




The UNIVERSITY *of* OKLAHOMA



Concur
Training Guide
&
Troubleshooting



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DRAFT

[Concur Buttons & Icons](#)

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Section 1: Getting Started

If you are a full or part-time employee of the University of Oklahoma, you already have access to Concur Travel and Expense. Students will not have access to this travel system.

Logging in to Concur Travel & Expense

When logging into Concur for the first time:

1. Go to www.concursolutions.com.
2. In the **User Name** field, enter your **OU email address**.
3. Click on the **Forgot your password?** hyperlink.
4. Choose the **Send me an email with a link to reset my password**.
5. Click **Submit**.
6. Click **Yes** to confirm that you want to receive an email with a link to reset your password.
7. You will receive an email from DoNotReply@concursolutions.com with a link to Concur allowing you to type in a password and hint.
8. Once you have successfully created a password, you will be automatically logged into Concur.

If you forget your password after you successfully log on to Concur, repeat the above steps.



Section 2: Concur Navigation

Explore the available options

1. Explore the [Trip Search](#) section.
2. Locate the [My Trips](#) section.
3. Explore the [Alerts](#) section.
4. Explore the [Company Notes](#) section. Remember to click on the [Read more](#) button.
5. Locate the [My Tasks](#) section.
6. Locate the [Expense](#) section.
7. Locate the [Approvals](#) section (only available if you are an approver).



The screenshot shows the Concur web application interface for a user named Susan. The top navigation bar includes 'CONCUR', 'Requests', 'Travel', 'Expense', 'Approvals', 'Reporting', and 'App Center'. The 'Expense' and 'Approvals' tabs are highlighted with red boxes. The main content area is divided into several sections:

- TRIP SEARCH** (highlighted with a red box): Contains a search form for flights, including fields for departure and arrival cities, and a 'Search' button.
- ALERTS** (highlighted with a red box): Displays a notification about Microsoft ending support for Internet Explorer 8 and 9.
- COMPANY NOTES** (highlighted with a red box): Lists notes such as 'Deployment Toolkit' and 'Concur Training Toolkit'.
- MY TRIPS (0)** (highlighted with a red box): Shows 'You currently have no upcoming trips.'
- MY TASKS** (highlighted with a red box): Displays three task cards: 'Required Approvals' (0), 'Available Expenses' (0), and 'Open Reports' (0), each with a checkmark icon.
- FACTS & STATS**: Contains two 'Did you know?' tips about passport expiration and expense reporting efficiency.



Section 3: Update Your Profile

Update your Personal Information

1. At the top of the [Concur](#) page, click [Profile](#) then [Profile Settings](#).
2. On the left side of the page, click [Personal Information](#).
3. On the [Personal Information](#) page, there are required fields you will need to update.
4. Once updates are complete, click [Save](#).

Some of the sections under your personal profile will be required and others will be optional. The heading of each section will note if the field requires your review.

Step 1: Your Name and Airport Security - Required

Verify that your first and last name is correct. Add your middle name or initial, or check the box for no middle name. A suffix or title can be added. This should match the government issued photo ID, such as a driver's license or passport, which you will present to airport security.

Note: First and last name has been populated from Payroll and Employee Services and cannot be updated in Concur. Contact PES to make any necessary changes.

Step 2: Contact Information - Required

Enter either a Work Phone or Home Phone. We highly recommend that you register your mobile devices. A mobile device will allow you to receive text messages from Concur informing you of any cancelled or delayed airline flights in addition to informing you of potential risk in your travel area.

Important Note
Your Name and Airport Security: Please make certain that the first, middle, and last names shown below are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.

Title	First Name	Middle Name [Required]	Nickname	Last Name	Suffix
<input type="text"/>	<input type="text" value="Susan"/>	<input type="text" value="S"/>	<input type="text"/>	<input type="text" value="Strout"/>	<input type="text"/>
		<input type="checkbox"/> No Middle Name			

Contact Information

Please note that you only need either a Work or Home phone number required in your profile.

Work Phone [Required**]	Work Extension	Work Fax
<input type="text"/>	<input type="text"/>	<input type="text"/>
2nd Work Phone/Remote Office	Home Phone [Required**]	
<input type="text"/>	<input type="text"/>	
Pager	Other Phone	
<input type="text"/>	<input type="text"/>	
<div style="border: 2px solid red; padding: 5px;"> Mobile Phone United States of America (+1) <input type="text"/> </div>		
		<input type="button" value="Send Test Message"/>

****You must specify either a home phone or a work phone.**



Section 3: Update Your Profile *(continued)*

Step 3: Email Addresses - Required

Your OU email address has been populated from PES but you should “verify” your email address with Concur. By verifying your email address, Concur can associate your email address with your Concur account. This verification will enable receipts to be emailed to receipts@concur.com so they are visible in Concur in the available receipts section. It also enables itinerary information to be emailed to plans@concur.com.

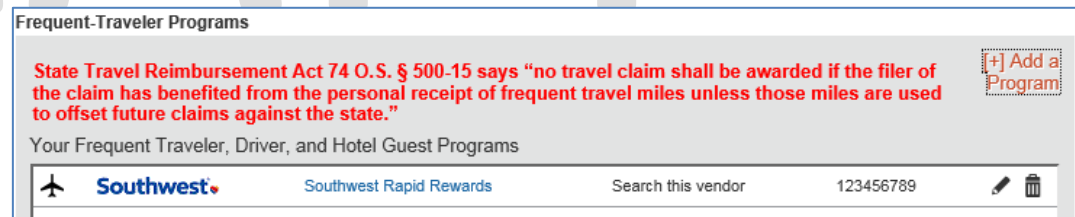
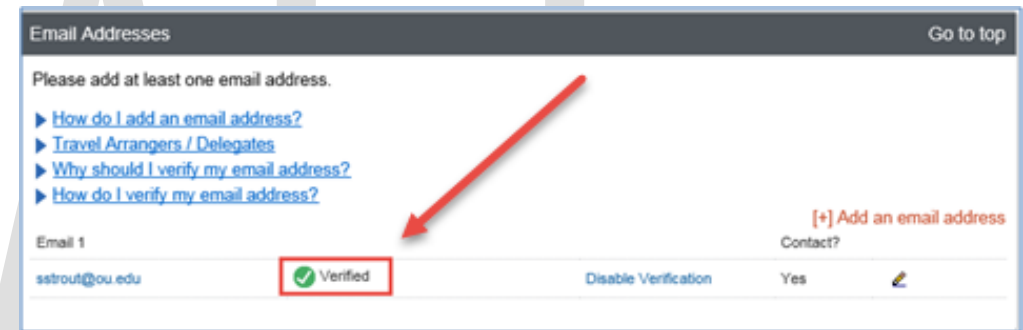
1. Click the **Verify** link.
2. A verification message will be sent to your OU email account.
3. Copy the code from the email message into the **Enter Code** box next to the email address.
4. Click **OK** to submit the code and complete verification.

Step 4: Emergency Contact - Optional

Although this section is not required, we encourage you to enter an emergency contact person.

Step 5: Frequent-Traveler Programs - Optional

As noted in this section, The Oklahoma State Travel Reimbursement Act has restrictions regarding the use of frequent travel miles. Although these restrictions exist, there are some added benefits to an employee if they belong to a Frequent Traveler Program and we encourage you to update your profile to include these programs.





Section 3: Update Your Profile *(continued)*

Step 6: Assistants and Travel Arrangers - Optional

This security is used for travel booking only. You can assign an employee as an assistant or travel arranger. They can act on behalf of you, the traveler, or they can be granted view only access to the traveler's history and upcoming trips. Assistants and arrangers can view your profile. Birthdate and credit card numbers are masked in your profile.

1. Click [+ Add an Assistant](#) located to the right of the section.
2. In the **Assistant** search box, type in the last name then first name of the person you wish to add as an assistant or travel arranger.
3. Select the appropriate name.
4. Check the box **Can book travel for me**.
5. If you do not check this box, your assistant will only be able to view your travel.
6. Click **Save**.

Within the profile section, a user can self-assign the role Book travel for any user (Self-assign). Based on the screen shot to the right, Susan has self-assigned the role to book travel for Cheryl. Once the **Start Session** button is clicked, both Susan and Cheryl will receive an email from Concur (travel@concursolutions.com) stating that a travel assistant has been assigned. If the Traveler did not wish anyone to be able to self-assign this role, they have the option to check the box **Refuse Self Assigning Assistants** located in the Assistants and Travel Arrangers section. If Cheryl did not wish Susan to have the role, Cheryl can click on the trash can icon to remove Susan as an assistant.

Add an Assistant

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.

Assistant

Can book travel for me

Is my primary assistant for travel*

*Individuals/Groups with no work phone number in their profile cannot be designated as primary assistant for travel.

Profile

Susan S Strout

Profile Settings | Sign Out

Acting as other user ?

Act on behalf of another user

Act as user in assigned group (Proxy)

Book travel for any user (Self-assign)

Cancel
Start Session

Assistants and Travel Arrangers
Go to top

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.

Refuse Self Assigning Assistants ?

Your Assistants and Travel Arrangers [+] Add an Assistant

Strout, Susan S.	Can book travel? <input checked="" type="checkbox"/>	
Dickerson, Alisa A.	Can book travel? <input checked="" type="checkbox"/>	



Section 3: Update Your Profile *(continued)*

Step 7: Credit Cards - Required

Once you receive your university travel card, you will need to update this section of your profile.

Update your Request Information / Expense Information

1. At the top of the **Concur** page, click **Profile** then **Profile Settings**.
2. On the left side of the page, under **Request Settings** or **Expense Settings** click on **Request Information** or **Expense Information**.
3. Once updates are complete, click **Save**.

Note: The **Request Information** and the **Expense Information** sections are identical. If you make changes to one section, the other section will automatically be updated.

Step 8: License Plate Number – Required for Mileage

Update the **License Plate Number** field. Though this field is not required in Concur, your license plate number is required when processing an **Expense Report** that includes mileage.

The **Department** and **Traveler Type** have been populated from Payroll and Employee Services. These values are based on your appointment in PES. The **Department** and the **Traveler Type** can be changed when processing a **Request** or an **Expense Report**.



Section 3: Update Your Profile *(continued)*

Update your Request Delegates / Expense Delegates

1. At the top of the [Concur](#) page, click Profile, then [Profile Settings](#).
2. On the left side of the page, under [Request Settings](#) or [Expense Settings](#), click on [Request Delegates](#) or [Expense Delegates](#).
3. Once updates are complete, click [Save](#).

Step 9: Request Delegates/Expense Delegates

This security is for Request & Expense functions only. Delegates are employees who are allowed to perform work on behalf of other employees. When you designate someone to be a delegate on your behalf, you determine what permissions they need. Delegates may have the ability to:

- Upload, email, attach and review receipts
- Receive status change emails
- Approve or preview for approver
- Receive approval emails

Expense Delegates

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.

<input type="checkbox"/>	Name	Can Prepare	Can View Receipts	Receives Emails	Can Approve	Can Approve Temporary	Can Preview For Approver	Receives Approval Emails
<input type="checkbox"/>	FORTHMAN, JULIE jforthman@ou.edu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> 10/16/2015 10/23/2015	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Patrick, Cheryl cpatrick@ou.edu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Delegates can prepare, but not submit, a request or an expense report on behalf of the traveler.

Note: The **Request Delegates** and the **Expense Delegates** sections are identical.

If you make changes to one section the other section will automatically be updated.



Section 3: Update Your Profile *(continued)*

Step 9: Request Delegates/Expense Delegates *(continued)*

1. On the [Expense Delegates](#) page, click [Add](#).
2. In the [Search by employee name, email address, employee id or logon id](#) field, type in the last name then first name of the person you wish to add as a delegate.
3. From the list of matches, select the appropriate person.
4. Select the permissions needed for each delegate.
5. Click [Save](#).

Change Password

1. At the top of the [Concur](#) page, click [Profile](#) then [Profile Settings](#).
2. On the left side of the page, under [Other Settings](#), click on [Change Password](#).
3. Once updates are complete, click [Save](#).

Step 10: Change Your Password

1. In the [Old Password](#) field, enter your current password.
2. In the [New Password](#) field, enter your new password.
3. In the [Re-enter New Password](#) field, enter your new password.
4. In the [Password Hint](#) field, enter a hint that will be emailed to you when you forget your password.
5. Click [Submit](#).

Change Password

A password must be at least 6 characters. It can contain numbers (0-9), upper and lower case characters (A-Z, a-z), and symbols (such as ^%*@#). It cannot contain spaces. *All fields are required.*

Note: Passwords are case sensitive.

i This will change your password for all Concur products.

Old Password	New Password	Re-enter New Password
<input type="text"/>	<input type="text"/>	<input type="text"/>

Password Hint (we will email this to you if you forget your password)

[Submit](#) [Cancel](#)



Section 4: Create a Travel Request

State of Oklahoma policy requires that all of Out of State Travel and International Travel trip types have an approved request prior to traveling.

Purpose: As stated above, a travel request is required for certain trip types. Once a travel request is approved, the information provided on the request will default to the booking of the trip and the Expense Report.

Estimated Amounts: The amounts added to a travel request are estimates to collect general information for the approval. These amounts will not place any constraint on the actual booking process or on your reimbursement.

Approval: Travel requests are approved or denied by the designated supervisor in PES. The supervisors' name can be found on the [Approval Flow](#) tab of the Request.

Step 1: Create the Request Header

1. In the [Requests](#) section of Concur, click [New Request](#).
2. In the [Request Header](#) section, enter the appropriate values for each field, noting the required fields contain a red bar on the left side of the field name.
3. [Request/Trip Name](#) – use something that will be helpful to you or your department.
4. [How will you be booking your travel?](#)

If air, hotel or car will be booked online in Concur, select option 1 or 3. If air, hotel or car will NOT be booked online in Concur, select option 2 or 4. If the Request was initiated as a result of an online Concur Travel Booking, select option 5 or 6.

5. [Destination City](#) - begin typing in the city name, then select from the dropdown.
6. [Business Travel Start Date](#) and [Business Travel End Date](#) – Only include the actual business dates. When booking segments of the trip, the dates will need to be modified to include personal travel dates, if any.

7. [Request/Trip Purpose](#) – select from the dropdown:

8. [Event Name/Nature of Official Business](#) – brief description of the reason for the trip.

9. [Trip Type](#) - select from the dropdown

10. [Traveler Type](#) – this value will be defaulted from your personal profile. If necessary, you can change here or at the Expense Report Header.
11. [Department](#) – this value will be defaulted from your personal profile. If necessary, you can change here, at the Expense Report Header, or when allocating expenses.
12. [Does this trip contain personal travel?](#) Yes or No. If Yes, you are required to enter a Comment before moving on to the next step.
13. [Comment](#) – required if this trip contains personal travel.



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Section 4: Create a Travel Request *(continued)*

Request

[Cancel](#) [Save](#) [Print / Email](#) [Delete Request](#) [Submit Request](#)

Status: Not Submitted

Request/Trip Name:
Event Name/Nature of Official Business:

Request Header | Segments | Expenses | Approval Flow | Audit Trail

Request/Trip Name Alliance 2016 PeopleSoft HEUG	How will you be booking your travel? 1-Booking air, hotel and/or car rental c	Destination City Denver, Colorado	Business Travel Start Date 04/02/2016
Business Travel End Date 04/06/2016	Request/Trip Purpose Conference Attendee/Participant	Event Name/Nature of Official Business To review upcoming changes for the existing general ledger system in place.	Trip Type Out of State Travel
Traveler Type Non-grant Faculty/Staff			

Department (132700900) FINANCIAL SUPPORT SER\	Does this trip contain personal travel? No	Comment
--	---	---------

14. Click on **Save** or Segments tab.



Section 4: Create a Travel Request *(continued)*

Step 2: Create the Segments

1. OU defines segments as Airfare and Hotel. Information entered here will carry over to the booking process.
2. Click the **Segments** tab located next to the **Request Header** tab.
3. Click on the **airplane** icon to include airfare information for this travel request.
4. Select **Round Trip**, **One Way** or **Multi-Segment**. Round Trip is the default.
5. Enter the estimated amount of the airline ticket in the **Amount** field.
6. The From and To Dates are defaulted from the **Request Header**, but can be changed. Click **Save**.
7. Click on the **hotel** icon to include hotel information for this travel request.
8. Enter the estimated amount for the hotel in the **Amount** field
9. The From and To Dates are defaulted from the **Request Header**, but can be changed. Click **Save**.

Request 336L

Request/Trip Name: Alliance 2016 PeopleSoft HEUG
Event Name/Nature of Official Business: To review upcoming changes for t...

Request Header
Segments
Expenses
Approval Flow
Audit Trail

Air Ticket

Round Trip
 One Way
 Multi-Segment

Amount:
US\$

Outbound

From:

To:

Date: (departur

Comment:

Return

Date: (departur

Comment:

Hotel Reservation

Amount:
US\$

Check-In

City:

Date:

Detail:

Check-Out

Date:

Comment:



Section 4: Create a Travel Request *(continued)*

Step 3: Add Additional Expenses

1. Click the **Expenses** tab located next to the **Segments** tab.
2. On the left side you will see the estimated expenses established for the **Segments** tab.
3. The right side of this section allows you to add estimated expenses for **Per Diem-Daily Meals and Incidentals**, **Registration/Training Fees**, **Rental Car** and **Car Mileage**.
4. To add one of these to your Request, click on the name.
5. **Per Diem-Daily Meals & Incidentals** - You only need to click **Save** in the lower right hand corner to add the estimated per diem to your Request. Concur will automatically calculate the estimated **Transaction Amount** based on the information already provided.
6. **Car Mileage** – Enter the **Distance** (round trip, if applicable) and click **Save**. Concur will automatically calculate the estimated **Transaction Amount**.
7. **Registration/Training Fees** – Enter the estimated transaction amount for this expense type and click **Save**.
8. **Rental Car** – Enter the estimated transaction amount for this expense type, add a comment indicating the reason a rental car is needed, and click **Save**.

Expense Type	Business Travel Start Date	Business Travel End Date
Per Diem-Daily Meals & Incidentals	04/02/2016	04/06/2016
Destination City	Transaction Amount	Comment
Denver, Colorado	310.50 USD	

Transaction Amount calculated after Save.

Expense Type	Transaction Date	Distance
Car Mileage	04/02/2016	28
Mileage Rate	Transaction Amount	Comment/Description
0.58	16.24 USD	

Transaction Amount calculated after Save.

Expense Type	Transaction Date	Transaction Amount
Registration/Training Fees	04/02/2016	125.00 USD
Comment		

Expense Type	Transaction Date
Rental Car	04/02/2016
Transaction Amount	Comment
225.00 USD	

Save Cancel



Section 4: Create a Travel Request (continued)

Step 4: Attaching Documents to the Request

- To add attachments to this request click on **Attachments** , **Attach Documents**.
- Receipt images must be a **.png, .jpg, .jpeg, .pdf, .html, .tif or .tiff**. You can attach up to 50 MB of file data, and you may upload more than one file. If loading more than one file at a time, the files will be combined into one receipt attachment.
- Click on **Browse** and navigate to the document you wish to attach.
- Click on **Upload** and then Close.

Step 5: Submitting the Request

- Prior to submitting the Request, there may be some notifications that need attention.
- Red** notifications are hard stop errors that need to be resolved before submitting the Request. **Yellow** notifications are informational only and will not prevent submission of the Request.
- Once the red notifications have been reviewed and resolved, click on **Submit Request**
- This report will appear in the **Active Requests** list page.

Step 6: Recalling the Request

- A Request can be recalled from the supervisor before or after the Request has been approved.
- Click on the **Request Name** from the **Manage Requests** page. Note: there are several **Views** available on the **Manage Requests** page.
- Click on **Recall**
- Click **Yes** to confirm the recall of this Request.
- Your **Manage Requests** page will denote that this Request was sent back to the user.
- Click on the Request and make any necessary changes, then select **Save, Attachments, Print/Email, Cancel the Request, or Submit Request** to complete the process.

Active Requests (4)

View ▾

Request Name ▾ Begins With ▾

<input type="checkbox"/>	Request Name	Request ID	Status
<input type="checkbox"/>	Concur Conference Concur Annual Conference - System Updates	33F4	Sent Back to User - Strout, Susan S.
<input type="checkbox"/>	SciQuest Annual Conference SciQuest Updates	33F3	Submitted & Pending Supervisor Approval - Lee, Luther
<input type="checkbox"/>	NACUBO NACUBO Fall Conference - Forum discusses changes to Higher Education.	33EQ	Submitted & Pending Supervisor Approval - Lee, Luther
<input type="checkbox"/>	Alliance 2015 PeopleSoft Conference - Financial changes	33EY	Submitted & Pending Supervisor Approval - Lee, Luther



Section 5: Change or Cancel a Travel Request

Step 1: Travel Request that has not been submitted or has been recalled

1. Click on [Requests](#) at the top of the [Concur](#) home page.
2. Select the Request you wish to change/cancel from the [Active Requests](#) View of the [Manage Requests](#) page.
3. Make the necessary changes to the Request and resubmit the Request or cancel the request by clicking on [Cancel Request](#).
4. When you cancel a Request, the Request will be moved to the [Cancelled Requests](#) view in your [Manage Requests](#) page with a status of **Cancelled**.
5. To remove the Request from the [Manage Requests](#) page, you will need to select the Request you wish to remove and then select either [Delete Request](#) or [Close/Inactivate Request](#).
Note: Requests that have **never** been Submitted can be deleted. All other Requests can be marked closed/inactivated and they will be moved to a different view.
6. Confirm that you wish to delete or close/inactivate this Request.

Step 2: Travel Request that has been submitted

1. You cannot change, cancel or delete a Request that has been submitted.
2. You will need to [Recall](#) the Request first – see [Section 4, Step 6: Recalling a Request](#).
3. To change or cancel the Request continue with the steps in [Section 5, Step 1: Change or Cancel a Request that has not been submitted or has been recalled](#).

Active Requests (5)

View ▾

Request Name ▾ Begins With ▾

<input type="checkbox"/>	Request Name	Request ID	Status
<input type="checkbox"/>	Oracle Conference Oracle Conference - New Updates to Software	33F6	Not Submitted
<input type="checkbox"/>	Concur Conference Concur Annual Conference - System Updates	33F4	Sent Back to User - Strout, Susan S.
<input type="checkbox"/>	SciQuest Annual Conference SciQuest Updates	33F3	Submitted & Pending Supervisor Approval - Lee, Luther

MY TASKS

06 Required Approvals →

Susan S. | Concur Conference
\$1,752.00 — Travel

Susan S. | SciQuest Annual Conference
\$1,940.40 — Travel

Susan S. | NACUBO
\$434.32 — Travel

Beth K. | OACUBO
\$581.64 — Travel

Susan C. | test
\$0.58 — Travel

MY TASKS will only display 5 Requests.



Section 6: Approving a Travel Request

If you have been designated as a supervisor in PES for Concur Travel, you will be responsible for approving Requests.

Step 1: Approving Requests

1. The supervisor will see **Required Approvals** under the **My TASKS** section of the **Concur** home page.
2. Click on **Required Approvals** to see all Requests.
3. Click on the **Requests** tab.
4. The supervisor can approve one Request from the page by checking the box next to the **Request Name** and then clicking on **Approve**.
5. It is recommended that the supervisor review each Request first. Select the Request you wish to approve by clicking on the **Request Name**.
6. Review the **Request Header** and the **Expense Summary** tabs.
7. If you wish to approve this Request, click on **Approve**.
8. If you wish to approve and forward this Request for an additional approval, click on **Approve & Forward**.
9. In the **User-Added Approver** box, type in the Last Name and select from the drop down box.
10. Click on **Approve**.

Supervisor Approval:
Lee, Luther

User-Added Approver:
patr
Patrick, Cheryl L. (clpatrick@ou.edu)
User ID:
Logon ID: clpatrick@ou.edu
Search Approvers By

Request 33EY [Strout, Susan]

Request/Trip Name: Alliance 2015
Event Name/Nature of Official Business: PeopleSoft Conference - Financia...

Status: Submitted & Pending Supervisor Approval
Amount: \$2,022.40

Buttons: Send Back Request, Approve, Approve & Forward

Step 2: Send a Request Back to Traveler

1. If you wish to return the Request to the Traveler, click on **Send Back Request**.
2. Add a **Comment** to the Traveler explaining why the Request has been returned.

Send Back Request

Comment History		
Creation date	Entered By	Comment Text
Add a comment to explain why you are returning the request. Then click OK to return the request to the employee.		
Comment The department will not authorize the use of a rental car. Please remove the rental car.		



Section 7: Requests Reviewed by Supervisor

Once Travel Requests have been acted on by the supervisor, notification regarding the status of the Requests will be noted on the [Manage Requests](#) page.

1. After logging on to Concur, click on **Requests**.
2. In Manage Requests, the **Status** column will provide the Traveler with additional information.
3. Review the Requests that have been returned by the supervisor.

The screenshot shows the 'Active Requests (5)' page in Concur. It features a table with columns for Request Name, Request ID, Status, Request Dates, Date Submitted, Total, Approved..., Remaining..., and Action. Callouts provide detailed information for each row:

- Row 1:** CPA Reviewal More CPE hours! (Request ID: 33F9). Status: Approved. Callout: "Request is ready to be expensed. The trip was not booked through Concur." Action: Expense.
- Row 2:** Concur Conference Concur Annual Conference - System Updates (Request ID: 33F4). Status: Pending on-line Booking. Callout: "Trip is ready to be booked/ticketed in Concur." Action: Book.
- Row 3:** SciQuest Annual Conference SciQuest Updates (Request ID: 33F3). Status: Pending on-line Booking. Callout: "Trip is ready to be booked/ticketed in Concur." Action: Book.
- Row 4:** NACUBO NACUBO Fall Conference - Forum discusses changes to Higher Education. (Request ID: 33EQ). Status: Submitted & Pending Supervisor Approval - Patrick, Cheryl L. Callout: "Waiting for a second approval." Action: None.
- Row 5:** Alliance 2015 PeopleSoft Conference - Financial changes (Request ID: 33EY). Status: Sent Back to User - Lee, Luther. Callout: "Returned to Traveler with comment." Comment: "The department will not authorize the use of a rental car. Please remove the rental car." Action: None.



Section 8: Make a Travel Reservation

Step 1: Booking your Approved Request

1. Click on [Requests](#).
2. Within the [Manage Requests](#) page, you should see your requests.
3. The requests that have an [Action](#) of [Book](#) have been approved and are ready to begin the booking process.
4. Click on [Book](#).
5. On the [Your Itinerary](#) page, change the departure and pickup time if needed.
6. Click on [Proceed to booking](#).

Active Requests (1)

Request Name	Request ID	Status	Request Dates	Date Submitted	Total	Approved ...	Remaining...	Action
Concur Conference 2015 Discuss updates for Concur Travel	3364	Pending on-line Booking	12/01/2015 12/04/2015	11/17/2015	\$1,461.66	\$0.00	\$0.00	Book

Your Itinerary

To Begin Booking your Itinerary, Please provide additional information below, then press the "Proceed to booking" button.

TRAVEL REQUEST ITINERARY

Air Ticket
 Will Rogers World Arpt (OKC) Oklahoma City, OK → Denver Intl Arpt (DEN) Denver, CO
 Departure: Monday, 04/18/2016 **Depart at 10:00 AM**

Air Ticket
 Denver Intl Arpt (DEN) Denver, CO → Will Rogers World Arpt (OKC) Oklahoma City, OK
 Departure: Friday, 04/22/2016 **Depart at 10:00 AM**

Hotel Reservation
 Denver, Colorado
 Check-in: Monday, 04/18/2016 | Check-out: Friday, 04/22/2016

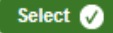
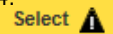
Only show me this page when I need to provide extra information

[Proceed to booking](#)



Section 8: Make a Travel Reservation (continued)

Step 2: Airfare

1. On the left side of the screen, you will see the populated information from your Request. You may make changes to the times of departure and return to search for more options.
2. On the right side of the screen, you will see the available flights for the time frame specified.
3. Click on **Flight Details** for additional information.
3.  Flights available within our travel policy (lowest price).
4.  Flights outside our travel policy. These flights can be selected but require an exception reason.

Due to Southwest's integration with Concur, Blue View fares buttons will be displayed initially. Green and Yellow Select buttons will be displayed after the View fares button is clicked.

OKLAHOMA CITY, OK TO DENVER, CO
TUE, DEC 1 - FRI, DEC 4

Print / Email
Hide matrix





This table is a clickable matrix of lowest fares by vendor and fare	American Airlines	Southwest	United
Nonstop	--	257.00 1 results	265.20 1 results
prices stop by 29 results	308.20 9 results	314.00 5 results	398.70 15 results
and 2 stops fare 7 results	329.20 7 results	--	--

Baggage Fee Policies Show fare display legend

Shop by Fares Sorted By: Custom

Expand All Details

Displaying: 38 out of 38 results. << Previous 1 2 3 4 Next >> | All

Price	Carrier	Depart	Arrive	Stops	Duration
Starting From: \$257.00	 Southwest	OKC	06:20 am → DEN 07:05 am	0	1h 45m
<input type="button" value="View fares"/>		DEN	03:50 pm → OKC 06:15 pm	0	1h 25m
Compare →				More like this +	<input type="button" value="Flight details"/>
\$265.20	 United	OKC	06:15 am → DEN 07:23 am	0	2h 8m
<input type="button" value="Select"/>		DEN	12:40 pm → OKC 03:15 pm	0	1h 35m
Compare →				More like this +	<input type="button" value="Flight details"/>



Section 8: Make a Travel Reservation (continued)

4. Review the flight availability and select a flight by clicking on **Select**
5. If you select a **Select** button you will receive a Travel Policy Violation message. Select from the drop down box your reason for selecting a flight that is outside our travel policy.
6. Review the flight details and traveler information.
7. If this is the flight you wish to book, you may select your seat assignment at this time by clicking on **Select Seats**.
8. Click the seat you wish to select and then click **Select Seat**.
Click **Close**.
9. Assign your seats for all legs of your trip.
10. Review the method of payment and make any necessary changes. (Method of payment should be your University travel card.)
11. On the **Review and Reserve Flight** page, verify all information and select

Reserve Flight and Continue

Travel Policy Violation

This flight is not in compliance with the following travel rule(s):
⚠ Air Fare is greater than the least cost logical airfare plus 1.00 dollars

Please choose the reason for selecting this travel option. If more than one reason applies, choose the most applicable. This reason applies to this entire trip.

-- Please Choose a Reason --

- Please Choose a Reason --
- AIRPORT IN DESTINATION CITY
- AIRPORT IN ORIGINATING CITY
- CHANGE OF PLANE REQUIRED
- COMPANY LIMIT ON NUMBER OF EMPLOYEES ON FLT
- BUSINESS SCHEDULE CONFLICT
- MEDICAL APPROVAL
- EXECUTIVE TRAVEL
- BUSINESS/FIRST CLASS APPROVED
- RESTRICTED AIRFARE REFUSED
- NON REFUNDABLE/PENALTY FARE REFUSED
- ADDITIONAL PERSONAL TRAVEL
- APPROVED BY TRAVEL MGR
- BUSINESS/FIRST CLS AT COACH FARE
- TRAVELING WITH VIP
- REFUSED CONNECTING CITY

The selected fare was: \$265.20
The least cost logical fare was: \$257.00

Chosen:

Cost: \$265.20

Outbound Flight

UNITED	3861 Will Rogers World Arpt (OKC)	12/01/2015 6:15 AM	Denver Intl Arpt (DEN)	12/01/2015 7:23 AM	DHC8 Dash 8-400
---------------	---	-----------------------	---------------------------	-----------------------	-----------------------

Return Flight:



Section 8: Make a Travel Reservation (continued)

Step 3: Hotel

If you included an estimated amount for a designated conference hotel in your Request, do not book your hotel through Concur but through the conference website.

1. If you selected the **Find a Hotel** option on the **Trip Search** screen, the **Hotel Per Diem Locations** screen appears.
2. Click **Next**.
3. Click on **choose room** to select the available rooms.
4. When you are ready to reserve your hotel room, click the radial button next to the desired room type, and then click **Select**.
5. On the **Review and Reserve Hotel** page, verify all information and check the box **I agree to the hotel's rate rules, restrictions, and cancellation policy**.
6. Click on **Reserve Hotel and Continue**.
7. If a rental car needs to be added to your reservation, continue to **Step 4: Car Rental**, otherwise continue to **Step 5: Complete the Reservation**.

Select ✓ Hotel rates within our travel policy (least expensive).

Select ⚠ Hotel rates outside our travel policy.

1. La Quinta Inn Baton Rouge Univer...

2333 S Acadian Thruway
Baton Rouge, LA 70808-2304
Valley Park
2.72 miles | view map

★★★★☆
rate this hotel

from \$65

E-Receipt Enabled more info | compare **choose room**

Trip Summary

Flights Reserved
Round Trip
OKC - DEN
Outbound: Mon, 04/18/2016
Return: Fri, 04/22/2016

Select a Hotel
Nights: 4
Denver, CO
Check-in: Mon, 04/18/2016
Check-out: Fri, 04/22/2016

Finalize Trip

Hotel Per Diem Locations

Search for Locations near:

Country (Select a Country to get a list of locations or States)
United States of America (US)

State/Province
Colorado (CO)

Location
Broomfield -- Broomfield County

The Location field displays the County, is defaulted from the destination city previously selected.

Lodging Rate	Meals Rate	Incidentals Rate
\$ 125	\$ 54	\$ 5

Please choose the per diem location for your hotel

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

Sorted By: Price - Low to High With names containing:

Lodging Per Diem limit for Baton Rouge -- East Baton Rouge Parish: \$98

Expand All Details
Displaying: 46 out of 46 results.

1. La Quinta Inn Baton Rouge Univer...
★★★★☆
from \$65

2333 S Acadian Thruway
Baton Rouge, LA 70808-2304
Valley Park
2.72 miles | view map

E-Receipt Enabled more info | compare hide rooms

- \$65 Best Available Rate - Two Double Pillowtop Beds Ultra Fast Free Wifi/free Breakfast/hdty (Rate Code: A03AA5) (Sabre)
- \$65 Best Available Rate - King Pillowtop Bed Ultra Fast Free Wifi/free Breakfast/hdty (Rate Code: A0DAAS) (Sabre)
- \$65 Best Available Rate - King Bedmobility Accessible Ultra Fast Free Wifi/free Breakfast/hdty (Rate Code: A01AA5) (Sabre)

Rate details / Cancellation policy

Select ✓



Section 8: Make a Travel Reservation (continued)

Step 4: Rental Car

- To reserve a Rental Car, click on the **Car** icon.
- Select from the dropdown which trip is applicable for the rental car. Click **Search**.
- The Pick-up date, Drop-off date and Pick-up car at fields will be populated from other trip segments.
- Select the remaining appropriate values and click **Next**.
- Select the appropriate rental car, then click **Select**
- On the Review and Reserve Car page, verify all information and select **Reserve Car and Continue**

Add to your Itinerary

Car **Hotel**

Booked outside Concur? Enter your trip manually, connect with [Tripl](#), or send your itinerary to plans@concur.com.

Note: Enterprise is a preferred vendor for the University of Oklahoma.

Select Car rates within our travel policy (least expensive).

Select Car rates outside our travel policy. These cars can be selected but require an exception reason.

PICK UP: (SLC) ON MON, APR 11 08:15 AM Print / Email
 RETURN: WED, APR 13 01:15 PM Hide matrix

All	Economy Car	Compact Car	Intermediate Car	Standard Car	Full-size Car	Premium Car	Luxury Car	Mini Van	Intermediate SUV
Enterprise	31.15	31.15	33.04	33.04	35.61	--	--	53.46	54.50
Budget	43.00	45.00	47.00	49.00	49.00	56.04	74.00	89.00	75.04
Hertz	48.59	47.50	48.50	49.50	50.50	71.09	--	70.50	71.09
AVIS	54.00	57.00	52.00	66.00	66.00	102.60	114.00	175.75	108.00

Sorted By: Policy - Most Compliant

Displaying: 8 out of 37 results

Economy Car (Sabre)

\$31.15 per day
(Corporate rate)

Select

Unlimited miles
Automatic transmission
Total cost **\$138.07**

Rental Car Search Preferences

Pick-up date: 04/11/2016 08:15 am
 Drop-off date: 04/13/2016 01:15 pm

Pick-up car at
 Airport Terminal Off-Airport
 Please enter an airport:
 SLC - Salt Lake City Intl Arpt - Salt Lake City, UT

Return car to another location

Car Type (Select up to 3)
 Mini Car
 Economy Car
 Compact Car
 Intermediate Car
 Standard Car

Smoking: Don't care

Preferred
 Enterprise

Car Vendors
 Any Vendor
 Alamo
 Avis

Your company preferred vendors will be included in the search with your preferences. Indicates major vendor.

Add Rental Cars



Concur Training Guide

Section 8: Make a Travel Reservation (continued)

Step 5: Complete the Reservation

1. On the **Travel Details** page, review the details of your reservation and the **Total Estimated Cost** and then click **Next**.
2. On the **Trip Booking Information** page, the **Trip Name** and **Trip Description** fields will be populated from the Request Header.
3. You must answer the "Apply an unused ticket to this reservation?" and enter the Request ID.
4. Click **Next** if you are ready to purchase the trip or select **Hold Trip** if you are not ready to purchase the trip.
5. Click **Confirm Booking**.
6. Once you receive the **Finished!** page, scroll to the bottom for the options to print or email your itinerary.

Total Estimated Cost	
Air View Fare Rules	
Airfare quoted amount:	\$234.42 USD
Taxes and fees:	\$45.78 USD
Air Total Price:	\$280.20 USD
Hotel:	\$94.00 USD
Car:	\$89.46 USD
Total Estimated Cost:	\$463.66 USD

Restrictions
Quote: NONREF/SVCCHGPLUSFAREDIF/CXL BY FLT TIME OR NOVALUE

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

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.

Next >> Cancel

Trip Booking Information

The trip name and description are for your record keeping convenience.

Trip Name
This will appear in your upcoming trip list.
Trip from Will Rogers World Arpt, Oklahoma City, OK to Denver Intl Arpt, Denver, CO

Trip Description (optional)
Used to identify the trip purpose

Send a copy of the confirmation to: Your itinerary can be sent to multiple recipients.

Send my email confirmation as
 HTML Plain-text

Apply an unused ticket to this reservation? [Required] Request ID [Required]

Required fields are noted. The Request ID is the ID number assigned to the Request when created. If a Request was not created, type in NONE.

You may HOLD this reservation until: 12/02/2015 10:30 pm Central

Time constraints exist when your booking includes airfare. Shows you how long you can place a trip on hold before you either need to purchase the ticket or it will auto cancel. Note: Placing a reservation on HOLD does not guarantee the prices will not change.

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



ction 8: Make a Travel Reservation (continued)

Step 6: When the Booking is Complete

1. Navigate to [Travel, Upcoming Trips](#).
2. Prior to the completion of the trip, [Cancel Trip](#) will be the **Action**.
3. Once the trip is complete, the [Expense](#) link will appear after the last day of the trip under **Action**.

Trip Name/Description	Status	Start Date	End Date	Action
Trip from Seattle to Memphis (2XZSBA) (33AK)	Needs Expense Report Withdrawn	2015-04-09	2015-04-13	Expense
Car Reservation at MEMPHIS (MYDSLJ)	Needs Expense Report Withdrawn	2015-04-09	2015-04-12	Expense
Hotel Reservation at MEMPHIS, TN, USA (ZYHASK)	Needs Expense Report Withdrawn	2015-04-09	2015-04-11	Expense
Car Reservation at SEATTLE (NNQFSF)	Needs Expense Report Withdrawn	2015-05-25	2015-05-29	Expense
Car Reservation at SEATTLE (OBNGX9)	Needs Expense Report Withdrawn	2015-05-25	2015-05-29	Expense

Section 9: Change/Cancel a Travel Reservation

Step 1: Adding a Hotel or Car to an existing trip with airfare

1. At the top of the [Concur](#) home page, click [Travel](#) or scroll down on the home page to the MY TRIPS section.
2. On the [Upcoming Trips](#) tab or the MY TRIPS section, click the name of the trip that needs to be changed.
3. The details of the trip will be displayed with an "Add to your itinerary" section on the right side of the screen.
4. Select the Hotel or Car icon or link to add to the trip.

Step 2: Cancel a Trip

1. To cancel the entire trip, click the [Upcoming Trips](#) tab.
2. From the [Actions](#) column, select [Cancel Trip](#), then click [OK](#).

Note: Changing or cancelling a trip may result in additional charges from the TMC and/or airline.

DRAFT



Section 10: Create a New Expense Report

Step 1: Create an expense report from an existing Request or Booking

Note: All trips other than in state require a Request prior to creating an expense report.

1. Navigate to [Requests](#) or to [Travel](#)
 - a. In [Request](#), the [Expense](#) link will appear to the right under the Action column as soon as the request is approved and booked if booking within Concur.
 - b. In [Travel](#), the [Expense](#) link will appear after the last day of the trip under the [Action](#) column.
2. Select the trip to Expense.
3. Review the entries in the header of the expense report. The Department and Traveler Type have been populated from Payroll Employment Services. These values are based on your appointment in PES. The **Department** and the **Traveler Type** can be changed when processing an Expense Report.
4. Click Next and skip to Step 3.

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Concur **Training Guide**

Report header for: OACUBO Fall 2015



Report/Trip Name	Report Id	Policy	Business Travel Start Date
OACUBO Fall 2015	94B41D20390C414EBA20	*OU Travel	10/28/2015
Business Travel End Date	Report/Trip Purpose	Event Name/Nature of Official Business	Trip Type
10/30/2015	Conference Attendee/Participant	OACUBO Fall meeting in Tulsa	In State Travel
Traveler Type			
Non-grant Faculty/Staff			

Department	Does this trip contain personal travel?	Assign payment for this expense report/claim to	Amount to be assigned
(137512800) FINANCIAL SUPPORT	No		



Concur **Training Guide**

Section 10: Create a New Expense Report *(continued)*

Step 2: Create an Expense Report without a Request or Booking.

Note: All trips other than in state require a Request prior to creating an expense report. If you have not completed a Request and are required to do so, complete the Request now. Once approved, start with Step 1 on prior page.

1. In the **Expense** section of Concur, click **Create New Report**.
2. In the **Create a New Expense Report** section, enter the appropriate values for each field, noting the required fields contain a red bar on the left side of the field name:
 1. **Report/Trip Name** – use something that will be helpful to you or your department.
 2. **Policy** – this value is defaulted from PES.
 3. **Business Travel Start Date** and **Business Travel End Date** – Only include the actual **business** dates.
 4. **Report/Trip Purpose** – select from the dropdown:

Report/Trip Purpose

- Conference Attendee/Participant
- Dual/Multi Purpose
- Field Research
- Meeting
- Mileage Only
- Other Travel
- Recruiting
- Study Abroad
- Teaching
- Training
- University Advancement/Development

5. **Event Name/Nature of Official Business** – brief description of the reason for the trip.

6. **Trip Type** - select from the dropdown:

Trip Type

- In State Travel
- International Travel
- Out of State Travel

7. **Traveler Type** –this value is defaulted from your profile. This value can be changed. If expense report will be funded by a grant department, select Grant-Faculty Staff.

- Grant - Faculty Staff
- Grant - Student
- Non State Employee (excluding student)
- Non-grant Faculty/Staff
- Non-grant Student

8. **Department** – this value is defaulted from your profile. This value can be changed.

9. **Does this trip contain personal travel?** Yes or No. If Yes, a Comment will be required before moving on to the next step.

10. **Comment**

11. **Assign payment for this expense report/claim to** – enter Supplier name to which this travel expense report is to be assigned.

12. **Amount to be assigned**

13. Click **Next**.



Section 10: Create a New Expense Report (continued)

Step 3: Add Travel Allowances

1. Answer the question "Will this expense report include either Hotel and/or Meal Per Diem expenses? If yes, continue with these steps. Clicking **No** will bypass the step for both Hotel and Meal Per Diem expenses. If you wish to pay one and not the other, click **Yes**.
2. If you have an itinerary from a Concur booking, select Available Itineraries at the top of the screen.
3. If you do not have an itinerary from a Concur booking, select Create New Itinerary at the top of the screen and enter requested values. Click **Save**.
4. Enter additional legs/itinerary stops of the trip. When all legs have been entered click **Next**.
5. You will see the Assigned Itineraries for this trip as well as other Available Itineraries.
6. Highlight the appropriate itinerary and click **Next**.
7. Select the meals that were provided.
8. Click **Create Expenses**.

Travel Allowances For Report: OMES Training

1 Edit Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Itinerary Info

Itinerary Name
OMES Training

Add Stop Delete Rows Import Itinerary

<input type="checkbox"/>	Departure City	Arrival City	Arrival Rate Location
<input type="checkbox"/>	Norman, Oklahoma 11/02/2015 07:00 AM	Oklahoma City, Oklahoma 11/02/2015 06:15 AM	OKLAHOMA COUNTY, US-...
<input checked="" type="checkbox"/>	Oklahoma City, Oklahoma 11/03/2015 05:00 PM	Norman, Oklahoma 11/03/2015 05:15 PM	CLEVELAND COUNTY, US-...

Edit Itinerary Stop

Depart from (city)
Oklahoma City, Oklahoma

Date
11/03/2015

Time
05:00 PM

Arrive in (city)
Norman, Oklahoma

Date
11/03/2015

Time
05:15 PM

Save

All itinerary information requires a to and from leg. When the from portion of an itinerary has not been entered, an error message will appear prior to completing the expense report.

Go to Single Day Itineraries Next >> Cancel

Travel Allowances For Report: OMES Training

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Assigned Itineraries

Edit Unassign

	Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
Itinerary: OMES Training					
	Norman, Oklahoma	11/02/2015 07:00 AM	Oklahoma City, Oklahoma	11/02/2015 06:15 AM	OKLAHOMA COUNTY, US-OK,...
	Oklahoma City, Oklahoma	11/03/2015 05:00 PM	Norman, Oklahoma	11/03/2015 05:15 PM	CLEVELAND COUNTY, US-OK,...

Available Itineraries

Current Itineraries [v] Delete Assign

	Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
Itinerary: OU-TC-IT-NGFS-V3					
	Norman, Oklahoma	09/06/2015 06:00 AM	Rio de Janeiro, BRAZIL	09/06/2015 02:00 PM	RIO DE JANEIRO, BRAZIL
	Rio de Janeiro, BRAZIL	09/08/2015 06:00 AM	Norman, Oklahoma	09/08/2015 06:00 PM	CLEVELAND COUNTY, US-OK,...
Itinerary: OU-TC-IT-GFS-V3					
	Oklahoma City, Oklahoma	09/14/2015 04:00 AM	Wolfsburg, GERMANY	09/14/2015 10:00 PM	GERMANY
	Wolfsburg, GERMANY	09/16/2015 06:00 AM	Oklahoma City, Oklahoma	09/16/2015 06:00 PM	OKLAHOMA COUNTY, US-OK,...
Itinerary: CPA Reviewal					

<< Previous Next >>



Section 10: Create a New Expense Report *(continued)*

Step 4: Add out-of-pocket (paid by traveler) expenses

1. If your expenses are all on your Travel Card, skip to [Section 12](#).
2. On the **New Expense** tab, select the appropriate expense type.
See the [Expense Type Description Guide](#) for assistance.
3. Click the **Transaction Date** field, and then use the calendar to select the date of the transaction.
4. In the **Amount** field, enter the amount of the expense.
5. Complete all required fields (those with the red bold bar at the left edge of the field).
6. Add receipts as required by policy.
7. Click **Save** (or click Itemize/Allocate to itemize/allocate the expense, and then **Save**).
8. For additional expenses, repeat steps 2 through 7.

Travel Allowances For Report: OMES Training

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Show dates from to

Exclude	All	Date/Location	Breakfast Provided	Lunch Provided	Dinner Provided	Allowance
<input type="checkbox"/>	<input type="checkbox"/>	11/02/2015 Oklahoma City, Oklahoma	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$44.25
<input type="checkbox"/>	<input type="checkbox"/>	11/03/2015 Oklahoma City, Oklahoma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$14.75

To exclude all per diem allowances, check the **Exclude All** box. The amounts in the Allowance column will be zero out.

New Expense

Expense Type

To create a new expense, click the appropriate expense type below or type the expense type in the field above. To edit an existing expense, click the expense on the left side of the page.

Recently Used Expense Types

Hotel	Personal Expense (non-reimbursable)	Train	Taxi	Laundry
-------	-------------------------------------	-------	------	---------

All Expense Types

01. Travel & Transportation Expenses	...01. Travel & Transportation Expenses	...01. Travel & Transportation Expenses	...01. Travel & Transportation Expenses	...02. Other Expenses
Agency Fees	Laundry	Per Diem-Reduction	Vaccinations	Professional Subscriptions/Dues
Airfare	Medical Insurance	Personal Expense (actual meal cost)	02. Other Expenses	Registration/Training Fees
Airline Fees	Mileage	Rental Car	Miscellaneous	Shipping/Freight
Fuel	Mileage Reduction	Taxi	Newspapers/Magazines/Books	03. Communications
Hotel	Other Ground Transportation	Tolls	Office Supplies	Cellular Phone Fees
Hotel-Advanced Deposit	Parking	Train	Personal Expense (non-reimbursable)	Internet Fees
Hotel-Group	Per Diem-In Lieu of Lodging	Travel Visa	Printing/Copying	Telephone/Fax Fees



Section 11: Foreign Currency Transactions

1. Click **New Expense**.
2. On the **New Expense** tab, select the appropriate expense type.
3. Complete all required fields. (See Section 10: Step 4.)
4. In the **Amount** field, enter the amount of the expense.
5. Select the “spend” currency from the dropdown list to the right of the Amount field.
Concur uses the ONADA exchange rate table to convert the transaction to US Dollars.
6. Click **Save** (or click Itemize/Allocate to itemize/allocate the expense and then **Save**.
(Hint: If the exchange rate on a Personal Card/Other transaction is incorrect, enter the correct USD amount and Concur will auto update the exchange rate.)

Amount	Rate (USD=1 EUR)	=Amount in USD
66.00	1.10190000	72.73

Section 12: Import Travel Card Transactions

Import Travel Card Transaction to Your Expense Report

Posted travel card transactions (charges) will automatically appear in Concur and are updated daily. To add them to an expense report, follow the steps below.

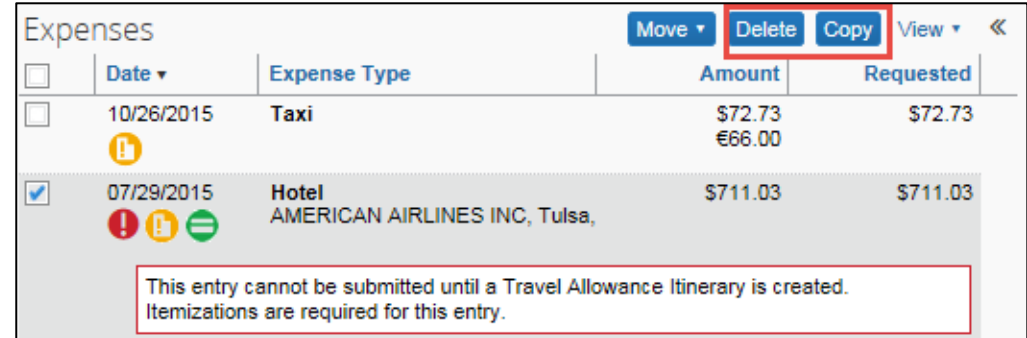
1. Create a New Expense Report as described in [Section 10](#) of this guide.
2. From within the created report, select **Import Expenses**.
3. In the **Available Expenses** section, select the trip or charges to be imported by clicking the checkbox to the left of the expense or trip.
4. Select **Move**.
5. Provide the required additional information for the expenses created from the card transactions. Review the Exceptions and the icons underneath the date of the transaction indicating a receipt is required, additional information is needed, etc.



Section 12: Import Travel Card Transactions *(continued)*

Delete a Travel Card Transaction from Your Expense Report

1. Select the charge to remove (click the box to the left).
2. The Delete button becomes available.
3. Click **Delete**.
4. The charge is again available under the Import Expenses. Charges cannot be permanently deleted and must be processed through an expense report.



<input type="checkbox"/>	Date	Expense Type	Amount	Requested
<input type="checkbox"/>	10/26/2015	Taxi	\$72.73 €66.00	\$72.73
<input checked="" type="checkbox"/>	07/29/2015	Hotel AMERICAN AIRLINES INC, Tulsa,	\$711.03	\$711.03

This entry cannot be submitted until a Travel Allowance Itinerary is created. Itemizations are required for this entry.

Section 13: Itemize Lodging Expenses

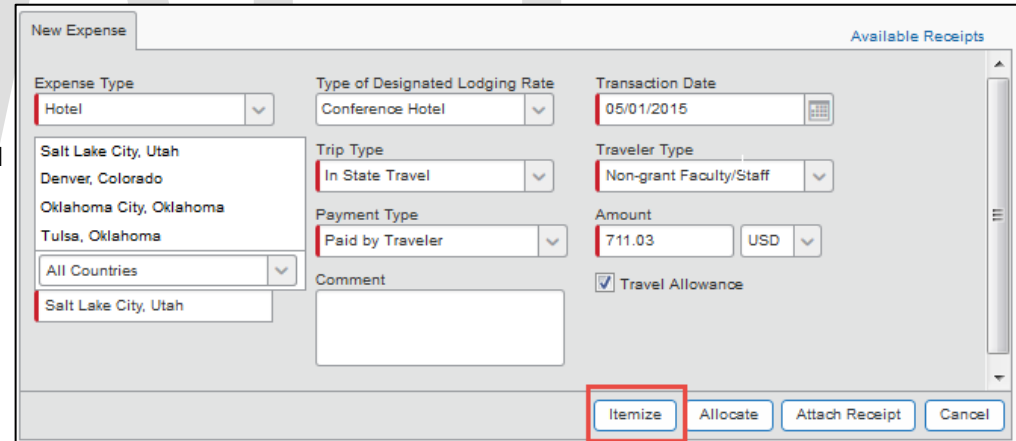
Step 1: Itemize nightly lodging expenses

(If you have an Advanced Deposit for Lodging, see [Lodging & Attendee](#))

Troubleshooting, [Lodging Tip/Trick](#)

1. If you paid the hotel on your travel card, import the expense and review the populated Automatically populated fields. If you did not pay the hotel with your travel card, you will need to enter all of the details.
2. Complete all required fields (those with the red bold bar at the left edge of the field), that have not already been populated.
3. **Expense Type** should reflect **Hotel**.
4. Select the **Type of Designated Lodging Rate** from the drop down list:

- *Not Applicable
- Conference Hotel
- Non-Conference Hotel
- OU Sponsored Event



New Expense Available Receipts

Expense Type Hotel	Type of Designated Lodging Rate Conference Hotel	Transaction Date 05/01/2015
Salt Lake City, Utah Denver, Colorado Oklahoma City, Oklahoma Tulsa, Oklahoma All Countries	Trip Type In State Travel	Traveler Type Non-grant Faculty/Staff
Salt Lake City, Utah	Payment Type Paid by Traveler	Amount 711.03 USD
Comment		<input checked="" type="checkbox"/> Travel Allowance



Section 13: Itemize Lodging Expenses *(continued)*

5. Select the **Supplier** from the dropdown box, if necessary.
6. The **Payment Type** will default to *OU Travel Card if the hotel was paid with the travel card, and to Paid by Traveler if you entered the expense manually.
7. Check the **Travel Allowance** box, if applicable. Always check this box if the **Trip Type** is International Travel. For all other **Trip Types**, do not check this box.
8. Click **Itemize**.
9. On the **Nightly Lodging Expenses** tab in the **Number of Nights** field, enter the number of nights for your hotel stay (the Check-in Date will be filled in once you enter the number of nights, or vice versa).
10. In the **Room Rate** field, enter the amount you were charged per night for the room.
11. In the **Room Tax** fields, enter the amount of each room tax that you were charged (multiple taxes on one day can be combined into one amount).
12. In the **Additional Charges (each night)** section, select the appropriate expense type from the dropdown menu.
13. In the **Amount** field, enter the amount of the expense.
14. Repeat steps 12 & 13 using the second Expense Type field if you have more than one recurring additional charge.
15. Click **Save Itemizations**.

The screenshot shows the 'Nightly Lodging Expenses' form in the Concur system. The form is divided into several sections:

- Check-in Date:** 07/27/2015
- Check-out Date:** 07/29/2015
- Number of Nights:** 2
- Recurring Charges (each night):**
 - Room Rate:** 300.00
 - Room Tax:** 30.00
 - Other Room Tax 1:** (empty)
 - Other Room Tax 2:** (empty)
- Room rate and taxes will be shown as separate expenses
- Additional Charges (each night):**
 - Expense Type:** Parking, **Amount:** 40.00
 - Expense Type:** Printing/Copying, **Amount:** 11.13

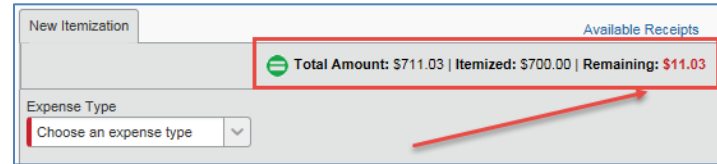
At the bottom right of the form, there are two buttons: **Save Itemizations** and **Cancel**.



Section 13: Itemize Lodging Expenses (continued)

Step 2: Add remaining lodging itemizations

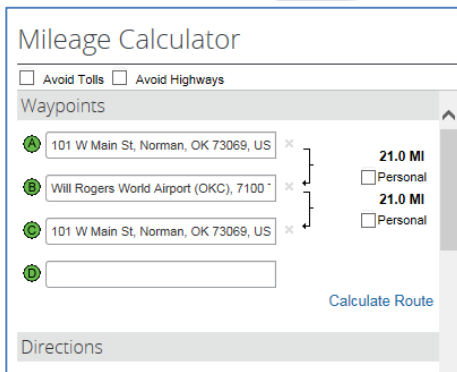
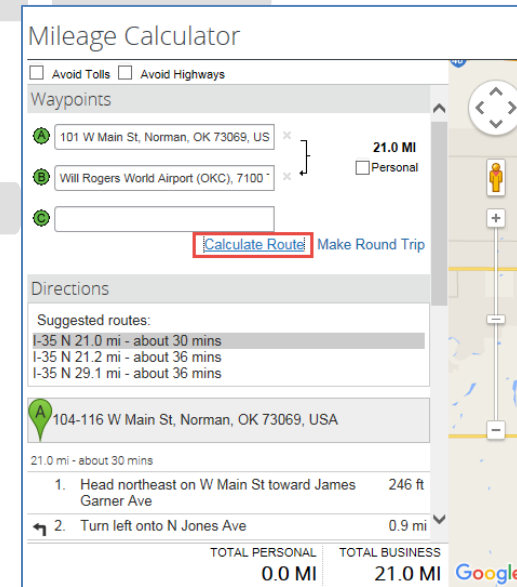
1. If the amount remaining is not zero, on the **New Itemization** tab, click the **Expense Type** dropdown arrow and select the appropriate expense type from the dropdown list.
2. Complete all required and optional fields.
3. Click **Save**.
4. Repeat steps 1-3 until the **Remaining Amount** equals \$0.00.



Section 14: Add Car Mileage Expense

Import Mileage from Google Maps

1. On the **New Expense** tab, select or type in **Mileage**.
2. In the **Waypoints** fields, type in the to/from addresses. You may enter multiple Waypoints.
3. Click on **Calculate Route**.
4. Click on **Make Round Trip** link if claiming round trip mileage to the same address. This round trip can occur on the same day or days later when you return from your trip.



Uses for **Make Round Trip**:

- To and from the airport/other locations all on the same day.
 - A person dropped you off at the airport.
 - You attended a meeting in Oklahoma City.
- To and from the airport/other locations on different days.
 - You drove to the airport on the day of travel and returned home days later.
 - You attended a meeting in Tulsa for several days.



Section 14: Add Car Mileage Expense (continued)

5. Click **Add Mileage to Expense**.
6. You will be returned to the **New Expense** tab.
7. Click the **Transaction Date** field, then use the calendar to select the date of the transaction. If your mileage includes a round trip that spans several days apart, use the date you returned from your trip.
8. Click **Save**.

New Expense Available Receipts

View Reimbursement Rates

Expense Type: Mileage
Transaction Date: 07/29/2015
Report/Trip Purpose: Meeting

Trip Type: International Travel
Traveler Type: Non-grant Faculty/Staff
From Location: 101 W Main St, Norman, OK 73069

To Location: Will Rogers World Airport (OKC), 71
License Plate Number: 694KFN

Distance : Amount
42
: 24.15
Comment

Total miles and amount to be reimbursed.

License plate number was added to the User Profile and populated here.

Save Allocate Attach Receipt Cancel

Section 15: Copy an Expense

1. On the **Expense Report** page, from the **Expenses** list, select the checkbox next to the expense you wish to copy.
2. Click **Copy**.
3. Click on the new expense line created under the **Expenses** list.
4. Make all necessary changes to the new expense (the date will automatically advance 1 day).
5. Click **Save**.

Expenses				
	Date	Expense Type	Amount	Requested
<input type="checkbox"/>	10/30/2015	Per Diem-Daily Meals & Incident: Frankfurt/Main, GERMANY	\$50.50	\$50.50
<input type="checkbox"/>	10/29/2015	Per Diem-Daily Meals & Incident: Frankfurt/Main, GERMANY	\$101.00	\$101.00
<input type="checkbox"/>	10/28/2015	Per Diem-Daily Meals & Incident: Frankfurt/Main, GERMANY	\$101.00	\$101.00
<input type="checkbox"/>	10/27/2015	Per Diem-Daily Meals & Incident: Frankfurt/Main, GERMANY	\$101.00	\$101.00
<input checked="" type="checkbox"/>	10/26/2015	Taxi	\$72.73 €66.00	\$72.73



Concur Training Guide

Section 16: Allocate Expenses

1. Enter all expenses before beginning Allocation.
2. Select all expenses on the report with the check box left of the Date column.
(Multiple combinations of expenses (or all) may be selected, then click Allocate)
3. Using the **Allocate** hyperlink, you can split all expenses selected for Allocation (see checked values on left) by **Percentage** or **Amount**.
4. **Add New Allocation** will add another Line of coding.
(You can add as many lines as needed, however the allocation must total 100%)
5. Enter the appropriate department numbers.
6. Click **Save**.
7. In the **Success** window, click **OK**.
8. Click **Done**.

The screenshot shows the 'Expenses' table with columns: Date, Expense Type, Amount, and Requested. Several rows are checked. A dialog box titled 'You have selected multiple expenses. What would you like to do?' is open, with 'Allocate the selected expenses' selected. Below the table is the 'Allocations' section, which includes a table for adding new allocations with columns for Percentage, Department, and Code. The total amount is \$1,380.24, and it is 100% allocated.

Date	Expense Type	Amount	Requested
10/30/2015	Per Diem-Daily Meals & Incident: Frankfurt/Main, GERMANY	\$50.50	\$50.50
10/29/2015	Per Diem-Daily Meals & Incident: Frankfurt/Main, GERMANY	\$101.00	\$101.00
10/28/2015	Per Diem-Daily Meals & Incident: Frankfurt/Main, GERMANY	\$101.00	\$101.00
10/27/2015	Per Diem-Daily Meals & Incident: Frankfurt/Main, GERMANY	\$101.00	\$101.00
10/27/2015	Taxi	\$72.83 €66.00	\$72.83
10/26/2015	Taxi	\$72.73 €66.00	\$72.73
10/26/2015	Per Diem-Daily Meals & Incident: Frankfurt/Main, GERMANY	\$101.00	\$101.00
07/29/2015	Hotel AMERICAN AIRLINES INC, Tulsa,	\$711.03	\$711.03
07/27/2015	Hotel	\$300.00	\$300.00
07/27/2015	Hotel-Tax	\$30.00	\$30.00

Percentage	* Department	Code
<input type="checkbox"/> 50	(137512800) F...	137512800
<input checked="" type="checkbox"/> 50	(132700900) F...	132700900

Section 17: Review or Edit a Report

1. You will need to review or edit your report to clear exceptions prior to submitting it for approval. Please note that not all exceptions may be seen on the screen unless you use the scroll bar in the box to scroll down.
2. To view your report, click on **Expense** and choose the report you want to review/edit from the **Manage Expenses** page. You can also use the Report Library link to see all reports.
3. Review the exceptions and make the appropriate changes.
4. Click **Save**.

The screenshot shows the 'Frankfurt Germany Accounting Rev' report. It includes a table of exceptions with columns: Expense Type, Date, Amount, and Exception. The exceptions listed are:

Expense Type	Date	Amount	Exception
Hotel	07/29/2015	\$711.03	This itemized entry has sub-entries with one or more exceptions.
Hotel-Tax	07/27/2015	\$30.00	This entry cannot be submitted until a Travel Allowance Itinerary is created.
Hotel-Tax	07/27/2015	\$30.00	The combination of Department and Expense Type is invalid.



Section 18: Upload or Attach Receipts/Affidavits

Attach scanned images

1. On the [Expense Report](#) page, from the [Receipts](#) dropdown menu, select [Attach Receipt Images](#). Receipt images must be a [.png](#), [.jpg](#), [.jpeg](#), [.pdf](#), [.html](#), [.tif](#) or [.tiff](#). You can attach up to 50 MB of file data, and you may upload more than one file. If loading more than one file at a time, the files will be combined into one receipt attachment.

[Receipts Required](#) –displays all expenses which require a receipt but do not have one attached. You can view or attach receipt images from here.

[View Receipts in new window](#)

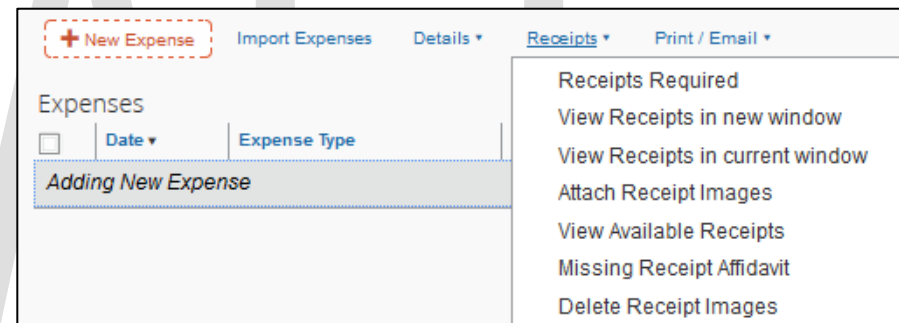
[View Receipts in current window](#)

[Attach Receipt Images](#) – allows you to upload a receipt and attach the receipt to an expense item that requires a receipt but does not have one attached. Check the box for the expense that requires a receipt, click on [Browse](#), navigate your computer, select the file, open the file, [Upload](#) the file and then [Close](#).

[View Available Receipts](#) – view receipts that have been attached to this expense report.

[Missing Receipt Affidavit](#) – can be used as a receipt for transactions greater than \$25 when no receipt is available. A missing receipts affidavit cannot be used for hotel, rental cars or registration expenses.

[Delete Receipt Images](#) – delete receipts that have been attached to this expense report.





Section 19: Print and Submit Expense Reports

Preview, print, and submit your report (See [FAQ](#) for reimbursement amounts)

1. To preview and print your expense Report, open it. Select from **Print/Email**, *OU – Detailed Report with Summary Data. You can review on the screen, or perform the following actions:
 - PDF** – the expense report can be opened or saved as a PDF.
 - Email** – the expense report can be emailed to a recipient along with a comment.
 - Print** – the expense report can be printed.
 - Close** – closes the dialog box.
2. Selecting **Show Expenses** produces the report shown in the screen shot.
3. Selecting **Show Itemizations** will have a report section that shows the detail itemizations and how they were allocated.
4. Click **Close** to close the Report.
5. To submit the Report, click on the **Submit** button.

The screenshot shows a web browser window with the URL https://www.concursolutions.com/Expense/Client/print_cpr.asp?type=1032&opt=PAR_REG&dtl=CHC_EXP_CHC_ITM&ptCode. The interface includes a toolbar with buttons for **Show Expenses** (checked), **Show Itemizations**, **PDF**, **Email**, **Print**, and **Close**. The main content area displays the following information:

Expense Report
Report Name : Testing

User Name : Strout, Susan S.
User ID : 402129

Report Header
Policy : *OU Travel
*Report/Trip Purpose : Meeting
*Trip Type : Out of State Travel
*Traveler Type : Non-grant Faculty/Staff
*Department : FINANCIAL SUPPORT SERVICES
Event Name/Nature of Official Business : Conference Testing
Report Id : EB0FFBF0679948A68A80
Report Date : 11/22/2015
Approval Status : Not Submitted
Currency : US, Dollar
Default Approver : Forthman, Julie K.



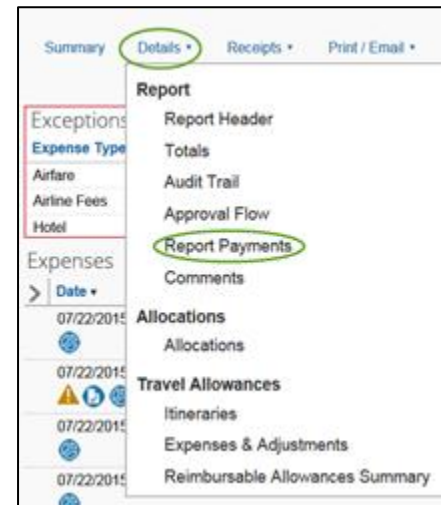
Section 20: Payment Confirmation

Once your expense report has been fully approved in Concur, including the final Financial Services review, the status of the report will change to "Sent for Payment". During the next nightly batch, the data will be transferred to PeopleSoft for payment processing. This includes State processing, which must occur prior to payment. Once all payment processes are complete and payment has been issued, the expense report payment status will update to "Payment Confirmed".

To see payment details, open the expense report. It will be in your [Report Library](#).

1. Click on the [Details](#) dropdown box, and select [Report Payments](#).
2. View the [Payment Date](#), [Check](#) or [EFT](#) information, payee name, and amount.
3. Note: if no payment was due to the traveler, no payment information will be updated.

Report Payments				
Payment Date	Import Run Number	Check/EFT	Payment To	Amount
10/08/2015	4456	261983543	[REDACTED]	\$2,262.62



Section 21: Balance Due OU

With the use of the new travel card, situations may exist where an employee owes the University money following a trip. This should be a rare occurrence. In order to account for this possibility, the University has developed a procedure to reclaim the funds from the employee. Once fully approved, any expense report with an amount due to the University will be reported to Payroll and Employee Services. The amount due to the University will be deducted from the employee's next payroll check processed by PES.

By submitting the expense report and clicking on the [Accept & Submit](#), the employee is agreeing to the deduction of any amount due to the University from their paycheck.

Final Review □ ×

User Electronic Agreement

I, by approving here, do under penalty of perjury declare that the information contained in this document and any attachments are true and correct to the best of my knowledge and belief. If I owe the University money as a result of this claim, I hereby authorize the University to deduct the amount from the wages I will receive at the end of this payroll period. I also certify that no frequent travel miles earned from any official state transportation have been used for personal transportation purposes.



Section 22: The 120 Day Limit

The employee tax treatment related to the timing of filing expense reports is governed by the following University policy:

The University operates under the Internal Revenue Service (IRS) accountable plan rules in regards to reimbursing employees for expenses incurred while conducting University business. This includes reimbursement for travel and non-travel expenses. Accountable plan rules dictate that reimbursement claims be filed within a reasonable period of time after the expense is incurred. The University has determined a reasonable period of time to be 120 days. To ensure compliance with IRS guidelines, all expense reimbursements must be received by Financial Services within 120 days after the date of the event (for travel expenses) or date of purchase (for non-travel expenses). Expense reimbursement requests received by Financial Services after 120 days may be accepted for processing but the reimbursement will generally be treated as taxable income to the individual receiving payment resulting in the reimbursed amounts being added to the employee's W-2 at the end of the calendar year.

As a result, Payroll and Employee Services will be notified of any expense report submitted by the employee into Concur more than 120 days after the travel end date. The number of days will be counted from the trip end date to the FINAL submission date of the expense report by the employee.

DRAFT



Appendix A: Travel Allowance Troubleshooting

Travel Allowance error #1: This will appear upon entry save when Travel Allowance is checked but no itinerary has been created.

The screenshot shows a table with the following data:

<input type="checkbox"/>	Date ▾	Expense Type	Amount	Requested
<input checked="" type="checkbox"/>	11/02/2015	Hotel Holiday Inn, Durant, Oklahoma	\$125.00	\$125.00

An error message is displayed in a red-bordered box below the table row:


This entry cannot be submitted until a Travel Allowance Itinerary is created. Itemizations are required for this entry.

1. Check the Transaction Date. This date may need to be adjusted to fall within the Itinerary date range.
2. Create an Itinerary for the trip (see [Appendix C: Itinerary error #2](#))

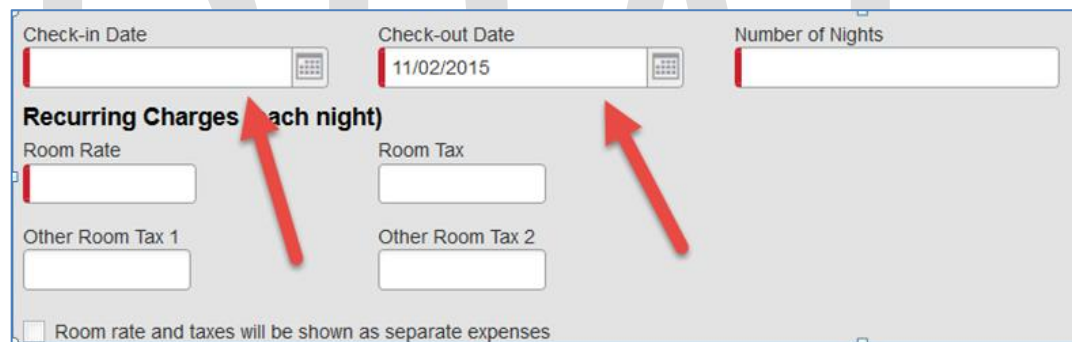


Appendix A: Travel Allowance Troubleshooting

Travel Allowance error #2: This will appear if the Transaction Date is outside of the itinerary date range.

 This entry cannot be submitted until a Travel Allowance Itinerary is created.

If you receive this exception message, check the transaction date for the expense. Make sure the Check-in and Check-out dates match the dates you entered into your itinerary.



The screenshot shows a form with the following fields:

- Check-in Date: [Empty field]
- Check-out Date: 11/02/2015
- Number of Nights: [Empty field]
- Recurring Charges (each night)**
- Room Rate: [Empty field]
- Room Tax: [Empty field]
- Other Room Tax 1: [Empty field]
- Other Room Tax 2: [Empty field]
- Room rate and taxes will be shown as separate expenses

Red arrows point to the Check-in Date, Check-out Date, Room Rate, and Room Tax fields.

If you make changes to the dates and re-save the entry, this exception will clear.



Appendix B: Itinerary Troubleshooting

Importing an Itinerary in Concur:

1. In the Create New Itinerary tab, click **Import Itinerary**. This will bring up your available itineraries.
 2. Verify the **Arrival City**. This needs to match the location where you spent the night. The imported itinerary will default to the airport location.
 3. **Edit** the Arrival City, if necessary, (click on the line and correct the city).
 4. Click **SAVE** then **NEXT**
- Repeat steps 1-4 for all itineraries being added to the report

Reminder: It is very important that the Arrival City match the location.
You can verify this under the Expenses & Adjustments tab.

Travel Allowances For Report: Screenshot for Concur User Guide

1 Edit Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Itinerary Info

Itinerary Name
Screenshot for Concur User Guide

Add Stop Delete Rows Import Itinerary

	Departure City ^	Arrival City	Arrival Rate Loca...
<input checked="" type="checkbox"/>	Denver, Colorado 01/25/2011 9:12 ...	Calgary Apt, Alb... 01/25/2011 11:51...	CANADA
<input type="checkbox"/>	Calgary Apt, Alb... 01/26/2011 8:30 ...	Denver, Colorado 01/26/2011 11:03...	DENVER COUNTY...

Edit Itinerary Stop

Arrive in (city)
Calgary Apt, Alberta

Date
01/25/2011

Time
9:12 AM

Save

Go to Single Day Itineraries Next >> Cancel

Click the box for the line needing to be edited, and update the Arrival City. Click SAVE.

Travel Allowances For Report: Screenshot for Concur User Guide

1 Create New Itinerary 2 Available Itineraries 3 Expenses & Adjustments

Itinerary Info

Itinerary Name
Screenshot for Concur User Guide

Add Stop Delete Rows Import Itinerary New Itinerary Stop

Departure City ^ Arrival City Arrival Rate Loc... Depart from (city)

No Itinerary Rows Found

Select trips and credit card charges to import:

	Description	StartDate ^	End Date
<input type="checkbox"/>	Trip Booked Via Agent (...)	01/13/2011	01/21/2011
<input type="checkbox"/>	Agent booked trip (4PY...	01/25/2011	01/26/2011
<input type="checkbox"/>	Agent booked trip (NOZ...	02/04/2011	02/06/2011
<input type="checkbox"/>	Agent booked trip (MC...	02/27/2011	03/04/2011

Import Cancel

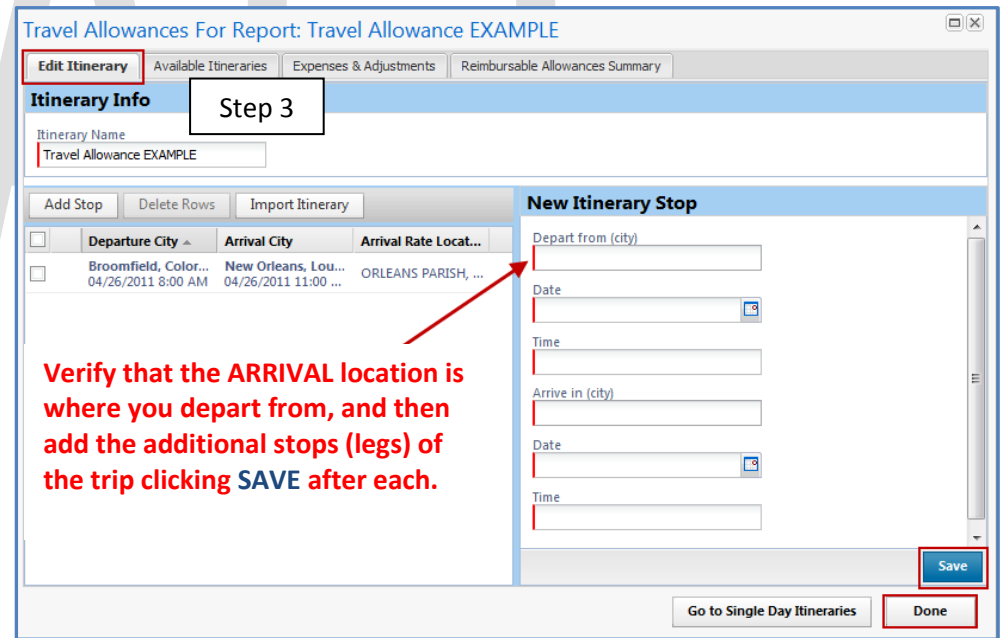
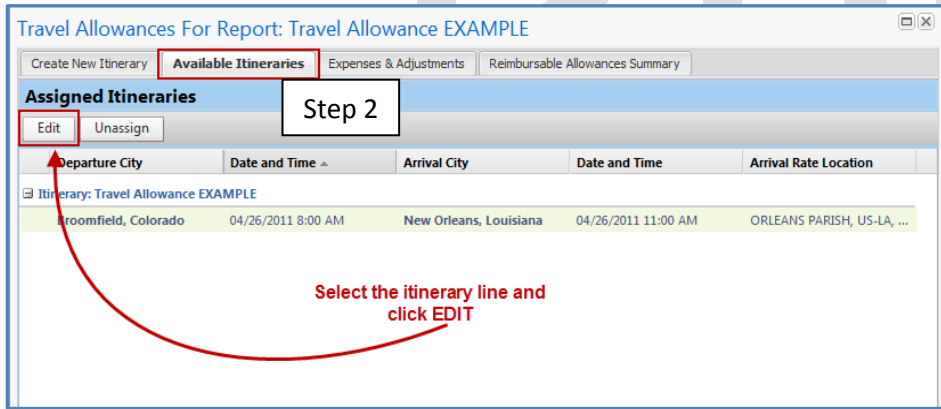
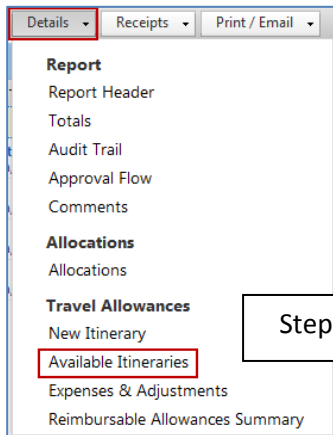
Go to Single Day Itineraries Next >> Cancel



Appendix B: Itinerary Troubleshooting

Itinerary error #1: This error will appear when the report is submitted, please follow the four steps below to correct the error.

This report could not be submitted. This report contains at least one itinerary with a single itinerary row. An itinerary is not valid until it has at least two rows. Please add another row to complete the itinerary.





Appendix B: Itinerary Troubleshooting

Itinerary error #1: (continued)

Travel Allowances For Report: Travel Allowance EXAMPLE

Edit Itinerary Available Itineraries Expenses & Adjustments Reimbursable Allowances Summary

Itinerary Info

Itinerary Name: Travel Allowance EXAMPLE Step 4

Add Stop Delete Rows Import Itinerary

<input type="checkbox"/>	Departure City	Arrival City	Arrival Rate Locat...
<input type="checkbox"/>	Broomfield, Color... 04/26/2011 8:00 AM	New Orleans, Lou... 04/26/2011 11:00 ...	ORLEANS PARISH,...
<input type="checkbox"/>	New Orleans, Lou... 05/02/2011 8:00 AM	Broomfield, Color... 05/02/2011 11:00 ...	BROOMFIELD CO...

The ARRIVAL city must be where you spent the night.

Complete itinerary has at least 2 stops (legs).

New Itinerary Stop

Depart from (city): Broomfield, Colorado

Date: []

Time: []

Arrive in (city): []

Date: []

Save

Go to Single Day Itineraries Done

IMPORTANT! Do not include layovers or short stops on the itinerary. This will cause a miscalculation in Per Diem.



Appendix B: Itinerary Troubleshooting

Itinerary error #2: This error will appear upon entry of a hotel expense when Travel Allowance is checked but no itinerary is created:

This entry cannot be submitted until a Travel Allowance Itinerary is created. Itemizations are required for this entry.

To clear this error you will need to create an itinerary.

Exceptions

Expense Type	Date	Amount	Exception
Hotel	11/02/2015	\$125.00	This entry cannot be submitted until a Travel Allowance Itinerary is created.
Hotel	11/02/2015	\$125.00	Itemizations are required for this entry.

Expenses

Move Delete Copy View Expense Nightly Lodging Expenses

Select the **Details** dropdown box.

Report

- Report Header
- Totals
- Audit Trail
- Approval Flow
- Comments

Allocations

- Allocations

Travel Allowances

- New Itinerary
- Available Itineraries

Expenses & Adjustments

- Reimbursable Allowances Summary

Select **New Itinerary** from the dropdown box.



Appendix B: Itinerary Troubleshooting

Itinerary error #2: (continued)

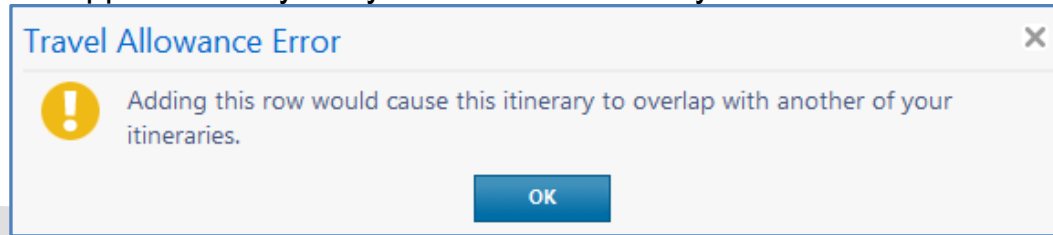
The screenshot shows the 'Travel Allowances For Report: Audit Rule Test-DO NOT PAY' window. It has three tabs: '1 Create New Itinerary', '2 Available Itineraries', and '3 Expenses & Adjustments'. The 'Create New Itinerary' tab is active. Under 'Itinerary Info', the 'Itinerary Name' is 'Audit Rule Test-DO NOT PAY'. Below this are buttons for 'Add Stop', 'Delete Rows', and 'Import Itinerary'. A table with columns 'Departure City', 'Arrival City', and 'Arrival Rate Location' is shown, with the message 'No Itinerary Rows Found'. To the right is a 'New Itinerary Stop' form with fields for 'Depart from (city)', 'Date', 'Time', 'Arrive in (city)', 'Date', and 'Time'. A 'Save' button is at the bottom right of this form. At the bottom of the window are buttons for 'Go to Single Day Itineraries', 'Next >>', and 'Cancel'.

IMPORTANT! Do not include layovers or short stops on the itinerary. This will cause a miscalculation in Per Diem.



Appendix B: Itinerary Troubleshooting

Itinerary error #3: This will appear when you try to create an itinerary that includes dates on another itinerary:



You may have multiple single line itineraries. To correct the Single Line itineraries, you must UNASSIGN the return leg under the Available Itinerary tab. (click NO when asked if you want to save the data when moving from the Edit Itinerary tab to the Available Itineraries tab).

Travel Allowances For Report: Travel Allowance EXAMPLE

Create New Itinerary Available Itineraries Expenses & Adjustments Reimbursable Allowances Summary

Assigned Itineraries

Edit Unassign

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
Itinerary: Travel Allowance EXAMPLE				
Broomfield, Colorado	04/26/2011 8:00 AM	New Orleans, Louisiana	04/26/2011 11:00 AM	ORLEANS PARISH, US-LA, ...
Itinerary: Travel Allowance EXAMPLE				
New Orleans, Louisiana	05/02/2011 8:00 AM	Broomfield, Colorado	05/02/2011 11:00 AM	BROOMFIELD COUNTY, ...

These itineraries are SINGLE line itineraries. The outbound and return stops MUST be together.

Travel Allowances For Report: Travel Allowance EXAMPLE

Create New Itinerary Available Itineraries Expenses & Adjustments Reimbursable Allowances Summary

Assigned Itineraries

Edit Unassign

Departure City	Date and Time	Arrival City	Date and Time	Arrival Rate Location
Itinerary: Travel Allowance EXAMPLE				
Broomfield, Colorado	04/26/2011 8:00 AM	New Orleans, Louisiana	04/26/2011 11:00 AM	ORLEANS PARISH, US-L...
Itinerary: Travel Allowance EXAMPLE				
New Orleans, Louisiana	05/02/2011 8:00 AM	Broomfield, Colorado	05/02/2011 11:00 AM	BROOMFIELD COUNTY, ...



Appendix B: Itinerary Troubleshooting

Itinerary error #3: (continued)

When you un-assign the itinerary, it will move to the Available Itinerary section. You must DELETE the itinerary leg from here as well.

If you do not DELETE the itinerary, you will continue to receive this warning as Concur can still “see” the single stop (leg) itinerary. Once you have DELETED the itinerary, you can add the return stop (leg) to the original itinerary.

Travel Allowances For Report: Travel Allowance EXAMPLE

Edit Itinerary Available Itineraries Expenses & Adjustments Reimbursable Allowances Summary

Itinerary Info

Itinerary Name
Travel Allowance EXAMPLE

Add Stop Delete Rows Import Itinerary

	Departure City ^	Arrival City	Arrival Rate Locat...
<input type="checkbox"/>	Broomfield, Color...	New Orleans, Lou...	ORLEANS PARISH, ...
<input type="checkbox"/>	04/26/2011 8:00 AM	04/26/2011 11:00 ...	

Add the additional stops (legs) of the trip clicking SAVE after each. Once the itinerary has at least 2 stops (and you end where you started), the itinerary is complete (click DONE) and the report can be submitted.

New Itinerary Stop

Depart from (city)
Date
Time
Arrive in (city)
Date
Time

Save

Done

Travel Allowances For Report: Travel Allowance EXAMPLE

Create New Itinerary **Available Itineraries** Expenses & Adjustments Reimbursable Allowances Summary

Assigned Itineraries

Edit Unassign

Departure City	Date and Time ^	Arrival City	Date and Time	Arrival Rate Location
Itinerary: Travel Allowance EXAMPLE				
Broomfield, Colorado	04/26/2011 8:00 AM	New Orleans, Louisiana	04/26/2011 11:00 AM	ORLEANS PARISH, US-L...

Available Itineraries

Current Itineraries **Delete** Assign

Departure City	Date and Time ^	Arrival City	Date and Time	Arrival Rate Location
Itinerary: Travel Allowance EXAMPLE				
New Orleans, Louisiana	05/02/2011 8:00 AM	Broomfield, Colorado	05/02/2011 11:00 AM	BROOMFIELD COUNTY, ...

Done



Appendix C: Troubleshooting - Other

Personal Expense (including Meals) paid on Travel Card

If you incur a personal expense on your Travel Card, it must be included on an expense report. Select the personal expense and “move” it to the “Expenses” section. Once there, change the Expense Type to “Personal Expense (actual meal cost)” if it was a meal purchased on the card while in travel status, or to “Personal Expense (Non-Reimbursable)” for any other charge. The amount will be deducted from any amount that you would otherwise have received as a reimbursement. Please note that if your personal expenses exceed the amount that would have otherwise been reimbursable to you, the excess will be deducted from your paycheck.

Fraudulent Charges on Travel Card

If you encounter fraud on your Bank of America Travel Card, contact Bank of America IMMEDIATELY (phone number on the back of your card).

1. BoA will provide you with the Fraud Affidavit.
2. Complete the affidavit.
3. Submit the affidavit to BoA.
4. Leave the fraudulent charge in your available expenses until you receive the credit.
5. Once the credit comes through to Concur, expense both the fraudulent charge and the refund on the same Expense Report. Do not include any other charges on this Report. Both the charge and the credit should be expensed using the Miscellaneous Expense Type.
6. Include a detailed comment explaining the situation, and submit your expense report with a total zero dollar amount.



Appendix C: Troubleshooting - Other

Lodging Expense Itemizations

See [Tips & Tricks](#) for additional assistance

Itemization error: This error appears if the total amount and the itemized amount do not match.

Hotel	11/02/2015	\$300.00	! The itemization amounts do not add up to the expense amount.
-------	------------	----------	--

Check your expenses with itemizations and verify that the Total Amount and the Itemized Amount are equal and that the Remaining Amount is \$0.

New Itemization	Available Receipts
Total Amount: \$300.00 Itemized: \$240.00 Remaining: \$60.00	

If the amount remaining is not \$0, you will need to finish accounting for the items. Select the expense to be edited, and add or adjust any itemized expenses. The error will clear once you have accounted for all of the expenses and have clicked save.

Hint: If you are itemizing in a foreign currency, the Amount & Requested totals may not exactly match when converted (a few cents off). However, Concur is looking to see that all currency (be it local or foreign) has been fully accounted for.

1. Create & Itemize the lodging expense entering all amounts as they appear on the hotel bill.
2. Create a New Itemization using the Lodging and enter the amount as negative.

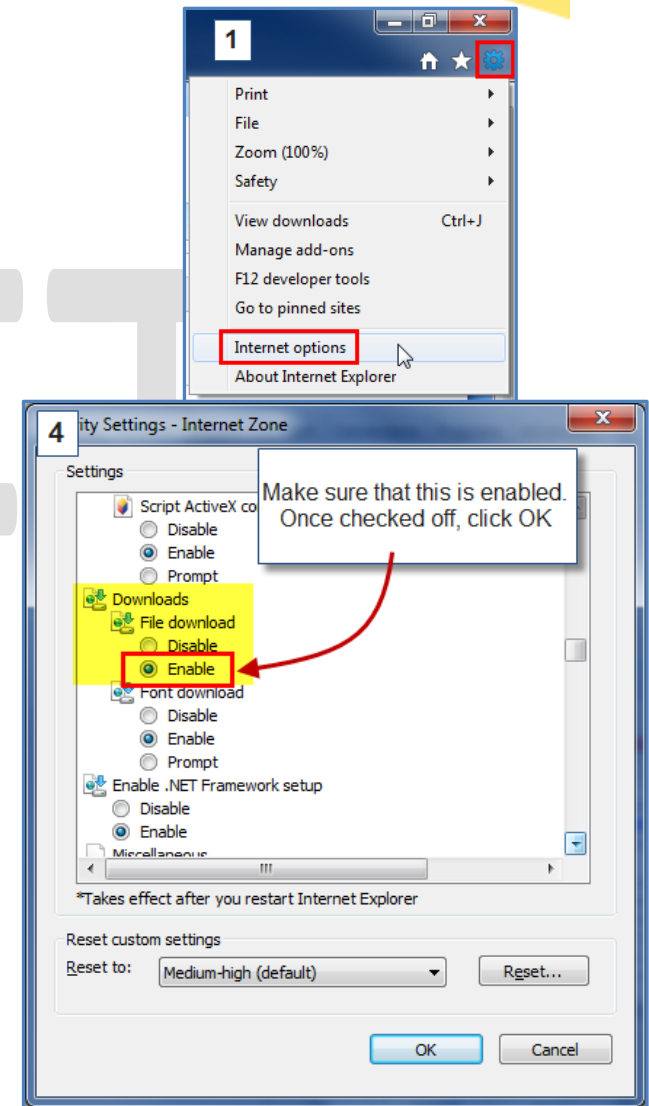
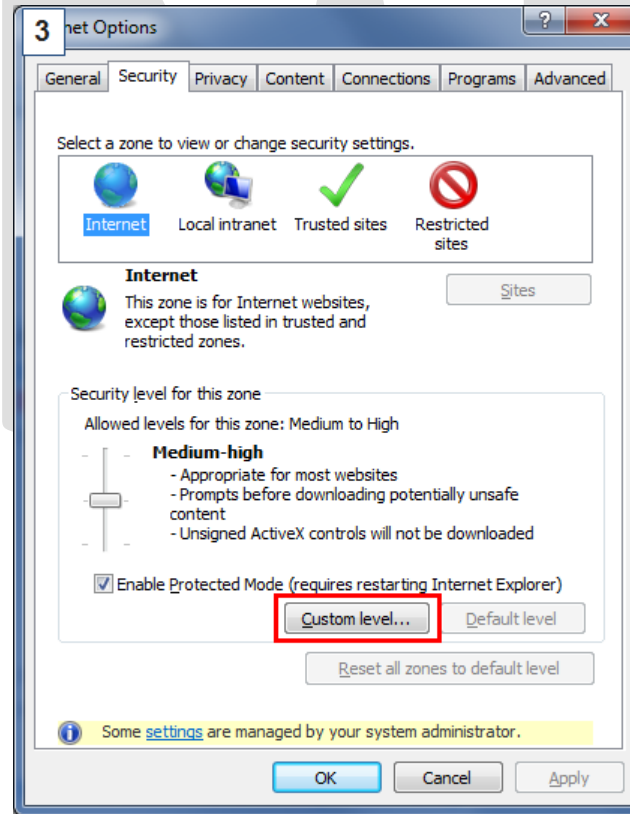
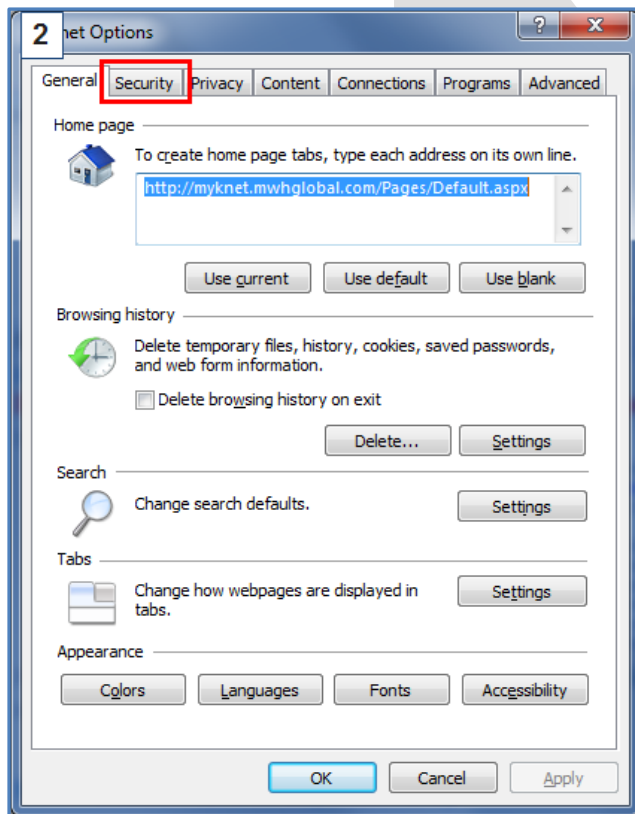


Appendix C: Troubleshooting – Other

Unable to View Receipts in New Window

If you've received a new computer, you may need to adjust your Internet Explorer securities.

- Click Tools (in IE9 and above, this is the gear icon) then Internet Options
- Click the Security Tab then click Custom Level
- Scroll 1/3 to 1/2 down until you see Downloads
- Check Enable for either File Downloads or Auto-prompt for file downloads. Click OK twice.





Appendix D: FAQ

How do I find my approver in Concur?

There are 2 ways to find your approver in Concur:

1. Profile (Profile Settings>Expense Approvers)

OR

2. Within the report (Details>Approval Flow)

The screenshot shows the Concur user interface. The top navigation bar includes 'CONCUR', 'Requests', 'Travel', 'Expense', and 'App Center'. A 'Profile' dropdown menu is open, showing 'Profile Settings' and 'Sign Out'. The main content area is titled 'Expense Approvers' and shows a 'Default approver for your expense reports' field with the value 'approver@ou.edu - OU Default Approver'. A red arrow points to this field. The left sidebar contains various settings categories, with 'Expense Approvers' highlighted in red. The right sidebar shows 'Acting as other user' options.

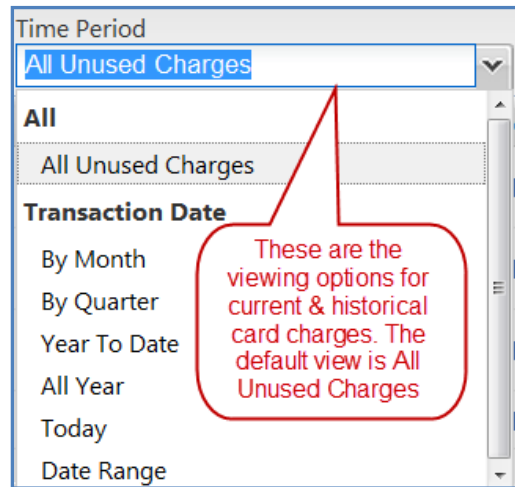
The screenshot shows the 'Approval Flow for Report: TEST AUDIT RULES 2-DO NOT PAY'. It displays a 'Supervisor Approval' section with a dropdown menu showing 'Approver, OU Default'.



Appendix D: FAQ

How do I locate/view my Travel Card Charges?

1. Click Expense>View Transactions
2. All Unused Charges are listed. Unused charges are those that have not been assigned to an Expense Report.



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Appendix D: FAQ

What is required of me as an Approver?

Approvers are required to approve Travel Requests and Expense Reports as a part of conducting business at the University. Employees will not receive reimbursements without the appropriate approvals.

Approvers fall into two categories: Default Approvers (supervisor of the traveler) and Cost Object Approvers (financial approver of the funding used for travel). Default approval steps are used at both the request and the expense report levels. Cost object approval occurs only at the time an expense report is submitted. In some cases, you may be both the Default Approver and the Cost Object Approver for a single expense report. If so, be mindful that you will be prompted to approve only one time. You will need to ensure that you are covering all of your responsibilities during that single approval.

A Default Approver is responsible for ensuring that the trip and subsequent expense report followed all University policies, and that the employee was appropriately authorized to travel. When you click Accept after reviewing an expense report and beginning the approval process, you are certifying the following:

The screenshot shows a 'Final Confirmation' dialog box with a close button (x) in the top right corner. The title is 'Final Confirmation'. Below the title is a section titled 'Approver Electronic Agreement'. The text inside the dialog reads: 'I hereby approve this claim for payment and certify to the best of my knowledge that it complies with the travel policies of the University of Oklahoma. I also certify that I am in a position of greater institutional authority and am completely independent from the individual receiving the travel reimbursement.' At the bottom right of the dialog, there are two buttons: 'Accept' and 'Decline'.

A Cost Object Approver is responsible for ensuring that the funding is appropriate and approved for payment of the expense report.



Appendix D: FAQ

How do I enter Per Diem (Travel Allowance) in Concur?

Per diem, also known as travel allowance, is calculated by Concur based on trip information you provide.

Please see Section 10, Step 3 of this document for details on how to add [per diem to your travel report](#).

How often should I submit an expense report?

Preferred Time Frames:

Mileage only claims should be filed no more often than monthly.

For all other trips, each completed trip should be filed as one expense report. Airfare and hotel deposits paid on your travel card will not be added to an expense report until the trip is complete.

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Appendix D: FAQ

How do I know how much I will be reimbursed?

Open your Expense Report. This information is provided on the Summary screen.

Expenses						View ▾ <<	Summary
<input type="checkbox"/> >	Date ▾	Expense Type	Reviewed	Amount	Approved	Report Summary	
<input type="checkbox"/>	07/21/2015	Airline Fees American Airlines, Nashville, T	N	\$25.00	\$25.00	Report Totals	
<input type="checkbox"/>	07/21/2015	Hotel Gaylord Hotels, Nashville, Ten	N	\$503.04	\$503.04		
						Amount Due Company	Amount Due Employee
						\$0.00	\$1,945.62

For a more detailed summary, click on the Report Totals link shown above. You will notice that it will show you how much will be paid to you, or how much you owe the University if you had non-allowable expenses on your travel card.

Report Totals	
Expense Report	
Report Total :	\$1,945.62
Less Personal Amount :	\$0.00
Amount Claimed :	\$1,945.62
Amount Rejected :	\$0.00
Amount Approved :	\$1,945.62
Company Disbursements	
Amount Due Employee :	\$1,945.62
Total Paid By Company :	\$1,945.62
Employee Disbursements	
Amount Owed Company :	\$0.00
Total Owed By Employee :	\$0.00
Close	

The information above is available once you have submitted your report. Prior to submission, you can review the amounts by clicking on the Details dropdown box and selecting the Report Totals.

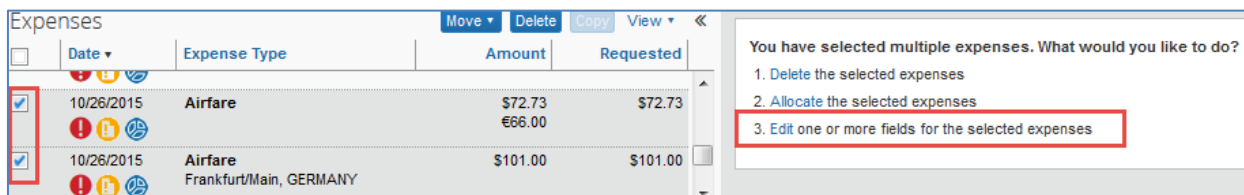
Import Expenses	Details ▾	Receipts ▾	Print / Email ▾
Report			
Report Header			
Totals			
Expense Type			
e			



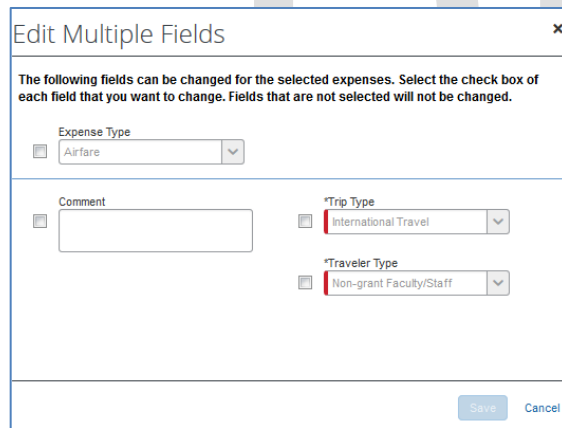
Appendix E: Tips & Tricks

Edit Multiple Fields

1. Multiple fields can be edited at the same time. Once the expense lines are selected, click “**Edit** one or more fields for the selected expenses”



2. The **Edit Multiple Fields** box opens



3. Change the **Expense Type**, add a **Comment** and click **Save**. **Note:** The **Trip Type** and the **Traveler Type** cannot be changed.
4. All selected expenses will be updated.



Appendix E: Tips & Tricks

Change the Department Number

The department number can be changed at the header level (all transactions will be charged to the changed department number) on the request/expense. An allocation allows for several different options; select certain Expenses and charge them to a different or multiple department numbers or allocate the total of the expense report to multiple reports using a percentage or by amount.

Header Level – Click on [Details](#)>[Report Header](#) or the Report name.

1. Change the department number and click **Save**.

Report header for: Frankfurt Germany Accounting Rev

Report/Trip Name Frankfurt Germany Accounting Rev	Report Id E4EE00A18336494E912D	Policy *OU Travel	Business Travel Start Date 11/16/2015
Business Travel End Date 11/20/2015	Report/Trip Purpose Meeting	Event Name/Nature of Official Business Financial Review	Trip Type International Travel
Traveler Type Non-grant Faculty/Staff			
Department (132700900) FINANCIAL SUPPORT	Does this trip contain personal travel? No	Comment The overage for the hotel was due to taxes.	Assign payment for this expense report/claim to
Amount to be assigned	Report Currency US, Dollar	Approval Status Not Submitted	Report Total 1,335.24
Personal Expenses 0.00	Amount Not Approved 0.00	Amount Approved 1,335.24	Amount University Paid 0.00
Amount Due University 0.00	Amount Due User 624.21	Amount Due University Card 711.03	Total Amount Claimed 1,335.24

Allocating Certain Expenses – Select the Expenses to be allocated to a different department number. Once the expense lines are selected, click “Allocate the selected expenses”.

<input type="checkbox"/>	Date	Expense Type	Amount	Requested
<input checked="" type="checkbox"/>	10/26/2015	Airfare	\$72.73	\$72.73
<input checked="" type="checkbox"/>	10/26/2015	Airfare Frankfurt/Main, GERMANY	\$101.00	\$101.00

You have selected multiple expenses. What would you like to do?

1. Delete the selected expenses
- 2. Allocate the selected expenses**
3. Edit one or more fields for the selected expenses



Appendix E: Tips & Tricks

Change the Department Number (continued)

1. The **Allocate By** button allows you to select from percentage or amount.
2. Click on **Add New Allocation**.
3. Type in the remaining fields and click **Save**.
4. You will receive a Success notification.

Allocate By: ▾		Add New Allocation	Delete Selected Allocations	Favorites ▾	Add to Favorites
<input type="checkbox"/>	Percentage	* Department	Code		
<input type="checkbox"/>	50	(137512800) FL..	137512800		
<input checked="" type="checkbox"/>	50	(132700900) FL..	132700900		

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Appendix E: Tips & Tricks

Copy an Expense

To copy an expense, select the Expense item and click on Copy.

The screenshot shows a table titled "Expenses" with columns for Date, Expense Type, Amount, and Requested. A single row is visible for a parking expense on 10/30/2015 for \$50.50. The "Copy" button in the top right corner is highlighted with a red box. The checkbox for the selected row is also highlighted with a red box.

	Date	Expense Type	Amount	Requested
<input checked="" type="checkbox"/>	10/30/2015	Parking American Airlines, Frankfurt/Main, €	\$50.50	\$50.50

The copied transactions will display in the Expense section and the date of the copied transaction will be one day later than the original transaction.

The screenshot shows a dialog box titled "Adding New Expense" containing a table with two rows. The top row, representing the copied expense, is highlighted with a red border and shows a date of 10/31/2015. The bottom row shows the original expense with a date of 10/30/2015.

	Date	Expense Type	Amount	Requested
<input type="checkbox"/>	10/31/2015	Parking American Airlines, Frankfurt/Main, €	\$50.50	\$50.50
<input type="checkbox"/>	10/30/2015	Parking American Airlines, Frankfurt/Main, €	\$50.50	\$50.50



Appendix E: Tips & Tricks

Use the Travel Card for International Travel

1. Request that the charge and invoice be in **local currency** at the time of payment.
2. Concur will apply the exchange rate provided by the Travel Card Company.
If the Travel Card is not used, Concur will apply the OANDA currency exchange table rate.
3. Enter all amounts in the **local currency** & Concur will calculate the **reimbursement currency amount**.

The screenshot shows the 'Expense' entry form in Concur. A large grey 'D' watermark is on the left. The form fields are as follows:

- Expense Type: Taxi
- Transaction Date: 10/27/2015
- Report/Trip Purpose: Meeting
- Trip Type: International Travel
- Traveler Type: Non-grant Faculty/Staff
- Payment Type: Paid by Traveler

The 'Amount' section is highlighted in yellow and contains the following data:

Amount	Rate (USD=1 EUR)	=Amount in USD
66.00 EUR	1.10350000	72.83

Annotations with red boxes and arrows:

- A box labeled 'Local currency.' points to the '66.00' value in the Amount field.
- A box labeled 'Reimbursement amount in US currency.' points to the '72.83' value in the '=Amount in USD' field.

At the bottom of the form are buttons for 'Save', 'Itemize', 'Allocate', 'Attach Receipt', and 'Cancel'.

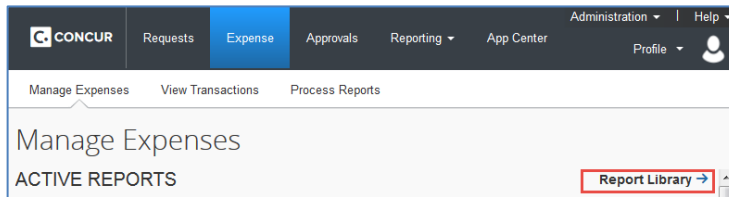


Appendix E: Tips & Tricks

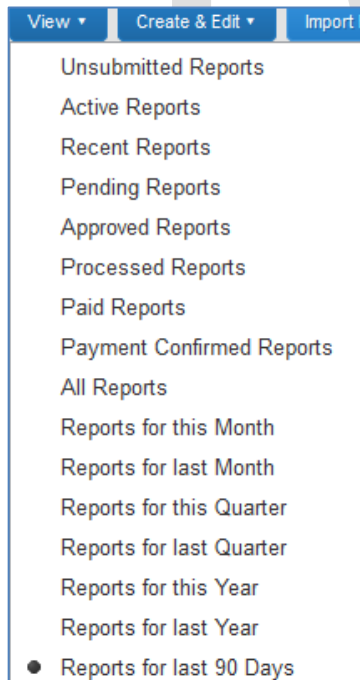
View Historical Reports

To view historical reports:

1. Click [Expense](#)>[Report Library](#)



2. Click [View](#) and select from the available options.





Appendix E: Tips & Tricks

Adding Comments (Report Level & Entry Level)

1. To add a Comment at the Report level of an expense report, the expense report must be open.
2. Click **Details>Comments**.

Date	Entered By	Comment Text
11/23/2015	Strout, Susan S.	The overage for the hotel was due to taxes.

If you would like to add a comment to this report, type it in the text box below and then click Save.

Comment

3. To add a Comment at the entry level, click on the transaction and add a comment in the comment box.

Expense

Expense Type: Airfare
Transaction Date: 10/30/2015
Report/Trip Purpose: Meeting
Trip Type: International Travel
Traveler Type: Non-grant Faculty/Staff
Supplier: [blank]
Payment Type: Paid by Traveler
Amount: 50.50 USD
City of Purchase: Frankfurt/Main, GERMANY

Comment: From GB to Frankfurt, Germany.

4. To review comments at the Entry level, hover or click on the “has comment” icon.

	Date	Expense Type	Amount	Requested
<input checked="" type="checkbox"/>	10/30/2015	Airfare Frankfurt/Main, GERMANY	\$50.50	\$50.50



Appendix F: Per Diem and Mileage Reduction

Some departments choose to reimburse employees an amount lower than what the state allows for per diem or mileage. While we discourage this practice overall, we recognize that there are certain circumstances where this practice is justifiable. When this occurs, you should allow Concur to calculate the state allowable per diem or mileage. You can then use the Expense Types Per Diem-Reduction or Per Diem-Mileage to reduce the amount. These Expense Types allow reductions only, and they require you to calculate the net overall reduction needed to bring the total reimbursement down to the desired amount.

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Appendix G: Mobile Apps

There are three primary apps recommended to make the most of Concur:

- Triplt—This app puts all of your trip information in one place. The app will provide you with updates as you travel on things like gate changes, cancellations, etc.
- Concur Mobile—This app will allow you to manage trips and expenses. You can also collect data for an Expense report and submit it, or approve an employee's Expense report.
- Expenselt—This is a complementary app to Concur Mobile. While Concur Mobile will allow you to take pictures of your receipts, Expenselt has OCR capability that will allow it to match receipts with existing travel card transactions within Concur.

To get information on mobile apps:

- Click on App Center when logged into Concur. You will find it at the top of the screen.
- Click on the Help Button (located in the upper right corner), then Training when logged into Concur. Scroll down to get information on using Concur Mobile different smartphones.

A special note about Triplt:

When you download the app, please select the FREE version. As an OU Concur user, you will be upgraded to Triplt Pro (normally \$49) automatically once you “link” your FREE Triplt app to your Concur user. Instructions for that linking process will be provided to you during the app setup. You can check to see if Triplt is connected to your Concur account under the Connected Apps link available under your profile.

Connected Apps

Link your Concur account with the following partners



















When you enable Triplt integration, Concur Travel will automatically send your trips to Triplt.

Your accounts are
linked
Remove



Concur Buttons & Icons

	Trip Data: Indicates trip information from an itinerary.
	Ground: Indicates a Limo, Taxi, or Car ground transportation expense.
	Credit Card Transaction: Indicates that an expense entry was a credit card transaction.
	Electronic Receipt: Indicates Electronic receipt has been sent by a vendor to a users account.
	Exception: Indicates that an expense entry exception must be resolved before submission.
	Full Allocation: Indicates that the expense entry has been fully allocated.
	Partial Allocation: Indicates that the expense entry has only been partially allocated.
	OCR Receipt: Indicates that an expense entry has an Optical Character Recognition (OCR) receipt.
	Paper Receipt Required: Indicates that an expense requires a paper receipt.
	Receipt Required: Indicates that an expense requires a receipt.
	Receipt Attached: Indicates that the required receipts have been attached.
	Receipt Affidavit: Indicates a missing receipt affidavit has been attached to the expense.
	XML Receipt Attached: Indicates that an XML receipt is attached to the expense.
	Pending Processor Review: Indicates that the submitted expense report is pending review.
	Personal Expense: Indicates that an expense entry was marked as personal.
	Report Ready for Submission: Indicates that the expense report is ready for submission.



Glossary

Accept & Submit	This appears when you click the Submit button. This appears below a reminder regarding receipt image attachment. By clicking this button, you acknowledge that the receipt images have been attached and the report is compliant with company policy and ready to be reviewed, approved, and paid.
Active Reports	The most recent expense reports/claims (those in process or recently processed for payment). This view does not show all reports an employee has created/submitted in Concur.
Additional Charges (each night)	Associated with the Hotel expense type. This is used for additional expenses that occur every night during the stay (i.e. parking, internet, meals).
Allocate By	The user can opt to allocate by Amount or Percentage. See below for information regarding these option.
Allocate By: Amount	Allows the user to enter the <i>amount</i> that will be applied to each allocation (when splitting the expense to multiple departments). You click "Add an Allocation" to add an additional line item for the amount to be assigned to two different department numbers.
Allocate By: Percentage	Allows the user to enter the <i>percentage</i> that will be applied to each allocation (when splitting the expense to multiple departments). . You click "Add an Allocation" to add an additional line item for the percentage to be assigned to two different department numbers. The percentage function automatically splits into 50/50, 33/33/33, and 25/25/25/25 as you add lines. The percentage that is auto assigned can be adjusted.
Allocate Selected Expenses	Becomes available when selecting expenses in the Allocation function of Concur (clicking boxes to the left of expenses <i>inside</i> the Allocation function).
Allocation	The department number value coded within Concur for assignment to OU. This is where the expenses will be charged. Every expense defaults to the employee's default Financial Department for allocation and must be updated to charge a different department number.
Allocation Group	Allocation groups exist in expense and are assigned when allocating to a different department number that your default in the report header. This assists the user if any corrections/updates need to be made to the allocations.
Allocation Save	Saves the assigned allocation entered for the expense.
Amount Due University	The amount that the employee is responsible for payment (personal amounts on the OU Travel Card).
Approval Flow	The approval steps a travel request or expense report will take during the reimbursement claims process. A request only needs the approval of a person of higher institutional authority. An expense report will have a minimum of 3 approvals (manager, department sponsor or Concur defined approver, and FS accounting review). Athletics or Grants will have additional approvals for every report. Any approver is able to add additional approvals to the workflow, as needed. The Supervisor/Approver approval step cannot be modified in Concur (only by OU Payroll and Employee Services), but Approvers or FS auditors can add additional Approvers into the existing workflow. Employees submitting reports may not make adjustments to the Approval Workflow in Concur but can view the information via Details>Approval Flow.



Concur **Training Guide**

Glossary

Approval Queue	The queue for reports pending approval. Each approver will have their own approval queue. Delegates for an Approver must Administer on behalf of the Approver, and view their Approval Queue on the other Approver's behalf.
Approver	Your OU Reviewing Manager/Supervisor as assigned by Payroll and Employee Services and is fed, via an electronic file, into Concur each night. If a change needs to be made to the Reviewing Manager/Supervisor assigned to you in Concur, please contact PES for support.
Arrive in (City)	The Arrival city location within an itinerary. This location needs to be where you lodged.
Assistant/Arranger (Travel)	Another user (as assigned) that is authorized to book/prepare travel for a certain user. Travel arrangers and assistants can be set up by the employee in their Profile, or any employee can self-assign themselves to another employee as a travel Arranger/Assistant. See user guide for additional information or support.
Audit Trail	Shows all historical changes at both the Report Level and any data changes at the Entry Level. Who made the changes or edits is visible in the Audit Trail as well as the date and time of the adjustment. Access the Audit Trail on any report by opening the report, clicking on Details >> Audit Trail.
Available Itineraries	Itineraries that have been created and are in a status of either being assigned or unassigned to a report. Historical itineraries that are no longer available (have already been applied to a processed report) will be listed with a locked symbol to the left of the itinerary in the Unassigned section. You may assign an available itinerary (those with no lock symbol) from the unassigned itineraries list, or create a new itinerary.
Available Receipts	Location where receipt images are stored in Concur for assignment to an individual expense entry line item. Travelers and delegates can email receipts, take images with Concur Mobile, or upload a receipt file into Available Receipts.
Cancel	To stop entering an expense, allocation, itemization, etc. without saving the data entered. Within the allocation function, cancel moves you back to the list of expenses available for allocation, the Done button removes you from the allocation function altogether.
Check Receipts	Allows the user to view any receipt image files that have been attached to the report. Employees and Approvers should verify that all necessary images have been successfully attached before submission, and prior to approving the report.
Comment	Used to provide additional information (not already provided by the Business Purpose) at either the report level or expense level. Comments can also be reviewed by floating over the icon at the expense entry level, or going to Details >> Comments for Report Level comment history.
Company Disbursements	Amounts that will be paid to the Employee directly and payments to the employee and company credit card accounts.
Company Info	Viewed on the Concur home page, this displays important information about Concur, and is updated frequently to support users.



Glossary

Concur Mobile	The mobile application for smartphones (Blackberry, iPhone & Android devices), that allows users to create & submit their expenses from their smartphone.
Copy	Copies all expense data to another expense entry. In Concur, when an expense is copied, the <i>transaction</i> date is automatically advanced 1 day. Please edit the <i>Transaction Date</i> and amount, etc. as appropriate in the <i>copied</i> entry.
Delegate (shared across Request & Expense)	An employee that the User sets up to allow access to prepare & possibly submit expenses on their behalf. Approvers may also setup an Approval Delegate if they will be out of the office for an extended period of time.
Delete Itinerary	This removes the itinerary from the Concur system. If the travel itinerary is needed at a later date, the itinerary must be manually re-created.
Delete Report	This deletes the entire report and any expenses associated with it. Any Itinerary data or Travel Card charges will be moved back to the Import Expense screen.
Departure City	The location where you depart for a trip.
Details	Allows you to access different areas of the report (Report Header, Totals, Audit Trail, Approval Flow, Comments (report level), Allocations, New Itinerary, Available Itineraries, Expenses & Adjustments, Reimbursable Allowance Summary)
Disputed Charge	A charge on the Travel Card that is possibly fraudulent. Any dispute must be filed by the cardholder directly with Bank of America.
Distance Traveled (# of miles)	The number of miles calculated by Google Maps based on the data entry of the one-way or round trip use of a personal vehicle.
Domestic Travel	Travel within your home country. Travel that does not require use of a passport, and for which you do not pass through customs.
Done	Closes the current window, completes and save any changes made.
Employee Disbursements	The amount that the Employee is responsible for paying (personal amounts on the Travel Corporate Card).
Exception (hard)	Red exceptions. These must be resolved before the report can be submitted for approval.
Exception (soft)	Yellow exceptions are warnings. These rules support policy compliance training for the user and are intended to prompt the user, supervisor and to audit specific content or attachments. These rules will not disappear even when the “exception” has been resolved.
Exchange Rate	The exchange rate assigned between two different currencies (for example, USD to GBP). Concur uses the ONADA rate table as of the defined transaction date, for any Paid by Traveler (cash out of pocket transactions). Transactions on the OU Travel Card will be posted with the rates used by Bank of America (card issuer) on the date of the transaction and is not modifiable. When traveling internationally, users should always request that the lodging expense be charged to their OU Travel Card in the LOCAL currency to facilitate the required lodging expense itemization. .
Expense Approver	The supervisor assigned to each employee to approve expense reports in Concur.
Expense Entry	Line item expense entry describing the type of expense, location, vendor, payment type, and any custom fields defined by OU.



Glossary

Expense Form	The form where you enter the expense information (expense type, transaction date, vendor location, amount, license plate number, etc.). Each expense could in theory request unique information, and therefore, have a unique form assigned to the expense.
Expense Type	This is the description that must be applied to any expense being claimed. This determines where the expense will code to (GL account code) when the data is imported into PeopleSoft Financials from Concur, in combination with the policy, payment type, trip type, traveler type, and for athletics the report/trip purpose.
Expenselt	A Concur mobile application that OCR reads the receipt image taken with the camera icon inside of the Expenselt application. The term “OCR” is the common abbreviation for Optical Character Recognition and involves the electronic translation of scanned, handwritten or typed text message into a digital form that a computer can manipulate. Concur users OCR technology to create new expense items and automatically populates the date, vendor, amount, etc. from the receipt image taken.
Expenses & Adjustments	The screen where you mark off any Provided Meals.
Fraudulent Charge	An erroneous charge to the Travel Card that requires a credit or must be disputed. Cardholders are required to report loss or theft of the Travel Card to the Bank of America and Financial Services immediately.
From Location	Starting location for a trip, airport code is often used. The location does not impact any per diem calculation.
GSA (U.S. General Service Administration)	Government Agency that defines the maximum meal and lodging per diem rates reimbursed to those traveling on behalf of OU.
GSA Per Diem Rates	The daily rate applied per location defined as the Destination City and/or Lodging Location for Per Diem (Meals & Incidentals) and Hotel expenses.
Hotel – Advanced Deposit	Partial payment that is charged to your credit card upon booking of a hotel room. This amount should be expensed (positive amount) as soon as it is incurred (typically itinerary booking is used as the receipt). When the trip occurs and the hotel bill details each item, but charges your card the total (less the advance deposit) you then enter an itemization Line Item for the Adv. Deposit as a negative line item, when the final folio is paid to balance the overall transaction to the card charge.
Import Expense	Brings an expense (Mobile, Smart or Card charge) into an expense report.
Import Itinerary	Bring an itinerary into a report. Manual adjustments to Departure Time, the Destination City and the return trip Arrival Time are required to accurately claim per diem reimbursements.
In State Travel	Travel within the state of Oklahoma.
Incidentals	Represents beverages, snacks, and cash tips to bellhop, room attendants, shuttle drivers, etc. during travel status.
International Travel	Travel outside of the United States.
Itemization	Separate an expense into multiple expense items (for example a lodging split into Room Rate, Room Tax, Internet, Parking, etc.).
Itinerary	Trip information showing when/where you left and where you went before returning to your original location.



Glossary

License Plate Number	This field is required in Request and Expense, and can be defaulted into every expense by adding it to your Concur>Profile, under Profile Settings>Expense Information.
Local Currency	The currency of your travel location. When traveling internationally, expenses should always be invoiced and charged on the Travel Card in the local currency.
Lost Luggage	If your luggage is lost or damaged and you have used the Travel Card to book your airfare and/or pay for baggage fees, you can apply for the lost luggage reimbursement benefit from the Travel Card.
Match/Un-match	Used to bring an itinerary, e-receipt and/or card charge together into one line. This can be undone by clicking Un-match.
Mileage Calculator	Calculates the distance traveled based on the addresses entered (rounds to the nearest whole number).
Missing Receipt Affidavit	When the original receipt has been lost or is otherwise not available from the vendor, a missing receipt affidavit form will become the documentary evidence that the expense is a legitimate University expense.
Mobile Receipt	Receipt created with the Concur Mobile application (picture) on a Smartphone.
New Itemization	Creates a new expense under an existing expense. This initiates the process of breaking a single expense into multiple different expense types. The entire expense amount must be accounted for in the itemizations.
Number of Nights	Quantity of nights stayed at the hotel. This field is used within the Hotel-Group expense type which should be used when more than one room is paid for by the cardholder on a single hotel folio.
Number of Guest/Rooms	Number of rooms paid for at the Hotel. This field is used within the Hotel-Group expense type which should be used when more than one room is paid for by the cardholder on a single hotel folio.
ONADA	Exchange rate table used by Concur.
Other (Additional Information Required)	Description of the expense isn't listed so a comment must be included stating a additional expense information not provided in the Report/Trip Purpose.
Other Hotel	Hotel is not listed on the main Concur vendor list. The name should be provided in the Comment box.
OU – Detail Report with Summary Data	Provides the detail view of the report (all information entered into the Expense Form and Allocation data).
Out of State Travel	Travel outside the state of Oklahoma but within the United States.
Paid by Traveler	Payment type option for items that were “not” paid for using the Travel Card.
Password Hint	Hint to help you remember your password.
Payment Type	Defines the payment type used for the expense. Travel Card charges must be imported to be defaulted to the correct payment type.
Per Diem (Meals & Incidentals)	Set amount reimbursed to the employee for meals. Any meals that are provided to the employee must be deducted from this amount.
Personal Expense (actual meal cost)	Meal for you while traveling. This is for a single person only. Any actual cost for meals on the Travel Card should be coded to this expense type. OU pays the card in full each month; therefore, the total of any meal expenses charged to the card will be offset against and per diem reimbursement due to the employee.



Glossary

Personal Expense (non-reimbursable)	An accidental charge (or portion of a charge) on the Travel Card. The employee is responsible for paying the Travel Card for this amount.
Print/Email	Button to click to access the OU – Detailed Report with Summary Data.
Processing Payment	The report has been approved by Financial Services, and is being prepared for extraction. At this point, the employee is no longer able to Recall the report; but the Financial Services team can return the report to the employee..
Profile	The area in Concur where the employee enters their information, or reviews the default information loaded from PeopleSoft to Concur.
Provided Meals	Any meal (while traveling) that the traveler hosts OR attends in place of an individual travel meal. Provided meals are able to be properly accounted for in the Details>Expense & Adjustment screen
Rate Location	Location that determines the Travel Allowance rate being applied. This location should always be the lodging location.
Recall	Brings the report back to the employee's queue for correction/adjustment. This option is not available when the report is in an Approved status with a corresponding payment status of Processing Payment, Sent for Payment or Paid.
Receipt	A receipt provides detailed evidence of purchase and should contain at a minimum, the date, vendor, location, amount, and any list of items purchased. Proof of payment, included a credit card statement, is not considered to be a viable receipt.
Receipt Type: E-Receipt	Receipts that occur when the travel is booked via Concur or FCm with the vendors that provide E-Receipts. Look for this icon when booking travel, and the itemized receipt will auto attached and match with the itinerary icon and card charge line items that post into Concur. No other receipt is required.
Receipts Required	Yellow icon at the line level that defines the need for a receipt to be attached to the expense entry in Concur.
Recurring Charges (each night)	Charges that are incurred each night (in addition to the Room) while lodging (parking, internet, etc.).
Reimbursable Allowances Summary	Shows the breakout per day for those applying Travel Allowance.
Reimbursement Currency	Currency in which the employee will be reimbursed (should be your local currency).
Remaining Amount	Amount remaining to be itemized. This should be \$0 when the receipt has been properly itemized.
Report Header	Screen where you enter the report information (Report Name, Report/Trip Purpose, etc.).
Report Key	Specific number generated for the report. This number will never be repeated.
Report/Trip Purpose	Provides the specific reasons for incurring the expense. This is provided at the report level and defaults down to each entry Report/Trip Purpose. However, this field can & should be updated at the expense entry level when the report level description does not explain the Report/Trip Purpose, reason - for a specific expense. If Other Travel is selected additional descriptive detail must be entered into the Comment field.




Glossary

Report/Trip Purpose (continued)	<p>OU Travel: <u>Conference Attendee/Participant</u> – Attend or participate in a conference. <u>Dual/Multi Purpose</u> – More than one trip purpose is applicable. <u>Field Research</u> – Performing field research. <u>Meeting</u> – Attend or participate in a meeting. <u>Mileage Only</u> – Claiming mileage, parking and/or tolls only. <u>Other Travel</u> – No other trip purpose selection is valid. <u>Recruiting</u> – Recruiting students, faculty or staff. <u>Study Abroad</u> - Students traveling to a foreign country for study. Not being used at initial go-live. <u>Teaching</u> – Facilitate a course. <u>Training</u> – Attend or participate in training. <u>University Advancement/Development</u> – Development activities.</p> <p>Athletics: <u>Post-Season Travel (Athletics Only)</u> – Staff traveling to a post-season event. <u>Recruiting Travel (Athletics Only)</u> - Staff traveling to recruit new athletes. <u>Staff Travel (Athletics Only)</u> - Staff attending conferences or meetings. <u>Team Travel (Athletics Only)</u> – Staff traveling with the team.</p>
Request Approver	The supervisor assigned to each employee to approve travel requests in Concur.
Room Rate (Hotel)	Daily room cost while lodging.
Room Tax (Hotel-Tax)	Daily room tax while lodging. Up to 3 types of daily taxes can be entered and will be added together automatically into a single Hotel-Tax line item upon completion of the itemization.
Save	Saves the entry (and report) at the current location. The report can be exited at this point and all previous data will be saved.
Send Back to Employee	Returns the report to the employee. Please provide a comment directing the employee as to what needs an adjustment.
Send to Approver	Adds an additional approver to the approval flow. The report will be forwarded to the queue once the report has been approved.
Sent for Payment	The report data has been extracted to PeopleSoft from Concur. This happens on a nightly basis. At this point, the report cannot be altered or returned to the employee.
Single Line Itinerary	An itinerary that only shows the departure stop (leg) of a trip. Concur must see 2 lines (departure & return) in order to accept the itinerary.
Smart Expenses	Expenses "created" prior to entering Concur. These contain items created within Concur Mobile, OU Travel Card charges; Airfare booked through Concur Travel are available under the Import button.



Glossary

Smart Receipt	Travel Card charge (credit card icon with the + symbol) in the upper right corner. This will add the image of the "receipt" to the report.
Smartphone	A Blackberry, iPhone or Android device on which you are able to access the internet and other applications.
Submit Report	Attempts to submit the report for approval. There are many audit rules that run when this button is clicked. The report has been successfully submitted when you receive the Totals screen.
Submitted for Approval	The report has been successfully submitted for approval.
To Location	Destination City or location you are traveling to, please do not use the airport code. The city, State where the traveler will lay their head, is the proper location to be entered.
Tooltip	Helpful tip that appears when you hover over the  icon.
Transaction Date	Date the expense was incurred, which is either manually entered by the user for a Paid by Traveler transaction or the date imported and not modifiable if posted via the OU Travel Card (as applicable).
Travel Allowance	The rates that OU is allowed to reimburse daily for meals, and the amount that (if exceeded) requires Designated Lodging Rate support for Hotel expenses.
Travel & Expense Policy	The OU policy that applies to travel & the associated reimbursable expenses allowed. This provides the employee & supervisor with the necessary information to comply with the set regulations for OU.
Travel Info	Information posted by OU of FCm to support and inform travelers. It is recommended that this section be scanned for any relevant current information prior to booking travel.
Traveler Type	This field will default to either: <u>Non State Employee (excluding student)</u> – Not a state employee or an OU student. Not being used at initial go-live. <u>Grant – Student</u> – Student being reimbursed by a grant department. Not being used at initial go-live. <u>Grant – Faculty/Staff</u> - Faculty/Staff being reimbursed by a grant department number. <u>Non-grant Faculty/Staff</u> – Faculty/Staff being reimbursed by a non-grant department number. <u>Non-grant Student</u> – Student being reimbursed by a non-grant department number. Not being used at initial go-live.
Triplt	Mobile application that acts as a Personal Travel Assistant providing confirmation numbers, gate change alerts, lodging addresses that link to map applications, etc.
Trip List	The travelers list of trips booked within concur, FCm, or integrated to Concur using a validated email address and forwarding itinerary information to plans@concur.com.
Trip Search	The functionality that drives the air, hotel, and car rental booking functionality in Concur.
Trip Type	This describes the type of travel as one of three options; In State Travel, Out of State Travel and International Travel. OU defines In State vs Out of State Travel as being defined by the traveler's home state/office location.



Glossary

Un-submitted Reports	Reports that have yet to be submitted. This can include reports that are currently being prepared or reports that have been returned for correction.
Vendor	The entity that provided the service, product, transportation, etc.

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