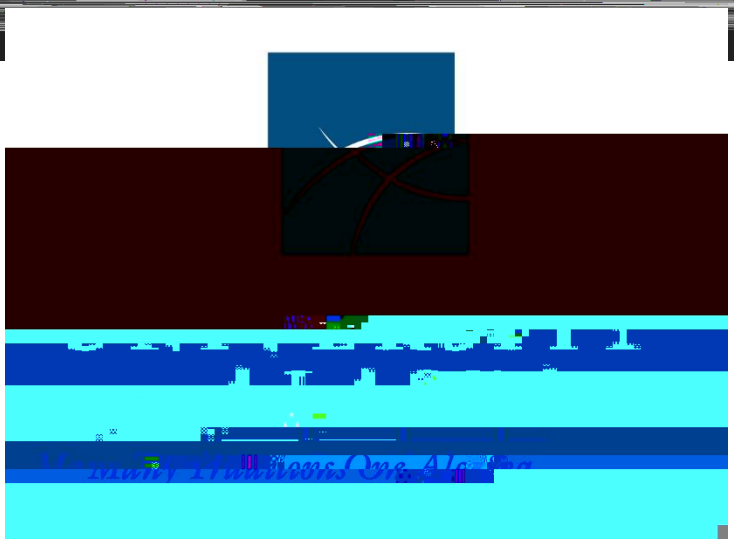


TRAVELER QUICK GUIDE

Appendix C

An abridged guide to the three main Concur modules for travelers:
Request, Travel, and Expense

Introduction 2
Responsibilities 2
Glossaryy

The following are a few commonly used travel terms defined by their purpose in this guide.

Allocate – Assign the expense to UA funding different from the primary funding in the Header or distribute the expenses to more than one UA funding source

Audit Flag – A notification that something in the document requires attention and possible correction.

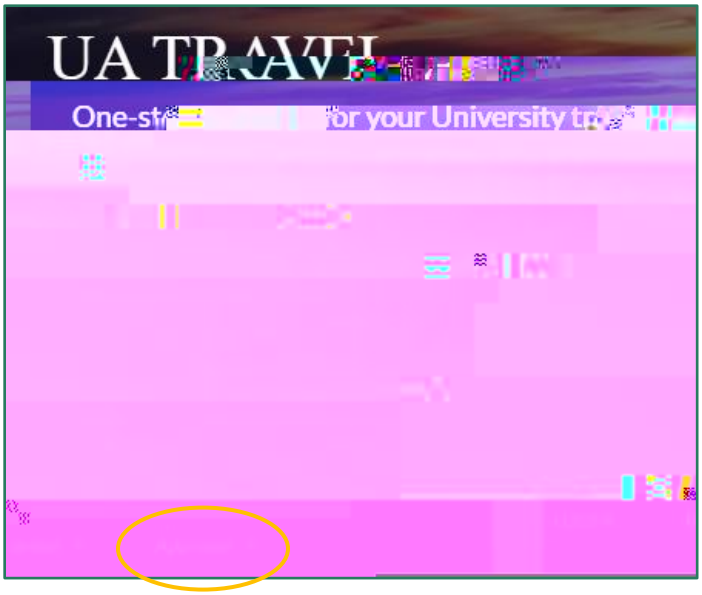
> Yellow Audit Flag (Alert/Warning) – A soft stop alert or warning that may indicate a possible compliance issue, but still allows submission of the Request or Report. For example, notification of Fly America regulations on international travel.
>
> Red Audit Flag (Exception) – A hard stop exception indicating an issue that requires resolution before submitting the Request or Report. For example, entering personal time without attaching a business-only cost comparison.

Corporate Travel Management (CTM) – The travel agency hired by UA to manage the booking portion of Concur and provide full travel booking services.

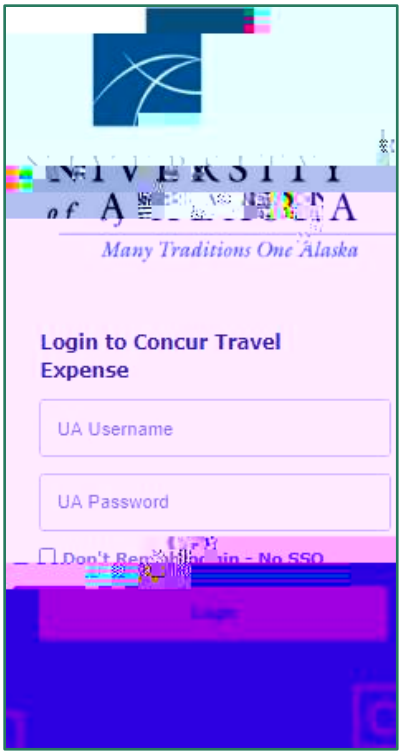
Lowest Logical Cost (or Least Cost Logical) – A business expense that meets the criteria of necessary, prudent, and as economical as possible. Economical meaning the lowest-price fare/cost within the bounds of the most efficient mode. An efficient mode is normally the most

If you have a UAUsername@alaska.edu email address

1. Start by navigating to the Concur login link on the UA Travel website



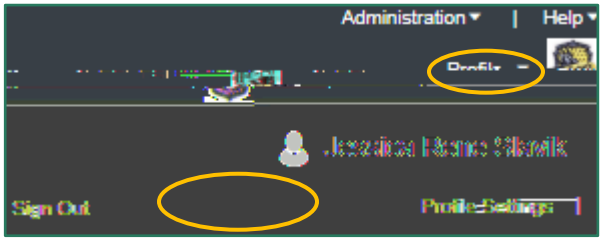
2. Login via single sign-on (SSO) using your UA credentials

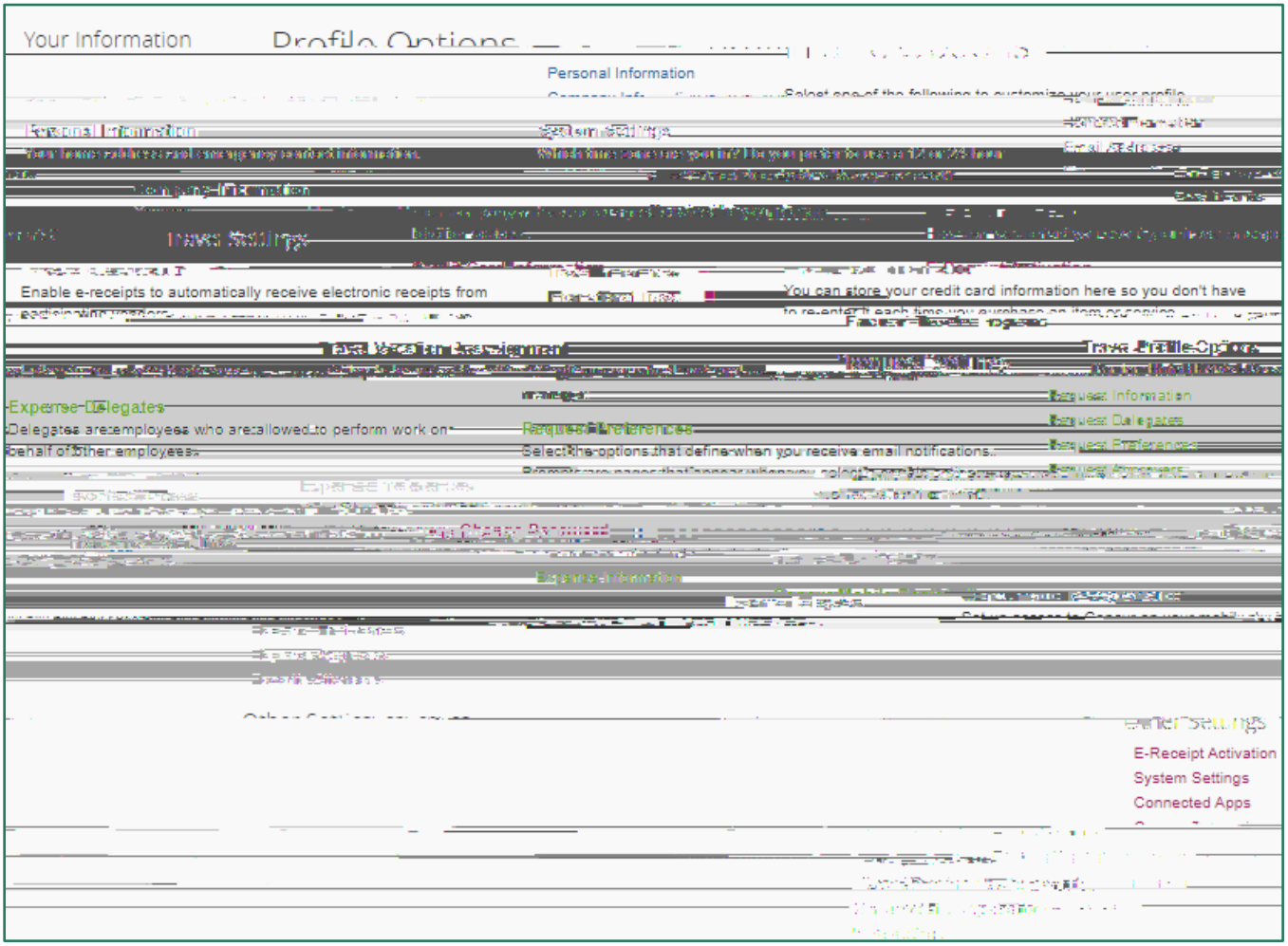


Your SSO information including passwords is managed by OIT through ELMO.

The first step for all Concur travelers is viewing and updating your profile options. In the upper right-hand corner of the Concur dashboard, select the drop-down menu on Profile.

To view and modify profile information, select Profile Settings.



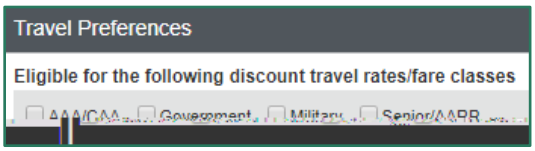


You must fill in required fields in your Personal Information such as middle name and contact information. You should also verify and update emergency contacts and travel preferences including mileage and membership plans. You can verify your email address and activate e-receipts from the Personal Information screen as well (covered later in this section).

DO NOT include special characters such as periods and hyphens. Special characters in the name, mileage plan, etc. cause the account to error during booking.

The mailing address is used by CTM and Concur Reporting but does not reflect where travel reimbursement checks are sent. Instead, checks are mailed to the most recent AP, HR, or MA address in Banner (whichever is newest). Please work with your department to ensure this information is up to date.

You can select eligible discount classes under Travel Preferences. If the "Government" discount is selected, the booking tool provides federal and state government rates available through the vendor. Unless you are eligible for federal or other state government rates/discounts, we recommend unselecting this preference before booking out of state travel.



Hot Tip: We recommend alaska.edu users also set a password in their Concur profile. This allows you to access Concur via Concur Solutions in the event the UA server is down. If you do not, Concur Solutions is still an accessible login. Click "Forgot password?" to set/reset the account password. This password is not linked with your SSO password.

6. The email now has a green check indic

3. Expenses Preferences

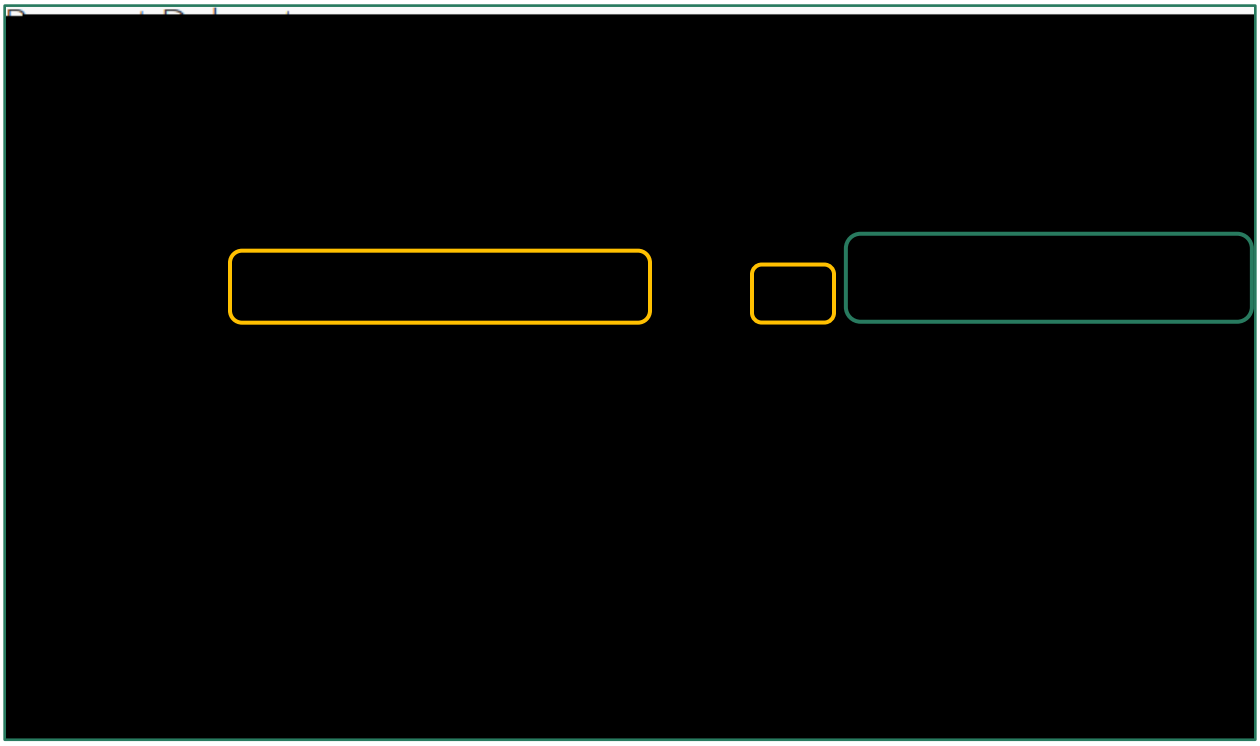
The “E-Receipt Activation” link is found under Other Settings in the left-hand column. You can enable or disabled e-receipts at any time.

E-receipts are available for vendors with a Concur relationship. When you enable e-receipts and either connect to a supplier through the App Center or the My Travel Network in Concur, these e-receipts show up in Expense under the Available Expenses/Receipts section.

Airfare booked through Concur or CTM also has an e-receipt connected to the itinerary date. This negates the need to upload an additional receipt for airfare. At the very least, we recommend you activate e-receipts because of the airfare receipt.

A delegate is a person authorized to act on your behalf. Request and Expense share delegates, so assigning a delegate to one assigns it to the other.

1. Select Request Delegates or Expense Delegates from Profile Settings
2. The “Delegates” tab is persons assigned as delegates to your account
3. Click “Add” then search for and select the desired delegate’s name
4. Assign the applicable permissions and click “Save”



The following permissions are for travel coordination:

1. Can Prepare – The delegate may prepare Requests and Reports on your behalf. You are still required to submit the Report.

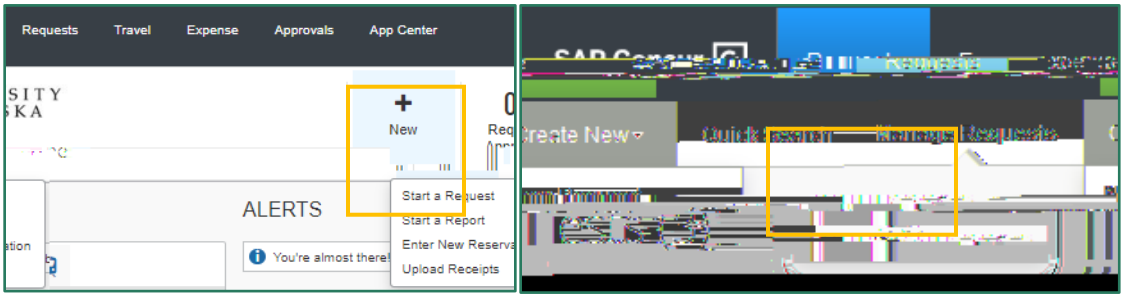
The Request module is used to plan, organize, and request approvals for UA business travel. A Request provides a general estimate or plan for your trip including anticipated costs to UA. A Request is required for all business travel including trips partially or wholly paid by a third party (even when self-funded).

Before starting a Request, gather and work out basic itinerary details:

1. To where and when is business travel needed?
2. Will the trip include personal travel days? If so, what dates?
3. How are you getting there? Where are you staying? How will you get around once there?
4. Are you taking the per diem allowance? Are you taking meal support at actual cost ("Actual Meal") and need to keep receipts?
5. Are there any other travel expenses to think about such as registration fees, a visa for international travel, etc.?
6. Use the booking tool to develop estimates for trip costs ("Look but Don't Book") and obtain a business-only cost comparison if the trip includes personal time.
7. Confirm funding source(s) for UA paid expenses.

Use the Trip Search to build cost estimates for the trip by viewing available flights, hotel rooms, and car rentals. This function is also used to capture the business-only cost comparison to attach to the Request when taking personal time in conjunction with UA business travel.

1. Create a new Request by selecting “Start a Request” from New on the homepage or “New Request” from the Create New menu in the Request module



2. Enter the required Request Header information including dates and location of travel, business purpose, and funding source
    a. Hover over the tool tip icon for additional information and guidance on how to answer the field
        i. Trip Name – Use naming convention “Last name, first initial, dates of travel (mm/dd-mm/dd) and airport or city location (e.g. SEA or Seattle);” condense or abbreviate where appropriate
        ii. Trip Description – A clear, concise descriptive summary of the work that will be completed and why it needs to be completed; please avoid acronyms and initialisms
        iii. Traveler Type – Student employees should change this to “Staff” if travel involves your work assignment (e.g. research assistants conducting fieldwork)
        iv. Funding Source – Search by code or name to select the primary funding for the trip (allocations are created in the Expenses tab)
    b. Provide any additional required or pertinent information in the Comments field
    c. Attach required or supplemental documentation such as a business-only cost comparison or meeting agenda
3. Formally request a travel advance in the Cash Advance portion of the Request Header
    a. Comments help the Cash Advance Admin determine allowability of the requested advance
    b. Contact your department travel coordinator or campus travel office if you need a travel advance and the Cash Advance portion is not available on the Request

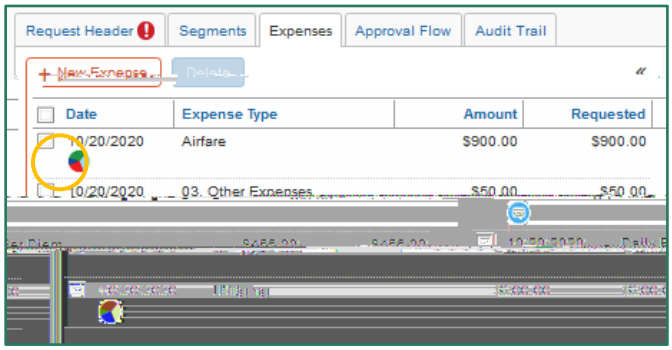
4. Select the Segments tab to enter airfare, lodging, and/or car rental expense information

    a. Click the icon to create the associated expense
    b. Enter information in the required fields and Save
        i. Type of airfare routing during booking is restricted to the information entered in Segments (i.e. round trip, one way, or multi-segment)
            1. If flight will include

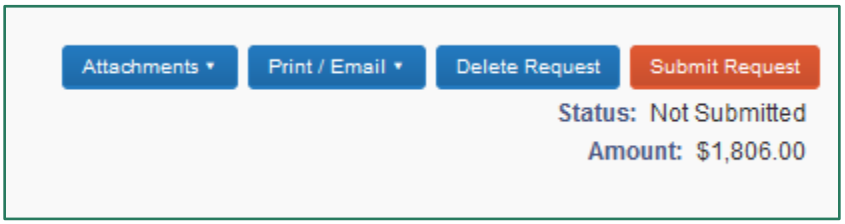
5. Select the Expenses tab to add additional estimated expenses other than airfare, lodging, and car rental

    a. Select the Expense Type from the list on the right (use to view this menu if not already visible)
    b. “Daily Per Diem” calculates based on the final destination and business travel

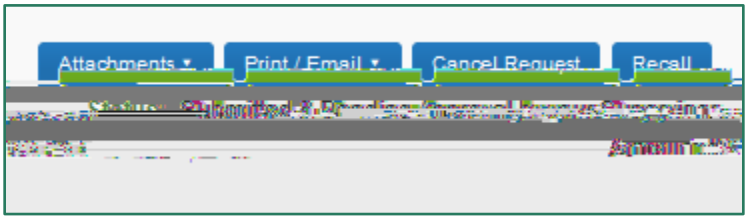
f. Allocated expenses are indicated by the multi-colored pie chart icon



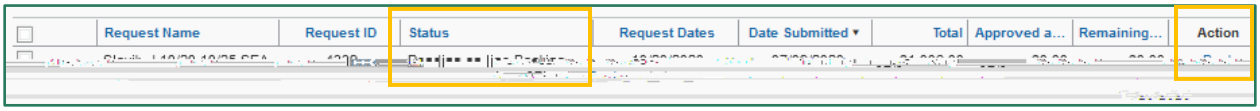
7. Select Submit Request followed by Accept & Submit on the Final Review pop-up window



8. Once submitted, the Cancel Request and Recall options are available and the Status changes to "Submitted & Pending Approval [by <approval step>]"
    a. If the Request is not yet approved, you can Recall it to make changes
    b. Do not Recall a Request no longer in "Pending on-line Booking" status as doing so may cancel existing bookings for the trip



9. Depending on your email notification settings, you receive an email notification of Request submission, return, and/or approval(s)
10. Once approved by all approver's in the Approval Flow, Action has either a "Book" or "Expense" link available



Travelers may coordinate personal travel arrangements in conjunction with their UA business travel. This includes personal extended stays at the business location and personal deviations to a non-business location. You have the option of booking some or all portions in the booking tool depending on the type of personal travel.

You must identify on the Request personal days taken in conjunction with UA business travel. For this reason, the Request Header includes a section for documenting your personal days.

Extended Stay

When a traveler extends their stay at the UA business destination(s) for personal reasons, it is a personal deviation with an extended stay.

Your business-only dates of travel are entered in the Request Segments. You can change the dates of travel to accommodate the extended stay during bontig bontig bontig bontig b

Past Fare Quote

If a cost comparison is not obtained from the booking tool prior to your trip, you must work with CTM to obtain a past fare quote. A delegate may obtain this documentation on your behalf, but the cost of this service is your responsibility (documented as Expense Type "Personal/Non Reimbursable" on the Report).

Send an email to ua@travelctm.com or call CTM at 907-786-0107 to request a past fare quote for the authorized Request. Include the following information in the email:

Subject: PAST DATE FARE REQUEST
Body: Profile name (UOFA)
- Name of traveler
- Dates, times, and destinations of authorized business travel (NOT the personal itinerary)
- Date trip was authorized (this provides the agent with any advance purchase information)
- Originally approved Request ID

CTM will either charge the agency card the full touch fee of $18.00 or your personal credit card if provided over the phone.

If using the booking tool, book from the approved Request. Do not stop in the middle of the booking. If you do, the link between Request and Travel is broken which generates a new Request. If booking is interrupted, go back to the Request to re-start the booking process.

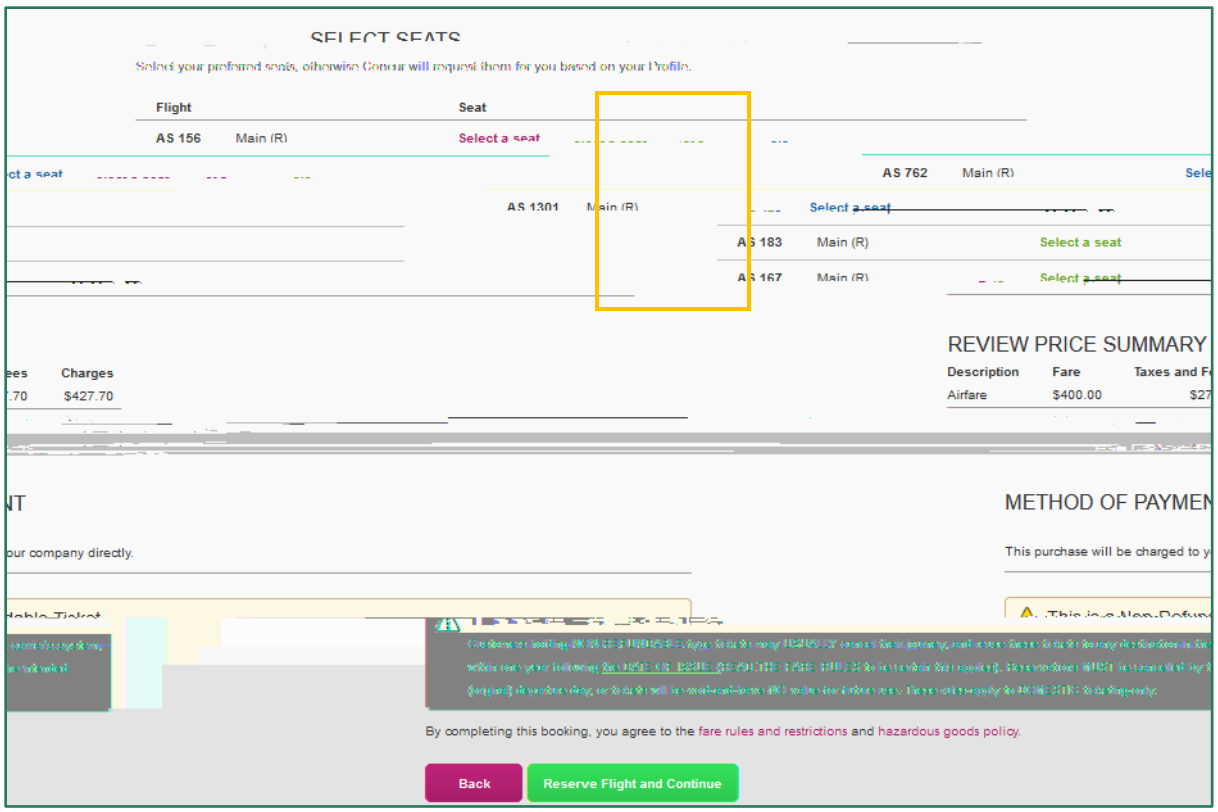
Note: If booking from Request is unknowingly interrupted before completion (e.g. clicking on

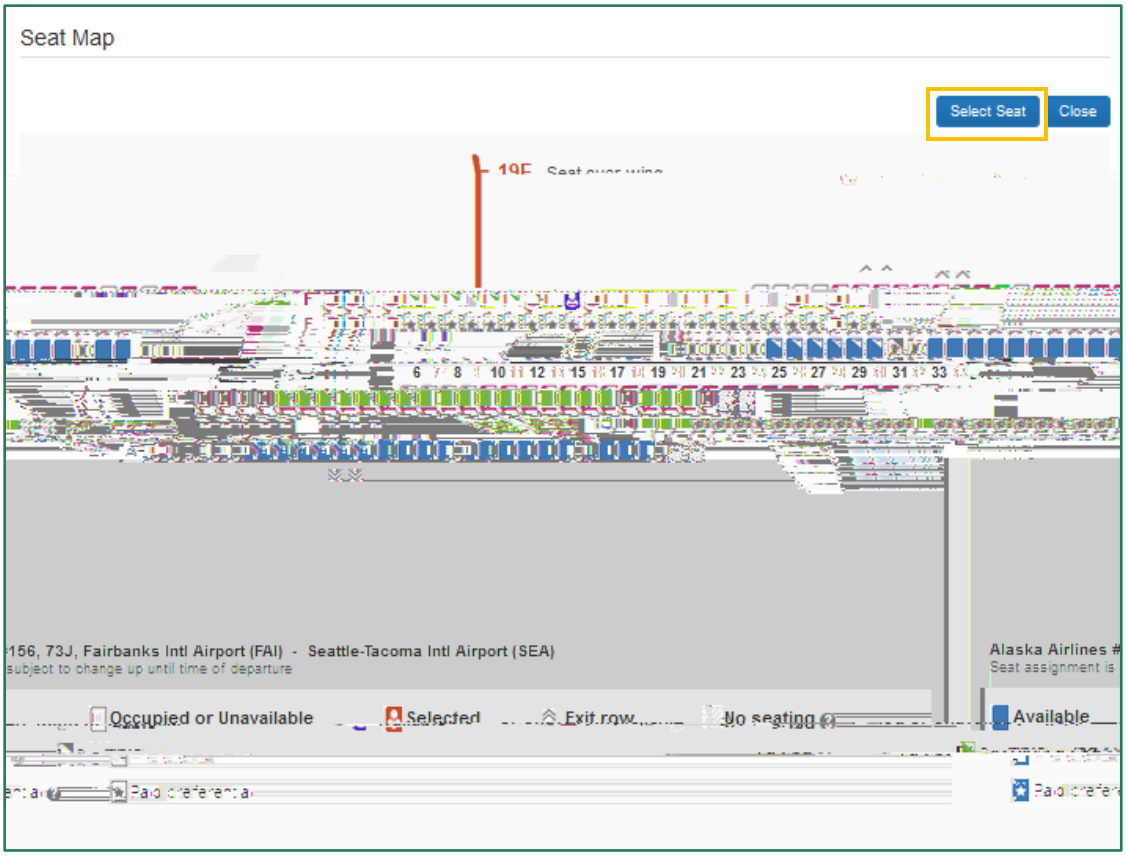
c.

c

d. Use the matrix, filter, search, and sort options to find the desired booking (See "Submit a Request: 'Look but Don't Book'" for tips on using the search features)
e. Car rental and lodging are skippable bookings; scroll down to the bottom of the page to find the skip option47.13]575(5.)] TETQq20 612 792 reW.00000912 0 612 782 reW*nBT
f. Trip Summary provides booking progress and Total Estimated Cost after each segment

5. R/F1 119.02R/F(Tr)-3(i)10(p)-4(Su)-2(m)Trm [1.iS1.i779.(q0.0000098(o)-3] 612 792 reW*nBT/F1 11.0


SELECT SEATS
Select your preferred seats, otherwise Concur will request them for you based on your Profile.
Flight
Seat
AS 156 Main (R)
Select a seat
AS 762 Main (R)
AS 1301 Main (R)
Select a seat
AS 183 Main (R)
Select a seat
AS 167 Main (R)
Select a seat
REVIEW PRICE SUMMARY
Description
Fare
Airfare
$400.00
Charges
$427.70
METHOD OF PAYMEN
This purchase will be charged to y
By completing this booking, you agree to the fare rules and restrictions and hazardous goods policy.
Back
Reserve Flight and Continue


Seat Map
Select Seat
Close
6 8 10 11 12 15 17 19 21 23 25 27 29 31 33
156, 73J, Fairbanks Intl Airport (FAI) - Seattle-Tacoma Intl Airport (SEA)
subject to change up until time of departure
Alaska Airlines #
Seat assignment is
Occupied or Unavailable
Selected
Exit row
No seating
Available

c. Hotel
    i. A UA corporate card is required to book through the booking tool; the card entered in your profile auto fills
    ii. If you need CTM to reserve and pay for the hotel, “Skip Hotel” and enter lodging information on the Trip Booking Information screen
    iii. Review the hotel’s cancellation policy before confirming

6. Trip Booking Information
    a. “Comments for the Travel Agent” box
        i. If requesting CTM book and pay for the hotel, enter the full lodging information here
        ii. Enter any other special requests or accommodations including directions to apply an unused ticket credit
        iii. A comment of any kind (including “none”) incurs the $10 partial touch fee
    b. If comments to agent are added, booking is not complete until UA CTM agent acts
        i. After-hours agents do not act on these
        ii. If booking outside normal business hours, do not us

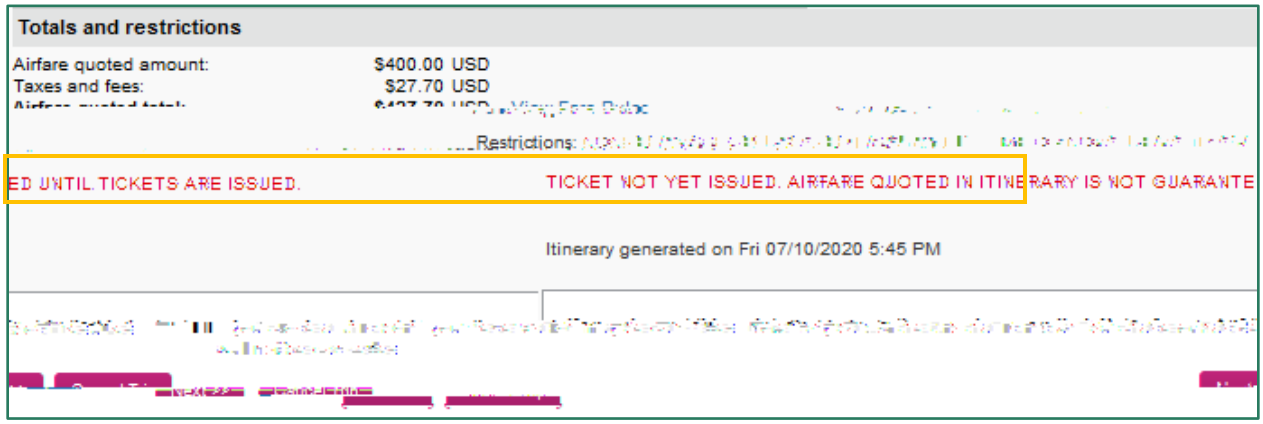
7. Once booked, the final itinerary is provided with the option to Print or Email
8. Depending on your email notification settings, you receive an email of the ticketed itinerary – this is the flight itinerary receipt required for your [expense] Report

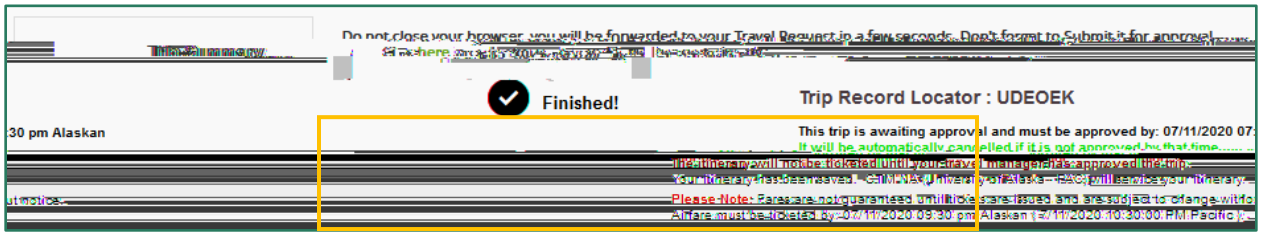
It is possible to initiate a booking directly from Travel. Doing so will generate a new Request to submit for approval. This option is called the “Travel-to-Request Integration” method and is ideal for last-minute or restricted-availability flights.

If using this method, you must remember that an approval time limit is placed on the Request. The booking is cancelled and the Request voided if not approved in time.

Note: If booking from Request is interrupted before completion (e.g. booking not completed in one sitting, you click on another browser during booking, the booking process sits idle for too long, etc.), the link between Travel and Request may break. When broken, th ضذ

2. Proceed with reservations as usual (See "Book a Trip: From Request" for a walkthrough)
    a. Airfare is put on hold
    b. CTM charges the $1.50 PNR fee
    c. Itinerary information clearly indicates tickets are not yet issued





3. A blank Request to fill out & submit is initiated
    a. The Request only auto populates the Segments and Expenses information from your booking
    b. The Request Header and remaining Expenses are filled in by you
4. The Request has an approval time limit that corresponds with the amount of time the airline will hold the flight
    a. Provided in red text at the top of the Request

    b. Provided as "Status" under My Trips>More
    c. "Approval of Request Required" documented in Trip Library
5. If the Request is approved in time
    a. The flight is ticketed and no further action to book is needed
    b. Depending on your email notification settings, you receive an email of the ticketed itinerary – this is the flight itinerary receipt required for the [expense] Report
6. If the Request is not approved in time, the hold cancels, and the Request expires
    a. You can copy and submit a new Request for approval
    b. You must book from the new Request
    c. The travel office cannot re-engage the Request once it expires

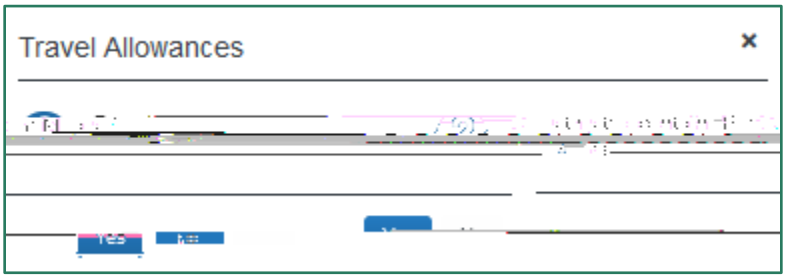
The Expense module is used to manage expenses, receipts, and expense reports. The [expense] Report is the official document for approving travel costs and dates associated with an authorized trip. It provides final documentation of the trip as it happens including detailed itemization of costs and modifications made after the Request was approved.

All Reports for completed trips should include a Travel Allowance. The Travel Allowance defines your time in travel status, applies the meal & incidental expenses (M&IE) allowance, and determines the allowable lodging rate. The latter two purposes are why a Travel Allowance is required for all trips with lodging and/or meal expenses.

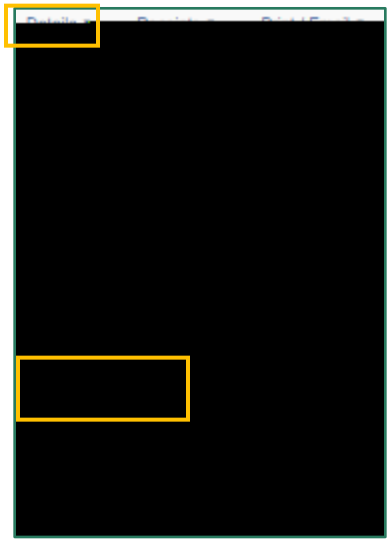
The allowable rate for your first day of travel is based on the GSA listed rate for the city where you lodged. The allowance for your last day is based on the rate for the last city you lodged.

If no travel commenced, a Travel Allowance is not entered. For example, Reports to reconcile expenses from a cancelled trip or accidental card charges. Do not enter a Travel Allowance if you were not in travel status.

1. The Travel Allowance is prompted when you create a Report
    a. Answering “Yes” to “Does this trip contain ‘Per Diem Meals’?” initiates the Travel Allowance



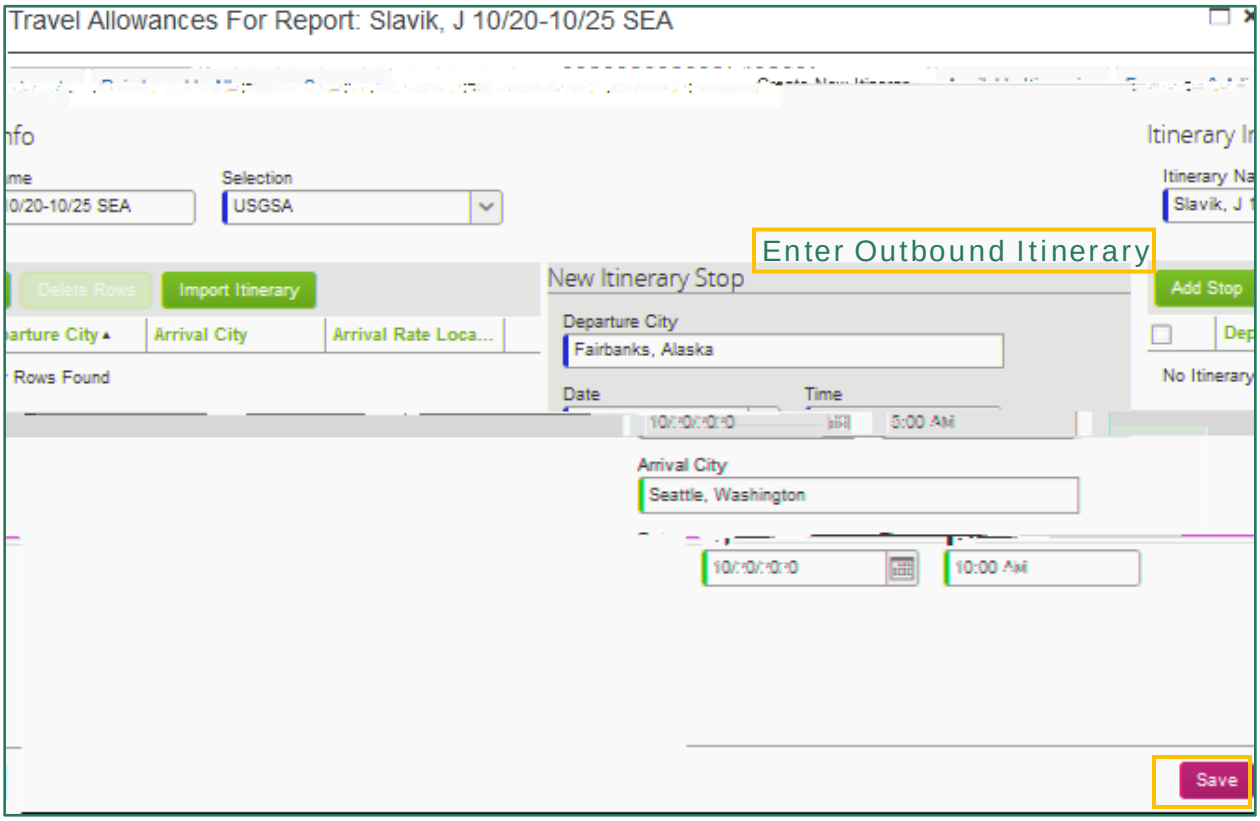
    b. If the Report is already created, you can assign the Travel Allowance from the Details drop-down menu

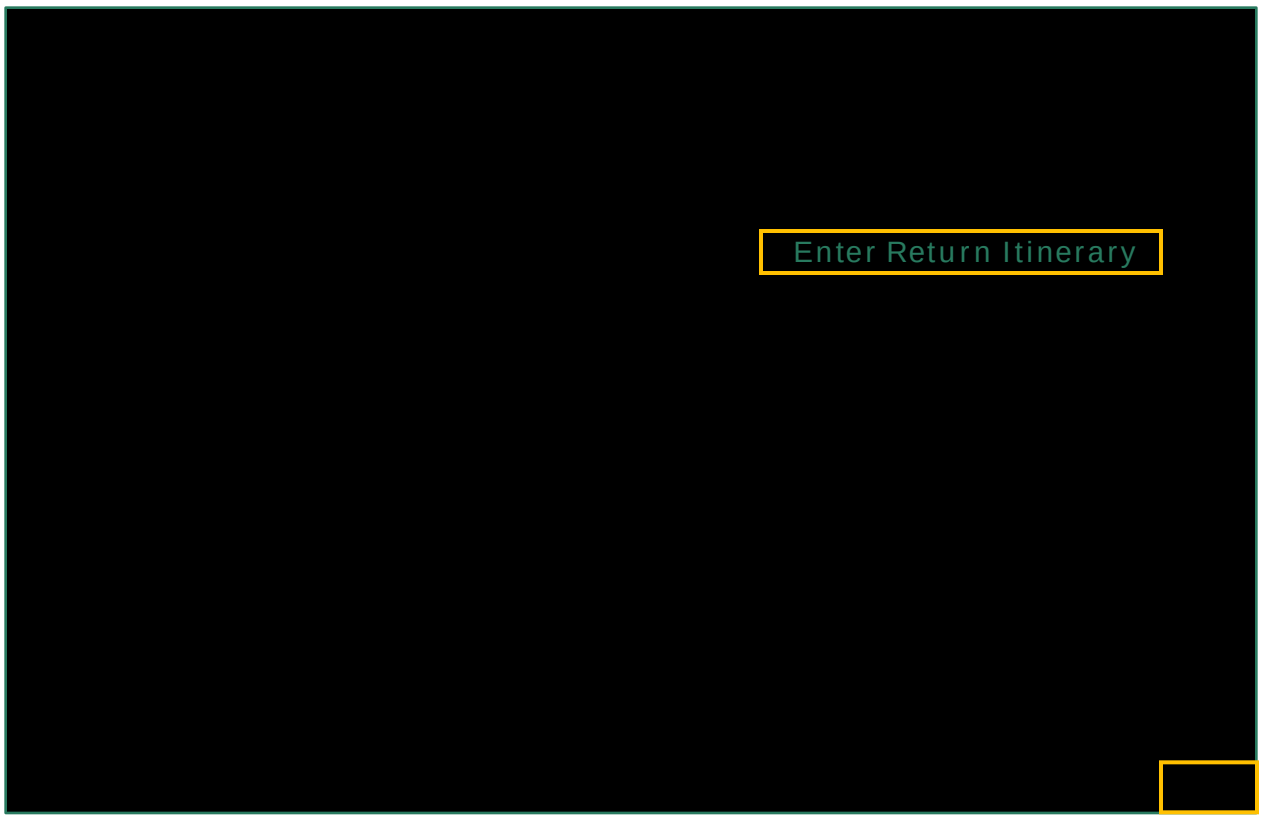


2. In Create New Itinerary, enter the outbound and return itinerary information (start and end locations, dates, and times)
    a. Click Save after entering each leg
    b. Use the time you departed from or returned to your home/duty station
    c. If your trip includes personal time, enter the business-only itinerary from the cost comparison
    d. Anytime flights cross date lines, the layovers are excluded unless you stopped and lodged there for the night

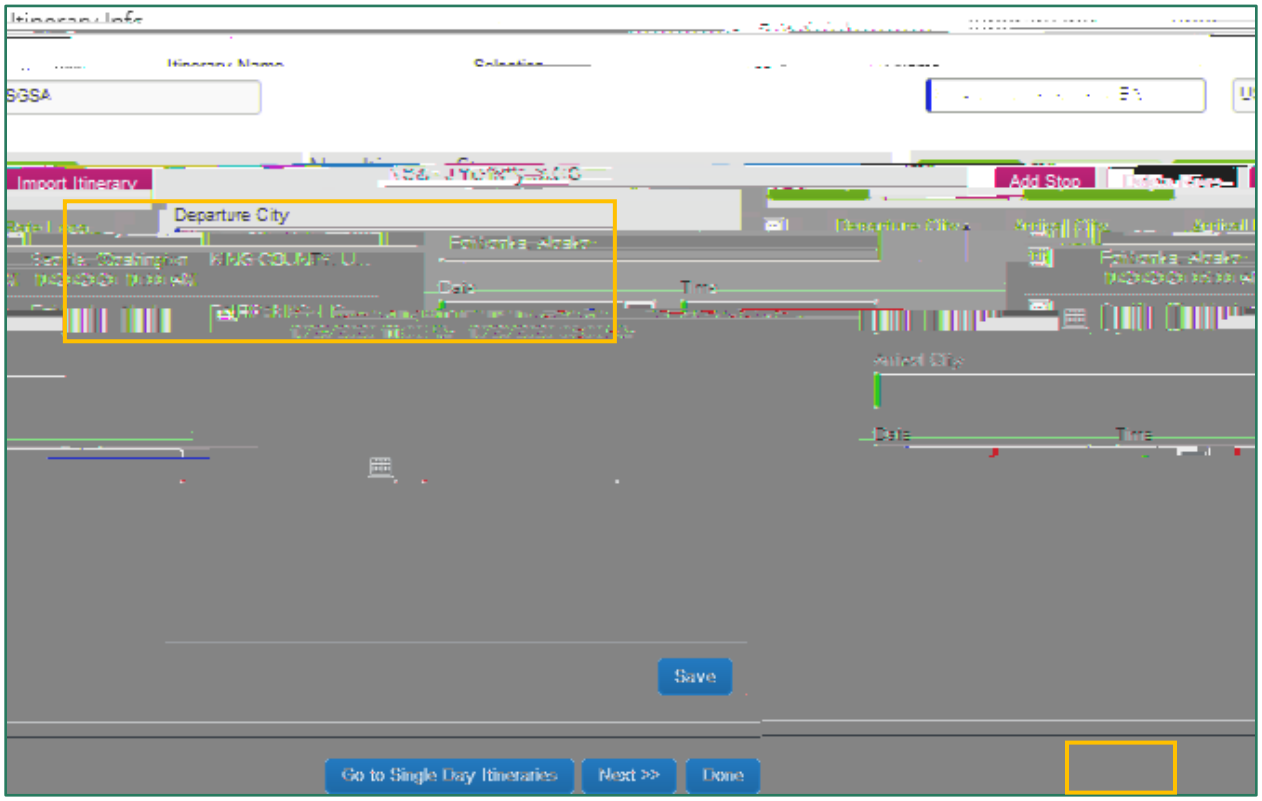
Note: Including personal days in the Travel Allowance results in inaccurate calculations on your allowable per diem. Including layovers/intermediate stops may also result in inaccurate per diem calculations.

For example, in the following screenshots, the actual itinerary includes an extended stay at the business location and a layover in Anchorage on the return. The itinerary entered reflects the business-only travel dates and excludes layover stops.

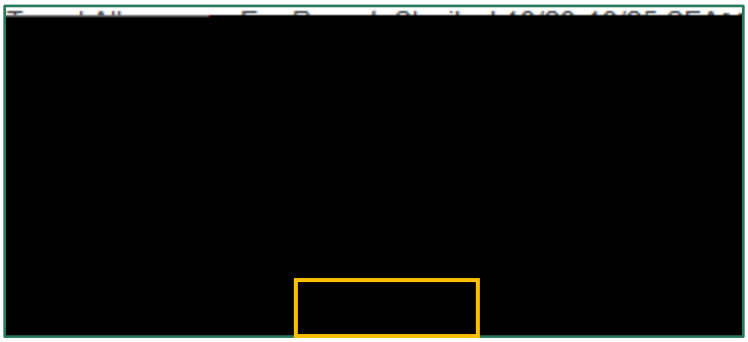


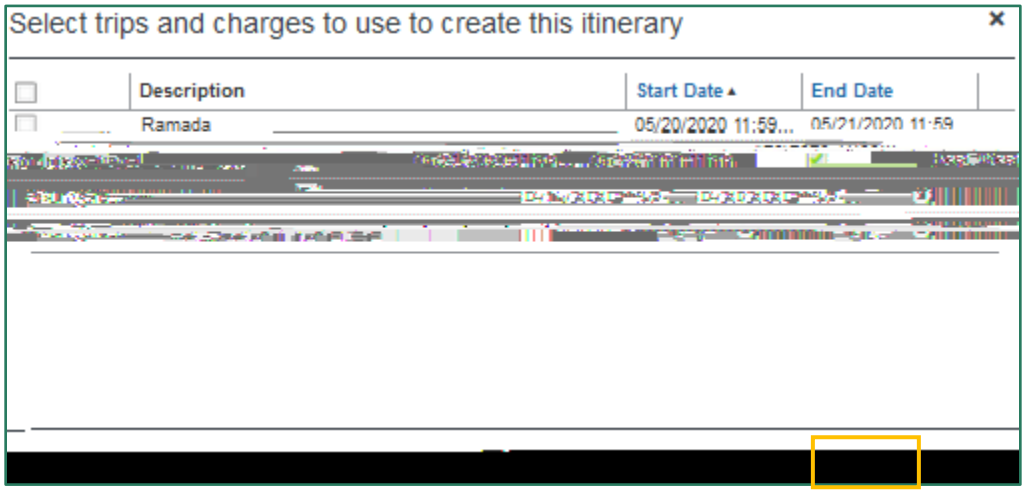


3. Once the itinerary is complete, click Next

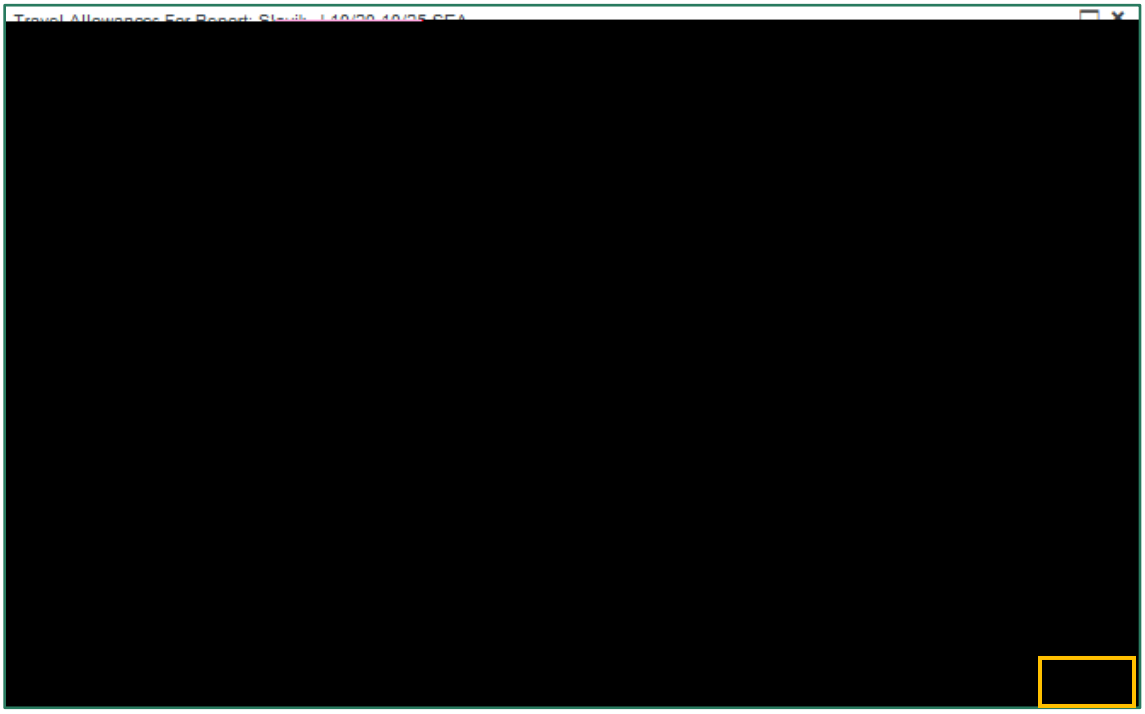


Hot Tip: Selecting Import Itinerary provides some available trip itineraries. If the correct itinerary is available and assigned, this negates the need to manually enter each leg.

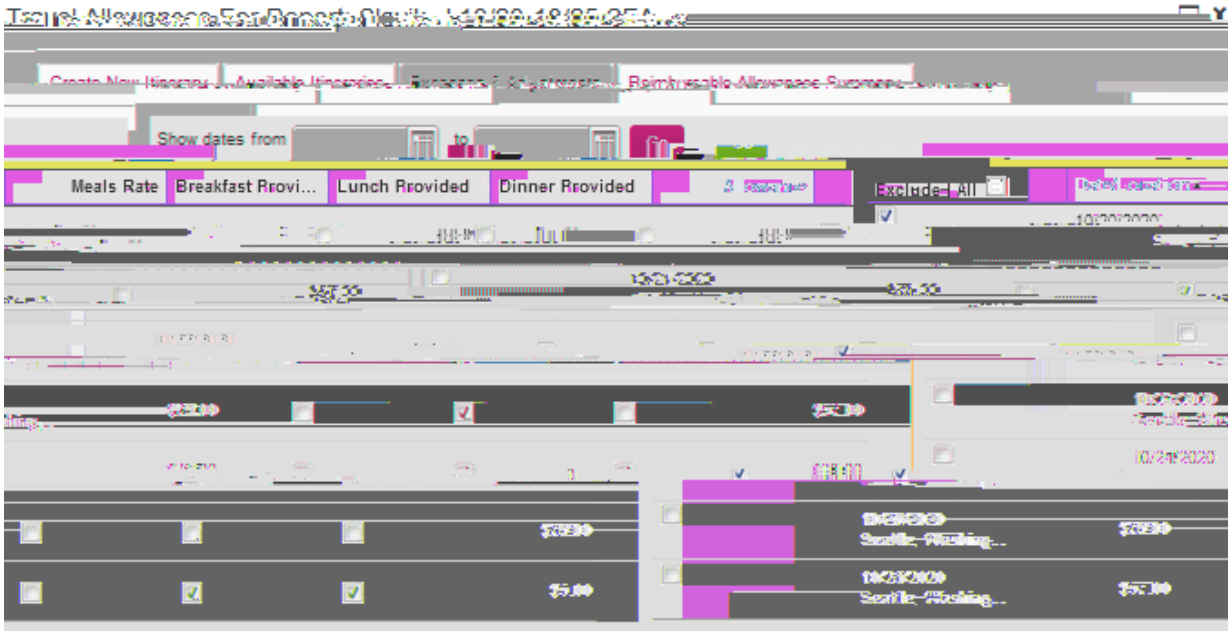




4. Verify the itinerary is correct and click “Next”



5. In Expenses & Adjustments, review M&IE allowances and click “Create Expenses” to assign the Travel Allowance to your Report
    a. Concur calculates the business location GSA rate and displays the daily allowable M&IE in Expenses & Adjustments
    b. You can exclude provided meals, full days, or all per diem by checking the associated boxes
    c. The Allowance column provides total daily M&IE after deducting provided meals or excluded days

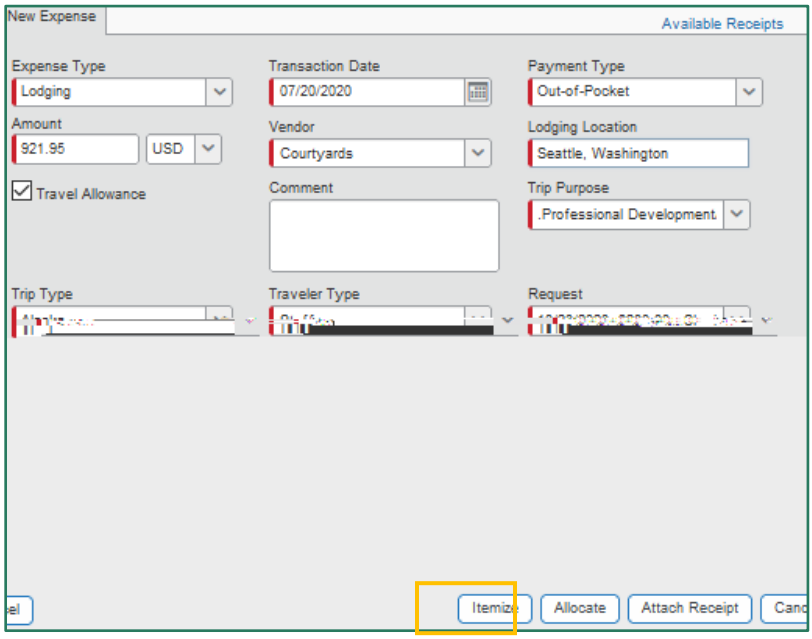


Some expenses require itemizations to separate “child” Expense Types from the “parent.” This is primarily used for “Lodging” expenses as they contain nightly charges for the lodging rate, taxes, and fees. However, the itemization process is also used when the expense includes personal portions or when multiple Expense Types apply to a single charge.

For example, the business + personal airfare is purchased on the agency card, but the business-only itinerary costs less. You can create an expense for the full amount and itemize the expense, creating two itemizations: one for the business-only airfare cost and one for the additional personal cost.

Note: Transaction Date, Amount, Expense Type, and additional information are adjustable on the individual “child” itemizations even on agency and travel card charges.

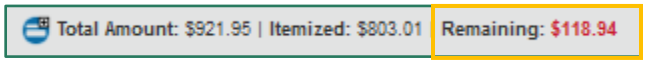
1. Add the “Lodging” expense and click Itemize



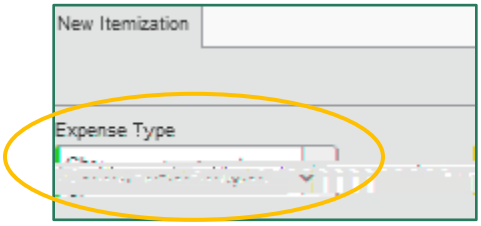
2. The Nightly Lodging Expenses tab activates
    a. Use the calendar to select your check-in and check-out dates (number of nights auto-calculates)
    b. Enter the room rate, taxes, and other recurring charges
        i. Enter the average nightly rate in the charged currency
        ii. Do not worry if there are different rates for different nights – entering the average is fine

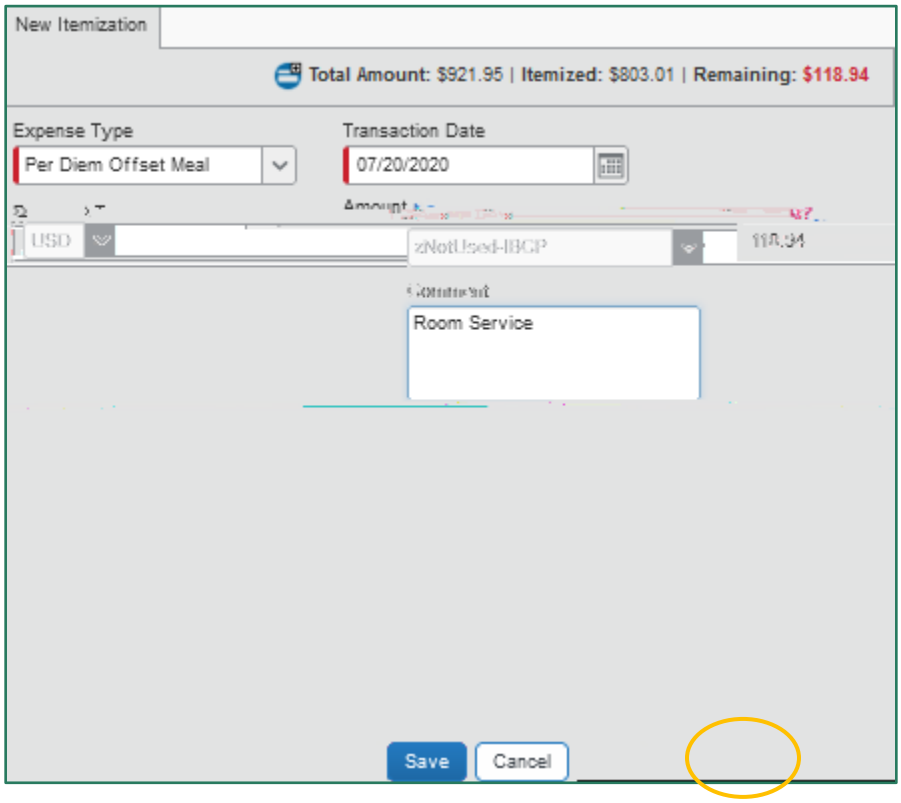
iii. Do no

3. Concur calculates and provides any remaining amount unaccounted for in the itemizations



   a. Correct the costs in the Nightly Lodging Expenses tab or
   b. Add a one-time charge itemization(s)





b. Use the average rates of the business-only expenses

2. Calculate the total amount of your personal lodging expenses and add a single "Personal/Non Reimbursable" itemization

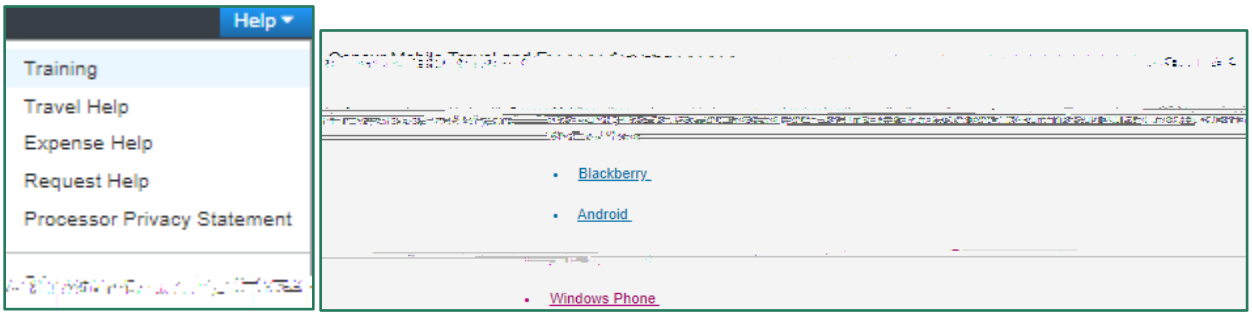
Out-of-Pocket

Tools for the on-the-go travelers to manage your travel and expenses on a mobile device.

Use the Concur App Center module to link available apps with your Concur account.

The following functions are available through the mobile app:

1. Trips – View itinerary information for upcoming trips loaded into Concur
2. Expenses – Manage expenses in Available Expenses
3. Expense Reports – Create, review, and submit Reports
4. Approvals – Approve Requests and Reports as COA or Supervisor
5. Requests – Create, review, and submit Requests
6. ExpenseIt – Upload documents to Available Expenses using the phone's camera

Since use of these functions can vary with phone type, specifics for using the features are not covered in this guide. Instead, you should access the mobile app training videos and guides from Concur.

Select Training from the Help drop-down menu in the upper right-hand corner of the Concur dashboard. Select the desired phone type from Concur Mobile Travel and Expense App.