POLY TRAVEL REQUEST & BOOK

Plan. Book. Go.

CAL POLY
Administration & Finance

POLY TRAVEL

CONCUR TOOL

Online and mobile tool

CONCUR TRAVEL CARD

University liability credit card
Feeds into Concur

CHRISTOPHERSON'S BUSINESS TRAVEL

Travel management company
Book via Concur or phone

TRAVEL GUIDELINES

Updated Cal Poly's travel guidelines

- **Request**
- **Travel**
- Expense Report

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

BEFORE YOU START

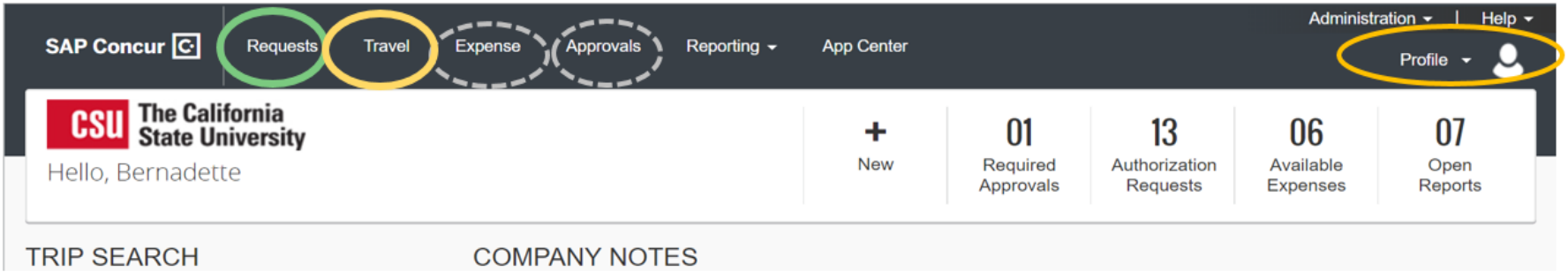
TRAVEL PROCESS

- **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

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

CONCUR | GETTING READY TO TRAVEL



Profile – *travel and tool preferences*

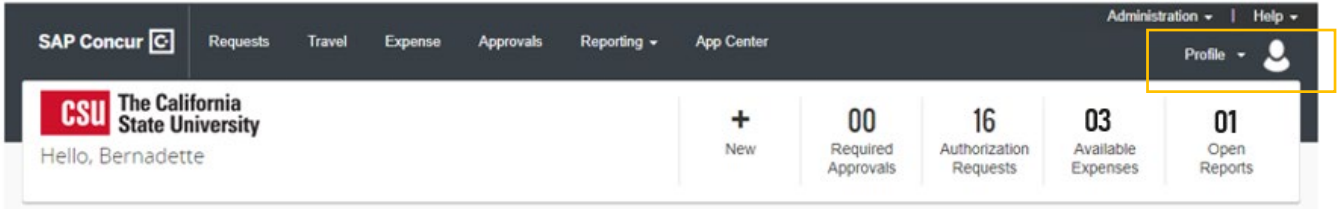
Request – *fill out information to request authorization to travel*

Travel – *book air, rail, car, and/ or hotel*

Expense – *fill out information to claim and expense travel*

Approvals – *approvers review Requests and Expense Report*

CONCUR ONLINE TOOL - PROFILE



Before you start you must set up your profile

REQUIRED FIELDS:

- First and Last Name*
- Manager/ Supervisor*
- Work of Home Phone
- Email Address
- Gender
- Date of Birth
- Credit Cards – Concur Travel Card only

** If incorrect, contact Human Resources*

OPTIONAL FIELDS:

- Work Address
- Home Address
- Emergency Contact
- Travel Preferences: air, hotel, car rental
- Frequent Traveler Programs: air, hotel, car rental
- Passport and Visa

Information automatically included in your Requests, Bookings, and Expense Reports in Concur

POLY TRAVEL | DOMESTIC OR INTERNATIONAL

DOMESTIC TRAVEL

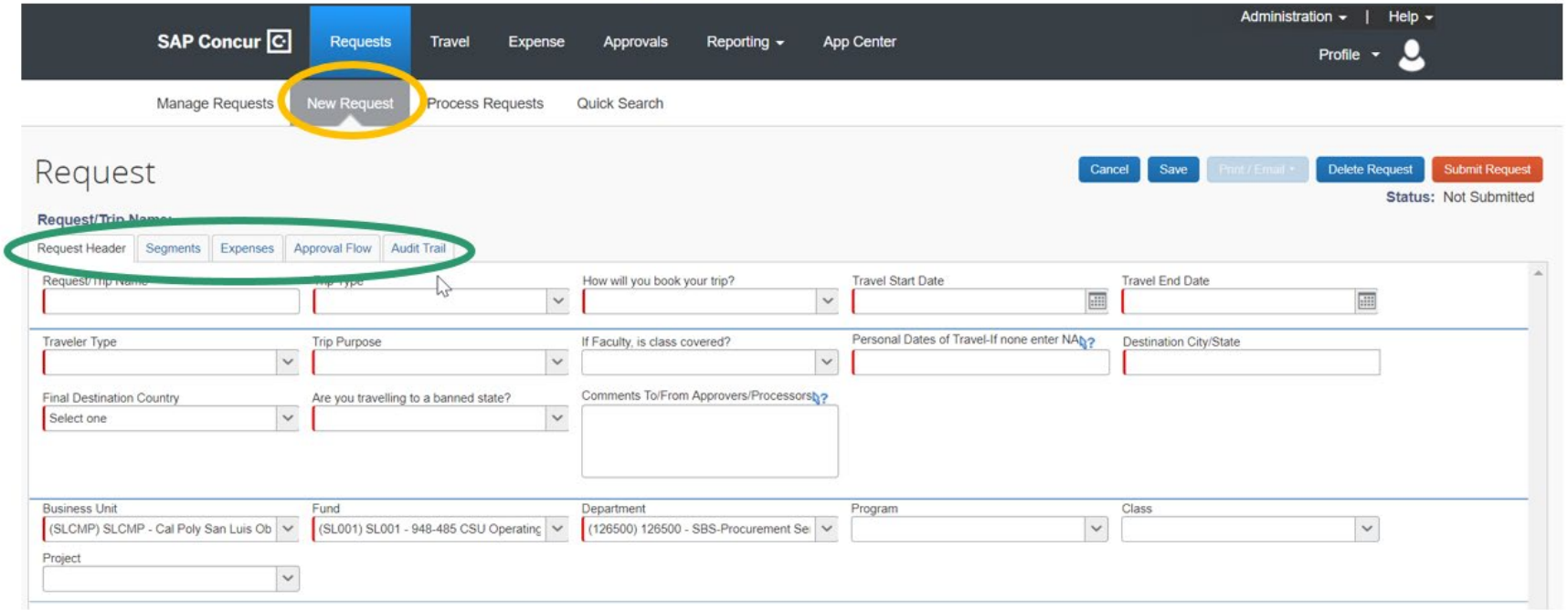
- Give manager(s) heads-up
- Check funding sources

INTERNATIONAL TRAVEL

- Two step process: International Center and Concur
    1. Start with International Center, once this process complete you will receive a PDF via email
    2. Submit Request with attached PDF in Concur for approval
- Allow 60 days for review and approvals

REQUEST

REQUEST | NEW REQUEST TAB



Required fields have red bars

REQUEST NEW REQUEST

Required Field	Appropriate Usage
Trip Type	In State. Out of State. International
Travel Start and End Date	Start and End date of your travel
Traveler Type	Staff or Faculty
If Faculty, is class covered?	Yes, No, NA
Personal Dates of Travel	Enter Personal Dates of travel and include travel itinerary that includes business and personal dates. If none, enter NA.
Destination City/State & Final Destination Country	Enter Destination City and State. Final Destination Country should populate based on the Destination City/State
Are you traveling to a Banned State/	Yes, No? If Yes, Banned States are listed. Include Comment and attach document for travel to banned state
Chart Field Information	Default chart field string will populate with SL001 fund. It can be changed

REQUEST | THREE SEGMENTS

AIR

- Total amount of airfare
- Type: Round Trip, One-Way, or Multi-Segment
- Outbound airport
- Return airport
- Date

HOTEL

- Total amount of hotel stay
- Check-in Date
- Check-out Date
- City
- Maximum Nightly Rate
- Over Rate Comment

CAR

- Total amount of car rental
- Pick-up City and Date
- Drop-off City and Date

- *Completing these will provide the budget estimate for your trip*
- *The Segments selected in Request will drive your search criteria in Concur booking tool (Travel)*

REQUEST | EXPENSES

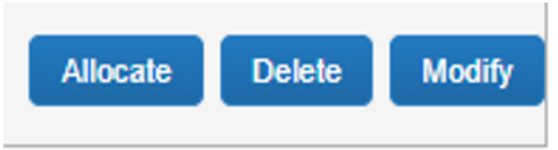
Provide estimates for the following additional Expense Types

- Provide estimates for all travel related expenses regardless of how it is to be paid
- **Airfare, Rail, Car,** and **Hotel** should be added under the Segments Tab
- If selecting **Domestic Meals** – it will automatically calculate $55x the # of Business days indicated. This is an *estimate only.* ACTUALS should be expensed after travel.

REQUEST | EXPENSES ALLOCATE, DELETE, MODIFY

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

- **Allocate**: You can allocate a valid chartfield string for a particular expense if necessary. If you will be using the same chartfield from your Request Header, then no further action is needed.
  - You have the option to allocate by **Percentage** or **Amount**
- **Delete**: if you want to delete the segment or expense.
- **Modify**: If you need to make changes to any part of the expense.

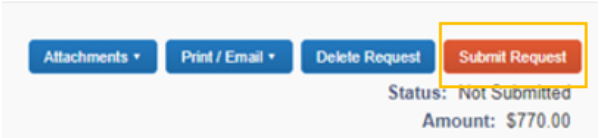


POLY TRAVEL | REQUEST CHECK LIST

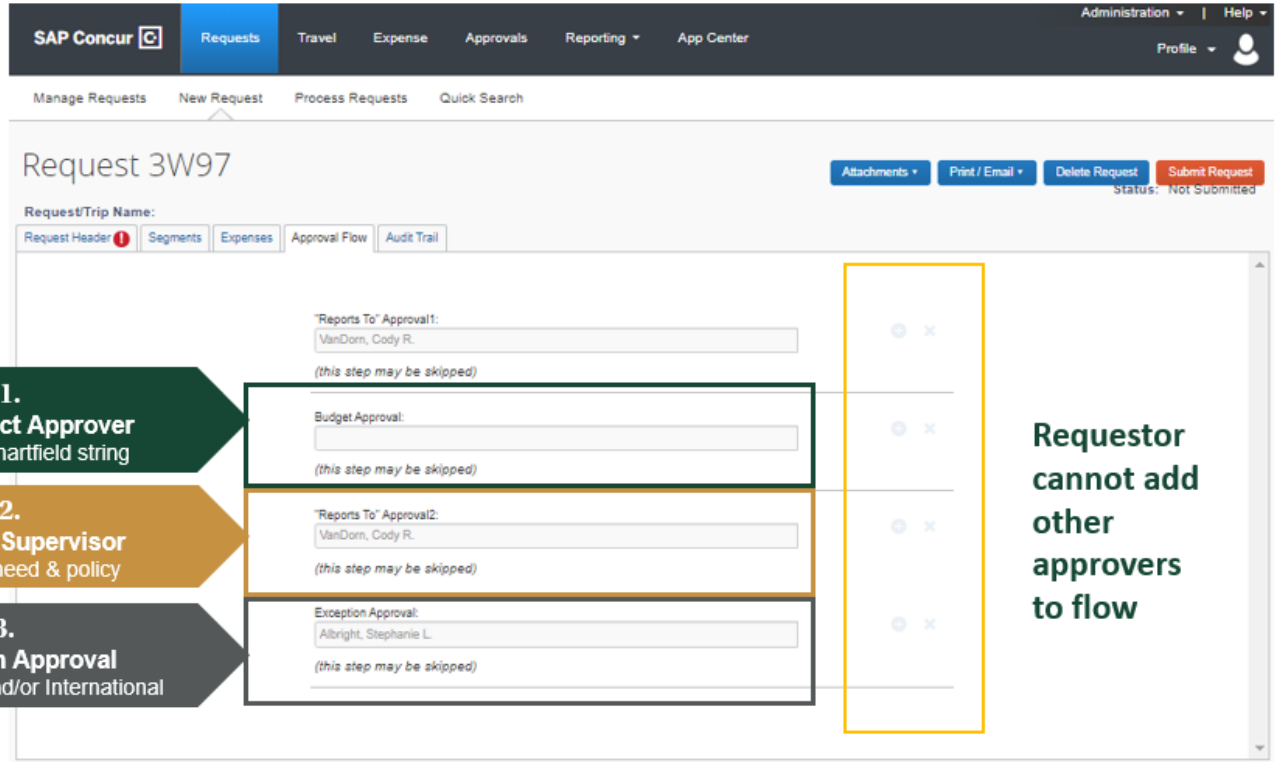
- Include ALL estimated expenses for an all inclusive budget
- Confirm your funding sources – chartfield strings are fed from PeopleSoft
- Attach required documents (Itinerary required for International travel or when including personal travel)
- Enter comments
    - Line item comments – specific to that expense type

      example: Ground Transportation "lyft from hotel to airport"
    - Header comments – overall comments for entire Request
- Include ALL segments you will book in Travel

Ready to submit Request



POLY TRAVEL APPROVAL FLOW



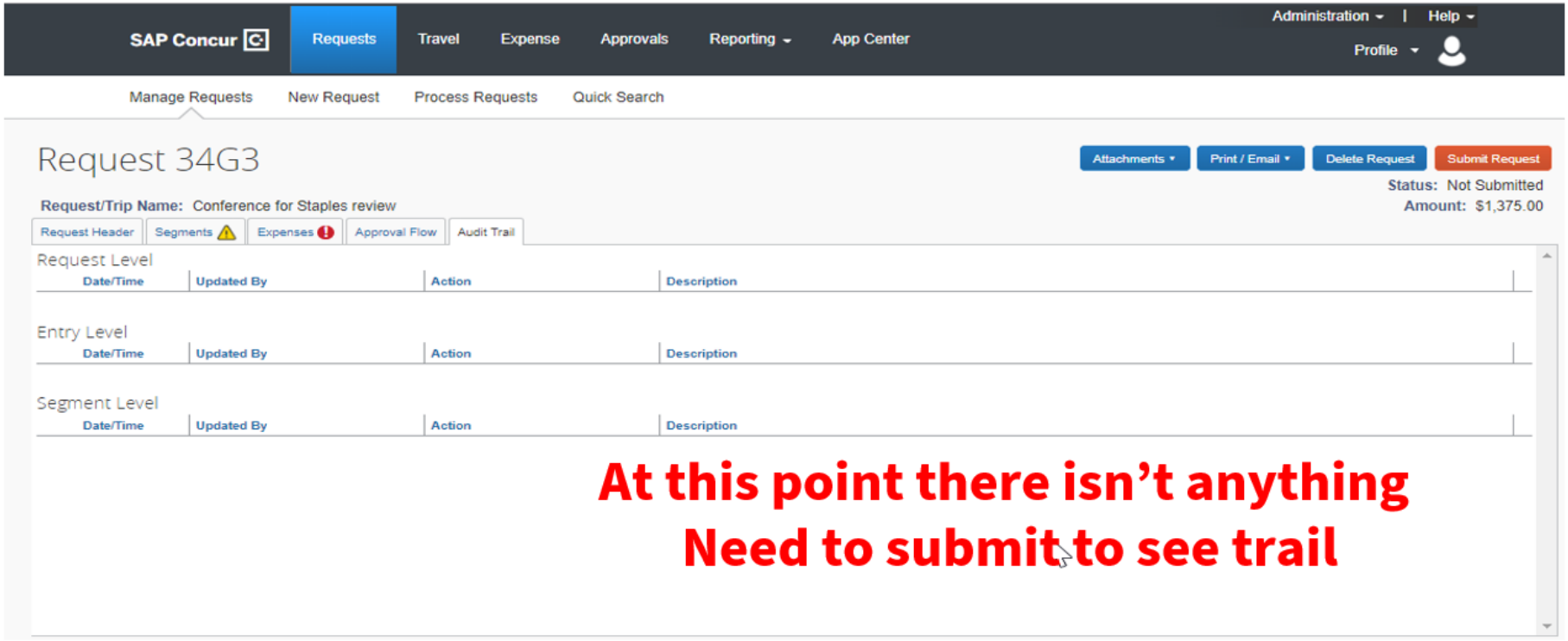
1.
Cost Object Approver
Budget & chartfield string

2.
Manager/Supervisor
Business need & policy

3.
Exception Approval
Banned state and/or International

Requestor cannot add other approvers to flow

REQUEST | AUDIT TRAIL



APPROVAL FLOW

CONCUR | APPROVAL FLOW

Concur has a two-approver process; three for banned state and/or international travel

If same approver is in 2 consecutive approval roles, they will only receive it one time

1. Cost Object Approver
Budget & chartfield string review

2. Manager/ Supervisor
Business need & policy review

3. Exception Approver
Banned state and/or International travel only

Based on...	Cost Object Approver: Chartfield String	
Approval for a(n)	**Time in Queue**	**If no action from approver, the system will**
Request	6 days	Automatically approve and it moves to HR manager
Expense	10 days	Automatically approve and it moves to HR manager

Collected from departments

Manager/ Supervisor: Traveler	
Time in Queue	**If no action from approver, the system will**
6 days	Automatically move to the next in-line manager
10 days	Automatically move to the next in-line manager

Fed from HR system

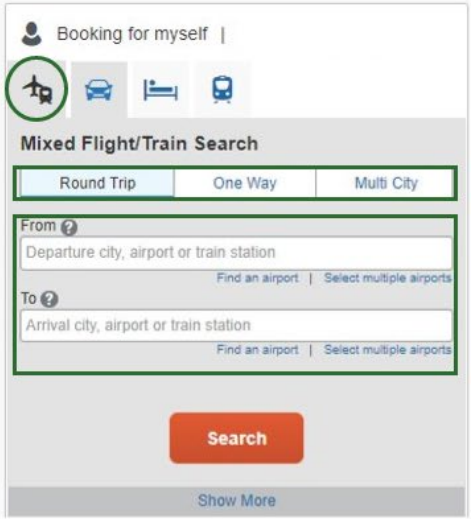
Exception Approver: Banned State or International	
Time in Queue	**If no action from approver, the system will**
6 days	Automatically move to the next in-line manager
Banned State Travel Approvers: **Academic: Provost** **Non-Academic: Dept. VP**	

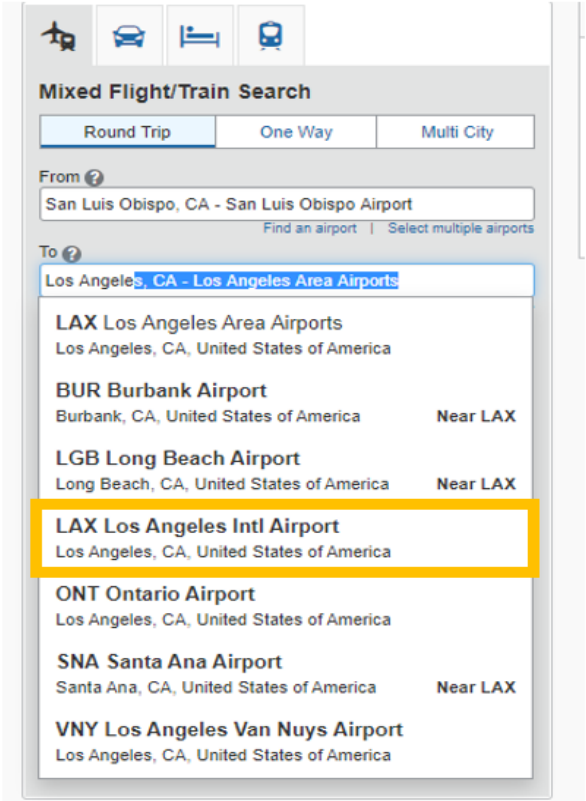
TRAVEL

TRAVEL AIR

Open Travel Tab to Book Air, Hotel, Car, or Rail

- Select Air Icon to book **Airfare**
- Select **Round Trip, One Way, or Multi City**
- Enter **From and To Destinations**. Type in the full name of the City and check that ALL AREA AIRPORTS is not selected (examples: Las Vegas, Los Angeles)
- **Search**

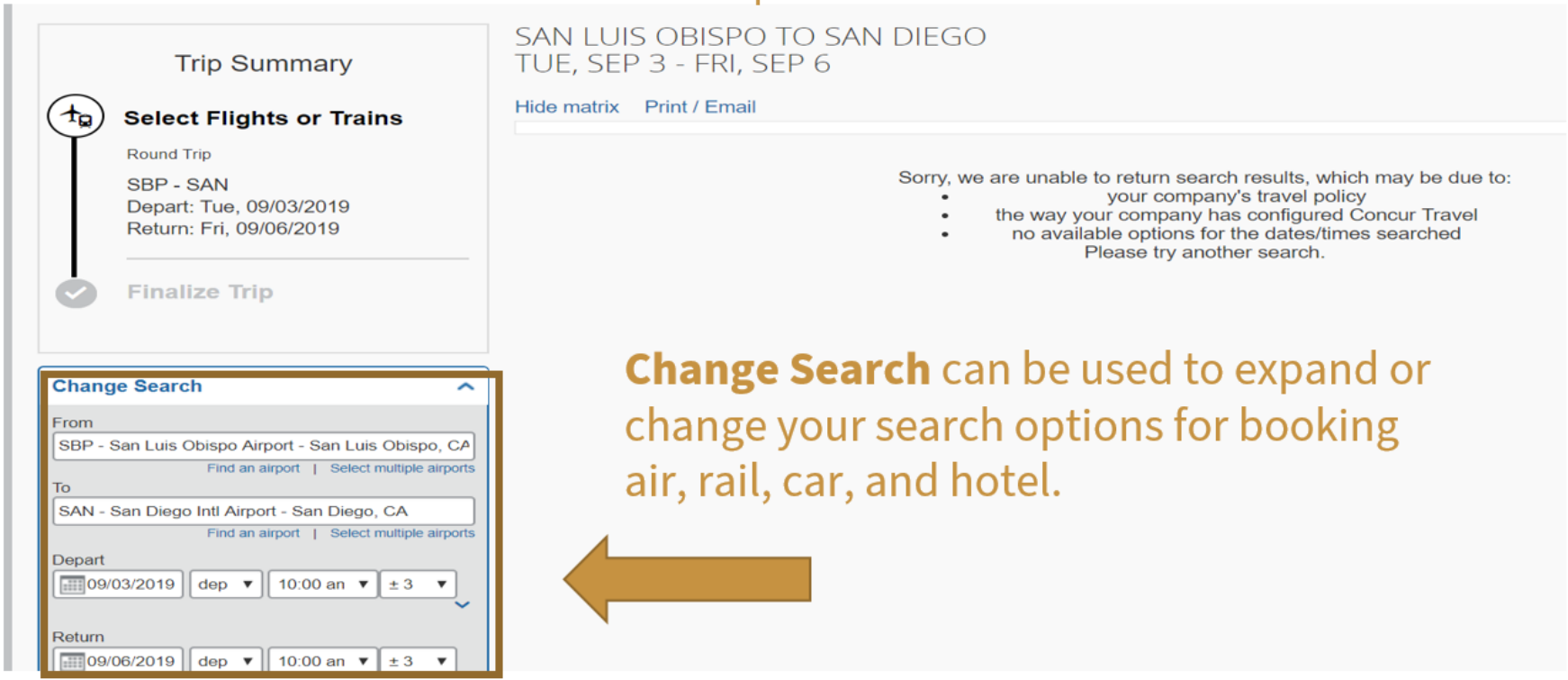




TRAVEL | BOOK AIR

- All airports are loaded in Concur.
- Select INTERNATIONAL airports for larger cities.
- Happens often with travel to Los Angeles and Las Vegas
- If no flights available for your search, or trains only, check the airport shown in Search.

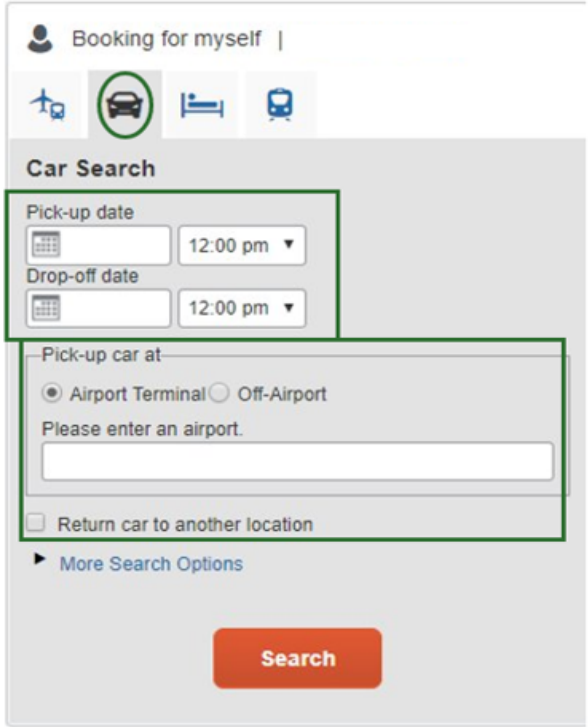
TRAVEL | BOOK AIR



Change Search can be used to expand or change your search options for booking air, rail, car, and hotel.

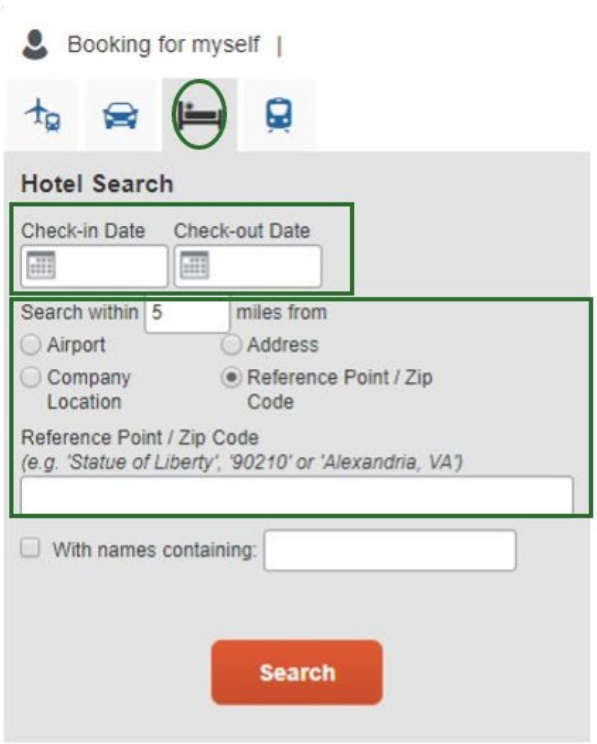
TRAVEL | CAR

- Select Car Icon for **Rental Car**
- Select **Pick-Up** and **Drop-Off** dates – times are for search parameters only
- **Enter location to pick up car.** Either Airport Terminal or Off-Airport (example, SBP for Airport, or San Luis Obispo, CA for off-airport)
- **Search**
- **Please note:* For Cal Poly campus delivery, first make the reservation with Concur, then call the Broad Street office to set up delivery. Call again upon return for car pick up by Enterprise
- **Concur Users will be required to pay for Enterprise Rental Cars with their Concur travel card.**



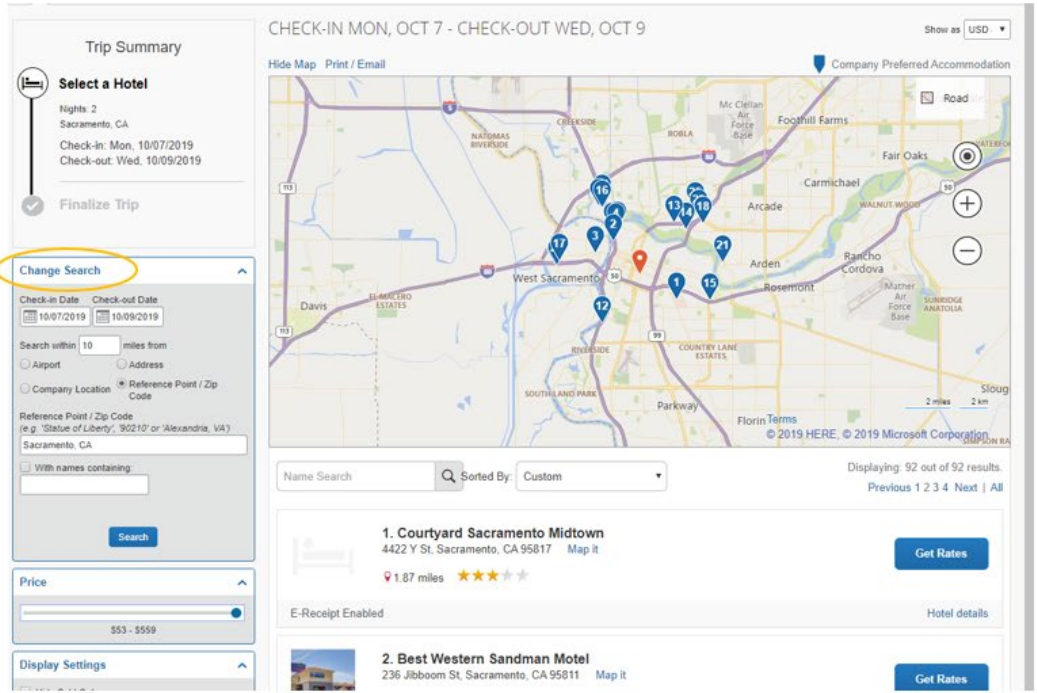
TRAVEL HOTEL

- Select Hotel Icon for **Hotel Reservation**
- Select **Pick-up and Drop-Off** dates – times are for search parameters only
- Enter **Check-in and Check-Out** dates
- Add Reference Points for Search if needed. Example: San Diego Convention Center
- **Search**



TRAVEL | BOOK HOTEL

Change Search allows you to change reference point and booking dates



TRAVEL | HOTEL

Hotel/Motel Transient Occupancy Tax Waiver Form

afd/calpoly.edu/travel/book-travel

Hotel in California:

California hotels may charge an occupancy tax and this tax is determined by each COUNTY, not the state. Please visit the county's website prior to traveling for more information. In addition, we encourage all travelers to call their hotel in advance to confirm what documentation or forms are required to qualify for occupancy tax exemption since it is up to each hotel if they will waive the occupancy tax from your bill.

- The City of San Diego
- San Diego County
- Sacramento

Be prepared to provide the following, as a minimum, to the hotel:

- Hotel/Motel Transient Occupancy Tax Waiver (Exemption Certificate for State Agencies) STD. 236 (https://www.documents.dgs.ca.gov/dgs/fmc/pdf/std236.pdf)
- Print/PDF of Concur Approved Request (see guides and tutorials) or Approved 1A (if still on paper process)
- Cal Poly ID

POLY TRAVEL | SUPPORT

CHRISTOPHERSON BUSINESS TRAVEL

CSU Agent Group 800-285-3603 5:00am -6:00pm PCT

After Hours 800-960-7862

csu@cbtravel.com

onlinesupport@cbtravel.com

OPEN LABS

Friday Open Labs for support with Concur Request/Book/Expense

Visit website for times and locations https://afd.calpoly.edu/travel/concur/

Sign up or Drop-Ins Welcome

POLY TRAVEL OFFICE

756-2232

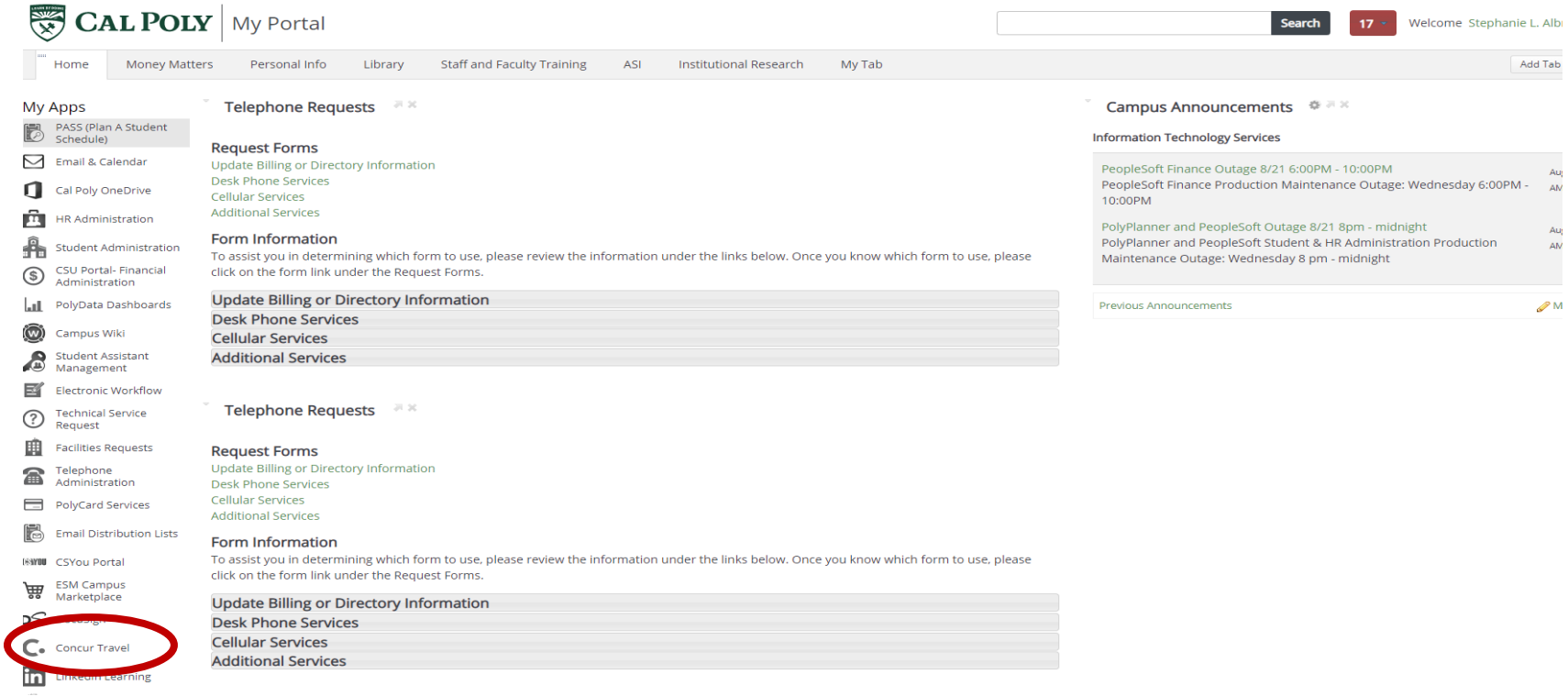
polytravel@calpoly.edu

THANK YOU

APPENDIX

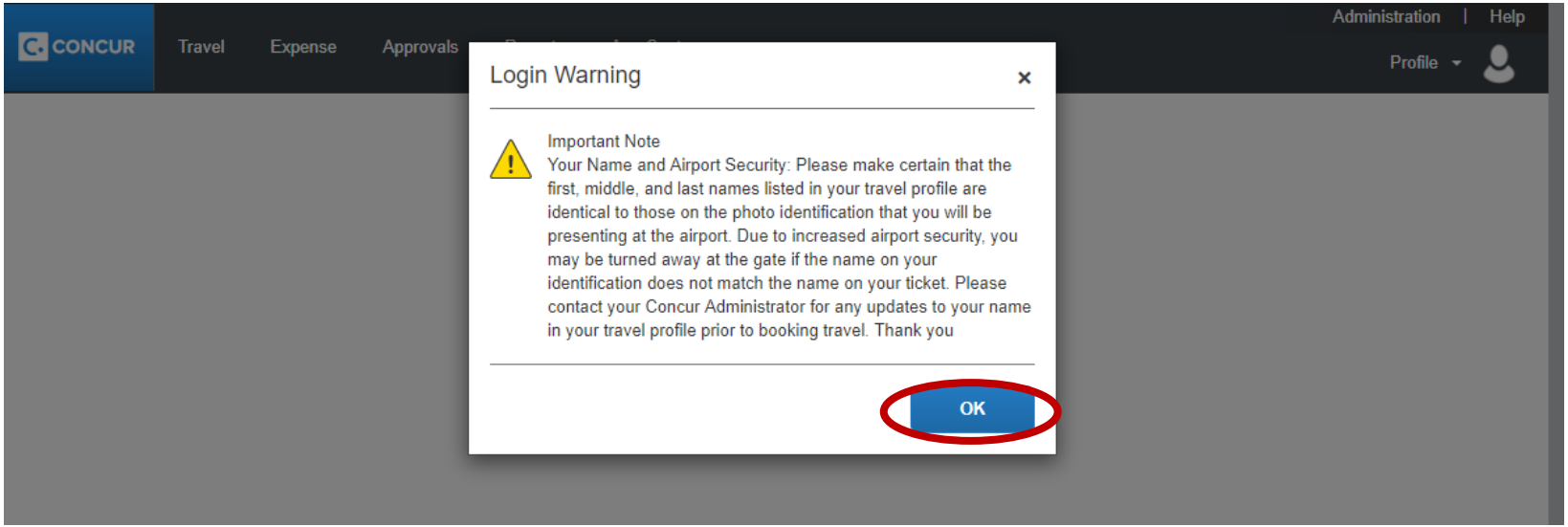
PROFILE: SET UP

CONCUR: LOGIN

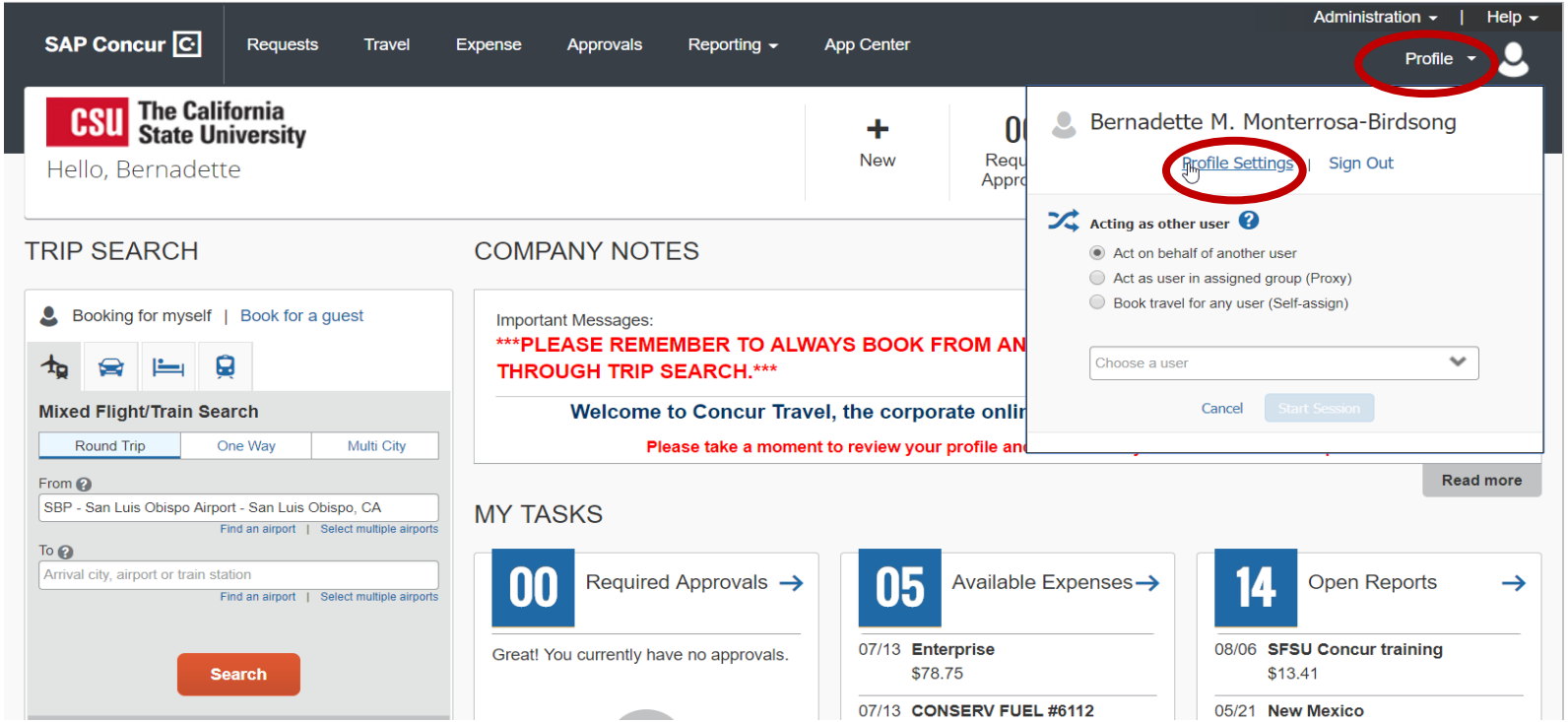


CONCUR: LOGIN

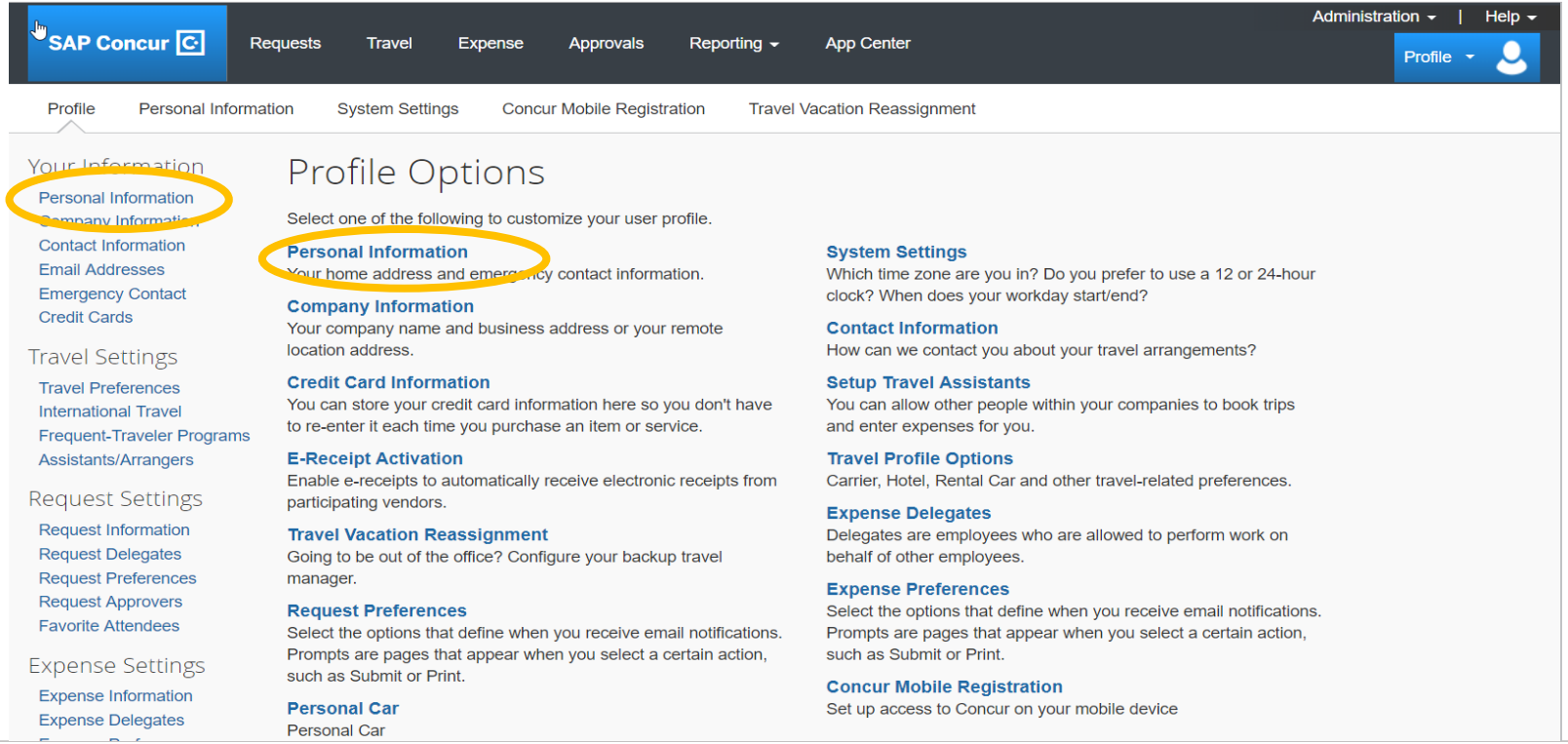
LOGIN WARNING: NAME & AIRPORT SECURITY



CONCUR: HOMEPAGE

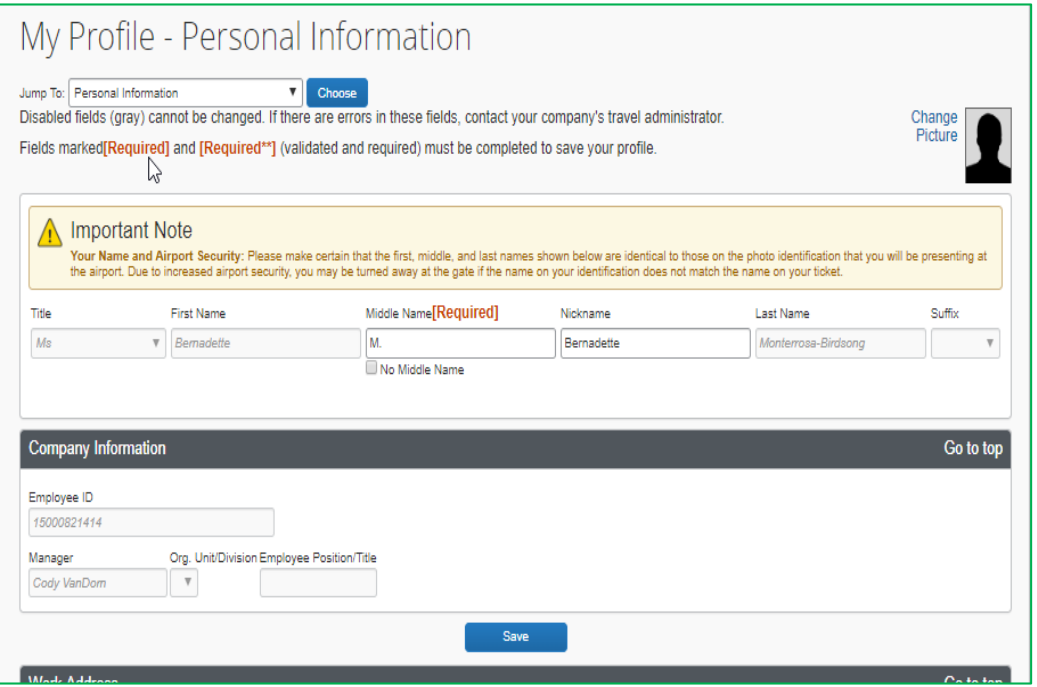


CONCUR: PROFILE



PROFILE

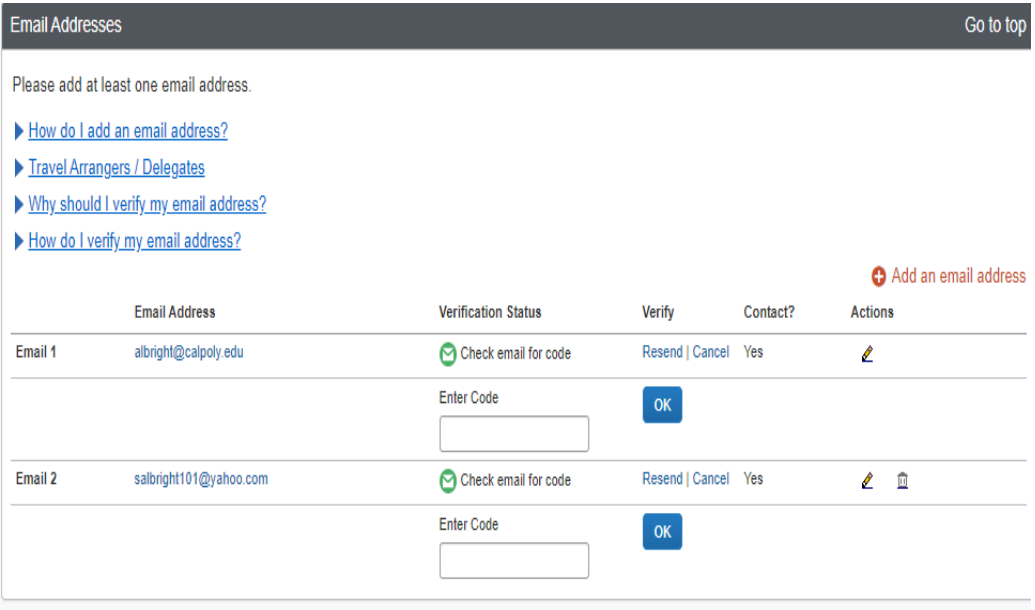
Required Fields



- **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



- **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*