POLY TRAVEL
APPROVERS

Plan. Book. Go
Travel
Book Air, Rail, Car and/or Hotel

Profile
Set up travel information

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
POLY TRAVEL APPROVAL FLOW - CONCUR

1. Cost Object Approver
   Budget & chartfield string review
   - Time in Queue: 6 days
   - If no action from approver, the system will automatically approve and it moves to HR manager

2. Manager/Supervisor
   Business need & policy review
   - Time in Queue: 6 days
   - If no action from approver, the system will automatically move to the next in-line manager
   - 10 days
   - Automatically move to the next in-line manager

3. Exception Approver
   Banned state and/or International travel only
   - Time in Queue: 6 days
   - If no action from approver, the system will automatically move to the next in-line manager
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

**Approvals**

<table>
<thead>
<tr>
<th>Request Type</th>
<th>Request Name</th>
<th>Request ID</th>
<th>Employee</th>
<th>Request Dates</th>
<th>Date Submitted</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel</td>
<td>TEST Delegate</td>
<td>3UE4</td>
<td>Christopher, Overby</td>
<td>10/21/2019, 10/23/2019</td>
<td>10/11/2019</td>
<td>$1,414.00</td>
</tr>
</tbody>
</table>

*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
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

Pending Cost Object Approval

Line Item Comments

Check Allocations: Change or Add Allocations  View Segment Details

afd.calpoly.edu/travel/concur/
APPROVER CAPABILITIES IN CONCUR

Check Approval Flow

Request/Trip Name: TEST - Approver

Budget Approval:

Add other MPP, Confidential, or COA to Approval Flow
APPROVER CAPABILITIES IN CONCUR

Request 3LJ6 [Birdsong, Charles]

Check Audit Trail

Request/Trip Name: TEST - Approver

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

Request Level

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

Entry Level

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Updated By</th>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
</table>

Segment Level

<table>
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<tr>
<th>Date/Time</th>
<th>Updated By</th>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/27/2019 05:55 AM</td>
<td>Birdsong, Charles</td>
<td>Exception</td>
<td>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.</td>
</tr>
</tbody>
</table>
**Approver Capabilities in Concur | Expense Report**

### Details

**Report Header:** General Trip Information

**Totals:** Money owed to University, employee, (paid) to Concur Travel Card

**Audit Trail**

**Approval Flow**

**Comments:** General Comments to Report & Comments from Approvers

### Expenses

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Location</th>
<th>City of Purchase</th>
<th>Payment Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/30/19</td>
<td>Car Rental: Enterprise Car...</td>
<td>San Luis Obispo, CA</td>
<td>Out of Pocket</td>
<td>$150</td>
<td></td>
</tr>
<tr>
<td>09/30/19</td>
<td>Dinner - Domestic</td>
<td>Anaheim, CA</td>
<td>Out of Pocket</td>
<td>$36</td>
<td></td>
</tr>
<tr>
<td>09/30/19</td>
<td>Lunch - Domestic</td>
<td>Anaheim, CA</td>
<td>Out of Pocket</td>
<td>$15</td>
<td></td>
</tr>
<tr>
<td>09/30/19</td>
<td>Hotel: XYZ Hotel</td>
<td>Anaheim, CA</td>
<td>Out of Pocket</td>
<td>$570</td>
<td></td>
</tr>
<tr>
<td>09/30/19</td>
<td>Dinner - Domestic</td>
<td>Anaheim, CA</td>
<td>Out of Pocket</td>
<td>$53</td>
<td></td>
</tr>
<tr>
<td>04/01/20</td>
<td>Registration/fees</td>
<td>Anaheim, CA</td>
<td>Out of Pocket</td>
<td>$755</td>
<td></td>
</tr>
</tbody>
</table>

---

**COST OBJECT APPROVED AMOUNT $1,647.81**
See Attachments to Report, start with Receipts

**View Receipts:** See and Print All Attachments to Report

Exceptions

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car Rental</td>
<td>06/16/2019</td>
</tr>
<tr>
<td>Car Rental</td>
<td>06/16/2019</td>
</tr>
<tr>
<td>Car Rental</td>
<td>06/16/2019</td>
</tr>
<tr>
<td>Dinner - Domestic</td>
<td>06/13/2019</td>
</tr>
<tr>
<td>Lunch - Domestic</td>
<td>06/13/2019</td>
</tr>
<tr>
<td>Hotel</td>
<td>06/13/2019</td>
</tr>
<tr>
<td>Dinner - Domestic</td>
<td>06/16/2019</td>
</tr>
<tr>
<td>Registration Fees</td>
<td>04/02/2019</td>
</tr>
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</table>

**Report Summary**

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>City of Purchase</th>
<th>Payment Type</th>
<th>Amount Due Com.</th>
<th>Amount Due Emp.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car Rental</td>
<td>San Luis Obispo</td>
<td>Out of Pocket</td>
<td>$38</td>
<td></td>
</tr>
<tr>
<td>Car Rental</td>
<td>San Luis Obispo</td>
<td>Out of Pocket</td>
<td>$158</td>
<td></td>
</tr>
<tr>
<td>Dinner - Domestic</td>
<td>Anaheims, Calif.</td>
<td>Out of Pocket</td>
<td>$36</td>
<td></td>
</tr>
<tr>
<td>Lunch - Domestic</td>
<td>Anaheims, Calif.</td>
<td>Out of Pocket</td>
<td>$15</td>
<td></td>
</tr>
<tr>
<td>Hotel</td>
<td>Anaheims, Calif.</td>
<td>Out of Pocket</td>
<td>$570</td>
<td></td>
</tr>
<tr>
<td>Dinner - Domestic</td>
<td>Anaheims, Calif.</td>
<td>Out of Pocket</td>
<td>$53</td>
<td></td>
</tr>
</tbody>
</table>

**COST OBJECT APPROVED AMOUNT** $1,647.81
**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*
MANAGER/SUPERVISOR APPROVER RESPONSIBILITIES

- Supervisor’s primary focus is related to business need
- Reviews business need for travel
- Ensures travel is compliant to policy
  - Itemized 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

afd.calpoly.edu/travel/concur/
CONCUR MOBILE APP EXPENSES

View Expense
Reports & Status

Capture Receipts
View Transactions

Add Expenses to
Expense Report

afd.calpoly.edu/travel/concur/
• **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**
CONCUR MOBILE APP | APPROVALS

View Summary/Report Header, Attachments & Expenses

View Alerts/Warnings

View Allocations
DELEGATES
DELEGATE | SET UP IN PROFILE

Request or Expense Delegate

Request Delegates

Delegates are employees who are allowed to perform work on behalf of other employees.

Search by employee name, email address, employee id or login id.

Haas, Christine
  cehaas@calpoly.edu
  *Campus: San Luis Obispo

Haas, Whitney
  whaas@calpoly.edu
  *Campus: San Luis Obispo

Can Use Reporting
Can Approve
Can Approve Temporary
Can Preview For Approver
Receives Emails
Receives Approval Emails
# Request or Expense Delegate

**Prepare Requests or Expense Reports**

**Can View**
- Receipts
- Reporting

**Can Use**
- Reporting

**Can Approve**
- Temporary

**Receives**
- Traveler's Email Notifications
- Emails
- Approval Emails

**Limited time (out of office)**

**Can Preview**
- any level can review for Approval

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

**Can Preview For Approval**

**Receives Approval When**
- a request is submitted for Approval

**Previewer has same rights as Approver, except final approval**

<table>
<thead>
<tr>
<th>Name</th>
<th>Can Prepare</th>
<th>Can View Receipts</th>
<th>Can Use Reporting</th>
<th>Can Approve</th>
<th>Can Approve Temporary</th>
<th>Receives Emails</th>
<th>Receives Approval Emails</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emyan, Mariam</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><a href="mailto:memyan@calpoly.edu">memyan@calpoly.edu</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fein, Brian</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:bfein@calpoly.edu">bfein@calpoly.edu</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Green** = as Traveler

**Gold** = as Approver
DELEGATE | ACT ON BEHALF OF OTHERS

Name of User you are acting on behalf of appears

Select Act on behalf of another user

Type name of user and list of all users you are able to act on behalf of will appear. Select the one you want.
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
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)
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 and 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
PROFILE: SET UP
CONCUR: LOGIN

LOGIN WARNING: NAME & AIRPORT SECURITY
CONCUR: HOMEPAGE
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

afd.calpoly.edu/travel/concur/
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

<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>
<tr>
<td>Identify travelers in their departments for Concur Travel cards at beginning of travel</td>
<td>Receive Concur travel card at training</td>
</tr>
<tr>
<td>Hands on Training modules - multiple offerings over three weeks - 6-8 hours</td>
<td>Lecture/demonstrations, create profile – multiple offerings over 2-3 weeks, 1-2 hours</td>
</tr>
<tr>
<td>Support their departments</td>
<td>Travel and use resource and tools</td>
</tr>
<tr>
<td></td>
<td>Open Labs</td>
</tr>
</tbody>
</table>
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: 8/19 - 12/20
- User 1.1: 8/15 - 9/6
- User 1.2: 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
- User 3.1: 3/2 - 3/20
- User 3.2: 3/23 - 4/10
- User 3.3: 4/27 - 5/15
- Travel Supporter 3: 5/18 - 5/29

Wave 3
- User 3.1: 7/6 - 7/24
- User 4.1: 7/27 - 8/7
- User 4.2: 8/10 - 8/21

Wave 4
- User 4.3: 8/24 - 9/4

Open Lab
- 2020
<table>
<thead>
<tr>
<th>Wave 1</th>
<th>Wave 2</th>
<th>Wave 3</th>
<th>Wave 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 9/16 - 10/4</td>
<td>2.1 10/7 - 10/18</td>
<td>3.1 4/13 - 4/24</td>
<td>4.1 7/27 - 8/7</td>
</tr>
<tr>
<td>A&amp;F Office of the VP</td>
<td>College of Agriculture, Food &amp; Environmental Sciences</td>
<td>College of Architecture and Environmental Design</td>
<td>College of Liberal Arts</td>
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<tr>
<td>Facilities Management and Development</td>
<td>University Housing</td>
<td>Academic Personnel</td>
<td>Career Services</td>
</tr>
<tr>
<td>Public Safety</td>
<td>Office of Equal Opportunity</td>
<td>Disability Resource Center</td>
<td>Parent and Family Programs</td>
</tr>
<tr>
<td>Human Resources</td>
<td>International Graduate &amp; Extended Education</td>
<td>Systems and Resources</td>
<td>Research and Economic Development</td>
</tr>
<tr>
<td>Information Technology Services</td>
<td>New Student and Transition Program</td>
<td>Institutional Research</td>
<td>Athletics Intercollegiate</td>
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<tr>
<td>ANTS Strategic Business Services</td>
<td>Ortalez College of Business</td>
<td>University Advising</td>
<td>Academic Programs and Planning</td>
</tr>
<tr>
<td>Financial Services</td>
<td>University Housing</td>
<td>Office of the Registrar</td>
<td>Dean of Students</td>
</tr>
<tr>
<td>International Center</td>
<td>Office of Equal Opportunity</td>
<td>Admissions/Recruitment/Financial Aid</td>
<td>Student Affairs</td>
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<tr>
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<td>University Housing</td>
<td>University Marketing</td>
<td>Office of the VP</td>
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<tr>
<td></td>
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<td>President's Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Center for Teaching, Learning and Technology</td>
</tr>
</tbody>
</table>
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