APPROVALS MODULE

Appendix D

A guide for approving travel in the Concur Approvals module

Updated: 12 October 2020
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Introduction

This appendix provides additional guidance and information on the University of Alaska’s (UA) tools for approving travel in the Concur Approvals module.

Required Approvals

According to UA travel regulation R05.02.060(3)(c), the Travel Approver (or Approving Official) is the individual authorized to approve travel and time away from workstation or the individual authorized to expend funds.

Their responsibilities include

1. Ensuring validity of business need for travel
2. Reviewing Requests and [expense] Reports and associated documentation to verify expense(s) is allowable and adequately substantiated
3. Approving Requests and Reports in a timely manner
4. Verifying expense is charged to the proper accounting
5. Approving “audit flags” in Concur (e.g. high dollar amount, missing fields, policy violations, etc.)

While an approver may delegate the responsibility of approving Requests and Reports, the approver retains the accountability for ensuring compliance with all UA travel rules and regulations.

Designated Approver

The Default Approver for employees is their supervisor as listed in Banner form NEA2SPE. Employees without an assigned supervisor in Banner are manually profiled with their supervisor as the Default Approver. The Default Approver is changeable by the User Admin but reverts to the primary supervisor in Banner with the daily extract and file updates.

The Default Approver for non-employees is the authorized financial approver. This is assigned at profile creation and changeable by the User Admin.

The Cost Object Approver (COA) is the PI assigned to the fund in Banner form FTMFUND. This is only changeable by updating the PI in Banner.

The optional Department Approver is sometimes the department travel coordinator or financial manager. This is assigned, changed, or removed directly on the traveler’s profile.
Request

Concur is programmed to apply regulatory approval requirements to the Request. (R05.02.060(4))

1. At least one authorized approver on each Request, except for self-approvers on domestic travel
   a. Supervisor/Default Approver approval on travel paid with unrestricted funds
   b. COA approval on travel paid with restricted funds
   c. Supervisor/Default Approver approval on travel paid with restricted funds for which the traveler is the COA; Concur is programmed with a "skip-step" to reroute the Request
2. Supervisor/Default Approver approval on all international Requests
3. Optional Department Approver as assigned in the traveler’s profile

All international travel requires supervisor approval including international travel for those otherwise authorized to approve their own travel. US Export Control laws regulate the transfer (physical and electronic) of goods, technologies, and technical data outside of the US for economic, national security, and foreign policy reasons. The regulations also cover the provisions of services to restricted entities or denied parties. The three main regulatory agencies are the Department of State, the Department of Commerce, and the Department of Treasury. The need for an export license from any of those agencies may be triggered by the list below, although the regulations do contain some licensing exceptions and exemptions. For foreign travel, this means UA needs to screen the following:

1. Destination countries for embargoed or sanctioned destinations
2. Hosting organization or individual or foreign collaborator (for professional conferences, these are the sponsoring institutions) for denied or restricted entities
3. Transportation of any UA owned equipment either for temporary or permanent export, whether shipped ahead of time or taken as carry-on or checked baggage including laptops, computers, after-market software including encryption, scientific instruments, etc.
4. Any technical data including proprietary or confidential data (e.g. via an NDA) and data required for the design, fabrication, operation, or maintenance of military or dual-use technology

Report

Concur is programmed to apply most regulatory approval requirements to the [expense] Report. (R05.02.060(15)(b))

1. Expenditure authority approval if over 10% and $200 of the Request estimate
2. Expenditure authority approval if the funding source changes from the Request
   a. Allocated expenses are not automatically routed for re-approval
   b. The Processor routes the Report to additional approvers as required
3. Supervisor/Default Approver approval if the traveler is the expenditure authority
4. Optional Department Approver as assigned to the traveler’s profile in Concur
5. [Expense] Processor (campus travel auditor) approval on all Reports
Dashboard

1. Black Menu Bar – Select Approvals to access the Approvals module
2. Quick Task Bar – Snapshot of total Required Approvals
3. My Tasks: Required Approvals
   1. Authorization Requests – Trip Requests pending approval
   2. Expense Reports – Trip Reports pending approval

Approvals Module
1. Requests & Expense Reports Tabs – Quick view Requests or Reports pending approval
2. White Menu Bar – Select Requests or Reports to view all approvals including previously approved

![Requests Pending your Approval](image)

- The approval list shows Employee Name, Request/Report Name, and other snapshots of information for the Request/Report
- Use the View drop-down menu to see previously approved documents

**Hot Tip:** For on-the-go approvers, the Concur mobile app enables Supervisors/Default Approvers and COAs to quickly approve trips even if you are away from the office. Unfortunately, delegates cannot manage approvals for other users through the mobile app.
Approve

1. The approver receives an email notifying them of a Request or Report pending their approval

2. Sign into Concur or click the link provided in the email
3. Access pending approvals from either
   a. My Tasks: Required Approvals on the homepage dashboard or
   b. The Approvals module
4. Select Requests or Expense Reports to access documents pending approval
5. Click on the Request/Report Name to open the document

Request

1. Select the Request Header tab to view the trip purpose, dates, destination, and funding source
2. Select the Expense Summary tab to view the requested expenses and applicable allocations
3. View additional information provided by the traveler or delegate

   a. Attachments: Check Documents – Documents attached to the Request (Reminder: A business-only cost comparison is required if there is personal time documented in the Request Header)
   b. Print/Email: UA-Copy of Request Printed Report – A summary report of the trip information, requested expenses, and accounting information

4. Once reviewed, select one of the following actions:

   a. Send Back Request – If the Request needs corrections or is not approved, this sends it back to the traveler for correction and resubmission. Returning a Request requires a comment which is included in the email notification sent to the traveler and their delegate.
b. Approve – Moves Request to the next step in the Approval Flow. If this is the final approval, Request is either given a status of “Pending on-line Booking” or “Approved.”

c. Approve & Forward – Opens the Approval Flow to add an additional approver. Once added, select Approve.
Report

1. Open the Report Header to view primary trip information
2. Open the “Detailed Report” to view a full summary of all expenses, payment types, and associated allocations

![Print / Email](#)

*UA-Detailed Report with Summary Data

3. Select individual expenses to view their details
4. Attach additional receipt images and documentation if needed
5. Adjust the Approved Amount of an expense if needed

![Expense Details](#)

6. Once reviewed, select one of the following actions:

   a. Send Back to User – If the Report needs corrections or is not approved, this sends it back to the traveler for correction and resubmission
   b. Approve – Moves Report to the next step in the Approval Flow
   c. Approve & Forward – Opens window to approve and send Report to an additional approver
Email Notifications

In addition to the initial email indicating a Request or Report requires their approval, approvers receive email notifications if a Request or Report is still pending approval after a designated amount of time. These notifications come from EmailReminderService@concur solutions.com and are not optional (i.e. users cannot opt out in their email settings). Delegates with the “Receives Approval Emails” permission are cc’d on these notifications.

Note: UA recommends marking @concur solutions email addresses as safe senders. Otherwise, the notification emails may filter to a spam folder.

Overdue Expense Report Approvals

Trigger: Sent to the assigned approver if Report is not approved by them after two days

Email Verbiage: You have <#> Expense Reports pending your approval.

Reports not approved within 10 days of submission will timeout and move into your supervisor’s approval queue.

Information Provided: Report(s) pending approval
Resolution: Cease after the pending Report(s) is approved

Overdue Request Approvals

Trigger: Sent to the assigned approver if Request is not approved by them after four days

Email Verbiage: You have <#> Travel Request pending your approval.

Information Provided: Request(s) pending approval
Resolution: Cease after the pending Request(s) is approved
Add Approvers Request

1. Select “Approve & Forward” which opens the Approval Flow tab

2. Under “User-Added Approver:” search for and select the additional approver

3. Added approver now appears in the step after your approval
   a. Add more approvers using the blue “+” (hover over the icon to see if it adds a step before or after the selected approval step)
   b. Click the red “x” to remove an added approver

4. Click “Approve”
Report

1. Select “Approve & Forward”

![](image1)

2. Search for and select the additional approver

![](image2)

3. Click “Approve & Forward”

Alternatively

1. Select Approval Flow from the Details drop-down menu

![](image3)
2. Click the blue “+” to add an approval step

3. “Save Workflow” or “Approve” from here

**Note:** The Processor is the final approval step on Reports regardless of any other approvals in the Approval Flow. If the Processor sends the Report to an additional approver, the Report always goes back to them for final approval.
Delegate Approvals

An approval delegate has access to review and approve Requests and Reports on your behalf. Request and Expense share delegates, so assigning a delegate to one assigns it to the other.

An approval delegate can be permanent or only for a specific date range (e.g. for a planned vacation). Supervisors/Default Approvers and COAs should designate a permanent approval delegate in case you are unexpectedly out.

1. Open Profile Settings from the Profile drop-down menu

2. Select Request Delegates or Expense Delegates

3. The “Delegates” tab is users assigned as delegates to your account

4. Click “Add” then search for and select the desired delegate’s name

5. Assign the applicable permissions and click “Save”
The last four permissions are for approval delegation:

1. **Can Approve** [indefinitely on the approver’s behalf] – Use this option to set a backup that can always approve on your behalf (no time limit). Before giving an individual this type of delegate access please ensure they have the authority to approve on your behalf.

2. **Can Approve Temporary** (a date range is required) – Use this option to set a date range for someone to approve on your behalf.

3. **Can Preview for Approver** – Use this option to set a delegate to preview the Report/Request before you. This delegate cannot approve the Report/Request on your behalf. Instead, the delegate's task is to ensure that the Report/Request is ready for you to review and approve. With this option, you can wait until the preview delegate has selected “Notify Approver” (which generates an email notification to the approver), or you can approve the Report/Request without this delegate’s review.

4. **Receives Approval Emails** – The delegate is copied on your approval notification emails.