POLY TRAVEL | Benefits

STREAMLINED
- Clear, defined process, consistent and same for all, regardless of fund source
- Concur guides traveler through proper steps, in order
- Approval of travel request is required before booking or expensing

EFFICIENT
- Automated process with email notifications that alert for needed approvals
- There are time limits on approvals
- Managers can delegate approvals and/or assign previewers
**POLY TRAVEL** | Benefits

**CONVENIENT**
- Mobile app captures receipts while traveling and automatically feeds them into the tool
- Mobile app enables approver to review and approve travel and expenses anywhere

**BUDGET MANAGEMENT**
- Travel requests require a detailed budget
- Travel expenses are estimated before they occur
- Departments have increased visibility into travel spend by expense type, etc.
Spend Management

- Leverage overall CSU spend
- Seven CSUs implementing Concur tool and travel agency
- Consolidate air spend and negotiate with airlines
TRAVEL PROCESS

• Must complete travel in the process you started
  • If you started with a current travel 1A form, cash advance, direct bill (Enterprise or Giselle's) or current Travel Card - you must complete the current paper process

• Begin using Concur for travel when ALL aspects of travel are in Concur
  • When you can start a new Concur Request, book travel in or outside of Concur (EX: Conference Hotel), use your Concur Travel card for all expenses and can submit all expenses using the Expense Report – you are ready to use Concur for your travel process
CONCUR Online and Mobile Tool

- Three modules:
  - **Request** – replaces Preauthorization or “1A” form
  - **Travel** – online booking tool: air, rail, car, and/or hotel
  - **Expense** – replaces Travel Claim form
- Can create and approve travel Requests and Expense Reports in tool
- Travel card transactions feed directly into tool
- Tool guides users
  - Instant feedback via alerts, prompts and hard stops
  - Won’t allow you to go out of order
  - Adheres to Cal Poly’s travel guidelines
CONCUR ONLINE TOOL

Welcome to Concur Travel, the corporate online travel tool for California State University.

Please take a moment to review your profile and ensure that your information is complete.

MY TASKS

- **00** Required Approvals
  - Great! You currently have no approvals.

- **03** Available Expenses
  - 07/13 CONSERV FUEL #6112 $27.20
  - 07/13 CHEVRON 056700 $44.00
  - 07/12 CSU-SF.PARKING $6.22

- **01** Open Reports
  - 09/29 SF SU Concur training $76.75
Mobile App

Review & approve Requests & Expense Reports

Review & expense receipts & card transactions

Add expenses while traveling

Use camera to capture receipts

CAL POLY
Administration & Finance
Concur has a two-approver process; three for banned state and/or international travel. If the same approver is in two consecutive approval roles, they will only receive it one time.

### 1. Cost Object Approver
- **Approver:** Budget & Chartfield String
- **Activity:** Review

<table>
<thead>
<tr>
<th>Approval for a(n)</th>
<th>Time in Queue</th>
<th>If no action from approver, the system will</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request</td>
<td>6 days</td>
<td>Automatically approve and it moves to HR manager</td>
</tr>
<tr>
<td>Expense</td>
<td>10 days</td>
<td>Automatically approve and it moves to HR manager</td>
</tr>
</tbody>
</table>

**Collected from departments**

### 2. Manager/Supervisor
- **Approver:** Business need & policy review

<table>
<thead>
<tr>
<th>Time in Queue</th>
<th>If no action from approver, the system will</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 days</td>
<td>Automatically move to the next in-line manager</td>
</tr>
<tr>
<td>10 days</td>
<td>Automatically move to the next in-line manager</td>
</tr>
</tbody>
</table>

**Fed from HR system**

### 3. Exception Approver
- **Approver:** Banned state and/or international travel only

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>6 days</td>
<td>Automatically move to the next in-line manager</td>
</tr>
</tbody>
</table>

**Banned State Travel Approvers:**
- Academic: Provost
- Non-Academic: Dept. VP
CONCUR TRAVEL CARD
CONCUR TRAVEL CARD

Benefits

- Actual spend expensed –vs- claimed amount
  - Card transaction reflects what is actually paid
- University liability, no financial burden to employee
- Does not affect employee’s personal credit
- Fraud protection
- Travel insurance

- Block inappropriate spend, based on merchant codes
- Transaction feeds into Concur
  - Alerts users when there is a transaction on the card via email
# TRAVEL CARD OR P-CARD?

<table>
<thead>
<tr>
<th>Concur Travel Card</th>
<th>P-Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual – <em>goes with the person</em></td>
<td>Department – <em>shouldn’t leave campus</em></td>
</tr>
<tr>
<td>Travel expenses</td>
<td>General good and services off-campus</td>
</tr>
<tr>
<td>Faculty or Staff who travel for University business</td>
<td>Faculty and Staff: frequent low-dollar purchases for self or for others</td>
</tr>
<tr>
<td>Feeds into Concur – create Expense Report, approvals routed in Concur</td>
<td>Peoplesoft: Manager sign-off via Docusign or paper</td>
</tr>
<tr>
<td>University pays vendor directly</td>
<td>University pays vendor directly</td>
</tr>
</tbody>
</table>
CONCUR TRAVEL CARD

Allowable Purchases

- All University business travel related purchases
  - Air, Car, Hotel, Rail
  - Meals
  - Ground Transportation
  - Parking/Tolls
  - Registration/Fees
  - Incidentals

- Payment on behalf of others ONLY when:
  - Sharing lodging (AirBNB, hotel) with THAT person
  - Transportation (Uber, Lyft, Taxi) with THAT person

- Individual-hosted Hospitality, hosting a guest or group of guests, regardless of location (within 25 miles of campus during travel)

Prohibited Purchases

- Expenses not related to University approved business travel

- Personal Purchases

- Alcoholic Beverages for personal consumption
  - EXCEPTION: fundraising/hospitality activities charged to a fund that allows alcoholic beverages

- Cash Advances
CREDIT CARDS

Consider your card use and need

Concur Travel Card

- Staff and faculty traveling on University business
- Hospitality – travel or non-travel related

Purchasing Credit Card (ProCard)

- Office supply purchases
- Hospitality – non travel related only

Travel Credit Card

- Student, group and guest (recruitment) travel only
CHRISTOPHERSON’S BUSINESS TRAVEL | Benefits

- Book travel online or via phone
- ROI/ Cost Avoidance
  - Used ticket management – reuse used tickets
  - Avoid penalties: void or refund tickets
  - Enforcing negotiated contracts
  - Consolidate CSU spend. Leverage overall spend with travel vendors
  - Airlines only recognized spend managed by TMC for negotiations
- Provide tools to locate Cal Poly travelers
- 24/7 Customer Support via phone for domestic or international travel
- No “Group 9” (personal item only) fares loaded in Concur
- Travel arrangements/ bookings and fees feed directly into Concur
- Access to traveler’s profile
CHRISTOPHERSON BUSINESS TRAVEL SERVICE FEES

Christopher Business Travel may charge a service fee depending on the travel type and service provided.

- Service fee will come through US Bank and will load as a separate transaction (available in Available Expenses) to be moved to the Expense Report.
- Will use chartfield string in Expense Report header unless allocate the expense.
- The service fee depends on the service provided. See Fee Structure chart.
TRAVEL GUIDELINES
NEW GUIDELINES

All state employee travel to go through Poly Travel
  • Includes Sponsored Programs or grant travel (Corporation funded)
  • After roll out, clear cut-off date, Concur will be the only method to request and expense/claim travel for faculty and staff travel

Concur Travel Card is the required method of payment for travel expenses
  • For all faculty and staff, regardless of frequency of travel
  • Claim actuals; per diems are allowance or do not exceed amounts
  • Only Concur Travel Card allowed in Concur profile
  • Travel expenses for individual card holder only

No cash advances, except rare instances
NEW GUIDELINES CONTINUED

- Christopherson’s Business Travel is Cal Poly’s preferred travel agency
  - Online (Concur Travel) or Phone
  - 24 hours / 7 day support
  - International or Domestic
  - Direct bill to Cal Poly
  - CSU wide: manage and leverage spend
  - No “Group 9” airfare, unless requested
NEW GUIDELINES CONTINUED

- All individual-hosted hospitality shall be paid via the Concur Travel Card
  - Regardless of location (25 miles within campus or during travel)
  - Expense non-travel hospitality monthly (one hospitality Expense Report per month)
  - Department events may still use department P-Cards
  - Hospitality policy applies and enforced

- Domestic daily meal allowance is up to $55/ day\(^1\), including...
  - Days of travel (outbound and return)
  - Conferences
  - EXCEPT, same day travel (24 hour travel), lunch expense is not permitted, therefore maximum daily allowance is $36.33. Amount claimed is taxable

\(^1\) Departments may have more restrictions which they will need to enforce
NEW GUIDELINES CONTINUED

- **Car rental for individual travel is required to be paid via Concur Travel Card**
  - Direct bill is only available for non-employee travel (student or guest)

- **Mileage only can have one annual approved Request**
  - Submit a monthly Expense Report (only allowed to expense mileage 1X per month or can expense quarterly)
  - Request will stay open through travel end date. Multiple Expense reports can be submitted from one Annual Request
NEW GUIDELINES PERSONAL AND INTERNATIONAL TRAVEL

- **Personal Travel and International Travel requires itinerary**
  - Itineraries clearly indicate days of personal travel – vs – university business travel (from outbound/start date to return/end date of travel), and locations when required
  - Required with Request and Expense Reports

- **International Travel is a two step process: International Center and Concur**
  1. Start with International Center, once this process is complete traveler will receive a PDF via email
  2. Submit Request with attached PDF in Concur for approval

- Allow 60 days for review and approvals

afd.calpoly.edu/travel/concur
GUIDELINES REVIEW  CLARIFICATION  REQUESTS

• An approved request is required before committing any funds for travel, including registration fees

• An approved Request is required for each University Travel trip (1:1)
  • A trip is 25 miles or more from campus or home, may include hotel, air, rail, car rental, a personal or state vehicle
  • University Travel is any travel related to university business; may include travel paid by another entity (i.e. faculty visiting another university)
  • Academic Travel (i.e. student study abroad) is not considered University Travel
  • A local meeting, with or without hospitality, within San Luis Obispo county is not considered University Travel
GUIDELINES REVIEW CLARIFICATION | AIR & RAIL

- **Economy or coach air or rail fares only**
  - “Group 9” — good for one day travel (outbound and return within 24 hours)
  - Seat selection, not upgrade — minimal cost, manager approval required
  - Upgrades including “roomier” seats (exit row, Economy Plus – United Airlines, or the like, etc.) is prohibited
  - Business or First class is prohibited

- **When Personal Travel is included with University Travel\(^1\), a fare comparison is required**
  - At time of booking flight, user is required to capture airfare of business travel dates only and submit with Expense Report
  - More expensive fare is prohibited

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\(^1\) University Travel is any travel that is related to university business, including travel that is funded by another entity
Shared lodging (i.e. AirBnB) expense (the entire rental cost, including all fees: service, cleaning, non-taxes, etc.) shall not exceed the nightly hotel allowance multiplied by the number of University Travelers.¹

- Number of Nights x Number of People x Nightly Allowance per Person ($) = Allowable Claim Amount ($)

- Paying for another employee’s travel expenses is prohibited, except when sharing lodging (hotel room, Airbnb) or transportation (taxi, uber, lyft) with that person
  - Cannot pay for someone else’s airfare, conference fees, etc.
  - When traveling together, each individual employee is required to pay for themselves
• Uber Black, Lyft Lux, and other premium options with rideshare companies is prohibited unless manager approves prior to trip
  • Include business justification in Request and Expense Report

• Black tie rental service/luxury car transport services to and from airport or home is prohibited

• Consider parking at Cal Poly (staff permit) and ride sharing or taxiing to airport if you live outside of San Luis Obispo
GUIDELINES REVIEW  CLARIFICATION | REQUESTS

- Gas may only be claimed with car rental
  - Expense type: Car Rental Gas

- Mileage may only be claimed with personal car use

- Incidental include fees and tips given to bellhops, baggage carriers, porters, hotel housekeepers, stewards or stewardesses, other ship personnel, and hotel servants in foreign countries.
  - Not on water, snacks, etc/ - may claim multiple meal expense types up to $55/day
• Individual is required to submit their Expense Report within 60 days of Travel End Date
  • Justification is required to submit Expense Report beyond 60 days of Travel End Date
  • Future travel may be restricted until Expense Report is submitted

• Concur Travel Card may be taken away if abused
  • No cash advances shall be granted

• When receipts are required, they must be itemized
  • An itemized receipt clearly lists all items purchased (i.e. each entree, appetizer, drink, etc. purchased); a total + tip is NOT an itemized receipt
GUIDELINE REVIEW CLARIFICATION | OTHER

Banned State Travel

- All should be mindful of travel to banned states.
- All travel to banned state shall be reviewed and approved by each organization’s VP.
- Travel to banned state funded by the state must meet the Exceptions. (https://afd.calpoly.edu/travel/policy/#restricted-travel)
- Travel to a banned state funded by other sources is up to the VP.
- ALL BANNED STATE TRAVEL IN CONCUR WILL REQUIRE VP APPROVAL, regardless of funding source
# Training Plan/Strategy - Waves

<table>
<thead>
<tr>
<th>Travel Supporters</th>
<th>User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budget Analysts, Admins, Coordinators</td>
<td>Traveler, Approver</td>
</tr>
</tbody>
</table>

- Identify travelers in their departments for Concur Travel cards at beginning of travel
- Hands on Training modules – multiple offerings over three weeks – 6-8 hours
- Support their departments

<table>
<thead>
<tr>
<th>Open Labs</th>
</tr>
</thead>
</table>

- Receive Concur travel card at training
- Lecture/demonstrations, create profile – multiple offerings over 2-3 weeks, 1-2 hours
- Travel and use resource and tools
 PROFILE: SET UP
CONCUR: LOGIN

LOGIN WARNING: NAME & AIRPORT SECURITY

Important Note
Your Name and Airport Security: Please make certain that the first, middle, and last names listed in your travel profile are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket. Please contact your Concur Administrator for any updates to your name in your travel profile prior to booking travel. Thank you.
PROFILE | REQUIRED FIELDS

**Name** – must match photo identification for travel. Name is loaded from Human Resources. Contact HR for changes.

**Contact Information** – Work Phone/Home Phone. Recommend Cell Phone for travelers

**Gender and Date of Birth**

**Concur Credit Card** – only card to be loaded into Concur Profile
PROFILE | ADDITIONAL FIELDS

**Email Addresses**
- Please add at least one email address.
- How do I add an email address?
- Travel Arrangers / Delegates
- Why should I verify my email address?
- How do I verify my email address?

<table>
<thead>
<tr>
<th>Email Address</th>
<th>Verification Status</th>
<th>Verify</th>
<th>Contact?</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:abright@calpoly.edu">abright@calpoly.edu</a></td>
<td>Check email for code</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enter Code</td>
<td>OK</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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</thead>
<tbody>
<tr>
<td><a href="mailto:asbright1@yahoo.com">asbright1@yahoo.com</a></td>
<td>Check email for code</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enter Code</td>
<td>OK</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Work Address**

**Home Address**

**Email Address** – REQUIRED to use receipts@concur.com

**Emergency Contact**

**Travel Preferences** - air, hotel, car, frequent-traveler programs, advantage programs

**Assistants and Arrangers** – permission to perform travel functions for you
Poly Travel Website
afd.calpoly.edu/travel/concur/

Roll Out Schedule

Roll Out started September 2019 and runs through September 2020. Scheduled dates of training waves for departments listed.

Concur Overview and Approval Flow

Outline of Concur modules: Request, Book, and Expense Reports; and an outline of the approval flow process.

Guides and Tutorials

Tutorials available for the traveler, approver, and delegates.
ROLL OUT SCHEDULE
Poly Travel | Roll Out and Training

Wave Approach

- Training of the travel supporters began in August
- Training included hands-on workshop, lectures, demos and open labs
- Rollout is projected to end Summer 2020
POLY TRAVEL TIMELINE - DRAFT

Wave 1
- Travel Supporter 1: 8/15 - 9/6
- User 1.1: 9/16 - 10/4
- User 1.2: 10/7 - 10/18

Wave 2
- Travel Supporter 2: 1/6 - 1/24
- User 2.1: 1/27 - 2/7
- User 2.2: 2/10 - 2/28

Wave 3
- Travel Supporter 3: 3/2 - 3/20
- User 3.1: 3/23 - 4/10
- User 3.2: 4/27 - 5/15
- User 3.3: 5/18 - 5/28

Wave 4
- Travel Supporter 4: 7/6 - 7/24
- User 4.1: 7/27 - 8/7
- User 4.2: 8/10
- User 4.3: 8/24 - 9/4
<table>
<thead>
<tr>
<th>Wave 1</th>
<th>Wave 2</th>
<th>Wave 3</th>
<th>Wave 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2 10/7 - 10/18</td>
<td>2.2 2/10 - 2/28</td>
<td>4.2 5/27 - 5/15</td>
<td>4.2 7/27 - 8/7</td>
</tr>
<tr>
<td>ANTS</td>
<td>College of Science &amp; Mathematics</td>
<td>College of Architecture &amp; Environmental Design</td>
<td>College of Liberal Arts</td>
</tr>
<tr>
<td>Strategic Business Services</td>
<td>Performing Arts Center</td>
<td>University Housing</td>
<td>Career Services</td>
</tr>
<tr>
<td>Facilities Management and Development</td>
<td>University Scheduling</td>
<td>University Housing</td>
<td>Parent and Family Programs</td>
</tr>
<tr>
<td>Public Safety</td>
<td>Information Technology Services</td>
<td>Office of Equal Opportunity</td>
<td>Research and Economic Development</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Internal Graduate &amp; Extended Education</td>
<td>Disability Resource Center</td>
<td>Institutional Research</td>
</tr>
<tr>
<td>Office of the Provost</td>
<td>New Student and Transition Program</td>
<td>Systems and Resources</td>
<td>University Advising</td>
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<td>Office of the Registrar</td>
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<td>Admissions/Recruitment/Financial Aid</td>
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<td>University Marketing</td>
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</tbody>
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**- COMPLETE -**

CAL POLY