POLY TRAVEL
APPROVERS

Plan. Book. Go

CAL POLY

CONCUR | APPROVALS

Travel
Book Air, Rail, Car and/or Hotel

Profile *set up travel information*

SAP Concur C·   Requests   Travel   Expense   Approvals

Administration ▾ | Help ▾

Profile ▾

CSU The California State University

Hello, Bernadette

+

01 Required Approvals

13 Authorization Requests

06 Available Expenses

07 Open Reports

Approvals
Approvers review Requests and Expense Report

Expense
Fill out information to claim and expense travel

Request
Submit travel request for authorization
Start Travel or Expense Report
from an Approved Request

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POLY TRAVEL APPROVAL FLOW - CONCUR

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

Cost Object Approver	
Chartfield String	
Time in Queue	**If no action from approver, the system will**
6 days *(Request)*	Automatically approve and it moves to HR manager
10 days *(Expense Report)*	Automatically approve and it moves to HR manager

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

Exception Approver	
Banned State or International	
Time in Queue	**If no action from approver, the system will**
6 days *(Request)*	Automatically move to the next in-line manager

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ACCESSING APPROVALS

Email notification – click on Approvals

Mobile App –

Login to Concur – click on Approvals

Requests for approval

Expense Reports for approval

APPROVER | AFTER PREVIEWER HAS REVIEWED

Previewer has Reviewed

APPROVER CAPABILITIES IN CONCUR

- Send requests back to traveler for questions
- Change chartfield string(s)
- Add / allocate chartfield strings
- Attach documents
- Review attached documents
- Add and review comments
- Add approvers

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APPROVER CAPABILITIES IN CONCUR

Review General Trip Info - Header

Attachments: Attach & View

Save

Send Back (add comments)

Approve

Approve and Forward

Re-submission will go through entire approval flow

APPROVER CAPABILITIES IN CONCUR

Request/Expense Report will route to COA for 'new' chartfield string if different

APPROVER CAPABILITIES IN CONCUR

Request 3LJ6 [Birdsong, Cancel]

Check Approval Flow

Save Workflow | Attachments ▾ | Print / Email ▾ | Send Back Request | Approve

Status: Pending Cost Object Approval
Amount: $2,280.00

Request/Trip Name: TEST - Approver

Request Header | Segments ⚠ | Expense Summary | **Approval Flow** | Audit Trail

Budget Approval:

— ▾ 110100 - CENG-Mechanical Engineering (SL-SLCMP-SL001-110100): Haas, Christine E. —

"Reports To" Approval2:

Monterrosa-Birdsong, Bernadette M.

Add a step after this step

(this step may be skipped)

Add other MPP, Confidential, or COA to Approval Flow

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APPROVER CAPABILITIES IN CONCUR

Request 3LJ6 [Birdsong, Charles]

Check Audit Trail

| Attachments ▾ | Print / Email ▾ | Send Back Request | Approve |

Status: Pending Cost Object Approval

Request/Trip Name: TEST - Approver

Amount: $2,280.00

Request Header | Segments ⚠ | Expense Summary | Approval Flow | **Audit Trail**

Request Level

Date/Time	Updated By	Action	Description
08/27/2019 04:26 AM	Monterrosa-Birdsong, Bernadette	Delegate/Proxy Request Creation	This request was created by a delegate or proxy user.
08/27/2019 04:37 AM	Monterrosa-Birdsong, Bernadette	Delegate/Proxy uploaded an attach...	An attachment was added by a delegate or proxy user.
08/27/2019 05:55 AM	Birdsong, Charles	Field Edit	The field "ReceiptImageAvail" was changed from "N" to "Y"
08/27/2019 05:55 AM	Birdsong, Charles	Field Edit	The field "ReceiptImageAvail" was changed from "N" to "Y"
08/27/2019 05:55 AM	Birdsong, Charles	Confirmation Agreement Acceptance	*CSU-Request User Agreement
08/27/2019 05:55 AM	Birdsong, Charles	Approval Status Change	Status changed from Not Submitted to Submitted Comment:
08/27/2019 05:55 AM	Birdsong, Charles	Approval Status Change	Status changed from Submitted to Submitted & Pending "Reports To" Approval1 Comment:
08/27/2019 05:55 AM	System, Concur	Approval Status Change	Status changed from Submitted & Pending "Reports To" Approval1 to Auto Approved Comment: This step was skipped as it does not require "Reports To" Approval1.

Entry Level

Date/Time	Updated By	Action	Description

Segment Level

Date/Time	Updated By	Action	Description
08/27/2019 05:55 AM	Birdsong, Charles	Exception	Informational: In order to be eligible for car rental reimbursement, you must book with CSU contracted vendors (Enterprise or National) only when reserving car rental.

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APPROVER CAPABILITIES IN CONCUR | EXPENSE REPORT

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APPROVER CAPABILITIES IN CONCUR | EXPENSE REPORT

See Attachments to Report, start with Receipts

View Receipts: See and Print All Attachments to Report

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COST OBJECT APPROVER (COA) RESPONSIBILITIES

- **COA's primary focus is related to funding**
- Ensures correct allocation to Chartfield string(s) including it's appropriate for travel
  - If incorrect, adds or updates chartfield string(s)
- Request: budget/ estimate only
- Expense Report: funds encumbered
  - **Itemized** receipts attached
  - Approved Request is Linked to Expense Report (in-state)
- Ensure appropriate Approvers are included in flow
- If no action taken, request will move forward to next approver
- Pay attention to timing (Approve Request in 6 days and Expense Report in 10 days)

Recommendation:

Have travelers use default chartfield string and COA update

and allocate appropriately

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MANAGER/SUPERVISOR APPROVER RESPONSIBILITIES

- **Supervisor's primary focus is related to business need**

- Reviews business need for travel

- Ensures travel is compliant to policy
  - **<u>Itemized</u>** receipts attached

- Ensure approved Request is linked (in-state)

- If no action, moves up to next line manager…keeps going until President

- Pay attention to timing (Approve Request in 6 days and Expense Report in 10 days)

Recommendation:

2nd or 3rd line manager send back to traveler

MOBILE APP

CONCUR MOBILE APP

- Download from Google Play or App Store:
   SAP Concur
- Single sign on using Cal Poly login
- Primarily used for Expenses and Approvals, cannot book travel
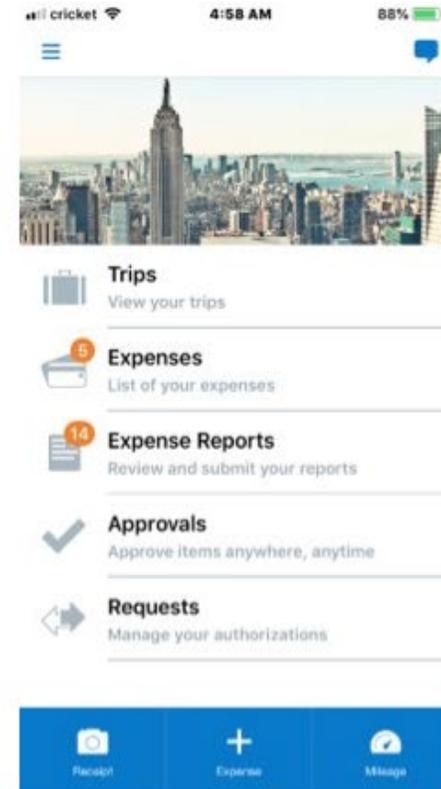
CONCUR MOBILE APP EXPENSES

View Expense Reports & Status
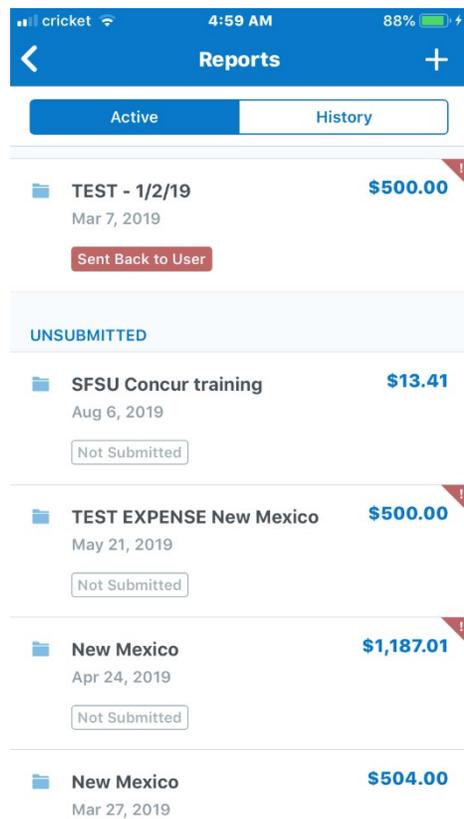
Capture Receipts View Transactions
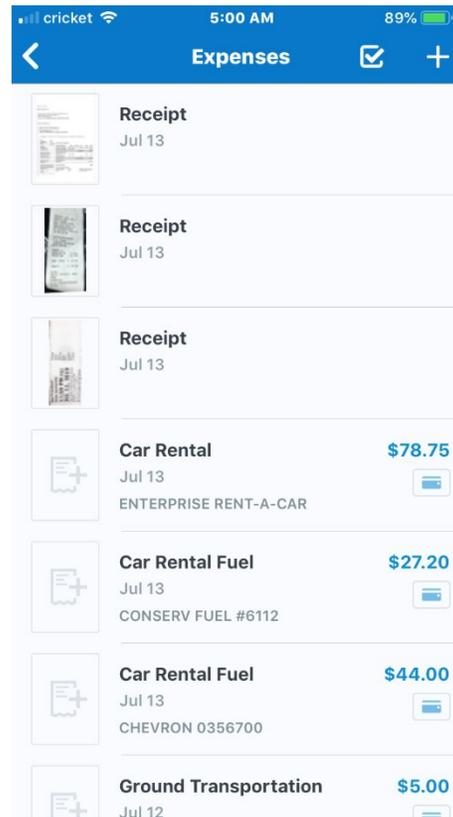
Add Expenses to Expense Report
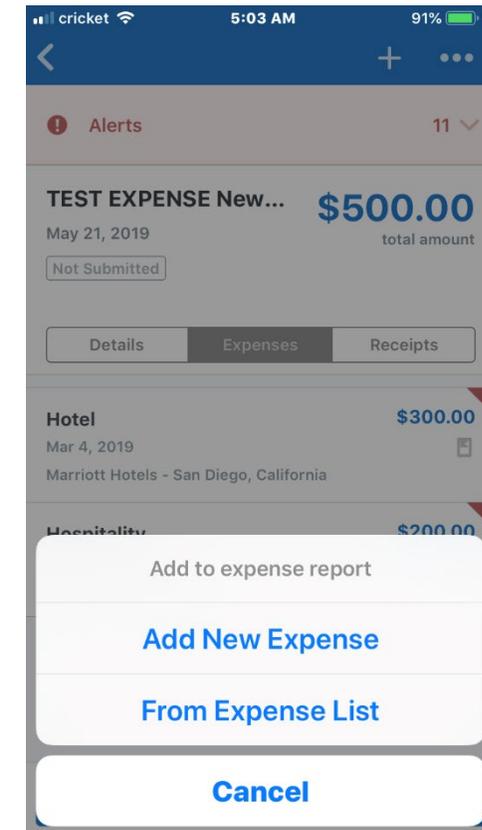
CONCUR MOBILE APP | APPROVALS

- **Approve both Request & Expense Reports**
  - Separated like web tool
- **Pay attention to icon alerts**
- **Can review:**
  - Receipts
  - Attachments
  - Warnings/ Alerts
  - Allocations
- **Approve or Send Back only**

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CONCUR MOBILE APP | APPROVALS

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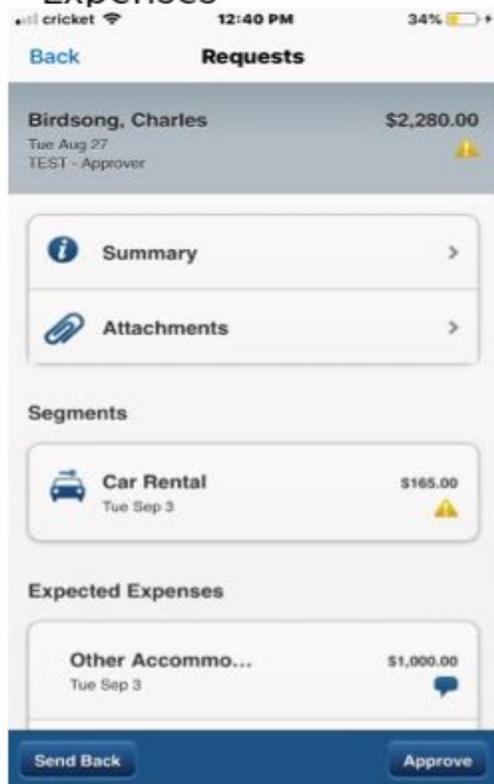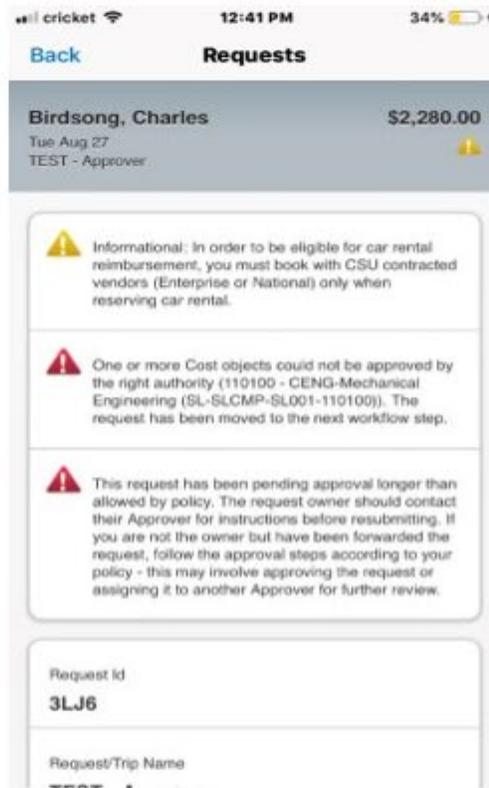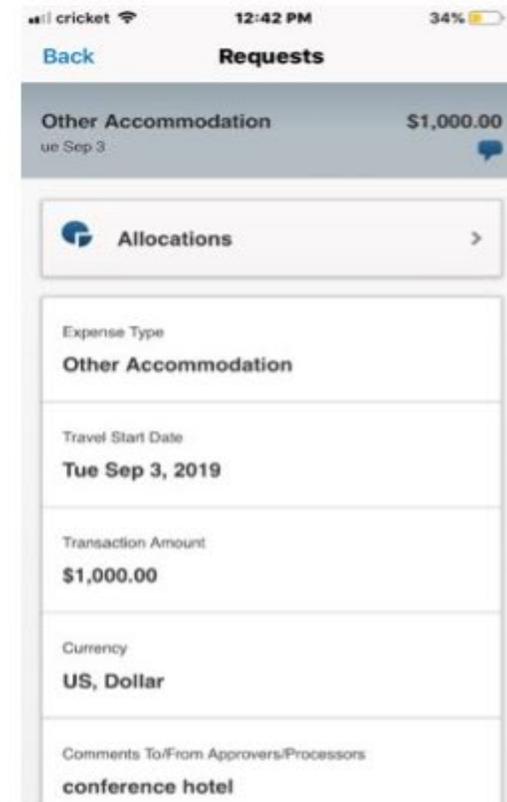
DELEGATES

DELEGATE | SET UP IN PROFILE

Request or Expense Delegate

DELEGATE | SET UP IN PROFILE

Request or Expense Delegate

Previewer has same rights as Approver, except final approval

Can Preview – any level can review for Approver

Receives Email when a request is submitted for Approval

Request Delegates

| Delegates | Delegate For |

Add   Save   Delete

Receives Traveler's Email Notifications

Reporting

Can Approve – must be MPP or Confidential; suggest second in command

Limited time (out of office)

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

Prepare Requests or Expense Reports

	Name	Can Prepare	Can View Receipts	Can Use Reporting	Receives Emails	Can Approve	Can Approve Temporary		Can Preview For Approver	Receives Approval Emails
☐	Emyan, Mariam memyan@calpoly.edu	☐	☐	☐	☐	☐	☐ 🗓 🗓		☐	☐
☐	Fein, Brian bfein@calpoly.edu	☐	☐	☐	☐	☐	☐ 🗓 🗓		☐	☐

Green = as Traveler

Gold = as Approver

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DELEGATE | ACT ON BEHALF OF OTHERS

Name of User you are acting on behalf of appears

SAP Concur | Requests | Travel | Expense | Approvals | Reporting | App Center

Help ▾

Acting as
Brancart, Victor N 👥

CSU The California State University

Brancart, Victor N

Hel

+
New

00
Required Approvals

👤 Bernadette M. Monterrosa-Birdsong

Profile Settings | Sign Out

Select **Act on behalf of another user**

TRIP SEARCH

COMPANY NOTES

⤭ Acting as other user ❓

⦿ Act on behalf of another user

○ Book travel for any user (Self-assign)

👤 Booking for myself

Type name of **user** and list of all users you are able to act on behalf of will appear. Select the one you want

Important Messages:
PLEASE REMEMBER TO ALWAYS BOOK FROM AN AP THROUGH TRIP SEARCH.*

vl 🔍

Brancart, Victor N
vbrancar@calpoly.edu (Email)
*Campus : San Luis Obispo

Mixed Flight/Train

| Round Trip | One Way | Multi City |

Welcome to Concur Travel, the corporate online tr

Please take a moment to review your profile and en

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DELEGATE | ACT ON BEHALF OF OTHERS

To Logout

THANK YOU

APPENDIX

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

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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

When traveling to a banned state on state funds approval must be obtained by each traveler's VP

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 $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)
- Only admins will receive PIN to book Enterprise cars via state portal

Mileage only requires a monthly approved Request

- Submit a monthly Expense Report (only allowed to expense mileage 1X per month)

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NEW GUIDELINES PERSONAL AND INTERNATIONAL TRAVEL

Personal Travel and International Travel requires itineraries

- Itineraries clearly indicate days of personal travel – v.s. – university business travel (from outbound/ start date to return/ end date of travel), and locations when required
- Itineraries required with Request <u>and</u> Expense Reports

International Travel is a two step process

- Request begins with International Center and will include Concur – more to come with International travel roll out in January 2020

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PROFILE: SET UP

CONCUR: LOGIN

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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

Email Addresses   Go to top

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?

                                                    ⊕ Add an email address

	Email Address	Verification Status	Verify	Contact?	Actions
Email 1	albright@calpoly.edu	✉ Check email for code	Resend | Cancel	Yes	✏
		Enter Code [OK]			
		[ ]			
Email 2	salbright101@yahoo.com	✉ Check email for code	Resend | Cancel	Yes	✏ 🗑
		Enter Code [OK]			
		[ ]			

✓ **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

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MOBILE APP
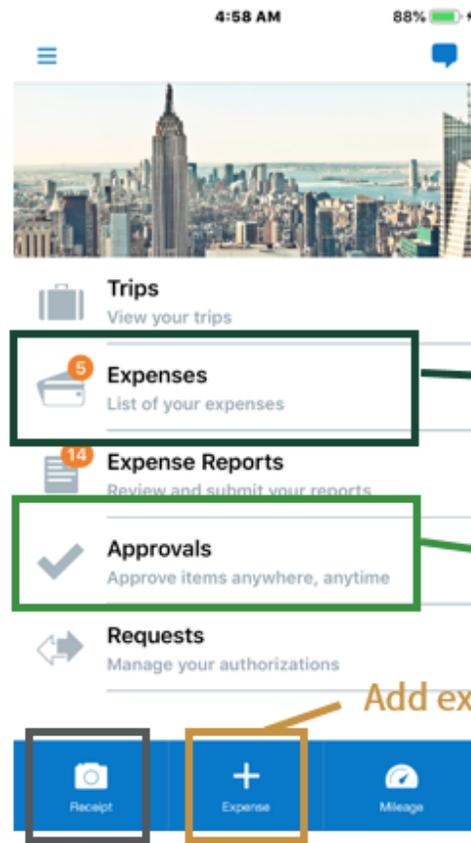
Review & expense receipts & card transactions

Review & approve Requests & Expense Reports

Add expenses while traveling

Use camera to capture receipts
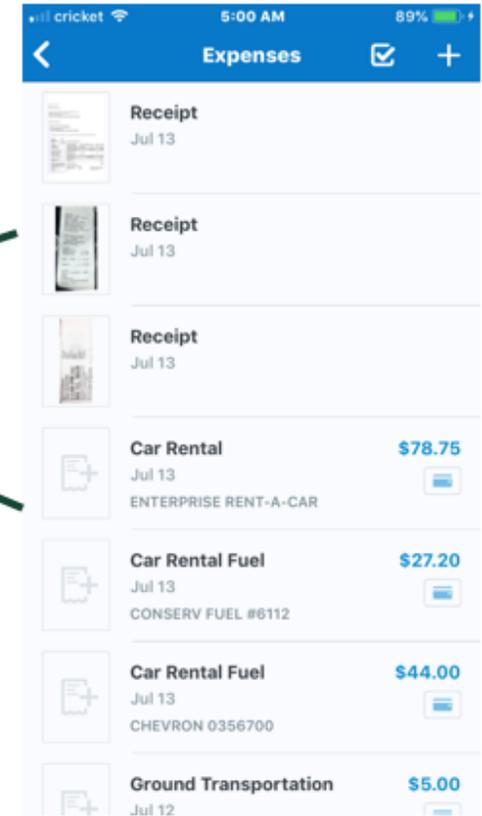
TRAINING PLAN/STRATEGY - WAVES

Travel Supporters Budget Analysts, Admins, Coordinators	User Traveler, Approver
Identify travelers in their departments for Concur Travel cards at beginning of travel	Receive Concur travel card at training
Hands on Training modules –multiple offerings over three weeks – 6-8 hours	Lecture/demonstrations, create profile – multiple offerings over 2-3 weeks, 1-2 hours
Support their departments	Travel and use resource and tools
Open Labs	

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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

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Wave 1		Wave 2			Wave 3			Wave 4		
1.1	1.2	2.1	2.2	2.3	3.1	3.2	3.3	4.1	4.2	4.3
9/16 - 10/4	10/7 - 10/18	1/27 - 2/7	2/10 - 2/28	3/2 - 3/20	4/13 - 4/24	4/27 - 5/15	5/18 - 5/29	7/27 - 8/7	8/10 - 8/21	8/24 - 9/4
ANTS

Strategic Business Services

Financial Services

International Center

Office of the Provost | A&F Office of the VP

Facilities Management and Development

Public Safety

Human Resources | College of Science & Mathematics

Performing Arts Center

University Development

University Scheduling

Information Technology Services | College of Agriculture, Food & Environmental Sciences | Orfalea College of Business

University Housing

Office of Equal Opportunity

International Graduate & Extended Education | College of Architecture & Environmental Design

Academic Personnel

Disability Resource Center

Systems and Resources

New Student and Transition Program | College of Engineering | College of Liberal Arts

Career Services

Parent and Family Programs

Research and Economic Development

Institutional Research

University Advising

Office of the Registrar

Admissions/ Recruitment/ Financial Aid

University Marketing | Library

Students Academic Services

Dean of Students | Commencement

Academic Programs and Planning

Athletics Intercollegiate | President's Office

Center for Teaching, Learning and Technology

Student Affairs Office of the VP

University Legal Counsel |

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ROLL OUT TO ORGANIZATIONS

1. Overview to organization
2. Identify Travel Supporters for organization
3. Travel Supporters identify travelers (& get approval) for Concur Travel Cards
4. SBS processes Concur Travel Cards
5. Travel Supporter (hands on) training
6. User training/ Concur Travel Card distribution

   Program overview, with focus on travel policy & Concur Travel Card training & acceptance; Concur profile set up

   Traveler training (Request & Expense)

   Approver training

        type of approver & flow

        approver checklist

        responsibilities

        capabilities

        temporary delegation to next in command (out of office)

        mobile app approving

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