

Travel Policy and Concur Training for Travelers

University Accounting Services

October 29, 2025

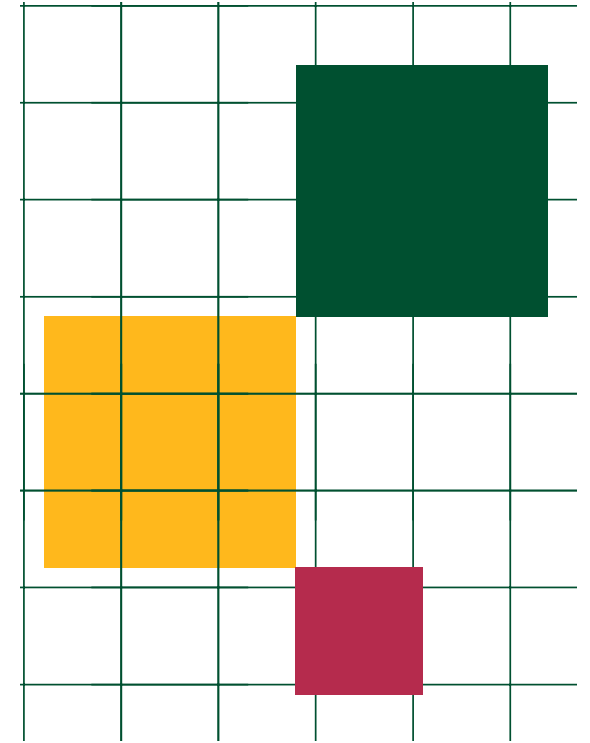


Cal Poly
Pomona



Agenda

- Learning Objectives
- Traveler Role
- University Accounting Services/Accounts Payable Role
- Overview of the CSU Travel and Business Expense Payments Policy
- Concur Walkthrough for Travelers
- Resources
- Questions





Learning Objectives

- Understand your role as a traveler
- Understand the role of Accounts Payable
- Learn, understand, and apply the CSU travel policy
- Familiarize how to navigate Concur through live demo



Traveler Role

- A **traveler** is an individual who uses Concur to book and manage their travel arrangements.
- The role of a **traveler**:
 - To have an approved Travel Request prior to booking travel arrangements and departure
 - Ensure expenses align with the CSU Travel and Business Expense Payments Policy
 - Submit a completed Expense Report within 60-days of the end of the trip





University Accounting Services/Accounts Payable Role



Review/Audit for compliance with the CSU Travel and Business Expense Payments Policy



Ensure appropriate documentation is submitted



Verify appropriate approvals have been obtained in the workflow



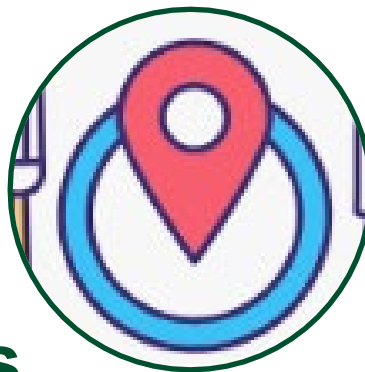
Process reimbursements and payments via [employee direct deposit](#)



Assist with questions regarding Travel Procedures and Concur such as supporting documentation and submitting request/expense.



CSU Travel and Business Expense Payments Policy Overview





Travel Request





CSU Travel and Business Expense Payments Policy

Travel Request

- A Travel Request must be submitted and approved in Concur prior to booking travel arrangements and departure.
- Complete the chartfield string on the Request Header in Concur.

Edit Request Header

AUGUST 2024 | Request ID: 66K3

Travel Ban Justification

Traveler Type *
Staff

Trip Type *
In-State Travel

Request/Trip Purpose *
Conference Attendee

Does this trip contain personal travel? *
No

Is Faculty classroom coverage required?
No

Additional Information 0/500

Travel includes Student Participants

Division *
Administrative Affairs

Personal Dates of Travel

Business Unit
POCMP

Department
(67700) Accounting Services

Program
(0602) Fiscal Operations

Project
(123456) TEST STATE PROJECT

Fund
(POM01) OPERATING FUND

Class
(00000) No Class Value

Cancel Save



CSU Travel and Business Expense Payments Policy

Travel Request

- Travel Request approval must be obtained prior to making travel arrangements and departure as follows:
 - All travel for staff, Domestic and International:
 - HEERA Manager
 - Vice President's Sub-Delegates
 - All travel for faculty, Domestic and International:
 - HEERA Manager/Chair
 - College Dean
 - All International & High Hazard International travel for faculty and staff:
 - Provost/Vice President & Risk Management
 - Approval must be attached to Concur request.
- Travel Request workflow should be as follows:
 - Traveler -> HEERA Manager/Chair -> Delegation of Fiscal Authority (Dean or VP Sub-Delegates) -> Exception Approvals (Int'l or High Hazard, if necessary) -> Accounts Payable



Expense Report





CSU Travel and Business Expense Payments Policy

Expense Report

- The Expense Report must be created from an approved Travel Request in Concur.
- Submitted to the travel office within 60-days of the end of the trip.
 - Reports submitted past this time frame will require exception approval from the Provost or Vice President of your division to move forward with processing.

Create New Report

Create From an Approved Request

* Required field

Policy *
*CPP-State Travel Policy

Report/Trip Name *

Report/Trip Start Date *
MM/DD/YYYY

Report/Trip Start Time *
None Selected

Report/Trip End Date *
MM/DD/YYYY

Report/Trip End Time *
None Selected

Destination City *

Country *
UNITED STATES (US)



CSU Travel and Business Expense Payments Policy

Expense Report

- Include the event/conference agenda with the Expense Report. The agenda must reflect the:
 - Event's start/end times
 - Location
 - Identify provided meals
- If student participants are included in the University travel, a completed copy of the [Release of Liability](#) form must be attached to the Expense Report.






CSU Travel and Business Expense Payments Policy

Expense Report

Receipt Requirements

- Original, itemized receipts for all business travel-related expenses of \$75 or more.
- Cannot be dated prior to travel approval.
- Clearly marked as “paid” or show a zero balance, with an identifiable payment method used.
- If an itemized receipt cannot be submitted, submit an approved Missing Receipt Affidavit form for reimbursement.

**Cal Poly Pomona**

Missing Receipt Affidavit
University Accounting Services
Accounts Payable - Travel
3801 W. Temple Avenue, 121-East-2160 | Pomona, CA 91768
Email: travel@cpp.edu

The CSU and CPP Travel Procedures require an original, itemized receipt be submitted with a travelers Expense Claim/Report for all business travel related expenses of \$75 or more. Receipts should be clearly marked "paid" or show a zero balance. Payment method should be clearly identifiable on the itemized receipt. The traveler should make every effort to obtain an itemized receipt to support University travel related expenses. When an original, itemized receipt cannot be obtained, and the traveler has exhausted all measures to obtain a duplicate receipt for a travel related purchase, the Missing Receipt Affidavit form should be submitted with the Expense Claim/Report to substantiate the expense.

Traveler's Name:

Department:

Trip Name:

Date of Expense:

Vendor's Name:

Vendor's Address:

Vendor's Phone #:

Reason(s) itemized receipt was not obtained and detailed explanation of expense incurred:

| Description of Purchase | Amount |
|-------------------------|----------------------|
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| Total | \$ 0.00 |

I certify that the itemized receipt for the expense indicated on this form is unavailable and the amount shown above is the actual amount paid, excluding alcohol, while traveling on official business for Cal Poly Pomona. I further certify that the amount above is an allowable expense as defined by the CSU and CPP Travel Procedures, and I have not and will not seek reimbursement from any other source. I am aware that excessive instances of lost/missing receipts may result in additional substantiation requirements for travel related expenses.

Traveler's Signature

Date

Provost/Vice President's Printed Name

Date

Provost/Vice President's Approval Signature

Date



Knowledge Check #1

Original itemized receipts are required for all business-related travel expenses of what dollar amount and higher?

- A. \$25**
- B. \$50**
- C. \$75**
- D. \$100**





Knowledge Check #1

Original itemized receipts are required for all business-related travel expenses of what dollar amount and higher?

- A. \$25
- B. \$50
- C. \$75 ☒
- D. \$100

Correct Answer: C. \$75

Explanation:

Receipts must be retained for all business-related travel expenses of **\$75 or more** to comply with CSU policy and IRS substantiation requirements.





Air Travel





CSU Travel and Business Expense Payments Policy

Air Travel

- Coach or discounted economy-class fare shall be used whenever ticketing restrictions are reasonable.
 - Use of business or first class, preboarding, or other higher-cost services may be authorized to reasonably accommodate a documented disability or medical need.
- Itemized airfare itinerary/receipt must be attached to the Expense Report.
- The name on the itinerary/receipt must match the traveler.
- Extra charges or upgrades are not included and will not be reimbursable to the traveler.
 - Pre-boarding fees
 - Travel insurance
 - Seat upgrades





CSU Travel and Business Expense Payments Policy

Air Travel

- The University will reimburse for the reasonable and necessary cost of checked baggage.
- Changes to air travel/itinerary that incur additional expenses must be business-related or out of the traveler's control and include approved Travel Procedures Exception Request form to be reimbursed.

| To be completed by the Provost/Vice President of the respective division (or designee): | |
|---|---|
| Comments: | |
| | |
| <input type="checkbox"/> Exception request approved | <input type="checkbox"/> Exception request denied, do not reimburse |
| | |
| Designee's Printed Name | |
| | |
| Designee's Approval Signature | Date |



Rental Car





CSU Travel and Business Expense Payments Policy

Rental Car

- When renting a vehicle for University business, travelers are expected to utilize the rental agencies listed below.
 - Primary Vendor: Enterprise Rent-A-Car.
 - Secondary Vendor: National Car Rental (*only when Enterprise is not available*)
- Renting vehicles from a non-contracted vendor is **prohibited** unless vehicles are unavailable from a contracted vendor.
- Economy/Compact or Intermediate class vehicles should be requested and rented.





CSU Travel and Business Expense Payments Policy

Rental Car

- Charges for upgrades, insurance, car seats, etc. will not be reimbursed unless the traveler can provide a business-related requirement for the additional options charged.
- Travelers should return rental vehicles with the same level of fuel that the vehicle had when it was picked up.
- Fuel should not be purchased from the rental car agency due to the increased cost and additional fees that may apply.
- For all exceptions, an approved [Travel Procedures Exception Request](#) form must be included with the Expense Report for reimbursement.





Private Vehicle





CSU Travel and Business Expense Payments Policy

Private Vehicle

- The traveler using their private vehicle must have:
 - A valid driver's license and
 - liability insurance.
- With/without overnight stay:
 - Mileage will be calculated on the shorter distance between residence or work and the destination.
 - Departing/returning on a non-working day/hour - mileage is calculated from home.





CSU Travel and Business Expense Payments Policy

Private Vehicle – Risk Management

- Before renting a car or using your personal vehicle for University business, you must obtain authorization to drive on University-related trips **before** your travel begins.
- For personal car use, the traveler must have a [CA Form Std 261](#) on file.
- Contact www.cpp.edu/rms or riskmanagement@cpp.edu for additional information.

STATE OF CALIFORNIA

AUTHORIZATION TO USE PRIVATELY OWNED VEHICLES ON STATE BUSINESS

STD. 261 (Rev. 6/2023)

This approval must be renewed annually.

Supervisor: Retain Original Copy

I. CERTIFICATION

In accordance with State Policy (S.A.M. 0753 & 0754) approval is requested to use privately owned vehicles to conduct official State business.

I hereby certify that, whenever I drive a privately owned vehicle on State business, I will have a valid driver's license and proof of liability insurance in my possession, all persons in the vehicle will wear safety belts and the vehicle shall always be:

1. Covered by liability insurance for the minimum amount prescribed by State Law (\$15,000 for personal injury to, or death of one person; \$30,000 for injury to, or death of, two or more persons in one accident; \$5,000 property damage). Vehicle Code Section 16020 (effective July 1, 1985) requires all motorists to carry evidence of current automobile liability insurance in their vehicle.
2. Adequate for the work to be performed.
3. Equipped with safety belts in operating condition.
4. To the best of my knowledge, in safe mechanical condition as required by law.

I understand that the mileage rate I claim is full reimbursement for the cost of operating the vehicle, including fuel, maintenance, repairs and both liability and comprehensive insurance.

I further certify that, while using a privately owned vehicle on official State business, all accidents will be reported on form STD. 270 within 48 hours (S.A.M. 2430).

I understand that permission to drive a privately owned vehicle on State business is a privilege which may be suspended or revoked at any time.

| | | |
|-------------------------|------------|-----------------|
| DRIVER'S LICENSE NUMBER | STATE | EXPIRATION DATE |
| EMPLOYEE'S SIGNATURE | PRINT NAME | DATE SIGNED |

II. APPROVAL

Use of a privately owned vehicle on State business is approved.

| | | |
|-------------------------------|-------|---------------|
| APPROVING AUTHORITY SIGNATURE | TITLE | DATE APPROVED |
|-------------------------------|-------|---------------|



Meals and Incidentals Expense (M&IE)





CSU Travel and Business Expense Payments Policy

M&IE

- Daily M&IE reimbursement is a location-based per diem allowance
 - 75% of the total per diem rate on first/last day of business travel.
- Incidentals are reimbursed up to the daily maximum of per calendar day, including the first/last day of travel
 - **Only** when the business travel includes an overnight stay.
- Meals and incidentals expenses (M&IE) shall not be reimbursed for trips less than 24 hours, unless the travel includes an "overnight stay" as supported by a lodging receipt.
- Lunch is not reimbursed for travel of less than 24 hours.
- Alcoholic beverages are **not reimbursable**.





CSU Travel and Business Expense Payments Policy

M&IE – Per Diem Coverage

- Rates are set by fiscal year, effective Oct. 1 each year.
 - GSA (US) – Annually, beginning of fiscal year on 10/01/YYYY
 - [U.S. General Services Administration](#)
 - Dept of Defense (DoD) – Monthly
 - [U.S. Department of Defense](#)
 - US State Dept (Int'l) – Monthly
 - [U.S. Department of State](#)





CSU Travel and Business Expense Payments Policy

M&IE – GSA Breakdown

- 5 ranges for domestic locations:
 - [GSA M&IE breakdown](#)
 - Ranges shown from \$68-\$92 (\$63-\$87 without incidentals).
 - Displays first and last day of travel (*up to 75% of entire day*).

*NOTE: This guide is an example.
Concur will automatically calculate meals that are reimbursed or deducted from reimbursement.*

M&IE breakdowns for  continental U.S. (CONUS)

| M&IE total | Breakfast | Lunch | Dinner | Incidental expenses | First and last day of travel |
|------------|-----------|-------|--------|---------------------|------------------------------|
| \$68 | \$16 | \$19 | \$28 | \$5 | \$51.00 |
| \$74 | \$18 | \$20 | \$31 | \$5 | \$55.50 |
| \$80 | \$20 | \$22 | \$33 | \$5 | \$60.00 |
| \$86 | \$22 | \$23 | \$36 | \$5 | \$64.50 |
| \$92 | \$23 | \$26 | \$38 | \$5 | \$69.00 |



Knowledge Check #2

An employee is required to travel to Cal State Fullerton to attend a training. The employee leaves home at 6:00 a.m. and returns that evening at 7:00 p.m. During the day, they decided to treat themselves to Starbucks for breakfast and Chipotle for lunch.

Will the employee be reimbursed for their meals? Why or why not?





Knowledge Check #2

An employee is required to travel to Cal State Fullerton to attend a training. The employee leaves home at 6:00 a.m. and returns that evening at 7:00 p.m. During the day, they decided to treat themselves to Starbucks for breakfast and Chipotle for lunch.

Will the employee be reimbursed for their meals?

Correct Answer: No

Explanation:

The employee traveled for less than 24 hours, and there was no overnight stay. Meals and incidentals expenses (M&IE) shall not be reimbursed for trips less than 24 hours.





Lodging





CSU Travel and Business Expense Payments Policy

Lodging

- Maximum allowable nightly lodging rate for domestic travel is \$333, excluding taxes and other charges.
 - Additional approval not required when staying at an approved conference with higher rates.
- Itemized receipt required for reimbursement (\$75 or more).
- Exceptions require an approved justification.
- Provide an explanation on the Expense Report for overnight travel without a lodging reimbursement request.





International Travel





CSU Travel and Business Expense Payments Policy

International Travel

- Review the state travel advisory before traveling.
 - <https://travel.state.gov/en/international-travel/travel-advisories.html/>
- Travel requests to high hazard areas:
 - Require underwriter approval.
 - Must be approved by the Provost/Vice President of the respective division, in consultation with the President.
 - Approval obtained no less than 30 days prior to departure.
- Countries designated as “War Risk” must be reviewed by the Chancellor’s Office.





CSU Travel and Business Expense Payments Policy

International Travel

- Faculty, staff and students traveling internationally on CSU business are to use the California State University Risk Management Authority (CSURMA) Foreign Travel Insurance Program (FTIP); contact University Risk Management.
 - Risk Management may be contacted at: riskmanagement@cpp.edu
- The lesser of the actual costs incurred or a fixed amount per diem for lodging, meals and incidentals will be reimbursed.





Concur Walkthrough - Traveler





Process Flowchart – Creating a Travel Request

Create a Request

- Complete All Required Fields
- Add Expected Expenses

Itinerary

- Complete Detailed Itinerary with Travel Allowance
- Exclude Provided Meals or Personal Travel
- Add Attachments (agenda, program, receipts)

Finalize Request

- Edit and Review Approval Flow
- Submit Travel Request



Process Flowchart – Creating an Expense Report

Create an Expense Report

- Create from an Approved Travel Request
- Complete All Required Fields in Report Header

Itinerary / Travel Allowance

- Review/Update Detailed Itinerary with Travel Allowance
- Exclude Provided Meals or Personal Travel
- Add Attachments (agenda, program)

Add / Update Travel Expenses

- Create New Expenses or Update Expenses Added in Approved Travel Request
- Manage Receipts

Finalize Expense Report

- Verify All Alerts Cleared
- Review Approval Workflow
- Submit Expense Report



Multi-University Collaboration

Travel & Expense Upcoming Changes

- Coming Soon in Spring 2026:
 - The CO is migrating all 22 campuses to the same Concur platform and will be standardizing and expanding policies, features and services.



Contact Information

Functional Support

- travel@cpp.edu
 - A staff member from University Accounting Services/Accounts Payable will contact you to address any questions you may have with the Travel Procedures, how to add supporting documentation, assistance with error messages, and how to submit request and expenses.

Technical Support

- [Concur Technical Request](#)
 - Please submit a ServiceNow IT ticket for technical related support if you cannot log into the system, or a traveler's default approvers need to be updated.
 - A staff member from IT will contact you to address your question.



Additional Resources

- [CPP University Travel Website](#)
- [CPP Travel Checklist](#)
- [Employee Direct Deposit Form](#)
- [Missing Receipt Affidavit](#)
- [Travel Procedures Exception Request](#)





Questions?

Survey:

