A guide for Concur roles:
Cash Advance Admin, Processor, and User Admin

Updated: 30 September 2020
# Table of Contents

Cash Advance Admin .................................................................................................................. 2  
Dashboard ................................................................................................................................. 2  
Issue Advance ............................................................................................................................ 5  
Record Return Amount .............................................................................................................. 7  
Processor ................................................................................................................................... 8  
Dashboard ................................................................................................................................... 8  
  Requests ................................................................................................................................... 9  
  Expense ................................................................................................................................... 10  
  Report ..................................................................................................................................... 15  
Permissions ................................................................................................................................. 16  
  Request .................................................................................................................................... 16  
  Expense ................................................................................................................................... 16  
  Report ..................................................................................................................................... 17  
Report Review ............................................................................................................................ 21  
  Procedure ............................................................................................................................... 21  
  Guide ...................................................................................................................................... 24  
User Admin ................................................................................................................................ 29  
Dashboard ................................................................................................................................... 29  
Profile ....................................................................................................................................... 31  
  Creation .................................................................................................................................. 32  
  Maintenance .............................................................................................................................. 40  
Troubleshoot ............................................................................................................................... 40  


Back Office Guide

This appendix provides additional guidance and information for the University of Alaska’s (UA) Concur Cash Advance Admins, Processors, and User Admins. The campuses and Statewide determine which users are assigned each role based on that user’s job duties. Overlapping of these roles is limited due to the breadth of access and capabilities afforded each one.

Cash Advance Admin

Cash Advance (CA) Admin – Individual assigned this role can view, create, and approve travel advances in Concur. This role is generally assigned to the campus travel auditors and travel administrators.

Since cash advances are available for other, non-travel purposes, “travel advance” is used when referring to UA travel policies and procedures. Alternatively, the proper noun “Cash Advance” is used when referring to Concur processes.

The CA Admin role cannot activate or deactivate Cash Advance capabilities for users. Instead, the User Admin manages this by assigning or unassigning “0256” to the Cash Advance Account Code on the user’s profile.

Dashboard

1. From the Administration drop-down menu, select “Tools” under “Company”

2. Select “Cash Advance Admin” under Tools
**Employee Balance**

From here, CA Admins can check a user’s total outstanding balance, “Create & Issue” a new advance, “Issue” a requested advance, and record a returned amount. Search for a user and click on their name to access available options.

---

**Cash Advance Admin**

Find employees where: [Employee Last Name] [Begin with] [Employee ID] [Employee has:]

And belong to Group: [All Groups I Can Access] [Employee has:]

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Email Address</th>
<th>Employee ID</th>
<th>Oldest Cash Advance Date</th>
<th>Cash Advance Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test, Admin</td>
<td><a href="mailto:admin@alaska.edu">admin@alaska.edu</a></td>
<td>admin</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Test, COA1 Approver</td>
<td><a href="mailto:coa1@alaska.edu">coa1@alaska.edu</a></td>
<td>coa1</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Test, COA2 Approver</td>
<td><a href="mailto:coa2@alaska.edu">coa2@alaska.edu</a></td>
<td>coa2</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Test, Default Approver</td>
<td><a href="mailto:approver@alaska.edu">approver@alaska.edu</a></td>
<td>approver</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Test, FinSys Tester</td>
<td><a href="mailto:finsys@alaska.edu">finsys@alaska.edu</a></td>
<td>finsys</td>
<td>09/09/2020</td>
<td>$4,400.00</td>
</tr>
<tr>
<td>Test, ITAdmin</td>
<td><a href="mailto:itadmin@alaska.edu">itadmin@alaska.edu</a></td>
<td>itadmin</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Test, Processor</td>
<td><a href="mailto:processor@alaska.edu">processor@alaska.edu</a></td>
<td>processor</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Test, TravelerFour</td>
<td><a href="mailto:traveler4@alaska.edu">traveler4@alaska.edu</a></td>
<td>traveler4</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Test, TravelerOne</td>
<td><a href="mailto:traveler1@alaska.edu">traveler1@alaska.edu</a></td>
<td>traveler1</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Test, TravelerThree</td>
<td><a href="mailto:traveler3@alaska.edu">traveler3@alaska.edu</a></td>
<td>traveler3</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Test, TravelerTwo</td>
<td><a href="mailto:traveler2@alaska.edu">traveler2@alaska.edu</a></td>
<td>traveler2</td>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

---

**CASH ADVANCES: TEST, TRAVELERONE**

<table>
<thead>
<tr>
<th>Cash Advance Name</th>
<th>Requested Date</th>
<th>Status</th>
<th>Request</th>
<th>Starting Balance</th>
<th>Unsubmittable Balance</th>
<th>Available Balance</th>
<th>FI Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test, J10/26/10/25 SEL-LJ</td>
<td>Pending Ex...</td>
<td>Approved</td>
<td>4353</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---
Cash Advances

From here, CA Admins can search by different criteria including Cash Advance Status.

Cash Advance Status

1. Pending Issuance – Travel advances requested through a Request, and Request is approved
2. Pending Approval – Travel advances requested through a Request, but Request is not yet approved
3. Issued Cash Advances – Issued travel advances not yet reconciled through a Report; includes advances from a Request and cash withdrawals on the travel card
4. All Cash Advances – All travel advances including cancelled, returned, and cash withdrawals
**Issue Advance**

Travel advances are available to travelers when needed. The advance is issued through Concur using the CA Admin tools. The advance is reconciled through the traveler’s Report or the “Record Return Amount” feature. Cash Advance approvals follow the travel advance policies set forth by the regulations under R05.02.060(14):

1. Concur is configured so the Cash Advance on the Request does not exceed 80% of the approved out-of-pocket expenses (ground transportation, per diem, etc.)
   a. Excludes expenses typically paid directly by UA: airfare, lodging, and car rental
   b. If the needed travel advance is more than this configured amount
      i. Company Admin can exclude the Request from the audit rule
      ii. CA Admin can issue a larger amount than entered on the Request
      iii. CA Admin can issue a separate advance for the additional amount
2. Travel advances are only approved in special circumstances and when absolutely necessary
3. All travelers should use Concur or CTM to book their flights
4. CTM can use the agency card or department travel coordinator can use a ProCard with approved waiver or purchase order to pay for lodging
5. Employees should use their travel card to pay for registration, lodging, meals, transportation, and incidentals

Due to the timeline for approving and issuing a travel advance, travelers are advised to make the request no less than 10 business days prior to the trip start date. The more advanced notice provided, the more feasible that the traveler receives their advance before trip commencement.

**Issue from Request**

Concur sends an email notification to all CA Admins when a Cash Advance is included on a trip Request. The notification comes after the last approval step on the Request is completed, but before “Pending on-line Booking.”

The notification is not filtered by campus. Each CA Admin must determine if the advance is for a traveler from their campus.

1. Open the Cash Advances tab
2. Search by “Pending Issuance” in the Cash Advance Status field
3. Select the user’s name
   a. Click on the “Cash Advance Name” to open the requested advance and view information provided on the Request
   b. Click on the “Request” to open the Request summary report
4. Choose “Issue” if travel advance is approved as is or “Send Back to Employee” if not approved
5. If issuing at an adjusted amount or post-dated disbursement, open the advance by clicking on the “Cash Advance Name”
   a. Adjust to the approved amount
   b. Post-date the disbursement date; defaults to next business day if left blank
   c. Click “Issue”
Create & Issue [New]

Occasionally, a travel advance is needed but not included on the trip Request. CA Admins can still issue an advance directly from the Cash Advance tool.

1. Search for the user in the Employee Balance tab
2. Click on their name to access available options
3. Click the “Create & Issue” button under “CASH ADVANCES: <User’s Name>”

4. Fill in the required information and “Issue”
   a. Recommend using the associated Request ID in the name for ease of reference
   b. Defaults to next business day if “Requested Disbursement Date” is blank
Record Return Amount

Occasionally, an advance is issued but not used by the traveler. This primarily happens when a trip is cancelled. If the advance was issued as a physical check and never deposited/cashed, the CA Admin can work with Statewide to cancel the check and record the Cash Advance as returned. This clears the advance from Concur and the general ledger without processing a Report.

The CA Admin should not perform these actions until they have confirmation that the check is cancelled, or the traveler deposited repayment directly to the correct general ledger.

1. Search for the user in the Employee Balance tab
2. Click on their name to access available options
3. Click the “Record Return Amount” button under “CASH ADVANCES: <User’s Name>”
4. Enter the amount returned, add explanatory comments, and “Save”
**Processor**

**Processor** (Request and/or Expense) – Individual assigned this role can view, update (limited actions), and approve submitted Requests and/or Reports. This role is generally assigned to the campus travel auditors.

**Processor Audit** – Individual assigned this role can view submitted Requests and Reports. This role is generally assigned to financial managers and other staff that need easy access to travel documents for grants and awards.

The following guidance and information are primarily directed at users with the Processor role. However, much of the information applies to the Processor Audit role too but as view-only.

**Dashboard**

The Processor dashboards for Requests and Expense are customizable. The user can set their preferred homepage, list settings, default query, etc. Each Processor should determine their settings based on their job role and needs. We recommend new Processors start by familiarizing themselves with their dashboards and available settings within each. They should also create any queries they need to complete their duties more efficiently (e.g. Expense Processor query for their campus).

**Designate Default Homepage**

Under Profile Settings>System Settings, select Expense or Request Processor as the default homepage and Save. You can also change the default rows per page to more than 25.
1. Open the Requests module and select Process Requests from the white menu bar.
2. Run Query – Choose a Concur preset or user created query to run.
3. List Settings – Set the quick-view fields for Requests in the list.
4. Create/Manage Queries – Create new or edit existing user added queries; cannot edit Concur presets.
5. Preferences – Set the default query and number of rows in the list.
6. Search Fields – Search for Requests based on specific criteria such as Request ID.
7. Requests List – Requests that meet the criteria of the query or search and their quick-view information as set in List Settings.
   a. The placement order of the information fields is changeable and sets that order for subsequent queries.
   b. Click on a field name to set the list in ascending or descending order based on the information in that field.
   c. Click on a Request to open it.
1. Open the Expense module and select Process Reports from the white menu bar
2. Run Query – Choose a Concur preset or user created query to run
3. List Settings – Set the quick-view fields for Reports in the list
4. Create/Manage Queries – Create new or edit existing user added queries; cannot edit Concur presets
5. Status Changes – Select a Report from the list to access these quick-action options
6. Preferences – Set the default query information and number of rows in the list
7. Search Fields – Search for Reports based on specific criteria such as Report Key
8. Requests List – Requests that meet the criteria of the query or search and their quick-view information as set in List Settings
   a. The placement order of the information fields is changeable and sets that order for subsequent queries
   b. Click on a field name to set the list in ascending or descending order based on the information in that field
   c. Click on a Report to open it
Employee Campus Query

The Processor can use queries to filter and organize the Report queue to best suit their needs. The most common is a query to filter based on employee campus. The following walkthrough is specific to building the employee campus query, but steps are applicable to building other queries.

1. Select “Create New Query” from the Create/Manage Queries drop-down menu

2. Start building the query

3. Click on Select One and select “Report”
4. Once selected, the system moves to the Field/Value cell and displays the “Select Field” options; select “Approval Status”
   a. Fields are in alphabetical order
   b. Fields with an asterisk* are the custom fields for UA

5. Once selected, the system moves to the Operator cell and displays the “Select Operator” options; select “Equal”

6. Once selected, the system moves to the next cell and displays the “Approval Status” options; select “Approved & In Accounting Review” (the Processor’s approval step)

7. Select Insert to add another line to the query
8. Click on Select One and select “User”

9. Once selected, the system moves to the Field/Value cell and displays the “Select Field” options; select “*Employee Campus”

10. Once selected, the system moves to the Operator cell and displays the “Select Operator” options; select “Equal”

11. Select “*UA-Employee Campus” then select the campus for the query
12. Enter the Query Name and “Save”

13. The query is now available from the Run Query drop-down menu

**Hot Tip:** Assign a campus query as the default query under the Preferences drop-down menu.
Report

There are not many differences in the Report view for the Processor except the option to determine their list settings on Reports.

1. Open a Report
2. Select “Custom” from the View drop-down menu
3. Select the desired quick-view fields for Expenses
4. List Settings is now an available option on all Reports
Permissions

The Processor role has extensive permissions that allow the user to view, make some changes to, and approve submitted Requests and Reports. These permissions give the Processor a broader ability to assist travelers, delegates, and approvers with Concur.

Request

Processors can search for submitted Requests using several criteria including user first or last name, travel start or end date, approval status, and final destination. The most effective search method is the Request ID.

Select a Request to

1. View all Request information including attachments
2. Add comments and change the primary funding in the Header except when Request is pending COA approval or online booking
3. Add additional approvers to the Approval Flow
4. Move Request through the approval flow as needed and allowed including bypassing “Pending on-line Booking”
   a. Action assigns the Processor’s name to the approval step
   b. Processors are not authorized to bypass regulatory approvals without sufficient backup documentation to support approval obtained outside of Concur
5. Send the Request back to user
6. Change a Closed/Inactive Request back to Open
   a. Only Requests that were fully approved before Closing/Inactivating are re-openable
   b. Fully approved includes completing the online booking approval step (if applicable)

Expense

Processors can search for submitted Reports using several criteria including user first or last name, payment or approval status, and trip name. The most effective search method is the Report Key.

*Request ID is not a searchable option for Reports. The only way to view the attached Request ID is by opening the Report. This is not an efficient means of finding a specific Report.

Select a Report to

1. View all Report information including attachments
2. Make some changes to the Report (see Report permissions)
3. Move Reports through the approval flow as needed and allowed
   a. Approval action assigns their name in the approval flow
   b. Processors are not authorized to bypass regulatory approvals without sufficient backup documentation to support approval obtained outside of Concur
4. Complete the final approval step, “Approved for Payment”
Report

The Processor role has extensive permissions that allow the user to make many changes to a submitted Report. Processors operating as the travel auditor work with travelers, delegates, and approvers to make these types of changes in accordance with travel regulations and procedures.

However, there are limitations to what a Processor can do with a submitted Report. Some changes require the traveler or delegate to take direct action, and some actions are outside the scope of the travel auditor’s roles and responsibilities. When applicable, the Processor is required to send the Report back to the user for corrections.

Can Do

1. View all information on the Report in the same format as the traveler, delegate, and approver; Concur even provides a summary report

![Summary Report](image)

2. Make changes to most portions of the Report Header except: Trip Name, Trip Description (although, can add additional Comments), Business Travel Start and End Dates, and attached Request

![Report Header](image)
3. Make changes to individual information on most expenses including approving at a reduced amount
   a. Cannot change transaction date on agency or travel card charges
   b. Unlike the traveler or delegate, can assign Expense Type “Per Diem Offset Meal” to travel card expenses if no per diem is on the Report

![Expense entry form]

4. View the GSA rates for the business location assigned in the Travel Allowance

![Travel Allowance rates]

5. Allocate and Attach Receipt[s] to an expense or the Report

![Allocate and Attach Receipt]

Cannot Do

1. Make changes to the Travel Allowance including those that affect “Daily Per Diem”
2. Add or delete expenses
3. Create itemizations

![Pre-Submission and Post Submission Options]
4. Change the Payment Type

5. Change the Transaction Date on agency and travel card charges
6. Change Expense Type to “Lodging” unless it is part of an existing itemization

7. Limited changes to the Expense Type of a “Lodging” itemization (i.e. not all Expense Types are available)

8. Make changes except Trip Purpose, Trip Type, and Traveler Type to the following Expense Types
a. “Daily Per Diem”

b. “Mileage”
   i. Can adjust Transaction Date
   ii. Changes to the locations does not change the Distance or Amount

c. “Cash Advance Return” except Date

9. View available, add, or remove Cash Advances
Report Review

According to UA travel regulation R05.02.060(3)(d), the Travel Auditor (Central Finance Office Function) is the individual responsible for reviewing expense reports for compliance with travel regulation and procedures. This includes the authority to allow, reduce, or disallow reimbursements per those regulations and procedures.

The travel auditor at each campus and Statewide is assigned the Expense Processor role in Concur to fulfill their responsibilities as defined by the travel regulations and their position description. All Reports in Concur require a Processor’s approval for payment.

The extent of the Report review is determined by each campus’s leadership. Furthermore, individual campuses and departments may have additional regulations and policies not covered in this manual. Processors should familiarize themselves with these where applicable.

Procedure

This is a recommended guide for travel auditors acting as the Processor to review and approve Reports for payment. Each auditor may have a different procedure for completing this task. So long as the Report is reviewed according to regulatory standards and procedures, the exact method is flexible.

All Processors have access to all submitted UA Reports. However, each auditor is expected to work from the Processor queue for their campus. The campus queue is determined by the traveler’s home campus as assigned in their Concur profile.

1. Login to Concur in two different internet browsers
   a. Browser A – Process Reports
   b. Browser B – Process Requests
2. Open Report and Request for the same trip
3. Review the detailed Report summary
   a. Verify account codes are accurate including non-travel codes
      i. Make Header or individual expense corrections as needed (e.g. Trip Purpose, Traveler Type, Expense Type, etc.)
      ii. Verify “Trip Type” is not a documented account code and correct if it is
   b. Use the report to quick view any allocations
4. Review the Report Header
   a. Verify funding and dates of travel have not changed from the approved Request
      i. Check Request Expenses for allocations to additional funding
      ii. Review attachments and comments for business justifications or documentation of additional required approvals
      iii. Check Report Approval Flow for additional required approvals
   b. Assign correct Trip Purpose if “Other” is selected
   c. Check for personal travel and verify a cost comparison or past fare quote is attached to Request or Report
   d. Confirm Trip Description meets minimum requirements
5. Review any required Request attachments (e.g. cost comparison, agenda, etc.)
6. Review the Travel Allowance itinerary
   a. For business-only travel, verify this itinerary reflects the approved dates of travel and airfare itinerary (if applicable)
   b. For business + personal travel, verify this itinerary reflects the business-only itinerary
   c. Check if any of the layovers resulted in an overnight stay and verify the overnight is approved/allowed
   d. Verify intermediate stops in the itinerary did not apply the wrong per diem rate(s)
   e. Verify the per diem rate location matches where the traveler spent the night

7. Review the Report Expenses
   a. Verify required receipts are attached; unreceipted allowance does not apply to airfare, lodging, car rental, and expenses $75+
   b. Verify all reimbursable expenses are compliant with UA travel regulations
   c. Make allowable changes to expenses in accordance with UA travel regulations, policies, and procedures
      i. Change Approved Amount on disallowed or partially approved expenses
      ii. Add comments documenting reason for change; these are also used for post-audit reporting
   d. Verify all Warnings and Exceptions have a resolution
   
   e. Check Receipts>View Receipts in New Window for any documents not attached to an individual expense
      i. Emails of approval are sometimes included here
      ii. This is also handy when there are multiple expenses to review or the Receipt Image window cuts off a portion of the document
   f. We are not required to mark each expense as “Reviewed”; however, it is a helpful tool for tracking expense reviews

8. Review Details>Approval Flow and Comments for any information that would negate any of the sub steps in Step 9 or answer questions brought up by Steps 4 & 7

9. Change status of Report to one of the following:

   a. Requires Review – Report requires corrections the Processor CAN complete but need more information
      i. Add comments documenting reason; these are used to inform other Processors of the Report’s status and for post-audit reporting
      ii. Email traveler or delegate requesting additional information, documentation, etc.
      iii. Users cannot Recall a Report in this status
b. Send Back to User – Report requires corrections the Processor CANNOT complete
   i. Add comments documenting reason for return; these are used to inform the user on what requires correction and for post-audit reporting
   ii. Resubmission moves the Report back to the bottom of the Processor queue

c. Send to Approver – Report requires additional approval for changes, allocations, exceptions, etc. not obtained prior to Processor review
   i. Send to COA for restricted funding
   ii. Send to financial manager or traveler’s Default Approver for unrestricted funding
   iii. Send to campus Travel Administrator for regulatory exceptions

d. Approve – Report is complete and compliant

Leave Invoice Open

Occasionally, the Report is approved but payment is not following standard reimbursement procedures. This includes payments issued via wire transfer or to a third-party vendor. For these situations, the Processor must indicate in the Report Header that the invoice is to remain open. They must check this box before approving the Report. The box is only available when the Report is in the Processor’s queue (i.e. the submitting user does not have this option).

Once the Report is approved, the Processor follows up with Statewide Cash Management to finish the reimbursement process according to UA’s and their home campus’s procedures.
Guide

This guide provides a quick reference on areas commonly addressed during the review. This is not a comprehensive guide to every regulation and policy applicable to UA travel.

Report Header

1. Are the Trip Purpose, Trip Type, and Traveler Type correct?
2. Does the Trip Description provide a clear description of the trip that supports a reasonable understanding of the business conducted?
   a. For example, “Research for project,” “conducted fieldwork,” “conference,” or “meeting” are too broad
   b. Instead, the description should provide a reasonable summary of the type of work, e.g. “Collecting methane samples from thermokarst lakes,” “Interviewing school district for nutrition survey data collection,” “Attending annual ICCC Conference,” or “Presenting at AGU meeting”
3. Dates of Travel
   a. Do the business dates match the Request?
   b. Do the business dates fit the needs of the trip, i.e. are any outside the required timeframe to conduct the purpose?
   c. Is there any personal time? If so, are the personal dates indicated?
4. Was all funding approved on the Request?
   a. If not, does the Report include documentation of additional approver?
   b. Report should route to appropriate approver or include attached documentation of approval when there are funding changes/additions

Travel Allowance

1. Is there a Travel Allowance itinerary on the Report?
   a. Travel Allowance is required for all trips with lodging and/or M&IE
   b. Travel Allowance is a best practice for all other trips
2. Does the itinerary reflect the business-only dates of travel?
3. Is the itinerary resulting in inaccurate calculations on the allowable per diem (e.g. intermediate stops, personal days, etc.)?

Airfare

1. Is a full flight itinerary receipt/e-receipt attached to the airfare expense?
2. Is there a justification for airfare purchased outside of Concur/CTM?
   a. Examples of acceptable justification: Required airline not a GDS carrier, using credit or discount held outside of Concur, personal deviation, etc.
   b. If justification is for personal convenience/preference, is a cost comparison or past fare quote attached?
3. If business-only trip
   a. Do the dates and location of travel match the approved dates and location on the Request?
   b. Is this the itinerary entered in the Travel Allowance?
   c. Did the traveler use the most direct and efficient mode of travel available (e.g. no excess stopovers, the quickest way to travel)? If not, is there a business justification or cost comparison?
4. If business + personal trip
   a. Is a business-only cost comparison pulled from Concur or CTM past fare quote attached?
   b. Does the business-only itinerary match the business need?
   c. Does the itinerary in the Travel Allowance reflect the business-only?
5. Did the traveler purchase coach class of service?
   a. Premium, Comfort +, etc. are allowable so long as they are Main Cabin seating
   b. Any additional cost for business- or first-class airline tickets are paid by the traveler, unless deemed an ADA accommodation
6. Do all change fees/add collects have a business justification?
   a. Cancellation and change fees for family emergencies and factors outside traveler's control are reimbursable at the department’s discretion
   b. Are all associated itinerary receipts attached?
7. When "My Wallet" funds are used to pay for any portion of the airfare, a copy of the original ticket(s) used to fund "My Wallet" and a screenshot of the traveler's "My Wallet" to show how the funds were utilized are required
   a. The "My Wallet" screenshot is used to show that ticket A (cancelled ticket) paid for ticket B (used ticket)
   b. The original ticket(s) is used to backup out-of-pocket costs to the traveler
8. When using a personally owned discount, frequent flyer, or no-cost airline ticket, the traveler is only reimbursed at the direct cost for incurred fees

**International Travel**

1. International travel is travel outside of the 50 states, the District of Columbia, and the territories and possessions of the United States
2. Federally funded travel must comply with the Fly America Act and Open Skies Agreement
   a. UA supports the Fly America Act by requiring all travelers using federal funding travel on an American air carrier for all legs of the trip when available regardless of cost and/or travel times
   b. In cases where American carriers are not available, travelers must fly into and out of the US to a gateway city on an American carrier for connecting flights to their destination
3. Where applicable, foreign charges are entered using that foreign currency
   a. Concur Expense performs the currency conversion using rates from Oanda
   b. If USD is entered for the foreign charge, then an attached Oanda currency conversion is required
4. Foreign receipts require explanation by type of expense in English
Lodging

1. Do the names and dates on the folio match the traveler and dates of expense itemizations?
2. Are the folio expenses (room rate, taxes/fees, incidental expenses, parking, telephone/internet usage, etc.) all properly itemized?
   a. Costs for additional companions and/or services are not allowed without documentation of authorized approver exception
   b. Valet Parking fees are unallowable unless this was the only viable parking option available
3. If the lodging is not within 150% of standard rate, is a business justification provided?
4. Non-Commercial Lodging Standard allowance is 15% of the standard lodging rate rounded up to the nearest dollar
   a. The non-commercial lodging rate is not usable after 30 days unless approved by the Travel Administrator prior to travel
   b. Receipted non-standard lodging is reimbursable at actual cost

Individual Meals & Incidental Expenses (M&IE)

5. Concur calculates the allowable GSA per diem rate based on the itinerary entered in the Travel Allowance
   a. Fairbanks/Anchorage/Juneau and surrounding communities (within a 50-mile radius) are set by the UA President at $70
   b. Same day travel greater than 12 hours uses the destination location rate
   c. An M&IE allowance is not paid when travel status is less than 12 hours
   d. Per diem is based on the business locality in which the traveler spends the night (while in transit, locality is the destination)
   e. The first and last day of travel is 75% of the GSA rate
   f. Per diem is either short-term or long-term.
      i. Short-term is 30 days or fewer
      ii. Long-term is 31 days or more in a single location (this rate is 70% of short-term rate rounded up to the nearest dollar)
   g. M&IE expenses shall not exceed the maximum authorized rate, regardless of elapsed transit time, and cannot exceed a 24-hour day, regardless of time zones or elapsed transit time
6. It is the traveler’s responsibility to accurately report when a meal is provided (e.g. hotel breakfast, conference lunch) if the food/timing is sufficient to serve as a meal
7. Traveler may claim actual cost of meals in lieu of per diem
   h. Total costs are not to exceed the M&IE per diem allowance
   i. Itemized receipts are required
   j. Alcohol is not reimbursable at actual cost
8. Incidental expenses include fees, gratuities, and tips for services of cleaning staff, wait staff, baggage handlers, baggage carts, etc.
Group Travel M&IE

1. Responsible person (group leader) is reimbursed at actual meal costs OR authorized M&IE rate
2. Supporting documentation is required
   a. Actual Meal Support: Itemized receipts are required & reimbursement cannot exceed total daily allowance (Note: Concur does not calculate the max allowable for a group)
   b. Per Diem Support: Supporting documentation is a statement directly from group members or a group sign off sheet and must indicate the amount of cash received by each member

Ground Transportation

1. Receipts are attached and within the business timeframe; “luxury” accommodations (e.g. limo service) require business justification
2. Personally Owned Vehicle (POV)
   a. Mileage Reimbursement: IRS standard rate is used in Concur
      i. Supporting documentation such as odometer readings or an online mileage calculation is required
         1. Mileage Calculator on the expense is preferred and does not require additional attachments
         2. Otherwise, a Google/MapQuest map of route is required
      ii. Fuel costs are not reimbursable when mileage rates are used
      iii. Mileage rates are not reimbursable on rental vehicles
   b. Fines or penalties for parking or other violations are not reimbursable
   c. Vehicle repairs, towing services, lubrications, tire replacement are not reimbursable
   d. Driving vs flying for traveler convenience requires a business-only airfare comparison
3. Reimbursement is based on the business-only comparison timeframe for the most direct and efficient mode of travel

Car Rental

1. Was a full-size car or smaller charged?
   a. If not, is a business justification provided (e.g. multiple travelers, transported supplies, ADA accommodation, etc.)?
   b. If not, is a cost comparison for an allowable class or documentation from the vendor that a lower rate was charged attached?
2. Non-reimbursable car rental expenses
   a. Supplemental rental vehicle insurance for employees renting in the US or Canada (e.g. CDW/LDW)
   b. Frequent flyer mileage charges
   c. Optional expenses not supported by a business justification (e.g. GPS)
   d. Rental usage during personal travel days
Additional Expenses

1. Report must include all UA-paid expenses with 100% accuracy
2. Phone calls, internet connection fees, and international data fees are reimbursable when incurred for business purposes
3. Special clothing, camping gear, tools, and other supplies and miscellaneous expenses required to accomplish the travel objective are allowable
4. Individual expenses (except for air, lodging, and vehicle rental) less than $75 may be reimbursed without a receipt, in the event the receipt is lost, misplaced, or inadvertently not obtained
5. Personal expenses including those accrued during days of personal travel are not reimbursable

Best Practices

1. Trip Name should use the recommended naming format
2. Correct account codes should be applied using Expense Type, Trip Type, Traveler Type, and/or Trip Purpose
3. Agendas and other documents supporting business purpose should be attached to the Request or Report
4. When a Report includes expenses for another traveler, the Report and/or expense should include a cross-reference to that traveler’s approved Request ID and Report Key (if applicable)
**User Admin**

**User Admin** – Individual assigned this role can view, create, and edit Concur profiles. This role is generally assigned to the campus travel administrators.

**User Admin (Read Only)** – Individual assigned this role can view Concur profiles but not create or edit them.

**User Maintenance** – Individual assigned this role can modify existing profiles but cannot create a new user account.

**Dashboard**

1. From the Administration drop-down menu, select “Company Admin” under “Company”

![Company Admin Menu](image1.png)

2. Select “User Administration” under Company Administration

![User Administration](image2.png)
1. Add New – Add a new user or use an Excel spreadsheet to import users (instructions are available if you select “Import Users”)
2. Filters – Filter your search to find specific users
   a. Toggle between travel and expense advanced filters
   b. Change the “User Status” to find inactivated accounts
3. Select a user’s name or login ID to open their account

<table>
<thead>
<tr>
<th>Last Name / First Name</th>
<th>Job Title</th>
<th>Org. Unit</th>
<th>Login ID</th>
<th>Manager</th>
<th>PROFILE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test, Admin</td>
<td></td>
<td></td>
<td><a href="mailto:admin@alaska.edu">admin@alaska.edu</a></td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>Test, COA1 Approver</td>
<td></td>
<td></td>
<td><a href="mailto:coa1@alaska.edu">coa1@alaska.edu</a></td>
<td>Test, COA2 Approver</td>
<td></td>
</tr>
<tr>
<td>Test, Default Approver</td>
<td></td>
<td></td>
<td><a href="mailto:approver@alaska.edu">approver@alaska.edu</a></td>
<td>Test, COA2 Approver</td>
<td></td>
</tr>
<tr>
<td>Test, Default Approve2</td>
<td></td>
<td></td>
<td><a href="mailto:approver2@alaska.edu">approver2@alaska.edu</a></td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>Test, Department Approver</td>
<td></td>
<td></td>
<td><a href="mailto:dtpapprover@alaska.edu">dtpapprover@alaska.edu</a></td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>
Profile

UA employees are automatically profiled in Concur when the following criteria are met:

1. They have a supervisor listed in Banner form NEA2SPE
2. The employee’s supervisor also has a supervisor listed in Banner
3. They have a data enterable Department Level (DLEVEL) Organization Code listed in their employee record (Banner form PEAEMPL)

A UA computer program runs every morning to upload the employee file into Concur. Concur picks up the file every night (known as the Concur Overnight Process). This means a new employee will have access to Concur on their second day as a UA employee.

Since employee information is pulled directly from Banner, their first and last names are loaded into Concur based on that Banner information. If an employee needs their first or last name permanently changed in Concur, they must work with HR to change their name in Banner. The User Admin can change it on a one-time basis, but the name resets each night to reflect what is in Banner.

Non-employees and employees without a supervisor assigned in Banner require manual profiling by the User Admin. The new user must have a Banner account and valid UA ID before creating a profile in Concur. The accounting information from Concur imports to Banner every night, and reimbursement checks are issued from Banner.

Cash Advance

The CA Admin role cannot activate or deactivate Cash Advance capabilities for users. Instead, the User Admin manages this by assigning or unassigning “0256” to the Cash Advance Account Code on the user’s profile.
Creation

Since most UA employees are automatically profiled through the Concur Overnight Process, this walkthrough is primarily directed at non-employee student and guest profiles. However, some employees require manual profiling (e.g. adjunct faculty). The following steps are used with adjustments as needed, e.g. assigning the “Approver” role to UA employees.

1. Select “+ Add New User”

   ![User Administration](image)

   **Role(s)**

   - Travel Wizard User
   - Request User
   - Expense User
   - Request Approver
   - Expense Approver
   - Authorized Support Contact

   Employee Group Configuration: Alaska General

2. Assign Role(s)
   a. Check “Travel Wizard User,” “Request User,” and “Expense User” for non-employees
   b. Check all three user roles plus “Request Approver” and “Expense Approver” for employees

3. Employee Group Configuration – Assign “Alaska General”

**General Settings**

![General Settings](image)
4. **CTE Login Name** – Enter the user’s preferred email address
   a. Alaska.edu email for UA employees and students – Allows user to login via SSO (UA credentials)
   b. Non-alaska.edu users must activate their account and set their own password from Concur’s email activation link (see Step 39)
   c. Guests with no email (e.g. elders) are assigned a dummy address using their assigned **UAID@alaska.edu** (e.g. 31212121@alaska.edu)

5. **Password & Verify Password** – Enter the CTE Login Name

6. **Name** – Enter the user’s full legal name as it appears on their photo ID (for Travel bookings)

7. **Employee ID** – UA vendor ID

8. **Account Activation Date** – Defaults to the creation date

9. **Account Termination Date** – Inactive field when creating an account

**Travel Settings**

10. **User Group Membership** – Leave boxes unchecked

11. **Rule Class** – Leave as default; if ADA accommodations are needed, select “Medical Exception (University of Alaska)”

12. **Manager Name** – Enter the default approver’s name (this should match the “BI Manager” under “Expense and Invoice Settings”)

13. **Phone Number** – Enter if available

14. **Home Address** – Used by CTM and Concur Reporting but does not reflect where travel reimbursement checks are sent
   a. Checks are mailed to the most recent AP, HR, or MA address in Banner (whichever is newest)
   b. User Admin should verify the address information in Banner matches what the new user provided as their primary mailing address
15. Leave the following fields blank:
   a. Employee Position/Title
   b. Org. Unit/Division
   c. PAR/Level 2 STAR
   d. XML Profile Sync ID
   e. Work Address

**Custom Fields**

<table>
<thead>
<tr>
<th>Custom Fields</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>EE_Campus</td>
<td>EE_Dept</td>
</tr>
<tr>
<td>UAF</td>
<td>D6CFD</td>
</tr>
</tbody>
</table>

16. EE Campus – Enter the home campus’s initialism; used for reporting from Concur Travel (booking data)
17. EE Dept – Enter the home department’s D-Level code; used for reporting from Concur Travel (booking data)

**Expense and Invoice Settings**

<table>
<thead>
<tr>
<th>Expense and Invoice Settings</th>
<th>Approves</th>
<th>Expense Preferences</th>
<th>Expense Delegates</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Group</td>
<td>Alaska General</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reimbursement Currency</td>
<td>US Dollar</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fund</td>
<td>(101010) SW General Funds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity Code</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Default Language</td>
<td>English (United States)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country of Residence</td>
<td>UNITED STATES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traveler Type</td>
<td>Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Org</td>
<td>(80031) SW Administration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee Campus</td>
<td>SW-Statewide</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee Department</td>
<td>System Governance (DSSYG)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>State/Province</td>
<td>Select one</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ledger</td>
<td>Banner</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BI Manager</td>
<td>Test, Default Approver2 (approv</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Campus</td>
<td>(SW) University of Alaska</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash Advance Account Code</td>
<td>0250</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

18. Test User Check Box – Leave unchecked
20. Country of Residence – Assign country indicated in “Home Address”; determines the Travel Allowance settings (for UA, all travel falls under USGSA)
   a. Countries outside the US are not automatically opted in for the USGSA Travel Allowance, but UA has manually opted in frequently traveled countries (e.g. Iceland)
   b. If assigning a country not already opted in, contact the Financial Systems Office at Statewide to have the USGSA Travel Allowance turned on for that country
21. State/Province – Leave blank
22. Ledger – Assign “Banner”
24. Traveler Type – Assign the appropriate default traveler type
25. Self-Approval Check Box – Leave unchecked; this is only selected for users with delegated permission from their chancellor (president for SW) to approve their own travel
26. **BI Manager** – Enter the default approver’s name (this should match the “Manager Name” under “Travel Settings”); used for reporting purposes
27. **Fund-Org-Dept-Campus-Activity Code** – Enter the default funding for travel (optional)
28. **Employee Campus** – Assign the home campus (this should match the “EE Campus” under “Custom Fields”); used for reporting and Processor purposes
29. **Employee Department** – Search and assign the home department (this should match the “EE Dept” under “Custom Fields”); used for reporting and Processor purposes
30. **Cash Advance Account Code** – Enter “0256” to activate cash advances in Concur; recommended for all non-employees
31. **Default Language** – Defaults to “English”

**Approvers** – Expense and Request do not share approvers; assigning an approver to one does not assign it to the other

![Approvers for TravelerSeven Test](image)

32. **Default Approver** – Authorized approver for travel (for employees, this is the supervisor regardless of the funding source)
   a. This should match the individual in the “Manager Name” and “BI Manager” fields
   a. When the traveler is not an employee, this is an authorized approver such as the financial manager, dean, or director
33. **Default Approver 2** – The assigned department approver if applicable
34. **Default Approver for Cash Advance Requests** – Leave blank, UA’s Concur platform is not configured to utilize this approval step
Expense Preferences – Email settings for the user; generally, these are left at their default settings

Expense Delegates – Expense and Request share delegates, assigning a delegate here assigns it to both

35. Delegates – Individuals assigned to act on the user’s behalf; generally, the travel coordinator delegates are assigned at profile creation
36. Delegate For – Individuals for whom the user is a delegate; generally, the User Admin does not assign these permissions
**Request Settings**

**Request Approvers** – Request and Expense do not share approvers; assigning an approver to one does not assign it to the other.

37. **Default Approver** – Authorized approver for travel (for employees, this is the supervisor regardless of the funding source)
   a. This should match the individual in the “Manager Name” and “BI Manager” fields
   b. When the traveler is not an employee, this is an authorized approver such as the financial manager, dean, or director

38. **Default Approver 2** – The assigned department approver if applicable

**Request Preferences** – Email settings for the user; generally, these are left at their default settings
Email Parameters

39. Once new user profile is complete
   a. For alaska.edu users, select “Save” or “Save and New”
   b. For non-alaska.edu users, select “Save and Notify New User”

Email Notifications

Once profiled in Concur, alaska.edu users can login via SSO. There are no additional steps to activate their account.

Non-alaska.edu users receive an activation email directly from Concur Solutions. The user must follow the activation instructions before the delegate can coordinate travel in Concur. The activation link expires after one week. If the user does not activate their account in time, the User Admin must manually set their password under “General Settings.”

The activation link takes the new user directly to their “Change Password” screen. Once the password is changed, the user is taken to the login page for Concur Solutions.
We recommend User Admins also send a separate email alerting the user of their account creation and providing instructions for completing profile information in Concur. The delegate is cc’d on this email communication to alert them that the account is ready for travel coordination.

The following are suggested templates for the User Admin email notification sent to non-employees. When manually profiling employees, the User Admin should provide them with resources to fulfill their roles and responsibilities as an employee traveler (e.g. information on their campus’s travel training and the Travel Card Program).

Non-Alaska.edu Users

Hello,

<Traveler's Name> has been profiled in Concur, and we have initiated a system-generated email that will prompt them to change their password and sign in to www.concursolutions.com. They have one week to login with the system-generated sign in or it will not work. Their password will have to be manually reset for them. They should update their profile first, paying particular attention to the information we’ll need to book a flight for them; date of birth, gender (TSA requirement), and legal name as it appears on their official identifying documents.

As <traveler’s name> has not been trained in Concur use, they have been assigned one or more travel delegates who will act on their behalf in Concur. This delegate will create the travel request, complete any necessary bookings, work with the traveler to obtain the proper documentation, and process an expense report for the traveler. If there are any questions about this process, please contact our office.

Thank you and safe travels!
Alaska.edu Users

Hello,

<Traveler’s Name> has been profiled in Concur and may now sign in on the UA Travel website using their alaska.edu email account and single-sign on password. They should update their profile first, paying particular attention to the information we’ll need to book a flight for them; date of birth, gender (TSA required), and legal name as it appears on their official identifying documents.

As <traveler’s name> has not been trained in Concur use, they have been assigned one or more travel delegates who will act on their behalf in Concur. The assigned delegate will create the travel request, complete any necessary bookings, work with the traveler to obtain the proper documentation, and process an expense report for the traveler. If there are any questions about this process, please contact our office.

Thank you and safe travels!

Maintenance

Employees should manage their information directly where possible. However, the User Admin can manage portions of the user’s profile if needed. This includes updating their mailing address, default funding, department approver, and delegates (including “delegates for”). The User Admin should help update all profile information for non-employees when requested.

Additionally, there are portions that only the User Admin can update. This includes the CTE Login Name, middle name, employee campus, employee department, and self-approval status.

To make changes to a profile

1. Search for and select the user
2. Make the requested or required changes
3. Save

Troubleshoot

Problem: User with their alaska.edu CTE Login Name already in use by another Concur client.

Solution: The user must contact the other client and request they change the CTE Login Name or deactivate their account. This is not something UA or SAP Concur can do. The User Admin for that client must make the account changes.

Problem: User with their non-alaska.edu CTE Login Name already in use by another Concur client.

Solution: The user must provide a different email address for their UA Concur profile.
Problem: User does not have access to internet services or an email account of any kind.

Solution: Guests with no email (e.g. elders) are assigned a dummy address using their assigned UAI@alaska.edu (e.g. 31212121@alaska.edu) as their CTE Login Name. This allows for creation of a profile, but the account is only accessible by a delegate or proxy. Do not “Save and Notify New User” since the email account is not valid.

Problem: New user did not activate their account before the email activation expired.

Solution: The User Admin must manually set a password for the user. We recommend something simple like “welcome1” and advising the user to change it ASAP.

Problem: The user’s password is not working.

Solution: For SSO login, passwords are managed through the ELMO system, not Concur. For Concur Solutions login, users can change their password by following the “Forgot password?” link. For security reasons, we do not recommend the User Admin manage passwords for users.

Problem: Employee was terminated and needs their Concur account deleted.

Solution: We cannot delete accounts, but we can inactivate them. Enter the employee’s termination date in “Account Termination Date” under “General Settings.” Deactivating a profile also allows a delegate to submit expense reports on the user’s behalf.

Problem: Employee’s name in Concur does not match the legal name on their ID.

Solution: The User Admin can temporarily change the name, but it will reset with the nightly extract. Employee information is pulled directly from Banner form PPAIDEN. Employees must work with HR to correct their name in Banner to permanently correct their name in Concur.

If their name in Banner does not currently reflect their legal name, employees can make the change following the process outlined in UAOnline>Personal Information>Legal Name Change Information.

Problem: Delegate does not have all three primary modules (Request, Travel, & Expense) when in the user’s account.

Solution: Verify that “Can Prepare” and “Can Book Travel” are selected delegate permissions.