APPROVING A TRAVEL REQUEST OR EXPENSE REPORT IN CONCUR

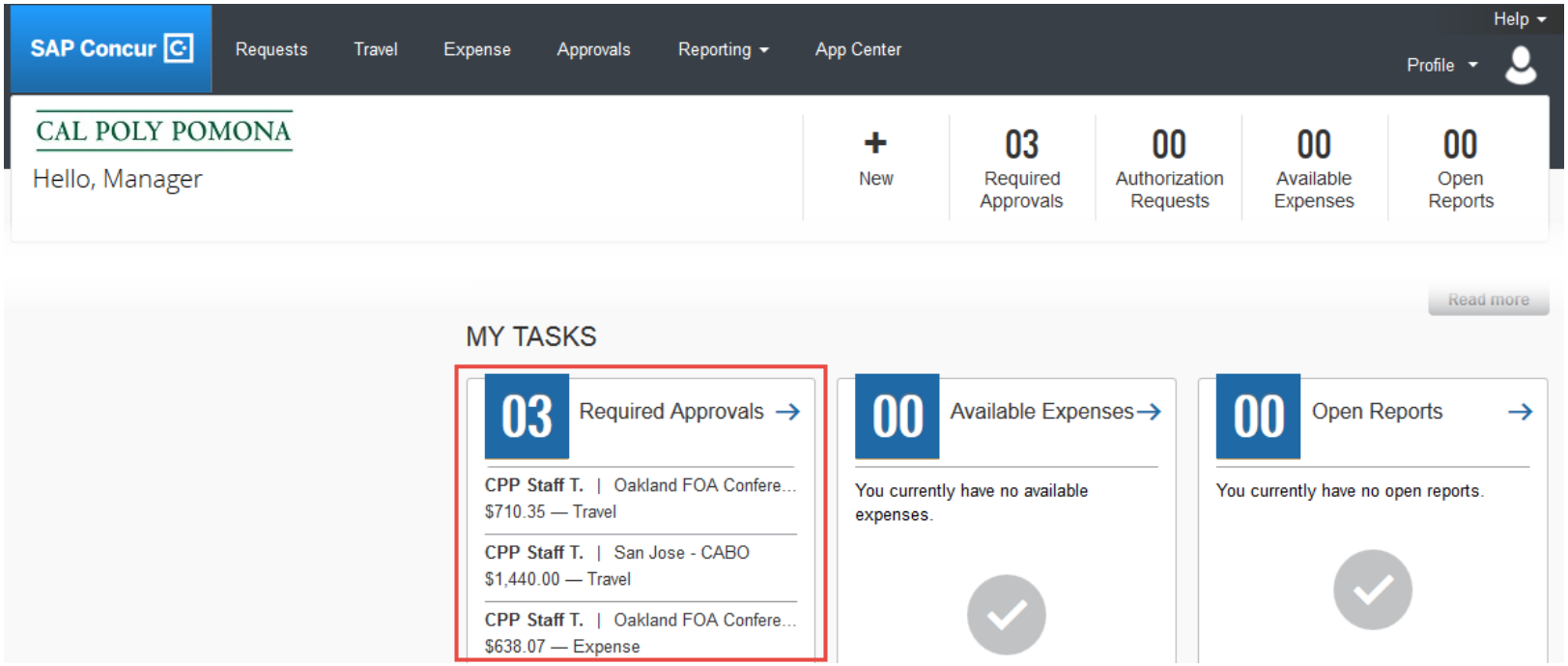
01/11/2019

General Information

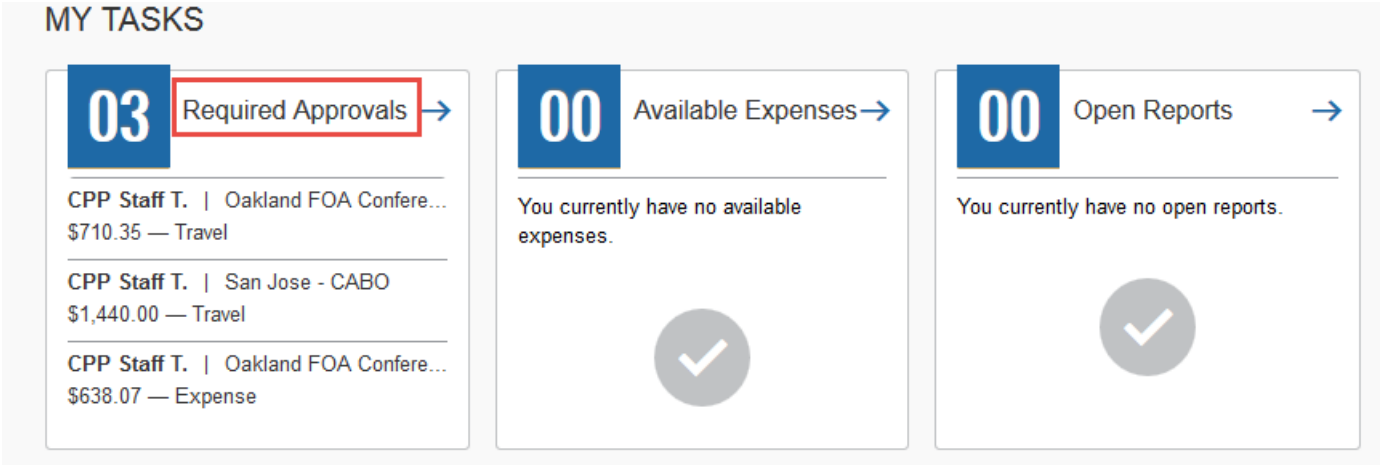
All travelers must submit, and have approved, a Travel Request in Concur prior to incurring travel expenses. A Travel Request is required for all travel types (domestic and international) and funding sources (Foundation, University, etc.). All travel approvers should be reviewing Travel Requests and Expense Reports to ensure there is an appropriate business purpose, destination, the estimated travel costs are reasonable, and the actual travel costs claimed are accurate and in alignment with CPP and CSU Travel Procedures. Travelers and approvers need to keep in mind that the Travel Request is an estimate of expenses to be incurred on the business-related travel; and Concur will not stop a user from entering an amount in excess of their Request in their Expense Report. However, if the amount claimed in an Expense Report exceeds what was submitted and approved in the traveler's Request or appears unreasonable, the approver can choose to deny the Expense Report and return is to the traveler to update and resubmit.

Accessing and Approving Pending Travel Requests

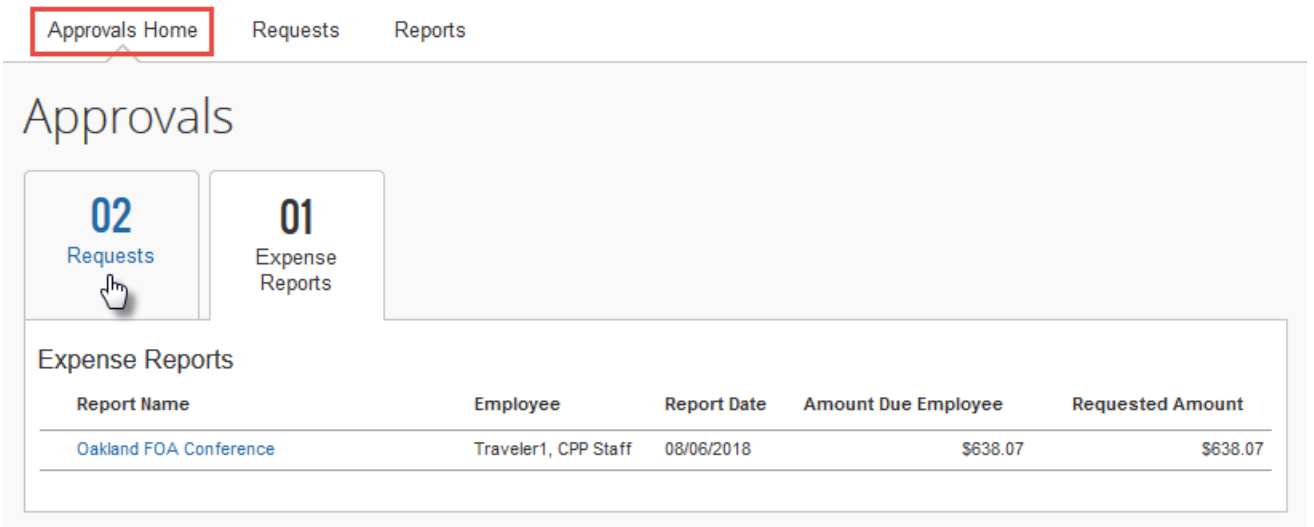
Designated approvers will receive a notification email when Travel Requests and/or Expense Reports are pending approval in their profile queue. From the Concur Home page, an approver can see the number of Travel Requests and/or Expense Reports pending their review and approval under the "Required Approvals" task:



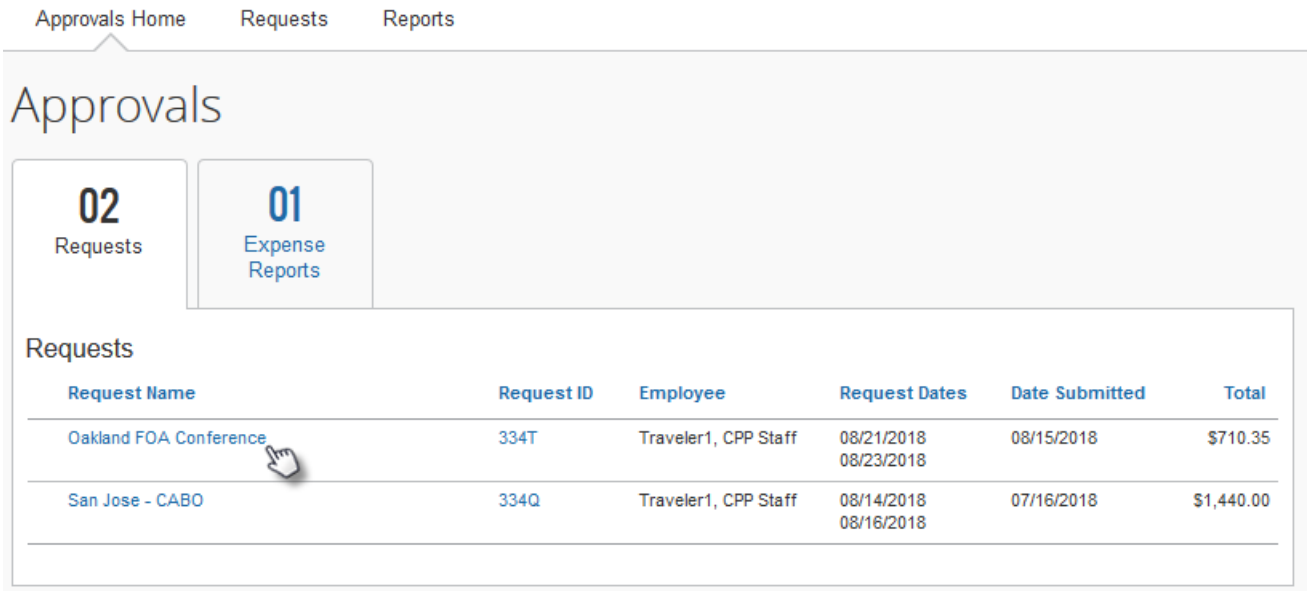
To access your pending approvals, click on “Required Approvals” from the Concur Home page:



The “Approvals Home” screen will appear; with your pending approvals for “Requests” and “Expense Reports” separated by tabs. Click the “Requests” tab to access your pending Requests:



Click the appropriate "Request Name" you want to review:

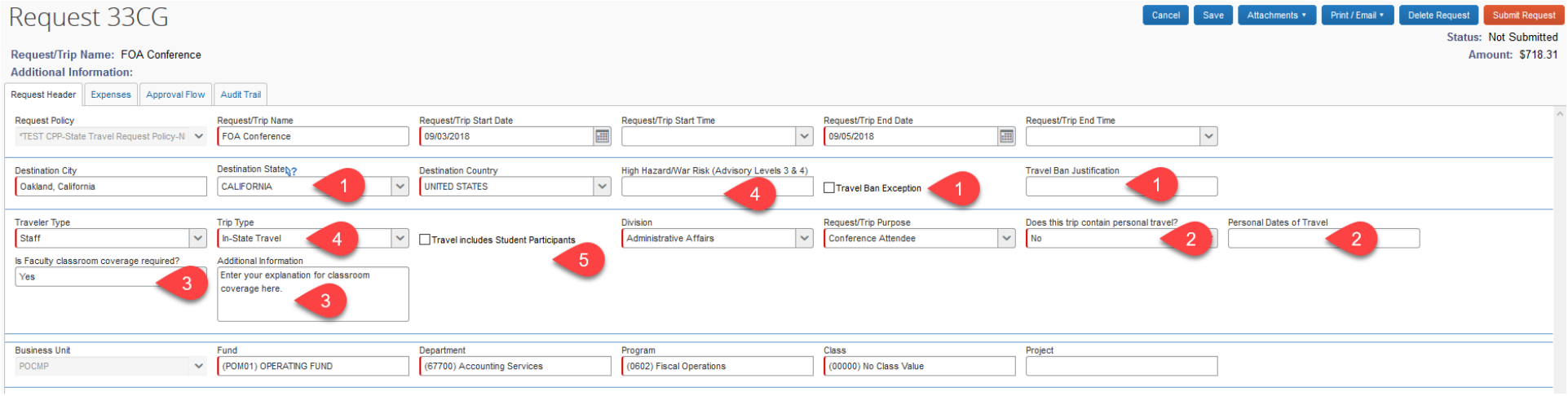


The "Request Header" information for the request you have selected will appear. As an approver, there are fields of particular importance included in the "Request Header" that should be reviewed before the Request is approved and moves forward to the next approver in the workflow. Examples of fields of particular importance are outlined below:

1. "Destination State" field
    a. Travel to certain States is prohibited per AB1887. In rare instances, one of the seven exceptions to the travel ban may be granted. If an exception applies, the traveler should check the "Travel Ban Exception" box and complete the "Travel Ban Justification" field with the exception they are claiming. It is the approver's responsibility to ensure the exception the traveler is claiming is valid for their business travel.
2. "Does this trip contain personal travel?" field
    a. Travelers must identify any personal travel time that will occur immediately before, during, or immediately after their business travel. When personal time is added to a traveler's business travel, travelers are requested to attach comparison flight documentation to ensure the correct airfare amount is reimbursed. Approvers should be checking to confirm there are flight comparison documents attached to the travelers Request if the trip contains personal travel. Also, if a traveler is driving to a destination where it is cheaper to fly, a business justification should

also be entered in the "Additional Information" field on the "Request Header"; and comparison documentation for driving versus flying should also be included as an attachment on the Request.

3. "Is Faculty classroom coverage required?" field
    a. In the event a faculty member is requesting travel during a time period when they have scheduled class, they are required to provide information on how their class will be covered. The faculty traveler should select "Yes" in the "Is Faculty classroom coverage required?" field and provide information on who will be covering their class in the "Additional Information" field.
4. "Trip Type" field
    a. The approver should be verifying that the trip type selected in this field corresponds to the Country and State the traveler has entered for their business travel destination. If a foreign destination is selected, the approver should review whether the destination is marked as High Hazard or War Risk; and ensure the corresponding field is completed.
5. "Travel includes Student Participants" check box
    a. When travel includes student participants, student(s) travel documents should also be attached to the Travel Request, in addition to the faculty/staff traveler. Additional information related to this requirement can be found on Academic Affairs website > Faculty & Staff Resources.

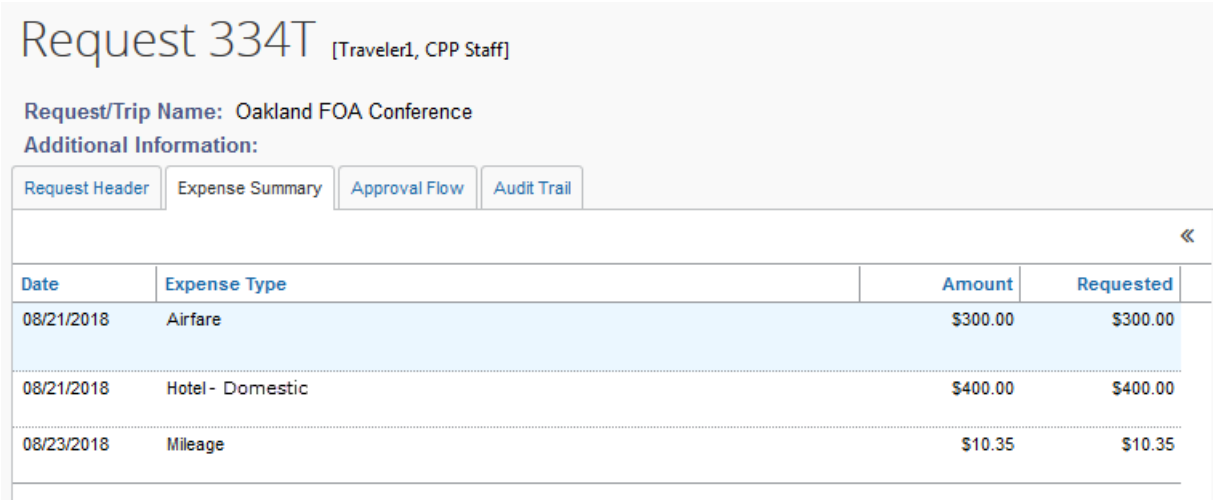


After reviewing the information on the "Request Header", the approver can do one of two things:

1. Return the request to the traveler by clicking on the "Send Back Request" button. The approver will be required to add a comment to explain why the request is being returned. This will allow the traveler to update and resubmit the request with the correct information.
2. If the information on the "Request Header" appears reasonable and appropriate or the approver has selected to make the appropriate corrections on behalf of the traveler, select the "Expense Summary" tab to review the details of the estimated expenses being requested for the business travel.

On the "Expense Summary" tab, the approver should review the details of the following:

1. Estimated amounts for the business travel are reasonable.
2. Proper supporting documentation is included in the request, where applicable.
3. For domestic travel, ensure the "Hotel – Domestic" and "Daily Meals – Domestic" "Expense Types" are used.
4. For international travel, ensure "Lodging Allowance – International" and "Daily Meal Allowance – International" "Expense Types" are used.

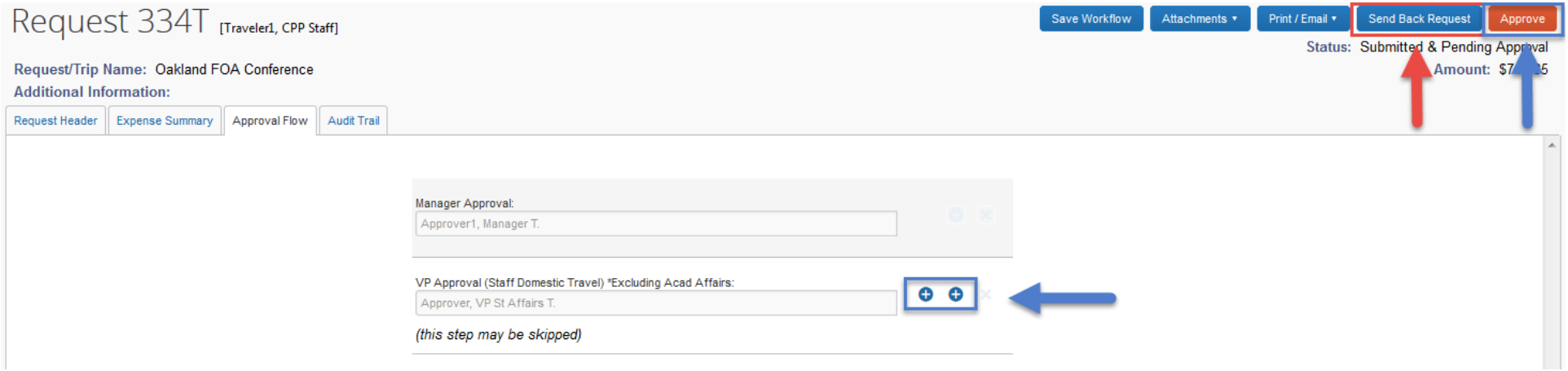


After reviewing the information on the Expense Summary tab, the approver can do one of two things:

1. Return the request to the traveler by clicking on the "Send Back Request" button. The approver will be required to add a comment to explain why the request is being returned. This will allow the traveler to update and resubmit the request with the correct information.
2. If the information on the "Expense Summary" tab appears reasonable and appropriate or the approver has selected to make the appropriate corrections on behalf of the traveler, select the "Approval Flow" tab to ensure the appropriate approvers are listed.

On the "Approval Flow" tab, the approver should review for the appropriate approvers that are listed. If the approvers listed in the approval flow for the Request are incorrect, or any field is blank, the approver can do one of the following:

1. Return the request to the traveler by clicking on the "Send Back Request" button. The approver will be required to add a comment to explain why the request is being returned. This will allow the traveler to update and resubmit the request based on the correct approval flow.
2. The approver can add the appropriate approvers to the approval flow by selecting the "blue plus signs" to the right of the approval fields. Once the additional approver(s) have been added, click the "Approve" button. This will route the Request to the next approver.

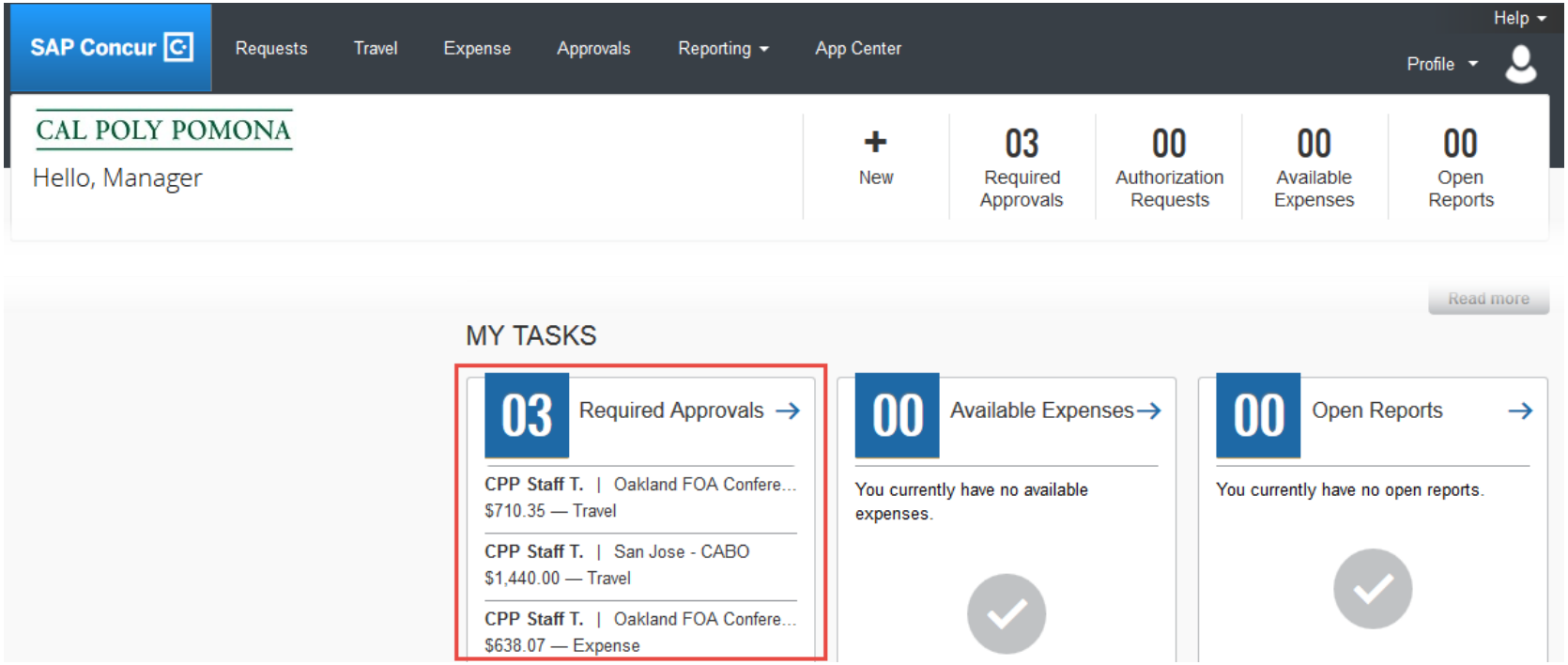


After reviewing the information on the "Approval Flow" tab, the approver can do one of two things:

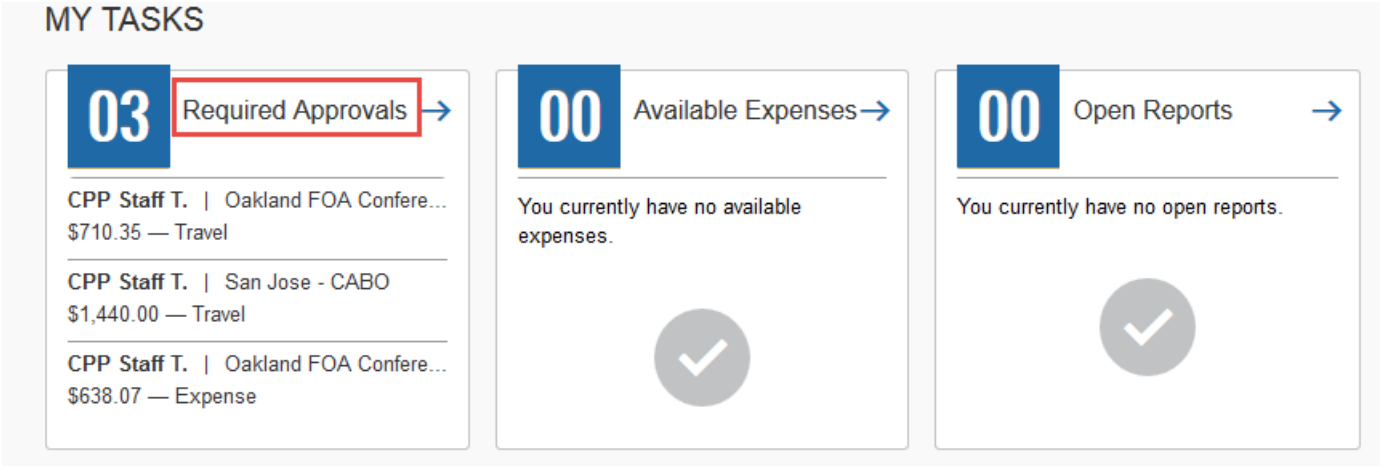
1. If the approvers listed are incorrect, and the approver has selected to have the traveler make the appropriate corrections, return the request to the traveler by clicking on the "Send Back Request" button. The approver will be required to add a comment to explain why the request is being returned. This will allow the traveler to update and resubmit the request with the correct information.
2. If the information on the "Approval Flow" tab appears correct or the approver has selected to make the appropriate corrections on behalf of the traveler, select the "Approve" button to approve the traveler's request. The request will be routed to the next approver or will be updated with an approved status of "Approved" in the travelers "Manage Requests" detail.

Accessing and Approving Pending Expense Reports

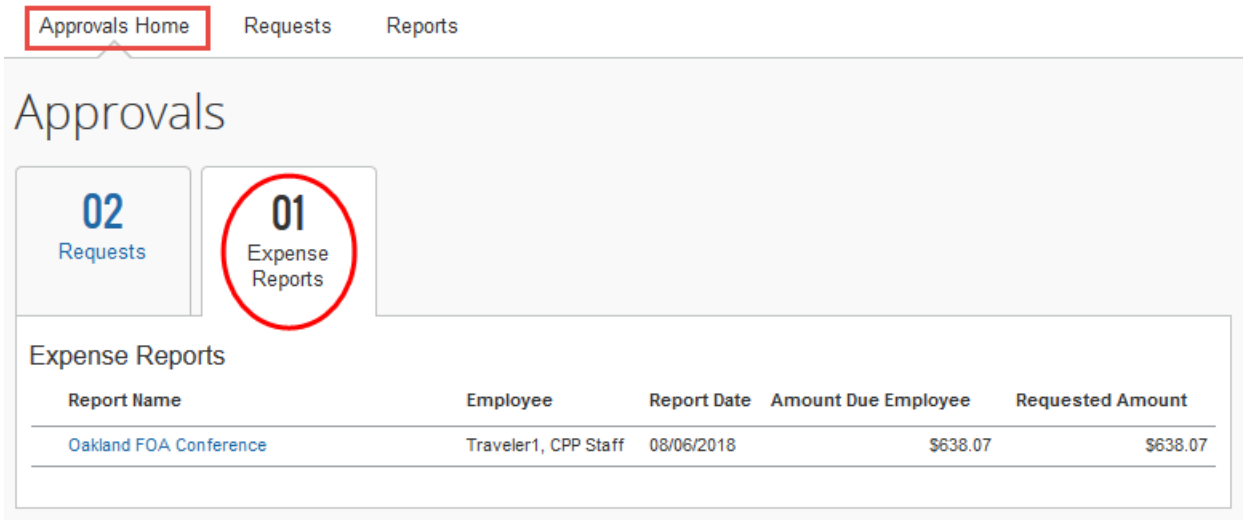
As an approver, you will need to review submitted Expense Reports and approve them for reimbursement. Designated approvers will receive a notification email when Travel Requests and/or Expense Reports are pending approval in their profile queue. From the Concur Home page, an approver can see the number of Travel Requests and/or Expense Reports pending their review and approval under the "Required Approvals" task:



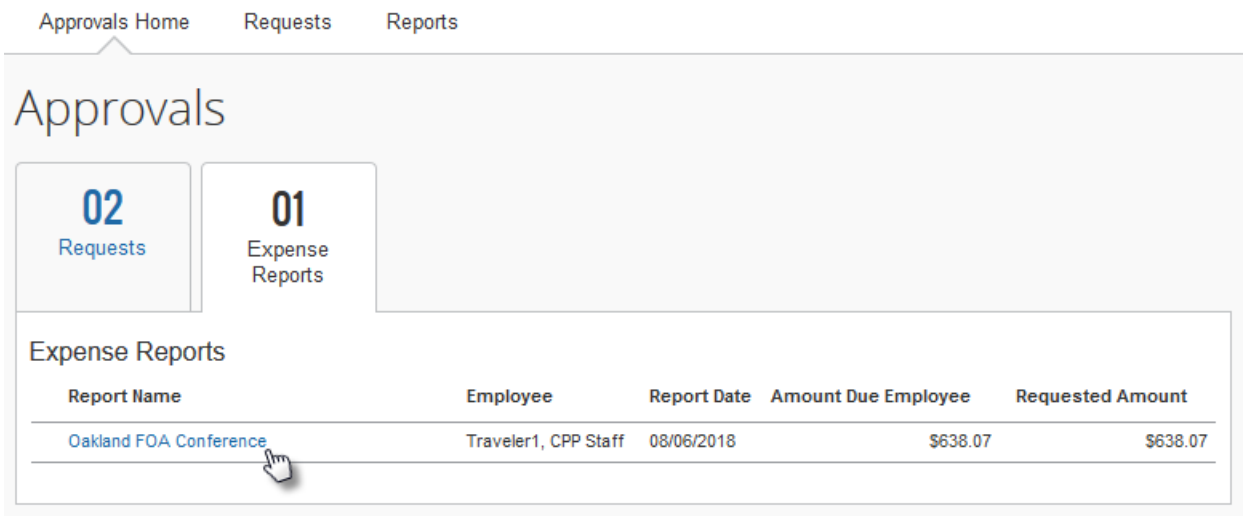
To access your pending approvals, click on “Required Approvals” from the Concur Home page:



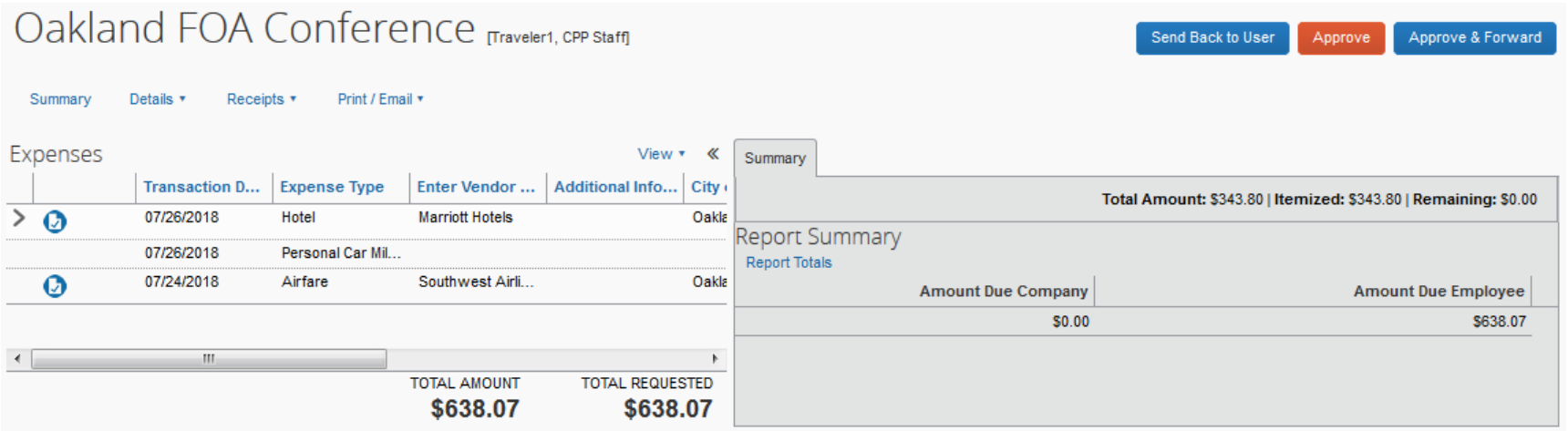
The “Approvals Home” screen will appear; with your pending approvals for “Requests” and “Expense Reports” separated by tabs. The screen will default to showing your pending “Expense Reports”:



Click the appropriate “Report Name” you want to review:



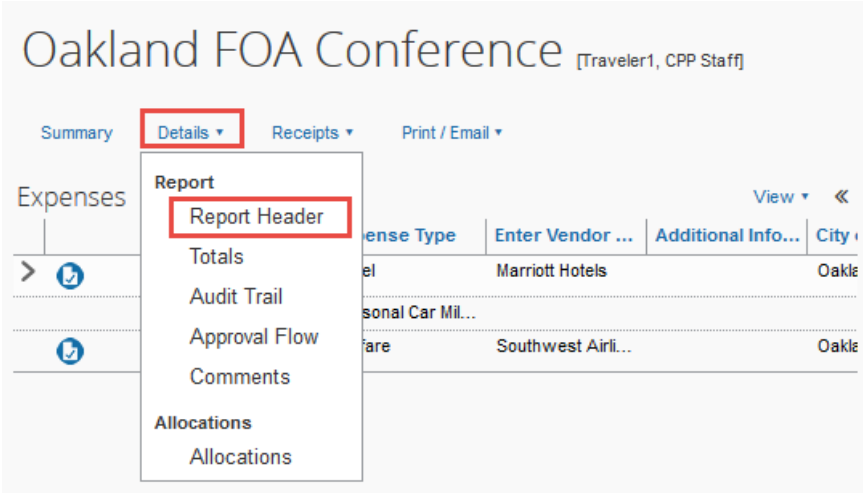
The “Expenses” list will appear, listing all of the report expenses being submitted for reimbursement. If the report contains exceptions, they will be displayed with an “Exceptions” icon (⚠).



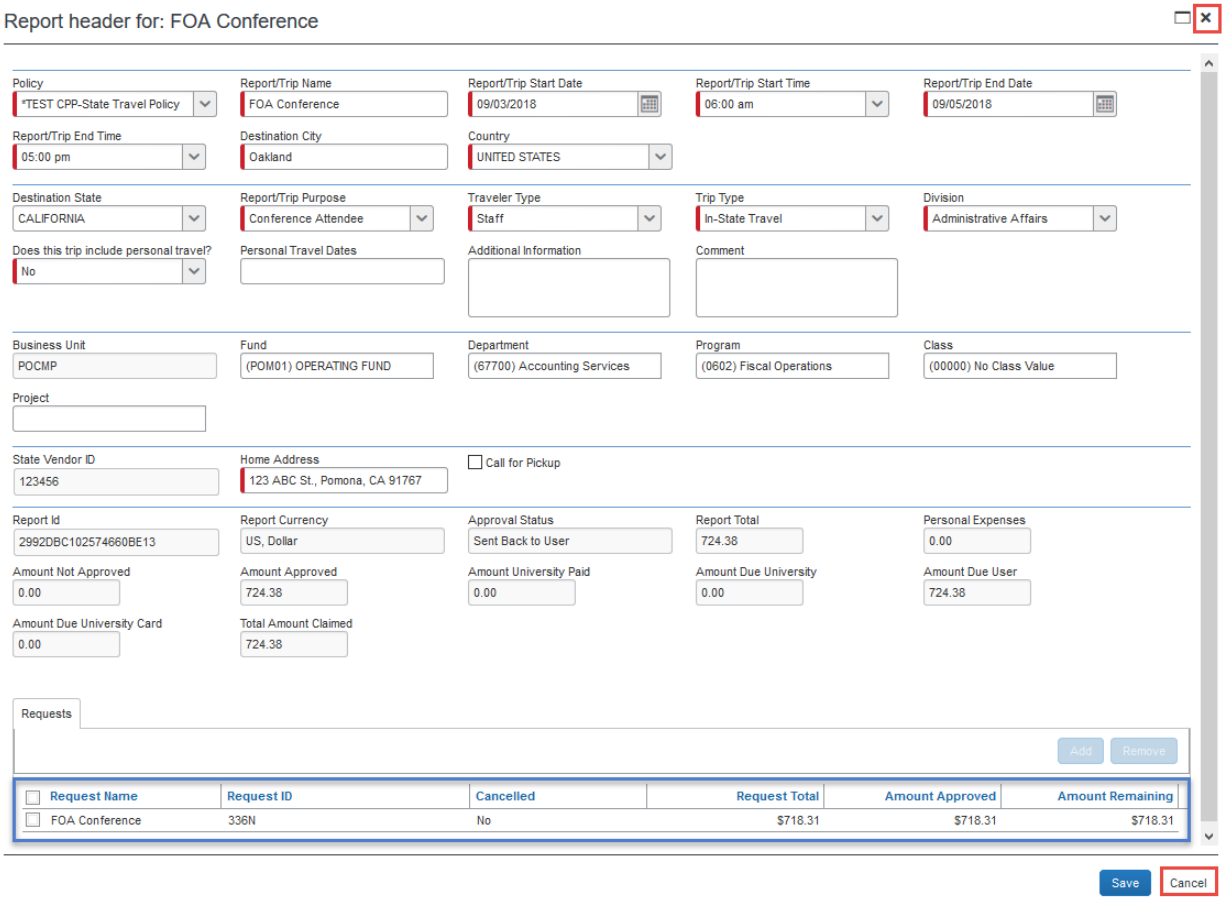
As an approver, there are key items that should be reviewed on the Expense Report; for example:

1. Review receipts for expenses that are $75 or more.
2. Receipts need to be associated with the specific trip and "Expense Type".
3. Receipts should be itemized for all "Expense Types".
4. Reimbursement for mileage should be in alignment with the CPP Travel Procedures and be the lesser of the mileage computed between the traveler's residence or normal work location and their destination. The use of the "Mileage Calculator" in Concur is recommended.
5. Confirm that the travel dates are in alignment with the conference/meeting/training/etc. dates.
6. The traveler should include a copy of the agenda as an attachment to their Expense Report; which is also used to confirm meals provided with the event.
7. Ensure meals being requested for reimbursement do not exceed the daily meal reimbursement cap per the CPP and CSU Travel Procedures and are reasonable for the travel start and end times/date. *(Note: While there are no prescribed meal times for breakfast, lunch and dinner per the CPP and CSU Travel Procedures, the Expense Report does require travel start and end times to be entered. The approver should review this information on the "Report Header" for reasonableness.)*
8. Review the total amount requested per the Expense Report, as compared to the approved Travel Request amount to ensure that the final travel amount requested for reimbursement is reasonable if it exceeds the amount requested.

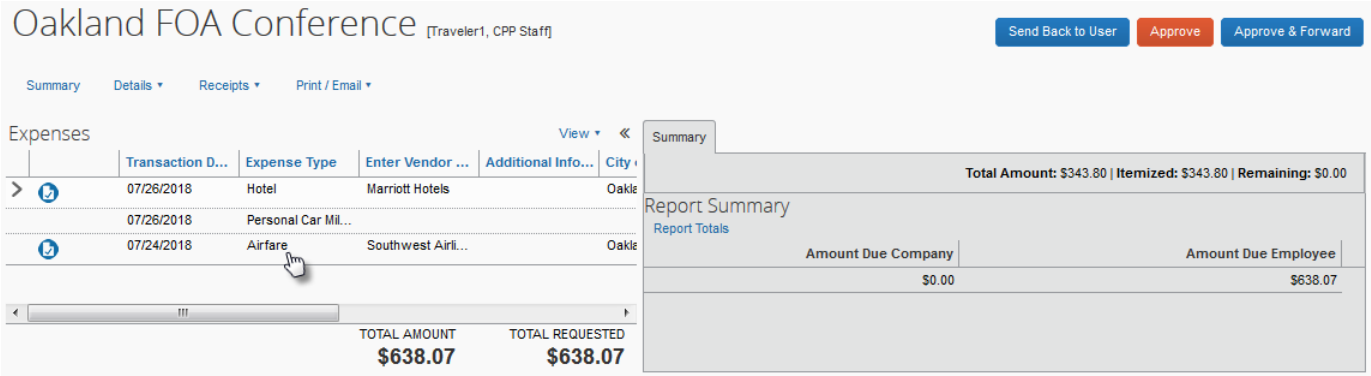
To review the details of the "Report Header" prior to starting the expense review, click on "Details" in the expense report header, and select "Report Header".



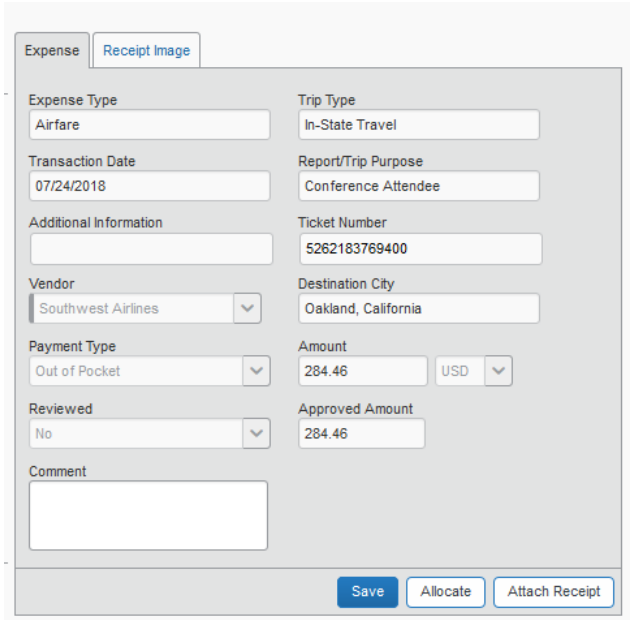
This will bring up the "Report Header" window for the Expense Report you are reviewing and approving. Review the detailed information for reasonableness and accuracy. **Note: A Travel Request must be associated with the Expense Report prior to submission for approval. In the event a Travel Request was not associated with the Expense Report, the Expense Report should be denied by the approver and sent back to the traveler for revision. If the traveler did not complete a Travel Request prior to their trip, this is an exception to the CSU Travel Procedures and will require exception approval to be acquired from the Provost/Vice President of the traveler's division to process the Expense Report for reimbursement to the traveler.**



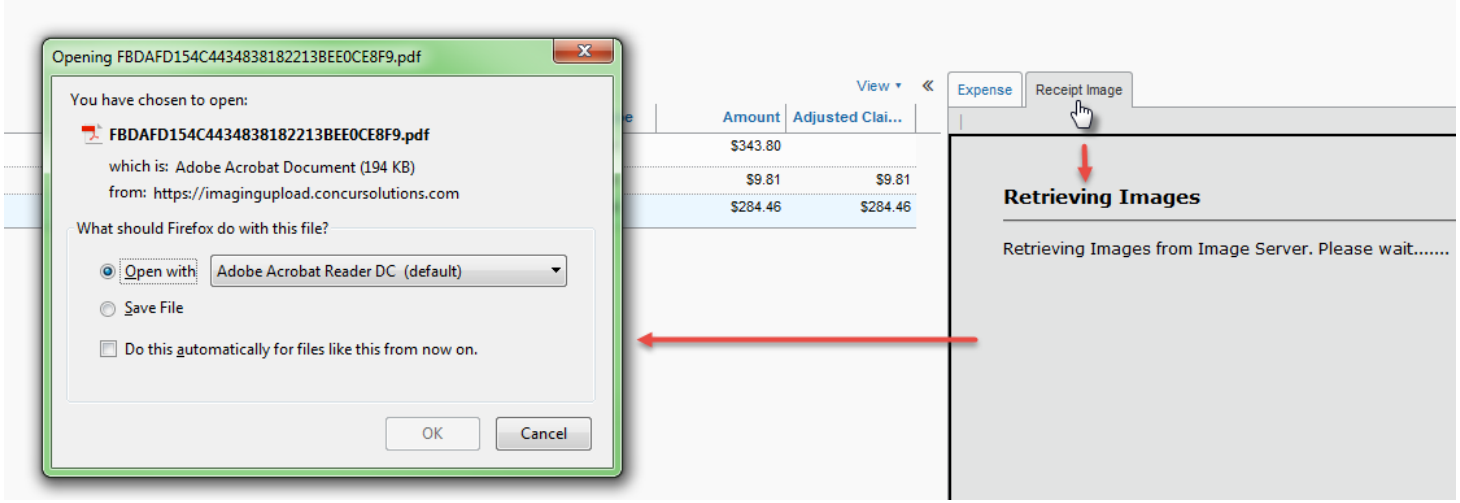
Once you have completed the review of the "Report Header", you can click on "Cancel" or the "X" in the top right corner of the screen. This will take you back to the "Expenses List" screen to begin your review of each "Expense Type" being claimed.
To review the details of an "Expense Type", click on the "Expense Type" name:



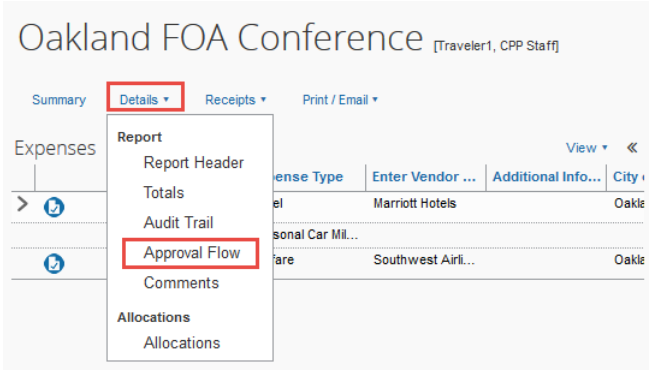
This will bring up the "Expense" tab summary on the right side of the screen. Review the information to ensure it is in alignment with the approved Travel Request, CPP and CSU Travel Procedures, and all information appears reasonable and accurate for the travel.



To review the receipt image associated with an "Expense Type" of $75 or more, click on the "Receipt Image" tab. The tab will state your image is being retrieved from the "Image Server" and a popup box will appear when your receipt has been retrieved and is ready to open and/or save. *(Note: Concur has the reporting capability of identifying whether a reviewer/approver has opened and reviewed the attachments included in an approved Expense Report. Please ensure, as a reviewer/approver, that you are reviewing all attachments associated with an Expense Report to verify that the activity is reasonable to the business travel, accurate, and is in alignment with the CPP and CSU Travel Procedures.)*

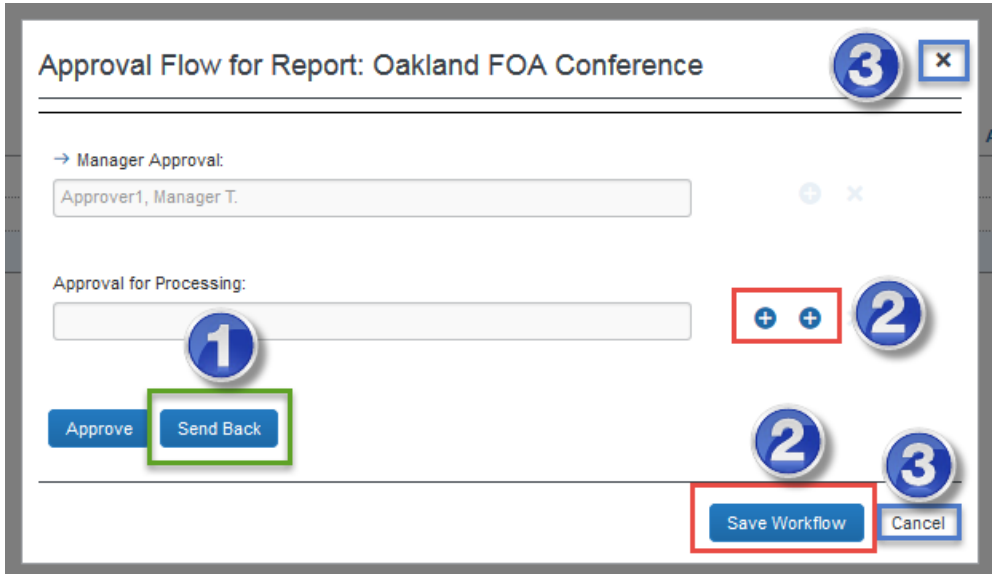


To review the details of the "Approval Flow" prior to approving the Expense Report, click on "Details" in the Expense Report header, and select "Approval Flow".



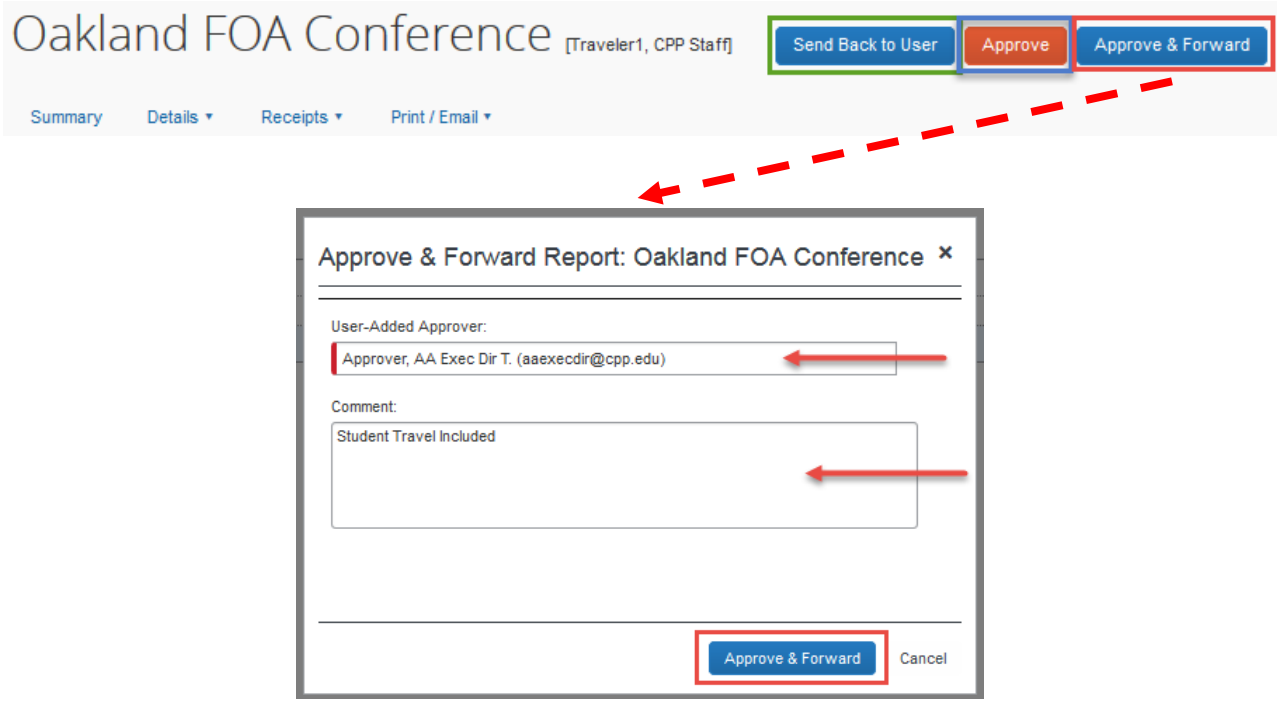
This will bring up the "Approval Flow for Report" window for the Expense Report you are reviewing and approving. The approver should review for the appropriate approvers that are listed. If the approvers listed in the approval flow for the Expense Report are incorrect, or any field is blank (other than the last field for AP processing), the approver can do one of the following:

1. Return the Expense Report to the traveler by clicking on the "Send Back" button in the "Approval Flow for Report" window. The approver will be required to add a comment to explain why the Expense Report is being returned. This will allow the traveler to update and resubmit the Expense Report based on the correct approval flow.
2. The approver can add the appropriate approvers to the approval flow by selecting the "blue plus signs" to the right of the approval fields. *(Note: Please do not add any approvers AFTER the "Accounts Payable Review" field; as this field will self-populate with the correct routing to forward the approved Expense Report to Accounts Payable for processing.)* Once the additional approver(s) have been added, click the "Save Workflow" button. This will save your addition.
3. If the approval flow is correct for the Expense Report being reviewed, click on the "Cancel" or the "X" in the top right corner of the screen. This will take you back to the "Expenses List" screen.



After reviewing expenses, receipts/attachments, any exceptions, and the approval flow, the approver can do one of the following:

1. If corrections are needed, or additional documentation needs to be attached to the Expense Report, and the approver has selected to have the traveler make the appropriate corrections, return the Expense Report to the traveler by clicking on the "Send Back to User" button. The approver will be required to add a comment to explain why the Expense Report is being returned. This will allow the traveler to update and resubmit the Expense Report with the correct information.
2. If the Expense Report needs to be routed to an additional approver, and the current approver does not want to return the Expense Report to the traveler and does not want to add to the "Approval Flow" screen, the "Approve & Forward" button can be used. The "Approve & Forward Report" window will appear. The current approver can enter an additional "User-Added Approver", as well as a comment to provide additional information. Once added, select the "Approve & Forward" button in the "Approve & Forward Report" window.
3. If the information included in the Expense Report appears accurate and in alignment with the CPP and CSU Travel Procedures <u>or</u> the approver has selected to make the appropriate corrections on behalf of the traveler, select the "Approve" button to approve the traveler's Expense Report. The Expense Report will be routed to the next approver or will be routed to Accounts Payable for processing.



Quick Reference Procedures

Reviewing and Approving a Travel Request or Expense Report:

To approve a Travel Request or Expense Report "as is", perform the following:

1. On the home page, click on "Required Approvals" under "My Tasks". The "Approvals Home" page will appear. Click on "Requests" or "Reports" in the approvals header. The "Pending your Approval" page will appear, listing the awaiting Travel Requests and/or Expense Reports. Click on the Travel Request or Expense Report you want to open.
2. Review the Travel Request or Expense Report details and click on "Approve" when done.

Sending Back a Travel Request or Expense Report:

To return the entire Travel Request or Expense Report to the traveler for correction or additional information, perform the following:

1. On the home page, click on "Required Approvals" under "My Tasks". The "Approvals Home" page will appear. Click on "Requests" or "Reports" in the approvals header. The "Pending your Approval" page will appear, listing the awaiting Travel Requests and/or Expense Reports. Click on the Travel Request or Expense Report you want to open.
2. Click on "Send Back to User". The "Send Back Request or Report" window will appear.
3. Enter a comment for the traveler, explaining why you are returning the Travel Request or Expense Report.
4. Click on "OK".

Common reasons for a Travel Request or Expense Report to be returned to the traveler include, but are not limited to:

- Receipts
  - Incorrect receipt attached to an "Expense Type"
  - The receipt is not itemized
  - The receipt shows a balance due
  - The receipt does not indicate the method of payment
- Conference details, such as a detailed agenda, are not attached to the Expense Report. This is required to verify dates, location, meals, etc. included in the Expense Report.
- Use of incorrect address for mileage calculation reimbursement.

Campus Contact Information

If you have questions regarding the Travel Procedures or how to use Concur, please contact:

Travel@cpp.edu

A staff member from University Accounting Services/Accounts Payable will contact you to address your question.

If you have technical questions regarding the Concur system, or your default approvers need to be updated, please contact:

Cal Poly Pomona IT Service Desk
itservicedesk@cpp.edu -or- (909) 869-6776
Submit a Request IT or Fix It ticket using the IT Service Portal at https://cpp.service-now.com/ehelp