati (p0019254txrf)***>***Independent Reviewer***>***Credit Card Transactions – Assigned and Unassigned***

Choose your transactions **Posted Dates or Transaction Dates**

Choose ***UC-BOA-CBCP** as your payment type

Choose **Assigned to Report** (*hold your Ctrl key down*) and **Unassigned to Report**

Click **Finish**

When the report appears do the following to get the report in Excel:

Click drop down arrow for HTML

Choose **View in Excel**

Choose **View in Excel 2007 Data**

Credit Card Transactions – Assigned with Approval Status

Reporting>***Intelligence***>***University of Cincinnati (p0019254txrf)***>***Independent Reviewer***>***Credit Card Transactions – Assigned with Approval Status***

Choose your transactions **Postdates** or **Transaction** dates.

Choose ***UC-BOA-CBCP** as your payment type.

Choose **Assigned to Report**

Click **Finish**

When the report appears do the following to get the report in Excel:

Click drop down arrow for HTML

Choose **View in Excel Options**

Choose **View in Excel 2007 Data**

2.) Expense Processor Audit Role

You will have access to view only expense reports and travel requests.

Expense (in black bar at top of screen)>***Process Reports***>then there are various ways you can search for report. One easy way is by the Report Key. Record your actions in the comments of each report. In the report click on **Details**>**Comments**>**Add your comments**>**Save**. This will allow Internal Audit and other IR's to know what actions you have completed.

Requests (in black bar at top of screen)>***Process Requests***>then there are various ways you can search for report. One easy way is by the Request ID.

Timeframe Reminders

Travel Requests: Must be submitted and approved prior to expenses being paid for.

Travel Expense Reports: Should be completed and submitted within 30 days of conclusion of trip. Reminder that you can complete multiple expense reports for the same travel request.

P-Card Holder: All expenses should be allocated to the correct fund within 30 days of transaction date. P-Card holders that have a lot of transactions, can submit multiple expense reports for that month.

Reviewer (COA): All expense reports (travel/non-travel) should be reviewed and either returned to user or approved within 10 days of submission.

Independent Reviewer: Review of expenses reports should be completed in a timely manner.

FAQs

Are comments from Concur expense reports brought back to UCFlex for reporting purposes? i.e. comment with PI name to report on for audit purposes and pulling audit documents requested.

Yes, if the comments or notes are entered into the additional information field at the expense type line item detail (as opposed to in the header).

Are comments reportable in Concur?

Yes, comments entered into the comments or additional information section will be reported in Concur.

Can multiple travel requests be added to one expense report?

No.

Where are the G/Ls in Concur?

These are called Expense Types in Concur. Trip Type is broken down by Domestic or International only. When doing Expense Reports select Expense Types which are formerly known as "G/Ls". Examples: Office Supplies - 530201, or Lab Coats – 534302. If you have any questions regarding which Expense Type to select, please contact the Controller's Office.

What is the timeframe for the first notification I will receive when I don't file my Expense report? When will my direct manager receive one?

You will receive an email if there are available expenses not submitted 30 days from the transaction date. You and your supervisor will receive an email notification 60 days from the transaction date if not submitted.

I am traveling for UC, but an outside source is paying for my trip. Do I still need to do a Travel Request for Duty of Care even though I will not have an Expense Report?

Yes, you can do a Travel Request for Duty of Care (use $0 for the estimate). An Expense Report is not required if there are no trip expenses incurred.

Can approvers have the capability to change expense types on the reports they are approving vs. sending reports back to users to make the change?

The Concur system has been modified to allow this capability. Approvers can now change expense types.

Do Travel Requests have to be approved in order to book travel in the Concur booking tool?

Yes, there are two ways to book travel in Concur.

1. Start in the Travel tab on the Concur home page and book flights, car, or hotel in Concur and "Confirm Booking".

   Complete the travel request and answer "Already booked via Concur, pending approval" for the question "How will you book your travel?" Add all other expenses such as parking, mileage, per diem, etc., then submit the request.

   The approver has a deadline to approve the request once flights are booked. Once the request is approved within the appropriate timeframe, the reservation is then sent to AAA to issue the reservation.

   AAA will then send an email confirming the reservation with your ticket number.

2. Create a new travel request in Concur using the Request tab on the Concur home page.

   Complete the travel request and answer "Will book via Concur once my Request is approved" for the question "How will you book your travel?" Add all other expenses such as parking, mileage, per diem, etc., then submit the request.

   Once the request is approved, an icon to "Book" will be displayed. You can now book your flights, car, or hotel in Concur. Once you complete your reservation, it will be sent to AAA to issue the reservation.

   AAA will then send an email confirming the reservation with your ticket number.

If airfare is booked, does the user still have to enter it manually on the expense report?

If booked using the Concur Booking tool or via AAA, it is automatically passed to the Concur Expense system. If booked using any other vendor, the user will have to manually enter the information.

For same-day trips over a period of time, such as a week, that only involve car rental, does a travel request need to be created?

A travel request is not needed. The following process should be followed when building the expense report:

In the Report Header

- Trip type = Domestic
- Report Purpose = Mileage, Non-overnight or local
- Travel Allowances Question – Are you traveling overnight and receiving per diem for meals? = No

If an employee is taking a non-overnight trip (same day travel) and has mileage along with parking or other expenses, is this considered a travel event and a TR needs to be requested with a TE report submitted? I know mileage only is considered non-travel but is all same-day travel treated as non-travel?

Mileage only and same day travel do not require a travel request. The following process should be followed when building the expense report:

In the Report Header

- Trip type = Domestic
- Report Purpose = Mileage, Non-overnight or local
- Travel Allowances Question – Are you traveling overnight and receiving per diem for meals? = No

When should expenses be submitted monthly or as they come in?

Generally, once a month. Travel and Non- travel should be on separate expense reports.

If someone needs to book a one-night stay at a hotel for a guest, do they need to create a Travel Request for approval?

Yes, travel requests are required for both employees and guests of the university.

Can a delegate submit requests for other users?

Delegates can submit travel requests in Concur on behalf of a user. Expense reports can be created and saved by a Delegate but the employee must log in to Concur to actually submit the report. This represents the employee's signature on the report. The employee will be notified via email when a report is ready for them to submit.

What happens if a supervisor changes between the time a travel request is submitted and the time of travel? Can additional approvers be added?

If the change is permanent, the user's Human Resources office/Business office should be notified so that the new supervisor is changed in UCFlex. If the change is temporary, the interim supervisor can be added as a Delegate. Request and Expense Report approvals can be forwarded to another user as long as they are set up as an Approver in the Concur system.

Can Concur users modify their Concur email notifications?

Yes, they can also have their delegates receive the email notifications instead. This process is managed in the user's Profile Settings by going to Expense or Request Preferences.

Can you have a delegate for Expense Reports?

Yes, delegates can prepare Expense Reports but the user for whom the report is being prepared must click the Submit button (this acts as their signature). Travel Requests can be submitted by the delegate.

Are students allowed in the Concur system as a user?

The decision has been made to allow student access to the system as a delegate with appropriate business justification. Students are defined as Student Workers, Co-op Students, Work Study Students or Graduate Assistants working in a department as an employee of the university. A student cannot be a delegate for the purpose of approving travel requests or expense reports within Concur.

What if a Travel Request needs to be approved by someone in addition to the direct supervisor?

The supervisor can forward the request to someone else for approval. The approver will select the Approve and Forward button located next to the Approve button. Type the name of the next approver in the User-Added Approver field (last name first). Note that the user the request is forwarded to must be a designated approver in the Concur System otherwise their name will not be available for selection in the field.

Will there be account restrictions for each person? Ex. A PI can only charge to his grants. Will there be a restriction to only charge to a cost center range by department?

There is no restriction on account line usage to submit expense reports in Concur. The appropriate cost center owner / grant admin will have to approve. If that person does not want to approve the expense they can return the expense report within Concur to the submitter.

Exceptions forms on UC site - is there a way to eliminate these forms and incorporate in Concur?

Policies and the forms are currently being reworked; however; the forms are still needed in some circumstances. Once approvals are received, the forms can be attached in Concur as needed/appropriate.

Policy Exception Form
Policy Pre-Approval Form

Can forms such as the Limited Services Engagement (LSE) and Personal Services Contract (PSC) be uploaded in Concur or will these have to be loaded every time they are used? Also, pre-approval and policy exception forms.

Since Concur is only used for travel booking, reimbursement of expense (travel and non-travel related) and P-card allocations, there is no need to scan LSE's or PSC's into Concur unless it would be for informational purposes. Those who are paid against PSC or LSE will be processed using an A114.

If receipts are not required for any purchase that is less than $25, will there be a policy that outlines this, and also states that if necessary those transactions can still be audited?

The respective policies will be adjusted to reflect this. Internal Audit has approved the change to $25 and under

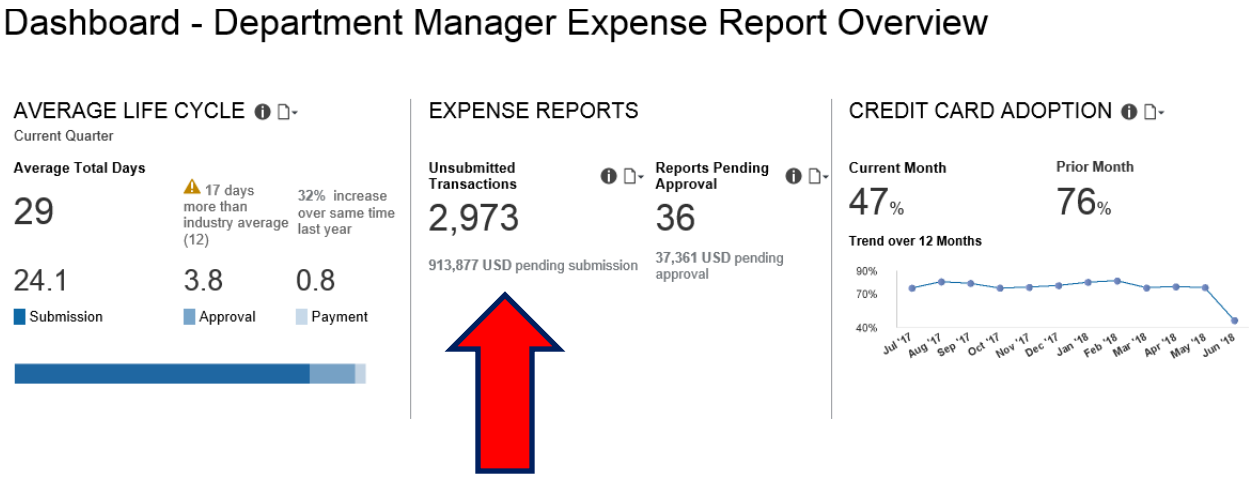
CONCUR Reporting

*New Report- To view a report that shows Unsubmitted transactions for your College/Unit:

Click on Reporting > Intelligence > University of Cincinnati > Transactions > Unsubmitted Transactions Details from Dashboard

Quick Snapshot of your areas outstanding CONCUR transactions:

Reporting > Intelligence > Click on Persona Dashboard tab > Click on Department Manager Expense Report



University of Cincinnati - Concur Best Practices

1. Attend training classes, open labs, and review travel resource website

Familiarize yourself with Concur to understand the process, procedure and policy. Training classes are offered in a variety of ways including in person and on-line. Using the UC Central Travel Resource website will help you navigate through your travel request, booking travel, and submitting your expense reports.

2. Complete profile

Completing your profile will verify your travel credentials and it will store your travel preferences. To help populate your receipts in your Concur profile you will need to verify your email address. Once this is complete, you can forward your receipts to receipts@concur.com and your itineraries to plans@concur.com. The receipts will be ready to attach to your expense transactions.

3. Book travel via Concur

Booking your travel plans through Concur will allow your itineraries to automatically populate in your trip library and in your expense reports. Booking flights will allow you to import your itinerary versus manually entering your itinerary. You also have 24x7 support from AAA Corporate Travel Services, which includes $200K flight insurance. We also have all university preferred and discounted vendors loaded in Concur.

4. Expedite receipts to your Receipt Library

Take a picture of your receipt on the Concur mobile app, upload a picture of your receipt from your camera phone, or forward emailed receipts to receipts@concur.com (verify email in profile).

5. Check p-card transactions as they post

You will receive an email when you have a p-card charge post into your Concur "Available Expenses". Move them into an expense report (travel or non-travel), define your expense type, allocate, and attach receipt (if applicable). At the end of the trip (for travel) or at the end of the month (for non-travel) submit your report.

6. When to submit your expense report?

Submit one ***non-travel expense report*** each month. However, expenses can be added, and information edited, until you submit the expense report.

Submit one ***travel expense report*** that contains all related expenses to each trip if possible. If your travel expenses involve mileage, non-overnight, or local and parking only, your expense report can contain all trips made during a designated time (e.g., one month of travel between the University's campuses for training purposes).

7. Check totals prior to submitting

This valuable feature within the report details provides a summary of the funds due to company, employee and p-card.