

Concur User Group

November 22, 2022



Agenda

- Travel-Related Updates
 - T&E Card Transaction Date Discrepancy Fixes
 - Travel Policy Updates
 - Concur Departmental Reports
- Booking Travel
 - Booking Business Travel in Concur
 - Booking with Anthony Travel directly
 - Basic booking reminders
- Concur Deep-Dives
 - Comments/Supporting Documentation
 - Itemization
 - Allocation
- Travel Support Channels and Q&A

Travel-Related Updates

Aver Smith



Travel & Entertainment Card (T&E Card)

T&E Card Transaction Dates in Concur

T&E Card transaction dates fed into Concur may differ from when the Traveler's T&E Card was used (swiped) to make a purchase. The transaction date in Concur is based on the date the bank receives the charge from the vendor, which may differ from the date of purchase if the expense is reported to the bank at a later date (for ex., the following day). The Accounts Payable team has identified two scenarios affected by the T&E Card transaction date discrepancy:

1. Prepaid expenses on the T&E Card receive a red flag indicating expenses are outside the travel dates.
 - ✓ **Solution:** An adjusted audit rule has been implemented to alleviate the prepaid expenses red flag error. To correct existing errors, open the expense and click "**Save Expense**" to re-evaluate the rule. Future prepaid expenses should automatically fall under the adjusted audit rule.
2. Meals purchased on the T&E Card receive a red flag when the meal date differs from the transaction date fed into Concur; this is due to the meal being calculated against a meal cap for a different day.
 - ✓ **Solution:** A workaround has been identified to correct the meal cap calculation error. Meals consumed on a different day than the T&E Card transaction date should be itemized to add/change the meal date (see attached guidance).

Thank you to those that raised awareness of the transaction date discrepancy, and please continue to direct inquiries to the travel team at travelfeedback@ucr.edu.

Email Reminder Notifications

Notifications Launching in early December 2022

Reminder	Action	Initial Timing	Received By
Expense Report Ready For Review and Submission	Employee Travelers will receive a reminder when an Expense Report prepared by their Delegated Travel Arranger is ready for their review and submission.	When Delegate clicks Ready for Review or Submit Report	<ul style="list-style-type: none"> • Traveler • Delegated Travel Arranger if “Receives Emails” is checked for the Traveler
Unassigned T&E Card Transactions	<p>T&E Cardholder (Traveler) will receive a reminder for unassigned T&E Card transactions greater than 15 days old that have not been assigned to an Expense Report.</p> <p>Thereafter, the T&E Cardholder (Traveler) will receive a reminder for unassigned T&E Card transactions over 30, 45, & 60 days old.</p> <p>*After 60 days, Cardholder will receive notices every two weeks until unassigned card transactions are assigned to an Expense Report</p>	When the condition is met	<ul style="list-style-type: none"> • Traveler • Delegated Travel Arranger if “Receives Emails” is checked for the Traveler • 45 & 60 day notices will copy the Financial Approver
Unsubmitted Travel Expense Report	<p>Employee Travelers will receive a reminder for any unsubmitted Expense Reports greater than 30, 45 & 60 days past the trip end date.*</p> <p>*After 60 days, Travelers will receive notices every two weeks until the Expense Report is submitted or expenses are reported as taxable income for employee</p>	30 days after trip end date	<ul style="list-style-type: none"> • Traveler • Delegated Travel Arranger if “Receives Emails” is checked for the Traveler • 45 & 60 day notices will copy the Financial Approver



Concur Departmental Reports

iReport - Departmental Concur Report Enhancements

Report Name	Description	New or Enhancements
Concur Expense Details	This report displays by Department all Concur Expense Reports to date that are submitted and/or completed (paid). This report gives department support teams better visibility into the status of expense reports associated with their unit.	<ul style="list-style-type: none">• A "Status Key" tab was added to provide definitions for both Approval and Payment Statuses.• Request ID associated with Expense Report was added to the far right column of the report.
Card Aging Report	Development in progress	
Cash Advance Delinquency	Development in progress	



Travel Policy Updates

[Policies & Procedures | Business & Financial Services \(ucr.edu\)](#)

Policy # & Title	Scope	Updates
900-20: Travel – Policy, Regulations, and Procedures	Travel Reimbursement Guidance	<ul style="list-style-type: none">• Updated to replace iTravel with Concur information• Addition of Pre-Trip Request guidance
900-80: Vehicle Rental and Hotel Accommodations	Guidance Concerning Employees Traveling on University Business	<ul style="list-style-type: none">• Updated to replace iTravel with Concur information• Updated to include Anthony Travel guidance• Updated to include ConnexUC information – no longer allowing the use of POs

Booking Travel

Sandra Danford



Booking Business Travel in Concur

Ghost Card Reminders

- UCR Campus Ghost Card is for airfare charges only
- Traveler can select the UCR Campus Ghost Card when booking online but reservations must be finished by a Travel Arranger
 - Traveler is to place reservation on hold and notify Travel Arranger that the reservation is ready for completion

Traveler should not enter any information on the Trip Booking Information page. Traveler should select “Hold Trip” only.

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

Travel | Trip Library | Templates | Tools

TRIP SUMMARY

- Finalize Trip
- Review Travel Details
- Enter Trip Information
- Submit Trip Confirmation

Trip Booking Information

PLEASE NOTE THAT A \$3 SERVICE FEE WILL BE APPLIED TO THE TRAVELER'S DESIGNATED FORM OF PAYMENT FOR ALL TRAVEL TRANSACTIONS.

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

Trip Name
This will appear in your upcoming trip list.
Trip from Los Angeles to Oakland

Trip Description (optional)
Used to identify the trip purpose

Comments for the Travel Agent (optional)
Special Requests may incur a higher service fee.

Campus paid air fare - enter your Request ID (no spaces) / If not Campus paid enter four 9's. [Required]

Please select your trip purpose [Required]

You may HOLD this reservation until: 11/15/2022 12:59 am Eastern

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

Display Trip | **Hold Trip** | << Previous | Next >> | Cancel Trip

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

Display Trip | Hold Trip | << Previous | Next >> | Cancel Trip

Booking Business Travel in Concur

Ghost Card Reminders

- **Travel Arrangers** can add the approved Pre-Trip Request ID and select Next to continue the reservation process

Administration | Help

Travel Expense Reporting App Center Profile

Tools

Trip Booking Information

PLEASE NOTE THAT A \$3 SERVICE FEE WILL BE APPLIED TO THE TRAVELER'S DESIGNATED FORM OF PAYMENT FOR ALL TRAVEL TRANSACTIONS.

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

Trip Name
This will appear in your upcoming trip list.

Trip Description (optional)
Used to identify the trip purpose

Trip from Los Angeles to Oakland

Comments for the Travel Agent (optional)
Special Requests may incur a higher service fee.

Campus paid air fare - enter your Request ID (no spaces) / if not Campus paid enter four 9's. [Required]

Please select your trip purpose [Required]

You may HOLD this reservation until: 11/18/2022 12:59 am Eastern

reservation. If you close at this point your reservation may be cancelled. Note: Any cancelled.

Display Trip Hold Trip << Previous **Next >>** Cancel Trip

Booking Business Travel in Concur

Hotel, Car Rental, and personal card additions

- A personal or T&E Card will need to be entered for hotel and car rental
 - T&E cards are not automatically added; these need to be manually added once the cardholder receives a card
 - The Anthony Travel reservation service fee will be charged to this card. The venue will still require a card to be presented at the time of service for the room/car rental charges. The card presented at the car rental agency must match the card used for the reservation.
- Personal/T&E Card can be added during the reservation process or within the profile:

SELECT A METHOD OF PAYMENT

The campus card highlighted in yellow below is **for airfare only**, and will deduct funds from your department budget. This card should not be used unless you have already been authorized to do so and have a Request ID.

To book and guarantee a hotel room, select another credit card or click "Add a Credit Card" if you wish to pay directly and not with campus funds. Please note: any credit card information entered here will not update your ConnexUC profile.

The credit card you select will be held to confirm your reservation. You will be charged at the rental location.

Please choose a credit card.

Please choose a credit card.

There are no credit cards defined.

Profile Options

Select one of the following to customize your user profile.

Personal Information
Your home address and emergency contact information.

Company Information
Your company name and business address or your remote location address.

Credit Card Information
You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service.

Credit Cards Go to top

You currently have the following credit cards saved with your profile.

Credit Card Changes Saved

You currently have no credit cards saved.

Booking Business Travel in Concur

Hotel, Car Rental, and personal card additions

Either selection will generate a pop up that will allow card information to be added to the profile



Add a Credit Card * Required

Enter the appropriate information for the credit card you'd like to use below. Use the "Display Name" field to label the card so you can easily identify and select it when using features that require a credit card transaction.

Display Name (e.g., My Corporate Card) * Your name as it appears on this card *

Card Type * Credit Card Number * Expiration Date *

Use this card as the default card for:

Plane Tickets Rail Tickets Car Rentals Hotel Reservations

Billing Address

Enter the billing address for this credit card below. If this is a personal credit card, the billing address will typically be your home address. If it's a company card, the billing address might be your company address. The billing address must be the address where the bills for this card are currently delivered, not where you would prefer they be delivered. This information is used to verify your identity during credit card transactions. Your credit card may be declined if your billing address is inaccurate. Billing Addresses longer than 30 characters may cause certain Airlines (Direct Connects and Web Bookings) to decline your credit card. Please abbreviate long addresses if possible.

Street * Use this address

City * State * Zip/Postal Code *

Country/Region *

Cancel

SELECT A METHOD OF PAYMENT

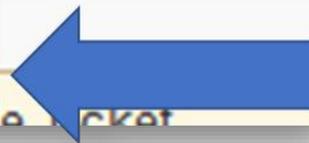
The campus card highlighted in yellow below is **for airfare only** unless you have already been authorized to do so and have been notified. To book and guarantee a hotel room, select another credit card or use your personal funds. Please note: any credit card information entered here will be stored in your profile.

How would you like to pay?

Please choose a credit card.

- Please choose a credit card.
- UCR Campus Ghost Card* (...3781)**
- corp card (...7281)

⚠ This is a Non-Refundable Ticket



Any cards added to the Traveler's profile will show in addition to the UCR Campus Ghost Card

Booking with the Anthony Travel Agent

- Use of the Ghost Card is limited to the Travel Arranger and must be supported by an approved Pre-Trip Request ID
- Personal or T&E Card is required to be supplied for reservation of Hotel and Car Rental, and card presented at the Car Rental Agency must match the card used for the reservation
- Please be courteous to our agent at Anthony Travel
 - We have had reports of individuals being less than so.
 - While our agent at Anthony Travel can answer some questions regarding booking restrictions and policy, she is not fully versed in the travel policy.
 - Travelers should be seeking out information and guidance from their Travel Arranger
 - If answers cannot be sufficiently ascertained from policy or internal department discussion, Travel Arrangers can reach out to travelfeedback@ucr.edu for clarification

Concur Deep-Dives

Sandra Danford



Company Notes Enhancement

- Updated links on company notes in Concur

COMPANY NOTES

[Non-Employee New Vendor Request](#)
Link to UCR's Vendor Request System for Travel Arrangers to request non-employee travelers

[Southwest \(SWABIZ\)](#)
For UC rates on Southwest flights, please [go here](#), use the Company ID 99723724, or call SWABIZ at (800) 435-9792

[ConnexUC](#)
UCR Travelers can use the Concur Travel module to book flights, hotels, and car rentals through Anthony Travel, UCR's preferred travel management company. For additional UC travel booking options, [click here](#).

[Concur Training Toolkit](#)
SAP Concur provided training materials, not tailored for UCR

- Travel Booking Reminders - UCR Travelers can use the Concur Travel module to compare, select dates and prices, and book flights, hotels, and car rentals through Anthony Travel.
- You can still book with SWABIZ; check out the Company Notes in Concur for details.
- Effective 9/1/2022, purchases through BCD and UCTC should be paid using a corporate T&E Card, a PCard, or Out of Pocket - i.e., no Purchase Orders.

Comments/Supporting Documentation

Prepaid expenses and expenses not being claimed

- Per G-28, an expense report must be submitted even if no reimbursement is due to the travel
 - Expense reports are used to account for travel advances (both cash and non-cash), expenses incurred in connection with official University travel, and reimburse the traveler for any additional amounts due
 - Non-Cash advances are any expense prepaid on behalf of the traveler by UCR
 - Departments are responsible for ensuring all prepaid items are included on the traveler's expense report
 - We no longer have the soft reject feature, so comments are in the best interest of the department to avoid delays, and returns that require full rerouting, as well as for future audit purposes
- On occasion, travelers may have expenses that they are not claiming for various reasons (perhaps expenses were paid by another organization, funding is limited, the traveler is choosing not to claim an expense, etc.)
 - Including comments on the expense report to clarify why items that would typically be included are not being claimed is vital to provide clarification and allow for complete audit of the travel scenario:
 - Travel to a location an individual would typically fly to, but airfare is not being claimed
 - Meals being claimed but no lodging/transportation claimed
 - Other expenses that might be typically expected

Comments/Supporting Documentation

Other Scenarios

- **Personal time:** Comparisons completed at the time of booking need to be attached if expenses are prepaid
- **Payment of expenses on behalf of others:** Proof of approved group travel must be attached
- **Non-Employee Attestations:** Non-employees need to sign the attestation, and it must be uploaded to the Expense Report in Concur

I certify this expense voucher is a true statement. The amounts claimed for reimbursement:

- 1) Are actual expenses incurred by me while on official University business for the dates indicated,
- 2) Exclude personal travel expenditures,
- 3) Do not include alcohol, and
- 4) Have not been reimbursed from any other source.

Original receipts have been provided to my departmental travel coordinator as required by UC business & Finance Bulletin G-28.

Signature: _____

Comments/Supporting Documentation

Non-Employee Attestation

1 Access via Print/Share and select Detailed Report – Non-Employee

2 Once signed by the Non-Employee, upload to Manage Receipts and then select Manage Attachments.

3 Select Add, select file to upload, and file will be added with the other documentation previously added

Other Concur Reminders

- House hunting is a part of relocation and should not be submitted in Concur
 - These expenses must be included with the full relocation packet once relocation is completed
- Entertainment is currently not open in Concur
 - Entertainment reimbursement will not be available until Phase 2
 - Entertainment reimbursements should be submitted in Epay
 - T&E cards under the Corporate Liability program should not be used for entertainment as the expenses cannot be cleared in Concur
- Foreign individuals being reimbursed via wire payment
 - Need to select "Wire" for the payment method when creating the Concur expense
 - This cannot be updated by accounting and will require the expense be returned to be updated and then rerouted through full routing

Itemization

- Itemization has two main purposes
 - Lodging - to separate nightly rate from taxes/fees to allow for proper enforcement of GSA rates, policy limits, and audit rules
 - Changing expense type – when a receipt includes multiple expense types
 - Example being a lodging receipt that includes parking, meals taken in the room, etc.
 - These expenses can be broken out into appropriate expense types to ensure the proper account number is charged, policy limits, and audit rules are enforced for those expenses
- An additional purpose is to be able to adjust the date for card transactions on meals consumed on a day different than the transaction date as described in previous slides
- Itemizing receipts when it is not the above scenarios often results in additional flag warnings that are often unnecessary
 - System viewing items as potential duplicates
 - If the main expense will incur a yellow flag warning, every itemized line from the receipt may flag the same flag, adding to the total flag count (Ex. AB 1887)
 - This duplication of warning flags add to "Warning Fatigue" as well as unnecessary levels of review in some cases

Allocation

- Allocation has two main purposes
 - Changing the FAU for a specific expense or set of expenses
 - Adding multiple FAUs to be charged in addition to the default FAU
- Allocation can be made at the expense level if the specific expense needs to be charged to a different FAU (ex airfare that needs to be charged to a general fund rather than a Contract/Grant)

The screenshot displays a software interface for expense management. On the left, a 'Details' panel shows 'Expense Type' as 'Airfare' and 'Transaction Date' as '10/10/2022'. A red box highlights the 'Allocate' button. The main area shows an 'Itemizations' table with columns for 'Percent' and 'Amount'. The table shows an allocated amount of \$500.00 at 100% and a remaining amount of \$0.00 at 0%. Below the table is a table of allocation details with columns for Alert, Activity, Fund, Function, Cost Center, Project, Code, and Percent %.

Alert	Activity	Fund	Function	Cost Center	Project	Code	Percent %
<input type="checkbox"/>	Accounting	PURCHASED UTILITIES	Institutional Support			A01206-19903-72	100

Allocations can be made as a percentage or as an amount

Allocation

- Allocation can also be made by selecting specific expense or selecting the all button

Add Expense Edit Delete Copy Allocate Combine Expenses Move to ▾						
<input type="checkbox"/>	Receipt ↑↓	Payment Type ↑↓	Expense Type ↑↓	Vendor Details ↑↓	Date ≡	Requested ↑↓
<input type="checkbox"/>		Incurred by Traveler	Foreign/OCONUS Daily Meal Per Diem	Austin, Texas	04/30/2021	\$61.00
<input checked="" type="checkbox"/>		Incurred by Traveler	Foreign/OCONUS Daily Meal Per Diem	Austin, Texas	04/29/2021	\$61.00
<input checked="" type="checkbox"/>		Incurred by Traveler	Foreign/OCONUS Daily Meal Per Diem	Austin, Texas	04/28/2021	\$61.00

Add Expense Edit Delete Copy Allocate Combine Expenses Move to ▾						
<input checked="" type="checkbox"/>	Receipt ↑↓	Payment Type ↑↓	Expense Type ↑↓	Vendor Details ↑↓	Date ≡	Requested ↑↓
<input checked="" type="checkbox"/>		Incurred by Traveler	Foreign/OCONUS Daily Meal Per Diem	Austin, Texas	04/30/2021	\$61.00
<input checked="" type="checkbox"/>		Incurred by Traveler	Foreign/OCONUS Daily Meal Per Diem	Austin, Texas	04/29/2021	\$61.00
<input checked="" type="checkbox"/>		Incurred by Traveler	Foreign/OCONUS Daily Meal Per Diem	Austin, Texas	04/28/2021	\$61.00
<input checked="" type="checkbox"/>		Incurred by Traveler	Foreign/OCONUS Daily Meal Per Diem	Austin, Texas	04/27/2021	\$61.00

Travel Support Channels



Self-Service Resources

- Find Published Guidance on the Impact23 website to Support your University Business [Travel and Expenses](#)
- Join the [Community of Practice](#) to Crowdfund Answers from Your Colleagues
- Attend [Concur User Group](#) to share knowledge and obtain assistance from the AP Team



Travel and Expense Reimbursements and T&E Card

For Travel-related policy questions, technical or access issues, and T&E Card inquiries, contact our team through travel feedback.

E-mail: travelfeedback@ucr.edu



Anthony Travel

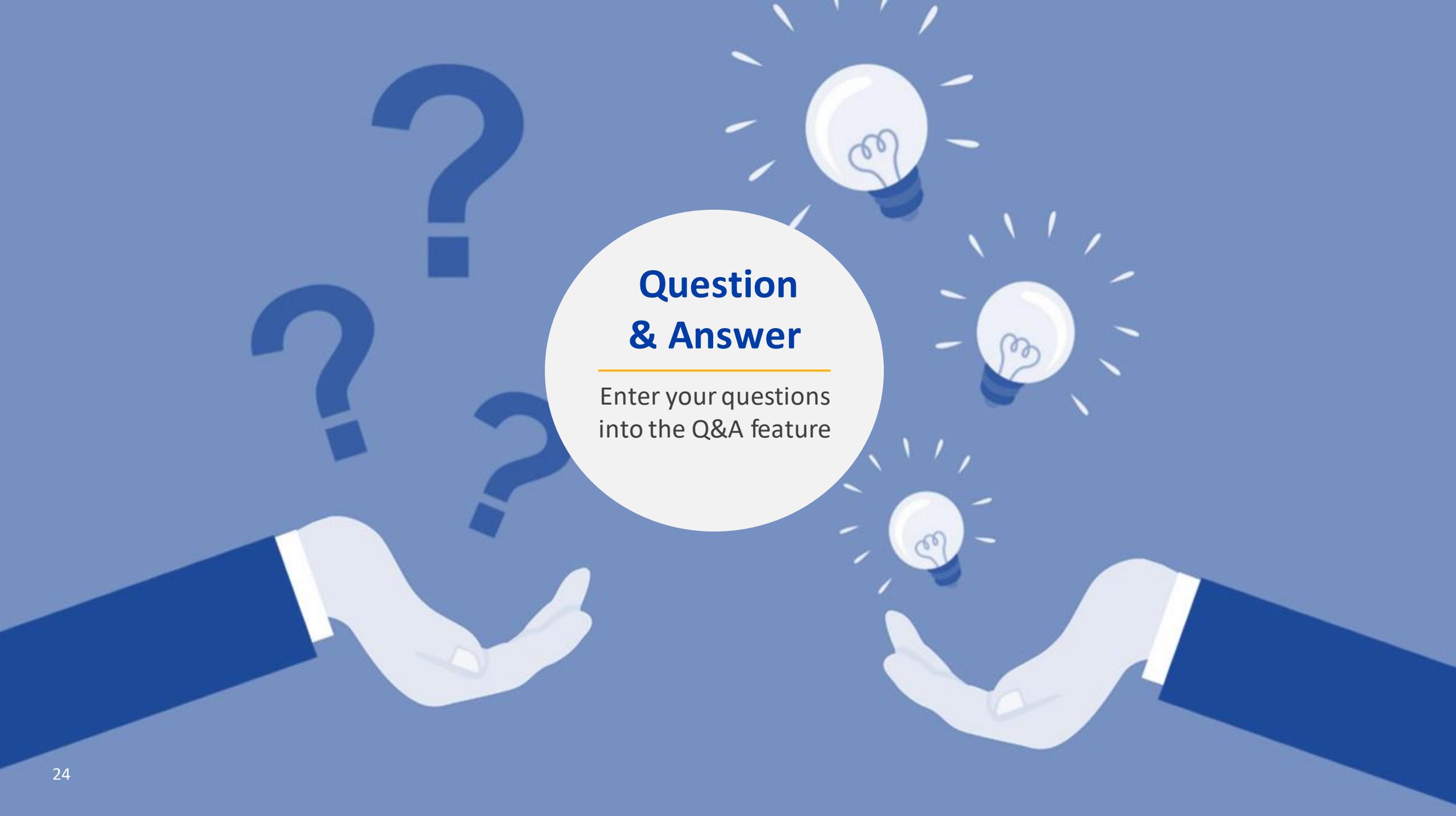
Anthony Travel is UC Riverside's preferred Travel Management Company. For assistance with travel and booking a trip, including group travel, international or complex travel arrangements, or help to change an itinerary, contact Anthony Travel (*Pre-Trip Request ID Required and Minimal Fees Apply*).

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Hours: 8am - 5pm PST, Monday - Friday



Question & Answer

Enter your questions
into the Q&A feature