Concur Travel & Expense Guide

Accounts Payable & Procurement Services Concur Travel & Expense Software
Drexel University
Concur Travel & Expense Guide

TIP: Hold CTRL on your keyboard and click the page number to jump to that page quickly.
TIP: Press CTRL + F to search by keyword.

Table of Contents
What is Concur? .................................................................................................................. 4
   Benefits of Concur: .......................................................................................................... 4
   Available Modules: .......................................................................................................... 4
   Roles: ................................................................................................................................. 4
Concur CCR100 Approver Authority: .................................................................................. 5
Links to Policy and Guidelines: ........................................................................................... 5
Concur Icons: ..................................................................................................................... 6
Logging In and Profile Setup: .............................................................................................. 11
   Logging In: ....................................................................................................................... 11
   Updating User Profile Settings: ....................................................................................... 12
   Request and Expense Information: ................................................................................. 17
   Request and Expense Preferences (Email Preferences): ............................................... 18
   Verifying Default Expense Approver: ........................................................................... 19
   Assigning Delegates: ....................................................................................................... 19
Considerations prior to Booking Travel: ........................................................................... 20
Booking Travel: ................................................................................................................ 21
Starting a Travel Request: .................................................................................................. 26
   The Report Header Page: ............................................................................................... 26
   Adding Expected Out of Pocket Expenses: .................................................................... 28
   Allocating Expected Expenses: ...................................................................................... 29
   Allocation Summary: ..................................................................................................... 30
Split Allocations: .............................................................................................................. 31
Saving Favorite Allocations: ............................................................................................. 32
Managing Attachments: ..................................................................................................... 33
   Adding Attachments: ....................................................................................................... 33
   Viewing and Deleting Attachments ................................................................................ 34
Creating an Expense Report from an Approved Request: ................................................................. 38
  Reconciling Travel Expenses: ........................................................................................................ 39
  Merging P-Card Transactions with Pending Card Transactions ......................................................... 40
  Reconciliating Expense Line Items: ................................................................................................ 41
  Using the Missing Receipt Declaration: ............................................................................................ 43
  Allocating from the Expense Details Page: ....................................................................................... 44
  Split Allocations: .............................................................................................................................. 45
  Allocating from the Report Page: ..................................................................................................... 46
  Adding Out-of-Pocket Expenses to the Report: ................................................................................ 46
  Adding Attendees to a Business Meal: ............................................................................................ 47
  Searching/Creating Guests: .............................................................................................................. 48
  Itemizing Hotel/Lodging Expense Types: .......................................................................................... 50
  Adding Personal Car Mileage Expense Type: .................................................................................... 50
  Converting Foreign Currency: .......................................................................................................... 52
  Submitting the Expense Report: ....................................................................................................... 53
  Navigating to the Report Timeline and Audit Trail: ....................................................................... 54
Starting a Non-Travel Expense Report: ............................................................................................. 56
  Completing the Non-Travel Report Header Page: ........................................................................... 57
  Reconciling Non-Travel Expenses: .................................................................................................. 58
  Using the Missing Receipt Declaration: ............................................................................................ 60
  Using Available Receipts: ................................................................................................................ 60
  Adding Transaction Notes: ............................................................................................................... 61
  Allocating from the Expense Details Page: ....................................................................................... 62
  Split Allocations: .............................................................................................................................. 63
  Allocating from the Report Page: ..................................................................................................... 63
  Adding Attendees to a Business Meal: ............................................................................................ 64
  Searching/Creating Guests: .............................................................................................................. 65
Submitting a Non-Travel Expense Report: ......................................................................................... 67
ACTING AS A DELEGATE ........................................................................................................... 69

BOOKING TRAVEL ON ANOTHER USER’S BEHALF ............................................................. 71

APPROVER ROLE ...................................................................................................................... 72

  Approving Travel Requests: ............................................................................................... 72
  Approving Expense Reports: .............................................................................................. 76
  Viewing Approved Requests/Reports: ................................................................................ 78
What is Concur?
➢ The SAP Concur Travel & Expense System is a cloud-based tool that integrates travel booking, travel requests, and expense reporting, including P-Card reconciliation. Users can enter travel requests and submit out-of-pocket and non-travel expenses.

Benefits of Concur:
➢ Easy and efficient travel request and expense submission
➢ Full transparency of Travel Request, Expense, and approval status
➢ Quick turn-around of employee reimbursement
➢ Easier receipt capture and documentation by uploading to the Expense Report
➢ Email notifications and reminders of submissions and approvals at designated timed intervals
➢ Minimize out-of-pocket expenses for airfare when booking through Concur Travel
➢ Convenience through built-in automated features for travel policy compliance, mileage calculation, currency conversion, etc.
➢ Better reporting of all transaction types

Available Modules:
➢ Travel Request
➢ Expense Report
➢ Approvals
➢ Travel (To book airfare, car rental, hotel, rail reservations)
➢ Travel Advance (Available on a case-by-case basis)

Roles:
➢ Employee: An employee in Concur is an individual with an existing Concur profile. Employees can create and submit expense reports, update their profiles, book travel (if applicable), and more.
➢ Approver: An individual authorized to approve/deny travel requests and expense reports. Approvers can add comments and attach supporting documentation.
➢ Cost Object Approver (COA): An individual with authority over a specific cost center.
➢ Delegate: Delegates are employees who can 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. Delegates cannot submit reports; they can only prepare them.
➢ Assistant/Travel Arranger: An individual authorized to view and modify your profile and book travel on your behalf in Concur Travel. Each traveler can have multiple travel assistants, but only one can be the primary.
Concur CCR100 Approver Authority:

The CCR100 role grants approval authority only within Concur Travel and Expense, specifically for purchasing card transactions and out-of-pocket travel reimbursements. It is important to note that each fund or org is restricted to having only one CCR100 role. The CCR100 role will not provide access to approvals in any other system outside of Concur Travel and Expense.

To request the addition of approvers for new or existing funds (except externally sponsored research funds) and orgs utilize the following forms:

- Fund Request Form
- Org Request Form

For new externally sponsored research funds, the Principal Investigator will automatically be granted the CCR100 expenditure authorization upon Research Accounting Services setting up the fund.

To change the Concur Travel and Expense approver of an existing externally sponsored research fund, send a request from the principal investigator on the award to fundnumber@drexel.edu

Links to Policy and Guidelines:
To view changes in University policy, please visit Policy and Guidelines.

- All University travel must first follow an approval process. This process requires completing and submitting a Concur Travel Request Report (CTRR). The CTRR identifies what travel costs can be paid or reimbursed to the traveler using University funds. Travel Requests must be approved before making travel arrangements and completing a Concur Travel Expense Report (CTER). Individuals traveling for University business who have not submitted the proper travel request may not be covered by University insurance policies and may be traveling at their own risk.

- By submitting and approving the CTER, the Traveler and the Expense Approver certify that the CTER is complete and accurate. A complete CTER includes all required receipts, documentation, and pre-approvals/Reimbursement of Business Travel Expenses that will be delayed or denied due to an incomplete, inaccurate, or unapproved CTER. Reimbursements will only be processed for completed travel occurrences. Drexel University will not reimburse business travel expenses for trips that have not yet occurred.

- Travelers enrolled in payroll direct deposit will receive reimbursement through it. For faculty and professional staff members not enrolled in payroll direct deposit, a paper check will be mailed to the Traveler’s home address. The Human Resources department must update your home address so that your expense reports can be properly processed.

- Only Allowable Purchases may be charged to the P-Card. Prohibited Purchases are forbidden. It is the Cardholder’s and Approvers’ responsibility to ensure that all purchases made with the P-Card are Allowable Purchases. Exceptions for Prohibited Purchases must have written pre-approval from Procurement Services. The P-Card Guidelines set forth non-exhaustive lists of Allowable Purchases and Prohibited Purchases. Purchasing Card Guidelines.
Concur Icons:

General:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Exception</td>
<td>Indicates an exception must be resolved before submission.</td>
</tr>
<tr>
<td>🙋</td>
<td>Question</td>
<td>Indicates a question that does not prevent submission.</td>
</tr>
<tr>
<td>🔄</td>
<td>Information</td>
<td>Indicates an exception that does not prevent submission.</td>
</tr>
<tr>
<td>🚨</td>
<td>Alert</td>
<td>Indicates an exception that does not prevent submission.</td>
</tr>
<tr>
<td>📅</td>
<td>Calendar</td>
<td>Indicates that the user can click the icon to access the calendar popup.</td>
</tr>
<tr>
<td>📸</td>
<td>View Image</td>
<td>Indicates that the user can click the icon to view an image.</td>
</tr>
</tbody>
</table>
## Concur Travel:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✨</td>
<td>Fly America Act Compliant</td>
<td>Indicates the flight is compliant with the Fly America Act.</td>
</tr>
<tr>
<td>📡</td>
<td>Gogo Wi-Fi</td>
<td>Indicates Gogo Wi-Fi is available.</td>
</tr>
<tr>
<td>🗽</td>
<td>Mixed Flight/Train Search</td>
<td>Indicates that the user can click the icon to access the mixed flight/train search window.</td>
</tr>
<tr>
<td>🏨</td>
<td>Hotel Search</td>
<td>Indicates that the user can click the icon to access the hotel search window.</td>
</tr>
<tr>
<td>🚗</td>
<td>Car Search</td>
<td>Indicates that the user can click the icon to access the car search window.</td>
</tr>
<tr>
<td>🚂</td>
<td>Train Search</td>
<td>Indicates that the user can click the icon to access the train search window.</td>
</tr>
<tr>
<td>⏳</td>
<td>Flight Status</td>
<td>Indicates that the user can click the icon to view the status of your flights.</td>
</tr>
<tr>
<td>✅</td>
<td>Finalize Trip</td>
<td>Indicates finalization of trip.</td>
</tr>
<tr>
<td>🏰</td>
<td>Flight Itinerary</td>
<td>Indicates flight itinerary information.</td>
</tr>
<tr>
<td>🏰</td>
<td>Hotel Itinerary</td>
<td>Indicates hotel itinerary information.</td>
</tr>
<tr>
<td>🚗</td>
<td>Car Itinerary</td>
<td>Indicates car itinerary information.</td>
</tr>
<tr>
<td>🗽</td>
<td>Add Itinerary</td>
<td>Indicates a user can add itinerary to their trip.</td>
</tr>
<tr>
<td>📣</td>
<td>Warning Exception</td>
<td>Indicates that travel policy will be applied after the user selects the flight.</td>
</tr>
<tr>
<td>🚗</td>
<td>Quiet Car</td>
<td>Indicates that the rail car has noise restrictions.</td>
</tr>
</tbody>
</table>
**Concur Request:**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔴</td>
<td>Exception</td>
<td>Indicates that a request exception must be resolved before submission.</td>
</tr>
<tr>
<td>💡</td>
<td>Warning</td>
<td>Indicates that the request has an exception that does not prevent submission.</td>
</tr>
<tr>
<td>📊</td>
<td>Budget Item</td>
<td>Indicates that the item is allocated to a budget you manage and requires your budget approval.</td>
</tr>
<tr>
<td>🛫</td>
<td>Segments</td>
<td>Indicates the flight, train, car and hotel trip segments that the user can add to a request.</td>
</tr>
<tr>
<td>📦</td>
<td>Report Sent Back</td>
<td>Indicates that the approver sent a report back to the submitter with comments.</td>
</tr>
</tbody>
</table>

**Concur Expense:**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌟</td>
<td>Attendees</td>
<td>Indicates that an expense entry has associated attendees.</td>
</tr>
<tr>
<td>🚀</td>
<td>Comments</td>
<td>Indicated that the expense or report contains a comment.</td>
</tr>
<tr>
<td>🚌</td>
<td>Trip Data</td>
<td>Indicates trip information from an itinerary.</td>
</tr>
<tr>
<td>🚗</td>
<td>Ground Transportation</td>
<td>Indicates that the expense entry originated from a ground transportation itinerary.</td>
</tr>
<tr>
<td>🛫</td>
<td>Personal Expense</td>
<td>Indicates that an expense entry was marked as personal.</td>
</tr>
<tr>
<td>🛫 🛫</td>
<td>Credit Card Transaction</td>
<td>Indicates that an expense entry originated from a credit card transaction.</td>
</tr>
<tr>
<td>🛫 🚜</td>
<td>Credit Card Transaction</td>
<td>Indicates that a credit card transaction includes additional data.</td>
</tr>
<tr>
<td>🚫</td>
<td>Warning Exception</td>
<td>Indicates that an expense entry has an exception that does not prevent submission.</td>
</tr>
<tr>
<td>🔴</td>
<td>Exception</td>
<td>Indicates that an expense entry exception must be resolved before submission.</td>
</tr>
<tr>
<td>Icon</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>🌟</td>
<td>Full Allocation</td>
<td></td>
</tr>
<tr>
<td>📝</td>
<td>Indicates that the expense entry has been fully allocated.</td>
<td></td>
</tr>
<tr>
<td>⚡</td>
<td>Partial Allocation</td>
<td></td>
</tr>
<tr>
<td>📈</td>
<td>Indicates that the expense entry has only been partially allocated.</td>
<td></td>
</tr>
<tr>
<td>📜</td>
<td>OCR Receipt</td>
<td></td>
</tr>
<tr>
<td>🍄</td>
<td>Indicates that an expense entry has an Optical Character Recognition (OCR) receipt (for example, Expensify).</td>
<td></td>
</tr>
<tr>
<td>📌</td>
<td>Receipt Image Required</td>
<td></td>
</tr>
<tr>
<td>📝</td>
<td>Indicates that an imaged receipt is required for this expense.</td>
<td></td>
</tr>
<tr>
<td>📚</td>
<td>Paper Receipt Required</td>
<td></td>
</tr>
<tr>
<td>📝</td>
<td>Indicates that an expense requires a paper receipt.</td>
<td></td>
</tr>
<tr>
<td>🔍</td>
<td>Missing Receipt Affidavit</td>
<td></td>
</tr>
<tr>
<td>📝</td>
<td>Indicates that a missing receipt affidavit has been attached to the expense.</td>
<td></td>
</tr>
<tr>
<td>🐠</td>
<td>E-Receipt Available</td>
<td></td>
</tr>
<tr>
<td>📝</td>
<td>Indicates that an e-receipt is available in Available Expenses.</td>
<td></td>
</tr>
<tr>
<td>📜</td>
<td>XML Receipt Attached</td>
<td></td>
</tr>
<tr>
<td>📝</td>
<td>Indicates that an XML receipt is attached to the expense.</td>
<td></td>
</tr>
<tr>
<td>✅</td>
<td>Report Ready for Review</td>
<td></td>
</tr>
<tr>
<td>📝</td>
<td>Indicates that the expense report has been reviewed by a delegate and is ready for delegate review and submission.</td>
<td></td>
</tr>
<tr>
<td>🔍</td>
<td>Budget Item</td>
<td></td>
</tr>
<tr>
<td>📚</td>
<td>Indicates that the item is allocated to a budget you manage and requires your budget approval.</td>
<td></td>
</tr>
<tr>
<td>🍄</td>
<td>Success</td>
<td></td>
</tr>
<tr>
<td>📝</td>
<td>Indicates that all required approvals have been processed.</td>
<td></td>
</tr>
<tr>
<td>🤝</td>
<td>Cost Object Approval</td>
<td></td>
</tr>
<tr>
<td>📝</td>
<td>Indicates that a cost object has been approved by the approver.</td>
<td></td>
</tr>
<tr>
<td>🩸</td>
<td>Acting as others</td>
<td></td>
</tr>
<tr>
<td>🤝</td>
<td>Indicates that the user is acting as a delegate for another user.</td>
<td></td>
</tr>
<tr>
<td>🩸</td>
<td>Acting as other user</td>
<td></td>
</tr>
<tr>
<td>🤝</td>
<td>Indicates that the user is acting as a delegate for another user.</td>
<td></td>
</tr>
<tr>
<td>📜</td>
<td>Mobile Phone</td>
<td></td>
</tr>
<tr>
<td>📝</td>
<td>Indicates that the user can add a mobile device to their Expense Profile.</td>
<td></td>
</tr>
<tr>
<td>🦠</td>
<td>Profile Picture</td>
<td></td>
</tr>
<tr>
<td>📝</td>
<td>Indicates that a user can add a profile picture to their Expense Profile.</td>
<td></td>
</tr>
<tr>
<td>🎯</td>
<td>Personal Car Mileage Calculator</td>
<td></td>
</tr>
<tr>
<td>🛡</td>
<td>Indicates that the user can click the icon to access the personal car mileage calculator.</td>
<td></td>
</tr>
<tr>
<td>Icon</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>--------</td>
<td>-----------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Drive" /></td>
<td>This icon indicates that this is a Drive expense.</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Mileage (Calculated)" /></td>
<td>This icon indicates when there is no location and only distance is provided.</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Mileage (Manual)" /></td>
<td>This icon indicates when there is no location and only distance is provided.</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Report Sent Back" /></td>
<td>Indicates that the approver sent a report back to the submitter with comments.</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="View Image" /></td>
<td>Indicates that the user can click the icon to view an image.</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Mobile Expense" /></td>
<td>Indicates that the expense entry was created in Mobile.</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Commuter Pass" /></td>
<td>A commuter pass was used for this (portion of) travel.</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Created Manually" /></td>
<td>The route was added using the manual route search function, and all aspects, including the route itself, may be edited by the user.</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Created Using Route Search" /></td>
<td>This route was created using the Route Search feature, and the route information cannot be edited, only selected items such as the Business Purpose. <strong>TIP:</strong> Hover over this icon to note attributes of the selected route.</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="IC Card Fare" /></td>
<td>In Available Expenses, or within the route search results window, the route was returned with an IC card fare.</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Round Trip" /></td>
<td>This route included round-trip travel.</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Receipt Attached" /></td>
<td>Like other expense report entries, this entry has a receipt image attached to it.</td>
<td></td>
</tr>
</tbody>
</table>
| ![Document Compliance](image) | Indicates that the receipt has been certified according to one of our supported document compliance solutions which includes:  
  - GRDC – France and Spain  
  - Fapiao – China |
Logging In and Profile Setup:

Logging In:

➢ **Step 1:** Navigate to DrexelOne.
➢ **Step 2:** Click the tab labeled **Employee**.

➢ **Step 3:** Click the Concur Travel & Expense link to access your SSO.

➢ **Step 4:** Review the **Login Warning** and click **OK**.
Updating User Profile Settings:

Note: Completing the profile fields will allow Concur to auto-populate information when booking travel, saving you time. Clicking on Save once will save all profile information.

➢ **Step 1:** From the Concur homepage, click the Profile icon and select Profile Settings.

➢ **Step 2:** Click the Personal Information link under Profile Options.

➢ **Step 3:** Verify that your name matches what is on your ID/Passport. Please check the No Middle Name checkbox if you do not have a middle name.
➢ **Step 4:** Under **Company Information**, please verify that the employee ID, manager, and position/title fields are correct. If not, please get in touch with your current manager and department administrators to correct this information. For more information, go to the [Employee Information Changes](#) page.

➢ **Step 5:** Verify that your **Work and Home Addresses** are correct. This ensures that direct deposit works correctly and your auto-populated information has the correct addresses. If your home address is incorrect, update this information in your Concur profile and DrexelOne. For more information, go to the [Employee Information Changes](#) page.
➢ **Step 6:** Verify that your **Contact Information** is correct.

➢ **Step 7:** Click the blue hyperlink labeled **Verify**. Concur will send a verification code to the email listed. Enter the code in the box labeled **Enter Code** and click **OK**. You will receive an email confirming that your account has been verified.

➢ **Step 8:** Verify that your **Emergency Contact** information is correct.
➢ **Step 9:** Under **Travel Preferences**, you can select whether you receive travel discounts through memberships and select travel preferences such as seat selection and accessibility needs.
   - You can add frequent travelers or advantage programs by clicking **Add a Program**.
   - You can find unused tickets under the **Unused Tickets** section.
     - To add unused Southwest Airlines tickets, click **Add Ticket Credit**.
   - You can enter your TSA Precheck (TSA Precheck is a prohibited P-Card expense) information to be used when booking travel.
   - If you do not have a passport, select the checkbox labeled “I do not have a passport.”
   - To add a visa, click **Add a Visa**.

➢ **Step 10:** If you wish to assign an assistant and travel arranger to perform travel functions on your behalf, you can do so under the section labeled **Assistant and Travel Arrangers** by clicking **Add an Assistant**.
➢ Enter the user’s name. Use the checkboxes to allow them to book travel on your behalf and to assign them as your primary assistant for travel, if applicable. Click Save when finished. (The assistant must have their work phone number in their Concur profile for this function to work correctly.)

➢ Step 11: Under the Credit Cards section, click Add a Credit Card. A new window will allow you to add your P-Card/Travel Card information. Click Save when finished.
Request and Expense Information:

➢ **Note: Request and Expense Information sections share the same cost center information. If the Request is updated, the Expense information will also be updated.**

➢ **Under Request and Expense Information,** you can view your default cost center. If this is incorrect, please email tande@drexel.edu.
Under Request and Expense Preferences, you can adjust your email preferences using the checkboxes. Click Save when finished.

- If using Expensify, you must confirm that the expense created from the uploaded receipt is accurate before submission.
  - The more legible the receipt is, the easier it is for Concur software to create an accurate expense.
Verifying Default Expense Approver:

➢ *Note: Request and Expense Approver sections share the same approver. The Expense Approver will also be updated if the Request Approver is updated.*

![](Expense_Approvers.png)

➢ **Step 1:** Under profile settings, select *Expense Approvers*.
➢ **Step 2:** Verify that your expense approver information is correct. If not, please get in touch with your current manager and department administrators to correct this information. For more information, go to the [Employee Information Changes](#) page.

Assigning Delegates:

*Note: When an approver assigns a delegate to approve on their behalf, the delegate should have innate authority for that level of approval.*

![](Expense_Delegates.png)

➢ **Step 1:** Under profile settings, select *Expense Delegates*. The Expense Delegates page will appear.
➢ **Step 2:** Click **Add** and search for the user’s name in the search box. Click the **Add** button next to the search box to add the user.
Step 3: Use the checkboxes to activate/deactivate delegate permissions. A Concur admin must make the user an approver before the Can Approve permission is available.
- Click Save when finished.
- You can view who you are a delegate for and your delegate permissions by clicking the Delegate For tab.

Considerations prior to Booking Travel:
Note: The guest Booking feature can only be added by emailing tande@drexel.edu requesting this feature be added to your profile. Guest booking allows you to book travel for external guests, students, or persons who do not have access to the travel portal. All University travel must first follow an approval process. This process requires completing and submitting a Travel Request in Concur. The Travel Request identifies what travel costs can be paid or reimbursed to the traveler using University funds. Travel Requests must be approved before making travel arrangements and completing an Expense Report in Concur. Individuals traveling for Drexel University business who have not submitted the proper travel request may not be covered by University insurance policies and may be traveling at their own risk.

- A complete CTER includes all required receipts, documentation, and pre-approvals.
- Out-of-pocket (OOP) reimbursement expense reports must be submitted via Concur no more than 60 days after the date of return from travel.

INTERNATIONAL TRAVEL - Please note a new process is now in effect:
- All international travel requires registration through the Office of Global Engagement before requesting and booking travel. For further guidance, please refer to the Drexel Global Registration page: Drexel Global - Travel Safety.
  - Once your travel is fully registered, you will receive an email from Global stating that your trip has been registered in bold. Please upload this email to your travel request.
- Use of limo or car service is allowable with written approval.
- Seat upgrades to business or first class for flights longer than 5+ hours are allowed with written approval.
- Airbnb should not exceed the cost of comparable-priced mid-market hotel accommodations.
➢ Travel account code definitions for each travel expense are under forms & training on the procurement website. Travel Account Codes.

Booking Travel:

➢ Step 1: Click Home at the top left of the page and click Travel.
➢ Step 2: On the trip search menu, click Booking for Myself or Book for Guest (Guest booking must be granted).
➢ Step 3: Use the Flight/Train Search tab to book a flight by itself, with a car rental and hotel reservation. Use the Hotel Search and Car Search tabs to book car and hotel reservations without a flight.
➢ Step 4: Select one of the following types of flight options:
   o Round Trip
   o One Way
   o Multi City (If available)
➢ Step 5: In the From and To fields, enter the cities for your travel. When you type in a city, airport name, or airport code, Concur will automatically search for a match.
➢ **Step 6:** Click on the Depart and Return date fields and select the appropriate dates from the calendar. Use the remaining fields in this section to define the desired time range.
   ➢ A box on the left of the Depart and Return Dates shows plus/minus 4. This indicator widens your search to 4 hours before and after the time you select as a desired flight time. You may adjust this number by clicking on the arrow and selecting a number between 2 and 12.
   ➢ **Step 7:** Click the arrow to the right of the time of the flight.
➢ The graphical display is based on flight schedule data. It does not show rail options or consider refundability or class of service preferences.

➢ Each green bar represents 30 minutes. Hover the mouse pointer over a green bar to see all the flights available for that time slot.

➢ If you change locations or dates, click refresh graph for more data.

➢ If you need a car, click the Pick-up/Drop-off car at the airport check box.

➢ If you need an off-airport vehicle or have other special requests, skip this step and add a car later from your itinerary. (When booking Enterprise or National within the U.S., decline additional insurance. Insurance is included in the Drexel rate. If renting with any other car company or outside the U.S., accept additional insurance.)

➢ If you need a hotel, click the Find a Hotel check box. Additional fields will appear.

➢ Choose to search near an airport, an address, a company location, or a reference point/zip code (a city or neighborhood).

➢ If you stay at more than one hotel during your trip or do not need one for the entire stay, you can skip this step and add a hotel later to your itinerary.

➢ Verify the hotel’s cancellation policy before booking, canceling, or changing your hotel reservation. Hotel cancellation policies have recently become much stricter. Fees will apply.

➢ Step 8: Click Search, use the drop-down menu to select Business, if applicable. Click Next.
➢ The matrix at the top of the page displays the airlines to choose from and which offer nonstop, one-stop, or two-stop flights. You may click on a specific airline to display only those flights in the lower section of the screen, or you may scroll down the page and select one of the flights listed.

➢ Selected fares will be displayed below the matrix.
➢ **Step 9:** Click the *Shop by Fares* tab and *View Fares* button to review the fare prices, rules, benefits, and services for the return flight.

➢ **Step 10:** Select the fare of your choice.

➢ After you have made your selections, you will be directed to a Review and Reserve page, which displays the booking details and often will allow for the selection of seats and payment method.
Drexel University
Concur Travel Request Guide
Submitting a Travel Request

Note: All University paid travel for full-time employees with benefits must be pre-approved, whether paid via P-Card or reimbursed for out-of-pocket expenses. All University travel must first follow an approval process. This process requires completing and submitting a Travel Request in Concur. The Travel Request identifies what travel costs can be paid or reimbursed to the traveler using University funds. Travel Requests must be approved before making travel arrangements and completing an Expense Report in Concur. Individuals traveling for Drexel University business who have not submitted the proper travel request may not be covered by University insurance policies and may be traveling at their own risk.

Starting a Travel Request:

➢ Step 1: From the Concur homepage, click on Start a Request from the quick access taskbar.
  o The Request Header Page will appear, allowing you to enter the details of your travel request.

The Report Header Page:

Note: A red asterisk (*) indicates a required field. Before proceeding, you must provide input.

➢ The Report Header Page contains a summary of your anticipated trip. You will provide information such as destination, business purpose, and travel dates.
➢ Step 1: Complete the required fields by entering the details of your request and click Create Request when finished.

A. Request/Trip Name: With no spaces, enter your last name, first initial, and the start date of the request using the naming convention in the example given. (e.g., John Doe's travel request for June 18, 2022, becomes DOEJ01182022)

B. Request/Trip Purpose: Select your trip purpose from the drop-down menu.

C. Detailed Business Purpose: Explain travel purposes and include the names of those traveling (Name of conference/event).

D. Request/Trip Start Date and Request/Trip End Date: Enter your trip's start and end date.

E. Trip Type: Select International or Domestic travel using the drop-down menu.

F. Does this trip include personal Travel? If your trip includes personal travel, select Yes from the drop-down menu and enter the personal travel dates in the corresponding box to the right.

G. Destination City: Enter the destination city.

H. Cost Center Information: Concur will auto-populate your default cost center information on the Report Header Page. You can allocate expenses at both the request and expense levels. Enter comments to approvers/processors in the Comments section if needed.
Click on the Request Header name (DoeJ043024) to edit the request header details. Below the request header name, you can find the Request ID and status.

Click the trash bin icon to delete the request.

Adding Expected Out of Pocket Expenses:

Note: Expected expenses are estimated, reasonable, and necessary travel expenses incurred while carrying out University business, traveling from one's office to a business destination and back, or traveling internationally.

Step 1: Under Expected Expenses, click Add and select a travel expense from the drop-down menu. You can also use the search bar to find a specific expense type.
➢ **Step 2:** Complete the **required fields** labeled with a red asterisk.

➢ Select **Out of Pocket** or **Pending P-Card Transaction** from the **Anticipated Payment Type** drop-down.

➢ There are two ways to allocate expenses. You can select Allocate within the new expense page to allocate the expense to a cost center outside of your default. The allocation page will appear. The second way is to allocate all the expenses simultaneously, as shown later in this guide.

**Step 3:** Click **Save** when finished.

**Allocating Expected Expenses:**

**Note:** The Allocation menu displays the expense amount, the percent allocated to the default cost center (100%), and the remaining (0%). To view this information in dollar amounts instead of percentages, click the tab labeled Amount next to Percent.
➢ **Step 1:** After opening an expense line item, click **Allocate** and **Add**. The **Add Allocation** page will appear.

➢ **Step 2:** To search by **code** or **text**, use the **filter** drop-down and select **either**.

➢ **Step 3:** Select a **Chart**, **Fund**, **Org**, **Program**, and **Activity** code, if applicable.

➢ **Step 4:** Click **Save**.

➢ You can also allocate multiple expenses by selecting them using the checkboxes on the left and then clicking **Allocate**. Repeat steps 1 – 4. These steps are shown again under the Expense reconciliation section of this guide.

Allocation Summary:

**Note:** The Allocation Summary page is only available from the Request Details drop-down menu if expenses are allocated outside the user's default cost center.
You can quickly preview an expense’s allocation by clicking on the hyperlink labeled **Allocated** as shown above.

![Allocation Summary](image)

**Split Allocations:**

- **Step 1:** Adjust the percent/amount charged to each cost center by changing the value in the **Percent %/Amount** box.
  - To view dollar amounts, click the tab labeled **Amount**.

![Allocate](image)

- **Step 2:** Click **Save** when finished.
Saving Favorite Allocations:

Note: Allocations can be saved as favorites, making them easily accessible for future use.

➢ **Step 1:** To save an allocation as a favorite, select the allocation(s) using the checkbox(es) and click the button labeled **Save as Favorite**.

➢ **Step 2:** Enter the allocation name for future reference and click **Save**.

➢ When adding an allocation on the Allocate menu, favorite allocations can be found under the Favorite Allocations tab.
Managing Attachments:

Adding Attachments:

**Note:** Max file size is 5MB.

➢ **Step 1:** Click the Attachments drop-down and select **Attach Documents** (You can upload supporting documents such as Pre-Approvals, Prohibited Expense Exception form, and Essential Travel Request Approvals).

➢ **Step 2:** Click within the **Upload and Attach** box, select the file you wish to upload, and click open.
  - Repeat steps 1 – 2 to attach multiple documents.
Viewing and Deleting Attachments
➢ After uploading documents, you can view or delete them by clicking Attachments and selecting View Documents or Delete Documents from the drop-down menu.

Submitting the Travel Request:
Travel Request Pre-Submission Checklist:

➢ The Report Header is accurate and complete. (The naming convention is correct, has a detailed business purpose, accurate dates, etc.)
➢ Expected Out-of-pocket expenses added.
➢ Pending P-Card Transactions added.
➢ Expenses allocated, if applicable (This can be adjusted later when reconciling the expenses if anything changes).
➢ Supporting Documentation is attached to the travel request. If flying internationally, the correct email from the Office of Global Engagement stating that your travel is “Registered” is attached.

➢ Step 1: Click Submit Request. The Travel Request Agreement will appear.

➢ Step 2: After reviewing the Travel Request Agreement, click Accept & Continue. The report will enter the request approval workflow for review.
Cancelling/Copying/Recalling a Pending Request:

**Note:** A request cannot be recalled once it reaches final approval.

➢ **To Cancel:** Select **Cancel Request** from the More Actions menu on the request page.
➢ **To Copy:** Select **Copy Request** from the More Actions drop-down menu.
➢ **To Recall:** Click the button labeled Recall.

Navigating to The Request Timeline:

➢ The **Request Timeline** page displays the approval workflow for the request, a summary of the approval activity for the request, and any comments added to the request.

➢ **Step 1:** Click **Request Details** and select **Request Timeline**.
➢ The request is pending manager approval, as indicated by the filled circle.

Navigating to the Audit Trail:

The **Audit Trail** logs every addition, change, deletion, and comment for the request.

➢ **Step 1:** Click **Request Details** and select **Audit Trail**.
End of Travel Request Guide
Drexel University
Concur Travel Expense Guide
Submitting a Travel Expense Report

**Note:** All travel-related expense reports must be made from an already approved travel request. Before creating a new expense report from an approved request, **please first verify that Concur has not already automatically created a new expense report from your approved request under the Expense page by clicking Open Reports.** Cardholders with travel expenses spanning multiple cycles are not required to submit multiple expense reports for a single trip. As P-Card transactions post for a particular trip, in compliance with the reconciliation deadline for each P-Card cycle:

- Add the travel-related transactions to the appropriate expense report.
- Fully reconcile the charges, including allocating to the correct cost center, adding appropriate transaction notes, and uploading receipt(s).
- DO NOT submit the expense report for review until all relevant P-Card transactions for that trip have been added and reconciled and the trip has concluded.

Creating an Expense Report from an Approved Request:

➢ **Step 1:** From the Concur homepage, click **Authorization Requests**.

![Authorization Requests](image1)

➢ **Step 2:** Open the approved travel request by clicking on its tile.

![Open Travel Request](image2)

➢ **Step 3:** Click the button labeled **Create Expense Report**. The new expense report will open.

![Create Expense Report](image3)
Reconciling Travel Expenses:

**Note:** The Alerts menu will contain alerts until each expense is fully reconciled. Pending Card Transactions are placeholders that come from the approved travel request. They allow you to reconcile ahead of time, so when the actual transactions post, you can merge them, effectively combining the reconciliation information with the imported credit card information. Meals are typically estimated on the travel request, in bulk, as one expense line item following the per diem allowance. Therefore, you do not have to merge each meal transaction with the meals Pending Card Transaction. You may delete the meals Pending Card Transaction from the expense report. If reconciling P-Card transactions, the first step would be to add the transactions to the report. Then, merge each expense with the corresponding Pending P-Card transactions from your original request. Each expense will require transaction notes.

Travel expenses may be reconciled on an expense report without a fully approved travel request. Once the travel request is fully approved, you may move the reconciled transactions to the expense report automatically created when the travel request was fully approved.
Merging P-Card Transactions with Pending Card Transactions

**Note:** You cannot submit the expense report until all pending card transactions are merged with the corresponding P-Card expense.

- **Step 1:** Click Add Expense.
- **Step 2:** Using the checkboxes, select the P-Card transaction(s) that belong to the trip.
- **Step 3:** Click Add to Report.

- **Step 4:** Select the Pending Card Transaction and the corresponding Travel/P-Card expense using the checkboxes.
- **Step 5:** Click Combine Expenses. Repeat steps 4 and 5 for each transaction.
  - Only the imported P-Card transaction will remain after combining expenses. Concur will automatically update the report totals if the actual dollar amount differs from the anticipated amount. Once each P-Card transaction is merged, you can then proceed with expensing each line.
Reconciliating Expense Line Items:

➢ **Step 1:** Click the expense line item to open the expense.

➢ **Step 2:** Complete the following required fields under the details tab:

For Out-of-Pocket Transactions:

➢ **Expense Type** – Expense types correlate to Drexel account codes.
➢ **Dates**—The posted date cannot be entered as it is specific for P-Card transactions. You will want to enter a transaction date, which should be when the purchase was made.
➢ **Vendor Name** – Enter the vendor’s name as it appears on the receipt.
➢ **City of Purchase** – Enter the city where your purchase was made.
➢ **Payment Type** – Verify that the payment type is set to Out of Pocket.
➢ **Amount** – Enter the transaction amount as it appears on the receipt.
➢ **Currency** – Verify that the currency is correct. Concur will automatically calculate the conversion rate if a foreign currency was used.
➢ **Request** – This field will populate only for expenses placed on the original request. Verify that the correct request is selected in this field.
➢ **Transaction Notes** – Although the transaction notes field does not have an asterisk, it is required for all expenses. A proper transaction note will provide a clear business purpose for the expense, including who, what, when, where, and why. If this field is not completed, it will result in an alert at the top of the page.

**For P-Card Transactions:** P-Card transactions will automatically populate with the posted and transaction date, vendor name, city of purchase, payment type, amount, and currency.

➢ **Expense Type** – Expense types correlate to Drexel account codes.
➢ **Transaction Notes** – Although the transaction notes field does not have an asterisk, it is required for all expenses. A proper transaction note will provide a clear business purpose for the expense, including who, what, when, where, and why. If this field is not completed, it will result in an alert at the top of the page.

➢ **Step 3:** Click **Upload Receipt Image** and select the file to upload.
   o Receipts uploaded to Concur through the dashboard or mobile app will be accessible under the Available Receipts tab.
   o If receipts are already uploaded to the report, you can click on the **Receipts in the Report** tab to access them.
   o If you are missing a receipt and cannot obtain a duplicate from the supplier, please use the **Missing Receipt Declaration** by clicking the hyperlink.
     ▪ If using the **Missing Receipt Declaration**, please first remove all attached receipts from the expense.
     ▪ The **Missing Receipt Declaration** replaces the Missing Receipt form. However, delegates may still use this form as they do not have access to complete the missing receipt declaration.

➢ **Step 4:** Click **Save Expense** when finished.
Using the Missing Receipt Declaration:

**Note:** The Missing Receipt Declaration replaces the missing receipt form. Before using it, you must remove any attachments from the expense item.

➢ **Step 1:** Click the hyperlink labeled **Missing Receipt Declaration** on the **Attach Receipt** menu.
➢ **Step 2:** Use the checkbox to select the expense and click **Accept and Create**. The missing receipt affidavit will be created for the selected expense or expenses.
Allocating from the Expense Details Page:

➢ **Step 1:** After opening an expense line item, click **Allocate**.

![Allocate button on expense details page]

- The Allocation menu displays the expense amount, the percent allocated to the default cost center (100%), and the percent remaining (0%).
- To view this information in dollar amounts instead of percentages, click the **Amount** tab.

➢ **Step 2:** Click **Add**, and the **Add Allocation** page will appear.

➢ **Step 3:** Using the drop-down menus, select a **Chart**, **Fund**, **Org**, **Program**, and **Activity** code, if applicable.
  - To search by **text**, **code**, or either, use the **filter** drop-down menu.

![Add Allocation window]

- The drop-down will provide the five most recently used allocations first; you can search by scrolling through the list provided or by typing a portion of the number or description needed.

➢ **Step 4:** Click **Save** to save the allocation.

![Save allocation button]
**Split Allocations:**

**Note:** Concur allows you to split an expense between multiple cost centers, either by percentage or dollar amount.

- **Step 1:** In the allocations page, adjust the percent/dollar amount charged to each cost center by changing the value in the **Percent %/Amount** box.
  - To view dollar amounts, click the tab labeled **Amount** (The example below shows the percentage amount).
- **Step 2:** Click **Save** when finished.
Allocating from the Report Page:

**Note:** You can allocate one or more expenses from the report page by using the checkboxes on the left and then clicking **Allocate**. Repeat steps 2 – 4 from the **Allocating from the Expense Details Page** section.

Adding Out-of-Pocket Expenses to the Report:
If you incurred Out-of-Pocket expenses that were not part of your original request, you can add them to your expense report.

- **Step 1:** Click **Add Expense**.
- **Step 2:** Click **Create a New** Expense.
  - Select an expense type from the menu or search for it by name using the search bar.
➢ **Step 3:** A new expense details page will appear. You can follow the steps outlined in this guide's Reconciling Expense Line-Item section.

**Adding Attendees to a Business Meal:**

**Note:** Meal & entertainment expense types require attendees.

➢ **Step 1:** Click Attendees.
➢ Step 2: Click Add.
➢ Step 3: Click the Attendees tab and use the search bar to search for the attendee by name. Use the Attendee Type drop-down menu to search for faculty/staff or guests. Use the search bar to search for an attendee by name.
➢ Step 4: Click Search.

➢ Step 5: Scroll down, select the attendees using the checkboxes, and click Add.
➢ Step 6: Click Save.

Searching/Creating Guests:
Note: Guests can be searched for or created under the Add Attendees page.

To Search for a Guest:
➢ **Step 1:** Click the *Attendees* tab and use the Attendee Type drop-down to select *Guest*.

➢ **Step 2:** Repeat steps 3-6 above.

**To Create a Guest:**

➢ **Step 1:** Under the *Attendees* tab, select Guest and click *Create New Attendee* in the lower right-hand corner of the menu.

➢ **Step 2:** Enter the attendee type, last name, first name, and affiliation. Click *Create Attendee* when finished.

➢ **Step 3:** Click *Save* to add them to the expense.
  
  o This same procedure can be used to create Group Events.
**Itemizing Hotel/Lodging Expense Types:**

**Note:** Hotel expenses always require itemization to ensure various expense types, such as parking, meals, and lodging, are allocated appropriately. You cannot allocate hotel expenses until the itemization is complete.

- **Step 1:** On the expense’s Details page, click the **Itemizations** tab after completing the required fields.
- **Step 2:** Enter the room rate per night (Remaining / Nights) and click **Save Itemization**.

**Adding Personal Car Mileage Expense Type:**

**Note:** If origination from home is on a weekend, normal commuting mileage does not need to be deducted. Business mileage does not include the normal commute to and from work. A rental car, taxi, or other form of travel (e.g., rail, bus, airline, etc.) should be used for international travel. Reimbursement of international mileage when using a personal vehicle owned by the Traveler or another person will not be reimbursed.
➢ **Step 1:** Click Add Expense.
➢ **Step 2:** Select Personal Car Mileage under the Create New Expense tab. The Mileage Calculator will appear.

➢ **Step 3:** Enter the start and end points.
  - Click the hyperlink labeled Make Round Trip if desired.
  - Select the Deduct Commute checkbox when business travel originates from home on a weekday.
➢ **Step 4:** Click Add Mileage to Expense.
➢ **Step 5:** Complete the required fields labeled with a red asterisk.
Step 6: Click Save Expense.

Converting Foreign Currency:

Note: When expensing a transaction utilizing foreign currency, the Concur system will automatically convert to USD.

➢ Step 1: Enter the amount of the expense and select the currency from the drop-down menu.
  o The conversion rate is displayed in the Conversion Rate Field, and the converted amount is displayed in the Amount in USD field.
➢ Step 2: Click Save Expense.
Submitting the Expense Report:

➢ **Step 1:** Once all expenses are entered and all hard-stop alerts are cleared, click **Submit Report**.

➢ **Step 2:** Review the User Electronic Agreement and click **Accept & Continue**.
➢ **Step 4:** Click **Submit Report** when finished reviewing the **Report Totals** page.
  - The **Totals** page summarizes the amounts owed to the traveler and the amount owed to the University.

**Navigating to the Report Timeline and Audit Trail:**

**Note:** The **Request Timeline** page displays the approval workflow for the expense report, a summary of the approval activity for the report, and any comments added to the report.
➢ **Step 1:** On the request page, click the Report Details menu and select *Report Timeline* or *Audit Trail* from the drop-down menu.

The Audit Trail logs every addition, change, deletion, comment, etc., for the report.
Submitting a Non-Travel Expense Report

Starting a Non-Travel Expense Report:

**Note:** All Non-Travel P-Card expenses must be reconciled on an expense report using the Non-Travel Policy. Any travel-related transactions (air, lodging, meals, etc.) must be reconciled separately through an approved Travel Request and the resulting Travel Expense Report.

1. **Step 1:** Click Expense on the header toolbar and select Card Transactions.
   - To sort expenses by card account, use the Card Activity menu.
   - To sort transactions by statement cycle, use the Current Statement menu.
2. **Step 2:** Select the checkbox(es) for the non-travel expenses you will reconcile.
3. **Step 3:** On the Add Charges To menu, select New Expense Report.
4. **Step 4:** Click the Add Selected button to move your expenses to initiate a new expense report.
Completing the Non-Travel Report Header Page:

➢ **Step 1:** Select the **Non-Travel Policy** from the policy drop-down menu.

➢ **Step 2:** Under **Report Name**, enter a corresponding name using the following format:
   Cardholder LAST NAME, Cardholder FIRST INITIAL, MONTH, and YEAR. (e.g., John Doe's Report for March 2022: **DOEJMAR2022**).

➢ **Step 3:** Verify the correct P-Card Cycle is selected using the **Statement Period** drop-down menu.

➢ **Step 4:** Click **Create Report**. A new page will open with the selected transactions.
Reconciling Non-Travel Expenses:

➢ **Step 1:** Click on a transaction to open the expense detail page and begin reconciling.

> Sounds of a red alarm

➢ **Step 2:** Complete the following required fields under the details tab:
  - P-Card transactions will automatically populate with the posted and transaction date, vendor name, city of purchase, payment type, amount, and currency.
  - **Expense Type** – Expense types correlate to Drexel account codes.
  - **City of Purchase** – Enter the city where your purchase was made, if applicable.
  - **Transaction Notes** – Although the transaction notes field does not have an asterisk, it is required for all expenses. A proper transaction note will provide a clear business purpose for the expense, including **who, what, when, where**, and **why**. If this field is not completed, it will result in an alert at the top of the page.
    - Click **Add Receipt**.
➢ **Step 3:** Once you click **Add Receipt**, click **Upload New Receipt** and select the file to upload.
   - Receipts uploaded to Concur through the dashboard or mobile app will be accessible under the Available Receipts tab.
   - If receipts are already uploaded to the report, you can click on the **Receipts in the Report** tab to access them.
   - If you are missing a receipt and cannot obtain a duplicate from the supplier, please use the **Missing Receipt Declaration** by clicking the hyperlink.
   - The **Missing Receipt Declaration** replaces the missing receipt form.

➢ **Step 4:** Click **Save Expense**.
Using the Missing Receipt Declaration:

➢ **Step 1:** Click the hyperlink labeled **Missing Receipt Declaration** on the **Attach Receipt** page.

➢ **Step 2:** Select the expense(s) using the radio button and click **Accept and Create**. The missing receipt affidavit(s) will be created for the selected expense(s).

**Using Available Receipts:**

**Note:** Users can upload images to the **Available Receipts** library, which stores the receipt until the user can attach it to an expense report.
Upload images from the Expense home page:

➢ **Step 1**: From the Concur homepage, click Expense on the header toolbar.
➢ **Step 2**: Under Available Receipts, click Upload New Receipt at the bottom of the page. The Receipt Upload window appears.
➢ **Step 3**: Click Browse (or Choose File, depending on the browser).
➢ **Step 4**: Locate the desired file. You may upload more than one file at a time. To select more than one file, hold the “ctrl” OR “shift” keys on your keyboard while selecting files.
➢ **Step 5**: Click Upload and Close. The receipt will be available and attached at any time.

**Adding Transaction Notes:**

**Note:** Transaction Notes are always required when reconciling/expensing transactions.

➢ **Step 1**: Click on the transaction notes field and enter your transaction notes. All Transaction Notes must include the following required information:
   - **Who**: Specific names of the individuals or groups who incurred the expense or benefited from the purchase; the supplier's name if not indicated on the receipt (e.g., PayPal receipt).
   - **What/Why**: Explanation of the expense (what was purchased; why was the purchase made on behalf of the University).
   - **When**: The time/date of the transaction (if not indicated on the receipt).
   - **Where**: The location of the supplier/event (if not indicated on the receipt).
➢ **Step 2**: Continue reconciliation OR click Save Expense when finished.
Allocating from the Expense Details Page:

➢ **Step 1:** After opening an expense line item, click **Allocate**.
  - The Allocation menu displays the expense amount, the percent allocated to the default cost center (100%), and the percent remaining (0%). To view this information in dollar amounts instead of percentages, click the **Amount** tab to the right of the **Percent** tab.

➢ **Step 2:** Click **Add**, and the **Add Allocation** page will appear.

➢ **Step 3:** Using the drop-down menus, select a **Chart**, **Fund**, **Org**, **Program**, and **Activity** code, if applicable.
  - To search by **text**, **code**, or **either**, use the **filter** drop-down menu.
The drop-down will provide the five most recently used allocations first; you can search by scrolling through the list provided or by typing a portion of the number or description needed.

➢ **Step 4:** Click *Save*.

**Split Allocations:**

**Note:** The system allows you to split an expense between multiple cost centers, either by percentage or dollar amount.

➢ **Step 1:** In the allocations page, adjust the percent/dollar amount charged to each cost center by changing the value in the *Percent %/Amount* box.
  - To view dollar amounts, click the tab labeled *Amount*.

➢ **Step 2:** Click *Save* when finished.

**Allocating from the Report Page:**

**Note:** In the report view, multiple expenses may be allocated to the same cost centers by using the checkboxes on the left and then clicking *Allocate*. Repeat steps 2 – 4 above from the Allocating from the Expense Details Page section.
Adding Attendees to a Business Meal:

Note: Meal and Entertainment expense types require attendees. If the receipt is missing or not itemized, itemization is needed.

➢ Step 1: Click Attendees.

➢ Step 2: Click Add.

➢ Step 3: Click the Attendees tab and use the search bar to search for the attendee by name. Use the Attendee Type drop-down menu to search for Faculty/Staff, Group Event, or Guest.
➢ **Step 4:** Use the search bar to search for an attendee by name. Click **Add** to select the attendee. Repeat this step if needed to add all attendees. Click **Close** to return to the Attendees tab.

vänt

➢ **Step 5:** Click **Save** to add attendees to the expense.

**Searching/Creating Guests:**

*Note: Guests* can be searched for/created under the **Add Attendees** page.

vänt

➢ **Step 1:** Click the **Attendees** tab and use the **Attendee Type** drop-down to select **Guest**.
➢ **Step 2:** Enter the attendee’s last name, first name, and affiliation, and click **Search**.

**To Create a Guest:**

➢ **Step 1:** Under the **Attendees** tab, select Guest and click **Create New Attendee** in the lower right-hand corner of the menu. The **Create New Attendee** menu will appear.

➢ **Step 2:** Enter the **Attendee Type**, **Last Name**, **First Name**, and **Affiliation**. Click **Create Attendee** when finished.
➢ **Step 3:** Click **Save** to add guest attendees to the expense.

**Submitting a Non-Travel Expense Report:**

**Note:** On the Expense Report page, any notes, attendees, or allocated expenses entered will be indicated. *You may click on the corresponding hyperlinks to review your entries.

➢ **Step 1:** If complete and you are satisfied, click **Submit Report**.
➢ **Step 2:** A window appears with the **User Electronic Agreement.** By clicking **Accept & Submit,** the user accepts the terms and conditions of the agreement.

➢ **Step 3:** A report summary will be displayed. If all is correct, click **Submit Report.**

➢ You will receive a notification that the report has been submitted. Your report and its status will now be available on your Concur dashboard.

---

**End of Non-Travel Expense Guide**
ACTING AS A DELEGATE

Note: To be assigned as a Delegate, you must be a Drexel Employee with an active Concur account. By acting as a Delegate, you can prepare and approve Travel Requests and Expense Reports on behalf of another user and receive email notifications. The user must add you as a delegate and grant appropriate permissions under their user profile before you can act on their behalf.

➢ Step 1: Click the **Profile** icon on the top right-hand corner. Click **A Delegate for**.... Search for the user’s name or ID in the search box, select the desired user, and click **Switch**.
   o If you do not have this option or if you do not see the user’s name, they have not added you to their Concur profile as a delegate.

➢ Step 2: Now, the delegate will act on the user’s behalf and see their name.
   o If the delegate is granted preparation permissions, they can create a Travel Request and Expense Report on behalf of the traveler. However, the traveler must submit the Travel Request/Expense Report for certification.
➢ **Step 3:** Delegate completes Travel Request/Expense Report. For information about completing a Travel Request/Expense Report, follow the instructions in this guide’s Travel Request and Expense Report sections. Once finished, click the button labeled **Notify Employee.** Then click **Close.**

➢ The traveler will receive an email notification, as seen above.
➢ **Step 4:** To end acting as the Delegate, click on **Profile** and click **Myself**. If you need to act as a delegate on behalf of another user, you can search for another user to act on their behalf and click **Start Session**.

➢ The Traveler will receive a notice that their Travel Request/Expense Report is ready for review. Once reviewed, they can click **Submit** to submit their request/report. Once reviewed, the traveler can click **Accept & Submit** to submit their request/report.

**BOOKING TRAVEL ON ANOTHER USER’S BEHAVIOR**

**Note:** By acting as a Travel Arranger, you can book travel in Concur on behalf of another user. To act as a Travel Arranger, you must be a Drexel Employee with an active Concur account. The user must add you as a travel arranger and a delegate. They can then grant appropriate permissions under their user profile before you can act and book travel on their behalf (prepare Requests/Expense Reports). All required fields of the traveler’s user profile must be completed, and the profile must be saved to book travel in Concur. A credit card must be saved in the traveler’s profile to book hotel reservations. To book airfare for the traveler, please make sure the name in Concur is identical to the name on their photo identification used for travel.

➢ **Step 1:** Access the traveler’s profile as their travel arranger (follow the same steps as in the delegate section above).
➢ **Step 2:** Click on the Travel Tab at the top of the page and click on the tab labeled *Upcoming Trips* to view any travel reservations related to the user.

![Concur Travel Tab](image)

➢ **Step 4:** To book travel on the user’s behalf, proceed to book through Trip Search. Please refer to the Booking Travel section of this guide.

➢ Once finalized, you and the traveler will receive an email with the booked travel reservation.

**APPROVER ROLE**

Note: Having the approver role allows you to approve Travel Requests and Expense Reports in Concur. You will have a single login for both your travel and approvals. By having the approval role, you will see an additional Approvals Tab at the top of the Concur homepage. Concur will alert you via email notification when there are requests/reports pending your approval. You can also check your Quick Access Taskbar, shown below, to see if any pending travel requests or expense reports are awaiting your approval.

**Approver Timeline:** [Concur P-Card Reconciliation Due Dates](#)

**Approving Travel Requests:**

➢ **Approval Authority Responsibility:** Approval authority ensures all expenses are reasonable in terms of price, purpose, and necessity and is responsible for:

- Ensuring appropriate use of funds.
- Ensuring expenses requested are reasonable, essential, and supported by a business purpose or justification, as appropriate.
- Validating, to the extent possible, that the employee will incur the expenses listed and that supporting documentation (Pre-Approvals, Prohibited Expense Exception form, *Essential Travel Request Approvals*), if applicable, is attached to the request.
- Reviewing and approving the business purpose and ensuring the request follows any applicable University policy, guidelines, or sponsored project/grant requirements.
- Approving/denying payment of the travel claim promptly and denying expenses unrelated to official University business.

➢ **Step 1**: Click **Required Approvals** on the Quick Access Taskbar.

➢ **Step 2**: There are two tabs related to approvals. One for travel requests and one for expense reports. Click the **Requests** tab under Approvals.

➢ **Step 3**: Click the request name hyperlink to access the request.

➢ **Step 4**: You can now review the Travel Request by viewing the following:

  o Request Header (Trip Purpose corresponds with the destination, start and end dates of travel, personal travel (if applicable))

  o Request Timeline

  o Audit Trail

  o Allocation Summary

  o Ensuring all fields have the correct information and attachments, if applicable. Approvers can also attach documentation if needed.

  o If a cash advance was requested, ensure a justification was provided.

  o Review comments, transaction notes, and attachments, if any.
➢ **Step 5:** Under **More Actions**, you can:
➢ Edit the Approval Flow: Add approvers without approving the request or report.
➢ Approve & Forward: Used to approve and add additional approval steps to the workflow.
➢ Send Back to Employee: If you do not wish to approve the request, click **Send Back to Employee**, and the traveler will be notified. A comment is required in the **Reason for Sending Back the Request** field.

➢ **Step 6:** If the request meets all requirements, click **Approve**.

➢ **Step 7:** Click **Accept & Continue** after reading the **Travel Request Approver Agreement**.
  o The request will automatically enter the next step in the approval workflow. You can review the **Request Timeline** to view the next step of approval.
Approving Expense Reports:

➢ Step 1: Click Required Approvals.

➢ Step 2: Click on the report's name to open the expense report summary.

➢ Step 3: Review each expense and all fields.
  o Click on the Details drop-down menu and step through each link to gather information about the request.
➢ The **Report Header** will give you trip details such as the business purpose. You can also add comments to the Report Header for approvers/processors.

➢ The Summary section houses the Report Summary and shows the original request, which can be accessed by clicking the Request Name hyperlink.

➢ You can review receipts by clicking the **Receipts** drop-down menu to the right of the **Details** menu displayed in the image above. You can also **Print/Email** a summary of the report.

➢ The **Show Exceptions** link below the **Approve & Forward** button will open a menu summarizing any exceptions within the report.

➢ The **Expenses** section displayed each expense that exists in the report. You can use the icons on each line item to quickly view **exceptions, receipts, comments, attendees, itemizations, allocations**, etc.

➢ **Step 4:** After reviewing, you have three options:
  - Send Back to User
  - Approve
  - Or Approve & Forward.
  - Please refer to the **Approving a Travel Request** section above for definitions of each option.

➢ **Step 5:** Read the **Final Confirmation** and Click **Accept** to approve the report.
Viewing Approved Requests/Reports:

➢ **Step 1:** Click the **Approvals** tab.
➢ **Step 2:** Click **Requests/Reports**.

➢ **Step 3:** For requests, click the drop-down menu labeled **Limit results** too. For reports, click the drop-down menu labeled **View**.

➢ **Step 3:** Select the option to review requests/reports from the prior month, quarter, year, or all reports approved.